EA02-025

FORD

10/27/03

BOOK 29 OF 61

PART 5 OF 5

BOX 23 OF 28

REPORT : 12/08/98 MASTER OWNER RELATIONS SYSTEM II 13.50.33

3999EE LEGAL CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: A2 CONTACT NBR: 108625526 OPENED: 07/07/1997
VIN: 2FACP74WXN[redacted] ENGINE: W CLOSED: 07/07/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: MIAMI STATE: FL ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: CROWN VICTORIA
MILEAGE: 66215 WSD:
DEALER NAME: DEEL FORD SALES CODE: 124004 P & A: 04972
CAUSAL CODE: 0709 SYMPTOMS: 704145
ORIGIN: GO TRANS REGION: 24 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: 5062272

COMMENTS:
1997/07/07
*** DEALER FAX RECEIVED 7/2/97 BY CONSUMER AFFAIRS ***
*** NAVIS: PROGRAM ***
-DEALER CONTACT: JOHN BOYCE (305)661-6111 EXT 332
-6/30/97-VEHICLE CAUGHT FIRE IN THE ENGINE COMPARTMENT WHILE SITTING IN DEALER'S LOT
-FIRE ALSO DAMAGED A 1988 F-150 THAT WAS SITTING IN FRONT OF THE CROWN VICTORIA; F-150 OWNED BY MIKE O'BRIAN; VIN 1FTDF15N8JNB57001
-STATE FARM INS HAS BEEN CONTACTED; ROBERT DANN (AGENT) (305)251-4534
-COPY OF FIRE REPORTS PROVIDED BY DEALER
*
JOHN BOYCE (SRVC MGR) SAYS:
-DEALER HAD SERVICED THE VEHICLE BECAUSE THE AIRBAG SRS LIGHT WAS ON. DAVID WATSON (TECH) CHECKED THE CODES AND REPLACED THE AIRBAG MODULE, AND A BLOWN FUSE FOR THE BRAKE SWITCH. THE VEHICLE HAD BEEN SITTING IN THE PARKING LOT FOR AN HOUR BEFORE THE FIRE OCCURED.
-STATE FARM WANTED DEALER TO SIGN A RELEASE SO THEY COULD TAKE THE VEHICLE AWAY FROM THE DEALERSHIP, BUT DEALER DECLINED SO THAT DEALER'S INS CO (UNIVERSAL UNDERWRITERS) AND FORD COULD INSPECT IF NECESSARY
-EXPECTS STATE FARM TO SUBROGATE THE DEALER'S INS CO
-MR. O'BRIAN'S INS CO (PROGRESSIVE) HAS AUTHORIZED DEALER'S BODY SHOP TO REPAIR DAMAGE TO THE F-150, AND THEY WILL SUBROGATE DEALER'S INS CO
*
CUSTOMER SEEKS:
-FORD TO INVESTIGATE THE NATURE OF THE FIRE
*
ERICKA EDWARDS (LEGAL ANALYST) ADVISED:
OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXLGLTG

ENGINE off

UNDER HOOD

replaced airbag mod and Blown fuse for brake switch

3713 8983

copy

REPORT 12/08/98 MASTER OWNER RELATIONS SYSTEM 08 18.52 43

3999XE LEGAL CONTACT VEH TYPE: CAR
ORLANDO 24 EN/TR: A2 CONTACT NBR: 108625526 OPENED: 07/07/1997
VIN: 2FACP74W0XD[redacted] ENGINE: N CLOSED: 07/07/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: MIAMI STATE: FL ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: CROWN VICTORIA
MILEAGE: 66213 MED:
DEALER NAME: OEEL FORD SALES CODE: 124004 P & A: 04972
CAUSAL CODE: 0709 SYMPTOMS: 704145
ORIGIN: GO TRANS REGION: 24 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: 5062272

COMMENTS:
1997/07/07
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*
ERICKA EDWARDS (LEGAL ANALYST) ADVISED:
OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXLGLTG

Engine off

Blown fuse BPS

ORLANDO 24 Zn/Tr: A2 M/A: CONTACT NBR: 108525526 Opened: 07/07/1997
VIN: 2FACP74WXNX[redacted] Closed: 07/07/1997
Last Name: [redacted] Status: CLOSED
Title: First Name: [redacted] MI:
Address:
City: MIAMI ST/PV: FL Zip/PC: [redacted] CC: USA
Home Phone: [redacted] Business Phone: [redacted] Ext:
Year: 92 Model: CROWN VICTORIA
Mileage/Km: 66215 WSD: 04/27/1992

Dealer Name: DESL FORD Sales Code: 124004 P&A: 04972
Causal Code: 0709 Symptoms: 704145
Serv Sales: 1 (1 or 2) Origin: GO Trans Date:
Veh Repl:
Case Type: 4A FIRES - ELECTRICAL Means Code: A LGL INVEST-PROD LIABILITY
Atty Name: Atty Memo:
Claimed Amt: Award Amt:
CANADA ONLY:
Court Code: Award Code:

F1=HELP F3=EXIT F4=COMMENT F5=ADD F6=UPD F9=CLOSE F12=CANC
I050 CONTACT SUCCESSFULLY CLOSED LPORB19

3713 8985

CSOR0010 MORS II Contact Comments 07/07/1997 13:31:03

Last Name: [redacted]
Home Phone: [redacted] Bus.Phone: [redacted] VIN: 2FACP74WKNX[redacted]
Dealer: DEEL FORD Ext:
Dist/Reg: 24

CONTACT NBR: 108625526 Date: 07/07/1997 Analyst Code: 3999EE
File Type: LEGAL Time: 13:30:12 Analyst Name: EDWARDS
Comm Type: F FAX Micro: Letter Code:

Comments: More?: Y
*** DEALER FAX RECEIVED 7/2/97 BY CONSUMER AFFAIRS ***
*** NAVIS: PROGRAM ***
-DEALER CONTACT: JOHN BOYCE (305)661-6111 EXT 332
-6/30/97-VEHICLE CAUGHT FIRE IN THE ENGINE COMPARTMENT WHILE SITTING IN DEALER'S LOT
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-COPY OF FIRE REPORTS PROVIDED BY DEALER

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
E196 FIRST COMMENTS FOR CONTACT LPORB19

3713 8986

CSOR0010 MORS II Contact Comments 07/07/1997 13:31:3

Last Name: [redacted]
Home Phone: [redacted] Bus.Phone: [redacted]
Dealer: DEEL FORD

VIN: 2FACP74WXNX[redacted]
Ext:
Dist/Reg: 24

CONTACT NBR: 108625526
File Type: LEGAL
Comm Type: U UPDATE

Date: 07/07/1997
Time: 13:30:14
Micro:

Analyst Code: 3999EE
Analyst Name: EDWARDS
Letter Code:

Comments: More?: Y

*
JOHN BOYCE (SRVC MGR) SAYS:
-DEALER HAD SERVICED THE VEHICLE BECAUSE THE AIRBAG SRS LIGHT WAS ON. DAVID WATSON (TECH) CHECKED THE CODES AND REPLACED THE AIRBAG MODULE, AND A BLOWN FUSE FOR THE BRAKE SWITCH. THE VEHICLE HAD BEEN SITTING IN THE PARKING LOT FOR AN HOUR BEFORE THE FIRE OCCURED.
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-MR. O'BRIAN'S INS CO (PROGRESSIVE) HAS AUTHORIZED DEALER'S BODY SHOP TO

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
I002 REQUESTED INFORMATION DISPLAYED LPORB19

3713 8987

CSORC010 MORS II Contact Comments 07/07/1997 13:31:11

Last Name: [redacted]
Home Phone: [redacted] Bus.Phone: [redacted] VIN: 2FACP74WXNX[redacted]
Dealer: DEEL FORD Ext: Dist/Reg: 24

CONTACT NBR: 108625526 Date: 07/07/1997 Analyst Code: 3999EE
File Type: LEGAL Time: 13:30:16 Analyst Name: EDWARDS
Comm Type: U UPDATE Micro: Letter Code:

Comments: More?: Y
REPAIR DAMAGE TO THE F-150, AND THEY WILL SUBROGATE DEALER'S INS CO
*
CUSTOMER SEEKS:
-FORD TO INVESTIGATE THE NATURE OF THE FIRE
*
ERICKA EDWARDS (LEGAL ANALYST) ADVISED:

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
I002 REQUESTED INFORMATION DISPLAYED LPORS19

3713 8988

CSOR0010 Acas II Contact Comments 07/07/1997 13:31:35

Last Name: [redacted]
Home Phone: [redacted] Bus.Phone: [redacted]
Dealer: DEEL FORD

VIN: 2FACP74WXN[redacted]
Ext:
Dist/Reg: 24

CONTACT NBR: 108625526 Date: 07/07/1997 Analyst Code: 3999EE
File Type: LEGAL Time: 13:30:17 Analyst Name: EDWARDS
Comm Type: U UPDATE Micro: Letter Code:

Comments: More?: Y
-SPOKE TO JOHN BOYCE
-NO ASSISTANCE WILL BE PROVIDED BECAUSE VEHICLE IS OUT OF S/SO SAFETY WARRANTY, AND NO RECALLS EXIST ON THE VEHICLE
-REFERRED TO INS CO FOR ASSISTANCE; THEY CAN SUBROGATE IF THEY WISH TO PURSUE THE MATTER
-LPA DID NOT CONTACT CUSTOMER

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
I002 REQUESTED INFORMATION DISPLAYED LPORB19

3713 8989

CSOR0010 MORS II Contact Comments 07/07/1997 13:31:3

Last Name: [redacted]
Home Phone: [redacted] Bus.Phone: [redacted]
Dealer: DEEL FORD

VIN: 2FACP74WXNX[redacted]
Ext:
Dist/Reg: 24

CONTACT NBR: 108625526 Date: 07/07/1997 Analyst Code: 3999EE
File Type: LEGAL Time: 13:31:22 Analyst Name: EDWARDS
Comm Type: U UPDATE Micro: Letter Code:

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

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
I002 REQUESTED INFORMATION DISPLAYED LPORB19

3713 8990

[redacted]

7/7 - John Boyce:

- State Farm wanted dlr's ins co to pay for damage but John told State Farm to handle & subrogate.
- Veh still @ dlr
- 7/3 - St Farm [redacted] wanted dlr to sign a release so they could take the veh away
- The 88 F-150, Progressive auth'd dlr b/s to repair & will subrogate State Farm.
- Dlr ins - Universal Underwriters.

JUL-22-1997 12:20PM FROM TO

#10862553Z6

-No Recalls
-Out of 5/50
-Deny

Ford

DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

FOR DEALER USE ONLY

Requesting Dealer: DEER FORD P&A: 04917 Region: _____

Contact Person: SHARI C. BOUCE Phone No: 305-681-6111-33Z

New or Used ✓ Date of Purchase: 08/17/97 Yr / Make: 97 FORD Mileage: 66,215

VIN: 2FACP74WXNX[redacted]

Customer Name: [redacted]

Address: [redacted]

MIAMI, FL. [redacted]

Home Phone: [redacted] Business Phone: [redacted]

Incident Involves: Accident ____ Fire ✓ Warranty ____ Sudden Acc ____

If customer is alleging product defect, what type: CAR BURNT UP

Personal injury? NO Was medical attention sought? NO

Was a police report filed (where)? YES (COPIES FORWARDED)

Name and phone of owner's insurance company (agents name): STATE FARM
AGENT - ROBERT DAHN - 305-251-4534

Has the insurance company been contacted? YES

If the vehicle is a conversion unit, name of body builder: N/A

Accident details (date, where, how, etc.): VEHICLE WAS IN SERVICE FOR A SRS LIGHT ON. OUR TECH. DAVID WATSON CHECK CODES AND REPLACED AIR BAG MODULE. AND REPLACED BLOWN FUSE FOR BRAKE SWITCH. AFTER PARKING CAR IN OUR LOT, APPROXIMATELY 1HR LATER CAR CAUGHT ON FIRE—

What is the customer requesting?: FORD TO INVESTIGATE WHY VEHICLE CAUGHT ON FIRE—

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

Fax to: (313) 446-9471

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED.

3713 8992

FIRE / PROPERTY RECORD

FIRE RESCUE INCIDENT REPORT DADE COUNTY, FLORIDA

RECORD 02 — UNIT REPORTING SHELL 202 A

DEPT 03 — INCIDENT NUMBER 970219060907 — INCIDENT ADDRESS 4811 LEJEUNE RD

PROPERTY ADDRESS [redacted] — TIME REPORTED 1427

OWNER NAME LAST NAME [redacted] FIRST NAME [redacted] MIDDLE INITIAL — PROP SEQUENCE 01

STRUCTURE TYPE 8 — STORIES & HEIGHT 31 — SQUARE FEET 1 — OCCUPANT TOTAL 8 — TYPE SIT FOUND 14 — ACTION TAKEN 15 EXTING.

OCCUPANT NAME — SPECIFIC PROPERTY — MOBILE PROPERTY 11 AUTO

OWNER ADDRESS [redacted] MIAMI, FL

APPARENT DAMAGE ON 1ST UNIT ARRIVAL: FLAME 1, SMOKE 1 — APPARENT DAMAGE WHEN FIRE OUT: FLAME 1, SMOKE 1 — CONDITION ON ARRIVAL 4 — FLAME TRAVEL FACTOR 98 — METHOD EXTINGUISH 5 — OBSTACLE TO CONTROL 1

DETECTOR TYPE 8 — POWER SUPPLY 8 — PERFORMANCE 8 — SPRINKLER SYSTEM 8 — HEADS OPERATED — COVERAGE

PD DEPT & CASE NUMBER 97-12 AT # — TOWED TO — — TOWING COMPANY —

VEHICLE INVOLVED: YEAR 92 — MAKE FORD — MODEL CROWN VICTOR — TAG GHW64T — STATE FL — VIN 2FACP74WXNX [redacted]

EQUIPMENT INVOLVED 90 UNKNOWN — FORM MATERIAL IGNITED 97 MULTIPLE — TYPE MATERIAL IGNITED 97 MULTIPLE

FORM HEAT IGNITION 90 UNKNOWN — IGNITION FACTOR 90 UNKNOWN — ESTIMATED $ LOSS STRUCTURE 11,000 — CONTENTS

AREA OF ORIGIN 92 PARKING LOT — LEVEL ORIGIN FIRE 1V GRADE

INVESTIGATED BY CAPT. W.A. LOUGH — DATE 6/30/97

FIRE: HOSE 1¾" N, 1½" N, 2½" Y, 3" N, 5" N, MASTER W — GALLONS TO CONTROL 406 — TOTAL USED 450 — WATER SUPPLY TYPE 1

GROUND: LADDERS LADDERS — AERIAL (TYPE) Y — LADDERS (TYPE) N

PROP INVOLVED 02

FIRE RELATED CASUALTIES — FIRE DEPT PERSONNEL: INJURY — DEATH — SUPPORT PERSONNEL: INJURY — DEATH — OTHER PERSONS: INJURY — DEATH

PERSONNEL OF UNIT REPORTING: CAPT. LOUGH, HARRY; ROGERS, BRANDI

[signature] 6-30-97 DATE

NARRATIVE

AUTO ON FIRE IN FENCED PARKING LOT, EXTINGUISHED THROUGH THE CHAIN LINK FENCE WITH 1¾" LINE, HEAVY INVOLVED TO COMPLETE EXTING. CAUSE OF FIRE UNKNOWN; CAR GOES IN SHOP FOR ELECTRICAL PROBLEMS. P&J TRUCK IN FRONT OF AUTO ALSO DAMAGED

White - Original — Yellow - [illegible] — Pink - [illegible]

3713 8993

SOUTHLAND BUSINESS FORMS (305) detached

RECORD 03 of 03

SUPPLEMENTAL NARRATIVE / UNIT RECORD

FIRE RESCUE INCIDENT REPORT DADE COUNTY, FLORIDA

UNIT # 202 SHIFT A

DEPT 0370 INCIDENT NUMBER 025197 M M D D Y Y INCIDENT PROPERTY ADDRESS 4811 LAGUNA ROAD

PATIENT NAME (IF RESCUE) (LAST, FIRST MI)

SUPPLEMENTAL REPORT X TIME REPORTED
MULTIPLE UNIT REPORT ( )

PERSONNEL OF UNIT REPORTING
CAPT. KOUGH
OIC
HARDY, ROBLES
BRINN

OR PERSONNEL ARE LISTED ON:
01 DISPATCH RECORD ( )
02 FIRE PROPERTY RECORD ( )
03 RESCUE PATIENT RECORD ( )
04 SUPPLEMENTAL TRANSPORT RECORD ( )
05 HAZARDOUS MATERIAL RECORD ( )
07 WATER RESCUE RECORD ( )

FIRE HOSE (MM) 3/4"	1 1/2"	1 3/4"	2"	2 1/2"	MASTER	GALLONS TO CONTROL	TOTAL USED	WATER SUPPLY	LADDERS (NO) GROUND	AERIAL
		X				400	450	1	X	

NARRATIVE

FIRE DAMAGE TO AUTO WAS ALL OF THE FRONT OF THE CAR FROM THE WINDSHIELD/DASH FORWARD. FIRE ORIGINATED IN THE ENGINE COMPARTMENT, UNKNOWN EXACT ORIGIN OR CAUSE.

FIRE / PROPERTY RECORD

FIRE RESCUE INCIDENT REPORT DADE COUNTY, FLORIDA

RECORD 02 — UNIT REPORTING 208 A

DEPT 03 — INCIDENT NUMBER 700251 — M M D D Y Y 063097 — INCIDENT ADDRESS 4311 LEJEUNE RD

PROPERTY ADDRESS 4311 LEJEUNE ROAD — TIME REPORTED 1427

OWNER NAME LAST NAME [redacted] FIRST NAME MIDDLE INITIAL — PROP SEQUENCE 02

PROPERTY

STRUCTURE TYPE 8 — STORIES & HEIGHT 31 — SQUARE FEET 1 — OCCUPANT TOTAL 8 — TYPE SF FOUND 14 — ACTION TAKEN 15 EXTING

OCCUPANT NAME — SPECIFIC PROPERTY — MOBILE PROPERTY 11 FIRE TRUCK

[redacted] KEY BISCAYNE, FL

FIRE

APPARENT DAMAGE ON 1ST UNIT ARRIVAL: FLAME 1 — SMOKE 7
APPARENT DAMAGE WHEN FIRE OUT: FLAME 1 — SMOKE 7
CONDITION OF FIRE ON ARRIVAL 4 — FLAME TRAVEL FACTOR 98 — METHOD EXTINGUISH 5 — OBSTACLE TO CONTROL 1

DETECTOR TYPE 8 — POWER SUPPLY 8 — PERFORMANCE 8 — SPRINKLER SYSTEM 8 — HEADS OPERATED — COVERAGE

INVESTIGATION

PD DEPT'S CASE NUMBER 97 12158 — TOWED TO — TOWING COMPANY

VEHICLE INVOLVED: YEAR 88 — MAKE FORD — MODEL E-150 — TAGS T4749 — STATE FL — VIN 1FTDE15N4JHA[redacted]

EQUIPMENT INVOLVED 11 AUTO — FORM MATERIAL IGNITED 13 EXTERIOR TRIM — TYPE MATERIAL IGNITED 49 PLASTIC

FORM HEAT IGNITION 81 DIRECT FLAME — IGNITION FACTOR 93 EXPOSURE FIRE — ESTIMATED $ LOSS STRUCTURE 1500

AREA OF ORIGIN 92 PARKING LOT GARAGE — LEVEL ORIGIN FIRE 11 GARAGE — CONTENTS

CAPT. W.A. LOUGH — INVESTIGATED BY — 6-30-97 DATE

GROUND

FIRE HOSE (1½" 1" 1¾" 2" 3" 5" MASTER) 4 — GALLONS TO CONTROL 1500 — TOTAL GAL 1500 — WATER SUPPLY TYPE 1

GROUND AERIAL LADDER 4 (YRS) — AERIAL LADDER M (TYPE)

PROP INVOLVED 02

FIRE RELATED CASUALTIES

	FIRE DEPT PERSONNEL	SUPPORT PERSONNEL	OTHER PERSONS
INJURY			
DEATH			

PERSONNEL OF UNIT REPORTING

CAPT. W. LOUGH

WARD, RIGGS

BROWN

[signature] 6-30-97 DATE

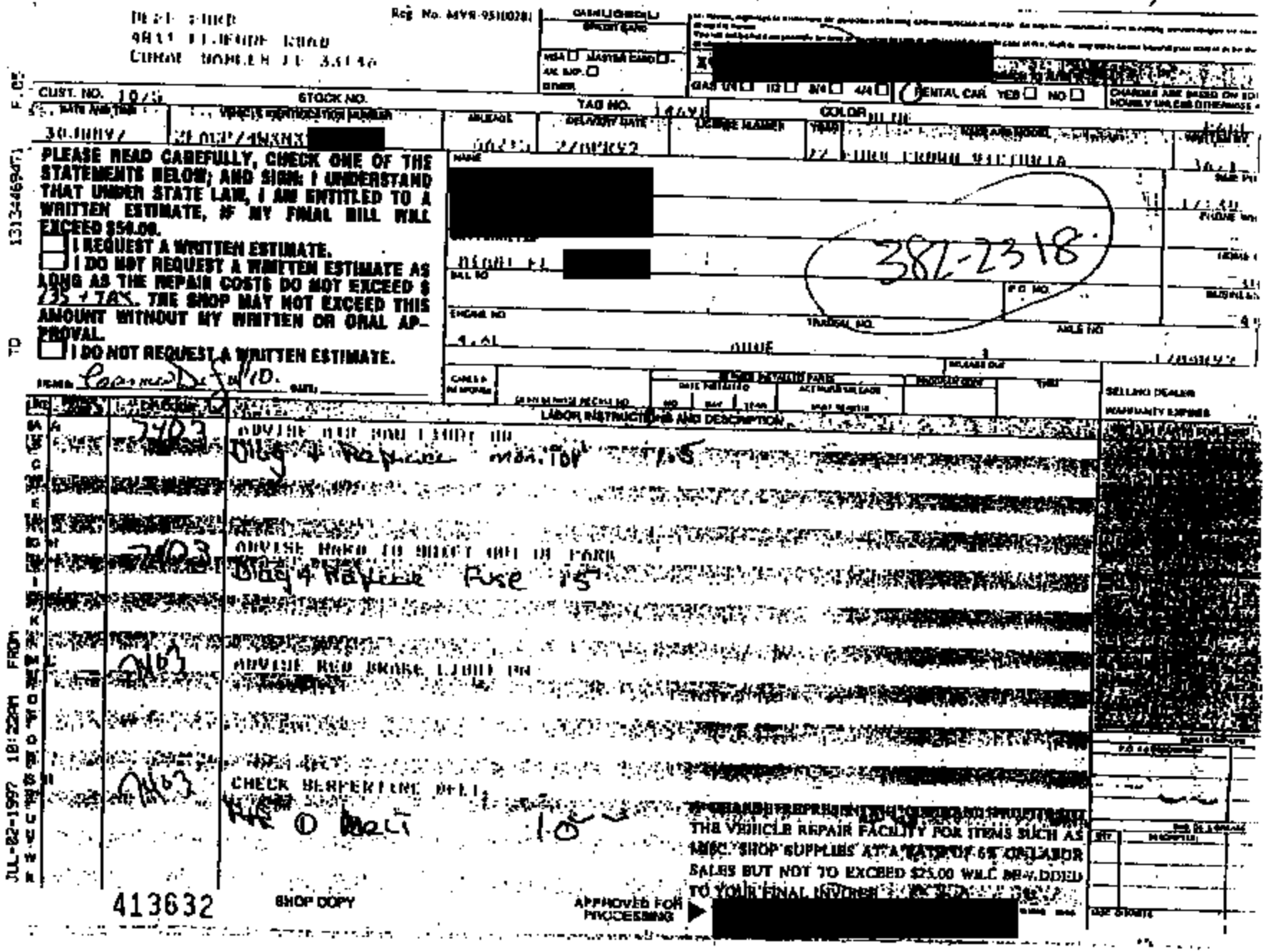
NARRATIVE

PIN TRUCK HAD FIRE APPLIED TO BUMPER TRIMMING AND BAD FROM AUTO FIRE BEHIND THE PIN. EXTINGUISHED WITH 1¾" LINE. (2)

ADDITIONAL NARRATIVE

White - Original Yellow - MIR Pink - System

3713 8995



Reg No. 44YR-9510028

CUST. NO. 1075

STOCK NO.

TAG NO.

COLOR

RENTAL CAR YES ☐ NO ☐

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

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ 235 + TAX. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

381-2318

LABOR INSTRUCTIONS AND DESCRIPTION

2403 ADVISE HAND BRAKE LIGHT ON

2403 ADVISE HAND TO SHUT OFF IN PARK

2403 ADVISE RED BRAKE LIGHT ON

2403 CHECK BEFORE LINE OFF

413632 SHOP COPY

APPROVED FOR PROCESSING

THE VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISC. SHOP SUPPLIES AT A RATE OF 6% OF LABOR SALES BUT NOT TO EXCEED $25.00 WILL BE ADDED TO YOUR FINAL INVOICE

JUL-02-1997 18:22 FROM

9713 8906

CQIS Report Number: VDUAA323 Program Type: Q Orig Rpt #: 134597-97
Report Source: MSS - FCSD - QSFS Report Date: 04/21/1997

REPORT SUMMARY

VEHICLE: 1992 GRAND MARQUIS,LS ,SEDAN VIN : 2MECM75W1NX[redacted]
Engine : 4.6L ROMEO BASE EFI Odometer: 15,526 MILES
Operating Environ: WCC : 5F07
Vehicle Use : Rsp. Act:

SYMPTOM: 7 04 2 45 UNKNOWN SOURCE CONCERNS FIRE/SMOKE
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 Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

COMMENTS

--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 FIRE. THIS VEHICLE'S FIRE STOPPED SOON ENOUGH.
AUDIT -	04/23/1997 10:28AM DATA ENTRY5 MSS - FCSD - QSF5
	SYMPTOM 3 01 0 00 CHANGED TO 7 04 2 45 BY NBAKER6

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif.: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D 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	2A574	SERVICE	SWITCH ASY LOW AIR P	YES

VEHICLE DETAILS

Vehicle Build Date: 04/01/1992 Warranty Start Date: 04/28/1992
Date of Sale: 04/28/1992 Selling Dlr (Mkt,Dlr,Sub): 11627
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

- - - ENGINE - - -

Engine: 4.6L ROMEO BASE EFI Tag: 2G 806 AA
Bld Dt: Calb: 218FR00 A Serial #: W

- - - TRANSMISSION - - -

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

- - - AXLE - - -

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

3713 8997

CQIS Report Number: VDUAA323 Program Type: Q Orig Rpt #: 134597-97
Report Source: MSS - FC5D - QSFS Report Date: 04/21/1997

---ADDITIONAL---

Tire : P215/70R15 WSW Brand :
Radio : ELECTRONIC AM/FM STRO/CASSETTE A/C : MANUAL AIR CONDITIONER
Paint : YELLOW-RED EXT PAINT FAMILY B --------- MOCHA FROST C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
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 : 129888

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

CQIS Report Number: VJGAA043 Program Type: Q Orig Rpt #: 162704-97
Report Source: MSS - FCSD - QSF5 Report Date: 10/07/1997

REPORT SUMMARY

VEHICLE: 1992 GRAND MARQUIS,GS ,SEDAN VIN : 2MECM74W5NX[redacted]
Engine : 4.6L ROMEO BASE EFI Odometer: 21,825 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

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

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

COMMENTS

--TYPE--	COMMENT TEXT
CONCER	VEHICLE WILL NOT SHIFT OUT OF PARK.
REPAIR	VISUALLY IT APPEARS BRAKE LIGHT SHORTED AND CAUSED BRAKE FLUID TO CATCH ON FIRE , BRAKE FLUID LEAKED FROM BACK OF MASTER CYLINDER OR SO IT WOULD APPEAR, CAUSING FIRE TO BURN STOP LIGHT LOOM AND ENGINE BAY LOOM TO BURN, NEED TO BETTER INSULATE STOP LIGHT SWITCH, AND SEAL MASTER CYLINDER. PLEASE ADVISE.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 03/31/1992 Warranty Start Date: 06/22/1992
Date of Sale: 06/22/1992 Selling Dlr (Mkt,Dlr,Sub): 11638
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

- - - ENGINE - - -

Engine: 4.6L ROMEO BASE EFI Tag: 2G 806 AA
Bld Dt: Calb: 218PROO A Serial #: W

- - - TRANSMISSION - - -

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

- - - AXLE - - -

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

CQIS Report Number: VJGAA043 Program Type: Q Orig Rpt #: 162704-97
Report Source: MSS - FCSD - QSYS Report Date: 10/07/1997

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

Tire : P215/70R15 WSW Brand :
Radio : ELECTRONIC AM/FM STEREO RADIO A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY A --------- TITANIUM 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

---------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : GERARD MC SHANE Title: OTHER

Rpair Dlr: 11638 - MARGATE LINCOLN-MERCURY INC Ph#:(954) 978-7900
City: Margate State : Florida
Country: UNITED STATES Region : Orlando - 24

Claim #/Date : 186946

Customer name : [redacted] City :

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rpr Caus Nbr	Service Cond.	Part Number Pfx	Part Number Base	Part Number Sfx	Labor Operation
11638	10/03/1997		21825						

3713 9000

REPORT : 12/08/98 MASTER OWNER RELATIONS SYSTEM II 19.33.35

6064AE GRP: KK09 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN ZN/TR: CONTACT NBR: 108859052 OPENED: 09/02/1997
VIN: P ENGINE: CLOSED: 09/02/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: HOUSTON STATE: MS ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 93 MODEL: GRAND MARQUIS
MILEAGE: 38000 WSD:
DEALER NAME: SALES CODE: P & A:
CAUSAL CODES: 3001 SYMPTOMS: 704000
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 2 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)
BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:
COMMENTS:
1997/09/02
NO VIN AVAILABLE
CUSTOMER SAYS:
-SHE DROVE THE CAR ON SAT 08/31/97
-THE CAR'S BEEN SITTING FOR 12 HOURS
-SHE WENT OUTSIDE AND THE CAR WAS ON FIRE
-THE FIRE STARTED ON THE DRIVER'S SIDE
*
PER CUSTOMER, DEALER SAYS:
-NO CONTACT
*
CUSTOMER SEEKS:
-TO KNOW WHY THE CAR CAUGHT ON FIRE
*
CAC ADVISED:
-YOUR INSURANCE COMPANY WOULD BE IN THE
BEST POSITION TO ASSIST YOU
-AFTER AN INVESTIGATION HAS TAKEN PLACE, THEY WILL
NOTIFY FORD IF NECESSARY
CUSTOMER SAYS:
- CALLING BACK, THE CUSTOMER FORGOT TO TELL THE PRIOR CSR THAT THE VEHICLE
BLEW UP
*
CAC ADVISED:
- WILL ADD THAT INFORMATION TO THE CONTACT
OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXCARTG

engine off Left Side

3713 9001

REPORT : 12/08/98 MASTER OWNER RELATIONS SYSTEM II 15:11:51

30645R GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: C2 CONTACT NBR: 107337270 OPENED: 08/08/1996
VIN: 2FACP72W0NX[redacted] ENGINE: W CLOSED: 08/21/1996

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: ROAD
CITY: LIVINGSTON STATE: LA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: CROWN VICTORIA
MILEAGE: 120000 WSD:
DEALER NAME: ALL STAR FORD SALES CODE: 123208 P & A: 02753
CAUSAL CODES: 3001 1215 2023 SYMPTOMS: 704245 704145
ORIGIN: GO TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/14/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)
BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:
COMMENTS:
1996/08/08
*** VEHICLE INVOLVED IN RECALL 93S76 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-GOT A LETTER FOR IGNITION RECALL AND THIS PERTAINS TO MY TRUCK
-BUT LAST WEEK, THIS HAPPENED TO MY 92 CROWN VICTORIA
-THE HOOD WAS SMOKING
-I CALLED THE DEALER AND THEY SAID THEY WOULD HAVE TO HAVE IT TOWED
-I DROVE IT AFTERWARD AND THE ONLY THING WRONG WITH IT WAS THE CRUISE CONTROL
*
PER CUSTOMER, DEALER SAYS:
-HAVE IT TOWED IN
*
CUSTOMER SEEKS:
-WHY IS THIS CAR NOT IN THE IGNITION SWITCH RECALL WHEN THE SAME THING HAPPENED WITH MY CAR AS STATED IN THE LETTER?
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. DENNIS HAFFNER, SVC MNGR, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS CONCERNING THE OPEN RECALL ON VEHICLE
- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- CUSTOMER'S VEHICLE IS NOT INVOLVED IN RECALL 95S28
1996/08/14
***THIS IS THE CLOSING COMMENT
ALL CONCERNS ADDRESSED WITH CUSTOMER. CUSTOMER UNHAPPY THAT HER CONCERN IS NOT COVERED BY A RECALL. DEALER OFFERED A FREE INSPECTION. OWNER SAID SHE DID NOT HAVE TIME TO BRING VEHICLE IN FOR THE INSPECITON OR TO HAVE THE CURRENT RECALL COMPLETED?????? DEALER REASSURED CUSTOMER OF OUR COMMITMENT TO HER AS A FORD OWNER. SAID SHE WOULD RECONTACT US WHEN SHE HAD THE TIME|||||||
HANDLED BY DENNIS HAFFNER, SVC MGRL.
OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXCARTG

LFU

ENGINE ON UNDER HOOD

3713 9002

CQIS Report Number: WHKAA018 Program Type: EDSR Orig Rpt #: 214749-98
Report Source: MSS - FCSD - QSFS Report Date: 08/11/1998

REPORT SUMMARY

Vehicle: 1992 GRAND MARQUIS,LS ,SEDAN VIN: 2MECM75W1NX[redacted]
Engine: 4.6L ROMEO BASE EFI Odometer: 90,000 MILES
Operating Environ: WCC: 7Q01
Vehicle Use: Rep. Act:

Symp: 2 05 2 99 ELECTRICAL HORN/SPD CNTRL/LIGHTER
SPEED CONTROL CONCERN NOT LISTED
Addl Symptom:
Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

COMMENTS

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

CONCERN DETAILS

DIAGNOSTIC INFORMATION

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

SERVICE ACTIONS

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

VEHICLE DETAILS

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

ENGINE

Engine: 4.6L ROMEO BASE EFI Tag: 2G 806 AA
Bld Dt: Calb: 218FR00 A Serial #: W Plt:

ENGINE UNKNOWN

CQIS Report Number: WHKAA018 Program Type: EDSR Orig Rpt #: 214749-98
Report Source: MSS - FCSD - QSFS Report Date: 08/11/1998

VEHICLE DETAILS

TRANSMISSION

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

AXLE

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

ADDITIONAL

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

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller: CHARLERS DOUGLASS Title: OTHER

Rpair Dlr: 11607 - VERO BEACH LINCOLN-MERCURY INC Ph#: (561) 567-5272
City: Vero Beach State : Florida
Country: UNITED STATES Region : Orlando - 24
Claim #/Date: 66698
Customer Name: [redacted] City:

CQIS VIN HISTORY

NO VIN HISTORY AVAILABLE

SUPPLEMENTAL SURVEY: *** NO SURVEY DESCRIPTION ***

NO SURVEY AVAILABLE

VEHICLE'S WARRANTY HISTORY (365 days only)

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

9561TP LEGAL CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: E1 CONTACT NBR: 107275738 OPENED: 07/26/1996
VIN: 1LNCM82W7MY[redacted] ENGINE: W CLOSED: 08/02/1996

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: [redacted]
CITY: DETROIT STATE: MI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: TOWN CAR
MILEAGE: 40000 WSD:
DEALER NAME: STU EVANSLINC-MERC SALES CODE: 345345 P & A: 13928
CAUSAL CODE: 0709 SYMPTOMS: 704147
ORIGIN: GO TRANS REGION: 45 TRANS DATE:
VEH REPL:
CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY
ATTY NAME: ATTY MEMO:
CLAIM AMT: 0 AWARD AMT: 0
MICRO:

COMMENTS:
1996/07/26
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS: [redacted]CALLING)
- THE VEHICLE CAUGHT A FIRE 7/24/96
- THERE WERE NO INJURIES SUSTAINED
- THE VEHICLE DAMAGED 3 OTHER VEHICLES, A LINCOLN HERTZ, A FORD EXPLORER AND A CADILLAC HERTZ
- THE FIRE DEPARTMENT WAS CALLED TO THE SCENE
- THE POLICE WERE NOT CALLED TO THE SCENE
- THE FIRE STARTED ABOVE THE DRIVERS SIDE LEFT WHEEL
- THE VEHICLE IS TOTALLED
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- WAS INFORMED BY THE INSURANCE ADJUSTER TO CONTACT FORD
*
CAC ADVISED:
- DOCUMENTED INFORMATION AND FORWARDED TO THE DEALERSHIP
- LCSR OPENED THE CONTACT BECAUSE PROPERTY DAMAGE WAS SUSTAINED AS A RESULT OF THE FIRE AND THERE ARE NO MILEAGE OR AGE RESTRICTIONS
- A FORD REPRESENTATIVE WILL BE IN CONTACT
- TIME FRAME WAS NOT PROVIDED
1996/07/29
CUSTOMER SAYS:
HAS NOT HEARD ANYTHING FROM FMC AND IS NOT SURE WHAT TO DO WITH THE CAR
*
CAC ADVISED:
-FMC WILL BE IN CONTACT WITH CUSTOMER
-CANNOT PROVIDE DEFINITE TIME FRAME (MOST LIKE 5 WORKING DAYS)
-FMC MAY NEED TO INSPECT VEHICLE
OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXLGLTG

3713 9005

9561TP LEGAL CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: 81 CONTACT NBR: 107275738 OPENED: 07/26/1996
VIN: 1LNCM82W7MY[redacted] ENGINE: W CLOSED: 08/02/1996

1996/07/31
CUSTOMER SAYS:
- HAS NOT YET HEARD FROM FORD
- HE HAS NOT MOVED THE VEHICLE OR PERFORMED ANY REPAIRS
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- WHEN WILL HE BE CONTACTED
*
CAC ADVISED:
- NO SPECIFIC TIME FRAME AVAILABLE OTHER THAN THE ESTIMATED 5 BUSINESS
1996/08/01
CUSTOMER SAYS:
- I CALLED FORD LAST WEEK TO REPORT A VEHICLE FIRE
- THE REPRESENTATIVE TOLD ME I WOULD HEAR FROM SOMEBODY IN 5 DAYS, SO FAR I HAVE HEARD FROM NOBODY
*
CAC ADVISED:
- CUSTOMER FORWARDED TO LINCOLN
CUSTOMER SAYS:
-HAS NOT HEARD ANYTHING FOR THE LEGAL DEPT
-A REPRESENTATIVE ADVISED THE CUSTOMER SOMEONE SHOULD CALL HIM WITHIN 5 DAYS
-INSURANCE COMPANY WILL NOT TOUCH THE VEHICLE UNTIL A FORD REP INSPECT THE VEHICLE
-HAVE BEEN RENTING VEHICLE BECAUSE THE COMPANY NEEDS TO KEEP THE BUSINESS RUNNING
*
PER CUSTOMER, DEALER SAYS:
-NO COMMENTS
*
CUSTOMER SEEKS:
-LEGAL DEPT TO INVESTIGATE THE FIRE
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED
1996/08/02
CUSTOMER SAYS:
-HAVE NOT HEARD FROM FMC REP YET
*
CAC ADVISED:
-TODAY IS THE FIFTH BUSINESS DAY, CUSTOMER WILL PROBABLY BE CONTACTED EITHER TODAY OR AT THE BEGINNING OF NEXT WEEK
OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXLGLTG

3713 9006

9561TP LEGAL CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: E1 CONTACT NBR: 107275738 OPENED: 07/26/1996
VIN: 1LNCM82W7MY[redacted] ENGINE: W CLOSED: 08/02/1996

1996/08/02
###THIS IS THE CLOSING COMMENT
LPA CONTACTED [redacted]
- HE ADVISED THAT HIS INSURANCE COMPANY HAS BEEN OUT TO INSPECT THE DAMAGES AND HAS RECEIVED ESTIMATES.
- THE EXPLORER HAS ABOUT $3500 DAMAGE.
- THE TWO OTHER VEHICLE HAVE SMOKE AND HEAT DAMAGE BUT THEY CANT BE ESTIMATED UNTIL THEY ARE CLEANED AND FURTHER INSPECTED.
- THE BUILDING HOUSING THESE VEHICLE HAS AN ESTIMATED $28,000 IN DAMAGES.
- HIS INSURANCE COMPANY IS PREPARED TO SETTLE THE CLAIM AT THIS TIME.

