

**EA02-025**

**FORD 10/27/03**

**APPENDIX N**

**BOOK 40**

**PART 1 OF 8**

**From:** Christensen, Kris (K.S.)  
**Sent:** Thursday, January 17, 2002 2:27 PM  
**To:** Fash, James Jay (J.W.); Porter, Fred (F.J.)  
**Subject:** FW: Vehicle Usage

This is service part sales data - deactr switches.

***Kris S. Christensen***

Lincoln-Mercury Critical Concern Manager  
MD X5 1WB02 EVB  
Bus.: (313) 323-8497 Fax: (313) 845-1832  
Pager: (313) 795-3825 or (888) 442-1143  
CDSID: kchrist1 E-mail: kchrist1@ford.com

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

**From:** Shore, John (J.)  
**Sent:** Wednesday, January 02, 2002 3:33 PM  
**To:** Christensen, Kris (K.S.)  
**Subject:** RE: Vehicle Usage

Updated file. I've added requested info.....



9F924 VL.doc

**John Shore**  
Recall Parts Program Manager  
ACSG - Ford Customer Service Division  
Office - 734 286-9789  
FAX - 734 286-1166  
Page - 734 797-5981  
E-mail - Jshore@Ford.com

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

**From:** Christensen, Kris (K.S.)  
**Sent:** Wednesday, January 02, 2002 2:43 PM  
**To:** Shore, John (J.)  
**Subject:** Fw: Vehicle Usage

***Kris S. Christensen***

Lincoln-Mercury Critical Concern Manager  
MD X5 1WB02 EVB  
Bus.: (313) 323-8497 Fax: (313) 845-1832  
Pager: (313) 795-3825 or (888) 442-1143  
CDSID: kchrist1 E-mail: kchrist1@ford.com

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

**From:** Porter, Fred (F.J.)  
**Sent:** Tuesday, August 14, 2001 1:31 PM  
**To:** Christensen, Kris (K.S.)  
**Subject:** Vehicle Usage

<< File: VL.doc >>

Regards,

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

VL \ MY	92	93	94	95	96	97	98	99	00	01	02
Town Car	1 Prop 45° up	1 Prop 45° up	3 Prop 45° up	3 Prop 45° up	X Prop 45° up	X Prop 45° up					
Crown Victoria	1 Prop 45° up	1 Prop 45° up	3 Prop 45° up	3 Prop 45° up	X Prop 45° up	X Prop 45° up					
Grand Marquis	1 Prop 45° up	1 Prop 45° up	3 Prop 45° up	3 Prop 45° up	X Prop 45° up	X Prop 45° up					
Econoline / Club Wagon	X Frame up	X Frame up	5 MastC up	X MastC down	X MastC down	X MastC down	5 MastC down	5 MastC down	X MastC down	X MastC down	X MastC down
F-Series		5	5 MastC up	X MastC up	X MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Bronco		5	5	X	X MastC up						
Escape*										5	5
Explorer				5	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Sport/Sport Trac										5 MastC up	5 MastC up
Mountaineer						5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Ranger				5	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Expedition						5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Navigator							5 MastC up	5 MastC up	5 MastC up	5 MastC up	5 MastC up
Excursion									5 MastC up	5 MastC up	5 MastC up
Taurus SHO		7	7	7							
Mark VIII		1 Prop horiz	1 Prop horiz	3 FBL down	X FBL down	X FBL down	3 FBL down				
Windstar				4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down	4 MastC down
Capri			8								

Prop - Proportioning Valve

Frame - Frame Rail

MastC - Master Cylinder FBL - Front Brake Line

\* TI reports that they sell the F3TA-9F924-CA to Tokico for the Escape. The Escape speed control does not use this switch for deactivation.

	Ford P/N	TI P/N	Act (psi)	Rel (psi)	Base	Hexport	Thread	
1	F2VC-9F924-AB	77PSL2-1	90-160	20	Brown	J512	3/8-24M	Snap
2	F6LC-9F924-AA	77PSL2-3	200-300	40	Black	J512	3/8-24M	Snap
3	F2AC-9F924-AA	77PSL3-1	90-200	20	Natural	J512	3/8-24M	Quiet
4	F5BA-9F924-AA	77PSL3-2	90-160	20	Grey	J512	3/8-24M	Quiet
5	F3TA-9F924-CA	77PSL3-3	200-300	40	Red	J512	3/8-24M	Snap
6	94DA-9F924-AA	77PSL4-1	90-160	20	Natural	O-ring	M10x1.0M	Quiet
7	F3DC-9F924-AA	77PSL5-2	90-160	20	Natural	Smubber	3/8-24M	Quiet
8	94JA-9F924-AB	77PSL6-1	90-160	20	Grey	O-ring	3/8-24M	Quiet

1.  
 SERVICE PART: F2VY- 9F924-A SW ASY-SPD CONT DEACT  
 ENGINEERING PART: F2VC 9F924 AB ORIGIN: WERS

YEAR	Quantity
2002	0
2001	1916
2000	1408
1999	1899
1998	2511
1997	1156
1996	606
1995	408
1994	363
1993	140
1992	20
1991	0

ENG PART: F2VC 9F924 AB ORIGIN: WERS REGION: N USG STAT:   
 Eng Name: SW ASY-SPD CONT DEACT PT: PTO: VL:   
 Svc Part: F2VY- 9F924-A Replaces: Y Is Replcd: N USG LND:   
 P In Out

t	Vl	Yr	Yr	Feature Descriptions	Feature Descriptions
A	FB	92	93	CROWN VIC (EN53/EN114)	
A	FP	92	93	GRAND MARQ (EN53/EN114)	
A	VB	92	93	TOWN CAR (FN36/FN116)	
C	DA	94	95	TAURUS	
C	FB	92	94	CROWN VIC	4 SPD AUTO TRANS NAAO AODE
				LESS ANTI-SPIN TRACTION BRAKES	SPEED CONTROL
C	FB	92	94	CROWN VIC	4 SPD AUTO TRANS NAAO AODE
				ANTI-SPIN TRACT BRAKES W/O IVD	SPEED CONTROL
C	FB	99		CROWN VIC	
C	FP	92	94	GRAND MARQ (EN53/EN114)	4 SPD AUTO TRANS NAAO AODE
				LESS ANTI-SPIN TRACTION BRAKES	SPEED CONTROL
C	FP	92	94	GRAND MARQ (EN53/EN114)	4 SPD AUTO TRANS NAAO AODE
				ANTI-SPIN TRACT BRAKES W/O IVD	SPEED CONTROL
C	LA	93	93	MARK	
C	LB	94	95	MARK VIII (FN10)	
C	VB	94	97	TOWN CAR (FN36/FN116)	LIMO CONVERSION PACKAGE
C	VB	93	93	TOWN CAR (FN36/FN116)	LIMO CONVERSION PACKAGE
				4 WHL ANTI-LOCK BRAKES	
C	VB	97	97	TOWN CAR (FN36/FN116)	LIMO CONVERSION PACKAGE
				LESS SPECIAL EQUIPMENT PACKAGE	
C	VB	93	97	TOWN CAR (FN36/FN116)	4 SPD AUTO TRANS NAAO AODE
				LESS SPECIAL PURPOSE VEHICLE	
C	VB	93	93	TOWN CAR (FN36/FN116)	4 SPD AUTO TRANS NAAO AODE
				LESS SPECIAL PURPOSE VEHICLE	4 WHL ANTI-LOCK BRAKES
C	VB	92	97	TOWN CAR (FN36/FN116)	4 SPD AUTO TRANS NAAO AODE
				LIMO CONVERSION PACKAGE	
C	VB	93	97	TOWN CAR (FN36/FN116)	4 SPD AUTO TRANS NAAO AODE
				LIMO CONVERSION PACKAGE	4 WHL ANTI-LOCK BRAKES
C	VC	98		LINCOLN TOWN CAR	LIMO CONVERSION PACKAGE
C	VC	98	00	LINCOLN TOWN CAR	LIMO CONVERSION PACKAGE
				LESS SPECIAL EQUIPMENT PACKAGE	

2.  
 SERVICE PART: F6LZ- 9F924-AB SWITCH ASY  
 ENGINEERING PART: F6LC 9F924 AA ORIGIN: WERS  
 YEAR Quantity Replaced Part Number Message

Year	Quantity	Part Number	Message
2002	0		
2001	41	F6LE- 9F924-AA	REPLACED
2000	14		
1999	19		
1998	9		
1997	0		
1996	0		
1995	0		
1994	0		
1993	0		
1992	0		
1991	0		
1990	0		

ENG PART: F6LC 9F924 AA ORIGIN: WERS REGION: N USG STAT: -  
 Eng Name: SW ASY-SPD CONT DEACT PT: PTO: VL: -  
 Svc Part: F6LE- 9F924-AB (M) Replaces: Y Is Replcd: N USG IND: -  
 P In Out  
 t V1 Yr Yr Feature Descriptions Feature Descriptions  
 -----  
 C LE 96 98 MARK VIII (FN10)

3.  
 SERVICE PART: F2AZ- 9F924-AA SWITCH ASY  
 ENGINEERING PART: F2AC 9F924 AA ORIGIN: WERS

Year	Quantity	Replaced Part Number	Message
2002	0		
2001	1990	F2AZ- 9F924-A	REPLACED
2000	1503		
1999	1528		
1998	289		
1997	98		
1996	21		
1995	50		
1994	52		
1993	115		
1992	192		
1991	0		

ENG PART: F2AC 9F924 AA ORIGIN: WERS REGION: N USG STAT: -  
 Eng Name: SW ASY-SPD CONT DEACT PT: PTO: VL: -  
 Svc Part: F2AZ- 9F924-A (M) Replaces: N Is Replcd: Y USG IND: -  
 P In Out  
 t V1 Yr Yr Feature Descriptions Feature Descriptions  
 -----  
 C FB 95 97 CROWN VIC LESS ANTI-SPIN TRACTION BRAKES  
 SPEED CONTROL  
 C FB 92 94 CROWN VIC 4 SPD AUTO TRANS NAAD ACCE  
 LESS ANTI-SPIN TRACTION BRAKES SPEED CONTROL  
 C FF 95 97 GRAND MARQ (EN53/EN114) LESS ANTI-SPIN TRACTION BRAKES  
 SPEED CONTROL  
 C FF 92 94 GRAND MARQ (EN53/EN114) 4 SPD AUTO TRANS NAAD ACCE  
 LESS ANTI-SPIN TRACTION BRAKES SPEED CONTROL  
 C VB 95 97 TOWN CAR (FN36/FN116) LESS ANTI-SPIN TRACTION BRAKES  
 C VC 98 98 LINCOLN TOWN CAR LESS ANTI-SPIN TRACTION BRAKES

4.

SERVICE PART: F58Z- 9F924-AA SWITCH ASY  
 ENGINEERING PART: F58A 9F924 AA ORIGIN: WERS

SERVICE PART: F58Z- 9F924-AA SWITCH ASY  
 BACKCAST: Y DEMAND GROUP: \_

A	C	YEAR	Quantity	Replaced Part Number	Message
		2002	0		
		2001	12119	F58Z- 9F924-A	REPLACED
		2000	6811		
		1999	4482		
		1998	1149		
		1997	751		
		1996	904	F58Z- 9C837-AB	REPLACED
		1995	494		
		1994	82		
		1993	0		
		1992	0		
		1991	0		
		1990	0		

ENG PART: F58A 9F924 AA ORIGIN: WERS REGION: N USG STAT: \_  
 Eng Name: SW ASY-SPD CONT DEACT PT: \_ PTO: \_ VL: \_  
 Svc Part: F58Z- 9F924-A (M) Replaces: Y Is Replcd: Y USG IND: \_  
 P In Out  
 t V1 Yr Yr Feature Descriptions Feature Descriptions  
 T A3 02 WINDSTAR (WIN88/WIN126)  
 T A3 95 WINDSTAR (WIN88/WIN126) SPEED CONTROL  
 T A4 WINDSTAR (V229)

5.  
 SERVICE PART: F3TZ- 9F924-BB SWITCH ASY  
 ENGINEERING PART: F3TA 9F924 CA ORIGIN: WERS

SERVICE PART: F3TZ- 9F924-BB SWITCH ASY  
 BACKCAST: Y DEMAND GROUP: \_

A	C	YEAR	Quantity	Replaced Part Number	Message
		2002	0		
		2001	23446	F3TZ- 9F924-B	REPLACED
		2000	15917		MULTIPLE
		1999	10645		
		1998	5656		
		1997	3269		
		1996	1785		
		1995	1461		
		1994	1607		
		1993	2694		
		1992	191		
		1991	5		
		1990	0		

ENG PART: F3TA 9F924 CA ORIGIN: WERS REGION: N USG STAT: \_  
 Eng Name: SW ASY-SPD CONTR PT: \_ PTO: \_ VL: \_  
 Svc Part: F3TZ- 9F924-B (M) Replaces: M Is Replcd: Y USG IND: \_

P	In	Out	t	Vl	Yr	Yr	Feature Descriptions	Feature Descriptions
B	F1	95					F-SERIES DUAL REAR WHEELS	350 SERIES SPEED CONTROL
B	F1	95					F-SERIES 350 SERIES ALL 2 WHEEL DRIVE SPEED CONTROL	ALL DIESEL ENGINES 168" (4278MM) WHEELBASE SINGLE REAR WHEELS
B	F1	95					F-SERIES 250 SERIES SINGLE REAR WHEELS	ALL GAS/GASEOUS ENGINES ALL 2 WHEEL DRIVE SPEED CONTROL
B	F1	95					F-SERIES 350 SERIES SINGLE REAR WHEELS	ALL GAS/GASEOUS ENGINES ALL 2 WHEEL DRIVE SPEED CONTROL
B	F7						F-SERIES OVER 8500 GVW	SPEED CONTROL
B	R3	01					RANGER/MAZDA B2000	LESS ANTI-LOCK BRAKES
H	FC						F650/750 SERIES	ALL GAS/GASEOUS ENGN-HVY TRUCK
H	FC	01					F650/750 SERIES HYDRAULIC-SPLIT BRK SYS	ALL 7.3L NAVISTAR ENGINES
T	B1	93	93				BRONCO	SPEED CONTROL
T	B3	00	01				EXPEDITION	
T	B4	00	01				NAVIGATOR	
T	E2	93	93				ECONOLINE (VN58)	SPEED CONTROL
T	E2	96					ECONOLINE (VN58) COMMERCIAL CHASSIS APPLICATION	STRIPPED CHASSIS SPEED CONTROL
T	E2	94	96				ECONOLINE (VN58) SINGLE REAR WHEELS	CUTAWAY SPEED CONTROL
T	E2	94	96				ECONOLINE (VN58) DUAL REAR WHEELS	CUTAWAY SPEED CONTROL
T	E2	96	96				ECONOLINE (VN58) CUTAWAY	350 SERIES SINGLE REAR WHEELS
T	E2	96	96				ECONOLINE (VN58) CUTAWAY	350 SERIES DUAL REAR WHEELS
T	E2	96	96				ECONOLINE (VN58)	SUPER DUTY SERIES
T	E4	00					ECONOLINE LESS SPEED CONTROL	150 SERIES
T	E4	98	00				ECONOLINE SPEED CONTROL	150 SERIES
T	E4	98	98				ECONOLINE ALL REG/EXTENDED VANS/WAGONS	250 SERIES SPEED CONTROL
T	E4	99					ECONOLINE SPEED CONTROL	350 SERIES
T	E4	98	98				ECONOLINE ALL REG/EXTENDED VANS/WAGONS	350 SERIES SINGLE REAR WHEELS
T	E4	97	98				ECONOLINE	SUPER DUTY SERIES
T	E4	00	00				ECONOLINE ALL REG/EXT VANS/WAGONS&CUTAWAY	250 SERIES LESS SPEED CONTROL
T	E4	99	99				ECONOLINE ALL REG/EXT VANS/WAGONS&CUTAWAY	250 SERIES SPEED CONTROL
T	F1	93	93				F-SERIES	SPEED CONTROL
T	F1	94	97				F-SERIES DUAL REAR WHEELS	350 SERIES SPEED CONTROL
T	F1	95	97				F-SERIES SPEED CONTROL	SUPER DUTY SERIES
T	F1	94	97				F-SERIES 350 SERIES ALL 2 WHEEL DRIVE SPEED CONTROL	ALL DIESEL ENGINES 168" (4278MM) WHEELBASE SINGLE REAR WHEELS
T	F1	94	97				F-SERIES	ALL GAS/GASEOUS ENGINES



	250 SERIES	ALL 2 WHEEL DRIVE
	SINGLE REAR WHEELS	SPEED CONTROL
T F1 94 97	F-SERIES	ALL GAS/GASEOUS ENGINES
	350 SERIES	ALL 2 WHEEL DRIVE
	SINGLE REAR WHEELS	SPEED CONTROL
T F2	F-SERIES (MEXICO)	SUPER DUTY SERIES
	SPEED CONTROL	
T F5 00	F-SERIES UNDER 8500 GVW	POWER 4-WHEEL DISC
	SPEED CONTROL	
T F5 00	F-SERIES UNDER 8500 GVW	LESS VERSION PACKAGES
	HARLEY DAVIDSON VERSION PACK	LARIAT VERSION PACK
	NASCAR PACKAGE	POWER 4-WHEEL DISC
	SPEED CONTROL	
T F5	F-SERIES UNDER 8500 GVW	LESS VERSION PACKAGES
	HARLEY DAVIDSON VERSION PACK	LARIAT VERSION PACK
	POWER 4-WHEEL DISC	SPEED CONTROL
T F5 02	F-SERIES UNDER 8500 GVW	LESS VERSION PACKAGES
	HARLEY DAVIDSON VERSION PACK	LARIAT VERSION PACK
	KING RANCH VERSION	POWER 4-WHEEL DISC
	SPEED CONTROL	
T F5	F-SERIES UNDER 8500 GVW	XL VERSION #2
	XLT VERSION #2	POWER 4-WHEEL DISC
T F5 99	F-SERIES UNDER 8500 GVW	150 SERIES
T F5 97	F-SERIES UNDER 8500 GVW	150 SERIES
	SPEED CONTROL	
T F5 00	F-SERIES UNDER 8500 GVW	150 SERIES
	POWER FRT DISC/REAR DRUM	LESS SPEED CONTROL
T F5 00	F-SERIES UNDER 8500 GVW	150 SERIES
	POWER FRT DISC/REAR DRUM	SPEED CONTROL
T F5 99	F-SERIES UNDER 8500 GVW	150 SERIES
	POWER 4-WHEEL DISC	LESS SPEED CONTROL
T F5 99	F-SERIES UNDER 8500 GVW	150 SERIES
	POWER 4-WHEEL DISC	SPEED CONTROL
T F5 99 99	F-SERIES UNDER 8500 GVW	150 SERIES
	LESS VERSION PACKAGES	LARIAT VERSION PACK
	SPORT VERSION PACK	POWER 4-WHEEL DISC
	SPEED CONTROL	
T F5 00	F-SERIES UNDER 8500 GVW	250 SERIES
	POWER FRT DISC/REAR DRUM	LESS SPEED CONTROL
T F5 00	F-SERIES UNDER 8500 GVW	MOD 5.4L 2V SOHC EFI V8 GAS
	4 SP AUTO TRANS MAZDA 4R100 HD	TOTAL PERFORMANCE PACKAGE
	POWER 4-WHEEL DISC	4 WHL ANTI-LOCK BRAKES
T M1 02 02	LINCOLN BLACKWOOD	
T R2 93 94	RANGER/MAZDA B2000	MAZDA SERIES
	SPEED CONTROL	
T R3 99	RANGER/MAZDA B2000	ALL GAS/GASEOUS ENGINES
	STANDARD DUTY SUSPENSION	HEAVY DUTY PAYLOAD SUSPENSION
	SPEED CONTROL	
T R3 01 03	RANGER/MAZDA B2000	ALL GAS/GASEOUS ENGINES
	HEAVY DUTY PAYLOAD SUSPENSION	STD DUTY TORSION BAR SUSP
	STD DUTY COIL SPRING SUSP	
T R3 99 00	RANGER/MAZDA B2000	ALL GAS/GASEOUS ENGINES
	HEAVY DUTY PAYLOAD SUSPENSION	STD DUTY TORSION BAR SUSP
	STD DUTY COIL SPRING SUSP	SPEED CONTROL
T R3 03	RANGER/MAZDA B2000	ALL GAS/GASEOUS ENGINES
	ALL AUTOMATIC TRANSMISSIONS	HEAVY DUTY PAYLOAD SUSPENSION
	STD DUTY TORSION BAR SUSP	STD DUTY COIL SPRING SUSP
T S1 03	EXPLORER SPORT TRAC	
T S1 01	EXPLORER SPORT TRAC	SPEED CONTROL
T U3 98 98	EXPLORER/MOUNTAINEER	2 DOOR WAGON
	ALL LEFT HAND DRIVE	SPEED CONTROL
T U3 98 98	EXPLORER/MOUNTAINEER	5.0L OHV EFI NA V8 GAS*NP
T U3 97	EXPLORER/MOUNTAINEER	5.0L OHV EFI NA V8 GAS*NP

		LESS SPEED CONTROL	
T U3	97 97	EXPLORER/MOUNTAINEER SPEED CONTROL	5.0L OHV EFI NA V6 GAS*NP
T U3	98 01	EXPLORER/MOUNTAINEER 4 DOOR WAGON	ALL 6 CYLINDER GAS ENGINES
T U3	98 98	EXPLORER/MOUNTAINEER 4 DOOR WAGON	ALL 6 CYLINDER GAS ENGINES ALL LEFT HAND DRIVE
T U5	03	EXPLORER/MOUNTAINEER LESS ANTI-SPIN TRACTION BRAKES	ALL AUTOMATIC TRANSMISSIONS
T U5	02 02	EXPLORER/MOUNTAINEER 2002 JOB #1 PROGRAM CONTROL	ALL AUTOMATIC TRANSMISSIONS
T U5	02 02	EXPLORER/MOUNTAINEER 2002 1/2 JOB #1 PROGRAM CONTRL	ALL AUTOMATIC TRANSMISSIONS LESS ANTI-SPIN TRACTION BRAKES
T U7	03	EXPLORER SPORT	
T U7	01	EXPLORER SPORT	SPEED CONTROL
T U8	03	LINCOLN AVIATOR	ANTI-SPIN TRACT BRAKES W/O IVD
T Y1	93 97	F-STRIPPED CHASSIS (TV1)	RECREATIONAL STRIPPED CHASSIS
T Y3	01	F-STRIPPED CHASSIS(P131) 22000 LB. GVW	20,500 LB. GVW
T Y3	01	F-STRIPPED CHASSIS(P131) 20,500 LB. GVW	RECREATIONAL STRIPPED CHASSIS

6.  
ENGINEERING PART: 94DA 9F924 AA \_\_\_\_\_ ORIGIN: \_\_\_\_\_

INVALID PART NUMBER

7.  
SERVICE PART: F3DZ- 9F924-A \_\_\_\_\_ SW ASY-SPD CONT DEACT  
ENGINEERING PART: F3DC 9F924 AA \_\_\_\_\_ ORIGIN: WERS

SERVICE PART: F3DZ- 9F924-A \_\_\_\_\_ SW ASY-SPD CONT DEACT  
BACKCAST: Y DEMAND GROUP: \_\_\_\_\_

A	C	YEAR	Quantity	Replaced Part Number	Message
-	-	-	-	-	-
		2002	0		
		2001	271		
		2000	229		
		1999	206		
		1998	151		
		1997	145		
		1996	120		
		1995	78		
		1994	20		
		1993	119		
		1992	5		
		1991	0		

ENG PART: F3DC 9F924 AA \_\_\_\_\_ ORIGIN: WERS REGION: N USG STAT: \_  
Eng Name: SW ASY-SPD CONT DEACT PT: \_\_\_\_\_ PTO: \_\_\_\_\_ VL: \_\_\_\_\_  
Svc Part: F3DZ- 9F924-A (M) Replaces: N Is Replcd: Y USG IND: \_  
P In Out

t V1	Yr	Yr	Feature Descriptions	Feature Descriptions
C DA	93	95	TAURUS	
C DA	92	95	TAURUS	SHO 3.2L DOHC EFI NA V6 GAS

B.

