

EA02-025

FORD

10/27/03

BOOK 29 OF 61

PART 3 OF 5

BOX 23 OF 28

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

0316JZ LEGAL CONTACT VEH TYPE: TRUCK
 PITTSBURGH 44 ZN/TR: C1 CONTACT NBR: 103863668 OPENED: 03/22/1994
 VIN: 1FDSE14YDP ENGINE: Y CLOSED: 04/07/1994

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS:
 CITY: SANDUSKY STATE: OH ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 10000 WED: 09/25/1993
 DEALER NAME: ED MULLINAX FORD IN SALES CODE: 144577 P & A: 02283
 CAUSAL CODE: 02 SYMPTOMS: 704100
 ORIGIN: DO TRANS REGION: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 4042337

COMMENTS:

1994/03/22
 VEHICLE TOTALLED BY FIRE. CUSTOMER STATES THAT VEHICLE WAS DRIVEN TO HIS MOTHERS HOME AND PARKED. SHORTLY AFTER PARKING VEHICLE HE WAS NOTIFIED THAT SMOKE WAS COMING FROM ENGINE COMPARTMENT AND PASS. AREA. WHEN DOORS WERE OPENED VEHICLE BURST INTO FLAMES. THE VEHICLE IS LOCATED AT A SALVAGE YARD IN BELLEVUE, OH, FIRESIDE AUTO PARTS, 12711 E TOWNSHIP RD # 178, BELLEVUE, OH CONTACT PER S O IS ED JR. 419-483-2653

1994/03/23

FMJZ

1994/03/29

*** ADDCO ***

CUSTOMER ATTORNEY, MR. LATCHY CONTACTED CAC SEEKING THE ADDRESS TO SEND A LEGAL DOCUMENT.

CAC TRANSFERRED MR. LATCHY TO MR. NOONES OFFICE.

1994/03/30

*** 2ND ADDCO ***

MR LATCHY RECONTACTED CAC BECAUSE HE HAD NOT BEEN RECONTACTED FROM PREVIOUS MESSAGE.

**

CAC TRANSFERRED CUSTOMER TO LEGAL.

1994/04/07

LETTER DATED 3/30/94 FROM ATTORNEY FAXED TO CONSUMER AFFAIRS ON 3/10/94 DEMANDS THAT VEHICLE BE REPAIRED UNDER LEMON LAW WANTS TO BE CONTACTED AS SOON AS POSSIBLE.

THIS IS THE CLOSING COMMENT

THE DISTRICT WAS UNABLE TO CONTACT THE CUSTOMER WHO HAS NOT RETURNED PHONE CALLS. THIS CONTACT HAS BEEN SENT TO OGC FOR REVIEW AS INSURANCE COMPANY IS SUBROGATING AGAINST FORD.

1994/05/02

MICRO ADDED

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXLGLTG

BONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17

826000 GRP: XX17 CONCERN CONTACT VEH TYPE: TRUCK
 WASHINGTON 27 ZN/VR: G1 CONTACT NBR: 107303668 OPENED: 08/01/1996
 VIN: 1PDEE14N9PH ENGINE: N CLOSED: 08/08/1996

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS:
 CITY: BEL AIR STATE: MD ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 23000 WSD:
 DEALER NAME: PLAZA FORD INC SALES CODE: 127419 P & A: 00017
 CAUSAL CODES: 0206 2801 2021 SYMPTOMS: 704345
 ORIGIN: GO TRANS. DST/RCN: 27 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 08/01/1996
 ACK CODE: ASSIST CODE: D AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/08/01

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-THERE WAS AN ELECTRICAL FIRE IN THE VEHICLE. ORIGINATING IN THE FRONT ENGINE COMPARTMENT
 -VEHICLE WAS UNATTENDED
 -FRONT END AREA IS DAMAGED, THE VEHICLE IS INOPERABLE
 -INSIDE OF THE VEHICLE WAS NOT DAMAGED TO HIS KNOWLEDGE
 -WOULD LIKE A LOANER VEHICLE, AND TO HAVE THE WARRANTY EXTENDED

PER CUSTOMER, DEALER SAYS:

-GOT THE NUMBER FROM PLAZA FORD. RAY MCCORMICK
 -DIAGNOSED THE FIRE AS ELECTRICAL. BUT COULD NOT DETERMINE THE ACTUAL CAUSE
 -PROVIDED A LOANER VEHICLE FOR ONE DAY AND THAT THE CUSTOMER WOULD HAVE TO RETURN IT ONCE THE INSURANCE COMPANY HAS REVIEWED THE CASE
 -WOULD NOT GIVE THE CUSTOMER A LOANER VEHICLE
 -WARRANTY EXTENSION IS NOT POSSIBLE
 -THAT OWNER RALPH WALLS WILL CALL THE CUSTOMER

CUSTOMER SEEKS:

-A LOANER VEHICLE
 -SPEAK WITH THE CUSTOMER SERVICE MANGER
 -WOULD LIKE HIS VEHICLE'S WARRANTY EXTENDED PAST THE ORIGINAL DUE TO THE

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTG

engine off

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17

7652MM GRP: LP INFORMATION CONTACT VEH TYPE: TRUCK
 HOUSTON 57 ZN/TR: C2 CONTACT NBR: 107471459 OPENED: 09/03/1996
 VIN: 1FMEEL1H8PH ENGINE: H CLOSED: 09/03/1996

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI: P

ADDRESS:

CITY: LAKEWAY STATE: TX ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 1 WSD:

DEALER NAME: COVERT FORD, INC. SALES CODE: 152302 P & A: 04437

CAUSAL CODES: 0709 SYMPTOMS: 704142

ORIGIN: GO TRANS. DSTR/CM: TRANS. DATE:

SERVICE/SALES: 1 CONTACT DATE:

ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE:

CALIBRATION:

ESP INFO:

EXPIRES:

OPEN RECALL:

OWNER NOTIFIED:

MICRO:

COMMENTS:

1996/09/03

*****DEALER FAX FOR CONSUMER AFFAIRS REVIEW RECEIVED 9/3/96*****

LA SPOKE WITH BUDDY HAGMAN:

-THE DEALERSHIP WAS SERVED WITH A LAWSUIT TODAY NAMING FMC AND THE DEALERSHIP.

-FIRE OCCURRED 8/30/94. HIS VEHICLE WAS PARKED IN THE GARAGE, TOOK KEYS OUT AND VEHICLE CAUGHT ON FIRE.

-DOES NOT INDICATE WHAT HE'S SEEKING.

-LA ADVISED OF PROCEDURE PER LEGAL HANDBOOK.

7/2/93

engine off

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTG

CQIS Report Number: RH4B1007 Program Type: R Orig Rpt #:
 Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 08/30/1994

----- R E P O R T S U M M A R Y -----

VEHICLE: 1993 TAURUS, SHO, SEDAN VIN : 1FACP54Y8PA
 Engine : 3.0L DOHC 24 VALVE - YAMAHA Odometer: 16,434 MILES
 Operating Environ: WCC :
 Vehicle Use : Rep. Act:

SYMPTOM: 2 03 0 00 ELECTRICAL START/CHARGE/WIRING
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)
 Additional Symptom: LOSS OF ACCESSORIES INT
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Images: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
 --TYPE-- COMMENT TEXT
 REPAIR AT TIME THE CUST WILL APPLY BRAKES AND DIFFERENT ACCESSORIES WILL NOT
 FUNCTION, LIGHTS MAY DIM OR DASH LIGHTS MAY PROVE OUT. LOOKING FOR KNO
 WNS.
 RECOMM CK FOR LOOSE "B+" CONNECTOR AT POWER JUNCTION BLOCK. CK FOR MELTED
 "B+" CONNECTOR ON ALT.

----- C O N C E R N D E T A I L S -----
 ----- D I A G N O S T I C I N F O R M A T I O N -----
 Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOED: KOEC:
 KOER: CB:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

----- S E R V I C E A C T I O N S -----
 NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
 Vehicle Build Date: 06/15/1993 Warranty Start Date: 08/13/1993
 Date of Sale: 08/13/1993 Selling Dlr (Mkt, Dlr, Sub): 07098
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

----- E N G I N E -----
 Engine: 3.0L DOHC 24 VALVE - YAMAHA Tag: DA 950 CA
 Bld Dt: Calb: 209CR00 A Serial #: Y
 ----- T R A N S M I S S I O N -----
 Trans: MIX IV 5SP WDE RATIO Part #:
 Bld Dt: Serial #:
 Model: Plt: Shift:

----- A X L E -----
 Axle: 3.74 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

----- A D D I T I O N A L -----
 Tire : P215/60VR-16 BSW-PERF Brand :
 Radio : ELETR PREMIUM AM/FM STRO/CSTE A/C : ATC AIR CONDITIONER

3713 8804

ENGINE ON**LOSS OF ACCESSORIES**

CQIS Report Number: RH481007 Program Type: H Orig Rpt #:
Report Source: MMS - FCSD - TECH SVC HOTLINE Report Date: 08/30/1994

Paint : BLUE-GREEN EXT PAINT FAMILY ----- DEEP JEWEL GREEN C/C

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : JIM MCCAIN Title: SERVICE WRITER

Repair Dlr: 07188 - Quality Ford of West Des Moines Ph#: (515) 223-1560
City: West Des Moines State : Iowa
Country: UNITED STATES Region : Kansas City - 53

Specialist's

Name : TODD NURNBER (FSE)

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: TDWBZ007 Program Type: H Orig Rpt #:
Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 04/23/1996

----- R E P O R T S U M M A R Y -----

VEHICLE: 1993 TAURUS, SHO, SEDAN VIN : 1FACPS4237A
Engine : 3.2L DOHC 24 VALVE - YAMAHA Odometer: 41,635 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:
SYMPTOM: 2 03 2 00 ELECTRICAL START/CHARGE/WIRING
WIRING - BASIC OTHER (CODE NOT AVAILABLE)
Additional Symptom: BLOWING EATC FUSE
Other Veh. With Concern: Severity Rating: Customer: Engineering:
Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
REPAIR CAME IN WITH BAD BATTERY, REPLACED IT AND EATC WOULDNT WORK, WAS BLOWING
FUSE, PULLED HEAD APART AND CIRCUIT BOARD WAS BURNED UP, ALSO RADIO IS I
NOP. LOOKING FOR KNOWN ON CHARGING SYSTEM CONCERNS
RECOMM TSB 94-21-03 NO START CAUSED BY TRAPPED GENERATOR WIRE ASSY/3.2L SHO
SUGGEST CHECKING TSB FOR POSSIBLE CHARGING SYSTEM CONCERN, CHECK WIRING
AT ALT/REG FOR LOOSE OR CORRODED TERMINALS, BAD BODY GROUNDS

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on?
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 04/21/1993 Warranty Start Date: 06/12/1993
Date of Sale: 06/12/1993 Selling Dlr (Mkt, Dlr, Sub): 00932
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- E N G I N E -----

Engine: 3.2L DOHC 24 VALVE - YAMAHA Tag: DA 952 BA
Bld Dt: Calb: 310CR00 A Serial #: P
----- T R A N S M I S S I O N -----
Trans: ELECT. AXOD (AX4S) Part #:
Bld Dt: Serial #:
Model: Plt: Shift:

----- A X L E -----

Axle: 3.77 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

3713 8806

ENGINE OVER**CHARGING SYSTEM**

CQIS Report Number: TDWEZ007 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 04/23/1996

- - - A D D I T I O N A L - - -

Tire : P215/60VR-15 BSW-TOURING Brand :
 Radio : ELETR PREMIUM AM/FM STRO/CSTE A/C : ATC AIR CONDITIONER
 Paint : NEUTRAL EXT PAINT FAMILY A : OXFORD WHITE

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Orig/Caller : STAN RACIBORSKI

Title: TECHNICIAN

Rpair Dlr: 00139 - FREEDOM FORD, INC. Ph#: (757) 583-2671

City: Norfolk

State : Virginia

Country: UNITED STATES

Region : Washington - 27

Specialist's

Name : MIKE LUZADER

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y ---

SURVEY HAS NOT BEEN SENT

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----

| Dealer ID | Repair Date | Repair Order | Odometer (Miles) | Rpr Nbr | Causl Cond | Service Pfx | Part Base | Number Sfx | Labor Operation |
|-----------|-------------|--------------|------------------|---------|------------|-------------|-----------|------------|-----------------|
| 12390 | 06/11/1998 | 098614 | 69765 | 1 | 42 | F1D | 13K359 | B | 13300D |
| 12390 | 06/11/1998 | 098614 | 69765 | 1 | 42 | | | | 13300D1 |
| 12390 | 06/11/1998 | 098614 | 69765 | 2 | 28 | E9D | 19E624 | A | 19700D |
| 12390 | 06/11/1998 | 098614 | 69765 | 2 | 28 | | | | 19624A |
| 12390 | 06/11/1998 | 098614 | 69765 | 3 | | F2D | 11654 | A | 98501F |

TAURUS_SHO :

02/17/99 MASTER OWNER RELATIONS SYSTEM # 04.34.41
6104AH GRP: XX15 INFORMATION CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A2 CONTACT NBR: 107178728 OPENED: 07/08/1998
VIN: 1FALP54P7P ENGINE: P CLOSED: 07/08/1998

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: IRVING STATE: TX ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 83 MODEL: TAURUS
MILEAGE: 80000 WSD:
DEALER NAME: WESTWAY FORD SALES CODE: 152013 P & A: 02586
CAUSAL CODES: 0404 SYMPTOMS: 203400 487100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1998/07/08

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-80000 MAINTENANCE ON JUNE 5TH WHERE REPLACED BELT
-JUNE 26TH ENGINE SMOKE FROM UNDER HOOD AND TOOK BACK TO DEALERSHIP
-CAR IS NOW AT WEST WAY FORD
-BELIEVES WHEN DEALERSHIP REPLACED SERPENTINE BELT THAT CAUSED PROBLEMS WITH BATTERY
-HAD BATTERY PUT IN BY SEARS

PER CUSTOMER, DEALER SAYS:

-BATTERY ON 6/28/86 WAS DEFECTIVE AND NEEDED TO BE REPLACED AT CUST EXPENSE
-CABLES ARE REPLACED AT CUST EXPENSE
-CONTACT SEARS AND GET A NEW BATTERY UNDER SEARS WARRANTY
-WEST WAY FORD IRVING, TX

CUSTOMER SEEKS:

-TO NOT PAY FOR BATTERY AND CABLES
-THOROUGH CHECK ON CAR

GAC ADVISED:

-WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
-CONTACT CUST REL MNGR JOHN GIBSON FOR ASSISTANCE.

OWNER RELATIONS VOP/BENCHMARKING 02/17/99 FAXCARTG

ENGINE ON

SERPENTINE &
BATTERY

0780SS GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 107155360 OPENED: 07/02/1996
VIN: 1FALP54Y8PA ENGINE: Y CLOSED: 07/02/1996

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: QUINTON STATE: MA ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 93 MODEL: TAURUS
MILEAGE: 69000 WSD:
DEALER NAME: SALES CODE: P & A:
CAUSAL CODES: 1012 SYMPTOMS: 409000
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/07/02

*** PARTS DELAY OVER 30 DAYS ***

CUSTOMER SAYS:

- THE ENGINE WAS SMOKING AND OVERHEATING
- TOOK TO THE INDEPENDENT REPAIR FACILITY ON 5-28-96
- CURRENTLY STILL THERE

PER CUSTOMER, DEALER SAYS:

- HAS NOT CONTACTED

CUSTOMER SEEKS:

- TO HAVE CONCERN RESOLVED

CAC ADVISED:

- WILL DOCUMENT

1996/07/15

*** 49 DAYS OUT OF SERVICE ***

--- NAVIS: SUBSEQUENT ---

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK REGARDING THE PREVIOUS CONTACT
- THE VEHICLE HAS BEEN IN THE DEALERSHIP SINCE MAY 26TH

PER CUSTOMER, DEALER SAYS

- THE DEALERSHIP SAID THAT FORD NO LONGER HAS THE PARTS FOR THIS CAR AVAILABLE AND SO THE PISTONS WERE MADE INDIVIDUALLY
- CURRENTLY THE DEALERSHIP IS WORKING LOOKING FOR A BRAND NEW MOTOR AND THEY HAVE NOT BEEN ABLE TO LOCATE ONE YET

OWNER RELATIONS VOP/BENCHMARKING 02/17/99 FAXCARTG

ENGINE ON**ENGINE
OVERHEATING**

TAURUS_SF

02/17/99 MASTER OWNER RELATIONS SYSTEM II C 1.41
=====

6989AM GRP.XX13 INFORMATION CONTACT VEH TYPE: CAR
CINCINNATI 47 ZNTR E1 CONTACT NBR: 108854598 OPENED: 07/14/1997
VIN: 1FALP54P5PA ENGINE: P CLOSED: 07/14/1997
=====

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI
ADDRESS:
CITY: CRESTWOOD STATE: KY ZIP:
HOME PHONE: BUS PHONE:
MODEL YEAR: 93 MODEL: TAURUS
MILEAGE: 48000 WSD:
DEALER NAME: TRI-COUNTY FORD-MER SALES CODE: 147495 P & A: 05780
CAUSAL CODES: 2008 SYMPTOMS: 203000
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS

1997/07/14

*** NAVIS SUBSEQUENT ***

CUSTOMER SAYS

- RECEIVED THE 1-800 NUMBER FROM THE OWNERS GUIDE
- THE VEHICLE STALLED COMPLETELY
- CUSTOMER BELIEVES THAT THIS IS AN ELECTRICAL CONCERN
- A SENSOR BURNED A FUSE AND CAUSED THIS VEHICLE TO STOP RUNNING

PER CUSTOMER, DEALER SAYS:

- THIS IS NOT COVERED UNDER THE EMISSIONS WARRANTY

CUSTOMER SEEKS:

- EMISSIONS WARRANTY INFORMATION
- TECHNICAL INFORMATION

CAC ADVISED:

RE: TECHNICAL INFORMATION

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- (CUST. REL MGR) IS IN THE BEST POSITION TO ASSIST YOU.

RE: EMISSIONS WARRANTY INFORMATION

- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR.

