EA02-025

FORD 10/27/03

APPENDIX N

BOOK 17 OF 61

PART 4 OF 4

EXPLORER

92	93	94	95	96	97	98	99
		F57B-12A581-EZ	F67B-12A581-EV	F77B-12A581-AAB	F87B-12A581-		XL24-14398-AB
		[redacted]	[redacted]	F67B-14A464-ALA	F57B-14A464-ALA		[redacted]
		20Ga., AZ	20Ga., AZ	20Ga., AZ	18Ga., AZ		18Ga., AZ

F-SERIES

92	93	94	95	96	97	98	99
			F65B-12A581-KC	F75B-12A581-AV	F85B-12A581-AK		XL34-12A581-AR
			F4ZB-14A464-MA	F4ZB-14A464-MA	F4ZB-14A464-MA		F4ZB-14A464-MA
			[redacted]				
				18Ga., AZ	18Ga., AZ		[redacted]

FALCON

92	93	94	95	96	97	98	99

MARK VIII

92	93	94	95	96	97	98	99
F3LB-14290-CX	F4LB-14290-AH	F5LB-14290-BK	F6LB-14290-		F7LB-14290-AR	F8LB-14290-AE	
F2AB-14A464-ADA	F2AB-14A464-ADA	[redacted]	[redacted]		F4ZB-14A464-MA	F4ZB-14A464-MA	
[redacted]	[redacted]						[redacted]
		18Ga., AZ	18Ga., AZ		18Ga., AZ	18Ga., AZ	

NAVIGATOR

92	93	94	95	96	97	98	99
[redacted]							XL74-12A581-AS
							F4ZB-14A464-MA
							[redacted]

9713 2223

Date Printed: 4/7/99

RANGER

92	93	94	95	96	97	98	99
						XL54-14290-CA	
						[redacted]	
						[redacted]	

TAURUS

92	93	94	95	96	97	98	99
F3DB-12A581-CK	F4DB-12A581-CM	F5DB-12A581-ED				XF1T-12B637	
E9EB-14A464-AA	E9EB-14A464-AA	F4ZB-14A464-MA				F4ZB-14A464-MA	
[redacted]	18GA . AZ	[redacted]				[redacted]	

WINDSTAR

92	93	94	95	96	97	98	99
		F58B-14290-AZ	F58B-14290-FZ	F78B-14290-PY	F88B-14290-FG	XF2T-14290-KH	
		[redacted]	[redacted]	[redacted]	[redacted]	F4ZB-14A464-MA	
		[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	

TOWN CAR

12A581

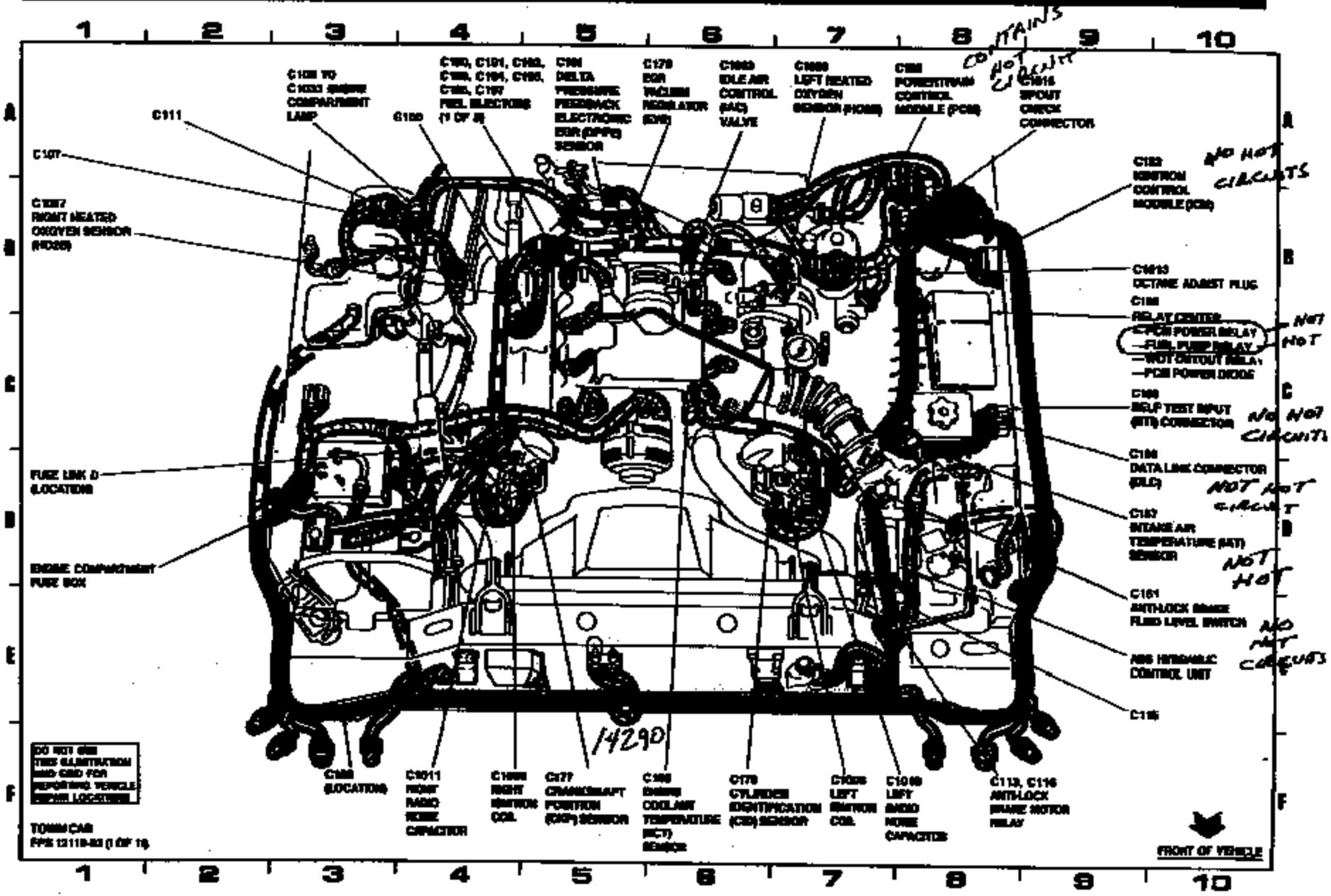
92	93	94	95	96	97	98	99
F2AB-14A464-ADA	F2AB-14A464-ADA	F2AB-14A464-ADA	F5VB-14A464-AA- ? F2AB-14A464-ADA	[redacted]	[redacted]		
[redacted]	[redacted]	18Ga., AZ	[redacted]	[redacted]			

AB	ESB-M1L65-B
AZ	ESB-M1L123-A

3713 2224

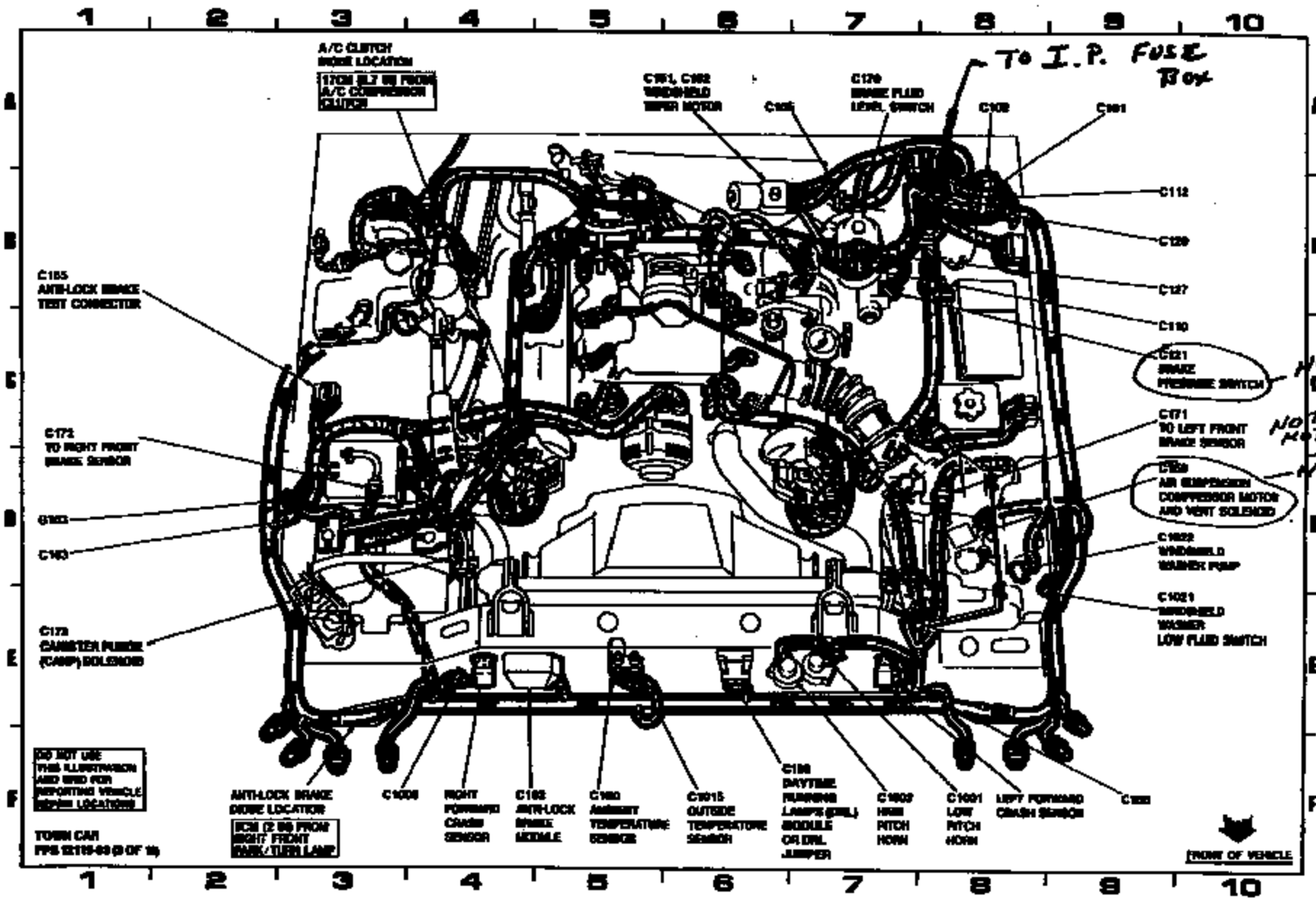
Date Printed: 4/7/99

151-1 COMPONENT LOCATION VIEWS



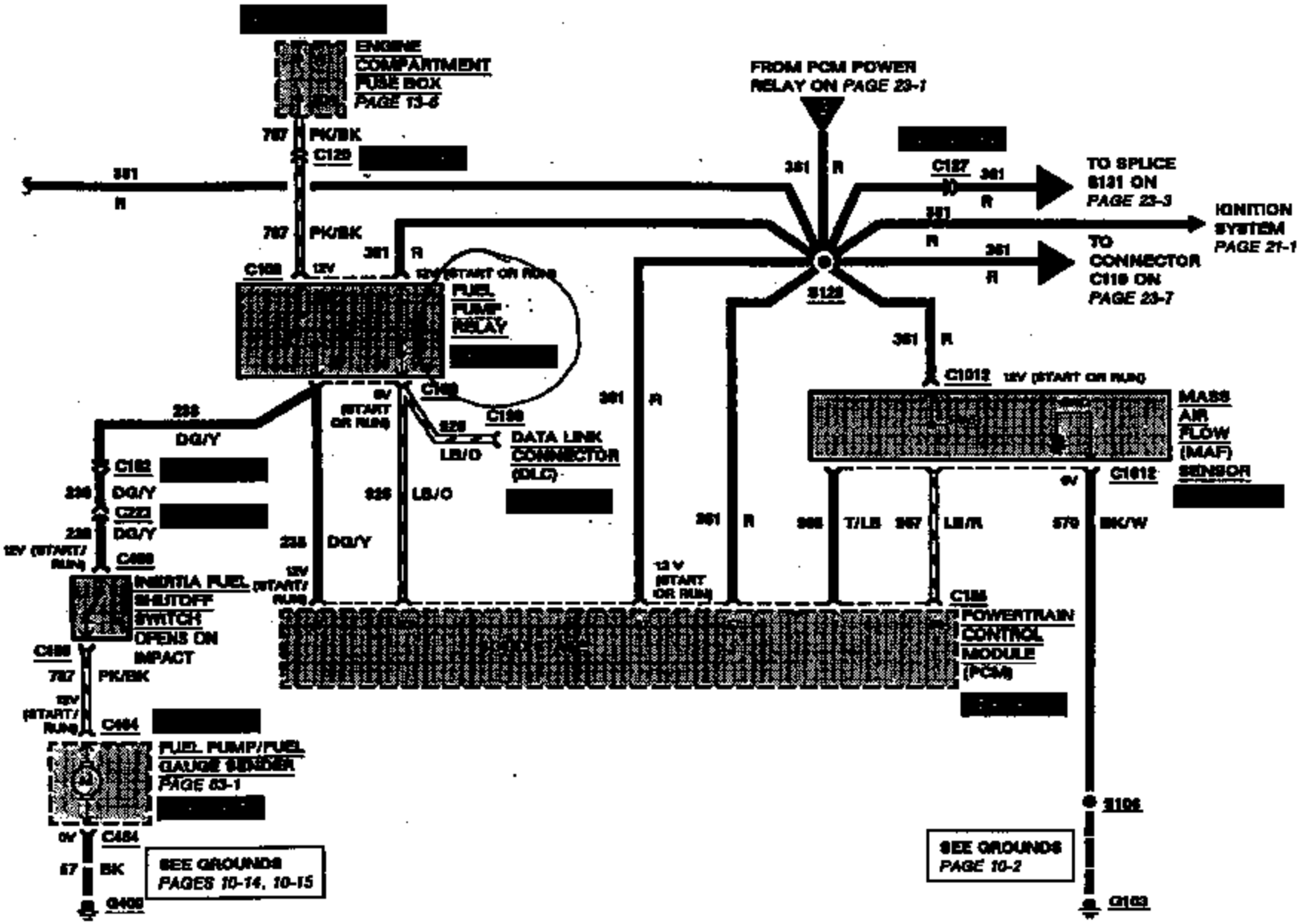
4.6L ENGINE (1 OF 3)

151-3 COMPONENT LOCATION VIEWS



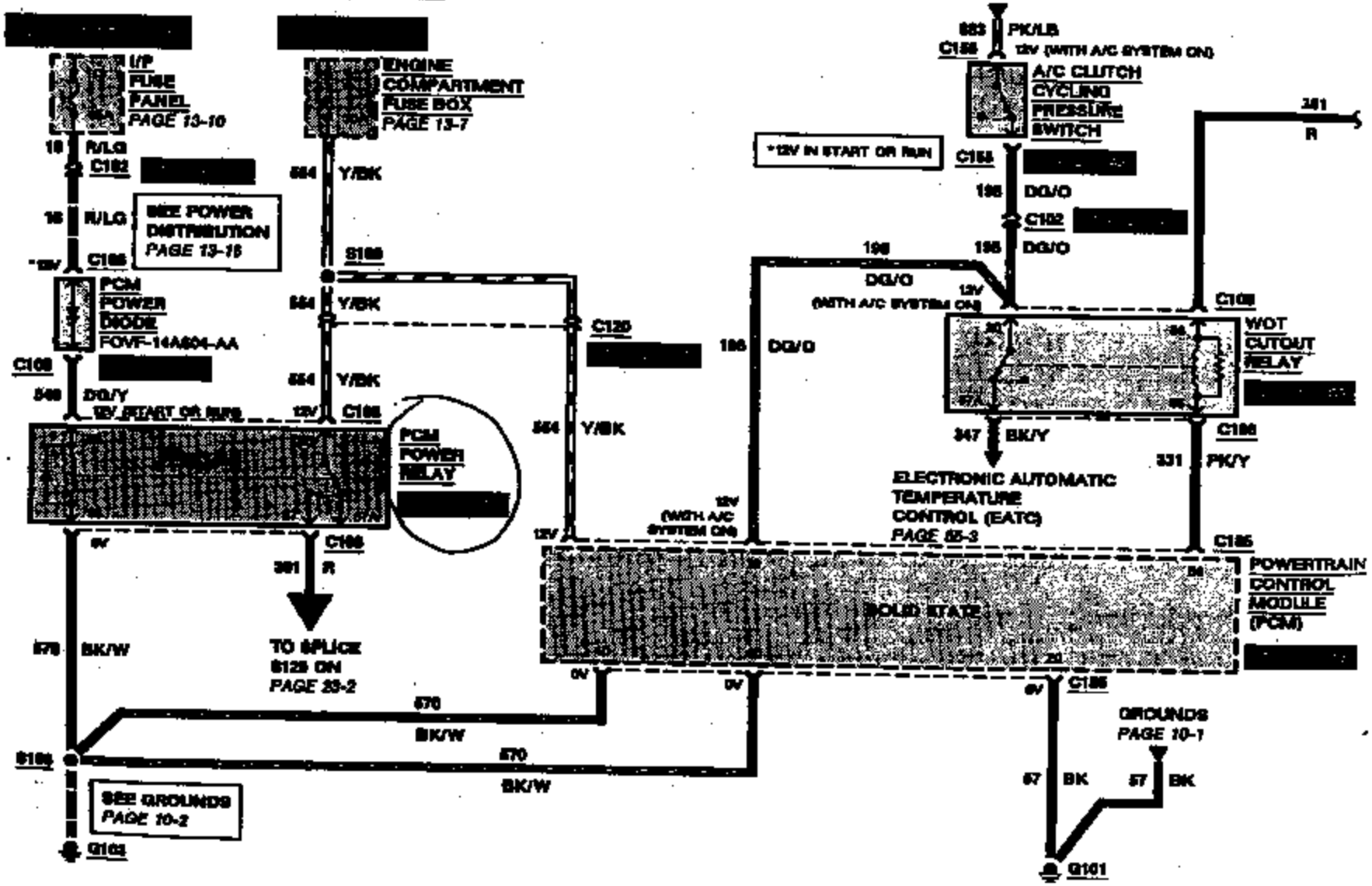
4.6L ENGINE (3 OF 3)

3713 2226


ENGINE COMPARTMENT FUSE BOX
PAGE 13-6
FROM PCM POWER RELAY ON PAGE 23-1
TO SPLICE S131 ON PAGE 23-3
IGNITION SYSTEM PAGE 21-1
TO CONNECTOR C119 ON PAGE 23-7
FUEL PUMP RELAY
DATA LINK CONNECTOR (DLC)
MASS AIR FLOW (MAF) SENSOR
INERTIA FUEL SHUTOFF SWITCH OPENS ON IMPACT
POWERTRAIN CONTROL MODULE (PCM)
FUEL PUMP/FUEL GAUGE SENDER
PAGE 63-1
SEE GROUNDS PAGES 10-14, 10-15
SEE GROUNDS PAGE 10-2
S123
S106
G103
G400

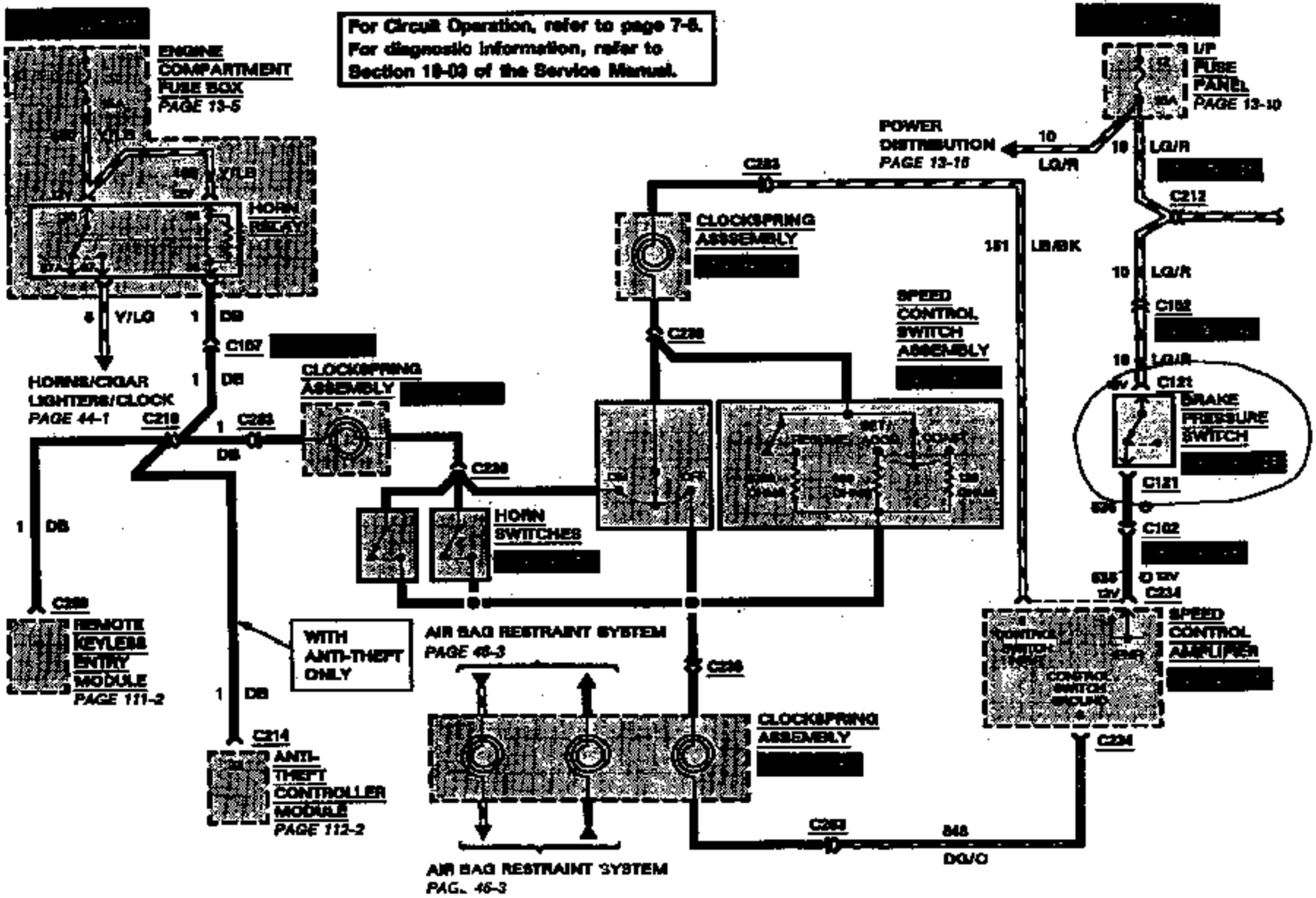
23-1 ELECTRONIC ENGINE CONTROL

For Circuit Operation, refer to page 7-3. For diagnostic information, refer to Powertrain Control/Emissions Diagnosis Manual.



