

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 32 OF 61

PART 3 OF 6

Motor Make	Type	Category	VIN	2011 Report Completion Date	2011 Candidate?	Vehicle Build Date	Incident or Report Date	Vehicle	Model Year
	SUT	A	1LNLAR1W00PY		N	12/17/02	01/00/01	Truck Car	2002
	SUT	A	1LNLAR1W10NY		N	09/12/01	07/00/00	Truck Car	2002
	CLM	A	1LNLAR1W11PY		N	09/01/03	09/12/00	Truck Car	2003
	CLM	A	1LNLAR1W70PY	08/14/02	Y	10/22/02	03/12/00	Truck Car	2002
	CLM	A	1LNLAR1W71PY		N	04/08/03	10/21/00	Truck Car	2002
	SUT	A	1LNLAR1W71TY		N	00/09/02	02/18/00	Truck Car	2002
	CLM	A	1LNLAR1W80PY		N	09/17/03	09/05/00	Truck Car	2003
	SUT	A	1LNLAR1W80PY		N	03/05/03	05/17/00	Truck Car	2003
	CLM	A	1LNLAR1W80PY		N	03/08/03	09/18/00	Truck Car	2003
	SUT	A	1LNLAR1W81PY		N	00/04/03	01/02/00	Truck Car	2003
	CLM	A	1LNLAR1W81PY		N	10/22/02	03/30/01	Truck Car	2003
	CLM	A	1LNLAR1W81PY		N	05/24/03	10/12/01	Truck Car	2003
	CLM	A	1LNLAR1W81PY		N	06/26/03	11/27/00	Truck Car	2004
	CLM	A	2FACPY1W70PY		N	04/27/02	08/28/00	Cadillac V6	2003
	SUT	A	2FACPY1W80PY		N	08/11/03	11/08/00	Cadillac V6	2003
	CLM	A	2FALPY1W80PY		N	03/09/01	03/09/01	Cadillac V6	2004
	CLM	A	2FALPY1W80PY		N	08/19/02	08/29/00	Cadillac V6	2004
	CLM	A	2FALPY1W80PY		N	01/12/04	04/04/01	Cadillac V6	2004
	CLM	A	2MRCN7W80PY		N	05/28/01	05/04/00	Grand Marquis	2002
	CLM	A	2MRCN7W81PY		N	06/27/03	12/22/00	Grand Marquis	2003
	SUT	A	2MRCN7W80PY		N	12/01/02	08/27/99	Grand Marquis	2003
	CLM	A	2MRCN7W80PY		N	05/08/03	09/12/01	Grand Marquis	2003
	CLM	A	UN00CN			No VIN in file	09/14/01	Truck Car	2003
	CLM	A	UN00CN			No VIN in file	01/00/00	Truck Car	2003
	SUT	A	UN00CN			No VIN in file	08/04/99	Truck Car	2003
	SUT	A	1LNLAR1W00PY		N	07/08/03	07/03/99	Truck Car	2003
	CLM	A	2MRCN7W80PY		N	12/17/02	02/27/01	Grand Marquis	2004

Privilege documents reflect file was not result of destruction switch.
Privilege documents reflect file was not result of destruction switch.

Motor Number	Type	Category	VIN	1981 Recall Completion Date	1981 Recall Complete?	Vehicle Model	Incident or Report Date	Vehicle	Model Year
	CLM	S	1LMLM1W1P4		N	8022463	11/01/80	Town Car	1980
	CLM	S	1LMLM1W1P4		N	1000465	01/03/81	Town Car	1980
	CLM	S	1LMLM1W1P4		N	8228467	06/03/80	Town Car	1980
	CLM	S	1LMLM1W1P4		N	8001468	01/14/81	Town Car	1980
	CLM	S	1LMLM1W1P4		N	1022461	08/14/81	Town Car	1980
	CLM	S	1LMLM1W1P4		N	8202464	03/17/80	Town Car	1980
	CLM	S	1LMLM1W1P4		N		07/21/81	Town Car	1980
	CLM	S	1LMLM2W2P4		N	8106465	08/13/80	Town Car	1980
	CLM	S	1LMLM2W2P4		N	1108463	08/07/80	Town Car	1980
	CLM	S	1LMLM2W1P4		N	1008468	03/08/81	Town Car	1980
	CLM	S	1LMLM2W1P4		N		06/08/80	Town Car	1980
	CLM	S	1LMLM2W1P4		N	8228465	08/25/80	Town Car	1980
	CLM	S	1LMLM2W1P4		N	8001464	10/15/80	Town Car	1980
	CLM	S	2FALP74W0P4		N	0218463	04/28/81	Crown Vic	1980
	CLM	S	2FALP71W2P4		N	3007468	08/13/80	Crown Vic	1980
	CLM	S	2FALP71W0P4		N	8328463	09/28/80	Crown Vic	1980
	SUT	S	2FALP73W0P4		N	8806467	01/08/80	Crown Vic	1980
	CLM	S	2FALP74W0P4		N	0118468	08/21/81	Crown Vic	1980
	CLM	S	2MELM70W0P4		N	6418468	12/13/80	Grand Marquis	1980
	CLM	S	2MELM70W0P4		N	0806468	04/23/81	Grand Marquis	1980
	CLM	S	2MELM70W0P4		N	0118464	07/24/80	Grand Marquis	1980
	CLM	S	2MELM70W0P4		N	0722468	07/28/81	Grand Marquis	1980
	CLM	S	2MELM70W0P4		N	1204462	09/12/80	Grand Marquis	1980
	CLM	S	2MELM70W0P4		N	0806465	08/08/80	Grand Marquis	1980
	CLM	S	2MELM70W0P4		N	1271462	08/24/81	Grand Marquis	1980
	CLM	S	2MELM70W0P4		N	0828463	07/03/81	Grand Marquis	1980
	CLM	S	2MELM70W0P4		N	0813463	08/22/80	Grand Marquis	1980
	CLM	S	UNKNOW			No VIN in file	01/18/80	Town Car	1980
	CLM	S	UNKNOW			No VIN in file	08/18/80	Town Car	1980
	CLM	S	UNKNOW			No VIN in file	01/18/80	Town Car	1980
	CLM	S	UNKNOW			No VIN in file	01/01/81	Crown Vic	1980
	CLM	S	UNKNOW			No VIN in file	04/26/81	Town Car	1980
	CLM	S	UNKNOW			No VIN in file	08/23/81	Grand Marquis	1980
	CLM	S	UNKNOW			No VIN in file	10/15/80	Town Car	1980
	CLM	S	UNKNOW			No VIN in file	07/08/80	Grand Marquis	1980
	CLM	S	UNKNOW			No VIN in file	12/07/80	Town Car	1980
	CLM	S	UNKNOW			No VIN in file	04/20/80	Grand Marquis	1980
	SUT	S	1LMLM1W0P4		N	0828461	07/25/80	Town Car	1980
	CLM	S	1LMLM1W2P4		N	0108468	02/08/80	Town Car	1980
	CLM	S	1LMLM1W0P4		N	0671848	08/21/80	Town Car	1980
	CLM	S	2FALP73W1P4		N	3007464	08/17/80	Grand Marquis	1980

Privilege documents reflect file was not result of description switch.

Privilege documents reflect file was not result of description switch.

Privilege documents reflect file was not result of description switch.

CQIS Reports for Inquiry RQ01-002

Sort Order:

Inquiry: RQ01-002

Report No: YC48C017

Report Date: 3/30/2000

Source: CQIS

Model Year: 1994

Model:

VIN: 1LNLM82W8R

PGM Type:

Symptoms: 7 04 3 45

UKN SRC

FIRE/SMOKE

SCORCHED/BURNT

UNDERHOOD

Add. Symptom:

Odometer: 10 M

Engine:

Transmission:

Build Date: 9/15/1993

Warranty Start: 9/30/1993

Dealer: KOK22 Al Jazirah Vehicles A

FGSD Region: 9B

City: Riyadh

State:

Customer First Name: N/A

Last Name: N/A

City:

State:

Causal Component:

Photo:

Comment Type: Comments:

CONCER THERE WAS A FIRE UNDER THE HOOD. DAMAGE CONCENTRATED ON THE LEFT SIDE
CONCER OF THE ENGINE.

REPAIR THE VEHICLE WAS SEVERELY DAMAGED BY THE FIRE. THE CAUSE IS UNDER
REPAIR INVESTIGATION AT THIS TIME.

Inquiry: R091-002

Region: 24 ORLANDO

Issue: LEGAL

Zone: A1

Source: MORS II

Case: 702821389

VIN: 2MELM75W8ND

Engine: W

Veh Type: C

Opened: 5/19/1999

Contact_Key: 07028213890709 70414507

Closed: 5/19/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: TAMARAC

State: FL

ZIP:

Phone:

Model Year: 1992

Model: GRAND MARQUIS LS 4DR

Mileage: 1

Build Date: 12/4/1991

Dealer Name: MARGATE LINCOLN-MER Sales Code: L26259

P and A: 11638

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC155 US CONCERN CASE BASE

PHONE

5/19/1999 3:24:16 PM

Action: 664 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT

07028213890709 70414507

CUSTOMER SAYS: VEH BURNED AND WRITTEN OFF IN 1997; CUST J
UST HEARD ABOUT RECALL NO. 99815 AND WANTS COMPENSATION FO
R HER HAVING TO BUY A NEW VEH PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED T
O THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTA
TIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - N
O TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED
YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO I
NFERENCE CASE ID: 77

Origin: CAC GENERAL CAC

PHONE

5/19/1999 3:24:16 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

07028213890709 70414507

CUSTOMER SAYS: VEH BURNED AND WRITTEN OFF IN 1997; CUST J
UST HEARD ABOUT RECALL NO. 99815 AND WANTS COMPENSATION FO
R HER HAVING TO BUY A NEW VEH PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED T
O THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTA
TIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - N
O TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED
YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO I
NFERENCE CASE ID: 77

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION

PHONE

5/20/1999 3:02:13 PM

Action: LPS01 MAKE OUTBOUND CALL TO CUSTOMER

07028213890709 70414507

**LPA ATTEMPTED TO CONTACT MR. ALLEN. THE PHONE NUMBER IN TH
E CONTACT IS A PAGER.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP1901 UPDATE/ADDCO CASE
**LPA HAS BEEN UNABLE TO CONTACT [REDACTED] BY PHONE. LPA SENT A LETTER REQUESTING [REDACTED] CONTACT LPA.

5/21/1999 10:35:44 AM
07029213890708 70414507

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP4000 FINAL CASE DISPOSITION

6/1/1999 9:55:35 AM
07029213890708 70414507

**LPA SPOKE TO [REDACTED] SHE INDICATED THERE WERE NO INJURIES AS A RESULT OF THE FIRE. ALSO, HER INSURANCE CO. HAS PAID HER CLAIM AND SHE NO LONGER OWNS THE VEHICLE.
**LPA ADVISED [REDACTED] THAT SINCE SHE NO LONGER OWNS THE VEHICLE WE ARE UNABLE TO INSPECT THE VEHICLE TO DETERMINE IF THE FIRE WAS THE RESULT OF RECALL 98S15. LPA ALSO ADVISED THAT HER INSURANCE WAS ALREADY INVOLVED. NO FURTHER ASSISTANCE OFFERED.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP1815 REDIRECT TO OGC - REQUEST FOR DISCOVERY
**CASE FILE FORWARDED TO OGC.

6/1/1999 9:58:37 AM
07029213890708 70414507

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: SL803 ADD MICRO NUMBER/DOC ID

5/18/1999 1:23:50 PM
07029213890708 70414507

MORSII Duplicates (Y/N):

VOG Duplicate (Y/N):

Inquiry: RD01-002

Region:

Issue: INFORMATION

Zone:

Source: MORS III

Case: 471241409

VIN: 2FALP73W9P

Engine: W

Veh Type: C

Opened: 5/20/1999

Contact_Key: 04712414091142 20520002

Closed: 5/20/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: BEL AIR

State: MD

ZIP:

Phone:

Model Year: 1993

Model: LTD CROWN VIC 4DR

Mileage:

6700 Build_Date: 7/27/1993

Dealer Name:

Sales Code:

P and A:

Reason Code: 1142

AWA - INDEPENDENT FACILITY, NO ASSISTANCE

Symptoms: 205200

HRN/SPD CNTRL SPEED CONTROL

Origin: CAC138 US CONCERN CASE BASE

PHONE

5/20/1999 11:18:00 AM

Action: 807 ADVISE CUST FORD DOES NOT SUPPORT DIAGNOSIS OF INDEPEND04712414091142 20520002

CUSTOMER SAYS: CUST READ ABOUT THE RECALL REGARDING THE SPEED CONTROL; CUST HAS HAD PROBLEMS WITH THE SPEED CONTROL SO METIMES IT DOES NOT WORK AND ONE TIME THERE WAS SMOKE COMING OUT AND CUST JUST STOPED USING IT; CUST HAS NOT BEEN TO THE DLRHSP ABOUT THE PROBLEM; CUST WANTS OT KNOW WHAT TO DO ABOUT THAT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - VEHICLE IS NOT INVOLVED IN RECALL - RECALLS ARE ANNOUNCED ON A SEQUENCE OF VEHICLES BUILT AT A SPECIFIC ASSEMBLY PLANT DURING A PARTICULAR TIME PERIOD - RECALLS ARE VIN SPECIFIC - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE ID: 10

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RG0f-002

Region: 24 ORLANDO

Issue: INFORMATION

Zone: D1

Source: MORS III

Case: 1362350540

VIN: 1LNLM81W4P

Engine: W

Veh Type: C

Opened: 2/23/2000

Contact_Key: 13623505400778 70414502

Closed: 2/23/2000

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: JACKSONVILLE

State: FL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1993

Model: TOWN CAR EXECUTIVE

Mileage: 1

Build_Date: 4/8/1993

Dealer Name: NORTH FLORIDA LINCO

Sales Code: L25062

P and A:

11630

Reason Code: 0778

LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704145

FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC136 US CONCERN CASE BASE

PHONE

2/23/2000 10:03:12 AM

Action: 596

ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR

13623505400778 70414502

ASSISTANCE

CUSTOMER SAYS: -VEH CAUGHT FIRE IN DEC 1999 IN HER HOME DR
VEWAY -CALLER NOT SURE IF THE VEH WAS RUNNING -CAUSE UNKN
OWN -NOT SURE IF THERE WAS INSURANCE COVERAGE PER CUSTOMER
DEALER SAYS: -NONE CAC ADVISED: - THIS IS NOT A SITUAT
ION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOU
R INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID: 79

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Region: 21 ATLANTA Issue: INFORMATION Zone: C1 Source: MORS III
Case: 1424390059
VIN: 2MELM74W56X [REDACTED] Engine: W Veh Type: C Opened: 1/5/1999
Contact_Key: 14243900591106 20320002 Closed: 1/5/1999

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: ALPHARETTA State: GA ZIP: [REDACTED]
Phone: [REDACTED]

Model Year: 1995 Model: GRAND MARQUIS GS 4DR Mileage: 54000 Build Date: 8/18/1994
Dealer Name: BARANCO LINCOLN-MER Sales Code: L26057 P and A: 10157

Reason Code: 1106 AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR
Symptoms: 203200 START/CHARGE WIRING - BASIC

Origin: CACI38 US CONCERN CASE BASE PHONE 1/5/1999 11:43:50 AM
Action: 528 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 14243900591106 20320002
CUSTOMER SAYS: CUST TOOK VEHICLE TO DEALER DUE TO HAVING T
HE WIRES BURNED OUT; CUST FEELS THAT THERE IS A DEFECT IN TH
E WIRES; PER CUSTOMER, DEALER SAYS: DEALER SAID THE WIRE
S BURNED OUT; CAC ADVISED: - WARRANTY HAS EXPIRED - FORD
WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE INFERENCE CASE ID:
3379

Origin: CAC GENERAL CAC PHONE 1/5/1999 11:43:50 AM
Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY 14243900591106 20320002
CUSTOMER SAYS: CUST TOOK VEHICLE TO DEALER DUE TO HAVING T
HE WIRES BURNED OUT; CUST FEELS THAT THERE IS A DEFECT IN TH
E WIRES; PER CUSTOMER, DEALER SAYS: DEALER SAID THE WIRE
S BURNED OUT; CAC ADVISED: - WARRANTY HAS EXPIRED - FORD
WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE INFERENCE CASE ID:
3379

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R001-002

Region: 23 MEMPHIS Issue: INFORMATION Zone: B1 Source: MOR3 III
VIN: 2MELM75W23J [REDACTED] Engine: W Veh Type: C Case: 1427512550
Contact_Key: 14275125501141 49950002 Opened: 9/11/2000
Closed: 8/11/2000

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: NASHVILLE State: TN ZIP: [REDACTED]
Phone: [REDACTED]

Model Year: 1995 Model: GRAND MARQUIS LS 4DR Mileage: 7000 Build Date: 8/25/1995
Dealer Name: PERFORMANCE FORD, L Sales Code: F23039 P and A: 01148

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 499500 ENGINE GENERAL CONCERN MECH FAILURE

Origin: CAC386 UB CONCERN CASE BASE PHONE 9/11/2000 11:52:52 AM

Action: 826 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 14275125501141 49950002

