

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 13 OF 61

PART 4 OF 4

CQIS Reports for Inquiry RQ01-002

Test Order:

Inventory: RQ01-002

Report No: YC4BCU17

Report Date: 2/20/2000

Source: CQIB

Model Year: 1994

insolent

YWE 1UNLAE2N6N [REDACTED]

PGM TYPE:

Symptoms: 7 04 3 45

UFGT SRC

FIREHOUSE

SCORCHED/BURNT

UNDERHOOD

Add. Symptoms:

Calometer: 10 M

Engineer:

Threats to validity

Build-It-Yourself

B751000

Warrenty Start: 6/30/1993

Dealer: KUK22 Al-Jazrah Vehicles A

FCSD Region: 08

Editor: Reynolds

Starting

Customer First Name: N/A

Last Name: N/A

Gilby:

Methods

Control Components

Photos:

Comment Type	Comment
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CONCER THERE WAS A FIRE UNDER THE HOOD. DAMAGE CONCENTRATED ON THE LEFT SIDE
CONCER OF THE ENGINE.

REPAIR THE VEHICLE WAS SEVERELY DAMAGED BY THE FIRE. THE CAUSE IS UNDER REPAIR INVESTIGATION AT THIS TIME.

Inquiry: RQM1-002 Report No: 1DTU7006 Report Date: 4/29/2001 Source: CCIS
 Model Year: 1994 Model: VIN: 2FALP71W4P0 POM Type:
 Symptoms: 7 D4 3 00 UKN SRC FIRE/SMOKE
 SCORCHED/SURFINT OTHER
 Addl. Symptom: Odometer: 100000 M
 Engine: Transmission: Build Date: 5/6/1994 Warranty Start: 6/28/1994
 Dealer: B0347 Ford Motor Co. Pledge FORD Region: 45 City: Dearborn State: MI
 Customer First Name: Last Name: City: State:
 Cause/Component: Photo:
 Comment Type: Comments:

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

Inquiry: RQ01-002

Report No: XH1F0004

Report Date: 8/27/1997

Source: CQIB

Model Year: 1997

Model: CROWN VICTORIA

VIN: 2FALP74W9VX

PGM Type:

Symptoms: 2 06 2 50

ELECT.

HRN/SPD CNTRL

SPEED CONTROL

ENGAGEMENT/INOP

Addl. Symptom: SPEED CONTROL INOP

Odometer: 48838 M

Engine: 4.6L ROM B

Transmission:

Build Date:

5/13/1997

Warranty Start:

8/0/1997

Dealer: 00404 Don Rich Ford Co., Inc

PCSD Region: 10

City: Villa Rica

State: GA

Customer First Name:

Last Name:

City:

State:

Cancel Component:

Photo:

Comment Type: Comments

REPAIR TECH STS THAT THE SPEED CONTROL IS INOP. THE TECH HAS REPLACED THE SER
REPAIR VO 2X AND THE NEW SERVO WORK FOR A LITTLE WHILE AND THEN QUIT AGAIN.
RECOMM ADVISED TECH TO DISCONNECT SPEED CONTROL SERVO AND CHECK ALL PWRIS WITH
RECOMM A TEST LIGHT AND VOLTMETER AND GRDS FOR VOLTAGE DROP. ADVISED TECH TPO
RECOMM CHECK ALL CIRCUITS COMING INTO SERVO WITH VOLTMETER AND SEE IF WERE
RECOMM GETTING A FEED INTO THE SERVO, CAUSING SERVO TO BURN INTERNALLY.
RECOMM ADVISED TECH TO CHECK PINS OF SERVO AND PRESS THE CONTROL SWITCHES AND
RECOMM. CHECK THE DIFFERENT VOLTAGES FROM THE CONTROL SWITCH.

Inquiry: R091-002 Report No: 1JJK003 Report Date: 01/10/2001 Source: CQIS
 Model Year: 1997 Model: GRAND MARQUIS VIN: 2MELN75N9V7 PCM Type:
 Symptoms: 2 03 2 00 ELECT. START/CHARGE
 WIRING - BASIC OTHER
 Addl. Symptom: VEHICLE CAUGHT FIRE Odometer: 39935 M
 Engine: 4.0L ROM B Transmission: Build Date: 4/15/1997 Warranty Start: 2/20/1996
 Dealer: 10085 State: Lincoln-Mercury PCSD Region: 71 City: Woodland Hills State: CA
 Customer First Name: Last Name: City: State:
 Causal Component: Photos:
 Comment Type: Comments:

REPAIR SM STATES THAT CUSTOMER WENT INTO STORE, STORE CALLED #11 BECAUSE CAR
 REPAIR WAS ON FIRE. STATES THAT HE THOUGHT THERE WAS A WIRING RECALL ON THIS
 REPAIR VEHICLE.
 RECOMM ADVISED TECH THAT QC DEALER SHOWED A RECALL FOR 00816,00815,00837, AND
 RECOMM 98L12. THESE DEALT WITH SEATBELTS, AIRBAG, AND LOWER CONTROL ARMS.
 RECOMM 98L12 DID NOT SHOW A DISCRPTION. SMC STATES NO RECALLS FOR WIRING TO
 RECOMM PREVENT FIRES FOR THIS VEHICLE.

Student CQ19

FCM Type:

FIRE/SMOKE

UNDERHOOD

Odometer: 16000 M

Warranty Start: 1/23/2023

Status: 241

City:

Abstract:

Photos

Comment Type: Comments:

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

CQIS Reports for Inquiry RQ01-002

Inquiry: RQ01-002

Report No: XGVIP004

Ref Order:

Report Date: 7/22/1999

Source: CQIS

Model Year: 1994

Model:

VIN: 2FALP71W9R0

PGM Type:

Symptoms: 2 05 2 00

ELECT.

HFV/SPD CNTRL

SPEED CONTROL

OTHER

Addr. Symptom: NOT COVERED BY 89-8-15

Odometer: 115888 M

Engine:

Transmission:

Build Date:

12/8/1993

Warranty Start: 12/20/1993

Dealer: 04683 Payton Wells Ford Lin

FORD Region: 47

City: Anderson

State: IN

Customer First Name:

Last Name:

City:

State:

Causal Component:

Photo:

Comment Type: Comments:

REPAIR DLR STATES THE DEAD SWITCH WAS BURNED UP AND THE VEHICLE WAS NOT COVER
REPAIR ED UNDER RECALL 99-8-15.
RECOMM ADV TO FILE EDSR, AND REPAIR VEHICLE AS NECESSARY.

Inquiry: RQM-002 Report No: 1JKF5001 Report Date: 10/11/2001 Source: CQIS
 Model Year: 1994 Model: VIN: 1LNLM81W1R PGM Type:
 Symptoms: 3 01 0 20 CHASS. SERVICE BRAKE
 LEAKS FLUID
 Addl. Symptoms: Odometer: 112088 M
 Engine: Transmission: Build Date: 1/25/1994 Warranty Start: 4/9/1994
 Dealer: 11487 Mac Church & Lincoln PCSD Region: 52 City: Fort Worth State: TX
 Customer First Name: Last Name: City: State:
 Cause/Component: 9F824 SWITCH Photo:
 Consent Type: Comments:

CONCERN CRUISE CONTROL INOP. SMELLED BURNING SMELL UNDER HOOD AND SAW SMOKE.
 REPAIR TECH VERIFIED CRUISE INOP AND FOUND THE REDUNDANT SWITCH HAD LEAKED
 REPAIR AND THE FLUID CAUGHT FIRE AND BURNED THE SWITCH AND HARNESS CONNECTOR.
 REPAIR THE TECH REPLACED THE SWITCH AND HARNESS CONNECTOR AND RELEASED THE
 REPAIR VEHICLE.
 REPAIR FOE NOTED THAT THIS IS THE SAME ISSUE THAT 99816 RECALL COVERED ON THE
 REPAIR 99/03 TOWN CARS. THIS VEHICLE FALLS OUT OF THE RECALL COVERAGE. THE
 REPAIR PART WAS RETRIEVED AND RETURNED TO ECI AS PART OF REQ01-05.
 REPAIR DAVE PILGRIM, FOE DALLAS/FT.WORTH, 872-318-1089

Inquiry: RQM1-002 Report No: 1DKAD600 Report Date: 4/11/2001 Source: CQIS
 Model Year: 1998 Model: CROWN VICTORIA VIN: 2FALP71W5T7 PGM Type:
 Symptoms: 2 03 2 00 ELECT. START/CHARGE
 WIRING - BASIC OTHER
 Addl. Symptom: Odometer: 137834 M
 Engine: 4.6L ROM B Transmission: 4R70W Build Date: 10/30/1995 Warranty Start: 2/21/1996
 Dealer: C3509 Newline Bay Shore Ford PCSD Region: 13 City: Bay Shore State: NY
 Customer First Name: Last Name: City: State:
 Current Component: 9P924 SWITCH Photo:
 Comment Type: Comments:

CONCERN VEHICLE IS NOT COMING OUT OF PARK.
 TECHNIC FOUND FUSE BLOWN. P.P.T. FOUND SPEED CONTROL CUT OUT SWITCH BURNT
 TECHNIC (FIRE). NOTE: SAME PROBLEM AS IN RECALL 98-B-18.

Inquiry: RQ91-003

Source: MORIS IB

Region: 24 ORLANDO

Issue: LEGAL

Zone: A1

Case: 7028213887

VIN: 2MELM704160

Engine: W

Veh Type: C

Opened: 5/18/1999

Contact_Key: 0702821388709 70414807

Closed: 5/19/1999

Last Name: [REDACTED]

Title: MR

First Name: SAMUEL

Status: CLOSED

Address: [REDACTED]

City: TAMARAC

State: FL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: GRAND MARQUIS LS 4DR

Message: 1

Build Date: 12/4/1991

Dealer Name: MARGATE LINCOLN-MER

Sales Code: L26258

P and A: 11634

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704148 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC138 US CONCERN CASE BASE

PHONE

5/18/1999 3:24:18 PM

Action: 884 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER

0702821388709 70414807

AFFAIRS DEPT

CUSTOMER SAYS: VEH BURNED AND WRITTEN OFF IN 1987; CUST J
UST HEARD ABOUT RECALL NO. 98918 AND WANTS COMPENSATION FO
R HER HAVING TO BUY A NEW VEH PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED T
O THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTA
TIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - N
O TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED
YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO I
NREFERENCE CASE ID: 77

Origin: CAC GENERAL CAC

PHONE

5/18/1999 3:24:18 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

0702821388709 70414807

CUSTOMER SAYS: VEH BURNED AND WRITTEN OFF IN 1987; CUST J
UST HEARD ABOUT RECALL NO. 98918 AND WANTS COMPENSATION FO
R HER HAVING TO BUY A NEW VEH PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED T
O THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTA
TIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - N
O TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED
YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO I
NREFERENCE CASE ID: 77

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION

PHONE

5/20/1999 3:02:13 PM

Action: LP001 MAKE OUTBOUND CALL TO CUSTOMER

0702821388709 70414807

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

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP1801 UPDATE/ADDOO CASE
*LPA HAS BEEN UNABLE TO CONTACT [REDACTED] Y PHONE. LPA SE
NT A LETTER REQUESTING MR. ALLEN CONTACT LPA.

5/21/1999 10:58:44 AM
0702821388709 70414807

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP4000 FINAL CASE DISPOSITION
*LPA SPOKE TO [REDACTED]. SHE INDICATED THERE WERE NO
INJURIES AS A RESULT OF THE FIRE. ALSO, HER INSURANCE CO.
HAS PAID HER CLAIM AND SHE NO LONGER OWNS THE VEHICLE.
*LPA ADVISED MS. ALLEN THAT SINCE SHE NO LONGER OWNS THE VE
HICLE WE ARE UNABLE TO INSPECT THE VEHICLE TO DETERMINE IF T
HE FIRE WAS THE RESULT OF RECALL 98815. LPA ALSO ADVISED THA
T HER INSURANCE WAS ALREADY INVOLVED. NO FURTHER ASSISTANCE
OFFERED.

6/1/1999 9:58:38 AM
0702821388709 70414807

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP1915 REDIRECT TO OGC - REQUEST FOR DISCOVERY
*CASE FILE FORWARDED TO OGD.

6/1/1999 9:58:37 AM
0702821388709 70414807

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: SL003 ADD MICRO NUMBER/DOC ID

6/18/1999 1:52:50 PM
0702821388709 70414807

MORSE Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQM1-002

Source: MORIS III

Region:

Issue: INFORMATION

Zone:

Case: 471241409

VIN: 2FALP73H48P

Engine: W

Veh Type: C

Opened: 5/20/1999

Contact_Key: 04712414091142 20520002

Closed: 6/30/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: BIL AIR

State: MD ZIP: 21018

Phone:

Model Year: 1993

Model: LTD CROWN VIC 4DR

Mileage: 6700 Build Date: 7/27/1993

Dealer Name:

Sales Code:

P and A

Reason Code: 1142 AWA - INDEPENDENT FACILITY, NO ASSISTANCE

Symptom: 205200 HSNBPD CNTRL SPEED CONTROL

Origin: CAC338 US CONCERN CASE BASE

PHONE 520/1999 11:18:00 AM

Action: 607 ADVISE CUST FORD DOES NOT SUPPORT DIAGNOSIS OF INDEPENDENT 04712414091142 20520002

CUSTOMER SAYS: CUST READ ABOUT THE RECALL REGARDING THE SPEED CONTROL; CUST HAS HAD PROBLEMS WITH THE SPEED CONTROL, SO SOMETIMES IT DOES NOT WORK AND ONE TIME THERE WAS SMOKE COMING OUT AND CUST JUST STOPPED USING IT; CUST HAS NOT BEEN TO THE DEALER ABOUT THE PROBLEM; CUST WANTS TO KNOW WHAT TO DO ABOUT THAT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - VEHICLE IS NOT INVOLVED IN RECALL - RECALLS ARE ANNOUNCED ON A SEQUENCE OF VEHICLES BUILT AT A SPECIFIC ASSEMBLY PLANT DURING A PARTICULAR TIME PERIOD - RECALLS ARE VIN SPECIFIC - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE REFERENCE CASE NO: 10

MORIS Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R001-002

Region: 24 ORLANDO

Issue: INFORMATION

Zone: D1

Source: MORE IN

Case: 1382350540

VIN: 1LMJMB1Y4P

Engine: W

Veh Type: C

Opened: 2/23/2000

Contact_Key: 13823505400770 70414802

Closed: 2/23/2000

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: JACKSONVILLE

State: FL

ZIP:

Phone:

Model Year: 1993

Model: TOWN CAR EXECUTIVE

Mileage:

1

Build Date:

4/8/1993

Dealer Name: NORTH FLORIDA LINCO

Sales Code: L33052

P and A:

11600

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704148 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC338 US CONCERN CASE BASE

PHONE

2/23/2000 10:03:12 AM

Action: 098

ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE 13823505400770 70414802

CUSTOMER SAYS: -VEH CAUGHT FIRE IN DISC 1993 IN HER HOME DR
WAYWAY -CALLER NOT SURE IF THE VEH WAS RUNNING -CAUSE UNKNOWN
OWN -NOT SURE IF THERE WAS INSURANCE COVERAGE PER CUSTOMER
DEALER SAYS: -NONE CAO ADVISED: -THIS IS NOT A SITUAT
ION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOU
R INSURANCE CARRIER FOR DIRECTIONS. REFERENCE CASE ID: 78

MOREIN Duplicates (Y/N):

VOQ Duplicates (Y/N):

Inquiry: R0201-002 Source: MORB II
Region: 21 ATLANTA Issue: INFORMATION Zone: C1 Case: 1424380000
Veh: 2MELM74W8ED Engine: W Veh Type: C Opened: 1/5/1999
Contact_Key: 14243800001108 20320002 Closed: 1/5/1999

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: ALPHARETTA State: GA ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 1995 Model: GRAND MARQUE GS 4DR Mileage: 54000 Build Date: 5/18/1994
Dealer Name: BARANCO LINCOLN-MER Sales Code: L25057 P and A: 70157

Reason Code: 1108 AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR
Symptoms: 203250 START/CHARGE WIRING - BASIC

Origin: CACB US CONCERN CASE BASE PHONE 1/5/1999 11:43:50 AM
Action: 628 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 14243800001108 20320002
CUSTOMER SAYS: CUST TOOK VEHICLE TO DEALER DUE TO HAVING T
HE WIRES BURNED OUT; CUST FEELS THAT THERE IS A DEFECT IN TH
E WIRES; PER CUSTOMER, DEALER SAYS: DEALER SAID THE WIRE
S BURNED OUT; CAC ADVISED: -WARRANTY HAS EXPIRED - FORD
WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE REFERENCE CASE ID:
3378

Origin: CAC GENERAL CAC PHONE 1/5/1999 11:43:50 AM
Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY 14243800001108 20320002
CUSTOMER SAYS: CUST TOOK VEHICLE TO DEALER DUE TO HAVING T
HE WIRES BURNED OUT; CUST FEELS THAT THERE IS A DEFECT IN TH
E WIRES; PER CUSTOMER, DEALER SAYS: DEALER SAID THE WIRE
S BURNED OUT; CAC ADVISED: -WARRANTY HAS EXPIRED - FORD
WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE REFERENCE CASE ID:
3378

MORBII Duplicates (Y/N):

VOC Duplicates (Y/N):

Inquiry: RQM1-002

Source: MORIS II

Region: 23 MEMPHIS

Issue: INFORMATION

Zone: B1

Case: 1427812560

VIN: 2MELM7BW2E

Engine: W

Veh Type: C

Opened: 9/11/2000

Contact_Key: 14278125601141 4980002

Closed: 9/11/2000

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: NASHVILLE

State: TN

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1995

Model: GRAND MARQUE LB 4DR

Mileage: 7000

Build Date: 5/28/1995

Dealer Name: PERFORMANCE FORD, L

State Code: FZ3038

P and A:

01148

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUIRING AWA

Symptoms: 498000 ENGINE GENERAL CONCERN MECH FAILURE

Origin: QAC058 US CONCERN CASE BASE

PHONE

9/11/2000 11:52:52 AM

Action: 525 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

14278125601141 4980002

CUSTOMER SAYS: -CUST SAYS VEH WAS IN FOR REPAIRS AND WHEN VEH WAS PICKED-UP IT CUT OFF AT THE TRAFFIC LIGHTS AT STOP SIGN AND CHECK ENGINE STAYS ON -CUST SAYS WHEN THE VEH CAME INTO DLR IT WAS NOT SHAKING -CUST THINKS THAT VEH WAS NOT DIAGNOSED RIGHT AND DLR WANTS TO CHARGE ANOTHER DIAGNOSTIC FEE -CUST STATES THAT SHE TOOK VEH TO A NON-FORD DLRSHIP AND THEY STATED THAT VEH NEED MOUTH SENSOR WHICH HAD SOMETHING TO DO WITH THE COMPUTER PER CUSTOMER, DEALER SAYS: -DLR STATES THAT SOMETHING ELSE IS WRONG WITH VEH AND IT WOULD COST MORE MONEY TO HAVE THE REST OF THE REPAIRS FIX CAC ADVISED: -WARRANTY HAS EXPIRED -FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE -CUST TO DLR SPOKE TO BERRADY LISA WHO STATES CUST BROUGHT VEH IN FOR FIRE DAMAGE GAVE CUST THE ESTIMATE AND WAS CLAIMED BY HIS INS -LISA SAID THAT SHE TOLD CUST THAT VEH NEEDED MAINT/WORK TO BE DONE -LISA SAYS CUST THinks THAT EVERYTHING THAT IS WRONG WITH VEH WAS RELATED TO THE FIRE -WHEN VEH LEFT DLRSHIP IT WAS RUNNING ROUGH -DLR STATES THAT CUST SHOULD BRING VEH IN FOR THEM TO DIAGNOSE THE CONCERN -DLR ALSO STATES THAT IF CUST IS NOT SATISFIED HE SHOULD CONTACT THE INS COMPANY -LISA SAYS THAT CUST WOULD HAVE TO PAY A DIAGNOSTIC FEE -ADVISED CUST AS PER DLRSHIP CONVECTION TO CONTACT INS COMPANY AND TO CONTACT DLRSHIP THEY ARE IN THE BEST POSITION TO ASSIST INFERENCE CASE ID: 4985

MORIS Duplicate (Y/N):

VOC Duplicate (Y/N):

Tuesday, January 29, 2003

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EP02-020 0030

Inquiry: RGE1-492 Source: MORIS II
Region: 13 NEW YORK Issue: INFORMATION Zone: H1 Case: 1364031628
VIN: 2MECM74W700700405 Engine: W Veh Type: C Opened: 6/7/1999
Contact Key: 13640316281141 20820002 Closed: 6/7/1999

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: KINGSTON State: NY ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 1982 Model: GRAND MARQUE 08 4DR Mfrsge: 46 Build Date: 12/18/1981
Dealer Name: COLONIAL MOTOR CARS Sales Code: L14558 P and A: 13389

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA
Symptoms: 258200 HRNSPD CNTRL SPEED CONTROL

Origin: CACIS US CONCERN CASE BASE PHONE 6/7/1999 4:10:37 PM
Action: 028 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 13640316281141 20820002
CUSTOMER SAYS: CUST IS CALLING TO FIND OUT IF HER VEH WAS
INVOLVED IN ANY RECALLS; THERE HAS BEEN 7 TIMES WHERE THERE
HAS BEEN SMOKE COMING FROM THE ENGINE; PER CUSTOMER, DEALER
R SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD
WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE ID: 1
789

Origin: CAC GENERAL CAC PHONE 6/7/1999 4:18:37 PM
Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY 13640316281141 20820002
CUSTOMER SAYS: CUST IS CALLING TO FIND OUT IF HER VEH WAS
INVOLVED IN ANY RECALLS; THERE HAS BEEN 7 TIMES WHERE THERE
HAS BEEN SMOKE COMING FROM THE ENGINE; PER CUSTOMER, DEALER
R SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD
WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE ID: 1
789

MORIS Duplicate (VIN):

VOQ Duplicate (VIN):

Inquiry: RQ41-008

Region: 11 BOSTON

Issue: INFORMATION

Zone: E1

Source: MORIS M

Case: 001721480

VIN: 21E1M74N7V2

Engine: W

Veh Type: C

Opened: 5/25/2000

Contact_Key: 05817214801108 20320002

Closed: 6/25/2000

Last Name: [REDACTED] Title:

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: PRINCETON

State: WV

Zip: [REDACTED]

Phone:

Model Year: 1997

Model: GRAND MARQUIS GS 4DR

Mileage:

30000

Build Date: 6/12/1997

Dealer Name: WALL'S LINCOLN-MERC

Sales Code: L12174

P and A:

13123

Reason Code: 1108

AWA - VIN CRITERIA, REQUEST AWA AFTER REPAIR

Symptom: 203200 START/CHARGE WIRING - BASIC

Origin: CADDS US CONCERN CASE BASE

PHONE

5/25/2000 4:24:40 PM

Action: 528

ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

0017214801108 20320002

CUSTOMER SAYS: - CUST HAD A FIRE IN ENGINE ABOUT A MONTH A

GO - SAW A FIRE SAFETY RECALL LETTER ON THE INTERNET FOR

A CRUISE CONTROL SWITCH - WOULD LIKE TO KNOW IF VEH IS COV

ERED AND WOULD LIKE REIMBURSEMENT - THE REPAIRS HAVE BEEN D

ONE AND THE INSURANCE PAID A PORTION OF IT - CUST IS OF TH

E OPINION THAT HE IS PAYING FOR AN ESP PER CUSTOMER, DE

ALER SAYS: ADVISED THERE IS NO COVERAGE FOR THE REPAIRS C

AC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE

FINANCIAL ASSISTANCE ADVISED CUST THERE IS NO RECALL FOR

THE CONCERN INFERENCE CASE ID: 4844

MORIS Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R391-003

Region:

Issue: CONCERN

Zone:

Source: MORSE II

Case: 52952170

VO: 2FALP71W6T

Engine: W

Veh Type: Q

Opened: 6/4/2000

Contact_Key: 5225821704104 70430003

Closed: 6/4/2000

Last Name: [REDACTED]

Title:

First Name:

Status: CLOSED

Address: [REDACTED]

City: PENSACOLA

State: FL

ZIP: [REDACTED]

Phone:

Model Year: 1995

Model: CROWN VIO P 4DR

Mileage:

50000 Build Date: 3/20/1995

Dealer Name:

Sales Code:

Filed At:

Reason Code: 4104 (CCD - FORWARDED-CONSUMER AFFAIRS)

Symptoms: 704300 FIRE/SMOKE SCORCHED/BURNT

Origin: NAFB NORTH AMERICAN FLEET SERVICE

PHONE:

6/4/2000 2:42:38 PM

Action: DAC071 WARRANTY REPAIR DENIED - INSURANCE ISSUE

5225821704104 70430003

DEALER: CONTACT IS PAMELA PREJEAN 880 823 2234

ADVISED RAVLIT PREVENTION SPECIALIST OF FIRE
IN A FORD VEHICLE THAT CAUSED PROPERTY DAMAGE
TO A RENTAL PROPERTY OWNED BY [REDACTED]

THE RENTER IS AN EMPLOYEE IN THE [REDACTED]

THE FIRE UNIT WAS THE VEHICLE DRIVEN BY THE

RENTER. [REDACTED] HAS ADVISED [REDACTED]

THEY ARE ABSOLVING ALL RESPONSIBILITY AND ADVISED
HER TO CONTACT FORD MOTOR COMPANY.

NAFB: CONTACTED PROPERTY OWNER AND ADVISED HER THIS IS
AN INSURANCE ISSUE. INSURANCE COMPANY CAN FILE
A SUBROGATION CLAIM IF IT CHOOSES.
NO FURTHER ACTION NECESSARY.

MORSEII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R001-602

Source: MORB II

Region: 10 SDR

Issue: INFORMATION

Zoner: A1

Case: 14200000030

VIN: 2FACP74W3ND

Engine: W

Veh Type: C

Opened: 3/3/2000

Contact_Key: 142000000301141 70434002

Closed: 3/3/2000

Last Name:

TID:

First Name:

Status: CLOSED

Address:

City: YORK HARBOR

State: ME

ZIP:

Phone:

Model Year: 1998

Model: LTD CROWN VIC LX 4DR

Mileage: 8000

Build Date: 8/27/1997

Dealer Name: WHITED FORD

State Code: F11010

P and A: 00829

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 704346 FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

Origin: GACIS US CONCERN CASE BASE

PHONE

3/3/2000 11:40:20 AM

Action: 588 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

142000000301141 70434002

CUSTOMER SAYS: A FEW MONTHS WHILE SHE WAS DRIVING SHE NOTI

CED A BURNING SMELL COMING FROM THE VEHICLE. SHE SAYS THAT S

HE READ AN ARTICLE ABOUT A RECALL ON THE CRUISE CONTROL AND

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

, DEALER SAYS: NONE CAC ADVISED: -WARRANTY HAS EXPIRED

- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE IN REFERENCE CASE

ID: 4083

MORB II Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R001-002 Source: MORE II
 Region: 88 DENVER Issue: CONCERN Zone: 81 Case: 387143070
 VBI: 2FACP74N1B00 Engine: W Veh Type: C Opened: 11/2/2000
 Contact_Key: 008714307010MR 20020003 Closed: 11/2/2000

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED
 Address: [REDACTED] City: PANGUITCH State: UT ZIP: [REDACTED]
 Phone: [REDACTED]
 Model Year: 1992 Model: LTD CROWN VIC LX4DR Mileage: 88000 Build Date: 2/8/1991
 Dealer Name: PARKWAY MOTORS Sales Code: F8884 Pand A: 00354

Reason Code: 10MR PARTS - MULTIPLE REPAIR
 Symptoms: 205200 HRN6PD CNTRL SPEED CONTROL

Origin: CAC158 US CONCERN CASE BASE PHONE 11/2/2000 10:11:31 AM
 Action: 139 ADVISE CUST INFO WILL BE SENT TO DLIC; CONTACT CRM 008714307010MR 20020003
 CUSTOMER SAYS: -HAD THE CRUISE CONTROL REPAIRED AT JONES F
 ORD IN ARIZONA. AFTER THE REPAIR TRAVEL APPROX 450 MILES ALL
 THE WIRING HARNESS MELTED -HAD TO VEH TOWED TO THE NEAREST
 DLRSHIP -DLRSHIP WHERE VEH IS AT NOW STATED THAT SOMEONE PUT
 IN A 30AMP CIRCUIT BREAKER WHICH CAUSED THE WIRING TO MELT
 -WOULD LIKE TO KNOW IF THIS IS COVERED PER CUSTOMER, DEALER
 R SAYS: -NONE CAC ADVISED: - POSSIBLE COVERAGE - FORWA
 RDED INFORMATION TO THE DEALERSHIP - REQUESTED CRUISERY MOR
 CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS -OBC TO JONES FORD
 IN ARIZONA, SPOKE TO THE SAA GARY CALLIS -GARY ADVISED THA
 T PARKWAY FORD CAN CALL HIM AND EXPLAIN THE PROBLEM WITH VEH
 AND AT THAT TIME HE WILL BE ABLE TO DETERMINE IF THE PROBLE
 M IS RELATED TO THE NEW PART PUT IN THE VEH -RELAY INFORMAT
 ION TO CUSTOMER INFERENCE CASE ID: 4884

Origin: DEALER/DEALER PHONE 11/13/2000 1:10:12 PM
 Action: DAC022 CUSTOMER PAID REPAIR MADE 008714307010MR 20020003
 CONTACT DEALER IN AZ. CONFIRMED THAT THERE REPAIR WAS ON
 A DIFFERENT CIRCUIT THAN 30 AMP CIRCUIT BREAKER, CUSTOMER WI
 LL HAVE TO PAY FOR REPAIR.

MOF020 Duplicate (Y/N):

VOQ Duplicate (Y/N):

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ER02-025 0644

Inquiry: RQ91-888

Source: MORIS II

Region: 71 CALIFORNIA Issue: LEGAL

Zone: Y

Case: 1375773289

VIN: 2FALP71W8T2 [REDACTED] Engine: W

Veh Type: C

Opened: 11/22/1999

Contact_Key: 13757732890709 70430007

Closed: 11/22/1999

Last Name: [REDACTED] Title:

First Name:

Status: CLOSED

Address: [REDACTED]

City: LOS ANGELES

State: CA

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1998

Model: CROWN VIC P 4DR

Mileage:

20228

Build Date: 3/25/1998

Dealer Name: FORD MOTOR COMPANY- Sales Code: F71090

F and A:

00071

Reason Code: 0700 LEGAL - FIRE CLAIM

Symptoms: 704300 FIRE/SMOKE SCORCHED/BURNIT

Origin: CALIF. CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

11/22/1999 10:25:17 AM

Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY

13757732890709 70430007

***** FLEET FAX REC'D 11/18/99 *****

FLEET CONTACT: [REDACTED]

ALLIGES DEFECTIVE VEHICLE.

CUSTOMER ALLEGES TEMP GAUGE WAS RISING, VEHICLE CAUGHT FIRE.

NO RESOLUTION STATED.

FORD FLEET SERVICE CONTACT: MARILYN GORSKY @ (323) 881-4644

Origin: CALIF. CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

11/24/1999 2:31:58 PM

Action: LP307 MAKE OUTBOUND CALL TO OTHER

13757732890709 70430007

LPA COMMENTS

LPA TRIED TO CONTACT FORD FLEET SERVICE CONTACT-MARILYN

GORSKY BUT THE NUMBER IS A NON-WORKING NUMBER. LPA WILL PASS

INFORMATION ON THE COLLEAGUE-LEAH GALE ON 11/29/99.

Origin: CALIF. CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

11/30/1999 4:40:47 PM

Action: LP401 REQUEST FOR VEHICLE INSPECTION- CVO REQUEST

13757732890709 70430007

LPA HAS LEFT A MESSAGE FOR EAA INSPECTOR MARTY GUERRERO

ASKING IF HE CAN INSPECT VEHICLE.

LPA HAS LEFT A MESSAGE FOR EAA INSPECTOR RON JENKINS ASKING

THAT HE CONTACT ME BACK AT 313 845-8847

Origin: NAFS NORTH AMERICAN FLEET SERVICE FAX
Action: NAF133 MISCELLANEOUS
RECEIVED CALL FROM TOM OKEEFE, FORD REP ASSIGNED TO FLT, REQ
LISTING AN UPDATE ON THE INVESTIGATION. NAFS LEFT A VOICE
MAIL FOR LEAH GALE TO CALL BACK WITH ANY NEW INFO.
RECEIVED INVESTIGATION FROM NAFS, FORWARDED TO FORD REP, TOM
OKEEFE AIRTEL # 6022630012.

12/20/99 10:14:00 AM
1576732800708 70430007

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: LP4000 FINAL CASE DISPOSITION
ORIGINAL REPORT/PICTURES RECEIVED AND FORWARDED TO CVO FOR
REVIEW/HANDLING.

1/5/2000 11:01:21 AM
1576732800708 70430007

MOREH Duplicates (Y/N):

VOC Duplicates (Y/N):

Inquiry: RQ81-803

Region:

Issue: INFORMATION

Zone:

Source: MORIS II

Case: 132803418

Veh: 1N1LM240P [REDACTED] Engine: W

Veh Type: C

Opened: 12/7/1998

Contact_Key: 1328034180778 70414502

Closed: 12/7/1998

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: BROOKLYN

State: NY

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1993

Model: TOWN CAR SIGNATURE

Mileage: 29000

Build Date: 2/5/1993

Dealer Name:

Sales Code:

F and A:

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC138 US CONCERN CASE BASE

PHONE 12/7/1998 9:02:23 AM

Action: 888 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE 1328034180778 70414502

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

Origin: OAG GENERAL OAG

PHONE

12/7/1998 9:02:23 AM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

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

Origin: CAC022MANKIAL - PHONE CSR

PHONE

12/7/1998 12:24:18 PM

Action: 224 UPDATE CUSTOMER ADDRESS OR PHONE NUMBER

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAG ADVISED: CUSTOMER WAS ADVISED THAT UNTIL IT IS ESTABLISHED BY HIS INSURANCE CO. AS TO THE REASON AND SOURCE OF THE FIRE IN THE VEHICLE, THERE IS NOTHING THAT CAN BE DONE AT THIS POINT.

