

**EA02-025**

**FORD 10/27/03**

**APPENDIX N**

**BOOK 35 OF 61**

**PART 2 OF 6**

[REDACTED]

[REDACTED]

Vehicle: 1993 TOWN CAR Body: 4 DR SEDAN Engine: 4.6L SOHC Calif: 31&JR10A  
SIGNATURE (ROMEO)  
Trans: 4 SPD OD AODE Axle: AXLE CD: JY

[REDACTED]

19515 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  
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 LNLM82W8PY635263

[Redacted header bar]

[Redacted header bar]

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

[Redacted header bar]

There are no recalls associated with this vehicle

[Redacted header bar]

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

[Redacted header bar]

CODE: 759  
EXPIRED  
STANDARD DEDUCTIBLE: 50 USD  
OWNER NAME: [Redacted]  
OPTIONS:  
EXPIRATION DATE: 02/09/1999 DISTANCE: 75,000  
RENTAL: 30 USD UP TO 5 DAYS TOWING: 45 USD  
CONTRACT SOLD BY: USA 12039

[Redacted header bar]

System Message: NO REPAIR HISTORY ON VEHICLE

[Redacted header bar]

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for 1LNLM81W4PY

1LNLM82W3PY

http://techservice.tso.ford.com/vdl/29374AA-63F1-11d5-A59C-0050BAD32BDD

[REDACTED]

[REDACTED]

Vehicle: 1993 TOWN CAR	Body: 4 DR SEDAN SIGNATURE	Engine: 4.6L SOHC Callb: 316JR11A (ROMEO)
Trans: 4 SPD OD AODE	Axle: AXLE CD: JY	

[REDACTED]

There are no recalls associated with this vehicle

[REDACTED]

WARRANTY START DATE 06/25/1993	BUILD DATE 05/26/1993
START ODOM	Special Message: LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE
	MORSE: *THIS VEHICLE HAD A CUDLMORS CONTACT CLOSED WITHIN THE PAST 180 DAYS

[REDACTED]

CODE:741  
 USA 1999 USED 36/36,000 EXTRACARE  
 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: URA 12294

[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 1LNLM82W3PY

**Main**

---

Odometer:

Customer Information

[REDACTED]  
BATON ROUGE, LOUISIANA [REDACTED]  
[REDACTED]

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

1LNLM82W3PY [REDACTED]

SUBSEQUENT

SESSIONS W JAMES

Individual Rd

miles

Warranty Start Date: Warranty Start Date:

08/25/1993

Day:

[REDACTED]  
New Field

New Field

New Field

New Field

New Field

New Field

New Field

New Field

**Recall/ONP**

---

Campaign:	Description	State	Status Date	Dealer
96L12	PASS AIR BAG	FORCED COMPLETE	101/22/1996	

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# Q&A



FOR USE ON INQUIRY

Public Affairs

Contact: Karen Shaughnessy 313-337-2786

**99S15 - 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:****Q27. 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.

**Q28. 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.

**Q29. 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.

**Q30. 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

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## The Advocate ONLINE

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Published on 6/22/01 (FRIDAY)

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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 Thursday.



Advocate staff photo by  
Bradly J. Boney

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.

Mounce said they found the car on fire in the carport 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 Victories 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] 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=22515>

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] 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 Marquises 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.

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Vaughn, Mike (M.C.)

From: BARRY MOUNCE (BMOUNCE@ci.baton-rouge.la.us)  
Sent: Thursday, June 21, 2001 5:15 PM  
To: mvaughn@ford.com  
Subject: VIN

Baton Rouge  
FIRE Dept.

225-354.1410

1LNLM82W8PY  
1LNLM81W4PY  
1LNLM82W3PY  
1LNLM81W7PY



SHOULD SAY "YO"

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	7071	Date	
To	BLAN GERAERTY	From	MIKE VAUGHN
On/Comp	JOE WINGLOCK	Co.	
Phone #	44522	Phone #	72786
Fax #	15268	Fax #	

Vaughn, Mike (M.C.)

From: BARRY MOUNCE (BMOUNCE@cl.baton-rouge.la.us)  
Sent: Thursday, June 21, 2001 8:15 PM  
To: 'mvaughn@ford.com'  
Subject: VIN

Baton Rouge  
FIRE Dept.  
225-357-1410

- 1LNLM82W8PY ✓
- 1LNLM81W8PY ✓
- 1LNLM82W3PY ✓
- 1LNLM81W7PY ✓

SHOULD SAY "Y"

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

Barry Mounce

4 FIRES LINCOLN TOWN CARS  
HEAD OF 3 MORE  
HE WILL CONTACT NHTSA  
ABOUT 2 OUTSIDE  
OF 99515

Post-Net Fax Note	7671	Date	
To	JOHN GERARDY	From	MIKE VAUGHN
Co. Name	BOB WHEELER	Co.	
Phone #	449-22	Phone #	72786
Fax #	449-68	Fax #	

# Ford Motor Company

**AUTOMOTIVE CONSUMER  
SERVICES GROUP  
PUBLIC AFFAIRS**

16800 EXECUTIVE PLAZA DRIVE  
28W - 10  
DEARBORN, MI 48126

FAX NUMBER: (313) 337-1166



<b>FROM:</b>		<b>DATE:</b> _____
_____ JERREE MARTIN	(313) 337-2889	
_____ DENISE MORAN	(313) 337-2826	
_____ MIKE VAUGHN	(313) 337-2788	number of pages _____

**TO:** BOB Wheelock <sup>42268</sup> . BRIAN GERAHTY <sup>4057</sup>

**COMMENTS:** JIM CAIN <sup>57119</sup> . 44922  
59

Barry MOUNTZ  
225-3541410  
PUBLIC AFFAIRS  
BATON ROUGE

ROBERT COMBS

Vaughn, Mike (M.G.)

From: BARRY MOUNCE (BMOUNCE@ci.baton-rouge.la.us)  
Sent: Thursday, June 21, 2001 6:15 PM  
To: 'mvaughn@ford.com'  
Subject: VIN

Baton Rouge  
FIRE Dept.  
225-354-1410

1LNLM82W8PY  
1LNLM81W4PY  
1LNLM82W3PY  
1LNLM81W7PY

✓  
✓  
✓  
✓

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

Barry Mounce

4 FIRES LINCOLN TOWN CARS  
HEAD of 3 MORE  
HE WILL CONTACT NHTSA  
ABOUT 2 OUTSIDE  
OF 99515

Post-It Fax Note	7671	Date	6/21/01
To	BRIAN GERARDY	From	MIKE VAUGHN
Cc/Direct	BOB WHEELER	To	
Phone #	44522	Phone #	72786
Fax #	44522	Fax #	

LNLM81W6RY [REDACTED]

http://techservice.tso.ford.com/vd\_937841-63F1-11d5-A59C-0050BAD32BDD

[REDACTED]

Vehicle: 1994 TOWN CAR Body: 4 DR SEDAN Executive Engine: 4.6L SOHC (ROMEO) Call: 418JR00A  
Trans: 4 SPD OD AODE Axle: AXLE CD: JY

[REDACTED]

There are no recalls associated with this vehicle

[REDACTED]

WARRANTY START DATE 05/04/1994  
START ODOM

BUILD DATE 08/07/1993

Special Message: LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE WARNING WARNING WARNING ALL WARRANTY CANCELLED EXCEPT EMISSION; TITLE BRANDED(CODE T1) WARNING WARNING WARNING

MORSE: THIS VEHICLE HAD A CUDLMORS CONTACT CLOSED WITHIN THE PAST 180 DAYS

[REDACTED]

CODE: 759 EXPIRED  
STANDARD DEDUCTIBLE: [REDACTED] 50 USD  
OWNER NAME: [REDACTED]  
OPTIONS:  
EXPIRATION DATE: 05/04/2000 DISTANCE: 100,000  
RENTAL: 30 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 OASIS report for LNLM81W6RY [REDACTED]

BRIAN Geraghty 5th ONE FEB FIRE BAYON ROUSE 44922

1LNLM81W7PY

http://techservice.tso.ford.com/vd...937815-63F1-11d5-A59C-0050BAD32BDD

SIMS VEHICLE



Vehicle: 1993 TOWN CAR Body: 4 DR SEDAN Engine: 4.6L SOHC (ROMEO) Calif: 316DR11A  
Trans: 4 SPD OD AODE Axle: AXLE CD: JY



There are no recalls associated with this vehicle



WARRANTY START DATE 08/13/1993 BUILD DATE 07/29/1993  
START ODOM Special Message: LESS THAN TWO DEALER APPROVED  
AWA REPAIR VISITS PAID TO DATE  
MORSE: \*THIS VEHICLE HAD A CUDLMORS  
CONTACT CLOSED WITHIN THE PAST  
180 DAYS



CODE: 772  
EXPIRED  
STANDARD DEDUCTIBLE: 100 USD  
OWNER NAME:  
OPTIONS:  
EXPIRATION DATE: 04/18/1997 DISTANCE: 55,000  
RENTAL: 0 USD UP TO 0 DAYS TOWING: 0 USD  
CONTRACT SOLD BY: USA 12294



