

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 21 OF 61

PART 3 OF 4

1992-1995 TOWN CAR ELECTRICAL INSPECTIONS

F0000-1

3713 4075

** CONFIRMATION REPORT **

TRANSMISSION
TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION	PAGE	STATUS	MODE
006	APR 23 14:38	912486424858	0' 00' 33"	002	OK	N EOM

Consumer Affairs
18600 Executive Plaza Drive
Mail Drop #3 NE-B, Suite 331
Dearborn, MI 48126-4207



To: Alan Haas From: Ms. Fareen Ansari
Fax: 248-642-4888 Pages: 2 (including cover page)
Phone: 248-642-3232 Date: April 23, 1999
Re: survey

Urgent For Review Please Comment Please Reply Please Recycle

• Comments: If you did not receive all pages, please call me at 313/845-5577

Have a great weekend!

FAREEN

Ansari, Fares (F.)

From: WhiteWainu@aol.com
Sent: Thursday, April 22, 1999 9:15 AM
To: jname@gw.ford.com; webbramcz@gw.ford.com; mevl@gw.ford.com; fporter@gw.ford.com; tmeaters@gw.ford.com; farsari1@mail.ford.com; WhiteWainu@aol.com; info@eaaassociates.com
Subject: Town Car Wiring Status

There are 6 active inspections pending, 4 in Florida and 1 in Georgia.

All should be completed this week.

PS: Alan Haas has been called for jury duty and should return about April 28 Wednesday. He will stay in touch on this project in his 'off-duty time'. If you need any support before April 28, please let me know.

We will keep you apprised on status.

Chuck White
Engineering Analysis Associates, Inc.
phone: 248/642-5232
fax: 248/642-4668
e-mail: whitewainu@aol.com

•• CONFIRMATION REPORT ••

TRANSMISSION
TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION	POS	STATUS	MODE
935	APR 19 15:31		912486424888	0' 01' 23"	006	OK N ECM

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



To: **Alan Hazz** From: **Ms. Farsen Ansari**
 Fax: **248-643-4566** Pages: **6 (including cover page)**
 Phone: **248-643-3232** Date: **April 19, 1999**
 Re: **surveys**

Urgent For Review Please Comment Please Reply Please Recycle

• Comments: If you did not receive all pages, please call me at 313/845-5577

Have a great day!

FARSEN

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



To: Alan Haas **From:** Ms. Farsen Ansari
Fax: 248-642-4558 **Pages:** 6 (including cover page)
Phone: 248-642-3232 **Date:** April 19, 1999
Re: surveys

Urgent For Review Please Comment Please Reply Please Recycle

● **Comments:** If you did not receive all pages, please call me at 313/845-5577

Have a great day!

FARSEN

1992-1995 TOWN CAR ELECTRICAL INSPECTIONS

osa 8/4

CASE No	LOCATION	VIN	EAA SA	EAA NOTIFIED	OWNER	ADDRESS	TELEPHONE	CONTACT AND VEHICLE LOCATION	TELEPHONE	SCHEDULE TO INSPECT ON DATE
NA Absconck	Memphis TN	1LNLM81W6N	Mullins	3-11-99 Absconck		Memphis		Schilling Lincoln-Merc 580 Mandenhall Memphis TN		3/18/99
1	Naples FL	1LNLM81W6N	Burnett	3-12-99 PM		Naples, FL				3/23/99
2	Astoria IL	1LNLM82W6P	Mullins	3-11-99 3:50PM		Stevens N.				3/17/99
3N	Tyler TX	1LNLM81W6N	Albritton	3-11-99 3:15PM						3/22/99
15M	Houston TX	1LNLM82W6N	Albritton	3-12-99 4:45PM				Reference Auto Auction 2575 Hiram Clarke Dr Houston TX 77045		4/1/99
16H	Davenport FL	1LNLM81W6N	Burnett	3-12-99 2:10PM		Davenport FL				3/19/99
17M	Pt Myers FL	1LNLM82W6N	Burnett	3-12-99 4:10PM				Custom Car Tops 986 Custom Drive Pt Myers FL 33807		3/31/99
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1992-1995 TOWN CAR ELECTRICAL INSPECTIONS

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Notes:

N suffix in a case number indicates that the case was supplied to Ford by NHTSA.

All reports are double copied and photos are triple copied and sent as follows:

1 copy of report and photos to Faresa

1 copy of report and 2 copies of photos to Joe Neme

Send by fastest means possible (overnight strongly desired)

All parts to be carefully packaged & sent to Ford Central Testing Lab, Department T116 with the following:

Sheet with VIN, date inspected, name, phone & fax of EAA SA who inspected the vehicle

and "If any questions, please contact Joe Neme at (313) 380-8133". If you are having

difficulty contacting the EAA inspector immediately contact Alan Haas at EAA, phone (248) 642-3232 X146, fax (248) 642-6558.

Send via fastest means available (overnight strongly preferred)

To be addressed to "Department T116 - EAA Project # F002A"

When requested, EAA will provide additional copies of reports and/or photos. Contact Alan Haas at the numbers listed above.

EAA will schedule inspections and notify any Ford representative who has asked to attend.

Notification will be completed within one hour after establishing the inspection date and time.

If an insurance company or others assigned by them is delaying the inspection of an NHTSA case, EAA (Alan Haas) will immediately contact Ray Newl to help resolve the issue. Similar delays with non-NHTSA assigned cases will be immediately directed to Joe Neme for assistance in resolving delay issues.

Faresa Anwarl will call Alan Haas regarding each case and will also read the questionnaire (with her comments added) to the assigned EAA inspector's fax and also send a copy to Alan Haas by fax. Alan Haas will provide the name of the EAA inspector who has been assigned in each case.

Priority of cases is as follows: (1) NHTSA, (2) other most recent, (3) other older cases

Daily status report to be sent by Alan Haas by e-mail to Joe Neme, Bill Almarazyk, Ray Newl, sporia@ford.com, transfers@ford.com, and laneat1@ford.com. The attached EXCEL file will be formatted at an EXCEL level which will enable all addressees

Questionnaire "avr" level to be added to each case. As questionnaire revisions are made this will aid in understanding which questions were asked in any given case. Alan Haas to maintain an electronic file of these "avr" levels.

Reports and photo negatives are to be maintained by EAA inspectors until such time as Ford requests these materials to be sent to Ford. EAA will retain no copies of these materials after that point in time.

3713 4081

1992-1995 TOWN CAR ELECTRICAL INSPECTIONS

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CASE No	DATE COMPLETE	REPORT REV #	COMMENTS
NA Absalom	3/18/96	1.0	Ford tags may be present
1	3/23/96	2.0	Derricks(?) Lino-Marc repaired car. Car is spotless per Burnett and the owner is willing to sell it to Ford.
2	3/17/96	1.0	John Keebler present at inspection. Severe heat cracked aluminum hood. Could remove only causes brake switch.
3N	3/22/96	2.0	NHTSA not present at inspection. Glenn Bolton, All State Ins. rep, would not permit any parts to be removed or brake fluid samples to be taken. Note blown fuse service history that is included in the report.
16N		2.0	Difficulty was experienced in contacting the claim representative, Michelle Torres, of USAA to schedule an inspection. Jeff Heutsman (888) 602-4786 from Glenn Eng will represent USAA and all scheduling is done by him. He will witness the inspection and
16N	3/17/96	1.0	Owner requests not to call before Tuesday 3-16-96.
17N		2.0	Mike Sandwin, (727) 712-9877 or pager (888)880-3811, is the special investigator handling the inspection for Nationwide Insurance. Mike and Jack Wood of Ward & Whitmore, the investigators, have rescheduled the appointment for the investigation to Weaire
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3713 4082

Ansari, Farsen (F.)

From: WhiteWainu@aol.com
Sent: Friday, March 26, 1999 4:11 PM
To: jnems@gw.ford.com; webrencz@gw.ford.com; mevic@gw.ford.com; fporter@gw.ford.com;
tmaster@gw.ford.com; farsan1@msl.ford.com; WhiteWainu@aol.com;
info@easassociates.com
Subject: Daily Update - 3/26/99

EAA still has not had a return call from the Florida state fire marshal, Jack Olen or Jack Ward of Ward and Whitmore, fire investigators, to schedule the inspection of case 17N in Ft Myers. Mike Sanderlin, Nationwide Insurance special investigator (727) 712-8877 X113 or pager (888)660-3611, has been contacted in an attempt to expedite the scheduling of the appointment to complete the inspection. Mike called on 3-26-99 at 3:45. The investigation had been tentatively scheduled for Monday, 3-29-99, but has been delayed until later next week due to a house fire investigation. The appointment could be as early as Monday afternoon or Tuesday).

Pending confirmation, case 16N in Houston is scheduled to be completed today, Friday, 3-26-99.

Alan Haas
EAA

Ansar, Faron (F.)

From: WhiteWainu@aol.com
Sent: Tuesday, March 23, 1999 2:37 PM
To: jneme@gw.ford.com; webbrmcz@gw.ford.com; meyl@gw.ford.com; fporter@gw.ford.com;
tmaster@gw.ford.com; fanson1@small.ford.com; WhiteWainu@aol.com;
info@eaaassociates.com
Subject: Daily Update -3-23-99



FORDUP-4348

Florida Fire Marshall requests attendance at Ft. Myers vehicle inspection.
Joe Neme was contacted by phone, voice mail message left on March 22. EAA
inspector is pursuing appointment for inspection this week, including the fire
marshall and the Nationwide insurance adjuster.

See EXCEL file for other details.

Alan Haas
EAA

3713 4084

Ansari, Farsen (F.)

From: WhiteWainu@aol.com
Sent: Wednesday, March 24, 1999 4:06 PM
To: jname@gw.ford.com; walbramcz@gw.ford.com; mevi@gw.ford.com; fporter@gw.ford.com; tmasters@gw.ford.com; farsari1@mail.ford.com; WhiteWainu@aol.com; info@essscolates.com
Subject: More Daily Update Info. 3-24-99

The attached file revises the status and adds additional comments on the two Florida and two Texas under hood inspections.

Note that the Nationwide Insurance adjuster, Glen Bolton, would neither approve the removal of any parts nor a brake fluid sample from case #3 in Tyler, Texas.

Both the owner and the Dealership Service Manager were extremely cooperative on case #1 in Naples, Florida. The car has been repaired and is pristine. The owner is very agreeable to having any parts removed in the future or to sell the car back to Ford if desired. Observations from the repair that was completed in December 1998 are noted on the report. Supplemental information was also provided on similar conditions on other vehicles from the same technician.

