

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 22 OF 61

PART 2 OF 4

Case # 13

1972-75 Town Car/Crown Vic/Grand Marquis Under Hood Fire Questionnaire

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

Vehicle/Customer Information

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

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

Customer Name: _____ Phone: _____

Address: _____ Stuart FL

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

Was the vehicle involved in a natural disaster and as a result, destroyed? no

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

What is the repair history of the vehicle? excellent Vehicle.

Insurance Agency Information (if pertinent)

Insurance agency name: Hartford Ins./

Insurance agent address: _____

phone number: (904) 242-9412 Ext 4476 TX

claim number: _____

Incident Info

Date of Loss: 12-23-97

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

Was the vehicle:

Engine on? _____ Engine off? ☒ If off, how long was it off? 14 hours

If on, how long was it on? _____

Moving? _____

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

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

Difficulty shifting out of park? _____

Speed control not working? _____

Brake warning lamp illuminated? _____

Battery not holding a charge? _____

Fuses blowing? _____

Stop lamp inoperative? _____

Other? very good vehicle

Did you inspect the vehicle? no

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? _____

Were the underhood fuse links blown? _____

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

What areas of the vehicle were damaged? _____

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

Does the air suspension pump show evidence of overheating? _____

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

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

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

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

For loanstore Parts that we would like from vehicles

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

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

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

EDMS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

SPCHIFMA

Add Issue

03/05/99 10:00:30

==>

VIN 1LMML82W8N Year: 1992 Model: TOWN CAR
Sale Type: Individual RCL Trmt: VLC NSD: 04/17/92
Name:
Address:
Address:
City: STUART Home Phone:
Zip/Postal: Day Phone:
Prev Owner: State/Province: FL
Issue Type: Country: USA
Comm Type: Owner Status: ORIGINAL
Document Nbr: Odometer Reading: MI
Symptom Desc: Legal Issue Type:
Reason Desc: CAN Court Code:
Action Desc: CAN Award Code:
Dealer: Last Handled Date:

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

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

#16

Survey Taken

B1

-Tanning Burns

3-11-99

3713 4504

MVNP510

NAVIS Vehicle Inquiry

03/05/99 09:59:49

==>
VEHICLE ID: 11NY (WVYFSEHSHH) VIN: 11NLM82W8NY Divi 3 Status: 800
Vehicle Line: CVB Convy Deliv: 041692 Orig P-Lvl: 218 Selling Dlr: 25A202
Order Recpt: 032092 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 041792
Orig Sched: 040692 Rls-To Stat: FL Order Dlr: 25202 Demo Date:
Inv Prep: 040292 Orig Int St: 041392 Orig Rls Dlr: 25202 Deliv Type: R
Prod Date: 040992 Curr Int St: 041392 Rls Dlr P&A: 11606 Sales Prd: 092042
Rls Date: 041092 Dlrfin Ext: 051092 Warr Start: 041792 Cancel Sl:
Memo Consgn: P&C Ext: 051092 Warrs-Ind: Sale Status: G
Orig Plthbus: 041192 Advert Ext: 051092 -Date- -Dealer-
Curr Plthbus: 041192 Slspan SS#: 0452 Shipped: 041092
T/Name: Curr Stock: 041192 25A202
Addr: State: FL 1st-Prior:
City: STUART N/A-Recpt: 042292 2nd-Prior:
Zip: Warr-Ins-Ind: 3rd-Prior:
V.O.# 1 2 3 4 5 6 7 8
1234567890123456789012345678901234567890123456789012345678901234
M82NY 4L 2 06D6265 KC D PLE 3P 4 2 L6L A P 25A202 1 MD
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
DB 6 H8 WILML8 2 D 755A 9WP
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

Case # 14

1997-98 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: 1LML432W1N7 Mileage: 40,000

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

Customer Name: [Redacted] Phone: [Redacted]

Address: [Redacted]

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

Was the vehicle involved in a natural disaster and as a result, destroyed? No

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

What is the repair history of the vehicle? NO

Insurance Agency Information (if pertinent)

Insurance agency name: AARP Birmingham, AL TAMPA
Insurance agent address: Hartford Ct TAMPA FL.
phone number: (800) 423 6789 CUSTOMER SERVICE (800) 243 5260
claim number: 562MD43394 SUSAN MACHWAY

Incident Info

Date of Loss: June 9, 1997

Where did the fire start? Engine compartment? Yes Specific location/component? CALL FOR FAX? BILLY, MISSISSIPPI PARKING GARAGE

Was the vehicle:

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

Moving?

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

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

Difficulty shifting out of park? No

Speed control not working? No

Brake warning lamp illuminated? No

Battery not holding a charge? No

Fuses blowing? No

Stop lamp inoperative? No

Other?

Did you inspect the vehicle? Yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? _____

Were the underhood fuse links blown? _____

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

What areas of the vehicle were damaged? _____

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

Does the air suspension pump show evidence of overheating? _____

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

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

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

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

For Inspectors: Parts that we would like from vehicle

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

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

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

EDIS II module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

SPCHIFMA

Add Issue

03/05/99 09:57:18

VIN: 1L8LM82W1M7 Year: 1992 Model: TOWN CAR
Sale Type: Individual Rtl Trmt: VLC WSD: 01/21/93
Name:
Address:
Address:
City: SAINT MARTINVILLE
Zip/Postal:
Prev Owner:
Issue Type:
Comm Type:
Document Nbr:
Symptom Desc:
Reason Desc:
Action Desc:
Dealer:
Home Phone:
Day Phone:
State/Province: LA
Country: USA
Owner Status: ORIGINAL
Odometer Reading: MI
Legal Issue Type:
CAN Court Code:
CAN Award Code:
Last Handled Date:

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

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

#14
Survey taken by
Lora Federico
3/11/99

3713 4508

NVMP510

NAVIS Vehicle Inquiry

03/05/99 09:56:54

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***
VEHICLE ID: 11NY (NWYF888888) VIN: 11NLM82W1NY Div: 3 Status: 800
Vehicle Line: CVB Convy Deliv: 052692 Orig P-Lvl: 218 Selling Dir: 22B679
Order Recpt: 042492 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 012193
Orig Sched: 050492 Rls-To Stat: LA Order Dir: 22679 Demo Date:
Inv Prep: 050692 Orig Int St: 051592 Orig Rls Dir: 22679 Deliv Type: 0
Prod Date: 051392 Curr Int St: 051592 Rls Dir P&A: 12033 Sales Prd: 093012
Rls Date: 051492 Dirfin Ext: 061092 Warr Start: 012193 Cancel Sl:
Memo Consign: P&C Ext: 061092 Warrs-Ind: T1 Sale Status: G
Orig Fltbus: 051492 Advert Ext: 061092 -Date- -Dealer-
Curr Fltbus: 051492 Slapan #2: 8611 Shipped: 051492
T/Name: Curr Stock: 051492 22B679
Addr: State: LA 1st-Prior:
City: ST MARTINVILLE N/A-Rep: 012293 2nd-Prior:
Zip: Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
MB2NY 4L 2 04E8233 OD D P14 3P8 4 2 L6L A P 7 22B679 1 YZ
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
DY H WILML1 7 D 755A WF
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

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LPREL10

Case #18

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

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

Vehicle/Customer Information

Model Year: 92 Make: Jawa Car VIN#: 1LALME1W4NY Mileage:

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

Customer Name: **Phone:**

Address: _____

Did a dealer inspect your vehicle? ⁷ If yes, name of the dealer

Was the vehicle involved in a natural disaster and as a result destroyed? **YES (FIRE)**

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

What is the repair history of the vehicle? NONE

Insurance Agency Information (if not blank)

Insurance agency name: LIBERTY MUTUAL (MR. SCHUSTER)

Insurance agent address:

phone number:

claim number: _____

(904) (354) 0624
 KEVIN VANDERKOLK ATTORNEY BROWN, OBRINGER, SHAW,
 TUCKER & LEE

Date of Loss 15 Aug 98

Date of Loss: 15 AUG 98

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

Was the vehicle:

Engine on? ☒ Engine off? ☐ If off, how long was it off? PARKED

If on, how long was it on? _____

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

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

Difficulty shifting out of park?

Speed control not working? _____

Brake warning lamp illuminated? _____

Battery not holding a charge?

Purse blowing? _____

Step bump incorporative?

Other? _____

CUSTOMER
WANTS FORD
TO CONTACT
ATTORNEY
for any other
information

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? _____

Were the underhood fuse links blown? _____

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

What areas of the vehicle were damaged? _____

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

Does the air suspension pump show evidence of overheating? _____

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

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

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

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

For Inspectors: Parts that we would like from vehicles

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

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

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

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 3/16/99

WVMP510

NAVIS Vehicle Inquiry

03/04/99 11:31:00

VEHICLE ID: 11NY (WVMP510) VIN: 11N1M81W4NY DIV: 3 Status: 800
 Vehicle Line: CVB Convy Deliv: 040192 Orig P-Lvl: 218 Selling Dlr: 25D062
 Order Recpt: 022492 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 041892
 Orig Sched: 030992 Rls-To Stat: FL Order Dlr: 25062 Demo Date:
 Inv Prep: 031192 Orig Int St: 032192 Orig Rls Dlr: 25062 Deliv Type: 0
 Prod Date: 031892 Curr Int St: 032192 Rls Dlr P&A: 11630 Sales Frd: 092042
 Rls Date: 032092 Dirfin Ext: 042592 Warr Start: 041892 Cancel Sl:
 Memo Consgn: P&C Ext: 042592 Warrs-Ind: Sale Status: G
 Orig Pltbus: 032092 Advert Ext: 042592 -Date- -Dealer-
 Curr Pltbus: 032092 Slapan SS#: 6844 Shipped: 032092
 T/Name: Curr Stock: 032092 25D062
 Addr: State: FL 1st-Prior:
 City: JACKSONVILLE N/A-Rep: 042292 2nd-Prior:
 Zip: Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 MB1NY 43 2 09C6084 1 OB D P14 3P 2 L6L P 25D062 0 DD
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 BH H W1W14 8 B 751A 9WP
 F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

Incident
 9-8-98

Fernandina, FL

Tammy Bunko

3/11/99

Reached customer's son.

3713 4512

SFCHADMA

Action Detail

03/04/99 11:39:40

==>

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

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

LPREL10

SFCHADMA

Action Detail

03/04/99 11:39:56

==>

VIN: 11N1M81W4NY Year: 1992 Model: TOWN CAR
Owner Status: ORIGINAL WSD: 04/18/92
Name: Hm Ph:
Trmt: Case: 499142518 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - REFER TO INSURANCE COMPANY
Dealer: NORTH FLORIDA LINCOLN-MERCURY
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 1 MI
Analyst: AROBER27 Document Number:
Action Date: 09/08/98 Action Data: Action Time: 13:50:35 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSIS
Comments: EPORT WAS FILED. HE WAS CONTACTED ON THE 17TH AUG. CUST P
UT IN HOME OWNERS CLAIMS FOR THE DAMAGED. NORTH FLORIDA LM D
LR WAS CONTACTED. HE WOULD LIKE SOME ONE TO CONTACT HIM ASA
P. PER CUSTOMER, DEALER SAYS: C
AC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO A
SSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR D

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

LPREL10

SFCHADMA

Action Detail

03/04/99 11:39:59

==>

VIN: 1LNLM81W4MY Year: 1992 Model: TOWN CAR
Owner Status: ORIGINAL WSD: 04/18/92
Name: Hm Ph:
Trmt: Case: 499142518 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - REFER TO INSURANCE COMPANY
Dealer: NORTH FLORIDA LINCOLN-MERCURY
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 1 MI
Analyst: AROBER27 Document Number:
Action Date: 09/08/98 Action Data: Action Time: 13:50:35 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSIS
Comments: SSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR D
IRECTIONS. INFERENCE CASE ID: 79

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

LPREL10

SFCHDPMA

Dealer Information

03/04/99 11:41:15

==>

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

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

A

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

F1=Help F2=IssueList
NO MORE RECORDS AVAILABLE

F7=Prev

F8=Next

F11=Menu

F12=Return

LPREL10

Case # 19

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: 1LNLM81W8NY664182 Mileage: 82,000?

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

Customer Name: _____ Phone: _____

Address: _____ ERIE, PA _____

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

Was the vehicle involved in a natural disaster and as a result, destroyed? _____

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

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

Insurance Agency Information (if pertinent)

Insurance agency name: _____

Insurance agent address: _____

phone number: _____

claim number: _____

Incident Info

Date of Loss: _____

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

AUTOMATIC STEERING - HAD FAILED BEFORE

Was the vehicle:

Engine on? Y Engine off? _____ If off, how long was it off? _____

If on, how long was it on? _____

Moving? _____

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

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

Difficulty shifting out of park? _____

Speed control not working? _____

Brake warning lamp illuminated? _____

Battery not holding a charge? _____

Fuses blowing? _____

Stop lamp inoperative? _____

Other? _____

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? _____

Were the underhood fuse links blown? _____

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

What areas of the vehicle were damaged? _____

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

Does the air suspension pump show evidence of overheating? _____

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

Was the vehicle repaired? YES When? YEP Where? WALLACE L-M WEST AVALON
ADD BEACH

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

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

For connectors: 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 II module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

4/28/91 3/11/99

AUTOMATIC SPEED CONTROL

NVMP510

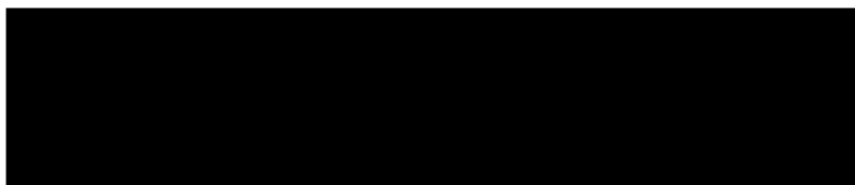
NAVIS Vehicle Inquiry

03/04/99 12:29:08

==>
 VEHICLE ID: 1LNY (WVYFMBBBS) Vin: 1LNLM81W8NY DIV: 3 Status: 800
 Vehicle Line: CVB Convy Deliv: 123091 Orig P-Lvl: 213 Selling Dlr: 25C160
 Order Recpt: 120491 ShipTo Stat: Curr P-Lvl: 213 Sale Date: 011492
 Orig Sched: 120991 Rls-To Stat: FL Order Dlr: 25160 Demo Date:
 Inv Prep: 120591 Orig Int St: 121891 Orig Rls Dlr: 25160 Deliv Type: R
 Prod Date: 121191 Curr Int St: 121891 Rls Dlr P&A: 11608 Sales Prd: 092012
 Rls Date: 121691 Dirfin Ext: 012592 Warr Start: 011492 Cancel Sl:
 Memo Consgn: PAC Ext: 012592 Warrs-Ind: Sale Status: G
 Orig Pltbus: 121691 Advert Ext: 012592 -Date- -Dealer-
 Curr Pltbus: 121691 Slapsn SS#: 2741 Shipped: 121691
 T/Name: Curr Stock: 121691 25C160
 Addr: State: FL 1st-Prior:
 City: JENSEN BEACH N/A-Rcpt: 011792 2nd-Prior:
 Zip: Warr-Ins-Ind: 3rd-Prior:
 V.O. 1 2 3 4 5 6 7 8
 12345294567890123456789012345678901234567890123456789012345678901234
 M81NY 43 2 09M4334 4M 8 P14 3P 2 L6L P 25C160 4 YX
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 BT H WILML8 8 B 751A59WP
 Fl-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

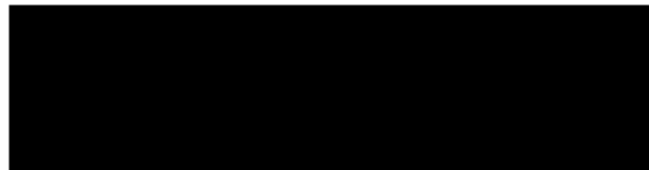
F31



*192
Town
Car*

ERIC

PA



*No Answer
5:45
3/11 LAP*



*No Answer
5:45
3/11 LAP*

*3/12/99
Survey Taken BY
Greg Miller.*

SPCHSCMA

Customer List

03/04/99 12:29:34

VIN: 1LNLM81W8NY664182

CASE: _____

HOME PHONE: _____

LAST NAME: _____

ZIP/POSTAL: _____

CTRY: _____

A CUSTOMER NAME/

Address/

Address/

C City

St/Prov

Zip/Postal

Ctry

Home Phone

ERIE

PA

USA

F1=Help

F2=VehicleList

F4=UpdCustInfo

F5=AddCustIssue

F7=Prev

F8=Next

F11=Menu

F12=Return

NO MORE RECORDS AVAILABLE

LPREL10

Case #20

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

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

Vehicle/Customer Information

Model Year: 92 Make: Town Car VIN#: 1LNLM82W4NY723971 Mileage: 48,000

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

Customer Name: [Redacted] Phone: [Redacted]

Address: [Redacted] Austin, Tx [Redacted]

Did a dealer inspect your vehicle? Not sure If yes, name of the dealer _____

Was the vehicle involved in a natural disaster and as a result, destroyed? No

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

What is the repair history of the vehicle? None

Insurance Agency Information (if pertinent)

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

Incident Info

Date of Loss: Not sure

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

Electricity left side

Was the vehicle:

Engine on? _____ Engine off? ✓ If off, how long was it off? 1/2 hour
If on, how long was it on? _____

Moving? _____

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

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

Difficulty shifting out of park? _____

Speed control not working? _____

Brake warning lamp illuminated? _____

Battery not holding a charge? _____

Fuses blowing? _____

Stop lamp inoperative? _____

Other? Not Condition was bad

Did you inspect the vehicle? No

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? No

Were the underhood fuse links blown? No

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

What areas of the vehicle were damaged? Left under tank, front end, fire wall

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

Electric left side

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

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

No

Was the vehicle repaired? Not yet When? _____ Where? _____

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

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

For Inspection: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/1/99

SPCRSVMA

Vehicle List

03/11/99 12:18:15

Name:

Address:

Address:

City:

AUSTIN

Zip/Postal:

Home Phone:

Day Phone:

State/Prov: TX

Country: USA

A VIN/

Year

Model/

Sale Type/

C Owner Status

Previous Owner

Open Issues

F1=Help

F2=IssueList

F5=AddIssue

F7=Prev

F8=Next F9=ESP

F10=WarnHistory

F11=Menu

F12=Return

F13=Recall/ONP

F14=Special Coverage

NO MORE RECORDS AVAILABLE

LPREL10

92' TOWN
CARline
#42
on spread
sheet

1LNLM82W4NY

incident
occurred

9-29-97

Dealer in area: PAVILION L-MERC INC.

