

PE05-033

FORD

8/19/2005

APPENDIX G, I, & J

BOOK 2 OF 2

PART 3 OF 3

Article Number: 99-02-03

Article Type: T

Title: WATER LEAKS - WINDSHIELD SEALING - SERVICE TIP WINDSHIELD -
SEALING - SERVICE TIP

Text:

THE CUSTOMER MAY REPORT A WATER LEAK FROM THE WINDSHIELD. THIS MAY BE CAUSED BY A CHIP OR A VOID IN THE PRODUCTION SEALER SOMEWHERE AROUND THE PERIPHERY OF THE WINDSHIELD. APPLY A BEAD OF LIQUID BUTYL SEALER (F&AZ-19554-CA) UNDER THE WEATHERSTRIP AROUND THE PERIPHERY OF THE WINDSHIELD. REFER TO THE APPROPRIATE SERVICE OR WORKSHOP MANUAL FOR WEATHERSTRIP REMOVAL WHERE NECESSARY. NOTE: DUE TO DIFFICULTY IN DETERMINING THE EXACT LOCATION OF A WATER LEAK, IT MAY BE IDEAL TO SEAL THE ENTIRE WINDSHIELD PERIPHERY (SIDES, TOP AND BOTTOM) TO ENSURE REPAIR OF THE LEAK.

Vehicles:

1995 - 1997	AEROSTAR (00003)
1995 - 1999	CONTINENTAL (00010)
1995 - 1999	CONTOUR (00011)
1995 - 1997	COUGAR (00013)
1995 - 1999	CROWN VICTORIA (00015)
1995 - 1999	E-SERIES (00016)
1995 - 1999	ESCORT (00020)
1997 - 1999	EXPEDITION (00026)
1995 - 1999	F-SERIES SUPER DUTY (00028)
1995 - 1999	F-SERIES LD (00029)
1995 - 1999	GRAND MARQUIS (00044)
1995 - 1998	MARK VII (00084)
1997 - 1999	MOUNTAINEER (00070)
1995 - 1999	MUSTANG (00071)
1995 - 1999	MYSTIQUE (00072)
1995 - 1999	RANGEP (00081)
1995 - 1999	SABLE (00082)
1995 - 1997	THUNDERBIRD (00082)
1995 - 1999	TOWN CAR (00094)
1995 - 1999	TRACER (00095)
1995 - 1998	VILLAGER (00102)
1998 - 1999	NAVIGATOR (00106)
1995 - 1999	EXPLORER (00110)
1995 - 1997	PROBE (00116)
1995 - 1999	TAURUS (00117)
1995 - 1999	WINDSTAR (00118)

Symptom Codes:

102000 (Window/Glass)

110000 (Sealing)

Article Number: 13838

Article Type: S

Title: WINDSHIELD CREAK/SQUEAK

Text:

SOME 1997-2000 F-150/250LD/EXPEDITION AND 1998-2000 NAVIGATORS MAY EXHIBIT A WINDSHIELD CREAK/SQUEAK, DURING COLDER 'LOW' HUMIDITY WEATHER THE TIME FOR THE URETHANE SEAL TO COMPLETELY CURE, CAN VARY FROM 72 HOURS TO 21 DAYS. THE WINDSHIELD IS COMPLETELY ATTACHED AND SEALED BUT THE URETHANE IS STILL PLIABLE FOR UP TO 21 DAYS AFTER THE VEHICLE IS BUILT. DO NOT RESET THE WINDSHIELD. RESETTING THE WINDSHIELD WILL INCREASE THE CHANCES OF WIND AND WATER LEAKS. DURING THIS CURING TIME, THE CREAK/SQUEAK CAN BE CORRECTED BY APPLYING ROTUNDA SR OIL (164R4905), TO THE EXTERIOR LIP MOULDING ALONG THE TOP OF THE WINDSHIELD WHERE IT TOUCHES THE CLEARCOAT. THE SR OIL (164R4905) CAN BE FOUND IN THE ROTUNDA SQUEAK AND RATTLE SERVICE KIT 164R4900.

