

EA03-014

**FORD 12/11/03
LETTER TO ODI**

ATTACHMENT C

BOOK 1 OF 10

PART 1 OF 2

EA03-014 0478 (redacted at 478)	Internal E-mail	none	10/2/2003	Internal e-mail reflects advice of counsel in anticipation of litigation.	Attorney Work Product
EA03-014 1435-1437 (redacted at 1435)	Internal E-mail	none	11-12-03	Internal e-mail reflects response to request of counsel.	Attorney-Client Privilege
EA03-014 1438 (redacted at 1438)	Internal E-mail	none	11-12-03	Internal e-mail reflects response to request of counsel.	Attorney-Client Privilege
EA03-014 1438-1451 (redacted at 1438-1440)	Internal E-mail	1) none 2) Jeff Bennett Dan Hansen Robert Tzackik	1) 11-12-03 2) 8-19-03	Internal e-mail reflects 1) Response to request of counsel. 2) Internal e-mail reflects advice of counsel in anticipation of litigation.	Attorney-Client Privilege Attorney Work Product
EA03-014 1452-1453 (redacted at 1452-1453)	Internal E-mail	1) none 2) Jeff Bennett Dan Hansen Robert Tzackik	1) 11-12-03 2) 8-19-03	1) Internal e-mail reflects response to request of counsel. 2) Internal e-mail reflects advice of counsel in anticipation of litigation.	Attorney-Client Privilege Attorney Work Product
EA03-014 1454-1455 (redacted at 1454)	Internal E-mail	1) none 2) none	11-12-03 10-2-03	Internal e-mails reflect 1) Response to request of counsel 2) Advice of counsel in anticipation of litigation.	Attorney-Client Privilege Attorney Work Product
EA03-014 1802-1803 (redacted at 1802)	Internal E-mail	none	11-28-03	Internal e-mail reflects response to request of counsel.	Attorney-Client Privilege

1347241601

2020-014 0451





PRODUCT LIABILITY CHECKLIST

Required Documents

YES

NO

AWS Report
Mors III Opening Screen
Mors III Closing Screen
Offer/Denial letter (Pers. Ingleton letter)

/
/
/
/

Documents Required if Applicable

YES

NO

Email to CSM
Team Leader Approval
Dealer Request for Consumer Affairs
Review Form or Customer Letter
EAA, FSE and/or Dealer Inspection
R.A.V. Checklist
Recall History
NAVIS Report
Release Form
Service File
Sales File
Proof of ownership
Police/Fire report
Fax Confirmation
Kelly Blue Book

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Customer Name:

[REDACTED]

Case #: 1347211673

Vin #: 1LNHM82W14712372

DATE: 06/19/2023

Analyst: ROSELYN CRAMER

Claims List Report

STANDARD CLAIMS LIST

AA's Online Report

Rev Date: 12-11-2005

Note: All transactions in \$ billions.

	VIN	AWS VL	WHS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG CUD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QRT	WUC PRI	BASE	SUPP VRI	VIA CTC	CU
	VB	CVC	CM	CFC	CVR	C/B	BA	C/DL	C/VN	26-04-01	11-05-01	142767	USA	1	*	* * *	MAIN1	SKX	VUU	AN# R2
Job #	2675520	Doc #:	256511A					08755	Labor Hrs:	7	Labor Cost:			35.34	Material Cost:	18.00	Total Cost:	53.4		
Job Comments:	5000 MILES (8000 KMS) MAINT L																			
Job Comments:	4324 CHANGE OIL AND CK FLUIDS OK ROTATE TIRE																			
Job #	2675521	Doc #:	256511B					01821	Labor Hrs:	3	Labor Cost:			21.00	Material Cost:	0	Total Cost:	21.00		
Job Comments:	INSPECT SEATBELT MECHANISM OK																			
Job Comments:	4324 SEATBELT OK																			
Job #	2675522	Doc #:	04346301					2	Labor Hrs:	2	Labor Cost:			12.00	Material Cost:	31.50	Total Cost:	43.50		
Job Comments:	CK ENGINE CRANKS WON'T START																			
Job Comments:	WOPS TESTS, ROBO, KOOL, PINPOINT TESTED REPLACED TRANS LIVEN																			
Job #	2675523	Doc #:	04346302					01810	Labor Hrs:	2	Labor Cost:			12.00	Material Cost:	0	Total Cost:	12.00		
Job Comments:	REPLACE FUEL FILTER CLUSTER MECHANISM																			
Job Comments:	PERFORMED REPAIR MECHANISM OK																			
Job #	2796711	Doc #:	08571001					08755	Labor Hrs:	7	Labor Cost:			36.50	Material Cost:	19.25	Total Cost:	55.75		
Job Comments:	COMPLETE FRONT OIL FILTER CLEANLY INSPECTION																			
Job #	2796712	Doc #:	08571002					08755	Labor Hrs:	1	Labor Cost:			6.25	Material Cost:	0	Total Cost:	6.25		
Job Comments:	EXHAUSTED AND AIR WORK DONE FROM																			
Job #	2796713	Doc #:	08571003					08755	Labor Hrs:	1	Labor Cost:			6.25	Material Cost:	0	Total Cost:	6.25		
Job Comments:																				

FM 3-014 0433

Claims List Report

Page 2 of 2

Dir Cl-Sub Cl:	10502-*	Name:	MILLER LINC-MERC-NISSAN INC	Ph:	320-2518900	St:	MN	City Cl:	USA	Reg Cl:	NA	Repr Date:	25-APR-2002	DNST	(Mile):12312					
Tech Comments:	DIAG SCAN P1280 & U1147 IN MEMORY ORDERED CLUSTER PER SSM 15047 REPLACED INSTRUMENT CLUSTER REPROGRAMMED KEYS																			
TERMS WNTY:	VB	CVC	C/M	CFC	C/R	C/B	BA	C/M	C/VN	26-04-01	11-05-01	342767	USA	16 *	6YRS *	MAINT *	SKX	V00	A9*	82
AWS Claim Key:	11044438	Doc #:	19528601	Txs Code:		08755	Labor Hrs:		8	Labor Cost:		35.62	Material Cost:		19.79	Total Cost:		55.41		
Dir Cl-Sub Cl:	10502-*	Name:	MILLER LINC-MERC-NISSAN INC	Ph:	320-2518900	St:	MN	City Cl:	USA	Reg Cl:	NA	Repr Date:	13-AUG-2002	DNST	(Mile):10123					
Tech Comments:	1 COMPLETE 15000 MILE QUALITY CARE MAINTENANCE																			
TERMS WNTY:	VB	CVC	C/M	CFC	C/R	C/B	BA	C/M	C/VN	26-04-01	11-05-01	342767	USA	20 *	6YRS *	MAINT *	SKX	V00	A9*	82
AWS Claim Key:	12217815	Doc #:	20450001	Txs Code:		08755	Labor Hrs:		7	Labor Cost:		31.17	Material Cost:		19.79	Total Cost:		50.96		
Dir Cl-Sub Cl:	10502-*	Name:	MILLER LINC-MERC-NISSAN INC	Ph:	320-2518900	St:	MN	City Cl:	USA	Reg Cl:	NA	Repr Date:	19-JUN-2002	DNST	(Mile):21862					
Tech Comments:	COMPLETED,LOF,TIRE ROTATION,MULTIPOINT INSPECTION,BRAKE INSPECTION																			
TERMS WNTY:	VB	CVC	C/M	CFC	C/R	C/B	BA	C/M	C/VN	26-04-01	11-05-01	342767	USA	24 *	6YRS *	MAINT *	SKX	V00	A9*	82
AWS Claim Key:	13947999	Doc #:	21249501	Txs Code:		08755	Labor Hrs:		7	Labor Cost:		31.17	Material Cost:		20.24	Total Cost:		51.41		
Dir Cl-Sub Cl:	10502-*	Name:	MILLER LINC-MERC-NISSAN INC	Ph:	320-2518900	St:	MN	City Cl:	USA	Reg Cl:	NA	Repr Date:	16-APR-2003	DNST	(Mile):20485					
Tech Comments:	1 COMPLETED,LOF,TIRE ROTATION,MULTIPOINT INSPECTION,BRAKE INSPECTION																			
TERMS WNTY:	VB	CVC	C/M	CFC	C/R	C/B	BA	C/M	C/VN	26-04-01	11-05-01	342767	USA	24 *	11M3 2F12	90460 AA	SUP	V01	A29	42
AWS Claim Key:	13646628	Doc #:	21249502	Txs Code:		507	Labor Hrs:		5	Labor Cost:		31.61	Material Cost:		42.50	Total Cost:		74.11		
Dir Cl-Sub Cl:	10502-*	Name:	MILLER LINC-MERC-NISSAN INC	Ph:	320-2518900	St:	MN	City Cl:	USA	Reg Cl:	NA	Repr Date:	16-APR-2003	DNST	(Mile):20485					
Tech Comments:	RAN DIAG SCAN P1001 WENT THRU PPT 5 FOUND DIFF IS SHORTED INTERNALLY REMOVED & REPLACED DIFF RAN SELF TEST																			

Any comments? You can contact



webmaster

2002-01-04 04:04

All Action Details for Issue

VIN: 1LNHM82WX1Y712382 Year: 2001 Model: TOWN CAR Case: 134725*693
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-05-11
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - GENERAL/OTHER Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Dealer: 10502 MILLER LINC-MERC-NISSAN INC Origin Desc: CALITIGATION PREVENT ON-FRONT DESK
 Odometer: 28025 MI Comm Type: EMAIL
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 08/18/2003 Action Time: 09:38:48.426 Action Date: No

Comments *****PRODUCT LIABILITY***** EMAIL RECEIVED 6-17-03 DEALER CONTACT AND KALLOCK
 CUSTOMER ALLEGES SIDE AIR BAG DEPLOYED WITHOUT INCIDENT CUSTOMER REQUESTS CONTACT FROM FORD
 REPRESENTATIVE.

- Per Cust: Eng. wouldn't start & vehicle required time for eng. fix to start.
- Per Cust: Veh. has been out for 10-15 since purchase - service concerns

...48.426&ISSUE_UPDATE_ID_C-CLEICH%20%20&USER_ID_C-CLEICH%20%20&STATUS_STATUS6190

An Action Details for 194

VIN: 1LNHM82WX1Y712392 Year: 2001 Model: TOWN CAR Case: 134729553
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-05-11
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Photo:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF
 Dealer: 10502 MILLER LINC-MERC-NISSAN INC Origin Desc: US CONCERN CASE BASE
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: SHAUNA BROWNE Analyst: SBROWNE
 Action Date: 06/19/2003 Action Time: 15:11 46 265 Action Date: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: "THE SIDE AIRBAG WENT OFF AND HIS WIFE WAS INJURED. HER SIDE SHOULDER IS BLACK AND BLUE "THEY WERE NOT INVOLVED IN AN ACCIDENT, SO HE CANNOT UNDERSTAND WHY THE AIR BAG DEPLOYED "THERE WAS NO REASON "CUST IS SEEKING COMPENSATION FOR WHAT HAPPENED TO HIS WIFE "HIS WIFE IS SCARED TO DRIVE THE CAR "HE HAS OWNED 6 LINCOLNS AND DOESN'T WANT TO GET RID OF THIS ONE, BUT IT IS NO LONGER SAFE "CUST WANTS TO BE CONTACTED ON THE HOM NUMBER (320) 845-2448, THE BEST TIME IN THE MORNING AROUND 9-10 AM PER CUSTOMER DEALER SAYS: "NONE CAC ADVISED: " THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP SOMEHOW "ALL CONTACT IN TWO BUSINESS DAYS. "AS PER QA MAURICE, CSR SENT THIS INFO TO CONSUMER AFFAIRS TO ADDRESS FURTHER INFERENCE CASE ID: 5341

Action: INFORMATIONAL CALL/FAX WITH OTHER PARTY
 Dealer: 10502 MILLER LINC-MERC-NISSAN INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: OTHER
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 06/20/2003 Action Time: 17:18:17.491 Action Date: No

Comments CONTACTED SENIOR LEGAL ANALYST REGARDING PROPER HANDLING OF DUPLICATE FILES OPENED

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 10502 MILLER LINC-MERC-NISSAN INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 06/27/2003 Action Time: 11:25:53.393 Action Date: Yes

Comments CONTACTED CUSTOMER'S WIFE REGARDING DETAILS OF INCIDENT. CUSTOMER ALLEGES AIRBAGS DEPLOYED WITHOUT ACCIDENT AND SHE SUSTAINED BRUISES TO HER ARM. ADVISED AN INSPECTION CANNOT BE DONE SINCE VEHICLE HAS ALREADY BEEN REPAIRED. CUSTOMER MAY BE PURSUING PERSONAL INJURY CLAIM.

Data Element Name

Data Value

CONTACT PERSON

[REDACTED]

0003-014 0400

...46%20PM&ISSUE_UPDATE_ID_C=RGRAHA41&USER_ID_C=RGRAHA41&STATUS_STATUS_C=C&30 03

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 10502 MILLER LINC-MERC-NISSAN INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 28025 MI

Comm Type: PHONE

Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41

Action Date: 08/30/2003

Action Time: 12:25:44 824 Action Data: Yes

Comments: CONTACTED CUSTOMER REGARDING DETAILS OF INCIDENT. CUSTOMER IS INTERESTED IN REPLACEMENT VEHICLE. ADVISED NO RELATED RECALLS OR SUBSTANTIAL REPAIR HISTORY. PERSONAL INJURY CLAIM LETTER WILL BE SENT OUT FOR WIFE.

Data Element Name

Data Value

CONTACT PERSON

Action: FINAL CASE DISPOSITION

Dealer: 10502 MILLER LINC-MERC-NISSAN INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 28025 MI

Comm Type: MAIL

Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41

Action Date: 08/30/2003

Action Time: 12:40:30 701 Action Data: No

Comments: NO RELATED RECALLS, NO EXTENSIVE REPAIR HISTORY. MAY BE PERSUADING PERSONAL INJURY CLAIM SENT. PERSONAL INJURY CLAIM LETTER: NO FURTHER ACTION REQUIRED.

ENR3-014 0437

...:46%20PM&ISSUE_UPDATE_ID_C=RGRAHA41&USER_ID_C=RGRAHA41&STATUS_STATUS_C=C-1003

All Action Details for 33.

VIN: 1LNHM8ZWX1Y712392 Year: 2001 Model: TOWN CAR Case: 134725653
 Name: [REDACTED] Owner Status: Subsequent WSO: 2001-05-11
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - GENERAL/OTHER Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Dealer: 10502 MILLER LINC-MERC-NISSAN INC Origin Desc: CALTIGATION PREVENTION/FREIGHT DESA
 Odometer: 28025 MI Comm Type: EMAIL
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 06/18/2003 Action Time: 09:38 48 426 Action Data: No

Comments *****PRODUCT LIABILITY***** EMAIL RECEIVED 6-17-03 DEALER CONTACT AND FOLLOW-UP
 CUSTOMER ALLEGES SIDE AIR BAG DEPLOYED WITHOUT INCIDENT CUSTOMER REQUESTS CONTACT FROM FORD
 REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 10502 MILLER LINC-MERC-NISSAN INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 28025 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 06/19/2003 Action Time: 11:28 59 094 Action Data: Yes

Comments CONTACTED SERVICE MANAGER, ANDY KUKLOK, AT DEALERSHIP INSPECTION WAS MADE ON 6-19-03 AND NO
 DAMAGE WAS FOUND. VEHICLE HAS BEEN REPAIRED.

Data Element Name	Data Value
CONTACT PERSON	ANDY KUKLOK

Action: FINAL CASE DISPOSITION
 Dealer: 10502 MILLER LINC-MERC-NISSAN INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 28025 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 06/20/2003 Action Time: 09:43 31 314 Action Data: No

Comments DEALER RESOLVED CUSTOMER CONCERN. NO FURTHER ACTION REQUIRED *****

ER03-014 0456

...48.426&ISSUE_UPDATE_ID_C-RGRAHA41&USER_ID_C-RGRAHA41&STATUS_STATUS_C-CLOS-0003

Ford Motor Company

Consumer Affairs

Sent Via US Mail

June 30, 2003

[REDACTED]
Albany, MN [REDACTED]

RE: 2001 Lincoln Town Car
VIN: 1LNHM82WX1Y712392

Dear [REDACTED]

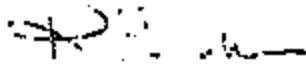
We have been advised of your pursuit of damages due to an accident in which you were involved. In order to conduct a complete review we are requesting that the following information be forwarded to this office:

1. A copy of the police report
2. A complete description of the incident, including a description of your product concern
3. The name, age and address of each person injured and a complete description of all injuries
4. Documentation of all subsequent medical attention, including physician's reports and bills receipts.
5. Original photographs of both the vehicle's exterior and interior, including all damage.
6. The present location of the vehicle.
7. The name, address and telephone number of the insurance company, the claim number and agent's name.
8. A specific description of what you are seeking from Ford Motor Company.

Please send the requested information and documents to the address below within ten (10) business days. If we do not hear from you within 15 business days of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed. If you need to contact me or have additional information to submit, I may be reached by phone at (313) 390-3594 or by fax at (313) 845-5669.

Thank you for giving us the opportunity to review your concern.

Sincerely,


Rochelle Graham
Consumer Affairs

Leich, Cherie (C.A.)

From: dcpform@ford.com
Sent: Tuesday, June 17, 2003 2:38 PM
To: fordcalp@ford.com
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: Miller Linc-Merc-Nissan Inc
Requesting Dealer: Andy Kuklok
Contact Person: ANDY KUKLOK
Telephone: 320-251-1363
Email Address: andy.kuklok@millerautoplaza.net
PA Code: 10502
Region: 43
City: Saint Cloud
State: MN
WSD: 12/31/2001
Vehicle Year: 2001
Vehicle Model: TOWN CAR
Vehicle VIN: 1LNHM82WX1Y712392
Mileage: 28025
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: ALBANY
State: MN
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 58
Date of Incident: JUNE 8 2003
County in which incident occurred: STEARNS
Is Alleging Defect: Y
Alleging defect detail: R SIDE AIRBAG ACTIVATED
Police Report Filed: N
Insurance Company Contacted: N
Coach Builder State: AK
Resolution Sought Detail: NONE AT THIS TIME HOWEVER HE IS CONCERNED AS TO WHY IT ACTIVATED
Comments: CUSTOMER CAME IN AS THE R SIDE IMPACT AIRBAG DEPLOYED WITH NO WARNING. INSPECTION OF VEHICLE SHOWS NO SIGN OF IMPACT. THIS IS HIS 7TH TOWN CAR AND HE TRULY LIKES THE CAR HIS WIFE WSAS IN THE PASSENGER FRONT SEAT WHEN THIS HAPPENED AND HE STATES THAT SHE RECIEVED BRUISING ON HER RIGHT SIDE AND ARM. NO MEDICAL ATTENSION WAS SOUGHT AS FAR AS I KNOW.

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

6/17/03

6263-014 0400

Dear Rochelle,

I am answering your letter as finally received. We didn't file a police report as no other vehicle was involved in the incident. Since the vehicle was under warranty we took it to our Lincoln town Miller Auto Center in St. Cloud. They replaced the seat and air bag. We didn't notify our insurance since the car was under warranty.

We were traveling on a dirt road and it was raining. The road had just been graded and was muddy.

I received a back & underarm injury when the air bag deployed on the passenger side of the car. It hit me so hard I almost couldn't breathe. I have been going to the chiropractor since. I want my doctor bills paid & compensation for my pain & time. The air bag should not have deployed and I am now scared to ride in the car. When you pay the kind of money we did to drive & own a car like ours you expect it to work better.

Since the accident in June. The

the wiring in the signals
didn't work. Everyone we signaled
to turn left the line would slow out.
We took it back three times since it
got fixed. We were left stranded in
Texas one month after we got the
car when the starter moaned and
out. It has been repaired
again this last April. We
think this car is a lemon and
want to know what you are
going to do about it.

I am 53 yrs old and
scared to take the car
anywhere for fear of what will
happen next.

Sincerely,

Albany, Mo.

[REDACTED]

July 16, 2003

RE: [REDACTED]

2001 Lincoln Town Car
VIN: 1LNHM82WXL712392

Dear Ms. Graham,

I am writing on the behalf of [REDACTED] I am a chiropractor that is treating [REDACTED] for injuries that she sustained in a accident that happened on June 6, 2003. The injuries were sustained when the side airbag went off and struck her on the right side of her body. This caused her to go sideways into the seat with her body and her neck. When it struck it took her breath away. She sustained severe bruising and a sprain strain to the cervical and thoracic regions. She is restricted in the movement of her head and neck with irritation at the end of movement. She is sore in through the rib area and under the arm on the right. This area is still discolored as of her last visit. She has been treating for the restricted movement in the cervical and thoracic areas as well as the subluxation that she is having as a result of her injuries. The soft tissue on the right under the arm is very sensitive yet to light palpation. We are going to continue to treat her for her injuries that resulted from this accident.

If you have further questions or concerns please contact my office with a signed release for further information. Elaine has given me permission to write this letter on her behalf.

Sincerely,

[REDACTED]

10 24 201 9

END-014 0403

Dear Rochelle,

At this time I have decided
to ask for a monthly sum of
thirty-five thousand dollars. I
still have headaches occasionally
and my shoulder & arm hurt.
My fingers in my hand go
numb & fall asleep almost
everyday. I don't have much
lifting strength & need to work
on it that yet. I still am
scared to ride in the car.
Everytime we hit a bump
I don't know what next will
happen.

Sincerely,

ESP / Recall Information

VIN: 1LNHM82WX1Y712392

Contract: 1 Of

Status: Active

-----ESP Purchase Details-----

Purchaser: VALUED LINCOLN CUSTOMER

Expiration Date: 2004-09-11

Plan Type: USA 36/36 MAINT-NORMAL AVAILABLE AT LINCOLN DLRS ONLY

Plan Year: 2001

Expiration Miles: 40,000

Selling Dealer:

Deductible:

Towing Allowance:

Rental:

Purchase Type: N

Options:

-----ESP Cancellation Details-----

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

-----Recall Information-----

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
01B88	O	NO START		COMPLETE	2002-03-12	10810
01S21	S	SEAT BELT		COMPLETE	2001-07-31	10910
01V05	X	SEAT BELT		CAMP-PROG SUPERCEDED	2001-11-12	
02M01	O	EGR PRES SEN		RELEASED FOR MAILING	2003-01-11	14385

E003-014 0005

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] ALBANY NY [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager: [REDACTED]
Preferred Contact method: [REDACTED] Fax: [REDACTED]
Preferred Contact Time: [REDACTED] Email: [REDACTED]

ENS-014 0005

Update This Information in Stars

FCSD Region		Dealer Detail			
10-SDR	Sales Region	Sales Zone	Market	P&A Code	Sales Code
	43-TWIN/CITIES	A	C9	10502	J43385
Dealer Name:		MILLER LIN-MERC-NISSAN			
Dealer Address:		INC 2930 2ND STREET SOUTH SAINT CLOUD MN 56301			
Dealer Main Phone:		320-251-1363	Dealer Service Phone:		320-251-1361
Position			Employee Name		
PARTS MANAGER			THADDEUS J JAMESON		
SALES MANAGER			BRENT ADKISSON		
SERVICE MANAGER			ANDY KUGLER		

E803-014 0467

VIN	Year Model	Vehicle List		Owner Status	Vehicle Info
		Sales Type			
1FTSW31F91ED37881	2001 F-SERIES SUPER DUTY	INDIVIDUAL RTL		Original Owner	Vehicle Info Case
 1LNHM82W2YY825909	2000 TOWN CAR	INDIVIDUAL RTL		Subsequent Owner	Vehicle Info Case
 1LNHM82W2XY687988	1999 TOWN CAR	INDIVIDUAL RTL		Subsequent Owner	Vehicle Info Case
 1FTHX28F8VEA83345	1997 F-SERIES	INDIVIDUAL RTL		Original Owner	Vehicle Info Case
 1LNLM82F7LY689814	1990 TOWN CAR	INDIVIDUAL RTL		Original Owner	Vehicle Info Case
 1LNBMB1F8KY768335	1988 TOWN CAR	INDIVIDUAL RTL		Original Owner	Vehicle Info Case
1LNHM82WX1Y712392	2001 TOWN CAR	INDIVIDUAL RTL		Subsequent Owner	Vehicle Info Case
	Open Issues Exist				Vehicle Info Case

END-014 0408

TIRE DOT INFORMATION:

LF: B93V239X1001 RF: B93V239X1001
LR: B93V239X1001 RR: B93V239X1001
LI: " " RE: "
SPARE: ADV72MN1201

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	C7B - C7B
ESP Coverage(Miles):	• Emission Cert Type:	5
ESP Coverage(Time):	• Emission Decal Suffix:	HYK
ESP Plan Year:	• Engine Family:	1FMXX746V77
ESP Signature Date:		

OASIS RESULT:
1LNHM82WX1Y712392
04/16/2003
12:52:55

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VEHICLE INFORMATION
VEHICLE DESCRIPTION
 2001 TOWN CAR
TRANSMISSION
 4R70W (SHARONVILLE)

BODY STYLE
 4 DR SEDAN SIGNATURE
AXLE CODE
 JY

ENGINE
 4.8L SOHC (ROMEO) *VC*P5CA
ENGINE CALIBRATION
GENERAL WARRANTY INFORMATION
WARRANTY START DATE
 05/11/2001

BUILD DATE
 04/26/2001
SALE MILEAGE
WARNING MESSAGES
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE
***THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT**
FIELD SERVICE ACTIONS
02N01 CAUTION: MAY NOT NEED REPAIR. SERVICE ONLY IF CONCERN IS PRESENT
PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE
TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000
MILES, WHICHEVER OCCURS FIRST, TO THE BASE WARRANTY
EXTENDED COVERAGES
0878 - USA 36/36 MAINT-NORMAL AVAILABLE AT LINCOLN DLRS ONLY
STANDARD DEDUCTIBLE: 0
OWNER NAME: VALUED LINCOLN CUSTOMER
OPTIONS:
EXPIRATION DATE: 08/11/2004
DISTANCE: 40,000
RENTAL: 0 UP TO 0 DAYS
TOWING: 0
CONTRACT SOLD BY: USA 48440
ESP CONTRACT START DATE: 05/11/2001
REPAIR HISTORY

04/16/2003 DEALER: Miller Lincoln Mercury Nissan,

WARRANTY CLAIM NUMBER: 212495

ODOMETER: 026885M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR GP	CONDITION CODE	CONDITION DESC
MAINT	VEHICLE MAINTENANCE	080	0825	82	PREVENTATIVE MAINTENANCE
PTAZ87318B	ELEMENTARY OIL FILT	081			
XO 3W2003P		081			
XO 3W2003P		081			

1 COMPLETED,LOF,TIRE ROTATION,MULTIPOINT INSPECTION,BRAKE INSPECTION

04/16/2003 DEALER: Miller Lincoln Mercury Nissan,

WARRANTY CLAIM NUMBER: 212495

ODOMETER: 026885M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2F1Z 3J480A	SENSOR ASY EGR PR VL	001	03001A	43	DOES NOT OPERATE PRO

RAN DIAG SCAN-PO401. WENT THRU PPT S. FOUND DPFE IS SHORTED INTERNALLY REMOVED & REPLACED DPFE. RAN SELF TEST

12/19/2002 DEALER: Miller Lincoln Mercury Nissan.

WARRANTY CLAIM NUMBER: 204506

ODOMETER: 021862M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
MAINT	VEHICLE MAINTENANCE	000	0820	12	PRE GRN VCS AGE 0A
F1AZ 8731B0	ELEMENT ASY OIL FLT	001			
XO 8W200SP		001			
XO 8W2500SP		001			

COMPLETED, LOF, TIRE ROTATION, MULTIPOINT INSPECTION, BRAKE INSPECTION

08/13/2002 DEALER: Miller Lincoln Mercury Nissan.

WARRANTY CLAIM NUMBER: 195286

ODOMETER: 016123M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
F1AZ 8731B0	ELEMENT ASY OIL FLT	001	0815	12	PRE GRN VCS AGE 0A
XO 8W200SP		001			
XO 8W2500SP		001			
MAINT	VEHICLE MAINTENANCE	000			

1 COMPLETE 15000 MILE QUALITY CARE MAINTENANCE

END OF OASIS REPORT FOR 1LNHM82WX1Y712392

1372002741 (THU' AUG)

0002-014 0073

Close an Issue
VIN: 1LNHM82W03Y628617 Year: 2003 Model: TOWN CAR WSD: 2002-08-26
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:
Address: [REDACTED] WILCONDA IL [REDACTED]
Case Number: 1372002743 Issue Type: 07-LEGAL
Reason: LEGAL - GENERAL/OTHER
Symptom: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT
Dealer: L42573 - ROTO LINCOLN-ME

Comm Type: EMAIL
Current Odometer Reading: 4481 mi
Action: REDIRECT/REFERRAL/FINAL CASE DISPOSITION
Category: [REDACTED]
Odometer Reading: 4481 mi
Action: REDIRECT TO OTHER(C)

Caller Information If different from vehicle owner

First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Relationship: Select One [REDACTED]
Phone: [REDACTED]

Comments: There was no injury nor accident. Redirect to CSM.

Warranty History

ESP/Recall

Open

.../CuDLAddactionUpdate.asp?reference_id=1107523&flag=close&link=issuelist&cleo_value=..10/7/03

Laich, Cherie (C.A.)

From: dcpform@ford.com
Sent: Tuesday, September 30, 2003 4:28 PM
To: fordca@ford.com
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: Roto Lincoln-Mercury Inc

Requesting Dealer: Tom Gabalec

Contact Person: TOM GABALEC

Telephone: 847 255 5700

Email Address: NA

PA Code: 10586

Region: 42

City: Arlington Heights

State: IL

Fax Number: 847 577 9729

WSD: 08/26/2002

Vehicle Year: 2003

Vehicle Model: TOWN CAR

Vehicle VIN: 1LNHM82W03Y628617

Mileage: 14481

Customer Name: [REDACTED]

Street Address: [REDACTED]

City: WAUCONDA

State: IL

Zip Code: [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Customer Region: 41

Incident Involves: Accident

Date of Incident: 09/30/2003

County in which incident occurred: COOK

Is Alleging Defect: Y

Alleging defect detail: CUSTOMER STATES JUST DRIVING VEHICLE ON HIGHWAY. CUSTOMER NOTICED ROLLING INTO PUDDLE ON ROAD AND HEARD LOUD EXPLOSION ON PASS SIDE OF VEHICLE. VEHICLE WAS NOT INVOLVED IN ANY ACCIDENT AND DURING INSPECTION AT DEALERSHIP NO SIGNES OF DAMAGE. CUSTOMER STATED AIR BAG JUST WENT OFF.

Police Report Filed: N

Insurance Company Contacted: N

Coach Builder State: AK

Resolution Sought Detail: FIND OUT WHAT HAPPEN, AND WHY DID THE AIR BAG WENT OFF UNEXPECTEDLY. AND TO REPAIR VEHICLE.

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

10/1/03

EN03-014 0479

Morris, Marquis (M.L.)

To: Ruth, Richard (R.R.)
Subject: RE: 2003 Town Car..Roto Lincoln Mercury

The dealer says that there is not a scratch on the car

Marquis Morris
Legal Analyst
Litigation Prevention
(313) 845-5458
(313) 845-5669 fax

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

From: Ruth, Richard (R.R.)
Sent: Thursday, October 02, 2003 12:00 PM
To: Morris, Marquis (M.L.)
Subject: RE: 2003 Town Car..Roto Lincoln Mercury

B1231 means our module believes the criteria for deployment were met, that this is not just some random event. B2295 is the seat mounted side airbag, not the frontal passenger bag. Advise dealer to inspect area directly under side satellite crash sensor, near where B pillar, rocker, and area under passenger seat come together (check shop manual for exact location)

REDACTED

Richard R. Ruth, P.E.
Manager, Design Analysis Vehicle Dynamics and Interior
604 Parklane Towers West, 3 Parklane Boulevard
Dearborn, MI 48126
Phone 313-322-7059 Fax 313-337-8256
ruth@ford.com

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

From: Morris, Marquis (M.L.)
Sent: Thursday, October 02, 2003 9:38 AM
To: Ruth, Richard (R.R.)
Subject: 2003 Town Car..Roto Lincoln Mercury

Good morning Rick, I have a dealer request from Roto Lincoln-Mercury (Tom Gabaiec) The customer states while driving on the highway the vehicle ran over a puddle of water, suddenly the customer hears a loud explosion and noticed that the passenger side air bag had deployed. There was no body or under carriage damage. Codes pulled were B1231, and B2295. Please advise.

Marquis Morris
Legal Analyst
Litigation Prevention
(313) 845-5458
(313) 845-5669 fax

REDACTED

2003-014 2476 M

Action Detail

VIN: 1LNHM82W03Y62B617	Year: 2003	Model: TOWN CAR	Case: 1372002743
Name: [REDACTED]	Owner Status: Original	WSD: 2002-08-26	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - GENERAL/OTHER		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: ROTO LINCOLN-MERCURY SC	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 10586	
Odometer: 14481 MI	Contact Type: EMAIL		
Action Date: 10/01/2003	Action Time: 10:19:59:843	Action Data: No	
Analyst Name: LEICH, CHERIE	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY***** EMAIL RECEIVED 9-30-03 DEALER CONTACT TOWN
 GABALEC. CUSTOMER ROLLED THROUGH PUDDLE AND HEARD A LOUD EXPLOSION ON PASSENGER SIDE OF VEHICLE AIR
 BAG DEPLOYED WITHOUT INCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE

[Update Issue](#) [Close Issue](#)

[Warranty History](#) [ESP/Recall](#) [Open](#)

...:59.643&SympC=104457&rTabPage=&Reason=0714&IssTyp=07&CustNo=1687921901&Cu1010

ENG3-814 0477

Update dealership information in GOLDD; Update dealer personnel information in STARS.

