EA02-025

FORD 10/27/03

APPENDIX N

BOOK 22 OF 61

PART 1 OF 4

I hereby authorize the repair work herein set forth to be done along with ... necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for accidents caused by unavailability of parts or delays in parts shipments by the supplier or carriers. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of making motor inspection. All repairs and/or labor to be hereby authorized are to be paid for upon completion of repairs thereon. In the event the amount to authorized repairs does not exceed the amount specified on vehicle to secure the amount of repairs thereon, in the event the amount to authorized repairs does exceed the amount specified, I agree to pay INTEREST AT THE HIGHEST LEGAL RATE PERMISSABLE AND A REASONABLE ATTORNEY'S FEE and all costs of collection if required. A STORAGE FEE OF $10.00 PER DAY WILL BE ASSESSED 5 DAYS AFTER COMPLETION OF REPAIRS. THE PATH OF REPAIR SHOULD BE DISCUSSED WITH THE CUSTOMER.
THERE STRICTLY NO CHARGE UNLESS ARRANGEMENTS MADE

SIGNED: _____ DATE: _____

PLEASE READ CAREFULLY, INITIAL ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $50.00.

_____ I REQUEST A WRITTEN ESTIMATE.

_____ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

_____ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: X _____ DATE: _____

1262 13 MW CAL

INSTRUCTIONS ON WORK TO BE DONE

	TECH # / TECH NO. LAST 4 - SOC. SEC.	OPERATION	TIME	CONDITION
				PG 1 OF 1
51* PAY TYPE: BOD STATE FARM INSURANCE CLAIM ~~CLAIM#9 V608 006~~	8137		4.5	
52 PAY TYPE: BOD TOWING				
53 PAY TYPE: BOD EST ONLY				

5202

RO 44997 #TAG 6341# LIC: FL L9600P SVC ADV: 271 ANABELLA SWANSON
92 **VIN: 1LNLM81W5 NY[redacted]
[redacted] LINCOLN TOWN CAR COL CD: WHI
EXECUTIVE 4DR SDN
LICENSE [redacted] WHITE CAR
SVC DLR: 11624 SLM: 59
IN SVC: 093292 PROD: 031292
ODOMETER: LAST: 70875 CURRENT: 73925
AVG PER DAY: 30 PER MONTH: 900

NAPLES
FL [redacted]

HOME: [redacted]

DIST CODE: 1FA

3713 4369

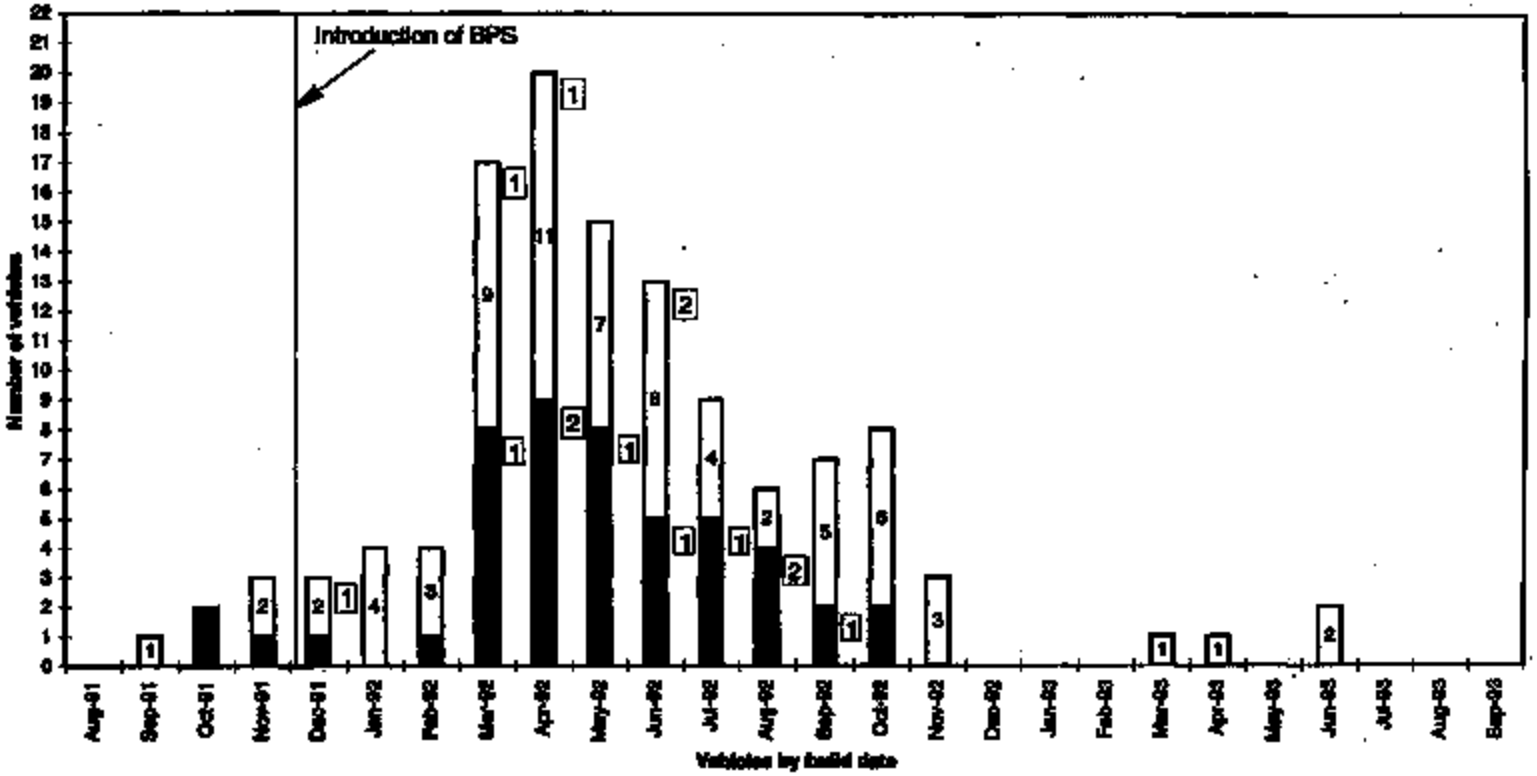
DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA.	MECHANIC'S COMMENTS INCLUDE DESCRIPTION OF CAUSE	CONDITION CODE	LABOR RECORD EMP. NO.	PARTS RETURN	DIST.
	Repair leaky Brake Press. Supply a braided line Harness's				
	CAUSE:				
	CAUSE:				
	CAUSE:				
	CAUSE:				

3713 4370

9c TRANS CAL PAPER

3713 4371

Pareto of 92/93 Town Cars With Engine On, Off/Unknown and Related BPS Symptoms



Note:

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

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

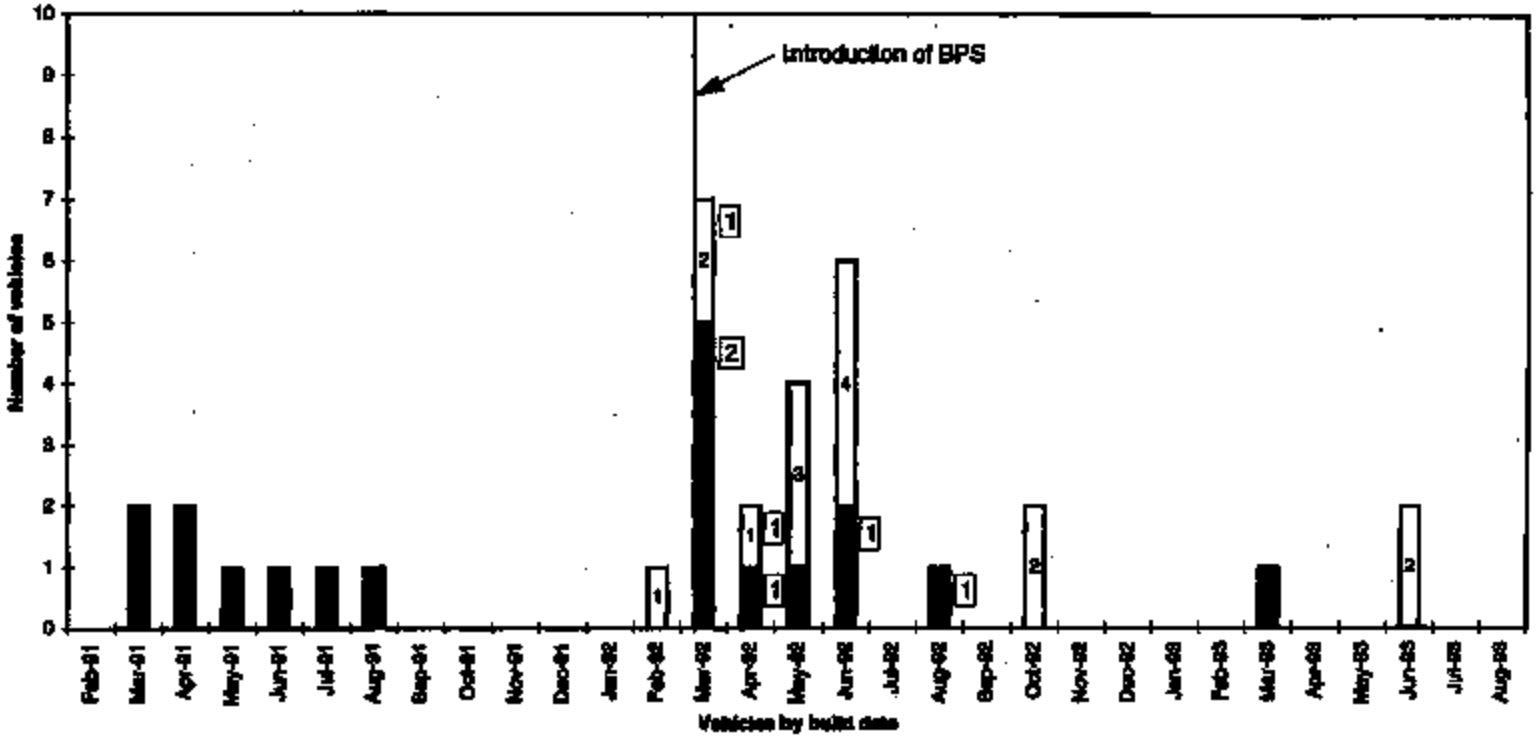
Originator: JKadel
File: Bellight.xls
Date issued: 4/13/99
Date revised: 4/16/99

3713 4972

92 CV 6M [illegible]

3713 4373

Pareto of 92/93 CV/GM Vehicles With Engine On/Off/Unknown and Related BPS Symptoms



Note:

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

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

Originator: JKatzl
File: Buildoht.xls
Date issued: 4/19/99
Date revised: 4/16/99

3713 4374

AGENDA

- CONTRIBUTING FACTORS AND ROBUST DESIGN DIALOGUE
- OVERVIEW TIME LINE
- SYSTEM OVERVIEW
  - SWITCH AND CONNECTOR
- IS / IS NOT TABLE
- CAUSE AND EFFECT DIAGRAMS
- THEORIES
  - BRAKE FLUID IGNITION
  - PLASTIC IGNITION
- TEST RESULTS
- CONTRIBUTING FACTORS AND ROBUST DESIGN DIALOGUE
- ROBUST DESIGN ALTERNATIVES

3713 4375

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99

1. Connector Seal to P/S

2. Power continuously available
   A. Operator notifications

3. Switch orientation/location

4. Current limit / fuse

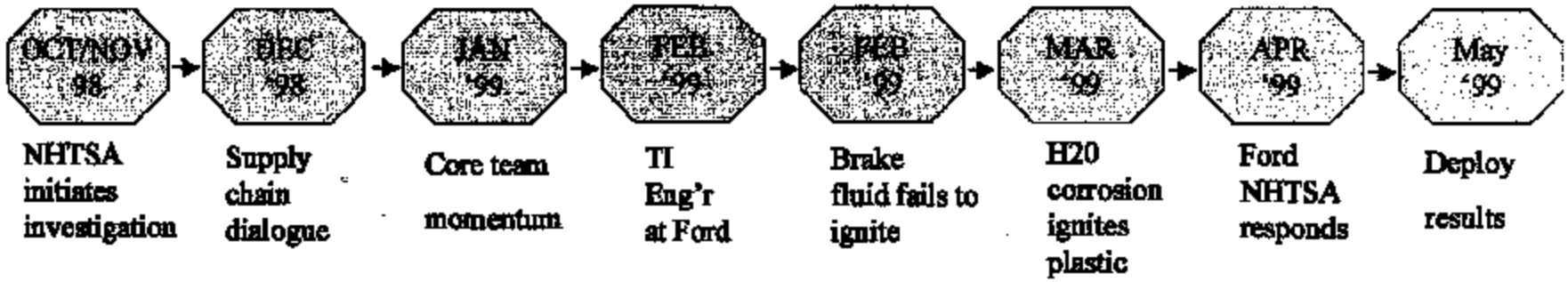
5. Hexport isolation

6. Plastic ignition robustness
   A. Nearby fuels

7. Kapton seal of P/S

8. Environmental seal of P/S

OVERVIEW OF CONCERN TIME LINE



Attachment

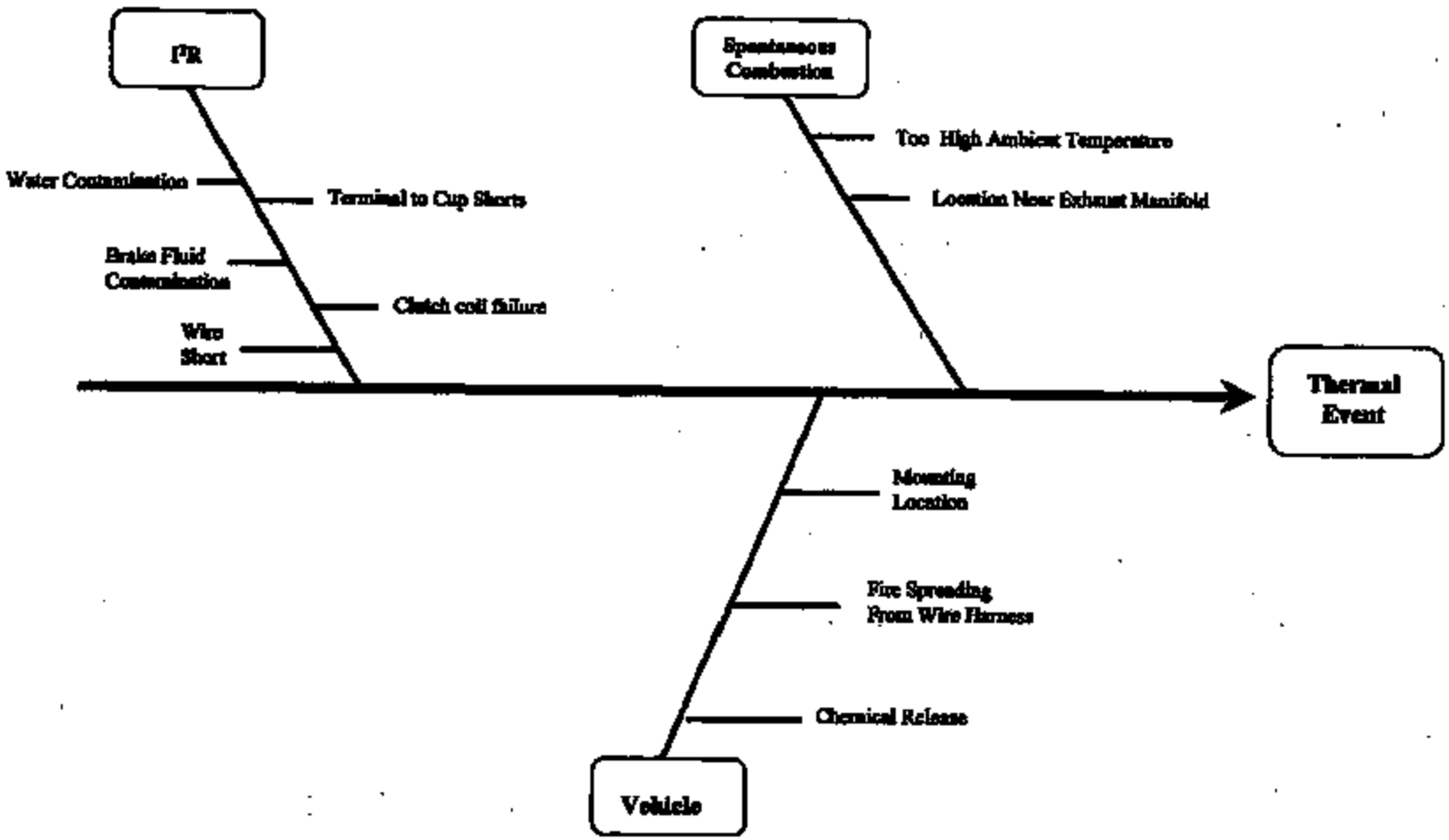
Brake Switch Overview

- Mounted under hood…14 inches under master cylinder
- Mounted on proportional valve at frame of vehicle
- Switch oriented approximately 25 degrees off vertical (connector up)
- Switch controls speed control…normally closed, opens at 130 psi
- Continuously powered by battery 15 amp connection

3713 4878

TEXAS INSTRUMENTS

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99



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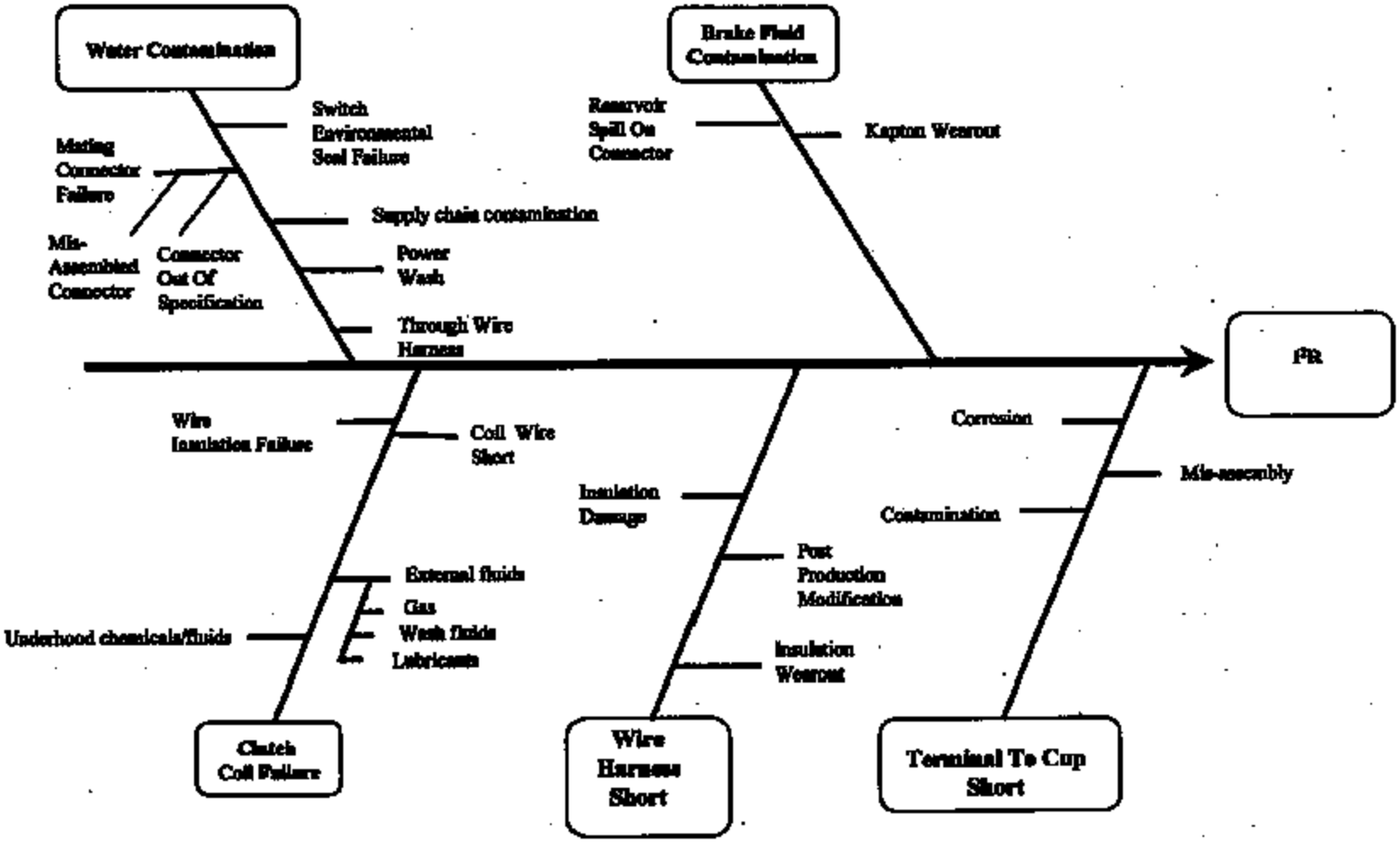
3713 4379

Brake Pressure Switch
Texas Instruments Potential Thermal Event Theory Profile 4/21/99



