

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 13 OF 61

PART 3 OF 4

*original signature
- Keep for file*

RECALL / CRP BULLETIN TRANSMITTAL

Program Number: 99016 Affected Vehicles: 1993-95 Town Car/CVGM
 Description: Speed Control Deactivation Switch

OWNER NOTIFICATION SAFETY EMISSIONS COMPLIANCE

BACKGROUND

PAIC Meeting Date: None
 PRO / EPRO Meeting Date: 05/05/99
 Advice of Action Approved: Yes
 Submitted for PCSD Approval: 05/17/99

Vehicles Involved: 1993-95
 Town Car/CVGM

Number of Units: 278,000

PARTS:

At PDC by:
 At Dealer by:
 Direct Shipped (%): 0

APPROVALS:

- Parts:	Check 5/17/99
- Warranty/Claims:	Widow 5/17/99
- OGC / AMRO / VRS:	
Sent:	5/14/99
Returned:	5/17/99

OGC Review:	Legal
AMRO/Other Review:	New

PCSD APPROVALS

G. Saint 633B 5/17/99
 J. C. Bradley
 A. R. O'Neil Al Mall

DATE TO ASSIGNMENT(SA):
 (Safety Recall Only)

AFFILIATE MARKETS NOTIFIED:

FAX COVER TO MITCH:

ONE-SIDED WRITTEN (y/n):

COPY TO CANADA (y/n):

PROBLEMS/INQUIRIES:

DEALER BULLETIN:

OWNER LETTER:

PHASER-MAILED (y / n):

DRAFT

To: All PCSD Regional Managers
cc: All Regional Sales Managers
Ford Division and Lincoln Mercury
All PDC Managers
Subject: Safety Recall 99R15: 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 PCSD, using Form 7288, 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 contacting dealers or customers.

QUESTIONS?

Claims Information 1-800-423-8881
Other Recall Questions 1-800-328-6821



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

DRAFT

Service Recall Bulletin

May, 1999

TO: All Ford and Lincoln Mercury Dealers**SUBJECT:** Safety Recall 99R16: Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control - Speed Control Desactivation 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 Desactivation Switches on the affected vehicles may develop a resistance 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 Desactivation Switch, taping the connector end to protect it from contamination and securing the connector with a tie-wrap. 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 Desactivation 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.

DRAFT

ATTACHMENTS

Attachment I: Administrative Information

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

Attachment III: Technical Information

CONTACTS

Claims Information: 1-800-423-8851

Other Recall Questions: 1-800-328-8821

Sincerely,



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

DRAFT**ATTACHMENT I**
Page 1 of 1**Safety Recall 99018**

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

OADS

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

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

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.

CLAIM PREPARATION AND SUBMISSION

- Enter dates using DMV.
- 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). PCB 700 bags will be sent as soon as the claim 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.

DRAFT
ATTACHMENT II
 Page 1 of 2

Safety Recall M99145
**Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with
 Speed Control - Speed Control Deactivation Switch**

LABOR ALLOWANCES**Interim Recall:**

Description	Labor Operation	Labor Time
Remove, Tape and Secure the Speed Control Deactivation Switch *	900145*	0.3 Hour
Administrative Allowance	Misc. Expense Code "ADMRY"	0.1 Hour

* Labor Operation 900145 will NOT close the Recat.

Permanent Recall:

Description	Labor Operation	Labor Time
Replace Speed Control Deactivation Switch and Hard-shell Connector	000163	0.5 Hour
Administrative Allowance	Misc. Expense Code "ADMRY"	0.1 Hour

PARTS INFORMATION**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	91 days after launch	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-328-6921

Part Number	Description	Quantity
XWYZ-99002-AA	Speed Control Deactivation Switch Kit	1

DRAFT**ATTACHMENT 3**
Page 2 of 2

Safety Recall 98015
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
- OEMS 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.

DESCRIPTION OF REMOVED PARTS

Parts Return Required (after completion of Permanent Repair):

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

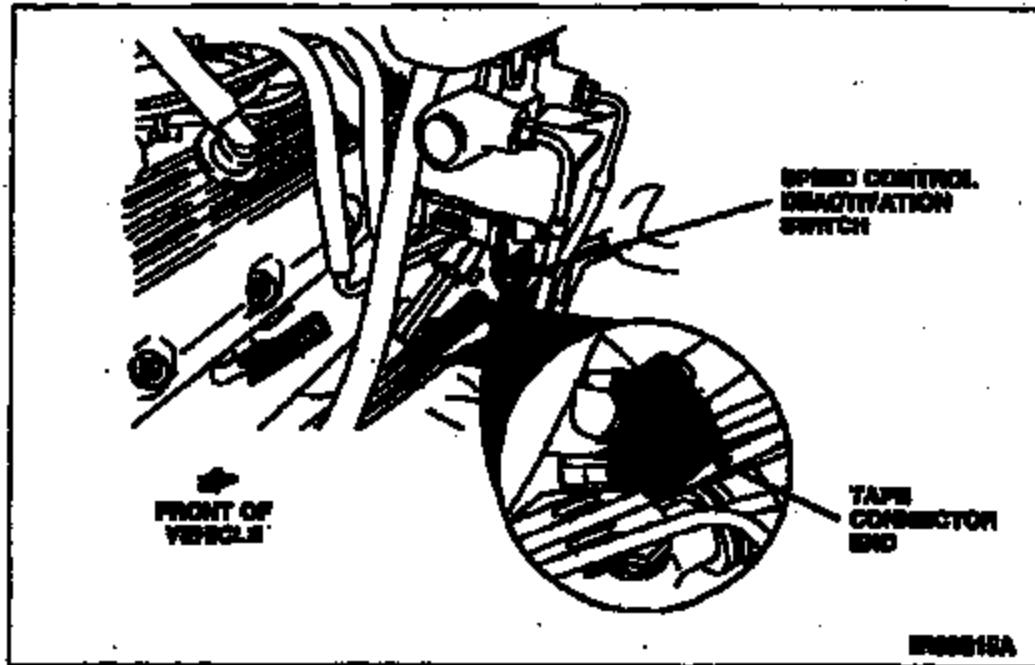
- Speed Control Deactivation Switch
- Switch Hardshell Connector

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 PCS 700 tag to the part.
- Shipping Instructions
 - Follow direction on PCS 700 tag
 - See Section 3 of the ACES II manual for more details

DRAFTATTACHMENT B
PAGE 1 OF 9
SAFETY RECALL 9900**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**

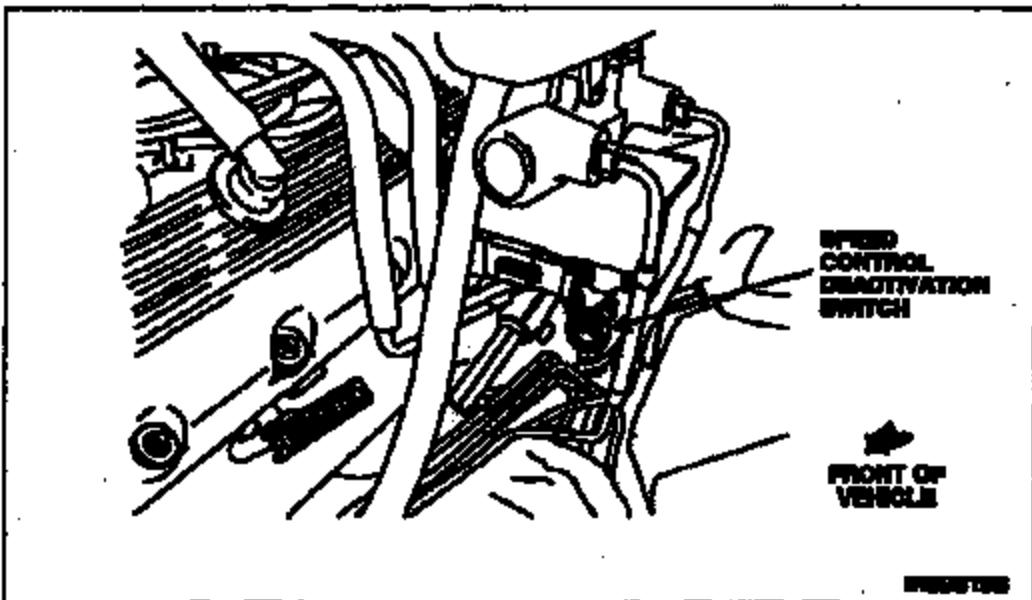
2. Tape the end of the connector to prevent contamination from entering the end of the connector.
2. Tie strap the connector to the wiring harness located on the left splash shield.

DRAFTATTACHMENT IN
PAGE 3 OF 8
CAPTIVITY RECALL 89715**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 temporary snow and disconnect the negative battery terminal.
2. Disconnect the electrical connector from the speed control deactivation switch. See Figure 2.

**FIGURE 2**

DRAFT

ATTACHMENT IS
PAGE 3 OF 3
SAFETY RECALL 99016

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.

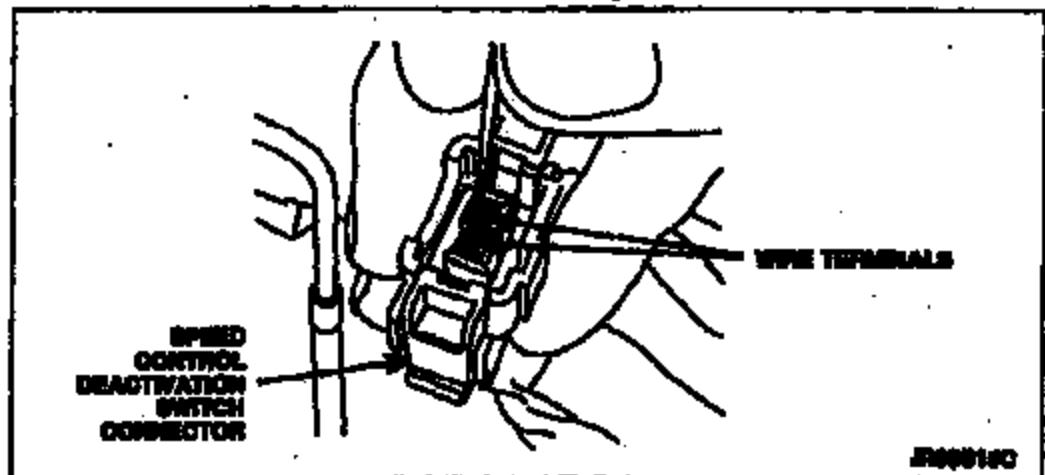


FIGURE 3

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 inserted 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 5 Brake Fluid and install the speed control deactivation switch. Tighten the switch to 18 Nm (13 lb-in).
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. Hold an assistant pump firm 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.

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DEPARTMENT OF VEHICLES
99016

DRAFT

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

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

Safety Recall 99R15

May, 1999

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 vehicles on the affected vehicles may develop a resistance short in the electrical circuit that may potentially result in an uncontrolled 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 deterioration. The Speed Control system will be inoperative until the Permanent Repair is performed. *Interim Repair example: not applied.*

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.

*without
Speed
Control*

DRAFT**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 99R10.

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 6946, 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 1-800-424-0303 (Washington, D. C. area residents may call 360-0122).

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-Mercury vehicle.

Sincerely,

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

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RECALL / ONP BULLETIN TRANSMITTAL

Program: 98G15-61 Affected Vehicles: 1992-93 Town Car/CV/GM
 Number: Description: Speed Control Desactivation Switch
 _____ OWNER NOTIFICATION SAFETY EMISSIONS COMPLIANCE (Inspection added to Labor Operation)

BACKGROUND

FAIC Meeting Date: [REDACTED]
 FRC / EPRC Meeting Date..... 05/05/99
 Advice of Action Approved..... Yes
 Submitted for FCSD Approval..... 05/17/99

Vehicles Involved: 1992-93
 Town Car/CV/GM

Number of Units: 278,500

PARTS

At PDC by:
 At Dealers by:
 Direct Shipped (%):

APPROVAL

- Parts: N/A
 - Warranty/Claimee: [REDACTED]
 - OGC / ASESO / VEE:
 Sent: 5/14/99
 Returned: 5/17/99

OGC Reviewer: [REDACTED]
 ASESO/VEE Reviewer: [REDACTED]

FCSD APPROVALS

G. Bentz	<i>GSB</i>	Date: <u>5/23/99</u>
J. C. Bradley	<i>GSB for JCB</i>	Date: <u>5/28/99</u>
A. R. O'Neil	<i>GSB for ACO</i>	Date: <u>5/28/99</u>

DATE TO ASESO/NHTSA:
 (Safety Recalls Only)

AFFILIATE MARKETS NOTIFIED?

FAX COVER TO MITCH:

OASB/DME WRITTEN (y/n):

COPY TO CANADA (y/n):

PROPOSED MAILING SCHEDULE

DEALER BULLETIN:

OWNER LETTER:

PHASED-MAILED (y / n):

* Note printed by ALM995 on 11 May 1999 at 09:23:20 *

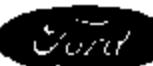
From: DGM0001--DRW006 Date and time 05/05/99 16:08:23
To: ALM995 --DRW006
cc: DGM0001--DRW006

TOMY2 --DRW006

FROM: Dave Germano
Subject: Recall Labor Time
The following time study and labor time has been approved.

1992 Town Car
REAR DOOR LATCH SWITCH DEACTIVATION: 0.3 Hrs.

Best Regards,
David E. Germano Phone: (313) 768-2214 Fax: (313) 768-2100
SPX Valley Forge Technical Information Services
Manager, Current & Past



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

**RECALL/SERVICE PROGRAM
INFORMATION**

IMPORTANT RECALL/SERVICE PROGRAM INFORMATION

**FROM: FORD CUSTOMER SERVICE DIVISION
VEHICLE SERVICE AND PROGRAMS**

URGENT MESSAGE:

There may be media coverage of this Recall beginning today. Immediately distribute this Recall announcement to all Parts and Service personnel who interface with the customer. We apologize for this short notice.

PLEASE PROVIDE COPIES TO:

SERVICE MANAGER

PARTS MANAGER

DEALER PRINCIPAL

**10 PAGES FOLLOW THIS COVER SHEET. IF YOU
DO NOT RECEIVE THE TOTAL INDICATED
PAGES, CALL 1-800-860-3287 TO REQUEST A
REPEAT FAX.**

FAX - 845-1024

Guru,

DEALER COVER SHEET SHOULD INCLUDE
SOME LANGUAGE: (SOMETHING LIKE)

To ALL FORD + LIN DEALERS

3. THERE MAY BE MEDIA COVERAGE OF THIS
RECALL BEGINNING TODAY. IMMEDIATELY
DISTRIBUTE THIS RECALL ANNOUNCEMENT TO
ALL FORD AND SERVICE PERSONNEL WHO INTERFACE
WITH THE CUSTOMER. WE APOLOGIZE FOR
THIS SHORT NOTICE.



P.S. KMON, PLEASE NOTE THAT WE ARE COMMUNICATING
TO DEALERS TODAY.

To: Joe Bradley

5/17/99

Here's 99S15 bulletin for review/approval by you and Ann. This draft has been OK'd by OGC, ASO, Claims, P9&L, Canada, and Engineering.

Also attached is Kelly's A of A for your approval.

Karen plans to press release around 2:30 today. We will fax to dealers as soon as possible today.

Gary
33-72780
FAX 84-51024

p.s. John Shore says we expect to have 30,000 kits in depots by 5/27; 140,000 kits will be in depots by 6/7.

Also, Karen Shaughnessy says that Susan Golinske is crashing to get this on the web site by tonight.

Owner Letters: Beginning May 24th

13 pages follow
this cover sheet

(3) What does it
mean up w/
Joe's not yet
named?

(2) Will Adam get
back to WMSA re
how this does?
Especially where we
are along friend
regulations?

RECALL / OMP BULLETIN TRANSMITTAL

Program Number: 00016 Affected Vehicles: 1992-93 Town Car/Cougar
 Description: Speed Control Desactivation Switch

OWNER NOTIFICATION SAFETY ENVIRONMENT COMPLIANCE

BACKGROUND

FAC Meeting Date: None
 PRO / EPPC Meeting Date: 05/06/98
 Advice of Action Approved: Yes
 Submitted for FORD Approval: 05/17/98

Vehicles Involved: 1992-93 Town Car/Cougar

Number of Units: 276,000

DATES

At POC by: Mid June
 At Dealer by:
 Direct Shipped (%) 0

APPROVALS

- Parts:	Check 5/17/98
- Warranties/Claims:	Version 5/17/98
- OES / AMESO / VISA	Start: 05/17/98 Released:

OES Review:	Legal
AMESO Review:	Mail

FORD APPROVALS

G. Bush GSB 5/17/98
 J. C. Browne _____
 A. R. Other A. Nall

DATE TO ASSOCIATE:
 (Retail/Trade Only)

AFFILIATE MARKETS NOTIFY:

FAX COVER TO MTSIC:

CANADIAN RETAILER DMO:

COPY TO CANADA (DMC):

SHIPPED/MAILED SCHEDULE

DEALER MAILER: _____

OWNER LETTER: _____

PHASED-MAILED (Y/N): _____

File #98-00016-OMP-BULLETIN-TRANSMITTAL

Prepared by: Joe

DRAFT

To: All FORD Regional Managers
cc: All Regional Sales Managers
Ford Division and Lincoln Mercury
All POC Managers
Subject: Safety Recall 99B10: 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.