CUSTOMER SAYS: -CUST SAYS VEH WAS IN FOR REPAIRS AND WHEN
VEH WAS PICKED-UP IT CUT OFF AT THE TRAFFIC LIGHTS AT STOP
SIGN AND CHECK ENGINE STAYS ON -CUST SAYS WHEN THE VEH CAM
E INTO DLR IT WAS NOT SHAKING -CUST THINKS THAT VEH WAS NO
T DIANOSED RIGHT AND DLR WANTS TO CHARGE ANOTHER DIAGNOSTIC
FEE -CUST STATED THAT SHE TOOK VEH TO A NONE/FORD DLRSHP A
ND THEY STATES THAT VEH NEED MOUTH SENSOR WHICH HAD SOMETHIN
G TO DO WITH THE COMPUTER PER CUSTOMER, DEALER SAYS: -DLR
STATES THAT SOMETHING ELSE IS WRONG WITH VEH AND IT WOULD C
OST MORE MONEY TO HAVE THE REST OF THE REPAIRS FIX CAC ADVI
SED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANC
IAL ASSISTANCE -OBC TO DLR SPOKE TO SERVADV LISA WHO STATES
CUST BROUGHT VEH IN FOR FIRE DAMAGE GAVE CUST THE ESTIMATE
AND WAS CLAIMED BY HIS INS -LISA SAID THAT SHE TOLD CUST
THAT VEH NEEDED MAINT/ WORK TO BE DONE -LISA SAYS CUST TH
NKS THAT EVERYTHING THAT IS WRONG WITH VEH WAS RELATED TO TH
E FIRE -WHEN VEH LEFT DLRSHP IT WAS RUNNING ROUGH -DRL STA
ES THAT CUST SHOULD BRING VEH IN FOR THEM TO DIAGNOSE THE CO
NCERN -DLR ALSO STATES THAT IF CUST IS NOT SATISFIED HE SH
OULD CONTACT THE INS COMPANY -LISA SAYS THAT CUST WOULD HAV
E TO PAY A DIANOSTIC FEE -ADVISED CUST AS PER DLRSHP CONVE
RSATION TO CONTACT INS COMPANY AND TO CONTACT DLRSHP THEY AR
E IN THE BEST POSITION TO ASSIST INFERENCE CASE ID: 4993

MOR3III Duplicate (Y/N):

VOC Duplicate (Y/N):

Inquiry: RQ01-002

Region: 13 NEW YORK

Issue: INFORMATION

Zone: H1

Source: MOR3 III

Case: 1394031628

VIN: 2MECM74W7ND

Engine: W

Veh Type: C

Opened: 6/7/1999

Contact_Key: 13940316281141 20520002

Closed: 6/7/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: KINGSTON

State: NY

ZIP:

Phone:

Model Year: 1992

Model: GRAND MARQUIS GS 4DR

Mileage: 45

Build_Date: 12/18/1991

Dealer Name: COLONIAL MOTOR CARS

Sales Code: L14558

P and A:

13359

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 205200 HRN/SPD CNTRL SPEED CONTROL

Origin: CAC138 US CONCERN CASE BASE

PHONE

6/7/1999 4:16:37 PM

Action: 528 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

13940316281141 20520002

CUSTOMER SAYS: CUST IS CALLING TO FIND OUT IF HER VEH WAS INVOLVED IN ANY RECALLS ; THERE HAS BEEN 7 TIMES WHERE THERE HAS BEEN SMOKE COMING FROM THE ENGINE; PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE ID: 1769

Origin: CAC GENERAL CAC

PHONE

6/7/1999 4:16:37 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

13940316281141 20520002

CUSTOMER SAYS: CUST IS CALLING TO FIND OUT IF HER VEH WAS INVOLVED IN ANY RECALLS ; THERE HAS BEEN 7 TIMES WHERE THERE HAS BEEN SMOKE COMING FROM THE ENGINE; PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE ID: 1769

MOR3III Duplicate (Y/N):

VOG Duplicate (Y/N):

Inquiry: RQ01-002

Region: 11 BOSTON Issue: INFORMATION Zone: E1 Source: MORS III
Case: 591721400
VIN: 2MELM74W7V [REDACTED] Engine: W Veh Type: C Opened: 5/25/2000
Contact_Key: 05917214601105 20320002 Closed: 5/25/2000

Last Name: [REDACTED] Title: First Name: [REDACTED] Status: CLOSED

Address: [REDACTED] City: PRINCETON State: WV ZIP: [REDACTED]

Phone:

Model Year: 1997 Model: GRAND MARQUIS GS 4DR Mileage: 39000 Build_Date: 5/12/1997

Dealer Name: WALL'S LINCOLN-MERC Sales Code: L12174 P and A: 13123

Reason Code: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR

Symptoms: 203200 START/CHARGE WIRING - BASIC

Origin: CAC138 US CONCERN CASE BASE PHONE 6/25/2000 4:24:49 PM

Action: 526 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 05917214601105 20320002

CUSTOMER SAYS: - CUST HAD A FIRE IN ENGINE ABOUT A MONTH A
GO - SAW A FIRE SAFETY RECALL LETTER ON THE INTERNET FOR
A CRUISE CONTROL SWITCH - WOULD LIKE TO KNOW IF VEH IS COV
ERED AND WOULD LIKE REIMBURSEMENT - THE REPAIRS HAVE BEEN D
ONE AND THE INSURANCE PAID A PORTION OF IT - CUST IS OF TH
E OPINION THAT HE IS PAYING FOR AN ESP PER CUSTOMER, DE
ALER SAYS: ADVISED THERE IS NO COVERAGE FOR THE REPAIRS C
AC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE
FINANCIAL ASSISTANCE ADVISED CUST THERE IS NO RECALL FOR
THE CONCERN INFERENCE CASE ID: 4944

MORSIII Duplicate (Y/N):

VDD Duplicate (Y/N):

Inquiry: RQ01-002

Source: MOR3 III

Region:

Issue: CONCERN

Zone:

Case: 629562170

VIN: 2FALP71W5T7

Engine: W

Veh Type: C

Opened: 8/4/2000

Contact_Key: 05295621704104 70430003

Closed: 8/4/2000

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: PENSACOLA

State: FL

ZIP:

Phone:

Model Year: 1998

Model: CROWN VIC P 4DR

Mileage:

56000 Build_Date: 3/20/1998

Dealer Name:

Sale Code:

F and A:

Reason Code: 4104

ICCD - FORWARDED-CONSUMER AFFAIRS

Symptoms: 704300

FIRE/SMOKE SCORCHED/BURNT

Origin: NAFS NORTH AMERICAN FLEET SERVICE

PHONE

8/4/2000 2:42:36 PM

Action: DAC071 WARRANTY REPAIR DENIED - INSURANCE ISSUE

06295621704104 70430003

DEALER: CONTACT IS PAMELA PREJEAN 850 823 2234

ADVISED RAV/LIT PREVENTION SPECIALIST OF FIRE
IN A FORD VEHICLE THAT CAUSED PROPERTY DAMAGE
TO A RENTAL PROPERTY OWNED BY

THE RENTER IS AN EMPLOYEE IN THE CITY OF PENSACOLA

THE FIRE UNIT WAS THE VEHICLE DRIVEN BY THE

RENTER. CITY OF PENSACOLA HAS ADVISED

THEY ARE ABSOLVING ALL RESPONSIBILITY AND ADVISED

HER TO CONTACT FORD MOTOR COMPANY.

NAFS: CONTACTED PROPERTY OWNER AND ADVISED HER THIS IS

AN INSURANCE ISSUE. INSURANCE COMPANY CAN FILE

A SUBROGATION CLAIM IF IT CHOOSES.

NO FURTHER ACTION NECESSARY.

MOR3III Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Region: 10 SDR

Issue: INFORMATION

Zone: A1

Source: MORS III

Case: 1420650630

VIN: 2FACP74W5ND

Engine: W

Veh Type: C

Opened: 3/3/2000

Contact_Key: 14206506301141 70434502

Closed: 3/3/2000

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: YORK HARBOR

State: ME

ZIP:

Phone:

Model Year: 1992

Model: LTD CROWN VIC LX4DR

Mileage: 85000

Build_Date: 8/27/1991

Dealer Name: WHITE FORD

Sales Code: F11810

P and A: 00828

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 704345 FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

Origin: CACI38 US CONCERN CASE BASE

PHONE

3/3/2000 11:40:20 AM

Action: 828 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

14206506301141 70434502

CUSTOMER SAYS: A FEW MONTHS WHILE SHE WAS DRIVING SHE NOTI

CEDED A BURNING SMELL COMING FROM THE VEHICLE. SHE SAYS THAT S

HE READ AN ARTICLE ABOUT A RECALL ON THE CRUISE CONTROL AND

WOULD LIKE TO KNOW IF HER VEHICLE IS INVOLVED. PER CUSTOMER

, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED

- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE

ID: 4983

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Region: 58 DENVER

Issue: CONCERN

Zone: B1

Source: MOR3 III

Case: 367143070

VIN: 2FACP74W5N0

Engine: W

Veh Type: C

Opened: 11/2/2000

Contact_Key: 036714307010MR 20520003

Closed: 11/2/2000

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: FANGUITCH

State: UT

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: LTD CROWN VIC LX 4DR

Mileage: 85000

Build_Dtbs: 2/8/1991

Dealer Name: PARKWAY MOTORS

Sales Code: F56564

P end A:

05354

Reason Code: 10MR PARTS - MULTIPLE REPAIR

Symptoms: 205200 HRN/SPD CNTRL SPEED CONTROL

Origin: CACI38 US CONCERN CASE BASE

PHONE

11/2/2000 10:11:31 AM

Action: 139 ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

036714307010MR 20520003

CUSTOMER SAYS: -HAD THE CRUISE CONTROL REPAIRED AT JONES FORD IN ARIZONA -AFTER THE REPAIR TRAVEL APPROX 450MILES ALL THE WIRING HARNESS MELTED -HAD TO VEH TOWED TO THE NEAREST DLRSHIP -DLRSHIP WHERE VEH IS AT NOW STATED THAT SOMEONE PUT IN A 35AMP CIRCUIT BREAKER WHICH CAUSED THE WIRING TO MELT -WOULD LIKE TO KNOW IF THIS IS COVERED PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - POSSIBLE COVERAGE. -FORWARDED INFORMATION TO THE DEALERSHIP -REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS -OBC TO JONES FORD IN ARIZONA, SPOKE TO THE S/M GARY CALLIS -GARY ADVISED THAT PARKWAY FORD CAN CALL HIM AND EXPLAIN THE PROBLEM WITH VEH AND AT THAT TIME HE WILL BE ABLE TO DETERMINE IF THE PROBLEM IS RELATED TO THE NEW PART PUT IN THE VEH -RELAY INFORMATION TO CUSTOMER INFERECE CASE ID: 4664

Origin: DEALER/DEALER

PHONE

11/13/2000 1:10:12 PM

Action: DAC022 CUSTOMER PAID REPAIR MADE

036714307010MR 20620003

CONTACT DEALER IN AZ. CONFIRMED THAT THEIR REPAIR WAS ON A DIFFERENT CIRCUIT THAN 35 AMP CIRCUIT BREAKER. CUSTOMER WILL HAVE TO PAY FOR REPAIR.

MOR3III Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Region: 71 CALIFORNIA

Issue: LEGAL

Zone: Y

Source: MORS III

Case: 1375773269

VIN: 2FALP71W5T2

Engine: W

Veh Type: C

Opened: 11/22/1999

Contact_Key: 13757732690709 70430007

Closed: 11/22/1999

Last Name: [REDACTED]

Title:

First Name:

Status: CLOSED

Address: [REDACTED]

City: LOS ANGELES

State: CA

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1998

Model: CROWN VIC F 4DR

Mileage:

28226 Build_Date: 3/26/1998

Dealer Name: FORD MOTOR COMPANY- Sales Code: F71000

P and A: 66071

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704300 FIRE/SMOKE SCORCHED/BURNT

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

11/22/1999 10:28:17 AM

Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY

13757732690709 70430007

***** FLEET FAX RECD 11/18/99 *****

FLEET CONTACT:MARILYN GORSKY @ (323) 861-4844

ALLEGES DEFECTIVE VEHICLE.

CUSTOMER ALLEGES TEMP GAUGE WAS RISING , VEHICLE CAUGHT FIRE

***NO RESOLUTION STATED.**

FCSD FLEET SERVICE CONTACT:MARILYN GORSKY @ (323) 861-4844

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

11/24/1999 2:31:58 PM

Action: LP307 MAKE OUTBOUND CALL TO OTHER

13757732690709 70430007

LPA COMMENTS

LPA TRIED TO CONTACT FCSD FLEET SERVICE CONTACT-MARILYN

GORSKY BUT THE NUMBER IS A NON-WORKING NUMBER. LPA WILL PASS

INFORMATION ON THE COLLEAGUE-LEAH GALE ON 11/29/99.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

11/30/1999 4:40:47 PM

Action: LP401 REQUEST FOR VEHICLE INSPECTION- CVO REQUEST

13757732690709 70430007

LPA HAS LEFT A MESSAGE FOR EAA INSPECTOR MARTY GUERRERO

ASKING IF HE CAN INSPECT VEHICLE.

LPA HAS LEFT A MESSAGE FOR EAA INSPECTOR RON JENKINS ASKING

THAT HE CONTACT ME BACK AT 313 845-5547

Origin: NAFS NORTH AMERICAN FLEET SERVICE FAX
Action: NAF133 MISCELLANEOUS
RECEIVED CALL FROM TOM O'KEEFE, FORD REP ASSIGNED TO FLT, REQ
UESTING AN UPDATE ON THE INVESTIGATION. NAFS LEFT A VOICE
MAIL FOR LEAH GALE TO CALL BACK WITH ANY NEW INFO.
RECEIVED INVESTIGATION FROM NAFS, FORWARDED TO FORD REP, TOM
O'KEEFE AIRBILL # 6523539612.

12/20/1999 10:14:09 AM
13757732680709 70430007

Origin: CALQL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: LP4000 FINAL CASE DISPOSITION
ORIGINAL REPORT/PICTURES RECEIVED AND FORWARDED TO CVO FOR
REVIEW/HANDLING.

1/3/2000 11:01:21 AM
13757732680709 70430007

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R001-002

Region:

Issue: INFORMATION

Zone:

Source: MORS III

Case: 132853418

VIN: 1LNLM82W0P

Engine: W

Veh Type: C

Opened: 12/7/1998

Contact_Key: 1328534180778 70414502

Closed: 12/7/1998

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: BROOKLYN

State: NY

ZIP:

Phone:

Model Year: 1993

Model: TOWN CAR SIGNATURE

Mileage:

28000

Build Date:

2/5/1993

Dealer Name:

Sales Code:

P and A:

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC138 US CONCERN CASE BASE

PHONE

12/7/1998

9:02:23 AM

Action: 596 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE 1328534180778 70414502

CUSTOMER SAYS: 1993 TOWN CAR; IT JUST CAUGHT ON FIRE PARK ED IT WAS UNDER THE HOOD AREA; THE HOOD IS BURNED OFF COMPLETELY HAVENT CONTACT INSURANCE COMPANY THE FIRE DEPARTMENT WAS CONTACTED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID: 79

Origin: CAC GENERAL CAC

PHONE

12/7/1998

9:02:23 AM

Action: DR001 NO ACTION REQUIRED; INFORMATION ONLY 1328534180778 70414502

CUSTOMER SAYS: 1993 TOWN CAR; IT JUST CAUGHT ON FIRE PARK ED IT WAS UNDER THE HOOD AREA; THE HOOD IS BURNED OFF COMPLETELY HAVENT CONTACT INSURANCE COMPANY THE FIRE DEPARTMENT WAS CONTACTED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID: 78

Origin: CACM02 MANUAL - PHONE CSR

PHONE

12/9/1998

12:24:18 PM

Action: 224 UPDATE CUSTOMER ADDRESS OR PHONE NUMBER 1328534180778 70414502

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: CUST WAS ADVISED THAT UNTIL IT IS ESTABLISHED BY HIS INSURANCE CO. AS TO THE REASON AND SOURCE OF THE FIRE IN THE VEHICLE, THERE IS NOTHING THAT CAN BE DONE AT THIS POINT.

MORSIII Duplicate (Y/N):

VOG Duplicate (Y/N):

Inquiry: RQ01-002

Region: 13 NEW YORK Issue: INFORMATION Zone: B1 Source: MOR8 III
VIN: 2FALP74WXP2 Engine: W Veh Type: C Case: 1518250040
Contact_Key: 15182500400778 70414502 Opened: 1/4/2000
Closed: 1/4/2000

Last Name: Title: First Name: Status: CLOSED
Address: City: BROOKLYN State: NY ZIP:
Phone:
Model Year: 1993 Model: LTD CROWN VIC LX 4DR Mileage: 71000 Build_Date: 10/30/1992
Dealer Name: POPULAR FORD SALES Sales Code: F13021 P and A: 03029
Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY
Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CACI38 US CONCERN CASE BASE PHONE 1/4/2000 2:21:38 PM
Action: 586 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE 15182500400778 70414502

CUSTOMER SAYS: - I OWNED A 93 CROWN VICTORIA - THE ENGINE BLEW UP - THIS HAPPENED 1/2/2000 - THE FIRE CAME FROM UNDER THE HOOD - THE VEH IS AT A JUNK YARD IS IN BROOKLYN NEW YORK - A FIRE REPORT WAS FILED AND IS BEING PROCESSED. - KINGS COUNTY, NEW YORK - I DO NOT HAVE FULL COVERAGE ON THE VEH, DID NOT CONTACT THE INSURANCE - THE VEH IS REPAIRABLE, HOWEVER THE REPAIRS WILL COST MORE THAN VEH IS WORTH. - I FEEL THAT THE RECALL CREATED THIS FIRE. PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID: 79

MOR8III Duplicates (Y/N):

VOQ Duplicates (Y/N): 7/1/1

Inquiry: RQ01-002

Region: 24 ORLANDO

Issue: DSB

Zone: D2

Source: MORB III

Case: 382143568

VIN: 2FALP73W4TX

Engine: W

Veh Type: C

Opened: 3/1/1999

Contact_Key: 03821435582317570430008

Closed: 3/1/1999

Last Name:

Title:

First Name:

Status: INELIGIBLE

Address:

City: TALLAHASSEE

State: FL

ZIP:

Phone:

Model Year: 1988

Model: CROWN VIC 5 4DR

Mileage: .

