

**EA02-025**

**FORD 10/27/03**

**APPENDIX N**

**BOOK 24 OF 61**

**PART 1 OF 5**



*Deleted by input by  
RMC?*

~~Handwritten text~~

→ P.R.  
Karen Shannessy

Due to the call from Mike Hatfield  
encl has ended up in our office

ve → let OOS know about  
break down

---

~~GAC~~ TFR Give to Alma for  
handline I section  
w/ customer

Due to the call from Mike Hofffield  
your matter was referred to our  
office. We <sup>will</sup> be reviewing the matter  
and will ~~be~~ re contact you.

HE 4097

-->

ENTER VIN ==> 2FALP74W5PX [REDACTED]  
 NAME -- [REDACTED] ZIP --> [REDACTED] MODEL YR -->  
 OWNER NAME : [REDACTED]  
 STREET ADDR : [REDACTED]

CITY : KISSIMMEE N/A YY-MM-DD 98-10-08  
 ST/PRV: FL CTRY: ZIP/POSTAL CODE: [REDACTED] N/A SOURCE: P  
 MODEL YEAR : 93 PLANT: X SALE YY-MM-DD 93-03-30  
 BODY STYLE DESC: 4 DOOR SEDAN LX PRODUCTION YY-MM-DD 92-08-11  
 VEHICLE DESC : 1993 CROWN VICTORIA

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD REGION
SHIP-TO	1	21	C	460	45	21
FACING	1	21	C	460		
RESPONSIBLE	1	24	C	405		

CA EMISSION : ENGINE TAG CODE : 3G804AA CAMPAIGN COUNTS  
 NAVIS STATUS : 801 COMPANY CAR IND : TOTAL CAMPAIGNS : 02  
 DSO DISTRICT : FLEET CODE : OPEN : 01 CLOSED : 01  
 DSO NUMBER : FLEET STATUS : ACTIVE: 02 HISTORY: 00

F1-INQUIRY F3-EXIT F4-G160 F5-G150 F8-CONTINUE SEARCH F9-G130

LPRELA11

## \*\* CONFIRMATION REPORT \*\*

TRANSMISSION  
TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION	PAGE	STATUS	MODE
148	MAY. 27 10:06	313 848 7412	0' 02' 12"	004	OK	NORMAL



## FORD CUSTOMER SERVICE DIVISION

### FAX TRANSMITTAL

**DATE:** May 27, 1999  
**TO:** J. Hollingsworth, OGC  
**COMPANY:**  
**PHONE:**  
**FAX:** 54089  
**RE:** [REDACTED] 1993 Crown Victoria,  
 VIN: 2FALP74W5PX [REDACTED]

**FROM:** Alma Taylor  
**COMPANY:** Ford Motor Company  
 16800 Executive Plaza Drive  
 MD#3NE-B, Suite 308  
 Dearborn, MI 48126-4207

**PHONE:** (313)845-6254  
**FAX:** (313)845-5555



**FORD CUSTOMER SERVICE DIVISION**

**FAX TRANSMITTAL**

**DATE:** *May 27, 1999*  
**TO:** *J. Hollingsworth, OGC*  
**COMPANY:**  
**PHONE:**  
**FAX:** *54089*  
**RE:** [REDACTED] *1993 Crown Victoria,*  
*VIN: 2FALP74W5PX* [REDACTED]

**FROM:** *Alma Taylor*  
**COMPANY:** *Ford Motor Company*  
*16800 Executive Plaza Drive*  
*MD#3NE-B, Suite 308*  
*Dearborn, MI 48126-4207*

**PHONE:** *(313)845-6254*  
**FAX:** *(313)845-5555*

**NUMBER OF PAGES:** *6 including cover sheet*

**COMMENTS:**



SFCHADMA

Action Detail

05/26/99 17:12:17

==>

VIN: 2FALP74WSP Year: 1993 Model: CROWN VICTORIA  
 Owner Status: SUBSEQUENT WSD: 12/04/92  
 Name: [REDACTED] Hm Ph: [REDACTED]  
 Trmt: [REDACTED] Case: 1423591449 Day Ph: [REDACTED]

Symptom Desc:  
 Reason Desc: LEGAL - INSURANCE COMPANY SETTLEMENT  
 Dealer:

Issue Type: 02 INFORMATION Issue Status: C CLOSED  
 Comm Type: PH PHONE Odometer Reading: 68000 MI  
 Analyst: KHACKEL1 KATHLEEN HACKEL Document Number:  
 Action Date: 05/24/99 Action Date: Action Time: 11:40:36 EST  
 Origin Desc: US CONCERN CASE BASE

Action Desc: ADVISE CUST THAT YOUR INSURANCE COMPANY MAY SUBROGATE  
 Comments: CUSTOMER SAYS: CUST STATES THAT A FIRE OCCURRED DUE TO THE  
 99815 UNDERHOOD WITH VEHICLE TODAY 5/24/99 7:42AM IN THE G  
 ARAGE AND DID PERSONAL DAMAGE TO BELONGINGS IN THE CAR AND I  
 N THE GARAGE. ORIGINATED IN THE CRUISE CONTROL, FIRE REPORT  
 WAS FILED IN THE OSCEOLA COUNTY, CUST STATES THAT HE HAS CO  
 NTACTED INSURANCE COMPANY STATUS OF THE INSURANCE COMPANY IS

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

LPRELA1

SFCHADWA

Action Detail

05/26/99 17:12:35

=>

VIN: 2FALP74W5P Year: 1993 Model: CROWN VICTORIA  
 Owner Status: SUBSEQUENT WSD: 12/04/92  
 Name: Hm Ph:  
 Trmt: Case: 1423591449 Day Ph:

Symptom Desc:  
 Reason Desc: LEGAL - INSURANCE COMPANY SETTLEMENT  
 Dealer:

Issue Type: 02 INFORMATION Issue Status: C CLOSED  
 Com Type: PH PHONE Odometer Reading: 68000 MI  
 Analyst: KHACKEL1 KATHLEEN HACKEL Document Number:  
 Action Date: 05/24/99 Action Data: Action Time: 11:40:36 EST

Origin Desc: US CONCERN CASE BASE  
 Action Desc: ADVISE CUST THAT YOUR INSURANCE COMPANY MAY SUBROGATE  
 Comments: CONTACTED INSURANCE COMPANY STATUS OF THE INSURANCE COMPANY IS  
 OPEN VEHICLE IS TOTALED NOT REPAIRABLE AT ALL. PER CUSTOM  
 ER, DEALER SAYS: NONE CAC ADVISED: - REFER TO INSURANCE  
 COMPANY (INSURANCE CO. HAS THE RIGHT TO SUBROGATE FORD) INF  
 REFERENCE CASE ID: 22

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

LPREL1

==>

ENTER CAMPAIGN NUMBER--> 99815 VIN--> 2PALP74W5PX [REDACTED] TYPE OF SEARCH: A  
 MODEL YEAR: 93 DEFECT: SPD CNTRL DE BODY STYLE: 4 DOOR SEDAN LX  
 NEW STATUS CODE: \_\_\_\_\_ CAMP DIV : 6  
 REPAIR INFORMATION: \_\_\_\_\_ TYPE CODE: \_\_\_\_\_ SUPP CODE :  
 REPAIR DATE: \_\_\_\_\_ DEALER P/A: \_\_\_\_\_ KIT CODE : BB  
 MICRO REF: \_\_\_\_\_ CLAIM NUM: \_\_\_\_\_ OASIS DATE : 99-04-30  
 DELETE REASON: \_\_\_\_\_ VENDOR N/A INFORMATION:  
 RESP DEALER INFORMATION: \_\_\_\_\_ NEW: \_\_\_\_\_ IND: MATCH CODE: 4  
 CURRENT: 1 24 405 ASSIGNED: 99-05-06 SOURCE: PX EXTRACT DATE: 99-05-06  
 \*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*

CODE DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL SRC
M RELEASED FOR MAILING	99-05-18						
H AWAITING MAILING	99-04-29						

DELETE REASON:

F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS  
 F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)  
 I037-NO MORE DATA TO DISPLAY

LPRELA11

ENTER CAMPAIGN NUMBER--> 96L12 VIN--> 2FALP74W5PE [REDACTED] TYPE OF SEARCH: A  
 MODEL YEAR: 93 DEFECT: PASS AIR BAG BODY STYLE: 4 DOOR SEDAN LX  
 NEW STATUS CODE: \_\_\_\_\_ CAMP DIV : 6  
 REPAIR INFORMATION: \_\_\_\_\_ TYPE CODE: \_\_\_\_\_ SUPP CODE :  
 REPAIR DATE: \_\_\_\_\_ DEALER P/A: \_\_\_\_\_ KIT CODE : BU  
 MICRO REF: \_\_\_\_\_ CLAIM NUM: \_\_\_\_\_ OASIS DATE :  
 DELETE REASON: \_\_\_\_\_ VENDOR N/A INFORMATION:  
 RESP DEALER INFORMATION: \_\_\_\_\_ NEW: \_\_\_\_\_ IND: MATCH CODE: 4  
 CURRENT: 1 24 405 ASSIGNED: 99-05-06 SOURCE: PX EXTRACT DATE: 99-05-06  
 \*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*

CODE	DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
F	FORCED COMPLETION	98-01-22	B	98-01-22	AUTOC				OL
M	RELEASED FOR MAILING	97-02-25							
H	AWAITING MAILING	96-11-22							

DELETE REASON:

F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS  
 F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)  
 I037-NO MORE DATA TO DISPLAY

LPRELA11

1999  
ORLANDO

3713 5855

VIN: 2FACP71WXP Year: 1993 Model: CROWN VICTORIA  
 Owner Status: SUBSEQUENT WSD: 03/10/93 Mileage: 95207  
 Name: Hm Ph:  
 Trmt: Case: 1532811449 Day Ph:  
 Symptom: FIRE/SMOKE SCORCHED/BURNT  
 Reason: LEGAL - FIRE CLAIM  
 Dealer: GABLES LINCOLN-MERCURY INC  
 Issue Type: 07 LEGAL CAN Court: Legal Issue Type:  
 Issue Status: C CLOSED CAN Award: MORSII Contact: N

## A/C DATE Origin Description

-----  
 05/24/99 CALGL OPEN LEGAL CONTACT - PRODUCT LIABILITY  
 05/25/99 CALGL MAKE OUTBOUND CALL TO DEALER  
 05/25/99 CALGL INFORMATION CALL/FAX WITH DEALER  
 05/25/99 CALGL DENY ASSISTANCE - BEYOND WARRANTY

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo F12=Return  
 F7=Prev F8=Next F9=ViewMORSII F11=Menu LPREL562  
 NO MORE RECORDS AVAILABLE

0527 0585 2502

City of Coral Gables

Dealer Fox

5-25-99 OBC to Jim Emberg @ Deble LM, left message

Inbound call from Jim Emberg. He indicated the vehicle is at the dealer and it appears the fire is the same character as indicated in the Recall 99S15.

LPA advised the vehicle is not involved in the recall, therefore no financial assistance was offered.

0527 0585 2503

3713 5857

**"IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED"**



**DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW**

\*\*\*\*\* FOR DEALER USE ONLY \*\*\*\*\*

#1532811449

Requesting Dealer: Coral Cables L/m P&A: 11655 Region: Ocala

Contact Person: Jim Zaberg Phone Number: 305 445 7711

New or Used: New Date of Purchase: 3/08/98 Yr/Model: 93 Mileage: 95207

VIN: ZFACPT1WXPX [REDACTED]

Customer Name: [REDACTED]

Address: [REDACTED]

City: Coral Gables County: Dade State: FL Zip Code: [REDACTED]

Home Phone: [REDACTED] Business Phone: [REDACTED]

Incident Involves: Accident: \_\_\_\_\_ Fire:  Other: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

If customer is alleging product defect, what type: electrical

Personal Injury? \_\_\_\_\_ Was medical attention sought? \_\_\_\_\_

Was a police report filed (where)? \_\_\_\_\_

Has the insurance company been contacted? \_\_\_\_\_

What did the insurance company advise? \_\_\_\_\_

Name and phone of owner's insurance company (agent's name): \_\_\_\_\_

If the vehicle is a conversion unit, name of the body builder: \_\_\_\_\_

Accident details (date, where, how, etc.): Fire under hood

What is the customer requesting? vehicle should be recalled  
in Recall 99515 speed control

IF NEEDED, PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER.

0527 Fax to: (313) 446-9471 or (313) 446-9347  
PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED.

313 845.5668

3713 5658



SFCHADMA

Action Detail

05/24/99 16:05:27

==>

VIN: 2FACP71WXPX148162 Year: 1993 Model: CROWN VICTORIA  
 Owner Status: SUBSEQUENT WSD: 03/10/93  
 Name: [REDACTED] Em Ph: [REDACTED]  
 Trnt: Case: 1532811449 Day Ph: [REDACTED]  
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
 Reason Desc: LEGAL - FIRE CLAIM  
 Dealer: GABLES LINCOLN-MERCURY INC  
 Issue Type: 07 LEGAL Issue Status: O OPEN  
 Comm Type: FX FAX Odometer Reading: 95207 MI  
 Analyst: 4636LS LUVENIA SMITH Document Number:  
 Action Date: 05/24/99 Action Data: N Action Time: 14:48:01 EST  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY  
 Comments: \*\*\*\*\* DEALER REQUEST LETTER \*\*\*\*\*  
 REC'D 05/21/99

DEALERSHIP CONTACT: JIM INBERG @ (305) 445-7711  
 ALLEGES ELECTRICAL DEFECT UNDER HOOD CAUSED FIRE. CITED  
 VEHICLE SHOULD BE INCLUDED IN RECALL #99S15.

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

LPREL56

0527 0565 2505

3713 5659

DEALER: 325201 GABLES LINCOLN-MERCURY INC  
 Address: P&A Code: 11655  
 City: Sales Region: 25 ORLANDO  
 State/Prov: FL ZIP/Postal: Sales Zone: A  
 Country: USA Trained: Y FCSD Region: 24 ORLANDO  
 Dlr Phone: 305 445 7711 Market: A2  
 Svc Phone: 305 445 7711 Market Area:  
 Svc Hours: 8:00 AM-6:00 PM MERKUR DEALER  
 Directions:

A

C POSITION	Employee Name
GENERAL MANAGER	SCHAEFER, PAUL T
PARTS MANAGER	SCHAEFER, THOMAS W
SALES MANAGER	RANKISSOON, DOODNATH
SERVICE MANAGER	ENBERG, JAMES H

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return  
 NO MORE RECORDS AVAILABLE LPRRL56

0527 0585 2506

==>

VIN: \_\_\_\_\_ CASE: 1532811449 HOME PHONE: \_\_\_\_\_  
LAST NAME: \_\_\_\_\_ ZIP/POSTAL: \_\_\_\_\_ CTRY: \_\_\_\_\_

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	MIAMI	FL		USA	305 443 5490

F1-Help F2-VehicleList  
F7-Prev F8-Next  
NO MORE RECORDS AVAILABLE

F4-UpdCustInfo  
F11-Menu

F5-AddCustIssue  
F12-Return

LPREL56

==>

VIN: 2FACP71WXP[REDACTED] Year: 1993 Model: CROWN VICTORIA  
 WSD: 03/10/93 Build Date: 02/19/93

A	-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Date	Code
-	93876	8	PWR SEAT CON	COMPLETE	08/12/94	11655
-	95864	0	RANGE SENSOR	COMPLETE	11/20/95	11655
-	95825	8	BEEHIVE BRKT	COMPLETE	12/19/95	11655
-	97863	8	HOOD STRIKER	COMPLETE	05/08/97	11655

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

LPREL562

0527 0585 2508

1999  
ORLANDO

3713 5883

\*\*\*&gt;

DEALER:	325037 FORT MYERS LINCOLN-MERCURY INC	P&A Code:	11619
Address:	14200 SOUTH TAMiami TRAIL	Sales Region:	25 ORLANDO
City:	FT MYERS	Sales Zone:	B
State/Prov:	FL ZIP/Postal: 33912	FCSD Region:	24 ORLANDO
Country:	USA Trained: Y	Market:	B1
Dlr Phone:	941 433 2277	Market Area:	
Svc Phone:	941 433 2300		
Svc Hours:	7:30 AM - 5:30 PM M-F		
Directions:	_____		

A

C POSITION	Employee Name
-----	-----
CUST RELATIONS MGR	PAVICH, JONI
DEALER/PARTNER	SCANLON, JOHN B
GENERAL MANAGER	CLEMENTE, PHIL E
PARTS MANAGER	CANNON, BONNIE L
SALES MANAGER	MAIRN, ROGER E
SERVICE MANAGER	WEEMS JR, JAMES W

F1=Help F2=IssueList  
 NO MORE RECORDS AVAILABLE

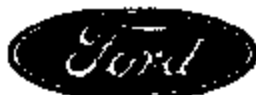
F7=Prev

F8=Next

F11=Menu

F12=Return

LPREL56



A. R. O'Neil  
Director  
Vehicle Service & Programs  
Ford Customer Service Division

Ford Motor Company  
P.O. Box 1904  
Dearborn, Michigan 48

Safety Recall - 99S15

May, 1999

Anywhere, USA

Serial Number

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control.

#### **SAFETY DEFECT**

Some Speed Control Deactivation Switches on the affected vehicles may develop a relative short in the electrical circuit that may potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short may disable the speed control system or cause the brake light fuse to open.

#### **REPAIRS**

Repair parts may not be available until mid-June, 1999. If your dealer is not able to obtain the parts needed for this recall, an Interim Repair can be performed at no charge to you. However a second visit to your dealer will be required at a later date to have the permanent repair performed. We regret this inconvenience, but your safety is our primary concern.

**Interim Repair:** If parts are not available, the Interim Repair should be performed immediately. This repair involves disconnecting the electrical connector from the Speed Control Deactivation Switch and protecting the connector end from contamination. The Speed Control system will be inoperative until the Permanent Repair is performed; normal vehicle operation without Speed Control is not affected.

**Permanent Repair:** Parts for this repair are expected to become available the middle of June, 1999. This repair will involve the replacement of the Speed Control Deactivation Switch with a new switch. In addition, the switch hard-shell connector will be replaced to eliminate the possibility of undetected heat damage to the connector.

#### **HOW LONG WILL IT TAKE?**

The time needed for either of the repairs is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time. Please call your dealer for a service date.

