

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 32 OF 61

PART 2 OF 6

From: Christensen, Kris (K.S.)
Sent: Thursday, January 24, 2002 3:02 PM
To: Eisenhauer, Gary (G.D.)
Subject: FW: Vehicle Usage

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X5 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 795-3825 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

-----Original Message-----

From: Christensen, Kris (K.S.)
Sent: Thursday, January 17, 2002 2:27 PM
To: Fash, James Jay (J.W.); Porter, Fred (F.J.)
Subject: FW: Vehicle Usage

This is service part sales data - deacct switches.

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X5 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 795-3825 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

-----Original Message-----

From: Shore, John (J.)
Sent: Wednesday, January 02, 2002 3:33 PM
To: Christensen, Kris (K.S.)
Subject: RE: Vehicle Usage

Updated file. I've added requested info.....



9F924 VL.doc

John Shore
Recall Parts Program Manager
ACSG - Ford Customer Service Division
Office - 734 286-9789
FAX - 734 288-1166
Page - 734 797-5991
E-mail - Jshore@Ford.com

-----Original Message-----

From: Christensen, Kris (K.S.)
Sent: Wednesday, January 02, 2002 2:43 PM
To: Shore, John (J.)
Subject: FW: Vehicle Usage

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X5 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 795-3825 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

-----Original Message-----

From: Porter, Fred (F.J.)
Sent: Tuesday, August 14, 2001 1:31 PM
To: Christensen, Kris (K.S.)
Subject: Vehicle Usage

<< File: VL.doc >>

Regards,

Fred Porter
Supervisor, Chassis E/E Systems Applications Engineering
Phone: (313)84-53722 Fax: (313)39-04145
E-mail: fporter@ford.com

VL \ MY	92	93	94	95	96	97	98	99	00	01	02
Town Car	1 Prop 45° up	1 Prop 45° up	3 Prop 45° up	3 Prop 45° up	X Prop 45° up	X Prop 45° up					
Crown Victoria	1 Prop 45° up	1 Prop 45° up	3 Prop 45° up	3 Prop 45° up	X Prop 45° up	X Prop 45° up					
Grand Marquis	1 Prop 45° up	1 Prop 45° up	3 Prop 45° up	3 Prop 45° up	X Prop 45° up	X Prop 45° up					
Econoline / Club Wagon	X Frame up	X Frame up	5 MastC up	X MastC down	X MastC down	X MastC down	5 MastC down	5 MastC down	X MastC down	X MastC down	X MastC down
F-Series		5	5 MastC up	X MastC up	X MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Bronco		5	5	X	X MastC up						
Escape*										5	5
Explorer				5	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Sport/Sport Trac										5 MastC up	5 MastC up
Mountaineer						5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Ranger				5	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Expedition						5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Navigator							5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Excursion									5 MastC up	5 MastC up	5 MastC up
Taurus SHO		7	7	7							
Mark VIII		1 Prop horiz	1 Prop horiz	3 FBL down	X FBL down	X FBL down	3 FBL down				
Windstar				4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down
Capri			8								

Prop - Proportioning Valve Frame - Frame Rail MastC - Master Cylinder FBL - Front Brake Line

* TI reports that they sell the F3TA-9F924-CA to Tokico for the Escape. The Escape speed control does not use this switch for deactivation.

	Ford P/N	TI P/N	Act (psi)	Rel (psi)	Base	Hexport	Thread	
1	F2VC-9F924-AB	77PBL2-1	90-160	20	Brown	J512	3/8-24M	Snap
2	F6LC-9F924-AA	77PBL2-3	200-300	40	Black	J512	3/8-24M	Snap
3	F2AC-9F924-AA	77PBL3-1	90-200	20	Natural	J512	3/8-24M	Quiet
4	F58A-9F924-AA	77PBL3-2	90-160	20	Grey	J512	3/8-24M	Quiet
5	F3TA-9F924-CA	77PBL3-3	200-300	40	Red	J512	3/8-24M	Snap
6	94DA-9F924-AA	77PBL4-1	90-160	20	Natural	O-ring	M10x1.0M	Quiet
7	F3DC-9F924-AA	77PBL5-2	90-160	20	Natural	Snubber	3/8-24M	Quiet
8	94JA-9F924-AB	77PBL6-1	90-160	20	Grey	O-ring	3/8-24M	Quiet

1.

SERVICE PART: F2VY- 9F924-A SW ASY-SPD CONT DEACT
 ENGINEERING PART: F2VC 9F924 AB ORIGIN: WERS

YEAR	Quantity
2002	0
2001	1916
2000	1408
1999	1898
1998	2511
1997	1156
1996	606
1995	408
1994	363
1993	140
1992	20
1991	0

ENG PART: F2VC 9F924 AB ORIGIN: WERS REGION: N USG STAT: _
 Eng Name: SW ASY-SPD CONT DEACT PT: _ PTO: _ VL: _
 Svc Part: F2VY- 9F924-A Replaces: Y Is Replcd: N USG IND: _
 P In Out

t	Vl	Yr	Yr	Feature Descriptions	Feature Descriptions
A	FB	92	93	CROWN VIC (EN53/EN114)	
A	FP	92	93	GRAND MARQ (EN53/EN114)	
A	VB	92	93	TOWN CAR (FN36/FN116)	
C	DA	94	95	TAURUS	
C	FB	92	94	CROWN VIC LESS ANTI-SPIN TRACTION BRAKES	4 SPD AUTO TRANS NAAO AODE SPEED CONTROL
C	FB	92	94	CROWN VIC ANTI-SPIN TRACT BRAKES W/O IVD	4 SPD AUTO TRANS NAAO AODE SPEED CONTROL
C	FB	99		CROWN VIC	
C	FP	92	94	GRAND MARQ (EN53/EN114) LESS ANTI-SPIN TRACTION BRAKES	4 SPD AUTO TRANS NAAO AODE SPEED CONTROL
C	FP	92	94	GRAND MARQ (EN53/EN114) ANTI-SPIN TRACT BRAKES W/O IVD	4 SPD AUTO TRANS NAAO AODE SPEED CONTROL
C	LA	93	93	MARK	
C	LB	94	95	MARK VIII (FN10)	
C	VB	94	97	TOWN CAR (FN36/FN116)	LIMO CONVERSION PACKAGE
C	VB	93	93	TOWN CAR (FN36/FN116) 4 WHL ANTI-LOCK BRAKES	LIMO CONVERSION PACKAGE
C	VB	97	97	TOWN CAR (FN36/FN116) LESS SPECIAL EQUIPMENT PACKAGE	LIMO CONVERSION PACKAGE
C	VB	93	97	TOWN CAR (FN36/FN116) LESS SPECIAL PURPOSE VEHICLE	4 SPD AUTO TRANS NAAO AODE
C	VB	93	93	TOWN CAR (FN36/FN116) LESS SPECIAL PURPOSE VEHICLE	4 SPD AUTO TRANS NAAO AODE 4 WHL ANTI-LOCK BRAKES
C	VB	92	97	TOWN CAR (FN36/FN116) LIMO CONVERSION PACKAGE	4 SPD AUTO TRANS NAAO AODE
C	VB	93	97	TOWN CAR (FN36/FN116) LIMO CONVERSION PACKAGE	4 SPD AUTO TRANS NAAO AODE 4 WHL ANTI-LOCK BRAKES
C	VC	98		LINCOLN TOWN CAR	LIMO CONVERSION PACKAGE
C	VC	98	00	LINCOLN TOWN CAR LESS SPECIAL EQUIPMENT PACKAGE	LIMO CONVERSION PACKAGE

2.

SERVICE PART: F6LZ- 9F924-AB SWITCH ASY
 ENGINEERING PART: F6LC 9F924 AA ORIGIN: WERS
 YEAR Quantity Replaced Part Number Message

2002	0			
2001	41	F6LZ-	9F924-AA	REPLACED
2000	14			
1999	19			
1998	9			
1997	0			
1996	0			
1995	0			
1994	0			
1993	0			
1992	0			
1991	0			
1990	0			

ENG PART: F6LC 9F924 AA ORIGIN: WERS REGION: N USG STAT:
 Eng Name: SW ASY-SPD CONT DEACT PT: PTO: VL:
 Svc Part: F6LZ- 9F924-AB (M) Replaces: Y Is Replcd: N USG IND:
 P In Out

t V1 Yr Yr Feature Descriptions Feature Descriptions

 C LB 96 98 MARK VIII (FN10)

3.

SERVICE PART: F2AZ- 9F924-AA SWITCH ASY
 ENGINEERING PART: F2AC 9F924 AA ORIGIN: WERS

YEAR	Quantity	Replaced Part Number	Message
2002	0		
2001	1990	F2AZ- 9F924-A	REPLACED
2000	1503		
1999	1528		
1998	289		
1997	98		
1996	21		
1995	50		
1994	52		
1993	115		
1992	192		
1991	0		

ENG PART: F2AC 9F924 AA ORIGIN: WERS REGION: N USG STAT:
 Eng Name: SW ASY-SPD CONT DEACT PT: PTO: VL:
 Svc Part: F2AZ- 9F924-A (M) Replaces: N Is Replcd: Y USG IND:
 P In Out

t V1 Yr Yr Feature Descriptions Feature Descriptions

 C FB 95 97 CROWN VIC LESS ANTI-SPIN TRACTION BRAKES
 SPEED CONTROL
 C FB 92 94 CROWN VIC 4 SPD AUTO TRANS NPAO AODE
 LESS ANTI-SPIN TRACTION BRAKES SPEED CONTROL
 C FP 95 97 GRAND MARQ (EN53/EN114) LESS ANTI-SPIN TRACTION BRAKES
 SPEED CONTROL
 C FP 92 94 GRAND MARQ (EN53/EN114) 4 SPD AUTO TRANS NPAO AODE
 LESS ANTI-SPIN TRACTION BRAKES SPEED CONTROL
 C VB 95 97 TOWN CAR (FN36/FN116) LESS ANTI-SPIN TRACTION BRAKES
 C VC 96 98 LINCOLN TOWN CAR LESS ANTI-SPIN TRACTION BRAKES

4.

SERVICE PART: F58Z- 9F924-AA SWITCH ASY
 ENGINEERING PART: F58A 9F924 AA ORIGIN: WERS

SERVICE PART: F58Z- 9F924-AA SWITCH ASY
 BACKCAST: Y DEMAND GROUP: _

A	C	YEAR	Quantity	Replaced Part Number	Message
		2002	0		
		2001	12119	F58Z- 9F924-A	REPLACED
		2000	6811		
		1999	4482		
		1998	1149		
		1997	751		
		1996	904	F58Z- 9C837-AB	REPLACED
		1995	494		
		1994	82		
		1993	0		
		1992	0		
		1991	0		
		1990	0		

ENG PART: F58A 9F924 AA ORIGIN: WERS REGION: N USG STAT: _
 Eng Name: SW ASY-SPD CONT DEACT PT: _ PTO: _ VL: _
 Svc Part: F58Z- 9F924-A (M) Replaces: Y Is Replcd: Y USG IND: _
 P In Out

c	Vl	Yr	Yr	Feature Descriptions	Feature Descriptions
T	A3	02		WINDSTAR (WIN88/WIN126)	
T	A3	95		WINDSTAR (WIN88/WIN126)	SPEED CONTROL
T	A4			WINDSTAR (V129)	

5.

SERVICE PART: F3TZ- 9F924-BB SWITCH ASY
 ENGINEERING PART: F3TA 9F924 CA ORIGIN: WERS

SERVICE PART: F3TZ- 9F924-BB SWITCH ASY
 BACKCAST: Y DEMAND GROUP: _

A	C	YEAR	Quantity	Replaced Part Number	Message
		2002	0		
		2001	23446	F3TZ- 9F924-B	REPLACED
		2000	15917		MULTIPLE
		1999	10545		
		1998	5656		
		1997	3269		
		1996	1785		
		1995	1461		
		1994	1607		
		1993	2694		
		1992	191		
		1991	5		
		1990	0		

ENG PART: F3TA 9F924 CA ORIGIN: WERS REGION: N USG STAT: _
 Eng Name: SW ASY-SPD CONTR PT: _ PTO: _ VL: _

Svc Part: F3TZ- 9F924-B (M) Replaces: M Is Replcd: Y USG IND: _

P	In	Out	Feature Descriptions	Feature Descriptions
t	Vl	Yr	Yr	
B	F1	95	F-SERIES DUAL REAR WHEELS	350 SERIES SPEED CONTROL
B	F1	95	F-SERIES 350 SERIES ALL 2 WHEEL DRIVE SPEED CONTROL	ALL DIESEL ENGINES 168" (4278MM) WHEELBASE SINGLE REAR WHEELS
B	F1	95	F-SERIES 250 SERIES SINGLE REAR WHEELS	ALL GAS/GASEOUS ENGINES ALL 2 WHEEL DRIVE SPEED CONTROL
B	F1	95	F-SERIES 350 SERIES SINGLE REAR WHEELS	ALL GAS/GASEOUS ENGINES ALL 2 WHEEL DRIVE SPEED CONTROL
B	F7		F-SERIES OVER 8500 GVW	SPEED CONTROL
B	R3	01	RANGER/MAZDA B2000	LESS ANTI-LOCK BRAKES
H	FC		F650/750 SERIES	ALL GAS/GASEOUS ENGIN-HVY TRUCK
H	FC	01	F650/750 SERIES HYDRAULIC-SPLIT BRK SYS	ALL 7.3L NAVISTAR ENGINES
T	E1	93	93 BRONCO	SPEED CONTROL
T	E3	00	01 EXPEDITION	
T	E4	00	01 NAVIGATOR	
T	E2	93	93 ECONOLINE (VNS8)	SPEED CONTROL
T	E2	96	ECONOLINE (VNS8) COMMERCIAL CHASSIS APPLICATION	STRIPPED CHASSIS SPEED CONTROL
T	E2	94	96 ECONOLINE (VNS8) SINGLE REAR WHEELS	CUTAWAY SPEED CONTROL
T	E2	94	96 ECONOLINE (VNS8) DUAL REAR WHEELS	CUTAWAY SPEED CONTROL
T	E2	96	96 ECONOLINE (VNS8) CUTAWAY SPEED CONTROL	350 SERIES SINGLE REAR WHEELS
T	E2	96	96 ECONOLINE (VNS8) CUTAWAY SPEED CONTROL	350 SERIES DUAL REAR WHEELS
T	E2	96	96 ECONOLINE (VNS8)	SUPER DUTY SERIES
T	E4	00	ECONOLINE LESS SPEED CONTROL	150 SERIES
T	E4	98	00 ECONOLINE SPEED CONTROL	150 SERIES
T	E4	98	98 ECONOLINE ALL REG/EXTENDED VANS/WAGONS	250 SERIES SPEED CONTROL
T	E4	99	ECONOLINE SPEED CONTROL	350 SERIES
T	E4	98	98 ECONOLINE ALL REG/EXTENDED VANS/WAGONS SPEED CONTROL	350 SERIES SINGLE REAR WHEELS
T	E4	97	98 ECONOLINE	SUPER DUTY SERIES
T	E4	00	00 ECONOLINE ALL REG/EXT VANS/WAGONS&CUTAWAY	250 SERIES LESS SPEED CONTROL
T	E4	99	99 ECONOLINE ALL REG/EXT VANS/WAGONS&CUTAWAY	250 SERIES SPEED CONTROL
T	F1	93	93 F-SERIES	SPEED CONTROL
T	F1	94	97 F-SERIES DUAL REAR WHEELS	350 SERIES SPEED CONTROL
T	F1	95	97 F-SERIES SPEED CONTROL	SUPER DUTY SERIES
T	F1	94	97 F-SERIES 350 SERIES ALL 2 WHEEL DRIVE SPEED CONTROL	ALL DIESEL ENGINES 168" (4278MM) WHEELBASE SINGLE REAR WHEELS
T	F1	94	97 F-SERIES	ALL GAS/GASEOUS ENGINES

	250 SERIES	ALL 2 WHEEL DRIVE
	SINGLE REAR WHEELS	SPEED CONTROL
T F1 94 97	F-SERIES	ALL GAS/GASEOUS ENGINES
	350 SERIES	ALL 2 WHEEL DRIVE
	SINGLE REAR WHEELS	SPEED CONTROL
T F2	F-SERIES (MEXICO)	SUPER DUTY SERIES
	SPEED CONTROL	
T F5 00	F-SERIES UNDER 8500 GVW	POWER 4-WHEEL DISC
	SPEED CONTROL	
T F5 00	F-SERIES UNDER 8500 GVW	LESS VERSION PACKAGES
	HARLEY DAVIDSON VERSION PACK	LARIAT VERSION PACK
	NASCAR PACKAGE	POWER 4-WHEEL DISC
	SPEED CONTROL	
T F5	F-SERIES UNDER 8500 GVW	LESS VERSION PACKAGES
	HARLEY DAVIDSON VERSION PACK	LARIAT VERSION PACK
	POWER 4-WHEEL DISC	SPEED CONTROL
T F5 02	F-SERIES UNDER 8500 GVW	LESS VERSION PACKAGES
	HARLEY DAVIDSON VERSION PACK	LARIAT VERSION PACK
	KING RANCH VERSION	POWER 4-WHEEL DISC
	SPEED CONTROL	
T F5	F-SERIES UNDER 8500 GVW	XL VERSION #2
	XLT VERSION #2	POWER 4-WHEEL DISC
T F5 99	F-SERIES UNDER 8500 GVW	150 SERIES
T F5 97	F-SERIES UNDER 8500 GVW	150 SERIES
	SPEED CONTROL	
T F5 00	F-SERIES UNDER 8500 GVW	150 SERIES
	POWER FRT DISC/REAR DRUM	LESS SPEED CONTROL
T F5 00	F-SERIES UNDER 8500 GVW	150 SERIES
	POWER FRT DISC/REAR DRUM	SPEED CONTROL
T F5 99	F-SERIES UNDER 8500 GVW	150 SERIES
	POWER 4-WHEEL DISC	LESS SPEED CONTROL
T F5 99	F-SERIES UNDER 8500 GVW	150 SERIES
	POWER 4-WHEEL DISC	SPEED CONTROL
T F5 99 99	F-SERIES UNDER 8500 GVW	150 SERIES
	LESS VERSION PACKAGES	LARIAT VERSION PACK
	SPORT VERSION PACK	POWER 4-WHEEL DISC
	SPEED CONTROL	
T F5 00	F-SERIES UNDER 8500 GVW	250 SERIES
	POWER FRT DISC/REAR DRUM	LESS SPEED CONTROL
T F5 00	F-SERIES UNDER 8500 GVW	MOD 5.4L 2V SOHC SPI V8 GAS
	4 SP AUTO TRANS NAAO 4R100 HD	TOTAL PERFORMANCE PACKAGE
	POWER 4-WHEEL DISC	4 WEL ANTI-LOCK BRAKES
T N1 02 02	LINCOLN BLACKWOOD	
T R2 93 94	RANGER/MAZDA B2000	MAZDA SERIES
	SPEED CONTROL	
T R3 99	RANGER/MAZDA B2000	ALL GAS/GASEOUS ENGINES
	STANDARD DUTY SUSPENSION	HEAVY DUTY PAYLOAD SUSPENSION
	SPEED CONTROL	
T R3 01 03	RANGER/MAZDA B2000	ALL GAS/GASEOUS ENGINES
	HEAVY DUTY PAYLOAD SUSPENSION	STD DUTY TORSION BAR SUSP
	STD DUTY COIL SPRING SUSP	
T R3 99 00	RANGER/MAZDA B2000	ALL GAS/GASEOUS ENGINES
	HEAVY DUTY PAYLOAD SUSPENSION	STD DUTY TORSION BAR SUSP
	STD DUTY COIL SPRING SUSP	SPEED CONTROL
T R3 03	RANGER/MAZDA B2000	ALL GAS/GASEOUS ENGINES
	ALL AUTOMATIC TRANSMISSIONS	HEAVY DUTY PAYLOAD SUSPENSION
	STD DUTY TORSION BAR SUSP	STD DUTY COIL SPRING SUSP
T S1 03	EXPLORER SPORT TRAC	
T S1 01	EXPLORER SPORT TRAC	SPEED CONTROL
T U3 98 98	EXPLORER/MOUNTAINEER	2 DOOR WAGON
	ALL LEFT HAND DRIVE	SPEED CONTROL
T U3 98 98	EXPLORER/MOUNTAINEER	5.0L OHV EFI NA V8 GAS*NP
T U3 97	EXPLORER/MOUNTAINEER	5.0L OHV EFI NA V8 GAS*NP

		LESS SPEED CONTROL	
T U3	97 97	EXPLORER/MOUNTAINEER SPEED CONTROL	5.0L OHV EFI NA V8 GAS*MP
T U3	98 01	EXPLORER/MOUNTAINEER 4 DOOR WAGON	ALL 6 CYLINDER GAS ENGINES
T U3	98 98	EXPLORER/MOUNTAINEER 4 DOOR WAGON	ALL 6 CYLINDER GAS ENGINES ALL LEFT HAND DRIVE
T U5	03	EXPLORER/MOUNTAINEER LESS ANTI-SPIN TRACTION BRAKES	ALL AUTOMATIC TRANSMISSIONS
T U5	02 02	EXPLORER/MOUNTAINEER 2002 JOB #1 PROGRAM CONTROL	ALL AUTOMATIC TRANSMISSIONS
T U5	02 02	EXPLORER/MOUNTAINEER 2002 1/2 JOB #1 PROGRAM CONTRL	ALL AUTOMATIC TRANSMISSIONS LESS ANTI-SPIN TRACTION BRAKES
T U7	03	EXPLORER SPORT	
T U7	01	EXPLORER SPORT	SPEED CONTROL
T U8	03	LINCOLN AVIATOR	ANTI-SPIN TRACT BRAKES W/O IVD
T Y1	93 97	F-STRIPPED CHASSIS (TY1)	RECREATIONAL STRIPPED CHASSIS
T Y3	01	F-STRIPPED CHASSIS (P131) 22000 LB. GVW	20,500 LB. GVW
T Y3	01	F-STRIPPED CHASSIS (P131) 20,500 LB. GVW	RECREATIONAL STRIPPED CHASSIS

6.

