

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 20 OF 61

PART 4 OF 4

Case # 31

5-1-99
BURNETT EAA

03/22/99 MON 14:28 FAX 2486424558 EA ASSOCIATES

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: **GRAND MARQUIS** VIN: 2MEKMTW1JX [REDACTED] Mileage (at inspection):
 Inspection Date/Location: **ORLANDO, FL** Vehicle Owner:
 Incident date: **JULY 98** Approximate mileage at incident: **8400 mi** **STATE FARM**
 Inspector Name: **DAVID BURNETT-EAA** **561 575 4174** **MFG 4-92** **BOB DINGER**
833 CANTON DR
SABASTIAN, FL

Parts that we would like from vehicle if possible to acquire
 Brake pressure switch (preferably with wire pigtail/connector attached and still attached to prop valve)

Brake pressure switch was removed by S/P REA ALAN CONNER
 Sample of brake fluid or prop valve (in sealed glass container) 770-460-4423

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

Brakes - see photos
 EDIS 8 module located on LH fender

Brakes
 Speed control module located on LH fender

Brakes - see photo
 Air suspension compressor located under air filter

in position but broken
 Air suspension relay ?

Photograph of door jam VIN sticker yes

Other suspect parts:

- Brake pressure switch + major sections of wire harness - removed
- STATE FARM REP. ALAN CONNER + SPECIAL INVESTIGATOR
- FOR FIRE'S, MIKE BRESNOCK, TECHNOLOGY BANSHEE HAVE PARTS
- SEE PHOTOS (WITH + WITHOUT RUSH 36EXP) OF REMOVED PARTS:
- Brake switch + wire harness

10720-
3-19-99
Page 1 of 2

MIKE BRESNOCK

3713 3582

03/22/99 MON 14:28 FAX 2486424558

EA ASSOCIATES

5-1-9
BURNETT
EAA

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: GRAND IMPREGIO VIN#: 720795

Mileage (at inspection):

Inspection Date/Location: ORLANDO, FL

Vehicle Owner:

STATE FARM

Incident date: June 98 Approximate mileage at incident:

Inspector Name:

~ 84,000 mi

DAVID BURNETT

Requested Info

Area of fire origination (engine compartment quadrant, component, etc)

BELOW BRAKE VACUUM CYLINDER - BRAKE SWITCH - OUT TO INNER SHIRT AREA

Identify if any underhood relays show evidence of internal overheat

ALL BURNED - SEE PHOTOS

Identify if any fuses or fuse links were blown or show evidence of other damage

ALL BURNED - FUSE BLOCK UNDER I/P LOOKS GOOD - SEE PHOTO'S

Determine if the correct fuse for the stop lamp switch in the fuse box

SEE DRAWING ATTACHED AND PHOTOS

Identify if there was any damage to wiring in the area where the fire was started (ie chafing, missing insulation)

ALL BURNED - SEE PHOTO'S

Assess whether the air suspension pump shows evidence of internal overheating

NOTHING AIR CLEANER

Identify if there were any aftermarket modifications to the vehicle? (specifically car alarm, trailer tow, or remote start)

NO HITCH

NO NOTICEABLE ELECTRICAL EQUIPMENT IN I.P. AREA

If possible, identify if the vehicle was involved in a natural disaster/accident that required significant vehicle up? If so where was cleanup performed? ? NO HISTORY

⇒ If possible, identify vehicle repair history PER ATTACHED RECORD - TROUBLE WITH CRUISE

CONTROL & BLOWER FUSES - TROUBLE GETTING OUT OF PARK

Any other info that may be pertinent to the incident... ALSO BRAKE LIGHTS IN-OPERATIVE

PRIOR TO FIRE CAR WAS PARKED IN A LOT FOR THREE HRS.
PER ATTACHED INFO SHEET

REV 20

3-15-19

PAGE 2 OF 2

3713 3583

BURWETT EAA
5-1-99

Bar

5-1-99

03/22/99 MON 14:28 FAX 2486424538

EA ASSOCIATES

Vehicle/Owner Information/Incident Info

Model Year: 92 Make: GRAND MARQUIS VIN#: [REDACTED]

Mileage (at inspection):

Inspection Date/Location: ORLANDO, FL

Vehicle Owner:

Incident date:

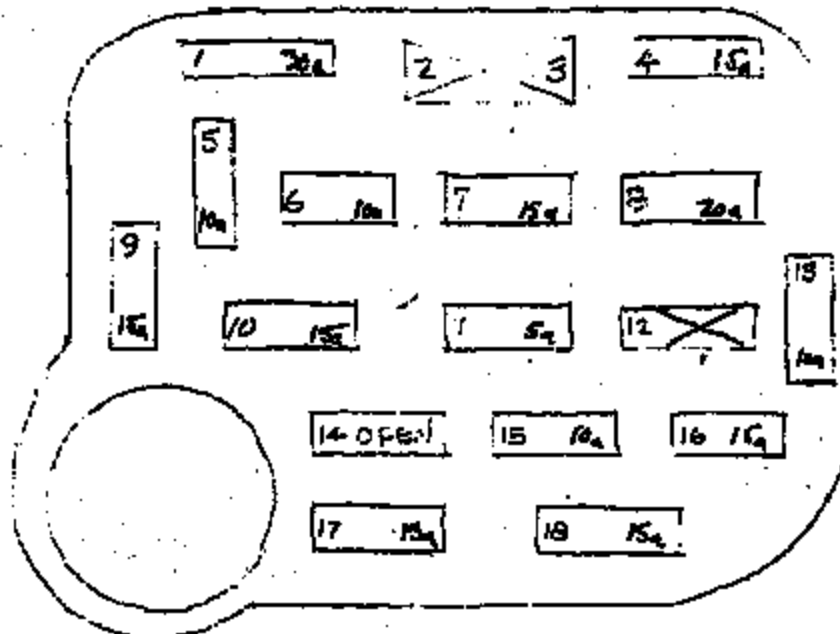
Approximate mileage at incident:

STATE/FARM

Inspector Name: DAVID BURWETT
EAA

84,000 mi

MFG 4-92



3713 3584

Case #31

INSP 4-29-9

1997-99 Town Car/Crown Vic/Grand Marquis/Under Hood Fire/Quadrant

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 GRAND MARQUIS VIN# 2MECH75W1X

Present Vehicle Location: DELRAND PA Who owns vehicle now: State Farm

Customer Name: [REDACTED]

Is it ok for engineering to contact customer? ?

Was the vehicle involved in a natural disaster/accident that required significant vehicle clean up? NO

If so, where was cleanup performed? N/A

What is the general repair history of the vehicle? Oil changes - Trouble with cruise control

Was it equipped with any aftermarket components? (specifically car alarm, trailer tow, or remote start)

Insurance Agency Info. (if appropriate)

Agency Name: STATE FARM INSURANCE Agency phone number: 800-627-4028

Claim number: [REDACTED]

Comer: CINDY SIMMONS Phone number: 407-953-7653

Incident Info

Date of fire: JULY 1998 Mileage: 84,000 Was the vehicle repaired?

If repaired, when and where?

Any idea where the fire started? (engine compartment quadrant... front, back, left, right) Left front

Was the vehicle parked or running? PAKED If parked, where? (garage, airport, parking lot) PARKING LOT

Was the engine ON or OFF? OFF If OFF, how long was it parked before fire? 3 HOURS

Did customer notice anything unusual prior to fire? YES

Was there any difficulty getting the vehicle out of park? YES Was speed control not working? ?

Were the brake warning lights illuminated? Were the brake lights inoperative? YES

Any other info that you think may be useful to our investigation? YES BLEW

Case #31

1992-93 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: GRAND MARQUIS VIN: 2MECM75WINX [redacted]

Present Vehicle Location: [redacted] Who owns vehicle now: [redacted]

Customer Name: [redacted] Substia, FL Phone: [redacted] 32959

Is it ok for engineering to contact customer: _____

Was the vehicle involved in a natural disaster/accident that required significant vehicle clean up? NO

If so, where was cleanup performed? _____

What is the general repair history of the vehicle? Oil changes - Trouble with cruise control

Was it equipped with any aftermarket components? (specifically car alarm, trailer tow, or remote start) _____

Insurance Agency Info. (If appropriate)

Agency Name: STATE FARM INSURANCE Agency phone number: 800-627-4028

Claim number: [redacted]

Contact: CINDY SIMMONS Phone number: 407-953-7653

Incident Info

Date of fire: JULY '98 Mileage 84,000 Was the vehicle repaired? _____

If repaired, when and where? _____

Any idea where the fire started? (engine compartment quadrant... front, back, left, right) Left front

Was the vehicle parked or running? PARKED If parked, where? (garage, carport, parking lot) PARKING LOT

Was the engine ON or OFF? OFF If OFF, how long was it parked before fire? 3 HOURS

Did customer notice anything unusual prior to fire? YES

Was there any difficulty getting the vehicle out of park? YES Was speed control not working: _____

Was the brake warning lamp illuminated: _____ Were the brake lights inoperative: YES

Any other info that you think may be useful to our investigation? Fuses blew

3713 3586

3/17/99

Mr. Bob. Dinger

9:15 AM

* Note this was his wife's car. She drove it on a daily basis.

Case # 31

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/Owner Information

Model Year: 92 Make: Grand M. LS VIN: 2MECM75N1N Damage: BTX

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

Customer Name: [Redacted] Phone: N/A

← CUSTOMER

Address: Fort Loria, FL 25th Street

adjuster from ins. do not inspect

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

STANTIAN FL

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? Basic oil changes. No major repairs.

Motor. Eng. or trans.

troubled w/ cause.

Insurance Agency Information (if pertinent)

claims office 800-627-4028

Insurance agency name: State Farm Ins.
Insurance agent address: 25th Street, Fort Loria, FL
phone number: N/A
claim number: 5986 90 HB

Fort Loria

Agent Cindy Simmons 407-953-7653

Incident Info

Date of Loss: July '98

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

Outrigger over left front wheel near engine. Most of the damage was centered in this area too.

Was the vehicle:

Engine on? Engine off? If off, how long was it off? parked approx 3 hours during day.
If on, how long was it on?

Moving?

Parked? If parked, where was the vehicle parked? (street, garage or carport) @ wife's place of work out side in 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? could not get car out of gear because it happened! She called her husband for help.

Signals and brake lights stopped working. Tow truck operator replaced fuses.

Somehow thought. Thought fire was fueled by fuel. Total inside under hood. Mainly on left side.

3713 3587

OVER →

Did you inspect the vehicle? yes (insurance co: State Farm)

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? NO

Were the underhood fuse links blown? yes They were replace by tow truck repair man.

Were there any fuses that were blown or show evidence of other damage? yes ^{signal} and brake lights

What areas of the vehicle were damaged? near engine

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? did not know

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?

up to 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

* Special note,

_____ would like an act of good faith... perhaps \$5000.00 off a new Grand Marquis.

He's very serious. His wife loved that car and would still like to replace it.

updated 3/1/99

Vehicle located at:

ORANGE CITY AUTO AUCTION
151 TAFT VINELAND ROAD
ORLANDO FL 32824
Phone: 407-438-7191
CONTACT: MARY

STOCK #
824510

3713 3588

MVNF510

NAVIS Vehicle Inquiry

03/04/99 11:42:28

VEHICLE ID: 2MNC [REDACTED] (MNFPSBBS) VIN: 2MECM75W1N [REDACTED] Div: 3 Status: 800
Vehicle Line: CFP Convoy Deliv: 041592 Orig P-Lvl: 213 Selling Dlr: 25A058
Order Receipt: 032492 ShipTo Stat: FL Order Dlr: 25058 Demo Date:
Orig Sched: 040692 Rls-To Stat: FL Orig Rls Dlr: 25058 Deliv Type: R
Inv Prep: 032792 Orig Int St: 040392 Rls Dlr P&A: 11636 Sales Prd: 092051
Prod Date: 040292 Curr Int St: 040392 Warr Start: 050892 Cancel Sl:
Rls Date: 040292 Dirfin Ext: 051092 Warrs-Ind: -Date- -Dealer-
Warr Start: 050892 P&C Ext: 051092
Warrs-Ind: 1840 Shipped: 040392
Warrs-Ind: Curr Stock: 040292 25A058
Warrs-Ind: 1st-Prior:
Warrs-Ind: 2nd-Prior:
Warrs-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
1234523456789012345678901234567890123456789012345678901234567890123456789012345678901234
M75NKY 4M J2 06D1552 OC E PI J3FSQ7 LH B 25A058 1 YX
8 9 0 1 2 3 4 5 6
5678901234567890123456789012345678901234567890123456789012345678901234567890
HT3H 3 2 W2MEC1 2 2 172A1 WP 8
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

#56

N/C dealership
7-7-98 Repair Order - No repairs were done
Vehicle caught fire under hood

Spoke to dealership svk.

Survey Attached

CUSTOMER INFO:

[REDACTED]
[REDACTED]
SABASTIAN, FL
ph # [REDACTED]
Name: [REDACTED]

STATE FARM
INSURANCE
claim # [REDACTED]
[REDACTED]

561-

- Claims office
- Fire Office
561-562-7120

3-12-99 phone no longer in service for
3-15-99 NO ANSWER Loy Federico

← OVER →

DEALER: 325184 VERO BEACH LINCOLN-MERCURY INC
 Address: 1066 US HWY 1 P&A Code: 11607
 City: VERO BEACH Sales Region: 25 ORLANDO
 State/Prov: FL ZIP/Postal: 32960 Sales Zone: C
 Country: USA Trained: Y FCSD Region: 24 ORLANDO
 Dlr Phone: 561 567 5272 Market: D2
 Svc Phone: 561 567 5272 Market Area:
 Svc Hours: 7:30 AM - 5:30 PM MON-FRI MERKUR DEALER
 Directions:

A

C POSITION	Employee Name
FINANCE & INSUR MANAGER	PARKER, LARRY
PARTS MANAGER	COSSER, MONIQUE C
SALES MANAGER	WILLIAMSON, DAVE
SERVICE MANAGER	STOREY, JOE

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

*Spoke
to
Sandy in Service*

3/16/99
Please call back
 [redacted] can be reached @ [redacted] at approx
 8:30am Wednesday morning. for someone in his office
 @ 5:07pm ~ Michele

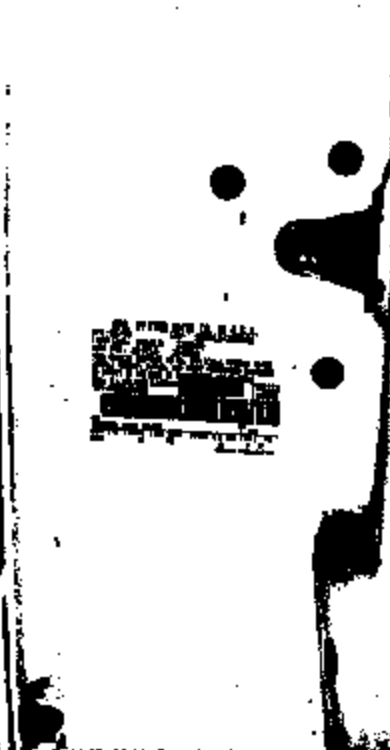
3/17/99 @ approx [redacted] agreed to answer survey questions.
 See attached.

3713 3580

ILNLM81WSN

CASE # 1

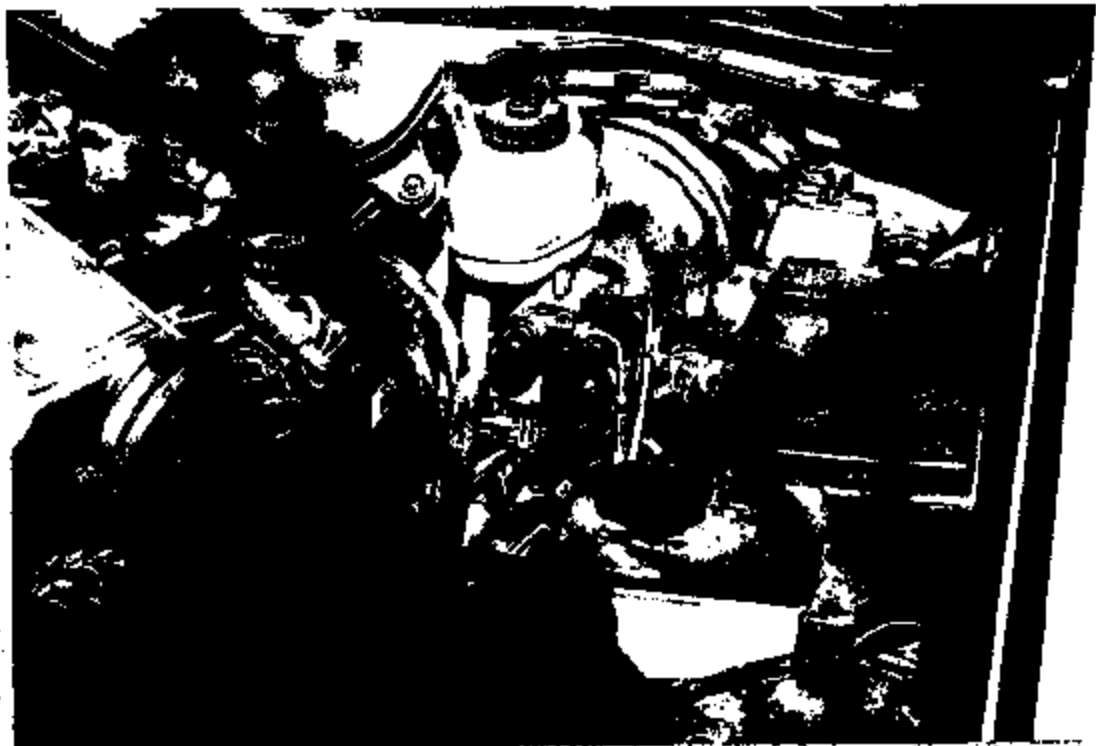




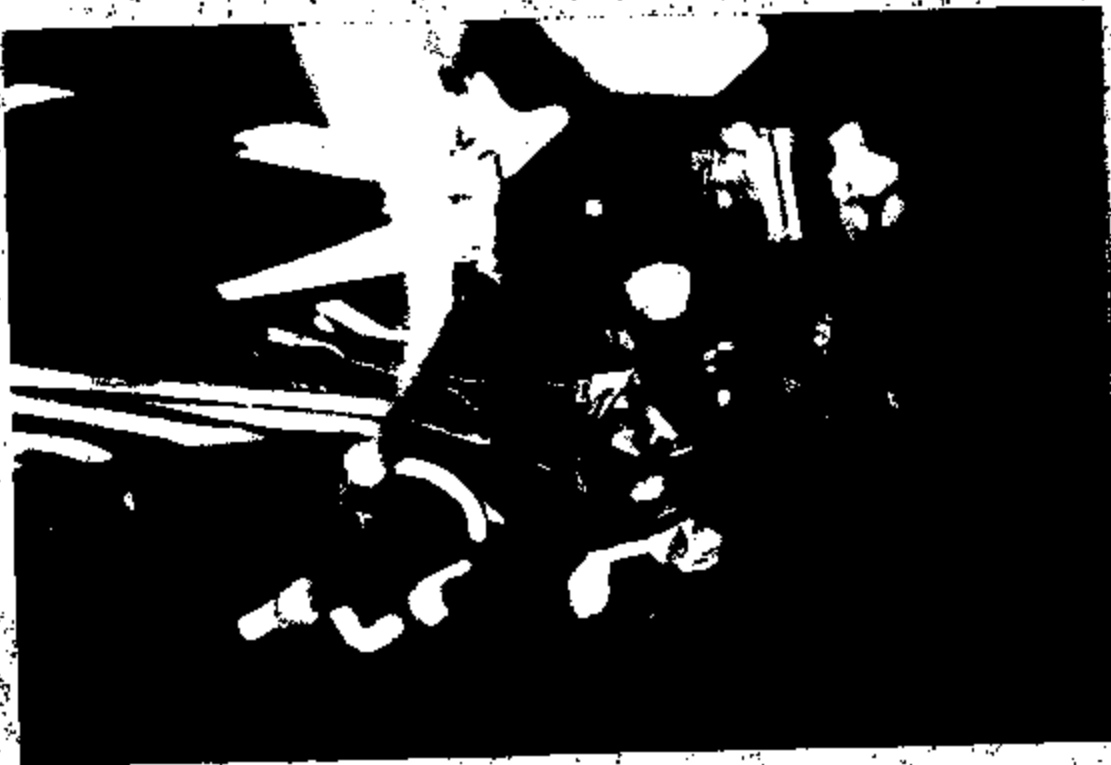


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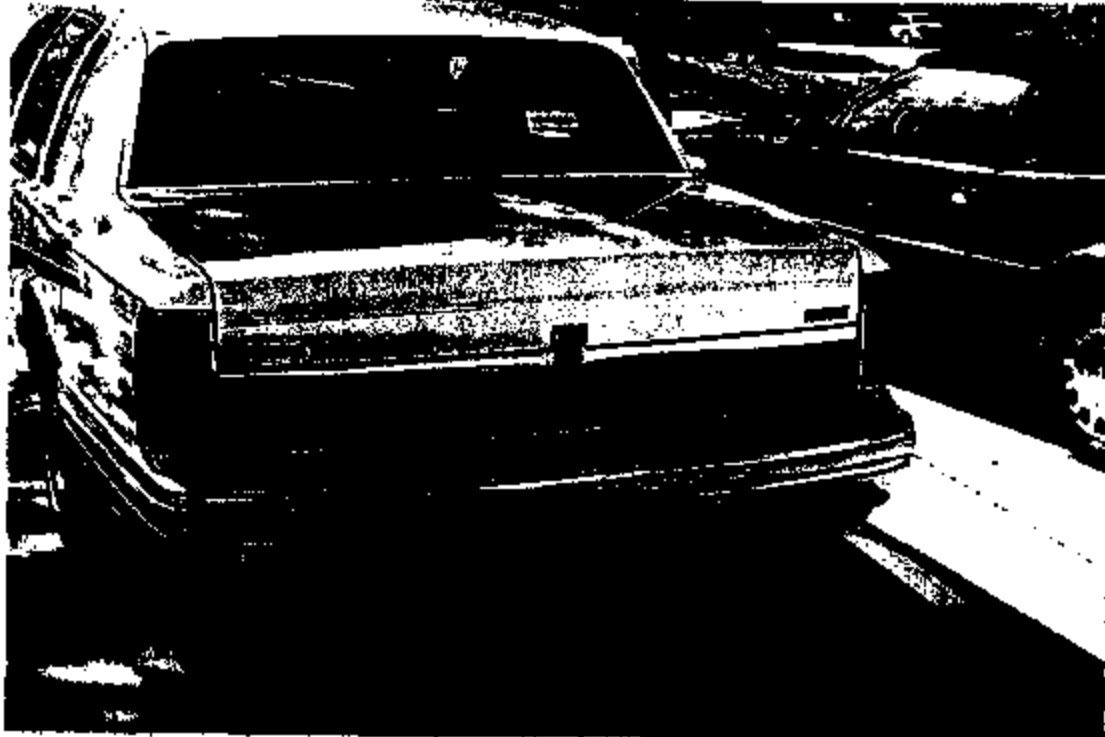




