

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 21 OF 61

PART 1 OF 4

1LNL432WIN

CASE #25

3713 3801

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: 1LNLM82W1N Mileage: 22

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

Customer Name: _____ Phone: _____

Address: _____ New Iberia, LA _____

Did a dealer inspect your vehicle? yes If yes, name of the dealer Bickner Lincoln-Mercury

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

Incident Info

Date of Loss: Unknown

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

Left passenger wheel well

Was the vehicle:

Engine on? _____ Engine off? ☒ If off, how long was it off? 24 hours
If on, how long was it on? _____

Moving? _____

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

Did customer notice anything unusual prior to fire, such as:

Difficulty shifting out of park? _____

Speed control not working? _____

Brake warning lamp illuminated? _____

Battery not holding a charge? _____

Fuses blowing? _____

Stop lamp inoperative? _____

Other? no

Did you inspect the vehicle? yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? don't know

Were the underhood fuse links blown? don't know

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

What areas of the vehicle were damaged? front end, dash

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?

less clutter

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

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

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

vehicle was taken away - to junkyard

For Forensic 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

updated 3/1/99

3713 3903

==>
 VEHICLE ID: 1LNY638182 (WWYPHHHHH) VIN: 1LNLM82W1NY638182 Div: 3 Status: 800
 Vehicle Line: CVB Convy Deliv: 110891 Orig P-Lvl: 213 Selling Dlr: 22B679
 Order Recpt: 100791 ShipTo Stat: Ford Curr P-Lvl: 213 Sale Date: 111491
 Orig Sched: 101491 Rls-To Stat: Order Dlr: 22679 Demo Data:
 Inv Prep: 100991 Orig Int St: 101691 Orig Rls Dlr: 22679 Deliv Type: 0
 Prod Date: 101191 Curr Int St: 101691 Rls Dlr P&A: 12033 Sales Prd: 091112
 Rls Date: 101591 Dlrfin Ext: 111091 Warr Start: 111491 Cancel Sl:
 Memo Consgn: P&C Ext: 111091 WarrS-Ind: Sale Status: G
 Orig Pltbus: 101591 Advert Ext: 111091 Shipped: 101591 Dealer-
 Curr Pltbus: 101591 Slapen SS#: 101591 Curr Stock: 101591 22B679
 T/Name: State: LA 1st-Prior:
 Addr: City: NEW IBERIA W/A-Ropt: 111591 2nd-Prior:
 Zip: Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 1234567890123456789012345678901234567890123456789012345678901234
 1 7K D T14 3P 4 2 L6L A P 22B679 4 MD
 567890123456789012345678901234567890123456789012345678901234567890
 DY H WILNL1 0 D 755A WT
 F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

#19
 on
 Special Sheet

'92 TOWN CAR

NEW IBERIA, LA

phone:

Surveyed
 3-18-99
 by MR.

date of
 incident
 1-12-93

1LNLM81W1P

CASE # 26

3713 3805

Case # 26

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

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

Vehicle/Customer Information

Model Year: 93 Make: Town Car VIN#: 1LHLM81W1P Mileage: [redacted]

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] Mount Holly, NJ

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? _____
If yes, where was the clean-up of the incident performed? _____

What is the repair history of the vehicle? NO Major

Insurance Agency Information (if pertinent)

Insurance agency name: US Manufacture (Timber) 609-883-1300
Insurance agent address: _____
phone number: _____
claim number: _____

Incident Info

Date of Loss: Aug 10, 1997

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

Was the vehicle:
Engine on? _____ Engine off? ✓ If off, how long was it off? 6 HR.
If on, how long was it on? _____

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

Did customer notice anything unusual prior to fire, such as:

Difficulty shifting out of park? NO
Speed control not working? Yes
Brake warning lamp illuminated? NO
Battery not holding a charge? NO
Fuses blowing? NO
Stop lamp inoperative? NO
Other? _____

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? _____

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 inspection. Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/1/99

3713 3807

Name: [REDACTED]

Address: [REDACTED]

Address: [REDACTED]

City: MOUNT HOLLY, NJ

Zip/Postal: [REDACTED]

Home Phone: [REDACTED]

Day Phone: [REDACTED]

State/Prov: NJ

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
	11N1M81W1E [REDACTED]	1993	TOWN CAR	Individual Rtl
	ORIGINAL			
	2MEBM75F9K [REDACTED]	1989	GRAND MARQUIS	Individual Rtl
	ORIGINAL			

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

#53 in spreadsheet

3/15/99

No Answer

Best time

→ 6:00 pm

✓ Lou Antonio Federico II

1LNLM82W5NY

CASE #27

3713 3808

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

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

Vehicle/Customer Information

Model Year: 92 Make: Lincoln VIN#: _____ Mileage: 90,000

Do you still own the vehicle? No If not, do you know where it is? Ben & Pat Anderson motor co

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

Insurance Agency Information (if pertinent)

Insurance agency name: No insurance

Insurance agent address: _____

phone number: _____

claims number: _____

Incident Info

Date of Loss: May 98

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

Was the vehicle:

Engine on? _____ Engine off? ✓ If off, how long was it off? 30 min.

If on, how long was it on? _____

Moving? _____

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

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? 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?
NO

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 2/11/99

Name:

Address:

Address:

City:

Zip/Postal:

Home Phone:

Day Phone:

State/Prov:

Country: USA

A VIN/

C Owner Status

Year

Model/

Previous Owner

Sale Type/

Open Issues

2FTJW361XGCA

SUBSEQUENT

1986

F-SERIES

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

#43
on spreadsheet

CUST

Phone#

192
TOWN CAR

(check area code -
either 830 or 210)

1LNLM82W5NY

3-12-99 voice mail at 6:35 PM Jm
3-15-99 voice mail at 5:22 PM Jm

3-15-99 Buy 6:45 17

3/15/98 194

==>

VEHICLE ID: 1LN (WVYFBBB) VIN: 1LN1M82W5NY Div: 3 Status: 800
 Vehicle Line: CVB Convy Deliv: 010692 Orig P-Lvl: 213 Selling Dlr: 67C296
 Order Recpt: 120991 ShipTo Stat: Curr P-Lvl: 213 Sale Date: 042392
 Orig Sched: 121691 Rls-To Stat: TX Order Dlr: 67021 Demo Date:
 Inv Prep: 121091 Orig Int St: 122091 Orig Rls Dlr: 67021 Deliv Type: E
 Prod Date: 121791 Curr Int St: 122091 Rls Dlr P&A: 11408 Sales Prd: 092043
 Rls Date: 121991 Dlrfin Ext: 012592 Warr Start: 042392 Cancel Sl:
 Memo Consgn: PAC Ext: 012592 WarrS-Ind: Sale Status: G
 Orig Pltbus: 121991 Advert Ext: 012592 -Date- -Dealer-
 Curr Pltbus: 121991 Slapen SS#: 0797 Shipped: 121991
 T/Name: Curr Stock: 042292 67C296
 Addr: State: TX 1st-Prior: 121991 67021
 City: HOUSTON N/A-Ropt: 042792 2nd-Prior:
 Zip: 77084 Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 CY H WILML5 9 D 755A 9WP
 F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

ILNLM81W2NY

CASE # 28

3713 3814

Case # 28

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: 1H4HMA21W2NY Mileage: 65000

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

Customer Name: _____ Phone: _____

Address: _____ Lawrence, Ga _____

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? Transmission problem

Insurance Agency Information (if pertinent)

Insurance agency name: Prudential Ins
Insurance agent address: Beach Island, S.C.
phone number: _____
claim number: _____

Incident Info

Date of Loss: don't know April/March 97

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

Was the vehicle:
Engine on? _____ Engine off? ✓ If off, how long was it off? 5 min
If on, how long was it on? _____

Moving? _____
Parked? ✓ 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? _____
Brake warning lamp illuminated? _____
Battery not holding a charge? _____
Fuses blowing? _____
Stop lamp inoperative? _____
Other? none

3713 3815

Did you inspect the vehicle? yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? don't know

Were the underhood fuse links blown? don't know

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

What areas of the vehicle were damaged? Left side, Left in back, front windshield

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? 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?

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 II 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

NVHP510**NAVIS Vehicle Inquiry**

03/12/99 17:01:08

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VEHICLE ID: 1LNY [REDACTED] (NWYF88888) VIN 1LNLM81W2NY [REDACTED] Divi 3 Status: 800
Vehicle Line: CV8 Convy Deliv: 031292 Orig P-Lvl: 218 Selling Dlr: 25C707
Order Recpt: 012992 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 031092
Orig Sched: 021092 Rls-To Stat: Order Dlr: 25707 Demo Date:
Inv Prep: 021492 Orig Int St: 022592 Orig Rls Dlr: 25707 Deliv Type: M
Prod Date: 022192 Curr Int St: 022592 Rls Dlr P&A: 11658 Sales Prd: 092031
Rls Date: 022492 Dirfin Ext: Warr Start: 031092 Cancel Sl:
Memo Consgn: P&C Ext: 032592 WarrB-Ind: Sale Status: G
Orig Pltbus: 020492 Advert Ext:
Curr Pltbus: 022492 Slapm SS#: Shipped: 18000 Edmarr 88J474
T/Name: [REDACTED] Curr Stock: 022492 0256707
Addr: [REDACTED] State: FL 1st-Prior:
City: ORLANDO N/A-Rcpt: 031092 2nd-Prior:
Zip: [REDACTED] Warr-Ins-Ind: 3rd-Prior:
V.O. 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
[REDACTED] 43 5610B1701 TA D P1 3P [REDACTED] H [REDACTED] 0 ACD
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
BH H WILNL2 S B 2 A75LA WP BUD07
Fl-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

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LPR&L10

#35
in spreadsheet

'92
Town
Car

incident
date
4-29-96

3-15-99 voice mail 5:30 PM

Evans, GA

phone [REDACTED]

ILNLM81W6NY

CASE # 29

3713 3818

Case # 27

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: 1LNLM91W6NY2 Mileage: 48000
3456

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

Customer Name: _____ Phone: _____

Address: _____ Victoria, Tx _____

Did a dealer inspect your vehicle? yes 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? Install a phone

Insurance Agency Information (if pertinent)

Insurance agency name: State Farm Ins
Insurance agent address: 1415 E. McKinley Ave, Victoria TX
phone number: 572 1000 (ext)
claim number: _____

Incident Info

Date of Loss: May 17, 1997

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

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

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

Did customer notice anything unusual prior to fire, such as:

Difficulty shifting out of park? _____

Speed control not working? _____

Brake warning lamp illuminated? _____

Battery not holding a charge? _____

Fuses blowing? _____

Stop lamp inoperative? _____

Other? hard to start (delay)

3713 3819

Did you inspect the vehicle? No

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? Don't know

What areas of the vehicle were damaged? Entire Left side, front, rear, floor, trunk

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

Yes, the completely down

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?

None (phone)

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?

Don't know what car is

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 3820

NYWP510

NAVIS Vehicle Inquiry

03/05/99 10:05:07

⇒

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VEHICLE ID: 11NY723956 (WWYFHHBBB) Vin: 11NLM81W6NY723956 Div: 3 Status: 800
Vehicle Line: CVB Convey Deliv: 052192 Orig P-Lvl: 218 Selling Dir: 67C046
Order Recpt: 033092 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 052292
Orig Sched: 042092 Rls-To Stat: TX Order Dir: 67046 Demo Date:
Inv Prep: 042492 Orig Int St: 051192 Orig Rls Dir: 67046 Deliv Type: H
Prod Date: 050592 Curr Int St: 051192 Rls Dir P&A: 11413 Sales Prd: 092053
Rls Date: 050792 Dirfin Ext: 061092 Warr Start: 052292 Cancel Sl:
Memo Consgn: P&C Ext: 061092 WarrG-Ind: Sale Status: G
Orig Pltbus: 050792 Advert Ext: 061092 -Data- -Dealer-
Curr Pltbus: 050792 Slspen SS#: 0362 Shipped: 050792
T/Name: 9 Curr Stock: 050792 67C046
Addr: State: TX 1st-Prior:
City: CORPUS CHRISTI N/A-Rept: 060292 2nd-Prior:
Zip: Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
123452345678901234567890123456789012345678901234567890123456789012345678901234
M81NY 43 9120D1249 UC D P1 3P 2GL6L P J67C046 1 MD
8 9 0 1 2 3 4 5 6
5678901234567890123456789012345678901234567890123456789012345678901234567890
AB H WILNL6 5 B 2 751A WP HZ287
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

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LPREL10

Victoria TX

✱

not

3-12-99 no answer 5:40 PM 97M
3-15-99 no answer 6:40 PM 97M

3/15/99
Best time to run
5:30 - 7:30
out time
Zaf
Lou Federico

3713 3821

ILNLM82W6N

CASE # 30

3713 3822

Case #30

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#: 1LNLMBA2WNY717681 Mileage: 60,000 Approx.

