

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 35 OF 61

PART 4 OF 6

ANALYTICAL WARRANTY SYSTEM

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1LNLS81WKN1 [REDACTED] / **Model Year:** 1992 / **Market Description:** CAB - L-M DIVISION DERIVATIVE / **Body Shell:** *
Veh Type: C / **Drive Code:** CR - 2 WHL L/H REAR DRIVE / **Engine:** CVN - R-M 4.6L 80HC EFI NA CIV8 G-HP
Inv. Dealer: 11817 / **Body Cab Style:** CFC - 4 DOOR SEDAN 5 LITE / **Transmission:** CDE - 4 SPD AUTO TRANS NAAO ACDE
Version/Option: CAB - BASE VERSION - CAR

BUILD INFORMATION:

Region: NA - 000000000 / **Plant:** BA - WIXOM PLANT BUILD
Country: USA - 000000000 / **Prod Date:** 19-MAR-1992

SALE INFORMATION:

Region: NA - 000000000 / **Selling Dealer:** 354706 - *
Country: USA - 000000000 / **Selling Div St/Prov:** CA
Buyer St/Prov: HI
Arrival Date: 11-APR-1992 / **Real Carpet Lease:** *
Sale Date: 04-APR-1992 / **Fleet/Retail/Co. Lease:** F
Warranty Start Date: 04-APR-1992 / **Modified Vehicle:** *
Orig Warranty Date: 04-APR-1992 / **Reacquired Vehicle:** * / **Vehicle Export Flag:** N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 04LN1709001 01 0409C1003 XM D RTE 3P 2GL6L C X 25A2700 D AVU XT F N
 12MLK 0 M 2 A751A WP 30410 A

EP02-025-A 14810

INSTALLED OPTION INFORMATION:

Air Conditioning:	CJC - A/C AIR CONDITIONER	GVW Code:	-
Alternator Amp Rating:	*	GVW Class Code:	L
Audio Deck:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGACC - 3.88 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGIAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	72	Paint:	PNYAF - MED TITANIUM CC
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Windows:	* - [N/A]
Brake Code(Service):	* - [N/A]	Rack:	AQ - ELSTR PREMIUM AM/FM STEREO/STE
Calibration Code:	Z18D82A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspension Axle:	* - [N/A]
Color(Trim):	* - [N/A]	Tire Brand:	AJ - MICHELIN - RECYCLABLE
Delivery Type:	M	Tire Size:	D80SF - P215/70R15 WSW
Driveshaft Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	* RF:	*
LR:	* RR:	*
LL:	* RL:	*
REAR:	*	

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	C/B - C/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	EFH
ESP Plan Year:	* Engine Family:	NP446V3FDFO
ESP Signature Date:		

Any comments?

EN02-025-R 14611

ANALYTICAL WARRANTY SYSTEM

Standard Claims List For Model Year 1992

Note: All Costs are in US Dollars

VIN	VEH LINE	MYST	DRIV	BODY	CAR	VEH	SERIES	DRIVE	TYPE	PLT	CD	TRK	CD	ENG	CD	PROD	DATE	WARR	DATE	SELLING	DEALER	SELL	CON	TES	WCC	CPSC	S	VEH	BASE	SUPP	CCC	CD	TRST	(Miles)			
11LNLMB1WXYV	CVB	CD	CPC	CSAB	CB	BA	CDK	CYN	19-MAR-1992	04-APR-1992	354708	USA	2	4801	DL1484	POVY	3421812	A	B01	41	519																
AWB Claims Key:	1230133	Tra	Code:	2	Labor	Rate:	64	Material	Cost:	31.39	Total	Cost:	95.39																								
Dr- Cd-Sub- Cd:	46113*	None	BUDGET	RAC - LINCOLN			Fla	LA	St	LA	City	City	USA	Reg	CD	MA	Reg	Date:	04-MAY-1992	Doc	#	4817783															
11LNLMB1WXYV	CVB	CD	CPC	CSAB	CB	BA	CDK	CYN	19-MAR-1992	04-APR-1992	354708	USA	5	T411	128995	*	19972	*	APR	12	6923																
AWB Claims Key:	1230124	Tra	Code:	2	Labor	Rate:	7.68	Material	Cost:	6	Total	Cost:	7.68																								
Dr- Cd-Sub- Cd:	46113*	None	BUDGET	RAC - LINCOLN			Fla	LA	St	LA	City	City	USA	Reg	CD	MA	Reg	Date:	18-AUG-1992	Doc	#	4899495															
Claim Comments:	AC HORN/BUS EACH OTHER																																				
Dr- Cd-Sub- Cd:	REDUCED AND SEC AWAY																																				
11LNLMB1WXYV	CVB	CD	CPC	CSAB	CB	BA	CDK	CYN	19-MAR-1992	04-APR-1992	354708	USA	5	6007	009205	*	16612	*	B10	01	6990																
AWB Claims Key:	1230235	Tra	Code:	3	Labor	Rate:	11.53	Material	Cost:	9.01	Total	Cost:	20.53																								
Dr- Cd-Sub- Cd:	46113*	None	BUDGET	RAC - LINCOLN			Fla	LA	St	LA	City	City	USA	Reg	CD	MA	Reg	Date:	19-AUG-1992	Doc	#	4810586															
11LNLMB1WXYV	CVB	CD	CPC	CSAB	CB	BA	CDK	CYN	19-MAR-1992	04-APR-1992	354708	USA	10	6P7	NAMAZA	*	48138	*	B06	13	10980																
AWB Claims Key:	1230128	Tra	Code:	2	Labor	Rate:	11.7	Material	Cost:	6	Total	Cost:	11.7																								
Dr- Cd-Sub- Cd:	06413*	None	HILL	HOOD	FORD	INC	Fla	MS-3451390	St	LA	City	City	USA	Reg	CD	MA	Reg	Date:	18-JAN-1993	Doc	#	4315163															
Claim Comments:	CR WATER LEAK IN TRUNK																																				
Dr- Cd-Sub- Cd:	ADULT TRUNK LATCH DOWN																																				
11LNLMB1WXYV	CVB	CD	CPC	CSAB	CB	BA	CDK	CYN	19-MAR-1992	04-APR-1992	354708	USA	10	6Q02	011902	*	175393	*	B06	08	30980																
AWB Claims Key:	1230113	Tra	Code:	2	Labor	Rate:	78	Material	Cost:	25.58	Total	Cost:	103.58																								
Dr- Cd-Sub- Cd:	06413*	None	HILL	HOOD	FORD	INC	Fla	MS-3451390	St	LA	City	City	USA	Reg	CD	MA	Reg	Date:	18-JAN-1993	Doc	#	4315163															
Claim Comments:	CR PAINT PEELING REAR BUMPER COVER																																				
Dr- Cd-Sub- Cd:	RSP-801																																				
11LNLMB1WXYV	CVB	CD	CPC	CSAB	CB	BA	CDK	CYN	19-MAR-1992	04-APR-1992	354708	USA	10	6Q01	011901	*	170977	*	F41	06	16980																
AWB Claims Key:	1230126	Tra	Code:	2	Labor	Rate:	185.3	Material	Cost:	36.18	Total	Cost:	149.18																								
Dr- Cd-Sub- Cd:	06413*	None	HILL	HOOD	FORD	INC	Fla	MS-3451390	St	LA	City	City	USA	Reg	CD	MA	Reg	Date:	18-JAN-1993	Doc	#	4315163															
Claim Comments:	CR PAINT PEELING FRT BUMPER COVER																																				
Dr- Cd-Sub- Cd:	RSP-801																																				
11LNLMB1WXYV	CVB	CD	CPC	CSAB	CB	BA	CDK	CYN	19-MAR-1992	04-APR-1992	354708	USA	10	5R11	078901	*	7336	*	P39	07	8483																

