



Rpt#: 1F2AA545 CACSFE--or-- C3 00001714596M Rpt: 06/29/2001 Odom: 9,701 M
 Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82N51Y656636 Bld: 11/27/2000
 Engine: 4.6L ROM B Calb: 1VC18B0A 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: OLAF DANIELS 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	***** DEALER REQUEST LETTER ***** REC'D 06/28/01 DEALERSHIP CONTACT: JOHNNIE CODY 903 793-5531 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 AND SPOKE TO DEALERSHIP CONTACT JOHNNIE CODY
OWNREL	LPA SPOKE TO JOHNNIE AT DEALERSHIP. HE INDICATES THAT CUSTOMER SAYS AIR BAGS DEPLOYED FOR NO REASON. THERE WAS NOT AN ACCIDENT OR FIRE. LPA EXPLAINED THIS IS NOT AN ISSUE WE WOULD HANDLE. IT NEEDS TO BE DIRECTED TO THE FIELD. CUSTOMER IS NOT ALLEGING INJURY. LPA SENT EMAIL TO CSM KAREN GREINERT TO ADVISE OF SITUATION.
INREL	LPA ADVISED DEALERSHIP TO CONTACT HIS FIELD REP FOR ASSISTANCE IN THIS CASE. EMAIL WAS SENT TO CSM.

Rpt#: 2E1A6004 NHL Rpt: 05/27/2002 Odom: 16,694 M
 Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W51Y657835 Bld: 12/04/2000
 Engine: 4.6L ROM B Calb: 1VC1LH0A Trans: 4R70W Axle: 8.8 3.55C A/C: YES
 Dealer ID: CAN B6032 ZAROWNY MOTORS ST. PAUL LTD Phone: (780) 645-4468
 Province: Alberta City: St Paul Orig/Caller: BRIAN KOTOWICH
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: D SIDE BAG DEPLOY, UNINTENDED Attchmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: BH0LL2 Phone: 313 317-9290 Dist Cd: 06 06 FCSD REGION-CANADA
 Engineering: Phone: TAR:
 Dir Contact: Phone: Title Cde: T

C O M M E N T S

Type	Comments
REPAIR	TECH STS THAT THE DRIVER'S SIDE BAG HAS BEEN DEPLOYED, CUSTOMER ALLEGES THAT IT JUST BLEW WHILE DRIVING DOWN THE ROAD. TECH HAS NOT CHECKED CODES. NO VISIBLE DAMAGE. SEEKING KNOWNS.
RECOMM	ADVISED TECH NO COMMON ISSUES. ADVISED TO CHECK CODES, POSSIBLE CRT : SSUE. ADVISED IF NO CODES, OR CRASH CODE, CONTACT REGION FOR WARRANTY ASSISTANCE.
REPAIR	05/27/2002 05:47PM JAKE WARDLE MSS - FCSD - TECH SVC HOTLINE TECH STATES HE HAS A B1213 AND B2295. TECH STATES HE CANNOT LOCATE THE RCM. TECH STATES THE SIMULATOR FOR THE SIDE AIR BAG DOES NOT PLUG IN CORRECTLY.
RECOMM	ISM 01-12-004 01-02 TOWN CAR RESTRAINTS CONTROL MODULE LOCATION INFORMED TECH OF RCM LOCATION. ADV TECH TO CONTACT REGION REP FOR PROCEDURE FOR HANDLING UNINTENDED DEPLOYMENT. INFORMED TECH OF SIMULATOR LISTED IN THE ON-LINE SHOP MANUAL AND THERE WAS A DIFFERENT NUMBER THAN THE NUMBER HE WAS USING.
REPAIR	06/19/2002 02:14PM CHRIS HANSON MSS - FCSD - REG - ORLANDO DEALER IS STILL LOOKING FOR A REASON WHY THE AIR BAGS DEPLOYED. THE CUSTOMER WAS SHOWN SSM 15625 AND WANTS TO KNOW IF THIS KNOWN HARNESS ISSUE COULD CAUSE THE UNINTENDED DEPLOYMENT.
RECOMM	SSM 15629 B2295, ENG INVESTIGATING, CK HARNESS BETW C328 - C337 ADVISED SM TO MAKE SURE THERE IS NO DAMAGE UNDERNEATH THE VEHICLE. USUALLY, A CRASH MEMORY CODE INDICATES THAT THE VEHICLE WAS INVOLVED IN SOME SORT OF AN ACCIDENT OR "EVENT". THE SSM 15629 IS TO ADDRESS A CIRCUIT ISSUE, NOT AN UNINTENDED DEPLOYMENT ISSUE. THE B2295 CODE IS THERE AS A RESULT OF THE AIR BAG DEPLOYMENT, AND NOT A RESULT OF A FAULTY HARNESS. IF ANYTHING, A FAULTY HARNESS WILL KEEP THE AIR BAG FROM NOT DEPLOYING. A FAULTY HARNESS WILL ONLY CAUSE THE RCM LIGHT TO COME ONE AND SET THIS B2295 CODE. ADVISED SM TO MAKE SURE THAT THE SIDE IMPACT SENSOR IS ALSO REPLACED.
REPAIR	06/19/2002 05:25PM WESLEY TRIPLETTE MSS - FCSD - TECH SVC HOTLINE DEALER PRINCIPAL WANTS TO KNOW IF THE SIDE IMPACT SENSOR SHOULD BE REPLACED. SEEKING KNOWNS.
RECOMM	ISM 00-03-022 SEE BELOW FOR AIR BAR RECOMMENDED REPLACEMENT
REPAIR	07/30/2002 12:13PM RYAN THIELBAR MSS - FCSD - TECH SVC HOTLINE TECH GILLES IS CALLING SEEKING INFORMATION ON TSB 02-13-04, QUESTIONS WHETHER AIRBAG DEPLOYMENT MAY HAVE BEEN CAUSED FROM A HARNESS ISSUE/ B2295 FAULT. VEHICLE ORIGINALLY HAD CODES B1231 (LONGITUDINAL ACCELERATION THRESHOLD EXCEEDED) AND B2295 PRESENT AFTER DEPLOYMENT.
RECOMM	ADVISED THAT B1231 CODE INDICATES A CRASH SENSOR INPUT, NOT A CIRCUIT

Rpt#: 2R1A6004 NHL

Rpt: 05/27/2002

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

Type	Comments
	FAULT, CAUSED THE BAG TO DEPLOY. THE B2295 FAULT FOR AN OPEN CIRCUIT WOULD HAVE BEEN DUE TO THE BAG BEING DEPLOYED AND THE CIRCUIT BEING OPEN. ADVISED TO INSPECT FOR DAMAGE FROM IMPACT NEAR SIDE CRASH SENSOR TO EXPLAIN B1231.

Rpt#: 2FSAC481 CACVOC--or-- C1 00002313089M Rpt: 08/19/2002 Odom: 15,534 M
 Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W51Y657835 Bld: 12/04/2000
 Engine: 4.6L ROM B Calb: 1VC1LH0A Trans: 4R70W Axle: 8.8 3.55C A/C: YES
 Dealer ID: CAN B6032 ZAROWNY MOTORS ST. PAUL LTD Phone: (780) 645-4468
 Province Alberta City: St Paul 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: 06 06 FCSD REGION-CANADA
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: MIDNIGHT GREY #2

C O M M E N T S

Type	Comments
OWNREL	CUSTOMER SAYS: -CUST WOULD LIKE FORD/LINCOLN TO BUY THE VEH BACK -HAS HAD MANY CONCERNS WITH THE VEH -AIR BAG DEPLOYED ON IT'S OWN -VEH HAS BEEN AT THE DLRSHF FOR ABOUT A MONTH -VEH IS NOW FIXED BUT CUST DOES NOT WANT THE CAR BACK -CUST IS LOOKING FOR ANOTHER 2001 LINCOLN VEH -CUST IS NOT FEELING SAFE IN THE VEH -SALES REPRESENTATIVE IS LOOKING INTO THE ISSUE -CUST ADV CAC THAT SHE WILL HAVE HER REPRESENTATIVE LOOK INTO THE ISSUE -IF STILL NOT SATISFIED SHE WILL CONTACT CAC AGAIN PER CUSTOMER, DEALER SAYS: -ZAROWNY MOTORS -LOOKING INTO THE ISSUE -WILL CONTACT CUST TOMMOROW CAC ADVISED: - ADVISE CUSTOMER THAT F/M/L WARRANTY PROVIDES FOR THE REPAIR OR REPLACEMENT OF PARTS ON VEHICLE, NOT FOR BUYBACK OF VEHICLE. RECOMMEND CUSTOMER CONTINUE TO WORK WITH DEALER TO ENSURE REPAIR OF VEHICLE. *****OBC ZAROWNY MOTORS ,SER MGR,URBAIN OUELLETTE***** -CAC L/M FOR SER MGR TO RETURN MY CALL -CAC ADV CUST TO STAY IN CONTACT WITH THE DLRSHF -AT THAT TIME IF STILL NOT SATISFIED -ADV CUST TO CONTACT CAC INFERENCE CASE ID: 4671
OWNREL	CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: *****OBC DAN ZAROWNY MOTORS ,URBAIN OUELLETTE,SER MGR***** -DLR PRINCIPALE HAS BEEN DEALING WITH CUST CASE -HE WOULD BE THAT BEST PERSON TO SPEAK TO -HIS NAME IS DAN ZAROWNY *****DAN ZAROWNY,DLR PRINCIPAL -THE DRIVER SIDE SEAT AIRBAG DEPLOYED ON IT 'S OWN -WE DON'T CONSIDER THE PROBLEMS SHE HAD TO BE MAJOR -THE CONCERNS WERE MINOR PROBLEMS -THE CONCERNS WERE CORRECTED -THE VEH HAS BEEN HERE FOR ABOUT A MONTH -DEPLOYMENT TOOK PLACE ON MAY 24 2002 -WE HAD A TOW TRUCK THROUGH ROADSIDE BRING THE VEH IN -WE TOOK A 2002 WINDSTAR AND GAVE IT TO THE CUST AS A LOANER -THE VEH HAS BEEN REPAIRED -VEH WAS READY FOR PICK UP WEDNESDAY JUNE 19TH -THE ISSUE WAS THE AVAILABILITY OF PARTS -THIS WAS DISCUSSED WITH MY SERVICE DOW -IT DOESN'T FALL INTO THE CATEGORY OF A NOW FIXABLE REPAIR -IT DOESN'T FALL INTO A CATEGORY THAT WOULD CAUSE THE REPLACEMENT OF THE VEH -THE INVOLUNTARY DEPLOYMENT -WE WERE UNABLE TO DETERMINE THE CAUSE OF THE DEPLOYMENT -THERE WERE TO CODES THAT SHOWED UP ON THE SYSTEM -ACCORDING TO THE CODE IT WOULD SEEM THAT THE VEH WAS IN AN ACCIDENT -OR THAT THE VEH WAS SPINNING AND CAME TO AN ABRUPT STOP -WHICH NONE OF THE ABOVE OCCURED -THE SENSOR MAY HAVE BEEN TOO SENSITIVE -WHICH CAUSED THE AIRBAG TO DEPLOY -THERE WAS ALSO AN EDSR THAT WAS INPUT FOR THIS CASE -LAST FALL SHE DID HAVE A CLUNKING NOISE THAT CAME FROM THE ENGINE -THE CAUSE WAS THE A/C BEING ENGAGED -BUT THAT WAS TAKEN CARE OF -THIS IS NOT A CASE WHICH CAUSES A REPLACEMENT OF THE VEH

Rpt#: 2E3E9005 NHL Rpt: 05/29/2002 Odom: 12,245 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W51Y691662 Bld: 03/05/2001
Engine: 4.6L ROM B Calb: 1VC1S80A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10044 TEXAS CITY LINC-MERC INC Phone: (409) 948-1647
State: Texas City: Texas City Orig/Caller: ROY HIGDON
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: SIDE AIR DEPLOYED, PASSENGER Atchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: WTRIPLE1 Phone: 313 248-8202 Dist Cd: 52 Southwest - 52
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

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

Type	Comments
REPAIR	TECH STATES THAT THE SIDE AIR BAG DEPLOYED WHEN THE CUSTOMER RAN OVER A RECAPPED TIRE. STATES THIS HAPPENED ON THE PASSENGER SIDE AND DOES NOT KNOW WHAT CODES WERE GENERATED.
RECOMM	ADVISED TECH TO PULL CODES AND SEE IF A CRASH EVENT WAS DETECTED. ADVISED TECH IF CRASH EVENT WAS DETECTED TO DEACTIVATE THE SYSTEM AND SEE IF THE CODES WILL CLEAR AND IF SO REPLACE THE AFFECTED PARTS OF THE AIR BAG SYSTEM AND RETEST.

Rpt#: 2A5HF011 NHL Rpt: 01/31/2002 Cdom: 2,165 M
 Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W51Y739662 Bld: 06-28 2001
 Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 10600 Ogden Lincoln-Mercury, Inc. Phone: (630) 810-9700
 State: Illinois City: Westmont Orig/Caller: DON BERNARD
 Symptom: 1 04 6 98 BODY, RESTRAINTS, SIDE AIR BAGS, INDICATOR
 Addl Sym: B2477 WITH NEW MODULE. Attchmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: SBBAUREG Phone: 313 318-6272 Dist Cd: 41 Chicago - 41
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: 7

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

Type	Comments
REPAIR	<p>TECHNICIAN STATES THAT THE CUSTOMER HAD THE SIDE AIRBAGS DEPLOY WHEN THEY TURNED ON THE KEY. TECHNICIAN STATES THAT THE VEHICLE WAS IN THE BODY SHOP AND HAD THE AIRBAG REPLACED AND THE MODULE REPLACED. TECHNICIAN STATES THAT WHEN THE NEW MODULE IS PLUGGED IN THERE IS A CODE B2477 STORED. TECHNICIAN STATES THAT IF HE PLUGS IN THE ORIGINAL MODULE THERE ARE CODES B1921 AND B1231 STORED. TECHNICIAN IS SEEKING KNOWNS ON THIS CONCERN AND WHAT MODULE HE SHOULD PUT IN TO REPAIR THE VEHICLE.</p>
RECOMM	<p>ISM 01-12-040 B2477, MODULE CONFIGURATION, USE (NGS) 9.1 ADVISED TECHNICIAN TO USE THE NEW MODULE. ADVISED TECHNICIAN THAT THE ORIGINAL MODULE HAS A CODE THAT INDICATES THAT THE CRASH DATA IS FULL. ADVISED TECHNICIAN OF THE CONFIGURATION PROCEDURE FOR THE RESTRAINT CONTROL MODULE (RCM). ADVISED TECHNICIAN AFTER CONFIGURING THE MODULE TO A TOWN CAR WITH SIDE AIRBAGS TO INSTALL THE RED SERVICE CARD AND CLEAR ANY DTC'S ON THE SAME KEY CYCLE. ADVISED TECHNICIAN HOTLINE CAN HOLD WHILE HE PERFORMS CONFIGURE. TECHNICIAN REPORTS THE VEHICLE IS IN THE BACK OF THE SHOP AND WILL CALL BACK IF THERE ARE ANY MORE CONCERNS OR THE PROCEDURE DOES NOT WORK.</p>

Rpt#: 2DYIO007 NHL Rpt: 04/25/2002 Odom: 2,332 M
 Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W61Y655799 Bld: 11/27/2000
 Engine: 4.6L ROM B Calb: 1VC1LH0A Trans: 4R70W Axle: 8.8 3.55C A/C: YES
 Dealer ID: USA 11618 Prestige Lincoln-Mercury Phone: (352) 372-4251
 State: Florida City: Gainesville Orig/Caller: MARK RIFFEE
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: SIDE AIRBAG DEPLOYMENT Attchmnts: 0
 Fix: N Caus. Comp: SEAT COVER -- RPL Condition Code:
 Hotliner: MFIORILL Phone: 313 317-4488 Dist Cd: 24 Orlando - 24
 Engineering: Phone: TAR: OLD
 Dir Contact: Phone: Title Cde: SM

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

Type	Comments
REPAIR	SM STATES CUSTOMER WAS DRIVING ALONE AND HAD THE PASSENGER - SIDE AIRBAG DEPLOY. CUSTOMER CLAIMS TO HAVE ALMOST GONE OFF THE ROAD WHEN THIS OCCURED. SM STATES THE ONLY CODE IN THE RCM WAS B1231 FOR SIDE AIRBAG CIRCUIT OPEN. WANTS TO KNOW WHAT CAUSED IT - IF THERE IS A WIRING ISSUE. CUSTOMER IS IN LOANER CAR. STATES THAT PARTS FOR THE VEHICLE ARE ON BACK ORDER. SEAT COVER WILL NOT BE AVAILABLE UNTIL 6/27/02. CUSTOMER IS SCARED THAT THE OTHER BAGS WILL GO OFF ALSO AND WANTS THEM ALL REPLACED. NO SIGNS OF IMPACT ON THE VEHICLE.
RECOMM	REPORT #: 1KNKY004 SSM 13628 DEPLOYMENTS AS RESULT OF FLOORPAN DAMAGE NOT WARRANTABLE. ADVISE SM WILL FAX THE SSM TO (905)451-0004. ADVISED SM THAT THE B1231 STATES THE LONGITUDINAL ACCELERATION THREE SHOULD EXCEED WHICH INDICATES THAT THE DEPLOYMENT WAS COMMANDED BY THE MODULE. PAST REPORT INDICATED THAT THE CUSTOMER RAN OVER A TIRE IN THE ROAD THAT CAUSED THE SIDE AIRBAG TO DEPLOY. ADVISED NOT TO DIAGNOSE WIRING, BUT TO WAIT FOR PSE. ADVISED THAT I WOULD SAFETY AND TECH ASSIST THIS REPORT.
ADD-ON	05/01/2002 10:49AM ALAN PONE(FSE) MSS - FCSD - REG - ORLANDO SPOKE WITH SM AND HE SPOKE WITH RMM TO GET SEAT COVER FOR VEHICLE.
TECH/C	05/02/2002 03:18PM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE REPAIR NOT COMPLETE - WAITING FOR ALL PARTS TO ARRIVE

Rpt#: 1G5JV005 NHLAIR Rpt: 07/31/2001 Cdom: 7.917 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W61Y701695 Bld: 03/30/2001
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: KEN KRAUSS
Symptom: 1 04 4 98 BODY, RESTRAINTS, FRT AIR BAG SYS, INDICATOR
Addl Sym: DRV SIDE 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 STS DRV SIDE A/B DEPLOYED. TECH STS HE INSPECTED THE VEHICLE AND FOUND NO DAMAGE. RICHARD.
RECOMM	ADV TECH TO REPLACE THE SIDE CRASH SENSORS AND THE RCM TO INCLUDE THE A/B. GAVE APPR CODE P27SN

Rpt#: 1KFKZ010 NHLAIR Rpt: 11/06/2001 Odom: 6,502 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W61Y724880 Bld: 05/29/2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.0 3.08C A/C: YES
Dealer ID: USA 12943 Davis-Moore Lincoln Mercury, I Phone: (316) 685-0211
State: Kansas City: Wichita Orig/Caller: DARRYL FUTHEY
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: PASS SIDE A/B 611D10 Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 53 Region Name: Kansas City - 53

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

Type	Comments
REPAIR	TECH STS HE INSPECTED THE VEHICLE AND FOUND NO DAMAGE. THE FSE APPROX : UNN ALSO INSPECTED THE VEHICLE AND FOUND NO DAMAGE.
RECOMM	GAVE APPR CODE P27LT

Rpt#: 1HQ8Z002 NHLAIR Rpt: 08/17/2001 Odom: 10,252 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN VIN: 1LNHM82W71Y673308 Bld: 01/19/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 1.08C A-C: YES
Dealer ID: USA 00939 Lowcountry Ford-Mercury, Inc. Phone: (843) 873-3550
State: South Caroli City: Summerville Orig/Caller: CHAD POLLAK
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: NON ACC A/B DEPLOYMENT Attachments: 0
Fix: Cause, Comp: -- Condition Code:

Region Code: 21 Region Name: Atlanta - 21

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

Type	Comments
REPAIR	S/M STS THERE IS NO DAMAGE TO THE VEHICLE.
RECOMM	GAVE APPR CODE P27TU ADV S/M TO CHANGE SENSORS AND RCM

Rpt#: 1IDKW007 NHLAIR Rpt: 09/04/2001 Odom: 10,379 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHMS2W71Y712821 Bld: 04/24/2001
Engine: 4.6L ROM B Calb: 1VC19B0A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 12943 Davis-Moore Lincoln Mercury, I Phone: (316) 685-0211
State: Kansas City: Wichita Orig/Caller: DARRYL FUTHEY
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: 53 Region Name: Kansas City - 53

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

Type	Comments
REPAIR	TECH STS CUSTOMER STS WHILE DRIVING THE VEHICLE THE A/B DEPLOYED WITHO UT ACCIDENT
RECOMM	ADV THE TECH TO INSPECT THE VEHICLE AND CONTACT THE CUSTOMER AND ASK W HAT THEY WERE DOING AT THE TIME OF DEPLOYMENT
ADD-ON	09/07/2001 04:27PM STEVE KING MSS - FCSD - BUS ASST CENTER TECH DARYL FUTHEY STS THE CUSTOMER THAT RENTED THE VEHICLE FROM ENTERP RISE WAS DRIVING DOWN THE ROAD, APPROX 35-40 MPH (PAVED ROAD) WHEN THE AIRBAG DEPLOYED FOR NO REASON. UNDERCARRIAGE UNDAMAGED PER TECH AND FSE. FSE AARON NUNN STS VEHICLE WAS CLEAN AND APPROVAL REPAIR: P8CJR

Rpt#: 2FZHZ017 NHL Rpt: 06/26/2002 Odom: 11,906 M
Vehicle: 2001 TOWN CAR, SIGN, SEDAN 1LNHM82W71Y717078 Bld: 04/30/2001
Engine: 4.6L ROM B Calb: 1VC1P80A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: CAN B4062 Great Plains Ford Sales Ltd Phone: (306) 842-2645
Province: Saskatchewan City: Weyburn Orig/Caller: DOUG NICHOLSON
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: PASS SIDE BAG Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: KMCCALL1 Phone: 313 248-8093 Dist Cd: 06 06 FCSD REGION-CANADA
Engineering: Phone: TAR:
Dir Contact: CONFIRMED 062602 Phone: 306 842-2645 Title Cde: 7

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

Type	Comments
REPAIR	TECH STATES CUSTOMER ALLEGES PASSENGER SIDE AIR BAG DEPLOYED WHILE DRIVING ON A GRAVEL ROAD AT (WHAT TECH ESTIMATES) 80 KM/H. SEEKING KNOWN
RECOMM	ISM 00-03-022 SEE BELOW FOR AIR BAG RECOMMENDED REPLACEMENT ADVISED TO REPAIR AS NECESSARY, RETAIN PARTS FOR NORMAL WARRANTY PERIODS, IF ANY LEGAL ISSUES ARISE, CONTACT DEALER OPERATIONS MANAGER.