[Print Dealer Detail](#) [Print All Dealer Information](#)

FCSD Region	Sales Region	Sales Zone	Market	PLA Code	Sales Code
41-CHICAGO	42-CHICAGO	F	B2	10588	LA2573
Dealer Name: ROTO LINCOLN-MERCURY INC Dealer Address: 1535 E RAND ROAD ARLINGTON HEIGHTS IL 60004 Dealer Main Phone: 847-255-5700 Dealer Service Phone: 847-255-5700					
Position			Employee Name		
DEALERPARTNER			RICHARD ROTO		
GENERAL MANAGER			ROBERT ROTO		
PARTS MANAGER			JOHN DAGOSTINO		
PARTS & SERVICE DIRECTOR			BOB PRUSKO		
SALES MANAGER			ANTHONY J COVELLI		
SALES MANAGER			MICHAEL MECE		
SERVICE MANAGER			THOMAS R GABALEC		

...:00|AM&SympC=104457&trTabPage=&Reason=0714&IssTyp=07&CustNo=1687921901&C10/1 03

CH

2000-014 0479

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	FOREST PARK	IL	[REDACTED]	
Country:	USA	Language:	EN		
Cell Phone:		Pager:			
Preferred Contact method:		Fax:			
Preferred Contact Time:		Email:			

2003-01-01 00:00

Update dealership information in GOLDD; Update dealer personnel information in STARS.

[Print Dealer Detail](#) [Print All Dealer Information](#)

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
41-CHICAGO	42-CHICAGO	C	B1	10236	L42122

Dealer Name: HAWK LINCOLN-MERCURY, INC.
Dealer Address: 10201 S CICERO AVENUE
 OAK LAWN IL 60453
Dealer Main Phone: 708-857-4295

Dealer Service Phone: 708-857-4295

Position	Employee Name
DEALER/PARTNER	THOMAS HAWKES
PARTS & SERVICE DIRECTOR	JACK DEBELAK
SALES MANAGER	JOSEPH GENNA
SALES MANAGER	RAYMOND JENDRA
SALES MANAGER	RONALD J KAPPEL
SERVICE MANAGER	HUSSEIN ZAYED

0000-014 0001

VIN: 1LNHMB1W82Y608494

Year: 2002

Model: TOWN CAR

Print Action Detail

Name: [REDACTED]

Owner Status: Subsequent

Case: 1614191743

Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT

WSD: 2001-08-24

Reason Desc: LEGAL - GENERAL/OTHER

Primary Phone: [REDACTED]

Issue Type: 07 LEGAL

Issue Status: CLOSED

Secondary Phone: [REDACTED]

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Dealer: HAWK LINCOLN-MERCURY, INC.

Odometer: 24906 MI

Comm Type: PHONE

P & A Code: 10236

Action Date: 09/15/2003

Action Time: 15:36:07:527

Action Data: No

Analyst Name: MORRIS, MARQUIS

Analyst: MMORR120

COMMENTS: VEHICLE HAS BEEN REPAIRED, CUSTOMER HAS VEHICLE BACK. NO FURTHER ACTION IS NEEDED.

[Update Issue](#) [Close Issue](#)[Warranty History](#) [ESPR/Recall](#) [Oasis](#)

2003-014 0002

Origin

Description

CALGFD

OPEN LEGAL CONTACT - PRODUCT LIABILITY

CALG

MAKE OUTBOUND CALL TO DEALER

CALGE

INFORMATION CALL/FAX WITH DEALER

CALGL

FINAL CASE DISPOSITION

007-10000

4422

THREE-SPRUE DISC SYSTEM

VIN: 1LNHBM81W92Y608494

Contract: 1 Of

Status: Active

-----ESP Purchase Details-----

Purchaser: VALUED LINCOLN CUSTOMER

Expiration Date: 2004-12-24

Plan Type: USA 2001 36/36 MAINT-NORMAL AVAILABLE AT LINCOLN DLRS

Plan Year: 2001

Expiration Miles: 40,000

Selling Dealer:

Deductible:

Towing Allowance:

Rental:

Purchase Type: N

Options:

-----ESP Cancellation Details-----

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

No Recall Information for this VIN

800-914-6467

Standard Claims List For Model Year 2002

VIN	VEH LINE	MRY DERIV	BODY CAB	VER SERIES	DRIVE TYPE	FLT CD	TRC CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	INST (Miles)		
	CVC	C/M	C/C	C/AB	C/B	BA	C/M	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	1	7T03	060901	1W1Z	2C190	AA	H19	51	1334		
AWS Claim Key:		171304	Trs Code:		2	Labor Hrs:		13															
Dlr Cd-Sub Cd:		10386 *	Name:		STU EVANS LINCOLN-MERCURY, LAKESIDE, INC.				Ph:	586-8402000	St:	MI	City Cd:		USA	Reg Cd:		NA	Repr Date:		10-SEP-2001	Disc #:	39012401
Cust Comments:		CUST STATES AIRS LIGHT CAME ON AND BRAKE PEDAL FELT MUSHY H19																					
Tech Comments:		CONDITION CODE 55 AND 28 BASIC PART NO 2C219 AND 2C190 SENSOR CIRCUITS TESTED FOR AIRS SYSTEM CODE C1195 WAS RECEIVED PINPOINT TESTS REMOVED THE REAR CALIPERS TESTED THE REAR																					
	CVC	C/M	C/C	C/AB	C/B	BA	C/M	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	2	7T03	060901	1W1Z	2C190	AA	G29	42	2925		
AWS Claim Key:		195796	Trs Code:		2	Labor Hrs:		13															
Dlr Cd-Sub Cd:		10386 *	Name:		STU EVANS LINCOLN-MERCURY, LAKESIDE, INC.				Ph:	586-8402000	St:	MI	City Cd:		USA	Reg Cd:		NA	Repr Date:		24-SEP-2001	Disc #:	39285101
Cust Comments:		G29 AUDIT IS ON																					
Tech Comments:		LEFT REAR WHEEL SPEED SENSOR 2C190 42 ROAD TEST IS INSTALL WDS, IT SETS AIRS MONITOR C1195, PERFORMED PINPOINT TEST, PID DATA MONITOR SENSORS, NEXT SS TO REMOVE																					
	CVC	C/M	C/C	C/AB	C/B	BA	C/M	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	2	7T03	060901	1W1Z	2C219	BA	G29	42	2930		
AWS Claim Key:		200361	Trs Code:		507	Labor Hrs:		1															
Dlr Cd-Sub Cd:		10386 *	Name:		STU EVANS LINCOLN-MERCURY, LAKESIDE, INC.				Ph:	586-8402000	St:	MI	City Cd:		USA	Reg Cd:		NA	Repr Date:		26-SEP-2001	Disc #:	393119801
Cust Comments:		G29 TRAIL TEST CONTIN, LIGHT IS ON																					
Tech Comments:		AIRS MONITOR 2C219 42 INSTALL WDS, IT SETS AIRS MONITOR C1195, PERFORMED PINPOINT TEST TESTED ALL WHEEL SPEED SENSORS CIRCUITS (CAND) NEXT SS TO REMOVE																					
	CVC	C/M	C/C	C/AB	C/B	BA	C/M	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	1	6Y04	000001	*	MAIN1	*	AW	82	4021		
AWS Claim Key:		251301	Trs Code:		00755	Labor Hrs:		9															
Dlr Cd-Sub Cd:		10386 *	Name:		STU EVANS LINCOLN-MERCURY, LAKESIDE, INC.				Ph:	586-8402000	St:	MI	City Cd:		USA	Reg Cd:		NA	Repr Date:		27-SEP-2001	Disc #:	393227001
Cust Comments:		PERFORM 5000 MILE MAINT NANCY (PORTION'S ON) AND FILLER CITA FOR TIRE ROTATION AND PERFORM MAINT TIGHTENING TIR																					
Tech Comments:		PERFORM 5000 MILE MAINT NANCY CHANGED OIL AND FILLER ROYALTY TIRE AND PERFORM MAINT TIGHTENING TIR																					
	CVC	C/M	C/C	C/AB	C/B	BA	C/M	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	1	6Y04	000001	*	MAIN1	*	AW	82	4021		
AWS Claim Key:		251301	Trs Code:		00755	Labor Hrs:		9															
Dlr Cd-Sub Cd:		10386 *	Name:		STU EVANS LINCOLN-MERCURY, LAKESIDE, INC.				Ph:	586-8402000	St:	MI	City Cd:		USA	Reg Cd:		NA	Repr Date:		27-SEP-2001	Disc #:	393227001
Cust Comments:		PERFORM 5000 MILE MAINT NANCY TIGHTEN TIRE AND FILLER ROYALTY TIRE AND PERFORM MAINT TIGHTENING TIR																					

2000 910-0000

Tech Comments:	PERFORMED 1000 MILE MAINTENANCE CHANGED OIL AND FILTER, ROTATED TIRES AND PERFORMED MULTI POINT INSPECTION																			
	CVC	C/M	C/F	C/AB	C/B	BA	C/DU	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	12	6Y05 000001 *	MAINT *	A9 *	82	15068		
AWS Chain Key:	278699	Trx Code:	08755	Labor Hrs:		1														
Dir Cd-Sub Cd:	10236 *	Name:	HAWK LINCOLN-MERCURY, INC.			Ph:	* *		St. H.	Ctry Cd:	USA Reg Cd:		NA	Repr Date:	09-AUG-2002	Doc #:	077847A			
Cost Comments:	LUBE OIL & FILTER, CLEAN AND INSPECT REAR BRAKES, REPL. AIR FILTER, INSPECT PCV VALVE, AND MULTI POINT INSPECTION AND TIRE ROTATION																			
Tech Comments:	PERFORMED 15K MAINT. PER PLAN CC02																			
	CVC	C/M	C/F	C/AB	C/B	BA	C/DU	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	15	6L05 011201	FRVZ	5404810	AAC	T52	33	18914
AWS Chain Key:	333988	Trx Code:	08	Labor Hrs:		2														
Dir Cd-Sub Cd:	10236 *	Name:	HAWK LINCOLN-MERCURY, INC.			Ph:	* *		St. H.	Ctry Cd:	USA Reg Cd:		NA	Repr Date:	07-NOV-2002	Doc #:	081345A			
Cost Comments:	CUSTOM STATES WHILE DRIVING THE ASHTRAY BATTLES SHAKES THE COFFEE CUP																			
Tech Comments:	REPLACED LOOSE ASHTRAY ASSY. CC03																			
	CVC	C/M	C/F	C/AB	C/B	BA	C/DU	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	16	6Y05 000001 *	MAINT *	A9 *	82	19474		
AWS Chain Key:	378699	Trx Code:	08756	Labor Hrs:		9														
Dir Cd-Sub Cd:	10236 *	Name:	HAWK LINCOLN-MERCURY, INC.			Ph:	* *		St. H.	Ctry Cd:	USA Reg Cd:		NA	Repr Date:	05-DEC-2002	Doc #:	082278A			
Cost Comments:	1000 MILE SERVICE																			
Tech Comments:	PERFORMED 20K MAINT. PER PLAN CC02																			
	CVC	C/M	C/F	C/AB	C/B	BA	C/DU	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	17	7M07 011109	FRVZ	14524	AA	107	42	20956
AWS Chain Key:	401951	Trx Code:	08	Labor Hrs:		9														
Dir Cd-Sub Cd:	10236 *	Name:	HAWK LINCOLN-MERCURY, INC.			Ph:	* *		St. H.	Ctry Cd:	USA Reg Cd:		NA	Repr Date:	02-JAN-2003	Doc #:	0829400			
Cost Comments:	CUSTOMER STATES THAT THE RIGHT FRONT DOOR WINDOW IS BROKE FROM THE PASS DOOR SWITCH. IT WORKS FROM THE DRIVER'S DOOR CUP																			
Tech Comments:	DIAGNOSIS PASS DOOR WINDOW SWITCH																			
	CVC	C/M	C/F	C/AB	C/B	BA	C/DU	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	19	6Y05 000001 *	MAINT *	A9 *	82	21467		
AWS Chain Key:	483674	Trx Code:	08755	Labor Hrs:		4														
Dir Cd-Sub Cd:	10236 *	Name:	HAWK LINCOLN-MERCURY, INC.			Ph:	* *		St. H.	Ctry Cd:	USA Reg Cd:		NA	Repr Date:	05-MAR-2003	Doc #:	083118A			
Cost Comments:	2000 MILES (5000 KMS) MAINT. E																			
Tech Comments:	PERFORMED 30K MAINT. PER PLAN CC02																			
	CVC	C/M	C/F	C/AB	C/B	BA	C/DU	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	21	4L05 010006 *	FRVZ	287806	A	13	23613	
AWS Chain Key:	578699	Trx Code:	08	Labor Hrs:		3														
Dir Cd-Sub Cd:	10236 *	Name:	HAWK LINCOLN-MERCURY, INC.			Ph:	* *		St. H.	Ctry Cd:	USA Reg Cd:		NA	Repr Date:	29-APR-2003	Doc #:	083118A			
Cost Comments:	CUSTOMER STATES THAT THE RIGHT REAR DOOR TRIM PART IS LOOSE. IT																			

Tech Comments:		REPLACE DOOR TRIM PANEL PINS																	
CVC	C/M	C/C	C/AB	C/B	BA	C/DO	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	21	6F18 010702	1W1Z	5420708	AATD	R31	01	22644
AWS Chain Key:		570629 Trs Code:		E94 Labor Hrs:		4													
Dir C'd-Sub C'd:		10275 * Name:		MELROSE LINCOLN-MERCURY INC		Ph: **		St: IL		City C'd:		USA Reg C'd:		NA		Repr Date: 29-APR-2003		Doc #09071102	
Cust Comments:		CUSTOMER STATES THAT THE RIGHT FRONT DOOR BODY SIDE WEATHERSTRIP IS TORN R31																	
Tech Comments:		REPLACE WEATHERSTRIP																	
CVC	C/M	C/C	C/AB	C/B	BA	C/DO	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	23	7N03 011108	1W1Z	5423794	AA	G07	42	23476
AWS Chain Key:		6302135 Trs Code:		E93 Labor Hrs:		4													
Dir C'd-Sub C'd:		10275 * Name:		MELROSE LINCOLN-MERCURY INC		Ph: **		St: IL		City C'd:		USA Reg C'd:		NA		Repr Date: 25-JUN-2003		Doc #09191301	
Cust Comments:		CUSTOMER STATES THAT THE LEFT REAR WINDOW IS INOP 007																	
Tech Comments:		DIAGNOSE, REMOVE AND REPLACE LEFT REAR WINDOW MOTOR. RETEST OK NOW																	
CVC	C/M	C/C	C/AB	C/B	BA	C/DO	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	24	7X05 0110XK	YW1Z	1410720	AA	539	42	24906
AWS Chain Key:		1092940 Trs Code:		E93 Labor Hrs:		28													
Dir C'd-Sub C'd:		10236 * Name:		HAWK LINCOLN-MERCURY, INC		Ph: **		St: IL		City C'd:		USA Reg C'd:		NA		Repr Date: 24-JUN-2001		Doc #090517A	
Cust Comments:		REPAIR PASS SIDE AIRBAG																	
Tech Comments:		INSTALLED SPECIAL SERVICE KIT FOR SIDE BAG WIRING FIXTURES																	
CVC	C/M	C/C	C/AB	C/B	BA	C/DO	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	24	6PM6 010101	*	5440130	*	1005	07	24906
AWS Chain Key:		6998339 Trs Code:		E94 Labor Hrs:		2													
Dir C'd-Sub C'd:		10236 * Name:		HAWK LINCOLN-MERCURY, INC		Ph: **		St: IL		City C'd:		USA Reg C'd:		NA		Repr Date: 24-JUN-2001		Doc #090517B	
Cust Comments:		CUST STATES THE TORNIE IS OUT OF ALIGN, THE PASS BY DECK IS NOT AT KIN																	
Tech Comments:		RECALIBRATED TORNIE TO FIT																	
CVC	C/M	C/C	C/AB	C/B	BA	C/DO	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	24	6V05 000001	*	MAIN1	*	A9*	82	24906
AWS Chain Key:		1008140 Trs Code:		D9735 Labor Hrs:		4													
Dir C'd-Sub C'd:		10236 * Name:		HAWK LINCOLN-MERCURY, INC		Ph: **		St: IL		City C'd:		USA Reg C'd:		NA		Repr Date: 24-JUN-2001		Doc #090517C	
Cust Comments:		LEFT 2ND SPRING 2ND TURN ROTATION																	
Tech Comments:		PERFORMED 2ND TURN ROTATION																	
CVC	C/M	C/C	C/AB	C/B	BA	C/DO	C/VN	30-JUL-2001	24-AUG-2001	345345	USA	24	6R00 012005	1W1Z	1410720	BA	NW	12	24906
AWS Chain Key:		1008140 Trs Code:		E94 Labor Hrs:		24													
Dir C'd-Sub C'd:		10236 * Name:		HAWK LINCOLN-MERCURY, INC		Ph: **		St: IL		City C'd:		USA Reg C'd:		NA		Repr Date: 11-JUL-2001		Doc #090517D	
Cust Comments:		SPW REPAIR FRONT BODY SIDE WEATHERSTRIP LEFT IN ATCHIN																	

DMS-014 0457

Tech Comments: MY TIME TO REPLACE RCW MODULE

0003-014 0000

Update an issue

VIN: 1LNHM51W92Y808494

Year: 2002

Model: TOWN CAR

WSD: 2001-08-24

Name: [REDACTED]

Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Address: [REDACTED] FOREST PARK IL 60130-2311

Case Number: 1814191743

Issue Type: 07-LEGAL

Reason: LEGAL - GENERAL/OTHER

Symptom: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT

Dealer: L42122 - HAWK LINCOLN-ME

Comm Type: PHONE

Current Odometer
Reading: 24905 mi

Action: INVESTIGATION

Odometer Reading: 24905 mi

Action: INFORMATION CALL/FAX WITH DEALER(N)

Caller Information if different from vehicle owner

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Relationship: Select One

Phone: [REDACTED]

Comments:

FQIE, Dan Meyers went to inspect the vehicle and parts are now on order to repair the Town Car.

[Warranty History](#)[ESP/Recall](#)[Open](#)

ENR3-614 6488

DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED

This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES call 1-800-843-5336

DEALER INFORMATION:

Requesting Dealer Hamk CLM PAA 10236 Region & State ILContact Person Sam Zayed Phone # (708) 952-5323

CUSTOMER/VEHICLE INFORMATION:

New or Used WSD Year/Model 02 Town CarVIN 1LNHM81W92Y608494 Mileage 24,906

Customer Name

Address

City Forest Park County State IL Zip code

Home Phone Work Phone ()

DETAILS of INCIDENT:

Incident involves (Circle all that apply): Accident Y N Fire Y N Injury Y NMedical Attention Sought Y NDate of Incident 7-23-03Is customer alleging a component defect caused the incident? Y N If yes, what type & details Passenger Side Air Bag Deployed, causing injuries to his wife.Was a police report filed? Y N If yes, where ?Has the insurance Company been contacted? Y N What did the insurance company advise?

Owner's insurance Company ? Agent's Name

Insurance Company Phone Number ()

If the vehicle is a conversion unit, who is the coach builder?

City State Zip

RESOLUTION that CUSTOMER is SEEKING:

See Attached Memorandum, Customer has contact an attorney and Ford Motor Co. Regional Office, please call Sam Z on advice. 708-952-5323

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER

ATTACHMENTS? Y N, PAGES: 4

Fax to: (313) 845-5888, (313) 845-5889 or (313) 845-5886

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

October 2002

Ford Motor Company - Ford Motor Vehicle Assessment Company

8-57

No accident No police report
No hospital visit

TOTAL PAGE: 02

JUL 28 2003 11:36

708 425 7063

PAGE: 02

CASE:
1614191743
Region: 41
11/11/03



Vehicle History Report

Hawk Lincoln-Mercury, Inc.

Vehicle Details:

VIN: 1LNHMS1W92Y608494
Make: Lincoln
Model: Town Car/Continental
Executive

Body: 4 Door Sedan 4-6 Passengers
Engine: 5-327/427-2/4V
Assembled: United States

Year: 2002

Auto History Events:

Last Reporting State/Province: MI
Last Title Number: 118M2250559
Duplicate Title: No
Last Date: 01/16/2002
Last Odometer:
Rollback: No
Salvage: No
Exceeds Mechanical Limits: No
Failed Emission: No
Not Actual Miles: No
Damage: No
Major Damage Incident: No
Insurance Theft Claim: No
Water Damage: No
Lemon: No



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AutoCheck Report Disclaimer:

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If you have questions regarding the information on this report, please call 1-888-488-2264 or send an e-mail to customersupport@experian.com.

.../vln_hist_report_wrapper.cfm?odvin=1LNHMS1W92Y608494&dealer_id=381&division_cof/24/2002

**Hawk Lincoln Mercury
Memorandum**

Date: Thursday, July 24, 2003

From: Julio Martinez

To: Tom Hawkes

Re: [REDACTED] - P499 - 1LNHM81W92Y608494

[REDACTED] wanted to talk with Ron Kappel regarding his 2002 Town Car.
[REDACTED] purchased the Town Car from us in October of 2002.

He stated that the passenger side air bag deployed on Wednesday, July 23, 2003.

The event caused injuries to his wife and was here to have the unit repaired. He had arrangements for a loaner car through service.

He is also claiming that the Town Car was in a previous accident because there are doors, side panels and trunk deck lids that are misaligned. In addition there are paint defects in the bumper areas. On another occasion he had to replace a rim that he said was bent. In any case, he said he has contacted an attorney and that he made calls to a Ford Motor Company regional office.

He is currently out in one of our loaner vehicles. I told him we would follow up him as we gather information.

ENG3-014 0402

JUL 28 2003 11:37

708 425 7063

PAGE 24

HAWK LINCOLN MERCURY, INC.

10201 S CICERO AVE OAK LAWN, IL 60453

PHONE (708) 857-4295 FAX (708) 425-7063

FACSIMILE TRANSMITTAL SHEET

TO: <u>Consumer Affairs Review</u>	FROM: <u>Sam Zayed</u>
COMPANY:	DATE: <u>7-28-03</u>
FAX NUMBER: <u>708-425-7063</u>	PAGES (INCLUDING COVER): <u>4</u>
PHONE NUMBER:	REFERENCE NUMBER:

☒ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

Please called me back
and advise me on the next
steps. 708-952-5323

Thank you

Sam

ENR3-814 0483

JUL 28 2003 11:36

708 425 7063

PAGE 21

150073493 NORTH WEST

8000-014 0004



PRODUCT LIABILITY CHECKLIST

Required Documents

YU

40

AWS Report

More !!! Opening Screen

More It! Closing Screen

Offer/Denial letter

Documents Required if Applicable

YES

40

Email to GENE.CRM@Dow.com (David A. Lerman)

Team Leader Approval

Dealer Request for Consumer Affairs

Review Form or Customer Letter

EAA, FSE and/or Oester inspection

F.A.V. Checklist

Recall History

NAVIS Report

Release Form

Service File

Sales File

Proof of ownership

Police/Fire report

Fax Confirmation

Kelly Blue Book

Customer Names:

Case # 150167493

VIN # 1J4NP491N1141633489

DATE: 06/10/2023

Analyst: ROBERT E. GIBSON

April 7, 2000

3

3.6

34

Printed copies are automatically UNCONTROLLED

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 10-JUN-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC PREF	BASE	SUFF VHT	VHG CCC	CU
11N1M1W11Y673189	VB	CVC	C/M	C/C	C/AB	C/B	BA	C/DU	C/VN	29-01-01	13-02-01	354749	USA	5	*	1103 YF1Z	R460	AC	S11 V44 E29 42
AWS Claim Key:	2403143	Doc #:	99255901	Trs Code:		S07	Labr Hrs:	8	Labr Cost:	56 CA	Crty Cd:	USA	Reg Cd:	NA	Repr Date:	17-JUN-2001	DIST(Mile):6020		
Dir Cd-Sub Cd:	43912-4	Name: HERTZ-SAN FRANCISCO					Ph:	00-2785533	St: MI	Crty Cd:	USA	Reg Cd:	NA	Repr Date:	17-JUN-2001	DIST(Mile):6020			
Cost Comments:	CHECK ENGINE LIGHT ON																		
Tech Comments:	REPLACED DPF EGR SENSOR																		
11N1M1W11Y673189	VB	CVC	C/M	C/C	C/AB	C/B	BA	C/DU	C/VN	29-01-01	13-02-01	354749	USA	22	*	*	*	SXX	VU0 *
AWS Claim Key:	11991739	Doc #:	03072601	Trs Code:		01521	Labr Hrs:	3	Labr Cost:	16 2	Material Cost:	0	Total Cost:	21 6	DIST (Mile):28711				
Dir Cd-Sub Cd:	04225-4	Name: COURTESY FORD SALES INC					Ph:	006-2785533	St: MI	Crty Cd:	USA	Reg Cd:	NA	Repr Date:	01-DEC-2002	DIST (Mile):28711			
Cost Comments:	RECALL 01521																		
Tech Comments:	RR AS PER RECALL 01521 SEAT BELT BUCKLES CHECK BUCKLES OK																		
11N1M1W11Y673189	VB	CVC	C/M	C/C	C/AB	C/B	BA	C/DU	C/VN	29-01-01	13-02-01	354749	USA	21	*	2E04 F6E3Z	902653	HA	S11 V44 E29 42
AWS Claim Key:	12189641	Doc #:	03074001	Trs Code:		S07	Labr Hrs:	13	Labr Cost:	70 2	Material Cost:	44 95	Total Cost:	115 15	DIST (Mile):29611				
Dir Cd-Sub Cd:	04225-4	Name: COURTESY FORD SALES INC					Ph:	006-2785533	St: MI	Crty Cd:	USA	Reg Cd:	NA	Repr Date:	18 DEC 2002	DIST (Mile):29611			
Cost Comments:	SERVICE ENGINE SOON LIGHT ON																		
Tech Comments:	TEST EEC P0442 EVAP GROSS LEAK PERFORM EVAP TEST GROSS LEAK DETECTED REMOVE CARBON CANISTER CRACKED REPLACE CLEAR COIL AND RE TEST PASS BUILD																		
11N1M1W11Y673189	VB	CVC	C/M	C/C	C/AB	C/B	BA	C/DU	C/VN	29-01-01	13-02-01	354749	USA	21	*	0C04 F6C4P	9421712	AAA	S08 V70 E10 01
AWS Claim Key:	12189642	Doc #:	03074002	Trs Code:		S04	Labr Hrs:	5	Labr Cost:	27	Material Cost:	117 09	Total Cost:	144 09	DIST (Mile):29611				
Dir Cd-Sub Cd:	04225-4	Name: COURTESY FORD SALES INC					Ph:	006-2785533	St: MI	Crty Cd:	USA	Reg Cd:	NA	Repr Date:	14 DEC 2002	DIST (Mile):29611			
Cost Comments:	RIGHT FRONT DOOR SWITCH PANEL LOCKS WONT STAY IN LOCK PANEL																		
Tech Comments:	REPLACE RIGHT FRONT DOOR SWITCH RETAINER PANEL CRACK																		

Any comments? You can contact

webmaster

0000-014 0007

Action Detail

VIN: 1LNHM81W11Y673189 Year: 2001 Model: TOWN CAR
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-02-13
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED SRS MALFUNCTION Secondary Phone: [REDACTED]
 Issue Type: 03 CONCERN Issue Status: OPEN Dealer: BISON MOTOR COMPANY
 Origin Desc: US CONCERN CASE BASE P & A Code: 0407
 Action Desc: ADVISE CUSTOMER AIRBAG SYSTEM MUST BE TESTED AT A F.L.M DEALER
 Odometer: 38609 MI Comm Type: PHONE
 Action Date: 05/29/2003 Action Time: 13:59:11:723 Action Date: No
 Analyst Name: CYNTHIA SMITH Analyst: CSMITH11

Caller information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
COMMENTS: CUSTOMER SAYS: "HAPPENED ON MONDAY MAY 26, 2003 "SIDE AIR BAG DEPLOYED WITHOUT AN ACCIDENT OCCURRING ON THE PASSENGER SIDE. THERE SOME INJURIES. THERE IS A BRUISE ON THE SHOULDER AND ARM ALSO GOING DOWN HER BACK ON THE RIGHT SIDE. THERE IS A RED MARK ON HER FACE, KNOCKED OFF THE CUST WIFE GLASSES FACE PER CUSTOMER. DEALER SAYS "NONE CAD ADVISED: "AIR BAG SYSTEM MUST BE TESTED AT A FORD DEALERSHIP AND THE CRC WILL SUPPORT THE DEALERSHIP DECISION ONCE TESTING IS COMPLETED. CUSTOMER OR THE INSURANCE COMPANY WILL BE REQUIRED TO PAY FOR THE TESTING OF THE SENSORS "ADVISED THE CUST THAT THE AIR BAG MODULE SHOULD BE PULLED, SENT AWAY TO ENGINEERING TO FIND OUT WHAT CAUSED THE AIR BAG TO DEPLOY. IF WAS CAUSED BECAUSE OF A DEFECT THE REPAIR SHOULD BE COVERED UNDER BUMPER TO BUMPER WARRANTY AS PER TL MARY-TESA INFERENCE CASE ID: 5620				

All Action Details for Issue

VIN: 1LNHM81W11Y673189 Year: 2001 Model: TOWN CAR Case #624177423
Name: [REDACTED] Owner Status: Subsequent WSD: 2001-02-13
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
Reason Desc: LEGAL - GENERAL/OTHER Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: INVESTIGATION

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Dealer: 04079 BISON MOTOR COMPANY Origin Desc: CA-LITIGATION PREVENT ON-FRONT DESK
Odometer: 36809 MI Comm Type: OTHER
Analyst Name: LEICH, CHERIE Analyst: CLEICH
Action Date: 06/10/2003 Action Time: 14.29.38.354 Action Data: No

Comments *****PRODUCT LIABILITY***** RECEIVED IN LITIGATION PREVENT ON 5-9-03. CUSTOMER ALLEGES AIR BAG DEPLOYED WITHOUT AN ACCIDENT OCCURRING (PASSENGER SIDE). CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: INFORMATIONAL CALL/FAX WITH OTHER PARTY
Dealer: 04079 BISON MOTOR COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENT ON
Odometer: 36809 MI Comm Type: PHONE
Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
Action Date: 06/10/2003 Action Time: 15.29.11.379 Action Data: No

Comments LEFT MESSAGE ON MACHINE FOR CSM, DAVID WARNER, TO DETERMINE DETAILS OF CASE SINCE HE IS NOW INVOLVED.

....38%20PM&ISSUE_UPDATE_ID_C-RGRAHA41&USER_ID_C-RGRAHA41&STATUS_STATUS_C=N6 10 03

All Action Details for Issue

VIN: 1LNHM81W11Y873189 Year: 2001 Model: TOWN CAR Case: 150407453
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-02-13
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - GENERAL/OTHER Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Dealer: 04079 BISON MOTOR COMPANY Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 38609 MI Comm Type: OTHER
 Analyst Name: LEICH, CHERIE Analyst: CLEICH
 Action Date: 08/10/2003 Action Time: 14.28.38.354 Action Data: No

Comments *****PRODUCT LIABILITY***** RECEIVED IN LITIGATION PREVENTION 8-9-03 CUSTOMER ALLEGES AIR BAG DEPLOYED WITHOUT AN ACCIDENT OCCURRING (PASSENGER SIDE) CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: INFORMATIONAL CALL/FAX WITH OTHER PARTY
 Dealer: 04079 BISON MOTOR COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 38609 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 08/10/2003 Action Time: 15.25.11.379 Action Data: No

Comments LEFT MESSAGE ON MACHINE FOR CSM, DAVID WARNER, TO DETERMINE DETAILS OF CASE SINCE HE IS NOW INVOLVED.

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 04079 BISON MOTOR COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 38609 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 08/12/2003 Action Time: 17.00.10.234 Action Data: Yes

Comments CONTACTED SERVICE MANAGER, JIM EASTMAN, AT DEALERSHIP. CUSTOMER'S AIRBAG MODULE IS STILL AT DEALERSHIP... MODULE DIAGNOSED AS HAVING HAD SOME TYPE OF IMPACT THAT CAUSED THE DEPLOYMENT

Data Element Name	Data Value
CONTACT PERSON	JIM EASTMAN

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 04079 BISON MOTOR COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 38609 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 08/12/2003 Action Time: 17.10.31.818 Action Data: Yes

Comments LEFT MESSAGE ON MACHINE FOR CUSTOMER REQUESTING CALL BACK REGARDING DETAILS OF AIR BAG MODULE INSPECTION.