BUILD

3/30/93

ENGINE ON

SENSOR

3713 8610

OWNER RELATIONS VOP/BENCHMARKING 02/17/99 FAXCARTG

8713 8811

TAURUS SHO :

02/17/2011

MASTER OWNER RELATIONS SYSTEM II

04.55.34

8011DC LEGAL CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: F1 CONTACT NBR: 102019832 OPENED: 04/22/1993
VIN: 1FALP54P9P ENGINE: P CLOSED: 05/20/1993

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: WASHINGTON STATE: DC ZIP: [REDACTED]

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: TAURUS

MILEAGE: 18 WSD: 05/15/1993

DEALER NAME: JERRY'S FORD SALES | SALES CODE: 127012 P & A: 00135

CAUSAL CODE: LEGL SYMPTOMS: 704145

ORIGIN: DO TRANS REGION: 17 TRANS DATE:

VEH REPLY:

CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

| | | | |
|------------|---|------------|---|
| CLAIM AMT: | 0 | AWARD AMT: | 0 |
|------------|---|------------|---|

MICRO: 3721741

COMMENTS:

19830422

[REDACTED] CALLED - UNIT PICKED UP AT DEALER AND WAS BEING DRIVEN BACK INTO D.C. AND SAW SMOKE AND FLAMES CAME FROM UNDER HOOD. VEHICLE WAS BRAND NEW, AND HAS ALREADY BEEN REPLACED THROUGH THEIR INSURANCE. WANTS INSPECTION TO DETERMINE CAUSE OF FIRE. GRI ASSIGNED.

19930520

THIS IS THE CLOSING COMMENT:

INVESTIGATED AND DETERMINED POINT OF FIRE ORIGIN WAS COOLING FAN MOTOR WITHIN THE ENGINE COMPARTMENT

OWNER RELATIONS VOP/BENCHMARKING 02/17/00 FAX/LGLTG

ENGINE ON

COOLING FAN MOTOR

3713 8812

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ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17

5449CM GRP: XX13 INFORMATION CONTACT VEH TYPE: TRUCK
 NEW YORK 13 ZN/TR: G1 CONTACT NBR: 104638124 OPENED: 09/12/1994
 VIN: 1FDEE14N6PH ENGINE: N CLOSED: 09/12/1994

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS:
 CITY: HIGHLAND STATE: NY ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: B-SERIES
 MILEAGE: 12000 WSD:
 DEALER NAME: Poughkeepsie Ford Sales Code: 113537 P & A: 03624
 CAUSAL CODES: 02 SYMPTOMS: 203000
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
 1994/09/12
 CUSTOMER SAYS:
 - VEHICLE CAUGHT A FIRE AND WAS DOWN FOR 3 WEEKS.

PER CUSTOMER:
 -DEALERSHIP HAS OFFERED CUSTOMER \$300.00 FOR COMPENSATED FOR RENTAL ASSISTANCE

CUSTOMER SEEKS:
 -ADDITION FINANCIAL ASSISTANCE AT A TOTAL OF \$700.00.

CAC ADVISED:
 -FORD SUPPORTS TO DETERMINATION O \$300.00. THE DM HAS MADE THE FINAL DECISION.

ENGINE UNKNOWN

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTG

3713 8813

ECONOLINE :

02/1999 MASTER OWNER RELATIONS SYSTEM II 19.08.17

B349SC GRP: XX10 INFORMATION CONTACT VEH TYPE: TRUCK
 DALLAS 52 ZNTR: D2 CONTACT NBR: 104573643 OPENED: 08/23/1994
 VIN: 1FDEB14H7PH ENGINE: H CLOSED: 08/23/1994

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: CHOCTAW STATE: OK ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 7400 WSD: 02/07/1994
 DEALER NAME: SOUTHWESTFORD SALES CODE: 152202 P & A: 02451
 CAUSAL CODES: 02 04 SYMPTOMS: 203200
 ORIGIN: GO TRANS. DST/RON: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: 02/24/1993 CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

199408/23

CUSTOMER SAYS:

- THE VEHICLE CAUGHT ON FIRE ON 7-12-94;
- ALL PARTS UNDER THE HOOD OF THE VEHICLE HAD TO BE REPLACED;
- HER INSURANCE COMPANY HAS BEEN PAYING FOR THE REPAIRS;
- THE VEHICLE HAS BEEN AT THE DEALERSHIP FOR 42 DAYS.

PER CUSTOMER, DEALER:

- SAYS THEY HAVE BEEN UNABLE TO OBTAIN A WIRING HARNESS;
- THEY HAVE TO WAIT FOR ONE TO BECOME AVAILABLE FROM THE FACTORY;
- DOES NOT HAVE AN ESTIMATED DELIVERY DATE;
- PERSON WHO PROVIDED RENTAL VEHICLE ADVISED CUSTOMER THAT THE VEHICLE HAS TO BE BACK BY OCTOBER AS IT WILL NEED TO BE INSPECTED BY THEN FOR NEW TAGS

CUSTOMER SEEKS:

- ASSISTANCE WITH OBTAINING THE WIRING HARNESS FOR REPAIR OF THE VEHICLE;
- DOCUMENT THAT SHE APPRECIATES WHAT THE DEALERSHIP HAS DONE IN THIS SITUATION AND SAYS HER CONCERN IS WITH FORD AND THE PARTS AVAILABILITY.

CAC ADVISED:

- CUSTOMER TO REMAIN IN CONTACT WITH THE DEALERSHIP FOR UPDATED INFORMATION ON THE PARTS AVAILABILITY.
- APOLOGIZED FOR THE FRUSTRATION SHE HAS INCURRED.

ENGINE UNKNOWN

OWNER RELATIONS VOP/BENCHMARKING 02/1999 FAXCARTO

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17

9656AA GRP: XX05 INFORMATION CONTACT VEH TYPE: TRUCK
 CHICAGO 41 ZNTR: A2 CONTACT NBR: 105900321 OPENED: 08/18/1995
 VIN: P ENGINE: CLOSED: 08/18/1995

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: DOWNERS GROVE STATE: IL ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 90000 WSD:

DEALER NAME: PARKFIELD FORD INC SALES CODE: 141007 P & A: 01444

CAUSAL CODES: 02 19 SYMPTOMS: 203200 208000

ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:

SERVICES/SALES: 1 CONTACT DATE:

ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE:

CALIBRATION:

ESP INFO:

EXPIRES:

OPEN RECALL:

OWNER NOTIFIED:

MICRO:

COMMENTS:

199508/18

NAVIS STATUS LEASE OWNER

CUSTOMER SAYS:

-WIRING ON VEHICLE IN RELATION TO A/C AND HEAT IS COMPLETELY BURNT.

PER CUSTOMER DEALERSHIP SAYS:

-HAS NOT CONTACTED DEALERSHIP.

CUSTOMER SEEKS:

-TO HAVE VEHICLE FIXED AS QUICKLY AS POSSIBLE, NEEDS VAN TO WORK FOR BUSINESS AND MUST HAVE VEHICLE TO DO THAT.

CAC ADVISED:

-CONTACT DEALERSHIP SERVICE MANAGER, JANICE SAUNDERS, TO FOLLOW UP ON CONCERNS.

-VEHICLE MUST BE SERVICED AT A FMC DEALERSHIP.

-IF PART IS DEFECTIVE, TECH AT DEALERSHIP WOULD BE ABLE TO DETERMINE THIS.

ENGINE UNKNOWN

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTG

Technical

ECONOLINE

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17

0223SM GRP: XX08 INFORMATION CONTACT VEH TYPE: TRUCK
 UNKNOWN 99 ZN/TR: CONTACT NBR: 106128905 OPENED: 04/22/1996
 VIN: 1FDK230G7PH ENGINE: G CLOSED: 04/22/1996

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS:
 CITY: BRYAN STATE: TX ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: B-SERIES
 MILEAGE: 87000 WSD:
 DEALER NAME: SALES CODE: P & A:
 CAUSAL CODES: 02 SYMPTOMS: 704142
 ORIGIN: GO TRANS. DST/RCN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
 ESP/CRPO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/04/22

CUSTOMER SAYS:

IS AN EMPLOYEE OF THIS AGENCY.
 -VEHICLE WAS INVOLVED IN FIRE 4/17/96.
 -INSURANCE COMPANY WAS NOTIFIED.
 -NO PERSONS WERE INJURED.

PER CUSTOMER, DEALER SAYS:

-N/A

CUSTOMER SEEKS:

-ASSISTANCE WITH THE REPAIR OF THIS VEHICLE.

CAC ADVISED:

-CONTACT INSURANCE COMPANY.
 -NO ASSISTANCE WILL BE OFFERED BY FORD

8/26/93

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTG

ECONOLINE :

02/1999

MASTER OWNER RELATIONS SYSTEM II

19.02.17

4244MH GRP: XX04 INFORMATION CONTACT VEH TYPE: TRUCK
 NEW YORK 13 ZN/TR: CI CONTACT NBR: 106180982 OPENED: 05/02/1996
 VIN: P ENGINE: CLOSED: 03/02/1996

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: MORGANVILLE STATE: NJ ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 60000 WSD:
 DEALER NAME: TOMS FORD INC SALES CODE: 113469 P & A: 20639
 CAUSAL CODES: 02 SYMPTOMS: 704345
 ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/05/02

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- HAD A FIRE UNDER THE HOOD, ALL ORIGINATED BY THE BATTERY
- MASTER CYLINDER MELTED
- BATTERY MELTED, ON THE TOP
- IGN RECALL

PER CUSTOMER, DEALER SAYS:

- NA

CUSTOMER SEEKS:

- TO SEE WHAT FORD COULD DO ABOUT THIS

CAC ADVISED:

- DEALERSHIP WOULD BE IN THE BEST POSITION TO DIAGNOS THIS
- NOT INVOLVED IN THE RECALL
- CALL YOUR INSURANCE CO

engine unknown

OWNER RELATIONS VOP/BENCHMARKING 02/1999 FAXCARTO

Battery

BCONLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17

D493RC GRP: XX08 INFORMATION CONTACT VEH TYPE: TRUCK
 CINCINNATI 47 ZN/TR: B1 CONTACT NBR: 108446388 OPENED: 05/19/1997
 VIN: 1FDKE37G1PH ENGINE: G CLOSED: 05/19/1997

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS:
 CITY: NELSONVILLE STATE: OH ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 20000 WED:
 DEALER NAME: RICART FORD INC SALES CODE: 147035 P & A: 02185
 CAUSAL CODES: 1017 3105 SYMPTOMS: 704345
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/05/19

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- THERE WAS A FIRE AROUND THE COIL HOUSING BY THE AIRCONDITIONING AND NOW NEED A NEW WIRING HARNESS
- DEALERSHIP CANNOT LOCATE THE PART BECAUSE PART NUMBER IS BURNT OFF THE WIRING HARNESS

PER CUSTOMER, DEALER SAYS:

- DON'T HAVE ANY WAY TO HELP
- CALL FORD TO GIVE THE BUILD DATE, CALIBRATION TO ORDER THE PART

CUSTOMER SEEKS:

- NEED AN ENGINE WIRING HARNESS PART NUMBER

CAC ADVISED:

- OBC MADE TO JIM ELGIN, SERVICE MANAGER, FOR MORE INFORMATION
- HAVE CUSTOMER CONTACT ME AT 614-336-6427 FOR FURTHER ASSISTANCE

9/18/92

engine unknown

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAX:RTG

unknown

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19JL39

0763CH LEGAL CONTACT VEH TYPE: TRUCK
 CHICAGO 41 ZNTR: C1 CONTACT NBR: 106100430 OPENED: 10/06/1995
 VIN: 1FTPE24Y3PH ENGINE: Y CLOSED: 10/09/1995

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS:
 CITY: DELAND STATE: IL ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 43100 WSD:
 DEALER NAME: AL PIERMONT'S ARL H SALES CODE: 141093 P & A: 01539
 CAUSAL CODE: 02 SYMPTOMS: 704000
 ORIGIN: GO TRANS REGION: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4-FIRES - FUEL PED MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO:

COMMENTS:

1995/10/06

CUSTOMER SAYS:(STEVE SMITH 612-828-2586 GE CAPITOL FLEET SERVICE)

-THAT THE ENTIRE VEHICLE BURNED TO THE GROUND

-IT APPEARS TO BE A TOTAL LOSS

-THAT THERE ARE NO KNOWN INJURIES

-THE VEHICLE IS NOW AT ALL PRICE AUTO IN PALATINE, IL

-THIS IS A COMPANY VEHICLE FOR BARBARA COLMAN

-THERE HAS BEEN NO DEFINATE INFO GIVEN TO MR SMITH THE ACTUAL CONTACT PERSON

DETAILS OF THE FIRE WOULD COME FROM THE DRIVER

-IS ALLEGING PRODUCT DEFECT CAUSED THE FIRE

* HAS NOT CONTACTED A DEALER

CUSTOMER SEEKS:

-FORD TO TAKE RESPONSIBILTY BECAUSE FORD MAY BE LIABLE

* CAC ADVISED:

-THAT INFO HAS BEEN DOCUMENTED AND FORWARDED TO THE REGIONAL LEGAL ANALYST FOR FMC

-APOLOGIZED FOR CONCERN

-REG ANALYST WILL RECONTACT THE CUSTOMER AND CONTACT PERSON FOR FLEET

1995/10/09

ADDCO

CONTACTED STEVE SMITH AND ADVISED (PER THABUCKE):

- THAT FORD WOULD NOT ASSIST WITH REPAIR

REQUESTED INFORMATION IN WRITING

INFORMATION FORWARDED.

THIS IS THE CLOSING COMMENT

CLOSE PER PREVIOUS COMMENTS

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXLGTO

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

9835MH LEGAL CONTACT VEH TYPE: TRUCK
 NEW YORK 13 ZN/TR: CI CONTACT NBR: 103931815 OPENED: 04/05/1994
 VIN: 1FDKE30M8PH ENGINE: M CLOSED: 05/11/1994

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS:
 CITY: LIVINGSTON STATE: NJ ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 0 WSD:
 DEALER NAME: LARSON FORD INC SALES CODE: 113584 P & A: 20189
 CAUSAL CODE: 06 SYMPTOMS: 704000
 ORIGIN: DO TRANS REGION: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 4060191

COMMENTS:

1994/04/05

VEHICLE FIRE IN ENGINE. OWNER CONTACTED INSURANCE CO AND RECEIVED LETTER BACK
 STATING CUSTOMER SHOULD CONTACT FORD. PLEASE CONTACT PL CUSTOMER BODY SM DON
 MILLER 908-223-1411.

1994/05/11

THIS IS THE CLOSING COMMENT

DUE TO LACK OF EVIDENCE INDICATING THE CAUSE OF THE FIRE BEING THAT OF THE
 MANUFACTURER, THE CUSTOMER WAS ADVISED FORD WOULD TAKE NO FURTHER ACTION.
 THE OWNER HAS BEEN ADVISED OF FORD'S POSITION IN A LETTER DATED 5/4/94.

1994/05/20

MICRO ADDED.

11/14/92

engine unknown

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAX/LGLTG

11/14/92

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

5419IC LEGAL CONTACT VEH TYPE: TRUCK
 CHICAGO 41 ZN/TR: C1 CONTACT NBR: 105534001 OPENED: 05/19/1995
 VIN: 1FBJS31YSPH ENGINE: Y CLOSED: 06/06/1995

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: DES PLAINES STATE: IL ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 8588 WSD:

DEALER NAME: GOLF MILLFORD INC SALES CODE: 141066 P & A: 01391

CAUSAL CODE: AG L S SYMPTOMS: 704000

ORIGIN: GO TRANS REGION: TRANS DATE:

VEH REPL: CB

CASE TYPE: 13-VEHICLE REPLACEMENT - PRODUCT LIABILITY MEANS CODE: K-VEHICLE REPLACEMENT

ATTY NAME: REQ 05/23 SENT 05/24 ATTY MEMO: KXXXXXX DEV —

CLAIM AMT: 1 AWARD AMT: 19,000

MICRO: 4242562

COMMENTS:

1995/05/19

GOODWILL REFUND DUE TO FIRE

1995/05/23

FM

1995/06/06

FM

THIS IS THE CLOSING COMMENT

CHECK 011376 FOR \$19000.00 ISSUED TO PH & H LEASING

12/12/92

Engine Unknown

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXLGLTG

unknown

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

3451WD LEGAL CONTACT VEH TYPE: TRUCK
 DALLAS 52 ZN/TR: B1 CONTACT NBR: 103101476 OPENED: 11/09/1993
 VIN: 1PBJS31H2P1 ENGINE: H CLOSED: 11/30/1993

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: SUB MI:

ADDRESS:

CITY: DESOTO STATE: TX ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 3000 WSD: 01/28/1993

DEALER NAME: BANKSTON FORD OF FR SALES CODE: 152525 P & A: 02441

CAUSAL CODE: 02 SYMPTOMS: 301700

ORIGIN: GO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4B-FIRES - EXHAUST-CAT.CONVERTOR-OTHER MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 3940294

COMMENTS:

1993/11/09

VEHICLE FIRE/ALLEGED PRODUCT DEFECT

CUSTOMER STATES THAT THERE WAS AN ELECTRICAL FIRE IN HER VEHICLE. CUSTOMER STATES THAT NO INJURIES OCCURED AND A POLICE REPORT HAS BEEN MADE. CUSTOMER ALSO STATES THAT THERE HAS BEEN 5 REPAIR ATTEMPTS ON THE BRAKES IN THE VEHICLE. CUSTOMER STATES REPAIR ATTEMPTS WERE AT PURCHASING DEALER (BANKSTON FORD OF FRISCO)

PER CUSTOMER, DEALER WILL BE INSPECTING CONCERNS ON VEHICLE.

CUSTOMER IS SEEKING TO HAVE VEHICLE REPAIRED CORRECTLY.

...2ND PAGE

CSR ADVISED CUSTOMER THAT CONCERNS WILL BE DOCUMENTED AND FORWARDED TO THE APPROPRIATE ARES.

1993/11/16

I ADDCO

CUSTOMER LETTER DATED NOVEMBER 9, 1993***

CUSTOMER LETTER REDIRECTED TO LEGAL.

1993/11/30

THIS IS THE CLOSING COMMENT

THE VEHICLE WAS REPAIRED UNDER WARRANTY. THE SWITCH MELTED AND WAS REPLACED.