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety

SFCHREMA

Recall/ONP Information

05/19/99 12:23:34

VIN: 1LNLM81W5N [REDACTED] Year: 1992 Model: TOWN CAR  
WSD: 10/09/92 Build Date: 06/09/92

A	-----Campaign-----			Status	Dealer	
C	Number	Type	Description	Status	Date	Code
-	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC
-	99S15	S	UNDERHOOD	RELEASED FOR MAILING	05/18/99	325037

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

LPREL561



1999  
ORLANDO

3713 5669

SFCHADMA

Action Detail

05/20/99 08:04:09

==>

VIN: 2MELM75W4P Year: 1993 Model: GRAND MARQUIS  
 Owner Status: ORIGINAL WSD: 09/17/93  
 Name: [REDACTED] Hm Ph: [REDACTED]  
 Text: [REDACTED] Case: 700681399 Day Ph: [REDACTED]  
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME COLL. RELATED  
 Reason Desc: LEGAL - FIRE CLAIM  
 Dealer: ORVILLE BECKFORD FORD-MERCURY  
 Issue Type: 07 LEGAL Issue Status: O OPEN  
 Comm Type: PH PHONE Odometer Reading: 60000 MI  
 Analyst: MHENSLE1 MARC HENSLEY Document Number:  
 Action Date: 05/19/99 Action Data: Action Time: 15:19:11 EST  
 Origin Desc: GENERAL CAC  
 Action Desc: NO ACTION REQUIRED; INFORMATION ONLY

Comments: CUSTOMER SAYS: CUST WOULD LIKE TO KNOW IF VEH IS INVOLVED  
 IN THE RECALL 99B15 CUST HAD A FIRE UNDER THE DASH /HAD THE  
 WORK REPAIRED BY AN INDEPENDANT AND WANTED TO SEE IF THIS WA  
 S RELATED BELIEVES THAT THE FIRE WAS CAUSED BY FAULTY WIRES  
 AND IS ALSO HAVING PROBLEMS WITH HIS CRUISE CUTTING IN AND  
 OUT WANTED TO KNOW WHERE THE SWITCH IS LOCATED PER CUSTOM

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

LPREL561

*Close*

0527 0585 2392

3713 5670

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DEALER:	325098	ORVILLE BECKFORD FORD-MERCURY	P&A Code:	00848
Address:	6400	HIGHWAY 90 WEST	Sales Region:	25 ORLANDO
City:	MILTON		Sales Zone:	F
State/Prov:	FL	ZIP/Postal: 32570	FCSD Region:	24 ORLANDO
Country:	USA	Trained: Y	Market:	F2
Dlr Phone:			Market Area:	
Svc Phone:				
Svc Hours:				
Directions:				

A

C	POSITION	Employee Name
-	CUST RELATIONS MGR	SMIDT, SHORTY
	DEALER/PARTNER	BECKFORD, ORVILLE
	PARTS MANAGER	CHISM, DAVID W
	SALES MANAGER	THOEDE, JEFFREY B
	SERVICE MANAGER	DUNSFORD, JAMES D

F1-Help    F2-IssueList    F7-Prev    F8-Next    F11-Menu    F12-Return    LFPREL561

NO MORE RECORDS AVAILABLE

SPCHSCMA

Customer List

05/20/99 08:04:33

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VIN: \_\_\_\_\_ CASE: 0700681399 HOME PHONE: \_\_\_\_\_  
LAST NAME: \_\_\_\_\_ ZIP/POSTAL: \_\_\_\_\_ CTRY: \_\_\_\_\_

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	PENSACOLA	FL		USA	

F1-Help F2-VehicleList  
F7-Prev F8-Next  
NO MORE RECORDS AVAILABLE

F4-UpdCustInfo  
F11-Menu

F5-AddCustIssue  
F12-Return

LPREL361

0527 0585 2394

3713 5672

SPCHREMA

Recall/ONP Information

05/20/99 08:18:37

==>

VIN: 2MELM75W4P2 [REDACTED] Year: 1993 Model: GRAND MARQUIS  
WSD: 09/17/93 Build Date: 08/04/93

A	-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Date	Code
-	-----	-----	-----	-----	-----	-----
	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC

F1-Help F7-Prev F8-Next F11-Menu F12-Return  
NO MORE RECORDS AVAILABLE

LPREL562

0527 0585 2395

3713 5873

1999  
ORLANDO

3713 5874

Insurance 5-20-91  
Paul  
Lifecare Club  
9041

SFCHADMA

Action Detail

05/20/99 08:02:52

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VIN: 1LNLM82W0NY752948 Year: 1992 Model: TOWN CAR  
 Owner Status: SUBSEQUENT WSD: 09/21/92  
 Name: [REDACTED] Hm Ph: [REDACTED]  
 Trmt: [REDACTED] Case: 1771411399 Day Ph: [REDACTED]  
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD  
 Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM  
 Dealer: NORTH FLORIDA LINCOLN MERCURY  
 Issue Type: 07 LEGAL Issue Status: 0 OPEN  
 Comm Type: PH PHONE Odometer Reading: 110000 MI  
 Analyst: LDUTCH Document Number:  
 Action Date: 05/19/99 Action Data: Action Time: 18:49:59 EST  
 Origin Desc: GENERAL CAC  
 Action Desc: NO ACTION REQUIRED; INFORMATION ONLY  
 Comments: CUSTOMER SAYS: - WE HAD READ IN THE PAPER ABOUT A PROBLEM  
 WITH THE VEH - OUR VEH BURNT TO THE GROUND ON APR 09/99 -  
 INSURANCE COMPANY THINKS PERHAPS THE WIRING HARNESS - THE  
 VEH IS LOCATED IN THE YARD AT SEDISCO TOWING - FIRE DEPA  
 RIMENT WAS CALLED/NO REPORT FILED - THE FIRE OCCURED IN JAC  
 KSONVILLE FLORIDA/DUVAL COUNTY - A CLAIM WAS FILED WITH

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

LPREL561

0527 0585 2388

3713 5676



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DEALER: 325064 NORTH FLORIDA LINCOLN MERCURY  
 Address: 7447 BLANDING BLVD. P&A Code: 10377  
 City: JACKSONVILLE Sales Region: 25 ORLANDO  
 State/Prov: FL ZIP/Postal: 32244 Sales Zone: D  
 Country: USA Trained: Y FCSD Region: 24 ORLANDO  
 Dlr Phone: 904 777 3000 Market: F1  
 Svc Phone: 904 777 3000 Market Area:  
 Svc Hours: 7:00 AM - 7:00 PM M-F  
 Directions:

A

C POSITION	Employee Name
FINANCE & INSUR MANAGER	ADAMS, WILLIAM G
GENERAL MANAGER	RAMBACH, SR, LARRY E
PARTS & SERVICE DIRECTOR	BURT, DON
PARTS MANAGER	NORTON, ALAN C
SALES MANAGER	SHOVER, GEORGE L

F1=Help F2=IssueList  
 NO MORE RECORDS AVAILABLE

F7=Prev

F8=Next

F11=Menu

F12=Return

LPREL561

0527 0525 2329

3713 5677

SFCHSCMA

Customer List

05/20/99 08:10:26

==>

VIN: \_\_\_\_\_ CASE: 1771411399 HOME PHONE: \_\_\_\_\_  
LAST NAME: \_\_\_\_\_ ZIP/POSTAL: \_\_\_\_\_ CTRY: \_\_\_\_\_

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
-	JACKSONVILLE	FL	██████████	USA	██████████

F1=Help F2=VehicleList  
F7=Prev F8=Next  
NO MORE RECORDS AVAILABLE

F4=UpdCustInfo  
F11=Menu

F5=AddCustIssue  
F12=Return

LPREL561

0527 0585 2390

SFCHREMA

Recall/ONP Information

05/20/99 08:15:30

-->

VIN: 1LNLM82W0NY [REDACTED] Year: 1992 Model: TOWN CAR  
 WSD: 09/21/92 Build Date: 07/22/92

A	-----Campaign-----			Status	Dealer
C	Number	Type	Description	Status	Code
-----					
	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98 AUTOC
	99S15	S	UNDERHOOD	RELEASED FOR MAILING	05/18/99 325062

F1-Help F7-Prev F8-Next F11-Menu F12-Return  
 NO MORE RECORDS AVAILABLE

LPREL562

.0527 0585 2391

3713 5679

1998

ORLANDO

3713 5000

MESSER

ILNLM81W3N4 [REDACTED]

92 Town Car

1/8, LPA spoke to Steve Anderson @ Fire Dept

cust:

[REDACTED]  
Pt. St. Lucie, FL [REDACTED]

or friend [REDACTED]

- House burned too. Garage destroyed.
- Orig'd in <sup>left side</sup> eng compartment.
  - all the combustibles, except the radiator hoses.
- Veh had been parked 1-2 hrs, had just returned from a trip
- State Farm Ins. has been contacted.
- ★ - possible probw/ plastic bushing connector to the high-amp alternator
- Local media has been calling [REDACTED]
  - LPA advised: Tell media that Ford is aware of this particular fire.
  - Refer to Ford Public Affairs.

1/12 - [REDACTED]

- State Farm handling entire claim
- She is aware of two other 92 Town Car fires in her area w/in last few months.

MESSER

- 1/14 - Tom Moody - PVT. x39809
- Unaware of any fire-related concerns w/ 92 town car.
- Will alert Wixom PVT.

Consumer Affairs

12/31 12:20

(561)462-2312

Steve Anderson of  
St. Lucie (FL) Fire  
Marshall's Office

- Spoke to Bill Godfrey @  
Stuart FD.
- Steve is also investigating  
a fire in another  
92 Town Car.
- Needs info.



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

St. Lucie County  
Fire District

(561) 462-2300 FAX (561) 462-2325

**FIRE INVESTIGATION REPORT**



DATE OF FIRE: 12-30-97

CASE NUMBER: 97-140

RUN NUMBER: 1890

TIME OF FIRE: 1837 hrs

INVESTIGATION DATE: 12-30-97

INVESTIGATION TIME: 1926 hrs

FIRE CAUSE: Accidental

DAY OF WEEK: Tuesday

LOCATION: [Redacted] Port Saint Lucia, Florida [Redacted]

DESCRIPTION: 1992 Lincoln Town Car / Single Family Dwelling

VIN: 1LNLM1W3NY760463

TAG:

DOLLAR VALUE: Vehicle \$20,000.00/Total Structure \$120,000.00/\$45,000.00

DOLLAR LOSS: See Above

INSURANCE COMPANY: State Farm

POLICY NUMBER: 881-5189-59

PROPERTY INSURED VALUE: Vehicle Structure \$113,470.00

CONTENTS INSURED VALUE: \$85,108.00

MORTGAGE COMPANY: None

ACCOUNT NUMBER: N/A

Post to  
Date 1-15-98 4  
To ERYKA EDWARDS  
Fax 313-446-9347  
From Lt. STEVE ANDERSON  
Phone 561-462-2312

0121 0520 2523



**OWNER NAME:** [REDACTED]

**RACE:** [REDACTED]

**SEX:** M [REDACTED]

**DOB:** [REDACTED]

**POB:** TN

**ADDRESS:** [REDACTED] Port Saint Lucie, Florida

**ADDITIONAL OWNERS SEE NARRATIVE:**

**OCCUPANT NAME:** [REDACTED]

**RACE:** [REDACTED]

**SEX:** [REDACTED]

**DOB:** [REDACTED]

**POB:** CA

**ADDRESS:** [REDACTED] Port Saint Lucie, Florida

**ADDITIONAL OCCUPANTS SEE NOTES:**

**FATALITY NAME:**

**RACE:**

**SEX:**

**DOB:**

**POB:**

**ADDRESS:**

**ADDITIONAL FATALITIES SEE NARRATIVE:**

**ARRESTED NAME:**

**RACE:**

**SEX:**

**DOB:**

**POB:**

**ADDRESS:**

0121 0820 2524

**ADDITIONAL ARRESTS SEE NARRATIVE:****NARRATIVE:**

Tuesday December 30, 1997 Captain Poolt of the Saint Lucie County Fire District requested I respond to the above address for the purpose of determining origin and cause of this fire incident.

Upon arrival I met with Captain Poolt, he advised me of the events which occurred to this point. Fire suppression personnel were still on scene performing overhaul operations. I requested Captain Roy Doerr from the Saint Lucie County Fire District to respond to this location to assist in this investigation, he did.

The owners of this property [REDACTED] were across the street at a neighbors house. I went across the street to interview them. They advised me they had just returned home from a trip to Georgia around 4:30 pm. They parked the car in the garage, removed their suitcases, and went inside the house. After unpacking, the [REDACTED] sat down to relax in the front room. [REDACTED] was on the telephone and [REDACTED] was reading a paper. It was approximately two hours after arriving home that the [REDACTED] heard a sound in the garage. [REDACTED] went to the passage way door that lead to the garage, opened it, and saw flames and heavy black smoke inside the garage. [REDACTED] closed the door, his wife called 9-1-1, and then they exited the structure through the front door. [REDACTED] denies any problems with his car, nor has he had any work performed on the car recently.

I observed and photographed the exterior of the structure and surrounding area beginning at the front and progressing in a clockwise fashion. This is a single story single family dwelling constructed of concrete block. The roof is conventionally framed and is covered with plywood and fiberglass shingles. The structure lies in a east west plane, the front faces south. Heavy fire damage was observed on the south side around the garage area. The remainder of the structure received minor to moderate smoke damage to the soffit areas. Various windows had been broken out by fire suppression for ventilation purposes.

I gained entrance to the interior of this structure through the front door located on the south side of the building. I observed and photographed the interior beginning in the living room and progressing in a clockwise fashion. Minor heat and smoke damage was noted throughout the interior. The damage increased in severity as I proceeded towards the kitchen area. This is the area where the passage door leading to the garage is located.

I now focused my attention to the garage area. This area received heavy fire damage from the ceiling to the floor. This fire damage was fairly uniform throughout the garage area with the exception of the area directly over the car. A 1992 Lincoln Town Car was observed inside the garage, the front facing the north wall. Deep charring was noted above the car on the bottom of the roof trusses. This charring directed my attention to the car itself. A closer inspection of the car reviled the engine compartment hood was partially consumed, more on the left side than the right. The remainder of the exterior of the car was burned uniformly and consistent with fuel

0123 0520 2525

loads in and around the car. The interior of the car received heavy fire damage throughout. The dashboard was consumed and the seats were consumed on the tops of the seat backs. The lower portions of the interior were damaged by the fire but were still intact. Window glass in the car had heavy carbon buildup and crazing. Interior fire damage was most severe towards the front of the passenger compartment.

The car was pulled from the garage by Kauff's Towing. I continued my inspection of the car outside of the garage. I performed layering of the engine compartment area. The rubber products within the engine compartment including the rubber portions of the fuel lines had turned to charcoal or was completely consumed, with the exception of the radiator hoses. Heat and fire damage was more severe on the left side of the engine compartment. The wheelwell on the left side was consumed as well as all of the components that were located in that area (fuse box, electrical circuits, etc.). The body to frame rubber mount on the left side was also burned away.

In conclusion, due to the facts and evidence noted at the fire scene, this fire will be classified as an accidental fire. The area of origin of this fire is the 1992 Lincoln engine compartment on the left side. The exact ignition source for this fire was not identified, although, due to the information and evidence I feel this fire would be consistent with an electrical malfunction within the engine compartment itself.

This case will be considered closed unless further information is obtained that would warrant its re-opening, at which time a supplement report will be added to this file.



Lt. Steve Anderson  
Fire Investigator

0121 0520 2526

3713 5687

CSOR0016

MORS II Legal Contact

01/12/1998 07:57:18

ORLANDO 24 Zn/Tr: E1 M/A: CONTACT NBR: 109333973 Opened: 01/09/1998  
 VIN: 1LNLM81W3NY Closed:  
 Last Name: [REDACTED] First Name: ELNA Status: OPEN  
 Title: [REDACTED] MI: -  
 Address: [REDACTED]  
 City: PORT ST. LUCIE ST/PV: FL Zip/PC: [REDACTED] CC: USA  
 Home Phone: [REDACTED] Business Phone: [REDACTED] Ext: \_\_\_\_\_  
 Year: 92 Model: TOWN CAR  
 Mileage/Km: 61000 WSD: 10/09/1992  
 Dealer Name: CARLISLE FORD Sales Code: 124201 P&A: 04860  
 Causal Code: 0709 Symptoms: 704000  
 Serv Sales: 1 (1 or 2) Origin: GO Trans Date: \_\_\_\_\_  
 Veh Repl: \_\_\_\_\_  
 Case Type: 6 PERSONAL PROPERTY DA Means Code: A LGL INVEST-PROD LIABILITY  
 Atty Name: \_\_\_\_\_ Atty Memo: \_\_\_\_\_  
 Claimed Amt: \_\_\_\_\_ Award Amt: \_\_\_\_\_  
 CANADA ONLY: \_\_\_\_\_  
 Court Code: \_\_\_\_\_ Award Code: \_\_\_\_\_

F1=HELP F3=EXIT F4=COMMENT F5=ADD F6=UPD F9=CLOSE F12=CANC  
 1083 REQUESTED CONTACT DISPLAYED

LPCRB19

CSOR0010

MORE II Contact Comments

01/12/1998 07:57:44

Last Name: [REDACTED]  
Home Phone: [REDACTED]  
Dealer: CARLISLE FORD

Bus. Phone: [REDACTED]

VIN: 1LNLM81W3N [REDACTED]  
Ext:  
Dist/Reg: 24

CONTACT NBR: 109333973  
File Type: LEGAL  
Comm Type: P PHONE

Date: 01/09/1998  
Time: 15:43:48  
Micro:

Analyst Code: 6875KM  
Analyst Name: MITCHELL  
Letter Code:

Comments:

More?: Y

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- THE VEHICLE SPONTANEOUSLY BURST INTO FLAMES WHILE IT WAS IN THE GARAGE ON 12-30-97
- IT BURNED THE HOUSE DOWN AND WILL TAKE 5 MONTHS TO REBUILD THE HOUSE
- INSURANCE HAS BEEN CONTACTED, THE ARSON SQUAD WAS INVOLVED
- THIS IS THE 3RD LINCOLN IN THIS AREA THAT HAS BURNED
- THERE IS A PRODUCT DEFECT THAT CAUSED THE CAR TO BURN LIKE THIS

PER CUSTOMER, DEALER SAYS:

- NOT STATED

F1-HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11-CANC LTR F12-BASIC INFO  
E196 FIRST COMMENTS FOR CONTACT

LPORB19

CSOR0010

MORS II Contact Comments

01/12/1998 07:57:47

Last Name: [REDACTED] VIN: 1LNLM81W3N [REDACTED]  
Home Phone: [REDACTED] Bus. Phone: [REDACTED] 84 Ext:  
Dealer: CARLISLE FORD Dist/Reg: 24  
CONTACT NBR: 109333973 Date: 01/09/1998 Analyst Code: 6875KM  
File Type: LEGAL Time: 15:43:49 Analyst Name: MITCHELL  
Comm Type: U UPDATE Micro: Letter Code:

Comments:

More?: N

\*

CUSTOMER SEEKS:

- WANTS TO MAKE FORD AWARE OF THE SITUATION

\*

CAC ADVISED:

- A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL CONTACT CUSTOMER TO REVIEW CONCERN

-

F1-HELP F3-EXIT F5-ADD F7-PREV F8-NEXT F11-CANC LTR F12-BASIC INFO  
I002 REQUESTED INFORMATION DISPLAYED

LPORB19

1997  
ORLANDO

3713 5691

NS

12/22 from dynn Randy

ILNUM82W8NY

92 Town Car

- Larry Massing, Fire Marshall of ~~Stuart~~ Stuart Fire Dept.  
(561) 288-5360

- Larry contacted Karen Shaughnessy in public affairs.