Data Element Name	Data Value
CONTACT PERSON	[REDACTED]

...38.354&ISSUE_UPDATE_ID_C=RGRAHA41&USER_ID_C=RGRAHA41&STATUS_STATUS_C=C2:25:13:03

Action: RECEIVE INBOUND CALL FROM CUSTOMER

Dealer: 04079 BISON MOTOR COMPANY

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 38608 MI

Comm Type: PHONE

Analyst Name: GRAHAM, ROCHELLE

Analyst: RGRAHA41

Action Date: 06/13/2003

Action Time: 11 18:48:29 Action Date: Yes

Comments: CUSTOMER RETURNED PHONE CALL REGARDING AIR BAG MODULE RESULTS. ADVISED CUSTOMER "CODE RETRIEVED INDICATED AN IMPACT CAUSED THE DEPLOYMENT." ALSO ADVISED CUSTOMER TO PICK AIR BAG MODULE UP FROM DEALERSHIP. REFERRED TO INSURANCE CARRIER.

Data Element Name

Data Value

CONTACT PERSON

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER

Dealer: 04079 BISON MOTOR COMPANY

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 38609 MI

Comm Type: MAIL

Analyst Name: GRAHAM, ROCHELLE

Analyst: RGRAHA41

Action Date: 06/13/2003

Action Time: 11:33:19.927 Action Date: No

Comments: NO RELATED RECALLS. VEHICLE BEYOND WARRANTY. SENT "REFER TO INSURANCE CARRIER" LETTER. NO FURTHER ACTION REQUIRED. *****

...38.354&ISSUE_UPDATE_ID_C=RGRAHA41&USER_ID_C=RGRAHA41&STATUS_STATUS_C=C*261303

2003-014 0001

All Action Details for Issue

VIN: 1LNHM81W11Y673189 Year: 2001 Model: TOWN CAR Case: 150411433
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-02-13
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - GENERAL/OTHER Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Dealer: 04079 BISON MOTOR COMPANY Origin Desc: CALITIGATION PREVENT ON FRONT DESK
 Odometer: 38609 MI Comm Type: OTHER
 Analyst Name: LEICH, CHERIE Analyst: CLEICH
 Action Date: 06/10/2003 Action Time: 14 29 38 354 Action Data: No

Comments *****PRODUCT LIABILITY***** RECEIVED IN LITIGATION PREVENT ON 5-9-03 CUSTOMER ALLEGES AIR BAG DEPLOYED WITHOUT AN ACCIDENT OCCURING (PASSENGER SIDE) CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: INFORMATIONAL CALL/FAX WITH OTHER PARTY
 Dealer: 04079 BISON MOTOR COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENT ON
 Odometer: 38609 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 06/10/2003 Action Time: 15 25 11 379 Action Data: No

Comments LEFT MESSAGE ON MACHINE FOR CSM, DAVID WARNER, TO DETERMINE DETAILS OF CASE SINCE HE IS NOW INVOLVED.

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 04079 BISON MOTOR COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENT ON
 Odometer: 38609 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 06/12/2003 Action Time: 17 00 10 234 Action Data: Yes

Comments CONTACTED SERVICE MANAGER, JIM EASTMAN, AT DEALERSHIP CUSTOMER'S AIRBAG MODULE S ST ... AT DEALERSHIP... MODULE DIAGNOSED AS HAVING HAD SOME TYPE OF IMPACT THAT CAUSED THE DEPLOYMENT

Data Element Name	Data Value
CONTACT PERSON	JIM EASTMAN

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 04079 BISON MOTOR COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENT ON
 Odometer: 38609 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 06/12/2003 Action Time: 17 10 31 618 Action Data: Yes

Comments LEFT MESSAGE ON MACHINE FOR CUSTOMER REQUESTING CALL BACK REGARDING DETAILS OF AIR BAG MODULE INSPECTION.

Data Element Name	Data Value
CONTACT PERSON	[REDACTED]

...38.354&ISSUE_UPDATE_ID_C=RGRAHA41&USER_ID_C=RGRAHA41&STATUS_STATUS_C=C1061302

Action: RECEIVE INBOUND CALL FROM CUSTOMER

Dealer: 04079 BISON MOTOR COMPANY

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 38809 MI

Comm Type: PHONE

Analyst Name: GRAHAM, ROCHELLE

Analyst: RGRAHA41

Action Date: 06/13/2003

Action Time: 11.18.48.291 Action Data: Yes

Comments CUSTOMER RETURNED PHONE CALL REGARDING AIR BAG MODULE RESULTS ADVISED CUSTOMER MOORE RETRIEVED INDICATED AN IMPACT CAUSED THE DEPLOYMENT * ALSO ADVISED CUSTOMER TO PICK AIR BAG MODULE FROM DEALERSHIP. REFERRED TO INSURANCE CARRIER.

Data Element Name

Data Value

CONTACT PERSON

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER

Dealer: 04079 BISON MOTOR COMPANY

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 38809 MI

Comm Type: MAIL

Analyst Name: GRAHAM, ROCHELLE

Analyst: RGRAHA41

Action Date: 06/13/2003

Action Time: 11.33.19.827 Action Data: No

Comments NO RELATED RECALLS. VEHICLE BEYOND WARRANTY SENT "REFER TO INSURANCE CARRIER" LETTER NO FURTHER ACTION REQUIRED.

...38.354&ISSUE_UPDATE_ID_C=RGRAHA41&USER_ID_C=RGRAHA41&STATUS_STATUS_C=C?&28139

Ford Motor Company

Consumer Affairs

Sent Via U.S. Mail

June 13, 2003

[REDACTED]
Pendroy, MT [REDACTED]

Re: 2001 Town Car
VIN: 1LNHM81W11Y673189

Dear [REDACTED]:

Thank you for contacting us regarding your 2001 Town Car.

We sincerely regret the circumstances you described. However, a situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,



Rochelle Graham
Consumer Affairs

Graham, Rochelle (R.)

From: Werner, David (D.)
Sent: Wednesday, June 11, 2003 7:55 AM
To: Graham, Rochelle (R.)
Subject: RE: Product Liability Case

The dealership retrieved code 1231 from the vehicle. The vehicle has left the dealership before the underside was inspected for damage. I have told the dealership that they should not be providing any further analysis to the customer until someone from consumer affairs has reviewed the case. If you need more information, contact Jim Eastman, the service manager at Bion. 408-727-2552.

David Werner

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

From: Graham, Rochelle (R.)
Sent: Tuesday, June 10, 2003 12:53 PM
To: Werner, David (D.)
Subject: Product Liability Case

Good Afternoon David,

I was informed that you have additional information concerning this case, as well as some questions regarding the next step in the process.

I would like to get in touch with you to discuss details since this case is in my region. Thank you

VIN: 1LNHM81W11Y673199	Year: 2001	Model: TOWN CAR	Case: *50AC**453
Name: [REDACTED]	Owner Status: Subsequent	WBD: 2001-02-13	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - GENERAL/OTHER		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: INVESTIGATION	Dealer: BISON MOTOR COMPANY	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 04079	
Odometer: 38809 MI	Comm Type: OTHER		
Action Date: 06/10/2003	Action Time: 14:29:38.353	Action Date: No	
Analyst Name: LEICH, CHERIE	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY***** RECEIVED IN LITIGATION PREVENTION 6-9-03 CUSTOMER ALLEGES AIR BAG DEPLOYED WITHOUT AN ACCIDENT OCCURRING (PASSENGER SIDE). CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE

ROCHELLE GRAHAM
LEGAL ANALYST
FORD CONSUMER AFFAIRS
PH: (313) 350-3590
FAX: (313) 843-6002
E-MAIL: RGRAHAM@FORD.COM

6/11/03

2003-014 0303

ESP / Recall Information

VIN: 1LNHM81W11Y673189

Contract: 101

Status: Active

ESP Purchase Details

Purchaser: VALUED LINCOLN CUSTOMER

Expiration Date: 2004-08-13

Plan Type: USA 36/36 MAINT-NORMAL AVAILABLE AT LINCOLN DLRS ONLY

Rental:

Plan Year: 2001

Expiration Miles: 40,000

Selling Dealer:

Deductible:

Towing Allowance:

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date:

Refund Percent:

Dealer Credited:

Process Date:

Dealer Received Date:

Recall Information

Campaign					
Number	Type	Description	Status	Status Date	Dealer Code
01S21	S	SEAT BELT	COMPLETE	2002-12-03	04225
01V05	X	SEAT BELT	CAMP-PROG SUPERCEDED	2001-11-12	
02M01	O	EGR PRES SEN	RELEASED FOR MAILING	2003-01-11	L57193

2003-01-09 09:07

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	PO BOX 187		PENDROY		MT 59467 -0167
Country:	USA		Language:	EN	
Cell Phone:			Pager:		
Preferred Contact method:			Fax:		
Preferred Contact Time:			Email:		

Update This Information In Stars

		Dealer Detail			
FCSD Region	Sales Region	Sales Zone	Market	PEA Code	Sales Code
74-NORTH WEST	74-NORTH WEST	E	D2	04079	67467
Dealer Name:		BISON MOTOR COMPANY			
Dealer Address:		500 10TH AVENUE SOUTH GREAT FALLS MT 59405			
Dealer Main Phone:		406-727-2552	Dealer Service Phone:		406-727-2552

Position	Employee Name
CUST RELATIONS MGR	MICHAEL S EVANS
DEALER/PARTNER	RICHARD K OLSON
PARTS MANAGER	PAUL W MOES
SALES MANAGER	GREGORY R HAD
SALES MANAGER	KEN LYNCH
SERVICE MANAGER	JAMES R EASTMAN

VIN
1LNHM81W11Y673189

Year Model
2001 TOWN CAR
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Subsequent Owner

Vehicle Info
Class
Alarmy = 507

...:11PM&SympC=104457&rTabPage=&Reason=0714&IssTyp=07&CustNo=5040651903&CustCtry=USA 4 19 03

0003-014 0010

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1LNEM81W11Y673189 Veh Line: CVC - LINCOLN TOWN CAR (FNI43) (98-04) Eng Serial No: *
 Model Year: 2001 Market Derived: C/M - MERCURY DIVISION DERIVATIVE Body Sheet: *
 Veh Type: C Drive Code: C/B - 2 WEL L/H REAR DRIVE Engine: C/VN - R REAR ENGINE FUEL INJ SP
 Inv. Dealer: 10027 Body Cab Style: C/PC - 4 DOOR SEDAN-6 LITE Transmission: C/DL - 4 SPD AUTOTRANSAXIAL OVERDRIVE
 Version/Series: C/AB - BASE VERSION - CAR

BUILD INFORMATION:

Region: NA - #00000000 Plant: BA - WIXOM PLANT BUILD
 Country: USA - #00000000 Prod Date: 29-JAN-2001

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 954749 - *
 Country: USA - #00000000 Selling Dlr Sv/Prov: OK
 Buyer Sv/Prov: OK
 Arrival Date: 12-FEB-2001 Red Carpet Lease: *
 Sale Date: 13-FEB-2001 Fleet/Retail/Ca. Lease: F
 Warranty Start Date: 13-FEB-2001 Modified Vehicle: *
 Orig Warranty Date: 13-FEB-2001 Recaptured Vehicle: LI Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----10-----
 MILLI979109V 1 510800334 ML P 2 QTY 30 30LAW 6 7 7345749 41AF2 24 *
 12JUL 9 28 A WUCA ECH0182001 A

INSTALLED OPTION INFORMATION:

Air Conditioning	CC - ATC AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	H
Audio Data:	* - [N/A]	Instrumentation:	AB - CONVENTIONAL INSTRUMENTATION
Audio Radio:	EGACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Audio Type:	EGIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	65	Paint:	PNPXA - CHARCOAL GREEN MET
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AQ - ELETR PREMIUM AM/FM STEREO/STE
Calibration Code:	1VC1SB0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AJ - MICHELIN
Delivery Type:	H	Tire Size:	D3/TU - P225/60R-16 BSW 4-5
Drivetrain Code:	*	Traction Control:	AB - ANTI-SPIN TRACT BRAKES W/O IVD
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	B93V239X5200	RF:	*
LR:	AP3V239X0101	RR:	*
LL:	*	RL:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	C/C - C C
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	HSZ
ESP Plan Year:	* Engine Family:	1F5GXVD46VFS
ESP Signature Date:		

OASIS RESULT:
1LNHM81W11Y673189

 06/19/2003
 15:22:53

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▶ **VEHICLE INFORMATION**
VEHICLE DESCRIPTION
 2001 TOWN CAR
TRANSMISSION
 4R70W 4 SPD AUTO

BODY STYLE
 4 DR SEDAN EXECUTIVE
AXLE CODE
 JY

ENGINE
 4.6L 30HC (ROMEO) 1VC1SBCA
ENGINE CALIBRATION
▶ **GENERAL WARRANTY INFORMATION**
WARRANTY START DATE
 02/13/2001

BUILD DATE
 01/29/2001
SALE MILEAGE▶ **WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

IF CONVERTED TO A LIMO WARRANTY/ESP COVERAGE IS VOIDED - CONTACT FCSD REGION

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

*THIS VEHICLE HAS AN OPEN CUOL LEGAL CONTACT

▶ **FIELD SERVICE ACTIONS**

02M01 CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT
 PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE
 TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000
 MILES, WHICHEVER OCCURS FIRST, TO THE BASE WARRANTY

▶ **EXTENDED COVERAGES**

0875 - USA 38/36 MAINT-NORMAL AVAILABLE AT LINCOLN DLRS ONLY

STANDARD DEDUCTIBLE: 0

OWNER NAME: VALUED LINCOLN CUSTOMER

OPTIONS:

EXPIRATION DATE: 06/13/2004

DISTANCE: 40,000

RENTAL: 0 UP TO 0 DAYS

TOWING: 0

CONTRACT SOLD BY: USA 48440

ESP CONTRACT START DATE: 02/13/2001

▶ **REPAIR HISTORY**

12/18/2002 DEALER: Courtesy Ford Sales Inc

WARRANTY CLAIM NUMBER: 030740

ODOMETER: 029813M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
P02 90818A	CANISTER EVAPOR CNG	001	983A	01	POROSITY
		000	12000		
		000	12000X1		
		000	12000X2		

 TEST EEC P0442 EVAP GROSS LEAK PERFORM EVAP TEST GROSS LEAK DETECTED REMOVE CARBON
 CANISTER CRACKED REPLACE CLEAR CODE AND RETEST PASS ROAD TEST DRIVE C YCLE OK

12/18/2002 DEALER: Courtesy Ford Sales Inc

WARRANTY CLAIM NUMBER: 030740

ODOMETER: 029813M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
P8021423712AAA	PANEL RTY DOOR TRM	001	RTS423712	01	BROKEN/CRACKED

REPLACE RIGHT FRONT DOOR SWITCH RETAINER PANEL CRACKS

12/03/2002 DEALER: Courtesy Ford Sales Inc

WARRANTY CLAIM NUMBER: 030720

ODOMETER: 026733M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
		000	01S21A		

RR AS PER RECALL 01S21 SEAT BELT BUCKLES CHECK BUCKLES OK

END OF OASIS REPORT FOR 1LNHM81W11Y673189

1102412061 SDR-KANSAS

Returned
call to customer
on 8/7
regarding wedding
on release spoke
to Mrs.

*** 2012 09/05 *** F1-OR Approval Log screen *** 2012 09/05 14:59:25
 Aprvl Cd: J01LS Field Cd: Log Status: A A-Apprvd F-Paid
 Remarks Type: C D=Dealer C=Confidential D=Deny C=Close R=Hold
 P&A Code: 05244 USA Dlr: Swafford's Ford Sales, Inc.
 RO Nbr: 004891 Rpr Seq: 1 Pgm Code: Apr Date: 2012 09 03
 VIN: 1LNHM81W21Y709603 Odom: M Causal Part:
 ESPS Cover Cd: Plan: Str Mile: Str Date:
 ESPS Cover St: Used: Exp Mile: Exp Date:
 Aprvl Level: ***** INFORMATION ONLY: Y ***** DATA Percent
 Vat/Rqst Amt: Parts Parts %
 Rpr/Aprv Amt: 0001100.57 Labor Hrs: 00054.75 Labor %
 NADA/Max Amt: Misc Expn: Misc %
 Remain Amt: 0001100.57 Loan Days:
 GOODWILL REPAIR TO THE CUSTOMER'S AIRBAG SYSTEM. ADR023E

Insp Rqst Date: Dlr Contact: Phone:
 Customer Name: Model Year: Model:
 Last Date Paid: Claim Pmt Amt: WSI: LI Market Code: USA
 Creator: A. DROEGE Date: 2012/09/05 Time: 14:59:25
 F1-Help F2-ESPS Contract F3-End F4-AWA Scale F5-History F6-Repair Detail
 F7-Prev F8-Next F9-Panel F10-Scroll Rmks F12-Return
 5112: ADD SUCCESSFUL 17FEL49

X-rays performed

@ [REDACTED]

[REDACTED]
 Wanted performed
 not out pocket

Action Detail

VIN: 1LNHM81W21Y709903 Year: 2001 Model: TOWN CAR Case: *3424*2263
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-05-04
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - GENERAL/OTHER Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED Dealer: SWAFFORD'S FORD SALES INC
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: C5244
 Action Desc: REDIRECT TO OTHER
 Odometer: 40752 MI Comm Type: OTHER
 Action Date: 07/28/2003 Action Time: 10 03 52 877 Action Data: No
 Analyst Name: DROEGE, AMY Analyst: ADROEGE
 COMMENTS: LPA REDIRECTED THE ISSUE TO CSM FOR HANDLING. THE CUSTOMER ALLEGING SPONTANEOUS DEPLOYMENT
 OF SIDE AIRBAG. NO INJURIES OR ACCIDENT INVOLVED. ISSUE NEEDS TO BE ADDRESSED BY CSM

Rtraced @
 cc:

Vehicle Blue car
 Foxe seat
 Blc - [REDACTED]
 C25

B1231 1/2cc
 B2295 1/2cc
 from albag robbery
 nobody damage
 called tech hotline
 guy drives on gravel
 rep. side bag/ctrl modif

Leich, Cherie (C.A.)

From: dcpform@ford.com
Sent: Thursday, July 24, 2003 4:09 PM
To: fordcalp@ford.com
Subject: Dealer Request For Consumer Affairs Review

13-2412733
Region: 53
AKA

Dealer Request For Consumer Affairs Review

Dealership Name: Swafford's Ford Sale
Requesting Dealer: JAMES ROB SWAFFORD
Contact Person: J. ROB SWAFFORD OR TRAVIS GIBSON
Telephone: 816 776 2288
Email Address: james.swafford@swaffordsford.com
PA Code: 05244
Region: 53
City: Richmond
State: MO
Fax Number: 816 776 7025
WSD: 05/04/2001
Vehicle Year: 2001
Vehicle Model: TOWN CAR
Vehicle VIN: 1LNHM81W21Y709603
Mileage: 43170
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: RAYVILLE
State: MO
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: NA
Customer Region: 10
Date of Incident: 07/21/2003 OR 07/22/2003
County in which incident occurred: RAY COUNTY MISSOURI
Is Alleging Defect: Y
Alleging defect detail: PASSENGER "SIDE" AIR BAG FROM SEAT BOULSTER DEPLOYED WITH NO APPARENT INCIDENT OR REASON. CAR WAS NOT INVOLVED IN NOR DID IT CAUSE AN ACCIDENT. CAR SHOWS NO SIGN OF ANY DAMAMGE.
Police Report Filed: N
Police Report detail: UNKNOWN, BUT I DONT THINK SO
Insurance Company Contacted: Y
Insurance Company Advice: FARM BUREAU INSURANCE ADJUSTERS PICTURED THE CAR TODAY 07/24/2003
Insurance Company Contact Information: MISSOURI FARM BUREAU RAY COUNTY MO 816 776 6991
Coach Builder: NA
Coach Builder State: AK
Resolution Sought Detail: PASSENGER FRONT "SIDE" AIR BAG FROM SEAT BOULSTER DEPLOYED DRIVING DOWN ROAD. CUSTOMER SEEKS REPAIR TO VEHICLE AND ANSWER OF WHY AIR BAG DEPLOYED.
Comments: DEALER ASKS WHY THIS ISN'T COVERED UNDER 5/50 SRS WARRANTY???

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

7/24/03

All Action Details for Issue

Print

VIN: 1LNHM81Y21Y708003 Year: Model: TOWN CAR Case: *3424*2003
Name: [REDACTED] Owner Status: Subsequent WBD: 2003-07-25
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
Reason Desc: LEGAL - GENERAL/OTHER Secondary Phone:
Issue Type: 07 LEGAL Issue Status: OPEN

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Dealer: 06244 SWAFFORD'S FORD SALES, INC.

Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK

Odometer: 40752 MI

Comm Type: FAX

Analyst Name: LEICH,CHERIE Analyst: CLEICH

Action Date: 07/26/2003

Action Time: 09:30:40.950 Action Date: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 7-24-03 DEALER CONTACT
ROB SWAFFORD OR TRAVIS GIBSON. CUSTOMER ALLEGES PASSENGER FRONT "SIDE" AIR BAG FROM SEAT
BOULSTER DEPLOYED WITHOUT INCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE

...:40.950&ISSUE_UPDATE_ID_C=CLEICH%20%20&USER_ID_C=CLEICH%20%20&STA7 25 03

END-814 8631

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	RAYVILLE		MO	[REDACTED]
Country:	USA	Language:	EN		
Cell Phone:		Pager:			
Preferred Contact method:		Fax:			
Preferred Contact Time:		Email:			

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1LNHM81W21Y709803	2001	TOWN CAR	INDIVIDUAL, RTL	Subsequent Owner	Cash Agency - store
		Open Issues Exist			

...:40.950&SympC=104457&rTabPage=&Reason=0714&IssTyp=07&CustNo=83424057603&C* 25 03

ESP / Recall Information

VIN: 1LNHM81W21Y709603

Contract: 1 Of

Status: Active

-----ESP Purchase Details-----

Purchaser: VALUED LINCOLN CUSTOMER

Expiration Date: 2004-09-04

Expiration Miles:
40,000

Plan Type: USA 36/36 MAINT-NORMAL AVAILABLE AT LINCOLN DLRS ONLY

Plan Year:
2001

Selling Dealer:

Rental:

Deductible:

Towing
Allowance

Purchase Type: N

Options:

-----ESP Cancellation Details-----

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credit:

-----Recall Information-----

-----Campaign-----				Status	Dealer
Number	Type	Description	Status	Date	Code
01B88	O	NO START	COMPLETE	2001-12-10	4545*
01S21	S	SEAT BELT	COMPLETE	2001-07-26	46333
01V05	X	SEAT BELT	CAMP-PROG SUPERCEDED	2001-11-12	
02M01	O	EGR PRES SEN	UNDELIVERABLE	2003-01-31	#91000

<https://web.cudl.deal.../CuDLIssueDetailVehESPRecallDet.asp?vincd=1LNHM81W21Y70960> 7/25/03

ENR3-814 9534

Claims List Report

Page 2 of 3

11 N1M81W21Y70P001	CVC	CM	CFC	CAB	CB	BA	CD6	CYN	19-APR-2001	04-MAY-2001	354749	USA	8	7K07 *					19274
AWS Claim Key: 9726382 Trn Code: 01885 Labor Hrs: 2																			
Dir Ctl-Sub Ctl:	46451 *	Name:	HERTZ RAC - SAN JOSE	Ph:	0.0	St:	CA	City Ctl:		USA Reg Ctl:	NA	Repair Date:	10-DEC-2001	Doc	8:47189201				
Cmd Comments:	RECALL 01884 DOE																		
Tech Comments:	NO ACTION REQUIRED																		
11 N1M81W21Y70P001	CVC	CM	CFC	CAB	CB	BA	CD6	CYN	19-APR-2001	04-MAY-2001	354749	USA	11	6Y05 000801 *	MAINT		AS *	82	25614
AWS Claim Key: 2807280 Trn Code: 08735 Labor Hrs: 7																			
Dir Ctl-Sub Ctl:	45244 *	Name:	HERTZ RAC-BURLINGAME	Ph:	0.0	St:	CA	City Ctl:		USA Reg Ctl:	NA	Repair Date:	06-MAR-2002	Doc	8:33136701				
Cmd Comments:	PREVENTATIVE MAINTENANCE DUE																		
Tech Comments:	LUBE OIL FILTER																		
11 N1M81W21Y70P001	CVC	CM	CFC	CAB	CB	BA	CD6	CYN	19-APR-2001	04-MAY-2001	354749	USA	11	6M07 010802	RVZ	BA156	AA	263	01 23277
AWS Claim Key: 8119803 Trn Code: 881 Labor Hrs: 1																			
Dir Ctl-Sub Ctl:	43912 *	Name:	HERTZ-SAN FRANCISCO	Ph:	0.0	St:	CA	City Ctl:		USA Reg Ctl:	NA	Repair Date:	16-MAR-2002	Doc	8:53499801				
Cmd Comments:	F GUILLE MILLS FITTED																		
Tech Comments:	REPL. HOOD GUILLE MILLS																		
11 N1M81W21Y70P001	CVC	CM	CFC	CAB	CB	BA	CD6	CYN	19-APR-2001	04-MAY-2001	354749	USA	14	6C04 010305	1W12	5423943	BAC	002	11 25129
AWS Claim Key: 9355326 Trn Code: 881 Labor Hrs: 4																			
Dir Ctl-Sub Ctl:	01244 *	Name:	SWAFFORD'S FORD SALES, INC	Ph:	016-7763308	St:	MO	City Ctl:		USA Reg Ctl:	NA	Repair Date:	16-JUN-2002	Doc	8:27071601				
Cmd Comments:	DOOR PANEL ON DRIVER SIDE LOCKS																		
Tech Comments:	REPLACE LEFT DOOR PANEL																		
11 N1M81W21Y70P001	CVC	CM	CFC	CAB	CB	BA	CD6	CYN	19-APR-2001	04-MAY-2001	354749	USA	14	7603 011108	RVZ	14529	AA	007	46 25129
AWS Claim Key: 9355327 Trn Code: 881 Labor Hrs: 3																			
Dir Ctl-Sub Ctl:	01244 *	Name:	SWAFFORD'S FORD SALES, INC	Ph:	016-7763308	St:	MO	City Ctl:		USA Reg Ctl:	NA	Repair Date:	16-JUN-2002	Doc	8:27071601				
Cmd Comments:	WINDOW ON LEFT SIDE WILL NOT ROLL DOWN																		
Tech Comments:	REPLACE LEFT DOOR SWITCH																		
11 N1M81W21Y70P001	CVC	CM	CFC	CAB	CB	BA	CD6	CYN	19-APR-2001	04-MAY-2001	354749	USA	14	7603 011108	RVZ	14529	AA	007	46 25129
AWS Claim Key: 9355328 Trn Code: 881 Labor Hrs: 2																			
Dir Ctl-Sub Ctl:	01244 *	Name:	SWAFFORD'S FORD SALES, INC	Ph:	016-7763308	St:	MO	City Ctl:		USA Reg Ctl:	NA	Repair Date:	16-JUN-2002	Doc	8:27071601				
Cmd Comments:	PLASTER TRIM IN TRUNK TRIM																		
Tech Comments:	REPLACE TRIM IN TRUNK																		

0000 910-0000

Claims List Report

Page 3 of 3

II NIMB1W21Y7P003 CVC	CM	CFC	CAB	CB	BA	C/D6	C/VN	19-APR-2001	04-MAY-2001	354749	USA	19	7N03 011104	FRVZ	5423394	AA	G07	46	25505
AWS Chain Key:	11917401	Yes Code:	ES3	Labor Hrs:	5														
Dir C'd-Sub C'd:	05244-*	Name:	SWAFFORD'S FORD SALES, INC.	Ph:	816-7762288	St:	MO	Ctry C'd:		USA Reg C'd:	NA	Repr Date:	16-NOV-2002	Doc #:	00045701				
Com Comments:	DRIVER'S SIDE WINDOW WILL NOT WORK																		
Tech Comments:	REAR DOOR PANEL AND REPLACED WINDOW MOTOR																		
II NIMB1W21Y7P003 CVC	CM	CFC	CAB	CB	BA	C/D6	C/VN	19-APR-2001	04-MAY-2001	354749	USA	20	7D01 170181	F4TZ	13N021	B	L26	46	27870
AWS Chain Key:	12158950	Yes Code:	ES3	Labor Hrs:	2														
Dir C'd-Sub C'd:	05244-*	Name:	SWAFFORD'S FORD SALES, INC.	Ph:	816-7762288	St:	MO	Ctry C'd:		USA Reg C'd:	NA	Repr Date:	09-DEC-2002	Doc #:	00081501				
Com Comments:	HEADLIGHT ON LEFT SIDE WILL NOT WORK																		
Tech Comments:	REPLACED HEADLIGHT BULB																		
II NIMB1W21Y7P003 CVC	CM	CFC	CAB	CB	BA	C/D6	C/VN	19-APR-2001	04-MAY-2001	354749	USA	25	7N03 011109	FRVZ	14529	AA	G07	46	36933
AWS Chain Key:	1427071	Yes Code:	ES3	Labor Hrs:	3														
Dir C'd-Sub C'd:	05244-*	Name:	SWAFFORD'S FORD SALES, INC.	Ph:	816-7762288	St:	MO	Ctry C'd:		USA Reg C'd:	NA	Repr Date:	28-APR-2001	Doc #:	00325301				
Com Comments:	DRIVER'S SIDE WINDOW WILL NOT WORK																		
Tech Comments:	REPLACED MASTER WINDOW SWITCH																		
II NIMB1W21Y7P003 CVC	CM	CFC	CAB	CB	BA	C/D6	C/VN	19-APR-2001	04-MAY-2001	354749	USA	25	8N04 010104	*	54405A26	*	M05	42	36933
AWS Chain Key:	14230772	Yes Code:	ES4	Labor Hrs:	2														
Dir C'd-Sub C'd:	05244-*	Name:	SWAFFORD'S FORD SALES, INC.	Ph:	816-7762288	St:	MO	Ctry C'd:		USA Reg C'd:	NA	Repr Date:	28-APR-2001	Doc #:	01125302				
Com Comments:	REAR CAP DOOR WILL NOT OPEN																		
Tech Comments:	LUBED AND ADJUSTED DOOR																		
II NIMB1W21Y7P003 CVC	CM	CFC	CAB	CB	BA	C/D6	C/VN	19-APR-2001	04-MAY-2001	354749	USA	26	1101 01X5XK 2612	99460	AA	E29	46	40752	
AWS Chain Key:	14972871	Yes Code:	SB7	Labor Hrs:	5														
Dir C'd-Sub C'd:	05244-*	Name:	SWAFFORD'S FORD SALES, INC.	Ph:	816-7762288	St:	MO	Ctry C'd:		USA Reg C'd:	NA	Repr Date:	11-MAR-2001	Doc #:	00001701				
Com Comments:	SERVO-ENGINE LOCK SYSTEM																		
Tech Comments:	REAR SEAT BELT BUSH REPLACED LEFT SPRING																		

0000-014 0037

7/25/01

OASIS RESULT:
1LNHM81W21Y709603
07/25/2003
12:01:30

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2001 TOWN CAR	BODY STYLE 4 DR SEDAN EXECUTIVE	ENGINE 4.8L SOHC (ROMEO)	ENGINE CALIBRATION 1VC1PBCA
TRANSMISSION 4R70W (SHARONVILLE)	AXLE CODE JY		

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 06/04/2001	BUILD DATE 04/19/2001	SALE MILEAGE
--	---------------------------------	---------------------

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

IF CONVERTED TO A LIMO WARRANTY/ESP COVERAGE IS VOIDED - CONTACT FCSO REGION

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

FIELD SERVICE ACTIONS

02M01 CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT
 PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE
 TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000
 MILES, WHICHEVER OCCURS FIRST, TO THE BASE WARRANTY

EXTENDED COVERAGES

0675 - USA 36/36 MAINT-NORMAL AVAILABLE AT LINCOLN DLRS ONLY
 STANDARD DEDUCTIBLE: 0
 OWNER NAME: VALUED LINCOLN CUSTOMER
 OPTIONS:
 EXPIRATION DATE: 09/04/2004
 DISTANCE: 40,000
 RENTAL: 0 UP TO 0 DAYS
 TOWING: 0
 CONTRACT SOLD BY: USA 48440
 ESP CONTRACT START DATE: 06/04/2001

REPAIR HISTORY

06/11/2003 DEALER: Swafford's Ford Sales, Inc.

WARRANTY CLAIM NUMBER: 004072

ODOMETER: 040752M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2F1Z 1J480AA	SENSOR ASY EGR PR VL	001	03801A	48	BURNED OUT

SCAN PCM -CODE P0401-REPLACED DPFE SENSOR

04/28/2003 DEALER: Swafford's Ford Sales, Inc.

WARRANTY CLAIM NUMBER: 003253

ODOMETER: 038933M

<http://www.fordtechservice.dealerconnection.com/v.../oareq.asp?vin=1LNHM81W21Y709603> 07/25/03

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
F8VZ14521AA	SWITCH ASY-WINDOW R/L	001	14521A	48	BURNED OUT

REPLACED MASTER WINDOW SWITCH

04/28/2003 DEALER: Swafford's Ford Sales, Inc.

WARRANTY CLAIM NUMBER: 003253

ODOMETER: 036933M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
54403A20	LID ASY FUEL FILLER	000	999A	42	DOES NOT MEET SPEC

LUBED AND ADJUSTED DOOR

12/09/2002 DEALER: Swafford's Ford Sales, Inc.

