

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 35 OF 61

PART 1 OF 6

FORM 2-62 0109

RESPONSIVE LAWYERS
4 CLAYS

Mariner Name	Type	Category	VIN	08S18 Recall Completion Date	08S15 Candidate?	Vehicle Build Date	Incident or Report Date	Vehicle	Model Year
	SUIT	A	1LNLM81W0P		N	12/17/82	01/20/01	Town Car	1983
	SUIT	A	1LNLM81W1M		N	08/12/81	07/08/88	Town Car	1982
	CLM	A	1LNLM81W1P		N	08/01/83	08/12/00	Town Car	1983
	CLM	A	1LNLM81W7P	08/14/82	Y	10/22/82	03/12/00	Town Car	1988
	CLM	A	1LNLM81W7P		N	04/08/83	10/24/00	Town Car	1988
	SUIT	A	1LNLM81W7T		N	08/28/86	02/13/88	Town Car	1988
	CLM	A	1LNLM81W8P		N	02/17/83	08/06/00	Town Car	1988
	SUIT	A	1LNLM81W8P		N	03/05/83	06/17/00	Town Car	1988
	CLM	A	1LNLM81W8P		N	03/08/83	06/18/88	Town Car	1988
	SUIT	A	1LNLM82W1P		N	08/04/83	01/12/00	Town Car	1988
	CLM	A	1LNLM82W4P		N	12/02/82	03/30/01	Town Car	1983
	CLM	A	1LNLM82W8P		N	05/24/83	10/12/01	Town Car	1983
	CLM	A	1LNLM82W8P		N	08/30/83	11/27/00	Town Car	1984
	CLM	A	2FACP71W7P		N	04/27/88	08/28/88	Crown Vic	1983
	SUIT	A	2FACP71W8P		N	06/11/83	11/08/00	Crown Vic	1983
	CLM	A	2FALP71W0V		N	03/05/87	03/25/01	Crown Vic	1987
	CLM	A	2FALP74W8R		N	08/10/83	05/25/99	Crown Vic	1984
	CLM	A	2FALP74W8R		N	01/13/84	04/04/01	Crown Vic	1984
	CLM	A	2MECM75W3N		N	03/28/81	03/04/00	Grand Marqué	1982
	CLM	A	2MELM76W1P		N	05/27/83	12/22/00	Grand Marqué	1983
	SUIT	A	2MELM76W8P		N	12/01/82	08/27/88	Grand Marqué	1983
	CLM	A	2MELM76W8P		N	05/08/83	04/12/01	Grand Marqué	1983
	CLM	A	UNKNOW			No VIN in file	08/14/01	Town Car	1983
	CLM	A	UNKNOW			No VIN in file	01/05/88	Town Car	1982
	SUIT	A	UNKNOW			No VIN in file	08/24/88	Town Car	1983
	SUIT	A	1LNLM81W2P		N	07/20/88	07/03/88	Town Car	1988
	CLM	A	2MELM75W8R		N	12/17/83	02/27/01	Grand Marqué	1984

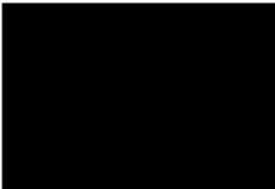
Privilege documents reflect fire was not result of deactivation switch.
Privilege documents reflect fire was not result of deactivation switch.

> "Does write
last two names"

ERRATA 0114

AMBIGUOUS LAWSUITS
& CLAUSES

Motor #/Make	Type	Category	VIN	19915 Recall Completion Date	19914 Candidate?	Vehicle Build Date	Incident or Report Date	Vehicle	Model Year
	CLM	B	1LNLM81W1PY		N	05/20/93	11/01/00	Town Car	1993
	CLM	B	1LNLM81W1VY		N	10/30/93	01/01/01	Town Car	1997
	CLM	B	1LNLM81W2VY		N	09/29/97	05/00/00	Town Car	1997
	CLM	B	1LNLM81W5TY		N	05/01/98	01/14/01	Town Car	1998
	CLM	B	1LNLM81W7NY		N	10/29/91	03/14/01	Town Car	1992
	CLM	B	1LNLM81W8RY		N	02/03/94	03/17/99	Town Car	1994
	CLM	B	1LNLM81WLT			Invalid Vin	07/31/01	Town Car	1999
	CLM	B	1LNLM82W2SY		N	01/08/95	09/10/00	Town Car	1995
	CLM	B	1LNLM82W3RY		N	11/08/93	05/07/00	Town Car	1994
	CLM	B	1LNLM82W7VY		N	10/09/96	03/09/01	Town Car	1997
	CLM	B	1LNLM82W8NY			Invalid Vin	05/08/99	Town Car	1992
	CLM	B	1LNLM82W9TY		N	02/29/98	09/25/99	Town Car	1998
	CLM	B	1LNLM83W18Y		N	06/01/94	10/15/99	Town Car	1995
	CLM	B	2FACP71W8PX		N	02/18/93	04/05/01	Crown Vic	1993
	CLM	B	2FALP71W8VX		N	10/07/98	09/13/99	Crown Vic	1997
	CLM	B	2FALP71W8TX		N	09/20/98	06/29/00	Crown Vic	1998
	SUIT	B	2FALP72W8VX		N	06/06/97	01/09/00	Crown Vic	1997
	CLM	B	2FALP74W8TX		N	01/15/98	02/21/01	Crown Vic	1998
	CLM	B	2MELM74W8T7		N	04/19/96	12/13/98	Grand Marquis	1996
	CLM	B	2MELM74W8P7		N	03/05/93	04/20/01	Grand Marquis	1993
	CLM	B	2MELM75W8V9		N	01/13/94	02/24/00	Grand Marquis	1994
	CLM	B	2MELM75W8T7		N	07/22/99	07/03/01	Grand Marquis	1999
	CLM	B	2MELM75W8P7		N	12/04/92	06/12/99	Grand Marquis	1992
	CLM	B	2MELM75W8S7		N	06/09/95	05/09/99	Grand Marquis	1995
	CLM	B	2MELM75W8T7		N	12/11/92	08/24/01	Grand Marquis	1992
	CLM	B	2MELM75W8P7		N	05/20/93	07/02/01	Grand Marquis	1993
	CLM	B	2MELM75W8S7		N	09/19/93	03/02/00	Grand Marquis	1994
	CLM	B	UNKNOWN			No VIN in file	01/19/00	Town Car	1992
	CLM	B	UNKNOWN			No VIN in file	05/19/99	Town Car	1992
	CLM	B	UNKNOWN			No VIN in file	01/16/99	Town Car	1993
	CLM	B	UNKNOWN			No VIN in file	01/01/01	Crown Vic	1998
	CLM	B	UNKNOWN			No VIN in file	04/09/01	Town Car	1995
	CLM	B	UNKNOWN			No VIN in file	06/20/01	Grand Marquis	1993
	CLM	B	UNKNOWN			No VIN in file	10/18/99	Town Car	1993
	CLM	B	UNKNOWN			No VIN in file	07/09/00	Grand Marquis	1992



CLM	B	UNKNOWN
CLM	B	UNKNOWN
SUT	B	1LNLM81W0NY
CLM	B	1LNLM81W0PY
CLM	B	1LNLM81W0PY
CLM	B	3FALP73W16X



N
N
N
N

No VIN in file
No VIN in file
09/28/91
01/05/93
05/18/93
10/07/94

12/07/00
04/25/99
07/25/99
02/05/00
09/21/00
05/17/99

Town Car	1992
Grand Marquis	1997
Town Car	1992
Town Car	1993
Town Car	1993
Grand Marquis	1995

Privilege documents reflect fire was not result of deactivation switch.
Privilege documents reflect fire was not result of deactivation switch.
Privilege documents reflect fire was not result of deactivation switch.

} Does with
last three names

Make/Model	Type	Category	VIN	HWY Speed Completion Date	WVOC Candidate?	Vehicle Build Date	Inspected or Request Date	Vehicle	Model Year
	CLM	B	1LHLS8W8PY		N	020200	11/01/99	Town Car	1999
	CLM	B	1LHLS8W8VY		N	100200	04/03/01	Town Car	1997
	CLM	B	1LHLS8W8WY		N	020200	02/02/00	Town Car	1997
	CLM	B	1LHLS8W8TY		N	020200	01/14/91	Town Car	1988
	CLM	B	1LHLS8W8V6		N	020200	02/14/91	Town Car	1988
	CLM	B	1LHLS8W8V0		N	020200	02/17/88	Town Car	1984
	CLM	B	1LHLS8W8V1		N	Insult Via	02/02/00	Town Car	1999
	CLM	B	1LHLS8W8VY		N	010200	02/02/00	Town Car	1995
	CLM	B	1LHLS8W8V0		N	110200	02/02/00	Town Car	1994
	CLM	B	1LHLS8W8VY		N	100200	02/02/01	Town Car	1997
	CLM	B	1LHLS8W8VY		N	Insult Via	02/02/00	Town Car	1999
	CLM	B	1LHLS8W8TY		N	020200	02/02/00	Town Car	1995
	CLM	B	1LHLS8W8VY		N	020200	02/02/00	Town Car	1995
	CLM	B	2FALP72A8PC		N	020200	02/02/01	Town Car	1997
	CLM	B	2FALP72A8D0		N	020200	02/02/01	Crown V6	1995
	CLM	B	2FALP72A8T0		N	100200	02/02/00	Crown V6	1997
	CLM	B	2FALP72A8T0		N	020200	02/02/00	Crown V6	1997
	CLM	B	2FALP72A8T0		N	020200	01/02/00	Crown V6	1997
	CLM	B	2FALP72A8T0		N	020200	02/02/01	Crown V6	1995
	CLM	B	2MCLM74A8T0		N	040200	02/02/00	Grand Marquis	1995
	CLM	B	2MCLM74A8VY		N	020200	04/02/01	Grand Marquis	1999
	CLM	B	2MCLM74A8VY		N	020200	02/02/01	Grand Marquis	1999
	CLM	B	2MCLM74A8VY		N	01/0200	02/02/00	Grand Marquis	1994
	CLM	B	2MCLM74A8VY		N	020200	02/02/00	Grand Marquis	1995
	CLM	B	2MCLM74A8VY		N	020200	02/02/00	Grand Marquis	1995
	CLM	B	2MCLM74A8VY		N	020200	02/02/01	Grand Marquis	1995
	CLM	B	2MCLM74A8VY		N	020200	02/02/00	Grand Marquis	1995
	CLM	B	2MCLM74A8VY		N	020200	02/02/00	Grand Marquis	1994
	CLM	B	UNFOC00		N	No VIN in file	01/02/00	Town Car	1992
	CLM	B	UNFOC00		N	No VIN in file	02/02/00	Town Car	1992
	CLM	B	UNFOC00		N	No VIN in file	02/02/00	Town Car	1992
	CLM	B	UNFOC00		N	No VIN in file	01/01/01	Crown V6	1995
	CLM	B	UNFOC00		N	No VIN in file	02/02/00	Town Car	1995
	CLM	B	UNFOC00		N	No VIN in file	02/02/00	Grand Marquis	1993
	CLM	B	UNFOC00		N	No VIN in file	02/02/00	Town Car	1995
	CLM	B	UNFOC00		N	No VIN in file	02/02/00	Grand Marquis	1992
	CLM	B	UNFOC00		N	No VIN in file	02/02/00	Town Car	1992
	CLM	B	UNFOC00		N	No VIN in file	02/02/00	Grand Marquis	1997
	CLM	B	1LHLS8W8V0		N	020200	02/02/00	Town Car	1995
	CLM	B	1LHLS8W8VY		N	010200	02/02/00	Town Car	1995
	CLM	B	1LHLS8W8VY		N	020200	02/02/00	Town Car	1995
	CLM	B	2FALP72A8T0		N	100200	02/02/00	Grand Marquis	1995