- veh fire in engine, damaged garage.

\* Randy wants to do a goodwill inspect

- NO recall/ONP.

12/29- LPA spoke to Bill Godfrey. Larry on vacation.

- Larry unable to determine cause.

- appeared to be suspicious in nature.  
- veh had been parked in cust's garage overnight.

- unsure of current location of veh.

12/30-

- Fire 12/22. on driver's side, above front tire well, under hood.

- Damage to house & garage and 94 Jeep Grand Cherokee was totalled.

- Unable to stay at home. Living in a condo right now.

- Hartford Ins has been contacted & is investigating & handling claim.

- Recently purch'd new tires & battery for town car. No problems.

VIKRA  
Consultants  
Fire Invest.



**INCIDENT REPORT  
CITY OF STUART FIRE RESCUE**

NFIRS-1

DELETE  
 CHANGE

A	FOID 42082	INCIDENT NO 87-002988	EXP NO 00	MO 12	DAY 22	YR 97	DAY OF WEEK Monday	ALARM TIME 2 08:41:00	ARRIVAL TIME 09:48:00	IN SERVICE 14:45:00
B	TYPE OF SITUATION FOUND Structure Fire						TYPE OF ACTION TAKEN 14 Extinguishment			MUTUAL AID 1 <input checked="" type="checkbox"/> Recd <input type="checkbox"/> Given
C	FIXED PROPERTY USE 1-family Dwelling-year						IGNITION FACTOR 411 Undetermined			00
D	CORRECT ADDRESS						CO. 085	TWN 2035	ZIP CODE	CENBUS TRACT 0000.08
E	OCCUPANT NAME						TELEPHONE			ROOM/APT NO 00000
F	OWNER NAME						ADDRESS Stuart, FL			TELEPHONE
G	METHOD OF ALARM FROM PUBLIC Telephone Tie Line			TYPE OF ALARM 7 Regular		DISTRICT 2	SHIFT 085	STATION B	NO. ALARMS 1	
H	911 USED E911		PERSONNEL RESPONDED 2	ENGINES RESPONDED 012		AERIAL APPARATUS 000		OTHER VEHICLES 003		

ALL INCIDENTS

I	NUMBER OF INJURIES FIRE SERVICE 000		OTHER 000	NUMBER OF FATALITIES FIRE SERVICE 000		OTHER 000
---	--	--	-----------	--	--	-----------

CAS

J	COMPLEX Dwelling Complex		41	MOBILE PROPERTY TYPE Passenger Vehicle		10		
K	AREA OF FIRE ORIGIN Garage, Carport, Vehicle Stor.		47	EQUIPMENT INVOLVED IN IGNITION Vehicle			96	
L	FORM OF HEAT OF IGNITION Undetermined		00	TYPE OF MATERIAL IGNITED Rubber		51	FORM OF MATERIAL IGNITED Tire	64
M	METHOD OF EXTINGUISHMENT Preconnect w/Tank Water		5	LEVEL OF FIRE ORIGIN Grade to +8'		1	ESTIMATED LOSS 161,000	ESTIMATED VALUE 757,725

ALL FIRES

N	NUMBER OF STORIES 3 - 4 Stories		3	CONSTRUCTION TYPE Unprotected Ordinary			6
O	EXTENT OF FLAME DAMAGE Room of Origin		3	EXTENT OF SMOKE DAMAGE Structure of Origin			8
P	DETECTOR PERFORMANCE No Detectors Present		8	SPRINKLER PERFORMANCE No Equipment			8
Q	IF SMOKE SPREAD BEYOND ROOM OF ORIGIN	TYPE OF MATERIAL GENERATING MOST SMOKE Rubber		51	AVENUE OF SMOKE TRAVEL Corridor		2
R		FORM OF MATERIAL GENERATING MOST SMOKE Tire					64

STRUCTURE

S	IF MOBILE PROPERTY	YEAR 92	MAKE Lincoln	MODEL Town Car	SERIAL NO. ILNLM82W81	LICENSE NO.
T	IF EQUIPMENT INVOLVED IN IGNITION	YEAR 92	MAKE Lincoln	MODEL Town Car	SERIAL NO. ILNLM82W81	

CHECK IF COMMENTS

U	OFFICER IN CHARGE (NAME, POSITION, ASSIGNMENT) Chief Massing	DATE 12/22/1997
	MEMBER MAKING REPORT, AND DIFFERENT FROM ABOVE) DOUGLAS V KILLANE, Firefighter	DATE 12/22/1997

## INCIDENT REPORT CITY OF STUART FIRE RESCUE

A

FDID	INCIDENT NO	EXP NO	MO	DAY	YR	DAY OF WEEK	ALARM TIME
43082	97-002806	00	12	22	97	Monday	2 09:41:00

**NARRATIVE**

Called to garage fire, upon arrival found heavy smoke coming from above garage door and out of eaves. E-1 crew entered building and found heavy smoke in the attic. BC-5 arrived and assumed command and called for an additional engine and a platform. R-1 crew arrived and assisted E-1 with ventilation. E-2 crew arrived and established a water supply. Chief Massing was made operations officer. Additional engine crew and platform crew were directed to manpower. Chief Alter was assigned to manpower and safety. EMS-2 arrived and was assigned to rehab. Crews were directed to enter the garage with a second line. The garage door was cut open to facilitate extinguishment. The fire was extinguished and a full search done of the building. No extension was found. E-14 and Platform 14 were released from scene. Rehab 12 was called to fill air bottles. The bottles were filled and returned to service. E-2, R-1, Rehab 12, Training 1, and EMS-2 were released from scene. Command stepped down. Chief Massing, BC-5, and E-1 crew remained on scene to investigate cause of fire. After investigation was completed all vehicles were placed in service and the scene was turned over to Stuart Police Department until the owners returned to secure the building.

12/22/1997 18:48 LORI RECCA

0121 0520 2566

## FIRE LOSS REPORT CITY OF STUART FIRE RESCUE

FOID	INCIDENT NO	EXP NO	MO	DAY	YR	DAY OF WEEK	ALARM TIME
42082	97-002868	00	12	22	97	Monday	2 09:41:00

	BUILDINGS	VEHICLES	CONTENTS	TOTAL
ESTIMATED LOSS	75,000	36,000	50,000	161,000
ESTIMATED VALUE	440,225	36,000	311,500	787,725
INSURED AMOUNT	445,000	0	311,500	756,500
SETTLEMENT AMOUNT	0	0	0	0

INSURANCE INFORMATION	
<b>BUILDINGS AND CONTENTS..</b>  COMPANY: Hartford Insurance Co. AGENCY: Sam Goode CONTACT: Sam Goode PHONE: 561-287-3525      Fax 561-287-3516	<b>VEHICLES..</b>  COMPANY: Hartford Insurance Co. AGENCY: Carolyn Blackman CONTACT: Carolyn Blackman PHONE: 500-637-5410

0121 0520 2567

3713 5895

**RESPONDING UNITS  
CITY OF STUART FIRE RESCUE**

FDID	INCIDENT NO	EXP NO	MO	DAY	YR	DAY OF WEEK	ALARM TIME
42082	97-002966	00	12	22	97	Monday 2	09:41:00

UNIT CODE	RESPONSE CODE	ALARM	ARRIVAL	RESPONSE
BC-5 Battalion Chief Vehicle BC Recca	1 Emergency	09:41:00	09:46:00	00:05:00
C-5 Fire Chief Vehicle Chief Messing	1 Emergency	09:41:00	09:45:00	00:04:00
E-1 Engine 1 D-FF/EMT Mittens FF/EMT Gonzalez	1 Emergency	09:41:00	09:45:00	00:04:00
E-2 Engine 2 D-FM Lipofsky L.J. Carroll FF/EMT Herz	1 Emergency	09:41:00	09:48:00	00:07:00
MANP Off Duty Manpower Responding BC Campbell FM Sumner	2 Non-emergency	10:00:00	10:10:00	00:10:00
R-1 Ambulance & Rescues 1 D-FM Duffy FM Malinconico Vol. Felicione	1 Emergency	09:41:00	09:45:00	00:04:00

TOTAL UNITS: 6

0121 0520 2518

### MUTUAL AID CITY OF STUART FIRE RESCUE

PCID	INCIDENT NO	EXP NO	MO	DAY	YR	DAY OF WEEK	ALARM TIME
43083	97-002998	00	12	22	97	Monday	09:41:00

DEPARTMENT CODE/NAME	AUTO MUTUAL AID CODE	NOTIFIED	ARRIVAL	LEAVE	PERSONS
42032 Martin County Fire Rescue FM Thresher FF/EMT Genfretake	1 MA Recv'd IAW Interlocal Agreement	09:47:00	10:00:00	10:34:00	2
E-14 Engine 14 MCFR Lt Hilton FF/EMT Martin	1 MA Recv'd IAW Interlocal Agreement	09:47:00	10:00:00	10:45:00	2
EMS-2 Rescue Lieutenant FM Fenner	1 MA Recv'd IAW Interlocal Agreement	09:48:00	10:15:00	11:30:00	1
REHAB-12 Rehab 12 MCFR	1 MA Recv'd IAW Interlocal Agreement	10:45:00	11:00:00	11:30:00	2
T-1 Training 1 MCFR Training Chief Alter 3 new hires	1 MA Recv'd IAW Interlocal Agreement	09:48:00	10:00:00	11:30:00	4

TOTAL UNITS: 5

Post-It® Fax Note	7871	Date 12/29/97	Page 5
To ERVA EDWARDS	From BOON-SHAKKAS		
Co./Dept. Ford Motor Co.	Co. City of Stuart Fire		
Phone # 313-446-5931	Phone # 861-288-5360		
Fax # 313-446-9347	Fax # 861-288-5371		

0121 0520 2569

CSOR0016

MOES II Legal Contact

12/30/1997 10:44:25

ORLANDO 24 Zn/Tr: B1 M/A: CONTACT NBR: 109301580 Opened: 12/30/1997  
 VIN: 1LNLM82WAK First Name: MI: E Closed: 12/30/1997  
 Last Name: Title: Status: CLOSED  
 Address: City: STUART ST/PV: FL Zip/PC: CC: USA  
 Home Phone: Business Phone: Ext:  
 Year: 92 Model: TOWN CAR  
 Mileage/Km: 1 WSD: 04/17/1992

Dealer Name: STUART LINCOLN-MERCURY Sales Code: 325160 P&A: 10163  
 Causal Code: 0709 Symptoms: 704000  
 Serv Sales: 1 (1 or 2) Origin: GO Trans Date:  
 Veh Repl:  
 Case Type: 4 FIRES - FUEL FED Means Code: A LGL INVEST-PROD LIABILITY  
 Atty Name: Atty Memo:  
 Claimed Amt: Award Amt:  
 CANADA ONLY:  
 Court Code: Award Code:

F1-HELP F3-EXIT F4-COMMENT F5-ADD F6-UPD F9-CLOSE F12-CANC  
 1050 CONTACT SUCCESSFULLY CLOSED

LPORE19

CSOR0010

MOES II Contact Comments

12/30/1997 10:44:29

Last Name: [REDACTED] VIN: 1LNLM82W8NY [REDACTED]  
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:  
Dealer: STUART LINCOLN-MERCURY Dist/Reg: 24

CONTACT NBR: 109301580 Date: 12/30/1997 Analyst Code: 3999EE  
File Type: LEGAL Time: 10:37:47 Analyst Name: EDWARDS  
Comm Type: P PHONE Micro: Letter Code:

Comments: More?: Y

\*\*\* INFO FROM PUBLIC AFFAIRS RECEIVED 12/22/97 BY CONSUMER AFFAIRS\*\*\*

\*\*\* MILEAGE UNAVAILABLE \*\*\*

\*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:

-KAREN SHAUGHNESSY OF FORD PUBLIC AFFAIRS RECEIVED THIS INFO FROM LARRY MASSING, CHIEF OF STUART FIRE DEPT

-VEHICLE CAUGHT FIRE ON 12/22/97 AT 9:00 AM WHILE PARKED IN CUSTOMER'S GARAGE

-CHIEF MASSING IS UNABLE TO DETERMINE THE CAUSE

\*

MRS. [REDACTED] SAYS:

F1-HELP F3-EXIT F5-ADD F7-PREV F8-NEXT F11-CANC LTR F12-BASIC INFO  
#196 FIRST COMMENTS FOR CONTACT

LPORB19

CSC00010

MORS II Contact Comments

12/30/1997 10:44:30

Last Name: [REDACTED] VIN: 1LNLM82W8NY [REDACTED]  
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:  
Dealer: STUART LINCOLN-MERCURY Dist/Reg: 24

CONTACT NBR: 109301580 Date: 12/30/1997 Analyst Code: 3999EE  
File Type: LEGAL Time: 10:37:48 Analyst Name: EDWARDS  
Comm Type: U UPDATE Micro: Letter Code:

Comments: More?: Y  
-FIRE TOTALLY DESTROYED THE TOWN CAR, A 1994 JEEP GRAND CHEROKEE, THE GARAGE,  
AND PART OF THE HOUSE  
-HARTFORD INS CO SENT AN INDEPENDENT INVESTIGATOR AND FIRE DOG OUT YESTERDAY  
-HARTFORD INS IS HANDLING THE ENTIRE CLAIM  
-NEVER HAD ANY PROBLEMS W/ THE TOWN CAR; RECENTLY REPLACED THE TIRES AND  
BATTERY  
-CUSTOMER IS LIVING IN A CONDO TEMPORARILY WHILE THE INS CO IS HANDLING THE  
DAMAGE TO THE HOUSE  
\*

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO  
1002 REQUESTED INFORMATION DISPLAYED LFORB19



CSOR0010

MORS II Contact Comments

12/30/1997 10:44:32

Last Name: [REDACTED] VIN: 1LNLM82W6EY [REDACTED]  
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:  
Dealer: STUART LINCOLN-MERCURY Dist/Reg: 24

CONTACT NBR: 109301580 Date: 12/30/1997 Analyst Code: 3999EE  
File Type: LEGAL Time: 10:37:49 Analyst Name: EDWARDS  
Comm Type: U UPDATE Micro: Letter Code:

Comments: More?: Y  
CUSTOMER SEEKS:  
-WHAT CAUSED THE FIRE?

\*  
ERICKA EDWARDS (LEGAL ANALYST) ADVISED:  
-12/29, SPOKE TO BILL GODFREY AT FIRE DEPT (LARRY ON VACATION ALL WEEK). BILL  
FAXED FIRE REPORT TO LPA  
-12/30, LEA SPOKE TO [REDACTED] AND ADVISED THAT THE INSURANCE CO WILL  
SUBROGATE FORD IF THEY DETERMINE THAT A FACTORY DEFECT WAS THE CAUSE OF THE  
FIRE  
-RECONTACTED FIRE DEPT AND LEFT MSG W/ BECKI SHARROCK INDICATING OUR POSITION

F1-HELP F3-EXIT F5-ADD F7-PREV F8-NEXT F11-CANC LTR F12-BASIC INFO  
1003 REQUESTED INFORMATION DISPLAYED LPORB19

CSOR001U

MORE II Contact Comments

12/30/1997 10:44:34

Last Name: [REDACTED] VIN: 1LNLM82W8N [REDACTED]  
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:  
Dealer: STUART LINCOLN-MERCURY Dist/Reg: 24

CONTACT NBR: 109301580 Date: 12/30/1997 Analyst Code: 3999EE  
File Type: LEGAL Time: 10:44:24 Analyst Name: EDWARDS  
Comm Type: U UPDATE Micro: Letter Code:

Comments: More?: N  
###THIS IS THE CLOSING COMMENT  
CLOSE PER PREVIOUS COMMENTS.

