EA02-025
FORD 10/27/03
APPENDIX N
BOOK 32 OF 61
PART 3 OF 6

				الخفيظ الماكات	606/B		lecidant or Report	
<u> </u>	ء مورز	-	VN	Compinion Date	Canddolv?	Yahitcha Bhallel Code	Dete	Yehicle I
	EET.		TENERSHAMPY		M	12/17/02	11/20/01	Тення Сиг
2	LUT .		SHEAR WING		M	39 77791	07/00/00	Term Car
	2.M		HALMS IN 1PY		N	00/01/53	0042300	Time Car
	28	A	1LNLSMyy/7PY	08/14/80	Y	10/22/02	EF12:00	Tava Car
	3 M		1LNLMBYW7FY		M	040643	10/24/00	Трин Сиг
2		A	1LALMONATTY		M	DECEMBE	0271000	Term Cor
	7.10	A	1LPLND PARTY		н	12 9/17/63	22/05/00	Tama Car
	LUT .	A	1LABOURNAPY		H	03/06/03	PS/1770Û	Tava Čar
	a Marc		() ME NOTHINGY		H	. 03/08/3	W0/18/99	Town Car
2			1LALIMENT TY		M	COCHE	01/12/DO	Term Cor
	7 M		1LMLN935MPY		н	10/02/02	93/30/01	Tame Car
	2.W		12.14.1402349574		H	05/34/63	10/12/11	Town Car
	N M	٨	THE RESPONDED		H	06/36/53	11/27/00	Term Cor
	7.M		ZPACPYTA 7874		H	D4/27/428	00/76/00	Commercial Visit
a de la companya de			ZE-ACEPTMENTS		H		11/06/00	Cown Vic
	J.M	٨	2FALPT WARROW		H	03/05/41	C3Q301	Copper, William
	7.14		29A_F74ME0		H	OBTIONS.	08/29/99	Copus Vic
	7.M		2FALP74Meter	'	H	04/18/64	540401	Cases Vic
	O MI		2MPCMT997MC		H	OUBSET!	COUNTY	Graphic profession
	21.00		\$1451.1476W1F2		H	08/27/68	12/22/00	Georgia Managaia
	AJIT .	٨	242,07007		H	12/01/00	CB/27/90	Gond Magde
	CLM .		25491.017(94)(07)		H	050643	96/12/01	Greek Marych
	21.00	٨	LIBERTON			No VIII in its	10041401	Term Car
	GL S I	٨	UPBOKER			My Will in the	01/00/00	Three Car
	UIT	٨	UNIONCON			No VIV in Bit	06/34/84	Tout Car
	KIT .		4 M METHODY		H	07/2005	81/85/00	Term Car
	CL N	٨	248 M/3468		H	12/17/98	62/27/01	Grand Marchia

Privilege documents reflect for one not result of describerion period. Privilege documents reflect five uses not result of describerion period.

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Тура	•	VM	Completion Date	Considera?	Date	Regard Date	Vehicle	Y
ŒМ	ī	1LM MHWYPY		н	27.00	11/01/00	Tour Car	1905
Ġ.W	В.	TEMEDIDAY 197		H	1020/06	01/03/01	Town Car	1867
CL M		1LN ARTHUM		н	880. 1	05/30/00	Town Car	1507
ČLN.	В	ILM MOTWERY		н	MSO1/08	01/14/01	Tour Car	1806
	Ī.	1LICENTIW/IC		H	102691	08/14/01	Town Car	1002
CLM.	В	1LM, ACT WEST		н	F2010404	03/17/09	Toen Car	1854
CL.		LILLING THE THE			Iraquital Win	07/21/01	Town Car	1865
CLM		11 No. 14 Per 24		н	. EVOLUE	08/15/80	Toen Car	1006
Ġ.	В	1LHLHB2W3R3		н	190662	09/97/00	Town Car	1804
CLM	•	TENE MEDIUM		H	(000/08	03/06/01	Town Car	1007
ČLM	В	1LHLMIZWW			rando Via	05/06/09	Town Car	1882
CLN	•	TANADA STATE OF THE STATE OF TH		H	63/26/05	08/25/00	Town Car	1866
CLM	•	TEN MINUTES		н	80/01/04	10/15/00	Toen Car	1996
CLM		2FACP74WEP2		H	021043	04/06/01	Crosso We	1805
CLM	•	25ALFT1W2V0		H	3007/60	09/15/00	Crown Vic	1997
CLM		2FALP71WSTX		н	1502,000	07/7400	Crown Mc	1886
24.11	•	2FALPT SHOW		н	0005A7	01/46/00	Crown Vic	1007
CLM	•	2FALP74W0TH		N	04/18/00	02/21/01	Crown Mc	1996
CLM	ø	2MELN/YORUTA		н	64/19/08	12/12/04	Geral Marquis	1886
CLM	•	2LE: 104W47		H	0000400	04/25/01	Gerry Marrie	1996
CLIM		Z-ELMONOR:		N	01/13/04	07/24/00	Good Margain	1864
CLM	ā	2MELN76W4T)		H	07/22/48	07/93/01	Gerral Marchia	1866
CLE		ZANTA AUTOMOTO		Ĥ	120402	09/12/09	Grand Margada.	1805
āМ	В	SMELM/WWW.		н	06/04/65	08/86/20	Good Harpite	1005
a H	•	Z.E. 10704777		H	92711/02	00/2401	Gerral Married	1996
ĊШ		2MPLM75W9P2		M	08/28/63	07/07/01	Grand Margada.	1005
CLN	8	A-LLPSWING		k	Carl S43	086260	Georgi Maryada	1001
CLM		LINIONOVA			No VIN Is the	01/15/00	Toes Car	1902
CLM	ě	LINERS WORKER			No VIV in the	08/(484)	Town Car	1002
4	•				No VIN in the	DIVIGEO	Toes Car	1963
CLM.		LINEOUTH			No VIN is the	01/01/01	,Crown Vic	1805
(Z M	ė	LIMBOROW			No VIN to Sto	0496/01	Toen Cer	1968
ă.		UNIGADW			No VIN is Illo	08/29/01	Grand Margada	1863
<u>a</u>	3	LINDO4DAA			No VIVI in the	10/15/00	Town Car	1003
(J. M	ā	LINEGROW			No VIN to die	02/08/00	Grand Margada	1992
عندة	8	UNROLON			No VIN in the	12/07/00	Town Car	1962
	ē	LIPOGROTI			No VIN to Re	04/28/49	Grand Marcula	100
SUIT	8	1LALDETWING		N	0000001	07/25/80	Toen Car	1992
ă.	8	11JE481W2P1		N	01/04/68	02/06/80	Toma Car	1903
Q.M	8	EJELEPI WOP		H	0671869	09/21/00	Town Car	1993
Q,N	5	STAL PYSANIED		N	1007/04	06/17/00	Court Margin	1006

Privinge documents reliect fins was not result of deschaften switch.

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CQIS Reports for Inquiry RQ01-002

Sort Order:

Inquiry: RQ01-002

Report No: YC48C017

Report Date: 3/30/2000

Source: COIS

Model Year:

₩odel:

VIN: 1LNLM82W6RY

PGM Type:

Symptoms: 7 04 3

UKN BRC **8CORCHED/BURNT** FREISMOKE UNDERHOOD

Addi. Symptom:

Odometer:

10 M

Engine:

Transmission: Dealer: K0K22 Al Jazirah Vehicles A

FCSD Region: 98

Build Date: 9/15/1983 Warrenty Start: 9/30/1993 State:

Customer First Name: N/A

City: Riyedh

State:

Causal Component:

Last Name: N/A

City:

Photo:

Comment Type: Commente:

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.

s Tuneday, January 29, 2002

CQIS Duplicate:

VOQ Duplicate:

Report_NBR: YC49C017

Page 1 of 5

Ingulry: RQ01-002

Report No: 1DTD7008

Report Date: 4/20/2001

Source: COIS

Model Year:

1964

Model:

VIN: 2FALP71W4RX

PGM Type:

Symptoma:

7 04 3

00 UKN SRC

FIRE/8MOKE SCORCHED/BURNT

OTHER

Addi. Bymptom:

Transmission:

Build Date:

Odometer: 100000 M 5/5/1994 Werrenty Start:

Engine:

Dealer: 60347 Ford Motor Co. Fpedgo

FCSD Region: 48

City: Dearborn

6/6/1994 State: Mi

Customer First Name:

Last Name:

City: .

State:

Causal Component:

Photo:

Comment Type: Comments:

MASC CUSTOMER CALLED LOOKING FOR ASSISTANCE/TECHNICAL INFORMATION ON

MISC VEHICLE BURSTING INTO FLAMES AFTER SITTING. CALLED THE INSURANCE

NIBC COMPANY AND THEY SAID THEY HAVE 4 OTHER VEHICLES IN WHICH THIS HAS

MISC HAPPENED TO. NO OUTSTANDING RECALLS, VEHICLE WAS SOLD TO ONE OF THE MISC OFFICERS AS A PERSONAL CAR. DID NOT GET HIS NAME, OR ADDRESS, BUT

MISC DID GET THE TELEPHONE NUMBER.

MISC CUSTOMERS TELEPHONE NUMBER WAS

Report NBR: 10T07006

Page 2 of 5

Inquiry: RQ01-002 Report No: XH1F9004 Report Date: 8/27/1999

Source: CQI5

Model Year:

1997

Model: CROWN VICTORIA ...

VIN: 2FALP74WBVX1

POM Type:

Symptoms: 2 05 2

ELECT.

HRN/SPD CNTRL

SPEED CONTROL

ENGAGEMENTANOP

6/13/1997 Warranty Start:

Addi. Symptom: SPEED CONTROL INCP.

Odometer: 49536 M

Engine: 4.6L ROM 8 Transmission: Dealer: 00404 Don Rich Ford Co., in

FCSD Region: 10

Build Date:

City: Villa Rica

State: GA

9/6/1897

Customer First Name:

City:

Cinte:

Causal Component:

Lest Name:

Photo:

Comment Type: Comments:

REPAIR TECH STS THAT THE SPEED CONTROL IS INOP. THE TECH HAS REPLACED THE SER. REPAIR VO 2X AND THE NEW SERVO WORK FOR A LITTLE WHILE AND THEN QUIT AGAIN.