3-12-99 talked with [REDACTED] 5:50 PM '99

NVND510

NAVIS Vehicle Inquiry

03/11/99 12:17:41

==>
VEHICLE ID: 11NY (WVFPBSEBSE) VIN: 11N1M82W4NY DIWT 3 Status: 800
Vehicle Line: CVB Convy Deliv: 051892 Orig P-Lvl: 218 Selling Dlr: 67B162
Order Recpt: 040892 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 080192
Orig Sched: 042092 Rls-To Stat: TX Order Dlr: 67111 Demo Date:
Inv Prep: 042492 Orig Int St: 050892 Orig Rls Dlr: 67111 Deliv Type: E
Prod Date: 050592 Curr Int St: 050892 Rls Dlr P&A: 11414 Sales Prd: 092073
Rls Date: 050792 Dlxfin Ext: 061092 Warr Start: 080192 Cancel Sl:
Memo Consign: P&C Ext: 061092 Warrs-Ind: Sale Status: G
Orig Pltbus: 050792 Advert Ext: 061092 -Data- -Dealer-
Curr Pltbus: 050792 Slapan SS#: 1299 Shipped: 050792
T/Name: 9 Curr Stock: 073092 67B162
Addr: State: TX 1st-Prior: 061092 67326
City: AUSTIN W/A-Recpt: 080392 2nd-Prior: 050792 67111
Zip: Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M82NY 4L 2 20D2647 8D D P14 3P8 4 2 L6L A P 7 67A111 1 YZ
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
DQ 6 H8 W1LNL4 5 D 755A WP
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

NEW

Vehicle/Owner Information/Incident Info:

Case 55N

Model Year: 92 Make: Lincoln Town Car VIN# 1LNLM81W3NY [REDACTED]

MSRP (at insp) Approx \$6,000 Per Owner Inspection Date: 5-13-99 Ft. Myers, FL

Vehicle Owner: [REDACTED] Incident Date: 4-23-99

Approximate mileage at incident: Vehicle purchased used at 80,000 mi. on Nov. 28, 98 from local Ford L/M dealer. [REDACTED] said he had driven 6000 mi. since purchase.

Inspector Name: David Burnett EAA Ph 561-575-4174

Parts that we would like from vehicle if possible to acquire

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

SWITCH STILL IN LOCATION BUT TERMINAL & PIGTAIL BURNED

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

FORWARDED

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

FORWARDED

EDIS 8 module located on LH fender

FORWARDED

Speed control module located on LH fender

FORWARDED

Air suspension compressor located under air filter

FORWARDED

Air suspension relay ?

FORWARDED

Photograph of door jam VIN sticker - 405

SEE PHOTO

Other suspect parts

- Notes:
- Photographs of Fuse box under L.F. indicate an extra red wire routed into the box??
 - One fuse is missing from L.F. fuse box cover—it appears to be the 5 watt fuse.
 - [REDACTED] says he has made no electrical modifications to the car.

REV 20
5-17-99

Page 1 of 2

Vehicle/Owner Information/Incident Info:

Case 55N

Model Year: 92 Make: Lincoln Town Car VIN#: 1LNLM81W5NY [REDACTED]

Miles(at insp) Approx 86,000 Per Owner Inspection Date: 5-13-99 Ft. Myers, FL

Vehicle Owner: David Yates 941-275-6810 Ext 500 Incident Date 4-23-99

Approximate mileage at incident: Vehicle purchased used at 80,000 mi. on Nov. 28, 98 from local Ford L/M dealer. [REDACTED] said he had driven 6000 mi. since purchase.

Inspector Name: David Burnett EAA Ph 561-573-4174

Requested Info:

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

NOT SPOT AREA IS BELOW VACUUM BOOST CYLINDER - DRIVER SIDE

Identify if any underhood relays show evidence of internal overheat

BURNED

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

BURNED

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

BURNED

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

BURNED

Assess whether the air suspension pump shows evidence of internal overheating

BURNED

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

NO HITCH -

JUMPER WIRE INTO TO FUSE BOX UNDER - SEE PHOTOGRAPHS

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

DO NOT KNOW HISTORY

If possible, identify vehicle repair history

DO NOT KNOW - CHECK FORD WARRANTY HISTORY - CITY WHERE SOLD

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

Notes:

- * NHTSA has been called by Mr D. Yates --concerning the fire with his vehicle.
- * [REDACTED] was very polite during my inspection of the vehicle.
- * [REDACTED] is uninsured per information I have received
- * Owner says prior to fire he had driven down town--then to a grocery store for 15-20 minutes--then home --parked in drive close to garage. Car was parked at his home for some 45 minutes when he heard noises and smoke outside his home--went out and found car on fire.

3-19-99

Page 2 of 2

3713 4527

Vehicle/Consumer Information/Incident Info:

Case 55N

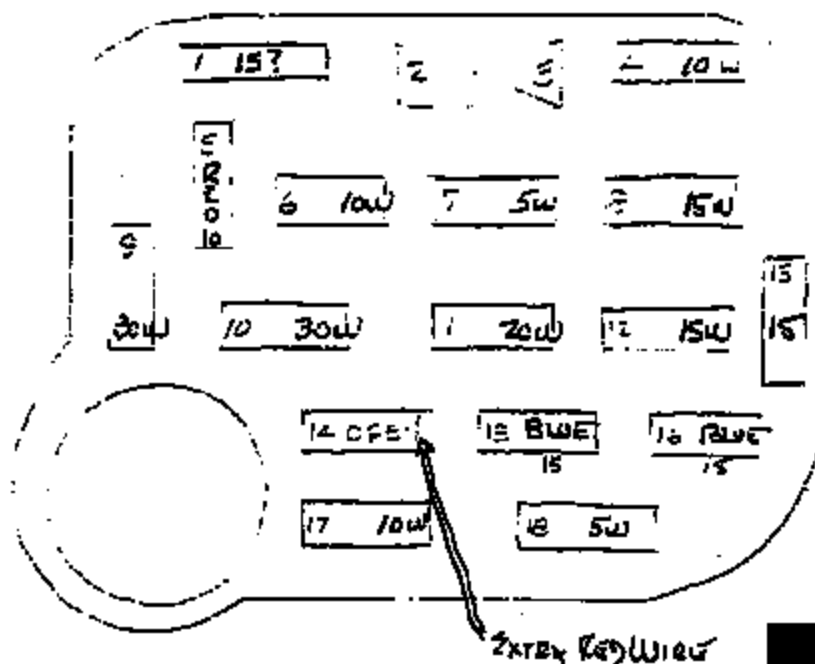
Model Year: 92 Make: Lincoln Town Car VIN#: 1LNLM81W5NY [REDACTED]

Miles(at insp) Approx 86,000 Per Owner Inspection Date: 5-13-99 Ft. Myers, FL

Vehicle Owner: [REDACTED] Incident Date 4-23-99

Approximate mileage at incident: Vehicle purchased used at 80,000 mi. on Nov. 28, 98 from local Ford L/M dealer. [REDACTED] said he had driven 6000 mi. since purchase.

Inspector Name: David Burnett EAA Ph 561-575-4174



5-AMBER
10 RED
15 BLUE
20 YELLOW
30 BLUE/WHITE

03/22/99 MON 14:28 FAX 2486424558

EA ASSOCIATES

CASE 54 N

Vehicle/Owner Information/Incident InfoModel Year: 1993 Make: CROWN VIN: 2FALP79W8PK
VICTORIA

Mileage (at inspection):

75000 APPROX - BURNED

Vehicle Owner:

Inspection Date/Location: VEHICLE, FL HOME OF
MAY 13, 99

Incident date: 4-14-99 Approximate mileage at incident:

75,000 APPROX

Inspector Name: DAVID BURWITT

EPA - 561-5754174

Inspected Info

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

APPEARS TO HAVE OCCURRED BELOW VACUUM MOTOR CYCINDER
Identify if any underhood relays show evidence of internal overheatBURNED
Identify if any fuses or fuse links were blown or show evidence of other damageBURNED
Determine if the correct fuse for the stop lamp switch in the fuse boxBURNED
Identify if there was any damage to wiring in the area where the fire was started (ie chafing, missing insulation)BURNED
Assess whether the air suspension pump shows evidence of internal overheatingBURNED
Identify if there were any aftermarket modifications to the vehicle? (specifically car alarm, trailer tow, or remote start)
DO NOT KNOW

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

DO NOT KNOW HISTORY
If possible, identify vehicle repair historyIT MAY BE IN FORMS WARRANTY DATA
Any other info that may be pertinent to the incident...

PAGE 2/2

NOTE:

* VEHICLE PURCHASED USED FROM VEHICLE L/M DEALER 3-12-97
WITH 35,000 MI.* NET OWNERS - HAD A NICE CONVERSATION - ONLY PROBLEMS
WITH CAR SINCE PURCHASE WAS A FAILED A/C COMPRESSOR.
- ONE LONG CAR TRIP TO CALIFORNIA AFTER PURCHASE
* NEW TIRE JUST PURCHASED TWO WEEKS PRIOR TO FIRE* DRIVER HOME PUT CAR IN GARAGE WENT INTO HOUSE - SHORT
TIME LATER HEARD NOISES IN GARAGE - OPENED SLIDED + CAR ON FIRE.
SAID CAR HAD NOT WORKED FOR SOME TIME
BUT NO OTHER PROBLEMS - NO WARNING LIGHTS - THUMB BRAKE LITS WERE OK

CASE 54N

03/22/99 MON 14:28 FAX 2486424658

EA ASSOCIATES

Vehicle/Owner Information/Incident Info

Model Year: 93 Make: CROWN
VICTORIA

VIN: ZFALP74W8PX

Mileage (at inspection):

75,000 APPROX

Vehicle Owner:

Inspection Date/Location:

Incident date: 4-14-99

Approximate mileage at incident:

75,000 mi APPROX

Inspector Name:

DAVID BURNETT SAA
361 573 4174

Parts that we would like from vehicle if possible to acquire

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

BURNED SWITCH TERMINAL & BIG TAIL BURNED
Sample of brake fluid at prop valve (in sealed glass container)

2 SWITCH REMOVED
& SENT TO FORD
CENTRAL TESTING
-5-11-99-

CONTAINED IN FIRE -
Relay pack located on LH fender apron (with as much wiring as possible)

BURNED
EDIS 3 module located on LH fender

ALSO WANTED CYLINDER
FOR EXHAUST - FLOID

BURNED
Speed control module located on LH fender

BURNED
Air suspension compressor located under air filter

BURNED
Air suspension relay

BURNED
Photograph of door jam VIN sticker - VIN PLATE ONLY - STICKER BURNED

Other suspect parts : OWNER SAID CRUISE HAD NOT

WORKED FOR A LONG TIME.

• HE SAID NO I.T. WARNING LIGHTS - PRIOR TO FIRE

• CAR DROVE NORMAL PRIOR TO FIRE -

• HE THINKS BRAKE LIGHTS WERE FUNCTIONING

• POWER WINDOWS WERE WORKING

• CAR WAS ACTING NORMAL - NO UNUSUAL PROBLEMS

• JOINED BY INVESTIGATOR BILL BUCKLEY "SEA"

• CNA INSURANCE CASE

313-991-1448

3713 4530

✓
5 New Q's

APR -22 '99 (THU) 15:37

TEL:313 446 7873

P.001

MUST FILL THIS SECTION

NAME: JOE NEME DOB: 4-22-55

ADDRESS: 18147 CITY: FT. LAUDERDALE STATE: FL

TELEPHONE: 845-5577

MAILING ADDRESS: 18147 CITY: FT. LAUDERDALE STATE: FL

Case # 48

Marshall Under Hood Fire Questionnaire

Fire in your vehicle. Ford is investigating your report and we everyone was ok...

Vehicle/Customer Information

Model/Year: 95 Make: COROLLA VIN: 2FALP71N9SX

Present Vehicle Location: 840 NW 5th Ave Who owns vehicle now: FT. LAUDERDALE, FL

Customer Name: [REDACTED] Phone: [REDACTED]

Is it ok for engineering to contact customer? YES

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

If so, where was cleanup performed? N/A

What is the general repair history of the vehicle? NO MAJOR PROBLEMS

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

Insurance Agency Info (If Applicable)

Agency Name: [REDACTED] Agency phone number: [REDACTED]

Claim number: [REDACTED]

Contact: [REDACTED] Phone number: [REDACTED]

Incident Info

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

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

Any idea where the fire started? (engine compartment, quad, front, back, left, right) BRAKE RESERVANT SWITCH

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

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

Did customer notice anything unusual prior to fire? [REDACTED]

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

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

Any other info that you think may be useful to our investigation? [REDACTED]

APR 22 '99 16:38

313 446 7873

PAGE:01

3713 4532

Case # 49

1992-93 Ford 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: 94 Make: CROWN VIN: 2FALP7W9RX
 Present Vehicle Location: PT Lauderdale, FL Who owns vehicle now: [REDACTED]
 Customer Name: [REDACTED] Phone: [REDACTED]

Is it ok for engineering to contact customer: OK

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

If so, where was cleanup performed? N/A

What is the general repair history of the vehicle? moderate problems - nothing electrical related

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

Insurance Agency Info. (if applicable)

Agency Name: _____ Agency phone number: _____
 Claim number: _____
 Contact: _____ Phone number: _____

Incident Info

Date of fire: N/A Mileage: 87,202 Was the vehicle repaired? IN THE PROCESS

If repaired, when and where? _____

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

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

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

Did customer notice anything unusual prior to fire? _____

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

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

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

* Excessive brake fluid. - vehicle had not caught on fire.
Brake Switch was SATURATED WITH leaking brake fluid

Case #50

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

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

Vehicle/Customer Information

Model/Year: 92 Make: TOWN CAR VINT VIN: 1LNLM81W8NY
 Present Vehicle Location: Landersdale Pa Who owns vehicle now: Landersdale Pa
 Customer Name: [REDACTED] Phone: [REDACTED]

Is it ok for engineering to contact customer: OK

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

If so, where was cleanup performed? N/A

What is the general repair history of the vehicle? Very light - nothing involved w/ brakes or electrical

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

Insurance Agency Info (If Applicable)

Agency Name: _____ Agency phone number: _____
 Claim number: _____
 Contact: _____ Phone number: _____

Incident Info

Date of fire: 4-20-99 Mileage: 78,101 Was the vehicle repaired? Yes
 If repaired, when and where? 4-21-99 FT LAUDERDALE FL

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

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

Was the engine ON or OFF? OFF If OFF, how long was it parked before fire? 6 min

Did customer notice anything unusual prior to fire? Vehicle Smoldered

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

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

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

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

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

Case #51

1992-93 Town Car/Crown Vic/Grand Marquis/Under Hood Fire Questionnaire

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

Vehicle/Customer InformationModel/Year: 93 Make: TOWN CAR VIN: 14NLH8ZW1PPresent Vehicle Location: [REDACTED] Who owns vehicle now: [REDACTED]Customer Name: [REDACTED] Phone: [REDACTED]Is it ok for engineering to contact customer: OKWas the vehicle involved in a natural disaster/accident that required significant vehicle clean up? NOIf so, when was cleanup performed? N/AWhat is the general repair history of the vehicle? difficulty coming out of park;Was it equipped with any aftermarket components? (specifically car alarm, trailer tow, or remote start) NOInsurance Agency Info. (if applicable)Agency Name: [REDACTED] Agency phone number: [REDACTED]Claim number: [REDACTED]Contact: [REDACTED] Phone number: [REDACTED]Incident InfoDate of fire: 1-19-99 Mileage: 85,908 Was the vehicle repaired? YesIf repaired, when and where? 1-19-99 FT. LAUDERDALE L-MAny idea where the fire started? (engine compartment/quarter... front, back, left, right) LEFT @ Brake (redundant switch)Was the vehicle parked or running? PAKED If parked, where? (garage, airport, parking lot) SW. DEPT BAYWas the engine ON or OFF? OFF If OFF, how long was it parked before fire? 10 MINUTESDid customer notice anything unusual prior to fire? YES, Fuse #12 (15 amp) fuse was blownWas there any difficulty getting the vehicle out of park? YES Was speed control set working? YESWas the brake warning lamp (blowdown): NO Were the brake lights inoperative? YESAny other info that you think may be useful to our investigation? Fuse #12 Blown

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

Fire
contained
under
ESP.

Case #

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 InformationModel Year: 95 Make: CROWN VIN: 2FAP71W8SXPresent Vehicle Location: Fort Lauderdale FL Who owns vehicle now: [REDACTED]Customer Name: [REDACTED] Phone: [REDACTED]Is it ok for engineering to contact customer: OKWas the vehicle involved in a natural disaster/accident that required significant vehicle clean up? NOIf so, where was cleanup performed? N/AWhat is the general repair history of the vehicle? Moderate - brake pads, other maintenance-relatedWas it equipped with any aftermarket components? (specifically car alarm, trailer tow, or remote start) POLICE ALARMInsurance Agency Info. (if applicable)

Agency Name: _____ Agency phone number: _____

Claim number: _____

Contact: _____ Phone number: _____

Incident InfoDate of fire: APR 21-99 Mileage: 38,393 Was the vehicle repaired? YESIf repaired, when and where? 3-31-99 FORT LAUDERDALE L-MAny idea where the fire started? (engine compartment, quarter... front, back, left, right) Left side of engine compartmentWas the vehicle parked or running? PAKED If parked, where? (garage, carport, parking lot) While on patrolWas the engine ON or OFF? ON If OFF, how long was it parked before fire? -

Did customer notice anything unusual prior to fire? _____

Was there any difficulty getting the vehicle out of park: NO Was speed control not working: NOWas the brake warning lamp illuminated: NO Were the brake lights inoperative: NO

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

Case Number: 15
Location: Houston, Texas
VIN: NY [REDACTED]
EAA SA: Roy Albritten
Insurance Co. USAA
Location: Insurance Auto Auction
Houston, Texas
Ins. Co. Rep.: Michelle Torres

CALIBRATION
ÉTALONNAGE

2-18J-R05 11/10/05

DATE: 11/10/05 BY: FORD MOTOR CO. TO: U.S.A.
 FRONT CAM: 241516 110760
 REAR CAM: 241516 110760
 THIS NOTICE CONCERNING TO BE ATTACHED PERIODICALLY
 TO THE FRONT, REAR, AND INTERMEDIATE ENGINE
 IN ORDER TO BE IN THE U.S.A. AND CANADA
 FOR 241516 110760
 THE FOLLOWING INFORMATION IS FOR YOUR INFORMATION
 11/10/05 11/10/05 11/10/05 11/10/05

DATE: 11/10/05 BY: FORD MOTOR CO. TO: U.S.A.
 FRONT CAM: 241516 110760
 REAR CAM: 241516 110760
 THIS NOTICE CONCERNING TO BE ATTACHED PERIODICALLY
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 11/10/05 11/10/05 11/10/05 11/10/05