Rpt#: 2LLAA027 CREDSR--or-- Q 527072 Rpt: 12/14/2002 Odom: 11,816 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W71Y717078 Bld: 04/30/2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70N S Axle: 8.0 3.08C A/C: YES
Dealer ID: CAN B4062 Great Plains Ford Sales Ltd Phone: (306) 842-2645
Province Saskatchewan City: Weyburn Orig/Caller: CHAD FELLNER
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: Attachments: 0
Fix: Y Cause: Comp: -- Condition Code:

Region Code: 06 Region Name: 06 FCSD REGION-CANADA

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

Type	Comments
CONCER	THE PASSENGER SIDE AIR BAG WENT OFF ON ITS OWN.
TECH/C	CHECKED OUT AND REPLACED AIR BAG ASSEMBLY. STILL TALKING WITH DOM ABOUT REASON FOR REPAIR.
AUDIT	SYMPTOM_CODE 206000 CHANGED TO 104657 BY SDAVIS20 PART_NBR 611D10 CHANGED TO 611D10 BY SDAVIS20

Rpt#: 1GXD1011 NHLAIR Rpt: 07/24/2001 Odom: 1.951 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82N71Y724967 Bid: 05.24.2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 04283 Varsity Ford Lincoln Mercury, Phone: (979) 694-2222
State: Texas City: College Station Orig/Caller: MONTE GUY
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: 52 Region Name: Southwest - 52

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

Type	Comments
REPAIR	SERVICE WRITER STS THE VEHICLE WAS DRIVEN IN AND WRITTEN UP ON 7-18-01 FOR NON-ACCIDENT AIRBAG DEPLOYMENT. TECH DID NOT DOWNLOAD ANY TROUBLE CODES, NOR DID TECH PUT VEHICLE ON HOIST TO INSPECT UNDERCARRIAGE.
RECOMM	NO APPROVAL GIVEN PENDING FIELD SERVICE ENGINEER INSPECTION/AUTHORIZATION.
ADD-ON	07/31/2001 11:00AM STEVE KING MSS - FCSD - BUS ASST CENTER. FIELD SERVICE ENGINEER, MIKE RESNICK, STS BOTH B2995 AND B1231 WERE DOWNLOADED FROM THE VEHICLE'S RCM. NO DAMAGE TO UNDERCARRIAGE, AND FSE FEELS THIS VEHICLE SHOULD BE REPAIRED UNDER WARRANTY. VEHICLE'S OLD PARTS WILL BE MAILED IN FOR INSPECTION. APPROVAL CODE P807X GIVEN.

Rpt#: 1HFCU015 NHL Rpt: 08/06/2001 Odom: 1,951 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W71Y724967 Bld: 05/24/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: 8.8 1.08C A/C: YES
Dealer ID: USA 04283 Varsity Ford Lincoln Mercury, Phone: (979) 694-2022
State: Texas City: College Station Orig/Caller: ROBERT RAEZELO
Symptom: 1 04 6 10 BODY, RESTRAINTS, SIDE AIR BAGS, ATTACHMENT
Addl Sym: MOUNTING CONCERN ON SENSORS Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: SBEAUREG Phone: 313 318-6272 Dist Cd: 52 Southwest - 52
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: 7

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

Type	Comments
REPAIR	TECH STATES THAT THE AIRBAGS DEPLOYED WITHOUT AN ACCIDENT. TECH STATES THAT HE HAS CONTACTED THE PHONE NUMBER LISTED IN SSM 13596 AND WAS AUTHORIZED TO REPLACE THE AIRBAG SENSORS AND AIRBAGS. TECH STATES THAT THE SENSORS FOR THE SIDE AIRBAGS ARE MOUNTED ON A DIFFERENT STYLE BRACKET AND IS SEEKING INFO ON IF THESE SENSORS ARE THE CORRECT SENSORS FOR THIS VEHICLE.
RECOMM	SSM 13596 CALL (888)571-7135 - ALL 99-00 AIR BAG WARRANTY CLAIMS SSM 13597 (CONTINUED FROM 13596) ADVISED TECH THAT THERE ARE NO KNOWNS FOR DIFFERENT STYLE OR CHANGES TO THE MOUNTING OF THE CRASH SENSORS. ADVISED TECH TO CHECK WITH CENTRAL ORDER PROCESSING TO VERIFY THAT THESE SENSORS ARE THE RIGHT ONES FOR THE VEHICLE. (800) 545-3790

Rpt#: 2FMC4012 NHL Rpt: 06/13/2002 Odom: 34,151 M
 Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W51Y652922 Bld: 11/16/2000
 Engine: 4.6L ROM B Calb: 1VC18B0A 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: CHRIS RAMBERG
 Symptom: 1 04 0 00 BODY, RESTRAINTS, OTHER-CODE NA, OTHER-CODE NA
 Addl Sym: B2295 DR SIDE AIR BAG DEPLOYED Attchmnts: 0
 Fix: Y Caus. Comp: -- Condition Code:
 Hotliner: DKAPLA Phone: 313 248-2923 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 STS THE DRIVERS SIDE AIR BAG HAS DEPLOYED. THE CUSTOMER ALLEGES THE BAG DEPLOYED WHILE DRIVING DURING A MODERATE RAIN. TECH STS THERE IS NO SIGN OF IMPACT HAS INSPECTED THE ENTIRE VEH FOR DAMAGE INCLUDING THE UNDERSIDE OF THE VEH. TECH HAS RETRIEVED B2295 FROM MEMORY AND HAS NO LFC OR FLAG.
RECOMM	SSM 15629 B2295, ENG INVESTIGATING, CK HARNESS BETW C328 - C337 ISM 01-10-048 B2295 (LFC 22 AND 23, FLAG SYSTEM) YW12-14B720-AA
	***** ADVISED TECH TO CONTACT THE DEALERS FSE TO EVALUATE THIS CONCERN. PLEASE DO NOT RELEASE THE VEH UNTIL ALL REPAIRS ARE COMPLETED. REPLACE THE SIDE AIR BAG, CRASH SENSOR, POSS ROM, AND REPAIR COLATERAL DAMAGE AS REQUIRED.
WHY?	THIS VEH HAS A HOTLINE REPORT FROM OCT 01 ON B2295 BUT FOR THE PASS SI DE AIR BAG WITH LFC 23. ALSO THERE IS A SSM 15629 STATES ENGINEERING IS INVESTIGATING A CONCERN WITH THE DRIVERS SIDE AIR BAG CKT'S. THE PREVIOUS CQIS REPORT # IS 1J4BZ009.

Rpt#: 2EGIQ005 NHL Rpt: 05/07/2002 Odom: 18,578 M
 Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W81Y719096 Bld: 05/11/2001
 Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 11442 David McDavid's Plano Lincoln Phone: (972) 985-9122
 State: Texas City: Plano Orig/Caller: AARON GRAF
 Symptom: 1 04 4 98 BODY, RESTRAINTS, FRT AIR BAG SYS, INDICATOR
 Addl Sym: SIDE AIR BAG DEPLOYED Attchments: 0
 Fix: N Caus. Comp: -- Condition Code:
 Hotliner: RLUSK1 Phone: 313 317-9298 Dist Cd: 52 Southwest - 52
 Engineering: Phone: TAR: CLD
 Dlr Contact: Phone: Title Cde: T

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

Type	Comments
REPAIR	TECH STATES THE CUSTOMER CLAIMS WAS DRIVING DOWN THE ROAD AND THE SIDE AIR BAG WENT OFF. TECH STATE THERE IS NO EVIDENCE OF DAMAGE TO THE VEHICLE.
RECOMM	ADVISED TECH I WILL TAR THE REPORT SO DO NOT ATTEMPT ANY REPAIRS ON THE VEHICLE TILL THE FSE SHOWS UP.
ADD-ON	05/07/2002 03:43PM CONNIE AIRINGTON(FSE MSS - FCSD - REG - SOUTHWEST CAIRINGT
ADD-ON	05/19/2002 04:53PM CONNIE AIRINGTON(FSE MSS - FCSD - REG - SOUTHWEST FSE WAS ABLE TO CONTACT THE DEALERSHIP ON 5/09/02 AND SET APPT TO INSPECT VEHICLE ON 5/11/02. SPOKE TO TECHNICIAN AND REVIEWED CODES PULLED OUT OF RCM MODULE, B1231 AND B2295. TECHNICIAN STATED THAT THERE WAS NO UNDERCARRIAGE DAMAGE. INSPECTED VEHICLE ON 5/11/02, ABOVE CODES PRESENT IN MODULE, DRIVERS SIDE AIR BAG HAS BEEN DEPLOYED AND UPON INSPECTION OF UNDERCARRIAGE NOTE: FOUND EXCESSIVE AMOUNTS OF UNDERCARRIAGE SCUFFING AND DAMAGE. RECOMMENDATION AT THIS TIME, THAT CUSTOMER CONTACT VEHICLE INSURANCE COMPANY FOR NECESSARY REPAIRS, NOT A MANUFACTURERS DEFECT. CLOSING TAR.

Rpt#: 2EMAA661 CACVOC--or-- C1 00002252135M Rpt: 05/14/2002 Odom: 16,000 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W81Y719096 Bld: 05/11/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W 8 Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 11442 David McDavid's Plano Lincoln Phone: (972) 985-9122
State: Texas City: Plano 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: 52 Southwest - 52
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 STATES RAN OVER A ROAD HAZARD, SCRAP PIECE OF TIRE -CUST STATES WAS UNABLE TO AVOID THE ROAD HAZARD -CUST STATES THE SCRAP TIRE CAUSE THE SIDE AIRBAG TO DEPLOY -CUST STATES THERE WAS NO REASON THE SIDE AIRBAG SHOULD DEPLOY IN THIS SITUATION AND IS A SAFETY CONCERN -CUST STATES WOULD LIKE FORD TO COVER THE COST OF THE AIRBAG TO BE REPLACED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR. ***OBC TO DLR*** -SPOKE W/ SCOTT NELSON -SCOTT STATES THE ROAD HAZARD LEFT TWO DENTS IN THE FLOOR PLAN UNDER THE VEH -SCOTT STATES THIS DAMAGE OCCURRED RIGHT NEXT TO THE SIDE AIRBAG SENSOR -SCOTT STATES CONFIRMED W/ FIELD SERVICE ENGINEER THAT THIS INCIDENT IS ACCIDENT RELATED, CUST NEEDS TO CONTACT INSURANCE CARRIER -SCOTT STATES NO ASSISTANCE FROM FORD INFERENCE CASE ID: 5413

Rpt#: 2E4AB550 CACVOC--or-- C1 00002279221M Rpt: 08/14/2002 Odom: 16,143 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHMS2W81Y719096 Bld: 05/11/2001
Engine: 4.6L ROM B Calb: 1VC1P80A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 11442 David McDavid's Plano Lincoln Phone: (972) 985-9122
State: Texas City: Plano 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: AUTUMN RED C/C

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

Type	Comments
OWNREL	SL RECEIVED LETTER ADDRESSED TO SCHERLE DATED 5/16/02 THE CUSTOMER WRITES REGARDING A/B DEPLOYMENT. WHILE DRIVING DOWN THE HIGHWAY HE RAN OVER SOME TIRE DEBRIS. THE SIDE A/B DEPLOYED. THE DEALER AND FSE INSPECTED THE VEHICLE. THE FSE DETERMINED THE A/B DEPLOYED AS A RESULT OF DEBRIS HITTING AND DENTING THE FLOOR PANEL. THE CUSTOMER WAS DENIED REPAIR UNDER WARRANTY AND REFERRED TO HIS INSURANCE COMPANY. THE CUSTOMER DOES BELIEVE THE A/B SHOULD HAVE DEPLOYED BECAUSE THERE WAS NO SIDE IMPACT. THE CUSTOMER WANTS FORD TO RESOLVE THE MATTER. SL SPOKE WITH SERV MGR AT THE DEALER AND HE ADVISED THE FSE FOUND A DENT IN THE FLOOR PANEL IN WHICH TRIGGERED THE SENSOR CAUSING THE A/B TO DEPLOY. SL CONTACTED THE CUSTOMER BY PHONE AND REQUESTED A CALL BACK.
OWNREL	SL SPOKE WITH THE CUSTOMER AND ADVISED OUR OFFICE SUPPORTS THE DETERMINATION OF THE FSE/DEALER. THIS MATTER IS AN INSURANCE ISSUE. THE CUSTOMER SAYS HE UNDERSTANDS THAT BUT BELIEVES FORD SHOULD FOREWARN CUSTOMERS THE SIDE A/B MAY DEPLOY IF THEY HIT SOMETHING UNDERNEATH THE VEHICLE.

Rpt#: 1HJGJ007 NHLAIR Rpt: 08/10/2001 Odom: 8,246 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHH82W91Y643906 Bld: 11/06/2000
Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10670 Woodhouse Lincoln Mercury, Inc Phone: (402) 592-1044
State: Nebraska City: Omaha Orig/Caller: MIKE PARTUSCH
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: A/B DEPLOYMENT NON ACCIDENT Attchmts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 53 Region Name: Kansas City - 53

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

Type	Comments
REPAIR	TECH STS HE INSPECTED THE VEHICLE AND FOUND NO DAMAGE TO IT
RECOMM	GAVE APPR CODE P27GW AND ADV THE TECH TO CHANGE ALL SENSORS TO INCLUDE THE RCM

Rpt#: 2DDCZ021 NHL Rpt: 04/04/2002 Odom: 17,586 M
Vehicle: 2001 TOWN CAR, SIGN , SEDAN 1LNHM82W91Y691065 Bld: 03/07/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.0 3.08C A/C: YES
Dealer ID: USA 10667 Cavanaugh Lincoln Mercury Phone: (870) 935-2666
State: Arkansas City: Jonesboro Orig/Caller: WILLIE ROSE
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: UNINTENDED SIDE BAG DEPLOYED Attchmnts: 0
Fix: Y Caus. Comp: WIRE ASY - SEAT BACK -- RPR Condition Code:
Hotliner: CHANSON3 Phone: 407 875-7572 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 THAT THE VEHICLE'S SIDE AIR BAG DEPLOYED UNINTENDED. NO AFT ERMARKET DEVICES APPEAR TO BE HOOKED TO THE VEHICLE. NO ONE WAS INJUR ED IN THE DEPLOYMENT.
RECOMM	ADVISED SM TO REPLACE THE DEPLOYED AIR BAG, THE SIDE IMPACT SENSOR, AND THE RCM. CONTACT THE PROPER WARRANTY PERSONELL FOR ANY WARRANTY RELATED CONCERNS. LOOK FOR ANY DAMAGE ON THE FLOOR PLAN.

Rpt#: 1GKAA634 CACVOC--or-- C1 00001735224M Rpt: 07/12/2001 Odom: 4,200 M
 Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W1Y630113 Bld: 09/25/2000
 Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 12858 Springfield Lincoln-Mercury Sa Phone: (417) 831-2641
 State: Missouri City: Springfield 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: 53 Kansas City - 53
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: EBONY SOLID C-C

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

Type	Comments
OWNREL	CUSTOMER SAYS: -AS HE WAS DRIVING ON THE HIGHWAY, 70 MPH THE AIRBAG HAD DEPLOYED -HE HAD NOT HIT ANYTHING, NO DAMAGE ON THE VEH. -HE TOOK THE VEH TO THE DLRSHIP -HE WANTS TO KNOW WHY THIS HAS HAPPENED PER CUSTOMER, DEALER SAYS: * * * SPRINGFIELD LINCOLN-MERCURY * * * -CUST SHOULD CONTACT HIS INSURANCE COMPANY FOR FINANCIAL ASSISTANCE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT SERV MGR FOR TECHNICAL ASSISTANCE - CRC IS NOT A TECHNICAL CENTER, WE RELY ON THE DLRSHIP FOR ANY TECHNICAL INFORMATION *** SUP WILL CONTACT WITHIN 3 BUSINESS DAYS *** INFERENCE CASE ID: 4905
OWNREL	CUSTOMER CAME IN TO LET ME SEE WHAT HAD HAPPENED. HE TOLD ME HE HAD HIT A PIECE OF RUBBER FROM A TIRE IN THE ROAD. I DID NOT SEE ANY DAMAGE TO THE CAR .GAVE CUSTOMER EST OF REPAIRS ADVISED HIM TO TURN IT IN TO HIS INSURANCE.
OWNREL	CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: ***** SUPERVISOR OBC (ANGELAH EXT.2041) ***** - OBC TO CUST ON -- (07/16/01 @ 2:25 PM EST)-- - 1ST ATTEMPT; LEFT MSG; WILL TRY AGAIN.
OWNREL	CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: ***** SUPERVISOR OBC (ANGELAH EXT.2041) ***** - OBC TO CUST ON -- (07/16/01 @ 6:42 PM EST)-- - 2ND ATTEMPT; LEFT MSG; WILL TRY AGAIN.
OWNREL	CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: ***** SUPERVISOR OBC (ANGELAH EXT.2041) ***** -OBC TO CUST ON - (07/17/01 @ 1:37 PM EST) -UNABLE TO CONTACT CUST -FINAL ATTEMPT TO CONTACT CUST -NEXT CSR PLEASE ADVISE CUST THAT THE ISSUE HAS BEEN REVIEWED BY A SUPERVISOR -RESOLUTION IS: WE SUPPORT DLRSHIP DIGANOSIS ON THE MATTER AT THIS TIME. YOUR INSURANCE COMPANY HAS THE RIGHT TO SUBROGATE FORD. *****ISSUE CLOSED*****
OWNREL	CUSTOMER SAYS: CUST CALLING REGARDS TO PREVIOUS ISSUE REGARDING AIR BAG PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: ***** SUPERVISOR OBC (ANGELAH EXT.2041) ***** -OBC TO CUST ON - (07/17/01 @ 1:37 PM EST) -UNABLE TO CONTACT CUST -FINAL ATTEMPT TO CONTACT CUST -NEXT CSR PLEASE ADVISE CUST THAT THE ISSUE HAS BEEN REVIEWED BY A SUPERVISOR -RESOLUTION IS: WE SUPPORT DLRSHIP DIGANOSIS ON THE MATTER AT THIS TIME. YOUR INSURANCE COMPANY HAS THE RIGHT TO SUBROGATE FORD. *****ISSUE CLOSED*****

Rpt#: 1ARAC767 CACSE--or-- C3 00001440031M Rpt: 01/19/2001 Odom: 20,120 M
 Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83WX1Y655447 Bld: 11/20/2000
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 10916 Bowling Green Lincoln Mercury, Phone: (419) 352-2553
 State: Ohio City: Bowling Green Orig/Caller:
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: Attachmnts: 0
 Fix: Caus. Como: -- 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: EBONY SOLID C/C

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

Type	Comments
OWNREL	***** DEALER REQUEST LETTER ***** REC'D 01/18/01 DEALERSHIP CONTACT: DAVE SHIELDS 419-352-2553 ALLEGES CUSTOMER ALLEGES THAT THE AIRBAGS DEPLOYED ON HIS VEHICLE FOR NO REASON. ***** CUSTOMER REQUESTS THAT THAT FORD REPAIR THE VEHICLE. *
OWNREL	***LPA COMMENTS*** LPA LEFT A MESSAGE WITH THE S/M REGARDING THE CUSTOMER AIR-BAG CONCERNS. UNFORTUNATELY THE CUSTOMER WAS NOT AVAILABLE. LPA WILL RE-CONTACT THE CUSTOMER NEXT WEEK.
OWNREL	***LPA COMMENTS*** LPA SPOKE WITH THE S/M WHO INDICATED THE INSURANCE HAS ALREADY PAID THE CUSTOMER VEHICLE CLAIM. THE CUSTOMER SUSTAINED UNDER-CARRIAGE DAMAGE TO HIS VEHICLE. THIS IS WHAT CAUSED HIS AIR-BAG TO DEPLOY. BECAUSE THE INSURANCE CO. HAS PAID THE VEHICLE CLAIM, WE ARE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER AND HUMBLY SUGGESTED TO THE CUSTOMER TO CONTINUE WORKING WITH THEIR INSURANCE COMPANY.

Rpt#: 2A5ID001 FCSDFS Rpt: 01/31/2002 Odom: 21,526 M
Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W11Y611188 Bld: 08/22/2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10909 Bob Borst Lincoln Mercury Phone: (248) 643-6600
State: Michigan City: Troy 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 WHILE THE CUSTOMER WAS DRIVING. THE CUSTOMER HIT A POT HOLE IN THE ROAD. RTDA REQUESTED TO INSPECT THE VEHICLE FOR AN APPROVAL CODE.
RECOMM	FOUND THERE WAS NO DAMAGE TO THE VEHICLE. REFER TO REPORT NUMBER 2A3DM001 FOR FURTHER DETAILS. OPENING AND CLOSING REPORT DUE TO DEALER VISIT.
ADD-ON	01/31/2002 03:16PM SCOTT MURRAY MSS - FCSD - REG - DETROIT CLOSING TAR

Rpt#: 1GCCF019 NHLAIR Rpt: 07/03/2001 Odom: 11,975 M
Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W11Y613295 Bld: 08/28/2000
Engine: 4.6L ROM B Calb: 1VC18B0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 11414 NORTH HILLS L-M SALES INC Phone: (817) 595-4488
State: Texas City: Hurst Orig/Caller: TOM DEMOREST
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: PASS SIDE A/B DEPLOYED Attachments: 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 HE HAS INSPECTED THE VEHICLE AND FOUND NO DAMAGE.
RECOMM GAVE APPR CODE P27J2 611D10 14B321 AND ADV S/F TO CHANGE THE CRASH SEN
SORS

Rpt#: 2GYHP004 NHL Rpt: 07/25/2002 Odom: 30,000 M
 Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W11Y700677 Bld: 03/26/2001
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 12010 BOB WILLIAMS LM INC Phone: (615) 868-7950
 State: Tennessee City: Madison Orig/Caller: TRACY STOREY
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: ALLEGED UNINTENDED DEPLOY Attachmnts: 0
 Fix: Y Caus. Comp: CUSTOMER PAID -- RPR Condition Code:
 Hotliner: RTHIELBA Phone: 313 317-7075 Dist Cd: 23 Memphis - 23
 Engineering: Phone: TAR: CLD
 Dlr Contact: Phone: Title Cde: T

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

Type	Comments
REPAIR	TECH STATES CUSTOMER ALLEGES SIDE AIRBAGS DEPLOYED UNINTENDED. VEHICLE IS NOT AT DEALER, CONCERN HAS NOT BEEN VERIFIED. SEEKING INFORMATION ON SSM FOR SIDE AIRBAG DEPLOYMENTS - CANNOT FIND SSM.
RECOMM	SSM 13628 DEPLOYMENTS AS RESULT OF FLOORPAN DAMAGE NOT WARRANTABLE ADVISED OF ABOVE SSM, ADVISED TO RUN A 00 VIN TO ACCESS THE SSM AS IT HAS NOT BEEN UPDATED FOR THE 01-03 MODEL YEARS.
ADD-ON	07/29/2002 03:57PM KRIS MCCALL MSS - FCSD - TECH SVC HOTLINE ADVISED WOULD SUBMIT FOR TECHNICAL ASSISTANCE REFERRAL ////////////////////////////////////TAR//////////////////////////////////// (CQIS DOWN AT TIME OF CALL, SMC NOT AVAILABLE, GROUP LEADER NOT AVAILABLE).
ADD-ON	07/29/2002 04:34PM KRIS MCCALL MSS - FCSD - TECH SVC HOTLINE SERVICE MANAGER TERRY CALLING BACK, SAME CONCERN. STATES INSURANCE ADJUSTER LOOKED AT VEHICLE, SAW DAMAGE UNDER CAR, BUT WOULD NOT PAY FOR CLAIM BECAUSE MESSAGE INDICATES FOR 2000 AND EARLIER. SEEKING NEXT STEP.
ADD-ON	07/31/2002 11:05AM JORGE REBELLON JAG - JAGUAR CONCERN REVIEWED BY PVT, NO ADDITIONAL REPAIR DIRECTION AT THIS TIME. JORGE REBELLON WIXOM PVT 248-344-5978
REPAIR	07/31/2002 11:23AM DAVE MUSSEY MSS - FCSD - TECH SVC HOTLINE TECH STATES THAT THE SAFETY RESTRAINT SYSTEMS ARE THE SAME FROM 99-02 AND WANTS TO KNOW IF SSM 13628 CAN BE UPDATED TO INCLUDE THE '01 AND '02 MODELS.
RECOMM	AFTER CONSULTING WITH THE TOWN CAR SMC, ADV TECH THAT THE SMC WOULD SEND A MESSAGE TO THE PLANT ABOUT GETTING SSM 13628 UPDATED.
ADD-ON	08/23/2002 01:39PM DAN CORNING(PSE) MSS - FCSD - REG - MEMPHIS WENT TO THE DEALERSHIP AND INSPECTED UNIT. THERE WAS A DENT IN THE FLOORPAN RIGHT UNDER THE AIRBAG MODULE AS INDICATED IN SSM 13628. CALLED THE CUSTOMERS INSURANCE COMPANY AND EXPLAINED ISSUE. INSURANCE COMPANY AGREED TO REPAIR DAMAGE AND HAS ALREADY DONE SO.