RECOMM ADVISED TECH TO DISCONNECT SPEED CONTRL SERVO AND CHECK ALL PWRS WITH

RECOMM A TEST LIGHT AND VOLTMETER AND GROS FOR VOLTAGE DROP, ADVSIED TECH TPO RECOMM CHECK ALL CIRCUITS COMING INTO SERVO WITH VOLTMETER AND SEE IF WERE

RECOMM GETTING A FEED INTO THE SERVO, CAUSING SERVO TO BURN ENTERNALLY.

RECOMM ADVISION TECH TO CHECK PINS OF SERVICIAND PRESS THE CONTROL SWITCHES AND

RECOMM CHECK THE DIFFERENT VOLTAGES FRON THE CONTROL SWITCH,.

e Tuesday, January 29, 2002

CQIS Duplicate :

VOQ Duplicate:

Report_NBR: XH1F9004

Page 3 of 5

Inquiry: RG81-002 Report No: 11/KO003 Report Date: 9/10/2001 Source: CQIS

Model Year: 1997 Model: GRAND MARQUIS · VIN: 2MELM75W8VX PGM Type:

Symptoms: 2 03 2 00 ELECT. START/CHARGE

WIRING - BASIC OTHER

Addi. Symptom: VEHICLE CAUGHT FIRE Odometer: 39935 M

Engine: 4.6L ROM 6 Transmission: Build Date: 4/15/1997 Warranty Start: 2/20/1998

Design: 10095 Vista Lincoln-Mercury FGSD Region; 71 City: Woodland Hills State: CA

Customer First Name: City: State:

Causel Component: Photo:

Commenta:

REPAIR SM STATES THAT CLISTOMER WENT INTO STORE, STORE, CALLED 911 BECAUSE CAR REPAIR WAS ON FIRE. STATES THAT HE THOUGHT THERE WAS A WIRING RECALL ON THIS REPAIR VEHICLE.

RECOMM ADVISED TECH THAT OC DEALER SHOWED A RECALL FOR 00818,00818,98887, AND RECOMM 96L12. THESE DEALT WITH SEATBELTS, AIRBAG, AND LOWER CONTROL ARMS. RECOMM 96L12 DID NOT SHOW A DISCRIPTION. SME STATES NO RECALLS FOR WIRING TO

RECOMM PREVENT FIRES FOR THIS VEHICLE.

#Tuesday, Junuary 29, 2002 CQIS Duplicate: VOQ Duplicate: Report_NBF

Report_NER: 1IJKO008

Page 4 of 5

Inquiry: RQ01-082 Report No: 1FEDN002 Report Date: 8/5/2001 Source: CQIS
Model Year: 1997 Model: CROWN VICTORIA VIN: 2FALP71W8VX

Symptoms: 7 04 1 45 UKN SRC FIRE/SMCKE VISIBLE FLAME UNDERHOOD

Addi. Symptom: Odometer: 150000 M

Engine: 4.6L ROM 6 Transmission: 4R70W Build Date: 9/10/1987 Warranty Start: 1/23/1998

Dealer: 60347 Ford Motor Co. Fpedgo FCSO Region: 48 City: Dearborn State: Mil Customer First Name: City: State: Photo:

Comment Type: Comments:

MISC CUSTOMER IS USING A OLD POLICE VEHICLE AS A TAXI. HE STATED THAT MISC THE VEHICLE CAUGHT FIRE UNDER THE HOOD FOR NO APPARANT REASON, MISC DUE TO THE MILEAGE THE VEHICLE HE WAS REFURED TO HIS INSURANCE COMPMISC ANY,

#Tuesfay, January 29, 2002 COIS Duplicate: VOQ Duplicate: Report_NBR: 1FEDN002 Page 5 of 5

CQIS Reports for Inquiry RQ01-002

Sori Order:

Inquiry: RQ01-002

Report No: XGVIP004

Report Date: 7/22/1999

Source: CQIS

Model Year: 1954 Model:

VIN: 2FALP71WBRX

PGM Type:

Symptoma: 2 05 2

Addl. Symptom: NOT COVERED BY 69-8-15

ELECT.

HRMSPD ONTRL

SPEED CONTROL

OTHER

Odometer: 115885 M

Engine: Dealer: 04883 Payton Welle Ford Lin

Transmission:

Build Date:

City: Anderson

12/8/1993 Warranty Start: 12/20/1993 State: IN

Customer First Name:

FCSD Region: 47

Last Name:

City:

State:

Causal Component:

Photo:

Comment Type: Comments:

REPAIR DLR STATES THE DEAC SWITCH WAS BURNED UP AND THE VEHICLE WAS NOT COVER

REPAIR ED UNDER RECALL 00-8-15.

RECOMM ADVITO FILE EDSR, AND REPAIR VEHICLE AS NECESSARY.

"Tuorday, January 29, 2002

CQIS Duplicate:

VOQ Duplicate:

Report_NBR: XGVIP004

Page 1 of 3

Report No: 1JKF5001

Report Date: 19/11/2001

Source: COIS

Model Year.

1994

Model: 20

VIN: 1LNLM81W1RY

PGM Type:

Symptoms: 3 01

CHASS. LEAKS

SERVICE SRAKE FLUID

Addl. Symptom:

Odometer: 112689 M

Engine:

Transmission:

Suild Date: 1/28/1994

Warranty Start: 4/6/1984

Dealer: 11467 Mac Churchill Lincoln

PCSD Region: 52

City: Fort Worth

State: TX

Customer First Name: LEE

Last Name: WOLFE

City:

State:

Causal Component: 9F924 SWITCH

Photo:

Comment Type: Comments:

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

REPAIR TECH VERIFIED CRUISE INOP AND FOUND THE REDUNDANT SWITCH HAD LEAKED

REPAIR AND THE FLUID CAUGHT FIRE AND BURNED THE SWITCH AND HARNESS CONNECTOR. REPAIR THE TECH REPLACED THE SWITCH AND HARNESS CONNECTOR AND RELEASED THE

REPAIR VEHICLE.

REPAIR FOE NOTED THAT THIS IS THE SAME ISSUE THAT 998 15 RECALL COVERED ON THE

REPAIR 92/93 TOWN CARS. THIS VEHICLE FALLS OUT OF THE RECALL COVERAGE. THE

REPAIR PART WAS RETRIEVED AND RETURNED TO ECI AS PART OF REQ01-85. REPAIR DAVE PILORIM, FOE DALLAS/FT.WORTH, 972-318-1059

"Tuesday, January 29, 2002

CQIS Dupitada :

VOQ Duplicata:

Report_NBR: 1.iKP5001

Page 2 of 3

Report No: 1DKAD690

Report Date: 4/11/2001

Source: CQI6

Model Year:

1998

Model: CROWN VICTORIA

VIN: 2FALP71W5TX

PGM Type:

Symptome: 2 03 2

ELECT.

START/CHARGE

Addi. Symptom:

WIRING - BASIC

OTHER Odometer: 137934 M

Transmission: 4R70W

Build Dale: 10/30/1995 Warrenty Start: 2/21/1996

Engine: 4.6L ROM B Dealer: 03609 Newline Bay Shore Ford

FCSD Region: 13

City: Bay Shore

State: NY

Customer First Name:

Lest Name:

City:

State:

Causal Component: 9F924 SWITCH

Photo:

Comment Type: Commente:

CONCER VEHICLE IS NOT COMING OUT OF PARK.

TECHIC POUND FUSE BLOWN, P.P.T. POUND SPEED CONTROL OUT OUT SWITCH BURNT

TECH/C (FIRE), NOTE: SAME PROBLEM AS IN RECALL 99-8-15.

√Tuesday, January 29, 2002

CQIS Duoloate :

VOQ Duplicate:

Report_NBR: 1DKAD590

Page 3 of 3

inquiry: RQ01-002 Source: MORS (I)

Region: 24 ORLANDO ISBUS: LEGAL Zone: A1 Case: 702821369 VIN: 2MELM75W8NX Engine: W Veh Type: C Opened: 5/19/1999 Contact_Key: 07028213890709 70414507 Closed: 5/19/1999

Title: Leet Name: First Name: Status: CLOSED Address City: TAMARAC State: FL ZP:

Phone:

Model Year: 1992 Model: GRAND MARQUIS LS 4DR 1 Build Date: Mileage: 12/4/1991

Duster Name: MARGATE LINCOLN-MER Sales Code: L26256 P and A: 11638

Resson Code: 0709 LEGAL - FIRE CLAIM

Symptome: 704145 FIRE/SMOKE VISIBLE PLAME UNDERHOOD

Origin: CACISS US CONCERN CASE BASE PHONE 5/19/1989 3:24:18 PM Action: 664

ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER 0702921399070970414507

AFFAIRS DEPT

CUSTOMER SAYS: VEH BURNED AND WRITTEN OFF IN 1997: CUST J LIST HEARD ABOUT RECALL NO. 19815 AND WANTS COPMPENSATION FO R HER HAVING TO BUY A NEW VEH PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED T OTHE 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 NEFRENCE CASE ID: 77

GENERAL CAC PHONE 5/19/1999 3:24:18 PM Origin: CAC Action: DRIXXX1 NO ACTION REQUIRED; INFORMATION ONLY 07029213990709 70414507

CUSTOMER BAYS: VEH BURNED AND WRITTEN OFF IN 1997; CUST J UST HEARD ABOUT RECALL NO. 99515 AND WANTS COPMPENSATION 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: LP801 MAKE OUTBOUND CALL TO CUSTOMER 07029213890709 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

BY PHONE, LPASE

NT A LETTER REQUESTING CONTACT LPA. 5/21/1999 10:35:44 AM 07029213990706 70414507

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE

Action: LP4000 FINAL CASE DISPOSITION

""LPA SPOKE TO 8HE INDICATED THERE WERE N O INJURIES AS A RESULT OF THE FIRE, ALSO, HER INSURANCE CO. HAS PAID HER CLAIM AND SHE NO LONGER OWNS THE VEHICLE. "LPA ADVISED THAT SINCE SHE NO LONGER OWNS THE VE HICLE WE ARE UNABLE TO INSPECT THE VEHICLE TO DETERMINE IF T HE FIRE WAS THE RESULT OF RECALL 98818. LPA ALSO ADVISED THA THER INSURANCE WAS ALREADY INVOLVED. NO FURTHER ASSISTANCE. OFFERED.