WARRANTY CLAIM NUMBER: 000815

ODOMETER: 027870M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
F4T213021B	AERO HOOD LAMP CAPSULE	001	13021AL	48	BURNED OUT

REPLACED HEADLIGHT BULB

11/16/2002 DEALER: Swafford's Ford Sales, Inc.

WARRANTY CLAIM NUMBER: 000457

ODOMETER: 025605M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
F8VZ542334AA	DRIVE ASY-PWR LIFT W	001	23943AL	48	BURNED OUT
		000	23943AT1		

R&R DOOR PANEL AND REPLACED WINDOW MOTOR

END OF OASIS REPORT FOR 1LNHMH1W21Y709603

Update This Information In Store

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	53-KANSAS CITY	K	B7	05244	F53454
Dealer Name:		SWAFFORD'S FORD			
Dealer Address:		SALES, INC.			
		223 S THORNTON			
		RICHMOND MO 64085			
Dealer Main Phone:		816-776-2285	Dealer Service Phone:		816-776-2288
Position			Employee Name		
DEALER/PARTNER			GARY L SWAFFORD		
DEALER/PARTNER			ROBERT E SWAFFORD		
PARTS MANAGER			MARK D GANT		
SALES MANAGER			JAMES "BOB" R SWAFFORD		
SERVICE MANAGER			TRAVIS S GIBSON		

██████████
UNRECORDED - CHICAGO

1968 918-0000

Ford Motor Company,

Consumer Affairs

Sent Via U.S. Mail

July 3, 2003

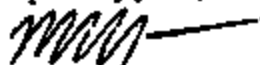
[REDACTED]
Waterloo, IA [REDACTED]

RE: 2001 Town Car
VIN: 1LNHM82W21Y669473

Dear [REDACTED]

Ford Motor Company has reviewed your client's claim. Information provided by the dealership, Bill Colwell Lincoln Mercury, confirm that the vehicle has been repaired. Our understanding is that this concern was resolved on April 21, 2003. Thank you for contacting us.

Respectfully yours,



Marquis Morris
Consumer Affairs

Click Here To Update Customer Information

Print Customer Info

2003-014 0043

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]

Address: [REDACTED] [REDACTED]

Country: USA

Language: EN

Cell Phone: [REDACTED]

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email: GIEGERNURSE@HOME.COM

ESP Financial Information

VIN 1LNHM82W21Y669473

Contract 1 01

Status: Active

Purchaser: VALUED LINCOLN CUSTOMER

Expiration Date: 2006-02-03

Plan Type: USA 36/36 MAINT NORMAL AVAILABLE AT LINCOLN DLRS ONLY

Plan Year: 2001

Expiration Miles: 40,000

Selling Dealer:

Deductible:

Towing Allowance:

Rental:

Purchase Type: N

Options:

Cancel Date:

Refund Percent:

Dealer Credited:

ESP Cancellation Details

Process Date:

Dealer Received Date:

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
			Status			
00L12	L	TIRE		FORCED COMPLETION	2001-11-21	
01S21	S	SEAT BELT		COMPLETE	2001-07-17	AUTOC 10472
01V05	X	SEAT BELT		CAMP-PROG SUPERCEDED	2001-11-12	
02M01	O	EGR PRES SEN		RELEASED FOR MAILING	2003-01-11	L42389

Close an Issue

VIN: 1LNHM8ZW21Y869473 Year: 2001 Model: TOWN CAR WSD: 2001-10-03

Name: [REDACTED]

Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Address: [REDACTED] WATERLOO IA [REDACTED]

Case Number: 501041113

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT

Symptom: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT

Dealer: F41781 - BILL COLWELL FD

Comm Type: MAIL

Current Odometer
Reading: 31134 MI

Action: REDIRECT/REFERRAL/FINAL CASE DISPOSITION

Odometer Reading: 31134 MI

Action: FINAL CASE DISPOSITION(C)

Caller Information if different from vehicle owner

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Relationship: Select One

Phone: [REDACTED]

Comments:

The customer's vehicle was repaired at Bill Colwell Lincoln Mercury under warranty. No further action is needed at this time.

[Warranty History](#)[ESP/Recall](#)[Open](#)

.../CuDLAddactionUpdate.asp?reference_id=946384&flag=closed&link=issuelist&cleo_value=...&7303

ENR3-014 0040

Standard Claims List For Model Year 2001

VIN	VEH LINE	KEY DERIV	BOYS CAB	VER SERIES	DRIVE TYPE	PLY CD	TIS CD	ENG CD	PRZO DATE	WABA DATE	SELLING DEALER	SELT CNT	TIS	WCC	CPSC 6	PREF BASE	SUFF	CCC	CD	DIST (Miles)
11 N1MNAW21Y604171	CVC	CM	CFC	CBR	CB	BA	CDU	CVN	11-JAN-2001	03-OCT-2001	355120	USA	9	*	*	*	*	*	*	10
AWS Claim Key: 2102533 Vrs Code: 01521 Labor Hrs: 21																				
Mr C6-Sub C6: 10472-0 Name: BURT LINCOLN MERCURY Ph: 303-3608000 St: CO City C6: USA Reg C6: NA Reg Date: 17-JUL-2001 Doc #05334051																				
11 N1MNAW21Y604171	CVC	CM	CFC	CBR	CB	BA	CDU	CVN	11-JAN-2001	03-OCT-2001	355120	USA	3	SS13	100104	XY52	9030	JA	D13	07 3909
AWS Claim Key: 2241031 Vrs Code: 007 Labor Hrs: 13																				
Mr C6-Sub C6: 10197-0 Name: JOHN DEERE MOTORS INC Ph: 319-2776200 St: IA City C6: USA Reg C6: NA Reg Date: 04-DEC-2001 Doc #0363173A																				
Cost Comments: CHECK ENGINE LIGHT ON RUNS OK																				
Tech Comments: JAW USED W/2 TO RETRIEVE CODE P0457 FOLLOWED PPT TESTS AND FOUND GAS CAP O RING TO BE OUT OF PLACE. RESET TRIP																				
11 N1MNAW21Y604171	CVC	CM	CFC	CBR	CB	BA	CDU	CVN	11-JAN-2001	03-OCT-2001	355120	USA	3	6Y05	000001	*	MAINT	*	AP	02 4499
AWS Claim Key: 3014077 Vrs Code: 00735 Labor Hrs: 4																				
Mr C6-Sub C6: 10197-0 Name: JOHN DEERE MOTORS INC Ph: 319-2776200 St: IA City C6: USA Reg C6: NA Reg Date: 20-DEC-2001 Doc #0364101A																				
Cost Comments: 1000 QUICK LUBE																				
Tech Comments: 4000 FUEL OIL LUB																				
11 N1MNAW21Y604171	CVC	CM	CFC	CBR	CB	BA	CDU	CVN	11-JAN-2001	03-OCT-2001	355120	USA	10	6Y05	000001	*	MAINT	*	AP	02 15304
AWS Claim Key: 3391526 Vrs Code: 00735 Labor Hrs: 9																				
Mr C6-Sub C6: 10197-0 Name: JOHN DEERE MOTORS INC Ph: 319-2776200 St: IA City C6: USA Reg C6: NA Reg Date: 05-JUL-2002 Doc #0355151A																				
Cost Comments: LUB OIL 15,000 MILE MAINTENANCE SERVICE																				
Tech Comments: 15000 FUEL OIL LUB 15000 MILE SERVICE																				
11 N1MNAW21Y604171	CVC	CM	CFC	CBR	CB	BA	CDU	CVN	11-JAN-2001	03-OCT-2001	355120	USA	11	6Y05	000001	*	MAINT	*	AP	02 20204
AWS Claim Key: 1124000 Vrs Code: 00735 Labor Hrs: 7																				
Mr C6-Sub C6: 10197-0 Name: JOHN DEERE MOTORS INC Ph: 319-2776200 St: IA City C6: USA Reg C6: NA Reg Date: 11-DEC-2002 Doc #0361541A																				
Cost Comments: 2000 FUEL OIL LUB 2000 MILE MAINTENANCE SERVICE																				
Tech Comments: 2000 FUEL OIL LUB 2000 MILE MAINTENANCE SERVICE																				
11 N1MNAW21Y604171	CVC	CM	CFC	CBR	CB	BA	CDU	CVN	11-JAN-2001	03-OCT-2001	355120	USA	16	6Y05	000001	*	MAINT	*	AP	02 20000

Dispute Settlement Board
P.O. Box 1424
Waukegan, WI 53187-1424
(800) 688-2429



Case Number: 501041113
Subject: 2001 Lincoln Town Car
VIN: 1LNHM82W21Y669473

May 29, 2003

[REDACTED]
[REDACTED]
Waterloo, IA

Dear [REDACTED]:

This letter is to acknowledge the receipt of your DSB application and to provide you with your DSB case number: 501041113

Upon initial review of your application we find that the following concern(s) will be presented to the Board.

CONCERNS:

Air Bag Deployment

Concerns in your application that are not listed above may not be within the Board's jurisdiction. Please refer to the Dispute Settlement Board brochure for the rules and guidelines.

We have begun collecting information from your servicing dealership(s) and Ford Motor Company. You will receive a copy of this information prior to the Board meeting, which will occur within approximately 40 days of this letter date.

Please note, you may be contacted by your dealership and/or a Ford Motor Company Representative in an effort to resolve your case before it is heard by the Board.

Questions regarding the status of your case can be directed to Candy Martin and Ryan Charles at (800) 688-2429 between the hours of 8:00 a.m. and 5:00 p.m. Central time, Monday through Friday

Sincerely,

DSB Administration



DISPUTE SETTLEMENT BOARD APPLICATION

(Please supply all requested information.)

ELIGIBLE

Please print (in black ink) or type.

Case No.

50104113

Owner/Lessor Name ☒ Mr. ☐ Mrs. ☐ Ms. ☐ Other

Address

City WaterlooState IAZip 50603

Vehicle I.D. No.

1LNHM8242146992

Home Phone

Business Phone

Ext.

Vehicle Year 2001Make TaucoLine IncModel Signature

Acquired

New ☒ Used ☐ Lease ☐Vehicle Use ☒ Personal ☐ Commercial

Mileage at time of used vehicle purchase

0Date Purchased/Leased 10/2001Current Mileage 31,134

How did you hear about the Dispute Settlement Board process?

☒ Dealer☐ Repair shop☐ Other☒ Ford 800☐ State or Federal agency☐ Other (specify)

Selling Dealer

Burt LincolnCity BurnsState Colorado

Servicing Dealer(s)

Bill Colwell FordCity HudsonState IAZip 50603

1. Briefly describe your unresolved service concern(s) below: (Attach legible copies of applicable repair orders and/or other supporting documents. Keep the originals for your records.)

I was going to Hudson, IA to my bank (traveling on Highway 10 approx 65mph) when, for no reason, the side air bag deployed breaking my glasses & causing the car to go off the road. I slammed on the breaks & sat there stunned for about 5 min due to the high impact to my head

2. How many times has the vehicle been in for the same warranty repair? 0

First repair attempt:

Date 4/21/03Mileage 31,134

Last repair attempt:

Date

Mileage

3. How many days has the vehicle been out of service for warranty repairs?

4. Have you recently contacted your dealer about this concern? Yes ☒ No ☐

Individual's name

LaverneTandel

5. Does the stated warranty concern now exist? Yes ☒ No ☐

6. Would you like to make an oral presentation to the Board? Yes ☒ No ☐

If yes, would you like to make it in person ☐ or by teleconference ☒

7. Describe what you want done to resolve your concern:

Replace my vehicle with a 2003 model and keep my balance and payments as is - replace glasses

DISPUTE SETTLEMENT BOARD - a voluntary, free, independent dispute settlement program

Signature

Date

5/22/03

DBB Adm. Mail this completed form, and any supporting documents, to:

MAY 29 2003

RECEIVED

Dispute Settlement Board

P.O. Box 5120

Southfield, MI 48066-5120

DISPUTE SETTLEMENT BOARD - a voluntary, free, independent dispute settlement program

Form 1-01 003-000-00

VEHICLE DETAIL

VIN: 1LNHAB2W21Y880473	Engine: R-M 4.0L SOHC EFI 4A C-VI G-MP
Make: LINCOLN	Transmission: 4 SPD AUTO TR MAAD ADCEM800A
Model: TOWN CAR	Paint Code/Color: CHARCOAL GREEN MET
Year: 2001	Calibration: 1VC1S80A
Pay Load:	Max Towing Weight:
GWR: 00000	Axis Ratio:
WheelBase: Y	Warranty Start Date: 10/3/2001
GCWR:	Vehicle Build Date: 1/11/2001
PEP Code:	

Selling Dealers Name: BURT LINCOLN MERCURY

Selling Dealers P & A Code: 10472

Selling Dealers Sales Code: L55123

Selling Dealers Main Phone: 303-380-8000 Selling Dealers Service Phone: 303-380-8000

Vehicle Order Image

```

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10
M821Y88047 3Y 3 2 30LA018 SL 3 8 U17 32
1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10
3 LLM A U 6 5 A12B 4 FT 82 W
1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10
LNH2 B B WUCD
1 2 3 4 5 6 7 8 9 10

```

OASIS RESULT:
1LNHM82W21Y669473

03/29/2003

10:47:32

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2001 TOWN CAR	BODY STYLE 4 DR SEDAN SIGNATURE	ENGINE 4.9L SOHC (ROMEO)	ENGINE CALIBRATION 1VC1S92A
TRANSMISSION 4R70W 4 SPD AUTO	AXLE CODE JY		

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 10/03/2001	BUILD DATE 01/11/2001	SALE MILEAGE 00010
--	---------------------------------	------------------------------

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAD A CUDL CONTACT CLOSED WITHIN THE PAST 180 DAYS

FIELD SERVICE ACTIONS

02N01 CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.
 PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE
 TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000
 MILES, WHICHEVER OCCURS FIRST, TO THE BASE WARRANTY.

EXTENDED COVERAGES

0875 - USA 36730 MAINT-NORMAL AVAILABLE AT LINCOLN CLERK ONLY

STANDARD DEDUCTIBLE: 0

OWNER NAME: VALUED LINCOLN CUSTOMER

OPTIONS:

EXPIRATION DATE: 02/03/2005

DISTANCE: 40,000

RENTAL: 0 UP TO 0 DAYS

TOWING: 0

CONTRACT SOLD BY: USA 48440

ESP CONTRACT START DATE: 10/03/2001

REPAIR HISTORY

04/21/2003 DEALER: BIL Colwell Ford Inc

WARRANTY CLAIM NUMBER: 006318

ODOMETER: 031134M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	WORKBOOK CODE	CONDITION DESC
1W1Z 14032140	FOR BAG DIAGNOSTIC M	001	140320	48	DOES NOT OPERATE PRO
1W1Z 6484170A8	COVER PRT BT BACK	001	1403201		

PERZB1107BAA	MODULE AIR BAG	001	120008		
YUWZ 14572BAA	WIRE ASY - SEAT BACK	001	44418AB		
1UWZ 145B4BAA	SENSOR-SIDE AIR BAG	001	82800AB		
1UWZ 145B4BAA	SENSOR-SIDE AIR BAG	001			

AND RESTRAINT CONTROL MODULE NO CAUSE FOUND TO IDENTIFY CAUSE FOR AIR BAG TO DEPLOY

04/03/2003 DEALER: John Deery Motors Inc

WARRANTY CLAIM NUMBER: 371309

ODOMETER: 030684M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
SET 0001B	ELEMENT ASY-ACE CLEA	001	M830	02	FREIGHT/POSTAGE/MAIN
PERZ 015BA	FILTER ASY FUEL	001			
NOZ11FL1807		002			
XT 00M		010			
FLAZ 0731BD	ELEMENT ASY OIL FLT	001			
XD 0W000P		000			
MAINT	VEHICLE MAINTENANCE	000			

30864 PERFORMED LINCOLN 30,000 MILE SERVICES

01/28/2003 DEALER: John Deery Motors Inc

WARRANTY CLAIM NUMBER: 387833

ODOMETER: 027082M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
EXT 0070	MOTORCRAFT BATTERY	001	W840	02	CONNECTION FLOOR-VC
		000	100001		

27002 BATTERY FAILED PERFORMED BATTERY TEST AND FAILED ACES CODE HC8EK DTC CODE B48D4F REPLACED BATTERY AND RETESTED O.K.

01/07/2003 DEALER: John Deery Motors Inc

WARRANTY CLAIM NUMBER: 388846

ODOMETER: 028888M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
FLAZ 0731BD	ELEMENT ASY OIL FLT	001	M830	02	FREIGHT/POSTAGE/MAIN
XD 0W000P		000			
MAINT	VEHICLE MAINTENANCE	000			

28340 PERFORMED LINCOLN 25,000 MILE SERVICES

10/11/2002 DEALER: John Deery Motors Inc

WARRANTY CLAIM NUMBER: 381545

ODOMETER: 020284M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
FLAZ 0731BD	ELEMENT ASY OIL FLT	001	M830	02	FREIGHT/POSTAGE/MAIN
XD 0W000P		000			
MAINT	VEHICLE MAINTENANCE	000			

20284 PERFORMED COMPLIMENTARY SERVICE 20K

07/05/2002 DEALER: John Deery Motors Inc

WARRANTY CLAIM NUMBER: 355535

ODOMETER: 015384M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
PLA2031ED	ELEMENTARY OIL FLT	001	MADE	02	PLA2031ED
NO 000000P		000			
MAINT	VEHICLE MAINTENANCE	000			

15354 PERFORMED LINCOLN 15000 MILE SERVICE.

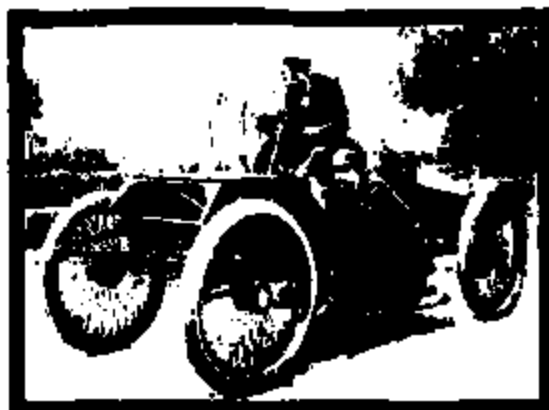
END OF QASIS REPORT FOR 1LNHM02W01Y0000473

Update dealership information in GOLDD; Update dealer personnel information in STARS

Print Dealer Detail Print All Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PLA Code	Sales Code
41-CHICAGO	41-CHICAGO	F	D2	03479	F41761
Dealer Name: BILL COLWELL FORD INC Dealer Address: 238 WATERLOO ROAD HUDSON IA 50643 Dealer Main Phone: 319-988-4153 Dealer Service Phone: 319-988-4153					
Position			Employee Name		
DEALER/PARTNER			WILLIAM D COLWELL		
PARTS MANAGER			CHRIS F MC CULLEY		
SALES MANAGER			MICHAEL V MCKESH		
SALES MANAGER			WILLIAM B BUTCHER		
SERVICE MANAGER			LAVERNE O TRADL		

[.../cudlissuedetailregion.asp?tabinfo=dealer&Dealer=F41761&PACode=03479&PAGE=PA&TAR7303](http://cudlissuedetailregion.asp?tabinfo=dealer&Dealer=F41761&PACode=03479&PAGE=PA&TAR7303)



"100th Anniversary"

Bill Colwell Ford-Isuzu
"Clearly a Better Place"

238 Waterloo Road

Hudson, LA 50643

Phone (319) 988-4153

Fax (319) 988-4202

sales-ford@billcolwellford.com

ATTN: *Marquie*

DATE: *7/1/03*

PAGES: *3*

FROM:

RE:

MEMO: [REDACTED]

Plate #1343
Dealer Code 41F761

Bill Colwell

238 Waterloo Road • P.O. Box 270
HUDSON, IOWA 50643
Phone (319) 988-4153
1-800-300-8950
Fax (319) 988-4202

ISUZU

ISUZU

THE SELLER DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE INCLUDED LATER SERVICE OF AS TO THIS SERVICE AND ANY PARTICULAR PARTS, ANY SERVICE, OR ANY OTHER SERVICE.

RECOMMENDED SERVICES

DATE	SERVICE	MI				
00FOZ30K	30,000 MILE SERVICE	MI				

SERVICE HISTORY

DATE	SERVICE	MI				

SALESPERSON NO.

SERVICE

STATE REGISTRATION

MODEL ☐ DELIVER ☐ RIDE ☐ PARTS	01/LINCOLN/TOWN CAR/4 DOOR SEDAN	2333254	0421/03
WATERLOO, IA	POZZ	Y	Y
08:03am 04/21/03 06:00pm	LAVINE TRAIL		

DRIVERS SIDE AIR BAG WENT OFF WHILE DRIVING

Fixed part

Anghead 13

Int. Tr. 52

563-9059002

Fox C

563-289-1364

YOU AGREE THAT THE SELLER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE INCLUDED LATER SERVICE OF AS TO THIS SERVICE AND ANY PARTICULAR PARTS, ANY SERVICE, OR ANY OTHER SERVICE.

DATE OF SALE: 04/21/03

SALESPERSON: [Signature]

DATE OF SERVICE: 04/21/03

SALESPERSON: [Signature]

DATE OF SERVICE: 04/21/03

SALESPERSON: [Signature]

DATE OF SERVICE: 04/21/03

SALESPERSON: [Signature]

DATE OF SERVICE: 04/21/03

SALESPERSON: [Signature]

DATE OF SERVICE: 04/21/03

SALESPERSON: [Signature]

JUL 21 2003 15:43

BU 71 Accell threshold exceeded
crash data memory Full

Install a new ECU and
impact sensors

Alt. CE Air bag
went off by itself
Left Front side Air bag
Test ECM

Cont. 0231

in board Pass

CF flying test to airplane

all associated parts

RAE ECM

forward drivers seat

Install new Air bag + seat

ECU on seat

forward passenger seat do

all cockpit work

to airplane Both side impact

crash sensors, Right + Left

with correct
operation C/PK.

PARTS DEPT

PARTS DEPT

1612 54 WEEK 7

IS DEPT.

RETURNED

ANIC

611P10AA



158A

64417

611 D10

148720

148331

148345

REC'D JUN 10 2003

Please fax your reports to 362-646-6744 when completed or mail it to the address on the attached letter. Fax is preferred for timing reasons. (If mailed, PLEASE RETAIN A COPY FOR YOUR RECORDS.)



Attn: Service Manager - Immediate Action Required

Case Open Date: 06/29/2003
Case Number: 381041113
Region Number: 41
Dealer Name: BILL COLWELL FORD

Owner's Name: [REDACTED]
Model Year: 2001 Vehicle Model: TOWN CAR
VIN: 1LNHME2W21Y669473
Current Mileage: 37,334

- 1.) Have you or someone from your department spoken with the customer about the concern(s) listed on customer's application? Yes ☒ No ☐

Please explain: Drivers Side Air Bag Deployed While Driving

- 2.) Have you or someone from your department inspected or test driven the vehicle for the concern(s) listed on the application? Yes ☒ No ☐

Please explain: LH Side Air Bag Deployed

- 3.) Does this vehicle show signs of abuse or lack of maintenance? ☐ Yes ☒ No
If yes, please explain: _____

- 4.) Has a Ford Market Area Team member (CRM, FRM or DCRM) been involved? Yes ☒ No ☐
If yes, how? Called C. G. to report concern and on FRM asked for Parts Return to him

- 5.) Was the customer offered a loaner or other courtesy transportation during service? Yes ☒ No ☐

- 6.) How many days has the vehicle been out of service for the Ford warranty concern(s) listed on the customer's application? 5

- 7.) What additional actions, if any, have been taken to assist with the customer's concern(s)? Waited about 5 days for all of the parts. Customer wants the car brought back. The car is still here

Signature: John T. [Signature] Title: Service Manager Date: 6/30/03

Please attach any additional comments on a separate page.

Damage Repair History Summary

Model: **TOWN CAR**

Customer: [REDACTED] VIN: **1LNH882W21Y683473**

WARRANTY ☐ 3/36 Bumper to Bumper ☒ 4/50 Bumper to Bumper ☐ 5/100 PowerStroke Diesel Engine Warranty (\$100 Deductible)

FORD ESP ☐ PremiumCare ☐ EdgeCare ☐ BaseCare ☐ PowerPlayCare ☐ RentalCare ☐ MaintenanceCare

Expiration Date: _____ Miles: _____ PLEASE INDICATE TYPE ☐ Goodwill ESP ☐ Retail ESP

NON-FORD ESP ☐

RD Number	Date In	Date Completed	Total Days	Mileage	Customer's Concern	Action Taken	How Paid? (Warranty / Retail / Deductible)
66318	4/21	4/25	5	31134	Air Bag	L.H. Side air bag Deployed	Warranty / Retail / Deductible

Please describe, in detail, and attach additional reports

Revised: 7/01

2001 TOWN CAR SIGNATURE 4-DOOR 41615'00 38633'00
 F2 MEDIUM CHARCOAL GREEN CC MET
 S2 LT GRAPHITE LEATHER ST SURFACE
 90W .4.6L EFI V6 ENGINE NC NC
 440 ELECTRONIC AUTO O/D TRANS NC NC
 T30 P228/60R 16S ALL SEASON SW NC NC
 153 FRONT LICENSE PLATE BRACKET NC NC
 428 HIGH ALTITUDE PRINCIPAL USE NC NC
 467 HEATED SEATS 408'00 148'00
 TOTAL VEHICLE & OPTIONS 42015'00 38781'00
 DESTINATION & DELIVERY 748'00 748'00
 SCHEDULE A (MEMO) .00

TOTAL FOR VEHICLE 42760'00

13 U.S. GAL GAS FACTORY 33'00
 PRICED DORA
 BATCH-ID 1A10109033 W RD X
 PRICE LEVEL 130010002 VIN: 111000000111669473
 SHIPPING WEIGHT 3926 LBS.

*****REINVOICED PRIOR TO PLANT RELEASE*****

THIS INVOICE MAY NOT REFLECT THE FINAL COST OF THE VEHICLE IN VIEW OF THE POSSIBILITY OF FUTURE REPAIR ALLOWANCES, DISCOUNTS AND INCENTIVE AWARDS FROM FORD MOTOR CREDIT TO THE DEALER.

FORM/MSA ASSESSMENT	INVOICE TOTAL	LESS ALLOWANCE AMOUNT	LESS FINANCE CHARGE AMOUNT	LESS AVOIDANCE AMOUNT (FPA COST)	A PLAN
420.00	39979.00	840.00		39139.00	18182.00
840.00	8.00	348.00	.00	832.00	37873.00

SOLD TO: Kurt Lincoln Mercury 55A120
 100 Bayview
 Aurora CO 80010

2 1311 CO RK08

SHIP TO (IF OTHER THAN ABOVE)

01 18 01 33-2012 23 00

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO. 111000000111669473 FINAL ASSEMBLY POINT WISCONSIN
 111000000111669473 1L M82 20010110 010110 1A101 W 130 55A120 Ford Motor Credit 000001

2 3979.00 KUT

THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLE ONLY

DEALER'S COPY

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 30-JUN-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DES	CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CMT	TIS	ORT	WCC	PREF	BASE	SUFF	VRT	WFG	CCC	CD
11NIM82W21Y66471	VB	CVC	CM	CPC	CNR	CB	BA	CDD	CVM	11-01-01	03-10-01	355120	USA	0	*	*	*	*	*	SXX	V00	*	*
AWS Chain Key:	2762633	Doc #:	05334051		Tra Code:		04521	Labour Hrs:	2.4	Labour Cost:		142.80	Material Cost:	67.2	Total Cost:	210.00							
Dir C'd Sub C'd:	10472 *	Name:	BLIRT LINCOLN MERCURY				Pls	301-300000	Sh BA	Ctry C'd:	USA	Reg C'd:	MA	Repe Date:	17-JUL-2001	DEST (Mile):	10						
Cost Comments:																							
Tech Comments:																							
11NIM82W21Y66471	VB	CVC	CM	CPC	CNR	CB	BA	CDD	CVM	11-01-01	03-10-01	355120	USA	1	*	SS13	RTS2	9830	JA	S11	V40	D13	03
AWS Chain Key:	5561053	Doc #:	343173A		Tra Code:		307	Labour Hrs:	1.3	Labour Cost:		72.87	Material Cost:	0	Total Cost:	72.87							
Dir C'd Sub C'd:	10497 *	Name:	JOHN DEERE MOTORS INC				Pls	310-276200	Sh BA	Ctry C'd:	USA	Reg C'd:	MA	Repe Date:	04-DEC-2001	DEST (Mile):	909						
Cost Comments:	CHECK ENGINE LIGHT ON RUNS OK																						
Tech Comments:	7909 USED NOS TO RETRIEVE CODE P4037 FOLLOWED PPT T PSTS AND FOUND GAS CAP O RING TO BE OUT OF PLACE. RESET O RING																						
11NIM82W21Y66471	VB	CVC	CM	CPC	CNR	CB	BA	CDD	CVM	11-01-01	03-10-01	355120	USA	2	*	6Y01	*	MAINT	*	SXX	V00	A9	82
AWS Chain Key:	5000677	Doc #:	344183A		Tra Code:		02750	Labour Hrs:	.4	Labour Cost:		13.65	Material Cost:	7.00	Total Cost:	22.75							
Dir C'd Sub C'd:	10497 *	Name:	JOHN DEERE MOTORS INC				Pls	310-276200	Sh BA	Ctry C'd:	USA	Reg C'd:	MA	Repe Date:	20-DEC-2001	DEST (Mile):	4490						
Cost Comments:	1995 QUICK LUBE																						
Tech Comments:	4490 PERFORM LUBE																						
11NIM82W21Y66471	VB	CVC	CM	CPC	CNR	CB	BA	CDD	CVM	11-01-01	03-10-01	355120	USA	10	*	6Y01	*	MAINT	*	SXX	V00	A9	82
AWS Chain Key:	7591320	Doc #:	355535A		Tra Code:		00750	Labour Hrs:	9	Labour Cost:		11.99	Material Cost:	18.00	Total Cost:	34.05							
Dir C'd Sub C'd:	04047 *	Name:	JOHN DEERE MOTORS INC				Pls	310-276200	Sh BA	Ctry C'd:	USA	Reg C'd:	MA	Repe Date:	05-JUN-2002	DEST (Mile):	17504						
Cost Comments:	CHECK IN 15000 MILE RECTORIA PRE-11 SERVICE																						
Tech Comments:	15004 POST (REAR) LUB IN 15000 MILE SERVICE																						
11NIM82W21Y66471	VB	CVC	CM	CPC	CNR	CB	BA	CDD	CVM	11-01-01	03-10-01	355120	USA	13	*	6Y01	*	MAINT	*	SXX	V00	A9	82
AWS Chain Key:	1179200	Doc #:	361545A		Tra Code:		00750	Labour Hrs:	1	Labour Cost:		7.79	Material Cost:	18.00	Total Cost:	40.84							
Dir C'd Sub C'd:	10497 *	Name:	JOHN DEERE MOTORS INC				Pls	310-276200	Sh BA	Ctry C'd:	USA	Reg C'd:	MA	Repe Date:	21-JUN-2001	DEST (Mile):	70704						
Cost Comments:	20000 MILE LUB IN 21000 MILE PRE-11 SERVICE																						

ENR-014 0002

Tech Comments: 20254 PERFORMED COMPLIMENTARY SERVICE ZOK

11.N1IM82W21Y669471 VB CVC CM CPC CBR CB BA CDRU CVM 11-01-01 03-10-01 355120 USA 16 * 6Y05 * MAINT * SXX V08 A9* 82
 AWS Chain Key: 12681587 Doc #: 360355A Trs Code: 08735 Labor Hrs: 7 Labor Cost: 27.99 Material Cost: 18.06 Total Cost: 46.05
 Dr CA-Sub Cb: 10197 * Name: JOHN DEERY MOTORS INC Pk: 319-2776200 Sh 1A City Cb: USA Reg Cb: NA Rptg Date: 07-JAN-2003 BEST (Mile): 27990
 Cust Comments: LINCOLN 25000 MILE SERVICE
 Tech Comments: 26340 PERFORMED LINCOLN 25,000 MILE SERVICES

11.N1IM82W21Y669471 VB CVC CM CPC CBR CB BA CDRU CVM 11-01-01 03-10-01 355120 USA 17 * 7AM BXT 45 750 S09 V19 C25 X2
 AWS Chain Key: 12808253 Doc #: 367833A Trs Code: 283 Labor Hrs: 5 Labor Cost: 28.57 Material Cost: 78.15 Total Cost: 106.72
 Dr CA-Sub Cb: 10197 * Name: JOHN DEERY MOTORS INC Pk: 319-2776200 Sh 1A City Cb: USA Reg Cb: NA Rptg Date: 20-JAN-2003 BEST (Mile): 27962
 Cust Comments: THE VEHICLE HAD TO BE JUMP STARTED TO START
 Tech Comments: 37062 BATTERY FAILED PERFORMED BATTERY TEST AND FAILED ACES CODE HCAF6 DTI CODE 8404P REPLACED BATTERY AND RETESTED O K

11.N1IM82W21Y669471 VB CVC CM CPC CBR CB BA CDRU CVM 11-01-01 03-10-01 355120 USA 19 * 6Y05 * MAINT * SXX V08 A9* 82
 AWS Chain Key: 13764138 Doc #: 371389A Trs Code: 08735 Labor Hrs: 14 Labor Cost: 83.46 Material Cost: 90.25 Total Cost: 174.21
 Dr CA-Sub Cb: 10197 * Name: JOHN DEERY MOTORS INC Pk: 319-2776200 Sh 1A City Cb: USA Reg Cb: NA Rptg Date: 03-APR-2003 BEST (Mile): 2684
 Cust Comments: 30,000 MILE LINCOLN SERVICE
 Tech Comments: 30684 PERFORMED LINCOLN 30,000 MILE SERVICES