Rpt#: 2G5AC543 CREDSR--or-- Q 511069 Rpt: 08/01/2002 Odem: 17,778 M
Vehicle: 2001 TOWN CAR,CART ,SEDAN 1LNHMB3W11Y700677 Bld: 03/26/2001
Engine: 4.6L ROM B Calb: 1VC1880A Trans: 4R70W S Axle: B.8 3.08C A/C: YES
Dealer ID: USA 12010 BOB WILLIAMS LM INC Phone: (615) 868-7950
State: Tennessee City: Madison Orig/Caller: DAN CORNING
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Attachmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 23 Region Name: Memphis - 23

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

Type	Comments
CONCER TECH/C	THE AIR BAG DEPLOYED WHILE DRIVING. KOBEC P1000. INSPECTION OF THE UNIT IDENTIFIED THERE WAS A DENT IN THE FLOOR PAN OF THE CAR UNDER THE AIR BAG MODULE. THERE IS A SSM THAT ADDRESSES THIS CONCERN FOR 1999 AND 2000 MY VEHICLES. THE SSM DOES NOT SPECIFICALLY ADDRESS THE 2001 OR 2002 UNITS AND THE HOTLINE HAS BEEN NOTIFIED OF THIS AND IS IN PROCESS OF LOOKING INTO UPDATING THE SSM. WARRANTY WAS DENIED ON UNIT.
AUDIT	SRV_DLR_CODE BYE10 CHANGED TO 12010 BY DSTELTER PART_NBR 10 CHANGED TO BY DSTELTER SYMPTOM_CODE 104000 CHANGED TO 104457 BY DSTELTER

Rpt#: 2JXGP002 NHL Rpt: 10/11/2002 Odom: 37,698 M
Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W21Y637749 Bld: 10/20/2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 1.08C A/C: YES
Dealer ID: CAN A4722 Kelleher Ford Sales Phone: (204) 728-8554
Province Manitoba City: Brandon Orig/Caller: MARCEL DUFRESNE
Symptom: 1 04 6 58 BODY, RESTRAINTS, SIDE AIR BAGS, NON-DEPLOYMENT
Addl Sym: B1231, ON GRAVEL ROAD Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: JMANLEY2 Phone: 313 317-9387 Dist Cd: 06 06 FCSD REGION-CANADA
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: 7

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

Type	Comments
REPAIR	TECH STS THAT WHILE DRIVING DOWN A GRAVEL ROAD THE DRIVERS "SIDE" AIR BAG DEPLOYED. TECH STS THAT A B1231 IS PRESENT IN THE RCM. TECH SEEKING TECHNICAL AND WARRANTY INFORMATION.
RECOMM	ADVISED TECH THAT THE RCM DETECTED A CRASH. ADVISED TECH THAT WHILE DRIVING ON GRAVEL ROADS THAT A ROCK CAN TRIGGER THE CRASH SENSOR IF IT STRIKES THE FLOOR PAN JUST RIGHT. ADVISED TECH THAT I AM UNABLE TO ANSWER ANY WARRANTY QUESTIONS, CONTACT PSE OR DOM FOR WARRANTY DIRECTION. ADVISED TECH THAT THE RCM DEPLOYED THE AIR BAG B/C IT RECEIVED AN INPUT FROM THE CRASH SENSOR.

Rpt#: 2JYAA703 CACVOC--or-- C1 00002535007M Rpt: 10/28/2002 Odom: 0 M
Vehicle: 2001 TOWN CAR, CART , SEDAN ILNHM83W21Y637749 Bld: 10/20/2000
Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: CAN A4722 Kelleher Ford Sales Phone: (204) 728-8554
Province Manitoba City: Brandon Orig/Caller:
Symptom: 3 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: 06 06 PCSD REGION-CANADA
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: WHITE PEARL TRI COAT

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

Type	Comments
OWNREL	ASSIGNED BY NEAL ADLARD (DEALER OPERATIONS MANAGER TERRITORY 61, WESTERN REGION) THE CUSTOMER WAS DRIVING ON A GRAVEL ROAD AT 70 KPH AND THE SIDE AIRBAG DEPLOYED. THE DEALERSHIP SENT THE CUSTOMER TO THEIR INSURANCE COMPANY FOR HANDLING. THE INSURANCE COMPANY, MANITOBA PUBLIC INSURANCE CORPORATION (MPIC) AUTHORIZED THE DEALERSHIP TO INSPECT THE VEHICLE (AN MPIC ADJUSTER WAS AT THE DEALERSHIP DURING THE INSPECTION). AL SKINNER (SVC/M) ADVISED DOM THAT THERE WAS NO INDICATION OF DAMAGE TO THE VEHICLE OTHER THAN INDICATIONS OF ROAD ABRASION ON THE BOTTOM OF THE VEHICLE INCLUDING THE FLOOR PAN. DUE TO THE ALLEGED LACK OF DAMAGE INDICATING A COLLISION, MPIC WILL NOT TO COVER THE REPAIR COSTS. THE CUSTOMER IS REQUESTING ASSISTANCE FROM FORD TO REPAIR THE VEHICLE. PER SSM 13628 " DEPLOYMENTS AS A RESULT OF FLOORPAN DAMAGE ARE NOT WARRANTABLE. THE SEAT MOUNTED SIDE AIRBAGS ON 1999 - 2000 TOWN CARS, CONTINENTAL AND 2000 LS MAY DEPLOY IF THE FLOORPAN IS STRUCK BY ROAD DEBRIS (LARGE ROCKS, ETC.) AT OR NEAR THE LOCATION OF THE SIDE IMPACT AIRBAG CRASH SENSOR. THE SIDE AIRBAG CRASH SENSOR IS LOCATED ON THE FLOORPAN UNDERNEATH THE DRIVER AND PASSENGER SEATS. THE LOCATION OF THE SENSOR IS REQUIRED TO PROPERLY SENSE A SIDE IMPACT EVENT AND DEPLOY THE SIDE AIRBAG. IF THE FLOORPAN IS STRUCK WITH SUFFICIENT FORCE, THE CRASH SENSOR WILL INTERPRET THIS AS A SIDE IMPACT AND THE SIDE AIRBAG WILL DEPLOY. WHEN MAKING REPAIRS ON ANY VEHICLE WITH A DEPLOYED SIDE IMPACT AIRBAG, CAREFULLY INSPECT THE VEHICLE FLOORPAN FOR ANY SIGNS OF DEBRIS IMPACT DAMAGE. ***** DEPLOYMENTS AS A RESULT OF FLOORPAN DAMAGE OR OTHER IMPACTS TO THE VEHICLE ARE NOT WARRANTABLE REPAIRS. ***** LISA CURRIE

Rpt#: 1LZBX015 NHL Rpt: 12/26/2001 Odom: 10,370 M
 Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W21Y684778 Bld: 02/21/2001
 Engine: 4.6L ROM B Calb: 1VC1S80A 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: KEITH DIEDRICH
 Symptom: 1 04 6 98 BODY, RESTRAINTS, SIDE AIR BAGS, INDICATOR
 Addl Sym: RIGHT SIDE AIR BAG DEPLOYMENT Attchmnts: 0
 Fix: N Caus. Comp: AIR BAG DIAGNOSTIC MODULE -- RPL Condition Code:
 Hotliner: LINMAN Phone: 313 317-7037 Dist Cd: 41 Chicago - 41
 Engineering: Phone: TAR: CLD
 Dlr Contact: Phone: Title Cde: SM

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

Type	Comments
REPAIR	SM STATES HE HAS RIGHT SIDE AIR BAG DELOYMENT. CUSTOMERS WIFE WAS SITTING IN SEAT WHEN BAG WENT OFF. CUSTOMER WAS NOT IN AN ACCIDENT AND SAY S HE DID NOT HIT ANYTHING. SM STATES HE HAS A VERY SMALL MARK ON PASSENGER SIDE FLOOR. SM CALLED 888 NUMBER AND TALKED TO STEVE KING AND HAS REPORT NUMBER 1LZB3014. LOOKING FOR FSE TO COME OUT TO DEALER TO ISPECT DAMAGE AND MAKE THE CALL.
RECOMM	SSM 13596 CALL (888)571-7135 - ALL 99-00 AIR BAG WARRANTY CLAIMS SSM 13597 (CONTINUED FROM 13596) FSE REQUESTED TO CALL DEALER AND MAKE ARRANGEMENT TO TALK TO SM ON AIR BAG DEPLOYMENT. THIS IS REQUESTED PER WARRANTY CLAIMS
DD-ON	01/02/2002 06:09PM TROY ROBERTSON(FSE) MSS - PCSD - REC - CHICAGO CONTACTED KEITH DIEDRICH AT DLR WHO ADVISED PULLED CODES B1231 AND B2295 FROM MODULE. KEITH ADV THERE IS A SCUFF MARK UNDER PASS SIDE FLOOR PAN BUT HARD TO TELL IF THIS IS RELATED TO SIDE SEAT AIR BAG DEPLOYMENT. REC KEITH TAKE DIGITAL PICTURES OF UNDER BODY ON PASS SIDE AND E-MAIL TO ME. REC WILL REVIEW ISSUE FURTHER ONCE PICTURES OBTAINED.
ADD-ON	01/03/2002 11:01PM DANIEL MYERS CQ - CDLA - CQD - PQE INSPECTED VEHICLE AND MARK ON FLOOR PAN IS FROM VEHICLE ASSEMBLY PLANT AND ALL TOWN CARS HAVE THE SAME MARK. UNABLE TO FIND ANY EVIDENCE OF AN IMPACT THAT WOULD HAVE CAUSED THE AIR BAG TO DEPLOY. ADVISED DEALER TO REPLACE RCM, RIGHT SIDE CRASH SENSOR, RT SIDE AIR BAG AND PASSENGER SEAT COVER. PQE SENDING RCM AND CRASH SENSOR TO MARIA LOVELACE @ ECI. DAN MYERS PQE - IOWA 563-289-9991
ADD-ON	01/07/2002 02:54PM MARIA LOVELACE CQ - CDLA - CQD - PQE PARTS GIVEN TO PAUL MCCORMICK FOR ANALYSIS
ADD-ON	01/14/2002 12:31PM TROY ROBERTSON(FSE) MSS - PCSD - REC - CHICAGO CONTACTED KEITH DIEDRICH AT DLR WHO ADVISED REPLACED PARTS PER PQE REQUEST AND DROVE VEH FOR 3 DAYS. KEITH ADVISED NO LIGHT OR OTHER CONCERNS AND HAS RELEASED VEHICLE BACK TO OWNER.
TECH/C	01/23/2002 03:26PM SURVEY ENTRY MSS - PCSD - TECH SVC HOTLINE SEND FIELD ENGINEER TO LOOK AT CAR AND MAKE DECISION

Rpt#: 1LZB3014 NHLAIR Rpt: 12/26/2001 Odom: 18,370 M
 Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W21Y684778 Bld: 02/21/2001
 Engine: 4.6L ROM B Calb: 1VC18B0A 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: KEITH DIEDRICK
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: NON-ACCIDENT AIRBAG DEPLOYMENT Attachments: 0
 Fix: Caus. Comp: -- Condition Code:

Region Code: 41 Region Name: Chicago - 41

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

Type	Comments
REPAIR	TECH STS THE SIDE AIRBAG DEPLOYED WITHOUT ACCIDENT. TECH FOUND MINIM AL FLOOR PAN DAMAGE @ DRIVER'S SEAT WHERE IT MAKES A LITTLE CURVE. TE CH SEEKING KNOWN ISSUES. TECH TO CALL/SM TO CALL THE FIELD SVC ENG.
RECOMM	APPROVAL CODE NOT GIVEN AT THIS TIME. F.S.E. TO CALL IN ANY FINDINGS.
ADD-ON	01/03/2002 11:03PM DANIEL MYERS CQ - CD&A - CQD - FQE INSPECTED VEHICLE AND MARK ON FLOOR PAN IS FROM VEHICLE ASSEMBLY PLANT AND ALL TOWN CARS HAVE THE SAME MARK. UNABLE TO FIND ANY EVIDENCE OF AN IMPACT THAT WOULD HAVE CAUSED THE AIR BAG TO DEPLOY. ADVISED DEALER TO REPLACE RCM, RIGHT SIDE CRASH SENSOR, RT SIDE AIR BAG AND PASSENGER SEAT COVER. FQE SENDING RCM AND CRASH SENSOR TO MARIA LOVELACE @ ECI. DAN MYERS FQE - IOWA 563-289-9991

Rpt#: 3CQF3022 NHL Rpt: 03/17/2003 Odom: 13,162 M
Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHMS3W31Y610950 Bld: 08/21/2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 12233 Marshall Bros. Lincoln Mercury Phone: (504) 985-1690
State: Louisiana City: Metairie Orig/Caller: KEVIN LEWIS
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: JFONTAN2 Phone: 313 248-7892 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	CUSTOMER ALLEGES THAT THE DRIVERS SIDE IMPACT AIRBAG DEPLOYED UNINTENDED. CUSTOMER WAS DRIVING AT 60MPH. NO INJURIES ASSOCIATED WITH INCIDENT. NO EVIDENCE OF DAMAGE ON VEHICLE. HAS NOT CHECKED FOR CODES AT THIS TIME.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO ADVISED TECH TO CHECK FOR CODES. ADVISED TO RECHECK FOR ANY UNDER BODY DAMAGE. FIND OUT IF CUSTOMER HIT POT HOLE, CHECK WHEELS FOR DENTS. ADVISED THAT IF B1231 IS PRESENT, MODULE SAW INFO NEEDED FOR DEPLOYMENT. ADVISED TO REPAIR AS NECESSARY. WOULD SUBMIT AS A SAFETY CONCERN.

Rpt#: 3CZAG158 CREDSR--or-- Q 200300068703 Rpt: 03/27/2003 Cdom: 13.162 M
Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W31Y610950 Bld: 08/21/2000
Engine: 4.6L ROM B Calb: 1VC18B0A Trans: 4R70W Axle: 8.8 J.38C A/C: YES
Dealer ID: USA 12233 Marshall Bros. Lincoln Mercury Phone: (504) 885-1680
State: Louisiana City: Metairie Orig/Caller: PHIL REHAGE
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: Attachments: 0
Fix: Y Caus. Comp: -- Condition Code:

Region Code: 23 Region Name: Memphis - 23

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

Type	Comments
CONCER	CHECK AIR BAG DEPLOYED
TECH/C	CUSTOMER BROUGHT VEHICLE TO SERVICE DEPARTMENT STATED THAT THEY WERE ON HIGHWAY COMING HOME FROM TEXAS AND THE LEFT SIDE AIR BAG BLOW OUT OF THE SIDE OF THE SEAT, WE INSPECTED THE CAR AND FOUND NO VISUAL SIGNS OF ANY THING HITTING THE CAR, THE UNDERCARRIAGE WAS CLEAN, AND THE BODY WAS NOT DAMAGED. WE CONTACTED THE TECHNICAL HOTLINE AND THEY HAD NO OTHER INFORMATION FOR US. WE REPLACED THE LEFT FRONT SEAT BACK COVER AND CUSHION, WE REPLACED THE RCM AND THE SENSOR. ROAD TESTED CAR EXSTINSIVELY TO VERIFY REPAIR. THE CUSTOMER IS VERY UNHAPPY WITH THIS SITUATION. CUSTOMER SAYS VEHICLE IS NOT SAFE AND DOSE NOT WANT CAR ANYMORE. THIS IS THE SECNOND TOWN CAR THAT WE HAVE SEEN AT THIS DEALERSHIP WITH THIS EXACT CONCERN. THE OTHER ONE WAS 2002 TOWN CAR. IT IS TIED UP IN THE LEGAL SYSTEM AT THIS TIME. PLEASE CALL ME OR E-MAIL ME IF YOU HAVE ANY UPDATES ON THIS CONCERN. ALSO PLEASE FORWARD THIS EDSR TO THE SAFETY ENGINEERS AT THE TOWN CAR PLANT. THANKS FOR YOUR TIME.
AUDIT	SYMPTOM_CODE 104000 CHANGED TO 104657 BY SDAVIS20 PART_NBR CHANGED TO BY SDAVIS20

Rpt#: 2ETD2002 NHL Rpt: 05/20/2002 Odom: 16,503 M
Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W31Y614013 Bld: 09/07/2002
Engine: 4.6L ROM B Calb: 1VC1SE0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 07290 Tekamah Motors, Inc. Phone: (402) 374-1933
State: Nebraska City: Tekamah Orig/Caller: MARK RENSHAW
Symptom: 1 04 0 00 BODY, RESTRAINTS, OTHER-CODE NA, OTHER-CODE NA
Addl Sym: B1231 PASS SIDE AIR BAG DEPLOY Attchmnts: 0
Fix: Y Cause: Comp: SENSOR-SIDE AIR BAG -- RPL Condition Code:
Hotliner: DKAFLA Phone: 313 248-2923 Dist Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: 7

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

Type	Comments
REPAIR	(LOWER CASE). THE PASS SIDE AIR BAG DEPLOYED WHILE DRIVING. TECH HAS RETRIEVED DTC B1231. TECH STS THERE IS NO DAMAGE TO THE VEH. TECH HAS NOT CK'D THE UNDER SIDE OF THE VEH.
RECOMM	ADVISED TECH TO CK THE UNDER SIDE OF THE VEH FOR DAMAGE. REPLACE THE PASS SIDE IMPACT SENSOR. CK'S SENSOR CKT'S FOR SHORT. LOAD TEST POWERS AND GROUNDS AT RCM. REPLACE RCM AND REPAIR COLATERAL DAMAGE FROM THE AIR BAG DEPLOYMENT.
TECH/C	07/03/2002 11:41AM SURVEY ENTRY MSS - PCSD - TECH SVC HOTLINE REPL SENSOR, REPAIRED SEAT AND TRIM DMG PASS SIDE

Rpt#: 3A3AC669 CACVOC--or-- C1 00002703483M Rpt: 01/30/2003 Odom: 25,000 M
 Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W11Y681808 Bld: 02/15/2001
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 10346 Downey Lincoln Mercury Phone: (562) 861-0721
 State: California City: Downey 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: EBONY SOLID C/C

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

Type	Comments
OWNREL	CUSTOMER SAYS: - CUST SAYS VEH AIRBAGS ON PASSENGER SIDE HAD DEPLOYED - CUST SAYS DLRSHIP WILL NOT PAY FOR RENTAL AND THEY WANT ASSISTANCE - CUST SAYS THEY THINK THAT RENTAL WAS \$65/DAY FOR 8 DAYS BUT THEY ARE UNSURE AND WILL CALL BACK PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? *****OBC TO DLRSHIP***** - CSR LEFT MESSAGE FOR S/M JOSE AT DOWNEY L/M (562) 861 - 0721 - NEED TO FIND OUT IF THEY WANT TO ASSIST W/ RENTAL OR IF THEY WANT US TO ASSIST W/ RENTAL OR NONE OF THE ABOVE INFERENCE CASE ID: 5388
OWNREL	WELL LET ME THINK ABOUT IT, AN AIR BAG DEPLOYS WITH OUT WARNING, I THINK THAT THE CRC SHOULD PAY FOR RENTAL DUE TO FORD INVOLVEMENT.. JUST TO LET THE CUSTOMER KNOW THAT FORD MOTOR COMPANY IS HERE TO ASSIST.. JUST MY OPIONON
OWNREL	CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: *****OBC TO CUST***** CSR LEFT MESSAGE FOR CUST - NEED TO FIND OUT DETAILS ABOUT RENTAL BILL
OWNREL	THANK YOU CRC WITH THE HELP
OWNREL	CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: *****OBC TO CUST***** CSR LEFT MESSAGE FOR CUST - NEED TO FIND OUT DETAILS ABOUT RENTAL BILL - 2ND ATTEMPT
OWNREL	CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: *****OBC TO CUST***** CSR LEFT MESSAGE FOR CUST - 3RD ATTEMPT - NO LONGER LEAVING ON F/U

Rpt#: 1HCBL015 NHL Rpt: 08/03/2001 Odom: 4,242 M
 Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W41Y669568 Bld: 01/09/2001
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 02867 Janssen & Sons Ford Phone: (308) 395-4412
 State: Nebraska City: Holdrege Orig/Caller: STEVE NEWMAN
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: DRIVERS SIDE AIR BAG DEPLOYED Attachments: 0
 Fix: Y Caus: Comp: -- Condition Code:
 Hotliner: RSTEPANO Phone: 313 317-9125 Dist Cd: 53 Kansas City - 53
 Engineering: TRAVIS JOHNSON Phone: 313 317-7076 TAR:
 Dlr Contact: Phone: Title Cde: 51

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

Type	Comments
REPAIR	SD STS THAT CUSTOMER WAS DRIVING WHEN THE DRIVES SIDE IMPACT AIR BAG DEPLOYED FOR NO REASON. SD CONTACTED DISTRICT REP AND WAS TOLD TO CONTACT THE HOTLINE.
RECOMM	ADVISED SD TO RETIEVE CODES. IF THERE IS A CODE FOR CRASH DATA FULLY RECONTACT DISTRICT REP AND THEY CAN CALL OGC TO SEND SOMEONE DOWN TO RETRIEVE ALL CRASH DATA INFO FROM RCM. IF THERE ARE NO CODES REPLACE COMPONENTS NEED TO RESTORE SYSTEM TO OPERATIONAL CONDITION AND TEST - CHECK FOR WIRING SHORTED TO POWER. OF SENSOR WIRING SHORTS TO POWER/GROUND.
TECH/C	09/06/2001 11:38AM SURVEY ENTRY MSS - PCSD - TECH SVC HOTLINE DIRECTED TO CONSUMER AFFAIRS.

Rpt#: 1HCCE009 NHLAIR Rpt: 08/03/2001 Odom: 4,402 M
Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W41Y669568 Bld: 01/09/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 02867 Janssen & Sons Ford Phone: (308) 995-4418
State: Nebraska City: Holdrege Orig/Caller: STEVE NEWMAN
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: DSAB NON-ACCIDENT DEPLOYMENT Attachments: 0
Fix: Caus, Comp: -- Condition Code:

Region Code: 53 Region Name: Kansas City - 53

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

Type	Comments
REPAIR	TECH STS THE SIDE AIRBAG FOR DRIVER'S SEAT DEPLOYED WHILE CUSTOMER WAS DRIVING BACK FROM A GOLF GAME. NO REPAIR ORDER WRITTEN YET, AND NO DTC'S WERE DOWNLOADED YET, BUT TECH DID CONTACT ZONE REP AS TO PROCEDURE
RECOMM	NO APPROVAL GIVEN UNTIL FIELD SERVICE ENGINEER CONTACTS THE DEALERSHIP AND INSPECTS VEHICLE.
ADD-ON	01/14/2002 09:47AM STEVE KING MSS - FCSD - BUS ASST CENTER SEAT AIRBAG RECEIVED TODAY, BUT BAG MISSING FROM MODULE, AND NO ROM WAS SENT WITH AIRBAG (OR SIDE CRASH SENSOR). NO CALL FROM FSE AND NO CALL BACK FROM DEALERSHIP AFTER THE ORIGINAL 8/01 CALL. FOUND THAT DEALERSHIP 11607 (VERO BEACH) HAD TO REPLACE DRIVER'S SEAT BECAUSE THE LUMBAR SWITCHES/TRIM COLOR CODE BOTH NOT CORRECT. CHARGE BACK DLR 02867.