Claims List Report

AWG Claim Key:	1282126	The Code:	2	Labor Hrs:	3	Labor Cost:	11.7	Material Cost:	0	Total Cost:	11.7										
Dir. Of-Sub Ctr:	8938*	Name:	BILL HOOD FORD INC	Ph:	983-345199	St:	LA	City Ctr:	USA	Reg Ctr:	NA										
Dir. Of-Sub Ctr:	06418*	Name:	BILL HOOD FORD INC	Ph:	983-345199	St:	LA	City Ctr:	USA	Reg Ctr:	NA										
Claim Comments:	CABLE ADJ TRANS SHFTY CABLE																				
ILNLM81W2NY	CVB	CM	CPC	CMR	CB	BA	CDE	QVN	19-MAR-1992	04-APR-1992	35478	USA	15	7983	83025	FIVY	14528	B	ABS	01	9504
AWG Claim Key:	1282125	The Code:	2	Labor Hrs:	3	Labor Cost:	11.5	Material Cost:	38.53	Total Cost:	44.65										
Dir. Of-Sub Ctr:	06418*	Name:	BILL HOOD FORD INC	Ph:	983-345199	St:	LA	City Ctr:	USA	Reg Ctr:	NA										
Claim Comments:	CK POWER SEAT CONTROL NOT WORKING																				
Dir. Of-Sub Ctr:	06418*	Name:	BILL HOOD FORD INC	Ph:	983-345199	St:	LA	City Ctr:	USA	Reg Ctr:	NA										
Claim Comments:	SEAT, BUNDLED REAR LF DOOR BZZER																				
ILNLM81W2NY	CVB	CM	CPC	CMR	CB	BA	CDE	QVN	19-MAR-1992	04-APR-1992	35478	USA	15	7983	01129	BOVY	14529	A	ABS	46	9504
AWG Claim Key:	1282128	The Code:	4	Labor Hrs:	16.26	Labor Cost:	11.92	Material Cost:	28.18	Total Cost:	38.10										
Dir. Of-Sub Ctr:	06418*	Name:	BILL HOOD FORD INC	Ph:	983-345199	St:	LA	City Ctr:	USA	Reg Ctr:	NA										
Claim Comments:	CK POWER DOOR LOCKS NOT WORKING																				
Dir. Of-Sub Ctr:	06418*	Name:	BILL HOOD FORD INC	Ph:	983-345199	St:	LA	City Ctr:	USA	Reg Ctr:	NA										
Claim Comments:	SWITCH REAR LF DOOR LOCK SWITCH																				
ILNLM81W2NY	CVB	CM	CPC	CMR	CB	BA	CDE	QVN	19-MAR-1992	04-APR-1992	35478	USA	15	606	WAMANA *	23843		L15	X2	8384	
AWG Claim Key:	1282133	The Code:	4	Labor Hrs:	24.4	Labor Cost:	0	Material Cost:	24.4	Total Cost:	24.4										
Dir. Of-Sub Ctr:	86418*	Name:	BILL HOOD FORD INC	Ph:	983-345199	St:	LA	City Ctr:	USA	Reg Ctr:	NA										
Claim Comments:	CK MOBE DRIVERS REAR DOOR WASH SHUT																				
Dir. Of-Sub Ctr:	86418*	Name:	BILL HOOD FORD INC	Ph:	983-345199	St:	LA	City Ctr:	USA	Reg Ctr:	NA										
Claim Comments:	REAR CABLE LOCK REAR LF DOOR PANEL & SECURE LOCK BODY																				
ILNLM81W2NY	CVB	CM	CPC	CMR	CB	BA	CDE	QVN	19-MAR-1992	04-APR-1992	35478	USA	30	6468	04883 *	783292 *		F38	88	10487	
AWG Claim Key:	1282134	The Code:	2.6	Labor Hrs:	185.72	Labor Cost:	66.95	Material Cost:	172.67	Total Cost:	239.62										
Dir. Of-Sub Ctr:	06418*	Name:	BILL HOOD FORD INC	Ph:	983-345199	St:	LA	City Ctr:	USA	Reg Ctr:	NA										
Claim Comments:	PAINT SPOTTED ON ROOF PANEL																				
Dir. Of-Sub Ctr:	06418*	Name:	BILL HOOD FORD INC	Ph:	983-345199	St:	LA	City Ctr:	USA	Reg Ctr:	NA										
Claim Comments:	PAINT MOTTLED REFINISHED																				
ILNLM81W2NY	CVB	CM	CPC	CMR	CB	BA	CDE	QVN	19-MAR-1992	04-APR-1992	35478	USA	30	6468	04883 *	783292 *		F38	88	10487	
AWG Claim Key:	1282133	The Code:	3	Labor Hrs:	211.58	Labor Cost:	57.49	Material Cost:	178.47	Total Cost:	235.96										
Dir. Of-Sub Ctr:	06418*	Name:	BILL HOOD FORD INC	Ph:	983-345199	St:	LA	City Ctr:	USA	Reg Ctr:	NA										
Claim Comments:	PAINT SPOTTED ON ROOF																				
Dir. Of-Sub Ctr:	06418*	Name:	BILL HOOD FORD INC	Ph:	983-345199	St:	LA	City Ctr:	USA	Reg Ctr:	NA										
Claim Comments:	PAINT MOTTLED REFINISHED																				
ILNLM81W2NY	CVB	CM	CPC	CMR	CB	BA	CDE	QVN	19-MAR-1992	04-APR-1992	35478	USA	31	7912	011487	897Y	5402838	A	B13	43	10793
AWG Claim Key:	1282133	The Code:	3	Labor Hrs:	14.31	Labor Cost:	122.89	Material Cost:	195.24	Total Cost:	318.13										
Dir. Of-Sub Ctr:	86418*	Name:	SUPRECOR FORD INC	Ph:	225-6942611	St:	LA	City Ctr:	USA	Reg Ctr:	NA										
Claim Comments:	TRUNK NOT CLOSING																				
ILNLM81W2NY	CVB	CM	CPC	CMR	CB	BA	CDE	QVN	19-MAR-1992	04-APR-1992	35478	USA	21	6114	*	218461	*	809	01	80793	
AWG Claim Key:	1282134	The Code:	4	Labor Hrs:	21.61	Labor Cost:	0	Material Cost:	21.61	Total Cost:	21.61										
Dir. Of-Sub Ctr:	86418*	Name:	SUPRECOR FORD INC	Ph:	225-6942611	St:	LA	City Ctr:	USA	Reg Ctr:	NA										
Claim Comments:	CK BATTERY DRIVERS SIDE DOOR																				
ILNLM81W2NY	CVB	CM	CPC	CMR	CB	BA	CDE	QVN	19-MAR-1992	04-APR-1992	35478	USA	47	5940	08092	FIVY	25128	A	H06	41	15364

E982-025-A 14613

Claims List Report

AWIS Claim Key:	1241525	Tax Code:	824	Labor Hrs:	3	Labor Cost:	1324	Material Cost:	221.44	Total Cost:	443.47						
Dir. Cl-Sub Cd:	8243*	Name:	SUPERIOR FORD INC	Pls:	225-650611	St LA:	City Cd:	USA	Reg Cd:	NA	Repr. Dtd:	01-298-1998	Doc #0394288J				
Cost Comments:	PULLS RIGHT WHEN BRAKING ALSO CLINKING NOISE IN RIGHT FRONT END.																
Tech Comments:	PERFORMED TBS 12-31-2 AND REPLACED BRAKE SHOCK. CONCERN CORRECTED.																
ILNLM81WXY	CVN	CM	CP	CS	CR	CA	CE	CVN	11-MAR-1993 01-APR-1992	234788	USA	29	*	*	*	*	112995
AWIS Claim Key:	1241525	Tax Code:	8243	Labor Hrs:	3	Labor Cost:	28.39	Material Cost:	18.78	Total Cost:	44.83						
Dir. Cl-Sub Cd:	8243*	Name:	SUPERIOR FORD INC	Pls:	225-650611	St LA:	City Cd:	USA	Reg Cd:	NA	Repr. Dtd:	14-712-1999	Doc #060527A				
Cost Comments:	112995 RECALL 99113 & REPLACE CRUISE DEACTIVATION SWITCH																
Tech Comments:	112995 RECALL 99113 & REPLACE CRUISE DEACTIVATION SWITCH																

Any comments?

1992-025-A 14814

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 12302123

Vehicle Information

Model Year: 1992

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: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXNY

Claim Information

Document Number: 017783

Repair Date: 06-MAY-1992

Distance: 519

TIS: 2

Dealer Information

Dealer Name BUDGET RAC - LIHUE

Dealer Code: 46115 - *

Address: LIHUE AIRPORT

City: LIHUE

State: HI Zip Code: 96766

Country: USA Region Code: NA

Phone: (*)-*

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 64

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 31.39

Total Cost Gross: 95.39

Cust. Concern Code: B05 - BODY PANELS HARD TO OPEN

Condition Code: 41 - STICKS/BINDS/GRABS

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
21812A	LATCH-FRONT DOOR REPLACE	0
13713A	SWITCH-COURTESY/DOME LAMP-ON DOOR PILLAR REPLACE	0
23942B	TRIM PANEL-FRONT DOOR REMOVE AND INSTALL	0

Causal Flag	Full Part Number	Part Description	Part CPSC	Quantity	Extended Amount
Y	FOVY 5421812 A	LATCH,FRT,DR R	011404	1	0
N	E8DZ 13713 A	SWITCH ASY COURTESY	170503	1	0

ANALYTICAL WARRANTY SYSTEM**Claim Detail Report**

Notes: All Costs are in US Dollars

Model Year = 1992; Claim Key = 12302124

Vehicle Information

Model Year: 1992

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: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXNY

Claim Information

Document Number: 099495

Repair Date: 18-AUG-1992

Distance: 6825

TIS: 5

Dealer Information

Dealer Name BUDGET RAC - LIHUE

Dealer Code: 46115 - *

Address: LIHUE AIRPORT

City: LIHUE

State: HI Zip Code: 96766

Country: USA Region Code: NA

Phone: (*)-*

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 7.68

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 7.68

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

Condition Code: 12 - IMPROPER ASSEMBLY

Technician Comment: REROUTED AND SEC AWAY

Customer Comment: AC HOSE RUB EACH OTHER

Labor Op Code Labor Op Description Labor Op Cost

M

0

Causal Flag	Full Part	Part Number	Description	Part CPSC	Extended Quantity	Amount
Y	*	19972	* LINE COMP TO COND	120305	0	0

Any comments?