SERVICE PART: F4JY- 9C837-A SWITCH ASY SPD CTRL  
 ENGINEERING PART: 94JA 9F924 AB ORIGIN: PAPD

Pnd Obs: 03/23/01 Svc Disp: U

Obs Not: 03/23/01

Obs Eff: 03/27/01

Eff In: 07/01/93

Eff Out: 05/31/94

SERVICE PART: F4JY- 9C837-A SWITCH ASY SPD CTRL  
 BACKCAST: Y DEMAND GROUP: \_

A

C	YEAR	Quantity	Replaced Part Number	Message
-	2002	0		
	2001	1		
	2000	3		
	1999	5		
	1998	1		
	1997	0		
	1996	0		
	1995	0		
	1994	0		
	1993	0		
	1992	0		
	1991	0		

ENG PART: 94JA 9F924 AB ORIGIN: PAPD REGION: N USG STAT: \_  
 Eng Name: SWITCH ASY SPD CTRL PT: \_ PTO: \_ VL: \_  
 Svc Part: F4JY- 9C837-A Replaces: N Is Replcd: N USG IND: \_

P In Out

t V1 Yr Yr Feature Descriptions Feature Descriptions

4 SA 94 94 CAPRI (IMPORTED/FORD OF AUSTRALI

From: Christensen, Kris (K.S.)  
 Sent: Thursday, October 18, 2001 7:56 AM  
 To: Faah, James Jay (J.W.); Porter, Fred (F.J.)  
 Subject: FW: 93 Town Car, Grand Marquis, Crown Vic Build Dates.xls

Yesterday I asked Dale Hagan at ECI to provide the vehicle build dates of the Customer Side of CQIS and VOQ incidents for 1993 MY Lincoln Town Car, Crown Victoria, and Grand Marquis. This is the result...

### ***Kris S. Christensen***

Lincoln-Mercury Critical Concern Manager

MD X6 1WB02 EVB

Bus.: (313) 323-8497 Fax: (313) 845-1832

Pager: (313) 795-3825 or (888) 442-1143

CDSID: kchrist1 E-mail: kchrist1@ford.com

—Original Message—

From: Hagan, Dale (D.)  
 Sent: Wednesday, October 17, 2001 4:17 PM  
 To: Christensen, Kris (K.S.)  
 Subject: 93 Town Car, Grand Marquis, Crown Vic Build Dates.xls

1993 Town Car, Grand Marquis, Crown Vic. Build Dates

#### 1993 Town Car CQIS

1LNLM81W6PY	Bld: 09/18/1992
1LNLM83W2PY	Bld: 08/10/1992
1LNLM81W1PY	Bld: 09/21/1992
1LNLM82W1PY	Bld: 08/03/1992
1LNLM82W5PY	Bld: 09/01/1992
1LNLM82W6PY	Bld: 08/03/1992
1LNLM81W4PY	Bld: 04/08/1993
1LNLM81W7PY	Bld: 10/09/1992
1LNLM83W6PY	Bld: 08/14/1992
1LNLM82W3PY	Bld: 10/15/1992
1LNLM82W0PY	Bld: 02/05/1993
1LNLM83W4PY	Bld: 10/21/1992
1LNLM82W8PY	Bld: 04/13/1993
1LNLM81W0PY	Bld: 10/13/1992
1LNLM81W2PY	Bld: 08/18/1992

#### 1993 Crown Vic / Grand Marquis CQIS

8/26/2003

EM82-825-A 0011

2FALP74WXPX	Bld:	10/30/1992
2MELM75W4PX	Bld:	10/29/1992
2MELM75W4PX	Bld:	10/29/1992
2FACP72W8PX	Bld:	10/28/1992
2MELM75W0PX	Bld:	09/01/1992
2MELM75W9PX	Bld:	11/12/1992
2MELM74W8PX	Bld:	08/06/1993
2MELM75W0PX	Bld:	09/01/1992

\* Customer appears to have filed duplicate report

1993 Town Car VDC \* only two VINS listed

1LNLM81W2PY	Bld:	10/13/1992
1LNLM81W7PY	Bld:	10/27/1992

1993 Crown Vic \* only one VIN listed

2FALP74W8PX	Bld:	10/29/1992
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**From:** Ott, David (D.J.)  
**Sent:** Thursday, February 28, 2002 3:08 PM  
**To:** Porter, Fred (F.J.)

Responding to your voice mail....

Attached is a copy of our response to NHTSA which includes the field/owner report info. Our response to Request No. 2 should provide the info you're looking for. Feel free to call if you have any questions.



response  
1-31-02.doc

Regards,

*David J. Ott*

Automotive Safety Office - Production Vehicle Safety  
Fairlane Plaza South, Ste. 500  
330 Town Center Drive  
Dearborn, MI 48126

Phone: 313-33-76645  
Fax: 313-59-42268

FORD'S RESPONSE TO RQ01-002

Ford's response to this Recall Query Information request was prepared pursuant to a diligent and good faith search for the information requested. While we have employed our best good faith efforts to provide responsive information, the breadth of the Agency's request and the requirement that information be provided on an expedited basis makes this a difficult task. We nevertheless have made every effort to provide thorough and accurate information and we would be pleased to meet with Agency personnel to discuss any aspect of this investigation.

The scope of Ford's investigation conducted to locate responsive information focused on Ford employees most likely to be knowledgeable about the subject matter of this inquiry and on review of Ford files in which responsive information ordinarily would be expected to be found and to which Ford ordinarily would refer, as more fully described in this response. Ford notes that although electronic information was included within the scope of its search, Ford has not attempted to retrieve from computer storage media electronic files that were overwritten or deleted. As the Agency is aware, such files generally are unavailable to the computer user even if they still exist and are retrievable through expert means. To the extent that the Agency's definition of Ford includes suppliers, contractors and affiliated enterprises for which Ford does not exercise day-to-day operational control, we note that information belonging to such entities ordinarily is not in Ford's possession, custody or control. Based on the RQ's definition of "Subject Vehicles", Ford has included within the scope of this request 1992-1997 model year Lincoln Town Car, Ford Crown Victoria, and Mercury Grand Marquis vehicles, which use the same part number speed control deactivation switch as that used on the recalled vehicles, as discussed with Mr. Borris on November 7, 2001. Also in that conversation with Mr. Borris and members of my staff, it was established that the scope of "Subject Vehicles" includes only 1992-1997 model year Lincoln Town Car, Ford Crown Victoria, and Mercury Grand Marquis vehicles that are not included in the vehicle population for Ford Recall 99S15 (NHTSA recall number 99V-124) or that are included in the recall population and the alleged defect is reported to have occurred following completion of the recall repair. Ford has construed this request as pertaining to vehicles manufactured for sale in the United States.

Responses to your specific numbered requests 1, 2a, 2b, 3 through 7, and 10 were provided in Ford's December 5, 2001 response to the Agency. An extension of time was requested and granted for responding to numbered requests 2 (paragraphs c. through f.), 8 and 9 of the inquiry. Responses to these specific numbered requests follow. Ford is also providing updated information to Request No. 7 in this response. As requested, after each numeric designation, we have set forth verbatim the request for information, followed by our response to it. Unless otherwise stated, Ford has undertaken to provide responsive documents dated up to and including October 18, 2001, the date of your inquiry. Ford has searched business units and/or affiliates within the following divisions for responsive documents: Research Vehicle Technology, Global Core Engineering, Ford Customer Service Division, Lincoln Mercury Product Development, Central Laboratory, Quality, Environmental and Safety Engineering, and Purchasing. We assume that this request does not seek documents related to the gathering of information or the preparation of Ford's responses to PE98-055.

Request No. 2

State the number and provide copies of all the following, from all sources, of which Ford is aware and which relate, or could relate to the alleged defect in the subject vehicles:

- a. owner/fleet complaints;

- b. field reports;
- c. fire/incident claims;
- d. subrogation claims;
- e. lawsuits; and
- f. third-party arbitration proceedings (where Ford is a party to the arbitration).

Please list and collate your response for each category ("a" through "f") by date of claim. Please provide for each item in this response the incident date, vehicle mileage at time of incident (if known), approximate vehicle age or model year, vehicle build date, disposition of matter, and, where a fleet vehicle is involved, the name of the fleet, and the name and telephone number of a contact person at that fleet. For items "a" through "d," please provide all related information and reports whether or not Ford has verified each one. For items "e" and "f," summaries are acceptable. Please identify in the summary the caption, court, docket number, and filing date of each lawsuit if a copy of the Complaint initiating the lawsuit is not provided.

Answer

Responses to items a and b were provided in our December 5, 2001 response.

c.-f. Ford's Office of the General Counsel ("OGC") is responsible for handling product liability lawsuits and claims and consumer breach of warranty lawsuits against the Company. Based on a reasonable and diligent search, Ford located nine lawsuits and 18 claims related to the alleged defect in the subject vehicles. (Ford notes that two of the claims and lawsuits alleging that a fire resulted from a defect in the speed control deactivation switch concern vehicles that were built prior to introduction of the electronic speed control system and subject switch.) Ford is providing, to the extent available, a copy of the Complaint, Ford's Answer to the Complaint, Plaintiff's responses to Ford's and/or other parties' discovery requests, Ford's responses to Plaintiff's discovery requests, documents produced in discovery, Plaintiff's medical records, police/fire department/ems reports, vehicle recall history, vehicle warranty history, owner communications with Ford, photographs, and/or non-privileged vehicle inspections and expert reports in Appendix A.

Ford notes that these suits and claims contain allegations that engine compartment fires were related to a defective speed control deactivation switch. Ford has not verified these allegations. Ford has reviewed five vehicles built subsequent to the vehicles included in the recall population that had an under hood fire alleged to have occurred as a result of a speed control deactivation switch malfunction. Based on the review of these five vehicles, Ford is confident that in two of the vehicles (VIN #1LNLM81W2P[REDACTED] and VIN #2MELM75W8R[REDACTED]) the fires did not occur due to a switch malfunction. In fact, Ford does not believe the fire originated under the hood in these two. In the third vehicle alleged to have a fire as a result of a switch malfunction (VIN #1LNLM82W1P[REDACTED]), Ford was unable to conclusively determine on which side of the vehicle the fire originated. Missing parts from the fourth vehicle (VIN #1LNLM81W7T[REDACTED]) makes it difficult to determine the origin of the fire. Ford was unable to conclusively eliminate the switch as a possible cause of the fire in the fifth vehicle (VIN #1LNLM81W0P[REDACTED]) (Some documents related to these investigations are privileged, and therefore, are not being provided.) The first of the VINS listed above also pertains to VOQ #549580 provided by the Agency with this RQ.

Ford notes that it was unable to locate two lawsuit files and one claim file and therefore is unable to determine if the cases are related to the alleged defect. Ford has redacted



handwritten marginalia from 46 documents responsive to this request that contain information protected from disclosure by the attorney-client privilege and/or work-product doctrine. In the interest of responding to the Agency in a timely manner, such documents are not being placed on a privilege log at this time, but will be provided at the Agency's request.

We note that the Agency's definition of Ford includes Ford's outside law firms. However, to the extent that Ford retained a law firm in connection with lawsuits or claims identified above, any files maintained by Ford's law firms would contain voluminous duplicative documentation and take months to gather and process. Nevertheless, in the interest of ensuring the thoroughness of our production, we have contacted law firms that handled the lawsuits or claims identified as related to the alleged defect and asked them to provide, to the extent available, copies of documents produced in discovery and non-privileged reports of vehicle inspections and experts. We are providing copies of this information with the documents included in Appendix A.

As noted above, to the extent they are available, Ford is producing non-privileged documents from its litigation and claim files, that may include expert opinions or reports. However, because of the burden associated with this request, Ford has not undertaken to (1) produce all documents related to such actions, or (2) separately identify and produce each interrogatory response relating to an expert opinion, expert report, transcript of an expert's testimony, and all documents prepared, considered, or relied upon by the expert.

Ford is also providing copies of representative documents from lawsuits and claims that are ambiguous as to whether they meet the alleged defect criteria. We have provided these documents in Appendix B as "non-specific allegations" for your review because of the broad scope of the request. Based on our engineering judgment, the information in these documents is insufficient to support a determination that they pertain to the alleged defect. Examples below of our investigations into these ambiguous lawsuits and claims demonstrate that it would be misleading to conclude that any of these reports are related to the alleged defect. With respect to these ambiguous lawsuits and claims, Ford has not undertaken to contact outside law firms to obtain any additional documentation.

Investigations of two of these ambiguous claims (VIN #1LNLM81W2PY [REDACTED] and VIN #2FALP73W1SX116450) found the fires to have originated outside the respective vehicles. Investigation of a third ambiguous claim (VIN #1LNLM81W3PY751555) found that the fire did not originate at the speed control deactivation switch. This third ambiguous claim also pertains to VOQ #871877 provided by the Agency with this RQ. (Some documents related to these investigations are privileged, and therefore, are not being provided.)

One of the other ambiguous claims (VIN #2FACP74W5PX [REDACTED]) also pertains to VOQ #886033 provided by the Agency with this RQ.

Ford is not providing documents responsive to this request that contain information protected by the attorney-client privilege and/or work-product doctrine. Such documents are described in a privilege log provided electronically in Appendix L (file: 2002.1.31\_Appendix\_L).

Many of the documents contained in Appendices A and B contain comments that were written by hand on the document by legal personnel. As these comments are protected from disclosure by the attorney work-product doctrine, they have been redacted to remove the marginalia. These documents are identified by suffix with the letter "M." In the interest of responding to this inquiry on a timely basis, Ford has not undertaken to identify these documents on the privilege log attached hereto in Appendix L.

Ford notes that it has attempted to resolve with one of its suppliers, through mediation, various costs associated with the speed control deactivation switch that is the subject of Ford recall 98S15. Through the mediation process (and negotiations it has fostered), Ford now possesses documents that might be responsive to the broad scope of Request Nos. 2, 7 or 8. Those documents are not included with Ford's response to this inquiry on the grounds that they are protected from disclosure by either the attorney work-product doctrine, or the mediation privilege. In the interest of responding to this inquiry on a timely basis, Ford has not undertaken to identify these documents on the privilege log attached hereto in Appendix L.

Ford also notes that during its search for documents responsive to Request No. 8 it located a number of documents in Research Vehicle Technology files where engineers, at the request of counsel, have been active in preparing Ford's defense to pending or anticipated litigation, including reviewing documents and discovery responses. Those documents, if deemed to be responsive to this Request or Request No. 8, are protected from disclosure by the attorney-client privilege, or by the attorney work-product doctrine. In the interest of responding to this inquiry on a timely basis, Ford has not undertaken to identify these documents on the privilege log attached hereto in Appendix L.

This request also seeks information related to owner/fleet complaints and field reports. In its December 5, 2001 response to the Agency, Ford identified 11 owner reports that may relate to the alleged defect. Five of these owner reports reflect that they are Legal Contacts. Ford has undertaken to gather any files related to these reports from the Litigation Prevention section as described in Appendix C (file: 2002.1.31\_Appendix\_C) on the enclosed CD. Five files were located and are provided in Appendix D.

One file pertaining to VOQ #747985 provided by the Agency (VIN: #1LNLM81W1PY[REDACTED]) was also identified by the Litigation Prevention section. Owner reports related to this vehicle had been reviewed in Ford's search for responsive reports provided in the December 5, 2001 response to the Agency. However, the owner had indicated in those reports that smoke was observed coming "out of the trunk area" of the vehicle. Based on this owner comment, these owner reports were characterized as non-responsive to this inquiry. However, the file provided by the Litigation Prevention section related to this vehicle includes a letter to Ford from the owner indicating that the fire was located in the engine compartment; damaged components were claimed to include a wire harness, the master brake cylinder, booster, reservoir and sensor. The file and owner reports related to this vehicle are provided in Appendix E.

A summary of responsive owner reports, field reports, lawsuits and claims is provided electronically by date of claim in Appendix F (file: 2002.01.31\_Appendix\_F) on the enclosed CD. Duplicate reports or claims are not reflected. Ford notes that in some cases certain information, such as VIN, incident date, or mileage at the time of the incident may not be known by Ford. Where an incident date is not known, Ford is providing the report date for the Agency's information.

The Agency provided information and/or VINs associated with 16 complaints with this RQ. Of those 16 complaints, five were found to relate to vehicles subject to the recall that had not had the recall repair completed prior to the reported incident. Two complaints relate to vehicles built prior to introduction of the electronic speed control system into production (the subject speed control deactivation switch is a component of this system and is not a part of previous systems.) Ford's searches did not identify any responsive owner or field reports, lawsuits or claims for vehicles related to 12 of the 16 complaints provided by the Agency. References to the other four

complaints are provided elsewhere in this response. Ford is providing an electronic summary in Appendix G (file: 2002.1.31\_Appendix\_G) on the attached CD that reflects the production dates for each of the vehicles associated with these 16 complaints for the Agency's information.

Request No. 7

Identify and describe all significant modifications or changes made by or on behalf of Ford in the manufacture, design, or material composition of the front suspension system used in the subject vehicles (and subsequent model years) from the start of subject vehicle production to date that relate, or could relate, to the alleged defect. The following information must be included for each such modification or change:

- a. the date, or approximate date on which the modification or change was incorporated into production;
- b. a description of the modification or change;
- c. the reason for the modification or change;
- d. the part number of the modified part;
- e. whether the original unmodified component was withdrawn from sale, and if so, when; and;
- f. whether the modified or changed components can be interchanged with earlier production components.

Answer

A summary of significant modifications or changes in design, material or manufacturing related to the speed control deactivation switch that may relate to the alleged defect was provided electronically in Appendix G of Ford's December 5, 2001 response to the Agency.

Some of the documents identified in Ford's search responsive to Request No. 8 of this inquiry relate to the manual crimping manufacturing process for the speed control deactivation switch discussed in Ford's December 5, 2001 response to Request No. 3. These documents identify that the part number suffix for switches produced with the manual crimping process is -BB, rather than -AB as indicated in Appendix G of Ford's December 5, 2001 response. The correct engineering and service part numbers for this interim switch are F2VC-9F924-BB and F2VY-9F924-B respectively. An updated summary reflecting this modified part number, superseding Appendix G of Ford's December 5, 2001 response, is provided electronically in Appendix H (file: 2002.1.31\_Appendix\_H) on the enclosed CD.

Ford notes that Request No. 6 of this inquiry asks for the number of replacement speed control deactivation switches sold for use on the subject vehicles. Review of Ford's service part sales information indicates that only four of the interim switches with service part number F2VY-9F924-B were sold for service.

Request No. 8

Identify and provide copies of all documents reflecting any study, survey, and investigation pertaining to the alleged defect that is known to Ford. Include all pertinent documents, regardless of whether they are in interim, draft, or final form.