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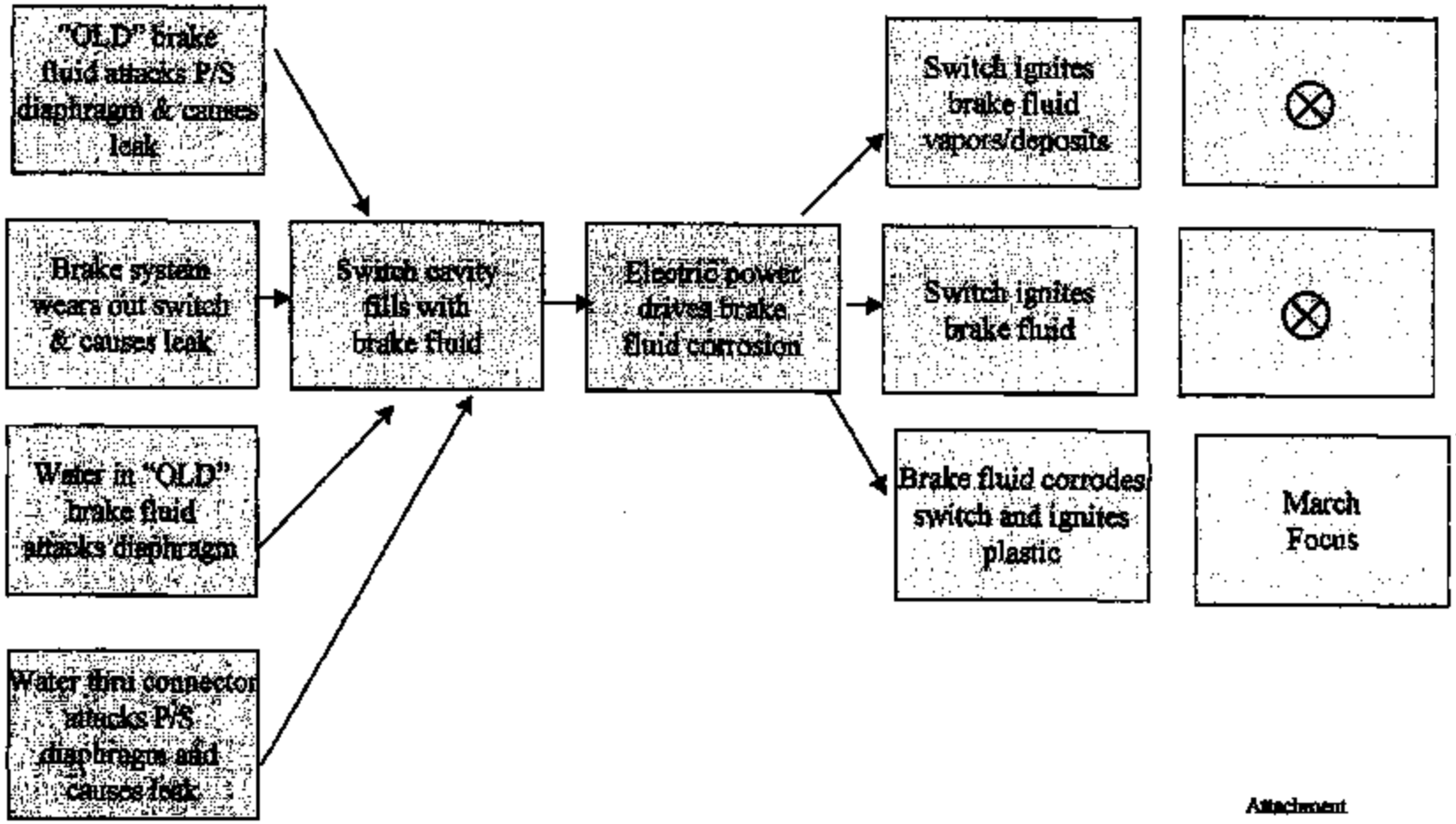
3713 4380

REFINED BRAKE FLUID IGNITION THEORY
POSSIBLE CAUSE THEORIES
"FEB '99 FOCUS"



Attachment

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Brake Pressure Switch Test Log, Updated 3/10/99

Category	Test	Location	Test Parameters	Results Update
Lab Simulation	1	TI	Various Levels of 'new' Brake Fluid, Water Switch	250+ hours, Current draw in the 0.5mA to 5mA range
of Potential Ignition			14Vdc to one terminal, hexport grounded	Fluid has discolored.
in Switch			Water Conc: 0%, 4%, 8%, 10%, 75%	No Significant Temperature Rise. Test Suspended.
				Internal Analysis in Progress.
	2	TI	Various Levels of 'new' Brake Fluid, Water,	250+ hours. Constant temperature.
			1 Amp through switch terminals	No significant temperature rise with time
				Test Suspended.
	3	AVT	'new' Brake Fluid in Switch, 24 VDC to one terminal	> 300 hours into test, max current 7mA
			Hexport Grounded	No significant change with time. Test ongoing
	4	AVT	'new' Brake Fluid in Switch, 24 VDC to one terminal	16 hours into test max current 5mA
			Hexport Grounded, Ambient at 100 C	No significant temperature rise with time. Test suspended.
	5	AVT	'new' Brake Fluid in Switch, 10 Amps	Temperature rise of 20 C above room temp
			Through switch terminals	Delta T reached steady state at 20 C. Test suspended.
	5a	AVT	'new' Brake Fluid in Switch approx. 50 Amps throu	Temperature rose to approx. 270 F. No smoke. No ignition
			Switch Terminals	Test suspended.
	6	TI	Build heater elements into Switch.	2 tested. Smoke observed, ignition observed on part wheaster
			Heat till failure, include sparking.	See attachment
			With Fluid & Dry	Test complete
			Pure 'new' brake fluid with metal shavings	Brake fluid in cavity slows down heat build-up
			6% brake fluid solution	Smoke observed at 675 F, Base melts and falls off at 800 F
	6a	TI	Couple heater by corroding spring arm	One out of 15 devices increased resistance to 5 ohms.
			Salt water solution, 14V between spring	Others either very low resistance or megaohms
			and hexport	It took about 100 hours to reach the 5 ohm stage.
				The 5 ohm device ignited under conditions similar to test 6.
	6b	TI	Re-run igniting test to understand	Switch ignition with repeated 5% water solution into switch
			repeatability, current path	Current path is through hexport.
				See plots and video.
				Additional test include tap water, old BF, new BF and other.

9713 4982

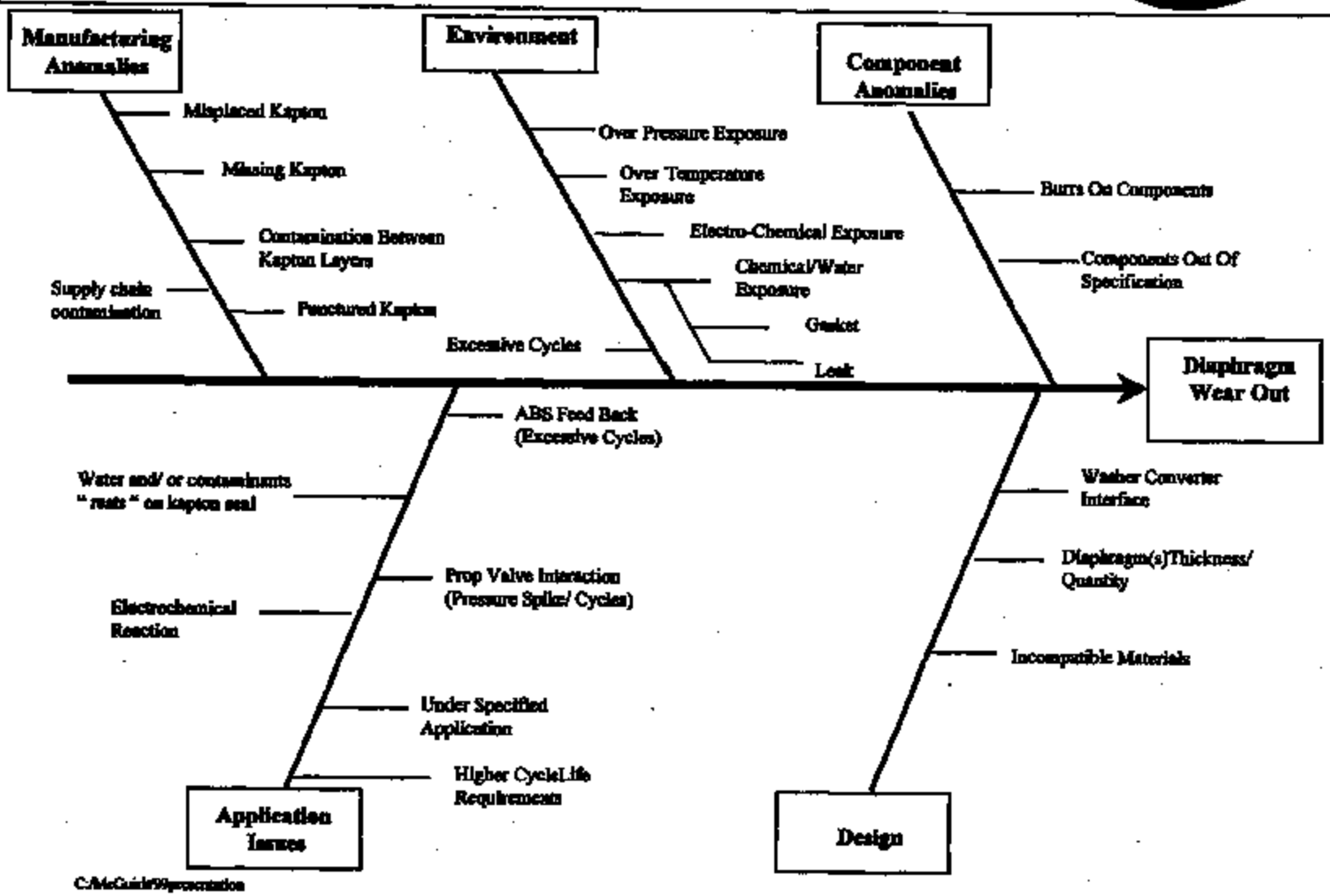
- TI and Ford not successful in creating ignition with "new" brake fluids

FISH BONE DIAGRAM

TEXAS INSTRUMENTS

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99

Ford



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3713 4395

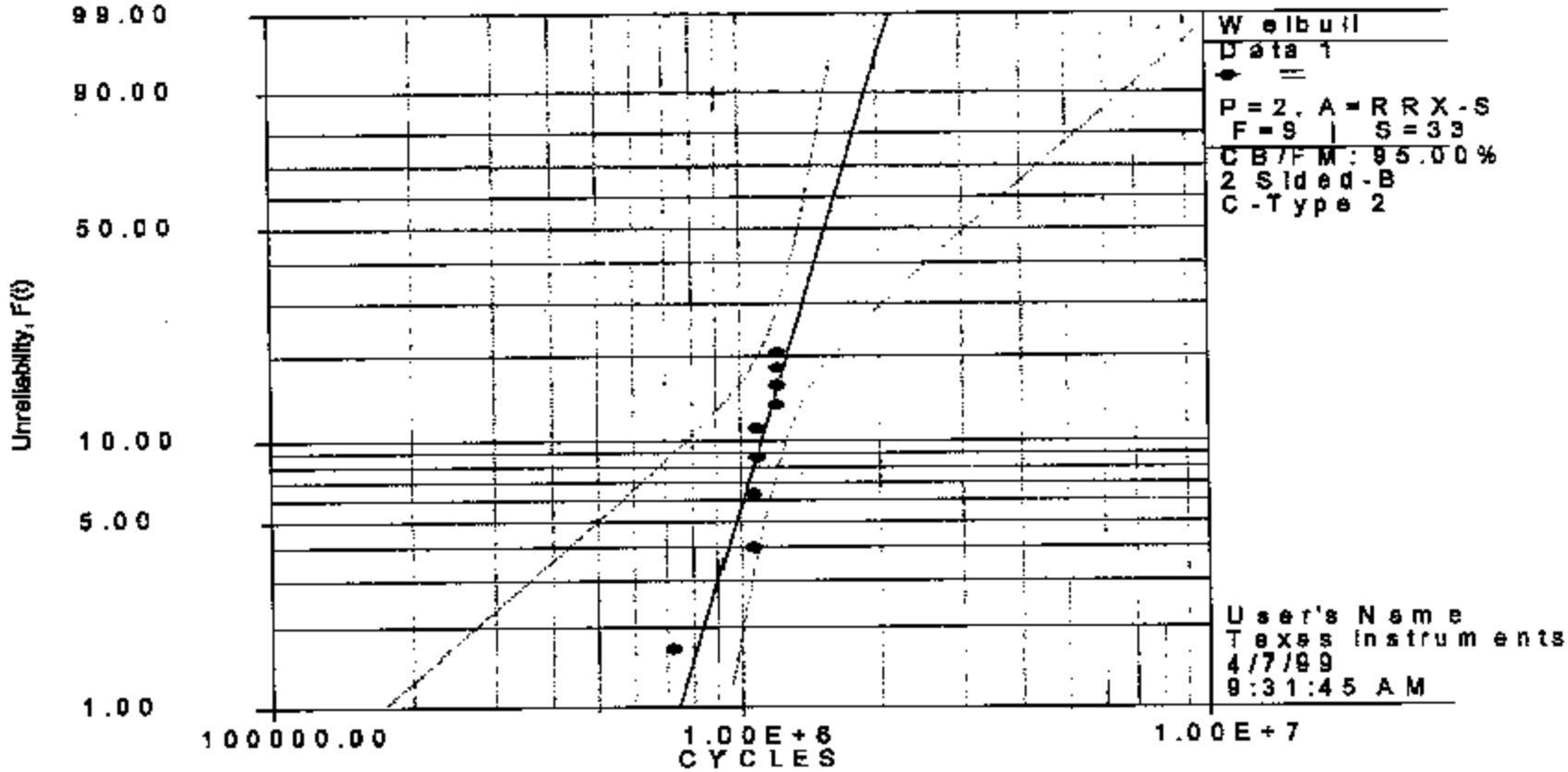
Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99

TEXAS INSTRUMENTS

Ford

Generated by: ReliaSoft's Weibull++ 6.0 - www.Weibull.com - 888-888-0410

77PSL2-1 COMBINED DATA



$\beta = 5.83$, $\eta = 1.64E+6$, $\rho = 0.91$

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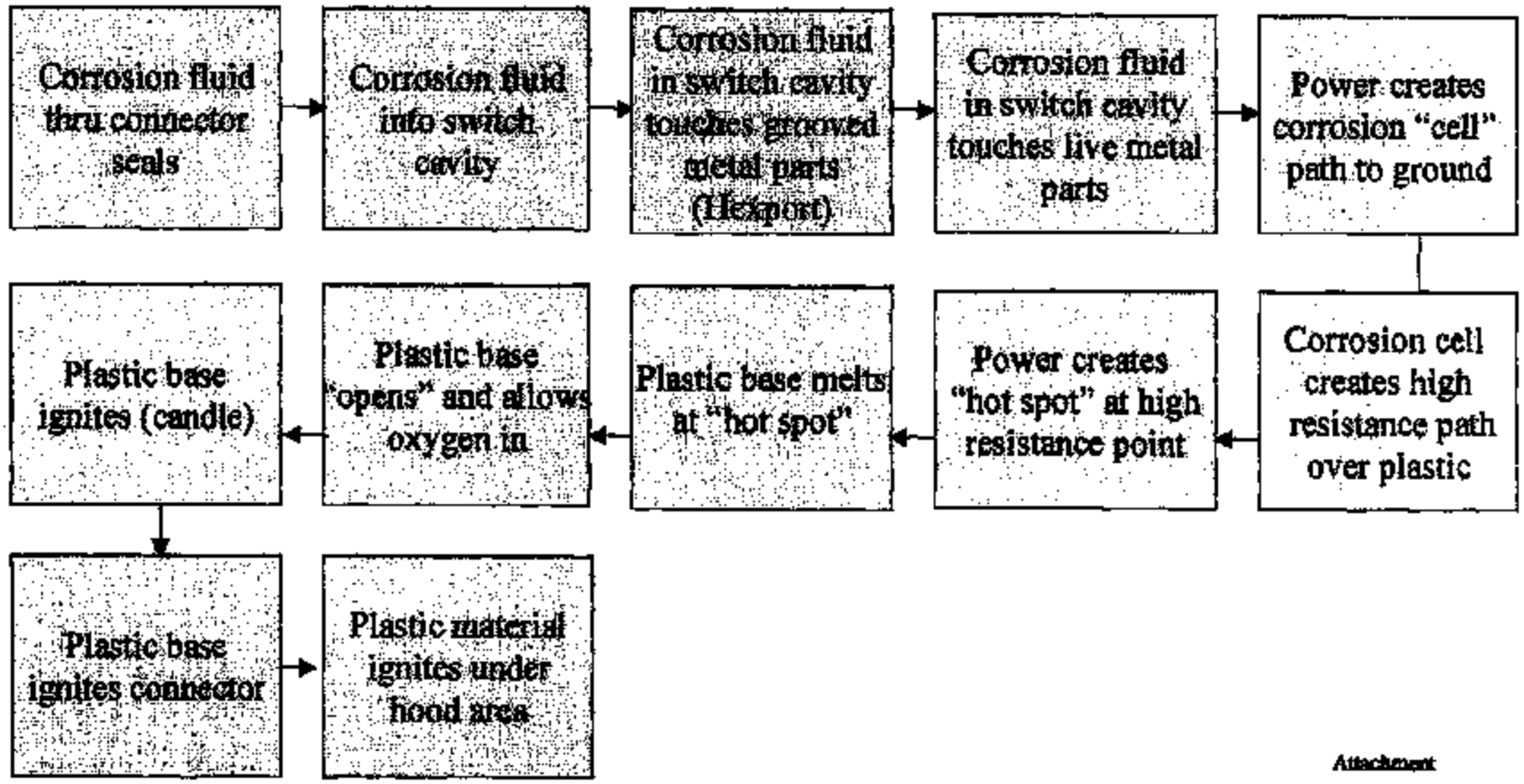
3713 4396

- "Town Car" switch meets accelerated/simulated life cycle specification shown by "success" and "end-of-life" testing

BLOCK DIAGRAM

PROCESS FLOW DIAGRAM
"CORROSION" POTENTIAL CAUSE FLOW ANALYSIS



Attachment

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3713 4389

FALCÃO TENÉRIO

3713 4390

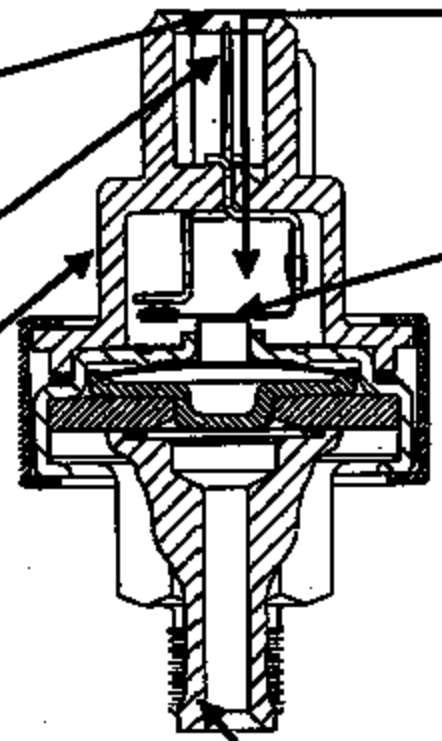
TEXAS INSTRUMENTS

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99

5. High current flow to case through water and ionic contamination

2. 12V Battery source to drive corrosion and provide energy

6. Plastic connector melts. Once it opens, oxygen enters the switch cavity. Arm terminal/corrosion becomes "RED HOT" igniting the plastic



1. Water and "ionic" contamination (e.g. NaCl or cleaner) enters the switch cavity

4. Contact arm& terminal corrosion increases resistance (acts like heater wire).

3. Hexport grounded accelerates corrosion

Attachment 2

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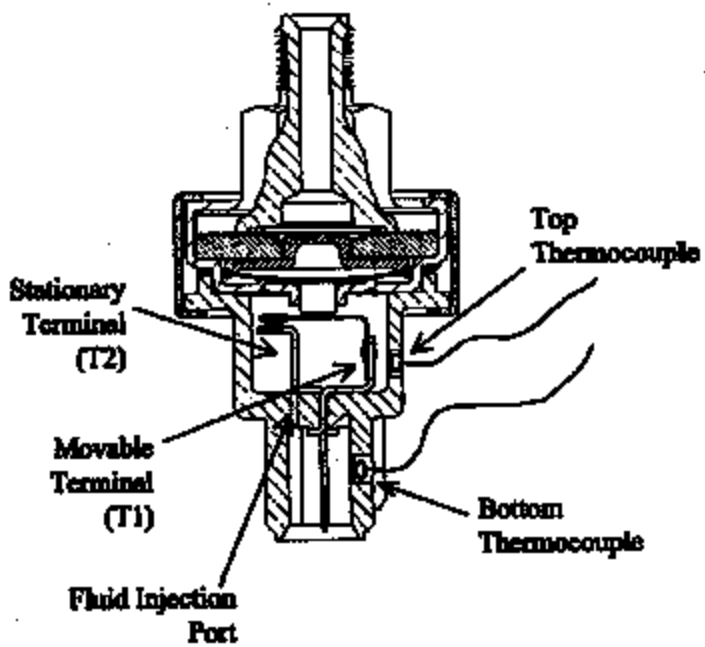
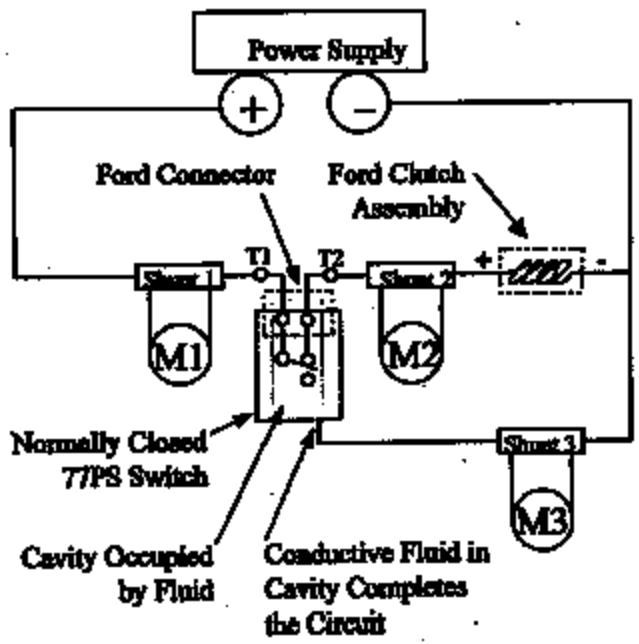
3713 4391

TEST SETUP

5% Salt Water Ingress Experiment
Test 1





TI Report PS/99/12
03/15/99

Test 1: Figure 1 and Figure 2.