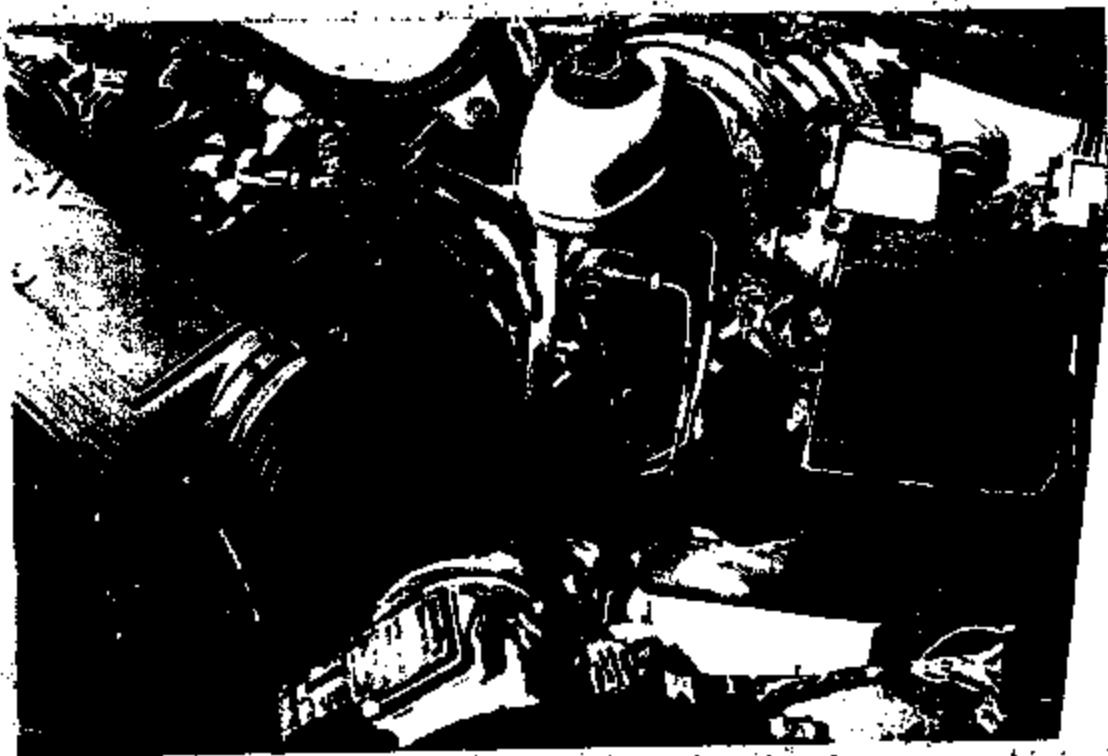
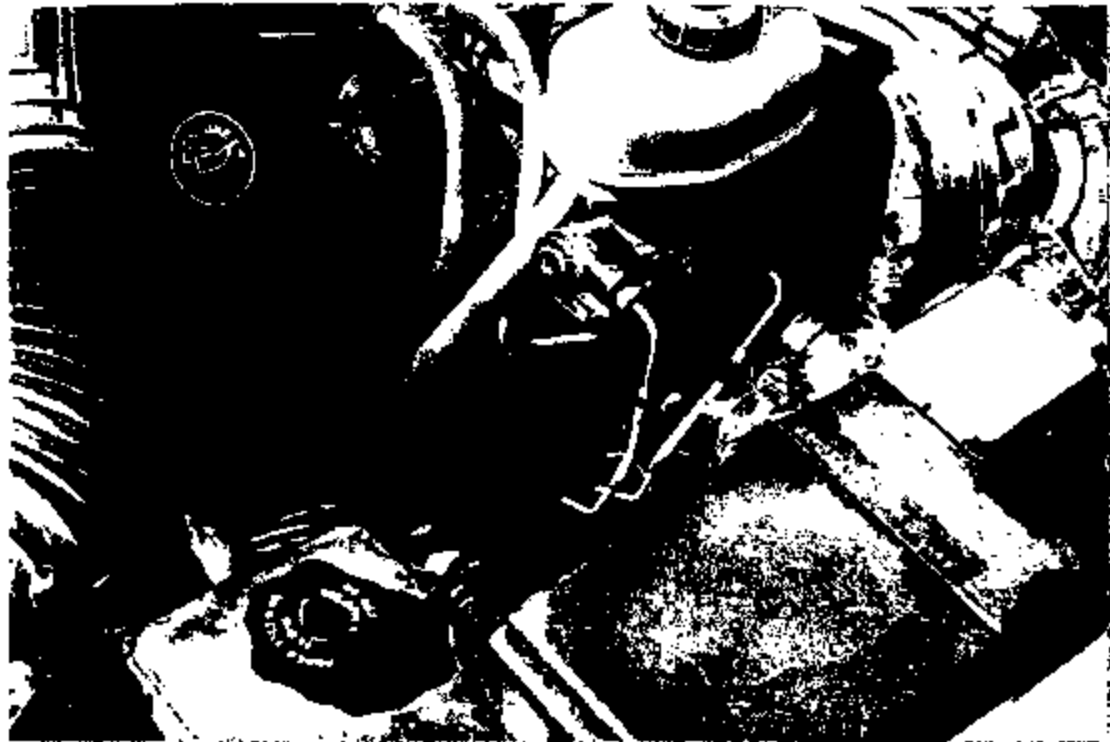
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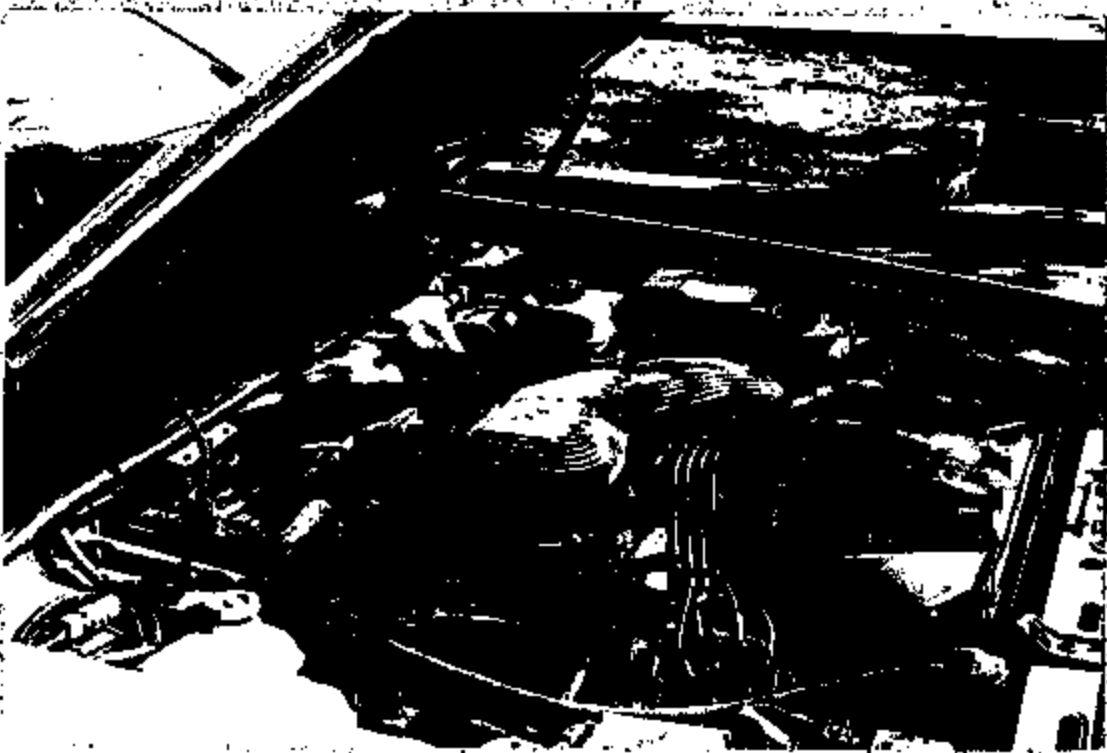
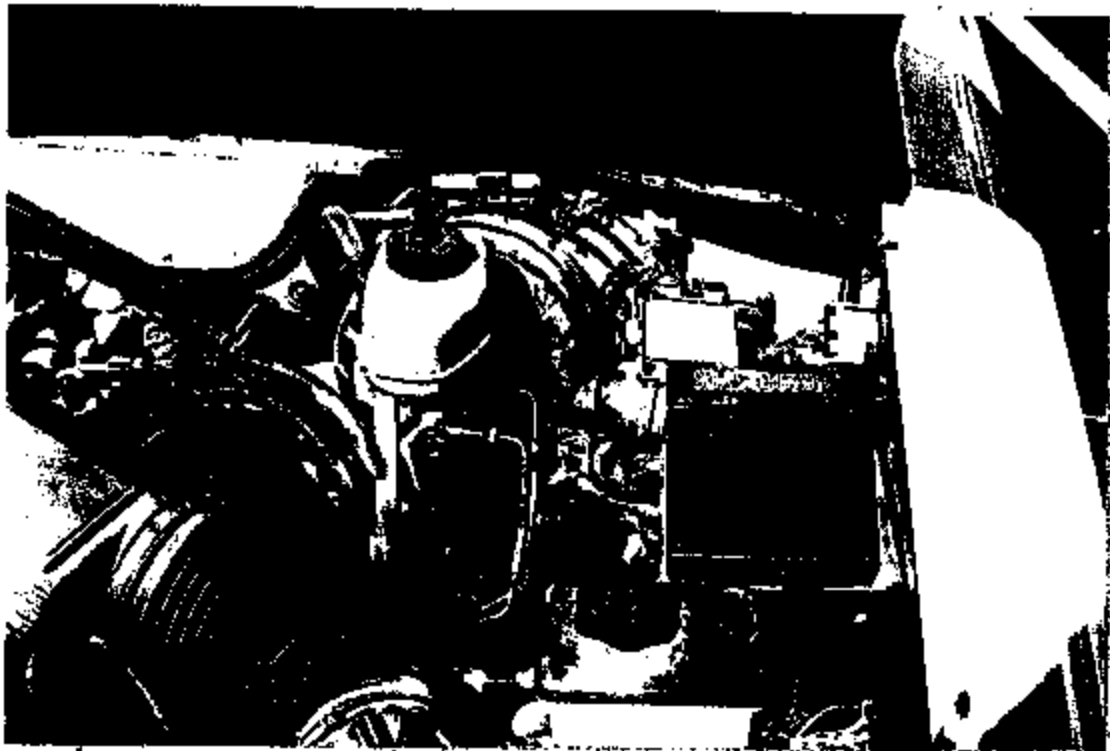
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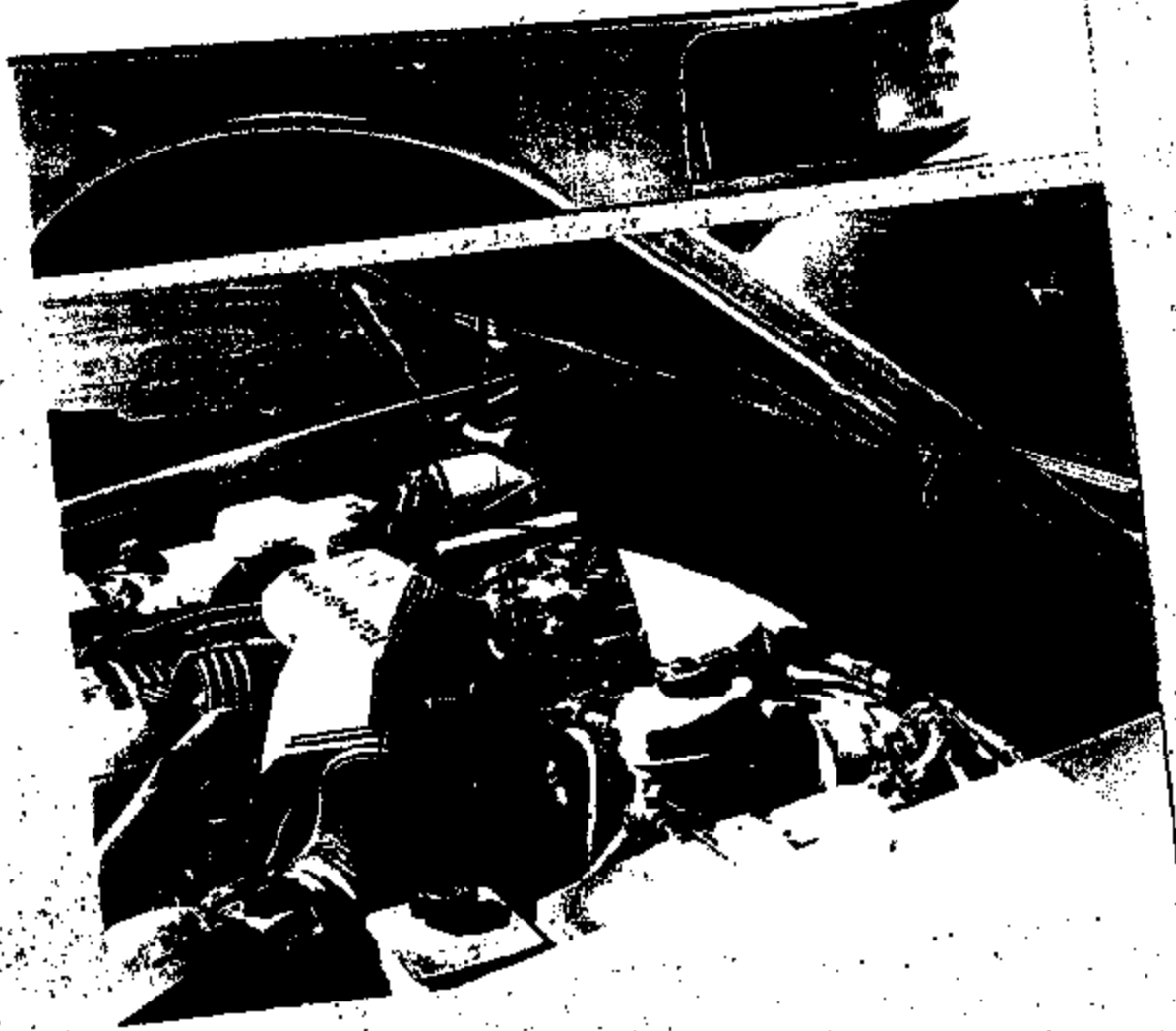
3713 3597



3713 3598



3713 3589



03/22/99 MON 14:26 FAX 2488424858

EA ASSOCIATES

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: Lincoln

VIN: 1LUMB1W5N4

Mileage (at inspection):

73925

Inspection Date/Location: Naples, FL 34116

Vehicle Owner:

Incident date: 12/24/98

Approximate mileage at incident:

73925

Inspector Name:

David Bennett EA
861-575-4174

Parts that we would like from vehicle if possible to acquire

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

Sample of brake fluid or prop valve (in sealed glass container)
SWITCH WAS REPLACED 12/23/98 SEE ATTACHED WORK ORDER
NO PARTS SAVED

Sample from top fluid in master cylinder

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

Photograph of door jam VIN sticker

Other suspect parts

PRIOR TO FIRE [REDACTED] NOTICED WIRING, LOWVOLT,
SEATS IN OPERATIVE. ONE WEEK PRIOR TO FIRE - MAJOR
REPAIRS - ALL WOULD LOOK - TEST SHOW HE DID NOT REPLACE
ANY ROSES.

REV 2.0 - 3/

SEE ATTACHED OTHER INFO

Pogel 72

3713-3601

Vehicle/Owner Information/Incident Info

Model Year: 92 Make: LINCOLN

VIN: 1LNLM81W5N4

Mileage (at inspection):

75405 FIRE 78725

Inspection Date/Location: NAPLES, FL 34116

8084 50th LANE S.W.

Vehicle Owner:

Incident date: 12/23/98

Approximate mileage at incident: 78725

Inspector Name: DAVID BOWETT SAA
561 575 4174

Requested Info

Area of fire origination (engine compartment, hood, component, etc)

BEHIND PRESSURE SWITCH AREA - (BELOW) FRONT BOOSTER CYLINDER

Identify if any underhood relays show evidence of internal overheat

NO EVIDENCE OF OVER HEATED RELAYS

Identify if any fuses or fuse links were blown or show evidence of other damage

SEE ATTACHED FUSE DRAWING & PLANS - NO BLOWN FUSE LINKS

Determine if the correct fuse for the stop lamp switch is in the fuse box

SEE ATTACHED FUSE DRAWING

Identify if there was any damage to wiring in the area where the fire was started (ie chafing, missing insulation)

NO AFTER MARKET EQUIPMENT NOTICED - NO HITCH

Assess whether the air suspension pump shows evidence of internal overheating

LOOKS NORMAL

Identify if there were any aftermarket modifications to the vehicle? (specifically car alarm, trailer tow, or remote start)

NO AFTER MARKET EQUIPMENT NOTICED - NO TRAILER HITCH

If possible, identify if the vehicle was involved in a natural disaster/accident that required significant vehicle clear up? If so where was cleanup performed?

VEHICLE PURCHASED USED IN 91 - LOOK GOOD FOR 92

If possible, identify vehicle repair history

Any other info that may be pertinent to the incident...

SHE SAID SOMEONE IN WASHINGTON CALLED ABOUT FIRE AND TALKED 45 MIN -

WALLBESS DRUG STORE PERSONNEL CAME OUT OF STORE AND

QUICKLY PUT OUT FIRE - UNDER BRACED BOOSTER AREA

IN CAR FUSE COVER WAS WELLOW ON INSIDE COVER?

Page 2 of 2

92 LINCOLN

3-24-99

DAVID BURNETT EA.
SGI 5754174

OTHER INFO

1. NO PARTS WERE REMOVED BECAUSE CAR HAS BEEN REPAIRED AND IS BEING USED BY OWNER [REDACTED]
2. ARRANGEMENTS CAN BE MADE TO REPLACE ANY OF THE LISTED PART IF FORD WANTS SOME OF THE COMPONENTS - JUST CALL ME AND ADVISE YOUR WISHES, DAVID BURNETT - 561 5754174 - I WILL WORK OUT DETAILS.
3. [REDACTED] IS MORE THAN WILLING TO BE TRADED OUT OF HER '92 INTO A BUSINESS USED MAZDA UII
4. POSSIBLE FOLLOWBACK MIGHT HELP FORD INVESTIGATION BECAUSE THIS VEHICLE HAD VERY MINOR FIRE DAMAGE.
5. THE ONLY PART REPLACE WAS BRAKE PRESSURE SWITCH AND ITS PIG TAIL - PLUS SOME MINOR HEAT DAMAGE TO A FEW WIRES - WHICH WERE RETAINED.
6. GERMAIN FORD - MECHANIC THAT WORKED ON VEHICLE IN DEC 98 - REMEMBERS THE REPAIR AS A LEAKING SWITCH - BRAKE FLUID BLEW IN AREA AND OUT MANIFOLD, OR GOT HOT SOME OTHERWAY - CAR PARKED 5 MINUTES - TIME TO START A FIRE... OLD PART WAS NOT SAVED
7. GERMAIN MECHANIC, SIBY JIM BAGATA, SAYS IN RECENT TIMES HE ESTIMATES HE HAS REPLACED ABOUT 10 SWITCHES - ALL LEAKING - USUALLY A CAUSE PROBLEM - TALK OUT FIRE SWTS
8. SUGGESTION: FORD SHOULD CONSIDER LOOKING AT SERVICE PARTS SMTS FOR THIS SWITCH PIN & POSSIBLY CONSIDER A NATIONAL RETURN OF DEFECTIVE SWITCHES FOR REVIEW.

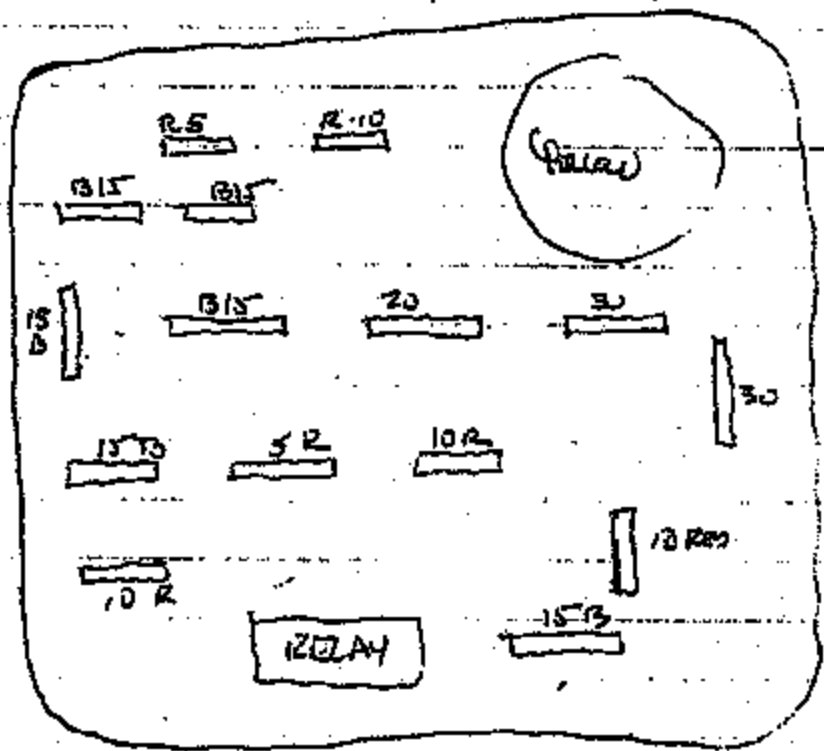
3718 3603

[REDACTED]
NAPLES, FL [REDACTED]

[REDACTED]

LINCOLN TOWN 9.2
ILLUMINOS BY [REDACTED]

UP SIDE DOWN



ALMA -

GERMAIN
LINCOLN MERCURY

MARK Van BUREN
Service Manager



13329 N. Tamiami Trail • Naples, Florida 34110
(941) 597-6011 x 224 • Ft. Myers 334-4255 toll-free
Fax: (941) 597-0373

GIBBAIN

LINCOLN MERCURY

13329 N. Tamiami Trail
Naples, Florida 34110



We go the
**extra
mile**
for you.