Rpt#: 1H1AA606 CACSPF--or-- C3 00001788814M Rpt: 08/10/2001 Odom: 4,242 M
 Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W41Y669568 Bld: 01/09/2001
 Engine: 4.6L ROM B Calb: 1VC1S80A Trans: 4R70W Axle: 8.6 3.08C A/C: YES
 Dealer ID: USA 02867 Janssen & Sons Ford Phone: (308) 995-4418
 State: Nebraska City: Holdrege 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: Home Phone: (000) 000 - 0000
 Work Phone: (000) 000 - 0000 Region: 53 Kansas City - 53
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: IVORY PARCHMENT TR:

C O M M E N T S

Type	Comments
OWNREL	***** DEALER REQUEST LETTER ***** REC'D 08/09/01 DEALERSHIP CONTACT: STEVE NEWMAN 308 995-4418 ALLEGES CUSTOMER ALLEGES THAT HER VEHICLE IS DEFECTIVE. **CUSTOMER REQUEST THAT FORD REPAIR HER VEHICLE.**
OWNREL	LPA SPOKE WITH CUSTOMER - MR. COX INFORMED ME THAT WHILE HE WAS DRIVING ABOUT 25 MPH DOWN THE ROAD THE SIDE IMPACT AIR BAG DEPLOYED CAUSING HIM TO VEER OFF TO THE SIDE OF THE ROAD AND HIT A CURB. THERE WERE NO INJURIES AND NO BODY DAMAGE TO THE VEHICLE. CUSTOMER WANTS VEHICLE REPAIRED. LPA WILL CONTACT DEALERSHIP.
OWNREL	LPA OFFERED 5/75,000 PREMIUMCARE ESP. MR. COX REJECTED THE OFFER.
OWNREL	LPA SPOKE WITH MR. GREG BOLTERMAN AND HE INFORMED THIS REPAIR CAN BE COVERED UNDER WARRANTY. DEALERSHIP IS GOING TO REPAIR VEHICLE UNDER WARRANTY.
OWNREL	CUSTOMER SAYS: - AUG 2 2001 WHILE DRIVING AT APPROX 25 MPH THE DRIVERS SIDE AIR BAG DEPLOYED FOR NO REASON OUT OF NOWHERE WHICH MADE CUST LOOSE CONTROL BUT HE QUICKLY REGAINED CONTROL OF THE VEH - THE VEH HAS BEEN AT THE DLRSHIP FOR 3 WEEKS NOW - CUST RECIEVED A CALL FROM SOMEONE FROM FORD REGARDING AN OFFER FOR CUST TO BE AWARDED AN ESP BUT CUST REFUSED - CUST HAS SINCE RECONSIDERED AND WOULD LIKE TO ACCEPT THIS OFFER - IS THERE ANYWAY TO TAKE UP THIS OFFER AND INFORM THE REP THAT CONTACTED CUST ABOUT THE ESP OFFER PER CUSTOMER. DEALER SAYS: CUST ALLEGES THE VEH SHOULD BE READY TOMORROW AFTERNOON AFTER WE REPLACE THE LEATHER SEAT COVER IN THE REAR SEAT CAC ADVISED: * * * * * * * * OBC TO CONSUMER AFFAIRS * * * * * (CONSUMER AFFAIRS * PROVIDED BY OBC TO SERV MGR BUT WILL NOT BE DISCLOSED ON FILE) - SPOKE TO CONSUMER AFFAIRS REP CATHRINA WHO SAID WE WILL ACCEPT CUST RECONSIDERATION OF ESP OFFER AND APPLY A 5YR/75,000 MILES PREMIUMCARE ESP TO THIS VEH - I WILL CONTACT CUST AND INFORM HIM OF THIS ARRANGMENT ***** LCSR DANE 2617 ***** - PROVIDED OBC DETAILS TO CUST - DOCUMENTED INFO
OWNREL	LINCOLN CONTACTED ME AND INFORMED ME THAT THE CUSTOMER IS NOW INTERESTED IN ACCEPTING OUR ESP OFFER. LPA DECIDED TO PROVIDE WITH ESP. I CONTACTED CUSTOMER AND INFORMED HIM THAT WE WILL PROVIDE HIM THE ESP AND HE SHOULD RECEIVE INFORMATION IN THE MAIL SOON. CUSTOMER WAS PLEASED.

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Rpt#: 1LCAA244 CACVOC--or-- C1 00001980552M Rpt: 12/04/2001 Odom: 7,300 M
 Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W41Y669568 Bld: 01/09/2001
 Engine: 4.6L ROM B Calb: 1VC1880A Trans: 4R70W Axle: B.8 3.00C A/C: YES
 Dealer ID: USA 02867 Janssen & Sons Ford Phone: (308) 995-4418
 State: Nebraska City: Holdrege 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: Home Phone: (000) 000 - 0000
 Work Phone: (000) 000 - 0000 Region: 53 Kansas City - 53
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: IVORY PARCHMENT TR:-

C O M M E N T S

Type	Comments
OWNREL	CUSTOMER SAYS: CUSTOMER SAYS - SIDE AIR BAGS EXPLODED WHILE DRIVING - VEHICLE IS NOT INVOLVED IN ACCIDENT - VEHICLE WAS KEPT FOR 29 DAYS - NOW CUSTOMER IS IN VERO BEACH FL FOR 6 MONTHS AND NOTICED THAT LUMBAR SWITCH IS NO LONGER THERE AND THE WIRES ARE MISSING - WANTS TO HAVE VEHICLE REPAIRED WHILE IN VERO BEACH FL PER CUSTOMER, DEALER SAYS: PER CUSTOMER, DEALER SAYS - JANSSEN L/M IN HOLDREGE NE CAC ADVISED: 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 - OBC TO SANDY S/M AT VERO BEACH FL SHE STATED HAVE CUSTOMER CALL AND MAKE APT AND TO BRING IN CAR IN AND BRING IN ANY PAPER WORK THE DEALER MAY HAVE PROVIDED YOU WITH FROM THAT INFORMATION THEY WILL KNOW IF ITS ACCIDENT RELATED INFERENCE CASE ID: 4905
OWNREL	- ISSUE OPENED IMPROPERLY, SHOULD HAVE OPENED TO VERO BEACH - THE LUMBAR SWITCH IS NOT RELATED TO THE INCIDENT WITH AIRBAG DEPLOYMENT; THIS ISSUE WAS ADDRESSED BY JANSSEN & SONS SHORTLY AFTER THE INCIDENT OCCURRED - DEALER FORWARDED INFORMATION ON AIRBAG INCIDENT TO CONSUMER AFFAIRS FOR REVIEW AND HANDLING - CUSTOMER NOW HAS A WARRANTY ISSUE THAT CANNOT BE ADDRESSED BY JANSSEN & SONS, CUSTOMER IS IN FLORIDA - NOT NEBRASKA - CUSTOMER HAS APPARENTLY MADE ARRANGEMENTS FOR WARRANTY WORK TO BE DONE BY DEALERSHIP IN VERO BEACH
OWNREL	CUSTOMER SAYS: LETTER SENT - 8/2/01 DRIVERS SIDE AIR BAG DEPLOYED AS THEY WERE DRIVING BETWEEN 25-30 MPH ; THE LEFT SIDE AIR BAG SHOVE CUST ARM UP AND FORWARD CAUSING A RIGHT TURN OVER THE CURB AND ONTO THE SIDEWALK - CUST IMMEDIATELY DROVE VEH TO DLR - THE REPAIR OF THE SEAT BACK AND RESTORATION OF THE AIR BAG TOOK 29 DAYS WHICH WAS UNSATISFACTORY ; CUST REALISED THE THE DRIVERS SEAT NO LONGER HAS A SWITCH FOR POWER LUMBAR ,L CUST WONDERING HOW THEY CAN GET THE SWITCH BACK PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: CUSTOMER FOCUS - NO CONTACT REQUIRED/DECISION ALREADY RENDERED ***AS PER DLR HISTORICALS 12/19/01**** - ISSUE OPENED IMPROPERLY, SHOULD HAVE OPENED TO VERO BEACH - THE LUMBAR SWITCH IS NOT RELATED TO THE INCIDENT WITH AIRBAG DEPLOYMENT; THIS ISSUE WAS ADDRESSED BY JANSSEN & SONS SHORTLY AFTER THE INCIDENT OCCURRED - DEALER FORWARDED INFORMATION ON AIRBAG INCIDENT TO CONSUMER AFFAIRS FOR REVIEW AND HANDLING - CUSTOMER NOW HAS A WARRANTY ISSUE THAT CANNOT BE ADDRESSED BY JANSSEN & SONS, CUSTOMER IS IN FLORIDA - NOT NEBRASKA - CUSTOMER HAS APPARENTLY MADE ARRANGEMENTS FOR WARRANTY WORK TO BE DONE BY DEALERSHIP IN VERO BEACH

Rpt#: 2BUIB005 NHL Rpt: 02/21/2002 Odom: 7,000 M
 Vehicle: 2001 TOWN CAR, CART , SEDAN 1LMHM83W41Y733236 Bld: 06/13/2001
 Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
 Dealer ID: UBA 12320 Coastal Carolina Lincoln Mercu Phone: (919) 638-6161
 State: North Caroli City: New Bern Orig/Caller: STEVE ZIMMERER
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: PASS SIDE AIR BAG WENT OFF CRU Attchmnts: 0
 Fix: Y Caus. Comp: RESTRAINING -- RPR Condition Code:
 Hotliner: MLAPKO Phone: 313 248-2933 Dist Cd: 21 Atlanta - 21
 Engineering: Phone: TAR: CLD
 Dlr Contact: NEW AREA CODE Phone: 252 638-6161 Title Cde: SM

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

Type	Comments
REPAIR	SM SEEKING INFORMATION; CUSTOMER JUST CALLED HIM STATING THE PASSENGER SIDE AIR BAG WENT OFF WHILE DRIVING DOWN THE ROAD (CAR IS NOT IN DEALER).
RECOMM	ADV SM TO PULL CODES, INSPECT THE UNDERCARRIAGE BENEATH THE SEATS - THIS IS WHERE THE SIDE IMPACT SENSORS ARE LOCATED. ALSO INSPECT THE MOUNTING AREA OF THE RCM (BENEATH THE ASH TRAY ON THE CENTER CONSOLE). CALL CSM. REPORT #: 1HCBLO15 ADVISED SD TO RETRIEVE CODES. IF THERE IS A CODE FOR CRASH DATA FULL - RECONTACT DISTRICT REP AND THEY CAN CALL OGC TO SEND SOMEONE DOWN TO RETRIEVE ALL CRASH DATA INFO FROM RCM. IF THERE ARE NO CODES REPLACE COMPONENTS NEEDED TO RESTORE SYSTEM TO OPERATIONAL CONDITION AND TEST - CHECK FOR WIRING SHORTED TO POWER. OF SENSOR WIRING SHORTS TO POWER/GROUND.
REPAIR	02/21/2002 05:07PM KRIS MCCALL MSS - FCSD - TECH SVC HOTLINE CALLING BACK, STATES DTCS FOR SIDE AIR BAG OPEN AND CRASH DATA FULL. FOUND NO DAMAGE UNDER CAR. SEEKING KNOWNS
RECOMM	ADVISED TO CONTACT FIELD REPRESENTATIVE FOR FURTHER ASSISTANCE
REPAIR	03/01/2002 08:53AM CHRIS HANSON MSS - FCSD - REG - ORLANDO FSE CALLED AND SAID TO CALL THE AIR BAG HOTLINE NUMBER FOR REPAIR INFO THE SM STATED THAT HE GOT A RECORDING SAYING THAT THIS PHONE NUMBER IS NO LONGER GOING TO GIVE ASSISTANCE AND SHOULD NO LONGER BE USED. THE DEALER DOES NOT HAVE A PHONE NUMBER TO RE-CONTACT THE FSE. THE DEALER WANTS TO JUST FIX THE CAR, BUT IT ALSO WANTS TO BE COVERED FROM ANY LEGALITY THAT COULD OCCUR.
RECOMM	CONSULTED WITH GROUP LEADER, ADVISED DEALER THAT I WOULD SUBMIT THE REPORT FOR TECHNICAL ASSISTANCE. NOTE TO FSE: THE AIR BAG PRIOR APPROVAL NUMBER FOR AIR BAG DEPLOYMENT IS NO LONGER USED. WE ARE WORKING ON PULLING THE SM THAT REFUSE PEOPLE TO THIS NUMBER.
ADD-ON	06/04/2002 01:30PM ED LUCAS (FSE) MSS - FCSD - REG - ATLANTA INSTALLED NEW AIR BAG. SUSPECT SOME IMPACT SET BAGS OFF. NO CONTACT FROM CUSTOMER SINCE.

Rpt#: 2ABCT005 NHL Rpt: 01/02/2002 Odom: 23,753 M
Vehicle: 2001 TOWN CAR, CART, SEDAN 1LNHM83W61Y641061 Bld: 10/24/2000
Engine: 4.6L ROM B Calb: 1VC18B0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 03922 PISTILLI FORD Phone: (201) 262-4900
State: New Jersey City: Paramus Orig/Caller: BOB VAN HOUTEN
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: UNINTENDED AIR BAG DEPLOYMENT Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: REATON4 Phone: 313 317-9386 Dist Cd: 13 New York -13
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: T

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

Type	Comments
REPAIR	TECH STATES HAS CONCERN WITH THE PASSENGERS SIDE AIR BAG HAS BEEN DEPL OYED WITH NOT SIGNS OF COLLISION. SEEKING KNOWNNS.
RECOMM	SSM 13596 CALL (888)571-7135 - ALL 99-00 AIR BAG WARRANTY CLAIMS SSM 13597 (CONTINUED FROM 13596)

Rpt#: 2BMHK001 NHLAIR Rpt: 02/13/2002 Cdem: 50,126 M
Vehicle: 2001 TOWN CAR,CART ,SEDAN 1LNHM83W61Y611253 Bld: 08/23 2000
Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.09C A/C: YES
Dealer ID: USA 12294 Robinson Brothers, Inc. Phone: (225) 924-7060
State: Louisiana City: Baton Rouge Orig/Caller: GARY BROWN
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: 23 Region Name: Memphis - 23

----- C O M M E N T S -----
Type Comments
REPAIR SERVICE MANAGER STS THE VEHICLE CAME IN TODAY AFTER BOTH SIDE AIRBAGS
DEPLOYED WHILE CUSTOMER WAS DRIVING OVER A CULVERT LAST THURS OR FRI.
CUSTOMER STATES NOTHING HIT VEHICLE AND HE DID NOT HIT ANYTHING SO WHY
RECOMM DID THE AIRBAGS DEPLOY? SERVICE MANAGER COULD FIND NO DAMAGE TO THE
UNDERCARRIAGE OF THIS VEHICLE. SEEKING KNOWN ISSUES. SM TO CALL FSE.

Rpt#: 2E51S001 NHL Rpt: 05/31/2002 Odom: 4,942 M
Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W81Y621569 Bld: 09/11/2000
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10567 Roger Beasley Lincoln Mercury Phone: (361) 575-7424
State: Texas City: Victoria Orig/Caller: JOE MENDOZA
Symptom: 1 04 4 98 BODY, RESTRAINTS, FRT AIR BAG SYS, INDICATOR
Addl Sym: SIDE AIR BAG WENT OFF Attchmnts: 0
Fix: N Caus. Comp: -- Condition Code:
Hotliner: RLUSK1 Phone: 313 317-9298 Dist Cd: 52 Southwest - 52
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: 7

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

Type	Comments
REPAIR	TECH STATES THAT THE SIDE AIR BAG WENT OFF. CUSTOMER STATES THAT THEY WERE JUST GOING DOWN THE ROAD AT 30 MPH AND THE SAB WENT OFF. TECH STATES THERE IS DAMAGE TO THE TRANSMISSION OIL PAN.
RECOMM	ADVISED TECH TO HAVE HIS SM CALL THE DOM AND ADVISE HIM OF THE CONCERN
TECH/C	06/11/2002 03:31PM SURVEY ENTRY MSE - FCSD - TECH SVC HOTLINE DEALERSHIP WAITING ON FORD REP TO CALL BACK.

Rpt#: 3CDHU003 NHL Rpt: 03/04/2003 Odom: 40,427 M
 Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W91Y608751 Bld: 08/14/2000
 Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 10491 Platinum Lincoln Mercury Phone: (501) 268-7111
 State: Arkansas City: Searcy Orig/Caller: ERWIN STRAYHORN
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: SIDE AIRBAG DEPLOYED Attchmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: BHOLME21 Phone: 313 317-9379 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	STATES DRIVER SEAT AIRBAG DEPLOYED UNINTENDED. SM SAYS HE CAN'T FULL C ODES BECAUSE HIS WDS ISN'T WORKING AND NGS ONLY GOES UP TO 2000. SEEKING KNOWN
RECOMM	TSE 02-13-04 B2295, INSTALL HARNESS KIT 2W1Z-14B455-AA GET SCAN TOOLS UP TO DATE, SHOULD HAVE B1231 TO SHOW AIR BAG SYSTEM WAS FUNCTIONING NORMALLY.
RECOMM	03/13/2003 11:17AM BRYAN HOLMES MSS - FCSD - TECH SVC HOTLINE ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO CALLED BACK WDS IS FIXED,, HAS A CODE B2295 FOR DRIVERS SEAT AIRBAG DE PLOYED. HAS NOT DONE ANY THING TO THE CAR, ASKED HIM IF THERE WAS A B12 31 CRASH SENSE DETECTED, HE SAID NO AND HE HAS NOT DONE ANYTHING TO CL EAR CODES. CUST. WAS DRIVING CAR AROUND SINCE IT WAS IN THE SHOP LAST. MAY HAVE HAD A DEAD BATTERY. TOLD HIM TO REPAIR AS NEEDED. AND SAVE AL L REPLACED PARTS.

Rpt#: 1GMDW013 NHLAIR Rpt: 07/13/2001 Odom: 10,440 M
Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHMB3W91Y666097 Bld: 01/09/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.6 3.08C A/C: YES
Dealer ID: USA 10627 Capital Lincoln Mercury of Car Phone: (919) 859-2000
State: North Caroli City: Cary Orig/Caller: CHANDLER RICHARSON
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: DRIVER'S SEAT AIRBAG DEPLOYED Attchments: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 21 Region Name: Atlanta - 21

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

Type	Comments
REPAIR	SERVICE DIRECTOR STS THE DRIVER'S SEAT AIRBAG DEPLOYED WHILE THE CUSTOMER WAS DRIVING DOWN THE ROAD. NO DAMAGE EXCEPT SOME SCUFF MARKS ON THE LEFT FRONT BUMPER. NO DIAGNOSTIC TROUBLE CODES WERE GIVEN TODAY.
RECOMM	NO APPROVAL PENDING FIELD SERVICE ENGINEER'S INSPECTION OF VEHICLE.
ADD-ON	07/18/2001 11:09AM STEVE KING MSS - FCSD - BUS ASST CENTER ED LUCAS, FIELD SERVICE ENGINEER, STS THE VEHICLE DOES HAVE IMPACT DAMAGE TO THE UNDER-CARRIAGE ON THE SIDE WHERE THE AIRBAG DEPLOYED. FSE INDICATES THE CUSTOMER WAS PUT INTO THE VEHICLE THE DAY AFTER THE AIRBAG DEPLOYMENT INCIDENT. CUSTOMER AND THEIR INSURANCE ARE RESPONSIBLE.

Rpt#: 2CSHU013 NHL Rpt: 03/19/2002 Odom: 13,332 M
Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM83W91Y681599 Bld: 02/16/2001
Engine: 4.6L ROM B Calb: 1VC1SBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10127 Champion Motors Inc Phone: (205) 833-0012
State: Alabama City: Birmingham Orig/Caller: TIM DOW
Symptom: 1 04 4 98 BODY, RESTRAINTS, FRT AIR BAG SYS, INDICATOR
Addl Sym: SIDE AIR BAG DEPLOYED Attchmnts: 0
Fix: Y Caus. Comp: -- Condition Code:
Hotliner: RLUSKI Phone: 313 317-9298 Dist Cd: 21 Atlanta - 21
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: SM

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

Type	Comments
REPAIR	SM STATES THE CUSTOMER HIT SOMETHING IN THE ROAD AND THE PASS SIDE AIR BAG WENT OFF. SM LOOKING FOR CORRECT PROCEDURE TO FOLLOW.
RECOMM	ADVISED THE SM TO CALL HIS ZONE REP.

Rpt#: 2HTAA138 CACSEF--or-- C3 00002421690M Rpt: 08/21/2002 Odor: 18.100 M
Vehicle: 2001 TOWN CAR,CART ,SEDAN 1LNHM85WX1Y687120 Bld: 02/26/2001
Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: 8.8 3.28C A/C: YES
Dealer ID: USA 10207 Heritage Lincoln-Mercury Inc Phone: (315) 472-4534
State: New York City: Syracuse 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: 13 New York -13
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: SILVER FROST C/C

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

Type	Comments
OWNREL	*****DEALER REQUEST***** 08/20/02 DEALERSHIP CONTACT: KENNY KICINSKI 315 472 4534 CUSTOMER ALLEGES HIS PASSANGER SIDE AIR BAG IS DEFECTIVE. **CUSTOMER REQUESTS FORD REPAIR HIS VEHICLE.**
OWNREL	LPA COMMENTS: MADE OUTBOUND CALL TO DEALER.
OWNREL	FSE INSPECTED VEHICLE FOR AIR BAG DEPLOYMENT. HE FOUND THE BODY MOUNT BENT/TWISTED AND THERE WAS GRASS, GRAVEL, AND SAND WEDGED BETWEEN THE FUEL LINE AND FRAME.

Rpt#: 2HUBR001 FCSDFS Rpt: 08/21/2002 Odom: 18,000 M
 Vehicle: 2001 TOWN CAR, CART , SEDAN 1LNHM85WX1Y687120 Bld: 02/26/2001
 Engine: 4.6L ROM B Calb: 1VC1SB0A Trans: 4R70W Axle: B.8 3.0BC A/C: YES
 Dealer ID: USA 10207 Heritage Lincoln-Mercury Inc Phone: (315) 472-4534
 State: New York City: Syracuse Orig/Caller: KENNY KASINSKI
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: Attchmnts: 0
 Fix: Y Caus. Comp: AIR BAG -- NOA Condition Code:

Region Code: 13 Region Name: New York -13

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

Type	Comments
RECOMM	CUSTOMER STATES PASS SIDE AIR BAG DEPLOYED WHILE DRIVING DOWN THE ROAD , CUSTOMER STATES THAT NOTHING WAS HIT, DEALER STATES NO DAMAGE VISABLE TO THE VEHICLE, SEEKING VEHICLE INSPECTION DUE TO LEGAL ISSUES.
ADD-ON	08/22/2002 10:51AM RALPH ARNING MSS - FCSD - VSP PVT SVC ENG VEHICLE INSPECTED BY FSE AND DETERMINED CAUSE OF DEPLOYMENT TO BE DUE TO VEHICLE CONTACTING TERRA FIRMA.
ADD-ON	08/26/2002 11:24AM RICHARD WHITWORTH(FS MSS - FCSD - REG - NEW YORK VEHICLE INSPECTED, FOUND RIGHT CENTER BODY MOUNT BOLT BENT/DAMAGED DUE TO CONTACT WITH A FIXED OBJECT, RIGHT SIDE OF FRONT BUMPER COVER AND RIGHT TRUNK FLOOR ALSO SHOWED DAMAGE, DIRT/GRAVEL CAUGHT BETWEEN RIGHT FRAME RAIL AND FUEL LINES, NO FURTHER ACTION TO BE TAKEN UNDER WARRENT Y

Rpt#: 2KRHO007.NHL Rpt: 11/18/2002 Odom: 9,339 M
Vehicle: 2002 TOWN CAR, EXEC , SEDAN 1LNHM81W22Y649856 Bld: 12/21/2001
Engine: 4.6L ROM B Calb: 1VC1P80A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 12039 Lamarque Lincoln Mercury, Inc. Phone: (504) 349-4500
State: Louisiana City: Harvey Orig/Caller: SHAWN KREY
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: DR SIDE AIRBAG UNINTEND DEPLOY Atchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: RGEHARD Phone: 313 317-4492 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 STS THE CUST WAS DRIVING DOWN THE FREEMAY WHEN THE DRIVER'S SIDE AIRBAG DEPLOYED. DEALER ISN'T SURE IF SHE HIT ANY BUMPS. BUT THERE'S NO DAMAGE TO THE CAR INDICATING IT HIT ANYTHING. HAS A B1231 IN THE ROM . TECH STS THE CUST WASN'T HURT. THEY AREN'T SURE OF ANY OTHER DETAILS
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO ADV TO REPAIR THE SYSTEM AS IF IT WAS A REGULAR DEPLOYMENT. THOROUGHLY INSPECT WIRING FOR THE CRASH SENSOR AND ROM. HOLD ON TO PARTS FOR A FEW DAYS IN CASE ANYBODY CALLS AND WANTS THEM BACK.