Answer

Ford is construing this request broadly and providing not only studies, surveys, and investigations related to the alleged defect, but also notes, correspondence, and other communications, that were located pursuant to a diligent search for the requested information. The Ford business units and/or affiliates which were searched for responsive documents are as follows: Research Vehicle Technology, Global Core Engineering, Ford Customer Service Division, Lincoln Mercury Product Development, Central Laboratory, Quality, Environmental and Safety Engineering, and Purchasing. Ford is providing documents responsive to this request in Appendix J. Ford is not including its response documents reflecting technical studies or testing that were performed at the request of counsel in anticipation of litigation, as they are protected from disclosure by the attorney work-product doctrine. In the interest of responding to this inquiry on a timely basis, Ford has not undertaken to identify these documents on the privilege log attached hereto in Appendix L.

Ford is providing additional documents responsive to this request in Appendix K under separate cover to the NHTSA's Office of the Chief Counsel pursuant to 49 CFR, Part 512.

Ford is not providing documents responsive to this request that contain information protected by the attorney-client privilege and/or work-product doctrine. Such documents are described in a privilege log provided electronically in Appendix L (file: 2002.1.31\_Appendix\_L.)

Request No. 9

Furnish Ford's assessment of the alleged defect in the subject vehicles, including:

- a. all causal or contributory factors;
- b. warning symptoms;
- c. the failure mode;
- d. root cause of the failures;
- e. its potential effect on occupant safety; and
- f. potential for future occurrences of the alleged defect in the subject vehicles.

Answer

Analysis of the information and documents provided in this response and our other responses to the Agency concerning this subject demonstrates that there is not a safety defect trend related to the speed control deactivation switch in vehicles outside the scope of Ford's recall 99S15. Similarly there is no defect trend related to the remedy employed in recall 99S15. Accordingly, Ford continues to believe the remedy and scope of recall 99S15 are appropriate.

In late 1998 and early 1999 Ford reviewed reports or allegations of vehicle fires as a part of NHTSA's PE98-055 investigation. This review identified a trend of reports related to the speed control deactivation switch. As stated in Ford's December 5, 2001 response to Request No. 3, this trend coincided with certain switch manufacturing process issues described in Ford's December 5, 2001 response to Request No. 3. During our reviews in 1998 and 1999, analysis of the reports by vehicle build month found the reported incidents to occur almost exclusively on 1992 and 1993 model year vehicles. Further, during these model years the number of reports steadily and substantially decreased for vehicles built through November, 1992. After that date there were very few reports and no trend was found. Accordingly, Ford safety recall 99S15 was implemented

based on the known switch manufacturing issues combined with the analysis that found the report rate and trend decreased for vehicles built through November, 1992.

In response to this inquiry, Ford has reviewed reports alleging engine compartment fires in vehicles both outside the scope of recall 99S15 and in vehicles previously repaired by the recall action. Ford's analysis of these reports indicates that there are very few reported incidents alleging fire identified for vehicles outside the recall population. This contrasts markedly with the trend and number of reports identified for the recalled vehicles.

We believe that following Ford's recall 99S15, the speed control deactivation switch has been erroneously identified as the cause of vehicle fires. For example, two reports that an engine compartment fire was caused by a speed control deactivation switch relate to vehicles built six months prior to introduction of the electronic speed control system and switch. Ford has reviewed five vehicles built subsequent to the vehicles included in the recall population that had an under hood fire alleged to have occurred as a result of a speed control deactivation switch malfunction. Based on the review of these five vehicles, Ford is confident that in two of the vehicles (VIN #1LNLM81W2P [REDACTED] and VIN #2MELM75W8RX [REDACTED]) the fires did not occur due to a switch malfunction. In fact, Ford does not believe the fire originated under the hood in these two. In the third vehicle (VIN #1LNLM82W1PY [REDACTED]), Ford was unable to conclusively determine on which side of the vehicle the fire originated. Missing parts from the fourth vehicle (VIN #1LNLM81W7TY [REDACTED]) prevents a determination as to the origin of the fire. Ford was unable to conclusively eliminate the switch as a possible cause of the fire in the fifth vehicle (VIN #1LNLM81W0PY [REDACTED]). (Ford also reviewed three vehicles [VIN #1LNLM81W2PY [REDACTED] VIN #1LNLM81W3PY [REDACTED] and VIN #2FALP73W1SX [REDACTED] built subsequent to the vehicles included in the recall population that had an under hood fire without an allegation of switch malfunction. Review of these three vehicles showed that the fires were not related to a switch malfunction. In fact, Ford does not believe that two of the fires originated in the vehicles while the fire in the third originated elsewhere in the vehicle.)

As the Agency is aware, the root cause of alleged engine compartment fires frequently is very difficult to determine. Under hood fires may result from any number of potential causes, including improper service or maintenance practices related to electrical or fuel components, wiring damaged during routine maintenance, installation of aftermarket equipment, foreign material in the engine compartment, etc. The magnitude of the under hood damage caused by fires makes it difficult to conclude whether observed damage in a switch was caused as a result of fire unrelated to the switch, or was the cause of the fire. The mere fact that Ford conducted recall 99S15 gives rise to unsubstantiated and often erroneous allegations that a fire resulted from the speed control switch.

Analysis of reports provided in this response and reports provided in PE98-055 indicates similar cumulative report rates for vehicles built up to seven months prior to introduction of the electronic speed control system and switch, and for vehicles built up to seven months following the recall population. This suggests that, without expert evaluation of all circumstances and evidence pertaining to a vehicle fire, the speed control deactivation switch will incorrectly be alleged to be the source of engine compartment fires in vehicles outside the recall population simply in reaction to Ford's recall 99S15 without any basis in fact.

Six owner reports and one claim file pertain to engine compartment fires that are alleged to result from the speed control deactivation switch following completion of recall 99S15. Owners attribute these vehicle fires to the speed control deactivation switch without supporting analysis. Ford has not verified the cause of fire in these reports, but has no reason to believe that

they relate to any defect in the replacement switches. Ford notes that safety recall 99S15 advised technicians, should replacement speed control deactivation switches be unavailable, to disconnect the electrical connector from the speed control deactivation switch as an interim repair until a replacement switch became available for the permanent repair. Ford's analysis has found that some customers, following completion of the interim repair but prior to completion of the permanent repair, had the electrical connector reconnected to the speed control deactivation switch to restore speed control function. Naturally this action would reintroduce the potential for malfunction of the switch in these vehicles until the permanent switch repair was completed.

Based upon the substantially lower cumulative report rate for vehicles outside the recall population and the extremely low number of complaints pertaining to vehicles repaired by the recall, the data do not demonstrate a safety defect trend related to the speed control deactivation switch in subject vehicles (i.e., those vehicles outside the scope of Ford's recall 99S15, or subject to the recall but where the owners did not have the recall service performed.) Based on analysis of this information, Ford believes the remedy and scope of recall 99S15 are appropriate. Ford will continue to monitor reports related to this investigation and will take appropriate action should conditions warrant.

###

# COIS Reports for Inquiry RQ01-002

Inquiry: RQ01-002

Report No: YC4BC017

Sort Order:

Report Date: 3/30/2000

Source: COIS

Model Year: 1994

Model:

VIN: 1LNLM82V6R

PGM Type:

Symptoms: 7 04 3 45

LIQ SRC

SCORCHED/BURNT

FIRE/SMOKE

UNDERHOOD

Addl. Symptom:

Odometer:

10 M

Engine:

Transmission:

Build Date:

8/15/1993

Warranty Start:

9/30/1993

Dealer: KOK22 Al Jazirah Vehicles A

FCSD Region: GB

City: Riyadh

State:

Customer First Name: N/A

Last Name: N/A

City:

State:

Causal Component:

Photo:

Comment Type: Comments:

CONCER THERE WAS A FIRE UNDER THE HOOD. DAMAGE CONCENTRATED ON THE LEFT SIDE  
CONCER OF THE ENGINE.

REPAIR THE VEHICLE WAS SEVERELY DAMAGED BY THE FIRE. THE CAUSE IS UNDER  
REPAIR INVESTIGATION AT THIS TIME.

Inquiry: RQ01-062      Report No: 1DTD7005      Report Date: 4/20/2001      Source: CQIS  
 Model Year: 1994      Model:      VIN: 2FALP71W4R      PGM Type:  
 Symptoms: 7 04 3 00      UKN SRC      FIRE/SMOKE  
    SCORCHED/BURNT      OTHER  
 Addl. Symptoms:      Odometer: 100000 M  
 Engine:      Transmission:      Build Date: 5/3/1994      Warranty Start: 6/3/1994  
 Dealer: 60347 Ford Motor Co. Fpedgo      FCSD Region: 4B      City: Dearborn      State: MI  
 Customer First Name:      Last Name:      City:      State:  
 Causal Component:      Photo:  
 Comment Type:      Comments:

NISC CUSTOMER CALLED LOOKING FOR ASSISTANCE/TECHNICAL INFORMATION ON  
 NISC VEHICLE BURSTING INTO FLAMES AFTER SITTING. CALLED THE INSURANCE  
 NISC COMPANY AND THEY SAID THEY HAVE 4 OTHER VEHICLES IN WHICH THIS HAS  
 NISC HAPPENED TO. NO OUTSTANDING RECALLS, VEHICLE WAS SOLD TO ONE OF THE  
 NISC OFFICERS AS A PERSONAL CAR. DID NOT GET HIS NAME, OR ADDRESS, BUT  
 NISC DID GET THE TELEPHONE NUMBER.  
 NISC CUSTOMERS TELEPHONE NUMBER WAS (800) 388-4560.



Inquiry: RQ01-052      Report No: XH1F9004      Report Date: 8/27/1999      Source: CQIS  
 Model Year: 1997      Model: CROWN VICTORIA      VIN: 2FALP74W8VX      PGM Type:  
 Symptoms: 2 05 2 50      ELECT.      HRN/SPD CNTRL  
    SPEED CONTROL      ENGAGEMENT/INOP  
 Addl. Symptom: SPEED CONTROL INOP      Odometer: 49536 M  
 Engine: 4.8L ROM B      Transmission:      Build Date: 5/13/1997      Warranty Start: 9/6/1997  
 Dealer: 00404 Don Rich Ford Co., Inc      FCSD Region: 10      City: Villa Rica      State: GA  
 Customer First Name:      Last Name:      City:      State:  
 Causal Component:      Photo:  
 Comment Type: Comments:

REPAIR TECH STS THAT THE SPEED CONTROL IS INOP. THE TECH HAS REPLACED THE SER  
 REPAIR VO 2X AND THE NEW SERVO WORK FOR A LITTLE WHILE AND THEN QUIT AGAIN.  
 RECOMM ADVISED TECH TO DISCONNECT SPEED CONTROL SERVO AND CHECK ALL PWRs WITH  
 RECOMM A TEST LIGHT AND VOLTMETER AND GRDS FOR VOLTAGE DROP. ADVISED TECH TPO  
 RECOMM CHECK ALL CIRCUITS COMING INTO SERVO WITH VOLTMETER AND SEE IF WERE  
 RECOMM GETTING A FEED INTO THE SERVO, CAUSING SERVO TO BURN INTERNALLY.  
 RECOMM ADVISED TECH TO CHECK PINS OF SERVO AND PRESS THE CONTROL SWITCHES AND  
 RECOMM CHECK THE DIFFERENT VOLTAGES FROM THE CONTROL SWITCH.

Inquiry: RQ01-002      Report No: 1UK0003      Report Date: 04/10/2001      Source: CQIS  
 Model Year: 1997      Model: GRAND MARQUIS      VIN: 2MELM75W6V2      POM Type:  
 Symptoms: 2 03 2 00      ELECT.      START/CHARGE  
    WIRING - BASIC      OTHER  
 Addl Symptom: VEHICLE CAUGHT FIRE      Odometer: 36635 M  
 Engine: 4.6L ROM B      Transmission:      Build Date: 4/16/1997      Warranty Start: 2/20/1998  
 Dealer: 10095 Vista Lincoln-Mercury      FCBD Region: 71      City: Woodland Hills      State: CA  
 Customer First Name:      Last Name:      City:      State:  
 Causal Component:      Photo:  
 Comment Type: Comments:

REPAIR SM STATES THAT CUSTOMER WENT INTO STORE, STORE CALLED 911 BECAUSE CAR  
 REPAIR WAS ON FIRE. STATES THAT HE THOUGHT THERE WAS A WIRING RECALL ON THIS  
 REPAIR VEHICLE.  
 RECOMM ADVISED TECH THAT QC DEALER SHOWED A RECALL FOR 00616,00615,88837, AND  
 RECOMM 88L12. THESE DEALT WITH SEATBELTS, AIRBAG, AND LOWER CONTROL ARMS.  
 RECOMM 88L12 DID NOT SHOW A DIScription. SME STATES NO RECALLS FOR WIRING TO  
 RECOMM PREVENT FIRES FOR THIS VEHICLE.

Inquiry: RG01-002      Report No: 1FEDN002      Report Date: 8/6/2001      Source: CQIS  
 Model Year: 1997      Model: CROWN VICTORIA      VIN: 2FALP71W8V      PGM Type:  
 Symptoms: 7 04 1 46      LKX SRC      FIRE/SMOKE  
    UNDERHOOD  
    VISIBLE FLAME  
 Addl. Symptom:      Odometer: 150000 M  
 Engine: 4.8L ROM B      Transmission: 4R70W      Build Date: 8/10/1997      Warranty Start: 1/23/1998  
 Dealer: 60347 Ford Motor Co. Fpedgo      FCSD Region: 48      City: Dearborn      State: MI  
 Customer First Name:      Last Name:      City:      State:  
 Causal Component:      Photo:  
 Comment Type: Comments:

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

# CQIS Reports for Inquiry RQ01-002

Sort Order:

Inquiry: RQ01-002

Report No: XGVIP004

Report Date: 7/22/1999

Source: CQIS

Model Year: 1994

Model:

VIN: 2FALP71W8R

PGM Type:

Symptoms: 2 05 2 00

ELECT.

HRN/SPD CNTRL

SPEED CONTROL

OTHER

Addl Symptoms: NOT COVERED BY 98-S-15

Odometer: 115555 M

Engine:

Transmission:

Build Date:

12/8/1993

Warranty Start: 12/20/1993

Dealer: 04653 Payton Wells Ford Lin

FCSD Region: 47

City: Anderson

State: IN

Customer First Name:

Last Name:

City:

State:

Causal Component:

Photo:

Comment Type: Comments:

REPAIR DLR STATES THE DEAC SWITCH WAS BURNED UP AND THE VEHICLE WAS NOT COVER  
REPAIR ED UNDER RECALL 98-S-15.  
RECOMM ADV TO FILE ED8R, AND REPAIR VEHICLE AS NECESSARY.

**Inquiry: RC01-002**

Report No: 1JKF5001

Report Date: 15/11/2001

**Source:** CQIS

Model Year: 1994

**Model:**

VIN: 1LNLM81W1R

**PCIM Type:**

Symptoms: 3 01 B

CHASS.

## SERVICE BRAKE

## FLUID

**Add. Symptom:**

**Odometer:** 112889 M

**Engine:**

**Translation:**

**Build Date:**

1/20/1984

**Warranty Start:** 4/8/1994

Dealer: 11467 Mac Churchill Lincoln

FCSD Region: 62

City: Fort Worth

State: TX

**Customer First Name: LEE**

**Last Name: WOLFE**

**City**

**State:**

**Causal Component:** 9F024 SWITCH

## Photos

**Comment Type:** **Comments:**

CONCERN CRUISE CONTROL INOP. SMELLED BURNING SMELL UNDER HOOD AND SAW SMOKE. REPAIR TECH VERIFIED CRUISE INOP AND FOUND THE REDUNDANT SWITCH HAD LEAKED REPAIR AND THE FLUID CAUGHT FIRE AND BURNED THE SWITCH AND HARNESS CONNECTOR. REPAIR THE TECH REPLACED THE SWITCH AND HARNESS CONNECTOR AND RELEASED THE REPAIR VEHICLE.

REPAIR FCE NOTED THAT THIS IS THE SAME ISSUE THAT 89S16 RECALL COVERED ON THE REPAIR 82/93 TOWN CARS. THIS VEHICLE FALLS OUT OF THE RECALL COVERAGE. THE REPAIR PART WAS RETRIEVED AND RETURNED TO ECIA AS PART OF REQ01-85.

REPAIR DAVE PILGRIM, FCE DALLAS/FT.WORTH, 872-318-1059

CONCER VEHICLE IS NOT COMING OUT OF PARK.  
TECHNIC FOUND FUSE BLOWN. P.P.T. FOUND SPEED CONTROL CUT OUT SWITCH BURNT  
TECHNIC (FIRE). NOTE: SAME PROBLEM AS IN RECALL 88-9-15.

Inquiry: RQ01-002

Source: MORIS III

Region: 24 ORLANDO Issue: LEGAL

Zone: A1

Case: 702921399

VIN: 2MELM75W8NM Engine: W

Veh Type: C

Opened: 5/19/1999

Contact\_Key: 07029213990709 70414507

Closed: 5/19/1999

Last Name: Title: First Name: Status: CLOSED

Address: City: TAMARAC State: FL ZIP:

Phone:

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

Dealer Name: MARGATE LINCOLN-MER Sales Code: L28258 P and A: 11036

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC36 US CONCERN CASE BASE PHONE 5/19/1999 3:24:18 PM  
Action: 664 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT 07029213990709 70414507

CUSTOMER SAYS: VEH BURNED AND WRITTEN OFF IN 1997; CUST J  
UST HEARD ABOUT RECALL NO. 98815 AND WANTS COMPENSATION FO  
R HER HAVING TO BUY A NEW VEH PER CUSTOMER, DEALER SAYS:  
NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED T  
O THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTA  
TIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - N  
O TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED  
YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO I  
N REFERENCE CASE ID: 77

Origin: CAC GENERAL CAC PHONE 5/19/1999 3:24:18 PM  
Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY 07029213990709 70414507

CUSTOMER SAYS: VEH BURNED AND WRITTEN OFF IN 1997; CUST J  
UST HEARD ABOUT RECALL NO. 98816 AND WANTS COMPENSATION FO  
R HER HAVING TO BUY A NEW VEH PER CUSTOMER, DEALER SAYS:  
NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED T  
O THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTA  
TIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - N  
O TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED  
YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO I  
N REFERENCE CASE ID: 77

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 5/20/1999 3:02:13 PM  
Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER 07029213990709 70414507  
\*\*LPA ATTEMPTED TO CONTACT THE PHONE NUMBER IN TH  
E CONTACT IS A PAGER.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE  
Action: LP1901 UPDATE/ADDCO CASE  
\*\*LPA HAS BEEN UNABLE TO CONTACT [REDACTED] BY PHONE. LPA SE  
NT A LETTER REQUESTING MR. ALLEN CONTACT LPA.

6/21/1999 10:35:44 AM  
07029213990709 70414507

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE  
Action: LP4000 FINAL CASE DISPOSITION

6/1/1999 9:55:38 AM  
07029213990709 70414507

\*\*LPA SPOKE TO [REDACTED] SHE INDICATED THERE WERE NO INJURIES AS A RESULT OF THE FIRE. ALSO, HER INSURANCE CO. HAS PAID HER CLAIM AND SHE NO LONGER OWNS THE VEHICLE.  
\*\*LPA ADVISED [REDACTED] THAT SINCE SHE NO LONGER OWNS THE VEHICLE WE ARE UNABLE TO INSPECT THE VEHICLE TO DETERMINE IF THE FIRE WAS THE RESULT OF RECALL 98S16. LPA ALSO ADVISED THAT HER INSURANCE WAS ALREADY INVOLVED. NO FURTHER ASSISTANCE OFFERED.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE  
Action: LP1815 REDIRECT TO OGC - REQUEST FOR DISCOVERY  
\*\*CASE FILE FORWARDED TO OGC.

