

EA02-025

FORD

10/27/03

BOOK 29 OF 61

PART 4 OF 5

BOX 23 OF 28

Case # 26

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

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

Vehicle/Customer Information

Model Year: 93 Make: Town Car VIN#: 1LHLMS1W4Y Mileage:

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

Customer Name: Phone:

Address: Mount Holly, NJ

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

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

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

What is the repair history of the vehicle? No Major

Insurance Agency information (if pertinent)

Insurance agency name: VT Manufacture Trenton 609-883-1300

Insurance agent address:

phone number:

claim number:

Incident Info

Date of Loss: Aug 10, 1997

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

Was the vehicle:
Engine on? Engine off? ✓ If off, how long was it off? 6 HR
If on, how long was it on?

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

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

Difficulty shifting out of park? No

Speed control not working? Yes

Brake warning lamp illuminated? No

Battery not holding a charge? No

Fuses blowing? No

Stop lamp inoperative? No

Other?

Did you inspect this vehicle? No

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? _____

Were the underhood fuse links blown? _____

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

What areas of the vehicle were damaged? _____

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

Does the air suspension pump show evidence of overheating? _____

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

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

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 investigators: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

Name: [REDACTED]
Address: [REDACTED]
Address: [REDACTED]
City: MOUNT HOLLY
Zip/Postal: [REDACTED]

Home Phone: [REDACTED]
Day Phone: [REDACTED]
State/Prov: NJ
Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	1LNLM81W1PY [REDACTED] ORIGINAL	1993	TOWN CAR	Individual Rtl
-	2MEBM75F9KK [REDACTED] ORIGINAL	1989	GRAND MARQUIS	Individual Rtl

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

#53 in spreadsheet

3/15/99
No Answer
Best time
→ 6:00 pm
✓ Lou Antonio Federico II

3713 8891

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#: 1LNLM8W3N Mileage: 60,000

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

Customer Name: [redacted] Phone: [redacted]

Address: [redacted] Port S. Lodi

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

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

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

What is the repair history of the vehicle? only Routine Maint.

Insurance Agency Information (if pertinent)

Insurance agency name: State Farm

Insurance agent address: Keith Mayfield 10610 South US hwy 1 Port S Lodi

phone number: 335-4014 (561)

claim number: 59-A67-840

claim # 803
(561) 489-2800

Incident Info

House Clonett Do to the House. re. garage.

Date of Loss: 12-30-97

under hood over the LF tier

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

Was the vehicle:

Engine on? _____ Engine off? ☒ If off, how long was it off? 2 hours
If on, how long was it on? _____

Moving? _____

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

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

Difficulty shifting out of park? _____

Speed control not working? _____

Brake warning lamp illuminated? _____

Battery not holding a charge? _____

Fuses blowing? _____

Stop lamp inoperative? _____

Other? NO problems with vehicle

Customer just Drove 546 mil
Pr to issue of within 2 hours

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

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? melted

Were the underhood fuse links blown? melted

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

What areas of the vehicle were damaged? all

Was there any damage to any wiring in the area where you believe the fire was started?
no

Does the air suspension pump show evidence of overheating? no

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

Don't know total

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?

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 B module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

3713 8893

VEHICLE ID: 1LNW (WVYFBBBBS) VIN: 1LNLM81W3NY Div: 3 Status: 900
 Vehicle Line: CVB Convy Deliv: 081292 Orig P-Lvl: 218 Selling Dlr: 25C160
 Order Recpt: 062392 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 100992
 Orig Sched: 072792 Rls-To Stat: FL Order Dlr: 25160 Demo Date:
 Inv Prep: 072292 Orig Int St: 080192 Orig Rls Dlr: 25160 Deliv Type: 0
 Prod Date: 073192 Curr Int St: 080192 Rls Dlr P&A: 11608 Sales Prd: 092101
 Rls Date: 073192 Dlrfin Ext: 082592 Warr Start: 100992 Cancel Sl:
 Memo Consgn: P&C Ext: 082592 WarrS-Ind: Sale Status: G
 Orig Pltbus: 073192 Advert Ext: 082592 -Date- -Dealer-
 Curr Pltbus: 073192 Slapan SS#: 9236 Shipped: 073192
 T/Name: 1 W A BARRINGER Curr Stock: 073192 25C160
 Addr: State: FL 1st-Prior:
 City: STUART N/A-Rcpt: 101392 2nd-Prior:
 Zip: Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 M81NY 4L 2 27G5015 NF S P14 3P 3 L6L P 25C160 2 Y2
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 BU H WILNL3 5 B 751A59WP
 F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

#13

[REDACTED]

Port St Lucie FL [REDACTED]

[REDACTED]

SURVEY TAKEN BY
 TAMMY BURBO
 Called - 3-11-97

Under Hood

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#: 1LNLM81W2N Mileage: 100,000 over

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

Customer Name: _____

Phone: _____

Address: _____

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

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

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

What is the repair history of the vehicle? owned 93 days

Insurance Agency Information (if pertinent)

Insurance agency name: not insured

Insurance agent address: _____

phone number: _____

claim number: _____

Incident Info

Date of Loss: 5/27/97

Where did the fire start? Engine compartment? Left hand drivers side Specific location/component? _____

Was the vehicle:

Engine on? _____ Engine off? ☒ If off, how long was it off? 3 hr.

If on, how long was it on? _____

Moving? _____

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

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

Difficulty shifting out of park? no

Speed control not working? no

Brake warning lamp illuminated? no

Battery not holding a charge? no

Fuses blowing? no

Stop lamp inoperative? no

Other? _____

CUSTOMER
SOLD VEHICLE
TO SALVAGE
YARD -

VEHICLE CAN
NOT BE
LOCATED

Did you inspect the vehicle? no

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? —

Were the underhood fuse links blown? —

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

What areas of the vehicle were damaged? —

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

Does the air suspension pump show evidence of overheating? —

Was the vehicle equipped with any aftermarket components such as car alarm or remote start?
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?
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 3/11/99

==>
VEHICLE ID: 1LNY (WVYF888888) Vin: 1LNLM81W2NY Div: 3 Status: 800
Vehicle Line: CVB Convey Deliv: 031992 Orig P-Lvl: 218 Selling Dlr: 67B724
Order Recpt: 021492 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 032892
Orig Sched: 030992 Rls-To Stat: TX Order Dlr: 67724 Demo Date:
Inv Prep: 030392 Orig Int St: 031392 Orig Rls Dlr: 67724 Deliv Type: M
Prod Date: 031092 Curr Int St: 031392 Rls Dlr P&A: 11492 Sales Prd: 092033
Rls Date: 031292 Dirfin Ext: Warr Start: 032892 Cancel Sl:
Memo Consgn: P&C Ext: 041092 WarrS-Ind: Sale Status: G
Orig Pltbus: 031292 Advert Ext: -Date- -Dealer-
Curr Pltbus: 031292 Slapen SS#: Shipped: 031292 88R978
T/Name: 9 Curr Stock: 031292 67B724
Addr: State: TX 1st-Prior:
City: AUSTIN N/A-Rcpt: 033092 2nd-Prior:
Zip: Warr-Ins-Ind: 3rd-Prior:
V.O. 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
MBINY 43 9609C9007 EB S P1 3P 2GL6L C P J67B724 0 AYZ
B 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
AI H WILNL2 8 B 2 A751A SWP BU385
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

SS
on spreadsheet
[REDACTED]
DURANT OK [REDACTED]
phone [REDACTED]

date
of
incident
7-2-97

Survey
taken
by
Con
Felicco
3/15/99

3713 8897

CQIS Report Number: VDUAA322 Program Type: Q
Report Source: MSS - FCSD - QSPS

Orig Rpt #: 134596-97
Report Date: 04/21/1997

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

VEHICLE: 1992 TOWN CAR, STAND, SEDAN
Engine: 4.6L ROMEO BASE EFI
Operating Environ:
Vehicle Use:

VIN: 1LWLM81WENY
Odometer: 56,802 MILES
WCC: 5F07
Rsp. Act:

SYMPTOM: 7 04 2 45 UNKNOWN SOURCE CONCERNS
SMOKE

FIRE/SMOKE
UNDERHOOD

Additional Symptom:

Other Veh. With Concern:

Severity Rating - Customer:

Engineering:

Causal Component:

2A574

SWITCH ASY LOW AIR P

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Images: 0

Component Test Status:

Return Log:

Vehicle Fixed?: YES

Customer satisfied?:

Repair Effectiveness (%): 100

C O M M E N T S

---TYPE---

COMMENT TEXT

CONCER

THERE WAS SMOKE FROM UNDER THE HOOD.

REPAIR

THE BRAKE PRESSURE SWITCH CAUGHT ON FIRE AND BURNT THE WIRING WITH THE KEY OFF. PREVIOUS VEHICLES WITH FIRES STARTING IN THIS AREA WERE BURNT TO THE DEGREE THAT WE COULD ONLY GUESS WHAT CAUSED THE FIRE. THIS VEHICLE FIRE STOPPED SOON ENOUGH. WE REPLACED THE BRAKE PRESSURE SWITCH.

AUDIT

04/23/1997 10:25AM DATA ENTRY

MSS - FCSD - QSPS

SYMPTOM 3 01 0 00

CHANGED TO 7 04 2 45

BY NBAK2R6

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:

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

Repair

Type

Component Number

Number

Type

Description

Causal

Comp.

RPL

2A574

SERVICE

SWITCH ASY LOW AIR P

YES

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

Vehicle Build Date:

04/07/1992

Warranty Start Date:

10/02/1992

Date of Sale:

10/02/1992

Selling Dlr (Mkt, Dlr, Sub):

11627

Dealer Special Order:

Gross Vehicle Weight:

LH/RH Drive:

E N G I N E

Engine: 4.6L ROMEO BASE EFI

Tag: 2G

812 BA

Bld Dt:

Calb:

218JR05 A

Serial #: W

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

Trans: AOD-E 4SP ELEC O/D

Part #:

Bld Dt:

Serial #:

Model:

Plt:

Shift:

ENG OFF

UNDERHOOD

9F924

3713 8898

CQIS Report Number: VDUA322 Program Type: Q
Report Source: MSS - PCSD - QSFS

Orig Rpt #: 134596-97
Report Date: 04/21/1997

----- A X L E -----
Axle: 8.8 3.08 CONVENTIONAL Id Tag Code: Bld Dt:
Serial #: Plt:

----- A D D I T I O N A L -----
Tire : P215/70R15 WSW Brand :
Radio : ELETR PREMIUM AM/FM STRO/CSTE A/C : ATC AIR CONDITIONER
Paint : BLUE EXTERIOR PAINT FAMILY ----- CLEAR CRISTAL BLUE FROST 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 : GEORGE TAYLOR Title: OTHER

Rpair Dlr: 11627 - Ft Lauderdale L-M Inc Ph#: (954) 779-2060
City: Ft Lauderdale State : Florida
Country: UNITED STATES Region : Orlando - 24

Claim #/Date : 129844

Customer name : STEED CORULLA City :

----- 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
04/22/1997	VDVAA114	EDSR	ELECT.	VALVE-FRT DISC BRK P	11627

--- S U P P L E M E N T A L S U R V E Y : NONE ---

----- 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) -----

Repair Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rpr Causl	Service Pfx	Part Number	Labor Base	Sfx	Operation
11627	04/21/1997		56802						

CSQI500

CQIS Indicator Summary

12/08/98 15:35:04

-->

1 of 1

Rpt#: VDOAA322 EDSR --or-- Q 134596-97 Rpt: 04/23/1997 Odom: 56,802 M
Hwd: File: Folder: Images: 0 Print Smg/Disp Detail(P/D):
Vehicle: 1992 TOWN CAR, STAND, SEDAN 1LN1MB1W8NY Bld: 04/07/1992
Engine: 4.6L ROM B Calb: 218JRD5A Trans: AOD-E Axle: 8.8 3.08C A/C: YES
Dealer Id: 11627 Ft Lauderdale L-M Inc Ph#: (954) 779-2060
State: Florida City: Ft Lauderdale Orig/Caller: GEORGE TAYLOR
Symptom: 7 04.2 45 UGN SRC, FIRE/SMOKE, SMOKE, UNDERHOOD
Addl Sym: Status: CCRG: A Sta: 04/28/1997
Fix: Y Caus. Comp: SWITCH ASY LOW AIR P -- RPL Condition Code:

Region Code: 24 Region Name: Orlando - 24

CONCER THERE WAS SMOKE FROM UNDER THE HOOD.
REPAIR THE BRAKE PRESSURE SWITCH CAUGHT ON FIRE AND BURNT THE WIRING WITH THE
KEY OFF. PREVIOUS VEHICLES WITH FIRES STARTING IN THIS AREA WERE BURNT
TO THE DEGREE THAT WE COULD ONLY GUESS WHAT CAUSED THE FIRE. THIS
VEHICLE FIRE STOPPED SOON ENOUGH. WE REPLACED THE BRAKE PRESSURE
SWITCH.