Build Date: 10/26/1995

Dealer Name: TALLAHASSEE FORD

Sales Code: F24527

P and A:

04044

Reason Code: 23175 O8B-OTHER REQUESTED-VEH DOESNT MEET EXPECT

Symptoms: 704300 FIRE/SMOKE SCORCHED/BURNT

Origin: CAPS PHOENIX GROUP

MAIL

3/1/1999 11:01:08 AM

Action: D81224 INELIGIBLE-PERSONAL INJURY, PRODUCT LIABILITY,
LITIGATION-OTHER P

03821435582317570430008

CUSTOMER STATES VEHICLE CAUGHT ON FIRE AND FEELS THAT WARRANT
TY SHOULD COVER EXPENSES. INELIGIBLE DUE TO INSURANCE ISSUE.
GWJ

MORBII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Region: 52 SOUTHWEST Issue: INFORMATION Zone: H1 Case: 487740830
VIN: 2MELM74W0S2 Engine: W Veh Type: C Opened: 3/23/2000
Contact_Key: 04877408300424 70424202 Closed: 3/23/2000

Last Name: Title: First Name: Status: CLOSED

Address: City: BAY CITY State: TX ZIP:

Phone:

Model Year: 1995 Model: GRAND MARQUIS GS 4DR Mileage: 89000 Build Date: 4/7/1995

Dealer Name: BAY CITY AUTO & SAL Sales Code: L87054 P and A: 04411

Reason Code: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

Symptoms: 704242 FIRE/SMOKE SMOKE PASSENGER AREA

Origin: CACI35 US CONCERN CASE BASE PHONE 3/23/2000 1:30:52 PM

Action: 623 DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN 04877408300424 70424202

CUSTOMER SAYS: -THERE IS SMOKE COMING INTO THE VEH -THIS IS A INTERMITTENT PROBLEM -WANTS THIS PROBLEM FIXED PER CUSTOMER, DEALER SAYS: -WE CANNOT FIND THE PROBLEM CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4482

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Region: 24 ORLANDO

Issue: INFORMATION

Zone: C1

Source: MORS III

Case: 1483052329

VIN: 2MELM75W9V7

Engine: W

Veh Type: C

Opened: 4/5/2000

Contact_Key: 14830523291141 20319702

Closed: 4/5/2000

Last Name: [REDACTED]

Title: [REDACTED] First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: NAPERVILLE

State: IL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1997

Model: GRAND MARQUIS LS 4DR

Mileage: 41237

Build Date: 8/8/1997

Dealer Name: RICK STARR LINCOLN-

Sales Code: L25043

P and A:

11801

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 203197 START/CHARGE CHARGING SYSTEM NOISE

Origin: CACI38 US CONCERN CASE BASE

PHONE

4/5/2000

3:10:46 PM

Action: 526 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

14830523291141 20319702

CUSTOMER SAYS: - VEH WONT START . - WANT T O KNOW IF THE

RE ARE ANY RECALL ON THE VEH . - THERE WAS A WIRE MELTED

IN THE WIRING HARNESS . - DID NOT STATE FINANCIAL ASST

. PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - WA

RRANTY HAS EXPIRED . - FORD WILL NOT PROVIDE FINANCIAL ASSI

STANCE . - NO OPEN RECALL OR ONP RELATED TO THE CONCERN .

MORSIII Duplicate (Y/N):

VOG Duplicate (Y/N):

Inquiry: RQ01-002 Source: MOR8 III
Region: 23 MEMPHIS Issue: INFORMATION Zone: A1 Case: 1805852598
VIN: 2FALP71W4T Engine: W Veh Type: C Opened: 9/18/1998
Contact_Key: 18058525984013 70430002 Closed: 9/18/1998

Last Name: Title: First Name: Status: CLOSED
Address: City: MEMPHIS State: TN ZIP:
Phone:
Model Year: 1998 Model: CROWN VIC P 4DR Mileage: 12110 Build Date: 5/30/1998
Dealer Name: DOBBS FORD AT WOLFC Sales Code: F23002 P and A: 04357

Reason Code: 4013 MISC INQUIRY - GENERAL/OTHER
Symptoms: 704300 FIRE/SMOKE SCORCHED/BURNT

Origin: NAFS NORTH AMERICAN FLEET SERVICE PHONE 9/18/1998 4:49:45 PM
Action: NAF128 OPEN NAFS CONTACT-PRODUCT LIABILITY 18058525984013 70430002
FLT CALLED REGARDING VEHICLE FIRE FROM ENGINE COMPARTMENT.
NAFS WILL INFORM CONSUMER AFFAIRS TO SEND OUT AN INSPECTOR.
VEHICLE FIRE BEGAN WHILE PARKED, NO INJURIES, NO PROPERTY
DAMAGE. FIRE DEPT INVESTIGATION STATES THAT THERE WAS A SHO
RT CIRCUIT.

Origin: DEALER DEALER PHONE 1/13/2000 10:42:17 AM
Action: DAC078 NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER" 18058525984013 70430002
THE FIRE DEPT HAS THE TRUCK IN THEIR SHOP FOR REPAIRS

MOR8III Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R001-802

Region: 23 MEMPHIS

Issue: LEGAL

Zone: Y

Source: MORS III

Case: 1605852599

VIN: 2FALP71W4T2

Engine: W

Veh Type: C

Opened: 9/17/1999

Contact_Key: 16058525990709 70430007

Closed: 8/17/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: MEMPHIS

State: TN

ZIP:

Phone:

Model Year: 1996

Model: CROWN VIC F 4DR

Mileage:

12110 Build_Date: 5/30/1996

Dealer Name: FORD MOTOR COMPANY- Sales Code: F23000

P and A:

68063

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704300 FIRE/SMOKE SCORCHED/BURNT

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/17/1999 8:21:11 AM

Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY

16058525990709 70430007

***** FLEET FAX REC'D 09/18/99 *****

FLEET CONTACT:

ALLEGES DEFECTIVE VEHICLE.

THE VEHICLE CAUGHT FIRE IN THE ENGINE AREA WHILE PARKED.

** CUSTOMER REQUESTS FORD REIMBURSE FOR REPAIRS.**

NOTE: THE VEHICLE WAS REPAIRED AT OAKLEY KEESEE FORD.

**

FCSD FLEET SERVICE CONTACT:

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/17/1999 2:35:49 PM

Action: LP309 SEND FAX TO EAA

16058525990709 70430007

LPA FAXED INFO TO JOHN O'SHERIDAN, EAA.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/29/1999 9:04:50 AM

Action: LP1818 REDIRECT TO NAFS

16058525990709 70430007

LPA FORWARDED INSPECTION REPORT (JOHN O'SHERIDAN, EAA) TO

KEITH MAJESKI IN CYO.

Origin: NAFS NORTH AMERICAN FLEET SERVICE FAX
Action: NAF-133 MISCELLANEOUS
FIRE COULD NOT BE CONCLUSIVELY DETERMINED TO BE DUE TO A VEHICLE DEFECT. FLT REQUESTED, AND WILL BE SENT A LETTER STATING THE DECISION.
NAFS HAS SUCCESSFULLY TRANSMITTED FAX DIRECTING THE FLT TO THEIR INSURANCE CO.

10/22/1999 4:58:27 PM
16058529980709 70430007

MORSIII Duplicate (Y/N): Y

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Region: 23 MEMPHIS

Issue: LEGAL

Zone: A3

Source: MORS III

Case: 1588471731

VIN: 1LNLM82W9V

Engine: W

Veh Type: C

Opened: 6/22/2001

Contact_Key: 15884717310708 70434507

Closed: 6/22/2001

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: LEANDER

State: LA

Zip: [REDACTED]

Phone: [REDACTED]

Model Year: 1997

Model: TOWN CAR SIGNATURE

Mileage: 37000

Build Date: 8/19/1997

Dealer Name: JOHN DECKER LINC-ME

Sales Code: L22522

F and A: 12228

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704345 FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

Origin: CACI38 US CONCERN CASE BASE

PHONE

6/22/2001

4:04:08 PM

Action: 697 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS

15884717310708 70434507

CUSTOMER SAYS: - HOME HAD A FIRE AND BELIEVES IT MAY BE FR
O THE VEH -PROBLEMS WITH VEHBURNED UP. PER CUSTOMER,
DEALER SAYS: - NONE. CAC ADVISED: - THIS INFORMATION HA
S BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVI
EW - 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 DEALE
RSHIP, PLEASE ASSIGN THE NEAREST FORD DEALERSHIP TO THE CONT
ACT] INPERENCE CASE ID: 26

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION

PHONE

6/25/2001

2:16:48 PM

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER

LPA CALLED CUSTOMER-NO ANSWER, NO VOICE MAIL. LPA WILL MAIL
POSTCARD.

15884717310708 70434507

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION

PHONE

7/16/2001

3:04:08 PM

Action: LP102 CUSTOMER REJECTS OFFER DUE TO NO RESPONSE- CLOBE CASE 15884717310708 70434507

CUSTOMER DID NOT CONTACT LPA. LPA WILL REOPEN IF CUSTOMER RE
CONTACTS.

MORSIII Duplicates (Y/N):

VOQ Duplicates (Y/N):

Inquiry: RQ01-002

Region: 71 CALIFORNIA Issue: CONCERN Zone: D1 Source: MORS III
VIN: 2MELM75W3P Engine: W Veh Type: C Case: 653803540
Contact_Key: 05538035401141 301A0003 Opened: 8/14/2001
Closed: 8/14/2001

Last Name: Title: First Name: Status: CLOSED
Address: City: SAN CLEMENTE State: CA ZIP:
Phone:

Model Year: 1998 Model: GRAND MARQUIS LS 4DR Mileage: 57000 Build_Date: 8/10/1992
Dealer Name: CAPISTRANO FORD Sales Code: F71098 P and A: 00712

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 301A00 SERVICE BRAKE INDICATOR

Origin: CACI88 US CONCERN CASE BASE PHONE 8/14/2001 1:24:57 PM
Action: 448 ADVISE CUSTOMER NO REIMBURSEMENT ASSISTANCE 05538035401141 301A0003

CUSTOMER SAYS: == CUST LIGHT WOULD NOT GO OFF =CUST TOOK
VEH IN FOR BRAKE LIGHT =DLR CHECK VEH AND CHARGE \$180.00
=CUST WANTS A REIMBURSEMENT PER CUSTOMER, DEALER SAYS: =O
LR SAYS THAT IT WAS THE CONTROL SWITCH =THE WIRE WAS BURNT
OUT CAC ADVISED: AB - ALL WARRANTIES HAVE EXPIRED - FO
RD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE -OBC TO DLR -
SPOKE WITH SHIRLEY - CRM -SAID CUST IS LOYAL AND HAS BEEN I
N AND OUT QUITE ALOT TO SERVICE VEH -DIAGNOSED IS NOT NORM
AL -SAID IT WOULD UP TO OUR DISCRETION WHETHER TO REIMBURS
E OR NOT INFERENCE CASE ID: 5334

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N): 8/6/1

Inquiry: RQ01-002

Region: 10 SDR

Issue: INFORMATION Zone: G1

Source: MOR3 III

Case: 1643831819

VIN: 2FACP74W8NX

Engine: W

Veh Type: C

Opened: 6/30/1999

Contact_Key: 16438318191141 48910002

Closed: 8/30/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: CALVERT CITY

State: KY

ZIP:

Phone:

Model Year: 1992

Model: LTD CROWN VIC LX 4DR

Mileage: 103000

Build Date: 1/17/1992

Dealer Name: LEON RILEY FORD INC

Sales Code: F23049

P and A:

05725

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 499100 ENGINE GENERAL CONCERN APPEARANCE

Origin: CAC136 US CONCERN CASE BASE

PHONE

8/30/1999

3:04:27 PM

Action: 528 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

16438318191141 48910002

CUSTOMER SAYS: -> CUST STATED THAT HEARD RECALL ON THE NEW

S AND WANTS TO KNOW IF VEH IS INVOLVED IN THIS RECALL -> CU

ST STATED THAT IS HAVING SMOKE COME FROM THE VEH PER CUSTOM

ER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRE

D - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CA

SE ID: 1810

Origin: CAC GENERAL CAC

PHONE

8/30/1999

3:04:27 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

16438318191141 48910002

CUSTOMER SAYS: -> CUST STATED THAT HEARD RECALL ON THE NEW

S AND WANTS TO KNOW IF VEH IS INVOLVED IN THIS RECALL -> CU

ST STATED THAT IS HAVING SMOKE COME FROM THE VEH PER CUSTOM

ER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRE

D - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CA

SE ID: 1810

MOR3III Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Region: 41 CHICAGO

Issue: INFORMATION

Zone: E1

Source: MORS III

Case: 143311231

VIN: 2MELM75W2R

Engine: W

Veh Type: C

Opened: 5/3/2001

Contact_Key: 1433112311114 70424702

Closed: 5/3/2001

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: MILWAUKEE

State: WI

ZIP:

Phone:

Model Year: 1994

Model: GRAND MARQUIS LS 4DR

Mileage: 100000

Build Date: 1/12/1994

Dealer Name: UPTOWN MOTORS, INC. Sales Code: L42527

P and A: 12152

Reason Code: 1114 AWA - AWA DENIED

Symptoms: 704247 FIRE/SMOKE SMOKE UNDER VEHICLE

Origin: CAC138 US CONCERN CASE BASE

PHONE

5/3/2001 12:01:29 PM

Action: 528 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

1433112311114 70424702

CUSTOMER SAYS: SAYS THE ENGINE CAUGHT ON FIRE SAYS NONE OF THE GAUGES WERE SHOWING HOT SAYS WAS DRIVING FOR APPROX HALF AN HOUR IN TOTAL WHEN THE VEHICLE FILLED WITH SMOKE AND WAS ADVISED BY INSURANCE THIS IS A MECHANICAL CONCERN NOT INSURANCE SO THEY WILL NOT COVER COST OF REPAIR REQUESTING FINANCIAL ASSISTANCE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE - SUPPORT DEALER'S REPAIR METHOD INFERENCE CASE ID: 5300

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RD01-002

Region: 24 ORLANDO

Issue: INFORMATION

Zone: E1

Source: MOR3 III

Case: 519941308

VIN: 2MELM78W5P

Engine: W

Veh Type: C

Opened: 5/10/1999

Contact_Key: 08199413060778 70410402

Closed: 6/10/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: TAVERNIER

State: FL

ZIP:

Phone:

Model Year: 1993

Model: GRAND MARQUIS LS 4DR

Mileage: 174000

Build Date: 2/4/1993

Dealer Name: JARRETT FORD

Sales Code: F24456

P and A: 03096

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704104 FIRE/SMOKE VISIBLE FLAME COLL. RELATED

Origin: CAC38 US CONCERN CASE BASE

PHONE

5/10/1999

9:32:02 AM

Action: 596

ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE

08199413060778 70410402

CUSTOMER SAYS: FILED A REPORT ABOUT VEHICLE BURNING; VEHICLE WAS SITTING IN DRIVE WAY FOR 3 HRS AND SUDDENLY CAUGHT ON FIRE NO ONE WAS IN THE VEHICLE AND NO ONE WAS DRIVING THE VEHICLE; - FIRE WAS 2 WEEKS AGO DONT REMEMBER THE EXACT DATE - FIRE DEPT WAS NOTIFIED AND SAID THE CAUSE OF THE FIRE WAS THE WIRING HARNESS -REPORT NUMBER WILL BE AVAILABLE ON MAY 10, 99 -INSURANCE COMPANY SAID NOT COVERED - VEHICLE WAS IN CUST DRIVE WAY -CITY WAS TAVERNIER, FL - VEHICLE IS NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. -UNLESS THERE IS A RECALL FORD IS NOT RESPONSIBLE FOR THE FIRE INFERENCE CASE ID: 79