6/1/1999 9:55:37 AM  
07029213990709 70414507

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE  
Action: SL603 ADD MICRO NUMBER/DOC ID

6/18/1999 1:23:50 PM  
07029213990709 70414507

MORSIII Duplicates (Y/N):

VOQ Duplicates (Y/N):



Inquiry: RQ01-002

Source: MORIS III

Region:

Issue: INFORMATION

Zone:

Case: 471241408

VIN: 2FALP73W6P204000

Engine: W

Veh Type: C

Opened: 5/20/1999

Contact\_Key: 04712414081142 20520002

Closed: 6/20/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: BEL AIR

State: MD

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1993

Model: LTD CROWN VIC 4DR

Mileage:

8700 Build\_Date: 7/27/1993

Dealer Name:

Sales Code:

P and A:

Reason Code: 1142 AWA - INDEPENDENT FACILITY, NO ASSISTANCE

Symptoms: 205200 HRN/SPD CNTRL SPEED CONTROL

Origin: CAC138 US CONCERN CASE BASE

PHONE 6/20/1999 11:18:00 AM

Action: 807 ADVISE CUST FORD DOES NOT SUPPORT DIAGNOSIS OF INDEPEND04712414081142 20520002

CUSTOMER SAYS: CUST READ ABOUT THE RECALL REGARDING THE SPE  
ED CONTROL; CUST HAS HAD PROBLEMS WITH THE SPEED CONTROL SO  
METIMES IT DOES NOT WORK AND ONE TIME THERE WAS SMOKE COMING  
OUT AND CUST JUST STOPED USING IT; CUST HAS NOT BEEN TO THE  
DLRHSP ABOUT THE PROBLEM; CUST WANTS OT KNOW WHAT TO DO ABO  
UT THAT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: -  
VEHICLE IS NOT INVOLVED IN RECALL - RECALLS ARE ANNOUNCED O  
N A SEQUENCE OF VEHICLES BUILT AT A SPECIFIC ASSEMBLY PLANT  
DURING A PARTICULAR TIME PERIOD - RECALLS ARE VIN SPECIFIC  
- WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL A  
SSISTANCE INFERENCE CASE ID: 40

MORISIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Source: MORIS II

Region: 24 ORLANDO

Issue: INFORMATION

Zone: D1

Case: 1362350540

VIN: 1LNLM81W4P

Engine: W

Veh Type: C

Opened: 2/23/2000

Contact\_Key: 13623505400778 70414502

Closed: 2/23/2000

Last Name:

Title: MRS

First Name: ANNIE

Status: CLOSED

Address:

City: JACKSONVILLE

State: FL

ZIP:

Phone:

Model Year: 1993

Model: TOWN CAR EXECUTIVE

Mileage:

1

Build Date:

4/8/1993

Dealer Name: NORTH FLORIDA LINCO

Sales Code: L25002

P and A:

11030

Reason Code: 0773

LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704145

FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CACI36 US CONCERN CASE BASE

PHONE

2/23/2000 10:03:12 AM

Action: 590

ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE

13623505400778 70414502

CUSTOMER SAYS: -VEH CAUGHT FIRE IN DEC 1999 IN HER HOME DR  
MEWAY -CALLER NOT SURE IF THE VEH WAS RUNNING -CAUSE UNKN  
OWN -NOT SURE IF THERE WAS INSURANCE COVERAGE PER CUSTOMER  
, DEALER SAYS: -NONE CAC ADVISED: - THIS IS NOT A SITUAT  
ION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOU  
R INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID: 79

MORBill Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Source: MOR3 III

Region: 21 ATLANTA

Issue: INFORMATION

Zone: Ct

Case: 1424390059

VIN: 2MELM74W38

Engine: W

Veh Type: C

Opened: 1/5/1999

Contact\_Key: 14243900591108 20320002

Closed: 1/5/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: ALPHARETTA

State: GA

ZIP:

Phone:

Model Year: 1995

Model: GRAND MARQUIS GS 4DR

Mileage:

54000 Build\_Date: 8/15/1994

Dealer Name: BARANCO LINCOLN-MER

Sales Code: L28057

P and A:

10167

Reason Code: 1106

AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR

Symptoms: 203200

START/CHARGE WIRING - BASIC

Origin: CAC138 US CONCERN CASE BASE

PHONE

1/5/1999 11:43:50 AM

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

14243900591108 20320002

CUSTOMER SAYS: CUST TOOK VEHICLE TO DEALER DUE TO HAVING T

HE WIRES BURNED OUT; CUST FEELS THAT THERE IS A DEFECT IN TH

E WIRES; PER CUSTOMER, DEALER SAYS: DEALER SAID THE WIRE

S BURNED OUT; CAC ADVISED: -WARRANTY HAS EXPIRED - FORD

WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE INFERENCE CASE ID:

337B

Origin: CAC GENERAL CAC

PHONE

1/5/1999 11:43:50 AM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

14243900591108 20320002

CUSTOMER SAYS: CUST TOOK VEHICLE TO DEALER DUE TO HAVING T

HE WIRES BURNED OUT; CUST FEELS THAT THERE IS A DEFECT IN TH

E WIRES; PER CUSTOMER, DEALER SAYS: DEALER SAID THE WIRE

S BURNED OUT; CAC ADVISED: -WARRANTY HAS EXPIRED - FORD

WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE INFERENCE CASE ID:

337B

MOR3III Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Source: MORIS III

Region: 23 MEMPHIS

Issue: INFORMATION

Zone: B1

Case: 1427512550

VIN: 2ME1M75W2S

Engine: W

Veh Type: C

Opened: 8/11/2000

Contact\_Key: 14275125501141 40050002

Closed: 9/11/2000

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: NASHVILLE

State: TN

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1995

Model: GRAND MARQUIS LS 4DR

Mileage: 7000

Build Date: 8/28/1995

Dealer Name: PERFORMANCE FORD, L

Sales Code: F23039

P and A:

01148

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 400600 ENGINE GENERAL CONCERN MECH FAILURE

Origin: CACI38 US CONCERN CASE BASE

PHONE

8/11/2000 11:52:52 AM

Action: 520 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

14275125501141 40050002

CUSTOMER SAYS: -CUST SAYS VEH WAS IN FOR REPAIRS AND WHEN

VEH WAS PICKED-UP IT CUT OFF AT THE TRAFFIC LIGHTS AT STOP

SIGN AND CHECK ENGINE STAYS ON -CUST SAYS WHEN THE VEH CAME

INTO DLR IT WAS NOT SHAKING -CUST THINKS THAT VEH WAS NOT

DIAGNOSED RIGHT AND DLR WANTS TO CHARGE ANOTHER DIAGNOSTIC

FEE -CUST STATES THAT SHE TOOK VEH TO A NON-FORD DLRSHIP AND

THEY STATES THAT VEH NEED MOUTH SENSOR WHICH HAD SOMETHING

TO DO WITH THE COMPUTER PER CUSTOMER, DEALER SAYS: -DLR

STATES THAT SOMETHING ELSE IS WRONG WITH VEH AND IT WOULD COST

MORE MONEY TO HAVE THE REST OF THE REPAIRS FIX CAC ADVISE:

-WARRANTY HAS EXPIRED -FORD WILL NOT PROVIDE FINANCIAL

ASSISTANCE -OBC TO DLR SPOKE TO SERV ADV LISA WHO STATES

CUST BROUGHT VEH IN FOR FIRE DAMAGE GAVE CUST THE ESTIMATE

AND WAS CLAIMED BY HIS INS -LISA SAID THAT SHE TOLD CUST

THAT VEH NEEDED MAINT/WORK TO BE DONE -LISA SAYS CUST THINKS

THAT EVERYTHING THAT IS WRONG WITH VEH WAS RELATED TO THE

FIRE -WHEN VEH LEFT DLRSHIP IT WAS RUNNING ROUGH -DLR STATES

THAT CUST SHOULD BRING VEH IN FOR THEM TO DIAGNOSE THE CONCERN

-DLR ALSO STATES THAT IF CUST IS NOT SATISFIED HE SHOULD

CONTACT THE INS COMPANY -LISA SAYS THAT CUST WOULD HAVE

TO PAY A DIAGNOSTIC FEE -ADVISED CUST AS PER DLRSHIP CONVE

RSATION TO CONTACT INS COMPANY AND TO CONTACT DLRSHIP THEY ARE

IN THE BEST POSITION TO ASSIST INFERENCE CASE ID: 4003

MORIS Duplicate (Y/N):

VOQ Duplicate (Y/N):

Tuesday, January 29, 2002

Page 7 of 39

EA02-025-R 0030

Inquiry: RQ01-002

Source: MOR8 III

Region: 13 NEW YORK Issue: INFORMATION Zone: H1 Case: 1394031628

VIN: 2MECM74W7N [REDACTED] Engine: W Veh Type: C Opened: 6/7/1999

Contact\_Key: 13940316281141 20520002 Closed: 6/7/1999

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED

Address: [REDACTED] City: KINGSTON State: NY ZIP: 12401

Phone: [REDACTED]

Model Year: 1992 Model: GRAND MARQUIS GS 4DR Mileage: 45 Build Date: 12/18/1991

Dealer Name: COLONIAL MOTOR CARS Sales Code: L14568 P and A: 13359

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 205200 HRN8PD CNTRL SPEED CONTROL

Origin: CAC38 US CONCERN CASE BASE

PHONE 6/7/1999 4:16:37 PM

Action: 526 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 13940316281141 20520002

CUSTOMER SAYS: CUST IS CALLING TO FIND OUT IF HER VEH WAS INVOLVED IN ANY RECALLS ; THERE HAS BEEN 7 TIMES WHERE THERE HAS BEEN SMOKE COMING FROM THE ENGINE; PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE ID: 1769

Origin: CAC GENERAL CAC

PHONE

6/7/1999 4:16:37 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

13940316281141 20520002

CUSTOMER SAYS: CUST IS CALLING TO FIND OUT IF HER VEH WAS INVOLVED IN ANY RECALLS ; THERE HAS BEEN 7 TIMES WHERE THERE HAS BEEN SMOKE COMING FROM THE ENGINE; PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE ID: 1769

MOR8III Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Source: MOR5 II

Region: 11 BOSTON

Issue: INFORMATION

Zone: E1

Case: 591721460

VIN: 2MELM74W7VX700310

Engine: W

Veh Type: C

Opened: 5/25/2000

Contact\_Key: 05917214601105 20320002

Closed: 5/25/2000

Last Name: [REDACTED]

Title:

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: PRINCETON

State: WV

ZIP: [REDACTED]

Phone:

Model Year: 1997

Model: GRAND MARQUIS GS 4DR

Mileage:

39000 Build Date: 6/12/1997

Dealer Name: WALL'S LINCOLN-MERC

Sales Code: L12174

P and A:

13123

Reason Code: 1105

AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR

Symptoms: 203200

START/CHARGE WIRING - BASIC

Origin: CACI38 US CONCERN CASE BASE

PHONE

Action: 526 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 05917214601105 20320002

CUSTOMER SAYS: - CUST HAD A FIRE IN ENGINE ABOUT A MONTH A

GO - SAW A FIRE SAFETY RECALL LETTER ON THE INTERNET FOR

A CRUISE CONTROL SWITCH - WOULD LIKE TO KNOW IF VEH IS COV

ERED AND WOULD LIKE REIMBURSEMENT - THE REPAIRS HAVE BEEN D

ONE AND THE INSURANCE PAID A PORTION OF IT - CUST IS OF TH

E OPINION THAT HE IS PAYING FOR AN ESP PER CUSTOMER, DE

ALER SAYS: ADVISED THERE IS NO COVERAGE FOR THE REPAIRS C

AC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE

FINANCIAL ASSISTANCE ADVISED CUST THERE IS NO RECALL FOR

THE CONCERN INFERENCE CASE ID: 4944

MOR5III Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Region:

Issue: CONCERN

Zone:

Source: MORSE III

Case: 529562170

VIN: 2FALP71W5T2 [REDACTED] Engine: W

Veh Type: C

Opened: 8/4/2000

Contact\_Key: 05295621704104 70430003

Closed: 8/4/2000

Last Name: [REDACTED] le:

First Name:

Status: CLOSED

Address: [REDACTED]

City: PENSACOLA

State: FL

ZIP: [REDACTED]

Phone:

Model Year: 1996

Model: CROWN VIC P 4DR

Mileage:

68000 Build\_Date: 3/20/1990

Dealer Name:

Sales Code:

P and A:

Reason Code: 4104 ICCD - FORWARDED-CONSUMER AFFAIRS

Symptoms: 704300 FIRE/SMOKE SCORCHED/BURNT

Origin: NAFS NORTH AMERICAN FLEET SERVICE

PHONE

8/4/2000 2:42:36 PM

Action: DAC071 WARRANTY REPAIR DENIED - INSURANCE ISSUE

05295621704104 70430003

DEALER: CONTACT IS PAMELA PREJEAN 850 623 2234

ADVISED RAV/IT PREVENTION SPECIALIST OF FIRE  
IN A FORD VEHICLE THAT CAUSED PROPERTY DAMAGE  
TO A RENTAL PROPERTY OWNED BY [REDACTED]  
THE RENTER IS AN EMPLOYEE IN THE CITY OF PENSACOLA  
THE FIRE UNIT WAS THE VEHICLE DRIVEN BY THE  
RENTER [REDACTED] HAS ADVISED [REDACTED]  
THEY ARE ABSOLVING ALL RESPONSIBILITY AND ADVISED  
HER TO CONTACT FORD MOTOR COMPANY.

NAFS: CONTACTED PROPERTY OWNER AND ADVISED HER THIS IS  
AN INSURANCE ISSUE. INSURANCE COMPANY CAN FILE  
A SUBROGATION CLAIM IF IT CHOOSES.  
NO FURTHER ACTION NECESSARY.

MORSEIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Source: MORIS III

Region: 10 SDR

Issue: INFORMATION

Zone: A1

Case: 1420550630

VIN: 2FACP74W5ND

Engine: W

Veh Type: C

Opened: 3/8/2000

Contact\_Key: 14205506301141 70434502

Closed: 3/3/2000

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: YORK HARBOR

State: ME

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: LTD CROWN VIC LX 4DR

Mileage:

85000

Build Date:

9/27/1991

Dealer Name: WHITED FORD

Sales Code: F11610

P and A:

00629

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 704345 FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

Origin: CAC138 US CONCERN CASE BASE

PHONE

3/3/2000 11:40:20 AM

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

14205506301141 70434502

CUSTOMER SAYS: A FEW MONTHS WHILE SHE WAS DRIVING SHE NOTI

CED A BURNING SMELL COMING FROM THE VEHICLE. SHE SAYS THAT S

HE READ AN ARTICLE ABOUT A RECALL ON THE CRUISE CONTROL AND

WOULD LIKE TO KNOW IF HER VEHICLE IS INVOLVED. PER CUSTOMER

, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED

- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE

ID: 4983

MORISIII Duplicate (Y/N):

VOQ Duplicate (Y/N):



Inquiry: RQ01-002

Source: MORIS III

Region: 58 DENVER

Issue: CONCERN

Zone: B1

Case: 367143070

VIN: 2FACP74W5N2052003

Engine: W

Veh Type: C

Opened: 11/2/2000

Contact\_Key: 036714307010MR 20520003

Closed: 11/2/2000

Last Name: [REDACTED]

Title: MS

First Name: BARBARA

Status: CLOSED

Address: [REDACTED]

City: PANGUITCH

State: UT

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: LTD CROWN VIC LX 4DR

Mileage: 88000

Build Date: 2/8/1991

Dealer Name: PARKWAY MOTORS

Sales Code: F56564

P and A:

08354

Reason Code: 10MR PARTS - MULTIPLE REPAIR

Symptoms: 205200 HRN/SPD CNTRL SPEED CONTROL

Origin: CAC188 US CONCERN CASE BASE

PHONE

11/2/2000 10:11:31 AM

Action: 136 ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM  
CUSTOMER SAYS: -HAD THE CRUISE CONTROL REPAIRED AT JONES F  
ORD IN ARIZONA -AFTER THE REPAIR TRAVEL APPROX 450MILES ALL  
THE WIRING HARNESS MELTED -HAD TO VEH TOWED TO THE NEAREST  
DLRSHIP -DLRSHIP WHERE VEH IS AT NOW STATED THAT SOMEONE PUT  
IN A 35AMP CIRCUIT BREAKER WHICH CAUSED THE WIRING TO MELT  
-WOULD LIKE TO KNOW IF THIS IS COVERED PER CUSTOMER, DEALE  
R SAYS: -NONE CAC ADVISED: - POSSIBLE COVERAGE - FORWA  
RDED INFORMATION TO THE DEALERSHIP - REQUESTED CRM/SERV MGR  
CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS -OBC TO JONES FORD  
IN ARIZONA, SPOKE TO THE S/M GARY CALLIS -GARY ADVISED THA  
T PARKWAY FORD CAN CALL HIM AND EXPLAIN THE PROBLEM WITH VEH  
AND AT THAT TIME HE WILL BE ABLE TO DETERMINE IF THE PROBLE  
M IS RELATED TO THE NEW PART PUT IN THE VEH -RELAY INFORMAT  
ION TO CUSTOMER IN REFERENCE CASE ID: 4884

036714307010MR 20520003

Origin: DEALERDEALER

PHONE

11/13/2000 1:10:12 PM

Action: DAC022 CUSTOMER PAID REPAIR MADE

CONTACT DEALER IN AZ. CONFIRMED THAT THERE REPAIR WAS ON  
A DIFFERENT CIRCUIT THAN 35 AMP CIRCUIT BREAKER. CUSTOMER WI  
LL HAVE TO PAY FOR REPAIR.

036714307010MR 20520003

MORISIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Region: 71 CALIFORNIA Issue: LEGAL

Zone: Y

Source: MORIS II

Case: 1375773288

VIN: 2FALP71WSTX [REDACTED] Engine: W

Veh Type: C

Opened: 11/22/1999

Contact\_Key: 13757732880709 70430007

Closed: 11/22/1999

Last Name: [REDACTED] Title:

First Name:

Status: CLOSED

Address: [REDACTED]

City: LOS ANGELES

State: CA

ZIP: [REDACTED]

Phone: 323-8814844

Model Year: 1998

Model: CROWN VIC P 4DR

Mileage:

28228 Build Date: 3/26/1998

Dealer Name: FORD MOTOR COMPANY- Sales Code: F71000

P and A:

68071

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704300 FIRE/SMOKE SCORCHED/BURNT

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

11/22/1999 10:28:17 AM

Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY

13757732880709 70430007

\*\*\*\*\* FLEET FAX REC'D 11/18/99 \*\*\*\*\*

FLEET CONTACT [REDACTED]

ALLEGES DEFECTIVE VEHICLE.

CUSTOMER ALLEGES TEMP GAUGE WAS RISING, VEHICLE CAUGHT FIRE

\*\*\*NO RESOLUTION STATED.\*\*

\*\*\*

\*\*\*

FCSD FLEET SERVICE CONTACT: MARILYN GORSKY @ (323) 881-4844

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

11/24/1999 2:31:59 PM

Action: LP307 MAKE OUTBOUND CALL TO OTHER

13757732880709 70430007

\*\*\*LPA COMMENTS\*\*\*

LPA TRIED TO CONTACT [REDACTED]

[REDACTED] BUT THE NUMBER IS A NON-WORKING NUMBER. LPA WILL PASS  
INFORMATION ON THE COLLEAGUE [REDACTED] 11/22/99.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

11/30/1999 4:40:47 PM

Action: LP401 REQUEST FOR VEHICLE INSPECTION- CVO REQUEST

13757732880709 70430007

LPA HAS LEFT A MESSAGE FOR EAA INSPECTOR MARTY GUERRERO

ASKING IF HE CAN INSPECT VEHICLE.

LPA HAS LEFT A MESSAGE FOR EAA INSPECTOR RON JENKINS ASKING  
THAT HE CONTACT ME BACK AT 313 845-8547

Origin: NAFS NORTH AMERICAN FLEET SERVICE

FAX

12/20/1999 10:14:09 AM  
13757732890709 70430007

Action: NAF133 MISCELLANEOUS

RECEIVED CALL FROM TOM O'KEEFE, FORD REP ASSIGNED TO FLT, REQ  
UESTING AN UPDATE ON THE INVESTIGATION. NAFS LEFT A VOICE  
MAIL FOR LEAH GALE TO CALL BACK WITH ANY NEW INFO.  
RECEIVED INVESTIGATION FROM NAFS, FORWARDED TO FORD REP, TOM  
O'KEEFE AIRBILL # 6523838912.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

1/3/2000 11:01:21 AM  
13767732890709 70430007

Action: LP4000 FINAL CASE DISPOSITION

ORIGINAL REPORT/PICTURES RECEIVED AND FORWARDED TO CVO FOR  
REVIEW/HANDLING.

MORSJA Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Source: MOR8 III

Region:

Issue: INFORMATION

Zone:

Case: 132663416

VIN: 1LNLM52W0P

Engine: W

Veh Type: C

Opened: 12/7/1998

Contact\_Key: 1326634180778 70414502

Closed: 12/7/1998

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: BROOKLYN

State: NY

ZIP:

Phone:

Model Year: 1993

Model: TOWN CAR SIGNATURE

Mileage:

28000 Build\_Date:

2/5/1993

Dealer Name:

Sales Code:

P and A:

Reason Code: 0778

LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704145

FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC138 US CONCERN CASE BASE

PHONE

12/7/1998 9:02:23 AM

Action: 598

ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE

1326634180778 70414502

CUSTOMER SAYS: 1993 TOWN CAR; IT JUST CAUGHT ON FIRE PARK ED IT WAS UNDER THE HOOD AREA; THE HOOD IS BURNED OFF COMPLETELY HAVEN'T CONTACT INSURANCE COMPANY THE FIRE DEPARTMENT WAS CONTACTED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID: 79

Origin: CAC GENERAL CAC

PHONE

12/7/1998 9:02:23 AM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

1326634180778 70414502

CUSTOMER SAYS: 1993 TOWN CAR; IT JUST CAUGHT ON FIRE PARK ED IT WAS UNDER THE HOOD AREA; THE HOOD IS BURNED OFF COMPLETELY HAVEN'T CONTACT INSURANCE COMPANY THE FIRE DEPARTMENT WAS CONTACTED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID: 79

Origin: CAC02MANUAL - PHONE CSR

PHONE

12/8/1998 12:24:18 PM

Action: 224

UPDATE CUSTOMER ADDRESS OR PHONE NUMBER

1326634180778 70414502

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: CUST WAS ADVISED THAT UNTIL IT IS ESTABLISHED BY HIS INSURANCE CO. AS TO THE REASON AND SOURCE OF THE FIRE IN THE VEHICLE, THERE IS NOTHING THAT CAN BE DONE AT THIS POINT.