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

Customer Name: [REDACTED] Phone: [REDACTED]

Address: [REDACTED] Metairie, LA [REDACTED]

Did a dealer inspect your vehicle? YES If yes, name of the dealer INS. CO. DID

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? Purchased used. Had approx. 6-8 months
had no problems and no repairs. Had brake service. Oil change.
 drove other vehicles he had too.

Insurance Agency Information (if pertinent)

Insurance agency name: Hartford of Hartford
Insurance agent address: 700 St. Alde. Southington CT. 06480
phone number: 800-243-5860 / 800-246-0378 claim office
claim number: N/A 562M121231
Southington 317/49
Spoke to Eric Vargas
800-246-0378 ext 2003

Incident Info

Date of Loss: 10/97 October 23 '97 @ 22:12 / 10:12 @ night

Where did the fire start? Engine compartment? NO Specific location/component? hiking boots. little motor came on and off.

Was the vehicle:
Engine on? NO Engine off? YES If off, how long was it off? Hours
If on, how long was it on? NO

Moving? NO
Parked? YES If parked, where was the vehicle parked? (street, garage or airport) in front of house

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? Lump was making a lot of noise. Cold weather that day.

3713 3823

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? Under the hood. got But then entire car caught fire

Was there any damage to any wiring in the area lot personal property
YES. where you believe the fire was started?

Does the air suspension pump show evidence of overheating? YES

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

Was the vehicle repaired? NO When? TOTAL LOSS 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

Untitled

[REDACTED]
Metairie, LA [REDACTED]

phone number : [REDACTED]

1LNLM82W6N [REDACTED]

1992 Town Car

date of incident: 10-24-97

#52
on
spreadsheet

Surveyed
3-16-99
By Michèle
Henderson

[REDACTED]
Voice mail
3-15-99 5:11

1LNLM82WSNY

CASE # 32

3719 3826

7/7/99 Ms Pam Kroemer @ 9:20 AM

Case # 32

asked for name and number. Only my name was given.

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: 1LNLM82W5NY [redacted] Mileage: over One hundred Thousand

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

Customer Name: [redacted] Phone: [redacted] / ext: 4320

Address: [redacted] OH. / Alan Brighton Agent

Did a dealer inspect your vehicle? yes If yes, name of the dealer Phil Kung's

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? Major electrical problems. Can't find or mail repair history.

Trouble keeping coolant in vehicle.

Insurance Agency Information (if pertinent)

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

CUSTOMER
INFO

Incident Info

Date of Loss: 10/23/96

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

Started in motor compartment left front.

Was the vehicle:

Engine on? _____ Engine off? ✓ If off, how long was it off? Parked in garage for approx 5 days.
If on, how long was it on? _____

Moving? _____

Parked? ✓ 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? _____

Brake warning lamp illuminated? _____

Battery not holding a charge? _____

Fuses blowing? _____

Stop lamp inoperative? _____

Other? Door locks kept popping up and down. There was a lot of rain that evening. Not unusual per dealership. J/M of Kings Auto Hall. They handled all servicing.

3713 3827

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 Did not know which ones.

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

What areas of the vehicle were damaged? See front. . . Started in motor compartment

Was there any damage to any wiring in the area where you believe the fire was started? at left front.
Did not know, but whole dash was completely melted

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? 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?

No - Check with Ins. Co.

For Inspectors: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

3713 3828

VEHICLE ID: 11NY728919 (WWYFBBB) VIN: 1LNLM82W5NY728919 Div: 3 Status: 800
 Vehicle Line: CVB Convy Deliv: 052692 Orig P-Lvl: 218 Selling Dlr: 15D040
 Order Recpt: 042192 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 091692
 Orig Sched: 050492 Rls-To Stat: *Ford* Order Dlr: 15040 Demo Date:
 Inv Prep: 050892 Orig Int St: 052092 Orig Rls Dlr: 15040 Deliv Type: R
 Prod Date: 051592 Curr Int St: 052092 Rls Dlr P&A: 10409 Sales Prd: 092092
 Rls Date: 051892 Dirfin Ext: 062592 Warr Start: 091692 Cancel S1:
 Memo Consgn: P&C Ext: 062592 Warr8-Ind: Sale Status: G
 Orig Pltbus: 051892 Advert Ext: 062592
 Curr Pltbus: 051892 Slapn SS#: 3713 Shipped: 091692
 T/Name: [REDACTED] Curr Stock: 091692
 Addr: [REDACTED] State: NJ 1st-Prior:
 City: CINNAMINSON N/A-Ropt: 091792 2nd-Prior:
 Zip: [REDACTED] Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 LD E P14 3P8 4 3 L6L A P 7 15D040 1 DD
 567890123456789012345678901234567890123456789012345678901234567890
 DH H8 WILNL5 7 D 755A 9WP
 F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

#34
on spread
sheet

3713 3629

'92
Town
Car

Lebanon, OH

phone # [REDACTED]

*SURVEY
ATTACHED*

incident
date
11-1-96

3-15-99 voice mail from 5:40 PM
3-15-99 voice mail from 6:30 PM

3/16/99 Reached [REDACTED], but she was on her cell phone at the time and
request a call back either tonight around 8:00 pm or Wednesday morning
(3/17/99) around 9:30 AM. She would be happy to help. She stated the
vehicle had been sitting in the garage for approx. 5 days when it caught on
fire destroying other vehicles.

Please call
3/17/99
@ 9:30 AM

Other cars had major engine damage.

3/17/99 [REDACTED] agreed to answer all questions. See attached



ILNLM31W8P

CASE # 33N

3718 3830

325
left msg
for James Davis

LM WITH SECRETARY
3/17/99 1:26 AM (1712)

TO LET [REDACTED] KNOW
ABOUT A VEHICLE INSPECTION
OF [REDACTED] 93 TOWN
+ TO CALL KAREN
[REDACTED]

gm

will ~~be~~
be back in office 3/22

Case # 33N

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

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

Vehicle/Customer Information

Model Year: 93 Make: TOWN CAR VIN: 1LNLM81W8PY [redacted] Mileage: 112,000

Present Vehicle Location: _____ Who owns vehicle now: _____

Customer Name: [redacted] Phone: [redacted]

Is it ok for engineering to contact customer: _____

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 alarms, trailer tow, or remote start) _____

Insurance Agency Info. (if appropriate):

Agency Name: _____ Agency phone number: _____

Claim number: _____

Contact: _____ Phone number: _____

Incident Info

Date of fire: 12/10/98 Was the vehicle repaired? _____ If so, when and where? _____

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

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

Was the engine ON or OFF? OFF If OFF, how long was it parked before fire? 24 MINUTES

Did customer notice anything unusual prior to fire? _____

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

Was the brake warning lamp illuminated? _____ Were the brake lights inoperative? _____

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

 AUTO SAFETY HOTLINE VEHICLE OWNER'S QUESTIONNAIRE NATIONWIDE 1-800-438-6283 OR METRO AREA 202-366-0120		FOR AGENCY USE ONLY	
OWNER INFORMATION (TYPE OR PRINT) NAME and ADDRESS ATTORNEY AT LAW ATLANTA, GA.		DATE RECEIVED 99 FEB -5 PM 12: 05 DEFECT INFORMATION DAY TIME TELEPHONE NO. () 543718	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES ☒ NO ☐ In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.		REFERENCE NO. 	
SIGNATURE OF OWNER <i>Shirley Patton</i>		DATE 12/28/98	
VEHICLE INFORMATION			
VEHICLE IDENTIFICATION NO. 1Y1HT401WSP		VEHICLE MAKE LINCOLN	VEHICLE MODEL TOWN CAR
MODEL YEAR 1993		ENGINE SIZE (CID/CCL) 4.6L ☐ TURBO DIESEL ☐ GAS ☐ FUEL INJECTN	
NO. CYLINDERS 8		VEHICLE TYPE	
DATE PURCHASED 7/23/93		DEALER'S NAME, CITY & STATE WAS HARTVILLE L/H NOW DON JACKSON L/H UNION CITY GEORGIA	
TRANSMISSION TYPE ☐ MANUAL ☒ AUTOMATIC		ANTILOCK BRAKES ☒ YES ☐ NO	
RESTRAINT SYSTEM ☒ DRIVER'S AIRBAG ☐ MOTORCYCLE ☒ PASSENGER'S AIRBAG ☒ 2-POINT BELT ☐ 3-POINT BELT		CLIMATE CONTROL ☒ YES ☐ NO	
DRIVETRAIN ☐ FRONT ☒ REAR ☐ 4-WHEEL		BODY STYLE STAMPAK 4 DR ☒ HATCH BK ☐ 2 DR ☐ VAN ☐ PK UP TRK ☐ OTHER ☐	
FAILED COMPONENT(PARTS) INFORMATION (REPORT TIME INFORMATION ON BACK)			
COMPONENT UNKNOWN	PART NAME(S) UNKNOWN	LOCATION ☒ LEFT FRONT ☐ RIGHT REAR	FAILED PART(S) ☒ ORIGINAL ☐ REPLACEMENT
NO. OF FAILURES ONE	DATE(S) OF FAILURE(S) 12/10/98 MILEAGE AT FAILURE(S) 112,000 VEHICLE USED AT FAILURE(S) PARKED	MANUFACTURER CONTACTED ☐ YES ☒ NO	NHTSA PREVIOUSLY CONTACTED ☐ YES ☒ NO
APPLICABLE ACCIDENT INFORMATION			
ACCIDENT ☐ YES ☐ NO	FIRE ☒ YES ☐ NO	NUMBER PERSONS INJURED UNKNOWN	NUMBER OF FATALITIES 0
PROPERTY DAMAGE \$25,000		POLICE REPORTED ☒ YES ☐ NO	
NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)			
Vehicle was driven a short distance and then parked at 7:36 am under carport. A family member heard an explosion in carport at 8:00 am and discovered the auto's engine compartment was fully engulfed in flames. Fire Department was called but by the time the fire was extinguished, Mr. and [REDACTED] lost the 93 Lincoln, a 74 VW, 83 Ford Bronco, their home and their neighbor's home was heavily damaged.			
This Privacy Act of 1974 Public Law 95-633 This information is being provided pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA receives information indicating a manufacturer's failure to take appropriate action, your response, or a complaint submitted to the NHTSA, may be used in support of the agency's action.			

==>
VEHICLE ID: 118PY603062 (NWYPBBBBBB) VIN: 1LNLM81W8PY603062 DIV: 3 Status: 800
Vehicle Line: CVB Convy Deliv: 081892 Orig P-Lvl: 300 Selling Dlr: 26D140
Order Recpt: 070292 ShipTo Stat: Curr P-Lvl: 301 Sale Date: 072993
Orig Sched: 080392 Rls-To Stat: GA Order Dlr: 26140 Demo Date:
Inv Prep: 081992 Orig Int St: 082492 Orig Rls Dlr: 26140 Deliv Type: 0
Prod Date: 080592 Curr Int St: 082492 Rls Dlr P&A: 10178 Sales Prd: 093081
Rls Date: 080892 Dlrfin Ext: 092592 Warr Start: 072993 Cancel Sl:
Memo Consgn: P&C Ext: 092592 Warr8-Ind: Sale Status: G
Orig Pltbus: 080892 Advert Ext: 092592 -Date- -Dealer-
Curr Pltbus: 082092 Slapen SS#: 4010 Shipped: 080892
T/Name: State: GA Curr Stock: 080892 26D140
Addr: 1st-Prior: 080892 26140
City: ATLANTA N/A-Rcpt: 080493 2nd-Prior:
Zip: Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M81PY 4L 2 03H8018 2G D P1 3P 4 2 L6 P 26D140 2 WL
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
BJ H W1LNL8 7 B 751A3 WP
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

1LNLM82W0NY

CASE # 34N

3713 3835

3/18/64
I TALKED TO HER
BROTHER & HE SAID
HE WOULD HAVE HER
CALL WITH [REDACTED]
INS. #

FIND OUT IF LAIS. CO.
OWNS VEH. & IF THEY WILL
NOT BE ABLE TO COLLECT
ANYTHING ON THIS PROBLEM

Case FF 34N

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# 1LNLM82W0NY Mileage: _____

Present Vehicle Location: _____ Who owns vehicle now: Salvage Company ** See below*

Customer Name: _____ Phone: _____

Is it ok for engineering to contact customer: _____

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) _____

Insurance Agency Info. (if appropriate):

Agency Name: STATE FARM/KEITH MAYFIELD Agency phone number: _____

Claim number: 59V100405 POLICY # _____

Contact: LINDA CASCIAO Phone number: 561-489-2819

Incident Info

Date of fire: 1/11/99 Was the vehicle repaired? _____ If so, when and where? _____

Any idea where the fire started? (engine compartment quadrant... front, back, left, right) DRIVER SIDE ENGINE COMPARTMENT

Was the vehicle parked or running? PAKED 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? 5 HRS 12 MIN