ANALYTICAL WARRANTY SYSTEM**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 12302125**Vehicle Information**

Model Year: 1992

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: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXNY

Claim Information

Document Number: 100386

Repair Date: 19-AUG-1992

Distance: 6990

TIS: 5

Dealer Information

Dealer Name BUDGET RAC - LIHUE

Dealer Code: 46115 - *

Address: LIHUE AIRPORT

City: LIHUE

State: HI Zip Code: 96766

Country: USA Region Code: NA

Phone: (*)-*

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 11.52

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 9.01

Total Cost Gross: 20.53

Cust. Concern Code: B19 - OTHER BODY PANEL TROUBLES (NOT INCLUDING TRIM)

Condition Code: 01 - BROKEN/CRACKED

Technician Comment:

Customer Comment:

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
16612A	HOOD ASSEMBLY / FRONT END ASSEMBLY ALIGN	0

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Part Extended Amount</u>
Y	* 16612	* HOOD	010205	0	0
N	FOVY 8213	B ORN ASSY	010802	1	0

Any comments?

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 12302128

Vehicle Information

Model Year: 1992

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: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXNY

Claim Information

Document Number: 315142

Repair Date: 18-JAN-1993

Distance: 10980

TIS: 10

Dealer Information

Dealer Name: BILL HOOD FORD INC

Dealer Code: 06418 - *

Address: 1500 HIGHWAY 51 NORTH

City: HAMMOND

State: LA Zip Code: 70401

Country: USA Region Code: NA

Phone: (985)159-1590

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 11.7

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 11.7

Cust. Concern Code: R06 - WATER LEAK AROUND TRUNK/HATCHBK/LIFTGT/RR CARGO DR

Condition Code: 12 - IMPROPER ASSEMBLY

Technician Comment: ADJUST TRUNK LATCH DOWN

Customer Comment: CK WATER LEAK IN TRUNK

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
40110A	DECK LID-LIFTGATE OR TAILGATE ALIGN	0

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Part Extended Amount</u>
Y	* 40110 *	DOOR ASY-LUGGAGE NANANA	0	0	0

Any comments?

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 12302127

Vehicle Information

Model Year: 1992
 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]

Claim Information

Document Number: 315142
 Repair Date: 18-JAN-1993
 Distance: 10980
 TIS: 10

Warranty Start Date: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXN

Dealer Information

Dealer Name: BILL HOOD FORD INC
 Dealer Code: 06418 - *
 Address: 1500 HIGHWAY 51 NORTH
 City: HAMMOND
 State: LA Zip Code: 70401
 Country: USA Region Code: NA
 Phone: (985)159-1590

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 78
 Misc. Expense Amount: 0
 Part Markup Amount:
 Material Cost: 25.58
 Total Cost Gross: 103.58

Cust. Concern Code: B69 - OTHER BUMPER TROUBLES

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

Technician Comment: REFINISH

Customer Comment: CK PAINT PEELING REAR BUMPER COVER

Labor Op Code Labor Op Description Labor Op Cost

P47P REAR BUMPER 0

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	* 17K835 *	REAR BUMPER FASCIA	011902	0	0
N	* MAT *		011902	.4	0
N	* MAT *		011902	.2	0
N	* MAT *		011902	1	0

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 12302126

Vehicle Information

Model Year: 1992

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: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXNY

Claim Information

Document Number: 315142

Repair Date: 18-JAN-1993

Distance: 10980

TIS: 10

Dealer Information

Dealer Name BILL HOOD FORD INC

Dealer Code: 06418 - *

Address: 1500 HIGHWAY 51 NORTH

City: HAMMOND

State: LA Zip Code:70401

Country: USA Region Code: NA

Phone: (985)159-1590

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 109.2

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 31.18

Total Cost Gross: 140.38

Cust. Concern Code: F41 - BUMPER PEELED PAINT

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

Technician Comment: REFINISH

Customer Comment: CK PAINT PEELING FRT BUMPER COVER

Labor Op Code	Labor Op Description	Labor Op Cost
P101P	BASIC PAINT OPERATION - ONE COLOR	0
P46P	FRONT BUMPER	0

Causal Flag	Part Number	Part Description	Part CPSC	Extended Quantity	Extended Amount
Y	* 17D957 *	FRT BUMPER COVER ASY	011901	0	0
N	* MAT *		011901	.5	0
N	* MAT *		011901	.3	0
N	* MAT *		011901	1	0

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 12302129

Vehicle Information

Model Year: 1992

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

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

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

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

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

Warranty Start Date: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXN5

Claim Information

Document Number: 010979

Repair Date: 19-JAN-1993

Distance: 8481

TIS: 10

Dealer Information

Dealer Name BILL HOOD FORD INC

Dealer Code: 06418 - *

Address: 1500 HIGHWAY 51 NORTH

City: HAMMOND

State: LA Zip Code: 70401

Country: USA Region Code: NA

Phone: (985)159-1590

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 11.7

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 11.7

Cust. Concern Code: P59 - OTHER AUTOMATIC TRANSMISSION TROUBLES

Condition Code: 07 - IMPROPERLY ADJUSTED/FITS POORLY

Technician Comment: CABLE ADJ TRANS SHIFT CABLE

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
7326C	AUTOMATIC TRANSMISSION MANUAL LINKAGE OR SHIFT CA ADJUST	0

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	* 7326 *	ROD-TRANS GEAR SHIFT 070501	0	0	0

Any comments?

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 12302131

Vehicle Information

Model Year: 1992

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: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXNY

Claim Information

Document Number: 015340

Repair Date: 01-JUN-1993

Distance: 9504

TIS: 15

Dealer Information

Dealer Name BILL HOOD FORD INC

Dealer Code: 06418 - *

Address: 1500 HIGHWAY 51 NORTE

City: HAMMOND

State: LA Zip Code: 70401

Country: USA Region Code: NA

Phone: (985)159-1590

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 8.13

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 36.52

Total Cost Gross: 44.65

Cust. Concern Code: A85 - OTHER ELECTRICAL ACCESSORY TROUBLES

Condition Code: 01 - BROKEN/CRACKED

Technician Comment: BEZEL BROKEN REP LF DOOR BEZEL

Customer Comment: CK POWER SEAT CONTROL NOT WORKING

Labor Op Code	Labor Op Description	Labor Op Cost
999A	ADDITIONAL MISC. REPAIRS	0

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	F1VY 14528 B	HOUSING-WINDOW REG S	010505	1	0

Any comments?

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 12302130

Vehicle Information

Model Year: 1992

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: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXNY

Claim Information

Document Number: 015340

Repair Date: 01-JUN-1993

Distance: 9504

TIS: 15

Dealer Information

Dealer Name BILL HOOD FORD INC

Dealer Code: 06418 - *

Address: 1500 HIGHWAY 51 NORTH

City: HAMMOND

State: LA Zip Code: 70401

Country: USA Region Code: NA

Phone: (985)159-1590

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 16.26

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 11.92

Total Cost Gross: 28.18

Cust. Concern Code: A85 - OTHER ELECTRICAL ACCESSORY TROUBLES

Condition Code: 46 - BURNED OUT

Technician Comment: SWITCH REP LF DOOR LOCK SWITCH

Customer Comment: CK POWER DOOR LOCKS NOT WORKING

Labor Op Code	Labor Op Description	Labor Op Cost
14028A	SWITCH ASSEMBLY-POWER DOOR LOCK REPLACE	0

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	EOVY 14529 A	SWITCH ASY-WINDOW RE	011109	1	0

Any comments?