MOR8III Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQP1-002

Source: MORIS III

Region: 13 NEW YORK

Issue: INFORMATION

Zone: B1

Case: 1618250040

VIN: 2FALP74VXP

Engine: W

Veh Type: C

Opened: 1/4/2000

Contact\_Key: 16182500400778 70414502

Closed: 1/4/2000

Last Name:

Title: MR

First Name: LEONID

Status: CLOSED

Address:

City: BROOKLYN

State: NY

ZIP:

Phone:

Model Year: 1993

Model: LTD CROWN VIC LX 4DR

Mileage: 71000

Build Date: 10/30/1992

Dealer Name: POPULAR FORD SALES

Sales Code: F13021

P and A:

03829

Reason Code: 0778

LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704145

FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC736 US CONCERN CASE BASE

PHONE

1/4/2000 2:21:39 PM

Action: 696

ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE

16182500400778 70414502

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

MORISII Duplicate (Y/N):

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

Inquiry: RQ01-002

Source: MORB III

Region: 24 ORLANDO Issue: DSB

Zone: D2

Case: 382143558

VIN: 2FALP73W4T [REDACTED] Engine: W

Veh Type: C

Opened: 3/1/1999

Contact\_Key: 03821435582317570430006

Closed: 3/1/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: INELIGIBLE

Address: [REDACTED]

City: TALLAHASSEE

State: FL

ZIP: 32308

Phone: [REDACTED]

Model Year: 1998

Model: CROWN VIC S 4DR

Mileage:

25500 Build\_Date: 10/28/1998

Dealer Name: TALLAHASSEE FORD

Sales Code: F24527

P and A:

04044

Reason Code: 23175 DSB-OTHER REQUESTED-VEH DOESNT MEET EXPECT

Symptoms: 704300 FIRE/SMOKE SCORCHED/BURNT

Origin: CAPG PHOENIX GROUP

MAIL

3/1/1999 11:01:06 AM

Action: D81224 INELIGIBLE-PERSONAL INJURY, PRODUCT LIABILITY,  
LITIGATION-OTHER P

03821435582317570430006

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

MORBIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Source: MORS II

Region: 52 SOUTHWEST Issue: INFORMATION Zone: H1

Case: 487740830

VIN: 2HELM74WDSJ Engine: W

Veh Type: C

Opened: 3/23/2000

Contact\_Key: 04877408300424 70424202

Closed: 3/23/2000

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: BAY CITY

State: TX

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1995

Model: GRAND MARQUIS GS 4DR

Mileage: 89000

Build Date: 4/7/1995

Dealer Name: BAY CITY AUTO & SAL

Sales Code: L87054

P and A:

04411

Reason Code: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

Symptoms: 704242 FIRE/SMOKE SMOKE PASSENGER AREA

Origin: CACI38 US CONCERN CASE BASE

PHONE

3/23/2000

1:30:52 PM

Action: 623

DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN

04877408300424 70424202

CUSTOMER SAYS: -THERE IS SMOKE COMING INTO THE VEH -THIS IS A INTERMITTENT PROBLEM -WANTS THIS PROBLEM FIXED PER CUSTOMER, DEALER SAYS: -WE CANNOT FIND THE PROBLEM CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4482

MORSIR Duplicate (Y/N):

VOQ Duplicate (Y/N):

Source: MORS III

### ISSUES INFORMATION

**Zone: C1**

Case: 14-30523-20

VIN: 2MELM75W8V2 Engine: W

**Veh Type: C**

Opened: 4/5/2000

**Contact Key:** 14838523201141 20319702

**Closed:** 4/5/2000

**Lead Narrative:**

**Title:** **WUW**

First Name: OSCAR

**Status: CLOSED**

### Address

CITY: NAPERVILLE

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## Phonics

Model Year: 1997

**Model:** GRAND MARQUIS LS 4DR

**Milano:**

41237 Build Date: 9/8/1997

**Dealer Name: RICK STARR LINCOLN**

**Sales Code: L25043**

**Part A: 11601**

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 203197 START/CHARGE CHARGING SYSTEM NOISE

Origin: CACI88 US CONCERN CASE BASE

**PHONE**

4/5/2001 3:10:41 PM

Author: 528 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

14329523291141 30318702

CUSTOMER SAYS: - VEH WON'T START . - WANT T O KNOW IF THE

RE ARE ANY RECALL ON THE VEH. - THERE WAS A WIRE MELTED

IN THE WIRING HARNESS - DID NOT STATE FINANCIAL ASST

PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - WA

WARRANTY HAS EXPIRED. - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE

STANCE. - NO OPEN RECALL OR ONP RELATED TO THE CONCERN

**MORSE Duplicate (Y/N):**

**VOQ Duplicate (Y/N):**



Inquiry: RQ01-002

Source: MORIS III

Region: 23 MEMPHIS

Issue: INFORMATION

Zone: A1

Case: 160552599

VIN: 2FALP71W4TX

Engine: W

Veh Type: C

Opened: 9/16/1998

Contact\_Key: 1605525994013 70430002

Closed: 9/16/1998

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: MEMPHIS

State: TN

ZIP:

Phone:

Model Year: 1998

Model: CROWN VIC P 4DR

Mileage:

12110 Build\_Date: 6/30/1998

Dealer Name: DOBBS FORD AT WOLFC Sales Code: F23002

P and A: 04357

Reason Code: 4013

MISC INQUIRY - GENERAL/OTHER

Symptoms: 704300

FIRE/SMOKE SCORCHED/BURNT

Origin: NAFS NORTH AMERICAN FLEET SERVICE

PHONE

9/16/1998 4:45:45 PM

Action: NAF128 OPEN NAFS CONTACT-PRODUCT LIABILITY

1605525994013 70430002

FLT CALLED REGARDING VEHICLE FIRE FROM ENGINE COMPARTMENT.

NAFS WILL INFORM CONSUMER AFFAIRS TO SEND OUT AN INSPECTOR.

VEHICLE FIRE BEGAN WHILE PARKED. NO INJURIES, NO PROPERTY

DAMAGE. FIRE DEPT INVESTIGATION STATES THAT THERE WAS A SHO

RT CIRCUIT.

Origin: DEALER DEALER

PHONE

1/13/2000 10:42:17 AM

Action: DA0076 NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER" 1605525994013 70430002

THE FIRE DEPT HAS THE TRUCK IN THEIR SHOP FOR REPAIRS

MORISIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Source: MORS III

Region: 23 MEMPHIS

Issue: LEGAL

Zone: Y

Case: 1805852599

VIN: 2FALP71W4T

Engine: W

Veh Type: C

Opened: 8/17/1999

Contact\_Key: 18058525990709 70430007

Closed: 8/17/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: MEMPHIS

State: TN

ZIP:

Phone:

Model Year: 1998

Model: CROWN VIC P 4DR

Mileage:

12110 Build\_Date: 8/30/1998

Dealer Name: FORD MOTOR COMPANY- Sales Code: F28000

P and A: 68063

Reason Code: 0709

LEGAL - FIRE CLAIM

Symptoms: 704300

FIRE/SMOKE SCORCHED/BURNT

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/17/1999 8:21:11 AM

Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY

18058525990709 70430007

\*\*\*\*\* FLEET FAX RECD 09/18/99 \*\*\*\*\*

FLEET CONTACT:

ALLEGES DEFECTIVE VEHICLE.

THE VEHICLE CAUGHT FIRE IN THE ENGINE AREA WHILE PARKED.

\*\* CUSTOMER REQUESTS FORD REIMBURSE FOR REPAIRS. \*\*

NOTE: THE VEHICLE WAS REPAIRED AT OAKLEY KEESEE FORD.

\*\*

FCSD FLEET SERVICE CONTACT: KEITH MAJESKI @ (313) 380-1880.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/17/1999 2:35:49 PM

Action: LP306 SEND FAX TO EAA

18058525990709 70430007

LPA FAXED INFO TO JOHN O'SHERIDAN, EAA.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/29/1999 9:04:50 AM

Action: LP1818 REDIRECT TO NAFS

18058525990709 70430007

LPA FORWARDED INSPECTION REPORT (JOHN O'SHERIDAN, EAA) TO KEITH MAJESKI IN CVO.

Origin: NAFS NORTH AMERICAN FLEET SERVICE

FAX

10/22/1999 4:58:27 PM

Action: NAF133 MISCELLANEOUS

18008525990708 70430007

FIRE COULD NOT BE CONCLUSIVELY DETERMINED TO BE DUE TO A VEHICLE DEFECT. FLT REQUESTED, AND WILL BE SENT A LETTER STATING THE DECISION.

NAFS HAS SUCCESSFULLY TRANSMITTED FAX DIRECTING THE FLT TO THEIR INSURANCE CO.

MORSHI Duplicate (Y/N):Y

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Source: MORS III

Region: 23 MEMPHIS

Issue: LEGAL

Zone: A3

Case: 1588471731

VIN: 1LNLM82W8VY400000

Engine: W

Veh Type: C

Opened: 8/22/2001

Contact\_Key: 15884717310709 70434507

Closed: 8/22/2001

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: LEANDER

State: LA

ZIP: 71438

Phone: [REDACTED]

Model Year: 1997

Model: TOWN CAR SIGNATURE

Mileage:

37000 Build Date: 8/19/1997

Dealer Name: JOHN DECKER LINC-ME

Sales Code: L22522

P and A:

12228

Reason Code: 0709

LEGAL - FIRE CLAIM

Symptoms: 704345

FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

Origin: CAC138 US CONCERN CASE BASE

PHONE

8/22/2001 4:04:08 PM

Action: 087 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS

15884717310709 70434507

CUSTOMER SAYS: - HOME HAD A FIRE AND BELIEVES IT MAY BE FR  
O THE VEH -PROBLEMS WITH VEH ....BURNED UP. PER CUSTOMER,  
DEALER SAYS: - NONE. CAC ADVISED: - THIS INFORMATION HA  
S BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVI  
EW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP  
ON YOUR CLAIM - NO TIME FRAME AVAILABLE - PLEASE MAKE SURE  
YOU NOTIFY YOUR INSURANCE CARRIER AND REPORT THE INCIDENT  
- [NOTE TO CSR: IF CUSTOMER IS WORKING WITH A NON-FORD DEALE  
RSHIP, PLEASE ASSIGN THE NEAREST FORD DEALERSHIP TO THE CONT  
ACT] INFERENCE CASE ID: 28

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION

PHONE

8/25/2001 2:18:48 PM

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER

15884717310709 70434507

LPA CALLED CUSTOMER-NO ANSWER, NO VOICE MAIL. LPA WILL MAIL  
POSTCARD.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION

PHONE

7/16/2001 3:04:08 PM

Action: LP1702 CUSTOMER REJECTS OFFER DUE TO NO RESPONSE- CLOSE CASE 15884717310709 70434507

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

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Source: MOR8 III

Region: 71 CALIFORNIA Issue: CONCERN

Zone: D1

Case: 553803540

VIN: 2MELM75W5P2 Engine: W

Veh Type: C

Opened: 8/14/2001

Contact\_Key: 05538035401141 301A0003

Closed: 8/14/2001

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED

Address: [REDACTED] City: SAN CLEMENTE State: CA ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1993 Model: GRAND MARQUIS LS 4DR Mileage: 57000 Build Date: 9/10/1992

Dealer Name: CAPISTRANO FORD Sales Code: F71096 P and A: 00712

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 301A00 SERVICE BRAKE INDICATOR

Origin: CACI88 US CONCERN CASE BASE

PHONE

8/14/2001 1:24:57 PM

Action: 448 ADVISE CUSTOMER NO REIMBURSEMENT ASSISTANCE

05538035401141 301A0003

CUSTOMER SAYS: == CUST LIGHT WOULD NOT GO OFF ==CUST TOOK

VEH IN FOR BRAKE LIGHT =DLR CHECK VEH AND CHARGE \$160.00

=CUST WANTS A REIMBURSEMENT PER CUSTOMER, DEALER SAYS: =D

LR SAYS THAT IT WAS THE CONTROL SWITCH =THE WIRE WAS BURNT

OUT CAC ADVISED: AB - ALL WARRANTIES HAVE EXPIRED - FO

RD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE -OBC TO DLR -

SPOKE WITH SHIRLEY - CRM -SAID CUST IS LOYAL AND HAS BEEN I

N AND OUT QUITE ALOT TO SERVICE VEH -DIAGNOSED IS NOT NORM

AL -SAID IT WOULD UP TO OUR DISCRETION WHETHER TO REIMBURS

E OR NOT INFERENCE CASE ID: 5334

MOR8III Duplicate (Y/N):

VOQ Duplicate (Y/N): B6/1

Inquiry: RQ01-002

Source: MORIS II

Region: 10 SDR

Issue: INFORMATION

Zone: G1

Case: 1643831810

VIN: 2FACP74W8N7000000 Engine: W

Veh Type: C

Opened: 6/30/1999

Contact\_Key: 16438318181141 48810002

Closed: 6/30/1999

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED

Address: [REDACTED] City: CALVERT CITY State: KY ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: LTD CROWN VIC LX 4DR

Mileage: 103000 Build Date: 1/17/1992

Dealer Name: LEON RILEY FORD INC

Sales Code: F23049

P and A: 05725

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 499100 ENGINE GENERAL CONCERN APPEARANCE

Origin: CACI38 US CONCERN CASE BASE

PHONE 6/30/1999 3:04:27 PM

Action: 628 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 16438318181141 48810002

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

S AND WANTS TO KNOW IF VEH IS INVOLVED IN THIS RECALL - CU

ST STATED THAT IS HAVING SMOKE COME FROM THE VEH PER CUSTOM

ER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRE

D - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CA

SE ID: 1910

Origin: CAC GENERAL CAC

PHONE 6/30/1999 3:04:27 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

16438318181141 48810002

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

S AND WANTS TO KNOW IF VEH IS INVOLVED IN THIS RECALL - CU

ST STATED THAT IS HAVING SMOKE COME FROM THE VEH PER CUSTOM

ER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRE

D - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFERENCE CA

SE ID: 1910

MORISII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R001-002

Source: MORIS II

Region: 41 CHICAGO

Issue: INFORMATION

Zone: E1

Case: 1433111231

VIN: 2MELM75W2

Engine: W

Veh Type: C

Opened: 5/3/2001

Contact\_Key: 14331112311114 70424702

Closed: 5/3/2001

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: MILWAUKEE

State: WI

ZIP:

Phone:

Model Year: 1994

Model: GRAND MARQUIS LS 4DR

Mileage: 100000 Build\_Date: 1/12/1994

Dealer Name: UPTOWN MOTORS, INC.

Sales Code: L42527

P and A: 12152

Reason Code: 1114 AWA - AWA DENIED

Symptoms: 704247 FIRE/SMOKE SMOKE UNDER VEHICLE

Origin: CACI38 US CONCERN CASE BASE

PHONE

5/3/2001 12:01:28 PM

Action: 520 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

14331112311114 70424702

CUSTOMER SAYS: SAYS THE ENGINE CAUGHT ON FIRE SAYS NONE O

F THE GAUGES WERE SHOWING HOT SAYS WAS DRIVING FOR APPROX

HALF AN HOUR IN TOTAL WHEN THE VEHICLE FILLED WITH SMOKE

AND WAS ADVISED BY INSURANCE THIS IS A MECHANICAL CONCERN NO

T INSURANCE SO THEY WILL NOT COVER COST OF REPAIR REQUESTI

NG FINANCIAL ASSISTANCE PER CUSTOMER, DEALER SAYS:

NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT

PROVIDE FINANCIAL ASSISTANCE - SUPPORT DEALER'S REPAIR METH

ODS INFERENCE CASE ID: 5300

MORISII Duplicate (Y/N):

VDQ Duplicate (Y/N):

Inquiry: R001-002

Source: MORIS III

Region: 24 ORLANDO

Issue: INFORMATION

Zone: E1

Case: 619941309

VIN: 2MELM75W5P Engine: W

Veh Type: C

Opened: 5/10/1999

Contact\_Key: 06199413090778 70410402

Closed: 5/10/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: TAVERNIER

State: FL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1993

Model: GRAND MARQUIS LS 4DR

Mileage: 174000

Build Date: 2/4/1993

Dealer Name: JARRETT FORD

Sales Code: F24458

P and A: 03006

Reason Code: 0778

LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704104

FIRE/SMOKE VISIBLE FLAME COLL. RELATED

Origin: CAC38 US CONCERN CASE BASE

PHONE

5/10/1999 9:32:02 AM

Action: 596

ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE

06199413090778 70410402

CUSTOMER SAYS: FILED A REPORT ABOUT VEHICLE BURNING; VEHICLE WAS SITTING IN DRIVE WAY FOR 3 HRS AND SUDDENLY CAUGHT ON FIRE NO ONE WAS IN THE VEHICLE AND NO ONE WAS DRIVING THE VEHICLE; - FIRE WAS 2 WEEKS AGO DONT REMEMBER THE EXACT DATE - FIRE DEPT WAS NOTIFIED AND SAID THE CAUSE OF THE FIRE WAS THE WIRING HARNESS -REPORT NUMBER WILL BE AVAILABLE ON MAY 10,99 -INSURANCE COMPANY SAID NOT COVERED - VEHICLE WAS IN CUST DRIVE WAY -CITY WAS TAVERNIER, FL - VEHICLE IS NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. -UNLESS THERE IS A RECALL FORD IS NOT RESPONSIBLE FOR THE FIRE INFERENCE CASE ID: 70

Origin: CAC GENERAL CAC

PHONE

5/10/1999 9:32:02 AM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

06199413090778 70410402

CUSTOMER SAYS: FILED A REPORT ABOUT VEHICLE BURNING; VEHICLE WAS SITTING IN DRIVE WAY FOR 3 HRS AND SUDDENLY CAUGHT ON FIRE NO ONE WAS IN THE VEHICLE AND NO ONE WAS DRIVING THE VEHICLE; - FIRE WAS 2 WEEKS AGO DONT REMEMBER THE EXACT DATE - FIRE DEPT WAS NOTIFIED AND SAID THE CAUSE OF THE FIRE WAS THE WIRING HARNESS -REPORT NUMBER WILL BE AVAILABLE ON MAY 10,99 -INSURANCE COMPANY SAID NOT COVERED - VEHICLE WAS IN CUST DRIVE WAY -CITY WAS TAVERNIER, FL - VEHICLE IS NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. -UNLESS THERE IS A RECALL FORD IS NOT RESPONSIBLE FOR THE FIRE INFERENCE CASE ID: 70

MORISIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Tuesday, January 29, 2002

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EP02-025-A 0000



Inquiry: RQ01-002

Source: MOR8 III

Region: 24 ORLANDO

Issue: INFORMATION

Zone: E1

Case: 010041308

VIN: 2MELM75W5PXB46774

Engine: V

Veh Type: C

Opened: 8/12/2000

Contact\_Key: 08100413081141 20320002

Closed: 8/12/2000

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: TAVERNIER

State: FL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1993

Model: GRAND MARQUIS LS 4DR

Mileage:

Build Date: 2/4/1993

Dealer Name: JARRETT FORD

Sales Code: F24468

P and A: 03008

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 203200 START/CHARGE WIRING - BASIC

Origin: CAC138 US CONCERN CASE BASE

PHONE

8/12/2000 3:42:42 AM

Action: 526 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 08100413081141 20320002

CUSTOMER SAYS: -CUST WOULD LIKE TO KNOW IF THERE ARE ANY R

ECALLS ON VEH -CUST SAYS VEH CAUGHT ON FIRE A YEAR AGO -CU

ST SAYS SHE WAS TOLD BY POLICE DEPT THAT THE FIRE WAS DUE TO

FAULTY WIRING -CUST WANTS TO KNOW WHAT SHE SHOULD DO IN OR

DER TO SUE FORD PER CUSTOMER, DEALER SAYS: NONE CAG ADVI

SED: -WARRANTY HAS EXPIRED -FORD WILL NOT PROVIDE FINANC

IAL ASSISTANCE -NO RECALL ON VEH -ADVISED CUST TO GET IN C

ONTACT WITH HER LAWYER -CAG UNABLE TO PROVIDE LEGAL ADVISE

INFERENCE CASE ID: 4983

MOR8III Duplicate (Y/N):Y

VOQ Duplicate (Y/N):

Inquiry: R001-002

Source: MORIS III

Region: 10 SDR

Issue: INFORMATION

Zone: D1

Case: 604802839

VIN: 2ME1M75W3PXXXXXX Engine: W

Veh Type: C

Opened: 10/20/1999

Contact\_Key: 00948028391141 20320002

Closed: 10/20/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: CORRY

State: PA

ZIP: 18407

Phone: [REDACTED]

Model Year: 1999

Model: GRAND MARQUIS LS 4DR

Mileage:

81000 Build Date: 7/9/1993

Dealer Name: GUY M FISH COMPANY,

Sales Code: F44441

P and A:

02361

Reason Code: 1141

AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 203200

START/CHARGE WIRING - BASIC

Origin: CAC36 US CONCERN CASE BASE

PHONE

10/20/1999 3:10:03 PM

Action: 528

ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

00948028391141 20320002

CUSTOMER SAYS: CLAIMS THAT SHE IS CALLING REGARDING A RECA

LL ON HER VEHICLE. SHE IS HAVING AN ELECTRICAL PROBLEM, IT W

AS SMOKING AND BURNT OUT THE ON/OFF SWITCH. PER CUSTOMER,

DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED

- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE IN REFERENCE CASE

ID: 1896

Origin: CAC GENERAL CAC

PHONE

10/20/1999 3:19:03 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

00948028391141 20320002

CUSTOMER SAYS: CLAIMS THAT SHE IS CALLING REGARDING A RECA

LL ON HER VEHICLE. SHE IS HAVING AN ELECTRICAL PROBLEM, IT W

AS SMOKING AND BURNT OUT THE ON/OFF SWITCH. PER CUSTOMER,

DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED

- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE IN REFERENCE CASE

ID: 1896

MORIS III Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RG01-002

Source: MORIS III

Region: 41 CHICAGO

Issue: INFORMATION

Zone: D1

Case: 1498372039

VIN: 2MEGM75W2N

Engine: W

Veh Type: C

Opened: 7/22/1999

Contact\_Key: 14983720391141 30154902

Closed: 7/22/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: PEORIA

State: IL

ZIP:

Phone:

Model Year: 1992

Model: GRAND MARQUIS LS 4DR

Mileage:

60000

Build Date: 6/29/1992

Dealer Name: VELDE LINCOLN MERCU

Sales Code: L42088

P and A:

12865

Reason Code: 1141

AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 301549

SERVICE BRAKE PEDAL ABS SELF ACT.