MORIS Duplicate (Y/N):

VOQ Duplicate (Y/N):

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R082-825 0647

Inquiry: R001-082

Source: MORB II

Region: 13 NEW YORK

Issue: INFORMATION

Zone: B1

Case: 1519250040

Veh: 2FALP7400P

Engine: W

Veh Type: C

Opened: 1/4/2000

Contact_Key: 15192500400778 70414802

Closed: 1/4/2000

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: BROOKLYN

State: NY

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1993

Model: LTD CROWN VIO LX4DR

Mileage: 71000

Build Date: 10/30/1992

Dealer Name: POPULAR FORD SALES

Sales Code: F15021

P and A: 05689

Reason Code: 0778

LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704145

FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CACIS: US CONCERN CASE BASE

PHONE

1/4/2000 22:38 PM

Action: 598

ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE 15192500400778 70414802

CUSTOMER SAYS: -I OWNED A 93 CROWN VICTORIA - THE ENGINE BLEW UP - THIS HAPPENED 1/2000 - THE FIRE CAME FROM UNDER THE HOOD - THE VEH IS AT A JUNK YARD IN BROOKLYN NEW YORK - A FIRE REPORT WAS FILED AND IS BEING PROCESSED. - KINGS COUNTY, NEW YORK - I DO NOT HAVE FULL COVERAGE ON THE VEH, DID NOT CONTACT THE INSURANCE - THE VEH IS REPAIRABLE, HOWEVER THE REPAIRS WILL COST MORE THAN VEH IS WORTH. - I FEEL THAT THE RECALL CREATED THIS FIRE. PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID: 79

MORB II Duplicate (Y/N):

VOG Duplicate (Y/N): 7/1/1

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15192-525 0549

Inquiry: R084-002 Source: MORIS II
Region: 24 ORLANDO Issue: DBB Zone: D2 Case: 002143555
VIN: 2FALP73H4T2 Engine: W Veh Type: C Opened: 3/1/1999
Contact_Key: 00021435552317570430006 Closed: 3/1/1999

Last Name: Title: First Name: Status: INELIGIBLE
Address: City: TALLAHASSEE State: FL ZIP:
Phone:

Model Year: 1998 Model: CROWN VIC 4 DR Mileage: 28500 Build Date: 10/20/1998
Dealer Name: TALLAHASSEE FORD Sales Code: F24527 P and A: 04044

Reason Code: 23175 DBB-OTHER REQUESTED-VEH DOESNT MEET EXPECT
Symptoms: 704300 FIRE/SMOKE SCORCHED/BURNIT

Origin: CAPG PHOENIX GROUP MAIL 3/1/1999 11:01:05 AM
Action: DB1224 INELIGIBLE-PERSONAL INJURY, PRODUCT LIABILITY,
LITIGATION-OTHER P 00021435552317570430006

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

MORIS II Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ61-008 Source: MORIS II
Region: 52 SOUTHWEST Issue: INFORMATION Zone: H1 Case: 457740830
VIN: 2MELM74V063 Engine: W Veh Type: C Opened: 5/23/2000
Contact_Key: 04577408300424 70424202 Closed: 3/23/2001

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: BAY CITY State: TX ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 1995 Model: GRAND MARQUIS GS 4DR Mileage: 80000 Build Date: 4/7/1995
Dealer Name: BAY CITY AUTO & SAL Sales Code: LIT054 P and A: 0441

Reason Code: 0434 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

Symptoms: 704242 FIRE/SMOKE SMOKE PASSENGER AREA

Origin: CAC38 US CONCERN CASE BASE PHONE 5/23/2000 1:30:22 PM
Action: 023 DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN 04577408300424 70424202

CUSTOMER SAYS: -THERE IS SMOKE COMING INTO THE VEH -THIS
IS A INTERMITTENT PROBLEM -WANTS THIS PROBLEM FIXED PER
CUSTOMER, DEALER SAYS: -WE CANNOT FIND THE PROBLEM CAC A
DIVISION: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CON
CERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SE
RVICE -ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (I
NTERMITTENT) CONCERN IS NOTICED REFERENCE CASE ID: 4482

MORIS Duplicate (Y/N):

VOL Duplicate (Y/N):

Inquiry: R001-882

Region: 24 ORLANDO

Issue: INFORMATION

Zone: C1

Source: MORB III

Case: 148382329

VIN: 2MELJ75N1V92

Engine: V6

Veh Type: C

Opened: 4/5/2000

Contact_Key: 1483823291141 20319702

Closed: 4/8/2000

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: NAPERVILLE

State: IL

ZIP: 60564

Phone: [REDACTED]

Model Year: 1997

Model: GRAND MARQUE LS 4DR

Mileage: 41237

BuYd Date: 09/1997

Dealer Name: ROCK STARR LINCOLN

Sales Code: L25043

F and A: 11801

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 200197 START/CHARGE CHARGING SYSTEM NOISE

Origin: CAGISS US CONCERN CASE BASE

PHONE

4/8/2000 3:10:40 PM

Action: 636 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

1483823291141 20319702

CUSTOMER SAYS: - VEH WONT START. - WANT TO KNOW IF THERE ARE ANY RECALL ON THE VEH. - THERE WAS A WIRE MELTED IN THE WIRING HARNESS. - DID NOT STATE FINANCIAL ASST. PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - WARRANTY HAS EXPIRED. - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE. - NO OPEN RECALL OR ONP RELATED TO THE CONCERN.

MORB III Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQM1-662 Source: MOR3 II
Region: 28 MEMPHIS Issue: INFORMATION Zone: A1 Case: 1000002500
VIN: 2FALP71W4T4 Engine: W Veh Type: C Opened: 9/16/1999
Contact_Key: 10000025004013 70430002 Closed: 9/16/1999

Last Name: Title First Name: Status: CLOSED
Address: City: MEMPHIS State: TN ZIP:
Phone:
Model Year: 1999 Model: CROWN VIC P 4DR Mileage: 12119 Build Date: 5/20/1999
Dealer Name: DOBBS FORD AT WOLFC Sales Code: F23002 P and A: 04387
Reason Code: 4013 MISC INQUIRY - GENERAL/OTHER
Symptoms: 704300 FIRE/SMOKE SCORCHED/BURNT

Origin: NAFS NORTH AMERICAN FLEET SERVICE PHONE 9/16/1999 4:40:45 PM
Action: NAF129 OPEN NAFS CONTACT-PRODUCT LIABILITY 10000025004013 70430002
FLT CALLED REGARDING VEHICLE FIRE FROM ENGINE COMPARTMENT.
NAFS WILL INFORM CONSUMER AFFAIRS TO SEND OUT AN INSPECTOR.
VEHICLE FIRE BROKE WHILE PARKED. NO INJURIES, NO PROPERTY
DAMAGE. FIRE DEPT INVESTIGATION STATES THAT THERE WAS A SHO
RT CIRCUIT.

Origin: DEALER/DEALER PHONE 1/13/2000 10:42:17 AM
Action: DAC078 NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER" 10000025004013 70430002
THE FIRE DEPT HAS THE TRUCK IN THEIR SHOP FOR REPAIRS

MOR3II Duplicate (Y/N):

VOQ Duplicate (Y/N):

Origins: CALIF. CONSUMER AFFAIRS - LITIGATION PREVENTION FAX 02/21/99 0:04:50 AM
 Address: LP1018 REDIRECT TO NARS 18082800700 70420007
 LPA FORWARDED RESPECTION REPORT (JOHN O'SHERIDAN, BAA) TO
 KEITH MAJORS IN CVO.

Origin: NAFS NORTH AMERICAN FLEET SERVICE FAX
Address: NAF133 MISCELLANEOUS
FIRE COULD NOT BE CONCLUSIVELY DETERMINED TO BE DUE TO A VEHICLE DEFECT. FLT REQUESTED, AND WILL BE SENT A LETTER STATING THE DECISION.
NAFS HAS SUCCESSFULLY TRANSMITTED FAX DIRECTING THE FLT TO THEIR INSURANCE CO.

10/22/1999 4:56:27 PM
1800002000700 70430007

MORSH Duplicate (Y/N):Y

VOG Duplicate (Y/N):

Inquiry: NC01-082

Region: 23 MEMPHIS

Issue: LEGAL

Zone: A3

Source: MORIS II

Case: 188671731

VIN: 1LNEM82V65V

Engine: W

Veh Type: C

Opened: 6/22/2001

Contact_Jay: 1886717310708 70434807

Closed: 6/22/2001

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: LEANDER

State: LA

ZIP: 71438

Phone: [REDACTED]

Model Year: 1997

Model: TOWN CAR SIGNATURE

Mileage: 37000

Build Date: 6/19/1997

Dealer Name: JOHN DECKER LINCOLN-MER

Sales Code: 122522

F and A: 12226

Reason Code: 0700 LEGAL - FIRE CLAIM

Symptoms: 704348 FIRE/SMOKE SCORCHED/BURNED UNDERHOOD

Origin: CAC336 US CONCERN CASE BASE

PHONE

6/22/2001

4:06:00 PM

Action: 897 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS

1886717310708 70434807

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

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION

PHONE

6/26/2001

2:18:48 PM

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER
LPA CALLED CUSTOMER-NO ANSWER, NO VOICE MAIL. LPA WILL MAIL
POSTCARD.

1886717310708 70434807

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION

PHONE

7/16/2001

3:04:08 PM

Action: LP1702 CUSTOMER REJECTS OFFER DUE TO NO RESPONSE- CLOSE CASE 1886717310708 70434807

CUSTOMER DID NOT CONTACT LPA. LPA WILL REOPEN IF CUSTOMER RE
CONTACTS.

MORIS Duplicate (Y/N):

VCC Duplicate (Y/N):

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EX02-028 0000

Source: MOFBI
Case: 653802540
Opened: 6/14/2001
Closed: 6/14/2001

STATUS: CLOSED
 COUNTRY: CA ZIP: [REDACTED]
 PHONE: 57000 Bufile_Domain GR/0/1992
 MAIL: 00712

5/14/2001 1:24:57 PM
08526026401141 321A0009

VOC Duplone C/NR: 2457

Inquiry: R081-002 Source: MORB II
Region: 10 SDR Issue: INFORMATION Zone: G1 Case: 1542931216
VIN: 2FACP74V6H0 Engine: W Veh Type: C Opened: 6/30/1999
Contact_Key: 15430318191141 40910002 Closed: 6/30/1999

Last Name: Title: First Name: Status: CLOSED
Address: City: CALVERT CITY State: KY ZIP:
Phone:
Model Year: 1992 Model: LTD CROWN VIC LX 4DR Mileage: 103090 Build Date: 1/17/1992
Dealer Name: LEON RILEY FORD INC Sales Code: F23049 Plant: 08725
Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA
Symptom: 409100 ENGINE GENERAL CONCERN APPEARANCE

Origin: CACUS US CONCERN CASE BASE PHONE 6/30/1999 3:04:27 PM
Action: 828 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 15430318191141 40910002
CUSTOMER SAYS: -> CUST STATED THAT HEARD RECALL ON THE NEWS
AND WANTS TO KNOW IF VEH IS INVOLVED IN THIS RECALL -> CU
ST STATED THAT IS HAVING SMOKE COME FROM THE VEH PER CUSTOM
ER, DEALER SAYS: NONE CAC ADVISED: -WARRANTY HAS EXPIRE
D - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CA
SE ID: 1810

Origin: CAC GENERAL CAC PHONE 6/30/1999 3:04:27 PM
Action: 820001 NO ACTION REQUIRED; INFORMATION ONLY 15430318191141 40910002
CUSTOMER SAYS: -> CUST STATED THAT HEARD RECALL ON THE NEWS
AND WANTS TO KNOW IF VEH IS INVOLVED IN THIS RECALL -> CU
ST STATED THAT IS HAVING SMOKE COME FROM THE VEH PER CUSTOM
ER, DEALER SAYS: NONE CAC ADVISED: -WARRANTY HAS EXPIRE
D - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CA
SE ID: 1810

MORB II Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-892

Region: 41 CHICAGO

Issue: INFORMATION

Zone: E1

Source: MORIS II

Case: 1433111231

VIN: 2MBLM75V2R0

Engine: W

Veh Type: C

Opened: 5/3/2001

Contact_Key: 14331112311114 70434702

Closed: 5/3/2001

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: MILWAUKEE

State: WI

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1994

Model: GRAND MARQUE LS 4DR

Mileage: 90000

Build Date: 1/12/1994

Dealer Name: UPTOWN MOTORS, INC.

Sales Code: L43327

P and A: 12182

Reason Code: 1114 AWA - AWA DENIED

Symptoms: 704347 FIRE/SMOKE SMOKE UNDER VEHICLE

Origin: GAC135 US CONCERN CASE BASE

PHONE

5/3/2001 12:01:29 PM

Action: 525 ADVISE CUST VEHICLE IS BEYOND WARRANTY. NO ASSISTANCE

14331112311114 70434702

CUSTOMER SAYS: SAYS THE ENGINE CAUGHT ON FIRE SAYS NONE OF THE GAUGES WERE SHOWING HOT SAYS WAS DRIVING FOR APPROX HALF AN HOUR IN TOTAL WHEN THE VEHICLE FILLED WITH SMOKE AND WAS ADVISED BY INSURANCE THIS IS A MECHANICAL CONCERN NOT INSURANCE SO THEY WILL NOT COVER COST OF REPAIR REQUESTING FINANCIAL ASSISTANCE PER CUSTOMER, DEALER SAYS: NONE OAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE - SUPPORT DEALER'S REPAIR METHOD ODS REFERENCE CASE ID: 5900

MORIS Duplicate (Y/N):

VOG Duplicate (Y/N):

Inquiry: RQ81-002

Region: 34 ORLANDO

Issue: INFORMATION

Zone: E1

Source: MORIS IN

Case: 818841308

VIN: 2N6LM7WY0P7

Engine: V6

Year Type: C

Opened: 5/10/1998

Contact_Key: 08188413080778 70410482

Closed: 5/10/1998

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: TAVERNER

State: FL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1993

Model: GRAND MARQUIS LS 4DR

Mileage: 174000

Build Date: 2/4/1993

Dealer Name: JARRETT FORD

Sales Code: F24458

P and A: 0308

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704104 FIRE/SMOKE VISIBLE FLAME COLL. RELATED

Origin: GAC388 US CONCERN CASE BASE

PHONE

5/10/1998

9:22:02 AM

Action: 898 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE 80188413080778 70410482

CUSTOMER SAYS: FILED A REPORT ABOUT VEHICLE BURNING; VEHICLE WAS SITTING IN DRIVE WAY FOR 5 HRS AND SUDDENLY CAUGHT ON FIRE NO ONE WAS IN THE VEHICLE AND NO ONE WAS DRIVING THE VEHICLE; - FIRE WAS 2 WEEKS AGO DONT REMEMBER THE EXACT DATE - FIRE DEPT WAS NOTIFIED AND SAID THE CAUSE OF THE FIRE WAS THE WIPING HARNESS -REPORT NUMBER WILL BE AVAILABLE ON MAY 10, 98 -INSURANCE COMPANY SAID NOT COVERED - VEHICLE WAS IN CURB DRIVE WAY -CITY WAS TAVERNER, FL - VEHICLE IS NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE GAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. -UNLESS THERE IS A RECALL FORD IS NOT RESPONSIBLE FOR THE FIRE. REFERENCE CASE ID: 79

Origin: GAC GENERAL GAC

PHONE

5/10/1998

9:22:02 AM

Action: DR0001 NO ACTION REQUIRED: INFORMATION ONLY

80188413080778 70410482

CUSTOMER SAYS: FILED A REPORT ABOUT VEHICLE BURNING; VEHICLE WAS SITTING IN DRIVE WAY FOR 5 HRS AND SUDDENLY CAUGHT ON FIRE NO ONE WAS IN THE VEHICLE AND NO ONE WAS DRIVING THE VEHICLE; - FIRE WAS 2 WEEKS AGO DONT REMEMBER THE EXACT DATE - FIRE DEPT WAS NOTIFIED AND SAID THE CAUSE OF THE FIRE WAS THE WIPING HARNESS -REPORT NUMBER WILL BE AVAILABLE ON MAY 10, 98 -INSURANCE COMPANY SAID NOT COVERED - VEHICLE WAS IN CURB DRIVE WAY -CITY WAS TAVERNER, FL - VEHICLE IS NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE GAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. -UNLESS THERE IS A RECALL FORD IS NOT RESPONSIBLE FOR THE FIRE. REFERENCE CASE ID: 79

MORIS Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: NC01-082

Region: 34 ORLANDO

Issue: INFORMATION

Zone: E1

Source: MORIS II

Case#: 018041308

VIN: 2MELM7HWP7

Engine: W

Veh Type: Q

Opened: 01/12/2000

Contact_Key: 00180413081141 20320002

Closed: 01/12/2000

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: TAVERNER

State: FL

ZIP:

Phone:

Model Year: 1999

Model: GRAND MARQUE LS 4DR

Mileage:

Build Date:

24/1999

Dealer Name: JARNETT FORD

Sales Code: F24455

P and A:

03000

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 203200 START/CHARGE WIRING - BASIC

Origin: QAC38 US CONCERN CASE BASE

PHONE

01/12/2000 3:48:42 AM

Action: 828 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 00180413081141 20320002

CUSTOMER SAYS: -CUST WOULD LIKE TO KNOW IF THERE ARE ANY R
CALLS ON VEH -CUST SAYS VEH CAUGHT ON FIRE A YEAR AGO -CU
ST SAYS SHE WAS TOLD BY POLICE DEPT THAT THE FIRE WAS DUE TO
FAULTY WIRING -CUST WANTS TO KNOW WHAT SHE SHOULD DO IN OR
DER TO SUE FORD PER CUSTOMER, DEALER SAYS: NONE CAC ADVI
SED: -WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANC
IAL ASSISTANCE -NO RECALL ON VEH -ADVISED CUST TO GET IN C
ONTACT WITH HER LAWYER -CAC UNABLE TO PROVIDE LEGAL ADVISE
INFERENCE CASE #: 4883

MORIS II Duplicate (Y/N):

VOC Duplicate (Y/N):

Inquiry: R001-002 Source: MORRIS
Region: 10 SOR Issue: INFORMATION Zone: D1 Case: 59402830
VIN: 25ELM7843P7 Engine: W Veh Type: C Opened: 10/20/1999
Control_Key: 0094028301141 2032002 Closed: 10/20/1999

Last Name: Title: First Name: Status: CLOSED
Address: City: CORRY State: PA ZIP:
Phone:
Model Year: 1999 Model: GRAND MARQUIS LS 4DR Manager: 51000 Build Date: 7/7/1999
Dealer Name: GUY M FISH COMPANY, Sales Code: F44441 P and A: 02381

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 203200 STARTCHARGE WIRING - BASIC

Origin: GACSB US CONCERN CASE BASE PHONE 10/20/1999 3:15:03 PM
Action: 525 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 0094028301141 2032002
CUSTOMER SAYS: CLAIMS THAT SHE IS CALLING REGARDING A RECALL ON HER VEHICLE. SHE IS HAVING AN ELECTRICAL PROBLEM, IT WAS SMOKING AND BURNT OUT THE ON/OFF SWITCH. PER CUSTOMER, DEALER SAYS: NONE GAC ADVISED: - WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE REFERENCE CASE ID: 1898

Origin: GAC GENERAL GAC PHONE 10/20/1999 2:19:03 PM
Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY 0094028301141 2032002
CUSTOMER SAYS: CLAIMS THAT SHE IS CALLING REGARDING A RECALL ON HER VEHICLE. SHE IS HAVING AN ELECTRICAL PROBLEM, IT WAS SMOKING AND BURNT OUT THE ON/OFF SWITCH. PER CUSTOMER, DEALER SAYS: NONE GAC ADVISED: - WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE REFERENCE CASE ID: 1898

MORRIS Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R091-302 Source: MORB II
Region: 41 CHICAGO Issue: INFORMATION Zone: D1 Case: 1486372039
VIN: 2MECM79W2N0 Engine: W Veh Type: C Opened: 7/22/1999
Contact_Key: 14863720391141 30154802 Closed: 7/22/1999

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: PEORIA State: IL ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 1992 Model: GRAND MARQUIS LS 4DR Mileage: 60000 Build Date: 6/28/1992
Dealer Name: VELDE LINCOLN MERCU Sales Code: L42088 Paid At: 12000

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA
Symptoms: 301549 SERVICE BRAKE PEDAL ABS SELF ACT.

Origin: CAGB US CONCERN CASE BASE PHONE 7/22/1999 1:39:24 PM
Action: 625 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 14863720391141 30154802
CUSTOMER SAYS: CUST WOULD LIKE TO KNOW IF THERE ARE ANY RE
CALL ON HIS VEH. THE ABS SYSTEM. THE FRONT BRAKES ON HIS LO
CK UP. THE CUST WAS ON HIS WAY TO HAVE THE VEH REPAIRED. AT
THE GARAGE THE VEH WAS SMOKING AND BURNING UNDER THE HOOD. N
O ONE WAS CONTACT. THE VEH WAS TAKEN TO A FORD DLR FOR REPA
IRS. PART HAVE BEEN ORDERED TO HAVE THE VEH REPAIRED. PER C
USTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS E
XPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFEREN
CE CASE ID: 4500

Origin: CAC GENERAL CAC PHONE 7/22/1999 1:39:24 PM
Action: CD0001 NO ACTION REQUIRED; INFORMATION ONLY 14863720391141 30154802
CUSTOMER SAYS: CUST WOULD LIKE TO KNOW IF THERE ARE ANY RE
CALL ON HIS VEH. THE ABS SYSTEM. THE FRONT BRAKES ON HIS LO
CK UP. THE CUST WAS ON HIS WAY TO HAVE THE VEH REPAIRED. AT
THE GARAGE THE VEH WAS SMOKING AND BURNING UNDER THE HOOD. N
O ONE WAS CONTACT. THE VEH WAS TAKEN TO A FORD DLR FOR REPA
IRS. PART HAVE BEEN ORDERED TO HAVE THE VEH REPAIRED. PER C
USTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS E
XPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFEREN
CE CASE ID: 4500

MORBII Duplicate (Y/N):

VOQ Duplicate (Y/N): N/A

Inquiry: RQ01-882

Source: MORBIB

Region: 24 ORLANDO

Issue: CONCERN

Zone: A1

Case: 888582570

Veh: 1LNLM32N6P

Engine: W

Veh Type: C

Opened: 0/14/1998

Contact_Key: 8885825701208 20620003

Closed: 8/14/1998

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: MIAMI SPRINGS

State: FL

ZIP:

Phone:

Model Year: 1993

Model: TOWN CAR SIGNATURE

Mileage:

48335 Build Date: 10/14/1992

Dealer Name: MIAMI LINCOLN-MERCU

Sales Code: L29008

P and A:

11622

Reason Code: 1208 RECALL/ONP - REFUND

Symptoms: 206200 HIRN/SPD CNTRL SPEED CONTROL

Origin: CAC38 US CONCERN CASE BASE

MAIL

0/14/1998 3:25:00 PM

Action: 882 ADVISE CUSTOMER TO SUBMIT ORIGINAL RECEIPTS TO DEALER FOR REVIEW 08885825701208 20620003

CUSTOMER SAYS: AUG 27THY 98 ==REPAIR WORK WAS DONE ON T HE VEH BECAUSE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED = -WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY SPEED CONTROL SWITCH ==WAS BILLED AT \$284.42 ==WAS JUST MADE AWARE TH AT THERE WAS A RECALL ==IS REQUESTING A PROMPT COMPENSATION OF THE BILL BECAUSE OF THE DEFECT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: SUBMIT ORIGINAL RECEIPTS TO A DEALERSHIP FOR REIMBURSEMENT REVIEW. THE SERVICE MANAGER IS IN BEST POSITION TO DETERMINE ELIGIBILITY. REFERENCE CASE ID : 4880

Origin: CAC GENERAL CAC

MAIL

8/14/1998 3:25:00 PM

Action: DR0004 REQUEST ORMBVO MOR TO CONTACT CUSTOMER CUSTOMER SAYS: AUG 27THY 98 ==REPAIR WORK WAS DONE ON T HE VEH BECAUSE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED = -WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY SPEED CONTROL SWITCH ==WAS BILLED AT \$284.42 ==WAS JUST MADE AWARE TH AT THERE WAS A RECALL ==IS REQUESTING A PROMPT COMPENSATION OF THE BILL BECAUSE OF THE DEFECT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: SUBMIT ORIGINAL RECEIPTS TO A DEALERSHIP FOR REIMBURSEMENT REVIEW. THE SERVICE MANAGER IS IN BEST POSITION TO DETERMINE ELIGIBILITY. REFERENCE CASE ID : 4880

Origin: DEALER/DEALER

MAIL

8/18/1998 8:58:22 AM

Action: DAC014 FORD COVERED REPAIR MADE - RECALL MS TRUBIA WILL SUBMIT HER ORIGINAL REPAIR RECEIPTS FOR REIMBURSEMENT REVIEW BY SERVICE MANAGEMENT.

8885825701208 3008000

MORBIB Duplicates (Y/N): Y

VOQ Duplicates (Y/N): 7/16

Tuesday, January 29, 2002

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EA92-825 0583

Inquiry: R001-082

Source: MORIS II

Region: 24 ORLANDO

Issue: INFORMATION

Zone: A1

Case: 06062570

VIN: 1LNLM32V6P [REDACTED] Engine: W

Veh Type: C

Opened: 8/28/1999

Contact_Key: 060625701108 20020002

Closed: 8/28/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: MIAMI SPRINGS

State: FL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1999

Model: TOWN CAR SIGNATURE

mileage:

48333 Build_Date: 10/14/1998

Dealer Name: MIAMI LINCOLN-MERCU

Sales Code: L26085

P and A:

11622

Reason Code: 1108

ANA - OUT CRITERIA, REQUEST ANA AFTER REPAIR

Symptoms: 260200

HRNSPD CNTRL SPEED CONTROL

Origin: CAC38 US CONCERN CASE BASE

MAIL

9/28/1999 4:08:58 PM

Action: 026 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 060625701108 20020002

CUSTOMER SAYS: AUG 27TH 99 --REPAIR WORK WAS DONE ON T

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

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

L SWITCH --WAS BILLED AT \$2594.42 --WAS JUST MADE AWARE TH

AT THERE WAS A RECALL --HE REQUESTING A PROMPT COMPENSATIO

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

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

SEMENT ASSISTANCE --FURTHER RESEARCH WAS DONE (APOLOGIZ

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

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

NO INDICATION THAT THE CUST PAID FOR THE SPEED CONTR

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

RECALL --THEREFORE THE CUST WILL NOT BE REIMBURSED.

Origin: CAC GENERAL CAC

MAIL

9/28/1999 4:08:58 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

060625701108 20020002

CUSTOMER SAYS: AUG 27TH 99 --REPAIR WORK WAS DONE ON T

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

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

L SWITCH --WAS BILLED AT \$2594.42 --WAS JUST MADE AWARE TH

AT THERE WAS A RECALL --HE REQUESTING A PROMPT COMPENSATIO

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

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

SEMENT ASSISTANCE --FURTHER RESEARCH WAS DONE (APOLOGIZ

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

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

NO INDICATION THAT THE CUST PAID FOR THE SPEED CONTR

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

RECALL --THEREFORE THE CUST WILL NOT BE REIMBURSED.

INFERENCE CASE ID: 3381

MORIS Duplicate (VIN):

VOC Duplicate (VIN): 7/16/

Tuesday, January 23, 2002

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DR02-025 0004

Inquiry: R001-002

Source: MORRIS

Region: 21 ATLANTA

Issue: INFORMATION

Zone: C1

Case: 1831872140

VIN: 2MECM75W3N

Engine: W

Veh Type: C

Opened: 8/2/1990

Contact_Key: 18318721400778 20321102

Closed: 8/2/1990

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: FAIRBURN

State: GA

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: GRAND MARQUIS LS 4CR

Mileage: 1

Build Date: 8/28/1991

Dealer Name: AKON FORD CORP

Sales Code: 721480

P and A:

00492

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 203211 START/CHARGE WIRING - BASIC ROUTING

Origin: CACIS US CONCERN CASE BASE

PHONE

8/2/1990 4:38:28 PM

Action: 568 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE 18318721400778 20321102

CUSTOMER SAYS: -WANTED TO NOW IF THERE IS A RECALL ON VEC H -SAID VEC H CAUGHT FIRE ON SATURDAY IN DRIVEWAY AND VEC H VEC H WOULDN'T START -HAS NOT BEEN TO DLRSHP -HAS NOT FILE D CLAIM WITH INSURANCE COMP -SEEKING FROM FORD FINANCIAL AS SISTANCE FOR REPAIR -HE HAS NO WAY OF GETTING TO WORK -HAS NOT FILED CLAIM WITH INSURANCE COMP PER CUSTOMER, DEALER S AYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FM C IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. REFERENCE CASE ID: 78

Origin: CAC GENERAL CAC

PHONE

8/2/1990 4:38:28 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

18318721400778 20321102

CUSTOMER SAYS: -WANTED TO NOW IF THERE IS A RECALL ON VEC H -SAID VEC H CAUGHT FIRE ON SATURDAY IN DRIVEWAY AND VEC H VEC H WOULDN'T START -HAS NOT BEEN TO DLRSHP -HAS NOT FILE D CLAIM WITH INSURANCE COMP -SEEKING FROM FORD FINANCIAL AS SISTANCE FOR REPAIR -HE HAS NO WAY OF GETTING TO WORK -HAS NOT FILED CLAIM WITH INSURANCE COMP PER CUSTOMER, DEALER S AYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FM C IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. REFERENCE CASE ID: 78

MORRIS Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQM-462

Region: 24 ORLANDO

Issue: LEGAL

Zone: A2

Source: MOFB II

Case: 303683439

VIN: 2MECM76V3R0

Engine: W

Veh Type: C

Opened: 12/8/1999

Contact_Key: 83036834390771 70414607

Closed: 12/8/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: PEMBERKE PINES

State: FL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: GRAND MARQUIS LS 4DR

Mileage: 60900

BUISD_Date: 3/5/1992

Dealer Name: WORLD

Sales Code: F24014

P and A:

D4677

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

Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CACSB US CONCERN CASE BASE

PHONE

12/8/1999 8:28:05 AM

Action: 684

ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT

83036834390771 70414607

RECALL #

86816

CUSTOMER SAYS: CUST HAD EARLIER RECEIVED A RECALL ON THE S
PEED CONTROL CABLE. CUST HAD GOT THE RECALL PERFORMED ON 08
/2000 HOWEVER YESTERDAY IN THE AFTERNOON AT 02:15 THE VEH
CLE CAUGHT FIRE UP TO THE GROUND. THE FIRE DEPT AND POLICE W
ERE NOTIFIED AND THE REPORT HAS BEEN FILED WITH PEMBERKE PIN
ES FIRE DEPT AND THE REPORT # IS 981280918 THE FINDINGS ARE
NOT YET CONCLUDED BUT THE FIRE STARTED UNDERNEATH THE HOOD.
NO PROPERTY DAMAGE EXCEPT FOR THE DRIVE WAY THE VEHICLE I
S TOTALLED AND CURRENTLY SITTING ON THE DRIVE WAY. THE INSU
RANCE COMPANY HAS BEEN NOTIFIED BUT STILL HAVENT INSPECTED
THE CLAIM. PER CUSTOMER, DEALER SAYS: NONE. OAC ADVISED:
- THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFA
IRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER
AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILA
BLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARP
ER TO REPORT THE CONCERN, PLEASE DO SO IN REFERENCE CASE ID
78

Origin: CALG CONSUMER AFFAIRS - LITIGATION PREVENTION

PHONE

12/8/1999 1:28:12 PM

Action: LP801 MAKE OUTBOUND CALL TO CUSTOMER

83036834390771 70414607

CONTACT PERSON

LEFT MESSAGE.

**LPA MADE CAC, LEFT MSG. ON ANS. MACHINE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE

12/9/1999 3:16:33 PM

Action: LP423 INFORMATIONAL CALL/LEAK WITH CUSTOMER

03035534363771 70414807

**LPA SPOKE TO [REDACTED] AND [REDACTED] THEY INDICATED THAT THE INCIDENT DATE WAS 12-8-99. THERE WERE NO INJURIES. THE VEHICLE BURNED IN THE DRIVEWAY, THEREFORE THERE IS SOME DRIVEWAY DAMAGE. IT IS UNKNOWN HOW MUCH DAMAGE OCCURRED. THERE IS A POLICE REPORT [REDACTED] AND A FIRE REPORT, #14760. THEIR INSURANCE CO. HAS BEEN NOTIFIED AND IS IN THE PROCESS OF SETTLING THE CLAIM. THE CUSTOMER IS SEEKING A VEHICLE INSPECTION AND ASSISTANCE FROM PNC.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE

12/9/1999 3:22:29 PM

Action: LP608 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

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

MORRIS Duplone (Y/N):

VOG Duplone (Y/N): 9/29/

Inquiry: RCR1-882
Region: 13 NEW YORK Issue: LEGAL Zone: K1 Case: 487881341
YIC: 1LNLM81W2R Engine: W Vch Type: C Opened: 5/14/2001
Contact_Key: 04878813410708 70420007 Closed: 5/14/2001

Last Name: [REDACTED] Title: First Name: Status: CLOSED
Address: [REDACTED] City: JENSEN BEACH State: FL ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 1984 Model: TOWN CAR EXECUTIVE WRange: 1 Build Date: 5/24/1983
Dealer Name: TOWN MOTORS Sales Code: L14431 P and A: 11213

Reason Code: 0708 LEGAL - FIRE CLAIM
Symptoms: 704200 FIRE/SMOKE SMOKE

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL 5/14/2001 12:58:48 PM
Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY 04878813410708 70420007
***** DEALER REQUEST LITTER *****
REC'D 05/14/01

DEALERSHIP CONTACT:
ALLIGES

CUSTOMER ALLEGES THAT HIS VEHICLE IS DEFECTIVE.
"CUSTOMER REQUEST THAT A FORD REPRESENTATIVE CONTACT HIM TO
DISCUSS THIS MATTER."

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL 5/14/2001 3:28:42 PM
Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER 04878813410708 70420007
LPA LEFT MESSAGE W/OUT ADVISING IN ROPT OF DEMAND LTR REGARD
DING FIRE, WILL INVESTIGATE AND FOLLOW-UP. LPA LEFT IDENTIF
YING INFOR AND NBR 8131 545-8254.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL 5/17/2001 10:15:00 AM
Action: LP018 DENY ASSISTANCE - BEYOND WARRANTY 04878813410708 70420007
LPA ADVISED CUST VEH OUT OF WARRANTY, NO RECALLS ASSOCIATED
W/CONCERN, DENY ASSISTANCE, NO FURTHER ACTION WILL TAKE PLAC
E.