On my previous e-mail I inadvertently stated that I had called Joe Neme regarding the Florida state fire marshal's request to be present at the case #17 inspection in Ft Myers. I actually called Ray Nevi. I regret any confusion the error may have caused.

The EXCEL was sent to you by separate note earlier today.

Alan Haas
EAA

1992-1995 TOWN CAR CRUISE CONTROL BRAKE SWITCH INSPECTIONS

92-95 TC INSPECTIONS . XLS 3-18-99

CASE No	LOCATION	VIN	EAA BA	EAA NOTI FIED	OWNER	ADDRESS	TELEPHONE	CONTACT AND VEHICLE LOCATION	TELEPHONE	SCHEDULE D INSPECTI ON DATE
NSA Abramozk	Memphis TN	1LNLM81W5N7	Multine	3-11-99 Abramozk		Memphis		Schilling Lincoln-Merz 2890 Mandenthall Memphis TN	James Farris (901)963-1380	3/18/99
1	Naples FL	1LNLM81W5N7	Burnak	3-12-99 PM		Naples, FL		owner	Same	3/23/99
2	Aurora IL	1LNLM82W6P7	Multine	3-11-99 3:55PM		Stevie IL 60560		280 E Sullivan Aurora IL 60500	(630) 896-6300	3/17/99
3N	Tyler TX	1LNLM81W2N7	Allright	3-11-99 3:18PM				Glen Bolton	(903) 896-1080	3/22/99
15N	Houston TX	1LNLM82W4M7	Allright	3-12-99 4:48PM				Insurance Auto Auction 12875 Hiram Clarke Dr Houston TX 77045		3/28/99
16N	Davenport FL	1LNLM81W0M7	Burnak	3-12-99 2:10PM		Davenport FL		Same	Same	3/16/99
17N	Fl Myers FL	1LNLM82W6N7	Burnak	3-12-99 4:10PM		Ron Stewart Ins Adj		Kustom Car Tops 1985 Custom Drive Fl Myers FL 32907	(941) 743-6620	3/28/99
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3719 4086

1992-1995 TOWN CAR CRUISE CONTROL BRAKE SWITCH INSPECTIONS

02-85 TC INSPECTIONS . XLS 3-18-99

CASE No	DATE COMPLETE	REPORT REV #	COMMENTS
N/A Abramson	3/18/99	1.0	Ford tape may be present
1	3/23/99	2.0	Dermale(?) Linc-Mem repaired car. Car is spotless per Burnell and the owner is willing to sell it to Ford.
2	3/17/99	1.0	John Keefer present at inspection. Severe heat melted aluminum hood. Could remove only circles brake switch.
3N	3/23/99	2.0	NHTSA not present at inspection. Glenn Bolton, All State Ins. rep, would not permit any parts to be removed or brake fluid samples to be taken. Note blown fuse service history that is included in the report.
16N			Reps from USAA & Blase Eng will witness insp & approve parts removal. Inspection rescheduled tentatively for Friday, 3-25-99, due to personal emergency.
16N	3/17/99	1.0	Owner requests sell to call before Tuesday 3-16-99.
17N			Ron Stewart (NHT) & Florida fire marshal, Warden Williams, want to witness inspection. Expect PPM callback to reschedule inspection for later this week.
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3719 4087

1992-1995 TOWN CAR CRUISE CONTROL BRAKE SWITCH INSPECTIONS

92-95 TC INSPECTIONS . XLS 3-18-99

3713 4089

1992-1995 TOWN CAR CRUISE CONTROL BRAKE SWITCH INSPECTIONS

92-85 TC INSPECTIONS . XLS 3-18-99

Notes:

N suffix in a case number indicates that the case was supplied to Ford by NHTSA.

All reports are double copied and photos are triple copied and sent as follows:

1 copy of report and photos to Farsen

1 copy of report and 2 copies of photos to Joe Neme

Sent by fastest means possible (overnight strongly desired)

All parts to be carefully packaged & sent to Ford Central Testing Lab, Department T118 with the following:

Sheet with VIN, date inspected, name, phone & fax of EAA SA who inspected the vehicle and "If any questions, please contact Joe Neme at (313) 390-8133". If you are having

difficulty contacting the EAA inspector immediately contact Alan Haas at EAA, phone (248) 642-3232 X148, fax (248) 642-4555.

Send via fastest means available (overnight strongly preferred)

To be addressed to "Department T118 - EAA Project # F002A"

When requested, EAA will provide additional copies of reports and/or photos. Contact Alan Haas at the numbers listed above.

EAA will schedule inspections and notify any Ford representative who has asked to attend.

Notification will be completed within one hour after establishing the inspection date and time.

If an insurance company or others assigned by them is delaying the inspection of an NHTSA case, EAA (Alan Haas) will immediately contact Ray Nevi to help resolve the issue. Similar delays with non-NHTSA assigned cases will be immediately directed to Joe Neme for assistance in resolving delay issues.

Farsen Ansdri will call Alan Haas regarding each case and will also send the questionnaire (with her comments added) to the assigned EAA inspector's fax and also send a copy to Alan Haas by fax. Alan Haas will provide the name of the EAA inspector who has been assigned to each case.

Priority of cases is as follows: (1) NHTSA, (2) other most recent, (3) other older cases.

Daily status report to be sent by Alan Haas by e-mail to Joe Neme, Bill Abramczyk, Ray Nevi, reporter@ford.com, tomslaw@ford.com, and farsen11@ford.com. The attached EXCEL file will be formatted at an EXCEL level which will enable all addressees

Questionnaire "rev" level to be added to each case. As questionnaire revisions are made this will aid in understanding which questions were asked in any given case. Alan Haas to maintain an electronic file of these "rev" levels.

Reports and photo negatives are to be maintained by EAA inspectors until such time as Ford requests these materials to be sent to Ford. EAA will retain no copies of these materials after that point in time.

3713 4089

1992-1995 TOWN CAR CRUISE CONTROL BRAKE SWITCH INSPECTIONS

92-95 TC INSPECTIONS . XLS 3-17-99

CASE No	LOCATION	VIN	EAA SA	EAA NOTIFIED	OWNER	ADDRESS	PHONE	CONTACT AND VEHICLE LOCATION	PHONE	INSPECTION DATE	STATUS	COMMENTS
N/A	Memphis TN	NY734410	Mullis	3/11/99	[REDACTED]	Memphis	[REDACTED]	Schilling Lincoln-Merc 2000 Mississippi Memphis TN	James Faris (901)365- 1380	Thurs 3-18-99	Appt	NHTSA & Ford reps to be present
1	Naples FL	NY708341	Burnell	3-12-99 PM	[REDACTED]	Naples, FL	[REDACTED]	owner	Garza	Tues AM 3-22-99		Decrease(?) Linc-Merc repaired car. Car is owed only Mon & Tues AM
2	Aurora IL	NY014005	Mullis	3-11-99 3:05PM	[REDACTED]	Aurora IL	[REDACTED]	280 E Sullivan Aurora IL 60505	(630) 508- 5000	Wednes 3-17-99	Complete	[REDACTED] must be present at inspection. He is N/A 3-18/19-99
3N	Tyler TX	NY716804	Allerton	3-11-99 3:18PM	[REDACTED]			Blair John Nelson	(800) 585- 1880		Hold	On hold pending NHTSA rep availability
4 in 14	unassigned											
5N	Houston TX	NY763658	Allerton	3-12-99 4:45PM	[REDACTED]			Insurance Auto Auction 12875 Miran Clarke Dr Houston TX 77045	(713) 822- 2811			Reps from USAA & Glenn Eng will witness insp & approve parts removal
16N	Davenport FL	NY738547	Burnell	3-12-99 2:10PM	[REDACTED]	Davenport FL	[REDACTED]	Same	Same	Fri Morn 3-18-99		Owner requires hot to car before Tuesday 3-18-99
17N	FL Myers FL	NY728059	Burnell	3-12-99 4:10PM	[REDACTED]	Roa Shuang Inn Ad	[REDACTED]	Fluorin Car Top 1808 Custom Drive FL Myers FL 33007	(941) 743- 6520	Mon PM 3 21-99		[REDACTED] to be present at inspection
18												
19												

NOT
NHTSA
PRESENT

COMPLETE

9719 4080

Ansari, Faren (F.)

From: WhiteWainu@aol.com
Sent: Thursday, March 18, 1999 4:38 PM
To: jneme@gw.ford.com; wabrancz@gw.ford.com; mevi@gw.ford.com; fporter@gw.ford.com; imasters@gw.ford.com; farsari1@mail.ford.com; WhiteWainu@aol.com; info@eaaassociates.com
Subject: Daily Update 3-18-99

Shown below are the key outcomes of our meeting of March 17, 4:00PM. Items 1 through 8 are actions that Alan Hase of EAA will complete.

The bullet points are key instructions that will be shown in our status reports so that the summary is clearly understood.

We will be sending the updated EXCEL status report today in EXCEL format that should allow all Ford addressees to download it. If you have any issues with downloading, please let me know ASAP.

Of course, if you have any additions or revisions to the items below, please let me know ASAP.

Chuck White
whitawainu@aol.com

1. Add "N" in suffix of all NHTSA cases in column called "CASE No."
2. See other changes noted below and add-in to the daily status report EXCEL file
3. Inform our 3 EAA Inspectors of the status of the program and the new items that affect them. This is very important regarding reports, photos, number of copies, addressees to be sent to, fastest means of mail to be used (Fed-ex or faster), retaining negatives and original of their report and other info to be in file folder labeled by Case No. which is to be same as Faren's.
4. Keep Joe Neme and Ray Neal very informed on current events where their help is needed or newsworthy discoveries.
5. HCTI - Each of the 3 Inspectors should call Joe Neme with any opinions or technical conclusions that they reach or ponder about. They should not include such opinions in written materials.
6. If in doubt, remove and return the part. If in doubt, take the photo and return with explanation of what the photo represents. Stick to the facts, no opinions - direct all opinions to Joe Neme.
7. Cases 3, 15, 16, 17 are "N" cases, others are not (Memphis, 1, 2)
8. Glen not John Bolton (Case 3)

State at bottom in list of Notes the following:

- "N" in 'Case No.' column designates that this case was provided by NHTSA
- Either add new column or add in "EAA notified column" the name of the person that notified EAA
- All reports are double copied and photos triple copied and sent as follows:
 - ⊗ 1 copy of report and photos to Faren(?)
 - ⊗ 1 copy of report and two copies of photos to Joe Neme
 - ⊗ sent by fastest means available (overnight strongly desired)
- All parts to be carefully packaged and sent to Ford Central Lab with the following:
 - ⊗ sheet stating VIN number, date of inspection, name of EAA Inspector and phone, fax number of EAA Inspector, and "if any questions, please contact: Joe Neme at phone no. _____". If you are having any difficulty reaching the EAA Inspector please immediately contact Alan Hase at phone: _____ or fax _____
 - ⊗ sent by fastest means available (overnight strongly preferred)
 - ⊗ to be addressed to "T118 Department - Project EAA# F002A"
- When requested, EAA Inspector will provide extra copies of reports and/or photos. In such instances, Alan Hase should be contacted to arrange this.