Did customer notice anything unusual prior to fire? _____

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

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

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

* Vehicle sold to: _____ Orange County

Survey taken 3/18/99

→ The auction company has sold the vehicle - location unknown 3713 3837

VIN: 1LNLM82W0NY
Source: CUPID Year: 1992 Model: TOWN CAR
Title:
First Name:
Middle Initial:
Last Name:
Suffix:
Business:

Address:

City: PORT SAINT LUCIE
State/Prov: FL ZIP/Postal: Country: USA
Home Phone: Day Phone: Language: EN

---- To View Valid Process Options, Put cursor on field, Press F1 ----

Name Correction: N Address Change: N Ownership Change: N Orig/Subsequent: S

Dealer STARS Id:

F1=Help F5=Add Issue

F10=Update Customer F11=Menu F12=Return

RECORD FOUND

LPREL271

SFCHIFMA

Add Issue

03/18/99 14:36:43

==>

VIN 1LNLM82W0N Year: 1992 Model: TOWN CAR
Sale Type: INDIVIDUAL RTL Trmt: WSD: 05/20/92
Name:
Address:
Address:
City: PORT SAINT LUCIE Home Phone:
Zip/Postal:
Prev Owner: BART, SILVANI Day Phone:
Issue Type:
Comm Type:
Document Nbr:
Symptom Desc: State/Province: FL
Reason Desc: Country: USA
Action Desc: Owner Status: SUBSEQUENT
Dealer:
Odometer Reading:
Legal Issue Type:
CAN Court Code:
CAN Award Code:
Last Handled Date: 01/30/99

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

Last Name:
Day Phone:
First Name:
Relationship:
MI:
F1=Help F2=CustomerList F4=UpdCustInfo F5=AddComments F6=IssueList
F9=SympList F10=ReasonList F11=Menu F12=Return F13=DealerList
F14=ESP F15=WarrHistory F16=Recall/ONP F17=SpecCoverage F18=ActionList
RECORD FOUND LPRRL271

3713 3839

VEHICLE ID: 11NY708528 (WWYP888888) Vin: 11NLM82W0NY708528 Div: 3 Status: 800
Vehicle Line: CVB Convy Deliv: 040392 Orig P-Lvl: 218 Selling Dir: 25A202
Order Recpt: 030592 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 052092
Orig Sched: 032392 Rls-To Stat: FL Order Dir: 25202 Demo Date:
Inv Prep: 031992 Orig Int St: 032792 Orig Rls Dir: 25202 Deliv Type: 0
Prod Date: 032592 Curr Int St: 032792 Rls Dir P&A: 11606 Sales Prd: 092052
Rls Date: 032692 Dirfin Ext: 042592 Warr Start: 052092 Cancel Sl:
Memo Consign: F&C Ext: 042592 Warrs-Ind: Sale Status: G
Orig Pltbus: 032692 Advert Ext: 042592 -Date- -Dealer-
Curr Pltbus: 032692 Slapen SS#: 9895 Shipped: 032692
T/Name: Curr Stock: 032692 25A202
Addr: State: FL 1st-Prior:
City: JUPITER N/A-Recpt: 052292 2nd-Prior:
Zip: Warr-Ind-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M82NY 4L 2 23C6237 SC D PLE 3P 4 J2 L6L A P 25A202 1 YZ
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
DW 6 H8 W11NLO 0 D 755A 9WP
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPRKL27

**FIRE MARSHAL'S
OFFICE**



P.O. Box 3030
2400 Rhode Island Ave.
Fort Pierce, FL 34948

Form 10
Fee Code R2473
To: St. Lucie County
From: 203 2nd St. Ft. Pierce
Phone: 104 6111

**St. Lucie County
Fire District**

(561) 462-2312 • FAX (561) 462-2323

FIRE INVESTIGATION REPORT

[REDACTED]

DATE: 1/11/99
CASE NUMBER: 99-04
RUN NUMBER: 696
TIME OF FIRE: 20:12
INVESTIGATION DATE: 01/11/99
INVESTIGATION TIME: 21:27
FIRE CAUSE: Accidental/Engine compartment
DAY OF WEEK: Mon.
LOCATION: 7300 Oleander Ave. Ft. Pierce, Fl.
DESCRIPTION: Vehicle fire with two exposures
VIN: 1LNLM82W0NY [REDACTED]
TAC: [REDACTED]
DOLLAR VALUE: 12,000.00 / 200.00 / 500.00
DOLLAR LOSS: 12,700.00
INSURANCE COMPANY: State Farm Keith Mayfield
POLICY NUMBER: [REDACTED]
PROPERTY INSURED VALUE:
CONTENTS INSURED VALUE:
MORTGAGE COMPANY:
ACCOUNT NUMBER:

OWNER NAME:

RACE: White

SEX: Female

DOB: 8/21/58

POB: NY

ADDRESS: Port St Lucie, FL

ADDITIONAL OWNERS SEE NARRATIVE: n/a

OCCUPANT NAME: Vehicle parked

RACE:

SEX:

DOB:

POB:

ADDRESS:

ADDITIONAL OCCUPANTS SEE NARRATIVE: n/a

INJURED/FATALITIES NAME: n/a

RACE:

SEX:

DOB:

POB:

ADDRESS:

ADDITIONAL FATALITIES/INJURED SEE NARRATIVE: n/a

ARRESTED NAME: n/a

RACE:

SEX:

DOB:

POB:

ADDRESS:

ADDITIONAL ARRESTS SEE NARRATIVE: n/a

NARRATIVE:**NARRATION SUMMARY:**

Monday, January 11, 1999 at 20:37 hrs. I was requested to investigate the origin and cause of a vehicle fire that occurred at 20:12 hrs. in the parking lot of 7300 Oleander Avenue, Port St. Lucie, Florida. Upon my arrival at 21:27 hrs. I met with fire suppression personnel who advised that the vehicle was parked in the parking lot by the owner, prior to her starting work at 3 p.m. this day. It was then brought to my attention that two vehicles parked next to the fire incident sustained fire exposure damage.

SCENE DESCRIPTION:

The vehicle a four door, white 1992 Lincoln Town Car was observed parked with the front facing to the east in the parking lot of 7300 Oleander Ave. The vehicle bore a Florida license tag [REDACTED] and the vin # [REDACTED] Fire damage was apparent. Fire patterns indicate the fire traveled from the front of the vehicle to the rear of the vehicle. Parked directly to the north of the suspect vehicle was a blue, two door 1989 Dodge Aries, tag # [REDACTED], which sustained minor fire damage to the rear quarter panel and tire. This vehicle was parked with the front facing to the west. Parked directly to the south of the suspect vehicle was a red, four door 1995 Ford Taurus, QLD-16W, which sustained minor heat and smoke damage. Photographs were taken at this time.

SCENE EXAMINATION:

An exterior review of the vehicle, starting with the rear of the vehicle, moving in a clockwise manner, revealed heavy fire damage to the front moving to the rear of the vehicle. The front tires and hood were consumed by the fire. The windshield was also destroyed by the fire. The rear tires were inflated and unremarkable. Exterior fire patterns indicate fire extension from the engine compartment. An interior review indicated the fire had progressed through the cowl assembly (fire wall) and through the front windshield. Although the dash board and instrument cluster were damaged by the fire it

was still recognizable. Fire damage to the remainder was in the upper portion of the interior moving downward and back.

The investigation then focused on the engine compartment. Fire patterns observed within the engine compartment indicate the fire progressed through the engine compartment from the driver side to the passenger side. A closer examination of the area between the fire wall, inner fender and the engine (drivers side) revealed extensive fire damage to the mechanical components of the vehicle. No unexpected odors were present.

CONCLUSION:

Based on the fire scene examination and the information obtained the area of origin was located on the drivers side of the engine compartment. The ignition source could not be determined. For further information refer to the report of State Investigator Greg Gilkey. This file will be considered closed, however, should circumstance warrant supplement reports will be added into this file.

Anthony P. Lento
Anthony P. Lento
Fire Investigator

Standard Claims List For Model Year 1992

1LNLM82W0NY708528	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	25-MAR-1992	20-MAY-1992	325202	USA	1	5Y05	000001	*	PREP	*	M9*	82	93
AWS Claim Key:	12351937	Trx Code:	LNC	Labor Hrs:	1	Labor Cost:	0	Material Cost:	0	Total Cost:	48.3										
Dir Cd-Sub Cd:	11606*	Name:	PALM BEACH LINCOLN-MERCURY INC	Ph:	561-6977900	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	09-JUN-1992	Doc #:							
Cost Comments:	1000 MILE SERVICE																				
Tech Comments:	1000 MILE SERVICE																				
1LNLM82W0NY708528	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	25-MAR-1992	20-MAY-1992	325202	USA	2	6C03	NANANA	*	51916	*	B73	33	12
AWS Claim Key:	12351938	Trx Code:	1	Labor Hrs:	0	Labor Cost:	58.2	Material Cost:	0	Total Cost:	58.2										
Dir Cd-Sub Cd:	11606*	Name:	PALM BEACH LINCOLN-MERCURY INC	Ph:	561-6977900	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	29-JUN-1992	Doc #:							
Cost Comments:	HEADLINER LOOSE																				
Tech Comments:	REPLACE HEADLINER																				
1LNLM82W0NY708538	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	25-MAR-1992	20-MAY-1992	325202	USA	7	SQ02	110203	*	3A719	*	A99	FP	71
AWS Claim Key:	12351941	Trx Code:	1	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	30										
Dir Cd-Sub Cd:	11606*	Name:	PALM BEACH LINCOLN-MERCURY INC	Ph:	561-6977900	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	17-NOV-1992	Doc #:							
1LNLM82W0NY708528	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	25-MAR-1992	20-MAY-1992	325202	USA	7	SQ02	110203	*	3A719	*	N59	D1	71
AWS Claim Key:	12351938	Trx Code:	1	Labor Hrs:	8	Labor Cost:	38.8	Material Cost:	2.26	Total Cost:	41.06										
Dir Cd-Sub Cd:	11606*	Name:	PALM BEACH LINCOLN-MERCURY INC	Ph:	561-6977900	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	17-NOV-1992	Doc #:							
Cost Comments:	GRIND IN STEERING																				
Tech Comments:	M TIME TO TIGHTEN LOOSE HOSE AND CLEAN ACROSS FLUID																				
1LNLM82W0NY708528	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	25-MAR-1992	20-MAY-1992	325202	USA	7	6008	011404	FIVY	5422404	A	L15	42	71
AWS Claim Key:	12351940	Trx Code:	1	Labor Hrs:	9	Labor Cost:	43.63	Material Cost:	33.71	Total Cost:	77.36										
Dir Cd-Sub Cd:	11606*	Name:	PALM BEACH LINCOLN-MERCURY INC	Ph:	561-6977900	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	17-NOV-1992	Doc #:							

1LNLM8ZWNY708528	CVB	CM	CPC	CBR	CB	BA	C/DK	CVN	25-MAR-1992	20-MAY-1992	325202	USA	7	SG05	040001	*	FRONT	*	A99	PP	EC
AWS Claim Key:	12351944	Trx Code:	1	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	0										
Dir Ctl-Sub Ctl:	11606 *	Name:	PALM BEACH LINCOLN-MERCURY INC	Plc:	561-6977900	St:	FL	City Ctl:	USA	Reg Ctl:	NA	Repr	Date:01-DEC-1992	Doc #:							
Cost Comments:	TIRES LEFT OF CLAIM 120169																				
1LNLM8ZWNY708528	CVB	CM	CPC	CBR	CB	BA	C/DK	CVN	25-MAR-1992	20-MAY-1992	325202	USA	7	SK04	040402	*	TIRE	*	A99	42	EC
AWS Claim Key:	12351945	Trx Code:	1	Labor Hrs:	9	Labor Cost:	0	Material Cost:	154	Total Cost:	154										
Dir Ctl-Sub Ctl:	11606 *	Name:	PALM BEACH LINCOLN-MERCURY INC	Plc:	561-6977900	St:	FL	City Ctl:	USA	Reg Ctl:	NA	Repr	Date:01-DEC-1992	Doc #:							
Cost Comments:	TIRES LEFT OF CLAIM 120169																				
1LNLM8ZWNY708528	CVB	CM	CPC	CBR	CB	BA	C/DK	CVN	25-MAR-1992	20-MAY-1992	325202	USA	7	SV01	000000	FIVY	1125	A	N27	13	EC
AWS Claim Key:	12351942	Trx Code:	1	Labor Hrs:	1.2	Labor Cost:	38.2	Material Cost:	282.59	Total Cost:	340.79										
Dir Ctl-Sub Ctl:	11606 *	Name:	PALM BEACH LINCOLN-MERCURY INC	Plc:	561-6977900	St:	FL	City Ctl:	USA	Reg Ctl:	NA	Repr	Date:01-DEC-1992	Doc #:							
Cost Comments:	BRAKES PULSATE																				
Tech Comments:	REPLACE FRONT AND REAR ROTORS																				
1LNLM8ZWNY708528	CVB	CM	CPC	CBR	CB	BA	C/DK	CVN	25-MAR-1992	20-MAY-1992	325202	USA	7	SG05	040001	*	FRONT	*	N22	W6	EC
AWS Claim Key:	12351943	Trx Code:	1	Labor Hrs:	2.8	Labor Cost:	195.8	Material Cost:	2.6	Total Cost:	198.4										
Dir Ctl-Sub Ctl:	11606 *	Name:	PALM BEACH LINCOLN-MERCURY INC	Plc:	561-6977900	St:	FL	City Ctl:	USA	Reg Ctl:	NA	Repr	Date:01-DEC-1992	Doc #:							
Cost Comments:	CONSTANT VIBRATION																				
Tech Comments:	REPLACE FRONT TIRE CHECK ALIGNMENT BALANCE REAR TIRES																				
1LNLM8ZWNY708528	CVB	CM	CPC	CBR	CB	BA	C/DK	CVN	25-MAR-1992	20-MAY-1992	325202	USA	9	7W12	011405	FIVY	54432A38	A	A85	46	94
AWS Claim Key:	12351946	Trx Code:	2	Labor Hrs:	3	Labor Cost:	13.8	Material Cost:	21.39	Total Cost:	35.19										
Dir Ctl-Sub Ctl:	11608 *	Name:	STUART LINCOLN-MERCURY	Plc:	**	St:	FL	City Ctl:	USA	Reg Ctl:	NA	Repr	Date:04-FEB-1993	Doc #:							
Tech Comments:	TRUNK FULL DOWN INOP																				
1LNLM8ZWNY708528	CVB	CM	CPC	CBR	CB	BA	C/DK	CVN	25-MAR-1992	20-MAY-1992	325202	USA	10	6X01	011301	*	17698	*	G02	35	96
AWS Claim Key:	12351947	Trx Code:	2	Labor Hrs:	.5	Labor Cost:	23	Material Cost:	3.34	Total Cost:	26.34										
Dir Ctl-Sub Ctl:	11608 *	Name:	STUART LINCOLN-MERCURY	Plc:	**	St:	FL	City Ctl:	USA	Reg Ctl:	NA	Repr	Date:22-FEB-1993	Doc #:							
Tech Comments:	RESECURE REAR VIEW MIRROR																				