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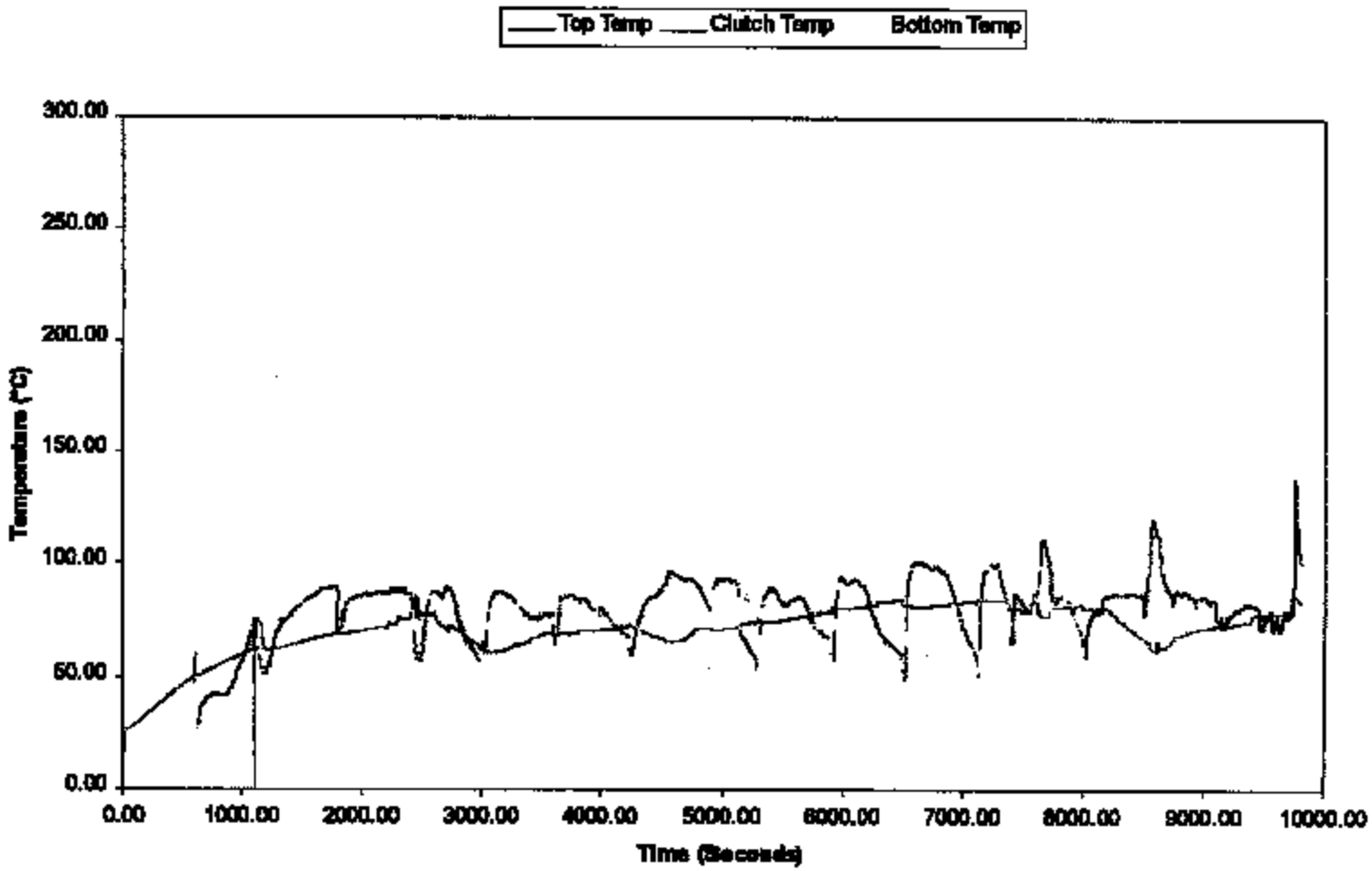
3713 4393

TEXAS INSTRUMENTS

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99

5% Salt Water Ingress Experiment
Temperature vs. Time



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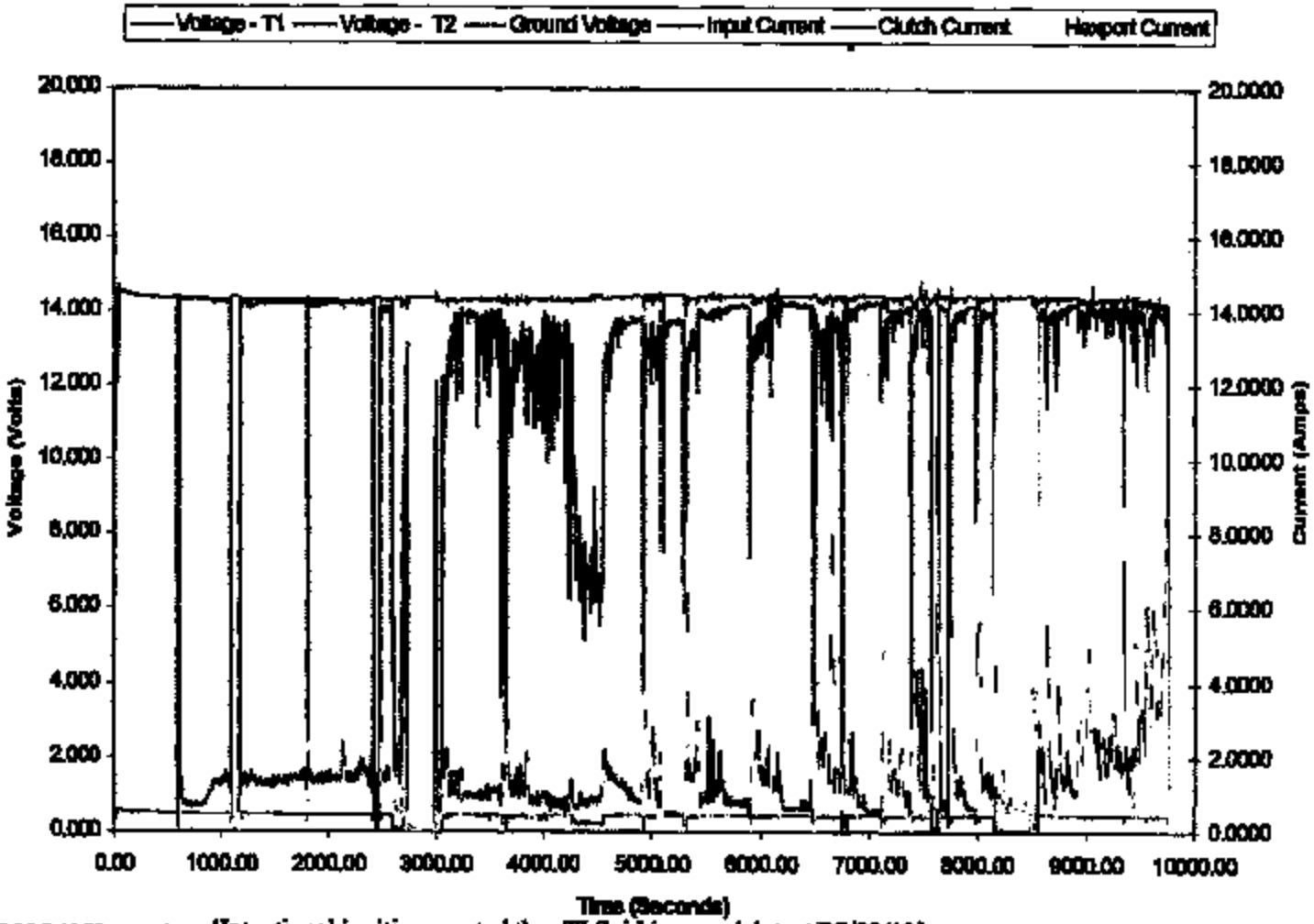
3713 4394

CURRENT SAMPLE

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99

TEXAS INSTRUMENTS

5% Salt Water Ingress Experiment



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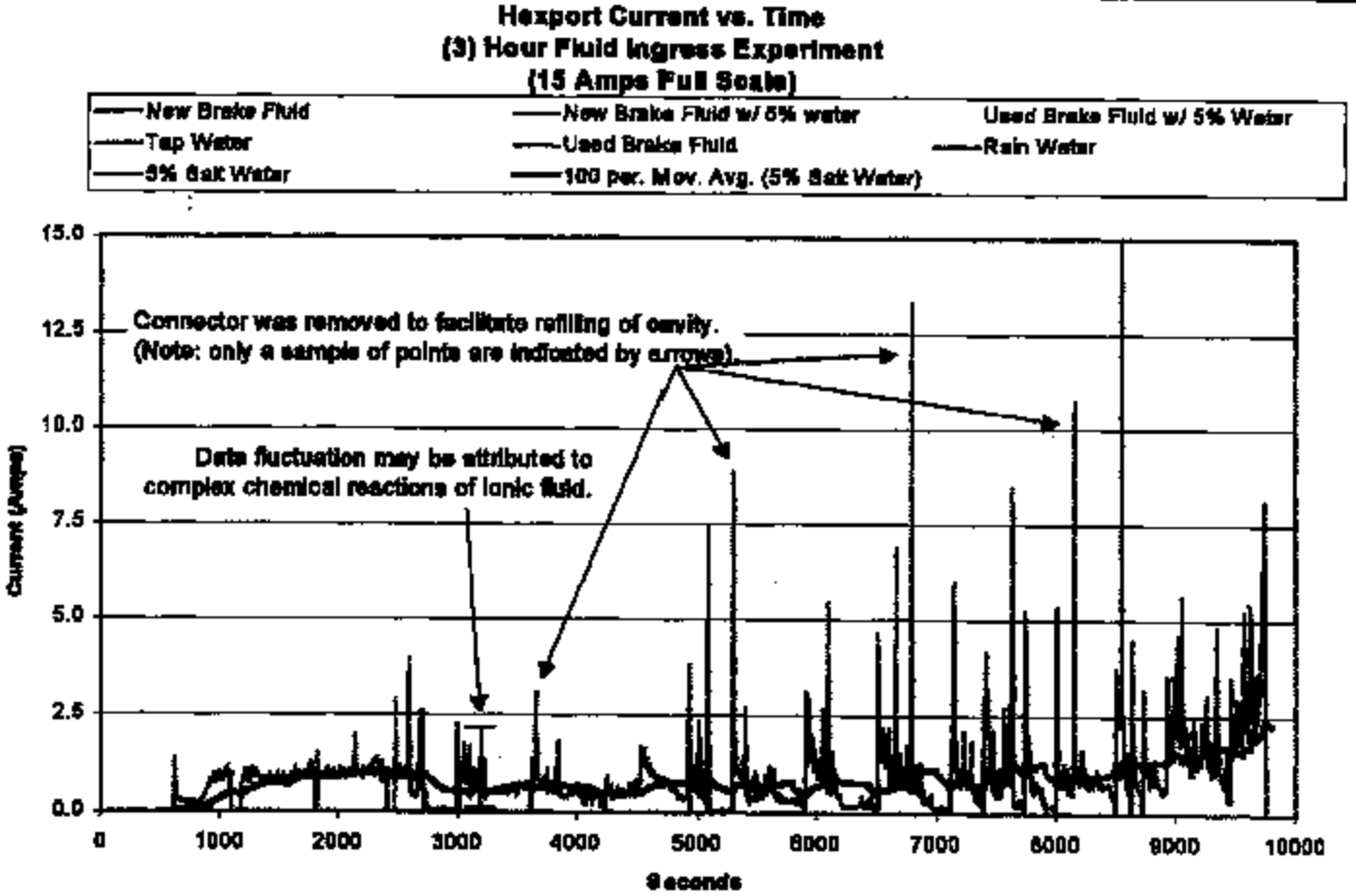
3713 4396

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99



'Intentional ignition created thru TI fluid ingress lab test PS/99/13'

3713 4397

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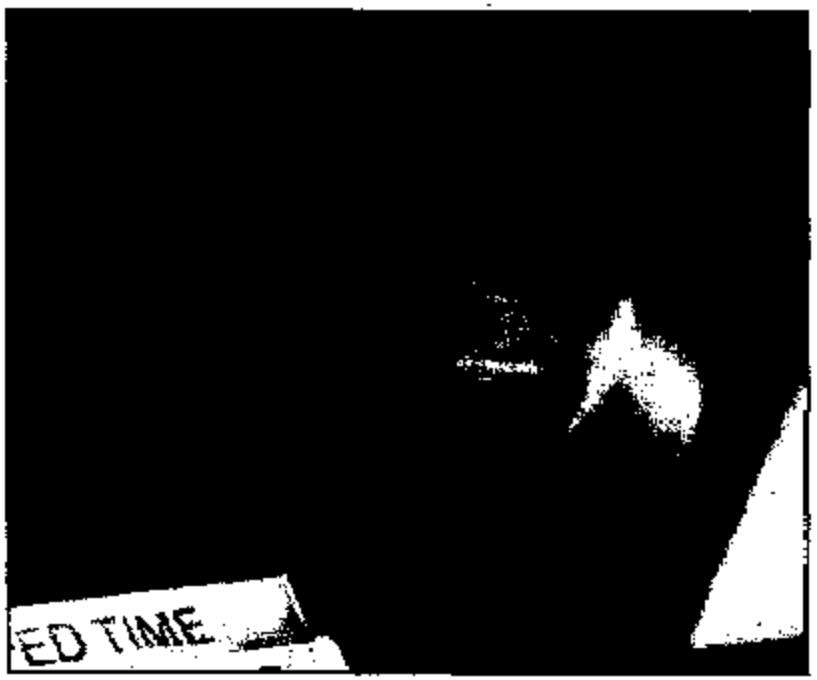
INITIATION OF SHUTDOWN

77PS
45° Orientation in 15 Amp Circuit
5% Salt Water Ingress

Cellanex 4300 Base



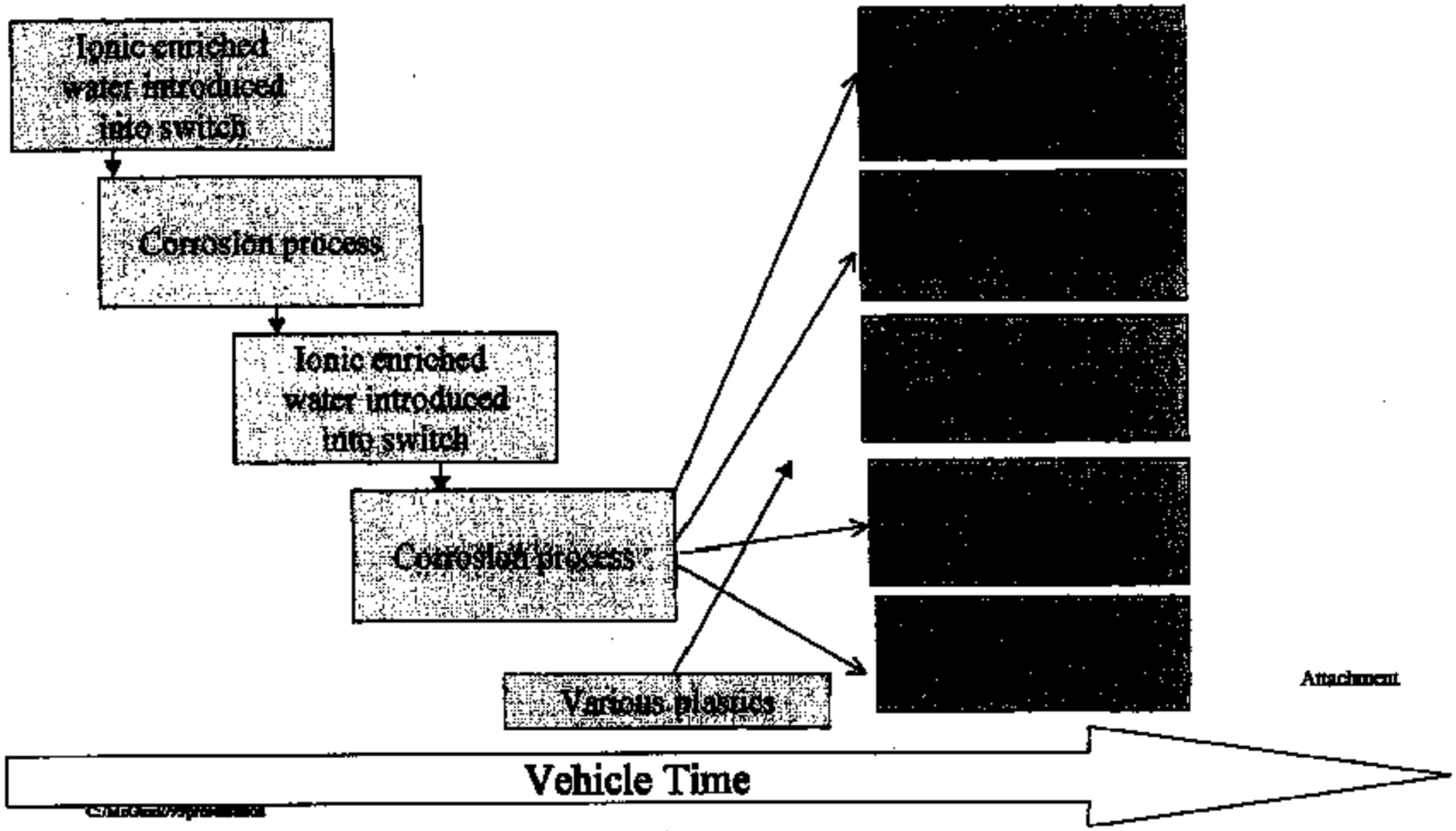
Cellanex 3316 Base

'Intentional ignition created thru TI fluid ingress lab test PS/99/13'

3713 4399

SYMPTOMS

"Corrosion" potential cause time line
Theory Time Line



Attachment

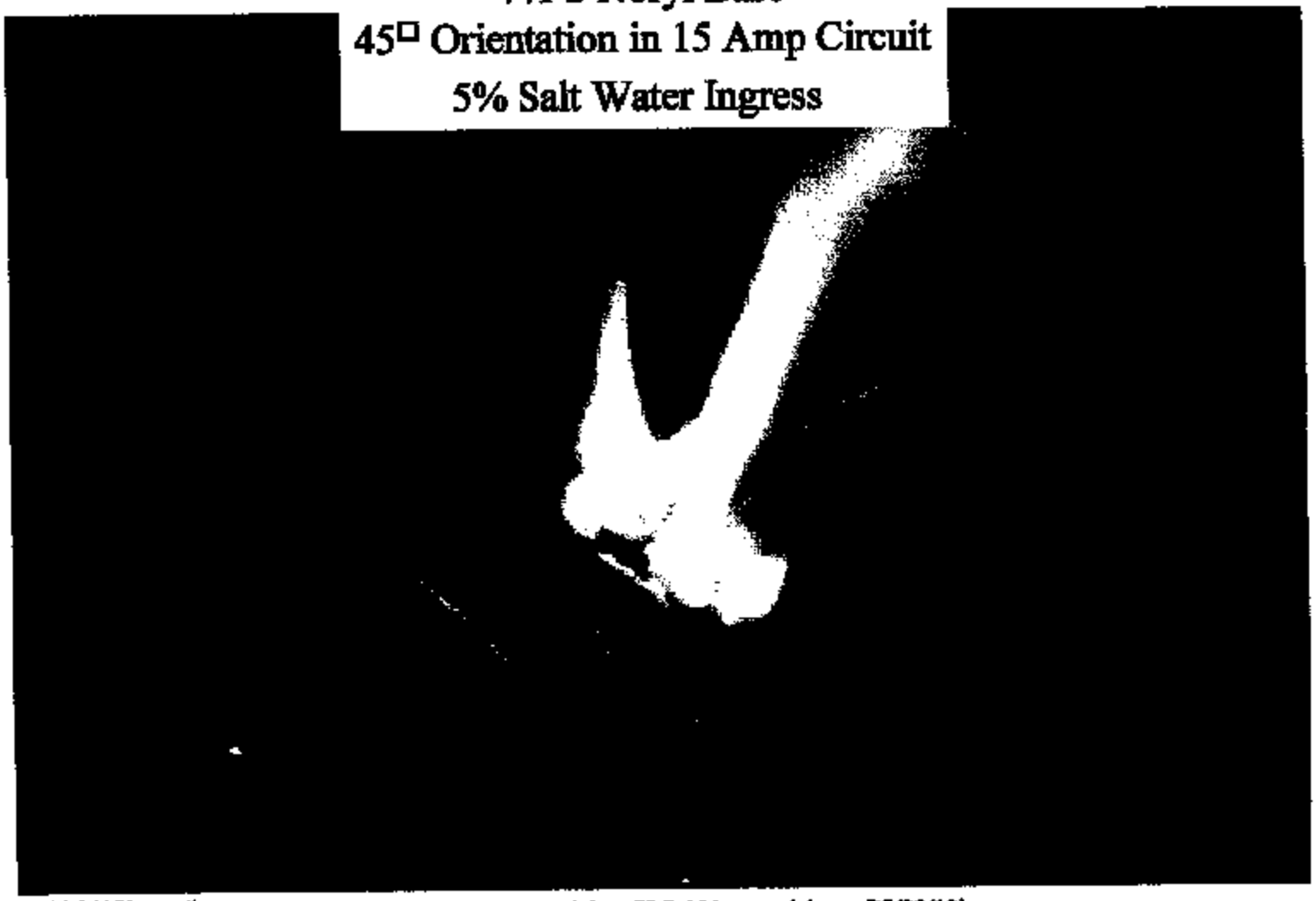
3713 4401

PAGE

3713 4402

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99

77PS Noryl Base
45□ Orientation in 15 Amp Circuit
5% Salt Water Ingress



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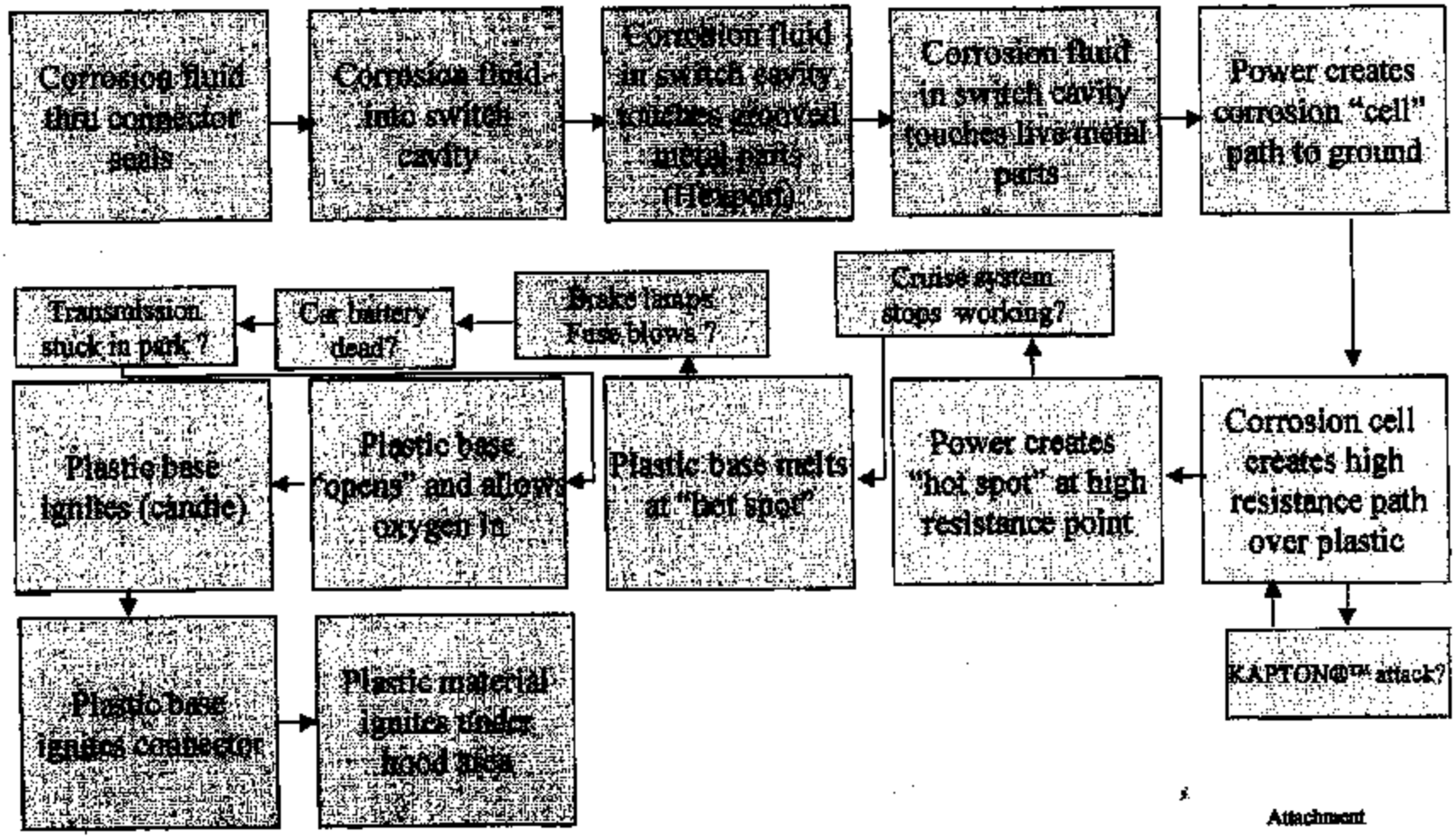
'Intentional ignition created thru TI fluid ingress lab test PS/99/13'