mileage inaccurate reflect the year not the date of classification entry.
 mileage inaccurate reflect the year not the date of classification entry.
 mileage inaccurate reflect the year not the date of classification entry.

Ratajack, Mark (M.J.)

From: Taulbee, Marilyn (M.F.)
Sent: Tuesday, July 29, 2003 2:23 PM
To: Ratajack, Mark (M.J.)
Cc: O'Donnell, Robert (.); Taulbee, Marilyn (M.F.)
Subject: EA02-025 Panther Fires - Brake Pressure Switch

Privileged And Confidential

This note contains privileged communications. If you received it in error, please delete it and notify the sender.

Mark,

I checked our sweep and track logs for RQ01-002 and learned that although the 1992 Town Car File was identified, it was not collected or produced. On the initial NHTSA inquiry (PE98-055), documents from the file were produced through December 8, 1998 the date of the inquiry). I believe you indicated that there were 1999 documents in the file, so we will need to collect it. Thanks for your assistance. Please let me know when I can ask John, our courier, to pick it up.

Marilyn F. Taulbee (MTAULBE1)
Legal Assistant
Office of the General Counsel, Litigation
Three Parklane Boulevard
1400 Parklane Towers West
Dearborn, Michigan 48126
Phone: (313) 32-27842; Fax: (313) 24-86862

TO: MARILYN TAULBEE
FROM: MARK RATAJACK
RE: TOWN CAR FIRES/FILE



Ford Motor Company

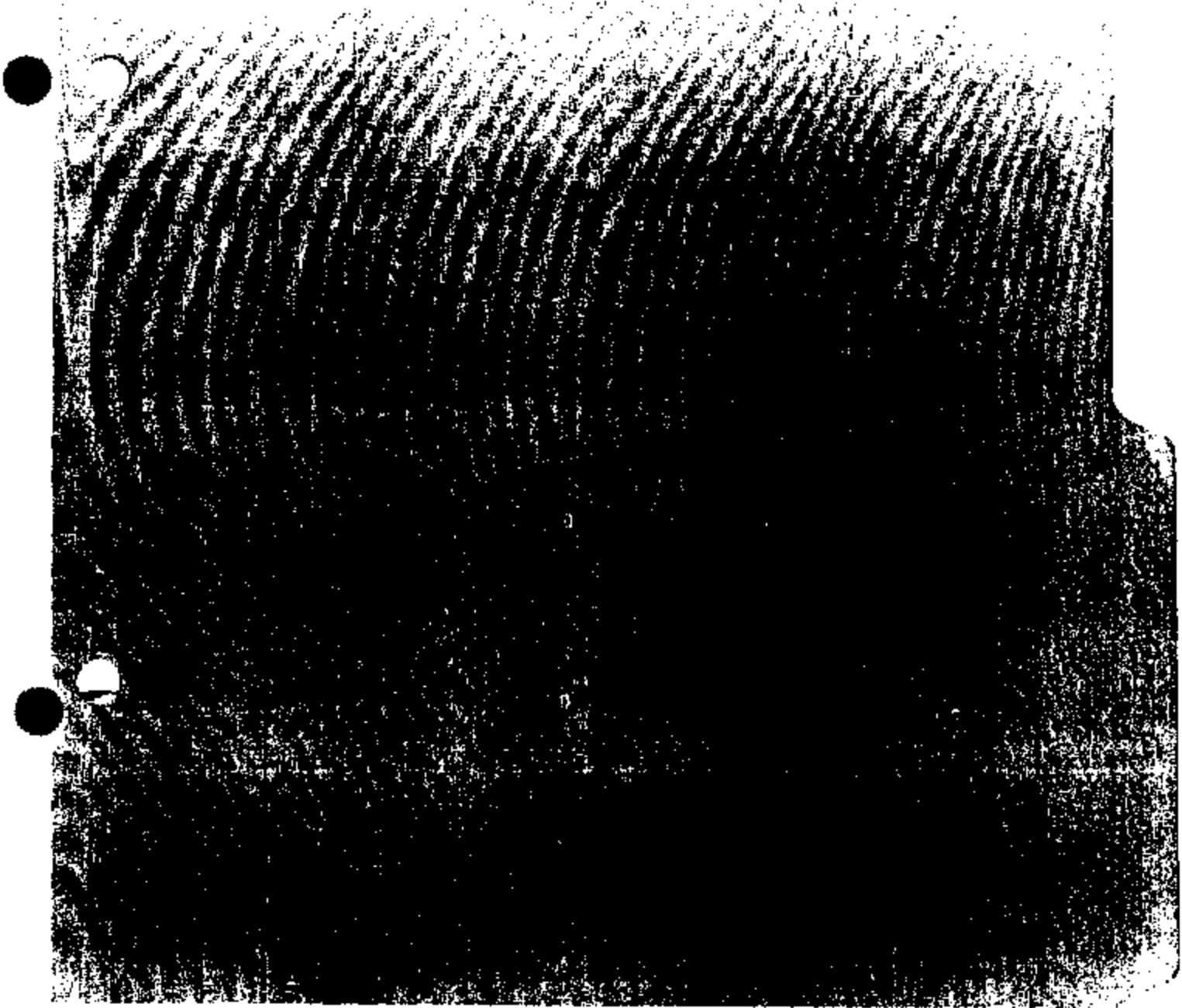
*This is the
original file*

Randy McChure
Litigation Prevention Manager
Consumer Affairs
Ford Customer Service Division

16500 Executive Plaza Drive
Mail Drop ONE-B, Suite 353
Dearborn, MI 48126-4207 USA

Tel: 313 845-5995
Fax: 313 845-5989

rmcchu2@ford.com



MESSEK

1LNLM81W3NY760463 ①
92 Town Car

1/8, LPA spoke to Steve Anderson @ Ford Dept

cust: Elbert Messer
505 SE Fallon Dr
Pt St. Lucie, FL 34983
(561) 879-4184 or friend Elly Zellers
(561) 340-0031

- House burned too. Garage destroyed.
- Orig'd in ^{left side} eng compartment.
 - all the combustibles, except the radiator hoses.
- Veh had been parked 1-2 hrs, had just returned from a trip
- State Farm Ins. has been contacted.
- ★ - possible probw/ plastic bushing connector to the high-amp alternator
- Local media has been calling Steve
 - Unadvised. Tell media that Ford is aware of this particular fire.
 - Refer to Ford Public Affairs.

1/12 - Mrs. Elna Messer.

- State Farm handling entire claim
- She is aware of two other 92 Town Car fires in her area w/in last few months.

MESSER

- 1/14 - Tom Moody - PVT. x39809
- Unaware of any fire-related concerns w/ 92 town car.
- Will alert Wixom PVT.

0121 0520 2521

12/31 12:20

Consumer Affairs

(561)462-2312

Steve Anderson of
St. Lucie (FL) Fire
Marshall's Office

- Spoke to Bill Godfrey @
Stuart FD.
- Steve is also investigating
a fire in another
92 Town Car.
- Needs info;





P.O. Box 3030
2400 Rhode Island Ave.
Fort Pierce, FL 34948

St. Lucie County
Fire District

(881) 462-2300 FAX (881) 462-2325

FIRE INVESTIGATION REPORT



DATE OF FIRE: 12-30-97
CASE NUMBER: 97-140
RUN NUMBER: 1890
TIME OF FIRE: 1837 hrs
INVESTIGATION DATE: 12-30-97
INVESTIGATION TIME: 1926 hrs
FIRE CAUSE: Accidental
DAY OF WEEK: Tuesday
LOCATION: [Redacted] Port Saint Lucia, Florida [Redacted]
DESCRIPTION: 1992 Lincoln Town Car / Single Family Dwelling
VIN: 1LNLM1W3NY [Redacted]

For [Redacted] Date 1-15-98 4
To ERICKA EDWARDS
From 313-446-9347
Phone LT. STAVE ANDERSON
561-462-2312

TAG:
DOLLAR VALUE: Vehicle \$20,000.00/Total Structure \$120,000.00/\$45,000.00
DOLLAR LOSS: See Above
INSURANCE COMPANY: State Farm
POLICY NUMBER: 881-5189-59
PROPERTY INSURED VALUE: Vehicle Structure \$113,470.00
CONTENTS INSURED VALUE: \$85,108.00
MORTGAGE COMPANY: None
ACCOUNT NUMBER: N/A

0121 0320 2523

OWNER NAME: [REDACTED]

RACE: [REDACTED]

SEX: [REDACTED]

DOB: [REDACTED]

POB: TN

ADDRESS: [REDACTED] Port Saint Lucia, Florida

ADDITIONAL OWNERS SEE NARRATIVE:

OCCUPANT NAME: [REDACTED]

RACE: [REDACTED]

SEX: [REDACTED]

DOB: [REDACTED]

POB: CA

ADDRESS: [REDACTED] Port Saint Lucia, Florida

ADDITIONAL OCCUPANTS SEE NOTES:

FATALITY NAME:

RACE:

SEX:

DOB:

POB:

ADDRESS:

ADDITIONAL FATALITIES SEE NARRATIVE:

ARRESTED NAME:

RACE:

SEX:

DOB:

POB:

ADDRESS:

0121 0520 2524

ADDITIONAL ARRESTS SEE NARRATIVE:**NARRATIVE:**

Tuesday December 30, 1997 Captain Poolt of the Saint Lucie County Fire District requested I respond to the above address for the purpose of determining origin and cause of this fire incident.