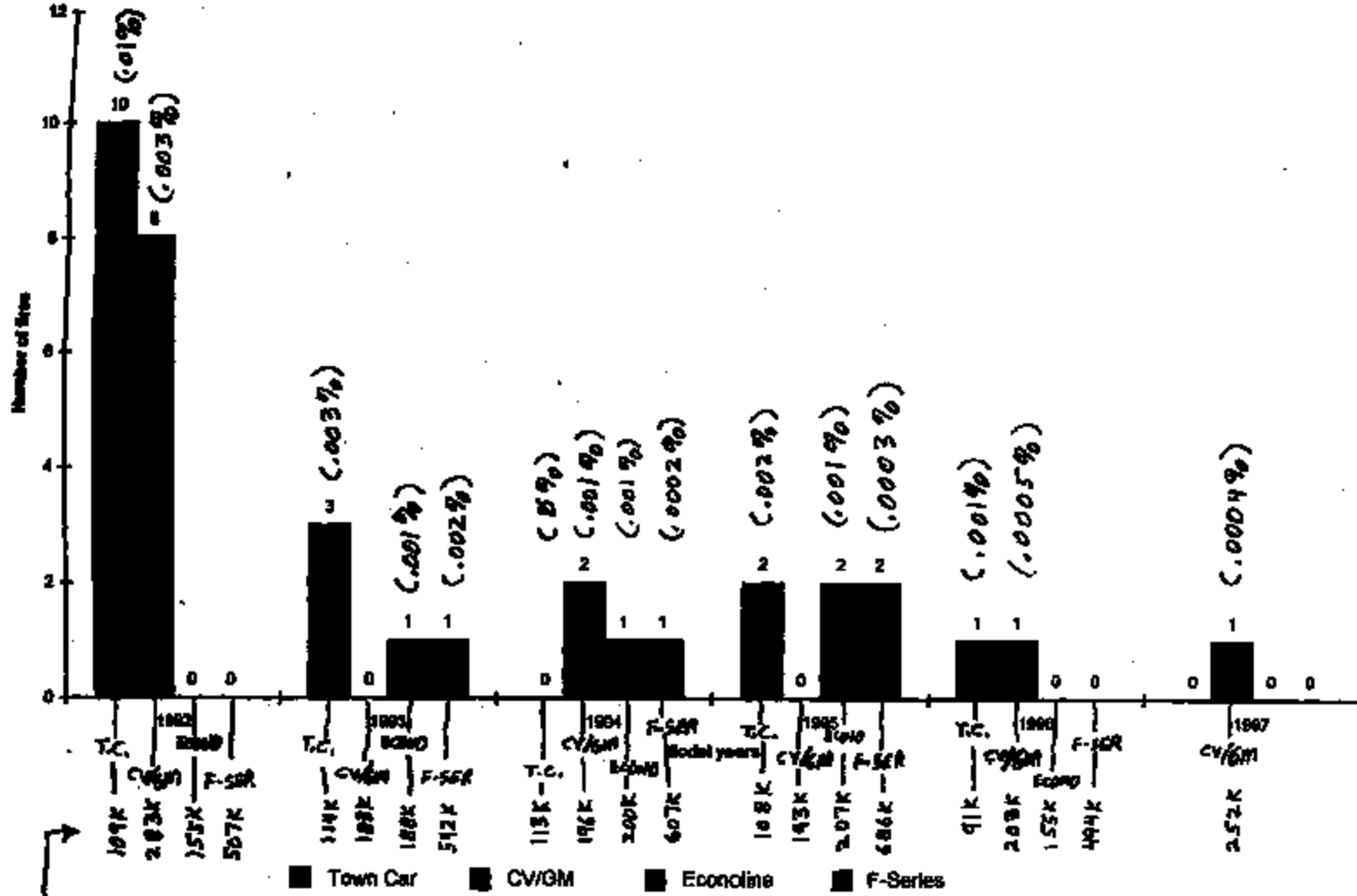
F1-HELP F3-EXIT F5-ADD F7-PREV F8-NEXT F11-CANC LTR F12-BASIC INFO  
I002 REQUESTED INFORMATION DISPLAYED LPOB19

99315

3719 5703

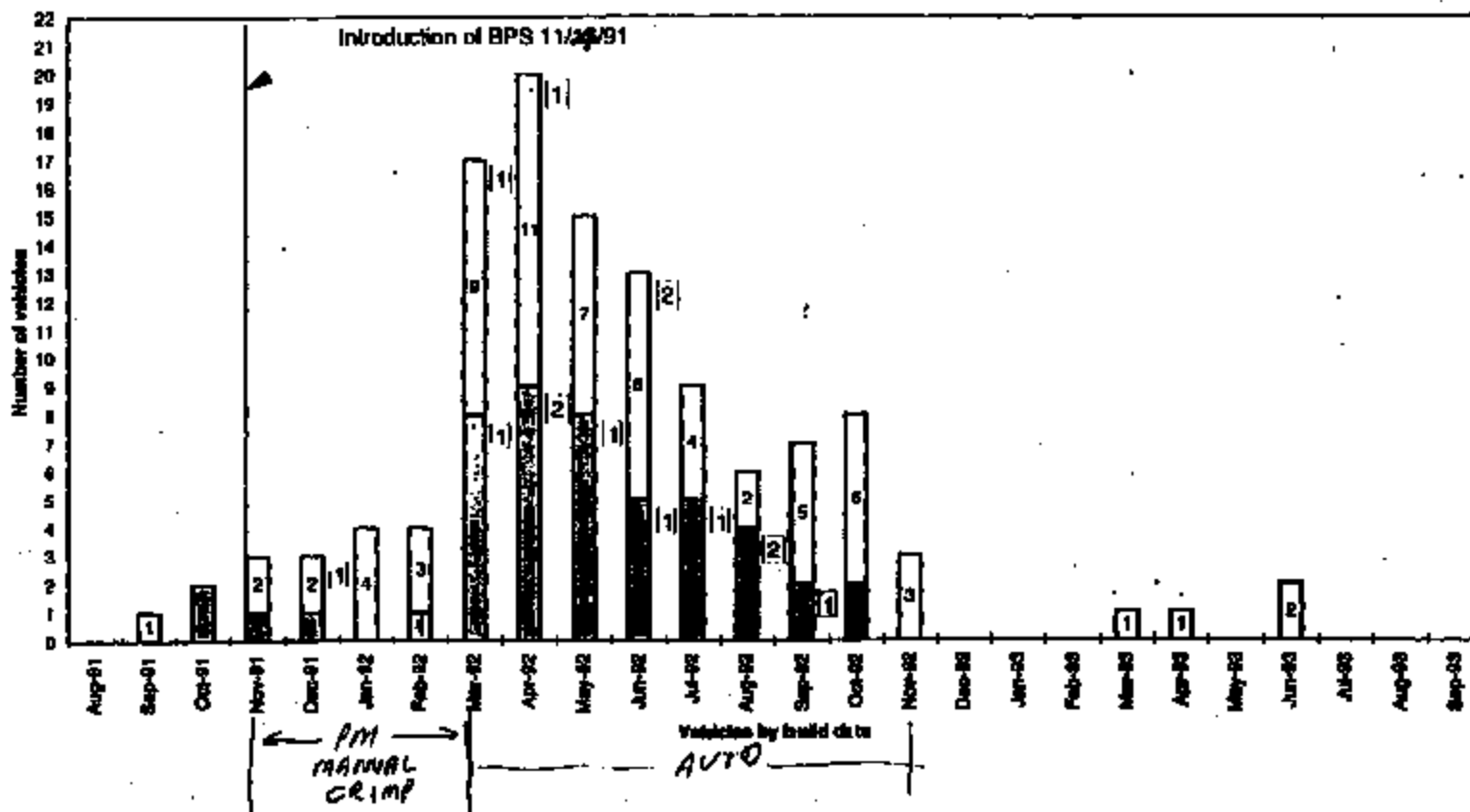
FOR JEMERY BARBER  
FROM TOM MASTERS

# Parato of Symptoms Relating to the Brake Pressure Switch with the Engine Off/Unknown



VEHICLE VOLUMES

### Parato of 92/93 Town Car Underhood Fire Allegations With Engine On/Off/Unknown



**Note:**

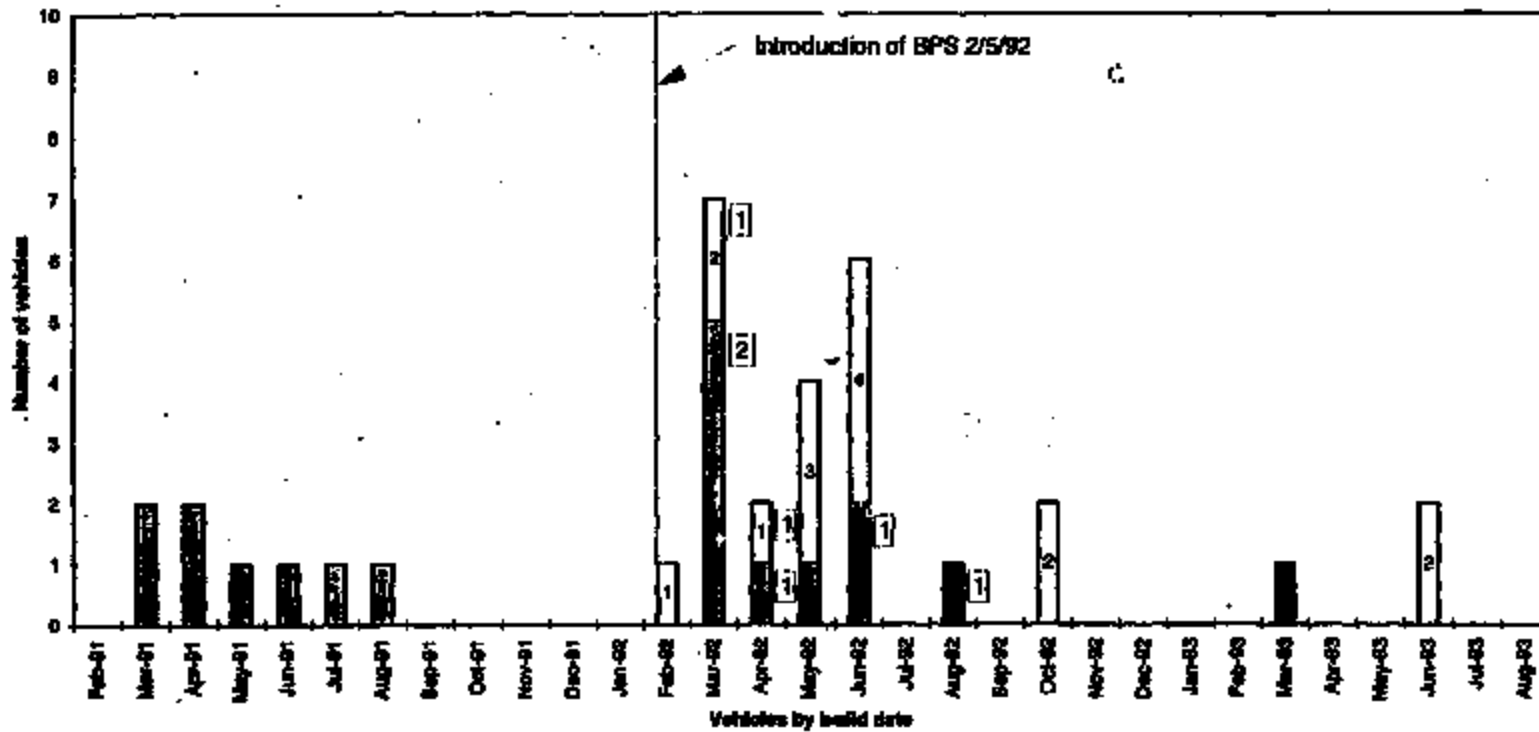
- The shaded region represents vehicles with engine off/unknown.
- The unshaded region represents vehicles with engines on.
- Represents BPS symptoms

There were 11 vehicles in the unknown category.  
 3 engine off/unknown, relates to a BPS symptom.

8 engine on.

Originator: J.Kelso  
 File: Bulldozer.xls  
 Date issued: 4/18/93  
 Date revised: 4/18/93

Parato of 92/93 CV/GM Underhood Fire Allegations With Engine On/Off/Unknown



**Note:**

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

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

Originator: J.Kelati  
 File: Buldch1.xls  
 Date issued: 4/18/99  
 Date revised: 4/18/99

Brake Pressure Switch Photo Vehicle Locations											Photo Total	Photo Total	Photo Total	Photo Total
VL/Yr	82	83	84	85	86	87	88	89	90	91	4/7	4/8	4/12	
town	X		X	X		X					1	4	2	6
crown vic	X	X	X	Dea GM	X	JAL GM						4	1	4
grand marquis	X	X	X	X	X	X						4	4	4
econo	X	X	X			X			X		1			5
club wagon			X			X								
foodies		X	X	A.G	X	X	X			1	7	4		5
bronco					X	X	X				3		2	1
explor				X	X	X	X	X	X		5	2	5	5
ranger				X	X	2	X	X	X		5	1	2	3
exped					X	X	X	X	X		3	3		3
navi						X	X	X	X		2	1		1
cho				X							3			1
mark VIII		I	J		X	X	X	X	X		6	1	1	1
windstar				X	X	2	X	X	X		5	2	4	4
capri											65	7	33	41
0 = unknown 1 = Isidore 478785 2 = case test cars 3 = Ken Anderson 47160 4 = DST Dennis Pool 734-941-0300 5 = Ron Ornelis 79989 problems towers											A = Russ Miller 704-410-7111 (Club-wagon) B = Sterling Elliott (Body #10 7/12 1987) C = Balam of Idaho aka 510, 46, 2, 40 D = haldebe - in charge 410 702 4780 (range) E = bob falk - ad ford 410 702 4780 (sub-assembly) F = Warren Chrysler physics 410 702 4780 (warrant) G = Southgate H = Canton I = Plymouth J = Northville			

= PHOTO not required

3713 5707

47  
 43  
 65-27  
 41  
 8

\*\*\*\*\*  
\* Note printed by TMASTERS on 1 Feb 1999 at 07:40:31 \*  
\*\*\*\*\*

From: TMASTERS--DRBN005 Date and time 02/03/99 07:39:36  
To: FPORTER --DRBN007  
CC: TMASTERS--DRBN005 Tom Masters RENGLIS1--DRBN005 Rob English  
FROM: Tom Masters USART(UTC -05:00)  
Subject: '92Town Car NESTA Investigate - Brake Pressure Sw.

Fred: We need an internal AVT-EESE Mtg 2/3/99 or 2/4/99 with you & appropriate  
Engs. from your section along w AVT-EESE Engs (REnglis1/JGregoir/TMasters).  
Mtg would consolidate AVT-EESE position per role that Brake Pressure Switch  
plays in regards to possible root cause for Town Car underhood fires.

Pls call x06657 or Text Page "TMasters" with suggested Mtg time/date - Thanks!

Phone 313-39-08657, Text Pager 313-851-2005, Fax 313-317-9158  
#5-2A024, M.D.-5017 AVT-EESE-OPD Elect System/EDS Trk/Large Car  
The Road To Success is Uphill, So ~  
Don't Expect To Break Any Speed Records.

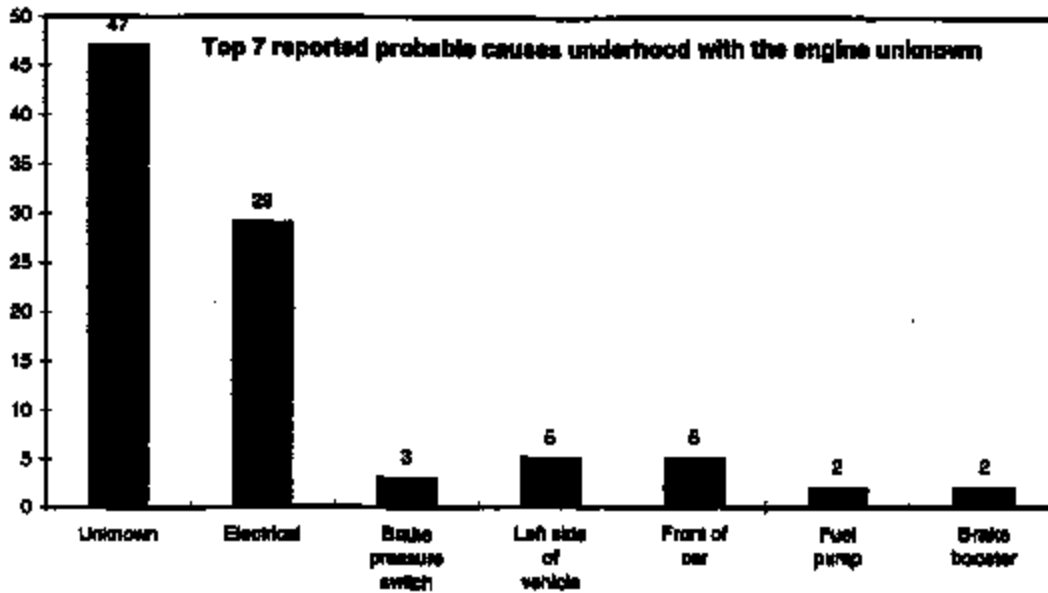


## RVT - EESE WORKPLAN FOR 92-93MY TOWN CAR UNDERHOOD FIRES

	Champion	Target Complete Date
(1). Read, assess, and categorize CQIS verbatims:		
(A). Town Car, CV/GM.	RVT-Elect	A - 3/8/99
(B). Econoline and F-Series.	RVT-Elect	S - 3/12/99
		<i>A - 7/5/00</i>
(2). Identify underhood hot at all times wiring circuits and electrical components.	RVT-Elect	S - 3/9/98
(A). Draw possible conclusions relative to CQIS verbatims.	RVT-Elect	S - 3/10/99
(B). <i>Identify VIN's - I talk to DAA Eng</i>		
(3). Review previous repair info on 47 Town Cars identified with underhood fires:	RVT-Elect	A - 3/5/99
(A). Draw possible conclusions relative CQIS verbatims.	RVT-Elect	S - 3/8/99
B. <i>Have repair info per VIN</i>		
(4). Correlate 47 Town Cars against orderable options - traction assist and trailer tow.		
(A). First 31 out of 47 Town Cars.	FCSD	A - 3/1/99
(B). Last 18 out of 47 Town Cars.	FCSD	S - 3/10/99
(C). Draw possible conclusions relative to CQIS verbatims.	RVT-Elect	S - 3/11/99
<i>NEW ITEM - review orderable options for CV/GM</i>		
(5). Perform field inspections of the 47 Town Cars:		
(A). Perform phone survey using questionnaire by RVT-EESE and Design Analysis.	LVC-Safety	S - 3/15/99
(B). Litigation Prevention Team follows up with selected field reviews of vehicles.	LVC-Safety	S - 4/5/99
(6). Brake Pressure Switch:		
(A). Determine root cause.	RVT-Chassis	
(B). Brainstorm and identify possible resolution proposals.	RVT-Chassis	S - 3/10/99
* Recommend resolution proposal along with supporting rationale.	RVT-Chassis	S - 3/22/99
(C). Identify required DVP&R testing: CAE and/or Bench and/or In-Vehicle, etc.	RVT-Chassis	
* Complete DVP&R testing.	RVT-Chassis	
(D). Determine manufacturing feasibility with affected suppliers.	RVT-Chassis	
* Obtain supplier cost/timing/tools to support resolution proposal.	RVT-Chassis	
(E). Determine Assy Fees for proposal - review installation procedure with FCSD.	RVT-Chassis	
(F). Complete 14D write paper.	RVT-Chassis	
Ask FPorter if we should include below 2 added steps in the brake switch workplan:		
* TI to investigate (brake fluid & salt spray) effect on electrical switch contacts - not just salt spray.		
* Perform in Veh brake pressure characterization and note differences betw T.C. and CV/GM.		
- Is Deact Sw for T.C./CV/GM packaged in same location, on same side of Prop valve, etc?		
* Get samples returned from the Field.		

