

EA02-025

FORD 10/27/03

APPENDIX N

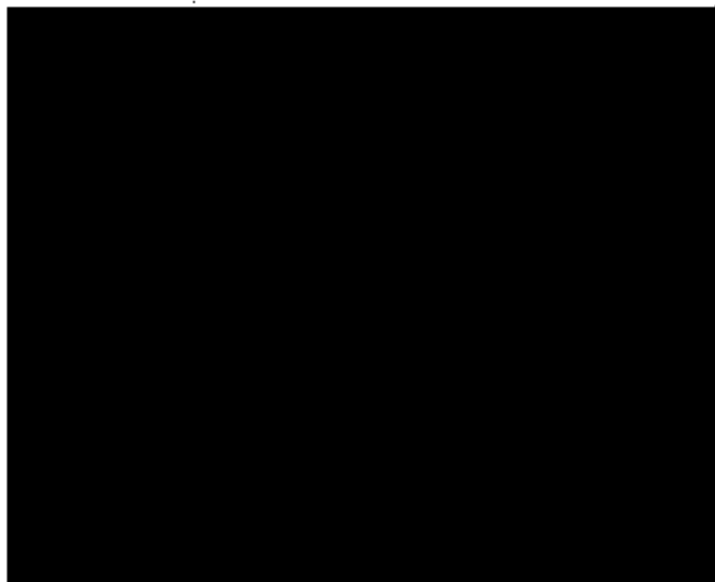
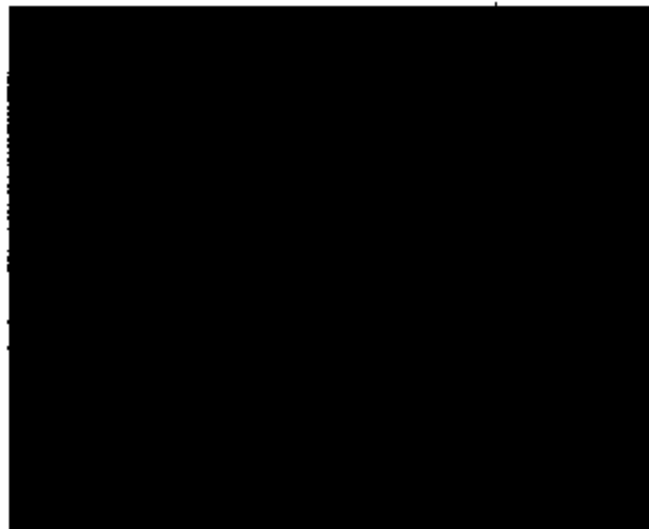
BOOK 36 OF 61

PART 1 OF 6

CITY OF GAINESVILLE, FLORIDA P. D.

'94CV.

1982-825-A 18044





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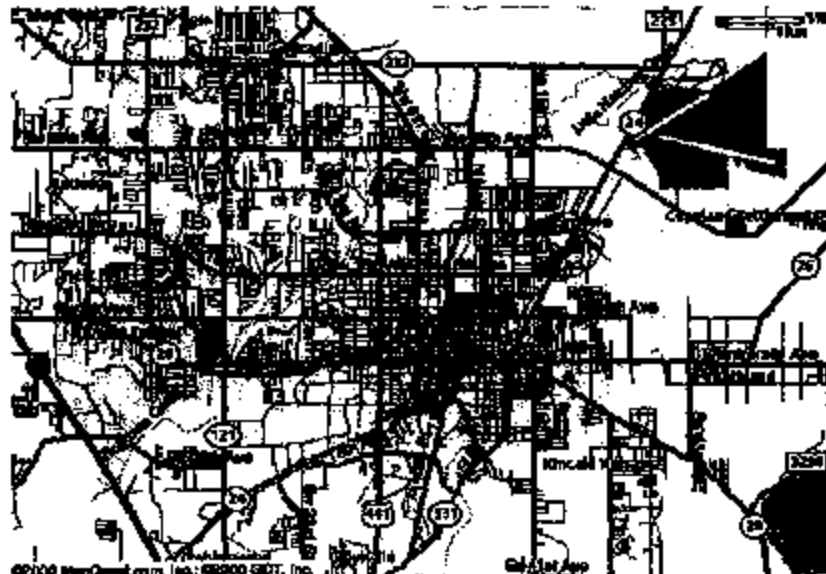
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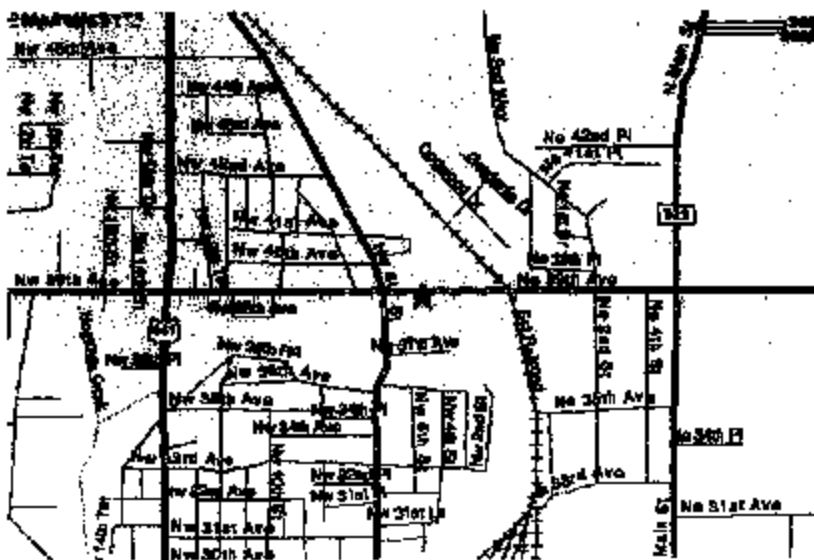
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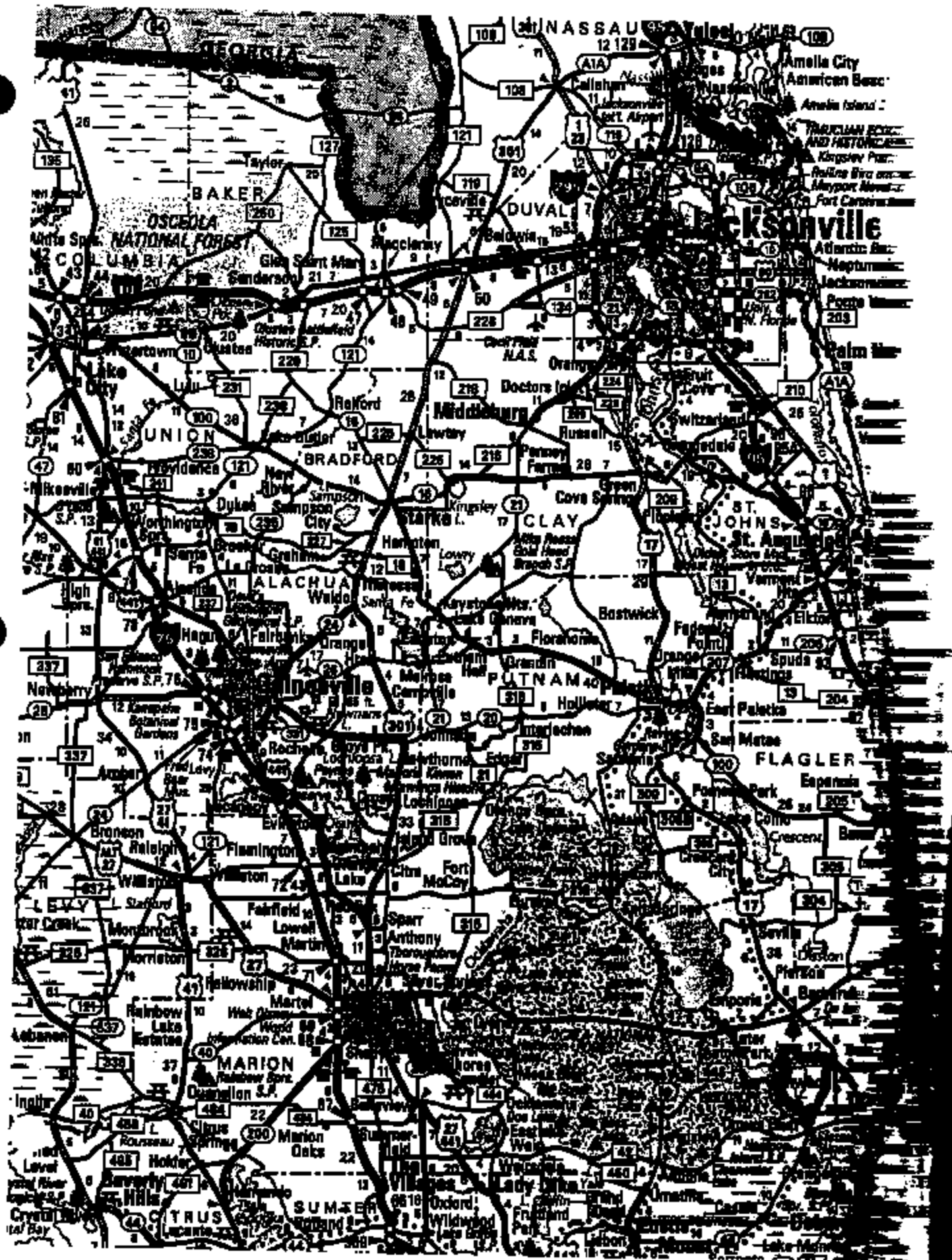
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EM02-025-A 15020



EMSC-020-0 19851

MAPS AVAILABLE UPON REQUEST

JIM FASH

SAMCOB
05020

JFASH@FORD.COM
X 87485

KRIS CHRISTENSEN

KCHRIST1@FORD.COM

X 30497

MICHAEL BLACKMER

MBLACKME@FORD.COM

X 58594

Hoffman, Mark (M.E.)