Vehicles:

1997 - 2000 EXPEDITION (00028)

1997 - 2000 F-SERIES LD (00029)

1998 - 2000 NAVIGATOR (00106)

Symptom Codes:

102000 (Window/Glass)

110000 (Sealing)

702000 (Other Noise Concerns)

702100 (- Front)

702300 (- Passenger Compartment)

Article Number: 03-11-10

Article Type: T

Title: 2000-2003 VARIOUS VEHICLES: BODY - WATER LEAK FROM ROOF
OPENING PANEL - ROOF OPENING PANEL BINDS OR WILL NOT OPEN
PROPERLY - NOISE - RATTLE FROM ROOF

Text:

SEE TSB 03-11-10 ON OASIS, OR FMCDEALER.COM (U.S. ONLY) FOR DETAILS.

Vehicles:

2000 - 2003 EXPEDITION (00028)
2003 F-SERIES SUPER DUTY (00028)
2001 - 2003 F-SERIES LD (00028)
2000 - 2003 NAVIGATOR (00106)

Symptom Codes:

102000 (Window/Glass)
105000 (Roof Options)
108000 (Exterior Trim/Accessories)
110000 (Sealing)
111000 (Body Panel(s)/Unibody)
702000 (Other Noise Concerns)
702100 (- Front)
702300 (- Passenger Compartment)

Article Number: 10503

Article Type: S

Title:

Text:

SOME 1997-2000 F-150/250LD/EXPEDITION AND 1998-2000 NAVIGATORS MAY EXHIBIT A WINDSHIELD CREAK/SQUEAK. DURING COLDER "LOW" HUMIDITY WEATHER THE TIME FOR THE URETHANE SEAL TO COMPLETELY CURE, CAN VARY FROM 72 HOURS TO 21 DAYS. THE WINDSHIELD IS COMPLETELY ATTACHED AND SEALED BUT THE URETHANE IS STILL PLIABLE FOR UP TO 21 DAYS AFTER THE VEHICLE IS BUILT. DO NOT RESET THE WINDSHIELD. RESETTNG THE WINDSHIELD WILL INCREASE THE CHANCES OF WIND AND WATER LEAKS.

Vehicles:

1997 - 2000 EXPEDITION (00026)

1997 - 2000 F-SERIES LD (00029)

1998 - 2000 NAVIGATOR (00106)

Symptom Codes:

102000 (Window/Glass)

110000 (Sealing)

702000 (Other Noise Concerns)

702100 (- Front)

702300 (- Passenger Compartment)

Article Number: 13138

Article Type: S

Title: 1998-2000 EXCURSION, EXPLORER/MOUNTAINEER,
EXPEDITION/NAVIGATOR, F-SERIES LD&SO

Text:

ALL 1998-2000 EXPLORER, MOUNTAINEER, EXPEDITION, NAVIGATOR, AND F-SERIES LIGHT DUTY, 2000 EXCURSION, AND 1998-2000 F-SERIES HEAVY DUTY/SUPER DUTY WITH GENERIC ELECTRONIC MODULE (GEM) CONCERNS THAT REQUIRE A MODULE REPLACEMENT, THE TECHNICIAN MUST CALL FOR APPROVAL BEFORE REMOVING AND/OR REPLACING THE MODULE. YOUR DEALERSHIP IS PARTICIPATING IN A CONCERN DEFINITION PROGRAM - "REAL TIME DIAGNOSTIC ASSISTANCE" (RTDA). SERVICING TECHNICIANS SHOULD BE THE ONE MAKING THE CALL TO RTDA. PLEASE REFER TO RTDA PROGRAM ANNOUNCEMENT LETTER ATTACHMENT II, WITH A REVISED DATE 8/30/99 SENT TO YOUR DEALERSHIP IN JULY 1999, FOR COVERED MODULE LIST. RTDA IS AVAILABLE FOR DIAGNOSTICS MONDAY-THURSDAY 8:00AM TO 8:00PM ET AND 8:00AM TO 8:00PM ET FRIDAY AT (888)571-7135.

