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2003-014 1001

SPECIFICATIONS

General Specifications

Item	Specification
Connector Identification	
Butt connector EnFZ-14488-A	Gauge 18-22, Red, Class C
Butt connector EnFZ-14488-B	Gauge 18-22, Green, Class C
Butt connector EnFZ-14488-C	Gauge 16-22, Yellow, Class C

Torque Specifications

Description	Nm	Lb-Ft	Lb-In
Front severity crash sensor bolts	12	9	—
Side impact sensor bolts	12	9	—
Restraints control module (RCM) bolts	12	9	—

(Continued)

Torque Specifications

Description	Nm	Lb-Ft	Lb-In
Driver air bag mounting bolts	12	9	—
Passenger air bag mounting bolts	12	9	—
Side-impact sensor bolts	12	9	—
Air steering column bolts	12	9	—
Forward steering column bolts	12	9	—
Lower steering column reinforcement bolts	12	9	—
Weld nut repair screw (Nuts: NS02445, NS02446)	12	9	—
Grounding screw (Nuts: NS02445, NS02446)	12	9	—

DESCRIPTION AND OPERATION

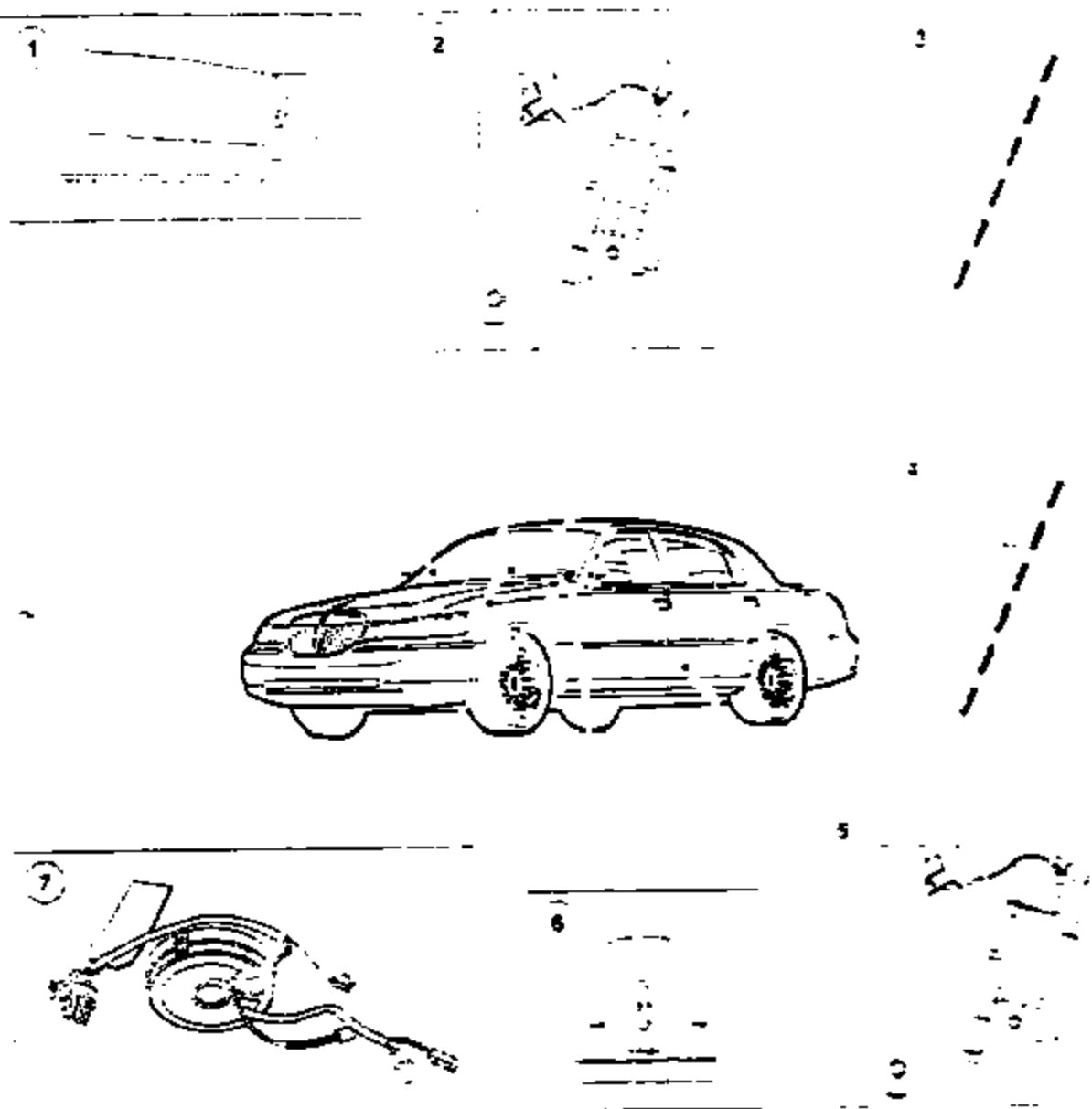
Front Bag and Safety Belt Pretensioner Supplemental Restraint System (SRS)

The air bag supplemental restraint system (SRS) is designed to provide increased collision protection for front seat occupants in addition to that provided by the three-point safety belt system. Safety belt use is necessary to obtain the best occupant protection and to receive the full advantage of the SRS.

The SRS deployable components are shown in the following illustration.

DESCRIPTION AND OPERATION (Continued)

Air Bag and Safety Belt Pretensioner Supplemental Restraint System (SRS) Deployable Component



A0043801

Item	Part Number	Description
1	044A74	Passenger air bag module
2	611B08	Passenger safety belt retractor pretensioner
3	611D10	Passenger seat side air bag module

(Continued)

Item	Part Number	Description
4	611D11	Driver's seat side air bag module
5	611B09	Driver's seat side air bag module
6	643B12	Driver's seat side air bag module
7	611A04	Driver's seat side air bag module

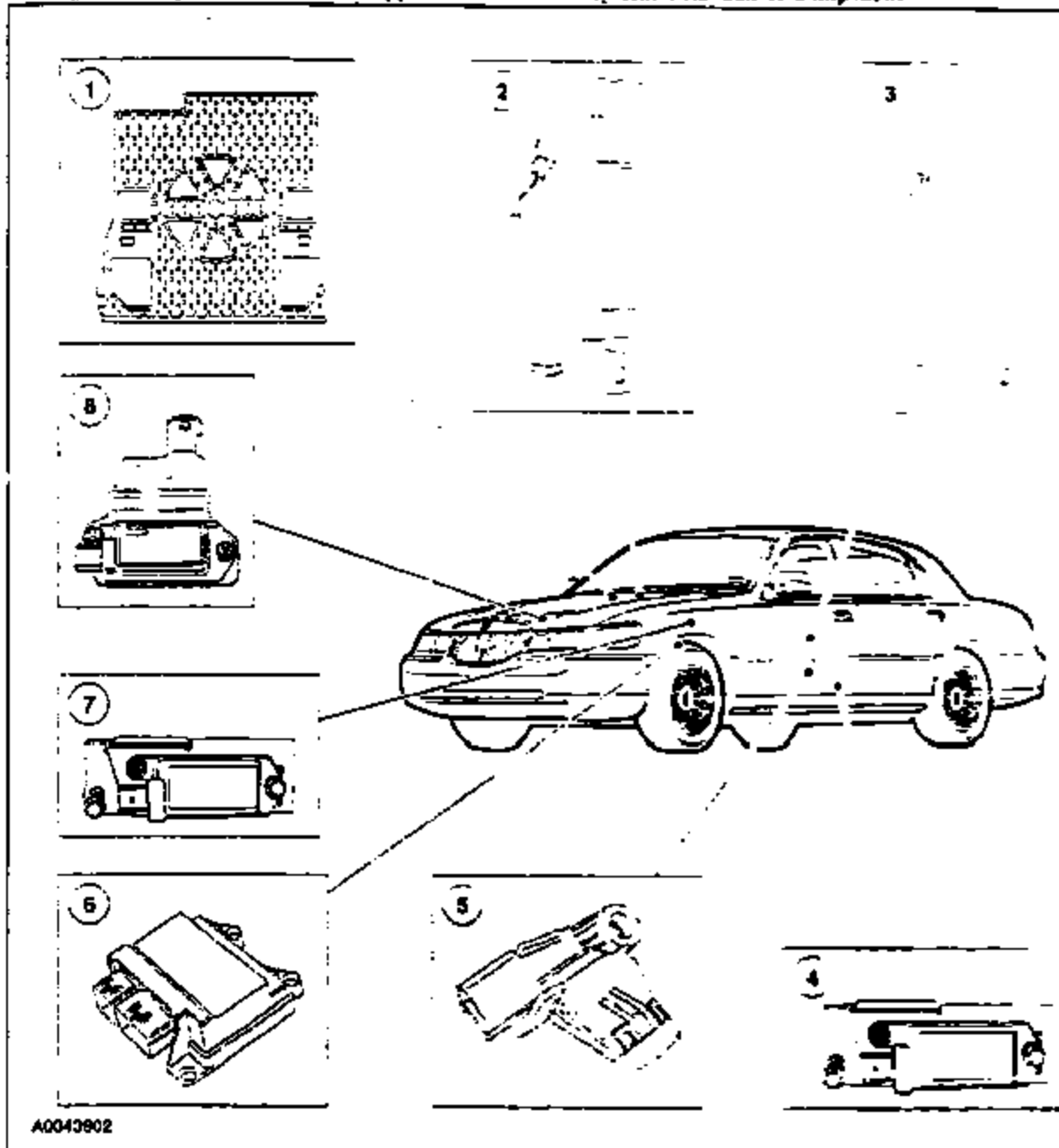
The SRS sensor components are shown in the following illustration.

8803-014 0007

2002 "SAFETY" 3 2001

DESCRIPTION AND OPERATION (Continued)

Air Bag and Safety Belt Pretensioner Supplemental Restraint System (SRS) Sensor Components



Item	Part Number	Description
1	14B432	Occupant classification sensor
2	61202	Passenger seat safety belt buckle with usage detection switch
3	61202	Driver seat safety belt buckle with usage detection switch

(Continued)

Item	Part Number	Description
4	14B345	Driver side impact sensor
5	14B416	Seat position sensor
6	14B321	Restraints control module (RCM)
7	14B345	Passenger side impact sensor
8	14B106	Front impact sensor unit

The SRS occupant classification sensor components are shown in the following illustration.

RMS-014 0000

2002 Ford Car 3 200*

DIAGNOSIS AND TESTING (Continued)

Restraints Control Module (RCM) Diagnostic Trouble Code (DTC) Priority Table

DTC	LFC	Fault Priority	Description	Action To Take
—	Continuous	2	RCM Disconnected or Inoperative Loss of Battery Feed or Loss of Signal Ground	GO to Paragraph D-1
B1231	13	4	Crash Data Memory Full	INSTALL CRASH DATA MEMORY MODULE
B1317	Continuous	2	Battery Voltage High	CHECK BATTERY VOLTAGE AND REPAIR AS NECESSARY
B1318	Continuous	2	Battery Voltage Low	CHECK BATTERY VOLTAGE AND REPAIR AS NECESSARY
B1342	12	5	RCM Is Faulted	REPAIR B1342 AND B1343 QUICKLY TO PREVENT REPAIR B1342 AND B1343 NEW RCM REFER TO SERVICE CENTER FOR NEW RCM
B1869	NONE or continuous lamp. Secondary air bag warning sounds if another fault is present	1	Lamp Air Bag Warning Indicator Circuit Open or Short to Ground	GO to Paragraph D-8
B1870	NONE Secondary air bag warning sounds if another fault is present	1	Lamp Air Bag Warning Indicator Circuit Short to Battery	GO to Paragraph D-4
B1891	53	22	Air Bag Tone Warning Indicator Circuit Short to Battery	GO to Paragraph D-10
B1892	53	22	Air Bag Tone Warning Indicator Circuit Shorted to Ground or Open	GO to Paragraph D-11
B1921	14	5	Air Bag Diagnostic Monitor Ground Circuit Open	GO to Paragraph D-12
B2290	16	19	Occupant Classification Sensor (OCS) Circuit Fault	GO to Paragraph D-13
B2292	33	15	Restraint System — Safety Belt Pre-tensioner Status (Driver Pre-tensioner Circuit Fault)	GO to Paragraph D-14
B2292	34	16	Restraint System — Safety Belt Pre-tensioner Status (Passenger Pre-tensioner Circuit Fault)	GO to Paragraph D-15
B2293	19	13	Restraint System — Air Bag Status (Driver Front Air Bag Circuit Fault)	GO to Paragraph D-16
B2293	21	14	Restraint System — Air Bag Status (Passenger Front Air Bag Circuit Fault)	GO to Paragraph D-17

(Continued)

8203-014 0000

2012 "14" "03" & "00"

DIAGNOSIS AND TESTING (Continued)**Restraints Control Module (RCM) Diagnostic Trouble Code (DTC) Priority Table**

DTC ^a	LFC ^b	Fault Priority	Description	Action To Take
B2295	22	17	Restraint System — Side Air Bag Status (Driver Side Side Air Bag Circuit Fault)	GO to Pinpoint Test L
B2295	23	18	Restraint System — Side Air Bag Status (Passenger Side Side Air Bag Circuit Fault)	GO to Pinpoint Test L
B2296	42	8	Restraint System — Impact Sensor Status (Front Impact Sensitivity Sensor Circuit Fault)	GO to Pinpoint Test K
B2296	43	9	Restraint System — Impact Sensor Status (Driver Side Impact Sensor Circuit Fault)	GO to Pinpoint Test K
B2296	44	10	Restraint System — Impact Sensor Status (Passenger Side Impact Sensor Circuit Fault)	GO to Pinpoint Test K
B2432	51	11	Driver Safety Belt Buckle Switch Circuit Open	GO to Pinpoint Test L
B2433	51	11	Driver Safety Belt Buckle Switch Circuit Short to Battery	GO to Pinpoint Test M
B2434	51	11	Driver Safety Belt Buckle Switch Circuit Short to Ground	GO to Pinpoint Test N
B2435	51	11	Driver Safety Belt Buckle Switch Circuit Resistance Out of Range	GO to Pinpoint Test O
B2436	52	12	Passenger Safety Belt Buckle Switch Circuit Open	GO to Pinpoint Test P
B2437	52	12	Passenger Safety Belt Buckle Switch Circuit Short to Battery	GO to Pinpoint Test Q
B2438	52	12	Passenger Safety Belt Buckle Switch Circuit Short to Ground	GO to Pinpoint Test R
B2439	52	12	Passenger Safety Belt Buckle Switch Circuit Resistance Out of Range	GO to Pinpoint Test S
B2477	54	25	Module Configuration Fault	GO to Pinpoint Test T
C1414	15	6	Incorrect Vehicle ID	GO to Pinpoint Test U
C1946	49	21	Seat Track Position Sensor Circuit Open	GO to Pinpoint Test V
C1947	49	21	Seat Track Position Sensor Circuit Short to Ground	GO to Pinpoint Test W
C1948	49	21	Seat Track Position Sensor Circuit Resistance Out of Range	GO to Pinpoint Test X
C1982	49	21	Seat Track Position Sensor Circuit Short to Battery	GO to Pinpoint Test Y

^a DTC: Diagnostic trouble code, retrieved using scan tool.

^b LFC: Lamp fault code, flashed on air bag indicator.

Inspection and Verification

1. Verify the customer concern by checking the air bag indicator in the instrument cluster module. For additional information, refer to Prove Out the System in this section.

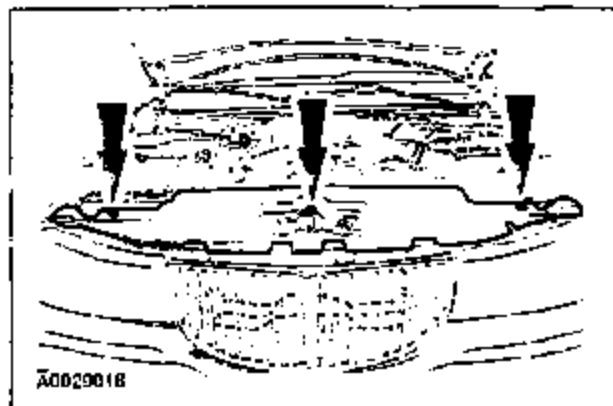
2. Visually inspect for obvious signs of mechanical and electrical damage using the following chart:

2001-014 0010

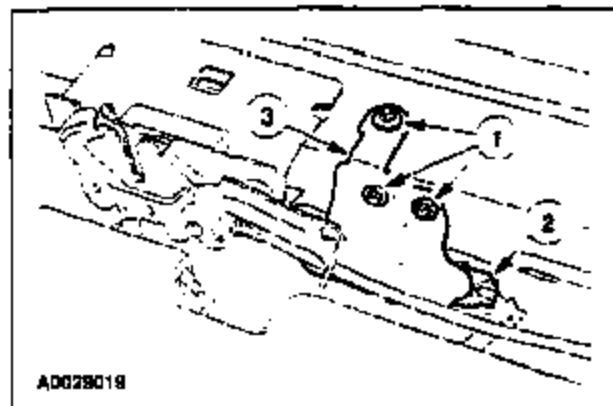
REMOVAL AND INSTALLATION (Continued)

2. **WARNING:** To reduce the risk of serious personal injury, read and follow all warnings, cautions, notes, and instructions in the supplemental restraint system (SRS) deactivation/reativation procedure.

Deactivate the SRS with the proper test tool using the SRS deactivation/reativation procedure in the Supplemental Restraint System (SRS) Deactivation and Reactivation section of the Procedures portion of this manual.



3. With the air bag open, remove the front severity sensor and the header opening panel.



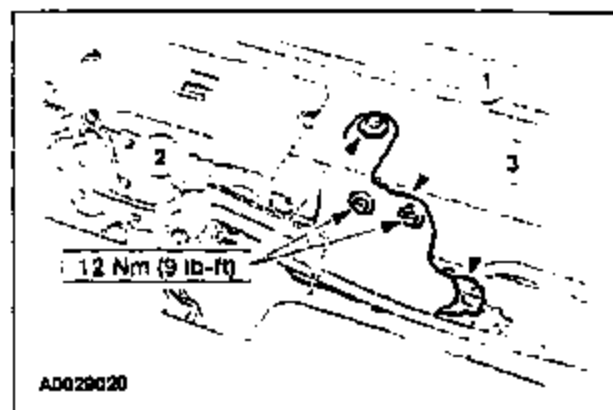
4. **NOTE:** The front severity crash sensor is located on the radiator core support next to the header panel. Remove the front severity crash sensor.

1. Remove the bolts.
2. Disconnect the electrical connector.
3. Remove the front severity crash sensor with bracket.

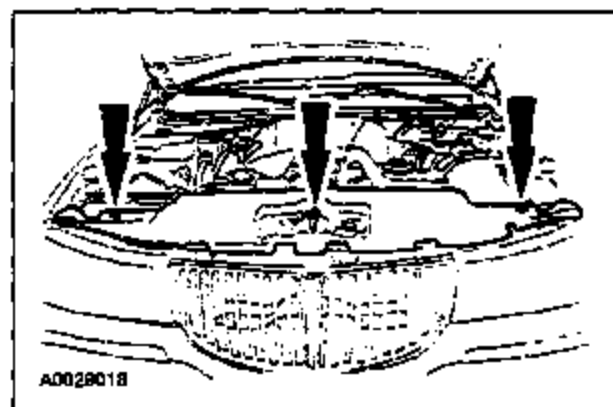
REMOVAL AND INSTALLATION (Continued)

Installation

⚠ WARNING: To reduce the risk of serious personal injury, read and follow all warnings, cautions and notes at the beginning of the removal procedure.




1. Install the front severity switch sensor.
 1. Position the front severity switch sensor in the bracket.
 2. Install the nuts.
 3. Connect the front severity switch sensor.
2. Connect the battery ground cable. For additional information, refer to Section 414-01.
3. With the restraint system diagnostic tool connected at all deployable devices, prove out the supplemental restraint system (SRS). For additional information, refer to Air Bag and Safety Belt Pretensioner Supplemental Restraint System (SRS), in the Diagnosis and Testing portion of this section.
4. Disconnect the battery ground cable and wait at least one minute. For additional information, refer to Section 414-01.
5. Position the header opening panel. Install the pin-type retainers.




REMOVAL AND INSTALLATION (Continued)


4. Restore the vehicle's operational condition.

1.  **WARNING:** To reduce the risk of serious personal injury, read and follow all warnings, cautions, notes, and instructions in the front seat removal and installation procedure.

Install the front seat on the vehicle only, after all applicable vehicle information is referred to Section 5.

2.  **WARNING:** To reduce the risk of serious personal injury, read and follow all warnings, cautions, notes, and instructions in the supplemental restraint system (SRS) deactivation, reactivation procedure.

Reactivate the supplemental restraint system (SRS). For additional information, refer to Supplemental Restraint System (SRS) Deactivation and Reactivation in the General Procedures portion of this section.

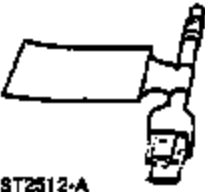
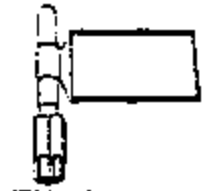
3.  **WARNING:** The restraint system diagnostic tool is for restraint system service only. Remove from the vehicle prior to road use. Failure to remove could result in injury and possible violation of vehicle safety standards.

With all the restraint system diagnostic tools removed, prove out the supplemental restraint system (SRS). For additional information, refer to Air Bag and Safety Belt Precautions or Supplemental Restraint System (SRS) Diagnosis and Testing portion of this section.

REMOVAL AND INSTALLATION (Continued)

Restraints Control Module (RCM)

Special Tool(s)

 ST2512-A	Diagnostic Tool, Restraint System (2 Req'd) 418-F403
 ST2505-A	Diagnostic Tool, Restraint System (4 Req'd) 418-F088 (105-R0912)

Removal

⚠ WARNING: The restraints control module (RCM) orientation is critical for proper air bag supplemental restraint system (SRS) operation. If a vehicle equipped with an SRS system has been involved in a collision in which the center tunnel area has been damaged, inspect the mounting and bracket for deformation. If damaged, the RCM must be replaced whether or not the air bags have deployed. In addition, make sure the area of the RCM mounting is restored to its original condition.

⚠ WARNING: Vehicle sensor orientation is critical for proper system operation. If a vehicle equipped with an air bag supplemental restraint system (SRS) is involved in a collision, inspect the sensor mounting bracket and wiring pigtail for deformation. Replace and properly position the sensor or any other damaged supplemental restraint system (SRS) components whether or not the air bag is deployed.

⚠ CAUTION: Electronic modules are sensitive to static electrical charges. If exposed to these charges, damage can result.

NOTE: Repair is made by installing a new part only. If the new part does not correct the condition, install the original part and perform the diagnostic procedure again.

REMOVAL AND INSTALLATION (Continued)

WARNING: To avoid accidental deployment and possible personal injury, the backup power supply must be depleted before repairing or replacing any front or side air bag supplemental restraint system (SRS) components and before servicing, replacing, adjusting or striking components near the front or side air bag sensors, such as doors, instrument panel, console, door latches, strikers, seats and hood latches.

Please refer to the appropriate vehicle's manual to determine location of the front air bag sensors.

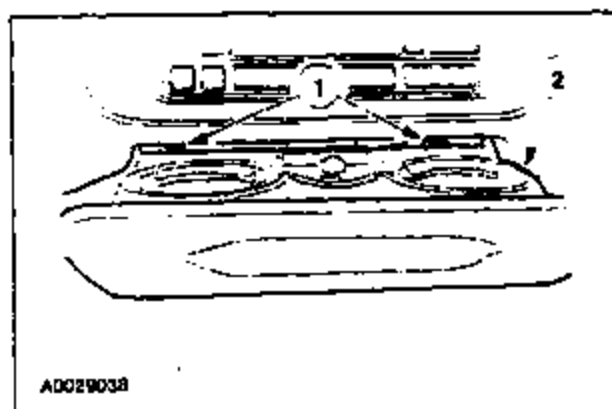
The side air bag sensors are located at or near the base of the B-pillar.

To deplete the backup power supply energy, disconnect the battery ground cable and wait at least one minute. Be sure to disconnect auxiliary batteries and power supplies, if equipped.

Disconnect the battery ground cable and wait at least one minute. For more information, refer to Section 4.

2. **WARNING:** To reduce the risk of serious personal injury, read and follow all warnings, cautions, notes, and instructions in the supplemental restraint system (SRS) deactivation/activation procedure.

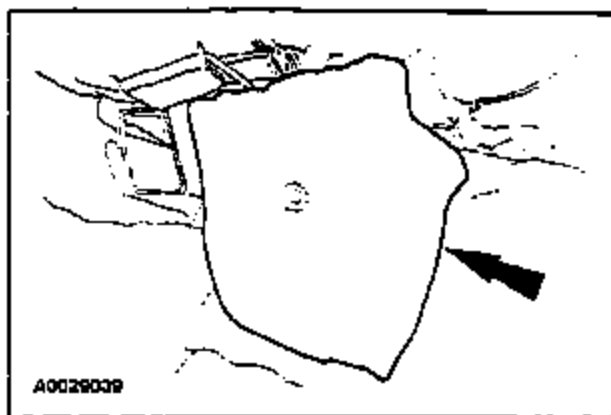
Deactivate the supplemental restraint system (SRS). For additional information, refer to Supplemental Restraint System (SRS) Deactivation and Reactivation in the Owner's Procedures portion of this section.



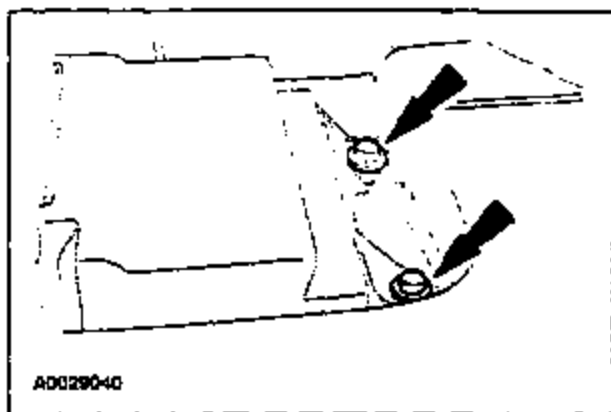
A0029038

3. Remove the ashtray.
 1. Release the tabs.
 2. Remove the ashtray.

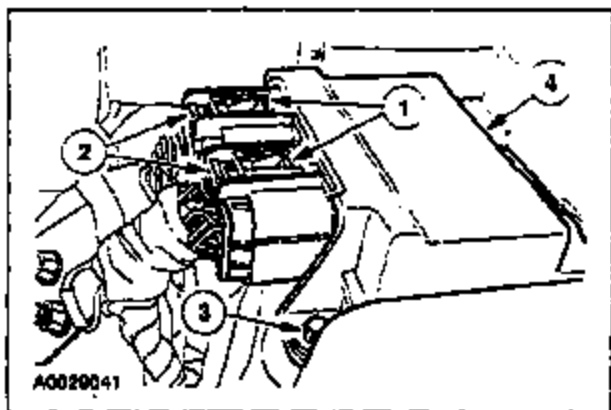
REMOVAL AND INSTALLATION (Continued)



4. Remove the carpet patch.



5. Remove the bolts.

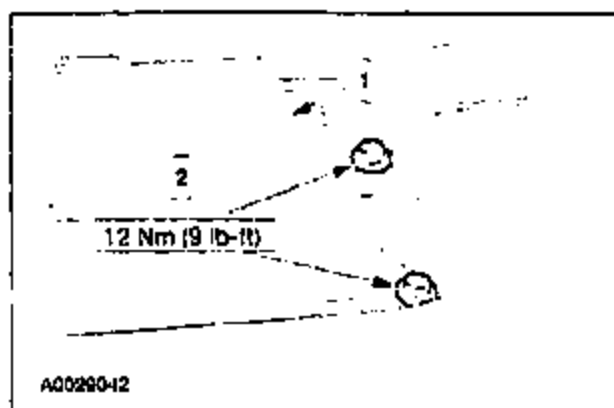


6. Remove the RCM.
1. Slide and disengage the RCM electrical connector locking clips.
 2. Disconnect the RCM electrical connectors.
 3. Remove the bolt.
 4. Remove the RCM.

REMOVAL AND INSTALLATION (Continued)

Installation

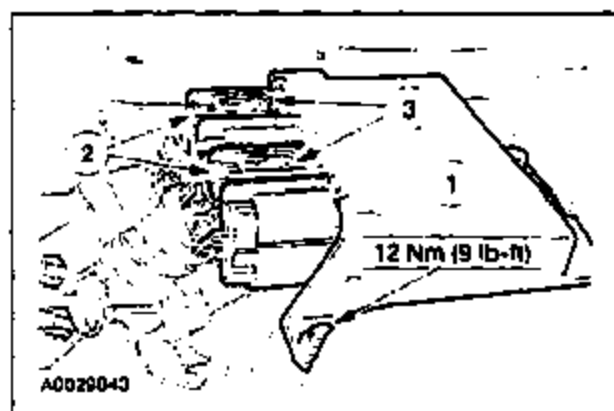
⚠ WARNING: To reduce the risk of serious personal injury, read and follow all warnings, cautions and notes at the beginning of the removal procedure.