ENGINEERING PART: 94DA 9F924 AA _____ ORIGIN: _____

INVALID PART NUMBER

7.

SERVICE PART: F3DC- 9F924-A _____ SW ASY-SPD CONT DEACT
ENGINEERING PART: F3DC 9F924 AA _____ ORIGIN: WERS

SERVICE PART: F3DC- 9F924-A _____ SW ASY-SPD CONT DEACT
BACKCAST: Y DEMAND GROUP: _____

A

C	YEAR	Quantity	Replaced Part Number	Message
-	2002	0		
	2001	271		
	2000	229		
	1999	206		
	1998	151		
	1997	145		
	1996	120		
	1995	78		
	1994	20		
	1993	119		
	1992	5		
	1991	0		

ENG PART: F3DC 9F924 AA _____ ORIGIN: WERS REGION: N USG STAT: _____
Eng Name: SW ASY-SPD CONT DEACT PT: _____ PTO: _____ VL: _____
Svc Part: F3DC- 9F924-A (M) Replaces: N Is Replcd: Y USG IND: _____
P In Out

t V1 Yr Yr Feature Descriptions Feature Descriptions

C DA 93 95 TAURUS
C DA 92 95 TAURUS SHO 3.2L DOHC EFI NA V6 GAS

8.
 SERVICE PART: F4JY- 9C837-A SWITCH ASY SPD CTRL
 ENGINEERING PART: 94JA 9F924 AB ORIGIN: PAFD

Pnd Obs: 03/23/01 Svc Disp: U
 Obs Not: 03/23/01
 Obs Eff: 03/27/01
 Eff In: 07/01/93
 Eff Out: 05/31/94

SERVICE PART: F4JY- 9C837-A SWITCH ASY SPD CTRL
 BACKCAST: Y DEMAND GROUP: _

A	C	YEAR	Quantity	Replaced Part Number	Message
-	-	2002	0		
		2001	1		
		2000	3		
		1999	5		
		1998	1		
		1997	0		
		1996	0		
		1995	0		
		1994	0		
		1993	0		
		1992	0		
		1991	0		

ENG PART: 94JA 9F924 AB ORIGIN: PAFD REGION: N USG STAT: _
 Eng Name: SWITCH ASY SPD CTRL PT: _ PTO: _ VL: _
 SVC Part: F4JY- 9C837-A Replaces: N Is Replcd: N USG IND: _

P In Out
 t V1 Yr Yr Feature Descriptions Feature Descriptions

 4 SA 94 94 CAPRI (IMPORTED/FORD OF AUSTRALI

From: Christensen, Kris (K.S.)
Sent: Friday, January 04, 2002 9:14 AM
To: McInerney, John (J.T.)
Subject: FW: Request for custom reports

John -

I just finished having a conversation with John Shore. For us to search out the dealerships that are "high volume" purchasers of the deact switches, there is a new web-site for submitting the request. Please note the URL link below for that web-site.

I will discuss with you on the phone.

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X5 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 785-3825 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

-----Original Message-----

From: Shore, John (J.)
Sent: Friday, January 04, 2002 9:11 AM
To: Christensen, Kris (K.S.)
Subject: Request for custom reports

<http://www.mso.ford.com/tcsd/psl/namer/pslplan/dessup/index.html?>

John Shore
Recall Parts Program Manager
ACSG - Ford Customer Service Division
Office - 734 266-9789
FAX - 734 266-1166
Page - 734 797-5991
E-mail - Jshore@Ford.com

From: Christensen, Kris (K.S.)
Sent: Thursday, January 03, 2002 9:15 AM
To: Cuda, Shirley (S.A.)
Subject: Urgent Meeting on Panther Car Underhood Fire Government Query

Shirley -

Need your help in setting up a meeting for early next week.

Subject: Panther Car Underhood Fire Government Query - Data Review

Attendees: Mike Renucci
Jay Fash
Fred Porter
Kris Christensen
Ray Nevi (ASO)
Dave Ott (ASO)
Doug Lampe (OGC)
Tim Green (OGC)
Mark Hoffman (Design Analysis)

Duration: 1 hour

Location: Renucci's Office or TBD conference room at RCIII

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X6 1WB02 EVB
Bus.: (313) 323-8487 Fax: (313) 845-1832
Pager: (313) 795-3825 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

From: Christensen, Kris (K.S.)
Sent: Wednesday, January 02, 2002 2:43 PM
To: Shore, John (J.)
Subject: FW: Vehicle Usage

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X5 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 795-3825 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

—Original Message—

From: Porter, Fred (F.J.)
Sent: Tuesday, August 14, 2001 1:31 PM
To: Christensen, Kris (K.S.)
Subject: Vehicle Usage



VL.doc

Regards,

Fred Porter
Supervisor, Chassis E/E Systems Applications Engineering
Phone: (313)84-53722 Fax: (313)39-04145
E-mail: fporter@ford.com

VLAMY	92	93	94	95	96	97	98	99	00	01	02
Town Car	1 Prop 45° up	1 Prop 45° up	3 Prop 45° up	3 Prop 45° up	X Prop 45° up	X Prop 45° up					
Crown Victoria	1 Prop 45° up	1 Prop 45° up	3 Prop 45° up	3 Prop 45° up	X Prop 45° up	X Prop 45° up					
Grand Marquis	1 Prop 45° up	1 Prop 45° up	3 Prop 45° up	3 Prop 45° up	X Prop 45° up	X Prop 45° up					
Econoline / Club Wagon	X Frame up	X Frame up	5 MastC up	X MastC down	X MastC down	X MastC down	5 MastC down	5 MastC down	X MastC down	X MastC down	X MastC down
F-Series		5 MastC up	5 MastC up	X MastC up	X MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Bronco		5 MastC up	5 MastC up	X MastC up	X MastC up						
Escape*										5 MastC up	5 MastC up
Explorer				5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Sport/Sport Trac										5 MastC up	5 MastC up
Mountaineer						5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Ranger				5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Expedition						5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Navigator							5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Excursion									5 MastC up	5 MastC up	5 MastC up
Taurus SHO		7	7	7							
Mark VIII		1 Prop horiz	1 Prop horiz	3 FBL down	X FBL down	X FBL down	3 FBL down				
Windstar				4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down
Capri			8								

Prop - Proportioning Valve Frame - Frame Rail MastC - Master Cylinder FBL - Front Brake Line

* TI reports that they sell the F3TA-9F924-CA to Tokico for the Escape. The Escape speed control does not use this switch for deactivation.

	Ford P/N	TI P/N	Act (psi)	Rel (psi)	Base	Hexport	Thread	
1	F2VC-9F924-AB	77PSL2-1	90-160	20	Brown	J512	3/8-24M	Snap
2	F6LC-9F924-AA	77PSL2-3	200-300	40	Black	J512	3/8-24M	Snap
3	F2AC-9F924-AA	77PSL3-1	90-200	20	Natural	J512	3/8-24M	Quiet
4	F58A-9F924-AA	77PSL3-2	90-160	20	Gray	J512	3/8-24M	Quiet
5	F3TA-9F924-CA	77PSL3-3	200-300	40	Red	J512	3/8-24M	Snap
6	94DA-9F924-AA	77PSL4-1	90-160	20	Natural	O-ring	M10x1.0M	Quiet
7	F3DC-9F924-AA	77PSL5-2	90-160	20	Natural	Snubber	3/8-24M	Quiet
8	94JA-9F924-AB	77PSL6-1	90-160	20	Grey	O-ring	3/8-24M	Quiet

From: Porter, Fred (F.J.)
Sent: Tuesday, December 04, 2001 2:25 PM
To: Christensen, Kris (K.S.); Janotik, Allen (A.B.)
Subject: RE:

Allen can you find the switch for 1LNLM81W1RY696039? It may have gone to Central lab because it had anomalies.

Regards,

Fred Porter
Supervisor, Chassis E/E Systems Applications Engineering
Phone: (313)84-53722 Fax: (313)39-04145
E-mail: fporter@ford.com

-----Original Message-----

From: Christensen, Kris (K.S.)
Sent: Tuesday, December 04, 2001 2:12 PM
To: Porter, Fred (F.J.)
Subject: RE:

Fred -

I had been doing some follow-up with Dale Hagan at ECI on a recent CQIS of an incident involving a 1994 Town Car. Info on the unit is contained in this attached message...

<< Message: FW: Cruise Switch >>

Dale indicated that the switch from the vehicle was sent to Jay Fash. Jay indicates that he had all switches forwarded to you. Can you tie a switch you have received to this CQIS report? If not we should see if we can track down the switch.

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X6 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 846-1832
Pager: (313) 795-3825 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

-----Original Message-----

From: Porter, Fred (F.J.)
Sent: Tuesday, December 04, 2001 12:52 PM
To: Christensen, Kris (K.S.)
Subject: RE:

Kris,

What are you looking for?

Regards,

Fred Porter
Supervisor, Chassis E/E Systems Applications Engineering
Phone: (313)84-53722 Fax: (313)39-04145
E-mail: fporter@ford.com

-----Original Message-----

From: Fash, James Jay (J.W.)
Sent: Tuesday, December 04, 2001 10:16 AM
To: Hagan, Dale (D.); Christensen, Kris (K.S.)
Cc: Matthews, Steven (S.D.); Porter, Fred (F.I.)
Subject: RE:

I do not have any switches. They all went to Fred Porter.

Regards,

James Fash

Lincoln Mercury Chassis Manager - Brake Systems
Schaefer Ct. II, 1BJ22
14555 Rotunda Drive
Dearborn, MI. 48120
Phone/FAX: 313-248-7485
<http://www.dearborn2.ford.com/bvdccs>

-----Original Message-----

From: Hagan, Dale (D.)
Sent: Tuesday, December 04, 2001 10:01 AM
To: Christensen, Kris (K.S.); Fash, James Jay (J.W.)
Cc: Matthews, Steven (S.D.)
Subject:

Kris

The cruise switch for the MY 1994 Town Car that I e-mailed you about should be in the hands of Jay Fash.

Sorry about the mix up on the names. Any questions please call.

Dale Hagan
ECI Chassis
313-248-7874

From: Christensen, Kris (K.S.)
Sent: Tuesday, December 04, 2001 2:12 PM
To: Porter, Fred (F.J.)
Subject: RE:

Fred -

I had been doing some follow-up with Dale Hagan at ECI on a recent CQIS of an incident involving a 1994 Town Car. Info on the unit is contained in this attached message...



FW: Cruise Switch

Dale indicated that the switch from the vehicle was sent to Jay Fash. Jay indicates that he had all switches forwarded to you. Can you tie a switch you have received to this CQIS report? If not we should see if we can track down the switch.

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X5 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 795-3625 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

-----Original Message-----

From: Porter, Fred (F.J.)
Sent: Tuesday, December 04, 2001 12:52 PM
To: Christensen, Kris (K.S.)
Subject: RE:

Kris,

What are you looking for?

Regards,

Fred Porter
Supervisor, Chassis E/E Systems Applications Engineering
Phone: (313) 84-63722 Fax: (313) 39-04145
E-mail: fporter@ford.com

-----Original Message-----

From: Fash, James Jay (J.W.)
Sent: Tuesday, December 04, 2001 10:16 AM
To: Hagan, Dale (D.); Christensen, Kris (K.S.)
Cc: Matthews, Steven (S.D.); Porter, Fred (F.J.)
Subject: RE:

I do not have any switches. They all went to Fred Porter.

Regards,

James Fash

Lincoln Mercury Chassis Manager - Brake Systems
Schaefer Ct. II, 1BJ22
14555 Rotunda Drive
Dearborn, Mi. 48120
Phone/FAX: 313-248-7485
<http://www.dearborn2.ford.com/bvdccs>

---Original Message---

From: Hagan, Dale (D.)
Sent: Tuesday, December 04, 2001 10:01 AM
To: Christensen, Kris (K.S.); Fash, James Jay (J.W.)
Cc: Matthews, Steven (S.D.)
Subject:

Kris

The cruise switch for the MY 1994 Town Car that I e-mailed you about should be in the hands of Jay Fash.

Sorry about the mix up on the names. Any questions please call.

Dale Hagan
ECI Chassis
313-248-7874

From: Christensen, Kris (K.S.)
Sent: Monday, October 29, 2001 10:09 AM
To: Fash, James Jay (J.W.); Porter, Fred (F.J.)
Subject: FW: Cruise Switch

Jay/Fred -

I expect that you will want to review this switch.

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X5 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 795-3825 or (888) 442-1143
CDSID: kchrst1 E-mail: kchrst1@ford.com

---Original Message---

From: Hagan, Dale (D.)
Sent: Monday, October 29, 2001 7:47 AM
To: Christensen, Kris (K.S.)
Cc: Lovelace, Maria (M.E.); Berauder, Lee (L.C.)
Subject: FW: Cruise Switch

Kris

Forgot, the switch is being sent in here if you need it.

Dale

---Original Message---

From: Hagan, Dale (D.)
Sent: Monday, October 29, 2001 7:44 AM
To: Christensen, Kris (K.S.)
Subject: Cruise Switch

Kris

This report just came into ECI. Thought you might want to see it. CQIS report # 1JKF5001

Dale

Rpt#: 1JKF5001 CQD Rpt: 10/11/2001 Odom: 112,889 M
Rvwd: _ File: _ Folder: _ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 1994 TOWN CAR,STAND ,SEDAN 1LNLM81W1RY Bld: 01/26/1994
Engine: 4.6L ROM B Calb: 418JR00A Trans: AOD-E Axle: 8.8 3.08C A/C: YES
Dealer Id: 11487 Mac Churchill Lincoln Mercury, Ph#: (817) 246-2400
State: Texas City: Fort Worth Orig/Caller: DAVE PILGRIM
Symptom: 3 01 8 20 CHASS.,SERVICE BRAKE ,LEAKS,FLUID
Addl Sym: St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: SWITCH SPD CNTRL - RPL Condition Code: 42

Region Code: 52 Region Name: Southwest - 52

CONCER CRUISE CONTROL INOP. SMELLED BURNING SMELL UNDER HOOD AND SAW SMOKE.

REPAIR TECH VERIFIED CRUISE INOP AND FOUND THE REDUNDANT SWITCH HAD LEAKED AND THE FLUID CAUGHT FIRE AND BURNED THE SWITCH AND HARNESS CONNECTOR. THE TECH REPLACED THE SWITCH AND HARNESS CONNECTOR AND RELEASED THE VEHICLE.

FQE NOTED THAT THIS IS THE SAME ISSUE THAT 99S15 RECALL COVERED ON THE 92/93 TOWN CARS. THIS VEHICLE FALLS OUT OF THE RECALL COVERAGE. THE 92/93 TOWN CARS. THIS VEHICLE FALLS OUT OF THE RECALL COVERAGE. THE PART WAS RETRIEVED AND RETURNED TO ECI AS PART OF REQ01-85.
DAVE PILGRIM, FQE DALLAS/FT.WORTH, 972-318-1059

From: Hagan, Dale (D.)
Sent: Tuesday, December 04, 2001 10:01 AM
To: Christensen, Kris (K.S.); Fash, James Jay (J.W.)
Cc: Matthews, Steven (S.D.)

Kris

The cruise switch for the MY 1994 Town Car that I e-mailed you about should be in the hands of Jay Fash.

Sorry about the mix up on the names. Any questions please call.

Dale Hagan
ECI Chassis
313-248-7874

From: Christensen, Kris (K.S.)
Sent: Monday, December 03, 2001 4:35 PM
To: Ott, David (D.J.)
Subject: FW: 1992-1997 Lincoln TC/Crown Victoria/Grand Marquis Usage of Brake Pressure Activated S.C. Deactivation Switch

Dave -

This is the source of the volume information that I used for the analysis I provided you. As you can see, Larry Gee, FCSD-Recall and Service Programs was the source.

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X5 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 785-3825 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

-----Original Message-----

From: Gee, Larry (L.F.)
Sent: Friday, September 14, 2001 5:21 PM
To: Christensen, Kris (K.S.); Fash, James Jay (J.W.); Porter, Fred (F.J.)
Cc: Gee, Larry (L.F.); Leese, Alvin (A.)
Subject: RE: 1992-1997 Lincoln TC/Crown Victoria/Grand Marquis Usage of Brake Pressure Activated S.C. Deactivation Switch

Extract Volumes:

Cr Vic/Gr Marq: from 02/05/92 thru 03/31/98

1992	1993	1994	1995	1996	1997	1998	Total
Gr Vic:							
36,506	99,367	101,535	100,852	108,,221	123,949	36,356	606,786
Gr Marq:							
56,972	89,928	102,441	101,794	103,787	140,990	56,148	652,058
Town Car: **	from 11/04/91 thru 03/31/98						
81,125	118,040	117,448	111,396	93,616	108,120	55,068	684,813

**** The Broadcast books for Town Car did not carry a code for Cruise Control. I assumed that it was standard on all models and therefore what is pulled by year is the total production for Town Car.**

-----Original Message-----

From: Christensen, Kris (K.S.)
Sent: Wednesday, September 12, 2001 2:58 PM
To: Gee, Larry (L.F.)
Cc: Porter, Fred (F.J.); Fash, James Jay (J.W.); Leese, Alvin (A.)
Subject: 1992-1997 Lincoln TC/Crown Victoria/Grand Marquis Usage of Brake Pressure Activated S.C. Deactivation Switch

Larry -

I have had a couple of telephone conversations/telephone voicemails with Al Leese and he advised me to send this request directly to you...