CUSTOMER SEEKS:
- TO KNOW WHAT FORD WOULD LIKE HIM TO DO IN THIS SITUATION.
- HE SAYS HE NEEDS TO KNOW ASAP BECAUSE HE HAS A BUSINESS TO RUN.

LPA ADVISED:
- SETTLE MATTER WITH HIS INSURANCE COMPANY.
- IF THE INSURANCE CARRIER FEELS THERE IS FORD LIABILITY THEY HAVE THE OPTION TO FILE A SUBROGATION CLAIM.
- LETTER STATING THE SAME WAS FAXED TO [redacted] ON 8-2-96.
- THE INFORMATION HAS BEEN FORWARDED TO OOC AS AN FYI TO THEM.
- NO FURTHER ACTION IS PROPOSED AT THIS TIME.

OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXLGLTG

3718 9007

REPORT : 12/08/1998 MASTER OWNER RELATIONS SYSTEM III 21.14.33

SSALITUR INFORMATION CONTACT CASE NBR: 0569942548
23 MEMPHIS ZONE: A1 OPENED: 09/11/1998
VIN: 2MELM75W1P[redacted] CLOSED: 09/11/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: MEMPHIS STATE: TN ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1993 MODEL: GRAND MARQUIS LS 4DR SDN
MILEAGE: 76000
P & A: 12098
REASON CODES: 0778 SYMPTOMS: 704142
ORIGIN:CAC138- US CONCERN CASE BASE
ACTION:596 - ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE
ACTION DATA:
COMMENTS:
1998/09/11
15.48.06 CUSTOMER SAYS: - LETTER DATED AUG 17/98 - 1993 GRAND MARQUIS LS - CUST SAYS THAT THE VEHICLE WAS SITTING IN THE PARKING LOT WHEN THE VEHICLE CAUGHT ON FIRE FOR NO READON. - MEMPHIS FIRE DEPT. SAID THAT THE FIRE WAS CAUSE BY A MECHANICAL FAILURE. - THE FIRE STARTED ON THE DRIVERSIDE AND CONCLUDED BY THE INITIAL EXPLOSION MARKS, NOT THE BATTERY SIDE. - THE FIRE WAS SO INTENSE THAT THE ALUMINUM WHEELS WERE MELTED OFF. - THEN ON ANOTHER OCCASION CUST WAS SITTING INSIDE WENDY'S WHEN THEY SAW ANOTNER VEHICLE JUST LIKE THEIRS DO THE SAME THING WHEN THERE WAS NOBODY AROUND OR IN THE VEHICLE. - CUST FEELS THAT THIS IS A DEFECT WITH THE MERCURY PRODUCT AND THAT FORD SHOULD EITHER REPLACE THE VEHICLE OR REPAIR IT AT THEIR COST NOT THE CUST. -CUST HAS NO INSURANCE - PER CUSTOMER. DEALER SAYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID: 79
OWNER RELATIONS 12/08/1998 MMPAXFRO

engine

left Side

3713 9008

REPORT : 12/03/98 MASTER DEALER RELATIONS SYSTEM II 19.34.16

0378EM LEGAL CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: D2 CONTACT NBR: 105909801 OPENED: 08/22/1995
VIN: 2FALP74W8PX[redacted] ENGINE: W CLOSED: 10/10/1995

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CRARYVILLE STATE: NY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 93 MODEL: CROWN VICTORIA
MILEAGE: 16669 WSD:
DEALER NAME: PETE'S FORD, INC. SALES CODE: 111429 P & A: 02756
CAUSAL CODE: 02 SYMPTOMS: 704100
ORIGIN: GO TRANS REGION: TRANS DATE:
VEH REPL:
CASE TYPE: 4B-FIRES - EXHAUST-CAT.CONVERTOR-OTHER MEANS CODE: A-LGL INVEST-PROD LIABILITY
ATTY NAME: ATTY MEMO:
CLAIM AMT: 0 AWARD AMT: 0
MICRO: 5640891

COMMENTS:
1995/08/22
NAVIS: ORIGINAL
*
CUSTOMER SAYS:
-HAD MASTER CYLINDER REPLACED 8/18/95
-BRAKES FAILED AND FIRE STARTED IN FRONT OF VEHICLE NEAR DRIVERS SIDE8/19/95
-CUSTOMER BELIEVES IT WAS THE FAULT OF THE MASTER CYLINDER
*
PER CUSTOMER, DEALER SAYS:
-IS NOT AT DEALER BUT AT TOWING FACILITY AWAITING INSURANCE CO REP
*
*
CUSTOMER SEEKS:
-REPLACEMENT OF VEHICLE
*
CAC ADVISED:
-A CUSTOMER REPRESENTATIVE OF FMC WILL CONTACT YOU TO REVIEW THEIR CONCERN
-CONTACT YOUR INSURANCE CO.
*****CUSTOMER ADDS: DASHBOARD AND FIREWALL DESTROYED*******
1995/08/24
****ADDCO****
CUSTOMER SAYS:
-STILL HAS NOT BEEN CONACTED BY FORD REP FOR REVIEW
*
CUSTOMER SEEKS:
-UNDER WARRANTY HE FEELS HE SHOULD GET ANOTHER CAR BACK B/C ALL THE PARTS WERE
-DESTROYED. WANTS TO BE CONTACTED ASAP.
OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXLGLTG

Engine on left side

3713 9009

0378EM LEGAL CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: D2 CONTACT NBR: 105909801 OPENED: 08/22/1995
VIN: 2FALP74W8PX[redacted] ENGINE: W CLOSED: 10/10/1995

1995/10/16
CUSTOMER LETTER DATED 10/2/95, ADDRESSED TO [redacted] CUSTOMER IS SEEKING FOR FORD TO REVIEW THE VEHICLE FIRE. LETTER PREDATES SENDING OF LETTER BY LEGAL AREA. CSR WILL FORWARD LETTER TO WRITTEN RESPONSE DUE TO PICTURES BEING ENCLOSED.
1995/10/24
*** CORRESPONDENCE GROUP RECEIVED CUSTOMERS LETTER ***
RESPONSE: OUR RECORDS INDICATE A LETTER WAS MAILED TO YOU ON 10-10-95/ INDICATINGFORD POSITION REGARDING YOUR SITUATION/FORD POLICY TO RETURN ALL ORIGINAL MATERIAL TO OUR CUSTOMERS/ENCLOSED PLEASE FIND THE PHOTOGRAPHS YOU SENT WITH YOUR LETTER.
1995/11/09
OBC TO CUSTOMER
HE IS MAD THAT THE DEALER WAS NOT COMPETENT IN THE WORK AND MADE A MISTAKE AND FORD SHOULD STAND BEHIND THE WORK DONE
*
CAC ADVISED:
WORKMANSHIP ISSUE IS A DEALER ISSUE AND TO ADDRESS THIS WITH THE INDEPENDENT BUSINESS
1995/11/10
*LETTER DATED 11/1/95*LETTER PREDATES CONTACT TO CUSTOMER. NO ACTION REQ.
OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXLGLTG

3713 9010

0378EM LEGAL CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: DZ CONTACT NBR: 105909801 OPENED: 08/22/1995
VIN: 2FALP74W8SX[redacted] ENGINE: W CLOSED: 10/10/1995

1995/09/08
ADDCO
CUSTOMER SAYS:
-HE HAS STILL NOT HEARD A FINAL DECISION FORM FORD
*
CUSTOMER SEEKS:
-A RESOLUTION TO THIS CONCERN
*
CAC ADVISED:
-INFORMATION WILL BE DOCUMENTED AND FORWARDED TO APPROPRIATE DEPARTMENT
-NO TIME FRAME CAN BE GIVEN FOR THE CONCLUSION OF INVESTIGATION
-CONTINUE WORKING WITH THE INDIVDUAL FROM FORD WHO CONTACTED YOU
1995/09/11
CUSTOMER LETTER TO [redacted] DATED 8/28/95
LETTER PREDATES ABOVE- FOR MICRO ONLY
1995/09/12
LETTER DATED 8-23-95 PREDATES ACTION
CC MICRO ONLY
FORWARDED TO WRITTEN RESPONSE: PHOTOS INCLUDED WITH THE LETTER
1995/09/29
FORWARDED TO LEGAL
1995/10/04
ADDCO:
- CUSTOMER HAS HAD NO CONTACT FROM FMC SINCE INQUIRIES FROM MS RUTHERFORD.
- CUSTOMER HAS BEEN WAITING 8 WEEKS FOR SOME KIND OF INFORMATION ABOUT PROCEEDINGS
- CUSTOMER REQUESTS CONTACT TO LET THEM KNOW STATUS OF CASE IF POSSIBLE
*
CAC ADVISES:
- INFO WILL BE FORWARDED TO PROPER DEPTS.
- SOMEONE WILL BE IN TOUCH
- CUSTOMER SHOULD ATTEMPT TO RECONTACT MS RUTHERFORD, CSM FOR ADDITIONAL ASSISTANCE.
1995/10/09
10/6/95 RECEIVED CUSTOMER LETTER COMPLAINING THAT IT'S BEEN TWO MONTHS THAT HE VEHICLE WAS BURNT. HE WANTS TO KNOW WHAT FORD MOTOR WILL DO ABOUT HIS LOSS. CAR HAD ONLY 16,669 MILES BEFORE THIS HAPPENDED. PLEASE EVALUATE THE VEHICLE, CONTACT CUSTOMER, UPDATE MORSII, AND CLOSE CASE.
1995/10/10
THIS IS THE CLOSING COMMENT
GRI REPORT RECEIVED. INSPECTOR DETERMINED THAT THE ORIGIN OF THE FIRE WAS THE MASTER CYLINDER AREA, HOWEVER, HE COULDN'T DETERMINE WHY THE FIRE OCCURRED. BASED ON THIS INCONCLUSIVE FINDING, CUSTOMER SHOULD PURSUE THIS MATTER THROUGH THEIR INSURANCE CARRER. NOTE: DLR COMPLETED REPAIRS TO THE MASTER CYLINDER THE DAY BEFORE THE FIRE OCCURRED.
LETTER WILL BE SENT TO CUSTOMER 10/10/1994 STATING FORD'S POSITION.
OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXLGLTG

0378EM LEGAL CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: D2 CONTACT NBR: 105909801 OPENED: 08/22/1995
VIN: 2FALP74W8P[redacted] ENGINE: W CLOSED: 10/10/1995

1995/08/25
CUSTOMER SEEKS:
- AN IMMEDIATE RESPONSE
*
CAC ADVISED:
- CUSTOMER INFORMATION HAS BEEN DOCUMENTED AND PROCESSED TO THE APPROPRIATE OFFICE
- CONTACT YOUR INSURANCE COMPANY FOR GUIDANCE
1995/08/28
CUSTOMER SEEKS:
COMPANYS ADDRESS, PRESIDENT.
CAC ADVISED:
PROVIDED ADDRESS, [redacted]
1995/08/30
CSM ADVISED CUSTOMER THAT THIS INFORMATION WILL BE PASSED ON TO THE APPROP. PERSON FOR REVIEW AND POSSIBLE INSPECTION OF THE VEHICLE. CUSTOMER IS SEEKING IMEDIATE ACTION FROM FMC ON THIS CONCERN. D. RUTHERFORD, CSM.
CSM CONTACTED CUSTOMER ON 8/29/95 IN REGARDS TO FIRE INCIDENT ON HER 1993 C.V. CUSTOMER INDICATED THAT VEHICLE WAS AT CAFFREY FORD ON 8/18 FOR REPLACEMENT OF BRAKE MASTER CYLINDER. ON 8/19 CUSTOMER STATES THAT BRAKES FELT "SOFT" AND AFTER DRIVING VEHICLE FOR APPROX. 30 MINUTES SHE NOTICED SMOKE COMING FROM THE ENGINE COMPARTMENT. LOCAL FIRE DEPT WAS CALLED AND FIRE WAS PUT OUT. CUSTOMER STAES HOWEVER THAT THE VEHICLE BURNT FROM THE ENGINE COMPARTMENT TO THE REAR SEATS. CUSTOMER HAS CONTACTED HER INSURANCE COMPANY(N.Y. CENTRAL MUTUAL FIRE INSURANCE CO.). CONTACT PERSON IS LYNN VALIKONIS @ 800-333-5370. VEHICLE IS CURRENTLY LOCATED AT AN INSPECTION FACILITY, AUTO PLACEMENT PHONE NUMBER 518-861-5171, REF # Q3052. INSURANCE CLAIM # IS 95-34332-1. CUSTOMER IS REQUESTING A REPLACEMENT VEHICLE FROM FMC BECAUSE THEY FEEL THAT FIRE WAS DUE TO FACTORY DEFECT. CSM ADVISED CUSTOMER THAT SITUATION WILL BE REVIEWED AND/O INSPECTED BY FMC. CUSTOMER IS VERY UPSET WITH SITUATION AND IS SEEKING IMMEDIATE ACTION FORM FMC. D. RUTHERFORD, CSM
1995/08/31
FILE SENT TO GRI TO INVESTIGATE. NO TIMING PROVIDED AS OF YET.
1995/09/06
CUSTOMER SAYS:
-REITTERATES PREVIOUS CONCERN
-THE FORD REP,DARLENE RUTHERFORD CONTACTED THE CUSTOMER 1 WEEK AGO AND STATED THAT THIS WOULD BE REVIEWED AND THE CUSTOMER WOULD BE RECONTACTED
*
CUSTOMER SEEKS:
-A TIMELY RESOLUTION
*
CAC ADVISED:
-DOCUMENTED ADDITIONAL INFO THAT CUSTOMER IS ANXIOUS TO ADDRESS CONCERN FURTHUR
-NO TIMEFRAME CAN BE GIVEN
OWNER RELATIONS VOP/BENCHMARKING 12/08/98 FAXLGLTG

CQIS Report Number: PHSBH016 Program Type: H Orig Rpt #:
Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 08/19/1993

REPORT SUMMARY

VEHICLE: 1993 CROWN VICTORIA,LX ,SEDAN VIN : 2FALP74W9PX[redacted]
Engine : 4.6L ROMEO BASE EFI Odometer: 2,000 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 7 04 1 45 UNKNOWN SOURCE CONCERNS FIRE/SMOKE
VISIBLE FLAME UNDERHOOD
Additional Symptom: ENGINE COMPARTMENT FIRE
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

COMMENTS

--TYPE-- COMMENT TEXT

REPAIR VEHICLE IDLING IN TRAFFIC. ANOTHER DRIVER BROUGHT TO HIS ATTENTION TH AT A FLUID WAS LEAKING FROM UNDER THE CAR. WHEN THE CUSTOMER GOT OUT TO INVESTIGATE, THE CAR SUPPOSIDLY CAUGHT FIRE. UNKNOWN HOW LONG VEHI CLE WAS IDLING BEFORE THIS HAPPENED. TRAFFIC WAS STOPPED BECAUSE OF R OAD CONSTRUCTION, A SITUATION WHERE THE TRAFFIC WAS BEING STOPPED & ON E SIDE OF THE ROAD WAS BEING USED AT A TIME TO GET AROUND A CONSTRUCTI ON SITE.

RECOMM CONTACT ZONE & GET THEM INVOLVED AT THIS TIME. RECORD AS MANY FACTS A BOUT THE INCIDENT AS POSSIBLE.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Level of Assistance: El
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 06/14/1993 Warranty Start Date: 06/29/1993
Date of Sale: 06/29/1993 Selling Dlr (Mkt,Dlr,Sub): 07774
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

ENGINE

Engine: 4.6L ROMEO BASE EFI Tag: 3G 804 AA
Bld Dt: Calb: 318GR11 A Serial #: W

TRANSMISSION

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

CQIS Report Number: PHSBH016 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 08/19/1993

---AXLE---
Axle: 8.8 3.08 CONVENTIONAL Id Tag Code: Bld Dt:
Serial #: Plt:

---ADDITIONAL---
Tire : P215/70R15 WSW Brand :
Radio : ELECTRONIC AM/FM STRO/CASSETTE A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY B --------- SILVER MET C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : MERYL TOWNSEND Title: SERVICE MANAGER

Rpair Dlr: 07774 - MOCK FORD SALES Ph#:(541) 476-6656
City: Grants Pass State : Oregon
Country: UNITED STATES Region : San Francisco - 72

Specialist's
Name : RON TRELLA

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
08/25/1993	PHYAE045	CACSFE	UKN	SRC			07774

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

SURVEY HAS BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Case # 39N

built

1991-95 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... 2-26-92

Vehicle/Customer Information

ModelYear: 1992 Make: GRAND MARQUIS VIN#: 2MECM74W[redacted]5

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

→ SALVAGE CONTROL # HAD IS 21779

Customer Name: [redacted] Phone: [redacted]

Is it ok for engineering to contact customer: YES

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

If so, where was cleanup performed? N/A

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

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

Insurance Agency Info. (if appropriate): CNA INSURANCE

Agency Name: PREMIER ADJUSTING SVCS Agency phone number: _____

Claim number: P8034501

Contact: Mr. Bill Buckley (SEA, Inc) Phone number: 800-881-7324

Incident Info

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

If repaired, when and where? N/A

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

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

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

Did customer notice anything unusual prior to fire? NO

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

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

Any other info that you think may be useful to our investigation? he has seen very similar - Valve cover damage - damage to town cars - he (near brake master cylinder) sees a pattern is a pattern he sees

3713 9015

April 6, 1999

03/22/99 MON 14:28 FAX 2486424558 EA ASSOCIATES

Vehicle/Customer Information/Incident Info

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

Requested Info

Area of fire origination (engine compartment quadrant, component, etc)
Quadrant hard to identify--engine compartment driver side appears to hot spot area
Identify if any underhood relays show evidence of internal overheat
All parts consumed by fire--see photographs
Identify if any fuses or fuse links were blown or show evidence of other damage
All parts consumed by fire--see photographs
Determine if the correct fuse for the stop lamp switch in the fuse box
All parts consumed by fire--see photographs
Identify is there was any damage to wiring in the area where the fire was started (ie chafing, missing insulati
All parts consumed by fire--see photographs
Assess whether the air suspension pump shows evidence of internal overheating
All parts consumed by fire--see photographs
Identify if there were any aftermarket modifications to the vehicle? (specifically car alarm, trailer tow, or rem start
No after market equipment seen on burned vehicle or reported to Ins Co.

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

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

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

Per Bill Buckley car was serviced by Bradenton, Fl. dealer on US 41 or for oil changes-- at a local quick lube location closer to where he lived.--no prior service problem reported..

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

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

David Burnett EAA
561-575-4174

3713 9016

Page 1 of 2

Vehicle/Customer Information/Incident Info

April 6, 1999

Model Year:1992 **Make**: Grand Marquis **Vin#**:2MECM74W5N[redacted]
Miles: Aprox 58,000 to 60,000 miles based on old service records
Inspection Date/Location: 4-5-99 Gibsonton, Fl. **Vehicle Owner**:[redacted]
Incident 3-18-99 Approximate miles at incident: 58 to 60,000 miles
Inspector Name: David Burnett 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)
Brake switch removed from prop valve—badly burned no pigtail , connector or fluid.

Sample of brake fluid at prop valve (in sealed glass container)
No brake fluid sample possible --all burned--see photographs

Relay pack located on LH fender apron (with as much wiring as possible)
All parts consumed by fire--see photographs

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

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

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

Air suspension relay All parts consumed by fire--see photographs

Photograph of door jam VIN sticker
Door jam VIN sticker burned

Other suspect parts

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

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

rev 2.0 — 3/1

David Burnett EAA
561-575-4174

S.E.A. INC.
An FTI Consulting, Inc. Company
13930 Lynmar Blvd.
Tampa, Florida 33626
813 891-1445 800 881-7324
FAX 813 814-1716

Bill L. Buckley, C.F.I.

www.seaohio.com

3713 9017

Page 2 of 2

Case #31

IMSP 4-29-C

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

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

Vehicle/Customer Information

Model Year: 92 Make: GRAND MARQUIS VIN#: 2MECM75WINX [redacted]

Present Vehicle Location: ORLANDO FL Who owns vehicle now: State Farm

Customer Name: [redacted] Sebastian, FL 32958 Phone: [redacted]

Is it ok for engineering to contact customer: ____?

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

If so, where was cleanup performed? N/A

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

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

Insurance Agency Info, (If appropriate):

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

Claim number: 598690148

Contact: CINDY SIMMONS Phone number: 407-953-7255

Incident Info

Date of fire: JULY '95 Mileage 84,000 Was the vehicle repaired? ____

If repaired, when and where? ____

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

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

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

Did customer notice anything unusual prior to fire? YES

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

Was the brake warning lamp illuminated: ____ Were the brake lights inoperative: YES

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

3713 9018

5-1-99
Burnett EAA

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: GRAND MARQUIS VIN#: 2MEEM75W1NX [redacted] Mileage (at inspection): @

Inspection Date/Location: ORLANDO, FL

Vehicle Owner: [redacted]

Incident date: JULY. 98 Approximate mileage at incident: 84000 mi

Inspector Name: DAVID BURNETT-EAA
561 575 4174

MFG 4-92

[redacted]
SEBASTIAN, 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)
BRAKE PRESSURE SWITCH WAS REMOVED BY S/F RED ALRM CENTER 770-460-4923

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 - SEE PHOTOS

EDIS 8 module located on LH fender
BURNED

Speed control module located on LH fender
BURNED - SEE PHOTO

Air suspension compressor located under air filter
IN POSITION, BUT BURNED

Air suspension relay ?

Photograph of door jam VIN sticker YES

Other suspect parts
⇒ * BRAKE PRESSURE SWITCH & MAJOR SECTIONS OF WIRE HARNESS - REMOVED BY STATE FARM RED. ALRM CENTER & SPECIAL INVESTIGATOR FOR FMCSA, MIKE BIZESNOCK. TECHNOLOGY TRANSFER HAVE PARTS.
* SEE PHOTOS (WITH & WITHOUT FLASH BEEP) OF REMOVED PARTS BRAKE SWITCH & WIRE HARNESS

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Page 1 of 2

MIKE BORGESNOOK

3713 9019

5-1-9
Bennett
EAA

03/22/99 MON 14:28 FAX 2486424558 EA ASSOCIATES

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: Grand Marquis VIN#: [redacted] Mileage (at inspection):

Inspection Date/Location: Orlando, FL Vehicle Owner: [redacted]

Incident date: June 98 Approximate mileage at incident: ± 84,000 mi

Inspector Name:
David Bennett

Requested Info

Area of fire origination (engine compartment quadrant, component, etc)
Below brake booster/master cylinder - brake switch - out to inner skirt area

Identify if any underhood relays show evidence of internal overheat
All burned - see photos

Identify if any fuses or fuse links were blown or show evidence of other damage
All burned - fuse block under I/P looks good - see photo's

Determine if the correct fuse for the stop lamp switch in the fuse box
see drawing attached and photos

Identify is there was any damage to wiring in the area where the fire was started (ie chafing, missing insulatio
All burned - see photo's

Assess whether the air suspension pump shows evidence of internal overheating
Nothing air cleaner

Identify if there were any aftermarket modifications to the vehicle? (specifically car alarm, trailer tow, or rem start) No hitch
No noticable electrical equipment in I.P area

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

⇒ If possible, identify vehicle repair history Per attached report - trouble with cruise control & blown fuses - trouble getting out of park

Any other info that may be pertinent to the incident... - also brake lights inoperative

Prior to fire car was parked in a lot for some three hrs, per attached info sheet

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3-19-99

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3713 9020

BURNETT EAA
5-1-99

Bar

5-1-99

03/22/99 MON 14:28 FAX 2486424558 EA ASSOCIATES

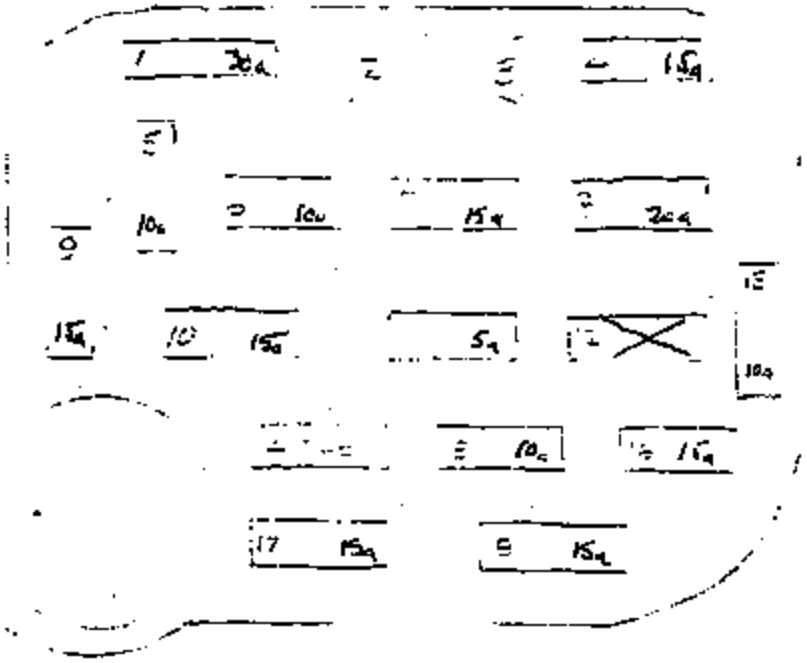
Vehicle/Customer Information/Incident Info

Model Year: 92 Make: GRAND MARQUIS VIN#: [redacted] Mileage (at inspection):

Inspection Date/Location: ORLANDO, FL Vehicle Owner: [redacted]

Incident date: Approximate mileage at incident: 84,000 mi

Inspector Name: DAVID BURNETT EAA MFG 4-92



Case # 44N

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

ModelYear: 93 Make: TOWN CAR VIN: 1LNLM81W8PY[redacted]

Present Vehicle Location: PALMETTO Who owns vehicle now: [redacted]

Customer Name: [redacted] Phone: _____

Is it ok for engineering to contact customer: NO

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

If so, where was cleanup performed? _____

What is the general repair history of the vehicle? _____

_____

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

Insurance Agency info (if appropriate):

Agency Name: STATE FARM Agency phone number: _____

Claim number: _____

Contact: ALAN CONOER Phone number: 770-460-4923

Incident Info

Date of fire: 3-12-99 Mileage _____ Was the vehicle repaired? _____

If returned, when and where? _____

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

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

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

Did customer notice anything unusual prior to fire? _____

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

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

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

5-1-99

03/22/99 MON 14:28 FAI 2486424558 EA ASSOCIATES DAVID BURNETT

Vehicle/Customer Information/Incident Info

Model Year: 93 Make: TownCar VIN#: 1LNLM81W8PY [redacted] Mileage (at inspection):

Inspection Date/Location: PALMETTO, FL AND TO BRADENTON, FL Vehicle Owner: [redacted]

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

I will get mile detail week of 5-3-99 from Alan Conger State Farm Rep.

Inspector Name: DAVID BURNETT
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 is still in position – but the electrical connection missing & no pig tail – also burned.

Sample of brake fluid at prop valve (in sealed glass container)
Burned no fluid

Relay pack located on LH fender apron (with as much wiring as possible)
Burned – see photo's

EDIS 8 module located on LH fender
Burned – see photo

Speed control module located on LH fender
Burned – see photo

Air suspension compressor located under air filter
Burned see photo-s

Air suspension relay
Burned

Photograph of door jam VIN sticker
Yes 643092 MFG 10-92

Other suspect parts

NOTE: No parts to be removed per State Farm Rep. Alan Conger 770-460-4973

I will get mile info. from State Farm – Alan Conger week of 5-3-99.

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3713 9023

5-1-99

03/22/99 MON 14:28 FAX 2486424558 EA ASSOCIATES D. Burnett

Vehicle/Customer Information/Incident Info

Model Year: 93 Make: TOYOTA CAR VIN#: [redacted] Mileage (at inspection):

Inspection Date/Location: Vehicle Owner:

Incident date: 3-12-99 Approximate mileage at incident: [redacted]

Inspector Name: DAVID BURNETT EAA

Requested Info

Area of fire origination (engine compartment quadrant, component, etc)
HOT SPOT APPEARS TO BE BELOW BRAKE VACUUM CYLINDER TO INNER SHEET AREA

Identify if any underhood relays show evidence of internal overheat
ALL RELAYS BURNED IN FIRE - SEE PHOTO - COULD NOT CHECK

Identify if any fuses or fuse links were blown or show evidence of other damage
NO BLOWN FUSES AT I.P. FUSE BLOCK SEE DRAWING & PHOTOGRAPH

Determine if the correct fuse for the stop lamp switch in the fuse box
ALL FUSES ARE DISCARD - DO NOT KNOW STOP LAMP POSITION

Identify is there was any damage to wiring in the area where the fire was started (ie chafing, missing insulatic
ALL INSULATION BURNED

Assess whether the air suspension pump shows evidence of internal overheating
BURNED

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

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

If possible, identify vehicle repair history NO HISTORY

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

- CLEAN CAR INSIDE & OUT - GOOD CONDITION FOR 93
- NO TRAILER HITCH
- NO MODIFICATIONS NOTED

REV 2.0
3-19-99

PAGE 2 of 2

3713 9024

03/22/99 MON 14:28 FAX 2488424558 EA ASSOCIATES

BURNETT, DAVID

Vehicle/Customer Information/Incident Info

Model Year: 95 Make: [illegible] VIN#: [illegible] [redacted]

Mileage (at inspection):

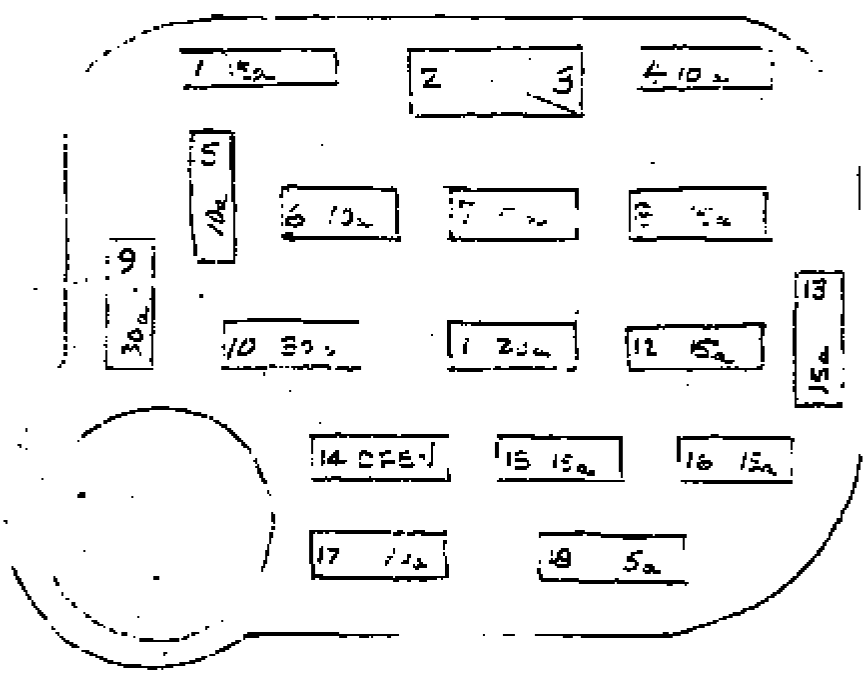
Inspection Date/Location: PALMETTO, FL. 3-24-99

Vehicle Owner: [illegible]

[redacted]

Incident date: 3-[illegible]-99 Approximate mileage at incident:

Inspector Name: [illegible]



NOTE: [illegible] OK [illegible]

[illegible] SEE PHOTO

3713 9025

Case #47

NOT NHTSA

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

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

Vehicle/Customer Information

Model/Year: 92 Make: Grand Marquis VIN: 2MECM75W4NX[redacted]

Present Vehicle Location: _____ Who owns vehicle now: [redacted]

Customer Name: [redacted] (last name) Phone: _____

Is it ok for engineering to contact customer: no.

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

If so, where was cleanup performed? _____

What is the general repair history of the vehicle? _____

_____

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

Insurance Agency Info (if appropriate):

Agency Name: STATE FARM Agency phone number: _____

Claim number: _____

Contact: ALAN CAUGER Phone number: _____

Incident Info

Date of fire: 6-28-98 Mileage _____ Was the vehicle repaired? _____

If repaired, when and where? _____

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

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

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

Did customer notice anything unusual prior to fire? _____

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

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

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

5-2-99
BURNETT-EAA
CASE 47

03/22/99 MON 14:28 FAX 2656424558 EA ASSOCIATES

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: GRAND MARQUIS VIN#: 2MEFM75W4NX [redacted] Mileage (at inspection): SEE NOTE *

Inspection Date/Location: ORLANDO, FL Vehicle Owner: STATE FARM [redacted]

Incident date: 6-28-98 Approximate mileage at incident: NOTE * I WILL GET MILEAGE INFO AND FWD WEEK OF 5-3-99

Inspector Name: DAVID BURNETT EAA 661 575 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)
NO BRAKE PRESSURE SWITCH ON THIS 92 GRAND MARQUIS - SEE PHOTO?

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)
CONSUMED BY FIRE

EDIS 8 module located on LH fender
CONSUMED IN FIRE

Speed control module located on LH fender

Air suspension compressor located under air filter ?

Air suspension relay ?

Photograph of door jam VIN sticker YES 947

___Other suspect parts

NOTE: STATE FARM DID NOT WANT ANY PARTS REMOVED FROM THEIR CARS AT THIS TIME.

NOTE: NO BRAKE PRESSURE SWITCH ON THIS 92 GRAND MARQUIS?
- THE 92 MUST BE DIFFERENT DEPENDING ON OPTIONS.
- MY NEIGHBORS 92 4/M ALSO DOES NOT HAVE PRESSURE SWITCH — BUT DOES HAVE CRUISE CONTROL.?
- I WILL GET EXACT MILES FROM STATE FARM'S ALAN COUDET WEEK OF 5-3-99 AND FORWARD INFO TO FEDO.