- EAA will setup the inspections and alert any Ford personnel desiring attendance; this alert to Ford personnel will be completed within one hour establishing the inspection date/time.
- If insurance company is delaying NHTSA case or others assigned by the insurance company, EAA (Alan Haas) will immediately contact Ray Nevi to help resolve the issue. Similar delays with non-NHTSA assigned cases will be immediately directed to Joe Neme for help in resolving delay issues.
- Farsen will call Alan Haas regarding each case and also send the questionnaire (with her input added) to the assigned EAA Inspector's fax, and also send to Alan Haas by fax. (Alan Haas will provide name of assigned EAA Inspector to Farsen.
- Priority of cases will be as follows: (1) NHTSA, (2) other most recent, (3) other older cases
- Daily status report to be sent by Alan Haas by e-mail to: Joe Neme, Bill Abramczyk, Ray Nevi, fporter@ford.com, tmasters@ford.com and farsen1@ford.com. The attached EXCEL file will be formatted at EXCEL level so that all addressees can download it.
- Questionnaire 'rev' level will be added to status report for each case. As questionnaire revisions are made this will aid in understanding which questions were asked in any given case. Alan Haas to maintain an electronic file of these 'rev' levels.
- Reports and photo negatives are to be maintained by EAA inspectors until such time as Ford requests these materials to be sent to Ford. EAA will retain no copies of any of these materials after that point in time.

CASE # - CUSTOMER NAME - LOCATION

CASE #2 [REDACTED] Aurora, IL (contacted EAA 3-11-99)

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

CASE #1 [REDACTED] Naples, FL (contacted EAA 3-12-99)

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

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

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



ENGINEERING ANALYSIS ASSOCIATES, INC.

 30700 Telegraph Road - Suite 4558
 Bingham Farms, Michigan 48025-4528

 Date
 3/16/98

Number of pages including cover sheet 14

 TO: Randy McClure
 FROM: Ford Motor Company

FROM: Janice Burk

Phone 313-845-5638

Phone (248) 842-3232

Fax Phone 313-845-5555

Fax Phone (248) 842-4558

SUBJECT: Service Associate changes

Added since last list:
 (new, relocated, reinstated, etc.)

Deleted since last list:

 Stan Tyler
 Cincinnati, OH

 John Blair
 Denver, CO
SPECIAL NOTE:

Tom Green, Portland, OR, has set up a 2nd office in the Seattle/Tacoma, WA area and will charge time and mileage from there on cases assigned to him. Seattle/Tacoma cases should be sent to his Portland, OR office.

Bob Jackman

C94 List

18-Mar-98 Page 1

Alexander William W. (Bill)
 399 Ston Hill Avenue Home Phone:
 Ventura CA 93003- Fax Number: (805) 644-1984
 Office: (805) 642-9365

NA:

Alley Truman W. (Bill)
 33781 Flowering Rd. Home Phone: (909) 244-2490
 Wildomar CA 92595- Fax Number: (909) 244-2490

NA:

Annis Harry L. (Harry)
 43 Bell Flower Drive Home Phone: (732) 262-9361
 Lakewood NJ 08701- Fax Number: (732) 262-7618
 Second location
 49 West Main Street Clinton NJ 08309-
 Cell Phone: (732) 268-3238

NA:

Bagley Carroll M. (Kay)
 421 S. 6220 South Home Phone: (801) 246-9159
 Murry UT 84107- Fax Number: (801) 266-9159

NA:

Baltes Robert G. (Bob)
 235 Acre Avenue Home Phone: (724) 285-4920
 Butler PA 16001-2605 Fax Number: (724) 287-3372
 Adm: (724) 376-3820
 Adm fax: (724) 376-2103

NA:

Bates Leroy A. (Lee)
 16743 Cobblestone West Blvd Home Phone: (810) 677-0820
 Macomb MI 48042- Fax Number: (810) 677-0821

NA:

Bennett Charles G. (Chuck)
 134 North 44th Rd. Home Phone: (815) 538-2008
 Mendota IL 61342- Fax Number: (815) 538-2008

NA: N/A 910 - 3/22

AJcock James O. (Otis)
 1611 Rosewood Dr. Home Phone: (615) 373-9971
 Brentwood TN 37027- Fax Number: (615) 373-5399

NA:

Altar, Jr. Frank (Frank)
 16 Cunningham Drive Home Phone: (914) 783-3717
 Monroe NY 10950- Fax Number: (914) 783-7208

NA:

Arnold Wayne J. (Wayne)
 P.O. Box 2271 Home Phone: (703) 620-5057
 Vienna VA 22183- Fax Number: (703) 620-2573
 LPA/Barnes Bldg Cellular: (703) 216-0819
 2208 Nobles Drive Pager #: (703) 287-9315
 Vienna VA 22180-

NA:

Baird Donald A. (Don)
 6813 W. 82nd Street Home Phone: (612) 942-7922
 Bloomington MN 55438- Fax Number: (612) 494-9763
 Alt. Phone: (612) 828-6841

NA:

Baldley Charles W. (Bill)
 8326 Grim Drive Home Phone: (513) 777-5889
 West Chester OH 45069- Fax Number: (513) 777-9798

NA:

Batten Robert M. (Bob)
 3307 Fox Glen Drive Home Phone: (817) 354-8396
 Colleyville TX 76034-5116 Fax Number: (817) 354-4038

NA:

Bean William S. (Bill)
 2182 Oldmons Ave Home Phone: (502) 451-9234
 Louisville KY 40205- Fax Number: (502) 451-9234

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Settlerberg Richard L. (Dick)
 127 River Oak Drive Home Phone: (706) 265-3248
 Dawsonville GA 30534- Fax Number: (706) 216-2635

N/A:

Sims Robert G. (Bob)
 8 Greatawa Drive Home Phone: (412) 563-6477
 Pittsburgh PA 15220- Fax Number: (412) 563-6478

N/A: N/A 3/1 - 3/31.

Smith Jay G. (Jay)
 22105 N. Lobo Lane Home Phone: (602) 584-6383
 San City West AZ 85733- Fax Number: (602) 584-6375

N/A:

Smith, Jr. H. Vernon (Vernon)
 18 W. Elimboth Lane Home Phone: (215) 364-6260
 Richboro PA 18954- Fax Number: (215) 364-6261

Car Phone: (215) 378-2412

N/A:

Stern Ralph (Ralph)
 3331 Green Springs Home Phone: (210) 491-9357
 San Antonio TX 78247- Fax Number: (210) 491-9518

Pager: (210) 506-7352

N/A:

Tate Charles R. (Charlie)
 7664 S. Madison Circle Home Phone: (303) 773-0096
 Littleton CO 80122- Fax Number: (303) 773-8731

N/A:

Tedder John L. (John)
 1102 Southwick Pl. Home Phone: (410) 956-5198
 Riva MD 21140- Fax Number: (410) 956-0847

Cell phone: (301) 645-8271

N/A:

Trierweiler Richard (Richard)
 134 Harvest Ln. Home Phone: (517) 321-4878
 Lansing MI 48917- Fax Number: (517) 321-4878

N/A:

Sims Conrad (Conrad)
 1570 La Costa Cir Home Phone: (909) 931-1867
 Upland CA 91786- Fax Number: (909) 983-8162

N/A: N/A 7/8 '81 further notice.

Slator, Jr. Michael C. (Mike)
 P.O. Box 830, 2174 Conroy Road 6 Home Phone: (256) 357-2518
 Wadswa AL 36278-9505 Fax Number: (256) 357-4311

N/A:

Smith Ronald I. (Ron)
 320 Shady Lane Home Phone: (205) 629-6232
 Odenville AL 35120- Fax Number: (205) 629-6211

N/A:

Speigt George I. (George)
 16330 Elk Hollow Home Phone: (210) 590-4978
 San Antonio TX 78247- Fax Number: (210) 590-4978

N/A:

Stott Robert P. (Bob)
 2066 White Lake Rd Home Phone: (248) 887-6286
 Highland MI 48156- Fax Number: (248) 887-6286

N/A:

Taylor David (David)
 76 Swarthier Dr., #17 Home Phone: (732) 381-2533
 Clark NJ 07066- Fax Number: (732) 381-2770

N/A:

Tenant John P. (John)
 13896 Paine Courts Home Phone: (619) 538-0401
 San Diego CA 92129- Fax Number: (619) 538-0401

N/A: N/A 8/4 '81 further notice.

Trott, Jr. Charles I. (Charlie)
 4922 McPherson Drive Home Phone: (770) 532-8490
 Roswell GA 30075- Fax Number: (770) 532-8490

Beep: (404) 290-9098

N/A:

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18-Mar-90 Page 12

Tyler Jr. Stanley W. (Stan)
 4477 Classic Drive Home Phone: (513) 469-9003
 Cincinnati OH 45241- Fax Number: (513) 469-9003

N/A:

Vaughan William H. (Bill)
 1303 Schenck Road Home Phone: (706) 283-3548
 Elberton GA 30635- Fax Number: (706) 245-8351

N/A:

Wagner Rodney S. (Rod)
 4134 Marida Drive West Home Phone: (904) 744-3624
 Jacksonville FL 32277- Fax Number: (904) 744-6447
 Car Phone: (904) 704-6386
 Alt. Phone: (904) 879-0611

N/A:

Watkins Elwood (Woody)
 131 Village Way Home Phone: (931) 358-3884
 Clarksville TN 37043- Fax Number: (931) 358-3549
 Back-up tool (931) 648-9990

N/A:

Wilde Herbert D. (Herb)
 22674 Avera Lane Home Phone: (540) 623-2656
 Abingdon VA 24211- Fax Number: (540) 638-6471

N/A: N/A 288 - 328

Williams James E. (Jim)
 4196 S. Hiway 501 Home Phone: (843) 423-4738
 Mullis SC 29574- Fax Number: (843) 423-3176

N/A:

Wilson Billy L. (Bill)
 R.R. #5, Box 27 Home Phone: (515) 856-6537
 Centerville IA 52544- Fax Number: (515) 856-6537
 Cellular: (515) 250-4606

N/A:

York Michael T. (Mike)
 16004 E. Nassau Drive Home Phone: (303) 755-7500
 Aurora CO 80013- Fax Number: (303) 755-7500
 Office: (303) 690-2254