- Need your assistance in identifying vehicle volumes out in the field by model and model year that used the subject switch

- Start (incorporation date):

Lincoln Town Car	11/4/1991
Crown Victoria/Grand Marquis	2/5/1992

- End (discontinuation timing):

Lincoln Town Car switch)	Job #1, 1998¼ FN145 (major freshening that eliminated the
Crown Victoria/Grand Marquis switch)	Job #1, 1998¼ EN112 (major freshening that eliminated the

Please advise if you need additional information. Please send the results to Jay Fash (jfash), Fred Porter (fporter), and myself (kchrist1).

Thanks!

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X5 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 795-3825 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

From: Ott, David (D.J.)
Sent: Thursday, November 29, 2001 2:02 PM
To: Christensen, Kris (K.S.)
Subject: RE: Panther CQIS Incident Summary

Thanks Kris.

I separately pulled volume info directly from AWS for the US and its territories (this is how we determine vehicle volumes that are provided to NHTSA). Attached is that file of volumes by vehicle line, by model year and month of build.

The volumes for each model year are close to those on your summary sheet (the numbers you have likely are total production rather than US/territories only so I wouldn't expect them to be the same). However, the volumes in your summary sheet for the '92 MY (174,603) are significantly below those that I show from AWS (392,511), FYI.



formatted volume
info.xls

Regards,

David J. Ott

Automotive Safety Office - Production Vehicle Safety
Fairlane Plaza South, Ste. 500
330 Town Center Drive
Dearborn, MI 48126

Phone: 313-33-76645
Fax: 313-59-42268

—Original Message—

From: Christensen, Kris (K.S.)
Sent: Thursday, November 29, 2001 10:13 AM
To: Ott, David (D.J.)
Subject: Panther CQIS Incident Summary

Dave -

This is the CQIS summary that you requested...

<< File: Panther Cruise switch CQIS report - rates 011022.xls >>

This is a table I put together from ECI search information and volume data from FCSD - Recall & Service Programs.

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X5 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 795-3825 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

Year	1998			1998 Total	1999			1999 Total	2000			2000 Total	2001			2001 Total	Grand Total
	CROWN VC	GRAND MARQUEE	TOWN CAR		CROWN VC	GRAND MARQUEE	TOWN CAR		CROWN VC	GRAND MARQUEE	TOWN CAR		CROWN VC	GRAND MARQUEE	TOWN CAR		
1998-01																	10,200
1998-02																	20,500
1998-03																	25,500
1998-04																	25,000
1998-05																	20,000
1998-06																	20,000
1998-07																	20,000
1998-08																	20,000
1998-09																	20,000
1998-10																	20,000
1998-11																	20,000
1998-12																	20,000
1999-01																	20,000
1999-02																	20,000
1999-03																	20,000
1999-04																	20,000
1999-05																	20,000
1999-06																	20,000
1999-07																	20,000
1999-08																	20,000
1999-09																	20,000
1999-10																	20,000
1999-11																	20,000
1999-12																	20,000
Grand Total	137,800	140,200	100,100	378,100	100,100	100,100	100,100	300,300	100,100	100,100	100,100	300,300	100,100	100,100	100,100	300,300	1,000,000

EA02-025-A 0338

Inquiry: RQ01-002

Source: MORS III

Region:

Issue: INFORMATION

Zone:

Case: 385202800

VIN: 2MELM75W5PX

Engine: W

Veh Type: C

Opened: 9/17/1999

Contact_Key: 03852028001141 20520002

Closed: 9/17/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: SUNRISE

State: FL

ZIP:

Phone:

Model Year: 1993

Model: GRAND MARQUIS LS 4DR

Mileage:

17000

Build_Date:

1/29/1993

Dealer Name:

Sales Code:

P and A:

Reason Code: 1141

AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 205200

HRN/SPD CNTRL SPEED CONTROL

Origin: CACI38 US CONCERN CASE BASE

PHONE

9/17/1999 10:04:48 AM

Action: 828

ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

03852028001141 20520002

CUSTOMER SAYS: CUST STATES THAT HE HAS A NUMBER OF VEH'S REGISTERED TO THE BUSINESS AND ONE OF THEM CAUGHT FIRE DUE TO THE CONCERNS REGARDING RECALL 99S15. CUST STATES THAT LAST NIGHT HE WAS ABLE TO PREVENT THIS VEH FROM CATCHING FIRE. CUST STATES THAT HIS MECHANIC TOOK THE PART OUT AND IT WAS ON FIRE AND IT IS NOW MELTED DOWN. CUST STATES THAT HE FEELS THAT ALL THE VEH'S HE HAS SHOULD BE COVERED UNDER THE RECALL 99S15. CUST WOULD LIKE TO SPEAK TO A MANAGER. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - ADVISED CUST THAT FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR A RECALL IF THE VEH DOES NOT FALL UNDER THE RECALL. ADVISE CUST THAT A REQUEST FOR A SUPERVISOR TO CALL HIM BACK HAS BEEN FILLED OUT AND THEY WILL CONTACT HIM WITHIN 48 BUS. HRS. INFERENCE CASE ID: 1789

Origin: CAC

GENERAL CAC

PHONE

9/17/1999 10:04:49 AM

Action: DR0001

NO ACTION REQUIRED; INFORMATION ONLY

03852028001141 20520002

CUSTOMER SAYS: CUST STATES THAT HE HAS A NUMBER OF VEH'S REGISTERED TO THE BUSINESS AND ONE OF THEM CAUGHT FIRE DUE TO THE CONCERNS REGARDING RECALL 99S15. CUST STATES THAT LAST NIGHT HE WAS ABLE TO PREVENT THIS VEH FROM CATCHING FIRE. CUST STATES THAT HIS MECHANIC TOOK THE PART OUT AND IT WAS ON FIRE AND IT IS NOW MELTED DOWN. CUST STATES THAT HE FEELS THAT ALL THE VEH'S HE HAS SHOULD BE COVERED UNDER THE RECALL 99S15. CUST WOULD LIKE TO SPEAK TO A MANAGER. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - ADVISED CUST THAT FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR A RECALL IF THE VEH DOES NOT FALL UNDER THE RECALL. ADVISE CUST THAT A REQUEST FOR A SUPERVISOR TO CALL HIM BACK HAS BEEN FILLED OUT AND THEY WILL CONTACT HIM WITHIN 48 BUS. HRS. INFERENCE CASE ID: 1789

Origin: CACMOZMANUAL - PHONE CSR

PHONE

9/17/1999 11:42:56 AM

03052028091141 2052002

Action: 228 SUPERVISOR REFERRAL FOLLOW-UP
CUSTOMER SAYS: -CUST SAID OWNS A TRANSPORTATION COMPANY AND IS A MECHANIC -CUST HAS 13 VEHICLES IN THE COMPANY -VEHICLE WOULD NOT START AND BURNING SMELL -CUST CHANGED PART HIMSELF AND FEELS THE PROBLEM IS RELATED TO THE 99S15 RECALL -CUST WANTS FORD TO PERFORM THE RECALL ON ALL HIS VEHICLES WHETHER OR NOT THEY ARE INVOLVED IN THAT RECALL AS THIS IS CONSIDERED A SAFETY ISSUE PER CUSTOMER, DEALER SAYS: NO COVERAGE CAC ADVISED; SUPERVISOR OBC: -SUPPORT PREVIOUS DECISION -WARRANTY HAS EXPIRED AND THERE ARE NO RECALLS OR PROGRAMS RELATING TO THE CONCERN -FORD WILL NOT PROVIDE ASSISTANCE -DOCUMENTED INFORMATION ANNETTE 9/17/99-ISSUE CLOSED

MOR8111 Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Source: MORRIS II

Region: 24 ORLANDO

Issue: LEGAL

Zone: A2

Case: 482242880

VIN: 1LNLM82W8PY

Engine: W

Vehicle Type: C

Opened: 10/25/1999

Contact_Key: 0492242880709 70414707

Closed: 10/25/1999

Last Name: [REDACTED]

Title: MR

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: MIAMI

State: FL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1993

Model: TOWN CAR SIGNATURE

MRage: 1

Build Date: 8/14/1992

Dealer Name: METRO FORD INC

Sales Code: F24003

P and A:

04871

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704147 FIRE/SMOKE VISIBLE FLAME UNDER VEHICLE

Origin: CAC138 US CONCERN CASE BASE

PHONE 10/25/1999 1:07:06 PM

Action: 854 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT 0482242880709 70414707

RECALL # 99S15

CUSTOMER SAYS: = FIRE OCCURRED ON 10/15/99; = VEH CAUGHT ON FIRE WHILE IT WAS PARKED IN THE GARAGE; = FIRE DEPARTMENT WAS NOT CONTACTED; CUST TOOK CARE OF FIRE WITH FIRE EXTINGUISHER; = INSURANCE COMPANY WAS CONTACTED, AND THEY SAID THAT THEY WILL NOT COVER B/C FIRE WAS DUE TO A MECHANICAL FAILURE; = RECEIVED A LETTER IN REGARDS TO A RECALL ON THE IGNITION SWITCH 99S15; = VEH CURRENTLY AT METRO FORD; VEH IS REPAIRABLE, BUT NO ONE IS TAKING RESPONSIBILITY; = ELECTRICAL SYSTEM IS A BURNT; PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENC E CASE ID: 77

Origin: CAC GENERAL CAC

PHONE

10/25/1999 1:07:08 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

0482242880709 70414707

CUSTOMER SAYS: = FIRE OCCURRED ON 10/15/99; = VEH CAUGHT ON FIRE WHILE IT WAS PARKED IN THE GARAGE; = FIRE DEPARTMENT WAS NOT CONTACTED; CUST TOOK CARE OF FIRE WITH FIRE EXTINGUISHER; = INSURANCE COMPANY WAS CONTACTED, AND THEY SAID THAT THEY WILL NOT COVER B/C FIRE WAS DUE TO A MECHANICAL FAILURE; = RECEIVED A LETTER IN REGARDS TO A RECALL ON THE IGNITION SWITCH 99S15; = VEH CURRENTLY AT METRO FORD; VEH IS REPAIRABLE, BUT NO ONE IS TAKING RESPONSIBILITY; = ELECTRICAL SYSTEM IS A BURNT; PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENC E CASE ID: 77

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP300 MAKE OUTBOUND CALL TO DEALER
CONTACT PERSON GARY PEREZ

10/26/1999 2:51:40 PM
0482242880709 70414707

**LPA MADE OBC TO GARY PEREZ @ METRO FORD. SHE INDICATED TH
AT THE VEHICLE IS CURRENTLY AT THE DEALER AND THEY HAVE NOT
YET DETERMINED WHAT MAY HAVE CAUSED THE VEHICLE FIRE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP422 INFORMATION CALL/FAX WITH DEALER
**PER GARY PEREZ @ METRO FORD, THE VEHICLE FIRE APPEARS TO B
E RELATED TO RECALL 00S16. THE VEHICLE REPAIRS ARE ESTIMATED
TO COST \$3,500+. THE REPAIR ESTIMATE WILL BE SENT TO LPA.

11/1/1999 2:33:08 PM
0482242880709 70414707

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: CA0008 OFFER
PROJECTED \$ AMOUNT 5080

11/1/1999 2:37:34 PM
0482242880709 70414707

**LPA CONTACTED [REDACTED] (SPANISH TRANSLATION PROVIDED BY
L. FONSECA-NEARON). [REDACTED] INDICATED THAT THERE WERE NO
INJURIES AS A RESULT OF THE FIRE AND NO PROPERTY DAMAGE. A
GOODWILL CASH SETTLEMENT OFFER OF \$6,080 WAS PROVIDED. MR.
FUERTES WILL CALL LPA BACK WITH A DECISION.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP816 PAY FOR REPAIRS - ESTIMATE & RELEASE PENDING (P96)
PROJECTED \$ AMOUNT 123
DEALER P & A CODE 04871
ACTUAL \$ AMOUNT 123
LINE # 01
LAST FOUR OF F.O. # 0283
COMMITMENT CODE JO17U

11/1/1999 2:49:15 PM
0482242880709 70414707

**LPA PROVIDED GARY PEREZ @ METRO FORD THE COMMITMENT CODE
TO PAY FIR TECH. TIME SPENT ON THE VEHICLE'S FIRE DAMAGE INV
ESTIGATION.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP1901 UPDATE/ADDCO CASE

11/2/1999 9:23:06 AM
0482242880709 70414707

**THE GOODWILL OFFER LETTER WAS FAX TO GARY PEREZ @ METRO FO
RD. LPA IS WAITING FOR [REDACTED] DECISION.

**LPA RECEIVED THE REPAIR ESTIMATE FROM GARY PEREZ @ METRO F
ORD.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 12/2/1999 2:29:34 PM
Action: LP1702 CUSTOMER REJECTS OFFER DUE TO NO RESPONSE- CLOSE CASE 0492242900708 70414707

ANSWER Y/N N

**LPA RECEIVED NO RESPONSE FROM CUSTOMER REGARDING OFFER.

MORBill Duplicate (Y/N):

VOQ Duplicate (Y/N): 8/16

Inquiry: RQ01-002

Region: 10 SDR

Issue: INFORMATION

Zone: P1

Source: MOR3 III

Case: 1881372659

VIN: 2MECM74W6N

Engine: W

Veh Type: C

Opened: 9/22/1999

Contact_Key: 18813726591106 20521002

Closed: 9/22/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: FORT WASHAKE

State: WY

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: GRAND MARQUIS GS 4OR

Mileage: 120000

Build_Date: 4/18/1991

Dealer Name: FREMONT MOTOR SHERI

Sales Code: F56416

P and A:

02969

Reason Code: 1108

AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR

Symptoms: 206210

HRN/SPD CNTRL SPEED CONTROL ATTACHMENT

Origin: CAC138 US CONCERN CASE BASE

PHONE

9/22/1999

8:51:25 PM

Action: 420

ADVISE CUST ALL REPAIRS ELIGIBLE FOR COVERAGE MUST BE PERFORMED @

18813726591106 20621002

CUSTOMER SAYS: - THAT HE WOULD LIKE TO KNOW IF THERE IS A RECALL ON THE VEH. - HE SAYS THAT HE RECEIVED INFORMATION ON THE INTERNET ON FROM THE NHTSA THAT THERE IS A RECALL ALERT ON THE VEH NUMBER 98B12400, AND IS RELATED ELECTRICAL OVER HEATING OF THE SPEED CONTROL DEACTIVATION SWITCH. - HE SAYS THAT HE HAS HAD THIS HAPPEN ON HIS VEH BEFORE WHERE HE REPAIRED THE SWITCH. - HE SAYS THAT HE WOULD LIKE TO KNOW IF THE RECALL AFFECTS THE VEH. PER CUSTOMER, DEALER SAYS: NONE. CAC ADVISED: - ALL WARRANTY REPAIRS MUST BE PERFORMED BY AN AUTHORIZED FORD/L-M DEALERSHIP - FORD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE - ADVISED CUST THAT THERE IS NO RECALLS ON THE VEH AT THIS TIME. INFERENCE CASE ID: 4696

Origin: CAC GENERAL CAC

PHONE

9/22/1999

8:51:25 PM

Action: CD0001 NO ACTION REQUIRED; INFORMATION ONLY

18813726591106 20621002

CUSTOMER SAYS: - THAT HE WOULD LIKE TO KNOW IF THERE IS A RECALL ON THE VEH. - HE SAYS THAT HE RECEIVED INFORMATION ON THE INTERNET ON FROM THE NHTSA THAT THERE IS A RECALL ALERT ON THE VEH NUMBER [REDACTED] AND IS RELATED ELECTRICAL OVER HEATING OF THE SPEED CONTROL DEACTIVATION SWITCH. - HE SAYS THAT HE HAS HAD THIS HAPPEN ON HIS VEH BEFORE WHERE HE REPAIRED THE SWITCH. - HE SAYS THAT HE WOULD LIKE TO KNOW IF THE RECALL AFFECTS THE VEH. PER CUSTOMER, DEALER SAYS: NONE. CAC ADVISED: - ALL WARRANTY REPAIRS MUST BE PERFORMED BY AN AUTHORIZED FORD/L-M DEALERSHIP - FORD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE - ADVISED CUST THAT THERE IS NO RECALLS ON THE VEH AT THIS TIME. INFERENCE CASE ID: 4696

MOR3III Duplicate (Y/N):

VOG Duplicate (Y/N):

Tuesday, January 29, 2002

Page 7 of 19

EA82-825-A 8288

Inquiry: R001-002

Region: 21 ATLANTA

Issue: INFORMATION

Zone: C2

Source: MOR3 III

Case: 1710492281

VIN: 1LNLM81W45

Engine: W

Veh Type: C

Opened: 8/14/2001

Contact_Key: 17104922813025 30182002

Closed: 8/14/2001

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: COLUMBUS

State: GA

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1995

Model: TOWN CAR EXECUTIVE

Mileage: 81375

Build_Date: 8/1/1994

Dealer Name: GATEWAY LINCOLN-MER

Sales Code: L28115

P and A:

10133

Reason Code: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY

Symptoms: 801820 SERVICE BRAKE LEAKS FLUID

Origin: CAC138 US CONCERN CASE BASE

PHONE

8/14/2001 7:44:40 PM

Action: 068 ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

17104922813025 30182002

CUSTOMER SAYS: CUST STATED THAT HE HAD FIRE UNDER THE HOOD, BRAKE PRESSURE SWITCH, FUSE WAS BLOWN, REPLACE THE FUSE AND THE VEH CAUGHT ON FIRE. THEIR BRAKE BOOSTER FLUID DRIP DOWN AND CAUSE FIRE. INSURANCE PUT OF MOST OF THE REPAIR. BRAKE FLUID IS STILL IN THE VEH. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/UM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR ADVISE CUST TO TAKE THE VEH INFOR DIAGNOSIS. INFERENCE CASE ID: 4804

MOR3III Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Region: 41 CHICAGO Issue: LEGAL Zone: B1 Case: 1616772370
VIN: 1LNLM82W5PY [REDACTED] Engine: W Veh Type: C Opened: 8/24/2000
Contact_Key: 15167723700709 70414507 Closed: 8/24/2000

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: CHICAGO State: IL ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 1993 Model: TOWN CAR SIGNATURE Mileage: 136000 Build_Date: 9/1/1992
Dealer Name: JOE RIZZA LINCOLN-M Sales Code: L42402 P and A: 12151

Reason Code: 0708 LEGAL - FIRE CLAIM
Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC138 US CONCERN CASE BASE PHONE 8/24/2000 2:21:32 PM
Action: 687 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER 16167723700709 70414507
AFFAIRS

CUSTOMER SAYS: - VEH CAUGHT ON FIRE WHILE THE CUST WAS DRIVING - CUST STATES THAT THE WAY THE FIRE STARTED HE BELIEVES IT IS RELATED TO RECALL #98816 - CUST STATES THAT HE HAD TAKEN VEH IN TO DLR FOR RECALL PRIOR TO FIRE AND IS CONCERNED THAT THE RECALL WAS NOT HANDLED CORRECTLY AND IN TURN CAUSED THE FIRE IN HIS VEH. FIRE DETAILS: - 29TH JUNE 2000 - UNDER HOOD ORIGIN - NORTH AND CLAYBORN ST. - WAS REPORTED AT FIRE DEPT. - NO CAUSE GIVEN, BUT REPORT WAS FILED - NO FIRE REPORT#, FILED IN CHICAGO - HAS FILED CLAIM WITH INSURANCE - TOTAL LOSS WILL GIVE MONEY TO CUST TO PURCHASE ANOTHER VEH. - NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - PLEASE MAKE SURE YOU NOTIFY YOUR INSURANCE CARRIER AND REPORT THE INCIDENT - [NOTE TO CSR: IF CUSTOMER IS WORKING WITH A NON-FORD DEALERSHIP, PLEASE ASSIGN THE NEAREST FORD DEALERSHIP TO THE CONTACT] INFERRENCE CASE ID: 4746

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 8/24/2000 4:23:14 PM
Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER 16167723700709 70414507
LPA CALLED THE CUSTOMER; INSURANCE COMPANY HAS POSSESSION OF THE VEHICLE AND HAVE OFFERED THE CUSTOMER A SETTLEMENT. LPA EXPLAINED SUBROGATION TO THE CUSTOMER, WILL FOLLOW UP WITH A LETTER.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 8/12/2000 4:51:12 PM
Action: LP508 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED 16167723700709 70414907
INVOLVED

LPA MAILED LETTER TO CUSTOMER INDICATING THAT BECAUSE HIS
INSURANCE COMPANY IS ALREADY INVOLVED THEY HAVE THE OPTION
TO SUBROGATE IF THEY FEEL THAT A FORD DEFECT CAUSED THE
FIRE. NO FURTHER ASSISTANCE.