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3718 9027

Burnett E.A.
5-2-99
Case 47

Vehicle/Customer Information/Incident Info

Model Year: 92 Make: GRAND MARQUIS VIN#: [redacted] Mileage (at inspection):

Inspection Date/Location: Vehicle Owner: [redacted]

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

Inspector Name: DAVID BURNETT EAA
561 576 4179

Requested Info

Area of fire origination (engine compartment quadrant, component, etc)
HOT SPOT IS BELOW BRAKE VACUUM BOOSTER TO FELDER SKIRT AT FIRE WALL

Identify if any underhood relays show evidence of internal overheat
BURNED - SEE PHOTOGRAPHS

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

Determine if the correct fuse for the stop lamp switch in the fuse box
SEE FUSE DRAWING - BRAKE LOCATION? - ALL SPARE FUSES IN COVER.

Identify is there was any damage to wiring in the area where the fire was started (ie chafing, missing insulatic
ALL WIRE INSULATION BURNED - SEE PHOTO

Assess whether the air suspension pump shows evidence of internal overheating ?

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

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

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

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

ALAN CONGER - STATE FARM REP, REPORTED CAR WAS DRIVEN HOME AND PARKED IN A CAR PORT ATTACHED TO THEIR HOUSE NEIGHBORS AWOKE OWNERS SEVERAL HOURS LATER THAT THEIR CAR WAS ON FIRE.

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PER ALAN CONGER - NO KNOWLEDGE OF PRIOR PROBLEMS

PAGE 2 of 2

5-2-99
Bennett EAA
Chief V7

03/22/99 MON 14:28 FAI 2488424558 EA ASSOCIATES

Vehicle/Customer Information/Incident Info

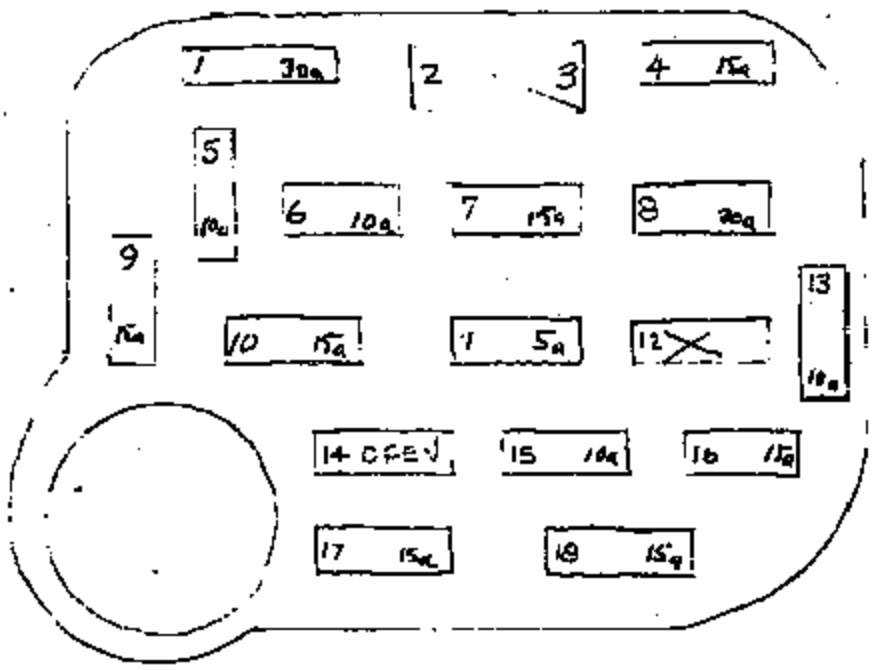
Model Year: 92 Make: GRAND MARQUIS VIN#: 2M[illegible] Mileage (at inspection): [redacted]

Inspection Date/Location: ORLANDO, FL,

Vehicle Owner: [redacted]

Incident date: 6.28.99 Approximate mileage at incident:

Inspector Name: David Bennett
561 575 4174



3713 9029

CASE 54N

03/22/99 MON 14:28 FAX 2486424558 EA ASSOCIATES

Vehicle/Customer Information/Incident Info

Model Year: 93 Make: CROWN VICTORIA VIN#: 2FALP74W8PX [redacted] Mileage (at inspection): 75,000 APROX

Inspection Date/Location:

Vehicle Owner: [redacted]

Incident date: 4-14-99 Approximate mileage at incident: 75,000 mi APROX

Inspector Name: DAVID BURDETT SAA 561-503-4174

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)
BRAKE SWITCH TERMINALS PIG TAIL BURNED - SWITCH REMOVED & SENT TO FORD CENTRAL TESTING -5-17-99-

Sample of brake fluid at prop valve (in sealed glass container)
CONSUMED BY FIRE -

Relay pack located on LH fender apron (with as much wiring as possible)
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 -VIN PLATE ONLY - STICKER BURNED

Other suspect parts - OWNER, [redacted] SAID CRUISE HAD NOT WORKED FOR A LONG TIME.
- HE SAID NO E.F. WARNING LIGHTS - PRIOR TO FIRE
- CAR DROVE NORMAL PRIOR TO FIRE -
- HE THINKS BRAKE LIGHTS WERE FUNCTIONING
- POWER WINDOWS WERE WORKING
- CAR WAS ACTING NORMAL - NO UNUSUAL PROBLEMS.
- JOINED BY INVESTIGATOR BILL BUCKLEY "SEA" 813-891-1448
- CNA INSURANCE CASE

ALSO: MASTER CYLINDER FOR ABS/EBC - FLUID?

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3713 9030

Vehicle/Customer Information/Incident Info

Model Year: 1993 Make: CROWN VICTORIA VIN#: 2FALP74W8PX [redacted] Mileage (at inspection): 75000 APROX - BURNED

Inspection Date/Location: VENICE, FL HOME OF [redacted] MAR 13, 99 Vehicle Owner: [redacted]

Incident date: 4-19-98 Approximate mileage at incident: 75000 APROX

Inspector Name: DAVID BURNETT
EA - 561-575-4174

Requested Info

Area of fire origination (engine compartment quadrant, component, etc)
APPEARS TO HAVE OCCURRED BELOW VACUUM MASTER CYLINDER

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 is there was any damage to wiring in the area where the fire was started (ie chafing, missing insulatic
BURNED

Assess whether the air suspension pump shows evidence of internal overheating
BURNED

Identify if there were any aftermarket modifications to the vehicle? (specifically car alarm, trailer tow, or rem start) DO NOT KNOW

If possible, identify if the vehicle was involved in a natural disaster/accident that required significant vehicle c up? If so where was cleanup performed?
DO NOT KNOW HISTORY

If possible, identify vehicle repair history
IT MAY BE IN FORD WARRANTY DATA

Any other info that may be pertinent to the incident... PAGE 2 OF 2

NOTE

- VEHICLE PURCHASED USED FROM VENICE L/M DEALER 3-12-97 WITH 35,000 MI.
- MET OWNERS - HAD A NICE CONVERSATION - ONLY PROBLEMS WITH CAR SINCE PURCHASE WAS A FAILED A/C COMPRESSOR.
- ONE LONG CAR TRIP TO CALIFORNIA AFTER PURCHASE NEW TIRE JUST PURCHASED TWO WEEK PRIOR TO FIRE
- DRIVE HOME PUT CAR IN GARAGE WENT INTO HOUSE - SHORT TIME LATER HEARD NOISES IN GARAGE - OPENED SLIDER & SAW FIRE
- [redacted] SAID CRUISE HAD NOT WORKED FOR SOME TIME BUT NO OTHER PROBLEMS - NO WARNING LIGHTS - TAIL BRAKE LTS WERE OK

3713 9031

CASE 54N

03/22/99 MON 14:28 FAX 2486424558 EA ASSOCIATES

Vehicle/Customer Information/Incident Info

Model Year: 93 Make: CROWN VICTORIA VIN#: 2FALP74W8PX [redacted] Mileage (at inspection): 75,000 APROX

Inspection Date/Location:

Vehicle Owner: [redacted]

Incident date: 4-14-99 Approximate mileage at incident: 75,000 mi Aprox

Inspector Name:
DAVID BARNETT SAA
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)
BRAKE SWITCH TERMINALS PIG TAIL BURNED & SWITCH REMOVED & SENT TO FORD CENTRAL TESTING -5-17-99-

Sample of brake fluid at prop valve (in sealed glass container)
CONTAINED BY FIRE -

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 -VIN PLATE ONLY - STICKER BURNED

Other suspect parts - OWNER, [redacted] SAID CRUISE HAD NOT WORKED FOR A LONG TIME
- HE SAID NO I.P. WARNING LIGHTS - PRIOR TO FIRE
- CAR DRIVE NORMAL PRIOR TO FIRE -
- HE THINKS BRAKE LIGHTS WERE FUNCTIONING
- POWER WINDOWS WERE WORKING
- CAR WAS ACTING NORMAL - NO UNUSUAL PROBLEMS
- JOINED BY INVESTIGATOR BILL BUCKLEY "SEA" 813-891-1448
- CNA INSURANCE CASE

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3713 9032

* ALSO MASTER CYLINDER FOR PROBE - FLUID?

Porter, Fred (F.J.)

From: Reimers, Steve (S.J.)
Sent: Friday, January 07, 2000 3:39 PM
To: Porter, Fred (F.J.)
Subject: FW: Brake Fluid Process

fyi...you asked!

-----Original Message-----
From: Pease, Bruce (B.)
Sent: Friday, January 07, 2000 10:24 AM
To: Reimers, Steve (S.J.)
Subject: FW: Brake Fluid Process

Steve, read below for "description" of brake fluid (ref your question).

-----Original Message-----
From: Kitt, Michael (MB) [mailto:mkitt@dow.com]
Sent: Friday, January 07, 2000 9:53 AM
To: 'Pease, Bruce (B.)'; Urbina, Scott (SA)
Cc: Stevens, Gregory (G.A.)
Subject: RE: Brake Fluid Process

Inhibitors are added to control corrosion, pH and oxidation. Other additives included in the package are there to improve lubricity. The best chemical description of brake fluids is "a mixture of glycol ethers
and polyethylene glycols".
Mike Kitt

-----Original Message-----
From: Pease, Bruce (B.) [mailto:bpease@ford.com]
Sent: Thursday, January 06, 2000 5:09 PM
To: 'Kitt, Michael (MB)'; Pease, Bruce (B.)
Cc: Stevens, Gregory (G.A.)
Subject: RE: Brake Fluid Process

Mike,
good! thanks
Oh by the way how do I say the chemical name of brake fluid? Is it Ethlyene
Glycol, Glycol ether, Glycol ethers, Glycol, or ?
The inhibitors are they anti corrosion inhibitors? and if so, can you give
me just a sentence about them, name function, etc. Sorry, don't mean to hold
you up on this brake fluid thing, but trying to anticipate questions I will
be asked.
Thanks Again.

-----Original Message-----
From: Kitt, Michael (MB) [mailto:mkitt@dow.com]

Sent: Thursday, January 06, 2000 4:25 PM
To: 'Pease, Bruce (B.)'; Kitt, Michael (MB)
Cc: Stevens, Gregory (G.A.)
Subject: RE: Brake Fluid Process

Bruce,
Your modification look great. One change that should be made is to show inhibitors being added to DOT 3 fluid as well as DOT 4 fluid production block.
Let me know if I can do anything to help,
Mike Kitt

-----Original Message-----
From: Pease, Bruce (B.) [mailto:bpease@ford.com]
Sent: Tuesday, January 04, 2000 1:44 PM
To: 'Kitt, Michael (MB)'; Pease, Bruce (B.)
Cc: Stevens, Gregory (G.A.)
Subject: RE: Brake Fluid Process

Mike,
I have attempted to modify the graphic to your words. Could you please review the attached file and comment. Thank You.

-----Original Message-----
From: Kitt, Michael (MB) [mailto:mkitt@dow.com]
Sent: Monday, January 03, 2000 11:02 AM
To: 'Pease, Bruce (B.)'
Cc: Stevens, Gregory (G.A.)
Subject: RE: Brake Fluid Process

The highers from the Glycol Ethers Production Unit are the major raw material used to make DOT 3 and DOT 4 brake fluids. These highers are shipped to the Brake fluid production unit. Within the Brake Fluid unit,
highers and other chemicals are blended together to form DOT 3 brake fluid.
Highers are reacted with EO & PO to form materials used to make Heavy Duty
DOT 3 brake fluid. Highers are reacted with boric acid to form borate esters. The esters are then blended with others highers to form DOT 4 brake
fluid.
The reaction of highers and boric acid forms borate ester and water. Water
is removed during the reaction to drive it towards the ester formation. If
water is added to the ester it can be driven back to boric acid and highers.
Hope this helps,
Mike Kitt

-----Original Message-----
From: Pease, Bruce (B.) [mailto:bpease@ford.com]
Sent: Monday, January 03, 2000 8:53 AM
To: 'Kitt, Michael (MB)'
Cc: Stevens, Gregory (G.A.)

Subject: RE: Brake Fluid Process

Hi Mike and Happy New Year,

Thanks for the brake fluid steps. I do have several questions:
1. Could you clarify the point in the graphic at which DOT 3 exists? Is this
the box called "Glycol Ether Production Unit" or is the DOT3 actually the
"highers" that flow from the "Glycol Ether Production Unit" box?
2. Does the graphic show any DOT 4? I believe it is the box labeled "Brake
Fluid Production Unit"? Where is the point at which the "heavy duty brake
fluids" exist?
3. I recall that esters were borated and placed into DOT 3 to result in DOT
4. When water entered the DOT 4, it combined with the borated ester to
change into boric acid and ??? Can you clarify this step?

Perhaps it would be better if I called you to discuss briefly? Thanks

-----Original Message-----
From: Kitt, Michael (MB) [mailto:mkitt@dow.com]
Sent: Tuesday, December 21, 1999 10:35 AM
To: 'gsteven1@ford.com'; 'bpease@ford.com'
Cc: Urbina, Scott (SA)
Subject: Brake Fluid Process

<<Doc1.doc>>
Bruce,
Sorry for the delay in getting this to you. Let me know if you have any
questions.
Mike Kitt

Porter, Fred (F.J.)

From: Reimers, Steve (S.J.)
Sent: Monday, January 03, 2000 11:32 AM
To: Porter, Fred (F.J.)
Subject: Remaining Life Test Results

Fred,
Steve Beringhause phoned in the following info on 1/3/2000 at 10:46 AM.

date code	XX,000 cycles	R.O. number
2015	57	59120
2008	78	97295
2014	254	209054
2013	260	105004
2281	294	51062
2013	345	153943
2008	351	10285
2287	625	62918
2276*	694	33691
2281*	703	58806
2294*	829	80759

* Date code is after build date of vehicle

The cycles are those accumulated when the tester stops due to loss of volume.

All units have now leaked as determined by visual inspection.

He agreed to box and hold the parts and wait for us to tell him what to do with them.

Steve Reimers
RV&T EESE Chassis E/E Systems
313 39 03286, fax 313 39 04145

Porter, Fred (F.J.)

From: Reimers, Steve (S.J.)
Sent: Monday, December 20, 1999 7:58 AM
To: Porter, Fred (F.J.)
Subject: FW: Pre-Crimp Inspection

-----Original Message-----
From: Robert Panek [mailto:rpanek@exponent.com]
Sent: Thursday, December 16, 1999 5:46 PM
To: 'Reimers, Steve (S.J.)'
Subject: RE: Pre-Crimp Inspection

Steve,

In response to your request, I found the following:

12/1/91	Light Pre-Crimp
2/1/92	Light Pre-Crimp
5/1/92	Substantial Pre-Crimp
8/1/92	Substantial Pre-Crimp
1993	(no parts to review)
1994	Moderate Pre-Crimp
1995	Light Pre-Crimp (only 1 part available)
1996	Substantial Pre-Crimp
1997	Substantial Pre-Crimp
1998	Substantial Pre-Crimp

When I narrowed down the exact date for the early change in the pre-crimp, I found that things changed on date code 2113 (4/22/92) I have actually found 2 parts with this date code and noticeably different pre-crimps. I took a quick digital picture - what do you think?

1994 and 1995 parts appeared to be more lightly pre-crimped than the parts immediately preceding or following them. In general however, they did not appear to be as light as the first 2 groups.

If you would like to look for yourself I could grab some examples and bring them over.

I also wanted to add that my evaluation of the pre-crimps was subjective and that the level of corrosion on the parts made it somewhat difficult to make an easy assessment. If it was too bad I didn't consider that specific

part.

That's all for now, if you'd like something more formal please let me know.
I can take pictures and possibly measurements of the widths of the pre-crimps if you want. Without removing the Al ring it may be difficult
though.

Thanks and best regards,

Rob

Exponent-
Failure Analysis Associates
39100 Country Club Drive
Farmington Hills, MI 48331
Ph. 248 324-9112
Fax. 248 324-9199
rpanek@exponent.com
www.exponent.com

-----Original Message-----
From: Reimers, Steve (S.J.) [mailto:sreimers@ford.com]
Sent: Tuesday, December 14, 1999 12:01 PM
To: Robert Panek (E-mail)
Subject: Pre-Crimp Inspeciton

Rob,

I would like Exponent to do a non-destructive examination of the pre-crimp
witness marks on one Brake Pressure switch
from each of the following dates (as close as possible):
12/1/91
2/1/92
5/1/92
8/1/92
1993
1994
1995
1996
1997
1998.

As you may recall when we were disassembling parts we noticed a difference
in the pre-crimp witness marks.
We would like to find out when these marks appear or dissappear.
The pre-crimp marks are visible from the hexport end just inside the aluminum cup edge.
thanks,

Steve Reimers
RV&T EESE Chassis E/E Systems

313 39 03286, fax 313 39 04145

Porter, Fred (F.J.)

From: Reimers, Steve (S.J.)
Sent: Tuesday, December 14, 1999 9:47 AM
To: Porter, Fred (F.J.)
Subject: Remaining life test update

Fred,
Steve Beringhause phoned in the following info this AM.

date code	fails after XX,000 cycles
2015	56.6
2006	78
2014	254
2013	260
2261	294
2013	345
2006	350

currently at 380,000 cycles with remaining 4 units.

Note that 2261 unit date code is after the vehicle prod'n date.
It's mileage is probably no more than 75,000 and may be less.

Steve Reimers
RV&T EESE Chassis E/E Systems
313 39 03286, fax 313 39 04145

Porter, Fred (F.J.)

From: Reimers, Steve (S.J.)
Sent: Monday, December 06, 1999 7:55 AM
To: Porter, Fred (F.J.)
Subject: FW: Preview... RE: test 9903244

---Original Message---
From: Lengyel, Jim (J.J.)
Sent: Monday, December 06, 1999 7:54 AM
To: Reimers, Steve (S.J.)
Subject: RE: Preview... RE: test 9903244

Good morning Steve, Here's a DRAFT copy of the Switch report. Attachment & Figure Numbers will be all different (... and maybe a few other things following a run through spill cheker) - I've asked Steve LaRouche to proof-read everything once it's done. Jim

9903244R.doc

---Original Message---
From: Reimers, Steve (S.J.)
Sent: Monday, December 06, 1999 7:29 AM
To: Lengyel, Jim (J.J.)
Subject: Preview... RE: test 9903244

Jim,
Please email what you have of the 6 page main body of the report (draft is ok) without attachments to Fred (FPORTER) and me. We would like to preview the report.
Thanks,

---Original Message---
From: Lengyel, Jim (J.J.)
Sent: Friday, December 03, 1999 3:25 PM
To: Reimers, Steve (S.J.)
Subject: RE: test 9903244

Guess I was a bit of an optimist Steve - not done yet. [...however, remember a pessimist is just "an optimist that thought about it"]

The last of the SEM images was delivered to me yesterday (good thing I wasn't done the promised number of pages changed & would of thrown off numbering). Visited Photomedia @ WHQ to try for some publishing relief. However, They're a buck a page after we get everything into a finished digital format. We need three copies per. So, I'll keep scanning for our report file and be done when I'm done. Trying. I've the main body of a 6 page Report all done - working on attachment pages are heading toward 90 (including the ganging of the 5X7's you made at two to a page).

...Jim

---Original Message---
From: Reimers, Steve (S.J.)
Sent: Friday, December 03, 1999 2:42 PM
To: Lengyel, Jim (J.J.)
Subject: RE: test 9903244

Jim,
Is it going to go out this week?

—Original Message—
From: Langyel, Jim (J.J.)
Sent: Monday, November 29, 1999 8:38 AM
To: Reimers, Steve (S.J.)
Subject: RE: test 9903244

Hi Steve,

The balance of outstanding information came in last week. I'm putting everything together right now so the report can go out this week.

...Jim

—Original Message—
From: Reimers, Steve (S.J.)
Sent: Monday, November 29, 1999 8:17 AM
To: Langyel, Jim (J.J.)
Cc: LaRouche, Steve (S.)
Subject: test 9903244

Jim, When will a report be issued for this test?

Steve Reimers
RV&T EESE Chassis E/E Systems
313 39 03286, fax 313 39 04145

Central Laboratory

15000 Century Drive
Dearborn, MI 48120-1257
FAX (313) 322-1614

Report 9903244

October 27, 1999

To: S.J. Reimers - Chassis Electronic Systems, AVT5 (313) 39-03286

From: J.J. Langyel (313) 59-47484

Subject: Switch, Brake Pressure

Part Number: ▼F2VC-9F924-AB
Specification: (▼ES-F2VC-9F924-AA)
Supplier: Texas Instruments, Inc.

Received: Ten brake switches [an eleventh added on October 20] were received on October 1, 1999.

Sample identifications: Switches were identified with RO Numbers.

RO Number:	376417-A	093339-01	060965-51	108957-01	066191-02	068653-51
RO Number:	097205-01	099512-51	092682-62	ka65363	023267-01	

Objective: Provide switch evaluations for mechanical pressure, electrical conductance, materials analysis and visual reviews noting any presence of any discontinuities, leak paths or other abnormalities.

Conclusion: [redacted]

MECHANICAL TESTING Brake switch performances are noted in the Data Matrix. See, report attachments.

METALLOGRAPHIC REVIEW The reviewed seals showed evidence of abrasion as well as a build up of deposits. This was noted where seals contacted respective converters and washers. Each switch seal in the collection displayed similar damage patterns.

All of the seals exhibited delamination of the Teflon overlays to the Kapton substrates. Seals exhibited tears in the Teflon and cracks in the Kapton which formed leak paths. The cracks in the Kapton are associated with ridges or buckles that formed within the seals. See, Report Data Section and attachments.

Several of the washers had a heavy build up of copper material in the bevel region. The zinc plating is missing in the bevel as well, exposing the base steel, and initiating rust formation.

CHEMICAL ANALYSIS Where possible, internal fluids were collected in vials and sludge residue material was collected from each switch. collected "fluids" and propanol solubles of the "sludge materials" are predominantly brake fluid [glycol ether based material] and water. Sludge sampled from switches #04, 06 and 08 contain ester(s) and/or organic acids. The other "sludge" samples are predominantly inorganic materials with copper, aluminum, silicon and zinc being the major components. See, Report Data Section for more detailed analysis.

3713 9044

Test Data: MECHANICAL ANALYSIS *Test Methods, Requester's Evaluation Plan /Matrix.*

- Pressure, Leak and Observation reviews of Brake Switch -

Brake switch performance & observations are noted in Data Matrix. See, Report attachment

METALLOGRAPHIC ANALYSIS *Surface Analysis (Visual Examination)*

- Visual review of the Kapton elements in the Brake Switch -

Switches were received as-disassembled from the previous Mechanical reviews. The Kapton seals from each switch was separated and starting with the seal next to the converter numbered as 1, 2, and 3. Preceding each examination, the excess brake fluid was blotted from each seal using paper towels. Seals were studied through the aid of a bench microscope capable of variable magnifications ranging from ~7X to ~42X.

Each switch seal in the collection displayed similar damage patterns:

- The seals show evidence of abrasion as well as a build up of deposits where they contacted the converters and washers.
- The Kapton elements exhibit a radial ridge or buckle which extends across the doughnut shaped depression. Ridges line up among the three seal levels in each assembly.
- Teflon overlays exhibit tears which are either associated with the radial ridge, or occur in the delaminated areas.
- Kapton substrates exhibit cracks which occur along the radial ridges or occur around the ends of the ridges. The Kapton is discolored [dark] at the cracks. The source of the discoloration is not known.
- Tears in the Teflon accompanied by cracks in the Kapton formed apparent leak paths through the seals.
- Visual examination of the washers and converters revealed no burrs or other surface imperfections.

Analysis Notes:

Approximate locations for damage to switch seals are shown in sketches Numbered [redacted]. See, Report [redacted]

For typical examples of damage Figures [redacted]. See, Report [redacted]

analysis continued:

- SEM review of Brake Switch washer element bevel areas -

Scanning Electron Microscopy (SEM), & Energy Dispersive X-ray Spectroscopy (EDS)

Each washer was ultrasonically rinsed in methylene chloride to degrease it. The washers are zinc plated steel. One side of the washer is flat (back side), and the other side has a bevel in the inner diameter (front side). The zinc plating is intact on the flat portion of the front side of each washer.

- WASHERS -

The relative ranking of amount of copper and rust present in the bevel (highest to lowest) is #04, 07,09, 06, 02, 03, 11, 10, and 08.

- *WASHER #02* : The back side is missing some plating, and there are spots with rust and copper deposition. The front side has a build up of copper in the bevel region, as well as rust. See, Figures [redacted]
- *WASHER #03* : The back side is missing a small amount of plating, and there are intermittent regions with rust present. The front side has a build up of copper in the bevel region, and an asperity of copper build up and rust extending onto the flat portion. See, Figures [redacted]
- *WASHER #04* : The back side is missing some plating, with intermittent regions of rust present. The front side has a large build up of copper in the bevel region, some of which is flaking away. See, Figure[redacted]
- *WASHER #06* : The back side is missing some plating, and there are spots with rust and copper deposition. The front side has a heavy build up of copper in the bevel region, and an asperity of copper build up extending onto the flat portion. See, Figure [redacted]
- *WASHER #07* : The back side is missing some plating, primarily around the inner diameter, and there is rust present. The front side has a heavy build up of copper in the bevel region, extending slightly onto the flat portion in one area. The zinc plating is not uniformly missing in the bevel; there is a crescent that is intact and uncovered. See, Figures [redacted]
- *WASHER #08* : The back side is missing some plating, only along the contact point on the outer edge. The front side has some rust present in the bevel, and along the rim of the bevel. See, Figures [redacted]
- *WASHER #09* : A large amount of plating is missing on the back side, and there is rust and copper present. The front side has a heavy build up of copper and rust in the bevel, extending at one point onto the flat surface. See, Figures [redacted]
- *WASHER #10* : The back side is missing only a slight amount of plating, and there is some rust present in these areas. The front side has some rust present in the bevel, but very little/no copper present. The zinc that was missing appeared to be by pitting. See, Figure [redacted]
- *WASHER #11* : The back side is missing some plating, and there is rust present. The front side has a build up of copper and some rust present in the bevel region. See, Figures [redacted]

analysis continued:

CHEMICAL ANALYSIS *Test Methods/Site Identifications for Analysis & Observations,*

Fluids were analyzed as-received. Fluids were obtained from four (4) switch locations:

Location - A - Between exterior piece (Sludge side) & polyimide element

Location - B - Between first & second polyimide elements (counting from Sludge side)

Location - C - Between second & third polyimide element (counting from Sludge side)

Location - D - Between the third polyimide element & Hexport

Analysis Notes:

Each Sludge sample was rinsed with propanol. The soluble & insoluble portions were the analyzed separately.

Switches #04, 10 & 11 appeared to contain less fluid than the other samples.
The presence of material pieces, what appear to be from a switch contact element, were noted in Samples #01, 02, 07, 10 and 11.

Molecular Characterization *FTIR, Qualitative*

- SWITCHES -

Spectra of the fluid samples from the switches are characteristic of a glycol ether based material (brake fluid) and water.

Spectra of the fluid samples from switches #04 and 08 appeared to be slightly different than the other samples, possibly due to a different brand of fluid being used.

Spectra of fluid from switch #08 also contained an ester.

Spectra of fluid from switch #11 from *Location -D-* contained other, possibly nitrogenous, material in addition to the glycol ether based material and water.

Molecular Characterization *FTIR, Qualitative*

- FLUID -

- *SWITCH #09:* Spectra of the fluid samples for a vial from Switch #09 are characteristic of a glycol ether based material (brake fluid) and water.
- *SWITCH #10:* Spectra of the fluid samples for a vial from Switch #10 are characteristic of a glycol ether based material (brake fluid) and water.

analysis continued:

- SLUDGE -

- *SLUDGE #01:* Spectra of the propanol soluble portion of is characteristic of glycol ether based material with evidence of ester and other materials.

  Spectra of the propanol insoluble portion of sludge #01 are not infra-red active.

- *SLUDGE #02:* Spectra of the propanol soluble portion of sludge is characteristic of glycol ether based material with ester(s), possibly containing phthalate ester.

  Spectra of the propanol insoluble portion of sludge #02 are not infrared active.

- *SLUDGE #03:* Spectra of the propanol soluble portion of sludge is characteristic of glycol ether based material with evidence of ester.

  Spectra of the propanol insoluble portion is characteristic of essentially inorganic material, probably containing silicates and/or sulfates, including crystalline silicon dioxide.

- *SLUDGE #04:* Spectra of the propanol soluble portion is characteristic of glycol ether based material with ester(s), possibly containing phthalate ester.

  Spectra of the propanol insoluble portion of sludge is are characteristic of ester(s) and/or organic acids, possibly containing phthalate ester and other material.

- *SLUDGE #06:* Spectra of the propanol soluble portion of sludge is characteristic of glycol ether based material with ester(s), possibly containing phthalate ester.

  Spectra of the propanol insoluble portion of sludge is characteristic of ester(s) and/or organic acids, possibly containing phthalate ester and other material.

- *SLUDGE #07* Spectra of the propanol soluble portion is characteristic of glycol ether based material.

  Spectra of the propanol insoluble portion of sludge is characteristic of mixed carbonates and other material

- *SLUDGE #08:* Spectra of the propanol soluble portion of is characteristic of glycol ether based material with ester(s), possibly containing phthalate ester.

  Spectra of the propanol insoluble portion of sludge is characteristic of ester(s) and/or organic acids, possibly containing phthalate ester and other material.

- *SLUDGE #09:* Spectra of the propanol soluble portion is characteristic of glycol ether based material and ester.

  Spectra of the propanol insoluble portion of sludge is characteristic of mixed carbonates and other material.

analysis continued:

- *SLUDGE #10:* Spectra of the propanol soluble portion is characteristic of essentially glycol ether based material.

  Spectra of the propanol insoluble portion of sludge is characteristic of mixed carbonates and other material.

- *SLUDGE #11:* Spectra of the propanol soluble portion is characteristic of glycol ether based material with evidence of ester. Spectra of the propanol insoluble portion of sludge is not infrared active.

ELEMENTAL ANALYSIS Sludge Insolubles % by weight[1] (*Rigaku X-ray Fluorescence*)

Aluminum	1	3	16	8	11	14	11	<1	–[2]	1
Barium	–	–	–	–	1	–	–	–	–	–
Bromine	–	1	<1	<1	<1	3	<1	<1	<1	<1
Calcium	<1	4	8	8	23	–	17	<1	<1	<1
Chlorine	<1	–	<1	<1	–	–	<1	–	–	–
Chromium	<1	–	<1	<1	<1	–	–	<1	–	<1
Cobalt	–	<1	–	<1	<1	–	<1	<1	–	<1
Copper	69	69	18	43	18	50	27	61	65	70
Iron	<1	<1	8	4	2	1	1	4	1	<1
Lead	–	–	<1	<1	<1	–	–	<1	–	<1
Magnesium	–	<1	1	<1	<1	<1	<1	–	–	–
Manganese	<1	–	<1	<1	<1	–	–	<1	–	–
Nickel	<1	<1	<1	1	<1	<1	<1	1	<1	<1
Phosphorus	<1	<1	<1	2	<1	1	<1	<1	<1	<1
Potassium	<1	<1	2	1	<1	–	<1	1	1	<1
Silicon	2	11	37	17	39	1	33	<1	<1	2
Silver	–	11	–	–	–	–	–	2	6	6
Strontium	–	–	<1	–	<1	–	<1	–	–	–
Sulfur	<1	1	1	1	<1	<1	<1	<1	<1	1
Titanium	–	–	2	1	3	–	1	–	–	–
Zinc	3	6	5	13	3	30	10	29	26	8
Zirconium	–	–	–	<1	<1	–	<1	–	–	–

1 Results are normalized to 100% based upon detected elements. (The instrument cannot detect elements lighter than fluorine). They do not include contributions from elements not listed above.

The precision and accuracy of this technique has been estimated to ± 10% for a standard size specimen.

2 Indicates none detected

Discussion:

Brake switch performance & physical observations as noted in the Data Matrix were observed by Ford Motor Chassis Electronics System's Steve Reimers, Robert Panek from Exponent Failure Analysis Associates and Rob Sharpe for the Materials & Controls Group of Texas Instruments.

Contributors: M.Haga, P.Nallos, R.Pierzecki & T.Munie

Attachments: Mechanical Analysis Performance/Observations Data Matrix [ONE]
As-received overall brake switch photographs [ELEVEN]
Typical brake switch disassembly photograph [ONE]
Post disassembly review images [THIRTY FOUR]
As-received switch X-ray radiographs [TWELVE]
Magnified Kapton Seal Images [EIGHTEEN]
Brake Pressure Switch Drawing [ONE]
SEM Photomicrographs [EIGHT]
Seal damage area maps [SIX]

Concur: _____
P. F. Klass, Supervisor
Metallurgy Section

By: _____
Jim J. Lengyel (JLENGYEL)
Laboratory Specialist

Porter, Fred (F.J.)

From: Reimers, Steve (S.J.)
Sent: Wednesday, November 10, 1999 4:04 PM
To: Porter, Fred (F.J.)
Subject: FW: Kapton Crack Analysis

fyi

-----Original Message-----
From: LaRouche, Steve (S.)
Sent: Wednesday, November 10, 1999 3:45 PM
To: Reimers, Steve (S.J.)
Cc: Lengyel, Jim (J.J.); LaRouche, Steve (S.)
Subject: RE: Kapton Crack Analysis

Steve: I have completed examination of the Kapton seals. We are starting to photograph them this afternoon. All the switches show similar patterns of damage to the seals:

1. The Kapton has been permanently deformed to the contour of the washer and converter. The Teflon has delaminated in these areas and is stretched across the depressions almost like a drum.

2. The Kapton has been buckled in a radial direction where it has been deformed into the doughnut shaped cavity formed by the washer and converter. All of the seals exhibit cracks in the Kapton which occur along this buckle. Some of the seals also exhibit cracks in the Kapton which extend around the tips of the buckles. The Kapton has been discolored (dark) at the cracks. The source of the discoloration is not known.

3. All the seals show tears in the Teflon usually which in some instances coincide with the cracks in the Kapton, and in other instances occur where the Teflon has been stretched across the depressions in the Kapton.

4. The seals show evidence of abrasion as well as a buildup of deposits in the areas where they contacted the converters and washers. The mechanical damage and cracking seems most severe in the seals which contacted the converters and washers. This suggests that the damage may have started in those seals and progressed to the other seals.

I also examined the washers and converters under a bench microscope and found no burrs or other surface or plating imperfections that could have caused damage to the seals. This will be confirmed by examining some of these parts with the scanning electron microscope. I did see a lot of deposits which may have caused abrasion. Some of the deposits are copper colored which may suggest metal transfer like we found in earlier investigations.