Rpt#: 2AVHZ006 NHL Rpt: 01/22/2002 Odom: 3,798 M
Vehicle: 2002 TOWN CAR, EXEC , SEDAN 1LNHNS1W52Y609223 Bld: 08/01/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W Axle: 8.9 3.08C A/C: YES
Dealer ID: USA 12233 Marshall Bros. Lincoln Mercury Phone: (504) 885-1680
State: Louisiana City: Metairie Orig/Caller: PHIL REHAGE
Symptom: 1 04 4 98 BODY, RESTRAINTS, FRT AIR BAG SYS, INDICATOR
Addl Sym: SAB DEPLOYED. Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: RLUSKI Phone: 313 317-9298 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 THAT THE CUSTOMER WAS MERGING INTO TRAFFIC AND SAW ANOTHER VEHICLE OUT OF THE CORNER OF HIS EYE AND HIT HIS BRAKES AND THE SAB WENT OFF CAUSING THE CUSTOMER TO GO OFF THE ROAD INTO THE MERIDIAN. SM
RECOMM	ADVISED THE SM TO CALL HIS ZONE REP TO HANDLE THE CONCERN.
REPAIR	02/05/2002 12:21PM MELANIE FIORILLO MBS - FCSD - TECH SVC HOTLINE SM STATES THE SIDE AIR BAG ISSUE HAS BECOME A LEGAL ISSUE. SM WANTS TO KNOW WHERE THE SENSOR IS LOCATED TO THE SIDE AIRBAG AND WHAT WOULD NEED TO BE REPLACED.
RECOMM	ADVISED THAT IF THE AIRBAG WAS DEPLOYED, THEN THE RCM WILL HAVE TO BE REPLACED- LOCATED OVER TRANSMISSION HUMP INSIDE THE VEHICLE, THE SIDE CRASH SENSOR - LOCATED LF FLOOR PAN. WILL HAVE TO CHECK FOR CODES FOR ANY FURTHER REPAIRS OUTSIDE OF SIDE AIRBAG AS WELL.

Rpt#: 2AXAA008 CACSFE--or-- C3 00002071271M Rpt: 01/25/2002 Odom: 3,798 M
 Vehicle: 2002 TOWN CAR, EXEC, SEDAN 1LNHM81W52Y609223 Bld: 38/01/2001
 Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 12233 Marshall Bros. Lincoln Mercury Phone: (504) 885-1680
 State: Louisiana City: Metairie 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: PACIFIC BLUE METALLIC

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

Type	Comments
OWNREL	***** DEALER REQUEST LETTER ***** REC'D 01/24/02 DEALERSHIP CONTACT: PHILIP REHAGE 504 885-1680 ALLEGES CUSTOMER ALLEGES THAT HIS VEHICLE AIR BAGS ARE DEFECTIVE. **CUSTOMER REQUEST THAT A FORD REPRESENTATIVE CONTACT HIM TO DISCUSS THIS MATTER.**
OWNREL	***LPA COMMENTS*** LPA SPOKE WITH THE S/M REGARDING THE CUSTOMER VEHICLE CONCERNS. THE CUSTOMER ALLEGES HIS DRIVER'S SIDE AIR-BAG DEPLOYED UNEXPECTEDLY WHILE SLAMMING THE BRAKING SYSTEM TO AVOID AN ACCIDENT. THIS CAUSED THE CUSTOMER TO LOOSE CONTROL OF THE VEHICLE, AND SPIN-OUT INTO A DITCH. THE CUSTOMER SUSTAINED MINOR INJURIES TO HIS LEFT ARM/SHOULDER. THE CUSTOMER HAS NOT CONTACTED HIS INSURANCE COMPANY BECAUSE HE FEELS FMC IS LIABLE. THE VEHICLE IS CURRENTLY IN THE CUSTOMER POSSESSION BUT HAS BEEN INSPECTED BY THE DEALERSHIP. THE DEALER WAS UNABLE TO VERIFY ANY UNDER-CARRIAGE DAMAGE OR EXTERIOR DAMAGE OTHER A DAMAGE FRONT BUMPER, WHICH THE CUSTOMER ALLEGES HAPPEN DURING THE SPIN-OUT. * THE CUSTOMER IS REQUESTING FMC REPAIR HIS VEHICLE, AND COMPENSATE HIM FOR HIS MEDICAL EXPENSES.
OWNREL	***LPA COMMENTS*** LPA SPOKE WITH THE CUSTOMER WHO INDICATED THAT HIS AIR-BAG DEPLOYED FOR NO WHILE DRIVING ON THE FREEWAY. THE CUSTOMER SAYS HE WAS CUT-OFF ON THE FREEWAY, SO HE SWIRVED, AND SLAMMED ON HIS BRAKES TO AVOID AN ACCIDENT. AFTER SLAMMING ON THE BRAKES THE SIDE AIR-BAG DEPLOYED, AND CAUSED HIM TO LOSE CONTROL, AND DRIVE INTO A DITCH. THE CUSTOMER SUSTAINED MINOR INJURIES FROM THE ACCIDENT BUT THE VEHICLE RECEIVED A DAMAGE REAR BUMPER. THE UNDER-CARRIAGE ALSO SUSTAINED LOTS OF MUD. * LPA ADVISED: LPA ASKED THE CUSTOMER IF HE COULD TAKE THE VEHICLE, WHICH IS STILL DRIVEABLE TO THE CAR WASH TO CLEAN THE UNDER-CARRIAGE. THE CUSTOMER AGREED TO HAVE THE VEHICLE CLEAN. LPA EXPLAINED THAT ONCE THE VEHICLE HAS BEEN CLEANED, FMC CAN INSPECT THE UNDER-CARRIAGE FOR DAMAGES,
OWNREL	***LPA COMMENTS*** LPA HAS DECIDED TO PAY FOR THE REPAIRS TO THE CUSTOMER VEHICLE DUE TO THE SUDDEN DEPLOYMENT OF THE SIDE AIR-BAG SYSTEM WHILE DRIVING. THE REPAIRS ARE BEING DONE AS A GOODWILL GESTURE BECAUSE NO EXTERIOR OR UNDER-CARRIAGE COULD BE VERIFIED.
OWNREL	***LPA COMMENTS*** LPA HAS FAXED OVER A GENERAL RELEASE FORM, AND OFFER LETTER FOR THE CUSTOMER TO SIGN TO ACCEPT FMC OFFER TO REPAIR HIS VEHICLE.
OWNREL	***LPA COMMENTS*** THE ABOVE CUSTOMER HAS REJECTED FMC ORIGINAL OFFER TO REPAIR THE VEHICLE. THE CUSTOMER DOES NOT WANT TO SIGN A GENERAL RELEASE FORM, SO HAS DECIDED TO CONTACT AN ATTORNEY, AND SETTLE HIS

Rpt#: 2AXAAD08 CACSFE--or-- C3 00002071271M Rpt: 01/25/2002

----- C O M M E N T S -----
Type Comments
ISSUES THROUGH LITIGATION. NO FURTHER ACTION IS NEEDED BY FMC AT THIS
TIME. TIME TIM T M T - 14

Rpt#: 2KVAB097 CACSFE--or-- C3 00002580641M Rpt: 11/25/2002 Odom: 10,312 M
Vehicle: 2002 TOWN CAR, EXEC , SEDAN 1LNHMB1W52Y671947 Bld: 02/26/2002
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10960 Bud Davis Lincoln Mercury Phone: (901) 373-5700
State: Tennessee City: Memphis 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: LT. PARCHMENT GOLD C

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

Type	Comments
OWNREL	*****PRODUCT LIABILITY***** FAX RECEIVED 11-22-02 DEALER CONTACT: CHARLES GOLDSMITH CUSTOMER ALLEGES PASSENGER SIDE AIR BAG INADVERTANTLY DEPLOYED. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.
OWNREL	LPA CALLED DEAELRSHIP, HE SUBMITTED FAX AS AN FYI ONLY. TOM MESSERLY. FSE WILL INSPECT THE VEHICLE NEXT WEEK. NO FURTHERACTION REQUIRED.
OWNREL	LPACALLED DEAELRSHIP, HE SUBMITTED FAX AS AN FYI ONLY. TOM MESSERLY. FSE WILL INSPECT THE VEHICLE NEXT WEEK. NO FURTHERACTION REQUIRED.

Rpt#: 3FKGG013 NHL Rpt: 06/11/2003 Odom: 50,638 M
Vehicle: 2002 TOWN CAR, EXEC , SEDAN 1LNHM81W62Y695460 Bld: 11/05/2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10354 South Pointe Lincoln Mercury Phone: (719) 577-9000
State: Colorado City: Colorado Springs Orig/Caller: JIM BODDEN
Symptom: 1 04 4 98 BODY, RESTRAINTS, FRT AIR BAG SYS, INDICATOR
Addl Sym: B1231 PASS SIDE SIDE BAD DEPLO Attchmnts: 0
Fix: N Caus. Comp: -- Condition Code:
Hotliner: PKARANFI Phone: 313 317-9127 Dist Cd: 56 Denver - 56
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: 7

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

Type	Comments
REPAIR	TECH HAS A PASS SIDE SEAT AIR BAG DEPLOYMENT B1231 CODE IN RCM HE HAS CLEARED CODES AND NOTHING IS COMING BACK LOOKING FOR WHAT TO REPLACE X OW
RECOMM	ADVISED TECH IF B1231 IS THERE TO SUSPECT SENSORS AND MODULE SAW AN AC CIDENT TO REPLACE ALL SENSORS AND RCM ACCORDING TO SHOP MANUAL
TECH/C	07/01/2003 10:16AM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE COMPANY DECLINED REPAIR

Rpt#: 2JHAC435 CREDSR--or-- Q 200200030911 Rpt: 10/09/2002 Odom: 15,127 M
Vehicle: 2002 TOWN CAR, EXEC , SEDAN 1LNHM81W72Y611331 Bld: 09/07/2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W Axle: 8.8 3.08C A/C:
Dealer ID: USA 10960 Bud Davis Lincoln Mercury Phone: (901) 373-5700
State: Tennessee City: Memphis Orig/Caller: CHARLES GOLDSMITH
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: Attachmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 23 Region Name: Memphis - 23

----- C O M M E N T S -----
Type Comments
CONCER DRIVER'S, SIDE AIRBAG DEPLOYED WHILE DRIVING AT APPROX. 30 MPH OVER
SMOOTH HWY. DRY PAVEMENT. NO APPARENT UNDER CARRIAGE DAMAGE.
TECH/C NO APPARENT REASON UNDER CARRIAGE DAMAGE.
AUDIT PART_NBR CHANGED TO BY DSTHLTR

Rpt#: 2JJAA015 CACSFE--or-- C3 00002509663M Rpt: 10/11/2002 Odom: 21,323 M
Vehicle: 2002 TOWN CAR, EXEC , SEDAN 1LNWHM81W72Y611331 Bld: 08/07/2001
Engine: 4.6L ROM B Calb: 1VC1P80A Trans: 4R70W Axle: 8.8 3.08C A/C:
Dealer ID: USA 04357 Dobbs Ford at Wolfchase Phone: (901) 382-5555
State: Tennessee City: Memphis 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:

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

Type	Comments
OWNREL	*****PRODUCT LIABILITY***** FAX RECEIVED 10-09-02 DEALER CONTACT: CHARLES GOLDSMITH CUSTOMER ALLEGES SIDE AIR BAG DEPLOYED WITHOUT INCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.
OWNREL	LPA CALLED DEALERSHIP, THERE WERE NO INJURIES AND NO ACCIDENT. FSE WAS ONSITE AND WILL BE HANDLING THE CASE. NO FURTHER ACTION.
OWNREL	LPA CALLED DEALERSHIP, THERE WERE NO INJURIES AND NO ACCIDENT. FSE WAS ONSITE AND WILL BE HANDLING THE CASE. NO FURTHER ACTION.

Rpt#: 3HDCX001 CQD Rpt: 08/04/2003 Odom: 24,906 M
Vehicle: 2002 TOWN CAR, EXEC , SEDAN 1LNHM81W92Y608494 Bld: 07/10/2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W Axle: 8.8 3.080 A C: YES
Dealer ID: USA 10236 Hawk Lincoln-Mercury, Inc. Phone:
State: Illinois City: Oak Lawn Orig/Caller: DANIEL MYERS
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: Attachments: 5
Fix: Caus. Comp: -- Condition Code:

Region Code: 41 Region Name: Chicago - 41

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

Type	Comments
CONCER	CUSTOMER ALLEGES THAT RH "SIDE" AIR BAG DEPLOYED WITHOUT REASON.
REPAIR	VERIFIED THAT RH SIDE AIR BAG IS DEPLOYED. INSPECTED VEHICLE FOR BODY/FRAME DAMAGE, NONE FOUND. CUSTOMER HAD RR WHEEL REPLACED 2/2003 OUT OF ROUND RIM. SELF TEST RCM B1231, B2295. ADVISED TO REPLACE THE RH SIDE AIR BAG SENSOR, RCM AND RIGHT SIDE AIR BAG. PICTURES IN GCQIS. FQE WILL HOLD PARTS FOR 30 DAYS. **DAN MYERS FQE - IOWA 563-289-9991*

Rpt#: 1KGDY024 NHLAIR Rpt: 11/07/2001 Odom: 3.106 M
Vehicle: 2002 TOWN CAR, EXEC , SEDAN 1LNHMS1W92Y611220 Bld: 08/10/2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10224 Pomoco LM of Newport News Inc Phone: (757) 833-8086
State: Virginia City: Newport News Orig/Caller: BOB PERRY
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: DRV SIDE SEAT A/B DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 27 Region Name: Washington - 27

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

Type	Comments
REPAIR	TECH STS THE CUSTOMER STS, THEY DO NOT NO WHAT HAPPENED.
RECOMM	ADV THE TECH TO INSPECT THE VEHICLE AND PULL CODES.
ADD-ON	11/07/2001 03:42PM MICHAEL RAY MSS - TSO - AIR BAGS RTDA TECH STS HE FOUND MUD IN THE WHEEL WELLS AND FOUND SOME SCRAPES UNDER THE BODY. B1231 B2295. DENIED UNDER WARRANTY.

Rpt#: 1KGHS010 NHL
 Vehicle: 2002 TOWN CAR, EXEC , SEDAN
 Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W
 Dealer ID: USA 10224 Pomoco LM of Newport News Inc Phone: (757) 833-8086
 State: Virginia City: Newport News Orig/Caller: BOB PERRY
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: DRIVER SIDE AIR BAG DEPLOYED Attachments: 0
 Fix: N Cause: Comp: -- Condition Code:
 Hotliner: DKAPLA Phone: 313 248-2923 Dist Cd: 27 Washington - 27
 Engineering: Phone: TAR:
 Dir Contact: Phone: Title Cde: T

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

Type	Comments
REPAIR	<p>TECH STS THE DRIVERS SIDE AIR BAG HAS DEPLOYED. THERE IS NO APPARENT DAMAGE TO THE VEH. THE SEAT IS DAMAGED FROM THE AIR BAG DEPLOYMENT. TECH CONCERNED WITH WARRANTY CLAIM AS WELL AS WHY THE AIR BAG DEPLOYED. LOOKING FOR KNOWNS.</p>
RECOMM	<p>SSM 13596 CALL (888)571-7135 - ALL 99-00 AIR BAG WARRANTY CLAIMS ADVISED TECH TO INSPECT THE FLOOR PAN FOR DAMAGE ALSO CK THE DRIVERS SIDE CRASH SENSOR MOUNTING. THE AIR BAG WILL NOT DEPLOY UNLESS COMMANDED TO DEPLOY BY THE AIR BAG MONITOR. ADVISED TECH TO CALL (888)571-7135 FOR WARRANTY CLAIM ASSISTANCE PER SSM 13596</p> <p>THE CRASH SENSOR AND THE AIR BAG MONITOR AS WELL AS THE AIR BAG WILL HAVE TO BE REPLACED IN ADDITION TO OTHER NESS REPAIRS.</p>
TECH/C	<p>12/06/2001 02:52PM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE</p> <p>NOT A WARRANTY REPAIR/FOUND TO BE CUSTOMER PAY</p>

Rpt#: 3AVAC111 CACVOC--or-- C1 00002602192M Rpt: 01/23/2003 Odom: 1 M
 Vehicle: 2002 TOWN CAR, EXEC , SEDAN 1LNHM81W92Y666900 Bld: 02/13/2002
 Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 04485 Leonard Kovar Ford Company Phone: (361) 576-1221
 State: Texas City: Victoria 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: LT. PARCHMENT GOLD C

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

Type	Comments
AUDIT	ODOMETER 0021000 M CHANGED TO 0000001 M BY ORCAC
OWNREL	CUSTOMER SAYS: CUST SAYS: -CUST SAYS ON DEC 22 02 HE WAS DRIVING AND WAS COMING TO A STOP AT A FOUR WAY INTERSECTION WHEN AIR BAG DEPLOYED -CUST SAYS THERE WAS NO IMPACT OR ANYTHING -CUST SAYS AIR BAG DID NOT DEFLAT -CUST SAYS HE CALLED POLICE AND THEY CONFIRMED THIS IS WHAT HAPPENED -CUST SAYS HOW IS HE SUPPOST TO BE SURE THIS WON'T HAPPEN AGAIN -CUST SAYS HIS FAMILY AND HIMSELF ARE VERY WORRIED -CUST WANTS SOME ASSURANCE THAT THIS WON'T HAPPEN AGAIN PER CUSTOMER, DEALER SAYS: PER CUSTOMER DEALER SAYS THERE IS NO WAY TO TEST THE AIR BAGS TO MAKE SURE THEY DON'T DEPLOY UNNESSACARY 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. INFERENCE CASE ID: 5354
OWNREL	CUSTOMER SAYS: VP SURVEY -I WAS DRIVING MY VEH TO DLR ROGER BEASLEY WHEN AIR BAG ON LEFT SIDE OF FRONT SEAT DEPLOYED - THIS AIR BAG DID NOT STAY INFLATED I CALLED FORD AND SPOKE WITH SOMEONE--I WAS NOT SATISFIED WITH THEIR RESPONSE - TIL THIS DAY I HAVE YET TO SPEAK TO SOMEONE - I HAVE SPENT A LOT ON THIS VEH -I HAVE RECEIVED ANY RESPONSE FROM THIS COMPLAINT - I WILL NOT BUY ANOTHER CAR FROM YOUR CO AGAIN PER CUSTOMER, DEALER SAYS: ROGER BEASLEY L/M CAC ADVISED: CUSTOMER FOCUS - NO CONTACT REQUIRED/DECISION ALREADY RENDERED -CUST ALREADY WAS ADVISED

Rpt#: 2DEHN014 NHL Rpt: 04/05/2002 Odom: 8,031 M
 Vehicle: 2002 TOWN CAR, SIGN, SEDAN 1LNHM82WX2Y651207 Bld: 12/18/2001
 Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 07809 Jones-West Ford Phone: (775) 329-8800
 State: Nevada City: Reno Orig/Caller: MICHAEL MOORE
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: B1231/B2295(?) LFC 13 Attchmnts: 0
 Fix: N Caus. Comp: AIR BAG MODULE -- NOA Condition Code:
 Hotliner: MLAPKO Phone: 313 248-2933 Dist Cd: 72 San Francisco - 72
 Engineering: Phone: TAR: CLE
 Dlr Contact: Phone: Title Cde: 7

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

Type	Comments
REPAIR	TECH STATES HE HAS A PASSENGER SIDE AIR BAG DEPLOYED WITH DTC B1231 & B2295 WITH A (?). CUSTOMER STATED THEY SWERVED TO MISS HITTING SOMETHING IN THE ROAD & THE PASSENGER SIDE AIR BAG DEPLOYED. TECH STATES HE HAS FOUND NO DAMAGE TO THE FLOOR. SEEKING IF HE SHOULD REPLACE THE RCM. TECH STATES THAT THIS CAR IS OWNED BY BUGET RENT-A-CAR & THEY STATED DO NOT TOUCH IT UNTIL THEIR LEGAL DEPARTMENT HAS INSPECTED IT.
RECOMM	ADV TECH HE WILL NEED TO REPLACE THE RCM & THE PASSENGER SIDE AIR BAG & THEN RETEST SYSTEM-LOOK FOR A POSSIBLE PRETENSIONER DEPLOYED ALSO. ADV TECH TO TAG THE RCM WITH A HOLD FOR ENGINEERING INVESTIGATION WITH THE ROW#, VIN#, HOTLINE REPORT# & DATE ALL ON THIS HOLD TAG. ADV TECH TO HAVE HIS SM CALL THE FORD DOM-I WILL SUBMIT THIS REPORT FOR TECH ASSIST. ADV TECH TO CLOSELY INSPECT THE MOUNT SURFACE OF SIDE AIR BAG CRASH SENSOR & THE RCM.*****TAR***** NOTE TO FSE. THIS REPORT IS SUBMITTED FOR TECH ASSIST BECAUSE OF POSSIBLE LEGAL INVOLVEMENT OF BUGET RENT-A-CAR. AS OF THE TIME OF THIS CALL TECH HAD NOT FOUND DAMAGE TO THE UNDER CARRIAGE-I ADVISED HIM TO CHECK IT CLOSELY. I ALSO ADVISED TECH THAT THE SHOP MANUAL (DTC) PRIORITY TABLE ON PAGE 501-20B-18 STATES FOR B1231 TO REPLACE THE RCM.
ADD-ON	05/28/2002 09:59PM BRIAN TENNAL(FSE) MSS - FCSD - REG - SAN FRAN THE VEHICLE HAS NOT RETURNED TO THE DEALERSHIP TO HAVE THE REPAIRS PERFORMED. TAR CLOSED.
REPAIR	05/31/2002 05:40PM RON LUSK MSS - FCSD - TECH SVC HOTLINE TECH CALLED BACK AND STATES THAT THE PROCEDURE WORKED.
REPAIR	05/31/2002 05:47PM JAKE HADLE MSS - FCSD - TECH SVC HOTLINE TECH STATES THE VEHICLE WAS ON A 30 DAY LEGAL HOLD AND NOW HE IS MAKING REPAIRS. TECH STATES HE REPLACED THE AIR BAG AND MODULE. TECH STATES HE HAS A B2477 AND CANNOT CONFIGURE THE MODULE. TECH STATES HE IS USING THE DATA FROM THE OLD MODULE.
RECOMM	ADV TECH TO RETRIEVE BACK UP DATA USING THE NGS AND CLEAR CODES AFTER PROGRAMMING THE MODULE, ALL IN THE SAME KEY CYCLE, THEN DISCONNECT AND RECONNECT THE BATTERY AND THEN RETEST FOR CONCERN. ADV TECH TO CALL BACK IF THIS DOES NOT WORK AND WE CAN MANUALLY ENTER THE AS BUILT DATA.

Rpt#: 3H3C6021 NHL Rpt: 08/29/2003 Cdm: 15.135 X
 Vehicle: 2002 TOWN CAR, SIGN , SEDAN 1LNHM82W02Y605966 Bld: 08/02 2001
 Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W Axle: B.B 1.0BC A/C: YES
 Dealer ID: USA 06851 Hinchey Ford Inc Phone: (580) 336-8423
 State: Oklahoma City: Guymon Orig/Caller: TERRY CARNES
 Symptom: 1 04 6 98 BODY, RESTRAINTS, SIDE AIR BAGS, INDICATOR
 Addl Sym: UNINTENDED DEPLOYMENT. Attchmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: APITMAN Phone: 313 317-4490 Dist Cd: 52 Southwest - 52
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: SM

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

Type	Comments
REPAIR	TECH STATES THAT THE DRIVER'S SIDE SIDE AIR BAG DEPLOYED WHILE DRIVING. TECH STATES THAT THERE WAS NO INJURIES AND IS SEEKING KNOWN. TECH HAS NOT INSPECTED OR PERFORMED DIAGNOSTICS ON THIS VEHICLE.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO ===== ADVISED TECH TO PERFORM PROCEDURES PER THE ABOVE ISM. ADVISED TECH OF THE TSB 02-17-05.
REPAIR	09/08/2003 03:28PM JOHNIE MANLEY MSS - FCSD - TECH SVC HOTLINE SERVICE MANAGER CALLING BACK STS THAT HE HAS NOT HEARD FROM ANYONE IN REGARDS TO THIS VEHICLE. SM STS THAT THERE WAS A CODE FOR THE SIDE AIR BAG AND A B1231. SM SEEKING DIRECTION.
RECOMM	ADVISED SERVICE MANAGER TO INSPECT THE FLOOR PAN OF THE VEHICLE WHILE ON THE LIFT. ADVISED SM THAT THE B1231 IS AN INDICATION THAT THE RCM RECOGNIZED A CRASH EVENT. INSURANCE TICKET.