MORSIII Duplicate (Y/N):

VOG Duplicate (Y/N): 2/1/

Inquiry: RQ01-002

Region: 13 NEW YORK Issue: LEGAL Zone: B1 Case: 394581839
VIN: 2FALP74W9PX Engine: W Veh Type: C Opened: 10/8/1999
Contact_Key: 03945818390709 20520007 Closed: 10/8/1999

Last Name: TWIC: First Name: Status: CLOSED
Address: City: JAMAICA State: NY ZIP:
Phone:

Model Year: 1993 Model: LTD CROWN VIC LX4DR Mileage: 68000 Build_Date: 10/16/1992
Dealer Name: GOLDSMITH FORD, LTD Sales Code: F13030 P and Ac: 00388

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 205200 HRN/SPD CNTRL SPEED CONTROL

Origin: CAC198 US CONCERN CASE BASE PHONE 10/8/1999 3:53:22 PM
Action: 684 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT 03945818390709 20520007

RECALL # 92815

CUSTOMER SAYS: CUST STATES VEH CAUGHT ON FIRE, CUST FEELS THE FIRE WAS CAUSED BY THE SPD CONTROL RECALL. VEH IS CURRENTLY BURNT. THE FIRE OCCURED ON 10/03/98, THE FIRE ORIGINATED IN THE WIRING UNDER THE HOOD, THE LOCATION OF THE VEH WAS ON THE STREET. A FIRE REPORT WAS FILED IN NEW YORK, CUST DOES NOT HAVE FIRE REPORT#. INSURANCE CO. WAS CONTACTED. VEH IS NOT REPAIRABLE. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

Origin: CAC GENERAL CAC PHONE 10/8/1999 3:53:22 PM
Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY 03945818390709 20520007

CUSTOMER SAYS: CUST STATES VEH CAUGHT ON FIRE, CUST FEELS THE FIRE WAS CAUSED BY THE SPD CONTROL RECALL. VEH IS CURRENTLY BURNT. THE FIRE OCCURED ON 10/03/98, THE FIRE ORIGINATED IN THE WIRING UNDER THE HOOD, THE LOCATION OF THE VEH WAS ON THE STREET. A FIRE REPORT WAS FILED IN NEW YORK, CUST DOES NOT HAVE FIRE REPORT#. INSURANCE CO. WAS CONTACTED. VEH IS NOT REPAIRABLE. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER
CONTACT PERSON ANSWERING MACHINE
OB CALL TO CUSTOMER TO ACKNOWLEDGE CALL TO CAC

10/7/1999 11:24:46 AM
03945619380709 20620007

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 10/7/1999 11:25:11 AM
Action: LP606 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
03945619380709 20620007

DENY - REFER TO INSURANCE COMPANY. CUSTOMER HAS ALREADY
CONTACTED INSURANCE COMPANY. VEHICLE HAD SPEED CONTROL
RECALL 99616 PERFORMED AND SAYS FIRE BECAUSE OF POOR WORK-
MANSHIP. ADVISED TO CONTINUE WORKING WITH INSURANCE CO WHO
CAN SUBROGATE IF THEY FEEL THERE WAS ANY DEFECTS

MORS||| Duplicate (Y/N):

VOQ Duplicate (Y/N): 9/24/

Inquiry: R201-802

Region: 41 CHICAGO

Issue: INFORMATION

Zone: B1

Source: MORS III

Case: 1542230800

VIN: 1LNLM81W6NY

Engine: W

Veh Type: C

Opened: 2/29/2000

Contact_Key: 15422308000778 70414502

Closed: 2/29/2000

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: CHICAGO

State: IL

ZIP:

Phone:

Model Year: 1992

Model: TOWN CAR EXECUTIVE

Mileage: 106749

Build Date: 3/31/1992

Dealer Name: HAWK LINCOLN-MERCUR Sales Code: L42122

P and A:

10235

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC138 US CONCERN CASE BASE

PHONE

2/29/2000

3:03:59 PM

Action: 806 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE 15422308000778 70414502

CUSTOMER SAYS: -82 TOWN CAR -DEACTIVATOR SWITCH CAUG
HT FIRE -VEH IS OPERATIONAL -WIRING HARNESS AND PLASTI
C BRACKET WERE DAMAGED -SERVICE RECORDS INDICATE THAT SA
FETY RECALL 98S15 WAS PERFORMED ON 5/7/97 -SEEKING TO HA
VE THE VEH REPAIRED -VEH CAUGHT FIRE ON 02/27/2000 -TH
E FIRE ORIGINATED UNDER THE HOOD, VISIBLE SMOKE AND FLAMES U
NDER THE HOOD -THE VEH IS CURRENTLY AT THE CUST'S RESIDEN
CE -NO REPORT FILED WITH THE FIRE DEPT. -HAS NOT FILED
A CLAIM WITH INSURANCE COMPANY -VEH IS REPAIRABLE -CU
ST WAS ABLE TO EXTINGUISH THE FIRE BY HIMSELF PER CUSTOMER,
DEALER SAYS: -CALL CAC CAC ADVISED: -THIS IS NOT A S
ITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE Contac
T YOUR INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID:
79

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N): 6/23/

Inquiry: RQ01-002

Region: 21 ATLANTA

Issue: LEGAL

Zone: B1

Source: MORS III

Case: 573942319

VIN: 2MECM76W2N

Engine: W

Veh Type: C

Opened: 8/19/1999

Contact_Key: 05739423190709 70430007

Closed: 8/19/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: ROSWELL

State: GA

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: GRAND MARQUIS LS 4DR

Mileage: 151008

Build Date: 5/1/1992

Dealer Name: WADE LINCOLN MERCUR Sales Code: L26365

P and A: 10699

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704300 FIRE/SMOKE SCORCHED/BURN

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/19/1999 3:58:34 PM

Action: LP202 OPEN LEGAL CONTACT - PRODUCT LIABILITY RECALL RELATED

05739423190709 70430007

RECALL # 99815

***** DEALER REQUEST LETTER *****

REC'D / 99

DEALERSHIP CONTACT: HANK HANKINSON @ (770) 475-0822

ALLEGES DEFECTIVE VEHICLE. VEHICLE CAUGHT FIRE WHILE AT THE

DEALERSHIP, KEYS OUT OF IGNITION AND NO ONE NEAR VEHICLE.

WIRING CAUGHT FIRE AT CONNECTOR. VEHICLE IS UNDER RECALL.

*** CUSTOMER REQUESTS FORD REPAIR VEHICLE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/20/1999 11:37:06 AM

Action: LP422 INFORMATION CALL/FAX WITH DEALER

05739423190709 70430007

-LPA CONTACTED DEALERSHIP TO OBTAIN ADDITIONAL INFORMATION R

EGARDING FIRE. RECALL 99815 WAS PERFORMED 7/99 AND HAS CAUGH

T FIRE SINCE THEN. FSE WAS AT DEALERSHIP AND INSPECTED VEHIC

LE. DEALER (HANK HANKINSON) STATES THAT FSE DETERMINED PARTS

WERE DEFECTIVE AND SHOULD BE COVERED UNDER SERVICE PART WAR

RANTY. LPA CALLED FSE TO VERIFY DECISION. WAITING ON RETURN

CALL FROM FSE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/20/1999 4:17:15 PM

Action: LP400D FINAL CASE DISPOSITION

05739423190709 70430007

-LPA CONTACTED FSE THAT INSPECTED THE VEHICLE AT THE DEALERS

HIP. FSE CONFIRMED THAT THE RECALL THAT WAS PERFORMED ON THE

VEHICLE IN 7/99 (99815) WAS PERFORMED PROPERLY AND THE REC

ENT FIRE WAS DUE TO PRODUCT DEFECT. THE FSE ALSO CONCLUDED T

HAT THE REPAIR SHOULD BE COVERED UNDER PARTS AND SERVICE WAR

RANTY. NO FURTHER ACTION IS REQUIRED.

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N): 6/15/

Inquiry: RQ01-002

Region: Issue: CONCERN Zone: Case: 1455812378
VIN: 2MELM74WXXV Engine: W Veh Type: C Opened: 8/2/2000
Contact_Key: 14558123781140 70414503 Closed: 8/2/2000

Last Name: Title: First Name: Status: CLOSED
Address: City: SPRINGFIELD State: NY ZIP:
Phone:
Model Year: 1997 Model: GRAND MARQUIS GS 4DR Mileage: 40000 Build_Date: 11/8/1998
Dealer Name: Sales Code: P and A:

Reason Code: 1140 AWA - WITHIN CRITERIA, REQUESTING AWA
Symptom: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC188 US CONCERN CASE BASE PHONE 8/2/2000 4:13:30 PM
Action: 139 ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM 14558123781140 70414503
CUSTOMER SAYS: - WHILE DRIVING VEH, SAW SMOKE COMING FROM UNDER THE HOOD; - WIRES WAS ON FIRE; - JUNCTION BOX UNDER EATH MASTER CYLINDER; - FLUID WAS RUNNING OUT FROM UNDERNEATH; - FIRE WAS PUT OUT BY EXTINGUISHER; - VEH IS AT MECHANIC GARAGE; PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORWARDED INFORMATION TO THE DEALERSHIP FOR FINANCIAL CONSIDERATION - REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 2385

Origin: DEALERDEALER PHONE 8/18/2000 7:28:35 AM
Action: DAC022 CUSTOMER PAID REPAIR MADE 14558123781140 70414503
VEHICLE CAUGHT FIRE FROM REPAIR MADE BY OUTSIDE SHOP DEALER IS REPAIRING VEHICLE AS PER ESTIMATE FROM CUSTOMERS INSURANCE COMPANY

Origin: CACM02MANUAL - PHONE CSR PHONE 10/9/2000 2:38:34 PM
Action: 208 FOUND IN OUTSIDE SOURCE 14558123781140 70414503
CUSTOMER SAYS: CUST HAS A GRAND MARQUIS HAD AN ELECTRICAL FIRE IN ALIG UNDER THE HOOD DAMAGE WAS COVERED BY INSURANCE EXCEPT 800\$ WHICH CUST PAID SAYS ALOT OF PLASTIC MELTED IN VEH CUST SAYS HIS INTAKE MANIFOLD OPENED UP ON TOP OF ENGINE/ IT IS MADE OF PLASTIC AND NOW CUST WANTS FIN ASS T O REPAIR IT BUT CUST FEELS THAT THIS IS CAUSED BY THE FIRE BUT ALSO SAYS THAT FORD SHOULD NOT HAVE THIS PART ON TOP OF AN ENGINE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: ADVISED CUST TO CONTACT INSURANCE COMPANY FOR GUIDANCE AND TO SEE IF THIS PROBLEM RELATED TO FIRE ADVISED CUST INSURANCE HAS RIGHT TO SUBROGATE FORD

MORSBI Duplicate (Y/N):

VOC Duplicate (Y/N):

Inquiry: RQ01-092

Region: 10 SDR

Issue: INFORMATION

Zone: H1

Source: MORS III

Case: 1654412149

VIN: 2MELM78W8R3

Engine: W

Veh Type: C

Opened: 8/2/1999

Contact_Key: 16544121491012 20320002

Closed: 8/2/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: SEDALIA

State: MO

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1994

Model: GRAND MARQUIS LS 4DR

Mileage:

Build_Date:

8/7/1993

Dealer Name: TOWN & COUNTRY MOTO Sales Code: L83594

P and A: 12814

Reason Code: 1012 PARTS - BACKORDER DELAY

Symptom: 203200 START/CHARGE WIRING - BASIC

Origin: CAC38 US CONCERN CASE BASE

PHONE

8/2/1999

5:29:00 PM

Action: 608 ADVISE CUST UNABLE TO ASSIST IN OBTAINING PART; CONTACT PARTS MGR

16544121491012 20320002

CUSTOMER SAYS: THE CUST STATES THAT THE VEH CAUGHT ON FIRE . THE VEH IS CURRENTLY AT THE DLRSHIP AWAITING ON PARTS, HO WEVER, THE PARTS ARE ON BACK ORDER. THE CUST IS WAITING FOR A WIRING HARNESS AND A DE-ACTIVATION SWITCH FOR THE SPEED CONTROL SYSTEM PER CUSTOMER, DEALER SAYS: PART ON BACK OR DER. CAC ADVISED: OUR OFFICE IS UNABLE TO EXPEDITE THE PART STAY IN CONTACT WITH THE CRMPARTS MANAGER - SPOKE TO THE BOB - AND HE STATED THAT THE WIRING HARNESS IS ON A D69 (N ATIONAL BACK ORDER) THE DE-ACTIVATION SWITCH - IS AT A DEPOT - PART EXPECTED AT ANY TIME SOON INFERENCE CASE ID: 4282

Origin: CAC GENERAL CAC

PHONE

8/2/1999

5:29:00 PM

Action: DR0008 REQUEST PARTS MGR TO CONTACT CUSTOMER

16544121491012 20320002

CUSTOMER SAYS: THE CUST STATES THAT THE VEH CAUGHT ON FIRE . THE VEH IS CURRENTLY AT THE DLRSHIP AWAITING ON PARTS, HO WEVER, THE PARTS ARE ON BACK ORDER. THE CUST IS WAITING FOR A WIRING HARNESS AND A DE-ACTIVATION SWITCH FOR THE SPEED CONTROL SYSTEM PER CUSTOMER, DEALER SAYS: PART ON BACK OR DER. CAC ADVISED: OUR OFFICE IS UNABLE TO EXPEDITE THE PART STAY IN CONTACT WITH THE CRMPARTS MANAGER - SPOKE TO THE BOB - AND HE STATED THAT THE WIRING HARNESS IS ON A D69 (N ATIONAL BACK ORDER) THE DE-ACTIVATION SWITCH - IS AT A DEPOT - PART EXPECTED AT ANY TIME SOON INFERENCE CASE ID: 4282

MORSIII Duplicate (Y/N):

VQI Duplicate (Y/N):

Inquiry: RQ01-002

Source: MORS III

Region: 10 SDR

Issue: LEGAL

Zone: F3

Case: 129562539

VIN: 1LNLM82W4N

Engine: W

Veh Type: C

Opened: 8/10/1999

Contact_Key: 1295625390709 70434507

Closed: 8/10/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: TRION

State: GA

ZIP:

Phone:

Model Year: 1992

Model: TOWN CAR SIGNATURE

Mileage: 110200

Build_Date: 8/10/1992

Dealer Name: CARL BLACK FORD

Sales Code: F21437

P and A:

03824

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704345 FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/10/1999 8:12:48 AM

Action: LP202 OPEN LEGAL CONTACT - PRODUCT LIABILITY RECALL RELATED

1295625390709 70434507

DEALER REQUEST LETTER *****

REC'D 09/09/99

DEALERSHIP CONTACT: RON ROWLAND @ (709) 857-1128

ALLEGES DEFECTIVE VEHICLE. THE CUSTOMER DISCOVERED THE VEHICLE BURNING UNDER THE HOOD IN HIS GARAGE.