3713 2228

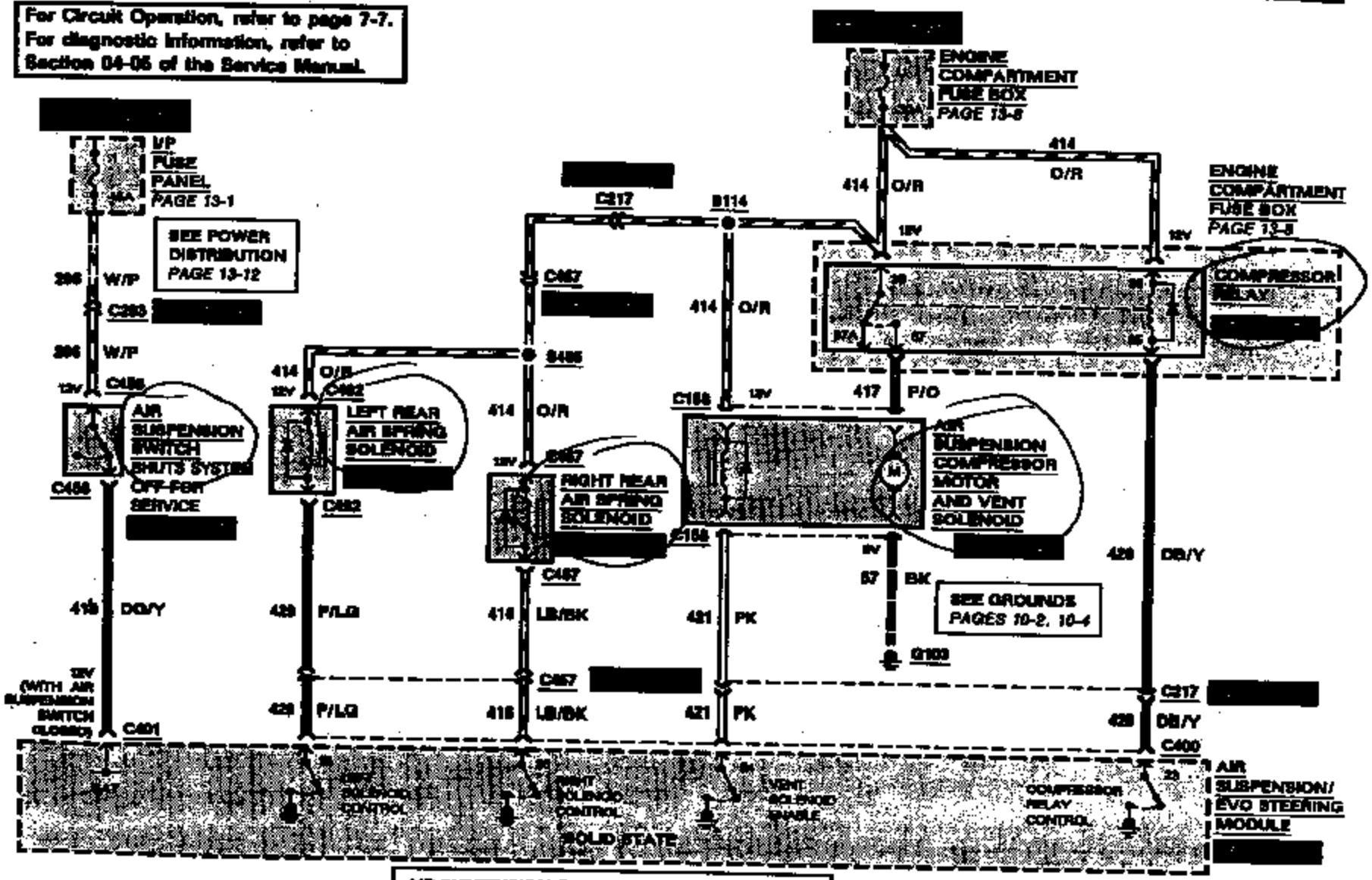
31-1 SPEED CONTROL



3713 2229

41-1 AIR SUSPENSION

For Circuit Operation, refer to page 7-7.
For diagnostic information, refer to Section 04-05 of the Service Manual.



SUMMARY

1) **Reviewed 156 92/93 Town Car reports which included:**
   Owner Reports (MORS)
   Field Reports (CQIS)
   Lawsuits and Claims Litigation Prevention Files
   NHTSA Reports

   There were 47 reports categorized **engine off/unknown** and **underhood** based on the information available.

   30 out of 47 are reported engine off.
   17 out of 47 are reported unknown.

   Of the 30 vehicles reported with the engine off:
   15 are reported to be unknown probable cause.
   7 are reported to be electrical as a probable cause.
   4 are reported as having started in the left front wheel area.
   4 are reported as the brake pressure switch probable cause.

   Of the 17 vehicles reported with the engine unknown:
   11 are reported to be unknown probable cause.
   3 are reported to be electrical as a probable cause.
   1 is reported as the brake pressure switch as a probable cause.
   1 is reported as spark plug wires as a probable cause.
   1 is reported as the celenoid pressure sensor as a probable cause.

   Specific cause reports were ruled out other than the four components as defined by NHTSA, including the brake pressure switch.

2) The file of the 47 vehicles were sent to FCSD for review of option content.

3) Provided the list of the 47 vehicles to Vehicle Safety Office for further investigation of these vehicles.

NEXT STEPS:
Review CV/GM CQIS reports for the same criteria as Town Car.
Reviewing Town Car underhood hot circuits, engine off with UTA on 3/2/99.

Originator: JKafati
File: summary2.xls
Date issued: 2/15/99
Date revised: 2/12/99

SUMMARY

Reviewed 65 92/93 Crown Vic/Grand Marquis reports of which 46 were categorized engine unknown, engine off and underhood.

Of the 46 reports:
30 out of 46 are reported engine unknown.
16 out of 46 are reported engine off.

Of the 30 vehicles reported with the engine unknown:
9 are reported to be unknown probable cause.
4 are reported to be the alternator as a probable cause.
3 are reported to have started in the front of the car.
2 are reported to have started in the left front of the vehicle.
2 are reported to be the brake booster as a probable cause
1 is reported as brake light wiring touching brake fluid.
1 electrical short.
1 heating system
1 cowl area
1 master cylinder
1 would not shift out of park.
1 rupture hose.
1 starting system.
1 delta PFE hose burned.
1 air compressor

Of the 16 vehicles reported with the engine off:
7 are reported to be unknown probable cause.
2 are reported to have started in the left front of the vehicle.
2 are reported electrical as a probable cause.
2 are reported fuel lines as a probable cause.
1 is reported as the fuel pump relay.
1 is reported as the starter.
1 is reported as the brake pressure switch.

SUMMARY

Reviewed 93-95 Econoline reports which included:
Owner Reports (MORS)
Field Reports (CQIS)

There were 81 reports categorized **engine off/unknown** and **underhood** based on the information available.

28 out of 81 are reported engine off.
53 out of 81 are reported unknown.

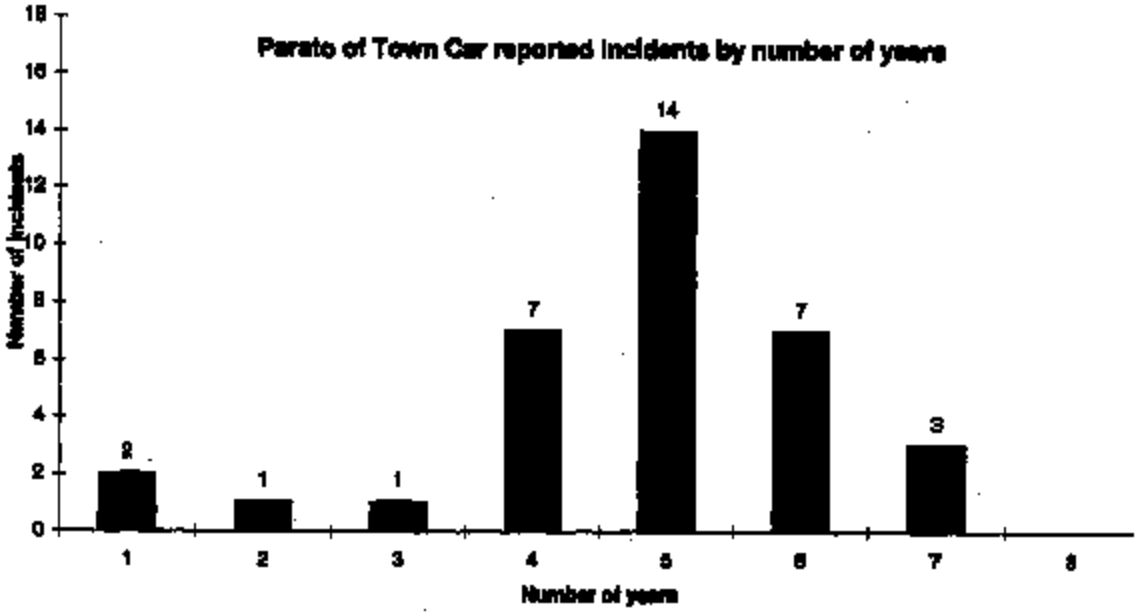
Of the 28 vehicles reported with the engine off:
14 are reported to be unknown probable cause.
5 are reported to be electrical as a probable cause.
2 are reported as having after market conversions.
1 is reported as having started in the left front wheel area.
1 is reported as the brake pressure switch as the probable cause.
1 is reported to be a gas leak.
1 is reported to be the battery.
1 is reported to be the A/C unit.
1 is reported to be transmission.
1 is reported to be the catalytic converter.

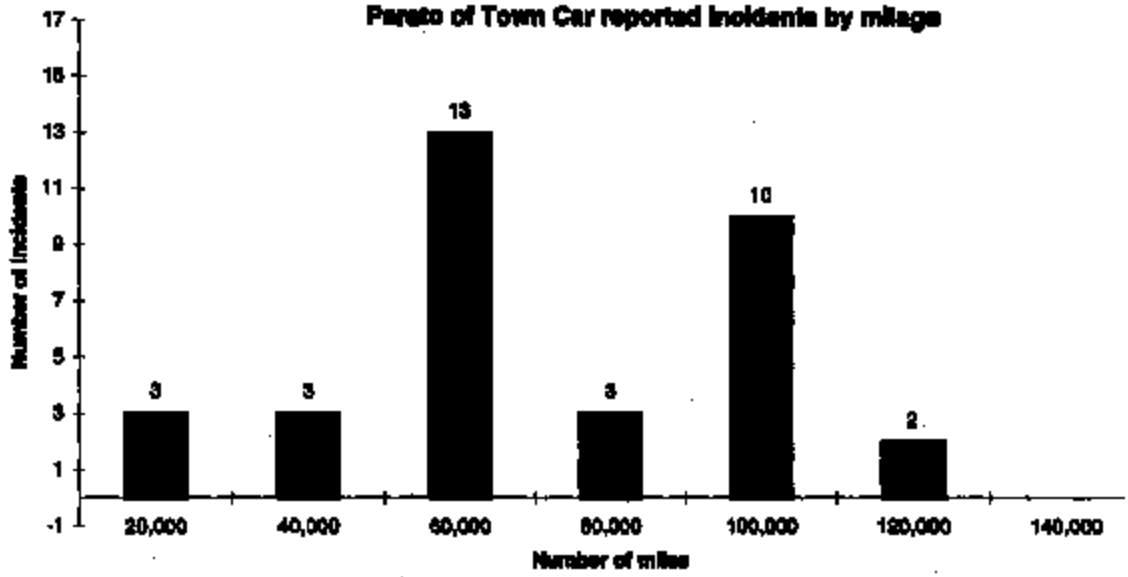
Of the 53 vehicles reported with the engine unknown:
24 are reported to be unknown probable cause.
6 are reported to be electrical as a probable cause.
5 are reported to be the ingintion switch.
3 are reported to be the left side of vehicle.
3 are reported to be the battery.
2 are reported to be at the front end of the vehicle.
2 are reported to be the fuel pump.
1 is reported to be the A/C relay.
1 is reported as part of a conversion with the heater A/C area.
1 is reported as the vacuum hose.
1 is reported to be the computer module.
1 is reported to be a ground wire melted.
1 is reported to be the transmission.
1 is reported to be the alternator.
1 is reported to be the power distribution fuse panel burnt.

Originator: JKafati
File: summary3.xls
Date issued: 3/3/99
Date revised: 2/26/99

3713 2236

92 Lincoln Town Car Reported Incidents Of 40 Vehicles with Engine Off/Unknown





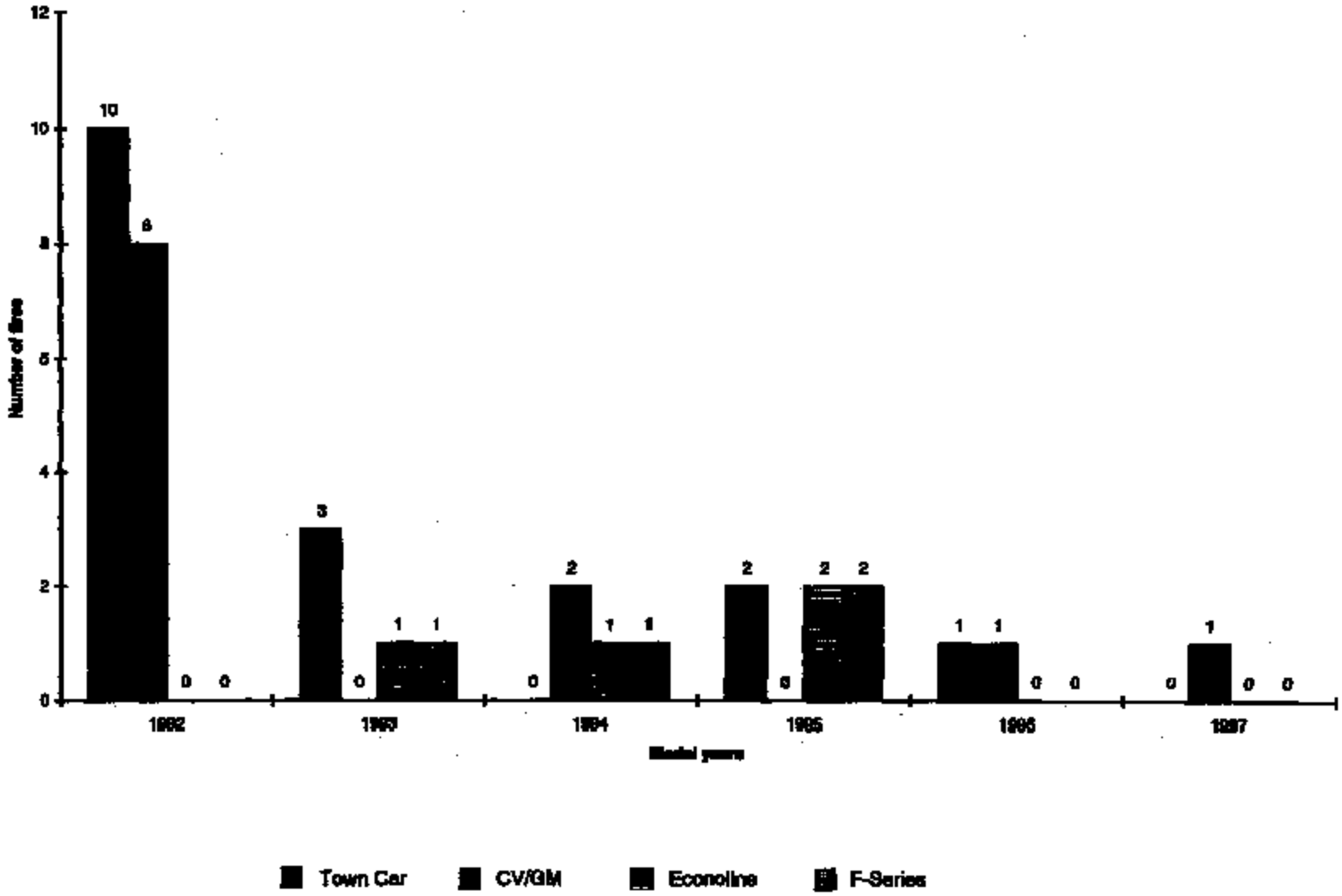
Note:
There were 5 vehicles with unknown vins, therefore, years in service were undetermined.
There were 6 vehicles with unknown miles.

Originator: JKafati
File: Time.oht
Date issued: 4/5/99
Date revised: 4/2/99

Attachment 3

3713 2237

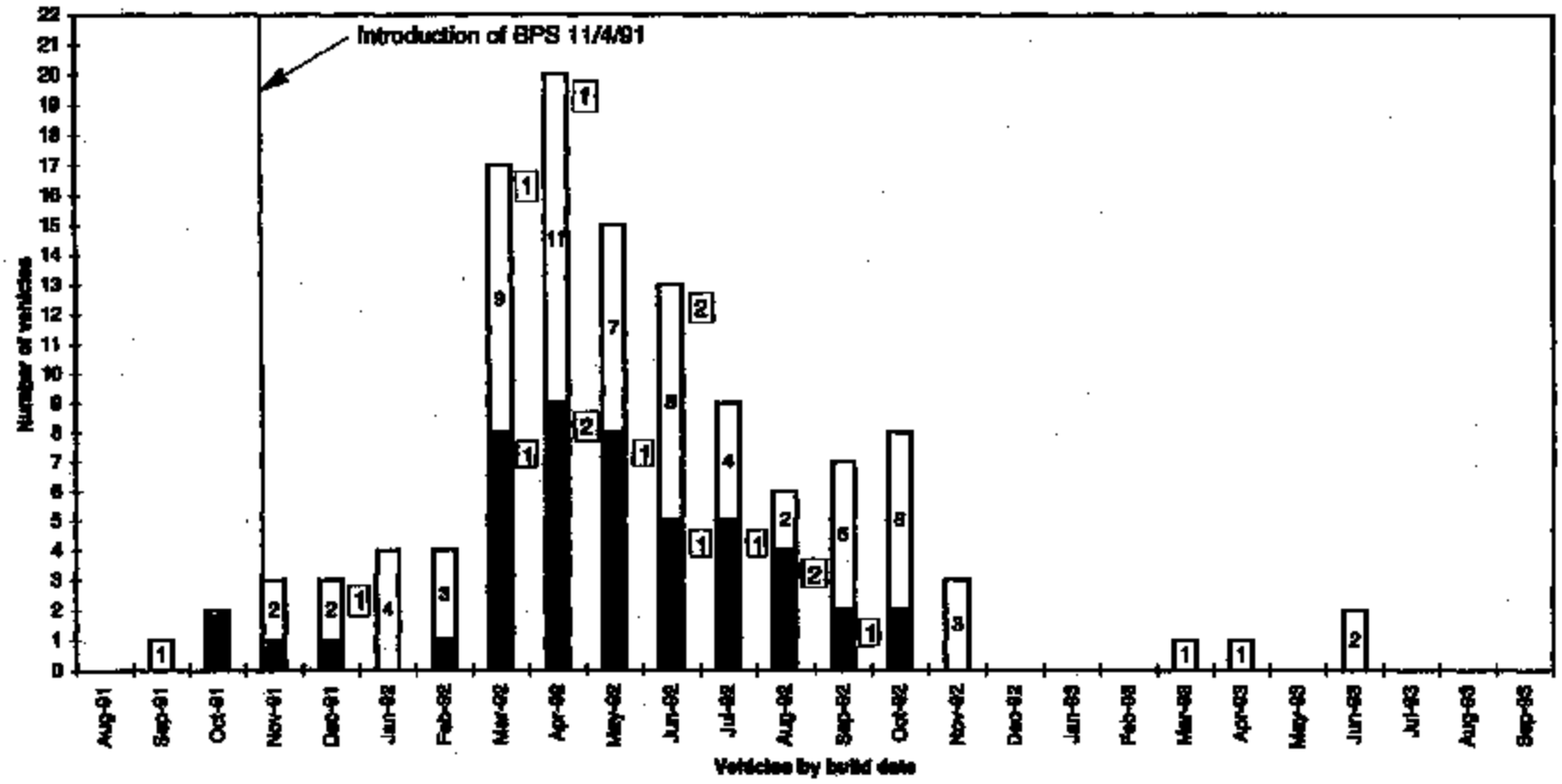
Parato of Symptoms Relating to the Brake Pressure Switch with the Engine Off/Unknown



Originator: JKafati
File: Prod.cht
Date issued: 4/19/99
Date revised: 4/16/99

3713 2298

Pareto of 92/93 Town Car Underhood Fire Allegations With Engine On/Off/Unknown



Note:

- ■ The shaded region represents vehicles with engine off/unknown.
- □ The unshaded region represents vehicles with engine on.
- [1] Represents BPS symptoms

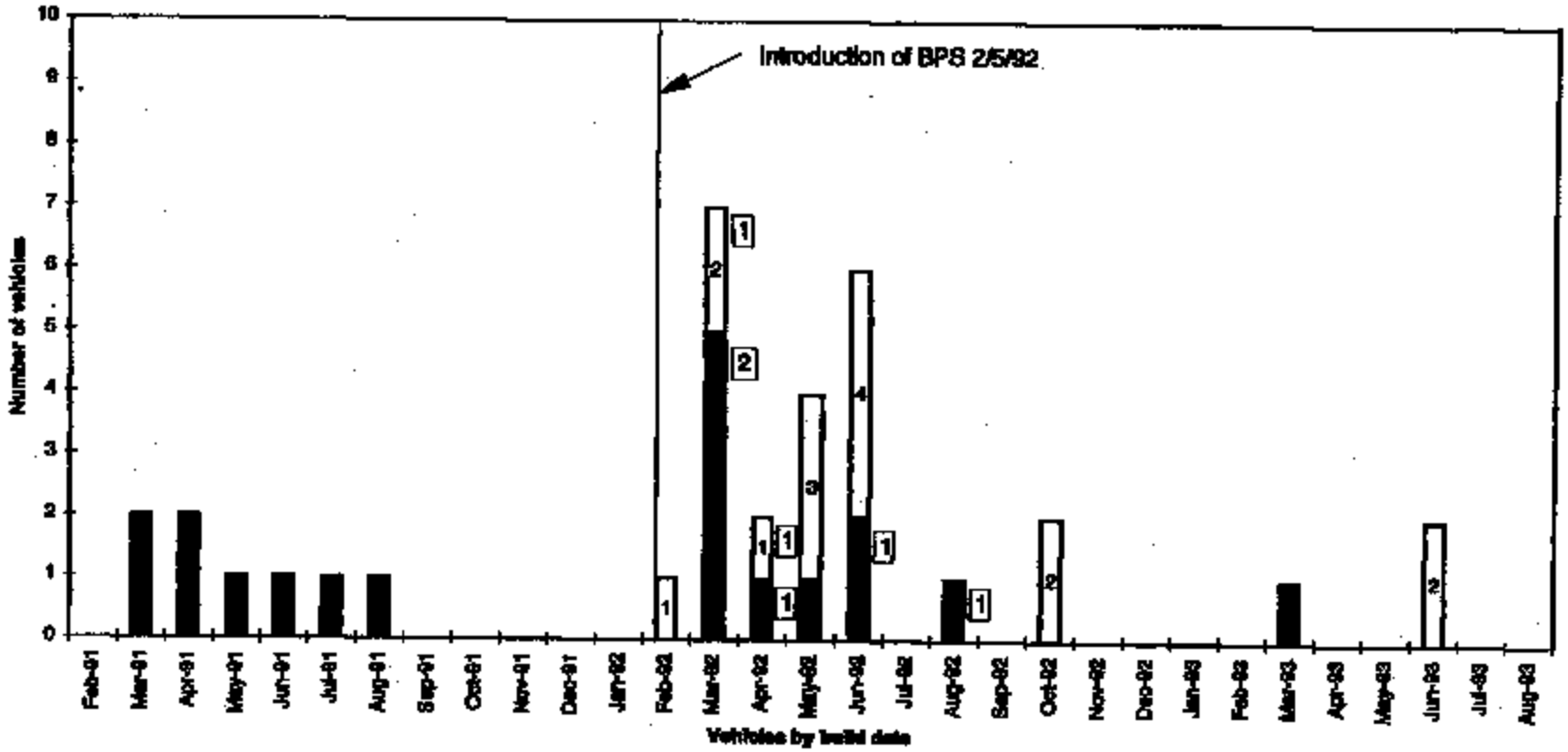
There were 11 vehicles in the unknown category.
3 engine off/unknown, [1] relates to a BPS symptom. 8 engine on.

Originator: JKelel
File: Bulldht.xls
Date issued: 4/10/99
Date revised: 4/16/99

Attachment 1

3713 2239

Pareto of 92/93 CV/GM Underhood Fire Allegations With Engine On/Off/Unknown



Note:

- ■ The shaded region represents vehicles with engine off/unknown.
- □ The unshaded region represents vehicles with engine on.
- [1] Represents BPS symptoms

There were 4 vehicles in the unknown category.
3 engine off/unknown, [2] relate to BPS symptoms.
1 engine on, [1] relates to a BPS symptom.