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99

PROCESS FLOW DIAGRAM
"CORROSION" POTENTIAL CAUSE FLOW ANALYSIS



Attachment

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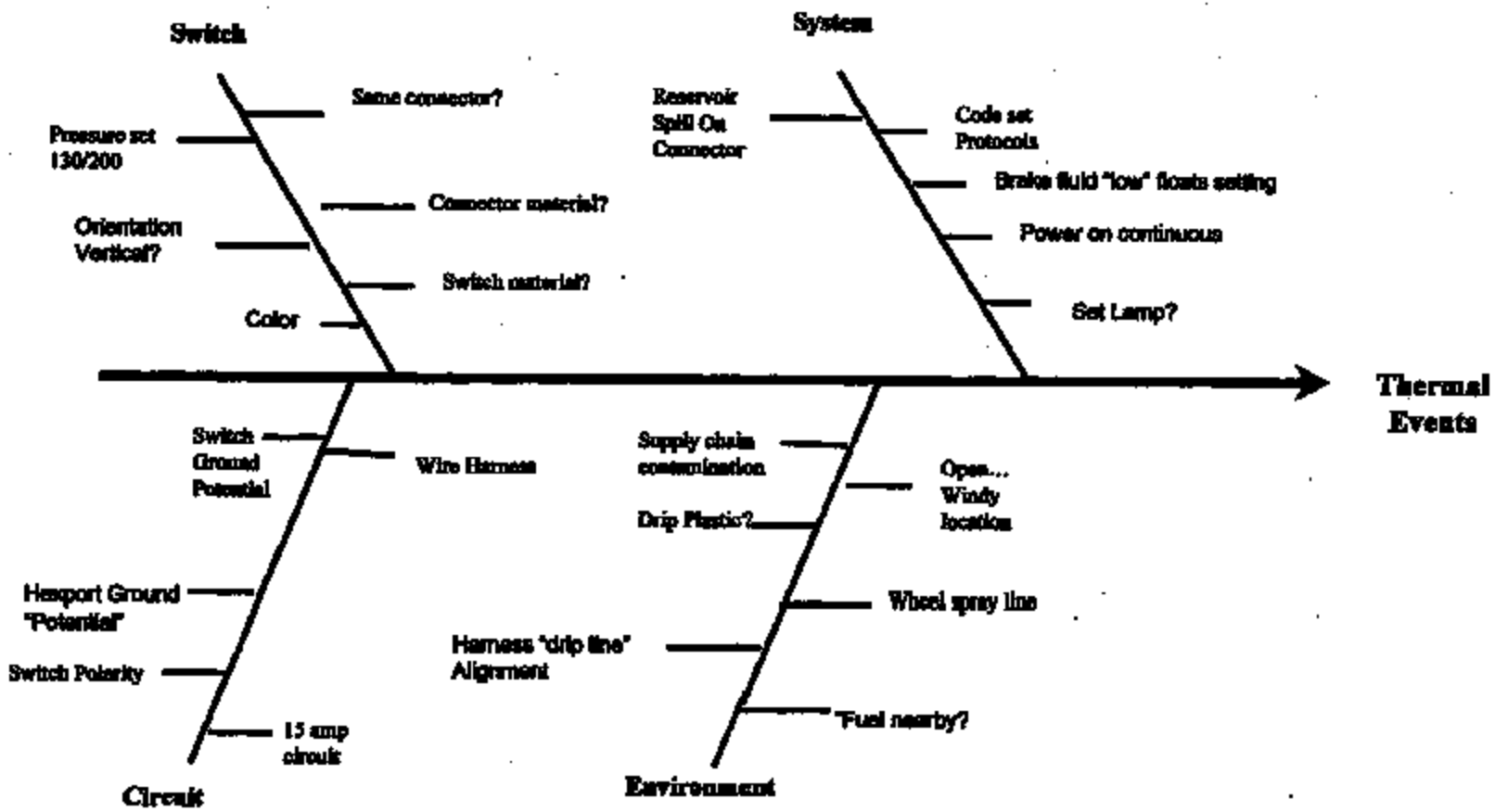
ECONOLINE VS. TOWN CAR P/S



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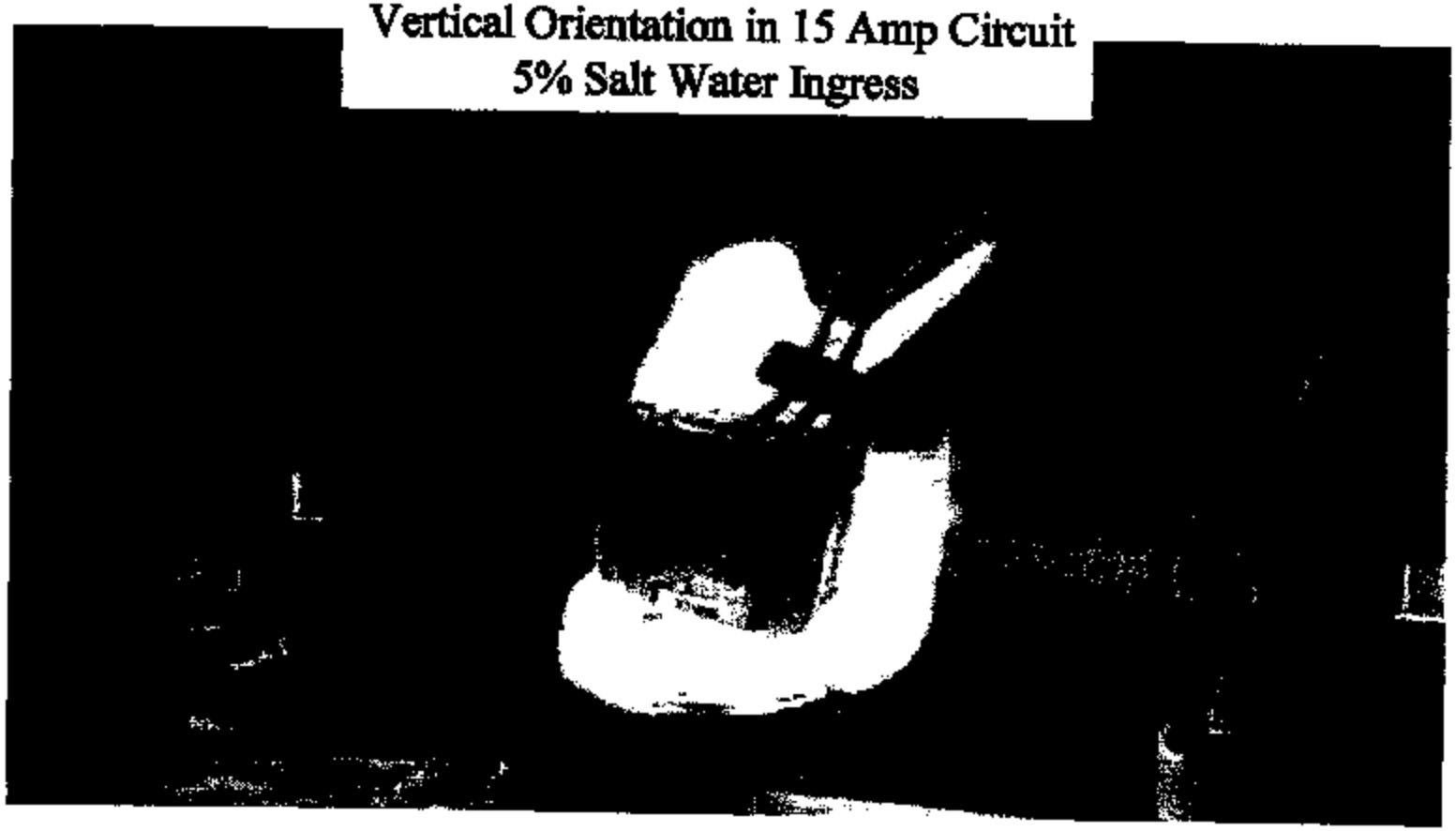
FILE – DOF [illegible]

3713 4408

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99

77PS Cellanex 4300 Base
Vertical Orientation in 15 Amp Circuit
5% Salt Water Ingress



'Intentional ignition created thru TI fluid ingress lab test PS/99/13'

Not Enough Printer Memory -- See User's Guide

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99

5% Salt Water - 15 Amp Circuit - Vertical - Zytel

Not Enough Printer Memory -- See User's Guide

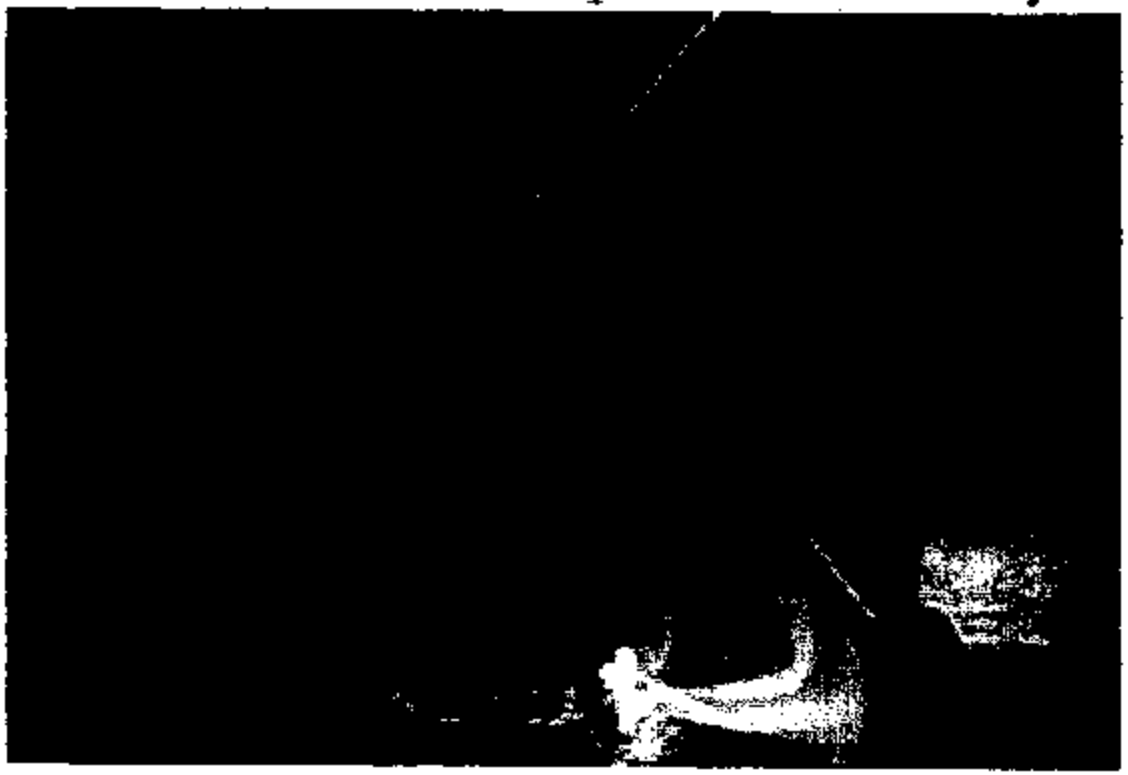
'Intentional ignition created thru TI fluid ingress lab test PS/99/13'

3713 4408

TEXAS INSTRUMENTS

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99

5% Salt Water - 15 Amp Circuit - Vertical - Zytel



Not Enough Printer Memory – See User's Guide

3713 4409

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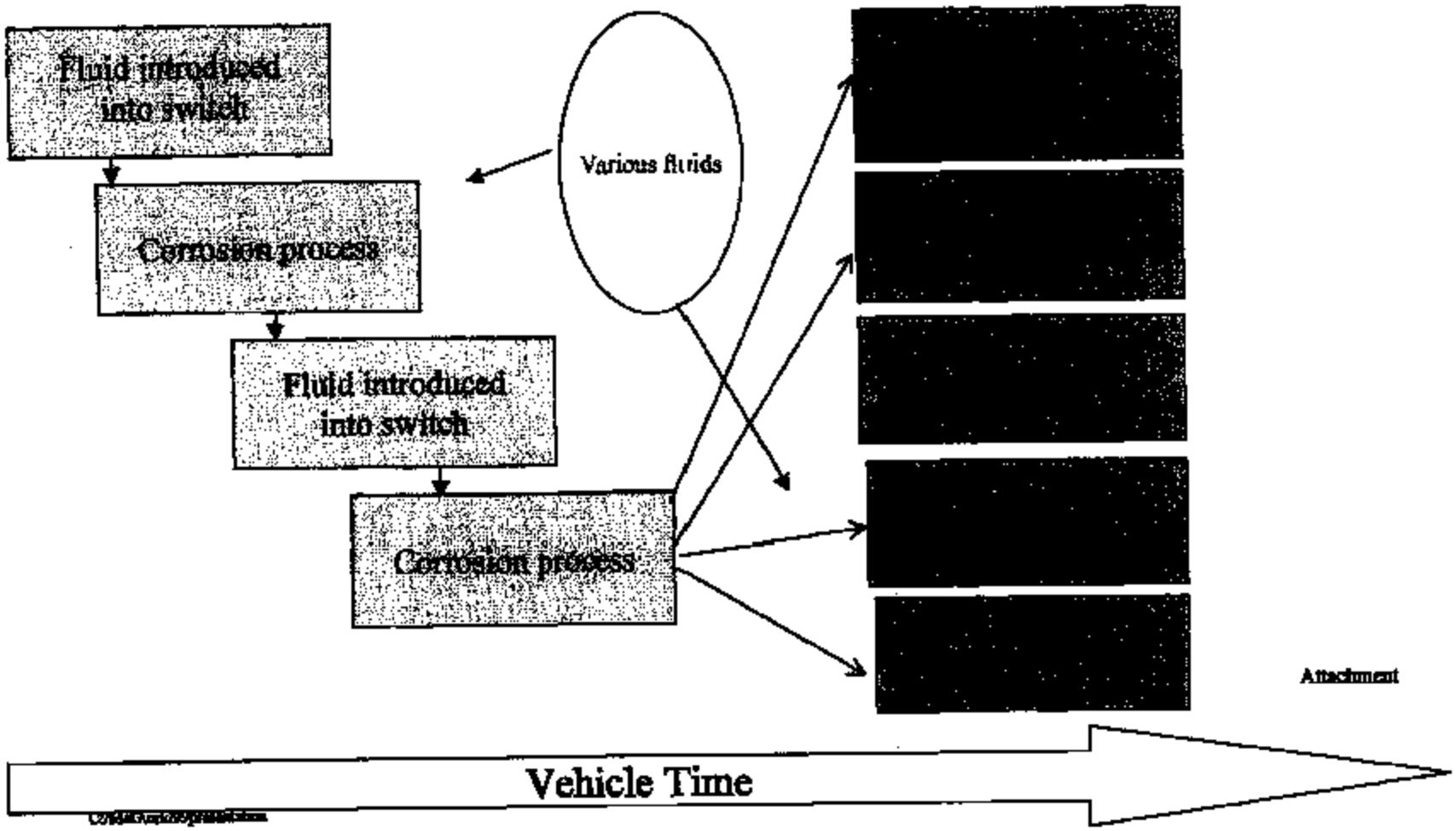
'Intentional ignition created thru TI fluid ingress lab test PS/99/13'

"Corrosion" potential cause time line
Theory Time Line

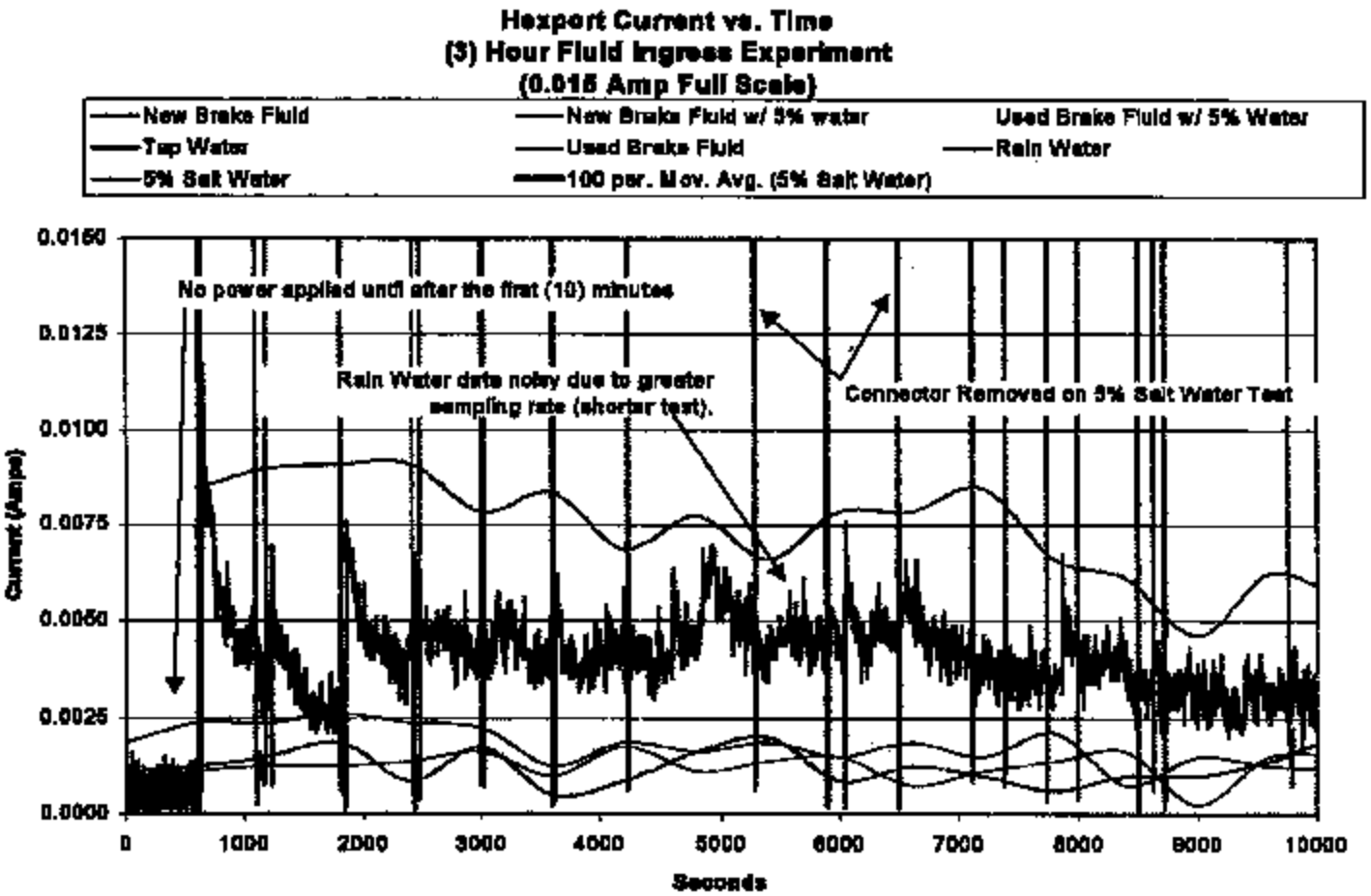


Attachment

VARIOUS FLUIDS

3713 4411

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99



'Intentional ignition created thru TI fluid ingress lab test PS/99/13'

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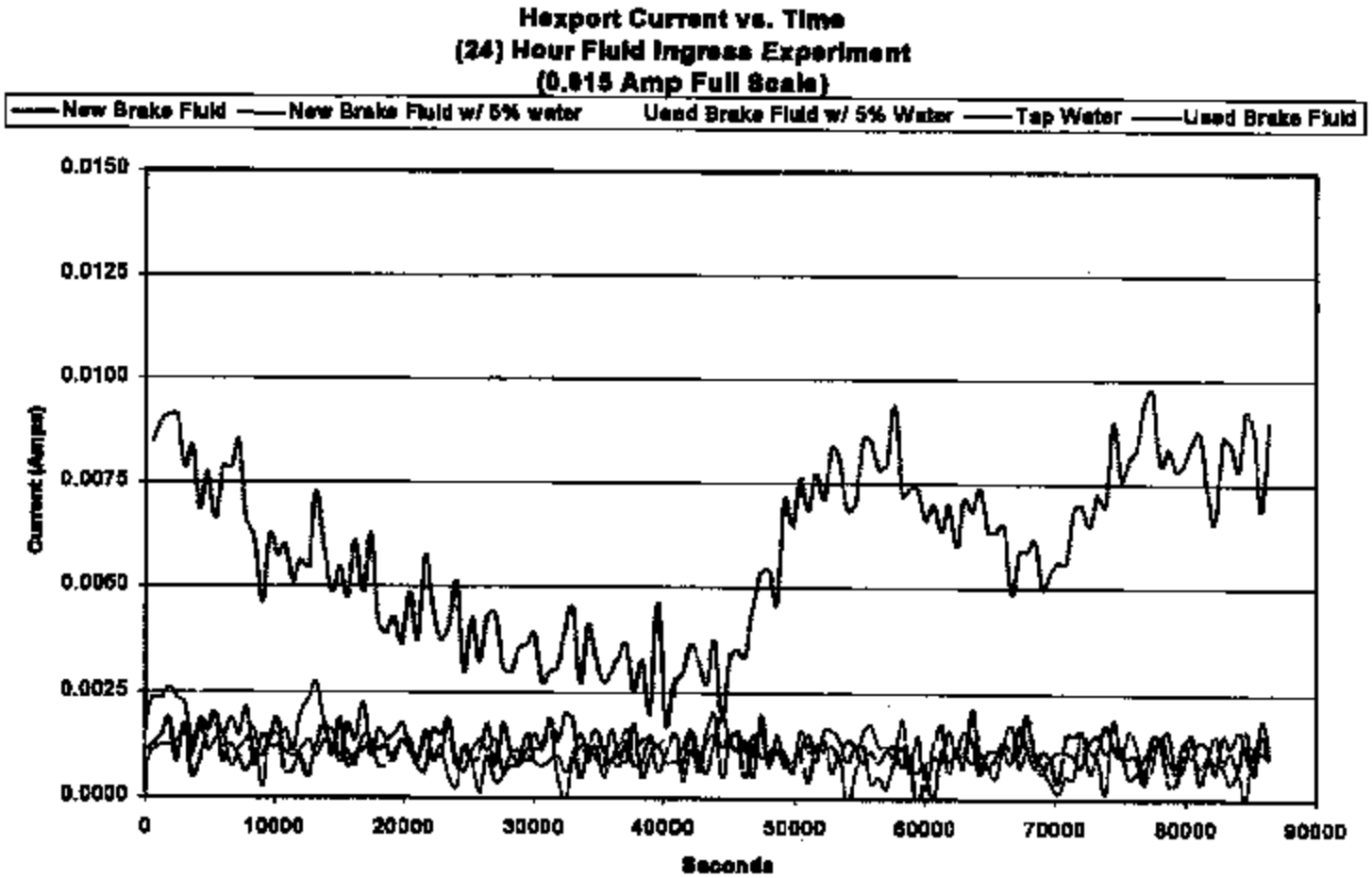
3713 4412