From: Thompson, Bob (R.H.)
Sent: Thursday, June 20, 2002 2:38 PM
To: Hoffman, Mark (M.E.)
Subject: RE: [REDACTED]

[REDACTED] at the fleet checked with the dealership and they had forgotten to let the fleet know that the parts had arrived. I've already paid the dealership for them, and [REDACTED] will proceed immediately to make the swaps and when he's done, will send the parts in to you.

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

From: Hoffman, Mark (M.E.)
Sent: Tuesday, June 18, 2002 8:56 AM
To: Porter, Fred (F.J.); Thompson, Bob (R.H.)
Cc: Hoffman, Mark (M.E.)
Subject: Gainesville, Florida PD

Gentlemen,

I have scheduled another vehicle inspection with [REDACTED] in Gainesville for July 15. He has another vehicle incident he would like me to investigate.

In order to be totally prepared for my visit, I thought it would be a good idea to touch base with the two of you and find out how our harvesting of parts and subsequent analyses is progressing.

- (1) Have we gotten parts and a work plan to [REDACTED] for part swap work?
- (2) Has the work started yet?
- (3) Do we have any parts returned yet?
- (4) Do we have any part analysis completed yet?

Please let me know current status before 7/10, as I will be out of town between that date and my trip to Gainesville.

Thanks.....

Hoffman, Mark (M.E.)

From: Porter, Fred (F.J.)
Sent: Wednesday, June 19, 2002 2:28 PM
To: Hoffman, Mark (M.E.); Thompson, Bob (R.H.)
Subject: RE: [REDACTED]

- 1) Per eMail of 5/14 & 5/15, Bob was going to have the dealership order the parts.
- 2) I have no knowledge of this.
- 3) No parts have be received.
- 4) Given the answer to 3), no parts have completed analysis.

I understand that Bob will be retiring by 7/1.

Regards,

Fred Porter
Supervisor, Chassis E/E Systems Applications Engineering
Phone: (313)84-53722 Fax: (313)89-04146
E-mail: fporter@ford.com

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

From: Hoffman, Mark (M.E.)
Sent: Tuesday, June 18, 2002 8:56 AM
To: Porter, Fred (F.J.); Thompson, Bob (R.H.)
Cc: Hoffman, Mark (M.E.)
Subject: [REDACTED]

Gentlemen,

I have scheduled another vehicle inspection with [REDACTED] in Gainesville for July 15. He has another vehicle incident he would like me to investigate.

In order to be totally prepared for my visit, I thought it would be a good idea to touch base with the two of you and find out how our harvesting of parts and subsequent analyses is progressing.

- (1) Have we gotten parts and a work plan to [REDACTED] for part swap work?
- (2) Has the work started yet?
- (3) Do we have any parts returned yet?
- (4) Do we have any part analysis completed yet?

Please let me know current status before 7/10, as I will be out of town between that date and my trip to Gainesville.

Thanks.....

Hoffman, Mark (M.E.)

From: [REDACTED]
Sent: Monday, June 17, 2002 4:08 PM
To: Hoffman, Mark (M.E.)
Cc: Reid, Milton; Massey, William G.
Subject: RE: Ford Vehicle Fires

Mark, July 15th is good for me. Please let me know what time you will be here.
Thanks for your help,

[REDACTED]

-----Original Message-----
From: Hoffman, Mark (M.E.) [mailto:mhoffma1@ford.com]
Sent: Monday, June 17, 2002 2:27 PM
To: [REDACTED]
Cc: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

Good afternoon Dexter,

Scheduling this during the busy vacation months is getting to be a real problem, isn't it?

By the time I got your note below, my calendar was already accounted for on those days (sometimes, my life is not my own to schedule). How would Monday, July 15, 2002, work for you? I have a couple other things to attend to in Florida and would like to see you first, then move on to my other stops in Jacksonville & Miami.

Let me know if this is OK. I am going to continue setting up my trip assuming this is enough advanced notice for you to schedule, if not, please let me know.

Thanks again for your interest and patience. Talk to you later.....

-----Original Message-----
From: [REDACTED]
Sent: Monday, June 03, 2002 8:45 AM
To: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

Sorry I did not get back to you sooner. I have been on vacation. Either of those days will be fine with me. Let me know when you are coming I will have the officer drop the car off for your inspection.
Thanks again,

[REDACTED]

-----Original Message-----
From: Hoffman, Mark (M.E.) [mailto:mhoffma1@ford.com]
Sent: Tuesday, May 28, 2002 11:12 AM
To: [REDACTED]

Cc: Thompson, Bob (R.H.); Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

Good morning Dexter,

Sorry I haven't responded yet, the last month or so has seen me on the run quite a bit (both the job and the wife/family are involved). I have a couple things to do in Florida and I was wondering if you would mind if I came back to your shop and looked at this vehicle and these parts?

How does June 3 or June 10 sound? I could also do my other things first and get to you on the 4th or the 11th. Let me know what works best for you and I will try to arrange the other jobs around it. Thanks.....

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

From: [REDACTED]
Sent: Tuesday, May 21, 2002 3:58 PM
To: mhoffma1@ford.com
Cc: bthomp76@ford.com
Subject: Ford Vehicle Fires
Importance: High

Just for the record I am sending you the attached photo of a plug for same suspect item (cruise control cutout switch) This one is out of a 1996 Crown Victoria that was smoking under the hood at the officers home. I know that you guys are working with us on the 94 and 95 models but this one happened recently on the 1996, thought you might want to know about it too.
Thanks for you help,
[REDACTED]

<<MVC-001F.JPG>>

Hoffman, Mark (M.E.)

From: Hoffman, Mark (M.E.)
Sent: Monday, June 17, 2002 2:27 PM
To: [REDACTED]
Cc: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

Good afternoon [REDACTED]

Scheduling this during the busy vacation months is getting to be a real problem, isn't it?

By the time I got your note below, my calendar was already accounted for on those days (sometimes, my life is not my own to schedule). How would Monday, July 15, 2002, work for you? I have a couple other things to attend to in Florida and would like to see you first, then move on to my other stops in Jacksonville & Miami.

Let me know if this is OK. I am going to continue setting up my trip assuming this is enough advanced notice for you to schedule, if not, please let me know.

Thanks again for your interest and patience. Talk to you later.....

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Sent: Monday, June 03, 2002 8:45 AM
To: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

Sorry I did not get back to you sooner. I have been on vacation. Either of those days will be fine with me. Let me know when you are coming I will have the officer drop the car off for your inspection.
Thanks again,
[REDACTED]

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

From: Hoffman, Mark (M.E.) [mailto:mhoffma1@ford.com]
Sent: Tuesday, May 28, 2002 11:12 AM
To: [REDACTED]
Cc: Thompson, Bob (R.H.); Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

Good morning [REDACTED]

Sorry I haven't responded yet, the last month or so has seen me on the run quite a bit (both the job and the wife/family are involved). I have a couple things to do in Florida and I was wondering if you would mind if I came back to your shop and looked at this vehicle and these parts?

How does June 3 or June 10 sound? I could also do my other things first and get to you on the 4th or the 11th. Let me know what works best for you and I will try to arrange the other jobs around it. Thanks.....

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

From: [REDACTED]
Sent: Tuesday, May 21, 2002 3:58 PM
To: mhoffma1@ford.com
Cc: bthomps7@ford.com
Subject: Ford Vehicle Fires
Importance: High

Just for the record I am sending you the attached photo of a plug for same suspect item (cruise control cutout switch) This one is out of a 1996 Crown Victoria that was smoking under the hood at the officers home. I know that you guys are working with us on the 94 and 95 models but this one happened recently on the 1996, thought you might want to know about it too.
Thanks for you help,
[REDACTED]

<<MVC-001F.JPG>>

Hoffman, Mark (M.E.)

From: martnd@ci.gainesville.fl.us
Sent: Tuesday, May 07, 2002 10:08 AM
To: mhoffma1@ford.com
Cc: masseywg@ci.gainesville.fl.us
Subject: Ford Vehicle Fires

Good Morning Mark,

Looks like we had another close call with a Crown Victoria Patrol Unit almost burning. This time it was a 1996 model. The vehicle serial number is 2FALP71W3TY [REDACTED]. The symptoms were similar to the 1994 models that we have had problems with the exception that this vehicle has the cruise control cut out switch on the master cylinder instead of down on the block below the master cylinder. The plug in terminal on the switch overheated in the same manner that the others did. We have unplugged the switch and disconnected the cruise control module for now and no wiring seems to be overheating. Please check into this and let me know what we need to do with this vehicle (leave it in service, deadline it for an investigation, take it to the Ford Dealer for repairs, etc.) By the way we still have not received a fix for the 94 models. Can you let me know what is going on there and whether or not Ford is going to do anything about the two totaled vehicles.

Thanks for your anticipated help,
[REDACTED]



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

97m91

April, 1999

Your Vehicle Identification Number: 12345678901234567

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Ford Motor Company is providing a no-charge Service Program Number 97M91, to owners of certain 1996 through 1998 Crown Victoria Taxi, Town Car Limo Prep & Livery Package, 1996 and 1997 Thunderbird, Cougar and Mustang vehicles equipped with 4.6L SOHC engines. This service program provides additional coverage for the intake manifold.

REASON FOR THIS PROGRAM

Fatigue cracks may develop in some of the composite intake manifolds used on the 4.6L SOHC engines installed in the affected cars. This condition may result in engine coolant leakage which, if not detected or ignored, will cause engine overheating. Complete loss of coolant may result in engine damage or engine failure.

WHAT WE WILL DO

If the engine of your car should develop a coolant leak at the intake manifold cross over coolant passage, located directly behind the alternator, your dealer will verify the condition. If the coolant leakage is from the location described above, your dealer will replace the engine intake manifold assembly free of charge.