Originator: J/Kalell
File: Bulldcht.xls
Date Issued: 4/19/93
Date revised: 4/16/93

Attachment 2

[redacted]

3713 2241

[redacted]

3713 2242

[redacted]

3713 2243

1994-1997 CROWN VICTORIA/GRAND MARQUIS AND
1994-1997 LINCOLN TOWN CAR AND 1994-1998 LINCOLN MARK VIII UNDERHOOD FIRES

	OWNER						VEHICLE							REPORT
No.	Name	Address	City	State	ZIP	Telephone Number	VIN	Model Year	Model	Build Date	Sale Date	Mileage		Date
1	[redacted]	[redacted]	Lexington	NC	[redacted]	[redacted]	[redacted]	97	Caliber	[redacted]	[redacted]	[redacted]		[redacted]
2	[redacted]	[redacted]	Virginia Beach	VA	[redacted]	[redacted]	[redacted]	94	Civic	[redacted]	[redacted]	[redacted]		[redacted]
3	[redacted]	[redacted]	Marlboro	MA	[redacted]	[redacted]	[redacted]	95	Civic	[redacted]	Unknown	Unknown		[redacted]
4	[redacted]	[redacted]	New Orleans	LA	[redacted]	[redacted]	[redacted]	95	Civic	[redacted]	[redacted]	26		[redacted]
5	[redacted]	[redacted]	St. Louis	MO	[redacted]	[redacted]	[redacted]	94	Civic	[redacted]	[redacted]	[redacted]		[redacted]
6	[redacted]	[redacted]	Manchester	PA	[redacted]	[redacted]	[redacted]	97	Civic	[redacted]	[redacted]	[redacted]		[redacted]
7	[redacted]	[redacted]	Long Island City	NY	[redacted]	[redacted]	[redacted]	96	Civic	[redacted]	[redacted]	Unknown		[redacted]
8	[redacted]	[redacted]	New York	NY	[redacted]	[redacted]	[redacted]	96	Civic	[redacted]	[redacted]	34,716		11/12/97
9	[redacted]	[redacted]	Providence	RI	[redacted]	[redacted]	[redacted]	97	Civic	[redacted]	[redacted]	16,100		10/23/97
10	[redacted]	[redacted]	Houston	TX	[redacted]	[redacted]	[redacted]	95	Civic	[redacted]	[redacted]	[redacted]		[redacted]
11	[redacted]	[redacted]	Topeka	KS	[redacted]	[redacted]	[redacted]	94	Civic	[redacted]	[redacted]	37,604		[redacted]
12	[redacted]	[redacted]	North Little Rock	AR	[redacted]	[redacted]	[redacted]	94	Civic	[redacted]	[redacted]	[redacted]		[redacted]
13	[redacted]	[redacted]	Oklahoma City	OK	[redacted]	[redacted]	[redacted]	95	Civic	[redacted]	[redacted]	[redacted]		[redacted]
14	[redacted]	[redacted]	Mount Juliet	TN	[redacted]	[redacted]	[redacted]	97	Civic	[redacted]	[redacted]	16,809		[redacted]
15	[redacted]	[redacted]	Sylvan Lake	MI	[redacted]	[redacted]	[redacted]	94	Civic	[redacted]	[redacted]	37,672		[redacted]
16	[redacted]	[redacted]	Tampa	FL	[redacted]	[redacted]	[redacted]	94	Caliber	[redacted]	[redacted]	[redacted]		[redacted]
17	[redacted]	[redacted]	Peabody	MA	[redacted]	[redacted]	[redacted]	94	Caliber	[redacted]	[redacted]	2,142		[redacted]
18	[redacted]	[redacted]	Tilley	FL	[redacted]	[redacted]	[redacted]	97	Caliber	[redacted]	[redacted]	[redacted]		[redacted]
19	[redacted]	[redacted]	Minneapolis	MN	[redacted]	[redacted]	[redacted]	97	Caliber	[redacted]	[redacted]	4,[redacted]		[redacted]
20	[redacted]	[redacted]	Mesa	AZ	[redacted]	[redacted]	[redacted]	96	Caliber	[redacted]	[redacted]	3,[redacted]		[redacted]
21	[redacted]	[redacted]	Albany	GA	[redacted]	[redacted]	[redacted]	97	Civic	[redacted]	[redacted]	2,[redacted]		[redacted]
22	[redacted]	[redacted]	Duncanville	TX	[redacted]	[redacted]	[redacted]	94	Civic	[redacted]	[redacted]	Unknown		[redacted]
23	[redacted]	[redacted]	Duncanville	TX	[redacted]	[redacted]	[redacted]	94	Civic	[redacted]	[redacted]	[redacted]		[redacted]
24	[redacted]	[redacted]	Knoxville	TN	[redacted]	[redacted]	[redacted]	95	Civic	[redacted]	[redacted]	[redacted]		[redacted]
25	[redacted]	[redacted]	Thibodaux	LA	[redacted]	[redacted]	[redacted]	95	Civic	[redacted]	[redacted]	[redacted]		[redacted]
26	[redacted]	[redacted]	Washburn	WI	[redacted]	[redacted]	[redacted]	96	Civic	[redacted]	[redacted]	264		[redacted]
27	[redacted]	[redacted]	Lake Hopatcong	NJ	[redacted]	[redacted]	[redacted]	96	Civic	[redacted]	[redacted]	[redacted]		[redacted]
28	[redacted]	[redacted]	Mesquite	TX	[redacted]	[redacted]	[redacted]	96	Civic	[redacted]	[redacted]	Unknown		[redacted]
29	[redacted]	[redacted]	Royal Oak	MI	[redacted]	[redacted]	[redacted]	95	Civic	[redacted]	[redacted]	6,[redacted]		[redacted]
30	[redacted]	[redacted]	Kingfisher	OK	[redacted]	[redacted]	[redacted]	95	Civic	[redacted]	[redacted]	[redacted]		[redacted]
31	[redacted]	[redacted]	Fort Bragg	NC	[redacted]	[redacted]	[redacted]	94	Civic	[redacted]	[redacted]	17,[redacted]		[redacted]
32	[redacted]	[redacted]	Winston Salem	NC	[redacted]	[redacted]	[redacted]	95	Civic	[redacted]	[redacted]	[redacted]		[redacted]
33	[redacted]	[redacted]	Dayton	OH	[redacted]	[redacted]	[redacted]	94	Civic	[redacted]	[redacted]	[redacted]		[redacted]
34	[redacted]	[redacted]	Somerville	MA	[redacted]	[redacted]	[redacted]	94	Caliber	[redacted]	[redacted]	[redacted]		[redacted]
35	[redacted]	[redacted]	Virginia Beach	VA	[redacted]	[redacted]	[redacted]	94	Caliber	[redacted]	[redacted]	[redacted]		[redacted]
36	[redacted]	[redacted]	Mayfield	KY	[redacted]	[redacted]	[redacted]	97	Caliber	[redacted]	[redacted]	4,[redacted]		[redacted]
37	[redacted]	[redacted]	Chester	SC	[redacted]	[redacted]	[redacted]	94	Caliber	[redacted]	[redacted]	3,[redacted]		[redacted]
38	[redacted]	[redacted]	Los Angeles	CA	[redacted]	[redacted]	[redacted]	97	TCar	[redacted]	[redacted]	21,[redacted]		[redacted]
39	[redacted]	[redacted]	Atlanta	GA	[redacted]	[redacted]	[redacted]	96	TCar	[redacted]	[redacted]	[redacted]		[redacted]
40	[redacted]	[redacted]	Colleyville	TX	[redacted]	[redacted]	[redacted]	96	TCar	[redacted]	[redacted]	[redacted]		[redacted]
41	[redacted]	[redacted]	San Francisco	CA	[redacted]	[redacted]	[redacted]	96	TCar	[redacted]	[redacted]	[redacted]		[redacted]
42	[redacted]	[redacted]	Dallas	TX	[redacted]	[redacted]	[redacted]	96	TCar	[redacted]	[redacted]	7,[redacted]		[redacted]
43	[redacted]	[redacted]	Altamonte Springs	FL	[redacted]	[redacted]	[redacted]	93	Mark	[redacted]	[redacted]	3,[redacted]		[redacted]
44	[redacted]	[redacted]	Port Richey	FL	[redacted]	[redacted]	[redacted]	94	Mark	[redacted]	[redacted]	60,[redacted]		[redacted]
45	[redacted]	[redacted]	Wood River	IL	[redacted]	[redacted]	[redacted]	96	Civic	[redacted]	[redacted]	23,[redacted]		[redacted]
46	[redacted]	[redacted]	Duncanville	TX	[redacted]	[redacted]	[redacted]	94	Civic	[redacted]	[redacted]	618		[redacted]
47	[redacted]	[redacted]	Duncanville	TX	[redacted]	[redacted]	[redacted]	94	Civic	[redacted]	[redacted]	675		[redacted]

3713 2244

1994-1997 CROWN VICTORIA/GRAND MARQUIS AND
1995-1997 LINCOLN TOWN CAR AND 1994-1995 LINCOLN MARK VIII UNDERHOOD FIRES

	OWNER						VEHICLE							REPORT
No.	Name	Address	City	State	ZIP	Telephone Number	VIN	Model Year	Model	Build Date	Sale Date	Mileage		Date
48	Unknown	Unknown	Dearborn	MI	[redacted]	Unknown	2FALP71W[redacted]	97	CrVic	[illegible]	[illegible]	11,088		[illegible]
49	Unknown	Unknown	Kingsville	TX	[redacted]	Unknown	2FALP71W[redacted]	94	CrVic	[illegible]	07/14/94	70,009		[illegible]
50	Unknown	Unknown	Wetumpka	AL	[redacted]	Unknown	2FALP71W[redacted]	95	CrVic	[illegible]	[illegible]	25,217		[illegible]
51	Unknown	Unknown	Grants Pass	OR	[redacted]	Unknown	2FALP71W[redacted]	93	CrVic	[illegible]	[illegible]	2,009		[illegible]
52	Unknown	Unknown	Dearborn	MI	[redacted]	Unknown	2FALP71W[redacted]	95	CrVic	[illegible]	[illegible]	30,654		[illegible]
53	Unknown	Unknown	Highland	IL	[redacted]	Unknown	2FALP71W[redacted]	95	CrVic	[illegible]	[illegible]	408		[illegible]
54	Unknown	Unknown	Clearwater	FL	[redacted]	Unknown	[redacted]	94	Griller	[illegible]	[illegible]	6,[illegible]		[illegible]
55	Unknown	Unknown	Kalama	WI	[redacted]	Unknown	2FALP71W[redacted]	97	CrVic	[illegible]	[illegible]	4		[illegible]
56	Unknown	Unknown	Los Angeles	CA	[redacted]	Unknown	2FALP71W[redacted]	96	CrVic	[illegible]	[illegible]	18,[illegible]		[illegible]
57	Unknown	Unknown	Langhorne	PA	[redacted]	Unknown	[redacted]	96	Griller	[illegible]	[illegible]	6		[illegible]
58	Unknown	Unknown	Mercedes	TX	[redacted]	Unknown	2FALP71W[redacted]	96	CrVic	[illegible]	[illegible]	229		[illegible]
59	Unknown	Unknown	Lynn	MA	[redacted]	Unknown	[redacted]	95	Griller	[illegible]	[illegible]	31		[illegible]
60	[redacted]		Venice	FL	[redacted]	Unknown	2FALP71W[redacted]	96	CrVic	[illegible]	[illegible]	45,021		[illegible]
61	[redacted]		Venice	FL	[redacted]	Unknown	2FALP71W[redacted]	95	CrVic	[illegible]	[illegible]	44,[illegible]		[illegible]
62	Unknown	Unknown	Whistler	AL	[redacted]	Unknown	2FALP71W[redacted]	95	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
63	Unknown	Unknown	Gainesville	FL	[redacted]	Unknown	2FALP71W[redacted]	95	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
64	Unknown	Unknown	Panama City	FL	[redacted]	Unknown	2FALP71W[redacted]	94	CrVic	[illegible]	[illegible]	47,[illegible]		[illegible]
65	[redacted]		Venice	FL	[redacted]	Unknown	2FALP71W[redacted]	96	CrVic	[illegible]	[illegible]	44,[illegible]		[illegible]
66	Unknown	Unknown	Walpole	MA	[redacted]	Unknown	2FALP71W[redacted]	95	CrVic	[illegible]	[illegible]	35,[illegible]		[illegible]
67	Unknown	Unknown	Long Island City	NY	[redacted]	Unknown	2FALP71W[redacted]	95	CrVic	[illegible]	[illegible]	198		[illegible]
68	Unknown	Unknown	Vienna	VA	[redacted]	Unknown	[redacted]	94	Griller	[illegible]	[illegible]	12		[illegible]
69	Unknown	Unknown	Ft. Worth	TX	[redacted]	Unknown	2FALP71W[redacted]	97	CrVic	[illegible]	[illegible]	64,[illegible]		[illegible]
70	Unknown	Unknown	Shamrock	TX	[redacted]	Unknown	2FALP71W[redacted]	96	CrVic	[illegible]	[illegible]	62		[illegible]
71	Unknown	Unknown	Cranberry Twp.	PA	[redacted]	Unknown	1LNLM81V2[redacted]	94	Mark	[illegible]	[illegible]	62,[illegible]		[illegible]

3713 2246

1994-1997 CROWN VICTORIA/GRAND MARQUIS AND
1995-1997 LINCOLN TOWN CAR AND 1994-1995 LINCOLN MARK VIII UNDERHOOD FIRES

	OWNER						VEHICLE							REPORT
No.	Name	Address	City	State	ZIP	Telephone Number	VIN	Model Year	Model	Build Date	Sale Date	Mileage		Date
1	[redacted]		Lexington	KY			[redacted]	97	Grand	[illegible]	10/12/96	3,[illegible]		11/[illegible]
2			Virginia Beach	VA			[redacted]	94	CrVic	[illegible]	[illegible]	6,[illegible]		11/[illegible]
3			[illegible]	MA			[redacted]	95	CrVic	[illegible]	Unknown	Unknown		[illegible]
4			New Orleans	LA			[redacted]	95	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
5			St. Louis	MO			[redacted]	95	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
6			[illegible]	PA			[redacted]	97	CrVic	[illegible]	[illegible]	1,[illegible]		[illegible]
7			Long Island City	NY			[redacted]	95	CrVic	[illegible]	[illegible]	Unknown		[illegible]
8			New York	NY			[redacted]	96	CrVic	[illegible]	[illegible]	34,710		11/12/97
9			Providence	RI			[redacted]	97	CrVic	[illegible]	[illegible]	10,[illegible]		10/[illegible]
10			[illegible]	TX			[redacted]	95	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
11			[illegible]	KS			[redacted]	94	CrVic	[illegible]	[illegible]	27,[illegible]		[illegible]
12			North Little Rock	AR			[redacted]	94	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
13			[illegible] City	OK			[redacted]	97	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
14			Mount Juliet	TN			[redacted]	97	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
15			[illegible] Lake	IL			[redacted]	94	CrVic	[illegible]	[illegible]	37,[illegible]		[illegible]
16			Tampa	FL			[redacted]	94	Grand	[illegible]	[illegible]	[illegible]		[illegible]
17			[illegible]	MA			[redacted]	94	Grand	[illegible]	[illegible]	2,1[illegible]		11/[illegible]
18			Trilby	FL			[redacted]	97	Grand	[illegible]	[illegible]	[illegible]		[illegible]
19			[illegible]	MN			[redacted]	97	Grand	[illegible]	[illegible]	4,[illegible]		[illegible]
20			[illegible]	AZ			[redacted]	95	Grand	[illegible]	[illegible]	3,[illegible]		[illegible]
21			Albany	GA			[redacted]	97	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
22			[illegible]	TX			[redacted]	94	CrVic	[illegible]	[illegible]	Unknown		[illegible]
23			[illegible]	TX			[redacted]	94	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
24			[illegible]	TN			[redacted]	95	CrVic	[illegible]	[illegible]	8,[illegible]		[illegible]
25			Thibodaux	LA			[redacted]	96	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
26			[illegible]	WI			[redacted]	96	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
27			Lake Hopatcong	NJ			[redacted]	96	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
28			[illegible]	TX			[redacted]	96	CrVic	[illegible]	[illegible]	Unknown		[illegible]
29			Royal Oak	MI			[redacted]	96	CrVic	[illegible]	[illegible]	5,[illegible]		[illegible]
30			[illegible]	OK			[redacted]	96	CrVic	[illegible]	[illegible]	[illegible]		11/[illegible]
31			Fort Bragg	NC			[redacted]	94	CrVic	[illegible]	[illegible]	17,[illegible]		[illegible]
32			[illegible] Salem	NC			[redacted]	95	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
33			[illegible]	OH			[redacted]	94	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
34			[illegible]	MA			[redacted]	94	Grand	[illegible]	[illegible]	[illegible]		[illegible]
35			Virginia Beach	VA			[redacted]	94	Grand	[illegible]	[illegible]	[illegible]		[illegible]
36			[illegible]	KY			[redacted]	97	Grand	[illegible]	[illegible]	4,[illegible]		[illegible]
37			Chester	GA			[redacted]	94	Grand	[illegible]	[illegible]	[illegible]		[illegible]
38			Los Angeles	CA			[redacted]	97	TCar	[illegible]	[illegible]	21,[illegible]		[illegible]
39			[illegible]	GA			[redacted]	96	TCar	[illegible]	[illegible]	[illegible]		[illegible]
40			[illegible]	TX			[redacted]	96	TCar	[illegible]	[illegible]	[illegible]		[illegible]
41			San Francisco	CA			[redacted]	96	TCar	[illegible]	[illegible]	[illegible]		[illegible]
42			Dallas	TX			[redacted]	95	TCar	[illegible]	[illegible]	7,[illegible]		[illegible]
43			[illegible] Springs	FL			[redacted]	93	Mark	[illegible]	[illegible]	[illegible]		[illegible]
44			Port Richey	FL			[redacted]	94	Mark	[illegible]	[illegible]	[illegible]		01/[illegible]
45			Wood River	IL			[redacted]	95	CrVic	[illegible]	[illegible]	[illegible]		[illegible]
46			[illegible]	TX			[redacted]	94	CrVic	[illegible]	[illegible]	512		10/[illegible]
47			[illegible]	TX			[redacted]	94	CrVic	[illegible]	[illegible]	7[illegible]		10/[illegible]

37-13 2246

1994-1997 CROWN VICTORIA/GRAND MARQUIS AND
1996-1997 LINCOLN TOWN CAR AND 1994-1995 LINCOLN MARK VIII UNDERHOOD FIRES

FSR-[illegible]

	OWNER						VEHICLE							REPORT
No.	Name	Address	City	State	ZIP	Telephone Number	VIN	Model Year	Model	Build Date	Sale Date	Mileage		Date
48	Unknown	Unknown	Dearborn	MI	[redacted]	Unknown	2FALP71W2V[redacted]	97	Civic	09/12/97	05/30/97	11,880		[illegible]
49	Unknown	Unknown	Kingsville	TX	[redacted]	Unknown	2FALP71[redacted]	94	Civic	08/20/94	07/14/94	78,[illegible]		[illegible]
50	Unknown	Unknown	Wetumpka	AL	[redacted]	Unknown	2FALP71W[redacted]	96	Civic	05/21/96	[illegible]	25,217		[illegible]
51	Unknown	Unknown	Grants Pass	OR	[redacted]	Unknown	2FALP71W[redacted]	93	Civic	09/14/93	[illegible]	3,[illegible]		[illegible]
52	Unknown	Unknown	Dearborn	MI	[redacted]	Unknown	2FALP71W[redacted]	96	Civic	04/11/96	[illegible]	35,[illegible]		[illegible]
53	Unknown	Unknown	Highland	IL	[redacted]	Unknown	2FALP71W[redacted]	96	Civic	09/12/96	[illegible]	490		[illegible]
54	Unknown	Unknown	Clearwater	FL	[redacted]	Unknown	[redacted]	96	Grand	10/[illegible]	[illegible]	[illegible]		[illegible]
55	Unknown	Unknown	Kokomo	IN	[redacted]	Unknown	2FALP71W[redacted]	97	Civic	09/15/96	10/07/96	4		[illegible]
56	Unknown	Unknown	Los Angeles	CA	[redacted]	Unknown	2FALP71W[redacted]	96	Civic	10/1[illegible]	11/[illegible]	10,[illegible]		[illegible]
57	Unknown	Unknown	Langhorne	PA	[redacted]	Unknown	[redacted]	96	Grand	[illegible]	07/11/96	6		[illegible]
58	Unknown	Unknown	Mesquite	TX	[redacted]	Unknown	2FALP71W[redacted]	96	Civic	03/04/96	[illegible]	225		[illegible]
59	Unknown	Unknown	Lynn	MA	[redacted]	Unknown	[redacted]	96	Grand	09/18/94	[illegible]	32		[illegible]
60	[redacted]		Venice	FL	[redacted]	Unknown	2FALP71W[redacted]	96	Civic	[illegible]	[illegible]	46,621		12/11/96
61	[redacted]		Venice	FL	[redacted]	Unknown	2FALP71W[redacted]	96	Civic	09/12/96	[illegible]	44,[illegible]		[illegible]
62	Unknown	Unknown	Westfield	AL	[redacted]	Unknown	2FALP71W[redacted]	96	Civic	10/[illegible]	[illegible]	58,[illegible]		[illegible]
63	Unknown	Unknown	Gainesville	FL	[redacted]	Unknown	2FALP71W[redacted]	96	Civic	09/16/96	[illegible]	52,[illegible]		[illegible]
64	Unknown	Unknown	Panama City	FL	[redacted]	Unknown	2FALP71W[redacted]	94	Civic	09/14/94	[illegible]	47,[illegible]		[illegible]
65	[redacted]		Venice	FL	[redacted]	Unknown	2FALP71W[redacted]	96	Civic	03/12/96	[illegible]	44,[illegible]		[illegible]
66	Unknown	Unknown	Natick	MA	[redacted]	Unknown	2FALP71W[redacted]	96	Civic	04/[illegible]	[illegible]	35,[illegible]		[illegible]
67	Unknown	Unknown	Long Island City	NY	[redacted]	Unknown	2FALP[redacted]	96	Civic	[illegible]	[illegible]	136		[illegible]
68	Unknown	Unknown	Warren	WA	[redacted]	Unknown	[redacted]	94	Grand	[illegible]	[illegible]	12		[illegible]
69	Unknown	Unknown	Ft. Worth	TX	[redacted]	Unknown	2FALP71W[redacted]	97	Civic	04/07/97	[illegible]	64,257		11/1[illegible]
70	Unknown	Unknown	Mesquite	TX	[redacted]	Unknown	2FALP71W[redacted]	96	Civic	03/04/96	[illegible]	82		04/01/96
71	Unknown	Unknown	Cranberry Twp.	PA	[redacted]	Unknown	1LNLM91V[redacted]	94	Mark	[illegible]	[illegible]	[illegible]		[illegible]

3713 2247

FCM-[illegible]
[illegible]
[illegible]

(CASE # 5

1992-95 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire is your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 92 Make: GRAND MARQUIS VIN: 2MEBM75W6NX[redacted] Mileage: _____

Do you still own the vehicle? NO If not, do you know where it is? STATE FARM INS.

Customer Name: [redacted] Phone: NOT AVAILABLE

Address: NOT AVAILABLE

Did a dealer inspection your vehicle? NO If yes, name of the dealer DERMAIN L-M

Was the vehicle involved in a natural disaster and as a result, destroyed? NO
If yes, where was the clean-up of the incident performed? _____

What is the repair history of the vehicle? See attached

Insurance Agency information (If pertinent)

Insurance agency name: STATE FARM INSURANCE / DANIEL GREENE
Insurance agent address: SARASOTA FACILITY (GALVANE YO)
phone number: 941-656-7610
other: CLAIM # 59E1D85345

DATE OF FIRE 12-28-98

Incident Info

Where did the fire start? Engine compartment? _____ Specific location/component? _____

Was the vehicle:
Engine on? _____ Engine off? YES If off, how long was it off? _____
If on, how long was it on? _____
Moving? _____
Parked? YES If parked, where was the vehicle parked? (street, garage or carport) _____

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? _____
Speed control not working? _____
Brake warning lamp illuminated? _____
Battery not holding a charge? _____
Fuses blowing? _____
Stop lamp inoperative? _____
Other? LOUD BANG, SOMETHING SHOULDERING UNDER HOOD

3713 2248

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? ___YES___

Were the underhood fuse links blown? _____

Were there any fuses that were blown or show evidence of other damage? _____

What areas of the vehicle were damaged? _____

Was there any damage to any wiring in the area where you believe the fire was started?