AUDIT 04/23/1997 10:25AM DATA ENTRY5 MSS - FCSD - QSFS
F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
I0058-MORE DATA AVAILABLE. PLEASE PRESS F4 TO SCROLL DOWN. LPCVOC5

3713 6900

Rpt#: VDLAA322 EDER --or-- Q 134596-97 Rpt: 04/23/1997 Odom: 56,802 M
Rwd: File: Folder: Images: 0 Print Sny/Disp Detail (P/D):
Vehicle: 1992 TOWN CAR, STAND, SEDAN 1LNLM81W8N Bld: 04/07/1992
Engine: 4.6L ROM B Calb: 218JR05A Trans: AOD-B Axle: 8.8 3.08C A/C: YES
Dealer Id: 11627 Ft Lauderdale L-M Inc Ph#: (954) 779-2060
State: Florida City: Ft Lauderdale Orig/Caller: GEORGE TAYLOR
Symptom: 7 04 2 45 UTM SRC, FIRE/SMOKE, SMOKE, UNDERHOOD
Addl Sym: Status: CCRG: A Sts: 04/28/1997
Fix: Y Caus. Comp: SWITCH ASY LOW AIR P -- RPL Condition Code:

Region Code: 24 Region Name: Orlando - 24

AUDIT 04/23/1997 10:25AM DATA ENTRY5. MBS - FCSD - QSFS
SYMPTOM 3 01 0 00 CHANGED TO 7 04 2 45 BY NBAKER6

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
I0018-BOTTOM OF DATA LSCVOC5

3713 8901

CQIS Report Number: WJIAA135 Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: 225951-98
Report Date: 10/09/1998

REPORT SUMMARY

VEHICLE: 1993 TOWN CAR, SIGN, SEDAN
Engine: 4.6L ROMEO BASE EFI
Operating Environ:
Vehicle Use:

VIN: 1LNLM82W0P
Odometer: 51,500 MILES
WCC: 5D05
Rsp. Act:

SYMPTOM: 3 01 0 00 CHASSIS

OTHER (CODE NOT AVAILABLE)

SERVICE BRAKE SYSTEM

OTHER (CODE NOT AVAILABLE)

Additional Symptom:

Other Veh. With Concern:

Severity Rating - Customer:

Engineering:

Causal Component:

2B264

SWITCH BRK PRES WRN L

Causal Factor:

Feature:

LOC:

Causal Condition:

Photo:

Images: 0

Component Test Status:

Return Log:

Vehicle Fixed?: YES

Customer satisfied?:

Repair Effectiveness (%): 100

COMMENTS

--TYPE--

COMMENT TEXT

CONCERN

INITIALLY THE CUSTOMERS CONCERN WAS THAT THE VEHICLE WOULD NOT COME OUT OF PARK. WHILE IN THE DEALERSHIP, AN UNDERHOOD FIRE STARTED, CAUSED BY A LEAKING BRAKE FLUID THROUGH THE SWITCH INTO THE CONNECTOR. REPLACED THE SPEED CONTROL SWITCH AND CONNECTOR. REPLACED THE STOP LAMP SWITCH FOR THE ORIGINAL CUSTOMERS CONCERN. PER TECHNICIAN, THIS IS THE THIRD UNIT THAT HAD AN UNDERHOOD FIRE THAT APPEARED TO ORIGINATE FROM THIS AREA. THE OTHER TWO WERE TOO DAMAGED TO DETERMINE THE SPECIFIC LOCATION OF THE POINT OF THE ORIGIN. THE SWITCH AND CONNECTOR ARE PRESENTLY IN MY POSSESSION IN THE MEMPHIS REGIONAL OFFICE.

AUDIT

10/14/1998 09:56AM BRENDA WENDEL

MSS - FCSD - QSFS

DEALER ID 68523

CHANGED TO 12098

BY BWENDEL

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?:

Ease of Diagnosis:

Level of Assistance:

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?

SERVICE ACTIONS

Repair

Type

Component Number

Number

Type

Description

Causal

Comp.

RPL

2B264

SERVICE

SWITCH BRK PRES WRN L

YES

VEHICLE DETAILS

Vehicle Build Date:

09/10/1992

Warranty Start Date:

02/08/1993

Date of Sale:

02/08/1993

Selling Dlr (Mkt, Dlr, Sub):

12098

Dealer Special Order:

Gross Vehicle Weight:

LH/RH Drive:

ENGINE

Engine: 4.6L ROMEO BASE EFI

Tag: 3G

812 AA

Bld Dt:

Calb: 318JR10 A

Serial #: W

END OF

UNDERHOOD

95934

CQIS Report Number: WJIAA135 Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: 225951-98
Report Date: 10/09/1998

--- TRANSMISSION ---

Trans: AOD-E 4SP ELEC O/D

Part #:

Bld Dt:

Serial #:

Model:

Plt:

Shift:

--- AXLE ---

Axle: 8.8 3.08 CONVENTIONAL

Id Tag Code:

Bld Dt:

Serial #:

Plt:

--- ADDITIONAL ---

Tire : P215/70R15 WSW

Brand :

Radio : ELETR PREMIUM AM/FM STRO/CSTE

A/C :

ATC AIR CONDITIONER

Paint : BLUE EXTERIOR PAINT FAMILY

AQUAMARINE FROST C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : KENNETH DYTRI Title: OTHER

Repair Dlr: 12098 - SCHILLING L-M/MENDENHALL INC Ph: (901) 794-4000

City: Memphis

State : Tennessee

Country: UNITED STATES

Region : Memphis - 23

Claim #/Date : LICS777 07/19/1998

Customer name : [REDACTED]

City :

----- CQIS VIN HISTORY -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

3312AH GRP: DP INFORMATION CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: A1 CONTACT NBR: 109217952 OPENED: 12/02/1997
VIN: 1LNLM82W1NY ENGINE: W CLOSED: 12/02/1997

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: BOCA RATON STATE: FL ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 92 MODEL: TOWN CAR

MILEAGE: 47000 WSD:

DEALER NAME: MARGATE LINCOLN-MER SALES CODE: 325256 P & A: 11838

CAUSAL CODES: 0709 0404 SYMPTOMS: 704245 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:

1997/12/02

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- FRIEND CALLING ON BEHALF OF CUSTOMER, OBTAINED 800 NUMBER FROM
PREVIOUS CALLS TO LCAC

- SHIFTER LEVER WOULD NOT GO OUT OF PARK GEAR

- HAD VEHICLE TOWED TO THE DEALERSHIP FOR REPAIR, NOT SURE OF REPAIR DATE OR
WHAT WAS REPAIRED

- STILL EXPERIENCED A CONCERN, HAD VEHICLE TOWED BACK AGAIN, REPLACED A WIRE

- ON 11/29/97, VEHICLE WAS PARKED AND TURNED OFF

- NOTICED AFTER VEHICLE HAD BEEN PARKED FOR AWHILE THAT SMOKE AND FLAMES WERE
COMING FROM UNDER THE ENGINE, VEHICLE WAS TOTALLED

- NO ONE WAS INJURED

- FIRE DEPARTMENT WAS CONTACTED

- ALLSTATE INSURANCE COMPANY HAS BEEN CONTACTED AND WERE SUPPOSED TO PICK UP
THE VEHICLE ON 12/1/97

- BELIEVES REPAIRS PERFORMED BY THE DEALERSHIP CAUSED THE VEHICLE TO CATCH ON
FIRE

PER CUSTOMER, DEALER SAYS:

- NO CONTACT.

CUSTOMER SEEKS:

OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXCARTG

END OF

UNDER HOOD

SWITCH

POSSIBLE 9F924

3713 8904

=====

3718MB	LEGAL CONTACT		VEH TYPE: CAR
CHICAGO	41 ZN/TR: C1	CONTACT NBR: 105801809	OPENED: 07/26/1995
VIN: 1LNLM81W9PY		ENGINE: W	CLOSED: 08/22/1995

=====

1995/08/21

THIS IS THE CLOSING COMMENT

I RECONTACTED CUSTOMER AND ADVISED THAT WE WILL BE UNABLE TO COVER THE COST OF REPAIRS DUE TO THE FIRE INSPECTION BEING UNABLE TO DETERMINE THE CAUSE OF THE FIRE. NO FURTHER ACTION IS REQUIRED AT THIS TIME. MMT.

1995/08/22

CONTACT CLOSING APPROVED

OK TO CLOSE. WJC

1995/08/31

LETTER FROM ATTORNEY DATED 8/22/95 WAS RECEIVED BY LEGAL ON 8/29/95

ATTORNEY WRITES:

-THEY HAVE BEEN RETAINED TO ADDRESS THIS PROPERTY DAMAGE ISSUE WITH FORD.

**

ATTORNEY SEEKS:

-TO SPEAK TO FOMOCO'S INSURANCE CARRIER ABOUT THIS CONCERN

**

LETTER FAXED TO MARK TYL AT THE REGION FOR REVIEW.

ATTORNEY'S NAME:

KIRK MOYER

312-725-2222

1995/09/06

MICRO ADDED

OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXLGLTG

3713 8906

```

34215M          LEGAL CONTACT          CASE NBR: 1348372578
41              CHICAGO          ZONE:  51          OPENED: 09/14/1993
VIN:            1LNLM82W6PY          CLOSED: 09/14/1993
=====
LAST NAME:      [REDACTED]          STATUS: CLOSED
TITLE:          [REDACTED]          FIRST NAME:  [REDACTED]          MI:  [REDACTED]
ADDRESS:        [REDACTED]
CITY:           NAPERVILLE          STATE:      IL          ZIP:      [REDACTED]
HOME PHONE:     [REDACTED]
MODEL YEAR:     1993                 MODEL:      TOWN CAR SIGNATURE 4DR
MILEAGE:        83508

```

REASON CODES: 0709 SYMPTOMS: 704245
ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
ACTION DATA: CONTACT PERSON SHEILA RIDDELL'S VOICE MAIL(S)
COMMENTS:
1998/09/14

09.40.37 ***LPA OPENING LEGAL DUE TO DEALER REQUEST FOR CONSUMER AFFA
IRS REVIEW RECEIVED VIA FACSIMILE***REPORT INDICATES: THE
VEHICLE CAUGHT FIRE ON 7-23-88. INSURANCE CO IS CURRENTLY
INVESTIGATING, THERE WAS NO PERSONAL INJURY, NO MEDICAL ATT-
ENTION SOUGHT. A POLICE REPORT WAS FILED IN AURORA, IL.
STATE FARM IS THE INSURANCE CO AND HAS BEEN CONTACTED. THE
CONTACT PERSON AT STATE FARM IS: RANDY EMS @ (630) 820-5600
ACCIDENT DETAILS: ENGINE CAUGHT FIRE WHILE THE ENGINE WAS
TURNED OFF.**PER ATTACHMENT, CUSTOMER IS SEEKING: A TRADE-
ASSISTANCE FOR A 1998 LINCOLN TOWN CAR AND REIMBURSEMENT FOR
RENTAL VEHICLE FEES.***

09.43.55 ***LPA MADE OBC TO DEALER AND APOLOGIZED FOR THE DELAY OF
ACKNOWLEDGING THE INFORMATION RECEIVED.***PER SERVICE MGR:
CUSTOMER WANTS A TRADE-ASSISTANCE FOR A 1990 LINCOLN AND HAS
CHOSEN THE NEW VEHICLE AS OF LAST WEEK.***THE VEHICLE IS TOT
ALED AND DEALER DOES NOT KNOW WHERE THE VEHICLE IS CURRENTLY
LPA WILL CALL CUSTOMER***

09.45.24 ***LPA MADE CBC TO CUSTOMER AT OFFICE AND AT HOME***CUSTOMER
WAS NOT AVAILABLE. LPA LEFT MESSAGES ON BOTH HOME AND OFFICE
VOICE MAILS WITH A RETURN CALL NUMBER***

1998/09/15

12.26.11 ***LPA UPDATING***MET WITH SENIOR ANALYST (ACHABOT) AND HAVE DETERMINED THAT CUSTOMER SHOULD REFER TO HER INSURANCE CO. DUE TO THE AGE AND MILEAGE OF THE VEHICLE.**THERE ARE NO OPEN RECALLS/ONPS ON THE VEHICLE, CUSTOMER IS BEYOND ANY CRITERIA FOR ASSISTANCE***

12.29.36 ***LPA MADE OEC TO CUSTOMER AND LEFT A VOICE MESSAGE AT WORK
STATING THERE ARE NO OPEN RECALLS, GAVE THE RECALL HISTORY.