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 12302132

Vehicle Information

Model Year: 1992

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: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXN

Claim Information

Document Number: 015341

Repair Date: 01-JUN-1993

Distance: 9504

TIS: 15

Dealer Information

Dealer Name: BILL HOOD FORD INC

Dealer Code: 06418 - *

Address: 1500 HIGHWAY 51 NORTH

City: HAMMOND

State: LA Zip Code: 70401

Country: USA Region Code: NA

Phone: (985)159-1590

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 24.4

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 24.4

Cust. Concern Code: L15 - OTHER LOCK/MECHANISM TROUBLES

Condition Code: X2 - CONNECTION POOR/NOT MADE

Technician Comment: ROD CAME LOOSE R&RLF DOOR PANEL & SECURE LOCK ROD

Customer Comment: CK NOISE DRIVERS SIDE DOOR WHEN SHUT

Labor Op Code	Labor Op Description	Labor Op Cost
27406B	TRIM PANEL-REAR DOOR REMOVE AND INSTALL	0
27406B1	CORRECTION OF SQUEAKS & RATTLES OR PERFORM MINOR ADJUST	0

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	* 23943 *	PNL ASY-FT DR TRIM NANANA	0	0	0

Any comments?

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 12302134

Vehicle Information

Model Year: 1992

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: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXNY [REDACTED]

Claim Information

Document Number: 021964

Repair Date: 08-NOV-1993

Distance: 10667

TIS: 20

Dealer Information

Dealer Name BILL HOOD FORD INC

Dealer Code: 06418 - *

Address: 1500 HIGHWAY 51 NORTH

City: HAMMOND

State: LA Zip Code: 70401

Country: USA Region Code: NA

Phone: (985)159-1590

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 105.72

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 66.95

Total Cost Gross: 172.67

Cust. Concern Code: F30 - UNEVEN COLOR/COLOR DIFFERENT BETWEEN BODY PANELS

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

Technician Comment: PAINT MOTTLED REFINISHED

Customer Comment: PAINT SPOTTED ON ROOF PANEL

Labor Op Code Labor Op Description Labor Op Cost

P44P ROOF - FULL 0

Causal Flag	Full Part	Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	*	7050202	* PANEL ASY-ROOF	010103	0	0
N	*	MAT	*	010103	1	0

Any comments?

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 12302133

Vehicle Information

Model Year: 1992

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: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXN5

Claim Information

Document Number: 021964

Repair Date: 08-NOV-1993

Distance: 10667

TIS: 20

Dealer Information

Dealer Name BILL HOOD FORD INC

Dealer Code: 06418 - *

Address: 1500 HIGHWAY 51 NORTH

City: HAMMOND

State: LA Zip Code: 70401

Country: USA Region Code: NA

Phone: (985)159-1590

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 121.98

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 57.49

Total Cost Gross: 179.47

Cust. Concern Code: F30 - UNEVEN COLOR/COLOR DIFFERENT BETWEEN BODY PANELS

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

Technician Comment: PAINT MOTTLED REFINISHED

Customer Comment: PAINT SPOTTED ON HOOD

Labor Op Code	Labor Op Description	Labor Op Cost
P8P	HOOD	0
P101P	BASIC PAINT OPERATION - ONE COLOR	0

Causal Flag	Full Part Number	Part Description	Part CPSC	Part Quantity	Part Extended Amount
Y	* 16612	* HOOD	010205	0	0
N	* MAT	*	010205	1	0

Any comments?

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 12302135

Vehicle Information

Model Year: 1992

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: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXNY

Claim Information

Document Number: 018724

Repair Date: 06-DEC-1993

Distance: 10795

TIS: 21

Dealer Information

Dealer Name SUPERIOR FORD INC

Dealer Code: 06543 - *

Address: 4303 HWY 19

City: ZACHARY

State: LA Zip Code: 70791

Country: USA Region Code: NA

Phone: (225)261-2611

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 14.31

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 122.03

Total Cost Gross: 136.34

Cust. Concern Code: B15 - BODY PANEL HARD TO CLOSE

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment:

Customer Comment: TRUNK NOT CLOSING

Labor Op. Code	Labor Op. Description	Labor Op. Cost
43238A	ACTUATOR-LUGGAGE COMPARTMENT DOOR LOCK REPLACE	0

Causal Flag	Full Part Number	Part Description	Part CPSC	Quantity	Extended Amount
Y	E90Y 54432A38 A	ACTUATOR-D/L PWR LOK 011407	1	1	0

Any comments?

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 12302136

Vehicle Information

Model Year: 1992

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: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXNY

Claim Information

Document Number: 018724

Repair Date: 06-DEC-1993

Distance: 10795

TIS: 21

Dealer Information

Dealer Name SUPERIOR FORD INC

Dealer Code: 06543 - *

Address: 4303 HWY 19

City: ZACHARY

State: LA Zip Code: 70791

Country: USA Region Code: NA

Phone: (225)261-2611

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 28.62

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 28.62

Cust. Concern Code: B09 - BODY PANEL/HINGE SQUEAK/RATTLE

Condition Code: 01 - BROKEN/CRACKED

Technician Comment:

Customer Comment: CK RATTLE IN DRIVERS SIDE DOOR

Labor Op Code	Labor Op Description	Labor Op Cost
21842A	ACTUATOR - FRONT DOOR ELECTRIC LATCH REPLACE	0

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	* 218A42 *	ACTUATOR FRT DR LATC *	0	0	

Any comments?

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 32453295

Vehicle Information

Model Year: 1992

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: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXNY

Claim Information

Document Number: 03942401

Repair Date: 01-FEB-1996

Distance: 15364

TIS: 47

Dealer Information

Dealer Name: SUPERIOR FORD INC

Dealer Code: 06543 - *

Address: 4303 HWY 19

City: ZACHARY

State: LA Zip Code: 70791

Country: USA Region Code: NA

Phone: (225)261-2611

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 152.4

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 225.44

Total Cost Gross: 445.47

Cust. Concern Code: H06 - VEHICLE PULLS LEFT WHILE BRAKING

Condition Code: 41 - STICKS/BINDS/GRABS

Technician Comment: PERFORMED TSB 95-21-2 AND REPLACED BRAKE SHOES.
CONCERN CORRECTED.Customer Comment: PULLS RIGHT WHEN BRAKING ALSO CLUNKING NOISE IN RIGHT
FRONT END.

Labor Op Code	Labor Op Description	Labor Op Cost
2001AF	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC REMOVE AND INSTALL OR REPLACE	45.72
2001A25T	DISC BRAKE ROTOR FRONT MACHINE ON VEHICLE MACHINE	60.96
2001A10FT	CALIPER ASSEMBLY - DISC BRAKE REPLACE	20.32
2078AFT	HOSE - BRAKE REPLACE	25.4

<u>Flag</u>	<u>PREF</u>	<u>BASE</u>	<u>SUFF</u>	<u>Description</u>	<u>CPSC</u>	<u>Quantity</u>	<u>Extended Amount</u>
N	C6AZ	19542	BA	BRAKE FLUID	190103	1	4.63
N	E1FZ	2B321	D	INSULATOR-FRT BRAKE	060302	1	17.92
N	F1AZ	2078	A	HOSE ASY-BRAKE	060603	1	12.63
N	F1AZ	2078	B	HOSE ASY-BRAKE	060603	1	12.63
Y	F1VY	2B120	A	CALIPER ASY FRONT BR	060302	1	55.13
N	F1VY	2B121	A	CALIPER ASY FRONT BR	060302	1	55.13
N	F4AZ	2001	A	KIT-BRAKE SHOE LININ	060302	1	63.42
N	F4AZ	2B296	A	FIN-FRT DISC BRK CAL	060302	1	3.95

Any comments?

ANALYTICAL WARRANTY SYSTEM**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1992; Claim Key = 35058975

Vehicle Information

Model Year: 1992

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: 04-APR-1992

Production Date: 19-MAR-1992

VIN: 1LNLM81WXNY

Dealer Information

Dealer Name SUPERIOR FORD INC

Dealer Code: 06543 - *

Address: 4303 HWY 19

City: ZACHARY

State: LA Zip Code: 70791

Country: USA Region Code: NA

Phone: (225)261-2611

Claim Information

Document Number: 065527A

Repair Date: 14-JUL-1999

Distance: 112395

TIS: 89

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 28.39

Misc. Expense Amount: 5.68

Part Markup Amount:

Material Cost: 10.78

Total Cost Gross: 44.85

Cust. Concern Code: * -

Condition Code: * - [N/A]

Technician Comment: 112395 RECALL 99S15 .6 REPLACE CRUISE DEACTIVATION SWITCH

Customer Comment: 99S15 CRUISE DEACTIVATION RECALL

Labor Op Code Labor Op Description Labor Op Cost

99S15B 28.39

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
N	XW7Z 9G652 AA	DEACTVATOR SWITCH SPEED CNTL	060605	1	10.78

Any comments?