This no charge coverage is available for 7 years from the vehicle's warranty start date (no mileage limitation) and is automatically transferred to subsequent owners.

WHAT YOU SHOULD DO

PLEASE KEEP THIS LETTER! If your car's engine intake manifold should exhibit the above condition within the 7 year coverage described above, contact your dealer. Show the dealer this letter. The dealer will replace the intake manifold assembly after verification of this specific condition. If you should lose this letter the dealer will still honor the provisions of this program.

FORM-925-A 1999

REFUNDS

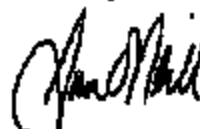
If you paid to have the engine intake manifold replaced due to a leak at the cross over coolant passage before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford or Lincoln Mercury dealer. To avoid delays, do not send receipts 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.

We are taking this action as part of our ongoing efforts to maintain owner confidence in our products. We hope this program will confirm your continued satisfaction in your Ford-built vehicle.

Sincerely,



**Ann O'Neil
Director
Vehicle Service and Programs**

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Published By: Retail/Service Programs Department
Ford Customer Service Division

**OWNER NOTIFICATION PROGRAM
97M91**

**Certain 1996-1998 Crown Victoria Taxi, Town Car Limo Prep
& Livery Package, 1996-1997 Thunderbird, Cougar and
Mustang Vehicles Equipped With 4.6L SOHC Engines- Intake
Manifold Additional Coverage**



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

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

March 2002

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Owner Notification Programs 97M91 and 01M02: PARTS UPDATE #2

This parts update is being issued to replace the December 2001 parts update. This update includes differences in intake manifolds based on the specific alternator used on 1998 - 2000 Model Year Crown Victorias, Grand Marquis and Lincoln Town Cars. This update does not affect intake manifold applications for Thunderbird, Cougar and Mustang.

References:

Owner Notification Program 01M02: Additional Coverage on Certain 4.6L SOHC Intake Manifolds Installed on certain 1996-2001 Crown Victoria Taxis, Police cars and Lincoln Town Car Limousine and Livery cars

Owner Notification Program 97M91: Certain 1996-1998 Crown Victoria Taxis, Town Car Limo Prep & Livery Packages, 1996-1997 Thunderbird, Cougar and Mustang Vehicles Equipped With 4.6L SOHC Engines- Intake Manifold Additional Coverage

NOTE: The intake manifolds specified in the subject programs have been obsolete. Please consult the chart below to determine part requirements.

For Crown Victoria, Grand Marquis & Town Car Applications:

The alternator installed on a particular vehicle determines which intake manifold is to be installed. Certain applications use a high output alternator on 1998 - 2000 Model Year Crown Vic, Grand Marquis & Town Cars and are identified by the engineering number located on the alternator case.

EM02-023-A 1/99/02

- All 1998 Models (Police/Limo/Retail) have a 6G alternator
- 1999-2000 Crown Victoria, Grand Marquis, Town Car - Police/Limo packages have a 6G alternator
- 1999-2000 Crown Victoria, Grand Marquis, Town Car - Retail models, could have either a 4G or 6G alternator

See chart attached below:

MODEL YEAR	MODELS	OLD INTAKE MANIFOLD PART No.	NEW INTAKE MANIFOLD**
1996 - 1997 1996 - 1998	Thunderbird, Cougar Mustang	F8AZ-9424-BC*	F69Z-9424-AA
1999 - 2001	Mustang	1L2Z-9424-DA*	1R3Z-9424-AAA
1996 - 1997	Crown Victoria, Grand Marquis, Town Car - <i>All</i>	F8AZ-9424-BC*	F8AZ-9424-AAA
1998	Crown Victoria, Grand Marquis, Town Car - <i>All Vehicles</i>	F8AZ-9424-BC*	F8AZ-9424-CA*
1999 - 2000	Crown Victoria, Grand Marquis, Town Car:		
	Police/Limo package:		
	6G ALTERNATOR-ID F8AU-10300-AC	F8AZ-9424-BC*	F8AZ-9424-CA*
	Retail Vehicles:		
	4G ALTERNATOR-ID XW7Z-10300-AC	F8AZ-9424-BC*	F8AZ-92-424-BAA
	6G ALTERNATOR-ID F8AU-10300-AC	F8AZ-9424-BC*	F8AZ-9424-CA
2001	Crown Victoria, Grand Marquis, Town Car: Police, Limousine Vehicles	1L2Z-9424-DA*	1W7Z-9424-BA
2001	Crown Victoria, Grand Marquis, Town Car: Retail vehicles	1L2Z-9424-DA*	1W7Z-9424-AAA

* Indicates the Obsolete Intake Manifold - DO NOT ORDER

^For Police package vehicles only:

1998 - 2000 Police units that use manifold kit F8AZ-9424-CA, will also require a blue silicone upper radiator hose P/N # 1W7Z-9260-AA

**The new manifold does not have raised dowel pins where the 8592 thermostat housing mounts. The dowels are no longer required.

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Published By: Recall/Service Programs Department
Ford Customer Service Division

EP8Z-9278-A 15096

DNZ-020-A 12/07

ATTACHMENT III, Supplement #2
Owner Notification Program 97m91

ATTACHMENT III

INTAKE MANIFOLD INSPECTION/REPLACEMENT

AFFECTED VEHICLES:

1996-1998 CROWN VICTORIA TAXI VEHICLES WITH 4.6L SOHC ENGINES BUILT AT THE ST. THOMAS ASSEMBLY PLANT FROM AUGUST 8, 1995 THROUGH NOVEMBER 22, 1997.

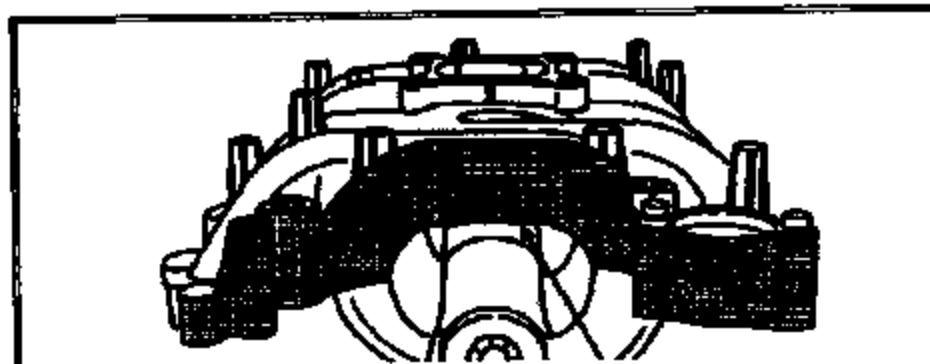
1996-1998 TOWN CAR LIMO PREP AND LIVERY PACKAGE VEHICLES WITH 4.6L SOHC ENGINES BUILT AT THE WIXOM ASSEMBLY PLANT FROM JOB #1, 1996 THROUGH NOVEMBER 22, 1997.

1996-1997 THUNDERBIRD AND COUGAR VEHICLES WITH 4.6L SOHC ENGINES BUILT AT THE LORAIN ASSEMBLY PLANT FROM JULY 31, 1995 THROUGH JUNE 24, 1997.

1996-1997 MUSTANG VEHICLES WITH 4.6L SOHC ENGINES BUILT AT THE DEARBORN ASSEMBLY PLANT FROM AUGUST 1, 1995 THROUGH JUNE 24, 1997.

INSPECTION

Inspect intake manifold in area shown in Figure 1 for coolant seepage. If seepage is present, the intake manifold must be replaced. If seepage is not present, no service action is required.



ENR2-828-A 15668



Figure 1

INTAKE MANIFOLD REPLACEMENT

NOTE: THE FIGURES ILLUSTRATED IN THE FOLLOWING TECHNICAL INSTRUCTIONS REPRESENT A 1997 CROWN VICTORIA EQUIPPED WITH A 4.6L SOHC ENGINE. THE 1996 AND 1998 MODEL YEAR VEHICLES ARE SIMILAR. REFER TO THE APPROPRIATE MODEL YEAR SERVICE MANUAL FOR ADDITIONAL DETAILS.

REMOVAL

1. Install memory saver, then disconnect battery ground cable.
2. Remove cover from throttle body.
3. Drain cooling system.
4. Relieve fuel system pressure as follows:
 - Connect Multiport Fuel Injection (MFI) Fuel Pressure Gauge T60L-8974-B to fuel pressure relief valve on the fuel supply manifold.
 - Open manual valve on gauge to relieve fuel system pressure.
 - Remove gauge from relief valve.
5. Remove air cleaner outlet tube.
6. If equipped with ignition wires, disconnect the ignition wires from spark plugs and routing clips. If equipped with a coil-on-plug system, disconnect and remove individual coils from each cylinder.
7. Remove PCV valve and hose from engine.
8. Disconnect fuel charge wiring harness from right side fuel injectors, Engine Coolant Temperature (ECT) sender and EGR Vacuum Regulator (EVR) actuator. See Figure 2. Position right side fuel charge wiring harness away from intake manifold.