PERSONNEL/DEALER ACTION

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

Advise FORD, 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	1-800-423-3881
Other Recall Questions	1-800-423-3821



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

DRAFT

Service Recall Bulletin

May, 1999

TO: All Ford and Lincoln Mercury Dealers
SUBJECT: Safety Recall 99R18: 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 8, 1992 through November 30, 1992. Also, certain 1992 and 1993 Town Cars built at the Wayne 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 relative short in the electrical circuit that may potentially result in an uncontrolled 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.

EMERGENCY ACTION

Repair parts will not be available until mid-June, 1999. Until parts are available, the interim repair described in Attachment II 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.

DRAFT

ATTACHMENTS:

Attachment I: Administrative Information

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

Attachment III: Technical Information

QUESTIONS?

Claims Information: 1-800-423-8821

Other Recall Questions: 1-800-325-8821

Sincerely,



A. R. O'NEILL

Director
Vehicle Service and Programs

DRAFT**ATTACHMENT I**
Page 1 of 1**Safety Recall 99-915**

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.

CLAIM PREPARATION AND SUBMISSION

- Enter claims using DME.
- Refer to ACEHN 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). FOB 700 tags will be sent as soon as the claim 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 agreement repair was made away from the servicing dealer.) Refer to ACEHN Manual for Refund Information.

DRAFT**ATTACHMENT II**
Page 1 of 2

Safety Recall 00015
 Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with
 Speed Control - Speed Control Deactivation Switch

Labor Allowances**Initial Repair:**

Description	Labor Operation	Labor Time
Remove, Tape and Secure the Speed Control Deactivation Switch *	999152*	0.3 Hour
Administrative Allowance	Misc. Expenses Code "ADMN"	0.1 Hour

* Labor Operation 999152 will NOT close the Recall.

Postrecall Repair:

Description	Labor Operation	Labor Time
Replace Speed Control Deactivation Switch and Hard-shell Connector	999159	0.5 Hour
Administrative Allowance	Misc. Expenses Code "ADMN"	0.1 Hour

PARTS INFORMATION:**Parts Ordering Information:**

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

Stock Orders	Effective Immediately	Normal order process
Interim Orders	Effective Immediately	Normal order process
Emergency Orders	31 days after launch	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-325-5521

Part Number	Description	Quantity
1K972-63453-AA	Speed Control Deactivation Switch Kit	1

DRAFT**ATTACHMENT II**
Page 2 of 2

Safety Recall 99016
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
- OEMS II
- Updated Price Book

EXCLUDED 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 Returns Requested (after completion of Permanent Repair):

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

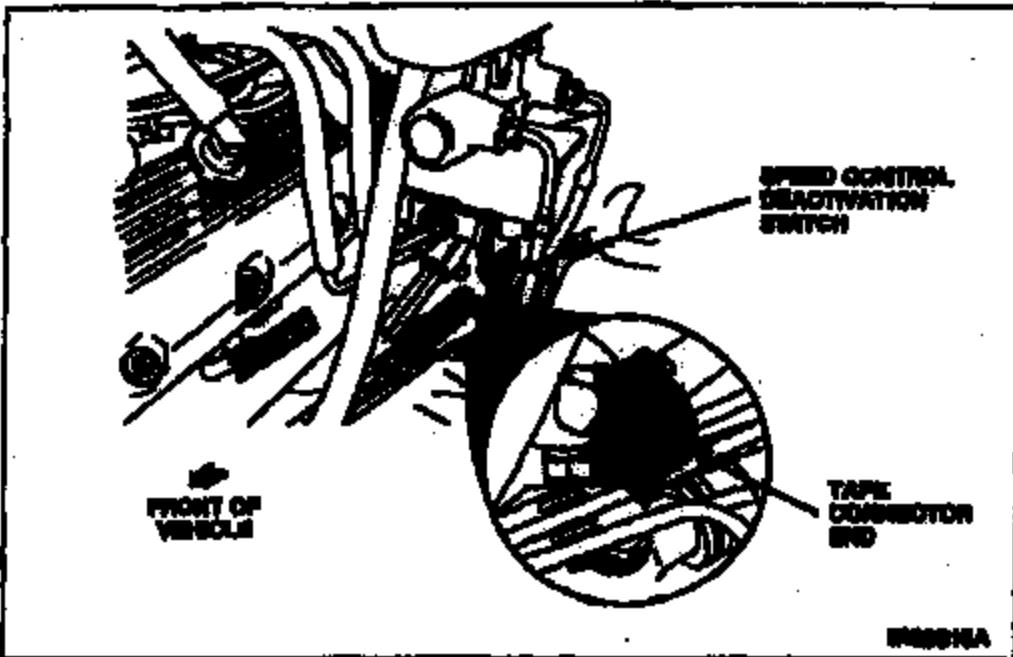
- Speed Control Deactivation Switch
- Switch Hardshell Connector

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 PCN 700 tag to the part
- Shipping Instructions
 - Follow direction on PCN 700 tag
 - See Section 3 of the OEMS II manual for more details

DRAFTATTACHMENT TO
PAGE 1 OF 6
SAFETY RECALL SHEET**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.

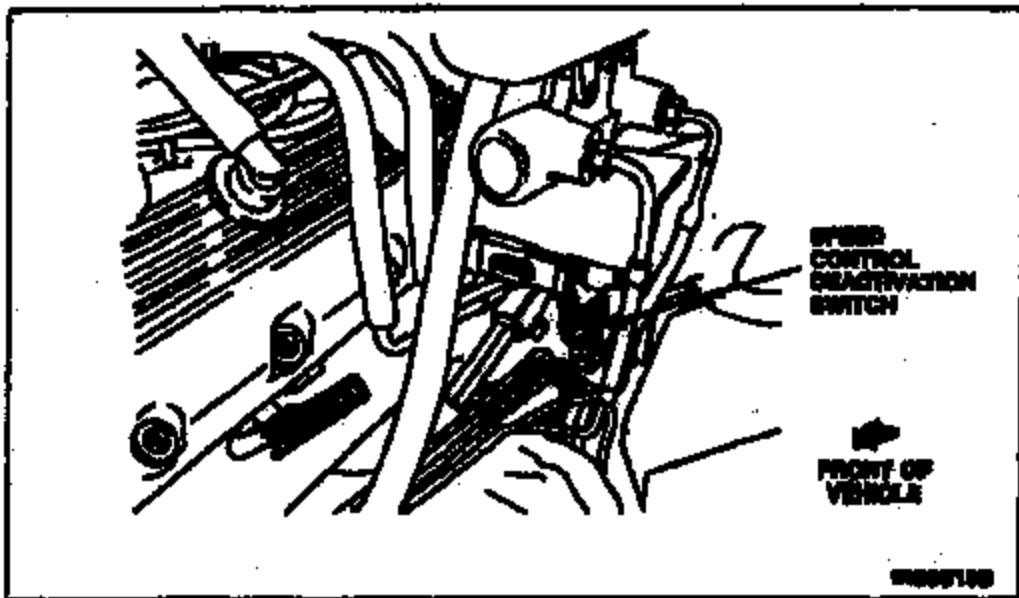
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Quality Engineering Division

DRAFTATTACHMENT B
PAGE 2 OF 5
SAFETY RECALL REBATE**PERMANENT REPAIR****SPEED CONTROL DEACTIVATION SWITCH AND CONNECTOR REPLACEMENT****AFFECTED VEHICLES:**CERTAIN 1992 AND 1993 GM GM 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**OPE ©1998 GM CORPORATION
GENERAL MOTORS CORPORATION
1998

DRAFT

ATTACHMENT IS
PAGE 3 OF 3
SAFETY RECALL SERVICE

8. 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 8.

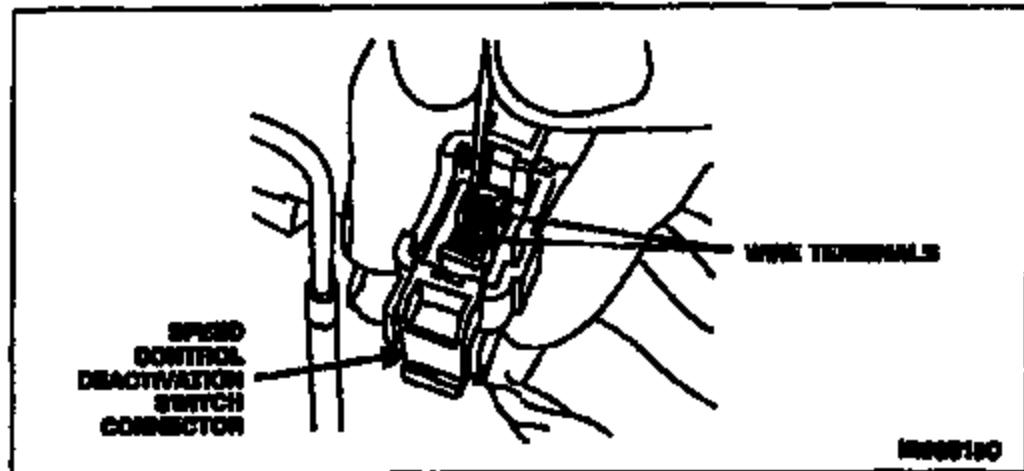


FIGURE 8

4. Obtain the accelerometer from the kit. Insert both wire terminal ends through the connector seal and into the connector base shell. (The wire terminal ends may be inserted 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. Detach 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 5 Brake Fluid and install the speed control deactivation switch. Tighten the switch to 15 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 13-14 for the LH rear bleeder screw.
16. Lower the vehicle.

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DEPARTMENT OF SAFETY
RECALL SERVICE

* Note printed by ALMESE on 22 Jun 1999 at 12:50:05 *

From: JKAFATT --DRBN004
To: ALMESE --DRBN006

Date and time 05/27/99 14:36:40

FROM: Joseph Kafati USAMT(UTC -04:00)
Subject: 99815 - Production Dates for Crown Vic and Grand Marquis

I believe that Fred sent someone out yesterday to retrieve it. Thanks

Regards,

Joseph Kafati

Advanced Vehicle Technology, ERRE-ODD

Ph: 313-390-5389, Text Page: (313) 795-0702, FAX: 313-248-1268

*** forwarding note from ALMESE --DRBN006 05/27/99 12:21 ***

To: JKAFATT --DRBN004

cc: ALMESE --DRBN006

GRALIFT --DRBN006

FROM: Al Lease USAMT(UTC -04:00)
Subject: 99815 - Production Dates for Crown Vic and Grand Marquis

OK, I understand. But, I still need to get a time study for an inspection then call the dealers to use the inspection time and labor operation for vehicles that still had the old speed control system. There must be several vehicles in this category because I'm getting calls from several areas of the country.

By the way, did you get the burned switch connector from the dealer in Ypsil. yet? I think Fred was given the task.

Regards,

Alvin Lease, Recall/Service Programs Department, PCSD

Ph: (313) 390-8877, FAX (313) 845-1024

Diagnostic Service Center II (DSCII), 455

*** forwarding note from JKAFATT --DRBN004 05/27/99 10:12 ***

To: ALMESE --DRBN006

FROM: Joseph Kafati USAMT(UTC -04:00)
Subject: 99815 - Production Dates for Crown Vic and Grand Marquis

Al, the reason why we went with a 2/5/92 date on CV/GM is because there were vehicles that were built with the switch during that period. In order for us to get those prior vehicles we needed to recall from that date.

Regards,

Joseph Kafati

Advanced Vehicle Technology, ERRE-ODD

Ph: 313-390-5389, Text Page: (313) 795-0702, FAX: 313-248-1268

*** Forwarding note from ALMESE --DRBN006 05/27/99 08:25 ***

To: JKAFATT --DRBN004

cc: ALMESE --DRBN006

GRALIFT --DRBN006

FROM: Al Lease USAMT(UTC -04:00)
Subject: 99815 - Production Dates for Crown Vic and Grand Marquis

Joe, I've been getting several calls from dealers who have found several vehicles listed in OASIS that have the old vacuum operated speed control system. As of now, the latest build date that I received from the dealers

DRAFT

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

Ford Motor Company
P. O. Box 1900
Dearborn, Michigan 48121

Safety Recall 99015

May, 1999

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 Desactivation Switches on the affected vehicles may develop a resistance short in the electrical circuit that may potentially result in an uncontrolled 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 Desactivation Switch and protecting the connector and from contamination. The Speed Control system will be inoperative until the Permanent Repair is performed. Normal vehicle operation 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 Desactivation 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.

without
speed
control

* Note printed by ALMIS on 23 Jun 1999 at 12:46:21 *

From: ALMIS --DRBN006 Date and time 05/28/99 07:48:34
To: DMSMPT2--DRBN006
CC: ALMIS --DRBN006 RMOOTEN --FOMIAL

FROM: Al Leese URGENT(UTC -04:00)
Subject: 99815 Inspection Claim

Please ask dealers to delay sending in 99815 Inspection claim 99815A for a couple of days until we can get the new labor operation into the system.

Thanks.

Regards,
Alvin Leese, Recall/Service Programs Department, FCSD
Ph# (313) 390-8877, FAX (313) 845-1024
Diagnostic Service Center II (DSCII), 455

* Note printed by ALMHSB on 22 Jun 1999 at 12:48:01 *

From: CHURCHMAN--FORDMAIL Date and time 05/28/99 08:06:04
To: BILLING --FORDMAIL Klamp, Robert (R.P. TOBIN) --FORDMAIL Day, Todd (T.)
cc: ACMFPERMII--FORDMAIL Campbell, Arnie (A EHOOTHE) --FORDMAIL Wootten, Richard (R.
ALMHSB --FORDMAIL Leesse, Alvin (A.) CHURCHMAN--FORDMAIL Burkeen, Craig (D.

From: Burkeen, Craig (D.C.)
Subject: Addition to CLOIS tables required and 99815 correction

Bob/Todd,

We have an odd occurrence, we are seeing Windstar vans in ACME II with a body code of "A56", but we do not find an A56 body code in any of our reference data. Regardless, we do need this added into the CLOIS tables so that we will stop rejecting claims. Please implement this as soon as possible.

ALSO, labor operation 99815A was input into CLOIS incorrectly, it is showing up as 99815 w/o the "A" suffix code on log # 6.

"If I cannot smoke cigars in Heaven, I shall not go!"

Sincerely,
Craig Burkeen #4-93879, Regent Court, 3rd floor North, cube 492.

DRAFT**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 90015.

If your dealer does not have the parts in stock, they can be ordered before establishing 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 Interior 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 mention 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 6244, 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 1-800-424-9363 (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-Mercury vehicle.

Sincerely,

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

* Note printed by ALERIS on 22 Jun 1999 at 12:49:30 *

From: DMRDTA1 --DRBN006 Date and time 06/27/99 17:10:05
To: ALERIS --DRBN006 Leess, Alvin
cc: DMRDTA2 --DRBN006 TDATD --DRBN006
SCALING --DRBN006 DMRDMR1--DRBN006

FROM: David Marta DRBNT (UTC -04:00)
Subject: Recall Labor Time - 99815

The following time study and it's associated labor time has been approved:

Speed Control Servo - Inspect - 0.2 hours (Please provide the necessary documentation to the PCSD SLTG group to activate this labor time)

All other labor times for 99815 have not been altered by the addition of the inspection step.

Best Regards,
David R. Marta
SFK-Valley Forge Technical Information Services
Phone (313) 766-2137 / Fax (313) 766-2100 / dmarta@vftrm.com

* Note printed by ALERESE on 22 Jun 1999 at 12:48:59 *

From: ALERESE --DRBN006 Date and time 05/27/99 17:15:37
To: LMEBSTER2--DRBN006
cc: ALERESE --DRBN006
KHOOTEN --FORDMAIL

FROM: Al Lease USAMFT(UTC -04:00)
Subject: Recall Labor Time - 99815

It is approved:

Description: Inspect (For Vacuum Controlled Speed Control Servo)
Labor Operation: 99815A
Labor Time: 0.2 Hours

Regards,

Alvin Lease, Recall/Service Programs Department, FCSD
Ph# (313) 390-8877, FAX (313) 545-1024
Diagnostic Service Center II (DSCII), 455
*** Forwarding note from DMERTAZ --DRBN006 05/27/99 17:10 ***
To: ALERESE --DRBN006 Lease, Alvin
cc: DMERTAZ --DRBN006 TDAYZ --DRBN006
MCALMIS --DRBN006 DGENGANI--DRBN006

FROM: David Marta USAMFT(UTC -04:00)
Subject: Recall Labor Time - 99815

The following time study and it's associated labor time has been approved:

Speed Control Servo - Inspect - 0.2 hours (Please provide the necessary documentation to the FCSD SLTS group to activate this labor time)

All other labor times for 99815 have not been altered by the addition of the inspection step.

Best Regards,

David R. Marta

APX-Valley Forge Technical Information Services
Phone (313)768-2137 / Fax (313)768-2100 / dmarta@vfitis.com

Supplement #1

ENR-625 6253

* Note printed by GMAILINT on 34 Aug 1999 at 14:13:02 *

From: LWEBSTER2--DRBM006
To: ALGRIMB --DRBM006
cc: GERALINT --DRBM006
JECRAINE--DRBM006

Date and time 08/24/99 13:30:59
SPOTTER4--DRBM006

FROM: Linda Webster
Subject: 99815

UNMET (UTC -04:00)

Hi All! Can you provide assistance on the dealer question below? Thanks!