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99



'Intentional ignition created thru TI fluid ingress lab test PS/99/13'

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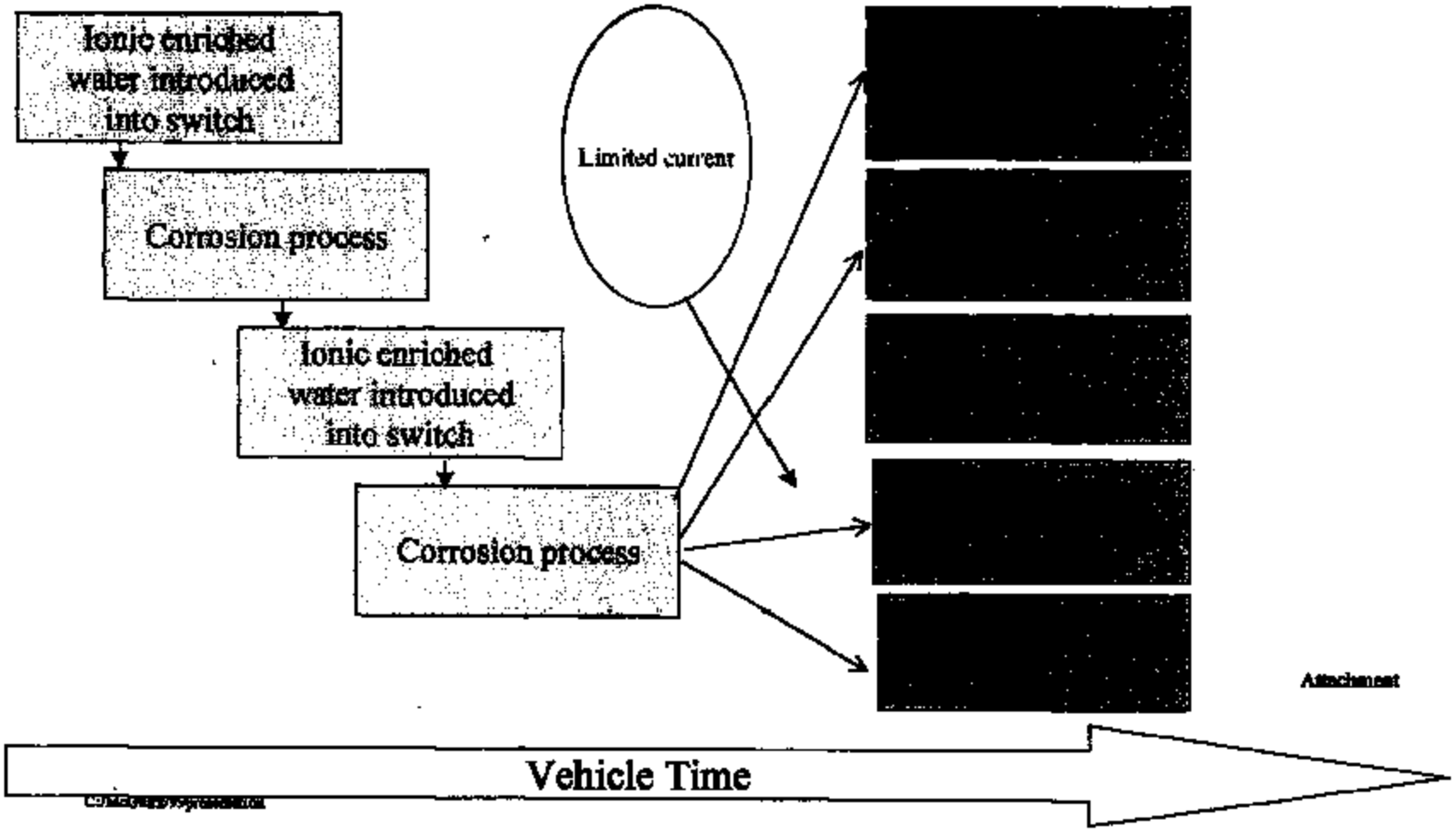
3713 4413

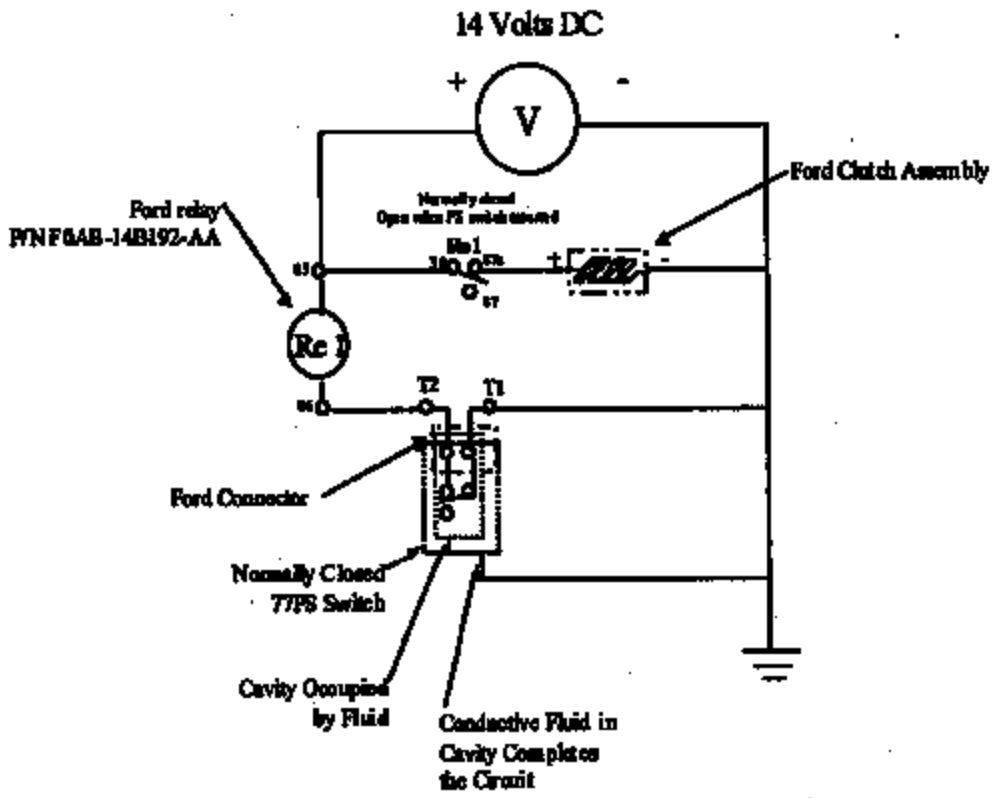
"Corrosion" potential cause time line
Theory Time Line



Attachment

RELAY SCHEMATIC

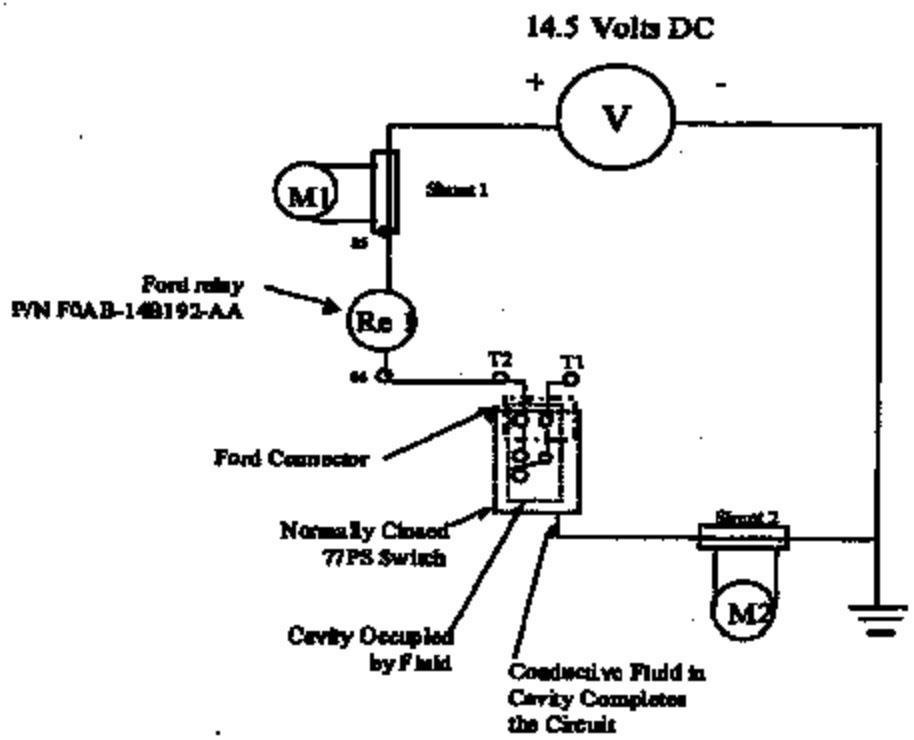
77PS Proposed Wiring Schematic



C/84c

8713 4416

200 mAmp Current Limit Circuit
Test Setup



Worst case scenario is when the switch is actuated, which puts T2 at full voltage.
To facilitate testing, T1 is floating which keeps T1 and T2 at full voltage but limits current draw to .2 Amps (This test is harsher than worst case scenario).

3713 4417

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Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99

TEXAS INSTRUMENTS

Today's Date: UPDATED 04/21/99

Scope or Effect Description

1. Operational Definition (Problem Statement): TOWN CAR UNDERHOOD FIRES			
2. Description	IS	IS NOT	Get Information
WHAT	Town Car MY '92, '93, '94	Crown Victoria? Grand Marquis? 'DS Super Coupe? MY '91, '95, 96? '92, '93 Roamlines?	COMPARE PLATFORMS
	FIRES... - Electrical pressure switch - Connector - Servo system - Electrical Distribution SYSTEM ISSUES... - Cruise inoperative - Locked in park - Horn inoperative - Brake lights inoperative - Discharged battery - Door locks? - Hazard lamps?	Not only pressure switches Other circuits	COLLECT/TEST OTHER SYSTEM COMPONENTS FOR 'SYNERGY' COMPARE VEHICLE OPTIONS FOR SYNERGY COMPARE WARRANTY
WHERE	Driver side hood Medium height in engine compart.	Passenger side hood Dash – pass compartment Not high in engine comp Not low in engine comp	EVALUATE HEAT SOURCE
WHEN	1-24 hours after parking Ignition off After 4-5 years After XXX miles	Not while driving Not while ignition on Not before 3 years? Not before YYY miles	EVALUATE POWER AND HEAT AND WIND SOURCES REVIEW MILES
	After AAA switch cycles	Not Before BBB cycles	
HOW BIG	1/49 cm / 223c mm "needle size" flame	Not all cars? Not "explosion"	COMPARE PLATFORMS READ FIRE RPTS
	Several pressure switches	Not all underhood fires Not all pressure switches	PARETO UNDERHOOD

C:\McGuirk\Presentation

3713 4418

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99

Texas Instruments
Automotive Sensors & Controls

8D Report

Concern Title	77 P6 Thermal Events	Open Date	3/9/99
T.I. CAR Report Number	CAR 99-20	Updated: 4/21/99	
Status Date: Vehicle	Lincoln	Part Name	Electric/Speed Control Deactivation Pressure Switch
Model	Town Car	Part No:	TPS 22-1
Plant	Various		

1. Team: S. Bellaghouse, B. Dugan, A. Fulmer, A. McGuirk, C. Douglas, G. Baker, T. Rowland	2. Problem Description: Under hood car fires

3. Containment Actions: Under review, considering disabling speed control system.	% Effectiveness:	Implementation Date:

4. Root Cause: See attachment 3, 10 - 18 NOT Table, (Thursday of 3/15/99) - Water enters pressure switch this connector - Continuous power drives curvature - Corrosion causes high resistance - Resistance causes local heating - Several exposures over time (?) - Local heating ignites pressure switch and connector plastic - Operator protocol notification	% Contribution: Unknown

5. Choose Permanent Corrective Actions: See attachment 2,3,4 Under Review: - Delay harness - Contaminate wire - Create ground fault protector - Improve connector seal - Eliminate constant power - Change PS orientation - Provide power limit/power reduction - Modify plastic parameters - Optimize polarity - Move to ground potential	Verification: TBD by lab experiments	% Effectiveness: Unknown

6. Implemented Permanent Corrective Actions:	Implementation:

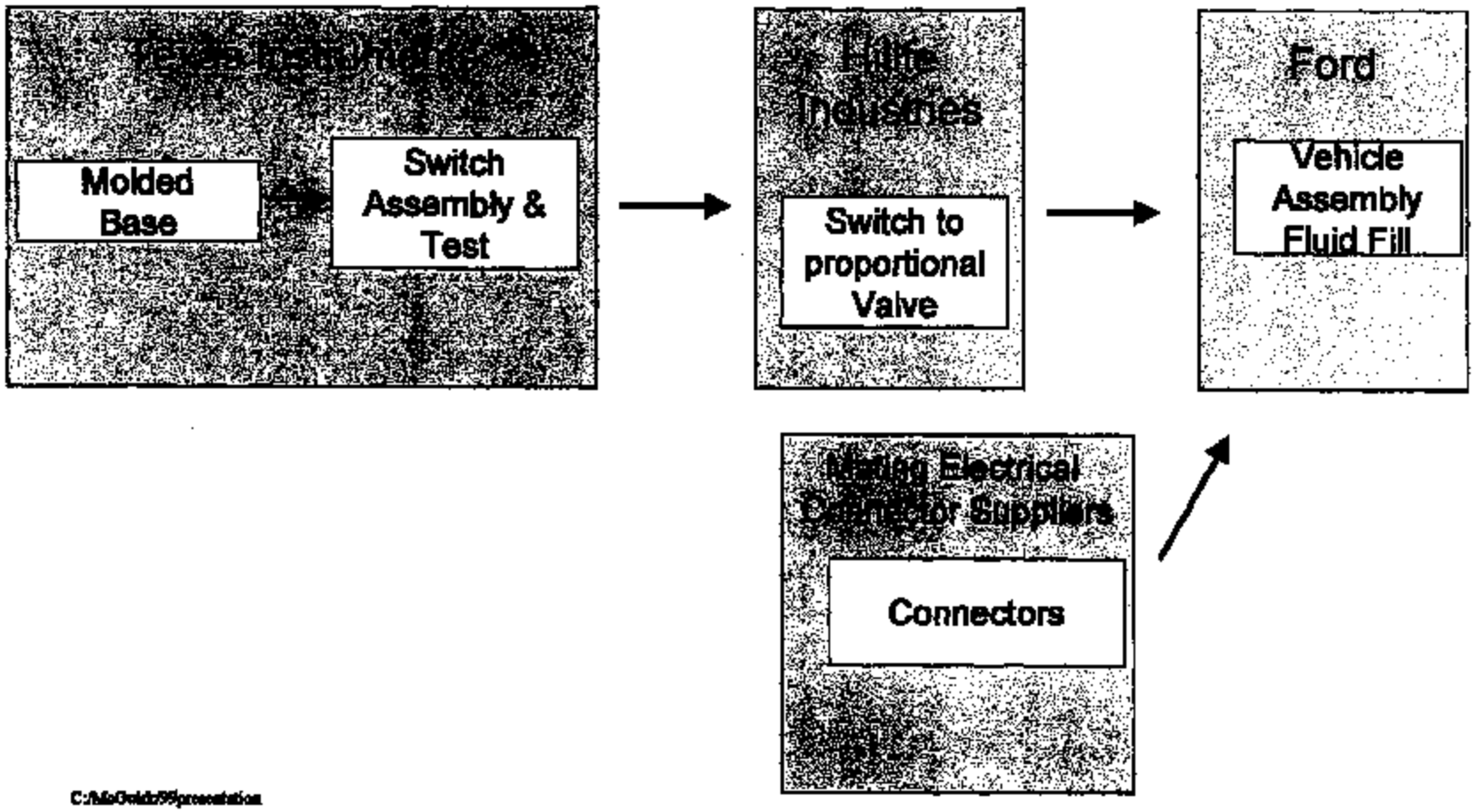
7. Actions to Prevent Recurrence: Eliminate constant power, reduce power to function need, set code after "illegal" electrical function.	Implementation:

8. Congratulate Team:	Close Date:	Reported By:	A. McGuirk
		Dept. Name:	QRA Manager
		Telephone No.:	(508) 236-3000

C:\McGuirk\99\presentation

3713 4419

PRESSURE SWITCH "FLOW DIAGRAM" ('92, '93, TOWN CAR)



SUMMARY OF 4/21/99

[redacted]

Brake Pressure Switch
Potential Thermal Event Theory Profile 4/21/99

77psi2-1		GROSS QTY		COMPLETE	COMPLETE	BEGIN	IMPACT	COMMENTS/CONCERNS
COMPONEN	DESCRIPTIO	REQUIRED	SUPPLIER	1KK	2KK	PARTIAL	TO TI	
27406-1	CONVERTER	2,040,000	KF BASSLER	10 WKS	18 WKS	2 WKS	NONE	ADD OVERTIME/MATERIAL AVAILABILITY
27639-1	WASHER / A	2,040,000	DIEMASTER	10 WKS	18 WKS	2 WKS	NONE	MATERIAL AVAILABILITY
27713-1	CUP 77PS	2,040,000	VALENTINE	6 WKS	10 WKS	1 WK	NONE	RAW MATERIAL AVAILABILITY
36966-27	57PS	2,040,000	DISC DEPT	12+ WKS	24 WKS	3 WKS	TOOL $?	POSSIBLE CAPACITY ISSUE
36900-1	HEXPORT 7	2,040,000	ELCO	10 WKS	25 WKS	3 WKS	NONE	RAW MATERIAL AVAILABILITY
74224-1	KAPTON	204	EI DUPONT	2 WKS	2 WKS	2 WKS	NONE	
27225-1	KAPTON ST	1,102	EI DUPONT	3 WKS	3 WKS	2 WKS	NONE	
74353-1	GASKET	2,040,000	JBL PARKER	6 WKS	18 WKS	3 WKS	NONE	ELIMINATE CORES WILL INCREASE DEL. BY 10%
36888-1	STATIONAR	2,040,000	KF BASSLER	10 WKS	18 WKS	2 WKS	NONE	ADD OVERTIME/MATERIAL AVAILABILITY/ REELS
26744-1	CONTACT-S	2,040,000	DERRINGER	4 WKS	8 WKS	1 WK	NONE	MATERIAL AVAILABILITY
36867-1	MOVABLE T	2,040,000	KF BASSLER	10 WKS	18 WKS	2 WKS	NONE	ADD OVERTIME/MATERIAL AVAILABILITY/REELS
27716-1	BE/CU ISSU	449	BRUSHWELL	1 WK	2 WKS	1 WK	NONE	NONE
74916-1	RIVET	2,040,000	JOHN HASS	8 WKS	11 WKS	4 WKS	NONE	RAW MATERIAL AVAILABILITY
46515-2	PRESSURE	2,040,000	IMT/MOLDIN	16 WKS	32 WKS	4 WKS	NONE	RAW MATERIAL CHANGEOVER/PRESS CAPACITY
74078-143	CERAMIN PI	2,040,000	PARATECH	7 WKS	15 WKS	2 WKS	NONE	
74247-4	BLUE O'RIN	2,040,000	JBL PARKER	6 WKS	10 WKS	2 WKS	NONE	ELIMINATE CORES WILL INCREASE DEL. BY 10%
74797-1	CRIMP RING	2,040,000	VALENTINE	6 WKS	10 WKS	1 WK	NONE	RAW MATERIAL AVAILABILITY
74888-1	RED THREA	2,040,000	MARK IV CA	3 WKS	6 WKS	1 WK	NONE	

77PS SWITCH TI 7/15,8/1,8/15 250K/MONTH 7 day weeks, thru summer vacations, 'std' plastic mold

3713 4422

C:/MoOn/o99presentation

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

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

Vehicle/Customer Information

Model Year: 92 Make: TOWN CAR VIN: 1LNLM81W5N[redacted] Mileage: 70,000 (+/-)

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] NAPLES, FL [redacted]

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

Incident Info

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

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

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

Mini-FAX Transmittal — Date 3-8-99 Pages 3
To: JOE Nunez — From: Farzeen Ansari
Telephone: 621-9147 — Telephone: 313-945-5577

Did you inspect the vehicle? YES

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? NO

Were the underhood fuse links blown? YES

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

What areas of the vehicle were damaged? ↗

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

Does the air suspension pump show evidence of overheating? NO

Damaged
- REARVIEW MIRRORS
- CRUISE CONTROL
- WIRING WAS REPAIRED (AGAINST THE FIREWALL)

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

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

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

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

COST OF REPAIRS $272.00

For Inspection: Parts that we would like from vehicle

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

NOTES

- CUSTOMER STILL HAS DAMAGED PARTS
- STATE FARM INSURANCE AGENT: JOHN W. GRAY PHONE: 941-261-5623 REP: [redacted]

```
NVNP510                    NAVIS  Vehicle  Inquiry                 03/08/99 12:39:13
==>
 VEHICLE ID: 1LN[redacted] (WHITE[redacted]) VIN: 1LN[redacted] DIV: 3 Status: 800
Vehicle Line: CVB     Convy Deliv: 031792   Orig P-Lvl: 218  Selling Dlr: 18A030
Order Recpt: 011692 ShipTo Stat:            Curr P-Lvl: 218     Sale Date: 032292
 Orig Sched: 032392 Rls-To Stat: NY          Order Dlr: 18030   Demo Date:
   Inv Prep: 030592 Orig Int St: 031692 Orig Rls Dlr: 18028 Deliv Type: M
  Prod Date: 031292 Curr Int St: 031692  Rls Dlr P&A: 10296   Sales Prd: 092032
   Rls Date: 031292  Dlrfin Ext:            Warr Start: 032292 Cancel Sl:
Memo Consgn:              F&C Ext: 041092   WarrS-Ind:        Sale Status: G
Orig Fltbus: 031292  Advert Ext:                          -Date-  -Dealer-
Curr Fltbus: 031292 . Slspsn SS#:[redacted]     Shipped: 031292  88CF69
T/Name: 9                                   Curr Stock: 031292  18A030
Addr: [redacted]          State: NY          1st-Prior:
City: CHEEKTOWAGA      N/A-Rcpt: 032392      2nd-Prior:
Zip: [redacted]      Warr-Ins-Ind:           3rd-Prior:
V.O.:1         2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M81NY  43       9623C1019       GA D   P1  3P     2GL6L C  P    T18A030  0 AYE
8         9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   AY    H    W1LNL5 9 B  K  A751A 9WP                                  BU126
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                        LPREL10
```

#42

[redacted]

3/4/99 called and spoke to Ms. Gross

Case # 16

NHTSA

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

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

Vehicle/Customer Information

Model Year: 92 Make: TOWN CAR VIN#: 1LNLM81N0NY[redacted] Mileage: _____

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

Customer Name: [redacted]

Address: [redacted] WEST DAVENPORT, FL [redacted]

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

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

What is the repair history of the vehicle? NOTHING OTHER BRAKES REPLACED
— FRONT BRAKES Repaired one month prior to fire)
— Fuse blown few weeks prior to fire

Insurance Agency Information (if pertinent)

Insurance agency name: vehicle did not
Insurance agent address: have full coverage
phone number: N/A
claim number: _____

Incident Info

Date of Loss: 3-6-99

Where did the fire start? Engine compartment? _____ Specific location/component? left side of under hood
fire started under steering near brakes, master cylinder

Was the vehicle:
Engine on? _____ Engine off? YES If off, how long was it off? 10-15 MIN
If on, how long was it on? _____

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

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

3713 4426

Did you inspect the vehicle? Yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? _____

Were the underhood fuse links blown? YES

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

What areas of the vehicle were damaged? HOOD, GRILLE, WINDSHIELD, SOME INTERIOR BURNS

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 3/11/99

3713 4427

Ansari, Fareen (F.) NHTSA

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

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

[redacted]

2. Location: Davenport, Florida; Owner [redacted] VIN: 1LNLM81W0N[redacted] Date of Incident: March 6, 1999; Reported that vehicle is still at owners home.