Origin: CAUGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE Action: LP1815 REDIRECT TO OGC - REQUEST FOR DISCOVERY

"CASE FILE FORWARDED TO OGC.

8/1/1999 9:55:38 AM 07029213990709 70414507

8/1/1999 9:58:37 AM 07029213890709 70414607

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE

Action: SL603 ADD MICRO NUMBER/DOC ID

5/18/1999 1:23:50 PM 07029213990709 70414507

MORSIII Duplicate (Y/N);

Source: MORS III

Regions

Issue: INFORMATION

Zone:

Case: 471241409

VIN: 2FALP73W8PX

Engine: W

Veh Type: C

5/20/1999 Opened:

Gontact_Key: 04712414091142 20520002

Closed:

5/20/1990

Last Name: Address

First Name: City: BELAIR Status: CLOSED

State: MD

ZIP:

Phone:

Model Year: 1993

Model: LTD CROWN VIC 4DR

Mileegu:

6700 Build_Date:

7/27/1983

Dealer Name:

Sales Code:

P and A:

Reason Code: 1142

AWA - INDEPENDENT FACILITY, NO ASSISTANCE

Symptoma: 205200

HRIVSPD CNTRL SPEED CONTROL

Origin: CACI38 US CONCERN CASE BASE

PHONE

5/20/1999 11:18:00 AM

Action: 607

ADVISE CUST FORD DOES NOT SUPPORT DIAGNOSIS OF INDEPENDINF1241409/142 20520002

CUSTOMER SAYS: CUST READ ABOUT THE RECALL REGARDING THE SPE ED 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 DURHSP ABOUT THE PROBLEM; CUST WANTS OT KNOW WHAT TO DO ABO UT THAT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: -VEHICLE IS NOT INVOLVED IN RECALL - RECALLS ARE ANNOUNCED O N 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 A 88I8TANCE INFERENCE CASE ID: 10

MORSIII Duplicata (Y/N):

Last Name: Status: CLOSED

Address Closed City: JACKSONVILLE State: FL ZIP:

Model Year: 1993 Model: TOWN CAR EXECUTIVE Mileage: 1 Build_Date: 4/8/1993

Depler Name: NORTH FLORIDA LINCO Sales Code: L25062 P and A: 11630

Resson Code: 0778 LEGAL - REFER TO INSURANCE COMPANY Symptome: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CACI38 US CONCERN CASE BASE PHONE 2/23/2000 10:03:12 AM Action: 596 ADVIBE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR 1362505400778 70414502

ASSISTANCE

CUSTOMER SAYS: -VEH CAUGHT FIRE IN DEC 1999 IN HER HOME DR IVEWAY -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 FING IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOU R INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID: 79

MORSIII Duplicata (Y/N):

Region: 21 ATLANTA VIN: 2MELM74W56X leave: INFORMATION

Zone: C1

Source: MORS III

Engine: W

Veh Type: C Op

Opened: 1/

Caso:

142439005B 1/5/1999

Contect_Key: 14243900591105 20320002

Glossed:

1/5/1999

Last Name: Title:

City: ALPHARETTA

First Name:

Status: GLOSED State: GA ZIP:

ZIP:

Phone:

Model Year: 1995

Model: GRAND MARQUIS GS 4DR

Mileage: P and A: 54000 Guild_Date:

10157

8/18/1994

Reason Code: 1106

Design Name: BARANCO LINCOLIN-MER Sales Code; L26057

AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR

Symptoma: 203200

START/CHARGE WIRING - BASIC

Origin: CACISS US CONCERN CASE BASE

PHONE

1/6/1999 11:43:80 AM

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

14243900591106 20320002

CUSTOMER SAYS: CUST TOOK VEHCEL TO DEALER DUE TO HAVING THE WIRES BURNED OUT; CUST FEELS THAT THERE IS A DEFECT IN THE WIRES; PER CUSTOMER, DEALER SAYS: DEALER SAID THE WIRES BURNED OUT; CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE INFERENCE CASE ID:

3379

Orlgin: CAC GENERAL CAC

PHONE

1/5/1990 11:43:60 AM 14243900591106 20320002

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY
CUSTOMER SAYS: CUST TOOK VEHCIEL TO CEALER 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
8 BURNED OUT; CAC ADVISED: - WARRANTY HAS EXPIRED - FORD
WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE INFERENCE CASE ID:
3879

MORSIII Duplicate (Y/N):

Source: MOR3 III

Region: 23 MEMPHIS

Maye: INFORMATION

Comp: 1427512550

VIN: 2MELM75W23X

Engine: W Veh Type: C

Zone: B1

9/11/2000 Opened:

Contact Key: 14275125501141 49950002

Closed: 8/11/2000

Title: Last Name: Address:

First Name: City: NASHMILLE

Status: CLOSED State: TN

ZP:

Phone:

Model Year: 1995

Model: GRAND MARQUIS LS 4DR

Milesoe:

8/26/1995

Dealer Name: PERFORMANCE FORD, L. Sales Code: F23039

P and A:

7000 Build_Date: 01148

Reason Gode: 1141 Symptoms: 499500

AWA - OUTSIDE CRITERIA, REQUESTING AWA ENGINE GENERAL CONCERN MECH FAILURE

Origin: CACI36 UB CONCERN CASE BASE

PHONE

9/11/2000 11:52:52 AM

ACVISE CUST VEHICLE IS SEYOND WARRANTY; NO ASSISTANCE Action: 526

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 DUR IT WAS NOT SHAKING -CUST THINKS THAT VEH WAS NO TIDIANOSED RIGHT, AND DUR WANTS TO CHARGE ANOTHER DIAGNOSTIC

FEE -CUST STATES THAT SHE TOOK VEH TO A NONE/FORD DLRSHP A NO 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 -OSC TO DUR SPOKE TO SERVADY USA WHO STATES CUST BROUGHT VEH IN FOR FIRE DAMAGE GAVE CUST THE ESTIMATE AND WAS CLAIMED BY HIS INS. -USA SAID THAT SHE TOLD CUST. THAT VEH NEEDED MAINT/ WORK TO BE DONE "LISA SAYS CUST THE

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 QUILD CONTACT THE INS COMPANY - LISA SAYS THAT CUST WOULD HAV E TO PAY A DIANOSTIC FEE -ADVISED CUST AS PER DLRSHP CONVE REATION TO CONTACT INS COMPANY AND TO CONTACT DURSHIP THEY AR

NKS THAT EVERYTHING THAT IS WRONG WITH VEH WAS RELATED TO TH

E IN THE BEST POSITION TO ASSIST INFERENCE CASE ID: 4983

MORBIII Duplicate (Y/N):

YOO Duplicate (Y/N):

Region: 13 NEW YORK

Contact_Key: 13940316281141 20520002

Issue: INFORMATION:

Source: MORS III

VIN: 2MECM74W7ND

Engine: W

Veh Type: C

Opened: 6/7/1999

Zone: H1

Closed: B/7/1999

Case: 1394031628

Last Name: | Address

Title:

Firet Name: City: KINGSTON Startus: CLOSED

ZIP: State: NY

Phone:

Model Year: 1992

Model: GRAND MARQUIS GS 40R

Mileage:

45 Build_Date: 12/18/1991

Design Name: COLONIAL MOTOR GARS Bales Code: L14568

P and A:

Resson Code: 1141

AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 205200

HRN/SPD CNTRL SPEED CONTROL

Origin: CAC138 UB CONCERN CASE BASE

PHONE

6/7/1999 4:16:37 PM

Action: 526

ADVISE CLIST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 13940318281141 20620002

CUSTOMER BAYS: 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, DEALE

R SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE ID: 1

769

Origin: CAC **GENERAL CAC** PHONE

6/7/1999 4:16:37 PM 13940316281141 20620002

Action: DRIXXX1 NO ACTION REQUIRED; INFORMATION ONLY 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, DEALE R SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASBISTANCE INFERENCE CASE ID: 1

76B

MORSIII Dupliquia (Y/N):

11 BOSTON Region:

Issue: INFORMATION

Zone: E1

Source: MORS III

Case: 591721460

VIN: 2MELM74W7VX Engine: W

Veh Type: C

5/25/2000 Opened:

Contact_Key: 05917214801105 20320002

Closect

5/25/2000

Last Name: Address:

Title:

First Name: City: PRINCETON

State: WV

Status: CLOSED ZIP:

Phone:

Model Year: 1997

Modet: GRAND MARQUIS GS 4DR

39000 Build_Date:

Dealer Name: WALL'S LINCOLN-MERC Sales Code: L12174

Milesge:

S/12/1997

P and A:

13123

Reason Code: 1105

AWA - WAN CRITERIA. REQUEST AWA AFTER REPAIR

Symptoms: 203200

START/CHARGE WIRING - BASIC

Origin: CACI38 US CONCERN CASE BASE

PHONE

6/25/2000 4:24:40 PM

ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 05817214501105 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 YEH IS COV EREDIANO 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):

VOG Cuplicate (Y/N):

Page 9 of 39

INSUR: CONCERN

Source: MORS III

Region:

Zone: Case: 529552170

VIN: 2FALP71W6TX

Contact_Key: 05295621704104 70430003

Engine: W

Veh Type: C Opened: 8/4/2000

Last Name:

Title:

First Name:

Closed: Status: CLOSED

8/4/2000

Address

City: PENSACOLA

State: FL

ZP:

Phone:

Model Year: 1995

Model: CROWN VIC P 4DR

Miléage:

50000 Build_Date: 3/20/1996

Dealer Name:

Sales Code:

P and A:

PHONE

Resson Code: 4104

ICCD - FORWARDED-CONSUMER AFFAIRS

Bymptoma: 704300

FIRE/SMOKE SCORCHED/BURNT

8/4/2000 2:42:36 PM 0629582170410470430003

Origin: NAFS NORTH AMERICAN FLEET SERVICE Action: DAC071 WARRANTY REPAIR DENIED - INSURANCE (SSUE

DEALER: CONTACT IS PAMELA PREJEAN 850 623 2234

ADVISED RAY/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 ASSOLVING 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 IS IT CHOOSES. NO FURTHER ACTION NECESSARY.