Have a nice day!
Linda Webster, Account Manager
Rankin Corporation

(734) 374-8313

*** Forwarding note from JECRAINE--DRBM006 08/23/99 19:40 ***
To: LWEBSTER2--DRBM006
cc: JECRAINE--DRBM006

SPOTTER4--DRBM006

FROM: Jenny Schaeffer
Subject: 99815

UNMET (UTC -04:00)

Dealer: Dowine Ford
P/A: 00285
Contact: Sandy Lirette
Phone: 504-380-2277

Concern: Dlr has message to return parts dated 8/19/99. Bulletin states to return parts. He also has not received his PCN700 tags. He has approximately 50 vehicles that he needs to return parts for.

SAP: 0823FM00C2

Regards,
Jenny Schaeffer

We're hearing this
from too many directions

A/ —

Would you please try to get an actual
copy of this message so we can sort this out.

Gary

al

Done

To: Donna Koenig @ Budeo 313-933-4867 (fax)
 313-933-3186 (phone)
 Connie Orr @ Budeo 313-933-4584 (fax)
 313-933-4302 (phone)

From: Mitchell Habian @ Ford 313- 845-0947 (phone)

Date: May 17, 1999

Pages Following
This Cover Page: 11

Message: Please fax to all U.S. Ford, Lincoln-Mercury, and dual dealers, today, May 17, 1999. This faxgram regarding Safety Recall 99S15 will NOT include an involved units (VIN) list for each dealer.

Don Wexler @ 313-594-3547 (Federalized and Non-Federalized Markets) will coordinate with you regarding appropriate export markets that should receive this faxgram.

CC: Kevin Wilush (FOC) @ 905-845-9806
 Linda Webster (Renkim) @ 734-374-8323
 Don Wexler (WDMO) @ 313-845-3817

** TX STATUS REPORT **

AS OF MAY 17 '99 141405 PAGE.01

RECALL/SERV.PRS.

	DATE	TIME	TO/FROM	MODE	MIN/MSC	PBS	CBS	STATUS
00	05/17	14131	FORD TECHNICAL TRNG	UP-S	02'29"	012	007	OK
00	05/17	14134	CDL3 803-4867	SD-S	02'30"	012	007	OK
10	05/17	14138	7343740223	SD-S	04'49"	012	007	OK
11	05/17	14143	MONO-DAMPER	UP-S	02'29"	012	007	OK

To: **Donna Koenig @ Dvico** 313-933-4867 (fax)
313-933-3186 (phone)
Connie Cox @ Dvico 313-933-4434 (fax)
313-933-4303 (phone)
From: **Mitchell Hobson @ Ford** 313-845-0947 (phone)
Date: May 17, 1999

Pages Following
This Cover Page: 11

Message: Please fax to all U.S. Ford, Lincoln-Mercury, and dual dealers, today, May 17, 1999. This faxgram regarding Safety Recall 99R15 will NOT include an involved dealer (VIN) list for each dealer.

Don Weller (@ 313-394-3347 (Federallized and Non-Federallized Markets)) will coordinate with you regarding appropriate expert contacts that should receive this faxgram.

CC: **Kevin Wilcox (POC) @ PDS-845-8806**
Linda Webster (Reskin) @ 734-374-8323
Don Weller (WDMCO) @ 313-845-0817

ENR2-022 0000



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

RECALL/SERVICE PROGRAM INFORMATION

IMPORTANT RECALL/SERVICE PROGRAM INFORMATION

**FROM: FORD CUSTOMER SERVICE DIVISION
VEHICLE SERVICE AND PROGRAMS**

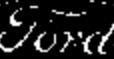
URGENT MESSAGE:

There may be media coverage of this Recall beginning today. Immediately distribute this Recall announcement to all Parts and Service personnel who interface with the customer. We apologize for this short notice.

PLEASE PROVIDE COPIES TO:

- SERVICE MANAGER**
- PARTS MANAGER**
- DEALER PRINCIPAL**

10 PAGES FOLLOW THIS COVER SHEET. IF YOU DO NOT RECEIVE THE TOTAL INDICATED PAGES, CALL 1-800-860-3287 TO REQUEST A REPEAT FAX.



Service Recall Bulletin

May, 1999

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 99S15: 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 6, 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

ATTACHMENT I
Page 1 of 1

Safety Recall 99816

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 DME.
- 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). FOB 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.

ATTACHMENT II
Page 1 of 2

Safety Recall 88815

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 *	98815E*	0.3 Hour
Administrative Allowance	Misc. Expenses Code "ADMIN"	0.1 Hour

* Labor Operation 98815E will NOT close the Recall.

Permanent Repair

Description	Labor Operation	Labor Time
Replace Speed Control Deactivation Switch and Hard-shell Connector	98815B	0.5 Hour
Administrative Allowance	Misc. Expenses 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 1-800-825-8521

Part Number	Description	Quantity
XW7Z-93652-AA	Speed Control Deactivation Switch Kit	1

Safety Recall 88818

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 PCS 700 tag to the part
 - Place the part in a plastic bag and secure with twist-tie.
- Shipping Instructions
 - Follow direction on PCS 700 tag
 - See Section 3 of the ACE8 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.

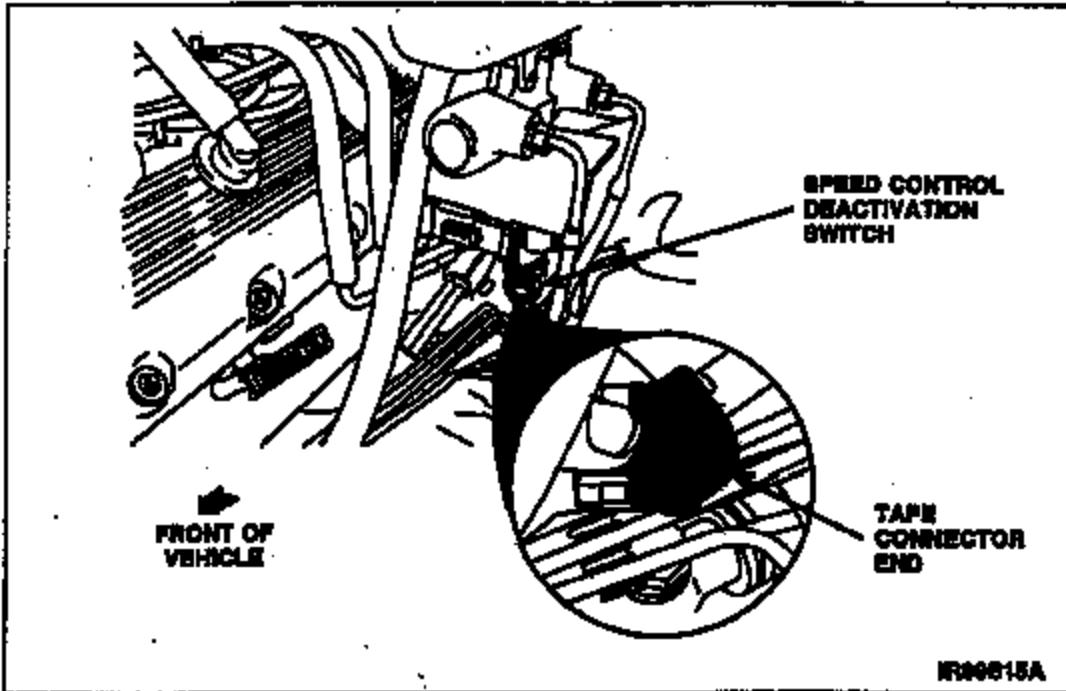


FIGURE 1

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.

CPG © 1998 FORD MOTOR COMPANY
DEARBORN, MICHIGAN 48121
278

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.

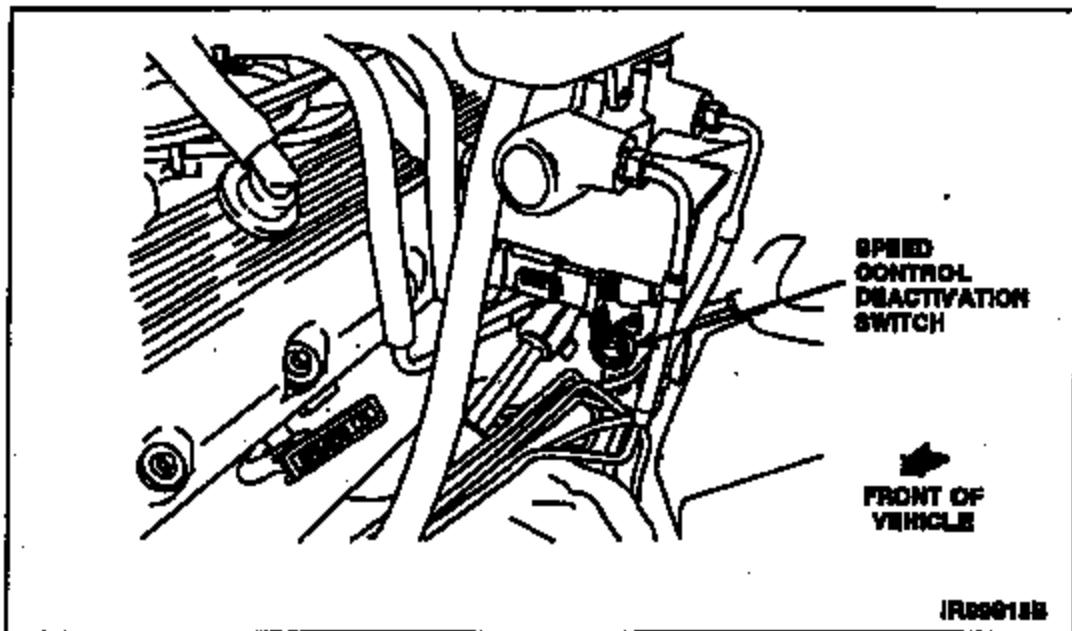
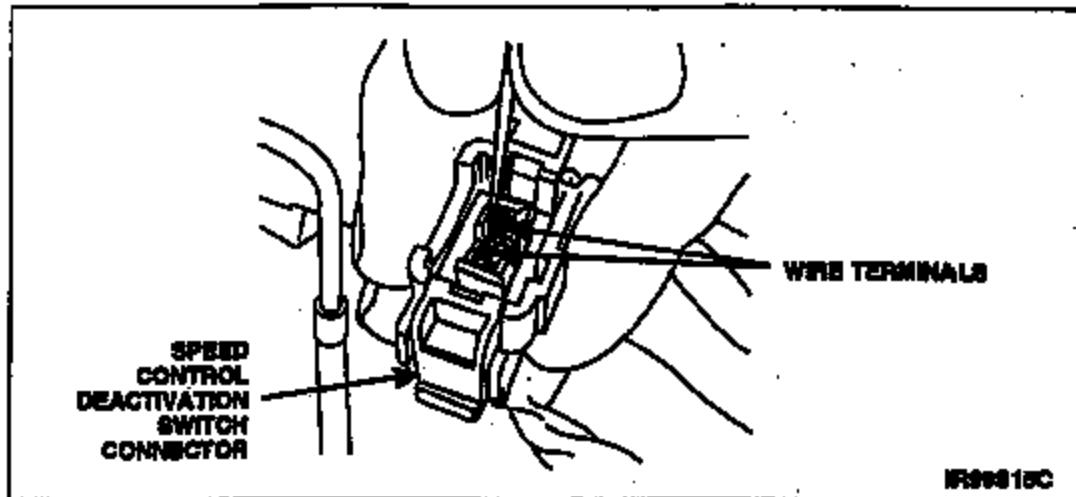


FIGURE 2

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.

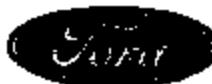


IP99-615C

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 1804
Dearborn, Michigan 48121

Safety Recall 99S15

May, 1999

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 effected.

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 1-800-424-9393 (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

SORT

Service Recall Bulletin

May, 1993

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 86615: Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control - Speed Control Deactivation Switch

AFFECTED VEHICLE

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, 1993. 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, 1993. 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: 1-800-325-5621

Sincerely,



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

ATTACHMENT I
Page 1 of 1

Safety Recall 99816

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.

PURCHASE 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.

ATTACHMENT II
Page 1 of 2

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*	0.8 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 1-800-325-5821

Part Number	Description	Quantity
XW7Z-93652-AA	Speed Control Deactivation Switch Kit	1

ATTACHMENT R
Page 2 of 2

Safety Recall 99915

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
- ACES 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 FC9 700 tag to the part
 - Place the part in a plastic bag and secure with twist-tie.
- Shipping instructions
 - Follow direction on FC9 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.

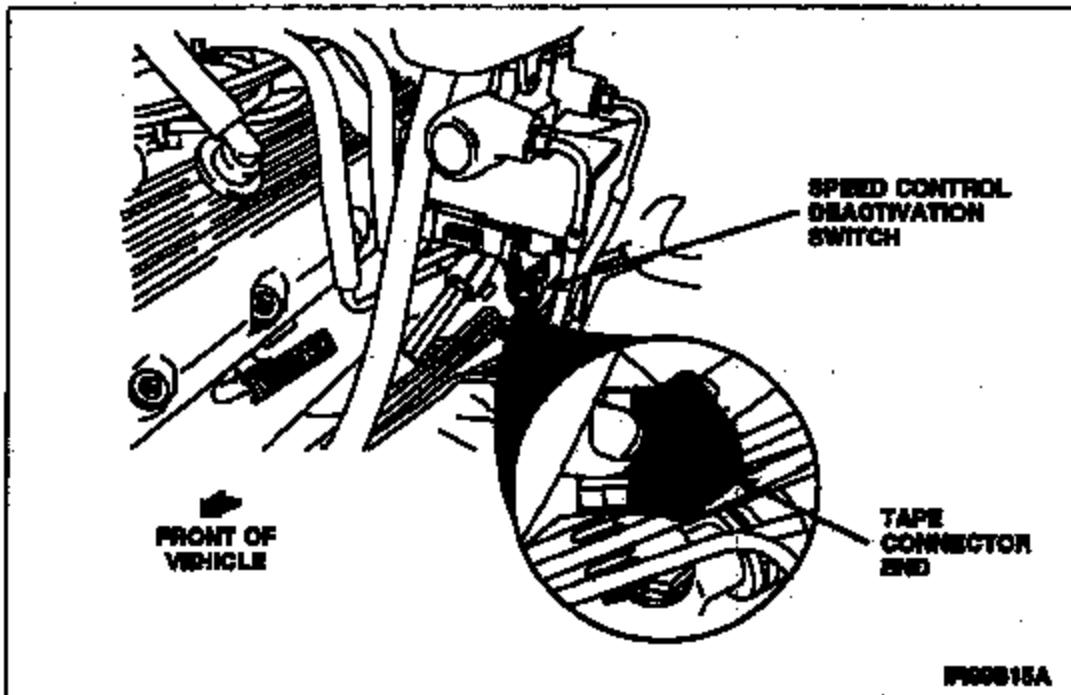


FIGURE 1

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.

OPPI © 1989 FORD MOTOR COMPANY
DEARBORN, MICHIGAN 48121
510

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.

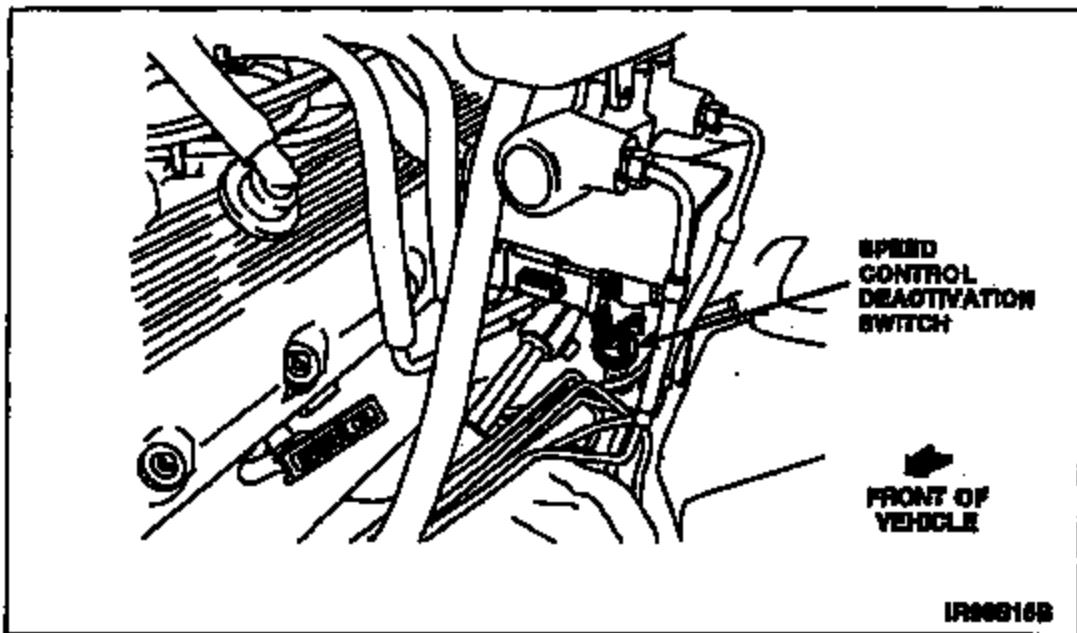
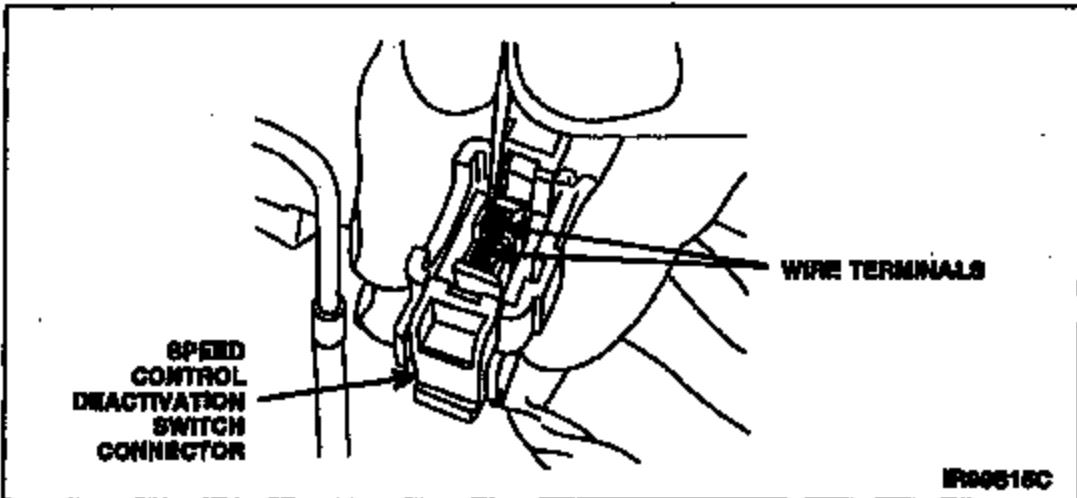


FIGURE 2

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.