Origin: CAC38 US CONCERN CASE BASE

PHONE

7/22/1999 1:39:24 PM

Action: 525

ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

14983720391141 30154902

CUSTOMER SAYS: CUST WOULD LIKE TO KNOW IF THERE ARE ANY RE  
CALL ON HIS VEH. THE ABS SYSTEM. THE FRONT BRAKES ON HIS LO  
CK UP. THE CUST WAS ON HIS WAY TO HAVE THE VEH REPAIRED. AT  
THE GARAGE THE VEH WAS SMOKING AND BURNING UNDER THE HOOD. N  
O ONE WAS CONTACT. THE VEH WAS TAKEN TO A FORD DLR FOR REPA  
IRS. PART HAVE BEEN ORDERED TO HAVE THE VEH REPAIRED. PER C  
USTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS E  
XPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFEREN  
CE CASE ID: 4500

Origin: CAC GENERAL CAC

PHONE

7/22/1999 1:39:24 PM

Action: CD0001 NO ACTION REQUIRED; INFORMATION ONLY

14983720391141 30154902

CUSTOMER SAYS: CUST WOULD LIKE TO KNOW IF THERE ARE ANY RE  
CALL ON HIS VEH. THE ABS SYSTEM. THE FRONT BRAKES ON HIS LO  
CK UP. THE CUST WAS ON HIS WAY TO HAVE THE VEH REPAIRED. AT  
THE GARAGE THE VEH WAS SMOKING AND BURNING UNDER THE HOOD. N  
O ONE WAS CONTACT. THE VEH WAS TAKEN TO A FORD DLR FOR REPA  
IRS. PART HAVE BEEN ORDERED TO HAVE THE VEH REPAIRED. PER C  
USTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS E  
XPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFEREN  
CE CASE ID: 4500

MORISIII Duplicate (Y/N):

VOQ Duplicate (Y/N): 8/51

Inquiry: R001-002

Region: 24 ORLANDO Issue: CONCERN Zone: A1 Case: 565582378  
VIN: 1LNLM82W8P Engine: W Veh Type: C Opened: 8/14/1999  
Contact\_Key: 05655825791208 20520003 Closed: 8/14/1999

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED

Address: [REDACTED] City: MIAMI SPRINGS State: FL ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1993 Model: TOWN CAR SIGNATURE Mileage: 45333 Build Date: 10/14/1992

Dealer Name: MIAMI LINCOLN-MERCU Sales Code: L25095 P and A: 11622

Reason Code: 1206 RECALL/ONP - REFUND

Symptoms: 205200 HRN/SPD CNTRL SPEED CONTROL

Origin: CAC138 US CONCERN CASE BASE MAIL 8/14/1999 3:28:00 PM  
Action: 882 ADVISE CUSTOMER TO SUBMIT ORIGINAL RECEIPTS TO DEALER FOR REVIEW 05655825791208 20520003

CUSTOMER SAYS: AUG 27THY 99 ==REPAIR WORK WAS DONE ON T  
HE VEH BECAUSE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED =  
=WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY SPEED CONTRO  
L SWITCH ==WAS BILLED AT \$2694.42 ==WAS JUST MADE AWARE TH  
AT THERE WAS A RECALL ==IS REQUESTING A PROMPT COMPENSATIO  
N OF THE BILL BECAUSE OF THE DEFECT PER CUSTOMER, DEALER  
SAYS: NONE CAC ADVISED: SUBMIT ORIGINAL RECEIPTS TO A D  
EALERSHIP FOR REIMBURSEMENT REVIEW. THE SERVICE MANAGER IS  
IN BEST POSITION TO DETERMINE ELIGIBILITY. INFERENCE CASE ID  
: 4580

Origin: CAC GENERAL CAC MAIL 8/14/1999 3:28:00 PM  
Action: DR0004 REQUEST CRM/SVC MGR TO CONTACT CUSTOMER 05655825791208 20520003

CUSTOMER SAYS: AUG 27THY 99 ==REPAIR WORK WAS DONE ON T  
HE VEH BECAUSE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED =  
=WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY SPEED CONTRO  
L SWITCH ==WAS BILLED AT \$2594.42 ==WAS JUST MADE AWARE TH  
AT THERE WAS A RECALL ==IS REQUESTING A PROMPT COMPENSATIO  
N OF THE BILL BECAUSE OF THE DEFECT PER CUSTOMER, DEALER  
SAYS: NONE CAC ADVISED: SUBMIT ORIGINAL RECEIPTS TO A D  
EALERSHIP FOR REIMBURSEMENT REVIEW. THE SERVICE MANAGER IS  
IN BEST POSITION TO DETERMINE ELIGIBILITY. INFERENCE CASE ID  
: 4580

Origin: DEALER/DEALER MAIL 8/16/1999 9:55:22 AM  
Action: DAC014 FORD COVERED REPAIR MADE - RECALL 05655825791208 20520003  
MS TRUEBA WILL SUBMIT HER ORIGINAL REPAIR RECEIPTS FOR REIMB  
URSEMENT REVIEW BY SERVICE MANAGEMENT.

MORSIII Duplicate (Y/N): Y

VOQ Duplicate (Y/N): 7/16

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ER02-026-A 0054

Inquiry: RQ01-002

Source: MORIS III

Region: 24 ORLANDO

Issue: INFORMATION

Zone: A1

Case: 585582579

VIN: 1LNLM82W6PY100000 Engine: W

Yeh Type: C

Opened: 9/28/1999

Contact\_Key: 05055825791108 20520002

Closed: 9/28/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: MIAMI SPRINGS

State: FL

ZIP: 33166

Phone: [REDACTED]

Model Year: 1993

Model: TOWN CAR SIGNATURE

Mileage: 48333

Buyl Date: 10/14/1992

Dealer Name: MIAMI LINCOLN-MERCU

Sales Code: L25095

P and A:

11622

Reason Code: 1106

AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR

Symptoms: 205200

HRN/SPD CNTRL SPEED CONTROL

Origin: CAC138 US CONCERN CASE BASE

MAIL

9/28/1999 4:00:59 PM

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

0055825791108 20520002

CUSTOMER SAYS: AUG 27THY 99 ==REPAIR WORK WAS DONE ON T

HE VEH BECAUSE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED =

=WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY SPEED CONTR

L SWITCH ==WAS BILLED AT \$2594.42 ==WAS JUST MADE AWARE TH

AT THERE WAS A RECALL ==IS REQUESTING A PROMPT COMPENSATIO

N OF THE BILL BECAUSE OF THE DEFECT PER CUSTOMER, DEALER

SAYS: NONE CAC ADVISED: - FORD WILL NOT PROVIDE REIMBUR

SEMENT ASSISTANCE ==FURTHER RESEARCH WAS DONE (APPOLOGI

ZE FOR MISINFORMATION) ==ON THE INVOICE IT STATED THAT T

HE RECALL WAS DONE FOR THE SPEED CONTROL ==THERE WAS

NO INDICATION THAT THE CUST PAID FOR THE SPEED CONTR

OL ==THE BILL WAS FOR OTHER REPAIRS SEPARATE FROM THE

RECALL ==THEREFORE THE CUST WILL NOT BE REIMBURSED.

Origin: CAC GENERAL CAC

MAIL

9/28/1999 4:00:59 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

0055825791108 20520002

CUSTOMER SAYS: AUG 27THY 99 ==REPAIR WORK WAS DONE ON T

HE VEH BECAUSE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED =

=WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY SPEED CONTR

L SWITCH ==WAS BILLED AT \$2594.42 ==WAS JUST MADE AWARE TH

AT THERE WAS A RECALL ==IS REQUESTING A PROMPT COMPENSATIO

N OF THE BILL BECAUSE OF THE DEFECT PER CUSTOMER, DEALER

SAYS: NONE CAC ADVISED: - FORD WILL NOT PROVIDE REIMBUR

SEMENT ASSISTANCE ==FURTHER RESEARCH WAS DONE (APPOLOGI

ZE FOR MISINFORMATION) ==ON THE INVOICE IT STATED THAT T

HE RECALL WAS DONE FOR THE SPEED CONTROL ==THERE WAS

NO INDICATION THAT THE CUST PAID FOR THE SPEED CONTR

OL ==THE BILL WAS FOR OTHER REPAIRS SEPARATE FROM THE

RECALL ==THEREFORE THE CUST WILL NOT BE REIMBURSED.

INFERENCE CASE ID: 3381

MORISIII Duplicate (Y/N):

VOQ Duplicate (Y/N): 7/16

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EA22-025-A 0055

Inquiry: RQ01-082

Source: MORIS III

Region: 21 ATLANTA

Issue: INFORMATION

Zone: C1

Case: 1631672149

VIN: 2MECM76W3NX886678

Engine: W

Veh Type: C

Opened: 8/2/1999

Contact\_Key: 16316721490778 20321102

Closed: 8/2/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: FAIRBURN

State: GA

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: GRAND MARQUIS LS 4DR

Mileage:

1

Build Date:

8/28/1991

Dealer Name: AKINS FORD CORP

Sales Code: F21480

P and A:

00402

Reason Code: 0776 LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 203211 START/CHARGE WIRING - BASIC ROUTING

Origin: CAC138 US CONCERN CASE BASE

PHONE

8/2/1999

4:38:20 PM

Action: 500

ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE

16316721490778 20321102

CUSTOMER SAYS: =WANTED TO NOW IF THERE IS A RECALL ON VEC  
H =SAID VEC H CAUGHT FIRE ON SATURDAY IN DRIVEWAY AND VEC H  
VEC H WOULDN'T START =HAS NOT BEEN TO DLRSHP =HAS NOT FILE  
D CLAIM WITH INSURANCE COMP =SEEKING FROM FORD FINANCIAL AS  
SISTANCE FOR REPAIR =HE HAS NO WAY OF GETTING TO WORK =HAS  
NOT FILED CLAIM WITH INSURANCE COMP PER CUSTOMER, DEALER S  
AYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FM  
C IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE  
CARRIER FOR DIRECTIONS. INFERENCE CASE ID: 78

Origin: CAC GENERAL CAC

PHONE

8/2/1999

4:38:20 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

16316721490778 20321102

CUSTOMER SAYS: =WANTED TO NOW IF THERE IS A RECALL ON VEC  
H =SAID VEC H CAUGHT FIRE ON SATURDAY IN DRIVEWAY AND VEC H  
VEC H WOULDN'T START =HAS NOT BEEN TO DLRSHP =HAS NOT FILE  
D CLAIM WITH INSURANCE COMP =SEEKING FROM FORD FINANCIAL AS  
SISTANCE FOR REPAIR =HE HAS NO WAY OF GETTING TO WORK =HAS  
NOT FILED CLAIM WITH INSURANCE COMP PER CUSTOMER, DEALER S  
AYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FM  
C IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE  
CARRIER FOR DIRECTIONS. INFERENCE CASE ID: 79

MORISIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Source: MORS III

Region: 24 ORLANDO

Issue: LEGAL

Zone: A2

Case: 303883430

VIN: 2NECM76W3N [REDACTED] Engine: W

Veh Type: C

Opened: 12/8/1999

Contact\_Key: 03038834380771 70414507

Closed: 12/8/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: PEMBROKE PINES

State: FL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: GRAND MARQUIS LS 4DR

Mileage:

80000 Build Date:

3/0/1992

Dealer Name: WORLD

Sales Code: F24014

P and A:

04977

Reason Code: 0771 LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM

Symptoms: 704146 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CACI38 US CONCERN CASE BASE

PHONE

12/9/1999 8:26:02 AM

Action: 664 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT

03038834380771 70414507

RECALL #

98515

CUSTOMER SAYS: CUST HAD EARLIER RECEIVED A RECALL ON THE S  
PEED CONTROL CABLE. CUST HAD GOT THE RECALL PERFORMED ON 09  
/25/99 HOWEVER YESTERDAY IN THE AFTERNOON AT 02:15 THE VEH  
CLE CAUGHT FIRE UPTO THE GROUND. THE FIRE DEPT AND POLICE W  
ERE NOTIFIED AND THE REPORT HAS BEEN FILED WITH PEMBROKE PIN  
ES FIRE DEPT AND THE REPORT # IS 991290918 THE FINDINGS ARE  
NOT YET CONCLUDED BUT THE FIRE STARTED UNDERNEATH THE HOOD.  
NO PROPERTY DAMAGE EXCEPT FOR THE DRIVE WAY THE VEHICLE I  
S TOTALLED AND CURRENTLY SITTING ON THE DRIVE WAY. THE INSU  
RANCE COMPANY HAS BEEN NOTIFIED BUT STILL HAVENT INSPECTED  
THE CLAIM PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED:  
- THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFA  
IRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER  
AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILA  
BLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARR  
IER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID:  
78

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE

12/9/1999 1:26:32 PM

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER

03038834380771 70414507

CONTACT PERSON LEFT MESSAGE.

\*\*LPA MADE OBC, LEFT MSG. ON ANS. MACHINE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE  
Action: LP423 INFORMATIONAL CALL/FAX WITH CUSTOMER

12/9/1999 3:18:53 PM  
03038834300771 70414607

\*\*LPA SPOKE TO [REDACTED] THEY INDICATED THAT THE INCIDENT DATE WAS 12-8-99. THERE WERE NO INJURIES, THE VEHICLE BURNED IN THE DRIVEWAY, THEREFORE THERE IS SOME DRIVEWAY DAMAGE. IT IS UNKNOWN HOW MUCH DAMAGE OCCURRED. THERE IS A POLICE REPORT, [REDACTED] AND A FIRE REPORT, [REDACTED] THEIR INSURANCE CO. HAS BEEN NOTIFIED AND IS IN THE PROCESS OF SETTLING THE CLAIM. THE CUSTOMER IS SEEKING A VEHICLE INSPECTION AND ASSISTANCE FROM FMC.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 12/9/1999 3:22:29 PM  
Action: LP508 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED 03038834300771 70414607

\*\*LPA ADVISED [REDACTED] THAT BASED ON THE INFORMATION PROVIDED, THEIR INSURANCE CO. IS INVOLVED, IF THE INS. CO. FINDS FMC LIABLE FOR THE FIRE THEY HAVE THE OPTION TO SUBROGATE. NO FURTHER ASSISTANCE OFFERED.

MOR3111 Duplicate (Y/N):

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



Inquiry: RQ01-002

Region: 13 NEW YORK Issue: LEGAL

Zone: K1

Source: MORS III

Case: 487881341

VIN: 1LNLM81W2RY [REDACTED] Engine: W

Veh Type: C

Opened: 5/14/2001

Contact\_Key: 04878813410709 70420007

Closed: 5/14/2001

Last Name: [REDACTED]

Title:

First Name:

Status: CLOSED

Address: [REDACTED]

City: JENSEN BEACH

State: FL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1994

Model: TOWN CAR EXECUTIVE

Mileage:

1 Build Date: 8/24/1993

Dealer Name: TOWN MOTORS

Sales Code: L14431

P and A: 11213

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704200 FIRE/SMOKE SMOKE

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL

5/14/2001 12:59:46 PM

Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY

04878813410709 70420007

\*\*\*\*\* DEALER REQUEST LETTER \*\*\*\*\*

REC'D 05/14/01

DEALERSHIP CONTACT:

ALLEGES

CUSTOMER ALLEGES THAT HIS VEHICLE IS DEFECTIVE.

\*\*CUSTOMER REQUEST THAT A FORD REPRESENTATIVE CONTACT HIM TO DISCUSS THIS MATTER.\*\*

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL

5/14/2001 3:28:42 PM

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER

04878813410709 70420007

LPA LEFT MESSAGE W/CUST ADVISING IN RCPT OF DEMAND LTR REGARDING FIRE, WILL INVESTIGATE AND FOLLOW-UP. LPA LEFT IDENTIFYING INFOR AND NBR (313) 845-8254.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL

5/17/2001 10:15:08 AM

Action: LP816 DENY ASSISTANCE - BEYOND WARRANTY

04878813410709 70420007

LPA ADVISED CUST VEH OUT OF WARRANTY, NO RECALLS ASSOCIATED W/CONCERN, DENY ASSISTANCE, NO FURTHER ACTION WILL TAKE PLACE.

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQM-002

Source: MOR3 III

Region: 10 SDR

Issue: INFORMATION

Zone: C1

Case: 1562382359

VIN: 2FACP74WXXN

Engine: W

Veh Type: C

Opened: 8/23/1999

Contact\_Key: 15623823591106 30160002

Closed: 8/23/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: PHOENIXVILLE

State: PA

ZIP:

Phone:

Model Year: 1992

Model: LTD CROWN VIC LX 4DR

Mileage:

37000

Build Date: 10/9/1991

Dealer Name: HERITAGE FORD INC

Sales Code: F16581

P and A:

01253

Reason Code: 1106

AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR

Symptoms: 301600

SERVICE BRAKE INOP/INEFFECTIVE

Origin: CAC38 US CONCERN CASE BASE

PHONE

8/23/1999 1:37:25 PM

Action: 420

ADVISE CUST ALL REPAIRS ELIGIBLE FOR COVERAGE MUST BE PERFORMED B

15623823591106 30160002

CUSTOMER SAYS: -IS CONCERNED WITH A POSSIBILITY OF RECALL O  
N VEH FOR BRAKES -APPAENTLY HAD FIRE UNDER VEH THAT AFFECT  
ED THE BRAKE SYSTEM -WANTS TO KNOW IF RECALL COULD HAVE CO  
NTRIBUTED TO THE PROBLEM PER CUSTOMER, DEALER SAYS: -NON  
E CAC ADVISED: - ALL WARRANTY REPAIRS MUST BE PERFORMED B  
Y AN AUTHORIZED FORD/L-M DEALERSHIP - FORD WILL NOT PROVIDE  
REIMBURSEMENT ASSISTANCE INFERENCE CASE ID: 4686

Origin: CAC GENERAL CAC

PHONE

8/23/1999 1:37:25 PM

Action: CD0001 NO ACTION REQUIRED; INFORMATION ONLY

15623823591106 30160002

CUSTOMER SAYS: -IS CONCERNED WITH A POSSIBILITY OF RECALL O  
N VEH FOR BRAKES -APPAENTLY HAD FIRE UNDER VEH THAT AFFECT  
ED THE BRAKE SYSTEM -WANTS TO KNOW IF RECALL COULD HAVE CO  
NTRIBUTED TO THE PROBLEM PER CUSTOMER, DEALER SAYS: -NON  
E CAC ADVISED: - ALL WARRANTY REPAIRS MUST BE PERFORMED B  
Y AN AUTHORIZED FORD/L-M DEALERSHIP - FORD WILL NOT PROVIDE  
REIMBURSEMENT ASSISTANCE INFERENCE CASE ID: 4686

MOR3III Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R001-002

Source: MORIS III

Region: 10 SDR

Issue: INFORMATION

Zone: K2

Case: 407081389

VIN: 2FACP74W7ND

Engine: W

Veh Type: C

Opened: 5/18/1999

Contact\_Key: 04070813891141 20520002

Closed: 5/19/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: MALTA

State: OH

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: LTD CROWN VIC LX 4DR

MRsgs: 140000

Build\_Date: 3/22/1991

Dealer Name: BROADWAY FORD

Salco Code: F47083

P and A: 05299

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 205200 HRN/SPD CNTRL SPEED CONTROL

Origin: CAC38 US CONCERN CASE BASE

PHONE 5/19/1999 11:01:41 AM

Action: 528 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 04070813891141 20520002

CUSTOMER SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT T  
HERE WAS A RECALL FOR VEHICLE FIRE - ALLEGES THAT HER VEHCI  
LE CAUGHT ON FIRE APPROX ONE MONTH PRIOR - THE FIRE DEPARTM  
ENT WAS NOT NOTIFIED - THERE WERE NO INJURIES - THERE WAS  
NO DAMAGE TO ANY OTHER PROPERTY ASIDE FROM THE VEHICLE - TH  
E INSURANCE COMPANY WAS NOT CONTACTED BECAUSE THE CUST DID N  
OT FEEL THAT IT WAS AN INSURANCE ISSUE - THE VEHICLE IS STI  
LL OPERABLE - CUST IS CALLING TO SEE IF FORD WILL REPAIR TH  
E CRUISE CONTROL PER CUSTOMER, DEALER SAYS: CAC ADMS  
ED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCI  
AL ASSISTANCE INFERENCE CASE ID: 1769

Origin: CAC GENERAL CAC

PHONE

5/19/1999 11:01:41 AM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

04070813891141 20520002

CUSTOMER SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT T  
HERE WAS A RECALL FOR VEHICLE FIRE - ALLEGES THAT HER VEHCI  
LE CAUGHT ON FIRE APPROX ONE MONTH PRIOR - THE FIRE DEPARTM  
ENT WAS NOT NOTIFIED - THERE WERE NO INJURIES - THERE WAS  
NO DAMAGE TO ANY OTHER PROPERTY ASIDE FROM THE VEHICLE - TH  
E INSURANCE COMPANY WAS NOT CONTACTED BECAUSE THE CUST DID N  
OT FEEL THAT IT WAS AN INSURANCE ISSUE - THE VEHICLE IS STI  
LL OPERABLE - CUST IS CALLING TO SEE IF FORD WILL REPAIR TH  
E CRUISE CONTROL PER CUSTOMER, DEALER SAYS: CAC ADVIS  
ED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCI  
AL ASSISTANCE INFERENCE CASE ID: 1769

MORISIII Duplicate (Y/N): Y

VOQ Duplicate (Y/N):

Inquiry: R001-002

Source: MORIS III

Region: 10 SDR

Issue: INFORMATION

Zone: K2

Case: 407061399

VIN: 2FACP74W7N

Engine: W

Veh Type: C

Opened: 5/18/1999

Contact\_Key: 04070613990778 70434702

Closed: 5/18/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: MALTA

State: OH

ZIP:

Phone:

Model Year: 1992

Model: LTD CROWN VIC LX 4DR

Mileage: 149000 Build Date: 3/22/1991

Dealer Name: BROADWAY FORD

Sales Code: F47083

P and A: 05298

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704347 FIRE/SMOKE SCORCHED/BURNT UNDER VEHICLE

Origin: CAC138 US CONCERN CASE BASE

PHONE 5/18/1999 11:01:41 AM

Action: 596 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE 04070613990778 70434702

CUSTOMER SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT T  
HERE WAS A RECALL FOR VEHICLE FORD - ALLEGES THAT HER VEHIC  
LE CAUGHT ON FIRE APPROX ONE MONTH PRIOR - THE FIRE DEPARTM  
ENT WAS NOT NOTIFIED - THERE WERE NO INJURIES - THERE WAS  
NO DAMAGE TO ANY OTHER PROPERTY ASIDE FROM THE VEHICLE - TH  
E INSURANCE COMPANY WAS NOT CONTACTED BECAUSE THE CUST DID N  
OT FEEL THAT IT WAS AN INSURANCE ISSUE - THE VEHICLE IS STI  
LL OPERABLE - CUST IS CALLING TO SEE IF FORD WILL REPAIR TH  
E CRUISE CONTROL PER CUSTOMER, DEALER SAYS: CAC ADVISED  
: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU  
WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS.