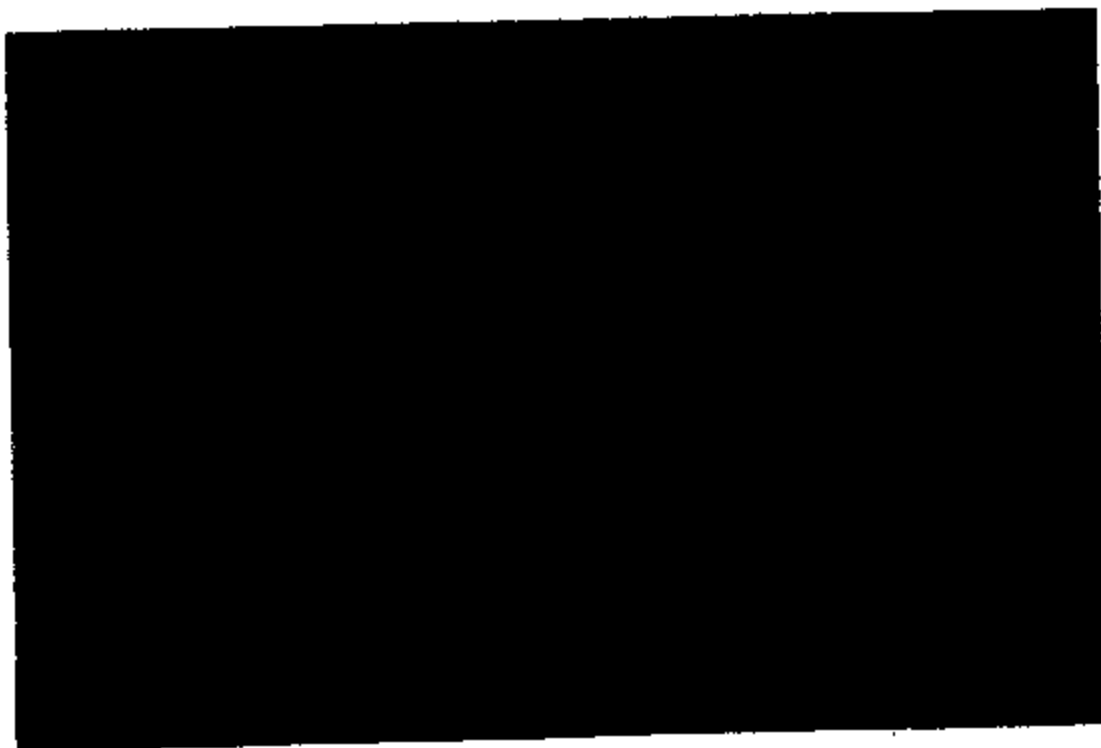


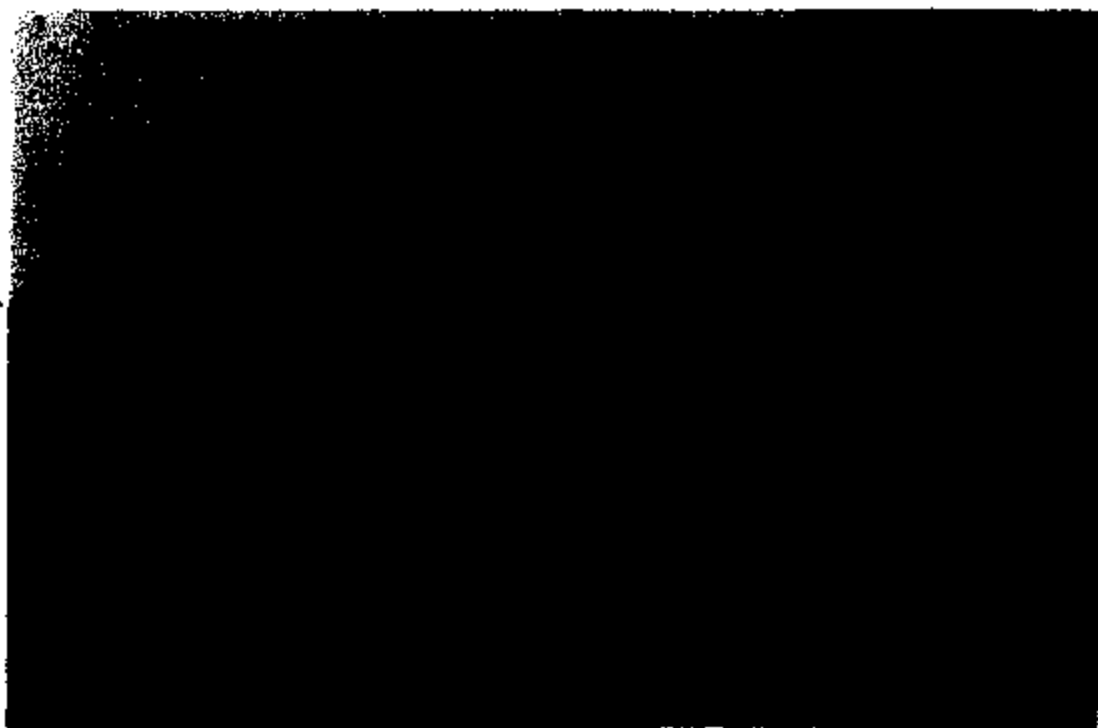
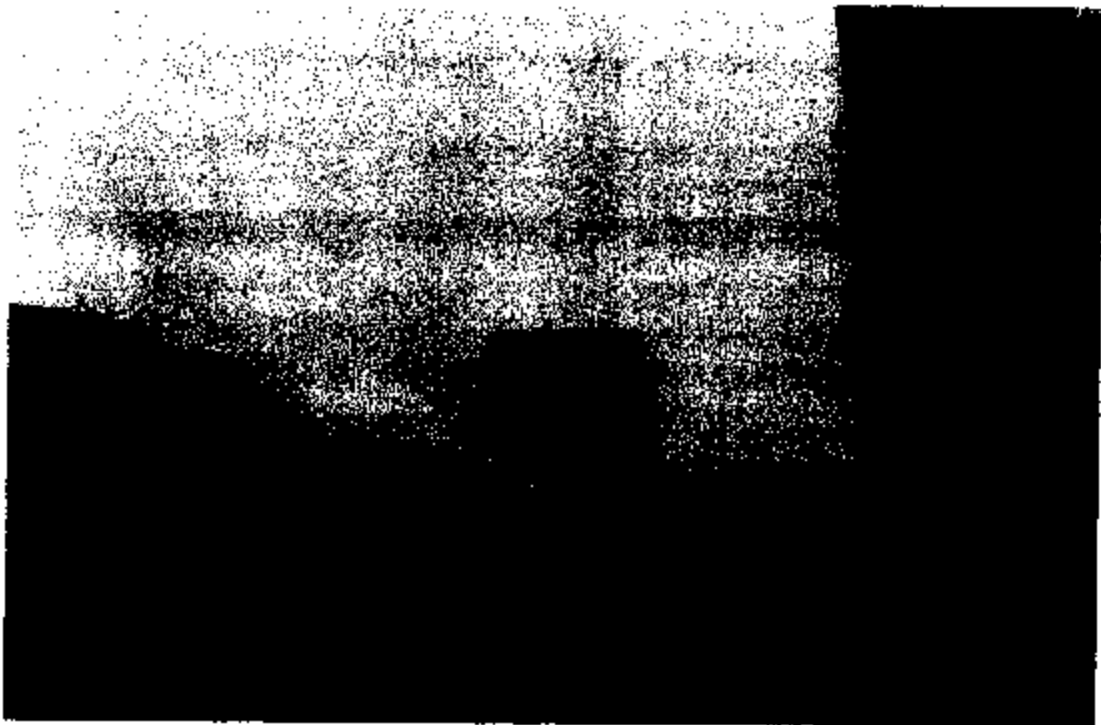














3713 4548





3713 4850



5-1-99
Bumpert EAA

03/22/99 MON 14:28 FAX 2488424838

EA ASSOCIATES

Vehicle/Owner Information/Incident Info

Model Year: 92 Make: GRAVO VIN: 2MECH175111X Mileage (at inspection):
MARQUIS
Inspection Date/Location: GRZLANDO, FL Vehicle Owner:
[REDACTED]

Incident date: JULY 98 Approximate mileage at incident:

Inspector Name: DAVID BURNETT-EAA 8400 mi
561 575 4174 MFG 4-92

SABASTIAN, FL

Parts that we would like from vehicle if possible to acquire

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

BEFORE PRESSURE SWITCH WAS REMOVED BY S/P 220 ALAN CONGER

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

770-460-4923

BURNED

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

BURNED - SEE PHOTOS

EDIS 8 module located on LH fender

BURNED

Speed control module located on LH fender

BURNED - SEE PHOTOS

Air suspension compressor located under air filter

IN POSITION BUT BURNED

Air suspension relay ?

Photograph of door jam VIN sticker 423

Other suspect parts:

BEFORE PRESSURE SWITCH & MAJOR SECTIONS OF WIRE HARNESS - REMOVED
STATE FARM REP. ALAN CONGER & SPECIAL INVESTIGATOR

FOR FIRE'S, MIKE BRESNOCK, TECHNOLOGY TRANSFER HAVE PARTS

SEE PHOTOS (WITH & WITHOUT ALAN CONGER) OF REMOVED PARTS:
BRAKE SWITCH & WIRE HARNESS

REV 2.0 -

3-19-99

Page 1 of 2

MIKE BRESNOCK

3713 4551

03/22/99 MON 14:28 FAX 2486424556

EA ASSOCIATES

5-1-9
BARNETT
EAA

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: CADILLAC VIN# [REDACTED]

Mileage (at inspection):

Inspection Date/Location: ORLANDO, FL

Vehicle Owner:
[REDACTED]

Incident date: JUNE 98 Approximate mileage at incident:

Inspector Name:

DAVID BARNETT

Requested Info

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

BELOW ENGINE VENTILATOR CYLINDER - BRAKE SWITCH - OUT TO INNER SKIRT AREA
Identify if any underhood relays show evidence of internal overheat

ALL BURNED - SEE PHOTOS
Identify if any fuses or fuse links were blown or show evidence of other damage

ALL BURNED - FUSE BLOCK UNDER I/P LOCKS GARD - SEE PHOTOS
Determine if the correct fuse for the stop lamp switch in the fuse box

SEE DRAWING ATTACHED AND PHOTOS
Identify if there was any damage to wiring in the area where the fire was started (ie chafing, missing insulator)

ALL BURNED - SEE PHOTOS
Assess whether the air suspension pump shows evidence of internal overheating

NOTHING AIR CLEANER
Identify if there were any aftermarket modifications to the vehicle? (specifically car alarm, trailer tow, or remote start)

NO HITCH
NO NOTICABLE ELECTRICAL SUBSTANT IN I.D. AREA
If possible, identify if the vehicle was involved in a natural disaster/accident that required significant vehicle up? If so where was cleanup performed? ? NO HISTORY

⇒ If possible, identify vehicle repair history PER ATTACHED RECORDS + TROUBLE WITH CRUISE CONTROL + BLOWN FUSES - TROUBLE GETTING OUT OF PARK

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

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

REV 2.0

3-19-99

PAGE 2 of 2

BURNETT EAA
5-1-99

Bar

5-1-99

03/22/99 MON 14:28 FAX 2488424558

EA ASSOCIATES

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: GLENN VIN: 728795
MARQUIS

Mileage (at inspection):

Inspection Date/Location: DELAND, FL

Vehicle Owner:

Incident date:

Approximate mileage at incident:

Inspector Name: DAVID BURNETT
EAA

84,000 mi

MPG 4-92

1	2a	2	3	4	15a
5	6	10a	15a	20a	
9	10	15a	5a	12	X
14	10a	15a	10	15a	
17	15a	18	15a		

3713 4553

Case #31

INSP 4-29-9

1999-95 Town Car/Crown Vic/Grand Marquis/Under Hood Fire On/Off Alarm

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: 1MEEM7JW1K

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

Customer Name: [REDACTED]

Is it ok for engineering to contact customer: ?

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

If so, where was cleanup performed? N/A

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

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

Insurance Agency Info (if appropriate)

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

Claim number: 598690148

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

Incident Info

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

If repaired, when and where?

Any area where the fire started? (engine compartment, hood, front, back, left, right) Left front

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

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

Did customer notice anything unusual prior to fire? YES

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

Was the brake warning lamp illuminated? ? Were the brake lights cooperative? YES

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

5-1-99

03/22/99 MON 14:28 FAX 2488424558

EA ASSOCIATES

DAVID BURNETT

Vehicle/Owner Information/Incident Info

Model Year: 93 Make: Town Car VIN: 1LNLM81W8PY

Mileage (at inspection):

Inspection Date/Location: PALMETO, FL HTS. TO
BRADENTON, FL

Vehicle Owner: [REDACTED]

Incident date: 3-12-99 Approximate mileage at incident:

Inspector Name: DAVID BURNETT

561 576 4174

I WILL GET WIRE DETAIL WORK
OF 5-3-99 FROM ALAN CONGER
STATE FARM REP.

Parts that we would like from vehicle if possible to acquire

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

SWITCH IS STILL IN POSITION - BUT THE ELECTRICAL CONNECTION MISSING &
Sample of brake fluid at prop valve (in sealed glass container) NO PIG, TAIL - ALSO BURNED.

BURNED NO FLUID
Relay pack located on LH fender apron (with as much wiring as possible)

BURNED - SEE PHOTO'S
EDIS 8 module located on LH fender

BURNED - SEE PHOTO
Speed control module located on LH fender

BURNED - SEE PHOTO
Air suspension compressor located under air filter

BURNED SEE PHOTO'S
Air suspension relay

BURNED
Photograph of door jam VIN sticker

YES 643092 MFG 10-92
Other suspect parts

NOTE: NO PARTS TO BE REMOVED PER STATE FARM
REP. ALAN CONGER 770-460-4923

I WILL GET WIRE INFO. FROM STATE FARM - ALAN CONGER
WEEK OF 5-3-99.

REV 2.0 -

3-17-99

Page 1 of 2

5-1-99

03/22/99 MON 14:28 FAX 2486424858

EA ASSOCIATES

D. BURETT

Vehicle/Customer Information/Incident Info

Model Year: 93 Make: TOYOTA VIN# [REDACTED]

Mileage (at inspection):

Inspection Date/Location:

Vehicle Owner:

Incident date: 3-12-99 Approximate mileage at incident:

Inspector Name: DAVID BURETT EAA

Requested Info

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

HOT SPOT APPEARED TO BE BELOW B-SIDE VACUUM CYLINDER TO INNER
IDENTIFY IF ANY UNDERHOOD RELAYS SHOW EVIDENCE OF INTERNAL OVERHEAT SHORT AREA

ALL RELAYS BURNED IN FIRE - SEE PHOTO - COULD NOT CHECK

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

NO BLOWN FUSES AT I.P. FUSE BLOCK SEE DRAWING & PHOTOGRAPH

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

ALL FUSES OK VISUALLY - DO NOT KNOW STOP LAMP POSITION

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

ALL INSULATION BURNED

Assess whether the air suspension pump shows evidence of internal overheating

BURNED

Identify if there were any aftermarket modifications to the vehicle? (specifically car alarm, trailer tow, or remote start) NO TRAILER HITCH - DID NOT SEE ANY MODIFICATIONS

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

If possible, identify vehicle repair history NO HISTORY

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

• CLEAN CAR INSIDE & OUT - GOOD CONDITION FOR 93

• NO TRAILER HITCH

• NO MODIFICATIONS NEEDED

Rev 20

3-19-99

Rev 20/2

3713 4858

5-1-99

03/22/99 MON 14:28 FAX 2486424588

RA ASSOCIATES

BURNETT, DAVID

Vehicle/Owner Information/Incident Info

Model Year: 93 Make: THUNDER VIN: 1GULMA81W3D4

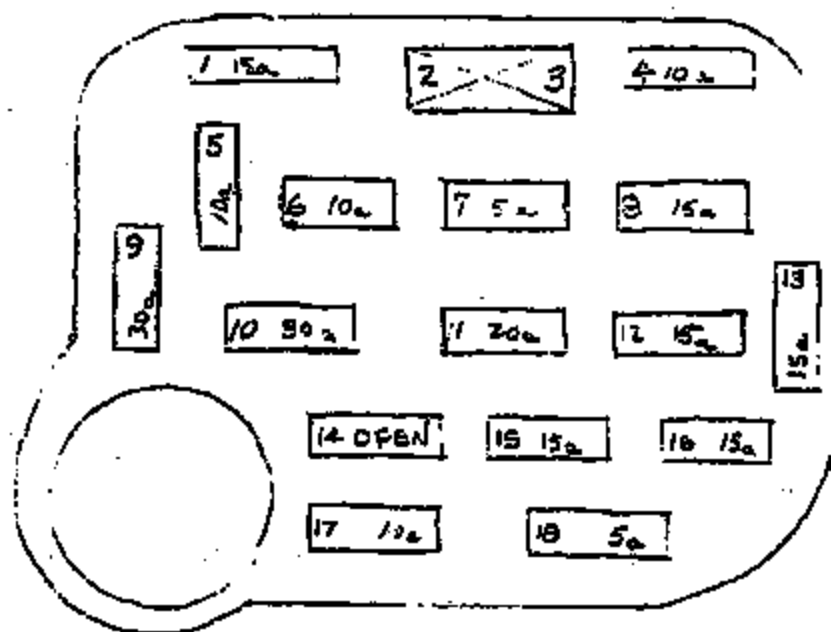
Mileage (at inspection):

Inspection Date/Location: PALM BEACH, FL. 5-29-99

Vehicle Owner:

Incident date: 3-12-99 Approximate mileage at incident:

Inspector Name: DAVID BURNETT EAA
SEA 575 4174



NOTE: ALL POINTS CHECKED OK VISUALLY
ALL SPRING POINTS TO ORDER - SEE PHOTO

3713 4557

TEL:313 446 7873

P.002

PR. -19' 99 (MON) 15:31

Case # 44N

1992-94 Town Car/Crown Vic/Grand Marquis/Under Hood Fire On/off/engines

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

Vehicle/Owner InformationModel/Year: 93 Make: TOWN CAR/VIC VIN: 1LNLM81W8PYPresent Vehicle Location: PALMISTOWho owns vehicle now: 203Customer Name: [REDACTED]Phone: [REDACTED]Is it ok for engineering to contact customer: DDWas the vehicle involved in a natural disaster/accident that required significant vehicle clean up? If so, where was cleanup performed? What is the general repair history of the vehicle? Was it equipped with any aftermarket components? (specifically car alarm, trailer tow, or remote start Insurance Agency Info. (if appropriate)Agency Name: STATE FARMAgency phone number: Claim number: Contact: ALAN CONDERPhone number: 770-460-4923Incident InfoDate of fire: 3-12-99Mileage: Was the vehicle repaired? If repaired, when and where? Any idea where the fire started? (engine compartment, quarter... front, back, left, right) Was the vehicle parked or running? If parked, where? (garage, airport, parking lot) Was the engine ON or OFF? If OFF, how long was it parked before fire? Did customer notice anything unusual prior to fire? Was there any difficulty getting the vehicle out of park? Was speed control not working? Was the brake warning lamp illuminated? Were the brake lights inoperative? Any other info that you think may be useful to our investigation?