IP98616C

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 19 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.

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DEARBORN, MICHIGAN 48121
898

Suspension Orders Search Results

<http://www.ois.Ford.com/susorder...TDoe+Inc+94225287183+942129129>



Suspension Orders Full Record Display



[Return](#)

[\[Send Feedback to the Document Author\(s\)\]](#)

1994 Lincoln Town Car

Abstract: Documents concerning 1994 Town Car electrical fire while vehicle was parked. Keywords: 1994

Vehicle Description: Lincoln Town Car	CPSC Code/Component:
Order Number: 5287183	Previous Order/Case Number:
Joining Legal Group: Product Litigation - Discovery	Primary Contact: senting
Additional Contacts:	Recipient: Product Development, Purchasing, Watson, Manufacturing, Quality, Marketing & Sales



Suspension Orders Full Record Display



[Return](#)

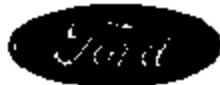
[Send Feedback to the Document Author\(s\)](#)

1992-3 Town Car, Crown Vic, Grand Marquis Underhood Fires

Abstract: all records relating to alleged underhood fires in 1992-3 model Town Cars, Crown Vics, Grand Marquis **Keywords:** 1989 to present

Vehicle Description: 1992-3 model Town Car, Grand Marquis, Crown Vic	CPSC Case Component: 03.19.04,06.00,11.01,00
Order Number: 831x433	Previous Order/Case Number:
Handling Legal Group: Product Litigation - Discovery	Primary Contact: jherbal14
Additional Contact: jherbal14 jherbal10	Recipients: Product Development, Purchasing, Vehicle Manufacturing, Quality, Marketing & Sales, Staff and Finance

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



Ford Motor Company
P. O. Box 7804
Dearborn, Michigan 48121

May, 1999

Safety Recall 99S15

[REDACTED]
[REDACTED]
Anywhere, USA [REDACTED]

Your Vehicle Identification Number: 123456789012 [REDACTED]

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.

800-623-8578

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 99515.

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 1-800-424-9393 (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

RECALL / CME BULLETIN TRANSMITTAL.

Program Number 00016 Affected Vehicles 1992-93 Town Car CVGM
 Description Speed Control Desactivation Switch

OWNER NOTIFICATION SAFETY EMISSIONS COMPLIANCE

BACKGROUND

PAC Meeting Date None
 PRO / RPRO Meeting Date 05/09/99
 Action of Action Approved Yes
 Submitted for PCBD Approval 05/17/99

Vehicles Involved 1992-93
 Town Car CVGM

Number of Units 270,000

PARTS

At PDC by: MM June
 At Dealer by:
 Direct Shipped (X) 0

ACCESSORIES

- Parts 05/17/99
 - Warranties/Statement 05/17/99
 - OGC / AMMO / Fuses
 Date 05/17/99
 Replaces 05/17/99

OGC Returns Legal
 | AMMO/AMM Returns Mail

PCBD APPROVALS

G. Bush 6/3/99
 J. G. Brady _____
 A. R. O'Neil A. R. O'Neil

DATE TO AMERICAN TIA:
 (Safety Results Only)

AFFILIATE MANAGERS NOTIFIED?

FAX COVER TO MITCH

CANADIAN WRITTEN (y/n)

COPY TO CANADA (y/n)

MANUFACTURER'S BULLETIN

DEALER BULLETIN _____

OWNER LETTER _____

PHOTO-MAILED (y/n) _____

The following field parts trans-liters to:

Prepared by Jean

DRAFT

To: All PCSD Regional Managers
cc: All Regional Sales Managers
Ford Division and Lincoln Mercury
All PDC Managers
Subject: Safety Recall 58815: Certain 1993 and 1998 Crown Victoria, Grand Marquis,
and Lincoln Town Cars with Speed Control - Speed Control Deactivation Switch

See the Dealer Bulletin for program details.

DEALER/DEALER ACTION

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

Advise PCSD, using Form 7285, if a dealer reports that an affected vehicle is not at the location shown in our records.

Makes sure repair personnel understand the service procedures before contacting dealers or customers.

QUESTIONS?

Claims Information	1-800-423-0201
Other Recall Questions	1-800-225-0201

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

DRAFT

Service Recall Bulletin

May, 1998

TO: All Ford and Lincoln Mercury Dealers**SUBJECT:** Safety Recall 98R16: Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control - Speed Control Deactivation Switch**APPLICABLE 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 Wayne 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 resistance 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.

IMMEDIATE ACTION

Repair parts will not be available until mid-June, 1998. 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 prevent it from condensation and securing the connector with a tie-wrap. 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, 1998. 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.

MAY-17-98 13:48 FROM:

ID: 3137631065

PAGE 7

DRAFT

ATTACHMENTS:

Attachment I: Administrative Information

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

Attachment III: Technical Information

QUESTIONS?

Claims Information: 1-800-423-8881

Other Recall Questions: 1-800-326-6021

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

DRAFT**ATTACHMENT I**
Page 1 of 1**Safety Recall 00018**

Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars
with Speed Control - Speed Control Desensitization 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.

CLAIM PREPARATION AND SUBMISSION

- Enter claims using DARS.
- Refer to ADRM Manual for claim 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). FCR 700 tags will be sent as soon as the claim is submitted.

CLAIMS REBATES

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 appraiser repair was made away from the servicing dealer.) Refer to ADRM Manual for Refund Information.

DRAFT

ATTACHMENT II
Page 1 of 2

Safety Recall 98045
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with
Speed Control - Speed Control Desactivation Switch

LABOR ALLOWANCES**Initial Repair**

Description	Labor Operation	Labor Time
Remove, Tape and Secure the Speed Control Desactivation Switch*	980100*	0.8 Hour
Administrative Allowance	Min. Expenses Code "ADMNT"	0.1 Hour

* Labor Operation 980100 will NOT close the Panel.

Permanent Repair

Description	Labor Operation	Labor Time
Replace Speed Control Desactivation Switch and Hard-shell Cover/cover	980100	0.6 Hour
Administrative Allowance	Min. Expenses Code "ADMNT"	0.1 Hour

PARTS REQUIREMENTS**Parts Ordering Information**

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

Stock Orders	Effective Immediately	Normal order process
Private Orders	Effective Immediately	Normal order process
Emergency Orders	31 days after launch	Normal order process
Emergency Orders	Plus 30 days after launch	Call 1-800-325-8821

Part Number	Description	Quantity
JW72-66600-AA	Speed Control Desactivation Switch Kit	1

DRAFT**ATTACHMENT 2**
Page 2 of 2

Safety Recall 98016
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with
Speed Control - Speed Control Desactivation Switch

DEALER STOCK

For latest prices, check or call your:

- Order Processing Center
- OEMS II
- Updated Price Book

EXCHANGE STOCK RETURN

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

IDENTIFICATION OF REMOVED PARTS

Parts Return Requested (after completion of Permanent Repair):

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

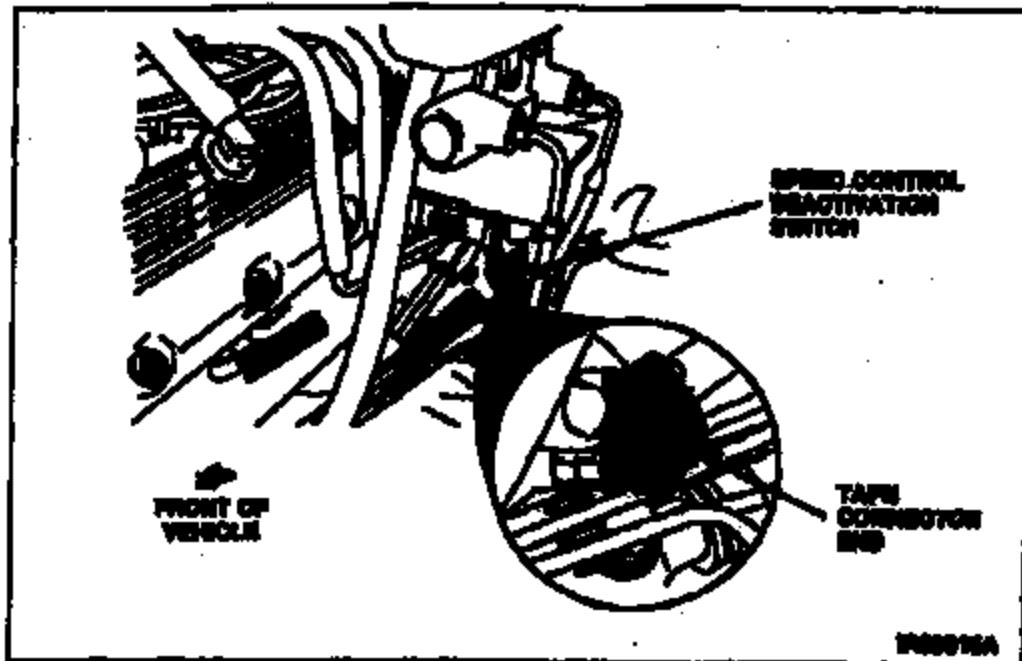
- Speed Control Desactivation Switch
- Switch Hardshell Connector

Packaging and Shipping:

- Speed Control Desactivation Switch
 - Do not drain the brake fluid from inside the Speed Control Desactivation Switch.
 - Use the plastic cap from the new switch to keep end seal as much off inside the switch as possible.
- Switch Hardshell Connector
 - Connect the hardshell connector to the Speed Control Desactivation Switch.
 - Attach the PC8 700 tag to the part.
- Shipping Instructions
 - Follow directions on PC8 700 tag
 - See Section 3 of the OEMS II manual for more details

DRAFTATTACHMENT B
PAGE 1 OF 8
SAFETY RECALL SHEET**INTERIOR 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.

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WPS

DRAFTATTACHMENT TO
PAGE 2 OF 3
SAFETY MODULUS**PERMANENT REPAIR****SPEED CONTROL DEACTIVATION SWITCH AND CONNECTOR REPLACEMENT****APPLICABLE VEHICLES: CROWN VICTORIA AND TOWN CAR, 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 insulator 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.

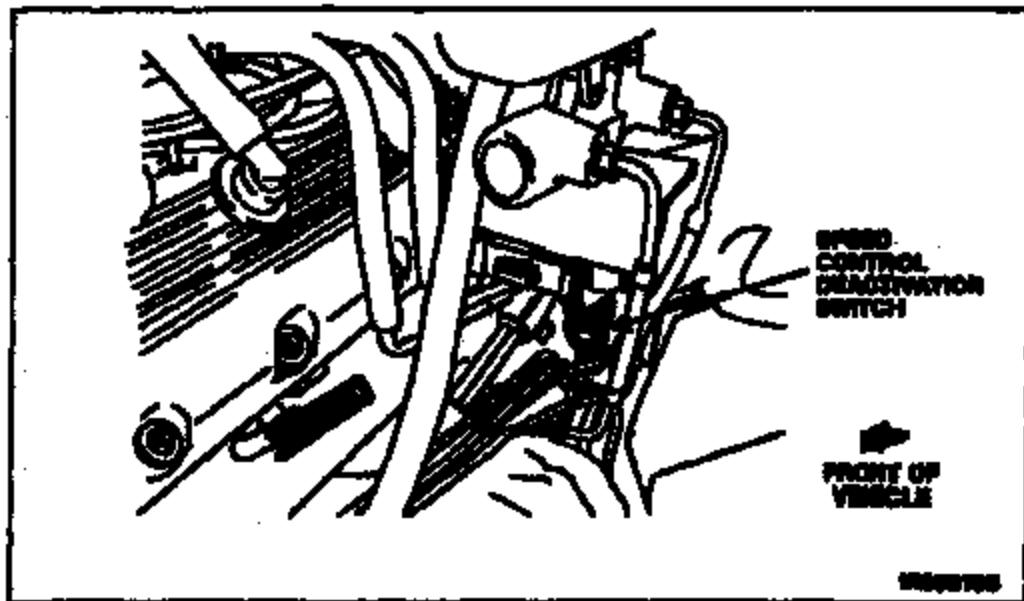


FIGURE 2



MMB

DRAFT

ATTACHMENT TO
PAGE 2 OF 2
SAFETY RECALL NOTICE

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 8.

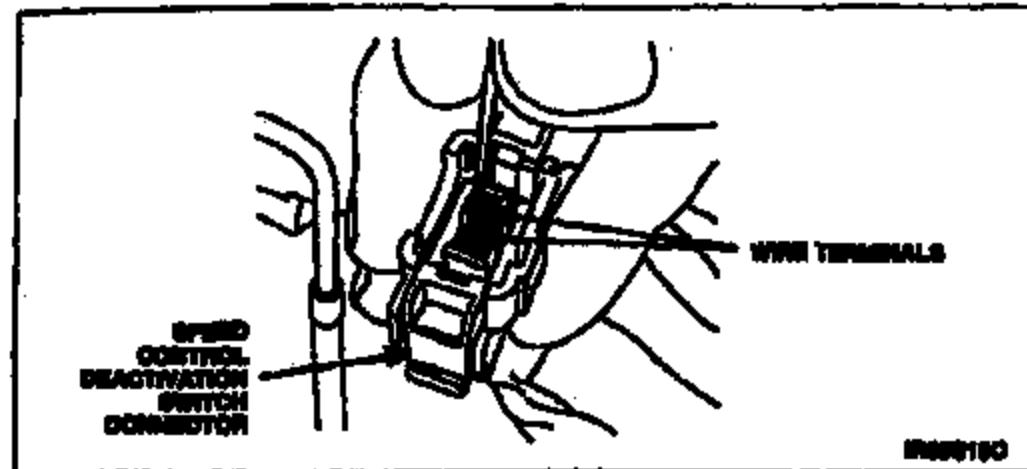


FIGURE 8

4. Obtain the new connector from the kit. Insert both wire terminal ends through the connector seal and into the connector body shell. (The wire terminal ends may be inserted 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 to 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 5 Brake Fluid and install the speed control deactivation switch. Tighten the switch to 10 Nm (10 ft-lb).
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 to 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. Lower 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 clean, bubble-free fluid comes out.
 - Fill the brake master cylinder reservoir as necessary.
15. Repeat steps 12-14 for the LH rear bleeder screw.
16. Lower the vehicle.

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DRAFTING INFORMATION

DRAFT

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

Ford Motor Company
 P. O. Box 1204
 Dearborn, Michigan 48127

Safety Recall 88810

May, 1998

Anywhere, USA

Your Vehicle Identification Number: 1234567890

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

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

Safety Defect:

Some Speed Control Desactivation Switches on the affected vehicles may develop a resistance short in the electrical circuit that may potentially result in an uncontrolled 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.

Action:

Repair parts may not be available until mid-June, 1998. 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 Desactivation Switch and protecting the connector end from corrosion. The Speed Control system will be inoperative until the Permanent Repair is performed. ~~Normal vehicle operation will not be affected.~~

Permanent Repair: Parts for this repair are expected to become available the middle of June, 1998. This repair will involve the replacement of the Speed Control Desactivation 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.

Charge
at
Retail

to short-
speed
control

DRAFT**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 98010.

If your dealer does not have the parts in stock, they can be ordered before establishing your service date. If available, parts would be shipped 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 enclose 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 postage-paid 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 6244, 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 1-800-434-3232 (Washington, D. C. area residents may call 800-4123).

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-Mercury vehicle.

Sincerely,


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

** TOTAL PAGE 14 **

Porter, Fred (F.J.)