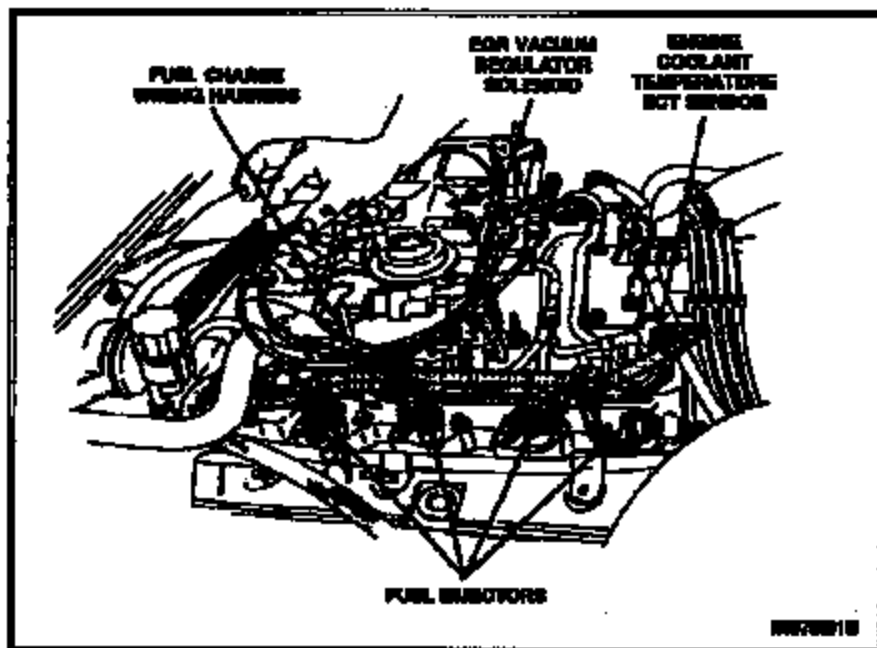


Figure 2

9. Disconnect heater hose from right rear corner of intake manifold. See to Figure 3.
10. Remove throttle/speed control cable routing bracket. See to Figure 3.
11. Disconnect EGR tube from EGR valve. See to Figure 3.
12. Disconnect vacuum line from EVAP solenoid. See Figure 3.



ERR2-825-A 15079

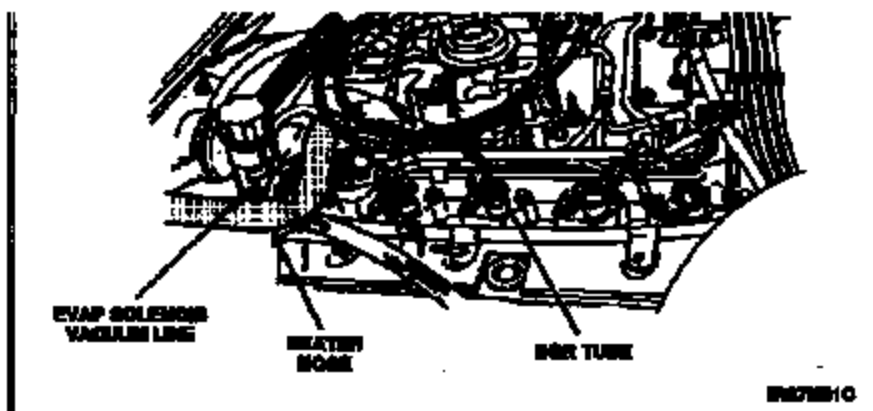
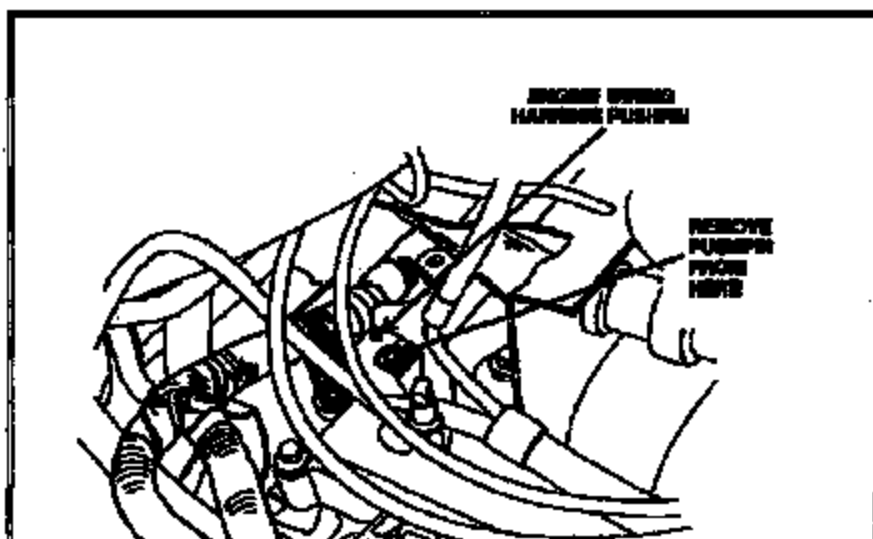


Figure 3

13. Disconnect two (2) vacuum lines from top of throttle body adapter.
14. Disconnect main engine wiring harness pushpin from rear of intake manifold. See Figure 4.



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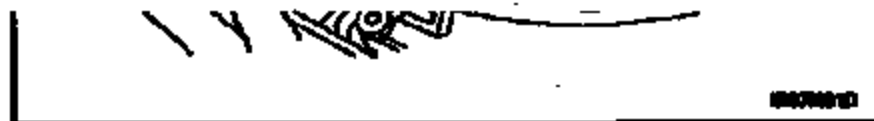


Figure 4

15. Remove drivebelt from alternator.
16. Remove retainers from alternator upper support bracket, then slightly raise bracket. Refer to Figure 5.
17. Disconnect all alternator electrical connectors. See Figure 5.

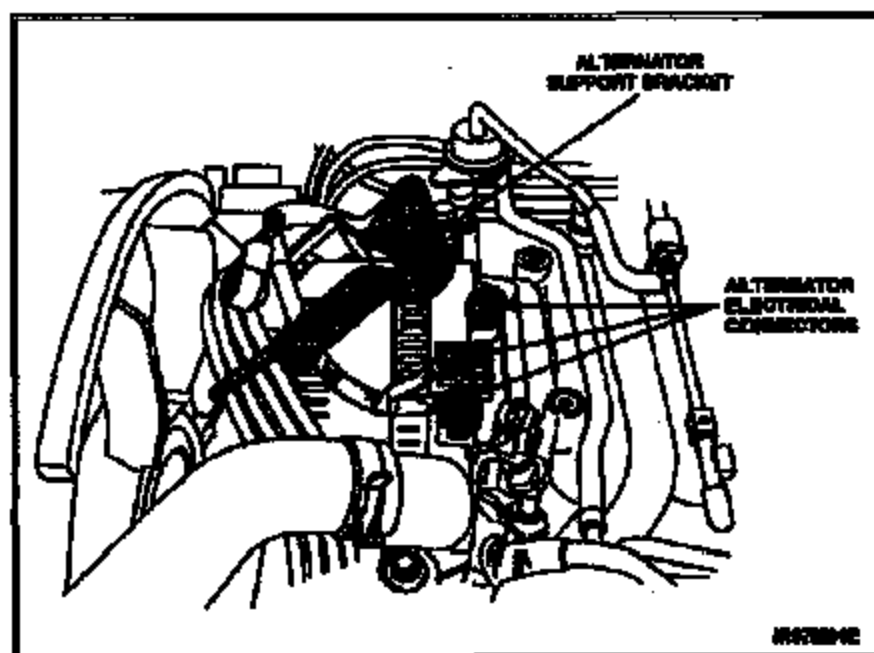


Figure 5

18. Position alternator upper support bracket and ignition wires (if equipped) away from Intake manifold.
19. Detach alternator wiring harness from intake manifold, then position wiring harness aside.
20. Remove alternator from vehicle.
21. Disconnect radiator hose from thermostat housing.
22. Disconnect throttle and speed control cables from throttle body. See to Figure 6. Position cables away from intake manifold.
23. Disconnect fuel charge wiring harnesses from left side fuel injectors, Engine Coolant Temperature (ECT) sensor and retaining stud. See to Figure 6.
24. Disconnect fuel lines at spring clips. See Figure 6.

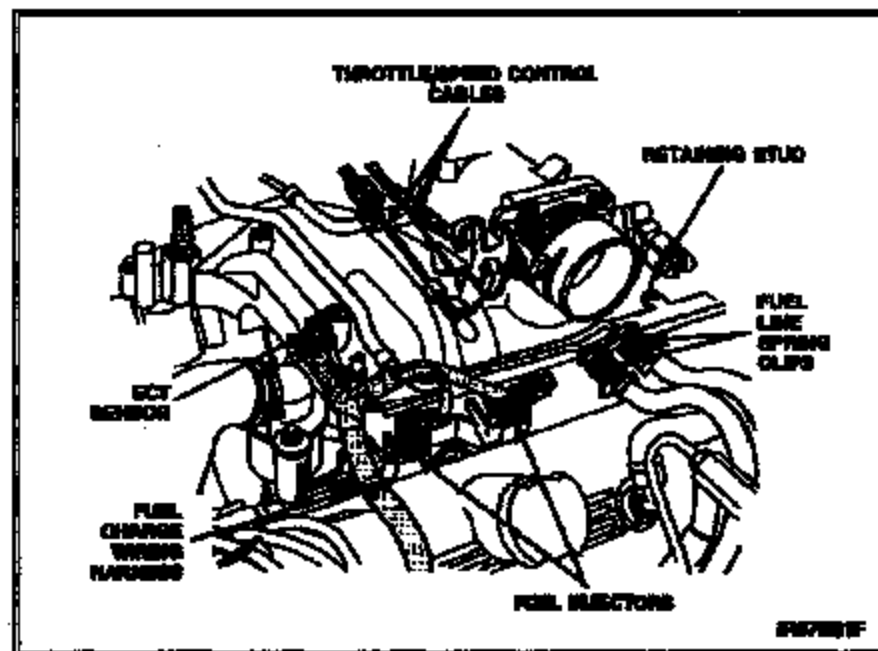


Figure 6

25. Detach two (2) wiring harnesses from clip on left rear of intake manifold. See Figure 7. Push both harnesses toward bulkhead clearing intake manifold.