NO FURTHER ACTION IS NECESSARY

1993/12/06

MICRO ADDED

Engine Unknown

OWNER RELATIONS VOM/BENCHMARKING 02/19/99 FAX/LGLTG

Electrical

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

2983KC LEGAL CONTACT VEH TYPE: TRUCK
 HOUSTON 57 ZN/TR: CONTACT NBR: 103588288 OPENED: 02/02/1994
 VIN: 1FDKE30G4PH ENGINE: G CLOSED: 02/22/1994

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS:
 CITY: PENDLETON STATE: ID ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 11572 WSD:
 DEALER NAME: FORD MOTOR COMPANY SALES CODE: 157000 P & A: 68062
 CAUSAL CODE: LBOL SYMPTOMS: 704100 704200
 ORIGIN: DO TRANS REGION: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 4011387

COMMENTS:

1994/02/02

PHONED IN BY RON HICKS, PROGRESSIVE INSURANCE, AT THE REQUEST OF DON VYHNALEK, O.G.C. 1993 MOTORHOME SUFFERED FIRE DAMAGE AND UNIT APPEARS TO BE A TOTAL LOSS. PROGRESSIVE REQUESTS THAT OUR REP LOOK AT VEHICLE WITH THEIR REP ON 2/14/94. UNIT LOCATED AT CUSTOM CAR CRAFTERS, 6819 MCNEIL, AUSTIN, TX. 78720. CONTACT AT CUSTOM IS RICHARD OR STEVE AT 512/331-9398. LOCAL PROGRESSIVE AGENT IS ELAINE MORROW, 512/338-4804 AND SHE WOULD LIKE TO KNOW WHETHER OR NOT THE FORD REP CAN MAKE THE 2/14 INSPECTION DATE. FIRE OCCURRED IN FREDERICKSBURG AND WAS SUBSEQUENTLY TOWED TO AUSTIN.

1994/02/22

THIS IS THE CLOSING COMMENT

THIS CONTACT HAS BEEN FORWARDED TO DON VYHNALEK, OCC. FOR HANDLING AT HIS REQUEST. NO FURTHER ACTION IS REQUIRED AT THIS TIME.

1994/03/23

MICRO ADDED

2/2/93

Engine Unknown

OWNER RELATIONS VOP/BENCHMARKING 03/19/99 FAXLGLTG

unknown

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

3025RT LEGAL CONTACT VEH TYPE: TRUCK
 CHICAGO 41 ZN/TR: C1 CONTACT NBR: 109012248 OPENED: 10/08/1997
 VIN: 1FDKE37H3PH ENGINE: H CLOSED: 10/20/1997

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:

ADDRESS:

CITY: WICHITA STATE: KS ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 25861 WSD:

DEALER NAME: BERT WEINMAN FORD I SALES CODE: 141036 P & A: 01510

CAUSAL CODE: 0710 SYMPTOMS: 704006

ORIGIN: GO TRANS REGION: 41 TRANS DATE:

VEH REPL:

CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO:

COMMENTS:

1997/10/08

FLEET CONTACT RECEIVED

FAX STATES:

- THAT VEHICLE CAUGHT ON FIRE.
- THE FIRE ORIGINATED IN THE MIDDLE OF THE ENGINE, BUT THE CABIN OF THE VEHICLE WAS ENGULFED IN MINUTES.
- VEHICLE IS LOCATED AT: ADE OF IL
 43363 N OLD HWY 41
 RUSSELL (N. CHICAGO), IL
 847-395-7573

LPA CONTACTED COMPANY. LPA SPOKE WITH CINDY WHO VERIFIED THAT THE VEHICLE WAS THERE.

CONTINUED

LPA ADVISED CINDY:

- THAT AN EAA INSPECTOR WILL BE OUT ON MONDAY OR TUESDAY TO INSPECT THE VEHICLE.

CINDY SAYS:

- THAT SHE WOULD PREFER MONDAY, BECAUSE TUESDAY IS AUCTION DAY FOR THE COMPANY.

INFORMATION FAXED TO PETE. EAA

1997/10/20

***THIS IS THE CLOSING COMMENT

RECEIVED INVESTIGATION REPORT BACK

FORWARDED THE INFORMATION TO DARRION ZIMLICH, CVO, FOR DETERMINATION.

1997/10/22

CASE FORWARDED TO MIKE SCRONE CAIN CVO

4/2/93

engine unknown

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAX/LGLTG

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17
 3986RM GRP: XK09 CONCERN CONTACT VEH TYPE: TRUCK
 PITTSBURGH 44 ZN/TR: A2 CONTACT NBR: 106264980 OPENED: 11/29/1995
 VIN: 1FDEE14H9PH ENGINE: H CLOSED: 11/28/1995
 LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI: W
 ADDRESS:
 CITY: BUTLER STATE: PA ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 25000 WSD:
 DEALER NAME: BUTLER COUNTY MOTOR SALES CODE: 144469 P & A: 07436
 CAUSAL CODES: 03 MR SYMPTOMS: 704247
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICESALES: 1 CONTACT DATE: 11/20/1995
 ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
 EXP INFO: EXPRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
 1995/11/20

*** 2 PREVIOUS REPAIR ATTEMPTS ***

CUSTOMER SAYS:

- GOT THE 800-# FROM 800-DIRECTORY
- PAST REPAIRS 11/2/95 AND 11/9/95
- CORRECTION PAST DATES ARE 10/26/95 AND 11/2/95
- IS NOT SURE WHAT PAST REPAIRS ATTEMPTS WERE MADE
- THERE IS A HOT SMELL AND THERE WAS WHITE SMOKE SOMING OUT FROM UNDER NEATH THE HOOD FROM THE ENGINE
- TWO PREVIOUS REPAIR ATTEMPTS WERE AT MCCRAKING FORD. VEHICLE NOW AT BUTLER

PER CUSTOMER, DEALER SAYS:

- VEHICLE IS A BUTLER FORD. HAVE NOT HEARD A DIAGNOSIS AS OF YET

CUSTOMER SEEKS:

- WANT TO HAVE THE VEHICLE REPAIRED. LOVE THE VEHICLE
- MECHANICALLY THERE ARE TOO MANY PROBLEMS WITH
- WOULD TRADE IT IN, IF THEY GOT A VERY, VERY GOOD DEAL

CAC ADVISED:

- THE INFORMATION HAS BEEN DOCUMENTED AND WILL BE FORWARDED TO THE DEALER
- A COPY WILL ALSO BE SENT TO THE REGIONAL OFFICE
- CONTACT THE SVC/MGR JEFF WILSON IN TWO BUSINESS DAYS
- THE DEALER IS IN THE BEST POSITION TO DIAGNOSE THE VEHICLE AND MAKE THE NECESSARY REPAIRS

CUSTOMER ADDS:

- WOULD LIKE TO BE COMPENSATED FOR THE BATTERY REPAIR THAT WAS LAST MADE AT MCCRAKIN FORD
- WERE HAVING TO JUMP THE BATTERY ALL THE TIME. BUTLER WOULD NOT REPLACE IT UNTIL THEY FOUND THE SOURCE OF THE CONCERN

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTG

Engine Unknown

Battery run Down

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

702DRH LEGAL CONTACT VEH TYPE: TRUCK
 NEW YORK 13 ZNTR: M1 CONTACT NBR: 108259311 OPENED: 03/27/1997
 VIN: 1FTHE24Y9PHB25388 ENGINE: Y CLOSED: 04/03/1997

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: ELBRIDGE STATE: NY ZIP: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 100000 WSD:

DEALER NAME: SAM DELL FORD SALES CODE: 113214 P & A: 00545

CAUSAL CODE: 0721 SYMPTOMS: 704145

ORIGIN: GO TRANS REGION: 13 TRANS DATE:

VEH REPL:

CASE TYPE: 2A-OUTSIDE VEHICLE WARRANTY MEANS CODE: B-LGL NVEST-WTY-ATTY LETTRN

ATTY NAME: EDWARD W. LAVERY ATTY MEMO: 315-685-5746

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4990022

COMMENTS:

1997/03/27

ATTY LETTER DATED 3/24/97, RECEIVED BY LEGAL 3/26/97, NAVIS- ORIGINAL

ATTY SAYS:

- VEHICLE BURNED

- BELIEVES DEFECTIVE COMPUTER MODULE CAUSED FIRE

ATTY SEEKING

- NEW VEHICLE

1997/04/01

CONTACTED ATTY OFFICE- LEFT MESSAGE

1997/04/03

##THIS IS THE CLOSING COMMENT

CONTACTED ATTY

CUSTOMER HAS CONTACTED INSURANCE- ADVISED THEM TO WORK WITH INSURANCE COMPANY.

THEY HAVE THE OPTION TO SUBROGATE CLAIM IF THEIR INVESTIGATION REVEALS

MANUFACTURING DEFECT.

NO FURTHER ACTION

ATTY SAYS CUSTOMER DID NOT HAVE ADEQUATE INSURANCE ON CONTENTS- IS SEEKING

COVERAGE FOR THAT

ADVISED AGAIN OF ABOVE- NO RECALLS OR PROGRAMS- FMC WILL TAKE NO FURTHER ACTION

N

NO FURTHER ACTION

1997/04/09

ADDED MICRO

1997/04/23

ADDED MICRO

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAX/LGLTG

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

7608DA LEGAL CONTACT VEH TYPE: TRUCK
 DALLAS 52 ZN/TR: C1 CONTACT NBR: 105284381 OPENED: 03/09/1995
 VIN: 1FCJE39H4PH ENGINE: H CLOSED: 04/01/1995

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS: ZIP:

CITY: DALLAS STATE: TX ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 1 WSD:

DEALER NAME: LEE JARMON FORD INC SALES CODE: 152014 P & A: 02459

CAUSAL CODE: 02 DLTR SYMPTOMS: 704145

ORIGIN: GO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: FLEET CONTACT: M RIZKALLA ATTY MEMO: 313-397-9281

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4221761

COMMENTS:

1995/03/09

LEGAL/FIRE FLEET CONTACT REPORT ALLEGING FIRE IN ENGINE COMPARTMENT. PER
 COMMENTS IN CONTACT: IN EARLY FEBRUARY, FLEET CALLED CAC; SPOKE WITH HIM.
 NOTHING IN SYSTEM. CONTACT IS FAXED TO THE RO FOR HANDLING.

1995/04/01

THIS IS THE CLOSING COMMENT

GRI INSPECTOR, TOM ELLIS, INSPECTED THIS 1993 ECONOLINE PANEL TRUCK ON 3/28/95

HIS INSPECTION DID NOT DETERMINE A MANUFACTURING DEFECT CAUSED THE FIRE.

IT WAS NOTED IN REPORT THAT VEHICLE HAD BEEN PREVIOUSLY INSPECTED ON 12/21/94

BY MR. JERRY GILMORE, INDEPENDENT FIRE INSPECTOR, WHO "CLIPPED OFF" AND

REMOVED THE REMAINS OF THE POWER DISTRIBUTION BOX AND RELATED WIRING.

REGION SENT LETTER TO FEDEX DATED 4/3/95 REFERRING TO THEIR INSURANCE CARRIER

AS WE COULD NOT DETERMINE CAUSE OF FIRE. IT WAS NOTED IF INSURANCE CARRIER

FEELS DEFECT IS RESPONSIBLE. THEY WILL SUBROGATE FORD.

1995/04/19

MICRO ENTERED FOR LEGAL/FIRE FLEET CONTACT REPORT.

6/4/93

engine

unknown

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXLGLTG

unknown

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.38.39

S443TM LEGAL CONTACT VEH TYPE: TRUCK
 NEW YORK 13 ZN/TR: J1 CONTACT NBR: 103885381 OPENED: 03/24/1994
 VIN: 1FTPS24H0PF ENGINE: H CLOSED: 03/26/1994

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS:
 CITY: RIDGEWOOD STATE: NJ ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 19400 WSD:
 DEALER NAME: PISTILLI FORD SALES CODE: 113143 P & A: 03922
 CAUSAL CODE: SYMPTOMS: 704000
 ORIGIN: GO TRANS REGION: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MBMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO:

7/26/93

COMMENTS:

1994/03/24

CUSTOMER CONTACTED THE CAC REGARDING A VEHICLE FIRE, WHICH OCCURRED ON 3/16/94. CUSTOMER SAYS THAT THE DEALERSHIP REPLACED THE STARTER ON 3/14/94. CUSTOMER SAYS THAT THE VEHICLE WAS DESTROYED. CUSTOMER SAYS THAT HE HAS FILED A CLAIM WITH CONTINENTAL INSURANCE. CUSTOMER SAYS THAT THERE WAS A REPORT FILED BY CLIFTON POLICE DEPARTMENT, CLAIM NUMBER 94-3877. CUSTOMER SAYS THAT THE VEHICLE IS AT THE CLIFTON AUTO IMPOUND YARD. CUSTOMER SAYS THAT THE INSURANCE COMPANY HAS COVERED THE CLAIM AND HAS ADVISED HIM THAT THEY ARE UNABLE TO DETERMINE THE ORIGIN OF THE FIRE. CUSTOMER SEEKS REPLACEMENT VEHICLE. CUSTOMER SAYS THAT HE PAID \$3000 DOWN ON THE VEHICLE, WHICH HE HAS LOST. CUSTOMER SAYS THAT HE IS ALSO CURRENTLY RENTING A VEHICLE.

..CONTINUED

CAC ADVISED CUSTOMER THAT THIS INFORMATION WILL BE FORWARDED TO THE APPROPRIATE AREA WITHIN FORD AND THAT HE WILL BE RECONTACTED.

CUSTOMER STATES THAT THERE WERE NO INJURIES.

1994/03/29

-- ADDCO 1 ** CUSTOMER RECONTACTED CAC FOR AN UPDATE ON THE SITUATION. CUSTOMER SAYS THE AGENT AT CONTINENTAL INSURANCE THAT HE IS WORKING WITH IS THERESA. (908) 981-4246. CUSTOMER SAYS HE IS ALSO SEEKING A REVIEW OF THE SITUATION FOR POSSIBLE ASSISTANCE WITH THE COST OF A LOANER VEHICLE (VAN) UNTIL THIS SITUATION IS RESOLVED.

CAC ADVISED CUSTOMER THAT THERE IS NO UPDATED INFORMATION IN THE COMPUTER. CAC ADVISED CUSTOMER THAT HE WILL BE CONTACTED WITH A DECISION. CAC ADVISED CUSTOMER THAT THE CAC IS NOT ABLE TO AUTHORIZE ASSISTANCE WITH A LOANER VEHICLE BUT HIS REQUEST WILL BE FORWARDED TO THE APPROPRIATE AREA. CAC ADVISED CUSTOMER TO REMAIN IN CONTACT WITH HIS INSURANCE COMPANY.

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXLGLTG

engine
unknown

ECONOLINE

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

544JTM LEGAL CONTACT VEH TYPE: TRUCK
 NEW YORK 13 ZNTR: J1 CONTACT NBR: 103885381 OPENED: 03/24/1994
 VIN: 1FTFS24H0PHB ENGINE: H CLOSED: 05/26/1994

1994/04/03

ADDCO

CUSTOMER CALLED REQUESTING AN ANSWER TO THE LEGAL REVIEW FOR THE CONCERN.

CAC ADVISED CUSTOMER NO ADDITIONAL INFORMATION IS AVAILABLE.

CUSTOMER REQUESTED A SUPERVISOR.

CAC DENIED A SUPERVISOR (PER DVOGLEWEDE) AN ADVISED CUSTOMER THE COMMENTS AND DISSATISFACTION WITH THE LENGTH OF THE DELAY WILL BE FORWARDED TO THE APPROPRIATE DEPARTMENT, BUT HER CALL WILL NOT BE FORWARDED. CAC ADVISED CUSTOMER THE CONCERN IS STILL UNDER REVIEW.

1994/04/13

** ADDCO 3 **

CUSTOMER IS SEEKING STATUS OF FORD REVIEW OF VEHICLE FIRE.

CAC ADVISED CUSTOMER THAT CONCERN HAS BEEN DOCUMENTED AND FORWARDED FOR REVIEW. CAC DID NOT PROVIDE TIME FRAME FOR FORD RESPONSE.

1994/04/19

** ADDCO **

CUSTOMER SAYS "JIM WALKER" LEFT A MESSAGE ON HIS ANSWERING MACHINE ON 4/14/94. CUSTOMER SAYS MR. WALKER DID NOT LEAVE A NUMBER OR A DECISION.

CUSTOMER SEEKS RETURN CALL FROM A FORD REP REGARDING THE FIRE. CUSTOMER SAYS THE BEST TIME TO REACH HIM IS BETWEEN 1PM AND 6PM.

CAC ADVISED CUSTOMER THIS INFORMATION WILL BE COMMUNICATED TO THE APPROPRIATE OFFICE WITHIN FORD.

1994/04/29

ADDCO 5

CUSTOMER RECONTACTED CAC SEEKING TO BE CALLED BY "MR WALKER." CUSTOMER SAYS MR WALKER CONTACTED HIM ON 4/25/94 AND SAID HE WOULD RECONTACT CUSTOMER BY TODAY.

CAC ADVISED CUSTOMER THE SITUATION IS STILL BEING REVIEWED AND HE WILL BE RECONTACTED. CAC ADVISED CUSTOMER HIS REQUEST WOULD BE DOCUMENTED AND FORWARDED TO THE APPROPRIATE PARTIES. CAC DID NOT PROVIDE ANY TIME FRAME IN WHICH THE CUSTOMER WOULD BE RECONTACTED

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXLGLTG

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

3443TM LEGAL CONTACT VEH TYPE: TRUCK
 NEW YORK 13 ZN/TR: J1 CONTACT NBR: 103885381 OPENED: 03/24/1994
 VIN: 1FTFS24H0P1 ENGINE: H CLOSED: 05/26/1994

1994/05/12

*****ADDCO*****

CALL WAS PLACED TO S. BRINKER AT THE NY DO. SHE WILL LOOK INTO MATTER &
 HANDLE STATUS REQUEST.

*** ADDCO ***

CUSTOMER SEEKS INFORMATION ON WHEN SOMEONE FROM FORD WOULD CONTACT HIM
 REGARDING HIS CONCERN. MR. BLICK CALLED ON BEHALF OF CUSTOMER.

CAC ADVISED CUSTOMER (PER LREDMOND) THAT HIS CONCERN WAS SENT TO THE NEW YORK
 DISTRICT OFFICE FOR REVIEW. CAC ADVISED CUSTOMER THAT THE DISTRICT OFFICE WAS
 AWARE OF HIS CONCERN AND WOULD CONTACT HIM.

1994/05/16

*** ADDCO ***

CUSTOMER RECONTACTED THE CAC.

CUSTOMER SEEKS TO KNOW THE STATUS OF THE CONCERN.

CAC ADVISED TRANSMITTANCE OF THIS INFORMATION TO THE APPROPRIATE OFFICES, FOR
 REVIEW.

1994/05/17

**** ADDCO ****

CUSTOMER'S FATHER-IN-LAW CALLED BACK TO GET INFORMATION REGARDING CONCERN.
 CUSTOMER SAYS THAT A FORD REP CALLED AND LEFT A MESSAGE AND A PHONE NUMBER
 BUT NO EXTENSION NUMBER AND CUSTOMER CANNOT GET THROUGH TO FORD REP.