NAPLES FT. MYERS
(813) 887-0011 (813) 884-8288

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

STATE OF FLORIDA
REGISTRATION: MV - 21228

<p>P.E. & CODE: 11894-S</p> <p>REPLACED PARTS PROVIDED BY CUSTOMER YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p><small>SEE BACK FOR INFORMATION REGARDING REEF SUPPLIES AND HAZARDOUS WASTE CHARGE.</small></p> <p><small>I hereby authorize the repair work described on this bill to be done using all the necessary materials and parts and you are not responsible for any workmanship or quality of material used in this bill or any other services rendered hereunder or for any delay caused by unavailability of parts. In addition, I agree to indemnify the provider of service from and hold him/her harmless from any and all claims, damages, losses, and expenses, including reasonable attorney's fees, that may be asserted against him/her or his/her employees, agents, or subcontractors, in any way, arising out of or in connection with the performance of the repair work described on this bill, whether or not such claims, damages, losses, and expenses are caused in whole or in part by the negligence of the provider of service.</small></p> <p>WARRANTY X</p> <p style="text-align: center;">- SEE BACK FOR INFORMATION REGARDING WARRANTY</p>	<p>REPLACED PARTS PROVIDED BY CUSTOMER YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p><small>SEE BACK FOR INFORMATION REGARDING REEF SUPPLIES AND HAZARDOUS WASTE CHARGE.</small></p> <p><small>I hereby authorize the repair work described on this bill to be done using all the necessary materials and parts and you are not responsible for any workmanship or quality of material used in this bill or any other services rendered hereunder or for any delay caused by unavailability of parts. In addition, I agree to indemnify the provider of service from and hold him/her harmless from any and all claims, damages, losses, and expenses, including reasonable attorney's fees, that may be asserted against him/her or his/her employees, agents, or subcontractors, in any way, arising out of or in connection with the performance of the repair work described on this bill, whether or not such claims, damages, losses, and expenses are caused in whole or in part by the negligence of the provider of service.</small></p> <p>WARRANTY X</p> <p style="text-align: center;">- SEE BACK FOR INFORMATION REGARDING WARRANTY</p>
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[REDACTED]

<p>NAME: [REDACTED]</p> <p>TYPE: [REDACTED]</p> <p>FOR OFFICE USE</p> <p>TAXI S202 ADV: 271 BRIDGE: PRELIN 800 B ME VDI ILK/BL/US LICENSE NUMBER: FL L5600P</p> <p>TAXI FILES: 11200 INVOICED AT: 12/23/98 16:55:38 92 LINCOLN TRUCK EXECUTIVE ADR SON WHITE</p> <p>ODMETER IN: 73925 OUT: 73925 DIST: 1FA INTER: INSERVICE: 032292 PRODUCTION: 031292</p> <p>DATED: 12/21/98 DONE: 12/23/98</p>	<p>VEHICLE INFORMATION</p> <p>LICENSE NUMBER: FL L5600P</p> <p>92 LINCOLN TRUCK EXECUTIVE ADR SON WHITE</p> <p>INTECH INSERVICE: 032292 PRODUCTION: 031292</p>
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		OPERATION	TECH	AMOUNT
CONCERN 01	STATE FARM INSURANCE CLAIM			
	CLASSED UNDER 001			.00
CORRECTION	VOID PART NO.			
	FIC R2		51	32.50
	FIC R3		49	14.49
	FIC R4		51	9.06
	FIC R5		78	.78
TYPE: 800				24.23
				32.50
				56.83
CONCERN 02	TUNING			
CORRECTION	TUNING ONLY			
			197	.00
TYPE: 800				
				.00
CONCERN 03	RPE			
CORRECTION	RPE			
			139	202.50
TYPE: 800				
				202.50
				202.50

OFFICE COPY

3713 3605

GERMAIN

LINCOLN MERCURY

13329 N. Tamiami Trail
Naples, Florida 34110

File 12-23-18

We go that
**extra
mile**
for you.

Motorcraft

NAPLES (813) 887-8011
FT. MYERS (813) 284-4228

STATE OF FLORIDA
REGISTRATION: MV - 81238

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

<p>P.A.A. CODE 11824-1</p> <p>DATE: _____</p> <p>TIME: _____</p> <p>LAB: _____</p> <p>TECH: _____</p>	<p>REPLACED PARTS REQUESTED BY CUSTOMER: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>SEE BACK FOR INFORMATION REGARDING SHOP SUPPLIES AND HAZARDOUS WASTE CHARGE.</p> <p>WARRANTY: <input checked="" type="checkbox"/> X</p> <p>SEE BACK FOR INFORMATION REGARDING WARRANTY</p>
--	---

GRAND TOTALS

<p>SUMMARY OF CHARGES FOR INVOICE 844997</p> <table style="width: 100%;"> <tr><td>PARTS</td><td style="text-align: right;">21.33</td></tr> <tr><td>PARTS DISCOUNT</td><td style="text-align: right;">2.44</td></tr> <tr><td>ASSEMBLY REPAIRS</td><td style="text-align: right;">\$2.50</td></tr> <tr><td>LAB-BODY SHOP</td><td style="text-align: right;">202.50</td></tr> <tr><td>LAB-TOTAL</td><td style="text-align: right;">235.89</td></tr> <tr><td>FL. SALES TAX</td><td style="text-align: right;">15.11</td></tr> <tr><td>TOTAL CHARGE</td><td style="text-align: right;">251.00</td></tr> </table>	PARTS	21.33	PARTS DISCOUNT	2.44	ASSEMBLY REPAIRS	\$2.50	LAB-BODY SHOP	202.50	LAB-TOTAL	235.89	FL. SALES TAX	15.11	TOTAL CHARGE	251.00	<p>PAYMENT DISTRIBUTION FOR INVOICE 844997</p> <table style="width: 100%;"> <tr><td>TOTAL CHARGE</td><td style="text-align: right;">272.96</td></tr> <tr><td>CASH PAID</td><td style="text-align: right;">272.96</td></tr> </table>	TOTAL CHARGE	272.96	CASH PAID	272.96
PARTS	21.33																		
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LAB-TOTAL	235.89																		
FL. SALES TAX	15.11																		
TOTAL CHARGE	251.00																		
TOTAL CHARGE	272.96																		
CASH PAID	272.96																		

IF YOU HAVE ANY QUESTIONS...



PAGE 2

OFFICE COPY

3713 3608

AUTO

primary claim rep: Delago, Jack
 phone: 941-544-8615 primary unit: BT owning office: Naples
 reporting agent: GRAY BT & agt: 59-1934 phone: 941-261-5623

Insured
 name: [REDACTED]
 street: [REDACTED]
 city: NAPLES state/prov: FL zip/postal: [REDACTED]
 phone: home: [REDACTED]
 contact: [REDACTED]

insured vehicle year make model body style
 01 1992 LINCOLN TOWN CAR 4DR

vehicle identification number license number prior damage drivable
 1LN1MB1W5N [REDACTED] N N

principle damage: ELECTRICAL FIRE UNDER HOOD
 vehicle location: SANTA BARBARA & RADIO RD, WALGREENS PARKING LOT

POLICY INFORMATION

vehicle: 1992 LINCOLN TOWN CAR 4DR
 vehicle identification number: 1LN1MB1W5N [REDACTED] prior damage: N
 coverage in force policy source: PWR
 A 100/300/50, P14 10,000, C 5,000, D, G50, H, R1, U3 100/300

liability or leasing company
 BARNETT BANK OF NAPLES INSURANCE DEPT

claim history

date	del	type	date	del	type
[REDACTED]	11-25-98	9	[REDACTED]	01-05-96	4
[REDACTED]	11-19-93	5	[REDACTED]	01-04-93	4
[REDACTED]	11-15-90	4	[REDACTED]	11-09-90	4
[REDACTED]	04-09-87	1			

FACTS
 JES-INSR PARKED VEH 1 IN LOT, WENT INTO STORE, CAME OUT OF STORE 5 MINUTES
 LATER & SAW CAR SMOKING FROM UNDER HOOD

date and time of loss: [REDACTED]
 location of loss: SANTA BARBARA & RADIO RD, WALGREENS PARKING LOT
 city: NAPLES state/prov: FL zip/postal: [REDACTED]

73925
 L 96 COP
 Jun 3750

I hereby authorize the repair work herein set forth to be done at once... I understand that under state law, I am entitled to a written estimate, if my final bill will exceed \$50.00. I request a written estimate. I do not request a written estimate as long as the repair costs do not exceed \$... The shop may not exceed this amount without my written or oral approval. I do not request a written estimate.

PLEASE READ CAREFULLY, INITIAL ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAY, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$50.00. I REQUEST A WRITTEN ESTIMATE. I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$... THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. I DO NOT REQUEST A WRITTEN ESTIMATE.


SIGNED: _____ DATE: _____

*12/29
12:10
CML*

SIGNED: X _____ DATE: _____

TECH #	OPERATION	TIME	CONDITION
			PG 1 OF 1
51*	PAY TYPE: BDD STATE FARM INSURANCE CLAIM BLAINH57 V082 004	4.5	
52	PAY TYPE: BDD TOWING		
53	PAY TYPE: BDD <i>EST ONLY</i>		

5202
 MAPLE FL 33411 LIC: FL [REDACTED] SVC ADV: 271 ANABELLA SWANSON
 LINCOLN TOWN CAR COL CD1 WHI 92 #VIN: 1LNLM81W5 N [REDACTED]
 EXECUTIVE 400 80M



LINCOLN

MERCURY

CAR
SLR: 59
PROD: 031292
INST: 73925
900
DIST CODE: 1FA

DEALERSHIPS USING DAILY JOB TICKETS SHOULD
AFFIX THE JOB STICKERS IN THIS AREA.

TECHNICIAN COMMENTS
INCLUDE DESCRIPTION OF CAUSE

LUNATI-
ON
CODE

EMP. NO.

LABOR RECORD

PARTS RETURN

EST.
CLASS

Repair LOCKY BRAKE PRESS. SWITCH &
blower with HOENES'S

19

CAUSE:

2

CAUSE:

3

CAUSE:

4

CAUSE:

870-0208 888

3713 3609

March 16, 1999

[REDACTED]
Naples, FL [REDACTED]

RE: 1992 Town Car
VIN: 1LNLM81W5NY [REDACTED]

Dear [REDACTED]:

This letter is to follow up to our phone conversation of March 4, 1999. Thank you for cooperating with our investigation into your report and taking the time to answer some questions for us. It will assist our efforts to understand your incident. We also would like to thank you for allowing Ford to inspect your vehicle and remove parts that may be relevant to our investigation. You will receive a list of any components that are removed as part of the investigation process.

Again, your cooperation is greatly appreciated.

Sincerely,

Ms. Farcen Ansari
Ford Motor Company

3713 3810

1991-95 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/Owner Information

Model Year: 92 Make: TOWN CAR VIN#: 1LALM81W5N7 [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:

Any underhood relays show evidence of overheating? 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

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

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? DERMATAIN 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 \$272⁰⁰

For inspectors: Parts that we would like from vehicle

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 STILL HAS DAMAGED PARTS
- STATE FARM INSURANCE AGENT: JOHN W. GRAY
PHONE: 941-261-5623
REP: JACKIE

3713 3812

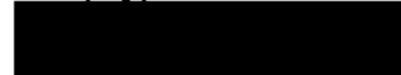
VEHICLE ID: 1LN [REDACTED] (WNYFBBESS) VIN: 1LNLM81WSNY DIVI 3 Status: 800
 Vehicle Line: CV8 Convoy Deliv: 031792 Orig P-Lvl: 218 Selling Dlr: 18A030
 Order Reopt: 011692 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 032292
 Orig Sched: 032392 Els-To Stat: NY Order Dlr: 18030 Demo Date:
 Inv Prep: 030592 Orig Int St: 031692 Orig Els Dlr: 18028 Deliv Type: M
 Prod Date: 031292 Curr Int St: 031692 Els Dlr P&A: 10296 Sales Prd: 092032
 Els Date: 031292 Dirfin Ext: Warr Start: 032292 Cancel Sl:
 Memo Consgn: P&C Ext: 041092 WarrB-Ind: Sale Status: G
 Orig Pltbus: 031292 Advert Ext: -Date- -Dealer-
 Curr Pltbus: 031292 Slspan SS#: Shipped: 031292 88CF69
 T/Name: 9 BUDGET-RENT-A-C Curr Stock: 031292 18A030
 Addr: 3999 GENESEE ST State: NY 1st-Prior:
 City: CHEEKTOWAGA N/A-Rept: 032392 2nd-Prior:
 Zip: 14225 Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
 MBLNY 43 9623C1019 GA D P1 3P 2GL6L C P T18A030 0 AYZ
 8 9 0 1 2 3 4 5 6
 56789012345678901234567890123456789012345678901234567890123456789012345678901234567890
 AY H WLNLS 9 B K A751A 9NP BU126
 F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

#2



DIR ASST



* MUST FOLD THIS EDGE *
 Mini-FAX Transmittal Date 3-8-99 Page 3
 TO Joe Name FROM Fareen Ansari
 TEL. TEL.
 TELEPHONE 213-845-5577
 FAX NO. 621-8147
 180100

3/4/99 called and spoke to Mrs. Grass

3713 3813

ILNLM81W2N

CASE # 3N



3/10/99 Ray Novi spoke to Attorney.
EAA / NHTSA will need to inspect.
Contacted (left message) for Bob Johnson
WAITING FOR CALL BACK.

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

left
msg
3/12

need to find out loc. of vehicle.

3/11/99
left msg for
Brad Gordon.
need to get
address of
vehicle location.

Called -
spoke to Terri
She is getting
permission from
Ins. to release
info. WAITING

3/12/99 called and
spoke to Ray Novi -
gave ATTY name
and number to him
at his request.

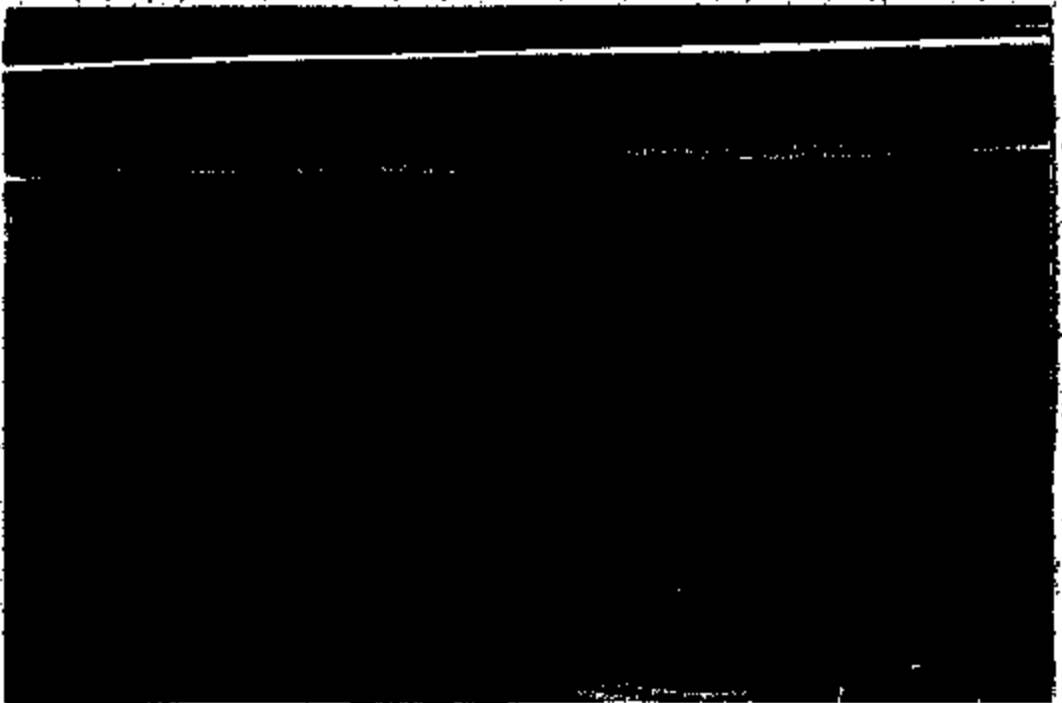
3713 3616



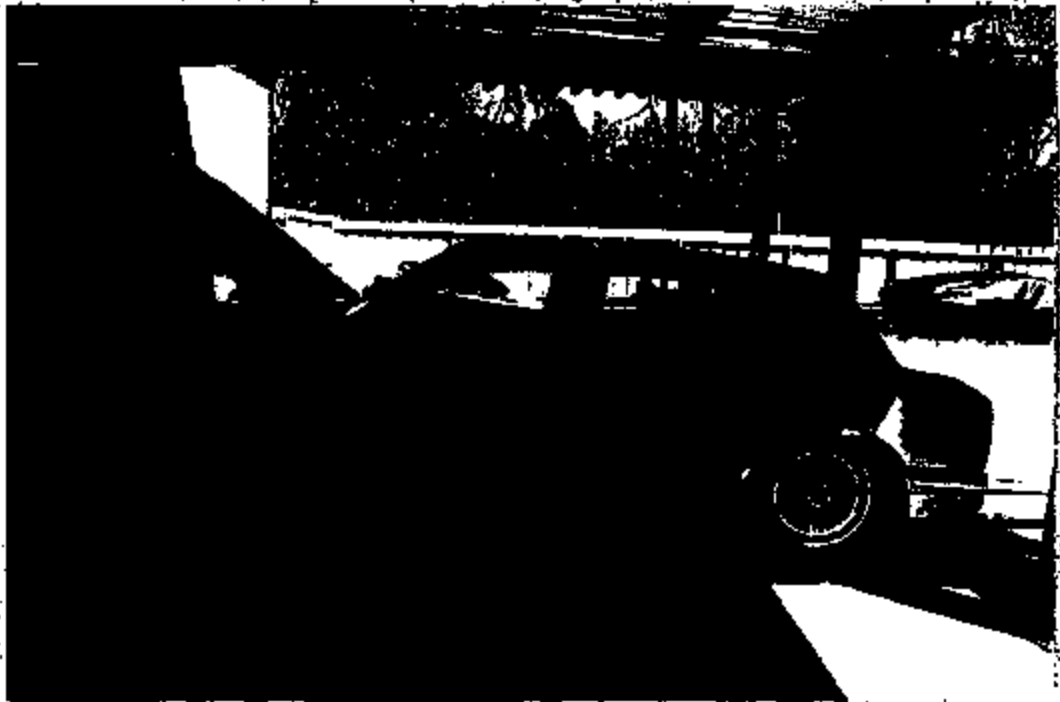
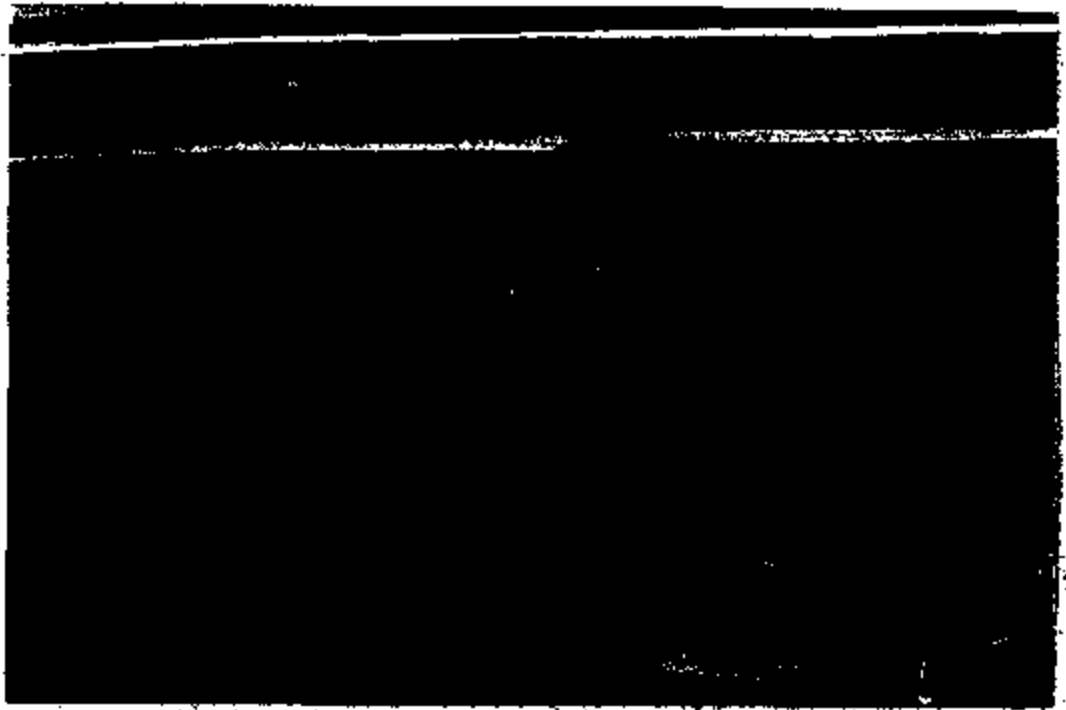
3713 3815



3713 3617



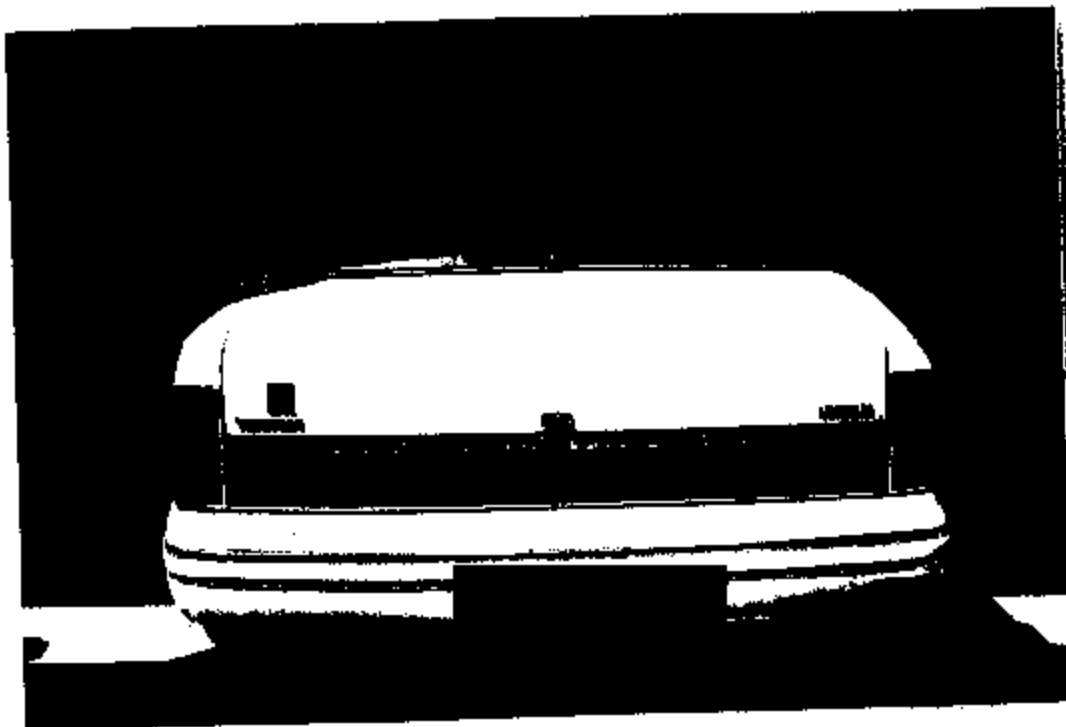
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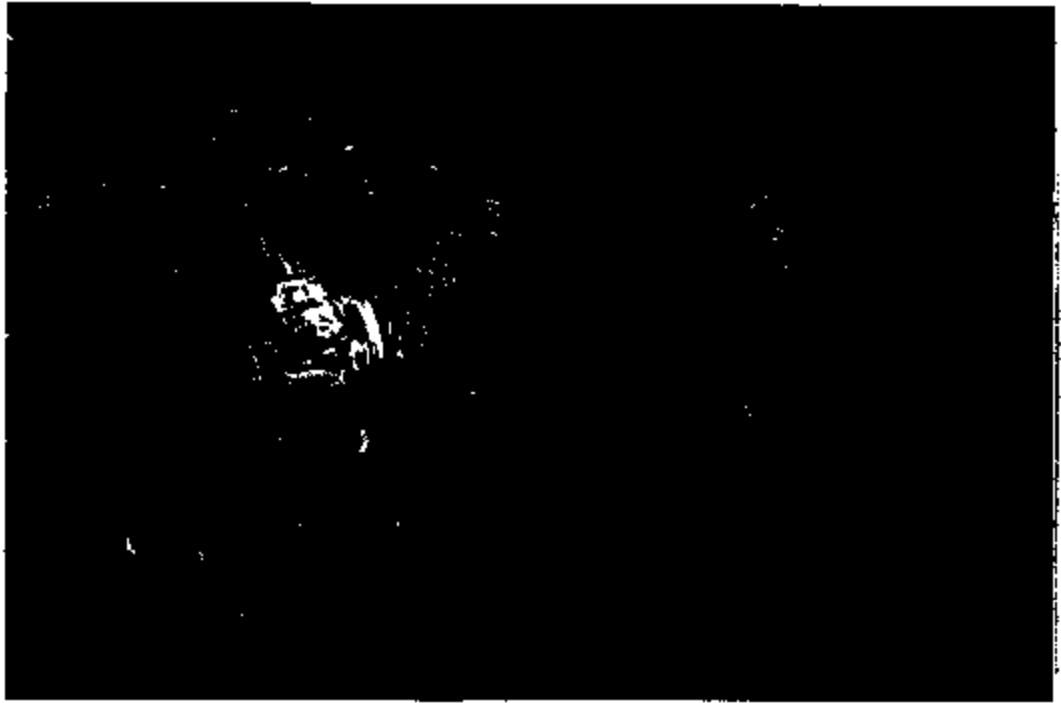
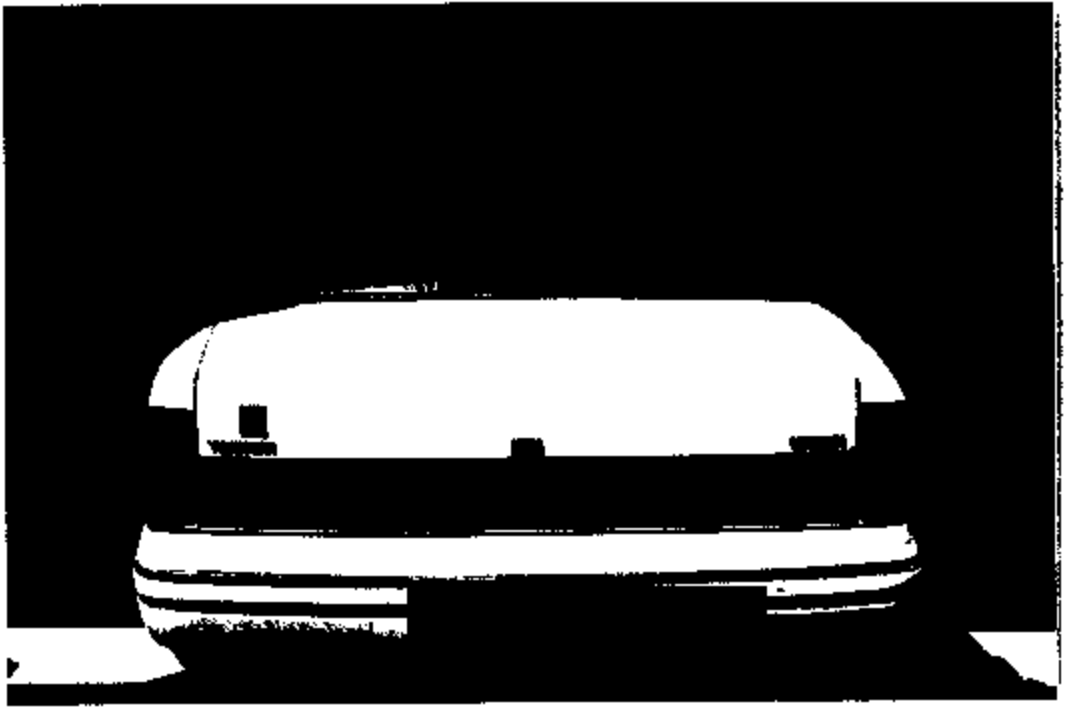
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3713 3620