Origin: CAC GENERAL CAC

PHONE

5/10/1999

9:32:02 AM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

08199413060778 70410402

CUSTOMER SAYS: FILED A REPORT ABOUT VEHICLE BURNING; VEHICLE WAS SITTING IN DRIVE WAY FOR 3 HRS AND SUDDENLY CAUGHT ON FIRE NO ONE WAS IN THE VEHICLE AND NO ONE WAS DRIVING THE VEHICLE; - FIRE WAS 2 WEEKS AGO DONT REMEMBER THE EXACT DATE - FIRE DEPT WAS NOTIFIED AND SAID THE CAUSE OF THE FIRE WAS THE WIRING HARNESS -REPORT NUMBER WILL BE AVAILABLE ON MAY 10, 99 -INSURANCE COMPANY SAID NOT COVERED - VEHICLE WAS IN CUST DRIVE WAY -CITY WAS TAVERNIER, FL - VEHICLE IS NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. -UNLESS THERE IS A RECALL FORD IS NOT RESPONSIBLE FOR THE FIRE INFERENCE CASE ID: 79

MOR3III Duplicates (Y/N):

VOG Duplicates (Y/N):

Inquiry: RQ01-002
Region: 24 ORLANDO Issue: INFORMATION Zone: E1 Source: MORIS III
VIN: 2MELM75W5P7 Engine: W Veh Type: C Case: 818941309
Contact_Key: 08189413091141 20320002 Opened: 9/12/2000
Closed: 9/12/2000

Last Name: Title: First Name: Status: CLOSED
Address: City: TAVERNIER State: FL ZIP:
Phone:

Model Year: 1993 Model: GRAND MARQUIS LS 4DR Mileage: Build Date: 2/4/1993
Dealer Name: JARRETT FORD Sales Code: F24458 P and A: 03098

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 203200 START/CHARGE WIRING - BASIC

Origin: CACIS US CONCERN CASE BASE PHONE 9/12/2000 3:48:42 AM
Action: 328 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 08189413091141 20320002
CUSTOMER SAYS: -CUST WOULD LIKE TO KNOW IF THERE ARE ANY R
ECALLS ON VEH -CUST SAYS VEH CAUGHT ON FIRE A YEAR AGO -CU
ST SAYS SHE WAS TOLD BY POLICE DEPT THAT THE FIRE WAS DUE TO
FAULTY WIRING -CUST WANTS TO KNOW WHAT SHE SHOULD DO IN OR
DER TO SUE FORD PER CUSTOMER, DEALER SAYS: NONE CAC ADVI
SED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANC
IAL ASSISTANCE -NO RECALL ON VEH -ADVISED CUST TO GET IN C
ONTACT WITH HER LAWYER -CAC UNABLE TO PROVIDE LEGAL ADVISE
INFERENCE CASE ID: 4883

MORIS III Duplicate (Y/N): Y

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Region: 10 SDR

Issue: INFORMATION

Zone: D1

Source: MORS III

Case: 564802839

VIN: 2MELM75W3P

Engine: W

Veh Type: C

Opened: 10/20/1999

Contact_Key: 06948028391141 20320002

Closed: 10/20/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: CORY

State: PA

ZIP:

Phone:

Model Year: 1993

Model: GRAND MARQUIS LS 4DR

Mileage:

81000

Build_Date:

7/9/1993

Dealer Name: GUY M FISH COMPANY,

Sales Code: F44441

P and A:

02351

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 203200 START/CHARGE WIRING - BASIC

Origin: CAC138 US CONCERN CASE BASE

PHONE

10/20/1999

3:19:03 PM

Action: 528 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

06948028391141 20320002

CUSTOMER SAYS: CLAIMS THAT SHE IS CALLING REGARDING A RECA

LL ON HER VEHICLE. SHE IS HAVING AN ELECTRICAL PROBLEM, IT W

AS SMOKING AND BURNT OUT THE ON/OFF SWITCH. PER CUSTOMER,

DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED

- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE

ID: 1896

Origin: CAC GENERAL CAC

PHONE

10/20/1999

3:19:03 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

06948028391141 20320002

CUSTOMER SAYS: CLAIMS THAT SHE IS CALLING REGARDING A RECA

LL ON HER VEHICLE. SHE IS HAVING AN ELECTRICAL PROBLEM, IT W

AS SMOKING AND BURNT OUT THE ON/OFF SWITCH. PER CUSTOMER,

DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED

- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE

ID: 1896

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Region: 41 CHICAGO

Issue: INFORMATION

Zone: D1

Source: MOR3 III

Case: 1498372039

VIN: 2MECM75W2N0

Engine: W

Veh Type: C

Opened: 7/22/1999

Contact_Key: 1498372039141 30154902

Closed: 7/22/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: PEORIA

State: IL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: GRAND MARQUIS LS 4DR

Mileage: 50000

Build Date: 8/29/1992

Dealer Name: VELDE LINCOLN MERCU

Sales Code: L42086

P and A:

12885

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 301548 SERVICE BRAKE PEDAL ABS SELF ACT.

Origin: CAC138 US CONCERN CASE BASE

PHONE

7/22/1999 1:39:24 PM

Action: 526 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

1498372039141 30154902

CUSTOMER SAYS: CUST WOULD LIKE TO KNOW IF THERE ARE ANY RECALL ON HIS VEH. THE ABS SYSTEM. THE FRONT BRAKES ON HIS LOCK UP. THE CUST WAS ON HIS WAY TO HAVE THE VEH REPAIRED. AT THE GARAGE THE VEH WAS SMOKING AND BURNING UNDER THE HOOD. NO ONE WAS CONTACT. THE VEH WAS TAKEN TO A FORD DLR FOR REPAIRS. PART HAVE BEEN ORDERED TO HAVE THE VEH REPAIRED. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE ID: 4500

Origin: CAC GENERAL CAC

PHONE

7/22/1999 1:39:24 PM

Action: CD0001 NO ACTION REQUIRED; INFORMATION ONLY

1498372039141 30154902

CUSTOMER SAYS: CUST WOULD LIKE TO KNOW IF THERE ARE ANY RECALL ON HIS VEH. THE ABS SYSTEM. THE FRONT BRAKES ON HIS LOCK UP. THE CUST WAS ON HIS WAY TO HAVE THE VEH REPAIRED. AT THE GARAGE THE VEH WAS SMOKING AND BURNING UNDER THE HOOD. NO ONE WAS CONTACT. THE VEH WAS TAKEN TO A FORD DLR FOR REPAIRS. PART HAVE BEEN ORDERED TO HAVE THE VEH REPAIRED. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE ID: 4500

MOR3III Duplicate (Y/N):

VOQ Duplicate (Y/N): 8/5/1

Inquiry: RQ01-002

Region: 24 ORLANDO

Issue: CONCERN

Zone: A1

Source: MORS III

Case: 56556257B

VIN: 1LNLM82W9P

Engine: W

Veh Type: C

Opened: 9/14/1999

Contact_Key: 05655625791206 20520003

Closed: 9/14/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: MIAMI SPRINGS

State: FL

ZIP:

Phone:

Model Year: 1993

Model: TOWN CAR SIGNATURE

Mileage: 48333

Build Date: 10/14/1992

Dealer Name: MIAMI LINCOLN-MERCU

Sales Code: L25095

P and A:

11622

Reason Code: 1208 RECALL/ONP - REFUND

Symptoms: 205200 HRN/SPD CNTRL SPEED CONTROL

Origin: CAC138 US CONCERN CASE BASE

MAIL

9/14/1999 3:28:00 PM

Action: 002 ADVISE CUSTOMER TO SUBMIT ORIGINAL RECEIPTS TO DEALER FOR REVIEW 05655625791206 20520003

CUSTOMER SAYS: AUG 27THY 99 ==REPAIR WORK WAS DONE ON T HE VEH BECASUE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED = =WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY SPEED CONTROL SWITCH ==WAS BILLED AT \$2594.42 ==WAS JUST MADE AWARE TH AT THERE WAS A RECALL ==IS REQUESTING A PROMPT COMPENSATION OF THE BILL BECAUSE OF THE DEFECT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: SUBMIT ORIGINAL RECEIPTS TO A DEALERSHIP FOR REIMBURSEMENT REVIEW. THE SERVICE MANAGER IS IN BEST POSITION TO DETERMINE ELIGIBILITY. INFERENCE CASE ID : 4590

Origin: CAC GENERAL CAC

MAIL

9/14/1999 3:28:00 PM

Action: DR0004 REQUEST CRM/SVC MGR TO CONTACT CUSTOMER 05655625791206 20520003

CUSTOMER SAYS: AUG 27THY 99 ==REPAIR WORK WAS DONE ON T HE VEH BECASUE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED = =WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY SPEED CONTROL SWITCH ==WAS BILLED AT \$2594.42 ==WAS JUST MADE AWARE TH AT THERE WAS A RECALL ==IS REQUESTING A PROMPT COMPENSATION OF THE BILL BECAUSE OF THE DEFECT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: SUBMIT ORIGINAL RECEIPTS TO A DEALERSHIP FOR REIMBURSEMENT REVIEW. THE SERVICE MANAGER IS IN BEST POSITION TO DETERMINE ELIGIBILITY. INFERENCE CASE ID : 4590

Origin: DEALER/DEALER

MAIL

9/16/1999 9:56:22 AM

Action: DAC014 FORD COVERED REPAIR MADE - RECALL 05655625791206 20520003

MS TRUEBA WILL SUBMIT HER ORIGINAL REPAIR RECEIPTS FOR REIMBURSEMENT REVIEW BY SERVICE MANAGEMENT.

MORSIII Duplicate (Y/N):Y

VOQ Duplicate (Y/N): 7/16

* Tuesday, January 29, 2002

Page 31 of 39

ER02-025-R 0246

Inquiry: R091-002

Region: 24 ORLANDO Issue: INFORMATION Zone: A1 Source: MOR3 III
Case: 065582579
VIN: 1LNLM82W8P Engine: W Veh Type: C Opened: 9/28/1998
Contact_Key: 0655825791106 20520002 Closed: 9/28/1998

Last Name: Title: First Name: Status: CLOSED
Address: City: MIAMI SPRINGS State: FL ZIP:
Phone:
Model Year: 1993 Model: TOWN CAR SIGNATURE Mileage: 48333 Build Date: 10/14/1992
Dealer Name: MIAMI LINCOLN-MERCU Sales Code: L25085 P and A: 11622

Reason Code: 1108 AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR
Symptoms: 205200 HRVSPD CNTRL SPEED CONTROL

Origin: CAC135 US CONCERN CASE BASE MAIL 9/28/1998 4:09:59 PM
Action: 528 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 0655825791106 20520002
CUSTOMER SAYS: AUG 27THY 98 ==REPAIR WORK WAS DONE ON T
HE VEH BECASUE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED =
-WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY SPEED CONTROL
L SWITCH ==WAS BILLED AT \$2594.42 ==WAS JUST MADE AWARE TH
AT THERE WAS A RECALL ==IS REQUESTING A PROMPT COMPENSATIO
N OF THE BILL BECAUSE OF THE DEFECT PER CUSTOMER, DEALER
SAYS: NONE CAC ADVISED: - FORD WILL NOT PROVIDE REIMBUR
SEMENT ASSISTANCE ==FURTHER RESEARCH WAS DONE (APPOLOGI
ZE FOR MISINFORMATION) ==ON THE INVOICE IT STATED THAT T
HE RECALL WAS DONE FOR THE SPEED CONTROL ==THERE WAS
NO INDICATION THAT THE CUST PAID FOR THE SPEED CONTR
OL ==THE BILL WAS FOR OTHER REPAIRS SEPARATE FROM THE
RECALL ==THEREFORE THE CUST WILL NOT BE REIMBURSED.

Origin: CAC GENERAL CAC MAIL 9/28/1998 4:09:59 PM
Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY 0655825791106 20520002
CUSTOMER SAYS: AUG 27THY 98 ==REPAIR WORK WAS DONE ON T
HE VEH BECASUE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED =
-WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY SPEED CONTROL
L SWITCH ==WAS BILLED AT \$2594.42 ==WAS JUST MADE AWARE TH
AT THERE WAS A RECALL ==IS REQUESTING A PROMPT COMPENSATIO
N OF THE BILL BECAUSE OF THE DEFECT PER CUSTOMER, DEALER
SAYS: NONE CAC ADVISED: - FORD WILL NOT PROVIDE REIMBUR
SEMENT ASSISTANCE ==FURTHER RESEARCH WAS DONE (APPOLOGI
ZE FOR MISINFORMATION) ==ON THE INVOICE IT STATED THAT T
HE RECALL WAS DONE FOR THE SPEED CONTROL ==THERE WAS
NO INDICATION THAT THE CUST PAID FOR THE SPEED CONTR
OL ==THE BILL WAS FOR OTHER REPAIRS SEPARATE FROM THE
RECALL ==THEREFORE THE CUST WILL NOT BE REIMBURSED.
INFERENCE CASE ID: 3381

MOR3III Duplicate (Y/N):

VOQ Duplicate (Y/N): 7/16

Inquiry: RQ01-002

Region: 21 ATLANTA

Issue: INFORMATION

Zone: C1

Source: MORS III

Case: 1631872149

VIN: 2MECM75W3ND

Engine: W

Veh Type: C

Opened: 8/2/1999

Contact_Key: 16318721490778 20321102

Closed: 8/2/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: FAIRBURN

State: GA

ZIP:

Phone:

Model Year: 1992

Model: GRAND MARQUIS LS 4DR

Mileage:

1

Build Date:

8/28/1991

Dealer Name: AKINS FORD CORP

Sales Code: F21490

P and A:

00402

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 203211 START/CHARGE WIRING - BASIC ROUTING

Origin: CAC88 US CONCERN CASE BASE

PHONE

8/2/1999

4:38:20 PM

Action: 596 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE 16318721490778 20321102

CUSTOMER SAYS: =WANTED TO NOW IF THERE IS A RECALL ON VEC H =SAID VEC H CAUGHT FIRE ON SATURDAY IN DRIVEWAY AND VEC H VEC H WOULDN'T START =HAS NOT BEEN TO DLR SHP =HAS NOT FILE D CLAIM WITH INSURANCE COMP =SEEKING FROM FORD FINANCIAL AS SISTANCE FOR REPAIR =HE HAS NO WAY OF GETTING TO WORK =HAS NOT FILED CLAIM WITH INSURANCE COMP PER CUSTOMER, DEALER S AYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FM C IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID: 79

Origin: CAC GENERAL CAC

PHONE

8/2/1999

4:38:20 PM

Action: DR001 NO ACTION REQUIRED; INFORMATION ONLY 16318721490778 20321102

CUSTOMER SAYS: =WANTED TO NOW IF THERE IS A RECALL ON VEC H =SAID VEC H CAUGHT FIRE ON SATURDAY IN DRIVEWAY AND VEC H VEC H WOULDN'T START =HAS NOT BEEN TO DLR SHP =HAS NOT FILE D CLAIM WITH INSURANCE COMP =SEEKING FROM FORD FINANCIAL AS SISTANCE FOR REPAIR =HE HAS NO WAY OF GETTING TO WORK =HAS NOT FILED CLAIM WITH INSURANCE COMP PER CUSTOMER, DEALER S AYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FM C IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID: 79

MORSIII Duplicate (Y/N):

VCG Duplicate (Y/N):

Inquiry: RQ01-002

Region: 24 ORLANDO Issue: LEGAL Zone: A2 Source: MORS III
VIN: ZMECM75W3ND Engine: W Vch Type: C Case: 303883439
Contact_Key: 03038834390771 70414507 Opened: 12/9/1999
Closed: 12/9/1999

Last Name: Title: First Name: Status: CLOSED

Address: City: PEMBROKE PINES State: FL ZIP:

Phone:

Model Year: 1992 Model: GRAND MARQUIS LS 4DR Mileage: 80000 Build_Date: 3/8/1992

Dealer Name: WORLD Sales Code: F24014 P and A: 04977

Reason Code: 0771 LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM

Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC138 US CONCERN CASE BASE PHONE 12/9/1999 8:28:02 AM
Action: 864 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT 03038834390771 70414507

RECALL # 99815

CUSTOMER SAYS: CUST HAD EARLIER RECEIVED A RECALL ON THE S
PEED CONTROL CABLE. CUST HAD GOT THE RECALL PERFORMED ON 09
/25/99 HOWEVER YESTERDAY IN THE AFTERNOON AT 02:15 THE VEHI
CLE GAUGHT FIRE UPTO THE GROUND. THE FIRE DEPT AND POLICE W
ERE NOTIFIED AND THE REPORT HAS BEEN FILED WITH PEMBROKE PIN
ES FIRE DEPT AND THE REPORT # IS 991280818 THE FINDINGS ARE
NOT YET CONLUDED BUT THE FIRE STARTED UNDERNEATH THE HOOD.
NO PROPERTY DAMAGE EXCEPT FOR THE DRIVE WAY THE VEHICLE I
S TOTALLED AND CURRENTLY SITTING ON THE DRIVE WAY. THE INSU
RANCE COMPANY HAS BEEN NOTIFIED BUT STILL HAVENT INSPECTED
THE CLAIM PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED;
- THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFA
IRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER
AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILA
BLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARR
IER TO REPORT THE CONCERN, PLEASE DO SO INERENCE CASE ID:
78

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 12/9/1999 1:25:52 PM
Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER 03038834390771 70414507
CONTACT PERSON LEFT MESSAGE
**LPA MADE OBC, LEFT MSG. ON ANS. MACHINE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP423 INFORMATIONAL CALL/FAX WITH CUSTOMER

12/9/1999 3:18:53 PM
03038634390771 70414607

"LPA SPOKE TO [REDACTED] THEY INDICATED THAT THE INCIDENT DATE WAS 12-8-99. THERE WERE NO INJURIES. THE VEHICLE BURNED IN THE DRIVEWAY, THEREFORE THERE IS SOME DRIVEWAY DAMAGE. IT IS UNKNOWN HOW MUCH DAMAGE OCCURRED. THERE IS A POLICE REPORT, #981290918 AND A FIRE REPORT, #14760. THEIR INSURANCE CO. HAS BEEN NOTIFIED AND IS IN THE PROCESS OF SETTLING THE CLAIM. THE CUSTOMER IS SEEKING A VEHICLE INSPECTION AND ASSISTANCE FROM FMC.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP508 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

12/9/1999 3:22:28 PM

03038634390771 70414607

"LPA ADVISED [REDACTED] THAT BASED ON THE INFORMATION PROVIDED, THEIR INSURANCE CO. IS INVOLVED. IF THE INS. CO. FINDS FMC LIABLE FOR THE FIRE THEY HAVE THE OPTION TO SUBROGATE. NO FURTHER ASSISTANCE OFFERED.