Steve LaRouche (SLAROUCH)
Metallurgy Section, Central Laboratory, Room N410
(313) 845-4876 (313) 322-1614 FAX

-----Original Message-----
From: Reimers, Steve (S.J.)
Sent: Wednesday, November 10, 1999 2:27 PM
To: LaRouche, Steve (S.)
Subject: Kapton Crack Analysis

Steve, Have you completed the examination of the Kapton layers for cracking in the 11 samples of test number 99032447

Steve Reimers
RV&T EESE Chassis E/E Systems
313 39 03286, fax 313 39 04145

1992-1996 CROWN VICTORIA/GRAND MARQUIS AND
1993, 1994, 1995 LINCOLN TOWN CAR
UNDERHOOD FIRES

OWNER								VEHICLE										
No.	Name	Address	City	State	Ctry	ZIP	Telephone Number	VIN	Trailer Tow	Traction Control	Power Lock Group	Rear Air Spring Group	Engine on/off/Unk	Model Year	Model	Build Date	Sale Date	Mileage
30	[redacted]		Menomonee Falls	WI		[redacted]		[illegible] [redacted]	Y	Y	N	N	Engine off	1994	Town Car	01/11/94	[illegible]	45,161
31			Birmingham	AL				[illegible]	N	Y			Unknown	1991	Town Car	[illegible]	[illegible]	60,217
32			Brooklyn	NY				[illegible]	N	Y	N	N	Engine off	1994	Town Car	[illegible]	[illegible]	[illegible]
33			Jackson	MS				Unknown					Engine off	1991	Town Car	Unknown	Unknown	100,000
34			Scottsboro	AL				[illegible]	N	N	N	N	Engine on	1994	Town Car	[illegible]	[illegible]	[illegible]
35			Atlanta	GA				[illegible]	Y	N	N	N	Unknown	[illegible]	Town Car	[illegible]	[illegible]	[illegible]
36			Conroe	TX				[illegible]	N	Y	N	N	Unknown	1995	Town Car	[illegible]	[illegible]	[illegible]
37			Palm Coast	FL				[illegible]	N	N	N	N	Engine on	1994	Town Car	[illegible]	[illegible]	[illegible]
38			Wilmington	NC				[illegible]	N	N	N	N	Unknown	1991	Town Car	[illegible]	[illegible]	[illegible]
39			Flint	MI				Unknown					Unknown	1991	Town Car	Unknown	Unknown	[illegible]
40			Lilburn	GA				[illegible]	N	Y	N	N	Unknown	1994	Town Car	[illegible]	[illegible]	[illegible]
41			Glendale	AZ				[illegible]	N	N	N	N	Engine off	1995	Town Car	[illegible]	[illegible]	[illegible]
42			Pompano Beach	FL				[illegible]	N	N	N	N	Unknown	1995	Town Car	[illegible]	[illegible]	Unknown
43			St. Louis	MO				Unknown					Engine off	1991	Town Car	Unknown	Unknown	[illegible]
44			Lincoln	CA				[illegible]	N	Y	N	N	Engine on	1991	Town Car	[illegible]	[illegible]	[illegible]
45			Northville	MI				[illegible]	N	Y	N	Y	Engine off	1995	Town Car	[illegible]	[illegible]	[illegible]
46			Upper Marlboro	MD				[illegible]	Y	Y	N	N	Engine off	1996	Town Car	[illegible]	[illegible]	15,000
47			Los Angeles	CA				[illegible]	N	N	N	N	Unknown	1991	Town Car	[illegible]	[illegible]	[illegible]
48			Utica	NY				[illegible]	N	N	N	N	Engine off	1994	Town Car	04/22/94	[illegible]	14,000
49			Rockland	MA				Unknown					Unknown	1991	Town Car	Unknown	Unknown	140,000
50			Mc Comb	MS				[illegible]	N	N	N	N	Engine on	1994	Town Car	[illegible]	[illegible]	Unknown
51			Tucson	AZ				[illegible]	N	N	N	N	Unknown	1995	Town Car	[illegible]	[illegible]	[illegible]
52			Houston	TX				[illegible]	N	N	N	N	Engine off	1991	Town Car	[illegible]	[illegible]	[illegible]
53			Margate	FL				[illegible]	N	N	Y	N	Unknown	1992	[illegible]	[illegible]	[illegible]	[illegible]
54			Ft. Lauderdale	FL				[illegible]	N	N	Y	N	Engine off	1992	[illegible]	[illegible]	[illegible]	[illegible]
55			Grants Pass	OR				[illegible]	N	Y	Y	N	Engine on	1993	C/Vic	[illegible]	[illegible]	[illegible]

PRODUCED BY FORD

[illegible]

3713 9052

[redacted]

1988-1993 CROWN VICTORIA/MARK VIII MARQUIS AND
1993, 1994, 1995 LINCOLN TOWN CAR
UNDERHOOD FENIX

No.	Owner Name	Address	City	State	ZIP	Telephone Number	VEHICLE VIN	Walker Door	Vacuum Control	Power Lock Pump	Rear A/C Heating Duct	Engine Identification	Model Year	Model	Build Date	Sale Date	Mileage
90	[redacted]		Jonesboro	GA		[redacted]	[redacted]	N	Y (Code H)	Y	N	Unknown	1993	CrVic	[redacted]	[redacted]	38,881
92			Arlington	VA				N	N	Y	N	Engine off	1992	Grdlar	[redacted]	[redacted]	999
93			Des Moines	IA				N	Y	Y	N	Engine on	1992	CrVic	[redacted]	[redacted]	94,000
94			Salt Lake City	UT				VEHICLE NOT FOUND IN DATABASE!				unknown	1992	CrVic	[redacted]	[redacted]	46,000
89			Statesboro	GA				N	Y (Code H)	Y	N	Engine on	1993	CrVic	[redacted]	[redacted]	7,700
91			Franklin Square	NY				N	N	N	N	Engine on	1992	CrVic	[redacted]	[redacted]	40,000
82			Louisville	KY				N	N	N	N	Unknown	1995	Town Car	[redacted]	[redacted]	64,000
88			High Point	NC				N	N	N	N	Unknown	1991	Town Car	[redacted]	[redacted]	78,000
84			Holly Hill	SC				N	N	N	N	Engine on	1994	Town Car	[redacted]	[redacted]	43,000
86			Lansdowne Hills	MD				N	N	N	N	Unknown	1995	Town Car	[redacted]	[redacted]	47,700

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3713 9053

1992-1998 CROWN VICTORIA/GRAND MARQUIS AND
1992, 1994, 1995 LINCOLN TOWN CAR
UNDERHOOD FIRES

Possible problem description	REPORT Date	Type
Underhood. Cruise control loop.	08/08/96	MORS
Underhood. unknown. Replaced blown fuse for brake switch and pkrpag mod.	07/07/97	MORS
Underhood. brake light wire and other wires touching brake bd. brakes LS-failed.	10/15/96	MORS
Underhood. electrical short melted brake fluid container.	12/06/96	MORS
Underhood. Elect. said investigator.	09/23/96	MORS
Underhood. Fire of car.	10/13/97	MORS
Underhood. Fluids coming out from under car.	09/25/97	MORS
Underhood. Transmission locked up heating field.	08/26/96	MORS
Underhood. Unknown	11/02/93	MORS
Underhood. Front of vehicle.	08/24/94	MORS
Underhood. In bowl area by heater boxes.	11/03/94	MORS
Underhood. Unknown	07/29/97	MORS
Underhood. Unknown	12/10/96	MORS
Underhood. Unknown, Passenger side of engine compartment.	03/07/94	MORS
Underhood. Unknown	04/05/94	MORS
Underhood. Unknown	10/28/96	MORS
Underhood. Unknown	08/01/94	MORS
Underhood. Unknown	10/31/96	MORS
Underhood. Unknown	03/21/97	MORS
Underhood. Left front.	07/18/94	MORS
Underhood. Starter was burnt.	05/06/96	MORS
Underhood. Alternator burnt up on vehicle.	05/24/96	MORS
Underhood. Fuel leak and injector on left side of engine.	10/04/93	MORS
Underhood. Heating system.	05/30/96	MORS
Underhood. Alternator burned up.	10/18/96	MORS
Underhood. Unknown, fire department indicates battery related.	10/21/93	MORS
Underhood. Master Cylinder.	05/22/95	MORS
Underhood. Left side of vehicle.	05/01/96	MORS
Underhood, Above the driver's side left wheel.	07/26/96	MORS

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1992-1998 CROWN VICTORIA/GRAND MARQUIS AND
1992, 1994, 1996 LINCOLN TOWN CAR
UNDERHOOD FIRES

Possible problem description	REPORT Date	Type
Underhood. Vehicle would not start. Sticking fuel pump relay.	01/21/97	MORS
Underhood. Master cylinder ran hot.	10/30/97	MORS
Underhood. Unknown	09/23/96	MORS
Underhood. Unknown	04/26/96	MORS
Underhood. Unknown, 5 repair attempts, torque converter was replaced.	07/12/96	MORS
Underhood. Unknown	01/21/97	MORS
Underhood. Unknown	11/17/97	MORS
Underhood. Fuel pump replaced, vehicle bucked in reverse or driving.	11/11/97	MORS
Underhood. Unknown	07/26/95	MORS
Underhood. Dealer replaced brake booster and master cylinder.	07/06/93	MORS
Underhood. Unknown, A/C blows hot.	03/17/93	MORS
Underhood. electrical	12/01/95	MORS
Underhood. Front end of vehicle, Unknown	05/12/95	MORS
Underhood. Electrical, front fender area looks like starter.	10/12/95	MORS
Underhood. Unknown	02/16/93	MORS
Underhood. Unknown	03/11/96	MORS
Underhood. Left front of vehicle.	01/02/96	MORS
Underhood. Brake booster, Elec.	04/26/94	MORS
Underhood. Faulty fuel line.	04/11/96	MORS
Underhood. Alternator	08/13/97	MORS
Underhood. Trying to jump start another car, allege a faulty battery.	09/20/96	MORS
Underhood. Alternator melted fuse box, brakes go all the way to floor.	03/11/97	MORS
Underhood. Electrical, in area of battery.	04/18/94	MORS
Underhood. Vehicle would not shift out of park.	10/07/97	CQIS
Underhood. Brake pressure switch.	04/21/97	CQIS
Underhood. Fluid was leaking from under car.	08/19/93	CQIS

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P238-065.XLS
weinjarvi
06/15/98

1992-1993 CROWN VICTORIA/GRAND MARQUIS AND
1992, 1994, 1995 LINCOLN TOWN CAR
UNDERHOOD FIRES

Possible problem description	REPORT Date	Type
Underhood. Unknown	11/02/93	CQIS
Underhood. Fuel line ruptured.	04/12/91	CQIS
Underhood. Brake lines between master Cylinder and HCU went ruptured.	11/09/94	CQIS
Underhood. Hoses for 93-B-25 recall ruptured.	08/08/95	CQIS
Underhood, police car doing 100 MPH, wiring to transmission melted.	01/22/93	CQIS
Underhood. Alternator connector shorting out.	07/21/93	CQIS
Underhood. Electrical problems starting system.	02/12/98	CQIS
Underhood. Delco PFE base burnt up.	08/01/94	CQIS
Underhood. Camshaft is ilerted into head.	05/10/97	CQIS
Underhood. Air compressor blowing 30 amp fuse. Liter.	09/10/96	CQIS

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PE96-855.XLS
wwalpmd
02/13/98

All reports

NO.	OWNER NAME	ADDRESS	CITY	STATE	ZIP CODE	TELEPHONE NUMBER	VIN	MODEL YEAR	MODEL	BUILD DATE	SALE DATE	REPORT DATE	REPORT TYPE	MILEAGE	ENGINE REPORTED	POSSIBLE PROBLEM DESCRIPTION	
1	[redacted]	[redacted]	Boise	OK	[redacted]	[redacted]	[redacted]	1992	Town Car	03/1992	05/03/92	6/17/94 8/11/94	CCSI/ MORS	84,500	Fire	Restored brake lines leaked on exhaust manifold and caused a fire.	
2	[redacted]	[redacted]	Evergreen Park	IL	[redacted]	[redacted]	[redacted]	1992	Town Car	12/1991	04/27/92	09/08/98	CCSI	260,848	Fire	Brakes.	
3	[redacted]	[redacted]	Skokie	IL	[redacted]	[redacted]	[redacted]	1992	Town Car	12/1991	01/05/92	09/30/98	CCSI	31,000	Melted	Brake fluid leaked on wires.	
4	[redacted]	[redacted]	Los Angeles	CA	[redacted]	[redacted]	[redacted]	1992	Town Car	01/1992	09/08/92	09/30/96	CCSI	37,442	Fire	Brake fluid ruptured rear master cylinder.	
5	[redacted]	[redacted]	Dearborn	MI	[redacted]	[redacted]	[redacted]	1992	Town Car	09/1991	09/1991	04/30/98	CCSI/ MORS	217,000	Fire	Alternator melt-down issue.	
6	[redacted]	[redacted]	Gainesville	FL	[redacted]	[redacted]	[redacted]	1992	Town Car	12/1991	07/31/92	09/30/98	CCSI	15,772	Heat/Burned	Overheated, drive belt broke, A/C leaked, burned.	
7	[redacted]	[redacted]	Memphis	TN	[redacted]	[redacted]	[redacted]	1992	Town Car	09/1992	09/09/93	10/09/98	CCSI	81,600	Fire	Speed control deactivator switch chip.	x
8	[redacted]	[redacted]	Ft. Lauderdale	FL	[redacted]	[redacted]	[redacted]	1992	Town Car	04/07/92	10/28/92	04/01/97	CCSI	68,000	Smoke	Brake pressure switch caught on fire and burned the wiring.	x
9	[redacted]	[redacted]	Santa Monica	CA	[redacted]	[redacted]	[redacted]	1992	Town Car	07/1992	09/23/92	12/27/94	CCSI	36,697	Melted wires	Overheated, melted wires.	
10	[redacted]	[redacted]	Peekskill	NY	[redacted]	[redacted]	[redacted]	1992	Town Car	09/1992	09/29/92	01/09/95	CCSI	49,115	Overheated	Sparkplug wires melted.	
11	[redacted]	[redacted]	Troy	OH	[redacted]	[redacted]	[redacted]	1992	Town Car	07/1992	11/1992	09/09/94	CCSI	14,000	Fire	Brakes.	
12	[redacted]	[redacted]	Northbrook	IL	[redacted]	[redacted]	[redacted]	1992	Town Car	09/1992	11/1992	07/26/95	MORS	40,000	Burned	Electrical wiring, white driving	
13	[redacted]	[redacted]	Naperville	IL	[redacted]	[redacted]	[redacted]	1992	Town Car	09/1992	09/1992	09/14/95	MORS	53,000	Fire	Unknown. Poor accident (MORS). engine off	
14	[redacted]	[redacted]	Englewood	NJ	[redacted]	[redacted]	[redacted]	1992	Town Car	08/1992	12/1992	07/08/94	MORS	12,000	Fire	Unknown. engine on, idling in the at lock	
15	[redacted]	[redacted]	New Orleans	LA	[redacted]	[redacted]	[redacted]	1992	Town Car	09/1992	09/1992	03/09/93	MORS	5,500	Fire	Unknown.	
16	[redacted]	[redacted]	Iron Station	NC	[redacted]	[redacted]	[redacted]	1992	Town Car	04/01/92	04/1992	09/04/96	MORS/ Claim	35,011	Fire	Unknown. engine off, just parked car	
17	[redacted]	[redacted]	Pittsburgh	PA	[redacted]	[redacted]	[redacted]	1992	Town Car	12/04/92	01/02/93	09/09/98	MORS	12,000	Fire	Wiring harness. vehicle modified	
18	[redacted]	[redacted]	Rochester	NY	[redacted]	[redacted]	[redacted]	1992	Town Car	09/1992	09/29/92	09/30/96	MORS	89,000	Fire	Unknown.	
19	[redacted]	[redacted]	Mount Dora	FL	[redacted]	[redacted]	[redacted]	1992	Town Car	11/1991	12/21/91	09/27/99	MORS	48,000	Fire	Unknown. engine off - parked in garage	
20	[redacted]	[redacted]	Melbourne	FL	[redacted]	[redacted]	[redacted]	1992	Town Car	07/1992	09/1992	01/29/97	MORS/ VOC/ Claim	60,000	Fire	Electrical system. probable engine off, parked.	
21	[redacted]	[redacted]	Baton Rouge	LA	[redacted]	[redacted]	[redacted]	1992	Unknown	07/1992	09/09/92	09/13/99	MORS/ Lawsuit	84,000	Fire	Underhood. engine off, parked	
22	[redacted]	[redacted]	Indianapolis	IN	[redacted]	[redacted]	[redacted]	1992	Town Car	05/1992	07/2092	09/22/99	MORS	68,000	Fire	Unknown. engine on	
23	[redacted]	[redacted]	Jackson	MS	[redacted]	[redacted]	[redacted]	1992	Town Car	09/1992	09/21/92	02/01/96	MORS/ Lawsuit	64,000	Fire	Unknown. engine off 15 hours	
24	[redacted]	[redacted]	St. Martinville	LA	[redacted]	[redacted]	[redacted]	1992	Town Car	09/1992	01/21/93	05/11/97	MORS	88,000	Fire	Unknown. engine off	
25	[redacted]	[redacted]	Port St. Lucie	FL	[redacted]	[redacted]	[redacted]	1992	Town Car	07/31/92	10/09/92	01/09/98	MORS/ VOC	81,000	Fire	Unknown. engine off, parked in garage	
26	[redacted]	[redacted]	Miami	FL	[redacted]	[redacted]	[redacted]	1992	Town Car	04/1992	04/17/92	12/30/97	MORS	1	Fire	Unknown. engine off - parked in garage	
27	[redacted]	[redacted]	Baytown	TX	[redacted]	[redacted]	[redacted]	1992	Town Car	10/1991	09/29/92	09/17/94	MORS	37,000	Fire	Unknown.	
28	[redacted]	[redacted]	Beverly Hills	CA	[redacted]	[redacted]	[redacted]	1992	Town Car	09/1992	09/29/92	05/14/93	MORS	126	Fire	Unknown.	
29	[redacted]	[redacted]	New Iberia	LA	[redacted]	[redacted]	[redacted]	1992	Town Car	10/11/91	11/14/91	01/1999	MORS	18,000	Fire	Unknown. probable engine off	
30	[redacted]	[redacted]	Brownsville	TX	[redacted]	[redacted]	[redacted]	1992	Town Car	09/1992	07/09/92	04/09/97	MORS/ Claim	88,000	Fire	Dashboard area. probable engine off	

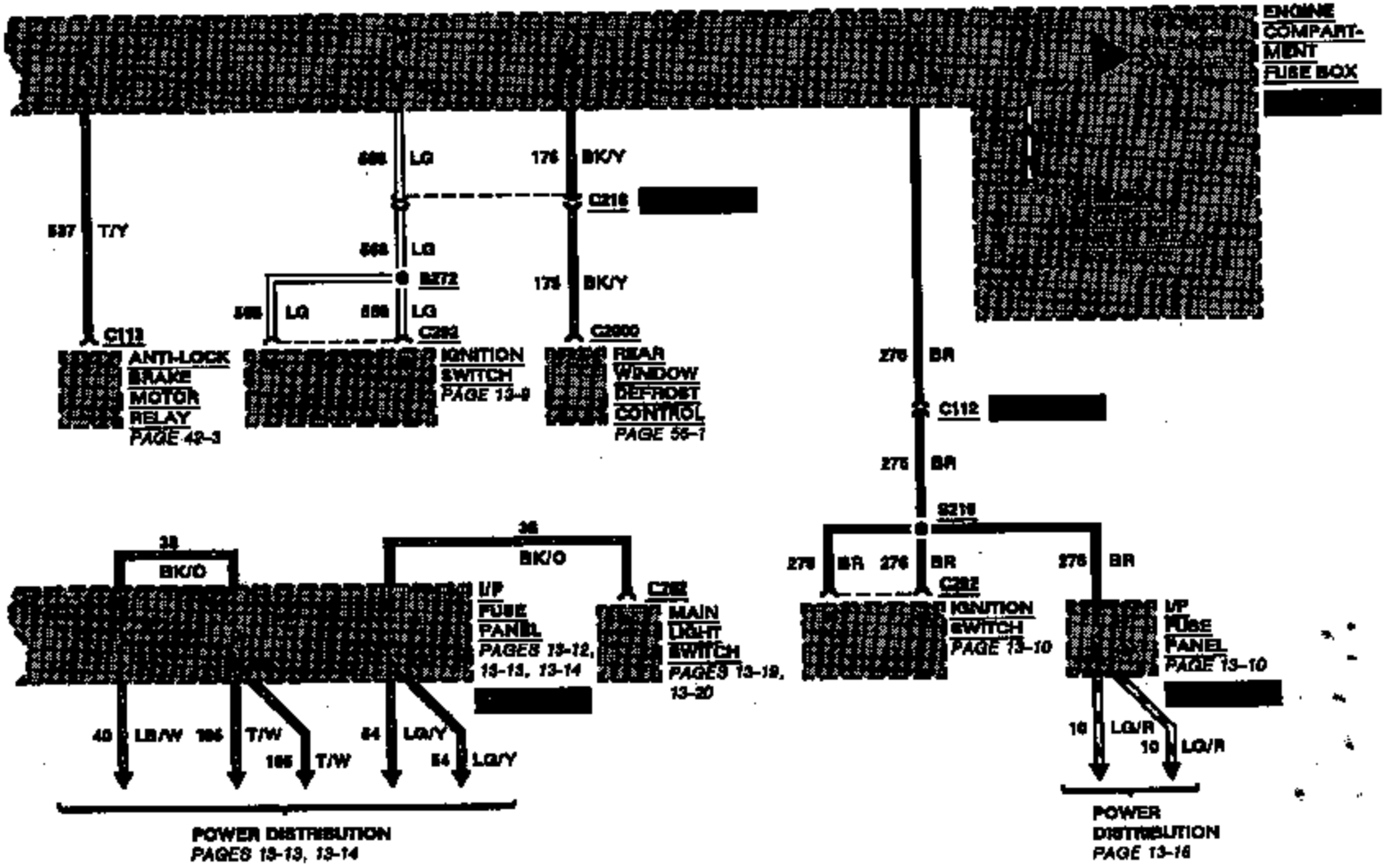
31	[redacted]	Dallas	FL	34104	941-445-8874	1LNLM97W9NY788502	1992	Town Car	08/30/92	08/10/92	125288	MORS	88,000	Fire	Engine compartment, alleged gas leak. total veh burn engine off
32		Powell	GA				92	Town Car	09/28/92	06/10/93	0828/93	MORS	89,000	Fire	Unknown. engine on
33		Shasta	IL				93	Town Car	07/28/93	09/17/93	10/12/94	MORS	82,312	Fire	Below. engine on
34		Apopka	NY				92	Town Car	08/08/92	04/10/93	07/24/93	MORS	11,000	Fire	Below. engine on
35		Crosby	TX				93	Town Car	08/04/93	09/20/93	12/23/97	MORS	78,000	Fire	Unknown. engine off - parked in garage
36		Victoria	TX				92	Town Car	05/26/93	04/28/97	09/01/97	MORS	89,000	Fire	Fire started above the left front tire. probable engine off, parked in garage
37		Somerset	KY				92	Town Car	07/16/93	07/01/93	09/28/93	MORS	1	Fire	Engine compartment. engine off
38		Greenwood	MS				93	Town Car	09/02/93	09/14/93	09/30/93	MORS/ VOQ	87,884	Fire	Wiring harness in engine compartment. parked, engine off
39		Holiday	FL				92	Town Car	07/07/93	10/30/93	07/25/94	MORS	47,800	Fire	Motor. connecting rods broken engine on
40		Beaumont	TX				93	Town Car	09/08/93	05/21/93	10/07/93	MORS	150,000	Fire	Under the hood - solenoid, pressure sensor for the ABS.
41		Fernandina	FL				92	Town Car	03/18/93	04/19/93	09/09/93	MORS	1	Fire	Unknown. engine off, parked in garage
42		E. Amherst	NY				93	Town Car	10/21/93	05/12/93	05/21/97	MORS	83,000	Fire	Under the hood. probable engine oil
43		Washington	NC				93	Unknown	Unknown	Unknown	09/08/97	MORS	68,000	Fire	Under the hood. probable engine oil
44		Miami	FL				93	Town Car	11/19/93	12/23/93	01/23/97	MORS	45,000	Fire	Under the car. Vehicle parked. Probable engine off.
45		Dove Rebon	FL				92	Town Car	07/23/93	09/14/93	10/09/97	MORS	47,000	Fire	Under the engine. In for service, shifter would not go out of park. Vehicle parked, engine off
46		Forest Hills	NY				93	Town Car	12/04/91	12/24/91	09/13/93	MORS	1	Fire	Electrical short. vehicle parked, engine off.
47		Chesuke	KS				92	Town Car	09/27/91	09/13/91	05/20/97	MORS	89,000	Fire	Front suspension. believe to be relay for air suspension. Air ride system indicator light on.
48		Lebanon	OH				92	Town Car	04/14/92	09/01/93	11/01/93	MORS/ VOQ	109,000	Fire	Ignition or electrical system. engine off, parked
49		Bronx	NY				93	Town Car	03/21/92	09/10/92	04/08/93	MORS	93,097	Fire	Unknown. Engine off for 10 minutes, no key in ignition. Parked in garage.
50		Kansas City	MO				93	Town Car	09/08/92	09/10/93	10/05/93	MORS	78,000	Fire	Electrical system. engine on, brakes failed prior to fire.
51		Houston	TX				92	Town Car	09/07/91	11/05/91	04/20/93	MORS	85,000	Fire	Electrical. car was parked, probable engine oil
52		Lady Bunnell	FL				92	Town Car	10/25/91	11/14/91	09/30/93	MORS	71,000	Fire	Brake system sensor. (Build date indicate this may not have have pressure sensor)
53		Jensen Beach	FL				92	Town Car	12/11/91	01/14/92	09/16/93	MORS	79,000	Fire	Electrical.

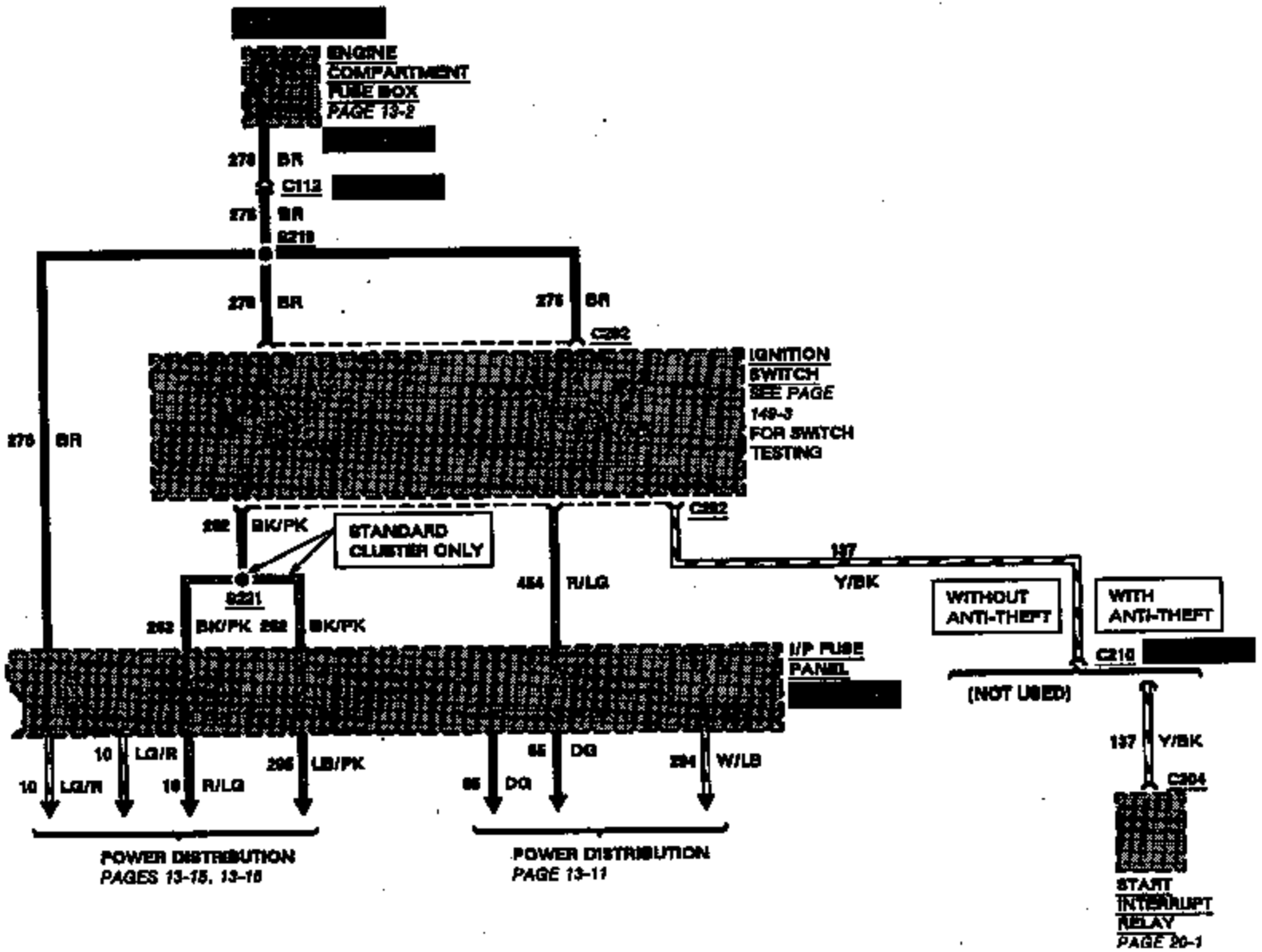
[redacted]	Westlake	LA	[redacted]	[redacted]	1988	Town Car	[redacted]	[redacted]	[redacted]	MOPS/ VOQ	94,760	Fire	Unknown. engine off, parked 1/2 hour. Went 6 miles prior to parking
[redacted]	Slidell	LA	[redacted]	[redacted]	1992	Town Car	[redacted]	[redacted]	[redacted]	MOPS/ VOQ	66,000	Fire	Electrical short, engine off, parked in driveway compressor replaced in August.
[redacted]	West Palm Beach	FL	[redacted]	[redacted]	1992	Town Car	[redacted]	[redacted]	[redacted]	MOPS	75,000	Fire	Electrical. vehicle sitting for an hour, probable engine oil
[redacted]	Baytown	TX	[redacted]	[redacted]	1993	Town Car	[redacted]	[redacted]	[redacted]	MOPS/ VOQ/ Data	87,000	Fire	Electrical system. engine off, parked
[redacted]	Austin	TX	[redacted]	[redacted]	1988	Town Car	[redacted]	[redacted]	[redacted]	MOPS/ Data	83,000	Fire	Engine. Parked, engine off.
[redacted]	Lesley	TX	[redacted]	[redacted]	1993	Town Car	[redacted]	[redacted]	[redacted]	MOPS	109,000	Fire	Unknown. Parked in driveway, probable engine oil.
[redacted]	Villa Park	IL	[redacted]	[redacted]	1992	Town Car	[redacted]	[redacted]	[redacted]	MOPS	86,000	Fire	Left front tire. Possible brake concern.
[redacted]	Houston	TX	[redacted]	[redacted]	1992	Town Car	[redacted]	[redacted]	[redacted]	MOPS	88,000	Fire	Unknown. Parked for 5 minutes, probable engine oil.
[redacted]	Clearwater	FL	[redacted]	[redacted]	1996	Town Car	[redacted]	[redacted]	[redacted]	MOPS	58,000	Fire	Unknown. Parked in friend's driveway, probable engine oil.
[redacted]	Cocoa Beach	FL	[redacted]	[redacted]	1996	Town Car	[redacted]	[redacted]	[redacted]	MOPS/ VOQ	79,000	Fire	Left front wheel area. suspected load leveling system.
[redacted]	Dallas	TX	[redacted]	[redacted]	1992	Town Car	[redacted]	[redacted]	[redacted]	MOPS	88,000	Fire	Engine.
[redacted]	Leesburg	VA	[redacted]	[redacted]	1992	Town Car	[redacted]	[redacted]	[redacted]	MOPS	111,000	Fire	Unknown.
[redacted]	Houston	TX	[redacted]	[redacted]	1992	Town Car	[redacted]	[redacted]	[redacted]	MOPS	120,000	Fire	Under the hood.
[redacted]	Lisbon	VA	[redacted]	[redacted]	1992	Town Car	[redacted]	[redacted]	[redacted]	MOPS	79,000	Fire	Unknown.
[redacted]	Memphis	TN	[redacted]	Unknown	1992	Unknown	Unknown	Unknown	[redacted]	MOPS	1	Fire	Under the hood.
[redacted]	Unknown	NA	[redacted]	[redacted]	1992	Town Car	[redacted]	[redacted]	[redacted]	MOPS	97,000	Fire	Electrical short. Probable engine oil, parked.
[redacted]	Metairie	LA	[redacted]	[redacted]	1989	Town Car	[redacted]	[redacted]	[redacted]	MOPS	80,000	Fire	Electrical. Parked, probable engine oil.
[redacted]	Mount Holly	NJ	[redacted]	[redacted]	1995	Town Car	[redacted]	[redacted]	[redacted]	MOPS	89,000	Fire	Electrical. Probable parked, probable engine oil.
[redacted]	West Columbia	SC	[redacted]	Unknown	1986	Unknown	Unknown	Unknown	[redacted]	MOPS	5,000	Burned	Noises. vehicle modified with wheel chair lift. Brake line burned from master cylinder.
[redacted]	Cumming	GA	[redacted]	[redacted]	1993	Town Car	[redacted]	[redacted]	[redacted]	MOPS	84,000	Fire	Catalytic converter. engine light on, Engine on.
[redacted]	Detroit	OR	[redacted]	[redacted]	1992	Town Car	[redacted]	[redacted]	[redacted]	MOPS/ VOQ	118,000	Fire	Spark plugs/wires.
[redacted]	Vero Beach	FL	[redacted]	[redacted]	1992	Ctr Mary	[redacted]	[redacted]	[redacted]	CCSS/ VOQ	80,000	Fire	Speed control amplifier switch x SPS4.
[redacted]	Unknown	NA	[redacted]	[redacted]	1992	Town Car	[redacted]	[redacted]	Unknown	VOQ	Unknown	Fire	Unknown.
[redacted]	Unknown	NA	[redacted]	[redacted]	1992	Town Car	[redacted]	[redacted]	Unknown	VOQ	Unknown	Fire	Unknown.
[redacted]	Merritt Island	FL	[redacted]	[redacted]	1993	Town Car	[redacted]	[redacted]	Unknown	VOQ/ Data	89,047	Fire	Unknown.
[redacted]	Unknown	NA	[redacted]	[redacted]	1988	Town Car	[redacted]	[redacted]	Unknown	VOQ	Unknown	Fire	Unknown.
[redacted]	Unknown	NA	[redacted]	[redacted]	1992	Town Car	[redacted]	[redacted]	Unknown	VOQ/ MOPS	Unknown	Fire	Unknown. Prior accident (MOPS).