1. **⚠ WARNING:** The tightening torque of the air bag restraints control module (RCM) retaining bolts is critical for correct system operation.

Install the RCM

1. Position the RCM
2. Install the bolts



2. **⚠ WARNING:** The tightening torque of the air bag restraints control module (RCM) retaining bolts is critical for correct system operation.

Connect the RCM electrical connectors

1. Install the bolt
2. Connect the RCM electrical connectors
3. Slide and engage the RCM electrical connector locking clips

3. Connect the battery ground cable. For additional information, refer to Section 414-01.

4. **NOTE:** When a new RCM is first installed in the vehicle, module configuration must be learned. The diagnostic trouble code (DTC) B2477 will be stored in the RCM memory. Continuously flashing will flash lamp fault code (LFC) B4111 as a high priority code if one exists on the air bag indicator. The DTC B2477 cannot be cleared from memory until RCM configuration has been carried out.

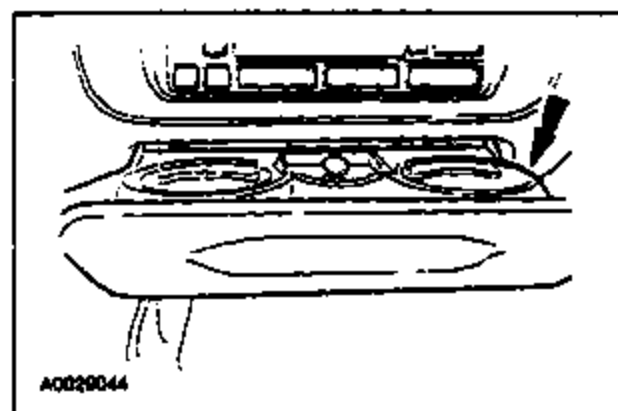
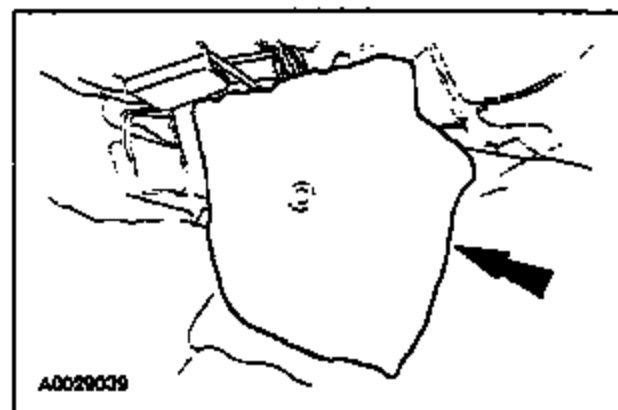
If a new RCM is being installed, verify the RCM. For additional information, refer to Section 418-01.

REMOVAL AND INSTALLATION (Continued)

5. With the restraint system diagnostic tool installed at all deployable devices, prove out the supplemental restraint system (SRS). For additional information, refer to Air Bag and Safety Belt Pretensioner Supplemental Restraint System (SRS) in the Diagnosis and Testing portion of this section.

6. Disconnect the battery ground cable and wait at least one minute. For additional information, refer to Section 4(4-0).

7. Install the carpet patch.




8. Install the ashtray.

9. **⚠ WARNING:** To reduce the risk of serious personal injury, read and follow all warnings, cautions, notes, and instructions in the supplemental restraint system (SRS) deactivation/reactivation procedure.


Reactivate the supplemental restraint system (SRS). For additional information, refer to Supplemental Restraint System (SRS) Deactivation and Reactivation in the General Procedures portion of this section.

REMOVAL AND INSTALLATION (Continued)

4. Restore the vehicle to operating condition.

1.  **WARNING:** To reduce the risk of serious personal injury, read and follow all warnings, cautions, notes, and instructions in the supplemental restraint system (SRS) deactivation/reactivation procedure.


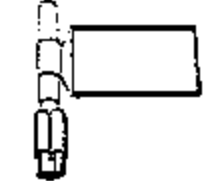
Reactivate the supplemental restraint system (SRS). For additional information, refer to Supplemental Restraint System (SRS) Deactivation and Reactivation Procedures portion of this section.

2.  **WARNING:** The restraint system diagnostic tool is for restraint system service only. Remove from the vehicle prior to road use. Failure to remove could result in injury and possible violation of vehicle safety standards.

With all the restraint system diagnostic tools removed, prove out the supplemental restraint system (SRS). For additional information, refer to Air Bag and Safety Belt Pre-tensioner Supplemental Restraint System (SRS) Diagnosis and Testing portion of this section.

Passenger Air Bag Module

Special Tool(s)

 <p>ST2512-A</p>	<p>Diagnostic Tool, Restraint System (2 Req'd) 418-F403</p>
 <p>ST2506-A</p>	<p>Diagnostic Tool, Restraint System (4 Req'd) 418-F08R (105-R0012)</p>

STATE OF LOUISIANA

NO. 589-998

SECTION:



VERSUS

JOHN DOE, XYZ INSURANCE COMPANY, ALLSTATE INSURANCE COMPANY,
MARSHALL BROS. LINCOLN-MERCURY, INC. AND THE FORD MOTOR
COMPANY



FILED: _____

DEPUTY CLERK

PETITION FOR DAMAGES

The Petition for Damages of _____ a person of the full age of majority and a
domiciliary of this Parish and State, do hereby respectfully represent and submit that

I.

Made Defendants herein are:

- A.) John Doe, the unknown driver;
- B.) XYZ Insurance Company, the automotive liability insurer of John Doe;
- C.) Allstate Insurance Company, a foreign insurance company doing business in this
Parish and State with its domiciliary address in Illinois;
- D.) Marshall Bros. Lincoln-Mercury, Inc., a foreign corporation with its principal
place of business at 4641 Veterans Memorial Boulevard, Metairie, Louisiana
70006; and
- E.) The Ford Motor Company, a foreign corporation with its principal place of
business at 3529 I-10 Service Road, Metairie, Louisiana.

II.

On January 19, 2002, Your Petitioner _____ was operating his 2002 Lincoln
Towncar on Highway 45 approximately seventy (70) miles south of Dallas, Texas.

III.

At the same date and time, Defendant, John Doe, operating a motor vehicle in the same
direction, did suddenly and without warning, cut in front of Your Petitioner, causing him to slam
on his brakes to avoid a collision.

IV.

As Your Petitioner applied his brakes, the driver's side air bag on his 2002 Lincoln Towncar did suddenly and without warning deploy, striking Your Petitioner in the face.

V.

After the airbag deployed, Your Petitioner was caused to lose control of his vehicle, which spun around and go into the median.

VI.

Your Defendant, John Doe, was negligent in the following non-exclusive particulars

- 1.) In operating his motor vehicle in a reckless and dangerous fashion;
- 2.) In failing to see what he should have seen;
- 3.) In failing to indicate his intentions by signaling;
- 4.) In operating his motor vehicle at an excessive rate of speed under the circumstances;
- 5.) Any and all other acts of negligence found through discovery or proven at time of trial.

VII.

Your Defendant, ABC Insurance Company, did provide insurance coverage unto the Defendant, John Doe, for the damages and injuries sued for herein and is liable unto Your Petitioner and is made defendant herein

VIII.

Your Defendant, Marshall Bros. Lincoln-Mercury, Inc. is liable unto Your Petitioner under the Louisiana Products Liability Act, 9:2800.51 *et seq* as a non-manufacturer seller who knew or should have known the Lincoln Towncar it sold to Your Petitioner was defective and failed to declare it so.

IX.

Your Defendant, Ford Motor Company, is liable unto Your Petitioner under the Louisiana Products Liability Act, 9:2800.51 *et seq* as the manufacturer of Your Petitioner's Lincoln Towncar as the airbag was unreasonably dangerous in the following particulars:

- 1.) In design;
- 2.) In construction or composition;
- 3.) Because an adequate warning was not provided unto Your Petitioner, and/or

4.) Because the airbag did not conform to the express warranty of the manufacturer:

X.


Your Defendant, Allstate Insurance Company, did provide a policy of underinsured/uninsured motorist coverage unto Your Petitioner, Robert Namer, is liable unto him for the injuries and damages he sustained is made Defendant herein.

XI.

As a result of the negligence of Defendants, John Doe, Marshall Bros. Lincoln Mercury, Inc. and the Ford Motor Company, Your Petitioner [REDACTED] was caused to sustain injuries to his left shoulder, face, back, neck, and headaches, loss of enjoyment of life, and any other injuries shown at the time of trial.

WHEREFORE, Your Petitioner, [REDACTED], prays that the Defendants, JOHN DOE, ABC INSURANCE COMPANY, ALLSTATE INSURANCE COMPANY, MARSHALL BROS. LINCOLN MERCURY, INC., THE FORD MOTOR COMPANY, be served with a copy of this petition, and that after all legal delays they be required to answer same and after all proceedings there be a judgment in favor of your petitioner, ROBERT NAMER, for all amounts commensurate with his damages to include physical pain and suffering, mental anguish, permanent disability, medical expenses, past, present and future loss of income, loss of earning capacity, loss of enjoyment of life, all as reasonable under the premise, to be determined by the trier of fact; said judgment against defendants, JOHN DOE, ABC INSURANCE COMPANY, ALLSTATE INSURANCE COMPANY, MARSHALL BROS. LINCOLN MERCURY, INC., THE FORD MOTOR COMPANY, jointly, severally and *in solido*, together with legal interest, thereon from the date of judicial demand until paid, for all cost of these proceedings, for all expert fees and for all general and equitable relief.

Respectfully submitted,


ROBERT G. HARVEY, SR., #18015
JONATHAN WALSH, #25922
2609 Canal Street, Fifth Floor
New Orleans, Louisiana 70119
Telephone: (504) 822-2136
Facsimile: (504) 822-2179

SERVICE INSTRUCTIONS ON NEXT PAGE

ENG-014 0028

==>

VEHICLE ID: 1L2Y609223 (WVYFSSSSSS) Vin: 1LNHM81WS2Y609223 Div: 3 Status: 500
Vehicle Line: CVC Convoy Deliv: 082001 Orig P-Lvl: 215 Selling Dlr: 003592
Order Recpt: 061401 ShipTo Stat: Curr P-Lvl: 215 Sale Date: 000000
Orig Sched: 073001 Rls-To Stat: LA Order Dlr/Reg: 22692 22 Demo Dt:
Inv Prep: 071801 Orig Int St: 082201 Orig Rls Dlr: 22692 Deliv Type: 9
Prod Date: 080101 Curr Int St: 082201 Rls Dlr P&A: 12233 Sales Prd: 000000
Rls Date: 080301 Dlrfin Ext: 090701 Warr Start: 000000 Cancel SI:
Memo Consign: P&C Ext: 090701 WarrS-Ind: 11 Sale Status: 3
Orig Pltbus: 080301 Advert Ext: 090701 -Date- -Dealer- -Region-
Curr Pltbus: 080301 Slapen SS#: 428605747 Shipped: 080601
T/Name: 1 [REDACTED] Curr Stock: 080301 123592 11
Addr: [REDACTED] State: LA 1st-Prior:
City: METAIRIE N/A-Rcpt: 100201 2nd-Prior:
Zip: [REDACTED] Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M812YY 2 21F3009 EF G U1 2A3 3 L6M 5 7 223692 1 13
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
SR W1LNH5 5 A 100A 9WULA
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

0000427

VEHICLE ID: 1L2Y609223 (WWYPBHHBBB) VIN: 1LNHM91W52Y609223 CIVE Status: A

Financial Data-

Orig Totl Inv:	38196.00	A-Plan Price:	36439.00	Pre-del Invoice:
Curr Totl Inv:	38196.00	Total Adj:	.00	Sched-A GST:
Base Vehicle:	36236.00	Base Adj:	.00	FOC GST:
Options:	205.00	Option Adj:	.00	Price Protect:
Base Holdback:	796.00	Base Hb Adj:	.00	Chargeback Amt:
Optn Holdback:	5.00	Option Hb Adj:	.00	30-Day PP Amt:
Misc Charges:	.00	Gas Amt:	30.00	Floor Plan:
Finance Charge:	560.00	Sched-B Amt:	745.00	P&C Charge:
FDAF/LMDA:	420.00	Mktng Contrib:	420.00	Pre-Dlvry Amt:
		X-Plan Price:	38145.62	

Financing Data-

Finance Source:	0000001	O-Warr Start:	100001	Release Date:
Orig Int St-Sw:	N	Co Tag Number:		Transit Time:
Ret Draft Ind:		Pre-del Date:		Rls Plus Trans:
Floor Plan Date:	090701	Prdlvry S.Code:		Ramp Code:
Advt Comm Code:	A	Lease Code:		Method Shipped:
Upfront PP Ind:		Invoice In-Proc:	010000	Memo Cons Loc:

F1=Help F3=Exit F4=Primary Menu F6=Screen #1 F9=Screen #3

VEHICLE ID: 1L2Y609223 (WWYPBSEBBS) VIN: 1LNHMS1W51Y503001 Div: Status:
 Vehicle Line: CVC Convy Deliv: 092001 Orig P-Lvl: 315 Selling Dir: 12-22
 Order Recpt: 061401 ShipTo Stat: Curr P-Lvl: 315 Sale Date:
 Orig Sched: 073001 Rls-To Stat: LA Order Dir/Reg: 12292 12 Demo Co:
 Inv Prep: 071801 Orig Int St: 082201 Orig Rls Dir: 12292 Deliv Type:
 Prod Date: 080101 Curr Int St: 082201 Rls Dir P&A: 12292 Sales Prd:
 Rls Date: 080301 Dirfin Ext: 090701 Warr Start: 100201 Cancel SL:
 Memo Consign: P&C Ext: 090701 WarrS-Ind: Sale Status:
 Orig Pltbus: 080301 Advert Ext: 090701 -Date- -Dealer- -Region-
 Curr Pltbus: 080301 Slapen SS#: 428603747 Shipped: 081601
 T/Name: Curr Stock: 080301 12292
 Addr: State: LA 1st-Prior:
 City: METAIRIE N/A-Rept: 100201 2nd-Prior:
 Zip: Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 M812YY 2 21F3009 EF G UL 2A3 3 15M 5 7 12292 1 12
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 SR W1LNH5 5 A 10CA 3WULA
 F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

==>

VEHICLE ID: 1L2Y609223 (WWYPBBBBBB) VIN: 1LNXXH1W2Y609223 DIV: Status: 300

Ordering Name:
Secondary Name:
Ordering FIN:
Order-For FIN:
Orig Ord Type: 2

Selling FIN:
Sold-To Fin:

Distr Status:
Last NAVIS St:
Distr Stat Dt:
Last Activity:
Serialized Dte:
Scheduled Dte:
Mexico Status:

Component Data - - - - -

Dr Post/Calib: Tire Brand:
Emis Cntl Lbl: JHS EEC: YTC2
Engine Tag Cd: 2G804AB
Engine Serial: 96740842/
Driver Airbag: 1AWW17103003B
Passngr Airbag: JB200104Y Axle: JY

F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F6=Screen #1

1702417

==>

ENTER VIN ==> 1LNHM81W52Y609223

NAME ==> NAMED RO ZIP ==> 70006

MODEL YR ==>
CN-4090-6970

OWNER NAME :

STREET ADDR :

CITY : METAIRI

ST/PRV: LA CTRY:

ZIP/POSTAL CODE:

MODEL YEAR : 02

PLANT: Y

SALE YR-WV-ED

BODY STYLE DESC: BODYSTYLE NOT FOUND

PRODUCTION YR-WV-ED

VEHICLE DESC : VEHICLE DESC NOT FOUND

DIVISION DISTRICT ZONE DEALER FSC CODE FSC REGION

SHIP-TO

FACING

RESPONSIBLE

CA EMISSION :

ENGINE TAG CODE :

CAMPAIGN STARTS

NAVIS STATUS : 000

COMPANY CAR IND :

TOTAL CAMPAIGNS

DSO DISTRICT :

FLEET CODE : RC999

OPEN : 00 CLOSED

DSO NUMBER :

FLEET STATUS : A

ACTIVE: 00 HISTORY

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

1102407

ENTER CAMPAIGN NUMBER==>

MODEL YEAR: DEFECT:

BODY STYLE:

NEW STATUS CODE:

REPAIR INFORMATION:

TYPE CODE:

REPAIR DATE:

DEALER P/A:

MICRO REF:

CLAIM NUM:

DELETE REASON:

RESP DEALER INFORMATION:

NEW:

CURRENT:

ASSIGNED:

SOURCE:

DATE

SUPP

EXT

DATE

VENDOR

DATE

EXTRACT DATE

***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****

CODE DESCRIPTION

DATE

TYPE

DATE

P/A

CLAIM=

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=NOPE STATUS

F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD

ES07=END OF CAMPAIGNS FOR VEHICLE - CURRENT AND HISTORY DATABASES

Customer Info

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

0003-014 0037

VIN
1LNHM81W52Y609223

Year Model
2002 TOWN CAR
No Open Issues

Vehicle List
Sales Type
NON DUAL PTL

Owner Status
Original Owner

Vehicle Info
Class
Automotive

ENR3-014 0028

ESP / Recall Information

VIN: 1LNHM81W52Y609223

Contract: 1 Of

Status: Active

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

Purchaser: VALUED LINCOLN CUSTOMER

Expiration Date: 2005-02-02

Expiration Miles:
40,000

Plan Type: USA 35/36 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 Credited:

No Recall Information for this VIN

ENR3-014 0030

VEHICLE DETAIL

VIN: 1LNHM81W52Y809223	Engine: R-M 4.6L SOHC EF-1A C178 G-AP
Make: LINCOLN	Transmission: 4 SPD AUTO TR 1AAG ADDEN 4RTA
Model: TOWN CAR	Paint Code/Color: PACIFIC BLUE METALLIC CC
Year: 2002	Calibration: 1VC1PBCA
Pay Load:	Max Towing Weight:
GVWR: 60000	Axis Ratio:
WheelBase: Y	Warranty Start Date: 10/2/2001
GCWR:	Vehicle Build Date: 8-1-2001
PEP Code: 100A	

Selling Dealers Name: MARSHALL BROS. LINCOLN MERCURY
Selling Dealers P & A Code: 12233 Selling Dealers Sales Code: L22592
Selling Dealers Main Phone: 504-885-1680 Selling Dealers Service Phone: 504-885-1680

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
M 8 1 2 Y 6 0 9 2 2 3 Y 2 2 1 F 3 0 0 9 E F G J 2 A 3
1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 50 1 2 3 4 5 6 7 8 9 40
3 L 6 M 5 T 2 2 8 6 9 2 2 L 3 S R W
1 2 3 4 5 6 7 8 9 110 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
L N H 5 5 A 1 0 0 A 9 W U L A
1 2 3 4 5 6 7 8 9 160
    