Rpt#: 2HGXX018 NHL Rpt: 08/07/2002 Odom: 12,399 M
 Vehicle: 2002 TOWN CAR, SIGN, SEDAN 1LNHM82W02Y668470 Bld: 02/21/2002
 Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 08136 Lou Fusz Ford, Inc. Phone: (636) 532-9955
 State: Missouri City: Chesterfield Orig/Caller: TONY MATTHEWS
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: PASSENGER SIDE AIRBAG DEPLOYED Attchmnts: 0
 Fix: Y Caus. Comp: AIRBAG-DEPLOY DOOR -- RPR Condition Code:
 Hotliner: SBEAUREG Phone: 313 318-6272 Dist Cd: 53 Kansas City - 53
 Engineering: ANTHONY PITTMAN Phone: 313 317-4490 TAR: CLD
 Dlr Contact: VERIFY DEALER INFO: 8-7-02 Phone: 636 532-9955 Title Cde: T

C O M M E N T S

Type	Comments
REPAIR	TECHNICIAN STATES THAT THE VEHICLE IS A RENTAL UNIT. VEHICLE WAS RENTED OUT, AND THE SIDE AIRBAG DEPLOYED WITH OUT ANY ACCIDENT. CUSTOMER RENTING THE VEHICLE HAD SOMEONE IN THE PASSENGER SIDE SEAT (SIDE AIRBAG THAT DEPLOYED). NO INJURIES WERE REPORTED AS FAR AS THE TECHNICIAN KNOWNS. STATES THE MODULE HAS A C1231 CODE. SEEKING DIRECTION FOR THIS CONCERN.
RECOMM	REPORT #: 2EMBX013 REPLACE AIRBAG-SUPPLEMENTARY REPORT #: 2EBDN015 REPLACE AIR BAG REPORT #: 2ABB2001 AIR BAG & MODULE & FOUND A LOT OF WATER ON THE FLOOR. SENT EDSR
	ADVISED TO CHECK FOR UNDERCARRIAGE DAMAGE OR BODY DAMAGE THAT MAY INDICATE IMPACT. ADVISED THAT THIS REPORT WILL BE SUBMITTED FOR A TECH ASSIST, TO HAVE A FIELD SERVICE ENGINEER FURTHER INVESTIGATE. ADVISED TECHNICIAN OF OTHER AREAS TO INSPECT BASED OF PAST REPORTS WITH SIMILAR CONCERN.
ADD-ON	08/12/2002 11:52AM JORGE REBELLON JAG - JAGUAR CONCERN REVIEWED BY PVT. NO ADDITIONAL REPAIR OR RECOMM AT THIS TIME. CAREFULLY INSPECT FOR UNDERCARRIAGE DAMAGE, ESPECIALLY NEAR THE PASS SEATS.
REPAIR	08/13/2002 11:43AM RYAN THIELBAR MSS - FCSD - TECH SVC HOTLINE FSE IS REQUESTING INFORMATION ON TESTING SIDE CRASH SENSOR OPERATION.
RECOMM	ADVISED FSE OF NO KNOWN TEST PROCEDURE FOR CRASH SENSOR OPERATION. CONSULTED AIRBAG SME, ADVISED FSE TO REPLACE HARNESS THAT INCLUDES WIRING BETWEEN CRASH SENSOR C304 AND RCM C310A IN ADDITION TO PASSENGERS SIDE AIRBAG, RCM, AND PASSENGER SIDE CRASH SENSOR. ADVISED OF NO KNOWN CAUSE OF DEPLOYMENT WITHOUT WITNESS MARKS FROM ROAD DEBRIS CONTACTING ROCKER PANNEL/ UNDER PASSENGER SEAT FLOOR AREA.
ADD-ON	SEE ALSO REPORT # 2EMBX013. THIS IS THE SECOND TIME THE PASSENGERS SIDE AIRBAG HAS DEPLOYED.
ADD-ON	08/13/2002 04:39PM JAMES DIETZ(FSE) MSS - FCSD - REG - KANSAS CTY LAST STATEMENT IS INCORRECT- THIS VEHICLE HAS NOT HAD THE PASSENGER SIDE AIRBAG REPLACED PER REPORT NUMBER 2EMBX013 - DIFFERNT VIN #. INSPECTED THE UNDERCARRIAGE OF VEHICLE THERE IS NO IMPACT ON THE BOTTOM OF THE VEHICLE REMOVED THE FRT SEATS AND PERFORMED A CONTINUITY TEST ON THE HARNESS FROM THE RCM TO THE CONNECTOR AT THE PASSENGER SIDE SENSOR P IN .6 OHMS , CONTINUITY ON PINS 23 AND 24 OF C276 .6OHMS TESTED PIN 23 AND 24 TO GROUND 0, ADVISED THAT COULD NOT FIND ANY ISSUES WITH WIRING OR IMPACT TO THE BOTTOM OF THE VEHICLE TO REPLACE RCM, SIDE AIRBAG.

Rpt#: 2HGHK018.NHL

Rpt: 08/07/2002

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

Type	Comments
REPAIR	AND SENSOR- WILL UPDATE ONCE THE VEHICLE HAS BEEN REPAIRED 08/19/2002 02:35PM RYAN THIELBAR MSS - FCSD - TECH SVC HOTLINE TECH TONY REPLACED RCM, HAS C1414, B2477 CODES PRESENT. TECH IS USING WDS. TECH IS NOT ON A CORDLESS PHONE/ NEAR VEHICLE TO PERFORM PMI WH ILE ON PHONE.
RECOMM	ISM 01-12-040 B2477, MODULE CONFIGURATION, USE (NGS) 9.1 GAVE TECH INSTRUCTIONS ON RCM CONFIGURATION WITH NGS. ADVISED TO: 1) USING NGS GREEN CARD, RETRIEVE CONFIGURATION FROM OLD RCM 2) INSTALL NEW RCM, RESTORE CONFIGURATION - DO NOT CYCLE IGNITION OFF 3) REMOVE GREEN CARD, INSTALL RED CARD, CLEAR CODES FROM RCM 4) CYCLE IGNITION OFF
REPAIR	08/19/2002 03:19PM RYAN THIELBAR MSS - FCSD - TECH SVC HOTLINE TECH TRIED TO PERFORM PMI, RECEIVED AN ERROR MESSAGE. TECH IS NOT CER TAIN WHICH NGS VERSION CARD IS PROGRAMMED TO.
RECOMM	HAD TECH PROGRAM CARD TO V9.1 AND TRY TO PERFORM PMI WHILE ON PHONE. TECH IS ABLE TO ENTER PMI MAIN SCREEN, DID NOT GET ERROR MESSAGE. TEC H PREFERRED TO PROGRAM AND CALL BACK IF NECESSARY/ NOT WHILE ON PHONE.
ADD-ON	08/29/2002 08:21AM JAMES DIETZ(FSE) MSS - FCSD - REG - KANSAS CTY SIDE AIRBAG, MODULE, AND SENSOR WERE REPLACED- DEALERSHIP DROVE THE VE HICLE SEVERAL DAYS AND NO CONCERNS- CUSTOMER HAS BEEN DRIVING THIS PAST WEEK CLOSING TAR

Rpt#: 2ABB2001 NHL Rpt: 01/02/2002 Odom: 2,485 M
 Vehicle: 2002 TOWN CAR, SIGN , SEDAN 1LNHM82W12Y642718 Bld: 11/07/2001
 Engine: 4.6L ROM B Calb: 1VC1P80A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
 Dealer ID: CAN B3316 Moncton Ford Lincoln Sales Ltd Phone: (506) 853-6500
 Province: New Brunswick City: Moncton Orig/Caller: FRANCIS CORMIER
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: PASSENGER SIDE AIR BAG DEPLOY Attachments: 0
 Fix: Y Caus. Comp: -- Condition Code:
 Hotliner: GQUINN4 Phone: 313 323-0082 Dist Cd: 03 03 PCSD REGION-CANADA
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: T

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

Type	Comments
REPAIR	CUST. STATES THAT THE PASSENGER SIDE AIR BAG DEPLOYED WHILE DRIVING, THE VEH. WAS NOT INVOLVED IN A COLLISION. TECH WAS NOT BEEN ABLE TO LOCATE ANY BODY DAMAGE TO CAUSE DEPLOYMENT.
RECOMM	SSM 13628 DEPLOYMENTS AS RESULT OF FLOORPAN DAMAGE NOT WARRANTABLE SSM 13596 CALL (888)571-7135 - ALL 99-00 AIR BAG WARRANTY CLAIMS SSM 13597 (CONTINUED FROM 13596)
TECH/C	03/07/2002 10:04AM SURVEY ENTRY MSS - PCSD - TECH SVC HOTLINE AIR BAG & MODULE & FOUND A LOT OF WATER ON THE FLOOR, SENT EDSR

Rpt#: 2ABCE001 NHLAIR Rpt: 01/02/2002 Odom: 2,485 M
Vehicle: 2002 TOWN CAR, SIGN, SEDAN 1LNHM82W12Y642718 Bld: 11/07/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: 8.8 3.38C A/C: YES
Dealer ID: CAN B3316 Moncton Ford Lincoln Sales Ltd Phone: (506) 853-6500
Province: New Brunswick City: Moncton Orig/Caller: FRANCIS CORMIER
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: A/B DEPLOYMENT N/A Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:

Region Code: 03 Region Name: 03 FCSD REGION-CANADA

----- C O M M E N T S -----
Type Comments
REPAIR TECH STS THE VEHICLE HAS NO DAMAGE AT ALL.
RECOMM ADV THE TECH TO REPAIR.

Rpt#: 2EMBX013 NHL Rpt: 05/13/2002 Odom: 1,562 M
 Vehicle: 2002 TOWN CAR, SIGN , SEDAN 1LNHM82W12Y647501 Bld: 12/04/2001
 Engine: 4.6L ROM B Calb: 1VC1P80A Trans: 4R70W S Axle: 8.0 3.08C A/C: YES
 Dealer ID: CAN A4802 Merlin Motors Inc. Phone: (306) 931-6611
 Province Saskatchewan City: Saskatoon Orig/Caller: TRACY ARNELIEN
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: PASSENGER SIDE AIR BAG DEPLOY Attachments: 0
 Fix: Y Caus. Comp: AIRBAG-SUPPLEMENTARY -- RPL Condition Code:
 Hotliner: GUINN4 Phone: 313 323-0082 Dist Cd: 06 06 PCSD REGION-CANADA
 Engineering: Phone: TAR: CLD
 Dlr Contact: Phone: Title Cde: 7

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

Type	Comments
REPAIR	CUST. WAS DRIVING VEH. WHEN THE PASSENGER SIDE AIR BAG BLEW. CUST. STATES THAT THE VEH. WAS NOT INVOLVED IN A COLLISION. TECH HAS NOT BEEN ABLE TO FIND ANY SIGNS OF A COLLISION.
RECOMM	ADVISED TECH AFTER VERIFYING DLR. INFO THAT I WILL TAR THIS REPORT TO VERIFY REPAIR PROCEDURE THRU ZONE/ FSE.
ADD-ON	05/14/2002 02:14PM ANDRE ARSENEAU(FSE) MSS - FOC - CAN FIELD OPERAT CONTACTED TECH REQUESTED HE THOROUGHLY INSPECT FLOOR PAN/ROCKER AREA F OR IMPACTS.
ADD-ON	05/15/2002 10:51AM ANDRE ARSENEAU(FSE) MSS - FOC - CAN FIELD OPERAT HAS NOT HAD TIME TO INSPECT. WILL TRY LATER TODAY.
DD-ON	05/16/2002 10:36AM ANDRE ARSENEAU(FSE) MSS - FOC - CAN FIELD OPERAT TECH REPORTS HE CANNOT SEE ANY DAMAGE TO THE UNIT, HOWEVER DTC'S B1231 & B2295, B1231 WOULD INDICATE AN IMPACT HAS TAKEN PLACE. THEREFO RE, THIS REPAIR IS TO BE CLAIMED VIA THE CUSTOMER'S INSURANCE CARRIER.
REPAIR	07/04/2002 05:09PM MICHAEL MCMICHAEL MSS - PCSD - TECH SVC HOTLINE TECH STATES AFTER REPAIRING VEHICLE AND CONFIGURING MODULE UNABLE TO C LEAR B2477.
RECOMM	ISM 01-12-040 B2477, MODULE CONFIGURATION, USE (NGS) 9.1 ADVISED MUST CONFIGURE AND CLEAR CODES ON SAME KEY CYCLE WITH NGS.
ADD-ON	08/13/2002 12:17PM RYAN THIELBAR MSS - PCSD - TECH SVC HOTLINE SEE ALSO REPORT # 2HGHX018.

Rpt#: 2EMHD012 NHL Rpt: 05/13/2002 Odom: 8,161 M
Vehicle: 2002 TOWN CAR, SIGN , SEDAN 1LNHM82W22Y604219 Bld: 07/17/2001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 13577 Village Lincoln Mercury of Den Phone: (940) 498-9898
State: Texas City: Denton Orig/Caller: STEVE HAMMONT
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: B1231/DEPLOYED DR SIDE AIR BAG Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: KMCCALL1 Phone: 313 248-8093 Dist Cd: 52 Southwest - 52
Engineering: Phone: TAR:
Dlr Contact: CONFIRMED 051302 Phone: 940 498-9829 Title Cde: SF

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

Type	Comments
REPAIR	FOREMAN STATES CUSTOMER ALLEGES UNINTENDED DEPLOYMENT OF DRIVER'S SIDE AIR BAG. SEEKING KNOWNS
RECOMM	ADVISED TO REPAIR AS NECESSARY, REPLACE MODULE AND SIDE AIR BAG. SUBM: T EDSR. NO KNOWN ISSUES, BUT ADVISED TO PERFORM PMI ON NEW MODULE. ISM 01-12-040 B2477, MODULE CONFIGURATION, USE (NGS) 9.1

Rpt#: 2J5GD021 NHL Rpt: 10/31/2002 Odom: 23,192 M
 Vehicle: 2002 TOWN CAR, SIGN , SEDAN 1LNHM82W32Y629467 Bld: 10/29/2001
 Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: 8.8 3.28C A/C: YES
 Dealer ID: USA 00744 Al Maroon Ford Phone: (716) 634-2000
 State: New York City: Williamsville Orig/Caller: DAVE TREICHLER
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: LEFT SIDE BAG/NEW TIRE Attachments: 3
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: KMCCALL1 Phone: 313 248-8093 Dist Cd: 44 Pittsburgh - 44
 Engineering: Phone: TAR:
 Dlr Contact: CONFIRMED 10-31-02 Phone: 716 634-2000 Title Ide: 5F

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

Type	Comments
REPAIR	TECH STATES BUDGET RENTAL, CUSTOMER ALLEGES WAS DRIVING VEHICLE AND LEFT SIDE AIR BAG DEPLOYED. SEES NO DAMAGE UNDERNEATH VEHICLE AND PAINT LOOKS ORIGINAL. SEES EVIDENCE OF NEW LEFT FRONT TIRE AND WHEEL. LEFT FRONT TIRE IS AT 10/32 OTHERS AT 8/32. SEEKING KNOWN
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO SPEED NOT AVAILABLE; DOES NOT KNOW IF LIGHT WAS ON PRIOR TO DEPLOYMENT; CONTINUOUS MEMORY DTC B1231, ODDTCS B1231 AND B2295 WITH FLAG FAULT OF DF SIDE STG. ADVISED TO REPAIR AS NECESSARY. CONSULT MANAGER FOR WARRANTY ISSUES.

Rpt#: 3BZF1003 NHL Rpt: 02/26/2003 Odom: 28,526 M
Vehicle: 2002 TOWN CAR, SIGN, SEDAN 1LNHM62W32Y655101 Bld: 01/08/2002
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 01172 Sun State Ford, Inc. Phone: (407) 299-5900
State: Florida City: Orlando Orig/Caller: JEFF BORNT
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: AIR BAG DRIVERS SEAT WENT OFF Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: BDOMINIC Phone: 313 317-9343 Dist Cd: 24 Orlando - 24
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: SF

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

Type	Comments
REPAIR	SF STATES THAT CUSTOMER HIT A TIRE THAT WAS LAYING IN THE MIDDLE OF THE ROAD AND DRIVERS SEAT AIR BAG DEPLOYED SAYS THERE IS NO UNDER CARRIAGE DAMAGE LOOKING FOR KNOWNS
RECOMM	ADV SF THAT IT HAD TO HIT SOME WHERE BY THE SENSOR TO DEPLOY IT OR CLOSE ENOUGH TO IT POSSIBLY THE VIBRATION. IN YOUR WARRANTY BOX THERE IS A SHEET TO FILL OUT ON DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

Rpt#: 2CVAA795 FLEET --or-- L 00002178568M Rpt: 03/28/2002 Odom: 5,210 M
 Vehicle: 2002 TOWN CAR, SIGN, SEDAN 1LNHM82W42Y628540 Bld: 10/23/2001
 Engine: 4.6L ROM B Calb: 1VC1P80A Trans: 4R70W S Axle: B.8 3.08C A/C: YES
 Dealer ID: USA 08503 McCollum Ford Sales Inc Phone: (509) 924-1000
 State: Washington City: Spokane 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: 74 Northwest - 74
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: MIDNIGHT GREY #2

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

Type	Comments
OWNREL	FLEET: [REDACTED] CONTACT: [REDACTED] PH: [REDACTED] [REDACTED] VEHICLE LOCATION: GUS JOHNSON FORD, SEATTLE, WA. P/A: 08503 CONTACT PERSON: [REDACTED] PH: [REDACTED] PRODUCT LIABILITY: ACCIDENT DATE OF OCCURANCE: 3-2-02 DESCRIPTION: ACCORDING TO THE INFORMATION RECEIVED, THE PASSENGER SIDE AIRBAG DEPLOYED WHILE THE CUSTOMER WAS DRIVING DOWN THE INTERSTATE. NO INJURES.
OWNREL	**NAFS SPOKE TO DAN SHAFFER @ GUS JOHNSON FORD AND DARRIN @ ENTERPRISE. PER DARRIN, THIS VEHICLE HAS BEEN INSPECTED BY PAUL BOIVIN, FSE, AND HE DETERMINED THAT THE NEEDED AIRBAG REPAIRS SHOULD BE COVERED UNDER THE WARRANTY. **NAFS RECEIVED A VOICE MAIL MESSAGE FROM PAUL. HE CONFIRMED DARRIN'S INFORMATION AND ADVISED THAT DAN SHAFFER HAS DIGITAL PICTURES.
OWNREL	**NAFS LEFT A VOICE MAIL MESSAGE FOR DAN SHAFFER @ GUS JOHNSON REGARDING THE WARRANTY REPAIR DECISION MADE BY P. BOIVIN, FSE. SINCE THIS ISSUE BEEN DETERMINED TO BE A WARRANTY ISSUE, NAFS' INVOLVEMENT IS NOT NEEDED.
OWNREL	**NAFS LEFT A VOICE MAIL MESSAGE FOR DAN SHAFFER @ GUS JOHNSON REGARDING THE WARRANTY REPAIR DECISION MADE BY P. BOIVIN, FSE. SINCE THIS ISSUE BEEN DETERMINED TO BE A WARRANTY ISSUE, NAFS' INVOLVEMENT IS NOT NEEDED.
OWNREL	**PER J. EDWARDS, RNM SEATTLE, ENTERPRISE IS SEEKING A LETTER FROM FMC INDICATING THAT THIS VEHICLE IS SAFE TO CONTINUE USING AS A RENTAL. --NAFS ANALYST DISCUSSED THIS ISSUE WITH J. MACGILLIS, OGC. SHE ADVISED THAT FMC COULD NOT COMPLY WITH THAT REQUEST. SHE SUGGESTED THAT THE DLR COULD DECIDE TO PROVIDE A LETTER INDICATING THE REPAIRS AND TESTS PERFORMED ON THE AIRBAG SYSTEM ONLY. ---NAFS ANALYST PROVIDED THAT INFORMATION TO MR. EDWARDS AND DAN SHAFFER @ GUS JOHNSON FORD.

Rpt#: 3CNH1004 NHL Rpt: 03/14/2003 Odom: 17,287 M
Vehicle: 2002 TOWN CAR, SIGN , SEDAN 1LNHM82W52Y618650 Bld: 09/27/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 04119 Ford of Lillington Phone: (910) 814-2243
State: North Caroli City: Lillington Orig/Caller: MIKE RICHARDSON
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: UNINTENDED DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: JFONTAN2 Phone: 313 248-7892 Dist Cd: 21 Atlanta - 21
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: SM

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

Type	Comments
REPAIR	DRIVERS SIDE MOUNT AIRBAG DEPLOYED WHEN VEHICLE TRAVELLING 65 MPH. HAS A B1231 IN THE RCM. TECH HAS INSPECTED UNDERCARRIAGE, NO EVIDENCE OF DAMAGE. CUSTOMER WAS ALLEGEDLY BURNED BY THE AIRBAG ON THE SHOULDER
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO ADVISED TECH THAT B1231 MEANS THAT MODULE SAN PARAMETERS NECESSARY FOR AIRBAG DEPLOYMENT. ADVISED TO REPLACE AIRBAG, SEAT COVER, AND RCM. INSPECT CRASH SENSOR. INSPECT VEHICLE FOR SIGNS OF DAMAGE TO UNDERCARRIAGE, WHEELS, BODY. ADVISED TO FILL OUT THE DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW IF CUSTOMER IS SEEKING ACTION. ADVISED THAT I WILL SUBMIT AS SAFETY CONCERN

Rpt#: 2ARHN017 NHL Rpt: 01/18/2002 Cdem: 2.824 M
 Vehicle: 2002 TOWN CAR, SIGN , SEDAN 1LNHMB2W52Y625937 Bld: 10 10 2001
 Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W Axle: 8.8 3.38C A/C: YES
 Dealer ID: USA 02445 Rogers Ford Sales, Inc. Phone: (915) 694-8811
 State: Texas City: Midland Orig/Caller: JOHN LEM-MONS
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: UNINTENDED DR SIDE A/B DEPLOY Attachments: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: KMCCALL1 Phone: 313 248-8093 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 THE DRIVER'S SIDE AIR BAG (IN THE SEAT) DEPLOYED; NO SIGNS OF A COLLISION. SEEKING KNOWN STATES CUSTOMER ALLEGES DRIVING OVER RAILROAD TRACKS DURING DEPLOYMENT EVENT; TECH STATES NO INJURIES.
RECOMM	SSM 13596 CALL (888)571-7135 - ALL 99-00 AIR BAG WARRANTY CLAIMS SSM 13597 (CONTINUED FROM 13596) ADVISED TO CONTACT ABOVE, MESSAGE NOT AVAILABLE ON OASIS FOR 02 MODEL YEAR, USE PTS/VREPS/ASK VICTORIA FOR TEXT. CONTACT FSE IF ABOVE NUMBER DOES NOT APPLY OR RECONTACT FOR T.A.R. FOR FURTHER ASSISTANCE.

Rpt#: 2EBDN015 NHL Rpt: 05/02/2002 Odem: 5.923 M
Vehicle: 2002 TOWN CAR, SIGN , SEDAN 1LNHM82W52Y657027 Bld: 01/17 2002
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: CLAUDE CHILES
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: UNINTENDED SIDE BAG DEPLOYED Attchmnts: 0
Fix: Y Caus. Comp: AIR BAG -- RPL Condition Code:
Hotliner: CHANSONE Phone: 407 875-7572 Dist Cd: 71 Los Angeles - 71
Engineering: Phone: TAR: CLD
Dlr Contact: Phone: Title Cde: 7

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

Type	Comments
REPAIR	TECH STATES THAT THE SIDE AIR BAG ON THE DRIVER'S SIDE DEPLOYED UNINTE NDED. TECH STATES THAT THERE IS NO VISIBLE BODY DAMAGE ON OR UNDER THE VEHICLE. ONLY THE DRIVER'S SIDE AIR BAG DEPLOYED. THIS VEHICLE IS A [REDACTED], AND [REDACTED] HAS THEIR OWN AFTERMARKET NAVIGATION SYSTEM INSTALLED IN THE VEHICLE.
RECOMM	CONSULTED WITH GROUP LEADER, ADVISED THE TECH THAT I WOULD SUBMIT THE REPORT FOR TECHNICAL ASSISTANCE. ADVISED THE DEALER TO GO AHEAD AND ORDER A SIDE IMPACT SENSOR, SIDE AIR BAG, AND RCM. DO NOT INSTALL THE COMPONENTS UNTIL THE FSE HAS HAD A CHANGE TO INSPECT THE VEHICLE.
ADD-ON	05/07/2002 07:22PM NICK WALTER(FSE) MSS - FCSD - REG - LOS ANGELES [REDACTED] INSPECTED VEHICLE NO SIGNS OF VEHICLE DAMAGE. ADVISED DEALER TO PERFORM NEED REPAIRS UNDER WARRANTY.