9713 3621



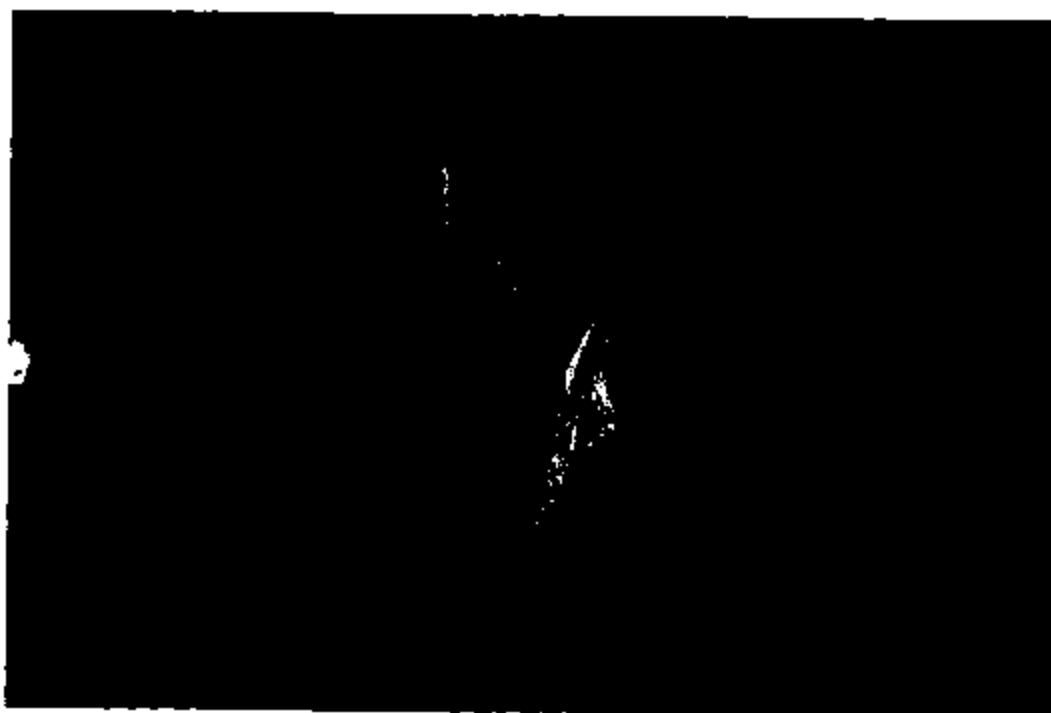
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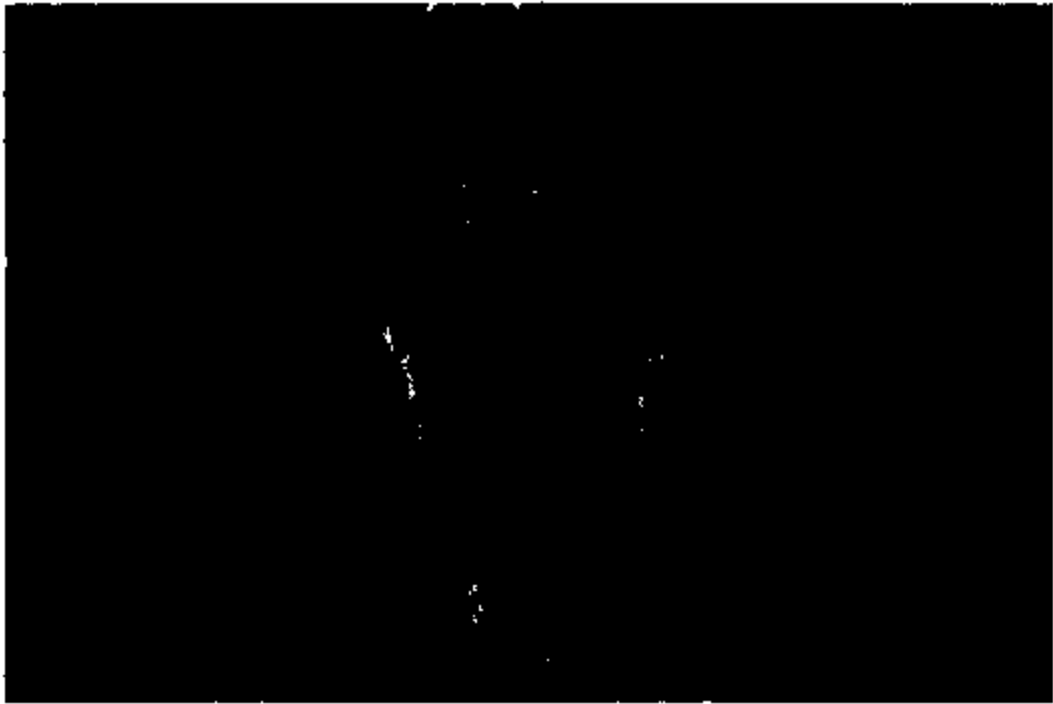
3713 3623



3713 3624



3713 3625



3713 3626

Vehicle/Customer Information/Incident Info

Model Year: 1992 Make: Lincoln Town Car VIN#: 1LNLM81W2N Miles: 15,498
 Inspection Date/Location: 3/22/99 / System Engineering & Lab, Tyler, TX Vehicle Owner: Allstate Insurance
 Incident date: 2/21/99 Approximate mileage at incident: 15,489
 Inspector Name: R. E. Albritton, EAA Service Associates

Requested Information

1. Area of fire origination? (engine compartment quadrant, component(s), etc.)

Left rear of the engine compartment near the master cylinder.

2. Identify if any underhood relays show evidence of overheating

No relay in the underhood Relay/fuse panel showed any evidence of internal overheating.

3. Identify if any fuses or fuse links were blown or show evidence of other damage.

No underhood fuses, fuse links or large master fuses were blown. Fuse #12 underdash was blown. No other underdash fuses were blown or damaged.

4. Determine if the correct fuse for the stop lamp switch in the fuse box.

Yes, 15 amp

5. Identify if there any damage to wiring in the area where the fire was started (ie chafing, missing insulation)

Insulation was burnt from the Red and Green wires (8" from connector) for the brake pressure switch. Other wires in the surrounding harnesses had heat damage from the fire but insulation was still intact.

6. Assess whether the air suspension pump show evidence of overheating.

The air suspension pump appeared normal, no evidence of overheating.

7. Identify if there were any aftermarket modifications to the vehicle? (specifically car alarm, trailer tow, remote starter)

Wheel chair lift in trunk. The wheel chair lift was tested by System Engineering and Laboratories and operated normally after the incident. The lift has been transferred to another vehicle.

8. If possible, identify if the vehicle was involved in a natural disaster/accident that required significant vehicle clean up? If so where was the cleanup performed?

The vehicle has not been involved any natural disaster or accident.

9. If possible, identify vehicle repair history?

Windshield Wiper repair and problems with the brake lamps, speed control and shift release, fuse #12 blown. #12 fuse was replaced. Check out and repair was performed by Fairway Ford, Tyler Texas.

10. Any other information that may be pertinent to the incident.

Owners drove from their home to a restaurant for dinner and parked the vehicle. After they were in the restaurant (10 - 15 minutes) someone entering the restaurant reported smoke coming from a white Lincoln. People at the restaurant assisted in extinguishing the fire. The customer previously had difficulty getting the vehicle out of park and the brake lamps and speed control have been inoperative and repaired.

Parts that we would like from vehicle, if possible to acquire.

1. Brake pressure switch (do not remove connector, cut wires and remove with open end wrench.)
2. Sample of brake fluid at prop valve (in sealed glass container)
3. Relay pack located on LH fender
4. EDIS B Module located on LH fender
5. Speed control module located on LH fender
6. Air suspension compressor located under air filter
7. Air suspension relay.
8. Photograph of door jam VIN Sticker.
9. other suspect parts.

Comments:

Allstate and their attorneys requested that No Parts Or Material Be Removed From The Vehicle.

Photos:

1. Certification label on drivers door
2. Exterior Fire Damage
3. Master Cylinder
4. Relay panel.
5. Brake Pressure switch & Proportioning valve
6. EDIS - Electronic Distributorless Ignition System Module
7. Fuel hose connections at fuel rail
8. Other items of significance.

Comments:

LAW OFFICES
GROTEFELD & DENENBERG, L.L.C.

100 WEST MONROE STREET
SUITE 1800
CHICAGO, ILLINOIS 60603
TELEPHONE: (312) 551-0200
FACSIMILE: (312) 551-0264


CONSUMER AFFAIRS
SECTION
SAN FRANCISCO, CALIFORNIA
SOUTHFIELD, MICHIGAN

'99 MAR 25 AM 1:15

Brad M. Gordon
Admitted in IL

March 22, 1999

Fareen Ansari
Ford Motor Company
16800 Executive Plaza Drive, MD #3NE-B
Dearborn, MI 48126-4207

Re: Allstate Insured: 
Claim No:
Loss Location: Tyler, Texas
Our File No: 9.02483

Dear Ms. Ansari:

We are in receipt of your March 16, 1999 letter confirming the inspection of the subject vehicle on March 22, 1999. However, we have never agreed to allow Ford to remove parts that may be relevant to our investigation. We have simply agreed to allow Ford an opportunity to inspect the vehicle without any destructive testing or alteration.

If you have any questions or concerns, please do not hesitate to contact me.

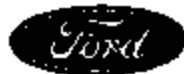
Very truly yours,

GROTEFELD & DENENBERG, L.L.C.


Brad M. Gordon

BMG/rmh/nao
cc: Connie Long
Mark S. Grotefeld

3713 3629



Ford Motor Company

16800 Executive Plaza Drive
MEDF 3NE-13
Dearborn, Michigan 48128-4207

March 16, 1999

Mr. Brad Gordon
Grotefeld & Denenberg
100 West Monroe, Suite 1800
Chicago, IL 60603

RE: [REDACTED]
1992 Lincoln Town Car
VIN: 1LNLM81W2NY [REDACTED]

Dear Mr. Gordon:

This letter is in follow up to our phone conversation of March 16, 1999. Thank you for cooperating with our investigation into the [REDACTED] report and taking the time to answer some questions for us. It will assist our efforts to understand your incident. We also would like to thank you for allowing Ford to inspect the vehicle and remove parts that may be relevant to our investigation. Your agency will receive a list of any components that are removed as part of the investigation process.

Again, your cooperation is greatly appreciated.

Sincerely,

Ms. Fareen Ansari
Ford Motor Company

3713 3631

Case # 3N

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: 1992 Make: Town Car VIN: 1LNLM81WZNY Mileage: 14,000 So.

Do you still own the vehicle? If not, do you know where it is? INS-Co.

Customer Name: Phone:

Address:

Did a dealer inspect your vehicle? Yes If yes, name of the dealer Fairway Ford in Tyler, 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? 1-28-99 @ Fairway Ford Cruise

Control was inoperative - Brake lights inoperative - Vehicle would not come out of park - Elec/A-C heating problem - Wire

Insurance Agency Information (if pertinent)

Insurance agency name: ALLSTATE Insurance agent address: TYLER, TX phone number: claim number:

Shortage near brake light switch Fuse burnt 1.5 circuit test Shift Lock circuit test, brake light switch. agent: John Thomas

Incident Info

Date of Loss: 2-21-99

CONTACT: GLEN BULTON FIRE CAUSES INVESTIGATION 800-432-4669

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

Was the vehicle: Engine on? Engine off? DFF If off, how long was it off? 5 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? Speed control not working? Brake warning lamp illuminated? Battery not holding a charge? Fuses blowing? Stop lamp inoperative? Other?

cust had all these concerns but veh was repaired 1-28-99 then no more concerns appeared

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? _____

Were the underhood fuse links blown? Fuse #12 had blown 1st on 1/28/99, then... again after the fire.

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

What areas of the vehicle were damaged? driver side firewall / steering column / brake booster

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?

NO. IT DID HAVE A WHEEL CHAIR LIFT IN THE TRUNK.

Was the vehicle repaired? Yes When? 1-28-99 Where? Fairway Ford Tyler, TX.

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 3633

VEHICLE ID: 1LN [REDACTED] (WWIPRHHBB) VIN: 1LNLM81W2N [REDACTED] Div: 3 Status: 800
 Vehicle Line: CVR Convy Deliv: 042592 Orig P-Lvl: 218 Selling Dlr: 67B725
 Order Recpt: 031092 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 042492
 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: 092043
 Rls Date: 040992 Dlrfin Ext: Warr Start: 042492 Cancel Sl:
 Memo Consgn: P&C Ext: 051092 WarrS-Ind: Sale Status: G
 Orig Fltbus: 040992 Advert Ext: -Date- -Dealer-
 Curr Fltbus: 040992 Slespn SS#: Shipped: 040992 88R207
 T/Name: 9 BUDGET-RENT-A-C Curr Stock: 040992 67B725
 Addr: 15840 J F K BLVD State: TX 1st-Prior:
 City: HOUSTON N/A-Rcpt: 042392 2nd-Prior:
 Zip: 77032 Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 123452345678901234567890123456789012345678901234567890123456789012345678901234
 M81NY 43 5606D1360 AC D P1 3P 2GL6L C H J67B725 1 AYZ
 8 9 0 1 2 3 4 5 6
 5678901234567890123456789012345678901234567890123456789012345678901234567890
 BY H WILNL2 2 B 2 A751A WP BU011
 F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

192
Town Car



case

Case # 3

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

Ray Neri provided info:
Oleann 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:

AUSTATE INSURANCE
wants FMC to speak with their attorney
BRAD GORDON 312-951-0200. [REDACTED]

Case.
They are trying to cooperate and
coordinate inspections

Y
Jarvis **ASAP**
Another "new"
one **Doni**
Disregard **Ray**
Navi's ^{was} phone call as
he reached me

3/3/99

Ray Gene -

Glen Bolton of

Fire Cause Investigator

↓

800-432-4669

14NLM81W2NY

Loss - 2/21/99

Tyler Texas

per
Randy,
need more
info from Ray
in order for us
to work on the
case

3713 3637

Ansar, Fares (F.)

From: Ray Nevi [nevi@gw.ford.com]
Sent: Wednesday, April 07, 1999 10:42 AM
To: farsan1@mail.ford.com
Cc: jnems@gw.ford.com; wabramcz@gw.ford.com; mevi@gw.ford.com
Subject: Lincoln Town Car Fire Investigations

Design Analysis received a call from an Assistant Chief in Myrtle Beach, SC reporting that his parents 1992 Grand Marquis may have been the cause of a fire that also burnt their residence. The Assistant Fire Chief's name is Bill Taft and his phone number is (843) 918-1106. He is hopeful that an inspection could help Ford. Apparently Design Analysis has worked with him on safety presentations in the past. Please contact Mr. Taft to make arrangements to have the vehicle inspected.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 50-47688 FAX: 50-42268
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South

- he doesn't want anyone
to contact his parents
- his mother had a heart
attack.

Spoke to
Bill Taft 4-7-99
He will call
back after speaking
to his parents.

4-15-99
left msg for Bill Taft

4/22/99
- Spoke to
Joe Keme
- no need
to further
pursue

1992-93 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: Grand Marquis VIN#: _____

Present Vehicle Location: _____ Who owns vehicle now: INSURANCE CO.

Customer Name: _____ Phone: _____

Is it ok for engineering to contact customer: NO

Was the vehicle involved in a natural disaster/accident that required significant vehicle clean up? _____

If so, where was cleanup performed? _____

What is the general repair history of the vehicle? _____

Was it equipped with any aftermarket components? (specifically car alarm, trailer tow, or remote start) NO

Insurance Agency Info. (if appropriate)

Agency Name: _____ Agency phone number: _____

Claim number: _____

Contact: _____ Phone number: _____

Incident Info

Date of fire: _____ Mileage: _____ Was the vehicle repaired? NO - TOTALLED

If repaired, when and where? _____

Any idea where the fire started? (engine compartment quadrant... front, back, left, right) left (WIRING Harness)

Was the vehicle parked or running? PARKED If parked, where? (garage, carport, parking lot) Garage

Was the engine ON or OFF? OFF If OFF, how long was it parked before fire? 10 minutes

Did customer notice anything unusual prior to fire? no

Was there any difficulty getting the vehicle out of park: NO Was speed control not working: NO

Was the brake warning lamp illuminated: NO Were the brake lights inoperative: NO

Any other info that you think may be useful to our investigation? _____

Spoke to Bill Taft / Asst Chief in Myrtle Beach, SC (843) 918-1106

Ansari, Faraan (F.)

From: Mayer, Betty (B.A.)
Sent: Tuesday, March 16, 1999 3:18 PM
To: Ansari, Faraan (F.)
Subject: RE: Town Car Fire Investigation

Yes, unfortunately you are—Jay Logal is calling the meeting/ He just moved over here yesterday and his computer isn't operational yet. Thanks.

Have a Great Day!!

Betty A. Mayer
728 PTW - 313/24-58996
bmayer1@ford.com



Mayer, Betty (B.A.).vml

—Original Message—
From: Ansari, Faraan (F.)
Sent: Tuesday, March 16, 1999 3:14 PM
To: Mayer, Betty (B.A.)
Subject: RE: Town Car Fire Investigation

no problem :)
this may sound like I'm way off base here...but am I being asked to join this meeting?

...We do not stop laughing when we grow old, we grow old when we stop laughing...

...peace, *Faraan*

—Original Message—
From: Mayer, Betty (B.A.)
Sent: Tuesday, March 16, 1999 3:14 PM
To: Ansari, Faraan (F.)
Subject: RE: Town Car Fire Investigation

Yes, I realized it after it was sent and I resent it to include you. Thanks.

Have a Great Day!!

Betty A. Mayer
728 PTW - 313/24-58996
bmayer1@ford.com

<< File: Mayer, Betty (B.A.).vml >>
—Original Message—
From: Ansari, Faraan (F.)
Sent: Tuesday, March 16, 1999 3:12 PM
To: Mayer, Betty (B.A.)
Subject: RE: Town Car Fire Investigation

hi there...I just received a note from you...
please note that my ID is fansari1 (it ends in the number 1)
THANK you..

...We do not stop laughing when we grow old, we grow old when we stop laughing...

...peace, *Faraan*

*East Tower
Closest to
Hubbard.
Floor
7
728 East.*

3713 3872

-----Original Appointment-----

From: Meyer, Betty (B.A.)
Sent: Tuesday, March 16, 1999 3:11 PM
To: Ansal, Fiksem (F.)
Subject: FWC Town Car Fire Investigation
When: Wednesday, March 17, 1999 4:00 PM-6:00 PM (GMT-05:00) Eastern Time (US & Canada).
Where: 728 PTE (large conference room)

-----Original Appointment-----

From: Meyer, Betty (B.A.)
Sent: Tuesday, March 16, 1999 3:07 PM
To: Nema, Joseph (J.S.); Nevi, Ray (R.A.); Ansal, Fiksem (F.); Logel, Jay (J.D.); Meyer, Betty (B.A.)
Subject: Town Car Fire Investigation
When: Wednesday, March 17, 1999 4:00 PM-6:00 PM (GMT-05:00) Eastern Time (US & Canada).
Where: 728 PTE (large conference room)

CASE # CUSTOMER NAME LOCATION

CASE # [REDACTED] Aurora, IL (contacted EAA 3-11-99) (inspection set up for 3-17-99)

CASE # [REDACTED] er, TX (contacted EAA 3-12-99)

CASE # [REDACTED] Naples, FL (contacted EAA 3-12-99)

CASE #15 [REDACTED] Houston, TX (EAA contacted 3-12-99)

CASE #16 [REDACTED] Davenport, FL (contacted EAA 3-12-99)

CASE #17 [REDACTED] Fort Myers, FL (contacted EAA 3-12-99)

3713 3677

State Farm Insurance Companies

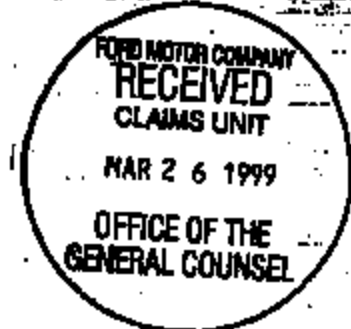


415595
ED

March 17, 1999

Subrogation Unit
22 State Farm Drive
P.O. Box 11630
Morton, Louisiana 71211-1630
1-888-642-6470
Fax: 1-318-362-7813

Ford Motor Company
Parklane Tower West, Suite 300
3 Parklane Blvd., Dearborn, MI 48126 72104



RE: Claim Number: [REDACTED]
Date of Loss: September 10, 1998
Insured: [REDACTED]

Dear Mr. Howard Keyes, --Mgr., --Claims Dept.:

This State Farm insured vehicle was involved in a loss. Damage to the vehicle resulted in a loss of \$10,953.00. Enclosed is documentation of our claim.