[redacted]		Unknow	N/A	N/A	Unknown	1LN[redacted]	[redacted]	1992	Town Car	01/1992	01/01/92	Unknown	VOQ	Unknown	Fire	Unknown.	
		Unknow	N/A	N/A	Unknown	1LN[redacted]		1992	Town Car	04/[illegible]92	05/18/92	Unknown	VOQ	Unknown	Fire	Unknown.	
		Unknow	N/A	N/A	Unknown	1LN[redacted]		1992	Town Car	08/12/92	09/08/92	Unknown	VOQ	Unknown	Fire	Unknown.	
		Unknow	N/A	N/A	Unknown	1LN[redacted]		1992	Town Car	03/12/92	07/10/92	Unknown	VOQ	Unknown	Fire	Unknown.	
		Unknow	N/A	N/A	Unknown	1LN[redacted]		1992	Town Car	09/[illegible]91	09/09/91	Unknown	VOQ	Unknown	Fire	Unknown.	
		Unknow	N/A	N/A	Unknown	1LN[redacted]		1992	Town Car	04/[illegible]92	06/15/93	Unknown	VOQ	Unknown	Fire	Unknown.	
		Unknow	NR	N/A	Unknown	1LN[redacted]		1992	Town Car	10/[illegible]92	11/05/92	Unknown	VOQ	Unknown	Fire	Unknown.	
		Unknow	FL	N/A	Unknown	1LN[redacted]		1992	Town Car	08/[illegible]92	09/14/92	Unknown	VOQ	Unknown	Fire	Engine.	
		Unknow	MO	N/A	Unknown	1LN[redacted]		1992	Town Car	08/[illegible]92	09/08/92	10/01/96	VOQ/ MDR9	157,000	Fire	Undefined. Legal.	
		Unknow	TX	N/A	Unknown	1LN[redacted]		1992	Town Car	05/[illegible]92	05/[illegible]92	Unknown	VOQ	Unknown	Fire	Engine compartment.	
		Unknow	TX	N/A	Unknown	1LN[redacted]		1992	Town Car	05/[illegible]92	05/14/92	11/01/96	VOQ/ MDR9	Unknown	Fire	Engine compartment. Legal.	
		Unknow	TX	N/A	Unknown	1LN[redacted]		1992	Town Car	11/[illegible]92	12/07/92	11/01/96	VOQ/ MDR9	65,000	Fire	Engine compartment. Legal.	
		Unknow	NY	N/A	Unknown	1LN[redacted]		1992	Town Car	11/[illegible]92	11/[illegible]92	05/01/96	VOQ	Unknown	Fire	Engine compartment.	
		Unknow	CA	N/A	Unknown	1LN[redacted]		1992	Town Car	10/[illegible]92	10/[illegible]92	05/01/96	VOQ	Unknown	Fire	Undefined.	
		Unknow	FL	N/A	Unknown	1LN[redacted]		1992	Town Car	01/12/92	11/[illegible]92	11/01/96	VOQ	Unknown	Fire	Undefined.	
		Unknow	[illegible]	N/A	Unknown	1LN[redacted]		1992	Town Car	08/[illegible]92	08/[illegible]92	10/01/96	VOQ	Unknown	Fire	Undefined.	
		Unknow	TX	N/A	Unknown	1LN[redacted]		1992	Town Car	08/[illegible]92	07/12/92	10/01/96	VOQ	Unknown	Fire	Engine compartment.	
		Unknow	NR	N/A	Unknown	1LN[redacted]		1992	Town Car	08/[illegible]92	[illegible]/92	05/01/96	VOQ	Unknown	Fire	Engine.	
		Unknow	NA	N/A	Unknown	1LN[redacted]		1992	Town Car	08/[illegible]92	10/[illegible]92	05/01/96	VOQ	Unknown	Fire	Engine.	
[redacted]	[redacted] Ct.	Sagat	GA	[redacted]-843-6[illegible]		1LN[redacted]		1992	Town Car	05/12/92	07/[illegible]92	01/01/96	VOQ/ Claim	Unknown	Fire	Engine compartment.	
	Dr.	Nissan	GA	[redacted]770-[illegible]-7[illegible]		1LN[redacted]		1992	Town Car	04/[illegible]92	05/12/92	08/[illegible]	VOQ/ Claim	Unknown	Fire	Left front fender area.	
		Unknow	TX	N/A	Unknown	1LN[redacted]		1992	Town Car	11/[illegible]91	02/[illegible]92	09/01/96	VOQ	Unknown	Fire	Engine compartment.	
		Unknow	FL	N/A	Unknown	1LN[redacted]		1992	Town Car	04/[illegible]92	06/[illegible]92	12/01/96	VOQ	Unknown	Fire	Engine compartment.	
		Unknow	NR	N/A	Unknown	1LN[redacted]		1992	Gr Marq	04/[illegible]91	05/[illegible]91	09/[illegible]95	VOQ	Unknown	Fire	Radio booster.	
		Unknow	FL	N/A	Unknown	1LN[redacted]		1992	Gr Marq	03/[illegible]92	05/[illegible]92	09/01/96	VOQ	Unknown	Fire	Under hood.	
		Unknow	FL	N/A	Unknown	1LN[redacted]		1992	Town Car	08/[illegible]92	10/[illegible]92	09/01/96	VOQ	Unknown	Fire	Engine compartment.	
		Unknow	FL	N/A	Unknown	1LN[redacted]		1992	Town Car	04/[illegible]92	06/12/92	07/01/97	VOQ	Unknown	Fire	Engine compartment.	
		Unknow	FL	N/A	Unknown	1LN[redacted]		1992	Town Car	03/[illegible]92	04/13/92	12/01/97	VOQ	Unknown	Fire	Left edge of hood and fender.	
		Unknow	NC	N/A	Unknown	1LN[redacted]		1992	Town Car	08/[illegible]92	09/08/92	09/01/96	VOQ/ MDR9	Unknown	Fire	Under hood. Electrical issues. voltage regulator has been replaced 6 times.	
		Unknow	FL	N/A	Unknown	1LN[redacted]		1992	Town Car	02/[illegible]92	03/09/92	11/01/96	VOQ	Unknown	Fire	Under hood.	
		Unknow	FL	N/A	Unknown	1LN[redacted]		1992	Town Car	04/16/92	04/[illegible]92	09/01/96	VOQ	Unknown	Fire	Under hood.	
		Ruger	FL	N/A	Unknown	1LN[redacted]		1992	Town Car	03/12/92	03/20/92	12/[illegible]96	VOQ	Unknown	Fire	Re-tested to SPEC and function per contact with dealer.	x
		Honda (Dealer Fleet)	LA	N/A	Unknown	1LN[redacted]		1992	Town Car	04/09/92	04/24/92	Unknown	VOQ/ NHTSA	Unknown	Fire	Under hood.	
		Honda (Dealer Fleet)	LA	N/A	Unknown	Unknown		N/A	Gr Marq	Unknown	Unknown	Unknown	ADA	Unknown	Mail	SPEC Verbal report from dealer to vera	x
		Unknow	N/A	N/A	Unknown	1LN[redacted]		1992	Town Car	08/19/92	09/20/92	Unknown	Litigation pressure file	Unknown	Fire	Unknown.	
		Unknow	N/A	N/A	Unknown	1LN[redacted]		1992	Town Car	04/[illegible]	05/22/92	Unknown	Litigation pressure file	Unknown	Fire	Unknow.	
[redacted]		Ridgeland	MS	[redacted]	Unknown	1LN[redacted]	[redacted]	1992	Town Car	10/[illegible]92	11/06/92	03/[illegible]96	Lawsuit	10,000	Fire	Engine compartment.	
		Hunter	SC	[redacted]	Unknown	1LN[redacted]		1992	Town Car	03/20/92	04/16/92	12/01/96	Claim	Unknown	Fire	Unknown.	
		Marietta	GA	[redacted]	Unknown	1LN[redacted]		1992	Town Car	12/17/91	12/[illegible]91	10/[illegible]95	Claim	Unknown	Fire	Engine.	
		Unknown	N/A	N/A	Unknown	1LN[redacted]		1992	Town Car	08/[illegible]92	09/[illegible]92	07/12/97	Claim	Unknown	Fire	Unknown.	
		Enterprise	N/A	N/A	Unknown	1LN[redacted]		1992	Town Car	08/20/92	11/20/92	10/10/97	Claim	65,000	Fire	Under hood.	
		Unknown	N/A	N/A	Unknown	Unknown		1992	Town Car	Unknown	Unknown	09/04/96	Claim	Unknown	Fire	Unknown.	
		Mission	TX	[redacted]	[redacted]	1LN[redacted]		1992	Town Car	10/20/92	12/[illegible]92	02/04/96	Claim	60,000	Fire	Under hood.	
[redacted]		Unknown	N/A	N/A	Unknown	1LN[redacted]	[redacted]	1992	Town Car	04/16/92	05/04/92	04/16/96	Claim	Unknown	Fire	Unknow.	

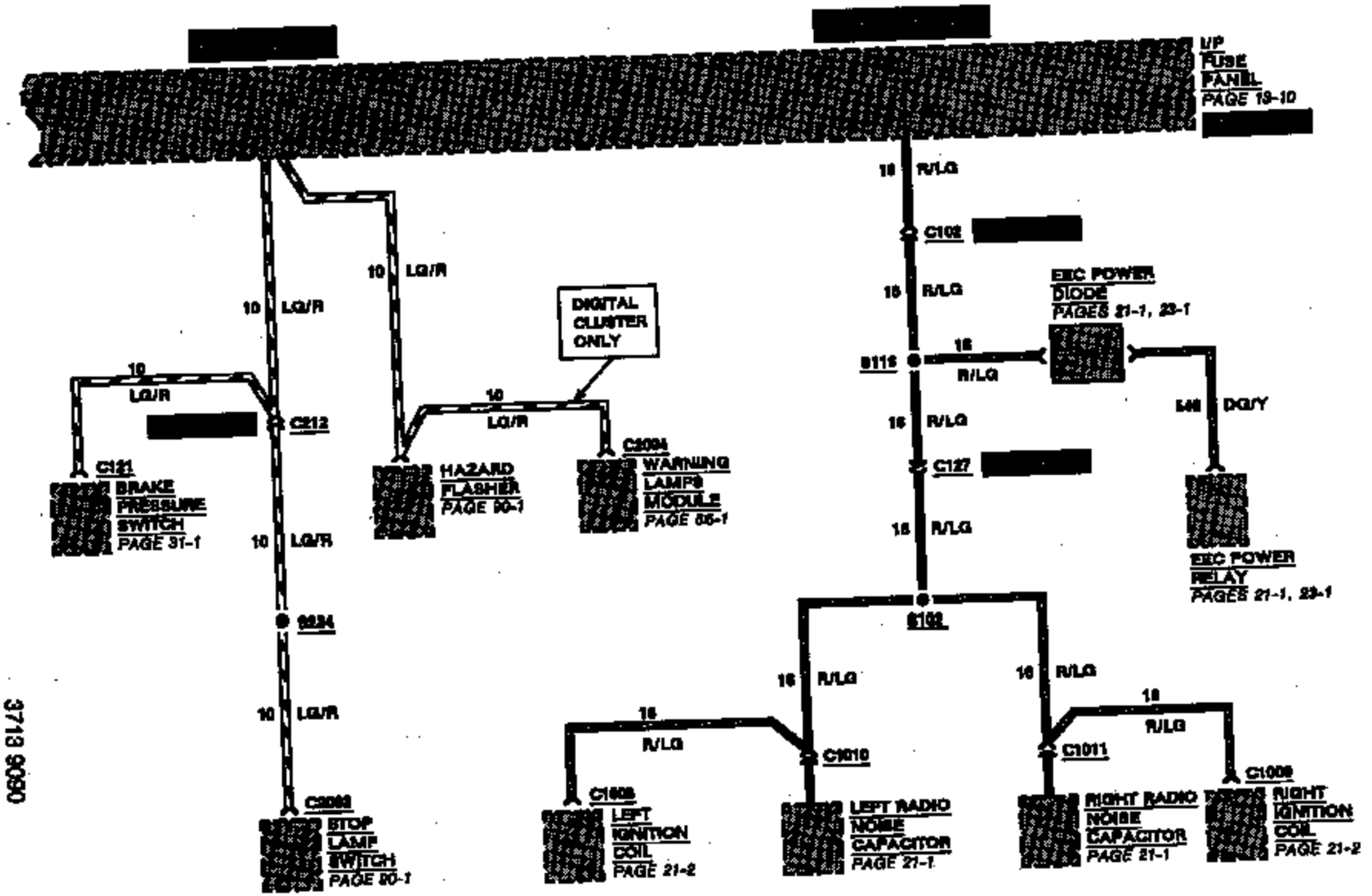
[redacted]		Unknown	NA	NA	Unknown	1LNLM[redacted]	[redacted]	1998	Town Car	05/1998	05/2002	01/2005	Claim	Unknown	Fire	Engine.
		Greenville	TX	[redacted]		1LNLM[redacted]		1992	Town Car	04/1992	08/1992	08/2189	Claim	82,000	Fire	Electrical fire.
		Edinburg	TX			1LNLM[redacted]		1998	Town Car	10/1998	11/1192	12/2007	Claim	116,000	Fire	Engine compartment.
		Paris	IL			1LNLM[redacted]		1993	Town Car	03/1993	07/1993	01/2000	Claim	82,000	Fire	Engine compartment.
		Unknown	MA			1LNLM[redacted]		1992	Town Car	09/1992	09/1992	09/2005	Claim	Unknown	Fire	Fuel crossover hose.
		McAllen	TX			Unknown		1993	Town Car	Unknown	Unknown	Unknown	Claim	Unknown		Incident date from claim file is illegible. Electrical malfunction.
		Unknown	MA			1LNLM[redacted]		1992	Town Car	09/1992	09/1992	04/2009	Claim	Unknown		Electrical wiring.
		Medway	MA			1LNLM[redacted]		1998	Town Car	09/1992	09/1992	05/2007	Lawsuit	100,000	Fire	Unknown.
		Dr. Bastrop	LA			1LNLM[redacted]		1993	Town Car	09/1992	09/1992	03/2009	Lawsuit	64,000	Fire	Unknown.
		Orlando	FL			1LNLM[redacted]		1993	Town Car	09/1992	10/1992	10/2002	Claim	Unknown	Fire	Engine compartment.
		Chicago	IL			1LNLM[redacted]		1993	Town Car	04/1992	09/1992	05/2002	Claim	147	Fire	Under hood.
		Libertyville	IL			1LNLM[redacted]		1992	Town Car	09/1991	11/1991	09/2001	Claim	Unknown	Fire	Unknown.
		Portland	OR			1LNLM[redacted]		1992	Town Car	02/1992	09/1992	09/1992	Claim	14,400	Fire	Engine compartment.
		Lauderdale	FL			1LNLM[redacted]		1992	Town Car	09/1991	10/1991	09/2009	Claim	89,000	Fire	Unknown.
		Valley Stream	NY			1LNLM[redacted]		1993	Town Car	09/1992	09/1992	09/2007	Claim	89,000	Fire	Engine compartment.
		Houston	TX			1LNLM[redacted]		1992	Town Car	09/2002	09/2002	09/2007	Claim	79,000	Fire	Unknown.
		Vero Beach	FL			1LNLM[redacted]		1992	Town Car	09/2002	09/1992	09/1997	Claim	89,000	Fire	Engine compartment.
		Boca Raton	FL			1LNLM[redacted]		1992	Town Car	04/1992	09/1992	09/2106	Claim	69,416	Fire	Unknown.
143	Unknown	Unknown	Unknown	TX	NA	Unknown	1LNLM[redacted]	1992	Town Car	09/1992	04/2002	Unknown	NHTSA	Unknown	Fire	Engine compartment.
144	Unknown	Unknown	Unknown	FL	NA	Unknown	1LNLM[redacted]	1992	Town Car	09/1992	09/2002	Unknown	NHTSA	Unknown	Fire	Engine compartment.
145	Unknown	Unknown	Unknown	FL	NA	Unknown	1LNLM[redacted]	1998	Town Car	10/1992	01/1993	Unknown	NHTSA	Unknown	Fire	Engine.
146	Unknown	Unknown	Unknown	LA	NA	Unknown	1LNLM[redacted]	1993	Town Car	09/1992	12/2002	Unknown	VSC	Unknown	Fire	Front wheel area.
147	Unknown	Unknown	Unknown	FL	NA	Unknown	Unknown	NA	Unknown	Unknown	Unknown	Unknown	Unknown	Unknown	Fire	Engine compartment.
148	Unknown	Unknown	Unknown	AR	NA	Unknown	Unknown	NA	Unknown	Unknown	Unknown	Unknown	Unknown	Unknown	Fire	Engine compartment.
149	Unknown	Unknown	Unknown	LA	NA	Unknown	1LNLM[redacted]	1992	Town Car	09/2002	09/2002	Unknown	VSC	Unknown	Fire	Engine compartment.
150	Unknown	Unknown	Unknown	LA	NA	Unknown	1LNLM[redacted]	1998	Town Car	01/1992	04/2002	Unknown	NHTSA	Unknown	Fire	Engine compartment.
151	Unknown	Unknown	Unknown	FL	NA	Unknown	1LNLM[redacted]	1992	Town Car	07/1992	07/1992	Unknown	NHTSA	Unknown	Fire	Electrical.
152	Unknown	Unknown	Unknown	FL	NA	Unknown	2FALP[redacted]	1992		09/1992	09/1992	Unknown	NHTSA	Unknown	Fire	Electrical.
153	Unknown	Unknown	Unknown	FL	NA	Unknown	6MELM[redacted]	1992		09/2002	09/2002	Unknown	NHTSA	Unknown	Fire	Electrical.

	NO. OF CYCLES	BRAKE FLUID PRESSURE (PSI)	% OF BRAKE EVENTS USING THIS PRESSURE	AMBIENT TEMP (deg F)	BRAKE FLUID TEMP (deg F)
SPEC BRAKE TEST	500000	1500	100%	220	270
ACTUAL VEHICLE TEST					
"NORMAL" STOP	N/A	400	N/A	N/A	N/A
"HARD" STOP	N/A	800	N/A	N/A	N/A
"ABS" STOP	N/A	1400 *	N/A	N/A	N/A
CUSTOMER USAGE PROJECTIONS (Crown Vic 150K mile customer)					
50th PERCENTILE	500000	unknown/varies	unknown/varies	unknown/varies **	unknown/varies **
80th PERCENTILE	700000	unknown/varies	unknown/varies	unknown/varies	unknown/varies
90th PERCENTILE	900000	unknown/varies	unknown/varies	unknown/varies	unknown/varies
95th PERCENTILE	1600000	unknown/varies	unknown/varies	unknown/varies	unknown/varies
99th PERCENTILE	1800000	unknown/varies	unknown/varies	unknown/varies	unknown/varies
*=Use value shown, then drops to 800 PSI for rest of brake event.					
**=Typical underhood ambient temperature is 180-210 F, brake fluid will exceed this due to rotor heating if long, hard braking is done. Assume 220-250 F.					
ASSUMPTION: The pressure applied to the brake fluid during a braking event, multiplied by the number of cycles using that pressure will indicate the durability of the part (i.e. The spec test calls for 500000 cycles at 1500 psi, so durability indicator would be 500000 X 1500 = 750 million).					
TO EQUATE SPEC TEST CYCLES & PRESSURE TO CUSTOMER USAGE: Make assumptions of what % of a customer's braking events are at which type of braking ("normal", "hard", and "ABS") to determine pressure, use customer profiles to determine number of cycles & equate to durability indicator (i.e. 750 million).					
EXAMPLE:					
95th PERCENTILE	1800000				
	1728000	400	96%	691200000	
	54000	800	3%	43200000	
	18000	1400	1%	25200000	
				759600000	SIMILAR
If 90th percentile driver uses normal stopping 96% of the time, panic stopping 3% and ABS stopping 1%, the wear on the part would be similar to what occurs to the part during the spec test.					
99th PERCENTILE	1800000				
	1170000	400	65%	468000000	
	450000	800	25%	360000000	
	180000	1400	10%	252000000	
				1080000000	OVER SPEC
99th PERCENTILE	1350000				
	675000	400	75%	270000000	
	180000	800	20%	144000000	
	45000	1400	5%	63000000	
				477000000	under SPEC
95th PERCENTILE	900000				
	837900	400	93%	335160000	
	114000	800	13%	91200000	
	28800	1400	3%	39920000	
				466136000	under SPEC
80th PERCENTILE	700000				
	630000	400	90%	252000000	
	56000	800	8%	44800000	
	14000	1400	2%	19600000	
				316400000	under SPEC
50th PERCENTILE	500000				
	475000	400	95%	190000000	
	20000	800	4%	16000000	
	5000	1400	1%	7000000	
				213000000	under SPEC

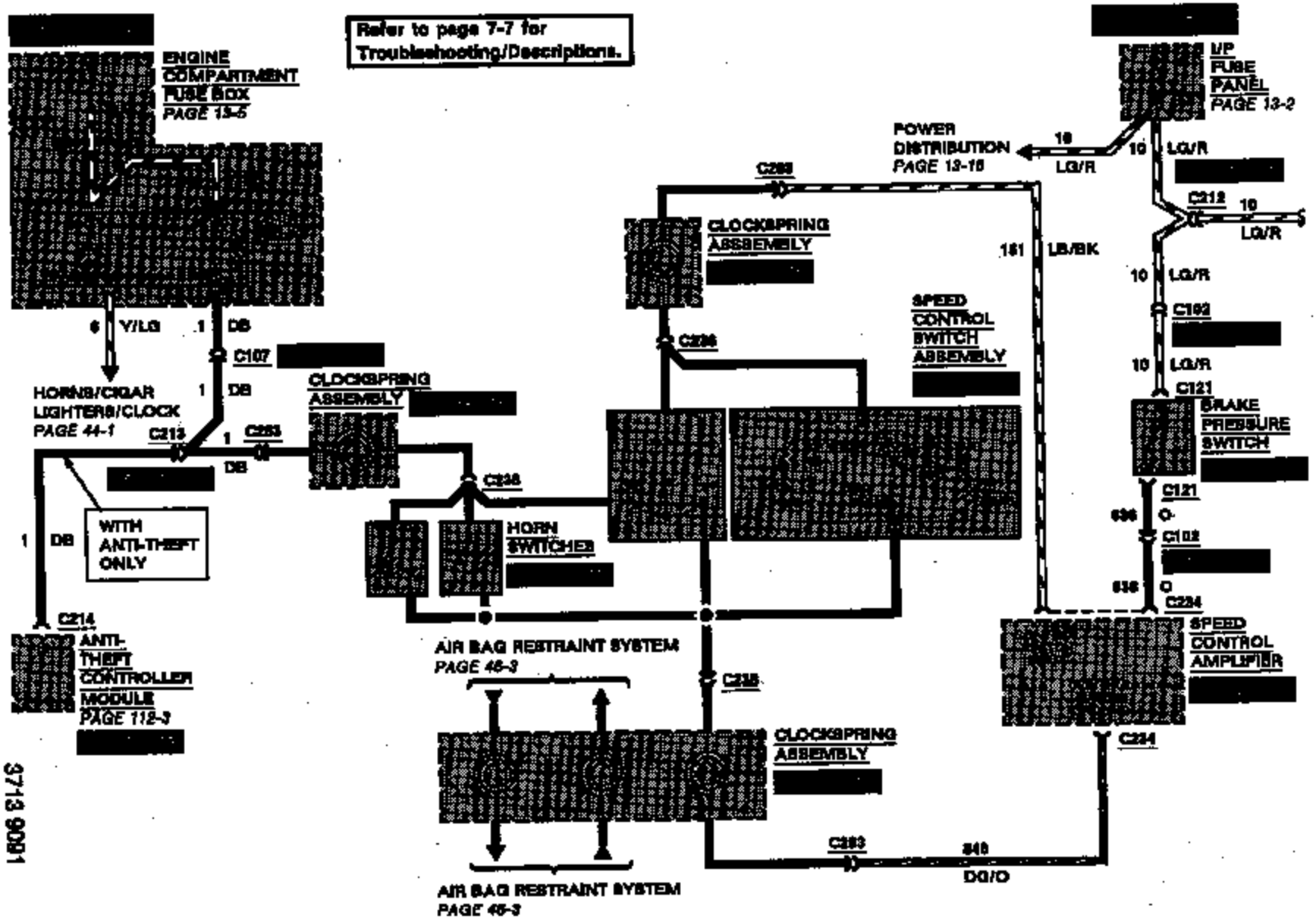

ENGINE COMPARTMENT FUSE BOX
537 T/Y
C112
ANTI-LOCK BRAKE MOTOR RELAY
PAGE 42-3
LG
BK/Y
C216
S272
C282
IGNITION SWITCH
PAGE 13-9
C2000
REAR WINDOW DEFROST CONTROL
PAGE 56-1
276 BR
C112
S219
C282
IGNITION SWITCH
PAGE 13-10
I/P FUSE PANEL
PAGES 13-12, 13-13, 13-14
BK/O
C2280
MAIN LIGHT SWITCH
PAGES 13-19, 13-20
I/P FUSE PANEL
PAGE 13-10
40 LB/W
T/W
LG/Y
POWER DISTRIBUTION
PAGES 13-13, 13-14
POWER DISTRIBUTION
PAGE 13-16
37713 90889

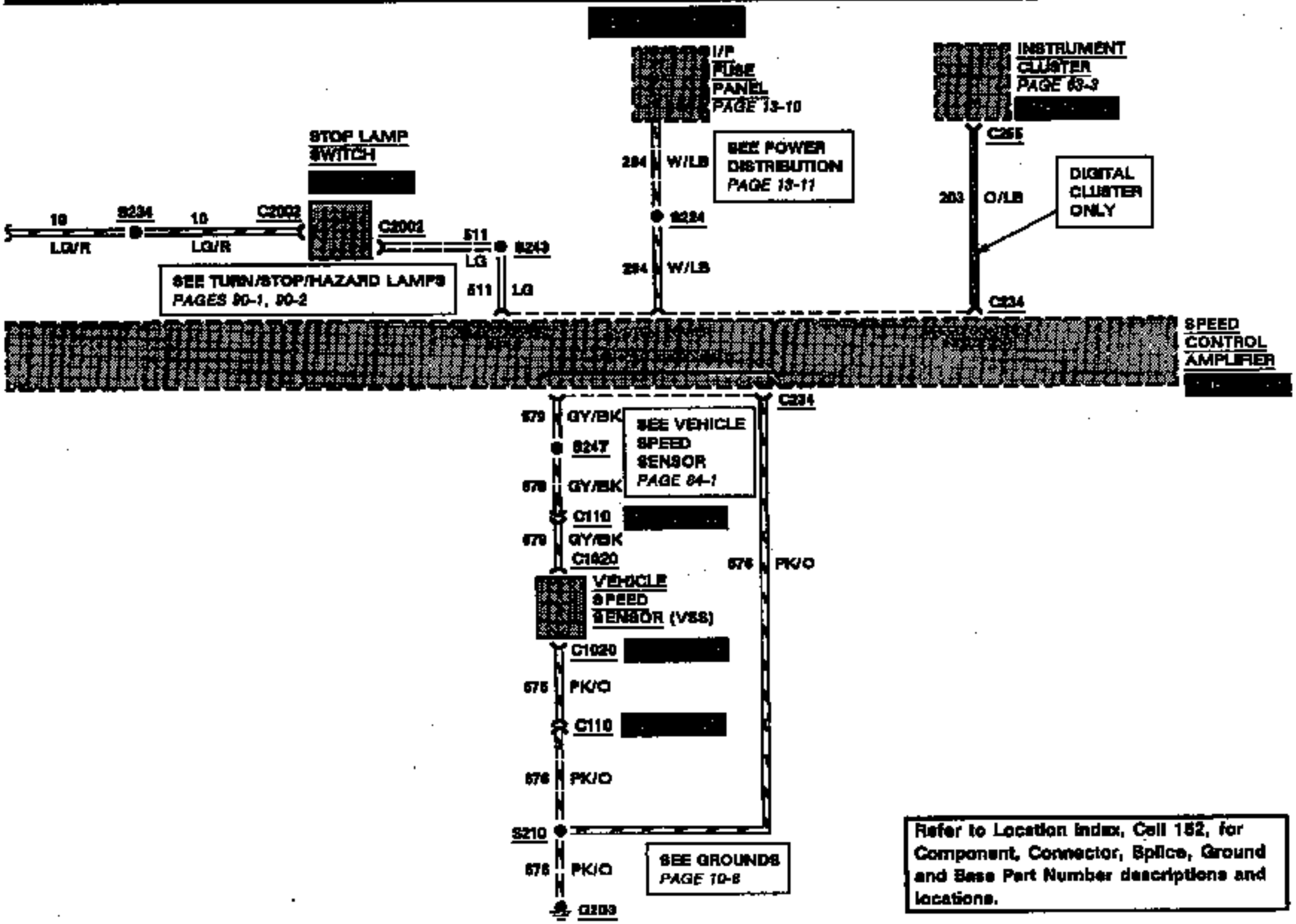

ENGINE COMPARTMENT FUSE BOX
PAGE 13-2
276 BR
C112
276 BR
G219
276 BR
276 BR
C282
IGNITION SWITCH
SEE PAGE 149-3 FOR SWITCH TESTING
276 BR
C282
282 BK/PK
STANDARD CLUSTER ONLY
G221
282 BK/PK
282 BK/PK
454 R/LG
137 Y/BK
WITHOUT ANTI-THEFT
WITH ANTI-THEFT
C218
I/P FUSE PANEL
(NOT USED)
10 LG/R
10 LG/R
R/LG
295 LB/PK
85 DG
85 DG
294 W/LB
137 Y/BK
C204
START INTERRUPT RELAY
PAGE 20-1
POWER DISTRIBUTION
PAGES 13-15, 13-16
POWER DISTRIBUTION
PAGE 13-11

87139089


I/P FUSE PANEL PAGE 19-10
18 R/LG
C102
18 R/LG
EEC POWER DIODE PAGES 21-1, 23-1
B116
18 R/LG
548 DG/Y
18 R/LG
C127
18 R/LG
EEC POWER RELAY PAGES 21-1, 23-1
B102
10 LG/R
10 LG/R
10 LG/R
DIGITAL CLUSTER ONLY
10 LG/R
10 LG/R
C212
C121 BRAKE PRESSURE SWITCH PAGE 31-1
HAZARD FLASHER PAGE 90-1
C2094 WARNING LAMPS MODULE PAGE 86-1
10 LG/R
B224
10 LG/R
C2068 STOP LAMP SWITCH PAGE 90-1
16 R/LG
16 R/LG
16 R/LG
16 R/LG
C1010
C1011
C1008 LEFT IGNITION COIL PAGE 21-2
LEFT RADIO NOISE CAPACITOR PAGE 21-1
RIGHT RADIO NOISE CAPACITOR PAGE 21-1
C1009 RIGHT IGNITION COIL PAGE 21-2
37I8 9080

31-1 SPEED CONTROL





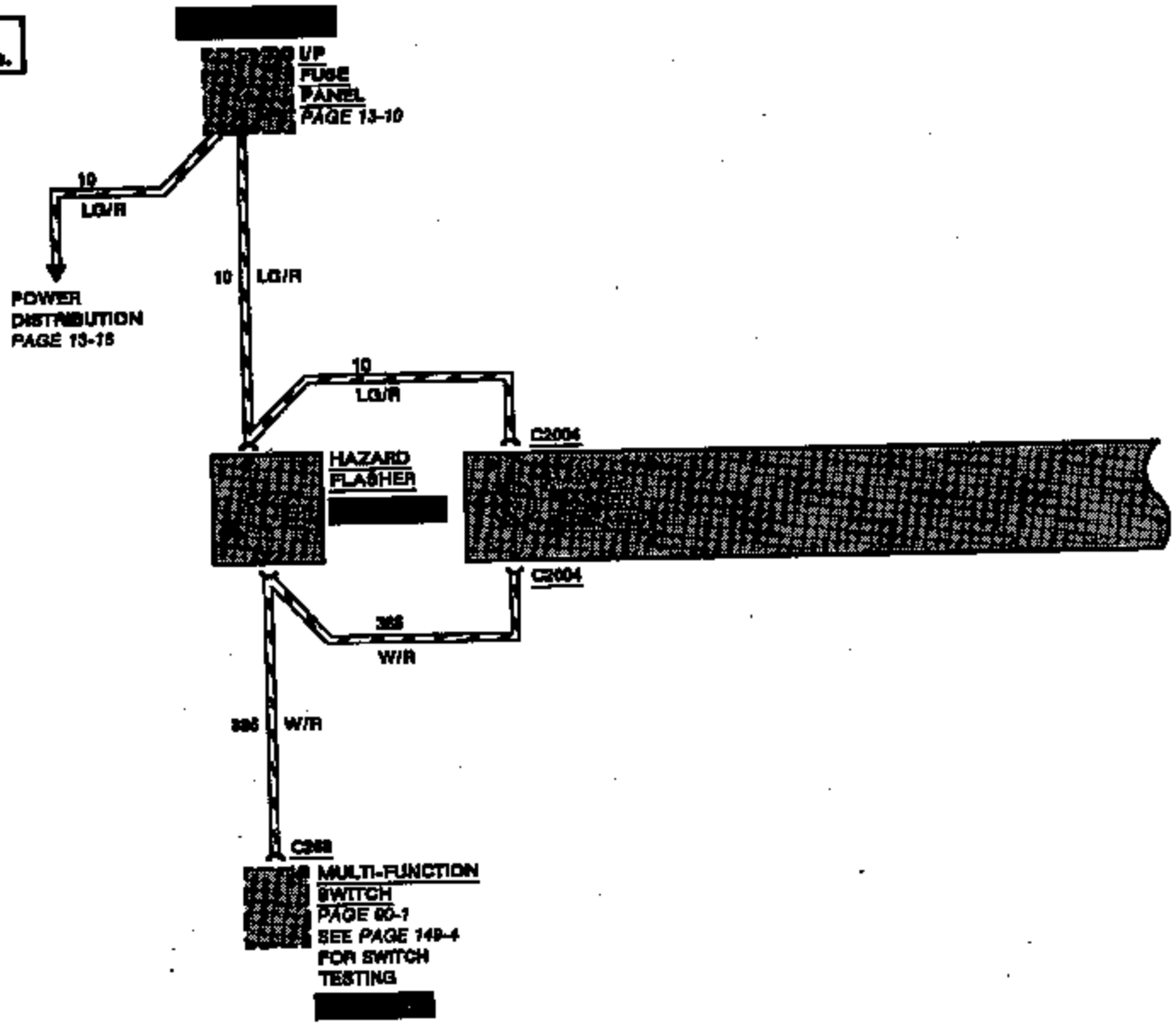
Refer to Location Index, Cell 152, for Component, Connector, Splice, Ground and Base Part Number descriptions and locations.

3713 0082

65-1 WARNING LAMPS

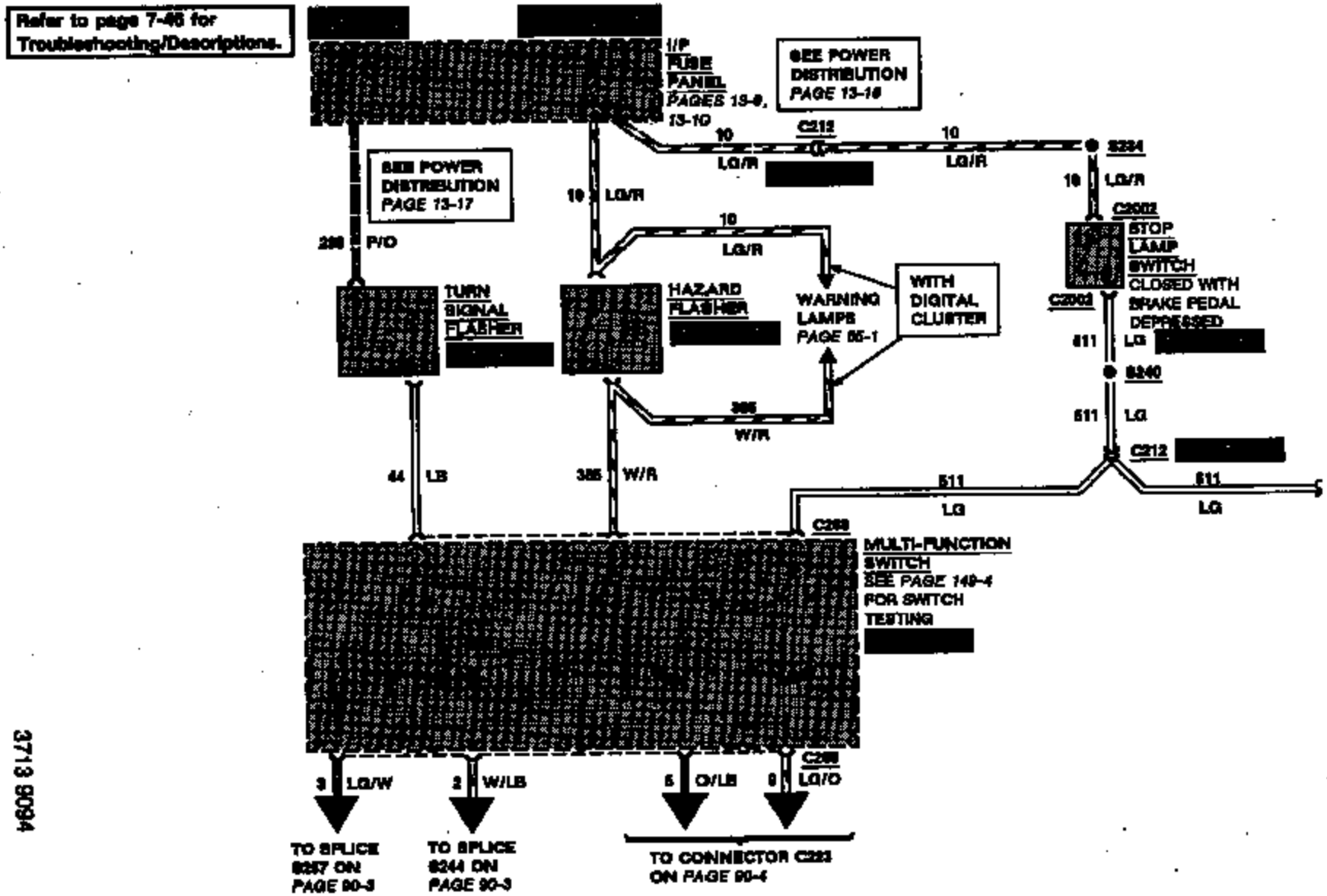
Refer to page 7-55 for Troubleshooting/Descriptions.