MORSHI Duplicate (Y/N):

Region: 10 SDR IDDUCT INFORMATION

Zone: At

Source: MORS III Case: 1420650630

VIN: 2FACP74W5ND

Engine: W

Veh Type: C

Opened: 3/3/2000

Closed:

3/3/2000

East Nume: Address

Title:

First Name: City: YORK HARBOR Status: CLOSED

State: ME ZIP:

Phone:

Model Year: 1992

Model: LTD CROWN VIC LX 4DR

Milesge:

85000 Build_Date:

9/27/1991

Dealer Name: WHITED FORD

Sales Code: F11810

P and A:

00829

Reason Code: 1141

Symptoma: 704345

Contact_Key: 14208506301141 70434502

AWA - OUTSIDE CRITERIA, REQUESTING AWA FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

PHONE

3/3/2000 11:40:20 AM

Origin: CACI38 UB CONCERN CASE BASE Action: 625

ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

1420650630114170434502

CUSTOMER SAYS: A FEW MONTHS WHILE SHE WAS DRIVING SHE NOTI CED 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 8AYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED

- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE

ID: 4983

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Page 11 of 39

Source: MORS III

Region: 58 DENVER

leque: CONCERN

Zone: B1

Case: 367143070

VIN: 2FACP74W5NX Contact_Key: 036714307010MR 20520003

Engine: W

Veh Type: C

11/2/2000 11/2/2000

Last Name: Address:

Title:

First Name: City: PANGUITCH Status: CLOSED

State: UT

Opened:

Closed:

ZIF:

Phone:

Model Year: 1982

Model: LTD CROWN VIC LX 4DR

Mileego:

BB000 Build_Dute:

2/8/1991

Dealer Name: PARKWAY MOTORS

Sales Code: F66564

P and A:

08354

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 036714307010MR 20520003

ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM Action: 139 CUSTOMER SAYS: HAD THE CRUISE CONTROL REPAIRED AT JONES F ORD IN ARIZONA -AFTER THE REPAIR TRAVEL APPROX 450MLES ALL THE WIRING HARNESS MELTED HAD TO VEH TOWED TO THE NEAREST DURSHIP -DURSHIP 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, DEALE R SAYS: -NONE CAC ADVISED: - POSSIBLE COVERAGE. - FORWA ROED INFORMATION TO THE CHALLERSHIP - REQUESTED CRIM/SERV MIGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS -OBC TO JONES FORD IN ARIZONA, SPOKE TO THE SM GARY CALLIS -GARY ADVISED THA T PARKWAY FORD CAN CALL HIM AND EXPLAIN THE PROBLEM WITH VEH AND AT THAT TIME HE WILL BE ABLE TO DETERMINE IF THE PROBLE

Origin: DEALERDEALER

PHONE

11/13/2000 1:10:12 PM

038714307010MR 20620003

ACION: DACO22 CUSTOMER PAID REPAIR MADE

ION TO CUSTOMER INFERENCE CASE ID: 4664

CONTACT DEALER IN AZ. CONFIRMED THAT THERE REPAIR WAS ON A DIFFERENT CIRCUIT THAN 35 AMP CIRCUIT BREAKER, CUSTOMER WI

M IS RELATED TO THE NEW PART PUT IN THE VEH -RELAY INFORMAT

LL HAVE TO PAY FOR REPAIR.

MORSIII Duplicate (Y/N):

71 CALIFORNIA

Issue: LEGAL

Zone: Y

Source: MORS III

Region: VIN: 2FALP71W5TX

Engine: W

Veh Type: C

Case: 1375773269 Opened: 11/22/1999

Contact_Rey: 13757732890709 70430007

Closed: 11/22/1999

Leat Name:

Title:

First Name:

Gity: LOS ANGELES

Status: CLOSED ZIP:

66071

Address: Phone:

Model Year: 1998

Model: CROWN VIC P 4DR

Misege: P and A:

State: CA

25226 Bulki Date:

3/26/1966

Dealer Name: FORD MOTOR COMPANY- Sales Code: F71800

LEGAL - FIRE CLAIM

Reason Code: 0709 Symptoms: 704300

FIRE/SMOKE SCORCHED/BURNT

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY

FAX

11/22/1999 10:28:17 AM 18757732690709 70430007

************** FLEET FAX REC'D 11/15/89 ******** FLEET CONTACT:MARILYN GORSKY @ (323) 681-4644

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

Action: LP307 MAKE OUTBOUND CALL TO OTHER

THAT HE CONTACT ME BACK AT 313 845-5547

"LPA COMMENTS"

LPA TRIED TO CONTACT FCSD FLEET SERVICE CONTACT-MARILYN GORBKY BUT THE NUMBER IS A NON-WORKING NUMBER, LPA WILL PASS.

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

11/24/1999 2:31:59 PM

18757732690709 70430007

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX Action: LP401 REQUEST FOR VEHICLE INSPECTION- CVO REQUEST. 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 11/30/1899 4:40:47 PM 13757732590709 70430007 Origin: NAFS NORTH AMERICAN FLEET SERVICE

Action: NAF133 MISCELLANEOUS

RECEIVED CALL FROM TOM OKEEPE, 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

OKEEFE AIRBILL # 6523539612.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

Action: LP4000 FINAL CASE DISPOSITION
ORIGINAL REPORT/PICTURES RECEIVED AND FORWARDED TO CVO FOR

REVIEW/HANDLING.

12/20/1999 10:14:09 AM 13757732690709 70430007

FAX

1/3/2000 11:01:21 AM 13757732660706 70430007

MORSIII Ouplicate (Y/N):

ISSUE: INFORMATION

Source: MORS III

Region:

Zone:

Case: 1326653418

VIN: 1LNLM82WQP1

Engine: W

Veh Type: C

Opened:

12/7/1998

Contact, Key: 13298534180778 70414502

Closed:

12/7/1998

Last Name: Address

Title;

City: BROOKLYN

Status: CLOSED State: NY

ZP:

Phone:

Model Year: 1993

Modet: TOWN CAR SIGNATURE

First Name:

Mileage:

20000 Build_Date:

2/5/1993

Dealer Name:

Bales Code:

P and A:

Reseon Code: 0778 Symptome: 704145 LEGAL - REFER TO INSURANCE COMPANY FIRE/SMOKE VISIBLE FLAME UNDERHOOD

12/7/1996 9:02:23 AM

Origin: CACI38 US CONCERN CASE BASE Action: 596

PHONE

ADMISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR 13286534160778 70414502

ASSISTANCE

CUSTOMER SAYS: 1993 TOWN CAR; IT JUST CAUGHT ON FIRE PARK ED IT WAS UNDER THE HOOD AREA; THE HOOD IS BURNED OFF COMP LÉTELY HAVENT CONTACT INSURANCE COMPANY THE FIRE DEPARTME NT WAS CONTACTED PER CUSTOMER, DEALER SAYS: NONE CAC ADV ISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTI.

ONS. INFERENCE CASE ID: 79

Origin: CAC GENERAL CAC PHONE

12/7/1998 9:02:23 AM

13206534180778 70414502

Addion: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

CUSTOMER SAYS: 1993 TOWN CAR; IT JUST CAUGHT ON FIRE PARK ED IT WAS UNDER THE HOOD AREA; THE HOOD IS BURNED OFF COMP LETELY HAVEN'T CONTACT INSURANCE COMPANY THE FIRE DEPARTME NT WAS CONTACTED PER CUSTOMER, DEALER SAYS: NONE CAC ADV ISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTI

ONS, INFERENCE CASE ID: 78

12/9/1988 12:24:18 PM 13288634180778 70414502

Origin: CACMO2 MANUAL - PHONE CSR PHONE LIPDATE CUSTOMER ADDRESS OR PHONE NUMBER Artion: 224 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE D: CUST WAS ADVISED THAT UNTIL IT IS ESTABLISHED BY HIS INS URANCE CO. AS TO THE REASON AND SOURCE OF THE FIRE IN THE VE

H, THERE IS NOTHING THAT CAN BE DONE AT THIS POINT.

MORSIII Duplicate (YAN):

Region: 13 NEW YORK

Issue: INFORMATION

Zone: B1

Source: MORS III

Case: 1619250040

VIN: 2FALP74WXPX

Engine: W

Veh Type: C

Opened:

1/4/2000

Contact_Key: 15192500400778 70414502

Closed: 1/4/2000

Leat Name: Title: | Address

City: BROOKLYN

First Name:

Status: CLOSED State: NY

ZP:

Phone:

Model Year; 1983

Model: LTD CROWN VIC LX 4DR

Misage:

71000 Build_Date: 10/30/1992

Deeler Name: POPULAR FORD SALES

Sales Code: F13021

P and A:

03829

Resson Gode: 0778 Symptoms: 704145

LEGAL - REFER TO INSURANCE COMPANY

FIRE/SMCKE VISIBLE FLAME UNDERHOOD

1/4/2000 2:25:39 PM

Origin: CACI38 US CONCERN CASE BASE

PHONE

Aution: 596

ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR 151925004007/8 70414502

ASSISTANCE

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

MORSIII Duplicate (Y/N):

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

VIN: 2FALP73W4TX

Region: 24 ORLANDO

leeue: DSB Engine: W

Zone: D2

Source: MORS III

Case: Opened: 3/1/1999

38214356B

Contact_Key: 03021435582317570430006

Veh Type: C

Closed:

3/1/1998

Leet Name: Address:

Title:

City: TALLAHASSEE

State: FL

Status: INELIGIBLE ZP:

Phone:

Model Year: 1986

Symptoma: 704300

Model: CROWN VIC 8 4DR

Mileege: .