1LNLM82W0NY708528 C/VB C/M C/P C/BR C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 11 5V01 000000 PIVY 1125 A N27 13 1C
 AWS Claim Key: 12351948 Trx Code: 2 Labor Hrs: .6 Labor Cost: 27.6 Material Cost: 103.95 Total Cost: 131.55
 Dir Ctl-Sub Ctl: 11608-* Name: STUART LINCOLN-MERCURY Ph: *.* St: FL City Ctl: USA Reg Ctl: NA Repr Date: 15-MAR-1993 Doc #:
 Tech Comments: PULSATION WHILE BRAKING

1LNLM82W0NY708528 C/VB C/M C/P C/BR C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 11 5Y05 060401 PIVY 2C036 A N27 13 1C
 AWS Claim Key: 12351949 Trx Code: 2 Labor Hrs: .6 Labor Cost: 27.6 Material Cost: 178.65 Total Cost: 206.25
 Dir Ctl-Sub Ctl: 11608-* Name: STUART LINCOLN-MERCURY Ph: *.* St: FL City Ctl: USA Reg Ctl: NA Repr Date: 30-MAR-1993 Doc #:
 Tech Comments:

1LNLM82W0NY708528 C/VB C/M C/P C/BR C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 14 6X01 011101 * 17698 * G02 33 12
 AWS Claim Key: 12351950 Trx Code: B84 Labor Hrs: .5 Labor Cost: 24.58 Material Cost: 3.34 Total Cost: 27.92
 Dir Ctl-Sub Ctl: 11608-* Name: STUART LINCOLN-MERCURY Ph: *.* St: FL City Ctl: USA Reg Ctl: NA Repr Date: 24-JUN-1993 Doc #:
 Tech Comments: REAR VIEW MIRROR FELL OFF

1LNLM82W0NY708528 C/VB C/M C/P C/BR C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 14 5G05 040001 * FRONT * H23 W6 12
 AWS Claim Key: 12351951 Trx Code: P05 Labor Hrs: 2.7 Labor Cost: 132.73 Material Cost: 360 Total Cost: 492.73
 Dir Ctl-Sub Ctl: 11608-* Name: STUART LINCOLN-MERCURY Ph: *.* St: FL City Ctl: USA Reg Ctl: NA Repr Date: 28-JUN-1993 Doc #:
 Tech Comments: INSTALL 4 NEW MICHELIN TIRES MOUNT & BAL. ALION AS PER CASE#K02036010

1LNLM82W0NY708528 C/VB C/M C/P C/BR C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 17 5V02 060502 P3AZ 2001 A N27 30 14
 AWS Claim Key: 12351952 Trx Code: B84 Labor Hrs: 1.2 Labor Cost: 58.99 Material Cost: 167.17 Total Cost: 226.16
 Dir Ctl-Sub Ctl: 11608-* Name: STUART LINCOLN-MERCURY Ph: *.* St: FL City Ctl: USA Reg Ctl: NA Repr Date: 30-SEP-1993 Doc #:
 Tech Comments: BRAKES PULSATE WHEN APPLIED SEE HISTORY

1LNLM82W0NY708528 C/VB C/M C/P C/BR C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 25 2C01 030603 * 11002 * A99 PP 15
 AWS Claim Key: 27839992 Trx Code: E70 Labor Hrs: 0 Labor Cost: 0 Material Cost: 0 Total Cost: 90
 Dir Ctl-Sub Ctl: 11608-* Name: STUART LINCOLN-MERCURY Ph: *.* St: FL City Ctl: USA Reg Ctl: NA Repr Date: 06-JUN-1994 Doc #:
 Tech Comments:

1LNLM82W0NY708528 C/VB C/M C/P C/BR C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 25 2C01 030603 P3VY 11390 A D02 28 15
 AWS Claim Key: 27839991 Trx Code: B84 Labor Hrs: .9 Labor Cost: 45.57 Material Cost: 40.17 Total Cost: 85.74
 Dir Ctl-Sub Ctl: 11608-* Name: STUART LINCOLN-MERCURY Ph: *.* St: FL City Ctl: USA Reg Ctl: NA Repr Date: 05-JUN-1994 Doc #:
 Tech Comments:

Cost Comments: WONT START CONDITION ADVISE D01

Tech Comments: STARTER SOLENOID FAULTY 19627 PERFORM STARTER AND BATTERY TESTS, REMOVE STARTER AND REPLACE SOLENOID 28

1LNLM82W08528 C/VB CM CFC CBR CB BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 26 7W12 011407 B90Y 54432A38 A ABS 42 2X
 AWS Claim Key: 22830993 Trx Code: B84 Labor Hrs: .6 Labor Cost: 30.36 Material Cost: 122.03 Total Cost: 152.41
 Dir Cd-Sub Cd: 11608-* Name: STUART LINCOLN-MERCURY Pte ** St: FL City Cd: USA Reg Cd: NA Repr Date: 20-JUN-1994 Doc #:
 Cost Comments: AUTO TRUNK WONT PULL DOWN ABS
 Tech Comments: INNOVATIVE 0.6 20054 REMOVED TRUNK SWITCH AND TESTED MOTOR. REMOVED AND REPLACED TRUNK MOTOR AND SWITCH AS PER TSB 93-8-8

1LNLM82W08528 C/VB CM CFC CBR CB BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 28 6X01 011101 * 17898 * M10 01 21
 AWS Claim Key: 28689268 Trx Code: B84 Labor Hrs: .5 Labor Cost: 25.32 Material Cost: 3.34 Total Cost: 28.66
 Dir Cd-Sub Cd: 11608-* Name: STUART LINCOLN-MERCURY Pte ** St: FL City Cd: USA Reg Cd: NA Repr Date: 20-AUG-1994 Doc #:
 Cost Comments: CK REAR VIEW MIRROR FELL OFF M01
 Tech Comments: GLUE REAR VIEW MIRROR ON 1.5 0.5 HRS LABOR

1LNLM82W08528 C/VB CM CFC CBR CB BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 32 3A11 070100 * 7003 * P59 49 24
 AWS Claim Key: 30000236 Trx Code: E70 Labor Hrs: 2 Labor Cost: 101.26 Material Cost: 32.44 Total Cost: 133.7
 Dir Cd-Sub Cd: 11608-* Name: STUART LINCOLN-MERCURY Pte ** St: FL City Cd: USA Reg Cd: NA Repr Date: 15-DEC-1994 Doc #:
 Cost Comments: CUST STATES GETS WASHBOARD AFFECT AT 35 MPH P03
 Tech Comments: TRANS FLUID 20 24192 CHANGE TRANS FLUID AS PER TSB 94 14 8

1LNLM82W08528 C/VB CM CFC CBR CB BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 34 5V01 080301 * 1102 * N27 13 26
 AWS Claim Key: 30620422 Trx Code: B84 Labor Hrs: 2.2 Labor Cost: 111.39 Material Cost: 109.15 Total Cost: 220.54
 Dir Cd-Sub Cd: 11608-* Name: STUART LINCOLN-MERCURY Pte ** St: FL City Cd: USA Reg Cd: NA Repr Date: 27-FEB-1995 Doc #:
 Cost Comments: BRAKES PULSATE WHEN APPLIED H01
 Tech Comments: 13 ROTORS OUT OF BOUND 26177 REPLACE REA ROTORS TURN FRONTS

1LNLM82W08528 C/VB CM CFC CBR CB BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 34 5V01 060301 F3VY 1125 A H03 08 26
 AWS Claim Key: 30620430 Trx Code: B84 Labor Hrs: 4 Labor Cost: 20.25 Material Cost: 109.15 Total Cost: 129.4
 Dir Cd-Sub Cd: 11608-* Name: STUART LINCOLN-MERCURY Pte ** St: FL City Cd: USA Reg Cd: NA Repr Date: 28-FEB-1995 Doc #:
 Cost Comments: BRAKES PULSATE WHEN APPLIED H02
 Tech Comments: OH ROTORS RUSTED AND PITTED 26305 REPLACE FRONT ROTORS

1LNLM82W0NY708528 C/VB CM C/P C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 37 6N08 012805 FOVY 5420551 A B62 D7 26
 AWS Claim Key: 31241468 Trx Code: E84 Labor Hrs: 4 Labor Cost: 19.17 Material Cost: 169.14 Total Cost: 239.05
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Rpt Date: 16-MAY-1995 Doc #: 6406
 Cust Comments: BOTH DOOR MLDGS RUSTED
 Tech Comments: REPLACE BOTH FRONT DOOR MLDGS

1LNLM82W0NY708528 C/VB CM C/P C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 37 6N08 011404 FIVY 5422405 A L85 D7 26
 AWS Claim Key: 31241467 Trx Code: E84 Labor Hrs: 2.5 Labor Cost: 119.8 Material Cost: 120.19 Total Cost: 276.85
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Rpt Date: 16-MAY-1995 Doc #: 6406
 Cust Comments: LEFT AND RIGHT FRONT DOOR WINDOW RUNS AND HANDLES RUSTED
 Tech Comments: REPLACE DOOR HANDLES AND WINDOW RUNS

1LNLM82W0NY708528 C/VB CM C/P C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 37 6N08 011103 FIVY 5426871 A A99 D7 26
 AWS Claim Key: 31241469 Trx Code: E84 Labor Hrs: 2.6 Labor Cost: 124.59 Material Cost: 998.92 Total Cost: 1423.19
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Rpt Date: 16-MAY-1995 Doc #: 6406
 Cust Comments: LEFT AND RIGHT REAR DOOR WINDOW MLDG AND DRI CHANNEL AND HANDLES RUSTED
 Tech Comments: REPLACE HANDLE GLASS AND RUN AND MLDGS

1LNLM82W0NY708528 C/VB CM C/P C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 37 6C06 0103XX FOVY 18978 A A83 81 26
 AWS Claim Key: 31241473 Trx Code: E84 Labor Hrs: 1.8 Labor Cost: 86.26 Material Cost: 14.88 Total Cost: 185.6
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Rpt Date: 22-MAY-1995 Doc #: 6512
 Cust Comments: SPEAKER COVERS ON BOTH FRONT DOORS ARE DISCOLORED
 Tech Comments: R AND R BOTH DOOR PANELS REPLACE BOTH FRONT DOOR SPEAKERS

1LNLM82W0NY708528 C/VB CM C/P C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 39 7P02 011601 FIVY 17528 A W05 33 27
 AWS Claim Key: 31610481 Trx Code: E83 Labor Hrs: 2 Labor Cost: 9.91 Material Cost: 12.7 Total Cost: 26.42
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Rpt Date: 17-JUL-1995 Doc #: 6527
 Cust Comments: PASSES SIDE WINDSHIELD WIPER KEEPS COMING ON
 Tech Comments: REPLACE WIPER BLADES