Please consider this letter as our subrogation claim to Ford to reimburse State Farm for the amount of \$10,953.00; which includes our insured's \$250.00 deductible.

Sincerely,

Linda Foster
Claim Representative
(318) 362-6759

State Farm Mutual Automobile Insurance Company



CT System

Service of Process Transmittal Form
Dallas, Texas

As per open claim - 4/12/99
412225

04/13/1999

Via Federal Express (2nd Day)

TO: Chris Daberski
FORD MOTOR COMPANY
Three Parkers Blvd., Ste. 800 West
Dearborn, MI 48126

RE: PROCESS SERVED IN TEXAS

FOR FORD MOTOR COMPANY Domestic State: De

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

- 1. TITLE OF ACTION: Mary Blake vs Ford Motor Company
- 2. DOCUMENT(S) SERVED: Citation; Plaintiff's Original Petition
- 3. COURT: 35 JDC Brown Co. TX
Case Number 99-04-209
- 4. NATURE OF ACTION: Alleging plaintiff's 1992 Lincoln Town Car had an electrical malfunction causing the motor to catch on fire. The fire damaged the plaintiff's dwelling and contents. (Commercial Union Ins. Co. has subrogation rights)
- 5. ON WHOM PROCESS WAS SERVED: CT Corporation System, Dallas, Texas
- 6. DATE AND HOUR OF SERVICE: By Process server on 04/13/1999 at 12:40
- 7. APPEARANCE OR ANSWER DUE: 10:00 a.m. Monday next after the expiration of 20 days
- 8. ATTORNEY(S): Richard H. Elliot, Atty
4700 West Lovers Lane, Ste. 200
Dallas, TX 75209

9. REMARKS:

FILED
OFFICE OF THE
GENERAL COUNSEL

99 APR 15 P2:08

OFFICE OF THE
GENERAL COUNSEL

client: CT Corporation System
FIR: Shirley A. Dillon
ADDRESS: 360 North St. Paul Street
Dallas, TX 75201
BOF WS 0002321321

Information contained on this transmittal form is recorded for CT Corporation System's record keeping purposes only and to permit quick reference for the recipient. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the owner data, or any information that can be obtained from the documents themselves. The recipient is responsible for interpreting the documents and for taking the appropriate action.

3713 3679

CAUSE NO. 9904209

IN THE DISTRICT COURT OF BROWN COUNTY, TEXAS
ATTORNEY FOR PLAINTIFF OR PLAINTIFF
RICHARD H. ELLIOTT
4709 WEST LOVERS LANE, STE 200
DALLAS, TX 75209

CITATION FOR PERSONAL SERVICE

THE STATE OF TEXAS
NOTICE TO DEFENDANT:

YOU HAVE BEEN SUED. YOU MAY EMPLOY AN ATTORNEY. IF YOU OR YOUR ATTORNEY DO NOT FILE A WRITTEN ANSWER WITH THE CLERK WHO ISSUED THIS CITATION BY 10:00 A.M. ON THE MONDAY NEXT FOLLOWING THE EXPIRATION OF TWENTY DAYS AFTER YOU WERE SERVED THIS CITATION AND PETITION, A DEFAULT JUDGMENT MAY BE TAKEN AGAINST YOU.

To: FORD MOTOR COMPANY
C/O C.T. CORPORATION SYSTEM
350 NORTH ST. PAUL
DALLAS, TX 75201

Handwritten: 4-13-99 10:40
Floyd

DEFENDANT - GREETINGS:

You are hereby commanded to appear by filing a written answer to the Plaintiff's ORIGINAL petition at or before ten o'clock a.m. of the Monday next after the expiration of twenty days after the date of service of this citation before the Honorable District Court of Brown County, Texas at the Courthouse of said County in Brownwood, Texas.

Said ORIGINAL petition was filed in said court, on the 8th day of April A.D., 1999 in this cause, numbered 9904209 on the docket of said court & styled:

VS FORD MOTOR COMPANY

The nature of this demand is fully shown by a true and correct copy of the petition, accompanying this citation and made a part hereof.

The officer executing this writ shall promptly serve the same according to requirements of law, and mandates thereof, and make due return as the law directs.

Issued and given under my hand and seal of said court at Brownwood, Texas, this the 08th day of April A.D., 1999.

JAN BROWN, Clerk
DISTRICT COURT
BROWN COUNTY, TEXAS
BY [Signature] Deputy

SHERIFF'S RETURN

Came to hand the ___ day of ___ A.D. 19___
at ___ o'clock ___ m., and executed at ___ within the County of ___
at ___ o'clock ___ m. on the ___ day of ___
19___, by delivering to the within named ___
in person, a true copy of this citation together with the accompanying copy
of the petition, having first attached such copy of such petition to such
copy of citation and endorsed on such copy of citation the date of delivery.
Total Service Fee \$ ___

Sheriff ___ County, Texas
BY ___ Deputy

FILED

At 2:48 O'clock P M
APR 08 1999

NO. 99-04-209

[REDACTED]

VS.

FORD MOTOR COMPANY

§
§
§
§
§

IN THE DISTRICT COURT

John Brown
BROWN COUNTY, TEXAS

By [Signature] Deputy

35 JUDICIAL DISTRICT

PLAINTIFF'S ORIGINAL PETITION

TO THE HONORABLE JUDGE OF SAID COURT:

Comes now [REDACTED] Plaintiff in the above entitled and numbered cause, and file this their Original Petition complaining of FORD MOTOR COMPANY, Defendant herein, and for such cause of action would respectfully show the Court as follows:

I.

Discovery Control Plan

Discovery is intended to be conducted under Level I of Rule 190, Texas Rules of Civil Procedure.

II.

Parties

Plaintiff is a resident of Brown County, Texas and resides at 3002 Asbury, Brownwood, Texas 767801.

Defendant FORD MOTOR COMPANY ("Ford") is a corporation authorized to transact business in the State of Texas, and may be served with process by serving its registered agent, CT Corporation System, at 350 North St. Paul, Dallas, Texas 75201.

Plaintiff's Original Petition - Page 1

III.

Background Facts

This action arises out of a fire which occurred on October 20, 1998, in Brown County, Texas. Plaintiff, [REDACTED] was at all material times involved herein, the owners of the residential dwelling located in Brown County, Texas and commonly known as 3002 Asbury, Brownwood, Texas ("the dwelling"). Additionally, [REDACTED] was the owner of a 1992 Lincoln Town Car, and which is the subject matter of this lawsuit. Heretofore prior to October 20, 1998, [REDACTED] as a consumer, purchased the 1992 Lincoln Town Car. The town car was in the same condition at the time of the fire as it was when it was originally manufactured and at the time it was purchased by her. On or about October 20, 1998, there was an electrical malfunction causing the minivan to catch on fire. The fire damaged the Plaintiff's dwelling and contents located therein, and caused the damages as more particularly set out hereinafter.

IV.

Negligence and Breach of Warranties
of FORD MOTOR COMPANY

Plaintiff would show that the Defendant Ford was negligent in designing the fuel system in that the electrical system was defective and would malfunction causing a fire, which negligence was the proximate cause of the occurrence and Plaintiff's damages.

Plaintiff would further show that Ford impliedly warranted that the electrical system was of merchantable quality, reasonably fit for the purposes intended, when, in fact said electrical

system was not as warranted in that malfunctioned, which breaches of warranty were proximate causes of the occurrence and Plaintiff's damages.

Plaintiff relied on these express and implied warranties and suffered the damages that occurred as a proximate result of the Defendant's breach of these warranties.

V.

Strict Liability of FORD MOTOR COMPANY

Plaintiff would show that at all material times involved herein, the electrical system was unreasonably dangerous in that its design permitted the electrical system to malfunction, which condition was a producing cause of the fire and Plaintiff's damages.

Plaintiff would show that the product in question, namely the 1992 Lincoln Town Car, was defective and unsafe for its intended purposes at the time it left the control of the Defendant manufacturer. In this connection, the town car was defectively designed, defectively manufactured and unreasonably dangerous to Plaintiff in that its design and manufacture permitted the electrical system to malfunction, such condition being a producing cause of the fire and of the resulting damages to the Plaintiff. Accordingly, the Defendant is strictly liable pursuant to §402A, *Restatement of the Law of Torts 2nd*, and as adopted by the Supreme Court of Texas.

VL

Damages

Plaintiff would show that as a direct and proximate result of Defendant's negligence, breach of warranties and strict liability, Plaintiff's residential dwelling and personal property located therein ("the premises") sustained damages in an amount exceeding the minimum jurisdictional limits of the Court. Such amount of damages represents the difference in fair market value of Plaintiff's residential dwelling immediately before and immediately after the occurrence, in Brown County, Texas, and the surrounding area. Such amount also is the reasonable and necessary, usual and customary cost of repair to restore Plaintiff's residential dwelling and personal property to the condition that they were in immediately before the fire damage in Brown County, Texas, and the surrounding area at the time.

VII

(Not to be Read to the Jury)

Plaintiff would show that Commercial Union Insurance Company ("Commercial Union") is entitled to this recovery against Defendant, and is the real party in interest, and is authorized to pursue this claim in the name of the Plaintiff, and the Plaintiff has subrogated her rights in this cause of action to Commercial Union to the extent of payment thereof.

WHEREFORE, PREMISES CONSIDERED Plaintiff prays that Defendant FORD MOTOR COMPANY be cited to appear and answer herein, and that upon final hearing hereof, Plaintiff have and recover judgment against the Defendant for all of her damages, pre-judgment

Plaintiff's Original Petition - Page 4

interest as allowed by law, interest on the judgment at the highest lawful rate, reasonable attorney's fees, all court costs, and for such other and further relief, general or special, at law or in equity, to which she may be justly entitled.

Respectfully submitted,

LAW OFFICES OF RICHARD H. ELLIOTT



Richard H. Elliott
4709 West Lovers Lane
Suite 200
Dallas, Texas 75209
(214) 358-7600
Telecopier: 350-5064 or 350-7074
Bar Card No. 06549500

ATTORNEY FOR PLAINTIFFS

Plaintiff's Original Petition - Page 5

3713 3885

File Name & Contact

[REDACTED]

193 Lincoln Town Car
State Farm Mutual Automobile Ins. Co.
Alan Conger - Claim Specialist.
(770) 460-4923

[REDACTED]

193 Lincoln Town Car
State Farm Mutual Automobile Ins. Co.
Mary Miller - Claim Representative
(706) 802-6313

[REDACTED]

193 Mercury Grand Marquis
Butrus, Khoshbin & Wilson
Attorneys At Law
S.A. Khoshbin
(214)-219-1161

[REDACTED]

192 Lincoln Town Car
State Farm Mutual Automobile Ins. Co.
Jack Delago - Claim Spec.
(941) 643-8015

* Colorado Transportation -
Product litigation lawsuit
Casehandler Pete Tassie 87136

[REDACTED] '92 Lincoln Town Car
State Farm Mutual Automobile Ins. Co.
Jack Delago - Claim Spec.
(941) 643-8615

[REDACTED] '93 Lincoln Town Car
State Farm Mutual Automobile Ins. Co.
J. D. Wilson - Claim Spec.
(601) 349-4626

[REDACTED] '92 Lincoln Town Car
State Farm Mutual Automobile Ins. Co.
Fred Mercer - Claim Spec.
(228) 762-8561

[REDACTED] '92 Lincoln Town Car
AIG Insuring Your work, Your life,
Your world
Cynthia L. Dominica - Recovery Represent.
1-800-748-2069 ext. 3058

[REDACTED] '92 Lincoln Town Car
State Farm Mutual Automobile Ins.
Kevin D. Thorne - Claim Spec.
(318) 424-4329

[REDACTED] '92 Lincoln Town Car
State Farm Mutual Automobile Ins. Co.
Glenda Luther - Claim Spec.
(912) 471-2688

[REDACTED] '92 Lincoln Town Car
Nationwide Mutual ~~Life~~ Fire Ins. Co.
Tina Northrup - Claims Dept.
(352) 338-4118

[REDACTED] '92 Lincoln Town Car
State Farm Mutual Automobile Ins. Co.
Tim Harrell - Claim Represent.
(912) 471-2693

[REDACTED] '92 Lincoln Town Car
State Farm Mutual Automobile Ins.
Virginia Gonzales - Claims Represent.
Great Lakes Region
1-800-531-8222 ext 7-9652

[REDACTED] '93 Lincoln Town Car
State Farm Mutual Automobile Ins.
Philip McCulloch - Claim Spec.
(477) 625-3421

State Farm Insurance Companies

January 25, 1999



Fayetteville Claim Service
108 McIntosh Crossing
Fayetteville, GA 30215
(770) 460-4900

For [REDACTED]
ATTN: Mr. Howard E. Keys, Manager, Product Claims Department
Parklane Tower West, Suite 400
3 Parklane Boulevard
Dearborn, MI 48126

CERTIFIED MAIL--RETURN RECEIPT REQUESTED

Re: Claim Number: [REDACTED]
Date of Loss: November 1, 1998
Insured: [REDACTED]
VIN Number: 1LNLM82W1PY [REDACTED]

Dear Mr. Keys:

The 1993 Lincoln Town Car is insured by State Farm Mutual Automobile Insurance Company. This vehicle experienced a fire and was declared a total loss.

State Farm would like to give you an opportunity to inspect the vehicle and give you advance notice of our potential subrogation claim.

Please contact me at (770) 460-4923 to set up a time for your inspection.

Sincerely,

Alan Conger
Alan Conger
Claim Specialist
State Farm Mutual Automobile Insurance Company
(770) 460-4923

AC/025/0125008

F-100

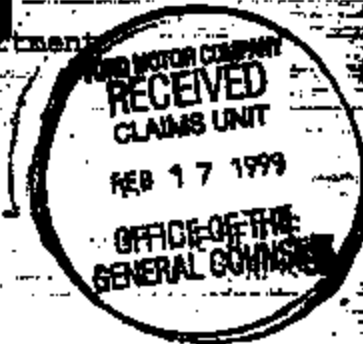
State Farm Insurance Companies

February 12, 1999



Rome Claim Service Office
2 Wilburton Road
Rome, GA 30167
(706) 802-8300

Form Motor Comp
ATTN: Howard Keyes, Manager - Claims Department
Park Lane Tower West, Suite 300
3 Park Lane Boulevard
Dearborn, MI 48126



Re: Our Claim Number: [REDACTED]
Our Insureds: [REDACTED]
Date of Loss: 02/07/1999
Vehicle: 1993 Lincoln Town Car
VIN: 1LNLM82WSPY [REDACTED]

Dear [REDACTED]

The identified 1993 Lincoln Town Car is insured by State Farm Mutual Automobile Insurance Company. This 1993 Lincoln Town Car experienced a wiring shortage under the hood.

State Farm would like to give you an opportunity to inspect the 1993 Lincoln Town Car and give you advance notice of our potential subrogation claim. Please contact me at (706) 802-6343 to set up a time for your inspection.

Sincerely,

Mary
Mary Miller
Claim Representative
State Farm Mutual Automobile Insurance Company
(706) 802-6343

MM/021/0212005

LAW OFFICES

BUTRUS, KHOSHBIN & WILSON

A LIMITED LIABILITY PARTNERSHIP

PARK CREEK PLACE
3625 NORTH HALL STREET, SUITE 740
DALLAS, TEXAS 75219

E-MAIL: hw@bkwlaw.com

TELEPHONE (214) 219-1170 • FACSIMILE (214) 219-1173

SHAWN KHOSHBIN
DIRECT DIAL (214) 219-1161

DIRECT E-MAIL
skhoshbin@bkwlaw.com

January 11, 1999

VIA FACSIMILE NO. (313) 845-9229
and CERTIFIED MAIL NO. Z 551 267 439

Ford Motor Company
ATTENTION: Office of the General Counsel
Parklane Towers West
Suite 300
Three Parklane Boulevard
Dearborn, Michigan 48126-2568

RE: Fire at the residence of [REDACTED]

Dear Sir or Madam:

Please be advised that Butrus, Khoshbin & Wilson, L.L.P. is investigating the fire which occurred at [REDACTED] located in Denton, Texas ("the premises"), on or about January 7, 1999. The fire originated in [REDACTED] 1993 Lincoln Ford Motor Company ("Ford" or "you") manufactured and designed [REDACTED] 1993 Lincoln vehicle, which caught on fire in his garage.

Please notify your insurance agent or broker of this matter immediately. Moreover, if you know of anyone else that we should put on notice, please let me know immediately.

On Wednesday, January 11, 1999, beginning at 8:00 a.m., you and/or your representatives or investigators are invited to inspect the loss site, photograph same, take physical measurements and make recommendations as to the preservation of any other evidence. On or very soon after January 11, 1999, the building and/or any portions or contents thereof, which are not preserved, may be demolished and/or discarded.

If you do not plan to attend the inspection on January 11, please advise me in writing before 2:00 p.m. CST on January 10, 1999.

Vin# UNLMM1

3713 3891

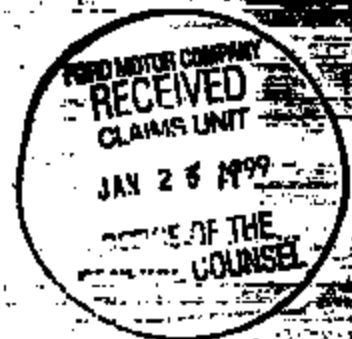
State Farm Insurance Companies



STATE FARM INSURANCE CO
Naples Claims Office
8074 North Horseshoe Drive
Naples, FL 34104-8818
(941) 643-8800

January 7, 1999

FORD MOTOR COMP
ATTN: HOWARD K... DEPT
PARKLANE TOWER W #300, 3 PARKLANE BLVD
DEARBORN, MI 48126



RE: Claim Number: [REDACTED]
Date of Loss: December 26, 1998
Our Insured: [REDACTED]

Dear [REDACTED]

Please be advised that the 1992 Lincoln Town Car with VIN #1LNLM81W6N [REDACTED] owned by [REDACTED] and insured by State Farm recently suffered a fire loss. The resulting damage caused the vehicle to be declared a total loss.

State Farm would like to give you an opportunity to inspect the vehicle and give you advance notice of our potential subrogation claim.

Please contact me at the number below to schedule a time for your inspection.

Sincerely,

Jack Delago
Claim Specialist
(941) 643-8615

State Farm Fire and Casualty Company

PS: Certified Mail-Return Receipt Requested

State Farm Insurance Companies



March 1, 1999

STATE FARM MUTUAL AUTOMOBILE INSURANCE CO.
Naples Claims Office
3074 North Horseshoe Drive
Naples, FL 34104-8800
(841) 643-8600

FORD MOTOR COMPANY
ATTN: JESSE HOLLINGSWORTH
PARKLANE TOWERS W #300. 3 PARKLANE BLVD
DEARBORN, MI 48126

RE: Claim Number: [REDACTED]
Date of Loss: December 17, 1998
Our Insured: [REDACTED]

VIN # 1LNLM82WSN [REDACTED]

Dear Ms. Hollingsworth:

Pursuant to your inquiry regarding the claim for damages to the 1992 Lincoln Town Car owned by our insured [REDACTED] please find enclosed verification of the damages to the vehicle.

The damage to the vehicle was to the switch assembly and the wiring in the affected area. I have possession of the damaged switch assembly should a representative of Ford wish to inspect it. We intend to pursue a claim for reimbursement of these damages.

Should you have any questions, please feel free to contact me at the number below.

Sincerely,

Jack Delago
Jack Delago
Claim Specialist
(941) 643-8615

State Farm Mutual Automobile Insurance Company

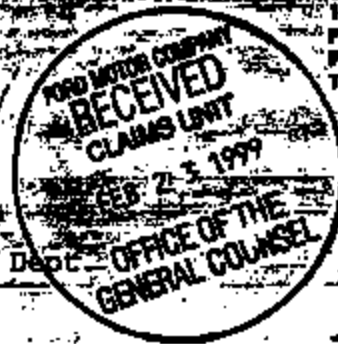
State Farm Insurance Companies



Passagoua Service
1716 Jackson Avenue
P.O. Box 1227
Passagoua, ME 39812
Telephone: (228) 762-8561

February 19, 1999

Ford Motor Company
Attn: Mr. Howard E. Keys
Manager - Product Claims Dept.
Parklane Tower West, Suite 400
3 Parklane Blvd.
Dearborn, MI 48126



Re: Our Claim Number [REDACTED]
Our Insured [REDACTED]
Date of Loss January 28, 1999
Vehicle 1992 Lincoln Town Car
VIN 1LNLM81W7NY [REDACTED]

Dear Mr. Keys:

The identified vehicle is insured by State Farm Mutual Automobile Insurance Company. This vehicle experienced a fire.

State Farm would like to give you an opportunity to inspect the vehicle and give you advance notice of our potential subrogation claim. Please contact me at (228) 762-8561 to set up a time for your inspection.

Sincerely,

Fred Mercer
Claim Specialist
State Farm Mutual Automobile Insurance Company
Phone: (228) 762-8561

021/0219006

F100

State Farm Insurance Companies

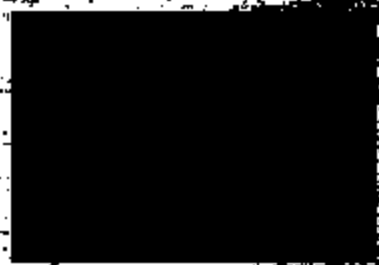


Southern Claim Office
125 Guthrie Street
Southaven, MS 38671
Telephone (601) 349-4626



January 25, 1999

Ford Motor Company
Attention: Mr. Howard E. Keys, Manager
Product Claims Department
Parklane Tower West, Suite 400
3 Parklane Boulevard
Dearborn, MI 48126



Re: Our Claim Number [REDACTED]
Our Insureds [REDACTED]
Date of Loss January 16, 1999
Vehicle 1993 Lincoln Town Car, four-door

VIN # unknown

Dear Sir:

The identified 1993 Lincoln Town Car, four-door, is insured by State Farm Mutual Automobile Insurance Company. This 1993 Lincoln Town Car, four-door, experienced a loss by fire on the above-mentioned date.

State Farm would like to give you an opportunity to inspect the 1993 Lincoln Town Car, four-door, and give you advance notice of our potential subrogation claim. Please contact me at 601-349-4626 to set up a time for your inspection.

Sincerely,

J. D. Wilson
Claim Specialist
State Farm Mutual Automobile Insurance Company
Phone: (601) 349-4626

014/0125011.w



Insuring Your Work,
Your Life, Your World.