Upon arrival I met with Captain Poolt, he advised me of the events which occurred to this point. Fire suppression personnel were still on scene performing overhaul operations. I requested Captain Roy Doerr from the Saint Lucie County Fire District to respond to this location to assist in this investigation, he did.

The owners of this property [REDACTED], were across the street at a neighbors house. I went across the street to interview them. They advised me they had just returned home from a trip to Georgia around 4:30 pm. They parked the car in the garage, removed their suitcases, and went inside the house. After unpacking, the [REDACTED] sat down to relax in the front room. [REDACTED] was on the telephone and [REDACTED] was reading a paper. It was approximately two hours after arriving home that the [REDACTED] heard a sound in the garage. [REDACTED] went to the passage way door that lead to the garage, opened it, and saw flames and heavy black smoke inside the garage. [REDACTED] closed the door, his wife called 9-1-1, and then they exited the structure through the front door. [REDACTED] denies any problems with his car, nor has he had any work performed on the car recently.

I observed and photographed the exterior of the structure and surrounding area beginning at the front and progressing in a clockwise fashion. This is a single story single family dwelling constructed of concrete block. The roof is conventionally framed and is covered with plywood and fiberglass shingles. The structure lies in a east west plane, the front faces south. Heavy fire damage was observed on the south side around the garage area. The remainder of the structure received minor to moderate smoke damage to the soffit areas. Various windows had been broken out by fire suppression for ventilation purposes.

I gained entrance to the interior of this structure through the front door located on the south side of the building. I observed and photographed the interior beginning in the living room and progressing in a clockwise fashion. Minor heat and smoke damage was noted throughout the interior. The damage increased in severity as I proceeded towards the kitchen area. This is the area where the passage door leading to the garage is located.

I now focused my attention to the garage area. This area received heavy fire damage from the ceiling to the floor. This fire damage was fairly uniform throughout the garage area with the exception of the area directly over the car. A 1992 Lincoln Town Car was observed inside the garage, the front facing the north wall. Deep charring was noted above the car on the bottom of the roof trusses. This charring directed my attention to the car itself. A closer inspection of the car revealed the engine compartment hood was partially consumed, more on the left side than the right. The remainder of the exterior of the car was burned uniformly and consistent with fuel

0121 0520 2525

loads in and around the car. The interior of the car received heavy fire damage throughout. The dashboard was consumed and the seats were consumed on the tops of the seat backs. The lower portions of the interior were damaged by the fire but were still intact. Window glass in the car had heavy carbon buildup and crazing. Interior fire damage was most severe towards the front of the passenger compartment.

The car was pulled from the garage by Kauff's Towing. I continued my inspection of the car outside of the garage. I performed layering of the engine compartment area. The rubber products within the engine compartment including the rubber portions of the fuel lines had turned to charcoal or was completely consumed, with the exception of the radiator hoses. Heat and fire damage was more severe on the left side of the engine compartment. The wheelwell on the left side was consumed as well as all of the components that were located in that area (fuse box, electrical circuits, etc.). The body to frame rubber mount on the left side was also burned away.

In conclusion, due to the facts and evidence noted at the fire scene, this fire will be classified as an accidental fire. The area of origin of this fire is the 1992 Lincoln engine compartment on the left side. The exact ignition source for this fire was not identified, although, due to the information and evidence I feel this fire would be consistent with an electrical malfunction within the engine compartment itself.

This case will be considered closed unless further information is obtained that would warrant its re-opening, at which time a supplement report will be added to this file.



D. Steve Anderson
Fire Investigator

0 1 2 3 0 5 2 0 2 5 2 6

4

ER02-025 3437

CSOR0016

MOBS II Legal Contact

01/12/1998 07:57:18

ORLANDO 24 Zn/Tr: E1 M/A: CONTACT NBR: 109333973 Opened: 01/09/1998
 VIN: 1LNLM81W3NY Closed:
 Last Name: [REDACTED] First Name: [REDACTED] Status: OPEN
 Title: [REDACTED] MI: -
 Address: [REDACTED]
 City: PORT ST. LUCIE ST/FV: FL Zip/PC: [REDACTED] CC: USA
 Home Phone: [REDACTED] Business Phone: [REDACTED] Ext: -
 Year: 92 Model: TOWN CAR
 Mileage/Km: 61000 WSD: 10/09/1992

Dealer Name: CARLISLE FORD Sales Code: 124201 P&A: 04860
 Causal Code: 0709 Symptoms: 704000
 Serv Sales: 1 (1 or 2) Origin: GO Trans Date:
 Veh Repl:
 Case Type: 6 PERSONAL PROPERTY DA Means Code: A LGL INVEST-PROD LIABILITY
 Atty Name: Atty Memo:
 Claimed Amt: Award Amt:
 CANADA ONLY:
 Court Code: Award Code:

F1-HELP F3-EXIT F4-COMMENT F5-ADD F6-UPD F9-CLOSE F12-CANC
 1053 REQUESTED CONTACT DISPLAYED

LPORB19

Last Name: [REDACTED]
Home Phone: [REDACTED]
Dealer: CARLISLE FORD

Bus. Phone: [REDACTED]

VIN: 1LNLM81W3NY [REDACTED]

Ext:

Dist/Reg: 24

CONTACT NBR: 109333973

Date: 01/09/1998

Analyst Code: 6875KM

File Type: LEGAL

Time: 15:43:48

Analyst Name: MITCHELL

Comm Type: P PHONE

Micro:

Letter Code:

Comments:

More?: Y

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE VEHICLE SPONTANEOUSLY BURST INTO FLAMES WHILE IT WAS IN THE GARAGE ON 12-30-97
- IT BURNED THE HOUSE DOWN AND WILL TAKE 5 MONTHS TO REBUILD THE HOUSE
- INSURANCE HAS BEEN CONTACTED, THE ARSON SQUAD WAS INVOLVED
- THIS IS THE 3RD LINCOLN IN THIS AREA THAT HAS BURNED
- THERE IS A PRODUCT DEFECT THAT CAUSED THE CAR TO BURN LIKE THIS

*

PER CUSTOMER, DEALER SAYS:

- NOT STATED

F1-HELP F3-EXIT F5-ADD F7-PREV F8-NEXT F11-CANC LTR F12-BASIC INFO
#196 FIRST COMMENTS FOR CONTACT

LPORB19

CSOR0010

MORS II Contact Comments

01/12/1998 07:57:47

Last Name: [REDACTED]
Home Phone: [REDACTED]
Dealer: CARLISLE FORD

Bus. Phone: [REDACTED]

VIN: 1LNLM81W3NY [REDACTED]
Ext: [REDACTED]
Dist/Reg: 24

CONTACT NBR: 109333973
File Type: LEGAL
Comm Type: U UPDATE

Date: 01/09/1998
Time: 15:43:49
Micro:

Analyst Code: 6875KM
Analyst Name: MITCHELL
Letter Code:

Comments:

More?: N

*
CUSTOMER SEEKS:

- WANTS TO MAKE FORD AWARE OF THE SITUATION

*

CAC ADVISED:

- A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL CONTACT CUSTOMER TO REVIEW CONCERN

F1-HELP F3-EXIT F5-ADD F7-PREV F8-NEXT F11-CANC LTR F12-BASIC INFO
1002 REQUESTED INFORMATION DISPLAYED

LPORB19

12/22 from Lynn Hardy

JONES

LNLM82W8NY [REDACTED] 92 Town Car

- Larry Massing, Fire Marshall of ~~Stuart~~ Stuart Fire Dept.
(561) 288-5360

- Larry contacted Karen Shaumessy
in public affairs.

- Veh fire in engine. Damaged garage.

* Randy wants to do a goodwill inspection

- NO Recall/ONP.

12/29- LFA spoke to Bill Godfrey. Larry
on vacation.

- Larry unable to determine cause.
- appeared to be suspicious in nature.
- Veh had been parked in cust's garage overnight.
- unsure of current location of veh.

12/30- Mrs. Sally Jones.

Vikra Consultants
Fire Invest.

- Fire 12/22. On driver's side, above front tire well, under hood
- Damage to house & garage and 94 Jeep Grand Cherokee was totalled.
- Unable to stay at home. Living in a condo right now.
- Hartford Ins has been contacted & is investigating & handling claim.
- Recently purch'd new tires & battery for Town Car. No problems.