```

0003-014 0040

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1LNTHAK1W52Y609223 Vch Line: CVC - LINCOLN TOWN CAR (INT45) [98-03] Body Style: *
 Model Year: 2002 Market Derived: CVM - L-M DIVISION DERIVATIVE Navis Eng: 90740512
 Vch Type: C Drive Code: C7H - 2 WHL L/H REAR DRIVE Engine: C7VH - RUMBLE SCUTTLE NA CIVIC GNP
 Inv. Dealer: 12233 Body Cch Style: - 4 DRDR SEDAN-6111 Transmission: C7HJ - 4 SPD AUTO TR NA A4A4R WAGON
 Vehicle Status Code: 000 Version/Serial: C7AD - BASE VERSION - CAR

Trace Eng Serial No:

NA

Trace Frame Serial No:

NA

BUILD INFORMATION:

Region: NA 000000000 Plant: NA WINOKE PLANT BOLD
 Country: USA 000000000 Prod Date: 01 APR 2001

SALE INFORMATION:

Region: NA 000000000 Selling Dealer: 12233
 Country: USA 000000000 Selling Dist Prov: NA
 Buyer No Prov: NA

Arrival Date: 01 APR 2001 Mail Cargo Flg: 0
 Sale Date: 01 APR 2001 First Retail Cn: 12233
 Warranty Start Date: 01 APR 2001 Model Year: 2002 Vehicle Control Flg:
 Orig. Warranty Date: 01 APR 2001 Recaptured Vehicle: 0 Vehicle Export Flg: 0

1999-010-0001

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

00125009223Y 2 21/2009 EFG 00Y 3A3 3 LEN 5 T 20092 2 1A 0A MI

LRHS 5 A 100A 0001A

INSTALLED OPTION INFORMATION:

Air Conditioning:	00 - A/C AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	II
Audio Disk:	AA - LESS AUDIO DISC PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	LGACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	DE - DRIVER ELECTRIC/HEMIC POWER HEAT MIRROR
Axle Type:	ELIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Pass Side):	BA - PASS POWER HEATED CURVED MIRROR
Battery Amp Rating:	05	Paint:	PNMIX - PACIFIC BLUE
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Control/Service:	* - [N/A]	Radio:	AQ - 112.10 PREMIUM AM/FM STEREO/SEEK
Calibration Code:	1VC1P100A	Sound System:	AA - LESS UPGRADE D SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspension Axle:	
Color(Trim):	00001 -	Tire Manufacturer:	AT - MICHELIN
Delivery Type:	A	Tire Brand:	100VCTHX - SUMMITRY 95
Destination Code:	*	Tire Size:	D111Q P225/60R16 WSW
Front Seat:	C/S SEATS - INDIVIDUAL 00/00/00	Traction Control:	AB - ANTI-SPIN TRAC/DRAGS W/STVD
Fuel Type:	A1 - UNLEADED FUEL CAPABILITY	Wheel Base:	

TIRE DOT INFORMATION:

FR - 100VCTHX101 RB	100VCTHX101
FR - 100VCTHX101 RB	100VCTHX101
FR - * RB	*

SPARE - 100VCTHX101 DOT Plant Manufacturer: 100 - 00012A FIA AZORC - MICHELIN TALLADAY - 00000 - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code	* Emission Code	* *
ESP Category (Main)	* Emission Cat Type	*
ESP Category (Sub)	* Emission Detail Value	115
ESP New Year	* Engine Brand	100VCTHX
ESP Signature Date		

Any comments? You can contact



webmaster

2003-01-14 00:43

STANDARD CLAIMS LIST

AWS Online Report

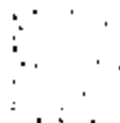
Run Date: 04-FEB-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WEBS VL	MKT DEN	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	US QTY	WCU	PREF	BASE	SHIP VRT	VIG	CU	CD		
11NIN481W52Y009223	VB	CVC	CM	CPC	CAD	CIB	BA	CYDI	CYVN	01-08-01	02-10-01	122692	USA	10	*	7111	1512	19160	BA	SW	V29	CW	42
AWS Claim Key:		1031641	Doc #:	064300A	Trs Code:		1	Labor Hrs:		11	Labor Cost:		71.5	Material Cost:		16.1	Total Cost:		87.6				
Dir Ctl-Sub Ctl:		12233	Name:	MARSHALL BROS LINCOLN MERCURY			Ph:	504-851680		St: LA	City:		USA	Reg Ctl:		NA	Repr Date: 08-JUL-2002		DIST (Mile): 11220				
Cust Comments:		C'S AIR CONDITIONING DOESNT COOL ENOUGH INTERMITTENTLY _OTHER *** A/C WORKS ON AND OFF SOME TIMES WITH NO REASON *** DIAG AIR																					
Tech Comments:		11220 PERFORMED EATC DIAGNOSIS, NO CODES PRESENT PERFORMED A/C SYSTEM DIAGNOSIS, PRESSURE TEST, LEAK TEST SYSTEM FOUND LOW SIDE PRESSURE FOR HIGH PIN POINT TEST FOUND EXPANSION ORICE TUBE INOP IN PLACE EXPANSION ORICE TUBE AND EVACUATED AND RECHARGED SYSTEM RELEST SYSTEM OK AT THIS TIME. CC 42																					

11NIN481W52Y009223	VB	CVC	CM	CPC	CAD	CIB	BA	CYDI	CYVN	01-08-01	02-10-01	122692	USA	12	*	7111	1512	19160	BA	SW	V29	CW	42
AWS Claim Key:		2675728	Doc #:	064444A	Trs Code:		103	Labor Hrs:		36	Labor Cost:		234	Material Cost:		20.4	Total Cost:		254.4				
Dir Ctl-Sub Ctl:		12233	Name:	MARSHALL BROS LINCOLN MERCURY			Ph:	504-851680		St: LA	City:		USA	Reg Ctl:		NA	Repr Date: 15 SEP 2002		1053 (Mile): 11001				
Cust Comments:		A/C'S STOP'S COOLING AT TIMES, STILL IN LOWS ONLY (H)																					
Tech Comments:		1053 TEST F.A.T.C. NO CODES PERFORMED PIN POINT TEST AND DISCOVERED THE LEAK MOTOR INOP ACCESS (H) AND REPAIRED TEMP (H) (H) LEAK MOTOR AND RE TEST SYSTEM CC 42																					

Any comments? You can contact



schubert

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2002; Claim Key = 1831641

Vehicle Information

Model Year: 2002

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

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

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

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

Vehicle Line: C/VC-LINCOLN TOWN CAR (FN145) [98-03]

Warranty Start Date: 02-OCT-2001

Production Date: 01-AUG-2001

VIN: 11NM81W52Y609223

Claim Information

Document Number: 064390A

Repair Date: 08-JUL-2002

Distance: 11220

TIS: 10

Dealer Information:

Dealer Name MARSHALL BROS. LINCOLN MERCURY

Dealer Code: 12231 - *

Address: 4641 VETERANS BLVD

City: MELABRE

State: LA Zip Code 70006

Country: USA Region Code: NA

Phone: (504)885-1680

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 71.5

Misc Expense Amount: 0

Part Markup Amount: 1.6

Material Cost: 16.1

Total Cost Gross: 87.6

0000-010-0000

Cust. Concern Code: C02 - A/C NOT COLD ENOUGH

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: 11220 PERFORMED EATC DIAGNOSIS, NO CODES PRESENT. PERFORMED A C SYSTEM DIAGNOSIS, PRESSURE TEST, LEAK TEST SYSTEM. FOUND LOW SIDE PRESSURE TOO HIGH. PIN POINT TEST FOUND EXPANSION ORFICE TUBE INOP. REPLACED EXPANSION ORFICE TUBE AND EVACUATED AND RECHARGED SYSTEM. RETEST. SYSTEM OK AT THIS TIME. CC 42

Customer Comment: C S AIR CONDITIONING DOESNT COOL ENOUGH INTERMITTENTLY. OTHER *** A C WORKS ON AND OFF SOMETIMES WHEN HOT OUTSIDE *** DIAG AIR CONDITIONING SYSTEM INCLUDES PARTIAL CHARGE SYSTEM IF

Labor Op Code	Labor Op Description	Labor Op Cost
19700A	PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CH DIAGNOSIS	39
19700A17	ORIFICE - AIR CONDITIONER EVAPORATOR CORE REPLACE	13
19700D1	PIN POINT TEST TEST	14.5

Causal	Full Part Number	Part	Part	Extended			
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
Y	FSUZ	19D990	AB	ORIFICE-EXPANSION	120305	1	2.27
N	YN	19	*		NANANA	38	13.83

DTC Sections: MIL, Light ON - *

Flag Test Type Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

Any comments? You can contact

technician

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2002; Claim Key = 2675728

Vehicle Information

Model Year: 2002

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

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

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

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

Vehicle Line: C/VC-LINCOLN TOWN CAR (FNT45) [98-03]

Warranty Start Date: 02-OCT-2001

Production Date: 01-AUG-2001

VIN: 1LN1M81W52Y609223

Dealer Information:

Dealer Name MARSHALL, BROS. LINCOLN MERCURY

Dealer Code: 12233 - *

Address: 4641 VETERANS BLVD

City: METairie

State: LA Zip Code: 70006

Country: USA Region Code: NA

Phone: (504)885-1680

Claim Information

Document Number: 067444A

Repair Date: 13-SEP-2002

Distance: 13063

TIS: 12

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 234

Misc. Expense Amount: 0

Part Markup Amount: 583

Material Cost: 204

Total Cost Gross: 1021

Cust. Concern Code: C02 - A/C NOT COLD ENOUGH

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: 13063 TEST E.A.T.C. NO CODES PERFORMED PIN POINT TEST AND OBSERVED BLEND DOOR MOTOR INOP ACCESS DASH AND REPLACED TEMP BLEND DOOR MOTOR AND RE TEST SYSTEM CC 42

Customer Comment: A C STOPS COOLING AT TIMES, STILL BLOWS ONLY HOT.

Labor Op Code	Labor Op Description	Labor Op Cost
19700D1	PIN POINT TEST TEST	19.5
19700D6	MOTOR ASSEMBLY (TEMPERATURE BLEND) REPLACE	214.5

Causal	Full Part Number	Part	Part Extended
Flag	PREF BASE SUFF Description	CPSC	Quantity Amount
Y	YW1Z 19E616 BA ACTUATOR 12XXXX	1	20.4

DTC Sections: MIL. Light ON = *

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
------	-----------	----------------	----------------------------	------------	------------------------

Any comments? You can contact



wehmaster

DEALER

228 692

1LH08H1W52Y609223

SALES TAX RATE

STATE

2002 TOWN CAR EXECUTIVE	16796.00	16796.00
L3 AQUA BLUE CC MET		
SR DEEP SLATE BLUE LEATHER SURF		
ORDER CODE 100A		
91W .4.6L EFI V8 ENGINE	MC	MC
44U .ELECTRONIC AUTO O/D TRANS	MC	MC
T2A P215/60SR16 ALL SEASON MSW	105.00	91.00
503 STEEL CONVENTIONAL SPARE WHEEL	130.00	114.00
TOTAL VEHICLE & OPTIONS	10030.00	17001.00
DESTINATION & DELIVERY	745.00	745.00
SCHEDULE A (MEMO)	.00	

TOTAL FOR VEHICLE 40775.00

15 U.S. GAL GAS FACTORY

30.00

PRICED DORA

BATCH-ID 1010112325 N RD 2X

PRICE LEVEL 215010681

SHIPPING WEIGHT 3899 LBS.

VIN: 1LH08H1W52Y609223

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

FOAPAL/MSA ASSIGNMENT	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ACCREDIT	LESS SPREAD FINANCING COMP NOT ONLINE ACCOUNT	LESS HOLDBACK FOR DEALER ACCREDIT	A PLAN
420.00	38196.00	801.00	560.00	36835.00	36438.00
801.00	5.00	205.00	.00	796.00	36236.00

SOLD TO

Marshall Bros. Lincoln Mercury 228692

P.O. BOX 7728

Metairie

LA 70010

SHIP TO (IF OTHER THAN ABOVE)

TO	IN	STOCK
2	6	LA

RS22

DATE OF PURCHASE	FINANCING	DATE	TERMINAL
07/18/01	22-3009	SR	10

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION

FROM ASSEMBLY POINT

FROM COUNTRY AND/OR STATE

1LH08H1W52Y609223

NIXON

Ford Motor Credit

000001

2Y609223 1L M81 20010716 010718 10101 N 215 228692

THIS INVOICE IS BE USED FOR THE SALE OF VEHICLES ONLY

DEALER'S COPY 2

3196.00 KUI

E803-014 0000

Rpt#: 1JKAB866 CACVOC--or-- C1 00001897545M Rpt: 10/12/2001 Odom: 13,000 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHMS1WX1Y658061 Bld: 11/28/2000
 Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.39C A/C: YES
 Dealer ID: USA 12219 Bill Ethridge Lincoln-Mercury, Phone: (601) 483-2276
 State: Mississippi City: Meridian Orig/Caller:
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS. DEPLOYMENT
 Addl Sym: Attachmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Cust: Home Phone: (000) 000 - 0000
 Work Phone: (000) 000 - 0000 Region: 23 Memphis - 23
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: TRUE BLUE PEARL C

----- C O M M E N T S -----

Type	Comments
OWNREL	CUSTOMER SAYS: -CUST SAYS PASSENGER AIR BAG DEPLOYED WHILE WIFE WAS BACKING OUT OF DRIVEWAY. -HE WANTED TO KNOW HOW MUCH IT WOULD COST TO GET VEHICLE TOWED MORE THAN 35 MILES. -CUST ALSO STATED THAT HE COULD POSSIBLY GET TOWING THROUGH HIS OWN CONTACT. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR ----CSR ADVISED----- -CUST IS DETERMINED ON TAKING VEHICLE TO ORIG DLR WHICH IS 35 MILES AWAY. -CUST WILL TALK TO ORIG DLRSHIP ABOUT TOWING VEHICLE FOR AIRBAG REPAIR. INFERENCE CASE ID: 4905
OWNREL	CSM CLOSING CONTACT. THE CUSTOMER WILL HAVE TO PAY FOR THE TOWING IF IT EXCEEDS THE GUIDELINES FOR ROADSIDE ASSISTANCE.

Rpt#: 1JOCF006 NHLAIR Rpt: 10/15/2001 Odom: 13,492 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81WX1Y658061 Bld: 11/28/2000
Engine: 4.6L ROM B Calb: 1VC18B0A Trans: 4R70W Axle: 9.8 3.00C A/C: YES
Dealer ID: USA 05852 HAMMETT MOTOR COMPANY Phone: (662) 653-3141
State: Mississippi City: Durant Orig/Caller: ROBBY GARVER
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: N/A A/B DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 23 Region Name: Memphis - 23

----- C O M M E N T S -----

Type	Comments
REPAIR	S/M STS THE CUSTOMER STS WHILE DRIVING DOWN THE ROAD THE A/B DEPLOYED. S/M STS HE INSPECTED THE VEHICLE AND FOUND NO DAMAGE. CODES WERE NOT PULLED.
RECOMM	ADV THE S/M TO PULL CODES AND INSPECT THE VEHICLE AGAIN, DUE TO THE FA CT THE CUSTOMER CALLED CUSTOMER SERVICE AND GAVE A DIFFERENT EXPLANATI ON OF WHAT HAPPENED.
ADD-ON	10/15/2001 10:44AM MICHAEL RAY MSS - TSO - AIR BAGS RTDA S/M STS HE INSPECTED THE VEHICLE AND FOUND NO DAMAGE. HA STS THE CODES WERE B1231 B2295.

Rpt#: 1J0DA004 NHL Rpt: 10/15/2001 Odom: 13,492 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81WX1Y658061 Bld: 11/28/2000
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A.C: YES
 Dealer ID: USA 05852 HAMMETT MOTOR COMPANY Phone: (662) 653-3141
 State: Mississippi City: Durant Orig/Caller: ROBBY GARVER
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: DRIVER SIDE AIR BAG DEPLOYED Attchmnts: 0
 Fix: N Caus. Comp: -- Condition Code:
 Hotliner: JWARDLE1 Phone: 313 317-9355 Dist Cd: 23 Memphis - 23
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: 3M

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES THE DRIVERS SIDE (SEAT) AIR BAG DEPLOYED WHILE DRIVING DOWN THE ROAD.
RECOMM	SSM 13596 CALL (888)571-7135 - ALL 99-00 AIR BAG WARRANTY CLAIMS ADV TECH TO CALL AIR BAG WARRANTY CLAIMS AS PER SSM.
REPAIR	10/26/2001 03:53PM KRIS MCCALL MSS - FCSD - TECH SVC HOTLINE CALLING BACK STATING THAT AIR BAG LIGHT AND STATIC IN AM RADIO FOLLOWED EACH OTHER. SEEKING KNOWNS
RECOMM	ADVISED TECH TO REMOVE AND CLEAN GROUNDS 203, 204, 205, AND 206; REPLACE ALL GROUND BOLTS

Rpt#: 1JRAA096 CACSFE--or-- C3 00001906930M Rpt: 10/19/2001 Odom: 1 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81WX1Y658061 Bld: 11/28/2000
 Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8-8 3.08C A/C: YES
 Dealer ID: USA 12219 Bill Ethridge Lincoln-Mercury, Phone: (601) 483-2276
 State: Mississippi City: Meridian Orig/Caller:
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: Attachments: 0
 Fix: Caus. Comp: -- Condition Code:
 Cust: C FRAZIER Home Phone: (000) 000 - 0000
 Work Phone: (000) 000 - 0000 Region: 23 Memphis - 23
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: TRUE BLUE PEARL C C

----- C O M M E N T S -----

Type	Comments
OWNREL	***** DEALER REQUEST LETTER ***** REC'D 10/18/01 DEALERSHIP CONTACT: HOWARD BELER 601 483-3276 ALLEGES CUSTOMER ALLEGES THAT HIS VEHICLE AIR BAGS ARE DEFECTIVE. **CUSTOMER REQUEST THAT A FORD REPRESENTATIVE CONTACT HIM TO DISCUSS THIS MATTER.**
OWNREL	LPA CALLED DEALERSHIP, THE VEHICLE WAS NOT INVOLVED IN AN ACCIDENT, NOR WERE ANY INJURIES SUSTAINED. LPA REFERRED DLR TO CSM AND TECH HOTLINE FOR APPROVAL.
OWNREL	LPA CALLED DEALERSHIP, THE VEHICLE WAS NOT INVOLVED IN AN ACCIDENT, NOR WERE ANY INJURIES SUSTAINED. LPA REFERRED DLR TO CSM AND TECH HOTLINE FOR APPROVAL.

Rpt#: 1JZHB012 NHLAIR Rpt: 10/26/2001 Odom: 13,606 M
 Vehicle: 2001 TOWN CAR, EXEC, SEDAN 1LNHM81WX1Y658061 Bld: 11/28/2000
 Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 12219 Bill Ethridge Lincoln-Mercury. Phone: (601) 483-2276
 State: Mississippi City: Meridian Orig/Caller: HOWARD BOLER
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: N/A A/B DEPLOYMENT Attachments: 0
 Fix: Caus. Comp: -- Condition Code:

Region Code: 23 Region Name: Memphis - 23

----- C O M M E N T S -----

Type	Comments
REPAIR	S/M STS HE HAS NOT INSPECTED THE VEHICLE AND DID NOT KNOW IT WAS IN AN OTHER DEALERSHIP
RECOMM	ADV THE S/M THAT I DENIED THE PREVIOUS APPR FOR THIS CLAIM DUE TO THE FACT THE STORY THE CUSTOMER GAVE C/S WAS DIFFERENT THAN WHAT THEY HAD TOLD THE LAST DEALERSHIP. AND THAT THERE WAS DAMAGE FOUND.
ADD-ON	10/26/2001 04:58PM MICHAEL RAY MSS - TSO - AIR BAGS RTDA S/M STS HE FOUND NO DAMAGE TO THE VEHICLE. THE DOM IS SYING THAT HE GO T SOMEONE FROM TECH HOTLINE THAT WHILE THE RADIO IS PLAYING THAT THIS COULD DEPLOY THE A/B. THE DOM'S NAME IS BILLY ETHRIDGE AND HE IS DEMAN DING THAT THIS VEHICLE BE REPAIRED.
DD-ON	10/26/2001 05:20PM MICHAEL RAY MSS - TSO - AIR BAGS RTDA SPOKE WITH HOWARD BOLER ADV HIM THAT I WOULD PUT IN A CALL TO THE FORD ENGINEER MONDAY MORNING. CONCERNING THE A/B LIGHT AND THE RADIO BOTH ON SIMULTANIOUSLY.
ADD-ON	10/31/2001 03:36PM MICHAEL RAY MSS - TSO - AIR BAGS RTDA APPR CODE GENERATED BUT NOT GIVEN P272V
ADD-ON	11/07/2001 10:45AM MICHAEL RAY MSS - TSO - AIR BAGS RTDA GAVE APPR CODE P272V AFTER THE S/M COULD NOT GET ANYONE TO GIVE THE CK

Rpt#: 1GPGK024 NHL Rpt: 07/16/2001 Odom: 14,059 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81WK1Y684563 Bld: 02/23/2001
Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.6 3.08C A/C: YES
Dealer ID: USA 00517 Shults Ford Lincoln-Mercury Phone: (716) 679-1111
State: New York City: Fredonia Orig/Caller: JOE KLEIN
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: SIDE AIR BAG DEPLOYED Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: APITMAN Phone: 313 317-4490 Dist Cd: 44 Pittsburgh - 44
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES THAT THE SIDE AIR BAG DEPLOYED ON THIS VEHICLE. TECH STATES THAT THIS VEHICLE BELONGS TO BUDGET RENT-A-CAR AND THEY DID NOT GIVE HIM ANY INFORMATION ON HOW THE SIDE AIR BAG DEPLOYED.
RECOMM	SSM 13596 CALL (888)571-7135 - ALL 99-00 AIR BAG WARRANTY CLAIMS ADVISED TECH TO PERFORM PROCEDURES PER THE ABOVE SSM.

Rpt#: 1HNEQ002 NHLAIR Rpt: 08/14/2001 Odom: 10,238 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W01Y673362 Bld: 01/29/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 01025 Jones Ford, Inc. Phone: (843) 744-3311
State: South Caroli City: North Charleston Orig/Caller: FREDDY MARTIN
Symptom: 1 04 4 98 BODY, RESTRAINTS, FRT AIR BAG SYS, INDICATOR
Addl Sym: B1231 CRASH DATA 14B321 Attchmnts: 0
Fix: Cause. Comp: -- Condition Code:

Region Code: 21 Region Name: Atlanta - 21

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STS HE INSPECTED THE VEHICLE AND FOUND NO DAMAGE.
RECOMM	ADV THE TECH TO INSPECT THE VEHICLE AGAIN AND PAY ATTENTION TO THE FLO OR PAN ON THE DRV SIDE.
ADD-ON	08/20/2001 10:53AM STEVE KING MSS - FCSD - BUS ASST CENTER SERVICE MANAGER GARY HOOKS, STS VEHICLE IS NOW AT ANOTHER DEALERSHIP A ND THAT HERTZ AND FORD HAVE INVESTIGATED NON-ACCIDENT AIRBAG DEPLOYMEN T AND HAVE KNOWN ISSUES/CASES PENDING. TOLD MR. HOOKS THAT I WOULD CA LL OGC AND GET BACK TO HIM IF POSSIBLE.

Rpt#: 1LSCY004 NHLAIR Rpt: 12/19/2001 Odom: 11,182 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W01Y681705 Bld: 02/14/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10291 Superior Lincoln-Mercury Phone: (261) 839-9900
State: Texas City: Baytown Orig/Caller: JASON KASAL
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: N/A A/B DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 52 Region Name: Southwest - 52

----- C O M M E N T S -----
Type Comments
REPAIR TECH STS THE CUSTOMER STS THEY WERE DRIVEN AND THE SIDE A/B DEPLOYED.
TECH STS HE FOUND DAMAGE TO THE UNDER BODY OF THE VEHICLE. HE STS THE
FLOOR HAS SOME SCUFFS
RECOMM ADV THE TECH THAT IF IT RIGHT WHERE THE CRASH SENSOR IS MOUNTED IT WILL
L DEPLOY. CUSTOMER PAY

Rpt#: 2FNAB794 CACVOC--or-- C1 00002305103M Rpt: 08/19/2002 Odom: 18,000 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM01W01Y684698 Bld: 02/23/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 07166 Blair Motors, Inc. Phone: (402) 843-2225
State: Nebraska City: Elgin Orig/Caller:
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Cust: [REDACTED] Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 58 Twin Cities - 58
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: PACIFIC BLUE METALL:

----- C O M M E N T S -----
Type Comments
OWNREL CUSTOMER SAYS: -CUST SAYS: -YESTERDAY WHILE DRIVING DOWN THE HIGHWAY
THE DRIVER SIDE AIRBAG DEPLOYED FOR NO REASON -HE BROUGHT THE VEH INTO
THE DLRSHIP FOR INSPECTION -HIS WIFE IS TERRIFIED TO DRIVE THE VEH .
PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO
DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

Rpt#: 2FNHF020 NHL Rpt: 06/14/2002 Odom: 18,000 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM01W01Y684698 Bld: 02/23/2001
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 07166 Blair Motors, Inc. Phone: (402) 843-2225
 State: Nebraska City: Elgin Orig/Caller: DICK VONBONN
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: DRIVER SIDE AIR BAG DEPLOYED Attachments: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: APITTMAN Phone: 313 317-4490 Dist Cd: 58 Twin Cities - 58
 Engineering: Phone: TAR:
 Dlr Contact: VERIFIED 6/18/02 Phone: 402 843-2225 Title Cde: SM

C O M M E N T S

Type	Comments
REPAIR	TECH STATES THAT THE DRIVERS AIR BAG DEPLOYED WHILE DRIVING.
RECOMM	ADVISED TECH TO CHECK THE RCM FOR ANY DTC'S, AND INSPECT THE VEHICLE FOR ANY SIGNS OF IMPACT. ADVISED TECH TO REPAIR AS NECESSARY AND CONTACT THE DOM FOR THIS CONCERN.
REPAIR	06/18/2002 03:38PM MICHAEL LAPKO MSS - FCSD - TECH SVC HOTLINE NEW TECH STATES HE HOOKED UP WDS-NO COMMUNICATION, REPLACED BLOWN FUSE 10, RECEIVED CODES B1231 & B2295.
RECOMM	SSM 15629 B2295, ENG INVESTIGATING, CK HARNESS BETW C328 - C337 ADV TECH ENGINEERING IS STILL INVESTIGATING CONCERN. ADV TECH TO GO TO ONLINE VERSION OF SHOP MANUAL, PERFORM PINPOINT TEST "J". GET ONLINE EV TM SECTION 46. FOR THE B1231, REPLACE THE RCM. FOR THE B2295, INSTALL SIMULATOR AT C315 & RETEST. MONITOR PIDS. ADV TECH TO 1ST INSPECT THE UNDER CARRIAGE FOR DAMAGE/SCRAPES ECT. AT DRIVERS SEAT AREA & AT RCM MOUNTING AREA. THE RCM HAS SEEN A CRASH EVENT, IF INSPECTION FINDS DAMAGE, CUSTOMER PAY. ADV TECH OF ISM INSTRUCTIONS BELOW. ISM 01-10-048 B2295 (LPC 22 AND 23, FLAG SYSTEM) YW12-14B720-AA
AUDIT	SYMPTOM 1 04 0 00 CHANGED TO 1 04 6 57 BY MLAPKO
REPAIR	06/19/2002 12:23PM KRIS MCCALL MSS - FCSD - TECH SVC HOTLINE SAME CONCERN; STATES CAN FIND NO DAMAGE UNDER CAR, NO DAMAGE UNDER SEAT; HAS DTC B1231.
RECOMM	ADVISED TO REPLACE RESTRAINTS CONTROL MODULE; PERFORM PROGRAMMABLE MODULE INSTALLATION.

Rpt#: 2KGGF008 NHL Rpt: 11/07/2002 Cdem: 29,021 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHMB1W11Y673161 Bld: 01/30 2001
Engine: 4.6L ROM B Calb: 1VC19B0A Trans: 4R70W Axle: B.8 3.08C A/C: YES
Dealer ID: USA 20346 BRADLEY FORD LINCOLN-MERCURY Phone: (928) 855-1191
State: Arizona City: Lake Havasu City Orig/Caller: JOHN POWERS
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: PASS. SEAT AIRBAG DEPLOYED Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: JFONTAN2 Phone: 313 248-7892 Dist Cd: 71 Los Angeles - 71
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: SF

----- C O M M E N T S -----

Type	Comments
REPAIR	SF STATES THAT PASS. SIDE MOUNT AIRBAG DEPLOYED. HAS CODES B1231. AND 2295. TRAVELLING AT HIGHWAY SPEEDS. SF UNABLE TO FIND ANY DAMAGE ON VEHICLE. SF NOT AWARE OF ANY INJURIES. SEEKING INFO
RECOMM	ADVISED SF TO REPLACE AIRBAG AND RCM. INSPECT CRASH SENSOR. ADVISED THAT IF B1231 IS PRESENT, RCM SAW PARAMETERS NECESSARY TO DEPLOY BAG. ADVISED TO INSPECT FOR WITNESS MARKS. ADVISED THAT I WOULD SAFETY REPORT.

Rpt#: 1HPIK002 NHLAIR Rpt: 08/16/2001 Odom: 519 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W11Y739935 Bld: 06/27/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 11430 NORTH PARK LINCOLN-MERCURY INC Phone: (210) 341-8841