System Message: NO REPAIR HISTORY ON VEHICLE



There is no Extended Service Plan information associated with this vehicle

End of OASIS report for 1LNLM81W7PY

CORRECT  
VIN



**Recall/ONP**

---

Campaign :	Description	Status	Status Date	Dealer
96L12	PASS AIR BAG	FORCED COMPLETE	01/22/1998	



**Main**

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**Odometer:**

**Customer Information**

[REDACTED]  
**BATON ROUGE, LOUISIANA** [REDACTED]  
[REDACTED]

**Vehicle Information**

**Reference #1 Reference #:**

**Model: Model:**

**Year: Year:**

**VIN: VIN:**

**Previous Owner: Previous Owner:**

**Owner Status: Owner Status:**

**Sales Type: Sales Type:**

367961651

TOWN CAR

1993

1LNLM82W3FY [REDACTED]

SUBSEQUENT

SESSIONS W JAMES

Individual Rd

miles

**Warranty Start Date: Warranty Start Date:**

08/25/1993

**Day:**

New Field [REDACTED]

New Field

New Field

New Field

New Field

New Field

New Field

New Field

1LNLM82W3FY [REDACTED]

http://techservice.no.ford.com/vdl\_28374AA-63PI-1165-A5PC-0050BAD32BDD

CORPORATE VEH

[REDACTED]

[REDACTED]

Vehicle: 1993 TOWN CAR Body: 4 DR SEDAN Engine: 4.6L SOHC Cab: 31&JR11A  
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 05/28/1993  
START ODOM Special Message: LESS THAN TWO DEALER APPROVED  
AWA REPAIR VISITS PAID TO DATE  
MORSE: \*THIS VEHICLE HAD A CUDLMORS  
CONTACT CLOSED WITHIN THE PAST  
180 DAYS

[REDACTED]

CODE: 741  
DEA 1998 USED 16/26,000 EXTRACARE  
STANDARD DEDUCTIBLE: 100 USD  
OWNER NAME: [REDACTED]  
OPTIONS:  
EXPIRATION DATE: 08/11/2001 DISTANCE: 71,142  
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 OASIS report for 1LNLM82W3FY [REDACTED]

1LNLM81W4P

http://echeservice.lso.ford.com/vdi...29379A7-65F1-1165-A59C-0050BAD32BDD

Cook VEH.

[Redacted header information]

[Redacted header information]

Vehicle: 1993 TOWN CAR    Body: 4 DR SEDAN    Engine: 4.8L SOHC Calif: 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 02/09/1993    BUILD DATE 01/06/1993  
START ODOM    Special Message: LESS THAN TWO DEALER APPROVED  
AWA REPAIR VISITS PAID TO DATE  
MORSE

[Redacted header information]

CODE: 759  
EXPIRED  
STANDARD DEDUCTIBLE:    50 USD  
ORDER NAME: [Redacted]  
OPTIONS:  
EXPIRATION DATE:    02/09/1999    DISTANCE:    75,000  
REFPAL:    10 USD UP TO    5 DAYS    TOWING:    45 USD  
CONTRACT SOLD BY:    USA 12039

[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 1LNLM81W4P

1LNLM82W8P

http://heckaweb.com/ford.com/vdi...295749C-61P1-1145-A59C-0050BAD32BDD

FOULDS VEN.

[Redacted header information]

[Redacted information]

Vehicle: 1993 TOWN CAR Body: 4 DR SEDAN Engine: 4.6L SOHC Callb: 316JR10A  
SIGNATURE (ROMEO)  
Trans: 4 SPD OD AODE Axle: AXLE CD: JY

[Redacted information]

88518 SPEED CONTROL DEACTIVATION SWITCH

[Redacted information]

WARRANTY START DATE 12/21/1992 BUILD DATE 10/08/1992  
START ODOM Special Message: LESS THAN TWO DEALER APPROVED  
AWA REPAIR VISITS PAID TO DATE  
MORBI:

[Redacted information]

There is no Extended Service Plan information associated with this vehicle

[Redacted information]

System Message: NO REPAIR HISTORY ON VEHICLE

[Redacted information]

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for 1LNLM82W8P

NLM82W3PY [REDACTED]

CRAZY END VEH

06/26/01  
16:36:28

**OASIS Results:1LNLM82W3PY757208**

▶ **VEHICLE INFORMATION**

Vehicle: 1993 TOWN CAR

Body: 4 DR SEDAN SIGNATURE

Engine: 4.8L SOHC  
(ROMEO)

Callb: 318JR11A

Trans: 4 SPD OD ACDE

Axle: AXLE CD: JY

▶ **OPEN CAMPAIGNS AND SPECIAL SERVICE INSTRUCTIONS**

There are no recalls associated with this vehicle

▶ **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 06/25/1993  
START ODOM

BUILD DATE 05/28/1993  
Special Message:

WORSK:

LESS THAN TWO DEALER APPROVED AWA REPAIR  
VISITS PAID TO DATE  
\*THIS VEHICLE HAD A CUDLMORS CONTACT  
CLOSED WITHIN THE PAST 180 DAYS

▶ **EXTENDED SERVICE PLAN**

CODE: 741

USA 1996 USED 36/36,000 EXTRACARE

STANDARD DEDUCTIBLE: [REDACTED] 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

▶ **WARRANTY HISTORY**

System NO REPAIR HISTORY ON VEHICLE  
Message:

▶ **ESP PART NUMBER INFORMATION**

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for 1LNLM82W3PY [REDACTED]

ENR2-025-A 14783

**ANALYTICAL WARRANTY SYSTEM**

**Vehicle Information Report**

**GENERAL VEHICLE INFORMATION:**

(Related Claims)

VIN: 1L8LME2W3P4 [REDACTED] Vch Line: CVR - TOWN CAR (F066FN156) [91-97] Eng Serial No: W  
 Model Year: 1993 Market Disturb: CM - L.M.DIVISION DERIVATIVE Body Shell: \*  
 Vch Type: C Drive Code: CR - 2 WHL L/H REAR DRIVE Engine: CVN - B-M 4.6L 305C EFI NA CIV6 O-NE  
 Inv. Dealer: 12294 Body Chg Style: CFC - 4 DOOR SEDAN-6 LITE Transmission: CDX - 4 SPD AUTO TRANS NAAO AODE  
 Version/Suffix: CBR - SHIRAZIEN VERSION

**BUILD INFORMATION:**

Region: NA - 000000000 Plant: BA - WILSON PLANT BUILD  
 Country: USA - 000000000 Prod Date: 28-MAY-1993

**SALE INFORMATION:**

Region: NA - 000000000 Selling Dealer: 322408 - \*  
 Country: USA - 000000000 Selling Div: StProws LA  
 Buyer StProv: LA  
 Arrival Date: 09-JUN-1993 End Carpet Lease: \*  
 Sale Date: 25-AUG-1993 First/Retain/Co. Lease: R  
 Warranty Start Date: 25-AUG-1993 Modified Vehicle: \*  
 Orig Warranty Date: 25-AUG-1993 Nonoptimal Vehicle: \* Vehicle Export Flag: N

**VOC/EOC:**

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
 19922737208 AL 9 3161374 CM B NOV 93 4 2 LE A X 282008 1 TX 00 00 W  
 1L8LME2W3P4 753A39W

ERR2-028-A 14704

**INSTALLED OPTION INFORMATION:**

Air Conditioning:	CC - A/C AIR CONDITIONER	GVW Code:	-
Alternator Amp Rating:	*	GVW Class Code:	L
Audio Disk:	* - [N/A]	Instrumentation:	AC - ELECTRONIC INSTRUMENTATION
Axle Ratio:	EGACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	72	Paint:	PNYW3 - OXFORD WHITE SOLID CC
Brake Code:	FEAAB - 4 WHEEL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Rubber:	AQ - ELETH PREMIUM AMPM STROGSTE
Calibration Code:	31H11A	Seat System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	* - [N/A]
Color(Trim):	00YB -	Tire Brand:	AJ - MICHELIN - RECYCLABLE
Delivery Type:	0	Tire Size:	D30SE - P21570R15 MSW
Driveshaft Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Rim:	* - [N/A]
Fuel Type:	* - [N/A]		

**TIRE DOT INFORMATION:**

L1:	*	RF:	*
L2:	*	RE:	*
L3:	*	RI:	*
SPARE:	*		

**EPA INFORMATION: EMISSIONS INFORMATION:**

EPA Code:	J	Emission Code:	CS - CS
EPA Coverage(Drives):	036	Emission Cert Type:	F
EPA Coverage(Trim):	036	Emission Descr Suffix:	JY
EPA Plant Year:	1998	Engine Family:	FFM46V3F0F2
EPA Signature Date:	11-AUG-1998		

Any comments?