From: Walker, Noel (N.A.)
Sent: Thursday, February 28, 2002 9:54 AM
To: Porter, Fred (F.J.); 'Melenovsky, Robert'; 'Schaefer, David'; Hippoly, Rick (R.J.); Jorgens, Rafic (R.)
Cc: 'Nadeau, Brian'; Penny, Brian (B.J.)
Subject: RE: ford current levels

Fred,

Please permit me to give a little summary of speed control and forgive me for re-stating things that is common knowledge:

1. Stand alone speed control systems have a servo that pulls a cable that is attached to the throttle. These servos have a clutch that is magnetically engaged by a solenoid. The BPS provides the current for the solenoid. When the solenoid is OFF there is very little current, when it is ON the current is high as noted below. The BPS is normally closed. When the brake pedal is firmly pushed the BPS switch opens cutting the flow of current to the solenoid which releases the clutch. This mechanically disengages the speed control feature.
2. Is low current through the BPS an issue? As noted below by others and reflecting my own experience I have not heard of a field complaint citing this as an issue. My opinion is that it is not a concern.
3. However, speed control systems based on Electronic Throttle Control do not have servos. I do not believe in this design that the BPS ever passes high levels of current and switch corrosion may be an issue.

Rick & Rafic, please advise if you have any comments on this. Thank you.

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

From: Porter, Fred (F.J.)
Sent: Monday, February 25, 2002 3:39 PM
To: 'Melenovsky, Robert'; Schaefer, David; Walker, Noel (N.A.)
Cc: Nadeau, Brian
Subject: RE: ford current levels

Noel,

Please comment.

Regards,

Fred Porter
Supervisor, Chassis E/E Systems Applications Engineering
Phone: (313)84-53722 Fax: (313)39-04145
E-mail: fporter@ford.com

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

From: Melenovsky, Robert [mailto:Bob.Melenovsky@det.stonewridge.com]
Sent: Monday, February 25, 2002 9:34 AM
To: Schaefer, David; fporter@ford.com
Cc: Nadeau, Brian

Subject: ford current levels

Dave, got to the source on the electronic interface for Ranger and it still does not sound good.

When cruise control is inactive, there is less than one ma applied to the switch, when cruise control activates, 600ma are applied to the switch. if the systems does not see the switch (normally closed), then cruise control will not activate. Here is my concern, if the switch has been sitting for a long time (weeks) and then a guy goes driving, it seems you could have a contact film build up that won't pass 1ma and cruise control will not engage. It is nice that we see 600ma after engaged to burn off any film, but I am nervous about the low levels.

On the up side, TI does nothing special in their contact and this has not apparently been a field issue. Am I overly pessimistic here??

This guy is also chasing you diode. Its only purpose is to prevent the switch from seeing the inductive kick off the load on cruise control activate. Hence any diode that will protect you is OK for testing, but I will continue to chase the one in the circuit.

bob
Bob Melenovsky
Stoneridge Sales
28001 Cabot Drive - Ste. #100
Novi, MI 48377

F. (248) 324-3888
F. (248) 489-3970
bob.melenovsky@dat.stoneridge.com

Porter, Fred (F.J.)

From: Ott, David (D.J.)
Sent: Friday, January 18, 2002 9:16 AM
To: Fesh, James Jay (J.W.); Christensen, Kris (K.S.); Porter, Fred (F.J.); Hoffman, Mark (M.E.)
Subject: Draft Response - RQ01-002 Town Cat/Grown Mo/Grand Marquis.

Attached is our draft response to the subject inquiry.



response
1-20-02.doc

Please review it and provide any comments by 10:00 AM Tuesday 1/22.

Regards,

David J. Ott

Automotive Safety Office - Production Vehicle Safety
Fairlane Plaza South, Ste. 500
330 Town Center Drive
Dearborn, MI 48126

Phone: 313-33-78845
Fax: 313-59-42288

FORD'S RESPONSE TO RQ01-002

Ford's response to this Recall Query Information request was prepared pursuant to a diligent and good faith search for the information requested. While we have employed our best good faith efforts to provide responsive information, the breadth of the Agency's request and the requirement that information be provided on an expedited basis makes this a difficult task. We nevertheless have made every effort to provide thorough and accurate information and we would be pleased to meet with Agency personnel to discuss any aspect of this investigation.

The scope of Ford's investigation conducted to locate responsive information focused on Ford employees most likely to be knowledgeable about the subject matter of this inquiry on and review of Ford files in which responsive information ordinarily would be expected to be found and to which Ford ordinarily would refer, as more fully described in this response. Ford notes that although electronic information was included within the scope of its search, Ford has not attempted to retrieve from computer storage media electronic files that were overwritten or deleted. As the Agency is aware, such files generally are unavailable to the computer user even if they still exist and are retrievable through expert means. To the extent that the Agency's definition of Ford includes suppliers, contractors and affiliated enterprises for which Ford does not exercise day-to-day operational control, we note that information belonging to such entities ordinarily is not in Ford's possession, custody or control. Based on the RQ's definition of Subject Vehicles, Ford has included within the scope of this request 1992-1997 model year Lincoln Town Car, Ford Crown Victoria, and Mercury Grand Marquis vehicles, which use the same part number speed control deactivation switch as that was used on the recalled vehicles, as discussed with Mr. Bonis on November 7, 2001. Also in that conversation with Mr. Bonis and members of my staff, the definition of Subject Vehicles was redefined to include only 1992-1997 model year Lincoln Town Car, Ford Crown Victoria, and Mercury Grand Marquis vehicles that were not included in the

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vehicle population for Ford Recall 99B16 (NHTSA recall number 99V-124) or that are included in the recall population and the alleged defect is reported to have occurred following completion of the recall repair. Ford has construed this request as pertaining to vehicles manufactured for sale in the United States.

Responses to your specific numbered requests 1, 2a, 2b, 3 through 7, and 10 were provided in Ford's December 6, 2001 response to the Agency. An extension of time was requested and granted for responding to numbered requests 2 (paragraphs c. through f.), 8 and 9 of the inquiry. Responses to these specific numbered requests follow. Ford is also providing updated information to Request No. 7 in this response. As requested, after each numeric designation, we have set forth verbatim the request for information, followed by our response to it. Unless otherwise stated, Ford has undertaken to provide responsive documents dated up to and including October 19, 2001, the date of your inquiry. Ford has searched business units and/or affiliates within the following divisions for responsive documents: Research Vehicle Technology, Advanced Vehicle Technology, Ford Customer Service Division, Large Vehicle Center, Central Laboratory, Quality, Environmental and Safety Engineering, and Purchasing. We assume that this request does not seek documents related to the gathering of information or the preparation of Ford's responses to PE98-055.

Request No. 2

State the number and provide copies of all the following, from all sources, of which Ford is aware and which relate, or could relate to the alleged defect in the subject vehicles:

- a. owner/fleet complaints;
- b. field reports;

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- c. fire/incident claims;
- d. subrogation claims;
- e. lawsuits; and
- f. third-party arbitration proceedings (where Ford is a party to the arbitration).

Please list and collate your responses for each category ("a" through "f") by date of claim. Please provide for each item in this response the incident date, vehicle mileage at time of incident (if known), approximate vehicle age or model year, vehicle build date, disposition of matter, and, where a fleet vehicle is involved, the name of the fleet, and the name and telephone number of a contact person at that fleet. For items "e" through "f," please provide all related information and reports whether or not Ford has verified each one. For items "a" and "f," summaries are acceptable. Please identify in the summary the caption, court, docket number, and filing date of each lawsuit if a copy of the Complaint initiating the lawsuit is not provided.

Answer:

Responses to Items a and b were provided in our December 5, 2001 response.

Ford's Office of the General Counsel ("OGC") is responsible for handling product liability lawsuits and claims and consumer breach of warranty lawsuits against the Company. Based on a reasonable and diligent search, Ford located nine lawsuits and 15 claims related to the alleged defect in the subject vehicles. (Ford notes that two of the claims and lawsuits alleging that a fire resulted from a defect in the speed control deactivation switch concern vehicles that were built prior to introduction of the electronic speed control system, which uses that switch, into production.) Ford is providing, to the extent available, a copy of the complaint, Ford's answer to the complaint, Plaintiff's responses to Ford's and/or other parties' discovery requests, Ford's

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responses to Plaintiff's discovery requests, documents produced in discovery, Plaintiff's medical records, police/fire department/ems reports, vehicle recall history, vehicle warranty history, owner communications with Ford, photographs, and/or non-privileged vehicle inspections and expert reports in Appendix A.

Ford notes that these files reflect allegations that engine compartment fires were related to a defective speed control deactivation switch. Ford has not verified these allegations. Privileged documents related to files for two of these vehicles (VIN #1LNLM81W2PY[REDACTED] and VIN #2MELM75W8P0[REDACTED]) indicate that, while fires are alleged to have originated at the speed control deactivation switch, investigation found the fires to have originated outside the respective vehicles. The first of those VINS listed above also pertains to VOQ #549580 provided by the Agency with this RQ. Ford notes that it was unable to locate two lawsuit files and one claim file and therefore is unable to determine if the cases are related to the alleged defect. Ford has redacted handwritten marginalia from 48 documents responsive to this request that contain information protected from disclosure by the attorney-client privilege and/or work-product doctrine. In the interest of responding to the Agency in a timely manner, such documents are not being placed on a privilege log at this time, but will be provided at the Agency's request.

We note that the Agency's definition of Ford includes Ford's outside law firms. However, to the extent that Ford retained a law firm in connection with lawsuits or claims identified above, any files maintained by Ford's law firms would contain voluminous duplicative documentation and take months to gather and process. Nevertheless, in the interest of ensuring the thoroughness of our production, we have contacted law firms that handled the lawsuits or claims identified as related to the alleged defect and asked them to provide, to the extent available, copies of documents produced in discovery and non-privileged reports of vehicle inspections and experts. We are providing copies of this information with the documents included in Appendix A.

As noted above, to the extent they are available, Ford is producing non-privileged documents from its litigation and claim files, which may include expert opinions or reports. However, because of the burden associated with this request, Ford has not undertaken to (1) produce all documents related to such actions, or (2) separately identify and produce each interrogatory response relating to an expert opinion, expert report, transcript of an expert's testimony, and all documents prepared, considered, or relied upon by the expert.

Ford is also providing copies of representative documents from lawsuits and claims that are ambiguous as to whether they meets the alleged defect criteria. We have provided these documents in Appendix B as a "non-specific allegations" for your review because of the broad scope of the request. Based on our engineering judgment, the information in these documents is insufficient to support a determination that they pertain to the alleged defect. With respect to these ambiguous lawsuits and claims, Ford has not undertaken to contact outside law firms to obtain any additional documentation.

Privileged documents related to two of these ambiguous claims (VIN #1LNLM81W2PY[REDACTED] and VIN #2FALP73W1SX[REDACTED]) indicate the fires originated outside the respective vehicles. Privileged documents related a third ambiguous claim and (VIN #1LNLM81W3PY[REDACTED]) indicates that the fire did not originate at the speed control deactivation switch. This third ambiguous claim also pertains to VOO #871877 provided by the Agency with this RQ.

One of the other ambiguous claims (VIN #2FACP74W5PX[REDACTED]) also pertains to VOO #886033 provided by the Agency with this RQ.

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This request also seeks information related to owner/fleet complaints and field reports. In its December 5, 2001 response to the Agency, Ford identified 11 owner reports that may relate to the alleged defect. Five of these owner reports reflect that they are Legal Contacts. Ford has undertaken to gather any files related to these reports from the Litigation Prevention section as described in Appendix C (file: 2002.1.20_Appendix_C) on the enclosed CD. Five files were located and are provided in Appendix D.

One file pertaining to VOQ #747985 provided by the Agency (VIN:

#1LNLM81W1PY_____ was also identified by the Litigation Prevention section. Owner reports related to this vehicle had been reviewed in Ford's search for responsive reports provided in the December 5, 2001 response to the Agency. However, the owner had indicated in those reports that smoke was observed coming "out of the trunk area" of the vehicle. Based on this owner comment, these owner reports were characterized as non-responsive to this inquiry. However, the file provided by the Litigation Prevention section related to this vehicle includes a letter to Ford from the owner indicating that the fire was located in the engine compartment; damaged components were claimed to include a wire harness, the master brake cylinder, booster, reservoir and sensor. The file and owner reports related to this vehicle are provided in Appendix E.

A summary of responsive owner reports, field reports, lawsuits and claims is provided electronically by date of claim in Appendix F (file: 2002-01-20_Appendix_F) on the enclosed CD. Duplicate reports or claims are not reflected. Ford notes that in some cases certain information, such as VIN, incident date, or mileage at the time of the incident may not be known by Ford. Where an incident date is not known, Ford is providing the report date for the Agency's information.

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The Agency provided information and/or VINs associated with 16 complaints with this RQ. Of those 16 complaints, five were found to relate to vehicles subject to the recall that had not had the recall repair completed prior to the reported incident. Two complaints relate to vehicles built prior to introduction of the electronic speed control system into production (the subject speed control deactivation switch is a component of this system and is not a part of previous systems.) Ford's searches did not identify any responsive owner or field reports, lawsuits or claims for vehicles related to 13 of the 16 complaints provided by the Agency. Ford is providing an electronic summary in Appendix G (file: 2002-1-20_Appendix_G) on the attached CD that reflects the production dates for each of the vehicles associated with these 16 complaints for the Agency's information.

Request No. 7

Identify and describe all significant modifications or changes made by or on behalf of Ford in the manufacture, design, or material composition of the front suspension system used in the subject vehicles (and subsequent model years) from the start of subject vehicle production to date that relate, or could relate, to the alleged defect. The following information must be included for each such modification or change:

- a. the date, or approximate date on which the modification or change was incorporated into production;
- b. a description of the modification or change;
- c. the reason for the modification or change;
- d. the part number of the modified part;
- e. whether the original unmodified component was withdrawn from sale, and if so, when; and;

- f. whether the modified or changed components can be interchanged with earlier production components.

Answer:

A summary of significant modifications or changes in design, material or manufacturing related to the speed control deactivation switch that may relate to the alleged defect was provided electronically in Appendix G of Ford's December 5, 2001 response to the Agency.

Some of the documents identified in Ford's search responsive to Request No. 8 of this inquiry relate to the manual crimping manufacturing process for the speed control deactivation switch discussed in Ford's December 5, 2001 response to Request No. 3. These documents identify that the part number suffix for switches produced with the manual crimping process is -BB, rather than -AB as indicated in Appendix G of Ford's December 5, 2001 response. The correct engineering and service part numbers for this interim switch are F2VC-9F924-BB and F2VY-9F924-B respectively. An updated summary reflecting this modified part number, superseding Appendix G of Ford's December 5, 2001 response, is provided electronically in Appendix H (file: 2002.1.20_Appendix_H.)

Ford notes that Request No. 8 of this inquiry asks for the number of replacement speed control deactivation switches sold for use on the subject vehicles. Review of Ford's service part sales information indicates that only four of the interim switches with service part number F2VY-9F924-B were sold for service.

Request No. 8

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Identify and provide copies of all documents reflecting any study, survey, and investigation pertaining to the alleged defect that is known to Ford. Include all pertinent documents, regardless of whether they are in interim, draft, or final form.

Answer:

Ford is construing this request broadly and providing not only studies, surveys, and investigations related to the alleged defect, but also notes, correspondence, and other communications, that were located pursuant to a diligent search for the requested information. The Ford business units and/or affiliates which were searched for responsive documents are as follows: Research Vehicle Technology, Advanced Vehicle Technology, Ford Customer Service Division, Large Vehicle Center, Central Laboratory, Quality, Environmental and Safety Engineering, and Purchasing. Ford is providing documents responsive to this request in Appendix J. [Note: Tim Green to insert language characterizing documents that are not being provided: 1) Texas Instruments doc collection and documents produced in lawsuits relating to vehicles within the recall population that experienced an incident before the recall fix was made; and, 2) privileged work-product documents received in sweep collections for this Inquiry.]

Ford is providing additional documents responsive to this request in Appendix K under separate cover to the NHTSA's Office of the Chief Counsel pursuant to 49 CFR, Part 512.

Ford notes that several documents provided in response to Request No. 8 contain information regarding multiple Ford Motor Company products. Such references to other products are typical of ongoing cross-product evaluation efforts and do not necessarily concern issues directly related to the alleged defect in the subject vehicles.

Request No. 6

Furnish Ford's assessment of the alleged defect in the subject vehicles, including:

- a. all causal or contributory factors;
- b. warning symptoms;
- c. the failure mode;
- d. root causes of the failures;
- e. its potential effect on occupant safety; and
- f. potential for future occurrences of the alleged defect in the subject vehicles.

Answer:

An analysis of the available data, including VOQ's, warranty claims, owner reports, field reports, and lawsuit and claim files, has not identified the existence of a safety defect trend related to the speed control deactivation switch in vehicles outside the scope of Ford's recall 99S15. Based on analysis of this information, Ford believes the remedy and scope of recall 99S15 are appropriate.

In late 1998 and early 1999 Ford reviewed reports or allegations of vehicle fires as a part of NHTSA's PE98-065 investigation. This review identified a trend of reports related to the speed control deactivation switch. As stated in Ford's December 5, 2001 response to Request No. 3, this trend coincided with switch manufacturing process issues. Analysis of the reports by vehicle

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build month found the reported incidents to occur almost exclusively on 1992 and 1993 model year vehicles, with a definite decreasing trend up to vehicles built through November, 1992. Accordingly, Ford safety recall 99S15 was established based on the known manufacturing issue (described in Ford's December 5, 2001 response to Request No. 3) combined with the analysis that found the rate and trend in reports decreased up to vehicles built through November, 1992.