MORSE Duplicate (Y/N):

VOG Duplicate (Y/N): 9/29/

Inquiry: RQ01-002

Region: 13 NEW YORK

Issue: LEGAL

Zone: K1

Source: MOR3 II

Case: 467881341

VIN: 1LNLM81W2RY

Engine: W

Veh Type: C

Opened: 5/14/2001

Contact_Key: 04678813410709 70420007

Closed: 5/14/2001

Last Name: [REDACTED]

Title:

First Name:

Status: CLOSED

Address: [REDACTED]

City: JENSEN BEACH

State: FL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1994

Model: TOWN CAR EXECUTIVE

Mileage:

1

Build Date: 8/24/1993

Dealer Name: TOWN MOTORS

Sales Code: L14431

P and A:

11213

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704200 FIRE/SMOKE SMOKE

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL

5/14/2001 12:58:48 PM

Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY

04678813410709 70420007

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

RECD 05/14/01

DEALERSHIP CONTACT:

ALLEGES

CUSTOMER ALLEGES THAT HIS VEHICLE IS DEFECTIVE.

CUSTOMER REQUEST THAT A FORD REPRESENTATIVE CONTACT HIM TO DISCUSS THIS MATTER.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL

5/14/2001 3:28:42 PM

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER

04678813410709 70420007

LPA LEFT MESSAGE W/CUST ADVISING IN RCPT OF DEMAND LTR REGARDING FIRE, WILL INVESTIGATE AND FOLLOW-UP. LPA LEFT IDENTIFYING INFOR AND NBR (313) 645-8254.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL

5/17/2001 10:15:08 AM

Action: LP816 DENY ASSISTANCE - BEYOND WARRANTY

04678813410709 70420007

LPA ADVISED CUST VEH OUT OF WARRANTY, NO RECALLS ASSOCIATED W/CONCERN, DENY ASSISTANCE, NO FURTHER ACTION WILL TAKE PLACE.

MOR3II Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002 Source: MORIS III
Region: 10 SDR Issue: INFORMATION Zone: C1 Case: 1582382359
VIN: 2FACP74WXND Engine: W Veh Type: C Opened: 8/23/1999
Contact_Key: 15823823591108 30160002 Closed: 8/23/1999

Last Name: Title: First Name: Status: CLOSED
Address: City: PHOENIXVILLE State: PA ZIP:
Phone: 610-9338028
Model Year: 1992 Model: LTD CROWN VIC LX 4DR Mileage: 37000 Build_Date: 10/8/1991
Dealer Name: HERITAGE FORD INC Sales Code: F16581 P and A: 01253

Reason Code: 1106 AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR
Symptoms: 301600 SERVICE BRAKE INOP/INEFFECTIVE

Origin: CAC36 US CONCERN CASE BASE PHONE 8/23/1999 1:37:25 PM
Action: 420 ADVISE CUST ALL REPAIRS ELIGIBLE FOR COVERAGE MUST BE PERFORMED B 15823823591108 30160002

CUSTOMER SAYS: -IS CONCERNED WITH A POSSIBILITY OF RECALL O
N VEH FOR BRAKES -APPAENTLY HAD FIRE UNDER VEH THAT AFFECT
ED THE BRAKE SYSTEM -WANTS TO KNOW IF RECALL COULD HAVE CO
NTRIBUTED TO THE PROBLEM PER CUSTOMER, DEALER SAYS: -NON
E CAC ADVISED: - ALL WARRANTY REPAIRS MUST BE PERFORMED B
Y AN AUTHORIZED FORD-M DEALERSHIP - FORD WILL NOT PROVIDE
REIMBURSEMENT ASSISTANCE INFERENCE CASE ID: 4898

Origin: CAC GENERAL CAC PHONE 8/23/1999 1:37:25 PM
Action: CD0001 NO ACTION REQUIRED; INFORMATION ONLY 15823823591108 30160002

CUSTOMER SAYS: -IS CONCERNED WITH A POSSIBILITY OF RECALL O
N VEH FOR BRAKES -APPAENTLY HAD FIRE UNDER VEH THAT AFFECT
ED THE BRAKE SYSTEM -WANTS TO KNOW IF RECALL COULD HAVE CO
NTRIBUTED TO THE PROBLEM PER CUSTOMER, DEALER SAYS: -NON
E CAC ADVISED: - ALL WARRANTY REPAIRS MUST BE PERFORMED B
Y AN AUTHORIZED FORD-M DEALERSHIP - FORD WILL NOT PROVIDE
REIMBURSEMENT ASSISTANCE INFERENCE CASE ID: 4898

MORISIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R001-002

Region: 10 SDR

Issue: INFORMATION

Zone: K2

Source: MORS III

Case: 407081399

VIN: 2FACP74W7N

Engine: W

Veh Type: C

Opened: 5/19/1999

Contact_Key: 04070813991141 20520002

Closed: 5/19/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: MALTA

State: OH

ZIP:

Phone:

Model Year: 1992

Model: LTD CROWN VIC LX 4DR

Mileage:

149000

Build Date:

3/22/1991

Dealer Name: BROADWAY FORD

Sales Code: F47053

F and A:

05289

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 205200 HRN/SPD CNTRL SPEED CONTROL

Origin: CAC138 US CONCERN CASE BASE

PHONE

5/19/1999 11:01:41 AM

Action: 528 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

04070813991141 20520002

CUSTOMER SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT T
HERE WAS A RECALL FOR VEHICLE FIRE - ALLEGES THAT HER VEHI
LE CAUGHT ON FIRE APPROX ONE MONTH PRIOR - THE FIRE DEPARTM
ENT WAS NOT NOTIFIED - THERE WERE NO INJURIES - THERE WAS
NO DAMAGE TO ANY OTHER PROPERTY ASIDE FROM THE VEHICLE - TH
E INSURANCE COMPANY WAS NOT CONTACTED BECAUSE THE CUST DID N
OT FEEL THAT IT WAS AN INSURANCE ISSUE - THE VEHICLE IS STI
LL OPERABLE - CUST IS CALLING TO SEE IF FORD WILL REPAIR TH
E CRUISE CONTROL PER CUSTOMER, DEALER SAYS: CAC ADVIS
ED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCI
AL ASSISTANCE INFERENCE CASE ID: 1789

Origin: CAC GENERAL CAC

PHONE

5/19/1999 11:01:41 AM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

04070813991141 20520002

CUSTOMER SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT T
HERE WAS A RECALL FOR VEHICLE FIRE - ALLEGES THAT HER VEHI
LE CAUGHT ON FIRE APPROX ONE MONTH PRIOR - THE FIRE DEPARTM
ENT WAS NOT NOTIFIED - THERE WERE NO INJURIES - THERE WAS
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E INSURANCE COMPANY WAS NOT CONTACTED BECAUSE THE CUST DID N
OT FEEL THAT IT WAS AN INSURANCE ISSUE - THE VEHICLE IS STI
LL OPERABLE - CUST IS CALLING TO SEE IF FORD WILL REPAIR TH
E CRUISE CONTROL PER CUSTOMER, DEALER SAYS: CAC ADVIS
ED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCI
AL ASSISTANCE INFERENCE CASE ID: 1789

MORSIII Duplicates (Y/N): Y

VOQ Duplicates (Y/N):

Inquiry: RQ01-002
Region: 10 SDR Issue: INFORMATION Zone: K2 Source: MORB III
VIN: 2FACP74W7ND Engine: W Veh Type: C Case: 407081399
Contact_Key: 04070813990778 70434702 Opened: 5/19/1999
Closed: 5/19/1999

Last Name: Title: MS First Name: Status: CLOSED
Address: City: MALTA State: OH ZIP:
Phone:
Model Year: 1992 Model: LTD CROWN VIC LX 4DR Mileage: 149000 Build Date: 3/22/1991
Dealer #: Sales Code: F47083 Prod A: 05299

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY
Symptoms: 704347 FIRE/SMOKE SCORCHED/BURNT UNDER VEHICLE

Origin: CAC138 US CONCERN CASE BASE PHONE 5/19/1999 11:01:41 AM
Action: 568 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE 04070813990778 70434702

CUSTOMER SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT T
HERE WAS A RECALL FOR VEHICLE FIRD - ALLEGES THAT HER VEHCI
LE CAUGHT ON FIRE APPROX ONE MONTH PRIOR - THE FIRE DEPARTM
ENT WAS NOT NOTIFIED - THERE WERE NO INJURIES - THERE WAS
NO DAMAGE TO ANY OTHER PROPERTY ASIDE FROM THE VEHICLE - TH
E INSURANCE COMPANY WAS NOT CONTACTED BECAUSE THE CUST DID N
OT FEEL THAT IT WAS AN INSURANCE ISSUE - THE VEHICLE IS STI
LL OPERABLE - CUST IS CALLING TO SEE IF FORD WILL REPAIR TH
E CRUISE CONTROL PER CUSTOMER, DEALER SAYS: CAC ADVISED
: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU
WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS.

Origin: CAC GENERAL CAC PHONE 5/19/1999 11:01:41 AM
Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY 04070813990778 70434702

CUSTOMER SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT T
HERE WAS A RECALL FOR VEHICLE FIRD - ALLEGES THAT HER VEHCI
LE CAUGHT ON FIRE APPROX ONE MONTH PRIOR - THE FIRE DEPARTM
ENT WAS NOT NOTIFIED - THERE WERE NO INJURIES - THERE WAS
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LL OPERABLE - CUST IS CALLING TO SEE IF FORD WILL REPAIR TH
E CRUISE CONTROL PER CUSTOMER, DEALER SAYS: CAC ADVISED
: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU
WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS.
INFERENCE CASE ID: 79

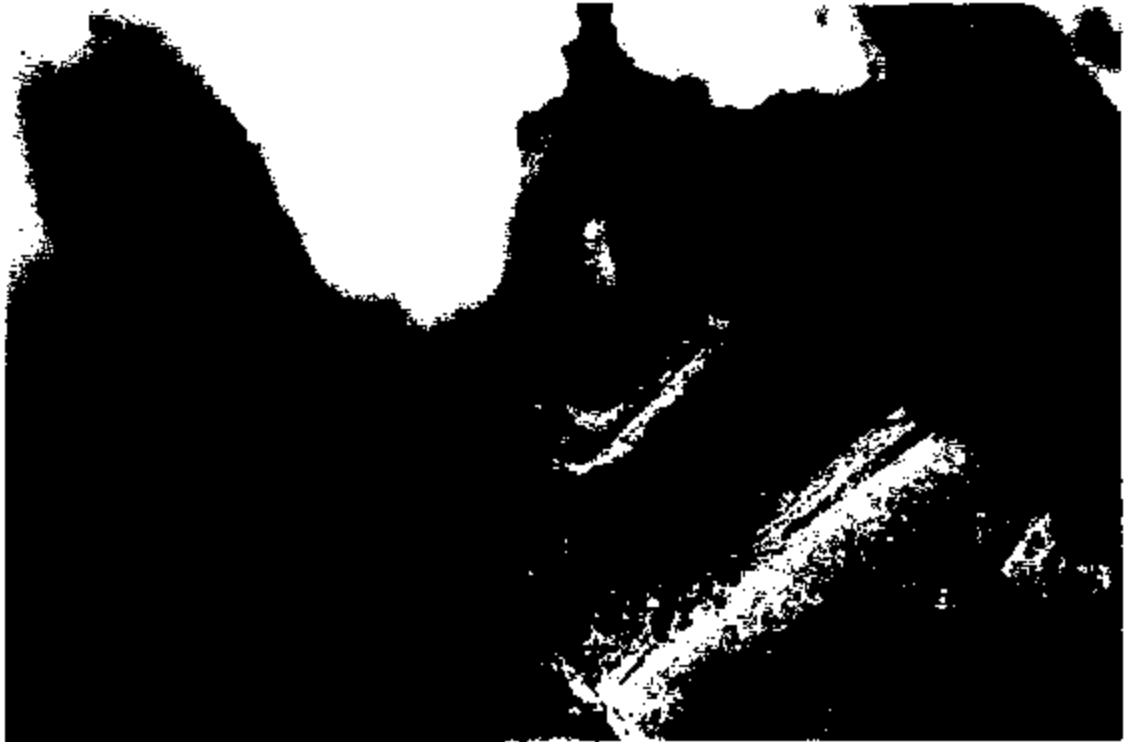
MORBIII Duplicate (Y/N):

VDQ Duplicate (Y/N):

TI DEPOSITION

EA82-823-A 13482





ER82-825-A 13488



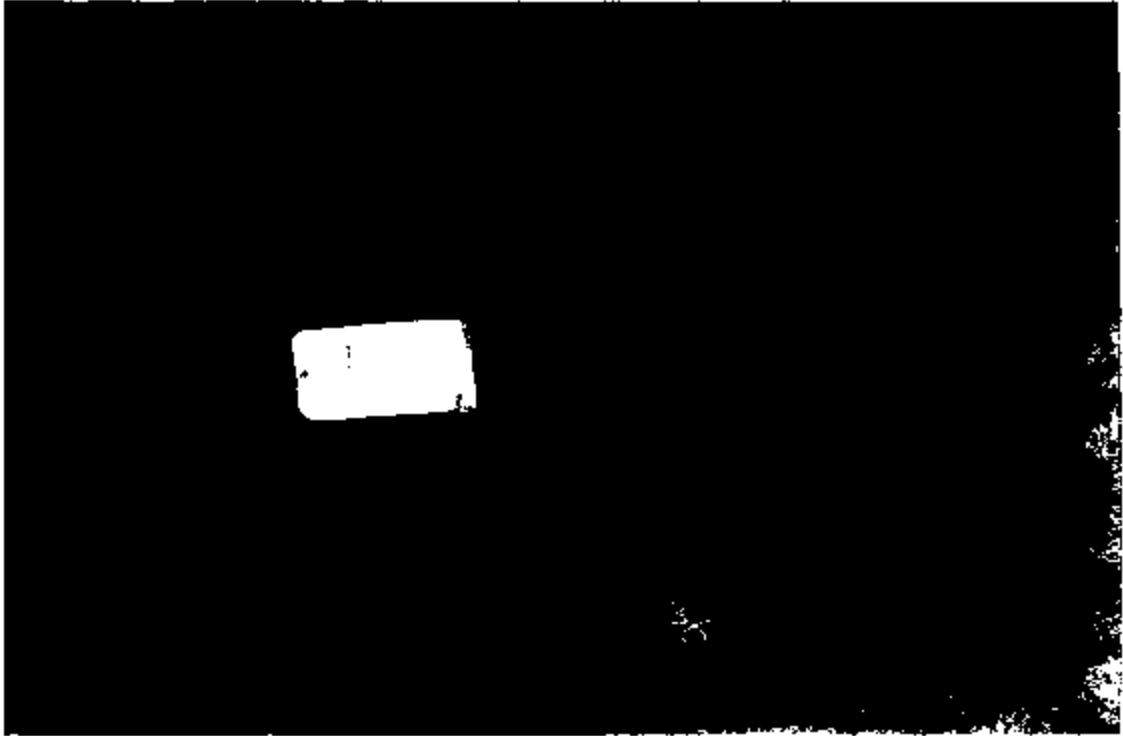
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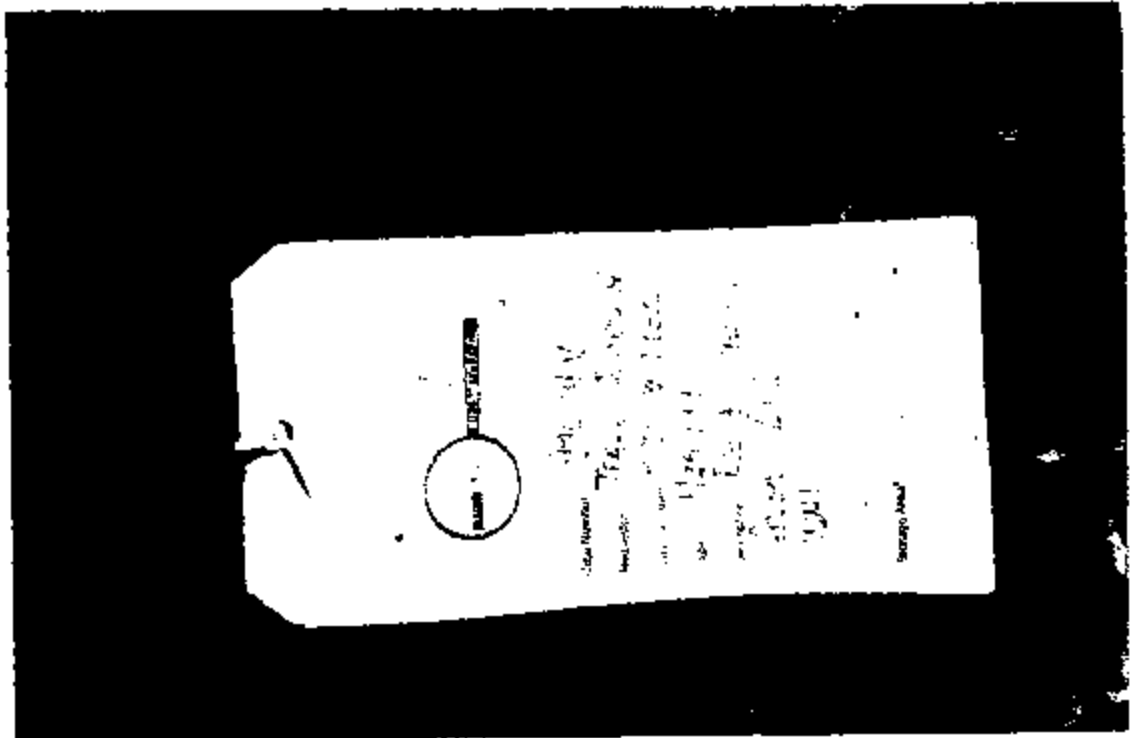