_____

Does the air suspension pump show evidence of overheating? _____

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?

_____

Was the vehicle repaired? ___NO___ When? _____ Where? NOT APPLICABLE

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?
___YES___

For inspectors: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/10/99

note [illegible] Dan Greene [illegible]

[illegible]

Questions to ask:

1. Was the fire underhood? YES
2. Was anyone injured in the fire? NO
3. Has the vehicle already been repaired since the fire? NO, TOTALLED
4. Is your insurance company handling this incident? (agency name and agent phone #) STATE FARM INS. REP: DANIEL GREENE PH. # 941-656-7610 CLAIM #: 592088345
5. Is the vehicle available for Ford inspection? YES
6. What is the exact date of the fire? 12-28-98
7. Was a fire report done? YES
8. Where is the vehicle now? STATE FARM'S STORAGE/SALVAGE → SADISCO FACILITY
9. What is the name of the Ford dealer involved, or the nearest dealer? DERMAN LINC-MERC.
10. What is the VIN number, the make, model and year of the vehicle? 2MECM75N6NX[redacted] '92 MERC. GRAND MARQUIS
    VEHICLE MILEAGE:
11. Customer's name, address and phone number?
    Leland Lintz.

3713 2250

Conversation with Dan Greene (State Farm) (3-3-99)

-both vehicles had similar fires

-he thinks this involved the ignition switch

-both vehicles had recently been driven (within the past 12 hours of the respective incidents)

-both vehicles had been parked when the fires occurred

-a loud bang noise was heard, after something was smouldering under the hood

NVNP510 MAVIS Vehicle Inquiry 03/03/99 10:51:28

-->

VEHICLE ID: 2M[redacted] (WWYPEEEEEB) VIN: 2MECM75W6NX722670 DIV: 3 Status: 800

Vehcle Line:	CFP	Convy Deliv:	032692	Orig P-Lvl:	213	Selling Dlr:	25B037
Order Recpt:	030492	ShipTo Stat:		Curr P-Lvl:	213	Sale Date:	063092
Orig Sched:	031692	Rls-To Stat:	FL	Order Dlr:	25037	Demo Date:	
Inv Prep:	031192	Orig Int St:	031992	Orig Rls Dlr:	25037	Deliv Type:	L
Prod Date:	031792	Curr Int St:	031992	Rls Dlr P&A:	11619	Sales Prd:	092071
Rls Date:	031792	Dlrfin Ext:	042592	Warr Start:	063092	Cancel Sl:	063092
Memo Consgn:		P&C Ext:	042592	WarrS-Ind:		Sale Status:	G
Orig Pltbus:	031792	Advert Ext:	042592		-Date-	-Dealer-	
Curr Pltbus:	031792	Slspsn SS#:	0218	Shipped:	031892		
T/Name:	9 [redacted]			Curr Stock:	031792	25B037	
Addr:	[redacted]	State:	FL	1st-Prior:			
City:	FT LAUDERDALE	N/A-Rcpt:	071392	2nd-Prior:			
Zip:	[redacted]	Warr-Ins-Ind:		3rd-Prior:			

V.O.:1[redacted] 2 3 4 5 6 7 8

12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234

M75NXY 44 A2 16C7820 4C D P1 J3P8Q7 KH 3 25B037 1 DD

8 9 0 1 2 3 4 5 6

5678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890

GH3H 3 2 W2MEC6 0 2 172A 9WP S

F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

case #5

customer

leland lintz

3713 2252

Standard Claims List For Model Year 1992

2MECM75W6N0[redacted]	C/FF	C/M	C/FA	C/AJ	C/B	AW	C/DK	C/VN	17-MAR-1992	30-JUN-1992	325037	USA	24	5V01	000301	F3VY	1125	A	N27	14	271
AWS Claim Key:	27609786	Trx Code:		E04	Labor Hrs:	.8	Labor Cost:			41.31	Material Cost:		109.15	Total Cost:		150.46					
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC				Ph:	941-4332300		St: FL		City Cd:		USA	Reg Cd:	NA	Repr Date: 15-JUN-1994			Doc #:	
Cust Comments:	BRAKES PULSATE WHEN STOPPING- WARP.																				
Tech Comments:	FRONT ROTORS WARPED DISC BRAKE ROTOR-FRONT																				

2MECM75W6N0[redacted]	C/FP	C/M	C/FA	C/AJ	C/B	AW	C/DK	C/VN	17-MAR-1992	30-JUN-1992	325037	USA	31	2B04	030703	F3PZ	12259	C	D36	46	289
AWS Claim Key:	29767900	Trx Code:		S07	Labor Hrs:	1.1	Labor Cost:			56.8	Material Cost:		60.48	Total Cost:		135.42					
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC				Ph:	941-4332300		St: FL		City Cd:		USA	Reg Cd:	NA	Repr Date: 19-DEC-1994			Doc #: 030833	
Cust Comments:	ENGINE HAS A SEVERE MISS...ADVISE>																				
Tech Comments:	PLUG WIRES BURNED OUT IGNITION SYSTEM - DIAGNOSE>																				

Any comments? You can contact

webmaster@aws-ford.com

3713 2253

WAITING FOR
CALL FROM

[redacted]

left
msg
3/11/99

3/12/99
- nothing
to inspect
- vehicles were
used for parts

[redacted]

3/12/99

3713 2254

Case #2

1992-95 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 93 Make: TOWNCAR VIN#: 1LLY52W[redacted] Mileage: Around 70,000

Do you still own the vehicle? NO If not, do you know where it is? TAKEN BY STATE FARM INSURANCE

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] NAPERVILLE, IL [redacted]

Did a dealer inspection your vehicle? NO If yes, name of the dealer FAIR OAKS L-M

Was the vehicle involved in a natural disaster and as a result, destroyed? NO
If yes, where was the clean-up of the incident performed? _____

What is the repair history of the vehicle? WAS AT DEALERSHIP 10 DAYS PRIOR TO FIRE. REPAIR INVOLVED POWER ANTENNA/ ELECTRICAL WORK (See attached copy of AWS claims report)

Incident Info

Where did the fire start? Engine compartment? _____ Specific location/component? TOWARD UPPER RIGHT CORNER NEAR FIRE WALL

Was the vehicle:
Engine on? _____ Engine off? YES If off, how long was it off? 5 MINUTES
If on, how long was it on? _____
Moving? _____
Parked? _____ If parked, where was the vehicle parked? (street, garage or carport) _____

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? NO
Speed control not working? NO
Brake warning lamp illuminated? NO
Battery not holding a charge? NO
Fuses blowing? NO
Stop lamp inoperative? NO
Other? _____

3719 2265

CONTACTED EAA FOR INSPECTION: 3-11-99 4PM
SPOKE TO ALAN HAYS
DATE CALLED: 3-10-99

Did you inspect the vehicle? BRIEFLY. She noticed the fire starting near firewall

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? NO

Were the underhood fuse links blown? NO

Were there any fuses that were blown or show evidence of other damage? NO

What areas of the vehicle were damaged? ENTIRE FRONT END, VEHICLE WAS TOTALLED, PLUS LEFT FRONT TIRE

Was there any damage to any wiring in the area where you believe the fire was started?
She doesn't know

Does the air suspension pump show evidence of overheating? NO

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?
NONE

Was the vehicle repaired? NO When? _____ Where? _____

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?
customer no longer owns vehicle

Insurance agency: STATE FARM, INVESTIGATIVE AGENT (CLAIM UNIT)
JOHN KESSLER 630-406 5061
CLAIM # 13908716

For inspection: Parts that we would like from vehicle

STATE FARM HAS APPROVED INSPECTION

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

Insurance Agent must be present: VEHICLE LOCATED
280 EAST SULLIVAN RD
AURORA IL 60505
630-896-5300

AGENCY ADDRESS
JOHN KESSLER
185 NORTH RANDALL RD
BATAVIA, IL 60510
(630) 406-5061
(888) 209-4937 Pager
PIN # 28050

3713 2066

Cust Comments: WIPERS NOT SEATING CORRECTLY & NOISEY AFTER SHUT OFF FSN Y N /
Tech Comments: REPLACE WIPER MOTOR RESCTLY & NOISEY AFTER SHUT OFF FSN Y N / NN C 000YN NW02M10452A ESPCESPBASE 02 19960736D A1JN1 IN 19960736D H1JN1 IN

1LNLM82W6P[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 27-AUG-1992 31-AUG-1992 384299 USA 55 3A06 070100 E6BZ 7052 A L32 D1 6
AWS Claim Key: 21650762 Trx Code: 0736D Labor Hrs: .5 Labor Cost: 32.41 Material Cost: 7.53 Total Cost: 43.41
Dlr Cd-Sub Cd: 10533-* Name: FAIR OAKS LINCOLN-MERCURY INC Ph: 630-7594500 St: IL City Cd: USA Reg Cd: NA Repr Date:07-FEB-1997 Doc #:412
Cust Comments: CK TRANSMISSION LEAK
Tech Comments: CHECK FOR LEAKS REPLACED LEAKING TAIL SHAFT SEAL

1LNLM82W6P[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 27-AUG-1992 31-AUG-1992 384299 USA 55 3C04 070100 P5AZ 7A247 A P67 42 6
AWS Claim Key: 21636380 Trx Code: 0736D Labor Hrs: 1.8 Labor Cost: 116.93 Material Cost: 40.34 Total Cost: 175.41
Dlr Cd-Sub Cd: 10533-* Name: FAIR OAKS LINCOLN-MERCURY INC Ph: 630-7594500 St: IL City Cd: USA Reg Cd: NA Repr Date:07-FEB-1997 Doc #
Cust Comments: CHECK TRANS HARD SHIFT
Tech Comments: RAN SBDS TEST KOEO PASS KOER P116 REPLACED BAD TR SENSOR

1LNLM82W6P[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 27-AUG-1992 31-AUG-1992 384299 USA 55 3A05 070100 F4AZ 7A101 A P89 42 6
AWS Claim Key: 21740692 Trx Code: 0736D Labor Hrs: 9.2 Labor Cost: 597.63 Material Cost: 456.78 Total Cost: 1260.53
Dlr Cd-Sub Cd: 10533-* Name: FAIR OAKS LINCOLN-MERCURY INC Ph: 630-7594500 St: IL City Cd: USA Reg Cd: NA Repr Date:04-MAR-1997 Doc #:413
Cust Comments: CK. TRANS SLIPS EXCESSIVLY.CK.HISTORY.
Tech Comments: ROADTESTED VERFIED CONCERN RAN PRESSURE TEST REMOVED PAN FOR FLUID INSPECTION BURNED AND METAL IN PAN REMOVED TRANS OVERHU-AU TRANS FLUSH CONVERTOR AND COOLER LINES ROADTESTED EVERYTHING OK NOW

1LNLM82W6P[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 27-AUG-1992 31-AUG-1992 384299 USA 56 7F01 110501 * 13E399 * L25 42 6
AWS Claim Key: 21816891 Trx Code: 0736D Labor Hrs: 1.1 Labor Cost: 71.46 Material Cost: 46.27 Total Cost: 138.6
Dlr Cd-Sub Cd: 10533-* Name: FAIR OAKS LINCOLN-MERCURY INC Ph: 630-7594500 St: IL City Cd: USA Reg Cd: NA Repr Date:02-APR-1997 Doc #:414
Cust Comments: L S TURN SIGNAL & BRIGHT LITES INOP
Tech Comments: REPLACE MULTIFUNCTION SWITCH

1LNLM82W6P[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 27-AUG-1992 31-AUG-1992 384299 USA 61 7F01 110501 FIVY 13E399 C W05 X2 7
AWS Claim Key: 22218763 Trx Code: 5FW Labor Hrs: 1.1 Labor Cost: 73.81 Material Cost: 40.03 Total Cost: 127.85
Dlr Cd-Sub Cd: 10533-* Name: FAIR OAKS LINCOLN-MERCURY INC Ph: 630-7594500 St: IL City Cd: USA Reg Cd: NA Repr Date:13-AUG-1997 Doc #:416
Cust Comments: CK HIGH BEAMS INOP CK AND ADJUST
Tech Comments: TEST AND REPLACE M.F. SWITCH

mileage 70804

9713 2257

NVMP510 NAVIS Vehicle Inquiry 03/04/99 10:01:08

```
-->
 VEHICLE ID: 1LPY[redacted] (WHY/[redacted]) VIN: 1LNLM82W6PY614595 DIV: 3 Status: 802
Vehcle Line: CVB      Convy Deliv: 091092   Orig P-Lvl: 301   Selling Dlr: 84229P
Order Recpt: 081392   ShipTo Stat:          Curr P-Lvl: 301     Sale Date: 083192
 Orig Sched: 082492   Rls-To Stat: TX        Order Dlr: 8429P   Demo Date:
    Inv Prep: 082092  Orig Int St:        Orig Rls Dlr: 8429P  Deliv Type:
   Prod Date: 082792  Curr Int St:         Rls Dlr P&A: 8429P   Sales Prd: 092091
    Rls Date: 083192   Dlrfin Ext:          Warr Start: 091592  Cancel Sl:
Memo Consgn:                P&C Ext:        Warr$-Ind:        Sale Status: I
Orig Pltbus: 083192   Advert Ext:                        -Date- -Dealer-
Curr Pltbus: 083192   Slspsn SS#:              Shipped: 083192  67A365
T/Name: 9             [redacted]             Curr Stock: 083192  84229P
Addr: [redacted]            State:             1st-Prior:
City: [redacted]          N/A-Rcpt:            2nd-Prior:
Zip:                   Warr-Ins-Ind:           3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M82PY B4L  A   S 24E1751      DH S   P1J 42  4  3 L6  A  P 3  384229P  3VAUA
8         9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   DJ R  H8   W1LNL6 3 D  4Y  755A  WP
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3                    LPREL10
```

#4

9/14/98

[redacted]

called 3/10/99
- contacted customer
- 3/10/99 left msg for State Farm Agent

3713 2258

John Kessler 3/11/99

- he is checking on removing parts approval

AURORA, IL

- he has many Town Car on his lot

- release form?
- parts?

VEHICLE LOCATED:

280 East Sullivan Rd
Aurora IL 60505
(630) 896-5300
agent must be present

[redacted]

3713 2259

Case # 21

1992-95 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 92 Make: Lincoln Car VIN#: _____ Mileage: no

Do you still own the vehicle? no If not, do you know where it is? _____

Customer Name: [redacted] Phone: [redacted]

Addre[redacted]

Did a dealer inspection your vehicle? no If yes, name of the dealer _____

Was the vehicle involved in a natural disaster and as a result, destroyed? no
If yes, where was the clean-up of the incident performed? _____

What is the repair history of the vehicle? transmission, brake switch replacement out

Insurance Agency information (If pertinent)

Insurance agency name: Gurney Scott
Insurance agent address: Wallace, Tx
phone number: _____
claim number: _____

Incident Info

Date of Loss: don't know

Where did the fire start? Engine compartment? _____ Specific location/component?
driver passenger, under the hood - least on gas line manifold

Was the vehicle:
Engine on? _____ Engine off? ✓ If off, how long was it off? 45 min
If on, how long was it on? _____

Moving? _____
Parked? ✓ If parked, where was the vehicle parked? (street, garage or carport) _____

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? _____
Speed control not working? _____
Brake warning lamp illuminated? _____
Battery not holding a charge? _____
Fuses blowing? _____
Stop lamp inoperative? _____
Other? none

3713 2260

Did you inspect the vehicle? yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? No

Were the underhood fuse links blown? No

Were there any fuses that were blown or show evidence of other damage? No

What areas of the vehicle were damaged? front all way to dash inside vehicle

Was there any damage to any wiring in the area where you believe the fire was started?
don't know

Does the air suspension pump show evidence of overheating? don't know

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?
No

Was the vehicle repaired? see below When? _____ Where? _____

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?
vehicle not in possession anymore

For inspection: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

3713 2261

SFCHFVMA Vehicle List 03/11/99 17:29:25
==>

Name: [redacted]
Address:
Address:
City: DALLAS
Zip/Postal: [redacted]

Home Phone: [redacted]
Day Phone:
State/Prov: TX
Country: USA

A C	VIN/ Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
-	1LNLM81W4PY[redacted] SUBSEQUENT	1993	TOWN CAR	Individual Rtl

F1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
F10=WarrHistory F11=Menu F12=Return F13=Recall/ONP F14=SpecialCoverage
NO MORE RECORDS AVAILABLE LPREL10

#46 on Spread Sheet

Date of Incident
5-8-97

3-12-99 spoke with cust 6-20 Mazda

3713 2262

WVMP510 MAVIS Vehicle Inquiry 03/11/99 17:28:47

==>

VEHICLE ID: 1LNY[redacted] (WWYYMMDDSS) VIN: 1LNLM81W8NY[redacted] DIV: 3 Status: 800

Vehcle Line:	CVB	Convy Deliv:	042292	Orig P-Lvl:	218	Selling Dlr:	67B725
Order Recpt:	030992	ShipTo Stat:		Curr P-Lvl:	218	Sale Date:	042192
Orig Sched:	033092	Rls-To Stat:	IL	Order Dlr:	67725	Demo Date:	
Inv Prep:	032692	Orig Int St:	040792	Orig Rls Dlr:	67725	Deliv Type:	M
Prod Date:	040292	Curr Int St:	040792	Rls Dlr P&A:	11493	Sales Prd:	092042
Rls Date:	040692	Dlrfin Ext:		Warr Start:	042192	Cancel Sl:	
Memo Consgn:		P&C Ext:	051092	WarrS-Ind:		Sale Status:	G
Orig Pltbus:	040692	Advert Ext:			-Date-	-Dealer-	
Curr Pltbus:	040692	Slspsn SS#:		Shipped:	040692	88R207	
T/Name:	9	[redacted]		Curr Stock:	040692	67B725	
Addr:	[redacted]	State:	TX	1st-Prior:			
City:	HOUSTON	N/A-Rcpt:	042092	2nd-Prior:			
Zip:	[redacted]	Warr-Ins-Ind:		3rd-Prior:			

```
V.O.:1         2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M81NY  43      5630C1298      9C D  P1  3P     2GL6L C  P    J67B725  1 AYG
8    9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   BI    H    W1LNL8 0 B  2  A751A  WP                                  BU011
```

F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

3713 2263

Case #20

1992-95 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 92 Make: Town Car VIN#: 1LNLM82W4N[redacted] Mileage: 48 000

Do you still own the vehicle? No If not, do you know where it is? No

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] Denton, Tx [redacted]

Did a dealer inspection your vehicle? Neither/If yes, name of the dealer _____

Was the vehicle involved in a natural disaster and as a result, destroyed? N/A
If yes, where was the clean-up of the incident performed? _____

What is the repair history of the vehicle? None

Insurance Agency information (if pertinent)

Insurance agency name: State Farm Ins
Insurance agent address: Denton, Tx (Mr Peterson)
phone number: _____
claim number: _____

Incident Info

Date of Loss: Don't Know

Where did the fire start? Engine compartment? _____ Specific location/component?
Underside left side

Was the vehicle:
Engine on? ____ Engine off? ✓ If off, how long was it off? 4 hours
If on, how long was it on? _____
Moving? ____
Parked? ✓ If parked, where was the vehicle parked? (street, garage or carport) parking lot

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? _____
Speed control not working? _____
Brake warning lamp illuminated? _____
Battery not holding a charge? _____
Fuses blowing? _____
Stop lamp inoperative? _____
Other? Air conditioner was loud

3713 2284

Did you inspect the vehicle? No

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? No

Were the underhood fuse links blown? No

Were there any fuses that were blown or show evidence of other damage? Don't Know

What areas of the vehicle were damaged? left underhood, front end, firewall

Was there any damage to any wiring in the area where you believe the fire was started?
Electric left aide

Does the air suspension pump show evidence of overheating? Don't know

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?
No

Was the vehicle repaired? totaled When? _____ Where? _____

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?

_____

For inspectors: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

--> _____ _____

Name: [redacted]
Address:
Address:
City: AUSTIN
Zip/Postal: [redacted]

Home Phone: [redacted]
Day Phone:
State/Prov: TX
Country: USA

A C	VIN/ Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues

F1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
F10=WarrHistory F11=Menu F12=Return F13=Recall/ONP F14=SpecialCoverage
NO MORE RECORDS AVAILABLE LPREL10

92' TOWN CAR

incident claimed
9-29-97

line #42 on spread sheet

1LNLM82W4NY[redacted]

Dealer in area: PAVILION L-MERC INC.

3-12-99 talked with Bo Weaker 5:50pm PM

3713 2266

```
==>
 VEHICLE ID: 1LNY[redacted] (WWYYSSSSSS) VIN: 1LNLM82W4NY[redacted] DIV: 3 Status: 800
Vehcle Line: CVB      Convy Deliv: 051892   Orig P-Lvl: 218   Selling Dlr: 67B162
Order Recpt: 040892   ShipTo Stat:          Curr P-Lvl: 218     Sale Date: 080192
 Orig Sched: 042092   Rls-To Stat: TX        Order Dlr: 67111   Demo Date:
   Inv Prep: 042492   Orig Int St: 050892 Orig Rls Dlr: 67111 Deliv Type: E
  Prod Date: 050592   Curr Int St: 050892  Rls Dlr P&A: 11414   Sales Prd: 092073
   Rls Date: 050792   Dlrfin Ext: 061092   Warr Start: 080192 Cancel Sl:
Memo Consgn:          P&C Ext: 061092     WarrS-Ind:        Sale Status: G
Orig Pltbus: 050792  Advert Ext: 061092                     -Date- -Dealer-
Curr Pltbus: 050792  Slspsn SS#:      1299  Shipped: 050792
T/Name: [redacted]                  Curr Stock: 073092  67B162
Addr: [redacted]          State: TX   1st-Prior: 061092  67326
City: AUSTIN            N/A-Rept: 080392  2nd-Prior: 050792  67111
Zip: [redacted]      Warr-Ins-Ind:        3rd-Prior:
V.O.:1         2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M82NY  4L       2 20D2647      8D D  P14 3P8 4  2 L6L A  P 7   67A111  1  YZ
8    9          0         1         2         3         4         5         6
5678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   DQ 6  H8   W1LNL4 5 D     755A  WP
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                          LPREL10
```

3713 2267

Case # 14

1992-98 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 92 Make: TOWN CAR VIN#: 1LNLM81W8N[redacted] Mileage: 82,000?