03/22/99 MON 14:28 FAX 2486424558

EA ASSOCIATES

5-2-99
BURNETT-EAA
CASE 47

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: GRAND MARQUIS VIN: 2M5CM78W4N Mileage (at inspection):
[REDACTED] © [REDACTED] FOR DET: X
Inspection Date/Location: ORLANDO, FL Vehicle Owner:
[REDACTED]

Incident date: 6-28-98 Approximate mileage at incident: None
* I WILL GET MILE INFO AND FWD.
Inspector Name: DAVID BURNETT EAA WHERE OF 5-3-99
561 575 474

Parts that we would like from vehicle if possible to acquire

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

NO BRAKE PRESSURE SWITCH ON THIS 92 GRAND MARQUIS - SEE PHOTO
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 ?

Photograph of door jam VIN sticker 485 947

Other suspect parts

NOTE: [REDACTED] DID NOT WANT ANY PARTS REMOVED FROM
THEIR CARS AT THIS TIME.

NOTE: NO BRAKE PRESSURE SWITCH ON THIS 92 GRAND MARQUIS?
REV 20-
THE 92 MUST BE DIFFERENT DEPENDING ON OPTIONS. 3-19-99
MY NEIGHBORS 92 G/M ALSO DOES NOT HAVE PRESSURE
SWITCH - BUT DOES HAVE CRUISE CONTROL. ?
I WILL GET EXACT MILES FROM STAFF FARM'S ALAN CONDER
WEEK OF 5-3-99 AND FORWARD INFO TO FICD.

3713 4659

12/98 MON 14:28 FAX 2486424558

EA ASSOCIATES

BURNETT E.A.A.
5-2-99
CASE 47

Vehicle/Customer Information/Incident Info

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

Mileage (at inspection):

Inspection Date/Location:

Vehicle Owner:

Incident date: 6-29-98 Approximate mileage at incident:

Inspector Name: DAVID BURNETT E.A.A.
561 576 4174

Requested Info

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

HOT SPOT IS BELOW BRAKE VACUUM (BOOSTER TO FLOOR) SKIRT AT FIRE WALL

Identify if any underhood relays show evidence of internal overheat

BURNED - SEE PAGE 22
Identify if any fuses or fuse links were blown or show evidence of other damage

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

SEE FUSE DRAWING - BRAKE LOCKMAN? - ALL JAPAN TOOK IN CASE
Identify if there was any damage to wiring in the area where the fire was started (ie chafing, missing insulation)

ALL WIRE INSULATION BURNED - SEE PAGE
Assess whether the air suspension pump shows evidence of internal overheating?

Identify if there were any aftermarket modifications to the vehicle? (specifically car alarm, trailer tow, or remote start) NO TRAILER HITCH - DID NOT SEE ANY ADD ON EQUIPMENT. ELECTRICAL, ETC

If possible, identify if the vehicle was involved in a natural disaster/accident that required significant vehicle: up? If so where was cleanup performed? DO NOT KNOW - NO INFO

If possible, identify vehicle repair history PER STATE FARM (ALAN GUNDEL) NO PRIOR PROBLEMS

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

[REDACTED], REPORTED CAR WAS DRIVEN HOME
AND PARKED IN A CAR PORT ATTACHED TO THEIR HOUSE. NEIGHBORS
Awoke owners several hours later that their car
was on fire.

PER [REDACTED] - NO KNOWLEDGE OF PRIOR PROBLEMS

REV 20
3-11-99

PAGE 2 of 2

03/22/99 MON 14:20 FAX 2486424883

EA ASSOCIATES

5-2-99
Pavement EAA
CMAA V7

Vehicle/Customer Information/Incident Info

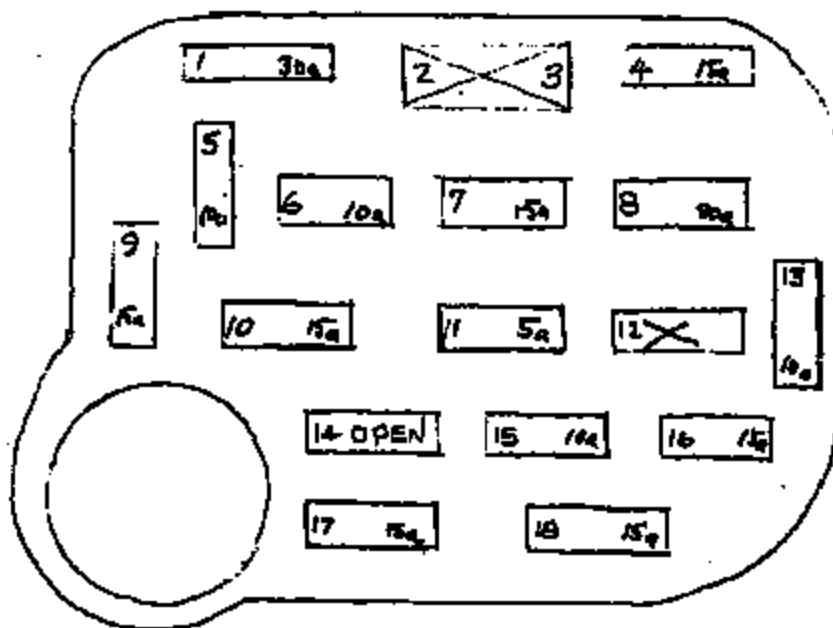
Model Year: 92 Make: GRAND VIN: 2MECMA 78 4 4 AX Mileage (at inspection):
MARQUIS

Inspection Date/Location: ORLANDO, FL,

Vehicle Owner:
[REDACTED]

Incident date: 6-28-99 Approximate mileage at incident

Inspector Name: DAVID BURNETT
561 678 4174



TEL 313 446 7873

P.005

PR. -19' 99 (MON) 15:31

Case #47
NOT
NHTSA1993-95 Town Car/Grand Prix/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 InformationModel/Year 92 Make Grand Prix VIN 2MECM75W4N

Present Vehicle Location: _____ Who owns vehicle now: _____

Customer Name: _____ Phone: _____

Is it ok for engineering to contact customer? NO

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

If so, where was cleanup performed? _____

What is the general repair history of the vehicle? _____

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

Insurance Agency Info. (if applicable)Agency Name: STATE FARM Agency phone number: _____

Claim number: _____

Contact: ALAN CONNER Phone number: _____Incident InfoDate of fire: 6-28-98 Mileage: _____ Was the vehicle repaired? _____

If repaired, when and where? _____

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

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

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

Did customer notice anything unusual prior to fire? _____

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

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

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

Rx 189434

3713 4563

HENRY SECKEL
20949 BOCA RIDGE DRIVE SOUTH
BOCA RATON, FL. 33428
561 488 3760
FAX 561 883 9444

REF: F002A49B

FORD LUXURY / LARGE CAR VEHICLE CENTER
ATTENTION: JOE NEMY
MAIL DROP 1124, CUBE 22M37
20000 ROTUNDA DRIVE, BLDG. 1
DEARBORN, MI 48121

PAGE 1 OF 2

DATE :04-27-99

CASE # 49

VIN: 2FALP71W9R

NAME

MILEAGE: 87204

ATTACHED PLEASE FIND:

1992-95 TOWN CAR/CROWN VIC/ GRAND MARQUIS/UNDER HOOD FIRE QUESTIONNAIRE
28 PHOTOS, 2 SETS OF PRINTS WITH LAST 6 DIGITS OF VIN & NEGATIVE # MARKED ON BACK
PHOTOGRAPHIC NOTES
12 REPAIR ORDERS

ADDENDUM TO FORD UNDER HOOD INVESTIGATION

PRIOR TO THE INSPECTION I MET WITH [REDACTED] FROM THE BROWARD SHERIFF'S [REDACTED] AND INFORMED HIM THAT AFTER THE INVESTIGATION, THE BRAKE PROPORTIONING VALVE AND THE BRAKE PRESSURE SWITCH WOULD BE REPLACED ON THE CAR AT NO COST TO THE SHERIFF'S DEP. PROVIDED THAT HE GIVES PERMISSION TO PERFORM THIS REPAIR TO THE VEHICLE. HE GAVE HIS PERMISSION. THE INSPECTION AND PARTS REPLACEMENT WAS DONE AT FORT LAUDERDALE LINCOLN MERCURY IN FT. LAUDERDALE FL. THE INSPECTION REVEALED THAT THE BRAKE PRESSURE SWITCH AND WIRE TERMINAL WAS COVERED WITH FLUID WHICH STARTED TO WICK UP THE WIRING HARNESS. THE BRAKE MASTER CYLINDER ASSEMBLY AND BRAKE LINES WERE DRY AND NO OTHER UNDER HOOD BRAKE COMPONENT HAD ANY LEAKS. THE MASTER CYLINDER FLUID LEVEL WAS FULL. THE BRAKE PEDAL HAD A GOOD SOLID FEEL AND THE PEDAL DID NOT DROP UNDER STEADY FOOT PRESSURE OF ABOUT 100 LBS. THE POWER BRAKE ASSIST WHEN THE ENGINE WAS STARTED WAS NORMAL. NONE OF THE ENGINE COMPARTMENT WIRING WAS DAMAGED OR HAD ANY SIGN OF OVERHEATING EXCEPT FOR THE WIRING HARNESS TO THE UNDER HOOD LIGHT. SEE PHOTOGRAPHIC NOTES. WIRING TO THE ENGINE COMPARTMENT FUSE BOX ON THE RIGHT FENDER WAS NOT DAMAGED. ALL FUSES WERE OF PROPER SIZE AND NONE WERE BLOWN. MOST OF THE POLICE WIRING PACKAGE WAS CONNECTED TO THIS LOCATION AND NO WIRE DAMAGE WAS OBSERVED. THERE WAS NO OVERHEATING NOTED ON THE SOLENOIDS. THE UNDER DASH FUSE PANEL ALSO HAD THE PROPER SIZE FUSES AND NONE OF THE FUSES WERE BLOWN. ALL THREE STOP LIGHTS IN THE REAR OPERATED NORMALLY. WIRING TO THE RELAY CENTER ON THE LEFT FENDER WAS UNDAMAGED.

PAGE 2 OF 2

THE WIRING HARNESS TO THE EDIS 3 MODULE WAS NOT DAMAGED. THE ABS PUMP CASTING AND HYDRAULIC LINES ARE TIGHT AND DID NOT SHOW ANY SIGN OF LEAKS. IT SHOULD BE NOTED THAT THE ABS MONITOR LIGHT AT THE INSTRUMENT PANEL STAYS LIT WITH KEY ON. THIS IS A COMPLAINT AND THE VEHICLE WAS BROUGHT IN TO REPAIR THIS CONDITION. THE STEERING GEAR HOUSING HAS A SLIGHT FLUID LEAK. PRIOR TO REMOVING THE BRAKE PRESSURE SWITCH AND PROPORTIONING VALVE AS AN ASSEMBLY THE WIRE HARNESS TO THE SWITCH WAS REMOVED. SOME FLUID WAS STARTING TO WICK UP THE HARNESS BUT AFTER CLEANING THE WIRES THERE WAS NO INSULATION DAMAGE OR OVERHEATING CONDITION OBSERVED. THE PROPORTIONING VALVE AND SWITCH WAS REMOVED AS A UNIT AND WAS SHIPPED WITHOUT ANY CLEANING TO THE TESTING LAB. THE SWITCH WAS FOUND TO BE TIGHT IN THE PROPORTIONING VALVE BLOCK. AFTER COMPLETING THE PARTS REPLACEMENT THE POWER TRAIN WAS CHECKED AND THE SYSTEM PASSED AND NO DTC'S WERE OBSERVED. THE DATA MONITOR ALSO INDICATED NO DTC'S.

3713 4565

PHOTOGRAPHIC NOTES
FORD PRODUCT INVESTIGATION REPORT

OWNER [REDACTED] VIN: 2FALP71W9R3 [REDACTED] CONTACT # 49
INSPECTED BY: T. H. BECKEL EAA. PHONE: 561 488 3760 INSPECTION DATE: 04-26-99 & 04-27-99
MILEAGE: 87204

PAGE 1 OF 2

ROLL # 1

NBG # DESCRIPTION

0. _____
1. VEHICLE CERTIFICATION STICKER ON LEFT DOOR PILLAR.
2. BRAKE MASTER CYLINDER WITH FLEX LINES, FLEX FUEL LINES, WITH MULTIPLE HARNESS CONNECTORS UNDER BRAKE CYLINDER. NO WIRE DAMAGE & RELAY CENTER IN RIGHT FORD GROUND
3. LOCATION OF LEAKING BRAKE PRESSURE SWITCH SEE ARROW POINTING TO SWITCH.
4. BRAKE MASTER CYLINDER AND FUEL LINES. NOTE FUEL LINE LOCKS IN PLACE AT FUEL RAILS
5. CLOSE UP OF BRAKE MASTER CYLINDER FILLER CAP AND BELLOWS
6. CLOSE UP OF MASTER CYLINDER FILLER PORT WITH CAP REMOVED
7. BRAKE PRESSURE VALVE SEE ARROW AND HARNESS
8. BROKEN WIRING TRACED TO MISSING UNDER HOOD LIGHT.
9. VIEW OF MASTER CYLINDER, MAIN ENGINE WIRING HARNESS TERMINALS, FUEL LINES AND BRAKE PRESSURE LINES FROM MASTER CYLINDER CASTING. NOTE NO DAMAGE TO ANY ENGINE COMPARTMENT WIRING AND NO BRAKE LINE LEAKS EXCEPT THE PRESSURE SWITCH.
10. FUSE DISTRIBUTION CENTER ON INSIDE OF RIGHT FENDER. MOST OF THE WIRING IS FOR THE POLICE PACKAGE
11. FUSE DISTRIBUTION CENTER. NO BLOWN FUSES AND NO OVERSIZED FUSES.
12. CLOSE UP OF # 11.
13. MASTER CYLINDER AND WIRING AND FUEL LINES WITH LOCKS IN PLACE
14. BRAKE MASTER CYLINDER
15. CLOSE UP OF WIRING UNDER MASTER CYLINDER
16. CLOSE UP OF FUEL LINES.

ROLL # 2

0. _____
- 1A. FLUID COVERED BRAKE PRESSURE SWITCH & HARNESS ARROW POINTING TO SWITCH
- 2A. SAME AS #1A
- 3A. SAME AS #1A
- 4A. RELAY CENTER ON LEFT FENDER. NOTE ALL WIRING HARNESSES TO RELAY CENTER ARE UNDEAMAGED AND SHOW NO SIGN OF OVERHEATING
- 5A. EDIS 8 MODULE WITH UNDEAMAGED WIRING HARNESS
- 6A. CLOSE UP OF WIRING & END TERMINAL TO BRAKE PRESSURE SWITCH. TERMINAL AND WIRING SOAKED WITH FLUID, BUT THERE IS NO INDICATION OF OVERHEATING
- 7A. SAME AS # 6A

PAGE 2 OF 2

- 8A CLOSE UP OF TERMINAL FOR BRAKE PRESSURE SWITCH
- 9A PRESSURE SWITCH AND PROPORTIONING VALVE AS MOUNTED IN VEHICLE
- 10A PRESSURE SWITCH AND PROPORTIONING VALVE WITH PARTS REMOVED FROM CAR
- 11A SIDE VIEW OF # 10A
- 12A CLOSE UP OF BRAKE PRESSURE SWITCH

PHOTOGRAPHIC NOTES
FORD PRODUCT INVESTIGATION REPORT

OWNER: [REDACTED] VIN: 7FALP71W9R2 [REDACTED] CONTACT # 49
INSPECTED BY: H. SECKEL EAA. PHONE: 561 488 3760 INSPECTION DATE: 04-26-99 & 04-27-99
MILEAGE: 87204

PAGE 1 OF 2

ROLL # 1

NEG # DESCRIPTION

0. _____
1. VEHICLE CERTIFICATION STICKER ON LEFT DOOR PILLAR.
2. BRAKE MASTER CYLINDER WITH FLEX LINES, FLEX FUEL LINES, WITH MULTIPLE HARNESS CONNECTORS UNDER BRAKE CYLINDER. NO WIRE DAMAGE & RELAY CENTER IN RIGHT FORD GROUND
3. LOCATION OF LEAKING BRAKE PRESSURE SWITCH SEE ARROW POINTING TO SWITCH
4. BRAKE MASTER CYLINDER AND FUEL LINES. NOTE FUEL LINE LOCKS IN PLACE AT FUEL RAILS
5. CLOSE UP OF BRAKE MASTER CYLINDER FILLER CAP AND BELLOWS
6. CLOSE UP OF MASTER CYLINDER FILLER PORT WITH CAP REMOVED
7. BRAKE PRESSURE VALVE SEE ARROW AND HARNESS
8. BROKEN WIRING TRACED TO MISSING UNDER HOOD LIGHT.
9. VIEW OF MASTER CYLINDER, MAIN ENGINE WIRING HARNESS TERMINALS, FUEL LINES AND BRAKE PRESSURE LINES FROM MASTER CYLINDER CASTING. NOTE NO DAMAGE TO ANY ENGINE COMPARTMENT WIRING AND NO BRAKE LINE LEAKS EXCEPT THE PRESSURE SWITCH
10. FUSE DISTRIBUTION CENTER ON INSIDE OF RIGHT FENDER. MOST OF THE WIRING IS FOR THE POLICE PACKAGE
11. FUSE DISTRIBUTION CENTER. NO BLOWN FUSES AND NO OVERSIZED FUSES.
12. CLOSE UP OF # 11.
13. MASTER CYLINDER AND WIRING AND FUEL LINES WITH LOCKS IN PLACE
14. BRAKE MASTER CYLINDER
15. CLOSE UP OF WIRING UNDER MASTER CYLINDER
16. CLOSE UP OF FUEL LINES

ROLL # 2

0. _____
- 1A. FLUID COVERED BRAKE PRESSURE SWITCH & HARNESS ARROW POINTING TO SWITCH
- 2A. SAME AS # 1A
- 3A. SAME AS # 1A
- 4A. RELAY CENTER ON LEFT FENDER. NOTE ALL WIRING HARNESSES TO RELAY CENTER ARE UNDAMAGED AND SHOW NO SIGN OF OVERHEATING
- 5A. ECM & MODULE WITH UNDAMAGED WIRING HARNESS
- 6A. CLOSE UP OF WIRING & END TERMINAL TO BRAKE PRESSURE SWITCH. TERMINAL AND WIRING SOAKED WITH FLUID, BUT THERE IS NO INDICATION OF OVERHEATING
- 7A. SAME AS # 6A

PAGE 2 OF 2

- 8A CLOSE UP OF TERMINAL FOR BRAKE PRESSURE SWITCH
- 9A PRESSURE SWITCH AND PROPORTIONING VALVE AS MOUNTED IN VEHICLE
- 10A PRESSURE SWITCH AND PROPORTIONING VALVE WITH PARTS REMOVED FROM CAR
- 11A SIDE VIEW OF # 10A
- 12A CLOSE UP OF BRAKE PRESSURE SWITCH