MORSE Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RC81-882 Source: MORIS II
Region: 10 BDR System INFORMATION Zone: C1 Case: 182222201106 30160002
VIN: 2FACP74W000 Engine: W Veh Type: C Opened: 8/23/1999
Contact_Key: 182222201106 30160002 Closed: 8/23/1999

Last Name: Title: First Name: Status: CLOSED
Address: City: PHOENIXVILLE State: PA ZIP:
Phone:
Model Year: 1992 Model: LTD CROWN VIC LX 4DR Mileage: 37000 Build Date: 10/9/1991
Dealer Name: HERITAGE FORD INC Sales Code: F16581 P and AI 01253

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

Symptoms: 301600 SERVICE BRAKE INOPERATIVE

Origin: CAC38 US CONCERN CASE BASE PHONE 8/23/1999 1:37:28 PM
Action: 428 ADVISE CUST ALL REPAIRS ELIGIBLE FOR COVERAGE MUST BE PERFORMED BY 182222201106 30160002

CUSTOMER SAYS: -IS CONCERNED WITH A POSSIBILITY OF RECALL O
N VEH FOR BRAKES -APPARENTLY HAD FIRE UNDER VEH THAT AFFECT
ED THE BRAKE SYSTEM -WANTS TO KNOW IF RECALL COULD HAVE CO
NTRIBUTED TO THE PROBLEM PER CUSTOMER, DEALER SAYS: -NON
E CAC ADVISED: -ALL WARRANTY REPAIRS MUST BE PERFORMED B
Y AN AUTHORIZED FORD/M DEALERSHIP - FORD WILL NOT PROVIDE
REIMBURSEMENT ASSISTANCE REFERENCE CASE ID: 4686

Origin: CAC GENERAL CAC PHONE 8/23/1999 1:37:28 PM
Action: C00001 NO ACTION REQUIRED; INFORMATION ONLY 182222201106 30160002
CUSTOMER SAYS: -IS CONCERNED WITH A POSSIBILITY OF RECALL O
N VEH FOR BRAKES -APPARENTLY HAD FIRE UNDER VEH THAT AFFECT
ED THE BRAKE SYSTEM -WANTS TO KNOW IF RECALL COULD HAVE CO
NTRIBUTED TO THE PROBLEM PER CUSTOMER, DEALER SAYS: -NON
E CAC ADVISED: -ALL WARRANTY REPAIRS MUST BE PERFORMED B
Y AN AUTHORIZED FORD/M DEALERSHIP - FORD WILL NOT PROVIDE
REIMBURSEMENT ASSISTANCE REFERENCE CASE ID: 4686

MORIS Duplicate (Y/N):

VOQ Duplicate (Y/N):

Source: MORISIT
Case: 407081800
Opened: 5/12/1999
Closed: 6/14/1999

STATUS: CLOSED
 NO CH ZIP: [REDACTED]

NE 5/19/2025 11:01:41 AM
DISTANCE 040721300149 2052002

DATE 5/12/1999 11:01:41 AM
0400013001141 20520003

VOQ Duplicate CYND:

Inquiry: R091-003

Source: MORRIS

Region: 10 BDR

Issue: INFORMATION

Zone: X2

Case: 407061300

VIN: 2FACP74W7N000000000

Engine: W

Veh Type: G

Opened: 5/18/1999

Contact_Key: 0407061300778 70434702

Closed: 5/18/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: MALTA

State: OH

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: LTD CROWN VIC LX 4DR

Mileage: 148000

Build Date: 3/22/1991

Dealer Name: BROADWAY FORD

Sales Code: F47033

F and A: 00290

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704347 FIRE/SMOKE SCORCHED/BURNED UNDER VEHICLE

Origin: CAC38 US CONCERN CASE BASE

PHONE 5/18/1999 11:01:41 AM

Action: 508 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE 0407061300778 70434702

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

Origin: CAC GENERAL CAC

PHONE

5/18/1999 11:01:41 AM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

0407061300778 70434702

CUSTOMER SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT THERE WAS A RECALL FOR VEHICLE FORD - ALLEGES THAT HER VEHICLE CAUGHT ON FIRE APPROX ONE MONTH PRIOR - THE FIRE DEPARTMENT WAS NOT NOTIFIED - THERE WERE NO INJURIES - THERE WAS NO DAMAGE TO ANY OTHER PROPERTY ASIDE FROM THE VEHICLE - THE INSURANCE COMPANY WAS NOT CONTACTED BECAUSE THE CUST DID NOT FEEL THAT IT WAS AN INSURANCE ISSUE - THE VEHICLE IS STILL OPERABLE - CUST IS CALLING TO SEE IF FORD WILL REPAIR THE CRUISE CONTROL PER CUSTOMER, DEALER SAYS: CAC ADVISED : - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. REFERENCE CASE ID: 79

MORRIS Duplicate (Y/N):

VCC Duplicate (Y/N):

Inquiry: RQ01-002

Region:

Issue: INFORMATION

Zone:

Source: MOVES II

Case: 36522000

VIN: 2HELM79WFP

Engine: W

Veh Type: C

Opened: 01/17/1999

Contact_Key: 036220001141 2002002

Closed: 01/17/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: SUNRISE

State: FL

ZIP:

Phone:

Model Year: 1998

Model: GRAND MARQUIS LS 4DR

Mileage:

170000

Build Date:

1/29/1998

Dealer Name:

Sales Code:

P and A:

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 200200 HRS/SPD CNTRL SPEED CONTROL

Origin: CACISS US CONCERN CASE BASE

PHONE

01/17/1999 10:04:48 AM

Action: 536 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

036220001141 2002002

CUSTOMER SAYS: CUST STATES THAT HE HAS A NUMBER OF VEH'S R
REGISTERED TO THE BUSINESS AND ONE OF THEM CAUGHT FIRE DUE TO
THE CONCERN REGARDING RECALL 98016. CUST STATES THAT LAST
NIGHT HE WAS ABLE TO PREVENT THIS VEH FROM CATCHING FIRE.
CUST STATES THAT HIS MECHANIC TOOK THE PART OUT AND IT WAS O
N FIRE AND IT IS NOW MELTED DOWN. CUST STATES THAT HE FEELS
THAT ALL THE VEH'S HE HAS SHOULD BE COVERED UNDER THE RECA
LL 98016. CUST WOULD LIKE TO SPEAK TO A MANAGER. PER CUSTO
MER, DEALER SAYS: NONE CAG ADVISED: -ADVISED CUST THAT
FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR A RECALL IF T
HE VEH DOES NOT FALL UNDER THE RECALL. ADVISE CUST THAT A R
EQUEST FOR A SUPERVISOR TO CALL HIM BACK HAS BEEN FILLED OUT
AND THEY WILL CONTACT HIM WITHIN 48 BUS. HRS. INFERENCE CAS
E ID: 1769

Origin: CAC GENERAL CAC

PHONE

01/17/1999 10:04:48 AM

Action: DR001 NO ACTION REQUIRED; INFORMATION ONLY

036220001141 2002002

CUSTOMER SAYS: CUST STATES THAT HE HAS A NUMBER OF VEH'S R
REGISTERED TO THE BUSINESS AND ONE OF THEM CAUGHT FIRE DUE TO
THE CONCERN REGARDING RECALL 98016. CUST STATES THAT LAST
NIGHT HE WAS ABLE TO PREVENT THIS VEH FROM CATCHING FIRE.
CUST STATES THAT HIS MECHANIC TOOK THE PART OUT AND IT WAS O
N FIRE AND IT IS NOW MELTED DOWN. CUST STATES THAT HE FEELS
THAT ALL THE VEH'S HE HAS SHOULD BE COVERED UNDER THE RECA
LL 98016. CUST WOULD LIKE TO SPEAK TO A MANAGER. PER CUSTO
MER, DEALER SAYS: NONE CAG ADVISED: -ADVISED CUST THAT
FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR A RECALL IF T
HE VEH DOES NOT FALL UNDER THE RECALL. ADVISE CUST THAT A R
EQUEST FOR A SUPERVISOR TO CALL HIM BACK HAS BEEN FILLED OUT
AND THEY WILL CONTACT HIM WITHIN 48 BUS. HRS. INFERENCE CAS
E ID: 1769

Origin: CACM02MANUAL - PHONE CSR
AdSense: 228 SUPERVISOR REFERRAL FOLLOW-UP
CUSTOMER SAYS: -CUST SAID OWNS A TRANSPORTATION COMPANY AND
D IS A MECHANIC -CUST HAS 13 VEHICLES IN THE COMPANY -4/E
HICLE WOULD NOT START AND BURNING SMELL. -CUST CHANGED PART
HIMSELF AND FEELS THE PROBLEM IS RELATED TO THE 99816 RECAL
L -CUST WANTS FORD TO PERFORM THE RECALL ON ALL HIS VEHICLE
S WHETHER OR NOT THEY ARE INVOLVED IN THAT RECALL AS THIS IS
CONSIDERED A SAFETY ISSUE PER CUSTOMER, DEALER SAYS: NO
COVERAGE CAC ADVISED SUPERVISOR OSC: -SUPPORT PREVIOUS
DECISION -WARRANTY HAS EXPIRED AND THERE ARE NO RECALLS OR
PROGRAMS RELATING TO THE CONCERN -FORD WILL NOT PROVIDE A
SUBSTANCE -DOCUMENTED INFORMATION ANNETTE 8/17/00-488
UE CLOSED

PHONE

8/17/1999 11:42:59 AM
00002020015412002002

MORSE Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R001-002

Region: 24 ORLANDO

Issue: LEGAL

Zone: A2

Source: MORIS W

Case: 482242889

VIN: 1LNLM2W3P [REDACTED] Engine: W

Veh Type: C

Opened: 10/25/1999

Contact Key: 04822428890700 70414707

Closed: 10/25/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: MIAMI

State: FL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1993

Model: TOWN CAR SIGNATURE

mileage: 1

Build Date: 5/14/1992

Dealer Name: METRO FORD INC

Sales Code: F24003

P and A:

04571

Reason Code: 0700 LEGAL - FIRE CLAIM

Symptoms: 704147 FIRE/SMOKE VISIBLE FLAME UNDER VEHICLE

Origin: CAC35 US CONCERN CASE BASE

PHONE 10/25/1999 1:07:05 PM

Action: 804 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT

04822428890700 70414707

RECALL #

88815

CUSTOMER SAYS: = FIRE OCCURRED ON 10/15/99; = VEH CAUGHT ON FIRE WHILE IT WAS PARKED IN THE GARAGE; = FIRE DEPARTMENT WAS NOT CONTACTED; CUST TOOK CARE OF FIRE WITH FIRE EXTINGUISHER; = INSURANCE COMPANY WAS CONTACTED, AND THEY SAID THAT THEY WILL NOT COVER B/C FIRE WAS DUE TO A MECHANICAL FAILURE; = RECEIVED A LETTER IN REGARDS TO A RECALL ON THE IGNITION SWITCH 88815; = VEH CURRENTLY AT METRO FORD; VEH IS REPAIRABLE, BUT NO ONE IS TAKING RESPONSIBILITY; = ELECTRICAL SYSTEM IS A BURNT; PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO IMMEDIATELY CASE ID: 77

Origin: OAO GENERAL OAO

PHONE

10/25/1999 1:07:05 PM

Action: 80001 NO ACTION REQUIRED; INFORMATION ONLY

04822428890700 70414707

CUSTOMER SAYS: = FIRE OCCURRED ON 10/15/99; = VEH CAUGHT ON FIRE WHILE IT WAS PARKED IN THE GARAGE; = FIRE DEPARTMENT WAS NOT CONTACTED; CUST TOOK CARE OF FIRE WITH FIRE EXTINGUISHER; = INSURANCE COMPANY WAS CONTACTED, AND THEY SAID THAT THEY WILL NOT COVER B/C FIRE WAS DUE TO A MECHANICAL FAILURE; = RECEIVED A LETTER IN REGARDS TO A RECALL ON THE IGNITION SWITCH 88815; = VEH CURRENTLY AT METRO FORD; VEH IS REPAIRABLE, BUT NO ONE IS TAKING RESPONSIBILITY; = ELECTRICAL SYSTEM IS A BURNT; PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO IMMEDIATELY CASE ID: 77

Tuesday, January 29, 2002

Page 4 of 19

EP02-025 0074

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP200 MAKE OUTBOUND CALL TO DEALER
CONTACT PERSON CARY PEREZ

10/25/1999 2:51:40 PM
0402243000709 70414707

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

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

11/1/1999 2:33:05 PM
0402243000709 70414707

"PER CARY PEREZ @ METRO FORD, THE VEHICLE FIRE APPEARS TO B
E RELATED TO RECALL 00818. THE VEHICLE REPAIRS ARE ESTIMATED
TO COST \$3,800+. THE REPAIR ESTIMATE WILL BE SENT TO LPA.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: CA0006 OFFER

11/1/1999 2:37:24 PM
0402243000709 70414707

PROJECTED \$ AMOUNT 3000
"LPA CONTACTED [REDACTED] SPANISH TRANSLATION PROVIDED BY
L. FONSECA-HEARON [REDACTED] INDICATED THAT THERE WERE NO
INJURIES AS A RESULT OF THE FIRE AND NO PROPERTY DAMAGE. A
GOODWILL CASH SETTLEMENT OFFER OF \$5,000 WAS PROVIDED. [REDACTED]
[REDACTED] WILL CALL LPA BACK WITH A DECISION.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP515 PAY FOR REPAIRS - ESTIMATE & RELEASE PENDING (PDS)

11/1/1999 2:48:15 PM
0402243000709 70414707

PROJECTED \$ AMOUNT 123
DEALER P & A CODE 04871
ACTUAL \$ AMOUNT 123
LINE # 01
LAST FOUR OF P.O. # 0283
COMMITMENT CODE J017U
"LPA PROVIDED CARY PEREZ @ METRO FORD THE COMMITMENT CODE
TO PAY FOR TECH. TIME SPENT ON THE VEHICLE'S FIRE DAMAGE INV
ESTIGATION.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP1501 UPDATE/ADDCO CASE

11/2/1999 9:28:06 AM
0402243000709 70414707

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

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 12/21/99 2:28:34 PM
Action: LP1708 CUSTOMER REJECTS OFFER DUE TO NO RESPONSE- CLOSE CASE 042202900708 7011070

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

MORSE Duplicate (Y/N):

VOQ Duplicate (Y/N): 8/16

Inquiry: RQM-002 Source: MORIS II
Region: 10 SDR Issue: INFORMATION Zone: P1 Case: 1881372888
VIN: 26SCM74H000 Engine: W Veh Type: C Opened: 8/22/1999
Contact_Key: 18813728881108 20821002 Closed: 8/22/1999

Last Name: [REDACTED] Title: MR First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: FORT WASHAKE State: WY Zip: [REDACTED]
Phone: [REDACTED]
Model Year: 1992 Model: GRAND MARQUEE GS 4DR Mileage: 120000 Build Date: 4/16/1991
Dealer Name: FREMONT MOTOR SHERI Sales Code: F88415 P and A: 02000

Return Code: 1108 AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR

Symptoms: 208210 HWSPO CNTRL, SPEED CONTROL, ATTACHMENT

Origin: CAC38 US CONCERN CASE BASE PHONE 8/22/1999 8:51:28 PM
Action: 420 ADVISE CUST ALL REPAIRS ELIGIBLE FOR COVERAGE MUST BE PERFORMED BY 18813728881108 20821002

CUSTOMER SAYS: - THAT HE WOULD LIKE TO KNOW IF THERE IS A RECALL ON THE VEH. - HE SAYS THAT HE RECEIVED INFORMATION ON THE INTERNET ON FROM THE NHTSA THAT THERE IS A RECALL ALERT ON THE VEH NUMBER [REDACTED], AND IS RELATED ELECTRICAL OVER HEATING OF THE SPEED CONTROL DEACTIVATION SWITCH. - HE SAYS THAT HE HAS HAD THIS HAPPEN ON HIS VEH BEFORE WHERE HE REPAIRED THE SWITCH. - HE SAYS THAT HE WOULD LIKE TO KNOW IF THE RECALL AFFECTS THE VEH. PER CUSTOMER, DEALER SAYS: NONE. CAC ADVISED: - ALL WARRANTY REPAIRS MUST BE PERFORMED BY AN AUTHORIZED FORD/LM DEALERSHIP - FORD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE - ADVISED CUST THAT THERE IS NO RECALL ON THE VEH AT THIS TIME. INFERENCE CASE ID: 4896

Origin: CAC GENERAL CAC PHONE 8/22/1999 8:51:28 PM
Action: 000801 NO ACTION REQUIRED; INFORMATION ONLY 18813728881108 20821002

CUSTOMER SAYS: - THAT HE WOULD LIKE TO KNOW IF THERE IS A RECALL ON THE VEH. - HE SAYS THAT HE RECEIVED INFORMATION ON THE INTERNET ON FROM THE NHTSA THAT THERE IS A RECALL ALERT ON THE VEH NUMBER 88812400, AND IS RELATED ELECTRICAL OVER HEATING OF THE SPEED CONTROL DEACTIVATION SWITCH. - HE SAYS THAT HE HAS HAD THIS HAPPEN ON HIS VEH BEFORE WHERE HE REPAIRED THE SWITCH. - HE SAYS THAT HE WOULD LIKE TO KNOW IF THE RECALL AFFECTS THE VEH. PER CUSTOMER, DEALER SAYS: NONE. CAC ADVISED: - ALL WARRANTY REPAIRS MUST BE PERFORMED BY AN AUTHORIZED FORD/LM DEALERSHIP - FORD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE - ADVISED CUST THAT THERE IS NO RECALL ON THE VEH AT THIS TIME. INFERENCE CASE ID: 4896

MORIS Duplicate (VIN):

VOG Duplicate (VIN):

Inquiry: R001-002

Region: 21 ATLANTA

Issue: INFORMATION

Zone: C2

Source: MORIS II

Case: 1710492281

VIN: 1UNLM81V45

Engine: W

Veh Type: C

Openack: 8/14/2001

Contact_Key: 17104922813025 30182002

Closed: 8/14/2001

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: COLUMBUS

State: GA

ZIP:

Phone:

Model Year: 1995

Model: TOWN CAR EXECUTIVE

Mileage:

41375

Built Date: 8/1/1994

Dealer Name: GATEWAY LINCOLN-MER

Sales Code: L28116

F and A:

10133

Reason Code: 3025 PRODCOMP DUMPEN - VEHICLE QUALITY

Symptom: 301820 SERVICE BRAKE LEAKS FLUID

Origin: CACIS4 US CONCERN CASE BASE

PHONE

8/14/2001 7:44:40 PM

Action: 808 ADVISE INFO WILL BE SENT TO DLR, CONTACT CRM
CUSTOMER SAYS: CUST STATED THAT HE HAD FIRE UNDER THE HOOD, BRAKE PRESSURE SWITCH, FUSE WAS BLOWN, REPLACE THE FUSE AND THE VEH CAUGHT ON FIRE. THEIR BRAKE BOOSTER FLUID DRIpped DOWN AND CAUSE FIRE. INSURANCE PUT OF MOST OF THE REPAIR. BRAKE FLUID IS STILL IN THE VEH. PER CUSTOMER, DEALER SAYS:
NONE OAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LIN DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CREDIT/SALES MGR. ADVISE CUST TO TAKE THE VEH IN FOR DIAGNOSIS. INFERENCE CASE ID: 4904

17104922813025 30182002

MORISII Duplicate (Y/N):

VOG Duplicate (Y/N):

Inquiry: RG01-682

Region: 41 CHICAGO

Issue: LEGAL

Zone: B1

Source: MORS B1

Case: 1616772370

VIN: 1LNLM2W5P

Engine: W

Veh Type: C

Opened: 6/24/2000

Contact Key: 16167723700709 70414507

Closed: 6/24/2000

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: CHICAGO

State: IL

ZIP:

Phone:

Model Year: 1993

Model: TOWN CAR SIGNATURE

Mileage: 135000 Build Date: 9/1/1992

Dealer Name: JOE RIZZA LINCOLN-M

Sales Code: L43402

P and A: 12151

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CACB US CONCERN CASE BASE

PHONE 6/24/2000 2:21:32 PM

Action: 867 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS 16167723700709 70414507

CUSTOMER SAYS: - VEH CAUGHT ON FIRE WHILE THE CUST WAS DRIVING - CUST STATES THAT THE WAY THE FIRE STARTED HE BELIEVES IT IS RELATED TO RECALL #99816 - CUST STATES THAT HE HAD TAKEN VEH IN TO DLR FOR RECALL PRIOR TO FIRE AND IS CONCERNED THAT THE RECALL WAS NOT HANDLED CORRECTLY AND IN TURN CAUSED THE FIRE IN HIS VEH. FIRE DETAIL: - 20TH JUNE 2000 - UNDER HOOD ORIGIN - NORTH AND CLAYBORN ST. - WAS REPORTED AT FIRE DEPT. - NO CAUSE GIVEN, BUT REPORT WAS FILED - NO FIRE REPORTS, FILED IN CHICAGO - HAS FILED CLAIM WITH INSURANCE - TOTAL LOSS WILL GIVE MONEY TO CUST TO PURCHASE ANOTHER VEH. - NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE CAG ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - PLEASE MAKE SURE YOU NOTIFY YOUR INSURANCE CARRIER AND REPORT THE INCIDENT - (NOTE TO CSR: IF CUSTOMER IS WORKING WITH A NON-FORD DEALERSHIP, PLEASE ASSIGN THE NEAREST FORD DEALERSHIP TO THE CONTACT) INFORM CASE CASE ID: 4748

Origin: CALG CONSUMER AFFAIRS - LITIGATION PREVENTION

PHONE

6/24/2000 4:23:14 PM

Action: LPSM MAKE OUTBOUND CALL TO CUSTOMER

16167723700709 70414507

LPA CALLED THE CUSTOMER; INSURANCE COMPANY HAS POSSESSION OF THE VEHICLE AND HAVE OFFERED THE CUSTOMER A SETTLEMENT. LPA EXPLAINED SUBROGATION TO THE CUSTOMER, WILL FOLLOW UP WITH A LETTER.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 01/22/2000 4:51:12 PM
Action: LPS00 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED 1515773570000 70414007
INVOLVED

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

MORSE Duplicate (Y/N):

VOQ Duplicate (Y/N): 2/21/

Inquiry: RQ81-802

Region: 13 NEW YORK

Issue: LEGAL

Zone: B1

Source: MOORE 12

Case: 884581638

VIN: 2FALP74VWP

Engine: W

Veh Type: C

Opened: 10/9/1988

Contact_Key: 03848619380700 20820007

Closed: 10/5/1988

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: JAMAICA

State: NY

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1983

Model: LTD CROWN VIC LX 4DR

Mileage: 66000

Build Date: 10/16/1982

Dealer Name: GOLDSMITH FORD, LTD

Sales Code: F13030

P and A: 00588

Reason Code: 0708 LEGAL - FIRE CLAIM

Symptoms: 208200 HIR/SPD CNTRL SPD CONTROL

Origin: CACIS US CONCERN CASE BASE

PHONE 10/9/1988 3:53:22 PM

Action: 884 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT 03848619380700 20820007

RECALL #

88816

CUSTOMER SAYS: CUST STATES VEH CAUGHT ON FIRE, CUST FEELS THE FIRE WAS CAUSED BY THE SPD CONTROL RECALL. VEH IS CURRENTLY BURNT. THE FIRE OCCURED ON 10/8/88, THE FIRE ORIGINATED IN THE WIRING UNDER THE HOOD. THE LOCATION OF THE VEH WAS ON THE STREET. A FIRE REPORT WAS FILED IN NEW YORK, CUST DOES NOT HAVE FIRE REPORT. INSURANCE CO. WAS CONTACTED. VEH IS NOT REPAIRABLE. PER CUSTOMER, DEALER SAYS: NONE CAC A DIVIS: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

Origin: CAC GENERAL CAC

PHONE

10/9/1988 3:53:22 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

03848619380700 20820007

CUSTOMER SAYS: CUST STATES VEH CAUGHT ON FIRE, CUST FEELS THE FIRE WAS CAUSED BY THE SPD CONTROL RECALL. VEH IS CURRENTLY BURNT. THE FIRE OCCURED ON 10/8/88, THE FIRE ORIGINATED IN THE WIRING UNDER THE HOOD. THE LOCATION OF THE VEH WAS ON THE STREET. A FIRE REPORT WAS FILED IN NEW YORK, CUST DOES NOT HAVE FIRE REPORT. INSURANCE CO. WAS CONTACTED. VEH IS NOT REPAIRABLE. PER CUSTOMER, DEALER SAYS: NONE CAC A DIVIS: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 10/7/1999 11:24:46 AM
Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER 004401000700 2/25/2007
CONTACT PERSON ANSWERING MACHINE
OR CALL TO CUSTOMER TO ACKNOWLEDGE CALL TO CAC

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 10/7/1999 11:28:11 AM
Action: LP308 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY 004401000700 2/25/2007
INVOLVED

DENY - REFER TO INSURANCE COMPANY. CUSTOMER HAS ALREADY
CONTACTED INSURANCE COMPANY. VEHICLE HAD SPEED CONTROL
RECALL 898 IS PERFORMED AND SAYS FINE BECAUSE OF POOR WORK
MANSHIP. ADVISED TO CONTINUE WORKING WITH INSURANCE CO WHO
CAN SUBROGATE IF THEY FEEL THERE WAS ANY DEFECTS

MORSE Duplicate (Y/N):

VOI Duplicate (Y/N): 924

Inquiry: NQ91-002 Source: MORE II
Region: 41 CHICAGO Issue: INFORMATION Zone: B1 Case: 184220000
Veh: 1HMLM8TV19M Engine: W Veh Type: C Opened: 2/29/2000
Contact_Key: 1842200000778 70414502 Closed: 2/29/2000

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: CHICAGO State: IL ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 1992 Model: TOWN CAR EXECUTIVE Mileage: 108745 Build Date: 3/31/1992
Dealer Name: HANK LINCOLN-MERCUR Sales Code: L42122 P and A: 10238

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY
Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CACEN US CONCERN CASE BASE PHONE 2/29/2000 3:02:00 PM
Action: 006 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE 1842200000778 70414502

CUSTOMER SAYS: -82 TOWN CAR -DEACTIVATOR SWITCH CAUG
HT FIRE -VEH IS OPERATIONAL -WIRING HARNESS AND PLASTI
C BRACKET WERE DAMAGED. -SERVICE RECORDS INDICATE THAT SA
FETY RECALL 08816 WAS PERFORMED ON 8/7/97 -SEEKING TO HA
VE THE VEH REPAIRED -VEH CAUGHT FIRE ON 02/27/2000 -TH
E FIRE ORIGINATED UNDER THE HOOD, VISIBLE SMOKE AND FLAMES U
NDER THE HOOD -THE VEH IS CURRENTLY AT THE CUST'S RESIDEN
CE -NO REPORT FILED WITH THE FIRE DEPT. -HAS NOT FILED
A CLAIM WITH INSURANCE COMPANY -VEH IS REPAIRABLE -CU
ST WAS ABLE TO EXTINGUISH THE FIRE BY HIMSELF PER CUSTOMER,
DEALER SAYS: -CALL CAC CAC ADVISED: -THIS IS NOT A S
ITUATION THAT PNC IS ABLE TO ASSIST YOU WITH. PLEASE Contac
T YOUR INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID:
79

MORE DUPLICATE (7/9):

VOG Duplicate (7/9): 623/

Inquiry: R001-883

Source: MORIS W

Region: 21 ATLANTA

Issue: LEGAL

Zone: B1

Case: 073042310

VIN: 2MECM76W2N0

Engine: W

Yeh Type: C

Opened: 8/18/1998

Contact_Key: 05730423100708 70430007

Closed: 8/19/1998

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: ROSWELL

State: GA

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: GRAND MARQUIS LS 40R

Mileage: 181008

Build Date: 8/1/1992

Dealer Name: WADE LINCOLN MERCUR

Sales Code: 125355

P and A: 10000

Reason Code: 0700 LEGAL - FIRE CLAIM

Symptoms: 704300 FIRE/SMOKE SCORCHED/BURNED

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/19/1998 3:56:34 PM

Action: LP202 OPEN LEGAL CONTACT - PRODUCT LIABILITY REDALL RELATED

05730423100708 70430007

RECALL # 99316

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

REC'D / 100

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

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/20/1998 11:37:08 AM

Action: LP452 INFORMATION CALL/FAX WITH DEALER

05730423100708 70430007

-LPA CONTACTED DEALERSHIP TO OBTAIN ADDITIONAL INFORMATION R
REGARDING FIRE. RECALL 99316 WAS PERFORMED 7/98 AND HAS CAUGH
T FIRE SINCE THEN. FSE WAS AT DEALERSHIP AND INSPECTED VEHIC
LE. DEALER (HANK HANIKSON) STATES THAT FSE DETERMINED PARTS
WERE DEFECTIVE AND SHOULD BE COVERED UNDER SERVICE PART WAR
RANTY. LPA CALLED FSE TO VERIFY DECISION. WAITING ON RETURN
CALL FROM FSE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/20/1998 4:17:16 PM

Action: LP4000 FINAL CASE DISPOSITION

05730423100708 70430007

-LPA CONTACTED FSE THAT INSPECTED THE VEHICLE AT THE DEALERS
HIP. FSE CONFIRMED THAT THE RECALL THAT WAS PERFORMED ON THE
VEHICLE IN 7/98 (99316) WAS PERFORMED PROPERLY AND THE REC
ENT FIRE WAS DUE TO PRODUCT DEFECT. THE FSE ALSO CONCLUDED T
HAT THE REPAIR SHOULD BE COVERED UNDER PARTS AND SERVICE WAR
RANTY. NO FURTHER ACTION IS REQUIRED.

MORIS Duplicate (Y/N):

VOG Duplicate (Y/N): 6/13/

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ENR2-020 0054

Inquiry: RQM-002

Region:

Issue: CONCERN

Zone:

Source: MORB II

Case: 145512378

Vin: 2HELM74WXXV

Engine: W

Veh Type: G

Opened: 8/2/2000

Contact_Jday: 1455123781140 70414503

Closed: 8/2/2000

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: SPRINGFIELD

State: NY

ZIP:

Phone:

Model Year: 1997

Model: GRAND MARQUIS GS 4DR

Mileage:

40000 Build Date: 11/8/1998

Dealer Name:

State Code:

P and A:

Reason Code: 1140 AWA - WITHIN CRITERIA, REQUESTING AWA

Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC03 US CONCERN CASE SAME

PHONE

8/2/2000 4:13:30 PM

Action: 138 ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

1455123781140 70414503

CUSTOMER SAYS: - WHILE DRIVING VEH, SAW SMOKE COMING FROM
UNDER THE HOOD; - WIRES WAS ON FIRE; - JUNCTION BOX UNDER
BATH MASTER CYLINDER; - FLUID WAS RUNNING OUT FROM UNDER
ATH; - FIRE WAS PUT OUT BY EXTINGUISHER; - VEH IS AT MECHANIC
GARAGE; PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED;
- WARRANTY HAS EXPIRED - FORWARDED INFORMATION TO THE DEAL
ERSHIP FOR FINANCIAL CONSIDERATION - REQUESTED CRUISE/MGR
CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE ID:
2388

Origin: DEALER DEALER

PHONE

8/18/2000 7:25:38 AM

Action: DAC022 CUSTOMER PAID REPAIR MADE

1455123781140 70414503

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

Origin: CAC032MANUAL - PHONE CR

PHONE

10/6/2000 2:38:54 PM

Action: 205 FOUND IN OUTSIDE SOURCE

1455123781140 70414503

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

MORBI Duplicates (Y/N):

VOQ Duplicates (Y/N):

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1982-025 0005

Inquiry: RGR4-002 Source: MORB H
Region: 10 EDR Issue: INFORMATION Zone: H1 Case: 1054412148
Veh: 21WELM784V8P0 Engine: W Veh Type: C Opened: 8/2/1999
Contact_Key: 10544121481012 20320002 Closed: 8/2/1999

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: SEDALIA State: MO ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 1984 Model: GRAND MARQUIS LS 4DR Mileage: Build Date: 9/7/1983
Dealer Name: TOWN & COUNTRY MOTO Sales Code: L8584 P and A: 12814

Reason Code: 1012 PARTS - BACKORDER DELAY
Symptoms: 203200 START/CHARGE WIRING - BASIC

Origin: OACB US CONCERN CASE BASE PHONE 8/2/1999 5:29:00 PM
Action: 808 ADVISE CUST UNABLE TO ASSIST IN OBTAINING PART; CONTACT 10544121481012 20320002
PARTS MGR

CUSTOMER SAYS: THE CUST STATES THAT THE VEH CAUGHT ON FIRE
THE VEH IS CURRENTLY AT THE DEALERSHIP AWAITING ON PARTS, HO
WEVER, THE PARTS ARE ON BACK ORDER. THE CUST IS WAITING FOR
A WIRING HARNESS AND A DE-ACTIVATION SWITCH FOR THE SPEED
CONTROL SYSTEM PER CUSTOMER, DEALER SAYS: PART ON BACK OR
DER. CAC ADVISED: OUR OFFICE IS UNABLE TO EXPEDITE THE PART
STAY IN CONTACT WITH THE CRMPARTS MANAGER - SPOKE TO THE
BOB - AND HE STATED THAT THE WIRING HARNESS IS ON A D99 (N
ATIONAL BACK ORDER) THE DE-ACTIVATION SWITCH - IS AT A DEPOT
- PART EXPECTED AT ANY TIME SOON INFERENCE CASE ID: 4282

Origin: CAC GENERAL CAC PHONE 8/2/1999 5:28:00 PM
Action: DR0008 REQUEST PARTS MGR TO CONTACT CUSTOMER 10544121481012 20320002
CUSTOMER SAYS: THE CUST STATES THAT THE VEH CAUGHT ON FIRE
THE VEH IS CURRENTLY AT THE DEALERSHIP AWAITING ON PARTS, HO
WEVER, THE PARTS ARE ON BACK ORDER. THE CUST IS WAITING FOR
A WIRING HARNESS AND A DE-ACTIVATION SWITCH FOR THE SPEED
CONTROL SYSTEM PER CUSTOMER, DEALER SAYS: PART ON BACK OR
DER. CAC ADVISED: OUR OFFICE IS UNABLE TO EXPEDITE THE PART
STAY IN CONTACT WITH THE CRMPARTS MANAGER - SPOKE TO THE
BOB - AND HE STATED THAT THE WIRING HARNESS IS ON A D99 (N
ATIONAL BACK ORDER) THE DE-ACTIVATION SWITCH - IS AT A DEPOT
- PART EXPECTED AT ANY TIME SOON INFERENCE CASE ID: 4282

MORBII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R001-002

Region: 10 SDR

Issue: LEGAL

Zone: F3

Source: MORIS II

Case: 12062200700

VIN: 1N4LM32N44N

Engine: W

Veh Type: C

Opened: 9/10/1999

Contact_Key: 12062200700 70434607

Closed: 9/10/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: TRION

State: GA

ZIP:

Phone:

Model Year: 1992

Model: TOWN CAR SIGNATURE

Mileage:

110200 Date: 9/10/1992

Dealer Name: CARL BLACK FORD

Sales Code: F21437

P and A:

03834

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704345 FIRE/SMOKE SCORCHED/BURNED UNDERHOOD

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/10/1999 8:12:45 AM

Action: LP202 OPEN LEGAL CONTACT - PRODUCT LIABILITY RECALL RELATED

12062200700 70434607

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

REC'D 09/08/99

DEalership CONTACT: RON ROWLAND @ (706) 887-1133

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

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

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/10/1999 3:55:20 PM

Action: LP422 INFORMATION CALL/FAX WITH DEALER

12062200700 70434607

LPA MADE OBC TO THE DEALER AND SPOKE WITH THE SERVICE MANAGER, RON ROWLANDINQUIRED ABOUT WHAT HAPPENED AND RON ADVISED THAT THE VEHICLE CAUGHT FIRE AFTER THE PART WAS REPLACED AS REQUIRED BY THE RECALL. 99916***SHOULD SEND AN INDEPENDENT INSPECTOR TO LOOK AT THE VEHICLE AS THERE IS NO SIGN THAT THE PART WAS INSTALLED INCORRECTLY***

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/10/1999 3:55:43 PM

Action: LP421 INFORMATIONAL CALL/FAX WITH BAA

12062200700 70434607

LPA MADE OBC TO THE BAA INSPECTOR, DONALD HUTELINDONALD ADVISED LPA THAT HE CAN DO THE INSPECTION FOR LPA AT THE DEALERSHIP***LPA FAXED THE INFORMATION TO HIM WITH CONFIRMATION RECEIVED***