N/A:

Vanderwey Theodora J. (Dick)
 80 Via Santa Maria Home Phone: (949) 361-3821
 San Clemente CA 92672- Fax Number: (949) 361-3027

N/A:

Vreeland Henry W. (Hank)
 36 Ridgely Road Home Phone: (203) 792-5369
 Bethel CT 06801- Fax Number: (203) 792-5369

N/A:

Walkers Henry H. (Henry)
 2293 McDowell Rd. Home Phone: (601) 372-6191
 Jackson MS 39204- Fax Number: (601) 372-6191

N/A:

Watts Loring M. (Micky)
 6224 Dorse Drive Home Phone: (704) 996-6637
 Charlotte NC 28213- Fax Number: (704) 996-6637

N/A:

Williams David P. (Dave)
 317 Overbrook Drive Home Phone: (972) 238-7348
 Richardson TX 75080- Fax Number:

N/A:

Williamson Loreta (Loreta)
 7525 Orchard Ct. Home Phone: (817) 498-3067
 N. Richland Hts. TX 76180- Fax Number:

N/A:

Witholt Walter O. (Walt)
 787 Edison Road Home Phone: (941) 984-3106
 Auburndale FL 33823- Fax Number: (941) 987-0273

N/A:

Young James B. (J. B.)
 208 S. Grant Ave Home Phone: (765) 364-9350
 Crawfordsville IN 47933- Fax Number: (765) 361-9960
 2nd Home # (765) 362-9166

N/A:

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Zettiger	Demals	1. (Doc)
1359 Rock Drive		Home Phone: (314) 822-3443
Kirkwood	MO 63122-	Fax Number: (314) 822-9642

NA:

**** CONFIRMATION REPORT ****

TRANSMISSION
TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION PGS	STATUS	MODE
897	MAR. 8 12:43		313 621 8147 0' 01' 17" 003	OK	N ECM

1992-95 Town Car/Crown Vn/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#: 1LALM81N5N7 Mileage: 70,000 (+/-)

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

Customer Name: [REDACTED] Phone: [REDACTED]

Address: [REDACTED] NAPLES, FL [REDACTED]

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

Incident Info

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

Was the vehicle:

Engine on? NO Engine off? YES If off, how long was it off? LESS THAN 10 minutes

Moving? NO Parked? YES If on, how long was it on? _____

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

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

*** MUST FOLD THIS EDGE ***

Mini-FAX Transmittal 3-8-99 3

TO: Joe Name FROM: Fahem Ansari

BLDG. NO. TEL. BLDG. NO.

TELEPHONE TELEPHONE 313-845-5577

FAX NO. 621-9147 FAX NO.

ZIP CODE

Did you inspect the vehicle? YES

EAA Inspection Process

- Fax to actual EAA Inspector (per sheet with listing of information)
- On the cover sheet include:
 - VIN
 - Owner's name
 - Mors III case number
 - Phone number for contact where vehicle is located
 - Location address of vehicle (where inspector has to go)
- MorsIII screen prints (if any, if applicable, and if helpful)
- Specific parts details (listed on the bottom of the survey)
- Screen print of dealer information (F6) in MorsIII if applicable

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



To: Chuck White

From: Ms. Fareen Ansari

Fax: 248-642-4558

Pages: 13 (including cover page)

Phone: 248-642-3232

Date: March 18, 1999

Re: surveys

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

• **Comments:** If you did not receive all pages, please call me at 313/845-5577

Have a great day!

FAREEN

bob jackman- 3-8-99

Bob Jackman of EAA (248-642-3232)

*ALAN MMS
BOB'S
Back-up*

Kathy Smith will be handling all Ford inspections.
She is out of the office for until about March 15th.

Bob Jackman will be faxing a form (generic) to assist in submitting
inspection requests.
Include parts needed on this form.
Adjust form to underhood fire project specifics.

He needs to know who will be invoiced by the EAA...Randy's dept?
Martha Thomas deals with him?

*- Bill us w/ Bi-weekly
billing
Track them Separately for
progress.
on MMS
Sunday.*

3/10/99

- received call from Bob*
- he will be going to learn about switches/etc.*
- he's been invited by John McInerney.*

3713 4111

INFO@eaassociates.com

Fax # 248-642-4558

*- URGENT - BOB
JACKMAN*

March 11, 1999

I called Bob Jackman of EAA and the president of EAA, Chuck White was with him. On a conference call, the three of us spoke of several points:

-Alvin Haas is Bob's back-up

-Randy's department will be involved (as always) and the cases that are being inspected per this project will be tracked separately

-company e-mail address is info@eaaassociates.com and fax number is 248-442-4558 (label all correspondence "URGENT")

-Chuck and Bob suggested that EAA should have a few (one to three) inspectors in particular working on the project. The reason being that the individual inspectors would be more well-versed in the specifics of this project. They suggested stationing the few inspectors in various locations, and then dispatching them as and when needed. When asked if stationing inspectors will be cost-effective, their reply was that other than a bit more airfare, the costs would not amount to anything extra.

-EAA is concurrently working with Joe Neme and John McNerny on some cases. On 3-10-99 Bob was directed to travel to Memphis to inspect a vehicle that fits the criteria of this project. EAA is concerned about coordinating the efforts between the two departments (Joe neme and randy mochure's respective departments).

EAA SERVICE ASSOCIATE PROJECT SHEET

P R O D U C T I N F O	EAA NO:	O W N E R I N F O	DATE:
	DATE:		ADDRESS:
	PLAINTIFF:		
	ADDRESS:		PLAINTIFF ATTY:
	PHONE:		ATTY PHONE NO:

V E H I C L E I N F O	PLATE:	E A A S S I G N E D	
	VIN:		
	DESCRIPTION:		
	PHONE NO:		
	CONTACT PERSON:		

INFORMATION REQUESTED:
SEND REPORT TO:

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

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)

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Air suspension relay

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

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EDIS & 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

For inspectors: Parts that we would like from vehicles

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

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Air suspension relay

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EDIS & module located on LH fender

Speed control module located on LH fender

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Air suspension relay

Other suspect parts

For inspectors: Parts that we would like from vehicles

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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

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 5 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

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

Ansari, Fares (F.)

From: McClure, Randy (R.W.)
Sent: Monday, March 01, 1999 6:01 PM
To: Howery, Doris (D.); Ansari, Fares (F.)
Subject: 92-93 Town Car Project

Fares,

Each Monday Morning starting 3/8/1999, please provide Doris and me an update on progress:

- number of calls
- customers reached
- inspections arranged
- inspections completed

You and the people that work on this project may have to do some research to determine current phone numbers, etc for some of the vehicle incidents that occurred in the more distant past.

Thank you for taking on this project. Let's try to start making outbound calls this week.

Russell McClure

Litigation Prevention Manager
Ford Consumer Affairs
313/845-5638
fax 845-5669

Ansar, Fares (F.)

From: McClure, Randy (R.W.)
Sent: Monday, March 08, 1999 6:56 PM
To: Ansar, Fares (F.)
Subject: FW: additional Question

Add one more question.

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

From: Joseph Neme [mailto:jneme@w.ford.com]
Sent: Monday, March 08, 1999 8:46 PM
To: rmcclur2@mail.ford.com; jogan@mail.ford.com
Subject: additional Question

It was requested that we ask the customers where their vehicles are parked (ie street, garage, or carport)... if this is ok to ask, we would like to have this questions added to the survey.

Joseph S. Neme
LVC - Safety
Phone: 39-08133, Fax: 39-18147, E-Mail: jneme@ford.com
Location: MD1266/Cube 2M37, Building #2 Telex: 313-785-7003

Ansar, Feroen (F.)

From: Ray Nevi [rnevi@sw.ford.com]
Sent: Wednesday, March 10, 1999 2:58 PM
To: ffero11@mail.ford.com
Cc: rnevi@sw.ford.com; ffero11@mail.ford.com
Subject: Lincoln Town Car investigation

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

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 69-47688 FAX: 69-42268
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South

Ansari, Farsen (F.)

From: Ray Nevi [rnevi@gw.ford.com]
Sent: Friday, March 12, 1999 9:44 AM
To: farsan1@mail.ford.com
Cc: jlogsi@mail.ford.com; rnevi@gw.ford.com
Subject: Lincoln Town Car Underhood Fire

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

1. Location: Fort Meyers, Florida; Insurance adjuster: Ron Stewart, Nationwide; Telephone: (941) 743-8523; Reported as very minor damage.
2. Location: Davenport, Florida; Owner: [REDACTED] Telephone: [REDACTED] VIN: 1LNLM81W0N [REDACTED] Date of Incident: March 6, 1999; Reported that vehicle is still at owners home.

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

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 86-47688 FAX: 86-42288
Car Safety Investigations Manager, Automotive Safety Office
Suite 600, Fairlane Plaza South

Ansari, Fareen (F.)

From: McClure, Randy (R.W.)
Sent: Tuesday, March 16, 1999 12:33 PM
To: Name, Joseph (J.S.)
Cc: Ansari, Fareen (F.); Logel, Jay (J.D.)
Subject: 92 Town Car

Joe-

Fareen is concerned that your expectations are being met. I understand you have had numerous phone calls with her. It is highly unusual for us to report each step of the process. We typically complete the project and provide a summary at the end.

Before we started, I asked in what form the data should be provided. The response I got was to provide the data in raw form and it would be analyzed by others. Now we are being asked to update a spreadsheet instead.

I have asked Fareen to include a cost estimate on her weekly updates so that everyone is aware of how much will be billed.

I believe we are making good progress and will have the 10 vehicle inspections you needed completed by the end of March. Please contact me with any additional changes.

Randall McClure
Litigation Prevention Manager
Ford Consumer Affairs
313/845-5638
fax 845-5669

Ansar, Faraan (F.)

Subject: PWT: Town Car Fire Investigation
Location: 728 PTE (large conference room)
Start: Wed 3/17/99 4:00 PM
End: Wed 3/17/99 6:00 PM
Show Time As: Tentative
Recurrence: (none)
Meeting Status: Not yet responded
Required Attendees: Meyer, Betty (B.A.); Ansar, Faraan (F.)

—Original Appointment—

From: Meyer, Betty (B.A.)
Sent: Tuesday, March 16, 1999 3:07 PM
To: Neme, Joseph (J.S.); Neri, Ray (R.A.); Ansar, Faraan (F.); Logel, Jay (J.D.); Meyer, Betty (B.A.)
Subject: Town Car Fire Investigation
When: Wednesday, March 17, 1999 4:00 PM-6:00 PM (GMT-06:00) Eastern Time (US & Canada).
Where: 728 PTE (large conference room)

Ansari, Fares (F.)