APR -23 99(FRI) 14:30

EA ASSOCIATES

TEL: 313 446 7873

0002
F 002

Case # 49 X

(2)

1993-94 Ford Crown Victoria/ Mercury Under Hood Fire Questionnaire

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

Vehicle/Owner Information

Model/Year: 94 Make: CROWN VIN: 2FALP7IN9R3
Present Vehicle Location: PT Landerdale, PA Who owns vehicle now: [REDACTED]

Customer Name: [REDACTED] Phone: [REDACTED]

Is it OK for engineering to contact customer: OK

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

If so, where was cleanup performed? N/A

What is the general repair history of the vehicle? moderate problems - nothing electrical related

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

Insurance Agency Info. (if applicable)

Agency Name: [REDACTED] Agency phone number: [REDACTED]

Claim Number: [REDACTED]

Contact: [REDACTED] Phone number: [REDACTED]

Incident Info

Date of fire: N/A Mileage: 97,202 Was the vehicle repaired? IN THE PROCESS

If repaired, when and where? [REDACTED]

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

Was the vehicle parked or running? PARKED If parked, where? (garage, carport, parking lot) SIG DEPT BAY 11224

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

Did someone notice anything unusual prior to fire? [REDACTED]

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

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

Any other info that you think may be useful to our investigation? [REDACTED]

* Excessive brake fluid - Vehicle had not caught on fire
Brake Switch was SATURATED
with leaking brake fluid

04/23/99 FRI 15:30 (TX/RX NO 0040) 2002

3713 4570

1 0 3 0 3

ACCOUNTING

PAGE 1

PORT LAUDERDALE, FLORIDA 33055
775-8000
SERVICE 775-8061
PHONE OF PREVIOUS CUSTOMER CARE
P & A CODE 11927-8 104-12888

SERVICE ADVISOR: 1028 FRANCES REGNO

DATE	TIME	DATE	TIME	DATE	TIME
03-15-96	16:20	03-18-96	08:13	03-18-96	08:42
09:35	18MAR96				

DATE	TIME	DATE	TIME	DATE	TIME
03-15-96	16:20	03-18-96	08:13	03-18-96	08:42
09:35	18MAR96				

95825C RETORQUE BOLTS-SET FT WHEEL
ALIGNMENT-INSPECT 95825
6453 WR94 1.43 2.00 3600 11016 110.16 110.16

ADMIN ADMIN
99 WR94 0.00 0.10 0 551 5.51 9.51

PC: PARTS: COUNT:
CLAIM TYPE: 95825
AUTH CODE:
6453

VERSION 1 (IMP# 6453, 18MAR96 08:14): 22784 PERFORM RECALL 95825C
INSPECT BOTH SIDES AND RESET PRT ALIGN TECH 6453

DATE START FINISH DURATION TYPE TECH LINE(S) CHG
03-15-96 16:20 17:17 0.95 W 6453 A
03-18-96 08:13 08:42 0.48 W 6453 A

ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL
57200 11567 3600 11400 11567 *****

COST, SALE, & COMP TOTALS 3600 11567 0

CLAIM TYPE: 95825
DATE: 03-15-96
TIME: 16:20

DATE: 03-18-96
TIME: 08:13

DATE: 03-18-96
TIME: 08:42

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DATE: 03-18-96
TIME: 08:42

FORT LAUDERDALE-LINCOLN-MERCURY, INC.
12 EAST SUNRISE BLVD.
FORT LAUDERDALE, FLORIDA 33304
(854) 778-2000
SERVICE 778-2081
"HOME OF PREMIER CUSTOMER CARE"
F & A CODE 11622-G MV-18558

FX189434

118314

ACCOUNTING

PAGE 1

FORT LAUD FL
HOME:

HUB:

SERVICE ADVISOR: 4497 A'LISSA PERCUTINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAX
WHITE	94	FORD CROWN VICTORIA	2FALP71W9R		32446/32446	76305
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PLAT RATE	PAYMENT
27JUN94	08JUN94		08:12 29OCT96			CASH
DATE IN	DATE OUT	OPTIONS	DLR: NED HSG: 418IR00A TRN: 4SPD OD AXL: 4	1) ESP EXTRA ODED	2) EXP6-27-00 OR	3) 100000 MILES
12:42 28OCT96	11:49 29OCT96	RECALLS OPEN				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	H42CST	SAYS	VEHICLE	RIDES	BOUNCY	SAYS	FT	SHOCKS	POSS	LEAKING	ADVISE

CAUSE: 32446 BOUNCY RIDE 08 TEST DRIVE FT END BOUNCES AND NOISY NEEB
TO REPLACE RT FT SHOCK TREAT DRIVE JH

18124A SHOCK ABSORBER-FRONT (18124) REPLACE ONE
3694 N94 0.39 0.50 925 2848 28.48 28.48

1 FSAE*18124*C SHK ABS
ASY-FRT 2662 3727 0 50.23 37.27 37.27

FC: H42 OB
PART#: FSAE*18124*C

COUNT: 2662 3727 TRACTS

CLAIM TYPE:
AUTH CODE: 3694 925 2848 LABOR

VERSION 1 (EMP: 3694, 29OCT96 09:06): 32446 BOUNCY RIDE 08 TEST DRIVE FT
END BOUNCES AND NOISY NEEB TO REPLACE RT FT SHOCK TREAT DRIVE

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-29-96	08:08	08:31	0.39	W	3694	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57200	2848	925		54600	3727	2662	
11400	6575	*****					

COST, SALE, & COMP TOTALS 3587 6575 0

NAME	DATE	TIME	DESCRIPTION	TOTALS
			LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUNLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LIFE	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

WARRANTY INFORMATION ON BACK

PARTS AND SERVICE HOURS
7:30 A.M. - 6:30 P.M. MON. THRU FRI.

The one advantage we compete for and
another is the quality of its people.

3719 4873

FORT LAUDERDALE LINCOLN-MERCURY, INC.

12 EAST BURNING BLVD.
FORT LAUDERDALE, FLORIDA 33304
DIAL 778-2000
SERVICE 778-2061
"HOME OF PREMIER CUSTOMER CARE"
F.R.A. CODE 11827-8 MV-13858

RKL89434

118315

ACCOUNTING

PAGE 1

FORT LAUD FL
HOME:

SUB:

SERVICE ADVISOR: 4497 A'LISSA DECARATO

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	RELEASE IN/OUT	YEAR
WHITE	94	FORD	CROWN VICTORIA	2FALF71K9E		32446/32446	5305A
DEL. DATE	PROD. DATE	WARR. EXP.	PROCESSED	PD NO.	PLAT RATE	PAYMENT	INV. DATE
27JUN94	09JUN94		11:48	29OCT96		CASH	13JAN97

DATE: 12:42 28OCT96 08:46 13JAN97
RECALLS OPEN
OPTIONS: DLR: MED ENG: 418TRODA TRV: 48PD OD AKL: 4
1) MSP EXTRA ODED 2) EXP6-27-00 OR 3) 100000 MILES

LINE OPCODE TECH TYPE A/HRS B/HRS COST SALE COMP LIST NET TOTAL

1 OIL COOLER LINES

CAUSE: 32446 RECALL PERFORMED RECALL 96B86 OPS A C D JH

RECALL: 3486 W94 1.57 0.20 380 1139 11.39 11.39

COOLER ASY 12143 17000 0 202.38 170.00 170.00

1.12VWJ8+OSE OIL ENGINE 163 228 0 2.60 2.28 2.28

1.12VWJ8+OSE OIL FLUID-COOLANT 525 735 0 12.95 7.35 7.35

B86C REPLACE OIL COOLER ASSEMBLY 3486 W94 0.00 0.70 1330 3987 39.87 39.87

B86C CIP FOR NEW NOISE-CK COOL STE AND ENG OIL COND 3486 W94 0.00 0.30 570 1709 17.09 17.09

PC: PARTS: COUNT: 12831 17963 TPARTS

CLAIM TYPE: 96B86

WITH CODE: 3486 2280 6835 TLABOR

VERSION: 1 (MSP) 3486, 13JAN97 08:32: 32446 RECALL PERFORMED RECALL

96B86 OPS A C D

DATE START FINISH DURATION TYPE TECH LINE(S) CHG

01-13-96 16:15 16:55 0.62 W 3486 A

01-13-97 07:49 08:43 0.90 W 3486 A

ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL

57200 6835 2280 54300 17963 12831

11400 24790 *****

COST, SALE, & COMP TOTALS 15111 24798 0

LABOR AMOUNT 0.00

PARTS AMOUNT 0.00

SAS, OIL, LUBE 0.00

SMILET AMOUNT 0.00

MISC. CHARGES 0.00

TOTAL CHARGES 0.00

LESS 0.00

SALES TAX 0.00

CLEAR PAY THIS AMOUNT 0.00

WARRANTY INFORMATION ON BACK

PARTS AND SERVICE HOURS 7:00 A.M. - 5:00 P.M. MON. THRU FRI.

The one advantage one company has over another is the quality of its people.

3713 4574

12 EAST CHASSIS BLVD
 LAUREL, MISSISSIPPI 39024
 TEL: 601-778-2000
 SERVICE: 778-2041
 HOURS OF PROPER CUSTOMER CARE
 P.O. BOX 11872-01, MS 39099

SERVICE ADVISOR: 4497 A/LINSA REGRADATE

DATE: 03JUN97 TIME: 11:24 06MAR97 CASH 05MAR97

DATE OUT: 03JUN97

DATE IN: 05MAR97

OPTIONS: DLR: MED HNG: 4181000A TRN: 48FD OD AXL: 4
 1) BHP EXTRA (DED) 2) EXP6-27-00 CR 3) 100000 MILES
 RECALLS OPEN

LINE	OPCODE	TECH	TYPE	A/HRS	B/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	12650D55			1.15	0.40	760	2278			22.78	22.78
2	12650D55			0.00	0.50	950	2848			28.48	28.48
3	12650D55			0.00	0.30	570	1709			17.09	17.09

3486WB074 1.15 0.40 760 2278
 6237 8732 0 152.12 87.32 87.32
 12650D55 IGNITION SYSTEM-DIAG
 3486WB074 0.00 0.50 950 2848
 12650D55 SPARK PLUG WIRES-REMOVE AND INSTALL OR
 REPLACE
 3486WB074 0.00 0.30 570 1709
 17.09 17.09

PCN: D18 XL
 PART#: 96PZ+12259*KC
 COMPT: 6237 8732 TPARTS
 CLAIM TYPE: 807
 NUPC CODE: 2
 3486 2280 6835 TLABOR
 VERSION 1 (IMP# 3486, 05MAR97 16:52): 37137 XI NGS HOOK UP EEC TEST KOBO
 111 10 111 KOER 111 SCOPE TEST AND IGNITION SYSTEM DIAGNOSIS AND
 REPLACED ALL SPARK PLUG WIRES FOUND SHORTED TO GROUND AND ROAD TEST
 VERSION 2 (IMP# 9880, 05MAR97 16:59): 37137 XI NGS HOOK UP EEC TEST KOBO
 111 10 111 KOER 111 SCOPE TEST AND IGNITION SYSTEM DIAGNOSIS AND
 REPLACED ALL SPARK PLUG WIRES FOUND SHORTED TO GROUND AND ROAD TEST JH

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHK
03-05-97	15:47	16:56	1.15	W	3486	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57200	6835	2280		54600	8732	6237	
11400	15567	*****					

COST, SALE, & COMP TOTALS 8517 15567 0

FORM 1-77 APPROVED FOR USE BY THE FEDERAL BUREAU OF INVESTIGATION FBI/DOJ			FBI/DOJ	
NAME			NAME	
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WARRANTY INFORMATION ON BACK
 PARTS AND SERVICE HOURS
 7:30 A.M. - 6:00 P.M. MON. THRU FRI.
 The one advantage one company has over another is the quality of its people.

3713 4575

FORT LAUDERDALE LINCOLN-MERCURY, INC.
 12 EAST SUNRISE BLVD.
 FORT LAUDERDALE, FLORIDA 33304
 (954) 778-2000
 SERVICE 778-2061
 "HOME OF PREMIER CUSTOMER CARE"
 P & A CODE 11027-0 REV-12868

RX189434

131540

ACCOUNTING

PAGE 1

FORT LAUDERDALE FL
 HOME:

BUS:

SERVICE ADVISOR: 4497 A'LISSA PECORARO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	YAS
WHITE	94	FORD CROWN VICTORIA	2FALE71N9R		40264/40264	17042
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PLAT RATE	PAYMENT
27JUN94	09JUN94		14:49 19MAY97			CASH
DATE IN	DATE OUT	DATE	DATE	DATE	DATE	DATE
15:30 16MAY97	08:04 19MAY97					

OPTIONS: DLZ:MSD ENG:4181200A TRN:4SPD CD AXI:4
 1)ESP EXTRA CODED 2)EXP6-27-00 OR 3)100000 MILES
 RECALLS OPEN

LINE OPCODE TECH TYPE A/HRS B/HRS COST SALE COME LIST NET TOTAL

A HOOD LATCH 92-97 CROWN VIC POLICE PACKAGE

CAUSE: 40264 REFORMED RECALL REPLACE STRIKER PLATE

97863C HOOD LATCH 92-97 CROWN VIC POLICE PACKAGE

5263 WR94 0.61 0.60 1140 3417

1 76A2*16K689*AA 978 1369 0 13.69 13.69 13.69

ADMIN ADMIN 99 WR94 0.00 0.10 0 570 5.70 5.70

FC: PARTS: COUNT: 978 1369 TPARTS 5/10 PL A 53.56

CLAIM TYPE: 97863

AUTH CODE:

5263 1140 3987 TLABOR 6 158.43

VERSION 1 (EMP: 5263, 19MAY97 07:56): 40264 REFORMED RECALL REPLACE

STRIKER PLATE

B H19COST SAYS ABS LITE STAYS ON VEH WILL NOT ENGAGE INTO ABS MODE

SENSE L/F WHEEL INTERMITTENT LOCKING UP ADVISE WSPD EXTRACARE

ZERO DEDUCT

CAUSE: 40264 28 ABS DIAGNOSIS PINPOINT TEST FOUND RIGHT FRONT WHEEL

SPEED SENSOR OPEN AND PUMP MOTOR RELAY INTERMIT OPEN REPLACE

ROAD TEST

2219D ANTI-LOCK BRAKE SYSTEM - DIAGNOSIS

8731WESP4 0.97 0.80 1520 4556 45.56 45.56

1 FOVY*2C204*A SENSOR

ASY-FRT BRAKE 2704 3786 0 57.53 37.86 37.86

1 FLDZ*2C013*A RELAY ASY

-BRK ANTI- 2103 2944 0 35.05 29.44 29.44

2219D13 ABS PINPOINT TEST

8731WESP4 0.08 0.30 570 1709 17.09 17.09

2219D2 SENSOR ASSY.-FRONT (2C184/2C204)-REPLACE,

ONE

8731WESP4 0.00 0.30 570 1709 17.09 17.09

2219D12 MODULE CONTROL RELAY-ANTI SKID

(2C222/2C013)-REPLACE

8731WESP4 0.00 0.20 380 1139 11.39 11.39

FC: H19 28

WARRANTY INFORMATION ON BACK

PARTS AND SERVICE HOURS
 7:30 A.M. - 5:30 P.M. MON, THRU FRI.

The one advantage one company has over
 another is the quality of its people.

3713 4578

RX189434

1 5 2 1 3 3

FORT LAUDERDALE LINCOLN-MERCURY, INC.

12 EAST SUNRISE BLVD.
FORT LAUDERDALE, FLORIDA 33304
(854) 778-2000
SERVICE 778-2081
"HOME OF PREMIER CUSTOMER CARE"
P & A CODE 11027-0 NOV-1988

ACCOUNTING

DUPLICATE 1
PAGE 1

FORT LAUD FL
HOME:

BOB:

SERVICE ADVISOR: 9734 ROBERT DAVIS

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	REGISTRATION OUT	YEAR
WHITE	94	FORD CROWN VICTORIA	2FALE71N8R		50126/50126	75460
DEL DATE	FROM DATE	YEAR	EXP	REG DATE	PAYMENT	RV DATE
27JUN94	09JUN94		10:48 30MAR98		CASH	30MAR98
DATE	DATE	DATE	DATE	DATE	DATE	DATE

RX189434

1 5 3 4 6 8

ACCOUNTING

FORT LAUDERDALE LINCOLN-MERCURY, INC.

12 EAST SUMMIT BLVD.
FORT LAUDERDALE, FLORIDA 33304
FWS41 778-2000
SERVICE 778-2081
"HOME OF FRESH CUSTOMER CARE"
F & A CODE 11827-0 MV-13896

FORT LAID FL
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 4497 A'LISHA PROCTORINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	Y281	
WHITE	94	FORD CROWN VICTORIA	2ZALE71W9E		52426/52426	77587	
DEL DATE	MOD DATE	WARR EXP.	PROCESSED	PC NO.	PLAT RATE	PAYMENT	INV. DATE
27/JUN94	09/JUN94		17:00 16APR98			CHK-8	17APR98

DATE IN	DATE OUT	OPTION: DLR:NED ENG:4181R00A TRN:48PD OD AXL:4									
		1) RSP EXTRA ODED 2) RXP6-27-00 OR 3) 100000 MILES									
11:54 16APR98	10:52 17APR98	RECALLS OPEN									
LINE	OPCODE	TECH	TYPE	A/HRS	B/HRS	COST	SALE	COMP	LIST	NET	TOTAL

N. RECHUCK 5839

NC JH

8731 C 1.17 0.00 0.00 0.00 0.00 0.00

VERSION 1 (RSP# 8731, 16APR98 16:08): 52426 N/C SEE LINE C

REPLACE TRANSMISSION MOUNT BROKEN REPLACE TRANSMISSION MOUNT

DEDUCT

CHARGE 52426 01 ROAD TEST FOUND TRANS MOUNT BROKEN REPLACE TRANSMISSION MOUNT

6068 INSULATOR-ENGINE REAR SUPPORT

(6068) - REPLACE, 4-GL HPI

8731 WSP# 0.00 0.50 1000 29.42 29.42

1 P2AS*6068*B YRS & RHT 2305 3227 36 32.27 32.27

PC: N12 01

PARTS: P2AS*6068*B

COUNT: 2305 3227

CLAIM TYPE: RSP

AUTH CODE:

8731

VERSION 1 (RSP# 8731, 17APR98 10:22): 52426 01 ROAD TEST FOUND TRANS

MOUNT BROKEN REPLACE TRANSMISSION MOUNT

C** REPLACE LEAKING TRANS ORING ON DIPSTICK INCLUDES DIAGNOSIS FLAB

MISC REPLACE TRANS DIPSTICK ORING JH

8731 C 0.00 0.50 1000 31.00 31.00

1 XT*2*ODX FLUID-AUTO

TRANS 1QT "MERCON" 117 129 0 1.29 1.29 1.29

VERSION 1 (RSP# 8731, 16APR98 16:08): 52426 .5 REPLAC NTRANS DIPSTICK

ORING

PO#63195 OKED GLASS BEO

11:00AM 4-17-98

DATE START FINISH DURATION TYPE TECH LINE(S) CHG

04-16-98 14:56 15:06 1.17 W 8731 A

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

BURLET AMOUNT

MISC CHARGES

TOTAL CHARGES

LESS

SALES TAX

PLEASE PAY THIS AMOUNT

WARRANTY INFORMATION ON BACK

PARTS AND SERVICE HOURS

7:00 A.M. - 6:00 P.M. MON. THRU FRI.