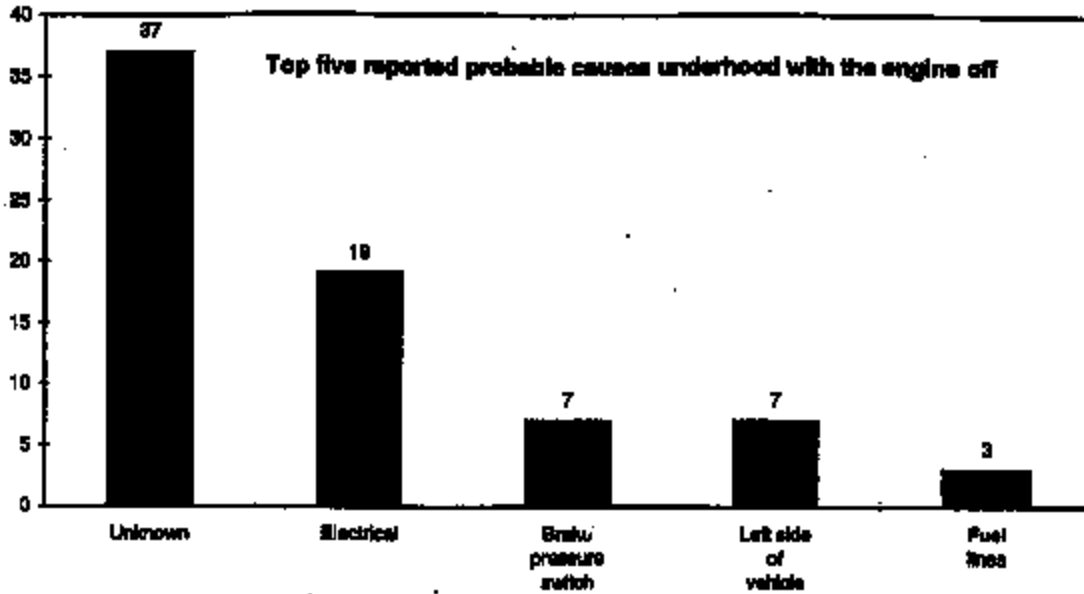
by T:\masers x0857, created 3/4/99, revised 3/9/99, Page 1 of 1, C:\Tmasers\92\93towncar\workplan

**Verbatim Parato Analysis of Towncar, CV/GM, Econoline and F-series**



	Town car	CV/GM	Econoline	F-series	Total
Unknown	11	9	24	3	47
Electrical	4	8	19	0	29
Brake pressure switch	2	1	0	0	3
Left side of vehicle	0	2	3	0	6
Front of car	0	3	2	0	6
Fuel pump	0	0	2	0	2
Brake booster	0	2	0	0	2

**Verbatim Pareto Analysis of Town Car, CV/GM, Econoline and F-Series**



	Town car	CV/GM	Econoline	F-Series	Total
Unknown	15	7	14	1	37
Electrical	7	4	6	2	18
Left Side of Vehicle	4	2	1	0	7
Brake pressure switch	4	1	1	1	7
Fuel lines	0	2	1	0	3

\*\*\*\*\*  
\* Note printed by TMASTERS on 9 Apr 1999 at 07:27:58 \*  
\*\*\*\*\*

FROM: JNEME --DRENO05 Date and time 04/08/99 15:13:23  
To: TMASTERS--DRENO05 TDONOVAN--DRENO05  
PORTER --DRENO07  
cc: SCOLEL --DRENO05

FROM: Joseph S. Neme USAET(UTC -04:00)  
SUBJECT: Town Car Underhood Fires  
See notes below... please let me know when we can have a 14D to review  
with Jack Paskus and Bill Bohan...thanks

Joseph S. Neme  
LVC - Safety  
Phone: 39-08133, Fax:62-18147, E-Mail:jneme@ford.com  
Location: MD1255/Cuba 2M37, Building #2 Textpager:313-795-7003  
\*\*\* Forwarding note from JMCINERN--DRENO05 04/08/99 15:10 \*\*\*  
To: JNEME --DRENO05

FROM: John McInerney USAET(UTC -04:00)  
Subject: Town Car Underhood Fires

Regards,  
John McInerney:Tech Specialist-Safety,LVC-OPD Safety and Police  
Engineering. 313-322-0276, Pager:313-795-9243 or TEXTPAGE "Cel"  
phone:734-765-7534,"FORD-Building the Safest Cars in the World"  
\*\*\* Forwarding note from JPASKUS --DRENO05 04/08/99 13:17 \*\*\*  
To: JMCINERN--DRENO05  
cc: JPASKUS --DRENO05

FROM: Jack Paskus USAET(UTC -04:00)  
Subject: Town Car Underhood Fires

I agree with Bill. Please organize a session to make it happen. Thanks

Regards,  
Jack Paskus, Engineering Director, LVC  
Room 13G112, MD 1131, Building 1  
32-22530 FAX: 34-30078  
\*\*\* Forwarding note from WBOHAN --DRENO05 04/08/99 09:02 \*\*\*  
To: JPASKUS --DRENO05  
cc: LCAMP --DRENO05 WBOHAN --DRENO05

FROM: Bill Bohan USAET(UTC -04:00)  
Subject: Town Car Underhood Fires  
This note is in reference to the message I left asking you to give me a call.

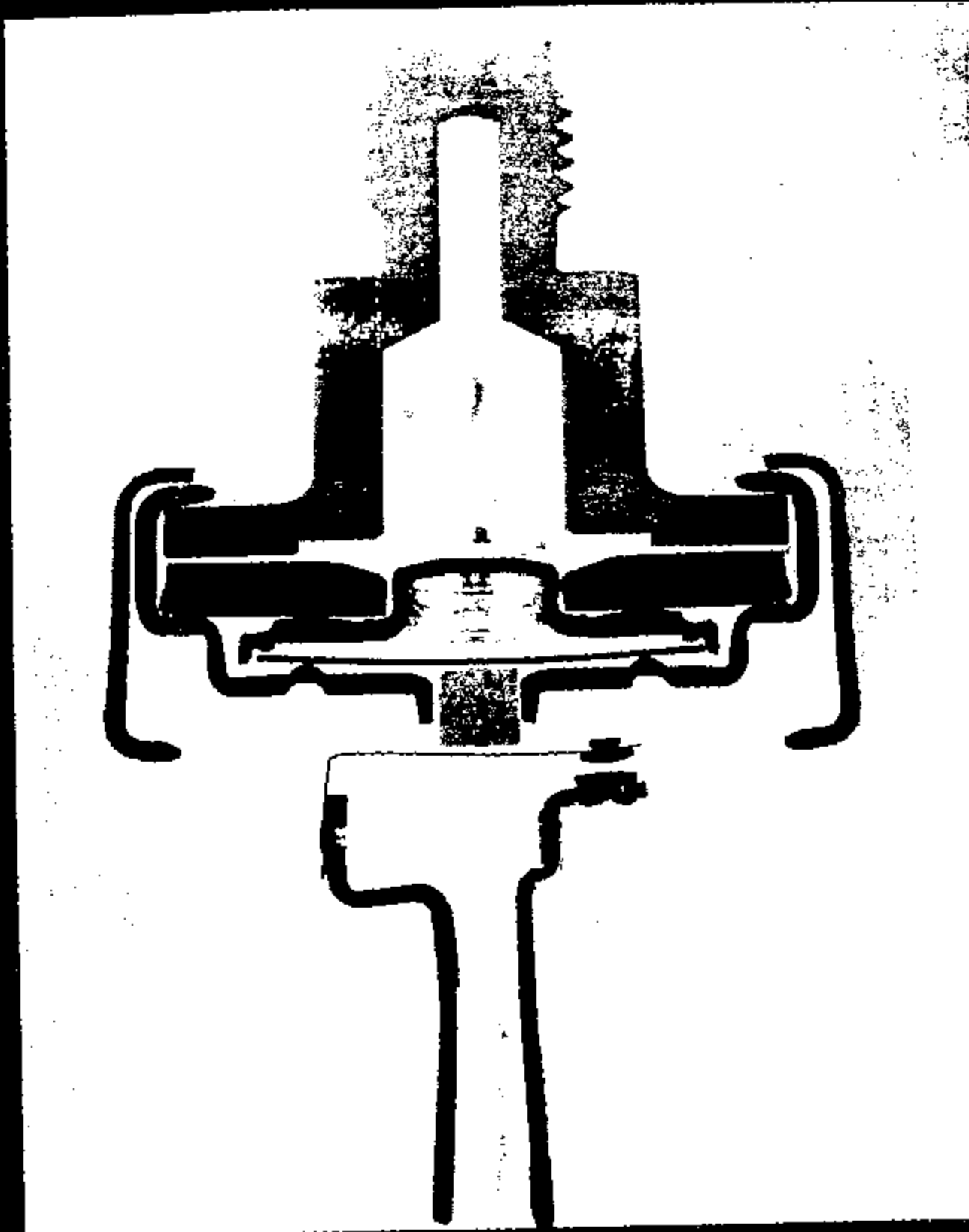
You'll recall that back in February, I mentioned that we had about 2 months to  
investigate the alleged Town Car underhood fires and come to some kind of  
decision. Next week will be April 15 and the two months will be up. I  
recommend that LVC schedule a Tech Review next week with the possibility of  
turning it in to an FRC.

For the meeting, I recommend that the subjects of potential short term field  
action, potential permanent field action, potential involvement of other  
vehicle lines and all information that can help us determine if we have a  
defect be reviewed (in other words, an updated 14d white paper).

Your continuing efforts on this subject are really appreciated.

Regards,  
Bill Bohan, Production Vehicle Safety & Compliance Manager  
Automotive Safety Office, ESE, Suite 500, Fairlane Plaza South  
Phone (313)322-9115;Fax(313)594-2268;email wbohan@ford.com

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Scale Definition

Switch Base Material

- 4 Celanex 4300 - UL rating HB
- 3 Noryl GTX 830 - UL rating HB
- 2 Celanex 3316 - UL rating VO
- 1 Zytel - UL rating VO

Switch vehicle location - splash zone

- 8 Wheel well
- 7 Underbody - spray line
- 6 Underbody - out of spray line
- 5 Engine compartment - low
- 4 Engine compartment - middle
- 3 Wheel well - behind splash guard
- 2 Engine compartment - high
- 1 Passenger compartment

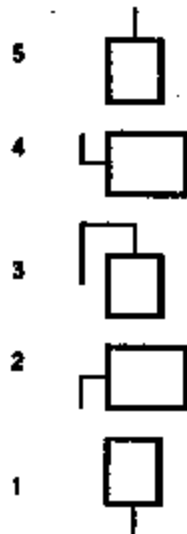
Switch orientation - from vertical

- 4 0° to 90°
- 2 90° to 135°
- 1 135° to 180°

Proximity to combustible material

- 2 0" - 9"
- 1 > 9"

Wire routing - drip loop



Connector Face Seal

- 9 Foam
- 3 Silicone

Wire to Connector Grommet Seal

- 9 Incompatible
- 1 Compatible

### Speed Control De-Activation Switch Concern

Vehicle

Town Car  
 CVXGM  
 Econoline  
 F-Series  
 Ranger  
 Explorer  
 Capri  
 Club Wagon  
 Expedition  
 Bronco  
 Falcon  
 Mark VIII  
 Navigator  
 SHO Taurus  
 Windstar

	1992										1993										1994										1995																																	
	# of Thermal Evts.-Engine off/unknown-when symptoms										# of Thermal Evts.-Engine off/unknown-when symptoms										# of Thermal Evts.-Engine off/unknown-when symptoms										# of Thermal Evts.-Engine off/unknown-when symptoms																																	
	# of Thermal events-Engine Off/Unknown										# of Thermal events-Engine Off/Unknown										# of Thermal events-Engine Off/Unknown										# of Thermal events-Engine Off/Unknown																																	
	Switch Base Mkt.										Switch Base Mkt.										Switch Base Mkt.										Switch Base Mkt.																																	
	Switch Vehicle Location-Splash										Switch Vehicle Location-Splash										Switch Vehicle Location-Splash										Switch Vehicle Location-Splash																																	
	Switch Orientation										Switch Orientation										Switch Orientation										Switch Orientation																																	
	Wire Routing										Wire Routing										Wire Routing										Wire Routing																																	
	NMA Connector Face Seal										NMA Connector Face Seal										NMA Connector Face Seal										NMA Connector Face Seal																																	
	NMA Wire Type/Conn. Grounded										NMA Wire Type/Conn. Grounded										NMA Wire Type/Conn. Grounded										NMA Wire Type/Conn. Grounded																																	
	Priority to combustible materials										Priority to combustible materials										Priority to combustible materials										Priority to combustible materials																																	
	Recommendation										Recommendation										Recommendation										Recommendation																																	
Town Car	10	40	103	4	5	4	5	9	1	2												3	7	28	4	9	4	5	9	1	2												0	3		1	2	1	5	9	1	2												
CVXGM	8	20	30	4	5	4	5	9	1	2												0	2	6	4	5	4	5	9	1	2												1	3		3	2	4	5	9	1	2												
Econoline	0	0	0	7	4	5																1	3		7	4	5																1	3		3	2	4	5	9	1	2												
F-Series																						1	5	3	2	4																	1	4		3	2	4	5	9	1	2												
Ranger																																																																
Explorer																																																																
Capri																																																																
Club Wagon																																																																
Expedition																																																																
Bronco																																																																
Falcon																																																																
Mark VIII																																																																
Navigator																																																																
SHO Taurus																																																																
Windstar																																																																

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### Speed Control De-Activation Switch Concern

Vehicle

	1986										1987										1988										1989											
	# of Thermal Events - Engine Off/Unknown-when symptoms										# of Thermal Events - Engine Off/Unknown										# of Thermal Events - Engine Off/Unknown										# of Thermal Events - Engine Off/Unknown											
	Switch Base Med.										Switch Base Med.										Switch Base Med.										Switch Base Med.											
	Switch Vehicle Location-Splash										Switch Vehicle Location-Splash										Switch Vehicle Location-Splash										Switch Vehicle Location-Splash											
	Wire Routing										Wire Routing										Wire Routing										Wire Routing											
	WMA Connector Face Seal										WMA Connector Face Seal										WMA Connector Face Seal										WMA Connector Face Seal											
	WMA Wire Type/Conn. Grounding										WMA Wire Type/Conn. Grounding										WMA Wire Type/Conn. Grounding										WMA Wire Type/Conn. Grounding											
	Proximity to combustible materials										Proximity to combustible materials										Proximity to combustible materials										Proximity to combustible materials											
	Recommendation										Recommendation										Recommendation										Recommendation											
Town Car	1	5									0	1									different switch - moved inside vehicle											different switch - moved inside vehicle										
CVTGM	1	12									1	7									different switch - moved inside vehicle											different switch - moved inside vehicle										
Econoline	0	0									0	0																														
F-Series	0	0									0	0																														
Ranger																																										
Explorer																																										
Capri																																										
Club Wagon																																										
Excursion																																										
Bronco																																										
Falcon																																										
Mark VII																																										
Navigator																																										
SHO Taurus																																										
Windstar																																										

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**FAX COVER SHEET**

**DRAFT REVIEW OF SAFETY RECALL 99S15**

5/13/99

	FAX #
TO: R. Wheelock - ESE (Logel/OGC)	42288
A. Martin - PS&L	61100
R. Wooten - Claims/Adj	54398
T. Day - CLOIS	06727
J. Kafali - AVT	81288 ✓ - 03887
N. Vert - Owner Relations	86289 ✓
D. Waxer WDMO	53817
T. Lusardi - Tech Hotline	54501 ✓

FROM: Al Lease - FCSD/Recall PH 39-06577 FAX 84-61024

**Please respond to this review promptly by phone or FAX.**

Approved : \_\_\_\_\_

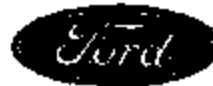
Approved With Changes: \_\_\_\_\_

Not Approved: \_\_\_\_\_

Name and Date of Reviewer: \_\_\_\_\_

Date: \_\_\_\_\_

**DRAFT**



**To:** All FCSD Regional Managers

**cc:** All Regional Sales Managers  
Ford Division  
All PDC Managers

**Subject:** Safety Recall 99016: Certain 1992 and 1993 Crown Victoria, Grand Marquis,  
and Lincoln Town Cars with Speed Control - Brake Pressure Switch

See the Dealer Bulletin for program details.

**REGIONAL/DEALER ACTION**

Federal law requires that dealer stock vehicles must be corrected before delivery.

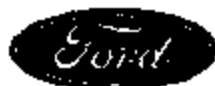
Advise FCSD, using Form 7258, if a dealer reports that an affected vehicle is not at the location shown in our records.

Make sure regional personnel understand the service procedures before assisting dealers or customers.

**QUESTIONS?**

Claims Information 1-800-423-8951  
Other Recall Questions 1-800-325-5821

A. R. O'Neil  
Director  
Vehicle Service and Programs

**DRAFT**

# Service Recall Bulletin

May, 1999

**TO:** All Ford and Lincoln Mercury Dealers**SUBJECT:** Safety Recall 99S15: Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control - Brake Pressure Switch**AFFECTED VEHICLES**

Certain 1992 and 1993 Crown Victoria and Grand Marquis with Speed Control built at the St. Thomas assembly plant from February 5, 1992 through November 30, 1992. Also, certain 1992 and 1993 Town Cars built at the Wixom Assembly plant from November 4, 1991 through November 30, 1992.

**REASON FOR RECALL**

Some brake pressure switches that were installed on the affected vehicles may have been improperly crimped. Over time, these switches may develop a resistive short in the electrical circuit. This short may cause the fuse to open and disable the cruise control circuit. It is also possible for the switch to short without opening the fuse. This could cause the switch to generate sufficient heat to cause a fire, even while the vehicle is not running.

**SERVICE ACTION**

The dealer will replace the brake pressure switch with a current production switch. In addition, the switch hard-shell connector will be replaced to eliminate the possibility of undetected heat damage to the connector.

**ATTACHMENTS**

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

Attachment III: Technical Information

**QUESTIONS?**

Claims information: 1-800-423-6661

Other Recall Questions: 1-800-325-5621

Sincerely,

A. R. O'Neill  
Director  
Vehicle Service and Programs

3713 6720

**DRAFT**ATTACHMENT I  
Page 1 of 1

**Safety Recall 99015**  
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars  
with Speed Control - Brake Pressure Switch

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**PLEASE NOTE**

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

**PROMPTLY CORRECT**

Promptly correct affected vehicles on the enclosed list and other eligible vehicles which are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

**REGIONAL CONTACT**

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII Manual for claims preparation and submission information.

**OWNER REFUNDS**

Ford Motor will only refund for owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII Manual for Refund Information.