OWNER RELATIONS

12/08/1998 MMFAKERG

ENG OFF

UNCLASSIFIED

3713 8907

Did you inspect the vehicle? BRIEFLY, SHE NOTICED THE FIRE STARTING NEAR FUSE BOX

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? NO

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

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

SHE DOESN'T KNOW

Does the air suspension pump show evidence of overheating? NO

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

NONE

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

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

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

CUSTOMER NO LONGER OWNS VEHICLE

Insurance agency STATE FARM, INVESTIGATIVE AGENT CLASH UNIT
JOHN KESSLER #630-406-5061
CLAIM # 139037166

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

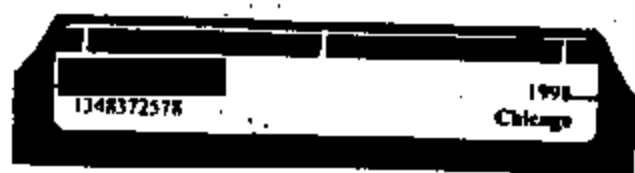
Other suspect parts

STATE
FARM
HAS APPROVED
INSPECTION

Insurance Agent must be present } VEHICLE LOCATED
280 EAST SULLIVAN RD
AURORA IL 60505
630-896-5300

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

3713 8908



3713 8909

SFCHIDMA

09/14/98 05:10:18 Issue Detail

09/15/98 12:32:40

VIN: 1LNLM82W6P Year: 1993 Model: TOWN CAR
Name:
VLC: Case: 1348372578
Symptom: FIRE/SMOKE SMOKE UNDERHOOD
Reason: LEGAL - FIRE
Dealer: 342415 FAIR OAKS LINCOLN-MERCURY INC
Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORIS Contact: N

A ACTION Action Action
C DATE Origin Description

09/14/98 CALGL OPEN LEGAL CONTACT - PRODUCT LIABILITY
09/14/98 CALGL MAKE OUTBOUND CALL TO DEALER
09/14/98 CALGL MAKE OUTBOUND CALL TO CUSTOMER
09/15/98 CALGL UPDATE/ADDCO CASE
09/15/98 CALGL MAKE OUTBOUND CALL TO CUSTOMER
09/15/98 CALGL DENY ASSISTANCE - REFER TO INSURANCE CARRIER

F1-Help F2-AddAction F4-ActionDetail F6-DealerInfo
F7-Prev F8-Next F9-ViewMORIS F11-Menu F12-Return
MORE RECORDS AVAILABLE LPREL71:

3713 8910

SFCHDMA

09/15/98 05:42:57 Issue Detail

09/15/98 12:32:47

==>

VIN: 1LNLM82W6PY Year: 1993 Model: TOWN CAR
Name: [REDACTED]
VLC: Case: 1348372578
Symptom: FIRE/SMOKE SMOKE UNDERHOOD
Reason: LEGAL - FIRE
Dealer: 342415 FAIR OAKS LINCOLN-MERCURY INC
Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: Y

A ACTION Action Action
C DATE Origin Description

09/15/98 CALGL DENY ASSISTANCE - REFER TO INSURANCE CARRIER
09/15/98 CALGL FINAL CASE DISPOSITION

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL711

3713 8911

0924 548 2580



Ford Customer Service Division
Ford Motor Company
September 15, 1998

300 Renaissance Center
P.O. Box 43388
Detroit, Michigan 48243

Ms. Sheila Riddell
1943 Phaeon Ct.
Naperville, IL 60565-2410

Re: 1993 Lincoln Town Car
VIN: 1LNLM82W6P4

Dear [REDACTED]

This is in response to our phone conversation September 14, 1998, regarding your 1993 Lincoln Town Car. I left a message on your voice mail regarding this matter as well.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after the purchase of your vehicle.

Our records do not indicate that there are any open recalls or Owner Notification Programs on your vehicle that may be related to the fire which occurred on July 23, 1998. Due to the age and mileage of your vehicle, we regret to advise that we are unable to provide any assistance with the purchase of a new vehicle.

Any damage as a result of a situation such as the one you described is normally handled by your insurance carrier. If your insurance carrier determines that there is manufacturer liability, they will file a subrogation claim against us.

Thank you for bringing this matter to our attention and letting us review your situation.

Sincerely,

Julie Ann Bawol
Consumer Affairs Section
Owner Relations Operations

cc: Fair/Date Lincoln-Mercury Dealership



3713 8912

Name: [REDACTED]
 Address: [REDACTED]
 Address: [REDACTED]
 City: NAPERVILLE
 Zip/Postal: [REDACTED]

Home Phone: [REDACTED]
 Day Phone: [REDACTED]
 State/Prov: IL
 Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
	1LNLM82W6PY614995	1993	TOWN CAR	Individual Rcl
	SUBSEQUENT			Y

vehicle info

F1-Help F2-IssueList F5-AddIssue F7-Prev F8-Next F9-ESP
 F10-WarrHistory F11-Manu F12-Return F13-Recall/ONP F14-SpecialCoverage
 NO MORE RECORDS AVAILABLE LPREL711

9-14-98 made o/c to cust & to dealer.

spoke directly w cust. - no injuries

ins. co has a check for the cust once the title is given to them.
 & wiring harness - defective acc. to insurance co. inspection

9-15-98 made o/c to customer

no recalls/ONPs

refer to insurance co.

9-15-98 spoke w Natl @ dealer

SFCHDPMA

0924

0548 0532
Dealer Information

09/14/98 09:45:33

DEALER: 342415 FAIR OAKS LINCOLN-MERCURY INC
Address: 301 NORTH BOLINGBROOK DRIVE
City: BOLINGBROOK
State/Prov: IL ZIP/Postal: 60440
Country: USA Trained: Y
Dlr Phone: 630 759 4500
Svc Phone: FAX 759 5570
Svc Hours: 7:30-6:00 MON-FRI SAT 8:00-12:00
Directions:

P&A Code: 10533
Sales Region: 42 CHICAGO
Sales Zone: C
PCSD Region: 41 CHICAGO
Market: B1
Market Area:
UPDATED

A

C POSITION

Employee Name

FINANCE & INSUR MANAGER

HAPNER, JAY R

PARTS & SERVICE DIRECTOR

WELDON, RODNEY W

SALES MANAGER

HARRIS III, ELMER

SERVICE MANAGER

MICHELSEN, PAUL

F1=Help

F2=IssueList

F7=Prev

F8=Next

F11=Menu

F12=Return

NO MORE RECORDS AVAILABLE

LPREL711

dealer info

3713 8914

SPCHSCMA

0324 Customer List 3

09/14/98 09:29:35

==>

VIN: 1LNLM82W6PY CASE: HOME PHONE:
LAST NAME: ZIP/POSTAL: CTRY:

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
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NAPERVILLE

IL

USA

cust. info

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

F4-UpdCustInfo
F11-Menu

F5-AddCustIssue
F12-Return

LPREL711

3713 8915

SFCHADMA

09:24 07:08 25:24

Action Detail

09/14/98 09:45:51

VIN: 1LNLM82W6PY Year: 1993 Model: TOWN CAR
Name: [REDACTED]
VLC: Case: 1348372578
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD
Reason Desc: LEGAL - FIRE
Dealer: 342415 FAIR OAKS LINCOLN-MERCURY INC
Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
Comm Type: ML MAIL Odometer Reading: 83508 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 09/14/98 Action Data: N
Action Time: 09:40:37 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments: ***LFA OPENING LEGAL DUE TO DEALER REQUEST FOR CONSUMER AFFA
IRS REVIEW RECEIVED VIA FACSIMILE***REPORT INDICATES: THE
VEHICLE CAUGHT FIRE ON 7-23-98. INSURANCE CO IS CURRENTLY
INVESTIGATING. THERE WAS NO PERSONAL INJURY, NO MEDICAL ATT-
ENTION SOUGHT. A POLICE REPORT WAS FILED IN AURORA, IL.
STATE FARM IS THE INSURANCE CO AND HAS BEEN CONTACTED. THE
F1=Help F2=ActionData F4=PrevAction F5=NextAction
F9=PrevComments F10=NextComments F11=Menu F12=Return
MORE COMMENTS AVAILABLE LPREL711

3713 8916

SFCHADMA

09/14/98 Action Desc: 1348372578

09/14/98 09:48:55

VIN: 1LNLM82WEPY Year: 1993 Model: TOWN CAR
Name: [REDACTED]
VLC: Case: 1348372578
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD
Reason Desc: LEGAL - FIRE
Dealer: 342415 FAIR OAKS LINCOLN-MERCURY INC
Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
Comm Type: ML MAIL Odometer Reading: 83508 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 09/14/98 Action Data: N
Action Time: 09:40:37 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments: STATE FARM IS THE INSURANCE CO AND HAS BEEN CONTACTED. THE
CONTACT PERSON AT STATE FARM IS: RANDY EMS @ (630) 820-5600
ACCIDENT DETAILS: ENGINE CAUGHT FIRE WHILE THE ENGINE WAS
TURNED OFF.**PER ATTACHMENT, CUSTOMER IS SEEKING: A TRADE-
ASSISTANCE FOR A 1998 LINCOLN TOWN CAR AND REIMBURSEMENT FOR
RENTAL VEHICLE FEES.***

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

LPREL711

3713 8917

SFCHREMA

09/14/98 09:29:33

09/14/98 09:29:33

VIN: 1LNLM82W6PY
WSD: 09/15/92

Year: 1993

Model: TOWN CAR
Build Date: 08/27/92

A	-----Campaign-----	Status	Dealer
C	Number Type Description Status	Date	Code
	94B56 O ANTI-THEFT COMPLETE	03/16/95	10533
	95B64 O RANGE SENSOR COMPLETE	01/22/96	10533
	96L12 L PASS AIR BAG FORCED COMPLETION	01/22/98	AUTOC

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

F11=Menu F12=Return

LPR2L711

3713 8918

1.5-

While waiting for resolution of this situation
I have also incurred expenses of over \$2000.
in medical fees.

1477MP LEGAL CONTACT VEH TYPE: CAR
HOUSTON 57 ZVTR: D1 CONTACT NBR: 108734847 OPENED: 08/01/1997
VIN: 1LNLM81W6N ENGINE: W CLOSED: 08/08/1997

LAST NAME: FIRST NAME: STATUS: CLOSED

TITLE: MI:

ADDRESS:

CITY: VICTORIA STATE: TX ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 92 MODEL: TOWN CAR

MILEAGE: 68000 WSD:

DEALER NAME: LEONARD KOVAR FORD SALES CODE: 152248 - P & A: 04486

CAUSAL CODE: 0709 SYMPTOMS: 203000 205000

ORIGIN: GO TRANS REGION: 52 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:

1897/08/01

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-MAY 17, 1997

-CAR SHORTED OUT

-STARTED ABOVE THE LEFT FRONT TIRE

-DETERMINED BY STATE FARMS INSURANCE INVESTIGATOR

-STATE FARM SAID COULD HAVE A COPY OF INVESTIGATORS REPORT IF NEEDED

-CAUSED A FIRE IN THE GARAGE

-THE ATTICK ALSO WENT UP IN THE FIRE

-NO ELECTRICITY IN HOUSE

-FIRE DEPT, POLICE DEPT WAS THERE

-CURRENTLY AT A RENTAL HOUSE

-IN APRIL HAD JUST PAID OFF CAR

-HAD JUST PAID OFF HER CAR

-WAS BEAUTIFUL CAR

-BROTHERS LAWYER DOES NOT WANT TO INVOLVE HIM

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-WANTS A CAR AND NO CAR PAYMENTS

CAC ADVISED:

-NO RECALLS

-HAVE DOCUMENTED YOUR CONCERN AND WILL FORWARD IT ON TO APPROPRIATE DEPT.

-INVESTIGATES

-MAKES DECISION

-INFORMS CUSTOMER/ATTORNEY

OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAX/LGLTG

BUILD
5/5/92

UNDER NOT

PRIS. ENG OFF,

REPORT : 12/08/98

MASTER OWNER RELATIONS SYSTEM #

20.17.01

=====

1477MP	LEGAL CONTACT	VEH TYPE: CAR
HOUSTON	57 ZNTR: D1	CONTACT NBR: 105734847
VIN: 1LNLM8TW8N	ENGINE: W	OPENED: 08/01/1997
		CLOSED: 08/06/1997

=====

1997/08/06

###THIS IS THE CLOSING COMMENT

CONTACTED CUSTOMER, WHO SAID HOMEOWNER'S INSURANCE IS TAKING CARE OF PROPERTY DAMAGE; HOWEVER, CAR INSURANCE IS ONLY GIVING HER \$12,000, WHICH SHE DOES NOT FEEL IS ENOUGH. ADVISED CUSTOMER THAT FORD CANNOT ASSIST IN THIS MATTER; FIRE IS NOT COVERED BY WARRANTY, IT IS AN INSURANCE MATTER. IF INSURANCE COMPANY FEELS THERE IS MANUFACTURER LIABILITY, THEY WILL SUBROGATE. CUSTOMER SAID SHE WILL SUE. NO FURTHER ACTION NECESSARY AT THIS TIME.

OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXLGLTG

3713 8923

REPORT : 12/08/98

MASTER OWNER RELATIONS SYSTEM II

20.17.01

1472MP LEGAL CONTACT VEH TYPE: CAR
 HON 37 2NTR 01 CONTACT NBR: 106734847 OPENED: 06/01/1987
 VIN: 1LNLM81W8NY ENGINE: W CLOSED: 06/06/1987

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

ADDRESS:
 CITY: VICTORIA STATE: TX ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 92 MODEL: TOWN CAR
 MILEAGE: 58000 WSO:

DEALER NAME: LEONARD KOVAR FORD SALES CODE: 162246 P & A: 04486
 CAUSAL CODE: 0709 SYMPTOMS: 203000 205000
 ORIGIN: GO TRANS REGION: 52 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:

12/08/01

*** NAVIS SUBSEQUENT ***

CUSTOMER SAYS:

-MAY 17, 1987
 -CAR SHORTED OUT
 -STARTED ABOVE THE LEFT FRONT TIRE
 -DETERMINED BY STATE FARM'S INSURANCE INVESTIGATOR
 -STATE FARM SAID COULD HAVE A COPY OF INVESTIGATORS REPORT IF NEEDED
 -CAUSED A FIRE IN THE GARAGE
 -THE ATTICK ALSO WENT UP IN THE FIRE
 -NO ELECTRICITY IN HOUSE
 -FIRE DEPT, POLICE DEPT WAS THERE
 -CURRENTLY AT A RENTAL HOUSE
 -IN APRIL HAD JUST PAID OFF CAR
 -HAD JUST PAID OFF HER CAR
 -WAS BEAUTIFUL CAR
 -BROTHERS LAWYER DOES NOT WANT TO INVOLVE HIM

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-WANTS A CAR AND NO CAR PAYMENTS

CAC ADVISED:

-NO RECALLS
 -HAVE DOCUMENTED YOUR CONCERN AND WILL FORWARD IT ON TO APPROPRIATE DEPT.
 -INVESTIGATES
 -MAKES DECISION
 -INFORMS CUSTOMER/ATTORNEY
 OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAX/LGLTG

noB ENGINE OFF

REPORT 12/08/98 MASTER OWNER RELATIONS SYSTEM II 20:17:01

14771MP LEGAL CONTACT VEH TYPE: CAR
HOUSTON 57 ZWTR 01 CONTACT NBR: 108734847 OPENED: 08/01/1997
VIN: 1LNLM81W8N ENGINE: W CLOSED: 08/06/1997

1997/06/08

***THIS IS THE CLOSING COMMENT

CONTACTED CUSTOMER, WHO SAID HOMEOWNERS INSURANCE IS TAKING CARE OF PROPERTY
DAMAGE: HOWEVER, CAR INSURANCE IS ONLY GIVING HER \$12,000, WHICH SHE DOES NOT
FEEL IS ENOUGH. ADVISED CUSTOMER THAT FORD CANNOT ASSIST IN THIS MATTER: FIRE
IS NOT COVERED BY WARRANTY. IT IS AN INSURANCE MATTER. IF INSURANCE COMPANY
FEELS THERE IS MANUFACTURER LIABILITY, THEY WILL SUBROGATE. CUSTOMER SAID SHE
WILL SUE. NO FURTHER ACTION NECESSARY AT THIS TIME.
OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXLGLTG

SFCHMCMA

Action Detail

12/13/98 08:30:51

==>

VIN: ILNLMB1W6N2 Year: 1992 Model: TOWN CAR
Name:
VLC: Contact: 108734847
Symptom: 203000,205000
Reason: 0709
Dealer: 152246 LEONARD KOVAR FORD COMPANY
Issue Type: 5 LEGAL Issue Status: 2 CLOSED
Comm Type: P PHONE Odometer Reading: 058000 MI
Analyst: 1477MP PEREZ Document Number:
Action Date: 08/01/97 Action Date: Y
Action Time: 10:03:47 EST
Origin Desc: DO
Action Desc:
Comments: -NO ELECTRICITY IN HOUSE
-FIRE DEPT, POLICE DEPT WAS THERE

F1-Help F2-ActionData F4-PrevAction F5-NextAction F9-PrevComments
F10-NextComments F11-Menu F12-Return F13-PrevContact F14-NextContact
NO MORE COMMENTS AVAILABLE LPREL10

3713 8926

SPCHMOMA

Action Detail

12/18/93 08:31:19

==>

VIN: 1LNRLN61W6NY Year: 1992 Model: TOWN CAR

Name:

VLC:

Contact: 108734847

Symptom: 203000,205000

Reason: 0709

Dealer: 152246 LEONARD KOVAR FORD COMPANY

Issue Type: S LEGAL Issue Status: 2 CLOSED

Comm Type: P PHONE Odometer Reading: 058000 MI

Analyst: 1477MP PEREZ Document Number:

Action Date: 08/01/97 Action Data: Y

Action Time: 10:03:47 EST

Origin Desc: DO

Action Desc:

Comments: -DETERMINED BY STATE FARMS INSURANCE INVESTIGATOR
-STATE FARM SAID COULD HAVE A COPY OF INVESTIGATORS REPORT I
F NEEDED
-CAUSED A FIRE IN THE GARAGE
-THE ATTICK ALSO WENT UP IN THE FIRE
-NO ELECTRICITY IN HOUSE

F1=Help F2=ActionData F4=PrevAction F5=NextAction F9=PrevComments

F10=NextComments F11=Menu F12=Return F13=PrevContact F14=NextContact

MORE COMMENTS AVAILABLE

LPR6L10

3713 8927

SFCHMCMA

Action Detail

12/18/93 08:31:24

VIN: ILNLMS1W6NY Year: 1992 Model: TOWN CAR

Name:

VLC:

Contact: 108734847

Symptom: 203000,205000

Reason: 0709

Dealer: 152246 LEONARD KOVAR FORD COMPANY

Issue Type: 5 LEGAL

Issue Status: 2 CLOSED

Comm Type: P PHONE

Odometer Reading: 058000 MI

Analyst: 1477MP PEREZ

Document Number:

Action Date: 08/01/97

Action Data: Y

Action Time: 10:03:47 EST

Origin Desc: DO

Action Desc:

Comments: *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-MAY 17, 1997

-CAR SHORTED OUT

-STARTED ABOVE THE LEFT FRONT TIRE

-DETERMINED BY STATE FARMS INSURANCE INVESTIGATOR

F1=Help

F2=ActionData F4=PrevAction F5=NextAction F9=PrevComments

F10=NextComments F11=Menu

F12=Return

F13=PrevContact F14=NextContact

MORE COMMENTS AVAILABLE

LPREL10

3713 8928

(use TI - 1)

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: 1LNLM61W6 Mileage: 48,000

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

Customer Name: _____ Phone: _____

Address: _____ Victim, TX _____

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

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

What is the repair history of the vehicle? install a phone

Insurance Agency information (if pertinent)

Insurance agency name: State Farm Ins
Insurance agent address: 1405 E. McKinley Blvd, Victim TX
phone number: 572 1000 (ext)
claim number: _____

Incident Info

Date of Loss: May 17, 1997

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

Was the vehicle:
Engine on? _____ Engine off? ☒ If off, how long was it off? 2 hours
If on, how long was it on? _____

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

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

Difficulty shifting out of park? _____

Speed control not working? _____

Brake warning lamp illuminated? _____

Battery not holding a charge? _____

Fuses blowing? _____

Stop lamp inoperative? _____

Other? hard to start (delay)

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 side, left rear side, door,

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

Inside Compartment

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?

None (phone)

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?

Don't know what car is

For inspectors: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

REPORT : 12/08/1998

MASTER OWNER RELATIONS SYSTEM III

22.55.57

=====

ARMATO	52	DALLAS	ZONE: H2	CASE NBR: 0556522678
VIN: 1LNLM82W7NY				OPENED: 12/07/1998
				CLOSED: 12/07/1998

=====

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: BEAUMONT	STATE: TX	ZIP: 77705
HOME PHONE: [REDACTED]		
MODEL YEAR: 1992	MODEL: TOWN CAR SIGNATURE 4DR	
MILEAGE: 120000		

=====

REASON CODES: 0778 SYMPTOMS: 704145 P & A: 10077
ORIGIN: CACI38- US CONCERN CASE BASE
ACTION: 596 - ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE
ACTION DATA:
COMMENTS:
1998/12/07

11.15.56 CUSTOMER SAYS:

FIRE -THE VEH CAUGHT O
N FIRE, COMES FROM THE CELENOID-UNDER THE HOOD-BELEVES IT HA
S TO DO WITH THE PRESSURE SENSOR FOR THE ABS -CUST SAYS TH
IS HAPPENED DEC 6, 1998 AT 6:20PM -NO FIRE DEPT CONTACT AS
CUST ABLE TO PUT OUT THE FIRE. -INSURANCE CO. NOT YET CONT
ACTED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - TH
IS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH.
PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. -INFO
RMD THE CUST RECALLS ARE MAILED TO THE CUST, NOTHING KNOWN
WRONG WITH THE VEH INFERENCE CASE ID: 79

OWNER RELATIONS

12/08/1998 MMFAKPRG

UN-ER-HOOD

UNKNOWN LOC.

ENG OFF

1992-93 Town Car/Crown V8/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#: 1LNLM82W7N1697561 Mileage: 125,000

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

Customer Name: _____ Phone: _____

Address: _____ Beaumont, TX _____

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

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

What is the repair history of the vehicle? at 75,000 miles, compressor & rear air bags
transmission was rebuilt - clutches
were burnt (Solenoid?)

Insurance Agency Information (if pertinent)

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

Fire
occurred @
6:26 PM
12-6-98

Incident Info

Where did the fire start? Engine compartment? YES Specific location/component? electrical wire
from cruise control
Solenoid that hooks to the brake block

Was the vehicle:

Engine on? _____ Engine off? _____ If off, how long was it off? 2 1/2 - 3 hrs only drove
If on, how long was it on? _____ 10 min that day

Moving? _____

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

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

Difficulty shifting out of park? _____
Speed control not working? YES
Brake warning lamp illuminated? _____
Battery not holding a charge? _____
Fuses blowing? _____
Stop lamp inoperative? _____
Other? _____

*Vehicle is being
repaired at
Kinsel L-M (taken
care of)

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

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? NO

Were the underhood fuse links blown? NO

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

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

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

Yes

Does the air suspension pump show evidence of overheating? NO

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

NO

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

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

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

Yes

For 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

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

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

A

C POSITION

Employee Name

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

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

LPREL10

3/10/99

called dealer, spoke to ~~SVC MGR~~ ^{BILL} MODIETTE

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

3/11/99

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

VIN: 1LNLM82W7NY Year: 1992 Model: TOWN CAR
 Owner Status: SUBSEQUENT WSD: 05/21/92
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: Case: 556522678 Day Ph: [REDACTED]
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
 Reason Desc: LEGAL - REFER TO INSURANCE COMPANY
 Dealer: MIKE SMITH LINCOLN-MERCURY
 Issue Type: 02 INFORMATION Issue Status: C CLOSED
 Comm Type: PH PHONE Odometer Reading: 120000 MI
 Analyst: AAMATO ANTOINETTA AMATO Document Number:
 Action Date: 12/07/98 Action Data: Action Time: 11:15:56 EST
 Origin Desc: GENERAL CAC
 Action Desc: NO ACTION REQUIRED; INFORMATION ONLY
 Comments: CUSTOMER SAYS: ***FIRE*** -THE VEH CAUGHT O
 N FIRE, COMES FROM THE CELENOID-UNDER THE HOOD-BELEVES IT HA
 S TO DO WITH THE PRESSURE SENSOR FOR THE ABS -CUST SAYS TH
 IS HAPPENED DEC 6, 1998 AT 6:20PM -NO FIRE DEPT CONTACT AS
 CUST ABLE TO PUT OUT THE FIRE, -INSURANCE CO. NOT YET CONT
 ACTED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - TH
 F1-Help F2-AddAction F4-PrevAction F5-NextAction F6-ActionData
 F9-PrevComments F10-NextComments F11=Menu F12=Return F13=ESP
 MORE COMMENTS AVAILABLE LPREL10

(#2? in Spanish)

Call immediately!

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

called customer
 3-5
 called
 3-8
 N/A

called
 3-10-99
 reached him
 (best time call: eve)
 3/11/99 called - no answer

Need to
contact
Mr. Redbank
again!

Where is
the vehicle?

Need to
call him

2498DW GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: A1 CONTACT NBR: 107812848 OPENED: 10/08/1996
VIN: 1LNLM81W2NY ENGINE: W CLOSED: 10/08/1996

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS: CITY: KANSAS CITY STATE: MO ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 92 MODEL: TOWN CAR

MILEAGE: 72000 WSD:

DEALER NAME: MARCUS ALLEN'S BROA SALES CODE: 153005 P & A: 02840

CAUSAL CODES: 0708 SYMPTOMS: 704100

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:

1998/10/08

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- WAS DRIVING A CUSTOMER FOR A MEETING

- THE BRAKES FAILED

- THERE WAS WHITE SMOKE COMING OUT OF THE REAR OF THE VEHICLE

- THE BRAKE WARNING LIGHT CAME ON, THEN THE PEDAL WENT ALL THE WAY TO THE

FLOOR

- THE ELECTRICAL SYSTEMS STARTED GOING OUT ONE AT A TIME

- THERE WAS A VISIBLE FIRE UNDER THE HOOD

- A PASSER BY STOPPED AND PUT OUT THE FIRE

- THIS HAPPENED 8/28/96

- EVERYONE IS POINTING FINGERS

- STILL DOES NOT HAVE HIS CAR, BELIEVES THE PARTS HAVE NOT BEEN ORDERED

- THIS IS HIS BUSINESS, CAN NOT GO WITHOUT THE VEHICLE

- THE FIRE DEPARTMENT STATED THAT THE BRAKE FAILURE CAUSED THE ANTI-LOCK

CONTROL SENSOR TO CATCH ON FIRE

- THIS MIGHT HAVE CAUSED INTERNAL PROBLEMS BECAUSE IT WAS AN ELECTRICAL SYSTEM

FIRE

- WOULD LIKE TO KNOW WHEN THE VEHICLE WILL BE REPAIRED, I NEED TO GET BACK TO

WORK

- THERE IS A REPORT WITH THE MERRIAM FIRE DEPARTMENT, THEY ISSUED A REPORT

THAT STATED THAT A BRAKE LINE BROKE AND THIS STARTED THE FIRE

OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXCARTG

BUILD
6/3/92

UNDERHOOD

- BRAKE WARNING LIGHT ON

Pedal To Floor

ENGINE ON

3713 8938

2496DW GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: A1 CONTACT NBR: 107612848 OPENED: 10/08/1996
VIN: 1LNLM81W2N ENGINE: W CLOSED: 10/08/1996