8:00 A.M. - 6:00 P.M. SATURDAY - 8:00 A.M. - 6:00 P.M. SUNDAY

The one advantage our company has over another is the quality of its people.

3713 4578

RX189434

159000

ACCOUNTING

FORT LAUDERDALE LINCOLN-MERCURY, INC.

12101 SUNRISE BLVD.
FORT LAUDERDALE, FLORIDA 33304
(954) 778-2000
SERVICE 778-2081
"HOME OF PRIMER CUSTOMER CARE"
P & A CODE 11623-D REV-12888

FORT LAUD FL
HOME:

BDE:

PAGE 1

SERVICE ADVISOR: 4497-A LISA PEDRAINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAX						
WHITE	94	FORD CROWN VICTORIA	2FALE71W9RT		62040/62040	T3346						
DEL. DATE	PROG. DATE	WARR. EXP.	PROMISED	FO NO.	PLAT RATE	PAYMENT	REV. DATE					
27JUN94	09JUN94		08:00 23JUL98			CHG-S	09JUL98					
DATE IN		DATE OUT		OPTIONS: DELIMED ENG:418TR00A TRN:4HPD OD AXL:4								
08:00 09JUL98		15:05 09JUL98		1)RSP EXTRA ODED 2)EKP6-27-00 OR 3)100000 MILES								
LINE		ORDIN	TECH	TYPE	A/HRS	B/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A C02 WESP EXTRACARE ZERO DEDUCT COST SAYS AC BLOWS WARM AIR ADVISE												
NC JH												

1084 C 0.45 0.00 0.00 0.00 0.00 0.00
VERSION 1 (ENR 1084, 09JUL98 11:36): 62040 NC PRESS TEST 260 27 TEMP
VENTS 428/LEAK TEST NO. 1 BAK FOUND AIR VOLUME FROM VENTS LOW SUSPECTED
EVAPORATOR CORN PARTIAL RESTRICTED BY ROAD DIRT WARM AIR RELATED TO
EVAPORATING LINE B
B H23 WESP EXTRACARE ZERO DEDUCT COST SAYS VEH HAS POSS COOLANT LEAK
ADVISE

CK CHECK OUT CHARGE
4150 C 1.00 1.00 2000 46.00 46.00
VERSION 1 (ENR 4150, 09JUL98 14:35): 62040 1.0HR CHECK OUT TIME ONLY

ABSOLUT
C WESP TOW IN TOUCH OF CLASS TOWING
TOW TOW

99 0.00 0.00 0.00 0.00 0.00
4500 4500 45.00 45.00

PO066308 OKEY DAVID BORN 2:30PM 7-9-98

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-09-98	11:09	11:36	0.86	N	1084		
	11:43	12:35	0.86	N	4150		
	13:56	14:58	1.04	N	4150		

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57000	4600	2000		57500	4500	4500	
11200	9100	*****	240020				

COST, SALE, & COMP TOTALS 6500 9100 0

COST, SALE, & COMP TOTALS			6500 9100 0																					
DATE	TIME	TECH	LINE(S)	CHG																				
07-09-98	11:09	11:36	N 1084																					
	11:43	12:35	N 4150																					
	13:56	14:58	N 4150																					
<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr> <td>LABOR AMOUNT</td> <td>46.00</td> </tr> <tr> <td>PARTS AMOUNT</td> <td>0.00</td> </tr> <tr> <td>SAL. OIL, LUBE</td> <td>0.00</td> </tr> <tr> <td>SURLET AMOUNT</td> <td>45.00</td> </tr> <tr> <td>WASH. CHARGES</td> <td>0.00</td> </tr> <tr> <td>TOTAL CHARGES</td> <td>91.00</td> </tr> <tr> <td>LESS</td> <td>0.00</td> </tr> <tr> <td>SALES TAX</td> <td>0.00</td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT</td> <td>91.00</td> </tr> </tbody> </table>					DESCRIPTION	TOTALS	LABOR AMOUNT	46.00	PARTS AMOUNT	0.00	SAL. OIL, LUBE	0.00	SURLET AMOUNT	45.00	WASH. CHARGES	0.00	TOTAL CHARGES	91.00	LESS	0.00	SALES TAX	0.00	PLEASE PAY THIS AMOUNT	91.00
DESCRIPTION	TOTALS																							
LABOR AMOUNT	46.00																							
PARTS AMOUNT	0.00																							
SAL. OIL, LUBE	0.00																							
SURLET AMOUNT	45.00																							
WASH. CHARGES	0.00																							
TOTAL CHARGES	91.00																							
LESS	0.00																							
SALES TAX	0.00																							
PLEASE PAY THIS AMOUNT	91.00																							

WARRANTY COPY

PARTS AND SERVICE HOURS
7:00 A.M. - 5:00 P.M. MON. THRU FRI.
8:00 A.M. - 5:00 P.M. SATURDAY - 8:00 A.M. - 3:00 P.M. SUNDAY

The one advantage one company has over another is the quality of its people.

3713 4579

RX189434

159323

ACCOUNTING

FORT LAUDERDALE LINCOLN-MERCURY, INC.

12 EAST SUNRISE BLVD.
FORT LAUDERDALE, FLORIDA 33304
(954) 779-2000
SERVICE 779-2081
"HOME OF PREMIER CUSTOMER CARE"
F.R.A. CODE 11627-0 MV-1988

FORT LAUD FL
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 4497 A'LISSA PECORARO

SERVICE ADVISOR: 1997 FORD CROWN VICTORIA									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT		TAX
WHITE	94	FORD CROWN VICTORIA		2FALE71W9E1			62840/62840		T3375
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PD NO.	PLAT RATE	PAYMENT	INV. DATE	
27 JUN 94	09 JUN 94		08:00 28 JUL 98				CASH	14 JUL 98	
DATE IN DATE OUT OPTIONS: DLR:MSD ENG:418IR00A TRN:4SPD OD AKL:4									

DATE IN	DATE OUT	OPTIONS	RECALLS OPEN
10:18 14 JUL 98	12:03 14 JUL 98	DLR:MSD ENG:418IR00A TRN:4SPD CD AXL:4	
		1) ESP EXTRA ODED 2) EXP6-27-00 OR 3) 100000 MILES	

LINE	OR CODE	TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
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A D02 WESP EXTRACARE ZERO DEDUCT CUST SAYS VEH NO CRANK NO START POSS
STARTER CONCERN ADVISE
CAUSE: 62840 42 CHARGE BATTERY TEST STARTER CIRCUIT REMOVE STARTER TO
BENCH TEST REPLACE STARTER RETEST OK JH

11000A	STARTER CIRCUIT-CHECK									
	7156WESP4	0.80	0.30	600	1799	1799			17.99	17.99

1	F2VY*11002*AX			9900	13860	0	147.80	138.60	138.60	
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11002A STARTER MOTOR (11002)-REMOVE AND INSTALL
OR REPLACE, 4.6L EFI

	7156WESP4	0.00	0.60	1200	3597				35.97	35.97
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PC: D02 42

PARTS: F2VY*11002*AX

COUNT: 9900 13860 TPARTS

CLAIM TYPE: ESP

AUTH CODE: 1800 5396 TLABOR

7156

SUBL TOW 4500 4500 45.00 45.00

VERSION 1 (WESP 7156, 14 JUL 98 11:54): 62840 42 CHARGE BATTERY TEST

STARTER CIRCUIT REMOVE STARTER TO BENCH TEST REPLACE STARTER RETEST OK

B WESP TOW IN TOUCH OF CLASS TOWING

NC SEN SUBLET LINE A JH

99	C	0.00	0.00	0	0	0.00	0.00
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DATE	START	FINISH	DURATION	TYPE	TECH	LINE	CHG
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07-14-98	11:06	11:54	0.80	W	7156	A	
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ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
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57150	5396	1800		54500	13860	9900	
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57500	4500	4500		57000	0	0	
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11400	23756	*****		10100	0	*****	
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WARRANTY INFORMATION ON BACK

PARTS AND SERVICE HOURS
7:00 A.M. - 6:30 P.M. MON. THRU FRI.
8:00 A.M. - 6:00 P.M. SATURDAY - 9:00 A.M. - 5:00 P.M. SUNDAY

The size of the company and the quality of its people

3713 4580

RXL89434

163159

ACCOUNTING

FORT LAUDERDALE LINCOLN-MERCURY, INC.
12 EAST SUNRISE BLVD.
FORT LAUDERDALE, FLORIDA 33304
RECALL 778-2000
SERVICE 778-2061
"HOME OF PRIMER CUSTOMER CARE"
P & A CODE 11427-0 INV-13688

FORT LAUD FL
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 4497 A'LISSA PECORATINO

COLOR	YEAR	MAKE/MODEL	VIN	LICEN	MILEAGE IN/OUT	TAG
WHITE	94	FORD CROWN VICTORIA	2FALE71W9E		70121/70121	T9198
DEL DATE	PROD. DATE	WARR. EXP.	PROGABED	PG NO.	PLAT RATE	PAYMENT
27JUN94	09JUN94		08:00 24SEP98	E511T		CASH
DATE IN	DATE OUT	OPTIONS	DLR:NEC ENG:4181R00A TRN:48PD OD AXL:4			
09:42 10SEP98	17:19 10SEP98	RECALLS OPEN	1)ESP EXTRA ODED 2)EXP6-27-00 OR 3)100000 MILES			

LINE	OPCODE	TECH TYPE	A/HRS	S/HRS	COST	SALE COMP	LIST	NET	TOTAL
A	L86	WESP EXTRACARE	ZERO	DEDUCT	CUST SAYS REAR AXLE SEALS ARE LEAKING				

ADVISE
CAUSE: 70121 DS NEC TO REPLACE BOTH REAR AXLE SEALS BEARINGS AND NEC TO
REPLACE BOTH REAR AXLES ROAD TEST DING DING L; RAK AT DIFF R&R

BOTH REAR
4234AT SHAFT ASSEMBLY - AXLE (4234/4235) - REPLACE,
BOTH

7038WESP4	3.76	1.50	3000	8993			89.93	89.93
2 F2AZ*4234*E SHAFT ASY			24934	34908	0	207.78	174.54	349.08
RR AX								
2 ESSE*1225*A BEARING ASY			3100	4340	0	25.83	21.70	43.40
RR WHL			268	376		2.43	1.88	3.76
2 F67E*1177*AE SEAL								
1 F7AZ*19554*EA ADHESIVE			965	3351	0	14.00	13.51	13.51

AND SEALER

FC: L68 D8

PARTS: F2AZ*4234*E

COUNT:

CLAIM TYPE: BSP

AUTH CODE:

7038

SUBJ: TOW

VERSION 1 (EMP# 7038, 10SEP98 16:58): 70121 DS NEC TO REPLACE BOTH REAR
AXLE SEALS BEARINGS AND NEC TO REPLACE BOTH REAR AXLES ROAD TEST DING
DING L; RAK AT DIFF R&R BOTH REAR WHEEL HUB CAPS TO R&R WHEELS R7R DIFF
COVER TO REMOVE AXLES R&R AXLE SEALS BEARINGS NEC TO CLEAN HOUSING
INTERNALLY FOR METAL DEBRIS REPLACE AXLES SEALS AND BEARINGS ROAD TEST
AGAIN AFTER REPAIRS

B WESP TOW IN TOUCH OF VCLASS TOWING

NC SEE LINE A

99	C	0.00	0.00	0	0	0.00	0.00
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BSP AUTH# 8511T INCLUDES TOW

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAL. OIL, LUBE	
SALEST AMOUNT	
REG. CHARGES	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARRANTY INFORMATION ON BACK

PARTS AND SERVICE HOURS
7:30 A.M. - 6:30 P.M. MON. THRU FRI.
8:00 A.M. - 6:00 P.M. SATURDAY - 8:00 A.M. - 5:00 P.M. SUNDAY

The one advantage one company has over
another is the quality of its people.

3713 4681

RX189434

176333

FORT LAUDERDALE LINCOLN-MERCURY, INC.
12 EAST SUNRISE BLVD.
FORT LAUDERDALE, FLORIDA 33304
(864) 779-2000
SERVICE 779-2081
"HOME OF PREMIER CUSTOMER CARE"
P & A CODE 11827-8 MV-15889

ACCOUNTING

PAGE 1

FORT LAUD, FL
HOME:

BUS:

SERVICE ADVISOR: 4497 A. LISA PECORARO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	YAC
WHITE	1994	FORD CROWN VICTORIA	2FALP71W9R		84545/84545	T5443
DEL DATE	PROD DATE	WARR EXP	FROM/END	PO NO.	PLAT RATE	PAYMENT
27JUN1994	09JUN94		13:36 19MAR99			CASH
						19MAR1999

DATE IN DATE OUT OPTIONS: DEL: NSD BSK: 418TR00A TRN: 4SPD ON AXI: 4
1) ESP EXTRA ODED 2) EXP6-27-00 OR 3) 100000 MILES

09:46 19MAR99 11:53 19MAR99 RECALLS OPEN

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A1907WESP EXTRACARE ZERO DEDUCT CUST SAYS RT FT WINDOW INOP ADVISE

CAUSE: 84545 DOES NOT OPERATE PROPERLY 42 DIAGNOSTIC R R WINDOW MOTOR

RETEST JH

23394A DRIVE ASSEMBLY-DOOR WINDOW REGULATOR

ELECTRIC (23394/23395)-REPLACE, ONE

1084WESP4 0.70 0.70 1400 4197

1 P2VY+5423395+BX 6600 9240 0 98.60 41.97 41.97

PC: 307 42

PARTS: P2VY+5423395+BX

COUNT: 6600 9240 TPARTS

CLAIM TYPE: ESP

AUTH CODE:

1084 1400 4197 TLABOR

VERSION 1 (EMP# 1084, 19MAR99 11:16): 84545 DOES NOT OPERATE PROPERLY 42

DIAGNOSTIC R R WINDOW MOTOR RETEST

B 126WESP EXTRACARE ZERO DEDUCT CUST SAYS INTERMITTANTLY FT HEADLIGHTS

INOP HAS TO TWIGGLE HEADLIGHT SWITCH TO GET LITES TO COME ON

ADVISE

CAUSE: 84545 BURNED OUT 42 DIAGNOSTIC R R BURNED OUT HEADLAMP SWITCH R

R MELTED CONNECTOR C 262 WIRES 38 14 LOOME 14401 RETEST JH

11654A SWITCH-HEADLAMP CONTROL (11654)-REPLACE

1084WESP4 0.90 0.90 1800 5396

1 P2AN+11654+A SW ASM 2198 3077 0 49.95 53.96 53.96

LIGHT

1 51-6894 1275551+TERMINAL 88 120 0 0.25 17.85 17.85

8 WT+5501+ TERMINAL

14200A WIRING ASSEMBLY

(14289/14290/14401/14405)-REPAIR

1084WESP4 0.00 0.50 1000 2998

PC: 126 46

PARTS: 14401

COUNT: 3561 4982 TPARTS

CLAIM TYPE: ESP

AUTH CODE:

☐ YES ☐ NO ☐ YES ☐ NO ☐ YES ☐ NO		☐ YES ☐ NO ☐ YES ☐ NO ☐ YES ☐ NO		☐ YES ☐ NO ☐ YES ☐ NO ☐ YES ☐ NO	
PARTS LABOR TOTAL		PARTS LABOR TOTAL		PARTS LABOR TOTAL	
1. UNDERSTAND THAT ALL WORK AND REPAIRS ARE DONE IN ACCORDANCE WITH THE LATEST REPAIR MANUALS AND/OR INSTRUCTIONS FROM THE MANUFACTURER. I AGREE TO HOLD THE SERVICE CENTER AND THE MECHANIC HARMLESS FROM ANY AND ALL CLAIMS, DAMAGES, AND LOSSES OF ANY KIND, INCLUDING REASONABLE ATTORNEY'S FEES, THAT MAY BE ASSERTED AGAINST ME. I AGREE TO SIGN AND RETURN THIS RECEIPT OF SERVICE COPY SPEED.		1. UNDERSTAND THAT ALL WORK AND REPAIRS ARE DONE IN ACCORDANCE WITH THE LATEST REPAIR MANUALS AND/OR INSTRUCTIONS FROM THE MANUFACTURER. I AGREE TO HOLD THE SERVICE CENTER AND THE MECHANIC HARMLESS FROM ANY AND ALL CLAIMS, DAMAGES, AND LOSSES OF ANY KIND, INCLUDING REASONABLE ATTORNEY'S FEES, THAT MAY BE ASSERTED AGAINST ME. I AGREE TO SIGN AND RETURN THIS RECEIPT OF SERVICE COPY SPEED.		1. UNDERSTAND THAT ALL WORK AND REPAIRS ARE DONE IN ACCORDANCE WITH THE LATEST REPAIR MANUALS AND/OR INSTRUCTIONS FROM THE MANUFACTURER. I AGREE TO HOLD THE SERVICE CENTER AND THE MECHANIC HARMLESS FROM ANY AND ALL CLAIMS, DAMAGES, AND LOSSES OF ANY KIND, INCLUDING REASONABLE ATTORNEY'S FEES, THAT MAY BE ASSERTED AGAINST ME. I AGREE TO SIGN AND RETURN THIS RECEIPT OF SERVICE COPY SPEED.	
DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS SALES TAX PLEASE PAY THIS AMOUNT		TOTALS LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS SALES TAX PLEASE PAY THIS AMOUNT		TOTALS LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS SALES TAX PLEASE PAY THIS AMOUNT	