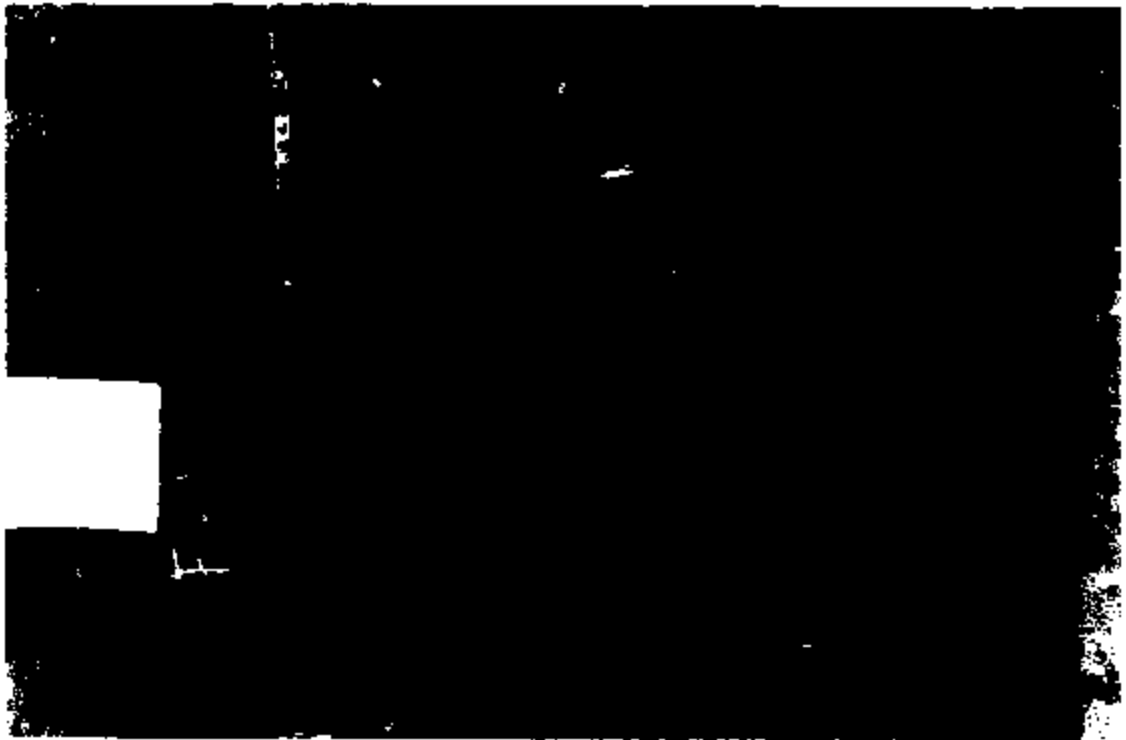




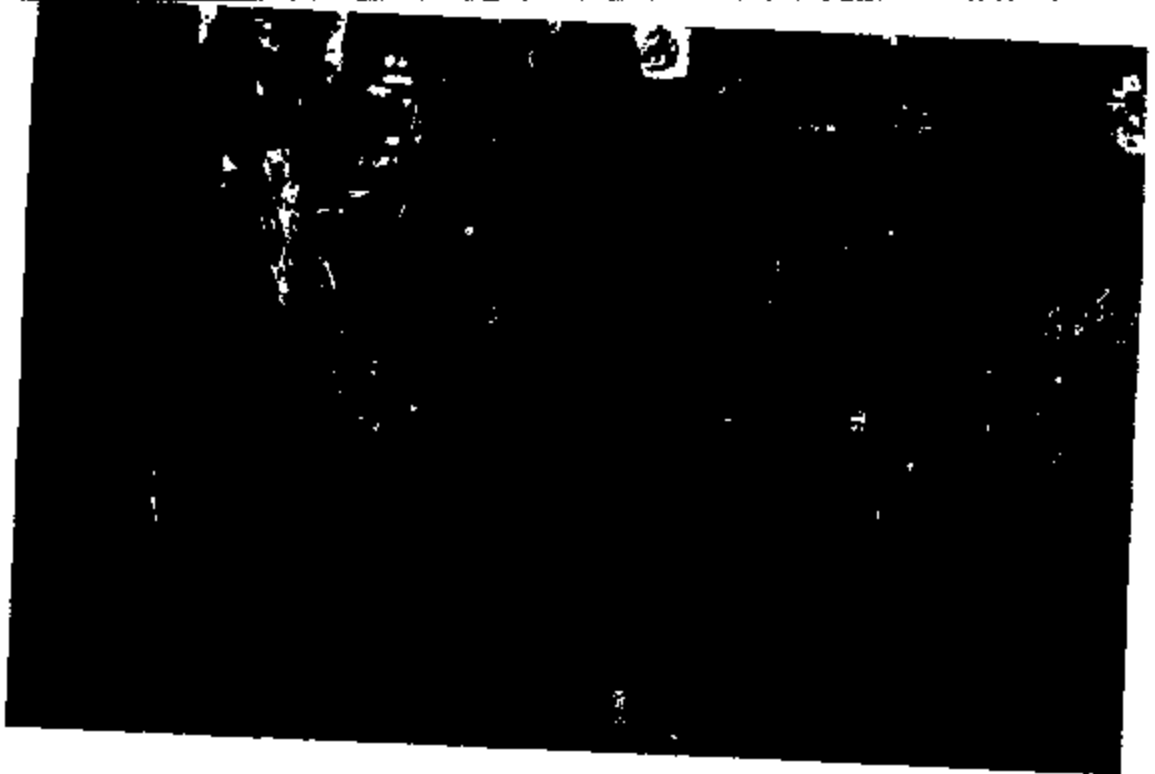






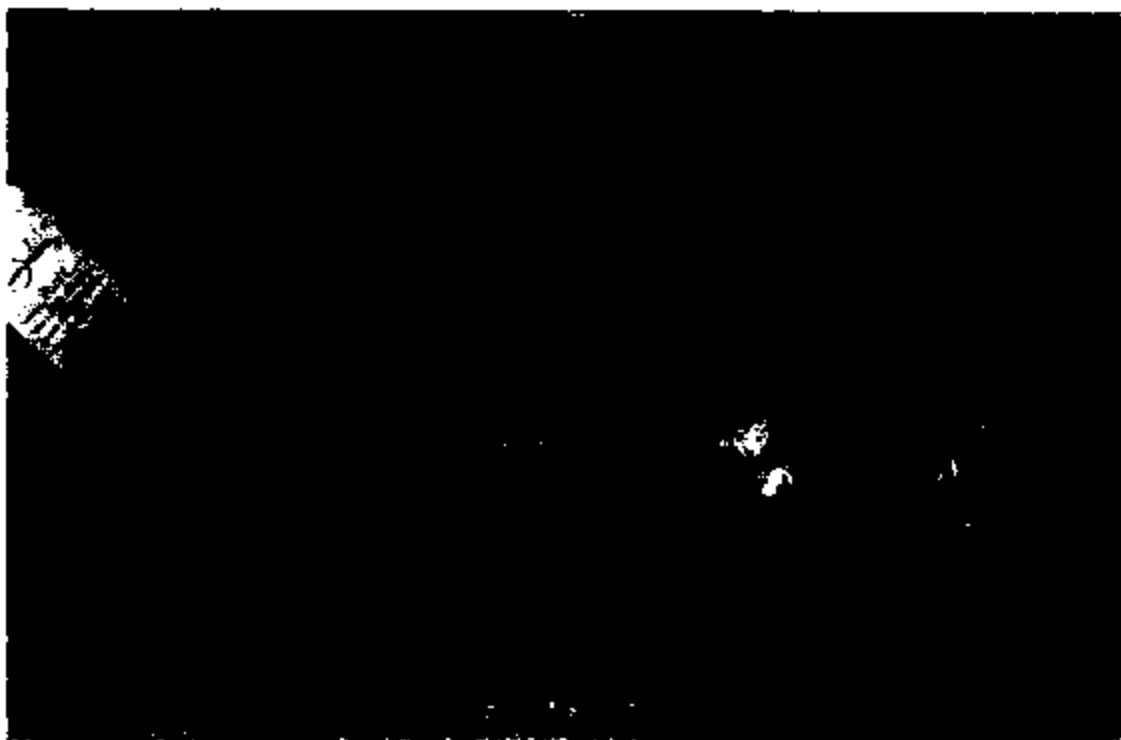








ER62-025-A 13507

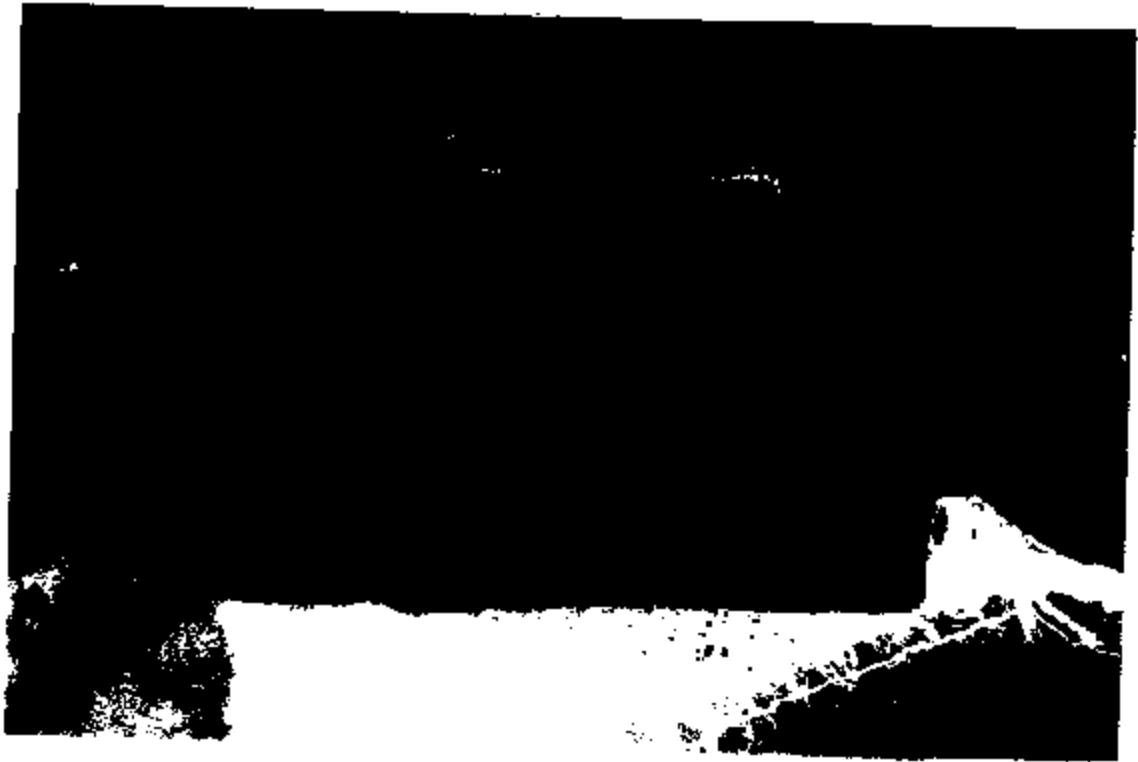


EA02-525-A 13568



ER02-025-R 13509









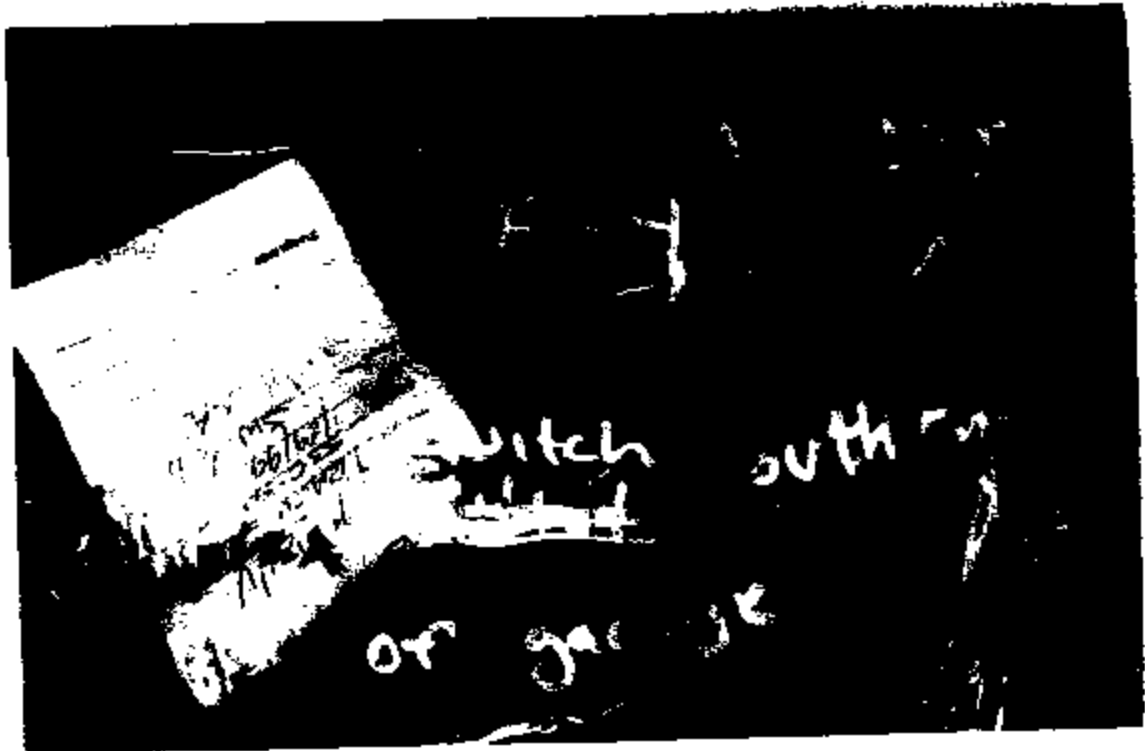
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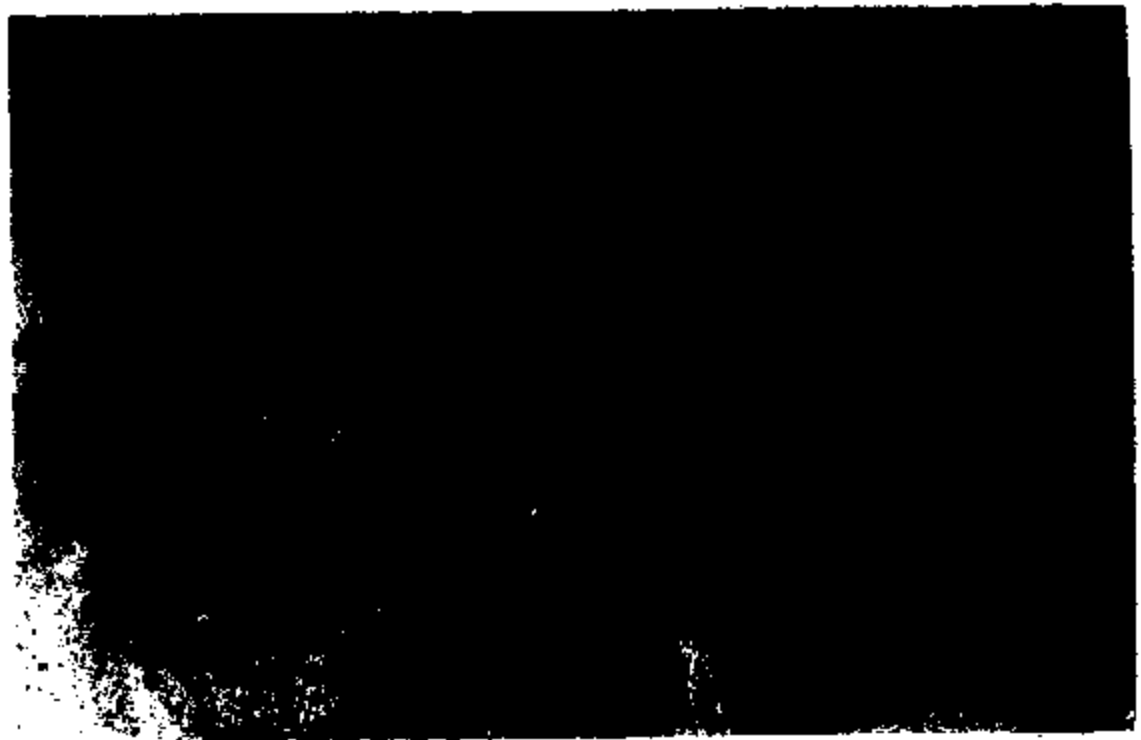
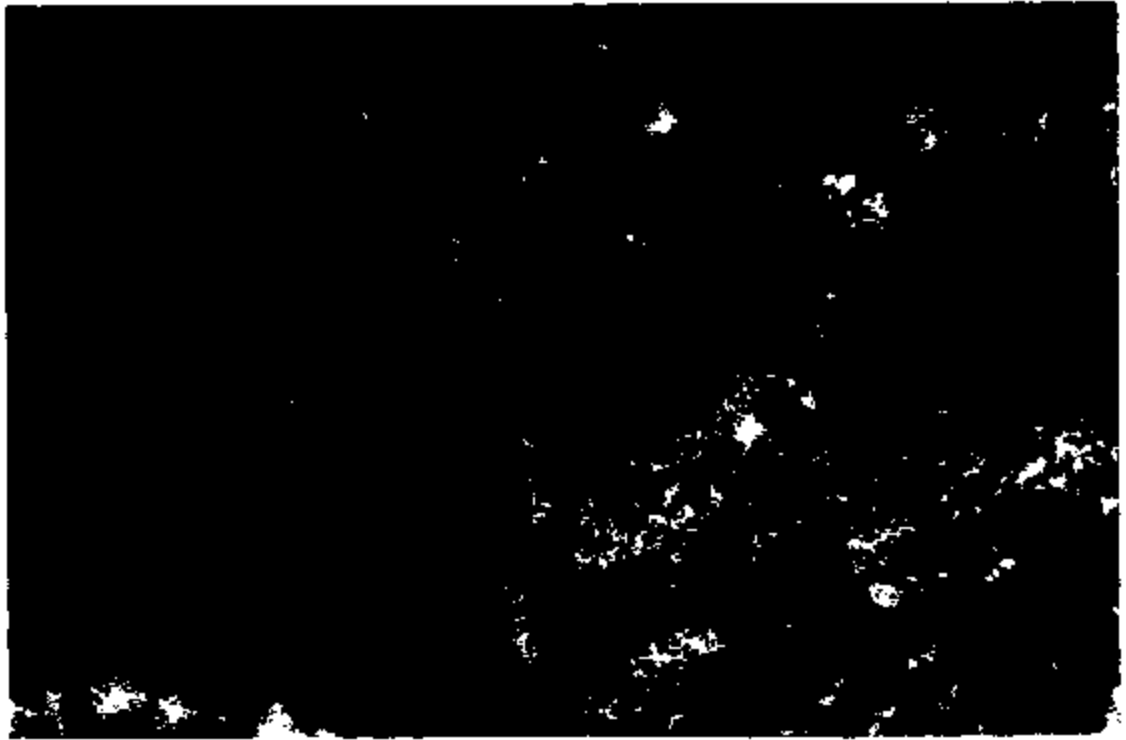