1996/10/08

PER CUSTOMER, DEALER SAYS:

- THE SERVICE DEPARTMENT REFERRED THE REPAIR TO THE BODY SHOP BECAUSE THERE WAS AN INSURANCE COMPANY INVOLVED
- THE INSURANCE COMPANY SENT IN AN ESTIMATE TO THE DELAERSHIP

CUSTOMER SEEKS:

- WOULD LIKE TO KNOW WHEN THE VEHICLE WILL BE REPAIRED, HE IS OUT OF WORK WHILE THEY ARE REPAIRING THE VEHICLE
- WAS VERY CONCERNED WITH THE FACT THAT THE CAR CAUGHT ON FIRE IN THE FIRST PLACE
- WOULD LIKE TO KNOW WHY THE FIRE STARTED IN THE FIRST PLACE

CAC ADVISED:

- THANKED THE CUSTOMER FOR THE FEEDBACK
 - THE DEALERSHIP IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE
- OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXCARTO

3713 8939

0329EC GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: A1 CONTACT NBR: 108639405 OPENED: 07/09/1997
VIN: 1UNLM82W7NY ENGINE: W CLOSED: 07/09/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOUSTON STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 92 MODEL: TOWN CAR
MILEAGE: 86000 WSD:
DEALER NAME: TEXAN LINCOLN-MERCU SALES CODE: 387081 P & A: 10187
CAUSAL CODES: 0709 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:

1997/07/09

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-WIFE PARKED THE CAR AND WENT INTO THE OFFICE
-BY THE TIME SHE CAME BACK OUT FIVE MINUTES LATER, THE VEHICLE WAS SMOKING
AND BURST INTO FLAMES
-THE SMOKE WAS COMING OUT OF THE LEFT SIDE OF THE FRONT OF THE CAR
-THE FIRE DEPARTMENT CAME
-THE CAR IS COMPLETELY TOTALED
-INSURANCE COMPANY HAS BEEN CONTACTED, BUT THEY ARE NOT SURE OF WHAT WILL BE
DONE

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-FINANCIAL ASSISTANCE

CAC ADVISED:

-WARRANTY HAS EXPIRED
-FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
-REFERRED CUSTOMER TO INSURANCE AGENCY
OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXCARTG

BUILD
6/5/92

ENGINE OFF

LF UNDERHOLD

3713 8940

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

*BUILT
3/11/92*

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#: 1FALM81W5N7 Mileage: 70,000 (+/-)

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

Customer Name: [REDACTED] Phone: [REDACTED]

Address: [REDACTED] NAPLES, FL

Did a dealer inspect your vehicle? YES If yes, name of the dealer DERMAIN L-M

Incident Info

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

Was the vehicle:

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

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

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

Difficulty shifting out of park? NO

Speed control not working? NO

Brake warning lamp illuminated? NO

Battery not holding a charge? NO

Fuses blowing? NO

Stop lamp inoperative? NO

Other? NO

Did you inspect the vehicle? YES

If yes, Did you find any of the following:

Any underhood relays show evidence of overheating? NO

Were the underhood fuse links blown? YES

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

What areas of the vehicle were damaged?

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

Does the air suspension pump show evidence of overheating? NO

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

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

No

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

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

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

YES

COST OF REPAIRS \$2725

For investigators: 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

NOTES

- CUSTOMER STILL HAS DAMAGED PARTS
- STATE FARM INSURANCE AGENT JOHN W. ZBY PHONE: 714-261-5003
- REP: JACKIE

VEHICLE ID: 1LNY (WVYF88888) VIN: 1LNLM81W5N4 Div: 3 Status: 800
 Vehicle Line: CV8 Convy Deliv: 031792 Orig P-Lvl: 218 Selling Dlr: 18A030
 Order Recpt: 011692 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 032292
 Orig Sched: 032392 Rls-To Stat: NY Order Dlr: 18030 Demo Date:
 Inv Prep: 030592 Orig Int St: 031692 Orig Rls Dlr: 18028 Deliv Type: M
 Prod Date: 031292 Curr Int St: 031692 Rls Dlr P&A: 10296 Sales Prd: 092032
 Rls Date: 031292 Dirfin Ext: Warr Start: 032292 Cancel Sl:
 Memo Consp: P&C Ext: 041092 Warr8-Ind: Sale Status: G
 Orig Pltbus: 031292 Advert Ext: -Date- -Dealer-
 Curr Pltbus: 031292 Slapan SS#: Shipped: 031292 88CF69
 T/Name: 9 Curr Stock: 031292 18A030
 Addr: State: NY 1st-Prior:
 City: CHEEKTOWAGA N/A-Recpt: 032392 2nd-Prior:
 Zip: Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 M81NY 43 9623C1019 GA D P1 3P 2GL6L C P T18A030 0 AYZ
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 AY H WILNL5 9 B K A751A 9WP BU126
 F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL10

*4L

MUST FEED THIS EDGE

3

Mini-FAX Transmittal

TO Joe Anne

FROM Foreman Answer

BLDG. TEL. NO. 21-9147

TELEPHONE 312-845-5577

FAX NO. 312-845-5577

U.S. 100

3/4/94 called and spoke to his (Gass)

3713 8843

CUBA

NHTSA

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

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

Vehicle/Customer Information

Model Year: 92 Make: TOWN CAR VIN#: 1LNLM51W0NY Mileage:

BUILT
UNKNOWN

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

Customer Name: Address:

Address: DAVENPORT, FL

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

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

What is the repair history of the vehicle? NOTHING OTHER BRAKES REPAIRED
- FRONT BRAKES REPAIRED ONE MONTH PRIOR TO FIRE
- Fuse blown Low marks prior to fire

Insurance Agency Information (If pertinent)

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

Incident Info

Date of Loss: 3-6-99

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

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

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

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

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

Did you inspect the vehicle? yes

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? _____

Were the underhood fuse links blown? YES

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

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

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

GLAND

Does the air suspension pump show evidence of overheating? _____

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

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

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

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

YES

For Inspectors: Parts that we would like from vehicle

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

Ansari, Farsen (F.)

VHTSA

From: Ray Nevi [rnevi@gw.ford.com]
Sent: Friday, March 12, 1999 9:44 AM
To: farsen1@mail.ford.com
Cc: logel@mail.ford.com; rnevi@gw.ford.com
Subject: Lincoln Town Car Underhood Fires

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

1. Location: ~~East Memphis, Tennessee~~ ~~St. Louis, Missouri~~ ~~St. Louis, Missouri~~
Natl Highway Telephone: (044) 747 8500; Reported: ~~major glass damage~~
~~by the driver~~
2. Location: Davenport, Florida; Owner: ~~XXXXXXXXXX~~ Telephone: ~~XXXXXXXXXX~~
VIN: 1LNLM81W0NXXXXXX Date of Incident: March 6, 1999; Reported
that vehicle is still at owners home.

Contacted
customer
3/12

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

Regards,
R. A. Nevi PROFS ID: RNEVI Phone: 59-47888 FAX: 59-42288
Car Safety Investigations Manager, Automotive Safety Office
Suite 600, Fairlane Plaza South

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==>
VEHICLE ID: 11NY (WWYF888888) VIN: 11NLM81W0NY Div: 3 Status: 800
Vehicle Line: CVB Convy Deliv: 052992 Orig P-Lvl: 218 Selling Dlr: 45K1E8
Order Recpt: 032092 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 061092
Orig Sched: 052592 Rls-To Stat: M1 Order Dlr: 451E8 Demo Date:
Inv Prep: 051892 Orig Int St: 052792 Orig Rls Dlr: 45791 Deliv Type: H
Prod Date: 052692 Curr Int St: 052792 Rls Dlr P&A: 09623 Sales Prd: 092061
Rls Date: 052692 Dlrfin Ext: Warr Start: 061092 Cancel Sl:
Memo Consgn: P&C Ext: 062592 WarrS-Ind: Sale Status: G
Orig Pltbus: 052692 Advert Ext: -Date- -Dealer-
Curr Pltbus: 052692 Slapan SS#: Shipped: 052792 88M911
T/Name: 9 Curr Stock: 052692 45K1E8
Addr: State: OK 1st-Prior:
City: OKLAHOMA CITY N/A-Rept: 060992 2nd-Prior:
Zip: Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M81NY 43 5125E0346 KC F 3 P1 3P 2UL6L C P K45K1E8 1VAYG
B 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
BT H W11NLO 9 B 2F A751A WP HZ050
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

```

LPREL10

3/12/99 - Ann
 - called
 - not in.
 3/12/99 - PM
 - reached Mr. Cro

3713 8947

53806J LEGAL CONTACT VEH TYPE: CAR
 MEMPHIS 23 ZNTR: C2 CONTACT NBR: 101575361 OPENED: 01/12/1993
 VIN: 1LNLM62W1NY638182 ENGINE: W CLOSED: 01/29/1993

LAST NAME: [REDACTED] STATUS: CLOSED

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

ADDRESS: [REDACTED]

CITY: NEW BERIA STATE: LA ZIP: [REDACTED]

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

MODEL YEAR: 92 MODEL: TOWN CAR

MILEAGE: 18000 WSD: 11/14/1991

DEALER NAME: COURTESY LINCOLN-ME SALES CODE: 322841 P & A: 10189

CAUSAL CODE: 02 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: [REDACTED] ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 3582350

COMMENTS:

1993/01/12

*** VEHICLE FIRE *** OWNER CALLED AND STATES THAT THE VEHICLE CAUGHT
 FIRE IN THE DRIVE WAY. THE FRONT END OF THE VEHICLE BURNED UP. OWNER STATES
 THAT HIS INSURANCE COMPANY WAS NOTIFIED. OWNER HAS NOT AND STATES THAT HE
 WILL NOT FILE A CLAIM WITH THEM. THE POLICE AND FIRE DEPARTMENT WERE
 NOTIFIED AND DID RESPOND TO PUT OUT THE FIRE. OWNER SEEKS REPLACEMENT OF THE
 VEHICLE.

1993/01/29

THIS IS THE CLOSING COMMENT

NO FORD OBLIG

OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXLGLTG

UNOCALH#8A

ENG ON

BUILD

12/11/98

8134LM GRP: 17 INFORMATION CONTACT VEH TYPE: CAR
ORLANDO 24 ZNTR: B1 CONTACT NBR: 109584412 OPENED: 03/18/1998
VIN: 1LNLM81W8NY ENGINE: W CLOSED: 03/18/1998

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: JENSEN BEACH STATE: FL ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 82 MODEL: TOWN CAR
MILEAGE: 70000 WSO:
DEALER NAME: STUART LINCOLN-MERC SALES CODE: 325160 P & A: 10163
CAUSAL CODES: 1106 0709 2801 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:

1998/03/18

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-92 LINCOLN CAUGHT ON FIRE UNDER THE HOOD ABOUT A MONTH AGO
-IT WAS AN ELECTRICAL CONCERN
-JUST PURCHASED A 98 TOWN CAR AND WAS TOLD I COULD HAVE GOTTEN REIMBURSED FOR THE REPAIR
-THERE WERE STORIES IN THE PAPER AND ON THE NEWS ABOUT LINCOLNS CATCHING ON FIRE

PER CUSTOMER, DEALER SAYS:

-SHOULD HAVE BEEN REIMBURSED FOR FIRE
-CALL THE 800# AND THEY SHOULD BE REIMBURSED

CUSTOMER SEEKS:

-FINANCIAL ASSISTANCE

CAC ADVISED:

-REFER TO INSURANCE COMPANY
-NO FURTHER ACTION WILL BE TAKEN BY FORD
-THE DEALERSHIP MAYBE REFERRING TO THE IGNITION SWITCH RECALL
-THAT RECALL IS NOT ON THE VEHICLE
-THERE ARE CURRENTLY NO OPEN RECALLS OR PROGRAMS ON THE VEHICLE
OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXCARTG

*Under hood**ENG UNL*

*Questionnaire came back with
automatic speed control*

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#: 1FNLN81W8N Mileage: 82,000?

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

Customer Name: [REDACTED] Phone: [REDACTED]

Address: [REDACTED] ERIE, PA [REDACTED]

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

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

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

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

Insurance Agency Information (if pertinent)

Insurance agency name:

Insurance agent address:

phone number:

claim number:

Incident Info

Date of Loss:

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

AUTOMATIC STEERING - HAD FAILED BEFORE

Was the vehicle:

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

If on, how long was it on?

Moving?

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

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

Difficulty shifting out of park?

Speed control not working?

Brake warning lamp illuminated?

Battery not holding a charge?

Fuses blowing?

Stop lamp inoperative?

Other?

Did you inspect the vehicle? _____

If yes, Did you find any of the following:

Any underhood relays show evidence of overheat? _____

Were the underhood fuse links blown? _____

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

What areas of the vehicle were damaged? _____

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

Does the air suspension pump show evidence of overheating? _____

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

Was the vehicle repaired? YES When? YEP Where? WALLACE L-M WEST ALEM
MOO BEACH

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

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

For inspectors: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

AUTOMATIC SPEED CONTROL

==>
 VEHICLE ID: 1LN1 (WVYF888888) VIN: 1LNLM81W8NY Div: 3 Status: 800
 Vehicle Line: CVB Convy Deliv: 123091 Orig P-Lvl: 213 Selling Dir: 25C160
 Order Recpt: 120491 ShipTo Stat: Curr P-Lvl: 213 Sale Date: 011492
 Orig Sched: 120991 Rls-To Stat: FL Order Dlr: 25160 Demo Date:
 Inv Prep: 120591 Orig Int St: 121891 Orig Rls Dlr: 25160 Deliv Type: R
 Prod Date: 121191 Curr Int St: 121891 Rls Dlr P&A: 11608 Sales Prd: 092012
 Rls Date: 121691 Dirfin Ext: 012592 Warr Start: 011492 Cancel Sl:
 Memo Consgn: P&C Ext: 012592 Warrs-Ind: Sale Status: G
 Orig Pltbus: 121691 Advert Ext: 012592 -Date- -Dealer-
 Curr Pltbus: 121691 Slspsn SS#: 2741 Shipped: 121691
 T/Name: Curr Stock: 121691 25C160
 Addr: State: FL 1st-Prior:
 City: JENSEN BEACH W/A-Recpt: 011792 2nd-Prior:
 Zip: Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 M81NY 43 2 09M4334 4M S P14 3P 2 L6L P 25C160 4 YX
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 BT H WILNL8 8 B 751A59WP
 F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL10

F31

[REDACTED]

192
Tower
Car

ERIE

PA

[REDACTED]

[REDACTED]

No Answer
5:45
3/11 LAR

IN FL:

[REDACTED]

No Answer
5:45
3/11 LAR

3/12/99
Survey Taken By
Greg Miller

STANDARD
#37

VIN: 1LNLM81W8NY CASE: HOME PHONE:
LAST NAME: ZIP/POSTAL: CTRY:

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry Home Phone
	ERIE	PA		USA

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

F4-UpdCustInfo
F11-Menu

F5-AddCustIssue
F12-Return

LPREL10

8956JG GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A1 CONTACT NBR: 108412456 OPENED: 05/08/1997
VIN: 1LNLMB1W8N ENGINE: W CLOSED: 05/08/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: DALLAS STATE: TX ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 92 MODEL: TOWN CAR
MILEAGE: 60000 WSD:
DEALER NAME: VILLAGE LINCOLN-MER SALES CODE: 387205 P & A: 10203
CAUSAL CODES: 0709 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:

1997/05/08

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- 4/28/97 VEHICLE CAUGHT FIRE
- POLICE AND FIRE DEPARTMENT WERE CALLED
- INSURANCE COMPANY SAID THAT THE FIRE WAS CAUSED BY THE ENGINE

PER CUSTOMER, DEALER SAYS:

- REFERRED CUSTOMER TO THEIR INSURANCE COMPANY

CUSTOMER SEEKS:

- SEE IF VEHICLE IS INVOLVED IN THE IGNITION SWITCH RECALL

CAC ADVISED:

- REFERRED CUSTOMER TO THEIR INSURANCE COMPANY FOR ASSISTANCE
- 1) SOME VEHICLES WERE BUILT PRIOR TO A SUPPLIER MANUFACTURING PROCESS CHANGE
- 2) SOME VEHICLES HAVE LOW ELECTRICAL LOADS THROUGH THE IGNITION SWITCH
- 3) OTHER VEHICLES ARE EQUIPPED WITH IGNITION SWITCHES THAT ARE OF A COMPLETELY DIFFERENT DESIGN

OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXCARTG

BUILD
4/2/97

*JMS/HOD**E.P.**unclon*

Case # 21

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

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

Vehicle/Customer Information

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

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

Customer Name: _____ Phone: _____

Address: _____

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

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

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

What is the repair history of the vehicle? no transmission, brake switch problem

Insurance Agency Information (if pertinent)

Insurance agency name: Gurney Scott

Insurance agent address: Walden, Tx

phone number: _____

claim number: _____

Incident Info

Date of Loss: don't know

Where did the fire start? Engine compartment? _____ Specific location/component? driver's side, under the hood - heat in gas line manifold

Was the vehicle:

Engine on? _____ Engine off? ☒ If off, how long was it off? 45 min

If on, how long was it on? _____

Moving? _____

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

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

Difficulty shifting out of park? _____

Speed control not working? _____

Brake warning lamp illuminated? _____

Battery not holding a charge? _____

Fuses blowing? _____

Stop lamp inoperative? _____

Other? None

Did you inspect the vehicle? yes

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? no

What areas of the vehicle were damaged? front end, wing, the door inside, bumper

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

don't know

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

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

no

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

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

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

vehicle not in passenger engine

For inspectors: Parts that we would like from vehicles

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

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

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Other suspect parts

updated 3/11/99

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

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

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

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

#46
on
spread sheet

Date of Incident
5-8-97

3-12-99 spoke with insur 6-20/12/99