11.N1IM82W21Y669471 VB CVC CM CPC CBR CB BA CDRU CVM 11-01-01 03-10-01 355120 USA 19 * 6B09 1W12 148Y21 AC S08 V05 S38 42
 AWS Chain Key: 14262253 Doc #: 06431804 Trs Code: 084 Labor Hrs: 3.8 Labor Cost: 348 Material Cost: 776.8 Total Cost: 1124.8
 Dr CA-Sub Cb: 00479 * Name: BILLY COLWELL FORD INC Pk: 319-8864135 Sh 1A City Cb: USA Reg Cb: NA Rptg Date: 21-APR-2003 BEST (Mile): 31134
 Cust Comments: DRIVER SIDE AIR BAG WENT OFF WHILE DRIVING REPLACED DRIVERS SIDE AIR BAG, BULK AIR BAG CRASH SENSORS
 Tech Comments: AND RESTRAINT CONTROL MODULE NO CALLS FOUND TO IDENTIFY CAUSE FOR AIR BAG TO DEPLOY

Any comments? You can contact



webmaster

[Redacted]

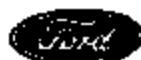
0013

0520021613 SDK ATLANTA

2003-014 0520

ESCALATED CONCERN - VEHICLE

MULLINAX

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED**DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW**

Note: this form is for RETAIL vehicles ONLY

Fleet vehicles need to be referred to the North American Fleet Service Office @ 800-343-5336

DEALER INFORMATION:

Requesting Dealer: Mullinax Lincoln-Mercury, P.O. 10311 Region & State: Atlanta, Tennessee
 Contact Person: Terry Walker / Phil Varnell Phone # 423-472-4501

CUSTOMER/VEHICLE INFORMATION:

New or Used: New WSD 10/10/2000 Year/Model: 01 Toyota Cam
 VIN: 16NHN732451Y620265 Weight: 33,263
 Customer Name: [REDACTED]
 Address: [REDACTED]
 City: Cleveland County: Bradley State: TN Zip Code: [REDACTED]
 Home Phone: [REDACTED] Work Phone: [REDACTED]

DETAILS of INCIDENT:Incident Involves (circle all that apply): Accident: ☒ Fire: ☒ Injury: ☒ Vehicle Abandon: ☒ Stolen: ☒Date of Incident: 6/9/03

Is customer alleging a permanent defect caused the incident? ☒ If yes, what type & extent: Driver's seat side airbag blew out while driving - his face & torso were thrown over something to cause air bag to deploy, contrary to NHTSA opinion

Was a police report filed? ☒ If yes, where: [REDACTED]Has the insurance company been contacted? ☒ What did the insurance company advise? [REDACTED]Name and phone number of owner's insurance company & agent's name: [REDACTED]If the vehicle is a conversion unit, who is the coach builder? [REDACTED]City: [REDACTED] State: [REDACTED] Zip: [REDACTED]**RESOLUTION that CUSTOMER is SEEKING:**Customer wants vehicle repaired under warrantyPROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER - ATTACHMENTS? ☒ PAGES: 1

Fax to: (313) 845-5500, (313) 845-5500 or (313) 845-5500

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:
Address: [REDACTED] CLEVELAND TN [REDACTED]
Country: USA Language: EN
Cell Phone: Paper:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

ENR3-014 0007

VIN: 1LNHM82W51Y620865

Contract: 1 Of

Status: Active

-----ESP Purchase Details-----

Purchaser: VALUED LINCOLN CUSTOMER

Expiration Date: 2004-02-10

Plan Type: USA 36/36 MAINT-NORMAL AVAILABLE AT LINCOLN DURS ONLY

Plan Year: 2001

Expiration Miles: 40,000

Selling Dealer:

Deductible:

Towing Allowance:

Rental:

Purchase Type: N

Options:

-----ESP Cancellation Details-----

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

-----Recall Information-----

-----Campaign-----

Number	Type	Description	Status	Status Date	Dealer Code
00L12	L	TIRE	FORCED COMPLETION	2001-11-21	AUTOC
00SS3	S	CRASH SENSOR	COMPLETE	2001-02-08	10311
01S21	S	SEAT BELT	COMPLETE	2001-08-14	10311
01V05	X	SEAT BELT	CAMP-PROG SUPERCEDED	2001-11-12	
02MD1	O	EGR PRES SEN	RELEASED FOR MAILING	2003-01-11	L26105

E000-014 0200

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1LNJME2W51Y520865 Vch Line: CVC - LINCOLN TOWN CAR (FNI45) [98-04] Eng Serial No: *
 Model Year: 2001 Marked Derived: CM - MERCURY DIVISION DERIVATIVE Body Shell: *
 Vch Type: C Drive Code: C/B - 2 WHEEL REAR DRIVE Engine: C/VN - R-M 4.6L SOHC IFF NA CIVI G-MP
 Inv. Dealer: 10311 Body Cab Style: CFC - 4 DOOR SEDAN-6 LITE Transmission: C/TU - 4 SPD AUTO 1R NAAD ALDEW/4R70W
 Version/Series: CBR - SIGNATURE VERSION

BUILD INFORMATION:

Region: NA - 000000000 Plan: NA - WEXOM PLAN 1 BUILD
 Country: USA - 000000000 Prod Date: 08-SEP-2000

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 326105 *
 Country: USA - 000000000 Selling Dtr St/Prov: TN
 Buyer M/Prov: IN
 Arrival Date: 10-DEC-2000 Red Carpet Lease: *
 Sale Date: 10-DEC-2000 Fleet/Retailer's Lease: R
 Warranty Start Date: 10-DEC-2000 Modified Vehicle: *
 Orig Warranty Date: 10-DEC-2000 Resequenced Vehicle: * Vehicle Export Flag: N

VOC/EC:

1 2 3 4 5 6 7 8 9
 00111400000 1 2 0510002 3 1 4 5 6 7 8 9
 10000000000 1 2 3 4 5 6 7 8 9

INSTALLED OPTION INFORMATION:

Vch Condition: 1 1 Vch Air Conditioner: 1 Vch 4 wheel
 Air Conditioner: 1 Vch 4 wheel: 1
 Air Conditioner: 1 Vch 4 wheel: 1
 Air Conditioner: 1 Vch 4 wheel: 1
 Air Conditioner: 1 Vch 4 wheel: 1

Axis Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	65	Paint:	PNDJG - LT. PARCHMENT GOLD CK
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	BF - FLE LUXURY SIGNAL STRCT/CLK
Calibration Code:	1VC1SD0A	Sound System:	AE - AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Steer Tandom Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	A1 - MICHELIN
Delivery Type:	0	Tire Size:	DJITU - P235/60R-16 BSW A-S
Drivetrain Code:	*	Traction Control:	AB - ANTI-SPIN TRACT BRAKES W/CTVD
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LI:	*	RI:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	CAH - CAH
ESP Coverage(Miles):	*	Emission Cert Type:	S
ESP Coverage(Time):	*	Emission Decal Suffix:	HSZ
ESP Plan Year:	*	Engine Family:	11M(XV046VF)
ESP Signature Date:			

Standard Claims List For Model Year 2001

VIN	VISIT LINE	MRK DERIV	BODY CAR	VER SERIES	DRIVE TYPE	FLT CD	TRC CD	ENG CD	PROD DATE	WORK DATE	SELLING DEALER	SELL CNT	TIS	WCV	CPSC_6	PREF	BASE	SUFF	CCC	CD	INST (Miles)
	CVC	CM	CPC	CBR	C/B	BA	C/DU	C/VN	08-SEP- 2000	10-OCT- 2000	326105	USA	3	SG05	040001	*	1001	*	1026	W6	1534
AWS Claim Key: 458872 Trc Code: Labor Hrs: 1.1																					
Dir C'd Sub C'd:		10311.*	Name: MULLINAX LINCOLN MERCURY SALES, INC.		Ph: 423-4766501		St: TN		City C'd:		USA Reg C'd:		NA		Repr Date: 03-JAN- 2001		Doc #: 12655401				
Cust Comments:		CUSTOMER REQUESTS 2 WHEEL ALIGNMENT PULL TO THE RIGHT																			
Tech Comments:		PERFORMED CHECKED AND ALIGNED VEHICLE																			
	CVC	CM	CPC	CBR	C/B	BA	C/DU	C/VN	08-SEP- 2000	10-OCT- 2000	326105	USA	3	SK01	040001	*	1007	*	1125	42	2296
AWS Claim Key: 713458 Trc Code: Labor Hrs: 0																					
Dir C'd Sub C'd:		10311.*	Name: MULLINAX LINCOLN MERCURY SALES, INC.		Ph: 423-4766501		St: TN		City C'd:		USA Reg C'd:		NA		Repr Date: 08-11-11- 2001		Doc #: 12712501				
Cust Comments:		PULL TO THE LT																			
Tech Comments:		DRIVE VEHICLE AND CAR DID NOT PULL.																			
	CVC	CM	CPC	CBR	C/B	BA	C/DU	C/VN	08-SEP- 2000	10-OCT- 2000	326105	USA	3	2104	040015	*	1006	*	1129	42	2296
AWS Claim Key: 719191 Trc Code: Labor Hrs: 0																					
Dir C'd Sub C'd:		10311.*	Name: MULLINAX LINCOLN MERCURY SALES, INC.		Ph: 423-4766501		St: TN		City C'd:		USA Reg C'd:		NA		Repr Date: 28-11-11- 2001		Doc #: 12712502				
Cust Comments:		LT FRONT POWER SEAT WONT WORK AT TIMES																			
Tech Comments:		PERFORMED TEST AND COULD NOT FIND ANY PROBLEM WITH SEAT																			
	CVC	CM	CPC	CBR	C/B	BA	C/DU	C/VN	08-SEP- 2000	10-OCT- 2000	326105	USA	3	*	*	*	*	*	*	*	2296
AWS Claim Key: 713157 Trc Code: 08551 Labor Hrs: 1																					
Dir C'd Sub C'd:		10311.*	Name: MULLINAX LINCOLN MERCURY SALES, INC.		Ph: 423-4766501		St: TN		City C'd:		USA Reg C'd:		NA		Repr Date: 08-11-11- 2001		Doc #: 12712501				
Cust Comments:		085510 CALL																			
Tech Comments:		PERFORMED RECALL																			
	CVC	CM	CPC	CBR	C/B	BA	C/DU	C/VN	08-SEP- 2000	10-OCT- 2000	326105	USA	3	0400	040015	*	1001	*	1125	42	2296
AWS Claim Key: 458715 Trc Code: Labor Hrs: 3																					
Dir C'd Sub C'd:		10311.*	Name: MULLINAX LINCOLN MERCURY SALES, INC.		Ph: 423-4766501		St: TN		City C'd:		USA Reg C'd:		NA		Repr Date: 20-11-11- 2001		Doc #: 12712501				
Cust Comments:		LEFT TRK SEATS PROGRAM WORKS PART TIME																			
Tech Comments:		CHECKED AND COIL IS NOT TRUCKS PROBLEM																			

2000-01A 0071

CVC	CM	CVC	CVR	C/B	BA	C/DU	C/VN	08-SEP-2000	10-OCT-2000	326105	USA	5	7007	170202	F4132	13466	A	129	01	375W	
AWS Chain Key: R33512 Trx Code: Labor Hrs: 9																					
Dir Cd-Sub Cd:	10311-*	Name:	MULLINAX LINCOLN MERCURY SALES, INC.	Ph:	423-4766501	St:	TN	Ctry Cd:	USA	Reg Cd:	NA	Regr Date:	20-APR-2001	Doc #:	12728202						
Cost Comments:	PASS DOOR LIGHT NOT WORKING																				
Tech Comments:	REPLACED BULB																				
CVC	CM	CVC	CVR	C/B	BA	C/DU	C/VN	08-SEP-2000	10-OCT-2000	326105	USA	7	2005	011405	*	RECAL	*	E29	42	5699	
AWS Chain Key: J18541 Trx Code: Labor Hrs: 1.3																					
Dir Cd-Sub Cd:	10311-*	Name:	MULLINAX LINCOLN MERCURY SALES, INC.	Ph:	423-4766501	St:	TN	Ctry Cd:	USA	Reg Cd:	NA	Regr Date:	27-APR-2001	Doc #:	12836001						
Cost Comments:	SERVICE ENGINE SOON LIGHT IS ON																				
Tech Comments:	PERFORMED TEST AND REPROGRAMMED PCM																				
CVC	CM	CVC	CVR	C/B	BA	C/DU	C/VN	08-SEP-2000	10-OCT-2000	326105	USA	7	2004	008615	*	EMAL	*	L29	42	5699	
AWS Chain Key: J40887 Trx Code: Labor Hrs: 5																					
Dir Cd-Sub Cd:	10311-*	Name:	MULLINAX LINCOLN MERCURY SALES, INC.	Ph:	423-4766501	St:	TN	Ctry Cd:	USA	Reg Cd:	NA	Regr Date:	27-APR-2001	Doc #:	12814002						
Cost Comments:	THE MIP INDICATOR WENT TOTALLY OFF YESTERDAY AND READING W/ MIPU SEEMS OK NOW																				
Tech Comments:	PERFORMED TEST AND REPROGRAMMED CLUSTER WITHIN WBS																				
CVC	CM	CVC	CVR	C/B	BA	C/DU	C/VN	08-SEP-2000	10-OCT-2000	326105	USA	8	7K11	130101	YW12	10849	AA	AB5	42	6340	
AWS Chain Key: 1091675 Trx Code: Labor Hrs: 5																					
Dir Cd-Sub Cd:	10311-*	Name:	MULLINAX LINCOLN MERCURY SALES, INC.	Ph:	423-4766501	St:	TN	Ctry Cd:	USA	Reg Cd:	NA	Regr Date:	04-MAY-2001	Doc #:	12814002						
Cost Comments:	MIPU IS BLANK WHEN YOU RESET IT IT STAYS FOR A WHILE AND THEN GOES BACK BLANK																				
Tech Comments:	PERFORMED TEST AND REPLACED CLUSTER AFTER CALLING HOT LINE #1888001																				
CVC	CM	CVC	CVR	C/B	BA	C/DU	C/VN	08-SEP-2000	10-OCT-2000	326105	USA	6	6101	001201	*	MDJ120	*	NT1	07	6340	
AWS Chain Key: J47810 Trx Code: Labor Hrs: 7																					
Dir Cd-Sub Cd:	10311-*	Name:	MULLINAX LINCOLN MERCURY SALES, INC.	Ph:	423-4766501	St:	TN	Ctry Cd:	USA	Reg Cd:	NA	Regr Date:	04-MAY-2001	Doc #:	12854001						
Cost Comments:	THERE IS A RATTLE SOUNDING FROM AREA																				
Tech Comments:	REPAIR 6 CRUISE BRKYS AT BACK OF DASH ASSY																				
CVC	CM	CVC	CVR	C/B	BA	C/DU	C/VN	08-SEP-2000	10-OCT-2000	326105	USA	8	7K12	120155	FWY	10106	A	105	42	6140	
AWS Chain Key: J172110 Trx Code: Labor Hrs: 6																					
Dir Cd-Sub Cd:	10311-*	Name:	MULLINAX LINCOLN MERCURY SALES, INC.	Ph:	423-4766501	St:	TN	Ctry Cd:	USA	Reg Cd:	NA	Regr Date:	04-MAY-2001	Doc #:	12814001						
Cost Comments:	AIR IS NOT COOL ENOUGH																				
Tech Comments:	THERMOSTAT AND FAN AND VENTILATION SWITCH																				

2000-016 0872

C/V	CM	C/C	C/R	C/B	BA	CAU	C/VN	08-SEP-2000	10-OCT-2000	326105	USA	9	6Y07 01001	541003R	AKS	42	8189						
AWS Claim Key:		201876		Trx Code:		E93		Labor Hrs:		8													
Dir Cd-Sub Cd:		10311-*		Name:		MULLINAX LINCOLN MERCURY SALES, INC		Ph:		423-4766501		St: TN		City Cd:		USA Reg Cd:		NA		Reps Date: 11-JUN-2001		Doc #12405202	
Cust Comments:		INSTRUMENT CLUSTER IS MESSING UP AGAIN																					
Tech Comments:		TESTED CLUSTER REMOVED DASH REPAIRED HAD CONNECTION REINSTAL DASH AND CLUSTER AND RETESTED CALLED FIRESTONE #11189001																					
C/V	CM	C/C	C/R	C/B	BA	CAU	C/VN	08-SEP-2000	10-OCT-2000	326105	USA	11	6Y05 00001	MAINT	A9	82	1187						
AWS Claim Key:		244867		Trx Code:		08755		Labor Hrs:		7													
Dir Cd-Sub Cd:		10311-*		Name:		MULLINAX LINCOLN MERCURY SALES, INC		Ph:		423-4766501		St: TN		City Cd:		USA Reg Cd:		NA		Reps Date: 14-ASH-2001		Doc #13008601	
Cust Comments:		10,000 MILE SERVICE																					
Tech Comments:		PERFORMED 10,000 MILE SERVICE																					
C/V	CM	C/C	C/R	C/B	BA	CAU	C/VN	08-SEP-2000	10-OCT-2000	326105	USA	11											
AWS Claim Key:		2015993		Trx Code:		01521		Labor Hrs:		3													
Dir Cd-Sub Cd:		10311-*		Name:		MULLINAX LINCOLN MERCURY SALES, INC		Ph:		423-4766501		St: TN		City Cd:		USA Reg Cd:		NA		Reps Date: 14-ASH-2001		Doc #13008601	
Cust Comments:		RECALL 01521																					
Tech Comments:		PERFORMED RECALL																					
C/V	CM	C/C	C/R	C/B	BA	CAU	C/VN	08-SEP-2000	10-OCT-2000	326105	USA	14	6Y05 00001	MAINT	A9	82	1520						
AWS Claim Key:		2491465		Trx Code:		08755		Labor Hrs:		9													
Dir Cd-Sub Cd:		10311-*		Name:		MULLINAX LINCOLN MERCURY SALES, INC		Ph:		423-4766501		St: TN		City Cd:		USA Reg Cd:		NA		Reps Date: 08-MAY-2001		Doc #13154501	
Cust Comments:		PERFORM 15,000 MILE SERVICE																					
Tech Comments:		PERFORMED 15,000 MILE MAINT																					
C/V	CM	C/C	C/R	C/B	BA	CAU	C/VN	08-SEP-2000	10-OCT-2000	326105	USA	18	6Y05 00001	MAINT	A9	82	17975						
AWS Claim Key:		2117018		Trx Code:		08755		Labor Hrs:		7													
Dir Cd-Sub Cd:		10311-*		Name:		MULLINAX LINCOLN MERCURY SALES, INC		Ph:		423-4766501		St: TN		City Cd:		USA Reg Cd:		NA		Reps Date: 07-MAR-2002		Doc #13925101	
Cust Comments:		30,000 MILE SERVICE, FOR ANOTHER CYCLE WITH 4 TIMES CHECK TIONS AND TITERS																					
Tech Comments:		PERFORMED 30K SERVICE																					
C/V	CM	C/C	C/R	C/B	BA	CAU	C/VN	08-SEP-2000	10-OCT-2000	326105	USA	20	6Y05 00001	MAINT	A9	82	29377						
AWS Claim Key:		2117018		Trx Code:		08755		Labor Hrs:		13													
Dir Cd-Sub Cd:		10311-*		Name:		MULLINAX LINCOLN MERCURY SALES, INC		Ph:		423-4766501		St: TN		City Cd:		USA Reg Cd:		NA		Reps Date: 10-JUN-2002		Doc #13925101	
Cust Comments:		PERFORM 30,000 MILE SERVICE																					
Tech Comments:		PERFORMED 30,000 MILE SERVICE																					

2000-014 0073

C/V/C	E/M	C/F/C	C/Z/R	C/D	HA	C/D/U	C/V/N	08-SEP-2000	10-OCT-2000	326105	USA	31	2E05	100404	FBAC	9155	A	1996	108	J0857		
AWS Chain Key:		15734630	Vra Code:		USA	Labor Hire:		5														
Dir C/S-Sub C/S:		10311-*	Name:		MIDLINAX LINCOLN MERCURY SALES, INC		Ph:		423-4766501	St:		TN	City C/d:		USA	Reg C/d:		NA	Repr Date: 01-APR-2003		Doc #:	13855501
Cust Comments:		CHECK GAS LEAK ENG BACKFIRED CUST SMELLED WIRES BURNING																				
Tech Comments:		CHECK, REPLACE FUEL FILTER																				

2003-014 0074

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1LNHM82W51Y620865	2001	TOWN CAR	INDIVIDUAL RTL	Original Owner	Oasis Warranty History
 1LNLM81W0VY613002	1997	TOWN CAR	INDIVIDUAL RTL	Original Owner	Oasis Warranty History
 1FTDF15N4MNB02291	1991	F-SERIES	INDIVIDUAL RTL	Original Owner	No Oasis No Warranty History
 1FMCU14T6LUA47036	1990	BRONCO II	INDIVIDUAL RTL	Original Owner	No Oasis No Warranty History
 1FTBR10T1HUB32851	1987	RANGER	INDIVIDUAL RTL	Original Owner	No Oasis No Warranty History

2003-014 0979

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	26-ATLANTA	C	B4	10311	126105

Dealer Name: MULLINAX L-M SALES INC
 Dealer Address: 550 FIRST ST N W
 CLEVELAND TN 37311
 Dealer Main Phone: 423-476-6501

Dealer Service Phone: 423-476-6501

Position	Employee Name
DEALER/PARTNER	DONALD H MULLINAX
GENERAL MANAGER	CINDY R MULLINAX
PARTS MANAGER	BRYAN CAMPBELL
SALES MANAGER	ALAN MULLINAX
SERVICE MANAGER	PHILLIP K VARNELL

Service Hours

7:30 - 5:30 M-F FAX# 423-472-8259

Directions

Trained

Y

Additional Information

SELECT DEALER REGION

2003-014 0576

1578 02863 CINCINNATI

1578-014 1577

	DATE	TIME	TO/FROM	PHONE	TO/FROM	PHONE	TO/FROM
03	11-13	11:08	915147541788	915-13	0013	301	915-13

Ford Motor Company

FORD CUSTOMER SERVICE DIVISION
FAX TRANSMITTAL

DATE: November 13, 2003
TO: Steve Kreiger
PHONE: (614) 764-1414
FAX: (614) 764-1788

RE: [REDACTED]
Lincoln Town Car

FROM: Rochelle Graham
COMPANY: Ford Motor Co. - Consumer Affairs
DEPARTMENT: Litigation Prevention
PHONE: (313) 845-4637
FAX: (313) 845-6002

NUMBER OF PAGES INCLUDING FAX COVER SHEET: 1

Steve,
The generated approval code for [REDACTED]
repair date used was 2003/11/12. Please advise

Thank you.

210012001
JOSEPH - NARBAS
614-613-6570 PI

ROBERT LEONARD
cc - Central Office
Sending KC.

DMRACBGM *** FORM ACBS 1. Prior Approval Log Screen *** 2003/11/13 11:13:11
 Aprvl Cd: J01KU Field Cd: Log Status: A A-Approved P-Paid
 Remarks Type: C D-Dealer C-Confidential D-Deny D-Release H-Hold
 P&A Code: 10710 USA Dlr: Krieger Sawmill Lincoln-Mercury
 RO Nbr: 161773 Rpr Seq: B* Pgm Code: Rpr Date: 2003/11/13
 VIN: Odom: M Causal Part:
 ESPS Cover Cd: Plan: Str Mile: Str Date:
 ESPS Cover St: Used: Exp Mile: Exp Date:
 Aprvl Level: ***** INFORMATION ONLY: Y ***** CASH Percent
 Vat/Rqst Amt: Parts Parts %
 Rpr/Aprv Amt: 0000528.80 Labor Hrs: 00068.60 Labor %
 NADA/Max Amt: Misc Expn: Misc %
 Remain Amt: 0000528.80 Loan Days:
 ANALYST APPROVED LOANER VEHICLE EXPENSE DUE TO AIR BAG DEPLOYMENT.

Insp Rqst Date: Dlr Contact: Phone:
 Customer Name: Model Year: Model:
 Last Date Paid: Claim Pmt Amt: WSI: Market Code
 Creator: R. GRAHAM Date: 2003/11/13 Time: 11:13:11
 F1-Help F2=ESPS Contract F3=End F4=AWA Scale F5=History F6=Repair Detail
 F7=Prev F8=Next F9=Panel F10=Scroll Rmks F12=Return
 5112: ADD SUCCESSFUL



Sawmill Lincoln-Mercury, Inc.
2445 Billingsley Road
Columbus, Ohio 43235

21 27 2022 31 10



Phone: 614/764-1416

FAX SHEET

TO: Rachel

ATTN: _____

TIME: 10:15 AM

DATE: 11-12-03

OF PAGES 1 of 3

FROM: Steve Krieger

REMARKS: Re: [REDACTED]

OUR FAX# 614-764-1788

2003-014 0508

8885792

161773

Krieger

ACCOUNTING

KRIEGER SALES/RENTAL LINCOLN-MERCUARY AC
2485 BELLINGSLY ROAD
COLUMBUS OH 43235
(614) 754-1414 (800) 428-7330

COLUMBUS, OH

PAGE :

HOME:

PREP BY: 9849

SERVICE ADVISOR: 6563 CHRIS MACKENZIE

COLOR	YEAR	MAKE/MODEL	VIN	DOOR	MILEAGE	W/30	W/40
PEARL BLUE	01	LINCOLN TOWN CAR	1LNHMB2W2Y713035		2072/21072	T101	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	DATE	PAID	W/30
11OCT2001	30APR01		WAIT 17NOV03		69.95	CASH	12NOV03
R.O. OPENED	READY	OPTIONS:	STK:210390	DEL:46D096			

10:01 13OCT03 10:11 12NOV03 TRN:44U ELECTRONIC AUTO O/D TRANS 1)KEYLESS-2023-
LINE QPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST SET TOTAL

A AIR BAG ON PASS SIDE DEPLOYED WITH NO IMPACT, CUSTOMER SEEKING ANSWER
FOR THIS

REF REFER TO ANOTHER LINE OR ROW

8251 BAYLOUS, ROGER L. LIC#: 8251

CPD 0.65 0.00 0 0

0.00 0.00

VERSION 1 (EMP# 8358, 20OCT03 12:04): 21072

VERSION 2 (EMP# 8251, 27OCT03 10:57): 21072 NOS TEST TEST AIR BAG SYSTEM

CODES B1251, B2295

E HERTZ

CAUSE: RENTAL BILL WHILE DETERMINATION BEING MADE ABOUT AIR BAGS

LOANER LOANER CAR

8251 BAYLOUS, ROGER L. LIC#: 8251

WRENT 0.00 0.00 0 52880

528.80 528.80

PC: PART#: COUNT:

0 0 TPARTS

CLAIM TYPE:

AUTH CODE:

0 52880 TLABOR

VERSION 1 (EMP# 9849, 12NOV03 10:06): RENTAL BILL WHILE DETERMINATION
BEING MADE ABOUT AIR BAGS

C MULTI-POINT INSPECTION.

99P MULTI-POINT INSPECTION.

8251 BAYLOUS, ROGER L. LIC#: 8251

CPD 0.00 0.00 0 0

0.00 0.00

D** BALANCE OF LOANER BILL

CAUSE: TO PROVIDE ASSISTANCE TOWARD LOANER BILL

LOANER LOANER CAR

6017WRENT 0.00 0.00 0 0

0.00 0.00

PC: PART#: COUNT:

0 0 TPARTS

CLAIM TYPE:

AUTH CODE:

0 0 TLABOR

SUBL P0172081

WRENT

66880 14000

140.00 140.00

VERSION 1 (EMP# 9849, 12NOV03 10:10): TO PROVIDE ASSISTANCE TOWARD LOANER

DATE	TIME	DESCRIPTION	AMOUNT	TOTAL
11OCT2001	10:01	LOANER CAR	140.00	140.00
11OCT2001	10:01	PARTS AND LAB	0.00	0.00
11OCT2001	10:01	SAS, OR, LUM	0.00	0.00
11OCT2001	10:01	SURETY AMOUNT	0.00	0.00
11OCT2001	10:01	WRENT CHARGES	0.00	0.00
11OCT2001	10:01	TOTAL CHARGES	140.00	140.00
11OCT2001	10:01	LESS P.D. AND/OR A.C.	0.00	0.00
11OCT2001	10:01	SUBS TAX	0.00	0.00
11OCT2001	10:01	PLEASE PAY THIS AMOUNT	140.00	140.00

WARRANTY
KRIEGER SALES/RENTAL LINCOLN-MERCUARY AC
2485 BELLINGSLY ROAD
COLUMBUS OH 43235
(614) 754-1414 (800) 428-7330

8885-014 0001

8885792

161773

Krieger

ACCOUNTING

KRIEGER SALES & SERVICE, INC.
2445 BALLINGSLEY ROAD
COLUMBUS OH 43235
(614) 764-7414 FAX (614) 764-7414

COLUMBUS, OH

HOME:

PAGE 2

PREP BY: 9849

SERVICE ADVISOR: 6563 CHRIS MACKENZIE

COLOR	YEAR	MAKE/MODEL	VIN	DATE	SALES	WARRANTY
PEARL BLUE	01	LINCOLN TOWN CAR	11NFM82W21Y713035	10-27-03	11-12-03	12-03-03

DEL DATE	PROD DATE	WARR EXP	PROV SED	PC NC	DATE	SALES	WARRANTY
31OCT2001	30APR02		WAIT 17NOV03		62.95	CASH	

R.O. OPENED	READY	OPTIONS	STK: 210390	DLR: 46DC96
10-01-130-CT03	10-11-12NOV03	TRN: 440	ENGINE: 4.6L EFI V8 ENGINE	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
BILL											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-27-03	10:29	11:08	0.63	N	8251	A	
11-12-03	10:09	10:09	0.00	N	6017	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57000	0	0		77610	66880	66880	
10100	0	*****		11400	66880	*****	

COST, SALE, & COMP TOTALS 66880 66880 0

DESCRIPTION	AMOUNT
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SAS CHARGE	0.00
SUBST AMOUNT	0.00
WSC CHARGES	0.00
TOTAL CHARGES	0.00
TAXES AND FEES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X

WARRANTY
10-27-03

2003-014 0502

PRODUCT LIABILITY CHECKLIST

Required Documents

AWS Report
Mors III Opening Screen
Mors III Closing Screen
Offer/Denial letter (N/k)

YES

✓
✓
✓
✓

NO

Documents Required if Applicable

Email to CSM
Team Leader Approval
Dealer Request for Consumer Affairs
Review Form or Customer Letter
EAA, FSE and/or Dealer Inspection
R.A.V. Checklist
Recall History
NAVIS Report
Release Form
Service File
Sales File
Proof of ownership
Police/Fire report
Fax Confirmation
Kelly Blue Book

YES

✓
✓

NO

✓
✓
✓
✓
✓
✓
✓
✓
✓
✓
✓
✓
✓
✓
✓
✓
✓

Customer Name [REDACTED]

Case #: 1529792863

Vin #: 1LNHM82W21Y713035

DATE: 10/14/2003

Analyst: ROSEMARY GRAHAM

- 1) Missing Pass. Inj.
- 2) Inadvertent deployment
buses accident.

(713) 573-1005
337-1005

RO#:
161773

337-3323
#528.80

Originator to
CASE CHECK

[Handwritten notes in right margin, partially illegible]

- Not pursuing cars on fire
- Seeking someone to tell him that this is an issue with the company
- Nail drivers referred to dealer.