Rpt#: 2EULG001 CQD Rpt: 05/21/2002 Odom: 5,325 M
Vehicle: 2002 TOWN CAR, SIGN , SEDAN 1LNHM82W52Y657027 Bld: 01/17/2002
Engine: 4.6L ROM 8 Calb: 1VC1PB0A Trans: 4R70W S Axle: B.B 3.08C A/C: YES
Dealer ID: USA 12739 SIGNATURE LINCOLN-MERCURY Phone: (702) 457-0321
State: Nevada City: Las Vegas Orig/Caller: BRIAN HOWE
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: Attachments: 3
Fix: Caus. Comp: WIRING ASY SIDE AIR BAG -- RPR Condition Code: 43

Region Code: 71 Region Name: Los Angeles - 71

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

Type	Comments
CONCER	DRIVERS SIDE AIRBAG WENT OFF WITHOUT ANY ACCIDENT
REPAIR	INSPECTED CAR THAT HAD THE DRIVERS SIDE AIRBAG DEPLOYED AND NO VISABLE EVIDENCE OF IMPACT EITHER ON BODY OR UNDER CARRIAGE. TECH RETRIEVED CODE B2295, BUT NO OTHERS. RSM DID NOT COMMAND DEPLOYMENT. WHEN CAR CAME IN AIR BAG LIGHT WAS FLASHING. VEHICLE HAS NAVIGATION SYSTEM THAT WAS POWERED BY SPLICING INTO RED WIRE AT LEFT KICK PANEL. NO OTHER EVIDENCE THAT WIRING WAS DAMAGED BY AFTER MARKET EQUIPMENT. SEAT WAS REMOVED AN CARPET PULLED BACK AND FOUND WIRE HARNESS COMING FROM LEFT SILL WAS ROUTED ON TOP OF SIDE AIR BAG SENSOR. THIS CAUSED THE SEAT TO PUT PRESSURE ON THE HARNESS WHICH PINCHED NUMEROUS WIRES. THE BROWN WITH LIGHT BLUE WIRE SHORTED ON THE SENSOR BRACKET AND SET OFF SIDE AIR BAG. SEE PHOTO'S OF HOW HARNESS WAS ROUTED. CONTACT FQE BRIAN HOWE 702 205-3634 FOR ADDITIONAL INFO.

Rpt#: 2GJA8011 NHL Rpt: 07/10/2002 Odom: 15,560 M
Vehicle: 2002 TOWN CAR, SIGN , SEDAN 1LNHM82W82Y634163 Bld: 10/19/2001
Engine: 4.6L ROM B Calb: 1VC1P80A Trans: 4R70W 3 Axle: 8.8 3.08C A/C: YES
Dealer ID: CAN B2412 Desjardins Ford Ltee Phone: (514) 332-3850
Province: Quebec City: St Laurent Orig/Caller: ALAIN LEBFEVRE
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: UNINTENDED SIDE AIR BAG DEPLOY Atchments: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: MGIRARD1 Phone: 313 317-7064 Dist Cd: 02 02 PCSD REGION-CANADA
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: T

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

Type	Comments
REPAIR	TECH STATED THAT THERE IS NO SIGN OF COLLISION DAMAGE AND SIDE AIR BAG IS DEPLOYED
RECOMM	INSPECT UNDER CARRIAGE FOR POSSIBLE DAMAGE, IF NO CONCERN FOUND REPLACE CRASH SENSOR, SIDE AIRBAG AND ROM

Rpt#: 2FJGF009 NHL Rpt: 06/10/2002 Odom: 8,437 M
 Vehicle: 2002 TOWN CAR, SIGN, SEDAN 1LNHM82W92Y657449 Bld: 01/16/2002
 Engine: 4.6L ROM B Calb: 1VC1P80A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 11057 Lunde Lincoln-Mercury, Inc. Phone: (701) 282-7600
 State: North Dakota City: Fargo Orig/Caller: BRUCE HOESSEL
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: B1231/B2295 UNINTENDID DEPLOYE Attchmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: MLAPKO Phone: 313 248-2933 Dist Cd: 58 Twin Cities - 58
 Engineering: Phone: TAR:
 Dlr Contact: VERIFIED 6/10/02 Phone: 701 282-7600 Title Cde: T

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

Type	Comments
REPAIR	TECH STATES THE DRIVERS SEAT SIDE AIR BAG DEPLOYED WHILE CUSTOMER WAS DRIVING DOWN A GRAVEL ROAD. TECH PULLED DTC'S B1231 & B2295. HAS INSPECTED UNDER CARRIAGE & FINDS EVIDENCE THAT CAR IS DRIVEN ON GRAVEL ROAD S BUT NO DIFFERENCE FROM DRIVERS OR PASSENGER SIDES.
RECOMM	ADV TECH TO FOLLOW PINPOINT TESTS FOR THE 2 CODES, INSPECT THE MOUNTING SURFACES OF THE DRIVERS SEAT SIDE CRASH SENSOR & THE RCM MOUNTING SURFACE FOR DAMAGE. REPAIR/REPLACE AS NEEDED. ADV TECH I WILL SAFETY THISS REPORT FOR UNINTENDED DEPLOYMENT.
REPAIR	06/19/2002 12:28PM RYAN THIELBAR MSS - FCSD - TECH SVC HOTLINE TECH REPLACED CRASH SENSORS, DRIVERS AIRBAG, RCM. TECH FINDS B2477 IS PRESENT IN RCM. TECH INSTALLED RCM PN 1W1Z-14B321-BA.
RECOMM	ADVISED TECH OF REVISED PROGRAMMING PROCEDURE, TECH FOUND THAT B2477 WOULD CLEAR AFTER GOING THROUGH PMI WITH WDS THEN CLEARING B2477 BEFORE CYCLING IGNITION OFF. SRS LAMP IS NO LONGER ON.

Rpt#: 2BKG002 NHLAIR Rpt: 02/11/2002 Cdom: 401 M
Vehicle: 2002 TOWN CAR, CART , SEDAN 1LNHM83W02Y605321 Bld: 07 24 0001
Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 10123 VULCAN LINCOLN-MERCURY Phone: (205) 978-5900
State: Alabama City: Birmingham Orig/Caller: ALAN DUNCAN
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: 21 Region Name: Atlanta - 21

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

Type	Comments
REPAIR	TECH STS THE DRIVER'S SEAT AIRBAG DEPLOYED WHILE CUSTOMER WAS DRIVING DOWN THE ROAD. TECH FOUND CODE B1231 IN RCM, BUT DID NOT LIFT VEHICLE TO LOOK FOR DAMAGE. TECH SEEKING KNOWN ISSUES, AND WONDERED ABOUT RE
RECOMM	PLACING THE CLOCK SPRING(?). ADVISED TECH TO CALL FIELD SERVICE ENGINEER AND HAVE VEHICLE INSPECTED. TECH TO ONLY REPLACE THE RCM, SIDE CRASH SENSORS & THE DR SEAT AIRBAG PER FIELD SERVICE ENGINEER AS NEEDED.

Rpt#: 2BOGJ007 NHL Rpt: 02/15/2002 Odom: 401 M
 Vehicle: 2002 TOWN CAR, CART , SEDAN 1LNHM83W02Y605321 Bld: 07/24/2001
 Engine: 4.6L ROM B Calb: 1VC1P80A Trans: 4R70W Axle: 8.8 3.080 A/C: YES
 Dealer ID: USA 10123 VULCAN LINCOLN-MERCURY Phone: (205) 978-5300
 State: Alabama City: Birmingham Orig/Caller: ALAN DUNCAN
 Symptom: 1 04 4 98 BODY, RESTRAINTS, FRT AIR BAG SYS. INDICATOR
 Addl Sym: B2477 Attachments: 0
 Fix: Y Caus. Comp: -- Condition Code:
 Hotliner: MFRIORILL Phone: 313 317-4488 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 AIRBAG DEPLOYED (DRIVER'S SIDE). REPLACED TWO SEAT SENSORS , AIRBAG AND CRASH SENSOR UNDER THE HOOD. STATES IS GETTING B2477.
RECOMM	WALKED TECH THROUGH PROCEDURE WHILE ON THE PHONE WITH THE NGS 9.1 VERS ION UNDER SERVICE BAY FUNCTIONS/RCM/AB CONFIG. HAD TECH REMOVE GREEN CARD AND REPLACE WITH RED CARD TO CLEAR CODES. STATES CODE CLEARED. BUT THEN RECEIVED C1414 AND B2477 AGAIN WITH A FLASH CODE 19. WALKED T ECH THROUGH A RESTORATION PROCEDURE AND RETRIEVED BACK-UP DATA. PROCE DURE SUCCESFULL. CODES CLEARED AND DID NOT RETURN.
TECH/C	03/11/2002 03:03PM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE CUST RAN OVER RECAP TREAD & SET OFF DRIVER SEAT AIR BAG

Rpt#: 3JFBI006 NHL Rpt: 10/06/2003 Odom: 36,023 M
 Vehicle: 2002 TOWN CAR, CART, SEDAN 1LNHM83W22Y617907 Bld: 09/18/2001
 Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 10022 FRANCIS SCOTT KEY L-M INC Phone: (301) 662-7600
 State: Maryland City: Frederick Orig/Caller: DAVE AUTILL
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: B1231 AND B2295 DEPLOYMENT Attchmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: APITTMAN Phone: 313 317-4490 Dist Cd: 27 Washington - 27
 Engineering: Phone: TAR:
 Dir 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 WITH CODES B1231 AND B2295 STORED. TECH IS SEEKING KNOWNS.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO
	=====
	ADVISED TECH TO PERFORM PROCEDURE THE THE ABOVE ISM.
REPAIR	10/11/2003 10:25AM JOHNNIE MANLEY MSS - FCSD - TECH SVC HOTLINE TECH STS THAT THE DRIVERS SEAT SIDE AIR BAG DEPLOYED WHILE DRIVING ON GRAVEL. TECH STS THAT HE HAS ULTIMATELY REPLACED THE RCM AND NOW IS HAVING DIFFICULTY CONFIGURING THE MODULE. TECH SEEKING DIRECTION.
RECOMM	WALKED TECH THROUGH PMI PROCEDURE ON RCM WHILE ON PHONE USING WDS V27.9, AFTER PERFORMING PMI, CLEARED CODE, CYCLED KEY, OPERATION SUCCESSFUL.

Rpt#: 3JMDZ007 NHL Rpt: 10/13/2003 Odom: 20,923 M
Vehicle: 2002 TOWN CAR, CART , SEDAN 1LNHM83W42Y604138 Bld: 07/18/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W Axle: 8.8 3.08C A/C: YES
Dealer ID: USA 11638 Margate Lincoln-Mercury Inc Phone: (954) 978-7900
State: Florida City: Margate Orig/Caller: MIKE MORRIS
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: ALLEGED UNINTENDED DEPLOYMENT Attachments: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: RTHIELBA Phone: 313 317-7075 Dist Cd: 24 Orlando - 24
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: 7

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

Type	Comments
REPAIR	TECH STATES PASSENGER SIDE (SEAT) BAG DEPLOYED, CODE B1231 IS PRESENT IN RCM. CUSTOMER WAS DRIVING WHEN CONCERN WAS PRESENT. NO PASSENGER WAS REPORTED TO BE IN VEHICLE AT TIME OF CONCERN/ NO INJURIES REPORTED
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURES, COLLECT IMPO ADVISED TO CLOSELY INSPECT VEHICLE FOR A WITNESS MARK FROM IMPACT IN THE FLOOR PAN/ ROCKER AREA. SUSPECT AN OBJECT STRUCK THIS AREA OF THE VEHICLE CAUSING THE BAG TO DEPLOY.

Rpt#: 2JXAB648 CACSFE--or-- C3 00002533944M Rpt: 10/25/2002 Cdom: 3.300 M
 Vehicle: 2002 TOWN CAR,CART ,SEDAN 1LNHM83W62Y666611 Bld: 02.14.2002
 Engine: 4.6L ROM B Calb: 1VC1P80A Trans: 4R70W Axle: 8.8 3.280 A/C: YES
 Dealer ID: USA 10235 Mitchell Lincoln-Mercury Phone: 334.342-3461
 State: Alabama City: Enterprise 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: 21 Atlanta - 21
 Case Status: Date: 00 / 00 / 0000 Vehicle Paint: WHITE PEARL TRI COAT

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

Type	Comments
OWNREL	CUSTOMER SAYS: -AS PER THE CUST WIFE WAS GOING TO WORK WHILE IT WAS DARK AND THE AIR BAG ON THE DRIVER'S SIDE EXPLODED, AND BESIDES BEING VERY SHOOK UP,AND THE AIRBAG BURNED HER ON THE LEFT SIDE OF HER NECK, AND HER LEFT ARM WAS BRUISED. -AS PER THE CUST WIFE, THE SOUND WAS LIKE A GUN GOING OFF, AND THE WHOLE CAR FILLED WITH SMOKE. -AS PER THE CUST HIS SPOUSE HAD TO BE TREATED AT THE DOCTOR, AND ALSO MISSED WORK. PER CUSTOMER, DEALER SAYS: -AS PER THE CUST THE DEALERSHIP SAID THEY HAD NEVER HEARD OF THIS HAPPENING. CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. -AIR BAG DEPLOYED SPONTANEOUSLY. AND INJURED MRS. JOHNSTON. INFERENCE CASE ID: 5341
OWNREL	LPA COMMENTS: SPOKE WITH CUSTOMER AND HE ALLEGES THAT HIS WIFE WAS DRIVING DOWN THE ROAD WHEN THE DRIVER'S SIDE-AIRBAG DEPLOYED. ALLEGES SHE SUSTAINED BURNS ON THE LEFT SIDE OF HER NECK AND A BRUISED LEFT ARM. ALLEGES THAT THE AIRBAG LIGHT IS ON NOW, BUT IT WAS NOT PRIOR TO DEPLOYMENT. CUSTOMER STATES THE VEHICLE IS AT MITCHELL L-M. STATES THE BEST TIME TO CONTACT HIM IS 12:00 PM CENTRAL TIME. LPA CALLED DEALERSHIP AND SPOKE WITH SERVICE MGR JEFF AND HE STATES THAT THEIR DOM IS INVOLVED IN RESOLVING THE CUSTOMER'S CONCERN AND WILL CONTACT ME WITH STATUS.
OWNREL	LPA COMMENTS: SPOKE WITH THE FSE JERRY AND HE STATES THAT HE INSPECTED THE VEHICLE AND FOUND THAT THE REAR SHOCK HANGER WAS HIT. THE HANGER HANGS BELOW THE AXLE ABOUT TO THE LOWER RIM. THERE IS A SINGLE BOLT THAT HOLDS THE SHOCK TOGETHER. STATES THAT THERE WAS A WASHER BENT. LPA SPOKE WITH THE SERVICE MANAGER JEFF AND HE STATES THAT THE WASHER IS ABOUT AN 16TH OF AN INCH AND JERRY'S ASSESSED DAMAGE OF THE VEHICLE IS ON THE PASSENGER'S SIDE AND THE DRIVERS SIDE AIRBAG DEPLOYED. LPA PLACED A CALL INTO THE DESIGN ANALYST PAUL FERRAIULO AND HE STATED THAT HE WOULD SPEAK WITH HIS SENSOR ENGINEER AND GET BACK WITH ME.
OWNREL	LPACOMMENTS: SPOKE WITH FSE JERRY ABSTONE AND HE STATES THAT HE HAS INSPECTED THE VEHICLE. LPA SENT REQUEST FOR INSPECTION REPORT.
OWNREL	LPA COMMENTS: RECEIVED A CALL FROM PAUL WITH DESIGN ANALYSIS AND AFTER HE SPOKE WITH HIS SENSOR ENGINEER HE WAS ADVISED THAT IMPACT TO THE SHOCK HANGER ON THE PASSENGER'S SIDE OF THE VEHICLE SHOULD NOT CAUSE SIDE AIRBAG DEPLOYMENT ON THE OPPOSITE SIDE. LPA WAITING TO RECEIVE AN INSPECTION REPORT FROM FSE JERRY ABSTONE TO REVIEW.

OWNREL - 14

Rpt#: 2JXEH016 NHL Rpt: 10/24/2002 Cdom: 8.351 M
Vehicle: 2002 TOWN CAR, CART , SEDAN 1LNHMB3W62Y666611 Bld: 12/14/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA 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: JOHNATHAN CHAVES
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: ALLEGED FALSE DEPLOYMENT Attchmnts: 0
Fix: Caus. Comp: -- Condition Code:
Hotliner: RSTEPANO Phone: 313 317-9125 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 STS THAT CUSTOMER ALLEGES THAT PASSENGER SIDE IMPACT AIR BAG DEPLOYED FOR NO REASON - TECH STS THAT RCM HAS B1231 AND B2295 - SEEKING F NOWNS.
RECOMM	ISM 02-08-056 AIR BAG HANDLING PROCEDURE, COLLECT INFO ADVISED TECH WITH A B1231 THEN RCM SAW A REASON TO DEPLOY SIDE AIR BAG - INSPECT UNDER CAR FOR SIGN OF IMPACT. CONTACT REP FOR ASSISTANCE W TH CUSTOMER.

Rpt#: 2EQAB532 CACVOC--or-- C1 00002261613M Rpt: 08/13/2002 Cdcn: 43.495 M
Vehicle: 2002 TOWN CAR, CART , SEDAN 1LNHM83W82Y648871 Bld: 12/03/2001
Engine: 4.6L ROM B Calb: 1VC1PBOA Trans: 4R70W S Axle: B.8 3.08C A/D: YES
Dealer ID: CAN A5035 Big M Ford Lincoln Ltd. Phone: (403) 527-4406
Province Alberta City: Medicine Hat Orig/Caller:
Symptom: 1 04 4 50 BODY, RESTRAINTS, FRT AIR BAG SYS, FUNCTION
Addl Sym: Attchmnts: 0
Fix: Cause, 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: IVORY PARCHMENT TR:

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

Type	Comments
OWNREL	CUSTOMER SAYS: -CUST REPORTS THAT HIS AIR BAG JUST BLEW WHEN HE WAS ON THE HWY FOR THE REASON -AIR THAT BLEW WAS THE DRIVERS SIDE BY THE SHOULDERS -THE VEH IS AT THE DLRSHIP RGHT NOW AND IS MAKING HIM WAIT UP TO 3 WEEKS NOW FOR THE PARTS FOR THE AIRBAG -CUST SEEKING COMPENSATION FOR ALL HIS PROBELMS PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: WILL SEND INFORMATION TO DEALERSHIP STAY IN TOUCH WITH PARTS MANAGER - NOUS ALLONS ENVOYER L?INFORMATION AU CONCESSIONNAIRE - RESTER EN CONTACT AVEC LE DIRECTEUR DU SERVICE DES PIECES DETACHEES INFERENCE CASE ID: 4311

Rpt#: 2E4BL014 NHL Rpt: 05/30/2002 Odom: 3,324 M
 Vehicle: 2002 TOWN CAR, CART, SEDAN 1LNHM83M82Y648871 Bld: 12/03/2001
 Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W S Axle: 8.8 3.08C A/C: YES
 Dealer ID: CAN A6035 Big M Ford Lincoln Ltd. Phone: (403) 527-4406
 Province Alberta City: Medicine Hat Orig/Caller: KEVIN WAHL
 Symptom: 1 04 4 98 BODY, RESTRAINTS, FRT AIR BAG SYS, INDICATOR
 Addl Sym: B2477 Attchmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: KMCCALL1 Phone: 313 248-8093 Dist Cd: 06 06 FCSD REGION-CANADA
 Engineering: Phone: TAR:
 Dlr Contact: CONFIRMED 053002 Phone: 403 527-4406 Title Cde: 7

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

Type	Comments
REPAIR	TECH STATES REPLACED PASSENGER SIDE AIR BAG AND MODULE FOR ALLEGED UNINTENDED DEPLOYMENT, NOW MODULE NEEDS CONFIGURED. SEEKING KNOWNS STATES THERE IS SOMEONE FROM THE COMPANY LOOKING AT THIS VEHICLE
RECOMM	ISM 01-12-040 B2477, MODULE CONFIGURATION, USE (NGS) 9.1 ADVISED OF ABOVE PROCEDURE.
REPAIR	05/30/2002 03:58PM WESLEY TRIPLETTE MSS - FCSD - TECH SVC HOTLINE TECH CALLS SEEKING INFORMATION ON HOW TO GET THE CARD UPDATED TO 9.1.
RECOMM	ADVISED TECH HOW TO UPDATE THE WDS TO LATEST LEVEL AND ALSO HOW TO UPDATE HIS GREEN CARD TO VERSION 9.1. TECH TO CALL BACK WHEN HE GET THE CARD UPDATED TO 9.1.

Rpt#: 2CRD2011 NHL Rpt: 03/18/2002 Odom: 7.836 M
 Vehicle: 2002 TOWN CAR, EXEC, SEDAN 1LWMM84W32Y603352 Bld: 07/27/2001
 Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 13129 Baron Lincoln-Mercury Inc Phone: (718) 445-1200
 State: New York City: Bayside Orig/Caller: LAWRENCE GALIANO
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: DRIVER SIDE AIR BAG DEPLOYED Attchmnts: 0
 Fix: Y Caus. Comp: AIR BAG DIAGNOSTIC MODULE -- RPL Condition Code:
 Hotliner: DKAPLA Phone: 313 248-2923 Dist Cd: 13 New York -13
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cds: 7

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

Type	Comments
REPAIR	(LOWER CASE) TECH STS THE DRIVERS SIDE MOUNTED AIR BAG HAS DEPLOYED. TECH FINDS NO DAMAGE TOP THE VEH. SEEKING KNOWNS.
RECOMM	WE HAVE NO REPORTS OF THE CONCERN. ADVISED TECH TO REPLACE THE CRASH SENSOR AND SIDE AIR BAG. INSPECT FOR CHAPPED WIRING. INSTALL SIMULATORS AND TEST THE SYSTEM.
REPAIR	03/25/2002 02:28PM GREG QUINN MSS - FCSD - Q1 DEALER PANEL TECH UNABLE TO CLEAR C AFTER MODULE REPLACEMENT.
RECOMM	ISM 01-12-040 B2477, MODULE CONFIGURATION, USE (NGS) 9.1
TECH/C	04/12/2002 01:23PM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE INSTALL ALL NEW SENSORS, RECM, AIR BAG AND SRAT COVER

Rpt#: 2C2AA427 FLEET --or-- L 00002180954M Rpt: 03/29/2002 Cdem: 7.834 M
Vehicle: 2002 TOWN CAR, EXEC , SEDAN 1LNHM84W32Y603352 Sld: 07/27/2001
Engine: 4.6L ROM B Calb: 1VC1P80A Trans: 4R70W Axle: 8.8 3.08C A C: YES
Dealer ID: USA 13129 Baron Lincoln-Mercury Inc Phone: 718. 445-1200
State: New York City: Bayside Orig/Caller:
Symptom: 1 04 4 00 BODY, RESTRAINTS, FRT AIR BAG SYS, OTHER-CODE NA
Addl Sym: Attachmnts: 0
Fix: Caus. Comp: -- Condition Code:
Cust: Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 13 New York -13
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: EBONY SOLID COT

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

Type	Comments
OWNREL	CUSTOMER: CONTACTED US LOOKING FOR ASSISTANCE IN GETTING LOST WAGES. SINCE THE VEHICLE HAS HAD TO GO TO THE DEALER MANY TIMES. MR. JIMINEZ INDICATED THAT THE DRIVERS AIRBAG DEPLOYED WHILE DRIVING. ACCORDING TO THE REPAIR ORDER FROM BARON L/M, IT WAS THE SIDE AIRBAG. NAFS: UNABLE TO ASSIST WITH ANY MONETARY ASSISTANCE FOR LOST WAGES. DEALERSHIP IS IN THE BEST POSITION TO DETERMINE CAUSE/CONDITION OF AIRBAG DEPLOYMENT.