```

==>
VEHICLE ID: 1LNY (WNYFHHHBBB) VIN: 1LNLME1W8NY DIV: 3 Status: 800
Vehicle Line: CVB Conv Deliv: 042292 Orig P-Lvl: 218 Selling Dlr: 67B725
Order Recpt: 030992 ShipTo Stat: Curr P-Lvl: 218 Sale Date: 042192
Orig Sched: 033092 Rls-To Stat: IL Order Dlr: 67725 Demo Date:
Inv Prep: 032692 Orig Int St: 040792 Orig Rls Dlr: 67725 Deliv Type: M
Prod Date: 040292 Curr Int St: 040792 Rls Dlr P&A: 11493 Sales Prd: 092042
Rls Date: 040692 Dlrfin Ext: Warr Start: 042192 Cancel Sl:
Memo Consgn: P&C Ext: 051092 WarrS-Ind: Sale Status: G
Orig Pltbus: 040692 Advert Ext: -Date- -Dealer-
Curr Pltbus: 040692 Slapn SS#: Shipped: 040692 88R207
T/Name: Curr Stock: 040692 67B725
Addr: State: TX 1st-Prior:
City: HOUSTON N/A-Rcpt: 042092 2nd-Prior:
Zip: Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M81NY 43 5630C1298 9C D P1 3P 2GL6L C P J57B725 1 AYG
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
BI H WILNL8 0 B 2 A751A WP BU011
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

```

LPREL10

 AUTO SAFETY HOTLINE VEHICLE OWNER'S QUESTIONNAIRE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION NATIONWIDE 1-800-434-6383 DE METRO AREA 202-686-6121		COPY FOR AGENCY USE ONLY DATE RECEIVED 68 DEC 29 AM 10:23 OFFICE DEFECTS INVESTIGATION REFERENCE NO. 543167 DAY-TIME TELEPHONE NO. (AREA CODE)	
OWNER INFORMATION (TYPE OR PRINT) NAME and ADDRESS Marrero, LA			
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES ☒ NO ☐ In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.			
SIGNATURE OF OWNER		DATE 12/23/98	
VEHICLE INFORMATION			
VEHICLE IDENTIFICATION NO. 1L6M82W6P		VEHICLE MAKE Lincoln	VEHICLE MODEL Towncar
MODEL YEAR 1993		*LOCATED AT BOTTOM OF WINDSHIELD OR DRIVER'S SIDE CURRENT ODOMETER READING 65000	
DATE PURCHASED 11/95 ☐ NEW ☒ USED		DEALER'S NAME, CITY & STATE Lamarque, Lincoln Mercury 1440 West Bank Rd. PO Box 1718 Norfolk, LA 70059	
TRANSMISSION TYPE ☐ MANUAL ☒ AUTOMATIC		ENGINE SIZE (CID/CCA) ☐ TURBO ☐ DIESEL ☒ GAS NO. CYLINDERS 2 ☒ FUEL INJECTOR	
ANTILOCK BRAKES ☒ YES ☐ NO		RETRAINT SYSTEM ☐ DRIVER SIDE AIRBAG ☐ MOTORBELT ☒ PASSENGER SIDE AIRBAG ☐ 3-POINT BELT ☐ 3-POINT BELT	
CRUISE CONTROL ☒ YES ☐ NO		DRIVE SHAFT ☐ FRONT ☐ REAR ☐ 4-WHEEL	
BODY STYLE STANDBY 4 DR ☒ 3 DR ☐		HATCH BK ☐ VAN ☐ PICK UP TRUCK ☐ OTHER ☐	
FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)			
COMPONENT	PART NAME(S)	LOCATION ☐ LEFT FRONT ☐ RIGHT REAR	FAILED PART(S) ☐ ORIGINAL ☐ REPLACEMENT
NO. OF FAILURES	DATE(S) OF FAILURE(S) NOV 9, 1998	MANUFACTURER CONTACTED ☐ YES ☐ NO	NHTSA PREVIOUSLY CONTACTED ☐ YES ☒ NO
	MILEAGE AT FAILURE(S) 65		
	VEHICLE SPEED AT FAILURE(S)		
APPLICABLE ACCIDENT INFORMATION			
ACCIDENT ☐ YES ☐ NO	FIRE ☒ YES ☐ NO	NUMBER PERSONS INJURED 0	NUMBER OF FATALITIES 0
	PROPERTY DAMAGE ESTIMATED ☐ YES ☒ NO	POLICE REPORTED ☐ YES ☒ NO	
NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(ES) My vehicle was parked at a restaurant approximately 10-15 minutes. It suddenly broke into flames while parked. A report was made by the Marrero-Estelle Co. Fire Co #1, 2248 Barataria, LA 70072 Fax # 339-5985. A report was made by my local TV station, WOL Channel 4 that Lincoln Town cars 92-93 caught fire while parked. I confirmed this report with the station.			
CONTINUE ON BACK IF NEEDED Fire Dept. Report			

The Privacy Act of 1974
 Public Law 93-579
 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may

Form 384 Rev. 5-93

FEB 04 '99 15:02

3713 8959

 END OFF J.A.
 UNDERNOOD PAGE 06



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 368-6123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 117

Date Received

30 Dec 1998

Of or
r_L
ad_T
up_L

Reference No.

832844

OWNER INFORMATION (Type or Print)

SHREVEPORT

LA

492071

Work Number

Home Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) *1L4LM81W0P* Vehicle Make **LINCOLN** Vehicle Model **TOWN CAR** Vehicle Year **1993** Current Odometer Reading

Purchase Date

Dealer's Name

☐ New ☒ Used

City

State

Zip Code

Engine Size
ICID/CCA

No. Cylinders

Turbo
Diesel
Gas
Fuel Injection

Transmission Type

☐ Manual
☐ Automatic

AntiLock Brakes

☒ Yes
☐ No

Restraint System

☐ Driverside Airbag ☐ Passenger
☒ Passenger Airbag ☐ 2-Point Belt
☒ 3-Point Belt

Cruise Control

☐ Yes
☒ No

Drive Train

☐ Front
☐ Rear
☐ 4-Wheel

Vehicle Type

☐ Car ☐ Sports Car
☐ Van ☐ Truck
☐ Minivan ☐ Motorcycle
☐ Other

Body Style

☐ 2-Door
☐ 4-Door
☐ Station Wagon
☐ Run Up Truck
☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component **05150000** Part Name(s) **ENGINE/OTHER PARTS** Location ☐ Left ☐ Right
☐ Front ☐ Rear Failed Part(s) ☐ Original ☐ Replacement
No. of Failures **1** Date(s) of Failure(s) **20-OCT-98** Mileage at Failure(s) **89** Vehicle Speed at failure(s) **0** Failed Part(s) Available? ☐ Yes ☐ No NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No Fire ☒ Yes ☐ No Number of Persons Injured **0** Number of Fatalities **0** Estimated Property Damage **0** Reported to Police ☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE VEHICLE WAS PARKED WHEN IT CAUGHT ON FIRE. THE FIRE OCCURRED IN THE ENGINE COMPARTMENT NEAR THE LEFT FRONT WHEEL. THE FIRE DEPARTMENT PUT FLAMES OUT. THE INSURANCE ADJUSTOR WILL BE COMING TO CHECK VEHICLE OUT. *AK

5/16/98 1:45 / DIS-ARMED FIRE

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Rev. Form 350 (Rev. 1-97)

FEB 04 '99 15:21

3713 8980

ELK OFF
UNOFFICIAL
J.A.

PAGE 04

Model Year: 93 Make: Town Car VIN: 1LNLN7245 [redacted] (at inspection): 100,000 +
 Insurance Displacement: 4/3/99 Augusta GA Oil Strike Date: 3-22-98
 Incident Date: 4-10-99 Approximate mileage at incident: 100,000 +
 Insurance Name: D.D. Mullins Vehicle Owner: Shows 98, 518
 # 57N

Requested Info

Any of the following (engine compartment, suspension, compressor, and

Engine Compartment LEFT Side

Identify if any undischarged relays show evidence of internal arcing

burned

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

NONE Blown

Describe if the circuit fuse for the relay lamp switch in the fuse box

15 AMP NOT Blown - Enclosed

Identify if there was any damage to wiring in the area where the fuse was placed (in chafing, missing insulation)

burned

Are there any air suspension pump shows evidence of internal overheating

burned / NOT AT SCENE

Identify if there were any other major modifications to the vehicle? (specifically air shocks, coilover susp., or remote

and cell phone used wired directly to fuse block

See picture.

If possible, identify if the vehicle was involved in a recent disaster/accident that required significant vehicle damage

up? If so where was cleanup performed?

NOT Apparent. - very clean

If possible, identify vehicle repair history

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

Packed approx. 4 hours

From that we would like from vehicle if available in August

Relay pressure switch (preferably with wire signal/pressure sensor and still connected to pump valve)

Example of timer field or pump valve (in sealed glass container)

Relay pack located on LJS fusible screw (with as much wiring as possible)

EDS 8 module located on LJM fusible

Speed control module located on LJM fusible

Air suspension compressor located under air filter

Air suspension wires

Photograph of door jam VIN sticker

Other suspect parts

Alan Conger
 STATE Farm Ins.
 declined permission
 for Parts removal!

Model Year: 92 Make: *Town Car* VIN: *1LNAL7TH9WY* Design (if applicable): *GS, 244*Inspection Classification: *5B499* Superior Investigations Vehicle Owner: [REDACTED]Incident date: *5-22-98*

Approximate mileage at incident: [REDACTED]

Inspector Name: *D.D. Mullins***Inspected Info**

Area of fire origin (engine compartment, hood, trunk, rear)

Engine compartment left side

Identify if any undamaged relay shows evidence of internal arcing

BURNED

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

*ALL FUSES IN TACT WITH THE EXCEPTION OF FUSE #13 BLOWN - REMOVED BY*Determine if the correct fuse for the stop lamp switch in the fuse box *inspected, photo included.**IS AND*

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

BURNED

Assess whether the air suspension pump shows evidence of internal overheating

NO - REMOVED & SHIPPED

Identify if there were any aftermarket modifications to the vehicle? (specifically air horns, trailer tow, or towing bar)

None

If possible, identify if the vehicle was involved in a recent disassembly that required significant vehicle chop up or where any welding performed?

NO - SEEMED WELL MAINTAINED

If possible, identify vehicle repair history

*None*Any other info that may be pertinent to the incident... *John R. Rasmussen, Superior Investigations**CRASHED OVER HORN AND PUMPING WIRE WIRE STARTED. PULSED**APPROX. 12 HRS*

From what we would like to know vehicle if possible to examine

Under pressure switch (particularly with wire digital/analog sensor attached and still attached to pump valve)

SHIPPED

Sample of brake fluid in pump valve (in sealed glass container)

NOT AVAILABLE

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

SHIPPED - BURNED

EDS 8 module located on LH fender

BURNED

Speed sensor module located on LH fender

Air suspension compressor located under air filter

SHIPPED

Air suspension relay

BURNED

Photograph of door jam VIN sticker

ENCLOSURE

Other suspect parts

REV 20 - 3/19/99

Model Year: 92 Make: Ford car VDO, 1 LIL ME, 1/2 (in inspection) Approx 95,000
Inspection Date: 5/10/99 Owner's Name: Brooks, F/A Vehicle Owner: [Redacted]
Inspection Date: 5/10/99 Approximate mileage at inspection: 95,000
Inspector Name: D.D. Mullins

Inspection Data

Area of the inspection (engine compartment, hood, front end, etc.)

Engine Compartment Left Side

Identify if any evidence shows signs of internal overhaul

Guaranteed

Identify if any signs or test data were taken or show evidence of other damage

NO FUSES under Dash Blown

Disturbance of the engine fan for the stop lamp switch in the fan hub

15 AMP

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

Guaranteed

Assess whether the air suspension pump shows evidence of internal overhauling

Guaranteed

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

None Apparent

If possible, identify if the vehicle was involved in a natural disaster/turbulence that required significant vehicle clean up? If so when was cleaning performed?

None

If possible, identify vehicle repair history

Major

Any other info that may be pertinent to the incident... John Routh - First investigation displayed, auto - where it burned. Apparently it had not been

modified

From that we could take from vehicle if possible to identify

Radio antenna switch (probably with wire signal/transceiver attached and still attached to pump valve)

Enclosed - Guaranteed

Sample of radio fluid in pump valve (in sealed glass container)

Not identifiable

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

Guaranteed

ECU & module located in LH fender

Guaranteed