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 11-07-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC	PRF	BASE	SUFF	VRT	VFG	CUU	CD	
11N1M82W21Y710015	VB	CVC	C/M	CYC	C/R	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	346096	USA	1	*	7W07	3W12	15607	AA	S11	V43	D03	42
AWS Claim Key:	8897473	Doc #:	13650A	Trs Code:		1	Labor Hrs:	9	Labor Cost:				5637	Material Cost:	315	Total Cost:				8987			
Mr Ctl-Sub Ctl:	10710*	Name:	KRUEGER SAWMILL LINCOLN-MERCURY, INC				Ph:	614-7641414	St: OH	City Ctl:	USA	Reg Ctl:	NA	Reps Date:	02-NOV-2001	DIST(Mile):271							
Cost Comments:	INTERMITTENT CRANKS WONT FIRE																						
Tech Comments:	271 SHORTED PATS TRANSCIEVER CHECKED TO CONFIRM, WAS UNABLE TO CONFIRM CONCERN. EEC TESTED AND RECORDED CODE P1260, REPLACED PATS TRANSCIEVER. CLEARED CODE AND RECHECKED. ALL PASS CODES																						
11N1M82W21Y710015	VB	CVC	C/M	CYC	C/R	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	346096	USA	1	*	2E03	1W12	9F715	AA	S11	V43	D03	41
AWS Claim Key:	501891	Doc #:	13668A	Trs Code:		507	Labor Hrs:	6	Labor Cost:				1492	Material Cost:	4112	Total Cost:				8204			
Mr Ctl-Sub Ctl:	10710*	Name:	KRUEGER SAWMILL LINCOLN-MERCURY, INC				Ph:	614-7641414	St: OH	City Ctl:	USA	Reg Ctl:	NA	Reps Date:	07-NOV-2001	DIST(Mile):619							
Cost Comments:	INTERMITTENT NO CRANKS WONT START SEE STEVE																						
Tech Comments:	639 WDS TEST ALL PASS CODES FOUND AIR BYPASS VALVE STICKING R&R AIR BYPASS VALVE RETEST OK RIMD TEST OK																						
11N1M82W21Y710015	VB	CVC	C/M	CYC	C/R	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	346096	USA	1	*	5K06	*	1W12	*	S10	V43	D03	42
AWS Claim Key:	501891	Doc #:	13668B	Trs Code:		1	Labor Hrs:	15	Labor Cost:				9728	Material Cost:	23996	Total Cost:				11226			
Mr Ctl-Sub Ctl:	10710*	Name:	KRUEGER SAWMILL LINCOLN-MERCURY, INC				Ph:	614-7641414	St: OH	City Ctl:	USA	Reg Ctl:	NA	Reps Date:	07-NOV-2001	DIST(Mile):619							
Cost Comments:	CR TIRE VIBRATION 50 TO 60 MPH																						
Tech Comments:	490 OUT OF ROUND TIRES WARR TEST DRIVE TO VERIFY CONCERN AT HIGHWAY SPEEDS RAISE VEHICLE ON JACK AND INSPECT TIRES ROTATE. AND BALANCE. NOTHING POSSIBLE RUN OUT FROM TEST DRIVE AGAIN VIBRATION STILL APPARENT. RAISE VEHICLE ON JACK AGAIN. REMOVE ALL TIRES FROM VEHICLE AND INSPECT RIMMOUNT TIRES. TIRES HAVE EXCESSIVE HIGH SPOTS MARK TIRES 3MM OR MORE ON EACH TIRE. REPLACE TWO TIRES (X2)																						
11N1M82W21Y710015	VB	CVC	C/M	CYC	C/R	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	346096	USA	1	*	7K11	1W12	10B49	AA	S11	V43	D03	42
AWS Claim Key:	5147047	Doc #:	13710A	Trs Code:		1	Labor Hrs:	22	Labor Cost:				14267	Material Cost:	2751	Total Cost:				63777			
Mr Ctl-Sub Ctl:	10710*	Name:	KRUEGER SAWMILL LINCOLN-MERCURY, INC				Ph:	614-7641414	St: OH	City Ctl:	USA	Reg Ctl:	NA	Reps Date:	19-NOV-2001	DIST(Mile):1029							
Cost Comments:	CR NO START, CUSTOMER STATES IF HE WAITS FOR FULL PUMP TO STOP RUNNING, AND THEN START, VEHICLE STARTS EVERY TIME. SEE STEVE																						
Tech Comments:	1012 SHORTED HYBRID ELECTRONIC INST CLUSTER WARR. CYCLOMETER WORKING. TESTED AND RECORDED. CUSTOMER'S PUMP CHECKED. CUSTOMER'S PUMP WORKING. TEST AND WAS UNABLE TO FIND ANY ABNORMAL CONDITIONS. CYCLOMETER 150% AND 500%, REPLACE FIRST CLUSTER. PER SPECIAL SERVICE MESSAGE. REPROGRAMMED ALL KEYS AND RECHECKED TO VERIFY NO REPAIRS																						
11N1M82W21Y710015	VB	CVC	C/M	CYC	C/R	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	346096	USA	2	*	*	*	*	*	S11	V43	D03	42
AWS Claim Key:	5587136	Doc #:	13761A	Trs Code:		01521	Labor Hrs:	23	Labor Cost:				13619	Material Cost:	472	Total Cost:				20988			
Mr Ctl-Sub Ctl:	10710*	Name:	KRUEGER SAWMILL LINCOLN-MERCURY, INC				Ph:	614-7641414	St: OH	City Ctl:	USA	Reg Ctl:	NA	Reps Date:	05-DEC-2001	DIST(Mile):1117							
Cost Comments:	REPLACE SUPPLEMENTAL AIR																						
Tech Comments:	1009 REC ALL CHECKED PER RECALL. REPLACE FRONT HORN. RECALL RECALL RECALL. ASSEMBLIES																						

0000 010-0000

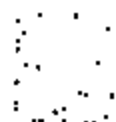
11NIM82W21Y71035	VB	CVC	C/M	C/F	C/B	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	346096	USA	2	*	6R01	*	5460044	*	S08	V03	S40	07
AWS Claim Key:	5679587	Doc #:	137781A	Trx Code:			1	Labor Hrs:	2	Labor Cost:			12.97	Material Cost:	0	Total Cost:							
Dir Cd-Sub Cd:	10710-*	Name:	KRIEGER SAWMILL LINCOLN-MERCURY, INC.	Plc:	614-7641414	St:	OH	City Cd:	USA	Reg Cd:	NA	Repr Date:	11-DEC-2001	DEST(Mile):	1532								
Cost Comments:	CUST STATES DRIVERS SEAT BELT BUCKLE FACING WRONG DIRECTION																						
Tech Comments:	1532 REMOVED SEAT INSTALLED BUCKLE CORRECT WAY RE INST LED SEAT																						
11NIM82W21Y71035	VB	CVC	C/M	C/F	C/B	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	346096	USA	4	*	7W04	F8DZ	13K601	BA	S06	V07	L15	42
AWS Claim Key:	6770767	Doc #:	129552B	Trx Code:			1	Labor Hrs:	2	Labor Cost:			12.97	Material Cost:	46.2	Total Cost:							
Dir Cd-Sub Cd:	10710-*	Name:	KRIEGER SAWMILL LINCOLN-MERCURY, INC.	Plc:	614-7641414	St:	OH	City Cd:	USA	Reg Cd:	NA	Repr Date:	06-FEB-2002	DEST(Mile):	2626								
Cost Comments:	REMOTE INOP																						
Tech Comments:	2626 SHORTED FOB CONFIRMED,CHECKED AND REPLACED KEY FOB, PROGRAMMED AND RECHECKED TO VERIFY CORRECT OPERATION																						
11NIM82W21Y71035	VB	CVC	C/M	C/F	C/B	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	346096	USA	7	*	6Y05	*	MAINT	*	SXX	V00	A9	82
AWS Claim Key:	8703521	Doc #:	143031A	Trx Code:			08755	Labor Hrs:	7	Labor Cost:			31.77	Material Cost:	18.06	Total Cost:							
Dir Cd-Sub Cd:	10710-*	Name:	KRIEGER SAWMILL LINCOLN-MERCURY, INC.	Plc:	614-7641414	St:	OH	City Cd:	USA	Reg Cd:	NA	Repr Date:	17-MAY-2002	DEST(Mile):	7729								
Cost Comments:	5800 MILES (8000 KMS) MAINT L																						
Tech Comments:	7729 REPLACED OIL FILTER ROTATED TIRES INSPECTION OK 32PSI ALL TIRES																						
11NIM82W21Y71035	VB	CVC	C/M	C/F	C/B	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	346096	USA	7	*	5V88	*	NPP	*	S10	V21	1D6	42
AWS Claim Key:	8703532	Doc #:	143031B	Trx Code:			1	Labor Hrs:	5	Labor Cost:			32.43	Material Cost:	0	Total Cost:							
Dir Cd-Sub Cd:	10710-*	Name:	KRIEGER SAWMILL LINCOLN-MERCURY, INC.	Plc:	614-7641414	St:	OH	City Cd:	USA	Reg Cd:	NA	Repr Date:	17-MAY-2002	DEST(Mile):	7729								
Cost Comments:	CK BRAKES PULL RIGHT ON WET PAVEMENT																						
Tech Comments:	7729 CHECK BRAKES PULL INSPECT BRAKES CALL GASEE CNV NPP																						
11NIM82W21Y71035	VB	CVC	C/M	C/F	C/B	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	346096	USA	11	*	6Y05	*	MAINT	*	SXX	V00	A9	82
AWS Claim Key:	10749763	Doc #:	147338A	Trx Code:			08755	Labor Hrs:	7	Labor Cost:			32.47	Material Cost:	18.06	Total Cost:							
Dir Cd-Sub Cd:	10710-*	Name:	KRIEGER SAWMILL LINCOLN-MERCURY, INC.	Plc:	614-7641414	St:	OH	City Cd:	USA	Reg Cd:	NA	Repr Date:	05-SEP-2002	DEST(Mile):	11931								
Cost Comments:	10800 MILES (16000 KMS) MAINT L																						
Tech Comments:	11931 L/OI TOPPED FLUIDS REMAIN ON FRT AND REAR 10000 MILE MAINT 32PSI																						
11NIM82W21Y71035	VB	CVC	C/M	C/F	C/B	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	346096	USA	15	*	6Y05	*	MAINT	*	SXX	V00	A9	82
AWS Claim Key:	12462497	Doc #:	151801A	Trx Code:			08755	Labor Hrs:	8	Labor Cost:			37.11	Material Cost:	18.06	Total Cost:							
Dir Cd-Sub Cd:	10710-*	Name:	KRIEGER SAWMILL LINCOLN-MERCURY, INC.	Plc:	614-7641414	St:	OH	City Cd:	USA	Reg Cd:	NA	Repr Date:	10-JAN-2003	DEST(Mile):	16195								
Cost Comments:	15000 MILES (24000 KMS) MAINT L																						
Tech Comments:	16195 L/OI AND ROTATE TIRES																						
11NIM82W21Y71035	VB	CVC	C/M	C/F	C/B	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	346096	USA	15	*	7H02	1W1Z	17428	BA	SXX	V00	A9	82
AWS Claim Key:	12462498	Doc #:	151801C	Trx Code:			08440	Labor Hrs:	2	Labor Cost:			13.26	Material Cost:	21.36	Total Cost:							
Dir Cd-Sub Cd:	10710-*	Name:	KRIEGER SAWMILL LINCOLN-MERCURY, INC.	Plc:	614-7641414	St:	OH	City Cd:	USA	Reg Cd:	NA	Repr Date:	10-JAN-2003	DEST(Mile):	16195								
Cost Comments:	WIPERS STRIP AND ADJ. WIPERS																						
Tech Comments:	16195 REPLACE / WIPERS																						
11NIM82W21Y71035	VB	CVC	C/M	C/F	C/B	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	346096	USA	25	*	10P1	251Z	91001	AA	S11	V04	122	07
AWS Claim Key:	15181501	Doc #:	150412A	Trx Code:			507	Labor Hrs:	5	Labor Cost:			11.1	Material Cost:	62.50	Total Cost:							
Dir Cd-Sub Cd:	10710-*	Name:	KRIEGER SAWMILL LINCOLN-MERCURY, INC.	Plc:	614-7641414	St:	OH	City Cd:	USA	Reg Cd:	NA	Repr Date:	18-JUL-2003	DEST(Mile):	19138								
Cost Comments:																							
Tech Comments:																							

Cost Comments: CHECK ENGINE LIGHT TROUBLES
Tech Comments: 19548 P0401 DPF.

11 N11M82W21Y71 R035 VB	CVC	C/M	CPC	C/BR	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	3460%	USA	21	*	6V05	*	MAINT	*	SXX	V10	A9*	62
AWS Chain Key:	15191591	Doc #:	158472B	Trx Code:		08755	Labor Hrs:		.7	Labor Cost:		33.61	Material Cost:		21.22	Total Cost:		54.83				
Dir Cd-Sub Cd:	10710 *	Name:	KRIEGER SAWMILL LINCOLN-MERCURY, INC.			Ph:	614-7641414		St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		18-JUL-2003	INST(Mile):19548				
Cost Comments:	20000 MILES (32000 KMS) MAINT. L																					
Tech Comments:	19548 20,000 MILE MAINT																					

11 N11M82W21Y71 R035 VB	CVC	C/M	CPC	C/BR	C/B	BA	C/D6	C/VN	30-04-01	31-10-01	3460%	USA	21	*	SV01	*	1104	*	S10	V21	N27	14
AWS Chain Key:	15209207	Doc #:	158472D	Trx Code:		EB4	Labor Hrs:		1.3	Labor Cost:		89.18	Material Cost:		0	Total Cost:		89.18				
Dir Cd-Sub Cd:	10710 *	Name:	KRIEGER SAWMILL LINCOLN-MERCURY, INC.			Ph:	614-7641414		St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		18-JUL-2003	INST(Mile):19548				
Cost Comments:	CK BRAKES PALSATE,PULLS WHEN BRAKING SEE HIST																					
Tech Comments:	19548 MACHINE FRONT ROTORS FOR PULSATION. CNV BRAKE PULL SEE HISTORY 1 063 BEFORE 1 035 AFTER																					

Any comments? You can contact



webmaster

2003-014 0200

All Action Details for ISS-19

VIN: 1LNHM82W21Y713035 Year: 2001 Model: FORD CAR Case: 150872000
 Name: [REDACTED] Owner Status: Original WSD: 2001-10-31
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - GENERAL/OTHER Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Dealer: 10710 KRIEGER SAWMILL LINC-MERC INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 21072 MI Comm Type: FAX
 Analyst Name: DROEGE,AMY Analyst: ADROEGE
 Action Date: 10/13/2003 Action Time: 14:41:19.562 Action Data: No

Comments: *****PRODUCT LIABILITY***** DEALER CONTACT STEVE KRIEGER DEALER REQUESTS EVALUATION RECEIVED 10-13-2003. CUSTOMER ALLEGES SPONTANEOUS DEPLOYMENT OF THE PASSENGER SIDE AIR BAG. CUSTOMER SEEKS CONTACT FROM A FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 10710 KRIEGER SAWMILL LINC-MERC INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 21072 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 10/14/2003 Action Time: 12:13:05.934 Action Data: Yes

Comments: LEFT MESSAGE ON MACHINE FOR CUSTOMER ADVISING CASE BEING INVESTIGATED AT THIS TIME

Data Element Name

Data Value

CONTACT PERSON

Action: INFORMATION CALL/FAX WITH DEALER
 Dealer: 10710 KRIEGER SAWMILL LINC-MERC INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 21072 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 10/24/2003 Action Time: 14:44:25.403 Action Data: No

Comments: LEFT MESSAGE FOR DEALERSHIP REQUESTING RETURN PHONE CALL REGARDING DETAILS OF INCIDENT

Action: INFORMATION CALL/FAX WITH DEALER
 Dealer: 10710 KRIEGER SAWMILL LINC-MERC INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 21072 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 10/27/2003 Action Time: 11:50:27.090 Action Data: No

Comments: CONTACTED STEVEN KRIEGER, SERVICE MANAGER, AT DEALERSHIP REGARDING AIR BAG SENSOR CODES RETRIEVED. ADVISED CODES INDICATE CRASH WAS DETECTED CAUSING AIR BAG TO DEPLOY

Action: FINAL CASE DISPOSITION
 Dealer: 10710 KRIEGER SAWMILL LINC-MERC INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 21072 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 10/27/2003 Action Time: 11:56:03.167 Action Data: No

Comments: CONTACTED CUSTOMER... ADVISED CODES RETRIEVED INDICATE CRASH WAS DETECTED CAUSING AIR BAG TO DEPLOY. NOT PURSUING PERSONAL INJURY CLAIM. REFERRED CUSTOMER TO DEALERSHIP FOR FURTHER ASSISTANCE AND ADVISED CONCERN HAS BEEN DOCUMENTED.

...:20%20PM&ISSUE_UPDATE_ID_C=RGRAHA41&USER_ID_C=RGRAHA41&STATUS_STATUS_C=CLOSED

Action: UPDATE/ADD CO CASE

Dealer: 10710 KRIEGER SAWMILL LINC-MERC INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 21072 MI

Comm Type: FAX

Analyst Name: GRAHAM, ROCHELLE

Analyst: RGRAHA41

Action Date: 11/13/2003

Action Time: 11:18:41 143 Action Desc: No

Comments ANALYST GENERATED P53 CODE APPROVAL COVERING LOANER VEHICLE EXPENSE FAXED APPROVAL CODE TO STEVE KRIEGER, SERVICE MANAGER, AT DEALERSHIP.

2003-014 0360

...20%20PM&ISSUE_UPDATE_ID_C=RGRAHA41&USER_ID_C=RGRAHA41&STATUS_STATUS_C=11/13/03

Rochele

Region: 417

DEALER REQUEST FOR CONSUMER AFFAIR

Case.

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL

1528792863

This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES call 1-800-343-5338

DEALER INFORMATION:Requesting Dealer Krieger PA/LQ719 Region & State Columbus OhioContact Person Steve Krieger Phone # (614) 264-1414**CUSTOMER/VEHICLE INFORMATION:**☒ New or Used WSD Year/Model 2001VIN 1LNHM82W2LY713035 Mileage 21072Customer Name [REDACTED]Address [REDACTED]City Columbus County Franklin State Ohio Zip [REDACTED]Home Phone [REDACTED]**DETAILS of INCIDENT:**Incident Involves (Circle all that apply): Accident ☐ Y/N Fire ☐ Y/N Injury ☒ Y/NMedical Attention Sought: ☒ Y/NDate of Incident UnknownIs customer alleging a component defect caused the incident? ☒ Y/N If yes, what type & details Pass side Seat Air bag deployed with no Recent RecallsWas a police report filed? Y/N If yes, where UnknownHas the Insurance Company been contacted? Y/N What did the insurance company advise? UnknownOwner's Insurance Company Unknown Agent's Name [REDACTED]Insurance Company Phone Number () [REDACTED]If the vehicle is a conversion unit, who is the coach builder? N/ACity [REDACTED] State [REDACTED] Zip [REDACTED]**RESOLUTION that CUSTOMER is SEEKING:**Customer Seeking Answer of why Air bag DeployedPROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER ATTACHMENTS? Y/N, PAGES: [REDACTED]

Fax to: (313) 845-6888, (313) 845-6889 or (313) 845-6885

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

E283-014 003

Leich, Charlie (C.A.)

From: dcplarm@ford.com
Sent: Friday, October 24, 2003 11:35 AM
To: fordcalp@ford.com
Subject: Dealer Request For Consumer Affairs Review

4111 2003
3-2-03
Case 100-100
Krieger: 47
-R-100

Dealer Request For Consumer Affairs Review

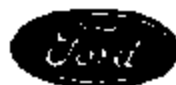
Dealership Name: Krieger Sawmill Linc-Merc Inc
Requesting Dealer: Steve Krieger
Contact Person: steve krieger
Telephone: 614 764 1414
Email Address: NA
PA Code: 10710
Region: 46
City: Columbus
State: OH
Fax Number: 614 764 1788
WSD: no codes
Vehicle Year: 2001
Vehicle Model: town car
Vehicle VIN: 11ahm82w21y713035
Mileage: 21072
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: columbus
State: OH
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 99
Incident Involves: Injury
Date of Incident: unknown
County in which incident occurred: unknown
Is Alleging Defect: Y
Alleging defect detail: customer seeking answer for the air bag deployment
Police Report Filed: Y
Police Report detail: unknown
Insurance Company Contacted: Y
Insurance Company Advice: unknown
Insurance Company Contact Information: unknown
Coach Builder State: AK
Resolution Sought Detail: someone to inspect the vehicle
Comments: i have faxed this copy twice car will be here for two weeks on monday i need a response
thank you steve krieger

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

B1231- Crash detector
B2299- Air bag Deployment

10/24/03

3003-014 0300



DEALER REQUEST FOR C

IMPORTANT - DO NOT PERMIT

This Form is for RETAIL VEHICLES ONLY, For FLI

DEALER INFORMATION:

Requesting Dealer Krieger PBA 10210 Region & State Southwest OhioContact Person Steve Krieger Phone # (614) 764-1414

CUSTOMER/VEHICLE INFORMATION:

New/Used Used WSD Year/Model 2001VIN 1LNHM82W21K713035 Mileage 21672Customer Name [REDACTED]Address [REDACTED]City Columbus County Franklin State Ohio Zip code [REDACTED]Home Phone [REDACTED]

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident Y/N Fire Y/N Injury Y/NMedical Attention Sought: Y/NDate of Incident [REDACTED]Is customer alleging a component defect caused the incident? Y/N If yes, what type &details Pass side Seat Air bag deployed with noApparent ReasonWas a police report filed? Y/N If yes, where unknownHas the Insurance Company been contacted? Y/N What did the insurance company advise? unknownOwner's Insurance Company unknown Agent's Name [REDACTED]Insurance Company Phone Number ([REDACTED]) [REDACTED]If the vehicle is a conversion unit, who is the coach builder? N/ACity [REDACTED] State [REDACTED] Zip [REDACTED]

RESOLUTION that CUSTOMER is SEEKING:

Customer Seeking Answer of why Air bagDeployed

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER

ATTACHMENTS? Y/N PAGES: [REDACTED]

Fax to: (313) 845-5666, (313) 845-5666 or (313) 845-5666

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

ESP Recall Information

VIN: 1LNHM82W21Y713035

Contract: 1 OF

Status: Active

ESP Purchase Details

Purchaser: VALUED LINCOLN CUSTOMER

Expiration Date: 2005-02-28

Plan Type: USA 2001 36/36 MAINT-NORMAL AVAILABLE AT LINCOLN DLRS

Plan Year: 2001

Expiration Miles: 40,000

Selling Dealer:

Rental:

Deductible:

Towing Allowance:

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

Recall Information

Campaign					
Number	Type	Description	Status	Status Date	Dealer Code
01B86	O	NO START	CAMP/PROG EXPIRED	2003-03-08	
01S21	S	SEAT BELT	COMPLETE	2001-12-08	10710
01V05	X	SEAT BELT	CAMP-PROG SUPERCEDED	2001-11-12	
02M01	O	EGR PRES SEN	RELEASED FOR MAILING	2003-01-11	145096

8883-814 8382

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] COLUMBUS OH [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

2003-014 0003

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	PSA Code	Sales Code
47-CINCINNATI	46-CINCINNATI	C	B1	10710	L46096

Dealer Name: KRIEGER SAWMILL LINC-MERC
INC

Dealer Address: 2445 BILLINGSLEY RD
COLUMBUS OH 43235

Dealer Main Phone: 614-754-1414

Dealer Service Phone: 614-754-1414

Position	Employee Name
DEALER/PARTNER	JEFF KRIEGER
PARTS MANAGER	BARRY FIELDS
SALES MANAGER	ELIZABETH NEWELL
SALES MANAGER	KEVIN B BANTNER
SERVICE MANAGER	STEVEN A KRIEGER

2003-014 0304

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
 1LNHM81W4XY720883	1999	TOWN CAR	INDIVIDUAL RTL	Original Owner	Cass Alabama - state
 1LNLM81W7RY723129	1994	TOWN CAR	INDIVIDUAL RTL	Subsequent Owner	Cass Alabama - state
1LNHM82W21Y713035	2001	TOWN CAR	INDIVIDUAL RTL	Original Owner	Cass Alabama - state

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1LNHM82W31Y713035 Veh Lien CVC - LINCOLN TOWN CAR (PN145) (R8-04) Body Shell: *

Model Year: 2001 Market Derived: C/M - MERCURY DIVISION DERIVATIVE New Eng Serial No: 71438041

Veh Type: C Drive Code: C/B - 2 WHL LH REAR DRIVE Engine: CYN - R MACH 2003FNA 14 150

Inv. Dealer: 10710 Body Cab Style: 4 DOOR SEDAN-4 LITE Transmission: C/D6 - 4 SP AT N/A 1A 1200 4000 1000

Vehicle Status Code: 800 Version/Serial: C/B - SIGNATURE VERSION

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----10-----11-----12-----13-----14-----15-----16-----17-----18-----19-----20-----21-----22-----23-----24-----25-----26-----27-----28-----29-----30-----31-----32-----33-----34-----35-----36-----37-----38-----39-----40-----41-----42-----43-----44-----45-----46-----47-----48-----49-----50-----51-----52-----53-----54-----55-----56-----57-----58-----59-----60-----61-----62-----63-----64-----65-----66-----67-----68-----69-----70-----71-----72-----73-----74-----75-----76-----77-----78-----79-----80-----81-----82-----83-----84-----85-----86-----87-----88-----89-----90-----91-----92-----93-----94-----95-----96-----97-----98-----99-----100-----

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - 888888888 Plant: BA - WIXOM PLANT BUILT

Country: USA - 888888888 Prod Date: 30-APR-2001

SALE INFORMATION:

Region: NA - 888888888 Selling Dealer: 345096 - *

Country: USA - 888888888 Selling Dir St/Prov: OH

Buyer St/Prov: OH

Arrival Date: 13-MAY-2001 Red Carpet Lease: *

Sale Date: 31-OCT-2001 Fleet/Resale/Co. Lease: R

Warranty Start Date: 31-OCT-2001 Modified Vehicle: * Vehicle Claim Flag:

Orig Warranty Date: 31-OCT-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----10-----11-----12-----13-----14-----15-----16-----17-----18-----19-----20-----21-----22-----23-----24-----25-----26-----27-----28-----29-----30-----31-----32-----33-----34-----35-----36-----37-----38-----39-----40-----41-----42-----43-----44-----45-----46-----47-----48-----49-----50-----51-----52-----53-----54-----55-----56-----57-----58-----59-----60-----61-----62-----63-----64-----65-----66-----67-----68-----69-----70-----71-----72-----73-----74-----75-----76-----77-----78-----79-----80-----81-----82-----83-----84-----85-----86-----87-----88-----89-----90-----91-----92-----93-----94-----95-----96-----97-----98-----99-----100-----

NR21Y713035Y 3 2 29C7021 TC 2 UTY JV 3 LHM A U 46C096 1 17 32 41

LHM2 3 99008

INSTALLED OPTION INFORMATION:

Air Conditioning: C/C - A/C AIR CONDITIONER GVW Code:

Alternator Amp Rating: * GVW Class Code: H

Audio Data: * - [N/A] Instrumentation: AB - CONVENTIONAL INSTRUMENTATION

Axis Ratio: EGACC - 3.08 FINAL DRIVE RATIO Mirror(Driver Side): * - [N/A]

Axis Type: EGJAB - NON-LIMITED SLIP REAR AXLE Mirror(Passg Side): * - [N/A]

Battery Amp Rating: 6J Paint: P/NLW -

Brake Code: * - [N/A] Power Antenna: * - [N/A]

Brake Code(Service): * - [N/A] Radio: BF - ELE LUT/DIG SIGNAL STRC ST CLK

Calibration Code:	1VC1PB0A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Suspension Type:	
Color(Trim):	000ZU -	Tire Manufacturer:	AJ - MICHELIN
Delivery Type:	0	Tire Brand:	3V239X - SYMMETRY 073
Drivetrain Code:	*	Tire Size:	D3JTC - P223.60R-16 BSW-PERFORMANCE
Front Seat:	* - [N/A]	Traction Control:	AB - ANTI-SPIN TRACT BRAKES W/O IVS
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

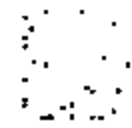
LF:	AP3V239X0901	RF:	AP3V239X0901
LR:	AP3V239X0901	RR:	AP3V239X0901
LB:	*	RB:	*

SPARE: ADV72MN7777 DOT Plant Manufacturer: AP -

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	C/B - C/B
ESP Coverage(Miles):	* Emission Cert Type:	3
ESP Coverage(Time):	* Emission Descr Suffix:	HYK
ESP File Year:	* Engine Family:	1FMKV046VF7
ESP Signature Date:		

Any comments? You can contact


webmaster

OASIS RESULT:
1LNHM82W21Y713035
10/14/2003
10:42:16

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 VEHICLE INFORMATION
VEHICLE DESCRIPTION
 2001 TOWN CAR
TRANSMISSION
 4R70W (SHARONVILLE)

BODY STYLE
 4 DR SEDAN SIGNATURE
AXLE CODE
 JY

ENGINE
 4.6L SOHC (ROMEO)
ENGINE CALIBRATION
 1VC1PB0A

 GENERAL WARRANTY INFORMATION
WARRANTY START DATE
 10/31/2001

BUILD DATE
 04/30/2001

SALE MILEAGE
 00010

 WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

 FIELD SERVICE ACTIONS

02M01 CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT
 PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE
 TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24 000
 MILES, WHICH EVER OCCURS FIRST, TO THE BASE WARRANTY

 EXTENDED COVERAGES

0075 : USA 2001 36/36 MAINT-NORMAL AVAILABLE AT LINCOLN DLRS
 STANDARD DEDUCTIBLE: 0
 OWNER NAME: VALUED LINCOLN CUSTOMER
 OPTIONS:
 EXPIRATION DATE: 02/28/2005
 DISTANCE: 40,000
 RENTAL: 0 UP TO 0 DAYS
 TOWING: 0
 CONTRACT SOLD BY: USA 48440
 ESP CONTRACT START DATE: 10/31/2001

 REPAIR HISTORY

07/18/2003 DEALER: Krieger Sawmill Lincoln-Mercur

WARRANTY CLAIM NUMBER: 158472

ODOMETER: 019548M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2F12BJ480AA	SENSOR ASY EGR PN VL	001	0000TA	42	DOES NOT OPERATE PRO

19548 P0401 DPFE.

07/18/2003 DEALER: Krieger Sawmill Lincoln-Mercur

WARRANTY CLAIM NUMBER: 158472

ODOMETER: 019548M

0003-014 0000

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
FAZ 8731BD	ELEMENT ASY OIL FLT	001	M820	12	FRESH POSTAGE U.S.
XO SW20QSP		008			
MAINT	VEHICLE MAINTENANCE	000			

19548 20,000 MILE MAINT

07/18/2003 DEALER: Krieger Sawmill Lincoln-Mercur
WARRANTY CLAIM NUMBER: 158472

ODOMETER: 019548M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1104	HOB ASSY-FRONT	000	2001BFA	14	SURFACE ROUGHENED
		000	2001BFT		

19548 MACHINE FRONT ROTORS FOR PULSATON. CNV BRAKE PULL SEE HISTORY * 06 3 BEFORE 1.035 AFTER

01/10/2003 DEALER: Krieger Sawmill Lincoln-Mercur
WARRANTY CLAIM NUMBER: 151801

ODOMETER: 016185M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
FAZ 8731BD	ELEMENT ASY OIL FLT	001	M815	12	FRESH POSTAGE U.S.
XO SW20QSP		008			
MAINT	VEHICLE MAINTENANCE	000			

16185 LOF AND ROTATE TIRES

01/10/2003 DEALER: Krieger Sawmill Lincoln-Mercur
WARRANTY CLAIM NUMBER: 151801

ODOMETER: 016185M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
WAFZ 17528BA	BLADE ASY WASHIELD W	002	1752BA	30	CRACKED EXCESSIVE WEAR

16185 REPLACED 2 WIPERS

END OF OASIS REPORT FOR 1LNHM82W21Y713035

EAG-814 0300

INVESTMENT



All Action Details for Issue

VIN: 1LNHM82W11Y700872 Year: 2001 Model: TOWN CAR Case: *3C393*553
 Name: [REDACTED] Owner Status: Original WSD: 2001-05-29
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - GENERAL/OTHER Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Dealer: 10931 BOB MAXEY LINC-MERC SALES INC Origin Desc: CA-LITIGATION PREVENTION/FRONT DESK
 Odometer: 43474 MI Comm Type: FAX
 Analyst Name: CHERIE LEICH Analyst: GLEICH
 Action Date: 04/15/2003 Action Time: 08.28.33 893 Action Data: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 4-11-03 DEALER CONTACT
 BOB MAXEY CUSTOMER ALLEGES THE PASSENGER SIDE AIR BAG DEPLOYED WHEN DRIVING CUSTOMER
 REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 10931 BOB MAXEY LINC-MERC SALES INC Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Odometer: 43474 MI Comm Type: PHONE PREVENTION
 Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 04/15/2003 Action Time: 09.48.18.637 Action Data: Yes

Comments *** LPA COMMENTS *** - LPA CONTACTED DEALERSHIP REGARDING THIS INCIDENT - NO INJURIES OR
 PROPERTY DAMAGE ASSOCIATED WITH ACCIDENT - DEALERSHIP IS CURRENTLY WORKING WITH CSM

Data Element Name	Data Value
CONTACT PERSON	BOB MAXEY

Action: FINAL CASE DISPOSITION
 Dealer: 10931 BOB MAXEY LINC-MERC SALES INC Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Odometer: 43474 MI Comm Type: PHONE PREVENTION
 Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 04/16/2003 Action Time: 15.27.50.538 Action Data: No

Comments *** LPA COMMENTS *** - NO INJURIES OR MAJOR PROPERTY DAMAGE WERE ASSOCIATED WITH THIS
 INCIDENT - NO FSA'S SHOWING ON THIS VEHICLE CURRENTLY, HOWEVER VEHICLE IS STILL UNDER BASE
 WARRANTY - DEALERSHIP IS REPAIRING VEHICLE UNDER BASE WARRANTY - THERE DOES NOT APPEAR TO BE
 A LIABILITY ISSUE AT THIS POINT - DEALERSHIP IS WORKING WITH CSM - NO FURTHER ACTION PROPOSED BY
 LPA AT THIS TIME, CSM WILL CONTINUE TO ASSIST DEALER

IMPORTANT - DO NOT PERFORM REPAIRS UN**DEALER REQUEST FOR CONSUMER AFF**

***Note: this form is for RETAIL vehicles O
***Fleet vehicles need to be referred to the North American Fleet S

Pursuant to the W&P Manual, the Service manager is required to complete a Dealer Request for Consumer Affairs Review form if he/she suspects legal action such as, alleged accidents or fires, may be taken. This form includes customer and vehicle information as well as a description of the customer's allegations.