**ANALYTICAL WARRANTY SYSTEM**

**Standard Claims List For Model Year 1993**

Note: All Costs are in US Dollars

VIN	VEH LINE	SECT	DRIV	BODY	PAK	VEH	SECT	DRIVE	TYPE	PLT	CD	TRK	CD	ESU	CD	PROD	DATE	WARR	DATE	SELLING	DEALER	SELL	ONT	TR	WCC	CPSE	S	PRER	BAIR	SUFF	CCC	CD	DIST	Dist		
1LNLM82W3PY757208	CVB	CDM	CPC	CGR	CVB	BA	CDE	CVN	25-MAY-1993	25-AUG-1993	322988	USA	1	6765	02081	*	PLCP	*	WV	EZ	1244															
AWB	Claim	Key	2125145	Thr	Chks	LAC	Labor	Est	1	Labor	Cost	0	Material	Cost	0	Total	Cost	46.4																		
Dr	Co	Sub	Ch	12294	Kenex	ROBINSON BROTHERS, INC.	Ph	225-627-7058	Sh	LA	Orly	Ch	USA	Reg	CA	NA	Repr	Dates	0-MAY-1993	Doc	4280453															
1LNLM82W3PY757208	CVB	CDM	CPC	CGR	CVB	BA	CDE	CVN	25-MAY-1993	25-AUG-1993	322988	USA	1	6765	02081	PLA2	WV308	A	WV	42	3254															
AWB	Claim	Key	2125145	Thr	Chks	527	Labor	Est	1.1	Labor	Cost	61.75	Material	Cost	1.7	Total	Cost	63.45																		
Dr	Co	Sub	Ch	12294	Kenex	ROBINSON BROTHERS, INC.	Ph	225-627-7058	Sh	LA	Orly	Ch	USA	Reg	CA	NA	Repr	Dates	0-MAY-1993	Doc	4280453															
Cost	Component	FOG BROWN EFFECT																																		
Tech	Comment	BROWN TEST AND REFL. INCTURE AT PER TEST 94 32 04																																		

AWB comment2



**ANALYTICAL WARRANTY SYSTEM**

**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 8308260

**Vehicle Information**

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 25-AUG-1993

Production Date: 28-MAY-1993

VIN: 1LNLM82W3P5

**Claim Information**

Document Number: 086455

Repair Date: 01-NOV-1993

Distance: 1244

TIS: 3

**Dealer Information**

Dealer Name ROBINSON BROTHERS, INC.

Dealer Code: 12294 - \*

Address: 9550 INTERLINE DR

City: BATON ROUGE

State: LA Zip Code: 70809

Country: USA Region Code: NA

Phone: (225)706-7068

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 0

Misc. Expense Amount: 46.4

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 46.4

Cust. Concern Code: M9\* -

Condition Code: 82 - FREIGHT/POSTAGE/MAINTENANCE

Technician Comment:

Customer Comment:

**Labor Op Code Labor Op Description Labor Op Cost**

PREP REPLACE 0

**Causal Full Part Number Part Part Extended**

Flag PRE BASE SUFF Description CPSC Quantity Amount

Y \* PREP \* 1000 MILE POST-DLVRY 00001 0 0

Any comments?

**ANALYTICAL WARRANTY SYSTEM****Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 23235245

**Vehicle Information**

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cah Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116)  
[91-97]

Warranty Start Date: 25-AUG-1993

Production Date: 28-MAY-1993

VIN: 1LNLM82W3PY

**Claim Information**

Document Number: 06661201

Repair Date: 19-MAY-1998

Distance: 32956

TIS: 58

**Dealer Information**

Dealer Name ROBINSON BROTHERS, INC.

Dealer Code: 12294 - \*

Address: 9550 INTERLINE DR

City: BATON ROUGE

State: LA Zip Code: 70809

Country: USA Region Code: NA

Phone: (225)706-7068

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 61.75

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 7.7

Total Cost Gross: 69.45

Cust. Concern Code: N11 - UNUSUAL ENGINE NOISE AT IDLE

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: SBDS TEST AND REPL IAC TUBE AS PER TSB 94 22 04

Customer Comment: FOG HORN EFFECT

Labor Op Code	Labor Op Description	Labor Op Cost
15650E	SERVICE BAY DIAGNOSTIC SYSTEM (SBDS) START-UP TEST	5.61
15650E1	EBC SELF-TEST TEST	22.46
15650E1X1	EXTRA TIME TO REPEAT FINAL QUICK TEST	5.61
15650E2	PIN POINT TEST (SBDS) TEST	16.84
942204B	REPLACE	11.23

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Extended Quantity</u>	<u>Amount</u>
Y	F5AZ 9H308 A	TUBE ASSY AIR VALVE	030001	1	7.7

---

Any comments?

CSCN140

VEHICLE DATA

06/26/01 16:50:08

==>

ENTER VIN ==> 1LN1MB2W3PY [REDACTED]

NAME ==> [REDACTED] ZIP ==> [REDACTED] MODEL YR ==>

OWNER NAME : [REDACTED]  
STREET ADDR : [REDACTED]

CITY : BATON ROUGE N/A YY-MM-DD 95-09-27  
ST/PRV: LA CTRY: ZIP/POSTAL CODE: [REDACTED] N/A SOURCE: P  
MODEL YEAR : 93 PLANT: Y SALE YY-MM-DD 93-08-25  
BODY STYLE DESC: 4 DOOR SEDAN SIGNATURE SERIES PRODUCTION YY-MM-DD 93-05-28  
VEHICLE DESC : 1993 TOWN CAR

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	PCSD REGION
SHIP-TO	3	22	C	408	51	23
FACING	3	22	C	408		
RESPONSIBLE	3	22	C	408		

CA EMISSION :	ENGINE TAG CODE :	3G812BA	CAMPAIGN COUNTS
NAVIS STATUS : 800	COMPANY CAR IND :		TOTAL CAMPAIGNS : 01
DSO DISTRICT :	FLEET CODE :		OPEN : 00 CLOSED : 01
DSO NUMBER :	FLEET STATUS :		ACTIVE: 01 HISTORY: 00

F1=INQUIRY F3=EXIT F4=G160 F5=G150 F8=CONTINUE SEARCH F9=G130

OGDB166

```

=>
ENTER CAMPAIGN NUMBER=> 96L12   VIN=> 1LNLM82W3PY  TYPE OF SEARCH: A
MODEL YEAR: 93 DEFECT: PASS AIR BAG BODY STYLE: 4 DOOR SEDAN SIGNATURE SERIES
NEW STATUS CODE: _
REPAIR INFORMATION:          TYPE CODE: _
REPAIR DATE: _____ DEALER P/A: _____
MICRO REF: _____ CLAIM NUM: _____
DELETE REASON: _____
RESP DEALER INFORMATION:     NEW: _ _ _
CURRENT: 3 22 408 ASSIGNED: 96-12-19 SOURCE: PX
***** STATUS INFORMATION: ***** ***** REPAIR INFORMATION: *****
CODE DESCRIPTION            DATE   TYPE  DATE   P/A   CLAIM#  MICRO#  CL SRC
F  FORCED COMPLETION        98-01-22  B   98-01-22
M  RELEASED FOR MAILING    97-02-25
H  AWAITING MAILING        96-11-22

```

```

DELETE REASON:
F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS
F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)
I037-NO MORE DATA TO DISPLAY
OGDB166

```

==>

ENTER CAMPAIGN NBR ==> 96L12      VIN ==> 1LNLM82W3PY

DEPECT : PASS AIR BAG      BODY STYLE DESC: 4 DOOR SEDAN SIGNATURE SERIES

RESP DEALER : 322408      BEGINNING MAILED DATE: 97-03-08 YY-MM-DD

RELEASE DESC : NI PART KIT CODE      ENDING MAILED DATE : 97-03-21 YY-MM-DD

CAMPAIGN DIV : 6      FLEET CODE:      FLEET MGMT LOC CODE:

LAST NAME :      INITIALS: JW

STREET ADDR1 :      ST/PRV: LA

          ADDR2 :      CTRY:

CITY : BATON ROUGE      CTRY:

ZIP/POSTAL CODE:      N-A SOURCE: P N-A EFF DATE: 95-09-27 YY-MM-DD

\*\*\*\*\*

RESP DEALER :      BEGINNING MAILED DATE:      YY-MM-DD

RELEASE DESC :      ENDING MAILED DATE :      YY-MM-DD

CAMPAIGN DIV :      FLEET CODE:      FLEET MGMT LOC CODE:

LAST NAME :      INITIALS:

STREET ADDR1 :      ST/PRV:

          ADDR2 :      CTRY:

CITY :      CTRY:

ZIP/POSTAL CODE:      N-A SOURCE:      N-A EFF DATE:      YY-MM-DD

F1-INQUIRY F3-EXIT F4-QUIT F5=G150 F7-FIRST PAGE F8-NEXT PAGE F9=G140

1048-LAST PAGE      OGDB166

RUSSELL CRAPPA

VEH IN CAR PORT

BUILD DATE 5/26/97



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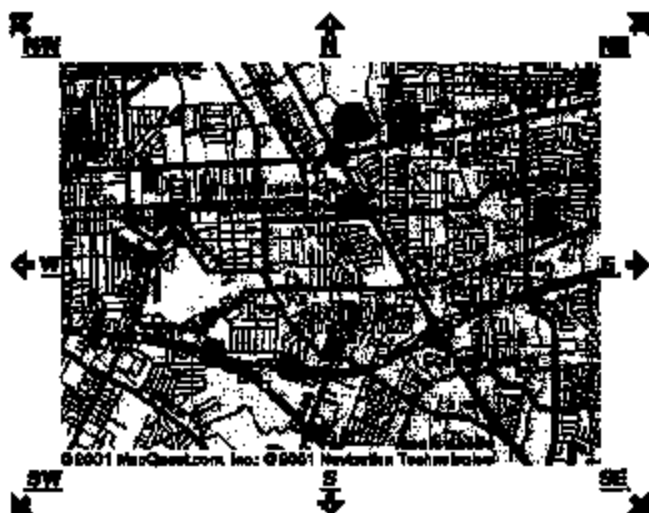
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2M81W4PY686926