Origin: CAC GENERAL CAC

PHONE

5/18/1999 11:01:41 AM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

04070613990778 70434702

CUSTOMER SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT T  
HERE WAS A RECALL FOR VEHICLE FORD - ALLEGES THAT HER VEHIC  
LE CAUGHT ON FIRE APPROX ONE MONTH PRIOR - THE FIRE DEPARTM  
ENT WAS NOT NOTIFIED - THERE WERE NO INJURIES - THERE WAS  
NO DAMAGE TO ANY OTHER PROPERTY ASIDE FROM THE VEHICLE - TH  
E INSURANCE COMPANY WAS NOT CONTACTED BECAUSE THE CUST DID N  
OT FEEL THAT IT WAS AN INSURANCE ISSUE - THE VEHICLE IS STI  
LL OPERABLE - CUST IS CALLING TO SEE IF FORD WILL REPAIR TH  
E CRUISE CONTROL PER CUSTOMER, DEALER SAYS: CAC ADVISED  
: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU  
WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS.  
INFERENCE CASE ID: 79

MORIS# Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Source: MORIS II

Region:

Issue: INFORMATION

Zone:

Case: 305202002

VIN: 2MELM75W5P Engine: W

Veh Type: C

Opened: 8/17/1999

Contact\_Key: 03052020091141 20520002

Closed: 8/17/1999

Last Name: Title:

First Name:

Status: CLOSED

Address:

City: SUNRISE

State: FL

ZIP:

Phone:

Model Year: 1999

Model: GRAND MARQUIS LS 4DR

Mileage: 170000 Build\_Date: 1/29/1993

Dealer Name:

Sales Code:

P and A:

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 205200 HRN/SPD CNTRL SPEED CONTROL

Origin: CAC138 US CONCERN CASE BASE

PHONE 8/17/1999 10:04:48 AM

Action: 520 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 03052020091141 20520002

CUSTOMER SAYS: CUST STATES THAT HE HAS A NUMBER OF VEH'S REGISTERED TO THE BUSINESS AND ONE OF THEM CAUGHT FIRE DUE TO THE CONCERNS REGARDING RECALL 99815. CUST STATES THAT LAST NIGHT HE WAS ABLE TO PREVENT THIS VEH FROM CATCHING FIRE. CUST STATES THAT HIS MECHANIC TOOK THE PART OUT AND IT WAS ON FIRE AND IT IS NOW MELTED DOWN. CUST STATES THAT HE FEELS THAT ALL THE VEH'S HE HAS SHOULD BE COVERED UNDER THE RECALL 99815. CUST WOULD LIKE TO SPEAK TO A MANAGER. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - ADVISED CUST THAT FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR A RECALL IF THE VEH DOES NOT FALL UNDER THE RECALL. ADVISE CUST THAT A REQUEST FOR A SUPERVISOR TO CALL HIM BACK HAS BEEN FILLED OUT AND THEY WILL CONTACT HIM WITHIN 48 BUS. HRS. INFERENCE CASE ID: 1789

Origin: CAC GENERAL CAC

PHONE

8/17/1999 10:04:48 AM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

03052020091141 20520002

CUSTOMER SAYS: CUST STATES THAT HE HAS A NUMBER OF VEH'S REGISTERED TO THE BUSINESS AND ONE OF THEM CAUGHT FIRE DUE TO THE CONCERNS REGARDING RECALL 99815. CUST STATES THAT LAST NIGHT HE WAS ABLE TO PREVENT THIS VEH FROM CATCHING FIRE. CUST STATES THAT HIS MECHANIC TOOK THE PART OUT AND IT WAS ON FIRE AND IT IS NOW MELTED DOWN. CUST STATES THAT HE FEELS THAT ALL THE VEH'S HE HAS SHOULD BE COVERED UNDER THE RECALL 99815. CUST WOULD LIKE TO SPEAK TO A MANAGER. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - ADVISED CUST THAT FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR A RECALL IF THE VEH DOES NOT FALL UNDER THE RECALL. ADVISE CUST THAT A REQUEST FOR A SUPERVISOR TO CALL HIM BACK HAS BEEN FILLED OUT AND THEY WILL CONTACT HIM WITHIN 48 BUS. HRS. INFERENCE CASE ID: 1789

Tuesday, January 29, 2002

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ER02-025-A 0003

Origin: CACM02MANUAL - PHONE CSR

PHONE

9/17/1999 11:42:58 AM

Action: 228 SUPERVISOR REFERRAL FOLLOW-UP

03822026091141 20520002

CUSTOMER SAYS: -CUST SAID OWNS A TRANSPORTATION COMPANY AND IS A MECHANIC -CUST HAS 13 VEHICLES IN THE COMPANY -VEHICLE WOULD NOT START AND BURNING SMELL -CUST CHANGED PART HIMSELF AND FEELS THE PROBLEM IS RELATED TO THE 88S15 RECALL -CUST WANTS FORD TO PERFORM THE RECALL ON ALL HIS VEHICLES WHETHER OR NOT THEY ARE INVOLVED IN THAT RECALL AS THIS IS CONSIDERED A SAFETY ISSUE PER CUSTOMER, DEALER SAYS: NO COVERAGE CAC ADVISED: SUPERVISOR OBC: -SUPPORT PREVIOUS DECISION -WARRANTY HAS EXPIRED AND THERE ARE NO RECALLS OR PROGRAMS RELATING TO THE CONCERN -FORD WILL NOT PROVIDE ASSISTANCE -DOCUMENTED INFORMATION ANNETTE 9/17/99-188  
UE CLOSED

MOR3111 Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R001-002

Source: MORS II

Region: 24 ORLANDO Issue: LEGAL

Zone: A2

Case: 482242889

VIN: 1LNLM82W8P Engine: W

Veh Type: C

Opened: 10/25/1999

Contact\_Key: 04822428890709 70414707

Closed: 10/25/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: MIAMI

State: FL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1999

Model: TOWN CAR SIGNATURE

Mileage: 1

Build Date: 01/14/1992

Dealer Name: METRO FORD INC

Sales Code: F24003

P and A:

04871

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704147 FIRE/SMOKE VISIBLE FLAME UNDER VEHICLE

Origin: CACI38 US CONCERN CASE BASE

PHONE 10/25/1999 1:07:08 PM

Action: 854 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT 04822428890709 70414707

RECALL #

99815

CUSTOMER SAYS: = FIRE OCCURRED ON 10/15/99; = VEH CAUGHT ON FIRE WHILE IT WAS PARKED IN THE GARAGE; = FIRE DEPARTMENT WAS NOT CONTACTED; CUST TOOK CARE OF FIRE WITH FIRE EXTINGUISHER; = INSURANCE COMPANY WAS CONTACTED, AND THEY SAID THAT THEY WILL NOT COVER B/C FIRE WAS DUE TO A MECHANICAL FAILURE; = RECEIVED A LETTER IN REGARDS TO A RECALL ON THE IGNITION SWITCH 99815; = VEH CURRENTLY AT METRO FORD; VEH IS REPAIRABLE, BUT NO ONE IS TAKING RESPONSIBILITY; = ELECTRICAL SYSTEM IS A BURNT; PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENC E CASE ID: 77

Origin: CAC GENERAL CAC

PHONE

10/25/1999 1:07:08 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

04822428890709 70414707

CUSTOMER SAYS: = FIRE OCCURRED ON 10/15/99; = VEH CAUGHT ON FIRE WHILE IT WAS PARKED IN THE GARAGE; = FIRE DEPARTMENT WAS NOT CONTACTED; CUST TOOK CARE OF FIRE WITH FIRE EXTINGUISHER; = INSURANCE COMPANY WAS CONTACTED, AND THEY SAID THAT THEY WILL NOT COVER B/C FIRE WAS DUE TO A MECHANICAL FAILURE; = RECEIVED A LETTER IN REGARDS TO A RECALL ON THE IGNITION SWITCH 99815; = VEH CURRENTLY AT METRO FORD; VEH IS REPAIRABLE, BUT NO ONE IS TAKING RESPONSIBILITY; = ELECTRICAL SYSTEM IS A BURNT; PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENC E CASE ID: 77

Tuesday, January 29, 2002

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EA82-025-A 0005

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE  
Action: LP300 MAKE OUTBOUND CALL TO DEALER  
CONTACT PERSON CARY PEREZ

10/25/1999 2:51:40 PM  
0482242880709 70414707

\*\*LPA MADE OBC TO CARY PEREZ @ METRO FORD. SHE INDICATED TH  
AT THE VEHICLE IS CURRENTLY AT THE DEALER AND THEY HAVE NOT  
YET DETERMINED WHAT MAY HAVE CAUSED THE VEHICLE FIRE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE  
Action: LP422 INFORMATION CALL/FAX WITH DEALER

11/1/1999 2:33:08 PM  
0482242880709 70414707

\*\*PER CARY PEREZ @ METRO FORD, THE VEHICLE FIRE APPEARS TO B  
E RELATED TO RECALL 98S15. THE VEHICLE REPAIRS ARE ESTIMATED  
TO COST \$3,500+. THE REPAIR ESTIMATE WILL BE SENT TO LPA.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE  
Action: CA0008 OFFER

11/1/1999 2:37:24 PM  
0482242880709 70414707

PROJECTED \$ AMOUNT 5060  
\*\*LPA CONTACTED [REDACTED] (SPANISH TRANSLATION PROVIDED BY  
[REDACTED]) INDICATED THAT THERE WERE NO  
INJURIES AS A RESULT OF THE FIRE AND NO PROPERTY DAMAGE. A  
GOODWILL CASH SETTLEMENT OFFER OF \$5,060 WAS PROVIDED. [REDACTED]  
[REDACTED] WILL CALL LPA BACK WITH A DECISION.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE  
Action: LP616 PAY FOR REPAIRS - ESTIMATE & RELEASE PENDING (P66)

11/1/1999 2:49:15 PM  
0482242880709 70414707

PROJECTED \$ AMOUNT 123  
DEALER P & A CODE 04871  
ACTUAL \$ AMOUNT 123  
LINE # 01  
LAST FOUR OF R.O. # 0283  
COMMITMENT CODE J017U  
\*\*LPA PROVIDED CARY PEREZ @ METRO FORD THE COMMITMENT CODE  
TO PAY FIR TECH. TIME SPENT ON THE VEHICLE'S FIRE DAMAGE INV  
ESTIGATION.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE  
Action: LP1801 UPDATE/ADDOO CASE

11/2/1999 9:25:06 AM  
0482242880709 70414707

\*\*THE GOODWILL OFFER LETTER WAS FAX TO CARY PEREZ @ METRO FO  
RD. LPA IS WAITING FOR [REDACTED]'S DECISION.  
\*\*LPA RECEIVED THE REPAIR ESTIMATE FROM CARY PEREZ @ METRO F  
ORD.



Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 12/2/1999 2:28:34 PM  
Action: LP1702 CUSTOMER REJECTS OFFER DUE TO NO RESPONSE- CLOSE CASE 04922428890708 70414707

ANSWER Y/N N

\*LPA RECEIVED NO RESPONSE FROM CUSTOMER REGARDING OFFER.

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N): 8/16/

Inquiry: RQ01-002

Source: MORIS III

Region: 10 SDR

Issue: INFORMATION

Zone: P1

Case: 1681372659

VIN: 2MECM74W8N

Engine: W

Veh Type: C

Opened: 9/22/1999

Contact\_Key: 16813726591106 20621002

Closed: 9/22/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: FORT WASHAKIE

State: WY

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: GRAND MARQUIS GS 4DR

Mileage: 120000

Build Date: 4/16/1991

Dealer Name: FREMONT MOTOR SHER

Sales Code: F50415

P and A:

02969

Reason Code: 1108

AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR

Symptoms: 206210

HRN/SPD CNTRL SPEED CONTROL ATTACHMENT

Origin: CAC36 US CONCERN CASE BASE

PHONE

9/22/1999 6:51:25 PM

Action: 420

ADVISE CUST ALL REPAIRS ELIGIBLE FOR COVERAGE MUST BE PERFORMED @

16813726591106 20621002

CUSTOMER SAYS: - THAT HE WOULD LIKE TO KNOW IF THERE IS A RECALL ON THE VEH. - HE SAYS THAT HE RECEIVED INFORMATION ON THE INTERNET ON FROM THE NHTSA THAT THERE IS A RECALL ALERT ON THE VEH NUMBER 99B12400, AND IS RELATED ELECTRICAL OVER HEATING OF THE SPEED CONTROL DEACTIVATION SWITCH. - HE SAYS THAT HE HAS HAD THIS HAPPEN ON HIS VEH BEFORE WHERE HE REPAIRED THE SWITCH. - HE SAYS THAT HE WOULD LIKE TO KNOW IF THE RECALL AFFECTS THE VEH. PER CUSTOMER, DEALER SAYS: NONE. CAC ADVISED: - ALL WARRANTY REPAIRS MUST BE PERFORMED BY AN AUTHORIZED FORD/M DEALERSHIP - FORD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE - ADVISED CUST THAT THERE IS NO RECALLS ON THE VEH AT THIS TIME. INFERENCE CASE ID: 4688

Origin: CAC GENERAL CAC

PHONE

9/22/1999 6:51:25 PM

Action: CD0001 NO ACTION REQUIRED; INFORMATION ONLY

16813726591106 20621002

CUSTOMER SAYS: - THAT HE WOULD LIKE TO KNOW IF THERE IS A RECALL ON THE VEH. - HE SAYS THAT HE RECEIVED INFORMATION ON THE INTERNET ON FROM THE NHTSA THAT THERE IS A RECALL ALERT ON THE VEH NUMBER 99B12400, AND IS RELATED ELECTRICAL OVER HEATING OF THE SPEED CONTROL DEACTIVATION SWITCH. - HE SAYS THAT HE HAS HAD THIS HAPPEN ON HIS VEH BEFORE WHERE HE REPAIRED THE SWITCH. - HE SAYS THAT HE WOULD LIKE TO KNOW IF THE RECALL AFFECTS THE VEH. PER CUSTOMER, DEALER SAYS: NONE. CAC ADVISED: - ALL WARRANTY REPAIRS MUST BE PERFORMED BY AN AUTHORIZED FORD/M DEALERSHIP - FORD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE - ADVISED CUST THAT THERE IS NO RECALLS ON THE VEH AT THIS TIME. INFERENCE CASE ID: 4688

MORISIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: R001-002

Source: MORS III

Region: 21 ATLANTA

Issue: INFORMATION

Zone: C2

Case: 1710482261

VIN: 1LNLM81W4SY

Engine: W

Veh Type: C

Opened: 8/14/2001

Contact\_Key: 17104822613025 30182002

Closed: 8/14/2001

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: COLUMBUS

State: GA

ZIP:

Phone:

Model Year: 1995

Model: TOWN CAR EXECUTIVE

Mileage: 61375

Build\_Date: 8/1/1994

Dealer Name: GATEWAY LINCOLN-MER

Sales Code: L26115

P and A:

10133

Reason Code: 3025

PROD/COMP DUR/PERF - VEHICLE QUALITY

Symptoms: 301820

SERVICE BRAKE LEAKS FLUID

Origin: CAC135 US CONCERN CASE BASE

PHONE

8/14/2001 7:44:40 PM

Action: 888 ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

17104822613025 30182002

CUSTOMER SAYS: CUST STATED THAT HE HAD FIRE UNDER THE HOOD, BRAKE PRESSURE SWITCH, FUSE WAS BLOWN, REPLACE THE FUSE AND THE VEH CAUGHT ON FIRE. THEN BRAKE BOOSTER FLUID DRIP DOWN AND CAUSE FIRE. INSURANCE PUT OFF MOST OF THE REPAIR. BRAKE FLUID IS STILL IN THE VEH. PER CUSTOMER, DEALER SAYS:

NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, C

CUSTOMER SHOULD CONTACT CRM/SERV MGR ADVISE CUST TO TAKE THE VEH IN FOR DIAGNOSIS. INFERENCE CASE ID: 4904

MORSII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ51-002

Source: MORS III

Region: 41 CHICAGO

Issue: LEGAL

Zone: B1

Case: 1515772370

VIN: 1LNLM8ZWP [REDACTED] Engine: W

Veh Type: C

Opened: 8/24/2000

Contact\_Key: 15157723700709 70414507

Closed: 8/24/2000

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: CHICAGO

State: IL

ZIP: 60644

Phone: [REDACTED]

Model Year: 1993

Model: TOWN CAR SIGNATURE

Mileage: 135000

Build Date: 9/1/1992

Dealer Name: JOE RIZZA LINCOLN-M

Sale Code: L42402

P and A: 1215t

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC138 US CONCERN CASE BASE

PHONE

8/24/2000 2:21:32 PM

Action: 097 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS

15157723700709 70414507

CUSTOMER SAYS: - VEH CAUGHT ON FIRE WHILE THE CUST WAS DRIVING - CUST STATES THAT THE WAY THE FIRE STARTED HE BELIEVES IT IS RELATED TO RECALL #89816 - CUST STATES THAT HE HAD TAKEN VEH IN TO DLR FOR RECALL PRIOR TO FIRE AND IS CONCERNED THAT THE RECALL WAS NOT HANDLED CORRECTLY AND IN TURN CAUSED THE FIRE IN HIS VEH. FIRE DETAILS: - 20TH JUNE 2000 - UNDER HOOD ORIGIN - NORTH AND CLAYBORN ST. - WAS REPORTED AT FIRE DEPT. - NO CAUSE GIVEN, BUT REPORT WAS FILED - NO FIRE REPORT#, FILED IN CHICAGO - HAS FILED CLAIM WITH INSURANCE - TOTAL LOSS WILL GIVE MONEY TO CUST TO PURCHASE ANOTHER VEH. - NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - PLEASE MAKE SURE YOU NOTIFY YOUR INSURANCE CARRIER AND REPORT THE INCIDENT - [NOTE TO CSR: IF CUSTOMER IS WORKING WITH A NON-FORD DEALERSHIP, PLEASE ASSIGN THE NEAREST FORD DEALERSHIP TO THE CONTACT] INFERENC CASE ID: 4746

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION

PHONE

8/24/2000 4:23:14 PM

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER

15157723700709 70414507

LPA CALLED THE CUSTOMER; INSURANCE COMPANY HAS POSSESSION OF THE VEHICLE AND HAVE OFFERED THE CUSTOMER A SETTLEMENT. LPA EXPLAINED SUBROGATION TO THE CUSTOMER, WILL FOLLOW UP WITH A LETTER.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE B/12/2000 4:51:12 PM  
Action: LP508 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED  
INVOLVED 15187723700700 70414507

LPA MAILED LETTER TO CUSTOMER INDICATING THAT BECAUSE HIS  
INSURANCE COMPANY IS ALREADY INVOLVED THEY HAVE THE OPTION  
TO SUBROGATE IF THEY FEEL THAT A FORD DEFECT CAUSED THE  
FIRE. NO FURTHER ASSISTANCE.