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/10/1999 4:00:30 PM

Action: LP809 SEND FAX TO BAA

12062200700 70434607

LPA FAXED ALL CUSTOMER/VEHICLE INFORMATION TO THE BAA INSPECTOR, DONALD HUTELINCONFIRMATION WAS RECEIVED***

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

9/18/1999 4:10:45 PM
128082380708 70434807

-LPA MADE OSC TO THE CUSTOMER AND SPOKE WITH MR. WOODS WHO ADVISED THAT THE RECALL 99818 WAS PERFORMED LAST FRIDAY AND THIS WEDNESDAY (SUBSEQUENTLY) IT CAUGHT FIRE UNDER THE HOOD -LPA ADVISED THAT AN INSPECTION WILL NEED TO BE DONE AND THE CUSTOMER ADVISED THAT THE SERVICE MANAGER, RON, HAS LOOKED AT THE VEHICLE BUT HE DOESN'T KNOW IF IT'S BEEN INSPECTED -LPA ADVISED HE WILL BE CONTACTED BACK ONCE THE DEALER IS CONTACTED

LPA MADE OSC TO THE CUSTOMER, SPOKE WITH JERRY AND EVON WOODSLPA ADVISED THAT THE VEHICLE SHOULD BE TOWED TO THE DEALER AS SOON AS POSSIBLE AS AN EAA INSPECTOR HAS ALREADY BEEN NOTIFIED**PER JERRY: THE DEALER HAS CALLED AND MADE ARRANGEMENTS AND THE DEALER KNOWS WHERE HE LIVES SO THEY CAN PICK THE VEHICLE UP ANYTIME; LPA ADVISED THAT HE WILL BE RESPONSIBLE FOR THE TOW BILL UNTIL THE INSPECTION REPORT IS COMPLETE AND IT IS DETERMINED THAT WE ARE AT FAULT**JERRY AGREED**

***LPA MADE OSC TO THE CUSTOMER AND SPOKE WITH MRS. WOODS**

-LPA REQUESTED A COPY OF THE LIEN-FREE TITLE, REGISTRATION, SALES INFORMATION AND PROOF OF PURCHASE**

-REQUESTED ALL BE SENT VIA FACSIMILE

-LPA AWAITS THE REQUESTED INFO

9/27/1999 12:35:44 PM
128082380708 70434807

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

***LPA RECEIVED THE VEHICLE INSPECTION BACK FROM THE EAA INSPECTOR**INSPECTION AND PHONE CALL RECEIVED FROM THE INSPECTOR ON 9/21/99 ADVISED THAT THE FIRE APPEARS TO BE RELATED TO THE RECALL ALTHOUGH IT WAS NOTED BY THE DEALER THAT THE RECALL WAS PERFORMED THE WEEK BEFORE**LPA WILL REVIEW WITH TEAM LEADER AND MAKE A DECISION**

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: LP426 RECEIVE REQUESTED DOCUMENT FROM CUSTOMER
10/5/99: LPA RECEIVED THE REQUESTED DOCUMENTS FROM THE CUSTOMER VIA FACSIMILETITLE IS LIEN-FREE**

10/5/1999 5:43:02 PM
128082380708 70434807

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: CA0005 OFFER

LPA PUT OFFER TO REFUND THE CUSTOMER KELLY BLUE BOOK TRADE-IN VALUE IN THE AMOUNT OF \$4,100.00 IN WRITING AND SENT IT TO THE CUSTOMER VIA FACSIMILE AT THE DEALER AND VIA CERTIFIED MAILGAVE THEM 5 BUSINESS DAYS TO FORMALLY ACCEPT THE OFFER**

10/9/1999 8:44:44 PM
128082380708 70434807

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

10/15/1999 11:29:32 AM
1288523200709 70424807

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: CAG012 RAYFAST UPLOADED
***LPA UPLOADED THE INFORMATION TO RAY AND FAXED ALL PERTINENT
INFORMATION***

10/15/1999 12:09:40 PM
1288523200709 70424807

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

10/15/1999 12:10:16 PM
1288523200709 70424807

MO/USE Duplicate (Y/N):

VOQ Duplicate (Y/N): 9/9/1

Warranty Claims

Sort Order:

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 21981328 RPR_DT: 4/7/1999 MLSE: 37216 TXN_CD: E88
MDL_YR: 1994 AWS_VL_CD: VB VIN_CD: 1LNLM81W3R1
PART_NUM_CAUSE_PREF: F2VY PRDN_DT: 6/9/1994
PART_NUM_CAUSE_BASE: SP224 WRTY_START_DT: 4/10/1995
PART_NUM_CAUSE_SUFF: A TRANS_CD: C/DK
DEALER: MARSHALL BROS. LINCOLN MERCURY ENG_CD: C/VH
CURT_CONG_CD: A25 COND_CD: 28 DLR_CD: 12233 ST_PROV_CD: LA CNTRY_SOLD: USA

CURT_TXT: CRUISE CONTROL INOPERATIVE

TECH_TXT1: "37216 CC 28 SP224 0.7 98146 0.3 SPEED CONTROL DIAGNOSIS, REPLACED REDUNDANT CANCEL SWITCH AND REPAIRED CONNECTOR"

TECH_TXT2:

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 22029454 RPR_DT: 2/5/1999 MLSE: 48282 TXN_CD: E83
MDL_YR: 1995 AWS_VL_CD: VB VIN_CD: 1LNLM2W05V
PART_NUM_CAUSE_PREF: F2VY PRDN_DT: 6/29/1995
PART_NUM_CAUSE_BASE: SP224 WRTY_START_DT: 9/21/1995
PART_NUM_CAUSE_SUFF: A TRANS_CD: C/DU
DEALER: HOLLYWOOD LINCOLN MERCURY INC ENG_CD: C/VH
CURT_CONG_CD: A25 COND_CD: 42 DLR_CD: 11836 ST_PROV_CD: FL CNTRY_SOLD: USA

CURT_TXT: A25 CRUISE CONTROL INOP WARR

TECH_TXT1: 48282 WRTB CRUISE INOP 42 TECH 9177 DIAG OF SPEED CONTROL REPLACE BRAKE PRESSURE SWITCH WIRE REPAIR TO SWITCH CONNECTOR REPAIR LOOSE PINS RESECURE AND RE-TEST OK

TECH_TXT2:

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 23100002 RPR_DT: 2/22/1999 NLGE: 28029 TXN_CD: E83
 MDL_YR: 1986 AWB_VL_CD: VB VIN_CD: 1UNLM8TW2S1
 PART_NUM_CAUSE_PREF: F60Y PRODN_DT: 11/30/1984
 PART_NUM_CAUSE_BASE: 9C883 WRTY_START_DT: 7/5/1988
 PART_NUM_CAUSE_SUFF: A TRM_CD: C0U
 DEALER: "HARRISBURG FORD MERCURY, LLC" ENG_CD: CVM
 CUST_CONG_CD: A25 COND_CD: 48 DLR_CD: 9871 ST_PROV_CD: KY CNTRY_SOLD: USA

CUST_TXT: CUSTOMER STATES THAT CRUISE CONTROL IS INOP.

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

TECH_TXT2:

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 23100028 RPR_DT: 2/19/1999 NLGE: 48618 TXN_CD: E83
 MDL_YR: 1985 AWB_VL_CD: VB VIN_CD: 1UNLM82W3S1
 PART_NUM_CAUSE_PREF: F2VY PRODN_DT: 5/22/1985
 PART_NUM_CAUSE_BASE: 0F824 WRTY_START_DT: 8/9/1985
 PART_NUM_CAUSE_SUFF: A TRM_CD: C0U
 DEALER: DICK EDWARDS FORD-LIN INC ENG_CD: CVM
 CUST_CONG_CD: A85 COND_CD: 42 DLR_CD: 6205 ST_PROV_CD: KS CNTRY_SOLD: USA

CUST_TXT: CUST STATES CRUISE WONT SET AT TIMES

TECH_TXT1: 48714 BRAKE PRESSURE SWITCH DEFECTIVE. SLEF TESTED CRUISE. PIN POINT DIAG FOR NO SET (PP A) FOUND SLOW RELEASE OF BRAKE PRESSURE SWITCH. FLUID SEAPING AROUND SWITCH. R&R BRAKE PRESSURE SWITCH. BLEED

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

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 19179813 RPR_DT: 3/30/1999 NLGE: 34871 TXN_CD: E89
 MDL_YR: 1999 AWR_VL_CD: FP VIN_CD: 2MEJL7440X7
 PART_NUM_CAUSE_PREF: F2AZ PRODN_DT: 04/1996
 PART_NUM_CAUSE_BASE: 9F924 WRTY_START_DT: 02/1996
 PART_NUM_CAUSE_SUFF: A TRANS_CD: GDU
 DEALER: "KENSEL FORD, INC." ENG_CD: GVN
 CUST_CONC_CD: A28 COND_CD: 28 DLR_CD: 4413 ST_PROV_CD: TX CNTRY_SOLD: USA

CUST_TXT: CUSTOMER STATES CRUISE CONTROL INOP SEE PREVIOUS ROS ATTACHED

TECH_TXT1: CHECK CRUISE REPLACE BRAKE PRESSURE SWITCH INTE RMITTANT OPEN CIRCUIT CAUSING CRUISE TO BE INOP

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17978058 RPR_DT: 2/20/1999 NLGE: 29952 TXN_CD: E89
 MDL_YR: 1999 AWR_VL_CD: VB VIN_CD: 1LNJL82N87
 PART_NUM_CAUSE_PREF: F2AZ PRODN_DT: 01/1996
 PART_NUM_CAUSE_BASE: 9F924 WRTY_START_DT: 05/1996
 PART_NUM_CAUSE_SUFF: A TRANS_CD: GDU
 DEALER: WORDEN-MARTIN LIN-MERC INC ENG_CD: GVN
 CUST_CONC_CD: A28 COND_CD: 28 DLR_CD: 12824 ST_PROV_CD: IL CNTRY_SOLD: USA

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

TECH_TXT1: FOUND THE SWITCH TO BE BAD REPLACED SWITCH

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18554086 RPR_DT: 6/15/1990 NLGE: 28901 TXN_CD: E31
 MDL_YR: 1988 AWS_VL_CD: FP VIN_CD: 2MELM70WST
 PART_NUM_CAUSE_PREF: FZYY PRODN_DT: 6/22/1990
 PART_NUM_CAUSE_BASE: SP824 VRTY_START_DT: 7/22/1990
 PART_NUM_CAUSE_SUFF: A TRANS_CD: CDU
 DEALER: BAY LINCOLN-MERCURY/DODGE ENG_CD: CYN
 CUST_CONG_CD: A26 COND_CD: 42 DLJ_CD: 10346 ST_PROV_CD: FL CNTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL WONT ENGAGE PARTS IN

TECH_TXT1: 28901 INTERMITTENT HYDRAULIC SWITCH STICKING PREVIOUS TEST INC TEST DRIVE ETC R AND R CRUISE
 CONTROL HYDRAULIC POWER INTERRUPT SWITCH TEST DRIVE

TECH_TXT2:

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18286375 RPR_DT: 6/24/1990 NLGE: 48525 TXN_CD: E33
 MDL_YR: 1986 AWS_VL_CD: VB VIN_CD: 1LALMB2WST
 PART_NUM_CAUSE_PREF: FZYY PRODN_DT: 10/24/1985
 PART_NUM_CAUSE_BASE: 0F824 VRTY_START_DT: 11/30/1985
 PART_NUM_CAUSE_SUFF: A TRANS_CD: CDU
 DEALER: PLAINFIELD LINCOLN-MERCURY INC ENG_CD: CYN
 CUST_CONG_CD: A26 COND_CD: 42 DLJ_CD: 10324 ST_PROV_CD: MI CNTRY_SOLD: USA

CUST_TXT: SPEED CONTROL INOP

TECH_TXT1: SWITCH INOP REPLACE DEACTIVATION SWITCH NECESSARY TO RE WIRE CONNECTOR, FIRST REPAIR ON SPEED
 CONTROL TO REPLACE DIFFERENT PARTS 8C785 AND 14K147, THIS REPAIR FOR ADDITIONAL PARTS TER

TECH_TXT2: "MINAL, CONNECTOR, AND 0F824"

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18781448 RPR_DT: 7/12/1998 MLGE: 42152 TXN_CD: E83
MDL_YR: 1998 ABS_VL_CD: VB VIN_CD: 1LNLMB1W5T1 [REDACTED]
PART_NUM_CAUSE_PREF: DIAZ PROCN_DT: 2/2/1998
PART_NUM_CAUSE_BASE: 13410 WRTY_START_DT: 2/14/1998
PART_NUM_CAUSE_SUFF: A TRANS_CD: C/DU
DEALER: "ODDEN AVENUE MOTORS, INC." ENG_CD: CYN
CUST_CONC_CD: F08 COND_CD: 48 DLR_CD: 1000 ST_PROV_CD: IL CENTRY_BOLD: USA

CUST_TXT: CAN NOT GET CAR OUT OF PARK

TECH_TXT1: 42152 BAD WIRING FOR BRAKE LIGHTS AND SWITCH REPLACED SWITCH AND WIRING

TECH_TXT2:

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18190078 RPR_DT: 3/20/1999 MLGE: 40600 TXN_CD: E83
MDL_YR: 1998 ABS_VL_CD: VB VIN_CD: 1LNLMB2WNT1 [REDACTED]
PART_NUM_CAUSE_PREF: * PROCN_DT: 8/10/1998
PART_NUM_CAUSE_BASE: 04340 WRTY_START_DT: 8/30/1998
PART_NUM_CAUSE_SUFF: * TRANS_CD: C/DU
DEALER: SAN GABRIEL VALLEY LINCOLN MER ENG_CD: CYN
CUST_CONC_CD: A80 COND_CD: 48 DLR_CD: 1168 ST_PROV_CD: CA CENTRY_BOLD: USA

CUST_TXT: CRUISE CONTROL INOP

TECH_TXT1: SHORT SPEED CONTROL TEST

TECH_TXT2:

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 10078750 RPR_DT: 7/28/1990 REGD: 41290 TXM_CD: E88
 MDL_YR: 1988 AWS_VL_CD: V8 VIN_CD: 1LNLM81W4T
 PART_NUM_CAUSE_PREF: F8AZ PRODN_DT: 08/1990
 PART_NUM_CAUSE_BASE: 9C738 WRTY_START_DT: 02/1/1990
 PART_NUM_CAUSE_SUFF: AA TRANS_CD: C0U
 DEALER: SHAKERS LINCOLN-MERCURY ENR_CD: CYN
 CUST_CONG_CD: A25 COND_CD: 46 DLJ_CD: 13423 ST_PROV_CD: CT CTRY_BOLD: USA

CUST_TXT: CUST STATES CRUISE CONTROL INFO

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

TECH_TXT2:

1 AWS DepDate Report (Y/N):

DepDate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18370047 RPR_DT: 4/22/1990 REGD: 28314 TXM_CD: E88
 MDL_YR: 1988 AWS_VL_CD: PB VIN_CD: 2FALP74W9T
 PART_NUM_CAUSE_PREF: F8AZ PRODN_DT: 04/1990
 PART_NUM_CAUSE_BASE: 9F824 WRTY_START_DT: 10/9/1990
 PART_NUM_CAUSE_SUFF: A TRANS_CD: C0U
 DEALER: "TRI FORD MERCURY, INC." ENR_CD: CYN
 CUST_CONG_CD: A25 COND_CD: 42 DLJ_CD: 8294 ST_PROV_CD: IL CTRY_BOLD: USA

CUST_TXT: "CRUISE CONTROL SHUTS OFF ON ITS OWN WHILE DRIVING. CUST HAS TO TURN ON AND SET TO RE-ENGAGE A25"

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

TECH_TXT2:

1 AWS DepDate Report (Y/N):

DepDate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 10544172 RPR_DT: 07/12/1990 MILE: 4000 TXN_CD: E03
 MOD_YR: 1988 AWS_VL_CD: VB VIN_CD: 1JNLM2W6T
 PART_NUM_CAUSE_PREP: D0ZZ PRODN_DT: 10/25/1986
 PART_NUM_CAUSE_BASE: 14528 WRTY_START_DT: 3/18/1987
 PART_NUM_CAUSE_SUPP: 0 TRANE_CD: C0U
 DEALER: "WAYNE FORD, INC." ENG_CD: CYN
 CUST_CONC_CD: A25 COMB_CD: 40 DLN_CD: 6416 ST_PROV_CD: MB CNTRY_BOLD: USA

CUST_TXT: CHECK CRUISE NOT WORKING

TECH_TXT1: NO POWER FUSE BLOWN SPEED CONTROL TEST

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 10568780 RPR_DT: 5/28/1990 MILE: 20436 TXN_CD: E03
 MOD_YR: 1988 AWS_VL_CD: FB VIN_CD: 2FALP74W7T173066
 PART_NUM_CAUSE_PREP: FOAZ PRODN_DT: 2/22/1988
 PART_NUM_CAUSE_BASE: 13480 WRTY_START_DT: 9/17/1986
 PART_NUM_CAUSE_SUPP: A TRANE_CD: C0U
 DEALER: RUFFU FORD ENG_CD: CYN
 CUST_CONC_CD: H06 COMB_CD: 40 DLN_CD: 1202 ST_PROV_CD: NJ CNTRY_BOLD: USA

CUST_TXT: CUST 8TB GEAR SELECTOR WONT MOVE OUT OF PARK AT TIMES

TECH_TXT1: SWITCH 46 H06 REPLACE BRAKE SWITCH

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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0002-025 0000

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 10012034 RPR_DT: 5/16/1998 MIL_OB: 31273 TXM_CD: E88
MIL_YR: 1998 AWS_VL_CD: FP VIN_CD: 2MELM74W3T
PART_NUM_CAUSE_PREF: FZVY PRODN_DT: 4/8/1998
PART_NUM_CAUSE_BASE: 0F324 WRTY_START_DT: 5/23/1998
PART_NUM_CAUSE_SUPP: A TRANS_CD: CDU
DEALER: MIAMI LINCOLN-MERCURY INC INQ_CD: C/M
CUST_CONC_CD: A25 COND_CD: 42 DLR_CD: 11622 ST_PROV_CD: FL ENTRY_HOLD: USA

CUST_TXT: A25 CRUISE CONTROL WILL NOT ENGAGE

TECH_TXT1: 31273 PRESSURE SWITCH DEFECT W CRUISE CONTROL. SYSTEM DIAGNOSIS, PINPOINT TEST AND REPLACE BRAKE
PRESSURE SWITCH, ROAD TEST SYSTEM NOW OK.

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 10131981 RPR_DT: 5/19/1998 MIL_OB: 43781 TXM_CD: E88
MIL_YR: 1998 AWS_VL_CD: VB VIN_CD: 1LNLM81W0T
PART_NUM_CAUSE_PREF: F30Y PRODN_DT: 6/5/1998
PART_NUM_CAUSE_BASE: 9C588 WRTY_START_DT: 5/13/1998
PART_NUM_CAUSE_SUPP: A TRANS_CD: CDU
DEALER: ROMAN LINCOLN-MERCURY INC INQ_CD: C/M
CUST_CONC_CD: A25 COND_CD: 28 DLR_CD: 11647 ST_PROV_CD: FL ENTRY_HOLD: USA

CUST_TXT: 'CK CRUISE CONTROL INOP, WONT SET'

TECH_TXT1: 'DIAG CRUISE, OPEN CIRCUIT ON BUTTON AND HI RESISTANCE IN BRAKE PRESSURE SWITCH. REPL. NECC TO RM
MASTER CYL.'

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1844257 RPR_DT: 11/23/1998 WOLGEI: 48910 TXN_CD: E83
 MDL_YR: 1998 AWS_VL_CD: VB VIN_CD: 1LNLM2V6T
 PART_NUM_CAUSE_PREF: * FROM_DT: 12/1/1998
 PART_NUM_CAUSE_BASE: 14028 WRTY_START_DT: 12/29/1998
 PART_NUM_CAUSE_SUFF: * TRAIL_CD: CDU
 DEALER: "SKINNER-CAMULIS, INC." ENG_CD: GVN
 CURR_CONG_CD: A25 COND_CD: 40 DLB_CD: 001 ST_PROV_CD: NY CENTRY_BOLD: USA

CURT_TXT: CRUISE CONTROL IN OP

TECH_TXT1: "TEST CRUISE CONTROL, REPLACED FUSE"

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17947405 RPR_DT: 2/17/1998 MELGE: 7809 TXN_CD: E83
 MDL_YR: 1998 AWS_VL_CD: FP VIN_CD: 2MELM70NXT
 PART_NUM_CAUSE_PREF: * FROM_DT: 1/24/1998
 PART_NUM_CAUSE_BASE: 0440 WRTY_START_DT: 02/27/1998
 PART_NUM_CAUSE_SUFF: * TRAIL_CD: CDU
 DEALER: "SAN GABRIEL VALLEY LINCOLN MER" ENG_CD: GVN
 CURR_CONG_CD: A85 COND_CD: 40 DLB_CD: 11802 ST_PROV_CD: CA CENTRY_BOLD: USA

CURT_TXT: CRUISE CONTROL IN OP

TECH_TXT1: SHORT SPEED CONTROL DIAGNOSIS

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 17358008 RPR_DT: 12/14/1998 MILE: 45478 TXN_CD: E83
 MDL_YR: 1998 AWE_VL_CD: VB VIN_CD: 1LXUMSTWMTY
 PART_NUM_CAUSE_PREP: F2AZ PRODN_DT: 9/15/1998
 PART_NUM_CAUSE_BASE: BF024 WRTY_START_DT: 8/30/1998
 PART_NUM_CAUSE_SUPP: A TRANS_CD: C0U
 DEALER: "BAYWAY LINCOLN MERCURY, INC." ENG_CD: C/VN
 CUST_CONG_CD: G28 COND_CD: D1 DLN_CD: 1003 ST_PROV_CD: TX CENTRY_SOLD: USA

CUST_TXT: BRAKE WARNING LIGHT COMES ON WHILE DRIVING

TECH_TXT1: "SWITCH LEAKING SPEED CONTROL ACTIVATOR SWITCH LEAKING FLUID, REPLACED SWITCH."

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17755115 RPR_DT: 1/19/1999 MILE: 28330 TXN_CD: E83
 MDL_YR: 1998 AWE_VL_CD: FP VIN_CD: 2NHELN74WXT
 PART_NUM_CAUSE_PREP: F2AZ PRODN_DT: 3/7/1998
 PART_NUM_CAUSE_BASE: BF024 WRTY_START_DT: 9/27/1998
 PART_NUM_CAUSE_SUPP: A TRANS_CD: C0U
 DEALER: POMPANO LINCOLN MERCURY INC ENG_CD: C/VN
 CUST_CONG_CD: A28 COND_CD: 42 DLN_CD: 1945 ST_PROV_CD: FL CENTRY_SOLD: USA

CUST_TXT: A28 CRUISE DOESNT ENGAGE ATT 1998

TECH_TXT1: "28301 42 W RAN CRUISE CONTROL TEST, CIRCUIT TEST, REPLACE BRAKE PRESSURE SWITCH GA"

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 19804340 RPR_DT: 1/14/2000 MILE: 84291 TXN_CD: E88
 MDL_YR: 1988 AWS_VL_CD: VB VIN_CD: 1J4LM82W7T1
 PART_NUM_CAUS_PREF: F2VY PRODN_DT: 8/7/1998
 PART_NUM_CAUS_BASE: SF324 WRTY_START_DT: 7/1/1998
 PART_NUM_CAUS_SUPP: A TRANS_CD: C0U
 DEALER: SOUTHWEST LINCOLN-MERCURY INC BNG_CD: GVN
 CUST_CONG_CD: C25 COND_CD: B6 DLR_CD: 1148 ST_PROV_CD: TX CTRY_BOLD: USA

CUST_TXT: "TECK ELECT COMPLETELY DEAD, CUSTOMER HEARD SOMETHING RUNNING WITH IGNITION OFF FOR 18021 1 5 00
 MILES3883"
 TECH_TXT1: "DAG, RECHARGE, TEST SYS. HAS 2AMP DRAW ON BATTERY PINPOINT TEST. BRAKE MASTER CYLINDER PRESSURE
 SWITCH LEAKING FLUID. FLD DRAINING DOWN CONDUIT INTO PCM AND REMAINING CONNECTION OF HARNESS 12A881.
 RE"
 TECH_TXT2: "PL MAIN 12A881 HARNESS FOR FLD DAMAGE. PCM FOR BRAKE FLD CONTAMINATION AND BRAKE PRESS SWITCH. IN
 TIME TO REPL MAIN HARNESS AND PRESSURE SWITCH AND DIAG

AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 19815723 RPR_DT: 2/23/2000 MILE: 36349 TXN_CD: E88
 MDL_YR: 1988 AWS_VL_CD: VB VIN_CD: 1J4LM82W7T1
 PART_NUM_CAUS_PREF: F8AZ PRODN_DT: 8/23/1998
 PART_NUM_CAUS_BASE: BC735 WRTY_START_DT: 8/23/1998
 PART_NUM_CAUS_SUPP: AA TRANS_CD: C0U
 DEALER: "ASTORS FLI OF PARKERSBURG,
 INC" BNG_CD: GVN
 CUST_CONG_CD: A25 COND_CD: 42 DLR_CD: 2775 ST_PROV_CD: WV CTRY_BOLD: USA

CUST_TXT: CUST STATES THAT THE CRUISE IS INOP

TECH_TXT1: "TEST DROVE TO VERIFY, CRUISE IS INOP. RAN CRUISE CONTROLL TEST FOUND CRUISE SERVO BAD AND BOOSTER
 SWITCH FULL OF BRAKE FLUID. REMOVED AND REPLACED SWITCH AND SERVO AND RETEST OK NOW"
 TECH_TXT2:

AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 17463756 RPR_DT: 12/29/1998 MILGE: 35430 TXN_CD: E63
 MDL_YR: 1998 AYS_VL_CD: PP VIN_CD: 24ELM75WTTA
 PART_NUM_CAUSE_PREF: F2VY PRODN_DT: 26/1998
 PART_NUM_CAUSE_BASE: 9F24 WRTY_START_DT: 329/1998
 PART_NUM_CAUSE_SUFF: A TRANS_CD: CDU
 DEALER: NORTHGATE LINCOLN-MERCURY INC ENG_CD: C/M
 CUST_CONC_CD: A25 COND_CD: X2 DLR_CD: 11646 ST_PROV_CD: FL CTRY_BOLD: USA

CUNT_TXT: CRUISE CONTROL INOP

TECH_TXT1: 'VERIFIED PINPOINT TEST A IN SHOP MANUAL, UNABLE TO LOCATE FAULT, BY PASSED SWITCH INPUT CRT 101 DIRECTLY TO SERVO, NO KNOWN GOOD SWITCH, 3 CHMS, REPLACED SWITCH, RETEST OK'

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 20186033 RPR_DT: 9/25/2000 MILGE: 44625 TXN_CD: E63
 MDL_YR: 1998 AYS_VL_CD: VB VIN_CD: 1LNLM62ARTY
 PART_NUM_CAUSE_PREF: XW7Z PRODN_DT: 8/3/1998
 PART_NUM_CAUSE_BASE: 9C736 WRTY_START_DT: 10/1/1998
 PART_NUM_CAUSE_SUFF: AA TRANS_CD: CDU
 DEALER: AUTOWAY LINCOLN-MERCURY ENG_CD: C/M
 CUST_CONC_CD: A25 COND_CD: 42 DLR_CD: 11660 ST_PROV_CD: FL CTRY_BOLD: USA

CUNT_TXT: A85 CRUISE INOP PER CUST SOP IN

TECH_TXT1: TJK CIRCUIT TEST CRUISE CONTROL SYSTEM PER PINPOINT TEST SERVO INOP AND BRAKE DE ACTIVATION SWITCH LEAKING FLUID

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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ERR2-025 0701

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 10012680 RPR_DT: 9/25/1999 MLOE: 31266 TXN_CD: E83
 MCL_YR: 1995 AVE_VL_CD: VB VIN_CD: 1LNLM82N6T [REDACTED]
 PART_NUM_CAUS_PREF: F8AZ PRODN_DT: 10/27/1995
 PART_NUM_CAUS_BASE: SC738 WRTY_START_DT: 3/24/1999
 PART_NUM_CAUS_SUFF: AA TRANS_CD: CDU
 DEALER: JACK DENNER LINCOLN MERCURY, F EMB_CD: CVM
 CUST_CONG_CD: A25 COND_CD: X1 DLR_CD: 10048 ST_PROV_CD: MI CTRY_SOLD: USA

CUST_TXT: SPEED CONTROL IONP

TECH_TXT1: 31266 DID PIN FRONT TEST FROM SERVICE BOOK. REPLACED BRAKE SWITCH AND SERVO (SHORTED)

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 10070582 RPR_DT: 01/02/2000 MLOE: 40663 TXN_CD: E83
 MCL_YR: 1998 AVE_VL_CD: VB VIN_CD: 1LNLM82N6T [REDACTED]
 PART_NUM_CAUS_PREF: * PRODN_DT: 6/13/1998
 PART_NUM_CAUS_BASE: 14A411 WRTY_START_DT: 8/27/1998
 PART_NUM_CAUS_SUFF: * TRANS_CD: CDU
 DEALER: HOLMAN LINCOLN-MERCURY EMB_CD: CVM
 CUST_CONG_CD: P01 COND_CD: 48 DLR_CD: 10408 ST_PROV_CD: NJ CTRY_SOLD: USA

CUST_TXT: WONT SHFT FROM PARK

TECH_TXT1: 40663 ELEC. DMG REPLACED BRAKE SWITCH CONNECTOR. BROKEN

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 16257308 RPR_DT: 4/21/98 MILE: 19006 TXL_CD: E88
 MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1JLMB2000V
 PART_NUM_CAUSE_PREF: F2YY PRODN_DT: 3/7/1997
 PART_NUM_CAUSE_BASE: DF24 WRTY_START_DT: 6/20/1997
 PART_NUM_CAUSE_SUFF: A TRANS_CD: C/DU
 DEALER: ODE LINCOLN MERCURY ENG_CD: C/VN
 CURT_CONG_CD: A27 COND_CD: 28 DLR_CD: 12247 ST_PROV_CD: LA CNTRY_SOLD: USA

CURT_TXT: C 8 ENGINE WANTS TO TAKE OFF WITH CURT

TECH_TXT1: TEST SPEED CONTROL AND REPLACE DEACTIVATION SWITCH SHORT CIRCUIT

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 14178506 RPR_DT: 12/15/1998 MILE: 28971 TXL_CD: E88
 MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1JLMB2000V
 PART_NUM_CAUSE_PREF: F2YY PRODN_DT: 5/1/1997
 PART_NUM_CAUSE_BASE: DF24 WRTY_START_DT: 5/13/1997
 PART_NUM_CAUSE_SUFF: A TRANS_CD: C/DU
 DEALER: FRANK JACKSON LINCOLN MERCURY ENG_CD: C/VN
 CURT_CONG_CD: A88 COND_CD: 42 DLR_CD: 10104 ST_PROV_CD: GA CNTRY_SOLD: USA

CURT_TXT: A88 CHECK CRUISE OPERATION INSTALL SOP

TECH_TXT1: 28971 42 WARR RD TEST FOR CRUISE PINPOINT TEST FOUND SHORTED DEACTIVATOR SWITCH REPLACE SWITCH AND RETEST OK AT THIS TIME

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 15791872 RPR_DT: 5/23/1998 MILE: 20000 TXM_CD: E83
 MDL_YR: 1997 AWRM_VL_CD: V8 VIN_CD: 1LNLM2W8V
 PART_NUM_CAUSE_PREF: F2VY PROD_DT: 11/22/1996
 PART_NUM_CAUSE_BASE: 0F024 WRTY_START_DT: 12/11/1996
 PART_NUM_CAUSE_SUPP: A TRANS_CD: CDU
 DEALER: DICK JONES LINCOLN-MERCURY INC ENR_CD: CYN
 CUST_CONC_CD: A27 COND_CD: 42 DLR_CD: 1236 ST_PROV_CD: MO CENTRY_SOLD: USA

CUST_TXT: SPEED CONTROL KICKS OFF FOR NO REASON

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

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 14903861 RPR_DT: 4/28/1998 MILE: 33025 TXM_CD: E83
 MDL_YR: 1997 AWRM_VL_CD: FB VIN_CD: 2FALP74H7V
 PART_NUM_CAUSE_PREF: 0022 PROD_DT: 8/18/1996
 PART_NUM_CAUSE_BASE: 14826 WRTY_START_DT: 10/26/1996
 PART_NUM_CAUSE_SUPP: D TRANS_CD: CDU
 DEALER: "MERIDIAN FORD SALES, INC." ENR_CD: CYN
 CUST_CONC_CD: P01 COND_CD: 46 DLR_CD: 5375 ST_PROV_CD: ID CENTRY_SOLD: USA

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

TECH_TXT: "C DIAG. REPLACE FUSE. OK CIRCUITS, COULD NOT GET TO BLOW"

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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2002-025 0704

Claims for Inquiry: RQ01-002

Inquiry:RQ01-002

CLAIM_KEY: 18351788 RPR_DT: 4/20/1999 MILGE: 20320 TXN_CD: E83
 MDL_YR: 1997 AYS_VL_CD: FP VIN_CD: 2MELM74W2V
 PART_NUM_CAUSE_PREF: FZYY PRODN_DT: 7/25/1997
 PART_NUM_CAUSE_BASE: 9F824 WRTY_START_DT: 9/18/1997
 PART_NUM_CAUSE_SUFF: A TRANS_CD: CDS
 DEALER: MIAMI LINCOLN-MERCURY INC ENG_CD: GVN
 CUST_CONC_CD: H19 COND_CD: 42 DLR_CD: 11822 ST_PROV_CD: FL CNTRY_SOLD: USA

CMT_TXT: RED BRAKE LAMP COMES ON WHEN YOU PRESS BRAKES

TECH_TXT1: 20324 DIAG BRAKE LIGHT ON SYSTEM LOW ON FLUID R AND R4 WHEELS FOR IMP OK FIND LEAKING BRAKE SWITCH
 AT DIFFERENTIAL VALVE REPLACE SWITCH ADD FLUID ROAD TEST OK

TECH_TXT2:

6 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry:RQ01-002

CLAIM_KEY: 14288280 RPR_DT: 12/17/1998 MILGE: 25875 TXN_CD: E83
 MDL_YR: 1997 AYS_VL_CD: FP VIN_CD: 2MELM74W2V
 PART_NUM_CAUSE_PREF: * PRODN_DT: 11/11/1998
 PART_NUM_CAUSE_BASE: 14628 WRTY_START_DT: 12/27/1998
 PART_NUM_CAUSE_SUFF: * TRANS_CD: GCU
 DEALER: LONG-LEWIS FORD ENG_CD: GVN
 CUST_CONC_CD: A25 COND_CD: 46 DLR_CD: 225 ST_PROV_CD: AL CNTRY_SOLD: USA

CMT_TXT: A25 CRUISE CONTROL WILL NOT ENGAGE

TECH_TXT1: "8837 ROAD TEST,SPEED CONTROL DIAGNOSIS,NOS SELF TTEST,PASS NO Y88 CODES,DCL MONITOR RECORD W NGS
 TO TEST V88,REPLACE BLOWN SPEED CONTROL FUSE,WIGGLE WIRING TO ATTEMPT TO BLOW FUSE,OK.CC28"

TECH_TXT2:

8 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1632010 RPR_DT: 2/18/1999 MILSE: 32002 TXN_CD: E03
 MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1UNLM81W6V
 PART_NUM_CAUSE_PREF: POAZ PRODM_DT: 2/21/1997
 PART_NUM_CAUSE_BASE: 13480 WRTY_START_DT: 8/24/1997
 PART_NUM_CAUSE_SUFF: A TRAME_CD: C0U
 DEALER: GENTRY LINCOLN-MERCURY SLB INC ENQ_CD: C/M
 CUST_CONC_CD: P01 COND_CD: 48 DLR_CD: 13138 ST_PROV_CD: MA CNTRY_SOLD: USA