From: Ray Nevi [rnevi@gw.ford.com]
Sent: Wednesday, March 17, 1999 2:14 PM
To: farsari1@mail.ford.com
Cc: rnevi@gw.ford.com; jlogel@mail.ford.com
Subject: Lincoln town Car Underhood Fire

I just received a call from the NHTSA informing Ford of reports of Town Car underhood fires as follows:

1. Location: Sarasota, FL
DOL: 3/12/98
VIN: 1LNLM81W8P [REDACTED]
Contact: Alan Conger, State Farm, (770) 460-4823
2. Location: ?, GA
DOL: 12/98
VIN: 1LNLM81W3N [REDACTED]
Contact: Alan Conger
3. Location: Unknown
DOL: 10/98
VIN: 1LNLM81W4M [REDACTED]
Contact: Alan Conger
5. Location: ?, FL
DOL: 5/98
VIN: 1LNLM82W8P [REDACTED]
Contact: [REDACTED]

Please arrange for contact and/or inspection, as appropriate, as soon as possible.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 69-47668 FAX: 69-42268
Car Safety Investigations Manager, Automotive Safety Office
Suite 600, Fairlane Plaza South

Anaari, Faresn (F.)

From: Ray Nevi [rnevi@gw.ford.com]
Sent: Thursday, March 18, 1999 7:54 AM
To: faresn1@mail.ford.com
Cc: jogel@mail.ford.com; wabramcz@gw.ford.com; rnevi@gw.ford.com
Subject: Town Car Underhood Fire

In our 4:00 pm meeting yesterday, I provided you two additional NHTSA reports to be included in the survey/EAA inspection of vehicles. The VINS for those vehicles are:

1. 1LNLM82W9N[REDACTED] and, 2. 1LNLM82W0N[REDACTED]

I thought I'd add them to a PROFS note so that we have a good record of the NHTSA reports.

In addition, we have located two more NHTSA reports for which we have documents. We are FAXING copies of these to you. They should also be included in the survey/EAA inspection of vehicles. The VINS for these two additional vehicles are:

1. 1LNLM81W2NY[REDACTED] AND, 2. 1LNLM81W6P[REDACTED]

If you have any questions regarding these or any other reports from NHTSA that we have provided recently, please call me or Bill Abramczyk.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 66-47688 FAX: 66-42288
Car Safety Investigations Manager, Automotive Safety Office
Suite 600, Palisade Plaza South

Ansari, Farsen (F.)

From: WhiteWainu@aol.com
Sent: Thursday, March 18, 1999 4:38 PM
To: jnerne@gw.ford.com; webnarrco@gw.ford.com; merv@gw.ford.com; fporter@gw.ford.com;
tmeesters@gw.ford.com; farsen1@mail.ford.com; WhiteWainu@aol.com;
info@essassociates.com
Subject: Daily Update 3-18-99

Shown below are the key outcomes of our meeting of March 17, 4:00PM. Items 1 through 8 are actions that Alan Hase of EAA will complete.

The bullet points are key instructions that will be shown in our status reports so that the summary is clearly understood.

We will be sending the updated EXCEL status report today in EXCEL format that should allow all Ford addresses to download it. If you have any issues with downloading, please let me know ASAP.

Of course, if you have any additions or revisions to the items below, please let me know ASAP.

Chuck White
whitewainu@aol.com

1. Add "N" in suffix of all NHTSA cases in column called "CASE No."
2. See other changes noted below and add-in to the daily status report EXCEL file
3. Inform our 3 EAA inspectors of the status of the program and the new items that affect them. This is very important regarding reports, photos, number of copies, addresses to be sent to, fastest means of mail to be used (Fed-ex or faster), retaining negatives and original of their report and other info to be in file folder labeled by Case No. which is to be same as Farsen's.
4. Keep Joe Neme and Ray New very informed on current events where their help is needed or newsworthy discoveries.
5. HOTI - Each of the 3 inspectors should call Joe Neme with any opinions or technical conclusions that they reach or ponder about. They should not include such opinions in written materials.
6. If in doubt, remove and return the part. If in doubt, take the photo and return with explanation of what the photo represents. Stick to the facts, no opinions - direct all opinions to Joe Neme.
7. Cases 3, 15, 16, 17 are "N" cases, others are not (Memphis, 1, 2)
8. Glen not John Bolton (Case 3)

State at bottom in list of Notes the following:

- "N" in "Case No." column designates that this case was provided by NHTSA
- Either add new column or add in "EAA notified column" the name of the person that notified EAA
- All reports are double copied and photos triple copied and sent as follows:
 - Ø 1 copy of report and photos to Farsen(?)
 - Ø 1 copy of report and two copies of photos to Joe Neme
 - Ø sent by fastest means available (overnight strongly desired)
- All parts to be carefully packaged and sent to Ford Central Lab with the following:
 - Ø sheet stating VIN number, date of inspection, name of EAA inspector and phone, fax number of EAA inspector, and "if any questions, please contact Joe Neme at phone no. _____". If you are having any difficulty reaching the EAA inspector please immediately contact Alan Hase at phone: _____ or fax _____
 - Ø sent by fastest means available (overnight strongly preferred)
 - Ø to be addressed to "T116 Department - Project EAA# F002A"
- When requested, EAA inspector will provide extra copies of reports and/or photos. In such instances, Alan Hase should be contacted to arrange this.

- EAA will setup the inspections and alert any Ford personnel desking attendance; this alert to Ford personnel will be completed within one hour establishing the inspection date/time.
- If insurance company is delaying NHTSA case or others assigned by the insurance company, EAA (Alan Haas) will immediately contact Ray Nevi to help resolve the issue. Similar delays with non-NHTSA assigned cases will be immediately directed to Joe Name for help in resolving delay issues.
- Farena will call Alan Haas regarding each case and also send the questionnaire (with her input added) to the assigned EAA Inspector's fax, and also send to Alan Haas by fax. (Alan Haas will provide name of assigned EAA Inspector to Farena).
- Priority of cases will as follows: (1) NHTSA, (2) other most recent, (3) other older cases
- Daily status report to be sent by Alan Haas by e-mail to: Joe Name, Bill Abramczyk, Ray Nevi, fporter@ford.com, tmastars@ford.com and fansari1@ford.com. The attached EXCEL file will be formatted at EXCEL level so that all addressees can download it.
- Questionnaire 'rev' level will be added to status report for each case. As questionnaire revisions are made this will aid in understanding which questions were asked in any given case. Alan Haas to maintain an electronic file of these 'rev' levels.
- Reports and photo negatives are to be maintained by EAA Inspectors until such time as Ford requests these materials to be sent to Ford. EAA will retain no copies of any of these materials after that point in time.

Ansari, Fareen (F.)

From: WhiteWainu@aol.com
Sent: Friday, March 19, 1999 4:31 PM
To: jname@gw.ford.com; webnuncz@gw.ford.com; mevi@gw.ford.com; fporter@gw.ford.com; tmasters@gw.ford.com; farsari1@aol.ford.com; WhiteWainu@aol.com; info@peassociates.com
Subject: Rev 2.0 Questionnaire

Attached is rev 2.0 of questionnaire.

Please let me know if you have any revisions, additions, or other comments. We are using this questionnaire now.

No need to respond if you are OK with attached. This rev 2.0 is "certified" by Joe Name. (Thanks for the help, Joe).

Thanks.

Chuck White

Ansar, Faresn (F.)

From: WhiteWalu@aol.com
Sent: Friday, March 28, 1999 4:11 PM
To: jnems@gw.ford.com; wabramcz@gw.ford.com; mevl@gw.ford.com; jporter@gw.ford.com; brestans@gw.ford.com; fansar1@mail.ford.com; WhiteWalu@aol.com; info@easassociates.com
Subject: Daily Update - 3/28/99

EAA still has not had a return call from the Florida state fire marshal, Jack Olen or Jack Ward of Ward and Whitmore, fire investigators, to schedule the inspection of case 17N in Ft Myers. Mike Senderlin, Nationwide Insurance special investigator (727) 712-5577 X113 or pager (888)680-3614, has been contacted in an attempt to expedite the scheduling of the appointment to complete the inspection. Mike called on 3-28-99 at 3:45. The investigation had been tentatively scheduled for Monday, 3-29-99, but has been delayed until later next week due to a house fire investigation. The appointment could be as early as Monday afternoon or Tuesday).

Pending confirmation, case 15N in Houston is scheduled to be completed today, Friday, 3-28-99.

Alan Haas
EAA

Ansar, Fareen (F.)

From: Joseph Nema [jname@wv.ford.com]
Sent: Saturday, March 27, 1999 11:35 AM
To: farsar1@mail.ford.com
Subject: project update

Can you please provide me a update on the project for my meeting Monday
afternoon... please provide the update by noon... thanks

Joseph S. Nema
LVC - Safety
Phone: 38-08133, Fax:62-18147, E-Mail:jname@ford.com
Location: MD1266/Cube 2M37, Building #2 Textpager:313-795-7009

Ansari, Fares (F.)

From: Joseph Nema [jnema@w.ford.com]
Sent: Saturday, March 27, 1999 1:35 PM
To: farsari1@mail.ford.com
Subject: additional vehicles to research

Fares,

The attached file identifies about 20 Crown Vic/Grand Marquis vehicles to research... please use the same questionnaire and process we used for the Town Car... vehicles on the bottom portion of the list may be requested in the future... if you have any questions, please let me know... thanks

Joseph S. Nema
LVC - Safety
Phone: 36-08133, Fax: 62-18147, E-Mail: jnema@ford.com
Location: MD1255/Cube 2M37, Building #2 Textpager: 313-785-7003

Anari, Farsen (F.)

From: Ray Nevi [mailto:rnevi@gw.ford.com]
Sent: Wednesday, April 07, 1999 10:42 AM
To: faneer1@mail.ford.com
Cc: jneme@gw.ford.com; webnmcz@gw.ford.com; rnevi@gw.ford.com
Subject: Lincoln Town Car Fire Investigations

Design Analysis received a call from an Assistant Chief in Myrtle Beach, SC reporting that his parents 1992 Grand Marquis may have been the cause of a fire that also burnt their residence. The Assistant Fire Chief's name is Bill Taft and his phone number is (843) 918-1108. He is hopeful that an inspection could help Ford. Apparently Design Analysis has worked with him on safety presentations in the past. Please contact Mr. Taft to make arrangements to have the vehicle inspected.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 59-47888 FAX: 59-42288
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South

Ansar, Fareen (F.)