**ATTACHMENT B**  
Page 1 of 1

**Safety Recall 99815**  
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with  
Speed Control - Brake Pressure Switch

**LABOR ALLOWANCES**

DESCRIPTION	LABOR OPERATION	LABOR TIME
Replace Brake Pressure Switch and Hard-shell Connector	99815B	0.6 Hour
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

**PARTS REQUIREMENTS****Parts Ordering Information**

Parts will not be direct shipped for this recall. Order your parts requirement through normal order processing channels as noted below:

Stock Orders	Effective immediately	Normal order process
Interim Orders	Effective immediately	Normal order process
Emergency Orders	31 days after launch	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-325-8621

Part Number	Description	Quantity
TBD	Brake Pressure Switch Kit	1

**DEALER PRICE**

For latest prices, check or call your:

- Order Processing Center
- DOES II
- Updated Price Book

**EXCESS STOCK RETURN**

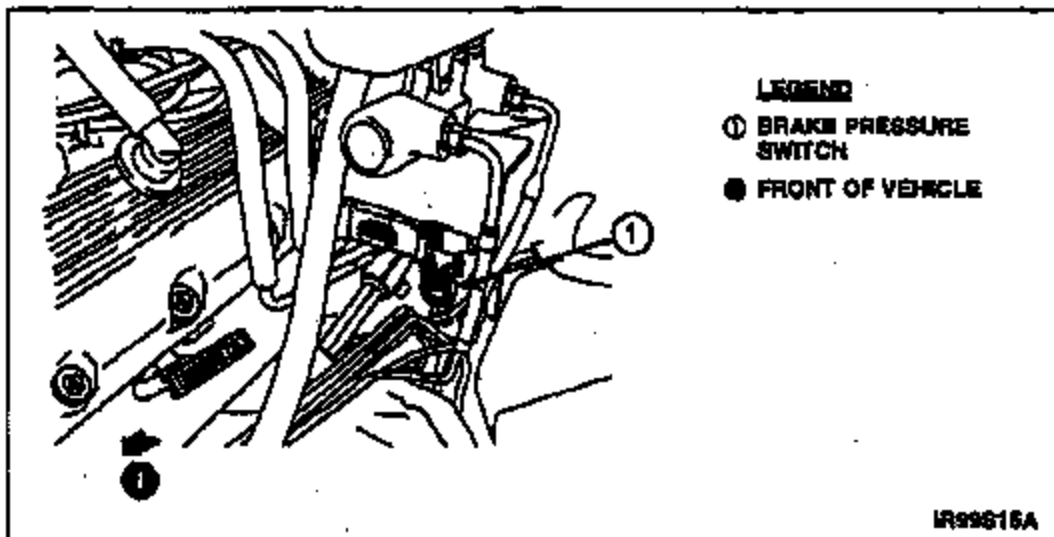
Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

**JOB #31041 99515 Part D THIRD DRAFT 5/10/99**ATTACHMENT III  
PAGE 1 OF 2  
SAFETY RECALL 99515**BRAKE PRESSURE SWITCH AND CONNECTOR REPLACEMENT****AFFECTED VEHICLES: CERTAIN 1992 AND 1993 CROWN VICTORIA, GRAND MARQUIS  
AND TOWN CAR WITH SPEED CONTROL****OVERVIEW**

This repair involves replacement of the brake pressure switch and the hard shell of the switch electrical connector. The connector terminals will be removed from the old connector hard shell and inserted into the new connector hard shell.

**PROCEDURE**

1. Install a memory saver and disconnect the negative battery terminal.
2. Disconnect the electrical connector from the brake pressure switch. See Figure 1

**FIGURE 1**

  
 © 1999 FORD MOTOR COMPANY  
 DEARBORN, MICHIGAN 48116  
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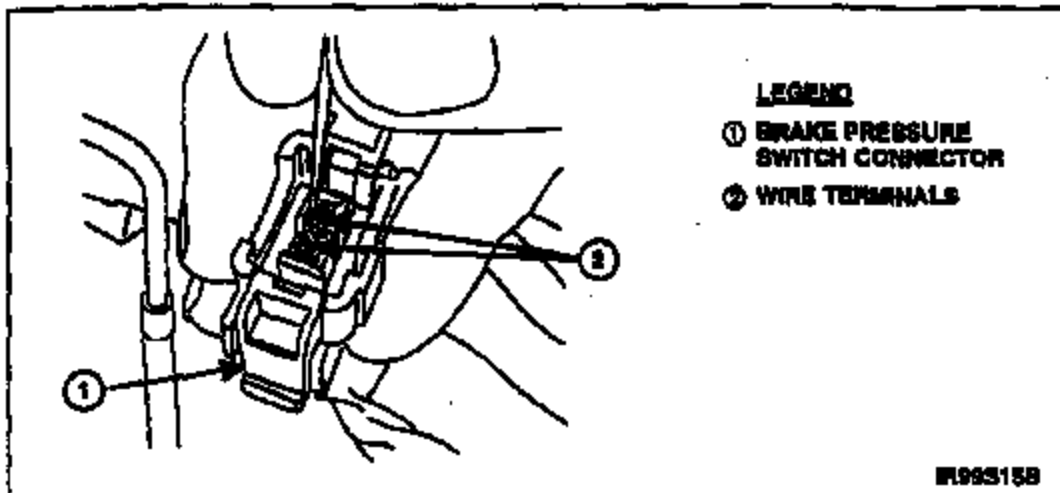
LS. XXXX

SHEET 1 OF 2

**BRAKE PRESSURE SWITCH AND  
CONNECTOR REPLACEMENT**

**JOB #31041 99015 Part D THIRD DRAFT 5/10/99**ATTACHMENT #1  
PAGE 2 OF 2  
SAFETY RECALL 99015

3. Remove the locking wedge from the end of the connector. Then, disengage the locking tab and remove the wire terminals from the connector. See Figure 2.

**FIGURE 2**

4. Obtain the new connector from the kit. Insert both wire terminal ends through the connector seal and into the connector hard shell. (The wire terminal ends may be installed into either of the connector cavities).
5. Check the connector to make sure the locking tabs have engaged both terminal ends. Also, make sure the seal is fully seated in the back of the connector. Then, install the red locking wedge to secure the terminals in the connector.
6. Obtain the brake pressure switch from the parts kit.
7. Remove the old brake pressure switch.
8. Fill the new brake pressure switch with High Performance DOT 3 Brake Fluid and install the brake pressure switch. Tighten the switch to 18 Nm (13 lb-ft).
9. Attach the electrical connector to the brake pressure switch.
10. Connect the battery negative cable and remove the memory saver.
11. Raise the vehicle on a hoist.
12. Connect a clear drain tube to the RH rear bleeder screw and the other end in a container partially filled with the recommended brake fluid.
13. Have an assistant pump the brake pedal and then hold firm pressure on the brake pedal.
14. Loosen the RH rear bleeder screw until a stream of brake fluid comes out. While the assistant maintains pressure on the brake pedal, tighten the bleeder screw.
  - Repeat until clear, bubble-free fluid comes out.
  - Refill the brake master cylinder reservoir as necessary.
15. Repeat Steps 12-14 for the LH rear bleeder screw.
16. Lower the vehicle.

  
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 DEARBORN, MICHIGAN 48121  
 500

I.S. XXXX

SHEET 2 OF 2

**BRAKE PRESSURE SWITCH AND  
 CONNECTOR REPLACEMENT**



**DRAFT**

A. R. O'Neil  
Director  
Vehicle Service and Programs  
Ford Customer Service Division



Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

May, 1999

Safety Recall 00S15

[REDACTED]  
[REDACTED]  
Anywhere, US [REDACTED]

Your Vehicle Identification Number: 1234557890 [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control.

**SAFETY DEFECT**

Some brake pressure switches that were installed on the affected vehicles may have been improperly crimped. Over time, these switches may develop a resistive short in the electrical circuit. This short may cause the fuse to open and disable the cruise control circuit. It is also possible for the switch to short without opening the fuse. This could cause the switch to generate sufficient heat to cause a fire, even while the vehicle is not running.

**REPAIRS**

The dealer will replace the brake pressure switch with a current production switch. In addition, the switch hard-shell connector will be replaced to eliminate the possibility of undetected heat damage to the connector.

Dealers currently have instructions and parts ordering information.

**HOW LONG WILL IT TAKE?**

The time needed for this repair is less than 1/2 day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time. Please call your dealer for a service date.

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 00S15.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**REFUNDS**

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For this refund, please give your paid original receipt to your Ford or Lincoln Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

**CHANGED ADDRESS OR SOLD THE VEHICLE?**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, P. O. Box 6246, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9363 (Washington, D. C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford or Lincoln-built vehicle.

Sincerely,

A. R. O'Neill  
Director  
Vehicle Service and Programs

99315

MA

9713 5728





\*\*\*\*\*  
\* Note printed by KZUBIETA on 21 Apr 1999 at 13:09:30 \*  
\*\*\*\*\*

From: LREEJ --DRENC06 Date and time 04/21/99 12:31:58  
To: JPASKUS --DRENC05 MEIVALKI--DRENC05  
CTESKE --DRENC05 MRENUCCI--DRENC05  
JSAKIOKA--DRENC06 John Sakioka SCOLE1 --DRENC05  
WBOHAN --DRENC05 AONEILL --FORD0A1  
JBRADLEY--DRENC06 Joe Bradley JLOGEL --FORD0A1  
RENGLIS1--DRENC05 RREVI --DRENC05  
WABRANCZ--DRENC05 TBAEIL --DRENC05  
GOSWALT --DRENC05 FPORTER --DRENC07  
JNEME --DRENC05 JMCINERN--DRENC05  
EDBERING--DRENC05 MGSULLIV--DRENC06 Mike O'Sullivan  
TMASTERS--DRENC05 TCOMOVAN--DRENC05  
PCONDON --DRENC05 PVEGH --DRENC05

cc: FRC/Tech Review Meeting Attendees

FROM: Larry Gee

USAET(UTC -04:00)

Requester: Joe Bradley  
Date to be scheduled: 04/26/99  
Starting time: 3:30PM USAET  
Ending time: 4:30PM USAET

Location: Bldg. #1, Executive Conference Rm. 13E112

Subject: Technical Review Meeting

Purpose: 1992-1993 Town Car Under Hood Fires  
Note: This meeting notice replaces the "Status Review" on  
the same subject at the same time.

\*\*\*\*\*

Regards,  
Larry Gee

\*\*\*\*\*  
\* Note printed by KEUBIETA on 7 Jun 1999 at 17:08:57 \*  
\*\*\*\*\*

From: LGEEJ --DREB006 Date and time 04/23/99 16:47:09  
To: JFASKUS --DREB005 MEHVALKI--DREB005  
CTESKE --DREB005 MRENUCCI--DREB005  
JSAKIOKA--DREB006 John Sakicka SCOLEI --DREB005  
WBOHAN --DREB005 ACHRELL --FORDM1  
JBRADLEY--DREB006 Joe Bradley JLOGEL --FORDM1  
RHENLIS1--DREB005 RNEVI --DREB005  
WABRAMCE--DREB005 TBAZIL --DREB005  
GOSWALT --DREB005 FPORTER --DREB007  
JHEME --DREB005 JMCINERN--DREB005  
EDHRLING--DREB005 MCSULLIV--DREB006 Mike O'Sullivan  
TMASTERS--DREB005 TDONOVAN--DREB005  
FCONDON --DREB005 FVEGH --DREB005

cc: FRC/Tech Review Meeting Attendees

FROM: Larry Gee USAET(UTC -04:00)

Requester: Joe Bradley  
Date to be scheduled: 05/03/99  
Starting time: 3:30PM USAET  
Ending time: 4:30PM USAET

Location: Bldg. #1, Executive Conference Rm. 13E112

Subject: Technical Review Meeting

Purpose: 1992-1993 Town Car Under Hood Fires  
Note: This meeting notice replaces the "Status Review" on  
the same subject at the same time.

\*\*\*\*\*

Regards,  
Larry Gee

\*\*\*\*\*  
\* Note printed by KEUBIETA on 6 May 1999 at 15:13:03 \*  
\*\*\*\*\*

From: LGEE3 --DRBN006 Date and time 05/05/99 10:04:28  
To: ADNHILL --FORDNA1 #LOGEL --FORDNA1  
JMCIMERN--DRBN005 JPASKOS --DRBN005  
CTESKE --DRBN005 JSAKIOKA--DRBN006 John Sakioka  
WBOEHAN --DRBN005 JBRADLEY--DRBN006 Joe Bradley  
REWGLIS1--DRBN005 WABRAMCE--DRBN005  
GOSWALT --DRBN005 JNEME --DRBN005  
EDBERING--DRBN005 TMASTERS--DRBN005  
FCOONON --DRBN005 MEEVALKI--DRBN005  
SCOLEL --DRBN005 RNEVI --DRBN005  
TRAIL --DRBN005 FPORTER --DRBN007  
MOSULLIV--DRBN006 Mike Oullivan  
PVEGE --DRBN005 MRENUCCI--DRBN005  
cc: FRC/Tech Review Meeting Attendees

FROM: Larry Gee USAST(UTC -04:00)

Requester: Joe Bradley  
Date to be scheduled: 05/06/99  
Starting time: 3:30PM USAST  
Ending time: 4:30PM USAST

Location: Bldg. #1, Executive Conference Room 13E112

Subject: Technical Review Meeting

Purpose: 1992-1993 Town Car Under Hood Fires

\*\*\*\*\*

Regards,  
Larry Gee



**FIELD REVIEW COMMITTEE MEETING**

Date: 2/11/99

Agenda: 1992-93 TOWN CAR - ALLEGED UNDERHOOD FIRES

Initial If Present

Alternate

<u>AO</u>	<u>A. R. O'Neill</u>	Committee Chairman	_____
<u>JB</u>	<u>J. C. Bradley</u>	Committee Secretary	_____
_____	_____	Small/Medium Vehicle Center (SVC)	_____
<u>NR</u>	<u>J. Pascoe</u>	Large/Luxury Vehicle Center (LVC)	_____
_____	_____	Truck Vehicle Center (TVC)	_____
_____	_____	Office of the General Counsel	_____
_____	_____	Director, ASO	<u>WJBE</u>
_____	_____	Director, VEE	_____
_____	_____	Ford of Canada	_____
_____	_____	Worldwide Direct Market Operations	<u>DWAXER</u>
<u>D. Kaefer</u>	<u>D. Kaefer</u>	FCSO PS&L Office	_____
_____	_____	Vehicle Quality/Process	_____

**Other Attendees**

Name	Prof ID	Organization	Location	Phone Number
Kelly Zubieta	KZUBIETA	FCSO Detail	D502	88817
Fred Porter	FPORTER	AVT-EESC	BLD 5	53722
Chuck Teske	CTESKE	LVC-OPD	24626	57257
Karen Blangman	KBLANGMAN	RA	RCB	71786
William M. Neme	WNEME	ASO	500 FPS	73282
Ray Nevi	RNEVI	ASO	500 FPS	47688
Joe Neme	JNEME	LK-Safety	22037	08133
Andy Brandt	ABRANDT	FCSO-PS&L	PS&L 201	87610
Don Kaefer	DKAEFER	FCSO-PS&L	NPDC	69793
Tom Masters	TMASTERS	AVT-EESC-OPD	#5-2A024	39-08657
Zandra Deering	ZDEERING	LVC-SAFETY	#1 ND1124	89-41063
Russ Barenbo	RBARENBO	PD-WARRANTY	*1 ISD061	71506
Tim Gregoire	TGREGOIRE	AVT-EESC-OPD	AVT5-2A034	29962



**TECHNICAL REVIEW/FIELD REVIEW COMMITTEE MEETING**

Date: 4/19/99

Agenda:

1992-93 TOWN CAR - UNDER HOOD  
FIRES

Initial If Present

Alternates

<u>ARON</u>	<u>A. R. O'Neill</u>	Committee Chairman	_____
<u>SCB</u>	<u>J. C. Bradley</u>	Committee Secretary	_____
_____	_____	Small/Medium Vehicle Center (SVC)	_____
_____	_____	Large/Luxury Vehicle Center (LVC)	<u>CS Tah</u>
_____	_____	Truck Vehicle Center (TVC)	_____
<u>JL</u>	<u>J. J. [unclear]</u>	Office of the General Counsel	_____
_____	_____	Director, ASO	<u>WJS</u>
_____	_____	Director, VEE	_____
_____	_____	Ford of Canada	_____
_____	_____	Worldwide Direct Market Operations	<u>WAXER</u>
<u>B</u>	<u>J. Shore</u>	FCSD PS&L Office	_____
_____	_____	Vehicle Quality/Process	_____

**Other Attendees**

Name	Prof ID	Organization	Location	Phone Number
<u>KELLY ZUBIETA</u>	<u>KZUBIETA</u>	<u>FCSD RECAL</u>	<u>DSCZ</u>	<u>88817</u>
<u>TIM DONOVAN</u>	<u>TDONOVAN</u>	<u>RVT-EESE-OPD</u>	<u>Rm 1A043, 4th Fl</u>	<u>07420</u>
<u>RANDY BOENM</u>	<u>RBOENM</u>	<u>4.6L ENGINE PROB</u>	<u>DROP #37, POCE</u>	<u>32862</u>
<u>JOC NOME</u>	<u>JNOME</u>	<u>LVC Safety</u>	<u>22M37</u>	<u>0303</u>
<u>John McLaughlin</u>	<u>JMCLAUGH</u>	<u>" " "</u>	<u># 1, 16B057</u>	<u>32.20276</u>
<u>Tom Masterson</u>	<u>TMASTERS</u>	<u>ASD</u>	<u>500, FPS</u>	<u>47688</u>
<u>TOM MASTERS</u>	<u>TMASTERS</u>	<u>RVT-EESE-OPD</u>	<u>#5-2A024</u>	<u>08657</u>
<u>Steve Reimers</u>	<u>SREIMERS</u>	<u>RVT-EESE-CLASS</u>	<u>#5-3E008</u>	<u>03286</u>
<u>JOE KAFATI</u>	<u>JKAFATI</u>	<u>RVT-EESE-OPD</u>	<u>#2 23C38</u>	<u>05389</u>
<u>FRED PORTER</u>	<u>FPORTER</u>	<u>RVT-EESE-CLASS</u>	<u>#5-3E004</u>	<u>59722</u>
<u>Karen Langworthy</u>	<u>KLAWORTH</u>	<u>PA</u>	<u>RGB</u>	<u>72786</u>
<u>G. [unclear]</u>	<u>ALEESE</u>	<u>Recal</u>	<u>DSC R</u>	<u>08177</u>
<u>BRY BALINT</u>	<u>GBALINT</u>	<u>FCSD</u>	<u>DIC II</u>	<u>72790</u>



**TECHNICAL REVIEW/FIELD REVIEW COMMITTEE MEETING**

Date: 5/3/99

Agenda:

1992-93 TOWN CAR/CR.VIC/G.MARQUIS  
UNDER HOOD

Initial If Present

Alternate

<u>[Signature]</u>	<u>A. R. O'Neill</u>	Committee Chairman	<u>[Signature]</u>
<u>[Signature]</u>	<u>J. C. Bradley</u>	Committee Secretary	<u>[Signature]</u>
<u>[Signature]</u>		Small/Medium Vehicle Center (SVC)	<u>[Signature]</u>
<u>[Signature]</u>	<u>[Signature]</u>	Large/Luxury Vehicle Center (LVC)	<u>[Signature]</u>
<u>[Signature]</u>		Truck Vehicle Center (TVC)	<u>[Signature]</u>
<u>[Signature]</u>	<u>[Signature]</u>	Office of the General Counsel	<u>[Signature]</u>
<u>[Signature]</u>		Director, ASO	<u>[Signature]</u>
<u>[Signature]</u>		Director, VEE	<u>[Signature]</u>
<u>[Signature]</u>		Ford of Canada	<u>[Signature]</u>
<u>[Signature]</u>		Worldwide Direct Market Operations	<u>[Signature]</u>
<u>[Signature]</u>	<u>[Signature]</u>	FCSD PS&L Office	<u>[Signature]</u>
<u>[Signature]</u>		Vehicle Quality/Process	<u>[Signature]</u>