COOK ~~VEHICLE~~  
FIRE

06/26/2001  
16:28:22

**OASIS Results:1LNLM81W4PY**

**VEHICLE INFORMATION**

Vehicle: 1993 TOWN CAR

Body: 4 DR SEDAN

Engine: 4.6L SOHC  
(ROMEO)

Callb: 318DR11A

Trans: 4 SPD OD AODE

Axle: AXLE CD: JY

**OPEN CAMPAIGNS AND SPECIAL SERVICE INSTRUCTIONS**

There are no recalls associated with this vehicle

**GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 02/09/1993  
START ODOM

BUILD DATE 01/06/1993

Special Message:

LESS THAN TWO DEALER APPROVED AWA REPAIR  
VISITS PAID TO DATE

MORSI:

**EXTENDED SERVICE PLAN**

CODE: 759  
EXPIRED

STANDARD DEDUCTIBLE:

50 USD

OWNER NAME:

OPTIONS:

EXPIRATION DATE:

02/09/1999

DISTANCE:

75,000

RENTAL:

30 USD UP TO

5 DAYS

TOWING:

45 USD

CONTRACT SOLD BY:

USA 12039

NEW ADDRESS

**WARRANTY HISTORY**

System NO REPAIR HISTORY ON VEHICLE  
Message:

**ESP PART NUMBER INFORMATION**

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for 1LNLM81W4PY

EM02-025-A 14718





**INSTALLED OPTION INFORMATION:**

<b>Air Conditioning:</b>	CC - ATC AIR CONDITIONER	<b>GVW Code:</b>	-
<b>Alternator Amp Rating:</b>	*	<b>GVW Class Code:</b>	L
<b>Audio Dsk:</b>	* - [N/A]	<b>Instrumentation:</b>	AC - ELECTRONIC INSTRUMENTATION
<b>Axle Ratio:</b>	BGACC - 1.08 FINAL DRIVE RATIO	<b>Mirror(Driver Side):</b>	* - [N/A]
<b>Axle Type:</b>	BGIAC - LIMITED SLIP REAR AXLE	<b>Mirror(Passg Side):</b>	* - [N/A]
<b>Battery Amp Rating:</b>	72	<b>Paint:</b>	PMDAC - MED MOCBA CC
<b>Brake Code:</b>	BSAAB - 4 WHL ANTI-LOCK BRAKES	<b>Power Axles:</b>	* - [N/A]
<b>Brake Code(Service):</b>	* - [N/A]	<b>Ruff:</b>	AQ - ELCTR PREMIUM AM/PM STROVCTR
<b>Calibration Code:</b>	31HDR11A	<b>Sound System:</b>	* - [N/A]
<b>Color(Accent):</b>	* - [N/A]	<b>Super Tandem Axle:</b>	* - [N/A]
<b>Color(Trim):</b>	00FYD-	<b>Tire Brand:</b>	AJ - MICHELIN - RECYCLABLE
<b>Delivery Type:</b>	M	<b>Tire Size:</b>	D9KSF - P215/70R15 WSW
<b>Driveshaft Code:</b>	*	<b>Traction Control:</b>	* - [N/A]
<b>Front Seat:</b>	* - [N/A]	<b>Wheel Base:</b>	* - [N/A]
<b>Fuel Type:</b>	* - [N/A]		

**TIRE DOT INFORMATION:**

<b>LF:</b>	*	<b>RF:</b>	*
<b>LR:</b>	*	<b>RR:</b>	*
<b>LI:</b>	*	<b>RI:</b>	*
<b>SPARE:</b>	*		

**ESP INFORMATION: EMISSIONS INFORMATION:**

<b>ESP Code:</b>	X	<b>Emission Code:</b>	CB - C/B
<b>ESP Coverage(Other):</b>	075	<b>Emission Cert Type:</b>	F
<b>ESP Coverage(Truck):</b>	072	<b>Emission Form Suffix:</b>	FY
<b>ESP Plan Year:</b>	1994	<b>Engine Family:</b>	PFM46V5FDF2
<b>ESP Signature Date:</b>	25-OCT-1993		

Any comments?

ANALYTICAL WARRANTY SYSTEM

Standard Claims List For Model Year 1993

Note: All Costs are in US Dollars

VIN	VEH LINE	MY	DRIVE	BODY	CAN	VEH	DRIVE	TYPE	PLT	CD	TRP	CD	ENCL	CD	PROD	DATE	WARR	DATE	SELLER	DEALER	SELL	CHZ	TR	WCC	CMPC	B	PLNF	BASE	SLURF	CCC	CD	DRYTIME	
1LNLM81W4PY	CYD	CM	CPC	CA8	CB	EA	CDK	CYH	85-JAN-1993	85-FEB-1993	30723				USA	2	613	NANANA *	702941 *	LIA	33	6171											
AWR	Chains Key:	ED636	Tax Code:	2	Lease	Rate:	1	Lease Cost:	37.55	Material Cost:	0	Total Cost:	37.55																				
Dr	CA-Sub	Ch:	4394*	Phone:	BUDGET BAC - BUDGET	Fin:	**	Rate:	10.75	City:	City	Ch:	USA	Buy	Ch:	NA	Buy	Date:	01-APR-1993	Date:	06/06/93												
1LNLM81W4PY	CYD	CM	CPC	CA8	CB	EA	CDK	CYH	85-JAN-1993	85-FEB-1993	30723				USA	7	7204	OL1001 *	3AAG99 *	SLI	12	1942											
AWR	Chains Key:	B1202	Tax Code:	870	Lease	Rate:	3	Lease Cost:	24.73	Material Cost:	0	Total Cost:	24.73																				
Dr	CA-Sub	Ch:	1205*	Phone:	LAMARQUE LINCOLN-MERCEDES INC	Fin:	304-349000	Rate:	10.75	City:	LA	Ch:	USA	Buy	Ch:	NA	Buy	Date:	03-SEP-1993	Date:	06/13/93												
1LNLM81W4PY	CYD	CM	CPC	CA8	CB	EA	CDK	CYH	85-JAN-1993	85-FEB-1993	30723				USA	94																	
AWR	Chains Key:	J18987	Tax Code:	9264	Lease	Rate:	3	Lease Cost:	15.9	Material Cost:	0	Total Cost:	15.9																				
Dr	CA-Sub	Ch:	0621*	Phone:	LAMARQUE FORD INC	Fin:	504-432500	Rate:	10.75	City:	AL	Ch:	USA	Buy	Ch:	NA	Buy	Date:	14-NOV-1993	Date:	06/28/93A												
Chk	Comments:	7594 TRANSMISSION RANGE SENSOR REPLACEMENT																															
Chk	Comments:	3002 INSPECT MOTOR W/AL PERFORM RECALL 98-3-46 SENSOR OILY																															
1LNLM81W4PY	CYD	CM	CPC	CA8	CB	EA	CDK	CYH	85-JAN-1993	85-FEB-1993	30723				USA	37	1893	8804	FLAZ	9440	A	27	43	6461									
AWR	Chains Key:	91470	Tax Code:	0790	Lease	Rate:	11	Lease Cost:	38.3	Material Cost:	0	Total Cost:	38.3																				
Dr	CA-Sub	Ch:	0631*	Phone:	LAMARQUE FORD INC	Fin:	504-432500	Rate:	10.75	City:	AL	Ch:	USA	Buy	Ch:	NA	Buy	Date:	07-FEB-1996	Date:	06/28/95A												
Chk	Comments:	DRIVE SHAFT 300 CHECK SENSOR LIGHT CORRECTION (GASPER ONLY) - AT TIMES -																															
Chk	Comments:	8444 DRIVE SENSOR WARR READY TEST INC TEST CODE 827 HARD WARR TEST PER FORD TEST DL23-24.28 REPLACED DRIVE PER DL23 TEST ALL OK																															
1LNLM81W4PY	CYD	CM	CPC	CA8	CB	EA	CDK	CYH	85-JAN-1993	85-FEB-1993	30723				USA	37	614	OL1007	PSVY	543895	A	17	43	6498									
AWR	Chains Key:	825648	Tax Code:	0790	Lease	Rate:	7	Lease Cost:	37.1	Material Cost:	16.71	Total Cost:	140.18																				
Dr	CA-Sub	Ch:	8251*	Phone:	LAMARQUE FORD INC	Fin:	504-432500	Rate:	10.75	City:	AL	Ch:	USA	Buy	Ch:	NA	Buy	Date:	23-FEB-1996	Date:	06/23/96A												
Chk	Comments:	TR44 LATCH OR LATCH DOES NOT OPERATE PROPERLY - LEFT REAR DOOR WILL NOT OPEN -																															
Chk	Comments:	6691 LT-REAR LOCK ACTUATOR REMOVED WARR EXP EMB LT-REAR DOOR PANEL TO ACCESS AND REPLACE LOCK ACTUATOR ALL OK																															
1LNLM81W4PY	CYD	CM	CPC	CA8	CB	EA	CDK	CYH	85-JAN-1993	85-FEB-1993	30723				USA	39	508	110304	DEAS	3302	A	31	43	6843									
AWR	Chains Key:	126081	Tax Code:	8090	Lease	Rate:	23	Lease Cost:	153.7	Material Cost:	25.95	Total Cost:	179.7																				
Dr	CA-Sub	Ch:	8531*	Phone:	LAMARQUE FORD INC	Fin:	504-432500	Rate:	10.75	City:	AL	Ch:	USA	Buy	Ch:	NA	Buy	Date:	23-APR-1996	Date:	06/28/96A												
Chk	Comments:	P-800 JKS WASH UNDER FLOW OF VEHICLE - SQUARE WASH FROM FRONT END WHEN TURNING WHEEL -																															
Chk	Comments:	6693 FS LEAKING PUMP ROOF WARR PRESSURE CK P-8 PUMP OR IN CLAR BUT REPLACE REAL STRAKING PUMP AND FORCE SYSTEM																															