CAC ADVISED CUSTOMER THAT INFORMATION WOULD BE DOCUMENTED AND ADVISED CUSTOMER
 TO PLEASE BE PATIENT AT THESE CONCERNS DO TAKE A CONSIDERABLE TIME TO RESOLVE.
 NYDO RECEIVED FIRE REPORT TODAY. UNABLE TO DETERMINE THE CAUSE OF THE FIRE
 BEING THAT OF THE MANUFACTURER. CUSTOMER WILL BE ADVISED IN WRITING TODAY OF
 THIS AND THAT IF HIS INSURANCE COMPANY FEELS FORD IS LIABLE THEY WILL SUBROGA
 TE FOR HIS EXPENSES.

1994/05/18

*** ADDCO ***

CUSTOMER RECONTACTED CAC TO DETERMINE STATUS

CAC ADVISED CUSTOMER THAT A LETTER HAS BEEN FORWARDED TO HIM ADVISING OF
 FORD'S POSITION.

1994/05/26

SYMPTOM CODE ADDED.

THIS IS THE CLOSING COMMENT

CUSTOMER HAS BEEN ADVISED ON 5/17/94 THAT GRI HAS BEEN UNABLE TO ESTABLISH THE
 CAUSE OF FIRE TO BE THE RESPONSIBILITY OF FORD. CUSTOMER WAS ADVISED TO CON-
 TACT HIS INSURANCE CO.

1994/07/18

MICRO ADDED

OWNER RELATIONS VOW/BENCHMARKING 02/19/99 FAX/LGLTG

BCONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

5443TM LEGAL CONTACT VEH TYPE: TRUCK
NEW YORK 13 ZN/TR: J1 CONTACT NBR: 103883381 OPENED: 03/24/1994
VIN: 1FTFS24H0PHB ENGINE: H CLOSED: 05/26/1994

1994/08/30

ATTORNEY LETTER DATED 7-28-94 ON BEHALF OF CLIENT REQUESTING THE GRI REPORT.
CALL WAS PLACED TO THE DO ADVISING OF THE ABOVE; CALLER WAS INFORMED THAT
THE VEHICLE HAD BURNED & THE CUSTOMER HAS SETTLED WITH HIS INSURANCE CO.
NO FURTHER ACTION WAS TAKEN.

1994/09/14

MICRO ADDED

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAX/LGLTG

ECONOLINE :

02/1999 MASTER OWNER RELATIONS SYSTEM II 19.58.39

7998RM LEGAL CONTACT VEH TYPE: TRUCK
 DENVER 56 ZN/TR: B2 CONTACT NBR: 107136200 OPENED: 06/27/1996
 VIN: 1FDKE30G1PH ENGINE: G CLOSED: 07/12/1996

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS:
 CITY: LOGAN STATE: UT ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 22818 WSD:
 DEALER NAME: WILSON MOTOR CO SALES CODE: 156640 P & A: 08365
 CAUSAL CODE: 0709 SYMPTOMS: 203200 704245 704345
 ORIGIN: GO TRANS REGION: 56 TRANS DATE:
 VEH REPL:
 CASE TYPE: 4B-FIRES - EXHAUST-CAT CONVERTOR-OTHER MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 4870630

COMMENTS:

1996/06/27

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-WIRING HAS MELTED FROM BATTERY TO STARTER MOTOR AND BURNED THE INSULATION
 AROUND THE WIRING.
 -LOOKS LIKE IT GOES DOWN TO STARTER MOTOR.
 -JUST OCCURED TODAY.
 -L.W. MILLER HAS DONE REPAIR WORK FOR THIS CUSTOMER IN THE PAST, FORD
 DEALERSHIP IN LOGAN DOES NOT WORK ON RVs
 -MAY HAVE MELTED GROUND WIRE FROM BATTERY TO THE FRAME.
 -HAS NOT CONTACTED FIRE DEPARTMENT.

PER CUSTOMER, DEALER SAYS:

-HAS NOT CONTACTED

CUSTOMER SEEKS:

-WANTS TO KNOW WHAT TO DO FROM THIS POINT.

CAC ADVISED:

-A COMPANY REPRESENTATIVE WILL CONTACT CUSTOMER TO REVIEW THEIR CONCERN.
 -CUSTOMER'S WORK NUMBER IS 801-750-5343
 -ALSO GAVE RV LOCATOR SERVICE NUMBER: 1-800-444-3311

1996/06/28

*****WHEN SPEAKING WITH CUSTOMER PLEASE CHECK ADDRESS*****

CITY SHOWS NIBLEY AND HAS THE SAME ZIP CODE AS LOGAN

1996/07/12

***THIS IS THE CLOSING COMMENT

CONSUMER AFFAIRS SENT LETTER TO CUSTOMER REFERRING THEM TO THEIR INSURANCE
 COMPANY. LETTER SENT 7-12-96

1996/12/12

MICRO ADDED

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAX/LGLTG

*engine unknown**etc.*

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

3999EB LEGAL CONTACT VEH TYPE: TRUCK
 93 ZN/TR: D3 CONTACT NBR: 107369977 OPENED: 08/14/1996
 VIN: 1FDKE37H9PH ENGINE: H CLOSED: 08/21/1996

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: CHICAGO STATE: IL ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 14944 WSD:

DEALER NAME: SOUTH SIDE FORD TRK SALES CODE: 141900 P & A: 01506

CAUSAL CODE: 0709 SYMPTOMS: 704145

ORIGIN: GO TRANS REGION: 41 TRANS DATE:

VEH REPL:

CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LOL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4731821

COMMENTS:

1996/08/14

FLEET FAX RECEIVED 8/9/96

*** NAVIS: PROGRAM ***

CUSTOMER CONTACT: RICH OR FRANK

FCSD FLEET CONTACT: DAVE MASON (708)637-3304

DEALER CONTACT: ED RIGBY OR BRAD, (312)254-7083 EXT 3119

-FUEL LINE RUPTURED AND ENGINE COMPARTMENT CAUGHT FIRE

-VEHICLE IS CURRENTLY AT SOUTHSIDE FORD

LEGAL ANALYST ADVISED:

CONTACTED DAVE MASON AND I WILL ARRANGE EAA INSPECTION; I WILL FORWARD THE RESULTS TO DAVE FOR HANDLING

1996/08/21

##THIS IS THE CLOSING COMMENT

RECEIVED EAA RESULTS BY FAX, AND FORWARDED TO CVO BY FAX FOR HANDLING. WILL FORWARD ORIGINAL REPORT AND PICTURES TO DAVE MASON AS SOON AS THEY ARE RECEIVED.

1996/08/29

ADD MICRO

8/14/93

engine Unknown

OWNER RELATIONS VOR/BENCHMARKING 02/19/99 FAX/LGLTG

fuel line

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

3025RT LEGAL CONTACT VEH TYPE: TRUCK
 CHICAGO 41 ZN/TR: B2 CONTACT NBR: 106917000 OPENED: 05/09/1996
 VIN: 1FTHE24YXPH ENGINE: Y CLOSED: 05/20/1996

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: CHICAGO STATE: IL ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 1 WSD:

DEALER NAME: PRESTIGE FORD SALES SALES CODE: 141014 P & A: 00184

CAUSAL CODE: 02 SYMPTOMS: 704000

ORIGIN: GO TRANS REGION: 41 TRANS DATE:

VEH REPL:

CASE TYPE: 4-FIRES - FUEL PED MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4591300

8/5/93

COMMENTS:

1995/05/09

DEALER REQUEST FAXED 5-9-96

FAX STATES:

- THAT VEHICLE CAUGHT ON FIRE (DATE NOT MENTIONED)
- CUSTOMER DOES NOT HAVE ANY INSURANCE ON THIS VEHICLE.

PER JIM TABB, SVC MGR:

- THAT SURE WHAT THE MILEAGE IS ON VEHICLE CURRENTLY.
- THAT AREA WAS DESTROYED IN THE FIRE.

LA ADVISED:

- THAT THERE IS NO RECALL ON VEHICLE FOR THE IGNITION SWITCH.
- WOULD NEED TO VERIFY MILEAGE FOR FURTHER REVIEW OF CONCERN.
- PER DC, ASK CUSTOMER TO SUBMIT MOST RECENT OIL CHANGE RECEIPT FOR MILEAGE

CONTINUED

VERIFICATION.

1996/05/20

##THIS IS THE CLOSING COMMENT

JIM TABB, SVC MGR SAYS:

- THAT HAS VERIFIED CURRENTLY MILEAGE ON VEHICLE IS OVER 60,000.
- HAS DENIED ASSISTANCE TO CUSTOMER.

1996/05/28

MICRO ADDED

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAX/LGLTG

Engine Unknown

unknown

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17

3083PO GRP: 14 INFORMATION CONTACT VBH TYPE: TRUCK
 NEW YORK 13 ZN/TR: C1 CONTACT NBR: 108267747 OPENED: 04/01/1997
 VIN: 1FDBE14Y0PH ENGINE: Y CLOSED: 04/01/1997

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS:
 CITY: MORGANVILLE STATE: NJ ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 50000 WSD:
 DEALER NAME: GARDEN STATE FORD, SALES CODE: 113473 P & A: 03632
 CAUSAL CODES: 3001 SYMPTOMS: 208100 208300 704399
 ORIGIN: GO TRANS. DST/AGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO: 9410770

COMMENTS:
 1997/04/01

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- HAVING TROUBLE WITH HEATER FAN MOTOR
- WHEN VEHICLE GETS COLD
- ARE THERE ANY RECALL ON THE VEHICLE
- THE CONSUMER DEPARTMENT SHOULD BE AWARE OF THE HEATER FAN MOTOR
- THERE IS A BURNING ODOR WITH THE HEATER FAN MOTOR
- FORD NEEDS TO BE AWARE OF THERE VEHICLES

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- ARE THERE ANY RECALLS ON MY VEHICLE
- INFORM FORD THAT THERE IS A PROBLEM WITH THE HEATER FAN MOTOR

CAC ADVISED:

- NO RECALLS AT THIS TIME

1997/04/02

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CUSTOMER HEARD THAT THERE WERE RECALLS ON THE HEATER FAN FOR OTHER VEHICLES
- THE FAN ON THE VEHICLE MADE A NOISE AND SMELLED LIKE IT WAS BURNING
- WHEN THE TEMPERATURES ROSE THE CONCERN STOPPED

PER CUSTOMER, DEALER SAYS:

- COULD NOT VERIFY THE NOISE. TEMPERATURES WERE WARMER

CUSTOMER SEEKS:

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTQ

8/12/93

engine Unknown

ECONLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17
 6369AS GRP: XX0P REGION INVOLVEMENT CONTACT VEH TYPE: TRUCK
 NEW YORK 13 2N/TR: FI CONTACT NBR: 103919443 OPENED: 03/31/1994
 VIN: P ENGINE: CLOSED: 04/20/1994
 LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS:
 CITY: STAMFORD STATE: CT ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 0 WSD:
 DEALER NAME: GRIFFIN FORD INC SALES CODE: 113444 P & A: 03718
 CAUSAL CODES: 02 SL SYMPTOMS: 499500
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 04/20/1994
 ACK. CODE: 0 ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1994/03/31

CUSTOMER CONTACTED EXECUTIVE OFFICES

CUSTOMER HAS HAD NUMEROUS CONCERNS AS DOCUMENTED IN CONTACT #103476026.
 CUSTOMER SAYS THIS REPLACEMENT VEHICLE HAS NOW BEEN AT THE DEALER FOR ALMOST
 3 WEEKS TO REPLACE THE ENGINE. CUSTOMER'S FIRST VEHICLE BURNED (ELECTRICAL
 FIRE) 3 DAYS AFTER TAKING DELIVERY. THE REPLACEMENT VEHICLE TOOK 4 MONTHS TO
 ARRIVE. AND NOW THE REPLACEMENT VEHICLE HAS TO HAVE THE ENGINE REPLACED - 4
 DAYS AFTER DELIVERY. CUSTOMER ALSO SAYS THE DEALER WILL NOT RETURN HIS CALLS.
 CUSTOMER IS VERY FRUSTRATED AND WONDERS IF FORD FEELS ANY SENSE OF URGENCY TO
 TRY AND RESOLVE THIS SITUATION.

SPECIAL LIAISON ADVISED CUSTOMER THAT WE WOULD INVESTIGATE AND GET BACK WITH
 HIM TODAY.

S.L. CONTACTED DEALER AND SPOKE TO SERVICE MANAGER, PATRICK LOWREY, WHO
 ADVISED THAT THE VEHICLE HAS BEEN AT DEALER SINCE 3-15-94. AND THE ENGINE WAS
 ORDERED ON 3-17-94. PATRICK INDICATED THAT IT WAS A PRIORITY ORDER, ORDER
 #41715, 7.3L DIESEL, AND THEY SPOKE WITH NANCY LEE AT 201-484-3458.

WHILE ENTERING THESE COMMENTS, S.L. ALSO RECEIVED CALLS FROM CHRIS MCMAHON,
 GENERAL MANAGER, AND DRIEDA HAZNEDARI, SZM BOTH RELAYED SAME INFO AS ABOVE
 AND INDICATED THAT ANY ASSISTANCE WOULD BE APPRECIATED.

HOLD STATUS OVERRIDE

OVERRIDE

1994/04/08

PSZM CALLED THE DEALER TODAY ENGINE ARRIVED YESTERDAY AND THE DEALER IS CURRE
 NTLY INSTALLING IT. CUST IS IN A LOANER VAN PAID BY FMC.

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTG

Unknown

ENGINE UNKNOWN

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM E 19.08.17

9561TP GRP: C1 INFORMATION CONTACT VEH TYPE: TRUCK
 MEMPHIS 23 ZN/TR: C1 CONTACT NBR: 108836524 OPENED: 08/26/1997
 VIN: P ENGINE: CLOSED: 08/26/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: NEW ORLEANS STATE: LA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 1 WSD:
 DEALER NAME: BILL WATSON FORD IN SALES CODE: 123027 P & A: 06440
 CAUSAL CODES: 3001 SYMPTOMS: 704000
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO: 8270442

COMMENTS:

1997/08/26

C1 RECEIVED COURTESY COPY OF LETTER FORWARDED TO THE LA-AQ

DOCUMENTATION PURPOSES ONLY

CUSTOMER WRITES:

- VEHICLE BURST INTO FLAMES AND WAS TOTALLED OUT BY THE INSURANCE COMPANY
- VEHICLE WAS HAVING A NUMBER OF PROBLEMS PRIOR TO THE FIRE
- VEHICLE WAS SCHEDULED FOR ANOTHER REPAIR ATTEMPT
- HE IS A VERY DISSATISFIED CUSTOMER

CUSTOMER SEEKS:

- TO MAKE FORD AWARE OF HIS COMPLAINT

NO RESPONSE NECESSARY

1997/09/16

CUSTOMER SEEKS:

- THE BALANCE OF HIS LOSS IN THE FIRE
- VEHICLE COST \$25,299.60
- INSURANCE PAID \$17,500
- FORD OWES THE CUSTOMER \$7739.60 FOR THE VEHICLE

ing *unknown*

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTG

unknown

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17

9561TP GRP: C1 INFORMATION CONTACT VEH TYPE: TRUCK
MEMPHIS 23 ZN/TR: C1 CONTACT NBR: 108836524 OPENED: 08/26/1997
VIN: P ENGINE: CLOSED: 08/26/1997

1997/09/26

CUSTOMER SAYS:

- SERVICE DEPARTMENT REFERRED HIM TO CAC FOR THE \$5,300.00 FOR A VAN WHICH
BLEW INTO FLAMES

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

*

CAC ADVISED:

- REFERRED THE CUSTOMER TO THEIR INSURANCE COMPANY

1997/12/29

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- HOME AND DAY PHONE ARE THE SAME

- VEHICLE BURNT UP 10-17-95

- THE FIRE STARTED FROM THE IGNITION AND UNDER THE HOOD

*

PER CUSTOMER, DEALER SAYS:

- REFER TO BILL GRATO

*

CUSTOMER SEEKS:

- TO KNOW IF VEHICLE IS INVOLVED IN ANY RECALLS

- COMPENSATION FOR HIS LOSS

*

CAC ADVISED:

- NO RECALLS/ONPS

- REFER TO INSURANCE COMPANY

Engine Unknown

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTG

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17

3083PO GRP: 14 INFORMATION CONTACT VEH TYPE: TRUCK
 DETROIT 48 ZN/TR: DI CONTACT NBR: 109500152 OPENED: 02/24/1998
 VIN: 1FDEE14H8PH ENGINE: H CLOSED: 02/24/1998

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: LANSING STATE: MI ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 93 MODEL: E-SERIES
 MILEAGE: 70000 WSD:
 DEALER NAME: METRO FORD OF LANSI SALES CODE: 148100 - P & A: 02ED1
 CAUSAL CODES: 1104 SYMPTOMS: 704000
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1998/02/24

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- I HAD SMOKE COMING OUT OF THE GRILL
- THE HARNESS WAS MELTING CATCHING ON FIRE
- WHY DID THIS HAPPEN
- FINANCIAL ASSISTANCE

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- SOLUTION
- TECHNICAL INFORMATION

CAC ADVISED:

- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. TODD WALTER (CUST. REL MGR/SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.

3/19/95

any. Unknown

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTG

unknown

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17

399JTM GRP: 14 INFORMATION CONTACT VEH TYPE: TRUCK
 SDR 10 ZN/TR: H2 CONTACT NBR: 108247604 OPENED: 03/24/1997
 VIN: 1FDDE14N9P1 ENGINE: N CLOSED: 03/24/1997

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: ME

ADDRESS:

CITY: IRON MOUNTAIN -STATE: MI ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 100000 WED:

DEALER NAME: FLORENCE MOTOR SALE SALES CODE: 141616 P & A: 08168

CAUSAL CODES: 3001 SYMPTOMS: 704000

ORIGIN: GO TRANS. DST/RCN: TRANS. DATE:

SERVICE/SALES: 1 CONTACT DATE:

ACK. CODE: ASSIST CODE: AWARD AMT: SURVEY: (Y OR N)

BUILD DATE:

CALIBRATION:

ESP INFO:

EXPIRES:

OPEN RECALL:

OWNER NOTIFIED:

MICRO:

COMMENTS:

1997/03/24

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RON VAN ALSTINE FROM ALL STATE INSURANCE

- CUSTOMERS VAN CAUGHT ON FIRE

CUSTOMER SEEKS:

- RECALL INFORMATION

CAC ADVISED:

- NO CURRENT RECALLS ON THE VEHICLE

2/9/93

eng Unknown

Unknown

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTG

CQIS Report Number: VHR0026 Program Type: H Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 08/18/1997

Bld Lt
 11/12/92
 SJR
 9/10/99

----- R E P O R T S U M M A R Y -----

VEHICLE: 1993 TAURUS, SHO, SEDAN VIN : 1FALP54PXP
 Engine : 3.2L DOHC 24 VALVE - YAMAHA Odometer: 61,863 MILES
 Operating Environ: WCC
 Vehicle Use : Rep. Act:

SYMPTOM: 3 01 A 03 CHASSIS SERVICE BRAKE SYSTEM
 INDICATOR RED/AMBER ONLY
 Additional Symptom: CODES 17,26,
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Images: 0
 Component Test Status: Return Loc:
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

REPAIR TECH. DID VERIFY CONCERN, FOUND BROKEN /SHORTED WIRE, ALMOST BURNED
 PR. SWITCH AT MASTER CYL., QUERIES KNOWN. NOT SURE IF AMBER LIGHT PRO
 VES OUT.
 RECOMM ISM 97-06-011 TEVES HOTLINE (300)847-7564 FOR LIMITED CALLS
 ISM 93-08-036 ALWAYS ERASE CODES AFTER REPAIR/CK POWER RELAY & WIRING
 REPORT #: TEADT003
 SSM 8999 USE TSB 95-12A FOR ALL DIAGNOSIS & REPAIR/TEVES MARK IV
 WALKED THE TECH THROUGH THE TESTING OF THE CODE 17, THROUGH DIAGNOSIS
 OF THE SYSTEM FOUND A OPEN IN CKT 530 GROUND. BETWEEN THE MODULE AND
 THE GROUND G108.
 ADV. TECH. ABOUT ABOVE, REPAIR AS NEC., RETEST.