**Other Attendees**

Name	Prof ID	Organization	Location	Phone Number
KELLY ZUBIETA	KZUBIETA	FCSD Recall	DSC 2	28814
Arny Choff	ACHEEF	FCSD Recall	NPD	69911
Ray Alvi	RNEVE	ASO	500 FPS	47688
ZANDRA DEERING	ZDEERING	LVC-SAFETY	#1 MD1124	41062
TIM DONOVAN	TDONOVAN	RVT-EESE	#5, 1A043	07420
TOM MASTERS	TMASTERS	RVT-EESE	#5, 2A024	08657
JOE KAFATI	JKAFATI	RVT-EESE	#2 23C38	05389
Rob Sharpe	rsharpe@ci.com	Texas Instruments	Novi, MI	(248) 305-5729
ANDY McGUIRE	agmcg@ci.com	Texas Instruments	Ann Arbor, MI	508 236 3080
FRED PORTER	FPORTER	RVT-EESE Chair	#5	
Steve Reimers	SREIMERS	RVT-EESE Chair	#5 3E08	03286
WILLIAM M. ABRAMSKY	WABRAMSKY	ASO	500 EPT	23284
[Signature]	MARSESE	OPD LVC	2T131	31-77142



**TECHNICAL REVIEW/FIELD REVIEW COMMITTEE MEETING**



Date: 5/6/99

Agenda:

1992-93 TOWN CAR/CROWN VIC/G. MARQUIS  
BRAKE PRESSURE SWITCH

Initial If Present

Alternate

	<u>A.R. O'Neill</u>	Committee Chairman	_____
	<u>J.C. Bradley</u>	Committee Secretary	_____
	_____	Small/Medium Vehicle Center (SVC)	_____
	<u>J. Pasko</u>	Large/Luxury Vehicle Center (LVC)	_____
	_____	Truck Vehicle Center (TVC)	_____
<u>J.D.</u>	<u>J.D. Loyal</u>	Office of the General Counsel	_____
<u>R.N.</u>	<u>R. Novi</u>	Director, ASO	_____
	_____	Director, VEE	_____
	_____	Ford of Canada	_____
	_____	Worldwide Direct Market Operations	<u>Deaver</u>
	_____	FCSD PS&L Office	_____
	_____	Vehicle Quality/Process	_____

Other Attendees

Name	Profs ID	Organization	Location	Phone Number
KELLY ZUBIETA	KZUBIETA	FCSD/RECALL	DSC 7	88817
WILLIAM M. ARAMISE	WARAMISE	ASO	50075	23264
ROB ENGLISH	RENGLISH	RVT-OPER. DIV.	BLOK #5	73225
Joe Neme	JNEME	LVC - Safety	22M37	08133
Chuck Teske	CTESKE	LVC - OPD	24626	57257
JOE KAFATI	JKAFATI	RVT/OPD	23C38	05389
TOM MASTERS	TMASTERS	RVT-EESE-OPD	#5-2A024	08657
Tom Donovan	TDONOVAN	RVT-EESE-OPD	#5-07420	07420
FRED PORTER	FPORTER	RVT-EMERGENCY	#5-3E004	53722
Steve Reimers	SREIMERS	RVT-Charter Hse	#5-3E008	03286
Kim Bryan	KBRYAN	RD/WARRANTY	RCB	53949
ZANDRA DEERINK	ZDEERINK	LVC - SAFETY	#1 MD1124	41063
Russ Barenz	RBARENZ	PD-WARRANTY	#1 BTD061	71506
Tom Brazil	TBRAZIL	LVC-OPD CHAIRS	LVC, 24H36	475A7





\*\*\*\*\*  
\* Note printed by KZUBIETA on 17 May 1999 at 14:18:38 \*  
\*\*\*\*\*

From: KZUBIETA--DREB006 Date and time 05/17/99 14:16:30  
To: Campaign Announcement Distribution List

FROM: Kelly Zubieta UBAET(UTC -04:00)  
Subject: Safety Recall 99815

Regards,

Kelly Zubieta

PCSD, Recall/Service Programs, Recall/OWP Coordinator

313-748-8817 Fax: 313-845-1024 Internet: KZUBIETA@Ford.com

\*\*\* Forwarding note from JBRADLEY--DREB006 05/17/99 14:15 \*\*\*

To: MEEVALKY--DREB005 JPASKUS --DREB005  
MHTCHT1--FORDNA2 GREDY --DREB004  
WBCDDIE --DREB006 KSHAUGHN--DREB005  
MJCORDAN--FORDNA1 BREWEY --DREB006  
NRESHLER--FORDNA1 WBOHAN --DREB005  
RGOLDSEE--DREB006 THEBRIKL--FORDNA1  
KKGZLOWE--FORDNA1 WPFORD --FORDNA1  
VKSHDKAR--DREB005 CMUHLHAU--VISTRON  
EPTRAUS--DREB004 KROSER11--DREB006  
JOCOMFOR--DREB006 KZUBIETA--DREB006  
DTHURSY1--DREB004 JLOGHL --FORDNA1  
GMZZORI--DREB007 JMARTIN2--DREB005  
SPARKIN3--DREB006 KFARRYJ2--DREB006  
KCOHRS --DREB005 KNILUSE --FORDNA2  
JDEVINE1--DREB004 JDONALDS--DREB006  
LEAHEN --DREB006 REEYGIER--DREB007  
JPADILLA--DREB005 JRIWTANA--FORDNA1  
OO: AGNHILL --FORDNA1

FROM: Joe Bradley UBAET(UTC -04:00)  
Subject: Safety Recall 99815

Safety Recall 99815 - 1992-93 MY Town Car, Crown Victoria and  
Grand Marquis Vehicles Equipped with Speed Control - Speed  
Control Deactivation Switch

The NHTSA (National Highway Traffic Safety Association) has an  
open investigation into reports of engine compartment fires on  
certain 1992-93 MY Town Car vehicles. The speed control  
deactivation switch which is installed on certain 1992-93 MY Town  
Car, Crown Victoria and Grand Marquis vehicles equipped with  
speed control may develop a short in the electrical circuit that  
may result in overheating, smoke and potentially a fire. A fire  
is possible both when the vehicle is running and when the engine  
is off. Also, the short may disable the speed control system or  
cause a fuse to open. There have been 147 fires and two injuries  
alleged as a result of this condition.

Approximately 123,300 1992-93 MY Town Car vehicles produced at  
the Wixom Assembly Plant from November 4, 1991, through November  
30, 1992, and approximately 155,300 Crown Victoria and Grand  
Marquis vehicles produced at the St. Thomas Assembly Plant from  
February 5, 1992, through November 30, 1992, are potentially  
affected.

The Field Review Committee recommends that owners with potentially affected vehicles be requested to return their vehicle to their dealer for disabling of the speed control deactivation switch which also disables the speed control system. When parts become available, owners will be contacted again to return their vehicle to their dealer for installation of a speed control deactivation switch kit.

Ford will notify the National Highway Traffic Safety Administration and Transport Canada that this will be handled as a safety recall.

The estimated cost of this program is \$ 19.7 million.

Regards,

Joe Bradley for:

Ann O'Neill, Director  
Vehicle Service and Programs  
DSC-1 (Diagnostic Service Center 1, Room 2)  
PH: 323-8467 FAX: 845-2580  
Executive Admin: Pam Harrington (PHARRIN1)  
Outlook User - Please view calendar on Web

Manager, Recall and Service Programs, Vehicle Serv. & Prgms. FCSD  
Joe Bradley\_13-72487 FAX 84-51024 rm403 DSC2

**FIELD SERVICE ACTION EVALUATION PAPER (14D) TRANSMITTAL**

**FIELD REVIEW COMMITTEE**

To: (North America)  
Secretary, FRC  
Suite 785  
Diagnostic Service Center II  
Ford Customer Service Division — North America

94015

To: (Europe)  
Secretary, FRC  
Room GB-1/329,  
Ford Customer Service Division — Europe

The attached Evaluation Paper is being forwarded for review by the Field Review Committee.  
Copies have been submitted for review to:

Office of the General Counsel:	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Vehicle Environmental Engineering:	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Automotive Safety Office:	YES <input type="checkbox"/>	NO <input type="checkbox"/>
VC Purchasing Director	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Subject: 1992-93 MY Town Car, Crown Victoria, Grand Marquis - Speed Control Deactivation Switch

Approve: \_\_\_\_\_  
*Vehicle Line Director*

Approve: \_\_\_\_\_  
*Vehicle Center Engineering Director*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Approve: \_\_\_\_\_  
*PCSD Vehicle & Service Programs Director*

\_\_\_\_\_  
Date

*Note: Vehicle Line Director and/or VC Engineering Director signatures are required prior to Review by the Field Review Committee.*

1992 & 1993 Town Car Underhood Fires**FIELD REVIEW COMMITTEE**

To: (North America)  
 Secretary, FRC  
 Suite 785  
 Diagnostic Service Center II  
 Ford Customer Service Division — North America

To: (Europe)  
 Secretary, FRC  
 Room GB-1/329,  
 Ford Customer Service Division — Europe

The attached Evaluation Paper is being forwarded for review by the Field Review Committee. Copies have been submitted for review to:

Office of the General Counsel:	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Vehicle Environmental Engineering:	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Automotive Safety Office:	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
VC Purchasing Director	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>

Subject: 1992 & 1993 Town Car Underhood Fires

  
 \_\_\_\_\_  
 Vehicle Line Director

  
 \_\_\_\_\_  
 Vehicle Center Engineering Director

5-6-99

Date

5-6-99

Date

Note: Both signatures are required prior to Review by the Field Review Committee

**I. PROBLEM DESCRIPTION (what/when/extent)**

A. NHTSA opened PE 98-055, dated November 24, 1998, into "... 21 reports of engine compartment fires in 1992 and 1993 Lincoln Town Cars." Our investigation into these reports indicates the ~~brake-pressure~~ switch may be involved in some of the reports.

The ~~brake-pressure~~ switch was introduced on the 1992 Town Car in November 1991, as part of the Electronic Speed Control system. The same ~~brake-pressure~~ <sup>speed control deactivation switch</sup> was introduced on the 1992 Crown Victoria and Grand Marquis in February 1992. The switch wiring and packaging location are similar on all three vehicles.

*deact. SP. antil. serv.* Internal brake fluid leakage is one of the reasons service technicians remove ~~brake-pressure~~ <sup>speed control</sup> switches. Internal corrosion of the electrical switch components is observed in ~~brake-pressure~~ switches with brake fluid leakage. Chlorine is not evident in these switches.

B. The ~~brake-pressure~~ <sup>speed control deactivation switch</sup> F2VC-9F924-AB (service part F2VY-9F924-A) is the redundant ~~brake-pressure~~ <sup>speed control deactivation switch</sup> (CPSC 060605) for the Electronic Speed Control that is standard on all Town Cars built between November 1991 and Job #1 MY1998 and is an option on Crown Victoria and Grand Marquis.

C. Vehicles Affected —

Model Year (s)	Vehicle Line	Vehicle Volume	Variants	Other Limiting Factors
1992, 1993	Town Car	123,310	all	none
1992, 1993	CV/GM	155,335	all	With Electronic Speed Control

D. Markets Affected: All markets.

E. Corporate Product Systems Classification (CPSC) code(s) 06.06.05

USE THIS TERMINOLOGY THROUGHOUT PAPER IN PLACE OF BRAKE PRESSURE SWITCH

*DRAFT*

## 2. DEFINE ROOT CAUSE

A. Though we have not definitively identified the root cause, the brake-pressure switch appears to be susceptible to brake fluid leaks and corrosion that may create a conductive path in the switch resulting in overheating. Analysis performed on field samples of the brake-pressure switches involved in underhood fires has not allowed us to conclude that the brake-pressure switch was the cause of the fires. Analysis performed on brake-pressure switch field samples not involved in fires suggests brake fluid enters some of the switch cavities through cracks in localized brittle portions of the internal Kapton diaphragm or other contaminants through the electrical connector seals. This contamination in the presence of a continuous electrical potential is favorable to causing corrosion. Corrosion products inside the brake-pressure switch cavity could create a conductive path between the uninterrupted battery power and ground. During lab testing, intended to create internal corrosion, it was observed that a conductive path to ground carried an increasing leakage current of 1 to 2 amps average at 14 volts, with transients of 10 amps at 14 volts. These lab conditions were capable of melting or igniting the brake pressure-switch plastic bases in a 3 hour controlled environment ( see chart #1).

In normal operation, the switch leakage current is expected not to exceed 0.0001 amps. The switch contacts normally conduct up to 0.75 amps to the speed control clutch when speed control is engaged and 0.005 amps when not engaged. The current into the switch is limited by a 15 amp fuse and is supplied by a circuit that is always energized.

B. The Ford process intended to prevent the diaphragm leakage and connector seal contamination is the engineering specification (ES-F2VC-9F924-AA) which requires:

- electrical current leakage to the housing (ground) not to exceed 0.0001 amps;
- proof test... no evidence of fluid leakage, seepage, or drop in test pressure greater than 62 psi ( in 30 seconds) is permitted;
- 500,000 Impulse cycles at 224° F ambient using 275° F brake fluid;
- 80 hours of humidity cycling;
- 72 hours of Salt spray; and
- in-process testing to control the quality of the component.

C. The design process did not prevent this issue because DV testing did not evidence any leaking diaphragm or connector seal leakage or internal switch corrosion. The potential effect of creating a conductive path caused by contaminants on the internal switch metallic components was not anticipated in the brake pressure switch design FMEA. ES durability testing did not evidence a leaking diaphragm nor connector seal leakage nor internal switch corrosion.

## 1992 &amp; 1993 Town Car Underhood Fires

## D. Please check the applicable item(s) in each category:

- Type:  Design  Manufacturing  Vehicle Assembly  
 Other (If other, specify \_\_\_)
- System:  Body  Chassis  Cooling  Fuel  Electrical  Engine  
 Glass  Restraints  Transmission/Axle  
 Vehicle Label/Publications  Emissions Control  
 OBD  Other (If other, specify \_\_\_)
- Symptom:  Brake Control  Emission Compliance  
 Other Regulatory Compliance  Drivesability/No Start  
 Engine Speed Control/Unexpected Movement  Fire  
 Steering Control  Occupant Restraint  Personal Injury  
 Visibility  Warranty Avoidance/ Customer Satisfaction  
 Other (If other, specify Speed Control Inoperative)

## 3. PROBLEM INVESTIGATION/VERIFICATION DATA

## A. Lab Test

Lab experiments were performed to reproduce ignition or melting as suggested by analysis of field returns and data. (see Attachment 4) These tests were done with a variation of brake fluid concentrations, water and salt to develop a model to understand the factors contributing to thermal events. These tests did not result in a melting or ignition with brake fluid or water. A salt water solution procedure reliably produced melted switches and some ignited plastic switch bases. This is shown in attachment 4 test 6b.

The test parameters used to create melting or ignition in an accelerated lab environment are:

Voltage: 14 volts dc  
Current Limit: 15 amps  
Solution: 5% NaCl and tap water  
Orientation: connector 45° from vertical (in-vehicle orientation)

1992 & 1993 Town Car Underhood Fires

Procedure: Apply voltage between the switch contact components and the switch metallic base (normal operating condition). Inject salt water solution into the pressure switch cavity through the connector body. Repeat injection as water is boiled away. In 2 to 3 hours, the plastic switch bases will begin to melt and some will ignite drawing 1 to 10 amps of switch leakage current to ground.

This model was used to verify that the proposed relay and wire harness overlay is a robust modification for this concern.

Attachment 4 below lists tests that shows test details.

*Include a summary of all of the paths we have investigated. Include the chart.*

*Include a discussion of change history—looked and found no pattern?*

B. Vehicle tests: Vehicle tests were performed on a 1992 Town Car to determine the pressure applied to the brake-pressure switch. Maximum pressure seen in these tests did not exceed the maximum test pressure of the engineering specification for the part. No fire or smoke was observed.

C. Plant/Supplier Reports: The Town Car, Crown Victoria and Grand Marquis assembly plants no longer used this part after mm/dd/ 1997. There were no plant or supplier reports..

D. Quality Indicators: 13 of 47 engine off-or-unknown fire incidents reported in MORS and CQIS on 1992 and 1993 Town Cars mention the brake-pressure switch or a symptom related to a brake-pressure switch failure. (See attachment 1)

Fire allegations on Town Car, Crown Victoria and Grand Marquis declined for vehicles built after November 1992. (see attachments 1 & 2) Based on a review of fire allegations potentially related to the brake-pressure switch, the trend demonstrates that the affected vehicle population was built between November 1991 and November 1992.

The mileage at the time of the fire, of the vehicles involved, is 60,000 to 100,000 miles and the average time-in-service is 48 to 72 months (see attachment 3). Vehicles built after the affected population, predictably have reached this mileage and time-in-service for build dates up to BBBB and do not show a similar fire incident rate.

E. Field Reports: Two separate incidents of observed flames on the brake-pressure switch were reported by mechanics servicing Town Cars.

Additionally, 48 switches from U.S. vehicles have been collected.

The results of examining these follow:

- 30 functioned correctly with no fluid leakage evident.
- 10 are alleged to be involved in fires.



1992 & 1993 Town Car Underhood Fires

- 6 leaked brake fluid through the Kapton diaphragm. These had black or dark green residue ( containing Brake Fluid, Zinc, Copper, Sulfur) on the terminals and/or cup. 4 due to brittle cracks.
- 3 would not open the switch contact
- 1 had high switch contact resistance
- 8 showed transfer of brass contact material to cup (4 fire / 4 leakers)
- 2 missing movable contacts appear corroded away ( 2 leakers )
- 1 separated movable contact ( leaker)

F. Part Sales: The service part is used for multiple model years and 4 vehicle lines. Sales for the affected vehicles cannot be segregated for comparison to other vehicle usage.

G. .... *List number of accidents... attributed to this condition.*

*2 injuries*

4. ACTIONS TAKEN IN PRODUCTION; INTERIM (CONTAINMENT) AND/OR PERMANENT

The affected production material were built in the 1992 and 1993 model years. No action is required to be taken in production as these parts are no longer used on Town Car and Crown Victoria and Grand Marquis built after the 1997 model year.

5. VERIFY EFFECTIVENESS OF CORRECTIVE ACTIONS

No corrective action has been implemented in production as this part is no longer used on the Town Car, Crown Victoria or Grand Marquis built after the 1997 model year.