RECOVERY DIVISION

CUSTOMER SERVICE CENTER

1999 JUN 27 A 8 38



January 19, 1999

[Redacted]
Ford Motor Co.
16800 Executive Plaza Dr.
Consumer Affairs Dept.
Dearborn, MI 48126

RE: INSURED : [Redacted]
OUR CLAIM NUMBER : [Redacted]
DATE OF LOSS : 11/10/98
LOCATION OF LOSS : Dallas, TX
DAMAGES : \$8,824.33
(Includes insured's \$250.00 deductible)

Dear Sir/madam:

Vin # unknown

We are the recovery agents for AIG Ins. Co. who has made payment to their policyholder for damages arising out of the above cited. Our investigation of this loss has determined that you are responsible for these damages.

Since our client is the equitable subrogee of it's insured, on their behalf we request payment of this subrogated interest in the above captioned amount.

For your protection, this letter should be forwarded immediately to your insurance carrier. If there is a reason for not paying this claim please explain fully, IN WRITING WITHIN 30 DAYS. Also if you are uninsured or self insured, contact the undersigned to arrange payment. Otherwise, please send your check or money order, for payment to AIG Ins. Co. in the enclosed self-addressed stamped envelope.

Very truly yours,

Cynthia L. Domina
Cynthia L. Domina
Recovery Representative
1-800-748-2069 ext. 3058

CLD/ta

REIM

99 JUN 26 P 3:24

CONSUMER AFFAIRS
SECTION

505 CARR ROAD • P.O. BOX 15436 • WILMINGTON, DE • 19850-5436
TELEPHONE: (800) 748-2069 • FAX: (302) 761-3039

3713 3698

487-01 1088

State Farm Insurance Companies



State Farm Insurance Claims Office
2141 N. Mall Drive
Alexandria, Louisiana 71318
Phone: 484-4300

February 11, 1999

Ford Motor Company
Attn Howard Keyes
Manager - Claims Dept
P&Fk Lane Tower West Ste 300
#3 Park Lane Boulevard
Dearborn MI 48126



Re: Our Claim Number [REDACTED]
Our Insured: [REDACTED]
Date of Loss: 11/24/98
Vehicle: 1992 Lincoln Town Car
Vehicle ID Number: 1LNLM81W3NY [REDACTED]

Dear Mr. Keyes:

The vehicle referenced above is insured by State Farm Mutual Automobile Insurance Company. This vehicle experienced a fire underneath the master cylinder area. As such State Farm was presented with a claim for damages which resulted from this fire. State Farm has since settled the claim with our insured and are now looking to you for reimbursement for damages as a result of a mechanical defect on your product.

State Farm would like to give you the opportunity to inspect the vehicle and give you advance notice of our potential subrogation claim. Please contact me at 318-484-4329 to set up a time for your inspection.

Very truly yours,

Kevin D. Thorne

Kevin D. Thorne
Claim Specialist
State Farm Mutual Automobile Insurance Company
318-484-4329

KDT/mp/024/0211012

FT

State Farm Insurance Companies



December 16, 1998



Am

Mason City, IA
4875 Riverside
P.O. Box 7777
Mason, Georgia 30128
Phone: (912) 421-2200
(800) 321-2200

Ford Motor Company - Consumer Affairs
16800 Executive Plaza Drive
MD# 3NE-B
Dearborn, MI 48126-4207



RE: Claim Number: [Redacted]
Date of Loss: December 1998
Our Insured: [Redacted]

Dear Ford Motor Company:

The 1992 Lincoln Town Car is insured by State Farm Mutual Automobile Insurance Co. This Lincoln Town Car experienced a fire which caused the vehicle to be a total loss. The VIN of this auto is 1LNLM81W3N. State Farm would like to give you an opportunity to inspect the Town Car and give you advance notice of our potential subrogation claim. Please contact me at (912) 471-2688 to setup a time for your inspection.

Sincerely,

Glenda Luther

Glenda Luther
Claim Specialist
(912) 471-2688

State Farm Mutual Automobile Insurance Company

INSURER AFFAIRS SECTION

99 JAN 20 P12

[Handwritten initials]

CUSTOMER SUPPORT CENTER



P O BOX 147081 * GAINESVILLE FL 32614-7081 *

FEB 10 A 8 20

February 1, 1998

FORD MOTOR COMPANY
300 RENAISSANCE CENTER
P O BOX 43368
DETROIT MI 48268



YOUR INSURED: [REDACTED]

YOUR INSURED'S ADDRESS: [REDACTED]

ORLANDO FL [REDACTED]

YOUR CLAIM/POLICY NUMBER : unk
ACCIDENT LOCATION : P/L-WORK ORLANDO 32825ORNAGE
DATE OF ACCIDENT : 08-20-1996
OUR INSURED : Ford Motor Co
OUR CLAIM NUMBER : [REDACTED]

Our investigation of the incident between our respective insureds indicates that your insured was responsible. Our policy provides that we are subrogated to our insured's claim for the amount indicated below.

Company Loss 8008.00
Less (Salvage) -521.78
Deductible 600.00

Total \$ 7986.25

99 FEB -8 AM 127

CONSUMER AFFAIRS SECTION

We are now looking to your company for reimbursement. We would appreciate hearing from you in regard to this subrogation claim.

Please forward a copy of this letter with your payment to: Nationwide Insurance
P.O. Box 147080
Gainesville, FL 32614

If this debt is disputed, all correspondence regarding this claim, including any payments less than the amount demanded above, should be sent to the attention of TINA NORTHROP at the address at the top of this letter.

NATIONWIDE MUTUAL FIRE INSURANCE COMPANY
TINA NORTHROP
Claims Department
352-338-4118

NOTICE - Section 817.234, Florida Statutes, provides in part: "Any person who knowingly and with intent to injure, defraud or deceive any insurer files a statement of claim or an application containing any false, incomplete or misleading information is guilty of a felony of the third degree."

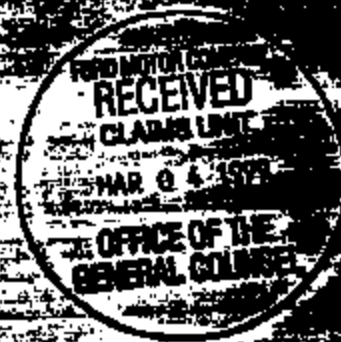
State Farm Insurance Companies



February 22, 1999

Motor Claims Service
4875 Riverside Drive
P.O. Box 7777
Morton, GA 31210
(812) 471-2800

Ford Motor Company
ATTN: Howard Keyes/Manager/Claims Department
Park Lane Tower West, Suite 300
3 Park Lane Boulevard
Dearborne, MI 48126



Re: Our Claim Number: [REDACTED]
Our Insured: [REDACTED]
Date of Loss: February 5, 1999
Vehicle: 1992 Lincoln Town Car
VIN Number: 1F8LNLM81N2N [REDACTED]

Dear Mr. Keyes:

The identified vehicle is insured by State Farm Mutual Automobile Insurance Company. This vehicle experienced a fire on the date above in question.

State Farm would like to give you an opportunity to inspect this vehicle and give you advance notice of our potential subrogation claim. Please contact me at the number listed below to set up a time for your inspection.

Sincerely,

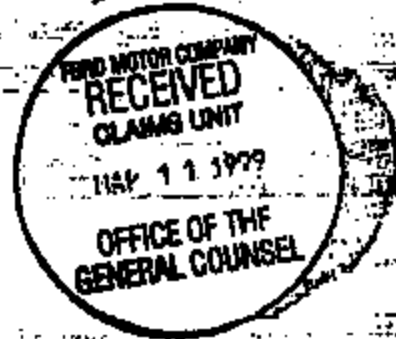
Tim Harrell
Claim Representative
State Farm Mutual Automobile Insurance Company
(912) 471-2693

TH/046/0222004



UNITED SERVICES AUTOMOBILE ASSOCIATION
 9800 Fredericksburg Road, San Antonio, TX 78288

CONSUMER AFFAIRS
 FORT MOTOR CORP.
 16800 EXECUTIVE DEPT
 MD #3NE/B
 DEARBORN MI 48126-4207



February 28, 1999

Policyholder: [REDACTED]
 Reference Number: 9536033-7101-1-1017
 Date Of Loss: November 20, 1998
 Loss Location: Claypool, Indiana
 FIRE OF OUR 1995 LINCOLN TOWN CAR
 VIN. NO. 1LWLM81W6SY [REDACTED]

DEAR SIR:

As a result of the above incident, our insured's property was damaged in the amount of \$20,461.30

Our investigation reveals liability rests with you. We are subrogated to our insured's right of recovery against you to the extent of our payment. Our insured has no authority to give you a release for any portion of this loss for which we have paid.

The attached form needs to be completed and returned to us. However, if you were not insured please forward your certified check or money order made payable to USAA. Also, show the reference number above on your check. Please call me if you would like to discuss a payment plan.

If you wish to discuss this matter, please contact me.

Sincerely,

Virginia Gonzales

Virginia Gonzales
 Claims Representative
 Great Lakes Region
 Phone: 1-800-531-8222 ext.7-9652
 Fax Phone: 1-800-845-9053

Encl: 12763 Env

99 MAR 5 P1:19

CONSUMER AFFAIRS
 SECTION

9536033 - 1 - IN - 11/20/98 - 1017 - 12 - P123

3713 3701

State Farm Insurance Companies

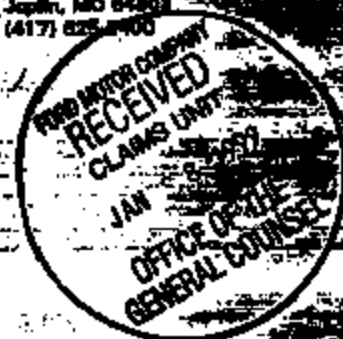


Jeppin Service Center
2702 East 82nd Street
P.O. Box 2488
Jeppin, MO 64503
(417) 625-4900

December 22, 1998

CERTIFIED MAIL
RETURN RECEIPT REQUEST

Ford Motor Company
Attn: Claims Department
Parklane Tower West, Suite 400
3 Parklane Boulevard
Dearborn, MI 48126



RE: Our Claim Number: [REDACTED]
Date of Loss: December 18, 1998
Our Insured: [REDACTED]
Vehicle Type: 1993 Lincoln Town Car
VIN: 1LNLM81W8EY603479

Dear Claim Liaison:

The identified vehicle is insured by State Farm Mutual Automobile Insurance Company. This vehicle experienced an engine compartment fire adjacent to the left front wheel well area.

State Farm would like to give you an opportunity to inspect the vehicle and advance notice of our potential subrogation claim. Please contact me at (417) 625-3421 to set up a time for your inspection.

Sincerely,

Philip McCulloch
Philip McCulloch
Claim Specialist
State Farm Mutual Automobile Insurance Company

FI00

PM/017/1222033

cc: Patrick Youngblood

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

3/12/99

Sunshine Auto
305-884-2901

left message
3/11/99

left message
for Dan
Greene
3/14/99
he's checking (3/14/99)

3/10/99
left msg
for Dan
Greene.

LUXX T1 1

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/Owner Information

Model Year: 93 Make: TOWN CAR VIN#: 1LNLM82WXP Mileage: [REDACTED]

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

Customer Name: [REDACTED] Phone: [REDACTED]

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

Did a dealer inspect your vehicle? NO If yes, name of the dealer: DERMAIN L-M IN FT. MYERS 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: SPRINGFIELD (SASWIDE VA)
phone number: 941-656-7610
other: CLAIM # 59210044

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

3715 3708

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? 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 Inspector Parts that we would like from vehicle

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)

ECM & 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 3/16/99

3713 8706

Dan Greene-State Farm- 3-3-99

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 smoldering under the hood

Standard Claims List For Model Year 1993

1LNLM82WXP	C/VB	C/M	C/F	C/R	C/B	BA	C/DK	C/VN	14-OCT-1992	17-OCT-1992	325043	USA	3	7F02	011601	FIVY	17528	A	W10 95
AWS Claim Key:	<u>7908105</u>	Trx Code:	1	Labor Hrs:	2	Labor Cost:	8.8	Material Cost:	23.68	Total Cost:	32.48								
Dir 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				
Cost Comments:	WIPER QUALITY POOR ON DRIVERS SIDE																		
Tech Comments:	REPALCE WIPER BLADES																		
1LNLM82WXP	C/VB	C/M	C/F	C/R	C/B	BA	C/DK	C/VN	14-OCT-1992	17-OCT-1992	325043	USA	3	4C01	090101	FIVY	3230	D	N11 01
AWS Claim Key:	<u>7908104</u>	Trx Code:	1	Labor Hrs:	3	Labor Cost:	39.6	Material Cost:	101.67	Total Cost:	141.27								
Dir 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				
Cost Comments:	RATTLE UNDER CAR																		
Tech Comments:	REPLACE MUFFLER																		
1LNLM82WXP	C/VB	C/M	C/F	C/R	C/B	BA	C/DK	C/VN	14-OCT-1992	17-OCT-1992	325043	USA	11	6C06	NANANA *	7831013 *	N59	12	
AWS Claim Key:	<u>7908107</u>	Trx Code:	2	Labor Hrs:	5	Labor Cost:	28.5	Material Cost:	0	Total Cost:	28.5								
Dir 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				
1LNLM82WXP	C/VB	C/M	C/F	C/R	C/B	BA	C/DK	C/VN	14-OCT-1992	17-OCT-1992	325043	USA	11	6X01	011101 *	17698 *	M10	88	
AWS Claim Key:	<u>7908106</u>	Trx Code:	2	Labor Hrs:	5	Labor Cost:	28.5	Material Cost:	3.47	Total Cost:	31.97								
Dir 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				
1LNLM82WXP	C/VB	C/M	C/F	C/R	C/B	BA	C/DK	C/VN	14-OCT-1992	17-OCT-1992	325043	USA	24	3A13	070100 *	7A098 *	A99	PP	
AWS Claim Key:	<u>12272858</u>	Trx Code:	570	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	120								
Dir 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				
1LNLM82WXP	C/VB	C/M	C/F	C/R	C/B	BA	C/DK	C/VN	14-OCT-1992	17-OCT-1992	325043	USA	24	3A13	070100 *	7A098 *	A99	PP	
AWS Claim Key:	<u>12272859</u>	Trx Code:	P03	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	81								
Dir 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 3708

ILNLMEZWXF	C/VB	CM	CPC	C/R	C/B	BA	C/DK	C/VN	14-OCT-1992	17-OCT-1992	325043	USA	24	7901	110901	FIVY	13K359	C	W05	42
AWB Claim Key	12272861	Trx Code:	EBJ	Labor Hrs:	5	Labor Cost:	23.96	Material Cost:	54.58	Total Cost:	78.54									
Dir Cl-Sub Cl:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC	Ph:	561-4614043	St:	FL	City Cl:	USA	Reg Cl:	NA	Repr	Date:	10-OCT-1994	Do					
Cost Comments:	WINDSHIELD WIPPER STOP AT TIMES TAKES SEVERAL ATTEMPTS TO WORK																			
Tech Comments:	DIAG R AND R MULTIFUNCTION SWITCH TO REPAIR BAD CONTACTS																			
ILNLMEZWXF	C/VB	CM	CPC	C/R	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	24	7907	131101	*	19A366	*	L14	42
AWB Claim Key	12272864	Trx Code:	EB4	Labor Hrs:	5	Labor Cost:	23.96	Material Cost:	0	Total Cost:	23.96									
Dir Cl-Sub Cl:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC	Ph:	561-4614043	St:	FL	City Cl:	USA	Reg Cl:	NA	Repr	Date:	10-OCT-1994	Do					
Cost Comments:	ALARM GOES OFF WITHOUT PROMPTING AT 2AM #																			
Tech Comments:	ANTI THEFT DIAG PASS PERFORM SERIAL 06500 R AND R ANTI THEFT MODULE REMOVE AND TAPE PIN 27																			
ILNLMEZWXF	C/VB	CM	CPC	C/R	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	24	3A13	070100	EZVY	7A090	A	N18	08
AWB Claim Key	12272866	Trx Code:	E70	Labor Hrs:	8.8	Labor Cost:	421.60	Material Cost:	441.25	Total Cost:	862.84									
Dir Cl-Sub Cl:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC	Ph:	561-4614043	St:	FL	City Cl:	USA	Reg Cl:	NA	Repr	Date:	10-OCT-1994	Do					
Cost 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 REPLACES PLANET AND REV SUN SHELL ASSY NOISE FLUSH CONVERTOR LINES COOLER ROAD TEST OK																			
ILNLMEZWXF	C/VB	CM	CPC	C/R	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	25	7912	011405	F4VY	54432A3E	B	B15	42
AWB Claim Key	12272867	Trx Code:	EB4	Labor Hrs:	3	Labor Cost:	14.58	Material Cost:	24.35	Total Cost:	38.73									
Dir Cl-Sub Cl:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC	Ph:	561-4614043	St:	FL	City Cl:	USA	Reg Cl:	NA	Repr	Date:	26-OCT-1994	Do					
Cost Comments:	TRUNK WILL NOT CLOSE																			
Tech Comments:	DIAG ELECTRICAL SYS REPLACE TRUNK SWITCH TEST OK																			
ILNLMEZWXF	C/VB	CM	CPC	C/R	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	39	*	*	*	*	*	*	*
AWB Claim Key	18990161	Trx Code:	95B64	Labor Hrs:	3	Labor Cost:	23.77	Material Cost:	11	Total Cost:	40.62									
Dir Cl-Sub Cl:	11624-*	Name:	GERMAIN LINC-MERC OF MAPLES	Ph:	941-9976011	St:	FL	City Cl:	USA	Reg Cl:	NA	Repr	Date:	18-DEC-1995	Do					
Cost Comments:	95B64																			
Tech Comments:	95B64 REPLACED SENSOR FOR RECALL																			
ILNLMEZWXF	C/VB	CM	CPC	C/R	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	39	7H12	120308	F4VY	19980	A	A15	01
AWB Claim Key	18990163	Trx Code:	EB3	Labor Hrs:	9	Labor Cost:	46.39	Material Cost:	237.77	Total Cost:	267.38									
Dir Cl-Sub Cl:	11624-*	Name:	GERMAIN LINC-MERC OF MAPLES	Ph:	941-9976011	St:	FL	City Cl:	USA	Reg Cl:	NA	Repr	Date:	18-DEC-1995	Do					
Cost Comments:	MAS A-C BUTTON CRACKED																			
Tech Comments:	CRACKED CONTROL ASSEMBLY-AIR CONDITIONER - REPLACE																			

ILNLME2WXP	CVB	CM	CPC	CBR	CB	BA	CDK	CVN	14-OCT-1992	27-OCT-1992	325043	USA	39	SV91	060301	*	1102	*	N27	M
AWS Claim Key	1990162	Trx Code:	EM4	Labor Hrs:	3.5	Labor Cost:	189.34	Material Cost:	218.97	Total Cost:	473.99									
Dir CA-Sub Ctr	1624*	Name:	GERMAIN LINC-MERC OF NAPLES	Ph:	941-9976011	St:	FL	City Ctr:	USA	Reg Ctr:	NA	Reg Date:	18-OCT-1995							Do #0
Cost Comments:	WHEELS LIKE BEAKH STICKY VEH LINDOS BURNING SMELL RP #																			
Tech Comments:	WARPED BRAKE SHOES - PAD ASSEMBLIES - HYDRAULIC - REMOVE AND INSTALL OR R																			
ILNLME2WXP	CVB	CM	CPC	CBR	CB	BA	CDK	CVN	14-OCT-1992	27-OCT-1992	325043	USA	41	3A06	078100	P5ZZ	7982	ARM	P66	D1
AWS Claim Key	1990292	Trx Code:	EM4	Labor Hrs:	6	Labor Cost:	309.24	Material Cost:	179.16	Total Cost:	551.11									
Dir CA-Sub Ctr	1624*	Name:	GERMAIN LINC-MERC OF NAPLES	Ph:	941-9976011	St:	FL	City Ctr:	USA	Reg Ctr:	NA	Reg Date:	28-FEB-1994							Do #0
Cost Comments:	TORQUE CONV TECH 166																			
Tech Comments:	LEAKING CONVERTER ASSEMBLY - REMOVE AND INSTALL OR REPLACE																			
ILNLME2WXP	CVB	CM	CPC	CBR	CB	BA	CDK	CVN	14-OCT-1992	27-OCT-1992	325043	USA	43	1H03	030604	FLAZ	91460	A	E29	08
AWS Claim Key	1990740	Trx Code:	EM7	Labor Hrs:	2.5	Labor Cost:	133.5	Material Cost:	20.66	Total Cost:	174.89									
Dir CA-Sub Ctr	1619*	Name:	FORT MYERS LINCOLN-MERCURY INC	Ph:	941-4332300	St:	FL	City Ctr:	USA	Reg Ctr:	NA	Reg Date:	25-APR-1996							Do #0
Cost Comments:	THE AMBER CHECK ENGINE LIGHT COMES ON WHILE DRIVING #																			
Tech Comments:	OFFE SENSOR VOLTAGE TO LOW SERVICE BAY DIAGNOSTIC SYSTEM (SBS) START-UP - DIAGNOSIS																			
ILNLME2WXP	CVB	CM	CPC	CBR	CB	BA	CDK	CVN	14-OCT-1992	27-OCT-1992	325043	USA	43	GN07	010882	FOVY	9213	B	866	02
AWS Claim Key	19926466	Trx Code:	EM4	Labor Hrs:	3	Labor Cost:	36.82	Material Cost:	7.55	Total Cost:	46.21									
Dir CA-Sub Ctr	11619*	Name:	FORT MYERS LINCOLN-MERCURY INC	Ph:	941-4332300	St:	FL	City Ctr:	USA	Reg Ctr:	NA	Reg Date:	20-APR-1996							Do #0
Cost Comments:	THE LINCOLN EMBLEM IS OFF CENTER TO THE LEFT..LEANS																			
Tech Comments:	LINCOLN HOOD ORNAMENT DISTORTED IN TIME TO REPLACE HOOD ORNAMENT																			
ILNLME2WXP	CVB	CM	CPC	CBR	CB	BA	CDK	CVN	14-OCT-1992	27-OCT-1992	325043	USA	43	6A12	010302	*	5424700	*	F12	81
AWS Claim Key	19984013	Trx Code:	EM4	Labor Hrs:	0	Labor Cost:	112.5	Material Cost:	0	Total Cost:	112.5									
Dir CA-Sub Ctr	11619*	Name:	FORT MYERS LINCOLN-MERCURY INC	Ph:	941-4332300	St:	FL	City Ctr:	USA	Reg Ctr:	NA	Reg Date:	07-MAY-1994							Do #0
Cost Comments:	RUST ON LEFT REAR WINDOW RUN																			
Tech Comments:	LEFT REAR WINDOW DIVISION BAR RUSTY TO REPAIR AND REFINISH THE DIVISION BAR IN THE LFR DOOR PANE																			