----- C O N C E R N D E T A I L S -----

DIAGNOSTIC INFORMATION
 Symp. Verif?: Base of Diagnosis: Level of Assistance: E1
 Comp. Timing: Base Timing: MIL light on?
 Test Stand : Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOED: KOEC:
 KOER: CB:-
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 11/12/1992 Warranty Start Date: 01/05/1993
 Date of Sale: 01/05/1993 Selling Dlr (Mkt, Dlr, Sub): 00070
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

Engine: 3.2L DOHC 24 VALVE - YAMAHA Tag: DA 952 AA
 Bld Dt: 11-12-92 Calb: 310CR00 A Serial #: P
 Trans: ELECT. AXOD (AX4S) Part #:
 Bld Dt: Serial #:
 Model: Plt: Shift:

ENGINE UNKNOWN

PR. SWITCH AT MSTR. Cyl.

3713 8841

CQIS Report Number: VHRN026 Program Type: K Orig Rpt #:
 Report Source: MSE - FCSD - TECH SVC HOTLINE Report Date: 08/18/1997

----- A X L E -----
 Axle: 3.77 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

----- A D D I T I O N A L -----
 Tire : P215/60VR-16 BSW-TOURING Brand :
 Radio : KLETR PREMIUM AM/FM STRO/CSTR A/C : ATC AIR CONDITIONER
 Paint : BLUE-GREEN EXT PAINT FAMILY ----- DEEP JEWEL GREEN C/C

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
 NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
 Orig/Caller : JOHN PEACE Title: TECHNICIAN

Repair Dlr: 00048 - TED BRITT FORD SLS INC Ph#: (703) 591-8484
 City: Fairfax State : Virginia
 Country: UNITED STATES Region : Washington - 27

Specialist's
 Name: MAREK KOWALCZYK (FSE)

----- C Q I S V I N H I S T O R Y -----

| Date | CQIS Report # | Prog Type | Symp Cat | Causal Part Description | Dealer Id |
|------------|---------------|-----------|----------|-------------------------|-----------|
| 10/02/1996 | TJBBU003 | NHL | CHASS. | | 00015 |
| 07/15/1997 | VG0FF001 | NHL | ELECT. | | 00015 |

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y ---
 SURVEY HAS NOT BEEN SENT

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----

| Dealer ID | Repair Date | Repair Order | Odometer (Miles) | Rpr Nbr | Causal Cond. | Service Pfx | Part Base | Number Sfx | Labor Operation |
|-----------|-------------|--------------|------------------|---------|--------------|-------------|-----------|------------|-----------------|
| 00015 | 07/14/1997 | | 60701 | | | | | | |
| 00015 | 04/06/1998 | 007321 | 70084 | 1 | 42 | F4D | 5K484 A | | 5486BT |
| 00015 | 04/06/1998 | 007321 | 70084 | 2 | 42 | F1D | 7153 AA | | 6007D |
| 00015 | 04/06/1998 | 007321 | 70084 | 2 | 42 | E8D | 7B164 A | | 7000A39 |
| 00015 | 04/06/1998 | 007321 | 70084 | 2 | 42 | E6D | 7B442 A | | 7000A |
| 00015 | 04/06/1998 | 007321 | 70084 | 2 | 42 | F5D | 7A098 A | | 7000F |
| 00015 | 04/06/1998 | 007321 | 70084 | 2 | 42 | X | 2 QDX | | 7000A2 |
| 00015 | 04/06/1998 | 007321 | 70084 | 2 | 42 | F5D | 7F293 BA | | 7000A4 |
| 00015 | 04/06/1998 | 007321 | 70084 | 2 | 42 | F8D | 7F196 AB | | 7000A11 |
| 00015 | 04/06/1998 | 007321 | 70084 | 2 | 42 | F0D | 6701 A | | 7000A13 |
| 00015 | 04/06/1998 | 007321 | 70084 | 2 | 42 | D4A | 9278 A | | 7000AXQ |
| 00015 | 04/06/1998 | 007321 | 70084 | 2 | 42 | | | | 7000AEJ |
| 00015 | 04/06/1998 | 007321 | 70084 | 2 | 42 | | | | 7247A |
| 00015 | 04/06/1998 | 007321 | 70084 | 2 | 42 | | | | 9278A |
| 00015 | 08/18/1998 | 015646 | 74980 | 1 | 28 | | 14A664 | | 14056D |
| 00015 | 08/18/1998 | 015646 | 74980 | 1 | 28 | | | | 14056D6 |
| 00015 | 08/18/1998 | 015646 | 74980 | 2 | 42 | F4D | 14A664 A | | 9818A |
| 00015 | 08/18/1998 | 015646 | 74980 | 2 | 42 | F5F | 9C735 CA | | 9818A4 |
| 00015 | 08/18/1998 | 015646 | 74980 | 3 | 42 | F3D | 18A027 A | | M1 |
| 00048 | 08/16/1997 | | 61863 | | | | | | |

CQIS Report Number: WFDB4017 Program Type: H
Report Source: MSS - PCSD - TECH SVC HOTLINE

Orig Rpt #:
Report Date: 06/04/1998

Build Date
3/5/93

SJR
9/10/99

----- R E P O R T S U M M A R Y -----

VEHICLE: 1993 TAURUS, SHO, SEDAN
Engine: 3.2L DOHC 24 VALVE - YAMAHA
Operating Environ:
Vehicle Use:

VIN: 1FALP54P67P
Odometer: 71,669 MILES
WCC:
Rep. Act:

SYNPTOM: 2 03 5 50 ELECTRICAL

START/CHARGE/WIRING
FUSE BOX (INTERIOR)

Additional Symptom: SPEED CONTROL INOP

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Images: 0

Component Test Status:

Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

----- C O M M E N T S -----

---TYPE--- COMMENT TEXT

REPAIR TECH STATES FUSE 1 IN INST CLUSTER GOES OPEN. SPEED CONTROL SERVO IS MELTED, HAS BEEN REPLACED.

RECOMM ADVISE TECH TO CK FOR WATER ENTRY IN CONNECTOR TO SERVO, PACK WITH DIELECTRIC GREASE.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing: MIL light on?
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 03/05/1993 Warranty Start Date: 10/03/1994
Date of Sale: 10/03/1994 Selling Dlr (Mkt, Dlr, Sub): 05444
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- E N G I N E -----

Engine: 3.2L DOHC 24 VALVE - YAMAHA Tag: DA 952 BA
Bld Dt: 3/5/93 Calb: 310CR00 A Serial #: P

----- T R A N S M I S S I O N -----

Trans: ELECT. AXOD (AX46) Part #:
Bld Dt: Serial #:
Model: Flt: Shift:

----- A X L E -----

Axle: 3.77 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

----- A D D I T I O N A L -----

Tire: P215/60VR-16 BSW-TOURING Brand:
Radio: ELETR PREMIUM AM/FM STRO/CSTE A/C: ATC AIR CONDITIONER
Paint: GREEN-YELLOW EXT PAINT FAMILY EBONY SOLID C/C

ENGINE UNKNOWN

SPD. CNTRL INOP

CQIS Report Number: WFDE4017 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 06/04/1998

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : MARK BRUSO Title: SHOP FOREMAN

Repair Dlr: 01469 - PERRY FORD Ph#: (619) 748-1400
City: Poway State : California
Country: UNITED STATES Region : Los Angeles - 71

Specialist's
Name : BEN SMITH

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

| Dealer ID | Repair Date | Repair Order | Odometer (Miles) | Rpr Nbr | Causl Cond. | Service Pfx | Part Base | Number Sfx | Labor Operation |
|-----------|----------------|--------------|---------------------|------------|----------------|----------------|--------------|---------------|--------------------|
| 01469 | 06/03/1998 | 151101 | 71669 | 1 | 46 | F82 | 9C735 | AA | 9818A |
| 01469 | 06/03/1998 | 151101 | 71669 | 1 | 46 | F3D | 14290 | E | 9818A4 |
| 01469 | 06/03/1998 | 151101 | 71669 | 1 | 46 | F2V | 9F924 | A | M1 |

CQIS Report Number: RH1H003 Program Type: R Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 08/09/1994

----- R E P O R T S U M M A R Y -----

VEHICLE: 1993 TAURUS, SHO, SEDAN VIN : 1FALP54P9P
Engine: 3.2L DOHC 24 VALVE - YAMAHA Odometer: 20,912 MILES
Operating Environ: WCC
Vehicle Use: Rep. Act:

SYMPTOM: 2 03 1 00 ELECTRICAL START/CHARGE/WIRING
CHARGING SYSTEM OTHER (CODE NOT AVAILABLE)

Additional Symptom: MELTING THE ALT CONN

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Images: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
REPAIR 2X NOW THE ALT CONNECTOR HAS MELTED, DEALER CKING KNOWN.
RECOMM HAVING THE DEALER CK THE VOLTAGE ON THE BK/O, Y/W VS BATT +, IF ALL TH
E SAME THEN LET IDLE FOR AN HOUR AND CK TO MAKE SURE STILL THE SAME,
POSS BAD ALT OR REG.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing: MIL light on?
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 03/23/1993 Warranty Start Date: 05/21/1993
Date of Sale: 05/21/1993 Selling Dlr (Wkt, Dlr, Sub): 09224
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

--- E N G I N E ---
Engine: 3.2L DOHC 24 VALVE - YAMAHA Tag: DA 952 BA
Bld Dt: Calb: 310CR00 A Serial #: U

--- T R A N S M I S S I O N ---
Trans: ELECT. AXOD (AX4S) Part #:
Bld Dt: Serial #:

Model: Plt: Shift:

--- A X L E ---
Axle: 3.77 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

--- A D D I T I O N A L ---
Tire: P215/60VR-16 BSW-TOURING Brand:
Radio: ELETR PREMIUM AM/FM STRO/CSTE A/C : ATC AIR CONDITIONER
Paint: GREEN-YELLOW EXT PAINT FAMILY EBOVY SOLID C/C

ENGINE UNKNOWN

ALTERNATOR

CQIS Report Number: RHISU003 Program Type: H Orig Rpt #:
Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 08/09/1994

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : JOHN KRUGER Title: TECHNICIAN

Repair Dir: 09239 - MARSHALL FORD LINCOLN-MERC INC Ph#: (507) 537-0313
City: Marshall State : Minnesota
Country: UNITED STATES Region : Twin Cities - 58

Specialist's
Name : MIKE TURNER

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

| Dealer ID | Repair Date | Repair Order | Odometer (Miles) | Rpr Causl Nbr | Service Pfx | Part Base | Number Sfx | Labor Operation |
|-----------|-------------|--------------|------------------|---------------|-------------|-----------|------------|-----------------|
| 09488 | 06/03/1998 | 187599 | 76166 | 1 | F8D | 11654 | FA | 98S01H |

CQIS Report Number: RROCM006 Program Type: BE
Report Source: MSS - FCSD - KEYPUNCH

Orig Rpt #:
Report Date: 08/15/1994

----- R E P O R T S U M M A R Y -----

VEHICLE: 1993 TAURUS, SHO, SEDAN VIN : 1FALP54P9PP
Engine : 3.2L DOHC 24 VALVE - YAMAHA Odometer: 17,989 MILES
Operating Environ: WCC
Vehicle Use : Rep. Act:

SYMPTOM: 2 03 1 98 ELECTRICAL START/CHARGE/WIRING
CHARGING SYSTEM INDICATOR

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: MELTED WIRE HARNESS Photo: Images: 0
Component Test Status: Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
OWNER CHARGING SYSTEM WARNING INDICATOR ON.
HOWDIA CHARGING CIRCUIT TEST. REPLACED MELTED B+ TERMINAL AT ALTERNATOR (CIR 38).

----- C O N C E R N D E T A I L S -----
Intermittent?: NO Come Back? Air Temp.: Grid Location:
Towed In? Quits On Road?: Restarts?: Verification:

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on? : NO
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

----- S E R V I C E A C T I O N S -----
Repair Number Causal
Type Component Number Type Description Comp.
RPL 14350 REPORTED 14350

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 05/04/1993 Warranty Start Date: 06/07/1993
Date of Sale: 06/07/1993 Selling Dlr (Mkt, Dlr, Sub): 02653
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- E N G I N E -----
Engine: 3.2L DOHC 24 VALVE - YAMAHA Tag: DA 952 BA
Bld Dt: Calb: 310CR00 A Serial #: P
----- T R A N S M I S S I O N -----
Trans: ELECT. AXOD (AX45) Part #:
Bld Dt: Serial #:
Model: Plt: Shift:

----- A X L E -----
Axle: 3.77 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

ENGINE UNKNOWN

ALTERNATOR

CQIS Report Number: RHOCM006 Program Type: BE
Report Source: MSS - PCSD - KEYPUNCH

Orig Rpt #:
Report Date: 08/15/1994

- - - A D D I T I O N A L - - -

Tire : P215/60VR-16 BSW-TOURING Brand :
Radio : ELETR PREMIUM AM/FM STRO/CSTE A/C : ATC AIR CONDITIONER
Paint : BLUE-GREEN EXT PAINT FAMILY ----- DEEP JEWEL GREEN C/C

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : JEFF SKURDA Title: TECHNICIAN

Rpair Dir: 02750 - Avia Ford Inc Ph#: (800) 358-2778
City: Southfield State : Michigan
Country: UNITED STATES Region : Detroit - 48

Claim #/Date : 17151 08/02/1994

Customer name : [REDACTED] City :
Specialist's
Name : 1MWHITE -????????????????????

----- C Q I S V I N H I S T O R Y -----

| Date | CQIS Report # | Prog Type | Symp Cat | Causal Part Description | Lealer Id |
|------------|---------------|-----------|----------|-------------------------|-----------|
| 04/07/1994 | RDGGA301 | CACVOC | ELECT | | 02653 |

--- S U P P L E M E N T A L S U R V E Y : W I R I N G C O N C E R N S R E P O R T ---

Question: FOR REPAIR #1 WHAT IS THE TYPE OF WIRING CONCERN?
Answer: NO ANSWER
Question: WHAT IS THE REPAIR ORDER DATE?
Answer: 08-02-94
Question: WAS THE SYMPTOM INTERMITTENT?
Answer: NO
Question: WAS THE 'CHECK ENGINE' LIGHT ON?
Answer: NO
Question: WHAT IS THE CONDITION CODE?
Answer: H3
Question: IF THE REPAIR WAS A SINGLE WIRE WHAT IS THE CIRCUIT NUMBER?
Answer: 38

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----

| Dealer ID | Repair Date | Repair Order | Odometer (Miles) | Rpr Causl Nbr | Service Cond. | Part Base | Number Sfx | Labor Operation |
|-----------|-------------|--------------|------------------|---------------|---------------|-----------|------------|-----------------|
| 00803 | 06/12/1998 | 079639 | 72800 | 1 | | | | |

CQIS Report Number: SBBC6012 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 02/02/1995

R E P O R T S U M M A R Y

VEHICLE: 1993 TAURUS, SHO, SEDAN VIN : 1FALP54PXP
 Engine : 3.2L DOHC 24 VALVE - YAMAHA Odometer: 11,941 MILES
 Operating Environ: WCC
 Vehicle Use : Rep. Act:
 SYMPTOM: 2 03 0 00 ELECTRICAL START/CHARGE/WIRING
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)
 Additional Symptom: BURNING SMELL/SMOKE FROM DASH
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Images: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

C O M M E N T S

--TYPE-- COMMENT TEXT
 REPAIR CUST STATES, INTERMITTENTLY, THERE IS A BURNT WIRE ODOR AND SMOKE COMING FROM BEHIND DASH. DLR CANNOT DUPLICATE AND CANNOT FIND ANY EVIDENCE. DLR STATES CUST KNOWS WHAT BURNT WIRE SMELLS LIKE SO HE IS CONFIDENT IN THE CUSTOMERS DESCRIPTION. DLR LOOKING FOR KNOWNS.
 RECOMM ISM 94-03-009 KNOWN CONCERN/HEADLAMP SWITCH AND CONNECTOR HEAT DAMAGE ADVISED DLR TO INSPECT CONNECTORS AT HEADLAMP SWITCH AND THUMBWHEEL.

C O N C E R N D E T A I L S

D I A G N O S T I C I N F O R M A T I O N

Symp. Verif?: Base of Diagnosis: Level of Assistance: E1
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCS KOEO: KOEC:
 KOER: CB:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

S E R V I C E A C T I O N S

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

V E H I C L E D E T A I L S

Vehicle Build Date: 11/23/1992 Warranty Start Date: 03/01/1993
 Date of Sale: 07/05/1994 Selling Dlr (Mkt, Dlr, Sub): 00759
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

E N G I N E

Engine: 3.2L DOHC 24 VALVE - YAMAHA Tag: DA 952 AA
 Bld Dt: Calb: 310CRO0 A Serial #: P

T R A N S M I S S I O N

Trans: ELECT. AXOD (AX4S) Part #:
 Bld Dt: Serial #:
 Model: Plt: Shift:

A X L E

Axle: 3.77 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

ENGINE UNKNOWN!