Vehicles:

1998 - 2000 EXPEDITION (00028)
1999 - 2000 F-SERIES SUPER DUTY (00028)
1998 - 2000 F-SERIES LD (00029)
1998 - 2000 MOUNTAINEER (00070)
1998 - 2000 NAVIGATOR (00108)
1998 - 2000 EXPLORER (00110)
2000 EXCURSION (00128)

Symptom Codes:

102000 (Window/Glass)
103000 (Mirrors)
105000 (Roof Options)
106000 (Exterior Trim/Accessories)
112000 (Latches/Locks & Security)
201000 (Lighting Systems)
201100 (Interior Lighting)
201200 (Exterior Lighting)
202000 (Wiper/Washer System)
203000 (Basic Electrical)
203100 (Charging System)
205000 (Electrical Accessories)
206000 (Warning Indicators)
608000 (Transfer Case Concerns)
702000 (Other Noise Concerns)
703000 (Vibration Concerns)

Article Number: 15773

Article Type: S

Title: VARIOUS ELECTRICAL CONDITIONS RESULTING FROM WATER INTRUSION INTO THE GEM/CJB

Text:

SOME 1997-2002 EXPEDITION AND 1998-2002 NAVIGATOR VEHICLES MAY EXHIBIT VARIOUS UNUSUAL ELECTRICAL CONDITIONS, INCLUDING BUT NOT LIMITED TO: FRONT OR REAR BLOWER OR EATC STAYING ON WITH KEY OUT OF THE IGNITION, RADIO STAYING ON AFTER DOORS OPENED AND KEY OUT OF IGNITION, WIPER CIRCUIT FAILURE CODES, AND MULTIPLE SYSTEM WARNING LIGHTS WITH 'SHORT TO POWER' OR 'LOW BATTERY VOLTAGE' DTCS. THESE SYMPTOMS MOST OFTEN OCCUR AFTER A RAIN OR SNOW. THIS MAY BE DUE TO GEM/CJB WATER INTRUSION RESULTING FROM A WINDSHIELD WATER LEAK. TO SERVICE, REMOVE THE GEM AND CJB FROM THE VEHICLE, SEPARATE THEM AND INSPECT FOR WATER CONTAMINATION OR CORROSION. IF FOUND IN EITHER COMPONENT, REPLACE BOTH COMPONENTS AND COMPLETELY RESEAL THE WINDSHIELD.

Vehicles:

1997 - 2002 EXPEDITION (00026)

1998 - 2002 NAVIGATOR (00106)

Symptom Codes:

110000 (Sealing)

202000 (Wiper/Washer System)

203000 (Basic Electrical)

203200 (Wiring - General)


204000 (Instrumentation)

205000 (Electrical Accessories)

206000 (Warning Indicators)

206000 (Climate Control)

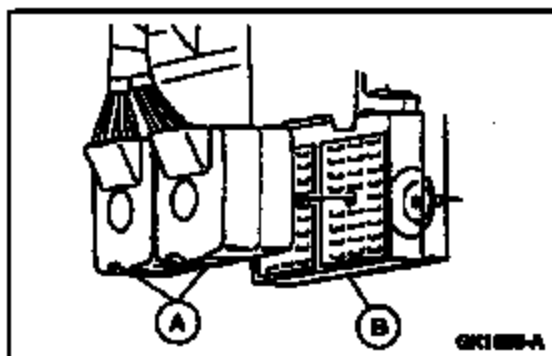
**SECTION 419-10: Multifunction Electronic Control Modules
REMOVAL AND INSTALLATION**1999 Expedition/Navigator Workshop Manual
Procedure revision date: 07/01/1998**Module —Generic Electronic (GEM)****Removal**

1.  **CAUTION:** Prior to removal of the module, it is necessary to upload module configuration information to New Generation STAR (NGS) Tester. This information needs to be downloaded into the new module once installed. For additional information, refer to **Section 415-01**.

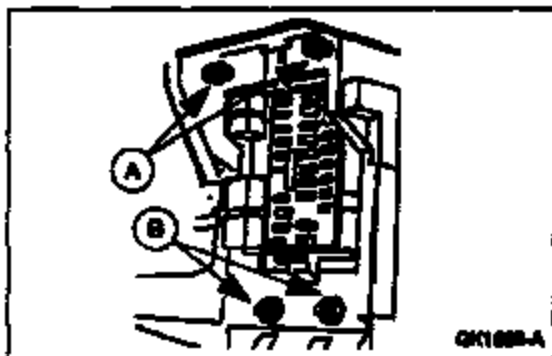
 **CAUTION:** Electronic modules are sensitive to electrical charges. If exposed to these charges, damage may result.

Disconnect the battery ground cable.