Speed control module located on LH fender

Guaranteed

Air suspension compressor located under air filter

Guaranteed

Air suspension relay

Guaranteed

Photograph of front jack/VIN marker

Enclosed

Other suspect parts

Vehicle/Customer Information/Incident Info:

Case 55N

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

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

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

Approximate mileage at incident: Vehicle purchased used at 80,000 mi. on Nov. 28.98 from local Ford L/M dealer. said he had driven 6000 mi. since purchase.

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

Parts that we would like from vehicle if possible to acquire

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

SWITCH STILL IN LOCATION BUT TERMINAL + PIGTAIL BURNED

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

BURNED

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

BURNED

EDIS 8 module located on LH fender

BURNED

Speed control module located on LH fender

BURNED

Air suspension compressor located under air filter

BURNED

Air suspension relay ?

BURNED

Photograph of door jam VIN sticker - r.t.s

SEE PHOTO

Other suspect parts

- Note:
- Photographs of Fuse box under I.P. indicate an extra red wire routed into the box.
 - One fuse is missing from I.P. fuse box cover--it appears to be the 5 watt fuse.
 - says he has made no electrical modifications to the car

REV 2.0

3-19-99

Page 1 of 2

3713 8964

Vehicle/Customer Information/Incident Info:

Case 55N

Model Year: 92 Make: Lincoln Town Car VIN# 1LNLM81WSNY

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

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

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

Inspector Name David Burnett EAA Ph 561-575-4174

Requested Info:

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

HOT SPOT AREA IS BELOW VACUUM BOOST CYLINDER - DRIVER SIDE

Identify if any underhood relays show evidence of internal overheat

BURNED

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

BURNED

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

BURNED

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

BURNED

Assess whether the air suspension pump shows evidence of internal overheating

BURNED

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

NO HITLER -

JUMPER WIRE INTO THE FUSE BOX OWNER - SEE PHOTOGRAPHS

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

DO NOT KNOW HISTORY

If possible, identify vehicle repair history

DO NOT KNOW - CHECK FORD WARRANTY HISTORY - CITY WHERE

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

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

3-19-99

Page 2 of 2

3713 8985

Vehicle/Customer Information/Incident Info:

Case 55N

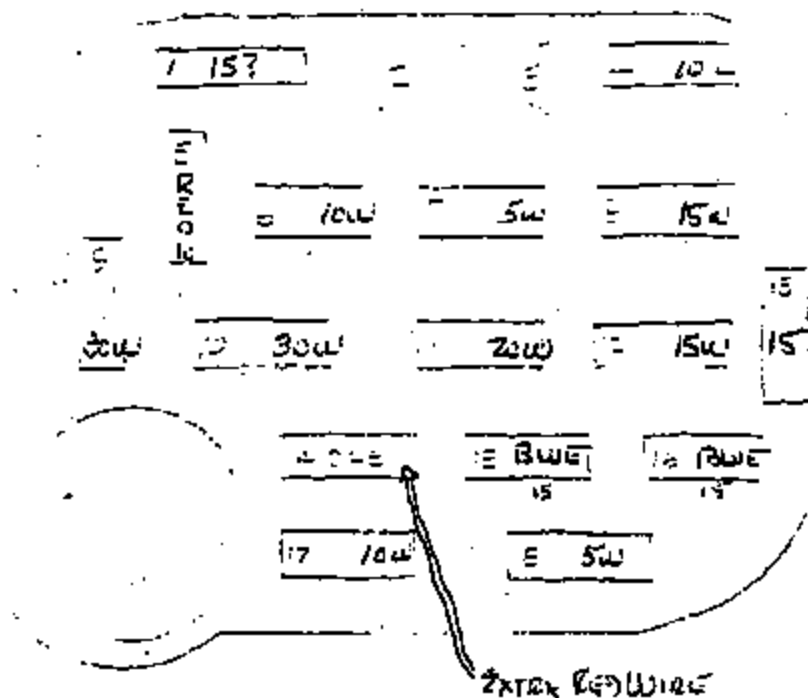
Model Year: 92 Make: Lincoln Town Car VIN: 1LNLM81WSNY [REDACTED]

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

Vehicle Owner: [REDACTED] 941-375-6810 Ext 500 Incident Date: 4-23-99

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

Inspector Name: David Burnett EAA Ph 561-375-4174



5- Amber
10 12W
15 15W
20 20W
30 30W/10W

CASE 55N
DIN 4415

Case #50

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

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

Vehicle/Customer Information

Model/Year: 92 Make: TOWN CAR VIN#: 1LNLM81W8NY
 Present Vehicle Location: FL Lauderdale FL Who owns vehicle now: [redacted]

Customer Name: [redacted] Phone: 954-764-4253
0681

Is it ok for engineering to contact customer: OK

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

If so, where was cleanup performed? N/A

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

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

Insurance Agency Info. (if appropriate):

Agency Name: _____ Agency phone number: _____

Claim number: _____

Contact: _____ Phone number: _____

Incident Info

Date of fire: 4-20-99 Mileage: 78,101 Was the vehicle repaired? Yes

If repaired, when and where? 4-21-99 FT. LAUDERDALE L-A

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

Was the vehicle parked or running? PARKED If parked, where? (garage, carport, parking lot) SVL BAY
area

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

Did customer notice anything unusual prior to fire? Vehicle Smoldered

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

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

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

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

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

3713 8967

Case #51

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

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

Vehicle/Customer InformationModel Year: 93 Make: TOWN CAR VIN#: 1LNLM82W1PPresent Vehicle Location: [REDACTED] Who owns vehicle now: [REDACTED]Customer Name: [REDACTED] Phone: [REDACTED]Is it ok for engineering to contact customer: OKWas the vehicle involved in a natural disaster/accident that required significant vehicle clean up? NOIf so, where was cleanup performed? N/AWhat is the general repair history of the vehicle? difficulty coming out of park;Was it equipped with any aftermarket components? (specifically car alarm, trailer tow, or remote start) NOInsurance Agency Info. (if appropriate):Agency Name: [REDACTED] Agency phone number: [REDACTED]Claim number: [REDACTED]Contact: [REDACTED] Phone number: [REDACTED]Incident InfoDate of fire: 1-19-99 Mileage: 25,908 Was the vehicle repaired? YesIf repaired, when and where? 1-19-99 FT. LAUDERDALE L-MAny idea where the fire started? (engine compartment quadrant... front, back, left, right) LEFT @ Brake (under switch)Was the vehicle parked or running? PAKED (If parked, where? (garage, carport, parking lot) SVC. DEPT. BAYWas the engine ON or OFF? OFF If OFF, how long was it parked before fire? 10 MINUTESDid customer notice anything unusual prior to fire? YES Fuse #12 (15 amp) fuse was blownWas there any difficulty getting the vehicle out of park? YES Was speed control not working? YESWas the brake warning lamp illuminated: NO Were the brake lights inoperative: YESAny other info that you think may be useful to our investigation? Fuse #12 Blown

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

3713 8968

DAVID BURNETT CHA
561 575 4174

3/22/98 MON 14:28 FAX 2488424558

EA ASSOCIATES

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: LINCOLN VIN# 1LNLM8Z6NY

B

Mileage (at inspection):

97,000 + FROM OIL CHG

Inspection Date/Location: FRIMYERS FL 3-31-99

Vehicle Owner: STICKER
5-13-97

Incident date: MAR 8, 99

Approximate mileage at incident:

Inspector Name:

97,000 PLUS

DAVID BURNETT-EAA
561 575 4174

BONITA SPRINGS, FL

Requested Info

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

L.F. DRIVER SIDE ENGINE COMPARTMENT - BELOW BRAKE VACUUM CYLINDER

Identify if any underhood relays show evidence of internal overheating

RELAYS (THREE ON SKIRT) STILL EXIST BUT BADLY BURNED

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

ALL FUSE LINK UNDER HOOD BURNED

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

SEE ATTACHED DRAWING

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

WIRES ARE BADLY BURNED - IN AREA BELOW BRAKE MASTER CYLINDER

Assess whether the air suspension pump shows evidence of internal overheating

BURNED

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

NO AFTERMARKET EQUIPMENT

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

NO REPAIR HISTORY

If possible, identify vehicle repair history

NO REPAIR HISTORY

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

SEE ATTACHED INFO (2)

PAGE 1 of 4

3713 8969

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: LINCOLN VIN#: 1LN6LM82W [REDACTED] Mileage (at inspection):
97,000 plus
Inspection Date/Location: 3-31-99 ETAWOES, FL [REDACTED] Vehicle Owner:

Incident date: Approximate mileage at incident:
97,000 plus

Inspector Name:

DAVID BOWETT EAA
561 378-4174

BOWITA SPRINGS FL

Parts that we would like from vehicle if possible to acquire

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

SWITCH + THREE INCH OF WIRE STILL EXISTS - BUT BURNED

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

COULD NOT GET FLUID SAMPLE FROM MASTER CYLINDER

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

EXISTS BUT BURNED

EDIS 8 module located on LH fender

EXISTS BUT BURNED

Speed control module located on LH fender

EXISTS BUT BURNED

Air suspension compressor located under air filter

BURNED

Air suspension relay

?

Photograph of door jam VIN sticker ✓

Other suspect parts ✓

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

THRU NATIONWIDE INSURANCE - VEHICLE OWNER

REV 2.0 - 3/15

PAUSE 2 of 4

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

David Burnett EAA
561-575-4174

Other Information:

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

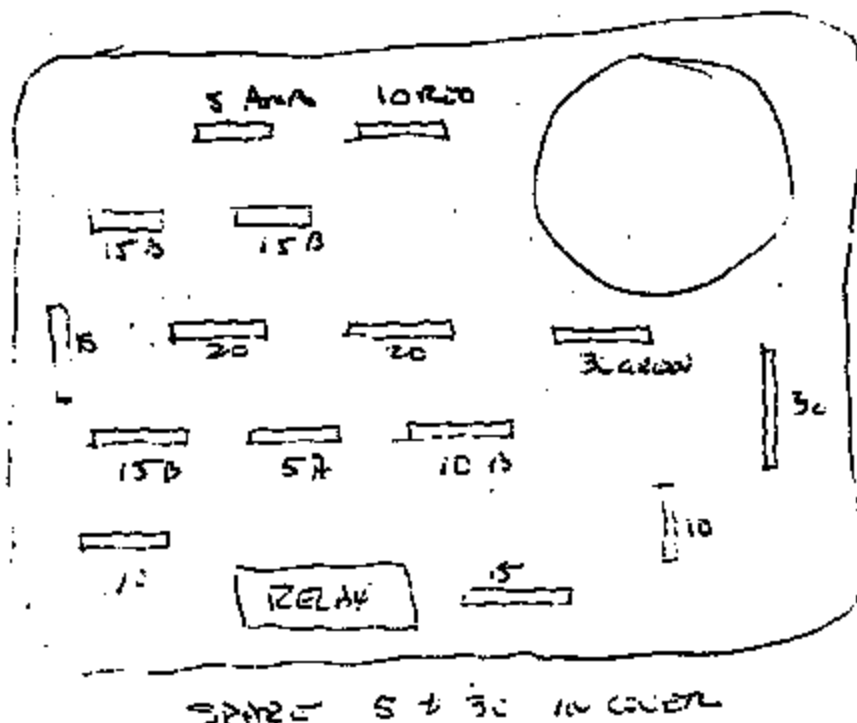
This information was gathered on 3-31-99 by David Burnett, EAA during inspection in Ft. Myers, FL.

LINCOLN TOWN 92
FT MYERS, FL

3 31-99

BURNETT EAT
561 575 4174

NATION WIDE 105



Michael A. Sanderlin
Special Investigator
28100 US Highway 18 N
Coastal Bldg. Suite 200, Clearwater, FL 33781
Phone: 813 812-8132 Fax: 813 712-8988
PROPS ID SANDERL



WARD & WHITEMORE
UNIVERSAL FIRE CONSULTANTS

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TOLL FREE: 1-877-368-FIRE

DOUGLAS L. DAVIDSON
Fire Consultant

P.O. Box 17078
Plantation, FL 33316-7078
ddavidsonww@earthlink.net

3713 8972

PAGE 4 14

Vehicle/Customer Information/Incident Info

Model Year: 1992 Make: Lincoln Town Car VIN#: 1LNLM82W4N Miles: N/A
Inspection Date/Location: April 01, 1999/Insurance Auto Auction, Houston Vehicle Owner: [REDACTED]
Incident date: November 29, 1998 Approximate mileage at incident: N/A
Inspector Name: R. E. Albritton, EAA Service Associate

Requested Information

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

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

2. Identify if any underhood relays show evidence of overheating

Unable to determine due to the extensive fire damage.

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

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

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

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

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

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

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

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

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

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

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

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

9. If possible, identify vehicle repair history?

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