INCIDENT REPORT CITY OF STUART FIRE RESCUE

NFIRS-1

 DELETE
 CHANGE

A	FDID 42082	INCIDENT NO 97-002968	EXP NO 00	MO 12	DAY 22	YR 97	DAY OF WEEK Monday	ALARM TIME 2 09:41:00	ARRIVAL TIME 09:45:00	IN SERVICE 14:45:00	
B	TYPE OF SITUATION FOUND Structure Fire						TYPE OF ACTION TAKEN 11 Extinguishment			MUTUAL AID 1 <input type="checkbox"/> Recd <input type="checkbox"/> Given	
C	FIXED PROPERTY USE 1-family Dwelling-year						IGNITION FACTOR 411 Undetermined			00	
D	CORRECT ADDRESS Stuart, FL						CO. 088	TWN 2035	ZIP CODE	GENSUS TRACT 0000,08	
E	OCCUPANT NAME						TELEPHONE			ROOM/APT NO 05000	
F	OWNER NAME						ADDRESS Stuart, FL			TELEPHONE	
G	METHOD OF ALARM FROM PUBLIC Telephone Tie Line			TYPE OF ALARM 7 Regular			DISTRICT 006	SHIFT B	STATION 1	NO. ALARMS 1	
H	911 USED 0911	PERSONNEL RESPONDED 2	ENGINE RESPONDED 012		AERIAL APPARATUS 002		OTHER VEHICLES 003				

I	NUMBER OF INJURIES FIRE SERVICE 000		OTHER 000		NUMBER OF FATALITIES FIRE SERVICE 000		OTHER 000	
---	--	--	-----------	--	--	--	-----------	--

J	COMPLEX Dwelling Complex			MOBILE PROPERTY TYPE 41 Passenger Vehicle			10		
K	AREA OF FIRE ORIGIN Garage, Carport, Vehicle Stor.			EQUIPMENT INVOLVED IN IGNITION 47 Vehicle			98		
L	FORM OF HEAT OF IGNITION Undetermined		TYPE OF MATERIAL IGNITED 00 Rubber		FORM OF MATERIAL IGNITED 51 Tire		64		
M	METHOD OF EXTINGUISHMENT Preconnect w/Tank Water		LEVEL OF FIRE ORIGIN 5 Grade to +8'		ESTIMATED LOSS 1 151,000		ESTIMATED VALUE 757,728		

N	NUMBER OF STORIES 3 - 4 Stories			CONSTRUCTION TYPE 2 Unprotected Ordinary			6		
O	EXTENT OF FLAME DAMAGE Room of Origin			EXTENT OF SMOKE DAMAGE 3 Structure of Origin			6		
P	DETECTOR PERFORMANCE No Detectors Present			SPRINKLER PERFORMANCE 8 No Equipment			8		
Q	IF SMOKE SPREAD BEYOND ROOM OF ORIGIN		TYPE OF MATERIAL GENERATING MOST SMOKE Rubber			AVENUE OF SMOKE TRAVEL 51 Corridor		2	
R			FORM OF MATERIAL GENERATING MOST SMOKE Tire					64	

S	IF MOBILE PROPERTY	YEAR 92	MAKE Lincoln	MODEL Town Car	SERIAL NO. ILNLMSZWSNY71	LICENSE NO. QLC20J
T	IF EQUIPMENT INVOLVED IN IGNITION	YEAR 92	MAKE Lincoln	MODEL Town Car	SERIAL NO. ILNLMSZWSNY71E281	

DCI CHECK IF COMMENTS

U	OFFICER IN CHARGE (NAME, POSITION, ASSIGNMENT) Chief Massing	DATE 12/22/1997
	MEMBER MAKING REPORT (OR DIFFERING FROM ABOVE) DOUGLAS V KILLANE, Firefighter	DATE 12/22/1997

6982-825 3442

INCIDENT REPORT CITY OF STUART FIRE RESCUE

A

FDID	INCIDENT NO	EXP NO	MO	DAY	YR	DAY OF WEEK	ALARM TIME
42052	97-001966	06	12	22	97	Monday - 2	09:41:00

NARRATIVE

Called to garage fire, upon arrival found heavy smoke coming from above garage door and out of eaves. E-1 crew entered building and found heavy smoke in the attic. EC-5 arrived and assumed command and called for an additional engine and a platform. R-1 crew arrived and assisted E-1 with ventilation. E-2 crew arrived and established a water supply. Chief Massing was made operations officer. Additional engine crew and platform crew were directed to manpower. Chief Alter was assigned to manpower and safety. EMS-2 arrived and was assigned to rehab. Crews were directed to enter the garage with a second line. The garage door was cut open to facilitate extinguishment. The fire was extinguished and a full search done of the building. No extension was found. E-14 and Platform 14 were released from scene. Rehab 12 was called to fill air bottles. The bottles were filled and returned to service. E-2, R-1, Rehab 12, Training 1, and EMS-2 were released from scene. Command stepped down. Chief Massing, EC-5, and E-1 crew remained on scene to investigate cause of fire. After investigation was completed all vehicles were placed in service and the scene was turned over to Stuart Police Department until the owners returned to secure the building.

12/22/1997 18:46 LORI RECCA

0121 0520 2566

FIRE LOSS REPORT

CITY OF STUART FIRE RESCUE

FDID	INCIDENT NO	EDP NO	MO	DAY	YR	DAY OF WEEK	ALARM TIME
42082	97-002918	00	12	22	97	Monday	2 09:41:00

	BUILDINGS	VEHICLES	CONTENTS	TOTAL
ESTIMATED LOSS	78,000	38,000	80,000	161,000
ESTIMATED VALUE	440,225	38,000	311,500	787,725
INSURED AMOUNT	445,000	0	311,500	756,500
SETTLEMENT AMOUNT	0	0	0	0

INSURANCE INFORMATION	
BUILDINGS AND CONTENTS...	VEHICLES...
COMPANY: Hartford Insurance Co. AGENCY: Sam Goode CONTACT: Sam Goode PHONE: 861-287-3825 Fax: 861-287-3518	COMPANY: Hartford Insurance Co. AGENCY: Carolyn Blackman CONTACT: Carolyn Blackman PHONE: 866-637-8410

0121 0520 2567

**RESPONDING UNITS
CITY OF STUART FIRE RESCUE**

FOID	INCIDENT NO	EXP NO	MO	DAY	YR	DAY OF WEEK	ALARM TIME
47087	97-002866	00	12	22	97	Monday	09:41:00

UNIT CODE		RESPONSE CODE	ALARM	ARRIVAL	RESPONSE
BC-5	Battalion Chief Vehicle BC Recca	1 Emergency	09:41:00	09:48:00	00:05:00
C-5	Fire Chief Vehicle Chief Messing	1 Emergency	09:41:00	09:45:00	00:04:00
E-1	Engine 1 D-FREMIT Kilene FFREMIT Sorrelle	1 Emergency	09:41:00	09:45:00	00:04:00
E-2	Engine 2 D-FM Lipofsky L. Cantrell FFREMIT Herz	1 Emergency	09:41:00	09:46:00	00:07:00
MANP	Off Duty Manpower Responding BC Campbell PM Sumner	2 Non-emergency	10:00:00	10:10:00	00:10:00
R-1	Ambulance & Rescue 1 D-FM Duffy FM Malinconico Vol. Felicione	1 Emergency	09:41:00	09:46:00	00:04:00
TOTAL UNITS:		6			

0121 0520 2568

**MUTUAL AID
CITY OF STUART FIRE RESCUE**

FDID	INCIDENT NO	EXP NO	MO	DAY	YR	DAY OF WEEK	ALARM TIME
43863	97-003896	00	12	22	97	Monday	2 09:41:00

DEPARTMENT CODE/NAME	AUTO MUTUAL AID CODE	NOTIFIED	ARRIVAL	LEAVE	#PERS
42032 Martin County Fire Rescue FM Trainer FF/EMT Santorillo	1 MA Rec'd IAW Interlocal Agreement	09:47:00	10:00:00	10:34:00	2
E-14 Engine 14 MCFR Lt. Hillen FF/EMT Martin	1 MA Rec'd IAW Interlocal Agreement	09:47:00	10:00:00	10:45:00	2
EMS-2 Rescue Lieutenant FM Ferrara	1 MA Rec'd IAW Interlocal Agreement	09:48:00	10:15:00	11:30:00	1
REHAB-12 Rehab 12 MCFR	1 MA Rec'd IAW Interlocal Agreement	10:45:00	11:00:00	11:30:00	2
T-1 Training 1 MCFR Training Chief Aker 3 new hires	1 MA Rec'd IAW Interlocal Agreement	09:48:00	10:00:00	11:30:00	4
TOTAL UNITS: 8					

Post-IT Fax Note	7671	Date	12-29-97	Page	5
To	ERIKA EDWARDS	From	BOB SHAROCK		
On Behalf	FORD MCFR	On City of	STUART FIRE		
Phone	313-446-3931	Phone	561-288-5360		
Fax	313-446-9747	Fax	561-288-5371		

0 1 2 1 0 5 2 0 2 5 6 9

CSO30016

MORS II Legal Contact

12/30/1997 10:44:25

ORLANDO
VIN:
Last Name:
Title:
Address:
City:
Home Phone:
Year:
Mileage/Km:

24 Zn/Tr: B1 M/A:
1LNLM82W8NY
[REDACTED]
STUART
92
1

CONTACT NBR: 109301580
First Name:
ST/PV: FL Zip/PC:
Business Phone:
Model: TOWN CAR
WSD: 04/17/1992

Opened: 12/30/1997
Closed: 12/30/1997
Status: CLOSED
MI:

CC: USA

Dealer Name: STUART LINCOLN-MERCURY
Causal Code: 0709
Serv Sales: 1 (1 or 2) Origin: GO
Veh Repl:
Case Type: 4 FIRES - FUEL FED
Atty Name:
Claimed Amt:
CANADA ONLY:
Court Code:

Sales Code: 325160 P&A: 10163
Symptoms: 704000
Trans Date:
Means Code: A LGL INVEST-PROD LIABILITY
Atty Memo:
Award Amt:
Award Code:

F1-HELP F3-EXIT F4-COMMENT F5-ADD F6-UPD F9-CLOSE F12-CANC
1050 CONTACT SUCCESSFULLY CLOSED

LPORBL9

CSOR0010

MORS II Contact Comments

12/30/1997 10:44:29

Last Name: [REDACTED] VIN: 1LNLM82W8NY [REDACTED]
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: STUART LINCOLN-MERCURY Dist/Reg: 24

CONTACT NBR: 109301580 Date: 12/30/1997 Analyst Code: 3999EE
File Type: LEGAL Time: 10:37:47 Analyst Name: EDWARDS
Comm Type: P PHONE Micro: Letter Code:

Comments: More?: Y

*** INFO FROM PUBLIC AFFAIRS RECEIVED 12/22/97 BY CONSUMER AFFAIRS***

*** MILEAGE UNAVAILABLE ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-KAREN SHAUGHNESSY OF FORD PUBLIC AFFAIRS RECEIVED THIS INFO FROM LARRY
MASSING, CHIEF OF STUART FIRE DEPT

-VEHICLE CAUGHT FIRE ON 12/22/97 AT 9:00 AM WHILE PARKED IN CUSTOMER'S GARAGE

-CHIEF MASSING IS UNABLE TO DETERMINE THE CAUSE

*

MRS. SALLY JONES SAYS:

F1-HELP F3-EXIT F5-ADD F7-PREV F8-NEXT F11-CANC LTR F12-BASIC INFO

#196 FIRST COMMENTS FOR CONTACT

LPORB19

CSGR0010

MORE II Contact Comments

12/30/1997 10:44:30

Last Name: [REDACTED] VIN: 1LNLM82N8NY [REDACTED]
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: STUART LINCOLN-MERCURY Dist/Reg: 24