25500 Build_Date: 10/26/1995

Declar Name: TALLAHASSEE FORD

Sales Code: F24527

First Name:

Pand A:

04044

Resear Code: 23175 OSB-OTHER REQUESTED-VEH DOESN'T MEET EXPECT

FIRE/SMOKE SCORCHED/BURNT

Origin: CAPG PHOENIX GROUP

MAIL

3/1/1999 11:01:05 AM 03821435582317570430008

Action: D81224 INELIGIBLE-PERSONAL INJURY, PRODUCT LIABILITY,

LITIGATION-OTHER P

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

CWJ

MORSII/ Dublicate (Y/N):

Source: MORS III

Region:

52 SOUTHWEST Issue: INFORMATION

Case:

487740830

VIN: 2MELM74W0S>

Engine: W

Veh Type: C

Zone: H1

3/23/2000 Opened:

Contact_Key: 04877408300424 70424202

Closed:

3/23/2000

Last Name: Title: Address

First Name: City: BAY CITY Status: CLOSED

Phone:

Model Year: 1995

Model: GRAND MARQUIS GS 4DR

ZIP:

04411

Dealer Name: BAY CITY AUTO & SAL

Salue Code: L67054

Mileage: P and A:

State: TX

99000 Bulld_Date:

47/1995

Reason Code: 0424

DEALERSHIP - UNABLE TO DUPLICATE CONCERN

Symptoms: 704242

FIRE/SMOKE SMOKE PASSENGER AREA

Origin: CACISS US CONCERN CASE BASE

PHONE

3/23/2000

1:30:52 PM

DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE

04877406300424 70424202

CONCER

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 A DMISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CON. CERN (FITHEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SE RVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (I INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4482

MORSIII Duplicate (Y/N):

Region: 24 ORLANDO

ISSUE: INFORMATION

Zone: C1

Source: MORS III

VIN: 2MELJM75W9VX

Engine: W

Veh Type: C

Case: Opened:

1483052320 4/5/2000

Contact_Key: 14839523291141 20319702

Clayed:

4/5/2000

Lest Name:

Title: Maid First Name: Post at

City: NAPERVILLE State: L

Status: CLOSED ZIP:

Address: Phone:

Model Year: 1667

Model: GRAND MARQUIS LS 4DR

Mileoge:

41237 Build_Date:

6/8/1997

Dealer Name: RICK STARR LINCOLN-

Resear Code: 1141

Saine Code: L25043

P and A:

11801

AWA - OUTSIDE CRITERIA, REQUESTING AWA

Byenplane: 203197 START/CHARGE CHARGING SYSTEM NOISE

PHONE

4/5/2000 3:10:46 PM 1483952329114120319702

Origin: CACISS US CONCERN CASE SASE ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE Action: 526

CUSTOMER SAYS: - VEH WON'T START . - WANT TO KNOW IF THE RE ARE ANY RECALL ON THE VEH. - THERE WAS A WIRE MELTED

IN THE WIRING HARNESS. - DID NOT STATE FINANCIAL ABST

. PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - WA RRANTY HAS EXPIRED. - FORD WILL NOT PROVIDE FINANCIAL ASSI STANCE . - NO OPEN RECALL OR ONPIRELATED TO THE CONCERN .

MORSIII Duplicate (Y/N):

Region: 23 MEMPHIS

Issue: INFORMATION

Zone: A1

Source: MORS III

Case: 1805852599

VIN: 2FALP71W4TX

Engine: W

Veh Type: C

Opened:

9/16/1999

Contact, Key: 16058625964013 70430002

Closed:

9/15/1999

Lest Name: Address:

THE:

First Name:

City: MEMPHIS

State: TN

Status: CLOSED ZIP:

Phone:

Model Year: 1996

Model: CROWN VIC P 40R

Mileege:

12110 Build_Date:

5/30/1908

Design Name: DOBBS FORD AT WOLFC Sales Code: F23002

P and A:

04357

Reason Code: 4013 Symptome: 704300

MISC INQUIRY - GENERAL/OTHER FIRE/SMOKE SCORCHED/BURNT

Origin: NAFS - NORTH AMERICAN FLEET SERVICE

PHONE

9/18/1999 4:49:45 PM 18058525994013 70430002

Action: NAF129 OPEN NAF8 CONTACT-PRODUCT LIABILITY

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 6HO

RT CIRCUIT.

Origin: DEALER DEALER

PHONE

1/13/2000 10:42:17 AM

Action: DAC078 NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER" 1808852599013 7430002

THE FIRE DEPT HAS THE TRUCK IN THEIR SHOP FOR REPAIRS

MORSIII Duplicate (Y/N):

Inguity: RQ01-602

ISSUE: LEGAL

Source: MORS III

Region: 23 MEMPHIS

Zone: Y

Cass: 1605852599 Opened: 9/17/1999

VIN: 2FALP71W4TX Contact_Key: 16058625990709 70430007

Engine: W

Veh Type: C Closed:

8/17/1990

Last Name:

Title:

First Name:

City: MEMPHIS

Status: CLOSED State: TN

ZIP:

Address Phone:

Model Year: 1996

Model: CROWN VIC P 4DR

Mileage:

12110 Build Date:

5/30/1996

Deuter Name: FORD MOTOR COMPANY- Sales Code: F23000

P and A:

68063

Regéan Codé: 0709

LEGAL - FIRE CLAIM

Symptome: 704300

FIRE/SMOKE SCORCHED/BURNT

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION

FAX

9/17/1999 6:21:11 AM 18068525590709 70430007

Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY

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 CAKLEY KEESES FORD.

FCSO FLEET SERVICE CONTACT:

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION

FAX

9/17/1999 2:35:49 PM 16068525990709 70430007

9/29/1999 9:04:50 AM 18058525890709 70430007

Aution: LP309 SEND FAX TO EAA

LPA FAXED INFO TO JOHN O'SHERIDAN, EAA.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION Action: LP1818 REDIRECT TO NAFS

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

KEITH MAJESKI IN CYO.

Origin: NAFS NORTH AMERICAN FLEET SERVICE Action: NAF133 MISCELLANEOUS

FIRE COULD NOT BE CONCLUSIVELY DETERMINED TO BE DUE TO A VEH. ICLE DEFECT. FLT RESQUESTED, AND WILL BE SENT A LETTER STAT

ING THE DECISION.

NAFS HAS SUCCESSFULLY TRANSMITTED FAX DIRECTING THE FLT TO

THEIR INSURANCE CO.

10/22/1999 4:58:27 PM 16058525990709 70430007

FAX

MORSIII Ouplicate (Y/N): Y

23 MEMPHIS Region:

VIN: 1LNLMB2W8V

ISOUR: LEGAL

Zone: A3

Source: MORS III

Engine: W

Veh Type: C

Case: 1588471731

ZP:

Opened: 6/22/2001

Contact_Key: 15884717310709 70434507

Closed:

8/22/2001

Leet Name: Address

Title: First Name: City: LEANDER Status: CLOSED

Phone:

Model Year: 1997

Model: TOWN CAR SIGNATURE

State: LA

37000 Build Date:

8/19/1997

Dealer Name: JOHN DECKER LINC-ME Sales Code: L22522

Mileage: P and A:

12228

Reston Code: 0709

LEGAL - FIRE CLAIM

Symptoma: 704345

FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

Origin: CACI38 US CONCERN CASE BASE

6/22/2001

4:04:05 PM

Action: 607 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER

PHONE

1688471731070970434507

AFFAIRS

CUSTOMER SAYS: - HOME HAD A FIRE AND BELIEVES IT MAY BE FR. O THE VEH -PROBLEMS WITH VEH BURNED UP. PER CUSTOMER. DEALER SAYS: - NONE. CAC ADVISED: - THIS INFORMATION HA

8 BEEN FORWARDED TO THE CONBUMER 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.

- INOTE TO CSR: IF CUSTOMER IS WORKING WITH A NON-FORD DEALE RSHIP, PLEASE ASSIGN THE NEAREST FORD DEALERSHIP TO THE CONT. ACTI INFERENCE CASE ID: 26

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE

2:16:48 PM 6/25/2001 15884717310709 70434507

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER. LPA CALLED CUSTOMER-NO ANSWER, NO VOICE MAIL, LPA WILL MAIL

POSTCARD.