CUST_TXT: C B CAR WILL NOT SHIFT OUT OF PARK

TECH_TXT1: TEST AND REPL SWITCH REWIRE AS NEC

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 14825044 RPR_DT: 1/16/1999 MILSE: 23280 TXN_CD: E03
 MDL_YR: 1997 AWS_VL_CD: FB VIN_CD: 2FALP71W0V
 PART_NUM_CAUSE_PREF: D0ZZ PRODM_DT: 8/25/1997
 PART_NUM_CAUSE_BASE: 14525 WRTY_START_DT: 11/25/1997
 PART_NUM_CAUSE_SUFF: D TRAME_CD: C0U
 DEALER: BRISTON MOTOR COMPANY ENQ_CD: C/M
 CUST_CONC_CD: A25 COND_CD: 48 DLR_CD: 8084 ST_PROV_CD: MO CNTRY_SOLD: USA

CUST_TXT: CHECK CRUISE INOP

TECH_TXT1: FUSE BLOWN FOR CRUISE CONTROL RPL FUSE

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18340825 RPR_DT: 2/15/1998 MLGE: 20881 TXN_CD: E83
 MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1LALM81W0V
 PART_NUM_CAUSE_PREF: PEVY PRODN_DT: 1/21/1997
 PART_NUM_CAUSE_BASE: 8F924 WRTY_START_DT: 1/31/1997
 PART_NUM_CAUSE_SUPP: A TRANS_CD: C0U
 DEALER: ADVANTAGE FORD ENR_CD: CYN
 CUST_CONG_CD: D41 COND_CD: 42 DLJ_CD: 2877 ST_PROV_CD: CA CNTRY_SOLD: USA

CUST_TXT: CRUISE CUTS OUT INTERMIT AT 30MPH OR WITH 3 OR MORE IN CAR ON SLIGHT RIGHTTURNS

TECH_TXT1: SECOND. REPLACED DEACTIVATOR SWITCH. REPLACED CONNECTOR ON HARNESS TO DEACTIVATOR SWITCH. 15.74
 16.00 8.20 14.10 8.99 10.06

TECH_TXT2:

AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 14202218 RPR_DT: 12/17/1998 MLGE: 13988 TXN_CD: 1
 MDL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2MELM74W1V
 PART_NUM_CAUSE_PREF: D622 PRODN_DT: 8/8/1997
 PART_NUM_CAUSE_BASE: 14628 WRTY_START_DT: 9/28/1997
 PART_NUM_CAUSE_SUPP: D TRANS_CD: C09
 DEALER: ROCKLAND LINCOLN MERCURY SALES ENR_CD: CYN
 CUST_CONG_CD: A34 COND_CD: 46 DLJ_CD: 10089 ST_PROV_CD: NY CNTRY_SOLD: USA

CUST_TXT: CUST STATES CRUISE CONTROL AND HORN DOES NOT WORK

TECH_TXT1: VERIFIED CONCERN, FUSE BLOWN PERFORMED S806 SYSTEM DIAGNOSIS, REPLACED FUSE

TECH_TXT2:

AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18707805 RPR_DT: 10/5/1989 NLGE: 31205 TXM_CD: B84
MDL_YR: 1987 AWR_VL_CD: FB VIN_CD: 2FALP71W8V
PART_NUM_CAUSE_PREF: * PROD_DT: 8/10/1987
PART_NUM_CAUSE_BASE: 2078 WRTY_START_DT: 12/8/1987
PART_NUM_CAUSE_SUFF: * TRAIL_CD: C0U
DEALER: "NATICK AUTO SALES, INC." ENG_CD: CYN
CUST_CONG_CD: L83 COND_CD: D8 DLR_CD: 9119 ST_PROV_CD: MA CENTRY_BOLD: USA

CUST_TXT: CK BRAKE FLUID LOSS SEC TIME BRAKE LITE ON

TECH_TXT1: REPLACED SPEED CONTROL SHUT OFF SWITCH AND BLEED SYSTEM

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 21410801 RPR_DT: 10/5/2000 NLGE: 20005 TXM_CD: B83
MDL_YR: 1987 AWR_VL_CD: FB VIN_CD: 2FALP74W22
PART_NUM_CAUSE_PREF: XH7Z PROD_DT: 8/4/1987
PART_NUM_CAUSE_BASE: 9C736 WRTY_START_DT: 11/24/1987
PART_NUM_CAUSE_SUFF: AA TRAIL_CD: C0S
DEALER: LANGDALE FORD CO ENG_CD: CYN
CUST_CONG_CD: A26 COND_CD: Z8 DLR_CD: 4936 ST_PROV_CD: GA CENTRY_BOLD: USA

CUST_TXT: CK FOR CRUISE INOP PART HERE

TECH_TXT1: SERVO AND SWITCH SHORTED REPLACED SERVO AND DEACTIVATION SWITCH

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 21451000 RPR_DT: 9/30/2000 MILEGE: 41000 TXN_CD: E03
 REG_YR: 1997 AWR_VL_CD: V8 VIN_CD: 1J4LM82W0V
 PART_NUM_CAUSE_PREF: P2VY PRODN_DT: 6/9/1997
 PART_NUM_CAUSE_BASE: 8P324 WRTY_START_DT: 9/17/1997
 PART_NUM_CAUSE_SUPP: A TRANS_CD: C0U
 DEALER: NORTHEAST LINCOLN-MERCURY ENG_CD: C0N
 CUST_CONG_CD: L20 COND_CD: 42 DLN_CD: 1004 ST_PROV_CD: PA CTRY_SOLD: USA

CUST_TXT: CUSTOMER STATED BRAKE LIGHT IS ON

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

TECH_TXT2:

AWR Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 20021116 RPR_DT: 8/14/2000 MILEGE: 37520 TXN_CD: E03
 REG_YR: 1997 AWR_VL_CD: V8 VIN_CD: 1J4LM82W0V
 PART_NUM_CAUSE_PREF: XW7Z PRODN_DT: 2/4/1997
 PART_NUM_CAUSE_BASE: 0G002 WRTY_START_DT: 7/20/1997
 PART_NUM_CAUSE_SUPP: AA TRANS_CD: C0U
 DEALER: STUART LINCOLN-MERCURY ENG_CD: C0N
 CUST_CONG_CD: A20 COND_CD: 42 DLN_CD: 1010 ST_PROV_CD: FL CTRY_SOLD: USA

CUST_TXT: CRUISE WILL NOT SHUT OFF A20

TECH_TXT1: 37522 ELECTRONIC DIAG NOS TESTED PIN POINT TESTED REPLACE CRUISE CONTROL BRAKE SWITCH BROKEN CC 01

TECH_TXT2:

AWR Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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0002-025 0700

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 2072088 RPR_DT: 5/30/2000 MLSE: 14060 TXN_CD: E83
 MDL_YR: 1997 AWS_VL_CD: FB VIN_CD: 2FALP74W610
 PART_NUM_CAUSE_PREF: D822 PRDN_DT: 5/31/97
 PART_NUM_CAUSE_BASE: 14526 WRTY_START_DT: 10/1/1997
 PART_NUM_CAUSE_SUPP: 0 TRANS_CD: C06
 DEALER: "WEST-HERR FORD OF AMHERST,
 LLC" ENG_CD: CVM
 CUST_CONG_CD: A85 COND_CD: 40 DLR_CD: 2280 ST_PROV_CD: NY CNTRY_SOLD: USA

CUST_TXT: CHECK CRUISE CONTROL INOP AND HORN INOP

TECH_TXT1: "CHECK CRUISE AND HORN INOP, CHECK GROUNDS AND POWER, TRACE FEEDS FWD FUSE BLOWN REPLACE
 FUSE, TEST DRAW OK TEST DRIVE OK"

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 20417977 RPR_DT: 4/5/2000 MLSE: 18210 TXN_CD: E83
 MDL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2MELN74W610
 PART_NUM_CAUSE_PREF: P2A2 PRDN_DT: 6/25/97
 PART_NUM_CAUSE_BASE: 0F824 WRTY_START_DT: 8/15/1997
 PART_NUM_CAUSE_SUPP: A TRANS_CD: C06
 DEALER: FOX LINCOLN-MERCURY ENG_CD: CVM
 CUST_CONG_CD: A25 COND_CD: 42 DLR_CD: 10040 ST_PROV_CD: MD CNTRY_SOLD: USA

CUST_TXT: ST STATES CRUISE CONTROL INOP OP 8818A.M.T#P824 A25 42

TECH_TXT1: "DIAG. FOUND DEACTIVATION SWITCH HAS HIGH RESISTANCE 85 OHMS SHOULD READ LESS THAN 1 OHMS REPLACED
 DEACTIVATION SWITCH ON MASTER CYLINDER AND BLEED SYSTEM, WORKS OK"

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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EP02-025 6718

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 20312704 RPR_DT: 3/29/2000 MLGE: 27500 TOL_CD: E83
 MDL_YR: 1987 ASMB_VL_CD: FP VIN_CD: 2MELM07W2V
 PART_NUM_CAUSE_PREF: F2A2 PRODN_DT: 7/28/1987
 PART_NUM_CAUSE_BASE: 9F824 WRTY_START_DT: 8/12/1987
 PART_NUM_CAUSE_SUFF: A TRANS_CD: C/D6
 DEALER: FRED JONES FORD OF OMC ENG_CD: GVN
 CUST_CONC_CD: A27 COND_CD: 42 DLR_CD: 0837 ST_PROV_CD: OK CENTRY_BOLD: USA

CUST_TXT: ", CUST STATES CRUISE CONTROL IS INOP"

TECH_TXT1: 27500 BASE PART NUMBER 9F824 VERIFIED CRUISE CONTROL INOP PERFORMED DRIVE TEST WITH HGS TO VERIFY SPEED CONTROL OPERATION PERFORMED ELBC TEST FOUND HIGH RESISTANCE IN CRUISE DEACTIVATION SWITCH REM.

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

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 1857888 RPR_DT: 1/12/2000 MLGE: 14243 TOL_CD: E83
 MDL_YR: 1987 ASMB_VL_CD: VB VIN_CD: 1UNLM2W0XV
 PART_NUM_CAUSE_PREF: * PRODN_DT: 1/28/1987
 PART_NUM_CAUSE_BASE: 14401 WRTY_START_DT: 8/27/1987
 PART_NUM_CAUSE_SUFF: * TRANS_CD: C/DU
 DEALER: AUTOWAY FORD LINCOLN-MERCURY ENG_CD: GVN
 CUST_CONC_CD: P01 COND_CD: 46 DLR_CD: 4801 ST_PROV_CD: FL CENTRY_BOLD: USA

CUST_TXT: VEHICLE WILL NOT COME OUT OF PARK.

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

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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EP02-025 0711

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18730051 RPR_DT: 1/7/2000 MLGE: 24014 TXM_CD: E63
 MDL_YR: 1997 AWR_VL_CD: FB VIN_CD: 2FALP71W3V7
 PART_NUM_CAUSE_PREF: F2AZ PRODM_DT: 10/01/99
 PART_NUM_CAUSE_BASE: 9F924 WRTY_START_DT: 10/27/1997
 PART_NUM_CAUSE_SUPP: A TRANS_CD: C/DU
 DEALER: S & C FORD ENG_CD: GVN
 CUST_CONC_CD: L63 COND_CD: 06 DLR_CD: 7577 ST_PROV_CD: CA CNTRY_SOLD: USA

CUST_TXT: BRAKE FLUID LEAKING AT MASTER CYLINDER

TECH_TXT1: "24016 9F924 C/D6 300 INSPECT FOR LEAK FOUND LEAK AT SPEED CONTROL DEACTIVATION SWITCH. DISCONNECT HARNESS & DEPRESS BRAKE PEDAL SEVERAL TIMES AND FOUND FLUID LEAKING OUT OF SWITCH. REPLACE SWITCH AND B"

TECH_TXT2: "LEED BRAKE SYSTEM, ROAD TEST OK. MTR924 REPL BRAKE SPEED CONTROL SWITCH."

4 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 19008475 RPR_DT: 12/29/1999 MLGE: 22238 TXM_CD: E63
 MDL_YR: 1997 AWR_VL_CD: FP VIN_CD: 2MELM74W8V7
 PART_NUM_CAUSE_PREF: D822 PRODM_DT: 3/13/1997
 PART_NUM_CAUSE_BASE: 14826 WRTY_START_DT: 10/21/99
 PART_NUM_CAUSE_SUPP: D TRANS_CD: G/D6
 DEALER: KRUG RIVERTOWN MOTORS ENG_CD: GVN
 CUST_CONC_CD: A26 COND_CD: 46 DLR_CD: 9076 ST_PROV_CD: MI CNTRY_SOLD: USA

CUST_TXT: CRUISE INOP

TECH_TXT1: FUSE BURNED HORN AND CRUISE INOP. PINPOINT TEST, DIAGNOS CRUISE. REPLACE FUSE AND TEST SYSTEM.

TECH_TXT2:

4 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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ES02-025 0712

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 10036707 RPR_DT: 11/24/1999 MLSE: 35897 TXN_CD: E83
 DEL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2N6LM74W1V
 PART_NUM_CAUSE_PREF: F80Z PRODN_DT: 5/28/1997
 PART_NUM_CAUSE_BASE: 0C688 WRTY_START_DT: 8/1/1997
 PART_NUM_CAUSE_SUFF: BA TRANS_CD: C/D6
 DEALER: THOMASTON FORD MERCURY INC EMBL_CD: CMV
 CUST_CONC_CD: A25 COND_CD: 25 DLR_CD: 407 ST_PROV_CD: GA CTRY_BOLD: USA

CUST_TXT: CHECK CRUISE IN OP

TECH_TXT1: TEST AND REPLACE CRUISE CONTROL SWITCHES ONE SWITCH SHORTED DAMAGED OTHER

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17484514 RPR_DT: 7/2/1999 MLSE: 44111 TXN_CD: E83
 DEL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1LNLM51W8V
 PART_NUM_CAUSE_PREF: * PRODN_DT: 1/24/1997
 PART_NUM_CAUSE_BASE: 14A006 WRTY_START_DT: 2/1/1997
 PART_NUM_CAUSE_SUFF: * TRANS_CD: C/DU
 DEALER: MEL FARR LINCOLN-MERCURY INC EMBL_CD: CMV
 CUST_CONC_CD: L26 COND_CD: 46 DLR_CD: 10910 ST_PROV_CD: MI CTRY_BOLD: USA

CUST_TXT: 'HARD TO GET OUT OF PARK WHEN STARTING UP CAR NO BRAKE LIGHTS'

TECH_TXT1: 44111 46 BURNED OUT TEST BRAKE LAMPS OPERATION TEST FUSES ALL OK INSPECT SWITCH FOUND SWITCH AND WIRE CIRCUITS 10 L G R & 011 LG BURNED REPLACED CONNECTER 2002 AND WIRE TERMINAL HARNESS 14A006 RETEST

TECH_TXT2: ALL NORMAL AT THIS TIME

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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8882-825 8713

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 15786348 RPR_DT: 10/11/1998 MILEGE: 28482 TRN_CD: E88
 MDL_YR: 1987 AWS_VL_CD: FP VIN_CD: 2MELM76W4V7
 PART_NUM_CAUSE_PREP: P2AZ PRODN_DT: 4/22/1987
 PART_NUM_CAUSE_BASE: 0F924 WRTY_START_DT: 8/8/1987
 PART_NUM_CAUSE_SUPP: A TRANS_CD: C/D8
 DEALER: WITT LINCOLN MERCURY ENG_CD: C/VN
 CUST_CONG_CD: N80 COND_CD: 42 DLR_CD: 10474 ST_PROV_CD: CA CNTRY_BOLD: USA

CMT_TXT: "CUST STATED LOUD CLICK NOISE WHEN BRKING, CLICK CLICK NOISE N11"

TECH_TXT1: SPEED CONTROL DEACTIVATION SWITCH HAS INTERNAL FAILURE FEEDING BACK THROUGH STOP LAMP CIRCUIT
 CC42 REPLACE CRUISE CONTROL SWITCH ROAD TEST CONCERN GONE

TECH_TXT2:

AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 16028878 RPR_DT: 5/27/1999 MILEGE: 18830 TRN_CD: E88
 MDL_YR: 1987 AWS_VL_CD: FP VIN_CD: 2MELM76W4V7
 PART_NUM_CAUSE_PREP: P2AZ PRODN_DT: 7/23/1987
 PART_NUM_CAUSE_BASE: 0F924 WRTY_START_DT: 8/18/1987
 PART_NUM_CAUSE_SUPP: A TRANS_CD: C/D8
 DEALER: MARGATE LINCOLN MERCURY INC ENG_CD: C/VN
 CUST_CONG_CD: A25 COND_CD: 42 DLR_CD: 19836 ST_PROV_CD: FL CNTRY_BOLD: USA

CMT_TXT: A25 CRUISE CONTROL INOP

TECH_TXT1: 19836 CC 42 0F924 W/VERIFIED CRUISE CONTROL INOP. FOUND FUSE BLOWN. REPLACED FUSE. PERFORMED
 PINPOINT TEST. FOUND SPEED CONTROL DEACTIVATION SWITCH SHORTING OUT. REPLACED SWITCH. ROAD TEST.
 M1 TM

TECH_TXT2: E TO REPLACE SWITCH

AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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8082-825 8714

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1000775 RPR_DT: 02291988 INLGE: 2207 TXN_CD: E83
 MDL_YR: 1987 AWS_VL_CD: FP VIN_CD: 2MELM70N6V
 PART_NUM_CAUSE_PREP: F8A2 PRODN_DT: 2/10/1987
 PART_NUM_CAUSE_BASE: DC735 WRTY_START_DT: 5/13/1987
 PART_NUM_CAUSE_SUPP: AA TRANS_CD: CDS
 DEALER: PAGAN-LEWIS MOTORS INC ENR_CD: CVM
 CUST_CONC_CD: A25 COND_CD: 25 DLR_CD: 11413 ST_PROV_CD: TX CTRY_BOLD: USA

CUST_TXT: CUST STATES THE CRUISE CONTROL DOESNT WORK

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

TECH_TXT2:

0 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18574308 RPR_DT: 0114/1988 INLGE: 83516 TXN_CD: E88
 MDL_YR: 1987 AWS_VL_CD: Y8 VIN_CD: 1LHJH8T1W0V
 PART_NUM_CAUSE_PREP: XN72 PRODN_DT: 1/21/1987
 PART_NUM_CAUSE_BASE: 90002 WRTY_START_DT: 4/31/1987
 PART_NUM_CAUSE_SUPP: AA TRANS_CD: CDS
 DEALER: BORMAN MOTOR COMPANY ENR_CD: CVM
 CUST_CONC_CD: A25 COND_CD: 42 DLR_CD: 20428 ST_PROV_CD: MN CTRY_BOLD: USA

CUST_TXT: "A25, CUSTOMER STATES CRUISE CONTROL IS INOP CHECK AND ADVISE"

TECH_TXT1: "VERIFIED CONCERN. SPEED CONTROL INOP. RUN NG5 TESTER. RUN SERVO TEST, BOD SWITCH. TRACED PROBLEM
 TO BRAKE CUT OFF SWIT CH SHORT TO GROUND. REPLACED BRAKE CUT OFF SWITCH, OPERATION NORMAL. CLEAR
 CODES."

TECH_TXT2: TECH 43 2418

0 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18221304 RPR_DT: 8/21/1999 MILGE: 29853 TXN_CD: 533
 MOD_YR: 1997 AWR_VL_CD: FP VIN_CD: 2N6LM75W3V
 PART_NUM_CAUS_PREF: F2AZ PRODN_DT: 11/15/1998
 PART_NUM_CAUS_BASE: 9F924 WRTY_START_DT: 12/5/1998
 PART_NUM_CAUS_SUFF: A TRANS_CD: CDU
 DEALER: "BROWNS SALES & LEASING, INC." ENG_CD: CVM
 CUST_CONC_CD: A26 COND_CD: 42 DLR_CD: 2048 ST_PROV_CD: IA CENTRY_BOLD: USA

CUNT_TXT: CRUISE CONTROL NOP

TECH_TXT1: "CHECK CRUISE NOP, PINPOINT TESTS FOR CRUISE. T RIED DIFFERENT SERVO, WORKS INTERMITTENTLY. CALL ED
 HOTLINE, CHECK PIN S UNDER LOAD. BRAKE DEACT IVATION SWITCH NOT WORKING SOMETIMES. INSTALLED SWIT
 TECH_TXT2: "CH. ROAD TEST DID NOT WORK, CHECK. REPAIRED WIRE ENDS, NO CONNECTION. THANKS, JERMOE"

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18170055 RPR_DT: 5/24/1999 MILGE: 41300 TXN_CD: E81
 MOD_YR: 1997 AWR_VL_CD: FB VIN_CD: 2FALP71W9V
 PART_NUM_CAUS_PREF: * PRODN_DT: 2/13/1997
 PART_NUM_CAUS_BASE: 14526 WRTY_START_DT: 3/28/1997
 PART_NUM_CAUS_SUFF: * TRANS_CD: CDU
 DEALER: CROWN FORD ENG_CD: CVM
 CUST_CONC_CD: L28 COND_CD: 48 DLR_CD: 6846 ST_PROV_CD: TN CENTRY_BOLD: USA

CUNT_TXT: "WONT COME OUT OF PARK,BRAKE LIGHTS NOP,CC L28"

TECH_TXT1: 14526 48 OK FUSES OK POWER BETWEEN MULTIFUNCTION SWITCH AND BOO SWITCH REPLACED 15AMP FUSE

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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EP02-026 0710

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 14157405 RPR_DT: 8/24/1999 MILSE: 30870 TXN_CD: E83
 MDL_YR: 1987 AWR_VL_CD: VB VIN_CD: 1LNJA861W1V
 PART_NUM_CAUSE_PREF: F0AZ PRODM_DT: 5/21/1997
 PART_NUM_CAUSE_BASE: 13480 WRTY_START_DT: 7/7/1997
 PART_NUM_CAUSE_SUFF: A TRM_CD: C0U
 DEALER: BOB WILLIAMS LINC INC ENG_CD: C7N
 CUST_CONG_CD: A25 CONG_CD: 42 DLJ_CD: 12010 ST_PROV_CD: TN CTRY_BOLD: USA

CUST_TXT: CRUISE CONTROL NOT WORKING

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

TECH_TXT2:

AWI Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17707409 RPR_DT: 7/21/1999 MILSE: 21491 TXN_CD: E83
 MDL_YR: 1997 AWR_VL_CD: FP VIN_CD: 2NHLM76W1V
 PART_NUM_CAUSE_PREF: C0ZZ PRODM_DT: 10/10/1998
 PART_NUM_CAUSE_BASE: 14026 WRTY_START_DT: 5/16/1997
 PART_NUM_CAUSE_SUFF: F TRM_CD: C0U
 DEALER: MUELLER LINCOLN-MERCURY ENG_CD: C7N
 CUST_CONG_CD: P01 CONG_CD: 46 DLJ_CD: 10532 ST_PROV_CD: WI CTRY_BOLD: USA

CUST_TXT: WONT SHIFT OUT OF PARK

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

TECH_TXT2:

AWI Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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ES02-025 0717

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 23104889 RPR_DT: 4/11/2001 MILE: 4285 TXL_CD: E88
 MDL_YR: 1987 AWS_VL_CD: VB VIN_CD: 1UNLM82W1V
 PART_NUM_CAUSE_PREP: F0YY PRODN_DT: 2/22/1987
 PART_NUM_CAUSE_BASE: 14K147 WKTY_START_DT: 5/13/1987
 PART_NUM_CAUSE_SUFF: B TRANS_CD: C0U
 DEALER: SIGNATURE LINCOLN-MERCURY ENR_CD: C/VN
 CUST_CONC_CD: A25 COND_CD: 46 DLJ_CD: 12738 ST_PROV_CD: NV CNTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL WONT ENGAGE MOST TIMES SOPART HERE

TECH_TXT1: BURNED OUT SPEED CONTROL TEST THIS RO IS A CLAIM DELAY TO RO 80888 WHERE PARTS
 WERE ORDERD

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17060285 RPR_DT: 7/14/1998 MILE: 17296 TXL_CD: E88
 MDL_YR: 1987 AWS_VL_CD: VB VIN_CD: 1UNLM82W1V
 PART_NUM_CAUSE_PREP: F2YY PRODN_DT: 5/2/1987
 PART_NUM_CAUSE_BASE: 9F824 WKTY_START_DT: 8/11/1987
 PART_NUM_CAUSE_SUFF: A TRANS_CD: C0U
 DEALER: CHARLOTTE COUNTY LINCOLN ENR_CD: C/VN
 MERCU
 CUST_CONC_CD: L83 COND_CD: D1 DLJ_CD: 90387 ST_PROV_CD: FL CNTRY_SOLD: USA

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

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

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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EA82-825 8718

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 14002485 RPR_DT: 12/4/1987 MILE: 14000 TXN_CD: E53
 MOD_YR: 1987 AVE_VL_CD: FB VIN_CD: 2FALP71W0V
 PART_NUM_CAUSE_PREF: D8ZZ PROCD_DT: 1/15/1987
 PART_NUM_CAUSE_BASE: 14828 WRTY_START_DT: 7/11/1987
 PART_NUM_CAUSE_SUFF: D TRANS_CD: CDU
 DEALER: RAY ANDREWS FORD ENG_CD: CYN
 CUST_CONG_CD: A05 COND_CD: 46 DLR_CD: 7858 ST_PROV_CD: CA CNTRY_BOLD: USA

CUST_TXT: WONT COME OUT OF PARK BRAKE LIGHTS INOP

TECH_TXT1: TEST CRR REPL, BLOWN FUSE INSPECT FOR SHORT NFF POSS SHORT

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17118005 RPR_DT: 8/7/1988 MILE: 28384 TXN_CD: E53
 MOD_YR: 1987 AVE_VL_CD: FB VIN_CD: 2FALP71W0V
 PART_NUM_CAUSE_PREF: F2VY PROCD_DT: 12/10/1988
 PART_NUM_CAUSE_BASE: 8P824 WRTY_START_DT: 12/30/1988
 PART_NUM_CAUSE_SUFF: A TRANS_CD: CDU
 DEALER: PALM BEACH LINCOLN-MERCURY INC ENG_CD: CYN
 CUST_CONG_CD: L83 COND_CD: C8 DLR_CD: 11806 ST_PROV_CD: FL CNTRY_BOLD: USA

CUST_TXT: L83 CUSTOMER STATES BRAKE FLUID LEAKING FROM MASTER CYLINDER SWITCH.

TECH_TXT1: 28388 LEAKING PRESSURE SWITCH SIDE OF MASTER CYL W/ F PRESSURE TESTED FOUND LEAKING SWITCH REPLACED
 SWITCH 8P824 ROAD TESTED AGAIN NO MORE LEAK

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18010448 RPR_DT: 12/20/1998 MLSE: 20211 TDM_CD: E83
MIL_YR: 1997 AWE_VL_CD: FP VIN_CD: 2MELM74W0V
PART_NUM_CAUSE_PIMP: XN7Z FROM_DT: 9/23/1998
PART_NUM_CAUSE_BASE: 9G682 WRTY_START_DT: 10/30/1998
PART_NUM_CAUSE_BUFF: AA TRANS_CD: C0U
DEALER: "BOB RIDINGS LINCOLN-MERCURY, I" ENG_CD: C1V
CUST_CONC_CD: A25 COND_CD: X2 DLB_CD: 12802 ST_PROV_CD: L ENTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL DOES NOT OPERATE PROPERLY

TECH_TXT1: "PINPOINT TEST FOUND DEACTIVATION SWITCH LEAKING, SHORTING OUT CONNECTOR ALSO FOUND SERVO NOT WORKING PROPERLY"

TECH_TXT2:

AWE Duplicate Report (V/N):

Duplicate of VOQ (V/N):



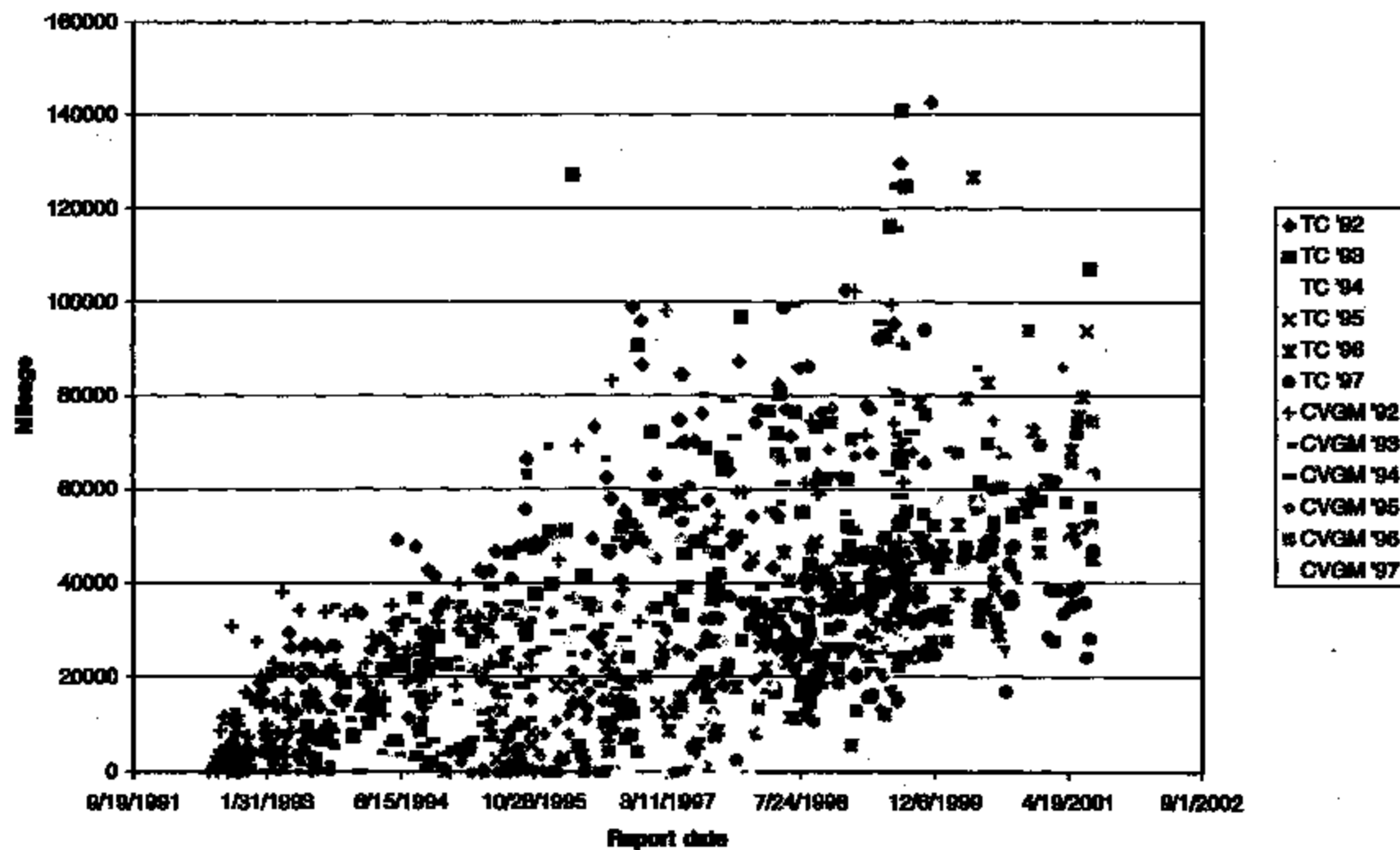
— 248-7485

EA0Z-02J

EA02-02J 0014



AWS claims by MY



**Lincoln Town Car
Crown Victoria/Grand Marquis
Brake Pressure Activated
Speed Control Deactivation Switch Concern
October 23, 2001**

Field Data Findings

- | | |
|------------------------------------|----------------|
| ▪ Baton Rouge reports - 7 vehicles | K. Christensen |
| ▪ Customer side of CQIS | K. Christensen |
| ▪ VOQ | K. Christensen |
| ▪ Field-return parts | F. Porter |

NHTSA Recall Query

Kris Christensen

- 58dean (16) complaints received
 - o 1992-1994 Lincoln Town Car - 14
 - o 1993 Ford Crown Victoria - 1
 - o 1992 Mercury Grand Marquis - 1
 - o (12) of (16) confirmed as having build dates beyond the scope of the Ford 90S15 recall
- Response due December 5, 2001

Supplier

Kris Christensen

- Present position/attitude
- Future supply

Next Steps/Course of Action

AB

Baton Rouge Fire Department Incidents

MY and Car Line	Investigation Group	Vehicle Build Date	Switch Build Date	Remarks
1993 Town Car	June 2001	Mar 1992	Not avail.	Within 00816 population
1992 Grand Marquis	Aug 2001	Mar 1992	Not avail.	Within 00816 population
1992 Grand Marquis	Aug 2001	Apr 1992	Not avail.	Within 00816 population
				Not a recent incident. It was identified in a 1995 fire department report.
1993 Town Car	June 2001	Jan 1993	Not avail.	Outside 00816 population
1993 Town Car	June 2001	May 1993	Apr 1993	Outside 00816 population
1993 Town Car	Aug 2001	Mar 1993	Jan 1993	Outside 00816 population
				Fuel pump had been replaced at a non-Ford service location. Brake light/deactivation switch circuit 15A fuse had been replaced with a 25A fuse.
1993 Town Car	June 2001	Jul 1993	Not avail.	Vehicle and parts not available. Vehicle build date identified by VIN provided by Baton Rouge

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

Georgia Investigator - Switch Review

MY and Vehicle Line	Remarks
1984 F-series	Brake fluid leakage into the switch contact cavity. Corrosion noted. Contacts had arced. Heat damage to plastic switch housing (melting/charring). No indication of open flame.
1988 F-series	Brake fluid leakage into the switch contact cavity. Corrosion noted. Contacts had arced. Heat damage to plastic switch housing (melting/charring). No indication of open flame.
1995 Bronco	Brake fluid leakage into the switch contact cavity. Corrosion noted. Contacts had arced. Heat damage to plastic switch housing (melting/charring). No indication of open flame. Indicated that the brake lights had recently been serviced. Unknown whether any changes were made to the circuit fuse.