*** CUSTOMER REQUESTS FORD COMPENSATE FOR THE REPLACEMENT VALUE OF THE VEHICLE ***

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/18/1999 3:55:20 PM

Action: LP422 INFORMATION CALL/FAX WITH DEALER

1295625390709 70434507

***LPA MADE OBC TO THE DEALER AND SPOKE WITH THE SERVICE MANAGER, RON ROWLAND**INQUIRED ABOUT WHAT HAPPENED AND RON ADVISED THAT THE VEHICLE CAUGHT FIRE AFTER THE PART WAS REPLACED AS REQUIRED BY THE RECALL, 88818**SHOULD SEND AN INDEPENDENT INSPECTOR TO LOOK AT THE VEHICLE AS THERE IS NO SIGN THAT THE PART WAS INSTALLED INCORRECTLY**

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/18/1999 3:59:48 PM

Action: LP421 INFORMATIONAL CALL/FAX WITH EAA

1295625390709 70434507

***LPA MADE OBC TO THE EAA INSPECTOR, DONALD HUTELIN**DONALD ADVISED LPA THAT HE CAN DO THE INSPECTION FOR LPA AT THE DEALERSHIP**LPA FAXED THE INFORMATION TO HIM WITH CONFIRMATION RECEIVED**

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/18/1999 4:00:38 PM

Action: LP309 SEND FAX TO EAA

1295625390709 70434507

***LPA FAXED ALL CUSTOMER/VEHICLE INFORMATION TO THE EAA INSPECTOR, DONALD HUTELIN**CONFIRMATION WAS RECEIVED**

Tuesday, January 29, 2002

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EA02-825-A 8278

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: LP423 INFORMATIONAL CALL/FAX WITH CUSTOMER
LPA, JBAWOL COMMENTS*

9/16/1999 4:10:45 PM
1296625380709 70434507

-LPA MADE OBC TO THE CUSTOMER AND SPOKE WITH MR. WOODS WHO ADVISED THAT THE RECALL 99S15 WAS PERFORMED LAST FRIDAY AND THIS WEDNESDAY (SUBSEQUENTLY) IT CAUGHT FIRE UNDER THE HOOD
-LPA ADVISED THAT AN INSPECTION WILL NEED TO BE DONE AND THE CUSTOMER ADVISED THAT THE SERVICE MANAGER, RON, HAS LOOKED AT THE VEHICLE BUT HE DOESNT KNOW IF IT'S BEEN INSPECTED
-LPA ADVISED HE WILL BE CONTACTED BACK ONCE THE DEALER IS CONTACTED

***LPA MADE OBC TO THE CUSTOMER, SPOKE WITH JERRY AND EVON WOODS**LPA ADVISED THAT THE VEHICLE SHOULD BE TOWED TO THE DEALER AS SOON AS POSSIBLE AS AN EAA INSPECTOR HAS ALREADY BEEN NOTIFIED**PER JERRY: THE DEALER HAS CALLED AND MADE ARRANGEMENTS AND THE DEALER KNOWS WHERE HE LIVES SO THEY CAN PICK THE VEHICLE UP ANYTIME; LPA ADVISED THAT HE WILL BE RESPONSIBLE FOR THE TOW BILL UNTIL THE INSPECTION REPORT IS COMPLETE AND IT IS DETERMINED THAT WE ARE AT FAULT**JERRY AGREED**

***LPA MADE OBC TO THE CUSTOMER AND SPOKE WITH MRS. WOODS**
-LPA REQUESTED A COPY OF THE LIEN-FREE TITLE, REGISTRATION, SALES INFORMATION AND PROOF OF PURCHASE**
-REQUESTED ALL BE SENT VIA FACSIMILE
-LPA AWAITS THE REQUESTED INFO

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: LP404 RECEIVE VEHICLE INSPECTION BACK

9/27/1999 12:35:44 PM
1296625380709 70434507

LPA RECEIVED THE VEHICLE INSPECTION BACK FROM THE EAA INSPECTOR**INSPECTION AND PHONE CALL RECEIVED FROM THE INSPECTOR ON 9/21/99 ADVISED THAT THE FIRE APPEARS TO BE RELATED TO THE RECALL ALTHOUGH IT WAS NOTED BY THE DEALER THAT THE RECALL WAS PERFORMED THE WEEK BEFORE**LPA WILL REVIEW WITH TEAM LEADER AND MAKE A DECISION

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: LP428 RECEIVE REQUESTED DOCUMENT FROM CUSTOMER
10/5/99: LPA RECEIVED THE REQUESTED DOCUMENTS FROM THE CUSTOMER VIA FACSIMILETITLE IS LIEN-FREE**

10/5/1999 8:43:02 PM
1296625380709 70434507

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: CA0008 OFFER
LPA PUT OFFER TO REFUND THE CUSTOMER KELLEY BLUE BOOK TRADE-IN VALUE IN THE AMOUNT OF \$4,100.00 IN WRITING AND SENT IT TO THE CUSTOMER VIA FACSIMILE AT THE DEALER AND VIA CERTIFIED MAIL**GAVE THEM 5 BUSINESS DAYS TO FORMALLY ACCEPT THE OFFER

10/6/1999 8:44:44 PM
1296625380709 70434507

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EA02-025-A 0271

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: LP1700 CUSTOMER ACCEPTS OFFER
10/12/99: LPA RECEIVED THE SIGNED ACCEPTANCE OF OUR OFFER FROM THE CUSTOMER; RAV WAS HAVING A SYSTEM FAILURE AND REQUESTED THAT ALL UPLOADS BE POSTPONED BY A DAY OR SO; LPA WAS OUT OF THE OFFICE 10/14/99 AND WILL NOW PROCESS THE UPLOAD AS KIM JAKLIC STATED IT IS FINE NOW

10/15/1999 11:26:32 AM
12968525390709 70434607

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: CADD12 RAVFAST UPLOADED
LPA UPLOADED THE INFORMATION TO RAV AND FAXED ALL PERTINENT INFORMATION

10/15/1999 12:09:40 PM
12968525390709 70434607

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: LP4000 FINAL CASE DISPOSITION
***LPA CLOSING THE CASE AS ALL TRANSACTIONS ARE IN PROCESS**
*NO FURTHER ACTION IS REQUIRED***

10/15/1999 12:10:15 PM
12968525390709 70434607

MCR8111 Duplicate (Y/N):

VOQ Duplicate (Y/N): 9/9/1

Warranty Claims

Sort Order:

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 21361328 RPR_DT: 4/7/1998 MILGE: 37216 TXN_CD: E83
MDL_YR: 1994 AWS_VL_CD: VB VIN_CD: 1LNLM81W3RY
PART_NUM_CAUS_PREF: F2VY PRDN_DT: 5/31/1994
PART_NUM_CAUS_BASE: 9F824 WRTY_START_DT: 4/10/1995
PART_NUM_CAUS_SUFF: A TRANS_CD: CDK
DEALER: MARSHALL BROS. LINCOLN MERCURY ENG_CD: C/VN
CUST_CONC_CD: A25 COMD_CD: 28 DLR_CD: 12233 ST_PROV_CD: LA CNTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL INOPERIVE

TECH_TXT1: "37216 CC 28 8816A 0.7 9816A8 0.3 SPEED CONTROL DIAGNOSIS, REPLACED REDUNDANT CANCEL SWITCH AND REPAIRED CONNECTOR."

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 23088454 RPR_DT: 2/6/1998 MILGE: 48262 TXN_CD: E83
MDL_YR: 1995 AWS_VL_CD: VB VIN_CD: 1LNLM82W0SY
PART_NUM_CAUS_PREF: F2VY PRDN_DT: 8/29/1995
PART_NUM_CAUS_BASE: 9F824 WRTY_START_DT: 9/21/1995
PART_NUM_CAUS_SUFF: A TRANS_CD: CDU
DEALER: HOLLYWOOD LINCOLN-MERCURY INC ENG_CD: C/VN
CUST_CONC_CD: A25 COMD_CD: 42 DLR_CD: 11836 ST_PROV_CD: FL CNTRY_SOLD: USA

CUST_TXT: A25 CRUISE CONTROL INOP WARR

TECH_TXT1: 48265 W8TB CRUISE INOP 42 TECH 9177 DIAG OF SPEED CONTROL REPLACE BRAKE PRESSURE SWITCH WIRE REPAIR TO SWITCH CONNECTOR REPAIR LOOSE PINS RESECURE AND RE TEST OK

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 23188882 RPR_DT: 2/22/1989 MILGE: 29529 TXN_CD: E83
MDL_YR: 1995 AWS_VL_CD: VB VIN_CD: 1LNLM81W2SYE
PART_NUM_CAUS_PREF: F50Y PROD_DT: 11/10/1994
PART_NUM_CAUS_BASE: 9C888 WRTY_START_DT: 7/5/1985
PART_NUM_CAUS_BUFF: A TRANS_CD: C/DJ
DEALER: "HARRODSBURG FORD MERCURY,
LLC" ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: 46 DLR_CD: 1671 ST_PROV_CD: KY CNTRY_SOLD: USA

CUST_TXT: CUSTOMER STATES THAT CRUISE CONTROL IS INOP.

TECH_TXT1: CK CRUISE DIAG TEST RPL CRUISE SWITCHES AND SERVO BOTH SHORT ED OUT RETEST OK

TECH_TXT2:

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 23150028 RPR_DT: 2/16/1989 MILGE: 46615 TXN_CD: E83
MDL_YR: 1995 AWS_VL_CD: VB VIN_CD: 1LNLM82W3S
PART_NUM_CAUS_PREF: F2VY PROD_DT: 5/22/1995
PART_NUM_CAUS_BASE: 9F824 WRTY_START_DT: 6/6/1985
PART_NUM_CAUS_BUFF: A TRANS_CD: C/DJ
DEALER: DICK EDWARDS FORD-L/M INC ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: 42 DLR_CD: 6205 ST_PROV_CD: KS CNTRY_SOLD: USA

CUST_TXT: CUST STATES CRUISE WONT SET AT TIMES

TECH_TXT1: 46714 BRAKE PRESURE SWITCH DEFECTIVE. SLEF TESTED CRUISE. PIN POINT DIAG FOR NO SET (PP A) FOUND SLOW RELEASE OF BRAKE PRESSURE SWITCH. FLUID SEAPING AROUND SWITCH. R&R BRAKE PRESSURE SWITCH. BLEED

TECH_TXT2: BRAKE PROPORTIONING VALVE. ROAD TESTED. CRUISE FUNCTION CHECK. CRUISE FUNCTIONS NORMALY.

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18179813 RPR_DT: 3/30/1998 MILGE: 34871 TXN_CD: E83
MDL_YR: 1998 AWS_VL_CD: FP VIN_CD: 2MELM74WXT[REDACTED]
PART_NUM_CAUS_PREF: F2AZ PRDN_DT: 04/1998
PART_NUM_CAUS_BASE: 9F924 WRTY_START_DT: 9/20/1998
PART_NUM_CAUS_SUFF: A TRANS_CD: CDU
DEALER: 'KINSEL FORD, INC.' ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: 28 DLR_CD: 4413 ST_PROV_CD: TX CNTRY_SOLD: USA

CUST_TXT: CUSTOMER STATES CRUISE CONTROL INOP SEE PREVIOUS ROS ATTACHED

TECH_TXT1: CHECK CRUISE REPLACE BRAKE PRESSURE SWITCH INTE RMITTANT OPEN CIRCUIT CAUSING CRUISE TO BE INOP

TECH_TXT2:

8 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17978858 RPR_DT: 2/20/1998 MILGE: 25632 TXN_CD: E80
MDL_YR: 1998 AWS_VL_CD: VB VIN_CD: 1LNLM82M9T[REDACTED]
PART_NUM_CAUS_PREF: F2AZ PRDN_DT: 5/18/1998
PART_NUM_CAUS_BASE: 9F924 WRTY_START_DT: 6/5/1998
PART_NUM_CAUS_SUFF: A TRANS_CD: CDU
DEALER: WORDEN-MARTIN LINC-MERC INC ENG_CD: C/VN
CUST_CONC_CD: A28 COND_CD: 28 DLR_CD: 12824 ST_PROV_CD: IL CNTRY_SOLD: USA

CUST_TXT: BRAKE LIGHTS ARE INOP AND CRUISE HARD TO SHUT OFF

TECH_TXT1: FOUND THE SWITCH TO BE BAD REPLACED SWITCH

TECH_TXT2:

8 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18564098 RPR_DT: 5/18/1999 MILGE: 28801 TXN_CD: E83
MDL_YR: 1998 AWS_VL_CD: FP VIN_CD: 2MELM75W8T
PART_NUM_CAUS_PREF: F2VY PRODN_DT: 5/23/1996
PART_NUM_CAUS_BASE: 9F824 WRTY_START_DT: 7/22/1996
PART_NUM_CAUS_SUFF: A TRANS_CD: C/DU
DEALER: BAY LINCOLN-MERCURY/DODGE ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: 42 DLR_CD: 10248 ST_PROV_CD: FL CNTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL WONT ENGAGE PARTS IN

TECH_TXT1: 28801 INTERMITTENT HYDRAULIC SWITCH STICKING PREVIOUS TEST INC TEST DRIVE ETC R AND R CRUISE CONTROL HYDRAULIC POWER INTERUPT SWITCH TEST DRIVE

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 19288375 RPR_DT: 9/24/1999 MILGE: 45525 TXN_CD: E83
MDL_YR: 1998 AWS_VL_CD: V8 VIN_CD: 1LNLM82W3T
PART_NUM_CAUS_PREF: F2VY PRODN_DT: 10/24/1995
PART_NUM_CAUS_BASE: 9F824 WRTY_START_DT: 11/30/1995
PART_NUM_CAUS_SUFF: A TRANS_CD: C/DU
DEALER: PLAINFIELD LINCOLN-MERCURY INC ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: 42 DLR_CD: 10824 ST_PROV_CD: MI CNTRY_SOLD: USA

CUST_TXT: SPEED CONTROL INOP

TECH_TXT1: SWITCH INOP REPLACE DEACTIVATION SWITCH. NECESSARY TO RE WIRE CONNECTOR. FIRST REPAIR ON SPEED CONTROL TO REPLACE DIFFERENT PARTS 9C735 AND 14K147 . THIS REPAIR FOR ADDITIONAL PARTS TER

TECH_TXT2: "MINAL, CONNECTOR, AND 9F824"

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18781448 RPR_DT: 7/12/1999 MILGE: 42152 TXN_CD: E83
MDL_YR: 1998 AWS_VL_CD: VB VIN_CD: 1LNLM81W6T
PART_NUM_CAUS_PREF: D1AZ PRDN_DT: 2/2/1996
PART_NUM_CAUS_BASE: 13410 WRTY_START_DT: 3/14/1996
PART_NUM_CAUS_SUFF: A TRANS_CD: C/DU
DEALER: "OGDEN AVENUE MOTORS, INC." ENG_CD: C/VN
CUST_CONC_CD: F09 COND_CD: 46 DLR_CD: 10600 ST_PROV_CD: IL CENTRY_SOLD: USA

CUST_TXT: CAN NOT GET CAR OUT OF PARK

TECH_TXT1: 42152 BAD WIRING FOR BRAKE LIGHTS AND SWITCH REPLACED SWITCH AND WIRING

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18168078 RPR_DT: 3/26/1999 MILGE: 49860 TXN_CD: E83
MDL_YR: 1998 AWS_VL_CD: VB VIN_CD: 1LNLM82W4T
PART_NUM_CAUS_PREF: * PRDN_DT: 8/10/1996
PART_NUM_CAUS_BASE: 94840 WRTY_START_DT: 8/30/1999
PART_NUM_CAUS_SUFF: * TRANS_CD: C/DU
DEALER: SAN GABRIEL VALLEY LINCOLN MER ENG_CD: C/VN
CUST_CONC_CD: A85 COND_CD: 46 DLR_CD: 11882 ST_PROV_CD: CA CENTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL INOP

TECH_TXT1: SHORT SPEED CONTROL TEST

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 19078750 RPR_DT: 7/28/1999 MILGE: 41250 TXN_CD: E83
MDL_YR: 1998 AWS_VL_CD: VB VIN_CD: 1LNLM81W4TY
PART_NUM_CAUS_PREF: F8AZ PRDN_DT: 6/6/1996
PART_NUM_CAUS_BASE: 9C735 WRTY_START_DT: 6/21/1996
PART_NUM_CAUS_BUFF: AA TRANS_CD: C/DU
DEALER: SHAKER'S LINCOLN-MERCURY ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: 46 DLR_CD: 13423 ST_PROV_CD: CT CNTRY_SOLD: USA

CUST_TXT: CUST STATES CRUISE CONTROL INFO

TECH_TXT1: OK AND REPLACE CRUISE CONTROL SERVO AND REPAIR WIRE CONNECTION

TECH_TXT2:

a AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18378047 RPR_DT: 4/22/1999 MILGE: 28514 TXN_CD: E83
MDL_YR: 1996 AWS_VL_CD: FB VIN_CD: 2FALP74W8T
PART_NUM_CAUS_PREF: F2AZ PRDN_DT: 6/4/1996
PART_NUM_CAUS_BASE: BF924 WRTY_START_DT: 10/3/1996
PART_NUM_CAUS_BUFF: A TRANS_CD: C/DU
DEALER: "TRI FORD MERCURY, INC." ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: 42 DLR_CD: 8294 ST_PROV_CD: IL CNTRY_SOLD: USA

CUST_TXT: 'CRUISE CONTROL SHUTS OFF ON ITS OWN WHILE DRIVING, CUST HAS TO TURN ON AND SET TO RE ENGAGE. A25'

TECH_TXT1: CKD SPEED CONTROL OPERATION. INSPECTED FOUND DEACTIVATOR SWITCH FAULTY. REMOVED AND REPLACED
RETEST DRIVE OK.

TECH_TXT2:

b AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18544172 RPR_DT: 5/12/1999 MILGE: 45999 TXN_CD: E83
MDL_YR: 1996 AWS_VL_CD: VB VIN_CD: 1LNLM82W8TY
PART_NUM_CAUS_PREF: D8ZZ PRODN_DT: 10/25/1996
PART_NUM_CAUS_BASE: 14526 WRTY_START_DT: 3/19/1997
PART_NUM_CAUS_SUFF: G TRANS_CD: C/DU
DEALER: "WAYNE FORD, INC." ENG_CD: C/VN
CUST_CONG_CD: A25 COND_CD: 48 DLR_CD: 6416 ST_PROV_CD: MS CENTRY_SOLD: USA

CUST_TXT: CHECK CRUISE NOT WORKING

TECH_TXT1: NO POWER FUSE BLOWN SPEED CONTROL TEST

TECH_TXT2:

0 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18552790 RPR_DT: 5/28/1998 MILGE: 29438 TXN_CD: E83
MDL_YR: 1998 AWS_VL_CD: FB VIN_CD: 2FALP74W7D
PART_NUM_CAUS_PREF: FOAZ PRODN_DT: 2/22/1996
PART_NUM_CAUS_BASE: 13480 WRTY_START_DT: 9/17/1996
PART_NUM_CAUS_SUFF: A TRANS_CD: C/DU
DEALER: RUFFU FORD ENG_CD: C/VN
CUST_CONG_CD: H05 COND_CD: 48 DLR_CD: 1202 ST_PROV_CD: NJ CENTRY_SOLD: USA

CUST_TXT: CUST ST8 GEAR SELECTOR WONT MOVE OUT OF PARK AT TIMES

TECH_TXT1: SWITCH 46 H06 REPLACE BRAKE SWITCH

TECH_TXT2:

0 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18512534 RPR_DT: 5/18/1999 MILGE: 31273 TXN_CD: E83
MDL_YR: 1998 AWS_VL_CD: FP VIN_CD: 2MELM74W3T
PART_NUM_CAUS_PREF: FZVY PRODN_DT: 4/9/1998
PART_NUM_CAUS_BASE: 9F824 WRTY_START_DT: 5/23/1998
PART_NUM_CAUS_SUPP: A TRANS_CD: C/DU
DEALER: MIAMI LINCOLN-MERCURY INC ENG_CD: C/VN
CUST_CONG_CD: A25 COND_CD: 42 DLR_CD: 11622 ST_PROV_CD: FL CNTRY_SOLD: USA

CUST_TXT: A25 CRUISE CONTROL WILL NOT ENGAGE

TECH_TXT1: *31276 PRESSURE SWITCH DEFECT W CRUISE CONTROL. SYSTEM DIAGNOSIS, PINPOINT TEST AND REPLACE BRAKE PRESSURE SWITCH, ROAD TEST SYSTEM NOW OK.*

TECH_TXT2:

* AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18131951 RPR_DT: 9/16/1999 MILGE: 43761 TXN_CD: E83
MDL_YR: 1998 AWS_VL_CD: VB VIN_CD: 1LNLM81WGT
PART_NUM_CAUS_PREF: F80Y PRODN_DT: 6/5/1998
PART_NUM_CAUS_BASE: 9C888 WRTY_START_DT: 6/13/1998
PART_NUM_CAUS_SUPP: A TRANS_CD: C/DU
DEALER: ROWAN LINCOLN-MERCURY INC ENG_CD: C/VN
CUST_CONG_CD: A25 COND_CD: 28 DLR_CD: 11647 ST_PROV_CD: FL CNTRY_SOLD: USA

CUST_TXT: *CK CRUISE CONTROL INOP, WONT SET*

TECH_TXT1: *DIAG CRUISE, OPEN CIRCUIT ON BUTTON AND HI RESISTANCE IN BRAKE PRESSURE SWITCH. REPL. NECC TO R&I MASTER CYL.*

TECH_TXT2:

* AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18444257 RPR_DT: 11/23/1999 MILGE: 48910 TXN_CD: E83
MDL_YR: 1996 AWS_VL_CD: VB VIN_CD: 1LNLM82W5T
PART_NUM_CAUS_PREF: * PRODN_DT: 12/11/1996
PART_NUM_CAUS_BASE: 14526 WRTY_START_DT: 12/28/1995
PART_NUM_CAUS_SUFF: * TRANS_CD: C/DU
DEALER: "SKINNER-DAMULIS, INC." ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: 46 DLR_CD: 661 ST_PROV_CD: NY CENTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL IN OP

TECH_TXT1: "TEST CRUISE CONTROL, REPLACED FUSE"

TECH_TXT2:

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-082

CLAIM_KEY: 17947405 RPR_DT: 2/17/1999 MILGE: 7859 TXN_CD: E83
MDL_YR: 1996 AWS_VL_CD: FP VIN_CD: 2MELM75WXT
PART_NUM_CAUS_PREF: * PRODN_DT: 1/24/1998
PART_NUM_CAUS_BASE: 9A840 WRTY_START_DT: 9/22/1996
PART_NUM_CAUS_SUFF: * TRANS_CD: C/DU
DEALER: SAN GABRIEL VALLEY LINCOLN MER ENG_CD: C/VN
CUST_CONC_CD: A85 COND_CD: 46 DLR_CD: 1182 ST_PROV_CD: CA CENTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL INOP

TECH_TXT1: SHORT SPEED CONTROL DIAGNOSIS

TECH_TXT2:

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1735888 RPR_DT: 12/14/1998 MILGE: 45479 TXN_CD: E83
MDL_YR: 1998 AWS_VL_CD: VB VIN_CD: 1LNLM81W4T
PART_NUM_CAUS_PREF: F2AZ PRDN_DT: 8/15/1995
PART_NUM_CAUS_BASE: 9F924 WRTY_START_DT: 9/30/1995
PART_NUM_CAUS_SUFF: A TRANS_CD: C/DU
DEALER: 'BAYWAY LINCOLN MERCURY, INC.' ENG_CD: C/VN
CUST_CONC_CD: G29 COND_CD: D1 DLR_CD: 10033 ST_PROV_CD: TX CTRY_SOLD: USA

CUST_TXT: BRAKE WARNING LIGHT COMES ON WHILE DRIVING

TECH_TXT1: 'SWITCH LEAKING SPEED CONTROL ACTIVATOR SWITCH LEAKING FLUID, REPLACED SWITCH..'