Note: All fields are required and must be filled in accordingly before submitting this form

NOTE: You also have the option of printing this form and then faxing the fully completed form to 313-845-5868

DEALER INFORMATION:

Dealership Name:	Bob Maxey Inc-Merc Sales Inc
Requesting Dealer:	Robert Maxey
Contact Person:	Bob Maxey
Phone Number:	(313)885-4000
E-Mail Address:	robert.maxey@bobmaxeyinc.com
P&A Code:	10931
Region:	45
State:	MI
Fax Number:	313-343-9561

CUSTOMER / VEHICLE INFORMATION:

WSD:	
Year:	2001
Model:	LINCOLN TOWN CAR
VIN:	1LNHM82W11Y700972
Mileage:	49474
Customer Name:	
Address:	
City:	GROSSE POINTE
State:	MI: Michigan
Zip Code:	
Home Phone:	
Work Phone:	
Region:	48: Detroit Region

ENR3-014 0002

DETAILS of INCIDENT:

***Note: DO NOT PUT THE VEHICLE IN STORAGE WITHOUT THE APPROVAL OF ***

THE LITIGATION PREVENTION DEPARTMENT

NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM

Incident Involves: ☒ Accident ☐ Fire ☐ Injury ☐ Medical Attention Sought

Date of Incident: 01/15/2003 (mm/dd/yyyy)

County in which Incident occurred: US

Is customer alleging a component defect **CAUSED** the incident? ☒ Yes ☐ No

If yes, what type & details:

If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap

Was a police report filed: ☐ Yes ☒ No

If yes, where:

Has the Insurance Company been contacted: ☐ Yes ☒ No

What did the Insurance company advise?

Name and phone number of owner's Insurance company & agent's name:

If the vehicle is a conversion unit, who is the coach builder?

City:

State: Coach States

Zip Code:

RESOLUTION that CUSTOMER is SEEKING:

CUSTOMER READ RECENT NEWS PAPER ARTICLE CONCERNING PROBLEM WITH FORD VEHICLES W/ PASS. SIDE AIR BAGS DEPLOYING W/CUT CAUSE. REPAIR OF SIDE AIR BAG AND RE-EMBROIDERMENT OF 2-3

COMMENTS:

VERY GOOD CUSTOMER. HAS BEEN BUYING LINCOLNS FOR OVER 25 YEARS. DEALER THINKS WE NEED TO TAKE CARE OF CUSTOMER.

ENR3-014 0003

<http://hmc.forddealertools.dealerconnection.com/forms/tcfm73/dtd=70714810444>

01/15/2003

APR 11 2003 18:55

3130851711

PAGE 23

Customer Info

Customer: [REDACTED] Primary
 Address: [REDACTED] GROSS
 Country: USA Lar
 Cell Phone:
 Preferred Contact method:
 Preferred Contact Time:

Dealer faxed in
 form, gave to [REDACTED]
 @ 2:23 on 4/11
 W/for Bob @ 2:23
 on 4/11. Spoke to Bob
 cust. looking for [REDACTED]
 lease payments. He
 will discuss with [REDACTED]
 and go forward with [REDACTED]

Left msg. Bob
 Mary's voice mail
 3:32 on 4/11

VEHICLE DETAIL

VIN: 1LNHM82W11Y700972	Engine: R-M 4.0L SOHC EFI NA CIV6 G-4P
Make: LINCOLN	Transmission: 4 SP AT NAAG A00EW48R70W*5V/A
Model: TOWN CAR	Paint Code/Color: TRUE BLUE PEARL C/C
Year: 2001	Calibration: 1YC1S80A
Pay Load:	Max Towing Weight:
GVWR: 00000	Axis Ratio:
WheelBase: Y8	Warranty Start Date: 6/29/2001
GCWR:	Vehicle Build Date: 3/22/2001
PEP Code:	

Selling Dealers Name: BOB MAXEY LINC-MERC SALES INC
 Selling Dealers P & A Code: 10831 Selling Dealers Sales Code: L45125
 Selling Dealers Main Phone: 313-865-4000 Selling Dealers Service Phone: 313-865-4000

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 M821Y70097 2YB . 2 01C8046 BK E J17 2A3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 3 LLMP A U 4 5 A274 0 L2 SH R A*
 1 2 3 4 5 6 7 8 8 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 LNH1 9 WHMI
 1 2 3 4 5 6 7 8 8 160

ESP / Recall information

VIN: 1LNHM8ZW11Y700972

Contract: 1 Of

Status: Active

-----ESP Purchase Details-----

Purchaser: VALUED LINCOLN CUSTOMER

Expiration Date: 2004-10-29

Expiration Miles:
40,000Plan Type: USA 36/36 MAINT-NORMAL AVAILABLE AT LINCOLN OURS
ONLYPlan Year:
2001

Selling Dealer:

Rental:

Deductible:

Young
Allowance

Purchase Type: N

Options:

-----ESP Cancellation Details-----

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

-----Recall Information-----

Number	Type	Description	Campaign Status	Status Date	Dealer Code
01S21	S	SEAT BELT	RELEASED FOR MAILING	2003-03-14	J45125
01V03	X	SEAT BELT	CAMP-PROG SUPERCEDED	2001-11-12	J45125
02M01	O	EGR PRES SEN	RELEASED FOR MAILING	2003-01-11	J45125

Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARK DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)	
1HNDX82W11V400122	CVC	C/M	C/TC	C/BE	C/B	BA	C/D6	C/VN	22-MAR-2001	29-JUN-2001	345125	USA	13	6Q03	000201	1W1Z	17080	AA	B65	01	24678	
AWS Claim Key:		9764998	Trx Code:		SRM	Labor Hrs:		0														
Dir Cd-Bus Cd:		10931-*	Name:		BOB MAXEY LINCOLN/MERCURY SALES, INC.			Ph:	313-8834000	St:	MI	City Cd:		USA	Reg Cd:		NA	Reg Date:		12-JUL-2002	Doc #11140601	
Cool Comments:		CHECK CAR JACK BROKE WHILE FIXING FLAT SUPT BOLT SNAPPED																				
Tech Comments:		17080 BROKE INSPECT REPLACE JACK ASST																				

icle Information Report

ec 2 of 2

Calibration Code: 1VC15B04
 Color(Account): * - [N/A]
 Color(Trim): * - [N/A]
 Delivery Type: R
 Drivetrain Code: *
 Front End: * - [N/A]
 Fuel Type: * - [N/A]

Sound System: AE - AUDIOPHILE SOUND SYSTEM
 Suspension: Simple Tandem Axle:
 Tire Brand: AJ - MICHELIN
 Tire Size: D3JTC - P225/60R-16 RSW-PERFORMANCE
 Traction Control: AB - ANTI-SPIN TRACT BRAKES W/O IVS
 Wheel Base:

TIRE DOT INFORMATION:

LF: * RF: B93VZ39X1101
 LR: * RR: B93VZ39X1101
 LH: * RH: *
 SPARE: B93VZ39X1101

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: C/B - C/B
 ESP Coverage(Miles): * Emission Cert Type: S
 ESP Coverage(Time): * Emission Diesel Sulfur: H82
 ESP Plan Year: * Engine Family: 1FMYV046VFS
 ESP Signature Date:

OASIS RESULT:
1LNHM82W11Y700972

04/10/2003

09:14:36

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▶ **VEHICLE INFORMATION****VEHICLE DESCRIPTION**
2001 TOWN CAR**BODY STYLE**
4 DR SEDAN SIGNATURE**ENGINE**
4.6L SOHC
(ROMEO)**ENGINE
CALIBRATION**
1VC158CA**TRANSMISSION**
4R70W (SHARONVILLE)**AXLE CODE**
JY▶ **GENERAL WARRANTY INFORMATION****WARRANTY START DATE**
06/29/2001**BUILD DATE**
03/22/2001**SALE MILEAGE**
00045▶ **WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

▶ **FIELD SERVICE ACTIONS**

01821 SEAT BELT BUCKLE

02M01 CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT
PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE
TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000
MILES, WHICHEVER OCCURS FIRST, TO THE BASE WARRANTY▶ **EXTENDED COVERAGES**

0676 - USA 36/36 MAINT-NORMAL AVAILABLE AT LINCOLN DLRS ONLY

STANDARD DEDUCTIBLE: 0

OWNER NAME: VALUED LINCOLN CUSTOMER

OPTIONS:

EXPIRATION DATE: 10/29/2004

DISTANCE: 40,000

RENTAL: 0 UP TO 0 DAYS

TOWING: 0

CONTRACT SOLD BY: USA 48440

ESP CONTRACT START DATE: 06/29/2001

▶ **REPAIR HISTORY**

07/12/2002 DEALER: Bob Maxey Lincoln-Mercury Sales

WARRANTY CLAIM NUMBER: 111406

ODOMETER: 024878M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1W1Z 17080AA	JACK-BUMPER	601		01	BROKEN/CRACKED
FS4Z 17038AA	WRENCH-WHEEL NUT	601			

17080 BROKE INSPECT - REPLACE JACK ASSY

END OF OASIS REPORT FOR 1LNHM82W11Y700972

Schwagle, Jeff (J.)

From: Schwagle, Jeff (J.)
Sent: Friday, April 11, 2003 8:48 AM
To: Storrs, Judy (J.A.)
Subject: RE: Lit. Prevention Form, [REDACTED] 01 Town Car VIN 1LNHM82W11Y700972

Judy,

I'm a little concerned, I still don't have anything on my run for this vehicle and nothing has come through via fax either. How did the dealer submit the request for review?

Thanks,

Jeff Schwagle
Legal Analyst
Phone: (313) 845-5670
Fax: (313) 845-5669

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

From: Storrs, Judy (J.A.)
Sent: Thursday, April 10, 2003 4:00 PM
To: Schwagle, Jeff (J.)
Subject: RE: Lit. Prevention Form, [REDACTED] 01 Town Car, VIN 1LNHM82W11Y700972

Jeff, thanks. I was on the phone with Bob Maxey last evening around 8:00 pm and he was inputting the on-line form while on the phone with me.

Judy Storrs
Customer Service Manager, Detroit Region, Market A
Phone: 313-621-7998; FAX: 248-577-6436
jstorrs@ford.com

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

From: Schwagle, Jeff (J.)
Sent: Thursday, April 10, 2003 9:21 AM
To: Storrs, Judy (J.A.)
Subject: FW: Lit. Prevention Form, [REDACTED] 01 Town Car, VIN 1LNHM82W11Y700972

Good morning Judy,

I just recently took over for Vince Kirksey as the Detroit Litigation Prevention Representative. Nothing has shown up here as yet for this customer; it probably is still waiting to be input. I will be sure to keep you in the loop on this situation as soon as I get the details from the lit prevention form the dealer submitted. I've already pulled all the relevant customer information and have begun a file.

Thanks for the heads up!

Jeff Schwagle
Legal Analyst
Phone: (313) 845-5670
Fax: (313) 845-5669

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

From: Kirksey, Vince (V.)
Sent: Thursday, April 10, 2003 8:36 AM
To: Schwagle, Jeff (J.)
Subject: FW: Lit. Prevention Form, [REDACTED] 01 Town Car VIN
1LNHM82W11Y700972

Jeff, I believe this belongs to you since I'm no longer in the Detroit reg.

Vincent Depaul Kirksey
FCSD-Consumer Affairs
Litigation Prevention Analyst-New York Region
3NE-B308 Regent Court Building
Phone: (313) 84-56254
Fax: (313) 84-55555
Profs: VKIRKSE1

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

From: Storrs, Judy (J.A.)
Sent: Wednesday, April 09, 2003 5:39 PM
To: Kirksey, Vince (V.)
Cc: 'bobmaxeylm@hotmail.com'
Subject: Lit. Prevention Form, [REDACTED] 01 Town Car VIN
1LNHM82W11Y700972

Vince, giving you a heads up on a Lit Prevention Form submitted today by Bob Maxey LM on behalf of their Town Car customer who alleges their passenger-side air bag deployed while driving up north. Customer saw an article in the paper referencing air bag deployments, and some type of Ford legal action (customer is also an attorney). Would appreciate your expeditious handling of this when you receive it. Thank you.

Judy Storrs
Customer Service Manager, Detroit Region, Market A1
Phone: 313-621-7998; FAX: 248-577-6436
jstorrs@ford.com

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

From: BOB MAXEY [mailto:bobmaxeylm@hotmail.com]
Sent: Wednesday, April 09, 2003 5:07 PM
To: JSTORRS@FORD.COM
Subject: CALL

Judy,
Please give me a call, when you get a chance.
Thanks,

Bob Maxey
313-268-5250

Add photos to your messages with MSN 8. Get 2 months FREE*.
<http://join.msn.com/?page=features/featuredemo1>

2001

1575772591 MEMPHIS

2003-01-01 0015

Action Detail

VIN: 1LNHM81W01Y7Z7877	Year: 2001	Model: TOWN CAR	Case: 157571057
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2001-35-15	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - GENERAL/OTHER		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: BUD DAVIS LINCOLN VEHICLE	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 10560	
Action Desc: REDIRECT TO OGC - PERSONAL INJURY CLAIM			
Odometer: 33855 MI	Comm Type: PHONE		
Action Date: 09/17/2003	Action Time: 14:20:41 013	Action Date: %c	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA SPOKE WITH THE CUSTOMER, HE HAS BEEN TO THE ER TWICE IS UNDER DOCTOR'S CARE & NEEDS TO FILE A MEDICAL CLAIM AND HAS HIRED AN ATTORNEY.

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1LNHM81W01Y727677 Veh Line: CVC - LINCOLN TOWN CAR / FORD / 96-04 Body Style: *
 Model Year: 2001 Market Derived: C M - MERCURY DIVISION DERIVATIVE New Eng Serial No: 970-074
 Veh Type: C Drive Code: C B - 2 WHL L H REAR DRIVE Engine: 3.0L V6
 Inv. Dealer: 11817 Body Cab Style: - 4 DOOR SEDAN-4 LITE Transmission: 5 SP
 Vehicle Status Code: 800 Version/Series: C AB - BASE VERSION - CAR

Trace Eng Serial No:

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - #000000000 Plant: BA - WIXOM PLANT BUILD
 Country: USA - #000000000 Prod Date: 01-JUN-2001

SALE INFORMATION:

Region: NA - #000000000 Selling Dealer: 334708 - *
 Country: USA - #000000000 Selling Dir St/Prov: FL
 Buyer St/Prov: FL
 Arrival Date: 12-JUN-2001 Red Carpet Lease: *
 Sale Date: 16-JUN-2001 Fleet/Retail/Cb. Lease: F
 Warranty Start Date: 16-JUN-2001 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 16-JUN-2001 Reacquired Vehicle: LI Vehicle Export Flag: N

VOC/EOC:

1 2 3 4 5 6 7 8 9 10
 MH1Y727677Y 3 562600476 4D F 2 3JY 3U 3025H 5 T K34A708 1 AMT 83 71
 LNM0 7 2 A MHCA 80X13BU006

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/C - A/C AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	H
Audio Disk:	* - [N/A]	Instrumentation:	AB - CONVENTIONAL INSTRUMENTATION
Axle Ratio:	EGACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	65	Paint:	PNZOC - PERFORMANCE WHITE COAT
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AQ - ELETR PREMIUM AM/FM STEREO
Calibration Code:	1VC1PBDA	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Manufacturer:	AJ - MICHELIN
Delivery Type:	M	Tire Brand:	XO009X - SYMMETRY 275
Driveshaft Code:	*	Tire Size:	D3JTC - P225-60R-16 BSW A-5
Front Seat:	* - [N/A]	Traction Control:	AB - ANTI-SPIN TRACT BRAKES A 11.0
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

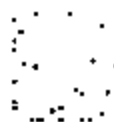
LF:	APX0089X1101	RF:	APX0089X1101
LR:	APX0089X1101	RR:	APX0089X1101
LI:	*	RI:	*

SPARE: ADV7244M1701 DOT Plant Manufacturer: AP -

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	C/C - C/C
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Times):	* Emission Decal Suffix:	MYK
ESP Plan Year:	* Engine Family:	1FMXV046VF1
ESP Signature Date:		

Any comments? You can contact

webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 17-SEP-2003

Note: All Costs are in US Dollars

1LNHMW01Y727677	VB	CVC	CM	CFC	CAB	C/B	BA	C/D6	C/VN	01-06-01	16-06-01	354708	USA	9	*	7K07	*	*	*	SXX	V00	*	*
AWS Claim Key:	7054239	Doc #:	353965A	Trs Code:		01B86	Labour Hrs:	2	Labour Cost:	14.09	Material Cost:	0	Total Cost:		14.09	Reg Cd:	NA	Repr Date:	22-FEB-2002	DIST(Mile):20450			
Dir Cd-Sub Cd:	05942-A	Name:		LEWIS FORD		Ph:	901-7626500	Sr:	TN	Ctry Cd:		USA											
Cost Comments:	NAC RECALL 01B86																						
Tech Comments:	PERFORM RECALL INSPECTION ONLY																						

1LNHMW01Y727677	VB	CVC	CM	CFC	CAB	C/B	BA	C/D6	C/VN	01-06-01	16-06-01	354708	USA	16	*	1103	2F12	9M60	AA	S11	V44	1-29	42
AWS Claim Key:	10750053	Doc #:	344867A	Trs Code:		907	Labour Hrs:	4	Labour Cost:	43.0	Material Cost:	42.59	Total Cost:		85.59	Reg Cd:	NA	Repr Date:	16-SEP-2002	DIST(Mile):24801			
Dir Cd-Sub Cd:	05942-A	Name:		LEWIS FORD		Ph:	901-7626500	Sr:	TN	Ctry Cd:		USA											
Cost Comments:	E29 SERVICE ENGINE SOON LIGHT ON																						
Tech Comments:	TEST EEC SYST CODES PASS P0401. R00R P1000 PERFORM DCT TEST PRE AT 0.14V TEST AND REPLACE DPEL SENSOR RE-TEST EEC SYST CODES P1000 P1000 CC 42																						

Any comments? You can contact



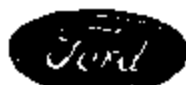
techmaster

Action Detail

VIN: 1LNHM81W01Y727677	Year: 2001	Model: TOWN CAR	Case: 157571593
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2001-06-16	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - GENERAL/OTHER		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: BLD DAY S. LINCOLN VEHICLE	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 10960	
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY			
Odometer: 33858 MI	Comm Type: FAX		
Action Date: 09/18/2003	Action Time: 15:59:36 640	Action Date: 10	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY***** FAX RECEIVED 9-16-03 DEALER CONTACT : CUSTOMER ALLEGES DRIVER'S SIDE, SIDE AIR BAG DEPLOYED. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE

EN03-814 0622



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

This Form is for RETAIL VEHICLES ONLY. For FLEET VEHICLES call 1-800-343-5338

DEALER INFORMATION:

Requesting Dealer BUD DAVIS PEA LO 960 Region & State MEMPHIS TN
 Contact Person SHARON PHILLIPS Phone # (662) 661-1227

CUSTOMER/VEHICLE INFORMATION:

New or Used WSD 06/14/01 Year/Model 2001 TRUCK
 VIN 1L6H2RLW0LY727677 Mileage 83,856
 Customer Name [REDACTED]
 Address [REDACTED]
 City WALLY SPRING County [REDACTED] State AL Zip code [REDACTED]
 Home Phone [REDACTED] Work Phone ([REDACTED]) [REDACTED]

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident Y Fire Y N Y N Y N Y NMedical Attention Sought: Y NDate of Incident 05/18/03

Is customer alleging a component defect caused the incident? Y N If yes, what type & details manufacturing defect, drivers side, side air bag deployed.

Was a police report filed? Y N If yes, where [REDACTED]

Has the Insurance Company been contacted? Y / What did the insurance company advise? TALKED ABOUT HOSPITAL BILL.

Owner's Insurance Company [REDACTED] Agent's Name [REDACTED]
 Insurance Company Phone Number ([REDACTED]) [REDACTED]

If the vehicle is a conversion unit, who is the coach builder? N/A
 City [REDACTED] State [REDACTED] Zip [REDACTED]

RESOLUTION that CUSTOMER is SEEKING:

CUSTOMER WOULD NOT GIVE INSURANCE INFORMATION.
CUSTOMER IS SEEKING TO HAVE CAR REPAIRED

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER
 ATTACHMENTS? Y / N, PAGES: 1

Fax to: (313) 845-5668, (313) 845-5668 or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

October 2002

Ford Motor Company - Ford Motor Vehicle Assurance Company

9-37

662-491-6403

E003-014 0023

3735255

PAGE 21

DISCUSSION

● 中国书画函授大学

4-2700 414-0600



Phone: (412) 563-2200 or (724) 941-1600
Fax: (412) 563-2219
On the Internet at : www.shlin.com

P.O. Box 12748
2760 Washington Road, Pittsburgh, Pennsylvania 15241

FAX COVER LETTER

TO: Ruth

FROM: John Hunter

DATE: 26 August 2003

TIME: 3:47 PM

NO. OF PAGES: 4 (INCLUDING COVER)

If you did not receive your complete fax, please contact me.

ENR3-014 0625

4126509294

28749

INVOICE

SOUTH HILLS LINCOLN MERCURY, INC.
2750 Washington Rd. P.O. Box 12740
Pittsburgh, PA 15241
(724) 941-1800 FAX: (724) 941-370
4121 863-2200

SOUTH PARK, PA

PAGE 1

HOMES:

SERVICE ADVISOR: 51 JOHN HUNTER

COLOR	YEAR	MAKE/MODEL	VIN	SECURITY	RELEASE IN / OUT	TRIP
WHITE	01	LINCOLN TOWN CAR	11A8021N41Y710879		31504/31504	TRIP
DATE	TIME	DATE	TIME	DATE	TIME	DATE
12SEP2002			17:00	21AUG03		
NO. OPENED	MAINT.	CHARGE	STK:2077390	70.00	CASH	26AUG2003

LINE	OPCODE	TRCH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

CAUSE: COMPLETED 30,000 MILE MAINT SERVICE
MISC 10886 MILE (30000 MILE) MAINT

46	W	1.60					(N/C)
1	PG-820-B	FILTER ANY OIL					(N/C)
5	XO-5W20-OSP	ENGINE OIL 5W20					(N/C)
1	PG-1013-B	WASHER ANY WASH AID CLOS					(N/C)
1	PG-986-B	SPEC FUEL FILTER ANY					(N/C)
2	4806331-81901	REARVIEW 7.94 TUNE FORD					(N/C)
		CORNEC					(N/C)
1	PG-7A228-A	FILTER & SEAL ANY TRANS OIL					(N/C)
5	XT-8-OM	MERCON (R/V) AUTOMATIC TRANS FLI					(N/C)
46	W	D.20					(N/C)

PARTS: MAINT
CLAIM TYPE: OIL
MILE CODE: 8418
PARTS: 0.00 LABOR: 0.00 TOTAL: 0.00

8 DR SIDE AIR BAG DEPLOYED FOR NO REASON
46 ISP 1.00
PARTS: 0.00 LABOR: 0.00 TOTAL: 0.00

C GETTING WATER LEAK IN WINDSHIELD LEFT SIDE.
WINDSHIELD AREA, ACCESS HEADLINER REVEALED T OF LEFT SIDE
OIL OUTSIDE LABOR

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLOSURE The factory warranty constitutes all of the coverage and terms of the warranty and there is no other warranty or coverage of any kind for a particular product. This notice cannot be altered by any group or person for any reason or in connection with the sale of the vehicle.	LABOR AMOUNT PARTS AMOUNT OIL OIL LUBE SALES TAX TOTAL CHARGE LUBE INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	TOTAL
SALES DEALER, GENERAL MANAGER OR AUTHORIZED PERSON	CUSTOMER SIGNATURE		

CUSTOMER COPY

8883-014 0025

JAN 11 1998 17:05

PAGE 22

4126509294

28749

LINCOLN
MERCURY

INVOICE

SOUTH HILLS LINCOLN MERCURY, INC.
2780 Washington Rd P O Box 12788
Pittsburgh, PA 15224
(724) 941-8000 FAX (724) 941-9700
412 583-2200

SOUTH PARK, PA
HOME:

PAGE 2

SERVICE ADVISOR: 51 JOHN HUNTER

COLOR	YEAR	MAKE/DOOR	VIN	LICENSE	RELEASE IN / OUT	TAX
WHITE	01	LINCOLN TOWN CAR	1L4HHS1W41Y710879		31504/31504	T806
DEL DATE	PROD DATE	WARR DATE	WARR	WARR	WARR	WARR
12SEP2002			17:00 21AUG03		70.00	CASH 25AUG2003
R.O. OPENED			HEADLINE			
21AUG03			26AUG03			
R.O. OPENED			OPTIONS: STR:2077390			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	99	N	0.00				(N/C)

FC: R01 68
PARTS: 5403100
COUNT:
COST TYPE:
AUTH CODE:
SOHL B&D AUTO SEALANT
2044593
N
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

A/FLOOR FEE REMAINDERMENT FORWARDED
MISC HOOK FOR FLOOR MAT IS DISTORTED AND BENT
MISC FACTOR REMAINDERMENT REMAIN IN
46 C 0.00
PAGES: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

A/C DOES NOT BLOW ON MAX AIRFLOW SPEED.
MISC FLOOR DRYER BEHIND GLOVE BOX BLOCKING MAX
A/C DOOR FROM OPERATING
46 C 0.00
PAGES: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

PAGES: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THE CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		STATEMENT OF DISCLOSURE The dealer warrants satisfaction of the customer who reports to the sale of this vehicle. The dealer further warrants that all repairs and parts are properly installed and that the vehicle is in good condition at the time of sale.		DISCLOSURE		TOTALS	
(SIGNED) CARLA, GENERAL MANAGER ON AUTHORIZED FORM 2/95		CUSTOMER SIGNATURE		LABOR AMOUNT			
				PARTS AMOUNT			
				GAS, OIL, LUBE			
				SALES TAX			
				TOTAL CHARGE			
				LESS PAYMENT			
				SALES TAX			
				PLEASE PAY THIS AMOUNT			

CUSTOMER COPY

E803-014 0027

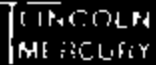
Copyright 1995 by the Lincoln Mercury of 1995

JAN 11 1998 17:07

PAGE 2/1

4126509294

28749



INVOICE

SOUTH HILLS LINCOLN MERCURY, INC.
2780 Washington Rd P O Box 12748
Pittsburgh, PA 15218
(724) 941-6000 FAX (724) 941-3700
412 943-2200

SOUTH PARK, PA
HOME: [REDACTED]

PAGE 3

SERVICE ADVISOR: 53 JOHN HUNTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	AGE
WHITE	01	LINCOLN TOWN CAR	1LMBB1W41Y710879		31504/3:504	T8C
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
12SEP2002			17:00 21AUG03		70.00	CASH
T.O. OPENED		READY	OPTIONS: STK:2077390		26AXG2C73	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	DRIVER'S SEAT AIR BAG HAS BEEN						
	DEPLOYED AIR BAG LIGHTS						
	FLASHING CODE 13 CHECKED WITH						
	WDS HAD DTC C CODE B1231 (CRASH						
	DETECTED AND LONGITUDINAL						
	ACCELERATION EXCEEDED						
	THRESHOLD AND FIRING DECISION						
	WAS MADE) NO SIGN OF SIDE						
	IMPACT RECEIVED VEHICLE POOLED						
	SCRATCHES AND DENTS UNDER LEFT						
	SEAT AREA WERE AC. SEAT IS LOCATED						

Customer Instructed to Contact
His Insurance Company

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICE DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REMAINED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty continues at the time of the inspection and repair to the date of the inspection. The dealer hereby certifies that the inspection and repair was completed, including any needed repairs, at no charge to the owner. The dealer further certifies that the inspection and repair was completed at no charge to the owner. The dealer further certifies that the inspection and repair was completed at no charge to the owner.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PAINT AMOUNT	0.00
GAS, OIL, LUBE	0.00
WASHER AMOUNT	0.00
APPC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DEALER: [REDACTED] DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE:

CUSTOMER SIGNATURE

JAN 11 1988 17:08

ER03-014 0828

PAGE 24

Ford Motor Company

Consumer Affairs

Sent Via U.S. Mail

August 26, 2003

[REDACTED]
South Park, PA [REDACTED]

Re: 2001 Lincoln Town Car
VIN: 1LNHM81W41Y710879

Dear [REDACTED]

Thank you for contacting us regarding your 2001 Town Car.

We sincerely regret the circumstances you described. However, your insurance carrier normally handles a situation such as this. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Ruth Davis
Consumer Affairs

Close an Issue

VIN: 1LNHM81W41Y710879 Year: 2001 Model: TOWN CAR WBD: 2001-05-09

Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]

Address: [REDACTED] SOUTH PARK PA [REDACTED]

Case Number: 1428892333

Issue Type: 07-LEGAL

Reason: LEGAL - GENERAL/OTHER

Symptom: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT

Dealer: L18480 - SOUTH HILLS LIN

Comm Type: MAIL

Current Odometer Reading: 31504 MI

Action Category: DENY ASSISTANCE

Odometer Reading: 31504

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER(C)

Caller information if different from vehicle owner

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Relationship: Select One

Phone: [REDACTED]

Comments:

dealer has been unable to talk to customer - has not returned calls - send customer insurance letter - deny assistance.