Do you still own the vehicle? Y If not, do you know where it is? [redacted]

Customer Name [redacted] Phone: [redacted]

Address: [redacted] ERIE, PA [redacted]

Did a dealer inspection your vehicle? N If yes, name of the dealer WALLACE GM WEST FALLS

Was the vehicle involved in a natural disaster and as a result, destroyed? _____
If yes, where was the clean-up of the incident performed? _____

What is the repair history of the vehicle? REPAIRED AUTOMATIC STEERING

Insurance Agency Information (If pertinent)

Insurance agency name: _____
Insurance agent address: _____
phone number: _____
claim number: _____

Incident Info

Date of Loss: _____

Where did the fire start? Engine compartment? Y Specific location/component?
AUTOMATIC STEERING - HAD FAILED BEFORE

Was the vehicle:
Engine on? Y Engine off? ____ If off, how long was it off? _____
If on, how long was it on? _____

Moving? _____
Parked? _____ If parked, where was the vehicle parked? (street, garage or carport) STOPPED AT RED LIGHT

Did customer notice anything unusual prior to fire, such as: NORMAL
Difficulty shifting out of park? _____
Speed control not working? _____
Brake warning lamp illuminated? _____
Battery not holding a charge? _____
Fuses blowing? _____
Stop lamp inoperative? _____
Other? _____

3713 2268

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? _____

Were the underhood fuse links blown? _____

Were there any fuses that were blown or show evidence of other damage? _____

What areas of the vehicle were damaged? _____

Was there any damage to any wiring in the area where you believe the fire was started?
_____

Does the air suspension pump show evidence of overheating? _____

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?
_____

Was the vehicle repaired? YES When? YEAR AGO Where? WALLACE L-M WEST PALM BEACH

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?
YES

For inspectors: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 2/11/99

AUTOMATIC SPEED CONTROL

THIS PAGE IS PRESENT

TO ACCOUNT FOR A

NUMBERING ERROR

NVNP510 NAVIS Vehicle Inquiry 03/04/99 12:29:08

-->
VEHICLE ID: 1LN[redacted] (WWYPRRRRRR) VIN: 1LNLM81W8NY[redacted] DIV: 3 Status: 800
Vehicle Line: CVB Convy Deliv: 123091 Orig P-Lvl: 213 Selling Dlr: 25C160
Order Recpt: 120491 ShipTo Stat: Curr P-Lvl: 213 Sale Date: 011492
Orig Sched: 120991 Rls-To Stat: FL Order Dlr: 25160 Demo Date:
Inv Prep: 120591 Orig Int St: 121891 Orig Rls Dlr: 25160 Deliv Type: R
Prod Date: 121191 Curr Int St: 121891 Rls Dlr P&A: 11608 Sales Prd: 092012
Rls Date: 121691 Dlrfin Ext: 012592 Warr Start: 011492 Cancel Sl:
Memo Consgn: P&C Ext: 012592 WarrS-Ind: Sale Status: G
Orig Pltbus: 121691 Advert Ext: 012592 -Date- -Dealer-
Curr Pltbus: 121691 Slspsn SS#: 2741 Shipped: 121691
T/Name: 1 R N KAIGHT Curr Stock: 121691 25C160
Addr: 9650 S OCEAN DR. State: FL 1st-Prior:
City: JENSEN BEACH N/A-Rcpt: 011792 2nd-Prior:
Zip: 34957 Warr-Ins-Ind: 3rd-Prior:

```
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M81NY  43       2 09M4334      4M S   P14 3P     2 L6L    P      25C160  4  YX
8   9           0         1         2         3         4         5         6
5678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   BT    H    W1LNL8 8 B      751A59WP
```

F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

#37

192 Town Car

[redacted]

ERIE PA [redacted]

[redacted]

No Answer 5:45 3/11 LAP

IN FL: [redacted]

No Answer 5:45 3/12 LAP

3/12/99 Survey Taken BY [redacted]

3713 2271

SFCHSCMA Customer List 03/04/99 12:29:34

==> _____ _____

VIN: 1LNLM81W8NY[redacted] CASE: _____ HOME PHONE: _____
LAST NAME: _____ ZIP/POSTAL: _____ CTRY: ___

A C	CUSTOMER NAME/ City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	[redacted]	[redacted]			
	ERIE	PA	[redacted]	USA	

F1=Help F2=VehicleList F4=UpdCustInfo F5=AddCustIssue
F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL10

3713 2272

Case #18

1992-95 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 92 Make: Town Car VIN#: 1LNLM81W4NY[redacted] Mileage: _____

Do you still own the vehicle? Y If not, do you know where it is? IN STORAGE

Customer Name: [redacted] Phone: [redacted]

Address: _____

Did a dealer inspection your vehicle? ? If yes, name of the dealer _____

Was the vehicle involved in a natural disaster and as a result, destroyed? YES (FIRE)
If yes, where was the clean-up of the incident performed? _____

What is the repair history of the vehicle? NONE

Insurance Agency information (if pertinent)

Insurance agency name: LIBERTY MUTUAL (MR. SCHUSTER)
Insurance agent address: _____
phone number: ( ) _____
claim number: _____
(904) (354) 0624
Incident Info KEVIN VANDERKOLK ATTORNEY BROWN, OBRINGER, SHAW

Date of Loss: 15 AUG 98

Where did the fire start? Engine compartment? STEERING / FIRE WALL Specific location/component?

_____

Was the vehicle:
Engine on? _____ Engine off? _____ If off, how long was it off? PARKED
If on, how long was it on? _____

Moving? _____
Parked? _____ If parked, where was the vehicle parked? (street, garage or carport) GARAGE

Did customer notice anything unusual prior to fire, such as: NORMAL
Difficulty shifting out of park? _____
Speed control not working? _____
Brake warning lamp illuminated? _____
Battery not holding a charge? _____
Fuses blowing? _____
Stop lamp inoperative? _____
Other? _____

CUSTOMER WANTS FORD TO CONTACT ATTORNEY for any other information

3713 2273

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? _____

Were the underhood fuse links blown? _____

Were there any fuses that were blown or show evidence of other damage? _____

What areas of the vehicle were damaged? _____

Was there any damage to any wiring in the area where you believe the fire was started?

_____

Does the air suspension pump show evidence of overheating? _____

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?

_____

Was the vehicle repaired? _____ When? _____ Where? _____

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?

_____

For inspection: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/10/99

NVNP510 NAVIS Vehicle Inquiry 03/04/99 11:31:00

-->
VEHICLE ID: 1LNY[redacted] (NNYFBBBBBB) VIN: 1LNLM81W4NY[redacted] DIVI 3 Status: 800
Vehcle Line: CVB Convy Deliv: 040192 Orig P-Lvl: 218 Selling Dlr: 25D062
Order Recpt: 022492 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 041892
Orig Sched: 030992 Rls-To Stat: FL Order Dlr: 25062 Demo Date:
Inv Prep: 031192 Orig Int St: 032192 Orig Rls Dlr: 25062 Deliv Type: 0
Prod Date: 031892 Curr Int St: 032192 Rls Dlr P&A: 11630 Sales Prd: 092042
Rls Date: 032092 Dlrfin Ext: 042592 Warr Start: 041892 Cancel Sl:
Memo Consgn: P&C Ext: 042592 WarrS-Ind: Sale Status: G
Orig Pltbus: 032092 Advert Ext: 042592 -Date- -Dealer-
Curr Pltbus: 032092 Slspsn SS#: 6844 Shipped: 032092
T/Name: 1 T W BISHOP Curr Stock: 032092 25D062
Addr: 5554 CLIFTON RD State: FL 1st-Prior:
City: JACKSONVILLE N/A-Rcpt: 042292 2nd-Prior:
Zip: 32211 Warr-Ins-Ind: 3rd-Prior:
V.O.:1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M81NY 43 2 09C6084 OB D P14 3P 2 L6L F 25D062 0 DD
8 9 0 1 2 3 4 5 6
5678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
BH H W1LNL4 8 B 751A 9WP
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

#28

Incident 9-8-98

[redacted]

800-757-0757 ext 271

Fernandina, FL

[redacted]

[redacted]

call this first

Tammy Bubo
3/11/99

[redacted] one # is [redacted]

correct phone #

3713 2275

SFCHADMA Action Detail 03/04/99 11:39:40

==>

VIN: 1LNLM81W4NY[redacted] Year: 1992 Model: TOWN CAR
Owner Status: ORIGINAL WSD: 04/18/92
Name: [redacted] Hm Ph: [redacted]
Trmt: Case: 499142518 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - REFER TO INSURANCE COMPANY
Dealer: NORTH FLORIDA LINCOLN-MERCURY
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 1 MI
Analyst: AROBER27 Document Number:
Action Date: 09/08/98 Action Data: Action Time: 13:50:35 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSIS
Comments: CUSTOMER SAYS: HE SAID HE'S HANDLING CLAIMS FOR HOME OWN
ERS IN REGARDS TO FIRE. THERE'S NO COMPREHENSIVE COVERAGES F
OR THE VEHICLE. THE FIRE STARTED ON THE EGINE OF THE CUSTO
MERS RESIDENTS. NO ONE WAS HOME AT THE TIME. IT WAS AT 6:15
PM SAT AUG 15TH. THE FIRE DEPT WAS CONTACTED. NO MEDICAL R
EPORT WAS FILED. HE WAS CONTACTED ON THE 17TH AUG. CUST P

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPREL10

3713 2276

SFCHADMA Action Detail 03/04/99 11:39:56

==>

VIN: 1LNLM81W4NY[redacted] Year: 1992 Model: TOWN CAR

Owner Status: ORIGINAL WSD: 04/18/92

Name: [redacted] Hm Ph: [redacted]

Trmt: Case: 499142518 Day Ph:

Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Reason Desc: LEGAL - REFER TO INSURANCE COMPANY

Dealer: NORTH FLORIDA LINCOLN-MERCURY

Issue Type: 02 INFORMATION Issue Status: C CLOSED

Comm Type: PH PHONE Odometer Reading: 1 MI

Analyst: AROBER27 Document Number:

Action Date: 09/08/98 Action Data: Action Time: 13:50:35 EST

Origin Desc: US CONCERN CASE BASE

Action Desc: ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSIS

Comments: EPORT WAS FILED. HE WAS CONTACTED ON THE 17TH AUG. CUST P
UT IN HOME OWNERS CLAIMS FOR THE DAMAGED. NORTH FLORIDA LM D
LR WAS CONTACTED. HE WOULD LIKE SOME ONE TO CONTACT HIM ASA
P . [redacted] PER CUSTOMER, DEALER SAYS: C
AC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO A
SSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR D

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPREL10

3713 2277

SFCHADMA Action Detail 03/04/99 11:39:59

==>

VIN: 1LNLM81W4NY[redacted] Year: 1992 Model: TOWN CAR
Owner Status: ORIGINAL WSD: 04/18/92
Name: [redacted] Hm Ph: [redacted]
Trmt: Case: 499142518 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - REFER TO INSURANCE COMPANY
Dealer: NORTH FLORIDA LINCOLN-MERCURY
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 1 MI
Analyst: AROBER27 Document Number:
Action Date: 09/08/98 Action Data: Action Time: 13:50:35 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSIS
Comments: SSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR D
IRECTIONS. INFERENCE CASE ID: 79

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE LPREL10

3713 2278

SFCHDPMA Dealer Information 03/04/99 11:41:15

==>

DEALER: 325062 NORTH FLORIDA LINCOLN-MERCURY
Address: 4620 SOUTHSIDE BOULEVARD
City: JACKSONVILLE
State/Prov: FL ZIP/Postal: 32216
Country: USA Trained: Y
Dlr Phone: 904 642 4100
Svc Phone: 904 642 4100
Svc Hours: 7:30 A.M. - 8:00 P.M.MTW-6:00 P.M.TF
Directions:

P&A Code: 11630
Sales Region: 25 ORLANDO
Sales Zone: D
FCSD Region: 24 ORLANDO
Market: F1
Market Area:

A C	POSITION	Employee Name
	GENERAL MANAGER	LYNCH, BILL
	PARTS MANAGER	MOLL, DONALD E
	SALES MANAGER	HODGES, DAN
	SERVICE MANAGER	GREER, BOBBY G

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL10

3713 2279

Case # 14

1992-95 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information [redacted]

Model Year: 92 Make: Town Car VIN#: 1L MM82W1NT Mileage: 40,000

Do you still own the vehicle? No If not, do you know where it is? insurance

Customer Name: [redacted] Phone [redacted]

Address: [redacted]

Did a dealer inspection your vehicle? Yes If yes, name of the dealer Dixie [redacted]

Was the vehicle involved in a natural disaster and as a result, destroyed? No
If yes, where was the clean-up of the incident performed? _____

What is the repair history of the vehicle? NO

Insurance Agency information (if pertinent) Birmingham, Al TAMPA TEMPLE FL. SUSAN/MACHWAY

Insurance agency name: ARRP (Hartford of CT)
Insurance agent address:
phone number: (800) 423 6789 CUST SERVICE (800) 243 5860 CLAIM SERVICE
claim number: 562MD43394

Incident Info POLICE REPORT # 947 32533 BILOXI, MISSISSIPPI PARKING GARAGE
CALL FOR PAX?

Date of Loss: June 9, 1997

Where did the fire start? Engine compartment? Yes Specific location/component?

Was the vehicle:
Engine on? ____ Engine off? ✓ If off, how long was it off? 2 HR
If on, how long was it on? _____

Moving? ____
Parked? ✓ If parked, where was the vehicle parked? (street, garage or carport) Parking lot

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? No
Speed control not working? No
Brake warning lamp illuminated? No
Battery not holding a charge? No
Fuses blowing? No
Stop lamp inoperative? No
Other? _____

3713 2280

Did you inspect the vehicle? Yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? _____

Were the underhood fuse links blown? _____

Were there any fuses that were blown or show evidence of other damage? _____

What areas of the vehicle were damaged? _____

Was there any damage to any wiring in the area where you believe the fire was started?

_____

Does the air suspension pump show evidence of overheating? _____

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?

_____

Was the vehicle repaired? NO When? _____ Where? _____

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?
Yes

For Inspectors: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

SFCHIFMA Add Issue 03/05/99 09:57:18

==>

VIN 1LNLM82W1NY[redacted] Year: 1992 Model: TOWN CAR
Sale Type: Individual Rtl Trmt: VLC WSD: 01/21/93
Name:
Address: [redacted] Home Phone: [redacted]
Address: Day Phone:
City: SAINT MARTINVILLE State/Province: LA
Zip/Postal: [redacted] Country: USA
Prev Owner: Owner Status: ORIGINAL
Issue Type: __ Odometer Reading: _____ MI
Comm Type: __ Legal Issue Type: _
Document Nbr: _____ CAN Court Code: ____
Symptom Desc: CAN Award Code: ___
Reason Desc: Last Handled Date:
Action Desc:
Dealer: _____

---------- Caller Information ----------

Last Name: _____ First Name: _____ MI: _
Day Phone: _____ Relationship: __

F1=Help F2=CustomerList F4=UpdCustInfo F5=AddComments F6=IssueList
F9=SympList F10=ReasonList F11=Menu F12=Return F13=DealerList
F14=ESP F15=WarrHistory F16=Recall/CNP F17=SpecCoverage F18=ActionList
RECORD FOUND LPREL10

#14

Survey taken by
Con Federico
3/11/99

3713 2282

```
NVNP510                          NAVIS  Vehicle  Inquiry                    03/05/99 09:56:54
==>
 VEHICLE ID: 1LNY[redacted] (WWYPEEEEEE) VIN: 1LNLM82W1NY[redacted] DIV: 3 Status: 800
Vehcle Line: CVB      Convy Deliv: 052692    Orig P-Lvl: 218   Selling Dlr: 22B679
Order Recpt: 042492  ShipTo Stat:            Curr P-Lvl: 218     Sale Date: 012193
 Orig Sched: 050492  Rls-To Stat: LA          Order Dlr: 22679  Demo Date:
   Inv Prep: 050692  Orig Int St: 051592  Orig Rls Dlr: 22679 Deliv Type: 0
  Prod Date: 051392  Curr Int St: 051592   Rls Dlr P&A: 12033   Sales Prd: 093012
   Rls Date: 051492   Dlrfin Ext: 061092    Warr Start: 012193 Cancel Sl:
Memo Consgn:              P&C Ext: 061092    WarrS-Ind: T1    Sale Status: G
Orig Pltbus: 051492  Advert Ext: 061092                -Date- -Dealer-
Curr Pltbus: 051492  Slspsn SS#:       8611  Shipped: 051492
T/Name:[redacted]                          Curr Stock: 051492  22B679
Addr:[redacted]          State: LA          1st-Prior:
City: ST MARTINVILLE   N/A-Rcpt: 012293     2nd-Prior:
Zip:[redacted]       Warr-Ins-Ind:           3rd-Prior:
V.O.:1         2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M82NY  4L      2 04E8233      OD D   P14 3P8 4  2 L6L A  P 7   22B679  1  YZ
8    9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   DY    H    W1LNL1 7 D      755A  WP
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                                   LPREL10
```

3713 2263

Case # 13

1992-95 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 92 Make: Town Car VIN#: _____ Mileage: 70000

Do you still own the vehicle? no If not, do you know where it is? Ins Co.

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] Stuart FL

Did a dealer inspection your vehicle? no If yes, name of the dealer _____

Was the vehicle involved in a natural disaster and as a result, destroyed? no
If yes, where was the clean-up of the incident performed? _____

What is the repair history of the vehicle? excellent Vehicle

Insurance Agency information (if pertinent)

Insurance agency name: Hartford Ins.
Insurance agent address: _____
phone number: (800) 242-9412 EXT 4476 Houston TX
claim number: _____

Incident info

Date of Loss: 12-23-97

Where did the fire start? Engine compartment? Eng Specific location/component? _____

Was the vehicle:
Engine on? _____ Engine off? ✓ If off, how long was it off? 14 hours
If on, how long was it on? _____
Moving? _____
Parked? ✓ If parked, where was the vehicle parked? (street, garage or carport) garage

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? _____
Speed control not working? _____
Brake warning lamp illuminated? _____
Battery not holding a charge? _____
Fuses blowing? _____
Stop lamp inoperative? _____
Other? very good

3713 2284

Did you inspect the vehicle? no

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? _____

Were the underhood fuse links blown? _____

Were there any fuses that were blown or show evidence of other damage? _____

What areas of the vehicle were damaged? _____

Was there any damage to any wiring in the area where you believe the fire was started?

_____

Does the air suspension pump show evidence of overheating? _____

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?

_____

Was the vehicle repaired? no When? _____ Where? Was totaled.

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?

_____

For Inspectors: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

3713 2285

SFCHIFMA Add Issue . 03/05/99 10:00:30

==>

VIN 1LNLM82W8NY[redacted] Year: 1992 Model: TOWN CAR
Sale Type: Individual RCL Trmt: VLC WSD: 04/17/92
Name:
Address: [redacted] Home Phone: [redacted]
Address: Day Phone:
City: STUART State/Province: FL
Zip/Postal: [redacted] Country: USA
Prev Owner: Owner Status: ORIGINAL
Issue Type: __ Odometer Reading: _____ MI
Comm Type: __ Legal Issue Type: _
Document Nbr: _____ CAN Court Code: ___
Symptom Desc: CAN Award Code: ___
Reason Desc: Last Handled Date:
Action Desc:
Dealer: _____

---------- Caller Information ----------

Last Name: _____ First Name: _____ MI: _
Day Phone: _____ Relationship: __

F1=Help F2=CustomerList F4=UpdCustInfo F5=AddComments F6=IssueList
F9=SympList F10=ReasonList F11=Menu F12=Return F13=DealerList
F14=ESP F15=WarrHistory F16=Recall/ONP F17=SpecCoverage F18=ActionList
RECORD FOUND LPREL10

#16

Survey Taken
BY
Tammy Burbe
3-11-99

3713 2266

MVMP510 NAVIS Vehicle Inquiry 03/05/99 09:59:49

-=>

VEHICLE ID: 1LNY[redacted] (NNYYNNNNN) VIN: 1LNLM82W8NY[redacted] Div: 3 Status: 800

Vehicle Line:	CVB	Convy Deliv:	041692	Orig P-Lvl:	218	Selling Dlr:	25A202
Order Recpt:	032092	ShipTo Stat:		Curr P-Lvl:	218	Sale Date:	041792
Orig Sched:	040692	Rls-To Stat:	FL	Order Dlr:	25202	Demo Date:	
Inv Prep:	040292	Orig Int St:	041392	Orig Rls Dlr:	25202	Deliv Type:	R
Prod Date:	040992	Curr Int St:	041392	Rls Dlr P&A:	11606	Sales Prd:	092042
Rls Date:	041092	Dlrfin Ext:	051092	Warr Start:	041792	Cancel Sl:	
Memo Consgn:		P&C Ext:	051092	WarrS-Ind:		Sale Status:	G
Orig Pltbus:	041192	Advert Ext:	051092		-Date-	-Dealer-	
Curr Pltbus:	041192	Slspsn S#:		0452 Shipped:	041092		
				Curr Stock:	041192	25A202	
				1st-Prior:			
				2nd-Prior:			
				3rd-Prior:			

T/Name: 1[redacted]

Addr: [redacted] State: FL

City: STUART N/A-Rcpt: 042292

Zip: [redacted] Warr-Ins-Ind:

```
V.O.:1         2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M82NY  4L      2 06D6265      KC D  P1E 3P  4  2 L6L A  P      25A202  1  MD
8    9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   DB 6  H8   W1LNL8 2 D      755A 9WP
```

F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

3713 2287

NVNP510 MAVIS Vehicle Inquiry Case # 03/04/99 12:38:44

==>

VEHICLE ID: 1LNY[redacted] (WWYYMMDDSS) Vin: 1LNLM81W9N[redacted] DIV: 3 Status: 800

Vehicle Line:	CVB	Convy Deliv:	070392	Orig P-Lvl:	218	Selling Dlr:	67B725
Order Recpt:	040192	ShipTo Stat:		Curr P-Lvl:	218	Sale Date:	071192
Orig Sched:	061592	Rls-To Stat:	IL	Order Dlr:	67725	Demo Date:	
Inv Prep:	061892	Orig Int St:	062792	Orig Rls Dlr:	67725	Deliv Type:	M
Prod Date:	062592	Curr Int St:	062792	Rls Dlr P&A:	11493	Sales Prd:	092071
Rls Date:	062692	Dlrfin Ext:		Warr Start:	071192	Cancel Sl:	
Memo Consgn:		P&C Ext:	072592	WarrS-Ind:		Sale Status:	G
Orig Pltbus:	062692	Advert Ext:			-Date-	-Dealer-	
Curr Pltbus:	062692	Slspsn SS#:		Shipped:	062692	88R240	
T/Name:	9	[redacted]		Curr Stock:	062692	67B725	
Addr:	[redacted]	State:	TX	1st-Prior:			
City:	GRAPEVINE	N/A-Rcpt:	071292	2nd-Prior:			
Zip:	[redacted]	Warr-Ins-Ind:		3rd-Prior:			

```
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123 4
M81NY  43      5615F1913      1D D   P1  3P     2GL6L C  P    J67B725  2 AY2
8         9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789 0
  BT    H    W1LNL9 2 B  2  A751A  WP                                  BU002
```

F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

#
38

[redacted]

'92
Town Car

Westlake, LA

[redacted]

- Unable to locate Customer
- Phone # non-published.

TAMMY BURBO
Not LISTED Phone AD.
3-11-99 # unpublished

3713 2288

Case # 11

1992-95 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 92 Make: Town Car VIN#: 2LNLM83W [redacted] Mileage: 67,694

Do you still own the vehicle? _____ If not, do you know where it is? no, sold to Salvage yard

Customer Name: [redacted] Phone: [redacted]

Address: [redacted]

Did a dealer inspection your vehicle? Yes If yes, name of the dealer Delta Chevy

Was the vehicle involved in a natural disaster and as a result, destroyed? no
If yes, where was the clean-up of the incident performed? no

What is the repair history of the vehicle? no, second owner

Insurance Agency information (if pertinent)

Insurance agency name: Farm Bureau Mutuly
Insurance agent address:
phone number: 1 601-237-694
claim number: 1 0642745

*UNABLE TO LOCATE VEHICLE - Customer sold it to a Salvage yard - but did not have any info about the facility

Incident Info

Date of Loss: April 30, 1998

Where did the fire start? Engine compartment? Yes Specific location/component?