Orlein: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 3:04:08 PM 7/16/2001 Action: LP1702 CUSTOMER REJECTS OFFER DUE TO NO RESPONSE-CLOSE CASE 15887/17310709 70434807

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

MOR6III Duplicate (Y/N):

VOQ Duplicate (Y/N):

Tuesday, January 29, 2002

Page 23 of 39

Region: 71 CALIFORNIA Issue; CONCERN

Zone: D1

Bource: MORS III

VIN: 2MELM75W5PX

Engine: W

Veh Type: G

Opened: 8/14/2001

Contact, Key: 05538035401141 301A0003

Closed:

Case:

8/14/2001

553803540

Leat Name: Title: Address

Firet Name: City: SAN CLEMENTE

State: CA

Status: CLOSED ZP:

Phone:

Model Year: 1993

Model: GRAND MARQUIS LS 4DR

Mileage:

67000 Build_Date:

9/10/1992

Dealer Name: CAPISTRANO FORD

Sales Code: F71098

Pland &:

00712

Reason Code: 1141

AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 301A00

SERVICE BRAKE INDICATOR

PHONE

8/14/2001 1:24:57 PM 05536535401141301A0003

Origin: CACISS US CONCERN CASE BASE Action: 448 ADVISE CUSTOMER NO REIMBURSEMENT ASSISTANCE CUSTOMER SAYS: -- CUST LIGHT WOULD NOT GO OFF -CUST TOOK VEH IN FOR BRAKE LIGHT #OLR CHECK VEH AND CHARGE \$160.00 =CUST WANTS A REIMBURSEMENT PER CUSTOMER, DEALER SAYS: =O LR SAYS THAT IT WAS THE CONTROL SWITCH THE WIRE WAS BURNT. OUT CAC ADVISED: AS - ALL WARRANTIES HAVE EXPRED - FO RD WILL NOT PROVIDE REIMBURBEMENT ABBIETANCE -OBC TO DLR -SPOKE WITH SHIRLEY - CRM -SAID CUST IS LOYAL AND HAS BEEN I N AND OUT QUITE ALOT TO SERVICE VEH -DIAGNOSIED IS NOT NORM AL -SAID IT WOULD UP TO OUR DISCRETION WHETHER TO REIMBURS E OR NOT INFERENCE CASE ID: 5334

MORSIII Duplicata (Y/N):

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

Source: MORS III

Region:

10 SDR

lease: INFORMATION

Zone: G1

Case: 1643831819

VIN: 2FACP74W8NX

Engine: W

Titte:

Veh Type: C

Орепеф 6/30/1999

Contact_Key: 16439316191141 42910002

First Name:

CARY: CALVERT CITY

Status: CLOSED

Closed:

Address Phone:

Last Names

Model Year: 1992

State: KY

7IP:

Model: LTD CROWN VIC LX 4DR

Mileage:

103000 Build_Date:

8/30/1899

1/17/1992

Dealer Marine: LEON RILEY FORD INC. Sales Code: F23049 P and A:

05725

Reason Code: 1141 Symptoma: 499100 AWA - OUTSIDE CRITERIA, REQUESTING AWA ENGINE GENERAL CONCERN APPEARANCE

Origin: CACISS US CONCERN CASE BASE

PHONE

8/30/1999 3:04:27 PM

16438315191141 49910002

ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE CUSTOMER SAYS: -= CUST STATED THAT HEARD RECALL ON THE NEW

S AND WANTS TO KNOW IF VEH IS INVOLVED IN THIS RECALL ... CUI

STISTATED THAT IS HAVING SMOKE COME FROM THE VEH I PER CUSTON

ER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRE DI - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CA

8E ID: 1910

GENERAL CAC Origin: CAC

PHONE

6/30/1999 3:04:27 PM 16439315191141 49910002

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

CUSTOMER BAYS: - CUST STATED THAT HEARD RECALL ON THE NEW

8 AND WANTS TO KNOW IF VEH IS INVOLVED IN THIS RECALL - CU ST STATED THAT IS HAVING SMOKE COME FROM THE VEH PER CUSTON

ER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRE DI - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CA

SE ID: 1910

MORSIII Duplicate (Y/N):

Region: 41 CHICAGO

baue: INFORMATION

Zonek E1

Source: MORS III

Case: 1433111231

VIN: 2MELM75W2RX Contact_Key: 14331112311114 70424702

Vah Type: C

Opened: Closed: 6/3/2001 5/3/2001

Last Name: Address:

Title:

First Name: City: MILWAUKEE

Status: CLOSED State: WI

ZIP:

12152

Річопе:

Model Year: 1994

Model: GRAND MARQUIS LS 4DR

MReego: P and A:

100000 Build_Date:

1/12/1984

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

Symptoms: 704247 FIRE/SMOKE SMOKE UNDER VEHICLE

Origin: CACISB US CONCERN CASE BASE

Reseon Code: 1114 AWA - AWA DENIED

PHONE

6/3/2001 12:01:29 PM 14331112311114 70424702

ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE Action: 528 CUSTOMER SAYS: SAYS THE ENGINE CAUGHT ON FIRE SAYS NONE O

FITHE GAUGES WHERE SHOWING HOT I BAYS WAS DRIVING FOR APROX

HALF AN HOUR IN TOTAL WHEN THE YEHICLE FILLED WITH 8POKE

AND WAS ADVISED BY INSURANCE THIS IS A MECHANICAL CONCERN NO

T INSURANCE SO THEY WILL NOT COVER COST OF REPAIR REQUEST!

PROVIDE FINANCIAL ASSISTANCE - SUPPORT DEALER'S REPAIR METH

NG FINANCIAL ASSISTANCE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT

ODS INFERENCE CASE ID: 5300

MQRSIII Duplicale (Y/N):

Region: 24 ORLANDO ISSUS: INFORMATION

Zone: E1

Source: MORS III

VIN: 2MELM75W5PX

Engine: W

Veh Type: C

Opened: 5/10/1999

Contact, Key: 08199413090778 70410402

Cese:

Closed: 6/10/1999

D3096

Last Name: Title: Address:

City: TAVERNIER

Status: CLOSED State: FL

ZIP:

81994130B

Phone:

Model Year: 1993

Model: GRAND MARQUIS LS 4DR

First Name:

Mileage: •

174000 Bulld_Date:

2/4/1993

Dealer Name: JARRETT FORD

Sales Code: F24456

Pand A:

Resson Code: 0778

LEGAL - REFER TO INSURANCE COMPANY

9:32:02 AM

Symptoma: 704104

Action: 596

FIRE/SMOKE VISIBLE FLAME COLL, RELATED

Origin: CAC/38 US CONCERN CASE BASE

PHONE

5/10/1999

06199413090778 20410402

ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR **ASSISTANCE**

CUSTOMER SAYS: FILED A REPORT ABOUT VEHICLE BURNING: VEHIC LE 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 V EHICLE: - FIRE WAS 2 WEEKS AGO DON'T REMEMBER THE EXACT DAT E - FIRE DEPT WAS NOTIFIED AND SAID THE CAUSE OF THE FIRE W AS THE WIRING HARNESS -REPORT NUMBER WILL SE AVAILABLE ON M AY 10.99 INSURANCE COMPANY SAID NOT COVERED - VEHICLE WA S IN CUST DRIVE WAY I-CITY WAS TAVERNIER . FL. - VEHICLE IS NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE CAC A DVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIS T YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIREC TIONS, FUNLESS THERE IS A RECALL FORD IS NOT RESPONSIBLE FO R THE FIRE INFERENCE CASE ID: 79

Origin: CAC GENERAL CAC PHONE

5/10/1890 0:32:02 AAA 05199413090778 70410402

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY CUSTOMER SAYS: FILED A REPORT ABOUT VEHICLE BURNING: VEHIC LE 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 V EHICLE: - FIRE WAS 2 WEEKS AGO DON'T REMEMBER THE EXACT DAT E - FIRE DEPT WAS NOTIFIED AND SAID THE CAUSE OF THE FIRE W AS THE WIRING HARNESS -REPORT NUMBER WILL BE AVAILABLE ON M AY 10.98 -INSURANCE COMPANY SAID NOT COVERED - VEHICLE WA 8 IN CUST DRIVE WAY -CITY WAS TAVERNIER , PL - VEHICLE IS NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE CAC A DVISED: - THIS IS NOT A SITUATION THAT FIND IS ABLE TO ASSIS T YOU WITH, PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECT TIONS. - LINLESS THERE IS A RECALL FORD IS NOT RESPONSIBLE FO RITHE FIRE INFERENCE CASE ID: 79

MORSIII Dugiloste (YN):

VOQ Duplicate (Y/N):

Tuesday, January 29, 2002

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24 ORLANDO Region: VIN: 2MELM75W5PX

lesue: INFORMATION

Source: MORS III

Zone: E1 Cage: 616941309 Veh Type: C Opened: 9/12/2000

Engine: W Contact_Key: 06109413091141 20320002

Closed: 9/12/2000

Last Name; Title: Address:

First Name: City: TAVERNIER Status: CLOSED

State: FL

ZIP:

Phone:

Model Year: 1993

Model: GRAND MARQUIS LS 4DR

Mileoge:

Build_Dain:

2/4/1993

Decier Name: JARRETT FORD

Sales Code: F24458

P and A:

03098

Reseon Code: 1141

AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 203200

START/CHARGE WIRING - BASIC

Origin: CACISS US CONCERN CASE BASE

PHONE

9/12/2000 3:48:42 AM

ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 06199413(9114): 20520022 Action: 528

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 BAYS: NONE CAC ADVI SED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCE 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: 4968

MORSIII Duplicate (Y/N):Y

VOQ Duplicate (Y/N):

Region:

10 SDR

Issue: INFORMATION

Zone: D1

Source: MORS III

VIN: 2MELM75W3PX

Engine: W

Veh Type: C

Case: Opened:

504802939 10/20/1999

Contact_Key: 06948029391141 20320002

Closed:

10/20/1999

02351

Lagi Name: TNIe: Arichmen

Design Name: GUY M FISH COMPANY,

First Name: City: CORRY

Selse Code: F44441

Status: CLOSED State: PA

ZIP:

Phone:

Model Year: 1993

Model: GRAND MARQUIS LS 4DR

Mileage: P and A: 81000 Build_Date:

7/9/1963

Reseon Code: 1141

AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptome: 203200

START/CHARGE WIRING - BASIC

Origin: CACI38 US CONCERN CASE BASE

PHONE

10/20/1969 3:19:03 PM

ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE Action: 528 CUSTOMER SAYS: CLAIMS THAT SHE IS CALLING REGARDING A RECA

05948029391141 20320002

LL ON HER VEHICLE, SHE IS HAVING AN ELECTRICAL PROBLEM, IT W AS SMOKING AND BURNT OUT THE ON/OFF SWITCH. PER CLISTOMER.

DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE

IO: 1896

Origin: CAC **GENERAL CAC** PHONE

10/20/1989 3: 19:03 PM

0564602838114120320002

Action: DROOM NO ACTION REQUIRED; INFORMATION ONLY

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: 1898

MORBIII Ducilcate (Y/N):

VOQ Duplicate (Y/N):

41 CHICAGO Region:

feaue: INFORMATION

Source: MORS III

Case: 1498372039 Opened:

VIN: 2MECM75W2ND

Engine: W

Veh Type: C

Zone: D1

7/22/1999

Gontact_Key: 14983720391141 30154902

Origin: CACISS US CONCERN CASE BASE

7/22/1999 Closed:

Last Name: Address:

Title: Trut Name: City: PEORIA Status: CLOSED

ZP:

Phone:

Model Year, 1992

Model: GRAND MARQUIS LS 4DR

50000 Build_Date:

8/28/1992

Design Name: VELDE LINCOLN MERCU Sales Code: L42086

Mesos: P and A:

State: L.

12665

Reseon Code: 1141

AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoma: 301549

SERVICE BRAKE PEDAL ABS SELF ACT.

PHONE

7/22/1998 1:39:24 PM

14983720381141 30154902

ADVISE CUST VEHICLE IS SEYONO WARRANTY: NO ASSISTANCE Action: 526 CUSTOMER SAYS: CUST WOULD LIKE TO KNOW IF THERE ARE ANY RE CALL ON HIS VEH. THE ABS SYSTEM. THE FRONT BRAKES ON HIS LO CK UP, THE CUST WAS ON HIS WAY TO HAVE THE VEH REPAIRED, AT THE GARAGE THE VEH WAS BMOKING AND BURNING UNDER THE HOOD. N

O ONE WAS CONTACT. THE VEH WAS TAKEN TO A FORD DUR FOR REPA IRS, PART HAVE BEEN ORDERED TO HAVE THE VEH REPAIRED. PER C USTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS E XPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFEREN

CE CASE ID: 4800

PHONE

7/22/1999 1:39:24 PM 14983720391141 30154002

Origin: CAC Action: CD0001 NO ACTION REQUIRED; INFORMATION ONLY CLISTOMER SAYS: CUST WOULD LIKE TO KNOW IF THERE ARE ANY RE

GENERAL CAC

CALL ON MIS VEH. THE ABS SYSTEM. THE FRONT BRAKES ON HIS LO CK UP. THE CUST WAS ON HIS WAY TO HAVE THE VEH REPAIRED. AT THE GARAGE THE VEH WAS SMOKING AND BURNING UNDER THE HOOD. N CONE WAS CONTACT. THE VEH WAS TAKEN TO A FORD DLR FOR REPA IRS, PART HAVE BEEN ORDERED TO HAVE THE VEH REPAIRED. PER C USTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAB E XPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFEREN

CE CASE (O: 4500)

MORSIII Duplicate (Y/N):

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

inguiry: RQ04-002 Source: MORS III

Region: 24 ORLANDO feeue: CONCERN Zone: A1 Cure: 585582578 VIN: 1LNLM82W9PY Engine: W Weh Type: C Opened: 9/14/1999 Contact_Key: 05655825791206 20620003 Closed: @14/1999

Lest Name: Title: **East** 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: 125095 P and A: 11622

Resson Code: 1208 RECALL/ONP - REFUND

Symptome: 205200 HRN/SPD CNTRL SPEED CONTROL

Origin: CACI38 US CONCERN CASE BASE MAIL 9/14/1989 3:28:00 PM

Author: 552 ADVISÉ CUSTOMER TO SUBMIT ORIGINAL RECEIPTS TO DEALER 0565825781255 20520003

FOR REVIEW

CUSTOMER SAYS: AUG 277HY 99 -- REPAIR WORK WAS DONE ON T. HE VEH BECABLE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED = ■WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY. SPEED CONTRO. L SWITCH ==WAS BILLED AT \$2694.42 ==WAS JUST MADE AWARE TH AT THERE WAS A RECALL = 18 REQUESTING A PIROMPT COMPENSATIO N OF THE BILL BECAUSE OF THE DEFECT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED; SUBMIT ORIGINAL RECEIPTS TO A D EALERSHIP FOR REMBURSEMENT REVIEW. THE SERVICE MANAGER IS IN BEST POSITION TO DETERMINE ELIGIBILITY, INFERENCE CASE ID : 4580

Origin: CAC **GENERAL CAC** MAII 8/14/1999 3:28:00 PM Artion: DR0004 REQUEST CRM/SVC MGR TO CONTACT CUSTOMER. 05855825791208 20520003

CUSTOMER SAYS: AUG 27THY 89 -- 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 CONTRO L SWITCH ==WAS BILLED AT \$2594.42 ==WAS JUST MADE AWARE TH AT THERE WAS A RECALL -IS REQUESTING A PIROMPT COMPENSATIO N OF THE BILL BECAUSE OF THE DEFECT. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: SUBMIT ORIGINAL RECEIPTS YO A D EALERSHIP FOR REIMBURSEMENT REVIEW. THE SERVICE MANAGER IS IN BEST POSITION TO DETERMINE ELIGIBILITY, INFERENCE CASE ID

: 4580

MAIL 9/16/1990 D-56:22 AM Origin: DEALEROEALER Action: DAC014 FORD COVERED REPAIR MADE - RECALL 05885625791206.20520003

MS TRUEBA WILL SUBMIT HER ORIGINAL REPAIR RECEIPTS FOR REIMB

URSEMENT REVIEW BY SERVICE MANAGEMENT.

VOQ Duplicate (Y/N): 7/L6/ MORSIII Duplicate (Y/N):Y

Tuesday, January 29, 2002

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Region:

lesue: INFORMATION

Source: MORS III

24 ORLANDO

Zone: A1

Case: 585582579

VIN: 1LNLMB2W9P1

Engine: W

Veh Type: C

Opened: 9/28/1900

Status: CLOSED

Contact_Key: 05555626791106 20520002

Dealer Name: M/AM/ LINCOLN-MERCU

Closed: 9/28/1999

Leat Name: Title: Address

Piret Name: | City: MIAMI SPRINGS

State: FL

ZIP:

Phones

Model Year: 1993

Model: TOWN CAR SIGNATURE

Wileege:

48333 Build Date: 10/14/1992

Pand & 11622

Reason Code: 1108

AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR

Seise Code: L25095

Symptoms: 205200

HRN/SPD CNTRL SPEED CONTROL

Origin: CACI38 US CONCERN CASE BASE

MAIL

8/28/1999 4:09:59 PM 05658825791106 20620002

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

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 CONTRO. L SWITCH -WAS BILLED AT \$2504.42 -WAS JUST MADE AWARE TH 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 (APPOLOG) ZE FOR MISINFORMATION) ##ON THE INVOICE IT STATED THAT 7 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 REINBURSED.

MAIL

9/28/1999 4:09:59 PM 05855825791106 20520002

Ortoin: CAC GENERAL CAC Aution: DR0001 NO ACTION REQUIRED; INFORMATION ONLY CUSTOMER SAYS: AUG 27THY 99 -REPAIR WORK WAS DONE ON T HE VEH BECASUÉ A FIRE TOOK PLACE WHILE THE VEH WAS PARKED = =WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY. SPEED CONTRO. L SWITCH -WAS BILLED AT \$2594.42 -WAS JUST MADE AWARE TH AT THERE WAS A RECALL -IS REQUESTING A PIROMPT COMPENSATIO N OF THE BULL 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 CABE ID: 3381

MORSIII Dupicate (Y/N):

VOQ Duplicate (Y/N): 7/16/

Tuesday, January 29, 2002

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Region: 21 ATLANTA leave: INFORMATION

Zone: C1

Source: MORS III Case: 1631872149

VIN: 2MECM75W3ND

Engine: W

Veh Type: C

Opened:

8/2/1999

Contact Key: 16318721490776 20321102

Closed:

8/2/1999

Lest Name: Title Address

First Name: CMy: FAIRBURN

START/CHARGE WIRING - BASIC ROUTING

State: GA

Status: CLOSED ZP:

Phone:

Model Year: 1992

Model: GRAND MARQUIS L6 4DR

Mileage:

1 Build Date:

8/28/1991

Dealer Name: AKINS FORD CORP

Salea Coda: F21480

P and A:

00402

Raccon Code: 0778 Symptoms: 203211 LEGAL - REFER TO INSURANCE COMPANY

Origin: CACI38 US CONCERN CASE BASE

PHONE

8/2/1999 4:38:20 PM

Action: 596

ADMSE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR

16318721480778 20321102

ASSISTANCE

CUSTOMER SAYS: -WANTED TO NOW IF THERE IS A RECALL ON VEC HI #SAID VECH CAUGHT FIRE ON SATURDAY IN DRIVEWAY AND VECH VECH WOULDN'T START HAS NOT BEEN TO CLRSHP HAS NOT FILE D CLAIM WITH INSURANCE COMP. - BEEKING 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 PM C IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS, INFERENCE CASE (D: 79)

Origin: CAC

GENERAL CAC

PHONE

8/2/1990 4:38:20 PM 16316721490778 20321102

Aution: DR0001 NO ACTION REQUIRED; INFORMATION ONLY CUSTOMER SAYS: =WANTED TO NOW IF THERE IS A RECALL ON VEC H = SAID VECH CAUGHT FIRE ON SATURDAY IN DRIVEWAY AND VECH VECH WOULDN'T START =HAS NOT BEEN TO DURSHP =HAS NOT FILE DICLAIM 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 40: 79

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Region: 24 ORLANDO Maus: LEGAL VIN: 2MECM75W3ND Engine: W

Source: MORS III

Case: 303883439 Veh Type: C Operad: 12/9/1999 Closed: 12/9/1989

Contact_Key: 03038834390771 70414507

Title: First Name:

Status: CLOSED

Address:

City: PEMBROKE PINES

Zone: A2

State: FL

ZIP:

Phone:

Leat Name:

Model Year: 1992

Model: GRAND MARQUIS LS 4DR

Milesce:

80000 Build_Date:

3/8/1992

Dealer Name: WORLD

Sales Code: F24014

Pand A:

04977

Resear Gode: 0771

LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM

Symptoms: 704145

FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CACISS US CONCERN CASE BASE Action: 864