1LNLM82W0NY708528 C/VB CM C/P C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 39 5001 110200 * 3504 * N59 08 27
 AWS Claim Key: 31610480 Trx Code: E84 Labor Hrs: 3 Labor Cost: 24.78 Material Cost: 0 Total Cost: 84.78

Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Repr Date: 17-JUL-1995 Doc #: 0527
 Cust Comments: THERE IS A POPPING NOISE IN THE STEERING WHEN YOU ACCEL QUICK OR STOP SUDDENLY
 Tech Comments: PERFORM TSB 932504 REMOVE AND LUBE LOWER STEERING SHAFT ROAD TEST

1LNLM82W0528 C/VB CM CFC CBR CB BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 39 7X05 D11001 P2VY 5461710 AA 303 42 27
 AWS Claim Key: 31619481 Trx Code: B83 Labor Hrs: 1 Labor Cost: 49.55 Material Cost: 302.25 Total Cost: 442.48
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Repr Date: 17-JUL-1995 Doc #: 0527
 Cust Comments: BOTH FRONT SEATS ROCK
 Tech Comments: REPLACE SEAT TRACKS ON BOTH FRONT SEATS

1LNLM82W0528 C/VB CM CFC CBR CB BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 39 7X05-J10506 P2VY 14527 A B15 42 26
 AWS Claim Key: 31698972 Trx Code: B83 Labor Hrs: 4 Labor Cost: 19.82 Material Cost: 23.06 Total Cost: 49.8
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Repr Date: 24-JUL-1995 Doc #: 0529
 Cust Comments: REAR ASHTRAY LID WONT STAY CLOSED
 Tech Comments: REPLACE ASH TRAY ASSY

1LNLM82W0528 C/VB CM CFC CBR CB BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 39 6114 061407 P2VY 5426994 A L17 42 26
 AWS Claim Key: 31698977 Trx Code: B84 Labor Hrs: 7 Labor Cost: 34.69 Material Cost: 16.91 Total Cost: 56.67
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Repr Date: 24-JUL-1995 Doc #: 0529
 Cust Comments: WHEN USING KEYLESS ENTRY BACK PASS DOOR WILL NOT OPEN AT TIMES
 Tech Comments: DIAG R AND R DOOR PANEL TO REPALCE DOOR LOCK ACTUATOR

1LNLM82W0528 C/VB CM CFC CBR CB BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 39 3A11 07D100 * 7003 * N22 49 26
 AWS Claim Key: 31698976 Trx Code: B84 Labor Hrs: 2 Labor Cost: 99.1 Material Cost: 18.6 Total Cost: 123.28
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Repr Date: 24-JUL-1995 Doc #: 0529
 Cust Comments: FEELS LIKE GOING OVER SPEED BUMPS AT 35 TO 40
 Tech Comments: PERFORM TSB 94108 DIAG FLUSH LINES COOLER CONVERTOR INSPECT FITLER ROAD TEST

1LNLM82W0528 C/VB CM CFC CBR CB BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 39 5V01 000301 * 1125 * N27 13 26
 AWS Claim Key: 31698975 Trx Code: B84 Labor Hrs: 2.1 Labor Cost: 104.06 Material Cost: 0 Total Cost: 104.06
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Repr Date: 24-JUL-1995 Doc #: 0529
 Cust Comments: BRAKES PULSATE ON STOPS

Tech Comments: BROAD TEST MACHINE FRONT ROTORS ROAD TEST

1LNLM82W0NY708528 C/VB CM CFC CBR C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 39 4C03 090201 P4AZ SE212 D L66 D8 2F
 AWS Claim Key: 31498274 Trx Code: 507 Labor Hrs: 2.4 Labor Cost: 118.93 Material Cost: 450.72 Total Cost: 704.87
 Dir C4-Sub C4: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ptn: 561-4614043 St: FL Ctry C4: USA Reg C4: NA Rpt Date: 24-JUL-1995 Doc #: 0529
 Cust Comments: OK FOR LEAK ON EXHAUST SYS CAT CONV SHIELD LOOSE
 Tech Comments: R AND R RIGGHT AND LEFT CAT CONVERTORS TO REPLACE LOOSE SHIELDS RUSTED BADLY R ADD R BOR TUBE TO REPALCE CRACKED LEAKING

1LNLM82W0NY708528 C/VB CM CFC CBR C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 40 6C04 011404 FIVY 5423634 A B47 D4 2F
 AWS Claim Key: 31511456 Trx Code: B84 Labor Hrs: 5 Labor Cost: 24.75 Material Cost: 117.72 Total Cost: 177.82
 Dir C4-Sub C4: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ptn: 561-4614043 St: FL Ctry C4: USA Reg C4: NA Rpt Date: 07-AUG-1995 Doc #: 0533
 Cust Comments: DASH TRIM AND DOOR PANEL CUP HOLDER CHROME PEELING
 Tech Comments: R AND R RIGGHT AND LEFT FRONT DOOR INSIDE HANDLE CUP TRIM R AND R RIGGHT AND LEFT DASH TRIM BEZEL TO REPLACE

1LNLM82W0NY708528 C/VB CM CFC CBR C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 40 3Y11 070100 * 7F293 * P66 C8 2F
 AWS Claim Key: 31511457 Trx Code: B84 Labor Hrs: 2 Labor Cost: 99.1 Material Cost: 38.42 Total Cost: 149.05
 Dir C4-Sub C4: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ptn: 561-4614043 St: FL Ctry C4: USA Reg C4: NA Rpt Date: 07-AUG-1995 Doc #: 0533
 Cust Comments: TRANS SHIFTS HARD DOWN SHIFTING
 Tech Comments: DIAG PERFORM TSB 930313 REPLACE TR SENSOR INSTALL HARNESS CONNECTOR RETEST ROA TEST

1LNLM82W0NY708528 C/VB CM CFC CBR C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 40 7F01 011601 F2VY 17526 A W05 33 2F
 AWS Claim Key: 31436856 Trx Code: B83 Labor Hrs: 3 Labor Cost: 14.87 Material Cost: 21.8 Total Cost: 43.21
 Dir C4-Sub C4: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ptn: 561-4614043 St: FL Ctry C4: USA Reg C4: NA Rpt Date: 09-AUG-1995 Doc #: 0534
 Cust Comments: WIPER ARMS KEEP COMING OFF
 Tech Comments: REPLACE WIPER ARMS

1LNLM82W0NY708528 C/VB CM CFC CBR C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 40 5R03 110401 FIVY 30676 A N99 C8 2F
 AWS Claim Key: 31436865 Trx Code: B84 Labor Hrs: 4 Labor Cost: 19.62 Material Cost: 46.9 Total Cost: 82.61
 Dir C4-Sub C4: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ptn: 561-4614043 St: FL Ctry C4: USA Reg C4: NA Rpt Date: 09-AUG-1995 Doc #: 0534
 Cust Comments: THERE IS A POPPING NOISE IN THE STEERING
 Tech Comments: R AND R LOWER STEERING SHAFT TO REPLACE ROAD TEST OK

1LNLM82W0NY708528 C/VB CM CFC CBR CB BA CDK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 40 6004 011001 P2VY 5462901 EYT S10 D4 Z
 AWS Claim Key: 31436863 Trx Code: B84 Labor Hrs: 0 Labor Cost: 56 Material Cost: 523.42 Total Cost: 736.45
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Pto: 561-4614043 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 09-AUG-1995 Dec #: 0534
 Cust Comments: LEATHER ON DRIVERS SEAT CUSHION IS PEELING
 Tech Comments: SUBLET TO BUDDYS TO REPALEH SEAT COVER

1LNLM82W0NY708528 C/VB CM CFC CBR CB BA CDK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 40 6085 000600 P2VY 54644A23 BAM S10 D4 Z
 AWS Claim Key: 31436864 Trx Code: B84 Labor Hrs: 0 Labor Cost: 56 Material Cost: 205.75 Total Cost: 323.48
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Pto: 561-4614043 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 09-AUG-1995 Dec #: 0534
 Cust Comments: LEATHER ON THE DRIVERS ARM REST PEELING
 Tech Comments: SUBLET REPAIR AT BUDDYS REPLACE ARMREST

1LNLM82W0NY708528 C/VB CM CFC CBR CB BA CDK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 40 5V05 060603 * 2078 * H06 08 Z
 AWS Claim Key: 31814718 Trx Code: B84 Labor Hrs: 4 Labor Cost: 19.82 Material Cost: 9.99 Total Cost: 85.31
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Pto: 561-4614043 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 18-SEP-1995 Dec #: 0545
 Cust Comments: HAS NO BRAKES
 Tech Comments: DIAG BRAKE LEAK REPLACE RIGHT FRONT BRAKE FROM CALIPER TO ABS CONTROLLER BLEED SYS ROAD TEST

1LNLM82W0NY708528 C/VB CM CFC CBR CB BA CDK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 44 10B3 000507 P2AZ 8620 A N11 08 Z
 AWS Claim Key: 32303882 Trx Code: B84 Labor Hrs: 3 Labor Cost: 14.87 Material Cost: 12.65 Total Cost: 31.32
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Pto: 561-4614043 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 21-DEC-1995 Dec #: 0576
 Cust Comments: BELT MAKING NOISE
 Tech Comments: REPLACE SERPENTINE BELT

1LNLM82W0NY708528 C/VB CM CFC CBR CB BA CDK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 44 5807 040501 P5AZ 5319 B N11 08 Z
 AWS Claim Key: 32307843 Trx Code: B84 Labor Hrs: 9 Labor Cost: 44.6 Material Cost: 231.45 Total Cost: 345.49
 Dir Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Pto: 561-4614043 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 23-DEC-1995 Dec #: 0576
 Cust Comments: AIR SUSP COMPRESSOR VERY NOISY
 Tech Comments: DIAG AND REPLACE AIR SUSP COMPRESSOR

1LNLM82W0NY708528 C/VB CM CFC CBR CB BA CDK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 44 7X06 011010 P2VY 14C708 A S15 42 Z
 AWS Claim Key: 32307844 Trx Code: B83 Labor Hrs: 1.3 Labor Cost: 64.43 Material Cost: 289.51 Total Cost: 440.79

Dir Ctl-Sub Ctl: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL Ctry Ctl: USA Reg Ctl: NA Repr Date: 22-DEC-1993 Dec #: 0576
 Cust Comments: LEFT FRONT SEAT INOP
 Tech Comments: DIAG PINPOINT TEST REPLACE SEAT TRACK MODULE R AND R TRIM PANEL REPLACE SWITCH CONSOLE

ILNLM82W0NY708528 C/VB C/M C/P C/R C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 45 1B04 030703 P6PZ 12259 KA D41 08 32
 AWS Claim Key: 32363687 Trx Code: S07 Labor Hrs: .8 Labor Cost: 39.55 Material Cost: 40.8 Total Cost: 118.69
 Dir Ctl-Sub Ctl: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL Ctry Ctl: USA Reg Ctl: NA Repr Date: 12-JAN-1996 Dec #: 0582
 Cust Comments: ENGINE MISS
 Tech Comments: DIAG SCOPE ENGINE PINPOINT TEST REPLACE ALL IGNITION WIRES WITH UPDATE

ILNLM82W0NY708528 C/VB C/M C/P C/R C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 60 2002 031403 * 98989 * D13 08 50
 AWS Claim Key: 33867306 Trx Code: 0759D Labor Hrs: 0 Labor Cost: 0 Material Cost: 0 Total Cost: 313.65
 Dir Ctl-Sub Ctl: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL Ctry Ctl: USA Reg Ctl: NA Repr Date: 28-MAR-1997 Dec #: 05743
 Cust Comments: REIMBURSE CUSTOMER FOR WORK COVERED UNDER ESP
 Tech Comments: REFUND CUSTOMER FOR WORK COVERED UNDER ESP

ILNLM82W0NY708528 C/VB C/M C/P C/R C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 60 7H01 120301 P4LY 19703 AX C15 D8 50
 AWS Claim Key: 33867307 Trx Code: 0759D Labor Hrs: 2.8 Labor Cost: 143.45 Material Cost: 317.76 Total Cost: 556.54
 Dir Ctl-Sub Ctl: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL Ctry Ctl: USA Reg Ctl: NA Repr Date: 28-MAR-1997 Dec #: 05743
 Cust Comments: AC BLOWS WARM
 Tech Comments: PART CHARGE LEAK TEST RECLAIM FRON REPLACE COMPRESSOR CLUTCH ASSY ACCUMULATOR ORPCE FLUSH ALL LINES RESEAL ALL LINES RETEST OK REC

ILNLM82W0NY708528 C/VB C/M C/P C/R C/B BA C/DK C/VN 25-MAR-1992 20-MAY-1992 325202 USA 64 7H11 000800 FIVY 19C336 A C12 42 50
 AWS Claim Key: 34082166 Trx Code: 0759D Labor Hrs: 2.5 Labor Cost: 132.29 Material Cost: 247.99 Total Cost: 454.68
 Dir Ctl-Sub Ctl: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL Ctry Ctl: USA Reg Ctl: NA Repr Date: 06-AUG-1997 Dec #: 05788
 Cust Comments: STS AC DOESNT COOL VERY WELL CHECK AND ADVISE
 Tech Comments: COMPRESSOR BAD INSPECT PERFORMED DIAGS REPLACED COMPRESSOR ACCUMULATOR ORPCE ORINGS AND FILTER KIT FLUSH SYSTEM EVAC AND RECHARGE

Any comments? You can contact



webmaster@awa-ford.com

1LNLM52W9N

CASE # 35N

3713 3056

[REDACTED]
ATTORNEY

3/17/99 LM @ 12:55PM
TO CALL FAREBAULT ABOUT
A POSSIBLE INSPECTION OF
92 TOWN CAR

HE WON'T BE IN TILL MON.