Was the vehicle:
Engine on? _____ Engine off? ✓ If off, how long was it off? 7-10 min
If on, how long was it on? _____

Moving? _____
Parked? ✓ If parked, where was the vehicle parked? (street, garage or carport) Parking lot

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? no
Speed control not working? no
Brake warning lamp illuminated? no
Battery not holding a charge? no
Fuses blowing? no
Stop lamp inoperative? no
Other? _____

3713 2289

Did you inspect the vehicle? Yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? Yes

Were the underhood fuse links blown? no

Were there any fuses that were blown or show evidence of other damage? no

What areas of the vehicle were damaged? driver side front, windshield, Hood inside front

Was there any damage to any wiring in the area where you believe the fire was started?
wire harness, under hood drivers side

Does the air suspension pump show evidence of overheating? no

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?
No

Was the vehicle repaired? no When? _____ Where? _____

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?
Yes

For Inspectors: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

3713 2290

SFCHIDMA Issue Detail 03/04/99 12:22:33
==>

VIN: 1LNLM83W9NY[redacted] Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 08/14/92 Mileage: 67694
Name: [redacted] Hm Ph: [redacted]
Trmt: Case: 1487171248 Day Ph:
Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason: LEGAL - REFER TO INSURANCE COMPANY
Dealer: TOM WIMBERLEY AUTO WORLD INC
Issue Type: 02 INFORMATION CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: Y

A/C	DATE	Origin	Description
x	05/04/98	CAC	NO ACTION REQUIRED; INFORMATION ONLY
	05/04/98	CACI38	ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSIS

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL10

#26

'92 TOWN CAR

[redacted]
Greenwood, MS [redacted]

3713 2291

SFCHADMA Action Detail 03/04/99 12:22:43

«=>

VIN: 1LNLM83W9NY[redacted] Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 08/14/92
Name: [redacted] Hm Ph:
Trmt: Case: 1487171248 Day Ph: [redacted]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - REFER TO INSURANCE COMPANY
Dealer: TOM WIMBERLEY AUTO WORLD INC
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 67694 MI
Analyst: YFERNAND YVONNE FERNANDEZ Document Number:
Action Date: 05/04/98 Action Data: Action Time: 13:30:49 EST
Origin Desc: GENERAL CAC
Action Desc: NO ACTION REQUIRED; INFORMATION ONLY
Comments: CUSTOMER SAYS: CUST'S VEHICLE CAUGHT ON FIRE ON APRIL 30, 1998 IN THE PARKING LOT OF THE GROCERY STORE. CUST WAS NOT IN THE CAR. NO ONE WAS HURT. FIRE DEPARTMENT WAS CALLERD TO PUT FIRE OUT. FIRE MARSHALL SAID THAT IT WAS AN ELECTRICAL FIRE IN WIRING HARNESS IN THE ENGINE COMPARMENT. FIRE MARS HALLS NAME IS TERRY RICKS FROM GREENWOOD FIRE DEPARTMENT. C

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPREL10

3713 2292

SFCHADMA Action Detail 03/04/99 12:23:06

==>

VIN: 1LNLM83W9NY[redacted] Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 08/14/92
Name: [redacted] Hm Ph: [redacted]
Trmt: Case: 1487171248 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - REFER TO INSURANCE COMPANY
Dealer: TOM WIMBERLEY AUTO WORLD INC
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 67694 MI
Analyst: YFERNAND YVONNE FERNANDEZ Document Number:
Action Date: 05/04/98 Action Data: Action Time: 13:30:49 EST
Origin Desc: GENERAL CAC
Action Desc: NO ACTION REQUIRED; INFORMATION ONLY
Comments: HALLS NAME IS TERRY RICKS FROM GREENWOOD FIRE DEPARTMENT. C
AR IS AT DELTA CHEVERLOT IN GREENWOOD. CUST FRIENDS TOWED CA
R TO THIS VEHICLE. DAMAGE IS ONLY IN THE ENGINE AND TIRE BL
EW. THE INTERIOR OF THE CAR IS NOT TOUCHED. CUST WANTS CAR
REPAIRED. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - TH
IS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPREL10

3713 2293

3FCHADMA Action Detail 03/04/99 12:23:20

==>

VIN: 1LNLM83W9NY[redacted] Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 08/14/92
Name: [redacted] Hm Ph: [redacted]
Trmt: Case: 1487171248 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - REFER TO INSURANCE COMPANY
Dealer: TOM WIMBERLEY AUTO WORLD INC
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 67694 MI
Analyst: YFERNAND YVONNE FERNANDEZ Document Number:
Action Date: 05/04/98 Action Data: Action Time: 13:30:49 EST
Origin Desc: GENERAL CAC
Action Desc: NO ACTION REQUIRED; INFORMATION ONLY
Comments: IS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH.
PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. INFERE
NCE CASE ID: 79

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE LPREL10

3713 2294

```
NVMP510                          NAVIS  Vehicle  Inquiry                    03/04/99 12:22:17
==>
 VEHICLE ID: 1LNY[redacted] (WMYPBBBBBB) VIN: 1LNLM83W9NY[redacted] Div: 3 Status: 800
Vehicle Line: CVB      Convy Deliv: 070692    Orig P-Lvl: 218   Selling Dlr: 22A621
Order Recpt: 052192  ShipTo Stat:            Curr P-Lvl: 218     Sale Date: 081492
 Orig Sched: 061592  Rls-To Stat: MS          Order Dlr: 22621  Demo Date:
   Inv Prep: 061892  Orig Int St: 062792  Orig Rls Dlr: 22621  Deliv Type: 0
  Prod Date: 062592  Curr Int St: 062792   Rls Dlr P&A: 12211   Sales Prd: 092082
   Rls Date: 062692   Dlrfin Ext: 072592    Warr Start: 081492  Cancel Sl:
Memo Consgn:              P&C Ext: 072592    WarrS-Ind:        Sale Status: G
Orig Pltbus: 062692  Advert Ext: 072592                  -Date- -Dealer-
Curr Pltbus: 062692  Slspsn SS#:        8946  Shipped: 062692
T/Name: [redacted]                          Curr Stock: 062692  22A621
Addr: [redacted]          State: MS          1st-Prior:
City: JACKSON            N/A-Rcpt: 081892    2nd-Prior:
Zip: [redacted]        Warr-Ins-Ind:         3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M83NY  45       2 15F1131       LE E   P1J 3P  4   2 L6L A         22A621  2  MD
9    9          0         1         2         3         4         5         6
5678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
   FB 6  H    W1LNL9 2 F       760A  WP
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                                   LPREL10
```

3713 2295

Case # 10

1992-95 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 92 Make: Town Car VIN#: 1LNLM81W3N [redacted] Mileage: 60,000

Do you still own the vehicle? no If not, do you know where it is? in storage by the Ins CO.

Customer Name: [redacted] Phone [redacted]

Address: [redacted] Port S. Lucie

Did a dealer inspection your vehicle? no If yes, name of the dealer _____

Was the vehicle involved in a natural disaster and as a result, destroyed? no
If yes, where was the clean-up of the incident performed? _____

What is the repair history of the vehicle? only Routine Mech.

Insurance Agency information (if pertinent)

Insurance agency name: State Farm
Insurance agent address: Keith May Field 10610 Southbus hwy Port S Luc
phone number: 335-4014 (561)
claim number: 59-B107-840 -

claims - Bob - (561) 489-2800

Incident Info

House Claim # Do to the House. Fire [illegible] From garage.

Date of Loss: 12-30-97 under the hood over the LF tier

Where did the fire start? Engine compartment? _____ Specific location/component?

Was the vehicle:
Engine on? _____ Engine off? ✓ If off, how long was it off? 2 hours
If on, how long was it on? _____

Moving? _____
Parked? ✓ If parked, where was the vehicle parked? (street, garage or carport) garage

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? _____
Speed control not working? _____
Brake warning lamp illuminated? _____
Battery not holding a charge? _____
Fuses blowing? _____
Stop lamp inoperative? _____
Other? NO problems with Vehicle

Customer Just Drove 546 mi
Pr to issue - of within 2 hours

3713 2296

Did you inspect the vehicle? total Burn Just a shell of the vechile,

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? Melted.

Were the underhood fuse links blown? melted

Were there any fuses that were blown or show evidence of other damage? Ø

What areas of the vehicle were damaged? All

Was there any damage to any wiring in the area where you believe the fire was started?

Ø

Does the air suspension pump show evidence of overheating? Ø

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?

Dont know

Was the vehicle repaired? NO total. When? _____ Where? _____

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?

_____

For inspectors: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

3713 2297

NVNP510 NAVIS Vehicle Inquiry 03/04/99 12:19:22

==>

VEHICLE ID: 1LNY[redacted] (WWYPXXXXXX) VIN: 1LNLM81W3NY[redacted] DIV: 3 Status: 800

Vehicle Line:	CVB	Convy Deliv:	081292	Orig P-Lvl:	218	Selling Dlr:	25C160
Order Recpt:	062392	ShipTo Stat:		Curr P-Lvl:	218	Sale Date:	100992
Orig Sched:	072792	Rls-To Stat:	FL	Order Dlr:	25160	Demo Date:	
Inv Prep:	072292	Orig Int St:	080192	Orig Rls Dlr:	25160	Deliv Type:	0
Prod Date:	073192	Curr Int St:	080192	Rls Dlr P&A:	11608	Sales Prd:	092101
Rls Date:	073192	Dlrfin Ext:	082592	Warr Start:	100992	Cancel Sl:	
Memo Consgn:		P&C Ext:	082592	WarrS-Ind:		Sale Status:	G
Orig Pltbus:	073192	Advert Ext:	082592		-Date-	-Dealer-	
Curr Pltbus:	073192	Slspsn SS#:	9236	Shipped:	073192		
T/Name:	1[redacted]			Curr Stock:	073192	25C160	
Addr:	[redacted]	State:	FL	1st-Prior:			
City:	STUART	N/A-Rept:	101392	2nd-Prior:			
Zip:	[redacted]	Warr-Ins-Ind:		3rd-Prior:			

```
V.O.:1         2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123 4
M81NY  4L      2 27G5015      NF S   P14 3P     3 L6L    P     25C160  2  YZ
8    9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789 0
   BU    H    W1LNL3 5 B      751A59WP
```

F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

#15

[redacted]

Port St Lucie FL [redacted]

[redacted]

SURVEY TAKEN BY
TAMMY BURRO
called - 3-11-99

3713 2298

Case # -1

1992-98 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok…

Vehicle/Customer Information [redacted]

Model Year: 92 Make: Town Car VIN#: 1LNLM83W5NY Mileage: _____

Do you still own the vehicle? _____ If not, do you know where it is? no, insurance has it

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] Silsbee, TX [redacted]

Did a dealer inspection your vehicle? no If yes, name of the dealer _____

Was the vehicle involved in a natural disaster and as a result, destroyed? no
If yes, where was the clean-up of the incident performed? —

What is the repair history of the vehicle? no

Insurance Agency information (if certained)

Insurance agency name: Ken Hollingsworth
Insurance agent address: Allstate 110 H-96 S Silsbee, TX 77656
phone number: 409-385-0668
claim number: _____

Dee White
Claims Dept
Beaumont, TX
409-981-1800
7110763567

Incident Info

Date of Loss: Nov 27, 1998

Where did the fire start? Engine compartment? no Specific location/component?
fender well

Was the vehicle:
Engine on? _____ Engine off? ✓ If off, how long was it off? 24 Hours
If on, how long was it on? _____

Moving? _____
Parked? ✓ If parked, where was the vehicle parked? (street, garage or carport) carport

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? no
Speed control not working? no
Brake warning lamp illuminated? no
Battery not holding a charge? no
Fuses blowing? no
Stop lamp inoperative? no
Other? none

3713 2299

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? No

Were the underhood fuse links blown? No

Were there any fuses that were blown or show evidence of other damage? No

What areas of the vehicle were damaged? Fender well, wiring harn

Was there any damage to any wiring in the area where you believe the fire was started?
Yes

Does the air suspension pump show evidence of overheating? No

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?
No

Was the vehicle repaired? No When? _____ Where? _____

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?
Yes

For inspectors: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

3713 2300

MVA ... MAVIS Vehicle Inquiry 03/04/99 11:57:46

-->

VEHICLE ID: 1LNY[redacted] (NNYYSSSSSS) VIN: 1LNLM83W5NY[redacted] DIV: 3 Status: 800

Vehcle Line:	CVB	Convy Deliv:	071392	Orig P-Lvl:	218	Selling Dlr:	67B162
Order Recpt:	052592	ShipTo Stat:		Curr P-Lvl:	218	Sale Date:	091492
Orig Sched:	061592	Rls-To Stat:	TX	Order Dlr:	67162	Demo Date:	
Inv Prep:	061292	Orig Int St:	062792	Orig Rls Dlr:	67162	Deliv Type:	0
Prod Date:	061892	Curr Int St:	062792	Rls Dlr P&A:	11492	Sales Prd:	092092
Rls Date:	062692	Dlrfin Ext:	072592	Warr Start:	091492	Cancel Sl:	
Memo Consgn:	061992	P&C Ext:	072592	WarrS-Ind:		Sale Status:	G
Orig Fltbus:	061992	Advert Ext:	072592		-Date-	-Dealer-	
Curr Fltbus:	062692	Slspsn SS#:	9304	Shipped:	062692		
T/Name:	2[redacted]			Curr Stock:	062692	67B162	
Addr:	[redacted]	State:	TX	1st-Prior:	061992	67162	
City:	AUSTIN	N/A-Rept:	091792	2nd-Prior:			
Zip:	[redacted]	Warr-Ins-Ind:		3rd-Prior:			

```
V.O.:1         2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M83NY  4L      2 15F0345      PE E 8 F1J 3P854  2 L6L      7   67B162  2 1MD
8         9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
  FB 6  H    W1LNL5 1 F      760A 9WP
```

F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

*1N

Incident 11-1-98

[redacted]

'92 Town Car

409-429-3768

SILSBEE, TX [redacted]

Survey taken by Lou Fedenco 3/11/99.

Called 3-10-99 - no msg left

3713 2301

SFCHADMA Action Detail 03/04/99 11:58:27

==>

VIN: 1LNLM83W5NY[redacted] Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 09/14/92
Name: [redacted] Hm Ph: [redacted]
Trmt: Case: 1292553358 Day Ph:
Symptom Desc:
Reason Desc: LEGAL - INSURANCE COMPANY SETTLEMENT
Dealer:
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 66000 MI
Analyst: SALEXA12 STACEY ALEXANDER Document Number:
Action Date: 11/27/98 Action Data: Action Time: 10:21:32 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST THAT YOUR INSURANCE COMPANY MAY SUBROGATE
Comments: CUSTOMER SAYS: VEHICLE BURNT UP IN DRIVEWAY, NO ONE WAS HU
RT; CONTACTED IBSURANCE COMPANY PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: - REFER TO INSURANCE COMPANY (INSURAN
CE CO. HAS THE RIGHT TO SUBROGATE FORD) INFERENCE CASE ID:
22

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE LPREL10

3713 2302

Case # 8

1992-95 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 92 Make: Town Car VIN#: ILNLM81WSNY[redacted] Mileage: 70-75,000 miles

Do you still own the vehicle? NO If not, do you know where it is? INSURANCE CO.

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] Somerset, KY [redacted]

Did a dealer inspection your vehicle? NO If yes, name of the dealer ALTON-BLAKELY FORD

Was the vehicle involved in a natural disaster and as a result, destroyed? NO
If yes, where was the clean-up of the incident performed? _____

What is the repair history of the vehicle? Transmission was rebuilt about 1 year prior to fire

Insurance Agency Information (If pertinent)

Insurance agency name: KY FARM BUREAU INSURANCE
Insurance agent address: ILE GENE HURT 679-8941
phone number: 606-679-2360
other: _____

claims office 679-4327 Joe Lake

Incident Info

Where did the fire start? Engine compartment? YES Specific location/component? difficult to tell - large black cloud under hood - then huge burst of flame

Was the vehicle:
Engine on? _____ Engine off? YES If off, how long was it off? 15-30 minutes
If on, how long was it on? _____

Moving? _____
Parked? YES If parked, where was the vehicle parked? (street, garage or carport) parking lot

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? NO
Speed control not working? NO
Brake warning lamp illuminated? NO
Battery not holding a charge? NO
Fuses blowing? NO
Stop lamp inoperative? NO
Other? _____

3713 2303

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? NO

Were the underhood fuse links blown? NO

Were there any fuses that were blown or show evidence of other damage? NO

What areas of the vehicle were damaged? not sure

Was there any damage to any wiring in the area where you believe the fire was started?
not sure

Does the air suspension pump show evidence of overheating? not sure

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?
no

Was the vehicle repaired? not sure When? _____ Where? _____

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?
Yes (Insurance agency approval obtained)

For inspection: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 2/10/99

3713 2304

```
NVNP510                    NAVIS  Vehicle  Inquiry                    03/04/99 11:30:49
=>
 VEHICLE ID: 1LN[redacted] (WNYPREFIXES) VIN: 1LNLM81W5N[redacted] DIV: 3 Status: 800
Vehicle Line: CVB      Convy Deliv: 072792   Orig P-Lvl: 218   Selling Dlr: 25C707
Order Recpt: 040692   ShipTo Stat:          Curr P-Lvl: 218     Sale Date: 073192
 Orig Sched: 071392   Rls-To Stat: IL        Order Dlr: 25707   Demo Date:
   Inv Prep: 062592   Orig Int St: 071792 Orig Rls Dlr: 25707 Deliv Type: M
  Prod Date: 071692   Curr Int St: 071792  Rls Dlr P&A: 11658  Sales Prd: 092073
   Rls Date: 071692    Dlrfin Ext:          Warr Start: 073192 Cancel Sl:
Memo Consgn:              P&C Ext: 082592   WarrS-Ind:       Sale Status: G
Orig Pltbus: 071692   Advert Ext:                        -Date- -Dealer-
Curr Pltbus: 071692   Slspsn SS#:             Shipped: 071692  88J446
T/Name: 9                [redacted]  Curr Stock: 071692  25C707
Addr: [redacted]            State: FL        1st-Prior:
City: ORLANDO            N/A-Rcpt: 073092    2nd-Prior:
Zip: [redacted]       Warr-Ins-Ind:          3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M81NY  43       5613G4069      6D D   P1  3P     2GL6L C  H    J25C707  2 AYZ
8    9         0         1         2         3         4         5         6
5678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   BB    H    W1LNL5 2 B  2  A751A  WP                                  BU007
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                          LPREL10
```

#25

Incident
9-29-95

[redacted]

'92 TOWN CAR

- Called 3/10/99
- no answer

received
customer 3/10/99
DM

3713 2306

Case #8 [redacted] (customer)

-conversation of 3-11-99 with Joe Lake (claims office)

-the vehicle has not been repaired

-the vehicle was a total loss

-the fire resulted in damage to two other vehicles that were parked nearby when the fire occurred

-there is a lawsuit filed against both the customer and the insurance agency by the parties that suffered damage as a result of the fire

-KY Farm Bureau Insurance Agency attorney's name is Adams and Adams phone number 606-68-4916 — call AGENCY

-Ford Motor Company must discuss this with attorney to determine whether permission for inspection will be granted.

get correct phone #

- need to call Insurance
- get Attorney phone #
- Send note to Ley Logel

3713 2306

Case #7

1992-95 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 92 Make: TOWNCAR VIN#: 1LNLM82W4NY[redacted] Mileage: 48,000

Do you still own the vehicle? NO If not, do you know where it is? INSURANCE COMPANY

Customer Name: [redacted] Pho[redacted]

Addres[redacted] Merritt Island, FL [redacted]

Did a dealer inspection your vehicle? NO If yes, name of the dealer ISLAND LM

Was the vehicle involved in a natural disaster and as a result, destroyed? NO
If yes, where was the clean-up of the incident performed? —

What is the repair history of the vehicle?

NO

Insurance Agency information (if pertinent)

incident occurred 2-15-98

Insurance agency name: Nationwide Insurance
Insurance agent address: Mr. Filichia
phone number: 407-453-3480
other: claim # Courtney Pkwy, Merritt Island, FL
home #7709H0271921 claims dept # 1800421-3535
auto # 7709H611222 Kelly VanVliet / Rep 888-281-46

Incident Info

Where did the fire start? Engine compartment? Yes Specific location/component? — very hard to tell

Was the vehicle:
Engine on? ____ Engine off? Yes If off, how long was it off? 15-20 minutes
- If on, how long was it on? ____

Moving? ____
Parked? ____ If parked, where was the vehicle parked? (street, garage or carport) garage

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? NO
Speed control not working? NO
Brake warning lamp illuminated? NO
Battery not holding a charge? NO
Fuses blowing? NO
Stop lamp inoperative? NO
Other? NO (smoke right before fire)

- insurance only covered other damage
- Vehicle blew up
- giant hole in hood.

3713 2307

Did you inspect the vehicle? Yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? not sure

Were the underhood fuse links blown? not sure - vehicle was charred

Were there any fuses that were blown or show evidence of other damage? not sure

What areas of the vehicle were damaged? ENTIRE VEHICLE (plus entire garage was ruined) BURNED UP.

Was there any damage to any wiring in the area where you believe the fire was started? not sure

Does the air suspension pump show evidence of overheating? not sure

Was the vehicle equipped with any aftermarket components such as car alarm or remote start? NO

Was the vehicle repaired? no When? - Where? -

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?

need to contact insurance co.

For inspectors: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 1/10/99

3713 2308

NVMP510 NAVIS Vehicle Inquiry 03/04/99 10:02:06

```
==>
 VEHICLE ID: 1LN[redacted] (WNYPEMERS) VIN: 1LNLM82W4NY[redacted] DIVI 3 Status: 600
Vehicle Line: CVB      Convy Deliv: 120491   Orig P-Lvl: 213   Selling Dlr: 25C023
Order Recpt: 111491   ShipTo Stat:          Curr P-Lvl: 213     Sale Date:
 Orig Schd: 112591   Rls-To Stat: FL        Order Dlr: 25023   Demo Date:
   Inv Prep: 111891   Orig Int St: 112791  Orig Rls Dlr: 25023  Deliv Type:
  Prod Date: 112591   Curr Int St: 112791   Rls Dlr P&A: 11643   Sales Prd:
   Rls Date: 112691    Dlrfin Ext: 122591    Warr Start: 122191  Cancel Sl: 120193
Memo Consgn:               P&C Ext: 122591   WarrS-Ind:        Sale Status: B
Orig Pltbus: 112691   Advert Ext: 122591                     -Date- -Dealer-
Curr Pltbus: 112691   Slapen SS#:              Shipped: 112691
T/Name:                                      Curr Stock: 112691  25C023
Addr:                        State:           1st-Prior:
City:                      N/A-Rcpt:          2nd-Prior:
Zip:                   Warr-Ins-Ind:          3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M82NY  4L      2 25L0087      EL S   P14 3P  4  2 L6L A  P     25C023  4  YZ
8    9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   DU    H    W1LNL4 6 D      755A59WP
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                          LPREL10
```

#9 on spreadsheet

Fire
2/15/98
~~2/22/98~~

[redacted]

Merritt Island, FL [redacted]

Case #7

3713 2309

Case # 6

1992-94 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 92 Make: Town Car VIN#: 1LNLM82W7NY[redacted] Mileage: 125,000

Do you still own the vehicle? Yes If not, do you know where it is? _____

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] Beaumont, TX [redacted]

Did a dealer inspection your vehicle? Yes If yes, name of the dealer Mike Smith L-M Kinsel L-M > Beaumont

Was the vehicle involved in a natural disaster and as a result, destroyed? No
If yes, where was the clean-up of the incident performed? N/A

What is the repair history of the vehicle? Compressor & rear airbags at 75,000 miles, transmission was rebuilt - clutches were burnt (Solenoid?)