State: Texas City: San Antonio Orig/Caller: JEFF BALDERAZ
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: PSAB DEPLOYED (NON-ACCIDENT) Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 52 Region Name: Southwest - 52

----- C O M M E N T S -----
Type Comments
REPAIR TECH STS THE PASSENGER SEAT AIRBAG WAS DEPLOYED WHEN THE CUSTOMER BROU
GHT VEHICLE IN TO THE DEALERSHIP. TECH FOUND NO DAMAGE TO VEHICLE, BU
T DID NOT PULL ANY CODES. TECH SEEKING KNOWN ISSUES/HOW TO PROCEED.
RECOMM NO APPROVAL GIVEN PENDING FSE INSPECTION AND AUTHORIZATION TO REPAIR.
ADD-ON 08/17/2001 10:24AM MICHAEL RAY MSS - TSO - AIR BAGS RTCA
FSE LES MALIK CALLED TO GIVE HIS APPROVAL FOR THIS CONCERN. GAVE APPR
CODE P27NW

Rpt#: 3IDGY004 NHL Rpt: 09/04/2003 Odom: 51,942 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W21Y636975 Bld: 10/19/2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 08098 BUD SHELL FORD INC Phone: (573) 624-7476
State: Missouri City: Dexter Orig/Caller: KYLE ENDERLY
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: PASSENGER SIDE BAG DEPLOYED Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: JMANLEY2 Phone: 313 317-9387 Dist Cd: 23 Memphis - 23
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: 7

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STS AN UNINTENDED DEPLOYMENT OF THE PASSENGER SEAT SIDE AIR BAG W HILE DRIVING. TECH STS THAT THERE IS A B1231 AND A B2295. TECH SEEKIN G DIRECTION.
RECOMM	ADVISED TECH THAT THE B1231 INDICATES A CRASH EVENT AND AIR BAG DEPLOY ED. ADVISED TECH TO INSPECT THE VEHICLE THOROUGHLY, INSPECT FLOOR PAN FROM UNDER VEHICLE. CUSTOMER INSURANCE TICKET DUE TO B1231

Rpt#: 2IIE4004 NHL Rpt: 09/09/2002 Odom: 34,521 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W11Y738106 Bld: 06/20/2001
 Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 08130 KENNY SHREVE FORD-MERCURY INC Phone: (618) 643-2529
 State: Illinois City: Mcleansboro Orig/Caller: GUY OWEN
 Symptom: 1 04 0 00 BODY, RESTRAINTS, OTHER-CODE NA, OTHER-CODE NA
 Addl Sym: DRIVERS SIDE AIR BAG DEPLOYED Attchmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: APITTMAN Phone: 313 317-4490 Dist Cd: 23 Memphis - 23
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES THAT THE PASSENGER SIDE AIR BAG DEPLOYED WHILE DRIVING. TECH IS SEEKING KNOWNS.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO, START TAR ADVISED TECH TO PERFORM CHECKS PER THE ABOVE ISM.
REPAIR	09/26/2002 01:52PM MICHAEL LAPKO MSS - FCSD - TECH SVC HOTLINE SERVICE MANAGER CALLING BACK STATING HE HAS NOT FOUND ANY DAMAGE TO THE CAR, SEEKING WHAT CAUSED THE DEPLOYMENT. TECH DID HAVE B1231 & B2436 AND BOTH CODES CLEARED.
RECOMM	ADV SM OF ISM 02-08-056. WALKED SM THROUGH THE LIST OF QUESTIONS BELOW DATE OF INCIDENT: 9/7/02 CUST PERCEPTION OF SPEED: UNKNOWN NO REPORTED/ALLEGED INJURIES DEPLOYED BAG IS PASSENGER SEAT SIDE AIR BAG NO WARNINGS, NO INDICATOR LAMPS ON BEFORE DEPLOYMENT DTC'S RECEIVED: B1231 AND B2436 RECEIVED FROM RCM MODULE. SM STATED THE B2436 WAS BECAUSE OF PULLING CODES WITH SEAT HARNESS DISCONNECTED. ***NOTE. ADV SM TO GET CAR UP ON HOIST AND CLOSELY INSPECT THE UNDERCARRIAGE IN AREA OF PASS SEAT FOR DENTS/DINGS/DAMAGE. ALSO ADV HIM TO REPLACE THE RCM & HOLD PARTS FOR INSPECTION-ADV HIM TO PERFORM PMI PROCEDURE PER TSB 99-14-9.
REPAIR	06/23/2003 11:50AM DAN MULLINS MSS - FCSD - TECH SVC HOTLINE CAR HAS COME IN WITH DRIVERS SIDE AIR BAG DEPLOYMENT, HAPPENED ON A GRAVEL ROAD. LAST SEPTEMBER ON THE SAME ROAD, THE PASSENGERS SIDE BAG DEPLOYED. CUST RECEIVED A BRUISED ARM, CAR IS NOT AT DEALER TO DO A INSPECTION, NONE FOUND ON LAST DEPLOYMENT. CALLED FOR DIRECTION ?
RECOMM	ADV SM TO GET CAR IN, INSPECT UNDERNEATH CAR. FULL CODES. DONT CLEAR. CLAIM UNDER INSURANCE, IF CUST WANTS CAN FILL OUT CONSUMER AFFAIRS REVIEW, CONTACT CSM IF NEEDED.

Rpt#: 2KNCM010 NHL Rpt: 11/14/2002 Odom: 81,300 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W21Y637236 Bld: 10-19-2000
Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.0 1.08C A/C: YES
Dealer ID: USA 11408 West Point Lincoln-Mercury Phone: (713) 529-2611
State: Texas City: Houston Orig/Caller: FRANK PRAZAK
Symptom: 1 04 6 50 BODY, RESTRAINTS, SIDE AIR BAGS, FUNCTION
Addl Sym: B1231 Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: JWURSTE1 Phone: Dist Cd: 52 Southwest - 52
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: SF

----- C O M M E N T S -----
Type Comments
REPAIR SHOP FOREMAN FRANK STATES THAT THE VEHICLE IS IN WITH THE PASS SIDE AIR BAG DEPLOYED. TECH HAS A B1231 CODE IN THE RCM MEMORY. SHOP FOREMAN IS CALLING FOR PREVIOUS REPORTS ON THIS CONCERN.
RECOMM ADVISED SHOP FOREMAN OF NO INFORMATION FOUND FOR THIS CONCERN. IF B1231 CODE IS FOUND DEPLOYMENT WAS COMMANDED. SUGGEST CHECK FOR WITNESS MARKS ON THE FRAME AND IN AREA OF SIDE AIRBAG SENSOR.

Rpt#: 1GYBN014 NHLAIR Rpt: 07/25/2001 Odom: 14,527 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W21Y679888 Bld: 02/09/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 0.8 1.08C A/C: YES
Dealer ID: USA 05513 Citrus Ford Phone: (909) 390-0954
State: California City: Ontario Orig/Caller: ERIC CABRAL
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: N/A A/B DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 71 Region Name: Los Angeles - 71

----- C O M M E N T S -----
Type Comments
REPAIR TECH STS HE INSPECTED THE VEHICLE AND FOUND NO DAMAGE
RECOMM GAVE APPR CODE P277S FOR RCM AND CRASH SENSORS.

Rpt#: 2FUAA651 CACVOC--or-- C1 00002316649M Rpt: 07/25/2002 Odom: 9,000 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 11MHM81W21Y685383 Bld: 02/15/2001
 Engine: 4.6L ROM B Calb: 1VC1S80A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 04064 Power Motors Phone: (406) 622-3321
 State: Montana City: Fort Benton Orig/Caller:
 Symptom: 1 04 4 00 BODY, RESTRAINTS, FRT AIR BAG SYS, OTHER-CODE NA
 Addl Sym: Attachments: 0
 Fix: Caus. Comp: -- Condition Code:
 Cust: [REDACTED] Home Phone: (000) 000 - 3000
 Work Phone: (000) 000 - 0000 Region: 74 Northwest - 74
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: PERFORMANCE WHITE C/

----- C O M M E N T S -----

Type	Comments
AUDIT	ODOMETER 0011001 M CHANGED TO 0009000 M BY ORCAC
OWNREL	CUSTOMER SAYS: -CUST SAYS THE AIRBAG WENT OFF PREMATURELY -THE BAG WAS THE SIDE IMPACT PASSENGER BAG -CUST SAYS HE WAS JUST DRIVING DOWN THE ROAD WHEN THE AIRBAG DEPLOYED FOR NO REASON -CUST IS ASKING WHY THIS HAPPENED? PER CUSTOMER, DEALER SAYS: -PER CUST DLR SAYS THEY HAD NO IDEA WHAT MAY HAVE CAUSED IT - POWER MOTORS FORD MERCURY 2410 ST. CHARLES FORT BENTON, MT 59442 TEL: (406)622-3321 CAC ADVISED: ADVISE CUSTOMER THIS INFORMATION WILL BE FORWARDED TO THEIR DEALERSHIP FOR FURTHER INVESTIGATION. PLEASE STAY IN CONTACT WITH YOUR SERVICE MANAGER OR CUSTOMER SERVICE MANAGER FOR THE RESULTS. *****CSR OBC TO DLR***** -CSR SPOKE TO CECILIA IN SERVICE -CECILIA IS AWARE OF CUST CONCERN -CECILIA SAYS THE CUST HAS AN ORDER IN FOR ANOTHER AIRBAG -DLR WILL INSPECT VEH AT TIME OF THE NEW AIRBAG INSTALLATION AND TRY TO FIND SOURCE OF THE PREMATURE DEPLOYMENT INFERENCE CASE ID: 5354 CUSTOMER SAYS: -CUST SAYS THE AIRBAG WENT OFF PREMATURELY -THE BAG WAS THE SIDE IMPACT PASSENGER BAG -CUST SAYS HE WAS JUST DRIVING DOWN THE ROAD WHEN THE AIRBAG DEPLOYED FOR NO REASON -CUST IS ASKING WHY THIS HAPPENED? PER CUSTOMER, DEALER SAYS: -PER CUST DLR SAYS THEY HAD NO IDEA WHAT MAY HAVE CAUSED IT - POWER MOTORS FORD MERCURY 2410 ST. CHARLES FORT BENTON, MT 59442 TEL: (406)622-3321 CAC ADVISED: ADVISE CUSTOMER THIS INFORMATION WILL BE FORWARDED TO THEIR DEALERSHIP FOR FURTHER INVESTIGATION. PLEASE STAY IN CONTACT WITH YOUR SERVICE MANAGER OR CUSTOMER SERVICE MANAGER FOR THE RESULTS. *****CSR OBC TO DLR***** -CSR SPOKE TO CECILIA IN SERVICE -CECILIA IS AWARE OF CUST CONCERN -CECILIA SAYS THE CUST HAS AN ORDER IN FOR ANOTHER AIRBAG -DLR WILL INSPECT VEH AT TIME OF THE NEW AIRBAG INSTALLATION AND TRY TO FIND SOURCE OF THE PREMATURE DEPLOYMENT INFERENCE CASE ID: 5354
OWNREL	VEHICLE CAME INTO SHOP. TECH CHECKED FOR CODES, MONITORED PIDS AND RAN SELF-TESTS. COULD NOT FIND ANY REASON PASSENGER SIDE AIRBAG WOULD DEPLOY. THIS IS SECOND LINCOLN TOWN CAR THAT WE HAVE HAD DO THIS. BOTH HAVE BEEN DRIVING ON NICE GRAVEL ROADS AT THE TIME.

Rpt#: 3GXFA002-NHL Rpt: 07/24/2003 Odom: 43,170 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHMS1W21Y709603 Bld: 04/19/2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.6 3.08C A/C: YES
Dealer ID: USA 05244 Swafford's Ford Sales, Inc. Phone: (816) 776-2288
State: Missouri City: Richmond Orig/Caller: DAVE SNEED
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: PASSENGER SIDE AIR BAG DEPLOY Atchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: MABOT16 Phone: 313 317-9296 Dist Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES VEHICLE PASSENGER SIDE AIR BAG DEPLOYED WHILE DRIVING DOWN A GRAVEL ROAD AT 20 MPH. TECH STATES HAS CODES B1231 AND B2295. TECH LOOKING FOR KNOWNS.
RECOMM	ADV TECH TO FOLLOW SHOP MANUAL FOR AIR BAG REPLACEMENT. ADV TECH TO LIFT VEHICLE IN THE AIR AND INSPECT FOR DAMAGE OR MARKS ON PASSENGER SIDE FLOOR BOARD.

Rpt#: 2JBB9019 NHL Rpt: 10/02/2002 Odom: 24,347 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHMB1W21Y717569 Bld: 05/03/2001
 Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.8 1.08C A/C: YES
 Dealer ID: USA 05029 Ron Blackwell Ford, Inc. Phone: (479) 271-9072
 State: Arkansas City: Bentonville Orig/Caller: LARRY VANSICKLER
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: UNINTENDED PASS SIDE DEPLOY Attachmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: RSTEPANO Phone: 313 317-9125 Dist Cd: 23 Memphis - 23
 Engineering: MICHAEL LAPKO Phone: 313 248-2933 TAR:
 Dlr Contact: Phone: Title Cde: SF

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STS THAT CUSTOMER WAS ON A ROUGH COUNTRY ROAD AND THE PASSENGER SIDE SEAT AIR BAG DEPLOYED FOR NO REASON - TECH INSPECTED THE VEHICLE CAREFULLY AND THERE ARE NO SIGNS OF ANY IMPACT UNDER THE VEHICLE. RCM HAD CODES B1231 AND B2295, TECH CLEARED CODES AND INSTALLED SIMULATOR : N SIDE AIR BAG AND SYSTEM PASSES. SEEKING KNOWNS
RECOMM	ADVISED TECH THAT IF THE RCM HAD THE B1231 CODE IT SAW A REASON TO DEPLOY THE AIR BAG. REPAIR IS CUSTOMER PAY - RECOMMEND REPLACING AIR BAG, RCM, AND CRASH SENSOR AS PER SERVICE MANUAL.
REPAIR	10/03/2002 12:57PM KRIS MCCALL MSS - FCSD - TECH SVC HOTLINE CSM/RMM JANICE CALLING, SAME CONCERN. NEEDS CLARIFICATION OF DETAILS IN REPORT.
RECOMM	ADVISED THAT DTC B1231 INDICATES THAT THE RCM DETECTED AN EVENT WHERE IT DEEMED IT NECESSARY TO DEPLOY A SUPPLEMENTAL OR ACTIVE RESTRAINT DEVICE. INSPECT VEHICLE UNDERSIDE NEAR THE B-PILLARS FOR DAMAGE.
REPAIR	10/08/2002 05:09PM RYAN THIELBAR MSS - FCSD - TECH SVC HOTLINE FSE STATES ONLY A SMALL MARK IS PRESENT ON PASSENGERS FLOOR PAN AREA AND FSE IS NOT CERTAIN WHETHER THIS COULD HAVE BEEN THE CAUSE OF DEPLOYMENT OR NOT. SEEKING ADDITIONAL INFORMATION BEFORE HANDLING CONCERN AS A WARRANTY CLAIM.
RECOMM	ADVISED OF NO ADDITIONAL/UPDATED INFORMATION AVAILABLE. IF DEPLOYMENT IS DETERMINED TO BE UNINTENDED, SUBMIT CLAIM.

Rpt#: 1HNEQ009 NRLAIR Rpt: 08/14/2001 Odom: 6.156 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W21Y717961 Bld: 35/10 2001
Engine: 4.6L ROM B Calb: 1VC1P80A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 13020 Pacific Lincoln-Mercury Phone: (206) 628-4781
State: Washington City: Seattle Orig/Caller: DAVE CHARTRAND
Symptom: 1 04 4 98 BODY, RESTRAINTS, FRT AIR BAG SYS, INDICATOR
Addl Sym: N/A A/B DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 74 Region Name: Northwest - 74

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH HAS NOT INSPECTED THIS VEHICLE
RECOMM	ADV TECH TO INSPECT THE VEHICLE
ADD-ON	08/14/2001 04:07PM MICHAEL RAY MSS - TSO - AIR BAGS RTDA TECH STS HE FOUND DAMAGE TO THE SEAT MOUNT BOLTS. ADV TECH THAT THIS IS APPR. 4 INCHES FROM THE SENSOR AND THAT THIS COULD HAVE DEPLOYED THE A/B.
ADD-ON	10/03/2001 06:27PM STEVE KING MSS - FCSD - BUS ASST CENTER TECH STS INDEPENDANT INSURANCE APPRAISER WAS SENT OUT TO LOOK AT VEHICLE BUT DIDN'T THINK THE SIDE AIRBAG SHOULD HAVE DEPLOYED WITHOUT A CORRESPONDING FRONTAL AIRBAG DEPLOYMENT. TECH NEEDS WRITTEN PROOF FROM FORD OR SUPPLIER THAT WOULD SUPPORT THIS CLAIM. REFERRED TO P.S.E.

Rpt#: 2IKGL007 NHL Rpt: 09/11/2002 Odom: 38,111 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN VIN: 1LNHM81W31Y717953 Bld: 05/10/2001
 Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.8 3.38C A/C: YES
 Dealer ID: USA 08192 Valley Ford, Inc. Phone: (314) 895-0600
 State: Missouri City: Hazelwood Orig/Caller: DAN NOUD
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: PASSENGER SIDE AIR BAG DEPLOYE Attchmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: WTRIPLE1 Phone: 313 248-8202 Dist Cd: 53 Kansas City - 53
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES THAT PASSENGER SIDE BAG BLEW AND HE HAS A B2295 AND B1231 STORED IN MEMORY. STATES THAT THE CUSTOMER STATES THAT THEY DID NOT HIT ANYTHING, TECH STATES THAT HE DOES NOT SEE ANY SIGN OF IMPACT AND THE CUSTOMER DID NOT TELL WHEN OR ROAD CONDITIONS OR HOW FAST THEY WERE GOING. SEEKING KNOWN.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO, START TAR ADVISED THAT A B1231 INDICATES THAT THE VEHICLE SAW IMPACT AND DEPLOYED THE SIDE AIR BAG. ADVISED TECH TO REPAIR AS NECESSARY AND THE REPORT WILL FLAGGED AS SAFETY FOR ENGINEERING TO VIEW.

Rpt#: 2FLAB036 FLEET --or-- L 00002299473M Rpt: 08/15/2002 Odom: 24,644 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W31Y732467 Bld: 06/05/2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 12739 SIGNATURE LINCOLN-MERCURY Phone: (702) 457-0321
State: Nevada City: Las Vegas Orig/Caller:
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Cust: Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 71 Los Angeles - 71
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: MIDNIGHT GREY #2

----- C O M M E N T S -----

Type	Comments
OWNREL	**NAFS RECEIVED A E-MAIL MESSAGE FROM MIKE SPILLARS @ HERTZ. HE IS SEEKING TO GET AN AIRBAG DEPLOYMENT CONCERN COVERED BY THE WARRANTY. **PER BRIAN HOWE, FQS, HE DETERMINED THAT CODES WERE PULLED INDICATING AN IMPACT. THEREFORE, THE SYSTEM OPERATED AS DESIGNED. **NAFS ANALYST WILL CONTACT MIKE SPILLARS OR MARC DOMER @ HERTZ TO SUPPORT AND REITERATE THE DECISION DENYING WARRANTY COVERAGE FOR THE AIRBAG CONCERN.

Rpt#: 2I1AA314.CACSE--or-- C3 00002488806M Rpt: 09/30/2002 Odom: 23,485 M
Vehicle: 2001 TOWN CAR,EXEC ,SEDAN 1LNHMB1W31Y735501 Bld: 06/18/2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 04492 Ken Stoepel Ford, Lincoln, Tex Phone: (830) 257-5553
State: Texas City: Kerrville Orig/Caller:
Symptom: 1 04 4 57 BODY,RESTRAINTS,FRT AIR BAG SYS,DEPLOYMENT
Addl Sym: Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Cust: Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 52 Southwest - 52
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: PERFORMANCE WHITE C/

----- C O M M E N T S -----

Type	Comments
OWNREL	*****PRODUCT LIABILITY***** 9-26-02 DEALER CONTACT: LOU CUSTOMER ALLEGES AIR BAG DEPLOYMENT WITHOUT AN ACCIDENT. CUSTOMER REQUESTS CONTACT WITH FORD REPRESENTATIVE.
OWNREL	LPA SPOKE WITH THE DEALERSHIP, NO ACCIDENT, NO INJURIES. LPA WILL REFER TO CSM FOR REVIEW.
OWNREL	LPA REDIRECTED TO DONDI WILLIAMS, SW CSM, FOR HANDLING.

Rpt#: 2BGHH002 NHLAIR Rpt: 02/07/2002 Odom: 15,393 M
Vehicle: 2001 TOWN CAR, EXEC, SEDAN 1LNHM81W41Y647492 Bld: 11/09/2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 13100 GERVAIS LINCOLN-MERCURY Phone: (978) 454-5696
State: Massachusetts City: Lowell Orig/Caller: MIKE FRANCES
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: NON-ACCIDENT AIRBAG DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 11 Region Name: Boston -11

----- C O M M E N T S -----
Type Comments
REPAIR TECH STS VEHICLE WAS BROUGHT IN SATURDAY. DRIVER'S SEAT AIRBAG DEPLOYED. NEW AIRBAG, SEAT COVER AND RCM ORDERED. NO CALL TO RTDA OR TO FIELD SERVICE ENGINEER FOR INSPECTION/AUTHORIZATION. PARTS NOT REPLACED
RECOMM TECH TOLD TO INSPECT VEHICLE UNDERCARRIAGE AND CALL BACK. TECH TOLD TO HAVE SERVICE MANAGER CALL THE FIELD SERVICE ENGINEER FOR INSPECTION.

Rpt#: 1FFAA603 CACVOC--or-- C1 00001676676M Rpt: 06/07/2001 Odom: 2,000 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W41Y647573 Bld: 11.13.2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 12033 J P Thibodeaux Lincoln-Mercury Phone: (318) 364-4126
State: Louisiana City: New Iberia Orig/Caller:
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attachmnts: 0
Fix: Caus. Comp: -- Condition Code:
Cust: [REDACTED] Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 23 Memphis - 23
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: PERFORMANCE WHITE C

----- C O M M E N T S -----

Type	Comments
OWNREL	CUSTOMER SAYS: -CUST ON VAC IN TEXAS -BOUGHT VEH IN LOUISIANA -AT 70MPH ON HIWAY RIGHT HAND FRONT SEAT AIRBAG DEPLOYED -WANTS TO KNOW IF AIRBAG IS UNDER WARRANTY -DIDNT HIT ANYTHING PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: -ADV CUST THAT AIR BAG IS UNDER WARRANTY -ALSO ADV CUST TO MAKE APPOINTMENT AT LOCAL DLRSHP WHEN HE GETS HOME FROM VAC INFERENCE CASE ID: 4765

Rpt#: 1FVAA837 CACVOC--or-- C1 00001705063M Rpt: 08/15/2001 Odom: 4,300 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W41Y647573 Bld: 11/13/2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 12033 J P Thibodeaux Lincoln-Mercury Phone: (318) 364-4126
State: Louisiana City: New Iberia Orig/Caller:
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Cust: Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 23 Memphis - 23
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: PERFORMANCE WHITE C

----- C O M M E N T S -----

Type	Comments
OWNREL	CUSTOMER SAYS: -CUST IS NOT SATISFIED WITH THE VEH AND WANTS TO GET SOMETHING DONE ABOUT IT -THE SIDE AIR BAG ON THE RIGHT FRONT PASSENGER SIDE DEPLOYED BY ITSELF WHEN CUST WAS GOING ON HIGHWAY AT 70MPH.....IT DEPLOYED AND CUST ALMOST LOST CONTROL OF THE VEH -CUST IS SEEKING A REPLACEMENT VEHICLE,,,HE FEELS THIS ONE HAS TOO MANY PROBLEMS -VEH IS AT DLR BUT THEY HAVE NOT REPAIRED IT YET AS CUST IS SEEKING REPLACEMENT VEHICLE PER CUSTOMER, DEALER SAYS: -DLR TOLD CUST THEY ARE AWAITING CALL FROM REGIONAL REP CAC ADVISED: -I ADVISED CUST THAT IT IS FORD'S GOAL TO REPAIR THE VEH -I MADE OBC TO DLR AND SPOKE TO TIGER HOFFPAUEIR WHO SAID THAT CUST IS CURRENTLY DRIVING VEH AS HE REFUSED REPAIRS, EVEN THOUGH REPAIR IS COVERED UNDER WARRANTYTIGER SAID THAT HE IS CONTACTING REGIONAL REP AND IS AWAITING A CALL BACK FROM REP TO DISCUSS GETTING CUST OUT OF VEH -I ADVISED CUST THAT TIGER IS AWAITING A CALL FROM REGIONAL REP ON ISSUE INFERENCE CASE ID: 4782
OWNREL	CAR IN SHOP WE HAVE AUTH TO REPAIR. CUSTOMER CAR IS BEING REPLACED.
OWNREL	VEHICLE WAS REAQUIRED AND REPAIRED FOR RESALE

Rpt#: 1GLCU009 NHLAIR Rpt: 07/12/2001 Odom: 4,219 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHMS1W41Y647573 Bld: 11/13/2000
 Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 12033 J P Thibodeaux Lincoln-Mercury Phone: (318) 364-4126
 State: Louisiana City: New Iberia Orig/Caller: NORMAN DERISE
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: PASS SEAT AIRBAG DEPLOYED Attchments: 0
 Fix: Caus. Comp: -- Condition Code:

Region Code: 23 Region Name: Memphis - 23

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STS THE VEHICLE CAME IN 6/18/01 WITH PASSENGER SEAT AIRBAG DEPLOYED (DURING VACATION IN TEXAS ON 6/5/01). CUSTOMER STS HE WAS DRIVING DOWN HIGHWAY AT 70 MPH WHEN AIRBAG DEPLOYED WITHOUT ACCIDENT.
RECOMM	NO APPROVAL PENDING FIELD SERVICE ENGINEER INSPECTION. TECH TO INSPECT UNDERCARRIAGE FOR DAMAGE. TECH STS TWO CODES WERE STORED IN RCM'S MEMORY: B1231 AND B2295.
ADD-ON	07/18/2001 01:02PM STEVE KING MSS - FCSD - BUS ASST CENTER TIGER HOFFPAUIR, SERVICE/PARTS DIRECTOR, CALLED TO GET MORE INFORMATION ... AND TOLD ME THAT THE CUSTOMER DROVE CAR AFTER REPAIR ORDER WAS WRITTEN UP. VEHICLE IS NOW BACK AT DEALERSHIP, MR. HOFFPAUIR DOES NOT HAVE A REP RIGHT NOW. ADVISED MR. HOFFPAUIR TO CONTACT FIELD SVC ENG, NOT THE CUSTOMER SERVICE MANAGER. MR. HOFFPAUIR WILL CALL HOTLINE.
ADD-ON	08/07/2001 11:30AM STEVE KING MSS - FCSD - BUS ASST CENTER FIELD SERVICE ENGINEER, JASON SOWELS, STS THE VEHICLE HAD NO WITNESS MARKS AND SHOULD BE REPAIRED UNDER WARRANTY. VEHICLE IS A BUY BACK: A PPORVAL CODE P80PH FOR PSAB, RCM, AND BOTH SIDE CRASH SENSORS.
ADD-ON	02/05/2002 12:09PM STEVE KING MSS - FCSD - BUS ASST CENTER DAN STEPHENSON, SERVICE WRITER, WAS ASKED TO CALL US BACK TO CONFIRM THE APPROVAL CODE. CODE WILL NOT GO THROUGH AS IT WAS GIVEN. RTDA CHANGED THE R.O. LINE # FROM "1" TO "01". THE APPROVAL CODE IS THE SAME.

Rpt#: 1GRAB013.NHL Rpt: 07/18/2001 Odom: 4,219 M
 Vehicle: 2001 TOWN CAR, EXEC, SEDAN 11NMM81W41Y647573 Bld: 11/13/2000
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 12033 J P Thibodeaux Lincoln-Mercury Phone: (318) 364-4126
 State: Louisiana City: New Iberia Orig/Caller: TIGER HOFFPAUIR
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: B1231, B2295 Attchmnts: 0
 Fix: Y Caus. Comp: AIRBAG -- RPL Condition Code:
 Hotliner: REATON4 Phone: 313 317-9386 Dist Cd: 23 Memphis - 23
 Engineering: Phone: TAR: CLD
 Dlr Contact: AREA CODE CHANGE Phone: 337 364-4126 Title Cde: SW

----- C O M M E N T S -----

Type	Comments
REPAIR	SW STATES THIS CAR HAD THE PASSENGERS SIDE AIR BAG WENT OFF WITHOUT COLLISION. SW HAS CONTACTED RTDA AND SPOKE TO A STEVE KING WHO INSTRUCTED THEM TO CONTACT THE HOTLINE FOR A FIELD SERVICE ENGINEER TO COME OUT FOR A INSPECTION. SW STATES THEY HAVE TRIED TO CONTACT DEALER ZONE REP AND HAS NOT YET RETURNED ANY OF THE CALLS.
RECOMM	SSM 13596 CALL (888)571-7135 - ALL 99-00 AIR BAG WARRANTY CLAIMS ADVISE SW TO CONTACT THEIR DEALER ZONE REP FOR ASSISTANCE, ADVISE SW : WILL PLACE A TAR REQUEST IN ON THIS REPORT.
REPAIR	08/03/2001 11:08AM GREG QUINN MSS - PCSD - Q1 DEALER PANEL STEVE KING REQUESTING T.A.R. TO INSPECT VEH. TO AUTHORIZE WARRANTY REPAIR.
ADD-ON	08/20/2001 07:10PM JASON SOWELS MSS - PCSD - REG - MEMPHIS MET WITH CUSTOMER AND DEALERSHIP. INSPECTED VEHICLE AND COULD NOT SEE ANY WITNESS MARKS WHERE THE CUSTOMER COULD HAVE HIT SOMETHING. CALLED AND SPOKE TO REALTIME DIAGNOSTICS AND THEY GAVE ME THE APPROVAL CODE TO ORDER A NEW SIDE AIRBAG MODULE AND CRASH SENSOR. VEHICLE IS REPAIRED AND OPERATING NORMALLY.

Rpt#: 1FLD3012 NHL Rpt: 06/12/2001 Odom: 3,289 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM61W41Y655544 Bld: 11/22/2000
 Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 1.58C A/C: YES
 Dealer ID: USA 10247 Harbor Lincoln-Mercury Inc Phone: (718) 457-4500
 State: New York City: Woodside Orig/Caller: JOHN DANIELS
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: UNINTENDED SIDE AIR BAG DEPLOY Attachments: 0
 Fix: Y Caus. Comp: AIR BAG -- RPL Condition Code:
 Hotliner: CHANSON3 Phone: 407 875-7572 Dist Cd: 13 New York -13