Warranty History

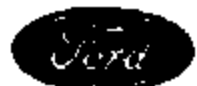
ESP/Recall

Cms

B983-014 0030

8/21/03

313 845 5668



DEALER REQUEST FOR CONE

IMPORTANT - DO NOT PERFORM

This Form is for RETAIL VEHICLES ONLY. For FLEET VI

DEALER INFORMATION:

Requesting Dealer South Hills V/M P&A 10690 Region & State Pan, Pa

Contact Person Mills Reed Phone # (724) 941-1600
Please call to advise Dealer of what is to do

CUSTOMER/VEHICLE INFORMATION:

New or Used APW WSD 5/9/01 Year/Model 01 Ford P&A

VIN 1ENHM81W4LY210879 Mileage 31,504

Customer Name [REDACTED]

Address [REDACTED]

City South Park County Pike State PA Zip code [REDACTED]

Home Phone [REDACTED]

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident ☐ Fire ☐ Injury ☒

Medical Attention Sought: ☒ (N)

Date of Incident [REDACTED]

Is customer alleging a component defect caused the incident? ☒ (N) If yes, what type &

details Driver's Side Air Bag 1st SEAT Deployed while
Driving on Turnpike

Was a police report filed? ☒ (N) If yes, where [REDACTED]

Has the Insurance Company been contacted? ☒ (N) Wish
advise? 65MPH - Fast lane

Owner's Insurance Company [REDACTED]
Insurance Company Phone Number ([REDACTED]) could
Control vehicle

If the vehicle is a conversion unit, who is the coac
City [REDACTED] State [REDACTED] South/Winter
East - Young P&A

RESOLUTION that CUSTOMER is SEEKING:

Cash - Impact
Impact

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER

ATTACHMENTS? ☒ (N) PAGES: 1

Fax to: (313) 845-5668, (313) 845-5669 or (313) 845-5655

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

October 2001

Ford Motor Company - Ford Motor Vehicle Assurance Company

9-37

AUG 21 2003 09:23

8283-014 0831

4125632219

PAGE 2:

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] SOUTH PARK PA [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager: [REDACTED]
Preferred Contact method: [REDACTED] Fax: [REDACTED]
Preferred Contact Time: [REDACTED] Email: [REDACTED]

D003-014 0032

VIN
1LNHM81W41Y710879

Year Model
2001 TOWN CAR
Open Issues Edst

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Subsequent Owner

Vehicle Info
Oasis
Warranty History

ENC-014 0015

ESP Recall Information

VIN: 1LNHMB1W41Y710879

Contract: 101

Status: Active

ESP Purchase Details

Purchaser: VALUED LINCOLN CUSTOMER

Expiration Date: 2004-09-09

Plan Type: USA 36/36 MAINT-NORMAL AVAILABLE AT LINCOLN DLRS ONLY

Plan Year: 2001

Expiration Miles: 40,000

Selling Dealer:

Deductible:

Towing Allowance:

Rental:

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

Recall Information

Campaign				Status	
Number	Type	Description	Status	Date	Dealer Code
01886	O	NO START	COMPLETE	2002-01-21	45285
01521	S	SEAT BELT	COMPLETE	2001-08-09	45475
01V05	X	SEAT BELT	CAMP-PROG SUPERCEDED	2001-11-12	
02M01	O	EGR PRES SEN	RELEASED FOR MAILING	2003-01-11	L18221

EPC-014 0034

Update This Information in Stars

		Dealer Detail			
FCSD Region	Sales Region	Sales Zone	Market	PEA Code	Sales Code
44-PITTSBURGH	18-PITTSBURG	D	A3	10690	L18480
Dealer Name:		SOUTH HILLS LINCOLN-MERCURY, I			
Dealer Address:		2780 WASHINGTON ROAD PITTSBURGH PA 15241			
Dealer Main Phone:		724-41-1600	Dealer Service Phone:		412-583-2200

Position	Employee Name
DEALER PARTNER	PAUL F GROFF
GENERAL MANAGER	RICHARD JACOBS
PARTS MANAGER	STEVEN BUDDENEYER
SALES MANAGER	JEFFREY A INNES
SERVICE MANAGER	MICHAEL W REED

800-214-0039

STANDARD CLAIMS LIST

AWS Online Report

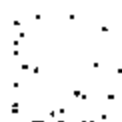
Run Date: 12-11-01

Amount: \$0.00 in US Dollars

VIN	AWS VL	WERS VL	MYT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC PRIF	BASE	SUFF VRT	VPG CCC CD		
1376580	VB	CVC	CM	CFC	CAB	C/B	BA	C/D6	C/VN	23-04-01	09-05-01	345834	USA	4	*	*	SXX	V00 *		
AWS Claim Key:	1376580	Doc #:	34029201	Tra Code:	01521	Laber Mtr:	3	Laber Cost:	15 12	Material Cost:	0	Total Cost:	20 16							
Dir Cd-Sub Cd:	45475 *	Name:	HERTZ RAC - WARWICK	Ph:	+	St:	RI	Try Cd:	USA	Reg Cd:	NA	Repr Date:	09-AUG-2001					DEBT(Mile):7107		
Cost Comments:	RECALL 01521 DUE																			
Tech Comments:	PERFORMED SAFETY RECALL																			
5507930	VB	CVC	CM	CFC	CAB	C/B	BA	C/D6	C/VN	23-04-01	09-05-01	345834	USA	5	*	6Y01 *	MAINT *	SXX	V00 AN *	
AWS Claim Key:	5507930	Doc #:	42819001	Tra Code:	08755	Laber Mtr:	7	Laber Cost:	11 7	Material Cost:	19 42	Total Cost:	31 12							
Dir Cd-Sub Cd:	45269 *	Name:	HERTZ RAC - JAMACIA	Ph:	+	St:	NY	Try Cd:	USA	Reg Cd:	NA	Repr Date:	19-SEP-2001					DBI1 (Mile):10949		
Cost Comments:	PREVENTIVE MAINTENANCE DUE																			
Tech Comments:	LUBE,OIL,FILTER																			
670054	VB	CVC	CM	CFC	CAB	C/B	BA	C/D6	C/VN	23-04-01	09-05-01	345834	USA	6	*	7K07 *	*	SXX	V00 *	
AWS Claim Key:	670054	Doc #:	40265301	Tra Code:	01884	Laber Mtr:	9	Laber Cost:	54 65	Material Cost:	0	Total Cost:	54 65							
Dir Cd-Sub Cd:	45285 *	Name:	HERTZ RAC - ALEXANDRIA	Ph:	+	St:	VA	Try Cd:	USA	Reg Cd:	NA	Repr Date:	21 JAN 2002					DBI1 (Mile):17852		
Cost Comments:	RECALL 01884 DUE																			
Tech Comments:	PERFORMED ALL WHEEL ALIGNMENT																			
1109486	VB	CVC	CM	CFC	CAB	C/B	BA	C/D6	C/VN	23-04-01	09-05-01	345834	USA	18	*	3X05 0W/02	5461711 AA	SXX	V00 STY 42	
AWS Claim Key:	1109486	Doc #:	0187684	Tra Code:	FB1	Laber Mtr:	24	Laber Cost:	153 98	Material Cost:	218 22	Total Cost:	372 2							
Dir Cd-Sub Cd:	10000 *	Name:	SCOTTSMITH'S LINCOLN-MERCURY, INC	Ph:	724 9411600	St:	PA	Try Cd:	USA	Reg Cd:	NA	Repr Date:	07 DEC 2002					DBI1 (Mile):20133		
Cost Comments:	CUSTOMER STATES THAT THE LEFT FRONT SEAT DOES NOT MOVE BACK AND FOR THE PART IN STOCK, AND CUSTOMER STATES THAT THE PASSENGER SIDE SEAT STICKS AT THREE ALIGHT																			
Tech Comments:	REPLACED LEFT FRONT SEAT TRACK ASSEMBLY SEAT SHOULD NOT MOVE																			
1109486	VB	CVC	CM	CFC	CAB	C/B	BA	C/D6	C/VN	23-04-01	09-05-01	345834	USA	20	*	2106 16M	0W/02	MA	SXX	V44 179 42
AWS Claim Key:	1109486	Doc #:	024094	Tra Code:	503	Laber Mtr:	19	Laber Cost:	821 9	Material Cost:	54 85	Total Cost:	876 75							
Dir Cd-Sub Cd:	10000 *	Name:	SCOTTSMITH'S LINCOLN-MERCURY, INC	Ph:	724 9411600	St:	PA	Try Cd:	USA	Reg Cd:	NA	Repr Date:	15 APR 2001					DBI1 (Mile):20133		
Cost Comments:	CHECK ENGINE LIGHT ON																			
Tech Comments:	VEHICLE IS NOT PREFORMED TO BE TESTED IN THE VEHICLE PREFORMED TO A SPARK PLUG SYSTEM FOR TEST REPLACE WITH A KING CROWN CROWN PLUG																			

UNIT #	VB	CVC	C/M	C/C	C/AB	C/B	BA	C/D6	C/VN	23-04-01	08-05-01	345834	USA	24	*	6P05	*	5440110	*	S01	V31	B02	07
AWS Claim Key:	14033877	Doc #:	0244790		Tra Code:		ES4	Laber Hrs:	2	Laber Cost:	12.83	Matrinal Cost:	0	Total Cost:	12.83								
Dir Cat-Sub Cat:	10690	* Name:	SOUTH HILLS LINCOLN-MERCURY, INC.		Plc:	724-9411600	St: PA	City:	USA	Reg Cat:	NA	Repr Date:	15-APR-2003										
Cost Comments:	WHEN CLOSE DRIVERS SIDE OF TRUNK LID HITS TAIL LIGHT LENSE SEE NOTE																						
Tech Comments:	ADJUSTED TRUNK LID																						

Any comments? You can contact



webmaster

ENR03-014 0637

All Action Details for Issue

Print

VIN: 1LNHMB1W41Y710579	Year: 2001	Model: TOWN CAR	Case: 1428992333
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2001-05-08	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - GENERAL/OTHER		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN		
Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY			
Dealer: 10680 SOUTH HILLS LINCOLN-MERCURY, I	Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		
Odometer: 31504 MI	Comm Type: FAX		
Analyst Name: LEICH, CHERIE	Analyst: CLEICH		
Action Date: 08/21/2003	Action Time: 11:51:39.501	Action Data: No	

Comments: *****PRODUCT LIABILITY***** FAX RECEIVED 8-21-03. DEALER CONTACT: MIKE REED. CUSTOMER ALLEGES DRIVER'S SIDE AIR BAG DEPLOYED WITHOUT INCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

0000 014 0039

REDACTED

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

From: Trzeciak, Robert (R.T.)
Sent: Monday, September 22, 2003 7:39 AM
To: Ruth, Richard (R.R.)
Cc: Setili, Frank (F.E.)
Subject: RE: 03 Lincoln Town Car PSAB deployment 1L7nm81w73y605871 Q1 panel dealer report

Rick, I have moved to a new position. Frank Setili has assumed my responsibilities.

Robert Trzeciak

Global Core Quality - ECI
Warranty Portfolio Business Supervisor
500 Town Center Drive, Suite 300, Cuba 28
Phone (313) 248-6294 Fax (313) 248-6278

REDACTED

REDACTED

2003-014 1452 M

REDACTED

REDACTED

5983-814 1453 *M*

REDACTED

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

From: Morris, Marquis (M.L.)
Sent: Thursday, October 02, 2003 12:10 PM
To: Ruth, Richard (R.R.)
Subject: RE: 2003 Town Car..Roto Lincoln Mercury

Thanks Rick.

*Marquis Morris
Legal Analyst
Litigation Prevention
(313) 845-5458
(313) 845-5669 fax*

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

From: Ruth, Richard (R.R.)
Sent: Thursday, October 02, 2003 12:00 PM
To: Morris, Marquis (M.L.)
Subject: RE: 2003 Town Car..Roto Lincoln Mercury

B1231 means our module believes the criteria for deployment were met, that this is not just some random event. B2295 is the seat mounted side airbag, not the frontal passenger bag. Advise dealer to inspect area directly under side satellite crash sensor, near where B pillar, rocker, and area under passenger seat come together (check shop manual for exact location).

REDACTED

Richard R. Ruth, P.E.
Manager, Design Analysis Vehicle Cycles and Interior
804 Parklane Towers West, 3 Parklane Boulevard
Dearborn, MI 48126
Phone 313-322-7059 Fax 313-337-8256
ruth@ford.com

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

From: Morris, Marquis (M.L.)
Sent: Thursday, October 02, 2003 9:38 AM
To: Ruth, Richard (R.R.)

REDACTED

EM03-B14 145A M

ECI Record	331092800
Source Code	AWS

Commodity	body \ restraints \ airbags \ airbag module/sensors	Symptoms	damage \ deployment-improper deployment \ function-malfunction/inoperative \ mod-codes found \ mod-indicator light/warning chime on
Commodity	body \ restraints \ airbags \ side airbag/curtain	Symptoms	damage \ damage-road hazard \ deployment-improper deployment \ function-malfunction/inoperative \ mod-codes found \ mod-indicator light/warning chime on
Significant Event		Verified	Y

Source Claim Key	D14821638	Time in Service	26
Version Series Code	VS BR	Dealer Code	10502
Customer Paid Amount	0.00	Dealer Name	MILLER LINC-MERC-NISSAN INC
Dealer Paid Amount	0.00	Dealer Address	2930 2ND STREET SOUTH
Deductible Amount	0.00	Dealer City	SAINT CLOUD
Labor Cost	270.01	Dealer State/Province	MN
Misc. Expense Amount	160.14	Dealer Country	USA
Material Cost	800.70	Dealer Phone Number	3202518900
Total Gross Cost	1230.85	Repair Date	20-Jun-2003

Customer Comment	
Technician Comment	DID SCAN OF SYSTEM HAD CODES OF B2295 AND B1231 FOUND THAT SENSOR INDICATED INFLATION BUT NO IMPACT REPLACE R SIDE AIR BAG SENSOR AND MODULE ALSO RF SEAT CUSHIO AND COVER AN AIRBAG SENSORS AND MODULE THERE IS NO SIGN OF ANY COLLISION OR DAMAGE

VIN	1LNHM82WX1Y712392	Engine Description	R-M 4.6L SOHC EFI NA CIV8 G-NP
Model Year	2001	Drive Code	2 WHL L/H REAR DRIVE
Vehicle Description	TOWN CAR	Retail Sale Indicator Code	F
Body Cab Style Code	CA WD	Production Date	26-Apr-2001
Plant Description	WIXOM PLANT BUILD	Red Carpet Lease Code	N
Mileage	28025	Warranty Start Date	11-May-2001



Commodity	body \ restraints \ airbags \	Symptoms	function-false activation/cycle/deploy \ function-malfunction/inoperative
Commodity	body \ restraints \ airbags \ side airbag/curtain	Symptoms	deployment-improper deployment \ function-false activation/cycle/deploy \ function-malfunction/inoperative
Significant Event		Verified	N

Source Claim Key	552880383	Time in Service	
Version Series Code	VS AB	Dealer Code	25707
Customer Paid Amount		Dealer Name	NICHOLS FORD-LINCOLN-MERCURY.
Dealer Paid Amount		Dealer Address	HIGHWAY 51 NORTH
Deductible Amount		Dealer City	SENATOBIA
Labor Cost		Dealer State/Province	MS
Misc. Expense Amount		Dealer Country	USA
Material Cost		Dealer Phone Number	
Total Gross Cost		Repair Date	07-Feb-2003

Customer Comment	*****PRODUCT LIABILITY***** FAX RECEIVED 2-7-03 DEALER CONTACT: JEFF PARSONS CUSTOMER ALLEGES AIR BAG DEPLOYED WITHOUT COLLISION. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE. SPOKE WITH JEFF PARSONS, SERVICE MANAGER, WHO SAID THERE WERE NO INJURIES, AND CUSTOMER CLAIMS NO ACCIDENT, BUT SIDE AIRBAG DEPLOYED. CUSTOMER SAYS HE DID NOT RUN OVER ANYTHING. SENT NOTE TO RICK RUTH IN DESIGN ANALYSIS FOR REVIEW (ALTHOUGH SITUATION DOES NOT MEET LEGAL CRITERIA, CSM IS NOT SURE HOW TO PROCEED). REFERRED CASE TO CSM AS IT DOES NOT MEET LEGAL CRITERIA. PROVIDED INFORMATION FROM AIRBAG SPECIALIST REGARDING CODES TAKEN. NO FURTHER ACTION.
Technician Comment	

Vehicle Information			
VIN	LNHM81W61Y677402	Engine Description	R-M 4.6L SOHC EFI NA CIV8 G-NP
Model Year	2001	Drive Code	2 WHL L/H REAR DRIVE
Vehicle Description	TOWN CAR	Retail Sale Indicator Code	
Body Cab Style Code	CA WD	Production Date	06-Feb-2001
Plant Description	WIXOM PLANT BUILD	Red Carpet Lease Code	
Mileage	40374	Warranty Start Date	21-Feb-2001

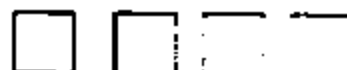
ECI Record	20067559
Source Code	MORS



Commodity	body \ seating \ \	Symptom	damage
Commodity	body \ restraints \ airbags \ side airbag/curtain	Symptom	damage \ deployment-improper deployment
Commodity	body \ structure/sheetmetal \ bumpers \	Symptom	damage
Significant Event		Verified	N
Source Claim Key	399201062	Time in Service	
Version Series Code	VS AB	Dealer Code	UNKNOWN
Customer Paid Amount		Dealer Name	
Dealer Paid Amount		Dealer Address	
Deductible Amount		Dealer City	
Labor Cost		Dealer State/Province	
Misc. Expense Amount		Dealer Country	UNK
Material Cost		Dealer Phone Number	
Total Gross Cost		Repair Date	16-Apr-2002
Customer Comment	CUSTOMER SAYS: - WHEN VEH WENT OVER A ROUGH SPOT IN THE ROAD, SIDE AIR BAG FROM THE SEAT DEPLOYED - CUST BROUGHT VEH INTO DLRSH LAST MONDAY FOR INSPECTION - CUST THINKS AIR BAGS ARE DEFECTIVE - CUST IS LOOKING FOR COVERAGE PER CUSTOMER. DEALER SAYS: - DLR SAID THE REPAIR WOULDN'T BE COVERED UNDER WARRANTY ROSS P/M, WYNNE, AR. TEL: (870) 238-7770 CAC ADVISED: - PLEASE CONTACT YOUR INSURANCE COMPANY IN REGARDS TO THIS ISSUE. FORD IS UNABLE TO PROVIDE ANY ASSISTANCE. ***** OBC TO MIKE ROSS, S/M AT ROSS P/M TEL: (870) 238-7770 - VEH WAS BROUGHT IN 04/09 - SIDE IMPACT AIRBAG DEPLOYED AFTER HITTING A HOLE IN THE ROAD - THERE WAS DAMAGE IN THE RIGHT BUMPER - IMPACT WAS STRONG ENOUGH TO DEPLOY AIRBAGS - S/M HAS WRITTEN AN ESTIMATE AND FAXED IT TO CUST INSURANCE COMPANY ON 4/10/2002 AND 4/11/2002 - CUST NEEDS TO CONTACT INSURANCE COMPANY - THERE WILL BE NO COVERAGE FOR THIS REPAIR - AIR BAGS ARE EFFECTIVE AND WORKING PROPERLY ***** LCSR ADVISED CUST CONCERN HAS BEEN DOCUMENTED - LCSR ADVISED CUST THAT DLRSH HAS DIAGNOSED THE AIRBAGS TO BE WORKING PROPERLY AND HAS NOT FOUND ANY DEFECT WITH THE AIRBAGS - THERE WILL BE NO COVERAGE FOR THIS REPAIR - LCSR REDIRECTED CUST TO INSURANCE COMPANY FOR COVERAGE INFERENCE CASE ID: 5346		
Technician Comment			

Vehicle Information	
VIN	1LNHM81WR1Y684545
Model Year	2001
Vehicle Description	TOWN CAR
Body Cab Style Code	CA WD
Plant Description	WIXOM PLANT BUILD
Mileage	25569
Engine Description	R-M 4.6L SOHC EFI NA CIV6 G-NP
Drive Code	2 WHL L/H REAR DRIVE
Retail Sale Indicator Code	
Production Date	22-Feb-2001
Red Carpet Lease Code	
Warranty Start Date	09-Mar-2001

ECI Record	7093894
Source Code	CQIS Ford



Assignment		
Commodity	body \ restraints \ airbags \ side airbag/curtain	Symptoms appearance-scratches/nicks \ deployment-improper deployment \ function-false activation/cycle/deploy \ function-malfunction/inoperative \ mod-codes found mod-driving condition-while driving \ mod-weather-wet
Significant Event		Verified

Source Claim Key	3JPD6002	Time in Service	
Version Series Code	VS BR	Dealer Code	10586
Customer Paid Amount		Dealer Name	ROTO LINCOLN-MERCURY, INC.
Dealer Paid Amount		Dealer Address	1555 E RAND ROAD
Deductible Amount		Dealer City	ARLINGTON HEIGHTS
Labor Cost		Dealer State/Province	IL
Misc. Expense Amount		Dealer Country	USA
Material Cost		Dealer Phone Number	7082555700
Total Gross Cost		Repair Date	06-Oct-2003

Customer Comment	CUSTOMER STATES THEY WERE DRIVING DOWN THE ROAD WHEN THE PASS SIDE SIDE AIR BAG DEPLOYED. THEY CLAIMED THEY ONLY DROVE THROUGH A SMALL PUDDLE WHEN IT DEPLOYED.
Technician Comment	INSPECTED VEHICLE AT DEALER REQUEST. NO EXTERIOR BODY DAMAGE EVIDENT. UNDERSIDE FLOOR PAN SHOWED MULTIPLE SMALL MARKS RIGHT IN FRONT OF SIDE AIR BAG SENSOR. UNIT HAD CODES B1231 AND B2295 IN RCM MODULE. ADVISED DLR THIS WOULD BE A INSURANCE CLAIM THERE IS SOME EVIDENCE OF WHAT APPEARS TO BE SMALL MARKS ON UNDER SIDE OF FLOOR THAT MIGHT HAVE COME FROM GRAVEL OR OTHER DEBRIE THAT CONTACTED FLOOR PAN AND WOULD BE CONSIDERED AN IMPACT.

Vehicle Information			
VIN	1LNHM82W03Y628617	Engine Description	R-M 4.6L SOHC EFI NA CIV3 G-NP
Model Year	2003	Drive Code	2 WHL L/H REAR DRIVE
Vehicle Description	TOWN CAR	Retail Sale Indicator Code	
Body Cab Style Code	CA BH	Production Date	30-Jul-2002
Plant Description	WIXOM PLANT BUILD	Red Carpet Lane Code	
Mileage	14481	Warranty Start Date	26-Aug-2002

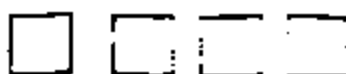
Source Code
CQIS Ford

Commodity	body \ restraints \ airbags \ side airbag/curtain	deployment-improper deployment \ function- Symptom/false activation/cycle/deploy \ function- malfunction/isoperative \ mod-codes found
Significant Event		VerifiedN

Source Claim Key	BIEF7019	Time in Service	
Version Series Code	VS AB	Dealer Code	11601
Customer Paid Amount		Dealer Name	RICK STARR LINCOLN-MERCURY INC
Dealer Paid Amount		Dealer Address	5400 S US HIGHWAY 1
Deductible Amount		Dealer City	FT PIERCE
Labor Cost		Dealer State/Province	FL
Misc. Expense Amount		Dealer Country	USA
Material Cost		Dealer Phone Number	407461-4043
Total Gross Cost		Repair Date	05-Sep-2003

Customer Comment	
Technician Comment	CONCERN IS THAT THE PASS SIDE AIR BAG AND PRETENSIONER DEPLOYED AFTER HITTING A RETREAD IN THE ROAD. RCM HAS B1231 AND B2295 STORED. TECH IS SEEKING DIRECTION

VIN	1LNHM81WX1Y727847	Engine Description	R-M 4.6L SOHC EFI NA CIVIC G-NP
Model Year	2001	Drive Code	2 WHL L/H REAR DRIVE
Vehicle Description	TOWN CAR	Retail Sale Indicator Code	
Body Cab Style Code	CA WD	Production Date	30-May-2001
Plant Description	WIXOM PLANT BUILD	Red Carpet Lease Code	
MBorgs	11297	Warranty Start Date	03-Oct-2001



Commodity	body \ restraints \ airbags \ side airbag/curtain	Symptom	deployment-improper deployment \ function- false activation/cycle/deploy \ function- malfunction/inoperative \ mod-airbag deployed \ mod-codes found \ mod-driving condition- while driving
Significant Event		Verified	Y

Source Claim Key	3GRDJ003	Time in Service	
Version Series Code	VS AB	Dealer Code	05827
Customer Paid Amount		Dealer Name	RON CAMPBELL FORD, INC.
Dealer Paid Amount		Dealer Address	1118 W MAIN STREET
Deductible Amount		Dealer City	CABOT
Labor Cost		Dealer State/Province	AR
Misc. Expense Amount		Dealer Country	USA
Material Cost		Dealer Phone Number	5018433536
Total Gross Cost		Repair Date	18-Jul-2003

Customer Comment	
Technician Comment	SM STATES THE CUSTOMER WAS DRIVING ON A GRAVEL ROAD ABOUT 30 MPH AND THE PASSENGER SIDE AIR BAG DEPLOYED. SM STATES THE RCM HAS CODES B1231 AND B2295. SM SEEKING KNOWNS. SM STS THAT THERE IS EVIDENCE OF IMPACT UNDER CAR - ASKING IF ONLY ONE SIDE AIR BAG WILL DEPLOY

VIN	1LNHM81W61Y712777	Engine Description	R-M 4.6L SOHC EFI NA CIV8 G-NP
Model Year	2001	Drive Code	2 WHL L/H REAR DRIVE
Vehicle Description	TOWN CAR	Retail Sale Indicator Code	
Body Cab Style Code	CA A	Production Date	25-Apr-2001
Plant Description	WIXOM PLANT BUILD	Red Carpet Lease Code	
Mileage	26814	Warranty Start Date	12-May-2001

ECI Record	6212476
Source Code	CQIS Ford



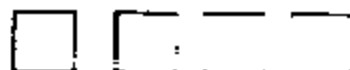
Commodity	body \ restraints \ airbags \	Symptom	damage \ damage-road hazard \ deployment-improper deployment \ function-false activation/cycle/deploy \ function-malfunction/inoperative \ mod-codes found \ mod-driving condition-over bump(s) \ mod-driving condition-while driving \ mod-no indication (sudden)
Commodity	body \ restraints \ airbags \ side airbag/curtain	Symptom	damage \ damage-road hazard \ deployment-improper deployment \ function-false activation/cycle/deploy \ function-malfunction/inoperative \ mod-codes found \ mod-driving condition-over bump(s) \ mod-driving condition-while driving \ mod-no indication (sudden)
Significant Event		Verified	N

Source Claim Key	2KRCY011	Time in Service	
Version Series Code	VS BR	Dealer Code	10855
Customer Paid Amount		Dealer Name	EAGLE LINCOLN-MERCURY INC
Dealer Paid Amount		Dealer Address	6200 LEMMON AVENUE
Deductible Amount		Dealer City	DALLAS
Labor Cost		Dealer State/Province	TX
Misc. Expense Amount		Dealer Country	USA
Material Cost		Dealer Phone Number	2143570461
Total Gross Cost		Repair Date	18-Nov-2002

Customer Comment	
Technician Comment	TECH STATES SIDE AIR BAG DEPLOYED UNINTENDED. TECH STATES THERE IS A B1231, CUSTOMER IS TRYING TO HAVE THIS WARRANTIED. TECH STATES THERE IS FLOORPAN DAMAGE LOOK LIKE CUSTOMER WAS DRIVING ON A BUMPY ROAD HITTING ROCKS.

Vehicle Information			
VIN	1LNHME2WDJY659069	Engine Description	R-M 4.6L SOHC EFI NA CIVIL G-HP
Model Year	2001	Drive Code	2 WHL L/H REAR DRIVE
Vehicle Description	TOWN CAR	Retail Sale Indicator Code	
Body Cab Style Code	CA WD	Production Date	13-Dec-2000
Plant Description	WIXOM PLANT BUILD	Red Carpet Lease Code	
Mileage	26213	Warranty Start Date	30-Mar-2001

ECI Record	6107286
Source Code	CQIS Ford



Commodity	body \ restraints \ airbags \ side airbag/curtain	Symptoms	damage \ deployment-improper deployment \ function false activation/cycle/deploy \ mod-codes found \ mod-driving condition-while driving
Significant Event		Verified	N

Source Claim Key	2HGHX018	Time in Service	
Version Series Code	VS BR	Dealer Code	08136
Customer Paid Amount		Dealer Name	LOU FUSZ FORD INC
Dealer Paid Amount		Dealer Address	#2 CAPRICE DR
Deductible Amount		Dealer City	CHESTERFIELD
Labor Cost		Dealer State/Province	MO
Misc. Expense Amount		Dealer Country	USA
Material Cost		Dealer Phone Number	6365329955
Total Gross Cost		Repair Date	07-Aug-2002

Customer Comment

Technician Comment

TECHNICIAN STATES THAT THE VEHICLE IS A RENTAL UNIT. VEHICLE WAS RENTED OUT AND THE SIDE AIRBAG DEPLOYED WITH OUT ANY ACCIDENT. CUSTOMER RENTING THE VEHICLE HAD SOMEONE IN THE PASSENGER SIDE SEAT (SIDE AIRBAG THAT DEPLOYED). NO INJURIES WERE REPORTED AS FAR AS THE TECHNICIAN KNOWS. STATES THE MODULE HAS A C123 CODE SEEKING DIRECTION FOR THIS CONCERN. CONCERN REVIEWED BY PNT. NO ADDITIONAL REPAIR OR RECOMM AT THIS TIME. CAREFULLY INSPECT FOR UNDERCARRIAGE DAMAGE, ESPECIALLY NEAR THE PASS SEATS. FSE IS REQUESTING INFORMATION ON TESTING SIDE CRASH SENSOR OPERATION. SEE ALSO REPORT # 2EMB0013. THIS IS THE SECOND TIME THE PASSENGERS SIDE AIRBAG HAS DEPLOYED. LAST STATEMENT IS INCORRECT- THIS VEHICLE HAS NOT HAD THE PASSENGER SIDE AIRBAG REPLACED PER REPORT NUMBER 2EMB0013. DIFFERNT VIN # INSPECTED THE UNDERCARRIAGE OF VEHICLE THERE IS NO IMPACT ON THE BOTTOM OF THE VEHICLE. REMOVED THE FRT SEATS AND PERFORMED A CONTINUITY TEST ON THE HARNESS FROM THE BCM TO THE CONNECTOR AT THE PASSENGER SIDE SENSOR PIN 6 OHMS. CONTINUITY ON PINS 23 AND 24 OF C276. 6OHMS TESTED PIN 23 AND 24 TO GROUND 0. ADVISED THAT COULD NOT FIND ANY ISSUES WITH WIRING OR IMPACT TO THE BOTTOM OF THE VEHICLE TO REPLACE BCM. SIDE AIRBAG, AND SENSOR- WILL UPDATE ONCE THE VEHICLE HAS BEEN REPAIRED. TECH (ON) REPLACED BCM, HAS C1414, B2477 CODES PRESENT. TECH IS USING WDS. TECH IS NOT ON A CORDLESS PHONE/ NEAR VEHICLE TO PERFORM PMI WHILE ON PHONE. TECH TRIED TO PERFORM PMI, RECEIVED AN ERROR MESSAGE. TECH IS NOT CERTAIN WHICH NGC VERSION CARD IS PROGRAMMED TO. SIDE AIRBAG, MODULE, AND SENSOR WERE REPLACED- DEALERSHIP DROVE THE VEHICLE SEVERAL DAYS AND NO CONCERNS- CUSTOMER HAS BEEN DRIVING THIS PAST WEEK CLOSING TAR.

Vehicle Information

VIN	1LNHM82W02Y668470	Engine Description	R-M 4.6L SOHC EFI NA CIV8 G-NP
Model Year	2002	Drive Code	2 WHL L/H REAR DRIVE
Vehicle Description	TOWN CAR	Retail Sale Indicator Code	
Body Cab Style Code	CA BB	Production Date	21-Feb-2002
Plant Description	WIXOM PLANT BUILD	Red Carpet Lease Code	
Mileage	12399	Warranty Start Date	08-Mar-2002

ECI Record	6049368
Source Code	CQIS Ford

☐	☐	☐	☐
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Commodity Assignment

Commodity	body \ restraints \ airbags \ side airbag/curtain	Symptoms	appearance-scratches/nicks \ deployment-improper deployment \ function-false activation/cycle/deploy \ function-malfunction/inoperative \ mod-aftermarket \ mod-airbag deployed \ mod-no indication (sudden)
Significant Event		Verified	N

Repair Details

Source Claim Key	2EBDN015	Time in Service	
Version Series Code	VS BR	Dealer Code	12739
Customer Paid Amount		Dealer Name	SIGNATURE LINCOLN-MERCURY
Dealer Paid Amount		Dealer Address	3030 E SAHARA AVENUE
Deductible Amount		Dealer City	LAS VEGAS
Labor Cost		Dealer State/Province	NV
Misc. Expense Amount		Dealer Country	USA
Material Cost		Dealer Phone Number	7024570321
Total Gross Cost		Repair Date	02-May-2002

Customer Comment

Technician Comment	TECH STATES THAT THE SIDE AIR BAG ON THE DRIVER'S SIDE DEPLOYED UNINTE NDED. TECH STATES THAT THERE IS NO VISIBLE BODY DAMAGE ON OR UNDER THE VEHICLE. ONLY THE DRIVER'S SIDE AIR BAG DEPLOYED. THIS VEHICLE IS A HERTZ RENTAL CAR. AND HERTZ HAS THEIR OWN AFTERMARKET NAVIGATION SYSTEM INSTALLED IN THE VEHICLE. NICK WALTER CELL# 934-929-6315 INSPECTED VEHICLE NO SIGNS OF VEHICLE DAMAGE. ADVISED DEALER TO PERFORM NEED REPAIRS UNDER WARRANTY.
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Vehicle Information

VIN	1LNHM82WS2Y657027	Engine Description	R-M 4.6L SOHC EFI NA CIV6 G-NP
Model Year	2002	Drive Code	2 WHL L/H REAR DRIVE
Vehicle Description	TOWN CAR	Retail Sale Indicator Code	
Body Cab Style Code	CA BB	Production Date	17-Jan-2002
Plant Description	WIXOM PLANT BUILD	Red Carpet Lease Code	
Mileage	5923	Warranty Start Date	01-Feb-2002

ECI Record	5808614
Source Code	CQIS Ford



Commodity	body \ restraints \ airbags \ side airbag/curtain	Symptoms	damage-cut/tear/frayed \ deployment-improper deployment \ deployment-no deployment \ function-false activation/cycle/deploy \ function-malfunction/inoperative \ mod-codes found
Significant Event		Verified	N

Source Claim Key	2BYGH002	Time in Service	
Version Series Code	VS AB	Dealer Code	45985
Customer Paid Amount		Dealer Name	HERTZ RAC - AUSTIN
Dealer Paid Amount		Dealer Address	9401 RENTAL CAR LANE
Deductible Amount		Dealer City	AUSTIN
Labor Cost		Dealer State/Province	TX
Misc. Expense Amount		Dealer Country	USA
Material Cost		Dealer Phone Number	
Total Gross Cost		Repair Date	25-Feb-2002

Customer Comment	
Technician Comment	TECH STATES THE DRIVER'S SIDE AIRBAG DEPLOYED. B2295 B1231. WDS READS A COMPLETE CIRCUIT AT 3 OHMS. NO SIGNS OF A CRASH. HAS RAISED VEHICLE AND STATES THERE ARE NO SIGNS OF IMPACT. STATES THE AIRBAG DID NOT DEPLOY COMPLETELY, ONLY ENOUGH TO TEAR THE SEAMS OF THE SEAT. ADVISED TECH TO CONTACT FIELD SERVICE REP AND DISTRICT REP TO INVESTIGATE. TECH STATES THE DRIVER'S SIDE AIRBAG DEPLOYED. B2295 B1231. WDS READS A COMPLETE CIRCUIT AT 3 OHMS. NO SIGNS OF A CRASH. HAS RAISED VEHICLE AND STATES THERE ARE NO SIGNS OF IMPACT. STATES THE AIRBAG DID NOT DEPLOY COMPLETELY, ONLY ENOUGH TO TEAR THE SEAMS OF THE SEAT. VEHICLE WAS FIXED BY FSE TELLING THE FLEET TO REPLACE THE SIDE AIRBAG AND AIRBAG CONTROL MODULE

Vehicle Information			
VIN	1LNHMB1W01Y725767	Engine Description	R-M 4.6L SOHC EFI NA CIVIC G-NP
Model Year	2001	Drive Code	2 WHL L/H REAR DRIVE
Vehicle Description	TOWN CAR	Retail Sale Indicator Code	
Body Cab Style Code	CA A	Production Date	04-Jun-2001
Plant Description	WIXOM PLANT BUILD	Red Carpet Lease Code	
Mileage	18120	Warranty Start Date	19-Jun-2001