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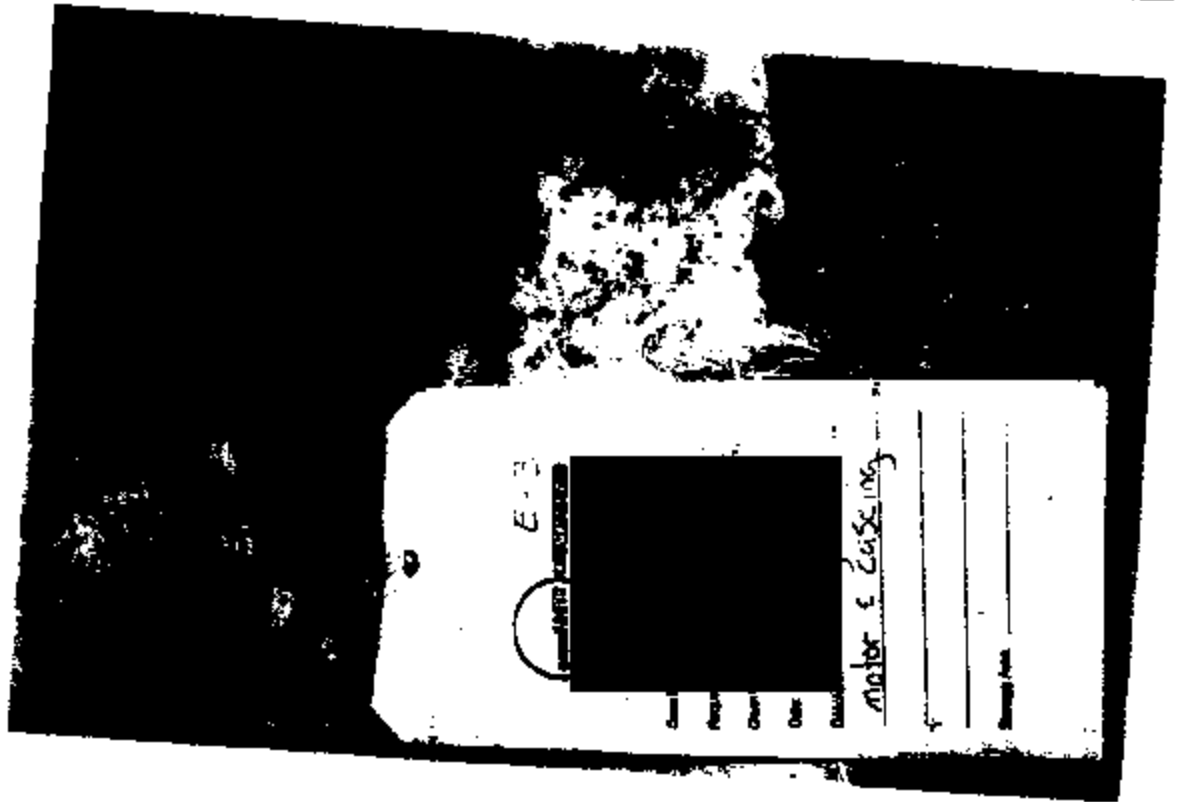
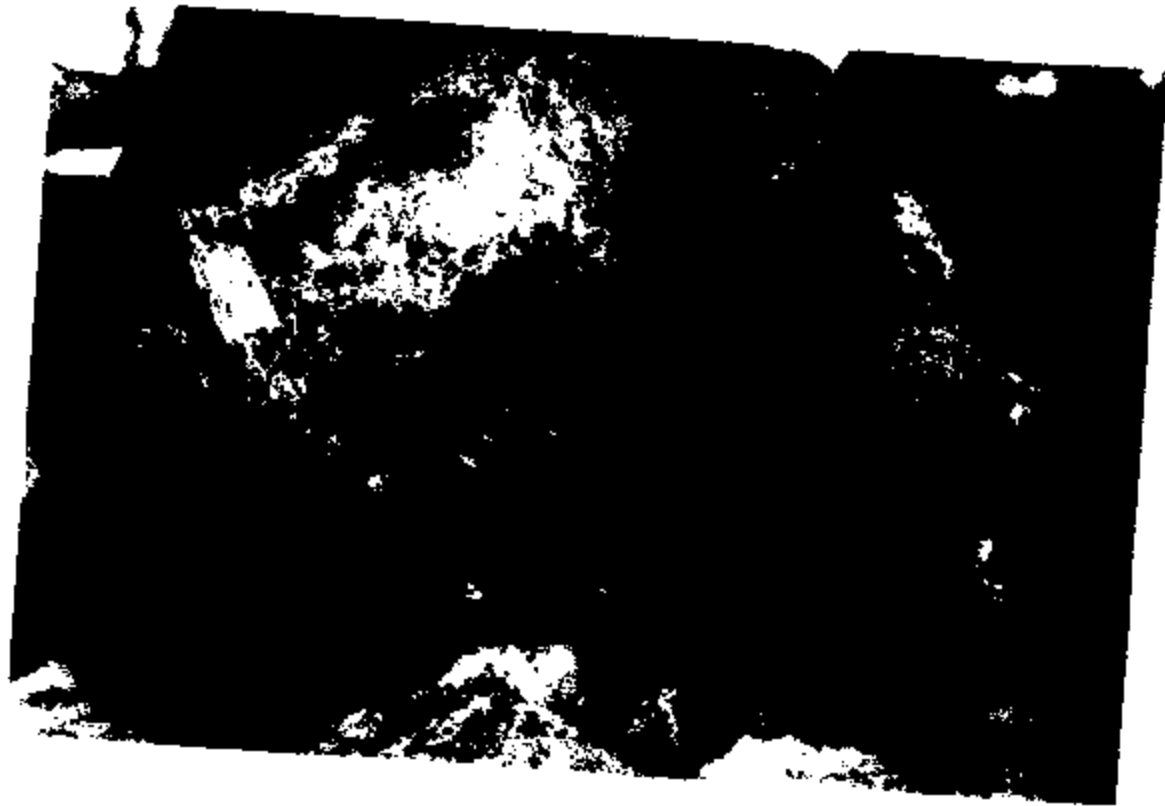


ERR2-025-A 1351B



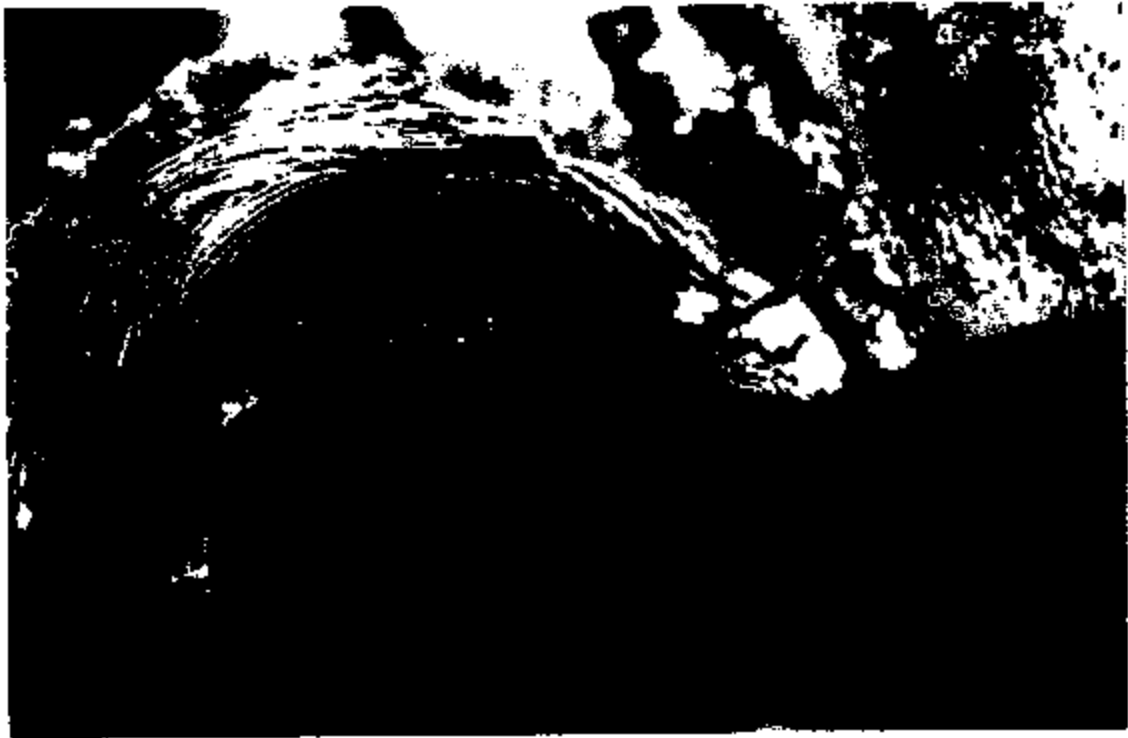


DA82-825-A 13521



















BR02-025-A 13338





PROPERTY AND ATTACHMENTS

INVENTORY CERTIFICATE

Total Bill

Claim No. 53-C 307-1

Claim Rep. Office Tracyy Johns

Phone No. 281-596-4075

MODEL: Toyota Camry

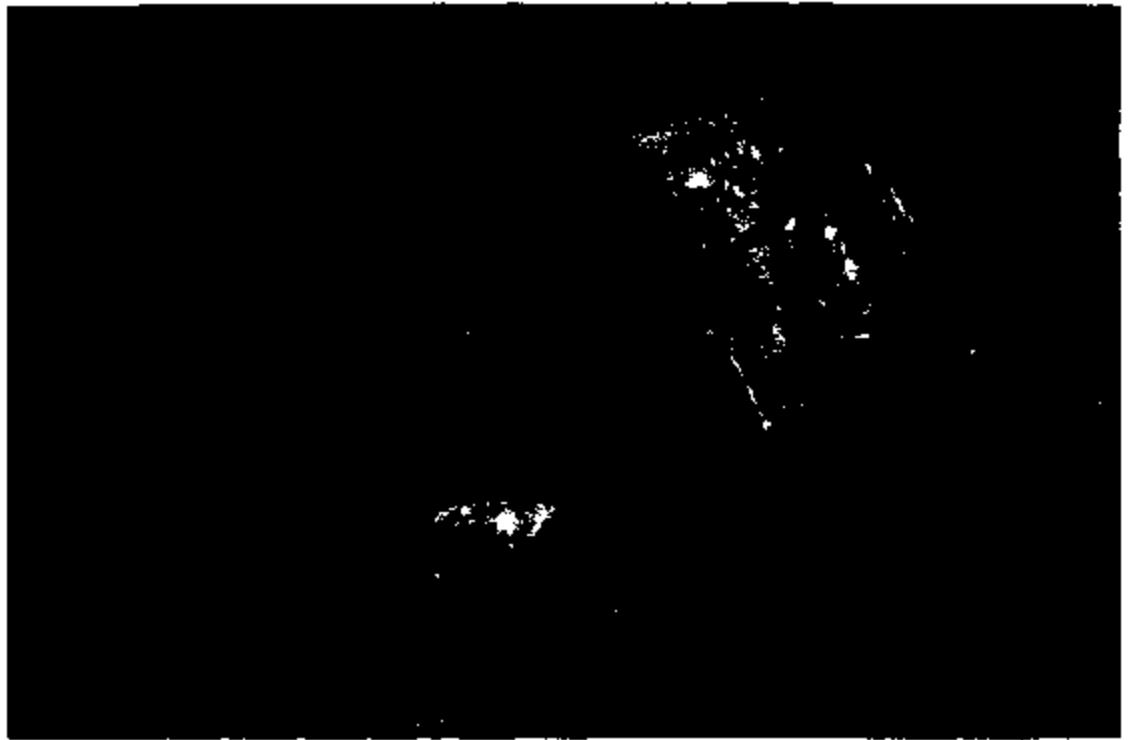
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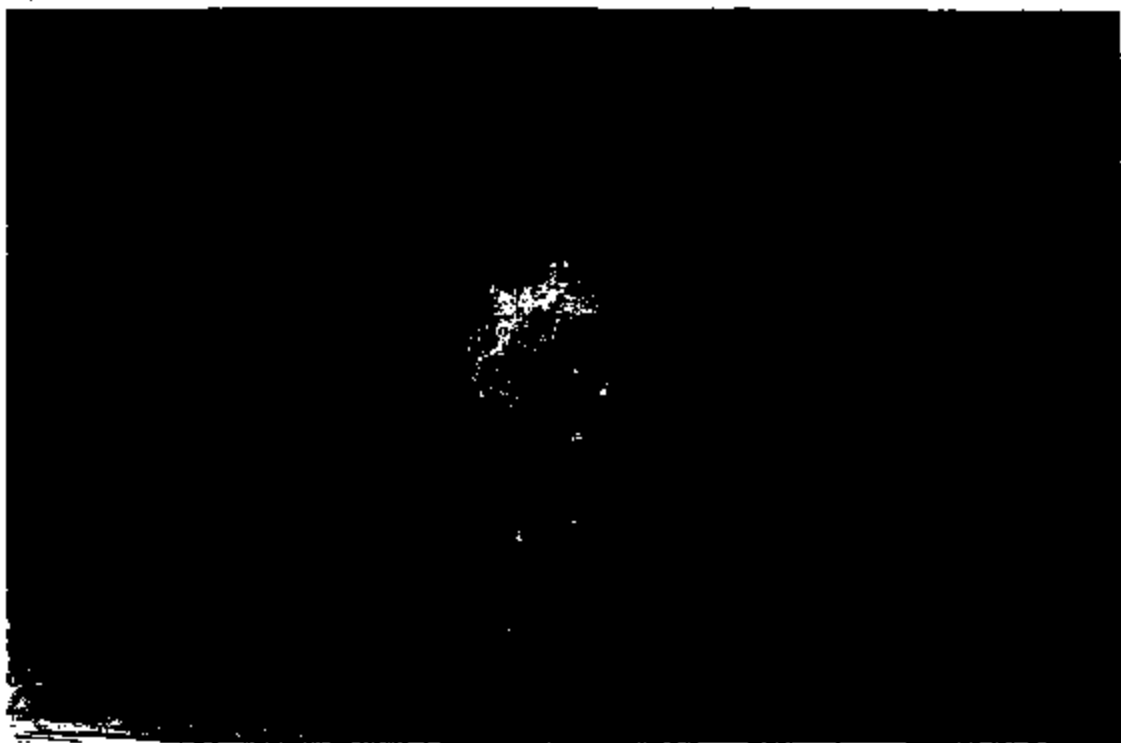