 Engineering: Phone: TAR: CLD
 Dlr Contact: Phone: Title Cde: SF

----- C O M M E N T S -----

Type	Comments
REPAIR	SF STATES THAT THE SIDE AIR BAG WENT OFF. VEHICLE WAS NOT IN AN ACCIDENT.
RECOMM	SSM 13596 CALL (888)571-7135 - ALL 99-00 AIR BAG WARRANTY CLAIMS ADVISED TECH TO CONTACT WARRANTY CLAIMS AND MISBUILTS. CHECK FOR ANY UNDER CARRIAGE DAMAGE. CHECK FOR ANY AFTERMARKET EQUIPMENT SUCH AS A CELL PHONE CHARGER.
AUDIT	06/13/2001 03:38PM JAMES TOMASO(FSE) MSS - FCSD - REG - NEW YORK APPROVED FOR TECH ASSIST REFERRAL PROCESSING BY JTOMASO
ADD-ON	06/25/2001 08:33AM JAMES TOMASO(FSE) MSS - FCSD - REG - NEW YORK CONTACTED FRANK (SM). SM STATES VEH ARRIVED WITH LEFT SIDE MOUNT AIR BAG DEPLOYED. CUSTOMER STATES NO ONE WAS IN VEH AT TIME OF DEPLOYMENT. VEH IS A LIVERY VEH. ADVISED SM TO VERIFY NOTHING SPLICED INTO HARNES S CAUSING CONCERN. ADV TO REPAIR AS NEEDED, NO KNOWN CONCERNS.

Rpt#: 2KVAAS88 CACSFE--or-- C3 00002580432M Rpt: 11/25/2002 Odom: 26,450 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W41Y665023 Bld: 01/03/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 07172 Capital Motors Phone: (605) 224-7378
State: South Dakota City: Pierre Orig/Caller:
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attachmnts: 0
Fix: Caus. Comp: -- Condition Code:
Cust: Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 58 Twin Cities - 58
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: CHARCOAL GREEN MET

----- C O M M E N T S -----

Type	Comments
OWNREL	*****PRODUCT LIABILITY***** FAX RECEIVED 11-22-02 DEALER CONTACT: BARRY SNODGRASS CUSTOMER ALLEGES WHILE DRIVING, THE PASSENGER SIDE CURTAIN AIR BAG DEPLOYED FOR NO APPARENT REASON. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.
OWNREL	CONTACTED CUST. NO ANS.
OWNREL	REDIRECT TO DLR. SM (BARRY) FOUND NO EVIDENCE OF IMPACT, INCLUDING UNDERNEATH. VEH AT 26,652 MILES. LPA WILL REDIRECT CUST BACK TO DLR.

Rpt#: 2IKIR008 NHL Rpt: 09/11/2002 Odom: 24,589 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W51Y650465 Bld: 11/16/2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 06527 Vicksburg Ford Lincoln Mercury Phone: (601) 636-5323
State: Mississippi City: Vicksburg Orig/Caller: DAN EDERHART
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: UNINTENDED DEPLOYMENT B1231 Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: JMANLEY2 Phone: 313 317-9387 Dist Cd: 23 Memphis - 23
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: FS

----- C O M M E N T S -----

Type	Comments
REPAIR	FSE STS AN ALLEGED UNINTENDED AIR BAG DEPLOYMENT. FSE STS THAT THERE ARE SIGNS OF DAMAGE ON THE LEFT SIDE OF THE REAR BUMPER. FSE STS THERE IS A B1231 IN THE RCM. FSE STS THAT HE HAS NOT YET LOOKED FOR DAMAGE ON THE DRIVERS SIDE. FSE SEEKING DIRECTION.
RECOMM	ADVISED FSE SINCE THERE IS A B1231 PRESENT THEN THE RCM DETECTED A CRASH. ADVISED FSE THAT THE REAR DAMAGE TO THE VEHICLE MAY OR MAY NOT BE THE CAUSE. ADVISED FSE TO CHECK FOR DAMAGE UNDER THE DRIVERS SEAT AREA FOR ANY DINGS/DENTS THAT COULD HAVE TRIPPED THE CODE AND AIR BAG.

Rpt#: 2KGEJ015 NHL Rpt: 11/07/2002 Odom: 13,901 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W51Y659571 Bld: 12/06/2000
 Engine: 4.6L ROM 8 Calb: 1VC1S80A Trans: 4R7DW Axle: 8.8 3.08C A/C: YES
 Dealer ID: CAN A6010 Waterloo Ford Lincoln Sales Lt Phone: (780) 423-4330
 Province: Alberta City: Edmonton Orig/Caller: DAVE ALEXANDER
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: DRIVER SIDE AIR BAG DEPLOYED Attchmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: DKAPLA Phone: 313 248-2923 Dist Cd: 06 06 FCSD REGION-CANADA
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: SF

----- C O M M E N T S -----

Type	Comments
REPAIR	THE CUSTOMER ALLEGES THE DRIVERS SIDE AIR BAG DEPLOYED WHILE DRIVING WITH NO IMPACT TO THE VEH. THE VEH IS NOT IN THE DEALER AND TECH HAS NOT EXAMINED THE VEH. TECH SEEKING KNOWNS FOR UNINTENDED DEPLOYMENT.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE. COLLECT INFO ===== ADVISED TECH TO GET THE VEH IN FOR INSPECTION AND PULL CODES. CK THE WHOLE VEH FOR POSS DAMAGE INCLUDING THE UNDER SIDE OF THE VEH. CK FOR DTC B1231 IF PRESENT THE AIR BAG WAS DEPLOYED DUE TO AN IMPACT WAS DETECTED. IF NO CODES AND NO IMPACT EVIDENCE IS FOUND CALL HOTLINE BACK.
EPAIR	11/08/2002 04:12PM THAYNE CARTER MSS - FCSD - TECH SVC HOTLINE TECH STATES THE TRANSMISSION PAN HAS BEEN HIT ON THE FRONT AND THERE IS A BIG SCRAPE ON THE BOTTOM MIDDLE. CODE B1231 IS PRESENT IN RCM. TECH IS NOT AWARE IF CUSTOMER WAS INJURED IN INCIDENT.
RECOMM	ADVISE TECH WITH CODE B1231 AND SCRAPE ON TRANS PAN CUSTOMER HIT SOMETHING THAT DEPLOYED THE BAG. ADVISE TO QUESTION CUSTOMER ABOUT SCRAPE ON TRANS PAN AND CONTACT THEIR INSURANCE COMPANY.

Rpt#: 2KLAB079 CACVOC--or-- C1 00002563427M Rpt: 11/13/2002 Odom: 19,883 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W51Y659571 Bld: 12/06/2000
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 0.8 3.08C A/C: YES
 Dealer ID: CAN A6010 Waterloo Ford Lincoln Sales Lt Phone: (780) 423-4330
 Province Alberta City: Edmonton Orig/Caller:
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: Attachmate: 0
 Fix: Caus. Comp: -- Condition Code:
 Cust: Home Phone: (000) 000 - 0000
 Work Phone: (000) 000 - 0000 Region: 06 06 FCSD REGION-CANADA
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: PERFORMANCE WHITE C/

----- C O M M E N T S -----

Type	Comments
OWNREL	<p>CUSTOMER SAYS: -CUST VEH WENT INTO A DIP AND AIR BAG DEPLOYED -CUST IS AWARE THAT FORD WILL NOT COVER THIS UNDER WARRANTY -CUST FEELS HE SHOULD HAVE BEEN NOTIFIED THAT THIS VEH IS PRONE TO AIRBAG DEPLOY ON GRAVEL ROADS -IF HE HAD KNOWN ABOUT THE CONCERN WITH 2001 TOWN CAR HE WOULD NOT HAVE PURCHASED THE VEH -CUST STATES THERE IS DUST GOING INTO THE TRUNK AND WHERE THE GAS GOES AS WELL -CUST SEEKING FIN ASSIST FOR AIR BAG REPLACEMENT -CUST DEALS WITH WATERLOO MERCURY, EDMONTON. DEALING WITH BRYAN (SRV/AD) -CUST WILL GO TO A LOCAL GARAGE TO MAKE SURE WHAT DETAILS WAS PROVIDED BY DLRSHF IS TRUE AND HE WILL ALSO CONSULT WITH A BODY SHOP TO VERIFY INFO PER CUSTOMER. DEALER SAYS: -ACCORDING TO COMPUTER, THE BAG HAD TO DEPLOY -THE TRANSMISSION OIL PAN HAS A SCRAPE WHICH CAUSED THE AIRBAG TO DEPLOY -CUST ADVISED THAT THE SERVICE DEPT ADVISED HIM THAT THERE ARE CONCERNS WITH TOWN CARS REGARDING THIS CONCERN -CUST STATES REGARDING CONCERN WITH DUST THE DLRSHF STATES THERE IS NOTHING MORE THAT CAN BE DONE CAC ADVISED: PLEASE ADVISE THE CUSTOMER THAT THE VEHICLE IS NO LONGER WITHIN THE WARRANTY PERIOD. THEREFORE FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR THE REPAIR OF THE VEHICLE. -OBC TO WATERLOO SPOKE TO BRYAN, HE ADVISED CUST WILL GO LEGAL IF HE DOESN'T GET WHAT HE WANTS. SIDE AIR BAG TRIGGERED, COMPUTER STATES COLLISION WHICH THE AIR BAG DEPLOYED. THERE IS NOW A DENT IN THE PAN AND A FRESH SCRAPE, HE MAY HAVE RAN OVER SOMETHING THIS HAS BEEN DISCUSSED WITH CHRIS COSTER SRV D.O.M AND THE REPAIR WILL NOT BE WARRANTED, THERE IS A KNOWN HISTORY WITH OTHER 2001 TOWN CARS, NOT A WARRANTY ISSUE, NO DIAGNOSTIC LABOUR -CUST LIVES ON A GRAVEL ROAD, DUST ENTERING GAS CAP AREA, BRYAN HAS RECOMMENDED UNDER COATING, NO WARRANTABLE FAILURE, ADVISED CUST TO TURN ON HIS FAN TO DECREASE DUST, NOT A MANUFACTURES DEFECT AT THIS POINT INFERENCE CASE ID: 4826</p>

Rpt#: 10412003 NHLAIR Rpt: 07/30/2001 Odom: 5.463 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHMS1W51Y701706 Bld: 03/27/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 08619 Cal Worthington Ford Phone: (907) 276-5300
State: Alaska City: Anchorage Orig/Caller: KEN KRAUSE
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: NON-ACCIDENT AIRBAG DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 74 Region Name: Northwest - 74

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STS DRIVER'S SIDE AIRBAG DEPLOYED WITHOUT ACCIDENT PER STATEMENT FROM THE CUSTOMER. TECH SEEKING KNOWN ISSUES. TECH SAW SSM 13596 REGARDING CALLING OUR NUMBER. TECH STS NO DAMAGE TO VEHICLE OR FLOOR PAN
RECOMM	NO APPROVAL PENDING FIELD SERVICE ENGINEER'S INSPECTION AND AUTHORIZATION.
ADD-ON	08/01/2001 12:37PM MICHAEL RAY NSS - TSO - AIR BAGS RTDA TECH STS THE FIELD SERVICE ENGINEER SAID TO FIX THE VEHICLE PER WARRANT. TOM BECHNEL IS THE FSE WHO IS GIVING HIS AUTHORITY FOR THIS REPAIR GAVE APPR CODE P277V 14B321

Rpt#: 1HNIS019 NHL Rpt: 08/14/2001 Odom: 5,463 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHMB1W51Y701706 Bld: 03/27/2001
 Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 08619 Cal Worthington Ford Phone: (907) 276-5300
 State: Alaska City: Anchorage Orig/Caller: TIM KRAUSE
 Symptom: 1 04 4 98 BODY, RESTRAINTS, FRT AIR BAG SYS, INDICATOR
 Addl Sym: SAB WENT OFF. Attchmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: RLUSK1 Phone: 313 317-9298 Dist Cd: 74 Northwest - 74
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES THAT HE HAS TWO TOWN CARS THAT THE SAB WENT OFF. ON THIS VEHICLE HE REPLACED THE RCM THE SAB AND THE SAB CRASH SENSOR AND NOW H E HAS A CODE 42 OR B 2296.
RECOMM	ADVISED THE TECH TO CHECK THE FRONT CRASH SENSOR FOR WATER INTRUSION A ND I WILL CALL HIM BACK TOMORROW.
RECOMM	08/15/2001 01:09PM RON LUSK MSS - FCSD - TECH SVC HOTLINE CALLED TECH BACK AND HE INSTALLED ANOTHER RCM AND THEN HE PULLED A COD E FOR FROM CRASH SENSOR. UPON INVESTIGATION IT LOOKED LIKE THE FRONT CRASH SENSOR HAD TOOL MARKS ON IT . TECH WILL KEEP US INFORMED.

Rpt#: 2BKAA938 CACVOC--or-- C1 00002102646M Rpt: 02/12/2002 Odom: 7,300 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W51Y727917 Bld: 06/01/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: 0.8 3.08C A/C: YES
Dealer ID: USA 10302 Crest Lincoln-Mercury, Inc. Phone: (586) 939-6000
State: Michigan City: Sterling Heights Orig/Caller:
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Cust: Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 48 Detroit - 48
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: PERFORMANCE WHITE C

----- C O M M E N T S -----

Type	Comments
OWNREL	CUSTOMER SAYS: -SIDE AIR BAG (PASSENGER SIDE) DEPLOYED -FIXED -CUST HAS VEHICLE -SEEKING TO HAVE A FORD REP LOOK AT VEHICLE
	-SMARTT DIDNOT SAVE CUST PROFILE INFO: DAY PHONE: 586-826-5270 -LRECK@VISTEON.COM PER CUSTOMER, DEALER SAYS: -CREST L/M -S/M RANDY GILL -SEEMS LIKE SOMETHING DINGED BOTTOM OF VEHICLE THAT HAS CAUSED TO SET IT OFF -GAVE ESTIMATE \$912 -HAD FORD REP LOOKED AT 4 SIDE AIR BAG DEPLOYMENTS, AND FORD REP REFUSED TO COME -REFERRED TO CRC CAC ADVISED: ADVISE CUSTOMER THIS INFORMATION WILL BE FORWARDED TO THEIR DEALERSHIP FOR FURTHER INVESTIGATION. PLEASE STAY IN CONTACT WITH YOUR SERVICE MANAGER OR CUSTOMER SERVICE MANAGER FOR THE RESULTS. -CSR TRANSFERRED CUST TO DLR INFERENCE CASE ID: 5354

Rpt#: 2BOAM002 FCSDFS Rpt: 02/15/2002 Odom: 7,721 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN VIN: 1LNHM81W51Y727917 Bld: 06/01/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10302 Crest Lincoln-Mercury, Inc. Phone: (586) 939-6000
State: Michigan City: Sterling Heights Orig/Caller: SCOTT MURRAY
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: RH SIDE BAG DEPLOYED Attchmnts: 0
Fix: Y Caus. Comp: AIRBAG MODULE -- RPL Condition Code:

Region Code: 48 Region Name: Detroit - 48

----- C O M M E N T S -----

Type	Comments
REPAIR	VISITED THE DEALER THIS DATE DUE TO THE RH SIDE AIRBAG DEPLOYED ON THE CUSTOMER. DEALER HAD ALREADY INFORMED ME THERE WAS DAMAGE TO THE RH FRAME WHICH CAUSED THE DEPLOYMENT.
RECOMM	LOOKED AT THE CAR AND THERE WAS A SLIGHT SCRATCH ON THE FRONT FASCIA IN FRONT OF THE WHEEL. A FEW FEET BACK FROM THE RH FRONT WHEEL THE FRAME IS DENTED UPWARD WHICH WAS CAUSED FROM SOMETHING HITTING IT. THERE WAS A B1231 IN MEMORY AND B1231/B2295 FOR ON DEMAND SELF TEST. THE DEPLOYMENT WAS CAUSED FROM THE DAMAGE TO THE FRAME. OPENING AND CLOSING TAR DUE TO DEALER VISIT. ADVISED TO REPAIR VEHICLE AS NEEDED. NOT A WARRANTY REPAIR.
DD-ON	02/15/2002 04:21PM SCOTT MURRAY MSS - FCSD - REG - DETROIT CLOSING TAR.

Rpt#: 2JDDV001.NHL Rpt: 10/04/2002 Odom: 34,844 M
 Vehicle: 2001 TOWN CAR, EXEC, SEDAN 1LMHMS1W61Y626384 Bld: 09/22/2000
 Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 05652 Gillie Hyde Ford-Lincoln-Mercu Phone: (270) 651-2125
 State: Kentucky City: Glasgow Orig/Caller: TYLER WALKER
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: B1231, B2295 Attachments: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: DWARNE15 Phone: 313 248-7923 Dist Cd: 23 Memphis - 23
 Engineering: MICHAEL LAPKO Phone: 313 248-2933 TAR:
 Dir Contact: Phone: Title Cde: T

C O M M E N T S

Type	Comments
REPAIR	CUST STATES THE DRIVERS SIDE SEAT BAG DEPLOYED WHILE ON A GRAVEL DRIVE WAY AT A SPEED OF 20 TO 25 MPH. THE EVENT OCCURED AT 1:30 PM ON 10/3/02. THE AIR BAG LAMP WAS NOT ON BEFORE EVENT. STATES THEY DID NOT HIT ANYTHING. TECH HAS DTCS B1231 AND B2295 IN THE RCM. VISUAL INSPECTION SHOWS A SCUFF ON THE BOTTOM OF THE FRAME RAIL BELOW THE DRIVERS SEAT. SEEKING DIRECTION.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE. COLLECT INFO, START TAR ADVISED TECH PER ISM AND SME TO ESTIMATE DAMAGE AND SUBMIT TO INSURANCE COMPANY. LEAVE DTCS IN RCM. ADVISED, I WILL FLAG REPORT AS SAFETY FOR REVIEW, PROCEED WITH REPAIR IF NO RETURN CALL WITHIN 3 WORKING DAYS.
REPAIR	10/07/2002 11:06AM CHRISTOPHE SYDORA MSS - FCSD - Q1 DEALER PANEL SM BRADLY LOOKING FOR IF HE WILL BE CALLED AS PER PRIOR CALL. SM STATED THERE ARE SIGNS ON FRAME OF A SMALL IMPACT.
RECOMM	ADVISED SM THIS CAN TAKE UP TO 3 WORKING DAYS AT ITS EARLIST AND DEPEND ON THE OUTCOME OF THE REPORT REVIEW HE MAY NOT BE CONTACTED AT ALL AND DUE TO THE CODES ARE PRESENT AND SIGNS OF A IMPACT ON FRAME ITS UNLIKELY.
REPAIR	03/06/2003 01:03PM THAYNE CARTER MSS - FCSD - TECH SVC HOTLINE CUST ALLEGES THEY WERE DRIVING DOWN THE FREEWAY AND THE DRIVER'S SEAT AIRBAG DEPLOYED. TECH STATES RCM HAS CODES B1231 AND B2295. TECH STATE S HE HAS INSPECTED THE WHOLE CAR FOR DAMAGE AND CANNOT FIND ANY. TECH STATES THAT THERE IS A SCUFF (NOT A DENT) ON THE DRIVER'S SIDE FRAME RAIL BUT THE PASS SIDE HAS A SCUFF IN THE SAME SPOT. IT POSSIBLE CAME THAT WAY FROM FACTORY. TECH STATES THAT OCTOBER WHEN VEHICLE CAME IN WITH SAME BAG DEPLOYED, AFTER THEY DID THE DIAG THE CUSTOMER TOOK VEHICLE TO ANOTHER DEALER FOR REPAIR. SO HE DOES NOT KNOW WHAT WAS ACTUALLY REPAIRED LAST TIME OR EVEN IF VEHICLE WAS REPAIRED LAST TIME. TECH ASKING IF TSB 02-13-4 SHOULD BE PERFORMED FOR THE B2295 CODE.
RECOMM	ADVISE TECH THAT SINCE CODE B1231 IS PRESENT IN RCM, THEN RCM SAW A SIGNAL FROM CRASH SENSOR AND CODE B2295 IS CAUSED BY DEPLOYED BAG. MEANING THAT TSB 02-13-4 DOES NOT NEED TO BE PERFORMED. ADVISE THAT DRIVER'S SEAT AIRBAG, DRIVER'S SIDE CRASH SENSOR, AND RCM SHOULD BE REPLACED. INSPECT AND DIAG WIRING BETWEEN DRIVER'S SIDE CRASH SENSOR AND RCM. ADVISE TO HOLD REPLACED PARTS FOR 30 DAYS. ADVISE TECH TO CONTACT CSM AND HE MAY NEED THE DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW FORM IF NEEDING TO FIND OUT IF WARRANTY SHOULD PAY FOR REPAIR.
JUDIT	SYMPTOM 1 04 6 98 CHANGED TO 1 04 6 57 BY TCARTE35

Rpt#: 3BYAC999 CACVOC--or-- C1 00002780525M Rpt: 02/26/2003 Odom: 59,000 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W61Y626384 Bld: 09/22/2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 05761 DON FRANKLIN FORD-MERCURY INC Phone: (270) 384-3016
State: Kentucky City: Columbia Orig/Caller:
Symptom: 1 04 4 00 BODY, RESTRAINTS, FRT AIR BAG SYS, OTHER-CODE NA
Addl Sym: Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Cust: [REDACTED] Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 47 Cincinnati - 47
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: PERFORMANCE WHITE C

----- C O M M E N T S -----

Type	Comments
OWNREL	CUSTOMER SAYS: -CUST SAYS THAT THE DLRSH FIXED THE AIR BAG A MONTH AND A HALF AGO FOR THE SAME AIR BAG DEPLOYING AND CUST HAD TO PAY \$1000.00 OUT OF POCKET EXPENSES -CUST SAYS THAT THE AIR BAG HAS JUST DEPLOYED ON THE DRIVERSIDE AND IT IS SNOWING PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR -CSR ADVISED CUST THAT THERE ARE NO RECALLS ON THEH VEH AT THIS TIME -CSR ADVISED CUST TO LOG ONTO WWW.FORD.COM TO CHECK ON ANY RECALLS ON THE VEH IN THE FUTURE INFERENCE CASE ID: 4591

Rpt#: 3CNFE011 NHL Rpt: 03/14/2003 Odom: 61,570 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W61Y626384 Bld: 09/22/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 05761 DON FRANKLIN FORD-MERCURY INC Phone: (270) 384-3016
State: Kentucky City: Columbia Orig/Caller: LAWRENCE ADKINS
Symptom: 1 04 6 50 BODY, RESTRAINTS, SIDE AIR BAGS, FUNCTION
Addl Sym: DRIV SIDE AIRBAG DEPLOY B1231 Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: JWURSTE1 Phone: Dist Cd: 47 Cincinnati: - 47
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: 7

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH LAWRENCE STATES THAT VEHICLE IS IN FOR THE DRIVERS SIDE AIRBAG DEPLOYED. TECH HAD VEHICLE AT ANOTHER DEALER FOR SAME CONCERN ABOUT 1 YEAR AGO. B1231 IS PRESENT IN THE RCM. TECH IS CALLING FOR KNOWN.
RECOMM	ADVISED TECH OF NO KNOWN FOR THIS CONCERN, IF B1231 IS PRESENT, DEPLOYMENT WAS COMMANDED. REPAIR AS NECC.

Rpt#: 2EGCT002 NHL Rpt: 05/07/2002 Odom: 35,575 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM61W61Y672412 Bld: 02/01/2001
 Engine: 4.6L ROM B Calb: 1VC1S80A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 04229 Suburban Ford of Waterford, LI Phone: (248) 674-4781
 State: Michigan City: Waterford Orig/Caller: SCOTT DAMON
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: DRIVER'S SIDE IMPACT DEPLOYED Attachments: 0
 Fix: Y Caus. Comp: AIR BAG -- RPL Condition Code:
 Hotliner: MFIORILL Phone: 313 317-4488 Dist Cd: 48 Detroit - 48
 Engineering: Phone: TAR: CLD
 Dlr Contact: Phone: Title Cde: 7

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES DRIVER'S SIDE IMPACT BLEW W/O ACCIDENT. VEHICLE IS A RENTAL. CUSTOMER STATES THAT THEY HAD UNLOCKED THE DOORS WITH THE RKE AND AS THE DOOR WAS OPEN, THE SIDE IMPACT BAG DEPLOYED. HAS \$1231 FOR AIRBAG DEPLOYMENT. STATES THERE ARE NO SIGNS OF IMPACT ON THE CAR. WANTS TO KNOW IF HE SHOULD REPLACE ALL NEEDED COMPONENTS.
RECOMM	ADVISED TECH THAT THE FUSE TO THE RCM IS HOT ONLY WHEN IN THE RUN POSITION. ADVISED THAT THE CODE SHOWS THAT THE MODULE COMANDED THE AIRBAG TO DEPLOY. CUSTOMER MAY BE HIDING REAL ISSUE. ADVISED TECH NOT TO REPL ACE ANYTHING UNTIL RESEARCH CAN BE DONE BY THE FSE. WE HAVE TO ASSUME THAT CUSTOMER WILL USE THIS TOWARDS A LEGAL ISSUE. SPOKE WITH SF, PHIL WARDEN, AND EXPLAINED SITUATION. ADVISED THAT HE ALSO CONTACT FSE TO POSSIBLY SPEED PROCESS SO THAT VEHICLE IS NOT OUT OF COMMISSION ANY LONGER THAN NEEDED.
ADD-ON	05/08/2002 06:19PM TOM SCHEUER(FSE) MSS - PCSD - REG - DETROIT CALLED TWO TIMES ON 5/8/02 AND WAS UNABLE TO GET A HOLD OF SHOP FOREMAN. WILL CALL BACK 5/9/02 IN THE AM. TOM SCHEUER FSE DETROIT REGION CELL PHONE 313-268-4655.
ADD-ON	05/10/2002 04:20PM TOM SCHEUER(FSE) MSS - PCSD - REG - DETROIT PERFORMED ON SITE TECH ASSIST ON 5/10/02, INSPECTED VEHICLE AND WAS UNABLE TO CONFIRM ANY ABNORMAL IMPACT DAMAGE. ADV DLR TO REPLACE RCM MODULE, SENSOR, AND AIR BAG. TOM SCHEUER FSE DETROIT REGION.
TECH/C	05/24/2002 01:49PM SURVEY ENTRY MSS - PCSD - TECH SVC HOTLINE SIDE AIRBAG DEPLOYED W/O REASON, ONLY FND WATER RESIDUE ARND AB SENSOR

Rpt#: 3BGAB781 CACSFE--or-- C3 00002729277M Rpt: 02/10/2003 Odom: 40,374 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM61W61Y677402 Bld: 02/06/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 02552 Klement Ford of Muenster Phone: (940) 759-2244
State: Texas City: Muenster Orig/Caller:
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attachments: 0
Fix: Cause, Comp: -- Condition Code:
Cust: Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 52 Southwest - 52
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: PACIFIC BLUE METALL:

----- C O M M E N T S -----

Type	Comments
OWNREL	*****PRODUCT LIABILITY***** FAX RECEIVED 2-7-03 DEALER CONTACT: JEFF PARSONS CUSTOMER ALLEGES AIR BAG DEPLOYED WITHOUT COLLISION. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.
OWNREL	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).
OWNREL	REFERRED CASE TO CSM AS IT DOES NOT MEET LEGAL CRITERIA. PROVIDED INFORMATION FROM AIRBAG SPECIALIST REGARDING CODES TAKEN. NO FURTHER ACTION.

Rpt#: 3BGG6003.NHL Rpt: 02/07/2003 Odom: 40,374 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHMS1W61Y677402 Bld: 02/06/2001
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 02552 Klement Ford of Muenster Phone: (940) 759-2244
 State: Texas City: Muenster Orig/Caller: CLAYTON HUDDLESTON
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: SIDE AIR BAG DEPLOYED UNINTENDED Attachments: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: JMANLEY2 Phone: 313 317-9307 Dist Cd: 52 Southwest - 52
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STS THAT THE VEHICLE WAS IN FOR A B2296. TECH STS THAT HE REPLACE D THE FRONT CRASH SENSOR FOR AN INT FAULT. TECH STS THAT TWO WEEKS LAT ER THE CUSTOMER RETURNED WITH AN UNINTENDED DEPLOYMENT OF THE PASSENGE R SIDE AIR BAG. TECH STS THAT THE CUSTOMER CLAIMS THEY WERE DRIVING DO WN THE HIGHWAY WHEN THE BAG DEPLOYED. TECH STS THAT NOW THERE IS A B12 31 AND A B2295 PRESENT. TECH STS THAT THERE IS NOT ANY SIGNS OF DAMAGE . TECH SEEKING DIRECTION.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO ADVISED TECH THAT SINCE THERE WAS A B1231 THE RCM NOTED A CRASH EVENT. ADVISED TECH THAT A FAULTY CRASH SENSOR WOULD NOT DEPLOY THE BAG AND H AVE THE RCM STORE A CRASH EVENT CODE. ADVISED TECH THAT THE SYSTEM PE RFORMED OPERATION AS DESIGNED. ADVISED TECH TO INSPECT VEHICLE FOR AN Y SIGNS OF DAMAGE, BOTH ON THE SIDE OF THE VEHICLE AND UNDER THE VEHIC LE. ADVISED TECH THAT THE INSURANCE COMPANY SHOULD COVER THE CLAIM AN D NOT WARRANTY, CUSTOMER CAN FILE A DEALER REQUEST FOR CONSUMER AFFAIR S REVIEW FORM LOCATED IN THE WARRANTY AND POLICY MANUAL.
REPAIR	02/07/2003 10:57AM JOHNNIE MANLEY MSS - PCSD - TECH SVC HOTLINE SERVICE MANAGER CALLING BACK STS THAT THERE IS NO WAY THE BAG SHOULD H AVE DEPLOYED AND THAT THERE IS NOT ANY SIGNS OF A COLLISION OR DAMAGE ON THE VEHICLE. SM STS THAT HE SPOKE WITH THE CUSTOMER AND THEY WERE DRIVING ON THE HIGHWAY WHEN THIS HAPPENED. SM SEEKING RESOLUTION.
RECOMM	ADVISED SERVICE MANAGER OF SAME RECOMMENDATIONS IN PREVIOUS CALL WITH TECHNICIAN. ADVISED SERVICE MANAGER TO CONTACT PSE FOR FURTHER RESOLUT ION AS NECESSARY.
REPAIR	02/19/2003 09:41AM JATE RADEMAKER MSS - PCSD - TECH SVC HOTLINE TECH STATES THAT CODE B2295 IS STILL PRESENT. THE RCM HAS BEEN REPLACE D TWICE, THE PASSENGER SIDE AIR BAG HAS BEEN REPLACED, SIDE CRASH SENS OR HAS BEEN REPLACED, AND THE SIDE AIR BAG CIRCUITS HAVE BEEN OVERLAIE D.
RECOMM	ADVISED TECH TO MEASURE THE RESISTANCE OF THE SIDE AIR BAG SIMULATOR AND INSTALL IT. MONITOR THE RESISTANCE PID AND ALSO MEASURE THE RESIST ANCE AT THE MODULE WITH A OHM METER. LOAD TEST POWERS AND GROUNDS TO THE RCM. CHECK FOR ANY LOOSE CONNECTIONS OR PIN FIT.