CONTACT NBR: 109301580 Date: 12/30/1997 Analyst Code: 3999EE
File Type: LEGAL Time: 10:37:48 Analyst Name: EDWARDS
Comm Type: U UPDATE Micro: Letter Code:

Comments: More?: Y
-FIRE TOTALLY DESTROYED THE TOWN CAR, A 1994 JEEP GRAND CHEROKEE, THE GARAGE,
AND PART OF THE HOUSE
-HARTFORD INS CO SENT AN INDEPENDENT INVESTIGATOR AND FIRE DOG OUT YESTERDAY
-HARTFORD INS IS HANDLING THE ENTIRE CLAIM
-NEVER HAD ANY PROBLEMS W/ THE TOWN CAR; RECENTLY REPLACED THE TIRES AND
BATTERY
-CUSTOMER IS LIVING IN A CONDO TEMPORARILY WHILE THE INS CO IS HANDLING THE
DAMAGE TO THE HOUSE
*

F1-HELP F3-EXIT F5-ADD F7-PREV F8-NEXT F11-CANC LTR F12-BASIC INFO
1002 REQUESTED INFORMATION DISPLAYED LPOBB19

ENG2-625 3449

CSOR0010

MORS II Contact Comments

12/30/1997 10:44:32

Last Name: [REDACTED] VIN: 1LNLM82W8NY [REDACTED]
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: STUART LINCOLN-MERCURY Dist/Reg: 24

CONTACT NBR: 109301580 Date: 12/30/1997 Analyst Code: 3999EE
File Type: LEGAL Time: 10:37:49 Analyst Name: EDWARDS
Comm Type: U UPDATE Micro: Letter Code:

Comments:

More?: Y

CUSTOMER SHEKS:

-WHAT CAUSED THE FIRE?

*

ERICKA EDWARDS (LEGAL ANALYST) ADVISED:

-12/29, SPOKE TO BILL GODFREY AT FIRE DEPT (LARRY ON VACATION ALL WEEK). BILL
FAKED FIRE REPORT TO LPA

-12/30, LPA SPOKE TO MRS. JONES, AND ADVISED THAT THE INSURANCE CO WILL
SUBROGATE FORD IF THEY DETERMINE THAT A FACTORY DEFECT WAS THE CAUSE OF THE
FIRE

-RECONTACTED FIRE DEPT AND LEFT MSG W/ BECKI SHARROCK INDICATING OUR POSITION

F1-HELP F3-EXIT F5-ADD F7-PREV F8-NEXT F11-CANC LTR F12-BASIC INFO
1002 REQUESTED INFORMATION DISPLAYED

LPORB19

CSOR0010

MORS II Contact Comments

12/30/1997 10:44:34

Last Name: [REDACTED] VIN: 1LNLM82W8N [REDACTED]
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: STUART LINCOLN-MERCURY Dist/Reg: 24
CONTACT NBR: 109301580 Date: 12/30/1997 Analyst Code: 3999EE
File Type: LEGAL Time: 10:44:24 Analyst Name: EDWARDS
Comm Type: U UPDATE Micro: Letter Code:

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

More?: N

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
1002 REQUESTED INFORMATION DISPLAYED LPOB19

McClure, Randy (R.W.)

From: Ansel, Faron (F.)
Sent: Thursday, April 29, 1999 8:08 AM
To: McClure, Randy (R.W.)
Subject: fire marshals in FL

Hi Randy,

I'm sorry about not forwarding this note to you as well. Joe had called me about a couple other vehicles and then mentioned these so I just assumed I would be in touch with him over this.

Here is the note I sent out to him yesterday. If you would like, I can tell you rather than you reading this long note :) just let me know. 55577 is my ext.

Thanks.

...We do not stop laughing when we grow old, we grow old when we stop laughing...

...peace, *Faron*

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

From: Ansel, Faron (F.)
Sent: Wednesday, April 28, 1999 4:47 PM
To: Name, Joseph (J.B.)
CC: Ansel, Faron (F.)
Subject: fire marshals in FL

Hi again Joe.

I got a call back from the Fire Marshall in Fort Myers, Florida. He is going to be out of town and only returning on Tuesday next week, but he was able to spend a few minutes with me. He has four vehicles he will refer to me. Right now, since he is the only one that has the files, he is going to work on compiling the info we need and he will call me back in a couple days. I gave him a reminder of the survey questions.

Something interesting; he said that he was intrigued by the paper. He had said that from browsing on the internet, he was made aware of some 200-300 thousand vehicles. The paper stated that in (Mr. McCrayer, the fire marshals) was aware of several recalls on these vehicles...Mr. McCrayer told me this is not what he said.

Also, he said that it was his opinion that the fires were caused by a "tool gang" (?) that on the older vehicles keep going on and off after a look in the system computers. He feels that possibly this is the cause. All four of the mentioned vehicles were totaled, and the engine compartment was completely melted, but he says he is pretty sure that the fires started in the left side. All were parked.

I left a message for Mr. Clements (the Fort Myers Lincoln-Mercury dealership) and will try again tomorrow. Hope this update is helpful for you. I will fax more surveys as I get them, and keep you up to date on anything else.

THANKS ... have a great evening!

...We do not stop laughing when we grow old, we grow old when we stop laughing...

...peace, *Faron*

[Redacted]

HR02-025-R 14627



HALEY CARTER, JR.
Chief Fire Investigator

Baton Rouge Fire Department



City of Baton Rouge
Parish of East Baton Rouge

8011 Merle Gustafson Drive
Baton Rouge, Louisiana 70807
(225) 354-1419
(225) 354-1400 Ext. 419
FAX (225) 354-1420

ROBERT A. COMBS
Assistant Fire Public Information Officer

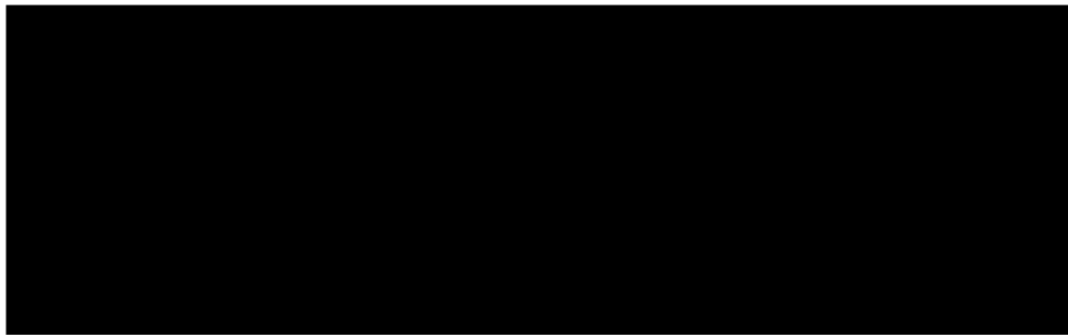
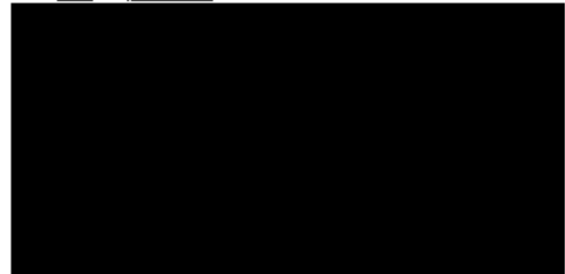
Baton Rouge Fire Department



City of Baton Rouge
Parish of East Baton Rouge
8011 Merle Gustafson Drive
Baton Rouge, LA 70807

Tel. (225) 354-1400 Ext. 410
Fax (225) 354-1413
Pager (225) 930-6184
Email rcombs@ci.baton-rouge.la.us

8/27 7:00 AM CST
LEFT MESSAGE FOR
HALEY CARTER



ROBINSON BROTHERS, INC.
LINCOLN • MERCURY

PHONE 984-7000
6050 INTERSTATE DR.
BATON ROUGE, LA 70809

Madie Robinson, Jr.

RIMKUS
CONSULTING GROUP, INC.

GLENN R. STRECKER, C.F.I.
FIRE CONSULTANT

111 VETERANS BLVD.
SUITE 440
METAIRIE, LOUISIANA, 70005

PH (504) 832-8999
(888) 4 RIMKUS
FAX (504) 832-1080
E-MAIL: grs@rimkus.com
[HTTP://WWW.RIMKUS.COM](http://www.rimkus.com)

BETZ VEH



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

Frank S. Berris II
Safety Defects Engineer

Office of Defects Investigation, NSA 1E.2
400 7th Street S.W.
Washington, DC 20590

Phone: (202) 366-8889
Fax: (202) 366-1787
fberris@nhtsa.dot.gov



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

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Washington, DC 20590

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Fax: (202) 366-1787
fberris@nhtsa.dot.gov

Hoffman, Mark (M.E.)

Subject: Lincoln Town Car - Speed Control Deactivation Switch
Location: Rotunda Court 3 - R31 (Just to the right of the Main Lobby)

Start: Tue 10/23/2001 11:30 AM
End: Tue 10/23/2001 12:30 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Required Attendees: Renucci, Mike (M.P.); Renucci, Mike (M.P.); O'Neill, Ann (A.R.); RCS Conf. Room R31 (37); Christensen, Kris (K.S.); Fash, James Jay (J.W.); Porter, Fred (F.J.); Pichetta, Dean (D.W.); Lampe, Douglass (D.B.); Hoffman, Mark (M.E.)



Inter Office

Lincoln Chassis
Brake Systems

October 2, 2001

Re: Cruise Control Switch Investigation

Agenda:

- Objectives for meeting
- Purchasing status with TI
- Status of Baton Rouge Investigations
- Status of CQIS data analysis
- Parts return status
 - Warranty return parts center
 - 90+ Win* - 36 investigated
 - 6+
 - Field service engineers - parts expected this week:
 - Used car lots
 - Parts from vehicles being serviced for other repairs
 - Parts from vehicles being serviced for speed control failure
 - Greenleaf - parts from recycled vehicles to be shipped starting this week
- Next steps

Inventory No: 36

CONFIDENTIAL
ATTORNEY WORK
PRODUCT

DOCUMENT REVIEWED
NATIONAL ARCHIVES (1942-1945)

DOC ID: _____

REDACTED DOC ID: _____

Document Title: _____

Source Department: _____

Source Person: _____

File Location: _____

Response To: _____

Comments or Special Instructions: _____

Reviewer: [Signature] Date: 9/11/03 Atty. Review: [Signature]

Hoffman, Mark (M.E.)