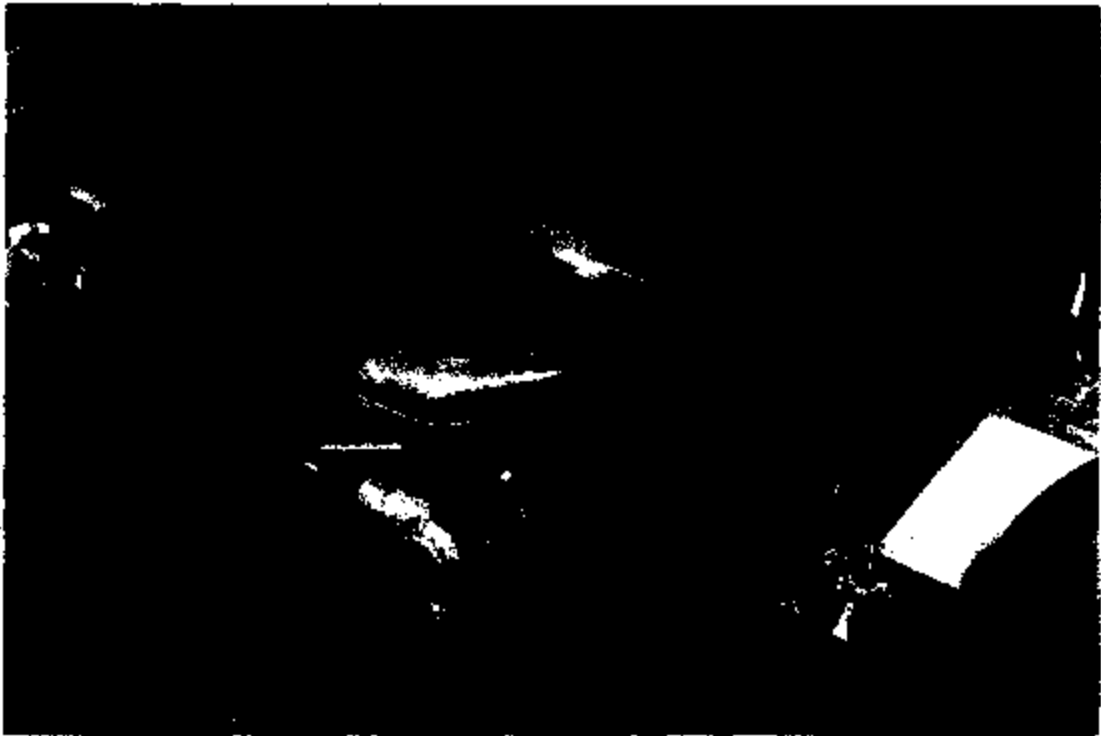
WARRANTY INFORMATION ON BACK

PARTS AND SERVICE HOURS
7:30 A.M. - 6:30 P.M. MON. THRU FRI.
8:00 A.M. - 5:00 P.M. SATURDAY - 8:30 A.M. - 5:00 P.M. SUNDAY

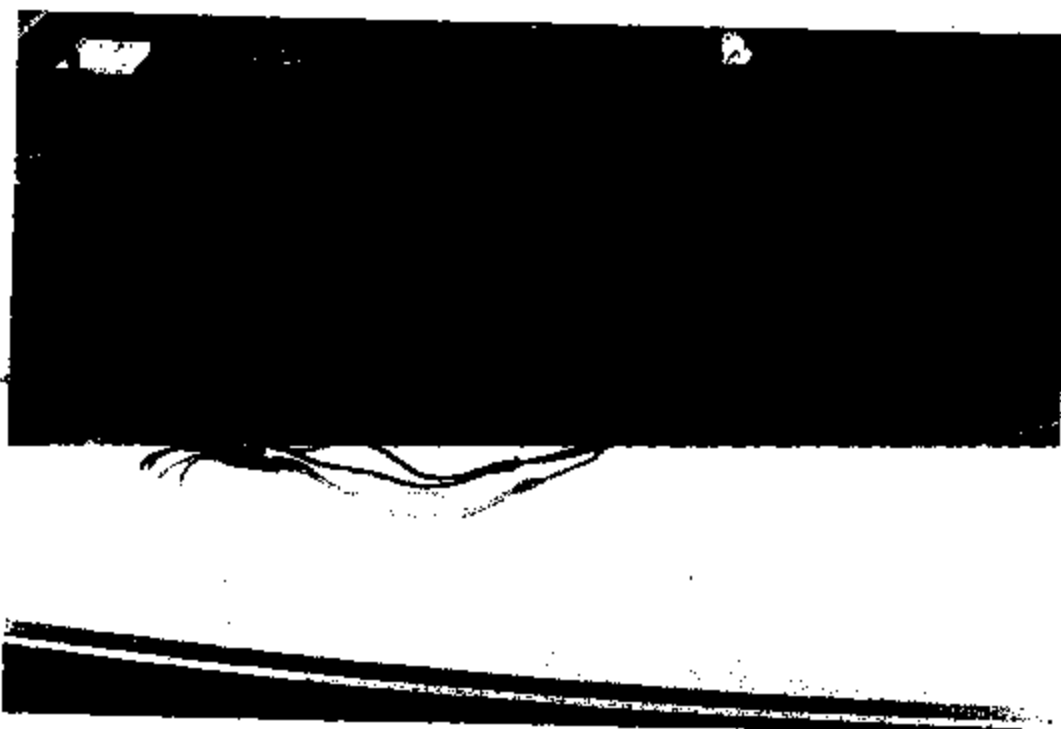
The one advantage our company has over
another is the quality of its people.

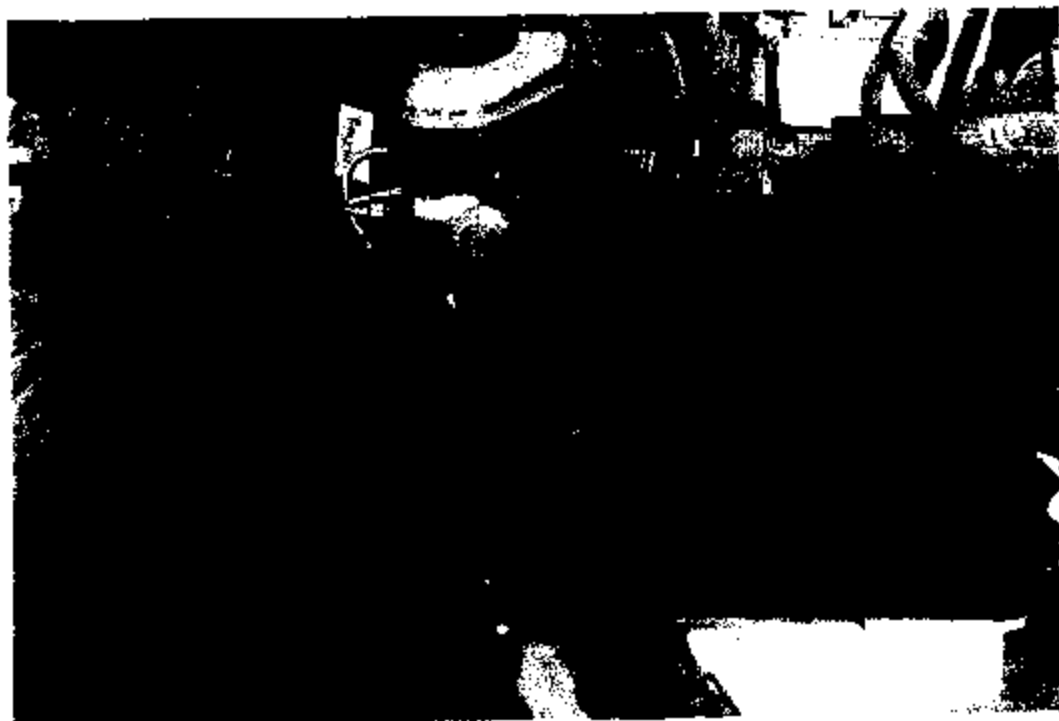
3713 4582









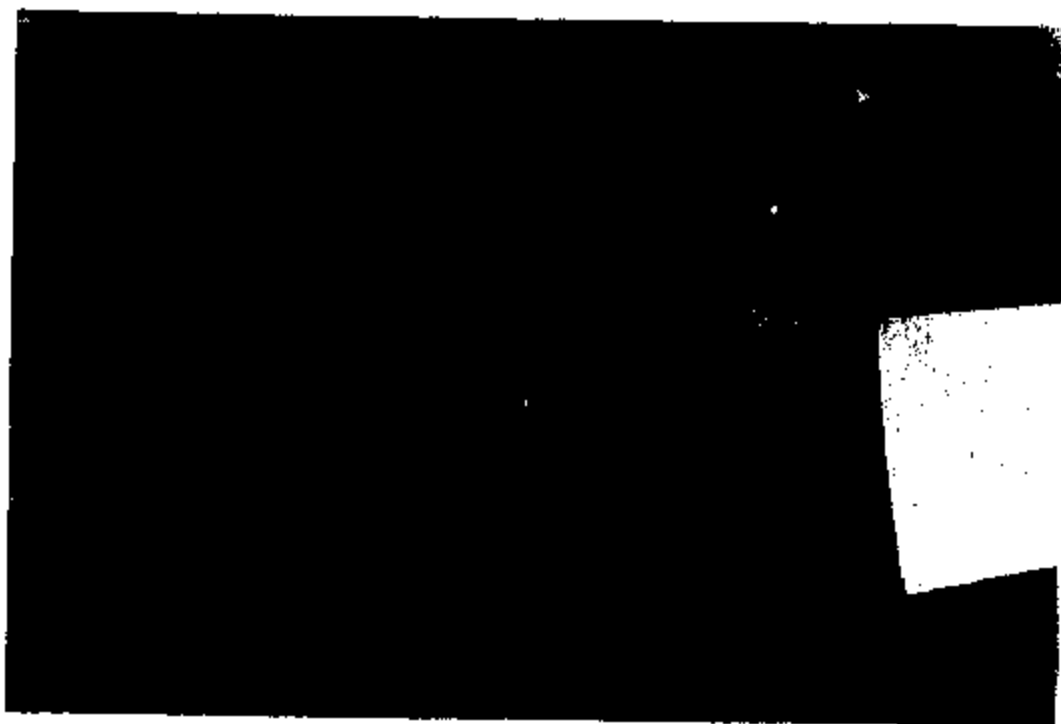


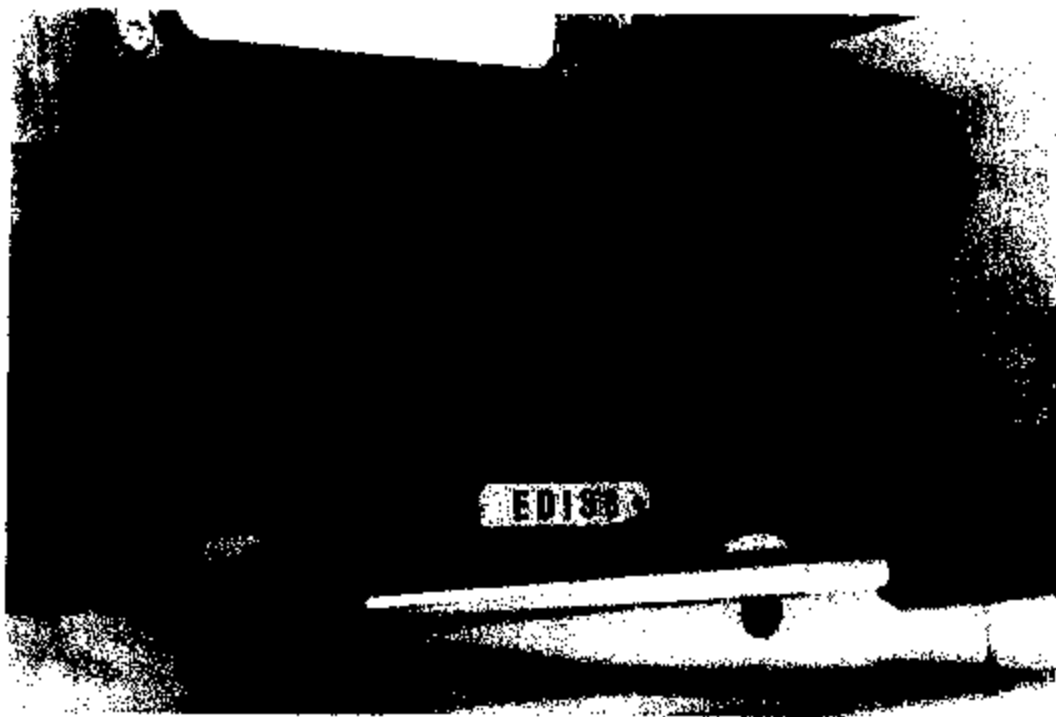






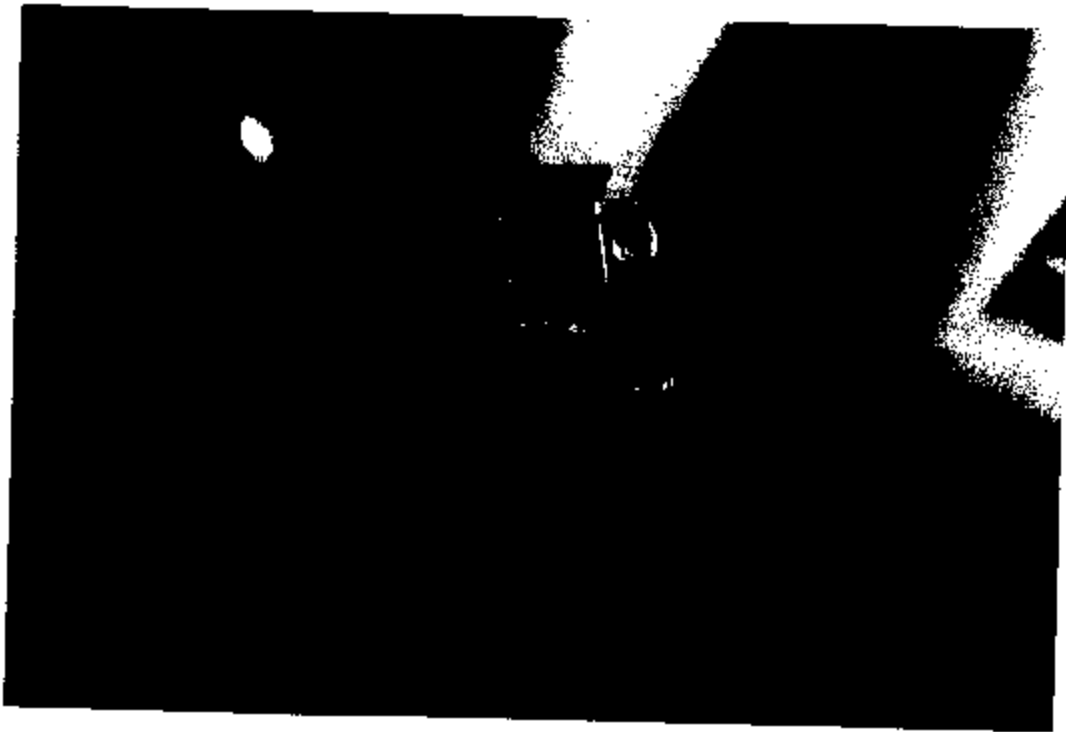












NY 722059

DAVID BURNETT EAA
SBI 575 4174

3/22/99 MON 14:28 FAX 2486424888

EA ASSOCIATES

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: LINCOLN VIN# 1LN0MB2W6NY

Inspection Date/Location: Ft Myers, FL 3-31-99

Mileage (at inspection):
97,000 + Penn Oil chg
Vehicle Owner: Sticker
5-12-97

Incident date: MAR 8, 99 Approximate mileage at incident:

Inspector Name:

97,000 Plus

DAVID BURNETT EAA
SBI 575 4174

BOONTA SPRINGS, FL

Requested Info

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

L.F. DRIVER SIDE ENGINE COMPARTMENT - BEAN BRAKE VACUUM CYLINDER
Identify if any underhood relays show evidence of internal overheating

RELAYS (THERM & FUSE) STILL EXIST BUT BADLY BURNED
Identify if any fuses or fuse links were blown or show evidence of other damage

ALL FUSE LINK UNDER HOOD BURNED
Determine if the correct fuse for the stop lamp switch in the fuse box

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

WIRES ARE BADLY BURNED - IN FRONT BEAM BRAKE MASTER CYLINDER
Assess whether the air suspension pump shows evidence of internal overheating

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

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

NO REPAIR HISTORY
If possible, identify vehicle repair history

NO REPAIR HISTORY
Any other info that may be pertinent to the incident...

SEE ATTACHED INFO (2)

PAGE 1 of 4

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: LINCOLN VIN#: 1LN8LM82W W6N0 Mileage (at inspection):

Inspection Date/Location: 3-31-99 FT MYERS, FL

97,000 plus
Vehicle Owner:

Incident date:

Approximate mileage at incident:

97,000 plus

Inspector Name:

DAVID BARNETT EAA

DOWITA SPRING FL.

561 375 4171
Parts that we would like from vehicle if possible to acquire

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

SWITCH + THREE INCH OF WIRE STILL EXISTS - NOT BURNED

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

COULD NOT GET FLUID SAMPLE FROM MASTER CYLINDER

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

EXIST BUT BURNED
EDIS 8 module located on LH fenderEXIST BUT BURNED
Speed control module located on LH fenderEXIST BUT BURNED
Air suspension compressor located under air filterBURNED
Air suspension relay

? Photograph of door jam VIN sticker ✓

Other suspect parts ✓

DID NOT GET PERMISSION TO REMOVE ANY PARTS
IF FORD WANT PARTS AFTER REVIEWING PHOTOGRAPHS
GIVE ME A CALL I THINK IT CAN BE ARRANGED
THRU NARROWLINE INSURANCE - VEHICLE OWNER

REV 20 - 3/19

PAGE 2 of 4

Nationwide Ins.
Ft. Meyers, FL
92 Lincoln— Under Hood Inspection

David Burnett EAA
561-575-4174

Other Information:

1. During my inspection of this vehicle I was accompanied by:
Michael Sanderlin—Nationwide Special Investigator
Douglas Davidson—Ward and Whitmore—Fire Consultants
Mike Oler—State of Florida Fire Marshall—Law Enforcement
2. I did not receive permission to remove any parts on 3-31-99—but if Ford wants parts after reviewing photographs I am sure their removal can be arranged.
3. I could not get any brake fluid from partially burned master cylinder—but I am certain a Ford Lab. could get a small sample.
4. Brake pressure switch and it's pig tail are in tack—but wires are burned away about three inches from switch—all is badly burned.
5. Relay box and three relays still exist but all are burned—see photographs
6. Major heat burned a hole in aluminum hood inner panel and a hole in Mass Air Flow Meter casting at air cleaner area.
7. The hottest area seems to be below the vacuum boost cylinder area where a lot of wire harness segments or sections are burned so wires have no insulation .—see photographs
8. Mike Oler, State Fire Marshall said he is aware of 7-92/93 Lincoln fires in the Ft Myers area. He said 4 were 92's and 3 were 93's and some 50 in Florida in three to four years time.
9. Nationwide as a recorded conversation with Mr. Joseph and Bonnie DeAngelo, the vehicle owner, concerning the fire—but it has not been transcribed at this date. Possibly I can get a copy if Ford desires this information.
10. Nationwide and Fire Marshall said vehicle was parked for some 10 hours prior to the fire. It was parked under a house built on piles—car was moved so house was not burned—only smoke damage.