Contacted customer 3/12

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: 59-47668 FAX: 59-42268
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South

3713 4428

```
NVMP510                    NAVIS  Vehicle  Inquiry                 03/12/99 10:24:34
-->
 VEHICLE ID: 1LNY[redacted] (NNYYBBBBBB) VIN: 1LNLM81WONY[redacted] Div: 3 Status: 800
Vehicle Line: CVB     Convy Deliv: 052992   Orig P-Lvl: 218  Selling Dlr: 45K1E8
Order Recpt: 032092  ShipTo Stat:          Curr P-Lvl: 218     Sale Date: 061092
 Orig Schad: 052592  Rls-To Stat: MI        Order Dlr: 451E8  Demo Date:
   Inv Prep: 051892  Orig Int St: 052792 Orig Rls Dlr: 45791 Deliv Type: H
  Prod Date: 052692  Curr Int St: 052792  Rls Dlr PAA: 09623  Sales Prd: 092061
   Rls Date: 052692   Dlrfin Ext:          Warr Start: 061092 Cancel Sl:
Memo Consgn:              P&C Ext: 062592   WarrS-Ind:       Sale Status: G
Orig Pltbus: 052692   Advert Ext:                        -Date- -Dealer-
Curr Pltbus: 052692   Slspsn SS#:                Shipped: 052792  88M911
T/Name: 9                [redacted]          Curr Stock: 052692  45K1E8
Addr: [redacted]          State: OK          1st-Prior:
City: OKLAHOMA CITY    N/A-Rcpt: 060992      2nd-Prior:
Zip: [redacted]      Warr-Ins-Ind:           3rd-Prior:
V.O.:1         2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M81NY  43      5125E0346      KC F 3 P1  3P     2UL6L C  P    K45K1E8  1VAYG
8    9         0         1         2         3         4         5         6
5678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
  BT    H    W1LNL0 9 B  2F A751A  WP                                    HZ050
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                          LPREL10
```

3/12/99 - AM
- called
- not in.

3/12/99 - PM
- reached MR. CROW.

3713 4429

Case #15

NHTSA

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

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

Vehicle/Customer Information

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

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] HOUSTON TX [redacted]

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

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

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

Insurance Agency information (if pertinent)

Insurance agency name: USAA AUTO CLAIMS / MICHELLE TORRES
Insurance agent address: 9800 Fredericksberg, San Antonio TX 78229
phone number: 877-276-0129 - [redacted]
claim number: 1194734 5

Date of Incident 11-29-98

Incident Info

Date of Loss: 11-29-98

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

Was the vehicle:
Engine on? _____ Engine off? YES If off, how long was it off? 2 1/2 hrs
If on, how long was it on? _____
Moving? _____
Parked? YES If parked, where was the vehicle parked? (street, garage or carport) _____

Vehicle was driven 1 hour prior to parking.

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

Fluid dripping under the vehicle in front end

leak near cooling line near radiator

3713 4430

Did you inspect the vehicle? Yes

If yes, Did you find any of the following:

see attached fire report

Any underhood relays show evidence of overheat? _____

Were the underhood fuse links blown? _____

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

What areas of the vehicle were damaged? _____

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

_____

Does the air suspension pump show evidence of overheating? _____

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

_____

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

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

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

YES

For inspection: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

3713 4431

Ansari, Fareen (F.)

From:	Ray Nevi [rnevi@gw.ford.com]
Sent:	Wednesday, March 10, 1999 2:58 PM
To:	fansari1@mail.ford.com
Cc:	rnevi@gw.ford.com; jlogel@mail.ford.com
Subject:	Lincoln Town Car Investigation

As I indicated in my phone message, the NHTSA has informed Ford of a Town Car underhood fire. Information provided: insurance adjuster name - Michelle Torres; telephone number - (877) 276-0129; date of incident - 11/98; VIN 1LNLM82W4NY[redacted]. Please make investigation arrangements. The NHTSA may want to participate in any vehicle inspections. Therefore please provide me with a couple possible dates for a vehicle inspection if one is to be conducted and I will arrange with the agency.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 59-47888 FAX: 59-42268
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South

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

3/10/99 left message.

3/11/99 2nd time. Called
Michelle Torres.

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

3713 4432

USAA

CLAIMS FACSIMILE COVER SHEET

DATE: 3-12-99

TO: Fareen
Ford Motor Comp.

FROM: Michelle Torres
USAA Claims

FAX #: 313-845-5669

PHONE #: 877-276-0129

RE: (NAME): [redacted]

FAX #: 800-292-8582

YOUR FILE #: 14

OUR INSURED: [redacted]

DATE OF LOSS: 11-29-98

OUR FILE#: 11947345

★ URGENT

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

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

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

Michelle Torres

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

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

SUPPLEMENTS:
00-00 APT/SUITE: _____
APT/SUITE:
CASUALTIES: FIRE: 00 INJURY, 00 FATALITY CIVL: 00 INJURY, 00 FATALITY
HAZMAT: NO
OFF IN CHARGE: 071567 JACOBY CASEY R CAPTAIN
UNIT: E 033 SHIFT: B RECORD COMPLETE?(Y/N) Y
NUM FIRE PERSONNEL: 004 MUTUAL AID GIVEN OR RECEIVED?(G/R) _ HOLD? _
ARSON RADIO NUMBERS: / FIRE PREV RADIO NUMBER:
DISPATCH DATA: TYPE: 8A CAR ON FIRE. FIRE DISTRICT: 021
DISP ADDR: 02339 GOLDSMITH APT/SUITE:
GREENBRIAR DR KEYMAP: 532G BOX: 14252
EMS INC# ( )
ALARM LEV: 0 DISP TIME: 17:53 1097: 17:58 (E 033) TAPOUT: / : ( )
EQUIP: E 033

HOUSTON FIRE DEPARTMENT
FIRE INCIDENT REPORT

DISTRICT 021 STAT 033 B
JACOBY CASEY
CAPTAIN - 71567

LINE

A- INCIDENT NUMBER: 981129409 SUPP: 0 INCIDENT DATE: 11/29/1998 INCIDENT TIME: 17:53

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

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

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

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

E- OCCUPANTS NAME: UNK TELEPHONE: ( ) -

F- OWNERS NAME : UNK TELEPHONE: ( ) -

F- OWNERS ADDRESS: UNK HOUSTON TX

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

K- AREA OF FIRE ORIGIN (83): ENGINE AREA,RUNNING GEAR EQUIPMENT INVOLVED (41): FIXED WIRING

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

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

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

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

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

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

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

R- FORM MATERIAL GEN MOST SMOKE ( ):

S- MOBILE PROPERTY YR: 92 MAKE: LINCOLN MODEL: TOWN CAR LIC# JBC268 SER# 1LNLM82W4NY757859

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

COMMENTS:

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

Case #4

NHTSA

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

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

Vehicle/Customer Information

Model Year: 93 Make: TOWN CAR VIN#: 1LNLM82WXPY642041 Mileage: _____

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

Customer Name: [redacted] Phone: _____

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

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

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

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

Insurance Agency Information (If applicable)

Insurance agency name: STATE FARM / DANIEL GREENE
Insurance agent address: SADISCO FACILITY (SALVAGE YD)
phone number: 941-656-7610
other: CLAIM # 59 21 10441

Incident Info

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

DATE OF FIRE: 1-11-99

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

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

3713 4437

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? YES

Were the underhood fuse links blown? _____

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

What areas of the vehicle were damaged? _____

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

Does the air suspension pump show evidence of overheating? _____

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

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

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

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

For Inspectors: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 2/10/99

3713 4438

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

-both vehicles had similar fires

-he thinks this involved the ignition switch

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

-both vehicles had been parked when the fires occurred

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

Standard Claims List For Model Year 1993

1LNLM82WXP[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	3	7F02	011601	FIVY	17528	A	W10	93
AWS Claim Key:	7508102	Trx Code:	1	Labor Hrs:	.2	Labor Cost:	8.8	Material Cost:	23.68	Total Cost:	32.48									
Dlr Cd-Sub Cd:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC		Ph:	561-461-4043	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date: 30-DEC-1992								Do
Cust Comments:	WIPER QUALITY POOR ON DRIVERS SIDE																			
Tech Comments:	REPALCE WIPER BLADES																			

1LNLM82WXPY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1993	27-OCT-1992	325043	USA	3	4C01	000101	FIVY	5250	D	N11	01
AWS Claim Key:	7508104	Trx Code:	1	Labor Hrs:	.9	Labor Cost:	39.6	Material Cost:	101.67	Total Cost:	141.27									
Dlr Cd-Sub Cd:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC		Ph:	561-461-4043	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date: 30-DEC-1992								Do
Cust Comments:	[redacted]																			
Tech Comments:	REPLACE MUFFLER																			

1LNLM82WXP[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	11	6C06	NANANA	*	7051013	*	N59	12
AWS Claim Key:	7508107	Trx Code:	2	Labor Hrs:	.5	Labor Cost:	28.5	Material Cost:	0	Total Cost:	28.5									
Dlr Cd-Sub Cd:	11260-*	Name:	KEN SMITH MOTORS INC		Ph:	201-442-2200	St: NJ	City Cd:	USA	Reg Cd:	NA	Repr Date: 23-AUG-1993								Do

1LNLM82WXP[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	11	6E01	011101	*	17050	*	M10	08
AWS Claim Key:	7508106	Trx Code:	2	Labor Hrs:	.5	Labor Cost:	28.5	Material Cost:	3.47	Total Cost:	31.97									
Dlr Cd-Sub Cd:	11260-*	Name:	KEN SMITH MOTORS INC		Ph:	201-442-2200	St: NJ	City Cd:	USA	Reg Cd:	NA	Repr Date: 27-AUG-1993								Do

1LNLM82WXP[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	24	3A13	070100	*	7A098	*	A09	FF
AWS Claim Key:	12272868	Trx Code:	270	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	120									
Dlr Cd-Sub Cd:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC		Ph:	561-461-4043	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date: 10-OCT-1994								Do

1LNLM82WXP[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	24	3A13	070100	*	7A098	*	A09	FF
AWS Claim Key:	12272869	Trx Code:	705	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	81									
Dlr Cd-Sub Cd:	11601-*	Name:	RICK STARR LINCOLN-MERCURY INC		Ph:	561-461-4043	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date: 10-OCT-1994								Do

3713 4440

1LNLM82WXF[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 14-OCT-1992 27-OCT-1992 325043 USA 24 7F01 110501 F1VY 13K359 C 9/05 42
AWS Claim Key: 12272865 Trx Code: E03 Labor Hrs: .5 Labor Cost: 23.56 Material Cost: 54.98 Total Cost: 78.54
Dlr Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Repr Date:10-OCT-1994 Du
Cust Comments: [redacted]
Tech Comments: DIAG R AND R MULTIFUNCTION SWITCH TO REPALCE BAD CONTACTS

1LNLM82WXF[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 14-OCT-1992 27-OCT-1992 325043 USA 24 7F07 131101 * 19A366 * L14 42
AWS Claim Key: 12272864 Trx Code: E04 Labor Hrs: .5 Labor Cost: 23.96 Material Cost: 0 Total Cost: 23.96
Dlr Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Repr Date:10-OCT-1994 Du
Cust Comments: [redacted]
Tech Comments: ANTITHEFT DIAG PASS PERFORM SHII 08508 R AND R ANTITHEFT MODULE REMOVE AND TAPE PIN 27

1LNLM82WXF[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 14-OCT-1992 27-OCT-1992 325043 USA 24 3A13 070100 F2VY 7A096 A N15 00
AWS Claim Key: 12272866 Trx Code: E70 Labor Hrs: 8.8 Labor Cost: 421.69 Material Cost: 441.25 Total Cost: 862.94
Dlr Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Repr Date:10-OCT-1994 Du
Cust Comments: TRANS WHINES ON ACCEL WHEN YOU LET OFF ON GAS GOES AWAY GETTING WORSE WORSE AFTER SEVERAL HOURS ON T
Tech Comments: R AND TRANS TO OVERHUAL REPLACE PLANET AND REV SUN SHELL ASSY NOISY FLUSH CONVERTOR LINES COOLER ROAD TEST OK

1LNLM82WXF[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 14-OCT-1992 27-OCT-1992 325043 USA 25 7W12 014405 F4VT 54432A38 B B11 42
AWS Claim Key: 12272867 Trx Code: E04 Labor Hrs: .3 Labor Cost: 14.36 Material Cost: 24.35 Total Cost: 38.79
Dlr Cd-Sub Cd: 11601-* Name: RICK STARR LINCOLN-MERCURY INC Ph: 561-4614043 St: FL City Cd: USA Reg Cd: NA Repr Date:26-OCT-1994 Du
Cust Comments: TRUNK WILL NOT CLOSE
Tech Comments: DIAG ELECTRICAL SYS REPLACE TRUNK SWITCH TEST OK

1LNLM82WXF[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 14-OCT-1992 27-OCT-1992 325043 USA 39 * * * * * * *
AWS Claim Key: 18600164 Trx Code: 95B64 Labor Hrs: .5 Labor Cost: 25.77 Material Cost: 11 Total Cost: 48.62
Dlr Cd-Sub Cd: 11634-* Name: GERMAIN LINC-MERC OF NAPLES Ph: 941-5976011 St: FL City Cd: USA Reg Cd: NA Repr Date:14-DEC-1995 Du 000
Cust Comments: 95B64
Tech Comments: 95B64 REPLACED SENSOR FOR RECALL

1LNLM82WXFY[redacted] C/VB C/M C/FC C/BR C/B BA C/DK C/VN 14-OCT-1992 27-OCT-1992 325043 USA 39 7H12 120308 F4VV 19980 A A85 01
AWS Claim Key: 18600163 Trx Code: E03 Labor Hrs: .9 Labor Cost: 46.39 Material Cost: 237.77 Total Cost: 367.38
Dlr Cd-Sub Cd: 11634-* Name: GERMAIN LINC-MERC OF NAPLES Ph: 941-5976011 St: FL City Cd: USA Reg Cd: NA Repr Date:14-DEC-1995 Du 000
Cust Comments: MAS A-C BUTTON CRACKED
Tech Comments: CRACKED CONTROL ASSEMBLY-AIR CONDITIONER - REPLACE

3713 4441

1LNLM81WXP[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	39	5V01	068301	*	1102	*	N27	14
AWS Claim Key:	18608162	Trx Code:		E84	Labor Hrs:		3.5	Labor Cost:		180.38	Material Cost:		218.97	Total Cost:		475.99				
Dlr Cd-Sub Cd:	11624-*	Name:	GERMAIN LINC-MERC OF NAPLES				Ph:	941-5976011		St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:18-DEC-1995			Do #0
Cust Comments:	[redacted]																			
Tech Comments:	WARPED BRAKE SHOES - PAD ASSEMBLIES - HYDRAULIC - REMOVE AND INSTALL OR R																			

1LNLM81WXP[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	41	3A08	070100	PSZZ	7902	ABM	P66	D1
AWS Claim Key:	19298292	Trx Code:		E84	Labor Hrs:		6	Labor Cost:		309.24	Material Cost:		179.16	Total Cost:		351.11				
Dlr Cd-Sub Cd:	11624-*	Name:	GERMAIN LINC-MERC OF NAPLES				Ph:	941-5976011		St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:28-FEB-1996			Do #0
Cust Comments:	TORQUE CONV TECH 166																			
Tech Comments:	LEAKING CONVERTER ASSEMBLY - REMOVE AND INSTALL OR REPLACE																			

1LNLM81WXP[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	27-OCT-1992	325043	USA	45	1H89	480004	FIAZ	97460	A	E29	66
AWS Claim Key:	19897748	Trx Code:		J07	Labor Hrs:		2.5	Labor Cost:		139.5	Material Cost:		30.66	Total Cost:		174.89				
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC				Ph:	941-4332300		St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:26-APR-1996			Do #0
Cust Comments:	[redacted]																			
Tech Comments:	DPFE SENSOR VOLTAGE TO LOW SHEVICE BAY DIAGNOSTIC SYSTEM (SBDS) START-UP - DIAGNOSE																			

1LNLM81WXP[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	23-OCT-1992	325043	USA	43	0N07	010002	FOVY	8313	B	B66	02
AWS Claim Key:	19926466	Trx Code:		E84	Labor Hrs:		.3	Labor Cost:		36.02	Material Cost:		7.55	Total Cost:		46.21				
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC				Ph:	941-4332300		St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:29-APR-1996			Do #0
Cust Comments:	THE LINCOLN EMBLEM IS OFF CENTER TO THE LEFT...LEANS																			
Tech Comments:	LINCOLN HOOD ORNAMENT DISTORTED M TIME TO REPLACE HOOD ORNAMENT																			

1LNLM81WXP[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	14-OCT-1992	23-OCT-1992	325043	USA	45	6A12	010302	*	5436700	*	F12	81
AWS Claim Key:	19984013	Trx Code:		E84	Labor Hrs:		0	Labor Cost:		112.5	Material Cost:		0	Total Cost:		112.5				
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC				Ph:	941-4332300		St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:07-MAY-1996			Do #0
Cust Comments:	RUST ON LEFT REAR WINDOW RIDN																			
Tech Comments:	LFT REAR WINDOW DIVISION BAR RUSTOSL TO REPAIR AND REFINISH THE DIVISION BAR IN THE LFR DOOR PANE																			

Any comments? You can contact

3713 4442

```
NVMP510                          NAVIS  Vehicle  Inquiry                    03/03/99 10:47:24
-->
 VEHICLE ID: 1LP[redacted] (WWYPHHHHHH) VIN: 1LNLM82WXPY[redacted] Div: 3 Status: 801
Vehcle Line: CVB      Convy Deliv: 102792   Orig P-Lvl: 310  Selling Dlr: 25C043
Order Recpt: 100692  ShipTo Stat:           Curr P-Lvl: 310    Sale Date: 051293
 Orig Sched: 101992  Rls-To Stat: FL         Order Dlr: 25043  Demo Date: 091692
   Inv Prep: 100792  Orig Int St: 101692  Orig Rls Dlr: 25043 Deliv Type: R
  Prod Date: 101492  Curr Int St: 101692   Rls Dlr P&A: 11601  Sales Prd: 093052
   Rls Date: 101492   Dlrfin Ext: 111092   Warr Start: 091692 Cancel Sl:
Memo Consgn:              P&C Ext: 111092    WarrS-Ind:       Sale Status: G
Orig Pltbus: 101492  Advert Ext: 111092                -Date- -Dealer-
Curr Pltbus: 101492  Slspsn SS#:       6848  Shipped: 101492
T/Name: 1[redacted]                        Curr Stock: 091692  25C043
Addr: [redacted]          State: FL         1st-Prior:
City: FORT PIERCE       N/A-Rept: 051393    2nd-Prior:
Zip: [redacted]       Warr-Ins-Ind:         3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M82PY  4L  A   2 19K9908      6K S   P1  3P6 4  2 L6  A  K8     25C043  4  YZ
8    9        0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   D6    H8   W1LNLX 0 D      755A59WP
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                          LPREL10
```

3713 4443

Spoke to Dan Greene 01/13/99.

CASE # 1

Questions to ask:

1. Was the fire underhood? YES
2. ~~Was anyone injured in the fire?~~ NO "Was everyone alright?" "Hope everyone was OK"
3. Has the vehicle already been repaired since the fire? NO, VEHICLE WAS TOTALLED
4. Is your insurance company handling this incident? (agency name and agent phone #) STATE FARM INS. REP. DANIEL GREENE Phone # 941-656-7610 CLAIM # 59Z100441
5. Is the vehicle available for Ford inspection? YES
6. What is the exact date of the fire? 1-11-99
7. Was a fire report done? YES
8. Where is the vehicle now? INS. CO. OWNS VEHICLE, IT IS LOCATED AT THEIR "SADISCO FACILITY" (SALVAGE INFO)
9. What is the name of the Ford dealer involved, or the nearest dealer? DERMAIN LINK-MERC in Ft. MYERS, FL.
10. What is the VIN number, the make, model and year of the vehicle? VEHICLE MILEAGE: 1LNLM82WXPY642041 '93 TOWN CAR
11. Customer's name, address and phone number? THOMAS RADTKE, CUSTOMER LIVES IN GERMANY PART-TIME RESIDENT OF USA / FLORIDA

8713 4444

Ray ~~Nevi~~ → Ray Nevi (FORD) (NHTSA) 47688

Fatal

47 → 2 More

Ray Nevi – Auto safety – Interfaces w/ NHTSA

Quick Response Team – Urgent

[redacted]

13 Total

Don't do this Further notice for Randy

2. '92 Tow Car → Destroyed a home

Accura Jr. Co. Agent – Shotkins?