PHONE

8:28:02 AM 12/9/1999

ADVISE CLISTOMER INFORMATION FORWARDED TO CONSUMER

03036834360771 70414607

AFFAIRS DEPT

RECALL # 99815

CUSTOMER BAYS: 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 CAUGHT 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 #18 901280016 THE FINDINGS ARE NOT YET CONJUDED 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 HAVEN'T 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 PLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARR IER TO REPORT THE CONCERN, PLEASE DO SO INFERÊNCE CASÉ ID: 78

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER

12/9/1999 t:25:32 PM 03038834360771 70414507

LEFT MESSAGE CONTACT PERSON "LPA MADE OBC, LEFT MBG. ON ANS. MACHINE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP429 INFORMATIONAL CALLIFAX WITH CUSTOMER
"LPA SPOKE TO THE DESCRIPTION THEY INDICATED THAT THE
E INCIDENT DATE WAS 12-8-99. THERE WERE NO INJURIES. THE V
EHICLE BURNED IN THE DRIVEWAY, THEREFORE THERE IS SOME DRIVE
WAY DAMAGE. IT IS UNKNOWN HOW MUCH DAMAGE OCCURRED. THERE
IS A POLICE REPORT, #991290918 AND A FIRE REPORT, #14760. T
HEIR INSURANCE CO. HAS BEEN NOTIFIED AND IS IN THE PROCESS O
F SETTLING THE CLAIM. THE CUSTOMER IS SEEKING A VEHICLE INS
PECTION AND ASSISTANCE FROM FMC.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 12/9/1999 3:22:29 PM Addion: LP508 REFER TO INGURANCE CARRIER - INSURANCE COMPANY ALREADY \$2038534390771 79/14507

12/9/1999 3:18:53 PM

03038834390771 70414607

INVOLVED

"LPA ADVISED 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.

MORSIII Duplicate (Y/N);

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

13 NEW YORK

lease: LEGAL

Zone: K1

Source: MORS III

Code: 467881341

VIN: 1LNLMB1W2RY

Engine: W

Veh Type: C

Opened: 5/14/2001

Contact_Key: 04675615410709 70420007

Closed:

5/14/2001

Last Name: Address:

Tiţle:

First Name:

Štate: FL

Status: CLOSED

ZIP:

11213

Phone:

Region:

Model Year: 1994

Model: 10WN CAR EXECUTIVE

Mileage:

A/24/1003

Dealer Name: TOWN MOTORS

Sales Code: L14431

City: JENSEN BEACH

Pand A:

1 Build Date:

Reason Code: 0709

LEGAL - FIRE CLAIM

Symptoma: 704200

FIRE/SMOKE SMOKE

Origin: CALGL CONBUMER AFFAIRS - LITIGATION PREVENTION

MAIL

5/14/2001 12:58:45 PM

Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY

*** DEALER REQUEST LETTER **

04679613410709 70420007

REC'D 05/14/01

DEALERSHIP CONTACT:

ALLEGES

CUSTOMER ALLEGES THAT HIS VEHICLE IS DEFECTIVE.

"CUSTOMER REQUEST THAT A FORD REPRESENATIVE CONTACT HIM TO

DISCUSS THIS MATTER.45

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER

LPA LEFT MESSAGE WICUST ADMISING IN RCPT OF DEMAND LTR REGAR DING FIRE, WILL INVESTIGATE AND FOLLOW-UP. LPA LEFT IDENTIF

YING INFOR AND NBR (313) 645-6254,

5/14/2001 3:28:42 PM

0467561341070970420007

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL Action: LP816 DENY ASSISTANCE - BEYOND WARRANTY

LPA ADVISED CUST VEHIOUT OF WARRANTY, NO RECALLS ASSOCIATED

WICONCERN, DENY ASSISTANCE, NO FURTHER ACTION WILL TAKE PLAC

E

5/17/2001 10:15:08 AM 0487981341070970420007

MORSIII Ouplicate (Y/N):

VOQ Duplicate (Y/N):

Tucoday, January 29, 2002

Page 36 of 39

Region: 10 SDR Jesus: INFORMATION

Zone: C1

Source: MQRS III

VIN: 2FACP74WXNX

Engine: W

Veh Type: C

Case: Opened: 1582392350 8/23/1999

Contact_Key: 15623923591108 30160002

Closed: 8/23/1999

Last Name: Title:

City: PHOENIXVILLE

Status: CLOSED

Address: Phone: 610-9335028

Model Year: 1992

Model: LTD CROWN VIC LX 4DR

First Name:

Witeage:

37000 Build_Date:

10/9/1991

Dealer Name: HERITAGE FORD INC.

Sales Code: F16581

State: PA

Reseon Code: 1106

AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR

P and A:

01253

ZP:

Symptoma: 301600

SERVICE BRAKE INOP/INEFFECTIVE

Origin: CAC:38 US CONCERN CASE BASE

PHONE

8/23/1900 1:37:25 PM

Action: 420

1582392359110630160002

ADVISE CUST ALL REPAIRS ELIGIBLE FOR COVERAGE MUST BE PERFORMED B

CUSTOMER SAYS: HIS CONCERNED WITH A POSSIBILTY OF RECALL O NIVEH FOR BRAKES -APPAENTLY HAD FIRE UNDER VEHITHAT 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 8 Y AN AUTHORIZED FOROX-M DEALERSHIP - FORD WILL NOT PROVIDE

REIMBURSEMENT ASSISTANCE INFERENCE CASE ID: 4666

Origin: CAC GENERAL CAC PHONE

8/23/1999 1:87:25 PM 15623923591106 30160002

Action: C00001 NO ACTION REQUIRED; INFORMATION ONLY

CUSTOMER SAYS: 48 CONCERNED WITH A POSSIBILTY OF RECALL O IN VEH FOR BRAKES -APPAENTLY HAD FIRE UNDER VEH THAT AFFECT BO 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 ALITHORIZED FOROA-M DEALERSHIP - FORD WILL, NOT PROVIDE

REIMBURREMENT ASSISTANCE INFERENCE CASE ID: 4896

MORSIII Duplicate (Y/N);

VOOI Dupficate (Y/N):

Regions 10 SDR lesus: INFORMATION

Zone: K2

Source: MORS III

VIN: 2FACP74W7NX

Engine: W

Veh Type: C

Case: Opened:

407081396 5/19/1999

Contact Key: 04070813991141 20620002

Closect:

5/19/1999

Last Name: Tible: Address:

First Name: City: MALTA

Status: CLOSED State: OH

ZP:

Phone:

Model Year: 1992

Model: LTD CROWN VIC LX 4DR

Mileage:

149000 Build_Date:

3/22/1901

Dealer Martie: BROADWAY FORD

Sales Code: F47053

F and A:

05299

Resson Code: 1147

AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoma: 205200

HRIVEPO CNTRL SPEED CONTROL

Origin: CACI38 US CONCERN CASE BASE

PHONE

6/19/1999 11:01:41 AM 0407061399114120520002

ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

Action: 528 CUSTOMER SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT T HERE WAS A RECALL FOR VEHICLE FIRE - ALLEGES THAT HER VEHICL

LE CAUGHT ON FIRE APPROX ONE MONTH PRIOR - THE FIRE DEPARTM ENT WAS NOT NOTIFIED . THERE WERE NO MUJURIES . THERE WAS NO DAMAGE TO ANY OTHER PROPERTY ASIDE FROM THE VEHICLE - TH

E INSURANCE COMPANY WAS NOT CONTACTED BECAUSE THE CLIST DID N OT PEEL 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 HAB EXPIRED - FORD WILL NOT PROVIDE FINANCE

AL ASSISTANCE INFERENCE CASE ID: 1768

5/19/1009 11:01:41 AM 04070613991141 20820002

Ortain: CAC GENERAL CAC PHONE Action: DR0001 NO ACTION REQUIRED: INFORMATION ONLY CUSTOMER SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT T HERE WAS A RECALL FOR VEHICLE FIRE - ALLEGES THAT HER VEHICL LE CAUGHT ON FIRE APPROXIONE MONTH PRIOR - THE PIRE 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 - CLIST 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 ABSISTANCE IMPERENCE CASE ID: 1769

MORSIII Duplicate (Y/N): Y

VOQ Dublicate (Y/N):

inquiry: RC01-002

10 SDR

Issue: INFORMATION

Zone: K2

Source: MORS III Case: 407081399

Region: VIN: 2FACP74W7ND

Engine: W

Veh Type: C

Opened: 5/19/1999

ZP:

Contact Key: 04070813990778 70484702

Closed:

5/19/1989

Lost Name: Title: MS

Pirat Name: City: MALTA Status: CLOSED

Address: Phone:

Model Year: 1992

Model: LTD CROWN VIC LX 4DR

Mileson:

State: OH

149000 Bulld_Date:

3/22/1991

Dealer M

Sales Code: F47083

P and A:

05299

Reason Code: 0778

LEGAL - REFER TO INSURANCE COMPANY Symptome: 704347

FIRE/SMOKE SCORCHED/BURNT LINDER VEHICLE

Origin: CACI38 US CONCERN CASE BASE

PHONE

8/19/1999 11:01:41 AM

Action: 596

ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR 04070813990778 70434702

ASSISTANCE

CUSTOMER SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT T HERE WAS A RECALL FOR VEHICLE FIRD - ALLEGES THAT HER VEHICL LE CAUGHT ON FIRE APPROXIONE 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 INBURANCE 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 BAYS: CAC ADVISED : - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS.

Oriota: CAC **GENERAL CAC** PHONE

M16/1609 11:01:41 AM 04070613800778 70434702

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY CUSTOMER SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT T HERE WAS A RECALL FOR VEHICLE FIRD - ALLEGES THAT HER VEHICL 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 SECAUSE THE CUST DID N OT FEEL THAT IT WAS AN INSURANCE ISSUE - THE VEHICLE #\$ \$11 LL OPERABLE - CLIST 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 GARRIER FOR DIRECTIONS: INFERENCE CASE ID: 79

MORSIII Duolloste (Y/N):

VOQ Duplicate (Y/N);

TI DEPOSITION

EA82-825-A 13482





























































































































































































































