Rpt#: 2JBH2001 NHL Rpt: 10/02/2002 Cdem: 31,654 M
 Vehicle: 2001 TOWN CAR, EXEC, SEDAN 1LNHMS1W61Y684303 Bid: 02/22/2001
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 04643 BRAD HOWELL INC Phone: (765) 629-3321
 State: Indiana City: Greentown Orig/Caller: DOUG HARTLEY
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: RIGHT "SIDE" AIR BAG DEPLOYED Attchmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: JMANLEY2 Phone: 313 317-9387 Dist Cd: 47 Cincinnati: - 47
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: 7

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STS THAT THE PASSENGER SIDE AIR BAG DEPLOYED UNINTENDED. TECH STS THAT THE CUSTOMER WAS DRIVING ON A SMOOTH ROAD AND THE SEAT WAS EMPTY. TECH SEEKING DIRECTION.
RECOMM	ADVISED TECH TO INSPECT VEHICLE FOR ANY SIGNS OF DAMAGE UNDER THE FLOOR PAN, AROUND VEHICLE, AND UNDER THE SEAT ITSELF. ADVISED TECH THAT THE B1231 (CRASH DETECTED) CODE INDICATES THAT THE RCM DEPLOYED THE AIR BAG. ADVISED TECH TO CONTACT HIS FSE OR DOM FOR WARRANTY CLAIM DIRECTION.
REPAIR	10/09/2002 01:11PM RYAN THIELBAR MSS - FCSD - TECH SVC HOTLINE TECH FINDS ABSOLUTELY NO EVIDENCE OF ANY OBJECT STRIKING UNDERSIDE OF VEHICLE. SEEKING INFORMATION ON WHICH AIRBAG SYSTEM COMPONENTS SHOULD BE REPLACED. B1231 WAS PRESENT IN RCM.
RECOMM	SSM 16264 PERFORM PROGRAMMABLE MODULE INSTALLATION ISM 01-12-004 01-02 TOWN CAR RESTRAINTS CONTROL MODULE LOCATION ISM 00-03-022 SEE BELOW FOR AIR BAG RECOMMENDED REPLACEMENT
	ADVISED TECH CRASH SENSOR DOES NOT NEED TO BE REPLACED FOR A NORMAL AIRBAG DEPLOYMENT. ADVISED IT IS POSSIBLE A FAULTY CRASH SENSOR IS THE CAUSE YET NO HISTORICAL DATA ON CRASH SENSOR FAULT EXISTS. CAUTIONED TECH ABOUT POSSIBLE WARRANTY CLAIM IMPLICATIONS FOR REPLACING COMPONENTS UNDER WARRANTY AND ADVISED TECH TO CONSULT FSE/ GET A SECOND OPINION THAT NO DAMAGE TO VEHICLE EXISTS.
REPAIR	10/09/2002 02:52PM THAYNE CARTER MSS - FCSD - TECH SVC HOTLINE SERVICE MANAGER JACK HAINES CALLING TO REQUEST A TAR. THEY INSPECTED UNDER THE VEHICLE AND EVERYWHERE AND COULD FIND NO DAMAGE TO VEHICLE.
RECOMM	ADVISE SM THAT REPORT HAS ALREADY BEEN FLAGGED AS A SAFETY AN IF NO DAMAGE IS FOUND HE WILL NEED TO TALK WITH CSM ABOUT WARRANTY COVERAGE.

Rpt#: 2JOAB772 CACSFE--or-- C3 00002518324M Rpt: 10/16/2002 Odom: 31,654 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W61Y684303 Bld: 02/22/2001
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 04643 BRAD HOWELL INC Phone: (765) 628-3321
 State: Indiana City: Greentown Orig/Caller:
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: Attachmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Cust: Home Phone: (000) 000 - 0000
 Work Phone: (000) 000 - 0000 Region: 47 Cincinnati - 47
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: LT. PARCHMENT GOLD C

----- C O M M E N T S -----

Type	Comments
OWNREL	*****PRODUCT LIABILITY***** EMAIL RECEIVED 10-14-02 DEALER CONTACT: JACK HAINES CUSTOMER ALLEGES WHILE DRIVING ON HIGHWAY THE PASSENGER SEAT SIDE AIR BAG DEPLOYED. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.
OWNREL	****LPA CALLED AND SPOKE WITH SM.
OWNREL	***LPA CALLED AND INFORMED DEALERSHIP TO FAX OVER A REPAIR ESTIMATE ON THE VEHICLE. LPA IS IN THE PROCESS OF GENERATING A RELEASE FOR THE CUSTOMER TO SIGN.
OWNREL	***DEALERSHIP HAS FAXED OVER REPAIR ESTIMATE FOR VEHICLE. LPA HAS FAXED DEALER RELEASE. CUSTOMER'S VEHICLE IS IN THE PROCESS OF BEING REPAIRED, LPA WILL UPDATE WITH P53 AS SOON AS REPAIRS ARE COMPLETE.

Rpt#: 2FECZ015 NHL Rpt: 06/05/2002 Odom: 27,629 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W61Y699996 Bld: 03/20/2001
 Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W S Axle: 8.8 3.38C A/C: YES
 Dealer ID: USA 08053 Gem City Ford Lincoln Mercury, Phone: (217) 222-8700
 State: Illinois City: Quincy Orig/Caller: DAVE GREVING
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: DRIVER SIDE AIR BAG DEPLOYED Attchmnts: 0
 Fix: Y Caus. Comp: MODULE -- RPR Condition Code:
 Hotliner: GQUINN4 Phone: 313 323-0082 Dist Cd: 53 Kansas City - 53
 Engineering: Phone: TAR: CLD
 Dlr Contact: Phone: Title Cde: SM

----- C O M M E N T S -----

Type	Comments
REPAIR	CUST. STATES THAT THE SIDE AIR BAG DEPLOYED WHILE DRIVING. DLR. HAS INSPECTED VEHICLE & FOUND NO DAMAGE.
RECOMM	DLR. TO CONTACT FSE FOR DAMAGE INSPECTION. IF NO DAMAGE PRESENT, WARRANTY REPAIR SHOULD BE MADE UNDER DIRECTION OF FSE.
AUDIT	06/07/2002 08:45AM JAMES DIETZ(FSE) MSS - PCSD - REG - KANSAS CTY APPROVED FOR TECH ASSIST REFERRAL PROCESSING BY JDIETZ1
ADD-ON	06/07/2002 03:46PM JAMES DIETZ(FSE) MSS - PCSD - REG - KANSAS CTY ADVISED SERVICE MANAGER THAT DO TO TIMING TO TAKE THE VEHICLE AND INSP EC THE UNDER CARRIAGE AND BODY OF THE VEHICLE FOR ANY DAMAGE- USE A DIGITAL CAMARA AND E MIAL THE PICTURES SO THAT I CAN SEE THE VEHICLE- ALSO HAVE TECH PULL THE CODES FROM THE MODULE TO SEE WHAT MAY BE THE CAUSE. ADVISED ONCE I RECIEVE THE INFO I WILL CALL BACK WITH HOW TO PROCEED.
ADD-ON	06/13/2002 03:44PM JAMES DIETZ(FSE) MSS - PCSD - REG - KANSAS CTY SERVICE MANAGER TOOK PICTURES OF THE VEHICLE- NO DAMAGE TO THE UNDER CARRIAGE OR ANYWHERE ON THE VEHICLE- CODE B1231 WAS STORED- ADVISED DE ALERSHIP TO REPLACE MODULE AND ALL ASSOCIATED MODULES THAT THE PCED ADVISES SHOULD BE REPLACED PER THE TROUBLE CODE. CLOSING TAR
TECH/C	07/08/2002 08:26AM SURVEY ENTRY MSS - PCSD - TECH SVC HOTLINE REPL CRASH SENSORS, MONITOR & AIRBAG & SEAT COVER

Rpt#: 3JIE6004 NHL Rpt: 10/09/2003 Odom: 45,144 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM01W61Y722390 Bld: 05/18/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 04054 MILLS MOTOR CO INC Phone: (406) 467-2511
State: Montana City: Fairfield Orig/Caller: BEN RHODES
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: DRIVERS SIDE AIR BAG DEPLOYED Attchmnts: 0
Fix: N Caus. Comp: TECH COMMENTS -- OTH Condition Code:
Hotliner: JRADEMAK Phone: 313 317-9298 Dist Cd: 74 Northwest - 74
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: SM

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES THAT THE DRIVERS SIDE AIR BAG DEPLOYED WHILE DRIVING. THERE IS NO SIGN OF DAMAGE OR CODES IN THE VEHICLE.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO ADVISED TECH TO DOUBLE CHECK FOR DTC'S AND RAISE THE VEHICLE ON A LIFT TO INSPECT UNDER THE VEHICLE FOR DAMAGE.
REPAIR	10/10/2003 10:42AM JATE RADEMAKER MSS - FCSD - TECH SVC HOTLINE TECH STATES THAT CODES B1231 AND A FAULT FOR THE DRIVERS SIDE AIR BAG ARE PRESENT IN THE RCM. HE STILL CANNOT FIND ANY DAMAGE TO THE VEHICLE. TECH STATES THAT THE CUSTOMER HAD JUST TRIMED ON A DIRT ROAD WHEN THE BAG DEPLOYED.
RECOMM	ADVISED TECH TO REPAIR THE VEHICLE AND THIS WILL NOT BE A WARRANTY JOB
TECH/C	10/20/2003 09:45AM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE STILL WAITING FOR PARTS

Rpt#: 2EPG0002 NHL Rpt: 05/16/2002 Odom: 20,789 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W71Y664965 Bld: 01/04/2001
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 10667 Cavanaugh Lincoln Mercury Phone: (870) 935-2666
 State: Arkansas City: Jonesboro Orig/Caller: CURTIS BRYANT
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: UNINTENDED SIDE AIRBAG DEPLOY Attchmnts: 0
 Fix: Y Caus: Comp: CUSTOMER EXPECTATIONS -- RPR Condition Code:
 Hotliner: SBEAUREG Phone: 313 318-6272 Dist Cd: 23 Memphis - 23
 Engineering: Phone: TAR: CDD
 Dlr Contact: VERIFY INFO: 5-16-02 Phone: 870 935-2666 Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	TECHNICIAN STATES THAT THE CUSTOMER WAS LEAVING THERE RESIDENCE AND HAD THE PASSENGER SIDE AIRBAG DEPLOY. TECHNICIAN HAS CODES B1231 AND A B2295 (FLASH CODE OF 23). THERE IS A SCUFF MARK ON THE PASSENGER SIDE AROUND THE B-PILLAR AREA. CUSTOMER REPORTS THAT THE CAUSE WAS NOT ENOUGH TO DEPLOY THE BAG.
RECOMM	REPORT #: 2EGCT002 REPLACE AIR BAG REPORT #: 1FLD3012 REPLACE AIR BAG ADVISED TECHNICIAN THAT THIS REPORT WILL BE SUBMITTED FOR A TECHNICAL ASSIST REFERRAL. ADVISED TO HAVE THE FIELD SERVICE ENGINEER (FSE) INSPECT THE VEHICLE TO SEE IF REPAIR IS A WARRANTY ISSUE OR SHOULD BE A INSURANCE CLAIM.
TECH/C	05/24/2002 09:34AM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE NO PARTS
ADD-ON	05/31/2002 10:35AM TOM MESSERLY(FSE) MSS - FCSD - REG - MEMPHIS FSE INSPECTED THE VEHICLE AND FOUND AN IMPACK MARK ON THE LOWER RIGHT BODY SEAM PERPENDICULAR AND WITHIN 12 INCHES OF THE SIDE AIR BAG SENSOR MOUNTING LOCATION. FSE DISCUSSED THE IMPACK TYPE AND LOCATION WITH SEVERAL AIR BAG SPECIALIST AND WE DECIDED TO COVER THE REPAIR UNDER WARRANTY EVEN THOUGH THERE WAS CAUSE FOR THE DEPLOYMENT.

Rpt#: 2K1AB608 CACSFE--or-- C3 00002587735M Rpt: 11/28/2002 Cdm: 6,000 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHMB1W71Y684763 Bld: 02/21/2001
Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8-8 3.08C A/C: YES
Dealer ID: USA 08098 BUD SHELL FORD INC Phone: (573) 624-7476
State: Missouri City: Dexter Orig/Caller:
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS. DEPLOYMENT
Addl Sym: Atchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Cust: [REDACTED] Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 23 Memphis - 23
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: AUTUMN RED C C

----- C O M M E N T S -----

Type	Comments
OWNREL	CUSTOMER SAYS: -SON CALLING FOR HIS MOTHER SAYS: -SAYS THE VEH AIR BAG IS DEFECTIVE SINCE IT DEPLOYED EVEN THOUGHT THERE WAS NO IMPACT -CUST IS REALLY UPSET THAT THE DLRSHIP HAS NOT CONTACTED HIM ABOUT GETTING HIM A LOANER VEHICLE -CUST SAYS HE IS GOING TO SEEK SOME LEGAL ADVICE PER CUSTOMER, DEALER SAYS: BUD SHELL CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. -CUST THEN ENDED THE CALL INFERENCE CASE ID: 5341
OWNREL	DUPLICATE FILE

Rpt#: 2LBAA607 CACSPF--or-- C3 00002590151M Rpt: 12/03/2002 Odom: 6,200 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W71Y684763 Bld: 02/21/2001
 Engine: 4.6L ROM B Calb: 1VC18B0A Trans: 4R70W Axle: B.8 1.08C A/C: YES
 Dealer ID: USA 08098 BUD SHELL FORD INC Phone: (573) 624-7476
 State: Missouri City: Dexter Orig/Caller:
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: Attachments: 0
 Fix: Caus. Comp: -- Condition Code:
 Cust: Home Phone: (000) 000 - 0000
 Work Phone: (000) 000 - 0000 Region: 23 Memphis - 23
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: AUTUMN RED C/C

C O M M E N T S

Type	Comments
OWNREL	CUSTOMER SAYS: -CUST SAID THAT HE HAS NOT RECEIVED CONSUMER AFFAIR'S YET. -2002 LINCOLN TOWN CAR -DOES NOT HAVE VIN NUMBER AVAILABLE -VEN CURRENTLY UNDER 6000 MILES -MR LEWIS WAS DRIVING THE VEN -THE RIGHT PASSENGER SIDE AIRBAG DEPLOYED WITHOUT IMPACT, WHICH SHUT DOWN OTHER AIRBAG SENSOR -MOTHER WAS DRIVEN TO THE EMERGENCY ROOM -SHE WAS X RAYED ON HIPS AND SHOULDERS -NO BROKEN BONES, BUT SHE HAD BRUISES -CUST HAS NEVER HAD ANY AIRBAG DEPLOYED -CONTACTED CRC YESTERDAY -DLR DID NOT PROVIDE CUST WITH A LOANER YESTERDAY AS PROMISED -WAS TOLD BY ARCHIE, 5 MINUTES AGO TODAY, THAT BECAUSE THE DLRS WERE CLOSED, THERE IS NO WAY CONTACT DLR FOR A LOANER -CUST STATES THAT HE ALSO VIDEOTAPED THE INTERIOR AND EXTERIOR OF THE VEN -CUST SEEKING AN ADDRESS TO SEND HOSPITAL BILLS PER CUSTOMER, DEALER SAYS: -BUD SHELL LINCOLN MERCURY IN DEXTER, MISSOURI -DLR INFORMED CUST THAT THE VEN IS DRIVEABLE -TOLD CUST THAT THEY WILL SUPPLY A LOANER YESTERDAY SO THAT THEY CAN PICK UP THE VEN TO INSPECT FOR EXAMINATION CAC ADVISED: PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -CSR ADVISED THE CUST THAT THIS INFORMATION WILL BE TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT YOU IN 2 BUSINESS DAYS. INFERENCE CASE ID: 5345
OWNREL	LPA SPOKE WITH MR. LEWIS, SON, STATES THAT HIS MOTHER WAS TAKEN TO THE ER ROOM, NO SERIOUS INJURIES. DEALERSHIP WILL INSPECT THE VEHICLE.
OWNREL	DEALERSHIP WILL INSPECT THE VEHICLE.
OWNREL	VERBALLY, LPA LEFT MSG FOR DEALERSHIP.
OWNREL	LPA OFFERED TO REPLACE AIR BAG, APPROX \$1500.
OWNREL	CUSTOMER REFUSES TO SIGN RELEASE, IS FILING A MEDICAL CLAIM. LPA WILL FORWARD TO OGC FOR REVIEW. FORWARD T OGC - 14

Rpt#: 3BLAC532 CACVOC--or-- CI 00002740155M Rpt: 02/13/2003 Odom: 1 M
Vehicle: 2001 TOWN CAR,EXEC ,SEDAN 1LNHM81W71Y684763 Bld: 02/21/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID:USA 08098 BUD SHELL FORD INC Phone:(573) 624-7476
State: Missouri City: Dexter Orig/Caller:
Symptom: 1 04 4 57 BODY,RESTRAINTS,PRT AIR BAG SYS,DEPLOYMENT
Addl Sym: Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Cust: Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 23 Memphis - 23
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: AUTUMN RED C/C

----- C O M M E N T S -----

Type	Comments
OWNREL	***AG LETTER DATED 02/06/03*** CI REC'D 02/12/03*** ***CUSTOMER STATES: AIR BAG DEPLOYED FOR NO REASON; MOTHER FRIGHTENED. ***CUSTOMER SEEKS: REIMBURSEMENT FOR ER VISIT ***CI SENT REFERRING PARTY CLOSING LETTER*** CUSTOMER HAS OBTAINED AN ATTORNEY ACCORDING TO CSM. CASE REFERRED TO OGC.

Rpt#: 1JBG5015 NHL Rpt: 10/02/2001 Odom: 7,234 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN VIN: 1LNHM81W01Y700534 Bld: 03/23/2001
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 06835 Diffie Ford Linc-Merc. Inc. Phone: (405) 262-4546
 State: Oklahoma City: El Reno Orig/Caller: MARTIN WEBB
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: AIR BAG WENT OFF WHILE DRIVING Attchmnts: 0
 Fix: N Caus. Comp: -- Condition Code:
 Hotliner: WTRIPLE1 Phone: 313 248-8202 Dist Cd: 52 Southwest - 52
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: SF

----- C O M M E N T S -----

Type	Comments
REPAIR	SF CALLS STATING THAT THE DRIVER SIDE AIR BAG WENT OFF WHILE DRIVING. STATES THAT HE HAD CODES B1341, B2296, B2295, STORED. STATES THAT HE DOES NOT HAVE ALL THE SIMULATORS. SEEKING KNOWNS.
RECOMM	ISM 00-03-022 SEE BELOW FOR AIR BAG RECOMMENDED REPLACEMENT ADVISED SF DIAGNOSE THE AIR BAG SYSTEM WITH ALL THE SIMULATOR AND LOOK AT THE PID DATA TO MONITOR THE RESISTANCE TO DETERMINE FAULT.
TECH/C	SSM 13596 CALL (888) 571-7135 - ALL 99-00 AIR BAG WARRANTY CLAIMS 11/26/2001 02:04PM SURVEY ENTRY MSS - PCSD - TECH SVC HOTLINE WAITING FOR ADDITIONAL AIRBAG

Rpt#: 1JPKG012 NHLAIR Rpt: 10/16/2001 Cdm: 7.234 M
Vehicle: 2001 TOWN CAR,EXEC ,SEDAN 1LNHM81W81Y700534 Bld: 03:23 2001
Engine: 4.6L ROM B Calb: 1VC18B0A Trans: 4R70W S Axle: 9.8 3.080 A C: YES
Dealer ID: USA 06835 Diffie Ford Linc-Merc, Inc. Phone: (405) 262-4546
State: Oklahoma City: El Reno Orig/Caller: MARTIN WEBB
Symptom: 1 04 4 57 BODY,RESTRAINTS,FRT AIR BAG SYS,DEPLOYMENT
Addl Sym: N/A A/B DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 52 Region Name: Southwest - 52

----- C O M M E N T S -----

Type	Comments
REPAIR	S/F STS HE INSPECTED THE VEHICLE AND FOUND NO DAMAGE. B1231 B1342 WERE THE CODES THAT WERE DOWNLOADED. DRV SIDE A/B DEPLOYED. S/F STS THE PS B WOULD TAKE TWO WEEKS TO COME INSPECT THE VEHICLE.
RECOMM	ADV THE S/F TO CONTACT HIS DOM TO INSPECT THE VEHICLE.
ADD-ON	10/26/2001 10:24AM MICHAEL RAY MSS - TSO - AIR BAGS RTCA ZAK WAGNER THE DOM CALLED AND GAVE APPR FOR THIS REPAIR (WAGNER

Rpt#: 1ILCF003 NHLAIR Rpt: 09/12/2001 Odom: 12,871 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W01Y707824 Bld: 04/12/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 13310 Sansone's Route 1 Lincoln Merc Phone: (732) 815-2590
State: New Jersey City: Avenel Orig/Caller: ISHMAIL ALICEA
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: NON ACCIDENT A/B DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 13 Region Name: New York -13

----- C O M M E N T S -----
Type Comments
REPAIR TECH STS HE INSPECTED THE VEHICLE AND FOUND SOME DAMAGE TO THE TAIL PI
PE AND THE BUMPER TO INCLUDE THE REAR TIRE WAS REPLACED.
RECOMM ADV THE TECH DUE TO HIS FINDINGS I WOULD NOT COVER THIS UNDER WARRANTY
ADV THE TECH TO CONTACT THE CUSTOMER FOR INSURANCE CLAIM.

Rpt#: 2BDDE005 NHLAIR Rpt: 02/04/2002 Odom: 17,923 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHMS1W81Y724431 Bld: 05/24/2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 05875 Randall Ford Inc Phone: (479) 452-1311
State: Arkansas City: Fort Smith Orig/Caller: ANDY MOHNKERN
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: DSAB DEPLOYED/NON-ACCIDENT (?) Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 23 Region Name: Memphis - 23

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STS HERTZ RENTAL VEHICLE WAS BROUGHT IN WITH DRIVER'S SEAT AIRBAG DEPLOYED. CUSTOMER CLAIMED HE DIDN'T HIT ANYTHING. TECH FOUND CCDES B1231 AND B1994 IN VEHICLE'S MEMORY/ON DEMAND. TECH SEEKING KNOWNS.
RECOMM	ADVISED TECH TO CALL FIELD SERVICE ENGINEER FIRST, THEN INSPECT VEHICLE FOR UNDERCARRIAGE DAMAGE, AND NOT TO ORDER/INSTALL PARTS UNTIL FSE CALLS RTDA FOR AUTHORIZATION/APPROVAL.

Rpt#: 2JGBC020 NHL Rpt: 10/07/2002 Odom: 26,183 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHMS1W81Y738006 Bld: 06/08/2001
 Engine: 4.6L ROM B Calb: 1VC1P80A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 12219 Bill Ethridge Lincoln-Mercury, Phone: (601) 483-2276
 State: Mississippi City: Meridian Orig/Caller: JERE SEGREST
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: DRIVER SEAT DEPLOYMENT, B1231 Attchmnts: 0
 Fix: Y Caus. Comp: -- Condition Code:
 Hotliner: JWARDLE1 Phone: 313 317-9355 Dist Cd: 23 Memphis - 23
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES THE CUSTOMER CLAIMS THE DRIVER SEAT AIR BAG DEPLOYED WHILE DRIVING ON A PAVED ROAD GOING ABOUT 55MPH ON 10-6-2002. TECH STATES THE CUSTOMER DOES NOT REMEMBER SEEING A LIGHT ON BEFORE THE BAG DEPLOYED. TECH STATES THERE IS A B1231 (CRASH DATA FULL) CODE IN THE BCM. TECH SEEKING PROCEDURE FOR HANDLING CUSTOMER CONCERN.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO ADV TECH TO REPLACE THE BAG AS PER SHOP MANUAL. INFORMED TECH THAT THE REPORT WILL BE FLAGGED FOR SAFETY AND THE SAFETY DEPARTMENT WILL REVIEW THE REPORT AND CONTACT THE DEALER IF NEEDED. ADV TECH TO INSPECT THE UNDER SIDE OF THE CAR FOR SIGNS OF OBJECT STRIKING ROCKER PANEL AREA.
ADD-ON	11/13/2002 12:33PM JANEY BOGGERSS MSS - FCSD - TECH SVC HOTLINE SEAT AIRBAG DEPLOYED WITH NO IMPACT ORDERED PARTS. (MODULE, SEATCOVER, BAG, SWITCH UNDER THE SEAT

Rpt#: 2GIHH002 NHL Rpt: 07/09/2002 Odom: 19,501 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W91Y610857 Bld: 08/25/2000
Engine: 4.6L ROM B Calb: 1VC1S80A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 11606 Palm Beach Lincoln-Mercury Inc Phone: (561) 697-7900
State: Florida City: West Palm Beach Orig/Caller: ROB ESLEN
Symptom: 1 04 5 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: PASS SIDE AIRBAG DEPLOYED Attchmnts: 0
Fix: N Caus. Comp: -- Condition Code:
Hotliner: SBEAUREG Phone: 313 318-6272 Dist Cd: 24 Orlando - 24
Engineering: Phone: TAR:
Dlr Contact: VERIFY INFO: 7-9-02 Phone: 561 697-7900 Title Cde: SF

----- C O M M E N T S -----

Type	Comments
REPAIR	SHOP FOREMAN STATES THE VEHICLE IS IN FOR THE PASSENGER AIRBAG IN THE SEAT DEPLOYED. CUSTOMER IS REPORTING THAT THE CONCERN HAPPENED WITHOUT MAKING ANY CONTACT OR DAMAGE. SHOP FOREMAN STATES THERE IS DAMAGE TO THE FRAME ON THIS SIDE INCLUDING: BENT BODY MOUNTS, SCRAPES/DENTS IN THE FRAME ON THIS SIDE. AND RIMS ON THE PASSENGER SIDE HAVE SIGNS OF BEING BENT FROM IMPACT. SHOP FOREMAN ALSO REPORTS SCRATCHES/DENTS IN THE PASSENGER REAR DOOR HOWEVER IS UNSURE IF THIS HAPPENED WELL BEFORE THIS CONCERN. (CUSTOMER HAS TOUCHED UP THIS AREA WITH PAINT). SHOP FOREMAN IS CONTACTING THE HOTLINE TO DOCUMENT A REPORT AND STATES THE FORD ZONE REPRESENTATIVES HAVE BEEN CONTACTED ON THIS SAME ISSUE.
RECOMM TECH/C	ADVISED SHOP FOREMAN SITUATION WILL BE DOCUMENTED FOR REFERENCE. 08/13/2002 08:50AM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE CUST. RAN OVER SOMETHING - NEEDS TO CALL INSURANCE

Rpt#: 2GKAD339.CACSFE--or-- C3 00002349748M Rpt: 07/12/2002 Odom: 19,607 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W91Y610857 Bld: 08/25/2000
Engine: 4.6L ROM B Calb: 1VC1S80A Trans: 4R70W Axle: B.8 3.08C A/C: YES
Dealer ID: USA 11606 Palm Beach Lincoln-Mercury Inc Phone: (561) 697-7900
State: Florida City: West Palm Beach Orig/Caller:
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Cust: Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 24 Orlando - 24
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: MIDNIGHT GREY #2

----- C O M M E N T S -----

Type	Comments
OWNREL	***** DEALER REQUEST LETTER ***** REC'D 07/11/02 DEALERSHIP CONTACT: PAT FEIGHERY 561 683 8500 ALLEGES CUSTOMER ALLEGES HIS AIR BAG IS DEFECTIVE. **CUSTOMER REQUESTS FOR PAY FOR REPAIRS TO HIS VEHICLE.**
OWNREL	DLR IS NOT OPEN. WILL RECONTACT LATER TODAY.
OWNREL	UNABLE TO LEAVE MESSAGE FOR DLR CONTACT PER SRV ADVISOR. WILL RECONTACT.
OWNREL	SPOKE TO SRV MANAGER. HE STD THAT THERE IS EVIDENCE OF AN ACCIDENT PRIOR TO PURCHASE. AIRBAG DEPLOYED WITHOUT PROVOCATION. ONLY DAMAGE IS THE AIRBAG. ADVISED THAT THE DLR WILL HAVE ASSISTANCE IN THE REPAIR. WILL FORWARD NECESSARY DOCUMENTS WHEN RECEIVED SO THAT APPROVAL CODE CAN BE GENERATED.

Rpt#: 3CNAB937 CACSFE--or-- C3 00002830914M Rpt: 03/18/2003 Odom: 29,863 M
Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHMS1W91Y686921 Bld: 03/01/2001
Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10235 Mitchell Lincoln-Mercury Phone: (334) 347-3461
State: Alabama City: Enterprise Orig/Caller:
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Cust: Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 21 Atlanta - 21
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: LT. PARCHMENT GOLD C

----- C O M M E N T S -----

Type	Comments
OWNREL	*****PRODUCT LIABILITY***** EMAIL RECEIVED 3-13-03 DEALER CONTACT: JEFF ENFINGER CUSTOMER ALLEGES HE WAS DRIVING DOWN THE ROAD AND THE SIDE AIRBAG ON THE PASSENGER SIDE OF THE VEHICLE DEPLOYED FOR NO OBVIOUS REASON. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.
OWNREL	LPA COMMENTS: DEALER CONTACT JEFF STATES THAT THERE WAS NO ACCIDENT AND NO INJURIES. STATES THAT THE VEHICLE'S APPEARS TO HAVE EXPERIENCED INADVERTENT DEPLOYMENT OF THE LEFT SIDE AIRBAG. STATES THAT FSE, JERRY ABSTON HAS VISUALLY INSPECTED THE VEHICLE AND THAT THE CUSTOMER HAS CONTACTED THEIR INSURANCE COMPANY. LPA ADVISED THAT THIS WOULD BE AN INSURANCE OR WARRANTY CONCERN.

Rpt#: 1JJA6006 NHLAIR Rpt: 10/10/2001 Odom: 11,036 M
 Vehicle: 2001 TOWN CAR, EXEC , SEDAN 1LNHM81W91Y718251 Bld: 05/10/2001
 Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 10816 JACK DIMOND LINC-MERC INC Phone: (903) 757-2222
 State: Texas City: Longview Orig/Caller: KEVIN CLARK
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: B1231 (NON-ACCIDENT DEPLOY) Attchmnts: 0
 Fix: Caus. Comp: -- Condition Code:

Region Code: 52 Region Name: Southwest - 52

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STS VEHICLE CAME IN WITH SIDE AIRBAG (DRIVER'S) DEPLOYED. CUSTO MER STS AIRBAG DEPLOYED WITHOUT ACCIDENT. NO DAMAGE(?) TO VEHICLE BUT TECH ONLY ROLLED UNDER VEHICLE (HE DIDN'T PUT VEHICLE ON HOIST)
RECOMM	APPROVAL CODE PENDING FSE INSPECTION AND AUTHORIZATION