– David Shotkins – IN Ft. MYERS, FL

941-625-6381?

call Bill Potter 42898 talked to Fire Chief

Design Analysis

POSSIBLE LAWSUIT?

3713 4445

left message
for Dan
Greene
3/4/99
has checking (3/5/99)

3/10/99
left msg
for Dan
Greene.

left message
3/11/99

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

3/11/99

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

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

left msg
3/12

need to find out loc. of vehicle.

3713 4448

Case # 17
NHTSA

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

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

Vehicle/Customer Information

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

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] BONITA SPRINGS, FL [redacted] (customer)

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

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

What is the repair history of the vehicle? not available

Insurance Agency Information (if applicable)

Insurance agency name: NATIONWIDE INSURANCE
Insurance agent address: PO BOX 9052 PORT CHARLOTTE, FL 33949
phone number: RON STEWART/REP → 941-743-6520
claim number: 7704BA268238

Incident Info

Date of Loss: 3-8-99

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

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

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

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

3713 4449

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? not sure

Were the underhood fuse links blown? _____

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

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

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

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

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

_____

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

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

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

For 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

Vehicle located: (Mr. Steinport would like to be present)
CUSTOM KAR TOPS
1968 CUSTOM DR.
FORT MYERS FL 33907
(941) 936-6229

updated 3/11/99

3713 4450

Standard Claims List For Model Year 1992

1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1992	23-MAY-1992	325037	USA	2	3G04	000613	*	DIAG	*	E06	08
AWS Claim Key:	12423778	Trx Code:		1	Labor Hrs:		.5	Labor Cost:		23.5	Material Cost:		0	Total Cost:		23.5				
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC				Ph:	941-4332300		St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:26-JUN-1992			Doc
Tech Comments:	MILLER I DIAG 0000000000000000000MAD06																			
1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1992	23-MAY-1992	325037	USA	2	6Y05	000000	*	PREP	*	M9*	02
AWS Claim Key:	12423779	Trx Code:		LNC	Labor Hrs:		1	Labor Cost:		0	Material Cost:		0	Total Cost:		47				
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC				Ph:	941-4332300		St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:29-JUN-1992			Doc
Tech Comments:	MILLER I PREP 0000000000000000000MZA099																			
1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1992	23-MAY-1992	325037	USA	5	7A01	NANANA	*	10654	*	A99	PP
AWS Claim Key:	12423781	Trx Code:		1	Labor Hrs:		0	Labor Cost:		0	Material Cost:		0	Total Cost:		50				
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC				Ph:	941-4332300		St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:30-SEP-1992			Doc
1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1992	23-MAY-1992	325037	USA	5	7A01	NANANA	*	10654	*	C25	08
AWS Claim Key:	12423780	Trx Code:		1	Labor Hrs:		.6	Labor Cost:		63.2	Material Cost:		85.09	Total Cost:		148.29				
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC				Ph:	941-4332300		St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:30-SEP-1992			Doc
Cust Comments:	WILL NOT TURN OVER UNLESS JUMPED																			
Tech Comments:	BATTERY WILL NOT HOLD CHARGE BATTERY - CHARGE AND TEST																			
1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1992	23-MAY-1992	325037	USA	12	1H03	050804	FIAZ	9J40	A	E09	X1
AWS Claim Key:	12423782	Trx Code:		507	Labor Hrs:		1.4	Labor Cost:		65.8	Material Cost:		39.86	Total Cost:		105.66				
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC				Ph:	941-4332300		St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:19-APR-1993			Doc
Cust Comments:	AMBER CHECK ENGINE LIGHT STAYS ON																			
Tech Comments:	POOR CONTACT IN PFE SENSOR EEC IV DIAGNOSIS (QUICK TEST)- TE																			
1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1992	23-MAY-1992	325037	USA	29	3A11	070400	*	7003	*	A99	49
AWS Claim Key:	20070481	Trx Code:		E70	Labor Hrs:		4	Labor Cost:		228.4	Material Cost:		65.49	Total Cost:		293.89				

3713 4451

Dlr Cd-Sub Cd:	13189-*	Name:	NEWMAN LINCOLN-MERCURY INC	Ph:	860-2890387	St: CT	City Cd:	USA	Reg Cd:	NA	Repr Date:19-SEP-1994	Doc							
Cust Comments:	TRANSMISSION SHUDDERS																		

1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1993	23-MAY-1992	325037	USA	32	5F07	068701	P4AZ	2005	B	H02	41
AWS Claim Key:	2979780	Trx Code:	E04	Labor Hrs:	.8	Labor Cost:		41.31	Material Cost:		133.78	Total Cost:		215.22					
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC	Ph:	941-4332300	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:15-DEC-1994	Doc #:06							
Cust Comments:	CUST STATES FRONT BRAKES ARE HANGING UP. ADV>																		
Tech Comments:	BRAKE BOOSTER BINDING BRAKE BOOSTER ASSEMBLY - REPLACE>																		

1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1993	23-MAY-1992	325037	USA	32	7W06	100107	POVY	14A626	A	L15	D4
AWS Claim Key:	2978778	Trx Code:	E03	Labor Hrs:	1.3	Labor Cost:		67.13	Material Cost:		98.58	Total Cost:		104.88						
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC	Ph:	941-4332300	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:15-DEC-1994	Doc #:06							
Cust Comments:	CUST STATES L F DOOR LOCK NUMBER PAD IS DISCOLORED. ADV>																		
Tech Comments:	KEYLESS ACTUATOR FEELING KEYLESS ENTRY SYSTEM - DIAGNOSE>																		

1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1993	23-MAY-1992	325037	USA	32	6X06	060XXX	POVY	18978	A	T90	01
AWS Claim Key:	2979771	Trx Code:	E04	Labor Hrs:	1.9	Labor Cost:		98.12	Material Cost:		14.88	Total Cost:		117.46						
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC	Ph:	941-4332300	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:15-DEC-1994	Doc #:06							
Cust Comments:	CUST STATES BOTH FRONT DOOR SPEAKER GRILLES ARE DISCOLORED. ADV>																		
Tech Comments:	BOTH F SPEAKER COVERS DISCOLORED TRIM PANEL-FRONT DOOR - REMOVE AND INSTALL>																		

1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1993	23-MAY-1992	325037	USA	32	7M44	150105	*	18806	*	A15	D4
AWS Claim Key:	2977292	Trx Code:	E03	Labor Hrs:	.6	Labor Cost:		34.50	Material Cost:		0	Total Cost:		33.50						
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC	Ph:	941-4332300	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:23-DEC-1994	Doc #:06							
Cust Comments:	REINSTALL RADIO>																		
Tech Comments:	RADIO FEELING RADIO - REMOVE>																		

1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1993	23-MAY-1992	325037	USA	39	7C05	100XXX	*	2C013	*	H19	28
AWS Claim Key:	3159383	Trx Code:	E03	Labor Hrs:	1.7	Labor Cost:		87.62	Material Cost:		0	Total Cost:		87.62						
Dlr Cd-Sub Cd:	11634-*	Name:	GERMAIN LINC-MERC OF NAPLES	Ph:	941-5976811	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:04-AUG-1995	Doc #:05							
Cust Comments:	ANTI LOCK BRK LIGHT CO MES ON AND STAYS ON TIL TURN CAR OFF INTERM>																		
Tech Comments:	OPEN CIRCUIT WIRING ASSEMBLY - REPAIR>																		

1LNLM82W6NY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	22-APR-1993	23-MAY-1992	325037	USA	41	7G04	120XXX	*	19B008	*	C20	V3
AWS Claim Key:	3149679	Trx Code:	E03	Labor Hrs:	.5	Labor Cost:		25.77	Material Cost:		0	Total Cost:		25.77						

3713 4452

Dlr Cd-Sub Cd:	11624-*	Name:	GERMAIN LINC-MERC OF NAPLES	Ph:	941-8976011	St: FL	City Cd:	USA	Reg Cd:	NA	Rept Date:	20-SEP-1995	Rec Date

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

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

Any comments? You can contact

webmaster@uss-ford.com

3713 4453

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NVNP510                          NAVIS  Vehicle  Inquiry                 03/12/99 15:36:23
==>
 VEHICLE ID: 1LNY[redacted] (NWYPRRRRRR) Vin: 1LNLM82W6NY[redacted] DIV: 3 Status: 800
Vehcle Line: CVB      Convy Deliv: 042992   Orig P-Lvl: 218   Selling Dlr: 25B037
Order Recpt: 030292  ShipTo Stat:          Curr P-Lvl: 218     Sale Date: 052392
 Orig Sched: 042092  Rls-To Stat: FL        Order Dlr: 25037   Demo Date:
   Inv Prep: 041092  Orig Int St: 042792 Orig Rls Dlr: 25037 Deliv Type: 0
  Prod Date: 042292  Curr Int St: 042792  Rls Dlr P&A: 11619   Sales Prd: 092053
   Rls Date: 042392   Dlrfin Ext: 052592   Warr Start: 052392 Cancel Sl:
Memo Consgn:                P&C Ext: 052592   WarrS-Ind:       Sale Status: G
Orig Pltbus: 042392   Advert Ext: 052592                  -Date- -Dealer-
Curr Pltbus: 042392   Slspmn SS#:        7022  Shipped: 042392
T/Name: [redacted]                          Curr Stock: 042392  25B037
Addr: [redacted]          State: FL          1st-Prior:
City: FT MYERS            N/A-Rcpt: 052692   2nd-Prior:
Zip: [redacted]        Warr-Ins-Ind:         3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M82NY  4L      2 20D8520      2C D   P14 3P  4  2 L6L    P     25B037  1  YZ
8    9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   DU    H8   W11NL6 4 D      755A 9WP
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                              LPREL10
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3713 4454

Ansari, Farsen (F.) NHTSA

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

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

1. Location: Fort Meyers, Florida; Insurance adjuster: Ron Stewart, Nationwide; Telephone: (941) 743-6520; Reported as very minor damage. — left message for Ron Stewart 3-12-99

[redacted]

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

IT Doesn't seem so - the customer (#1) did not involve insurance agency.

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 59-47668 FAX: 59-42268
Car Safety Investigations Manager, Automotive Safety Office
Suite 500, Fairlane Plaza South

3/12/99 AM
- Waiting for call back from Ron Stewart

3/12/99 PM
- Spoke to Ron Stewart.

3713 4455

Case # 1

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

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

Vehicle/Customer Information

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

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] NAPLES, FL [redacted]

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

Incident Info

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

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

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

Did you inspect the vehicle? YES

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? NO

Were the underhood fuse links blown? YES

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

What areas of the vehicle were damaged? ↗

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

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

Does the air suspension pump show evidence of overheating? NO

3713 4458

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

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

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

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

COST OF REPAIRS $272.00

For Inspection: Parts that we would like from vehicle

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

NOTES

- CUSTOMER STILL HAS DAMAGED PARTS

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

3713 4457

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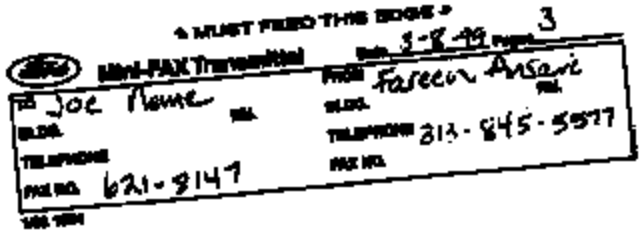
NVNP510                          NAVIS  Vehicle  Inquiry                    03/08/99 12:39:13
==>
 VEHICLE ID: 1LNY[redacted] (WNYPBBBBBB) Vin: 1LNLM81W5NY[redacted] Div: 3 Status: 800
Vehicle Line: CVB     Convy Deliv: 031792   Orig P-Lvl: 218   Selling Dlr: 18A030
Order Recpt: 011692  ShipTo Stat:          Curr P-Lvl: 218     Sale Date: 032292
 Orig Sched: 032392  Rls-To Stat: NY        Order Dlr: 18030   Demo Date:
   Inv Prep: 030592  Orig Int St: 031692  Orig Rls Dlr: 18028  Deliv Type: M
  Prod Date: 031292  Curr Int St: 031692   Rls Dlr PAA: 10296   Sales Prd: 092032
   Rls Date: 031292   Dlrfin Ext:          Warr Start: 032292  Cancel Sl:
Memo Consgn:              P&C Ext: 041092   WarrS-Ind:          Sale Status: G
Orig Fltbus: 031292   Advert Ext:                          -Date- -Dealer-
Curr Fltbus: 031292   Slspsn SS#:              Shipped: 031292  88CF69
T/Name: 9                [redacted]          Curr Stock: 031292  18A030
Addr: [redacted]          State: NY          1st-Prior:
City: CHEEKTOWAGA       N/A-Rcpt: 032392     2nd-Prior:
Zip: [redacted]       Warr-Ins-Ind:          3rd-Prior:
V.O.:1         2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M81NY  43       9623C1019      GA D   P1  3P     2GL6L C  P    T18A030  0 AYZ
8         9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   AY    H    W1LNL5 9 B  K  A751A 9WP                                   BU126
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                                      LPREL10
```

#9L

[redacted]



3/4/99 called and spoke to [redacted]

3713 4458

Case #2

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

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

Vehicle/Customer Information

Model Year: 93 Make: TOWNCAR VIN#: 1LH52W[redacted] Mileage: Around 70,000

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] NAPERVILLE, IL [redacted]

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

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

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

Incident Info

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

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

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

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

3713 4459

Did you inspect the vehicle? BRIEFLY, She noticed the fire starting near firewa

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? NO

Were the underhood fuse links blown? NO

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

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

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

Does the air suspension pump show evidence of overheating? NO

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

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

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

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

Insurance agency: STATE FARM ; INVESTIGATIVE AGENT (CRASH UNIT)
JOHN KESSLER @ 630-406-5061
CLAIM # 139087166

For Inspection: Parts that we would like from vehicles

STATE FARM HAS APPROVED INSPECTION:

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

Insurance Agent must be present

VEHICLE LOCATED:
280 EAST SULLIVAN RD
AURORA IL 60505
630-896-5300

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

3713 4480

Cust Comments: WIPERS NOT SEATING CORRECTLY & NOISEY AFTER SHUT OFF SIN Y N /
Tech Comments: REPLACE WIPER MOTOR KORCTLY & NOISEY AFTER SHUT OFF PIN Y N / NM C 00IYN N9102B410432A ESPCESPBASE GI 19960736D A1JN11N 19960736D FUJNI IN

1LNLM82W6PY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	27-AUG-1992	31-AUG-1992	30429F	USA	55	3A86	070400	E2HZ	7052	A	L72	DI 6
AWS Claim Key:	21658763	Trx Code:	0736D	Labor Hrs:	.5	Labor Cost:	32.48	Material Cost:	7.53	Total Cost:	40.01									
Dlr Cd-Sub Cd:	10533-*	Name:	FAIR OAKS LINCOLN-MERCURY INC		Ph:	630-759-4500	St: IL		City Cd:	USA	Reg Cd:	NA				Repr Date:01-FEB-1997			Doc #412	
Cust Comments:	CK TRANSMISSION LEAK.																			
Tech Comments:	CHECK FOR LEAKS REPLACED LEAKING TAIL SHAFT SEAL																			

1LNLM82W6PY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	27-AUG-1992	31-AUG-1992	30429F	USA	55	3C04	070100	F5AZ	7A247	A	P67	42 6
AWS Claim Key:	21636360	Trx Code:	0736D	Labor Hrs:	1.8	Labor Cost:	116.93	Material Cost:	48.34	Total Cost:	175.47									
Dlr Cd-Sub Cd:	10533-*	Name:	FAIR OAKS LINCOLN-MERCURY INC		Ph:	630-759-4500	St: IL		City Cd:	USA	Reg Cd:	NA				Repr Date:01-FEB-1997			Doc #	
Cust Comments:	CHECK TRANS HARD SHIFT																			
Tech Comments:	RAN 8808 TEST KORO PARS KORR P116 REPLACED BAD TR SENSOR.																			

1LNLM82W6PY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	27-AUG-1992	31-AUG-1992	30429F	USA	53	3A05	070100	F4AZ	7A103	A	P09	42 6
AWS Claim Key:	21740892	Trx Code:	0736D	Labor Hrs:	9.2	Labor Cost:	597.03	Material Cost:	456.78	Total Cost:	1380.53									
Dlr Cd-Sub Cd:	10533-*	Name:	FAIR OAKS LINCOLN-MERCURY INC		Ph:	630-759-4500	St: IL		City Cd:	USA	Reg Cd:	NA				Repr Date:04-MAR-1997			Doc #413	
Cust Comments:	CK. TRANS SLIPS EXCESSIVLY.CK.HISTORY.																			
Tech Comments:	ROADTESTED VERIFIED CONCERN RAN PRESSURE TEST REMOVED PAN FOR FLUID INSPECTION BURNED AND METAL IN PAN REMOVED TRANS OVERHU--AU TRANS FLUSH CONVERTOR AND COOLER LINES ROADTESTED EVERYTHING OK NOW																			

1LNLM82W6PY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	27-AUG-1992	31-AUG-1992	30429F	USA	56	7F01	110501	*	13K359 *		L25	42 6
AWS Claim Key:	21816891	Trx Code:	0736D	Labor Hrs:	1.1	Labor Cost:	71.46	Material Cost:	63.27	Total Cost:	134.6									
Dlr Cd-Sub Cd:	10533-*	Name:	FAIR OAKS LINCOLN-MERCURY INC		Ph:	630-759-4500	St: IL		City Cd:	USA	Reg Cd:	NA				Repr Date:02-APR-1997			Doc #414	
Cust Comments:	L S TURN SIGNAL & BRIGHT LITES INOP																			
Tech Comments:	REPLACE MULTIFUNCTION SWITCH																			

1LNLM82W6PY[redacted]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	23-AUG-1992	31-AUG-1992	30429F	USA	61	7F01	110501	F1VY	13K359 C		W05	X2 7
AWS Claim Key:	22278263	Trx Code:	SPW	Labor Hrs:	1.1	Labor Cost:	73.81	Material Cost:	40.03	Total Cost:	127.85									
Dlr Cd-Sub Cd:	10533-*	Name:	FAIR OAKS LINCOLN-MERCURY INC		Ph:	630-759-4500	St: IL		City Cd:	USA	Reg Cd:	NA				Repr Date:13-AUG-1997			Doc #416	
Cust Comments:	CK. HIGH BEAMS INOP.CK. AND ADJUST																			
Tech Comments:	TEST AND REPLACE MP. SWITCH.																			

mileage : 70804

3713 4461

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NVNP510                          MAVIS  Vehicle  Inquiry                 03/04/99 10:01:08
-->
 VEHICLE ID: 1LPY[redacted] (nwxpzzzzzzz) Vin: 1LNLM82W6PY[redacted] Div: 3 Status: 802
Vehicle Line: CVB     Convy Deliv: 091092   Orig P-Lvl: 301  Selling Dlr: 84229P
Order Recpt: 081392  ShipTo Stat:          Curr P-Lvl: 301     Sale Date: 083192
 Orig Schad: 082492  Rls-To Stat: TX        Order Dlr: 8429P  Demo Date:
   Inv Prep: 082092  Orig Int St:        Orig Rls Dlr: 8429P Deliv Type:
  Prod Date: 082792  Curr Int St:         Rls Dlr P&A: 8429P  Sales Prd: 092091
   Rls Date: 083192   Dlrfin Ext:          Warr Start: 091592 Cancel Sl:
Memo Consgn:              P&C Ext:         WarrS-Ind:      Sale Status: I
Orig Pltbus: 083192  Advert Ext:                        -Date- -Dealer-
Curr Pltbus: 083192  Slspsn S##:              Shipped: 083192  67A365
T/Name: 9            [redacted]            Curr Stock: 083192  84229P
Addr: [redacted]          State:             1st-Prior:
City: 78A365            N/A-Rcpt:            2nd-Prior:
Zip:                 Warr-Ins-Ind:           3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M82PY B4L  A   S 24H1751      DH S   P1J 42  4  3 L6  A  P 3  384229P  3VAUA
8    9         0         1         2         3         4         5         6
5678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   DJ R  H8   W1LNL6 3 D  4Y  755A  WP
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                                  LPRXL10
```

#4

9/14/98

[redacted]

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

3713 4462

John Kessler 3/11/99

- he is checking on removing parts approval

AURORA, IL

- he has many Town Car on his lot

- release form?
- parts?