==>

ENTER VIN ==> 1LNLM81WKNY [REDACTED]

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

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

CITY : BATON ROUGE

N/A YY-MM-DD 96-10-14

ST/PRV: LA CTRY:

ZIP/POSTAL CODE: [REDACTED] N/A SOURCE: P

MODEL YEAR : 92 PLANT: Y

SALE YY-MM-DD 92-04-04

BODY STYLE DESC: 4 DOOR SEDAN

PRODUCTION YY-MM-DD 92-03-19

VEHICLE DESC : 1992 TOWN CAR

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	PCSD REGION
SHIP-TO	3	88	E	351	64	CC
FACING	3	54	D	708		
RESPONSIBLE	3	22	D	408		

CA EMISSION : ENGINE TAG CODE : 2G812BA

CAMPAIGN COUNTS

NAVIS STATUS : 800 COMPANY CAR IND :

TOTAL CAMPAIGNS : 02

DSO DISTRICT : FLEET CODE :

OPEN : 00 CLOSED : 02

DSO NUMBER : FLEET STATUS :

ACTIVE: 02 HISTORY: 00

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

OGDB166

ENTER CAMPAIGN NUMBER==> 96L12 VIN==> 1LNLM81WKNY TYPE OF SEARCH: A
 MODEL YEAR: 92 DEFECT: PASS AIR BAG BODY STYLE: 4 DOOR SEDAN
 NEW STATUS CODE: _ CAMP DIV : 6
 REPAIR INFORMATION: TYPE CODE: _ SUPP CODE :
 REPAIR DATE: _____ DEALER P/A: _____ KIT CODE : CH
 MICRO REF: _____ CLAIM NUM: _____ OASIS DATE :
 DELETE REASON: _____ VENDOR N/A INFORMATION:
 RESP DEALER INFORMATION: NEW: _ _ _ IND: MATCH CODE: 1
 CURRENT: 3 22 408 ASSIGNED: 99-05-06 SOURCE: PK EXTRACT DATE: 99-05-06
 ***** 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					OL
M	RELEASED FOR MAILING	97-03-05							
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

CSCN130
==>

NOTIFICATION RECIPIENT HISTORY

09/28/01 16:57:36

ENTER CAMPAIGN MBR ==> 95L12 VIN ==> 1LNLM81WXNY [REDACTED]

DEFECT : PASS AIR BAG BODY STYLE DESC: 4 DOOR SEDAN

RESP DEALER : 322408 BEGINNING MAILED DATE: 97-03-13 YY-MM-DD

RELEASE DESC : NI PART KIT CODE ENDING MAILED DATE : 97-03-18 YY-MM-DD

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

LAST NAME : [REDACTED] INITIALS: DM

STREET ADDR1 : [REDACTED]

ADDR2 : ST/PRV: LA

CITY : BATON ROUGE CTRY:

ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: P N-A EFF DATE: 96-10-14 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 : N-A SOURCE: N-A EFF DATE: YY-MM-DD

ZIP/POSTAL CODE: F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140

1048-LAST PAGE OGDB166

ENTER CAMPAIGN NUMBER==> 99S15 VIN==> 1LNLM81WXY TYPE OF SEARCH: A
 MODEL YEAR: 92 DEFECT: SPD CNTRL DE BODY STYLE: 4 DOOR SEDAN
 NEW STATUS CODE: CAMP DIV : 6
 REPAIR INFORMATION: TYPE CODE: :
 REPAIR DATE: DEALER P/A: :
 MICRO REF: CLAIM NUM: :
 DELETE REASON: OASIS DATE : 99-04-30
 RESP DEALER INFORMATION: NEW: :
 CURRENT: 3 22 408 ASSIGNED: 99-05-06 SOURCE: PX IND: MATCH CODE: 1
 EXTRACT DATE: 99-05-06
 ***** STATUS INFORMATION: ***** ***** REPAIR INFORMATION: *****

CODE	DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
C	COMPLETE	99-07-23	B	99-07-14	06543	065527	AX9GH9G		AC
M	RELEASED FOR MAILING	99-06-25							
M	RELEASED FOR MAILING	99-05-18							
H	AWAITING MAILING	99-04-29							

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

CGDB166

CSCN130
=>

NOTIFICATION RECIPIENT HISTORY

09/28/01 16:57:52

ENTER CAMPAIGN NBR ==> 99815 VIN ==> 1LNLM81WXNY [REDACTED]
DEFECT : SPD CNTRL DE BODY STYLE DESC: 4 DOOR SEDAN
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 : [REDACTED] INITIALS: DM
STREET ADDR1 : [REDACTED]
ADDR2 : ST/PRV: LA
CITY : BATON ROUGE CTRY:
ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: P N-A EFF DATE: 96-10-14 YY-MM-DD

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: DM
STREET ADDR1 : [REDACTED]
ADDR2 : ST/PRV: LA
CITY : BATON ROUGE CTRY:
ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: P N-A EFF DATE: 96-10-14 YY-MM-DD
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140
I048-LAST PAGE OGDB166



[Yahoo! - Yellow Pages - Help](#)
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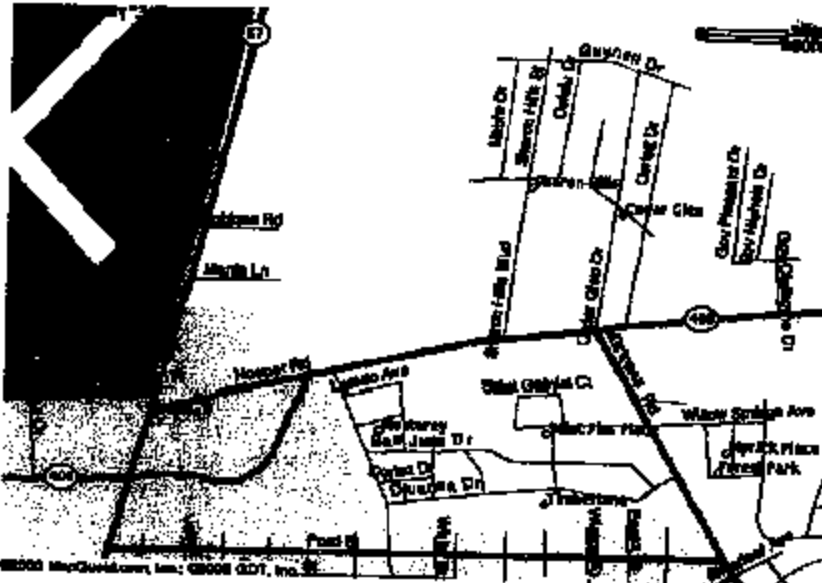
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ENR2-02D-R 14037

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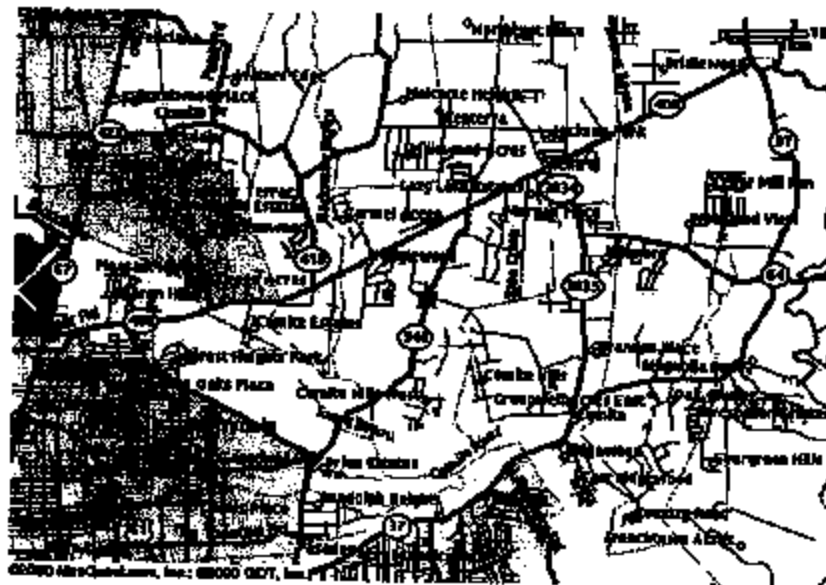
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ENR2-025-R 14036

TECH DATA

1982-828-A 14839

**SAFETY RECALL
99S15****Certain 1992 and 1993 Crown Victoria, Grand Marquis,
and Lincoln Town Cars with Speed Control - Speed
Control Deactivation Switch****Service Recall Bulletin**

May, 1999

To:
All Ford and Lincoln Mercury Dealers**Subject:**
Safety Recall 99S15 Including Supplement # 1: Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control - Speed Control Deactivation Switch**AFFECTED VEHICLES**

Certain 1992 and 1993 Crown Victoria and Grand Marquis with Speed Control built at the St. Thomas assembly plant from February 5, 1992 through November 30, 1992. Also, certain 1992 and 1993 Town Cars built at the Wixom Assembly plant from November 4, 1991 through November 30, 1992.

REASON FOR RECALL

Some Speed Control Deactivation Switches on the affected vehicles may develop a resistive short in the electrical circuit that may potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short may disable the speed control system or cause a fuse to open.