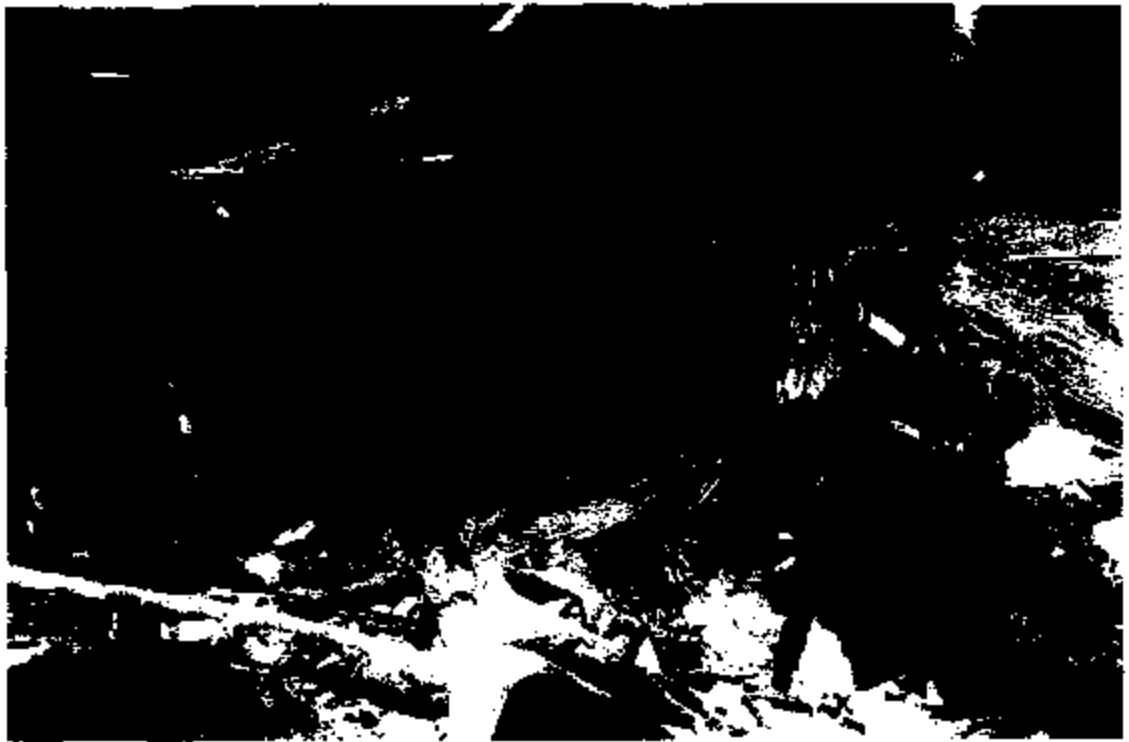
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ER02-025-R 13034



EM2-625-A 13538









ER92-025-A 13543







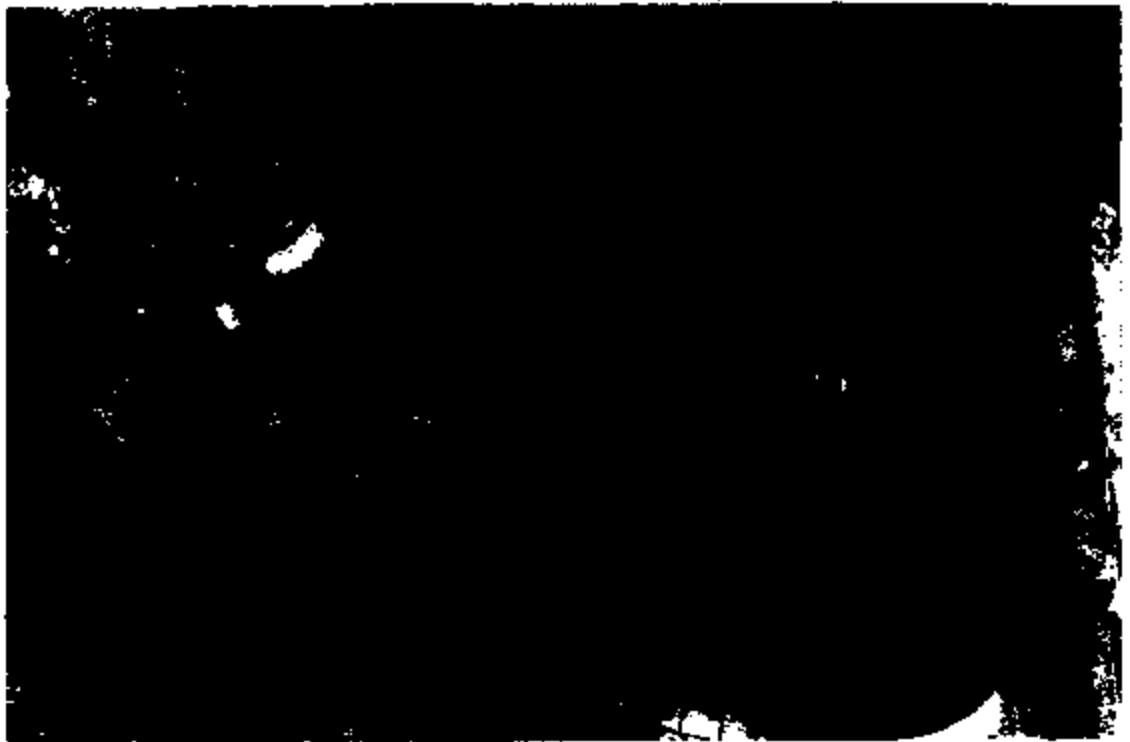


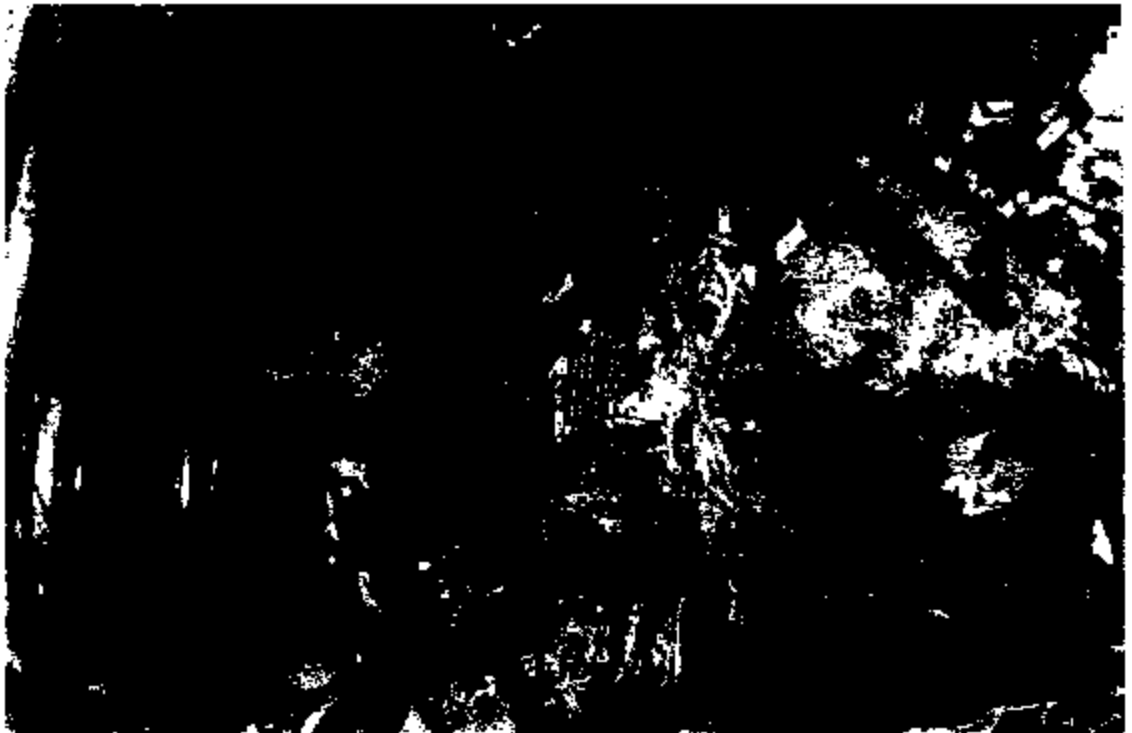


ER82-825-R 13548



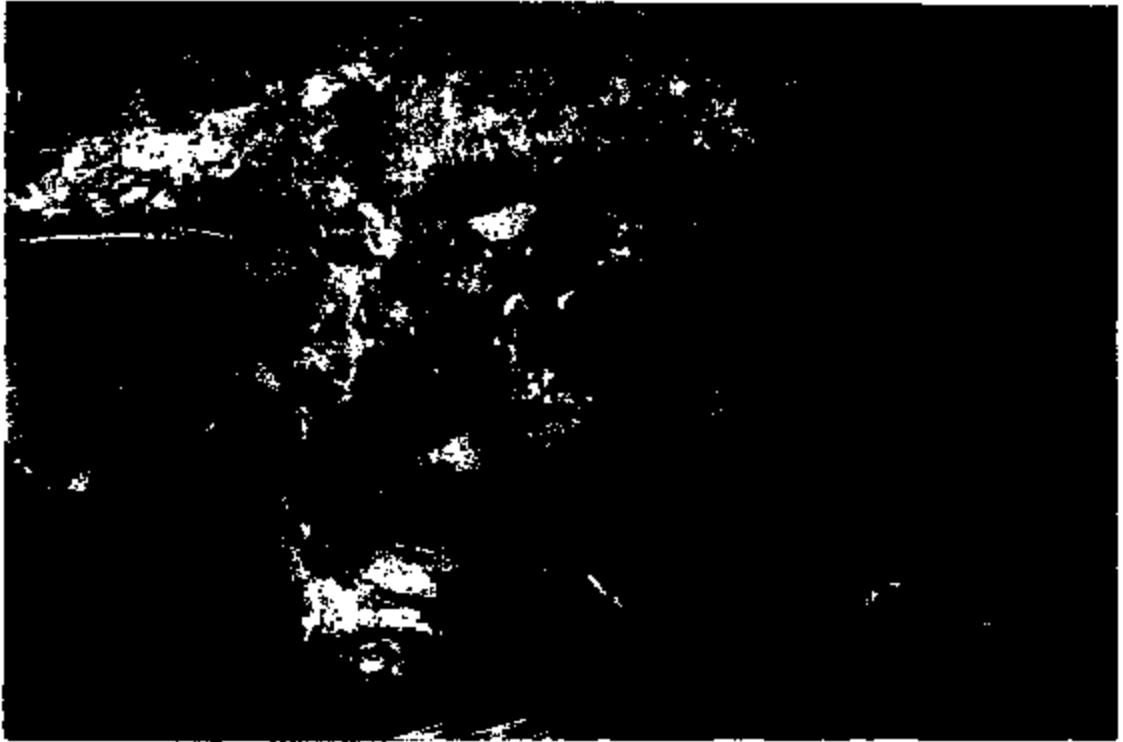
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ER62-826-A 13551



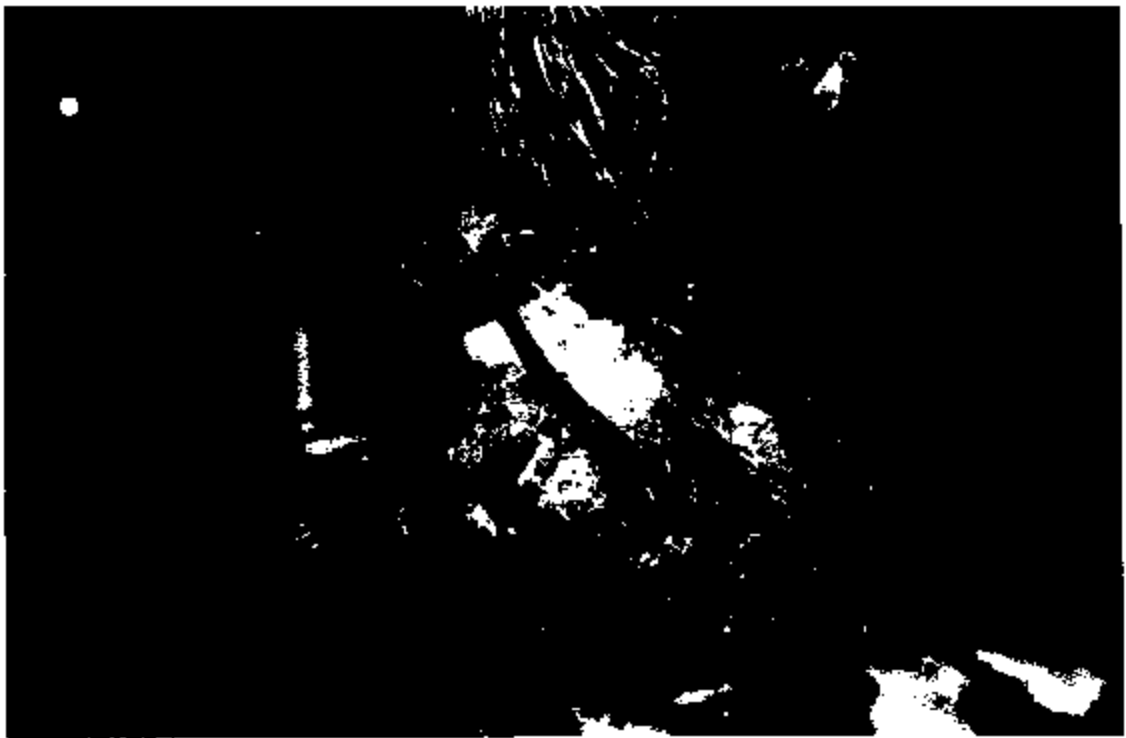


ER02-025-A 13553





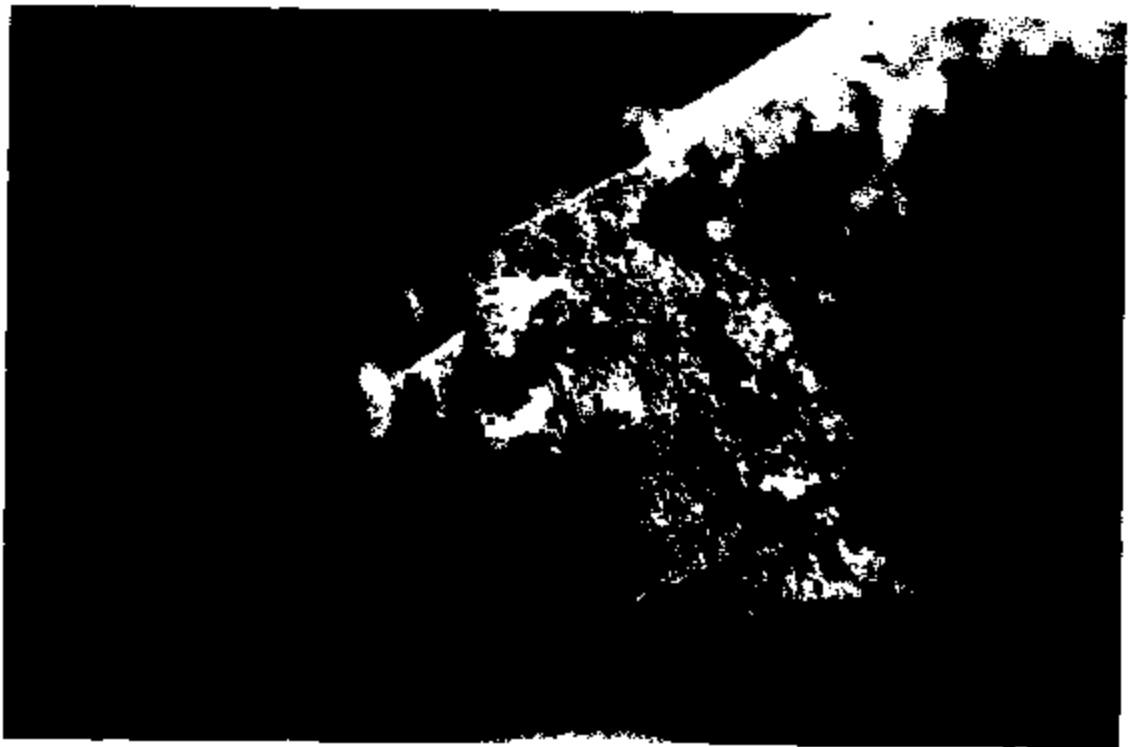




ER62-025-A 13957







ERR2-025-A 13580



EA02-025-A 13581