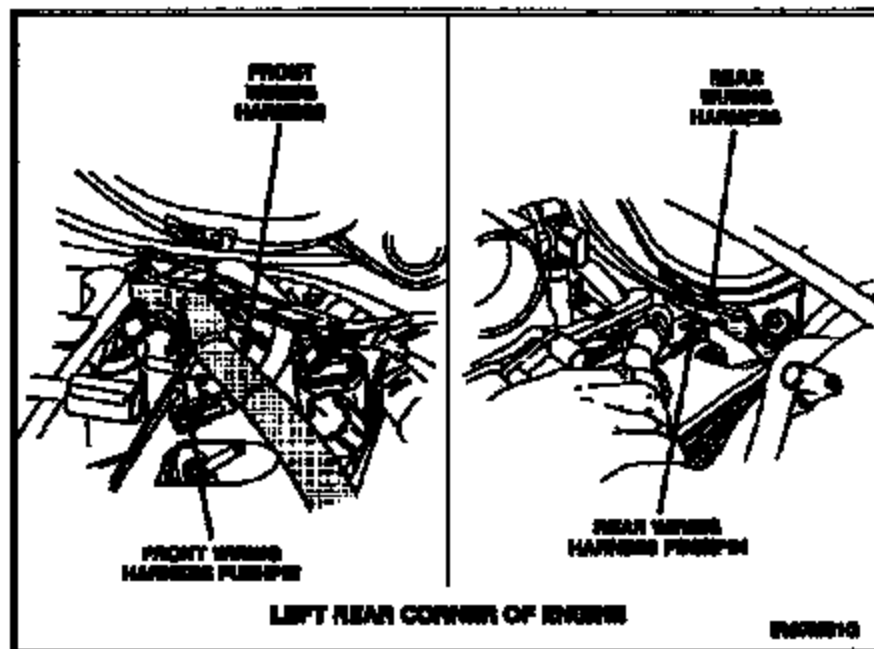


Figure 7

26. Disconnect Throttle Position (TP) sensor electrical connector.
27. Disconnect Idle Air Control (IAC) sensor electrical connector.
28. Unclip fuel charge wiring harness from studs on left side valve cover. Position wiring harness away from intake manifold. See Figure 8.



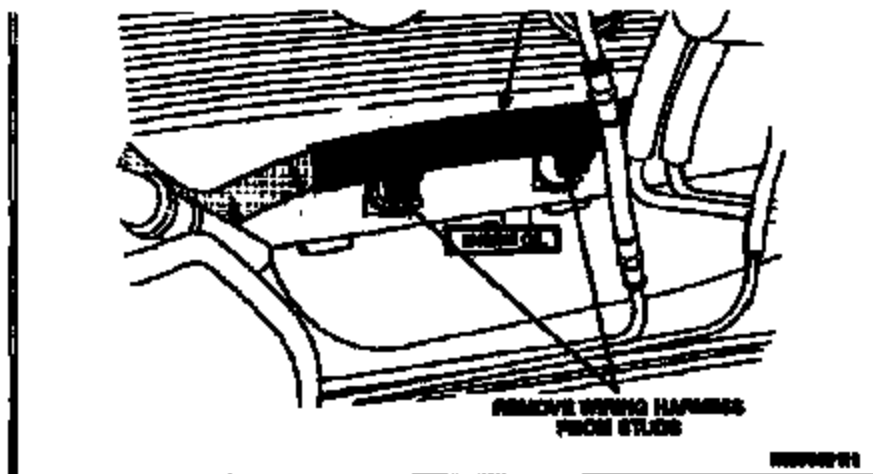
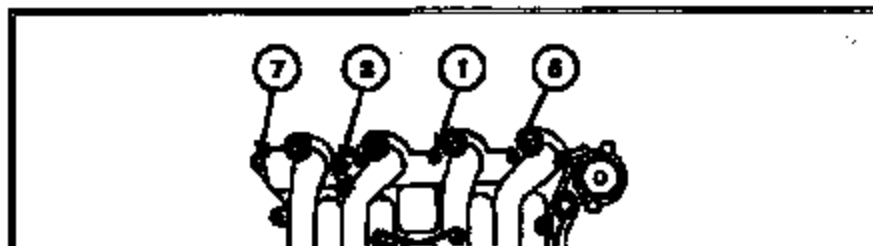


Figure 8

28. Remove intake manifold retaining bolts.
30. With an assistant's help, remove intake manifold assembly.

INSTALLATION

1. Transfer all necessary components to new intake manifold.
2. Clean intake manifold to cylinder head gasket surface.
3. Install new intake manifold gaskets.
4. With an assistant's help, install intake manifold assembly. Tighten screws in sequence shown in Figure 9, to 20-30 Nm (15-22 lb/ft). Hand tighten bolt No. 7 prior to final tightening.



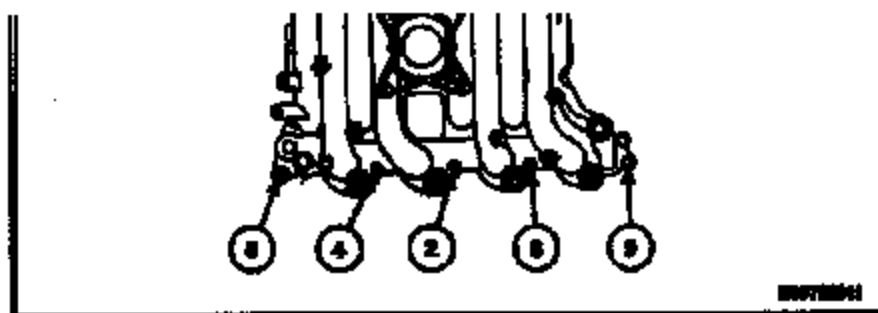


Figure 9

5. Clip fuel charge wiring harness to studs on left side valve cover.
6. Connect Idle Air Control (IAC) motor electrical connector.
7. Connect Throttle Position (TP) sensor electrical connector.
8. Attach two (2) wiring harnesses to clip on left rear of intake manifold.
9. Connect fuel lines to spring clips.
10. Connect fuel charge wiring harness to left side fuel injectors, Engine Coolant Temperature (ECT) sensor and retaining stud.
11. Connect throttle and speed control cables to throttle body.
12. Connect radiator hose to thermostat housing.
13. Install alternator. Tighten bolts to 20-30 Nm (15-22 lb/ft).
14. Position alternator upper support bracket close to installed position, then connect all alternator electrical connectors.
15. Install alternator upper support bracket. Tighten bolts to 8-12 Nm (71-108 lb/in).
16. Attach alternator wiring harness to intake manifold.
17. Install drivebelt on alternator.
18. Connect main engine wiring harness pushpin to rear of intake manifold.
19. Connect two (2) vacuum lines to top of throttle body adapter.
20. Connect vacuum line to EVAP solenoid.
21. Connect EGR tube to EGR valve. Tighten nut to 35-45 Nm (26-33 lb/ft).
22. Clip throttle/speed control cables on routing bracket.
23. Clip fuel charge wiring harness to fuel supply manifold, then connect right side fuel injectors, Engine Coolant Temperature (ECT) sender and EGR Vacuum Regulator (EVR) solenoid.
24. Install PCV valve and hose.
25. If equipped with ignition wires, connect the ignition wires to spark plugs and routing clips. If equipped with a coil-on-plug system, install and connect individual coils to each cylinder.
26. Install air cleaner outlet tube.
27. Connect battery negative cable, then remove memory saver.
28. Fill cooling system as follows:
 - Fill coolant recovery reservoir with 50/50 mixture of antifreeze and water until the mixture flows out of the disconnected heater hose.

- Connect heater hose to right rear corner of intake manifold.
- Fill coolant recovery reservoir to below the filler neck seat.
- Place heater temperature selector in Maximum heat position.
- Install pressure relief cap.
- Start and run engine until normal operating temperature (thermostat opens) is reached.
- Stop engine and allow to cool.
- Refill reservoir to the COLD FULL LEVEL.

29. Check engine for fuel and cooling system leaks.

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Published By: Recall/Service Programs Department
Ford Customer Service Division

Hoffman, Mark (M.E.)

From: Hoffman, Mark (M.E.)
Sent: Tuesday, June 18, 2002 9:58 AM
To: Porter, Fred (F.J.); Thompson, Bob (R.H.)
Cc: Hoffman, Mark (M.E.)
Subject: Gainesville, Florida PD

Gentlemen,

I have scheduled another vehicle inspection with [REDACTED] in Gainesville for July 15. He has another vehicle incident he would like me to investigate.

In order to be totally prepared for my visit, I thought it would be a good idea to touch base with the two of you and find out how our harvesting of parts and subsequent analyses is progressing.

- (1) Have we gotten parts and a work plan to [REDACTED] for part swap work?
- (2) Has the work started yet?
- (3) Do we have any parts returned yet?
- (4) Do we have any part analysis completed yet?

Please let me know current status before 7/10, as I will be out of town between that date and my trip to Gainesville.

Thanks.....

Hoffman, Mark (M.E.)

From: Hoffman, Mark (M.E.)
Sent: Tuesday, May 14, 2002 11:03 AM
To: Porter, Fred (F.J.)
Cc: Thompson, Bob (R.H.); Hoffman, Mark (M.E.)
Subject: FW: Ford Vehicle Fires

Were you going to ship parts to them? I thought you and Bob were going to handle?

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

From: Thompson, Bob (R.H.)
Sent: Monday, May 13, 2002 10:58 PM
To: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

I don't know that the new parts have ever arrived anywhere. I've talked with the fleet several times on other items, and they haven't mentioned having new parts to swap. I originally assured them that I would cover paying to replace them, and to have the local Ford dealer contact me to get the approvals for each replacement. To date, I haven't heard back from either the fleet or the dealer about these parts.

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

From: Hoffman, Mark (M.E.)
Sent: Monday, May 13, 2002 3:55 PM
To: Thompson, Bob (R.H.); Porter, Fred (F.J.)
Cc: Hoffman, Mark (M.E.)
Subject: FW: Ford Vehicle Fires

Bob,

Have you had a chance to arrange the part swap with Gainesville PD yet? Please advise Fred of status. Thanks.....