Cruise Distribution VOD Categories

		Total Count	Open	Medium	Great	Altogether	Excellent	7-8/10	6/10	5/10	4/10	3/10	2/10	1/10	0/10	None	Not US	Wishes	Other
207	Source																		
1000																			
	Wish	10	2	1															
	Wish	10	2	1															
	Wish	10	2	1															
1000																			
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	Wish	10	2	1															

3-Oct-01

Cruise Deactivation VOO Concerns for all Truck lines

F Series	150	250	350	450	650
1992					
Switch					
Under Hood	1	1			
Unknown	5				
1993					
Switch					
Under Hood	1				
Unknown	4				
1994					
Switch	1				
Under Hood	1	2			
Unknown	5	1			
1995					
Switch	1				
Under Hood	2	2	2		
Unknown	1		1		
1996					
Switch					
Under Hood	2	1	1		
Unknown	2				
1997					
Switch					
Under Hood	4	1			

E Series	150	250	350	450
1992				
Switch				
Under Hood	3		1	
Unknown			1	
1993				
Switch				
Under Hood				
Unknown	1			
1994				
Switch				
Under Hood				
Unknown	1		1	
1995				
Switch				
Under Hood				
Unknown			1	
1996				
Switch				
Under Hood				
Unknown	1			
1997				
Switch				
Under Hood				

EMD-625 1045

Unknown	4				
1998					
Switch					
Under Hood	2				
Unknown					
1999					
Switch					
Under Hood	2				
Unknown					
2000					
Switch					
Under Hood	2	1	1		
Unknown	1				
2001					
Switch					
Under Hood			1		
Unknown					
2002					
Switch					
Under Hood					
Unknown					

Unknown				
1998				
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Switch				
Under Hood				
Unknown				

248-354-7485

Clipsheet

27-Aug-2001



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[E-Commerce](#) | [Ford](#) | [Product Reviews](#) | [Automotive News](#) | [Business & Economy](#) | [Governmental](#) |

Fire Department: Ford fires start in parked cars

Associated Press 26-Aug-2001

BATON ROUGE, La. (AP) — Fires broke out last week in two Ford Motor Co. vehicles that had been parked for hours, and in seven Ford cars over the past seven months, the Baton Rouge Fire Department says.

A man sleeping in a 1992 Mercury Grand Marquis that caught fire last week escaped injury only because "someone walked by and said, 'Your car's on fire,'" department spokesman Barry Mounce said.

Ford spokesman Mike Vaughn said there is no pattern to the fires, which broke out in the front left-hand side of the cars. The models involved were 1992, 1993 or 1994 Lincoln Town Cars, Mercury Grand Marquis or Ford Crown Victorias.

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

No one has been injured in the Baton Rouge fires, the first of which occurred in June.

All seven cars had been parked for several hours when the fires broke out, and most of the resulting fires damaged homes or other cars, Mounce said.

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

Mounce said he believes a pattern has developed and that he hopes Ford's investigation produces information that may save lives and property. "Since it happens when the car is parked, it's a higher potential for someone to be in a house next door and get hurt," Mounce said.

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

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

Six of cars that burned this year in Baton Rouge were not part of the recall. Ford sent investigators in June to look at two 1993 Lincoln Town Cars that caught fire. One of those cars was part of the 1999 recall, Vaughn said.

Vaughn said in June that owners of recalled vehicles were mailed many notices.

Investigators came to Baton Rouge twice to look at the other Town Car, which was not part of the recall. Vaughn said they have not been able to figure out what started that fire.

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

Topic: (S) Ford Somewhat Unfavorable

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Ford Global Clipsheet

Clipsheet

27-Aug-2001



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Topic: **35 0 00** Ford Somewhat Unfavorable

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CQIS Customer Side

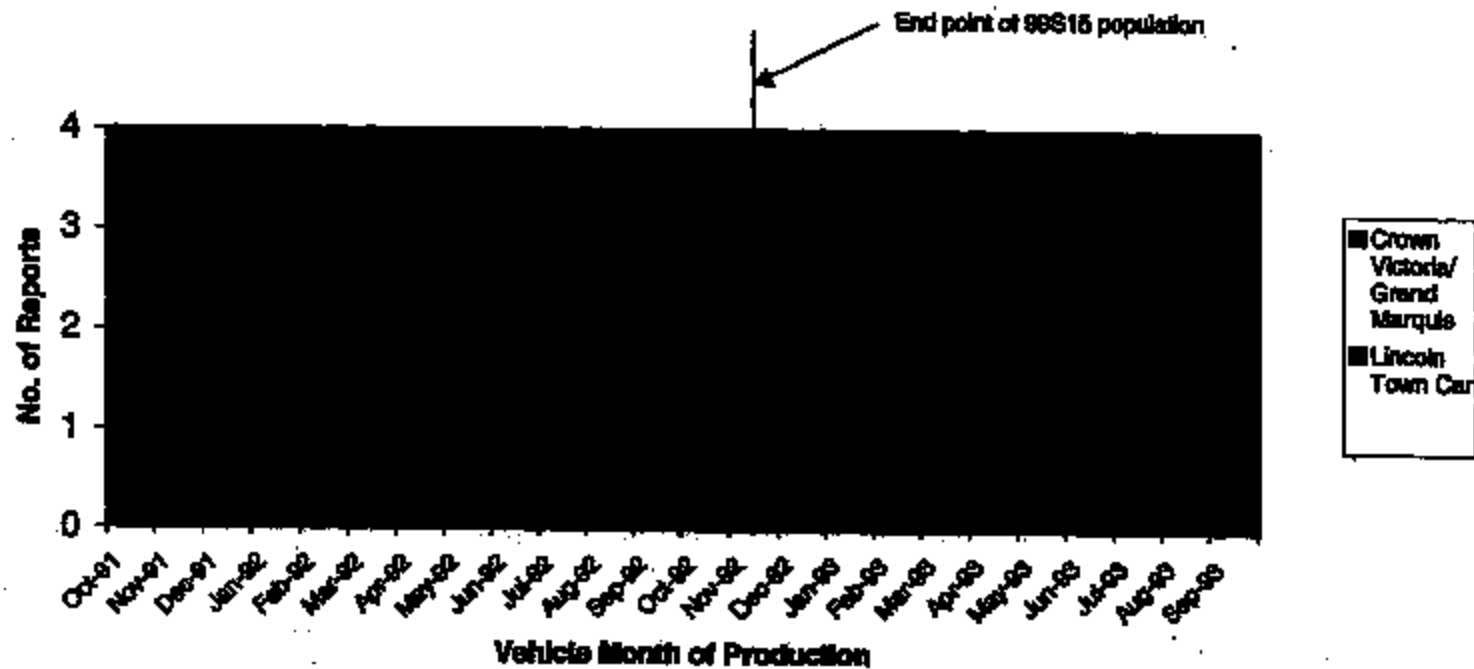
October 22, 2001

Vehicle Line		Model Year											Volume Totals
		1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	
Town Car	Count	90	15	4	4	3	3						629,745
	Volume	81,125	118,040	117,448	111,398	93,518	108,120						
	Rate	1.1084	0.1271	0.0341	0.0366	0.0320	0.0277						
Crown Victoria/ Grand Marquis	Count	38	8	9	0	3	8						570,430
	Vol - CV	36,509	98,857	101,535	100,852	108,221	123,949						
	Vol - GM	8972	89,829	102,441	101,784	103,787	140,000						
	Rate	0.4085	0.0423	0.0147	0.0000	0.0142	0.0228						
Volume Total												1,798,087	

*Search Code 7 04 1 45 Unk. Source Fire/Smoke Visible Flame Under hood
CQIS coding does not allow location specific information as to the cause a fire.

Rates = Occurrences/1000

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



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					
Broomline / Club Wagon	X Frame up	X Frame up	5 MastC up	X MastC down	X MastC down	X 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	X MastC up						
Escape*										5	5
Bayliner				5	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	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				
Windstar				4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down
Capri			8								

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

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

	Ford P/N	TI P/N	Act (psi)	Rel (psi)	Base	Flareport	Thread	
1	F2VC-9F924-AB	77FBL2-1	90-160	20	Brown	J512	3/8-24M	Snap
2	F6LC-9F924-AA	77FBL2-3	200-300	40	Black	J512	3/8-24M	Snap
3	F2AC-9F924-AA	77FBL3-1	90-200	20	Natural	J512	3/8-24M	Quiet
4	F58A-9F924-AA	77FBL3-2	90-160	20	Grey	J512	3/8-24M	Quiet
5	F3TA-9F924-CA	77FBL3-3	200-300	40	Red	J512	3/8-24M	Snap
6	94DA-9F924-AA	77FBL4-1	90-160	20	Natural	O-ring	M10x1.0M	Quiet
7	F3DC-9F924-AA	77FBL5-2	90-160	20	Natural	Snubber	3/8-24M	Quiet
8	94JA-9F924-AB	77FBL6-1	90-160	20	Grey	O-ring	3/8-24M	Quiet

1.
 SERVICE PART: F2VY- 9F924-A SW ASY-SPD CONT DEACT
 ENGINEERING PART: F2VC 9F924 AB ORIGIN: WERS

YEAR	Quantity
2002	0
2001	1916
2000	1408
1999	1898
1998	2511
1997	1156
1996	606
1995	408
1994	363
1993	140
1992	20
1991	0

ENG PART: F2VC 9F924 AB ORIGIN: WERS REGION: N USG STAT: _
 Eng Name: SW ASY-SPD CONT DEACT PF: _ PTO: _ VL: _
 Svc Part: F2VY- 9F924-A Replaces: Y Is Replcd: N USG IND: _

P	In	Out	t	V1	Yr	Yr	Feature Descriptions	Feature Descriptions
A	FB	92	93				CROWN VIC (EN53/EN114)	
A	FP	92	93				GRAND MARQ (EN53/EN114)	
A	VB	92	93				TOWN CAR (FN36/FN116)	
C	DA	94	95				TAURUS	
C	FB	92	94				CROWN VIC	4 SPD AUTO TRANS NAAC ACDE
							LESS ANTI-SPIN TRACTION BRAKES	SPEED CONTROL
C	FB	92	94				CROWN VIC	4 SPD AUTO TRANS NAAC ACDE
							ANTI-SPIN TRACT BRAKES W/O IVD	SPEED CONTROL
C	FB	99					CROWN VIC	
C	FP	92	94				GRAND MARQ (EN53/EN114)	4 SPD AUTO TRANS NAAC ACDE
							LESS ANTI-SPIN TRACTION BRAKES	SPEED CONTROL
C	FP	92	94				GRAND MARQ (EN53/EN114)	4 SPD AUTO TRANS NAAC ACDE
							ANTI-SPIN TRACT BRAKES W/O IVD	SPEED CONTROL
C	LA	93	93				MARK	
C	LB	94	95				MARK VIII (FN10)	
C	VB	94	97				TOWN CAR (FN36/FN116)	LIMO CONVERSION PACKAGE
C	VB	93	93				TOWN CAR (FN36/FN116)	LIMO CONVERSION PACKAGE
							4 WHL ANTI-LOCK BRAKES	
C	VB	97	97				TOWN CAR (FN36/FN116)	LIMO CONVERSION PACKAGE
							LESS SPECIAL EQUIPMENT PACKAGE	
C	VB	93	97				TOWN CAR (FN36/FN116)	4 SPD AUTO TRANS NAAC ACDE
							LESS SPECIAL PURPOSE VEHICLE	
C	VB	93	93				TOWN CAR (FN36/FN116)	4 SPD AUTO TRANS NAAC ACDE
							LESS SPECIAL PURPOSE VEHICLE	4 WHL ANTI-LOCK BRAKES
C	VB	92	97				TOWN CAR (FN36/FN116)	4 SPD AUTO TRANS NAAC ACDE
							LIMO CONVERSION PACKAGE	
C	VB	93	97				TOWN CAR (FN36/FN116)	4 SPD AUTO TRANS NAAC ACDE
							LIMO CONVERSION PACKAGE	4 WHL ANTI-LOCK BRAKES
C	VC	98					LINCOLN TOWN CAR	LIMO CONVERSION PACKAGE
C	VC	98	00				LINCOLN TOWN CAR	LIMO CONVERSION PACKAGE
							LESS SPECIAL EQUIPMENT PACKAGE	

2.
 SERVICE PART: F6LE- 9F924-AA SWITCH ASY
 ENGINEERING PART: F6LC 9F924 AA ORIGIN: WERS

YEAR	Quantity	Replaced Part Number	Message
2002	0		
2001	41	F6LE- 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 USG STAT: _
Eng Name: SW ASY-SPD CONT DEACT PT: _ PTO: _ VL: _
Svc Part: F6LE- 9F924-AB (N) Replaces: Y Is Replcd: N USG IND: _
P In Out
t V1 Yr Yr Feature Descriptions Feature Descriptions

C LB 96 98 MARK VIII (FN10)

3.
SERVICE PART: F2AE- 9F924-AA SWITCH ASY
ENGINEERING PART: F2AC 9F924 AA ORIGIN: WERS

YEAR	Quantity	Replaced Part Number	Message
2002	0		
2001	1990	F2AE- 9F924-A	REPLACED
2000	1903		
1999	1528		
1998	269		
1997	98		
1996	21		
1995	50		
1994	52		
1993	115		
1992	192		
1991	0		

ENG PART: F2AC 9F924 AA ORIGIN: WERS REGION: N USG STAT: _
Eng Name: SW ASY-SPD CONT DEACT PT: _ PTO: _ VL: _
Svc Part: F2AE- 9F924-A (N) Replaces: N Is Replcd: Y USG IND: _
P In Out
t V1 Yr Yr Feature Descriptions Feature Descriptions

C FB 95 97 CROWN VIC LESS ANTI-SPIN TRACTION BRAKES
SPD CONTROL
C FB 92 94 CROWN VIC 4 SPD AUTO TRANS HAWA MOON
LESS ANTI-SPIN TRACTION BRAKES SPD CONTROL
C FP 95 97 GRAND MARQ (EN53/EN114) LESS ANTI-SPIN TRACTION BRAKES
SPD CONTROL
C FP 92 94 GRAND MARQ (EN53/EN114) 4 SPD AUTO TRANS HAWA MOON
LESS ANTI-SPIN TRACTION BRAKES SPD CONTROL
C VB 95 97 TOWN CAR (FN36/FN116) LESS ANTI-SPIN TRACTION BRAKES
C VC 98 98 LINCOLN TOWN CAR LESS ANTI-SPIN TRACTION BRAKES

4.
SERVICE PART: F58E- 9F924-AA SWITCH ASY
ENGINEERING PART: F58A 9F924 AA ORIGIN: WERS
SERVICE PART: F58E- 9F924-AA SWITCH ASY
BACKCAST: Y DEMAND GROUP: _

A	YEAR	Quantity	Replaced Part Number	Message
C	2002	0		
	2001	12119	F58E- 9F924-A	REPLACED
	2000	6811		
	1999	4482		
	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: WERS REGION: N USG STAT: _
Eng Name: SW ASY-SPD CONT DEACT PT: _ PTO: _ VL: _
Svc Part: F58E- 9F924-A (M) Replaces: Y Is Replcd: Y USG IND: _
P In Out
t V1 Yr Yr Feature Descriptions Feature Descriptions

T A3 02 WINDSTAR (WIN88/WIN126)
T A3 93 WINDSTAR (WIN88/WIN126) SPEED CONTROL
T A4 WINDSTAR (V229)

5.
SERVICE PART: F3TE- 9F924-BB SWITCH ASY
ENGINEERING PART: F3TA 9F924 CA ORIGIN: WERS
SERVICE PART: F3TE- 9F924-BB SWITCH ASY
BACKCAST: Y DEMAND GROUP: _

A	C	YEAR	Quantity	Replaced Part Number	Message
		2002	0		
		2001	23446	F3TE- 9F924-B	REPLACED
		2000	15917		MULTIPLE
		1999	10645		
		1998	5636		
		1997	3269		
		1996	1785		
		1995	1461		
		1994	1607		
		1993	2694		
		1992	191		
		1991	5		
		1990	0		

ENG PART: F3TA 9F924 CA ORIGIN: WERS REGION: N USG STAT: _
Eng Name: SW ASY-SPD CONTR PP: _ PTO: _ VL: _
Svc Part: F3TE- 9F924-B (M) Replaces: N Is Replcd: Y USG IND: _
P In Out
t V1 Yr Yr Feature Descriptions Feature Descriptions

B F1 95 F-SERIES 350 SERIES
DOAL REAR WHEELS SPEED CONTROL
B F1 95 F-SERIES ALL DISEL ENGINES
350 SERIES 168" (4278MM) WHEELBASE
ALL 2 WHEEL DRIVE SINGLE REAR WHEELS
SPEED CONTROL
B F1 95 F-SERIES ALL GAS/GASEOUS ENGINES
250 SERIES ALL 2 WHEEL DRIVE
SINGLE REAR WHEELS SPEED CONTROL
B F1 95 F-SERIES ALL GAS/GASEOUS ENGINES
350 SERIES ALL 2 WHEEL DRIVE
SINGLE REAR WHEELS SPEED CONTROL
B F7 F-SERIES OVER 8500 GPM SPEED CONTROL
B R3 01 RAMMER/MAEDA B2000 LESS AMPI-LOCK BRAKES
H FC F650/750 SERIES ALL GAS/GASEOUS ENGIN-HVY TRUCK
H FC 01 F650/750 SERIES ALL 7.3L NAVISTAR ENGINES
HYDRAULIC-SPLIT BRK SYS
T B1 93 93 BROWNCO 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) STRIPPED CHASSIS
COMMERCIAL CHASSIS APPLICATION SPEED CONTROL

T E2 94 96	ECONOLINE (VN58) SINGLE REAR WHEELS	CUTAWAY SPEED CONTROL
T E2 94 96	ECONOLINE (VN58) DUAL REAR WHEELS	CUTAWAY SPEED CONTROL
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 E4 00	ECONOLINE LESS SPEED CONTROL	150 SERIES
T E4 98 00	ECONOLINE SPEED CONTROL	150 SERIES
T E4 98 98	ECONOLINE ALL REG/EXTENDED VANS/WAGONS	250 SERIES SPEED CONTROL
T E4 99	ECONOLINE SPEED CONTROL	350 SERIES
T E4 98 98	ECONOLINE ALL REG/EXTENDED VANS/WAGONS SPEED CONTROL	350 SERIES SINGLE REAR WHEELS
T E4 97 98	ECONOLINE	SUPER DUTY SERIES
T E4 00 00	ECONOLINE ALL REG/EXT VANS/WAGONS/CUTAWAY	250 SERIES LESS SPEED CONTROL
T E4 99 99	ECONOLINE ALL REG/EXT VANS/WAGONS/CUTAWAY	250 SERIES SPEED CONTROL
T F1 93 93	F-SERIES	SPEED CONTROL
T F1 94 97	F-SERIES DUAL REAR WHEELS	350 SERIES SPEED CONTROL
T F1 96 97	F-SERIES SPEED CONTROL	SUPER DUTY SERIES
T F1 94 97	F-SERIES 350 SERIES ALL 2 WHEEL DRIVE SPEED CONTROL	ALL DIESEL ENGINES 168" (427MM) WHEELBASE SINGLE REAR WHEELS
T F1 94 97	F-SERIES 250 SERIES SINGLE REAR WHEELS	ALL GAS/GASOLINE ENGINES ALL 2 WHEEL DRIVE SPEED CONTROL
T F1 94 97	F-SERIES 350 SERIES SINGLE REAR WHEELS	ALL GAS/GASOLINE ENGINES ALL 2 WHEEL DRIVE SPEED CONTROL
T F2	F-SERIES (MEXICO) SPEED CONTROL	SUPER DUTY SERIES
T F5 00	F-SERIES UNDER 8500 GVW SPEED CONTROL	POWER 4-WHEEL DISC
T F5 00	F-SERIES UNDER 8500 GVW HARLEY DAVIDSON VERSION PACK NASCAR PACKAGE SPEED CONTROL	LESS VERSION PACKAGES LARIAT VERSION PACK POWER 4-WHEEL DISC
T F5	F-SERIES UNDER 8500 GVW HARLEY DAVIDSON VERSION PACK POWER 4-WHEEL DISC	LESS VERSION PACKAGES LARIAT VERSION PACK SPEED CONTROL
T F5 02	F-SERIES UNDER 8500 GVW HARLEY DAVIDSON VERSION PACK KING RANCH VERSION SPEED CONTROL	LESS VERSION PACKAGES LARIAT VERSION PACK POWER 4-WHEEL DISC
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 SPEED CONTROL	150 SERIES
T F5 00	F-SERIES UNDER 8500 GVW POWER FRT DISC/REAR DRUM	150 SERIES LESS SPEED CONTROL
T F5 00	F-SERIES UNDER 8500 GVW POWER FRT DISC/REAR DRUM	150 SERIES SPEED CONTROL
T F5 99	F-SERIES UNDER 8500 GVW POWER 4-WHEEL DISC	150 SERIES LESS SPEED CONTROL
T F5 99	F-SERIES UNDER 8500 GVW POWER 4-WHEEL DISC	150 SERIES SPEED CONTROL
T F5 99 99	F-SERIES UNDER 8500 GVW LESS VERSION PACKAGES	150 SERIES LARIAT VERSION PACK

		SPORT VERSION PACK	POWER 4-WHEEL DISC
		SPEED CONTROL	.250 SERIES
T P5 00		F-SERIES UNDER 8500 GVW	LESS SPEED CONTROL
		POWER FRT DISC/REAR DRUM	MOD 5.4L 2V SOHC SPI V8 GAS
T P5 00		F-SERIES UNDER 8500 GVW	TOTAL PERFORMANCE PACKAGE
		4 SP AUTO TRANS NAAD 4R100 HD	4 WHL ANTI-LOCK BRAKES
		POWER 4-WHEEL DISC	
T N1 02 02		LINCOLN BLACKWOOD	MAZDA SERIES
T R2 93 94		RANGER/MAZDA B2000	ALL GAS/GASEOUS ENGINES
		SPEED CONTROL	HEAVY DUTY PAYLOAD SUSPENSION
T R3 99		RANGER/MAZDA B2000	
		STANDARD DUTY SUSPENSION	ALL GAS/GASEOUS ENGINES
		SPEED CONTROL	STD DUTY TORSION BAR SUSP
T R3 01 03		RANGER/MAZDA B2000	
		HEAVY DUTY PAYLOAD SUSPENSION	ALL GAS/GASEOUS ENGINES
		STD DUTY COIL SPRING SUSP	STD DUTY TORSION BAR SUSP
T R3 99 00		RANGER/MAZDA B2000	
		HEAVY DUTY PAYLOAD SUSPENSION	ALL GAS/GASEOUS ENGINES
		STD DUTY COIL SPRING SUSP	STD DUTY TORSION BAR SUSP
T R3 03		RANGER/MAZDA B2000	
		ALL AUTOMATIC TRANSMISSIONS	ALL GAS/GASEOUS ENGINES
		STD DUTY TORSION BAR SUSP	HEAVY DUTY PAYLOAD SUSPENSION
			STD DUTY COIL SPRING SUSP
T R1 03		EXPLORER SPORT TRAC	SPEED CONTROL
T R1 01		EXPLORER SPORT TRAC	2 DOOR WAGON
T U3 98 98		EXPLORER/MOUNTAINEER	SPEED CONTROL
		ALL LEFT HAND DRIVE	5.0L OHV SPI NA V8 GAS*MP
T U3 98 98		EXPLORER/MOUNTAINEER	5.0L OHV SPI NA V8 GAS*MP
T U3 97		EXPLORER/MOUNTAINEER	
		LESS SPEED CONTROL	5.0L OHV SPI NA V8 GAS*MP
T U3 97 97		EXPLORER/MOUNTAINEER	
		SPEED CONTROL	ALL 6 CYLINDER GAS ENGINES
T U3 98 01		EXPLORER/MOUNTAINEER	
		4 DOOR WAGON	ALL 6 CYLINDER GAS ENGINES
T U3 98 98		EXPLORER/MOUNTAINEER	ALL LEFT HAND DRIVE
		4 DOOR WAGON	ALL AUTOMATIC TRANSMISSIONS
T U3 03		EXPLORER/MOUNTAINEER	
		LESS ANTI-SPIN TRACTION BRAKES	ALL AUTOMATIC TRANSMISSIONS
T U5 02 02		EXPLORER/MOUNTAINEER	
		2002 JOB #1 PROGRAM CONTROL	ALL AUTOMATIC TRANSMISSIONS
T U5 02 02		EXPLORER/MOUNTAINEER	LESS ANTI-SPIN TRACTION BRAKES
		2002 1/2 JOB #1 PROGRAM CONTROL	
T U7 03		EXPLORER SPORT	SPEED CONTROL
T U7 01		EXPLORER SPORT	ANTI-SPIN TRACT BRAKES W/O IVD
T U8 03		LINCOLN AVIATOR	RECREATIONAL STRIPPED CHASSIS
T Y1 93 97		F-STRIPPED CHASSIS (T11)	20,500 LB. GVW
T Y3 01		F-STRIPPED CHASSIS (P131)	
		22000 LB. GVW	RECREATIONAL STRIPPED CHASSIS
T Y3 01		F-STRIPPED CHASSIS (P131)	
		20,500 LB. GVW	

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

INVALID PART NUMBER

7. SERVICE PART: F3DE- 9F924-A _____ SW ASY-SFD CONT DEACT
ENGINEERING PART: F3DC 9F924 AA _____ ORIGIN: _____ WHERE

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

A	YEAR	Quantity	Replaced Part Number	Message
C	2002	0		
	2001	271		

2000	229
1999	206
1998	151
1997	145
1996	120
1995	78
1994	20
1993	119
1992	5
1991	0

ENG PART: F3DC 9F924 AB ORIGIN: WERS REGION: N USG STAT: -
 Eng Name: SW ASY-SFD CONT DEACT PT: PTO: VL: -
 Svc Part: F3DC- 9F924-A (N) Replaces: N Is Replcd: Y USG IND: -

P In Out
 t V1 Yr Yr Feature Descriptions Feature Descriptions

 C DA 93 95 TAURUS
 C DA 92 95 TAURUS SHO 3.2L, DMC EFI NA V6 GAS
 C DM 95 95 SABLE

8.
 SERVICE PART: F4JY- 9C837-A SWITCH ASY SFD CTRL
 ENGINEERING PART: 94JA 9F924 AB ORIGIN: PAPD

End Obs: 03/23/01 Svc Disp: U
 Obs Not: 03/23/01
 Obs Eff: 03/27/01
 Eff In: 07/01/93
 Eff Out: 05/31/94

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

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

ENG PART: 94JA 9F924 AB ORIGIN: PAPD REGION: N USG STAT: -
 Eng Name: SWITCH ASY SFD CTRL PT: PTO: VL: -
 Svc Part: F4JY- 9C837-A Replaces: N Is Replcd: N USG IND: -

P In Out
 t V1 Yr Yr Feature Descriptions Feature Descriptions

 4 SA 94 94 CAPRI (IMPORTED/FORD OF AUSTRALI

WKKH531A R1148UAI

List Functions By Part Base

02/01/02 14:17:17

Part: 9F924 PT/VL: Effmt/Date:
 Func Acty: CPSC: C/F: Class:
 History: Prel: Reg: Organizatn:
 Engineer: Color: E Proc: Print:
 Action: (AF,DF,RP,RV) To Notice:
 To Concern: Alert:

Part	Acty	CPSC	Seq	Release	Func	Release
C F2AC 9F924 AA	MC00	060605	000	MC00M00555399134	R P	R 94/08/18
<SW.ASY-SPD.CONT.DEACT.....> <.....>						
C F2VC 9F924 AA	MC00	060605	000	MC00M10112620000	R F	R 91/02/07
<SW.ASY-SPD.CONT.DEACT.....> <FN36.N/A.2B091;EN53&FN36.N/A.2C320.....>						
C F2VC 9F924 AB	MC00	060605	000	MC00M10971850000	R P	R 99/05/15
<SW.ASY-SPD.CONT.DEACT.....> <SERVICE.TC/FP/FP..N/A.XM73-9G652-AA.....>						
C F2VC 9F924 BA	MC00	060605	000	MC00M10112620000	R P	R 91/02/07
<SW.ASY-SPD.CONT.DEACT.....> <.....>						
C F2VC 9F924 BB	MC00	060605	000	MC00M10640885005	R P	R 98/09/03
<SW.ASY-SPD.CONT.DEACT.....> <.....>						
C F2VC 9F924 BA	MC00	060605	000	MC00M10314615000	R P	R 93/07/30
<SW.ASY-SPD.CONT.DEACT.....> <.....>						

Select Revise=>> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 6=Serv 8=ExtSvc 0=CoLA
 F5=Page Back

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WWH551A R11480A1

List Functions By Part Base

02/01/02 14:17:59

Part: 9F924 PT/VL: EffPat/Date:
 Func Acty: CPSC: C/F: Class:
 History: Prel: Reg: Organizatn:
 Engineer: Color: M Proc: Print:
 Action: (AP,DP,RP,RV) To Notice:
 To Concern: Alert:

Sel	C/F	Part	Acty	CPSC	Seq	Release	Func	Release	
							S C1	S Date	
-	C	F32A	9F924 AA	ML00	100304	001	ML000H10767282000	R P	R 97/09/19
-	<SW.ASY-SPD.CONTR.DEACT								
-	C	F32A	9F924 CA	ML00	060601	000	ML000H11236171000	R P	R 01/09/21
-	<SW.ASY-SPD.CONTR								
-	C	F32A	9F924 CA	ML00	100304	001	ML000H10807284001	R P	R 98/01/27
-	<SW.ASY-SPD.CONTR								
-	C	F32A	9F924 AA	ML00	100304	001	ML000H10716677000	R P	R 97/03/07
-	<SW.ASY-SPD.CONTR.DEACT								
-	C	F32A	9F924 AB	ML00	100300	000	ML000H10998389000	R S	R 99/10/07
-	<SW.ASY-SPD.CONTR.DEACT								
-	C	F32C	9F924 AA	ML00	060605	000	ML000H10640585150	R P	R 98/09/14
-	<SW.ASY-SPD.CONTR.DEACT								

Select Revise=>> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 5=Serv 6=ExtSrv 0=CofA
 F5=Page Back

(more)

WNRS531A R1148UAL

List Functions By Part Base

02/01/02 14:18:10

Part: 9F924 PT/VL: KffPnt/Date:
 Func Acty: CPSC: C/F: Class:
 History: Prel: Reg: Organizatn:
 Engineer: Color: E Proc: Print:
 Action: (AP, DP, RP, RV) To Notice:
 To Concern: Alert:

Sel	C/F	Part	Acty	CPSC	Seq	Release	Func	Release
							S Cl	S Date
-	C	F6EB 9F924 AB	NU00	031900	000	NU00H10862438001	R 4	R 99/03/12
-		<SW.ASY-SPD.CONT.DEACT.....> <.....>						
-	C	XF1T 9F924 AB	NU00	100300	000	NU00H11065510735	R 2	R 01/04/12
-		<SW.ASY-SPD.CONTR.DEACT.....> <NO.NEXT.ASSEMBLIES.....>						
-	C	XR83 9F924 AB	HA00	100304	000	HA00H11232575000	R 7	R 01/08/08
-		<SW.ASY-SPD.CONT.DEACT.....> <.....>						
-	C	HEF7VC 9F924 AB	MC00	060805	000	MC00H10440585005	R 7	R 98/09/03
-		<SPEC-SWITCH.ASY.SPD.CNTRL.D/> <.....>						
-	F	F3TA 9F924 AB	HL00	100304	000	HL00H10234421000	R 7	R 92/11/09
-		<SW.ASY-SPD.CONT.DEACT.....> <N/R93.E2(C).....>						
-	F	F3TA 9F924 AB	MO00	100301	000	MO00H10328240000	R 7	R 93/09/20
-		<SW.ASY-SPD.CONTR.DEACT.....> <ORRPLD.BY.F3TA-CA.....>						

Select Revise=>> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 5=Serv 6=ExtSvc 0=CoFA
 F5=Page Back

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WWMK351A K11480A1

List Functions By Part Base

02/01/02 14:18:18

Part: _____ SF924 _____ PT/VL: _____ EffPnt/Date: _____
 Func Acty: _____ CPSC: _____ C/F: _____ Class: _____
 History: _____ Prel: _____ Reg: _____ Organizatn: _____
 Engineer: _____ Color: B _____ Proc: _____ Print: _____
 Action: _____ (AP,DP,RP,RV) _____ To Notice: _____
 To Concern: _____ Alert: _____

Set C/F Part	Acty CPSC	Seq	Release	Func	Release
S	Cl	S	Date		
F F3TA SF924 AA1	ML00 100302	000	ML00F10120622100	R P	R 93/06/08
<SW.ASY-SPD.CONTR.DEACT.....>	<N/REQ'D.....>				
F F3TA SF924 AA1	ML00 100304	000	ML00I10120622130	R P	R 91/12/10
<SW.ASY-SPD.CONTR.DEACT.....>	<WIN88.....>				
F F3TA SF924 BA	ML00 100304	000	ML00I10234762087	R P	R 95/01/26
<SW.ASY-SPD.CONTR.DEACT.....>	<96.FW96.FW102..B3.....>				
F F3TA SF924 CA	ML00 080603	000	ML00C11201722012	R P	R 01/06/11
<SW.ASY-SPD.CONTR.....>	<HPC.HYD.BR..NAV.....>				
F F3TA SF924 CA	ML00 100301	000	ML00C10910088017	R P	R 00/04/03
<SW.ASY-SPD.CONTR.....>	<TY3.ATT.TO.2C267.....>				
F F3TA SF924 CA	ML00 100301	001	ML00C11156288000	R P	R 00/10/18
<SW.ASY-SPD.CONTR.....>	<E4....DELETED....NOT.REQ'D.....>				

Select Revise=>> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 5=Serv 8=ExtSvc 0=Conf
 F5=Page Back

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WNN551A R11480A1

List Functions By Part Base

02/01/02 14:18:25

Part: 9F924 PT/VL: RffPnt/Date:
 Func Acty: CPSC: C/F: Class:
 History: Prel: Reg: Organizatn:
 Engineer: Color: M Proc: Print:
 Action: (AP, DP, RP, RV) To Notice:
 To Concn: Alert:

Part	Acty	CPSC	Seq	Release	Func	Release
9F924 CA	ML00	100304	000	ML00010220051002	R P	R 93/07/13
<SW.ASY-SPD.CONTR.....> <N/R.94..R2,B1(C),F1.....>						
9F924 CA	ML00	100301	000	ML0001022604000	R P	R 98/03/27
<SW.ASY-SPD.CONTR.....> <(TRANSFERRED).....>						
9F924 AA	ML00	060605	000	ML00010736555002	R P	R 97/06/20
<SW.ASY-SPD.CONTR.DEACT.....> <JC-SERVICE.ONLY/REPLACED.BY.FSDS.PART.FOR.P>						
9F924 AA	ML00	100304	000	ML00010426424000	R P	R 94/09/06
<SW.ASY-SPD.CONTR.DEACT.....> <DELETE.FOR.DC.REP..W/.F6DB.....>						
9F924 AO	ML00	060605	000	ML00010174955622	R P	R 92/11/20
<SW.ASY-SPD.CONTR.DEACT.....> <JC.....>						
9F924 AI	ML00	060605	000	ML00010122345439	R P	R 93/06/13
<SW.ASY-SPD.CONTR.DEACT.....> <JC.....REPLACED.....>						

Select Revise=> A=Next Asy C=Copy F=Function M=Notice T=Translate U=Usage
 View=>> R=Trace 1=Dns/Func 2=UCC/Proc 3=Next Asy 4=Func 5=Serv 6=ExtSvc 0=CofA
 F5=Page Back

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WKKNDJIA K11680A1

List Functions By Part Base

02/01/02 14:18:31

Part: _____ 9F924 _____ PT/VL: _____ EffPnt/Date: _____
 Func Acty: _____ CPSC: _____ C/F: _____ Class: _____
 History: _____ Prel: _____ Reg: _____ Organizatr: _____
 Engineer: _____ Color: B _____ Proc: _____ Print: _____
 Action: _____ (AP, DP, RP, RV) _____ To Notice: _____
 To Concn: _____ Alert: _____