From: Vaughn, Mike (M.C.)
Sent: Wednesday, October 17, 2001 5:34 PM
To: Geraghty, Brian (B.J.); Nevi, Ray (R.A.); Christensen, Kris (K.S.); Trujillo, Thomas (T.G.)
Co: Zino, Ken (K.F.); Hoffman, Mark (M.E.)

I received an inquiry from [REDACTED] newspaper on the fact that NHTSA has opened a RQ (recall questionnaire) on the scope of 99S15, 1992-1993 Town Car/Grand Marquis/Crown Vic cruise control deactivation switch.

The statement I propose using with the media on this issue is the following. Please let me know if you have any improvements:

"Our data indicate that we went after the right population of vehicles when we launched this recall May 1999. Ford will cooperate fully with NHTSA in its examination of this campaign. We are investigating field reports, failure data, and are conducting an engineering analysis. If an issue were to be uncovered, we would move swiftly to recall affected vehicles in the interest of customer safety. Results of our investigation into fires taking place outside of the recall population have thus far been inconclusive."

Here is background on the RQ:

2. RQ01-002 - 1992-1994 Town Car/Crown Victoria/Grand Marquis - Engine Compartment Fires

Alleged defect: An engine compartment fire can develop during vehicle storage with the engine off and the vehicle unattended

Number of allegedly related complaints received by NHTSA: 11

Number of alleged accidents/injuries: None

Number of vehicles potentially affected: 760,000

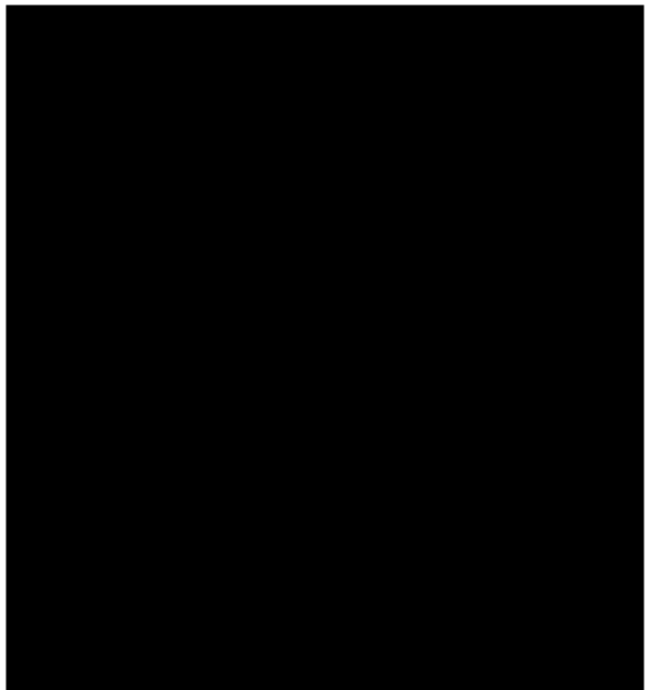
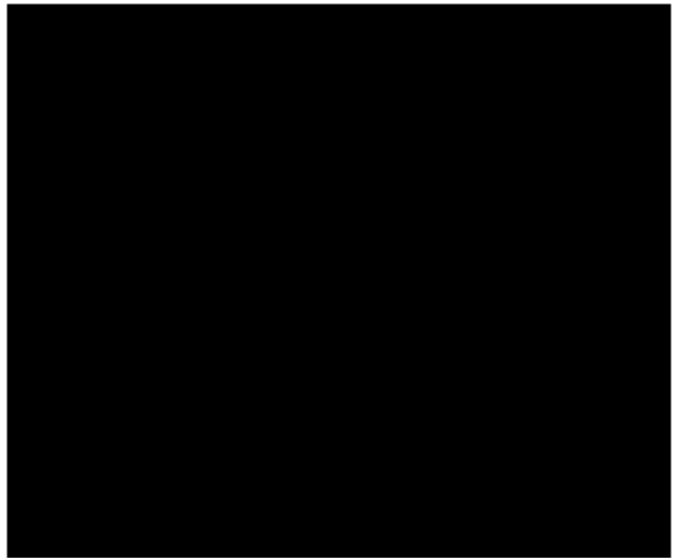
Other:

Ford recalled approximately 279,000 1992 and 1993 model year Town Car, Grand Marquis and Crown Victoria vehicles in May, 1999 to replace the cruise control deactivation switch because of the potential for fires.

NHTSA has received six complaints and nine fire department reports involving 15 engine compartment fires on 1992 - 1994 model year Town Car, Grand Marquis and Crown Victoria vehicles. Each report includes an allegation that the vehicle caught fire while parked with the engine off. NHTSA believes eleven of the 15 complaints involve vehicles built after the ending build date for the recall.

Mike Vaughn
Global Service Communications
313-337-2786/313-337-1165 fax

5:58 Tu 9/4 p



BETZ &
O'DONNELL
VEHICLES

2060 Cassview Parkway #201
Cordova, TN 38018

Facsimile Transmittal

To: Mark Hoffman - Defect Analysis Fax: 313-594-4923

From: Russell Shoup - Memphis Region Date: 9/4/01

Re: Vehicle Fire - Baton Rouge, LA Pages: 4

CC: Mike Vaughn

Urgent For Review Please Comment Please Reply Please Recycle



vehicle recently caught fire in the Baton Rouge area. The dealer Robinson sent Jim McPhail - Regional Manager this information. The vehicle was outside the recall guidelines. I have reviewed this with Mike Vaughn who wanted me to forward it to your attention. If you have any questions I can be reached on (901) 757-7050. Thanks.

08/23/2001
16:02:56

SUMMARY HISTORY DISPLAY

3100
PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. 1LN1M83W4PY [REDACTED]
TOTAL R/O'S 14 TOTAL SERV. DAYS 6 MAKE LI LINCOLN

LN#	RO. NO.	RO. DATE.	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	71938	09/09/1998	67598	A				
				T	380			
				T	348	1 C	09L1ZR29	CHECK ENGINE LIT
				T	353	2 C	12L1ZC09	AC HEAT NOISE
2	52496	06/30/1997	51189	A	380			
				T	362	1 C	12L1ZC05	AC DOES NOT WORK
				T	306	2 C	13L1ZA04	RADIO POOR SOUND
				T	306	3 C	13L1ST90	OTHER INTER TRIM
3	34993	05/07/1996	40001	A	363			
				T	362	1 W	12L1ZC09	AC HEAT NOISE
				T	362	2 C	09L1ZD33	ENG RUMS W/KEY O
				T	301	3 C	13L1ZL8	LIGHTING SYSTEM
4	19407	04/17/1995	26940	A	363			
				T	301	1 W	13L1ZACC	ACCESSORIES
5	12714	10/18/1994	22206	A	351			
				T	330	1 W	03L1Z	STEERING CHECK
				T	361	2 W	10L1ZK18	TRANS NOISE
				T	352	3 C	06L1ZL84	UNDETERM LEAK AX
6	5695	05/12/1994	16263	A	363			
				T	352	1 W	02L1Z	CK BRAKES/WHEELS
				T	352	2 C	02L1ZK07	PULLS RT W/BRAKE
7	089030W	04/13/1994	14943	A	363			
				T	352	1 W	06L1ZK03	
				T	9999	2 W	17L1Z	LOANER
8	89030W	04/13/1994	14943	A	363			
				T	330	1 W	03L1Z	STEERING CHECK
9	86616C	11/04/1993	8621	A	3			
				T	23	1 W	03	STEERING, FT. SU
				T	23	2 W	18	BODY SHOP
10	86620C	11/04/1993	8621	A	3			
				T	23	1 W	18	BODY SHOP
11	84608C	08/17/1993	4451	A	4			
				T	23	1 W	18	BODY SHOP
12	82887C	06/07/1993	1422	A	4			
				T	9	1 W	18	BODY SHOP
13	82886C	06/07/1993	1422	A	4			
				T	6	1 W	02	BRAKES
14	82132C	05/03/1993	166	A	99			
				T	10	1 W	18	BODY SHOP

SEP -04 01 (TUE) 13:55

Aug 23 01 04:24p

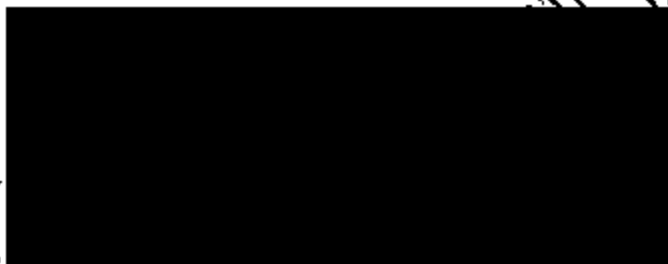
ROBINSON BROS SALES

225 827 0548

P. 004

P. 4

7055
7055



in shop
9/9/98

67598 miles

1LNLM83W4PY



Jim McPhail 901-757-7060





Clipsheet

27-Aug-2001


[Global](#)
[Labor Affairs](#)
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Fire Department: Ford fires start in parked cars

Associated Press 26-Aug-2001

BATON ROUGE, La. (AP) -- Fires broke out last week in two Ford Motor Co. vehicles that had been parked for hours, and in seven Ford cars over the past seven months, the Baton Rouge Fire Department says.

A man sleeping in a 1992 Mercury Grand Marquis that caught fire last week escaped injury only because "someone walked by and said, "Your car's on fire," department spokesman Barry Mounce said.

Ford spokesman Mike Vaughn said there is no pattern to the fires, which broke out in the front left-hand side of the cars. The models involved were 1992, 1993 or 1994 Lincoln Town Cars, Mercury Grand Marquis or Ford Crown Victorias.

"We have looked and investigated statistically into this issue, and the data did not indicate there is a problem," Vaughn said Friday. "The investigation is ongoing."

No one has been injured in the Baton Rouge fires, the first of which occurred in June.

All seven cars had been parked for several hours when the fires broke out, and most of the resulting fires damaged homes or other cars, Mounce said.

The Fire Department began investigating the car fires in June. The latest fire broke out Thursday in a 1993 Lincoln Town Car in a Mall of Louisiana parking lot and damaged four other cars.