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

From: Porter, Fred (F.J.)
Sent: Friday, May 10, 2002 3:27 PM
To: Hoffman, Mark (M.E.)
Subject: FW: Ford Vehicle Fires

Mark,

I haven't seen any switches from this.

Regards,

Fred Porter
Supervisor, Chassis E/E Systems Applications Engineering
Phone: (313)84-53722 Fax: (313)39-04145

E-mail: fporter@ford.com

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

From: Porter, Fred (F.J.)
Sent: Thursday, April 11, 2002 10:34 AM
To: Hoffman, Mark (M.E.); Christensen, Kris (K.S.); Fash, James Jay (J.W.); Eisenhauer, Gary (G.D.)
Cc: Lampe, Douglass (D.B.); Thompson, Bob (R.H.)
Subject: RE: Ford Vehicle Fires

Bob,

We would like the switches individually packaged with the associated VIN and mileage of the vehicle so we can match the part to vehicle build and service information.

The parts can be sent to me at:

Ford Motor Co.
Receiving N
1800 Bailey St.
Dearborn Mi. 48124
Bldg.5 3E004,Attn. Fred Porter

Regards,

Fred Porter
Supervisor, Chassis E/E Systems Applications Engineering
Phone: (313)84-53722 Fax: (313)39-04145
E-mail: fporter@ford.com

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

From: Hoffman, Mark (M.E.)
Sent: Wednesday, April 10, 2002 12:45 PM
To: Christensen, Kris (K.S.); Fash, James Jay (J.W.); Porter, Fred (F.J.); Eisenhauer, Gary (G.D.)
Cc: Lampe, Douglass (D.B.); Hoffman, Mark (M.E.); Thompson, Bob (R.H.)
Subject: FW: Ford Vehicle Fires

Gentlemen,

The note below is my response to the [REDACTED] regarding our plans for the continued study of his '94 & '95MY fleet vehicles. I will be passing this work along to you as the plan moves forward for the switch removal and return. If Bob Thompson needs any assistance, I assume Fred and Gary would be his best "1st contacts". Is this correct?

Please let Bob know what you need and how we can assist him in getting these parts back and analyzed. If I can be of further assistance, please do not hesitate to call. Thanks.....

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

From: Hoffman, Mark (M.E.)
Sent: Wednesday, April 10, 2002 12:38 PM
To: [REDACTED]
Cc: Hoffman, Mark (M.E.); Thompson, Bob (R.H.)
Subject: RE: Ford Vehicle Fires

[REDACTED]

We had our meeting today, as I mentioned in my last note, and we decided that our current findings are inconclusive. We agreed that we need more data to continue our investigations into this issue.

I have asked Bob Thompson our Customer Service Division Fleet Service Manager to assist and he has agreed. What I propose is that we supply 41 sets of parts to use for replacing all your switches and connectors on 1994 & 1995 Model Year vehicles in your fleet. Hopefully, you and Bob can determine the best logistics to get this work done. We would then like to have the old switches returned to us, along with their current mileage & the VIN so we can continue our investigation.

Thank you for your help in this matter. If you or Bob need any assistance, please contact me at 313-323-7450 or via return e-mail.

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

From: [REDACTED]
Sent: Tuesday, April 02, 2002 1:05 PM
To: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

Thanks

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

From: Hoffman, Mark (M.E.) [mailto:mhoffma1@ford.com]
Sent: Tuesday, April 02, 2002 12:52 PM
To: [REDACTED]
Cc: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

I should be able to get back with you next week with answers to your questions. Lab analysis sometimes takes awhile. Talk to you then.....

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

From: [REDACTED]
Sent: Monday, April 01, 2002 2:06 PM
To: mhoffma1@ford.com
Subject: Ford Vehicle Fires

Good morning Mark,
It has been a while now since your visit to Gainesville. Hope your trip went well while you were in Florida. As a follow up on the Vehicle fire situation. Can you fill me in on whether or not there has been a determination on the switch you took back with you as to whether or not it is the culprit that may be starting the fires. Will there be any repair campaign to change them out on our vehicles still in the fleet? The Ford Dealer in Gainesville made the repairs to the one

you looked at while you was here. It seems to be fine now. And have you had a chance to speak with anyone with Ford about our loss in the two vehicles that completely burned? Please let me know so I can get with the [REDACTED] for the [REDACTED] and advise him of what is going on.

Hoffman, Mark (M.E.)

From: Fash, James Jay (J.W.)
Sent: Wednesday, April 10, 2002 3:28 PM
To: Hoffman, Mark (M.E.); Porter, Fred (F.J.); Eisenhauer, Gary (G.D.)
Cc: Lampe, Douglass (D.B.); Thompson, Bob (R.H.); Christensen, Kris (K.S.)
Subject: RE: Ford Vehicle Fires

Yes. Please work this through Gary and Fred.

Regards,

James Fash
Lincoln Mercury Chassis Manager - Brake Systems
Schaefer Ct. II, 1BJ22
14555 Rotunda Drive
Dearborn, MI. 48120
Phone/FAX: 313-248-7485
<http://www.dearborn2.ford.com/bvdccs>

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

From: Hoffman, Mark (M.E.)
Sent: Wednesday, April 10, 2002 12:45 PM
To: Christensen, Kris (K.S.); Fash, James Jay (J.W.); Porter, Fred (F.J.); Eisenhauer, Gary (G.D.)
Cc: Lampe, Douglass (D.B.); Hoffman, Mark (M.E.); Thompson, Bob (R.H.)
Subject: FW: Ford Vehicle Fires

Gentlemen,

The note below is my response to the [REDACTED] regarding our plans for the continued study of his '94 & '95MY fleet vehicles. I will be passing this work along to you as the plan moves forward for the switch removal and return. If Bob Thompson needs any assistance, I assume Fred and Gary would be his best "1st contacts". Is this correct?

Please let Bob know what you need and how we can assist him in getting these parts back and analyzed. If I can be of further assistance, please do not hesitate to call. Thanks.....

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

From: Hoffman, Mark (M.E.)
Sent: Wednesday, April 10, 2002 12:38 PM
To: [REDACTED]
Cc: Hoffman, Mark (M.E.); Thompson, Bob (R.H.)
Subject: RE: Ford Vehicle Fires

[REDACTED]

We had our meeting today, as I mentioned in my last note, and we decided that our current findings are inconclusive. We agreed that we need more data to continue our investigations into this issue.

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Thank you for your help in this matter. If you or Bob need any assistance, please contact me at 313-323-7450 or via return e-mail.

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

From: [REDACTED]
Sent: Tuesday, April 02, 2002 1:05 PM
To: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

Thanks

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

From: Hoffman, Mark (M.E.) [mailto:mhoffma1@ford.com]
Sent: Tuesday, April 02, 2002 12:52 PM
To: [REDACTED]
Cc: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

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[REDACTED]

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From: Hoffman, Mark (M.E.)
Sent: Wednesday, April 10, 2002 12:45 PM
To: Christensen, Kris (K.S.); Fash, James Jay (J.W.); Porter, Fred (F.J.); Eisenhauer, Gary (G.D.)
Cc: Lampe, Douglass (D.B.); Hoffman, Mark (M.E.); Thompson, Bob (R.H.)
Subject: FW: Ford Vehicle Fires

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From: Hoffman, Mark (M.E.)
Sent: Wednesday, April 10, 2002 12:38 PM
To: [REDACTED]
Cc: Hoffman, Mark (M.E.); Thompson, Bob (R.H.)
Subject: RE: Ford Vehicle Fires

[REDACTED]

We had our meeting today, as I mentioned in my last note, and we decided that our current findings are inconclusive. We agreed that we need more data to continue our investigations into this issue.

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

From: [REDACTED]
Sent: Tuesday, April 02, 2002 1:05 PM
To: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

Thanks

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

From: Hoffman, Mark (M.E.) [mailto:mhoffma1@ford.com]

Sent: Tuesday, April 02, 2002 12:52 PM
To: [REDACTED]
Cc: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

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Sent: Monday, April 01, 2002 2:05 PM
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Hoffman, Mark (M.E.)

From: Hoffman, Mark (M.E.)
Sent: Wednesday, April 10, 2002 12:38 PM
To: [REDACTED]
Cc: Hoffman, Mark (M.E.); Thompson, Bob (R.H.)
Subject: RE: Ford Vehicle Fires

[REDACTED]

We had our meeting today, as I mentioned in my last note, and we decided that our current findings are inconclusive. We agreed that we need more data to continue our investigations into this issue.

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

From: [REDACTED]
Sent: Tuesday, April 02, 2002 1:05 PM
To: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

Thanks

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

From: Hoffman, Mark (M.E.) [mailto:mhoffma1@ford.com]
Sent: Tuesday, April 02, 2002 12:52 PM
To: [REDACTED]
Cc: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

I should be able to get back with you next week with answers to your questions. Lab analysis sometimes takes awhile. Talk to you then.....

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

From: [REDACTED]
Sent: Monday, April 01, 2002 2:06 PM
To: mhoffma1@ford.com
Subject: Ford Vehicle Fires

Good morning Mark,
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Hoffman, Mark (M.E.)

Subject: Updated: Town Car/Crown Victoria/Grand Marquis - Speed Control Deactivation Switch
Location: RC3 H22

Start: Wed 4/10/2002 10:00 AM
End: Wed 4/10/2002 11:00 AM

Recurrence: (none)

Meeting Status: Accepted

Required Attendees: Renucci, Mike (M.P.); Renucci, Mike (M.P.); Christensen, Kria (K.S.); Fash, James Jay (J.W.); Porter, Fred (F.J.); Eileenbauer, Gary (G.D.); Hoffman, Mark (M.E.); Lampe, Douglass (D.B.); Nissen, Todd (T.); RC3 Conf. Room D23 (32); RC3 Conf. Room H22 (18)

Importance: High

- . Latest update on field findings (preview documentation for potential Tech Review)
- . Review data book for proposed Texas Instruments review

Hoffman, Mark (M.E.)