TECH_TXT2:

B AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17755118 RPR_DT: 1/19/1999 MILGE: 25330 TXN_CD: E83
MDL_YR: 1996 AWS_VL_CD: FP VIN_CD: 2MELM74WXT
PART_NUM_CAUS_PREF: F2AZ PRDN_DT: 3/7/1998
PART_NUM_CAUS_BASE: 9F924 WRTY_START_DT: 9/27/1998
PART_NUM_CAUS_SUFF: A TRANS_CD: C/DU
DEALER: POMPANO LINCOLN-MERCURY INC ENG_CD: C/VN
CUST_CONC_CD: A28 COND_CD: 42 DLR_CD: 11648 ST_PROV_CD: FL CTRY_SOLD: USA

CUST_TXT: A28 CRUISE DOESNT ENGAGE ATT 1998

TECH_TXT1: '25381 42 W RAN CRUISE CONTROL TEST, CIRCUIT TEST, REPLACE BRAKE PRESSURE SWITCH. GA'

TECH_TXT2:

B AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 19594340 RPR_DT: 1/14/2000 MILGE: 34291 TXN_CD: E83
MDL_YR: 1998 AWS_VL_CD: VB VIN_CD: 1LNLM82W7TY
PART_NUM_CAUS_PREF: F2VY PRDN_DT: 3/7/1998
PART_NUM_CAUS_BASE: 9F824 WRTY_START_DT: 7/1/1998
PART_NUM_CAUS_SUFF: A TRANS_CD: C/DU
DEALER: SOUTHWEST LINCOLN-MERCURY INC ENG_CD: C/VN
CUST_CONC_CD: C25 COND_CD: B5 DLR_CD: 11458 ST_PROV_CD: TX CENTRY_SOLD: USA

CUST_TXT: "RECK ELECT COMPLETELY DEAD, CUSTOMER HEARD SOMETHING RUNNING WITH IGNITION OFF RO#149021 1 5 00 MIL#33883"
TECH_TXT1: "DIAG, RECHARGE, TEST SYS. HAS 2AMP DRAW ON BATTERY PINPOINT TEST. BRAKE MASTER CYLINDER PRESSURE SWITCH LEAKING FLUID. FLD DRAINING DOWN CONDUIT INTO PCM AND REMAINING CONNECTION OF HARNESS 12A851. RE"
TECH_TXT2: PL MAIN 12A851 HARNESS FOR FLD DAMAGE. PCM FOR BRAKE FLD CONTAMINATION AND BRAKE PRESS SWITCH. M TIME TO REPL MAIN HARNESS AND PRESSURE SWITCH AND DIAG
AWS Duplicate Report (Y/N): Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18913723 RPR_DT: 2/23/2000 MILGE: 36249 TXN_CD: E83
MDL_YR: 1998 AWS_VL_CD: VB VIN_CD: 1LNLM82W4TY
PART_NUM_CAUS_PREF: F8AZ PRDN_DT: 5/23/1998
PART_NUM_CAUS_BASE: 9C736 WRTY_START_DT: 9/23/1998
PART_NUM_CAUS_SUFF: AA TRANS_CD: C/DU
DEALER: "ASTORG FLM OF PARKERSBURG, INC" ENG_CD: C/VN
CUST_CONC_CD: A26 COND_CD: 42 DLR_CD: 2776 ST_PROV_CD: WV CENTRY_SOLD: USA

CUST_TXT: CUST STATES THAT THE CRUISE IS INOP
TECH_TXT1: "TEST DROVE TO VERIFY, CRUISE IS INOP. RAN CRUISE CONTROL TEST FOUND CRUISE SERVO BAD AND BOOSTER SWITCH FULL OF BRAKE FLUID. REMOVED AND REPLACED SWITCH AND SERVO AND RETEST OK NOW"
TECH_TXT2:
AWS Duplicate Report (Y/N): Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 17453756 RPR_DT: 12/28/1998 MILGE: 35430 TXM_CD: E83
MDL_YR: 1998 AWS_VL_CD: FP VIN_CD: 2MELM75W7T
PART_NUM_CAUS_PREF: F2VY PRODM_DT: 2/5/1998
PART_NUM_CAUS_BASE: 6F824 WRTY_START_DT: 2/28/1998
PART_NUM_CAUS_SUPP: A TRANS_CD: C/DU
DEALER: NORTHGATE LINCOLN-MERCURY INC ENG_CD: C/VN
CUST_CONG_CD: A25 COND_CD: X2 DLR_CD: 11845 ST_PROV_CD: FL CNTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL INOP

TECH_TXT1: *VERIFIED,PINPOINT TEST A IN SHOP MANUAL,UNABLE TO LOCATE FAULT,BY PASSED SWITCH INPUT CKT 151 DIRECTLY TO SERVO,NO KNOWN GOOD SWITCH .3 OHMS,REPLACED SWITCH,RETEST OK.*

TECH_TXT2:

AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 20189033 RPR_DT: 8/25/2000 MILGE: 44528 TXM_CD: E83
MDL_YR: 1998 AWS_VL_CD: VB VIN_CD: 1LNLM82W8T
PART_NUM_CAUS_PREF: XW7Z PRODM_DT: 6/3/1998
PART_NUM_CAUS_BASE: 9C735 WRTY_START_DT: 10/1/1998
PART_NUM_CAUS_SUPP: AA TRANS_CD: C/DU
DEALER: AUTOWAY LINCOLN MERCURY ENG_CD: C/VN
CUST_CONG_CD: A25 COND_CD: 42 DLR_CD: 11805 ST_PROV_CD: FL CNTRY_SOLD: USA

CUST_TXT: A85 CRUISE INOP PER CUST SOP IN

TECH_TXT1: TJK CIRCUIT TEST CRUISE CONTROL SYSTEM PER PINPOINT TEST SERVO INOP AND BRAKE DE ACTIVATION SWITCH LEAKING FLUID

TECH_TXT2:

AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1861288B RPR_DT: 8/28/1999 MILGE: 31288 TXN_CD: E83
MDL_YR: 1996 AWS_VL_CD: VB VIN_CD: 1LNLM82W8TY
PART_NUM_CAUS_PREF: F8AZ PRDN_DT: 10/27/1995
PART_NUM_CAUS_BASE: 9C735 WRTY_START_DT: 3/8/1998
PART_NUM_CAUS_SUFF: AA TRANS_CD: C/DU
DEALER: JACK DENNER LINCOLN MERCURY, P ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: X1 DLR_CD: 10348 ST_PROV_CD: MI CENTRY_SOLD: USA

CUST_TXT: SPEED CONTROL IONP

TECH_TXT1: 31288 DID PIN PIONT TEST FROM SERVICE BOOK REPLACED BRAKE SWITCH AND SERVO (SHORTED)

TECH_TXT2:

8 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 19976882 RPR_DT: 6/18/2000 MILGE: 40553 TXN_CD: E83
MDL_YR: 1998 AWS_VL_CD: VB VIN_CD: 1LNLM82W8TY
PART_NUM_CAUS_PREF: * PRDN_DT: 5/13/1998
PART_NUM_CAUS_BASE: 14A411 WRTY_START_DT: 8/27/1998
PART_NUM_CAUS_SUFF: * TRANS_CD: C/DU
DEALER: HOLMAN LINCOLN-MERCURY ENG_CD: C/VN
CUST_CONC_CD: P01 COND_CD: 46 DLR_CD: 10408 ST_PROV_CD: NJ CENTRY_SOLD: USA

CUST_TXT: WONT SHIFT FROM PARK

TECH_TXT1: 40553 ELEC. DIAG REPLACED BRAKE SWITCH CONNECTOR BROKEN

TECH_TXT2:

8 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18257938 RPR_DT: 4/2/1999 MILGE: 16880 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1LNLM82WXY
PART_NUM_CAUS_PREF: F2VY PROD_DT: 3/7/1997
PART_NUM_CAUS_BASE: 9F924 WRTY_START_DT: 6/28/1997
PART_NUM_CAUS_BUFF: A TRANS_CD: CDU
DEALER: DIXIE LINCOLN MERCURY ENG_CD: C/VN
CUST_CONC_CD: A27 COND_CD: 28 DLR_CD: 12247 ST_PROV_CD: LA CENTRY_SOLD: USA

CUST_TXT: C S ENGINE WANTS TO TAKE OFF WITH CUST

TECH_TXT1: TEST SPEED CONTROL AND REPLACE DEACTIVATION SWITCH SHORT CIRCUIT

TECH_TXT2:

a AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 14178808 RPR_DT: 12/16/1998 MILGE: 28971 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1LNLM81WXY
PART_NUM_CAUS_PREF: F2VY PROD_DT: 5/1/1997
PART_NUM_CAUS_BASE: 9F924 WRTY_START_DT: 5/13/1997
PART_NUM_CAUS_BUFF: A TRANS_CD: CDU
DEALER: FRANK JACKSON LINCOLN MERCURY ENG_CD: C/VN
CUST_CONC_CD: A35 COND_CD: 42 DLR_CD: 10104 ST_PROV_CD: GA CENTRY_SOLD: USA

CUST_TXT: A35 CHECK CRUISE OPERATION INSTALL 80P

TECH_TXT1: 28971 42 WARR RD TEST FOR CRUISE PINPOINT TEST FOUND SHORTED DEACTIVATOR SWITCH REPLACE SWITCH AND RETEST OK AT THIS TIME

TECH_TXT2:

b AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 16791672 RPR_DT: 6/13/1999 MILGE: 28086 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1LNLM82W6V
PART_NUM_CAUS_PREF: F2VY PRODN_DT: 11/22/1996
PART_NUM_CAUS_BASE: 9F924 WRTY_START_DT: 12/11/1996
PART_NUM_CAUS_SUFF: A TRANS_CD: C/DU
DEALER: DICK JONES LINCOLN-MERCURY INC ENG_CD: C/VN
CUST_CONG_CD: A27 COMD_CD: 42 DLR_CD: 12835 ST_PROV_CD: MO CENTRY_SOLD: USA

CUST_TXT: SPEED CONTROL KICKS OFF FOR NO REASON

TECH_TXT1: DIAG CRUISE CONTROL. FOUND BLOWN 30 AMP REPLACED 30 AMP FUSE. FOUND INTERMITTENT OPEN IN SWITCH.
ORDERED BRAKE PRESSURE SWITCH. INSTALLED BRAKE SWITCH. RETEST OK.

TECH_TXT2:

AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 16393981 RPR_DT: 4/26/1999 MILGE: 33023 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: FB VIN_CD: 2FALP74W7V
PART_NUM_CAUS_PREF: D8ZZ PRODN_DT: 6/16/1996
PART_NUM_CAUS_BASE: 14526 WRTY_START_DT: 10/26/1996
PART_NUM_CAUS_SUFF: D TRANS_CD: C/DU
DEALER: 'MERIDIAN FORD SALES, INC.' ENG_CD: C/VN
CUST_CONG_CD: P01 COMD_CD: 46 DLR_CD: 8375 ST_PROV_CD: ID CENTRY_SOLD: USA

CUST_TXT: 'VEH WILL NOT SHIFT OUT OF PARK AFTER STARTED, NO BRAKE LIGHTS OR CRUISE CONTROL'

TECH_TXT1: 'C DIAG. REPLACE FUSE. CK CIRCUITS, COULD NOT GET TO BLOW'

TECH_TXT2:

AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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Claims for Inquiry: RQ01-002

Inquiry:RQ01-002

CLAIM_KEY: 18351783 RPR_DT: 4/20/1999 MILGE: 20320 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2MELM74W2VX
PART_NUM_CAUS_PREF: F2VY PRODN_DT: 7/25/1997
PART_NUM_CAUS_BASE: 9FB24 WRTY_START_DT: 04/18/1997
PART_NUM_CAUS_SUPP: A TRANS_CD: C/D8
DEALER: MIAMI LINCOLN-MERCURY INC ENG_CD: C/VN
CUST_CONC_CD: H19 COND_CD: 42 DLR_CD: 11622 ST_PROV_CD: FL CNTRY_SOLD: USA

CUST_TXT: RED BRAKE LAMP COMES ON WHEN YOU PRESS BRAKES

TECH_TXT1: 20324 DIAG BRAKE LIGHT ON SYSTEM LOW ON FLUID R AND R 4 WHEELS FOR INSP OK FIND LEAKING BRAKE SWITCH AT DIFFERENTIAL VALBE REPLACE SWITCH ADD FLUID ROAD TEST OK

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry:RQ01-002

CLAIM_KEY: 14258290 RPR_DT: 12/17/1998 MILGE: 25905 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2MELM75WQV
PART_NUM_CAUS_PREF: * PRODN_DT: 11/8/1998
PART_NUM_CAUS_BASE: 14528 WRTY_START_DT: 12/27/1998
PART_NUM_CAUS_SUPP: * TRANS_CD: C/DU
DEALER: LONG-LEWIS FORD ENG_CD: C/VN
CUST_CONC_CD: A26 COND_CD: 46 DLR_CD: 225 ST_PROV_CD: AL CNTRY_SOLD: USA

CUST_TXT: A26 CRUISE CONTROL WILL NOT ENGAGE

TECH_TXT1: "1997 ROAD TEST,SPEED CONTROL DIAGNOSIS,NGS SELF TTEST,PASS NO VSS CODES,DCL MONITOR RECORD W NGS TO TEST VSS,REPLACE BLOWN SPEED CONTROL FUSE,WIGGLE WIRING TO ATTEMPT TO BLOW FUSE,OK,CC28"

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 15355918 RPR_DT: 2/18/1999 MILGE: 32002 TXM_CD: E83
MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1LNLM81W6V7
PART_NUM_CAUS_PREF: FOAZ PRDM_DT: 2/21/1997
PART_NUM_CAUS_BASE: 13480 WRTY_START_DT: 3/24/1997
PART_NUM_CAUS_SUFF: A TRANS_CD: C/DU
DEALER: SENTRY LINCOLN-MERCURY SLS INC ENG_CD: C/VN
CUST_CONC_CD: P01 COND_CD: 46 DLR_CD: 13138 ST_PROV_CD: MA CNTRY_SOLD: USA

CUST_TXT: C S CAR WILL NOT SHIFT OUT OF PARK

TECH_TXT1: TEST AND REPL SWITCH REWIRE AS NEC

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 14628044 RPR_DT: 1/15/1999 MILGE: 23290 TXM_CD: E83
MDL_YR: 1997 AWS_VL_CD: FB VIN_CD: 2FALP71W0V7
PART_NUM_CAUS_PREF: DSZZ PRDM_DT: 8/26/1997
PART_NUM_CAUS_BASE: 14526 WRTY_START_DT: 11/25/1997
PART_NUM_CAUS_SUFF: D TRANS_CD: C/DU
DEALER: SIKESTON MOTOR COMPANY ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: 46 DLR_CD: 8084 ST_PROV_CD: MO CNTRY_SOLD: USA

CUST_TXT: CHECK CRUISE INOP

TECH_TXT1: FUSE BLOWN FOR CRUISE CONTROL RPL FUSE

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 15340529 RPR_DT: 2/15/1999 MILGE: 20661 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1LNLM81W9V
PART_NUM_CAUS_PREF: F2VY PRODN_DT: 1/21/1997
PART_NUM_CAUS_BASE: 9F824 WRTY_START_DT: 1/31/1997
PART_NUM_CAUS_SUFF: A TRANS_CD: C/DU
DEALER: ADVANTAGE FORD ENG_CD: C/VN
CUST_CONC_CD: D41 COND_CD: 42 DLR_CD: 2677 ST_PROV_CD: CA CENTRY_SOLD: USA

CUST_TXT: CRUISE CUTS OUT INTERMIT AT 35MPH OR WITH 3 OR MORE IN CAR ON SLIGHT RIGHTTURNS

TECH_TXT1: SECOND. REPLACED DEACTIVATOR SWITCH. REPLACED CONNECTOR ON HARNESS TO DEACTIVATOR SWITCH. 15.74
16.00 8.29 14.10 8.88 10.08

TECH_TXT2:

8 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 14202215 RPR_DT: 12/17/1998 MILGE: 13986 TXN_CD: 1
MDL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2MELM74W1V
PART_NUM_CAUS_PREF: D9ZZ PRODN_DT: 8/8/1997
PART_NUM_CAUS_BASE: 14528 WRTY_START_DT: 9/29/1997
PART_NUM_CAUS_SUFF: D TRANS_CD: C/D8
DEALER: ROCKLAND LINCOLN MERCURY SALES ENG_CD: C/VN
CUST_CONC_CD: A34 COND_CD: 46 DLR_CD: 10089 ST_PROV_CD: NY CENTRY_SOLD: USA

CUST_TXT: CUST STATES CRUISE CONTROL AND HORN DOES NOT WORK

TECH_TXT1: *VERIFIED CONCERN, FUSE BLOWN PERFORMED SBDS SYSTEM DIAGNOSIS, REPLACED FUSE*

TECH_TXT2:

8 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18707805 RPR_DT: 10/5/1999 MILGE: 31205 TXN_CD: EB4
MDL_YR: 1997 AWS_VL_CD: FB VIN_CD: 2FALP71W3V7
PART_NUM_CAUS_PREF: * PRODN_DT: 8/19/1997
PART_NUM_CAUS_BASE: 2078 WRTY_START_DT: 12/9/1997
PART_NUM_CAUS_BUFF: * TRANS_CD: C/DU
DEALER: 'NATICK AUTO SALES, INC.' ENG_CD: C/VN
CUST_CONC_CD: L63 COND_CD: D8 DLR_CD: 9118 ST_PROV_CD: MA CNTRY_SOLD: USA

CUST_TXT: CK BRAKE FLUID LOSS SEC TIME BRAKE LITE ON

TECH_TXT1: REPLACED SPEED CONTROL SHUT OFF SWITCH AND BLEED SYSTEM.