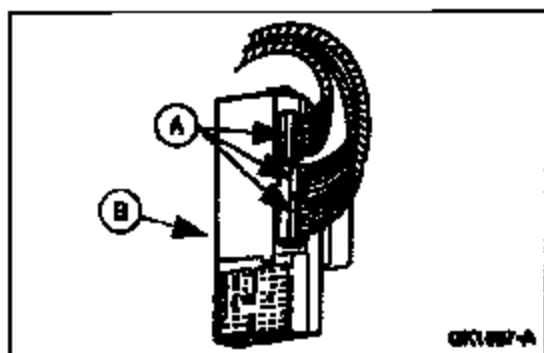
2. Remove the steering column cover. For additional information, refer to **Section 501-12**.
3. Remove the (A) bulkhead electrical connectors from the (B) instrument panel fuse junction panel.



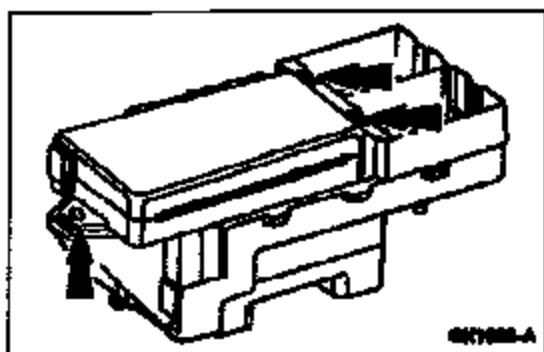
4. Remove the (A) instrument panel fuse junction panel bolts and remove the (B) interior fuse junction panel nuts.



5. Disconnect the (A) generic electronic module (GEM) electrical connectors from the (B) GEM.



6. Remove the screws and the GEM.



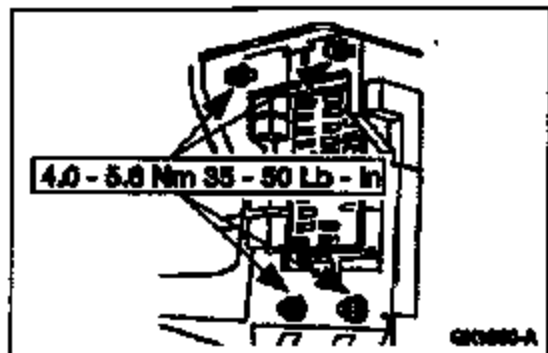
Installation

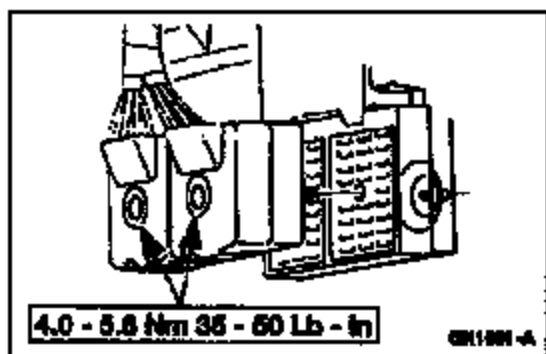
1.  **CAUTION:** Once the new module is installed, it is necessary to download the module configuration information from the New Generation STAR (NGS) Tester into the new module. For additional information, refer to [Section 418-01](#).

NOTE: When the battery (10855) is disconnected and reconnected, some abnormal drive symptoms may occur while the vehicle relearns its adaptive strategy. The vehicle may need to be driven 16 km (10 miles) or more to relearn the strategy.