From: [REDACTED]
Sent: Tuesday, April 02, 2002 1:05 PM
To: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

Thanks

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

From: Hoffman, Mark (M.E.) [mailto:mhoffma1@ford.com]
Sent: Tuesday, April 02, 2002 12:52 PM
To: [REDACTED]
Cc: Hoffman, Mark (M.E.)
Subject: RE: Ford Vehicle Fires

I should be able to get back with you next week with answers to your questions. Lab analysis sometimes takes awhile. Talk to you then.....

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

From: [REDACTED]
Sent: Monday, April 01, 2002 2:06 PM
To: mhoffma1@ford.com
Subject: Ford Vehicle Fires

Good morning Mark,

It has been a while now since your visit to Gainesville. Hope your trip went well while you were in Florida. As a follow up on the Vehicle fire situation. Can you fill me in on whether or not there has been a determination on the switch you took back with you as to whether or not it is the culprit that may be starting the fires. Will there be any repair campaign to change them out on our vehicles still in the fleet? The Ford Dealer in Gainesville made the repairs to the one you looked at while you was here. It seems to be fine now. And have you had a chance to speak with anyone with Ford about our loss in the two vehicles that completely burned? Please let me know so I can get with the [REDACTED] for the [REDACTED] and advise him of what is going on.

[REDACTED]

Hoffman, Mark (M.E.)

From: [REDACTED]
Sent: Monday, February 04, 2002 10:02 AM
To: mhoffma1@ford.com
Subject: Vehicle Fires

Importance: High



G1897.JPG



G1897-1.JPG



G1897-2.JPG



G1897-3.JPG



G1897-4.JPG



G1897vinplate.JPG



MVC-001F.JPG



MVC-002F.JPG



MVC-003F.JPG



MVC-004F.JPG



MVC-005F.JPG



MVC-006F.JPG



MVC-007F.JPG

First Fire June of 1999

Our Vehicle # G1888 Vin # 2FALP71W3RX [REDACTED]
This vehicle was parked at the officers residence for approximately two hours when the fire started. I have no photos on this one but if needed the police department should have them.
This vehicle was a total loss and sold for scrap.

2nd Fire May 2001

Our vehicle # G1897 Vin # 2FALP71W4RX [REDACTED]
This vehicle was parked for approximately 1/2 hour at the officers residence when the fire started. Our Fire inspector has indicated that the fire seemed to have started in the corner of the drivers side of the engine compartment under the brake master cylinder. Also witnesses commented that when they observed the vehicle fire it had fire dripping from the same area before the car became fully blazed. This vehicle was a total loss and was sold for scrap.
See Photo attachments.

<<G1897.JPG>> <<G1897-1.JPG.jpg>> <<G1897-2.JPG>> <<G1897-3.JPG>> <<G1897-4.JPG.jpg>> <<G1897vinplate.JPG>>

3rd Fire December 2001

Our vehicle # G1891 Vin # 2FALP71W3RX [REDACTED]
This vehicle was also parked for a short period before the fire started. It was noticed quickly and the fire was extinguished before the car fully blazed.
See Attached photos.

<<MVC-001F.JPG>> <<MVC-002F.JPG>> <<MVC-003F.JPG>> <<MVC-004F.JPG>> <<MVC-005F.JPG>> <<MVC-006F.JPG>> <<MVC-007F.JPG>>

If you have additional questions please call or e-mail.

[REDACTED]

Hoffman, Mark (M.E.)

From: Geraghty, Brian (B.J.)
Sent: Thursday, January 31, 2002 11:16 AM
To: Hoffman, Mark (M.E.)
Cc: Geraghty, Brian (B.J.)
Subject: FW: Information Request

3:00 WEDS

105 NW 39TH AVE
EXP-32602

DEXTER MARTIN
352-334-2848
GAINESVILLE P.D.
FLEET MGMT.

Follow Up Flag: Follow up
Flag Status: Flagged

Mark - Please see me, some alleged brake switch fires.

94CV - 3 FIRE INCIDENTS
2 TOTALLY DESTROYED
1 CAUGHT EARLY

Regards,
Brian Geraghty, Manager, Design Analysis
Product Development - VASE
528 Parklane Towers West
Dearborn, MI 48126
(313) 594-0058; FAX: (313) 594-4922; CDSID: bgeraght
e-mail: bgeraght@ford.com
(Admin. Ass't - Lu Dumas - (313) 33-72846; CDSID: ldumas)

2/1/2002 - LEFT MESSAGE FOR
MR. MARTIN (12:30PM)
CALL RETURNED (1:00 PM)

-----Original Message-----
From: Blackmer, Michael (M.P.)
Sent: Thursday, January 31, 2002 1:22 AM
To: Geraghty, Brian (B.J.)
Subject: FW: Information Request

- TENTATIVE PLAN TO
INSPECT 2/6 or 7.
- HE IS E-MAILING
PHOTOS.

Michael Blackmer
Police Brand Specialist
Phone/Fax: (313) 845-8594
E-mail: mblackme@ford.com

-----Original Message-----
From: Thompson, Bob (R.H.)
Sent: Monday, January 28, 2002 11:06 AM
To: Blackmer, Michael (M.P.)
Subject: FW: Information Request

Per your request.

-----Original Message-----
From: Martin, Dexter [mailto:martind@ci.gainesville.fl.us]
Sent: Friday, January 25, 2002 1:25 PM
To: Thompson, Bob (R.H.)
Subject: RE: Information Request

Bob, It is now January 25th still no word from Ford about our fire problem.
Please check on it for me. On the training how many can attend the one day

session. Please let me know so I can get started scheduling one at our site.
[REDACTED]

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

From: Thompson, Bob (R.H.) [mailto:bthomps7@ford.com]
Sent: Thursday, December 20, 2001 7:07 AM
To: [REDACTED]
Subject: RE: Information Request

I apologize about that. I was told the man had contacted you. I will follow up with him. As to the training, we can either have the training done at your facility, with a cost of \$550 per day (one day course), or I can set it up to be offered at our Orlando training office at no cost, but you must have people go down to Orlando. Let me know which is your preference. In either case, it would be at least February before I can get them set up.

Bob Thompson
Field Manager
North American Fleet Service
Ford Customer Service Division
(407)875-7449
(904)241-7367 - Fax
bthomps7@ford.com

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

From: [REDACTED]
Sent: Monday, December 17, 2001 1:08 PM
To: Thompson, Bob (R.H.)
Subject: Information Request

Good Morning Bob,

A couple of weeks ago I spoke with you about the Ford Crown Victoria Fires that we are experiencing with our City of Gainesville Police Interceptor Units. You stated that you would get in touch with the folks at Ford and let them know of our situation and that someone from Ford would be contacting me. To date I have not heard from anyone. The Director of Fleet Management and I have major concerns on this issue and would like to hear from someone very soon (before we loose another vehicle, someone is seriously injured or we encounter major property damage) due to these fires. We have already lost two vehicles and have now caught a third one early enough to determine an origination of the fires. So far we have been lucky and no injuries or other property damage other than the two vehicles that were totally destroyed related to these fires. We still have several of these vehicles in service and we are concerned with future fire problems with them.. Please follow up with Ford and let me know some thing so I can pass it on to the Director. In addition, we are in need of some Ford Factory Training on the use of the New Generation Star Tester (General Diagnostics) Could you please provide me with a resource to get this accomplished.

Thank you in advance,
[REDACTED]

ANALYTICAL WARRANTY SYSTEM

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 2FALP71WST	Val Line: C7B - CROWN VIC GEN/EN114 (92-09)	Eng Serial No: *
Model Year: 1996	Market Derivat: CP - FORD DIVISION DERIVATIVE	Body Style: *
Val Type: C	Drive Code: CB - 2 WHL LH REAR DRIVE	Engine: C7N - B-M 4.6L SOHC EFI NA CIV6 Q-HP
Inv. Dealer: 04902	Body Chk Style: CPC - 4 DOOR SEDAN-6 LITE	Transmission: C7D - 4 SPD AUTO TR NAAD ADDW/AR70W
	Version/Serial: C7B - BASE VERSION - CAR	

BUILD INFORMATION:

Region: NA - 00000000 Plant: AW - ST. THOMAS PLANT BUILD
 Country: CAN - 00000000 Prod Date: 14-FEB-1996

SALE INFORMATION:

Region: NA - 00000000 Selling Dealer: 12450 - *
 Country: USA - 00000000 Selling Div: B/Prvtl CM
 Buyer/SP/Prov: FL

Arrival Date: 28-FEB-1996 Res Carpet Lease: *
 Sale Date: 06-MAR-1996 Fleet/Lease/Co. Lease: F
 Warranty Start Date: 06-MAR-1996 Modified Vehicle: *
 Orig Warranty Date: 06-MAR-1996 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
F17KLS01B37V 3 X 50L2B57H 0020 EG R US5 4K5 5 C 27LP 1 FJ240580 042NY IN3 W

2FALP71W 2 A22V WHPL A C601 44
    
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EN02-025-R 13133

INSTALLED OPTION INFORMATION:

Air Conditioning:	CB - MANUAL AIR CONDITIONER	GVW Code:	-
Alternator Amp Rating:	*	GVW Clear Code:	L
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAEC - 3.27 FINAL DRIVE RATIO	Mirror(Defect Side):	* - [N/A]
Axle Type:	BQIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	EW	Paint:	RN2GC - PERFORMANCE WHITE OC
Brake Code:	AALAT - POLICE EQUIP PACK	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AF - ELECTRONIC AM/FM/STROCKLOCK
Calibration Code:	6UERJ1A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Steer Traction Axle:	* - [N/A]
Color(Trim):	00DD -	Tire Brand:	AG - GOODYEAR
Delivery Type:	3	Tire Size:	D8GT7 - P225/70VR15 BSW
Drivetrain Code:	*	Traction Control:	AB - ANTI-SPIN TRACT BRAKES W/O DVD
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	* RF:	*
LE:	* RL:	*
LL:	* RL:	*
SPARE:	*	*

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	CB - CB
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	FDY
ESP Plan Year:	* Engine Family:	TFM46V8FBL
ESP Signature Date:		

Any comments?