SERVICE ACTION

Repair parts will not be available until mid-June, 1999. Until parts are available, the interim repair described in Attachment III should be used. When parts are available the permanent repair must be completed to close this recall.

Interim Repair: This repair should be performed immediately to eliminate the possibility of a fire. This interim repair involves disconnecting the electrical connector from the Speed Control Deactivation Switch, taping the connector end to protect it from contamination and securing the connector with a tie-strap. The speed control system will be inoperative until the permanent repair is performed.

Permanent Repair: The parts for this repair are expected to become available the middle of June, 1999. This repair will involve the replacement of the Speed Control Deactivation Switch with a new switch. In addition, the switch hard-shell connector will be replaced to eliminate the possibility of undetected heat damage to the connector.

QUESTIONS?

Claims Information 1-800-423-8851
Other Recall Questions 1-800-325-5621

Attachments**Attachment I**

- Administrative Information

Attachment II

- Labor Allowances
- Parts Ordering Information
- Disposition of Removed Parts

Attachment III

- Technical Information

Sincerely,



A. R. O'Neill
Director
Vehicle Service and Programs

ATTACHMENT I
Safety Recall 99S15

**Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with
Speed Control - Speed Control Deactivation Switch**

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

Please note that the Interim Repair will not remove the VIN from OASIS.

PLEASE NOTE

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

PROMPTLY CORRECT

Promptly correct affected vehicles on the enclosed list and other eligible vehicles which are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted
- does not make a service date

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE.
- Refer to ACESII Manual for claims preparation and submission information.
- After performing the Permanent Repair, the replaced parts must be returned to the Warranty Parts Return Center for inspection (See Attachment II page 2). FCS 700 tags will be sent as soon as the claim for the Permanent Repair is submitted.

OWNER REFUNDS

Ford Motor will only refund for owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII Manual for Refund information.

ATTACHMENT II
Safety Recall 99S15

Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control - Speed Control Deactivation Switch

LABOR ALLOWANCES

Inspection

Operation Description	Labor Allowances	Labor Operation
Inspection Only (Vehicle has vacuum operated speed control system)	0.2 Hour	99S15A

Interim Repair

Operation Description	Labor Allowances	Labor Operation
Remove, Tape and Secure the Speed Control Deactivation Switch *	0.3 Hour	99S15E*
Administrative Allowance	0.1 Hour	Misc. Expense Code "ADMIN"

Permanent Repair

Operation Description	Labor Allowances	Labor Operation
Replace Speed Control Deactivation Switch and Hard-shell Connector	0.5 Hour	99S15B
Administrative Allowance	0.1 Hour	Misc. Expense Code "ADMIN"

PARTS REQUIREMENTS

Parts Ordering Information

Parts will not be direct shipped for this recall. Order your parts requirement through normal order processing channels as noted below:

Stock Orders	Effective Immediately	Normal order process
Interim Orders	Effective Immediately	Normal order process
Emergency Orders	after July 1, 1999	Normal order process
Emergency Orders	before July 1, 1999	Call 1-800-325-5621

Part Number	Description	Quantity
XW7Z-9G652-AA	Speed Control Deactivation Switch Kit	1

DEALER PRICE

For latest prices, check or call your:

- DOES II
- Updated Price Book

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

DISPOSITION OF REMOVED PARTS

Parts Return Requested (after completion of Permanent Repair):

We are requesting that the removed parts be returned to Ford Motor Company:

- Speed Control Deactivation Switch.
- Switch Hardshell Connector.

Packaging and Shipping:

- Speed Control Deactivation Switch
 - Do not drain the brake fluid from inside the Speed Control Deactivation Switch.
 - Use the plastic cap from the new switch to trap and seal as much oil inside the switch as possible.
- Switch Hardshell Connector
 - Connect the hardshell connector to the Speed Control Deactivation Switch.
 - Attach the FCS 700 tag to the part.
 - Place the part in a plastic bag and secure with twist-tie.
- Shipping Instructions
 - Follow direction on FCS 700 tag.
 - See Section 3 of the ACES II manual for more details.

ATTACHMENT III
Safety Recall 99S15

INTERIM REPAIR

DISABLE SPEED CONTROL DEACTIVATION SWITCH

SERVICE PROCEDURES

1. Inspect the vehicle for the type of speed control servo installed.
 - If the vehicle is equipped with a (round) vacuum operated-type servo, no further action is required. Release the vehicle to the owner.
 - If the vehicle is equipped with a (square) electronic-type servo, proceed to Step 2.
2. Disconnect the electrical connector from the speed control deactivation switch. See Figure 1.

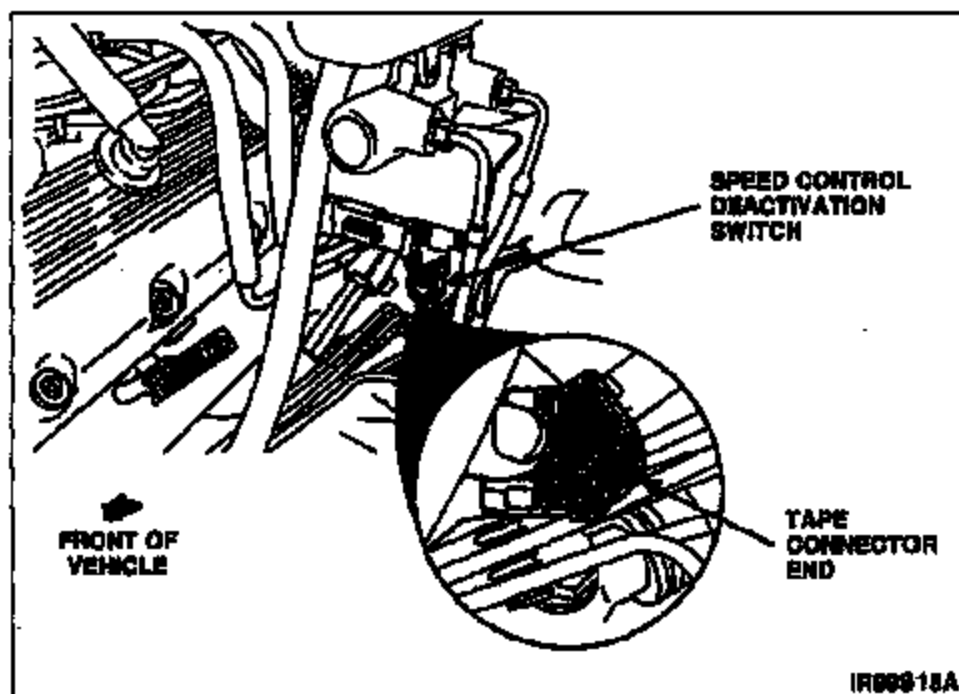


Figure 1

3. Tape the end of the connector to prevent contamination from entering the end of the connector.
4. Tie strap the connector to the wiring harness located on the left splash shield.

PERMANENT REPAIR

SPEED CONTROL DEACTIVATION SWITCH AND CONNECTOR REPLACEMENT

AFFECTED VEHICLES:

CERTAIN 1992 AND 1993 CROWN VICTORIA, GRAND MARQUIS AND TOWN CAR WITH SPEED CONTROL

OVERVIEW

This repair involves replacement of the speed control deactivation switch and the hard shell of the switch electrical connector. The connector terminals will be removed from the old connector hard shell and inserted into the new connector hard shell.

PROCEDURE

1. Inspect the vehicle for the type of speed control servo installed.
 - If the vehicle is equipped with a (round) vacuum operated-type servo, no further action is required. Release the vehicle to the owner.
 - If the vehicle is equipped with a (square) electronic-type servo, proceed to Step 2.
2. Install a memory saver and disconnect the negative battery terminal.
3. Disconnect the electrical connector from the speed control deactivation switch. See Figure 2.

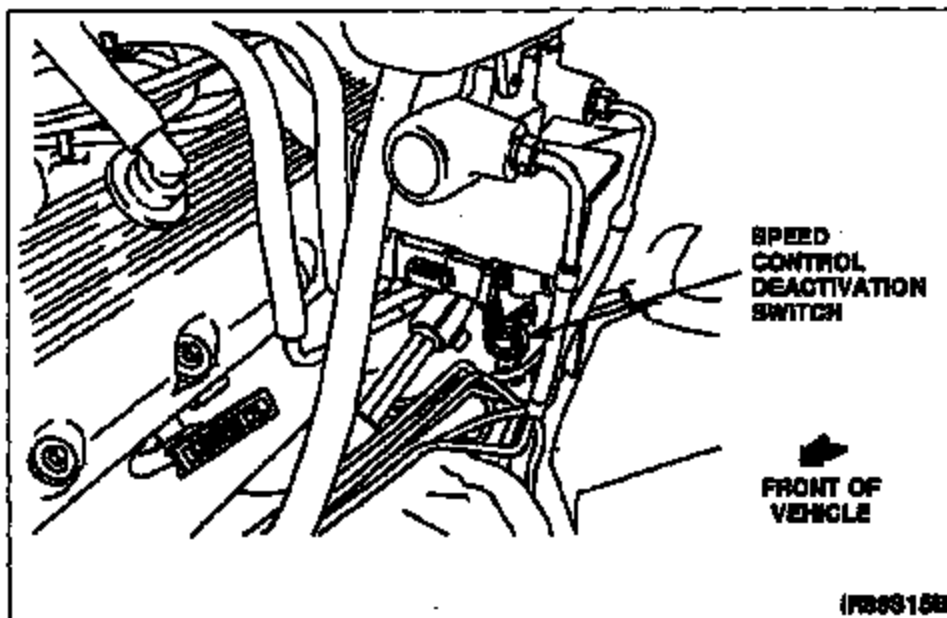


Figure 2

4. Remove the locking wedge from the end of the connector. Then, disengage the locking tab and remove the wire terminals from the connector. See Figure 3.