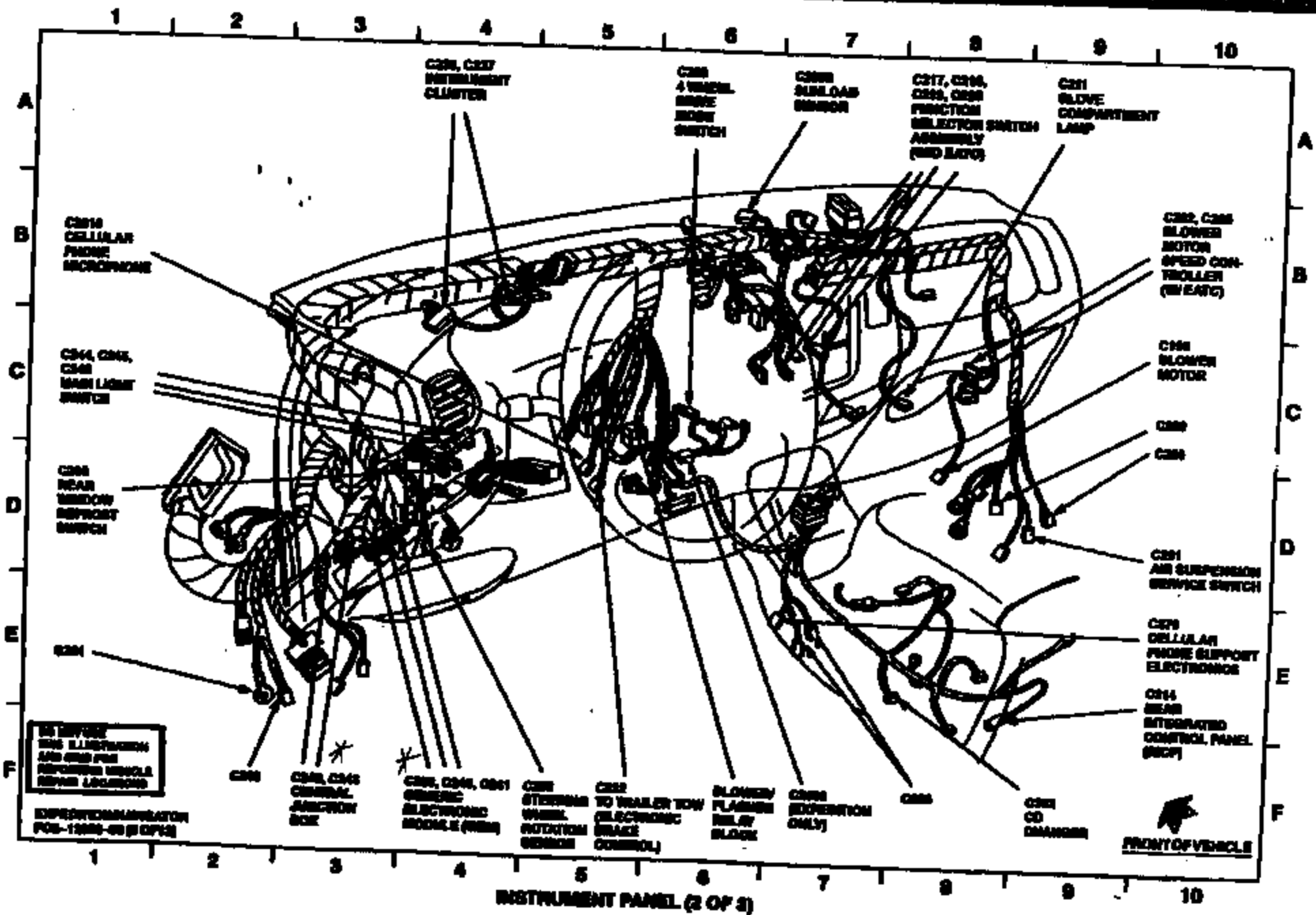
To install, reverse the removal procedure.

- Check for proper operation.






COMPONENT LOCATION VIEWS 151-8



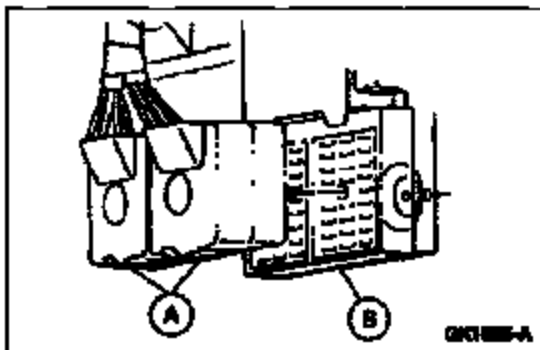
**SECTION 418-10: Multifunction Electronic Control Modules
REMOVAL AND INSTALLATION***2000 Expedition/Navigator Workshop Manual*
Procedure revision date: 05/17/1999**Module —Generic Electronic (GEM)****Removal**

1.  **CAUTION:** Prior to removal of the module, it is necessary to upload module configuration information to scan tool. This information needs to be downloaded into the new module once installed. For additional information, refer to [Section 418-01](#).