MORSIII Duplicate (Y/N):

VOQ Duplicate (Y/N): 2/21/

Inquiry: R001-002

Source: MORIS III

Region: 13 NEW YORK Issue: LEGAL

Zone: B1

Case: 304501938

VIN: 2FALP74W8P2 Engine: W

Veh Type: C

Opened: 10/8/1998

Contact Key: 03045019380708 20520007

Closed: 10/8/1998

Last Name: Title: First Name:

Status: CLOSED

Address: City: JAMAICA

State: NY

ZIP:

Phone:

Model Year: 1993

Model: LTD CROWN VIC LX 4DR

Mileage:

68000 Build Date: 10/15/1992

Dealer Name: GOLDSMITH FORD, LTD Sales Code: F13030

P and A: 00388

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 205200 HRN/SPD CNTRL SPEED CONTROL

Origin: CAC38 US CONCERN CASE BASE

PHONE

10/8/1998 3:53:22 PM

Action: 064 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT

03045019380708 20520007

RECALL # 00815

CUSTOMER SAYS: CUST STATES VEH CAUGHT ON FIRE, CUST FEELS THE FIRE WAS CAUSED BY THE SPD CONTROL RECALL. VEH IS CURRENTLY BURNT. THE FIRE OCCURED ON 10/03/99, THE FIRE ORIGINATED IN THE WIRING UNDER THE HOOD, THE LOCATION OF THE VEH WAS ON THE STREET. A FIRE REPORT WAS FILED IN NEW YORK, CUST DOES NOT HAVE FIRE REPORT#. INSURANCE CO. WAS CONTACTED. VEH IS NOT REPAIRABLE. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

Origin: CAC GENERAL CAC

PHONE

10/8/1998 3:53:22 PM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

03045019380708 20520007

CUSTOMER SAYS: CUST STATES VEH CAUGHT ON FIRE, CUST FEELS THE FIRE WAS CAUSED BY THE SPD CONTROL RECALL. VEH IS CURRENTLY BURNT. THE FIRE OCCURED ON 10/03/99, THE FIRE ORIGINATED IN THE WIRING UNDER THE HOOD, THE LOCATION OF THE VEH WAS ON THE STREET. A FIRE REPORT WAS FILED IN NEW YORK, CUST DOES NOT HAVE FIRE REPORT#. INSURANCE CO. WAS CONTACTED. VEH IS NOT REPAIRABLE. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

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ER62-025-R 0872

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE  
Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER  
CONTACT PERSON ANSWERING MACHINE  
OB CALL TO CUSTOMER TO ACKNOWLEDGE CALL TO CAC

10/7/1999 11:24:48 AM  
03945818990708 20520007

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 10/7/1999 11:28:11 AM  
Action: LP308 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED 03945818990708 20520007

DENY - REFER TO INSURANCE COMPANY, CUSTOMER HAS ALREADY  
CONTACTED INSURANCE COMPANY, VEHICLE HAD SPEED CONTROL  
RECALL 98816 PERFORMED AND SAYS FIRE BECAUSE OF POOR WORK-  
MANSHIP. ADVISED TO CONTINUE WORKING WITH INSURANCE CO WHO  
CAN SUBROGATE IF THEY FEEL THERE WAS ANY DEFECTS

MOR8111 Duplicate (Y/N):

VOQ Duplicate (Y/N): 9/24/

Inquiry: RQ01-002

Source: MORIS III

Region: 41 CHICAGO

Issue: INFORMATION

Zone: B1

Case: 1542230800

VIN: 1LNLM81W6N [REDACTED] Engine: W

Veh Type: C

Opened: 2/29/2000

Contact\_Key: 15422308000778 70414502

Closed: 2/29/2000

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: CHICAGO

State: IL

ZIP: 60619

Phone: [REDACTED]

Model Year: 1992

Model: TOWN CAR EXECUTIVE

Mileage: 106743

Build Date: 3/31/1992

Dealer Name: HAWK LINCOLN-MERCUR Sales Code: L42122

P and A: 10236

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC38 US CONCERN CASE BASE

PHONE 2/29/2000 3:03:59 PM

Action: 598 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE 15422308000778 70414502

CUSTOMER SAYS: -02 TOWN CAR -DEACTIVATOR SWITCH CAUG  
HT FIRE -VEH IS OPERATIONAL -WIRING HARNESS AND PLASTI  
C BRACKET WERE DAMAGED -SERVICE RECORDS INDICATE THAT SA  
FETY RECALL 98S16 WAS PERFORMED ON 6/7/97 -SEEKING TO HA  
VE THE VEH REPAIRED -VEH CAUGHT FIRE ON 02/27/2000 -TH  
E FIRE ORIGINATED UNDER THE HOOD, VISIBLE SMOKE AND FLAMES U  
NDER THE HOOD -THE VEH IS CURRENTLY AT THE CUST'S RESIDEN  
CE -NO REPORT FILED WITH THE FIRE DEPT. -HAS NOT FILED  
A CLAIM WITH INSURANCE COMPANY -VEH IS REPAIRABLE -CU  
ST WAS ABLE TO EXTINGUISH THE FIRE BY HIMSELF PER CUSTOMER.  
DEALER SAYS: -CALL CAC CAC ADVISED: -THIS IS NOT A S  
ITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE Contac  
T YOUR INSURANCE CARRIER FOR DIRECTIONS. INFERENCE CASE ID:  
78

MORISIII Duplicate (Y/N):

VOQ Duplicate (Y/N): 6/23/



Inquiry: RQ01-002

Source: MOR3 III

Region: 21 ATLANTA

Issue: LEGAL

Zone: B1

Case: 573942319

VIN: 2MECM76W2NX

Engine: W

Veh Type: C

Opened: 8/18/1999

Contact\_Key: 05739423190709 70430007

Closed: 8/18/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: ROSWELL

State: GA

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: GRAND MARQUIS LS 4DR

Mileage: 151005

Build Date: 5/1/1992

Dealer Name: WADE LINCOLN MERCUR Sales Code: L26385

P and A: 10599

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704300 FIRE/SMOKE SCORCHED/BURNT

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/18/1999 3:58:34 PM

Action: LP202 OPEN LEGAL CONTACT - PRODUCT LIABILITY RECALL RELATED

05739423190709 70430007

RECALL # 99816

\*\*\*\*\* DEALER REQUEST LETTER \*\*\*\*\*

REC'D / 1/99

DEALERSHIP CONTACT: HANK HANIKSON @ (770) 475-0822,  
ALLEGES DEFECTIVE VEHICLE. VEHICLE CAUGHT FIRE WHILE AT THE  
DEALERSHIP, KEYS OUT OF IGNITION AND NO ONE NEAR VEHICLE.  
WIRING CAUGHT FIRE AT CONNECTOR. VEHICLE IS UNDER RECALL.  
\*\*\* CUSTOMER REQUESTS FORD REPAIR VEHICLE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/20/1999 11:37:08 AM

Action: LP422 INFORMATION CALL/FAX WITH DEALER

05739423190709 70430007

-LPA CONTACTED DEALERSHIP TO OBTAIN ADDITIONAL INFORMATION R  
EGARDING FIRE. RECALL 99816 WAS PERFORMED 7/99 AND HAS CAUGH  
T FIRE SINCE THEN. FSE WAS AT DEALERSHIP AND INSPECTED VEHIC  
LE. DEALER (HANK HANIKSON) STATES THAT FSE DETERMINED PARTS  
WERE DEFECTIVE AND SHOULD BE COVERED UNDER SERVICE PART WAR  
RANTY. LPA CALLED FSE TO VERIFY DECISION. WAITING ON RETURN  
CALL FROM FSE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/20/1999 4:17:15 PM

Action: LP4000 FINAL CASE DISPOSITION

05739423190709 70430007

-LPA CONTACTED FSE THAT INSPECTED THE VEHICLE AT THE DEALERS  
HIP. FSE CONFIRMED THAT THE RECALL THAT WAS PERFORMED ON THE  
VEHICLE IN 7/99 (99816) WAS PERFORMED PROPERLY AND THE REC  
ENT FIRE WAS DUE TO PRODUCT DEFECT. THE FSE ALSO CONCLUDED T  
HAT THE REPAIR SHOULD BE COVERED UNDER PARTS AND SERVICE WAR  
RANTY. NO FURTHER ACTION IS REQUIRED.

MOR3III Duplicate (Y/N):

VOQ Duplicate (Y/N): 6/15/

Tuesday, January 29, 2002

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ER02-025-A 0075

Inquiry: RQ01-002

Source: MORIS III

Region:

Issue: CONCERN

Zone:

Case: 1455812378

VIN: 2NMLM74WXY

Engine: W

Veh Type: C

Opened: 8/2/2000

Contact\_Key: 14558123781140 70414503

Closed: 8/2/2000

Last Name: WALKER

Title: MS

First Name: SHIRLEY

Status: CLOSED

Address: 18720 BENNETT ST

City: SPRINGFIELD

State: NY

ZIP: 11413

Phone: 718-7230630

Model Year: 1997

Model: GRAND MARQUIS GS 4DR

Mileage:

40000 Build\_Date: 11/8/1996

Dealer Name:

Sales Code:

P and A:

Reason Code: 1140 AWA - WITHIN CRITERIA, REQUESTING AWA

Symptoms: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CAC138 US CONCERN CASE BASE

PHONE

8/2/2000 4:13:30 PM

Action: 139 ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

14558123781140 70414503

CUSTOMER SAYS: - WHILE DRIVING VEH, SAW SMOKE COMING FROM UNDER THE HOOD; - WIRES WAS ON FIRE; - JUNCTION BOX UNDER EATH MASTER CYLINDER; - FLUID WAS RUNNING OUT FROM UNDERNEATH; - FIRE WAS PUT OUT BY EXTINGUISHER; - VEH IS AT MECHANIC GARAGE; PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORWARDED INFORMATION TO THE DEALERSHIP FOR FINANCIAL CONSIDERATION - REQUESTED CRAWSEY MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 2365

Origin: DEALER/DEALER

PHONE

8/18/2000 7:28:35 AM

Action: DAC022 CUSTOMER PAID REPAIR MADE

14558123781140 70414503

VEHICLE CAUGHT FIRE FROM REPAIR MADE BY OUTSIDE SHOP DEALER IS REPAIRING VEHICLE AS PER ESTIMATE FROM CUSTOMERS INSURANCE COMPANY

Origin: CACM02MANUAL - PHONE CSR

PHONE

10/9/2000 2:38:34 PM

Action: 208 FOUND IN OUTSIDE SOURCE

14558123781140 70414503

CUSTOMER SAYS: CUST HAS A GRAND MARQUIS HAD AN ELECTRICAL FIRE IN AUG UNDER THE HOOD DAMAGE WAS COVERED BY INSURANCE EXCEPT 500\$ WHICH CUST PAID SAYS ALOT OF PLASTIC MELTED IN VEH CUST SAYS HIS INTAKE MANIFOLD OPENED UP ON TOP OF ENGINE/IT IS MADE OF PLASTIC AND NOW CUST WANTS FIN ASS T O REPAIR IT BUT CUST FEELS THAT THIS IS CAUSED BY THE FIRE BUT ALSO SAYS THAT FORD SHOULD NOT HAVE THIS PART ON TOP OF AN ENGINE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: ADVISED CUST TO CONTACT INSURANCE COMPANY FOR GUIDANCE AND TO SEE IF THIS PROBLEM RELATED TO FIRE ADVISED CUST INSURANCE HAS RIGHT TO SUBROGATE FORD

MORISIII Duplicate (Y/N):

VOQ Duplicate (Y/N):

Tuesday, January 29, 2002

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ERR2-025-A 0076

Inquiry: RQ01-002

Source: MORIS III

Region: 10 SDR

Issue: INFORMATION

Zone: H1

Case: 1854412149

VIN: 2MELM75W8R2

Engine: W

Veh Type: C

Opened: 8/2/1999

Contact\_Key: 18544121491012 20320002

Closed: 8/2/1999

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED

Address: [REDACTED] State: MO ZIP: 65301

Phone: [REDACTED]

Model Year: 1994

Model: GRAND MARQUIS LS 40R

Mileage:

Build Date: 9/7/1993

Dealer Name: TOWN & COUNTRY MOTO Sales Code: L63594

P and A: 12814

Reason Code: 1012 PARTS - BACKORDER DELAY

Symptoms: 203200 START/CHARGE WIRING - BASIC

Origin: CAC138 US CONCERN CASE BASE

PHONE

8/2/1999 5:29:00 PM

Action: 809 ADVISE CUST UNABLE TO ASSIST IN OBTAINING PART; CONTACT

18544121491012 20320002

PARTS MGR

CUSTOMER SAYS: THE CUST STATES THAT THE VEH CAUGHT ON FIRE  
. THE VEH IS CURRENTLY AT THE DLRSHIP AWAITING ON PARTS, HO  
WEVER, THE PARTS ARE ON BACK ORDER. THE CUST IS WAITING FOR  
A WIRING HARNESS AND A DE-ACTIVATION SWITCH FOR THE SPEED  
CONTROL SYSTEM PER CUSTOMER, DEALER SAYS: PART ON BACK OR  
DER. CAC ADVISED: OUR OFFICE IS UNABLE TO EXPEDITE THE PART  
STAY IN CONTACT WITH THE CRM/PARTS MANAGER - SPOKE TO THE  
BOB - AND HE STATED THAT THE WIRING HARNESS IS ON A D99 ( N  
ATIONAL BACK ORDER) THE DE-ACTIVATION SWITCH - IS AT A DEPOT  
- PART EXPECTED AT ANY TIME SOON INFERENCE CASE ID: 4282

Origin: CAC GENERAL CAC

PHONE

8/2/1999 5:29:00 PM

Action: DR0008 REQUEST PARTS MGR TO CONTACT CUSTOMER

18544121491012 20320002

CUSTOMER SAYS: THE CUST STATES THAT THE VEH CAUGHT ON FIRE  
. THE VEH IS CURRENTLY AT THE DLRSHIP AWAITING ON PARTS, HO  
WEVER, THE PARTS ARE ON BACK ORDER. THE CUST IS WAITING FOR  
A WIRING HARNESS AND A DE-ACTIVATION SWITCH FOR THE SPEED  
CONTROL SYSTEM PER CUSTOMER, DEALER SAYS: PART ON BACK OR  
DER. CAC ADVISED: OUR OFFICE IS UNABLE TO EXPEDITE THE PART  
STAY IN CONTACT WITH THE CRM/PARTS MANAGER - SPOKE TO THE  
BOB - AND HE STATED THAT THE WIRING HARNESS IS ON A D99 ( N  
ATIONAL BACK ORDER) THE DE-ACTIVATION SWITCH - IS AT A DEPOT  
- PART EXPECTED AT ANY TIME SOON INFERENCE CASE ID: 4282

MORIS Duplicate (Y/N):

VOQ Duplicate (Y/N):

Inquiry: RQ01-002

Source: MORS III

Region: 10 SDR

Issue: LEGAL

Zone: F3

Case: 1295852538

VIN: 1LNLM82W4NY742312

Engine: W

Veh Type: C

Opened: 9/10/1999

Contact\_Key: 12958525380709 70434507

Closed: 9/10/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: TRION

State: GA

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: TOWN CAR SIGNATURE

Mileage: 110200

Build Date: 6/10/1992

Dealer Name: CARL BLACK FORD

Sales Code: F21437

P and A: 03824

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptoms: 704345 FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/10/1999 8:12:45 AM

Action: LP202 OPEN LEGAL CONTACT - PRODUCT LIABILITY RECALL RELATED

12958525380709 70434507

\*\*\*\*\* DEALER REQUEST LETTER \*\*\*\*\*

REC'D 09/09/99

DEALERSHIP CONTACT: RON ROWLAND @ (706) 857-1128

ALLEGES DEFECTIVE VEHICLE. THE CUSTOMER DISCOVERED THE VEHICLE BURNING UNDER THE HOOD IN HIS GARAGE.

\*\*\* CUSTOMER REQUESTS FORD COMPENSATE FOR THE REPLACEMENT VALUE OF THE VEHICLE.\*\*\*

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/16/1999 3:55:20 PM

Action: LP422 INFORMATION CALL/FAX WITH DEALER

12958525380709 70434507

\*\*\*LPA MADE OBC TO THE DEALER AND SPOKE WITH THE SERVICE MANAGER, RON ROWLAND\*\*INQUIRED ABOUT WHAT HAPPENED AND RON ADVISED THAT THE VEHICLE CAUGHT FIRE AFTER THE PART WAS REPLACED AS REQUIRED BY THE RECALL, 98S15\*\*SHOULD SEND AN INDEPENDENT INSPECTOR TO LOOK AT THE VEHICLE AS THERE IS NO SIGN THAT THE PART WAS INSTALLED INCORRECTLY\*\*

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/16/1999 3:58:43 PM

Action: LP421 INFORMATIONAL CALL/FAX WITH EAA

12958525380709 70434507

\*\*\*LPA MADE OBC TO THE EAA INSPECTOR, DONALD HUYELIN\*\*DONALD ADVISED LPA THAT HE CAN DO THE INSPECTION FOR LPA AT THE DEALERSHIP\*\*LPA FAXED THE INFORMATION TO HIM WITH CONFIRMATION RECEIVED\*\*

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/16/1999 4:00:38 PM

Action: LP309 SEND FAX TO EAA

12958525380709 70434507

\*\*\*LPA FAXED ALL CUSTOMER/VEHICLE INFORMATION TO THE EAA INSPECTOR, [REDACTED] CONFIRMATION WAS RECEIVED\*\*

Tuesday, January 29, 2002

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ERR2-025-A 0078

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX  
Action: LP423 INFORMATIONAL CALL/FAX WITH CUSTOMER  
\*\*\*LPA, JBAWOL COMMENTS\*\*\*

9/16/1999 4:10:45 PM  
12966626390709 70434507

-LPA MADE OBC TO THE CUSTOMER AND SPOKE WITH MR. WOODS WHO ADVISED THAT THE RECALL 99815 WAS PERFORMED LAST FRIDAY AND THIS WEDNESDAY (SUBSEQUENTLY) IT CAUGHT FIRE UNDER THE HOOD  
-LPA ADVISED THAT AN INSPECTION WILL NEED TO BE DONE AND THE CUSTOMER ADVISED THAT THE SERVICE MANAGER, RON, HAS LOOKED AT THE VEHICLE BUT HE DOESN'T KNOW IF IT'S BEEN INSPECTED  
-LPA ADVISED HE WILL BE CONTACTED BACK ONCE THE DEALER IS CONTACTED

\*\*\*LPA MADE OBC TO THE CUSTOMER, SPOKE WITH JERRY AND EVON WOODS\*\*LPA ADVISED THAT THE VEHICLE SHOULD BE TOWED TO THE DEALER AS SOON AS POSSIBLE AS AN EAA INSPECTOR HAS ALREADY BEEN NOTIFIED\*\*PER JERRY: THE DEALER HAS CALLED AND MADE ARRANGEMENTS AND THE DEALER KNOWS WHERE HE LIVES SO THEY CAN PICK THE VEHICLE UP ANYTIME; LPA ADVISED THAT HE WILL BE RESPONSIBLE FOR THE TOW BILL UNTIL THE INSPECTION REPORT IS COMPLETE AND IT IS DETERMINED THAT WE ARE AT FAULT\*\*JERRY AGREED\*\*

\*\*\*LPA MADE OBC TO THE CUSTOMER AND SPOKE WITH MRS. WOODS\*\*  
-LPA REQUESTED A COPY OF THE LIEN-FREE TITLE, REGISTRATION, SALES INFORMATION AND PROOF OF PURCHASE\*\*  
-REQUESTED ALL BE SENT VIA FACSIMILE  
-LPA AWAITS THE REQUESTED INFO

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX  
Action: LP404 RECEIVE VEHICLE INSPECTION BACK

9/27/1999 12:36:44 PM  
12966626390709 70434507

\*\*\*LPA RECEIVED THE VEHICLE INSPECTION BACK FROM THE EAA INSPECTOR\*\*INSPECTION AND PHONE CALL RECEIVED FROM THE INSPECTOR ON 9/21/99 ADVISED THAT THE FIRE APPEARS TO BE RELATED TO THE RECALL ALTHOUGH IT WAS NOTED BY THE DEALER THAT THE RECALL WAS PERFORMED THE WEEK BEFORE\*\*LPA WILL REVIEW WITH TEAM LEADER AND MAKE A DECISION\*\*\*

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX  
Action: LP426 RECEIVE REQUESTED DOCUMENT FROM CUSTOMER  
\*\*\*10/6/99: LPA RECEIVED THE REQUESTED DOCUMENTS FROM THE CUSTOMER VIA FACSIMILE\*\*\*TITLE IS LIEN-FREE\*\*

10/6/1999 8:43:02 PM  
12966626390709 70434507

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX  
Action: CA0008 OFFER  
\*\*\*LPA PUT OFFER TO REFUND THE CUSTOMER KELLEY BLUE BOOK TRADE-IN VALUE IN THE AMOUNT OF \$4,100.00 IN WRITING AND SENT IT TO THE CUSTOMER VIA FACSIMILE AT THE DEALER AND VIA CERTIFIED MAIL\*\*GAVE THEM 5 BUSINESS DAYS TO FORMALLY ACCEPT THE OFFER\*\*\*

10/6/1999 8:44:44 PM  
12966626390709 70434507

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX  
Action: LP1700 CUSTOMER ACCEPTS OFFER  
\*\*\*10/12/99: LPA RECEIVED THE SIGNED ACCEPTANCE OF OUR OFFER FROM THE CUSTOMER; RAV WAS HAVING A SYSTEM FAILURE AND REQUESTED THAT ALL UPLOADS BE POSTPONED BY A DAY OR SO; LPA WAS OUT OF THE OFFICE 10/14/99 AND WILL NOW PROCESS THE UPLOAD AS KIM JAKLIC STATED IT IS FINE NOW\*\*\*

10/15/1999 11:28:32 AM  
12958525380709 70434507

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX  
Action: CA0012 RAVFAST UPLOADED  
\*\*\*LPA UPLOADED THE INFORMATION TO RAV AND FAXED ALL PERTINENT INFORMATION\*\*\*

10/15/1999 12:09:40 PM  
12958525380709 70434507

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX  
Action: LP4000 FINAL CASE DISPOSITION  
\*\*\*LPA CLOSING THE CASE AS ALL TRANSACTIONS ARE IN PROCESS\*\*  
\*NO FURTHER ACTION IS REQUIRED\*\*\*

10/15/1999 12:10:15 PM  
12958525380709 70434507

MORSI# Duplicate (Y/N):

VOQ Duplicate (Y/N): 9/9/1