ANY COMMENTS?

**ANALYTICAL WARRANTY SYSTEM****Claim Detail Report**

Notes: All Costs are in US Dollars

Model Year = 1993; Claim Key = 8104386

**Vehicle Information**

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/AB-BASE VERSION - CAR

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 09-FEB-1993

Production Date: 06-JAN-1993

VIN: 1LNLM81W4PY

**Claim Information**

Document Number: 665651

Repair Date: 01-APR-1993

Distance: 6171

TIS: 2

**Dealer Information**

Dealer Name BUDGET RAC - HOUSTON

Dealer Code: 45384 - \*

Address: 15840 JOHN F KENNEDY BLVD

City: HOUSTON

State: TX Zip Code: 77032

Country: USA Region Code: NA

Phone: (\*)-\*

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 37.55

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 37.55

Cust. Concern Code: L16 - INT. DOOR LOCK CONTROLS - MANUAL

Condition Code: 33 - LOOSE

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
23942B	TRIM PANEL-FRONT DOOR REMOVE AND INSTALL	0
23942B2	LOCK ROD/LOCK ROD CLIP REMOVE AND INSTALL	0

Causal Flag	Full Part Number	Part Description	Part CPSC	Part Extended Quantity	Part Extended Amount
Y	* 7021941 *	NANANA	0	0	0

Any comments?

## ANALYTICAL WARRANTY SYSTEM

## Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1993; Claims Key = 8104387

## Vehicle Information

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/AB-BASE VERSION - CAR

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 09-FEB-1993

Production Date: 06-JAN-1993

VIN: 1LNLM81W4PY

## Claim Information

Document Number: 083431

Repair Date: 01-SEP-1993

Distance: 19618

TIS: 7

## Dealer Information

Dealer Name LAMARQUE LINCOLN-MERCURY  
INC

Dealer Code: 12039 - \*

Address: 3800 LAPALCO BLVD

City: HARVEY

State: LA Zip Code: 70058

Country: USA Region Code: NA

Phone: (504)450-4500

## Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 24.73

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 24.73

Cust. Concern Code: S15 - SEAT ADJUSTMENT OPERATION TROUBLE-FRONT POWER  
CNTL

Condition Code: 12 - IMPROPER ASSEMBLY

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
14200A	WIRING ASSEMBLY REPAIR	0

Causal Flag	Full Part Number	Part Description	Part CPSC	Quantity	Part Extended Amount
Y	* 14A699	* WIRE ASY FWR SEAT	011001	0	0

Any comments?

**ANALYTICAL WARRANTY SYSTEM**

**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 18039617

**Vehicle Information**

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/AB-BASE VERSION - CAR

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 09-FEB-1993

Production Date: 06-JAN-1993

VIN: 1LNLM81W4PY

**Claim Information**

Document Number: 026032A

Repair Date: 14-NOV-1995

Distance: 59099

TIS: 34

**Dealer Information**

Dealer Name LAMARQUE FORD INC

Dealer Code: 06531 - \*

Address: 3101 WILLIAMS BOULEVARD

City: KENNER

State: AL Zip Code:70065

Country: USA Region Code: NA

Phone: (504)250-2500

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 15.9

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 15.9

Cust. Concern Code: \* -

Condition Code: \* - [N/A]

Technician Comment: 59102 INSPECT SENSOR WAR PERFORM RECALL 95-B-64 SENSOR OKAY

Customer Comment: 95B64 TRANSMISSION RANGE SENSOR REPLACEMENT

Labor Op Code	Labor Op Description	Labor Op Cost
B64A	REPLACE	15.9

Causal Flag	Full Part Number	Part Description	Part Extended
PREF	BASE SUFF	Description	CEPSC Quantity Amount

Any comments?

## ANALYTICAL WARRANTY SYSTEM

## Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 19072799

## Vehicle Information

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/AB-BASE VERSION - CAR

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 09-FEB-1993

Production Date: 06-JAN-1993

VIN: 1LNLM81W4PY

## Claim Information

Document Number: 029335A

Repair Date: 07-FEB-1996

Distance: 64481

TIS: 37

## Dealer Information

Dealer Name LAMARQUE FORD INC

Dealer Code: 06531 - \*

Address: 3101 WILLIAMS BOULEVARD

City: KENNER

State: AL Zip Code: 70065

Country: USA Region Code: NA

Phone: (504)250-2500

## Expense Information

Customer Paid Amount: 0

Deductible Amount: 50

Dealer Paid Amount: 0

Labor Cost: 58.3

Misc. Expense Amount: 8.72

Part Markup Amount:

Material Cost: 30.66

Total Cost Gross: 108.41

Cust. Concern Code: E29 - "CHECK ENGINE" LIGHT TROUBLE

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: 64484 DPFE SENSOR WARR ROADT TEST EBC TEST CODE 327 HARD FAULT RUN PIN POINT TEST DL21-DL23 REPLACED DPFE PER DL23 RETEST ALL OK

Customer Comment: DRIVEABILITY-E29 CHECK ENGINE LIGHT COMES ON (AMBER ONLY) - AT TIMES -

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EBC - (QUICK TEST) DIAGNOSIS	21.2
12650D45	PIN POINT TEST DIAGNOSIS	15.9
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	5.3
12650D9	EGR PRESSURE FEEDBACK - PFE / EXHAUST BACK PRESSU REPLACE	15.9

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	F1AZ 9J460 A	SENSOR ASY EGR PR VL	030804	1	30.66

Any comments?



## ANALYTICAL WARRANTY SYSTEM

## Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 19259279

## Vehicle Information

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/AB-BASE VERSION - CAR

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 09-FEB-1993

Production Date: 06-JAN-1993

VIN: 1LNLM81W4PY

## Claim Information

Document Number: 029907A

Repair Date: 23-FEB-1996

Distance: 64938

TIS: 37

## Dealer Information

Dealer Name LAMARQUE FORD INC

Dealer Code: 06531 - \*

Address: 3101 WILLIAMS BOULEVARD

City: KENNER

State: AL Zip Code: 70065

Country: USA Region Code: NA

Phone: (504)250-2500

## Expense Information

Customer Paid Amount: 0

Deductible Amount: 50

Dealer Paid Amount: 0

Labor Cost: 37.1

Misc. Expense Amount: 80.25

Part Markup Amount:

Material Cost: 16.91

Total Cost Gross: 140.18

Cust. Concern Code: L17 - INT. DOOR LOCK CONTROLS - POWER

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: 64938 LT-REAR LOCK ACTUATOR BINDING WARR ESP R&amp;R LT-REAR DOOR PANEL TO ACCESS AND REPLACE LOCK ACTUATOR ALL OK

Customer Comment: TRIM-L05 LOCK OR LATCH DOES NOT OPERATE PROPERLY - LEFT REAR DOOR WILL NOT OPEN -

Labor Op Code	Labor Op Description	Labor Op Cost
26594A	ACTUATOR-REAR DOOR LOCK ELECTRIC REPLACE	37.1

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	F5VY 5426595 A	ACTUATOR ASY RR DR 011407	1		16.91