From: Ray Nevi [mailto:rnevi@gw.ford.com]
Sent: Tuesday, April 13, 1999 3:27 PM
To: fareen1@mail.ford.com
Cc: [logel@mail.ford.com; wabramcz@gw.ford.com; wbohan@gw.ford.com; rnevi@gw.ford.com
Subject: Town Car

The NHTSA called with a report of an underhood fire on a 1992 Town Car. Please make arrangements for inspection. Available information:

1. VIN: 1LNLM81W3NY [REDACTED]
2. DOL: 3/25/99
3. Location: Incident - Grand Saline, TX; Vehicle now in Longview, TX
4. Contact: Glen Bolton, Allstate, (800) 432-4669

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 69-47688 FAX: 59-42268
Car Safety Investigations Manager, Automotive Safety Office,
Suite 600, Fairlane Plaza South

Ansari, Fareen (F.)

From: Frederick J. Porter [fporter@gw.ford.com]
Sent: Friday, April 23, 1999 12:42 PM
To: jname@gw.ford.com; fareen1@mail.ford.com
Subject: (U) OASIS

The SSM number for the OASIS message is 12482 but I don't know if that means anything to dealerships.

What it says it to put a tag on the part with VIN, Dealer Code, Mileage and Reason for Repair and ship it to:

Ford Motor Company
Central Laboratory
16000 Century Drive
Commerce Park North
Dearborn, MI 48120
Attn: DEPT T118

Regards,
Fred Porter CV - fporter fporter@ford.com
Chassis E/E Systems Applications (313)845-3722
Bldg 5 - Mail Drop 6030 - Cubicle 3E004 fax 380-4146

Ansar, Fares (F.)

From: McClure, Randy (R.W.)
Sent: Monday, April 28, 1996 3:09 PM
To: Ansar, Fares (F.)
Subject: FW: (C) Ft. Myers Incident

Fares-
As part of your project, please have someone track down this Fire Marshall and see if he can provide any specifics on additional vehicles. Tell him we would like to investigate this and any other occurrences.

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

From: Joseph Name [mailto:jname@gw.ford.com]
Sent: Monday, April 28, 1996 1:53 PM
To: rmcclur2@mail.ford.com
Cc: mev1@gw.ford.com; jogel@mail.ford.com; Name, Joseph; Shaughnessy, Karen
Subject: (C) Ft. Myers Incident

Randy,

Per the article in the Ft. Meyers News Press, Iona/McGregor Fire Marshall Greg MacKenzie is referenced to say "...there have been several suspicious fires recently involving 1992 and 1993 Town Cars..."

Can you please have someone contact Mr. MacKenzie to see if we can find out more about this and the other fires he is referencing. Specifically, information we have been getting on other alleged incidents forwarded to us from NHTSA.

Info on the customer/incident referenced in the paper is:

Customer Name: [REDACTED], Ft. Meyers [REDACTED]
home phone: [REDACTED]

Vehicle info: 1LNLMB1W8N [REDACTED] service date: 10/8/92 sold to David on 11/28/95 with 80,702 miles... not been in for service since

Incident: parked in garage... fire notice approx 45 minutes later

Thanks

Joseph S. Name
LVC - Safety
Phone: 39-08133, Fax: 39-18147, E-Mail: jname@ford.com
Location: MD1255/Cube 2M37, Building #2 Telex: 313-788-7003

Ansar, Farsen (F.)

From: Ray Nevi [rnevi@gw.ford.com]
Sent: Wednesday, April 28, 1999 4:08 PM
To: farsarf1@mail.ford.com
Cc: jlogel@mail.ford.com; wbohan@gw.ford.com; rnevi@gw.ford.com
Subject: Town Car Underhood Fire

I received information from the NHTSA concerning two vehicles. Please make arrangements to have the vehicles inspected.

1. 1992 Town Car - VIN: 1LNLM81WKN [REDACTED]
DOL: 4/14/99
Owner: [REDACTED]
Vehicle Location: Mid South Salvage (row B in the salvage lot)
Ridgeland, MS
[REDACTED]
Insurance Agent: Tiffany Temple (601) 866-3383

2. 1993 Crown Vic - VIN: 2FALP74W8P [REDACTED]
DOL: 4/14/99
Contact: Bill Buckley, SEA (813) 891-1448
Vehicle Location: Venice, FL
Insurance Adjuster: Mike Huckeba (800) 985-6927 ext. 3412

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 56-47886 FAX: 56-42268
Car Safety Investigations Manager, Automotive Safety Office
Suite 600, Fairlane Plaza South

Ansar, Fares (F.)

From: Ansar, Fares (F.)
Sent: Wednesday, April 28, 1999 4:47 PM
To: Neme, Joseph (J.S.)
Cc: Ansar, Fares (F.)
Subject: fire marshall in Ft.

Hi again Joe,

I got a call back from the Fire Marshall in Fort Myers, Florida. He is going to be out of town and only returning on Tuesday next week, but he was able to spend a few minutes with me. He has four vehicles he will refer to me. Right now, since he is the only one that has the files, he is going to work on compiling the info we need and he will call me back in a couple days. (I gave him a rundown of the survey questions)

Something noteworthy; he said that he was alerted by the paper. He had said that from browsing on the internet, he was made aware of some 200-300 thousand vehicles. The paper stated that he (Mr. McGregor, the fire marshall) was aware of several recalls on these vehicles...Mr. McGregor told me this is not what he said.

Also, he said that it was his suspicion that the fires were caused by a "level pump" (?) that on the older vehicles keep going on and off after a leak in the system somewhere. He feels that possibly this is the cause. All four of the mentioned vehicles were totaled, and the engine compartment was completely melted, but he says he is pretty sure that the fires started in the left side. All were parked.

I left a message for Bill Chausain (the Fort Myers Lincoln-Mercury dealership) and will try again tomorrow. Hope this update is helpful for now. I will fax more surveys as I get them, and keep you up to date on anything else.

THANKS ... have a great evening!

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

...peace, Fares

Ansari, Fareen (F.)

From: Ray Navi [rnevi@gw.ford.com]
Sent: Wednesday, May 05, 1999 2:48 PM
To: fareen1@mail.ford.com
Cc: jname@gw.ford.com; jlogel@mail.ford.com; wbohan@gw.ford.com; rnavi@gw.ford.com
Subject: (C) Ft. Myers Incident

Fareen -

The NHTSA called today asking why this customer had not been contacted. When I began to search it out, I found that Joe Name had made a request directly to Randy McClure on April 26. Having seen Joe's request I did not submit one also.

Looks like we should not let others get involved! Can you make it happen NOW. Thank for your help.

Regards,
R. A. Navi PROFS ID: RNEVI Phone: 69-47888 FAX: 69-42288
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South
*** Forwarding note from JNEME -DRBN005 04/26/99 13:51 ***
To: RMACCLUR2-FORDNA1
cc: RNEVI -DRBN005 JLOGEL -FORDNA1
JNEME -DRBN005 Name, Joseph KSHAUGHN-DRBN005 Shaughnessy, Karen

FROM: Joseph S. Name USAET(UTC -04:00)
SUBJECT: (C) Ft. Myers Incident
Randy,

Per the article in the Ft. Meyers News Press, Iona/McGregor Fire Marshall Greg MacKenzie is referenced to say "...there have been several suspicious fires recently involving 1992 and 1993 Town Cars..."

Can you please have someone contact Mr. MacKenzie to see if we can find out more about this and the other fires he is referencing. Specifically, information we have been getting on other alleged incidents forwarded to us from NHTSA.

Info on the customer/incident referenced in the paper is:

Customer Name [REDACTED] Ft. Myers [REDACTED]
home phone: 041-276-8810

Vehicle info: 1LNLM81W5N [REDACTED] service date: 10/9/92 sold to [REDACTED] on 11/26/98 with 80,702 miles... not been in for service since

Incident: parked in garage... fire notice approx 45 minutes later

Thanks

Joseph S. Name
LVC - Safety
Phone: 39-08133, Fax: 62-18147, E-Mail: jname@ford.com
Location: MD1265/Cube 2M37, Building #2 Telexpage: 313-795-7003

Ansari, Farsen (F.)

From: Ansari, Farsen (F.)
Sent: Wednesday, May 06, 1999 2:55 PM
To: Nevi, Ray (R.A.)
Cc: Name, Joseph (J.S.); Ansari, Farsen (F.)
Subject: RE: (C) Ft. Myers Incident

Hi Ray.
I agree that we should keep it with us, but I happen to be the one given the request to contact the fire marshal in Ft. I generally update Joe on cases, so you should probably usually check with him. Regarding this particular case, I am forwarding a note to you that I sent to Joe, and I have not heard back from Mr. MacKenzie as of yet.

Thanks...

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

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

From: Ray Nevi [mailto:rnevi@gw.ford.com]
Sent: Wednesday, May 06, 1999 2:48 PM
To: f.ansari@mail.ford.com
Cc: jname@gw.ford.com; jlogel@mail.ford.com; wbohan@gw.ford.com; rnevi@gw.ford.com
Subject: (C) Ft. Myers Incident

Farsen -

The NHTSA called today asking why this customer had not been contacted. When I began to search it out, I found that Joe Name had made a request directly to Randy McClure on April 26. Having seen Joe's request I did not submit one also.

Looks like we should not let others get involved! Can you make it happen NOW. Thank for your help.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 88-47688 FAX: 88-42288
Car Safety Investigations Manager, Automotive Safety Office
Suite 600, Fairlane Plaza South
*** Forwarding note from JNEME -DRBN005 04/28/99 13:51 ***
To: RMCCLUR2-FORDNA1
cc: RNEVI -DRBN005 JLOGEL -FORDNA1
JNEME -DRBN005 Name, Joseph KSHAUGHN-DRBN005 Shaughnessy, Karen

FROM: Joseph S. Name USAET(UTC -04:00)
SUBJECT: (C) Ft. Myers Incident
Randy,

Per the article in the Ft. Meyers News Press, Ions/McGregor Fire Marshall Greg MacKenzie is referenced to say "...there have been several suspicious fires recently involving 1992 and 1993 Town Cars..."

Can you please have someone contact Mr. MacKenzie to see if we can find out more about this and the other fires he is referencing. Specifically, information we have been getting on other alleged incidents forwarded to us from NHTSA.

Info on the customer/incident referenced in the paper is:

Customer Name: [REDACTED] Ft. Myers, [REDACTED]
home phone: [REDACTED]

Vehicle info: 1LNLMB1W5NY [REDACTED] service date: 10/9/92 sold to David on 11/28/98 with 80,702 miles... not been in for service since

Incident: parked in garage... fire notice approx 45 minutes later

Thanks

Joseph S. Neme
LVC - Safety
Phone: 39-06133, Fac62-16147, E-Mail: jneme@ford.com
Location: MD1256/Cube 2M37, Building #2 Faxpage:313-795-7003

Ansar, Fareen (F.)