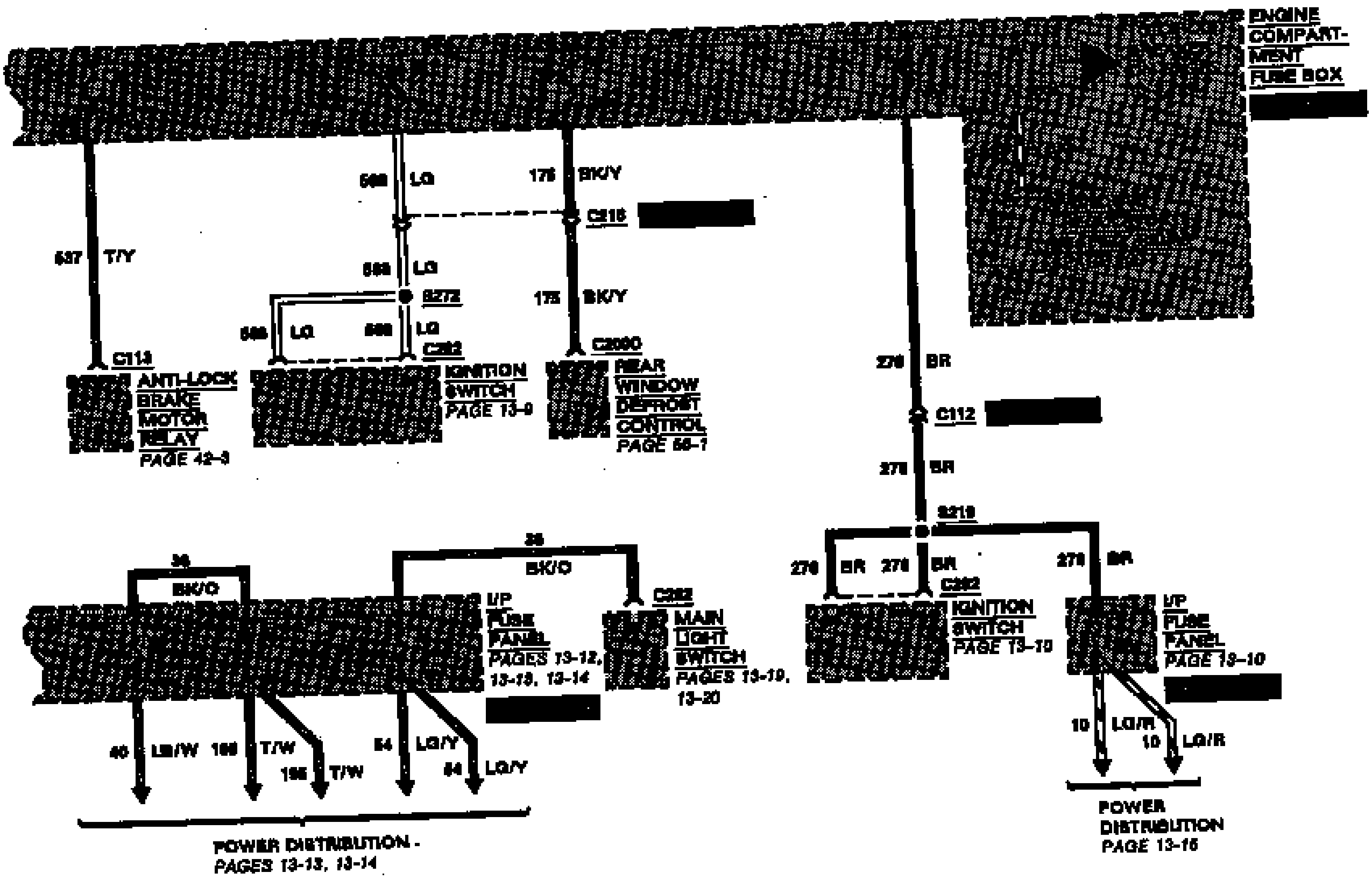
DIGITAL CLUSTER ONLY



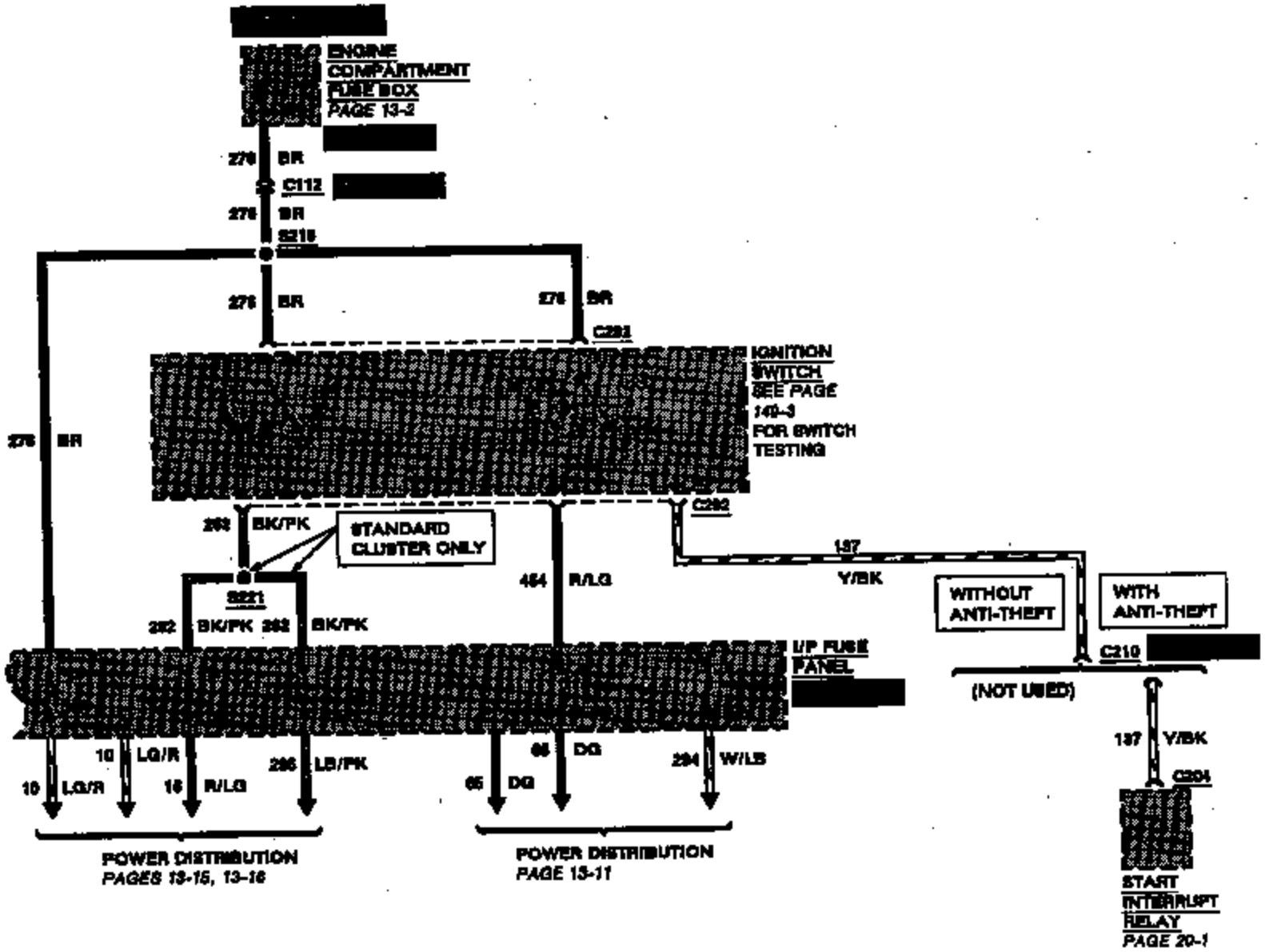
3713 9083

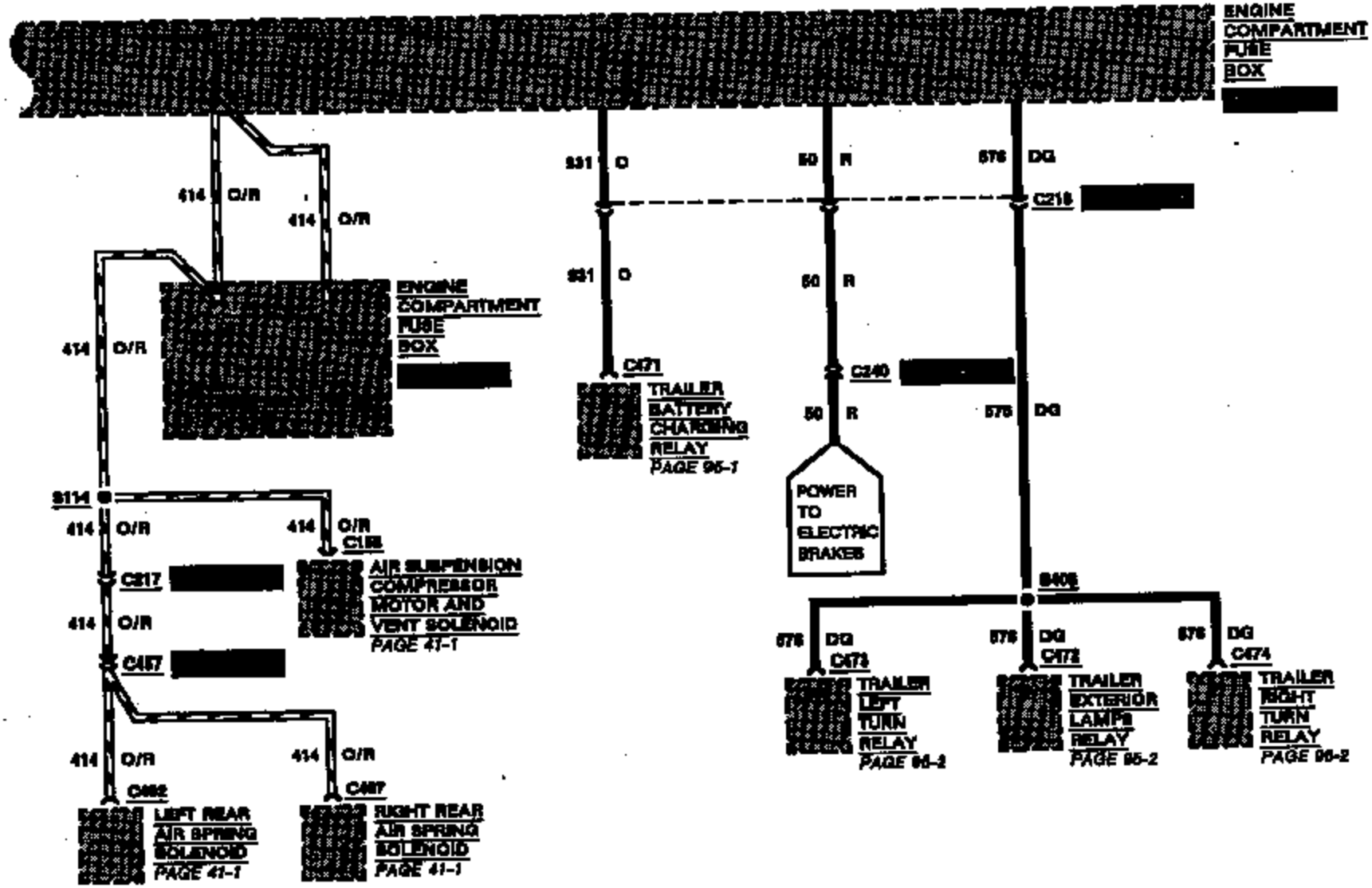
90-1 TURN/STOP/HAZARD LAMPS



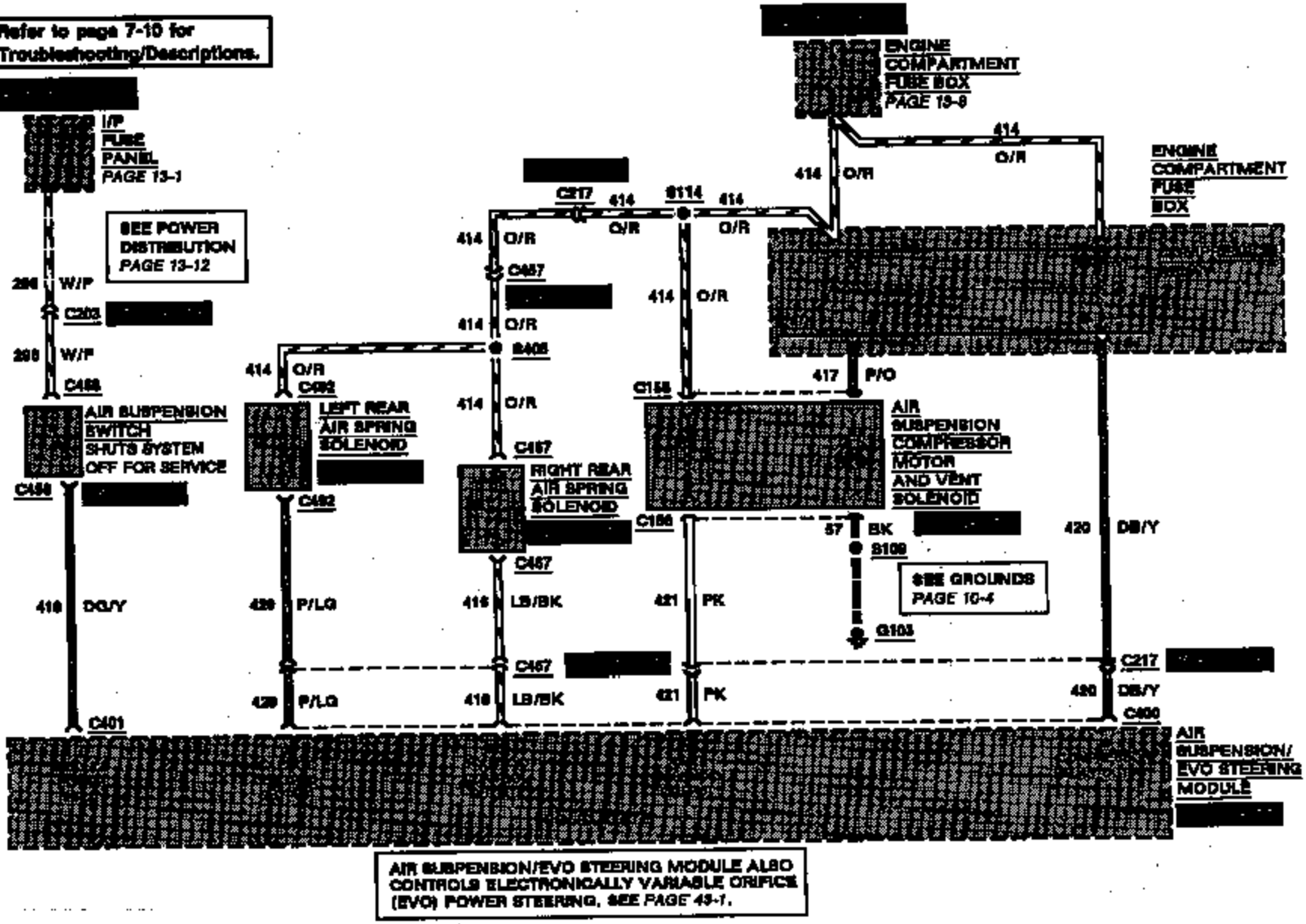

ENGINE COMPARTMENT FUSE BOX
[redacted]
537 T/Y
C113
ANTI-LOCK BRAKE MOTOR RELAY
PAGE 42-3
LG
C215
[redacted]
LG
S272
LG
LG
C252
IGNITION SWITCH
PAGE 13-9
BK/Y
BK/Y
C2050
REAR WINDOW DEFROST CONTROL
PAGE 56-1
BR
C112
[redacted]
BR
S215
BR
BR
C252
IGNITION SWITCH
PAGE 13-10
BR
I/P FUSE PANEL
PAGE 13-10
[redacted]
10 LG/R
10 LG/R
POWER DISTRIBUTION
PAGE 13-16
BK/O
BK/O
I/P FUSE PANEL
PAGES 13-12, 13-13, 13-14
[redacted]
C252
MAIN LIGHT SWITCH
PAGES 13-19, 13-20
LB/W
T/W
T/W
54 LG/Y
54 LG/Y
POWER DISTRIBUTION -
PAGES 13-13, 13-14

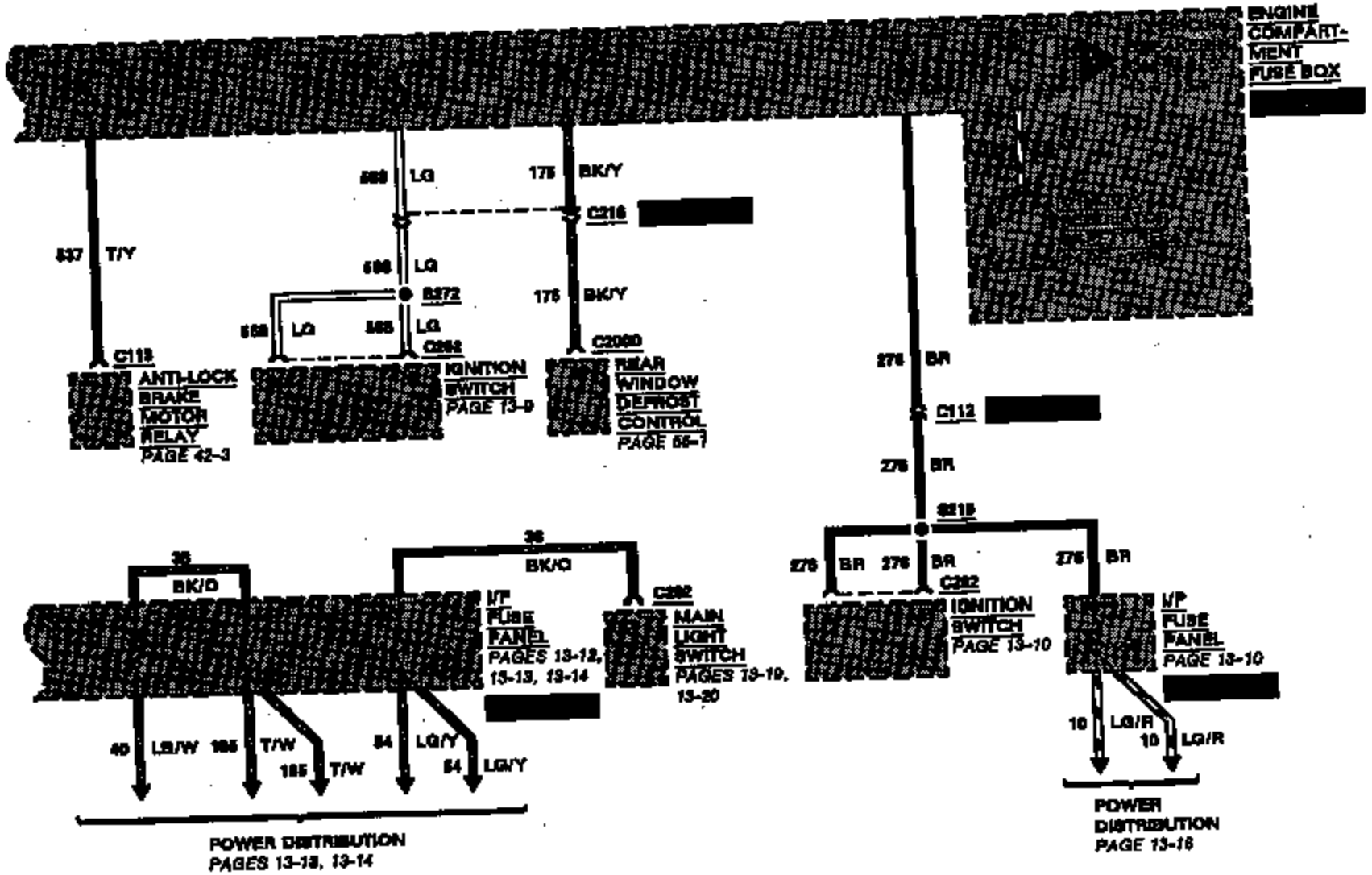
3713 9095


ENGINE COMPARTMENT FUSE BOX
PAGE 13-2
276 BR
C112
276 BR
S215
276 BR
276 BR
C282
IGNITION SWITCH
SEE PAGE 14B-3 FOR SWITCH TESTING
276 BR
C282
282 BK/PK
STANDARD CLUSTER ONLY
S221
282 BK/PK
282 BK/PK
454 R/LG
197 Y/BK
WITHOUT ANTI-THEFT
WITH ANTI-THEFT
C210
I/P FUSE PANEL
(NOT USED)
197 Y/BK
C204
START INTERRUPT RELAY
PAGE 20-1
10 LG/R
10 LG/R
16 R/LG
295 LB/PK
65 DG
65 DG
294 W/LB
POWER DISTRIBUTION
PAGES 13-15, 13-16
POWER DISTRIBUTION
PAGE 13-11
3713 9096


ENGINE COMPARTMENT FUSE BOX
414 O/R
414 O/R
ENGINE COMPARTMENT FUSE BOX
414 O/R
S114
414 O/R
414 O/R C186
C217
414 O/R
C457
AIR SUSPENSION COMPRESSOR MOTOR AND VENT SOLENOID PAGE 41-1
414 O/R
C462
LEFT REAR AIR SPRING SOLENOID PAGE 41-1
414 O/R
C467
RIGHT REAR AIR SPRING SOLENOID PAGE 41-1
931 O
931 O
C471
TRAILER BATTERY CHARGING RELAY PAGE 96-1
50 R
50 R
C240
50 R
POWER TO ELECTRIC BRAKES
576 DG
C218
576 DG
S405
576 DG
C473
TRAILER LEFT TURN RELAY PAGE 96-2
576 DG
C472
TRAILER EXTERIOR LAMPS RELAY PAGE 96-2
576 DG
C474
TRAILER RIGHT TURN RELAY PAGE 96-2
37I8 9097

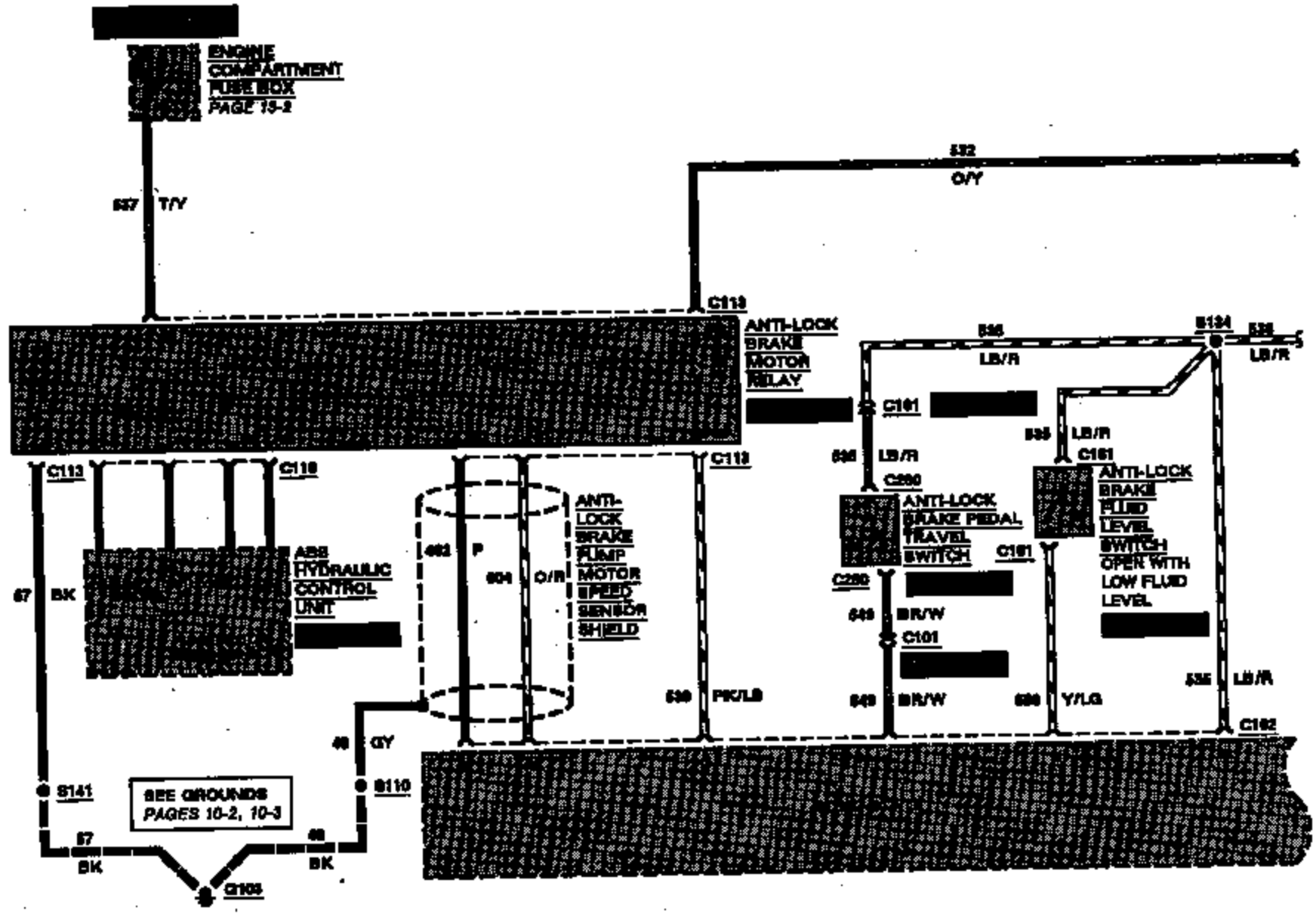
41-1 AIR SUSPENSION



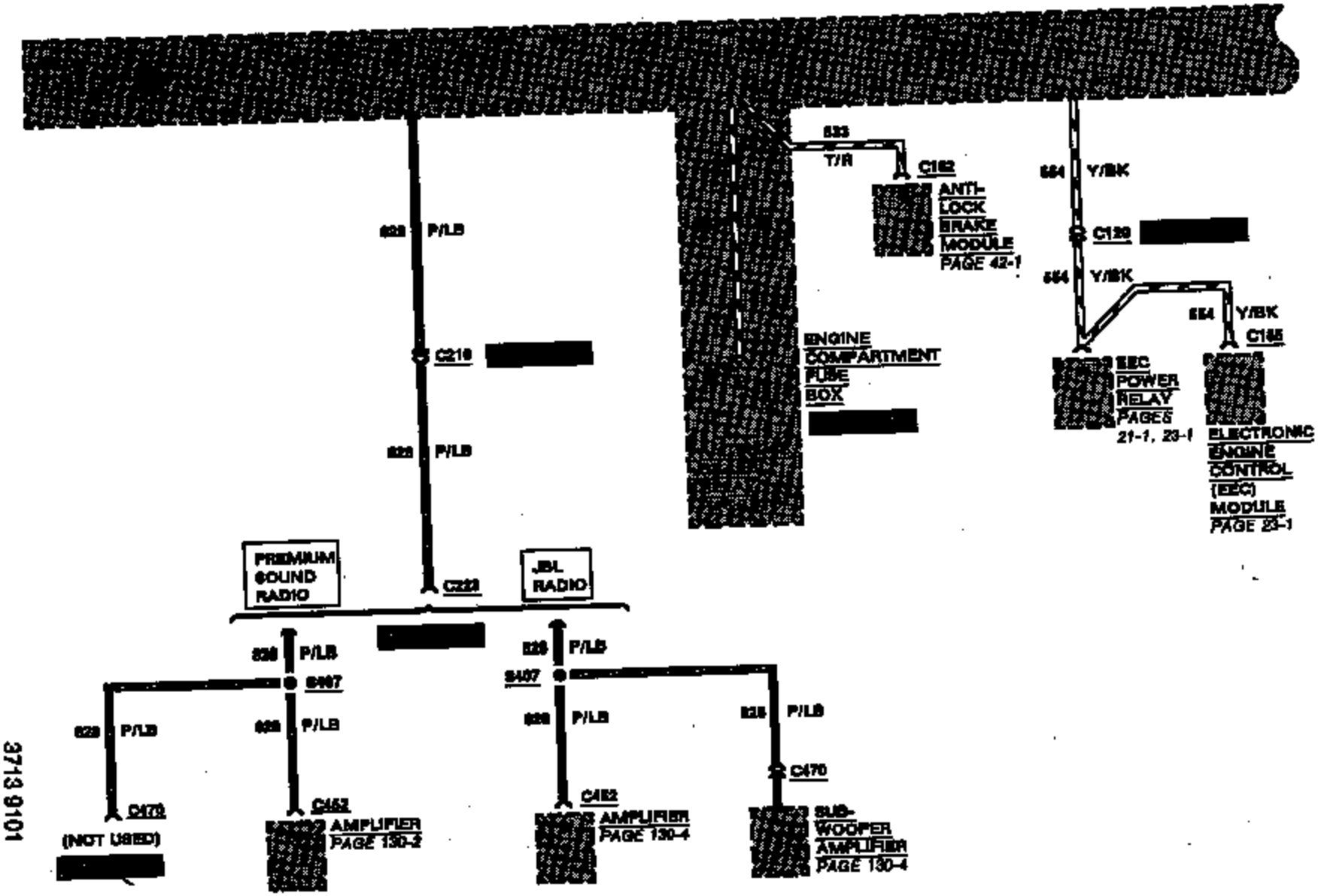

ENGINE COMPARTMENT FUSE BOX
LG
BK/Y
C216
T/Y
LG
S272
BK/Y
LG
LG
C2080
C113
ANTI-LOCK BRAKE MOTOR RELAY
PAGE 42-3
IGNITION SWITCH
PAGE 13-9
REAR WINDOW DEFROST CONTROL
PAGE 55-7
BR
C112
BR
S215
BK/O
BK/O
BR
BR
BR
C282
C282
I/P FUSE PANEL
PAGES 13-12, 13-13, 13-14
MAIN LIGHT SWITCH
PAGES 13-19, 13-20
IGNITION SWITCH
PAGE 13-10
I/P FUSE PANEL
PAGE 13-10
LB/W
T/W
T/W
LG/Y
LG/Y
LG/R
LG/R
POWER DISTRIBUTION
PAGES 13-13, 13-14
POWER DISTRIBUTION
PAGE 13-16

3713 9089

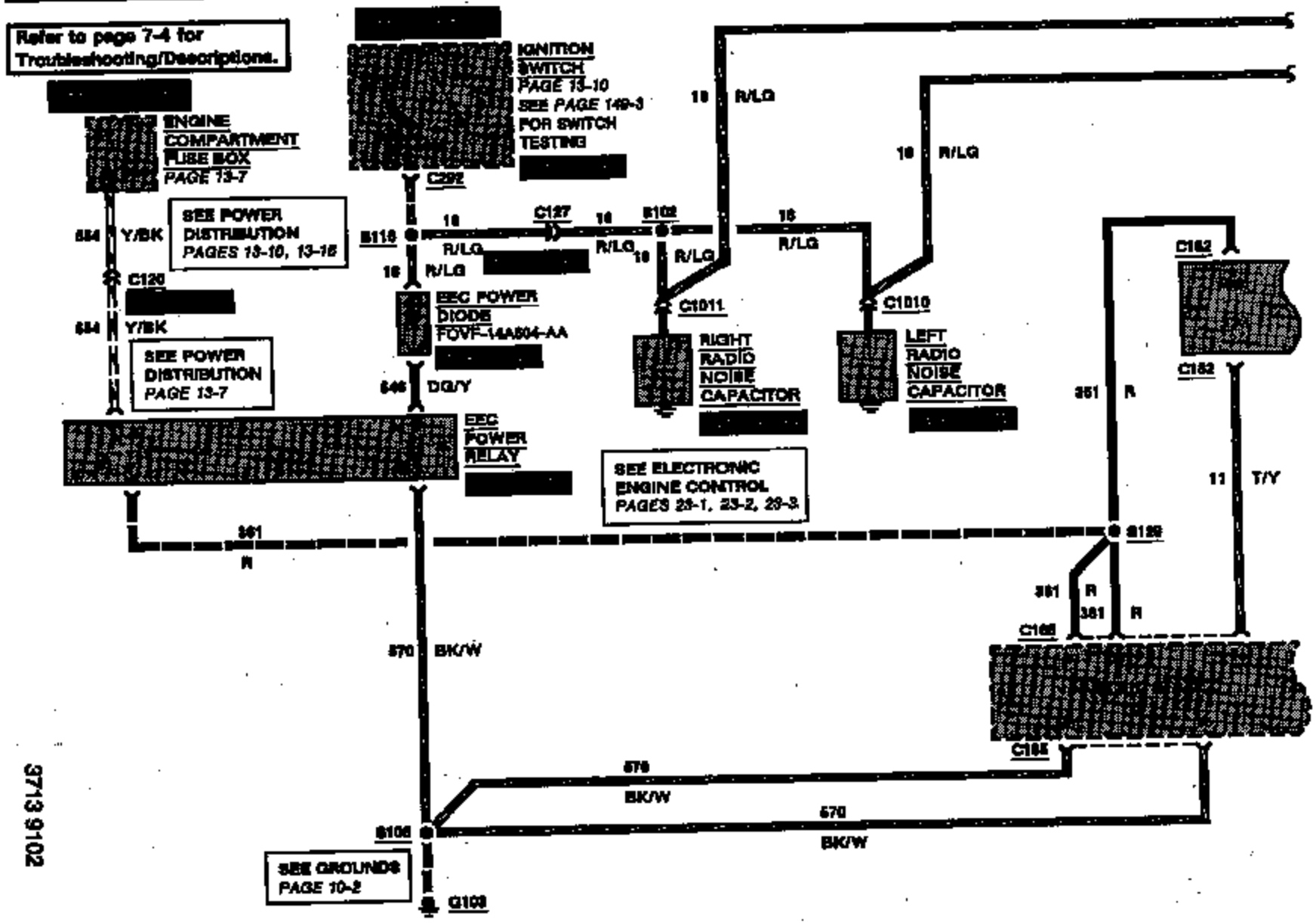
42-3 ANTI-LOCK BRAKE SYSTEM (WITH OR WITHOUT TRACTION ASSIST)



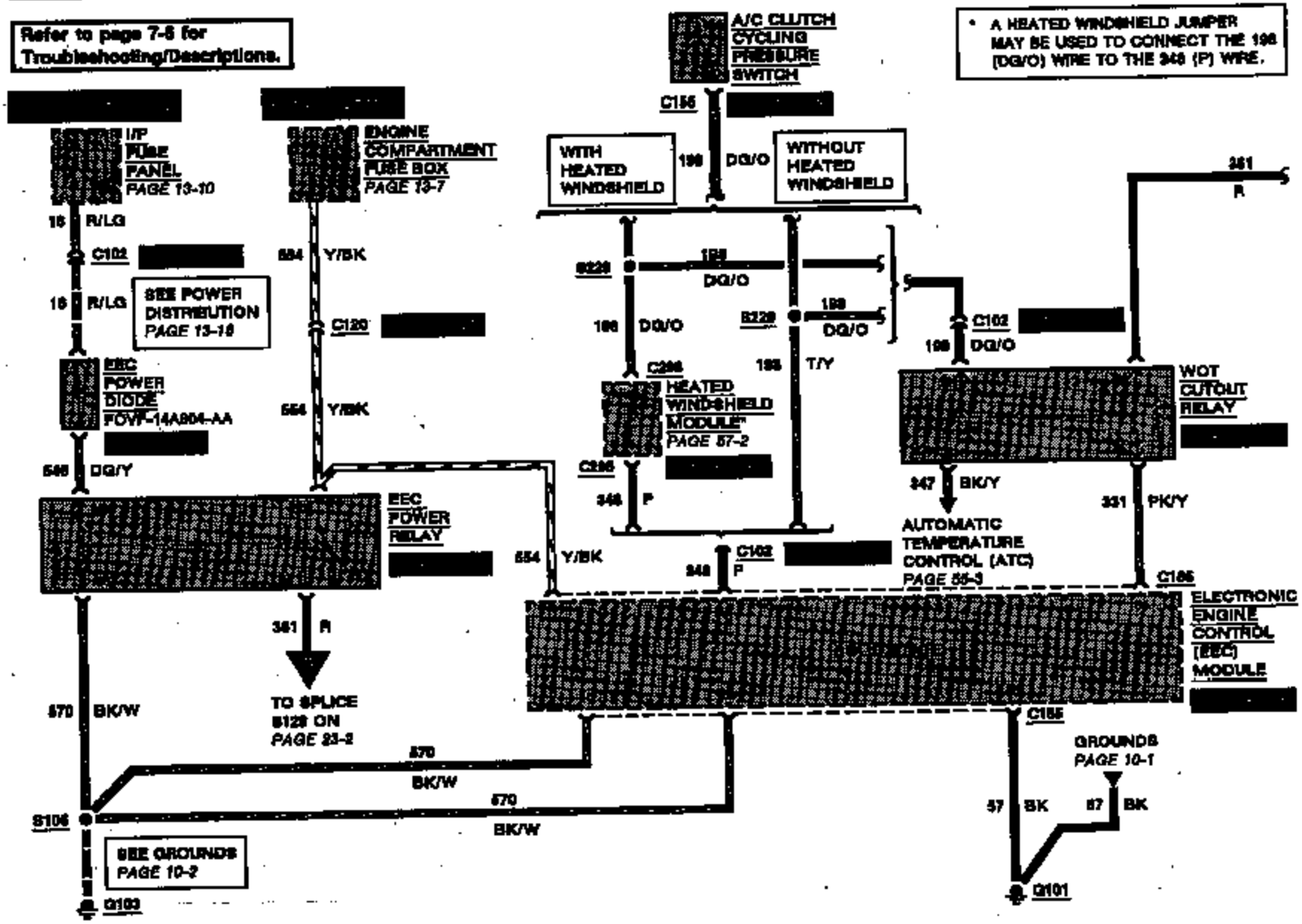
3713 9100

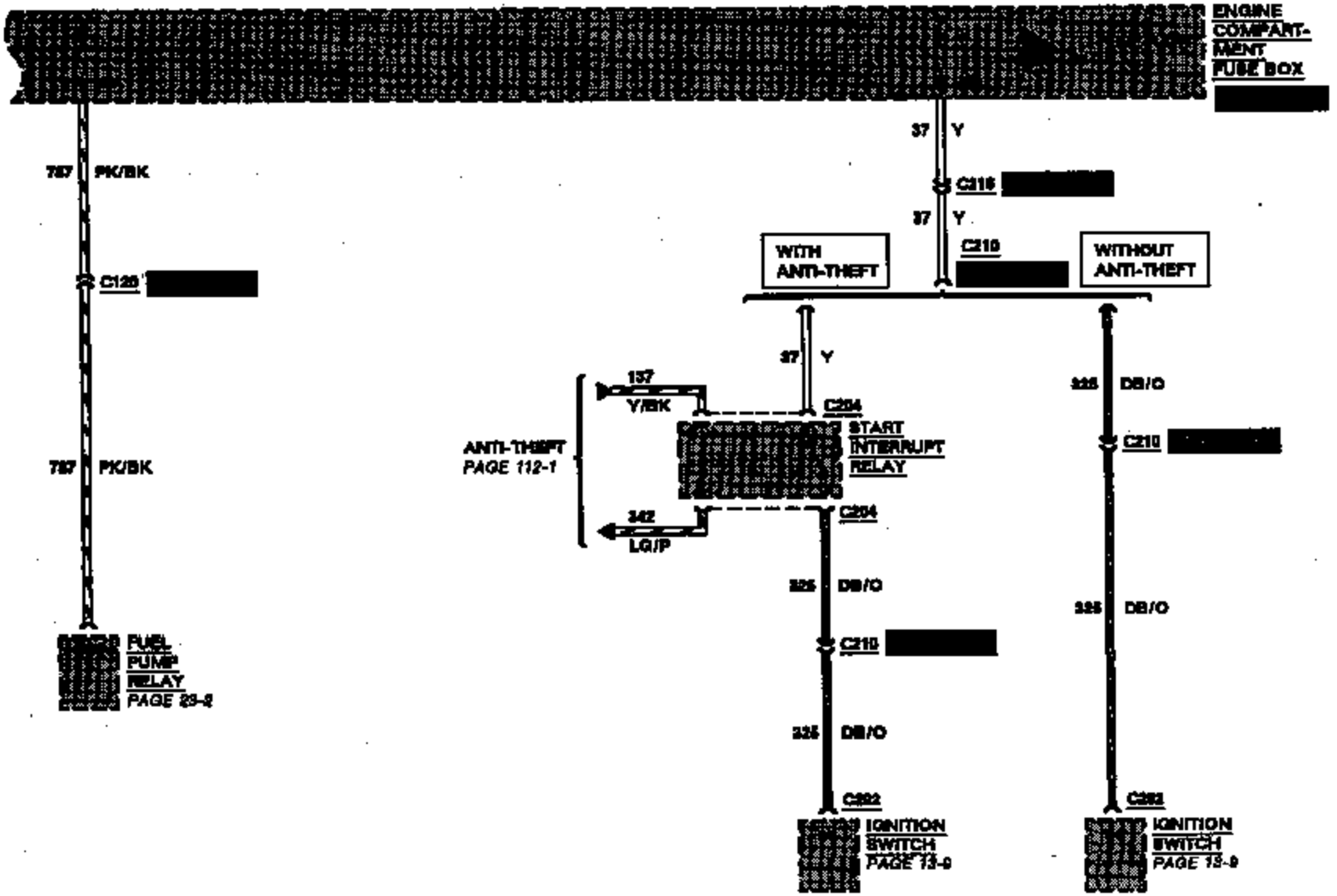

833 T/R
C162
ANTI-LOCK BRAKE MODULE
PAGE 42-1
884 Y/BK
C139
884 Y/BK
884 Y/BK
C165
ENGINE COMPARTMENT FUSE BOX
EEC POWER RELAY
PAGES 21-1, 23-1
ELECTRONIC ENGINE CONTROL (EEC) MODULE
PAGE 23-1
823 P/LB
C219
823 P/LB
C220
PREMIUM SOUND RADIO
JBL RADIO
826 P/LB
S407
826 P/LB
826 P/LB
C470
(NOT USED)
C452
AMPLIFIER
PAGE 130-2
826 P/LB
S407
826 P/LB
826 P/LB
C470
C452
AMPLIFIER
PAGE 130-4
SUB-WOOFER AMPLIFIER
PAGE 130-4
3713 9101