In response to this inquiry, Ford has reviewed reports alleging engine compartment fires in vehicles both outside the scope of recall 99S15 and vehicles previously repaired by the recall action. Ford's analysis of these reports indicates that there are very few reported incidents alleging fire identified in vehicles outside the recall population as compared to the number of reports identified for the recalled vehicles.

We believe that following Ford's recall 99S15, the speed control deactivation switch has been identified in many incidents to be the cause of vehicle fires without justification. For example, two reports that an engine compartment fire was caused by a speed control deactivation switch relate to vehicles built 6 months prior to introduction of the electronic speed control system into production.

Fire alleged to originate in the engine compartment could relate to any number of potential causes, including improper service or maintenance practices related to electrical or fuel components, wiring damaged during routine maintenance, installation of aftermarket equipment, foreign material in the engine compartment, etc. Ford has participated in review of several vehicle fires alleged to relate to a defective speed control deactivation switch. Some of the reviews have found, through Ford and/or independent analysis, that the fires originated in other areas of the vehicle. Other reports have been found to relate to fires that originated outside of the vehicle.

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entirely. However, owners or others, aware of the circumstances surrounding recall 99S15, have attributed the fires to the speed control deactivation switch.

Analysis indicates that should a fire originate either within or outside the vehicle, due to some set of circumstances unrelated to the speed control deactivation switch, and subsequently spread to the vehicle engine compartment, the speed control deactivation switch materials could melt due to heat from the fire. Should the switch remain powered by the vehicle battery, melting of the switch materials could create a short across the switch. A switch that fails under such circumstances could have an appearance similar to a switch from the recalled population found to have failed due to the manufacturing process issues previously discussed and addressed by the recall. In such conditions where the cause of a fire is unrelated to the switch, subsequent analysis of the switch may incorrectly presume that switch failure was the cause of fire, rather than to have failed as a result of the fire.

Analysis of reports provided in this response and reports provided in PIE98-055 indicates similar cumulative report rates for vehicles built up to 7 months prior to introduction of the switch into production compared with vehicles built up to 7 months following the recall population. This suggests that, without expert evaluation of all circumstances and evidence pertaining to a vehicle fire, the speed control deactivation switch may incorrectly be assumed to be the source of engine compartment fires in vehicles outside the recall population simply in reaction to Ford's recall 99S15.

Six owner reports and one claim file pertain to engine compartment fires that are alleged to result from the speed control deactivation switch following completion of recall 99S15. Owners attribute vehicle fire in each allegation to the speed control deactivation switch without

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supporting analysis. Ford has not verified the cause of fire in these reports, but has no reason to believe that they relate to any defect in the replacement switches.

Based upon the substantially lower cumulative report rate for vehicles outside the recall population and the low number of complaints pertaining to vehicles repaired by the recall, the data do not demonstrate a safety defect trend related to the speed control deactivation switch in subject vehicles outside the scope of Ford's recall RQS15. Based on analysis of this information, Ford believes the remedy and scope of recall RQS15 are appropriate. Ford will continue to monitor reports related to this investigation and will take appropriate action should conditions warrant.

#

Porter, Fred (F.J.)

From: Christensen, Kris (K.S.)
Sent: Thursday, October 18, 2001 7:56 AM
To: Fash, James Jay (J.W.); Porter, Fred (F.J.)
Subject: FW: 93 Town Car, Grand Marquis, Crown Vic Build Dates.xls

Yesterday I asked Dale Hagan at ECI to provide the vehicle build dates of the Customer Side of CQIS and VOQ Incidents for 1993 MY Lincoln Town Car, Crown Victoria, and Grand Marquis. This is the result...

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X6 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 548-1832
Pager: (313) 796-3825 or (800) 442-1143
CDSID: kohrlett E-mail: kohrlett1@ford.com

—Original Message—

From: Hagan, Dale (D.)
Sent: Wednesday, October 17, 2001 4:17 PM
To: Christensen, Kris (K.S.)
Subject: 93 Town Car, Grand Marquis, Crown Vic Build Dates.xls

1993 Town Car, Grand Marquis, Crown Vic. Build Dates

1993 Town Car CQIS

1LNLM81W8PY	Bkt: 09/18/1992
1LNLM83W2PY	Bkt: 09/10/1992
1LNLM81W1PY	Bkt: 08/21/1992
1LNLM82W1PY	Bkt: 08/03/1992
1LNLM82W9PY	Bkt: 09/01/1992
1LNLM82W8PY	Bkt: 08/03/1992
1LNLM81W4PY	Bkt: 04/08/1993
1LNLM81W7PY	Bkt: 10/09/1992
1LNLM83W8PY	Bkt: 08/14/1992
1LNLM82W3PY	Bkt: 10/15/1992
1LNLM82W0PY	Bkt: 02/06/1993
1LNLM83W4PY	Bkt: 10/21/1992
1LNLM82W6PY	Bkt: 04/13/1993
1LNLM81W0PY	Bkt: 10/18/1992
1LNLM81W2PY	Bkt: 08/18/1992

1993 Crown Vic / Grand Marquis CQIS

7/21/2003

DRG2-025 0616

2FALP74WXPX	Bld:	10/30/1992
2MELM75W4P	Bld:	10/26/1992
2MELM75W4P	Bld:	10/29/1992
2FACP72W9PX	Bld:	10/26/1992
2MELM75WOP	Bld:	08/01/1992
2MELM75WOP	Bld:	11/12/1992
2MELM74WBP	Bld:	08/08/1993
2MELM75WOP	Bld:	08/01/1992

* Customer appears to have filed duplicate report

1993 Town Car VOQ * only two VINs listed

1LNLMB1W2PY	Bld:	10/13/1992
1LNLMB1W7PY	Bld:	10/27/1992

1993 Crown Vic * only one VIN listed

2FALP74W8P	Bld:	10/29/1992
------------	------	------------

Porter, Fred (F.J.)

From: Christensen, Kris (K.S.)
Sent: Thursday, January 17, 2002 2:27 PM
To: Fash, James Jay (J.W.); Porter, Fred (F.J.)
Subject: FW: Vehicle Usage

This is service part sales data - desert switches.

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X6 1WB02 EVB
Bua.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 795-3825 or (866) 442-1143
CD8ID: kohrkt1 E-mail: kohrkt1@ford.com

—Original Message—

From: Shore, John (J.)
Sent: Wednesday, January 02, 2002 3:33 PM
To: Christensen, Kris (K.S.)
Subject: RE: Vehicle Usage

Updated file. I've added requested info.....



9P924 V.L.doc

John Shore
Recall Parts Program Manager
ACSG - Ford Customer Service Division
Office - 734 266-9789
FAX - 734 266-1166
Page - 734 787-6991
E-mail - Jehore@Ford.com

—Original Message—

From: Christensen, Kris (K.S.)
Sent: Wednesday, January 09, 2002 2:43 PM
To: Shore, John (J.)
Subject: FW: Vehicle Usage

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X6 1WB02 EVB
Bua.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 795-3825 or (866) 442-1143
CD8ID: kohrkt1 E-mail: kohrkt1@ford.com

—Original Message—

From: Porter, Fred (F.J.)
Sent: Tuesday, August 14, 2001 1:31 PM
To: Christensen, Kris (K.S.)

Subject: Vehicle Usage

<< File: VL.doc >>

Regards,

Fred Porter

Supervisor, Chassis E/E Systems Applications Engineering

Phone: (313)64-53722

Fax: (313)39-04145

E-mail: fporter@ford.com

VL \ MY	92	93	94	95	96	97	98	99	00	01	02
Town Car	1 Prop 45° up	1 Prop 45° up	3 Prop 45° up	3 Prop 45° up	X Prop 45° up	X Prop 45° up					
Crown Victoria	1 Prop 45° up	1 Prop 45° up	3 Prop 45° up	3 Prop 45° up	X Prop 45° up	X Prop 45° up					
Grand Marquis	1 Prop 45° up	1 Prop 45° up	3 Prop 45° up	3 Prop 45° up	X Prop 45° up	X Prop 45° up					
Boondock / Club Wagon	X Frame up	X Frame up	3 MastC up	X MastC down	X MastC down	MastC down	5 MastC down	5 MastC down	X MastC down	X MastC down	X MastC down
F-Series		5	5 MastC up	X MastC up	X MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Bronco		5	5	X MastC up	X MastC up						
Escape*										5	5
Explorer				5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Sport/Sport Trac										5 MastC up	5 MastC up
Mountaineer						5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Ranger				5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Expedition						5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Navigator							5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Excursion									5 MastC up	5 MastC up	5 MastC up
Taurus SHO		7	7	7							
Mark VIII	1 Prop horiz	1 Prop horiz	3 FBL down	X FBL down	X FBL down	3 FBL down					
Windsor				4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down
Cougar				8							

Prop - Proportioning Valve Frame - Frame Rail MastC - Master Cylinder FBL - Front Brake Line

* TI reports that they sell the F3TA-9F924-CA to Telsco for the Escape. The Escape speed control does not use this switch for deactivation.

Ford P/N	TIP/N	Act (psi)	Rel (psi)	Base	Export	Thread
1 F2VC-9F924-AB	77PSL2-1	90-160	20	Brown	J512	3/8-24M
2 F6LC-9F924-AB	77PSL2-3	200-300	40	Black	J512	3/8-24M
3 F2AC-9F924-AB	77PSL3-1	90-200	20	Natural	J512	3/8-24M
4 F56A-9F924-AB	77PSL3-2	90-160	20	Grey	J512	3/8-24M
5 F3TA-9F924-CA	77PSL3-3	200-300	40	Red	J512	3/8-24M
6 94DR-9F924-AB	77PSL4-1	90-160	20	Natural	O-ring	M10x1.0M
7 F3DC-9F924-AB	77PSL5-2	90-160	20	Natural	Brassber	3/8-24M
8 94JA-9F924-AB	77PSL6-1	90-160	20	Grey	O-ring	3/8-24M

1.
 SERVICE PART: F2VT- 9F924-A SW ASY-SPD CONT DIRECT
 ENGINEERING PART: F2VC 9F924 AB ORIGIN: WHERS

YEAR	Quantity
2002	0
2001	1916
2000	1408
1999	1898
1998	2511
1997	1156
1996	608
1995	408
1994	363
1993	140
1992	20
1991	0

ENG PART: F2VC 9F924 AB ORIGIN: WHERS REGION: N USG STAT: -
 Eng Name: SW ASY-SPD CONT DIRECT PT: PTC: VL: -
 Eng Part: F2VT- 9F924-A Replaces: Y Is Replaced: N USG IND: -

P In Out

t VL Yr Tx Feature Descriptions

Feature Descriptions

A FB 92 93 CROWN VIC (EM53/EM114)	4 SPD AUTO TRANS N/A/O ACDS
A FP 92 93 GRAND MARQ (EM53/EM114)	SPEED CONTROL
A VH 92 93 TOWN CAR (EM36/EM116)	4 SPD AUTO TRANS N/A/O ACDS
C DA 94 95 TAURUS	SPEED CONTROL
C FB 92 94 CROWN VIC	4 SPD AUTO TRANS N/A/O ACDS
LESS ANTI-SPIN TRACTION BRAKES	SPEED CONTROL
C FB 92 94 CROWN VIC	4 SPD AUTO TRANS N/A/O ACDS
ANTI-SPIN TRACT BRAKES W/O IVD	SPEED CONTROL
C FB 93 CROWN VIC	4 SPD AUTO TRANS N/A/O ACDS
C FP 92 94 GRAND MARQ (EM53/EM114)	SPEED CONTROL
LESS ANTI-SPIN TRACTION BRAKES	4 SPD AUTO TRANS N/A/O ACDS
C FP 92 94 GRAND MARQ (EM53/EM114)	SPEED CONTROL
ANTI-SPIN TRACT BRAKES W/O IVD	SPEED CONTROL
C IA 93 93 MARK	LIMO CONVERSION PACKAGE
C IB 94 95 MARK VIII (EM10)	LIMO CONVERSION PACKAGE
C VB 94 97 TOWN CAR (EM36/EM116)	LIMO CONVERSION PACKAGE
C VB 93 93 TOWN CAR (EM36/EM116)	4 WHL ANTI-LOCK BRAKES
C VB 97 97 TOWN CAR (EM36/EM116)	LESS SPECIAL EQUIPMENT PACKAGE
C VB 93 97 TOWN CAR (EM36/EM116)	4 SPD AUTO TRANS N/A/O ACDS
LESS SPECIAL PURPOSE VEHICLE	4 SPD AUTO TRANS N/A/O ACDS
C VB 93 93 TOWN CAR (EM36/EM116)	4 WHL ANTI-LOCK BRAKES
C VB 93 93 TOWN CAR (EM36/EM116)	4 SPD AUTO TRANS N/A/O ACDS
C VB 92 97 TOWN CAR (EM36/EM116)	LESS SPECIAL PURPOSE VEHICLE
C VB 91 97 TOWN CAR (EM36/EM116)	LIMO CONVERSION PACKAGE
C VB 91 97 TOWN CAR (EM36/EM116)	4 SPD AUTO TRANS N/A/O ACDS
C VC 98 LINCOLN TOWN CAR	LIMO CONVERSION PACKAGE
C VC 94 00 LINCOLN TOWN CAR	LIMO CONVERSION PACKAGE
LESS SPECIAL EQUIPMENT PACKAGE	LIMO CONVERSION PACKAGE

2.

SERVICE PART:	F6LC- 9F924-AB	SWITCH ASY	ORIGIN:	WERS
ENGINEERING PART:	F6LC 9F924 AA			
YEAR	Quantity	Replaced Part Number	Message	
2002	0			
2001	41	F6LC- 9F924-AA	REPLACED	
2000	14			
1999	19			
1998	9			
1997	0			
1996	0			
1995	0			
1994	0			
1993	0			
1992	0			
1991	0			
1990	0			

ENG PART: F6LC 9F924 AA ORIGIN: WERS REGION: N UGC STAT: -
Eng Name: SW AST-BPD CONST DIRECT PT: PTO: VL:
SVC Part: F6LC- 9F924-AB (M) Replaces: Y Is Repld: N UGC IMD: -
P In Out
t VL Yr Yr Feature Descriptions Feature Descriptions

C LB 96 98 MARK VIII (EN16)

3.

SERVICE PART:	F2AE- 9F924-AA	SWITCH ASY	ORIGIN:	WERS
ENGINEERING PART:	F2AC 9F924 AA			
YEAR	Quantity	Replaced Part Number	Message	
2002	0			
2001	1990	F2AC- 9F924-A	REPLACED	
2000	1503			
1999	1528			
1998	265			
1997	98			
1996	21			
1995	50			
1994	52			
1993	118			
1992	192			
1991	0			

ENG PART: F2AC 9F924 AA ORIGIN: WERS REGION: N UGC STAT: -
Eng Name: SW AST-BPD CONST DIRECT PT: PTO: VL:
SVC Part: F2AE- 9F924-A (M) Replaces: Y Is Repld: Y UGC IMD: -
P In Out
t VL Yr Yr Feature Descriptions Feature Descriptions

C FB 95 97 CROWN VIC LESS ANTI-SPIN TRACTION BRAKES
SPEED CONTROL
C FB 92 94 CROWN VIC 4 SPD AUTO TRANS NMIC ACDS
LESS ANTI-SPIN TRACTION BRAKES SPEED CONTROL
C FF 95 97 GRAND MARQ (NM53/NM114) LESS ANTI-SPIN TRACTION BRAKES
SPEED CONTROL

C SP 92 94 GRAND MARQ (MM53/MM114)
LESS ANTI-SPIN TRACTION BRAKES
C VB 95 97 TOWN CAR (MM36/MM116)
C VC 98 98 LINCOLN TOWN CAR

4 SPD AUTO TRANS MODE MODE
SPEED CONTROL
LESS ANTI-SPIN TRACTION BRAKES
LESS ANTI-SPIN TRACTION BRAKES

4.
SERVICE PART: F58E- 9F924-AA SWITCH ASY
ENGINEERING PART: F58A 9F924 AA ORIGIN: MERS

SERVICE PART: F58E- 9F924-AA SWITCH ASY
BACKCAST: Y DEMAND GROUP: —

A	C	YEAR	Quantity	Replaced Part Number	Message
—	—	2002	0		
		2001	12119	F58E- 9F924-A	REPLACED
		2000	6811		
		1999	4462		
		1998	1149		
		1997	751		
		1996	904	F58E- 9C837-AB	REPLACED
		1995	494		
		1994	82		
		1993	0		
		1992	0		
		1991	0		
		1990	0		

Eng Part: F58A 9F924 AA ORIGIN: MERS REGION: N USE STAT: —
Eng Name: SW ABS-SPD COMT DIRECT PT: — PTO: — VL: —
Svc Part: F58E- 9F924-A (N) Replaces: Y Is Repld: Y USE IMD: —
P In Crt.

t	V1	Yr	Xr	Feature Descriptions	Feature Descriptions
T	A3	02		WINDSTAR (V1008/V10126)	
T	A3	95		WINDSTAR (V1008/V10126)	SPEED CONTROL
T	A4			WINDSTAR (V229)	