[REDACTED] HOME #
[REDACTED]

NA, WOULD LIKE TO ASK
HER ^{NAME?} ~~SURNAME~~ #?
~~KEVIN M. FAREBAULT (FARIBAULT)~~

3/29/99
left msg
for James
Farris

Case # 35N

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/Owner Information

Model Year: 92 Make: TOWN CAR VIN#: 1LNLM82W9NY Mileage: 67,000

Present Vehicle Location: _____ Who owns vehicle now: _____

Customer Name: _____ Phone: _____

Is it ok for engineering to contact customer: _____

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) _____

Insurance Agent Info. (if appropriate)

Agency Name: _____ Agency phone number: _____

Claim number: _____

Contact: _____ Phone number: _____

Incident Info

Date of fire: 10/4/98 Was the vehicle repaired? _____ If so, when and where? _____

Any idea where the fire started? (engine compartment quadrant... front, back, left, right) DRIVER'S SIDE ENGINE COMPARTMENT

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

Was the engine ON or OFF? OFF If OFF, how long was it parked before fire? 1 DAY

Did customer notice anything unusual prior to fire? _____

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

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

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

1LNL82W9NY

Form Approved O.J.A.S. No. 2127-0800

 AUTO SAFETY HOTLINE VEHICLE OWNER'S QUESTIONNAIRE U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-800-434-3388 DC METRO AREA 202-496-6128		FOR AGENCY USE ONLY DATE RECEIVED RECEIVED COPIED 2-22-99 DEFECT CODE 544199 DAY TIME TELEPHONE NO. (AREA CODE)	
OWNER INFORMATION (TYPE OR PRINT) NAME AND ADDRESS ATLANTA, GA.		REFERENCE NO.	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES ☒ NO ☐ In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.		SIGNATURE OF OWNER DATE 2-22-99	
VEHICLE INFORMATION			
VEHICLE IDENTIFICATION NO. 1LNL82W9NY (LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE)		VEHICLE MAKE LINCOLN VEHICLE MODEL TOWN CAR MODEL YEAR 1992	
CURRENT ODOMETER READING 67000		DATE PURCHASED 7/94 ☐ NEW ☒ USED	
TRANSMISSION TYPE ☐ MANUAL ☒ AUTOMATIC		DEALER'S NAME, CITY & STATE FRANK JACKSON L/M 7555 ROSWELL RD. DENWOOD, GA. 30342	
ANTILOCK BRAKES ☒ YES ☐ NO		ENGINE SIZE (CID/GCC/L) 4.6L NO. CYLINDERS 6 ☐ TURBO ☒ DIESEL ☐ GAS ☐ FUEL INJECTN	
RESTRAINT SYSTEM ☒ DRIVER'S SIDE AIRBAG ☐ MOTORCYCLE ☒ PASSENGER'S SIDE AIRBAG ☒ 3-POINT BELT ☐ 2-POINT BELT		DRIVE SHAFT ☐ FRONT ☒ REAR ☐ 4-WHEEL	
BODY STYLE STANG 4 OR 5 OR ☒ HATCH BK ☐ VAN ☐ PICK UP TRK ☐ OTHER			
FAILED COMPONENT(S) INFORMATION (REPORT TIRE INFORMATION ON SEPARATE SHEET)			
COMPONENT	PART NAME(S)	LOCATION	FAILED PART(S)
UNKNOWN	UNKNOWN	☒ LEFT FRONT ☐ RIGHT FRONT ☐ LEFT REAR ☐ RIGHT REAR	☒ ORIGINAL ☐ REPLACEMENT
NO. OF FAILURES	DATE(S) OF FAILURE(S)	MANUFACTURER CONTACTED	NHTSA PREVIOUSLY CONTACTED
ONE	OCTOBER 4, 1998	☐ YES ☒ NO	☐ YES ☒ NO
	MILEAGE AT FAILURE(S) 67,000		
	VEHICLE SPEED AT FAILURE(S) PARKED		
APPLICABLE ACCIDENT INFORMATION			
ACCIDENT	FIRE	NUMBER PERSONS INJURED	NUMBER OF FATALITIES
☐ YES ☐ NO	☒ YES ☐ NO	UNDETERMINED	NONE
PROPERTY DAMAGE		POLICE REPORTED	
EST. \$0.00		☒ YES ☐ NO	
NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), FLURTY(IES)			
The owner parked her Lincoln under the carport at her residence on Saturday, October 3, 1998, and did not move the auto. On Sunday, October 4, 1998, our client noticed a bright light coming from the carport area at approximately 11:00 p.m. Our client looked in the carport and saw flames coming from under the hood of the Lincoln on the driver's side. The client called the Fire Department minutes later and then heard an explosion. Before the fire was extinguished, the Lincoln was destroyed, a 1994 Ford Explorer also parked in the carport was destroyed, and over \$290,000.00 in damages was sustained by our client's home and the loss of personal effects.			
CONTINUE ON BACK IF NEEDED			
The Privacy Act of 1974 Public Law 94-573 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may		be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, as a statistical summary thereof, may be used in support of the agency's action.	

3713 3860

3/29/99 called Mike Duncan
- Subrogation claim
- Shawn L. Norton / OGC / CLAIMS
(23269)

- Mike Duncan wants to work in
cooperation, pending Ford pays the damages.

(WAITING FOR CALL FROM [REDACTED])

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

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

Vehicle/Customer Information

Model Year: 93 Make: TOWN CAR VIN#: 1LNLM82W9PY [REDACTED]

Present Vehicle Location: 5ADISCO FACILITY Who owns vehicle now: STATE FARM
DESKATIAK, FL

Customer Name: [REDACTED] Phone: _____

Is it ok for engineering to contact customer: _____

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) _____

Insurance Agency Info. (If appropriate):

Agency Name: STATE FARM Agency phone number: _____

Claim number: 10-J323-009

Contact: MICHAEL DUNCAN /ATTY Phone number: 850-769-3434

Incident Info

Date of fire: 5/1/98 Mileage: TOO BURNED TO READ Was the vehicle repaired? TOTALLED

If repaired, when and where? _____

Any idea where the fire started? (engine compartment quadrant... front, back, left, right) burned, too severely to read

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

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

Did customer notice anything unusual prior to fire? _____

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

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

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

SPCHIFMA

Add Issue

03/17/99 16:32:06

==>

VIN 11NLMS2W9PY Year: 1993 Model: TOWN CAR
Sale Type: Individual Rtl Trmt: WSD: 10/06/92
Name:
Address:
City: PANAMA CITY
Zip/Postal:
Prev Owner:
Issue Type:
Comm Type:
Document Nbr:
Symptom Desc:
Reason Desc:
Action Desc:
Dealer:
Home Phone:
Day Phone:
State/Province: FL
Country: USA
Owner Status: SUBSEQUENT
Odometer Reading: MI
Legal Issue Type:
CAN Court Code:
CAN Award Code:
Last Handled Date:

----- 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 LPREL27

3713 3864

==>

VIN: 1LNLM82W9PY
Source: CUPID Year: 1993 Model: TOWN CAR
Title: _____
First Name: D _____
Middle Initial: _____
Last Name: _____
Suffix: _____
Business: _____

Address: _____

City: PANAMA CITY
State/Prov: FL ZIP/Postal: _____ Country: USA
Home Phone: _____ Day Phone: _____ Language: EN

----- To View Valid Process Options, Put cursor on field, Press F1 -----

Name Correction: N Address Change: N Ownership Change: N Orig/Subsequent: S

Dealer STARS Id: _____

F1=Help F5=Add Issue

F10=Update Customer F11=Menu F12=Return

RECORD FOUND

LPREL27

==>

VEHICLE ID: 1LPY618751 (WWYP88888) Vin: 1LNLM82W9PY618751 Div: 3 Status: 800
Vehicle Line: CVB Convy Deliv: 090392 Orig P-Lvl: 301 Selling Dlr: 42D320
Order Recpt: 081992 ShipTo Stat: Curr P-Lvl: 301 Sale Date: 100692
Orig Sched: 083192 Rls-To Stat: IN Order Dlr: 42320 Demo Date:
Inv Prep: 082492 Orig Int St: 090292 Orig Rls Dlr: 42320 Deliv Type: 0
Prod Date: 083192 Curr Int St: 090292 Rls Dlr P&A: 13671 Sales Frd: 092101
Rls Date: 090192 Dlrfin Ext: 101092 Warr Start: 100692 Cancel Sl:
Memo Consgn: P&C Ext: 101092 Warrs-Ind: Sale Status: G
Orig Fltbus: 090192 Advert Ext: 101092 -Date- -Dealer-
Curr Fltbus: 090192 Slapan SS#: 1735 Shipped: 090292
T/Name: Curr Stock: 090192 42D320
Addr: State: IN 1st-Prior:
City: LAPORTE N/A-Rcpt: 101292 2nd-Prior:
Zip: Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
1234567890123456789012345678901234567890123456789012345678901234
JH D P14 3P 4 3 L6 P 42D320 3 MK
567890123456789012345678901234567890123456789012345678901234567890
PY R W11NL9 4 D 755A 9WP
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL27

11M1M2W9P

1993 TOWN CAR

4.6L SOHC (ROMEO)

*OPEN CAMPAIGNS

4 DR SEDAN SIGNATURE

4 SPD OD AODE

03/17/1999 16:36:29

AXLE CODE: JY

NO CAMPAIGN MESSAGE(S) FOUND

*WARRANTY START DATE 10/06/1992 BUILD DATE 08/31/1992 START ODOM
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE
NO ESP INFORMATION AVAILABLE

FOR MORE INFO <RTN>, M. MENU OR 99. BYE

3713 3867

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1LNLAAGWSP- [REDACTED] Vch Desc: CYS - TOWN CAR (F936/FN116) (P1-97) Eng Serial No: W
 Model Year: 1993 Market District: CM - L-M DIVISION DERIVATIVE Body Style: *
 Vch Type: C Drive Code: CR - 2 WEL L/H REAR DRIVE Engine: CVN - R-M 4.6L SOHC EFI NA CIVI G-HP
 Inv. Dealer: 13671 Body Chk Style: CFC - 4 DOOR SEDAN-6 LITE Transmission: CDK - 4 SPD AUTO TRANS NAAG ACDE
 Version/Serial: CBR - SIGNATURE VERSION

BUILD INFORMATION:

Region: NA - 000000000 Plant: BA - WINDY PLANT BUILD
 Country: USA - 000000000 Prod Date: 31-AUG-1992

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 34230 - *
 Country: USA - 000000000 Selling Div SdProv: IN
 Buyer SdProv: IN

Arrival Date: 03-SEP-1992 Red Carpet Lease: *
 Sale Date: 06-OCT-1992 Fleet/Lease/Co. Lease: R
 Warranty Start Date: 06-OCT-1992 Modified Vehicle: *
 Orig Warranty Date: 06-OCT-1992 Recquired Vehicle: * Vehicle Report Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 MSZPT618751 4L 1 3182304 JH D NY 378 4 3 14 F 420320 3 ME PV H N
 LKLE 4 D 725A 997

3713 3868

INSTALLED OPTION INFORMATION:

Air Conditioning:	CFC - A/C AIR CONDITIONER	GVW Code:	-
Alternator Amp Rating:	*	GVW Class Code:	L
Audio Bldr:	* - [N/A]	Instrumentation:	AC - ELECTRONIC INSTRUMENTATION
Axle Ratio:	HQACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	HGIAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	72	Paint:	PNM88 - TWILIGHT BLUE CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radar:	AQ - ELETR PREMIUM AM/PM STROKSTR
Calibration Code:	318RMA	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Suspension Axle:	* - [N/A]
Color(Fleet):	* - [N/A]	Tire Brand:	AT - MICHELIN TIRE VENDOR
Delivery Type:	0	Tire Size:	D3GSP - P215/70R13 WSW
Driveshaft Code:	*	Traxion Controls:	AS - ANTI-SPIN TRACT BRAKES W/O IVD
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Fuel Type:	* - [N/A]		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	CB - CB
ESP Coverage(Mile):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Diod Suffix:	ITY
ESP Plan Year:	* Engine Family:	PR446V3FE2
ESP Signature Date:		

Any comments? You can contact

webmaster@aws-ford.com

Standard Claims List For Model Year 1993

ILNLM82W9P	CVB	CM	CFC	CBR	CB	BA	CDK	CYN	31-AUG-1992	06-OCT-1992	342320	USA	1	6Y00	000001	*	PREP	*	X9*	82	1748
AWS Claim Key:	7E20802	Trx Code:	LNC	Labor Hrs:	1	Labor Cost:	0	Material Cost:	0	Total Cost:	45										
Dtr Cd-Sub Cd:	13671-*	Name:	NORTH SHORE SALES INC	Ph:	219-3622102	St:	IN	City Cd:	USA	Reg Cd:	NA	Repr	Date:	23-OCT-1992	Dec #:	0050					
Cost Comments:	1000 MILE CK UP.																				