ENTER CAMPAIGN NBR ==> 96L12      VIN ==> 1LNLM81W4PY [REDACTED]  
 DEFECT : PASS AIR BAG      BODY STYLE DESC: 4 DOOR SEDAN  
 RESP DEALER : 322685      BEGINNING MAILED DATE: 97-03-08 YY-MM-DD  
 RELEASE DESC : NI PART KIT CODE      ENDING MAILED DATE : 97-03-21 YY-MM-DD  
 CAMPAIGN DIV : 6      FLEET CODE:      FLEET MGMT LOC CODE:  
 LAST NAME : [REDACTED]      INITIALS: DL  
 STREET ADDR1 : [REDACTED]  
           ADDR2 :      ST/PRV: LA  
 CITY : NEW ORLEANS      CTRY:  
 ZIP/POSTAL CODE: [REDACTED]      N-A SOURCE: R N-A EFF DATE: 95-10-06 YY-MM-DD  
 \*\*\*\*\*  
 RESP DEALER :      BEGINNING MAILED DATE:      YY-MM-DD  
 RELEASE DESC :      ENDING MAILED DATE :      YY-MM-DD  
 CAMPAIGN DIV :      FLEET CODE:      FLEET MGMT LOC CODE:  
 LAST NAME :      INITIALS:  
 STREET ADDR1 :  
           ADDR2 :      ST/PRV:  
 CITY :      CTRY:  
 ZIP/POSTAL CODE:      N-A SOURCE:      N-A EFF DATE:      YY-MM-DD  
 F1-INQUIRY F3-EXIT F4-QUIT F5-G150 F7-FIRST PAGE F8-NEXT PAGE F9-G140  
 I048-LAST PAGE      OGDB166

==>

ENTER VIN ==> 1LNLM81W4P

NAME ==>

ZIP ==>

MODEL YR ==>

OWNER NAME :

STREET ADDR :

CITY : NEW ORLEANS

ST/PRV: LA CTRY:

ZIP/POSTAL CODE: N/A YY-MM-DD 95-10-06  
N/A SOURCE: R

MODEL YEAR : 93 PLANT: Y

SALE YY-MM-DD 93-02-09

BODY STYLE DESC: 4 DOOR SEDAN

PRODUCTION YY-MM-DD 93-01-06

VEHICLE DESC : 1993 TOWN CAR

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD REGION
SHIP-TO	3	88	E	207	51	CC
FACING	3	67	E	725		
RESPONSIBLE	3	22	E	685		

CA EMISSION : ENGINE TAG CODE : 3G812AA

CAMPAIGN COUNTS

NAVIS STATUS : 800

COMPANY CAR IND :

TOTAL CAMPAIGNS : 02

DSO DISTRICT :

FLEET CODE :

OPEN : 00 CLOSED : 02

DSO NUMBER :

FLEET STATUS :

ACTIVE: 01 HISTORY: 01

F1=INQUIRY F3=EXIT F4=G160 F5=G150 F8=CONTINUE SEARCH F9=G130

OGDB166

FRAM [redacted] STERX

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LA 70815-5053

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Arriving at: ★ [redacted] Baton Rouge,  
LA [redacted]

Distance: 12.7 miles    Approximate Travel Time: 23 mins

NO VEH.  
MAYER VEH.



Full Route



Destination

Directions	Miles
1. Start out going East on US-190 E towards FLANNERY RD by turning right.	3.3
2. Turn RIGHT onto LA-3245/ONEAL LN.	1.6
3. Take the I-12 WEST ramp.	0.2
4. Merge onto I-12 W.	4.1
5. Take the US-61 SOUTH/AIRLINE HWY exit, exit number 2A.	0.2
6. Merge onto US-61 S.	1.6
7. US-61 S becomes US-61 S/LA-73 S.	0.9
8. Turn LEFT onto LA-73.	0.7

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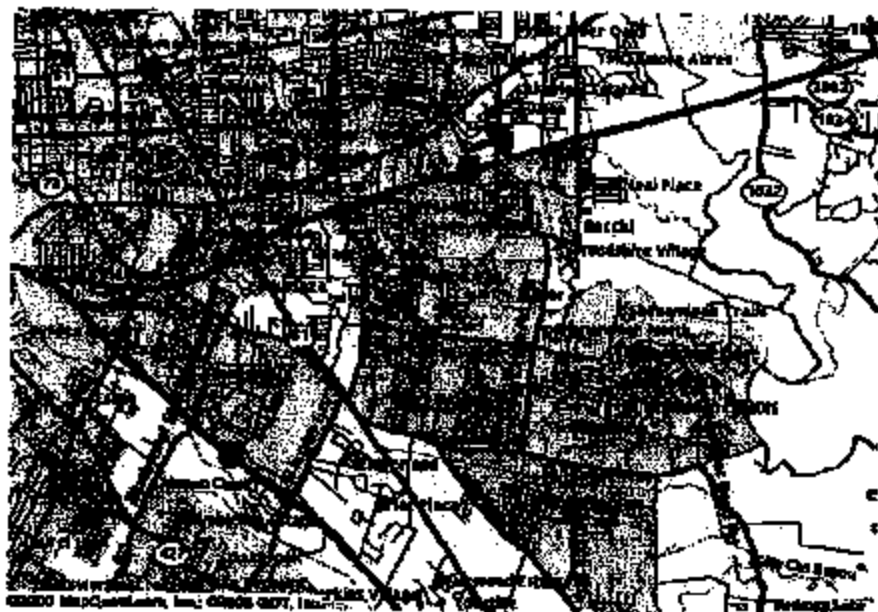
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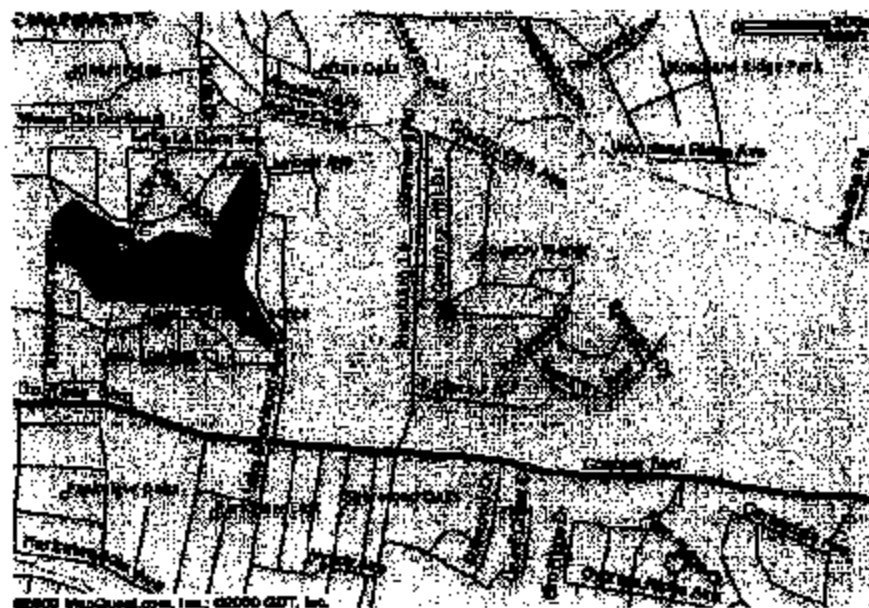
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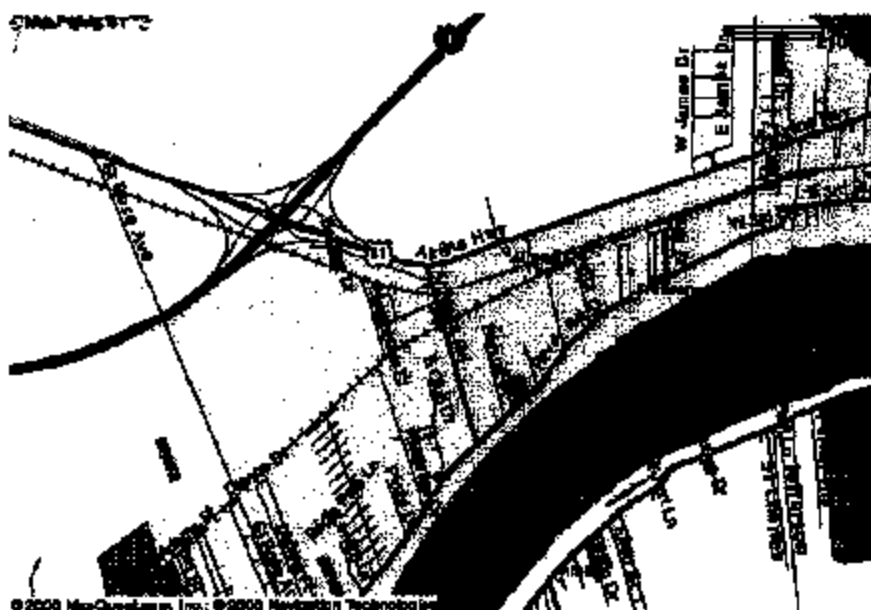
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1LNL82W8PY635265

Foulds Vehicle

06/26/2001  
10:12:28

**OASIS Results:1LNL82W8PY**

▶ **VEHICLE INFORMATION**

Vehicle: 1993 TOWN CAR

Body: 4 DR SEDAN SIGNATURE

Engine: 4.6L SOHC  
(ROMEO)

Call# 318JR10A

Trans: 4 SPD OD AODE

Axle: AXLE CD: JY

▶ **OPEN CAMPAIGNS AND SPECIAL SERVICE INSTRUCTIONS**

99815 SPEED CONTROL DEACTIVATION SWITCH

▶ **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 12/21/1992  
START ODOM

BUILD DATE 10/09/1992

Special Message:

LESS THAN TWO DEALER APPROVED AWA REPAIR  
VISITS PAID TO DATE

MORSH:

▶ **EXTENDED SERVICE PLAN**

There is no Extended Service Plan information associated with this vehicle

▶ **WARRANTY HISTORY**

System NO REPAIR HISTORY ON VEHICLE  
Message:

▶ **ESP PART NUMBER INFORMATION**

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for 1LNL82W8PY

**ANALYTICAL WARRANT SYSTEM**

**Vehicle Information Report**

**GENERAL VEHICLE INFORMATION:**

**(Related Claims)**

VIN: 1LNLM2W5PY [REDACTED] **Vehicle Line:** CVE - TOWN CAR (F666FN116) [91-97] Eng Serial Not W  
 Model Year: 1993 **Market Description:** CVM - L-M DIVISION DERIVATIVE **Body Style:** \*  
 Veh Type: C **Drive Code:** CH - 2 WEL. L/H REAR DRIVE **Engine:** CVN - R-M 4.9L SOHC EFI NA CIVI G-MP  
 Inv Dealer: 11688 **Body Coll Style:** CFC - 4 DOOR SEDAN-4 LTR **Transmission:** CVC - 4 SPD AUTO TRANS NA40 AODE  
**Version/Trim:** CBR - SIGNATURE VERSION

**BUILD INFORMATION:**

**Region:** NA - 800000000 **Plant:** BA - WINDM PLANT BUILD  
**Country:** USA - 800000000 **Prod Date:** 09-OCT-1992

**SALE INFORMATION:**

**Region:** NA - 800000000 **Selling Dealer:** 221406 - \*  
**Country:** USA - 800000000 **Selling Div:** RCP **Prov:** LA  
**Buyer:** GDF **Prov:** LA  
**Arrival Date:** 06-NOV-1992 **Invl Chrgmt Lease:** \*  
**Sale Date:** 21-DEC-1992 **Plant/Model/Co. Lease:** R  
**Warranty Start Date:** 21-DEC-1992 **Modified Vehicle:** \*  
**Orig Warranty Date:** 21-DEC-1992 **Resequenced Vehicle:** \* **Vehicle Export Flag:** N

**VOC/EOC:**

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
 X32P133805 4L 2 082804 NT N NY NY 4 2 16 A 98 200120 3 DV IM X ED W  
 12000 0 0 7500 900 2

FN02-025-A 14780

**INSTALLED OPTION INFORMATION:**

Air Conditioning:	CK - A/C AIR CONDITIONER	GVW Code:	-
Alternator Amp Rating:	*	GVW Class Code:	L
Audio Disk:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	AC - ELECTRONIC INSTRUMENTATION
Axle Ratio:	EGACC - 3.08 FINAL DRIVE RATIO	Microw(Driver Side):	* - [N/A]
Axle Type:	EGIAC - LIMITED SLIP REAR AXLE	Microw(Passg Side):	* - [N/A]
Battery Amp Rating:	72	Paint:	PNMDF - MID AQUAMARINE CC
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Rear:	AQ - ELETB PREMIUM AMPM STRONGTH
Calibration Code:	312R10A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Steer Traction Axle:	* - [N/A]
Color(Tire):	000S4 -	Tire Brand:	AJ - MICHELIN - RECYCLABLE
Delivery Type:	0	Tire Size:	DSGEP - P215/70R15 WSW
Drivetrain Code:	*	Traction Control:	* - [N/A]
Front Seat:	CK - SEAT-SPLIT BENCH	Wheel Size:	* - [N/A]
Fuel Type:	* - [N/A]		

**TIRE DOT INFORMATION:**

LF:	*	RF:	*
LR:	*	RR:	*
LE:	*	RE:	*
SPARE:	*		

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	*	Emission Code:	CB - CB
ESP Coverage(Miles):	*	Emission Cert Type:	F
ESP Coverage(Years):	*	Emission Decal Suffix:	JY
ESP Flex Year:	*	Engine Family:	FFM4CV3PDR2
ESP Signature Date:			

Any comments?



## ANALYTICAL WARRANTY SYSTEM

## Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 7882144

## Vehicle Information

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) (91-97)

Warranty Start Date: 21-DEC-1992

Production Date: 09-OCT-1992

VIN: 1LNLM82W8PY

## Claim Information

Document Number: 085598

Repair Date: 28-SEP-1993

Distance: 24517

TIS: 10

## Dealer Information

Dealer Name ROBINSON BROTHERS, INC.

Dealer Code: 12294 - \*

Address: 9550 INTERLINE DR

City: BATON ROUGE

State: LA Zip Code: 70809

Country: USA Region Code: NA

Phone: (225)706-7068

## Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 91.04

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 3.4

Total Cost Gross: 94.44

Cust. Concern Code: H02 - BRAKES GRAB OR LOCK-UP

Condition Code: 07 - IMPROPERLY ADJUSTED/FITS POORLY

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
2219D	ANTI-LOCK BRAKE SYSTEM DIAGNOSIS	0
2000A	BRAKE SYSTEM BLEED	0

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	* 2219 *	SHOE/LINING-REAR BRA	060202	0	0
N	C6AZ 19542 AA	BRAKE FLUID	190103	1	0

Any comments?

## ANALYTICAL WARRANTY SYSTEM

## Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 7882145

## Vehicle Information

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 21-DEC-1992

Production Date: 09-OCT-1992

VIN: 1LNLM82W8PY

## Claim Information

Document Number: 087219

Repair Date: 02-DEC-1993

Distance: 30630

TIS: 12

## Dealer Information

Dealer Name ROBINSON BROTHERS, INC.

Dealer Code: 12294 - \*

Address: 9550 INTERLINE DR

City: BATON ROUGE

State: LA Zip Code: 70809

Country: USA Region Code: NA

Phone: (225)706-7068

## Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 27.84

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 18.82

Total Cost Gross: 46.66

Cust. Concern Code: A99 - ADMINISTRATIVE (PARTS RETURN/ETC.)

Condition Code: 41 - STICKS/BINDS/GRABS

Technician Comment:

Customer Comment: ACCELERATOR PEDAL BINDING.

Labor Op Code	Labor Op Description	Labor Op Cost
9758A	ACCELERATOR CABLE REPLACE	0

Cancel Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	F2VY 9A758 A	CABLE-ACC PEDAL TO C	100201	1	0

Any comments?

**ANALYTICAL WARRANTY SYSTEM**

**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 7882146

**Vehicle Information**

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Serial: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 21-DEC-1992

Production Date: 09-OCT-1992

VIN: 1LNLM82W8PY [REDACTED]

**Claim Information**

Document Number: 087219

Repair Date: 02-DEC-1993

Distance: 30630

TIS: 12

**Dealer Information**

Dealer Name ROBINSON BROTHERS, INC.

Dealer Code: 12294 - \*

Address: 9550 INTERLINE DR

City: BATON ROUGE

State: LA Zip Code: 70809

Country: USA Region Code: NA

Phone: (225)706-7068

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 27.84

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 14.39

Total Cost Gross: 42.23

Cust. Concern Code: W10 - OTHER WIPER/WASHER TROUBLES (INCLUDING LEAKS)

Condition Code: 41 - STICKS/BINDS/GRABS

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
17603A	JET AND BRACKET-WINDSHIELD WASHER REPLACE	0

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	FOVY 17603 A	JET/BRKT W/S WASHER	00000	2	0

Any comments?



## ANALYTICAL WARRANTY SYSTEM

## Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 7882147

## Vehicle Information

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 21-DEC-1992

Production Date: 09-OCT-1992

VIN: 1LNLM82W8PY

## Claim Information

Document Number: 087654

Repair Date: 27-DEC-1993

Distance: 32637

TIS: 13

## Dealer Information

Dealer Name ROBINSON BROTHERS, INC.

Dealer Code: 12294 - \*

Address: 9550 INTERLINE DR

City: BATON ROUGE

State: LA Zip Code: 70809

Country: USA Region Code: NA

Phone: (225)706-7068

## Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 23.2

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 23.2

Cust. Concern Code: D36 - ENGINE HESITATES/SURGES WHEN ACCELERATING

Condition Code: 07 - IMPROPERLY ADJUSTED/FITS POORLY

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
1200D	IGNITION SYSTEM DIAGNOSIS	0

Causal Flag	Full Part	Part Number	Description	Part CPSC	Extended Quantity	Amount
Y	*	9C973	* FUEL CHARGING ASSY 030402	0	0	0

Any comments?

**ANALYTICAL WARRANT SYSTEM**

**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 21745044

**Vehicle Information**

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 21-DEC-1992

Production Date: 09-OCT-1992

VIN: ILNLM82W8PY

**Claim Information**

Document Number: 0449072

Repair Date: 18-DEC-1996

Distance: 46553

TIS: 49

**Dealer Information**

Dealer Name ROBINSON BROTHERS, INC.

Dealer Code: 12294 - \*

Address: 9550 INTERLINE DR

City: BATON ROUGE

State: LA Zip Code: 70809

Country: USA Region Code: NA

Phone: (225)706-7068

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 21.74

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 267.05

Total Cost Gross: 382.26

Cust. Concern Code: N22 - VEHICLE VIBRATES WHEN DRIVING BELOW 45 MPH

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: REPLACED DRIVE SHAFT

Customer Comment: CHECK VIBRATION IN CAR WHILE DRIVING POSS. DRIVESHAFT ADVISE

Labor Op Code	Labor Op Description	Labor Op Cost
4602A	DRIVE SHAFT ASSEMBLY - REAR REMOVE AND INSTALL OR REPLACE	21.74

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	F2VY 4602 A	DRIVESHAFT ASY INCL	050100	1	267.05

Any comments?