TECH_TXT2:

0 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 21410801 RPR_DT: 10/3/2000 MILGE: 26355 TXN_CD: EB3
MDL_YR: 1997 AWS_VL_CD: FB VIN_CD: 2FALP74W2V7
PART_NUM_CAUS_PREF: XW7Z PRODN_DT: 8/4/1997
PART_NUM_CAUS_BASE: 8C735 WRTY_START_DT: 11/24/1997
PART_NUM_CAUS_BUFF: AA TRANS_CD: C/D6
DEALER: LANGDALE FORD CO ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: 28 DLR_CD: 4988 ST_PROV_CD: GA CNTRY_SOLD: USA

CUST_TXT: CK FOR CRUISE /NOP PART HERE

TECH_TXT1: SERVO AND SWITCH SHORTED REPLACED SERVO AND DEACTIVATION SWITCH

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 21481658 RPR_DT: 9/30/2000 MILGE: 41658 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1LNLM82W0V
PART_NUM_CAUS_PREF: F2VY PRODN_DT: 6/9/1997
PART_NUM_CAUS_BASE: 9F824 WRTY_START_DT: 9/17/1997
PART_NUM_CAUS_SUFF: A TRANS_CD: CDU
DEALER: NORTHEAST LINCOLN-MERCURY ENG_CD: QVN
CUST_CONC_CD: L29 COND_CD: 42 DLR_CD: 10464 ST_PROV_CD: PA CENTRY_SOLD: USA

CUST_TXT: CUSTOMER STATED BRAKE LIGHT IS ON

TECH_TXT1: SWITCH ON SIDE OF MASTER CYL LEAKING REMOVED AND REPLACED SWITCH

TECH_TXT2:

6 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 20821116 RPR_DT: 8/14/2000 MILGE: 37520 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1LNLM81W3V
PART_NUM_CAUS_PREF: XW7Z PRODN_DT: 2/4/1997
PART_NUM_CAUS_BASE: 9G852 WRTY_START_DT: 7/28/1997
PART_NUM_CAUS_SUFF: AA TRANS_CD: CDU
DEALER: STUART LINCOLN MERCURY ENG_CD: QVN
CUST_CONC_CD: A26 COND_CD: 42 DLR_CD: 10163 ST_PROV_CD: FL CENTRY_SOLD: USA

CUST_TXT: CRUISE WILL NOT SHUT OFF A26

TECH_TXT1: 37522 ELECTRONIC DIAG NGS TESTED PIN POINT TESTED REPLACE CRUISE CONTROLL BRAKE SWITCH BROKEN CC 01

TECH_TXT2:

6 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry:RQ01-002

CLAIM_KEY: 20729688 RPR_DT: 5/30/2000 MILGE: 14860 TXM_CD: E83
MDL_YR: 1997 AWS_VL_CD: FB VIN_CD: 2FALP74W5V7
PART_NUM_CAUS_PREF: D9ZZ PRODN_DT: 6/9/1997
PART_NUM_CAUS_BASE: 14526 WRTY_START_DT: 10/1/1997
PART_NUM_CAUS_SUFF: D TRANS_CD: C/D6
DEALER: "WEST-HERR FORD OF AMHERST,
LLC" ENG_CD: C/VN
CUST_CONC_CD: A85 COND_CD: 48 DLR_CD: 2860 ST_PROV_CD: NY CENTRY_SOLD: USA

CUST_TXT: CHECK CRUISE CONTROL INOP AND HORN INOP

TECH_TXT1: "CHECK CRUISE AND HORN INOP,CHECK GROUNDS AND POWER,TRACE FEEDS FIND FUSE BLOWN REPLACE FUSE,TEST DRAW OK TESTDRIVE OK"

TECH_TXT2:

0 AWS Duplicate Report (Y/N): Duplicate of VOQ (Y/N):

Inquiry:RQ01-002

CLAIM_KEY: 20417977 RPR_DT: 4/8/2000 MILGE: 16219 TXM_CD: E83
MDL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2MELM74W6V7
PART_NUM_CAUS_PREF: F2AZ PRODN_DT: 5/28/1997
PART_NUM_CAUS_BASE: 9F924 WRTY_START_DT: 8/16/1997
PART_NUM_CAUS_SUFF: A TRANS_CD: C/D6
DEALER: FOX LINCOLN-MERCURY ENG_CD: C/VN
CUST_CONC_CD: A26 COND_CD: 42 DLR_CD: 10040 ST_PROV_CD: MD CENTRY_SOLD: USA

CUST_TXT: ST STATES CRUISE CONTROL INOP OP 8918A NT9F824 A26 42

TECH_TXT1: "DIAG. FOUND DEACTIVATION SWITCH HAS HIGH RESISTANCE 65 OHMS SHOULD READ LESS THAN 1 OHMS REPLACED DEACTIVATION SWITCH ON MASTER CYLINDER AND BLEED SYSTEM,WORKS OK"

TECH_TXT2:

0 AWS Duplicate Report (Y/N): Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 20312794 RPR_DT: 3/29/2000 MILGE: 27865 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2N6LM75W2V7
PART_NUM_CAUS_PREF: F2AZ PRODN_DT: 7/28/1997
PART_NUM_CAUS_BASE: 8F924 WRTY_START_DT: 8/12/1997
PART_NUM_CAUS_BUFF: A TRANS_CD: C/D6
DEALER: FRED JONES FORD OF OKC ENG_CD: C/VN
CUST_CONC_CD: A27 COND_CD: 42 DLR_CD: 8967 ST_PROV_CD: OK CENTRY_SOLD: USA

CUST_TXT: *, CUST STATES CRUISE CONTROL IS INOP

TECH_TXT1: 27865 BASE PART NUMBER 8F924 VERIFIED CRUISE CONTROL INOP PERFORMED DRIVE TEST WITH NGS TO VERIFY SPEED CONTROL OPERATION PERFORMED ELEC TEST FOUND HIGH RESISTANCE IN CRUISE DEACTIVATION SWITCH REM

TECH_TXT2: OVED AND REPLACED CRUISE DEACTIVATION AND BLEED BRAKES TEST DROVE TO VERIFY REPAIR ALL OK

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 19673896 RPR_DT: 1/12/2000 MILGE: 14243 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: VS VIN_CD: 1LNLM82WXY
PART_NUM_CAUS_PREF: * PRODN_DT: 1/29/1997
PART_NUM_CAUS_BASE: 14401 WRTY_START_DT: 8/27/1997
PART_NUM_CAUS_BUFF: * TRANS_CD: C/DU
DEALER: AUTOWAY FORD LINCOLN-MERCURY ENG_CD: C/VN
CUST_CONC_CD: P01 COND_CD: 46 DLR_CD: 4891 ST_PROV_CD: FL CENTRY_SOLD: USA

CUST_TXT: VEHICLE WILL NOT COME OUT OF PARK.

TECH_TXT1: SHORTED PERFORM ELECTRICAL PINPOINT TEST ON SHIFT LEVER LOCK FOUND BROKEN WIRE AT BRAKE SWITCH CONNECTOR CUT OFF PIG TAIL &

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 19750051 RPR_DT: 1/7/2000 MILGE: 24014 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: FB VIN_CD: 2FALP71W3V7
PART_NUM_CAUS_PREF: F2AZ PRDN_DT: 10/8/1997
PART_NUM_CAUS_BASE: 9F924 WRTY_START_DT: 10/27/1997
PART_NUM_CAUS_BUFF: A TRANS_CD: C/DJ
DEALER: S & C FORD ENG_CD: C/VN
CUST_CONC_CD: L83 COND_CD: D8 DLR_CD: 7877 ST_PROV_CD: CA CNTRY_SOLD: USA

CUNT_TXT: BRAKE FLUID LEAKING AT MASTER CYLINDER

TECH_TXT1: "24018 9F924 C/D8 300 INSPECT FOR LEAK, FOUND LEAK AT SPEED CONTROL DEACTIVATION SWITCH. DISCONNECT HARNESS & DEPRESS BRAKE PEDAL SEVERAL TIMES AND FOUND FLUID LEAKING OUT OF SWITCH. REPLACE SWITCH AND B"

TECH_TXT2: "LEED BRAKE SYSTEM, ROAD TEST OK. MT9F924 REPL BRAKE SPEED CONTROL SWITCH."

5 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 19686475 RPR_DT: 12/28/1998 MILGE: 22238 TXN_CD: E83
MDL_YR: 1987 AWS_VL_CD: FP VIN_CD: 2MELM74W5V7
PART_NUM_CAUS_PREF: D9ZZ PRDN_DT: 3/13/1997
PART_NUM_CAUS_BASE: 14528 WRTY_START_DT: 10/2/1997
PART_NUM_CAUS_BUFF: D TRANS_CD: C/D8
DEALER: KRUG RIVERTOWN MOTORS ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: 46 DLR_CD: 9676 ST_PROV_CD: MI CNTRY_SOLD: USA

CUST_TXT: CRUISE INOP

TECH_TXT1: FUSE BURNED HORN AND CRUISE INOP. PINPOINT TEST. DIAGNOIS CRUISE. REPLACE FUSE AND TEST SYSTEM.

TECH_TXT2:

5 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 19538707 RPR_DT: 11/24/1999 MILGE: 35887 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2MELM74W1V

PART_NUM_CAUS_PREF: F6DZ PRODN_DT: 6/29/1997
PART_NUM_CAUS_BASE: DC888 WRTY_START_DT: 8/4/1997
PART_NUM_CAUS_SUPP: BA TRANS_CD: C/D8
DEALER: THOMASTON FORD MERCURY INC ENG_CD: C/VN
CUST_GONC_CD: A25 COND_CD: 28 DLR_CD: 407 ST_PROV_CD: GA CNTRY_SOLD: USA

CUST_TXT: CHECK CRUISE IN OP

TECH_TXT1: TEST AND REPLACE CRUISE CONTROL SWITCHS ONE SWICH SHORTED DAMAGED OTHER

TECH_TXT2:

AWR Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17484514 RPR_DT: 7/2/1999 MILGE: 4411 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1LNLM81W6V

PART_NUM_CAUS_PREF: * PRODN_DT: 1/29/1997
PART_NUM_CAUS_BASE: 14A006 WRTY_START_DT: 2/11/1997
PART_NUM_CAUS_SUPP: * TRANS_CD: C/DU
DEALER: MEL FARR LINCOLN-MERCURY INC ENG_CD: C/VN
CUST_GONC_CD: L26 COND_CD: 46 DLR_CD: 10910 ST_PROV_CD: MI CNTRY_SOLD: USA

CUST_TXT: "HARD TO GET OUT OF PARK WHEN STARTING UP CAR, NO BRAKE LIGHTS"

TECH_TXT1: 4411: 46 BURNED OUT TEST BRAKE LAMPS OPERATION. TEST FUSES ALL OK INSPECT SWITCH FOUND SWITCH AND WIRE CIRCUITS 10 LG R & 8:11 LG BURNED REPLACED CONNETER 2002 AND WIRE TERMINAL HARNESS 14A006 RETEST

TECH_TXT2: ALL NORMAL AT THIS TIME.

AWR Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18795348 RPR_DT: 10/11/1999 MILGE: 28482 TXN_CD: E89
MDL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2MELM75W4V2
PART_NUM_CAUS_PREF: F2AZ PRDN_DT: 4/22/1997
PART_NUM_CAUS_BASE: 9F924 WRTY_START_DT: 8/8/1997
PART_NUM_CAUS_SUFF: A TRANS_CD: C/D8
DEALER: WITT LINCOLN MERCURY ENG_CD: C/VN
CUST_CONC_CD: N50 COND_CD: 42 DLR_CD: 10474 ST_PROV_CD: CA CENTRY_BOLD: USA

CUST_TXT: *CUST STATES LOUD CLICK NOISE WHEN BRAKING,CLICK CLICK NOISE N11*

TECH_TXT1: SPEED CONTROL DEACTIVATION SWITCH HAS INTERNAL FAILURE FEEDING BACK THROUGH STOPLAMP CIRCUIT
CC42 REPLACE CRUISE CONTROL SWITCH ROAD TEST CONCERN GONE

TECH_TXT2:

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18928278 RPR_DT: 5/27/1999 MILGE: 18830 TXN_CD: E89
MDL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2MELM75W6V2
PART_NUM_CAUS_PREF: F2AZ PRDN_DT: 7/23/1997
PART_NUM_CAUS_BASE: 9F924 WRTY_START_DT: 8/19/1997
PART_NUM_CAUS_SUFF: A TRANS_CD: C/D8
DEALER: MARGATE LINCOLN-MERCURY INC ENG_CD: C/VN
CUST_CONC_CD: A26 COND_CD: 42 DLR_CD: 11838 ST_PROV_CD: FL CENTRY_BOLD: USA

CUST_TXT: A26 CRUISE CONTROL INOP

TECH_TXT1: 18835 CC 42 9F924 W VERIFIED CRUISE CONTROL INOP. FOUND FUSE BLOWN. REPLACED FUSE. PERFORMED
PINPOINT TEST. FOUND SPEED CONTROL DEACTIVATION SWITCH SHORTING OUT. REPLACED SWITCH. ROAD TEST.
M1 TM

TECH_TXT2: E TO REPLACE SWITCH

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 19058775 RPR_DT: 9/28/1999 MILGE: 22007 TXN_CD: E89
MDL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2MELM75W8V0
PART_NUM_CAUS_PREF: FBAZ PRODN_DT: 2/10/1997
PART_NUM_CAUS_BASE: 9C735 WRTY_START_DT: 5/19/1997
PART_NUM_CAUS_BUFF: AA TRANS_CD: C/D8
DEALER: PAGAN-LEWIS MOTORS INC ENG_CD: C/VN
CUST_CONG_CD: A25 COND_CD: 28 DLR_CD: 11413 ST_PROV_CD: TX CENTRY_SOLD: USA

CUST_TXT: CUST STATES THE CRUISE CONTROL DOESNT WORK

TECH_TXT1: CRUISE CONTROL NOT WORKING RUN TEST ON SPEED CONTROL SERVO HAS INTERNAL OPEN AND ACTUATOR SWITCH HAS CLOSE LOOP REPLACE SERVO & SWITCH.

TECH_TXT2:

a AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18374308 RPR_DT: 9/14/1999 MILGE: 33618 TXN_CD: E89
MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1LNLM81WXY
PART_NUM_CAUS_PREF: XW7Z PRODN_DT: 1/21/1997
PART_NUM_CAUS_BASE: 9G8E2 WRTY_START_DT: 4/3/1997
PART_NUM_CAUS_BUFF: AA TRANS_CD: C/DU
DEALER: BORMAN MOTOR COMPANY ENG_CD: C/VN
CUST_CONG_CD: A25 COND_CD: 42 DLR_CD: 20428 ST_PROV_CD: NM CENTRY_SOLD: USA

CUST_TXT: 'A25, CUSTOMER STATES CRUISE CONTROL IS INOP CHECK AND ADVISE'

TECH_TXT1: 'VERIFIED CONCERN SPEED CONTROL INOP. RUN NGS TESTER. RUN SERVO TEST, BOO SWITCH, TRACED PROBLEM TO BRAKE CUT OFF SWIT CH SHORT TO GROUND. REPLACED BRAKE CUT OFF SWITCH, OPERATION NORMAL. CLEAR CODES.'

TECH_TXT2: TECH 43 2418

b AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18221394 RPR_DT: 8/25/1998 MILGE: 29885 TXN_CD: EB3
MDL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2MELM75W3V9
PART_NUM_CAUS_PREF: F2AZ PRODN_DT: 11/15/1998
PART_NUM_CAUS_BASE: 9F824 WRTY_START_DT: 12/5/1998
PART_NUM_CAUS_SUFF: A TRANS_CD: C/DU
DEALER: 'BROWN'S SALES & LEASING, INC.' ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: 42 DLR_CD: 20049 ST_PROV_CD: IA CENTRY_BOLD: USA

CUST_TXT: CRUISE CONTROL INOP

TECH_TXT1: *CHECK CRUISE INOP. PINPOINT TESTS FOR CRUISE T RIED DIFFERENT SERVO, WORKS INTERMITTENTLY. CLL ED
HOTLINE, CHECK PIN 9 UNDER LOAD. BRAKE DEACT IVATION SWITCH NOT WORKING SOMETIMES. INSTALLED SWIT

TECH_TXT2: *CH. ROAD TEST DID NOT WORK, CHECK. REPAIRE D WIRE ENDS, NO CONNECTION. THANKS, JERMCE'

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18170055 RPR_DT: 8/24/1998 MILGE: 41308 TXN_CD: EB1
MDL_YR: 1997 AWS_VL_CD: FB VIN_CD: 2FALP71W5V9
PART_NUM_CAUS_PREF: * PRODN_DT: 2/13/1997
PART_NUM_CAUS_BASE: 14528 WRTY_START_DT: 2/28/1997
PART_NUM_CAUS_SUFF: * TRANS_CD: C/DU
DEALER: CROWN FORD ENG_CD: C/VN
CUST_CONC_CD: L25 COND_CD: 46 DLR_CD: 5846 ST_PROV_CD: TN CENTRY_BOLD: USA

CUST_TXT: *WONT COME OUT OF PARK, BRAKE LIGHTS INOP. CC L25'

TECH_TXT1: 14528 46 CK FUSEB CK POWER BETWEEN MULT1FUNCTION SWITCH AND BOO SWITCH REPLACED 15AMP FUSE

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18157485 RPR_DT: 8/24/1999 MILGE: 30870 TXN_CD: E83
MDL_YR: 1987 AWS_VL_CD: VE VIN_CD: 1LNLM81W1V[REDACTED]
PART_NUM_CAUS_PREF: FOAZ PRODN_DT: 5/21/1987
PART_NUM_CAUS_BASE: 13480 WRTY_START_DT: 7/7/1987
PART_NUM_CAUS_BUFF: A TRANS_CD: C/DU
DEALER: BOB WILLIAMS LM INC ENG_CD: C/VN
CUST_CONG_CD: A25 COND_CD: 42 DLR_CD: 12010 ST_PROV_CD: TN CENTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL NOT WORKING

TECH_TXT1: "NGS DIAG PINPOINT TESTS REPLACED CLOCK SPRING, HORN RELAY, BRAKE LITE SWITCH, BRAKE PRESSURE SWITCH, AND REPAIRED WIRING"

TECH_TXT2:

8 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17707489 RPR_DT: 7/21/1998 MILGE: 21491 TXN_CD: E83
MDL_YR: 1987 AWS_VL_CD: FP VIN_CD: 2MELM75W1V[REDACTED]
PART_NUM_CAUS_PREF: DBZZ PRODN_DT: 10/10/1988
PART_NUM_CAUS_BASE: 14628 WRTY_START_DT: 5/16/1997
PART_NUM_CAUS_BUFF: F TRANS_CD: C/DU
DEALER: MUELLER LINCOLN-MERCURY ENG_CD: C/VN
CUST_CONG_CD: P01 COND_CD: 45 DLR_CD: 10532 ST_PROV_CD: WI CENTRY_SOLD: USA

CUST_TXT: WONT SHIFT OUT OF PARK

TECH_TXT1: "CHECKED BRAKE LIGHT SWITCH, HOOKED UP OK. NO BRAKE LIGHTS, TESTED FUSE, BLOWN, REPLACED FUSE."