Any comments? You can contact

```

==>
VEHICLE ID: 1LPY (WVYF888888) VIN: 1LNLM82WXP [REDACTED] DIVI 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 Dirfin 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 Slapm SS#: 6848 Shipped: 101492
T/Name: 1 CHARLES F BRUNNER Curr Stock: 091692 25C043
Addr: 5159 N AIA B615 State: FL 1st-Prior:
City: FORT PIERCE N/A-Rcpt: 051393 2nd-Prior:
Zip: 34949 Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M82PY 4L A 2 19K9908 6K S FL 3P8 4 2 L6 A K8 25C043 4 YZ
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
D6 H8 W1LMLX 0 D 755A59WP
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

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LPREL10

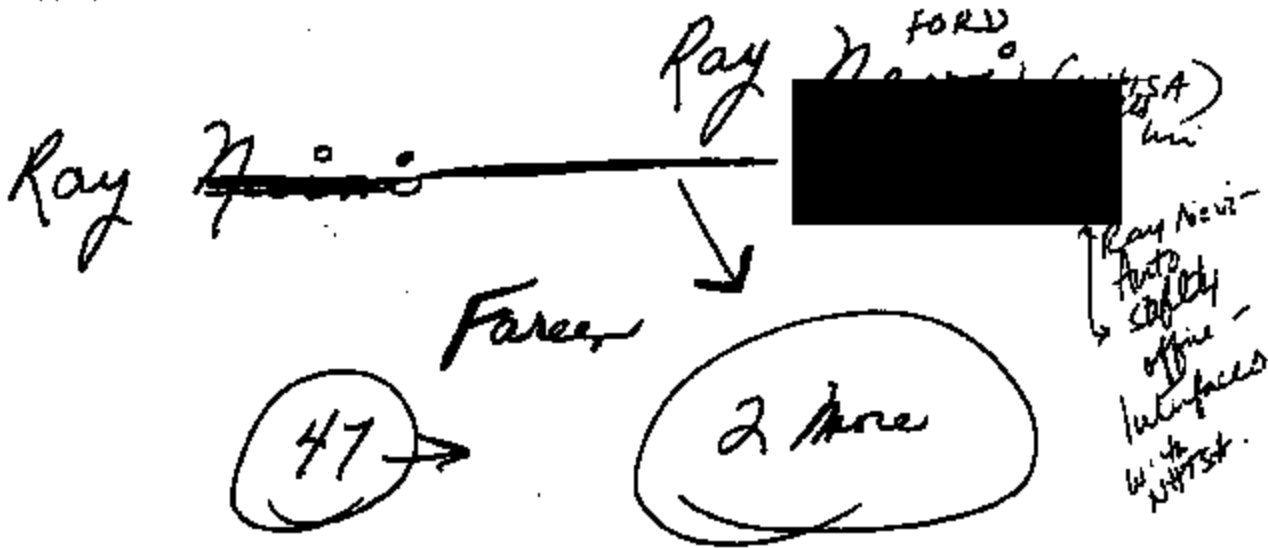
Spoke to Dan Greene 3/13/99.

CASE # 1

Questions to ask:

1. Was the fire underhood? YES
- ~~2. Was anyone injured in the fire?~~ NO "Was everyone alright?"
"I 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 # 573100441
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" (SAVAGE YARD)
9. What is the name of the Ford dealer involved, or the nearest dealer? DERRAIN LINK-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?
[REDACTED] CUSTOMER LIVES IN GERMANY
PART-TIME RESIDENT OF USA / FLORIDA

3713 3712



Quick Response Team - Urgent



(not sure what) →

Claim No. →

(93) Ton Car



9713 3713

Don't do this further notice from Randy

(2)

'92 Ton Car → Destroyed a home

Accura Ins. Co. Agent
 = David Shlette - Skotticus?
 941-625-6381 IN FT. MYERS, FL

POSSIBLE LAWSUIT?

call 42898 talked to Fire Chief
 Bull Patten De Sign Analysis

2MECM75W6N

CASE # 5

3718 3714

Sunshine Auto / own vehicles
(owns both vehicles)

305-884-3727

3/12/99
Dan
Greene called and provided
the #

3/12/99
Called Sunshine
- spoke to ~~Jose~~
- need to talk
to Lewis
- we will be in
around 12:41

WAITING FOR
CALL FROM
DAN GREENE

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

left
msg
3/11/99

Case # 5

1992-95 Towa 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: GRAND MARQUIS VINA 2NCAAT5N6NA [REDACTED]

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 inspect 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: SANISCO FACILITY (SAVING YD)
phone number: 941-656-7610
other: CLAIM # [REDACTED]

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 SMOLDERING UNDER HOOD

3713 3718

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? 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 3 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

3713 3717

Spoke to Dan Greene 3/3/99

CASE # 2
5

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 INC.
REP: DANIEL GREENE.
Ph. # 941-777-7111
CLAIM #: [REDACTED]
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 → SARDISCO FACILITY
9. What is the name of the Ford dealer involved, or the nearest dealer? DERMAIN LINL-MERC
10. What is the VIN number, the make, model and year of the vehicle?
VEHICLE MILEAGE: 2MECMT5N6NX [REDACTED] 192 MERC.
GRAND MARQUIS.
11. Customer's name, address and phone number?
Leland Lintz.

8713 3718

Dan Greene-State Farm- 3-3-99

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 smoldering under the hood


```

-->
VEHICLE ID: 2MN (WNYFBBB) VIN: 2MECM75W6NM DIV: 3 Status: 800
Vehicle 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 Dirfin 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 Slapan SS#: 0218 Shipped: 031892
T/Name: 9 MELVIN WOLF&ASS Curr Stock: 031792 25B037
Addr: 1891 W OAKLAND PR State: FL 1st-Prior:
City: FT LAUDERDALE N/A-Ropt: 071392 2nd-Prior:
Zip: 33311 Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M75NXY 44 A2 16C7820 4C D P1 J3P8Q7 KH 3 25B037 1 DD
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
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*

Standard Claims List For Model Year 1992

2MBCM75WGNK722670	C/P	C/M	C/FA	C/AJ	C/B	AW	C/DK	C/VN	17-MAR-1992	30-JUN-1992	325037	USA	24	SV81	082501	FSVY	1125	A	N27	14	271	
AWB Claim Key:	2789788	Trx Code:		884	Labor Hrs:		1.1	Labor Cost:		41.31	Material Cost:		189.15	Total Cost:		150.46						
Dir. Cl-Sub Cl:	11619*	Name:			PORT MYERS		Lincoln-Mercury Inc		Ph:	941-4332300	St:	FL	City Cl:	USA	Reg Cl:	NA	Repr	Date:		13-JUN-1994	Doc #:	80
Cost Comments:	BRAKES PULSATE WHEN STOPPING-WALK.																					
Tech Comments:	FRONT ROTORS WARPED DISC BRAKE ROTOR-FRONT																					

2MBCM75WGNK722670	C/P	C/M	C/FA	C/AJ	C/B	AW	C/DK	C/VN	17-MAR-1992	30-JUN-1992	325037	USA	31	Z844	830783	FIFE	12259	C	D36	46	239	
AWB Claim Key:	2975728	Trx Code:		887	Labor Hrs:		1.1	Labor Cost:		56.8	Material Cost:		68.45	Total Cost:		135.42						
Dir. Cl-Sub Cl:	11619*	Name:			PORT MYERS		Lincoln-Mercury Inc		Ph:	941-4332300	St:	FL	City Cl:	USA	Reg Cl:	NA	Repr	Date:		19-DEC-1994	Doc #:	8-86833
Cost Comments:	ENGINE HAS A SEVERE MISS-ADVISE>																					
Tech Comments:	PLUG WIRE BURNED OUT IGNITION SYSTEM- DIAGNOSIS>																					

Any comments? You can contact



webmaster@aws-ford.com

3713 3721

1LNLM82W7N

CASE # 6

3719 3722

==>

DEALER: 152084 KINSEL FORD INC

Address:

City:

State/Prov: ~~TEXAS~~ 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

Directions:

P&A Code: 04413

Sales Region: 52 DALLAS

Sales Zone: M

PCSD Region: 52 DALLAS

Market: H2

Market Area:

**** BODYSHOP PHONE****

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

3/10/99called dealer, spoke to SYMGR / BILL
MODSETTE

- 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

==>

VIN: 1LN1N82W7N [redacted] Year: 1992 Model: TOWN CAR
 Owner Status: SUBSEQUENT MSD: 05/21/92
 Name: [redacted] Hm Ph: [redacted]
 Trmt: [redacted] Case: 556522678 Day Ph: [redacted]
 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: FH PHONE Odometer Reading: 120000 MI
 Analyst: AAMATO ANTOINETTA AMATO Document Number:
 Action Date: 12/07/98 Action Data: 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 HAS 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 CONTACTED 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

(#27 in spreadsheet)

EDGAR
REDEAUX
409-842-4347

Call immediately!

called customer
3-5 busy
called
3-8 N/A

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

called
3-10-99
reached him
(best time call: eve)
3/11/99 called - no answer

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#: 1LNLM8Z17M Mileage: 125,000

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

Customer Name: _____ Pic: _____

Address: _____ Beaumont, TX _____

Did a dealer inspect your vehicle? Yes If yes, name of the dealer Mike Smith L-M Kinzel 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 air bag s at 75,000 miles, transmission was rebuilt - clutches were burnt (Solenoid?)

Insurance Agency Information (if pertinent)

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

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

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? 2 1/2 - 3 hrs only drove 10 miles that day
If on, how long was it on? _____

Moving? _____
Parked? YES If parked, where was the vehicle parked? (street, garage or airport) 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 Kinzel L-M (taken by Jan)

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

3/16/99
- spoke to customer
- vehicle has been repaired

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? 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 / as of 3/11/44 custom
no longer accepts this.

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 3 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

3713 3728

ILNLMZWNV

CASE # 7

3713 3727

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: TOWN CAR VIN: 1LNLMZWN1 Mileage: 48,000

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

Customer Name: [REDACTED] Phone: [REDACTED]

Address: [REDACTED] Marritt Island, FL [REDACTED]

Did a dealer inspect your vehicle? NO If yes, name of the dealer: ISLAND 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? NO

Insurance Agency Information (if not blank)

Insurance agency name: Nationwide Insurance
Insurance agent address: Mr. Filichia
Phone number: 407-453-3480
Other: CLAIM #

Incident occurred 2-15-98

Incident info: any auto 7707461122 Courtney Dewey, Marritt Island FL claims dept # Kelly Van Vliet (Rep 888-267-4677)

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 a few damages
- vehicle blew up
- giant hole in hood.

Did you inspect the vehicle? Yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? 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
BURNED UP. was ruined)

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?

I 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 3 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

3713 3729

VEHICLE ID: 1LN1 (WVYFBBB) VIN: 1LN1M82W4N1 DIV: 3 Status: 600
 Vehicle Line: CVB Convy Deliv: 120491 Orig P-Lvl: 213 Selling Dir: 25C023
 Order Recpt: 111491 ShipTo Stat: Curr P-Lvl: 213 Sale Date:
 Orig Sched: 112591 Rls-To Stat: FL Order Dir: 25023 Demo Date:
 Inv Prep: 111891 Orig Int St: 112791 Orig Rls Dir: 25023 Deliv Type:
 Prod Date: 112591 Curr Int St: 112791 Rls Dir P&A: 11643 Sales Prd:
 Rls Date: 112691 Dirfin Ext: 122591 Warr Start: 122191 Cancel Sl: 120193
 Memo Consgn: P&C Ext: 122591 WarrS-Ind: Sale Status: B
 Orig Pitbus: 112691 Advert Ext: 122591 -Date- -Dealer-
 Curr Pitbus: 112691 Slsplan SS#: Shipped: 112691
 T/Name: Curr Stock: 112691 25C023
 Addr: State: 1st-Prior:
 City: N/A-Ropt: 2nd-Prior:
 Zip: Warr-Ins-Ind: 3rd-Prior:
 V.O.#1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 M82NY 4L 2 25L0087 EL 8 P14 3P 4 2 L6L A P 25C023 4 YZ
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 DU H WILNLA 6 D 755A59WP
 F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LFREL10

#9 spreadsheet on spreadsheet

File 2/15/98

~~2/27/98~~

Reel Mort
phone #407-453-2328

252 Lakeshore Dr.
Merritt Island, FL 32953

Case #7

ILNLM81W5NY

CASE # 8

3713 3731

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 ~~606-678-4916~~ *call AGENCY*
- Ford Motor Company must discuss this with attorney to determine whether permission for inspection will be granted.

606-678-4916
DIR
ASS
[Signature]

get correct phone #

3/17/99
Suit note to
Jay / Joe
w/ info

- Adams and Adams Law Office
606-678-4916

Case # 8

1991-95 Iowa 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#: 1LNLM81W5N 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 inspect 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: 1001 ONE ONE HURT #679-8141
phone number: 606-679-2360
other: _____

claims office [redacted]
- hood area was all burnt

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? _____

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? 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 2 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

```

==>
VEHICLE ID: 1LN (WWPBBBBBB) VIN: 1LNLM81W5NY Div: 3 Status: 800
Vehcle Line: CVR 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 Dir P&A: 11558 Sales Prd: 092073
Rls Date: 071692 Dlrfin Ext: Warr Start: 073192 Cancel Sl:
Memo Consgn: P&C Ext: 082592 Warr8-Ind: Sale Status: G
Orig Fltbus: 071692 Advert Ext: -Date- -Dealer-
Curr Fltbus: 071692 Slapen 88#: Shipped: 071692 88J446
T/Name: 9 BUDGET-RENT-A-C Curr Stock: 071692 25C707
Addr: 7509-A State: FL 1st-Prior:
City: ORLANDO N/A-Ropt: 073092 2nd-Prior:
Zip: 32801 Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M81NY 43 5613G4089 6D D P1 3P 2GL6L C H J25C707 2 AYZ
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
BB H WILNL5 2 B 2 A751A WP BU007
Fl-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

```

LPREL10

#25

Incident
9-29-95

Sandra
Price

606-678-8334

792 TOWN CAR

- Called 3/10/99
- no answer
reached
customer 3/10/99
PM

1LNLM83W5NY

CASE # 9

3713 3736

Veh

Bayou City Auction
Pool
16602 East Hardy
Drive
Houston, TX 77032

800-443-1307
Lisa / Contact
Stock # 827697

3/16/99
VEHICLE IS IN (CALL
FOR
BILL)
STORAGE

*FORD HAS INSPECTED
THE VEHICLE

NHTSA and FINE
MET WITH ENGINEER
AROUND 1-27-99
TIM GREEN - ATTORNEY @ FORD
WILLIAM (BILL) ABRAMCZYK
ENGINEER @ FORD

3713 3737

Case # 4

1991-95 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: 1LWLM83W5... [redacted]

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] Silsbee, TX [redacted]

Did a dealer inspect 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 pertinent)

Insurance agency name: Ken Hollingsworth
Insurance agent address: Allstate 110 H-46 S Silsbee, TX 77656
phone number: 409-385-0868
claim number:

Doc White
Claims Dept
Beaumont, TX

Incident Info

Date of Loss: Nov 27, 1998

Where did the fire start? Engine compartment? No Specific location/component? Under wheel

Was the vehicle:
Engine on? Engine off? [checked] If off, how long was it off? 24 Hours
If on, how long was it on?

Moving? Packed? [checked] 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

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? 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, hood

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?
no

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 3739

NVA

NAVIS Vehicle Inquiry

03/04/99 11:57:46

VEHICLE ID: 1LN (NWTFBRRSBS) **VIN:** 1LNLM83W5NY **Div:** 3 **Status:** 800
Vehicle Line: CVB **Convy Deliv:** 071392 **Orig P-Lvl:** 218 **Selling Dlr:** 67B162
Order Rcpt: 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 PAA:** 11492 **Sales Prd:** 092092
Rls Date: 062692 **DlrFin Ext:** 072592 **Warr Start:** 091492 **Cancel \$1:**
Memo Consgn: 061992 **P&C Ext:** 072592 **WarrS-Ind:** **Sale Status:** G
Orig Pltbus: 061992 **Advert Ext:** 072592 **-Date-** **-Dealer-**
Curr Pltbus: 062692 **Slcpm SS#:** 9304 **Shipped:** 062692
T/Name: 2 J **M HARRISON** **Curr Stock:** 062692 **67B162**
Addr: 4010 LONG CHAMP **State:** TX **1st-Prior:** 061992 **67162**
City: AUSTIN **N/A-Rcpt:** 091792 **2nd-Prior:**
Zip: 78746 **Warr-Ins-Ind:** **3rd-Prior:**
V.O. #1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M83NY 4L 2 15F0345 **FE E B PLJ 3P854 2 L6L** 7 67B162 2 1MD
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
FB 6 H WLLNLS 1 F 760A SWP
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

XN

*Incident
11-1-98*

[Redacted]

*'92 Town
Car*

409-429-3768

SILSBEE, TX

[Redacted]

*Survey taken
by Loll Federico
3/11/99.*

*Called
-3-10-99
-no msg left*

3713 3740

SFCHADMA

Action Detail

03/04/99 11:58:27

-->

VIN: 1LNLM83W5NY Year: 1992 Model: TOWN CAR

Owner Status: SUBSEQUENT WSD: 09/14/92

Name: Case: 1292553358 Hm Ph:

Trnt: 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 Date: 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 INSURANCE 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

LRRL10

3713 3742

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

Present Vehicle Location: INSURANCE CO. STORAGE Who owns vehicle now: INS. COMPANY

Customer Name: [Redacted] Phone: [Redacted]

Is it ok for engineering to contact customer: YES

Was the vehicle involved in a natural disaster/accident that required significant vehicle clean up? NO

If so, where was cleanup performed? N/A

What is the general repair history of the vehicle? ROUTINE WORK ONLY

Was it equipped with any aftermarket components? (specifically car alarm, trailer tow, or remote start UNKNOWN)

Insurance Agency Info. (if appropriate)

Agency Name: STATE FARM INS. Agency phone number: 561-335-4014

Claim number: [Redacted]

Contact: [Redacted] Phone number: 561-489-2800

LORI @ claims division

Incident Info

Date of fire: 12-30-97 Mileage 60,000 Was the vehicle repaired? NO

If repaired, when and where? N/A

Any idea where the fire started? (engine compartment quadrant... front, back, left, right) UNDER HOOD OVER LF TIER

Was the vehicle parked or running? PARKED If parked, where? (garage, carport, parking lot) garage

Was the engine ON or OFF? OFF If OFF, how long was it parked before fire? 2 HOURS

Did customer notice anything unusual prior to fire? NO

Was there any difficulty getting the vehicle out of park? NO Was speed control not working: NO

Was the brake warning lamp illuminated: NO Were the brake lights inoperative: NO

Any other info that you think may be useful to our investigation? Customer drove 546 miles right before the fire. (within 2 hours of when fire occurred).

~~State Farm~~

~~State Farm Insurance~~
~~State Farm Insurance~~ (mark) (1998)

3713 3743


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=>
VEHICLE ID: 1LN1 (WWFPHBHH) Vin: 1LNLM81W3N Div: 3 Status: 800
Vehicle Line: CVB Convy Deliv: 081292 Orig P-Lvl: 118 Selling Dir: 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 Dirfin 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 Slspen SS#: 9236 Shipped: 073192
T/Name: 1 W A BARRINGER Curr Stock: 073192 25C160
Addr: 3994 SE OLD ST LN State: FL 1st-Prior:
City: STUART N/A-Rcpt: 101392 2nd-Prior:
Zip: 34996 Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M81NY 4L 2 27G5015 NF S P14 3P 3 L6L P 25C160 2 YZ
B 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
BU H W1LN3 5 B 751A59WP
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

```

LPREL10

#15

Elna Messer
 505 S.E. Fallon Dr.
 Port St. Lucie FL 34983

#561-879-4184

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

ILNLM83W9NY

CASE # 11

3713 3745

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/Owner Information

Model Year: 92 Make: Town Car VIN: 9LNLM83W9M Mileage: 67,694

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

Customer Name: [REDACTED] Phone: [REDACTED]

Address: [REDACTED]

Did a dealer inspect 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 Safety

Insurance agent address: _____

phone number: 260-237-6344

claim number: 0642745

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? _____

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

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 Cab

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 3747

==>

VIN: 1LHLM83W9NY [REDACTED] Year: 1992 ? Model: TOWN CAR
 Owner Status: SUBSEQUENT [REDACTED] NSD: 08/14/92 Mileage: 67694
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: Case: 1487171248 Day Ph: [REDACTED]
 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 CAC138 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 LFRBL10

#26

1 92 TOWN CAR

[REDACTED]

[REDACTED]

Greenwood, MS

[REDACTED]

==>

VIN: 1LNLM83W9NY [REDACTED] Year: 1992 Model: TOWN CAR
 Owner Status: SUBSEQUENT WSD: 08/14/92
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: [REDACTED] 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 CALLED TO
 PUT FIRE OUT. FIRE MARSHALL SAID THAT IT WAS AN ELECTRICAL
 FIRE IN WIRING HARNESS IN THE ENGINE COMPARTMENT. 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

SFCHADMA

Action Detail

03/04/99 12:23:06

VIN: 1LNLM83W9N Year: 1992 Model: TOWN CAR
 Owner Status: SUBSEQUENT WED: 08/14/92
 Name: Em Ph:
 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
 Com 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-RSP
 MORE COMMENTS AVAILABLE

LPREL10

SFCHADMA

Action Detail

03/04/99 12:23:20

VIN: 1LNLMB3W9NY Year: 1992 Model: TOWN CAR
 Owner Status: SUBSEQUENT WSD: 08/14/92
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: [REDACTED] 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
 Coma 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. INFERR
 NCE CASE ID: 79

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

LPRE110


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VEHICLE ID: 1LN (WWYPBHHBBB) VIN: 1LNLM83W9NY 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: PAC Ext: 072592 Warrs-Ind: Sale Status: G
Orig Fltbus: 062692 Advert Ext: 072592 -Date- -Dealer-
Curr Fltbus: 062692 Slspn SS#: 8946 Shipped: 062692
T/Name: 4 J BRANNING Curr Stock: 062692 22A621
Addr: 126 SWAN LAKE DR State: MS 1st-Prior:
City: JACKSON M/A-Recpt: 081892 2nd-Prior:
Eip: 39212 Warr-Ins-Ind: 3rd-Prior:
V.O.#1 2 3 4 5 6 7 8
1234523456789012345678901234567890123456789012345678901234567890123456789012345678901234
M83NY 45 2 15F1131 LE H PIJ 3P 4 2 L6L A 22A621 2 MD
8 9 0 1 2 3 4 5 6
5678901234567890123456789012345678901234567890123456789012345678901234567890
FB 6 H WLLNL9 2 F 760A WF
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

```

LPREL10

UNRECORDED

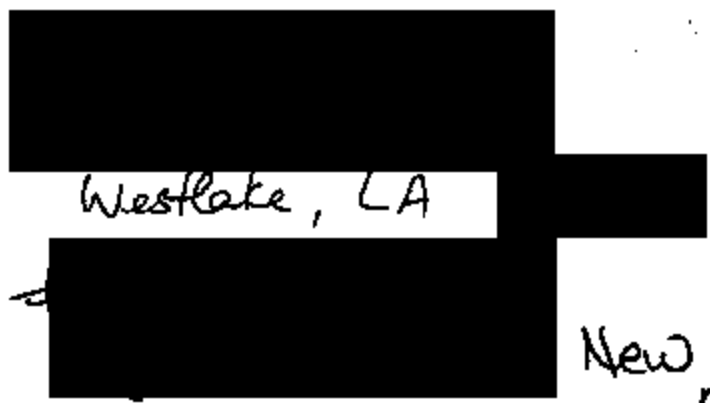
CASE # 12

3713 3763

VEHICLE ID: 1LN... (WVYF88888) Vin: 1LNLM81W9N Div: 3 Status: 800
 Vehicle Line: CVE 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 Slspan SS#: Shipped: 062692 88R240
 T/Name: 9 BUDGET-RENT-A-C Curr Stock: 062692 67B725
 Addr: 802 PORT AMERICAN State: TX 1st-Prior:
 City: GRAPEVINE N/A-Rep: 071292 2nd-Prior:
 Zip: 76051 Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 1234523456789012345678901234567890123456789012345678901234567890123456789012345678901234
 M61NY 43 5615F1913 1D D P1 3P 2GL6L C P J67B725 2 AYZ
 8 9 0 1 2 3 4 5 6
 56789012345678901234567890123456789012345678901234567890123456789012345678901234567890
 BT H W1NLS 2 B 2 A751A WP BU002
 F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