5.
SERVICE PART: F57E- 9F924-BB SWITCH ASY
ENGINEERING PART: F57A 9F924 CA ORIGIN: MERS

SERVICE PART: F57E- 9F924-BB SWITCH ASY
BACKCAST: Y DEMAND GROUP: —

A	C	YEAR	Quantity	Replaced Part Number	Message
—	—	2002	0		
		2001	23446	F57E- 9F924-B	REPLACED
		2000	15917		MULTIPLE
		1999	10649		
		1998	5636		
		1997	3269		

1996	1785
1995	1461
1994	1607
1993	2694
1992	191
1991	5
1990	0

WING PART: F3TA 9F924 CA ORIGIN: WERE REGION: N URG STAT: _____
 WING NAME: SW ASY-SPO CENTER PT: _____ PTO: _____ VL: _____

Svc Part: F3TZ- 9F924-B (N) Replaces: M Is Replcd: Y URG IND: _____

P In Out

t VI Yr Yr Feature Descriptions

Feature Descriptions

B F1 95	F-SERIES DUAL REAR WHEELS	150 SERIES SPEED CONTROL
B F1 95	F-SERIES 350 SERIES ALL 2 WHEEL DRIVE SPEED CONTROL	ALL DIESEL ENGINES 168" (4270MM) WHEELBASE SINGLE REAR WHEELS
B F1 95	F-SERIES 250 SERIES SINGLE REAR WHEELS	ALL GAS/GASHOUS ENGINES ALL 2 WHEEL DRIVE SPEED CONTROL
B F1 95	F-SERIES 350 SERIES SINGLE REAR WHEELS	ALL GAS/GASHOUS ENGINES ALL 2 WHEEL DRIVE SPEED CONTROL
B F7	F-SERIES OVER 8500 GVW	SPEED CONTROL
B R3 01	RANGER/MAZDA B2000	LESS ANTI-LOCK BRAKES
B PC	F650/750 SERIES	ALL GAS/GASHOUS ENGINES-4WD TRUCK
H PC 01	F650/750 SERIES HYDRAULIC-SPLIT BRAKE	ALL 7.3L NAVISTAR ENGINES
T B1 93 93	BRONCO	SPEED CONTROL
T B3 00 01	EXPEDITION	
T B4 00 01	NAVIGATOR	
T E2 93 93	ECONOLINE (VN58)	SPEED CONTROL
T E2 96	ECONOLINE (VN58) COMMERCIAL CHASSIS APPLICATION	STRIPPED CHASSIS
T E2 94 96	ECONOLINE (VN58) SINGLE REAR WHEELS	SPEED CONTROL CUTAWAY
T E2 94 96	ECONOLINE (VN58) DUAL REAR WHEELS	SPEED CONTROL CUTAWAY
T E2 96 96	ECONOLINE (VN58) CUTAWAY SPEED CONTROL	350 SERIES SINGLE REAR WHEELS
T E2 96 96	ECONOLINE (VN58) CUTAWAY SPEED CONTROL	350 SERIES DUAL REAR WHEELS
T E2 96 96	ECONOLINE (VN58)	SUPER DUTY SERIES
T B4 00	ECONOLINE LESS SPEED CONTROL	150 SERIES
T B4 98 00	ECONOLINE SPEED CONTROL	150 SERIES
T B4 98 98	ECONOLINE ALL REG/EXTENDED VAN/WAGONS	250 SERIES SPEED CONTROL
T B4 99	ECONOLINE SPEED CONTROL	350 SERIES
T B4 98 98	ECONOLINE ALL REG/EXTENDED VAN/WAGONS	350 SERIES SINGLE REAR WHEELS

SPEED CONTROL		
T E4 97 98	ECONOLINE	SUPER DUTY SERIES
T E4 00 00	ECONOLINE	250 SERIES
ALL ECO/EXT VANS/MAGNA/CUTAWAY		LWB SPEED CONTROL
T E4 99 99	ECONOLINE	250 SERIES
ALL ECO/EXT VANS/MAGNA/CUTAWAY		SPEED CONTROL
T F1 93 93	F-SERIES	SPEED CONTROL
T F1 94 97	F-SERIES	350 SERIES
DUAL REAR WHEELS		SPEED CONTROL
T F1 95 97	F-SERIES	SUPER DUTY SERIES
SPEED CONTROL		
T F1 94 97	F-SERIES	ALL DIESEL ENGINES
350 SERIES		160" (427mm) WHEELBASE
ALL 2 WHEEL DRIVE		SINGLE REAR WHEELS
SPEED CONTROL		
T F1 94 97	F-SERIES	ALL GAS/GASOUS ENGINES
250 SERIES		ALL 2 WHEEL DRIVE
SINGLE REAR WHEELS		SPEED CONTROL
T F1 94 97	F-SERIES	ALL GAS/GASOUS ENGINES
350 SERIES		ALL 2 WHEEL DRIVE
SINGLE REAR WHEELS		SPEED CONTROL
T F2	F-SERIES (MEXICO)	SUPER DUTY SERIES
SPEED CONTROL		
T F5 00	F-SERIES UNDER 8500 GVW	POWER 4-WHEEL DISC
SPEED CONTROL		
T F5 00	F-SERIES UNDER 8500 GVW	LESS VERSION PACKAGES
HARLEY DAVIDSON VERSION PACK		LARIAT VERSION PACK
NASCAR PACKAGE		POWER 4-WHEEL DISC
SPEED CONTROL		
T F5	F-SERIES UNDER 8500 GVW	LESS VERSION PACKAGES
HARLEY DAVIDSON VERSION PACK		LARIAT VERSION PACK
POWER 4-WHEEL DISC		SPEED CONTROL
T F5 02	F-SERIES UNDER 8500 GVW	LESS VERSION PACKAGES
HARLEY DAVIDSON VERSION PACK		LARIAT VERSION PACK
KING RANCH VERSION		POWER 4-WHEEL DISC
SPEED CONTROL		
T F5	F-SERIES UNDER 8500 GVW	XL VERSION #2
XL VERSION #2		POWER 4-WHEEL DISC
T F5 99	F-SERIES UNDER 8500 GVW	150 SERIES
T F5 97	F-SERIES UNDER 8500 GVW	150 SERIES
SPEED CONTROL		
T F5 00	F-SERIES UNDER 8500 GVW	150 SERIES
POWER FRT DISC/REAR DRUM		LESS SPEED CONTROL
T F5 00	F-SERIES UNDER 8500 GVW	150 SERIES
POWER FRT DISC/REAR DRUM		SPEED CONTROL
T F5 99	F-SERIES UNDER 8500 GVW	150 SERIES
POWER 4-WHEEL DISC		LESS SPEED CONTROL
T F5 99	F-SERIES UNDER 8500 GVW	150 SERIES
POWER 4-WHEEL DISC		SPEED CONTROL
T F5 99 99	F-SERIES UNDER 8500 GVW	150 SERIES
LESS VERSION PACKAGES		LARIAT VERSION PACK
SPORT VERSION PACK		POWER 4-WHEEL DISC
SPEED CONTROL		
T F5 00	F-SERIES UNDER 8500 GVW	250 SERIES
POWER FRT DISC/REAR DRUM		LESS SPEED CONTROL
T F5 00	F-SERIES UNDER 8500 GVW	MOD 5.4L 2V SOHC SPI V8 GAS
4 SP AUTO TRANS M460 4R100 HD		TOTAL PERFORMANCE PACKAGE
POWER 4-WHEEL DISC		4 WEL ANTI-LOCK BRAKES
T W1 02 02 LINCOLN BLACKWOOD		

T R2 93 94	RANGER/MAZDA B2000	MAZDA SERIES
	SPEED CONTROL	
T R3 99	RANGER/MAZDA B2000	ALL GAS/GASBOURG ENGINES
	STANDARD DUTY SUSPENSION	HEAVY DUTY PAYLOAD SUSPENSION
	SPEED CONTROL	
T R3 01 03	RANGER/MAZDA B2000	ALL GAS/GASBOURG ENGINES
	HEAVY DUTY PAYLOAD SUSPENSION	STD DUTY TORSION BAR SUSP
	STD DUTY COIL SPRING SUSP	
T R3 99 00	RANGER/MAZDA B2000	ALL GAS/GASBOURG ENGINES
	HEAVY DUTY PAYLOAD SUSPENSION	STD DUTY COIL SPRING SUSP
	STD DUTY TORSION BAR SUSP	
T R3 03	RANGER/MAZDA B2000	ALL AUTOMATIC TRANSMISSIONS
	STD DUTY TORSION BAR SUSP	
T S1 03	EXPLORER SPORT TRAC	SPEED CONTROL
T S1 01	EXPLORER SPORT TRAC	2 DOOR WAGON
T U3 98 98	EXPLORER/MOUNTAINEER	SPEED CONTROL
	ALL LEVFT HAND DRIVE	5.0L OHV EPI MA V8 GAS+NP
T U3 98 98	EXPLORER/MOUNTAINEER	5.0L OHV EPI MA V8 GAS+NP
T U3 97	EXPLORER/MOUNTAINEER	LESS SPEED CONTROL
T U3 97 97	EXPLORER/MOUNTAINEER	5.0L OHV EPI MA V8 GAS+NP
	SPEED CONTROL	
T U3 98 01	EXPLORER/MOUNTAINEER	ALL 6 CYLINDER GAS ENGINES
	4 DOOR WAGON	
T U3 98 98	EXPLORER/MOUNTAINEER	ALL 6 CYLINDER GAS ENGINES
	4 DOOR WAGON	ALL LEVFT HAND DRIVE
T U5 03	EXPLORER/MOUNTAINEER	ALL AUTOMATIC TRANSMISSIONS
	LESS ANTI-SPIN TRACTION BRAKES	
T U5 02 02	EXPLORER/MOUNTAINEER	ALL AUTOMATIC TRANSMISSIONS
	2002 JOB #1 PROGRAM CONTROL	
T U5 02 02	EXPLORER/MOUNTAINEER	ALL AUTOMATIC TRANSMISSIONS
	2002 1/2 JOB #1 PROGRAM CONTROL	LESS ANTI-SPIN TRACTION BRAKES
T U7 03	EXPLORER SPORT	SPEED CONTROL
T U7 01	EXPLORER SPORT	ANTI-SPIN TRACTION BRAKES W/O IWD
T U8 03	LINCOLN AVIATOR	RECREATIONAL STRIPPED CHASSIS
T Y1 S3 97	F-STRIPPED CHASSIS (F151)	26,500 LB. GVW
T Y3 01	F-STRIPPED CHASSIS (F151)	RECREATIONAL STRIPPED CHASSIS
	22000 LB. GVW	
T Y3 01	F-STRIPPED CHASSIS (F151)	
	20,500 LB. GVW	

6.
 ENGINEERING PART: 94DA 9F924 AA _____ ORIGIN: _____

INVALID PART NUMBER

7.
 SERVICE PART: F3DE- 9F924-A SW ASY-SPD CONT DIRECT
 ENGINEERING PART: F3DC 9F924 AA ORIGIN: MELB

SERVICE PART: F3DE- 9F924-A SW ASY-SPD CONT DIRECT
 BACKCAST: Y DEMAND GROUP: _____

A	C	YEAR	Quantity	Replaced Part Number	Message
-	-	2002	0		
		2001	271		
		2000	229		
		1999	206		
		1998	191		
		1997	145		
		1996	120		
		1995	78		
		1994	20		
		1993	119		
		1992	5		
		1991	0		

BIG PART: F3DC 9F924 AB ORIGIN: WHER REGION: N USEG STAT: -
 Big Name: SW ASY-BSD CONST DIRECT PT: PTO: VL: -
 Svc Part: F3DE- 9F924-A (N) Replaces: N Is Repld: Y USEG XRD: -

P In Out	V1 Yr Fr Feature Descriptions	Feature Descriptions
-	-	-
C DA 93 95 TAURUS		
C DA 92 95 TAURUS		SEU 3.0L DOHC MPI MA V6 GAS
C DM 95 95 SABLE		

8.

SERVICE PART: F4JY- 9C837-A SWITCH ASY SPD CTRL
 ENGINEERING PART: 94JA 9F924 AB ORIGIN: PAPD

Prod Obs: 03/23/01 Svc Disp: U
 Obs Not: 03/23/01
 Obs Eff: 03/27/01
 Eff In: 07/01/93
 Eff Out: 06/31/94

SERVICE PART: F4JY- 9C837-A SWITCH ASY SPD CTRL
 BACKCAST: Y DEMAND GROUP: -

A	C	YEAR	Quantity	Replaced Part Number	Message
-	-	2002	0		
		2001	1		
		2000	3		
		1999	5		
		1998	1		
		1997	0		
		1996	0		
		1995	0		
		1994	0		
		1993	0		
		1992	0		
		1991	0		

BIG PART: 94JA 9F924 AB ORIGIN: PAPD REGION: N USEG STAT: -
 Big Name: SWITCH ASY SPD CTRL PT: PTO: VL: -

Svc Part: F4U- 9C837-A Replaces: N Is Replaced: N MSG RND: ..
F In Out
t V1 Y1 Y2 Feature Descriptions Feature Descriptions

4 SA 94 94 CAPRI (IMPORTED/ROAD CW AUSTRALIA

Porter, Fred (F.J.)

From: Orl, David (D.J.)
Sent: Thursday, February 28, 2002 3:08 PM
To: Porter, Fred (F.J.)

Responding to your voice mail...

Attached is a copy of our response to NHTSA which includes the field/owner report info. Our response to Request No. 2 should provide the info you're looking for. Feel free to call if you have any questions.



response
1-31-02.doc

Regards,

David J. Orl

Automotive Safety Office - Production Vehicle Safety
Fairlane Plaza South, Ste. 500
330 Town Center Drive
Dearborn, MI 48126

Phone: 313-33-76845
Fax: 313-69-42269

ATTACHMENT
January 31, 2002

FORD'S RESPONSE TO RQ01-002

Ford's response to this Recall Query Information request was prepared pursuant to a diligent and good faith search for the information requested. While we have employed our best good faith efforts to provide responsive information, the breadth of the Agency's request and the requirement that information be provided on an expedited basis makes this a difficult task. We nevertheless have made every effort to provide thorough and accurate information and we would be pleased to meet with Agency personnel to discuss any aspect of this investigation.

The scope of Ford's investigation conducted to locate responsive information focused on Ford employees most likely to be knowledgeable about the subject matter of this inquiry and on review of Ford files in which responsive information ordinarily would be expected to be found and to which Ford ordinarily would refer, as more fully described in this response. Ford notes that although electronic information was included within the scope of its search, Ford has not attempted to retrieve from computer storage media electronic files that were overwritten or deleted. As the Agency is aware, such files generally are unavailable to the computer user even if they still exist and are retrievable through expert means. To the extent that the Agency's definition of Ford includes suppliers, contractors and affiliated enterprises for which Ford does not exercise day-to-day operational control, we note that information belonging to such entities ordinarily is not in Ford's possession, custody or control. Based on the RQ's definition of "Subject Vehicles", Ford has included within the scope of this request 1992-1997 model year Lincoln Town Car, Ford Crown Victoria, and Mercury Grand Marquis vehicles, which use the same part number speed control deactivation switch as that used on the recalled vehicles, as discussed with Mr. Morris on November 7, 2001. Also in that conversation with Mr. Morris and members of my staff, it was established that the scope of "Subject Vehicles" includes only 1992-1997 model year Lincoln Town Car, Ford Crown Victoria, and Mercury Grand Marquis vehicles that are not included in the vehicle population for Ford Recall 99S15 (NHTSA recall number 99V-124) or that are included in the recall population and the alleged defect is reported to have occurred following completion of the recall repair. Ford has construed this request as pertaining to vehicles manufactured for sale in the United States.

Responses to your specific numbered requests 1, 2a, 2b, 3 through 7, and 10 were provided in Ford's December 5, 2001 response to the Agency. An extension of time was requested and granted for responding to numbered requests 2 (paragraphs c. through f.), 8 and 9 of the Inquiry. Responses to these specific numbered requests follow. Ford is also providing updated information to Request No. 7 in this response. As requested, after each numeric designation, we have set forth verbatim the request for information, followed by our response to it. Unless otherwise stated, Ford has undertaken to provide responsive documents dated up to and including October 19, 2001, the date of your inquiry. Ford has searched business units and/or affiliates within the following divisions for responsive documents: Research Vehicle Technology, Global Core Engineering, Ford Customer Service Division, Lincoln Mercury Product Development, Central Laboratory, Quality, Environmental and Safety Engineering, and Purchasing. We assume that this request does not seek documents related to the gathering of information or the preparation of Ford's responses to PE98-055.

Request No. 2

State the number and provide copies of all the following, from all sources, of which Ford is aware and which relate, or could relate to the alleged defect in the subject vehicles:

- a. owner/fleet complaints;

- b. field reports;
- c. fire/incident claims;
- d. subrogation claims;
- e. lawsuits; and
- f. third-party arbitration proceedings (where Ford is a party to the arbitration).

Please list and collate your responses for each category ("e" through "T") by date of claim. Please provide for each item in this response the incident date, vehicle mileage at time of incident (if known), approximate vehicle age or model year, vehicle build date, disposition of matter, and, where a fleet vehicle is involved, the name of the fleet, and the name and telephone number of a contact person at that fleet. For items "a" through "d," please provide all related information and reports whether or not Ford has verified each one. For items "e" and "f," summaries are acceptable. Please identify in the summary the caption, court, docket number, and filing date of each lawsuit if a copy of the Complaint initiating the lawsuit is not provided.