ADD-ON	10/10/2001 05:22PM STEVE KING MSS - FCSD - BUS ASST CENTER SERVICE MANAGER STEVE TONJES CONTACTED JOE CARPENTER (FSE) FOR APPROVA L CODE AND INSPECTION OF AFFECTED (RENTAL COMPANY) VEHICLE. MR. CARPE NTER DECLINED TO INSPECT VEHICLE AND GAVE AUTHORIZATION TO THE DEALERS HIP TO REPAIR AS NEEDED. BOTH SIDE SENSORS, RCM, AIRBAG R & R: P807W
ADD-ON	11/15/2001 11:48AM STEVE KING MSS - FCSD - BUS ASST CENTER WARRANTY ADMINISTRATOR, VICKI FELLOWS, STS THE PARTS WERE MAILED BACK THROUGH REGULAR CHANNELS ... NOT DIRECTLY TO RTDA. CHARGE BACK (?)

Rpt#: 2LPFG009 NHL Rpt: 12/16/2002 Odom: 23,983 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82WX1Y607948 Bld: 08/15/2000
Engine: 4.6L RCM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.0 3.08C A/C: YES
Dealer ID: USA 12906 ROCKY MOUNTAIN LINCOLN-MERCURY Phone: (208) 522-2911
State: Idaho City: Idaho Falls Orig/Caller: BRETT MASON
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: PASS. SIDE AIRBAG DEPLOYED. Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: JFONTANZ Phone: 313 248-7892 Dist Cd: 56 Denver - 56
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES THAT THE PASSENGER SIDE AIRBAG DEPLOYED WHILE CUSTOMER WAS DRIVING DOWN THE ROAD. HAS A DENT IN THE FLOORBOARD. SUSPECTS THAT VEHICLE WAS TRAVELING 55-60 MPH. HAS CODES B1231 AND B2295. SEEKING INFORMATION ON WHAT NEEDS TO BE REPLACED.
RECOMM	ADVISED TECH THAT HE WILL NEED TO REPLACE THE AIRBAG AND THE RCM. ADVISED TO INSPECT CRASH SENSOR. ADVISED TO POWER UP SYSTEM WITH SIMULATORS IN PLACE AND CHECK FOR CODES. IF ALL OK, INSTALL AIRBAG AND REACTIVATE SYSTEM. ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO

Rpt#: 2GYEF013 NHL Rpt: 07/25/2002 Odom: 17,058 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82WX1Y679216 Bld: 02/09/2001
Engine: 4.6L ROM B Calb: 1VC19B0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 20004 Fessler Auto Mall Phone: (641) 472-2161
State: Iowa City: Fairfield Orig/Caller: KEITH WESTERCAMP
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: UNINTENTED AIR BAG DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: DMUSSER1 Phone: 313 317-9289 Dist Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES THAT THE PASSENGER SIDE AIR HAS DEPLOYED AND VEHICLE WASNT IN AN ACCIDENT. TECH STATES THAT CODES B1231 AND 2295 ARE STORED IN MEMORY. TECH WANTS TO KNOW WHAT THE DIAGNOSTIC PROCEDURE IS FOR CODE B1231.
RECOMM	ADV TECH TO REPLACE THE RCM DUE TO UNINTENTED AIR BAG DEPLOYMENT, WHICH WILL ERASE CODE B1231. ADV TECH TO REFER TO TSB 02-13-04 TO DIAGNOSE CODE B2295.

Rpt#: 2EGEC024.NHL Rpt: 05/07/2002 Odom: 23,572 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82WK1Y694931 Bld: 03/12/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: B.8 3.08C A/C: YES
Dealer ID: USA 12739 SIGNATURE LINCOLN-MERCURY Phone: (702) 457-0321
State: Nevada City: Las Vegas Orig/Caller: NEAL WESTFALL
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: SIDE AIR DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: WTRIPLE1 Phone: 313 248-8202 Dist Cd: 71 Los Angeles - 71
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: 7

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES THAT THE PASSENGER SIDE AIR DEPLOYED AND THE CUSTOMER FEELS THAT IT SHOULD NOT HAVE. STATES THAT THERE IS A B1231 AND B2295 STORED THE MODULE. SEEKING KNOWNS.
RECOMM	ADVISED TECH THAT IT SOUNDS LIKE THE VEHICLE WAS INVOLVED IN A SIDE IMPACT. ADVISED TECH IF THE CUSTOMER PRESSED THE SITUATION MORE TO CONTACT HIS ZONE REP AND GET THEM INVOLVED BECAUSE THEY HAVE THE ABILITY TO READ THE DATA INSIDE.

Rpt#: 2EQAA779 FLEET --or-- L 00002260824M Rpt: 08/13/2002 Odom: 23,072 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82WX1Y694931 Bld: 03-12 2001
Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70N Axle: B.8 3.080 A.T: YES
Dealer ID: USA 12739 SIGNATURE LINCOLN-MERCURY Phone: (702) 457-0321
State: Nevada City: Las Vegas Orig/Caller:
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Cust: Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 71 Los Angeles - 71
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: PERFORMANCE WHITE C

----- C O M M E N T S -----

Type	Comments
OWNREL	**NAFS ANALYST J. MCGOWAN FORWARDED AN E-MAIL MESSAGE REGARDING THIS VEHICLE'S SIDE AIRBAG DEPLOYMENT CONCERN. **PER DEALER-RICK WILSON : SIGNATURE L-M; A FORD REP, BRIAN HOWELL DETERMINED THAT ISSUE SHOULD BE CUSTOMER PAY. THE AIRBAG CODES INDICATED AN "IMPACT". ---NAFS ANALYST SUPPORTED THE DECISION MADE BY MR. HOWELL. THIS IS NOT A DEFECT SITUATION.
OWNREL	**NAFS LEFT A VOICE MAIL MESSAGE FOR RICK @ SIGNATURE L-M WITH REGARD TO SUPPORTING THE DENIAL DECISION.

Rpt#: 3FYAC169 CACVOC--or-- C1 00003090533M Rpt: 06/27/2003 Odom: 32,000 M
 Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82WX1Y712392 Bld: 04/26/2001
 Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: B.8 3.08C A/C: YES
 Dealer ID: USA 10502 MILLER LINC-MERC-NISSAN INC Phone: (320) 251-1363
 State: Minnesota City: Saint Cloud Orig/Caller:
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: Attachments: 0
 Fix: Cause: Comp: -- Condition Code:
 Cust: Home Phone: (000) 000 - 0000
 Work Phone: (000) 000 - 0000 Region: 58 Twin Cities - 58
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: PERFORMANCE WHITE C

----- C O M M E N T S -----

Type	Comments
AUDIT	ODOMETER 0028000 M CHANGED TO 0032000 M BY ORCAC
OWNREL	CUSTOMER SAYS: RELATED TO PREVIOUS CALL. - CUSTOMER SAYS THAT WIFE IS INJURED AND HE IS GOING TO CONSULT A LAWYER. - HE DOES NOT WANT TO SUE, BUT HE IS SEEKING PERSONAL INJURY COMPENSATION. PER CUSTOMER, DEALER SAYS: MILLER L/M CAC ADVISED: THANK YOU FOR CONTACTING US IN RELATION TO YOUR ONGOING CASE. CONSUMER AFFAIRS INVESTIGATIONS MAY TAKE UP TO 7 DAYS TO INITIATE. LET ME ASSURE YOU THAT THIS TYPE OF SITUATION IS A HIGH PRIORITY FOR FORD MOTOR COMPANY. I HAVE VERIFIED YOUR CONTACT INFORMATION TO ENSURE WE CAN CONTACT YOU WHEN FURTHER INFORMATION IS AVAILABLE OR REQUIRED. INFERENCE CASE ID: 1572
ANREL	REFER TO 07 CONTACT.
OWNREL	CUSTOMER SAYS: -CUST CALLED IN TO HAVE THE DSB PHN #. CUST SAID THAT HE SENT THE APPLICATION 2 WEEKS AGO AND HE SAID THAT HE WAS SUPPOSED TO RECEIVE A LETTER ON THE MAIL BUT HE HASN'T RECEIVED ANYTHING. PER CUSTOMER, DEALER SAYS: -THE DLR TOLD THE CUST THAT HE WILL RECEIVE A CONFIRMATION LETTER. IT WAS THE S/M (ANDREW KUKLOL) AND HE CALLED THE DSB AND HE WAS ADVISED THE CUST WILL RECEIVE THIS LETTER. CAC ADVISED: THANK YOU FOR PROVIDING US WITH THIS INFORMATION IN RELATION TO YOUR CASE. I WILL FORWARD THIS TO OUR CONSUMER AFFAIRS DEPARTMENT, AND I HAVE REQUESTED THAT THEY CONTACT YOU WITHIN TWO BUSINESS DAYS. ***** -PROVIDED THE CUST WITH THE DSB PHN # 1-800-877-6978. ADVISED THE CUST THAT THE DSB MAILING ADDRESS AND PHN NUMBER IS LISTED ON PAGE 222 ON THE OWNER GUIDE. INFERENCE CASE ID: 1571
OWNREL	REFER TO 07 CONTACT. PLEASE DO NOT RE-OPEN.

Rpt#: 2BTLX003 CQD Rpt: 02/20/2002 Odom: 8,693 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82WX1Y739902 Bld: 06/28/2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 02745 Blackwell Ford, Inc. Phone: (734) 453-1100
State: Michigan City: Plymouth Orig/Caller: JOHN DOMKA
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: Attachmts: 15
Fix: Cause. Comp: MODULE-AIR BAG -- NOA Condition Code: 08

Region Code: 48 Region Name: Detroit - 48

----- C O M M E N T S -----

Type	Comments
CONCER	PER CUSTOMER - PASSANGER SIDE AIR BAG DEPLOYED FOR NO REASON WHILE DRIVING ON AN ENTRANCE RAMP FROM ONE EXPRESSWAY TO ANOTHER.
REPAIR	INSPECTION OF THE VEHICLE DETERMINED THERE IS UNDERBODY DAMAGE TO THE EXHAUST DAMPER AND THE PASSANGER UNDERSIDE FLOOR BOARD. ALSO NOTICED MAJOR MISALIGNMENT OF REAR PASSANGER DOOR WITH MINOR MISALIGNMENT TO FRONT PASSANGER DOOR. ALSO WITNESS MARKS WHERE IT APPEARS AN ATTEMPT WAS MADE TO ADJUST THE DOORS. NO REPAIR MADE AT THIS TIME. DEALER SUGGESTED CUSTOMER CONTACT INSURENCE COMPANY. PICTURE ATTACHED
	MICHIGAN FQE - JOHN DOMKA 313-433-7910

Rpt#: 2FYC7026 NHL Rpt: 06/25/2002 Odom: 32,000 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHMS2W01Y629070 Bld: 3/19/2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70N Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 03821 Friendly Ford, Inc. Phone: (316) 321-3720
State: Kansas City: Bl Dorado Orig/Caller: JOHN MARTIN
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: SIDE-IMPACT BLOWN/UNINTENDED Attchmnts: 0
Fix: Y Caus. Comp: -- Condition Code:
Hotliner: MFIORILL Phone: 313 317-4488 Dist Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES SIDE IMPACT AIR BAG BLEW. HEARD THERE WERE ISSUES WITH THE AIRBAG SYSTEM. NO SIGNS OF DAMAGE. CUSTOMER JUST BROUGHT IT IN TO BE FIXED.
RECOMM	ADVISED TECH OF NO ISSUES WITH AIRBAGS DEPLOYING FOR NO REASON. ONLY MESSAGES WERE THAT THE PLACE TO CALL FOR AIRBAG CONCERNS, NO LONGER EXISTS. SIDE AIRBAG CIRCUIT CONCERNS HAVE BEEN WITH B2295 INDICATING THAT THERE WAS HIGH RESISTANCE. THIS CONCERN WAS DUE TO TENSION ON CONNECTOR IN THE SEAT THAT HAD BEEN PULLED FROM NORMAL USE. THIS HAS NOT CAUSED UNINTENDED DEPLOYMENT. HAVE HAD SITUATIONS WHERE CUSTOMER CLAIMED THAT BAG WENT OFF BY ITSELF, THERE WASN'T ANY NOTICEABLE DAMAGE. BUT CUSTOMER HAD RUN OVER A CURB OR TIRE IN THE ROAD THAT CAUSED THIS. ADVISED THAT SINCE THIS IS A SAFETY CONCERN, TO NOTIFY ZONE REP. ONCE GIVEN THE "OKAY" THEN REPAIR AS NEEDED IN CASE CUSTOMER IS NOT GIVING ACCURATE INFORMATION OR WANTS TO TAKE THIS TO A LEGAL LEVEL.

Rpt#: 3G2C5018 NHL Rpt: 07/28/2003 Odom: 55,884 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W01Y639789 Bld: 10/26/2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 20058 Star Ford-Mercury, Inc. Phone: (815) 672-3187
State: Illinois City: Streator Orig/Caller: NORMAN KNACK
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: ALLEGED UNINTENDED DEPLOYMENT Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: ACRAWF23 Phone: Dist Cd: 41 Chicago - 41
Engineering: JAKE WARDLE Phone: 313 317-9355 TAR:
Dlr Contact: CONFIRMED 07/28/03 Phone: 815 672-3187 Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	CUSTOMER ALLEGES THAT THE PASSENGER SIDE AIR BAG DEPLOYED WHILE DRIVING ON A GRAVEL ROAD AT APPROXIMATELY 20 MPH. TECH STATES THAT CODES B2295 AND B1231 ARE PRESENT IN THE RCM. STATES THAT NO DAMAGE IS VISIBLE TO THE VEHICLE. STATES THAT THE OVERLAY HARNESS WAS INSTALLED AT APPROXIMATELY 30,000 MILES AS PER TSB 02-13-04. SEEKING KNOWNS.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO ADVISED TECH TO GATHER AS MUCH INFORMATION AS POSSIBLE FROM THE CUSTOMER REGARDING WHEN THE DEPLOYMENT OCCURRED. ADVISED TO DOCUMENT ALL FINDINGS ON REPAIR ORDER. ADVISED THAT IF THE VEHICLE IS UNDER WARRANTY TO REPAIR AND HOLD THE PARTS. ADVISED THAT IF THE VEHICLE IS NOT UNDER WARRANTY, TO HAVE THE CUSTOMER CONTACT THEIR INSURANCE COMPANY. ADVISED THAT THIS REPORT WILL BE MARKED AS SAFETY AND THE DEALERSHIP MAY OR MAY NOT BE CONTACTED REGARDING THE DEPLOYMENT.

Rpt#: 2KRCY011 NHL Rpt: 11/18/2002 Odom: 26,213 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W01Y659069 Bld: 12/13/2000
Engine: 4.6L ROM B Calb: 1VC1LH0A Trans: 4R70W Axle: 8.8 3.55C A/C: YES
Dealer ID: USA 10855 Eagle Lincoln-Mercury Inc Phone: (214) 353-3512
State: Texas City: Dallas Orig/Caller: CARLOS RODRIGUEZ
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: UNINTENDED SIDE A/B DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: NMULLINA Phone: 313 317-9289 Dist Cd: 52 Southwest - 52
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	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.
RECOMM	SSM 13628 DEPLOYMENTS AS RESULT OF FLOORPAN DAMAGE NOT WARRANTABLE. ADVISED TECH OF SSM. ADVISED TECH THAT THE B1231 MEANS THERE HAS BEEN AN IMPACT.

Rpt#: 2DLHL006 NHL Rpt: 04/12/2002 Odom: 39,967 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W01Y671898 Bld: 01/12/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10690 South Hills Lincoln-Mercury, I Phone: (412) 563-2200
State: Pennsylvania City: Pittsburgh Orig/Caller: KEN SIMMS
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: UNINTENDED DEPLOY B1231/B2295 Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: MLAPKO Phone: 313 248-2933 Dist Cd: 44 Pittsburgh - 44
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: SF

----- C O M M E N T S -----

Type	Comments
REPAIR	SF STATES THE PASS SIDE AIR BAG HAS DEPLOYED UNINTENTIONALLY. SF STATE S THERE IS NO DAMAGE FOUND TO THE UNDERCARRIAGE.
RECOMM	ISM 01-12-040 B2477, MODULE CONFIGURATION, USE (NGS) 9.1 ISM 00-03-022 SEE BELOW FOR AIR BAR RECOMMENDED REPLACEMENT ADV SF TO INSPECT THE MOUNT AREA OF THE RCM & THE PASS SIDE CRASH SENS OR. ADV SF OF BOTH ISM INSTRUCTIONS, ADV SF TO CALL HIS FORD ZONE REP AND FBE FOR POSSIBLE INSPECTION. ADV TO INSPECT THE PASS SEAT FRAME FO R ANY POSSIBLE DAMAGE. ADV SF WE HAVE NO KNOWN ISSUES SINCE THE RECALL 00826.

Rpt#: 2DZCT002 CQD Rpt: 04/26/2002 Cdom: 59.967 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W01Y671898 Bld: 01/12/2001
Engine: 4.6L ROM B Calb: 1VC19B0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10690 South Hills Lincoln-Mercury, I Phone: (412) 563-2200
State: Pennsylvania City: Pittsburgh Orig/Caller: MARK HAYDUK
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: Attachmnts: 2
Fix: Caus. Comp: AIR BAG DIAGNOSTIC MODULE -- RPL Condition Code: 15

Region Code: 44 Region Name: Pittsburgh - 44

----- C O M M E N T S -----

Type	Comments
CONCER	CUST. STATES: PASS. SIDE AIRBAG DEPLOYED FOR NO REASON WHILE DRIVING.
REPAIR	* TECH. AND FQE REVIEWED VEHICLE. THERE IS NO DAMAGE TO THE UNDER-CARRIGE, ROCKER OR SIDE OF VEHICLE.
	* TECH. DID NOT FIND ANY UNUSUAL DIAG. CODES.
	* TECH REPLACED SIDE AIR BAG, SIDE AIR BAG SENSOR, RCM AND WIRING HARNESS.
	* CUST. STATES THAT HE WAS DRIVING ON A SMOOTH, STRAIGHT ROAD WHEN THE SIDE AIRBAG DEPLOYED.
	* CONCERN SENT TO ECITEAM FOR REVIEW. CONTACT FQE WITHIN 7 DAYS FOR PARTS.
	* PHOTO'S AVAIL. VIA CQIS IMAGING.
	* MARK HAYDUK - PITTSBURGH FQE - 724-822-4342
ADD-ON	05/13/2002 08:24AM MARK HAYDUK CQ - CD&A - CQD - FQE
	* RCM SHIPPED TO PAUL MCCORMICK AS REQUESTED BY MARIA LOVELACE.

Rpt#: 1HXA6003 NHLAIR Rpt: 08/24/2001 Odom: 5,609 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W01Y712336 Bld: 04/27/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 45590 BUDGET RAC - DALLAS Phone:
State: Texas City: Dallas Orig/Caller: MIKE PAULSON
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: NON A/B DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: CC Region Name: Rental - CC

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STS HE HAS INSPECTED THE VEHICLE AND FOUND THE FLOOR BOARD TO BE DAMAGED SLIGHTLY.
RECOMM	ADV TECH TO CONTACT HIS CSR FOR A APPR CODE.

Rpt#: 2CSAH601 CACVOC--cr-- C1 00002164008M Rpt: 03/19/2002 Odom: 5,000 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W11Y700440 Bld: 03/19/2001
Engine: 4.6L ROM B Calb: 1VC1LH0A Trans: 4R70W Axle: 8.8 3.55C A/C: YES
Dealer ID: USA 10132 Hunter Lincoln Mercury Phone: (704) 697-2222
State: North Caroli City: Hendersonville Orig/Caller:
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attachmnts: 0
Fix: CAUS, Comp: -- Condition Code:
Cust: Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 21 Atlanta - 21
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: CHARCOAL GREEN MET

----- C O M M E N T S -----

Type	Comments
OWNREL	CUSTOMER SAYS: -CUST SAYS THE RIGHT SIDE PASSENGER AIR BAG EXPLODED WHILE DRIVING -CUST SAYS THIS HAPPENED 44 DAYS AGO -CUST SAYS THE DIFFERENTIAL WAS MAKING A NOISE -CUST HAS A RENTAL VEHICLE RIGHT NOW -CUST SAYS HE CALLED THE NATIONAL SAFETY HOTLINE -CUST FILED WITH THE DSB -CUST FEELS THE VEHICLE IS UNSAFE -CUST IS NOT HAPPY THIS IS TAKING -CUST WANTS TO KNOW WHAT IS GOING ON WITH THE REPAIR PER CUSTOMER, DEALER SAYS: -CUST SAYS DLRSHS SAYS THEY ORDERED THE PARTS -CUST SAYS DLRSHS SAYS THEY WILL FIX THE AIR BAG AND THE NOISE IN THE REAR OF THE VEHICLE -CUST SAYS DLRSHS SAYS THEY HAVE CONTRACTED THE REAR OF VEHICLE TO SOMEONE ELSE CAC ADVISED: -OBC TO DLRSHS -EDDY S M SAYS -REPLACED THE AIR BAG MONITOR SENSOR AND BAG -TRYING TO LOCATE A COMPLETE ASSEMBLY BUT THEY ARE NOT AVAILABLE AND CUST DOES NOT KNOW THIS -TOOK VEHICLE TO MIKE WHITE FOR A SECOND OPINION BY A QUALIFIED FORD REBUILDER -POSSIBLE CENTER LINE BOARD COULD BE OFF -THEY HAVE TRIED TO GET HIM OUT OF THE VEHICLE -BRIAN THE REGIONAL REP TOLD DLRSHS COULD NOT EXCHANGE THE VEHICLE -BRIAN SAYS TO FIX THE VEHICLE -ELIZABETH THE NEW REGIONAL REP THERE IS SO MUCH MONEY DIFFERENCE WITH THE WAY HE PURCHASED THE VEHICLE -OBC TO CUST -INFORMED CUST OF THE ABOVE INFORMATION -INFORMED CUST EDDY S/M WILL CALL HIM AS SOON AS HE HAS INFORMATION INFERENCE CASE ID: 4591

Rpt#: 3AVCW004 NHL Rpt: 01/22/2003 Odom: 43,474 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM62W11Y700972 Bld: 03/22/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W S Axle: B.B 3.08C A/C: YES
Dealer ID: USA 10931 Bob Maxey Lincoln-Mercury Sales Phone: (313) 885-4000
State: Michigan City: Detroit Orig/Caller: CHET DUB
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: PASSENGER SIDE-IMPACT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: MPFIORILL Phone: 313 317-4488 Dist Cd: 48 Detroit - 48
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES PASSENGER SIDE IMPACT AIRBAG DEPLOYED. NO MARKS. HAS B1231 . SEES SOME SCRATCHES ON THE SIDE OF THE VEHICLE, RIGHT FRONT CORNER AND RIGHT REAR WHEEL. NOTICES THAT THE RIGHT REAR TIRE IS NEW. CUSTOMER STATES THAT THERE WASN'T AN IMPACT AND THAT HE WAS DRIVING WHEN THE SIDE BAG DEPLOYED. TECH DOESN'T NOTICE ANY UNDER-SIDE DAMAGE.
RECOMM	ADVISED TECH TO DOCUMENT ALL VISIBLE INFORMATION AS WELL AS CODES. ADVISED TO REPLACE AIRBAG, MODULE AND RETEST FOR OTHER SYSTEM FAULTS. SUBMIT TO INSURANCE FOR PAYMENT.

Rpt#: 3BXGF006 NHL Rpt: 02/24/2003 Odom: 46,150 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W11Y710045 Bld: 04/27/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10065 Lincoln-Mercury of New Castle Phone: (302) 323-2315
State: Delaware City: New Castle Orig/Caller: STEVE PROVINCE
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: UNINTENDED SIDE AIR BAG DEPLOY Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: JRADEMAK Phone: 313 317-9298 Dist Cd: 16 Philadelphia -16
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: SM

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES THAT THE CUSTOMER WAS DRIVING DOWN THE ROAD AND HIT A POT HOLE. 2 SECONDS LATER THE PASSENGER SIDE AIR BAG DEPLOYED. TECH HAS NOT TOUCHED THE VEHICLE IS SEEKING PROCEDURAL INFORMATION.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO
REPAIR	02/24/2003 02:06PM KRAIG GRANLEY MSS - PCSD - TECH SVC HOTLINE TECH CALLING BACK B1231 PRESENT IN THE RCM. CUST STATES THAT HE WAS GOING 35-40 MPH. TECH INSPECTED UNDERSIDE OF VEHICLE BUT CAN FIND NO EVIDENCE OF DAMAGE TO UNDERSIDE OF VEHICLE. TECH KNOWS AREA WHERE CUST STATES THAT CONCERN TOOK PLACE, STATES THAT PARTICULAR STREATCH OF ROAD IS NOT THAT ROUGH. VERIFYING PREVIOUS RECOMENDATION OF PROCEDURE WITH CODE PRESENT.
RECOMM	ADVISE TECH THAT WITH CODE PRESENT RCM SAW SOME EVET TO DEPLOY BAG. ADVISE TECH TO REPAIR AS NECESSARY AND CUST WILL HAVE TO DEAL WITH INSUREANCE COMPLANY FOR PAYMENT OF REPAIRS.

Rpt#: 3B1AA391 CACSFE--or-- C3 00002786214M Rpt: 02/28/2003 Odom: 46,150 M
 Vehicle: 2001 TOWN CAR, SIGN, SEDAN 1LNHM82W11Y710045 Bld: 04/27/2001
 Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 10065 Lincoln-Mercury of New Castle Phone: (302) 323-2315
 State: Delaware City: New Castle Orig/Caller:
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: Attachments: 0
 Fix: Caus. Comp: -- Condition Code:
 Cust: Home Phone: (000) 000 - 0000
 Work Phone: (000) 000 - 0000 Region: 16 Philadelphia -16
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: IVORY PARCHMENT TR-

----- C O M M E N T S -----

Type	Comments
OWNREL	*****PRODUCT LIABILITY***** EMAIL RECEIVED 02/27/2003 DEALER CONTACT: JOHN HENRY CUSTOMER ALLEGES THAT THE PASSENGER SIDE AIRBAG DEPLOYED. CUSTOMER IS SEEKING CONTACT FROM A FORD REPRESENTATIVE.
OWNREL	LPA LEFT MESSAGE FOR DEALERSHIP (JOHN HENRY).
OWNREL	LPA SPOKE WITH THE DEALERSHIP AND HE STATED THAT THERE IS NO UNDERCARRIAGE DAMAGE, LPA SENT THE CODES THAT THE DEALERSHIP SENT ME TO RICK RUTH TO SEE IF THERE IS ANYTHING THAT IS QUESTIONABLE. LPA ADVISED DEALERSHIP TO INSPECT THE VEHICLE A BIT CLOSER TO SEE IF THERE IS ANY TYPE OF DAMAGE. LPA WAITING FOR RICK RUTH TO CONTACT BACK.
OWNREL	LPA SPOKE WITH THE SERVICE MANAGER (STEVE PROVINCE) AND HE INFORMED ME THAT HE INSPECTED THE VEHICLE OVER AND OVER AGAIN AND THERE IS NO DAMAGE ON THE UNDERCARRIAGE OF THE VEHICLE. HE INFORMED THAT MR. MCDONALD IS A VERY LOYAL CUSTOMER TO FORD AND THE DEALERSHIP. DUE TO THE CIRCUMSTANCES AS A GOODWILL GESTURE FORD WILL OFFER TO PAY FOR THE REPAIR OF THE AIRBAG SYSTEM. DEALERSHIP WILL INFORM CUSTOMER OF OUR OFFER. LPA WAITING ON AN ESTIMATE, THEN WILL SEND THE OFFER LETTER AND RELEASE.
OWNREL	VEHICLE WAS REPAIRED AND CUSTOMER IS IN HIS VEHICLE. CUSTOMER IS HAPPY. DEALER WILL CALL ME BACK TO GET THE P53 CODE.

Rpt#: 1IQDB001 NHLAIR Rpt: 09/17/2001 Odom: 22,525 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W21Y639664 Bld: 10/20/2000
Engine: 4.6L ROM 8 Calb: 1VC18B0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10247 Harbor Lincoln-Mercury Inc Phone: (718) 457-4500
State: New York City: Woodside Orig/Caller: JOHN DANIELS
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: PASS A/B DEPLOYMENT NON ACC. Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 13 Region Name: New York -13

----- C O M M E N T S -----
Type Comments
REPAIR S/F STS HE CHECKED THE VEHICLE FOR DAMAGE AND FOUND NO DAMAGE AT ALL.
CODES WERE B1231, B1998.
RECOMM GAVE APPR CODE P27ST 14B321

Rpt#: 11TAA146 CACVOC--or-- C1 00001861857M Rpt: 09/21/2001 Odom: 1,200 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W21Y703945 Bld: 03/28/2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10164 NORTHWOOD LINCOLN-MERCURY Phone: (281) 539-4900
State: Texas City: Spring Orig/Caller:
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Cust: [REDACTED] Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 52 Southwest - 52
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: SILVER FROST C/C

----- C O M M E N T S -----

Type	Comments
OWNREL	CUSTOMER SAYS: -MR TINSLEY FROM NORTHWOOD LINCOLN MERCURY CALLED REGARDING CUST WHO HAD A SIDE AIR BAG DEPLOY WHILE SHE WAS DRIVING. -CUST IS TRAVELING HEADED FOR MAINE TO PICK UP SON. -CUST IS HEADED INTO SCRANTON, PENNSYLVANIA -AFTER THAT SHE WILL BE GOING TO HARTFORD CONNETTICUT. -WANTS TO GET AN APPOINTMENT AT ANY LINCOLN DLR WHILE ON THE ROAD. SHE WOULD LIKE A LOANER VEH WHILE HER VEH IS BEING REPAIRED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - NEED TO REVIEW THIS SITUATION FURTHER - WE WILL RECONTACT CUSTOMER WITH UPDATE - FORWARDED INFORMATION TO DEALER WITH A COPY TO REGIONAL OFFICE -CONTACTED SEVERAL DLRS FOR CUSTOMER. FIRST WAS SANTO LINCOLN MERCURY AND SPOKE WITH MILT WHO SAYS THEY DO NOT HAVE ANY LOANER VEHICLES, BUT SAYS SHE COULD RENT A CAR AND TAKE HER RECEIPTS BACK TO HER DLR AND GET REIMBURSED. MILT (SM) SAYS HE WAS ALL BOOKED UP BUT HE WAS WILLING TO SQUEEZE HER IN. HE STATED SINCE IT WAS AN AIRBAG DEPLOYMENT, THE PART WOULD HAVE TO BE ORDERED OVERNIGHT. CUST WAS WILLING TO LEAVE THE CAR. BUT SHE DID NOT WANT A RENT A CAR. SHE STATED SHE WAS JUST GOING TO TAKE A RISK AND CONTINUE ON HER TRIP PRAYING SHE WILL MAKE IT. SHE SAID THE VEH WAS SHAKING WHILE SHE WAS DRIVING AND AIRBAG PARTS ARE HANGING ALL OVER. I TRIED TO COMMUNICATE WITH HER, BUT BEFORE I COULD SHE JUST HUNG UP ON ME. INFERENCE CASE ID: 5215