ANALYTICAL WARRANTY SYSTEM

Standard Claims List For Model Year 1996

Note: All Costs are in US Dollars

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	FLT CD	TBS CD	ENG CD	PROD DATE	WARE DATE	SELLING DEALER	SELL CNT	TIS	WCC CPSC_6	PREF	BASE	SUEF	CCC	CD	DIST (Miles)
2FALP71W3TX	CPB	CP	CPC	CIAB	CB	AW	CDU	CVN	14-FEB-1996	05-MAR-1996	124500	USA	12	*	*	*	*	*	*	11196
AWS Claims Key: 6191065 Trx Code: 96845 Labor Hrs: 4 Labor Cost: 19.24 Material Cost: 0 Total Cost: 24.85																				
Dir Cd-Sub Cd: 04743-* Name: PAUL WEST FORD, INC. Ph: 352-3765371 St: FL. City Cd: USA Reg Cd: NA Repr Date: 18-FEB-1997 Doc #: 01220351																				
Cust Comments: 96845 CAMPAIGN																				
2FALP71W3TX	CPB	CP	CPC	CIAB	CB	AW	CDU	CVN	14-FEB-1996	05-MAR-1996	124500	USA	12	*	*	*	*	*	*	11196
AWS Claims Key: 6191066 Trx Code: 96898 Labor Hrs: 4 Labor Cost: 19.24 Material Cost: 0 Total Cost: 19.24																				
Dir Cd-Sub Cd: 04743-* Name: PAUL WEST FORD, INC. Ph: 352-3765371 St: FL. City Cd: USA Reg Cd: NA Repr Date: 18-FEB-1997 Doc #: 01220352																				
Cust Comments: 96898 PROGRAM																				
2FALP71W3TX	CPB	CP	CPC	CIAB	CB	AW	CDU	CVN	14-FEB-1996	05-MAR-1996	124500	USA	14	*	*	*	*	*	*	12903
AWS Claims Key: 7236421 Trx Code: 97863 Labor Hrs: 6 Labor Cost: 28.87 Material Cost: 9.78 Total Cost: 47.37																				
Dir Cd-Sub Cd: 04743-* Name: PAUL WEST FORD, INC. Ph: 352-3765371 St: FL. City Cd: USA Reg Cd: NA Repr Date: 24-APR-1997 Doc #: 01510851																				
Cust Comments: 97863 CAMPAIGN																				
2FALP71W3TX	CPB	CP	CPC	CIAB	CB	AW	CDU	CVN	14-FEB-1996	05-MAR-1996	124500	USA	25	*	*	*	*	*	*	22704
AWS Claims Key: 12560323 Trx Code: 97813 Labor Hrs: 3 Labor Cost: 149.1 Material Cost: 146.69 Total Cost: 354.47																				
Dir Cd-Sub Cd: 04743-* Name: PAUL WEST FORD, INC. Ph: 352-3765371 St: FL. City Cd: USA Reg Cd: NA Repr Date: 10-MAR-1998 Doc #: 02974851																				
Cust Comments: 97813 PROGRAM																				
Tech Comments: 97813 PROGRAM																				
2FALP71W3TX	CPB	CP	CPC	CIAB	CB	AW	CDU	CVN	14-FEB-1996	05-MAR-1996	124500	USA	25	2004 031405 *		RBCALEM *		A99 42	22708	
AWS Claims Key: 12342036 Trx Code: 977 Labor Hrs: 3 Labor Cost: 14.91 Material Cost: 0 Total Cost: 14.91																				
Dir Cd-Sub Cd: 04743-* Name: PAUL WEST FORD, INC. Ph: 352-3765371 St: FL. City Cd: USA Reg Cd: NA Repr Date: 10-MAR-1998 Doc #: 02974852																				
Cust Comments: 97701 PROGRAM																				

EWS-025-R 18138

Tech Comments: PCM OUT OF RANGE P71U1																			
2FALP71W3TXXXXXX	CPB	CP	CPC	CYAB	CB	AW	CDU	CVN	14-FEB-1996	06-MAR-1996	124300	USA	29	Z8W3 09001 F6A2 9F715	GB	E29	41	25773	
AWB Claim Key:		15137578	Trx Code:		507	Labor Hrs:		1.2	Labor Cost:		62.4	Material Cost:		42.13	Total Cost:		104.53		
Dir-Cd-Sub Cd:		04743*	Name:			FALL WEST FORD, INC	Ph:		352-3765371	St: FL		City Cd:		USA	Reg Cd:		NA	Repr Date: 29-JUN-1998 Doc # 03439051	
Cust Comments: CHECK ENGINE LIGHT IS COMING ON																			
Tech Comments: IAC STUCK SERVICE BAY DIAGNOSTIC SYSTEM (SRDS) START UP TEST																			
2FALP71W3TX	CPB	CP	CPC	CYAB	CB	AW	CDU	CVN	14-FEB-1996	06-MAR-1996	124300	USA	09	LAD4 *	*	*	*	*	61363
AWB Claim Key:		21170046	Trx Code:		01M02	Labor Hrs:		3.4	Labor Cost:		195.6	Material Cost:		209.65	Total Cost:		405.25		
Dir-Cd-Sub Cd:		03945*	Name:			GAINESVILLE FORD	Ph:		352-3765371	St: FL		City Cd:		USA	Reg Cd:		NA	Repr Date: 22-OCT-2001 Doc # 06824101	
Cust Comments: CUSTOMER STATES INTAKE MANIFOLD IS LEAKING AND CHECK ENGINE LIGHT IS ON																			
Tech Comments: PROGRAM 01M02 PRESSURE TESTED COOLING SYS FOUND LEAK FROM CRACK IN MANIFOLD, REPLACED MANIFOLD AND GASKET																			

Any comments?

EM02-025-4 10138

ANALYTICAL WARRANTY SYSTEM**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1996; Claim Key = 6191065**Vehicle Information**

Model Year: 1996

Market Derived: C/F - FORD 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/FB-CROWN VIC (EN53/EN114) [92-03]

Warranty Start Date: 06-MAR-1996

Production Date: 14-FEB-1996

VIN: 2FALP71W3TX [REDACTED]

Claim Information

Document Number: 01220351

Repair Date: 18-FEB-1997

Distance: 11196

TIS: 12

Dealer Information

Dealer Name PAUL WEST FORD, INC.

Dealer Code: 04743 - *

Address: 3333 NORTH MAIN ST

City: GAINESVILLE

State: FL Zip Code: 32609

Country: USA Region Code: NA

Phone: (352)537-5371

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 19.24

Misc. Expense Amount: 4.81

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 24.05

Cust. Concern Code: * -

Condition Code: * - [N/A]

Technician Comment:

Customer Comment: 96S45 CAMPAIGN

Labor Op Code Labor Op Description Labor Op Cost

96S45A REPLACE 19.24

Causal Full Part Number Part Part Extended

Flag PREF BASE SUFF Description CPSC Quantity Amount

Any comments?

ANALYTICAL WARRANTY SYSTEM**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1996; Claim Key = 6191066

Vehicle Information

Model Year: 1996

Market Derived: C/F - FORD 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/FB-CROWN VIC (EN53/EN114) (92-03)

Warranty Start Date: 06-MAR-1996

Production Date: 14-FEB-1996

VIN: 2FALP71W3TX

Claim Information

Document Number: 01220352

Repair Date: 18-FEB-1997

Distance: 11196

TIS: 12

Dealer Information

Dealer Name PAUL WEST FORD, INC.

Dealer Code: 04743 - *

Address: 3333 NORTH MAIN ST

City: GAINESVILLE

State: FL Zip Code:32609

Country: USA Region Code: NA

Phone: (352)537-5371

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 19.24

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 19.24

Cust. Concern Code: * -

Condition Code: * - [N/A]

Technician Comment:

Customer Comment: 96B98 PROGRAM

Labor Op Code Labor Op Description Labor Op Cost

B98A REPLACE 19.24

Causal Full Part Number Part Part Extended**Flag PREE BASE SUFF Description CPSC Quantity Amount**

Any comments?

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1996; Claim Key = 7256425

Vehicle Information

Model Year: 1996

Market Derived: C/F - FORD 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/FB-CROWN VIC (EN53/EN114)
[92-03]

Warranty Start Date: 06-MAR-1996

Production Date: 14-FEB-1996

VIN: 2FALP71W3TX

Claim Information

Document Number: 01510851

Repair Date: 24-APR-1997

Distance: 12903

TIS: 14

Dealer Information

Dealer Name PAUL WEST FORD, INC.

Dealer Code: 04743 - *

Address: 3333 NORTH MAIN ST

City: GAINESVILLE

State: FL Zip Code: 32609

Country: USA Region Code: NA

Phone: (352)537-5371

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 28.87

Misc. Expense Amount: 4.81

Part Markup Amount:

Material Cost: 9.78

Total Cost Gross: 47.37

Cust. Concern Code: * -

Condition Code: * - [N/A]

Technician Comment:

Customer Comment: 97S63 CAMPAIGN

Labor Op Code Labor Op Description Labor Op Cost

97S63C 28.87

Causal Flag	Full Part Number	Part Description	Part CPSC	Quantity	Part Extended Amount
N	F6AZ 16K689 AA	STRIKER HOOD LATCH	010205	1	9.78

Any comments?