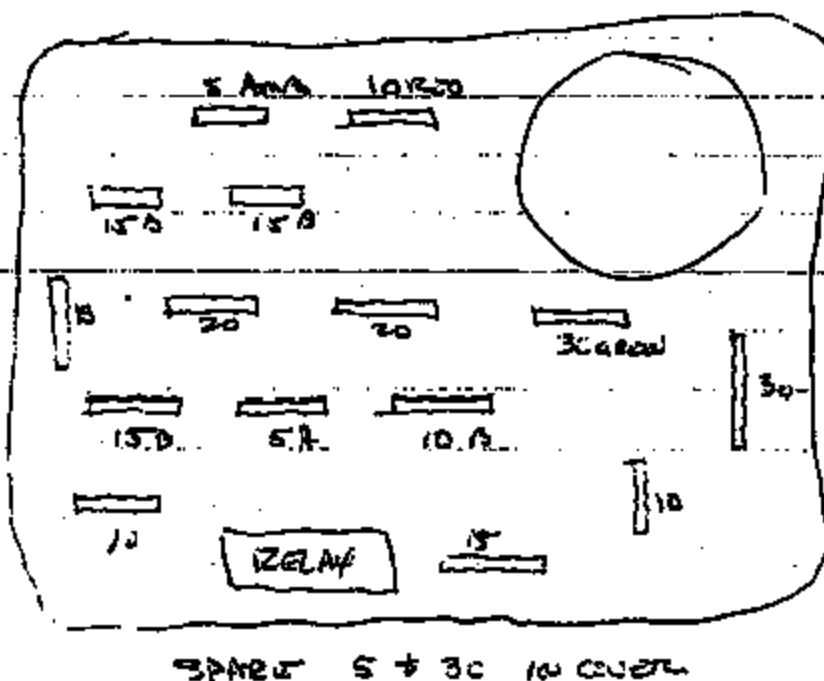
This information was gathered on 3-31-99 by David Burnett, EAA during inspection in Ft. Myers, FL.

LINCOLN TOWN 92
FT WYOMING, FL

3-31-99

Brewer EAA
501 575 4174

NATION WIDE 103



Michael A. Sanderlin
Special Investigator
28100 US Highway 1B N.
Coastal Building, Suite 208, Clearwater, FL 33761
Phone: (813) 812-8132; Fax: (813) 712-8888
PROPS ID: SANDERLIN



WARD & WHITEMORE
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TOLL FREE: 1-877-323-FIRE

DOUGLAS L. DAVIDSON
Fire Consultant

P.O. Box 17078
Plantation, FL 33318-7078
ddavidson@earthlink.net

PAGE 434

3718 4601

NY 757859

Vehicle/Owner Information/Accident Info

Model Year: 1992 Make: Lincoln Town Car VIN#: 1LNLM82W4G4040000 Miles: N/A
Inspection Date/Location: April 01, 1999/Insurance Auto Auction, Houston Vehicle Owner: [REDACTED]
Incident date: November 29, 1998 Approximate mileage at incident: N/A
Inspector Name: R. E. Albritton, EAA Service Associate

Requested Information

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

Appears to be the Left rear quadrant of the engine compartment.

2. Identify if any underhood relays show evidence of overheat

Unable to determine due to the extensive fire damage.

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

Underhood fuse/relay panel too damaged by fire to determine if any fuses or fuse links were blown.

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

Fuse #12 was incorrect. The 15 amp fuse had been replaced with a 30 amp fuse. At the time of the inspection and/or this writing it is not known who replaced the 15 amp fuse with the 30 amp fuse.

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

The underhood wiring was too consumed by fire to determine the condition of the vehicle wiring.

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

The Air Suspension pump was missing from the vehicle (See photographs).

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

It does not appear that any aftermarket equipment was added to the vehicle.

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

No report of the vehicle involvement with a natural disaster or accident can be found.

9. If possible, identify vehicle repair history?

A reported transmission repair was performed just prior to the incident. Details of the repair are not known.

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

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

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

Comments:

No parts allowed to be removed from the vehicle. Many of the requested parts were consumed and not available.

Photos:

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

Comments:

NX 714559

3713 4605

April 6, 1999

03/22/99 MON 14:28 FAX 2486424588

EA ASSOCIATES

Vehicle/Customer Information/Incident Info

Model Year: 1992 Make: Grand Marquis Vin#2MECM74W5NX
Miles: Approx 58,000 to 60,000 miles based on old service records
Inspection Date/Location: 4-5-99 Gibsonton, FL Vehicle Owner:
Incident 3-18-99 Approximate miles at incident: 58 to 60,000 miles
Inspector Name: David Burnett EAA 561-575-4174

Requested Info

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

Quadrant hard to identify—engine compartment driver side appears to hot spot area
Identify if any underhood relays show evidence of internal overheat

All parts consumed by fire—see photographs

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

All parts consumed by fire—see photographs

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

All parts consumed by fire—see photographs

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

All parts consumed by fire—see photographs

Assess whether the air suspension pump shows evidence of internal overheating

All parts consumed by fire—see photographs

Identify if there were any aftermarket modifications to the vehicle? (specifically car alarm, trailer tow, or ram
start) No after market equipment seen on burned vehicle or reported to Ins Co.

If possible, identify if the vehicle was involved in a natural disaster/accident that required significant vehicle c
up? If so where was cleanup performed? Do not know

If possible, identify vehicle repair history —no prior service problem reported.

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

For [redacted] car was serviced by Bradenton, FL dealer on US 41 or for oil
changes— at a local quick lube location closer to where he lived.—no prior service
problem reported.

Vehicle burned in a garage, which was part of a two story house.

Prior to fire vehicle was driven 10-15 miles, then parked in garage for some 5 to 10
minutes when owner heard noises in garage—per Bill Buckley.

David Burnett EAA
561-575-4174

Page 1 of 2

3713 4606

Vehicle/Customer Information/Incident Info

April 6, 1999

Model Year: 1992 Make: Grand Marquis Vin#: 2MECM74W5N7
Miles: Approx 58,000 to 60,000 miles based on old service records
Inspection Date/Location: 4-3-99 Gibsonton, FL Vehicle Owner:
Incident 3-18-99 Approximate miles at incident: 58 to 60,000 miles
Inspector Name: David Burnett EAA 361-575-4174

Parts that we would like from vehicle if possible to acquire

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

Brake switch removed from prop valve—badly burned no pigtail, connector or fluid

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

No brake fluid sample possible—all burned—see photographs

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

All parts consumed by fire—see photographs

EDIS 8 module located on LH fender All parts consumed by fire—see photographs

Speed control module located on LH fender All parts consumed by fire—see photographs

Air suspension compressor located under air filter All parts consumed by fire—see photographs

Air suspension relay All parts consumed by fire—see photographs

Photograph of door jam VIN sticker

Door jam VIN sticker burned

Other suspect parts

Remains of master cylinder—with possibly a cross threaded fitting?

Remains of several badly burned under hood wire harnesses—driver side

rev 2.0 -- 3/15

David Burnett EAA
361-575-4174

S.E.A. INC.
An FTS Consulting, Inc. Company
13930 Lynmar Blvd.
Tampa, Florida 33626
813 881-1448 800 881-7324
FAX 813 814-1718

Bill L. Buckley, C.F.I.

www.seehic.com

Case # 39N

1992-93 Tera Car/Crown V6/Grand Marquis/ Under Hood Fire Overhaul

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

Vehicle/Customer Information

Model Year: 1992 Make: GRAND MARQUIS VIN: 2MECM74W1X

Present Vehicle Location: COPHART SALVAGE Who owns vehicle now: CUST/INS. CO

Consumer Name: [REDACTED] Phone: [REDACTED]

Is it ok for engineering to contact customer: YES

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

If so, where was cleanup performed? N/A

What is the general repair history of the vehicle? NO MAJOR REPAIRS OTHER THAN MAINTENANCE

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

Insurance Agency Info. (if applicable)

Agency Name: PREMIER ADJUSTING SVCS Agency phone number: CNA INSURANCE

Claim number: P8034501

Contact: Mr. B. Buckley Phone number: 800-881-7324

(SEA, Inc)

Incident Info

Date of fire: 3-18-99 Mileage: 58-60,000 Was the vehicle repaired? NO

If repaired, when and where? N/A

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

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

Was the engine ON or OFF? OFF If OFF, how long was it parked before fire? 5-10 minutes

Did customer notice anything unusual prior to fire? NO

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

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

Any other info that you think may be useful to our investigation? he has seen very similar

- Value cover damage - damage to twin lens - he
(near brake master cylinder) sees a pattern
is on pattern he sees

NY 73 4410

VIN 1LNLM81W6N

Mileage. 157,404

The vehicle was inspected 3-18-99 at Shilling Lincoln, Memphis Tennessee.

The vehicle appeared to be in excellent condition and there is no evidence of collision damage. Also there is no indication the vehicle was ever used as a tow vehicle. The vehicle has been maintained at the dealership and the file contains numerous repair orders reflecting maintenance. The under hood area has a normal dust build up and it does not appear the area has ever been steam cleaned or pressure washed.

SERVICE FILE HISTORY

4-21-94 RO#62594 43,156 miles
Anti-Lock brake light on No charge

7-9-94 Outside repair ticket. Replace pads, turn rotors. 48,344 miles

7-11-94 Replace rear pads and turn rotors.

7-13-94 Anti-Lock brake light on Replace module, RO#68000 48,632 miles

7-19-94 Anti-Lock brake light on. Replace pump motor relay RO#68370 49,322 miles

7-21-94 ABS light on code 67, Pin point test E1-E5 Remove wiring harness for circuit 465/604-No open-no short-no damage to circuit. Replace brake pedal travel switch. 2C309 RO#68521 49,412 miles

7-28-94 Anti-lock brake diagnose replace pump motor assembly, open circuit. RO#68973 49,631

2-22-99 Won't come out of park, Red brake light/choke brake fluid
Replace brake light switch, replace brake pressure switch
RO#85970 156,688 mile.

The repairing technician stated the brake lamp fuse #12 was blown, he replaced the fuse and walked away from the vehicle. When he returned to the vehicle he noticed smoke coming from the brake pressure switch and wiring, he yanked the wires from the switch and the problem stopped. The technician replaced the brake pressure switch, the brake light switch and repaired the wiring to correct the problem. All replaced parts were returned to Ford Motor Co. for inspection.

No parts were removed during this inspection. minimal pictures were taken because there was no damage and repairs were completed at a prior date.

Dwight D. Mullins

Vehicle/Customer Information/Inspection InfoModel Year Make/Model VIN ~~15G648915~~ Mileage (at inspection):

Inspection Date/Location:

3-18-99 Skilling Lincoln Memphis TN

Incident Date: Approximate Mileage at Incident:

2-22-99 156,688

Inspector Name:

DEVILIA MULLINS

Inspection Info

Area of fire origin (engine compartment, trunk, etc.)

LEFT SIDE OF ENGINE

Identify if any underhood leaks show evidence of internal coolant:

NO

Identify if any fans or fans belts were blown or show evidence of other damage:

Blown on 2-22-99 - Replaced

Location of the coolant hose for the very long vehicle in this area box:

YES

Identify if there was any damage to wiring in the area where the fire was started (to clutch, starting, ignition):

NO EXCEPT DAMAGE - REPAIRS COMPLETED 2-28-99

Identify whether the air suspension pump shows evidence of internal overheating:

NO

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

NONE

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

NOT EVIDENT

If possible, identify vehicle repair history:

ATTACHED

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

ATTACHED

Parts that we could take from vehicle if possible to examine:

Brake pressure switch (specifically with wire plug/wireless attached and still attached to pump valve)

Estimated by Devilia M

Sample of brake fluid or pump valve (if sealed glass container)

NOT TAKEN. Fluid added at time of repair

Jockey post located on LH fender space (with as much wiring as possible)

ECM & module located on LH fender

Speed control module located on LH fender

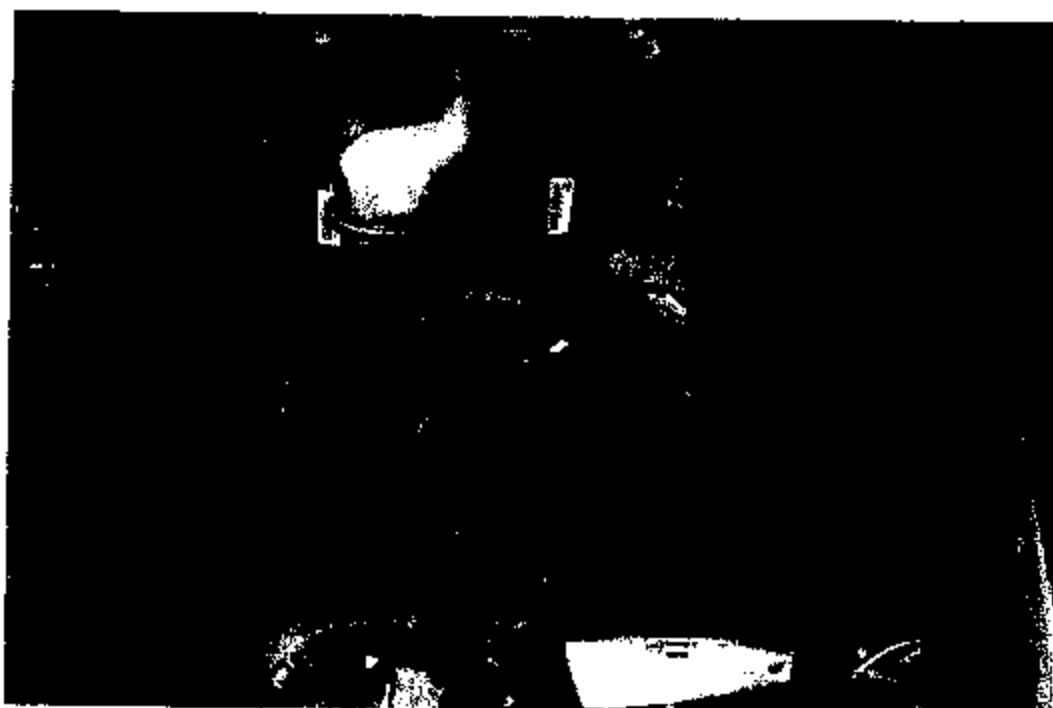
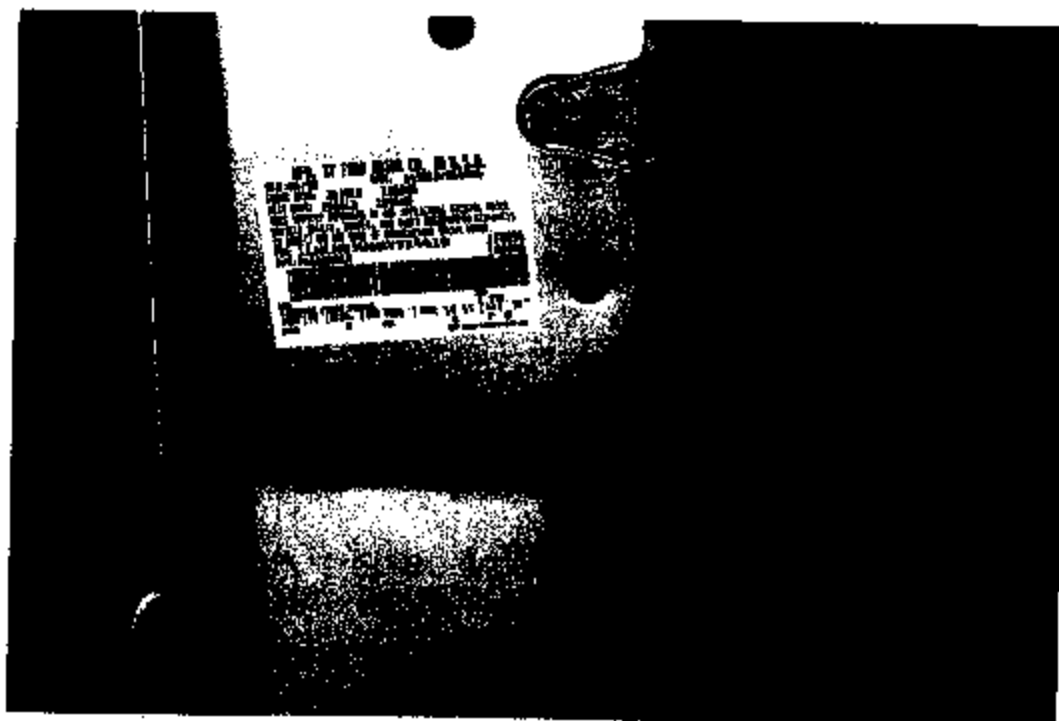
Air suspension compressor located under air filter

Air suspension relay

Photograph of door jam VIN sticker

Other suspect parts

Vehicle still
in Service





3713 4613

PV614995

3713 4614

VIN 1LNLM82W6P

Mileage N/A

The vehicle was inspected 3-17-99 at Insurance Auto Auction in Aurora, Illinois with John Kessler of State Farm Insurance.

The vehicle appeared to be in good condition and there is no evidence of collision damage. Also there is no indication the vehicle was ever used as a tow vehicle. The valve cover had been removed at a prior time.

The fire started on the left side of the engine compartment and burned with such intensity that the hood and all components on the left side of the engine melted. No brake fluid was available for analysis. The brake pressure switch and the #12, 15 amp fuse were removed and forwarded to Ford Motor Co.

In a discussion with the State Farm representative I learned that the original State Farm inspector had determined the fire started as a result of a leaking valve cover gasket and removed the valve cover during the initial inspection. I was also told that the owner of the vehicle is a real estate agent and was showing property when the fire occurred. The owner arrived early for her appointment and left the car idling in the driveway. After a while she noticed smoke, raised the hood and the fire spread. There was no indication of how long the vehicle was left running before the fire occurred.

The enclosed photographs detail the extent of the damage.

Dwight A. Mullins

Vehicle/Engine Information/Inspection Info

Model Year: Make: *Lincoln* VIN: *1L2L2M92W5P1* Mileage (at inspection): *Could Not*

Inspection Date/Location: *3-12-95*

Vehicle Owner: *Determine*

Insurance Auto Section *Augusta Ill*

Location date: *Unknown* Approximate mileage at incident: *Unknown*

Inspector Name: *Orville Mullins*

Inspection Info

Area of fire originating (engine compartment, hood, trunk, etc)

Left Side of Engine Compartment

Identify if any undamaged areas show evidence of internal overheat

Could not determine

Identify if any hose or line leaks were observed or show evidence of other damage

#12 15 AMP FUSE - blown - being returned

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

15 AMP

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

Could not determine

Assess whether the air suspension pump shows evidence of internal overheating

Could not determine

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

None

If possible, identify if the vehicle was involved in a natural disaster/incident that required significant vehicle clean up? (ie where was cleanup performed?)

Could not determine - doubtful

If possible, identify vehicle repair history

could not determine

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

Parts that we would like from vehicle if possible in country

Brake pressure switch (operably with also fused computer attached and still attached to prop valve)

Removed - being returned

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

consumed by fire

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

consumed by fire

EDS II module located on LH fender

consumed by fire

Speed control module located on LH fender

consumed by fire

Air suspension compressor located under air filter

consumed by fire

Air suspension relay

consumed by fire

Photograph of door jam VIN sticker

ATTACHED

Other request parts

was not advised to return prop valve