Insurance Agency information (if pertinent)

Fire occurred @ 6:20 pm 12-6-98

Insurance agency name: Farmers Insurance
Insurance agent address: George Bitchman
phone number: _____
other: _____

Incident Info

Where did the fire start? Engine compartment? YES Specific location/component? electrical/wire harness, brake booster, master cylinder (from cruise control / solenoid that hooks to the brake block)

Was the vehicle:
Engine on? _____ Engine off? _____ If off, how long was it off? 2½ - 3 hrs
If on, how long was it on? _____

only drove 10 miles that day

Moving? _____
Parked? YES If parked, where was the vehicle parked? (street, garage or carport) garage

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? _____
Speed control not working? ✓ YES
Brake warning lamp illuminated? _____
Battery not holding a charge? _____
Fuses blowing? _____
Stop lamp inoperative? _____
Other? _____

* Vehicle is being repaired at Kinsel L-M (Taken 12-7-98)

* Insurance Co does not want to cover more than 1/2 car

3713 2310

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? NO

Were the underhood fuse links blown? NO

Were there any fuses that were blown or show evidence of other damage? NO

What areas of the vehicle were damaged? engine, wire harnesses, cruise control

Was there any damage to any wiring in the area where you believe the fire was started?
Yes

Does the air suspension pump show evidence of overheating? no

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?
no

Was the vehicle repaired? no When? _____ Where? at dealership

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?
Yes

For inspectors: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/10/99

SFCHDPMA Dealer Information 03/10/99 18:27:58

==>

DEALER: 152084 KINSEL FORD INC
Address:
City: BEAUMONT
State/Prov: TX ZIP/Postal: 77704
Country: USA Trained: Y
Dlr Phone: 409 838 6611
Svc Phone: 409 838 6611
Svc Hours: 7:00 AM TO 6:00 PM **** BODYSHOP PHONE****
Directions:

P&A Code: 04413
Sales Region: 52 DALLAS
Sales Zone: M
FCSD Region: 52 DALLAS
Market: H2
Market Area:

A C	POSITION	Employee Name
	DEALER/PARTNER	KINSEL JR., JOE B
	FINANCE & INSUR MANAGER	SPARKS, ANDREW
	GENERAL MANAGER	MCFARLAND, DICK
	PARTS MANAGER	MAXWELL, BILLY
	SALES MANAGER	DRIVER, MIKE
	SERVICE MANAGER	THORNTON, GARY L

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL10

3/10/99
called dealer, spoke to SVC MGR ~~to~~ BILL MODISETTE

- Vehicle came in 12-30
- Ticket closed 2-16 (cust declined work)
- Bill Modisette will call back w/ more info

3/11/99
- Vehicle is no longer at Kinsel Ford Inc.
- According to RO, it appears vehicle was picked up by customer on 2-16

3713 2312

SFCHADMA Action Detail 03/04/99 10:23:41

==>

VIN: 1LNLM82W7NY[redacted] Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 05/21/92
Name: [redacted] Hm Ph: [redacted]
Trmt: Case: 556522678 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - REFER TO INSURANCE COMPANY
Dealer: MIKE SMITH LINCOLN-MERCURY
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 120000 MI
Analyst: AAMATO ANTOINETTA AMATO Document Number:
Action Date: 12/07/98 Action Date: Action Time: 11:15:56 EST
Origin Desc: GENERAL CAC
Action Desc: NO ACTION REQUIRED; INFORMATION ONLY
Comments: CUSTOMER SAYS: ***FIRE*** -THE VEH CAUGHT O
N FIRE, COMES FROM THE CELENOID-UNDER THE HOOD-BELEVES IT HA
S TO DO WITH THE PRESSURE SENSOR FOR THE ABS -CUST SAYS TH
IS HAPPENED DEC 6, 1998 AT 6:20PM -NO FIRE DEPT CONTACT AS
CUST ABLE TO PUT OUT THE FIRE, -INSURANCE CO. NOT YET CONT
ACTED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - TH

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPREL10

[redacted]

(#27 w/ Spanish)

Call immediately!

called customer 3-5 busy

called 3-8 NH

called 3-10-99 reached him (best time call: eve)

3/11/99 called - no answer

3/4/99 called and spoke to son call again 3/5/99

3713 2313

need to contact

again!

Where is the vehicle?

need to call FBI

Case # 1

1992-98 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok…

Vehicle/Customer Information

Model Year: 92 Make: TOWN CAR VIN#: 1LNLM81W5NY[redacted] Mileage: 70,000 (+/-)

Do you still own the vehicle? YES If not, do you know where it is? AT RESIDENCE

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] NAPLES, FL [redacted]

Did a dealer inspect your vehicle? YES If yes, name of the dealer DERMAIN L-M
(INSURANCE CO ALSO INSPECTED VEHICLE

Incident Info

Where did the fire start? Engine compartment? YES Specific location/component? TRANSMISSION OR BRAKE SYSTEM

Was the vehicle:
Engine on? NO Engine off? YES If off, how long was it off? Less than 10 minutes
If on, how long was it on? _____
Moving? NO Parked? YES

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? NO
Speed control not working? NO
Brake warning lamp illuminated? NO
Battery not holding a charge? NO
Fuses blowing? NO
Stop lamp inoperative? NO
Other? NO

Did you inspect the vehicle? YES

If yes, Did you find any of the following:

Damaged
- REARVIEW MIRROR
- CRUISE CONTROL
- WIRING WAS REPLACED AGAINST THE FIREWALL

Any underhood relays show evidence of overheat? NO

Were the underhood fuse links blown? YES

Were there any fuses that were blown or show evidence of other damage? ↗

What areas of the vehicle were damaged? ↗

Was there any damage to any wiring in the area where you believe the fire was started? ↗

Does the air suspension pump show evidence of overheating? NO

3713 2315

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?
No

Was the vehicle repaired? YES When? 12/23 Where? DERMAIN L-M

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?
YES

COST OF REPAIRS $272.00

For inspectors: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

NOTES

- CUSTOMER STATE HAS DAMAGED PARTS
- STATE FARM INSURANCE AGENT: JOHN W. [illegible] PHONE: [illegible] REP: JACKIE

3713 2318

NVNP510 NAVIS Vehicle Inquiry 03/08/99 12:39:13

==>

VEHICLE ID: 1LNY[redacted] (NNYPEEEEEE) VIN: 1LNLM81W5NY[redacted] DIV: 3 Status: 800

Vehicle Line:	CVB	Convy Deliv:	031792	Orig P-Lvl:	218	Selling Dlr:	18A030
Order Recpt:	011692	ShipTo Stat:		Curr P-Lvl:	218	Sale Date:	032292
Orig Sched:	032392	Rls-To Stat:	NY	Order Dlr:	18030	Demo Date:	
Inv Prep:	030592	Orig Int St:	031692	Orig Rls Dlr:	18028	Deliv Type:	M
Prod Date:	031292	Curr Int St:	031692	Rls Dlr P&A:	10296	Sales Prd:	092032
Rls Date:	031292	Dlrfin Ext:		Warr Start:	032292	Cancel Sl:	
Memo Consgn:		P&C Ext:	041092	WarrS-Ind:		Sale Status:	G
Orig Pltbus:	031292	Advert Ext:					
Curr Pltbus:	031292	Slspsn S#:					

	-Date-	-Dealer-
Shipped:	031292	88CF69
Curr Stock:	031292	18A030
1st-Prior:		
2nd-Prior:		
3rd-Prior:		

T/Name: 9 [redacted]

Addr: [redacted] State: NY

City: CHEEKTOWAGA W/A-Rept: 032392

Zip: [redacted] Warr-Ins-Ind:

```
V.O.:1         2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123 4
M81NY  43      9623C1019      GA D  P1  3P     2GL6L C  P    T18A030  0 AYZ
6    9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789 0
   AY    H    W1LNL5 9 B  K  A751A 9WP                                BU126
```

F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

#9L

[redacted]

MUST FEED THIS EDGE

Mini-PAK Transmittal Date 3-8-99 Pages 3

To Joe Home Co. Fareen Arsune

Bldg. Bldg.

Telephone Telephone 312-845-5577

Fax No. 631-9147 Fax No.

3/4/99 called and spoke to Mr. Gress

3713 2317

Case # 17
NHTSA

1992-95 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 92 Make: TOWN CAR VIN#: 1LNLM82W6NY[redacted] Mileage: 80,000-90,000 mile

Do you still own the vehicle? NO If not, do you know where it is? INSURANCE COMPANY

Customer Name: [redacted] Phone: [redacted] (Do not contact customer)

Address: [redacted] BONITA SPRINGS FL [redacted]

Did a dealer inspection your vehicle? NO If yes, name of the dealer Fort Myers Lincoln Merc.

Was the vehicle involved in a natural disaster and as a result, destroyed? NO
If yes, where was the clean-up of the incident performed? —

What is the repair history of the vehicle? not available

Insurance Agency Information (if pertinent)

Insurance agency name: NATIONWIDE INSURANCE
Insurance agent address: PO BOX 9052 PORT CHARLOTTE, FL 33949
phone number: RON STEWART REP → 941-743-6520
claim number: 7709BA268238

Incident Info

Date of Loss: 3-8-99

Where did the fire start? Engine compartment? YES Specific location/component? Vehicle TOTALLED (around firewall)

Was the vehicle:
Engine on? _____ Engine off? Yes If off, how long was it off? 8-10 hours
If on, how long was it on? _____

Moving? _____
Parked? _____ If parked, where was the vehicle parked? (street, garage or carport) under the house (homes are built on stilts)

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? NO
Speed control not working? NO
Brake warning lamp illuminated? NO
Battery not holding a charge? NO
Fuses blowing? NO
Stop lamp inoperative? NO
Other? _____

3713 2318

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? not sure

Were the underhood fuse links blown? _____

Were there any fuses that were blown or show evidence of other damage? not sure

What areas of the vehicle were damaged? entire engine, entire front end

Was there any damage to any wiring in the area where you believe the fire was started?
yes - all burnt out

Does the air suspension pump show evidence of overheating? not sure

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?
_____

Was the vehicle repaired? NO When? — Where? —

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?
YES

For inspectors: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

Vehicle located. (Mr Stewart wants it to be present)
CUSTOM KAR TOPS
1968 CUSTOM DR
FORT MYERS FL 33907
(941) 936-6224

updated 3/11/99

3713 2319

Standard Claims List For Model Year 1992

[redacted]																			
1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1992	23-MAY-1992	325037	USA	2	2G04	000615	*	DIAG	*	D36	08
AWS Claim Key:	1242378	Trx Code:		1	Labor Hrs:	.5	Labor Cost:		23.5	Material Cost:	0	Total Cost:		23.5						
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC			Ph:	941-4332300			St: FL		City Cd:	USA	Reg Cd:		NA	Repr Date:26-JUN-1992			Doc
Tech Comments:	MILLER 1 DIAG 00000000000000000000AD36																			
1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1992	23-MAY-1992	325037	USA	2	6Y05	000000	*	PREP	*	M99*	82
AWS Claim Key:	1242379	Trx Code:		1NC	Labor Hrs:	1	Labor Cost:		0	Material Cost:	0	Total Cost:		47						
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC			Ph:	941-4332300			St: FL		City Cd:	USA	Reg Cd:		NA	Repr Date:29-JUN-1992			Doc
Tech Comments:	MILLER 1 PREP 00000000000000000000082AM99																			
1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1992	23-MAY-1992	325037	USA	5	7A01	NANANA	*	10654	*	A99	PP
AWS Claim Key:	1242381	Trx Code:		1	Labor Hrs:	0	Labor Cost:		0	Material Cost:	0	Total Cost:		30						
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC			Ph:	941-4332300			St: FL		City Cd:	USA	Reg Cd:		NA	Repr Date:30-SEP-1992			Doc
1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1992	23-MAY-1992	325037	USA	5	7A01	NANANA	*	10654	*	C25	01
AWS Claim Key:	1242380	Trx Code:		1	Labor Hrs:	.6	Labor Cost:		63.2	Material Cost:	85.09	Total Cost:		148.29						
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC			Ph:	941-4332300			St: FL		City Cd:	USA	Reg Cd:		NA	Repr Date:30-SEP-1992			Doc
Cust Comments:	WILL NOT TURN OVER UNLESS JUMPED																			
Tech Comments:	BATTERY WILL NOT HOLD CHARGE BATTERY - CHARGE AND TEST																			
1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1992	23-MAY-1992	325037	USA	12	1H03	030004	FIAZ	91460	A	E29	X1
AWS Claim Key:	1242382	Trx Code:		887	Labor Hrs:	1.4	Labor Cost:		65.8	Material Cost:	39.86	Total Cost:		105.66						
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC			Ph:	941-4332300			St: FL		City Cd:	USA	Reg Cd:		NA	Repr Date:19-APR-1993			Doc
Cust Comments:	AMBER CHECK ENGINE LIGHT STAYS ON																			
Tech Comments:	POOR CONTACT IN PFE SENSOR EEC IV DIAGNOSIS (QUICK TEST)- TE																			
1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1992	23-MAY-1992	325037	USA	29	3A11	070100	*	7803	*	A99	49
AWS Claim Key:	2070402	Trx Code:		E70	Labor Hrs:	4	Labor Cost:		228.4	Material Cost:	65.49	Total Cost:		293.89						

3713 2320

Dlr Cd-Sub Cd: 13189-* Name: NEWMAN LINCOLN-MERCURY INC Ph: 860-2899187 St: CT City Cd: USA Reg Cd: NA Repr Date:19-SEP-1994 Doc
Cust Comments: TRANSMISSION SHUDDERS

1LNLM82W6NY[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 22-APR-1992 23-MAY-1992 325037 USA 32 5F07 060701 F4AZ 2005 B H02 41
AWS Claim Key: 29759702 Trx Code: E04 Labor Hrs: .8 Labor Cost: 41.31 Material Cost: 133.78 Total Cost: 215.22
Dlr Cd-Sub Cd: 11619-* Name: FORT MYERS LINCOLN-MERCURY INC Ph: 941-4332300 St: FL City Cd: USA Reg Cd: NA Repr Date:15-DEC-1994 Doc #:06
Cust Comments: CUST STATES FRONT BRAKES ARE HANGING UP. ADV.>
Tech Comments: BRAKE BOOSTER BINDING BRAKE BOOSTER ASSEMBLY - REPLACE>

1LNLM82W6NY[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 22-APR-1992 23-MAY-1992 325037 USA 32 7W06 180187 FOVY 14A626 A L15 D4
AWS Claim Key: 29759770 Trx Code: E03 Labor Hrs: 1.3 Labor Cost: 67.13 Material Cost: 90.58 Total Cost: 184.88
Dlr Cd-Sub Cd: 11619-* Name: FORT MYERS LINCOLN-MERCURY INC Ph: 941-4332300 St: FL City Cd: USA Reg Cd: NA Repr Date:15-DEC-1994 Doc #:06
Cust Comments: CUST STATES L F DOOR LOCK NUMBER PAD IS DISCOLORED. ADV.>
Tech Comments: KEYLESS ACTUATOR PEELING KEYLESS ENTRY SYSTEM - DIAGNOSE>

1LNLM82W6NY[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 22-APR-1992 23-MAY-1992 325037 USA 32 6C06 0105XX FOVY 18978 A T90 B1
AWS Claim Key: 29759771 Trx Code: E04 Labor Hrs: 1.9 Labor Cost: 98.12 Material Cost: 14.88 Total Cost: 117.46
Dlr Cd-Sub Cd: 11619-* Name: FORT MYERS LINCOLN-MERCURY INC Ph: 941-4332300 St: FL City Cd: USA Reg Cd: NA Repr Date:15-DEC-1994 Doc #:06
Cust Comments: CUST STATES BOTH FRONT DOOR SPEAKER GRILLES ARE DISCOLORED. ADV.>
Tech Comments: BOTH F SPEAKER COVERS DISCOLORED TRIM PANEL-FRONT DOOR - REMOVE AND INSTALL>

1LNLM82W6NY[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 22-APR-1992 23-MAY-1992 325037 USA 32 7M44 150105 * 18806 * A15 D4
AWS Claim Key: 29772292 Trx Code: E03 Labor Hrs: .6 Labor Cost: 30.98 Material Cost: 0 Total Cost: 33.38
Dlr Cd-Sub Cd: 11619-* Name: FORT MYERS LINCOLN-MERCURY INC Ph: 941-4332300 St: FL City Cd: USA Reg Cd: NA Repr Date:23-DEC-1994 Doc #:06
Cust Comments: REINSTALL RADIO>
Tech Comments: RADIO PEELING RADIO - REMOVE>

1LNLM82W6NY[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 22-APR-1992 23-MAY-1992 325037 USA 39 7C05 180XXX * 2C013 * H19 2E
AWS Claim Key: 31494893 Trx Code: E03 Labor Hrs: 1.7 Labor Cost: 87.62 Material Cost: 0 Total Cost: 87.62
Dlr Cd-Sub Cd: 11634-* Name: GERMAIN LINC-MERC OF NAPLES Ph: 941-5916011 St: FL City Cd: USA Reg Cd: NA Repr Date:04-AUG-1995 Doc #:05
Cust Comments: ANTI LOCK BRK LIGHT CO MES ON AND STAYS ON TIL TURN CAR OFF INTERM>
Tech Comments: OPEN CIRCUIT WIRING ASSEMBLY - REPAIR>

1LNLM82W6NY[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 22-APR-1992 23-MAY-1992 325037 USA 41 7G04 120XXX * 19B888 * C20 V3
AWS Claim Key: 31897679 Trx Code: E03 Labor Hrs: .5 Labor Cost: 25.77 Material Cost: 0 Total Cost: 25.77

3713 2321

Dlr Cd-Sub Cd:	11624-*	Name:	GERMAIN LINC-MERC OF NAPLES	Ph:	941-5976011	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date: 20-SEP-1995	Doc #:06

Cust Comments: AC BLOWS OUT TOP AND BOTTOM ONLY AFTER DRIVING , NOTHING OUT VENTS

Tech Comments: REPAIRED VACUUM LEAK VACUUM TUBE-HOSE - REPAIR

Any comments? You can contact

webmaster@ows-ford.com

3718 2822

NVNP510 MAVIS Vehicle Inquiry 03/12/99 15:36:23

```
=>
 VEHICLE ID: 1LNY[redacted] (NNYPEXXXXX) VIN: 1LNLM82W6N[redacted] Div: 3 Status: 800
Vehicle Line: CVB      Convy Deliv: 042992    Orig P-Lvl: 218   Selling Dlr: 25B037
Order Recpt: 030292  ShipTo Stat:           Curr P-Lvl: 218     Sale Date: 052392
 Orig Sched: 042092  Rls-To Stat: FL         Order Dlr: 25037  Demo Date:
   Inv Prep: 041092  Orig Int St: 042792  Orig Rls Dlr: 25037 Deliv Type: 0
  Prod Date: 042292  Curr Int St: 042792   Rls Dlr P&A: 11619  Sales Prd: 092053
   Rls Date: 042392   Dlrfin Ext: 052592    Warr Start: 052392 Cancel Sl:
Memo Consgn:              P&C Ext: 052592    WarrS-Ind:       Sale Status: G
Orig Pltbus: 042392   Advert Ext: 052592                  -Date- -Dealer-
Curr Pltbus: 042392   Slspsn SS#:       7022  Shipped: 042392
T/Name: 4[redacted]                          Curr Stock: 042392  25B037
Addr: [redacted]          State: FL          1st-Prior:
City: FT MYERS          N/A-Rcpt: 052692     2nd-Prior:
Zip: [redacted]       Warr-Ins-Ind:          3rd-Prior:
V.O.:1         2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123 4
M82NY  4L      2 20D8520      2C D   P14 3P  4  2 L6L    P     25B037  1  YZ
8    9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789 0
   DU    H8   W1LNL6 4 D      755A 9WP
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
```

LPREL10

3713 2323

Ansari, Fareen (F.) NHTSA

From: Ray Nevi [mevi@gw.ford.com]
Sent: Friday, March 12, 1999 9:44 AM
To: fansari1@mail.ford.com
Cc: flogel@mail.ford.com; mevi@gw.ford.com
Subject: Lincoln Town Car Underhood Fires

I received info on two more Town Cars this morning. Please arrange to have the vehicles inspected as soon as possible. All the info I have follows:

1. Location: Fort Meyers, Florida; Insurance adjuster: Ron Stewart, Nationwide; Telephone: (941) 743-8520; Reported as very minor damage. — left message for Ron Stewart 3-12-99

[redacted]

Note that it is possible that these are the same incident. The first was reported to me by Bill Peffer of Design Analysis. Bill did not provide a VIN. The second was reported to me by the NHTSA.

IT DOESN'T SEEM SO - the customer (#1) did not involve insurance agency

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 59-47666 FAX: 59-42266
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South

3/12/99 AM
- Waiting for call back from [redacted]

3/12/99 PM
- Spoke to [redacted]

3713 2324

```
MVNP510                          MAVIS  Vehicle  Inquiry                    03/03/99 14:
==>
 VEHICLE ID: 1LNY[redacted] (MWYPEEEEEE) VIN: 1LNLM81W2NY[redacted] DIV: 3 Status:
Vehcle Line: CVB      Convy Deliv: 042592   Orig P-Lvl: 218  Selling Dlr: 67
Order Recpt: 031092  ShipTo Stat:          Curr P-Lvl: 218    Sale Date: 04
 Orig Sched: 040692  Rls-To Stat: IL        Order Dlr: 67725  Demo Date:
   Inv Prep: 040192  Orig Int St: 041092 Orig Rls Dlr: 67725 Deliv Type: M
  Prod Date: 040892  Curr Int St: 041092  Rls Dlr P&A: 11493  Sales Prd: 09
   Rls Date: 040992   Dlrfin Ext:          Warr Start: 042492 Cancel Sl:
Memo Consgn:               P&C Ext: 051092   WarrS-Ind:      Sale Status: G
Orig Pltbus: 040992   Advert Ext:                        -Date- -Dealer-
Curr Pltbus: 040992   Slspsn SS#:             Shipped: 040992  88R207
T/Name: 9                [redacted]  Curr Stock: 040992  67B725
Addr: 15840 J F K BLVD      State: TX        1st-Prior:
City: HOUSTON             W/A-Rcpt: 042392   2nd-Prior:
Zip: [redacted]         Warr-Ins-Ind:        3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890
M81NY  43       5606D1360       AC D   P1  3P     2GL6L C  H    J67B725  1 A
8         9         0         1         2         3         4         5
5678901234567890123456789012345678901234567890123456789012345678901234567890
  BY    H    W1LNL2 2 B  2  A751A  NP                                BU011
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                        LPRE
```

get Tow in Car [redacted]

Case #

EXACT DATE OF FIRE 2-21-99
ALL STATE INSURANCE
ATTORNEY: BRAD GORDON (Home 312-551-0200)

Ray Nevi provided info
Glenn Bolton of Fire Cause Investigation (800-432-4669)
Loss Date: 2-21-99 in TYLER, TX.

3/10/99 called Terri at Fire Cause Invest. 2nd time. She advised.
ALLSTATE INSURANCE
wants FMC to speak with their attorney
BRAD GORDON 312-551-0200. JB DAVIS Case
They are trying to cooperate and coordinate inspections

3/10/99 Ray Nevi spoke to Attorney
EAA / NHTSA will need to inspect
Contacted (left message) for BOB JACKSON
WAITING FOR CALL BACK

Glen Bolton 903-566-1980
• he will be in touch w/EAA
vehicles located in TYLER, TX

left msg
3/12

need to find out loc of vehicle.

3713 2326

Case # 4

NHTSA

1992-96 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 93 Make: TOWN CAR VIN#: 1LNLM82WXPY692041 Mileage: _____

Do you still own the vehicle? NO If not, do you know where it is? STATE FARM

Customer Name: [redacted] Phone: _____

Address: NOT AVAILABLE / CUSTOMER LIVES PART TIME IN GERMANY and FLORIDA

Did a dealer inspection your vehicle? NO If yes, name of the dealer DERMAIN L-M IN FT MYER FLORIDA

Was the vehicle involved in a natural disaster and as a result, destroyed? NO
If yes, where was the clean-up of the incident performed? N/A

What is the repair history of the vehicle? See attached AWS print

Insurance Agency Information (If pertinent)

Insurance agency name: STATE FARM / DANIEL GREENE
Insurance agent address: SADISCO FACILITY (SALVAGE YD)
phone number: 941-656-7610
other: CLAIM # 592100441

Incident Info

Where did the fire start? Engine compartment? _____ Specific location/component? _____

DATE OF FIRE 1-11-99

Was the vehicle:
Engine on? _____ Engine off? _____ If off, how long was it off? _____
If on, how long was it on? _____
Moving? NO
Parked? YES If parked, where was the vehicle parked? (street, garage or carport) _____

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? _____
Speed control not working? _____
Brake warning lamp illuminated? _____
Battery not holding a charge? _____
Fuses blowing? _____
Stop lamp inoperative? _____
Other? LOUD BANG

3713 2327

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? YES

Were the underhood fuse links blown? _____

Were there any fuses that were blown or show evidence of other damage? _____

What areas of the vehicle were damaged? _____

Was there any damage to any wiring in the area where you believe the fire was started?