OWNREL	CSM S CARLSON NORTHWOOD LINCOLN MERCURY HAS REPLACED THE AIRBAG MODULE. NO FURTHER ASSISTANCE NEEDED AT THIS TIME.

Rpt#: 1JCC6019 NHLAIR Rpt: 10/03/2001 Odom: 7,913 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM02W21Y703945 Bld: 03/28/2001
Engine: 4.6L ROM 8 Calb: 1VC1P80A Trans: 4R70W 8 Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10164 NORTHWOOD LINCOLN-MERCURY Phone: (281) 539-4900
State: Texas City: Spring Orig/Caller: MIKE WHITESIDES
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: N/A A/B DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 52 Region Name: Southwest - 52

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STS CUSTOMER STS THE PASS SIDE A/B DEPLOYED WITHOUT ACCIDENT. THEY WERE DRIVING AND IT DEPLOYED.
RECOMM	ADV THE TECH TO INSPECT THE RIGHT SIDE OF THE VEHICLE REAL GOOD, AND CO NTACT HIS PSE FOR FURTHER INVESTIGATION.
ADD-ON	10/04/2001 11:46AM MICHAEL RAY MSS - TSO - AIR BAGS RTDA TECH STS HE FOUND SOME SCRAPES UNDER THE BODY AND FOUND A BOLT BENT BA CWARDS.

Rpt#: 3JMC0005 NHL Rpt: 10/13/2003 Odom: 21,072 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHMS2W21Y713035 Bld: 04/30/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10710 Krieger Sawmill Lincoln-Mercur Phone: (614) 764-1414
State: Ohio City: Columbus Orig/Caller: STEVE KRIEGER
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: PASSENGER SEAT SIDE AIR BAG Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: KMCCALL1 Phone: 313 248-8093 Dist Cd: 47 Cincinnati: - 47
Engineering: Phone: TAR:
Dlr Contact: CONFIRMED 10/13/03 Phone: 614 764-1414 Title Cde: SM

----- C O M M E N T S -----

Type	Comments
REPAIR	MANAGER STATES CUSTOMER WITH 3 PASSENGERS WAS DRIVING TO HIS CABIN WHEN THE PASSENGER SEAT SIDE AIR BAG DEPLOYED. CUSTOMER REPORTS TO MANAGER THAT PASSENGER'S EAR WAS DAMAGED/BRUISED. HAS NO INFORMATION ON SPEED, ROAD SURFACE. CUSTOMER INSTRUCTED MANAGER NOT TO TOUCH CAR UNTIL FORD PROVIDED HIM WITH AN ANSWER.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO PROVIDED REPORT NUMBER, CONSULT REGION FOR CUSTOMER HANDLING ASSISTANCE IF NECESSARY.

Rpt#: 2ARCK009 NHL Rpt: 01/18/2002 Cdom: 3,620 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W21Y723192 Bid: 05/15/2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.0 3.08C A/C: YES
Dealer ID: USA 10008 Harter Lincoln Mercury LLC Phone: (318) 861-3561
State: Louisiana City: Shreveport Orig/Caller: HENRY BRAUD
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: PASS AIR BAG DEPLOYED, NO CRASH Atchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: JWARDLE1 Phone: 313 317-9355 Dist Cd: 23 Memphis - 23
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: SM

----- C O M M E N T S -----

Type	Comments
REPAIR	SM STATES THE CUSTOMER CLAIMS THE PASSENGER AIR BAG DEPLOYED WHILE DRIVING DOWN THE ROAD WITH OUT HITTING ANYTHING.
RECOMM	SSM 13596 CALL (800)571-7135 - ALL 99-00 AIR BAG WARRANTY CLAIMS ADV SM TO CALL NUMBER MENTIONED IN SSM ABOVE.

Rpt#: 2ARE6001 NHLAIR Rpt: 01/18/2002 Odom: 3.620 M
 Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W21Y723192 Bld: 05/15/2001
 Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 10008 Harter Lincoln Mercury LLC Phone: (318) 861-3561
 State: Louisiana City: Shreveport Orig/Caller: HENRY BRAD
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: N/A A/B DEPLOYMENT Attachments: 0
 Fix: Caus. Comp: -- Condition Code:

Region Code: 23 Region Name: Memphis - 23

----- C O M M E N T S -----

Type	Comments
REPAIR	S/M STS THE CUSTOMER STS SHE WAS DRIVING DOWN THE ROAD THE PASSANGER A /B SEAT DEPLOYED. HE STS HE DID NOT INSPECT THE VEHICLE.
RECOMM	ADV THE S/M TO INSPECT THE VEHICLE AND TO DOWNLOAD CODES. AND CALL SAC K.
ADD-ON	01/18/2002 02:08PM MICHAEL RAY MSS - TSO - AIR BAGS RTEA S/M STS SHE DID HIT SOMETHING. IADV HIM THAT I WOULD NOT COVER THIS UN DER WARRANTY.
ADD-ON	01/21/2002 04:10PM STEVE KING MSS - PCSO - BUS ASST CENTER FIELD SERVICE ENGINEER, DAVE MUNN, STS THE VEHICLE WAS INSPECTED. BOT H THE S/M AND THE FSE RE-INSPECTED VEHICLE AND FOUND THE "DAMAGE TO TH E UNDERCARRIAGE WAS PROBABLY DONE DURING ASSEMBLY AT THE FACTORY. NO OTHER ACCIDENT DAMAGE WAS FOUND. DSAB, RCM, SCS, SCS R & R: P8CFZ.

Rpt#: 1HVKN015 CQD Rpt: 08/22/2001 Odom: 9,952 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W21Y732362 Bld: 06/07/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70M S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 45245 HERTZ RAC - LOS ANGELES Phone:
State: California City: Los Angeles Orig/Caller: GORDIE KALTZ
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Region Code: CC Region Name: Rental - CC

----- C O M M E N T S -----

Type	Comments
CONCERN	DRIVER'S SIDE AIRBAG IN DRIVERS SEAT DEPLOYED
REPAIR	FQE INSPECTED VEHICLE AT THE REQUEST OF HERTZ AND FOUND THAT THE VEHICLE DID DEPLOY THE DRIVER SEAT AIRBAG. INSPECTION REVEALED THRU SGS THAT THE RCM HAD A CODE OF B1231 ACCEL THRESHOLD EXCEEDED AND THE PCM HAD 2 CODES P1260-THEFT DETECTED (POSSIBLE BAD HEC MODULE PER BROADCAST) AND CODE P1270 ENGINE RPM/VEHICLE SPEED LIMIT REACHED. INITIAL INSPECTION REVEALED THAT THE SUSPENSION ON THE VEHICLE HAD TRAVELED FROM THE FULL UP TO THE FULL DOWN POSITION AS THERE WERE WITNESS MARKS FROM THE SUSPENSION STOPS (SNUBBERS) ON THE FRAME WHERE RECENT CONTACT WAS MADE POSSIBLE VEHICLE AIRBORN AND THEN BOTTOMED OUT. NO REPAIR ACTION AT THIS TIME. VEHICLE ON HOLD AWAITING PARTS AT HERTZ-LAX GORDIE KALTZ FQE LOS ANGELES 661-722-7296

Rpt#: 1HXA6004 NHLAIR Rpt: 08/24/2001 Odom: 7,055 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W21Y738307 Bld: 06/25/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 45590 BUDGET RAC - DALLAS Phone:
State: Texas City: Dallas Orig/Caller: MIKE PAULSON
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: NON ACCIDENT A/B DEPLOYMENT Atchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: CC Region Name: Rental - CC

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STS HE FOUND SOME SMALL SCRAPES TO THE FLOOR BOARD.
RECOMM	ADV TECH TO CONTACT THE CSR FOR APPR FOR THIS CLAIM.

Rpt#: 1KNCY004 NHL Rpt: 11/14/2001 Odom: 16,256 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W31Y606429 Bld: 08/08/2000
Engine: 4.6L RCM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.05C A/C: YES
Dealer ID: CAN A1005 Colony Ford Lincoln Sales Inc. Phone: (905) 451-4094
Province: Ontario City: Brampton Orig/Caller: KEN STEWART
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: SIDE AIRBAG DEPLOYMENT Attchmnts: 0
Fix: Y Caus. Comp: -- Condition Code:
Hotliner: REATON4 Phone: 313 317-9386 Dist Cd: 01 01 FCSD REGION-CANADA
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: SM

----- C O M M E N T S -----

Type	Comments
REPAIR	SM SEEKING INFO ON SIDE AIR BAG DEPLOYMENT AND WHAT CAN CAUSE IT. SM STATES HE THOUGHT HE HAD SEEN A MESSAGE THAT EXPLAINED IT BUT IS UNABLE TO LOCATE IT. SM STATES HAS CUSTOMER THAT RAN OVER A LARGE PIECE OF RUBBER TIRE ON THE ROAD AND THE PASSENGER SIDE AIR BAG DEPLOYED.
RECOMM	SSM 13628 DEPLOYMENTS AS RESULT OF FLOORPAN DAMAGE NOT WARRANTABLE. ADVISE SM WILL FAX THE SSM TO (905)451-0004.

Rpt#: 2CEAB090 CACVOC--or-- C1 00002141078M Rpt: 03/06/2002 Odom: 0 K
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LMHM82W31Y606429 Bld: 08/08/2000
Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: CAN A1005 Colony Ford Lincoln Sales Inc. Phone: (905) 451-4094
Province: Ontario City: Brampton Orig/Caller:
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Cust: [REDACTED] Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 01 01 FCSD REGION-CANADA
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: SILVER FROST C/C

----- C O M M E N T S -----

Type	Comments
OWNREL	CUSTOMER SAYS: CUST NOT HAPPY WITH THE VEHICLE. CUST STATES THAT AIR BAG DEPLOYED AS THEY DROVE AND HIT A TRUCK TIRE. CUST VERY UPSET ABOUT THIS. CUST WANTS FORD TO COVER THE BILL. CUST NOT PAYING FOR THE REPAIR AT DEALERSHIP. PER CUSTOMER, DEALER SAYS: COLONY CAC ADVISED: DLR STATES THAT CUST NOT ELIGIBLE FOR ASSISTANCE AS SHE CAUSED THE DAMAGE BY HITTING TIRE ON THE ROAD. VEHICLE SHOWS NO SIGN OF DEFECT. PLEASE ADVISE THE CUSTOMER THAT THE VEHICLE IS NO LONGER WITHIN THE WARRANTY PERIOD. THEREFORE FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR THE REPAIR OF THE VEHICLE. ADVISED CUST THAT FORD WILL NOT PAY FOR REPAIR AS NOT A DEFECT. CUST HIT AN OBSTACLE ON ROAD, AND CAUSED THE DAMAGE. ADVISED CUST THAT INFO HAS BEEN DOCUMENTED NOTE: CUST WAS UPSET, AND STATED THAT WILL TAKE FORD TO COURT. IF CUST CALLS BACK, PLEASE HANDLE AS APPROPRIATE AND ADVISE CUSTOMER OF FORDS POSITION.. INFERENCE CASE ID: 4829

Rpt#: 3IRGI016 NHL Rpt: 09/18/2003 Odom: 26,000 M
 Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W31Y607600 Bld: 08/10/2000
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.6 3.08C A/C: YES
 Dealer ID: USA 03970 Mike Ognibene Ford, Inc. Phone: (585) 343-1004
 State: New York City: Batavia Orig/Caller: TONY MARINACCIO
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: SIDE BAG WENT OFF DRIVING Attachments: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: BHOLME21 Phone: 313 317-9379 Dist Cd: 44 Pittsburgh - 44
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: SM

----- C O M M E N T S -----

Type	Comments
REPAIR	SM STATES THE CAR WAS DRIVING DOWN THE ROAD, AND THE P/S SIDE A/B WENT OFF FOR NO REASON. SEEKING KNOWN
RECOMM	ADVISED TO GET THE CAR IN THE SHOP, AND CK CODES, IF HAS A CODE FOR LATERAL THRESHOLD MET THEN THE BAG WAS MEANT TO GO OFF, ADVISED TO LOOK FOR WITNESSMARKS UNDERNEATH
REPAIR	10/09/2003 01:03PM JOHN ERNST MSS - PCSD - TECH SVC HOTLINE DLR STATES INSPECTED VEHICLE FOR DAMAGE/WITNESS MARKS-NONE DETECTED. DLR STATES CODE B1231 RETREIVED FROM ROM. DLR STATES CALLING IN TO HAVE COMMENTS NOTED IN REPORT. DLR STATES HAVE ORDERED NECESSARY PARTS FOR REPAIR.
ICOMM	INFORMED DLR COMMENTS HAVE BEEN NOTED ON REPORT.

Rpt#: 2JDLD003 NHL Rpt: 10/04/2002 Odom: 33,000 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W41Y629430 Bld: 09/25/2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10008 Harter Lincoln Mercury LLC Phone: (318) 861-3561
State: Louisiana City: Shreveport Orig/Caller: HENREY BRAUD
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: DRIVERS SIDE AIRBAG DEPLOYED Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: KGRANLEY Phone: 313 000-0000 Dist Cd: 23 Memphis - 23
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: SM

----- C O M M E N T S -----

Type	Comments
REPAIR	SM STATES THIS IS THE SECOND SID AIRBAG TO SELF DEPLOY. PASSENGER WENT OFF IN JULY. LOOKING FOR REPORT NUMBER. SM SAID HE WOULD CALL BACK ON TUESDAY WITH MORE DETAILS 10/6/02
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO VEHICLE NOT AT DEALERSHIP. CUSTOMER CALLED STATEING THAT SIDE AIRBAG WENT OFF WHILE DRIVING. ADVISED SM TO CALL BACK WITH AS MANY DETAILS AS POSSIBLE AND ANY CODES PRESENT IN RCM.

Rpt#: 1KPC1005 NHL Rpt: 11/16/2001 Cdom: 13.148 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W41Y651251 Bld: 11/13/2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: CAN A6010 Waterloo Ford Lincoln Sales Lt Phone: (780) 423-4330
Province Alberta City: Edmonton Orig/Caller: KEN CAMBLE
Symptom: 1 04 6 97 BODY, RESTRAINTS, SIDE AIR BAGS, NOISE
Addl Sym: SIDE AIR BAG. Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: REATON4 Phone: 313 317-9386 Dist Cd: 06 06 FCSD REGION-CANADA
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: WA

----- C O M M E N T S -----

Type	Comments
REPAIR	WA STATES HAS CONCERN WITH THE SIDE AIR BAG DEPLOYED ON THIS CUSTOMERS CAR AFTER DRIVING ON A DIRT ROAD AND THEY HIT A POT HOLE. WA IS SEEKING INFO ON WHAT FORCE DEPLOYS THE SIDE AIR BAGS.
RECOMM	SSM 13628 DEPLOYMENTS AS RESULT OF FLOORPAN DAMAGE NOT WARRANTABLE

Rpt#: 2H2AB030 CACVOC--or-- C1 00002437908M Rpt: 08/29/2002 Odom: 50,383 M
 Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM62W41Y653064 Bld: 11/21/2000
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 13083 Bob Smith Lincoln-Mercury Inc Phone: (406) 656-0000
 State: Montana City: Billings Orig/Caller:
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: Attachments: 0
 Fix: Cause: Comp: -- Condition Code:
 Cust: Home Phone: (000) 000 - 0000
 Work Phone: (000) 000 - 0000 Region: 74 Northwest - 74
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: PERFORMANCE WHITE C

----- C O M M E N T S -----

Type	Comments
AUDIT	ODOMETER 0030000 M CHANGED TO 0050083 M BY ORCAC
OWNREL	VLC083TCUSTOMER SAYS: - AIR BAG DEPLOYED TWO WEEKS AGO - TOOK VEH TO DLR: BOB SMITH LINCOLN MERCURY - DOES NOT FEEL THAT HE SHOULD HAVE TO TAKE CARE OF THE COST OF THE REPAIRS - SEEKING ASSISTANCE ON AIR BAGS PER CUSTOMER, DEALER SAYS: - WANTS INSURANCE TO COVER THE COST OF THE REPAIRS DUE TO THE SENSOR GOING OFF THE BOTTOM FLOOR PANEL SHOWS VEH WAS DAMAGED CAC ADVISED: ****OBC TO BOB SMITH L/M***** - 2244 CENTRAL - BILLINGS, MT 59102 - TEL: (406) 656-0000 - SPOKE STEVE SERVICE MANAGER - STEVE SAYS: FLOOR BAD DAMAGED (HIT SOMETHING) - CUSTOMER DECLINED REPAIRS - TOTAL COST OF REPAIRS: ADVISE CUSTOMER THIS INFORMATION WILL BE FORWARDED TO THEIR DEALERSHIP FOR FURTHER INVESTIGATION. PLEASE STAY IN CONTACT WITH YOUR SERVICE MANAGER OR CUSTOMER SERVICE MANAGER FOR THE RESULTS. INFERENCE CASE ID: 5354
OWNREL	VLC083TCUSTOMER SAYS: (CUST WAS NOT ABLE TO VERIFY ADDRESS ON FILE: - AIRBAGS ARE DEPLOYING FOR NO REASON AT ALL - THIS HAS HAPPENED 3 TIMES. PASSENGER'S SIDE SEAT AIRBAG DEPLOYED WHILE DRIVING VEH 25 MILES PER HR -TOOK VEH TO DLR, DLR ADVISED THAT ROCK HIT SENSOR, THOUGHT VEH WAS INVOLVED IN AN ACCIDENT, FINALLY DLR REPAIRED VEH, REPAIRS WERE COVERED - SAME AIRBAG DEPLOYED 3 WEEKS AGO(VEH HAD 47 000 MILES), TOOK VEH TO DLR, DLR HAS DIAGNOSED VEH BUT HAS NOT PROVIDED CUST WITH A RESPONSE REGARDING DIAGNOSIS, REPAIRS OR COVERAGE - NOW DRIVER'S SIDE SEAT AIRBAG HAS DEPLOYED, STILL WAITING FOR PASSENGER'S SEAT AIR BAG TO BE REPAIRED - FEELS THAT AIRBAGS SHOULD NOT HAVE DEPLOYED, THIS IS A SAFETY ISSUE, AFRAID STEERING WHEEL AIRBAG WILL DEPLOY AS WELL. AFRAID TO DRIVE VEH LIKE THIS - WOULD LIKE FOR DLR TO REPAIR AND COVER REPAIRS UNDER WARRANTY PER CUSTOMER, DEALER SAYS: - DWAYNE WARNER- WILL GET SHOP FOREMAN TO REVIEW CAC ADVISED: -I AM FORWARDING THIS INFORMATION TO YOUR DEALERSHIP FOR FURTHER INVESTIGATION. PLEASE STAY IN CONTACT WITH YOUR SERVICE MANAGER OR CUSTOMER RELATIONS MANAGER FOR THE RESULTS. (CASE BASE ADVISED AS PER LCSR PETER AS ISSUE WAS BEING REVIEWED BY DLR PRIOR TO WARRANTY EXPIRING) *****OBC TO DLR TO VERIFY CUST'S ADDRESS, SPOKE TO BOB (SM) WHO ADVISED THAT CUST LIVES ON GRAVEL ROAD CAUSING UNDERCARRIAGE TO BECOME BEAT UP, WILL CAUSE THE SENSOR TO GO OFF. WHEN DLR DIAGNOSED VEH 10/08/03, DLR DETERMINED THAT AIR BAG EXPLODED, DLR HAS ALREADY REPAIRED SAME AIRBAG 04/2003. REPAIRS WERE COVERED. CUST CONTACTED DLR TO INFORM DLR THAT DRIVER'S SEAT AIRBAG HAS DEPLOYED TODAY. NOT SURE WHAT TO DO WITH THIS AS ISSUE, DLR WILL CONTACT DAVID WARNER (REGIONAL REP) TO REVIEW TO SEE WHAT WILL BE DONE. *****ADVISED CUST WITH PHRASOLOGY INFERENCE CASE

Rpt#: 2H2AB030 CACVOC--or-- C1 00002437908M Rpt: 08/29/2002

----- C O M M E N T S -----

Type	Comments
	ID: 5622
OWNREL	PREVIOUS AIRBAG REPLACEMENT WAS PERFORMED AS GOODWILL. THIS IS NOT A WARRANTABLE CONDITION. GRAVEL/ROCK IMPACT ON SENSOR IS NOT A DEFECT OF MATERIALS OR WORKMANSHIP AND SHOULD NOT BE COVERED UNDER WARRANTY.

Rpt#: 2GBHR019 NHL Rpt: 07/02/2002 Odom: 34,147 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHHM82W41Y584847 Bld: 02/22/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 12716 CODIROLI LINCOLN-MERCURY Phone: (925) 294-7700
State: California City: Livermore Orig/Caller: MARK BRINER
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: R SIDE (SEAT) BAG DEPLOYED Attchments: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: RTHIELBA Phone: 313 317-7075 Dist Cd: 72 San Francisco - 72
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES RP AIRBAG HAD DEPLOYED WHILE DRIVING. TECH FINDS NO EXTERIOR DAMAGE YET HAS NOT INSPECTED UNDER PASSENGER ROCKER PANNEL AREA. TECH FINDS B1231 PRESENT IN RCM.
RECOMM	ISM 00-03-022 SEE BELOW FOR AIR BAG RECOMMENDED REPLACEMENT REPORT #: 2EGIQ005 ADVISED TECH I WILL TAR THE REPORT SO DO NOT ATTEMPT ANY REPAIRS ON THE VEHICLE TILL THE FSE SHOWS UP. REPORT #: 2CSHU013 ADVISED THE SM TO CALL HIS ZONE REP.
	----- ADVISED TECH TO INSPECT PASSENGER ROCKER PANNEL/ FLOOR PAN AREA FOR SIGNS OF AN IMPACT FROM ROAD DERBRIS, ETC. ADVISED TO REPLACE SIDE BAG, RCM.

Rpt#: 3FJB1001 NHL Rpt: 06/10/2003 Odom: 33,263 M
 Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W51Y620865 Bld: 09/09/2000
 Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 10311 Mullinax Lincoln Mercury Sales Phone: (423) 476-6501
 State: Tennessee City: Cleveland Orig/Caller: JEWEL MARTIN
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: DRIVER SIDE IMPACT UNINTENDED Attchmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: JWARDLE1 Phone: 313 317-9355 Dist Cd: 21 Atlanta - 21
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: 7

----- C O M M E N T S -----

Type	Comments
REPAIR	TECH STATES THE CUSTOMER CLAIMS THAT THE DRIVER SIDE IMPACT BAG DEPLOYED WHILE THEY WERE DRIVING DOWN THE FREEWAY. TECH STATES THERE IS A 511 31 CODE. TECH DID NOT HAVE ANY DETAILS OF THE INCIDENT. TECH SEEKING DIRECTION.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO INFORMED TECH THAT THE B1231 CRASH DATA FULL CODE INDICATES THE MODULE DETECTED A DECELERATION AND COMMANDED THE DEPLOYMENT OF THE BAG. ADV TECH TO INSPECT FOR WITNESS MARKS ON THE UNDER SIDE OF THE CAR AND CHECK WITH CUSTOMER TO SEE IF THEY RAN OVER SOMETHING IN THE ROAD.

Rpt#: 1HHIB001 CQD Rpt: 08/08/2001 Odom: 6,300 M
Vehicle: 2001 TOWN CAR, SIGN, SEDAN 1LNHM82W51Y653882 Bld: 11-16-2000
Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 45245 HERTZ RAC - LOS ANGELES Phone:
State: California City: Los Angeles Orig/Caller: GORDIE KALTZ
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attachments: 1
Fix: Caus. Comp: -- Condition Code:

Region Code: CC Region Name: Rental - CC

----- C O M M E N T S -----

Type	Comments
CONCER	DRIVER'S SIDE SIDE AIRBAG DEPLOYED
REPAIR	VEHICLE CAME INTO HERTZ@LAX FOR REPAIR FROM BURBANK RENTAL OFFICE. FQE CALLED BURBANK OFFICE, BURBANK INDICATED THAT RENTAL CUSTOMER SAID NOTHING, AND DEPLOYMENT WAS FOUND AT RE-FUELING/WASH. FQE USED NGS TO RETRIEVE CODES ONLY CODE WAS B2295 AND AIRBAG DASHLIGHT FLASHES CODE 22. FQE PERFORMED CASUAL INSPECTION REVEALING NOTHING UNUSUAL. VEHICLE ON HOLD AT HERTZ LAX AWAITING RESOLUTION. *PICTURE AVAILABLE THRU CQIS IMAGING-SENT TO MLOVELACE *GORDIE KALTZ FQE LOS ANGELES *661-722-7296

Rpt#: 1FYAB359 CACVOC--or-- C1 00001707238M Rpt: 06/26/2001 Odom: 9,700 M
 Vehicle: 2001 TOWN CAR, SIGN, SEDAN 1LNHM82W51Y656636 Bld: 11/27/2000
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 13570 Crane Lincoln-Mercury, Inc. Phone: (903) 793-5531
 State: Texas City: Texarkana Orig/Caller:
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: Attachments: 0
 Fix: Caus. Comp: -- Condition Code:
 Cust: Home Phone: (000) 000 - 0000
 Work Phone: (000) 000 - 0000 Region: 52 Southwest - 52
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: PERFORMANCE WHITE C/

----- C O M M E N T S -----

Type	Comments
OWNREL	CUSTOMER SAYS: - 06/23/2001 AT APPROX 5PM 3 BLOCKS AWAY FROM HOME WHILE CUST SPOUSE WAS DRIVING WITH 2 OTHER PASSENGERS AND THE PASSENGER SIDE AIRBAG JUST EXPLODED FOR NO APPARENT REASON WITH A PASSENGER IN THAT PASSENGER SEAT WHICH NOW ALL THREE PEOPLE IN THE VEH EARS HAVE BEEN RINGING SINCE AND THE PASSENGER IN THE FRONT SEAT IS COMPLAINING OF PAIN ON THE RIGHT SIDE OF THE BODY AND SHOULDER - FORD BOUGHT BACK CUST 2000 TOWN CAR BECAUSE THE TRUNK LIGHT WOULD NOT TURN OFF WHICH EVENTUALLY MADE CLOTHES IN THE TRUNK CATCH ON FIRE A FORD REP NAMED JODY THOMPSON ASSISTED CUST WITH THE BUY BACK HER # [REDACTED] CUST HAS ALREADY LEFT HER A MESSAGE ABOUT THIS - DURING NEGOTIATION FOR VEH REPLACEMENT CUST WAS INTERESTED IN THREE TOWN CARS BUT THE DLRSHIP WOULD NOT LET CUST DRIVE THE VEH OFF THE LOT BECAUSE THEY HAD NOT SERVICED THOSE VEH FOR AN AIR BAG RECALL - THIS VEH ALSO HAS AN AIR BAG PROBLEM THAT LOOKS LIKE IT WAS NOT CORRECTED - CUST IS NOW BECOMING AFRAID OF DRIVING LINCOLNS BECAUSE OF THESE 2 INCIDENTS - LUCKILY CUST WIFE WAS DRIVING DOWN A NON-BUSY STREET RATHER THAN A HWY WHEN THIS HAPPENED - CUST WOULD LIKE TO HAVE THE VEH TOWED TO THE DLRSHIP AND WOULD LIKE A LOANER CAR TO BE SENT TO HIM IF POSSIBLE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED; OBC TO DLRSHIP; - SPOKE TO SERV MGR WHO SAID WE WILL LOOK FURTHER INTO TO CUST HISTORY AND CALL BACK CUST DIRECTLY TO SEE WHAT WE CAN DO FOR HIM ***** LCSE ***** WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4905
OWNREL	AWAITING PARTS FROM FORD PAC. CUSTOMER IS FINE. SPOKE WITH CUSTOMER ON MONDAY. AWAITING PART.
OWNREL	VEHICLE REPAIRED AFTER IT WAS DETERMINED BY FORD ENGINEER THAT AN OBJECT STRUCK PASSENGER FLOOR PAN CAUSING AIR BAG DEPLOYMENT. CUSTOMER HAD THIS EXPLAINED TO HIM, BUT WAS NOT TOTALLY SATISFIED WITH EXPLANATION. HE TOOK DELIVERY OF VEHICLE BUT SAID HE WOULD LIKE SOMEONE FROM FORD TO KNOW HE WAS SCARED OF THIS PROBLEM HAPPENING AGAIN.
OWNREL	REPAIRS MADE TO VEHICLE AFTER FORD ENGINEER DETERMINED AN OBJECT STRUCK PASSENGER FLOOR PAN CAUSING AIR BAG DEPLOYMENT. CUSTOMER NOT TOTALLY HAPPY WITH EXPLANATION. CUSTOMER WANTS SOMEONE AT FORD TO KNOW HE IS SCARED THIS PROBLEM MAY OCCUR AGAIN.

Rpt#: 1FZCE016 NHLAIR Rpt: 06/26/2001 Odom: 9,701 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHDM82W51Y656636 Bld: 11/27/2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 13570 Crane Lincoln-Mercury, Inc. Phone: (903) 793-5531
State: Texas City: Texarkana Orig/Caller: JOHNNY CODY
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: PASS SIDE A/B DEPLOYED Attchmnts: 0
Fix: Cause: Comp: -- Condition Code:

Region Code: 52 Region Name: Southwest - 52

----- C O M M E N T S -----

Type	Comments
REPAIR	S/M STS THE CUSTOMER STS A/B DEPLOYED WITHOUT REASON HE STS HE HAS A F LASH CODE OF 13 CRASH DETECTED HE STS HE INSPECTED THE VEHICLE AND FO ND NO DAMAGE AT ALL
RECOMM	ADV S/M TO CONTACT THE FSE FOR FURTHER INVESTIGATION