ILNLM82W9P	CVB	CM	CFC	CBR	CB	BA	CDK	CYN	31-AUG-1992	06-OCT-1992	342320	USA	5	7H10	120803	E35Y	198561	A	C05	42	11842
AWS Claim Key:	7E20803	Trx Code:	1	Labor Hrs:	1.1	Labor Cost:	48.55	Material Cost:	25.35	Total Cost:	73.91										
Dtr Cd-Sub Cd:	13671-*	Name:	NORTH SHORE SALES INC	Ph:	219-3622102	St:	IN	City Cd:	USA	Reg Cd:	NA	Repr	Date:	10-FEB-1993	Dec #:	0050					
Cost Comments:	AC BROP CK SYSTEM																				
Tech Comments:	OPERATION REPLACED PRESSURE CYCLING SWITCH																				

ILNLM82W9P	CVB	CM	CFC	CBR	CB	BA	CDK	CYN	31-AUG-1992	06-OCT-1992	342320	USA	8	6P06	NANANA	*	20124	*	305	08	23821
AWS Claim Key:	7E20801	Trx Code:	BB4	Labor Hrs:	1	Labor Cost:	45	Material Cost:	0	Total Cost:	45										
Dtr Cd-Sub Cd:	13671-*	Name:	NORTH SHORE SALES INC	Ph:	219-3622102	St:	IN	City Cd:	USA	Reg Cd:	NA	Repr	Date:	12-MAY-1993	Dec #:	0050					
Cost Comments:	L. REAR DOOR HARD TO OPEN																				
Tech Comments:	REMOVE LEFT REAR DOOR PANEL CONNECT ROD FROM OUTSIDE HANDLE TO LATCH																				

ILNLM82W9P	CVB	CM	CFC	CBR	CB	BA	CDK	CYN	31-AUG-1992	06-OCT-1992	342320	USA	8	5V01	060001	FSVY	1125	A	N27	13	23821
AWS Claim Key:	7E20804	Trx Code:	BB4	Labor Hrs:	1.2	Labor Cost:	54	Material Cost:	291.46	Total Cost:	347.46										
Dtr Cd-Sub Cd:	13671-*	Name:	NORTH SHORE SALES INC	Ph:	219-3622102	St:	IN	City Cd:	USA	Reg Cd:	NA	Repr	Date:	12-MAY-1993	Dec #:	0050					
Cost Comments:	VIBRATION WHEN BRAKING																				
Tech Comments:	REPLACE FRONT AND REAR ROTORS																				

ILNLM82W9P	CVB	CM	CFC	CBR	CB	BA	CDK	CYN	31-AUG-1992	06-OCT-1992	342320	USA	42	*	*	*	*	*	*	*	68936
AWS Claim Key:	19361102	Trx Code:	95864	Labor Hrs:	3	Labor Cost:	13.85	Material Cost:	0	Total Cost:	13.85										
	BAY																				

9713 2870

Claims List Report

http://gis.pc9.ford.com/cgi-bin/aww/jw/claimlist20.pl?rv=ecod12x&modelys=1993&vin_cd=1LN1382W9P1

Dir: CA-Sub Cdr: 11632-8 Name: LINCOLN-MERCURY-DODGE Pin: 904-7851991 St: FL City Cdr: USA Reg Cdr: NA Date: 01-MAR-1996 Doc: 87653745A
Cust Comments: RECALL 93B54
Tech Comments: PERFORMED RECALL AS PER INSTRUCTIONS

Any comments? You can contact

webmaster@aws-ford.com

57A

3713 3872

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: CROWN VIC VIN: 2FACP74F8MX

Present Vehicle Location: _____ Who owns vehicle now: INS. COMPANY

Customer Name: _____ Phone: _____

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? She had a tune-up a few months prior - she had a brake job a few months prior.

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

Insurance Agency Info (if appropriate): 1949 E. Sunshine Ins. home office. SPRINGFIELD, MO

Agency Name: AMERICA NATIONAL Agency phone number: 417-887-0220

Claim number: 41A823761

Contact: Jennifer Keuning Phone number: 800-333-2861 ext 2454

Incident Info

Date of fire: 10/97 Mileage: she does not remember Was the vehicle repaired? NO - TOTALLED

If repaired, when and where? N/A

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

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

Was the engine ON or OFF? OFF If OFF, how long was it parked before fire? 2 HOURS (1hr 45 min)

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? _____

9713 3873

Southern Auto Salvage Pool
Memphis, TN
Vehicle was sold at
Salvage yard - cant locate.

Name: [REDACTED]

Address: [REDACTED]

Address: [REDACTED]

City: CORDOVA

Zip/Postal: [REDACTED]

Home Phone: [REDACTED]

Day Phone: [REDACTED]

State/Prov: TN

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
	1FALP4048TF190687	1996	MUSTANG	Individual Rtl
	SUBSEQUENT			

F1=Help

F2=IssueList

F5=AddIssue

F7=Prev

F8=Next F9=ESP

F10=WarrrHistory F11=Menu

F12=Return

F13=Recall/ONP

F14=SpecialCoverage

NO MORE RECORDS AVAILABLE

LPREL10

VIN # UNKNOWN
1992 GROWN VICTORIA

Per Report, the
customer's name
is

[REDACTED]

Customer says it's
a 1991 model.

2FAEP74FBM

APPR DATE OF FIRE: 10-13-97

* Customer
wants to be
contacted if
cause is found

- survey taken by 7A
- contacted
customer 3/30/99

3713 3876

Case #38

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: Crown Victoria VIN: 2FALP73W0N

Present Vehicle Location: WA/KNOX Who owns vehicle now: UNKNOWN

Customer Name: [REDACTED] Phone: [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? no

What is the general repair history of the vehicle? trans. slipping 243 mi

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

Insurance Agency Info (if appropriate)

Agency Name: Motor Police Tampa Agency phone number: 800-854-6011

Claim number: [REDACTED] (Tampa Office)

Contact: KAYE BARAT Phone number: 800-854-6011

Tampa Office

Incident Info

Date of fire: 12-5-96 Mileage: 24,000 Was the vehicle repaired? yes

If repaired, when and where? H. Landwehr, Lincoln, Mass

Any idea where the fire started? (engine compartment quadrant... front, back, left, right) under hood below headlights

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

Was the engine ON or OFF? off If OFF, how long was it parked before fire? 2 1/2 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? Will come from Cause Control. Serial out

NOTE: Vehicle then Salvaged Sold

8713 8876

Name:

Address:

Address:

City:

SUNRISE

Zip/Postal:

Home Phone:

Day Phone:

State/Prov: FL

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
	1FMRU1761W1	1998	EXPEDITION	Individual Rtl
	ORIGINAL			
	2FALP73WON	1992	CROWN VICTORIA	Individual Rtl
	ORIGINAL			
	2MECM74FOM	1991	GRAND MARQUIS	Individual Rtl
	ORIGINAL			
	1FMCA11U0J2	1988	AEROSTAR	Individual Rtl
	ORIGINAL			

F1-Help

F2-IssueList

F5-AddIssue

F7-Prev

F8-Next F9-ESP

F10-WarrHistory F11-Menu

F12-Return

F13-Recall/ONP

F14-SpecialCoverage

MORE RECORDS AVAILABLE

LPRBL10

MISS

OR

MR.

APPX
Date
of

FIRE

12-5-96

4-15-99
Spoke to
Loa Karen
@ MetLife
Richter

4-15-99
Spoke
to Kaye Barry
in Tampa office
Fmcc took over
claim - no ins.
claim made on
this loss

Date Survey
Taken3/30/99 (By Jacki
Mathis)

03/29/99 11:58:26

LPREL10

9713 3078

3713 3879

VEHICLE ID: 2FNX141388 (WWYPSSHHBB) VIN: 2FACP72W7NX141388 Div: 1 Status: 800
 Vehicle Line: CFB Convy Deliv: 061891 Orig P-Lvl: 210 Selling Dlr: 13B035
 Order Recpt: 050391 ShipTo Stat: Curr P-Lvl: 210 Sale Date: 071091
 Orig Sched: 060391 Rls-To Stat: NY Order Dlr: 13035 Demo Date:
 Inv Prep: 060591 Orig Int St: 061391 Orig Rls Dlr: 13035 Deliv Type: 7
 Prod Date: 061191 Curr Int St: 061391 Rls Dlr P&A: 03711 Sales Prd: 091071
 Rls Date: 061191 Dlrfin Ext: 071091 Warr Start: 071091 Cancel Sl:
 Memo Consgn: P&C Ext: 071091 Warrs-Ind: Sale Status: G
 Orig Pltbus: 061191 Advert Ext: 071091 -Date- -Dealer-
 Curr Pltbus: 061191 Slapn SS#: 1225 Shipped: 061191
 T/Name: 1 Curr Stock: 061191 13B035
 Addr: State: NY 1st-Prior:
 City: FRANKLIN SQ N/A-Rcpt: 071191 2nd-Prior:
 Zip: Warr-Ins-Ind: 3rd-Prior:
 V.O. 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 P72NX 5D03F6052 3ECD T3 37 VKF 13B035 1 YZ
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 BY W2FAC7 810 3 120A 9WT 8 ZD065
 F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPRRL10

[REDACTED] 303
 [REDACTED] VICTORIA

Blessing
 Lewis
 516-326-9090

Franklin Square, NY

APPX
 DATE OF
 FIRE

7-21-93

3713 3890

3/21/99 - number is not published 518 LF

3/31/99 Called dealership, ^{they} could not find record of customer. LF

4/1/99 left a msg (VM) for [REDACTED]

4/6/99 spoke with [REDACTED] - vehicle records have been purged - there is no way to obtain any info on this car.

Case #40

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: CROWN VICTORIA VIN#: 2FACP72W7N

Present Vehicle Location: _____ Who owns vehicle now: _____

Customer Name: _____ Phone: _____

Is it ok for engineering to contact customer: _____

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) _____

Insurance Agency Info. (if applicable):

Agency Name: _____ Agency phone number: _____

Claim number: _____

Contact: _____ Phone number: _____

Incident Info

Date of fire: _____ Mileage: _____ Was the vehicle repaired? _____

If repaired, when and where? _____

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

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

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

Did customer notice anything unusual prior to fire? _____

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

Was the brake warning lamp illuminated? _____ Were the brake lights inoperative? _____

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

3713 3352

Case # 41

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: Crown Victoria VIN: 2FACP2W1NX

Present Vehicle Location: Dealey's Body Shop Who owns vehicle now: Dealey's Body Shop

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? TRANSMISSION & OVERHEATING CONCERNS

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: 8-1-94 Mileage: 80,000 Was the vehicle repaired? NO - TOTALLY BURNED

If repaired, when and where? N/A

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

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

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

Did customer notice anything unusual prior to fire? WOULDN'T CHANGE GEARS

Was there any difficulty getting the vehicle out of park? YES 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? Dealey's Body Shop

601-427-9234

Vehicle has been crushed.