Answer:

Responses to items a and b were provided in our December 5, 2001 response.

c-f. Ford's Office of the General Counsel ("OGC") is responsible for handling product liability lawsuits and claims and consumer breach of warranty lawsuits against the Company. Based on a reasonable and diligent search, Ford located nine lawsuits and 18 claims related to the alleged defect in the subject vehicles. (Ford notes that two of the claims and lawsuits alleging that a fire resulted from a defect in the speed control deactivation switch concern vehicles that were built prior to introduction of the electronic speed control system and subject switch.) Ford is providing, to the extent available, a copy of the Complaint, Ford's Answer to the Complaint, Plaintiff's responses to Ford's and/or other parties' discovery requests, Ford's responses to Plaintiff's discovery requests, documents produced in discovery, Plaintiff's medical records, police/fire department/ems reports, vehicle recall history, vehicle warranty history, owner communications with Ford, photographs, and/or non-privileged vehicle inspections and expert reports in Appendix A.

Ford notes that these suits and claims contain allegations that engine compartment fires were related to a defective speed control deactivation switch. Ford has not verified these allegations. Ford has reviewed five vehicles built subsequent to the vehicles included in the recall population that had an under hood fire alleged to have occurred as a result of a speed control deactivation switch malfunction. Based on the review of these five vehicles, Ford is confident that in two of the vehicles (VIN #1LNLM81W2PY773417 and VIN #2MELM75W8RX642468) the fire did not occur due to a switch malfunction. In fact, Ford does not believe the fire originated under the hood in these two. In the third vehicle alleged to have a fire as a result of a switch malfunction (VIN #1LNLM82W1PY757711), Ford was unable to conclusively determine on which side of the vehicle the fire originated. Missing parts from the fourth vehicle (VIN #1LNLM81W7TY733392) makes it difficult to determine the origin of the fire. Ford was unable to conclusively eliminate the switch as a possible cause of the fire in the fifth vehicle (VIN #1LNLM81W0PY677136). (Some documents related to these investigations are privileged, and therefore, are not being provided.) The first of the VINS listed above also pertains to VOQ #540880 provided by the Agency with this RQ.

Ford notes that it was unable to locate two lawsuit files and one claim file and therefore is unable to determine if the cases are related to the alleged defect. Ford has redacted

handwritten marginalia from 46 documents responsive to this request that contain information protected from disclosure by the attorney-client privilege and/or work-product doctrine. In the interest of responding to the Agency in a timely manner, such documents are not being placed on a privilege log at this time, but will be provided at the Agency's request.

We note that the Agency's definition of Ford includes Ford's outside law firms. However, to the extent that Ford retained a law firm in connection with lawsuits or claims identified above, any files maintained by Ford's law firms would contain voluminous duplicative documentation and take months to gather and process. Nevertheless, in the interest of ensuring the thoroughness of our production, we have contacted law firms that handled the lawsuits or claims identified as related to the alleged defect and asked them to provide, to the extent available, copies of documents produced in discovery and non-privileged reports of vehicle inspections and experts. We are providing copies of this information with the documents included in Appendix A.

As noted above, to the extent they are available, Ford is producing non-privileged documents from its litigation and claim files, that may include expert opinions or reports. However, because of the burden associated with this request, Ford has not undertaken to (1) produce all documents related to such actions, or (2) separately identify and produce each interrogatory response relating to an expert opinion, expert report, transcript of an expert's testimony, and all documents prepared, considered, or relied upon by the expert.

Ford is also providing copies of representative documents from lawsuits and claims that are ambiguous as to whether they meet the alleged defect criteria. We have provided these documents in Appendix B as "non-specific allegations" for your review because of the broad scope of the request. Based on our engineering judgment, the information in these documents is insufficient to support a determination that they pertain to the alleged defect. Examples below of our investigations into these ambiguous lawsuits and claims demonstrate that it would be misleading to conclude that any of these reports are related to the alleged defect. With respect to these ambiguous lawsuits and claims, Ford has not undertaken to contact outside law firms to obtain any additional documentation.

Investigations of two of these ambiguous claims (VIN #1LNLM81W2PY[REDACTED] and VIN #2FALP73W1S[X][REDACTED] found the fires to have originated outside the respective vehicles. Investigation of a third ambiguous claim (VIN #1LNLM81W3PY[REDACTED]) found that the fire did not originate at the speed control deactivation switch. This third ambiguous claim also pertains to VOQ #871877 provided by the Agency with this RQ. (Some documents related to these investigations are privileged, and therefore, are not being provided.)

One of the other ambiguous claims (VIN #2FACP74W8PX[REDACTED]) also pertains to VOQ #886033 provided by the Agency with this RQ.

Ford is not providing documents responsive to this request that contain information protected by the attorney-client privilege and/or work-product doctrine. Such documents are described in a privilege log provided electronically in Appendix L (file: 2002.1.31_Appendix_L).

Many of the documents contained in Appendices A and B contain comments that were written by hand on the document by legal personnel. As these comments are protected from disclosure by the attorney work-product doctrine, they have been redacted to remove the marginalia. These documents are identified by suffix with the letter "M." In the interest of responding to this inquiry on a timely basis, Ford has not undertaken to identify these documents on the privilege log attached hereto in Appendix L.

Ford notes that it has attempted to resolve with one of its suppliers, through mediation, various costs associated with the speed control deactivation switch that is the subject of Ford recall 99S15. Through the mediation process (and negotiations it has fostered), Ford now possesses documents that might be responsive to the broad scope of Request Nos. 2, 7 or 8. Those documents are not included with Ford's response to this inquiry on the grounds that they are protected from disclosure by either the attorney work-product doctrine, or the mediation privilege. In the interest of responding to this inquiry on a timely basis, Ford has not undertaken to identify these documents on the privilege log attached hereto in Appendix L.

Ford also notes that during its search for documents responsive to Request No. 8 it located a number of documents in Research Vehicle Technology files where engineers, at the request of counsel, have been active in preparing Ford's defense to pending or anticipated litigation, including reviewing documents and discovery responses. Those documents, if deemed to be responsive to this Request or Request No. 8, are protected from disclosure by the attorney-client privilege, or by the attorney work-product doctrine. In the interest of responding to this inquiry on a timely basis, Ford has not undertaken to identify these documents on the privilege log attached hereto in Appendix L.

This request also seeks information related to owner/fleet complaints and field reports. In its December 5, 2001 response to the Agency, Ford identified 11 owner reports that may relate to the alleged defect. Five of these owner reports reflect that they are Legal Contacts. Ford has undertaken to gather any files related to these reports from the Litigation Prevention section as described in Appendix C (file: 2002.1.31_Appendix_C) on the enclosed CD. Five files were located and are provided in Appendix D.

One file pertaining to VOQ #747985 provided by the Agency (VIN: #1LNLM51W1PYB74586) was also identified by the Litigation Prevention section. Owner reports related to this vehicle had been reviewed in Ford's search for responsive reports provided in the December 5, 2001 response to the Agency. However, the owner had indicated in those reports that smoke was observed coming "out of the trunk area" of the vehicle. Based on this owner comment, these owner reports were characterized as non-responsive to this inquiry. However, the file provided by the Litigation Prevention section related to this vehicle includes a letter to Ford from the owner indicating that the fire was located in the engine compartment; damaged components were claimed to include a wire harness, the master brake cylinder, booster, reservoir and sensor. The file and owner reports related to this vehicle are provided in Appendix E.

A summary of responsive owner reports, field reports, lawsuits and claims is provided electronically by date of claim in Appendix F (file: 2002.01.31_Appendix_F) on the enclosed CD. Duplicate reports or claims are not reflected. Ford notes that in some cases certain information, such as VIN, incident date, or mileage at the time of the incident may not be known by Ford. Where an incident date is not known, Ford is providing the report date for the Agency's information.

The Agency provided information and/or VINs associated with 16 complaints with this RQ. Of those 16 complaints, five were found to relate to vehicles subject to the recall that had not had the recall repair completed prior to the reported incident. Two complaints relate to vehicles built prior to introduction of the electronic speed control system into production (the subject speed control deactivation switch is a component of this system and is not a part of previous systems.) Ford's searches did not identify any responsive owner or field reports, lawsuits or claims for vehicles related to 12 of the 16 complaints provided by the Agency. References to the other four

complaints are provided elsewhere in this response. Ford is providing an electronic summary in Appendix G (File: 2002.1.31_Appendix_G) on the attached CD that reflects the production dates for each of the vehicles associated with these 16 complaints for the Agency's information.

Request No. 7

Identify and describe all significant modifications or changes made by or on behalf of Ford in the manufacture, design, or material composition of the front suspension system used in the subject vehicles (and subsequent model years) from the start of subject vehicle production to date that relate, or could relate, to the alleged defect. The following information must be included for each such modification or change:

- a. the date, or approximate date on which the modification or change was incorporated into production;
- b. a description of the modification or change;
- c. the reason for the modification or change;
- d. the part number of the modified part;
- e. whether the original unmodified component was withdrawn from sale, and if so, when; and;
- f. whether the modified or changed components can be interchanged with earlier production components.

Answer

A summary of significant modifications or changes in design, material or manufacturing related to the speed control deactivation switch that may relate to the alleged defect was provided electronically in Appendix G of Ford's December 5, 2001 response to the Agency.

Some of the documents identified in Ford's search responsive to Request No. 8 of this inquiry relate to the manual crimping manufacturing process for the speed control deactivation switch discussed in Ford's December 5, 2001 response to Request No. 3. These documents identify that the part number suffix for switches produced with the manual crimping process is -BB, rather than -AB as indicated in Appendix G of Ford's December 5, 2001 response. The correct engineering and service part numbers for this interim switch are F2VC-9F924-BB and F2VY-9F924-B respectively. An updated summary reflecting this modified part number, superseding Appendix G of Ford's December 5, 2001 response, is provided electronically in Appendix H (File: 2002.1.31_Appendix_H) on the enclosed CD.

Ford notes that Request No. 8 of this Inquiry asks for the number of replacement speed control deactivation switches sold for use on the subject vehicles. Review of Ford's service part sales information indicates that only four of the interim switches with service part number F2VY-9F924-B were sold for service.

Request No. 8

Identify and provide copies of all documents reflecting any study, survey, and investigation pertaining to the alleged defect that is known to Ford. Include all pertinent documents, regardless of whether they are in interim, draft, or final form.

Answer:

Ford is construing this request broadly and providing not only studies, surveys, and investigations related to the alleged defect, but also notes, correspondence, and other communications, that were located pursuant to a diligent search for the requested information. The Ford business units and/or affiliates which were searched for responsive documents are as follows: Research Vehicle Technology, Global Core Engineering, Ford Customer Service Division, Lincoln Mercury Product Development, Central Laboratory, Quality, Environmental and Safety Engineering, and Purchasing. Ford is providing documents responsive to this request in Appendix J. Ford is not including its response documents reflecting technical studies or testing that were performed at the request of counsel in anticipation of litigation, as they are protected from disclosure by the attorney work-product doctrine. In the interest of responding to this inquiry on a timely basis, Ford has not undertaken to identify these documents on the privilege log attached hereto in Appendix L.

Ford is providing additional documents responsive to this request in Appendix K under separate cover to the NHTSA's Office of the Chief Counsel pursuant to 49 CFR, Part 512.

Ford is not providing documents responsive to this request that contain information protected by the attorney-client privilege and/or work-product doctrine. Such documents are described in a privilege log provided electronically in Appendix L (file: 2002.1.31_Appendix_L.)

Request No. 9

Furnish Ford's assessment of the alleged defect in the subject vehicles, including:

- a. all causal or contributory factors;
- b. warning symptoms;
- c. the failure mode;
- d. root cause of the failure;
- e. its potential effect on occupant safety; and
- f. potential for future occurrences of the alleged defect in the subject vehicles.

Answer:

Analysis of the information and documents provided in this response and our other responses to the Agency concerning this subject demonstrates that there is not a safety defect trend related to the speed control deactivation switch in vehicles outside the scope of Ford's recall 99S15. Similarly there is no defect trend related to the remedy employed in recall 99S15. Accordingly, Ford continues to believe the remedy and scope of recall 99S15 are appropriate.

In late 1998 and early 1999 Ford reviewed reports or allegations of vehicle fires as a part of NHTSA's PE98-056 Investigation. This review identified a trend of reports related to the speed control deactivation switch. As stated in Ford's December 5, 2001 response to Request No. 3, this trend coincided with certain switch manufacturing process issues described in Ford's December 5, 2001 response to Request No. 3. During our reviews in 1998 and 1999, analysis of the reports by vehicle build month found the reported incidents to occur almost exclusively on 1992 and 1993 model year vehicles. Further, during these model years the number of reports steadily and substantially decreased for vehicles built through November, 1992. After that date there were very few reports and no trend was found. Accordingly, Ford safety recall 99S15 was implemented

based on the known switch manufacturing issues combined with the analysis that found the report rate and trend decreased for vehicles built through November, 1992.

In response to this inquiry, Ford has reviewed reports alleging engine compartment fires in vehicles both outside the scope of recall 99S15 and in vehicles previously repaired by the recall action. Ford's analysis of these reports indicates that there are very few reported incidents alleging fire identified for vehicles outside the recall population. This contrasts markedly with the trend and number of reports identified for the recalled vehicles.

We believe that following Ford's recall 99S15, the speed control deactivation switch has been erroneously identified as the cause of vehicle fires. For example, two reports that an engine compartment fire was caused by a speed control deactivation switch relate to vehicles built six months prior to introduction of the electronic speed control system and switch. Ford has reviewed five vehicles built subsequent to the vehicles included in the recall population that had an under hood fire alleged to have occurred as a result of a speed control deactivation switch malfunction. Based on the review of these five vehicles, Ford is confident that in two of the vehicles (VIN #1LNLM81W2PY[REDACTED] and VIN #2MELM70W9RX[REDACTED]) the fires did not occur due to a switch malfunction. In fact, Ford does not believe the fire originated under the hood in these two. In the third vehicle (VIN #1LNLM82W1P[REDACTED]) Ford was unable to conclusively determine on which side of the vehicle the fire originated. Missing parts from the fourth vehicle (VIN #1LNLM81W7T[REDACTED]) prevents a determination as to the origin of the fire. Ford was unable to conclusively eliminate the switch as a possible cause of the fire in the fifth vehicle (VIN #1LNLM81W0P[REDACTED]). (Ford also reviewed three vehicles (VIN #1LNLM81W2F[REDACTED], VIN #1LNLM81W3P[REDACTED] and VIN #2FALP73AV1S[REDACTED]) built subsequent to the vehicles included in the recall population that had an under hood fire without an allegation of switch malfunction. Review of these three vehicles showed that the fires were not related to a switch malfunction. In fact, Ford does not believe that two of the fires originated in the vehicles while the fire in the third originated elsewhere in the vehicle.)

As the Agency is aware, the root cause of alleged engine compartment fires frequently is very difficult to determine. Under hood fires may result from any number of potential causes, including improper service or maintenance practices related to electrical or fuel components, wiring damaged during routine maintenance, installation of aftermarket equipment, foreign material in the engine compartment, etc. The magnitude of the under hood damage caused by fire makes it difficult to conclude whether observed damage in a switch was caused as a result of fire unrelated to the switch, or was the cause of the fire. The mere fact that Ford conducted recall 99S15 gives rise to unsubstantiated and often erroneous allegations that a fire resulted from the speed control switch.

Analysis of reports provided in this response and reports provided in PES98-066 indicates similar cumulative report rates for vehicles built up to seven months prior to introduction of the electronic speed control system and switch, and for vehicles built up to seven months following the recall population. This suggests that, without expert evaluation of all circumstances and evidence pertaining to a vehicle fire, the speed control deactivation switch will incorrectly be alleged to be the source of engine compartment fires in vehicles outside the recall population simply in reaction to Ford's recall 99S15 without any basis in fact.

Six owner reports and one claim file pertain to engine compartment fires that are alleged to result from the speed control deactivation switch following completion of recall 99S15. Owners attribute these vehicle fires to the speed control deactivation switch without supporting analysis. Ford has not verified the cause of fire in these reports, but has no reason to believe that

they relate to any defect in the replacement switches. Ford notes that safety recall 99S15 advised technicians, should replacement speed control deactivation switches be unavailable, to disconnect the electrical connector from the speed control deactivation switch as an interim repair until a replacement switch became available for the permanent repair. Ford's analysis has found that some customers, following completion of the interim repair but prior to completion of the permanent repair, had the electrical connector reconnected to the speed control deactivation switch to restore speed control function. Naturally this action would reintroduce the potential for malfunction of the switch in these vehicles until the permanent switch repair was completed.

Based upon the substantially lower cumulative report rate for vehicles outside the recall population and the extremely low number of complaints pertaining to vehicles repaired by the recall, the data do not demonstrate a safety defect trend related to the speed control deactivation switch in subject vehicles (i.e., those vehicles outside the scope of Ford's recall 99S15, or subject to the recall but where the owners did not have the recall service performed.) Based on analysis of this information, Ford believes the remedy and scope of recall 99S15 are appropriate. Ford will continue to monitor reports related to this investigation and will take appropriate action should conditions warrant.