ELECTRICAL

CQIS Report Number: SEBC6012 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 01/02/1995

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

| Repair | Repair Odometer | Rpr Causl | Service Part Number | Labor | | | | |
|-----------|-----------------|-----------|---------------------|-----------|-----|------|---------|-----------|
| Dealer ID | Date | Order | (Miles) | Nbr Cond. | Pfx | Base | Sfx | Operation |
| 13144 | 01/07/1999 | 114548 | 58779 | 2 | | XF1 | 5304 | AA |
| 13144 | 01/07/1999 | 114548 | 58779 | 2 | | | N800937 | S193 |
| 13144 | 01/07/1999 | 114548 | 58779 | 4 | 41 | E9D | 8575 | B |
| 13144 | 01/07/1999 | 114548 | 58779 | 5 | 42 | F4D | 17508 | B |
| 13144 | 01/07/1999 | 114548 | 58779 | 5 | 42 | F4D | 14A411 | B |

02/17/99

MASTER OWNER RELATIONS SYSTEM II

04.55.34

8342LE LEGAL CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: C2 CONTACT NBR: 104812847 OPENED: 10/24/1994
VIN: 1FALP54Y3PA100058 ENGINE: Y CLOSED: 12/05/1994

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BROWNSBURG STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 83 MODEL: TAURUS
MILEAGE: 20000 WSD:
DEALER NAME: PAUL HARVEY FORD SA SALES CODE: 147028 P & A: 04838
CAUSAL CODE: 02 SYMPTOMS: 704145
ORIGIN: GO TRANS REGION: TRANS DATE:
VEH REPL:
CASE TYPE: 4-FIRE - FUEL FED MEANS CODE: A4GL INVEST-PROD LIABILITY
ATTY NAME: ATTY MEMO:
CLAIM AMT: 0 AWARD AMT: 0
MICRO:

COMMENTS:

1994/10/24

FIRE/ALLEGED PRODUCT DEFECT

CUSTOMER SAYS:

- ENGINE CAUGHT FIRE WITHOUT ANY INDICATION PRIOR THAT SUCH CONCERN WOULD OCCUR.
- FIRE DEPARTMENT WAS CALLED OUT TO PUT OUT THE FLAME.
- FIRE OCCURED 10/23/94 AT 10:30 AT AB THE HORSE STABLES IN BROWNSBURG.
- VEHICLE WAS LEFT AT A HOME NEAR THE STABLES.

CAC ADVISED:

- DOCUMENTATION HAS BEEN COMPLETED AND WILL BE FORWARDED TO THE APPROPRIATE ACTIVITY WITHIN FORD.
- CUSTOMER SHOULD CONTACT HIS INSURANCE COMPANY.

CONTD

CAC ADVISED:

- HE WILL BE RECONTACTED BY FORD, BUT NO ESTIMATED TIME NOR DATE IS AVAILABLE.

** ADD CO **

CUSTOMER SAYS: CONTACTED THE CAC EARLIER.

CUSTOMER SEEKS: PROTOCOL IN HANDLING THIS SITUATION.

CAC ADVISED: BEGIN TO TAKE THE STEPS NECESSARY THROUGH HIS INSURANCE COMPANY.

1994/10/27

....ADDCO....

CUSTOMER RECONTACTED CAC SEEKING STATUS OF CONCERN AND TO GET THE CONCERN RESOLVED.

CSR ADVISED CUSTOMER THAT THE CONCERN HAS BEEN DOCUMENTED AND FORWARDED TO THE APPROPRIATE ACTIVITY WITHIN FORD FOR REVIEW. SOMEONE FROM THAT DEPARTMENT WILL CONTACT HIM WHEN MORE INFORMATION IS AVAILABLE. CONTINUE TO WORK WITH INSURANCE COMPANY. CAC DID NOT PROVIDE A TIME FRAME FOR RECONTACT.

OWNER RELATIONS VOP/BENCHMARKING 02/17/99 FAX/LGLTG

ENGINE UNKNOWN

UNKNOWN

3713 8851

TAURUS_SHO :

02/17/99 MASTER OWNER RELATIONS SYSTEM II 04.34.41
1645AV GRP: XX15 REGION INVOLVEMENT CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: D1 CONTACT NBR: 102694669 OPENED: 08/03/1993
VIN: 1FALP54P1P ENGINE: P CLOSED: 08/18/1993
LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: GARDEN CITY STATE: NY ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 83 MODEL: TAURUS
MILEAGE: 3500 WSD: 08/07/1993
DEALER NAME: COUNTRY FORD LTD SALES CODE: 113082 P & A: 03858
CAUSAL CODES: 02 04 SYMPTOMS: 704145 203200
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/18/1993
ACK CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: 08/14/1993 CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1993/09/03

*** VEHICLE DOWN 5+ BUSINESS DAYS ***

CUSTOMER SAYS THE VEHICLE WAS TOWED TO THE DEALER ON 8/26/93 AFTER AN ELECTRICAL FIRE.

PER CUSTOMER, DAVID REID, THE PARTS AND SERVICE MANAGER SAYS A PART HAS BEEN ORDERED FOR THE ELECTRICAL HARNESS, AND HE IS NOT SURE WHEN IT WILL ARRIVE.

CUSTOMER SEEKS EXPEDITION OF THE REPAIRS.

CAC ADVISED CUSTOMER THAT INFORMATION WOULD BE DOCUMENTED AND FORWARDED TO THE SERVICE MANAGER AND THE DISTRICT OFFICE. ADVISED THAT THE DISTRICT OFFICE WILL (CON'T)

WORK IN CONJUNCTION WITH THE SERVICE MANAGER TO RESOLVE THE CONCERNS WITH THE VEHICLE. ADVISED CUSTOMER TO CONTINUE WORKING WITH THE SERVICE MANAGER.

1993/09/18

THIS IS THE CLOSING COMMENT

DEALER HAD TO REPLACE MAIN WIRING HARNESS/ VEHICLE WAS DOWN FOR APPROXIMATELY ONE WEEK/ CUSTOMER IS VERY SATISFIED WITH THE WAY HIS CONCERN WAS HANDLED PROMPTLY AND COURTEOUSLY/ SZM-MBG

OWNER RELATIONS VOP/BENCHMARKING 02/17/99 FAXCARTG

ENGINE UNKNOWN!

ELECTRICAL

3713 8852

TAURUS_SHO :

02/17/99 MASTER OWNER RELATIONS SYSTEM II 04:55:34
3958RR LEGAL CONTACT VEH TYPE: CAR
PITTSBURGH: 44 ZN/TR: A1 CONTACT NBR: 103863729 OPENED: 03/24/1994
VIN: 1FALP54P4P ENGINE: P CLOSED: 06/09/1994
LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: PITTSBURGH STATE: PA ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 83 MODEL: TAURUS
MILEAGE: 10000 WSD:
DEALER NAME: KENNY ROSS FORD SALES CODE: 144417 P & A: 07350
CAUSAL CODE: 02 SYMPTOMS: 704145
ORIGIN: GO TRANS REGION: TRANS DATE:
VEH REPL:
CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY
ATTY NAME: ATTY MEMO:
CLAIM AMT: 0 AWARD AMT: 0
MICRO: 4071258

COMMENTS:

1894/03/24

**** VEHICLE FIRE/ALLEGED PRODUCT DEFECT ****

* TYPE OF FIRE- UNKNOWN

* DATE OF FIRE- LATE FEBRUARY/ BEGINNING OF MARCH 1994

* LOCATION OF VEHICLE- JIM VIORE AUTO BODY, BLAWNOX, PA
PHONE NUMBER UNKNOWN

* INSURANCE COMPANY- PROGRESSIVE

* POLICY NUMBER UNKNOWN CONTACT JIM CRAWFORD, AGENT

CAC ADVISED CUSTOMER THE INFORMATION IS DOCUMENTED AND WILL BE FORWARDED TO THE APPROPRIATE DIVISION WITHIN FORD. ADVISED TO CONTACT HIS INSURANCE COMPANY FOR INFORMATION. **** VIN UNAVAILABLE ****

1894/03/31

** ADDCO 1 **

CUSTOMER RECONTACTED CAC WITH VIN. CUSTOMER SAYS THE DATE OF THE FIRE WAS 3/3/94. CAC ADVISED CUSTOMER THE INFORMATION WOULD BE ADDED TO THE CONTACT AND FORWARDED TO THE APPROPRIATE ACTIVITY WITHIN FORD.

1894/06/09

THIS IS THE CLOSING COMMENT

NO FORD OBLIGATION; VEHICLE IS UNAVAILABLE FOR INSPECTION. IT HAS BEEN CRUSHED BY THE CUSTOMER'S INSURANCE CO. WHO HAS HANDLED HIS CLAIM. OWNER HAS BEEN ADVISED OF FORD'S POSITION ON 6/2/94
CUSTOMER LETTER TO R. J. ROBBINS DATED 6/1/94

CUSTOMER WRITES OF VEHICLE FIRE AND WRITES HE HAS LOST \$5000 AS HIS INSURANCE WAS ONLY FOR \$21,000 AND THE APPRAISED VALUE OF THE VEHICLE WAS \$28,000.

SL CONTACTED CUSTOMER AND ADVISED THIS IS AN INSURANCE COMPANY MATTER AND WE ARE UNABLE TO ASSIST IN THE MATTER
SL WILL FORWARD CLOSING INFO TO MR. ROBBINS

1994/06/27

MICRO ADDED

OWNER RELATIONS VOP/BENCHMARKING 02/17/99 FAXLGLTG

ENGINE UNKNOWN

UNKNOWN!

3713 8853

02/17/99 MASTER OWNER RELATIONS SYSTEM II 04.55.34

9245LG LEGAL CONTACT VEH TYPE: CAR
 BOSTON 11 ZN/TR: B2 CONTACT NBR: 108682426 OPENED: 03/11/1996
 VIN: 1FALP54Y1PA ENGINE: Y CLOSED: 03/18/1996

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI
 ADDRESS:
 CITY: FOSTER STATE: RI ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: TAURUS
 MILEAGE: 30100 WSD:
 DEALER NAME: PRIDE FORD SALES CODE: 111014 P & A: 09046
 CAUSAL CODE: 02 SYMPTOMS: 704000
 ORIGIN: GO TRANS REGION: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4-FRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: A. LAURISTON PARKS ATTY MEMO: PROVIDENCE, RI 401 421-2154
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 4601759

BUILD
 1/25/93

COMMENTS:

1996/03/11

ATTORNEY LETTER DATED 2-19-96. SEE CLOSED LEGAL 108540339. CUSTOMER HAD ENGINE FIRE ON 1-10-96. WHEN WORKING ON CONTACT 108540339, I HAD BEEN TOLD BY BOTH DEALER AND CUSTOMER THAT VEHICLE HAD ALREADY BEEN INSPECTED BY INSURANCE COMPANY AND THAT THEY HAD HAD VEHICLE TOWED TO SALVAGE YARD. WHAT I TOLD CUSTOMER WHEN I CONTACTED HIM, WAS THAT MATTER WAS ONE FOR HIS INSURANCE COMPANY—I EXPLAINED THAT IF INSURANCE COMPANY FELT THAT THERE WAS FORD RESPONSIBILITY (WARRANTED PART CAUSED FIRE) THEN THEY WOULD COME BACK THROUGH FORD TO SURROGATE. CUSTOMER THOUGHT THAT I MEANT THAT HE NEEDED TO PURSUE A CLAIM AGAINST HIS INSURANCE COMPANY. I HAVE TRIED CONTACTING ATTORNEY. LEFT A MESSAGE ASKING THAT HE CONTACT ME BACK AT WHICH TIME I WILL EXPLAIN FORDS RESPONSE.

1996/03/15

TRIED CONTACTING ATTORNEY AGAIN LEFT A MESSAGE ASKING THAT HE CONTACT ME BACK AT 313 446-8930

1996/03/18

TRIED CONTACTING ATTORNEY AGAIN LEFT MESSAGE ASKING THAT HE CONTACT ME BACK.

1996/03/19

THIS IS THE CLOSING COMMENT

ATTORNEY RECONTACTED. ATTORNEY SAYS THAT INSURANCE COMPANY WANTS TO TOTAL THE VEHICLE OUT, AND IF THEY DID THIS CUSTOMER WOULD STILL HAVE APPROXIMATELY A \$4,600 DEBT/DIFFERENCE—CUSTOMER WANTS THE VEHICLE REPAIRED. I ADVISED THAT ACCORDING TO THE ESTIMATE PROVIDED BY THE DEALER THERE WERE \$9,500 JUST IN MECHANICAL REPAIRS—ESTIMATE INCLUDED NO BODY WORK. I ADVISED THAT FIRE IS EXCLUDED FROM THE WARRANTY, AND FORD'S POSITION STANDS THAT IT IS AN ISSUE BETWEEN CUSTOMER AND HIS INSURANCE COMPANY.

1996/10/04

MICRO ADDED

OWNER RELATIONS VOPI/BENCHMARKING 02/17/99 FAX/LGLTG

ENGINE UNKNOWN!

UNKNOWN

3713 8854

TAURUS_SHO :

02/17/99 MASTER OWNER RELATIONS SYSTEM II 04.55.34

1083PT LEGAL CONTACT VEH TYPE: CAR
ATLANTA 21 ZNTR: E2 CONTACT NBR: 102880048 OPENED: 10/01/1993
VIN: 1FALP54P0PA ENGINE: P CLOSED: 10/21/1993

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: THOMASVILLE STATE: NC ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 83 MODEL: TAURUS

MILEAGE: 400 WSD: 02/15/1993

DEALER NAME: THOMASVILLE FORD, I SALES CODE: 121748 P & A: 00886

CAUSAL CODE: 02 SYMPTOMS: 704000

ORIGIN: DO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 13-VEHICLE REPLACEMENT - PRODUCT LIABILITY MEANS CODE: K-VEHICLE REPLACEMENT

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 3902154

COMMENTS:

1993/10/01

VEH REPLACE. FIRE DAMAGE.

1993/10/06

CHECK REQUEST SENT TO HMSI

1993/10/21

THIS IS THE CLOSING COMMENT

HELMSMAN MANAGEMENT SERVICES INC CHECK #50027580 OF \$16,400 PAYABLE TO
THOMASVILLE FORD IN SETTLEMENT OF FIRE DAMAGED VEHICLE WAS SENT TO THE
DISTRICT ON 10-13 93.

BUILD

2/8/93

OWNER RELATIONS VOP/BENCHMARKING 02/17/99 FAXLGLTG

ENGINE UNK

UNKNOWN

3713 8855

TAURUS_SHO :

02/17/99 MASTER OWNER RELATIONS SYSTEM II 04.34.41

8358JV GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 89 ZN/TR: CONTACT NBR: 108738840 OPENED: 04/01/1998
VIN: 1FALP54P5PA ENGINE: P CLOSED: 04/01/1998

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: CLARKSVILLE STATE: PA ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 83 MODEL: TAURUS
MILEAGE: 59000 WSD:
DEALER NAME: SALES CODE: P & A:
CAUSAL CODES: 02 SYMPTOMS: 704147
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1998/04/01

CUSTOMER SAYS:

-VEHICLE CAUGHT ON FIRE YESTERDAY
-ON SATURDAY, WATER GOT INTO THE ENGINE
-YESTERDAY, THE VEHICLE WAS STALLING AND WAS NOT DRIVING PROPERLY
-DRY GAS WAS PUT INTO THE VEHICLE
-THERE WERE FLAMES THAT CAME FROM UNDERNEATH THE VEHICLE, NEAR THE ENGINE

PER CUSTOMER, DEALER SAYS:

-N/A

CUSTOMER SEEKS:

-TO KNOW IF THIS IS NORMAL

CAC ADVISED:

-WILL DOC INFO
-FMC WARRANTY DOES NOT COVER FIRES
-CONTACT INSURANCE CO
-NO ASSISTANCE WILL BE PROVIDED BY FMC

CUSTOMER SAYS:

-CAR CAUGHT ON FIRE
-ANY RECALLS ON TAURUS SHO GAS TANK?

PER CUSTOMER, DEALER SAYS:

-N/A

CUSTOMER SEEKS:

-RECALL INFO ON ALL SHO

CAC ADVISED:

-NO RECALLS/ONP PROGRAMS ON THIS VEHICLE

OWNER RELATIONS VOP/BENCHMARKING 02/17/99 FAXCARTG

ENGINE UNKNOWN

UNKNOWN

3713 8866

02/17/99 MASTER OWNER RELATIONS SYSTEM II 04.55.34

3315CD LEGAL CONTACT VEH TYPE: CAR
CINCINNATI 47 ZNTR: D1 CONTACT NBR: 107152842 OPENED: 07/02/1998
VIN: 1FACP54Y4PA ENGINE: Y CLOSED: 07/10/1998

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: LOUISVILLE STATE: KY ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 93 MODEL: TAURUS
MILEAGE: 34000 WSD:
DEALER NAME: STAR FORDAT OXMOOR SALES CODE: 147020 P & A: 05659
CAUSAL CODE: 0709 SYMPTOMS: 704000
ORIGIN: GO TRANS REGION: 47 TRANS DATE:
VEH REPL:
CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY
ATTY NAME: ATTY MEMO:
CLAIM AMT: 0 AWARD AMT: 0
MICRO:

COMMENTS:

1998/07/02

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: WORK NUMBER IS:

- VEHICLE CAUGHT ON FIRE 05/24/98
- HUSBAND WAS LAYING BACK IN THE CAR RELAXING ON HIS LUNCH BREAK AND HE HEARD A POPPING NOISE AND SAW THE CAR ON FIRE
- NO INJURIES
- RIGHT SIDE WAS ON FIRE NEAR THE HEADLIGHT
- VEHICLE IS TOTALLED
- FIRE DEPARTMENT WAS CALLED
- NO FIRE REPORT NUMBER
- SAFECO INSURANCE IS INVESTIGATING
- KENDRA KAUCHECK IS IN CLAIMS AT SAFECO HER NUMBER IS: 800-543-7138 EXT. 5848
- POLICY NUMBER IS: K1155239
- CLAIM NUMBER IS: 11A861762399
- THE VEHICLE IS AT A SALVAGE PLACE TO DO MORE INVESTIGATING
- CUSTOMER IS STILL WAITING FOR RESULTS FROM INSURANCE COMPANY
- INSURANCE COMPANY SAYS THERE LOOKS LIKE THERE WAS A PROBLEM WITH THE ENGINE

PER CUSTOMER, DEALER SAYS:

- FIND OUT WHAT THE CAUSE OF THE FIRE WAS (AL)

CUSTOMER SEEKS:

- WHAT SHOULD BE DONE FROM HERE

CAC ADVISED:

- SOMEONE WILL CONTACT THEM WITHIN 5 BUSINESS DAYS
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE LEGAL

OWNER RELATIONS VOP/BENCHMARKING 02/17/99 FAXLGLTG

ENGINE UNKNOWN!