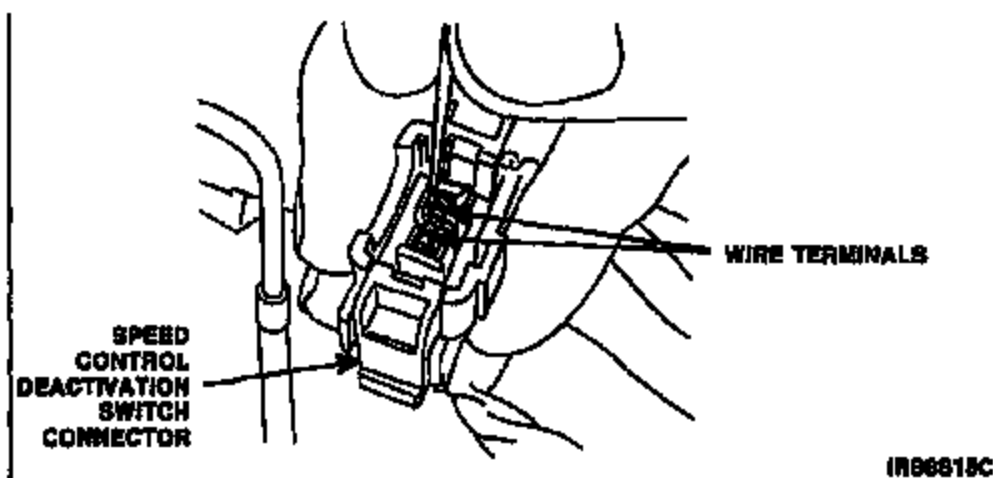


Figure 3

6. Obtain the new connector from the kit. Insert both wire terminal ends through the connector seal and into the connector hard shell. (The wire terminal ends may be installed into either of the connector cavities).
6. Check the connector to make sure the locking tabs have engaged both terminal ends. Also, make sure the seal is fully seated in the back of the connector. Then, install the red locking wedge to secure the terminals in the connector.
7. Obtain the speed control deactivation switch from the parts kit.
8. Remove the old speed control deactivation switch.
9. Fill the new speed control deactivation switch with High Performance DOT 3 Brake Fluid and install the speed control deactivation switch. Tighten the switch to 18 Nm (13 lb-ft).
10. Attach the electrical connector to the speed control deactivation switch.
11. Connect the battery negative cable and remove the memory sever.
12. Raise the vehicle on a hoist.
13. Connect a clear drain tube to the RH rear bleeder screw and the other end in a container partially filled with the recommended brake fluid.
14. Have an assistant pump the brake pedal and then hold firm pressure on the brake pedal.
16. Loosen the RH rear bleeder screw until a stream of brake fluid comes out. While the assistant maintains pressure on the brake pedal, tighten the bleeder screw.
 - Repeat until clear, bubble-free fluid comes out.
 - Refill the brake master cylinder reservoir as necessary.
16. Repeat Steps 12-14 for the LH rear bleeder screw.
17. Lower the vehicle.

A.R. O'Neil
 Director
 Vehicle Service and Programs
 Ford Customer Service Division



Ford Motor Company
 P.O. Box 1904
 Dearborn, Michigan 48121

Serial Number: 12345678901234567 99S15

Mr. John Sample
 123 Main Street
 Anywhere, USA 12345

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control.

SAFETY DEFECT

Some Speed Control Deactivation Switches on the affected vehicles may develop a resistive short in the electrical circuit that may potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short may disable the speed control system or cause the brake light fuse to

open.

REPAIRS

Repair parts may not be available until mid-June, 1999. If your dealer is not able to obtain the parts needed for this recall, an Interim Repair can be performed at no charge to you. However a second visit to your dealer will be required at a later date to have the permanent repair performed. We regret this inconvenience, but your safety is our primary concern.

Interim Repair: If parts are not available, the Interim Repair should be performed immediately. This repair involves disconnecting the electrical connector from the Speed Control Deactivation Switch and protecting the connector end from contamination. The Speed Control system will be inoperative until the Permanent Repair is performed; normal vehicle operation without Speed Control is not affected.

Permanent Repair: Parts for this repair are expected to become available the middle of June, 1999. This repair will involve the replacement of the Speed Control Deactivation Switch with a new switch. In addition, the switch hard-shell connector will be replaced to eliminate the possibility of undetected heat damage to the connector.

HOW LONG WILL IT TAKE?

The time needed for either of the repairs is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time. Please call your dealer for a service date.

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 99S15.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. If available, parts would be expected to arrive within a week after ordering. If parts are not available, your dealer can perform the Interim Repair free of charge. When parts are available, your dealer will perform the Permanent Repair free of charge.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

REFUNDS

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford or Lincoln Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

CHANGED ADDRESS OR SOLD THE VEHICLE?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, P. O. Box 6248, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford or Lincoln-built vehicle.

Sincerely,



A. R. O'Neill
Director
Vehicle Service and Programs

SAFETY RECALL
99S15

CGIS Customer Side

Draft

Vehicle Line	Fiscal Year											Volume Totals
	1982	1983	1984	1985	1986	1987	1988	1989	2000	2001	2002	
Town Car	Count	30	13	4	3	3						
	Volume	81,128	118,040	117,488	111,398	83,616	108,120					
	Rate	1.1084	0.1821	0.0341	0.0389	0.0390	0.0277					
Crown Victoria/Grand Marquis	Count	28	6	3	3	3						
	Vol - CV	38,628	98,387	101,838	100,850	158,221	123,848					
	Vol - GM	69,722	88,888	102,441	101,704	163,787	140,880					
Rate	0.4088	0.0483	0.0147	0.0000	0.0148	0.0389						
Scorpio	Count	10	2	7	6	8	4	1	1	4		
	Volume	100,431	114,897	118,888	110,803	80,483	84,288	74,538	39,888	65,038	65,548	2,318
	Rate	0.0898	0.0178	0.0384	0.0543	0.0693	0.0478	0.0134	0.0184	0.0806	0.0000	0.0000
F-Series Light	Count		21	32	11	11	18	10	6	5	5	
	Volume		344,888	598,388	480,338	343,241	331,887	488,387	487,171	458,488	564,948	50,838
	Rate		0.0908	0.0580	0.0378	0.0331	0.0178	0.0218	0.0178	0.0188	0.0098	0.0000
Bronco	Count		1	1	1							
	Volume											
	Rate											
Explorer/Mountaineer	Count				10	10	10	6	3	2	7	
	Vol - Expl				278,488	448,888	448,387	487,818	377,884	383,038	91,088	223,038
	Vol - Sport										137,814	4,543
	Vol - Sport Trac										118,837	4,988
	Vol - Mount											37,878
Rate				0.0168	0.0282	0.0318	0.0183	0.0138	0.0058	0.0088	0.0037	
Ranger	Count				7	7	6	7	10	3		
	Volume				80,188	82,248	88,387	116,788	168,327	184,488	193,088	21,188
	Rate				0.0284	0.0283	0.0248	0.0318	0.0448	0.0248	0.0188	0.0000
Explorer/Navigator	Count				3	1	1	1	1			
	Vol - Exped				208,741	287,087	283,828	280,887	280,887	194,548	29,838	
	Vol - Nav											
Rate				0.0148	0.0338	0.0308	0.0138	0.0138	0.0000	0.0000		
Excursion	Count											
	Volume											
	Rate											
Taurus SHO See note	Count		40	43	22							
	Volume											
	Rate											
Mustang	Count				2	1						
	Volume				32,378	28,184	25,782	13,888	18,888	14,843		
	Rate				0.0000	0.0005	0.0000	0.1488	0.0000	0.0883		
Windstar See note	Count				37	6	2	8	5	6		
	Volume				338,801	381,884	42,877	408,738	251,784	288,388	128,030	14,302
	Rate				0.1788	0.0344	0.0488	0.0188	0.0118	0.0271	0.0000	0.0000
Capri	Count											
	Volume											
	Rate											
Volume (adj)											14,608,754	

*Search Code 7 04146 Unit Source First/Smoke Visible/Plains Under hood
CCIS coding does not allow location specific information as to the cause a fire.