**ANALYTICAL WARRANTY SYSTEM**

**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 21745045

**Vehicle Information**

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 21-DEC-1992

Production Date: 09-OCT-1992

VIN: 1LNLM82W8PY

**Claim Information**

Document Number: 0449071

Repair Date: 18-DEC-1996

Distance: 46553

TIS: 49

**Dealer Information**

Dealer Name ROBINSON BROTHERS, INC.

Dealer Code: 12294 - \*

Address: 9550 INTERLINE DR

City: BATON ROUGE

State: LA Zip Code: 70809

Country: USA Region Code: NA

Phone: (225)706-7068

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 135.88

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 25.55

Total Cost Gross: 170.37

Cust. Concern Code: P59 - OTHER AUTOMATIC TRANSMISSION TROUBLES

Condition Code: 08 - OTHER/UNKNOWN(NO APPROPRIATE COND. CODE)

Technician Comment: HEC TEST, NO CODES, REPLACED FILTER AND FLUID AS PER TSB

Customer Comment: CHECK SHUDDER WHEN CAR SHIFTS IN AND OUT OF OVERDRIVE

Labor Op Code	Labor Op Description	Labor Op Cost
7000F	ELECTRONIC TRANSMISSION DIAGNOSIS DIAGNOSIS	70.66
7191A	GASKET OR OIL PAN REMOVE AND INSTALL OR REPLACE	65.22

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	* 7A100 *	CONTROL ASY TRANS MA 070100	0	0	
N	F2VY 7A098 A	SCREEN ASY - OIL PAN 070100	1	6.95	
N	XT 2	QDX MOTORCRAFT BATTERY 190101	12	18.6	

==>

ENTER VIN ==> 1LNLM82W8PY [REDACTED]  
 NAME ==> [REDACTED] ZIP ==> [REDACTED] MODEL YR ==>  
 OWNER NAME : [REDACTED]  
 STREET ADDR : [REDACTED]  
 CITY : BATON ROUGE N/A YY-MM-DD 99-05-11  
 ST/PRV: LA CTRY: ZIP/POSTAL CODE: [REDACTED] N/A SOURCE: P  
 MODEL YEAR : 93 PLANT: Y SALE YY-MM-DD 92-12-21  
 BODY STYLE DESC: 4 DOOR SEDAN SIGNATURE SERIES PRODUCTION YY-MM-DD 92-10-09  
 VEHICLE DESC : 1993 TOWN CAR

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD	REGION
SHIP-TO	3	22	C	408	51		23
FACING	3	22	C	408			
RESPONSIBLE	3	22	C	408			

CA EMISSION :	ENGINE TAG CODE :	3G812AA	CAMPAIGN COUNTS
NAVIS STATUS : 800	COMPANY CAR IND :		TOTAL CAMPAIGNS : 03
DSO DISTRICT :	FLEET CODE :		OPEN : 02 CLOSED : 01
DSO NUMBER :	FLEET STATUS :		ACTIVE: 02 HISTORY: 01

F1=INQUIRY F3=EXIT F4=G160 F5=G150 F8=CONTINUE SEARCH F9=G130

OGDB166

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ENTER CAMPAIGN NBR ==> 99S15 VIN ==> 1LNLM82W8PY [REDACTED]

DEFECT : SPD CNTRL DE BODY STYLE DESC: 4 DOOR SEDAN SIGNATURE SERIES  
 RESP DEALER : 322408 BEGINNING MAILED DATE: 01-04-01 YY-MM-DD  
 RELEASE DESC : ALL OSU FOLLOWUP ENDING MAILED DATE : 01-04-09 YY-MM-DD  
 CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME : [REDACTED] INITIALS: EL  
 STREET ADDR1 : [REDACTED]  
 ADDR2 : ST/PRV: LA  
 CITY : BATON ROUGE CTRY:  
 ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: P N-A EFF DATE: 99-05-11 YY-MM-DD

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RESP DEALER : 322408 BEGINNING MAILED DATE: 00-10-16 YY-MM-DD  
 RELEASE DESC : ALL OSU FOLLOWUP ENDING MAILED DATE : 00-10-23 YY-MM-DD  
 CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME : [REDACTED] INITIALS: EL  
 STREET ADDR1 : [REDACTED]  
 ADDR2 : ST/PRV: LA  
 CITY : BATON ROUGE CTRY:  
 ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: P N-A EFF DATE: 99-05-11 YY-MM-DD

F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
 I032-PRESS FB FOR MORE DATA OGDB166

ENTER CAMPAIGN NBR ==> 99815      VIN ==> 1LNLM82W8PY [REDACTED]

DEFECT : SPD CNTRL DE      BODY STYLE DESC: 4 DOOR SEDAN SIGNATURE SERIES

RESP DEALER :      BEGINNING MAILED DATE: 99-09-30 YY-MM-DD

RELEASE DESC : OSU FOLLOW UP MAILED      ENDING MAILED DATE : 99-09-30 YY-MM-DD

CAMPAIGN DIV : 6      FLEET CODE:      FLEET MGMT LOC CODE:

LAST NAME :      INITIALS: BL

STREET ADDR1 : [REDACTED]

ADDR2 :      ST/PRV: LA

CITY : BATON ROUGE      CTRY:

ZIP/POSTAL CODE: [REDACTED]      N-A SOURCE: P N-A EFF DATE: 99-05-11 YY-MM-DD

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RESP DEALER : 322408      BEGINNING MAILED DATE: 99-07-22 YY-MM-DD

RELEASE DESC : POSTCARD FOLLOWUP      ENDING MAILED DATE : 99-07-22 YY-MM-DD

CAMPAIGN DIV : 6      FLEET CODE:      FLEET MGMT LOC CODE:

LAST NAME :      INITIALS:

STREET ADDR1 : [REDACTED]

ADDR2 :      ST/PRV: LA

CITY : BATON ROUGE      CTRY:

ZIP/POSTAL CODE: [REDACTED]      N-A SOURCE: R N-A EFF DATE: 95-10-06 YY-MM-DD

F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140

I032-PRESS F8 FOR MORE DATA      OGDB166

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ENTER CAMPAIGN NBR ==> 99S15      VIN ==> 1L1LM82W8PY [REDACTED]  
 DEFECT : SPD CNTRL DE      BODY STYLE DESC: 4 DOOR SEDAN SIGNATURE SERIES  
 RESP DEALER : 322408      BEGINNING MAILED DATE: 99-05-20 YY-MM-DD  
 RELEASE DESC : NEW ISSUE TOTAL      ENDING MAILED DATE : 99-05-21 YY-MM-DD  
 CAMPAIGN DIV : 6      FLEET CODE:      FLEET MGMT LOC CODE:  
 LAST NAME : [REDACTED]      INITIALS:  
 STREET ADDR1 : [REDACTED]  
 ADDR2 :      ST/PRV: LA  
 CITY : BATON ROUGE      CTRY:

ZIP/POSTAL CODE: [REDACTED]      N-A SOURCE: R N-A EFF DATE: 95-10-06 YY-MM-DD  
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RESP DEALER :      BEGINNING MAILED DATE:      YY-MM-DD  
 RELEASE DESC :      ENDING MAILED DATE :      YY-MM-DD  
 CAMPAIGN DIV :      FLEET CODE:      FLEET MGMT LOC CODE:  
 LAST NAME :      INITIALS:  
 STREET ADDR1 :  
 ADDR2 :      ST/PRV:

CITY :      CTRY:  
 ZIP/POSTAL CODE:      N-A SOURCE:      N-A EFF DATE:      YY-MM-DD

F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
 I048-LAST PAGE      OGD8166

CSCN130  
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NOTIFICATION RECIPIENT HISTORY

06/26/01 16:20:36

ENTER CAMPAIGN NBR ==> 96L12 VIN ==> 1LNLM82W8PY [REDACTED]  
DEFECT : PASS AIR BAG BODY STYLE DESC: 4 DOOR SEDAN SIGNATURE SERIES  
RESP DEALER : 322408 BEGINNING MAILED DATE: 97-03-08 YY-MM-DD  
RELEASE DESC : NI PART KIT CODE ENDING MAILED DATE : 97-03-21 YY-MM-DD  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : [REDACTED] INITIALS:  
STREET ADDR1 : [REDACTED]  
ADDR2 : ST/PRV: LA  
CITY : BATON ROUGE CTRY:  
ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: R N-A EFF DATE: 95-10-06 YY-MM-DD  
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RESP DEALER : BEGINNING MAILED DATE: YY-MM-DD  
RELEASE DESC : ENDING MAILED DATE : YY-MM-DD  
CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : INITIALS:  
STREET ADDR1 :  
ADDR2 : ST/PRV:  
CITY : CTRY:  
ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE: YY-MM-DD  
F1-INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
I048-LAST PAGE OGDB156