21-1 IGNITION SYSTEM

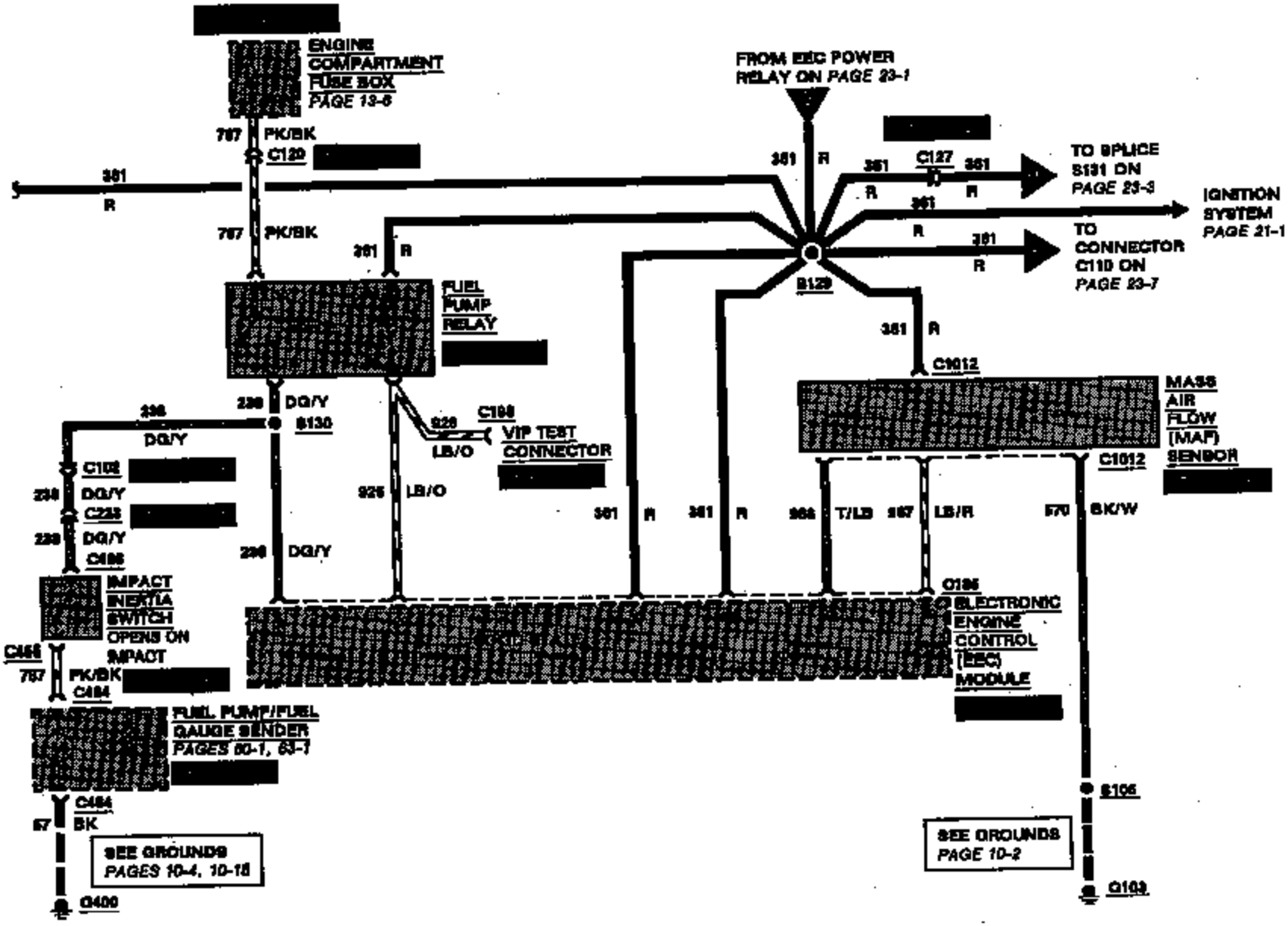


23-1 ELECTRONIC ENGINE CONTROL



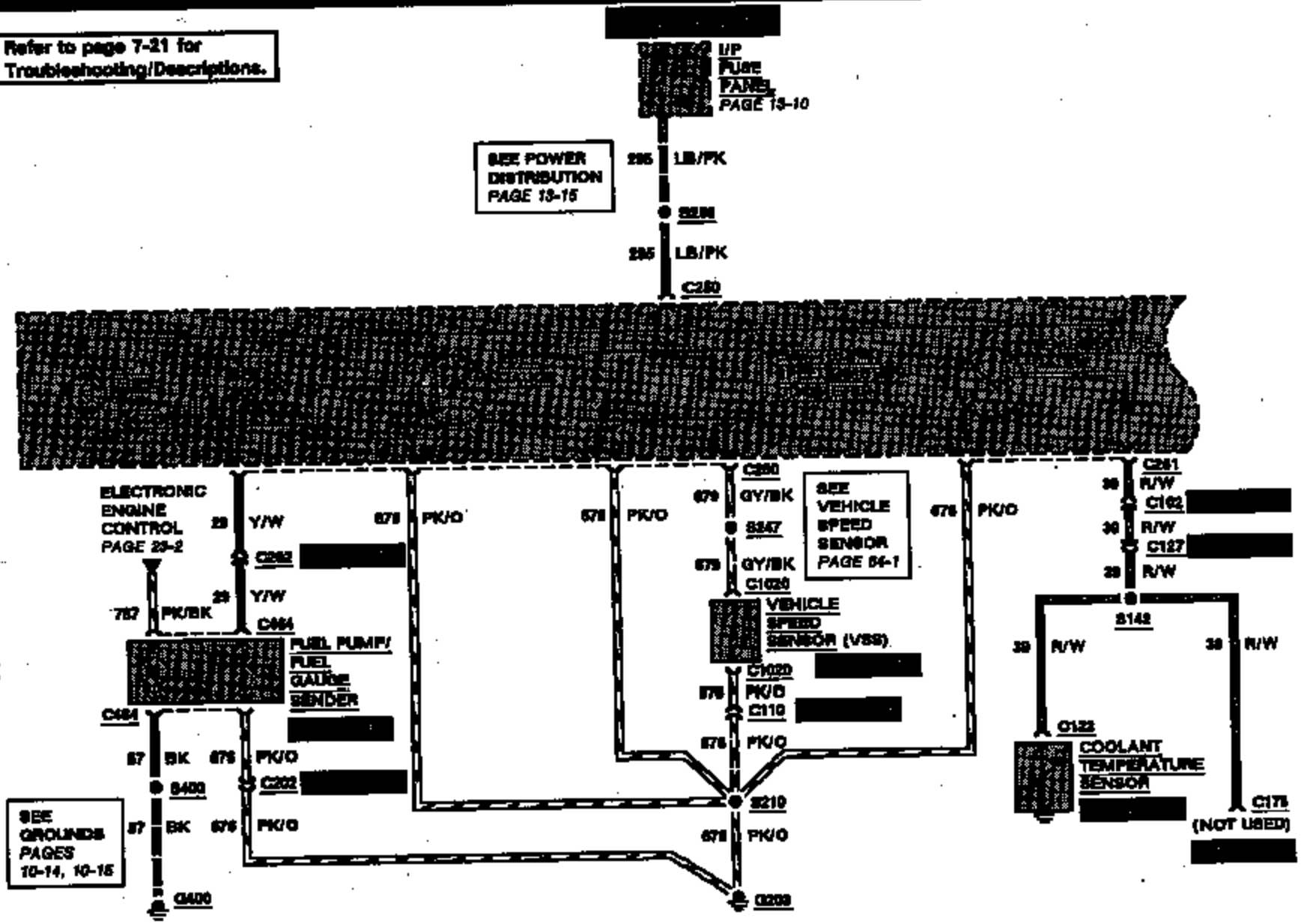

ENGINE COMPARTMENT FUSE BOX
37 Y
C216
37 Y
C210
WITH ANTI-THEFT
WITHOUT ANTI-THEFT
787 PK/BK
C120
787 PK/BK
FUEL PUMP RELAY
PAGE 23-6
37 Y
157 Y/BK
C204
ANTI-THEFT
PAGE 112-1
START INTERRUPT RELAY
342 LG/P
C204
325 DB/O
C210
325 DB/O
C202
IGNITION SWITCH
PAGE 13-9
325 DB/O
C210
325 DB/O
C202
IGNITION SWITCH
PAGE 13-9

3713 9104

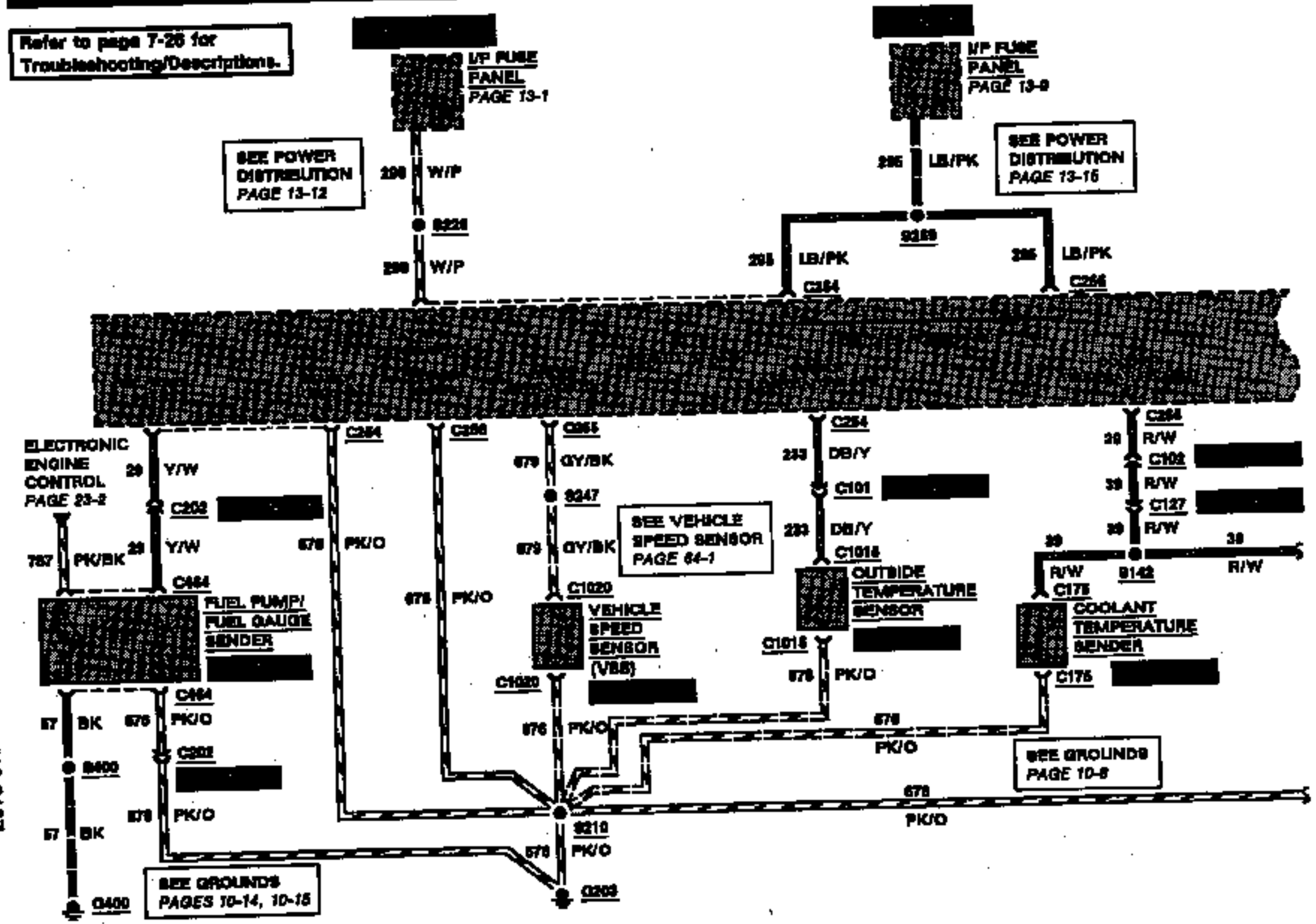

ENGINE COMPARTMENT FUSE BOX PAGE 13-6
FROM EEC POWER RELAY ON PAGE 23-1
TO SPLICE S131 ON PAGE 23-3
IGNITION SYSTEM PAGE 21-1
TO CONNECTOR C110 ON PAGE 23-7
FUEL PUMP RELAY
VIP TEST CONNECTOR
MASS AIR FLOW (MAF) SENSOR
IMPACT INERTIA SWITCH OPENS ON IMPACT
ELECTRONIC ENGINE CONTROL (EEC) MODULE
FUEL PUMP/FUEL GAUGE SENDER PAGES 60-1, 63-1
SEE GROUNDS PAGES 10-4, 10-15
SEE GROUNDS PAGE 10-2
787 PK/BK
361 R
DG/Y
LB/O
T/LB
LB/R
BK/W
BK

60-1 INSTRUMENT CLUSTER (STANDARD)

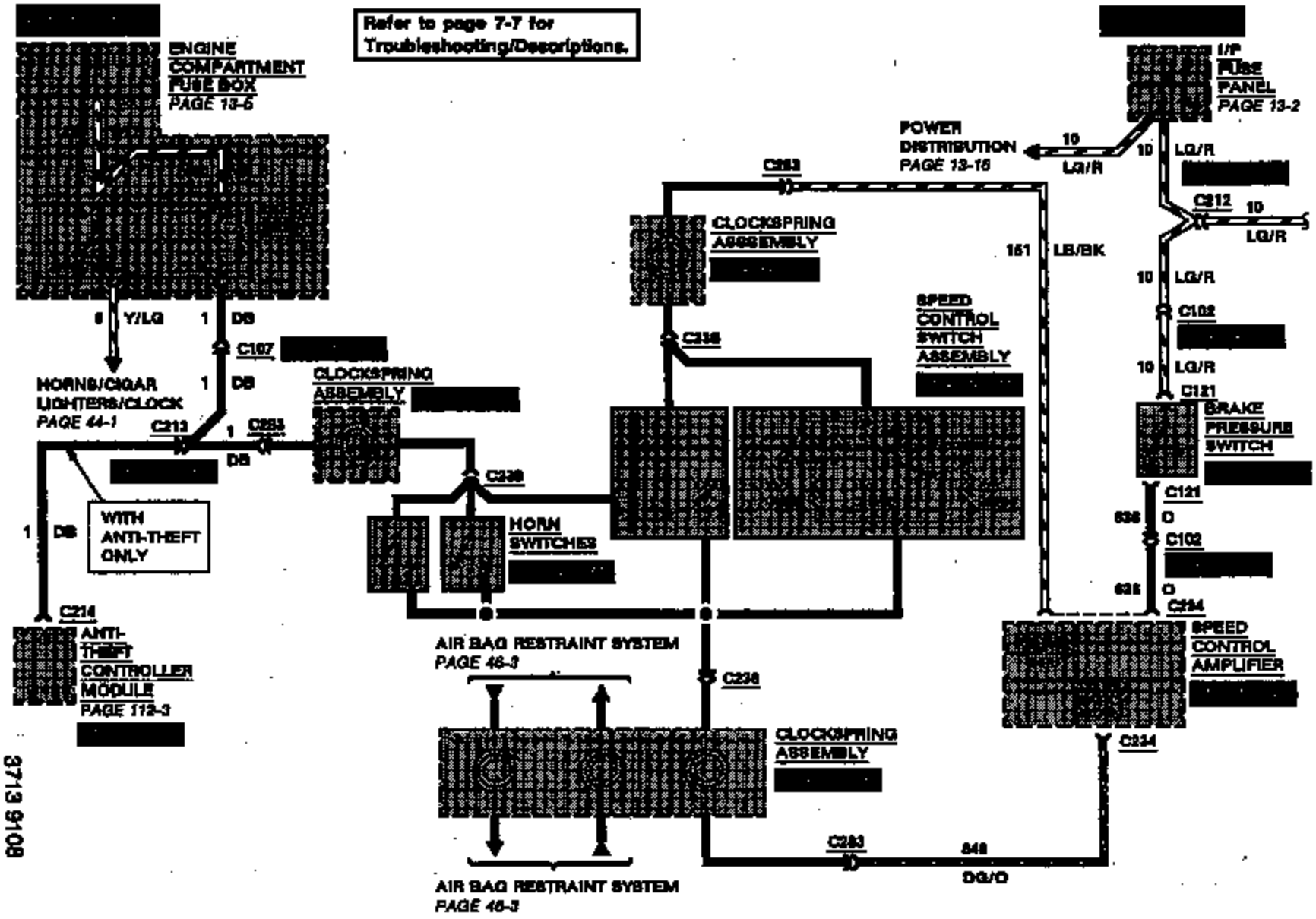
Refer to page 7-21 for Troubleshooting/Descriptions.



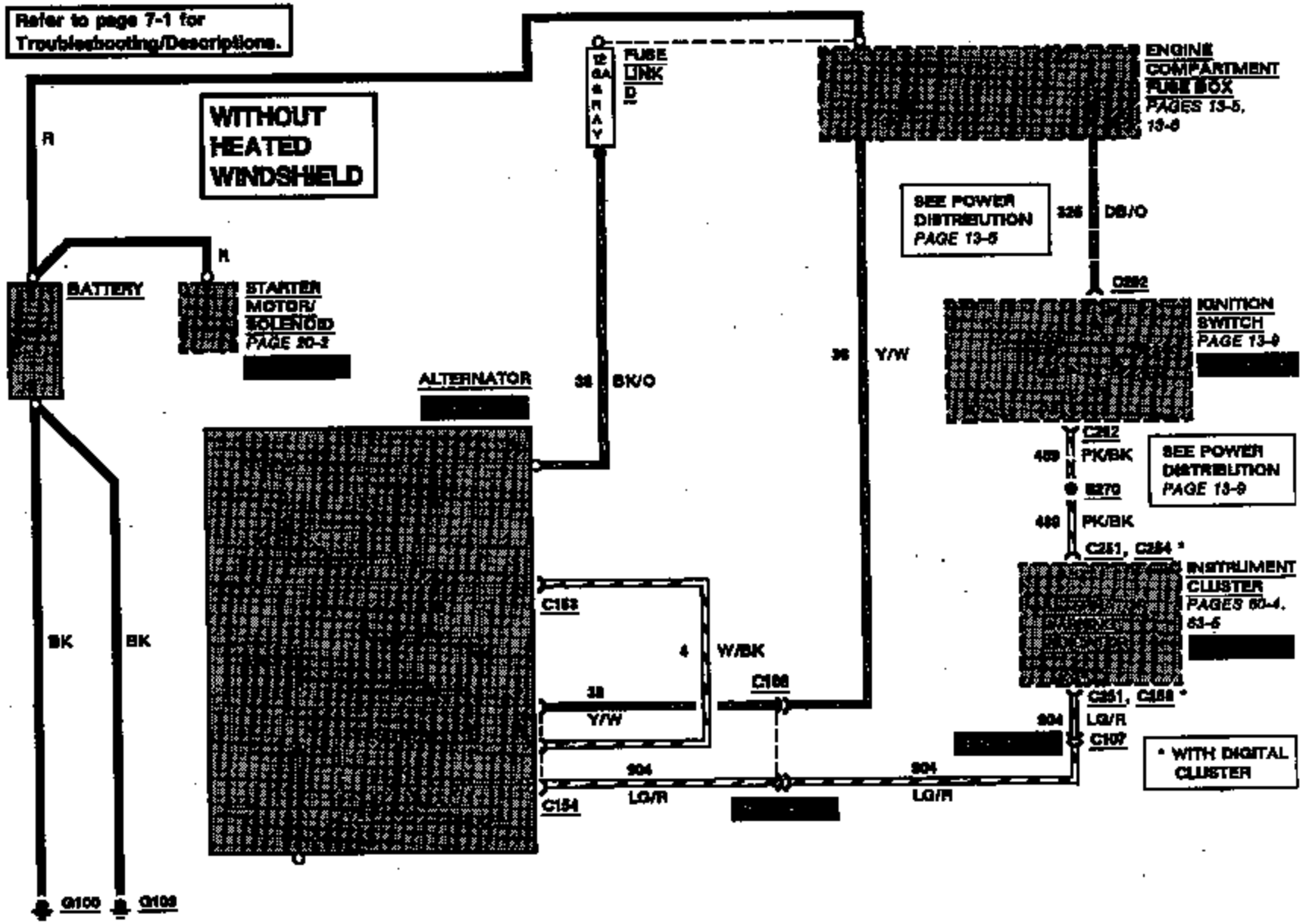
63-1 INSTRUMENT CLUSTER (DIGITAL)

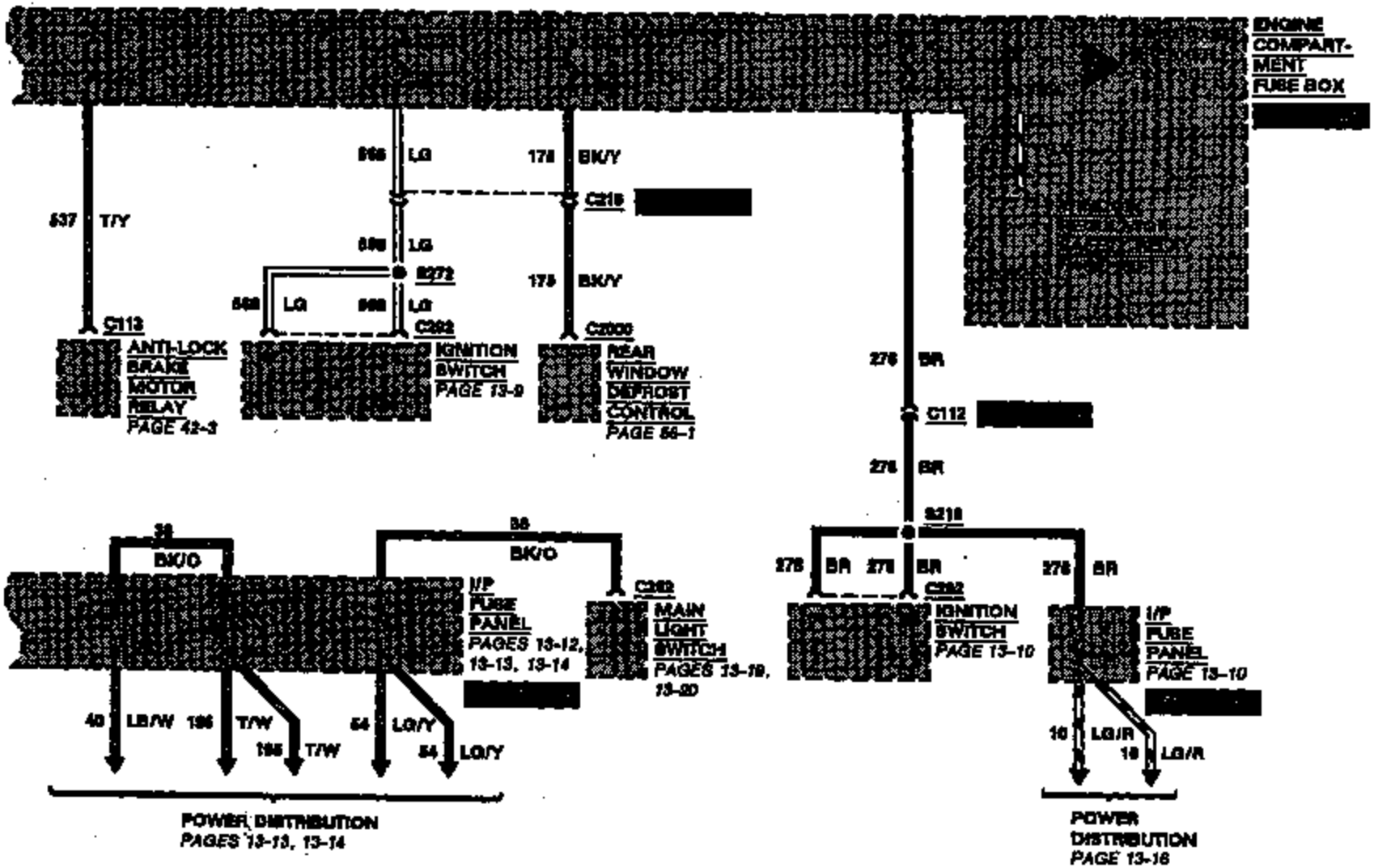


31-1 SPEED CONTROL

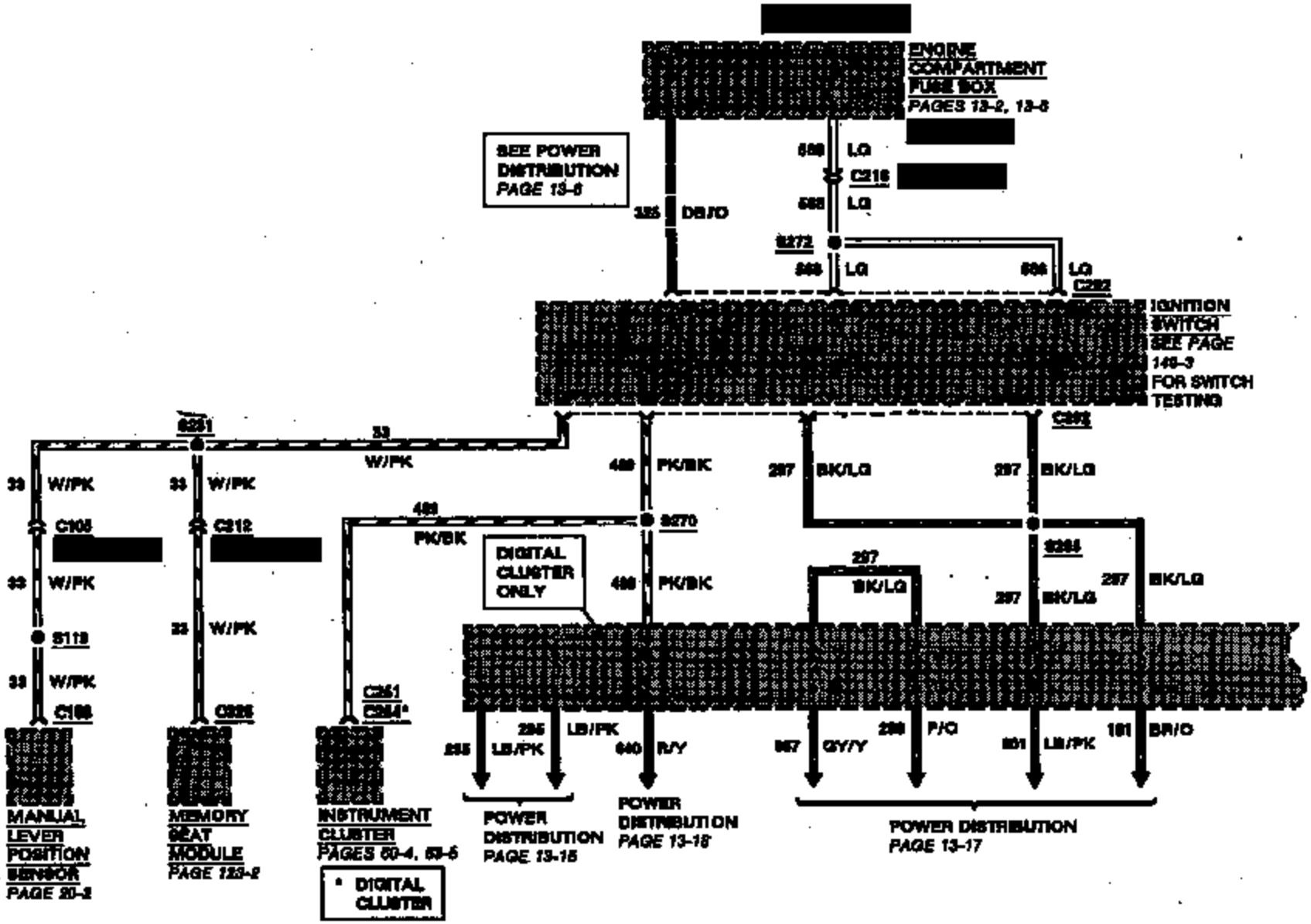


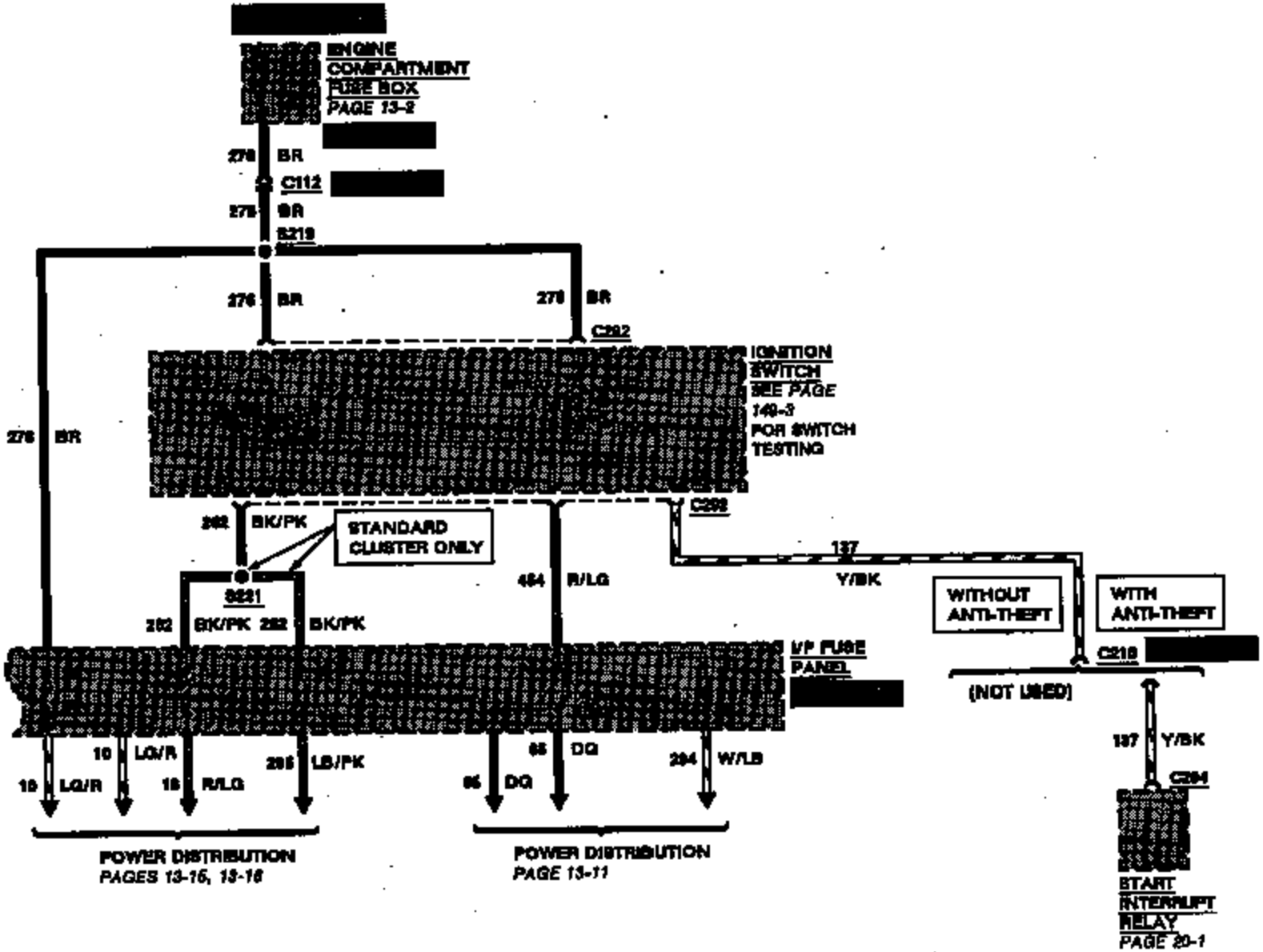
12-1 CHARGING SYSTEM



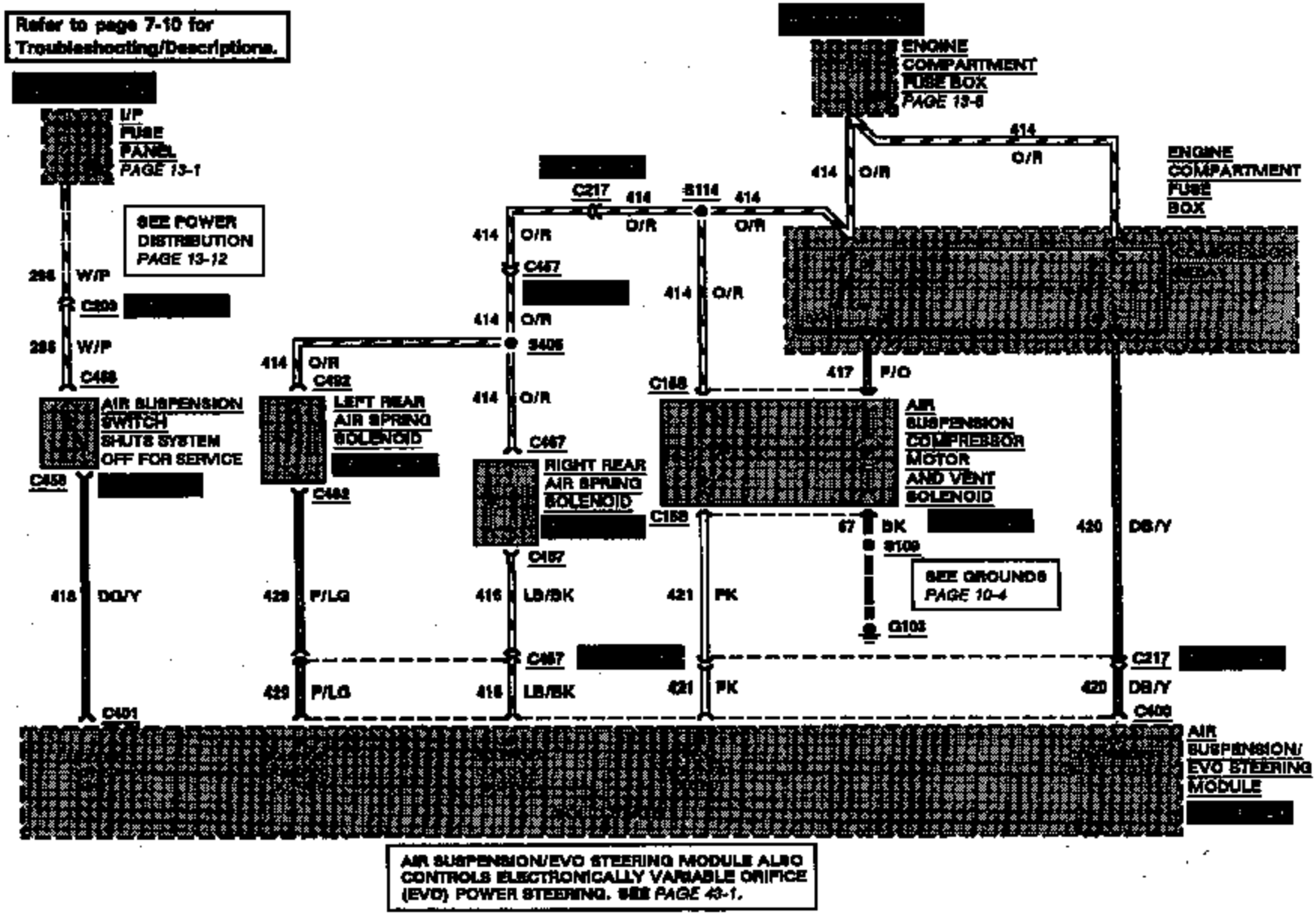

ENGINE COMPARTMENT FUSE BOX
[redacted]
LG
BK/Y
C219
[redacted]
T/Y
LG
S272
LG
LG
C202
BK/Y
C2000
C113
ANTI-LOCK BRAKE MOTOR RELAY
PAGE 42-3
IGNITION SWITCH
PAGE 13-9
REAR WINDOW DEFROST CONTROL
PAGE 56-1
BR
C112
[redacted]
BR
S218
BK/O
BK/O
I/P FUSE PANEL
PAGES 13-12, 13-13, 13-14
[redacted]
C202
MAIN LIGHT SWITCH
PAGES 13-19, 13-20
BR
BR
BR
C202
IGNITION SWITCH
PAGE 13-10
I/P FUSE PANEL
PAGE 13-10
[redacted]
LB/W
T/W
T/W
LG/Y
LG/Y
LG/R
LG/R
POWER DISTRIBUTION
PAGES 13-13, 13-14
POWER DISTRIBUTION
PAGE 13-16