Mounce said he believes a pattern has developed and that he hopes Ford's investigation produces information that may save lives and property. "Since it happens when the car is parked, it's a higher potential for someone to be in a house next door and get hurt," Mounce said.

Ford recalled 1992 Lincoln Town Cars, Mercury Grand Marquis and Ford Crown Victorias in 1999 after receiving 147 reports of the cars spontaneously igniting because of an allegedly faulty switch.

The recall urged owners of 279,000 vehicles to take the cars to a dealership to get the switch replaced.

Six of cars that burned this year in Baton Rouge were not part of the recall. Ford sent investigators in June to look at two 1993 Lincoln Town Cars that caught fire. One of those cars was part of the 1999 recall, Vaughn said.

Vaughn said in June that owners of recalled vehicles were mailed many notices.

Investigators came to Baton Rouge twice to look at the other Town Car, which was not part of the recall. Vaughn said they have not been able to figure out what started that fire.

Mounce has passed information on the fires to Ford and the National Highway Traffic Safety Administration.

Toss:  Ford Somewhat Unfavorable

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Hoffman, Mark (M.E.)

Subject: Lincoln Town Car Brake Pressure Activated Speed Control Deactivation Switch
Location: Rotunda Court 3 - 15091 S. Commerce Drive - CR Room H22

Start: Wed 8/22/2001 7:30 AM
End: Wed 8/22/2001 8:30 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Required Attendees: Renucci, Mike (M.P.); Renucci, Mike (M.P.); Aovideo, F. (F.); Christensen, Kris (K.S.);
Geraghty, Brian (B.J.); Pichette, Dean (D.W.); Porter, Fred (F.J.); Fash, James Jay (J.W.);
Kessal, Robert (R.A.); Vegh, Paul (P.F.); Cole, Sarah (S.L.); Cole III, Sam (S.L.); Trujillo,
Thomas (T.G.); RC3 Conf. Room H22 (18); Hoffman, Mark (M.E.)

Importance: High

Tom Trujillo or your designated representative from OGC - thank you.

Dumas, Lucreasia (L.)

Subject: Lincoln Town Car Speed Control Deactivation Switch
Location: ECR (13E112 3rd Flr - Bldg #1)

Start: Wed 7/25/2001 10:00 AM
End: Wed 7/25/2001 10:30 AM
Show Time As: Tentative 10:45

Recurrence: (none)

Meeting Status: Not yet responded

Required Attendees: Renucci, Mike (M.P.); Christensen, Kris (K.S.); Garaghty, Brian (B.J.); Pichetta, Dean (D.W.); Porter, Fred (F.J.); Kiessel, Robert (R.A.); Vegh, Paul (P.F.); Cole III, Sam (S.L.); Eisenhauer, Gary (G.D.)

Hoffman, Mark (M.E.)

From: Hoffman, Mark (M.E.)
Sent: Tuesday, June 28, 2001 8:25 PM
To: Molnerey, John (J.T.); Christensen, Kris (K.S.); Peffer, William (W.F.); Geraghty, Brian (B.J.); Vaughn, Mike (M.C.)
Co: Hoffman, Mark (M.E.)
Subject: Baton Rouge Vehicle Inspections

I am the Design Analysis Engineer who has been assigned to inspect the vehicles and fire scenes which have been brought to our attention by the Baton Rouge Fire Department. I just finalized plans with Robert Combs (he works with Barry Mounce) to meet with him and their investigators at 9:00AM CST at the Baton Rouge Fire Department HQ, this Thursday, 6/28/2001.

I plan on returning late Friday, so I will update everyone on Monday.

Ford Motor Company

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SERVICES GROUP
PUBLIC AFFAIRS**

18800 EXECUTIVE PLAZA DRIVE
25W - 1D
DEARBORN, MI 48128

FAX NUMBER: (313) 337-1168



FROM:		DATE _____
_____ JERREE MARTIN	(313) 337-2889	number of pages _____
_____ DENISE MORAN	(313) 337-2828	
_____ MIKE VAUGHN	(313) 337-2788	
TO: BOB Wheelock ₄₂₂₆₈ . BRIAN GERAGHTY ₇₀₁₅₈		
COMMENTS: JIM CAIN 57119		

Ford Motor Company

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COMMENTS: JIM CAIN 44922 57119 59		
BARRY MOUNTZ 225-3541410 PUBLIC AFFAIRS BATON ROUGE		

ROBERT COMBS

Ford investigating fires in Lincoln Town Cars

<http://www.theadvocate.com/news/story.asp?StoryID=2251>

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Published on 6/22/01

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Ford investigating fires in Lincoln Town Cars

By **MARLENE NAANES**
Advocate staff writer

Ford Motor Co. will put investigators to work on three of four cases of 1993 Lincoln Town Cars spontaneously catching fire in the past four months in Baton Rouge, a company spokesman said Tuesday.



Advocate staff photo by
Brady J. Borer

The fires apparently started under the left side of the hoods of the cars, and one blaze destroyed the home and belongings of a Baton Rouge couple, said Barry Mounce, a spokesman for the Fire Department.

_____ said they found the car on fire in the airport June 14, and a neighbor helped keep flames at bay with a garden hose until the Fire Department arrived.

One of the four cars was part of a 1999 recall by the company for a faulty switch in the electrical system, which could possibly ignite the car. The recall was in response to 147 reports of fires due to the switch, said Mike Vaughn, a spokesman for Ford Motor Co.

The company recalled 279,000 Lincoln Town Cars, Mercury Grand Marquis and Ford Crown Victorias because of the faulty switch in vehicles produced between dates in 1991 and 1992.

The electrical-system recall was also listed in a National Highway Traffic Safety Administration recall database. The agency was investigating 49 reports of spontaneous fires before Ford Motor Co. began its recall, according to an agency report.

Ford sent letters to car owners "strongly urging" them to bring their cars into a dealership to replace the faulty switch, Vaughn said.

The company kept track of cars that owners brought in through an outside agency and then sent out reminder postcards and letters to owners who did not bring in their cars, he said.

The Town Car in Baton Rouge included in the recall was not brought into a dealership. The car caught fire May 13

Ford investigating fires in Lincoln Town Cars

<http://www.theadvocate.com/news/story.asp?StoryID=22515>

at [REDACTED] after it was parked near the house for six hours.

The fire, which began under the hood, destroyed the house, Mounce said.

Two of the four car fires in question involved 1993 Lincoln Town Cars not included in the recall, Mounce said.

The latest fire occurred June 14 at [REDACTED] Drive, causing damage to the Town Car, a carport and a Chevrolet Tahoe parked next to the Town Car.

The owners of that Town Car, [REDACTED] said they were getting ready for bed when they heard three explosions.

[REDACTED] then got his wife and two small children out of the house, and saw the Town Car on fire. It was parked for five hours before it ignited.

"If we had been asleep, (the car) would have burned the house down," [REDACTED] said. "It's about as big as my thumb, that little switch."

[REDACTED] said her insurance company is covering her damages, and she only hopes that Ford Motor Co. looks into why her car and another car in Baton Rouge not included in the recall caught fire in a similar way to cars included in the recall.

Vaughn said Ford's investigators will look into the fires, but added that fires can start other ways than faulty speed-control switches.

"If a fire were to occur from the switch, it would originate in the left, front under-hood area," Vaughn said. "We have to look into it because fires can happen for a lot of reasons."

[REDACTED] said the similarities are too strong for her car not to be affected by the same faulty switch.

"We didn't get a recall notice, and we're going, 'Why?' It was a 1993 Town Car," she said. "People need to know about this."

Mounce said fires due to the faulty switch occur in the left, front area of the car and may ignite from a couple minutes to several hours after a car is parked.

The NHTSA will receive a report about the two vehicles not included in the recall that caught fire, Mounce said.

The Fire Department called the agency Thursday after Mounce ran a check on the two Town Cars' vehicle identification numbers.

Ford investigating fires in Lincoln Town Cars

<http://www.theadvocate.com/news/story.asp?StoryID=2251>

The numbers showed the vehicles were not included in the recall. NHTSA officials told Mounce they would investigate any cars not included in the recall that seemed to spontaneously catch fire in the area of the electrical-system switch.

The third of the four recent fires is still under investigation. The VIN was too burned to retrieve.

At least three other Town Cars have caught fire in Baton Rouge in recent years, but the nature of the fires were not as consistent as the past four months' fires, Mounce said.

One fire began in the left front area of a Lincoln Town Car and set an apartment complex at [REDACTED] Place on fire Feb. 19, 1999, causing \$600,000 worth of damage, Mounce said.

Fire Department investigators are also going through records of car fires and checking to see if 1992 or 1993 Town Cars, Grand Marquis or Crown Victorias were involved.

"If anyone has these cars, they need to contact their local dealer," Mounce said. "If they find they are not on the recall list and still have concerns, dealers can give them numbers for help."

Concerned car owners can call and check if their car was recalled by running their VINs, which is located in the left-hand, front corner of a car's dashboard, through Ford Motor Co.'s Customer Relations Center at 800-392-3673.

Top of page

Vaughn, Mike (NLC.)

From: BARRY MOUNCE [BMOUNCE@ci.baton-rouge.la.us]
Sent: Thursday, June 21, 2001 6:16 PM
To: 'mvaughn@ford.com'
Subject: VIN

Baton Rouge
FIRE Dept.