*FYI,  
CURRENT TOTAL  
OF ALLEGED FIRES  
IS 147 (per W. ABRAMBYK  
AS OF 5/17/99*

## 1992 &amp; 1993 Town Car Underhood Fires

## 6. ESTIMATED PRODUCTION AND PROBLEM STATISTICS (MAGNITUDE OF CONCERN)

A.

VEHICLES AFFECTED (BY MODEL AND MODEL YEAR)	ASSEMBLY PLANTS (INCLUDING KNOCK DOWN OPERATIONS)	VEHICLE PRODUCTION DATES		POTENTIALLY AFFECTED UNITS	
		FROM	UP TO AND INCLUDING	NUMBER OF UNITS	ESTIMATED PERCENTAGE OF VEHICLES THAT CONTAIN THE CONDITION
Town Car	Wixom AP	11/4/1991	11/30/1992	123,310	unknown
CV/GM	St Thomas AP	2/5/1992	11/30/1992	155,335	unknown

B. The source of the data is a NAVIS report.

## 7. AFTERMARKET PARTS

A. The brake pressure switch is released as an individual service part and as part of assembly F2VY-2B091-B.

B. The affected service stock is usable with the proposed field service action below.

## 8. ASSESSMENT OF EFFECT ON VEHICLE OPERATION

Customers may experience inoperative speed control, difficulty shifting out of park (fuse #12 blown), dead battery, brake warning lamp ON, excessive brake pedal travel and/or smoke or fire on the left hand side of engine compartment.

## 9. DESCRIPTION OF CONCERN SOLUTION AND PARTS REQUIREMENTS (FIELD SERVICE ACTIONS)

A. Field Modification: The modification will be accomplished in two visits to the dealership. The first visit will cut the two wires at the brake pressure switch connector to remove power from the switch and prevent potential heating of the switch. The connector and wire stubs will be wrapped with tape to protect the switch until the next visit. The harness wires will be individually wrapped in tape and tied back to the harness to prevent a short to ground. This will disable speed control.

Return vehicles to dealerships a second time for installation of a wire harness overlay rework kit which includes a relay that limits power to the brake pressure switch to 200 milliamps. No power is applied to the brake pressure switch when the ignition is off in contrast to with the unmodified circuit which is always energized.

1992 & 1993 Town Car Underhood Fires**B. Assessment of procedure**

- This modification procedure has been installed on a 1992 Town Car and a 1993 Crown Victoria. The speed control system functioned normally.
- The 200 milliamp current limit successfully prevented melting and ignition as demonstrated in lab testing ( see attachment 4 test 16).
- The modification effects the electrical distribution system by adding a 200 milliamp load to the vehicle electrical system when the key is in the RUN or ACC position. There is no additional load and there is no power applied to the ~~brake-pressure~~ switch when the key is in the OFF position.
- This modification changes the effect of a short to ground on the ~~brake-pressure~~ switch. The unmodified effect disabled speed control. The modified effect disables the secondary deactivation function of the ~~brake-pressure~~ switch. The speed control has 3 additional redundant deactivation functions. . No corrective action is necessary as this is a redundant function.
- Validation by FMEA process for other vehicles is not applicable.
- The modification procedure was evaluated by FCSD using appropriate tools, equipment, and a representative vehicle.

**C.**

- Kit name Relay Jumper.
- 150,000 rework kits will be ready for service by 6/25/99 (8 weeks). WERS concern C10965448 will be released with the completion of the rework kit design and procedure scheduled for TBD.
- production part number is not applicable
- service kit part number is F3VB-9A839-AA
- 1 kit is required per vehicle.

**D. ... Other parts?????****E. Drivesability and Emissions not affected.****10. PROGRAM PARTS SIGN OFF/AVAILABILITY**

EESE OPD is working with FCSD and wiring harness supplier to complete the design of the service kit.

30,000 kits will be available 5 weeks after supplier is started.

30,000 kits per week will be available thereafter.

(150,000 kits can be supplied in 8 weeks.)

11. SUPPLIER INVOLVEMENT

- A. TBD
- B.
- C.
- D.
- E.
- F.

## 1992 &amp; 1993 Town Car Underhood Fires

## 12. FINANCIAL IMPLICATIONS

	Vehicle Volume	Cost Per Unit	Total Cost (000)
A Program Administration Costs	278,645	\$1.20	\$334
B Inspection Costs (Units to be Inspected but Not Modified)	0		0
C Part I Modification Costs (Units to be Inspected and Modified) • Parts (priced at dealer price plus ___%) (\$1.00 (e)) Labor (0.3 hours x \$58.34 labor rate)	278,645	<del>\$18.38</del> \$17.50	<del>5,155</del> \$4,877
C Part II Modification Costs (Units to be Inspected and Modified) • Parts (priced at dealer price plus 40%) (\$11.29 (e)) • Labor (0.2 hours x \$58.34 labor rate) \$52.50	278,645	<del>\$64.29</del> \$11.20 \$29.17	<del>17,980</del> \$3,121 \$8,128
D Dealer Administration Allowance (for safety and emissions recalls only) [0.1 hours x \$58.34 labor rate - N.A.]	278,645	<del>\$5.89</del> \$11.67	<del>1,629</del> \$3,251
E Total Cost (total A through D)			<del>25,014</del> 19,711
F Percentage of Recommended Supplier Recovery (if applicable or TBD if unknown)			0%
G Supplier Impact (E * F, if applicable)			0
H Net FORD Exposure (E-G)			0
I Potential Warranty Offset			0

→ .2  
Interim  
(final)

## 13. PREVENT ACTIONS

- Review SDS, WCR Brake System Durability and Bench Testing (DVP&R) to examine the effect of contaminated, or aged, or incorrect brake fluid. Update FMEAs and FTAs.
- .....generic items or processes impacted.....
- ... corporate memory updates ...

1992 & 1993 Town Car Underhood Fires

**14. REFERENCE DATA**

**A. Attachments**

- 1 Pareto of 92/93 Town Car Underhood Fire Allegations With Engine On/Off/Unknown.
- 2 Pareto of 92/93 Crown Vic/Grand Marquis Underhood Fire Allegations With Engine On/Off/Unknown.
- 3 92 Lincoln Town Car Reported Incidents Of 40 Vehicles with Engine Off/Unknown
- 4 9F924 De-activation Switch Test Synopsis
- 5 Hexport Current vs. Time , Fluid Ingress Experiment
- 6 Hydraulic Pressure Switch Cross Section

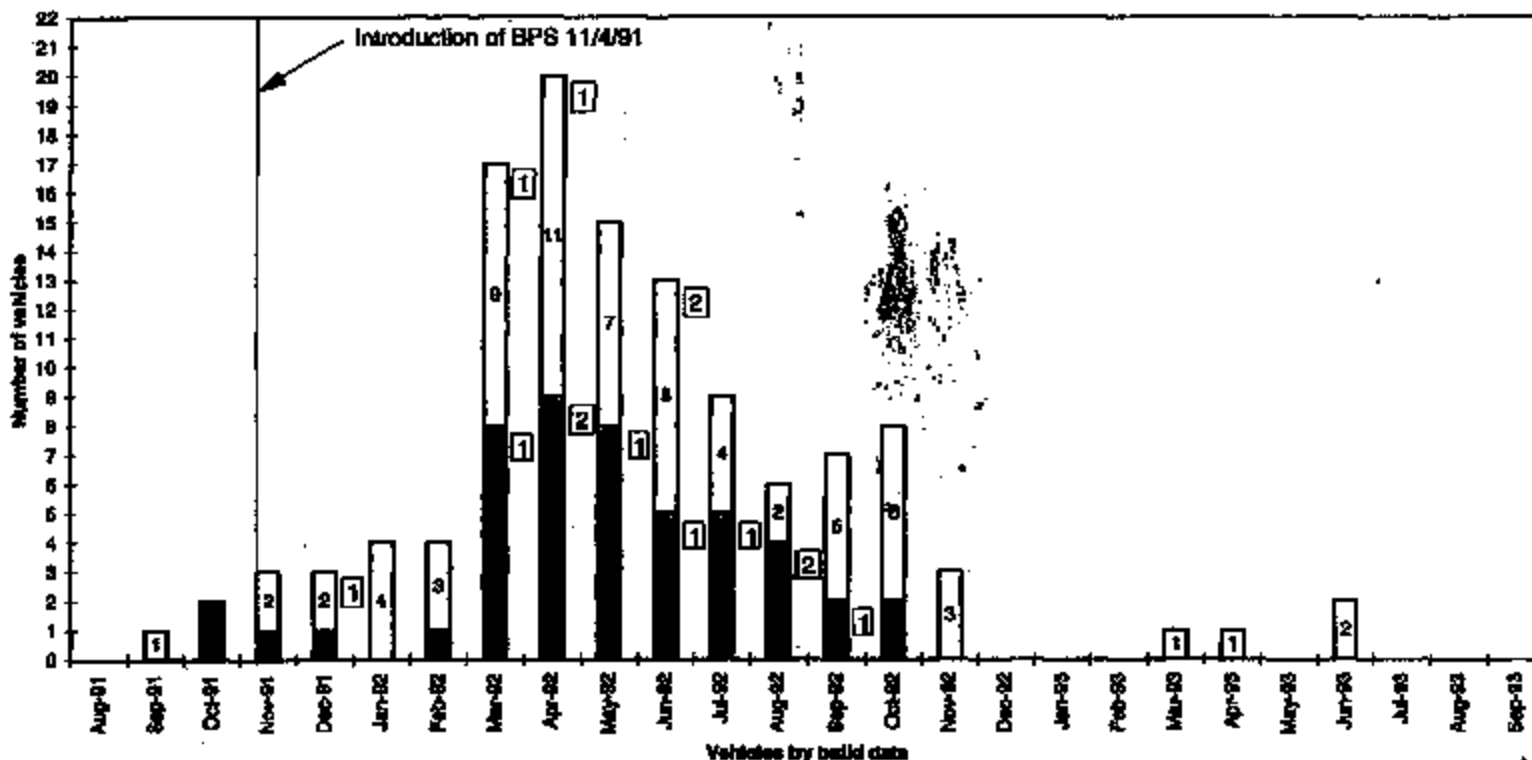
**B. T. F. Donovan, Manager**

Phone: (313)390-7420

E/E Systems, LVC/TVC OPD & Core Quality

Building 5, 1A043

Parato of 92/93 Town Car Underhood Fire Allegations With Engine On/Off/Unknown



Note:

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

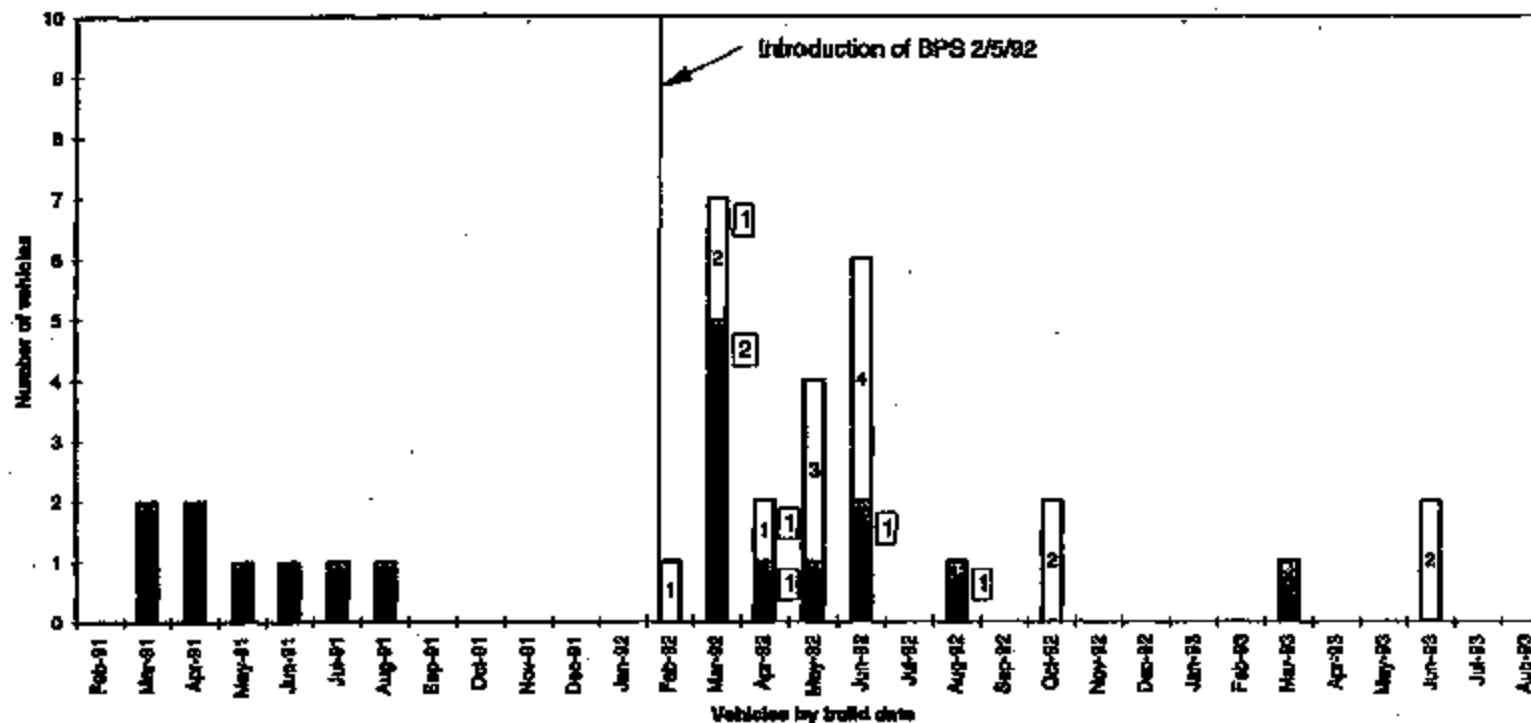
There were 11 vehicles in the unknown category.  
 3 engine off/unknown, 1 relates to a BPS symptom. 8 engine on.

Originator: JKatal  
 File: Buiddcht.xls  
 Date issued: 4/19/99  
 Date revised: 4/16/99

SPEED CONTROL DEACTIVATION SWITCH

Attachment 1

Parato of 92/93 CV/GM Underhood Fire Allegations With Engine On/Off/Unknown



**Note:**

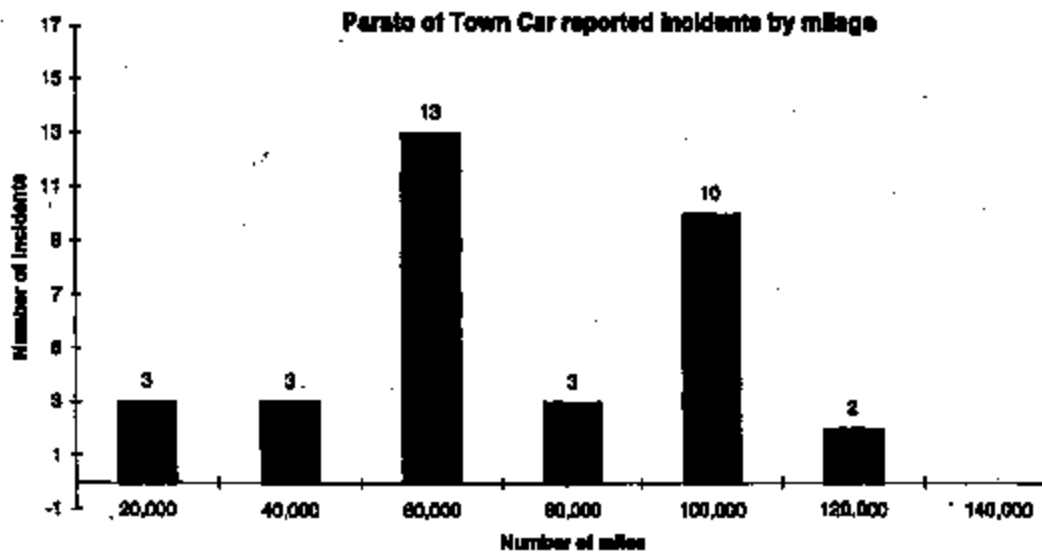
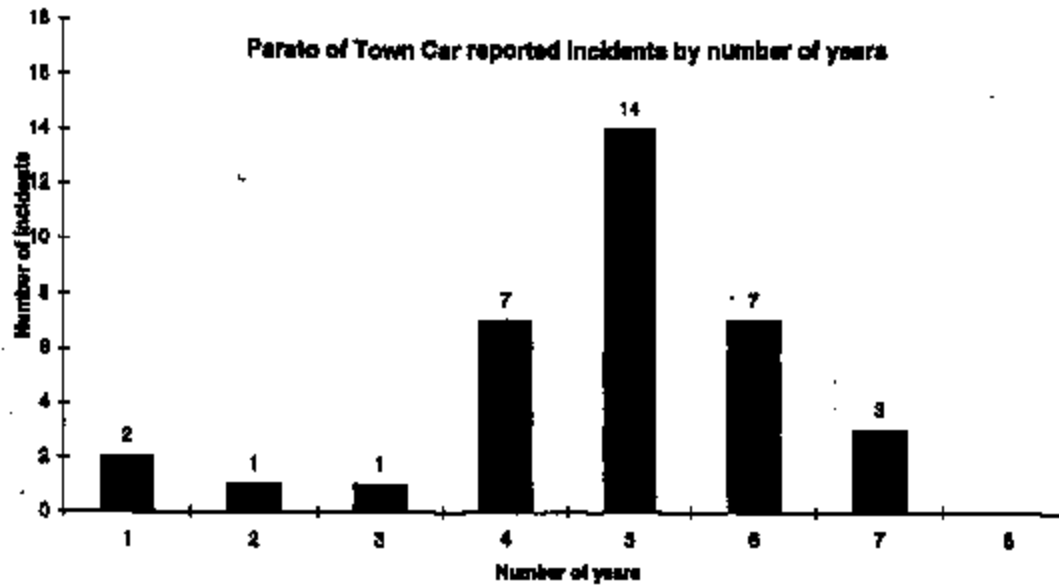
- The shaded region represents vehicles with engine off/unknown.
- The unshaded region represents vehicles with engine on.
- 1 Represents BPS symptoms

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

Originator: JKobal  
 File: Buldcht.xls  
 Date issued: 4/19/99  
 Date revised: 4/16/99



## 92 Lincoln Town Car Reported Incidents Of 40 Vehicles with Engine Off/Unknown



**Notes:**

There were 6 vehicles with unknown vins, therefore, years in service were undetermined.  
There were 6 vehicles with unknown miles.

Attachment 3

3713 6758