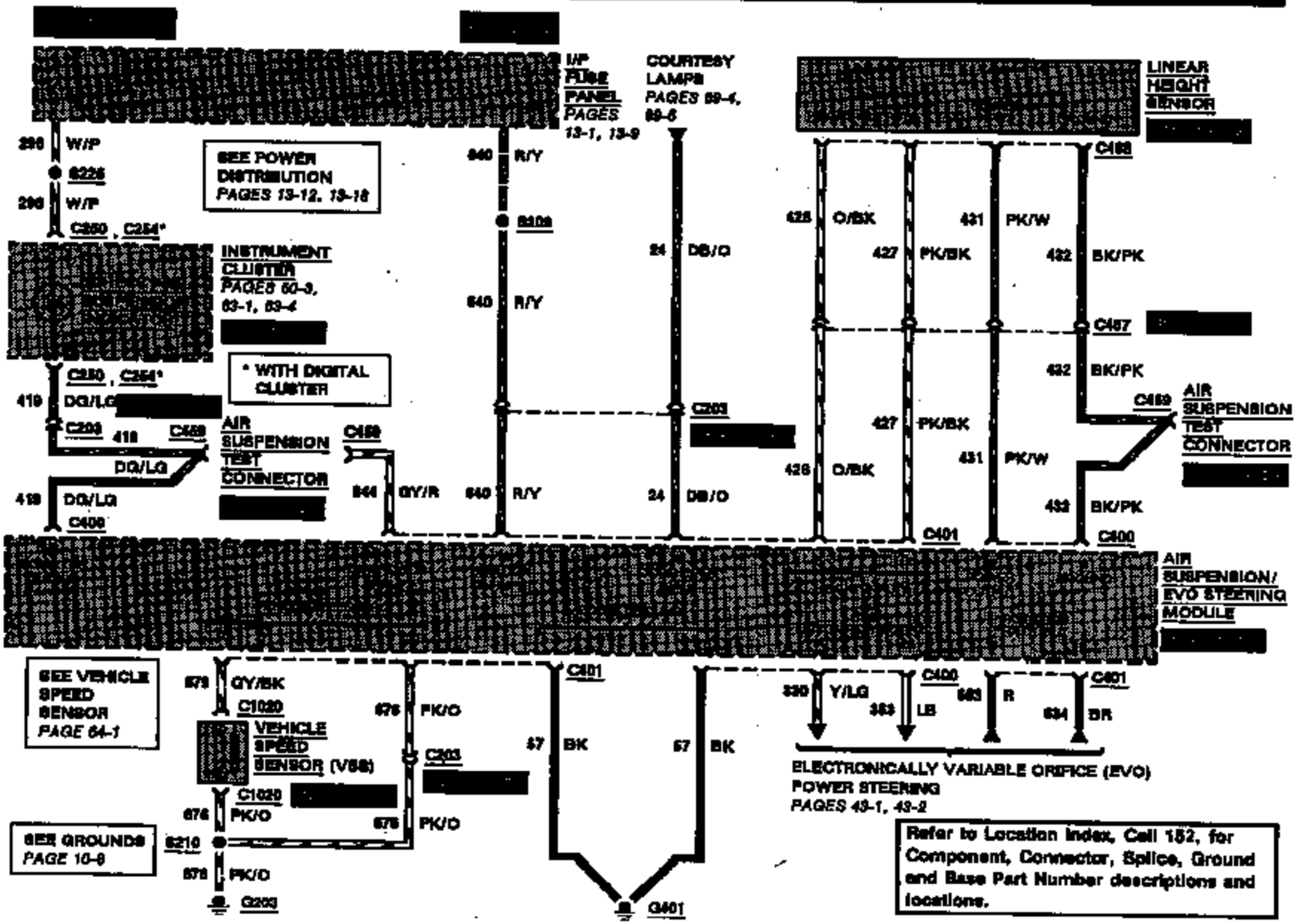
3713 8110


ENGINE COMPARTMENT FUSE BOX
PAGES 13-2, 13-6
SEE POWER DISTRIBUTION PAGE 13-6
C216
LG
DB/O
S272
C282
IGNITION SWITCH
SEE PAGE 14B-3 FOR SWITCH TESTING
S231
W/PK
PK/BK
BK/LG
C105
C212
S270
S284
DIGITAL CLUSTER ONLY
S119
C188
C826
C251
C254*
LB/PK
R/Y
GY/Y
P/O
BR/O
MANUAL LEVER POSITION SENSOR
PAGE 20-2
MEMORY SEAT MODULE
PAGE 123-2
INSTRUMENT CLUSTER
PAGES 60-4, 60-6
* DIGITAL CLUSTER
POWER DISTRIBUTION
PAGE 13-15
POWER DISTRIBUTION
PAGE 13-16
POWER DISTRIBUTION
PAGE 13-17


ENGINE COMPARTMENT FUSE BOX
PAGE 13-2
276 BR
C112
276 BR
S219
276 BR
278 BR
C202
IGNITION SWITCH
SEE PAGE 14B-3 FOR SWITCH TESTING
276 BR
C200
282 BK/PK
STANDARD CLUSTER ONLY
S221
282 BK/PK
282 BK/PK
484 R/LG
137 Y/BK
WITHOUT ANTI-THEFT
WITH ANTI-THEFT
C219
(NOT USED)
I/P FUSE PANEL
10 LG/R
16 R/LG
295 LB/PK
85 DG
294 W/LB
137 Y/BK
C204
START INTERRUPT RELAY
PAGE 20-1
POWER DISTRIBUTION
PAGES 13-15, 13-16
POWER DISTRIBUTION
PAGE 13-11

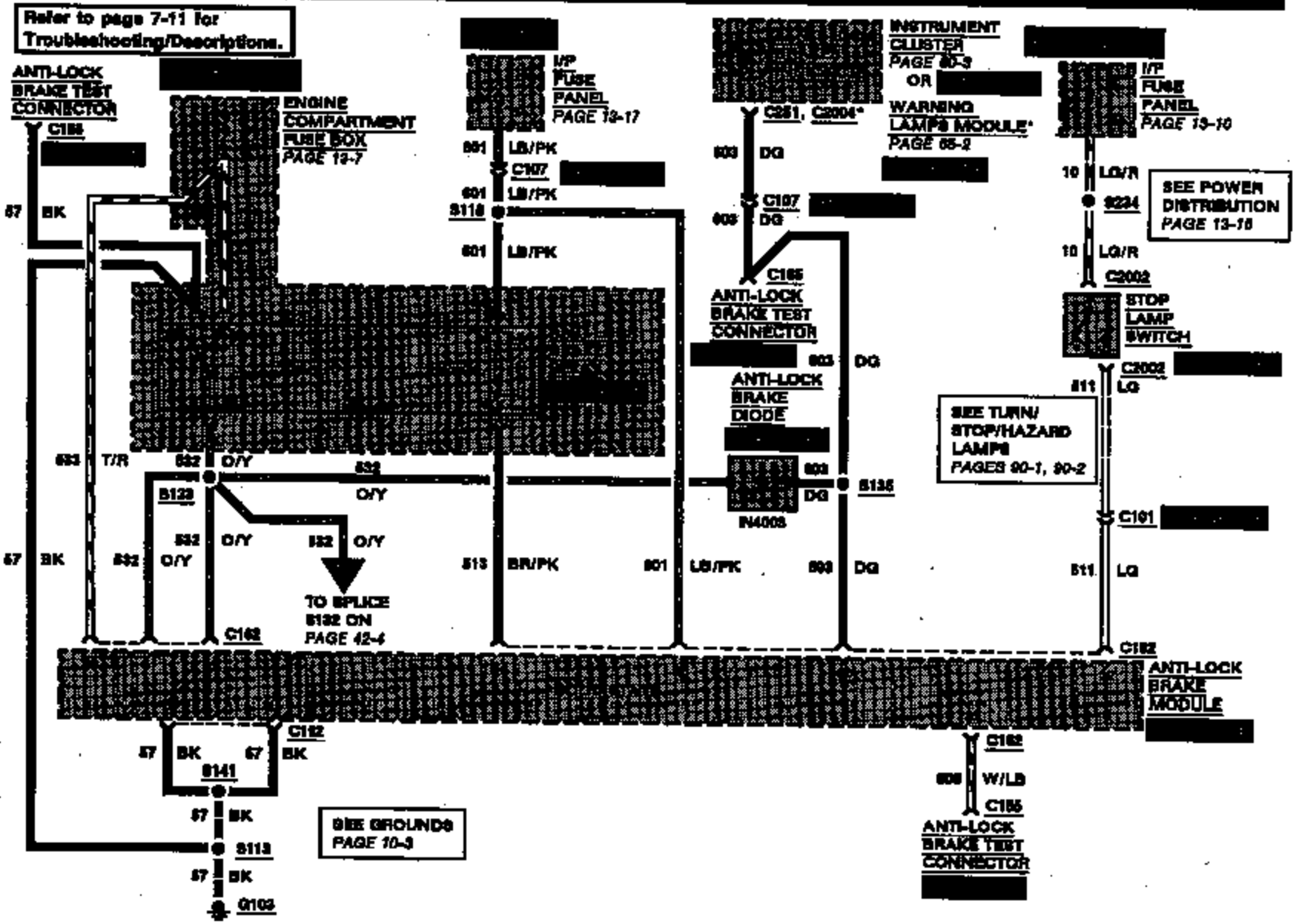
41-1 AIR SUSPENSION

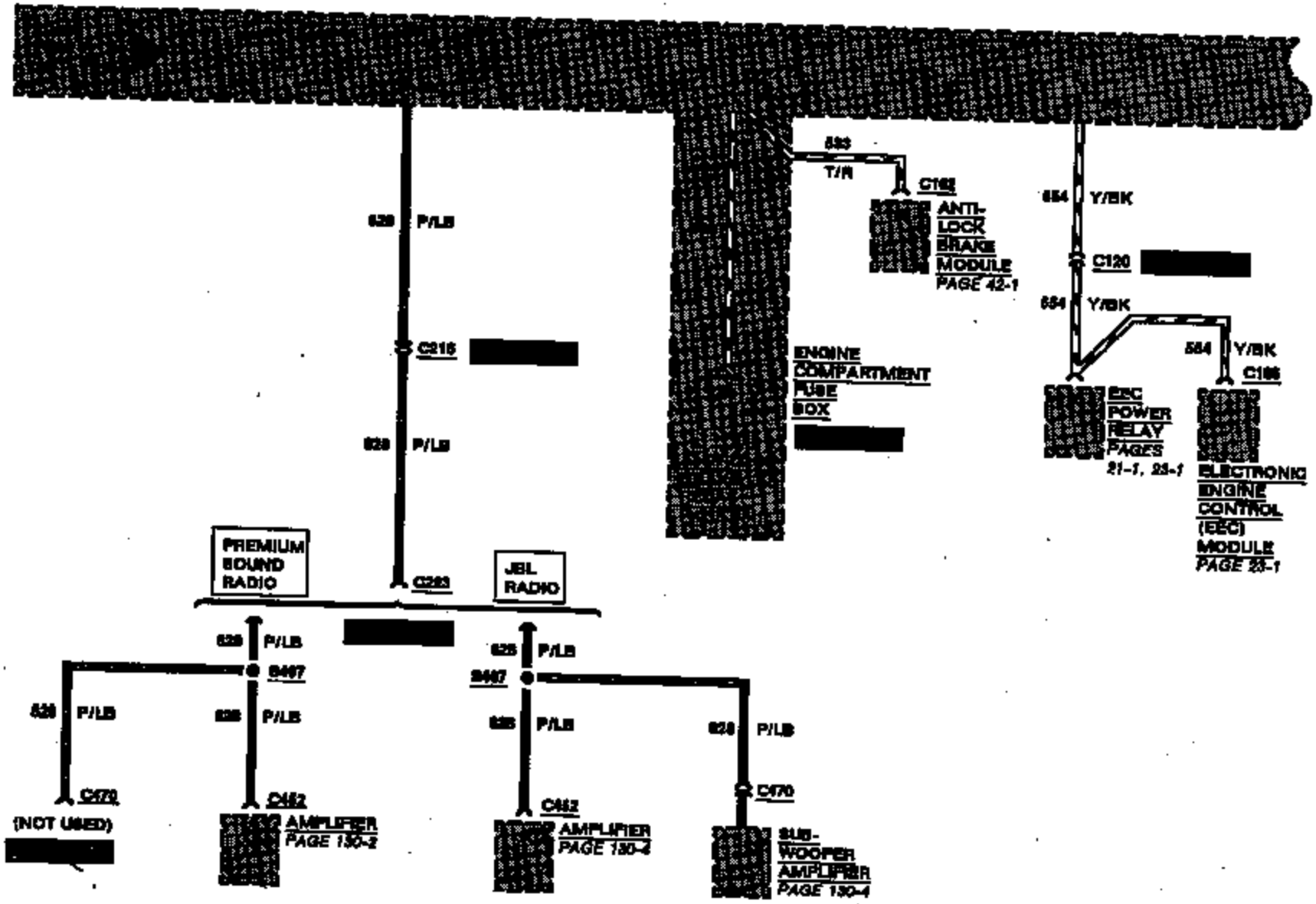



I/P Plug PANEL PAGES 13-1, 13-9
COURTESY LAMPS PAGES 59-4, 59-5
LINEAR HEIGHT SENSOR
SEE POWER DISTRIBUTION PAGES 13-12, 13-16
INSTRUMENT CLUSTER PAGES 50-3, 53-1, 53-4
* WITH DIGITAL CLUSTER
AIR SUSPENSION TEST CONNECTOR
AIR SUSPENSION TEST CONNECTOR
AIR SUSPENSION/ EVO STEERING MODULE
SEE VEHICLE SPEED SENSOR PAGE 54-1
VEHICLE SPEED SENSOR (VSS)
SEE GROUNDS PAGE 10-9
ELECTRONICALLY VARIABLE ORIFICE (EVO) POWER STEERING PAGES 43-1, 43-2
Refer to Location Index, Call 152, for Component, Connector, Splice, Ground and Base Part Number descriptions and locations.
W/P
R/Y
DB/O
O/BK
PK/BK
PK/W
BK/PK
DG/LG
GY/R
GY/BK
PK/O
BK
Y/LG
LB
R
BR

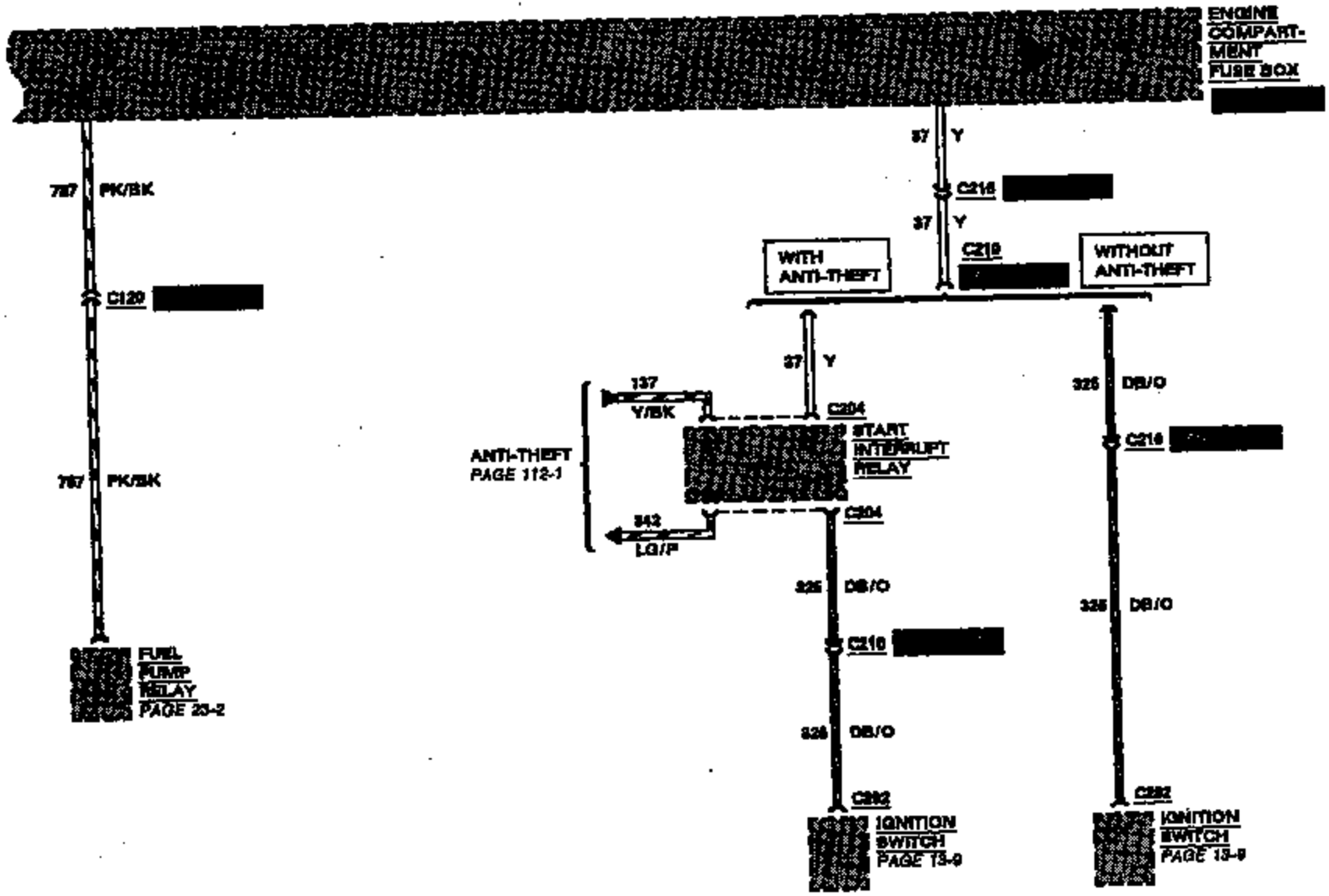
3713 9114

42-1 ANTI-LOCK BRAKE SYSTEM (WITH OR WITHOUT TRACTION ASSIST)




639 P/LB
C215
639 P/LB
C263
PREMIUM SOUND RADIO
JBL RADIO
639 P/LB
S407
639 P/LB
639 P/LB
C470
(NOT USED)
C452
AMPLIFIER
PAGE 130-2
625 P/LB
S407
639 P/LB
639 P/LB
C452
AMPLIFIER
PAGE 130-2
639 P/LB
C470
SUB-WOOFER AMPLIFIER
PAGE 130-4
ENGINE COMPARTMENT FUSE BOX
T/R
C195
ANTI-LOCK BRAKE MODULE
PAGE 42-1
Y/BK
C120
Y/BK
Y/BK
C195
EEC POWER RELAY
PAGES 21-1, 23-1
ELECTRONIC ENGINE CONTROL (EEC) MODULE
PAGE 23-1

3713 9116


ENGINE COMPARTMENT FUSE BOX
87 Y
C216
87 Y
C219
WITH ANTI-THEFT
WITHOUT ANTI-THEFT
787 PK/BK
C120
787 PK/BK
FUEL PUMP RELAY
PAGE 23-2
87 Y
137 Y/BK
C204
START INTERRUPT RELAY
ANTI-THEFT
PAGE 112-1
C204
342 LG/P
325 DB/O
C216
326 DB/O
C282
IGNITION SWITCH
PAGE 13-9
325 DB/O
C216
325 DB/O
C282
IGNITION SWITCH
PAGE 13-9

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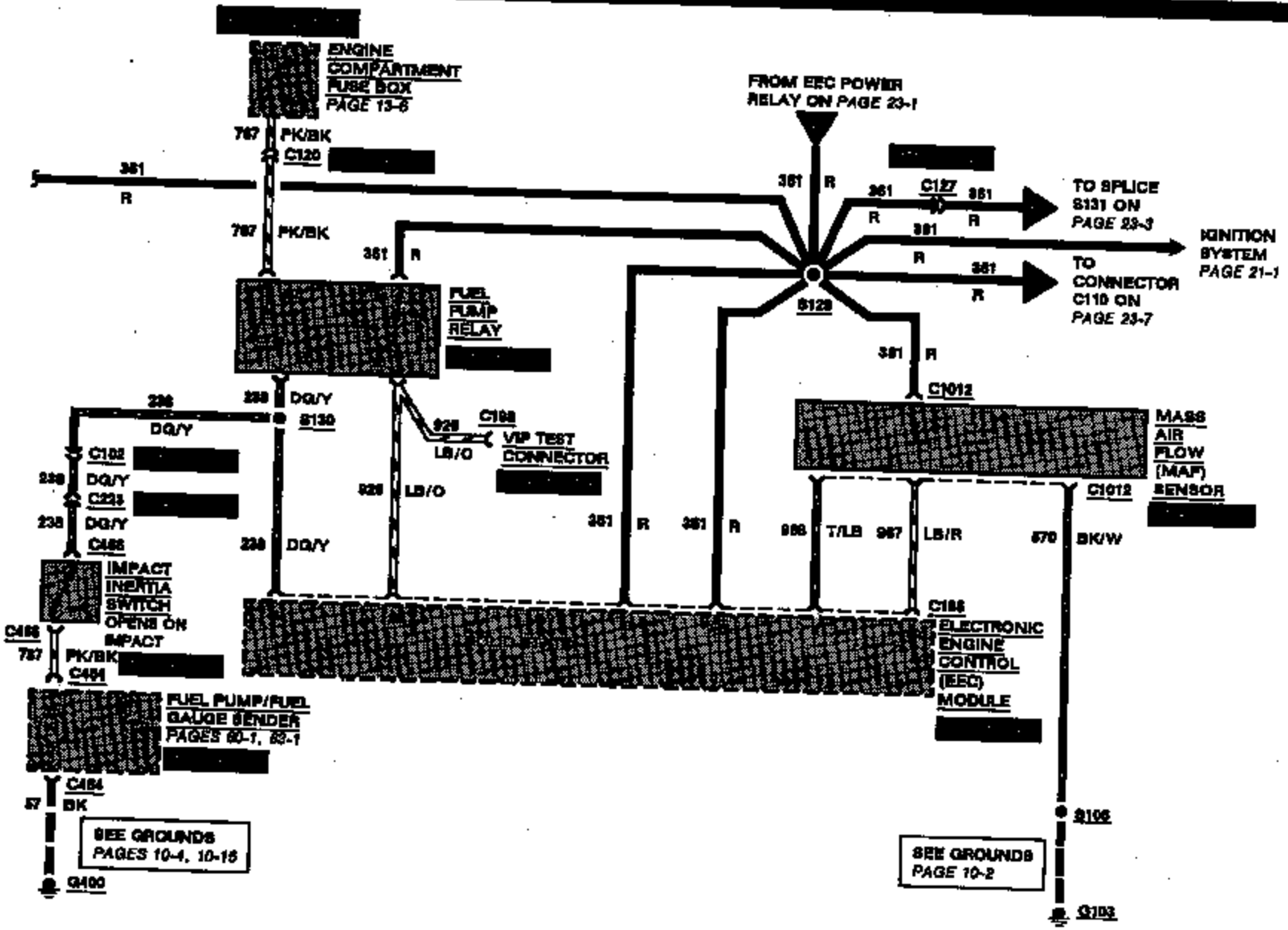
ENGINE COMPARTMENT FUSE BOX PAGE 13-6
787 PK/BK
C120
361 R
787 PK/BK
361 R
FUEL PUMP RELAY
239 DG/Y
239 DG/Y
S130
C102
239 DG/Y
C223
239 DG/Y
C466
IMPACT INERTIA SWITCH OPENS ON IMPACT
C466
787 PK/BK
C451
FUEL PUMP/FUEL GAUGE SENDER PAGES 60-1, 60-2
C454
57 BK
G400
SEE GROUNDS PAGES 10-4, 10-15
928 LB/O
C108
LB/O
VIP TEST CONNECTOR
928 LB/O
FROM EEC POWER RELAY ON PAGE 23-1
361 R
C127
361 R
361 R
TO SPLICE S131 ON PAGE 23-3
361 R
IGNITION SYSTEM PAGE 21-1
361 R
TO CONNECTOR C110 ON PAGE 23-7
S128
361 R
C1012
MASS AIR FLOW (MAF) SENSOR
C1012
361 R
361 R
988 T/LB
987 LB/R
570 BK/W
C186
ELECTRONIC ENGINE CONTROL (EEC) MODULE
S106
G103
SEE GROUNDS PAGE 10-2

HI-Stat
A Stoneridge Company
Lexington, Ohio
Pressure Products Group

Prepared By: Roger Nister
Product Engineer

Product Engineering Test Report: Ford Brake Switch Benchmarking

HI-Stat P/N:	4011-006	Description:	Cruise Control Deactivation Switch
Project No.:	1-200-03-04-073 DV	Customer:	Ford
Date Code:	N/A	Customer P/N:	F2AC-9F924-AA & F2VC-9F924-AB
Life Test No.:	13500		

PURPOSE:

To report the failure modes of the TI parts for test # 13500.

SCOPE:

Ford Brake Switch.

TEST PROCEDURE:

20 Parts(10 --- F2AC-9F924-AA & 10 --- F2VC-9F924-AB) were serialized so that each parts performance could be tracked throughout the entire test.

The parts were tested per the following modified test procedure

Test the switch for a total of 1,500,000 cycles. Cycle pressure between a low of 0 to 40 psi and a high of 1450 ± 50psi. Run trace current to monitor function. Ambient and fluid temperature to be 85°C min. Cycle rate of approximately 80 – 100 cycles per minute. Switch must open and close each cycle.

Product Engineering Test Report: Ford Brake Switch Benchmarking

DATA:

Failure Analysis of TI parts run at a constant 82°C

Part	Scribe	Failure Mode	Cause	
F2AC-9F924-A	13500-1	None	NA	
F2AC-9F924-A	13500-2	Open Switch	Actuator Stuck In Down Position	800,000
F2AC-9F924-A	13500-3	None	NA	
F2AC-9F924-A	13500-4	None	NA	
F2AC-9F924-A	13500-5	Leaked	All 3 Diaphragms Cut	1,310,551
F2AC-9F924-A	13500-6	None	NA	
F2AC-9F924-A	13500-7	None	NA	
F2AC-9F924-A	13500-8	Leaked	All 3 Diaphragms Cut	1,500,000
F2AC-9F924-A	13500-9	Leaked	All 3 Diaphragms Cut	1,310,551
F2AC-9F924-A	13500-10	None	NA	
F2VC-9F924-A	13500-21	None	NA	
F2VC-9F924-A	13500-22	None	NA	
F2VC-9F924-A	13500-23	None	NA	
F2VC-9F924-A	13500-24	None	NA	
F2VC-9F924-A	13500-25	None	NA	
F2VC-9F924-A	13500-26	None	NA	
F2VC-9F924-A	13500-27	None	NA	
F2VC-9F924-A	13500-28	None	NA	
F2VC-9F924-A	13500-29	None	NA	
F2VC-9F924-A	13500-30	Leaked	All 3 Diaphragms Cut	1,500,000

RESULTS:

The first part that failed was part # 2. It would not open at 800,000 cycles. After tear down it was unclear as to what caused the switch to not function properly.

The next two failures were part # 5 and 9. They both leaked at 1,310,551 cycles. After tear down it was determined that both switches leaked because all 3 diaphragms were cut at the actuator radius near the interface with the backing plate.

The last two failures were part # 8 and 30. They both leaked at 1,500,000 cycles. After tear down it was determined that both switches leaked because all 3 diaphragms were cut at the actuator radius near the interface with the backing plate.

CONCLUSION:

Since there was four failures that were leakers due to diaphragm failures, it appears that there is a possible problem area where the actuator and backing meet that can cause the diaphragms to be cut.

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Product Engineering Test Report: Ford Brake Switch Benchmarking

ACTION TAKEN:

Submit report to the customer.

EQUIPMENT USED:

Pressure Switch Station 30	HS12059
Millivolt Tester	HS12279
Honeywell Chart Recorder	HS11971

HI-Stat
A Stoneridge Company
Lexington, Ohio
Pressure Products Group

Prepared By: Roger Nister
Product Engineer

Product Engineering Test Report: Ford Brake Switch Test to Failure

Hi-Stat P/N:	N/A	Description:	Cruise Control Deactivation Switch
Project No.:	1-200-03-04-073 DV	Customer:	Ford
Date Code:	N/A	Customer P/N:	F2VC-9F924-AB
Life Test No.:	29600		

PURPOSE:

Test to failure the TI Cruise Control Deactivation Switch P/N F2VC-9F924-AB on the impulse test in ES-F2VC-9F924-AA

SCOPE:

Ford Brake Switch.

TEST PROCEDURE:

15 F2VC-9F924-AB parts were serialized so that each parts performance could be tracked throughout the entire test.

The parts were tested per the following impulse test procedure

Test the switch for a total of 500,000 cycles. Cycle pressure between a low of 0 to 40 psi and a high of 1450 ± 50psi. Run trace current to monitor function. Brake fluid temperature to be 135 ± 14°C and ambient temperature to be 107°C min. Cycle rate of approximately 80 – 100 cycles per minute. Switch must open and close each cycle.

Received 10/3/2000
from Bob Malenovsky
(Hi-Stat Rep).
S. Reimer

3713 9122

HI-Stat
A Stoneridge Company
Lexington, Ohio
Pressure Products Group

Product Engineering Test Report: Ford Brake Switch Test to Failure

DATA:

Part	Initial Open	Initial Close	mv Drop	Final Count	Failure Type	Failure Mode
29600-1	137	74	7.60	557,676	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
29600-2	139	83	8.80	398,500	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
29600-3	140	79	28.30	160,793	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
29600-4	145	65	9.60	158,643	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
29600-5	152	82	16.80	164,571	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
29600-6	149	68	26.90	67,085	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
29600-7	146	82	10.20	193,520	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
29600-8	141	61	20.00	155,831	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
29600-9	145	66	7.90	180,401	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
29600-10	144	79	23.60	169,996	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
29600-11	140	71	33.10	196,000	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
29600-12	155	89	8.70	158,831	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
29600-13	152	86	8.90	156,482	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
29600-14	151	63	18.40	156,484	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
29600-15	150	87	14.69	178,182	Leaked Out Top Of Insulator	All 3 Diaphragms Cut
X Bar	145.7	69.9	16.22	203,533.0		
R	18	22	25.50	490,691.00		
STDEV	5.6	7.0	8.49	119,094.2		

RESULTS:

Only 1 of the samples lasted the entire 500,000 cycles before failing at 557,676 cycles. All of the failures were leakers with cuts in all 3 diaphragms.

CONCLUSION:

Since all of the failures were leakers due to diaphragm failures, it appears that there is a possible problem area where the actuator and backing meet that can cause the diaphragms to be cut.

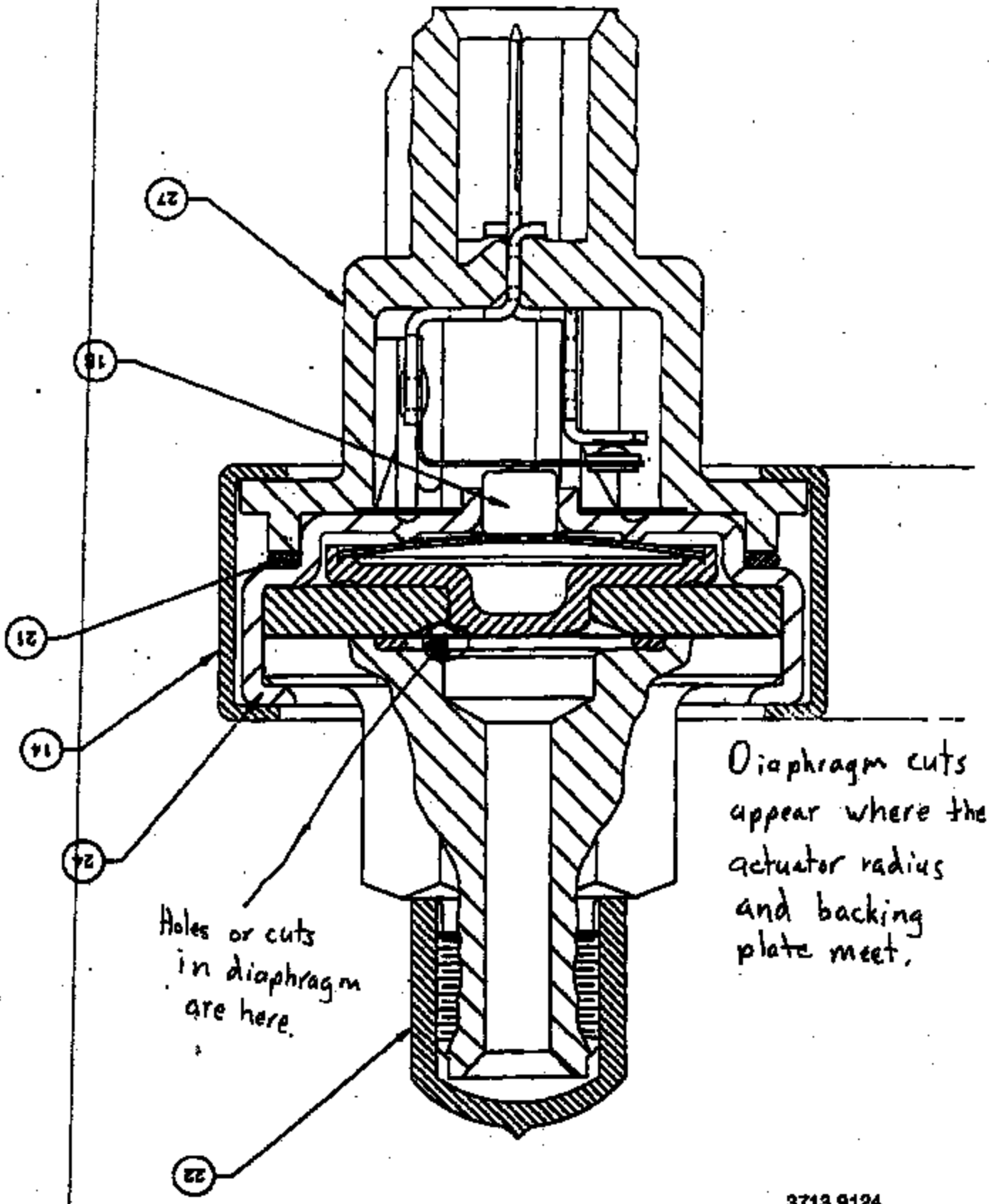
ACTION TAKEN:

Submit report to the customer.

EQUIPMENT USED:

Pressure Switch Station 30	HS12059
Millivolt Tester	HS12279
Honeywell Chart Recorder	HS11971

3713 9123


27
18
21
14
24
22
Holes or cuts in diaphragm are here.
Diaphragm cuts appear where the actuator radius and backing plate meet.

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