TECH_TXT2:

8 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 23194089 RPR_DT: 4/11/2001 MILGE: 42955 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1LNLM82W1V
PART_NUM_CAUS_PREF: F5VY PRDN_DT: 2/20/1997
PART_NUM_CAUS_BASE: 14K147 WRTY_START_DT: 5/13/1997
PART_NUM_CAUS_BUFF: B TRANS_CD: C/DU
DEALER: SIGNATURE LINCOLN-MERCURY ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: 48 DLR_CD: 12739 ST_PROV_CD: NV CNTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL WONT ENGAUGE MOST TIMES SOPART HERE

TECH_TXT1: BURNED OUT SPEED CONTROL TEST THIS RO IS A CLAIM DELAY TO RO 80369 WHERE PARTS WERE ORDERD

TECH_TXT2:

* AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17595295 RPR_DT: 7/14/1999 MILGE: 17298 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1LNLM82W1V
PART_NUM_CAUS_PREF: F2VY PRDN_DT: 5/2/1997
PART_NUM_CAUS_BASE: BF924 WRTY_START_DT: 9/11/1997
PART_NUM_CAUS_BUFF: A TRANS_CD: C/DU
DEALER: CHARLOTTE COUNTY LINCOLN MERCU ENG_CD: C/VN
CUST_CONC_CD: L83 COND_CD: D1 DLR_CD: 10357 ST_PROV_CD: FL CNTRY_SOLD: USA

CUST_TXT: CK BRAKE FLUID LEAK AT MASTER CYLINDER WAS TOWED IN IS STOCK UNIT

TECH_TXT1: LEAK REPLACED PRESSURE SWITCH ON MASTER CYLINDER, BLEED SYSTEM, RETEST

TECH_TXT2:

* AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 14002466 RPR_DT: 12/4/1998 MILGE: 14959 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: FB VIN_CD: 2FALP71W0V[REDACTED]
PART_NUM_CAUS_PREF: D9ZZ PRODN_DT: 1/16/1997
PART_NUM_CAUS_BASE: 14528 WRTY_START_DT: 7/11/1997
PART_NUM_CAUS_BUFF: D TRANS_CD: C/DU
DEALER: RAY ANDREWS FORD ENG_CD: C/VN
CUST_CONC_CD: A85 COND_CD: 48 DLR_CD: 7858 ST_PROV_CD: CA CNTRY_SOLD: USA

CUST_TXT: WONT COME OUT OF PARK BRAKE LIGHTS INOP

TECH_TXT1: TEST CRR REPL, BLOWN FUSE INSPECT FOR SHORT NPF POSS SHORT

TECH_TXT2:

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17118006 RPR_DT: 6/7/1998 MILGE: 28384 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: FB VIN_CD: 2FALP71W6V[REDACTED]
PART_NUM_CAUS_PREF: F2VY PRODN_DT: 12/10/1996
PART_NUM_CAUS_BASE: 8F824 WRTY_START_DT: 12/30/1996
PART_NUM_CAUS_BUFF: A TRANS_CD: C/DU
DEALER: PALM BEACH LINCOLN-MERCURY INC ENG_CD: C/VN
CUST_CONC_CD: L83 COND_CD: D8 DLR_CD: 11606 ST_PROV_CD: FL CNTRY_SOLD: USA

CUST_TXT: L83 CUSTOMER STATES BRAKE FLUID LEAKING FROM MASTER CYLINDER SWITCH..

TECH_TXT1: 28388 LEAKING PRESSURE SWITCH SIDE OF MASTER D8 W. F PRESSURE TESTED FOUND LEAKING SWITCH REPLACED SWITCH 8F824 ROAD ETSTED TESTED AGAIN NO MORE LEAK

TECH_TXT2:

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18010448 RPR_DT: 10/29/1999 MILGE: 20211 TXN_CD: E83
MDL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2MELM74W0V9
PART_NUM_CAUS_PREF: XW7Z PRODN_DT: 8/23/1998
PART_NUM_CAUS_BASE: 9G852 WRTY_START_DT: 10/30/1996
PART_NUM_CAUS_BUFF: AA TRANS_CD: C/DU
DEALER: "BOB RIDINGS LINCOLN-MERCURY, I" ENG_CD: C/VN
CUST_CONC_CD: A25 COND_CD: X2 DLR_CD: 12802 ST_PROV_CD: IL CENTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL DOES NOT OPERATE PROPERLY

TECH_TXT1: "PINPOINT TEST FOUND DEACTIVATION SWITCH LEAKING, SHORTING OUT CONNECTOR ALSO FOUND SERVO NOT WORKING PROPERLY"

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

From: Christensen, Kris (K.S.)
Sent: Thursday, November 29, 2001 10:13 AM
To: Ott, David (D.J.)
Subject: Panther CQIS Incident Summary

Dave -

This is the CQIS summary that you requested...



Panther Cruise
switch CQIS rep...

This is a table I put together from ECI search information and volume data from FCSD - Recall & Service Programs.

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X6 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 795-3825 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

CQIS Customer Side

October 22, 2001

Vehicle Line		Model Year										Volume Totals	
		1992	1993	1994	1995	1996	1997	1998	1999	2000	2001		2002
Town Car	Count	90	15	4	4	3	3						629,745
	Volume	61,125	118,040	117,448	111,396	93,616	108,120						
	Rate	1.1094	0.1271	0.0341	0.0359	0.0320	0.0277						
Crown Victoria/ Grand Marquis	Count	38	8	3	0	3	6						570,430 595,912
	Vol - CV	36,508	99,367	101,635	100,852	108,221	123,949						
	Vol - GM	56872	89,828	102,441	101,784	103,787	140,990						
	Rate	0.4065	0.0423	0.0147	0.0000	0.0142	0.0226						
Volume Total											1,796,067		

*Search Code 7 04 1 45 Unk. Source Fire/Smoke Visible Flame Under hood
CQIS coding does not allow location specific information as to the cause a fire.

Rates = Occurrences/1000

From: Fash, James Jay (J.W.)
Sent: Monday, October 29, 2001 10:12 AM
To: Christensen, Kris (K.S.); Porter, Fred (F.J.)
Subject: RE: Cruise Switch

Please get the switch to Fred for analysis.

Regards,

James Fash
Lincoln Brake Manager
Ford Motor Co.
Phone/FAX: 313-248-7485
<http://www.detroit2.ford.com/bvdcgs>

-----Original Message-----

From: Christensen, Kris (K.S.)
Sent: Monday, October 29, 2001 10:09 AM
To: Fash, James Jay (J.W.); Porter, Fred (F.J.)
Subject: FW: Cruise Switch

Jay/Fred -

I expect that you will want to review this switch.

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X5 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 795-3825 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

-----Original Message-----

From: Hagan, Dale (D.)
Sent: Monday, October 29, 2001 7:47 AM
To: Christensen, Kris (K.S.)
Cc: Lovelace, Maria (M.E.); Barsuder, Lee (L.C.)
Subject: FW: Cruise Switch

Kris

Forgot, the switch is being sent in here if you need it.

Dale

-----Original Message-----

From: Hagan, Dale (D.)
Sent: Monday, October 29, 2001 7:44 AM
To: Christensen, Kris (K.S.)
Subject: Cruise Switch

Kris

This report just came into ECI. Thought you might want to see it. CQIS report # 1JKF5001

Dale

Rpt#: 1JKF5001 CQD Rpt: 10/11/2001 Odom: 112,689 M
Rwd: _ File: _ Folder: _ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 1994 TOWN CAR,STAND ,SEDAN 1LNLM81W1RY Bld: 01/28/1994
Engine: 4.6L ROM B Calb: 418JR00A Trans: AOD-E Axle: 8.8 3.08C A/C: YES
Dealer Id: 11467 Mac Churchill Lincoln Mercury, Ph#: (817) 246-2400
State: Texas City: Fort Worth Orig/Caller: DAVE PILGRIM
Symptom: 3 01 8 20 CHASS.,SERVICE BRAKE ,LEAKS,FLUID
Addl Sym: St: CCRG/EPRC: _ Rwd: Dt:
Fix: Caus. Comp: SWITCH SPD CNTRL - RPL Condition Code: 42

Region Code: 52 Region Name: Southwest - 52

**CONCER CRUISE CONTROL INOP. SMELLED BURNING SMELL UNDER HOOD AND SAW SMOKE.
REPAIR TECH VERIFIED CRUISE INOP AND FOUND THE REDUNDANT SWITCH HAD LEAKED
AND THE FLUID CAUGHT FIRE AND BURNED THE SWITCH AND HARNESS CONNECTOR.
THE TECH REPLACED THE SWITCH AND HARNESS CONNECTOR AND RELEASED THE
VEHICLE.**

**FQE NOTED THAT THIS IS THE SAME ISSUE THAT 89S15 RECALL COVERED ON THE
92/93 TOWN CARS. THIS VEHICLE FALLS OUT OF THE RECALL COVERAGE. THE
92/93 TOWN CARS. THIS VEHICLE FALLS OUT OF THE RECALL COVERAGE. THE
PART WAS RETRIEVED AND RETURNED TO ECI AS PART OF REQ01-66.
DAVE PILGRIM, FQE DALLAS/FT.WORTH, 972-318-1059**

From: Gee, Larry (L.F.)
Sent: Wednesday, October 24, 2001 11:39 AM
To: Christensen, Kris (K.S.)
Cc: Gee, Larry (L.F.)
Subject: RE: NHTSA Inquiry - Panther Vehicle Underhood Fires - VINS

Production dates in attached Excel file:



Panther - NHTSA
Inquiry - Unde...

-----Original Message-----

From: Christensen, Kris (K.S.)
Sent: Wednesday, October 24, 2001 9:25 AM
To: Gee, Larry (L.F.)
Subject: FW: NHTSA Inquiry - Panther Vehicle Underhood Fires - VINS

Oops!

Here is the file with the VINS...

<< File: Panther - NHTSA Inquiry - Underhood Fire VIN's 011024.xls >>

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X5 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 795-3825 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

-----Original Message-----

From: Christensen, Kris (K.S.)
Sent: Wednesday, October 24, 2001 9:23 AM
To: Gee, Larry (L.F.)
Subject: NHTSA Inquiry - Panther Vehicle Underhood Fires - VINS

Larry -

I would appreciate your assistance in identifying the vehicle build dates for (16) VINS that are referenced in a NHTSA inquiry we recently received. It is key information that we need for our investigation.

Thanks!

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X6 1WB02 EVB
Bus.: (313) 323-8497 Fax: (313) 845-1832
Pager: (313) 795-3825 or (888) 442-1143
CDSID: kchrist1 E-mail: kchrist1@ford.com

VIN	MY	Car Line	Date of Production	
1LNLM83W4PY	1993	Lincoln Town Car Cartier	03/19/93	
2MECM74W7NK	1992	Grand Marquis GS	04/14/92	
1LNLM82W3PY	1993	Lincoln Town Car Signature	05/28/93	
1LNLM81W7NY	1992	Lincoln Town Car Executive	03/18/92	
1LNLM81W7PY	1993	Lincoln Town Car Executive	07/28/93	
1LNLM81W4PY	1993	Lincoln Town Car Executive	07/29/93	
1LNLM82W1NY	1992	Lincoln Town Car Signature	06/28/92	
1LNLM82W8PY	1993	Lincoln Town Car Signature	10/09/92	
1LNLM81W6RY	1994	Lincoln Town Car Executive	09/07/93	
1LNLM81W2PY	1993	Lincoln Town Car Executive	07/20/93	
2FACP74W6PX	1993	Crown Victoria LX	02/18/93	9th Digit (6) should be (5)
1LNLM82W5NY	1992	Lincoln Town Car Signature	10/03/91	
1LNLM81W3PY	1993	Lincoln Town Car Executive	05/19/93	
1LNLM81W1PY	1993	Lincoln Town Car Executive	12/09/92	
1LNLM81W6NY	1992	Lincoln Town Car Executive	10/28/91	
1LNLM81W0NY	1992	Lincoln Town Car Executive	06/26/92	

From: Christensen, Kris (K.S.)
Sent: Tuesday, September 10, 2002 3:34 PM
To: Renucci, Mike (M.P.); Kammerer, Al (Alan R.); Faulk, William (W.R.); Cole III, Sam (S.L.); Fash, James Jay (J.W.); Eisenhauer, Gary (G.D.); Kiesel, Robert (R.A.); Pichette, Dean (D.W.); Vagh, Paul (P.F.)
Subject: FW: Closing/ Resume: RQ01-002 Upgrade Resume: EA02-025 Engine Compartment Fires MY:Town Car, Cr Vic.,Grand Marquis 1992-97

Please note that the Town Car/Crown Victoria/Grand Marquis - Engine Compartment Fire (speed control deactivation switch concern) NHTSA investigation has been upgraded to "Engineering Analysis" status. Any request for engineering support in responding to NHTSA will be communicated to us from the External Investigations Group of ASO. Dave Ott is the Senior Research Engineer handling this at ASO.

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
Office: F10 Mall Drop: LM300 Bldg.: Rotunda Court 3
Bus.: (313) 323-8497 Fax: (313) 621-6097
Pager: (313) 795-3825
CDSID: kohr1e1 E-mail: kohr1e1@ford.com


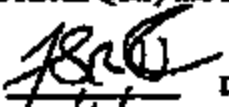
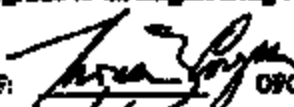

---Original Message---

From: Plaud, Zaida (Z.)
Sent: Tuesday, September 10, 2002 10:08 AM
To: Anton, Paul (P.A.); Baker, Donna (D.J.); Bauer, Scott (S.C.); Bishop, Robert (R.T.); Black-Nixon, Dianne (C.D.); Boland, Jim (J.R.); Brush, Tara (T.); Cassel, Ream (R.A.); Cattan, William (W.S.); Christensen, Kris (K.S.); Douglas, Jim (J.); Falahee, Tom (T.M.); Gaunt, Frank (F.); Geraghty, Brian (B.J.); Ghezali, Muhammad (M.); Goering, Kimberly (K.L.); Holmes, Keith (K.E.); Johnston, Dennis (D.T.); Kirkish, Sarah (S.L.); Kirschke, Kevin (K.E.); Lopez, Jay (J.D.); Maddox, John (J.M.); Miyajima, Satoshi (S.); Mokenko, Lisa (L.); Nevi, Ray (R.A.); Nissan, Todd (T.); O'Donnell, Robert (.); Oswald, Greg (G.G.); Ott, David (D.J.); Patel, Bharat (B.J.); Pfeiffer, Robert (R.J.); Plaud, Zaida (Z.); Ranouf, Joe (J.H.); Sabatiz, Christine (C.R.); Shapiro, William (W.); Souchock, Peter (P.D.); Stando, Michael (M.J.); Sweeney, Stephanie (S.L.); Tokarsky, Michael (M.); Trujillo, Thomas (T.G.); Vondale, James (J.P.); Wheelock, Bob (R.J.); Wickselheiser, Francis (F.J.); Wildns, Linda (L.A.); Williams, Trevor (T.G.); Witkowski, Paul (P.C.); Yu, Dave (D.)
Subject: Closing/ Resume: RQ01-002 Upgrade Resume: EA02-025 Engine Compartment Fires MY:Town Car, Cr Vic.,Grand Marquis 1992-97


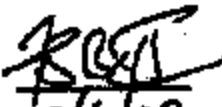
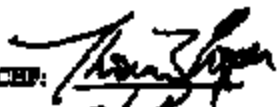


RQ01-002.pdf


EA02-025.pdf

Have a nice day!
Zaida Plaud

 U.S. Department of Transportation National Highway Traffic Safety Administration	ODI RESUME		
	INVESTIGATION: RQ01-002 DATE OPENED: 09-20-01 DATE CLOSED: SEP 6 2002 SUBJECT: Engine Compartment Fires PROMPTED BY: IE01-042 PRINCIPAL ENGINEER: F. Borris		
MANUFACTURER: Ford Motor Company MODEL(S): Town Car, Crown Victoria, Grand Marquis MODEL YEAR(S): 1992-1997 VEHICLE POPULATION: 1,890,389			
PROBLEM DESCRIPTION: The speed control deactivation switch can develop an internal short resulting in a fire.			
FAILURE REPORT SUMMARY			
	ODI	MANUFACTURER	TOTAL
COMPLAINTS:	16	31	47
CRASHES:	0	0	0
# INJURIES:	0	0	0
# FATALS	0	0	0
ACTION: The Recall Query has been upgrade to an Engineering Analysis.			
ENGINEER:		DEV CHG:	
DATE:	9/6/02	DATE:	9/6/02
		OFC DIR:	
		DATE:	9/6/02
SUMMARY: In its Letter dated May 13, 1999 to ODI, Ford indicated that it would conduct a safety recall (NHTSA Recall number 99V-124 or Ford 99S15) to remedy an overheating speed control deactivation switch in approximately 279,000 subject vehicles. The vehicles Ford determined to be affected by the recall are model year (MY) 1992-1993 Lincoln Town Car vehicles built from November 4, 1991 through November 30, 1992 and MY 1992-1993 Ford Crown Victoria and Mercury Grand Marquis vehicles built from February 5, 1992 through November 30, 1992.			
Since opening RQ01-002, ODI has identified eight additional reports of engine compartment fires in Ford vehicles equipped with a nearly identical speed control deactivation switch but beyond the scope of Ford's recall. Ford's response to ODI's Oct 19, 2001 letter also provided 31 reports of engine compartment fires in subject vehicles not included in Ford's recall.			
An Engineering Analysis is warranted to determine if a safety defect trend exists.			

9/9/02

 U.S. Department of Transportation National Highway Traffic Safety Administration	ODI RESUME		
	INVESTIGATION: RA02-025 DATE OPENED: SEP 6 2002 SUBJECT: Engine Compartment Fires PROMPTED BY: RQ01-002 PRINCIPAL ENGINEER: F. Borris		
MANUFACTURER: Ford Motor Company MODEL(S): Town Car, Crown Victoria, Grand Marquis MODEL YEAR(S): 1992-1997 VEHICLE POPULATION: 1,590,389			
PROBLEM DESCRIPTION: The speed control deactivation switch can develop an internal short resulting in a fire.			
FAILURE REPORT SUMMARY			
	ODI	MANUFACTURER	TOTAL
COMPLAINTS:	16	31	47
CRASHES:	0	0	0
# INJURIES:	0	0	0
# FATALS	0	0	0
ACTION: An Engineering Analysis has been opened.			
ENGINEER:  DATE: 9/6/02	DIV CHF:  DATE: 9/6/02	OFC DIR:  DATE: 9/6/02	
SUMMARY: In its Letter dated May 13, 1999 to ODI, Ford indicated that it would conduct a safety recall (NHTSA Recall number 99V-124 or Ford 99S15) to remedy an overheating speed control deactivation switch in approximately 279,000 subject vehicles. The vehicles Ford determined to be affected by the recall are model year (MY) 1992-1993 Lincoln Town Car vehicles built from November 4, 1991 through November 30, 1992 and MY 1992-1993 Ford Crown Victoria and Mercury Grand Marquis vehicles built from February 5, 1992 through November 30, 1992.			
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An Engineering Analysis is warranted to determine if a safety defect trend exists.			