Rpt#: 2FEBE023 NHL Rpt: 06/05/2002 Odom: 7,912 M
 Vehicle: 2002 TOWN CAR, EXEC , SEDAN 1LNHM84W92Y670134 Bld: 02/20/2002
 Engine: 4.6L ROM B Calb: 1VC1PB0A Trans: 4R70W Axle: 8.8 3.08C A/C: YES
 Dealer ID: USA 03637 HILLSIDE FORD, INC. Phone: (973) 923-9100
 State: New Jersey City: Hillside Orig/Caller: DAVE BSEN
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: UNINTENDED SIDE BAG DEPLOYED Attchmnts: 0
 Fix: D Caus. Comp: TRANSMISSION - SPECIAL -- GSA Condition Code:
 Hotliner: CHANSON3 Phone: 407 875-7572 Dist Cd: 13 New York 13
 Engineering: Phone: TAR: OLD
 Dlr Contact: Phone: Title Cde: SM

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

Type	Comments
REPAIR	TECH STATES THAT THE SIDE AIR BAG DEPLOYED UNINTENDEDLY. TECH STATES THAT THERE IS NO DAMAGE ON THE EXTERIOR OF THE VEHICLE, BUT HE HAS NOT LOOKED UNDERNEATHE YET. TECH HAS CODES OF A B1231, AND NOW HAS A B2295. TECH SEEKING PROPER LEGAL/REPAIR/WARRANTY PROCEDURE.
RECOMM	CONSULTED WITH AIR BAG CONCERN SPECIALIST. ADVISED TECH TO REPAIR AS NECESSARY, REPLACE THE SIDE IMPACT SENSOR, AND THE RCM. LOOK FOR ANY DAMAGE UNDERNEATHE THE VEHICLE. CONTACT WARRANTY CLAIMS & MISBUILTS OR PROPER REGIONAL WARRANTY PERSON WITH ANY WARRANTY QUESTIONS. ADVISED TECH THAT THE REPORT WILL BE SUBMITTED AS A SAFETY CONCERN.
REPAIR	06/10/2002 12:01PM CHRIS HANSON MSS - FCSD - REG - ORLANDO SM CALLING TO BACK TO STATE THAT THERE IS DAMAGED UNDERNEATHE THE VEHICLE. THE TRANSMISSION PAN IS DENTED 3/4 OF AN INCH IN THE LEFT FRONT CORNER AREA. IT IS NOT LEAKING FLUID, BUT IT IS EVIDENCE OF DAMAGE TO THE UNDERBODY.
RECOMM	ADVISED SM THAT THE INFORMATION HAS BEEN LOGGED INTO THE HOTLINE REPORT. ADVISED SM TO WORK WITH THE PROPER WARRANTY AUTHORITY TO ANSWER ANY WARRANTY QUESTIONS.
REPAIR	06/12/2002 09:10AM CHRIS HANSON MSS - FCSD - REG - ORLANDO FSE STATES THAT HE NEEDS THE REPORT TECH ASSISTED. HE IS AT THE VEHICLE AND STATES THAT THERE IS A DENT ON THE TRANSMISSION PAN ABOUT AN INCH INWARD. FSE ALSO THINKS THE TRANS AREA IS ALSO WHERE THE RCM IS LOCATED BUT WANTS VERIFICATION ON THAT.
RECOMM	ISM 01-12-004 01-02 TOWN CAR RESTRAINTS CONTROL MODULE LOCATION ADVISED FSE THAT THE RCM IS LOCATED ON THE TRANS HUMP, AND THE SIDE SENSOR IS ABOUT A FOOT INSIDE OF THE B-PILLAR ON THE INTERIOR FLOOR BOARD. ADVISED FSE THAT I WOULD SUBMIT THE REPORT FOR TECH ASSIST.
ADD-ON	07/03/2002 01:18PM DAN YUROWSKI (FSE) MSS - FCSD - REG - NEW YORK LIMO VEHICLE HIT TRANSMISSION PAN HARD, THEREFORE IT ACTIVATED THE L/S AIR BAG BECAUSE IT TRIGGERED THE L/S CRASH SENSORS MOUNTED ON THE FLOOR BOARDS AND TRANSMISSION TUNNEL.

Rpt#: 3IUA3001 CQD Rpt: 09/21/2003 Odom: 19,862 M
Vehicle: 2003 TOWN CAR, EXEC , SEDAN 1LNHM81W73Y605871 Bld: 04/15/2002
Engine: 4.6L ROM B Calb: 3VC1SB0A Trans: 4R70W S Axle: A/C: YES
Dealer ID: USA 13661 Terrys Lincoln-Mercury Inc Phone: (708) 349-3400
State: Illinois City: Orland Park Orig/Caller: DAN MYERS
Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
Addl Sym: Attachmts: 9
Fix: Caus. Comp: -- Condition Code:

Region Code: 41 Region Name: Chicago - 41

----- C O M M E N T S -----
Type Comments
CONCER RENTAL UNIT ALLEGEDLY DEPLOYED PASSENGER "SIDE" AIR BAG WITHOUT
SIDE COLLISION.
REPAIR VERIFIED THAT PASSENGER "SIDE" AIR BAG IS DEPLOYED. CODES B1231,
B2295 ODDTC, B1231 CMDTC. FQE INSPECTED VEHICLE AND FOUND IMPACT AT
REAR OF PASSENGER FRONT DOOR BOTTOM EDGE. ALSO FOUND SEVERAL PIECES OF
GRAVEL IN THE UNDER CARRAGE OF VEHICLE. FQE ACCESSED RCM MEMORY AND
DOWNLOADED TO FILE AND FORWARDED TO RICHARD RUTH. RCM REMOVED AND
SENT TO SUPPLIER, TAKATA. PICTURES IN GCQIS.
DAN MYERS FQE - IOWA 563-289-9991

Rpt#: 2LECF002 NHL Rpt: 12/02/2002 Odom: 13,088 M
Vehicle: 2003 TOWN CAR, SIGN , SEDAN 1LNHMB2WX3Y624610 Bld: 07/19/2002
Engine: 4.6L ROM B Calb: 3VC1AB0A Trans: 4R70W S Axle: A/C: YES
Dealer ID: USA 01172 Sun State Ford, Inc. Phone: (407) 299-5900
State: Florida City: Orlando Orig/Caller: CARLOS SANMARTIN
Symptom: 1 04 & 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: DRIVERS SIDE AIR BAG DEPLOYED Attchments: 0
Fix: Cause. Comp: -- Condition Code:
Hotliner: BDOMINIC Phone: 313 317-9343 Dist Cd: 24 Orlando - 24
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: 7

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

Type	Comments
REPAIR	TECH STATES THAT THIS IS A BUDGET RENTAL CAR AND DRIVERS SIDE AIR BAG DEPLOYED AND HAD CODES 1231 AND 2295. WANT TO KNOW WHAT CODES OF CAUSE THIS SAYS NO DAMAGE TO VEHICLE.
RECOMM	ADV TECH TALKING TO CONCERN PERSON THAT TECH NEEDS TO LOOK AT UNDER CARRIAGE UNDER DRIVERS SEAT IN ABOUT 4 FT RADIUS FOR DAMAGE AND THEN NEED S TO CK UNDER SEAT FOR SOME THING UNDER IT AND THEN CALL BUDGET RENTAL CAR TO GET THERE INSURANCE OUT TO LOOK AT VEHICLE CAN ALSO LOOK FOR N: RES CHAFFING I WILL SAFETY REPORT.

Rpt#: 2HMD3002 NHL Rpt: 08/13/2002 Odom: 2,405 M
 Vehicle: 2003 TOWN CAR, SIGN, SEDAN 11NMM82W13Y617447 Bld: 06/05/2002
 Engine: 4.6L ROM B Calb: 3VC1SB0A Trans: 4R70W S Axle: A/C: YES
 Dealer ID: CAN A4710 LANDAU LINC MERC SALES LTD Phone: (204) 772-2411
 Province: Manitoba City: Winnipeg Orig/Caller: TIBOR BLAIZE
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: B1231 A/B DEPLOYMENT (UNINTEND) Attchmnts: 0
 Fix: Y Caus. Comp: CUSTOMER EXPECTATIONS -- CUS Condition Code:
 Hotliner: NMULLINA Phone: 313 317-9289 Dist Cd: 06 06 FCSD REGION-CANADA
 Engineering: Phone: TAR: CLD
 Dlr Contact: Phone: Title Cde: T

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

Type	Comments
REPAIR	TECH STATES CUSTOMER WAS DRIVING DOWN THE ROAD AND PASSENGER SIDE AIRBAG DEPLOYED. TECH FOUND DTC B1231 IN MEMORY. CODE LEADS TECH TO REPLACE RCM. TECH SEEKING KNOWNS.
RECOMM	ADVISED TECH TO FOLLOW THROUGH WITH NORMAL DIAGNOSIS AND REPAIR AS NECESSARY. TECH ASSIST IS NEEDED FOR UNINTENDED DEPLOYMENT.
ADD-ON	08/15/2002 04:55PM MIKE LAQUERRE(FSE) MSS - FOC - CAN FIELD OPERAT SPOKE TO KURT (SF). IT IS IMPORTANT TO NOTE THAT IT IS THE SEAT AIR BAG THAT DEPLOYED WHICH HAS A VERY SENSITIVE SENSOR LOCATED ON THE FLOOR PAN UNDER THE CARPET JUST BELOW THE SEAT. CONCERN OCCURED WHILE CUSTOMER WAS DRIVING ON A GRAVEL ROAD. CODE INDICATES ACCELERATION THRESHOLD WAS REACHED INDICATING SENSOR HAS MOST LIKELY HIT WITH A STONE. ADVISED DEALER THAT THIS IS NOT WARRANTY AND THAT REPAIR SHOULD BE CLAIMED TO INSURANCE. NO FURTHER ACTION, CLOSING FILE.
REPAIR	09/17/2002 10:44AM NICHOLAS MULLINAX MSS - FCSD - TECH SVC HOTLINE TECH STATES THE AIRBAG LIGHT IS FLASHING RAPIDLY AND WILL NOT ACCEPT NEW MODULE. TECH SEEKING DIRECTION.
RECOMM	WALKED TECH THROUGH PMI USING THE NGS. HAD TO ENTER IN THE AS-BUILT DATA FOR RCM 58-01, 58-02, AND 58-03. AFTER COMPLETING, THE A/B LIGHT DID PROVE OUT.

Rpt#: 2GVLD014 NHL Rpt: 07/22/2002 Odom: 4,621 K
 Vehicle: 2003 TOWN CAR, SIGN, SEDAN 1LNHM82W73Y605318 Bld: 04/09/2002
 Engine: 4.6L ROM B Calb: 3VC1SBOA Trans: 4R70W S Axle: A/D: YES
 Dealer ID: CAN B6249 D.K. FORD SALES LTD. Phone: (780) 986-2929
 Province: Alberta City: Leduc Orig/Caller: KERRY WASILKA
 Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
 Addl Sym: UNWARRANTED SAB DEPLOYMENT Attchmnts: 0
 Fix: Y Caus. Comp: CUSTOMER EXPECTATIONS -- CUS Condition Code:
 Hotliner: RHUTCH13 Phone: 313 317-9294 Dist Cd: 06 06 FCSD REGION-CANADA
 Engineering: Phone: TAR: C/D
 Dlr Contact: Phone: Title Cde: SF

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

Type	Comments
REPAIR	TECH STS VEHICLE BROUGHT IN. TECH STS CODES PRESENT IN THE RCM ARE B2095 AND B1231. TECH STS ACCELERATION THRESHOLD REACHED. TECH WAS UNABLE TO FIND ANY DAMAGE TO THE VEHICLE THAT WOULD WARRANT A DEPLOYMENT. TECH STS PASS SIDE SEAT BAG HAS DEPLOYED.
RECOMM	ADVISED TECH, PER SME MIKE LAPKO, THAT WE WOULD TECH ASSIST THIS UNIT TO ENSURE THAT THE DEPLOYMENT WAS NOT WARRANTED AND TO INSPECT VEHICLE FOR DAMAGE.
ADD-ON	07/23/2002 04:46PM JORGE REBELLON JAG - JAGUAR RECOM TO INSPECT ANY IMPACT MARKS LOCATED UNDER THE FLOOR PAN CAUSED BY ROAD DEBRIS. POSSIBLE DEPLOYMENT DUE TO THE IMPACT AND THE LOCATION OF THE SIDE AIRBAG SENSOR. IF NONE FOUND, CONTINUE W/ NORMAL DIAG.
ADD-ON	JORGE REBELLON WIXOM PVT 248-344-5978 07/25/2002 04:21PM MIKE LAQUERRE(FSE) MSS - FOC - CAN FIELD OPERAT REVIEWED INCIDENT REPORT WITH DEALER AND FOUND OUT THAT INCIDENT OCCURRED ON A GRAVEL ROAD WITH VEHICLE MOVING AT OVER 80 KMPH. RIGHT SIDE AIR BAG BLEW WITH NO OCCUPANT IN THE SEAT. REVIEWING FUNCTIONAL SEQUENCE WITH ENGINEERING.
ADD-ON	07/26/2002 08:41AM MIKE LAQUERRE(FSE) MSS - FOC - CAN FIELD OPERAT REVIEWED FILE WITH RALPH ARNING AT WIXOM. THIS SENSOR IS VERY SENSITIVE AND IS LOCATED UNDER THE SEAT ON THE FLOORPAN. THE GRAVEL ROAD THE CUSTOMER WAS DRIVING ON AND THE SPEED HE WAS GOING AT WAS ENOUGH TO SET OFF THE BAG WITH ONE STONE HITTING THE SENSOR AREA ON THE FLOORPAN. NOT A WARRANTABLE REPAIR, CUSTOMER NEEDS TO CONTACT HIS INSURANCE COMPANY. DEALER ADVISED, CLOSING FILE.
REPAIR	08/14/2002 03:43PM ROBERT HUTCHINSON MSS - FCSD - TECH SVC HOTLINE TECH REPLACED RCM, STS B2477 WILL NOT CLEAR AND CAN NOT BE CONFIGURED.
RECOMM	ISM 01-12-040 B2477, MODULE CONFIGURATION, USE (NGS) 9.1 ADVISED TECH OF PROCEDURE TO CLEAR B2477.

Rpt#: 211AC886 CREDSR--or-- Q 516971 Rpt: 09/10/2002 Odom: 4.621 M
Vehicle: 2003 TOWN CAR, SIGN , SEDAN 1LNHM82W73Y605318 Bld: 04/09/2002
Engine: 4.6L ROM B Calb: 3VC1SB0A Trans: 4R70W S Axle: A/C: YES
Dealer ID: CAN B6249 D.K. FORD SALES LTD. Phone: (780) 986-2929
Province Alberta City: Leduc Orig/Caller: KERRY WASILKA
Symptom: 1 04 4 57 BODY, RESTRAINTS, FRT AIR BAG SYS, DEPLOYMENT
Addl Sym: Atchmnts: 0
Fix: Caus. Comp: MODULE-AIR BAG -- RPL Condition Code:
Region Code: 06 Region Name: 06 FCSD REGION-CANADA

----- C O M M E N T S -----
Type Comments
CONCER THE CUSTOMER WAS DRIVING DOWN A GRAVEL ROAD AND THE PASSENGER SIDE AIR
BAG WENT OFF FOR NO REASON.
TECH/C KOEC B1231. INSPECTED CAR AND FOUND NO APPARENT DAMAGE. CONTACTED
AUTHORITIES AND PROCEEDED WITH REPAIR. REPLACED AFFECTED COMPONENTS
AND ROAD TESTED, OK.
AUDIT SRV DLR CODE BYE10 CHANGED TO B6249 BY SDAVIS20 PART NBR 611 CHANGED
TO 54611D10 BY SDAVIS20 SYMPTOM_CODE 104000 CHANGED TO 104457 BY
SDAVIS20

Rpt#: 3HUEC010 NHL Rpt: 08/21/2003 Odom: 4,478 *
 Vehicle: 2003 TOWN CAR, SIGN, SEDAN 1LNHMA2W73Y700137 Bld: 06/06/2003
 Engine: 4.6L ROM B Calb: 3VC1AB0A Trans: 4R70W S Axle: A/C: YES
 Dealer ID: USA 07762 Melrose Ford Phone: (510) 437-8200
 State: California City: Oakland Orig/Caller: JESSEE MARTINEZ
 Symptom: 1 04 6 57 BODY, RESTRAINTS, SIDE AIR BAGS, DEPLOYMENT
 Addl Sym: B2295, C1414, B2477 Atchmnts: 0
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: RTHIELBA Phone: 313 317-7075 Dist Cd: 72 San Francisco - 72
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: 7

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

Type	Comments
REPAIR	TECH STATES CUSTOMER ALLEGES THE SIDE AIRBAG DEPLOYED ON THIS VEHICLE. VEHICLE IS A RENTAL UNIT. CODES B2295, C1414, B2477 ARE PRESENT IN RCM. TECH BELIEVES VEHICLE WAS NOT IN AN ACCIDENT -- NO VISIBLE DAMAGE IS PRESENT. RENTAL COMPANY GAVE NO DETAILS OF INCIDENT.
RECOMM	WHILE ON PHONE, HAD TECH INSPECT FOR VISIBLE BODY DAMAGE, TECH FINDS NONE. ADVISED TO CONTACT RENTAL COMPANY, OBTAIN ALL INFORMATION ABOUT THIS INCIDENT. DETERMINE WHETHER RCM WAS REPLACED BY RENTAL COMPANY. OBTAIN ENGINEERING NUMBER FROM RCM. PLACE VEHICLE ON HOIST, RE-INSPECT FOR ANY DAMAGE TO ROCKER PANEL OR FLOOR PAN AREAS.
REPAIR	08/21/2003 06:45PM ROBERT GERHARDT MSS - PCSD - TECH SVC HOTLINE TECH CALLED BACK WITH SAME. NO VISIBLE SIGNS OF DAMAGE. BUDGET RENTAL JUST DROPPED IT OFF SAYING THE AIR BAG LIGHT WAS ON.
RECOMM	ADV TO CALL BUDGET BACK AND FIND OUT THE REST OF THE STORY. RIGHT NOW IT APPEARS THE MODULE HAS PROBABLY BEEN REPLACED SINCE THE CODES USUALLY PRESENT WITH A DEPLOYMENT ARE NOT IN THE MODULE. CHECK THE ENGINEERING NUMBER ON THE MODULE TO POSSIBLY FIND OUT IF THIS IS A REPLACEMENT PART.

REDACTED

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

From: Jackson, Celeste (C.)
Sent: Monday, November 11, 2002 8:49 AM
To: Ferrisuto, Paul (P.G.)
Cc: Ruth, Richard (R.R.)
Subject: FW: 2002 Town Car Case #646142972

Paul,

Attached is an inspection report on the 2002 Town Car you consulted with your sensor engineer on. The minimal damage was on the right side of the vehicle, but the left side side airbag deployed. At this time I have offered the customer a replacement vehicle. Do you want the module sent in for evaluation?

Kind Regards,

Celeste M. Jackson

Litigation Prevention Analyst, Atlanta Region
FCSD Consumer Affairs
Telefon: (313) 845-5681
Telefax: (313) 845-5669

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

From: Abston, Jerry (J.W.)
Sent: Wednesday, November 06, 2002 5:26 PM
To: Jackson, Celeste (C.)
Cc: Lewis, Robert (R.E.)
Subject: RE: 2002 Town Car Case #646142972

Customer Name: [REDACTED]

VIN:1LNHM83W62Y666611

The vehicle was inspected 10/28/02. 8361 MI. Contact with an unknown object was made at the lower right rear shock attachment bolt. the impact was dead on the head of the shock bolt and the washer was bent toward the rear of the vehicle at the bottom. This damage was as if there was an impact on the shock bolt and the vehicle rode up and over the object. The attached picture is marked 1 & 2. 2 is the point of impact and 1 is where the washer is bent.

Jerry W. Abston
Field Service Engineer

REDACTED

0003-314 1435M



MVC-001F.JPG

Fix it right the first time!

Voice mail 770-898-2885
Cell 205-266-0989
Fax 205-674-3884
Home office 205-674-6656



CSQ1702 CQIS Technical Service Detail 11/17/03 10:41:48

Next/Previous Article (N/P): Article #: ISM 02-08-036 Date: 08/29/2002

Symptom: 1 04 BODY RESTRAINTS

Year Vt Fm VI Mdl Trans Engine Cnfb Axle

Criteria: 2001 C TW

AIR BAG HANDLING PROCEDURE, COLLECT INFO**AIR BAG HANDLING PROCEDURE: COLLECT AS MUCH LISTED INFORMATION POSSIBLE. MARK THE REPORT AS SAFETY**

WHEN ANSWERING QUESTIONS REGARDING ALLEGED NON-DEPLOYMENT IN COLLISIONS OR ALLEGED UNWARRANTED OR IMPROPER DEPLOYMENT, IT IS BEST TO NOT SPECULATE WITH THE CUSTOMER ABOUT THE DEPLOYMENT THRESHOLDS OF ANY RESTRAINTS. GIVEN THE DIFFERENCES IN CRASH CHARACTERISTICS BETWEEN VEHICLES AND THE VARIABLES THAT AFFECT THE MORE ADVANCED RESTRAINT SYSTEMS, ANY DESCRIPTION OF WHEN THE DEVICE IS DESIGNED TO DEPLOY MAY BE MISUNDERSTOOD BY THE CUSTOMER AND CREATE AN UNREALISTIC EXPECTATION.

PERFORM VISUAL INSPECTION AND PULL CODES FROM RESTRAINTS CONTROL MODULE. WARRENTY REPAIRS: REPAIR THE VEHICLE AND HOLD THE PARTS. FOR NON WARRENTY REPAIRS: VEHICLE OWNERS MUST CONTACT THEIR INSURANCE COMPANY.

ECI WILL REVIEW ALL REPORTS THE NEXT DAY AND THE DEALER WILL BE CONTACTED IF A VEHICLE INSPECTION OR PARTS RETURN IS DEEMED NECESSARY. INFORMATION REQUIRED FOR BOTH ALLEGED NON-DEPLOYMENT AND ALLEGED UNINTENDED DEPLOYMENT:

- DATE OF INCIDENT
- CUSTOMER PERCEPTION OF VEHICLE SPEED
- NUMBER AND DETAILS OF ALLEGED INJURIES
- AIR BAG SYSTEM WITH CONCERN (FRONT, SIDE, CURTAIN, DRIVER, PASSENGER)
- WAS AIR BAG WARNING INDICATOR ON PRIOR TO ALLEGED INCIDENT?
- DIAGNOSTIC TROUBLE CODES STORED (DO NOT CLEAR CODES)
- INFORMATION ON ANY FAULTS FOUND WITH AIR BAG SYSTEM
- ADDITIONAL INFORMATION FOR ALLEGED NON-DEPLOYMENT INCIDENTS:
 - LOCATION OF IMPACT TO VEHICLE
 - OBJECT THAT WAS STRUCK (POLE, FENCE, ANOTHER VEHICLE, TREE, ETC.)
 - IF CUSTOMER ALLEGES A PRODUCT DEFECT CAUSED INCIDENT
- ADDITIONAL INFORMATION FOR ALLEGED UNINTENDED DEPLOYMENT INCIDENTS:
 - ROAD SURFACE
 - IF AN OBJECT WAS STRUCK
 - IF VEHICLE WAS MOTIONLESS
 - IF A NOISE WAS HEARD UNDER VEHICLE
 - IF VEHICLE WAS TOWING SOMETHING

DESCRIPTION AND LOCATION OF ANY IMPACT WITNESS MARKS FOUND.

UPDATED 10/03/02 MICHAEL LAPKO (MLAPKO) 82933