ENGINE

3713 8857

Case # 50

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

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

4/21/99

Vehicle/Owner Information

Model Year: 92 Make: TOWN CAR VIN#: 1LNLM81W8NYPresent Vehicle Location: FL Lauderdale FL Who owns vehicle now: [redacted]Customer Name: [redacted] Phone: [redacted]Is it ok for engineering to contact customer? OKWas the vehicle involved in a natural disaster/accident that required significant vehicle clean up? NOIf so, where was cleanup performed? N/AWhat is the general repair history of the vehicle? Very light - nothing involved
brakes or electricalWas it equipped with any aftermarket components? (specifically car alarm, trailer tow, or remote start) NO

Insurance Agency Info. (if applicable):

Agency Name: _____ Agency phone number: _____

Claim number: _____

Contact: _____ Phone number: _____

Incident Info

Date of fire: 4-20-99 Mileage: 78,101 Was the vehicle repaired? YesIf repaired, when and where? 4-21-99 FT. LAUDERDALE L-MAny idea where the fire started? (engine compartment quadrant... front, back, left, right) BRAKE REDUNDANTWas the vehicle parked or running? PAKED If parked, where? (garage, carport, parking lot) SILVAN SNITCHWas the engine ON or OFF? OFF If OFF, how long was it parked before fire? 5 minDid customer notice anything unusual prior to fire? Vehicle SmolderedWas there any difficulty getting the vehicle out of park? NO Was speed control not working? YESWas the brake warning lamp illuminated? NO Were the brake lights inoperative? NO

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

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

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

3713 8858

Case #51

1997-99 Town Car/Crown Vic/Grand Marquis/Under Hood Fire Questionnaire

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

9/24/12

Vehicle/Customer Information

Model Year: 93 Make: TOWN CAR VIN: 1LNLM82W1PY

Present Vehicle Location: [REDACTED] Who owns vehicle now: [REDACTED]

Customer: [REDACTED] Phone: [REDACTED]

Is it ok for engineering to contact customer: OK

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

If so, where was cleanup performed? N/A

What is the general repair history of the vehicle? difficulty coming out of park

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

Insurance Agency Info. (if appropriate):

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

Claim number: [REDACTED]

Contact: [REDACTED] Phone number: [REDACTED]

Incident Info

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

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

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

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

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

Did customer notice anything unusual prior to fire? YES. Fuse #12 (15 amp) Fuse was blown

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

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

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

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

3713 8859

2508JB GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
 UNKNOWN 99 ZNTR: CONTACT NBR: 108988277 OPENED: 08/28/1997
 VIN: 1LNLM82W4NY ENGINE: W CLOSED: 09/29/1997

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS:
 CITY: AUSTIN STATE: TX ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 92 MODEL: TOWN CAR
 MILEAGE: 53000 WSD:
 DEALER NAME: SALES CODE: P & A:
 CAUSAL CODES: 1203 SYMPTOMS: 704000
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)
 BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:
 COMMENTS:

1997/09/29

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- ARSON INVESTIGATOR SAID IT WAS HER VEHICLE CATCHING FIRE THAT CAUSED DAMAGE TO HERS AND 2 OTHER VEHICLE
- FIRE WAS 9/20/97
- WAS SHOPPING, WHEN CAME OUT CAR WAS BURNED (ENGINE WAS BURNED)
- DON'T KNOW WHAT HAPPENED OR WHAT CAUSED IT
- HAS TURNED THIS OVER TO HER INSURANCE COMPANY

PER CUSTOMER, DEALER SAYS:

- NO CONTACT AT A LOCAL DEALER (GOT # FROM A HOUSTON DLR WITH AN 800#)

CUSTOMER SEEKS:

- IS THIS GOING TO HAPPEN TO A NEW CAR IF SHE BUYS ONE
- IS THERE A HISTORY OF THIS?

CAC ADVISED:

- THERE ARE NO RECALLS ON THE VEHICLE

OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXCARTG

BUILD
3/30/92

UNDER HOOD

ENGINE OFF

VEH UNK

LEFT SIDE

FILED

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

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

Vehicle/Customer Information

Model Year: 92 Make: Town Car VIN#: 1LNLM82W4NY Mileage: 48,000

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

Customer Name: [Redacted] Phone: [Redacted]

Address: [Redacted] Quinton, Va

Did a dealer inspect your vehicle? last year If yes, name of the dealer _____

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

What is the repair history of the vehicle? none

Insurance Agency (information if pertinent)

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

Incident Info

Date of Loss: last year

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

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

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

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

Difficulty shifting out of park? _____

Speed control not working? _____

Brake warning lamp illuminated? _____

Battery not holding a charge? _____

Fuses blowing? _____

Stop lamp inoperative? _____

Other? None

Did you inspect the vehicle? No

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? No

Were the underhood fuse links blown? No

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

What areas of the vehicle were damaged? Left Underhood, front end, fire walls

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

Electric left side

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

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

No

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

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

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

For Inspectors: Parts that we would like from vehicles

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

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

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

EDIS 3 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

Name:

Address:

Address:

City: AUSTIN

Zip/Postal:

Home Phone:

Day Phone:

State/Prov: TX

Country: USA

A VIN/

C Owner Status

Year

Model/

Previous Owner

Sale Type/

Open Issues

F1-Help

F2-IssueList

F5-AddIssue

F7-Prev

F8-Next

F9-ESP

F10-WarrHistory

F11-Menu

F12-Return

F13-Recall/ONP

F14=SpecialCoverage

NO MORE RECORDS AVAILABLE

LPREL10

92' TOWN
CAR

line
#42
in special
sheet

1LNLM82LV4NY

incident
claimed

9-29-97

Dealer in area PAVILION L-MERC INC.

3-12-99 talked with Mr. Wenter 5:50 PM

3713 8863

VEHICLE ID: 1LN [REDACTED] (WWYPHHEHEE) VINT 11NLM82W4NY Div: 3 Status: 800
 Vehicle Line: CV8 Convy Deliv: 051892 Orig P-Lvl: 218 Selling Dlr: 67B162
 Order Recpt: 040892 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 080192
 Orig Sched: 042092 Rls-To Stat: TX Order Dlr: 67111 Demo Date:
 Inv Prep: 042492 Orig Int St: 050892 Orig Rls Dlr: 67111 Deliv Type: E
 Prod Date: 050592 Curr Int St: 050892 Rls Dlr P&A: 11414 Sales Prd: 092073
 Rls Date: 050792 Dlrfin Ext: 061092 Warr Start: 080192 Cancel Sl:
 Memo Consign: P&C Ext: 061092 Warr2-Ind: Sale Status: G
 Orig Pltbus: 050792 Advert Ext: 061092 -Date- -Dealer-
 Curr Pltbus: 050792 Slspn SS#: 1299 Shipped: 050792
 T/Name: [REDACTED] Curr Stock: 073092 67B162
 Addr: [REDACTED] State: TX 1st-Prior: 061092 67326
 City: AUSTIN N/A-Rcpt: 080392 2nd-Prior: 050792 67111
 Zip: [REDACTED] Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 M82NY 4L 2 20D2647 BD D P14 3P8 4 2 L6L A P 7 67A111 1 YZ
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 DQ 6 H8 W1LNL4 5 D 755A WP
 F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

97540L LEGAL CONTACT VEH TYPE: CAR
 PITTSBURGH 44 IN/TR: 82 CONTACT NBR: 105697126 OPENED: 06/30/1995
 VIN: 1LNLH82W5NY ENGINE: W CLOSED: 08/04/1995
 LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS: CITY: ROCHESTER STATE: NY ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 92 MODEL: TOWN CAR
 MILEAGE: 29000 WSD:
 DEALER NAME: BROCKPORTFORD SALES CODE: 144129 F & A: 00583
 CAUSAL CODE: 02 SYMPTOMS: 704245
 ORIGIN: GO TRANS REGION: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO:

COMMENTS:

1995/06/30

* VIN NOT AVAILABLE *
 CUSTOMER SAYS:
 -VEHICLE CAUGHT ON FIRE ON MAY 28, 1995
 -INSURANCE COMPANY IS PTNA
 -FIRE STARTED IN THE ENGINE
 -BURNED ALL THE WAY THROUGH THE TRUNK
 -NO ONE WAS INJURED
 -HAS BEEN WAITING A MONTH TO HEAR FROM DISTRICT OFFICE

PER CUSTOMER DEALER SAYS:
 -COMMENTS NOT AVAILABLE

CUSTOMER SEEKS:
 -WHEN THEY WILL BE RECONTACTED BY DISTRICT OFFICE

LCAC ADVISED:
 -WILL BE CONTACTED BY DISTRICT OFFICE

1995/07/11
 INVESTIGATION REQUEST FAXED TO ORI THIS DATE.

1995/07/12
 CUSTOMER SAYS:
 - WOULD LIKE TO SUBMIT REQUEST FOR INCIDENTAL EXPENSES HE INCURRED WHILE THE VEHICLE WAS DOWN, INCLUDING THE EXTRA 3 DAYS HE HAD TO STAY IN LOUISIANA, FOOD, ETC., WAS APPROX. \$1,200.00

CUSTOMER SEEKS:
 - REIMBURSEMENT CONSIDERATION

LCAR ADVISED:
 - WOULD BE DOCUMENTED
 - NEEDS TO RETAIN ORIGINAL RECEIPTS

OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXGLTG

UNDER HOOD

UNK

ENGINE UNK

3713 8865

=====

| | | |
|-----------------|---------------|------------------------|
| 9754QL | LEGAL CONTACT | VEH TYPE: CAR |
| PITTSBURGH, 44 | EN/TR: 02 | CONTACT NBR: 105697326 |
| VIN: 1LNLM82W5N | ENGINE: N | OPENED: 06/30/1995 |
| | | CLOSED: 08/04/1995 |

=====

1995/07/12

- MAY BE PAID BY INSURANCE COMPANY OF LINCOLN
- PENDING INVESTIGATION AT THIS TIME

1995/07/21

VIN ADDED TO FILE.
FIRST NAME ADDED
PER DEALERSHIP THE VEHICLE WAS PURCHASED USED.

1995/07/31

JACK RIVARD, GRI INVESTIGATOR WILL BE SENDING HIS REPORT. HE FOUND OUT THAT THE FIRE OCCURRED IN BATON ROUGE, LA. VEHICLE WAS COMPLETELY BURNED. CUSTOMER'S INSURANCE COMPANY SETTLED THE CLAIM AND HE PURCHASED ANOTHER VEHICLE.

1995/08/04

THIS IS THE CLOSING COMMENT
PITTSBURGH REGION CONSIDERS THIS CONTACT CLOSED. NO FURTHER ACTION REQUIRED. CUSTOMER'S INSURANCE COMPANY HAS SETTLED CLAIM AND CUSTOMER HAS PURCHASED A ANOTHER VEHICLE. LETTER SENT TO CUSTOMER ADVISING SINCE INSURANCE COMPANY HAS SETTLED THE CLAIM, NO FURTHER ACTION WILL BE TAKEN BY FORD AT THIS TIME. LETTER SENT THIS DATE.
CONTACT CLOSING APPROVED
OK TO CLOSE. MJC

1995/08/07

DIAN TAMBURCO, INSURANCE ADJUSTOR, SAYS:
-SHE IS TRYING TO GET IN TOUCH WITH THE REGIONAL REPRESENTATIVE ABOUT THIS CUSTOMER'S CONCERN

LCAC PROVIDED THE CORRECT ADDRESS AND FAX NUMBER TO COMMUNICATE WITH CONSUMER AFFAIRS.

1996/04/01

CUSTOMER SAYS:

- HE DID NOT RECEIVE EMERGENCY REIMBURSEMENT FOR THE COSTS HE INCURRED (HOTEL, CAR RENTAL)
- HAS ALWAYS OWNED FORD CARS AND ALWAYS WILL
- HE IS VERY DISSATISFIED THAT FMC DID NOT RESPOND TO HIM IN ANY WAY ABOUT THE SITUATION THAT HAPPENED
- IT WAS A VERY SCARY INCIDENT AND THOUGHT FMC WOULD CARE ABOUT WHAT HAPPENED TO HIM

CAC ADVISED:

- ROADSIDE ASSISTANCE INCLUDES TRAVEL REIMBURSEMENT
 - CLAIM MUST BE SUBMITTED WITHIN 20 DAYS AFTER THE INCIDENT
- OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXLGUTG

9754QL LEGAL CONTACT VEH TYPE: CAR
 PITTSBURGH 41 LN/TR: B2 CONTACT NBR: 105697326 OPENED: 06/30/1995
 VIN: 1LNLM02W5N7 ENGINE: W CLOSED: 08/04/1995

1996/07/30

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- STILL HAS NOT GOTTEN THE EMERGENCY REIMBURSEMENT
- HIS WIFE GOT A CALL A WHILE AGO STATING THAT SOMEONE WOULD BE IN CONTACT WITH THEM REGARDING THE REIMBURSEMENT AND HE HAS NOT HEARD ANYTHING

CUSTOMER SEEKS:

- REIMBURSEMENT FOR EMERGENCY EXPENSES

CAC ADVISED:

- ROADSIDE ASSISTANCE INCLUDES TRAVEL REIMBURSEMENT
- CLAIM MUST BE SUBMITTED WITHIN 30 DAYS AFTER THE INCIDENT
- PROVIDED ADDRESS TO CUSTOMER FOR FORD AUTO CLUB

1996/08/30

CUSTOMER SAYS:

- HE STILL HAS NOT HEARD FROM FORD CONCERNING FEE
- HIS WIFE HAS DIED RECENTLY AND HE HAS NOT WRITTEN TO THE FORD AUTO CLUB SINCE HIS LAST CONTACT

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- TRAVEL REIMBURSEMENT OF \$1200

CAC ADVISED:

- PER PREVIOUS COMMENTS, NO FURTHER ASSISTANCE PROVIDED BY FORD
- TRAVEL EXPENSE REIMBURSEMENT REQUEST MUST BE SUBMITTED WITHIN 30 DAYS OF THE INCIDENT
- PROVIDED CUSTOMER WITH FORD AUTO CLUB NUMBER PER APPROVED PHONE LIST

1996/09/05

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- HAS NEVER HEARD ANYTHING FROM FORD IN THE PAST YEAR AND A HALF
- HAS NEVER GIVEN THE ADDRESS FOR FORD AUTO CLUB, HAS NOT SUBMITTED HIS RECEIPTS

PER CUSTOMER, DEALER SAYS:

- NO COMMENTS

CUSTOMER SEEKS:

- REIMBURSEMENT FOR THE \$1200 FROM WHEN HIS VEHICLE BURNED UP ON 5-28-95

CAC ADVISED:

- GAVE CUSTOMER THE ADDRESS TO AUTO CLUB
- REITERATED THAT REIMBURSEMENT NEEDS TO BE DONE 30 DAYS AFTER THE INCIDENT

OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FACLGITC

3713 8867

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

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

Vehicle/Customer Information

Model Year: 92 Make: Town Car VIN: 1LNLA82L5N7 Mileage: N/A

Do you still own the vehicle? No If not, do you know where it is? N/A - possibly LA

Customer Name: [REDACTED] Phone: [REDACTED]

Address: _____

Did a dealer inspect your vehicle? Don't know If yes, name of the dealer _____

Was the vehicle involved in a natural disaster and as a result, destroyed? _____
If yes, where was the clean-up of the incident performed? _____

What is the repair history of the vehicle? new 2,000

Insurance Agency Information (If pertinent)

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

Incident Info

Date of Loss: 6/30/95

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

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

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

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

Difficulty shifting out of park? _____

Speed control not working? _____

Brake warning lamp illuminated? _____

Battery not holding a charge? _____

Fuses blowing? _____

Stop lamp inoperative? _____

Other? _____

CUSTOMER IS
AN OLDER
GENTLEMAN -
HE DOESN'T
REMEMBER MUCH
ABOUT THE INCIDENT

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? _____

Were the underhood fuse links blown? _____

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

What areas of the vehicle were damaged? _____

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

Does the air suspension pump show evidence of overheating? _____

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

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

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

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

For Inspectors: Parts that we would like from vehicles

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

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

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

EDIS 4 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

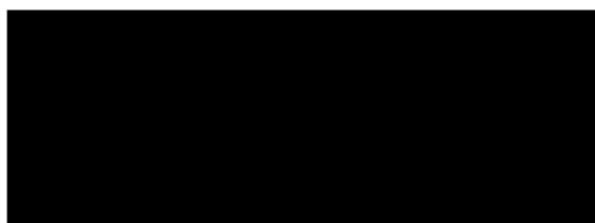
updated 3/11/99

VEHICLE ID: 1LNY (WWYPB88888) Vin: 1LNLM82W5NY Div: 3 Status: 800
 Vehicle Line: CVB Convy Deliv: 040192 Orig P-Lvl: 218 Selling Dlr: 18A495
 Order Recpt: 022692 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 060292
 Orig Sched: 031692 Rls-To Stat: NY Order Dlr: 18528 Demo Date:
 Inv Prep: 031192 Orig Int St: 032092 Orig Rls Dlr: 18528 Deliv Type: 0
 Prod Date: 031992 Curr Int St: 032092 Rls Dlr P&A: 10220 Sales Prd: 092053
 Rls Date: 031992 Dlxfin Ext: 042592 Warr Start: 060292 Cancel Sl:
 Memo Consgn: P&C Ext: 042592 Warr8-Ind: Sale Status: G
 Orig Pltbus: 031992 Advert Ext: 042592 -Date- -Dealer-
 Curr Pltbus: 031992 Slapan SS#: 1959 Shipped: 031992
 T/Name: Curr Stock: 060292 18A495
 Addr: State: NY 1st-Prior: 031992 18528
 City: LOCKPORT W/A-Rept: 060292 2nd-Prior:
 Zip: Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 M82NY 4L A 2 16C2295 QB E P1J 3P8 4 J3 L6L A P 7 18A528 0 PA
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 DW H8 W1LNL5 9 D 755A WP
 F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

292 TOWN CAR

#8
on
spreadsheet



Incident
6/30/95

Surveyed
3-15-99

3713 8870

=====

008027 LEGAL CONTACT VEH TYPE: CAR
MEMPHIS 23 IN/TR: C3 CONTACT NBR: 107295247 OPENED: 07/31/1996
VIN: 1LNLM82W9M ENGIN: W CLOSED: 07/31/1996
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: JACKSON STATE: MS ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 92 MODEL: TOWN CAR
MILEAGE: 68000 MSD: [REDACTED]
DEALER NAME: TOM WINBERLEY AUTO SALES CODE: 322621 P & A: 12211
CAUSAL CODE: 0709 SYMPTOMS: 704145
ORIGIN: 00 TRANS REGION: 22 TRANS DATE: [REDACTED]
VEH REFL: [REDACTED]
CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: H-OTHER
ATTY NAME: [REDACTED] ATTY MEMO: [REDACTED]
CLAIM AMT: 0 AWARD AMT: 0
MICRO: [REDACTED]

COMMENTS:

1996/07/31

RECEIVED "DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW" ---

FAX INDICATES FIRE 7/20/96 AT CUSTOMER'S HOME AFTER CAR HAD BEEN SITTING 18
HOURS; CAUGHT FIRE UNDER HOOD ON LEFT FRONT CORNER WHERE AIR BREATHER IS
LOCATED; CUSTOMER IS INQUIRING AS TO ANY OTHER REPORTS OF THIS HAPPENING.