Part	Acty	CPSC	Seq	Release	Func	Release
Sel C/F	Part	Acty	CPSC	Seq	Release	S Date
F	F58A	9F924 AA	AN00	100304 000	AN00M11291570000	R P R 01/11/12
<SW.ASY-SPD.CONT.DEACT.....> <A3/A4.WIN126/V229.....>						
F	F58A	9F924 AA	NC00	100304 000	NC00M10784043000	R P R 27/08/19
<SW.ASY-SPD.CONT.DEACT.....> <TRANSFER.FROM.NC00.TO.AN00.....>						
F	F58A	9F924 AA	ML00	100304 000	ML00M10317184001	R P R 25/11/07
<SW.ASY-SPD.CONT.DEACT.....> <AND95.TA3.....>						
F	F58A	9F924 AB1	ML00	100304 000	ML00F10222093000	R P R 22/07/02
<SW.ASY-SPD.CONT.DEACT.....> <N/REQ'D.....>						
F	F58A	9F924 AB	ML00	100304 000	ML00M10285481000	R P R 33/04/05
<SW.ASY-SPD.CONT.DEACT.....> <N/REQ'D..A3....SEE..-AA.....>						
F	F58A	9F924 AB1	ML00	100304 000	ML00F10320384012	R P R 24/09/02
<SW.ASY-SPD.CONT.DEACT.....> <N/R.....>						

Select Revise=>> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=>>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 6=Serv 8=ExtSrv 0=CofA
 F5=Page Back

(more)

Part: 9F924 FT/VL: EffPnt/Date:
 Func Acty: CPSC: C/F: Class:
 History: Prel: Reg: Organ'satn:
 Engineer: Color: M Proc: Print:
 Action: (AP,DP,RP,RV) To Notice:
 To Concrz: Alert:

Sal	C/F	Part	Acty	CPSC	Seq	Release	Func	Release
							S Cl	S Date
-	F	F61B	9F924 AA	MB00	100304	000 MB00H10552303000	R F	R 98/11/21
-			<SW.ASY-SPD.CONT.DEACT.....>			<DC..W/.SPEED.CONTROL.....REPLACED.....>		
-	F	F61B	9F924 AB	MB00	100304	000 MB00H10349007000	R F	R 98/08/05
-			<SW.ASY-SPD.CONT.DEACT.....>			<DC.RHD.W/.SPEED.CONTROL... (NEW. IN. 2000).....>		
-	F	F61B	9F924 AA	MB00	100304	000 MB00H10721853002	R F	R 97/04/15
-			<SW.ASY-SPD.CONT.DEACT.....>			<SD/SP..W/SPEED.....>		
-	F	F61B	9F924 AA	MB00	100304	001 MB00H10552377000	R F	R 96/02/27
-			<SW.ASY-SPD.CONT.DEACT.....>			<LQ.....>		
-	F	F61B	9F924 AA	UK01	100304	001 MB00H10552377000	R F	R 96/02/27
-			<SW.ASY-SPD.CONT.DEACT.....>			<JU.....>		
-	F	F61B	9F924 A1	MB00	100304	000 MB00H10254952155	R F	R 94/01/21
-			<SW.ASY-SPD.CONT.DEACT.....>			<SD/SP.REPLD.BY.A2.....>		

Select Revise=>> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 5=Serv 8=ExtSvc 0=CofA
 F5=Page Back

(More)

WNNH551A K11480A1

List Functions By Part Base

02/01/02 14:18:45

Part: _____ PF924 _____ PT/VL: _____ EffPot/Date: _____
 Func Acty: _____ CPSC: _____ C/F: _____ Class: _____
 History: _____ Prel: _____ Reg: _____ Organizatn: _____
 Engineer: _____ Color: E _____ Proc: _____ Print: _____
 Action: _____ (AP,DP,RP,RV) _____ To Notice: _____
 To Concern: _____ Alert: _____

Rel C/F Part	Acty	CPSC	Seq	Release	Func	Release
S	C1	S	Date			
F F68B 9F924 A2	MB00	100304	000	MB00I10284982217	R P	R 94/07/28
<SW.ASY-SPD.CONT.DEACT.....> <SD/SF.REPLD.BY.F68B-AA.W/SPEED.L.ASS.....>						
F F68B 9F924 A2	MB00	100304	001	MB00I10284982217	R P	R 94/07/28
<SW.ASY-SPD.CONT.DEACT.....> <IQ..(REPLD.BY.F68B-AA).....>						
F F68B 9F924 BA	MB00	100304	000	MB00I10591161000	R P	R 96/04/25
<SW.ASY-SPD.CONT.DEACT.....> <SD/SF..W/SPEED.....>						
F F68B 9F924 AA	MB00	100304	000	MB00I10406900000	R P	R 94/07/07
<SW.ASY-SPD.CONT.DEACT.....> <REPL'D.BY.AB...EH..MUSTANG.W/SPEED.CONTROL...>						
F F68B 9F924 AB	AB00	100304	000	AB00I10888420009	R P	R 98/07/16
<SW.ASY-SPD.CONT.DEACT.....> <EH..MUSTANG.W/SPEED.CONTROL.....>						
F F68B 9F924 AB	MB00	100304	000	MB00I10855706000	R P	R 98/09/18
<SW.ASY-SPD.CONT.DEACT.....> <EH..NEW.IN.99..MUSTANG.W/SPEED.CONTROL.....>						

Select Revise=>> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 5=Serv 8=ExtSvc 0=CofA
 F5=Page Back

(more)

WMH551A K1148UAI

List Functions By Part Base

02/01/02 14:18:53

Part: _____ 9F924 _____ PT/VL: _____ EffPnt/Data: _____
 Func Acty: _____ CPSC: _____ C/F: _____ Class: _____
 History: _____ Prel: _____ Reg: _____ Organizatn: _____
 Engineer: _____ Color: E _____ Proc: _____ Print: _____
 Action: _____ (AP,DP,RP,RV) _____ To Notice: _____
 To Concern: _____ Alert: _____

Sal C/F Part	Acty CPSC	Seq Release	Func	Release
F F8EB 9F924 AB	MB00 100304 001	MB00I10540703494	S C1	S Date=====
<SW.ASY-SPD.CONTR.DEACT.....>	<LQ.....>		R F	R 96/01/08
F F8EB 9F924 AB	MB01 100304 001	MB00I10540703494	R F	R 96/01/08
<SW.ASY-SPD.CONTR.DEACT.....>	<.....>			
F F8EB 9F924 AB	MB00 100304 000	MB00I10289792072	R F	R 94/03/22
<SW.ASY-SPD.CONTR.DEACT.....>	<ZB..MUSTANG.W/SPEED.CONTROL.....>	DELETED.....		
F F8AB 9F924 AA	MB00 100304 000	MB00I10528527000	R D	R 96/06/14
<SW.ASY-SPD.CONTR.DEACT.....>	<DELETED.USH.F8DB.....>			
F F8DB 9F924 AA	MB00 100304 001	MB00E108864108009	R D	R 98/07/18
<SW.ASY-SPD.CONTR.DEACT.....>	<DC/DD/JC/VE/PP/VC.....>			
F F8DB 9F924 AA	MB00 100304 000	MB00I10785853001	R D	R 97/12/16
<SW.ASY-SPD.CONTR.DEACT.....>	<LQ-J..W/.SPEED.CONTROL.S4P98A.VA/VE(NEM.IN2>			

Select Revise=>> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=>>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 6=Serv 8=ExtSvc 0=CofA
 F5=Page Back

(more)

WMNSJIA M11650A1

List Functions By Part Base

02/01/02 14:18:59

Part: 9F924 Pt/VL: Siffnt/Date:
 Func Acty: CPSC: C/F: Class:
 History: Prel: Reg: Organizatn:
 Engineer: Color: M Proc: Print:
 Action: (AP, DP, RP, RV) To Notice:
 To Concern: Alert:

Part	Acty	CPSC	Seq	Release	Func	Release
Sel C/F Part					S Cl	S Date
F F8DB 9F924 AA	MB00	100304	001	MB00M10856420009	R P	R 98/07/10
<SW.ASY-SPD.CONTR.DEACT.....>	<DC/DD/JC/FB/FP/VC.....>					
F F8DB 9F924 AA	UEN1	100386	000	MB00M10785553001	R P	R 97/12/16
<SW.ASY-SPD.CONTR.DEACT.....>	<2U.....>					
F F8DB 9F924 AO	MB00	100304	000	MB00M10577874001	R P	R 96/04/02
<SW.ASY-SPD.CONTR.DEACT.....>	<DC..W/.SPEED.CONTROL.....>					
F XF1T 9F924 AA	MB00	100304	000	MB00M10037017000	R P	R 98/04/08
<SW.ASY-SPD.CONTR.DEACT.....>	<IQ-J..W/.SPEED.CONTROL.S4P98A.VA/VE(NEW.IN2)>					
F XF1T 9F924 AA	MB00	100304	001	MB00M10014740167	R P	R 98/05/19
<SW.ASY-SPD.CONTR.DEACT.....>	<DC/DD/JC/FB/FP/VC.....>					
F XF1T 9F924 AA	UEN1	100304	000	MB00M10064624011	R P	R 98/07/10
<SW.ASY-SPD.CONTR.DEACT.....>	<2U.....>					

Select Revises->> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 6=Serv 8=ExtSvc 0=CofA
 F5=Page Back

(more)

WNH85JLA R11480A1

List Functions By Part Base

02/01/02 14:19:07

Part: 9F924 PT/VL: EffPnt/Data:
 Func Acty: CPSC: C/F: Class:
 History: Prel: Reg: Organizatn:
 Engineer: Color: H Proc: Print:
 Action: (AP,DP,RP,RV) To Notice:

To Concern:	Alert:	Func	Release
Sel C/F Part: 9F924	Acty CPSC= Seq Release=	S C1	S Date=
- F XF1T 9F924 AB	AN00 100304 000 MB00M10907689000	R 2	R 98/11/17
<SW.ASY-SPD.CONTR.DEACT.....>	<LQ-J.W/.SPEED.CONTROL.S4998A.VA/VE(NEW.IN2)>		
- F XF1T 9F924 AB	ML00 080804 000 ML00M10914408000	R 2	R 99/04/09
<SW.ASY-SPD.CONTR.DEACT.....>	<-DELETED-.M1(C).NC02-66490.E02..WITH.S/CONT>		
- F XF1T 9F924 AB	MB00 100304 080 MB00M10780200020	R 2	R 99/10/27
<SW.ASY-SPD.CONTR.DEACT.....>	<T5.R/E.XR83.9F924.AA.....>		
- F XF1T 9F924 AB	MB00 100304 801 MB00M10956420000	R 2	R 98/07/15
<SW.ASY-SPD.CONTR.DEACT.....>	<REVERT.TO.'AA'..DC/ED/JG/FB/FP/VC.....>		
- F XF1T 9F924 AB	DEK1 100304 080 DEK1M10886431027	R 2	R 99/07/09
<SW.ASY-SPD.CONTR.DEACT.....>	<REPLACED.....>		
- F XF1T 9F924 AC	AN00 100304 000 MB00M10956420000	R 2	R 99/06/17
<SW.ASY-SPD.CONTR.DEACT.....>	<FB/FP.W/.SPEED.CONTROL.S4998A.VA/VE(NEW.IN2)>		

Select Revise=>> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=>>> R=Trace 1=Des/Func 2=OCC/Proc 3=Next Asy 4=Func 5=Serv 6=ExtSvc 0=CofA
 F5=Page Back

(more)

WWWB51A K114HUAL

List Functions By Part Base

02/01/02 14:19:15

Part: 9F924 PT/NL: EffPnt/Date:
 Func Acty: CPSC: C/F: Class:
 History: Prel: Reg: Organizatn:
 Engineer: Color: E Proc: Print:
 Action: (AP,DP,RP,RV) To Notice:
 To Concern: Alert:

Sel	C/F	Part	Acty	CPSC	Seq	Release	Func	Release
							S Cl	S Date
-	F	XF1T 9F924 AC	UNH1	100304	000	UNH1M10911334002	R P	R 98/12/08
-		<SW.ASY-SPD.CONTR.DEACT.....> <2U.....>						
-	F	XF1T 9F924 AD	AN00	100304	000	AN00M10959493002	R P	R 99/06/11
-		<SW.ASY-SPD.CONTR.DEACT.....> <W/.SPEED.CONTROL.....>						
-	F	XF1T 9F924 AE	AN00	031904	000	AN00M1060414000	R P	R 00/06/16
-		<SW.ASY-SPD.CONTR.DEACT.....> <.PB/FP/JC/LQ/VC.....>						
-	F	XF1T 9F924 AN	AN00	031904	001	AN00M11075525002	R P	R 01/02/28
-		<SW.ASY-SPD.CONTR.DEACT.....> <R/E.S1/U7.....>						
-	F	XF1T 9F924 AN	AN00	031904	002	AN00M11192478002	R P	R 01/04/12
-		<SW.ASY-SPD.CONTR.DEACT.....> <DEL.TF6..W/.SPEED.CONTROL.....>						
-	F	XF1T 9F924 AN	AN00	100304	000	AN00M11054451030	R P	R 01/06/21
-		<SW.ASY-SPD.CONTR.DEACT.....> <W/.SPEED.CONTROL.....>						

Select Revise=>> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=>>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 5=Serv 8=ExtSrv 0=CofA
 F5=Page Back

(more)

WWM551A R11480A1

List Functions By Part Base

02/01/02 14:19:22

Part: 9F924 PT/VL: EffPnt/Data:
 Func Acty: CPSC: C/F: Class:
 History: Prel: Reg: Organizatr:
 Engineer: Color: M Prod: Print:
 Action: (AP,DP,RP,RV) To Notice:
 To Connxn: Alert:

Part	Acty	CPSC	Seq	Release	Func	Release
9F924 AE	AE00	100304	001	AE00E11060414002	R P	R 00/06/20
<SW.ASY-SPD.CONTR.DEACT.....> <DEL.B5/B7.....>						
9F924 AA	AE00	031904	000	AE00E10960730032	R P	R 00/06/14
<SW.ASY-SPD.CONTR.DEACT.....> <R/B*U8..ALL.U231.WITH.SPEED.CONTROL.&.TRACT>						
9F924 AA	AE00	031904	001	AE00E10960730032	R P	R 00/06/14
<SW.ASY-SPD.CONTR.DEACT.....> <R/B.*.U5.WITH.IVD./.ADJUSTABLE.FEDALS./.SPE>						
9F924 AA	AE00	100304	000	AE00E10270418382	R P	R 99/01/29
<SW.ASY-SPD.CONTR.DEACT.....> <ZE.WAS.F62H-AB....MUSTANG.W/SPEED.CONTROL...>						
9F924 AA	AE00	100304	000	AE00E11154975272	R P	R 01/02/26
<SW.ASY-SPD.CONTR.DEACT.....> <T5.ASM.....>						
9F924 AA	UEH1	031904	000	UEH1I11222998007	R P	R 01/11/09
<SW.ASY-SPD.CONTR.DEACT.....> <2U/2C.....>						

Select Revise=> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 6=Serv 8=ExtSrv 0=CofA
 F5=Page Back

(more)

WNR531A R11480A1

List Functions By Part Base

02/01/02 14:19:28

Part: 9F924 PT/VL: EffPnt/Date:
 Func Acty: CPSC: C/F: Class:
 History: Prel: Reg: Organizatn:
 Engineer: Color: E Proc: Print:
 Action: (AP, DP, RP, RV) To Notice:
 To Concn: Alert:

Seq	C/F	Part	Acty	CPSC	Seq	Release	Func	Release
							S Cl	S Date
-	F	2883	9F924 AA	UEN1	100304 000	UEN1E11234811000	R F	R 01/06/19
-			<SW.ASY-SPD.CONTR.DEACT.....>			<CPSC.TRANSFERRED.TO.031904.....>		
-	F	284T	9F924 A1	AB00	100304 000	AB00I10598492470	R F	R 96/09/04
-			<SW.ASY-SPD.CONTR.DEACT.....>			<LQ.....>		
-	F	284T	9F924 A1	UEN1	100304 000	UEN1I10598492470	R F	R 96/09/04
-			<SW.ASY-SPD.CONTR.DEACT.....>			<2U.....>		
-	F	YF1T	9F924 AA	AB00	031904 000	AB00E11234811000	R F	R 01/11/08
-			<SW.ASY-SPD.CONTR.DEACT.....>			<R/B.2F1T-AA.....>		
-	F	YF1T	9F924 AA	W000	031904 000	W000I11209119390	R F	R 01/07/21
-			<SW.ASY-SPD.CONTR.DEACT.....>			<.....>		
-	F	YF1T	9F924 AA	W000	080606 000	W000I11179620008	R F	R 01/02/28
-			<SW.ASY-SPD.CONTR.DEACT.....>			<.....>		

Select Revise=>> A=Next Asy C=Copy F=Function M=Notice T=Translate U=Usage
 View=>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 5=Serv 6=ExtSvc 0=CoEA
 P5=Page Back

(more)

WNRB31A 211480A1

List Functions By Part Base

02/01/02 14:19:33

Part: 9F924 PT/VL: EffPnt/Date:
 Func Acty: CPSC: C/F: Class:
 History: Prel: Reg: Organizatn:
 Engineer: Color: E Proc: Print:
 Action: (AP,DP,RP,RV) To Notice:
 To Concp: Alert:

Part	Acty	CPSC	Seq	Release	S Cl	S Date
F YF1T 9F924 AA	W880	108304	000	W800Z11209115390	R F	R 01/07/31
<SW.ASY-SPD.CONTR.DEACT.....> <.....>						
F YF12 9F924 AO	W800	100304	000	W800M10754965047	R F	R 97/09/23
<SW.ASY-SPD.CONTR.DEACT.....> <REVERT.TO.C/O.F88B.....>						
F YL84 9F924 AA	ML00	060604	000	ML00I11037511228	R F	R 01/07/03
<SW.ASY-SPD.CONTR.DEACT.....> <TMI/TM6.(K).(C1).BCC3.66490.201.....>						
F 1F1T 9F924 AA	AE00	031904	000	W800M11291948008	R F	R 01/12/16
<SW.ASY-SPD.CONTR.DEACT.....> <S1/U7/JC/LQ....S1.AUTO.TRANS.WITH.SPEED.CON>						
F 1F1T 9F924 AA	AE00	031904	001	W800M11060414001	R F	R 00/08/08
<SW.ASY-SPD.CONTR.DEACT.....> <U5/U8.*.IVD.....>						
F 1F1T 9F924 AA	AE00	031904	002	W800M11060414002	R F	R 00/08/28
<SW.ASY-SPD.CONTR.DEACT.....> <B5/B7.....>						

Select Revise=>> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 6=Serv 8=ExtSvc 0=CofA
 P5=Page Back

(more)

WNR8531A R1148U1

List Functions By Part Base

02/01/02 14:19:41

Part: _____ 9F924 _____ PT/VL: _____ EffPnt/Date: _____
 Func Acty: _____ CPSC: _____ C/P: _____ Class: _____
 History: _____ Prel: _____ Reg: _____ Organizatn: _____
 Engineer: _____ Color: M _____ Proc: _____ Print: _____
 Action: _____ (AP,DP,RP,RV) _____ To Notice: _____

To Concn:	Alert:	Func	Release
Sel C/F Part=====	Acty CPSC= Seq Release=====	S Cl	S Date=====
F 1P1T 9F924 AA	AM00 180301 000 AM00M11237818000	R P	R 01/09/18
<SW.ASY-SPD.CONTR.DEACT.....>	<R/B.F6..W/.SPEED.CONTROL.....>		
F 2P1T 9F924 AA	AM00 031904 000 AM00M11285251000	R P	R 01/11/08
<SW.ASY-SPD.CONTR.DEACT.....>	<LQ.....>		
F 2P1T 9F924 AA	AM00 100304 001 AM00M10814740015	R P	R 98/07/23
<SPEC-SW.ASY-SPD.CONTR.DEACT..>	<DC..W/.SPEED.CONTROL.....>	S4P98A.FSS...	
F 2P1T 9F924 AA	AM00 100304 000 AM00M10841121038	R P	R 97/02/01
<SPEC-SW.ASY-SPD.CONTR.DEACT..>	<DELETE.SPEC.AS.PART.TYPE."P".RE-RELEASE.AS.>		
F 2P1T 9F924 AA	AM00 100304 001 AM00M10856420009	R P	R 98/07/16
<SPEC-SW.ASY-SPD.CONTR.DEACT..>	<DC..W/.SPEED.CONTROL.....>	S4P98A.FSS...	
F 2P1T 9F924 AA	AM00 100304 001 AM00M10932011001	R P	R 99/04/01
<SW.ASY-SPD.CONTR.DEACT.....>	<DC/LQ.....>		

Select Revises=>> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 5=Serv 6=ExtSrv C=Conf
 F5=Page Back

(More)

WHR5531A R11480A1

List Functions By Part Base

02/01/02 14:19:48

Part: 9F924 PT/VL: Riffnt/Date:
 Func Acty: CPSC: C/F: Class:
 History: Prel: Reg: Organizatn:
 Engineer: Color: E Proc: Print:
 Action: (AP,DP,RP,RV) To Notice:
 To Concern: Alert:

Sal C/F Part	Acty	CPSC	Seq	Release	Func	Release
					S Cl	S Date
F MSX12 9F924 AB	MS00	100304	001	MS00ML0814740504	R P	R 99/04/16
<SPEC.SW.ASY-SPD.CONTR.DEACT>	<DC/DD/FP/PP/JC/LQ/VG>					
F ILTF12 9F924 01	MS00	100304	000	MS00ML0856420009	R P	R 98/07/16
<ILLUS.SW.ASY-SPD.CONTR.DEACT>	<.....>					
F ILTF12 9F924 01	MS00	100304	000	MS00ML0856420009	R P	R 98/07/16
<ILLUS.SW.ASY-SPD.CONTR.DEACT>	<.....>					
F ILTL84 9F924 01	ML00	060804	000	ML00I10775942104	R P	R 00/10/23
<SW.ASY-SPD.CONTR.DEACT>	<T.MI.MEX>					

Select Revise=>> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
 View=>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 5=Serv 6=ExtSyc 0=CoFA
 F5=Page Back

(Last)

WMRS531A R11480A1 List Functions By Part Base 02/01/02 14:13:34

Part: F2VC 97924 AB PT/VL: EffPnt/Date:

Func Acty: CPSC: C/F: Class:

History: Prel: Reg: Organisatn:

Engineer: Color: M Proc: Print:

Action: (AP,DP,RP,RV) To Notice:

To Concn: Alert:

Sel	C/F	Part	Acty	CPSC	Seq	Release	S	Cl	S	Date
-	C	F2VC	97924 AB	NC00	060605	000	MB00010971050000	R	P	R 99/05/15

<SW.ASY-SPD.CONT.DRACT.....> <SERVICE.TC/FB/FP--N/A.XW73-96652-AA.....>

Select Revise=>> A=Next Asy C=Copy F=Function N=Notice T=Translate U=Usage
View=>>> R=Trace 1=Des/Func 2=UCC/Proc 3=Next Asy 4=Func 5=Serv 6=ExtSvc O=CofA
F5=Page Back

(last)

ENG PART: F2VC 9F924 AB ORIGIN: WERS REGION: _ USG STAT: _
 Eng Name: SW ASY-SPD CONT DEACT FT: _ PTO: _ VL: _
 SVC Part: F2VY- 9F924-A Replaces: Y In Replcd: N USG IND: _

P In Out

t V1 Yr Yr Feature Descriptions

Feature Descriptions

A	FB	92	93	CROWN VIC (EN53/EN114)	
A	FP	92	93	GRAND MARQ (EN53/EN114)	
A	VB	92	93	TOWN CAR (FN36/FN116)	
C	DA	94	95	TAURUS	
C	FB	92	94	CROWN VIC	4 SPD AUTO TRANS NAAO AODE
				LESS ANTI-SPIN TRACTION BRAKES	SPEED CONTROL
C	FB	92	94	CROWN VIC	4 SPD AUTO TRANS NAAO AODE
				ANTI-SPIN TRACT BRAKES W/O IVD	SPEED CONTROL
C	FB	99		CROWN VIC	
C	FP	92	94	GRAND MARQ (EN53/EN114)	4 SPD AUTO TRANS NAAO AODE
				LESS ANTI-SPIN TRACTION BRAKES	SPEED CONTROL
C	FP	92	94	GRAND MARQ (EN53/EN114)	4 SPD AUTO TRANS NAAO AODE
				ANTI-SPIN TRACT BRAKES W/O IVD	SPEED CONTROL

F1=Help F4=Prv F5=Ext F9=UAPA F10=EXHA F11=EPHA F13=RPLD F14=RP1G
 ENTER PRESSED - NO ACTION TAKEN

SRDOTT

SNMPARFA

Display Usage Translations

12/18/01 10:24:24

>>>

HNG PART: F2VC 9F924 AB ORIGIN: WERS REGION: _ USG STAT: _
 Eng Name: SM ASY-SPD CONT DEACT PT: _ PTO: _ VL: _
 Svc Part: F2VY- 9F924-A Replaces: Y Is Replcd: N USG IND: _
 P In Out
 t V1 Yr Yr Feature Descriptions Feature Descriptions

 C LA 93 93 MARK ANTI-SPIN TRACT BRAKES W/O IVD SPEED CONTROL
 C LB 94 95 MARK VIII (FN10)
 C VB 94 97 TOWN CAR (FN36/FN116) LIMO CONVERSION PACKAGE
 C VB 93 93 TOWN CAR (FN36/FN116) LIMO CONVERSION PACKAGE
 4 WHL ANTI-LOCK BRAKES
 C VB 97 97 TOWN CAR (FN36/FN116) LIMO CONVERSION PACKAGE
 LESS SPECIAL EQUIPMENT PACKAGE
 C VB 93 97 TOWN CAR (FN36/FN116) 4 SPD AUTO TRANS NRAC AODE
 LESS SPECIAL PURPOSE VEHICLE
 C VB 93 93 TOWN CAR (FN36/FN116) 4 SPD AUTO TRANS NRAC AODE
 LESS SPECIAL PURPOSE VEHICLE 4 WHL ANTI-LOCK BRAKES
 C VB 92 97 TOWN CAR (FN36/FN116) 4 SPD AUTO TRANS NRAC AODE
 F1-Help F4-Priv F5-Nxt F9-UNFA F10-EXEA F11-SPFA F13-RPLD F14-RPLG
 RECORD FOUND BRDOTT

SIMPARFA

Display Usage Translations

12/18/01 10:24:25

>>>

ENG PART: F2VC	9F924 AB	ORIGIN: WERS	REGION: _	USG STAT: _
Eng Name: SW ASY-SPD CONF DEACT		PT: _	PTO: _	VL: _
SVC Part: F2VY-	9F924-A	Replaces: Y	Is Replcd: N	USG IND: _
P	In Out			
t	Vl Yr Yr	Feature Descriptions		Feature Descriptions
C	VB 92 97	TOWN CAR (FN36/FN116)		4 SPD AUTO TRANS NAAO AODE
		LIMO CONVERSION PACKAGE		
C	VB 93 97	TOWN CAR (FN36/FN116)		4 SPD AUTO TRANS NAAO AODE
		LIMO CONVERSION PACKAGE		4 WHL ANTI-LOCK BRAKES
C	VC 98	LINCOLN TOWN CAR		LIMO CONVERSION PACKAGE
C	VC 98 00	LINCOLN TOWN CAR		LIMO CONVERSION PACKAGE
		LESS SPECIAL EQUIPMENT PACKAGE		
1	90	USA CAR PARTS (IMPORTS)		

F1-Help F4-Prv F5-Nxt F9-UFPA F10-EXEA F11-EPEA F13-RPLD F14-RPLG
 RECORD FOUND SRDOTT

SMMPARFA

Display Usage Translations

12/18/01 10:23:23

==>

ENG PART:	F2AC	9F924 AA	ORIGIN:	WERS	REGION:	USG STAT:
Eng Name:	SW ASY-SPD CONT DEACT		PT:		PTO:	VL:
Svc Part:	F2AE-	9F924-A (M)	Replaces:	N	Is Replcd:	Y USG IND:
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 NAAO AODE
				LESS ANTI-SPIN TRACTION BRAKES		SPEED CONTROL
C	FP	95	97	GRAND MARQ (EN53/EN114)		LESS ANTI-SPIN TRACTION BRAKES
				SPEED CONTROL		
C	FP	92	94	GRAND MARQ (EN53/EN114)		4 SPD AUTO TRANS NAAO AODE
				LESS ANTI-SPIN TRACTION BRAKES		SPEED CONTROL
C	VB	95	97	TOWN CAR (FN36/FN116)		LESS ANTI-SPIN TRACTION BRAKES
C	VC	98	98	LINCOLN TOWN CAR		LESS ANTI-SPIN TRACTION BRAKES

F1-Help F4-Prv F5-Nxt F9-UNFA F10-BXBA F11-BPEA F13-RPLD F14-RPLG
 RECORD FOUND

SRDOTT

TO :

12/20/01

Kris Christensen

51832

Please let me know what kind
of data Ford has to share
with TI. Thank you.

-Drew

See attached

TO:

Kris Christensen
51832

FR:

Drew Shefford

See attached

[REDACTED]

Global Cheese Commodity Management

17104 Rotunda Dr. MD997
PO Box 1887
Deerborn, MI 48124

December 21, 2001

Mr. David Czam
Senior Products Marketing Manager
Texas Instruments Inc.
Sensors & Controls
34 Forest Street
P.O. Box 2884
Attleboro, MA 02703-0984

Dear David,

I received your December 19, 2001 letter. As you know, during our December 8 phone conference, Kris Christensen shared with Texas Instruments the kind of switch performance data (customer, dealer, government) readily available for a detailed review by Texas Instruments. This included VOC data involving the same data reviewed by NHTBA, detailed data from Ford's customer hotline and dealer technicians, and the results of the Baton Rouge investigations. We again extended the invitation to Texas Instruments to meet with Ford to review the data in person and ask any questions related to it.

Texas Instruments asked Kris many questions and requested additional data, which Kris agreed to pursue. Kris has switch sales figures for part sales to dealers outside warranty, and cut by switch part number and model year. I believe he is prepared to share this data with Texas Instruments at your convenience.

I want to make sure that Ford addresses Texas Instruments' specific questions about switch performance. Since the December 19 letter is very general regarding the exact nature of data requested, please contact Kris 313-390-8497 to get specific answers regarding what kind of reports Ford can and cannot generate and to discuss what conclusions can be drawn. As we discussed, there are many causes for thermal events in vehicles (e.g., bad aftermarket installation/repair of equipment), and we need to be careful how we interpret the information.

Thank you.