9713 9883

NVNP510

NAVIS Vehicle Inquiry

03/29/99 14:24:41

==>
 VEHICLE ID: 2FNM (WWYFBBB) VIN: 2FACP72W1NM Div: 1 Status: 800
 Vehicle Line: CFB Convy Deliv: 031192 Orig P-Lvl: 213 Selling Dlr: 23X467
 Order Recpt: 112791 ShipTo Stat: Curr P-Lvl: 213 Sale Date: 031892
 Orig Sched: 022492 Rls-To Stat: MS Order Dlr: 23467 Demo Date:
 Inv Prep: 022592 Orig Int St: 030392 Orig Rls Dlr: 23467 Deliv Type: 3
 Prod Date: 030292 Curr Int St: 030392 Rls Dlr P&A: 05862 Sales Prd: 092032
 Rls Date: 030292 Dlrfin Ext: Warr Start: 031892 Cancel Sl:
 Memo Consign: P&C Ext: 041092 Warrs-Ind: Sale Status: G
 Orig Pltbus: 030292 Advert Ext: -Date- -Dealer-
 Curr Pltbus: 030292 Slapen SS#: 1842 Shipped: 030392
 T/Name: 9 TISH CO BOARD O Curr Stock: 030292 23X467
 Addr: 1008 HWY 25 S State: MS 1st-Prior:
 City: IUKA N/A-Rcpt: 032492 2nd-Prior:
 Zip: 38852 Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 P72NX 3 5B24B1000 RL D PD4 348 H 2F 1 T23X467 041YZ
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 JY W2FAC1 71R K A1208 9WP A QZ001
 F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

10/1/99 10:00:00 AM
 10/1/99 10:00:00 AM
 10/1/99 10:00:00 AM

IUKA, MS

phone

3/21/99 Customer no longer works at Sheriff Dept - she had
 retired no further information, no other listing

APPX
 Date
 of
 FIRE

8-1-94

3713 3884



Case # 42

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: _____ Make: GRAND MARQUIS VIN: 2MECM74W5N

Present Vehicle Location: unknown / IT WAS Who owns vehicle now: unknown

Customer Name: _____ Phone: _____

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? _____

What is the general repair history of the vehicle? Rear wheel problems /

traction problem

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

Insurance Agency Info. (if appropriate): She doesn't remember

Agency Name: _____ Agency phone number: _____

Claim number: _____

Contact: _____ Phone number: _____

Incident Info

Date of fire: 10-7-97 Mileage: She doesn't remember Was the vehicle repaired? NO

If repaired, when and where? _____

Any idea where the fire started? (engine compartment quadrant... front, back, left, right) NO

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

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

Did customer notice anything unusual prior to fire? _____

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

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? _____

NOTE: Vehicle was involved in an accident - when in for repairs at a later date, She was told by SVC department that there had been a small fire. Customer was not even aware of it.

3713 3886

Name:

Address:

Address:

City:

MARGATE

Zip/Postal:

Home Phone:

Day Phone:

State/Prov: FL

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	-----	-----	-----	-----
	2MELM74W8VX	1997	GRAND MARQUIS	Independent Lse
	ORIGINAL			
	2MECM74W5NE	1992	GRAND MARQUIS	Individual Rtl
	ORIGINAL			

F1=Help

F2=IssueList

F5=Addissue

F7=Prev

F8=Next F9=BSP

F10=WarrHistory

F11=Menu

F12=Return

F13=Recall/ONP

F14=SpecialCoverage

NO MORE RECORDS AVAILABLE

LPRRL10

APPROX DATE
OF FIRE

3/31/99 called 5:06 no owner LF

3/31/99 called 5:35 PM no answer

10-7-97

3/4/1/99 reached customer (she had an accident
and when she took the
vehicle in for repair,
she was told the vehicle
had a fire in the
hood)

==>
VEHICLE ID: 2MNX727683 (WWWFB88888) VIN: 2MECM74W5MX727683 Div: 3 Status: 800
Vehicle Line: CFP Convy Deliv: 041492 Orig P-Lvl: 213 Selling Dlr: 25A256
Order Recpt: 031992 ShipTo Stat: Curr P-Lvl: 213 Sale Date: 062292
Orig Sched: 033092 Rls-To Stat: FL Order Dlr: 25256 Demo Date:
Inv Prep: 032592 Orig Int St: 040192 Orig Rls Dlr: 25256 Deliv Type: 0
Prod Date: 033192 Curr Int St: 040192 Rls Dlr PAA: 11638 Sales Prd: 092063
Rls Date: 033192 Dlrfin Ext: 042592 Warr Start: 062292 Cancel SI:
Memo Consgn: P&C Ext: 042592 WarrS-Ind: Sale Status: G
Orig Plthbus: 033192 Advert Ext: 042592 -Date- -Dealer-
Curr Plthbus: 033192 Slspan SS#: 7904 Shipped: 040192
T/Name: KAPLAN Curr Stock: 033192 25A256
Addr: State: FL 1st-Prior:
City: MARGATE N/A-Rcpt: 062492 2nd-Prior:
Zip: Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
1234523456789012345678901234567890123456789012345678901234
M74NX 3 2 30C1571 JC D P1 3P 5 2F 2 25A256 1 YX
8 9 0 1 2 3 4 5 6
56789012345678901234567890123456789012345678901234567890
FT3 2 W2MEC5 2 Z 156A WP 8
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LFREL10



43N

3713 3889

Case # 43N

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: 1LNLM81W3NY

Present Vehicle Location: LONGVIEW, TX Who owns vehicle now: customer

Customer Name: [REDACTED] Phone: -

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? electrical concerns 3 weeks prior to fire. Fuse #12 was repaired.

Was it equipped with any aftermarket components? (specifically car alarm, trailer tow, or remote start cell phone
(not in car at time of fire)

Insurance Agency Info. (if appropriate)

Agency Name: STATE FARM Agency phone number: -

Claim number: [REDACTED]

Contact: Jeremy Bryan Phone number: 903-534-7300

Incident Info

Date of fire: 3-25-99 Mileage: unknown Was the vehicle repaired? no - totalled

If repaired, when and where? n/a

Any idea where the fire started? (engine compartment quadrant... front, back, left, right) driver side, near firewall

Was the vehicle parked or running? Parked If parked, where? (garage, carport, parking lot) garage (house as well)

Was the engine ON or OFF? OFF If OFF, how long was it parked before fire? 15 MINUTES

Did customer notice anything unusual prior to fire? NO

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

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? VEH. IS AVAIL FOR INSPECTION.

CONTACT:
GLEN BOLTON/FIRE CAUSE INVESTIGATION
800-432-4669

* These conditions reported 3 weeks prior to fire.

** CONFIRMATION REPORT **

TRANSMISSION

TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION	PQS	STATUS	MODE
766	APR. 14 9:52	[REDACTED]	0' 00' 33"	003	OK	N SCH

Consumer Affairs
16800 Executive Plaza Drive
Mail Drop #3 NE-B, Suite 331
Dearborn, MI 48126-4207



To: [REDACTED]

From: Ms. Fareen Anasri

Fax: [REDACTED]

Pages: 2 (including cover page)

Phone: [REDACTED]

Date: April 14, 1999

Re: survey

Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments: If you did not receive all pages, please call me at 313/545-5577

Have a great day!

FAREEN

1LNLMSW4NY [REDACTED] 46N
[REDACTED]

3713 3556

Case # 46N

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]

Present Vehicle Location: _____ Who owns vehicle now: STATE FARM

Customer Name: [REDACTED] Phone: _____

Is it ok for engineering to contact customer: last name 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) _____

Insurance Agency Info. (if appropriate)

Agency Name: STATE FARM Agency phone number: _____

Claim number: _____

Contact: ALAN CONGER Phone number: 770-460-4923

Incident Info

Date of fire: 10-1-98 Mileage: _____ Was the vehicle repaired? _____

If repaired, when and where? _____

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

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

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

Did customer notice anything unusual prior to fire? _____

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

Was the brake warning lamp illuminated? _____ Were the brake lights inoperative? _____

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

████████████████████
2FALP71W95X ██████████

48

3713 3500

- OK to inspect
- at dealership
- will be allowed
to remove parts,
if allowed -
at direction of
BOB SAVAGE

Case # 48

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: 95 Make: CROWN VIN: 2FALP71N9SX

Present Vehicle Location: FT. LAUDERDALE, FL Who owns vehicle now: [REDACTED]

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? NO ABNORMAL PROBLEMS

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

Insurance Agency Info (if appropriate)

POLICE EQUIPMENT -
POLICE PKG-VEH.

Agency Name: _____ Agency phone number: _____

Claim number: _____

Contact: _____ Phone number: _____

Incident Info

Date of fire: 2-12-99 Mileage: 67,175 Was the vehicle repaired? YES

If repaired, when and where? 2-15-99 FT. LAUDERDALE L-M

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

Was the vehicle parked or running? PAKED If parked, where? (garage, carport, parking lot) 20 MINUTES.

Was the engine ON or OFF? ON If OFF, how long was it parked before fire? 20 MINUTES

Did customer notice anything unusual prior to fire? _____

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

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? _____

ILNLSINVSNY

50

3713 3903

4/21/99 am
- called customer
- no answer

4/21/99 pm
- still no answer

4-23 closed per
the name - ^{veh} repaired

Case # 50

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: 1LNLM81W8NY713493
 Present Vehicle Location: 980 SW 31ST ST FL Lauderdale FL 33315 Who owns vehicle now: Ms. Agnasia
 Customer Name: [REDACTED] Phone: [REDACTED]
 Is it ok for engineering to contact customer: OK

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? Very light - nothing involved brakes or electrical

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: 4-20-99 Mileage: 78,101 Was the vehicle repaired? Yes

If repaired, when and where? 4-21-99 FT LAUDERDALE L-M

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

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

Was the engine ON or OFF? OFF If OFF, how long was it parked before fire? 5 min

Did customer notice anything unusual prior to fire? Vehicle Smoldered

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

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?

- excessive amount of brake fluid that was in fuse box inside drivers compartment.

* NOTE: Veh. did NOT catch fire - but started smoldering.

[REDACTED]

51

ILNL182WIP [REDACTED]

3713 3908

4-21-99 called
customer,
no answer

4-21-99 pm

called, reached
customer - she
requested a call back
later (hospital on
other line)

4/23 closed per customer
vehicle repair

Case #51

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

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

Vehicle/Customer Information

Model Year: 93 Make: TOWN CAR VIN# 1LNLM82W1P

Present Vehicle Location: 2241 N.E. 61ST CT Who owns vehicle now: [REDACTED]
FT. LAUDERDALE, FL

Customer Name: [REDACTED] Phone: [REDACTED]

Is it ok for engineering to contact customer: OK

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? difficulty coming out of park;

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: 1-19-99 Mileage: 25,908 Was the vehicle repaired? Yes

If repaired, when and where? 1-19-99 FT. LAUDERDALE L-M

Any idea where the fire started? (engine compartment quadrant... front, back, left, right) LEFT @ Brake redundant switch

Was the vehicle parked or running? PAKED If parked, where? (garage, carport, parking lot) SVC. DEPT. BAY

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? YES, Fuse #12 (15amp) fuse was blown.

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

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

Any other info that you think may be useful to our investigation? Fuse #12 Blown

- Immediately after Fuse #12 was replaced,
the brake switch caught fire.

Fire
Contained
under
ESP.

██████████
OFFICIALS

52

9713 3809

Case #52

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: 95 Make: CROWN VICTORIA VIN#: 2FALP71W8SX162599
Present Vehicle Location: 1302 SN 2ND CT Ft Lauderdale FL 33302 Who owns vehicle now: Ft. Lauderdale Police Dept.
Customer Name: FORT LAUDERDALE POLICE DEPT. Phone: 954-761-5778

Is it ok for engineering to contact customer: OK

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? Moderate - brake pads, other maintenance-related

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

Insurance Agency Info. (if appropriate):

Agency Name: _____ Agency phone number: _____

Claim number: _____

Contact: _____ Phone number: _____

Incident Info

Date of fire: APX 3-1-99 Mileage: 38,393 Was the vehicle repaired? YES

If repaired, when and where? 3-31-99 FORT LAUDERDALE L-M

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

Was the vehicle parked or running? PAKED If parked, where? (garage, carport, parking lot) behind wheel while on patrol

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

Did customer notice anything unusual prior to fire? _____

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? _____

What was the repair?

3713 3910

ILNLM81W1NY

#56N

3713 3911

Case #56N

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: TOWA VIN: 1LNLM81W1NY
Present Vehicle Location: COLUMBUS, OH Who owns vehicle now: unknown (possibly 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? 3 weeks prior to fire - tune up done.
Nothing major otherwise.

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

Insurance Agency Info. (if appropriate):

Agency Name: Hamilton Mutual Ins. Agency phone number: 740-249-4890
Jim Holman @hamilton

Claim number: 42A0808

Contact: Rick MAZOLA/SEA Phone number: 614-888-4160

Incident Info

Date of fire: 4/26/99 Mileage: unknown Was the vehicle repaired? totalled

If repaired, when and where? n/a

Any idea where the fire started? (engine compartment quadrant... front, back, left, right) driver's side rear

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? 45 min.

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? car felt like it hesitated or missed slightly (this had happened before - so nothing unusual).

** CONFIRMATION REPORT **

TRANSMISSION
TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION PGS	STATUS	MODE
652	MAY. 14 9:13	912486424358 0' 00' 36" 002		OK	N EOM

Consumer Affairs
16800 Executive Plaza Drive
Mail Drop #3 NE-B, Suite 331
Dearborn, MI 48126-4207



Ford Motor Company

To: [REDACTED] From: Ms. Farheen Ansari
Fax: [REDACTED] Pages: 2 (including cover page)
Phone: [REDACTED] Date: May 14, 1999

Re: survey for case 56N

Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments: If you did not receive all pages, please call me at 313/545-5625

[REDACTED] I finally have got an answer on the other [REDACTED] case (#46N) and the word is to let it go. No need to further pursue it. There is another Alan Conger one coming up, (preliminary information for now: 93 Town Car located somewhere in Georgia). I have left a message for [REDACTED] and will let you know as soon as I get hold of him to confirm he knows about this one. Please feel free to call if you need anything....take care!

Have a great day!

FARHEEN

3713 3913