Rate = Occurrence/1000

Note: 1993-1996 Taurus SHO and 1995 Windstar counts and rates are biased due to other failure modes

Information yet to be obtained:
 Volume and incident counts for F-Series Super-duty F-250 and above
 incident counts for heavy-duty F-Series (E250 and E350)
 Need volumes for Bronco, Excursion, Taurus SHO, and Capri

CCIS Customer Side

Vehicle Line	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002
Town Car	90	15	4	4	3	3					
Crown Vic/Grand Marquis	38	8	3		3	6					
Econoline	10	2	7	8	8	4	1	1	4		
F-Series Light		21	32	11	11	15	10	8	5	5	
Bronco		1	5	1							
Explorer/Mountaineer				8	10	18	10	8	3	2	1
Ranger				5	7	7	6	7	10	3	
Expedition/Navigator						3	1	6	4		
Excursion											
Taurus/Sable		40	43	83							
Mark					2		1				
Windstar				37	8	2	8	3	8		
Capri											

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

On-Air Donor/Station VOD Concerns

BY	Region	From Log	Class/Vol/ID	Grand Minutes	Revenue	P-Points	Ways	Spots	Spots/Sec	Spots	Spots/Sec	Spots	Spots/Sec	Spots	Spots/Sec	Spots	Spots/Sec	Spots	Spots/Sec
1800		Switch	10	1															
		Unpacked	20	2	1														
		Unpacked	10	2															
1800		Switch	1	1															
		Unpacked	1	1															
		Unpacked	1	1															
1800		Switch	1	1															
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2002-0215-A 1A846







BATON ROUGE FIRE DEPARTMENT INSPECTIONS
- CURRENT STATUS -

BACKGROUND

- 6/21/2001- The Automotive Consumer Services Group, Public Affairs Office, was contacted by [REDACTED] regarding four 1993MY Lincoln Town Cars that were involved in fires in the Baton Rouge area in the last four months. [REDACTED] was also planning on notifying the NHTSA about these vehicles.
- 6/22/2001- Public Affairs contacted Automotive Safety Office & Design Analysis Engineering.
 - The Baton Rouge Advocate published a newspaper story regarding these vehicles including the fact that some of them were not subject to Ford Safety Recall #99S15 (copy of news article attached).
- 6/28/2001- Design Analysis Engineering participated in inspections of 2 of the 4 vehicles with Haley Carter, the Baton Rouge Fire Department's Chief Fire Investigator.

INITIAL INSPECTIONS

- **FIRST** vehicle, inspected at the fire scene, was 1993 Town Car, VIN 1LNLM82W3PY [REDACTED] owned by [REDACTED]. Vehicle build date was 5/28/1993, approximately 7 months after the 99S15 recall population. [REDACTED] was interviewed and reported that he had recently noticed his speed control did not work, but he had not taken vehicle in for service yet. The hydraulic portion of the switch was removed from the vehicle and retained by Mr. Carter for future analysis (switch build date code is 4/14/1993). Mr. Carter has subsequently returned to the fire scene and collected all fall-down under the left side of the engine compartment of the vehicle for future analysis, too.
- **SECOND** vehicle (inspected at CoParts Salvage Yard, Greenwell Springs, La) was 1993 Town Car, VIN 1LNLM82W8P [REDACTED] owned by [REDACTED]. Vehicle build date was 10/9/1992, making this vehicle part of the 99S15 recall population.
- **THIRD** vehicle could not be located during 6/28 inspection trip. This fire incident, mentioned in the Advocate article, occurred at the [REDACTED] residence. The vehicle VIN is 1LNLM81W4PY [REDACTED] (build date 1/6/1993, 7 weeks after end of recall population) and the last known owner in Ford records is D. Mayer of New Orleans, La. Subsequent investigation by Design Analysis Engineering located the vehicle in St. Rose, La. and also discovered the State Farm personnel to contact for a possible inspection.
- The last vehicle, VIN 1LNLM81W7PY [REDACTED] (build date 7/29/1993, 8-1/2 months after end of recall population) was also not located for the 6/28 inspection and still has not been located. The last owner in Ford records is [REDACTED] Baton Rouge, La. A drive-by inspection of this address indicated that major exterior renovation/reconstruction was underway but the vehicle was no longer present.

OTHER INFORMATION

- On June 28, 2001, a 1994MY F150 with 125,000 miles, was inspected by EAA personnel in Cleveland, Mississippi. The inspector reported burn patterns similar to those seen in vehicles in the recall population. The Speed Control Deactivation switch had already been removed by Charlie Miller, a plaintiff's witness who is an acquaintance of the owner.
- Ford has been contacted by Richard Clarke, an associate of Charlie Miller's, who is also familiar with Recall #99S15. He invited Design Analysis Engineering to participate in the dis-assembly of three switches he has in his possession that came from 1994, 1995 & 1997 F-Series/B rones that had been involved in fires. One of the switches Mr. Clarke has is from the F150 inspected by EAA in Cleveland, Ms, mentioned above.

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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
 Brady J. Roper

_____ 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.

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.

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

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 bad 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.

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.

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BATON ROUGE FIRE DEPARTMENT INSPECTIONS
- CURRENT STATUS -

BACKGROUND

- 6/21/2001- The Automotive Consumer Services Group, Public Affairs Office, was contacted by [REDACTED], regarding four 1993MY Lincoln Town Cars that were involved in fires in the Baton Rouge area in the last four months. [REDACTED] was also planning on notifying the NHTSA about these vehicles.
- 6/22/2001- Public Affairs contacted Automotive Safety Office & Design Analysis Engineering.
 - The Baton Rouge Advocate published a newspaper story regarding these vehicles including the fact that some of them were not subject to Ford Safety Recall #99S15 (copy of news article attached).
- 6/28/2001- Design Analysis Engineering participated in inspections of 2 of the 4 vehicles with Haley Carter, the Baton Rouge Fire Department's Chief Fire Investigator.

INITIAL INSPECTIONS

- **FIRST** vehicle, inspected at the fire scene, was 1993 Town Car, VIN 1LNLM82W3PY [REDACTED] owned by [REDACTED]. Vehicle build date was 5/28/1993, approximately 7 months after the 99S15 recall population. [REDACTED] was interviewed and reported that he had recently noticed his speed control did not work, but he had not taken vehicle in for service yet. The hydraulic portion of the switch was removed from the vehicle and retained by Mr. Carter for future analysis (switch build date code is 4/14/1993). Mr. Carter has subsequently returned to the fire scene and collected all fall-down under the left side of the engine compartment of the vehicle for future analysis, too.
- **SECOND** vehicle (inspected at CoParts Salvage Yard, Greenwell Springs, La) was 1993 Town Car, VIN 1LNLM82W3PY [REDACTED] owned by [REDACTED]. Vehicle build date was 10/9/1992, making this vehicle part of the 99S15 recall population.
- **THIRD** vehicle could not be located during 6/28 inspection trip. This fire incident, mentioned in the Advocate article, occurred at the [REDACTED] residence. The vehicle VIN is 1LNLM81W4PY [REDACTED] (build date 1/6/1993, 7 weeks after end of recall population) and the last known owner in Ford records is D. Mayer of New Orleans, La. Subsequent investigation by Design Analysis Engineering located the vehicle in St. Rose, La. and also discovered the State Farm personnel to contact for a possible inspection.
- The last vehicle, VIN 1LNLM81W7PY [REDACTED] (build date 7/29/1993, 8-1/2 months after end of recall population) was also not located for the 6/28 inspection and still has not been located. The last owner in Ford records is [REDACTED] Jackson Ave, Baton Rouge, La. A drive-by inspection of this address indicated that major exterior renovation/reconstruction was underway but the vehicle was no longer present.

OTHER INFORMATION

- On June 28, 2001, a 1994MY F150 with 125,000 miles, was inspected by EAA personnel in Cleveland, Mississippi. The inspector reported burn patterns similar to those seen in vehicles in the recall population. The Speed Control Deactivation switch had already been removed by Charlie Miller, a plaintiff's witness who is an acquaintance of the owner.
- Ford has been contacted by Richard Clarke, an associate of Charlie Miller's, who is also familiar with Recall #99S15. He invited Design Analysis Engineering to participate in the dis-assembly of three switches he has in his possession that came from 1994, 1995 & 1997 F-Series/Broncos that had been involved in fires. One of the switches Mr. Clarke has is from the F150 inspected by EAA in Cleveland, Ms, mentioned above.