From: Ansar, Fareen (F.)
Sent: Wednesday, May 05, 1999 3:06 PM
To: Nema, Joseph (J.S.)
Cc: Ansar, Fareen (F.)
Subject: vehicle fire-

Hi Joe,

How are you?

I just wanted to let you know that after several days of phone tag with Phil Cassella (The General Manager at John Sombra's Fort Myers Lincoln-Mercury) we finally were able to talk. He referred me to following 3 vehicles.

1) He knew nothing more than that the fire was similar to the other reported ones- and that it appeared in a newspaper article.

2) His doctor's father-in-law (a [REDACTED]) has a vehicle involved in a similar fire. He was able to give me [REDACTED] phone number in Pennsylvania.

3) This vehicle is the same one mentioned in the newspaper article in Fort Myers. Customer is [REDACTED] (you already provided me with this via, note, model- etc... via that note to Kandy) I have contacted the Fire Marshal on this one as mentioned in my note to you and Ray Noel. The Fire Marshal, Greg Manfrazz is out of town until mid this week (anytime now) and will be calling me back upon return.

So that's the scoop.

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

...peace, *Fareen*

Ansari, Fares (F.)

From: Ray Nevi [mailto:rnevi@gw.ford.com]
Sent: Wednesday, May 05, 1999 6:07 PM
To: fansari1@mail.ford.com
Cc: jname@gw.ford.com; wbohan@gw.ford.com; mevt@gw.ford.com
Subject: RE: (C) Ft. Myers Incident

I think we should be arranging to inspect the vehicle, which is the in the customer's control. I believe Joe's note provided the customer name and address. The customer, [REDACTED], called NHTSA today and said that no one from Ford had contacted him.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 59-47888 FAX: 59-42268
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South
*** Forwarding note from FANSARI1-FORDNA1 05/05/99 14:55 ***
To: RNEVI -FORDMAIL Nevi, Ray (R.A.)
cc: JNEME -FORDMAIL Neme, Joseph (J.S. FANSARI1-FORDNA1 Ansari, Fares (F.

From: Ansari, Fares (F.)
Subject: RE: (C) Ft. Myers Incident

Hi Ray,
I agree that we should keep it with us, but I happen to be the one given the request to contact the fire marshal in FL.
I generally update Joe on cases, so you should probably usually check with him. Regarding this particular case, I am forwarding a note to you that I sent to Joe, and I have not heard back from Mr. MacKenzie as of yet.

Thanks...

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

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

From: Ray Nevi [mailto:rnevi@gw.ford.com]
Sent: Wednesday, May 05, 1999 2:49 PM
To: fansari1@mail.ford.com
Cc: jname@gw.ford.com; jogel@mail.ford.com; wbohan@gw.ford.com; rnevi@gw.ford.com
Subject: (C) Ft. Myers Incident

Fares -

The NHTSA called today asking why this customer had not been contacted. When I began to search it out, I found that Joe Neme had made a request directly to Randy McClure on April 29. Having seen Joe's request I did not submit one also.
Looks like we should not let others get involved! Can you make it happen NOW.
Thank for your help.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 59-47888 FAX: 59-42268
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South
*** Forwarding note from JNEME -DRBN005 04/28/99 13:51 ***
To: RMCCLUR2-FORDNA1
cc: RNEVI -DRBN005 JLOGEL -FORDNA1
JNEME -DRBN005 Neme, Joseph KSHAUGHN-DRBN005 Shaughnessy, Karen

FROM: Joseph S. Neme
SUBJECT: (C) Ft. Myers Incident
Randy,

USAET(UTC -04:00)

Per the article in the Ft. Meyers News Press, Iona/McGregor Fire
Marshal Greg MacKenzie is referenced to say "...there have been several
suspicious fires recently involving 1992 and 1993 Town Cars..."

Can you please have someone contact Mr. MacKenzie to see if we can find
out more about this and the other fires he is referencing. Specifically,
information we have been getting on other alleged incidents forwarded to
us from NHTSA.

Info on the customer/incident referenced in the paper is:

Customer Name: [REDACTED] Ft. Myers [REDACTED]
home phone [REDACTED]

Vehicle info: 1LNLMB1W8NY [REDACTED] service date: 10/9/92 sold to David on
11/28/98 with 80,702 miles... not been in for service since

Incident: parked in garage... fire notice approx 45 minutes later

Thanks

Joseph S. Neme
LVC - Safety
Phone: 38-06133, Fac:62-18147, E-Mail: jneme@ford.com
Location: MD1255/Cube 2M37, Building #2 Telex:313-795-7003

also.

Looks like we should not let others get involved! Can you make it happen NOW.
Thank for your help.

Regards,

R. A. Neme PROFS ID: RNEV1 Phone: 59-47888 FAX: 59-42288
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fabiane Plaza South

*** Forwarding note from JNEME -DRBN005 04/26/99 13:51 ***

To: RMCCLUR2-FORDNA1

cc: RNEV1 -DRBN005 JLOGEL -FORDNA1

JNEME -DRBN005 Neme, Joseph KSHAUGHN-DRBN005 Shaughnessy,
Karen

FROM: Joseph S. Neme USAET(UTC -04:00)
SUBJECT: (C) Ft. Myers Incident
Randy,

Per the article in the Ft. Myers News Press, Iona/McGregor Fire
Marshal Greg MacKenzie is referenced to say "...there have been several
suspicious fires recently involving 1992 and 1993 Town Cars..."

Can you please have someone contact Mr. MacKenzie to see if we can find
out more about this and the other fires he is referencing. Specifically,
information we have been getting on other alleged incidents forwarded to
us from NHTSA.

Info on the customer/incident referenced in the paper is:

Customer Name: [REDACTED] Ft. Myers [REDACTED]
home phone: [REDACTED]

Vehicle Info: 1LNLM81W5N [REDACTED] service date: 10/9/92 sold to David on
11/28/98 with 60,702 miles... not been in for service since

Incident: parked in garage... fire notice approx 45 minutes later

Thanks

Joseph S. Neme
LVC - Safety
Phone: 39-08133, Fax: 62-18147, E-Mail: jneme@ford.com
Location: MD1255/Cube 2M37, Building #2 Textpage: 313-796-7003

Ansari, Faraan (F.)

From: Ansari, Faraan (F.)
Sent: Thursday, May 05, 1999 8:21 AM
To: Nevi, Ray (R.A.); Ansari, Faraan (F.)
Cc: Neme, Joseph (J.S.); Bohan, Bill (B.)
Subject: RE: (C) FL Myers Incident

I have left a message for the customer and am awaiting a call back.

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

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

From: Ray Nevi [mailto:rnevi@gw.ford.com]
Sent: Wednesday, May 05, 1999 6:07 PM
To: fansari1@mail.ford.com
Cc: jneme@gw.ford.com; wbohan@gw.ford.com; rnevi@gw.ford.com
Subject: RE: (C) FL Myers Incident

I think we should be arranging to inspect the vehicle, which is the in the customer's control. I believe Joe's note provided the customer name and address. The customer [redacted] called NHTSA today and said that no one from Ford had contacted him.

Regards,
R.A. Nevi PROFS ID: RNEVI Phone: 58-47885 FAX: 58-42268
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South
*** Forwarding note from FANSARI1--FORDNA1 05/05/99 14:56 ***
To: RNEVI --FORDMAIL Nevi, Ray (R.A.)
cc: JNEME --FORDMAIL Neme, Joseph (J.S. FANSARI1--FORDNA1 Ansari, Faraan (F.

From: Ansari, Faraan (F.)
Subject: RE: (C) FL Myers Incident

Hi Ray,
I agree that we should keep it with us, but I happen to be the one given the request to contact the fire marshal in FL.
I generally update Joe on cases, so you should probably usually check with him. Regarding this particular case, I am forwarding a note to you that I sent to Joe, and I have not heard back from Mr. MacKenzie as of yet.

Thanks...

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

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

From: Ray Nevi [mailto:rnevi@gw.ford.com]
Sent: Wednesday, May 05, 1999 2:48 PM
To: fansari1@mail.ford.com
Cc: jneme@gw.ford.com; jcopel@mail.ford.com; wbohan@gw.ford.com; rnevi@gw.ford.com
Subject: (C) FL Myers Incident

Faraan -

The NHTSA called today asking why this customer had not been contacted. When I began to search it out, I found that Joe Neme had made a request directly to Randy McClure on April 28. Having seen Joe's request I did not submit one

Ansari, Faresn (F.)

From: Ray Nevi [nevi@gw.ford.com]
Sent: Thursday, May 06, 1999 1:52 PM
To: farsari1@mail.ford.com
Subject: RE: (C) Ft. Myers Incident

Thanks. Let me know how it goes (went). I learned that [REDACTED] has a web site - www.[REDACTED]

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 69-47686 FAX: 69-42266
Car Safety Investigations Manager, Automotive Safety Office
Suite 600, Fairlane Plaza South
*** Forwarding note from FANSARI1--FORDNA1 05/06/99 08:05 ***
To: RNEVI -FORDMAIL Nevi, Ray (R.A.)

From: Ansari, Faresn (F.)
Subject: RE: (C) Ft. Myers Incident

you bet.
I will call the customer today.

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

-----Original Message-----
From: Ray Nevi [mailto:nevi@gw.ford.com]
Sent: Wednesday, May 05, 1999 6:07 PM
To: farsari1@mail.ford.com
Cc: [neme@gw.ford.com; wbohan@gw.ford.com; nevi@gw.ford.com]
Subject: RE: (C) Ft. Myers Incident

I think we should be arranging to inspect the vehicle, which is the in the customer's control. I believe Joe's note provided the customer name and address. The customer [REDACTED] called NHTSA today and said that no one from Ford had contacted him.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 69-47686 FAX: 69-42266
Car Safety Investigations Manager, Automotive Safety Office
Suite 600, Fairlane Plaza South
*** Forwarding note from FANSARI1--FORDNA1 05/06/99 14:55 ***
To: RNEVI -FORDMAIL Nevi, Ray (R.A.)
cc: JNEME -FORDMAIL Neme, Joseph (J.S. FANSARI1--FORDNA1 Ansari, Faresn (F.)

From: Ansari, Faresn (F.)
Subject: RE: (C) Ft. Myers Incident

Hi Ray.
I agree that we should keep it with us, but I happen to be the one given the request to contact the fire marshal in FL.
I generally update Joe on cases, so you should probably usually check with him. Regarding this particular case, I am forwarding a note to you that I sent to Joe, and I have not heard back from Mr. MacKenzie as of yet.

Thanks...