38



Westlake, LA

192
Towncar.

New ~~to~~
NOT
PUBLISHED

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

Not LISTED Phone AD.
 3-11-99 #

ILNLM52W8N

CASE # 13

3713 3765

Case # 13

1992-95 Tawn Car/Crown Vic/Grand Marais 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: Tawn 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 inspect 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 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 vehicle

Did you inspect the vehicle? no

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? .. _____

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 3757

==>

VIN 1LNLM82W8NY [redacted] Year: 1992 Model: TOWN CAR
 Sale Type: Individual Pct. Trmt: VLC WSD: 04/17/92
 Name: [redacted]
 Address: [redacted] Home Phone: [redacted]
 Address: [redacted] Day Phone: [redacted]
 City: STUART, MA State/Province: MA
 Zip/Postal: [redacted] Country: USA
 Prev Owner: [redacted] 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=Symplst 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
 Tanny Burbs
 3-11-99

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=>
VEHICLE ID: 1LN [REDACTED] (WNYPBBBBS) Vin: 1LN1M82W8NY [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 Dirfin 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 Slapn SS#: 0452 Shipped: 041092
T/Name: 1 C E JONES Curr Stock: 041192 25A202
Addr: RIVERSIDE DR State: FL 1st-Prior:
City: STUART N/A-Rcpt: 042292 2nd-Prior:
Zip: 34995 Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8

```

```

12345234567890123456789012345678901234567890123456789012345678901234
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
567890123456789012345678901234567890123456789012345678901234567890
DB 6 H8 WILKLS 2 D 755A 9WP
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

```

LFREL10

1LNLM82W1NY

CASE # 14

3713 3760

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

Model Year: 92 Make: Town Car VIN: JLNLME2W1NY Mileage: 40,000

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

Customer Name: Phone:

Address:

Did a dealer inspect your vehicle? Yes If yes, name of the dealer DIVE

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)

Insurance agency name: AARP Birmingham, AL Tampa FL SUSAN MACHUNY Insurance agent address: Hartford, CT phone number: (800) 623-6789 EXT 2000 (800) 243-5860 CLAIM SERVICE claim number:

Incident Info

Date of Loss: June 9, 1997

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

Was the vehicle:

Engine on? Engine off? Yes If off, how long was it off? 2 HR. If on, how long was it on?

Moving? Parked? Yes If parked, where was the vehicle parked? (street, garage or airport) 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? Yes Battery not holding a charge? No Fuses blowing? No Stop lamp inoperative? No Other?

Did you inspect the vehicle? Yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? _____

Were the underhood fess 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 3/1/99

3713 3762

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

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

Last Name: _____ First Name: _____ MI: _
 Day Phone: _____ Relationship: _____
 F1=Help F2=CustomerList F4=UpdCustInfo F5=AddComments F6=IssueList
 F9=SymplList F10=ReasonList F11=Menu F12=Return F13=DealerList
 F14=ESP F15=WarrHistory F16=Recall/ONP F17=SpecCoverage F18=ActionList
 RECORD FOUND LPREL10

#14

Survey taken by
Lou Federico
3/11/99

```

=>
VEHICLE ID: 1LNY (WNYFSSBBB) VIN: 1LNLM82W1NY Div: 3 Status: 800
Vehicle 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 F&A: 12033 Sales Prd: 093012
Rls Date: 051492 Dirfin Ext: 061092 Warr Start: 012193 Cancel Sl:
Memo Consgn: P&C Ext: 061092 WarrS-Ind: T1 Sale Status: G
Orig Fltbus: 051492 Advert Ext: 061092 -Date- -Dealer-
Curr Fltbus: 051492 Slapan SS#: 8611 Shipped: 051492
T/Name: 1 ALVIN BONIN Curr Stock: 051492 22B679
Addr: 4468 CATAHOOLA State: LA 1st-Prior:
City: ST MARTINVILLE N/A-Ropt: 012293 2nd-Prior:
Zip: 70582 Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M82NY 4L 2 04B8233 OD D P14 3P8 4 2 L6L A P 7 22B679 1 YZ
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
DY H WLLML1 7 D 755A NP
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

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LPREL10

ILMLM81W4NY

CASE # 18

3713 3765

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: [redacted]

Do you still own the vehicle? Y If not, do you know where it is? IN STORAGE (CUSTOMER OWNS VEHICLE)

Customer Name: [redacted] Phone: [redacted]

Address: _____

Did a dealer inspect 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: [redacted]

Incident Info: KEVIN VAN DER BEEK 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? _____ Brakes warning lamp illuminated? _____ Battery not holding a charge? _____ Fuses blowing? _____ Stop lamp inoperative? _____ Other? _____

CUSTOMER WANTS FORD TO CONTACT ATTORNEY for any other information

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? _____

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 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)

EDMS 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 3767


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=>
VEHICLE ID: 1LN... (WNYPEBHBBS) Via: 1LNLM81WANY... DIV 3 Status: 800
Vehicle Line: CVR 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 Pitbus: 032092 Advert Ext: 042592 -Date- -Dealer-
Curr Pitbus: 032092 Slspan 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
12345234567890123456789012345678901234567890123456789012345678901234
M81NY 43 2 09C6084 OB D P14 3P 2 L6L P 25D062 0 DD
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
BH H WILNL4 8 B 751A 9WP
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

```

LPREL10

#28

Incident
9-8-98

Thomas Bishop
28 S. TH ST
Fernandina, FL

800-757-0757
ext 271

32031-3960

home
904-321-0377

call
this
first.

Tammy Bumbo
3/11/99

Reached customer's son.
Thomas Bishop's phone # is ~~401-223-2020~~
↑ correct phone #

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: [REDACTED] Case: 499142518 Day Ph: [REDACTED]
 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=PravComments F10=NextComments F11=Menu F12=Return F13=ESP
 MORE COMMENTS AVAILABLE

LPREL10

=>

VIN: 11LMLM81W4NY [REDACTED] Year: 1992 Model: TOWN CAR
 Owner Status: ORIGINAL NSD: 04/18/92
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: [REDACTED] Case: 499142518 Day Ph: [REDACTED]

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 . 1800-757-0757-EXT 271. 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

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]
 Trut: Case: 499142518 Day Ph: [REDACTED]
 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
 DIRECTIONS. 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

==>

DEALER:	325062 NORTH FLORIDA LINCOLN-MERCURY	P&A Code:	11630
Address:	4620 SOUTHSIDE BOULEVARD	Sales Region:	25 ORLANDO
City:	JACKSONVILLE	Sales Zone:	D
State/Prov:	FL ZIP/Postal: 32216	PCSD Region:	24 ORLANDO
Country:	USA Trained: Y	Market:	F1
Dlr Phone:	904 642 4100	Market Area:	
Svc Phone:	904 642 4100		
Svc Hours:	7:30 A.M. - 6:00 P.M.MTW-6:00 P.M.TF		
Directions:			

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

ILNLM81W8N

CASE # 19

3713 3773

1991-92 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# 1LNLMS1W8N [redacted] Price: 82,000?

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

Customer Name [redacted] Phone [redacted]

Address: 239 NIAGARA POINT DR ERIE, PA 16507-2321

Did a dealer inspect your vehicle? Y If yes, name of the dealer WALLACE GM WEST

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?

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? _____

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 Where? WALLACE L-M WEST AUCH
1100 BRANCH

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 6 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

AUTOMATIC SPEED CONTROL


```

-4-
VEHICLE ID: 1LN7 (WVYF88888) VIN: 1LNLM81W8NY Div: 3 Status: 800
Vehicle Line: CVB Convy Deliv: 123091 Orig F-Lvl: 213 Selling Dlr: 25C160
Order Recpt: 120491 ShipTo Stat: Curr F-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 Dirfin Ext: 012592 Warr Start: 011492 Cancel SI:
Memo Consgn: P&C Ext: 012592 Warr8-Ind: Sale Status: G
Orig Pltbus: 121691 Advert Ext: 012592 -Date- -Dealer-
Curr Pltbus: 121691 Slspen 899: 2741 Shipped: 121691
T/Name: 1 R N HAIGHT Curr Stock: 121691 25C160
Addr: 9650 S OCEAN DR. State: FL 1st-Prior:
City: JENSEN BEACH N/A-Ropt: 011792 2nd-Prior:
Zip: 34957 Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
1234523456789012345678901234567890123456789012345678901234567890123456789012345678901234
M81NY 43 2 09M4334 4M S F14 3P 2 L6L P 25C160 4 YX
8 9 0 1 2 3 4 5 6
56789012345678901234567890123456789012345678901234567890123456789012345678901234567890
ST R WLNLS 8 B 751A59WP
Fl=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

```

LPREL10

F31

RICHARD N. HAIGHT
239 NIAGARA POINT DR.
ERIE PA 16507-2321

192
Town
Car

814-456-4385

No Answer
5:45
3/11 LAF

IN FL: phone #
561-829-5306

No Answer
5:45
3/11 LAF

3/12/99
Survey Taken By
Greg Miller.

VIN: 1LNLM91W8N1 [REDACTED] CASH: _____ HOME PHONE: _____
LAST NAME: _____ ZIP/POSTAL: _____ CTRY: _____

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

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

LPREL10

1LNLM82W4N

CASE # 20

3713 3778

Case # 20

1992-95 Towa 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 Mileage: 48,000

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

Customer Name: [Redacted] Ph: [Redacted]
Address: [Redacted] Quater, Ia [Redacted]

Did a dealer inspection your vehicle? Not 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? None

Insurance Agency information (if pertinent)

Insurance agency name: State Farm auto 512-331-0009
Insurance agent address: Quater, Ia (Mrs. Peterson)
phone number: _____
claim number: [Redacted]

Incident Info

Date of Loss: Not Known 9/20/97

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

Was the vehicle:
Engine on? _____ Engine off? If off, how long was it off? Up to 1 hour
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? None Condition was good

3713 3779

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, fender wall

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

Wires left side

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? Noted 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 3/1/99

3713 3780

Name: [Redacted]
Address: [Redacted]
Address: [Redacted]
City: [Redacted]
Zip/Postal: [Redacted]

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

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

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

92' TOWN
GAR

line #42
on spread
sheet

1LNLM82W4NY [Redacted]

incident
occurred
9-29-97

Dealer in area: PAVILION L-MERC INC.

3-12-99 talked with Mr. Wenker 5:50 PM 9/99

NVNPS10

NAVIS Vehicle Inquiry

03/11/99 12:17:41

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=>
VEHICLE ID: 1LNY (NWYPSRHHBB) VIN: 1LN1MS2W4N DIV: 3 Status: 800
Vehicle Line: CVB Conv Deliv: 051892 Orig P-Lvl: 218 Selling Dir: 67B162
Order Recpt: 040892 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 080192
Orig Sched: 042092 Rls-To Stat: TX Order Dir: 67121 Demo Date:
Inv Prep: 042492 Orig Int St: 050892 Orig Rls Dir: 67111 Deliv Type: E
Prod Date: 050592 Curr Int St: 050892 Rls Dir 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 Fltbus: 050792 Advert Ext: 061092 -Date- -Dealer-
Curr Fltbus: 050792 Slespn SH#: 1299 Shipped: 050792
T/Name: 9 WILLIAMS AND AS Curr Stock: 073092 67B162
Addr: P.O BOX 1384 State: TX 1st-Prior: 061092 67326
City: AUSTIN N/A-Rcpt: 080392 2nd-Prior: 050792 67111
Zip: 78767 Warr-Ins-Ind: 3rd-Prior:
V.O.:1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
MB2NY 4L 2 20D2647 8D D P14 3P8 4 2 L6L A P 7 67A111 1 YZ
B 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
DQ 6 H8 W1LNL4 5 D 755A WP
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

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LPREL10

11.NLMET WSN

CASE # 21

3713 3783

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

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

Vehicle/Customer Information

Model Year: 92 Make: Jean Car VIN#: _____ Mileage: 20

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

Customer Name: _____ Phone: _____

Address: _____

Did a dealer inspect 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 transmission, brake master pedal
went out

Insurance Agency Information (if pertinent)

Insurance agency name: Guray Scott
Insurance agent address: Walden, Va
phone number: _____
claim number: _____

Incident Info

Date of Loss: last hour

Where did the fire start? Engine compartment? _____ Specific location/component?
driver passenger, under the hood - leak in 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

Did you inspect the vehicle? yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? 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 back inside wheels

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? was 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?

vehicle not in possession anymore

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 3786

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

Home Phone: 214 372 3889
 Day Phone:
 State/Prov: TX
 Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
	11MLM61W4PY [REDACTED]	93	TOWN CAR	Individual Rtl
	SUBSEQUENT			

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 6:20/12/99

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VEHICLE ID: 1LNY (NWYPBBBBB) Vin: 1LNLM81W8NY DIV: 3 Status: 800
Vehicle Line: CVB Convoy 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 Slspan SS#: Shipped: 040692 88R207
T/Name: 9 BUDGET-RENT-A-C Curr Stock: 040692 67B725
Addr: 15840 J F K BLVD State: TX 1st-Prior:
City: HOUSTON N/A-Rcpt: 042092 2nd-Prior:
Zip: 77032 Warr-Ins-Ind: 3rd-Prior:
V.O.:1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M81NY 43 5630C1298 9C D P1 3P 2GL6L C P J67B725 1 AYG
8 9 0 1 2 3 4 5
567890123456789012345678901234567890123456789012345678901234567890
BI H W1LNLS 0 B 2 A751A WP BU011
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

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LPREL10

1LNLM81W2NY

CASE # 22

3713 3786

Case # 22

1992-95 Tawn 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: Tawn Car VIN#: 1LNLM81W 2N Mileage: 100,000 over

Do you still own the vehicle? No If not, do you know where it is? Sheen's in town Detroit

Customer Name: [Redacted] Phone: [Redacted]

Address: [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? owned 93 days

Insurance Agency Information (if pertinent)

Insurance agency name: not insured
Insurance agent address: _____
phone number: _____
claim number: _____

Incident Info

Date of Loss: 5/27/97 Left hand drivers side

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

Was the vehicle:
Engine on? _____ Engine off? If off, how long was it off? 3 hr.
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? _____

**CUSTOMER
SOLD VEHICLE
TO SALVAGE
YARD**

**VEHICLE CAN
NOT BE
LOCATED**

Did you inspect the vehicle? no

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? ---

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 this 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 Investigators: 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 B 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 3790

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=>
VEHICLE ID: 1LN7 [REDACTED] VIN: 1DNEM81W2NY [REDACTED] Drv: 3 Status: 800
Vehicle Line: CVA Convoy Deliv: 031992 Orig P-Lvl: 218 Selling Dir: 67B724
Order Recpt: 021492 RshipTo Stat: Orig P-Lvl: 218 Sale Date: 032892
Orig Sched: 030992 Rls-To Stat: TX Order Dir: 67724 Demo Date:
Inv Prep: 030392 Orig Int St: 031392 Orig Rls Dir: 67724 Deliv Type: M
Prod Date: 031092 Curr Int St: 031392 Rls Dir P&H: 11492 Sales Prd: 092033
Rls Date: 031292 Dirfin Ext: Warr Start: 032892 Cancel SI:
Memo Consgn: P&C Ext: 041092 Warrs-Ind: Sale Status: G
Orig Pltbus: 031292 Advert Ext: -Date- -Dealer-
Curr Pltbus: 031292 Slspan SS#: Shipped: 031292 88R978
T/Name: 9 BUDGET-RENT-A-C Curr Stock: 031292 67B724
Addr: 3330 MANOR RD State: TX 1st-Prior:
City: AUSTIN N/A-Rcpt: 033092 2nd-Prior:
Zip: 78723 Warr-Ins-Ind: 3rd-Prior:
V.O.:1 2 3 4 5 6 7 8
123452345678901234567890123456789012345678901234567890123456789012345678901234
M81NY 43 9609C9007 EB S P1 3P 2GL6L C P J67B724 0 AYZ
8 9 0 1 2 3 4 5 6
5678901234567890123456789012345678901234567890123456789012345678901234567890
AI H WILNL2 8 B 2 A751A 9WP BU385
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

```

LPREL10

#53
M special
street

ALBERT HUNT
315 S. 15TH AVE
DURANT OK 74701

phone: 405-924-2841

580-924-2841

date
of
incident

7-2-97

Survey
taken
by
Con
Federico
3/15/99

ILNLMERWENT

CASE # 23

9718 3792

Case # 25

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: 1LNLA82W5N7 Mileage: N/A

Do you still own the vehicle? No If not, do you know where it is? N/A - possibly LA,

Customer Name: [Redacted] Phone: [Redacted]

Address: _____

Did a dealer inspect your vehicle? don't know If yes, name of the dealer _____

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? no repair

Insurance Agency Information (if pertinent)

Insurance agency name: AETNA

Insurance agent address: _____

phone number: _____

claim number: _____

Incident Info

Date of Loss: ? 6/30/95

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

under hood

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

Moving? If on, how long was it on? _____

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? _____

CUSTOMER IS AN OLDER GENTLEMAN - HE DOESN'T REMEMBER MUCH ABOUT THE INCIDENT

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? _____

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 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 3794

NVMP510

NAVIS Vehicle Inquiry

03/04/99 10:01:47

VEHICLE ID: 1LNV [REDACTED] (WVYFHEBBS) VIN: 1LNLM82W5NY [REDACTED] DIV: 3 Status: 800
 Vehicle Line: CVB Convy Deliv: 040192 Orig P-Lvl: 218 Selling Dlr: 18A495
 Order Recpt: 022692 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 060292
 Orig Sched: 031692 Rls-To Stat: NY Order Dlr: 18528 Demo Date:
 Inv Prep: 031192 Orig Int St: 032092 Orig Rls Dlr: 18528 Deliv Type: 0
 Prod Date: 031992 Curr Int St: 032092 Rls Dlr P&A: 10220 Sales Prd: 092053
 Rls Date: 031992 Dirfin Ext: 042592 Warr Start: 060292 Cancel S1:
 Memo Consign: P&C Ext: 042592 WarrS-Ind: Sale Status: G
 Orig Pltbus: 031992 Advert Ext: 042592 -Date- -Dealer-
 Curr Pltbus: 031992 Slspan SS#: 1959 Shipped: 031992
 T/Name: 2 S WAHLER Curr Stock: 060292 18A495
 Addr: 7208 BROOKSIDE DR State: NY 1st-Prior: 031992 18528
 City: LOCKPORT N/A-Rcpt: 050292 2nd-Prior:
 Zip: 14094 Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 1234523456789012345678901234567890123456789012345678901234567890123456789012345678901234
 M02NY 4L A 2 16C2295 QB E P1J 3P8 4 J3 L6L A P 7 18A528 0 PA
 8 9 0 1 2 3 4 5 6
 56789012345678901234567890123456789012345678901234567890123456789012345678901234567890
 DW ES WILNLS 9 D 755A NP
 F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

292 TOWN CAR

LPREL10

#8 on spreadsheet

Paul Hockenberry

Incident 6/30/95

716-334-3146

Surveyed 3-15-99

ILNLM81W28TY

CASE # 24

3713 3796

Case # 24

1992-95 Towa Car/Crown V6/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: TOWA VIN: 1LNLM81W2NY

Present Vehicle Location: UNKNOWN Who owns vehicle now: INSURANCE

Customer Name: [REDACTED] Phone: [REDACTED]

Is it ok for engineering to contact customer: yes

Was the vehicle involved in a natural disaster/accident that required significant vehicle clean up? NO

If so, where was cleanup performed? N/A

What is the general repair history of the vehicle? -

Was it equipped with any aftermarket components? (specifically car alarm, trailer tow, or remote start) CD EXCHANGER

Insurance Agency Info. (if appropriate):

Agency Name: STATE FARM Agency phone number: 409-258-7603

Claim number: [REDACTED]

Contact: Randall Arnold Phone number: [REDACTED]

Incident Info

Date of fire: 8-21-97 Mileage 80,000 Was the vehicle repaired? NO

If repaired, when and where? N/A

Any idea where the fire started? (engine compartment quadrant .. front, back, left, right) [REDACTED]

Was the vehicle parked or running? PARKED If parked, where? (garage, carport, parking lot) AIRPORT

Was the engine ON or OFF? OFF If OFF, how long was it parked before fire? SEVERAL DAYS

Did customer notice anything unusual prior to fire? NO

Was there any difficulty getting the vehicle out of park? NO Was speed control not working? NO

Was the brake warning lamp illuminated? NO Were the brake lights inoperative? NO

Any other info that you think may be useful to our investigation? electrical system, caused fire

damage: front glass blew out - hood, engine and left tire melted

Name: [redacted]
Address: [redacted]
Address: [redacted]
City: BANGOR, ME
Zip/Postal: [redacted]

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

A	VIN/ C Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
	1LNFM83W2W [redacted] ORIGINAL	1998	TOWN CAR	Individual Rtl
	2MEBP95F8F [redacted] ORIGINAL	1985	GRAND MARQUIS	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

FF 41

92 Town car
VIN #
1LNLM81W2NY703705

3-12-99 call back today after 6:00 PM pm

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==>
VEHICLE ID: 1LN [REDACTED] (WNYF888888) Vin: 1LNLM81W2N [REDACTED] 5 Div: 3 Status: 800
Vehicle Line: CVB Convy Deliv: 032892 Orig P-Lvl: 218 Selling Dlr: 67K4E1
Order Rcpt: 021992 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 040192
Orig Sched: 031692 Rls-To Stat: TX Order Dlr: 674E1 Demo Date:
Inv Prep: 030992 Orig Int St: 031792 Orig Rls Dlr: 67726 Deliv Type: H
Prod Date: 031692 Curr Int St: 031792 Rls Dlr P&A: 11492 Sales Prd: 092033
Rls Date: 031692 Dlrfin Ext: Warr Start: 040192 Cancel Sl:
Memo Consgn: P&C Ext: 042592 Warr#-Ind: Sale Status: G
Orig Pltbus: 031692 Advert Ext: -Date- -Dealer-
Curr Pltbus: 031692 Slapan SS#: Shipped: 031692 88R063
T/Name: 9 HERTZ-RENT-A-CA Curr Stock: 031692 67K4E1
Addr: 5601 N W EXPRESSW State: OK 1st-Prior:
City: OKLAHOMA CITY N/A-Rcpt: 040192 2nd-Prior:
Zip: 73126 Warr-Ins-Ind: 3rd-Prior:
V.O.:1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M81NY 43 5116C0923 1 JB F 3 P1 3P 2GL6L C P K67K4E1 OVAYZ
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
BI H WILLNL2 9 B 2D A751A WP HZ001
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

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LPREL10

[REDACTED] (ATTY)
[REDACTED]
phone: [REDACTED]

AS of
3/29
waiting from ok
from OGC, there is an
open Subrogation claim