Sincerely,

Drew Sheffield

Drew Sheffield
Purchasing Supervisor, Brake Systems

cc: Kris Christensen

Originator: Drew Sheffield

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Date Issued: 12/21/01

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ENG-025 2022

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					
Excursion / Club Wagon	X Frame up	X Frame up	5 MastC up	X MastC down	X MastC down	X 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	X MastC up						
Escape*										5	5
Expedition				5	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	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				
Windstar				4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down
Capri			8								

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

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

	Ford P/N	TI P/N	Act (psi)	Rel (psi)	Base	Export	Thread	
1	F2VC-9F924-AB	77FBL2-1	90-160	20	Brown	J512	3/8-24M	Snap
2	F6LC-9F924-AA	77FBL3-3	200-300	40	Black	J512	3/8-24M	Snap
3	F2AC-9F924-AA	77FBL3-1	90-200	20	Natural	J512	3/8-24M	Quiet
4	F5BA-9F924-AA	77FBL3-2	90-160	20	Grey	J512	3/8-24M	Quiet
5	F3TA-9F924-CA	77FBL3-3	200-300	40	Red	J512	3/8-24M	Snap
6	94CA-9F924-AA	77FBL4-1	90-160	20	Natural	O-ring	M10x1.0M	Quiet
7	F3DC-9F924-AA	77FBL5-2	90-160	20	Natural	Scrubber	3/8-24M	Quiet
8	94JA-9F924-AB	77FBL6-1	90-160	20	Grey	O-ring	3/8-24M	Quiet

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					
Escalade / Club Wagon	X Frame up	X Frame up	5 MasterC up	X MasterC down	X MasterC down	X MasterC down	5 MasterC down	5 MasterC down	X MasterC down	X MasterC down	X MasterC down
R-Series		5	5 MasterC up	X MasterC up	X MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up
Bronco		5	5	X	X MasterC up						
Escape*										5	5
Explorer				5	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up
Sport/Sport Trac										5 MasterC up	5 MasterC up
Mountaineer						5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up
Ranger				5	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up
Expedition						5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up
Navigator							5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up
Excursion									5 MasterC up	5 MasterC up	5 MasterC up
Taurus SED		7	7	7							
Mark VIII		1 Prop horiz	1 Prop horiz	3 FBL down	X FBL down	X FBL down	3 FBL down				
Windstar				4 MasterC down	4 MasterC down	4 MasterC down	4 MasterC down	4 MasterC down	4 MasterC down	4 MasterC down	4 MasterC down
Capri			8								

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

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	Ford P/N	TI P/N	Act (psi)	Rel (psi)	Base	Height	Thread	Seal
1	F2VC-9F924-AB	77PBL2-1	90-160	20	Brown	J512	3/8-24M	Seal
2	F6LC-9F924-AA	77PBL2-3	200-300	40	Black	J512	3/8-24M	Seal
3	F2AC-9F924-AA	77PBL3-1	90-200	20	Natural	J512	3/8-24M	Quiet
4	F5BA-9F924-AA	77PBL3-2	90-160	20	Gray	J512	3/8-24M	Quiet
5	F3TA-9F924-CA	77PBL3-3	200-300	40	Red	J512	3/8-24M	Seal
6	94DA-9F924-AA	77PBL4-1	90-160	20	Natural	O-ring	M10x1.0M	Quiet
7	F3DC-9F924-AA	77PBL5-2	90-160	20	Natural	Smasher	3/8-24M	Quiet
8	94JA-9F924-AB	77PBL6-1	90-160	20	Gray	O-ring	3/8-24M	Quiet

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					
Boonoline / Club Wagon	X Frame up	X Frame up	3 MasterC up	X MasterC down	X MasterC down	X MasterC down	5 MasterC down	5 MasterC down	X MasterC down	X MasterC down	X MasterC down
F-Series		3	3 MasterC up	X MasterC up	X MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up
Bronco		5	5	X	X MasterC up						
Escape*										5	5
Explorer				3	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up
Sport/Sport Trac										5 MasterC up	5 MasterC up
Mountaineer						5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up
Ranger				5	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up
Expedition						5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up
Navigator							5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up	5 MasterC up
Excursion									5 MasterC up	5 MasterC up	5 MasterC up
Taurus SHO		7	7	7							
Mark VII		1 Prop locks	1 Prop locks	3 FBL down	X FBL down	X FBL down	3 FBL down				
Windstar				4 MasterC down	4 MasterC down	4 MasterC down	4 MasterC down	4 MasterC down	4 MasterC down	4 MasterC down	4 MasterC down
Capri			8								

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

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	Ford P/N	TI P/N	Act (psi)	Rel (psi)	Bar	Export	Thread	Temp
1	F2VC-9F924-AB	77FBL3-1	90-160	20	Brown	J512	3/8-24M	Snap
2	F6LC-9F924-AA	77FBL3-3	200-300	40	Black	J512	3/8-24M	Snap
3	F2AC-9F924-AA	77FBL3-1	90-200	20	Natural	J512	3/8-24M	Quiet
4	F5BA-9F924-AA	77FBL3-2	90-160	20	Grey	J512	3/8-24M	Quiet
5	F3EA-9F924-CA	77FBL3-3	200-300	40	Red	J512	3/8-24M	Snap
6	94DA-9F924-AA	77FBL4-1	90-160	20	Natural	O-ring	M10x1.0M	Quiet
7	F3DC-9F924-AA	77FBL5-2	90-160	20	Natural	Stemmer	3/8-24M	Quiet
8	94JA-9F924-AB	77FBL6-1	90-160	20	Grey	O-ring	3/8-24M	Quiet

1.
 SERVICE PART: F2VY- 9F924-A SW ASY-SPD CONF DEACT
 ENGINEERING PART: F2VC 9F924 AB ORIGIN: WERS

YEAR	Quantity
2002	0
2001	1916
2000	1408
1999	1898
1998	2511
1997	1156
1996	606
1995	408
1994	363
1993	140
1992	20
1991	0

ENG PART: F2VC 9F924 AB ORIGIN: WERS REGION: N USG STAT: -
 Eng Name: SW ASY-SPD CONF DEACT PT: - PTO: - VL: -
 Svc Part: F2VY- 9F924-A Replaces: Y Is Replcd: N USG IND: -

P	In	Out	Feature Descriptions	Feature Descriptions
A	FB	92 93	CROWN VIC (EN53/EN114)	
A	FB	92 93	GRAND MARQ (EN53/EN114)	
A	VB	92 93	TOWN CAR (FN36/FN116)	
C	DA	94 95	TRAINING	
C	FB	92 94	CROWN VIC	4 SPD AUTO TRANS HRAO AODE
			LESS ANTI-SPIN TRACTION BRAKES	SPEED CONTROL
C	FB	92 94	CROWN VIC	4 SPD AUTO TRANS HRAO AODE
			ANTI-SPIN TRACT BRAKES W/O IVD	SPEED CONTROL
C	FB	93	CROWN VIC	
C	FD	92 94	GRAND MARQ (EN53/EN114)	4 SPD AUTO TRANS HRAO AODE
			LESS ANTI-SPIN TRACTION BRAKES	SPEED CONTROL
C	FF	92 94	GRAND MARQ (EN53/EN114)	4 SPD AUTO TRANS HRAO AODE
			ANTI-SPIN TRACT BRAKES W/O IVD	SPEED CONTROL
C	LA	93 93	MARK	
C	LB	94 95	MARK VIII (FN10)	
C	VB	94 97	TOWN CAR (FN36/FN116)	LIMO CONVERSION PACKAGE
C	VB	93 93	TOWN CAR (FN36/FN116)	LIMO CONVERSION PACKAGE
			4 WHL ANTI-LOCK BRAKES	
C	VB	97 97	TOWN CAR (FN36/FN116)	LIMO CONVERSION PACKAGE
			LESS SPECIAL EQUIPMENT PACKAGE	
C	VB	93 97	TOWN CAR (FN36/FN116)	4 SPD AUTO TRANS HRAO AODE
			LESS SPECIAL PURPOSE VEHICLE	
C	VB	93 93	TOWN CAR (FN36/FN116)	4 SPD AUTO TRANS HRAO AODE
			LESS SPECIAL PURPOSE VEHICLE	
C	VB	92 97	TOWN CAR (FN36/FN116)	4 WHL ANTI-LOCK BRAKES
			LIMO CONVERSION PACKAGE	4 SPD AUTO TRANS HRAO AODE
C	VB	93 97	TOWN CAR (FN36/FN116)	4 SPD AUTO TRANS HRAO AODE
			LIMO CONVERSION PACKAGE	
C	VC	98	LINCOLN TOWN CAR	4 WHL ANTI-LOCK BRAKES
C	VC	98 00	LINCOLN TOWN CAR	LIMO CONVERSION PACKAGE
			LESS SPECIAL EQUIPMENT PACKAGE	LIMO CONVERSION PACKAGE

2.
 SERVICE PART: F6LE- 9F924-AB SWITCH ASY
 ENGINEERING PART: F6LC 9F924 AA ORIGIN: WERS

YEAR	Quantity	Replaced Part Number	Message
2002	0		
2001	41	F6LE- 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: FSLC 9F924 AA ORIGIN: WERS REGION: N USG STAT: -
Eng Name: SW ASY-SPD CONT DEACT PT: PTO: VL: -
Svc Part: FSLC- 9F924-AA (M) Replaces: Y Is Replod: N USG IND: -
P In Out
t V1 Yr Yr Feature Descriptions Feature Descriptions
C LB 96 98 MARK VIII (FW10)

3.
SERVICE PART: F2AE- 9F924-AA SWITCH ASY
ENGINEERING PART: F2AC 9F924 AA ORIGIN: WERS

YEAR	Quantity	Replaced Part Number	Message
2002	0		
2001	1990	F2AE- 9F924-A	REPLACED
2000	1503		
1999	1528		
1998	289		
1997	98		
1996	21		
1995	50		
1994	52		
1993	119		
1992	192		
1991	0		

ENG PART: F2AC 9F924 AA ORIGIN: WERS REGION: N USG STAT: -
Eng Name: SW ASY-SPD CONT DEACT PT: PTO: VL: -
Svc Part: F2AE- 9F924-AA (M) Replaces: N Is Replod: Y USG IND: -
P In Out
t V1 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 MAHO ACCE
	LESS ANTI-SPIN TRACTION BRAKES	SPEED CONTROL
C FP 95 97	GRAND MARQ (HWS3/HW114)	LESS ANTI-SPIN TRACTION BRAKES
	SPEED CONTROL	
C FP 92 94	GRAND MARQ (HWS3/HW114)	4 SPD AUTO TRANS MAHO ACCE
	LESS ANTI-SPIN TRACTION BRAKES	SPEED CONTROL
C VR 95 97	TOWN CAR (FW36/FW116)	LESS ANTI-SPIN TRACTION BRAKES
C VC 98 98	LINCOLN TOWN CAR	LESS ANTI-SPIN TRACTION BRAKES

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

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

A	YEAR	Quantity	Replaced Part Number	Message
C	2002	0		
	2001	12119	F58E- 9F924-A	REPLACED
	2000	6811		
	1999	4482		
	1998	1149		
	1997	751		
	1996	904	F58E- 9C837-AA	REPLACED
	1995	494		

1994 82
1993 0
1992 0
1991 0
1990 0

ENG PART: F58A 9F924 AA ORIGIN: WERS REGION: N USG STAT: _
Eng Name: SW ASY-SPD CONTR DEACT PT: _ PTO: _ VL: _
Svc Part: F582- 9F924-A (M) Replaces: Y Is Replcd: Y USG IND: _
P In Out
t V1 Yr Yr Feature Descriptions Feature Descriptions

T A3 02 WINESTAR (WIN88/WIN126)
T A3 95 WINESTAR (WIN88/WIN126) SPEED CONTROL
T A4 WINESTAR (V229)

5.
SERVICE PART: F3TE- 9F924-BR SWITCH ASY
ENGINEERING PART: F3TA 9F924 CA ORIGIN: WERS
SERVICE PART: F3TE- 9F924-BR SWITCH ASY
BACKCAST: Y DEMAND GROUP: _

A	C	YEAR	Quantity	Replaced Part Number	Message
-	-	-	-	-	-
		2002	0		
		2001	23445	F3TE- 9F924-B	REPLACED
		2000	15917		MULTIPLE
		1999	10645		
		1998	5656		
		1997	3269		
		1996	1785		
		1995	1461		
		1994	1607		
		1993	2694		
		1992	191		
		1991	5		
		1990	0		

ENG PART: F3TA 9F924 CA ORIGIN: WERS REGION: W USG STAT: _
Eng Name: SW ASY-SPD CONTR PT: _ PTO: _ VL: _
Svc Part: F3TE- 9F924-B (M) Replaces: N Is Replcd: Y USG IND: _
P In Out
t V1 Yr Yr Feature Descriptions Feature Descriptions

B F1 95 F-SERIES 350 SERIES
DUAL REAR WHEELS SPEED CONTROL
B F1 95 F-SERIES ALL DIESEL ENGINES
350 SERIES 18" (427MM) WHEELBASE
ALL 2 WHEEL DRIVE SINGLE REAR WHEELS
SPEED CONTROL
B F1 95 F-SERIES ALL GAS/GASEOUS ENGINES
250 SERIES ALL 2 WHEEL DRIVE
SINGLE REAR WHEELS SPEED CONTROL
B F1 95 F-SERIES ALL GAS/GASEOUS ENGINES
350 SERIES ALL 2 WHEEL DRIVE
SINGLE REAR WHEELS SPEED CONTROL
B F7 F-SERIES OVER 8500 GVM SPEED CONTROL
B R3 01 RANGER/MAZDA B2000 LESS ANTI-LOCK BRAKES
B FC 01 F650/750 SERIES ALL GAS/GASEOUS HIGH-HVY TRUCK
B FC 01 F650/750 SERIES ALL 7.3L NAVISTAR ENGINES
HYDRAULIC-SPLIT BRK SYS
T B1 93 93 BRONCO SPEED CONTROL
T B3 00 01 EXPEDITION
T B4 00 01 NAVIGATOR
T B2 93 93 ECONOLINE (VMS8) SPEED CONTROL
T B2 96 ECONOLINE (VMS8) STRIPPED CHASSIS
COMMERCIAL CHASSIS APPLICATION SPEED CONTROL

T E2 94 96	ECONOLINE (VNS8)	CUTAWAY
	SINGLE REAR WHEELS	SPEED CONTROL
T E2 94 96	ECONOLINE (VNS8)	CUTAWAY
	DUAL REAR WHEELS	SPEED CONTROL
T E2 96 96	ECONOLINE (VNS8)	350 SERIES
	CUTAWAY	SINGLE REAR WHEELS
	SPEED CONTROL	
T E2 96 96	ECONOLINE (VNS8)	350 SERIES
	CUTAWAY	DUAL REAR WHEELS
	SPEED CONTROL	
T E2 96 96	ECONOLINE (VNS8)	SUPER DUTY SERIES
T E4 00	ECONOLINE	150 SERIES
	LESS SPEED CONTROL	
T E4 98 00	ECONOLINE	150 SERIES
	SPEED CONTROL	
T E4 98 98	ECONOLINE	250 SERIES
	ALL REG/EXTENDED VANS/WAGONS	SPEED CONTROL
T E4 99	ECONOLINE	350 SERIES
	SPEED CONTROL	
T E4 98 98	ECONOLINE	350 SERIES
	ALL REG/EXTENDED VANS/WAGONS	SINGLE REAR WHEELS
	SPEED CONTROL	
T E4 97 98	ECONOLINE	SUPER DUTY SERIES
T E4 00 00	ECONOLINE	250 SERIES
	ALL REG/EXT VANS/WAGONS&CUTAWAY	LESS SPEED CONTROL
T E4 99 99	ECONOLINE	250 SERIES
	ALL REG/EXT VANS/WAGONS&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" (4278mm) WHEELBASE
	ALL 2 WHEEL DRIVE	SINGLE REAR WHEELS
	SPEED CONTROL	
T F1 94 97	F-SERIES	ALL GAS/GASEOUS ENGINES
	250 SERIES	ALL 2 WHEEL DRIVE
	SINGLE REAR WHEELS	SPEED CONTROL
T F1 94 97	F-SERIES	ALL GAS/GASEOUS 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/T 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	250 SERIES
T F5 00		P-SERIES UNDER 8500 GVW	LESS SPEED CONTROL
T F5 00		POWER FRT DISC/REAR DRUM	MOD 5.4L 2V 8HC EFI VS GAS
		F-SERIES UNDER 8500 GVW	TOTAL PERFORMANCE PACKAGE
		4 SP AUTO TRANS MAKO 4X100 HD	4 WHL ANTI-LOCK BRAKES
		POWER 4-WHEEL DISC	
T M1 02 02		LINCOLN BLACKWOOD	MAEDA SERIES
T R2 93 94		RANGER/MAEDA B2000	ALL GAS/GASCOOL ENGINES
		SPEED CONTROL	HEAVY DUTY PAYLOAD SUSPENSION
T R3 99		RANGER/MAEDA B2000	
		STANDARD DUTY SUSPENSION	
		SPEED CONTROL	
T R3 01 03		RANGER/MAEDA B2000	ALL GAS/GASCOOL ENGINES
		HEAVY DUTY PAYLOAD SUSPENSION	STD DUTY TORSION BAR SUSP
		STD DUTY COIL SPRING SUSP	
T R3 99 00		RANGER/MAEDA B2000	ALL GAS/GASCOOL ENGINES
		HEAVY DUTY PAYLOAD SUSPENSION	STD DUTY TORSION BAR SUSP
		STD DUTY COIL SPRING SUSP	SPEED CONTROL
T R3 03		RANGER/MAEDA B2000	ALL GAS/GASCOOL ENGINES
		ALL AUTOMATIC TRANSMISSIONS	HEAVY DUTY PAYLOAD SUSPENSION
		STD DUTY TORSION BAR SUSP	STD DUTY COIL SPRING 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 LEFT HAND DRIVE	5.0L OHV EFI MA VS GAS*NP
T U3 98 98		EXPLORER/MOUNTAINEER	5.0L OHV EFI MA VS GAS*NP
T U3 97 97		EXPLORER/MOUNTAINEER	5.0L OHV EFI MA VS GAS*NP
		LESS 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 LEFT 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	LESS ANTI-SPIN TRACTION BRAKES
T U5 02 02		EXPLORER/MOUNTAINEER	
		2002 1/2 JOB #1 PROGRAM CONTROL	
T U7 03		EXPLORER SPORT	SPEED CONTROL
T U7 01		EXPLORER SPORT	ANTI-SPIN TRAC BRAKES W/O IVD
T U8 03		LINCOLN AVIATOR	RECREATIONAL STRIPPED CHASSIS
T Y1 93 97		F-STRIPPED CHASSIS (TY1)	20,500 LB. GVW
T Y3 01		F-STRIPPED CHASSIS (P131)	
		22000 LB. GVW	
T Y3 01		F-STRIPPED CHASSIS (P131)	RECREATIONAL STRIPPED CHASSIS
		20,500 LB. GVW	

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

INVALID PART NUMBER

7. SERVICE PART: F3DE- 9F924-A _____ SW ASY-SPD CONT DEACT
ENGINEERING PART: F3DC 9F924 AA _____ ORIGIN: MERS

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

A	YEAR	Quantity	Replaced Part Number	Message
C	2002	0		
	2001	271		

2000	229
1999	206
1998	151
1997	145
1996	120
1995	78
1994	20
1993	119
1992	5
1991	0

MSG PART: F3DC 9F924 AA ORIGIN: WERS REGION: N USG STAT: _
 Eng Name: SW ASY-SPD CONT DEACT PT: PTO: VL: _
 Svc Part: F3DE- 9F924-A (N) Replaces: N Is Replcd: Y USG IND: _
 P In Out
 t V1 Yr Yr Feature Descriptions Feature Descriptions

 C DA 93 95 TAURUS
 C DA 92 95 TAURUS SHO 3.2L DOHC EFI EA V6 GAS
 C DA 95 95 SAHLE

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

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: 08/31/94

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

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

MSG PART: 94JA 9F924 AB ORIGIN: FAPD REGION: N USG STAT: _
 Eng Name: SWITCH ASY SPD CTRL PT: PTO: VL: _
 Svc Part: F4JY- 9C837-A Replaces: N Is Replcd: N USG IND: _
 P In Out
 t V1 Yr Yr Feature Descriptions Feature Descriptions

 4 SA 94 94 CAPRI (IMPORTED/FORD OF AUSTRALI

LINCOLN



Inter Office

Lincoln Climate
Brake Systems

October 23, 2001

Re: Status of speed control deactivation switch returned parts investigations

Return parts summary:

Panther

- Warranty return center - 6 identified, none returned.
- Field Service Engineering - 184 parts returned
- Greenleaf - 92 parts returned

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

Total returned parts was 236.

Of these 236 have associated VIN numbers.

- 3 of 236 give visual indications for further investigation.
 - 2 of these are not associated with VINs and the date codes are within the recall period.
 - 1 of these is from a 94 TC (RD 1/28/94, switch RD 7/27/95)
- 11 of 236 give electrical indications and are being inspected further.

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

Windstar

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

BEGINNING OF CONTACT

08/06/2003

MASTER OWNER RELATIONS SYSTEM III

16.53.17

REGION: INFORMATION ISSUE CASE NBR: 0442060641
VIN: 1LNLM81UGRY [REDACTED] YEAR: 2001 OPENED: 03/05/2001
ENGINE: V VEN TYPE: C CLOSED: 03/05/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI: Y
ADDRESS: [REDACTED]
CITY: BAYON ROUGE STATE: LA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1996 MODEL: TOYOTA CAR EXECUTIVE 4DR
MILEAGE: 150875
DEALER NAME: [REDACTED] SALES CODE: P & A:
REASON CODE: 0774 LEGAL - INSURANCE COMPANY SETTLEMENT
SYMPTOMS:

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 388 - ADVISE CUST THAT YOUR INSURANCE COMPANY MAY SUBROGATE
DOCUMENT: ANALYST: KARDULKA KARIN ABDUL-KAREEM
ACTION DATA/COMMENTS:

2001/03/05

12.17.02

CUSTOMER SAYS: ** VEHICLE CAUGHT FIRE AFTER OVER 4 HOURS O
F SITTING IN HIS DRIVE WAY BY ITSELF. - DATE OF FIRE: 02/14
/2001 - FIRE ORIGINATED UNDER THE HOOD. - VEHICLE IS CURREN
TLY AT A SALVAGE YARD. - REPORT FILED WITH THE BAYON ROUGE
F.D. REPORT NUMBER F00100004092. - THEY FOUND IT WAS AN ELE
CTRICAL FIRE UNDER THE HOOD - INSURANCE COMPANY CONTACTED A
ND THEY CAME TO A SETTLEMENT AGREEMENT WITH HIM. - VEHICLE
WAS COMPLETELY TOTALED. ** FIRE ALSO DAMAGED HIS MUSTANG AN
D A PORTION OF HIS HOME AS WELL. ** WANTS TO BE REIMBURSED
FOR THE DEDUCTABLE PER CUSTOMER, DEALER SAYS: NONE CAC A
DIVES: - REFER TO INSURANCE COMPANY (INSURANCE CO. HAS THE
RIGHT TO SUBROGATE FORD) - UNABLE TO INVESTIGATE VEHICLE A
S ISSUE HAS ALREADY BEEN SETTLED WITH THE INSURANCE CARRIER.
- LINCOLN WOULD NOT PROVIDE REIMBURSEMENT FOR THE AMOUNT HE
HAD TO PAY FOR HIS DEDUCTABLE TO HIS INSURANCE COMPANY. INF
ERENCE CASE ID: 21

CONSUMER AFFAIRS

08/06/2003 NMFAXPRQ

2002-020 10029

BEGINNING OF CONTACT

06/06/2003

MASTER OWNER RELATIONS SYSTEM III

16.53.17

REGION: INFORMATION INSURE CASE REF: 1408530399
 VIN: 1LBMW1100P ENGINE: M VEH TYPE: C OPENED: 02/08/1999
 CLOSED: 02/08/1999

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1993 MODEL: TOWN CAR EXECUTIVE 4DR
 MILEAGE: 112000
 DEALER NAME: SALES CODE: P & A:
 REASON CODE: 0774 LEGAL - INSURANCE COMPANY SETTLEMENT
 SYMPTOMS:

ORIGIN: CACISB - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 358 - ADVISE CUST THAT YOUR INSURANCE COMPANY MAY SUBROGATE
 DOCUMENT: ANALYST: PCFRANCE PAUL CHANCE
 ACTION DATA/COMMENTS:

1999/02/06
 11.16.44

CUSTOMER SAYS: -THE VEHICLE CAUGHT FIRE WHILE ON VACATION
 -FIRE STARTED 02/06/99 @ 11:00 PM -FIRE TOTALLY BURNED U
 P THE VEHICLE. -NO ONE WAS HURT IN THE INCIDENT. -PERSONAL
 VALUES WERE DESTROYED IN THE INCIDENT. -FIRE DEPT (IOWA MC
 BRIDE) WAS NOTIFIED; FIRE MARSHAL NAME: ERIC MACINZIE; FAX:
 (813)433-2673 POLICE DEP WAS NOTIFIED; SHERIFF'S NAME: P.PRC
 ESPOLEWIKI BADGES, U97070 CASE REPORT: 99-24491 -FIRE DEPT
 CLAIMS THAT THE FIRE STARTED ON THE RIGHT HAND SIDE OF ENGIN
 E, AND BELIEVES THE CAUSE OF THE FIRE WAS AN ELECTRICAL PROBL
 EM. -INSURANCE COMPANY WAS NOTIFIED AND IS IN THE PROCESS O
 F INSPECTING THE CLAIM. -ADJUSTERS NAME: DORIS BLACK - CL
 AIM: #: 9300031126 -CALLING TO INFORM FORD PER CUSTOMER, D
 EALER SAYS: NONE CAC ADVISED: - REFER TO INSURANCE COMP
 ANY (INSURANCE CO. HAS THE RIGHT TO SUBROGATE FORD) INTERENC
 E CASE ID: 22

CONSUMER AFFAIRS

06/06/2003 MRFAXPRG

00001 023-2261

BEGINNING OF CONTACT

08/06/2003

MASTER OWNER RELATIONS SYSTEM III

16.53.17

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INQUIRY ISSUE CASE NR: 0415063252
 REGION: 24 ORLANDO ZONE: 52 OPENED: 12/02/2002
 VIN: 1LNLM22W6PT ENGINE: M VEN TYPE: C CLOSED: 12/02/2002

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: FORT MYERS STATE: FL ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1993 MODEL: TOWN CAR SIGNATURE 4DR
 MILEAGE: 79000
 DEALER NAME: SAM GALLOWAY FORD, SALES CODE: F24480 P & A: 04845
 REASON CODE: 4033 MISC INQUIRY - CORRESPONDENCE
 SYMPTOM:

ORIGIN: CACISB - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 678 - CB-INFORM CUSTOMER OF CAC RESPONSE
 DOCUMENT: ANALYST: KCHRISTO KELLY CHRISTOPHER
 ACTION DATA/COMMENTS:

2002/12/02

11.18.01

CUSTOMER SAYS: -CUST STATES THE VEN CAUGHT ON FIRE THIS MO
 MORNING IN THE DRIVEWAY -CUST STATES THE VEN'S FIRE CAUSE DAN
 ARE TO THE HOME AS WELL -CUST STATES THE FIRE DEPARTMENT'S
 ARSON INVESTIGATOR STATED THE CAUSE OF THE FIRE WAS THE SPE
 ER CONTROL COMPONENT ABOVE FRONT DRIVER-SIDE TIRE PER CUS
 TONER, DEALER SAYS: NONE CAC ADVISED: -ADVISED CUST I WI
 LL RE-SUBMIT THIS CLAIM INFERENCE CASE ID: 4693

CONSUMER AFFAIRS

08/06/2003 MMFAKPRG

ENC2-278 10001

BEGINNING OF CONTACT
08/06/2003

MASTER OWNER RELATIONS SYSTEM III

16.55.17

REGION: 24 ORLANDO LEGAL ISSUE CASE MFR: 0419963252
VIN: 1LNLM82M6P ZONE: M2 OPENED: 11/21/2002
ENGINE: M VEH TYPE: C CLOSED: 11/21/2002

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: SI:
ADDRESS:
CITY: FORT MYERS STATE: FL ZIP:
HOME PHONE:
MODEL YEAR: 1993 MODEL: TOWN CAR SIGNATURE 4DR
MILEAGE: 79000
DEALER NAME: SAN GALLOWAY FORD, SALES CODE: F24450 P & A: 84843
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE
SYMPTOM: 704147 FIRE/SMOKE VISIBLE FLAME UNDER VEHICLE

ORIGIN: CAC130 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: WHICKERS MARCUS BICKERSTAFF
ACTION DATA/COMMENTS:

2002/11/21
11.32.48

FIRE/ACCIDENT
CUSTOMER SAYS: -CUST STATES THE VEH CAUGHT ON FIRE THIS MORNING IN THE DRIVEWAY -CUST STATES THE VEH'S FIRE CAUSE DAMAGE TO THE HOME AS WELL -CUST STATES THE FIRE DEPARTMENT'S ARSON INVESTIGATOR STATED THE CAUSE OF THE FIRE WAS THE SPEED CONTROL COMPONENT ABOVE FRONT DRIVER-SIDE TIRE -CUST STATES SEEKING WHAT COMPENSATION FORD MOTOR COMPANY WILL PROVIDE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SO SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

ORIGIN: CAC100 - MANUAL - NO CUSTOMER COMMUNICATION: PHONE
ACTION: 289 - HAND-UP
DOCUMENT: ANALYST: KVOHG KIMBERLY VONG
ACTION DATA/COMMENTS:

12.01.31 CUSTOMER SAYS: -CUST WANTS FORD MOTOR EXECUTIVE BOARD. PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -CSC INFORMED CUST THAT CAC DOES NOT HAVE THE PHONE NUMBER TO THE PRESIDENT AND THAT CUST WILL HAVE TO SPEAK TO CONSUMER AFFAIRS ABOUT THE MATTER. NO ASSISTANCE AT THIS TIME

CONSUMER AFFAIRS

08/06/2003 HREXAPRO

BEGINNING OF CONTACT

08/06/2003

MASTER OWNER RELATIONS SYSTEM III

16.53.17

INQUIRY ISSUE CASE NBR: 0405740392
ZONE: OPENED: 02/12/2002
VIN: 2NHLN73A0P1 ENGINE: M VEN TYPE: C CLOSED: 02/12/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: ISABELA STATE: PR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1993 MODEL: GRAND MARQUIS LS 4DR SDN
MILEAGE: 1
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4012 MISC INQUIRY - COMPANY ADDRESS REQUEST
SYMPTOMS:

ORIGIN: CAC109 - IM REDIRECT CASE BASE COMMUNICATION: PROBE
ACTION: 81 - PROVIDE FORD CAC ADDRESS
DOCUMENT: ANALYST: KIRSTIE KERRY INSTKIEWAY
ACTION DATA/COMMENTS:

2002/02/12

10.14.21

CUSTOMER SAYS: -CUST WANTS FORD CRC PER CUSTOMER, DEALER
SAYS: -NOMM CAC ADVISED: -FORD CRC ADDRESS: FORD MOTOR
COMPANY CUSTOMER RELATIONSHIP CENTER 16800 EXECUTIVE PLAZ
A DRIVE P.O. BOX 6246 DEARBORN, MICHIGAN, 48121 -AS PER S
UPERVISOR CITA -CITA SAYS THAT NO ASSISTANCE IS AVAILABLE
AND TO HAVE CUST WRITE TO FORD CRC - INFERENCE CASE IS: 7
8

CONSUMER AFFAIRS

08/06/2003 HNFAXPBG

ENC-625 10033

BEGINNING OF CONTACT

06/06/2003

MASTER OWNER RELATIONS SYSTEM III

16.53.17

REGION: INFORMATION ISSUE CASE NR: 0405740392
VIN: ZNELN73W0PK ZONE: OPENED: 02/08/2002
ENGINE: V VEH TYPE: C CLOSED: 02/08/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: STATE: PR ZIP:
HOME PHONE: MODEL: GRAND MARQUIS LS 4DR SDN
MODEL YEAR: 1993
MILEAGE: 70800
DEALER NAME: SALES CODE: P & A:
REASON CODE: 0774 LEGAL - INSURANCE COMPANY SETTLEMENT
SYMPTOMS:

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 596 - ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE
DOCUMENT: ANALYST: KROLAND KENDRA HOLLAND
ACTION DATA/COMMENTS:

2002/02/08

11.15.44

CUSTOMER SAYS: -THE VEHICLE CAUGHT ON FIRE DEC. 10 TH 2001
-FINDINGS OF THE POLICE REPORT WERE THE FIRE CAUGHT FROM U
NDER THE HOOD ON THE LEFT SIDE -REPORT WAS FILED IN THE COU
NTY OF MAYAGUEZ, PUERTO RICO -NO INSURANCE CLAIM FILED BECA
USE CUST DOES NOT HAVE INSURANCE -CUST NOTICED A RECALL ON
THE NHTSA WEBSITE THAT FIT THE SAME DESCRIPTION OF WHAT HAP
PENED TO THE VEHICLE -CUST BELIEVES THAT THE VEHICLE IS INVO
LVED IN THAT RECALL AND IS SEEKING DAMAGES FROM FORD PER CU
STOMER, DEALER SAYS: CAC ADVISED: - PLEASE DISCUSS THIS
ISSUE WITH YOUR INSURANCE COMPANY. IF YOUR INSURANCE COMPA
NY FEELS THAT FORD IS AT FAULT THEY HAVE THE RIGHT TO PURSUE
CLAIMS FOR REIMBURSEMENT AGAINST FORD. -CSR3781 ADVISED TH
AT THE CUST THAT THIS WOULD BE AN INSURANCE ISSUE AND FORD W
ILL NOT BE ABLE TO ASSIST AT THIS TIME -CUST NOT HAPPY WIT
H CRC ANSWER AND REQUESTED A SUPERVISOR -ADVISED CUST THAT
A SUPERVISOR IS NOT AVAILABLE AND ONE WOULD BE FOLLOWING UP
WITH HER IN REGARDS TO THIS ISSUE -ESCALATED TO SUPERVISOR
RICO - INFERENCE CASE ID: 5356

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 596 - ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE
DOCUMENT: ANALYST: KIMMYKIE KERRY INSTYKEMAY
ACTION DATA/COMMENTS:

2002/02/11

15.28.57

CUSTOMER SAYS: -CUST SAYS THAT CUST WAS SUPPOSED TO GET A
CALL FROM SUPERVISOR -CUST ALLEGES THAT VEH IS INVOLVE IN
RECALL -CUST SAYS THAT WANTS TO KNOW IF THEIR ARE MORE INF
ORMATION ON STATUS -CUST HAD NO INSURANCE ON VEH -CUST S
AYS CAR LIMITED AND THAT CUST ALLEGES THAT IT VEH IS A FORD
DEFECT PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED:

CONSUMER AFFAIRS

08/06/2003 MNFAXPRG

2002-028 18034

08/06/2003 MASTER OWNER RELATIONS SYSTEM 111 16.53.17

REGION: INFORMATION ISSUE CARE NBR: 0405740392
VIN: 2MELN75W0P ZONE: OPENED: 02/08/2002
ENGINE: V VEH TYPE: C CLOSED: 02/11/2002

2002/02/11

15.28.57

- PLEASE DISCUSS THIS ISSUE WITH YOUR INSURANCE COMPANY. IF
YOUR INSURANCE COMPANY FEELS THAT FORD IS AT FAULT THEY HAVE
THE RIGHT TO PURSUE CLAIMS FOR REIMBURSEMENT AGAINST FORD.
-CSR REFERRED TO SOS ANDERS -SOS ADVISED CSR THAT PROCESS
TO HAVE ALLEGED DEFECT RECALATED IN TO HAVE CUST GO THROUG
H INSURANCE COMPANY AND THAT IS THE ONLY PROCESS AVAILABLE
-CUST REQUESTED TO SPEAK TO SUPERVISOR -CSR SPOKE TO CHAR
LENE -CHARLENE ADVISED CSR THAT CUST SHOULD CALL PUERTO RI
CO CRC PH -CSR CALLED ANSWER MACHINE
COMES ON -CUST WANTS TO SPEAK TO SUPERVISOR -SUPERVI
SOR GITA -SUPERVISOR GITA ADVISED CUST THAT GITA
WILL FOLLOW UP WITH CUST INFERENCE CASE ID: 5350

CONSUMER AFFAIRS

08/06/2003 MMFAKPRG

0802-025 16025

REGISTRY OF CONTACT

08/06/2003

HARTER OWNER RELATIONS SYSTEM III

16.53.17

REGION: INFORMATION ISSUE CASE NUM: 0378541122
 ZONE: OPENED: 04/22/2002
 VIN: 2MELN75465X ENGINE: M VEH TYPE: C CLOSED: 04/22/2002
 LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS: CITY: WOODHURST STATE: NY ZIP:
 HOME PHONE: MODEL: GRAND MARQUIS LS 4DR 90H
 MODEL YEAR: 1994 NILEAGE: 70000
 DEALER NAME: SALES CODE: P & A:
 REASON CODE: 0774.1.0000 - INSURANCE COMPANY SETTLEMENT
 SYMPTOMS:

ORIGIN: CACT3W - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 596 - ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE
 DOCUMENT: ANALYST: JBRUNY JESSE SUNLY
 ACTION DATA/COMMENTS:

2002/04/22

16.30.02

CUSTOMER SAYS: -CUST SAYS THE VEHICLE EXPLODED IN HER DRIV
 EWAY -CUST SAYS THE INSURANCE COMPANY TOWED THE VEHICLE -C
 UST DOES NOT KNOW IF A POLICE REPORT MADE -CUST SAYS THIS H
 APPENED 4/16/2002 - PER CUSTOMER, DEALER SAYS: -NONE CA
 C ADVISED: - PLEASE DISCUSS THIS ISSUE WITH YOUR INSURANCE
 COMPANY. IF YOUR INSURANCE COMPANY FEELS THAT FORD IS AT FA
 ULTY THEY HAVE THE RIGHT TO PURSUE CLAIMS FOR REIMBURSEMENT A
 GAINST FORD. INFERENCE CASE ID: 3350

CONSUMER AFFAIRS

08/06/2003 WFAXPFC

1002-025 1500H

BEGINNING OF CONTACT

06/06/2003

MASTER DEALER RELATIONS SYSTEM III

16.53.17

REGION: INFORMATION ISSUE CASE NUM: 0393903088
 VIN: 1LNLN02W1PY ENGINE: W VEN TYPE: C OPENED: 11/04/1998
 CLOSED: 11/04/1998

LAST NAME: FIRST NAME: STATUS: CLOSED
 TITLE: MI:
 ADDRESS: CITY: CRESTVIEW STATE: FL ZIP:
 HOME PHONE: MODEL YEAR: 1993 MODEL: TOURN CAR SIGNATURE 4DR
 MILEAGE: 65000
 DEALER NAME: SALES CODE: P & A:
 REASON CODE: 0774 LEGAL - INSURANCE COMPANY SETTLEMENT
 SYMPTOMS:

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION; PHONE
 ACTION: 588 - ADVISE CUST THAT YOUR INSURANCE COMPANY MAY SUBROGATE
 DOCUMENT: ANALYST: MAPILL MARY APPL
 ACTION DATA/COMMENTS:

1998/11/04

10.52.13

CUSTOMER SAYS: CUSTOMER VEHICLE GOT INTO FIRE; INSURANCE C
 O IS IN PROCESSION CLAIM; CUSTOMER CALLING TO FINDOUT IF THE
 RES ANY RECALL WITH ELECTRICAL PROBLEM; SINCE THE FIRE INITI
 ATED FROM THE IGNITION SWITCH. PER CUSTOMER, DEALER SAYS:
 CAC ADVISED: - REFER TO INSURANCE COMPANY (INSURANCE CO
 HAS THE RIGHT TO SUBROGATE FORD) -ADVISED CUSTOMER THAT T
 HERE'S NO RECALL. INFRNCE CASE ID: 22

CONSUMER AFFAIRS

06/06/2003 HMFAXPRG

END-025 19037