ATTEMPTED TO CONTACT SERVICE MANAGER MARK BAKER, HOWEVER HE WAS UNAVAILABLE;
LEFT MESSAGE FOR HIM TO RETURN MY CALL.

***THIS IS THE CLOSING COMMENT

REFER CUSTOMER TO INSURANCE CARRIER; NO RECALLS FOR THIS CONCERN.

OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAX1010

ENG. OFF

UNDERHOOD

CQIS Report Number: WHKAA018 Program Type: EDSR
Report Source: MSS - FCSD - QSFS

Orig Rpt #: 214749-98
Report Date: 08/11/1998

----- R E P O R T S U M M A R Y -----

Vehicle: 1992 GRAND MARQUIS, LS SEDAN VIN: ZMECM75WINX
Engine: 4.6L ROMEO BASE EFI Odometer: 90,000 MILES
Operating Environ: WCC: 7Q01
Vehicle Use: Rsp. Act:

Symp: 2 05 2 99 ELECTRICAL HORN/SPD CNTRL/LIGHTER
SPEED CONTROL CONCERN NOT LISTED

Addl Symptom:
Other Veh. with Concern: Severity Rating - Customer: Engineering:

Causal Component: 9F924 SWITCH SPD CNTRL
Causal Factor: Feature: Loc:
Causal Condition: OTHER Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer Satisfied?: Repair Effectiveness (%): 100

----- C O M M E N T S -----

| Type | Comments |
|--------|--|
| CONCER | FIRE UNDER THE HOOD NEAR THE BRAKE BOOSTER. |
| REPAIR | THE CAUSE OF THE FIRE WAS BELIEVED TO BE THE DEACTIVATOR SWITCH, 9F924. WE HAVE SEEN SMALL FIRES START FROM CONTAMINATED SWITCHES BEFORE. REPLACED THE SWITCH. |
| AUDIT | 08/13/1998 09:51AM DATA ENTRY6 MSS - FCSD - QSFS ODOMETER 0 M CHANGED TO 90000 M BY SDAVIS20 |
| AUDIT | 08/13/1998 09:53AM DATA ENTRY6 MSS - FCSD - QSFS SYMPTOM 2 05 0 00 CHANGED TO 2 05 2 99 BY SDAVIS20 |

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Base of Diagnosis: Assistance Level:
Comp. Timing: Base Timing: MIL Light on?:
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:

----- S E R V I C E A C T I O N S -----

| Repair Type | Component Number | Number Type | Description | Causal Comp. |
|-------------|------------------|-------------|------------------|--------------|
| RPR | 9F924 | SERVICE | SWITCH SPD CNTRL | YES |

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 04/02/1992 Warranty Start Date: 05/08/1992
Date of Sale: 05/08/1992 Selling Dlr (Mkt, Dlr, Sub): 11636
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- E N G I N E -----

Engine: 4.6L ROMEO BASE EFI Tag: 2G 806 AA
Bld Dc: Calb: 218FROD A Serial #: W Plt:

ENGINE UNKNOWN

3713 8872

9F924

CQIS Report Number: WHKAA018 Program Type: KDSR Orig Rpt #: 214749-99
Report Source: MSS - FCSD - QSFS Report Date: 08/11/1998

----- VEHICLE DETAILS -----

----- TRANSMISSION -----

Trans: AOD-E 4SP ELBC O/D Part #:
Bld Dt: Serial #:
Model: Plt: Shift:

----- A X L E -----

Axle: 8.8 2.73 CONVENTIONA Id Tag Code: Bld Dt:
Serial #: Plt:

----- ADDITIONAL -----

Tire: P215/70R15 MSW Brand:
Radio: ELECTRONIC AM/FM STRO/CASSETTE A/C: ATC AIR CONDITIONER
Paint: NEUTRAL EXT PAINT FAMILY A TITANIUM FROST C/C

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller: CHARLERS DOUGLASS Title: OTHER

Repair Dlr: 11607 - VERO BEACH LINCOLN-MERCURY INC Ph#: (561) 567-5272
City: Vero Beach State: Florida
Country: UNITED STATES Region: Orlando - 26
Claim #/Date: 66098
Customer Name: City:

----- C Q I S V I N H I S T O R Y -----

NO VIN HISTORY AVAILABLE

--- SUPPLEMENTAL SURVEY: *** NO SURVEY DESCRIPTION *** ---
NO SURVEY AVAILABLE

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

| Repair Dealer Id Date | Repair Odometer Order (Miles) | Rpr Causl Nbr Cond. | Service Pfx Base | Part Number Sfx | Labor Operation |
|--------------------------|----------------------------------|------------------------|---------------------|--------------------|--------------------|
| 10159 03/20/1997 | 68200 | | | | |

141 Nee Manger
9 15 AM

* She drove it on a daily basis

31

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

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

Vehicle/Customer Information

Model Year: 92 Make: Grand M LS VIN: 2MECM75N1N Mileage: 84x

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

Customer Name: [redacted] Phone: N/A

Address: Fort Paris, FL 25th Street

Did a dealer inspection your vehicle? yes If yes, name of the dealer admiral from me. do did inspection

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

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

What is the repair history of the vehicle? Basic oil changes. No major repairs.

Major Eng or trans

trouble w/ cruise.

Insurance Agency Information (if pertinent)

Insurance agency name: State Farm Tma

Insurance agent address: 25th Street, Fort Paris, FL

phone number: N/A

claim number: 5986 90148

claims office
800-627-4028

Fort
Paris

Agent
Cindy Simmons
407-953-7653

Incident Info

Date of Loss: July '98

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

Centered over left front wheel near engine

Most of the damage was centered in the area too

Was the vehicle:

Engine on? Engine off? ☒ If off, how long was it off? Parked approx 3 hours during day

If on, how long was it on?

Moving?

Parked? ☒ If parked, where was the vehicle parked? (street, garage or carport) @ wife's place of work out side in parking lot.

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

Difficulty shifting out of park?

Speed control not working?

Brake warning lamp illuminated?

Battery not holding a charge?

Fuses blowing?

Stop lamp inoperative?

Other? Could not get car out of gear morning it happened! She called her husband for help.

Signals and brake lights stopped working
Tow truck operator replaced fuses.

Son-in-law thought
Thought fire was fueled
by fuel. Total inside
under hood. Mainly on
left side.

3713 8874

over →

Did you inspect the vehicle? yes (insurance co. State Farm)

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? NO

Were the underhood fuse links blown? yes They were replaced by tow truck repair man

Were there any fuses that were blown or show evidence of other damage? yes ^{signal} and brake lights

What areas of the vehicle were damaged? near engine

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

yes

Does the air suspension pump show evidence of overheating? did not know

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

NO

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

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

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

up to insurance co

For inspectors: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

*** Special note,**

Mr. Binger would like amount of good faith perhaps \$5000.00 off on new Grand Marquis.

He's very serious. His wife loved that car and would still like to replace it.

updated 3/11/99

Vehicle located at:

ORANGE CITY AUTO AUCTION
151 TAFT VINELAND ROAD
ORLANDO FL 32824
Phone: 407-438-7191
CONTACT: MARY

STOCK #
824510

3713 8875

-->

DEALER: 325184 VERO BEACH LINCOLN-MERCURY INC
Address: 1066 US HWY 1
City: VERO BEACH
State/Prov: FL ZIP/Postal: 32960
Country: USA Trained: Y
Dlr Phone: 561 567 5272
Svc Phone: 561 567 5272
Svc Hours: 7:30 AM - 5:30 PM MON-FRI
Directions:
P&A Code: 11607
Sales Region: 25 ORLANDO
Sales Zone: C
FCSD Region: 24 ORLANDO
Market: D2
Market Area:
MERKUR DEALER

A

C POSITION

Employee Name

FINANCE & INSUR MANAGER

PARKER, LARRY

PARTS MANAGER

COSSER, MONIQUE C

SALES MANAGER

WILLIAMSON, DAVE

SERVICE MANAGER

STOREY, JOE

F1-Help F2-IssueList
NO MORE RECORDS AVAILABLE

F7-Prev

F8-Next

F11-Menu

F12-Return

LPREL10

*Spoke
to
Sandy in Service*

*3/16/99
Please call
back*

*8:30am Wednesday morning. Per someone in his office
@ 5:07pm ~ Michele*

*3/17/99 @ approx. [redacted] agreed to answer survey questions.
See attached.*

3713 8877

ALAN CONGER
STATE FARM REP
770-460-4923

- We can inspect
- No parts may
be removed.

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

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

Vehicle/Customer Information

Model Year: 92 Make: GRAND MARQUIS VIN# 2NECH7N6NA Mileage:

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

Customer Name: Phone: NOT AVAILABLE

Address: NOT AVAILABLE

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

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

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

What is the repair history of the vehicle?

See attached

Insurance Agency Information (if pertinent)

Insurance agency name: STATE FARM INSURANCE / DANIEL GREENE

Insurance agent address: SANISCO PARKWAY (SAVAGE YD)

phone number: 941-656-7610

other: CLAIM # 592088345

DATE OF
FIRE

12-28-18

Incident Info

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

Was the vehicle:

Engine on? Engine off? YES If off, how long was it off?

If on, how long was it on?

Moving?

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

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

Difficulty shifting out of park?

Speed control not working?

Brake warning lamp illuminated?

Battery not holding a charge?

Fuses blowing?

Stop lamp inoperative?

Other? LOUD BANG, SOMETHING SHOULDERING UNDER HOOD

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? YES

Were the underhood fuse links blown? _____

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

What areas of the vehicle were damaged? _____

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

Does the air suspension pump show evidence of overheating? _____

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

Was the vehicle repaired? NO When? _____ Where? NOT APPLICABLE

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

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

For inspectors: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/10/99

3713 8880

Questions to ask:

1. Was the fire underhood? *YES*
2. Was anyone injured in the fire? *NO*
3. Has the vehicle already been repaired since the fire? *NO, TOTALLED*
4. Is your insurance company handling this incident? (agency name and agent phone #) *STATE FARM INC.
REP. DANIEL GREENE
A. # 941-656-7610
CLAIM # 592088345*
5. Is the vehicle available for Ford inspection? *YES*
6. What is the exact date of the fire? *12-28-98*
7. Was a fire report done? *YES*
8. Where is the vehicle now? *STATE FARM'S STORAGE/SALVAGE → SADISCO FACILITY*
9. What is the name of the Ford dealer involved, or the nearest dealer? *DERHAM LINI-MERC.*
10. What is the VIN number, the make, model and year of the vehicle?
VEHICLE MILEAGE: *2162475W6NX* [REDACTED] *1992 MERC.
GRAND MARQUIS*
11. Customer's name, address and phone number?
[REDACTED]

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

-both vehicles had similar fires

-he thinks this involved the ignition switch

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

-both vehicles had been parked when the fires occurred

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

==>
 VEHICLE ID: 2MNK (WWIFB88888) Vin: 2MECM75N6N Div: 3 Status: BCC
 Vehicle Line: CFP Convy Deliv: 032692 Orig P-Lvl: 213 Selling Dlr: 25B037
 Order Recpt: 030492 ShipTo Stat: Curr P-Lvl: 213 Sale Date: 063092
 Orig Sched: 031692 Rls-To Stat: FL Order Dlr: 25037 Demo Date:
 Inv Prep: 031192 Orig Int St: 031992 Orig Rls Dlr: 25037 Deliv Type: L
 Prod Date: 031792 Curr Int St: 031992 Rls Dlr P&A: 11619 Sales Prd: 092071
 Rls Date: 031792 Dlrfin Ext: 042592 Warr Start: 063092 Cancel Sl: 063092
 Memo Consign: P&C Ext: 042592 WarrB-Ind: Sale Status: G
 Orig Ptbus: 031792 Advert Ext: 042592 -Date- -Dealer-
 Curr Ptbus: 031792 Slapan SS#: 0218 Shipped: 031892
 T/Name: 9 Curr Stock: 031792 25B037
 Addr: State: FL 1st-Prior:
 City: FT LAUDERDALE N/A-Rcpt: 071392 2nd-Prior:
 Zip: Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 M75NXY 44 A2 16C7820 4C D P1 J3P8Q7 KH 3 25B037 1 DD
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 GH3H 3 2 W2MEC6 0 2 172A 9WP S
 Fl=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

Case #5



Standard Claims List For Model Year 1992

3713 8884

| | | | | | | | | | | | | | | | | | | | | | |
|------------------|--|-----------|--------------------------------|------------|-----|-------------|-------------|----------------|-------------|-------------|--------|----------|----|------------|-------------|--------|------|---|-----|----|-----|
| 2MECM75W6N | C/FP | C/M | C/FA | C/AJ | C/B | AW | C/DK | C/VN | 17-MAR-1992 | 30-JUN-1992 | 325837 | USA | 24 | SV01 | 0M0301 | F3VY | 1125 | A | N27 | 14 | 271 |
| AWS Claim Key: | 27802785 | Trs Code: | ES4 | Labor Hrs: | 8 | Labor Cost: | 41.31 | Material Cost: | 109.15 | Total Cost: | 150.46 | | | | | | | | | | |
| Dir Ctl-Sch Ctl: | 11619-* | Name: | FORT MYERS LINCOLN-MERCURY INC | | | Ph: | 941-4332300 | St: | FL | City Ctl: | USA | Reg Ctl: | NA | Repr Date: | 13-JUN-1994 | Doc #: | 0 | | | | |
| Cap Comments: | BRAKES PULSATE WHEN STOPPING- WARD | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | FRONT ROTORS WARPED DISC BRAKE ROTOR-FRONT | | | | | | | | | | | | | | | | | | | | |

| | | | | | | | | | | | | | | | | | | | | | |
|------------------|---|-----------|--------------------------------|------------|-----|-------------|-------------|----------------|-------------|-------------|--------|----------|----|------------|-------------|--------|---------|---|-----|----|-----|
| 2MECM75W6N | C/FP | C/M | C/FA | C/AJ | C/B | AW | C/DK | C/VN | 17-MAR-1992 | 30-JUN-1992 | 325037 | USA | 31 | 2B04 | 030783 | F1PZ | 12259 | C | D36 | 46 | 289 |
| AWS Claim Key: | 29787900 | Trs Code: | S07 | Labor Hrs: | 1.1 | Labor Cost: | 56.8 | Material Cost: | 60.48 | Total Cost: | 135.42 | | | | | | | | | | |
| Dir Ctl-Sch Ctl: | 11619-* | Name: | FORT MYERS LINCOLN-MERCURY INC | | | Ph: | 941-4332300 | St: | FL | City Ctl: | USA | Reg Ctl: | NA | Repr Date: | 19-DEC-1994 | Doc #: | 0-06833 | | | | |
| Cap Comments: | ENGINE HAS A SEVERE MISS...ADVISE> | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | PLUG WIRES BURNED OUT IGNITION SYSTEM - DIAGNOSE> | | | | | | | | | | | | | | | | | | | | |

Any comments? You can contact

webmaster@aws-ford.com

3/10/99 12:13 PM

WAITING FOR
CALL FROM
[REDACTED]

Left
MSG
3/11/99

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

Sunshine Auto Town vehicles
(owns both vehicles)
[REDACTED]

2/12/99

3713 8885

MUST FOLD THIS EDGE

Mini-FAX Transmittal

TO: **JOE NEME** FROM: **FARGEN**

DATE: **4-22** PAGE: **5**

PHONE: **845-5577**

FAX NO: **18147**

Case # 48

Ford Margulies Under Hood Fire Questionnaire

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

Vehicle/Customer Information

Model Year: **95** Make: **CROWN** VIN: **2FALP71W95X**

Present Vehicle Location: **FT. LAUDERDALE, FL** Who owns vehicle now: **BROWARD CTY**

Customer Name: **[REDACTED]** Phone: **[REDACTED]**

Is it ok for engineering to contact customer: **YES**

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

If so, where was cleanup performed? **N/A**

What is the general repair history of the vehicle? **NO ABNORMAL PROBLEMS**

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

Insurance Agency Info. (if applicable):

Agency Name: _____ Agency phone number: _____

Claim number: _____

Contact: _____ Phone number: _____

Incident Info

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

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

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

Was the vehicle parked or running? **PARLED** (if parked, where? (garage, carport, parking lot) **20 MINUTES**

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

Did customer notice anything unusual prior to fire? _____

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

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

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

3713 8886

Case #

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

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

Vehicle/Customer Information

Model/Year: 95 Make: CROWN VIN: 2FALP71W8SX
 Present Vehicle Location: FT Lauderdale FL 33302 Who owns vehicle now: FT. Lauderdale Police Dept
 Customer Name: FORT LAUDERDALE POLICE DEPT. Phone:

Is it ok for engineering to contact customer: OK

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

If so, where was cleanup performed? N/A

What is the general repair history of the vehicle? moderate - brake pads, other maintenance-related

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

Insurance Agency Info. (if appropriate):

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

Incident Info

Date of fire: APPX 3-31-99 Mileage: 38,393 Was the vehicle repaired? YES

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

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

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

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

Did customer notice anything unusual prior to fire?

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

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

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

3713 8887

Case # 49

1992-99 Town Car/Crown Vic/Grand Marquis/Under Hood Fire Questionnaire

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

Vehicle/Customer Information

Model Year: 94 Make: CROWN VIN: 2FALP71W9RX
 Present Vehicle Location: FT Lauderdale Who owns vehicle now: Broward City Sheriff
 Customer Name: [REDACTED] Phone: [REDACTED]

Is it ok for engineering to contact customer: OK

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

If so, where was cleanup performed? N/A

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

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

Insurance Agency Info. (if appropriate):

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

Incident Info

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

If repaired, when and where? _____

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

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

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

Did customer notice anything unusual prior to fire? _____

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

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

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

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

3713 8888