_____

Does the air suspension pump show evidence of overheating? _____

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?

_____

Was the vehicle repaired? NO When? _____ Where? _____

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?
YES

For inspectors: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/19/99

Conversation with Dan Greene (State Farm) (3-3-99)

-both vehicles had similar fires

-he thinks this involved the ignition switch

-both vehicles had recently been driven (within the past 12 hours of the respective incidents)

-both vehicles had been parked when the fires occurred

-a loud bang noise was heard, after something was smouldering under the hood

Standard Claims List For Model Year 1993

[redacted]																				
1LNLM82WXPY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	3	7F02	011601	F1VY	17528	A	W10	95
AWS Claim Key:	7908105	Trx Code:		1	Labor Hrs:		.2	Labor Cost:		8.8	Material Cost:		23.68	Total Cost:		32.48				
Dlr Cd-Sub Cd:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC				Ph:	561-4614043		St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:30-DEC-1992			Do
Cust Comments:	WIPER QUALITY POOR ON DRIVERS SIDE																			
Tech Comments:	REPALCE WIPER BLADES																			
1LNLM82WXPY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	3	4C01	090101	F1VY	5230	D	N12	01
AWS Claim Key:	7908104	Trx Code:		1	Labor Hrs:		.9	Labor Cost:		39.6	Material Cost:		101.67	Total Cost:		141.27				
Dlr Cd-Sub Cd:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC				Ph:	561-4614043		St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:30-DEC-1992			Do
Cust Comments:	[redacted]																			
Tech Comments:	REPLACE MUFFLER																			
1LNLM82WXPY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	11	6C06	NANANA	*	7S1013	*	N59	12
AWS Claim Key:	7908107	Trx Code:		2	Labor Hrs:		.5	Labor Cost:		28.5	Material Cost:		0	Total Cost:		28.5				
Dlr Cd-Sub Cd:	11260-*	Name:	KEN SMITH MOTORS INC				Ph:	201-4442200		St: NJ	City Cd:		USA	Reg Cd:		NA	Repr Date:27-AUG-1993			Do
1LNLM82WXPY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	11	6J01	011101	*	17698	*	M10	08
AWS Claim Key:	7908108	Trx Code:		2	Labor Hrs:		.5	Labor Cost:		28.5	Material Cost:		3.47	Total Cost:		31.97				
Dlr Cd-Sub Cd:	11260-*	Name:	KEN SMITH MOTORS INC				Ph:	201-4442200		St: NJ	City Cd:		USA	Reg Cd:		NA	Repr Date:27-AUG-1993			Do
1LNLM82WXPY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	24	3A13	070100	*	7A098	*	A99	PP
AWS Claim Key:	1227868	Trx Code:		170	Labor Hrs:		0	Labor Cost:		0	Material Cost:		0	Total Cost:		120				
Dlr Cd-Sub Cd:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC				Ph:	561-4614043		St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:10-OCT-1994			Do
1LNLM82WXPY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	24	3A13	070100	*	7A098	*	A99	PP
AWS Claim Key:	1227869	Trx Code:		795	Labor Hrs:		0	Labor Cost:		0	Material Cost:		0	Total Cost:		$1				
Dlr Cd-Sub Cd:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC				Ph:	561-4614043		St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:10-OCT-1994			Do

3713 2330

1LNLM82WXPV[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	24	7W01	110501	F1VY	13K359	C	W05 42
AWS Claim Key:	12272865	Trx Code:	E03	Labor Hrs:	.5	Labor Cost:	23.96	Material Cost:	54.58	Total Cost:	78.54								
Dlr Cd-Sub Cd:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC		Ph:	561-4614043	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:10-OCT-1994							Do
Cust Comments:	[redacted]																		
Tech Comments:	DIAG R AND R MULTIFUNCTION SWITCH TO REPALCE BAD CONTACTS																		

1LNLM82WXPV[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	24	7W07	131101	*	19A366	*	LI4 42
AWS Claim Key:	12272864	Trx Code:	E04	Labor Hrs:	.5	Labor Cost:	23.96	Material Cost:	0	Total Cost:	23.96								
Dlr Cd-Sub Cd:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC		Ph:	561-4614043	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:10-OCT-1994							Do
Cust Comments:	[redacted]																		
Tech Comments:	ANTITHEFT DIAG PASS PERFORM SSH OE506 R AND R ANTITHEFT MODULE REMOVE AND TAPE PIN 27																		

1LNLM82WXPV[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	34	3A13	070103	F2VY	7A098	A	N18 01
AWS Claim Key:	12272866	Trx Code:	E30	Labor Hrs:	8.8	Labor Cost:	421.69	Material Cost:	441.25	Total Cost:	862.94								
Dlr Cd-Sub Cd:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC		Ph:	561-4614043	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:10-OCT-1994							Do
Cust Comments:	TRANS WHINES ON ACCEL WHEN YOU LET OFF ON GAS GOES AWAY GETTING WORSE WORSE AFTER SEVERAL HOURS ON T																		
Tech Comments:	R AND TRANS TO OVERHUAL REPLACE PLANET AND REV SUN SHELL ASSY NOISY FLUSH CONVERTOR LINES COOLER ROAD TEST OK																		

1LNLM82WXPV[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	25	7W12	011405	F4VY	54432A38	B	B15 42
AWS Claim Key:	12272867	Trx Code:	E04	Labor Hrs:	.3	Labor Cost:	14.38	Material Cost:	24.35	Total Cost:	38.73								
Dlr Cd-Sub Cd:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC		Ph:	561-4614043	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:26-OCT-1994							Do
Cust Comments:	TRUNK WILL NOT CLOSE																		
Tech Comments:	DIAG ELECTRICAL SYS REPLACE TRUNK SWITCH TEST OK																		

1LNLM82WXPV[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	39	*	*	*	*	*	* *
AWS Claim Key:	19600164	Trx Code:	95B04	Labor Hrs:	.5	Labor Cost:	25.77	Material Cost:	11	Total Cost:	48.62								
Dlr Cd-Sub Cd:	11624-*	Name:	GERMAIN LINC-MERC OF NAPLES		Ph:	941-5976011	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:18-DEC-1995							Do Fil
Cust Comments:	95B04																		
Tech Comments:	95B04 REPLACED SENSOR PER RECALL																		

1LNLM82WXPV[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	39	7H12	120308	F4VY	19980	A	A85 01
AWS Claim Key:	19600163	Trx Code:	E03	Labor Hrs:	.9	Labor Cost:	46.39	Material Cost:	237.77	Total Cost:	367.38								
Dlr Cd-Sub Cd:	11624-*	Name:	GERMAIN LINC-MERC OF NAPLES		Ph:	941-5976011	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:18-DEC-1995							Do Fil
Cust Comments:	MAS A-C BUTTON CRACKED																		
Tech Comments:	CRACKED CONTROL ASSEMBLY-AIR CONDITIONER - REPLACE																		

3713 2381

1LNLM82W3FY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	39	5A01	060301	*	1102	*	N27	14
AWS Claim Key:	19689162	Trx Code:	E84	Labor Hrs:	3.5	Labor Cost:		180.38		Material Cost:		218.97	Total Cost:		479.99					
Dlr Cd-Sub Cd:	11624-*	Name:	GERMAIN LINC-MERC OF NAPLES		Ph:	941-5976011		St: FL		City Cd:		USA	Reg Cd:		NA	Repr Date:	18-DEC-1995			Do #:0
Cust Comments:	[redacted]																			
Tech Comments:	WARMED BRAKE SHOES - PAD ASSEMBLIES - HYDRAULIC - REMOVE AND INSTALL OR R																			

1LNLM82W3FY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	41	3A08	070100	F5ZZ	7901	ARM	P66	DI
AWS Claim Key:	19298282	Trx Code:	E84	Labor Hrs:	6	Labor Cost:		309.24		Material Cost:		179.16	Total Cost:		551.11					
Dlr Cd-Sub Cd:	11624-*	Name:	GERMAIN LINC-MERC OF NAPLES		Ph:	941-5976011		St: FL		City Cd:		USA	Reg Cd:		NA	Repr Date:	28-FEB-1996			Do #:0
Cust Comments:	TORQUE CONV TECH 166																			
Tech Comments:	LEAKING CONVERTER ASSEMBLY - REMOVE AND INSTALL OR REPLACE																			

1LNLM82W3FY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	43	1H03	030804	F1AZ	91460	A	E29	08
AWS Claim Key:	19889740	Trx Code:	S07	Labor Hrs:	2.5	Labor Cost:		133.5		Material Cost:		30.66	Total Cost:		174.89					
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC		Ph:	941-4332300		St: FL		City Cd:		USA	Reg Cd:		NA	Repr Date:	26-APR-1996			Do #:0
Cust Comments:	[redacted]																			
Tech Comments:	DPFE SENSOR VOLTAGE TO LOW SERVICE BAY DIAGNOSTIC SYSTEM (SBDS) START-UP - DIAGNOSIS																			

1LNLM82W3FY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	43	6H07	010802	F0VY	8213	B	B66	02
AWS Claim Key:	19926466	Trx Code:	E84	Labor Hrs:	.3	Labor Cost:		36.82		Material Cost:		7.55	Total Cost:		46.21					
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC		Ph:	941-4332300		St: FL		City Cd:		USA	Reg Cd:		NA	Repr Date:	29-APR-1996			Do #:0
Cust Comments:	THE LINCOLN EMBLEM IS OFF CENTER TO THE LEFT...LEANS																			
Tech Comments:	LINCOLN HOOD ORNAMENT DISTORTED M TIME TO REPLACE HOOD ORNAMENT																			

1LNLM82W3FY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	43	6A12	010502	*	5424700	*	F12	01
AWS Claim Key:	19984013	Trx Code:	E84	Labor Hrs:	0	Labor Cost:		112.5		Material Cost:		0	Total Cost:		112.5					
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC		Ph:	941-4332300		St: FL		City Cd:		USA	Reg Cd:		NA	Repr Date:	07-MAY-1996			Do #:0
Cust Comments:	RUST ON LEFT REAR WINDOW RUN																			
Tech Comments:	LFT REAR WINDOW DIVISION BAR RUSTOSL TO REPAIR AND REFINISH THE DIVISION BAR IN THE LFR DOOR PANE																			

3713 2432

Any comments? You can contact

NVNP510 NAVIS Vehicle Inquiry 03/03/99 10:47:24

==>

VEHICLE ID: 1LPY[redacted] (WWYPBBBBBB) VIN: 1LNLM82WXPY[redacted] Div: 3 Status: 801

Vehicle Line:	CVB	Convy Deliv:	102792	Orig P-Lvl:	310	Selling Dlr:	25C043
Order Recpt:	100692	ShipTo Stat:		Curr P-Lvl:	310	Sale Date:	051293
Orig Sched:	101992	Rls-To Stat:	FL	Order Dlr:	25043	Demo Date:	091692
Inv Prep:	100792	Orig Int St:	101692	Orig Rls Dlr:	25043	Deliv Type:	R
Prod Date:	101492	Curr Int St:	101692	Rls Dlr P&A:	11601	Sales Prd:	093052
Rls Date:	101492	Dlrfin Ext:	111092	Warr Start:	091692	Cancel Sl:	
Memo Consgn:		P&C Ext:	111092	WarrS-Ind:		Sale Status:	G
Orig Pltbus:	101492	Advert Ext:	111092		-Date-	-Dealer-	
Curr Pltbus:	101492	Slspsn SS#:	6848	Shipped:	101492		
T/Name:	1[redacted]			Curr Stock:	091692	25C043	
Addr:	[redacted]	State:	FL	1st-Prior:			
City:	FORT PIERCE	M/A-Rept:	051393	2nd-Prior:			
Zip:	[redacted]	Warr-Ins-Ind:		3rd-Prior:			

```
V.O.:1         2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123 4
M82FY  4L  A   2 19K9908      6K S   P1  3P8 4  2 L6  A  K8    25C043  4  YZ
8    9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789 0
  D6    H8   W1LNLX 0 D      755A59WP
```

F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

3713 2333

CASE #1 +

Questions to ask:

1. Was the fire underhood? YES
2. ~~Was anyone injured in the fire?~~ NO "Was everyone alright?" "Hope everyone was OK"
3. Has the vehicle already been repaired since the fire? NO, VEHICLE WAS TOTALLED
4. Is your insurance company handling this incident? (agency name and agent phone #) STATE FARM INS. REP DANIEL GREENE Phone # 941-656-7610 CLAIM # 59E100441
5. Is the vehicle available for Ford inspection? YES
6. What is the exact date of the fire? 1-11-99
7. Was a fire report done? YES
8. Where is the vehicle now? INS. CO. OWNS VEHICLE, IT IS LOCATED AT THEIR "SADISCO FACILITY" (SALVAGE YARD)
9. What is the name of the Ford dealer involved, or the nearest dealer? DERMAIN LINCOLN-MERC in FT. MYERS, FL.
10. What is the VIN number, the make, model and year of the vehicle? VEHICLE MILEAGE: 1LNLM82WXPY[redacted] '93 TOWN CAR
11. Customer's name, address and phone number? THOMAS RADTKE, CUSTOMER LIVES IN GERMANY PART-TIME RESIDENT OF USA / FLORIDA

3713 2334

Ray Nevi (Nevi) → 49688

Ray ~~Nevi~~

Farer

47 → 2 More

Quick Response Team - Urgent

1. [redacted]

not sure what

Cla[redacted]

'93 Tow Car

Don't contact Further notice for Conclusion

2. '92 Tow Car → Destroyed a home

Accura Ins. Co. Agent - David Shottes - Shottes? IN FT MYERS, FL

941-625-6381?

POSSIBLE LAWSUIT?

Call Fred Potter 42645 Design Analysis

3713 2335

left message
[redacted]
3/4/99
he's checking (illegible)

3/10/99
left msg
for [redacted]

left message
3/11/99

- Sunshine Auto owns vehicle
- Lewis / shop manager says that parts were removed from vehicle
- no inspection would be possible.

3/12/99

Case #15

NHTSA

1992-95 Town Car/Crown Vic/Grand Marquis Under hood Fire Questionnaire

We are contacting you, because you reported smoke or fire in your vehicle. Ford is investigating your report and would like to ask you some questions about it. We hope everyone was ok...

Vehicle/Customer Information

Model Year: 92 Make: TOWN CAR VIN#: 1LNLM82W4NY[redacted] Mileage: 82,000

Do you still own the vehicle? NO If not, do you know where it is? INS. CO OWNS VEH.

Customer Name [redacted] Phone: [redacted]

Address: [redacted] HOUSTON TX [redacted]

Did a dealer inspection your vehicle? NO If yes, name of the dealer WESTPOINT L-M HOUSTON, TX

Was the vehicle involved in a natural disaster and as a result, destroyed? NO
If yes, where was the clean-up of the incident performed? —

What is the repair history of the vehicle? Transmission overhaul - this repair was completed 5 day before incident (11-24-98) Repair was done at DOWNTOWN TRANSMISSION / CONWAY ST in Houston.

Insurance Agency information (If pertinent)

Insurance agency name: USAA AUTO CLAIMS / MICHELLE TORRES
Insurance agent address: 9800 Fredericksburg, San Antonio TX 78223
phone number: 877-276-0129 -
claim number: 11947345

Date of incident 11-29-98

Incident Info

Date of Loss: 11-29-98

Where did the fire start? Engine compartment? _____ Specific location/component? Started on the ground (possibly from fluid leak) then into engine

Was the vehicle:
Engine on? _____ Engine off? YES If off, how long was it off? 2 1/2 hrs
If on, how long was it on? _____

Vehicle was driven 1 hour prior to parking

Moving? _____
Parked? YES If parked, where was the vehicle parked? (street, garage or carport) _____

Did customer notice anything unusual prior to fire, such as:
Difficulty shifting out of park? NO
Speed control not working? NO
Brake warning lamp illuminated? NO
Battery not holding a charge? NO
Fuses blowing? NO
Stop lamp inoperative? NO
Other? _____

Fluid dripping under the vehicle in front end

leak near cooling fans near radiator

3713 2337

Did you inspect the vehicle? Yes

If yes, Did you find any of the following:

See attached fire report

Any underhood relays show evidence of overheat? _____

Were the underhood fuse links blown? _____

Were there any fuses that were blown or show evidence of other damage? _____

What areas of the vehicle were damaged? _____

Was there any damage to any wiring in the area where you believe the fire was started?

_____

Does the air suspension pump show evidence of overheating? _____

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?

_____

Was the vehicle repaired? NO When? - Where? -

If the vehicle has not been repaired and was involved in an underhood fire or fire of unknown origin that involved the engine compartment, we would like to inspect it.

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?

YES

For inspectors: Parts that we would like from vehicles

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Sample of brake fluid at prop valve (in sealed glass container)

Relay pack located on LH fender apron (with as much wiring as possible)

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

Ansari, Fareen (F.)

From:	Ray Nevi [rnevi@gw.ford.com]
Sent:	Wednesday, March 10, 1999 2:59 PM
To:	fansari1@mail.ford.com
Cc:	rnevi@gw.ford.com; jlogel@mail.ford.com
Subject:	Lincoln Town Car Investigation

As I indicated in my phone message, the NHTSA has informed Ford of a Town Car underhood fire. Information provided: insurance adjuster name - Michelle Torres; telephone number - (877) 276-0129; date of incident - 11/98; VIN 1LNLM82W4NY757859. Please make investigation arrangements. The NHTSA may want to participate in any vehicle inspections. Therefore please provide me with a couple possible dates for a vehicle inspection if one is to be conducted and I will arrange with the agency.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 59-47588 FAX: 59-42258
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South

Michelle Torres
USA autoclaims dept
Still return to office 3/11/99

3/10/99 left message.

3/11/99 2nd time - called
Michelle Torres.

Vehicle located
Insurance Auto Auction
12575 Hiram Clarke Drive
Houston, TX 77045
713-721-5611

USAA

CLAIMS FACSIMILE COVER SHEET

DATE: 3-12-99

TO: Fareen
Ford Motor Comp.

FROM: Michelle Torres
USAA Claims

FAX #: 313-845-5669

PHONE: [redacted]

RE: (NAME) [redacted]

FAX #: 800-292-8582

YOUR FILE #: 14

OUR INSURED: [redacted]

DATE OF LOSS: 11-29-98

OUR FILE#: [redacted]

★ URGENT

TOTAL # OF PAGES SENT (INCLUDING THIS PAGE): 3

IF YOU DO NOT RECEIVE FULL TRANSMISSION, CALL: 877-276-0129

COMMENTS: I spoke to Jeff at Bison Engineering. He told me that we, USAA, would not agree to extraction of any parts at this time. Jeff would like to be present at the testings and if, at that time, he feels it is ok. to allow parts to be removed, he can approve that. Thank you,

Michelle Torres.

CONFIDENTIALITY NOTICE

The information contained in this facsimile transmission is a CONFIDENTIAL CLAIMS COMMUNICATION and may be protected by one or more legal privileges. It is intended solely for the use of the recipient identified above. If you are not the intended recipient, you are hereby notified that reading, copying, or distributing this transmission is STRICTLY PROHIBITED. The sender has not waived any applicable privilege by sending the accompanying transmission. If you have received this transmission in error, please notify the sender immediately by telephone, and we will arrange to have the transmission returned at no cost to you. Thank you.

FIIS 12/03/98 ATC1 HFIR INCIDENT SUMMARY 0350 010 15:41:16
ENTRY SOURCE STATION FUNCTION (A, C, I) H REFER TO ARSON ( )
INC# 981129409 SUPP 00 DATE: 11/29/98 TIME: 17:51
ADDRESS: 02339 GOLDSMITH APT/SUITE:

TYPE OF SITUATION FOUND	TYPE OF ACTION TAKEN	DOLLAR LOSSES
VEHICLE FIRE	EXTINGUISHMENT	SUPP 00: $ 10,000
		OVERALL: $ 10,000

SUPPLEMENTS:
00-00 APT/SUITE: _____
APT/SUITE:

CASUALTIES: FIRE: 00 INJURY, 00 FATALITY CIVL: 00 INJURY, 00 FATALITY
HAZMAT: NO
OFF IN CHARGE: 071567 JACOBY CASEY R CAPTAIN
UNIT: E 033 SHIFT: B RECORD COMPLETE?(Y/N) Y
NUM FIRE PERSONNEL: 004 MUTUAL AID GIVEN OR RECEIVED?(G/R) _ HOLD? _
ARSON RADIO NUMBERS: / FIRE PREV RADIO NUMBER:
DISPATCH DATA: TYPE: SA CAR ON FIRE. FIRE DISTRICT: 021
DISP ADDR: [redacted] APT/SUITE:
KEYMAP: 532G BOX: 14252
EMS INC# ( )
ALARM LEV: 0 DISP TIME: 17:53 1097: 17:56 (E 033) TAPOUT: / : ( )
EQUIP: E 033

3713 2341

HOUSTON FIRE DEPARTMENT
FIRE INCIDENT REPORT

DISTRICT 021 STAT 033 B
JACOBI CASEY
CAPTAIN - 71567

LINE

A- INCIDENT NUMBER: 981129409 SUPP: 0 INCIDENT DATE: 11/29/1998 INCIDENT TIME: 17:51

B- NUMBER OF PERSONNEL: 4 MUTUAL AID: NONE ARSON RADIO# / FIRE PREV#

D- ADDRESS: [redacted] APT/SUITE: CENSUS TRACK: 31602

B- TYPE OF SITUATION FOUND (13): VEHICLE FIRE TYPE OF ACTION TAKEN (1): EXTINGUISHMENT

C- FIXED PROPERTY USE (962): PAVED PUBLIC STREET IGNITION FACTOR (54): SHORT CIR, GROUND FAULT

E- OCCUPANTS NAME: UNK TELEPHONE: ( ) -

F- OWNERS NAME : UNK TELEPHONE: ( ) -

F- OWNERS ADDRESS: UNK HOUSTON TX

J- COMPLEX (98): NO COMPLEX MOBILE PROPERTY TYPE (11): AUTOMOBILES

K- AREA OF FIRE ORIGIN (03): ENGINE AREA,RUNNING GEAR EQUIPMENT INVOLVED (41): FIXED WIRING

L- FORM OF HEAT OF IGNITION (14): HEAT/LIQUID FUELED EQUIP TYPE OF MATERIAL (51): RUBBER

L- FORM OF MATERIAL (61): ELECTRICAL WIRE METHOD OF EXTINGUISHMENT (5): PRECONNECTED HOSE LINE

M- LEVEL OF FIRE ORIGIN (1): GRADE LEVEL TO 9 FT ABOVE ESTIMATED DOLLAR LOSS: $10,000

N- NUMBER OF STORIES ( ): CONSTRUCTION TYPE ( ):

O- EXTENT OF FLAME DAMAGE ( ): EXTENT OF SMOKE DAMAGE ( ):

P- DETECTOR PERFORMANCE ( ): SPRINKLER PERFORMANCE ( ):

Q- MATERIAL GENERATING SMOKE ( ): AVENUE OF SMOKE TRAVEL ( ):

R- FORM MATERIAL GEN MOST SMOKE ( ):

S- MOBILE PROPERTY YR: 92 MAKE: LINCOLN MODEL: TOWN CAR LIC# JBC26B SER# 1LNLM82V4NY[redacted]

T- EQUIP INVOLVED YR: MAKE: MODEL: SER#

COMMENTS:

E33 ARRIVED TO FIND A CAR WITH FIRE COMING FROM THE ENGINE COMPARTMENT. WE USED TANK WATER TO QUELL THE FLAMES AND WERE ABLE TO SALVAGE MANY ARTICLES FROM THE BACK SEAT.

3713 2342