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

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

1. ☐ Brake pressure switch (no not remove connector, cut wires and remove with open end wrench.)
2. ☐ Sample of brake fluid at prop valve (in sealed glass container)
3. ☐ Relay pack located on LH fender
4. ☐ EDIS 8 Module located on LH fender
5. ☐ Speed control module located on LH fender
6. ☐ Air suspension compressor located under air filter
7. ☐ Air suspension relay.
8. ☐ Photograph of door jam VIN Sticker
9. ☐ other suspect parts.

Comments:

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

Photos:

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

Comments:

VIN 1LNLM81W6NY

Mileage. 157,404

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

built 5/29/92

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

SERVICE FILE HISTORY

- 4-21-94 RO#62594 43,156 miles
Anti-Lock brake light on No charge
- 7-9-94 Outside repair ticket. Replace pads, turn rotors. 48,344 miles
- 7-11-94 Replace rear pads and turn rotors.
- 7-13-94 Anti-Lock brake light on Replace module, RO#68000 48,632 miles
- 7-19-94 Anti-Lock brake light on. Replace pump motor relay RO#68370 49,322 miles
- 7-21-94 ABS light on code 67, Pin point test E1-E5 Remove wiring harness for circuit 465/604-No open-no short-no damage to circuit. Replace brake pedal travel switch. 2C309 RO#68521 49,412 miles
- 7-28-94 Anti-lock brake diagnose replace pump motor assembly, open circuit. RO#68973 49,631
- 2-22-99 Won't come out of park, Red brake light/choke brake fluid
Replace brake light switch, replace brake pressure switch
RO#85970 156,688 mile.

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

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

Dwight D. Mullins

Vehicle/Owner Information/Incident Info

Model Year Model Lincoln VIN 1LHLMPIW6NY- Mileage (at inspection) 157404
Vehicle Owner [REDACTED]

Inspection Date/Location:

3-18-99 Shilling Lincoln Memphis TN

Incident date:

2-22-99

Approximate mileage at incident:

156,488

Inspector Name:

DEVILLE MULLINS

Inspected Info

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

LEFT SIDE OF ENGINE

Identify if any underhood relays show evidence of internal overheat

NO

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

Blown on 2-22-99 - Replaced

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

YES

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

NO CURRENT DAMAGE - Repairs completed 2-22-99

Assess whether the air suspension pump shows evidence of internal overheating

NO

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

NONE

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

NOT EVIDENT

If possible, identify vehicle repair history

ATTACHED

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

ATTACHED

Parts that we would like from vehicle if possible to analyze

Brake pressure switch (preferably with wire plug/connector attached and still attached to prep valve)

Returned by dealership

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

NOT TAKEN, FLUID TAPPED AT TIME OF REPAIRS

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

ENGINE 2 manifold located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Photograph of door jam VIN sticker

Other suspect parts

Vehicle still
in service

Vehicle/Customer Information/Incident Info

Model Year: 1992 Make: Lincoln Town Car VIN#: 1LNLM81WZNY Miles: 15,498
Inspection Date/Location: 3/22/99 / System Engineering & Lab, Tyler, TX Vehicle Owner: [REDACTED]
Incident date: 2/21/99 Approximate mileage at incident: 15,489
Inspector Name: R. E. Albritton, EAA Service Associate

Requested Information

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

Left rear of the engine compartment near the master cylinder.

2. Identify if any underhood relays show evidence of overheating

No relay in the underhood Relay/fuse panel showed any evidence of internal overheating.

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

No underhood fuses, fuse links or large master fuses were blown. Fuse #12 underdash was blown. No other underdash fuses were blown or damaged.

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

Yes, 15 amp

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

Insulation was burnt from the Red and Green wires (8" from connector) for the brake pressure switch. Other wires in the surrounding harnesses had heat damage from the fire but insulation was still intact.

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

The air suspension pump appeared normal, no evidence of overheating.

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

Wheel chair lift in trunk. The wheel chair lift was tested by System Engineering and Laboratories and operated normally after the incident. The lift has been transferred to another vehicle.

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

The vehicle has not been involved any natural disaster or accident.

9. If possible, identify vehicle repair history?

Windshield Wiper repair and problems with the brake lamps, speed control and shift release, fuse #12 blown. #12 fuse was replaced. Check out and repair was performed by Fairway Ford, Tyler Texas.

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

Owners drove from their home to a restaurant for dinner and parked the vehicle. After they were in the restaurant (10 - 15 minutes) someone entering the restaurant reported smoke coming from a white Lincoln. People at the restaurant assisted in extinguishing the fire. The customer previously had difficulty getting the vehicle out of park and the brake lamps and speed control have been inoperative and repaired.

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

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

Comments:

Allstate and their attorneys requested that No Parts Or Material Be Removed From The Vehicle

Photos:

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

Comments:

BUILT
8/27/92

VIN 1LNLM82W6PY [REDACTED]

Mileage N/A

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

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

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

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

The enclosed photographs detail the extent of the damage.

Dwight A. Mullins

Vehicle/Computer Information/Inspection Info

Model Year Make: Lincoln VIN: 1LNLM82W6PY - Mileage (at inspection): Could Not Determine
Inspection Date/Location: 3-12-95 Insurance Auto Auction Augusta, GA
Location Date: Unknown Approximate mileage at incident: Unknown
Inspector Name: ORVILLE Mullins

Suggested Info

Area of fire origin (engine compartment, hood, trunk, etc.)
Left Side of Engine compartment
Identify if any undischarged safety valves show evidence of internal overheat
Could Not Determine
Identify if any hoses or lines were blown or show evidence of other damage
#12 15 AMP FUSE - blown - being returned
Determine if the correct fuse for the stop lamp switch is the fuse box
15 AMP
Identify if there was any damage to wiring in the area where the fire was started (in chafing, missing insulation)
Could Not Determine
Assess whether the air suspension pump shows evidence of internal overheating
Could Not Determine
Identify if there were any aftermarket modifications to the vehicle? (specifically car stereo, trailer tow, or remote lock)
None
If possible, identify if the vehicle was involved in a natural disaster/accident that required significant vehicle clean up? If so, where was cleanup performed?
Could Not Determine - Doubtful
If possible, identify vehicle repair history
Could Not Determine
Any other info that may be pertinent to the accident...

Parts that we would like from vehicle if possible to acquire

Brake pressure switch (preferably with wire pigtail/connector attached and still attached to pump valve)
Removed - being returned
Sample of brake fluid at pump valve (in sealed glass container)
consumed by FIRE
Relay pack located on LH fender apron (with as much wiring as possible)
consumed by FIRE
EDLS & modules located on LH fender
consumed by FIRE
Speed control module located on LH fender
consumed by FIRE
Air suspension compressor located under air filter
consumed by FIRE
Air suspension relay
consumed by FIRE
Photograph of door jam VIN number
ATTACHED
Other suspect parts
was NOT advised to return prop. value

03/22/99 MON 14:28 FAX 2486424558

EA ASSOCIATES

BUILT
3-12-92

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: LINCOLN VIN#: 1LULMB1W5N4

Mileage (at inspection):

PRE 73925

Inspection Date/Location: NAPLES, FL

Vehicle Owner:

Incident date: 12/23/98

Approximate mileage at incident:

73925

Inspector Name:

DAVID BARNETT EAA
561-575 4174

Parts that we would like from vehicle if possible to acquire

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

SWITCH WAS REPLACED 12/23/98 SEE ATTACHED WORK ORDER
NO PARTS SAVED

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

SAMPLE FROM TOP FLUID IN MASTER CYLINDER

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

EDIS 8 module located on LH fender

Speed control module located on LH fender

Air suspension compressor located under air filter

Air suspension relay

Photograph of door jam VIN sticker

Other suspect parts

PRIOR TO FIRE MRS GLASS NOTICED WINDOZ, LEADERS,
SEATS IN OPERATIVE, ONE WEEK PRIOR TO FIRE - HUBER
REPAIRS - ALL NEW WORK - TECH SAID HE DID NOT REPLACE
ANY FUSES.

SEE ATTACHED OTHER INFO

REV 2.0 - 3.

3713 8981

12/23/98

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: LINCOLN

VIN#: 1LNLM81W5N4

Mileage (at inspection):

75405 FIRE 73925

Inspection Date/Location: NAPLES, FL

Vehicle Owner:

Incident date: 12/23/98

Approximate mileage at incident: 73925

Inspector Name: DAVID BENNETT SAA
561 575 4174Requested Info

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

BRAKE PRESSURE SWITCH AREA - (NEAR BRAKE BOOSTER CYLINDER)

Identify if any underhood relays show evidence of internal overheating

NO EVIDENCE OF OVER HEATED RELAYS

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

SEE ATTACHED FUSE DRAWING PLANTS - NO BLOWN FUSE LINKS

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

SEE ATTACHED FUSE DRAWING

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

NO AFTER MARKET EQUIPMENT WIRING - NO HITCH

Assess whether the air suspension pump shows evidence of internal overheating

LOOKS NORMAL

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

NO AFTER MARKET EQUIPMENT NOTICED - NO TRAILER HITCH

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

VEHICLE PURCHASED USED IN 93 - LOOK GOOD FOR 92

If possible, identify vehicle repair history

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

SHE SAID SOME ONE IN WASHINGTON CALLED ABOUT FIRE AND
TALKED 45 MIN -WALGREENS DRUG STORE PERSONNEL CAME OUT OF STORE AND
QUICKLY PUT OUT FIRE - UNDER BRAKE BOOSTER AREA

IN CAB FUSE COVER HAD YELLOW ON INSIDE COVER?