225-354-1410

- 1LNLM82W8PY ✓
- 1LNLM81W4PY ✓
- 1LNLM82W3PY ✓
- 1LNLM81W7PW ✓

IF I DO NOT ANSWER MY OFFICE NUMBER, PLEASE CALL ME ON MY CELL
(225) 963-6346

Barry Mounce

4 FIRES LINCOLN TOWN CARS
heard of 3 more
HE will contact NHTSA
ABOUT 2 outside
of 99515

Post-Net Fax Note	7871	Date	6/22/01
To	HEIN GERARDY	From	MIKE VAUGHN
Co. Dept	203 wheelock	Co.	
Phone #	46522	Phone #	72786
Fax #	46068	Fax #	

LNLM2WSPY

http://techservice.toyota.com/vol...293749C-63F1-11d5-A59C-0050BAD32BDD

[REDACTED]

[REDACTED]

Vehicle: 1993 TOWN CAR	Body: 4 DR SEDAN SIGNATURE	Engine: 4.8L SOHC Carb: 318JR10A (ROMEO)
Trans: 4 SPD OD AODE	Axle: AXLE CD: JY	

[REDACTED]

22316 SPEED CONTROL DEACTIVATION SWITCH

[REDACTED]

WARRANTY START DATE 12/21/1992	BUILD DATE 10/09/1992
START ODOM	Special Message: LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE
	MORSI:

[REDACTED]

There is no Extended Service Plan information associated with this vehicle

[REDACTED]

System Message: NO REPAIR HISTORY ON VEHICLE

[REDACTED]

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for LNLM2WSPY

1LNLM81W4PY

http://na.service.no.ford.com/vol...29374A7-6381-11d3-A59C-0050B8AD328DD

[Redacted header information]

[Redacted header information]

Vehicle: 1993 TOWN CAR Body: 4 DR SEDAN Engine: 4.8L SOHC Callb: 318DR11A (ROMEO)
Trans: 4 SPD OD AODE Axle: AXLE CD: JY

[Redacted header information]

There are no recalls associated with this vehicle

[Redacted header information]

WARRANTY START DATE 02/09/1999 BUILD DATE 01/08/1993
START ODOM Special Message: LESS THAN TWO DEALER APPROVED
AWA REPAIR VISITS PAID TO DATE
MORBI:

[Redacted header information]

CODE: 759
EXPIRED
STANDARD DEDUCTIBLE: 50 USD
OWNER NAME: D MAYER
OPTIONS:
EXPIRATION DATE: 02/09/1999 DISTANCE: 75,000
RENTAL: 30 USD UP TO 5 DAYS TOWING: 45 USD
CONTRACT SOLD BY: USA 17039

[Redacted header information]

System Message: NO REPAIR HISTORY ON VEHICLE

[Redacted header information]

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for 1LNLM81W4PY

LNLM82W3PY

http://techservice.us.ford.com/vdl...29374AA-63F1-11d5-A59C-0030BAD328DD

[REDACTED]

[REDACTED]

Vehicle: 1993 TOWN CAR Body: 4 DR SEDAN Engine: 4.6L SOHC Callb: 318JR11A
SIGNATURE (ROMEO)
Trans: 4 SPD OD AODE Axle: AXLE CD: JY

[REDACTED]

There are no recalls associated with this vehicle

[REDACTED]

WARRANTY START DATE 08/25/1993 BUILD DATE 06/28/1993
START ODOM Special Message: LESS THAN TWO DEALER APPROVED
AWA REPAIR VISITS PAID TO DATE
MORSE: *THIS VEHICLE HAD A CUDLMORSE
CONTACT CLOSED WITHIN THE PAST
180 DAYS

[REDACTED]

CODE:741
USA 1998 USED 36/36,000 EXTRACTABLE
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME: [REDACTED]
OPTIONS:
EXPIRATION DATE: 08/11/2001 DISTANCE: 71,342
RENTAL: 33 USD UP TO 5 DAYS TOWING: 50 USD
CONTRACT SOLD BY: USA 12294

[REDACTED]

System Message: NO REPAIR HISTORY ON VEHICLE

[REDACTED]

There is no Extended Service Plan information associated with this vehicle

End of CASIS report for LNLM82W3PY

Main

Odometer:

Customer Information

BATON ROUGE, LOUISIANA

Vehicle Information

Reference #: Reference #:

Model: Model:

Year: Year:

VIN: VIN:

Previous Owner: Previous Owner:

Owner Status: Owner Status:

Sales Type: Sales Type:

367961651

TOWN CAR

1993

ILNLM82W3P

SUBSEQUENT

SESSIONS W JAMES

Individual Rd

miles

Warranty Start Date: Warranty Start Date:

08/25/1993

Day:

New Field

New Field

New Field

New Field

New Field

New Field

New Field

New Field

Recall/ONP

Campaign	Description	Status	Status Date	Dealer
96L12	PASS AIR BAG	FORCED COMPLETE	01/22/1996	

[Redacted]

[Redacted]

Vehicle: VIN NOT FOUND Body: VERIFY ENTRY Engine: Collb:
Trans: Axle:

[Redacted]

There are no recalls associated with this vehicle

[Redacted]

Special Message:
MORSE:

[Redacted]

There is no Extended Service Plan information associated with this vehicle

[Redacted]

System Message: NO REPAIR HISTORY ON VEHICLE

[Redacted]

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for 1LNLMS1W7PW

Q&A



FOR USE ON INQUIRY

Public Affairs

Contact: Karen Shaughnessy 313-337-2786

99815 - 1992-1993 TOWN CAR/GRAND MARQUIS/CROWN VICTORIA - CRUISE CONTROL DEACTIVATION SWITCH

Q1. Is this a safety recall?

A. Yes, this is a Ford-initiated voluntary safety recall.

Q2. Was there a NHTSA investigation on this issue?

A. Yes, NHTSA has an open investigation, however, this action is being initiated by Ford.

Q3. What circumstances led you to issuing a safety recall?

A. Ford has been investigating reports and possible causes in cooperation with customers, our switch supplier and NHTSA. After conducting an intensive investigation, we have determined that the switch may be susceptible to overheating.

Q4. What vehicles are involved?

A. Approximately 279,000 vehicles are affected, including certain 1992 and 1993 model-year Town Car vehicles equipped with cruise control built at the Wixom Assembly Plant from Nov. 4, 1991, through Nov. 30, 1992, and certain 1992-1993 model-year Grand Marquis and Crown Victoria vehicles equipped with cruise control and built at the St. Thomas Assembly Plant from Feb. 5, 1992, through Nov. 30, 1992.

Q5. What is the concern?

A. The cruise control deactivation switch may short circuit, creating the potential for overheating, smoke and possibly fire. Also, a short may disable the cruise control system or blow the brake light fuse.

- 2 -

Q6. Is there obvious warning to customers?

A. If a short does occur, customers may notice vehicle symptoms such as: the cruise control not functioning, not being able to shift out of park, battery losing charge, brake lights not functioning, brake light warning lamp illuminated and a blown fuse for the brake light.

Q7. Where is the cruise control deactivation switch located and what is its purpose?

A. The switch is in the left side of the engine compartment. The switch is hydraulically operated by brake fluid pressure as a redundant deactivation device for the cruise control.

Q8. Is the switch defective?

A. Yes. This condition is limited to switches produced when these vehicles were built.

Q9. Where would the fire likely occur in affected vehicles?

A. If a fire were to occur, it likely would originate in the left front underhood area.

Q10. Is this a condition that can occur when the vehicle is turned off?

A. Yes. There is electric current running to the switch when the vehicle is turned off.

Q11. How many reports of fires have you received?

A. We are aware of 147 allegations of fires in the left side of the engine compartment.

Q12. Have there been any injuries?

A. We are aware of two alleged injuries, no fatalities.

- 3 -

Q13. What is the repair and how long will it take?

- A. We are implementing a two-stage repair. We're sending letters to customers instructing them to bring their vehicle to their dealer to have the cruise control deactivation switch disconnected to prevent a fire from occurring. This interim repair also will disable the cruise control system.

When replacement switches and connectors become available, dealers will install the new parts. The cruise control system will be restored at this time. Owners will receive a postcard when replacement parts are available. All work will be completed at no expense to owners, and the time needed for either repair is less than one-half day.

Q14. So you don't have replacement switches available now?

- A. We expect replacement parts to be available by mid-June.

Q15. Are you confident that the interim repair will work?

- A. Yes (because it eliminates any electric current for the switch).

Q16. If you have an interim repair, why didn't you inform customers sooner?

- A. Ford has moved quickly to investigate this concern and has just concluded that the switch is defective and the interim repair is appropriate.

Q17. Your letter to NHTSA does not indicate an interim repair. Why?

- A. Ford has moved quickly to investigate this concern and has just concluded that the switch is defective and the interim repair is appropriate.

Q18. Shouldn't these vehicles be parked?

- A. The best action for customers to take is to have their dealer perform the interim repair. We have notified dealers of the interim repair. We recognize that customers may regard the inability to use their cruise control option as an inconvenience, however, we believe this action to be in the best interest of our customers' safety.

Q19. When will you begin mailing customer letters?

- A. We expect to begin mailing customer letters the week of May 24.

- 4 -

Q20. Does this concern have anything to do with the ignition switch recall?

A. No.

Q21. Does Ford use the same cruise control deactivation switch in other vehicles?

A. Similarly designed switches are used in other vehicles but our investigation indicates they do not have the same safety defect.

Q22. What have you done in production to correct this concern?

A. This condition is limited to switches produced when these vehicles were built.

Q23. Are you confident that current production switches won't experience the same problem?

A. Yes (issue is related to a certain period of production of the switch).

Q24. Who makes the switch?

A. We don't disclose names of suppliers in these actions.

Q25. Is this a design issue?

A. No. This condition is limited to switches produced when these vehicles were built.

Q26. Are there any affected vehicles in affiliate and export markets?

A. Affiliate: 1,149
Federalized: 206
Non-Federalized: 3,892
Canada: 10,917

- 5 -

Customer Issues:**Q17. What about people who have had a vehicle fire?**

A. Fires happen in vehicles for a number of reasons. For example, a fire could be the result of improper vehicle modification (aftermarket accessories), arson, prior accident damage or a faulty repair. Generally, vehicle losses are covered by insurance. Each allegation must be considered on a case-by-case basis depending on the facts.

Q18. What about people who have had property damage – how will they be compensated?

A. Fires happen in vehicles for a number of reasons. For example, a fire could be the result of improper vehicle modification (aftermarket accessories), arson, prior accident damage or a faulty repair. Generally, vehicle losses are covered by insurance. Each allegation must be considered on a case-by-case basis depending on the facts.

Q19. Are you instructing customers to park vehicles outside of their garages/car ports?

A. The best action for customers to take is to have their dealer perform the interim repair. If customers are concerned they should contact their dealer – dealers have been advised of customer handling procedures for the interim repair.

Q20. Many of these vehicles may be in the hands of second and third owners. How will you ensure that you've contacted everyone?

A. As a matter of practice, Ford updates owner name and address records using standard industry practices (Polk).

Reputation Issues:**Q31. This is yet another switch-related recall for Ford. Aren't you concerned about the company's reputation?**

A. The safety and satisfaction of our customers is our number one priority.

###

5/18/99