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

Original Message
c: Ray Nevi [mailto:rnevi@gw.ford.com]
t: Wednesday, May 05, 1999 2:48 PM
: faneer1@mail.ford.com
c: jname@gw.ford.com; jlogel@mail.ford.com; wbohan@gw.ford.com;
.nevi@gw.ford.com
Subject: (C) Ft. Myers Incident

Fareen -

The NHTSA called today asking why this customer had not been contacted. When I began to search it out, I found that Joe Neme had made a request directly to Randy McClure on April 28. Having seen Joe's request I did not submit one also.

Looks like we should not let others get involved! Can you make it happen NOW.
Thank for your help.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 59-47588 FAX: 59-42288
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South
*** Forwarding note from JNEME -DRBN005 04/28/99 13:51 ***
To: RMCCLUR2-FORDNA1
cc: RNEVI -DRBN005 JLOGEL -FORDNA1
JNEME -DRBN005 Neme, Joseph KSHAUGHN-DRBN005 Shaughnessy,
Karen

FROM: Joseph S. Neme USAET(UTC -04:00)
SUBJECT: (C) Ft. Myers Incident
Randy,

Per the article in the Ft. Meyers News Press, Iona/McGregor Fire Marshall Greg MacKenzie is referenced to say "...there have been several suspicious fires recently involving 1992 and 1993 Town Cars..."

Can you please have someone contact Mr. MacKenzie to see if we can find out more about this and the other fires he is referencing. Specifically, information we have been getting on other alleged incidents forwarded to us from NHTSA.

Info on the customer/incident referenced in the paper is:

Customer Name: [REDACTED], Ft. Meyers [REDACTED]
home phone: [REDACTED]

Vehicle Info: 1LNLMBTW8NY [REDACTED] service date: 10/9/92 sold to David on 11/28/98 with 80,702 miles... not been in for service since

Incident: parked in garage... fire notice approx 45 minutes later

Thanks

Joseph S. Neme
LVC - Safety
Phone: 39-68133, Fax: 62-18147, E-Mail: jname@ford.com
Location: MD1255/Cube 2M37, Building #2 Telex: 313-785-7003

Ansari, Fares (F.)

From: Joseph Name [jname@gw.ford.com]
Sent: Friday, May 07, 1999 8:52 AM
To: fensari1@mail.ford.com
Subject: New Number "98S15" Assigned on May 8, 1999

FYI... recall is out

Joseph S. Name
LVC - Safety/Recall
Phone: 39-08133, Fax: 62-18147, E-Mail: jname@ford.com
Location: MD1255/Cube 2M37, Building #2 Textpaper: 313-795-7003
*** Forwarding note from KZUBIETA--DRBK008 05/08/99 19:04 ***
To: Recall Number Assignment Distribution

FROM: Kelly Zubieta USAET(UTC -04:00)
Subject: New Number "98S15" Assigned on May 8, 1999

Safety Recall 98S15 has been assigned to 1992-93 Town Car, Crown Victoria and Grand Marquis Vehicles Equipped with Speed Control - Brake Pressure Switch (98X32).

14-D Author: Tim Donovan

The 14-D Team/Author will be responsible for reviewing Prevent Action closure with the Engineering Directors on July 30, 1999, at the Engineering Directors' Campaign Prevent Meeting.

This review will focus on implementation of Prevent Action (step 13) requiring evidence of incorporation and overall quality of event including systemic root cause and appropriate prevent action selection to capture lessons learned.

Please contact Dave Craig (DCRAIG) upon receipt of this notice for further information and direction.

Regards,
Kelly Zubieta
FCSD, Recall/Service Programs, Recall/ONP Coordinator
313-248-8617 Fax: 313-345-1024 Internet: KZUBIETA@Ford.com

Ansari, Feroen (F.)

From: Ansari, Feroen (F.)
Sent: Wednesday, May 12, 1999 8:18 AM
To: Nevi, Ray (R.A.)
Co: Nema, Joseph (J.S.); Ansari, Feroen (F.)
Subject: town car free/alan conger

Ray,
I got a call from Alan Haas of EAA yesterday regarding a 92 Town Car that had been set up for inspection by us (Ford) with Alan Conger of State Farm. The vin number is 1LNLM81W4NY [REDACTED] was included in a prof's note you sent me in mid-march, listing three State Farm vehicles.

After several attempts, finally got limited cooperation from Alan Conger to allow us to inspect. On the phone, he confirmed the vin numbers of three vehicles referred to us by NHTSA (as well as one non NHTSA)...

EAA worked with him to inspect three of the above mentioned vehicles, but yesterday, after setting up time with the Alan Conger, driving 300 miles one way to meet with him, the EAA inspector was told that he (Conger) knew nothing of this particular vehicle. (1LNLM81W4NY [REDACTED])

What should we do here?

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

...peace, *Feroen*

FCSD- Consumer Affairs
Litigation Prevention/Small Claims Analyst
SNE-2341 Regent Court Building (RCB)
Phone: (513)64-3862
Fax: (513)64-3869
E-Mail: feroen1@ford.com

Ansari, Faresn (F.)

From: Ray Nevi [rnevi@gw.ford.com]
Sent: Thursday, May 13, 1999 8:57 PM
To: faresn1@mail.ford.com
Co: wabramos@gw.ford.com; jogel@mail.ford.com; mevi@gw.ford.com; wbohan@gw.ford.com
Subject: Lincoln Town Car Underhood Fires

Faresn -

Some additional reports. Please arrange for inspection.

1. 1992 Town Car - VIN: 1LNLM81W1NY [REDACTED]
Contact: Rick Mazola - SEA
Telephone: (814) 858-4160
Vehicle Location: Ohio
DOL: 4/22/99
2. 1993 Town Car - VIN: 1LNLM81W2P [REDACTED]
Contact: Alan Conger, State Farm
Telephone: (770) 450-4923
Vehicle Location: Georgia
DOL: 4/10/99

With respect to prior problem with Conger, don't know what to say. Because NHTBA forwarded this, I think we should try to inspect. On the one from Ohio, I inadvertently did not forward it on Monday when I learned of it. Could you follow up quickly to make up for my last time..Thanks.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 69-47666 FAX: 69-42288
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South

Ansari, Fareen (F.)

From: Ansari, Fareen (F.)
Sent: Friday, May 14, 1999 9:09 AM
To: Nevi, Ray (R.A.)
Co: Ansari, Fareen (F.)
Subject: conger

Ray,
I left Conger a message about the latest NHTSA one you gave me and I have not reached him yet since I received your profs note yesterday at 4, he had already left for the day.

As far as the other prior one, I needed to know whether to pursue it or not. Joe Neme suggested just letting it go since Conger claims he doesn't recall it.

Anyway, of the two you sent me yesterday, the one in Ohio is already set up for inspection and the second one, is waiting pending me reaching Alan Conger.

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

...peace, *Fareen*

FCSU- Consumer Affairs
Litigation Prevention Small Claims Analyst
3NE-3041 Regent Court Building (RCP)
Phone: (513)34-33623
Fax: (513)34-33669
E-Mail: fareen1@ford.com

Ansari, Fareen (F.)

From: Faheem Ansari (fansari@ecoms1.daeabom.ford.com)
Sent: Friday, May 14, 1999 12:42 PM
To: fansari1@mail.ford.com
Subject: conger

Regards,
Faheem Ansari
4.0L OHV/SOHC V8
(313) 39-08729 (FANSARI)
*** Forwarding note from RNEVI -DRBN008 05/14/99 11:00 ***
To: FANSARI -DRBN008

FROM: Ray Nevi USAET(UTC -04:00)
Subject: conger
Sorry I didn't finish my thought in the note yesterday. I agree that we do not need to pursue. Yesterday I informed NHTSA of the trouble we had had. The NHTSA investigator was troubled, too.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 59-47688 FAX: 59-42268
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South
*** Forwarding note from FANSARI1-FORDNA1 05/14/99 09:09 ***
To: RNEVI -FORDMAIL, Nevi, Ray (R.A.)
cc: FANSARI1-FORDNA1 Ansari, Faresn (F.)

From: Ansari, Faresn (F.)
Subject: conger

Ray,
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...peace, Faresn

FCSD- Consumer Affairs
Litigation Prevention Small Claims Analyst
3NE-8341 Regent Court Building (RCB)
Phone: (313)84-55625
Fax: (313)84-55589
E-Mail: fansari1@ford.com

Ansari, Faresn (F.)

From: Ray Nevi [mailto:mnevi@gw.ford.com]
Sent: Friday, May 14, 1999 1:21 PM
To: fansari1@mail.ford.com
Subject: RE: Lincoln Town CarUnderhood Fire

Is Conger saying he doesn't know of the vehicle identified in my note yesterday, VIN 1LNLM81W2P[REDACTED] He just called the NHTSA about that one yesterday! Or are you referring to the one that he ran EAA on a wild-goose chase?

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 50-47688 FAX: 50-42288
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South
*** Forwarding note from FANSARI1--FORDNA1 05/13/99 15:55 ***
To: RNEVI --FORDMAIL Nevi, Ray (R.A.)

From: Ansari, Faresn (F.)
Subject: RE: Lincoln Town CarUnderhood Fire

we can't inspect the conger one, he claims he doesn't know anything about the vehicle, though when I originally spoke to him, he DID seem to know about it.

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

FCSD- Consumer Affairs
Litigation Prevention Small Claims Analyst
3NE-B341 Regent Court Building (RCS)
Phone: (313)84-5525
Fax: (313)84-5689
E-Mail: fansari1@ford.com

-----Original Message-----
From: Ray Nevi [mailto:mnevi@gw.ford.com]
Sent: Thursday, May 13, 1999 3:57 PM
To: fansari1@mail.ford.com
Cc: wbramcz@gw.ford.com; Joge1@mail.ford.com; mnevi@gw.ford.com; wbohan@gw.ford.com
Subject: Lincoln Town CarUnderhood Fire

Faresn -

Some additional reports. Please arrange for inspection.

1. 1992 Town Car - VIN: 1LNLM81W1N[REDACTED]
Contact: Rick Mazola - SEA
Telephone: (814) 885-4180
Vehicle Location: Ohio
DOL: 4/22/99
2. 1993 Town Car - VIN: 1LNLM81W2P[REDACTED]
Contact: Alan Conger, State Farm
Telephone: (770) 480-4923
Vehicle Location: Georgia
DOL: 4/10/99

With respect to prior problem with Conger, don't know what to say. Because NHTSA forwarded this, I think we should try to inspect. On the one from Ohio, I inadvertently did not forward it on Monday when I learned of it. Could

you
follow up quickly to make up for my lost time..Thanks.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 59-47888 FAX: 59-42288
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South