VEHICLE LOCATED:

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

John Kessler
185 North Randall Rd
Batavia, IL 60510
(630) 406-5061
pgr (888) 209-4937 - PIN 28050

3713 4463

Case #5

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

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

Vehicle/Customer Information

Model Year: 92 Make: GRAND MARQUIS VIN#: 2MEBM75W[redacted] Mileage: _____

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

Customer Name: [redacted] Phone: NOT AVAILABLE

Address: NOT AVAILABLE

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

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

What is the repair history of the vehicle? _____
See attached

Insurance Agency information (if pertinent)

Insurance agency name: STATE FARM INSURANCE / DANIEL GREENE
Insurance agent address: SADDLE FACILITY (GAUGE YD)
phone number: 941-652-7410
other: CLAIM # 59E028346

DATE OF FIRE
12-28-98

Incident Info

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

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

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

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

3713 4484

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? ___YES___

Were the underhood fuse links blown? _____

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

What areas of the vehicle were damaged? _____

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

Does the air suspension pump show evidence of overheating? _____

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

Was the vehicle repaired? ___NO___ When? _____ Where? ___NOT APPLICABLE___

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

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

For Inspectors: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/10/99

3713 4465

spoke to Dan Greene 3/3/99

CASE # [redacted]

Questions to ask:

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

3713 4466

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

-both vehicles had similar fires

-he thinks this involved the ignition switch

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

-both vehicles had been parked when the fires occurred

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

```
NVMP510                          NAVIS  Vehicle  Inquiry                 03/03/99 10:51:28
-->
 VEHICLE ID: 2MND[redacted] (NNYFBBBBBB) VIN: 2MECM7SW6N[redacted] DIV: 3 Status: 800
Vehicle Line: CFP     Convy Deliv: 032692   Orig P-Lvl: 213  Selling Dlr: 25B037
Order Recpt: 030492  ShipTo Stat:          Curr P-Lvl: 213    Sale Date: 063092
 Orig Sched: 031692  Rls-To Stat: FL        Order Dlr: 25037  Demo Date:
   Inv Prep: 031192  Orig Int St: 031992 Orig Rls Dlr: 25037 Deliv Type: L
  Prod Date: 031792  Curr Int St: 031992  Rls Dlr P&A: 11619  Sales Prd: 092071
   Rls Date: 031792   Dlrfin Ext: 042592   Warr Start: 063092 Cancel Sl: 063092
Memo Consgn:              P&C Ext: 042592   WarrS-Ind:       Sale Status: G
Orig Pltbus: 031792  Advert Ext: 042592                  -Date- -Dealer-
Curr Pltbus: 031792  Slspsn SS#:        0218  Shipped: 031892
T/Name: 9                [redacted]  Curr Stock: 031792  25B037
Addr: [redacted]          State: FL        1st-Prior:
City: FT LAUDERDALE     W/A-Rcpt: 071392   2nd-Prior:
Zip: [redacted]       Warr-Ins-Ind:        3rd-Prior:
V.O.:1         2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012344
M75NXY 44      A2 16C7820      4C D   P1 J3P8Q7    KH     3     25B037  1  DD
9    9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   GH3H  3  2 W2MEC6 0 2      172A 9WP   S
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                              LPREL10
```

case #5

Customer

[redacted]

3713 4468

Standard Claims List For Model Year 1992

2M5CM75W6N[redacted]	OSP	C/M	C/FA	C/AJ	C/B	AW	C/DK	C/VN	17-MAR-1992	30-JUN-1992	325037	USA	24	5V01	060301	F3VY	1125	A	M27	14	271
AWS Claim Key:	2785784	Trx Code:		EB4	Labor Hrs:	.5	Labor Cost:		41.31	Material Cost:		109.15	Total Cost:		150.46						
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC				Ph:	941-4332300		St: FL	City Cd:		USA	Reg Cd:	NA	Repr Date:13-JUN-1994				Doc #:0	
Cust Comments:	BRAKES PULSATE WHEN STOPPING- WARR.																				
Tech Comments:	FRONT ROTORS WARPED DISC BRAKE ROTOR-FRONT																				

2M5CM75W6N[redacted]	OSP	C/M	C/FA	C/AJ	C/B	AW	C/DK	C/VN	17-MAR-1992	30-JUN-1992	325037	USA	31	2B04	050703	F3PZ	12259	C	D36	46	289
AWS Claim Key:	2976790	Trx Code:		597	Labor Hrs:	1.1	Labor Cost:		56.8	Material Cost:		60.48	Total Cost:		135.42						
Dlr Cd-Sub Cd:	11619-*	Name:	FORT MYERS LINCOLN-MERCURY INC				Ph:	941-4332300		St: FL	City Cd:		USA	Reg Cd:	NA	Repr Date:19-DEC-1994				Doc #:08833	
Cust Comments:	ENGINE HAS A SEVERE MISS...ADVISE>																				
Tech Comments:	PLUG WIRES BURNED OUT IGNITION SYSTEM - DIAGNOSE>																				

Any comments? You can contact

webmaster@aws-ford.com

3713 4409

WAITING FOR
CALL FROM
DAN GREENE

left
msg
3/11/99

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

Sunshine Auto /own vehicles
(owns both vehicles)
305-884-3727.
3/12/99

3713 4470

Case # 6

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#: 1LNLM82W7NY[redacted] Mileage: 125,000

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] Beaumont, TX [redacted]

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

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

What is the repair history of the vehicle? ~~[illegible]~~ compressor & rear airbags at 75,000 miles, transmission was rebuilt - clutches were burnt (solenoid?)

Insurance Agency information (If pertinent)

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

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

Incident Info

from cruise control / solenoid that leaks to the brake block

Where did the fire start? Engine compartment? Yes Specific location/component? electrical/wire harness, brake booster, master cylinder

Was the vehicle:
Engine on? _____ Engine off? _____ If off, how long was it off? 2½ - 3 hrs only drove 10 miles that day
- If on, how long was it on? _____

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

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

*Vehicle is being repaired at Kinsel L-M (Taken list of J.S.)

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

3713 4471

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? NO

Were the underhood fuse links blown? NO

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

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

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

Does the air suspension pump show evidence of overheating? no

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

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

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

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

For inspection: Parts that we would like from vehicles

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

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

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

EDIS 2 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/16/99

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

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

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

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

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

3/10/99
called dealer, spoke to SVCMGR ~~JB~~ BILL MODISETTE

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

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

3713 4473

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

==>

VIN: 1LNLM82W7NY697561 Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 05/21/92
Name: MR EDGAR REDEAUX Hm Ph: (409)842-4347
Trmt: Case: 556522678 Day Ph: (409)839-4433
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - REFER TO INSURANCE COMPANY
Dealer: MIKE SMITH LINCOLN-MERCURY
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 120000 MI
Analyst: AAMATO ANTOINETTA AMATO Document Number:
Action Date: 12/07/98 Action Data: Action Time: 11:15:56 EST
Origin Desc: GENERAL CAC
Action Desc: NO ACTION REQUIRED; INFORMATION ONLY
Comments: CUSTOMER SAYS: ***FIRE*** -THE VEH CAUGHT O
N FIRE, COMES FROM THE CELENOID-UNDER THE HOOD-BELEVES IT HA
S TO DO WITH THE PRESSURE SENSOR FOR THE ABS -CUST SAYS TH
IS HAPPENED DEC 6, 1998 AT 6:20PM -NO FIRE DEPT CONTACT AS
CUST ABLE TO PUT OUT THE FIRE. -INSURANCE CO. NOT YET CONT
ACTED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - TH

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

(#27 w/ spreadsheet)

Call immediately!

called 3-5 customer busy

called 5-8 N/A

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

3/11/99 called - no answer

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

3713 4474

need to contact Mr. Redieaux again!

Where is the vehicle?

need to call PM.

3713 4476

Case #7

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

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

Vehicle/Customer Information

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

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] Merritt Island, FL [redacted]

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

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

What is the repair history of the vehicle?

NO

Insurance Agency Information (If pertinent)

incident occurred 2-15-98

Insurance agency name: Nationwide Insurance,
Insurance agent address: Mr. Filichia
phone number: 407-453-3480
other: claim # Courtney Pkwy, Merritt Island, FL
home 77709H0271921 claims dept # 1800421-3535
auto 77094H611222 Kelly VanVliet Rep 888-267-4675

Incident Info

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

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

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

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

– insurance only covered after lawsuit
– Vehicle blew up
– giant hole in hood.

3713 4476

Did you inspect the vehicle? Yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? not sure

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

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

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

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

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

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

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

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

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

↑ need to contact insurance co.

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 3/16/09

3713 4477

```
NVNP510                    MAVIS  Vehicle  Inquiry                 03/04/99 10:02:06
==>
 VEHICLE ID: 1LNY[redacted] (NNYPBBBBBB) VIN: 1LNLM82W4NY[redacted] DIV: 3 Status: 600
Vehicle Line: CVB     Convy Deliv: 120491   Orig P-Lvl: 213   Selling Dlr: 25C023
Order Recpt: 111491  ShipTo Stat:          Curr P-Lvl: 213     Sale Date:
 Orig Schd: 112591  Rls-To Stat: FL        Order Dlr: 25023   Demo Date:
   Inv Prep: 111891  Orig Int St: 112791 Orig Rls Dlr: 25023  Deliv Type:
  Prod Date: 112591  Curr Int St: 112791  Rls Dlr P&A: 11643   Sales Prd:
   Rls Date: 112691   Dirfin Ext: 122591   Warr Start: 122191  Cancel Sl: 120193
Memo Consgn:             P&C Ext: 122591    WarrS-Ind:       Sale Status: B
Orig Pltbus: 112691   Advert Ext: 122591                   -Date- -Dealer-
Curr Pltbus: 112691   Slspsn SS#:              Shipped: 112691
T/Name:                                      Curr Stock: 112691  25C023
Addr:                       State:            1st-Prior:
City:                     N/A-Rcpt:           2nd-Prior:
Zip:                  Warr-Ins-Ind:           3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123 4
M82NY  4L      2 25L0087      EL S   P14 3P  4  2 L6L A  P     25C023  4  YZ
8    9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789 0
   DU    H    W1LNL4 6 D      755A59WP
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                      LPREL10
```

#9 on spreadsheet

Fire
2/15/98
~~2/27/98~~

[redacted]

Merritt Island, FL [redacted]

Case #7

3713 4478

Case # 8

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

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

Vehicle/Customer Information

Model Year: 92 Make: Town Car VIN#: 1LNLM81W5NY[redacted] Mileage: 70-75,000 miles

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] Somerset, KY [redacted]

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

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

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

Insurance Agency Information (If pertinent)

Insurance agency name: KY FARM BUREAU INSURANCE
Insurance agent address: Ike GENE HURT #679-8441
phone number: 606-679-2360
other: _____

claims office 679-4327 Joe Lake

Incident Info

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

hood area was all burnt

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

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

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

3713 4479

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? NO

Were the underhood fuse links blown? NO

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

What areas of the vehicle were damaged? not sure

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

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

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

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

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

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

For Inspectors: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/10/99

3713 4480

NVNP510 MAVIS Vehicle Inquiry 03/04/99 11:30:49

==>

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

Vehcle Line:	CVB	Convy Deliv:	072792	Orig P-Lvl:	218	Selling Dlr:	25C707
Order Recpt:	040692	ShipTo Stat:		Curr P-Lvl:	218	Sale Date:	073192
Orig Sched:	071392	Rls-To Stat:	IL	Order Dlr:	25707	Demo Date:	
Inv Prep:	062592	Orig Int St:	071792	Orig Rls Dlr:	25707	Deliv Type:	M
Prod Date:	071692	Curr Int St:	071792	Rls Dlr P&A:	11658	Sales Prd:	092073
Rls Date:	071692	Dlrfin Ext:		Warr Start:	073192	Cancel Sl:	
Memo Consgn:		P&C Ext:	082592	WarrS-Ind:		Sale Status:	G
Orig Pltbus:	071692	Advert Ext:			-Date-	-Dealer-	
Curr Pltbus:	071692	Slspsn SS#:		Shipped:	071692	88J446	
T/Name:	9	[redacted]		Curr Stock:	071692	25C707	
Addr:	[redacted]	State:	FL	1st-Prior:			
City:	ORLANDO	N/A-Rcpt:	073092	2nd-Prior:			
Zip:	[redacted]	Warr-Ins-Ind:		3rd-Prior:			

```
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M81NY  43      5613G4089      6D D   P1  3P     2GL6L C  H    J25C707  2 AYZ
8    9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   BB    H    W1LNL5 2 B  2  A751A  WP                                  BU007
```

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

LPREL10

#25

Incident
9-29-98

[redacted]

'92 TOWN CAR

- Called 3/10/99
- no answer

reached customer 3/10/99 PM

3713 4481

case #8 Kentucky Farm Bureau Ins.

Case #8 [redacted] (customer)

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

-the vehicle has not been repaired

-the vehicle was a total loss

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

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

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

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

get correct phone #

- need to call Insurance
- get ~~Attorney~~ phone #
- send note to Jay Legal

3713 4482

Case # 4

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

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

Vehicle/Customer Information

[redacted]

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

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] Silsbee, TX [redacted]

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

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

What is the repair history of the vehicle? no

Insurance Agency Information (If pertinent)

Insurance agency name: Ken Hollingsworth
Insurance agent address: All State 110 H-96 S Silsbee, TX 77656
phone number: 409-385 0869
claim number: _____

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

Incident Info

Date of Loss: Nov 27, 1998

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

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

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

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

3713 4483

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? No

Were the underhood fuse links blown? No

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

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

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

Does the air suspension pump show evidence of overheating? No

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

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

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

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?
No

For Inspectors: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

NVK ..3 MAVIS Vehicle Inquiry 03/04/99 11:57:46

-->

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

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

```
V.O.:1         2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123 4
M83NY  4L      2 15F0345      PE E 8 P1J 3P854  2 L6L      7   67B162  2 1MD
8    9         0         1         2         3         4         5         6
5678901234567890123456789012345678901234567890123456789012345678901234567890
   FB 5  H    W1LNL5 1 F      760A 9WP
```

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

LPREL10

*7N

Incident 11-4-98

[redacted]

'92 Town Car

[redacted]

SILSBEE, TX [redacted]

Survey taken by Lou Federico 3/11/99.

Called 3-10-99 - no msg left

3713 4485

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

==>

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

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

3713 4488

Case # 21

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

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

Vehicle/Customer Information

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

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted]

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

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

What is the repair history of the vehicle? no transmission, brake switch replacement out, _____

Insurance Agency information (if pertinent)

Insurance agency name: Gurney Scott
Insurance agent address: Toledo, Oh
phone number: _____
claim number: _____

Incident Info

Date of Loss: don't know

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

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

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

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

3713 4487

Did you inspect the vehicle? yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? No

Were the underhood fuse links blown? No

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

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

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

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

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

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

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

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

For Inspectors; Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

3713 4488

SFCH2VMA Vehicle List 03/11/99 17:29:25

==>

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

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

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

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

#46 on Spread Sheet

Date of Incident
5-8-97

3-12-99 spoke with cust 6:20 pm

3713 4489

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NVMP510                          NAVIS  Vehicle  Inquiry                    03/11/99 17:28:47
-->
 VEHICLE ID: 1LNY[redacted] (NWYPBBBBBB) VIN: 1LNLM81N8NY[redacted] DIVT 3 Status: 800
Vehicle Line: CVB      Convy Deliv: 042292   Orig P-Lvl: 218   Selling Dlr: 67B725
Order Recpt: 030992  ShipTo Stat:          Curr P-Lvl: 218     Sale Date: 042192
 Orig Sched: 033092  Rls-To Stat: IL        Order Dlr: 67725   Demo Date:
   Inv Prep: 032692  Orig Int St: 040792 Orig Rls Dlr: 67725 Deliv Type: M
  Prod Date: 040292  Curr Int St: 040792  Rls Dlr P&A: 11493   Sales Prd: 092042
   Rls Date: 040692   Dlrfin Ext:          Warr Start: 042192 Cancel Sl:
Memo Consgn:             P&C Ext: 051092    WarrS-Ind:       Sale Status: G
Orig Pltbus: 040692  Advert Ext:                        -Date- -Dealer-
Curr Pltbus: 040692  Slspsn SS#:              Shipped: 040692  88R207
T/Name: 9                [redacted]  Curr Stock: 040692  67B725
Addr: [redacted]          State: TX          1st-Prior:
City: HOUSTON           N/A-Rcpt: 042092     2nd-Prior:
Zip: [redacted]       Warr-Ins-Ind:          3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M81NY  43       5630C1298       9C D   P1  3P     2GL6L C  P    J67B725  1 AYG
8    9          0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   BI    H    W1LNL8 0 B  2  A751A  WP                                    BU011
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                          LPREL10
```

3713 4480

Case # 10

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

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

Vehicle/Customer Information

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

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] Port S. Lucie

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

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

What is the repair history of the vehicle? only Routine Work

Insurance Agency information (if applicable)

Insurance agency name: State Farm
Insurance agent address: Keith Mayfield 10610 Southbus Hwy Port S Luci.
phone number: 335-4014 (561)
claim number: 59-A467-840 -

Claims #: 803 - (561) 489-2800

Incident Info

House Claim # Do to the House. Fire spread from garage.

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

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

Was the vehicle:
Engine on? ____ Engine off? ✓ If off, how long was it off? 2 hours
If on, how long was it on? _____
Moving? ____
Parked? ✓ If parked, where was the vehicle parked? (street, garage or carport) garage

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

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

3713 4491

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

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? melted

Were the underhood fuse links blown? melted

Were there any fuses that were blown or show evidence of other damage? -0-

What areas of the vehicle were damaged? All

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

-0-

Does the air suspension pump show evidence of overheating? -0-

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

Dont Know

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

total.

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

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

_____

For inspectors: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

3713 4492

```
NVNP510                          MAVIS  Vehicle  Inquiry                    03/04/99 12:19:22
==>
 VEHICLE ID: 1LNY[redacted] (NNYFBBBBBB) VIN: 1LNLM81W3NY[redacted] DIV: 3 Status: 800
Vehcle Line: CVB      Convy Deliv: 081292   Orig P-Lvl: 218   Selling Dlr: 25C160
Order Recpt: 062392  ShipTo Stat:           Curr P-Lvl: 218     Sale Date: 100992
 Orig Schd:  072792  Rls-To Stat: FL         Order Dlr: 25160   Demo Date:
   Inv Prep: 072292  Orig Int St: 080192  Orig Rls Dlr: 25160  Deliv Type: 0
  Prod Date: 073192  Curr Int St: 080192   Rls Dlr P&A: 11608   Sales Prd: 092101
   Rls Date: 073192   Dlrfin Ext: 082592    Warr Start: 100992  Cancel Sl:
Memo Consgn:                P&C Ext: 082592   WarrS-Ind:        Sale Status: G
Orig Pltbus: 073192   Advert Ext: 082592                      -Date- -Dealer-
Curr Pltbus: 073192   Sleepan S#:      9236  Shipped: 073192
T/Name: 1[redacted]                         Curr Stock: 073192  25C160
Addr: [redacted]          State: FL          1st-Prior:
City: STUART             N/A-Rcpt: 101392    2nd-Prior:
Zip: [redacted]        Warr-Ins-Ind:         3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M81NY  4L      2 27G5015      NF S   P14 3P     3 L6L    P     25C160  2  YZ
8    9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   BU    H    W1LNL3 5 B      751A59WP
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                          LPREL10
```

#15

[redacted]

Port St. Lucie FL [redacted]

[redacted]

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

3713 4493

Case # 11

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

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

Vehicle/Customer Information

[redacted]

Model Year: 92 Make: Town Car VIN: 2LMLM81W9NY Mileage: 67,694

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted]

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

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

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

Insurance Agency information (If applicable)

Insurance agency name: Farm Bureau Mutual
Insurance agent address:
phone number: 1 601-137-654
claim number: F 0642745

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

Incident Info

Date of Loss: April 30, 1998

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

Was the vehicle:
Engine on? ____ Engine off? ✓ If off, how long was it off? 7-10 min
If on, how long was it on? ____
Moving? ____
Parked? ✓ If parked, where was the vehicle parked? (street, garage or carport) Parking lot

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

3713 4494

Did you inspect the vehicle? Yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? No

Were the underhood fuse links blown? No

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

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

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

Does the air suspension pump show evidence of overheating? No

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

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

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

Would you allow a Ford representative to inspect your vehicle and if necessary, replace some parts?
No

For inspectors: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/09

3713 4495

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

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

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

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

#26

'92 TOWN CAR

[redacted]

Greenwood, MS [redacted]

3713 4496

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

==>

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

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

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

==>

VIN: 1LNLM83W9N[redacted] Year: 1992 Model: TOWN CAR

Owner Status: SUBSEQUENT WSD: 08/14/92

Name: [redacted] Bm Ph: [redacted]

Trmt: Case: 1487171248 Day Ph:

Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Reason Desc: LEGAL - REFER TO INSURANCE COMPANY

Dealer: TOM WIMBERLEY AUTO WORLD INC

Issue Type: 02 INFORMATION Issue Status: C CLOSED

Comm Type: PH PHONE Odometer Reading: 67694 MI

Analyst: YFERNAND YVONNE FERNANDEZ Document Number:

Action Date: 05/04/98 Action Data: Action Time: 13:30:49 EST

Origin Desc: GENERAL CAC

Action Desc: NO ACTION REQUIRED; INFORMATION ONLY

Comments: HALLS NAME IS TERRY RICKS FROM GREENWOOD FIRE DEPARTMENT. C
AR IS AT DELTA CHEVERLOT IN GREENWOOD. CUST FRIENDS TOWED CA
R TO THIS VEHICLE. DAMAGE IS ONLY IN THE ENGINE AND TIRE BL
EW. THE INTERIOR OF THE CAR IS NOT TOUCHED. CUST WANTS CAR
REPAIRED. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - TH
IS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH.

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

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

==>

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

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

3713 4499

NVNP510 MAVIS Vehicle Inquiry 03/04/99 12:22:17

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 VEHICLE ID: 1LNY[redacted] (WWYPRRRRRR) VIN: 1LNLM83W9NY[redacted] DIV: 3 Status: 800
Vehcle Line: CVB      Convy Deliv: 070692   Orig P-Lvl: 218   Selling Dlr: 22A621
Order Recpt: 052192   ShipTo Stat:          Curr P-Lvl: 218     Sale Date: 081492
 Orig Sched: 061592   Rls-To Stat: MS        Order Dlr: 22621   Demo Date:
   Inv Prep: 061892   Orig Int St: 062792 Orig Rls Dlr: 22621 Deliv Type: 0
  Prod Date: 062592   Curr Int St: 062792  Rls Dlr P&A: 12211   Sales Prd: 092082
   Rls Date: 062692    Dlrfin Ext: 072592   Warr Start: 081492 Cancel Sl:
Memo Consgn:                P&C Ext: 072592   WarrS-Ind:       Sale Status: G
Orig Pltbus: 062692   Advert Ext: 072592                   -Date- -Dealer-
Curr Pltbus: 062692   Slgmgm Ext:          8946  Shipped: 062692
T/Name: [redacted]                          Curr Stock: 062692  22A621
Addr: [redacted]          State: MS          1st-Prior:
City: JACKSON             W/A-Rcpt: 081892   2nd-Prior:
Zip: [redacted]        Warr-Ins-Ind:         3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M83NY  45       2 15F1131       LB E   P1J 3P  4  2 L6L A        .22A621  2  MD
8    9          0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   FB 6  H    W1LNL9 2 F       760A  WP
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
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LPREL10

3713 4500

NVMP510 NAVIS Vehicle Inquiry Case#1 03/04/99 12:38:44

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==>
 VEHICLE ID: 1LN[redacted] (WWYYSSSSSS) VIN: 1LNLM81W9NY[redacted] DIV: 3 Status: 800
Vehicle Line: CVB      Convy Deliv: 070392   Orig P-Lvl: 218   Selling Dlr: 67B725
Order Recpt: 040192  ShipTo Stat:          Curr P-Lvl: 218     Sale Date: 071192
 Orig Sched: 061592  Rls-To Stat: IL        Order Dlr: 67725   Demo Date:
   Inv Prep: 061892  Orig Int St: 062792  Orig Rls Dlr: 67725 Deliv Type: M
  Prod Date: 062592  Curr Int St: 062792   Rls Dlr P&A: 11493   Sales Prd: 092071
   Rls Date: 062692   Dlrfin Ext:          Warr Start: 071192 Cancel Sl:
Memo Consgn:                P&C Ext: 072592  Warr#-Ind:        Sale Status: G
Orig Pltbus: 062692  Advert Ext:                          -Date-  -Dealer-
Curr Pltbus: 062692  Slspsn SS#:                Shipped: 062692  88R240
T/Name: 9            [redacted]             Curr Stock: 062692  67B725
Addr: [redacted]          State: TX          1st-Prior:
City: GRAPEVINE         N/A-Rcpt: 071292     2nd-Prior:
Zip: [redacted]       Warr-Ins-Ind:          3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
M81NY  43      5615F1913      1D D   P1  3P     2GL6L C  P    J67B725  2 AYZ
8    9         0         1         2         3         4         5         6
567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
   BT    H    W1LNL9 2 B  2  A751A  WP                                    BU002
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                          LPREL10
```

#38

[redacted]

Westlake, LA [redacted]

'92 Towncar

[redacted]

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

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

3713 4501