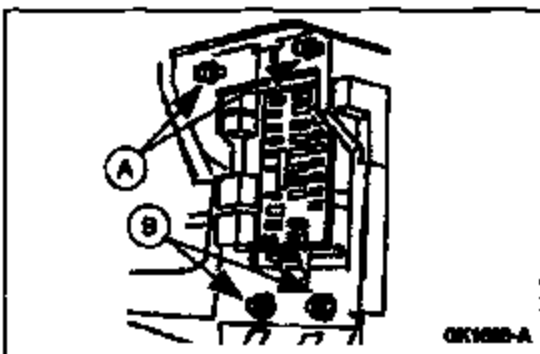
 **CAUTION:** Electronic modules are sensitive to electrical charges. If exposed to these charges, damage may result.

Disconnect the battery ground cable.

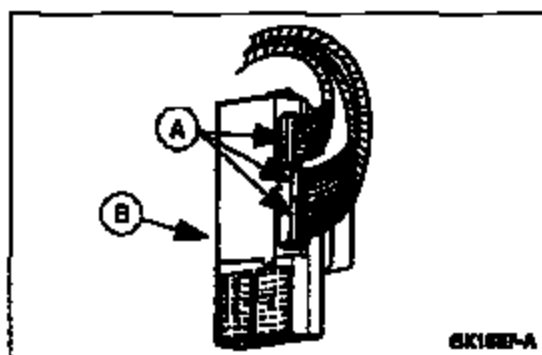
2. Remove the steering column cover. For additional information, refer to [Section 501-12](#).
3. Remove the (A) bulkhead electrical connectors from the (B) instrument panel fuse junction panel.



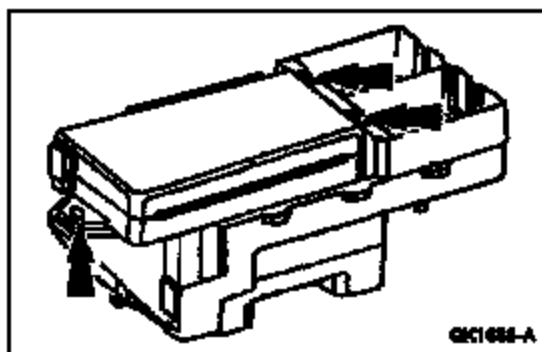
4. Remove the (A) instrument panel fuse junction panel bolts and remove the (B) interior fuse junction panel nuts.



5. Disconnect the (A) generic electronic module (GEM) electrical connectors from the (B) GEM.



6. Remove the screws and the GEM.



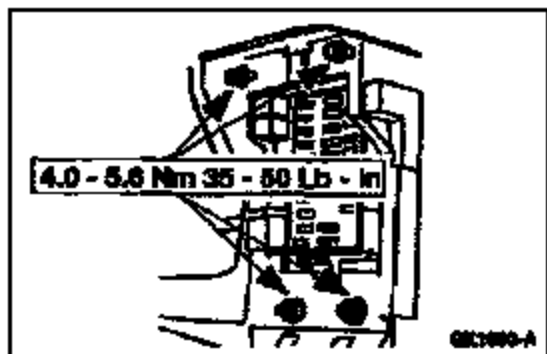
Installation

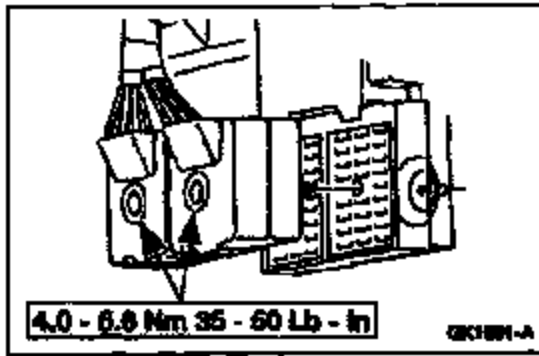
1.  **CAUTION:** Once the new module is installed, it is necessary to download the module configuration information from the scan tool into the new module. For additional information, refer to [Section 418-01](#).

NOTE: When the battery (10655) is disconnected and reconnected, some abnormal drive symptoms may occur while the vehicle relearns its adaptive strategy. The vehicle may need to be driven 16 km (10 miles) or more to relearn the strategy.

To install, reverse the removal procedure.

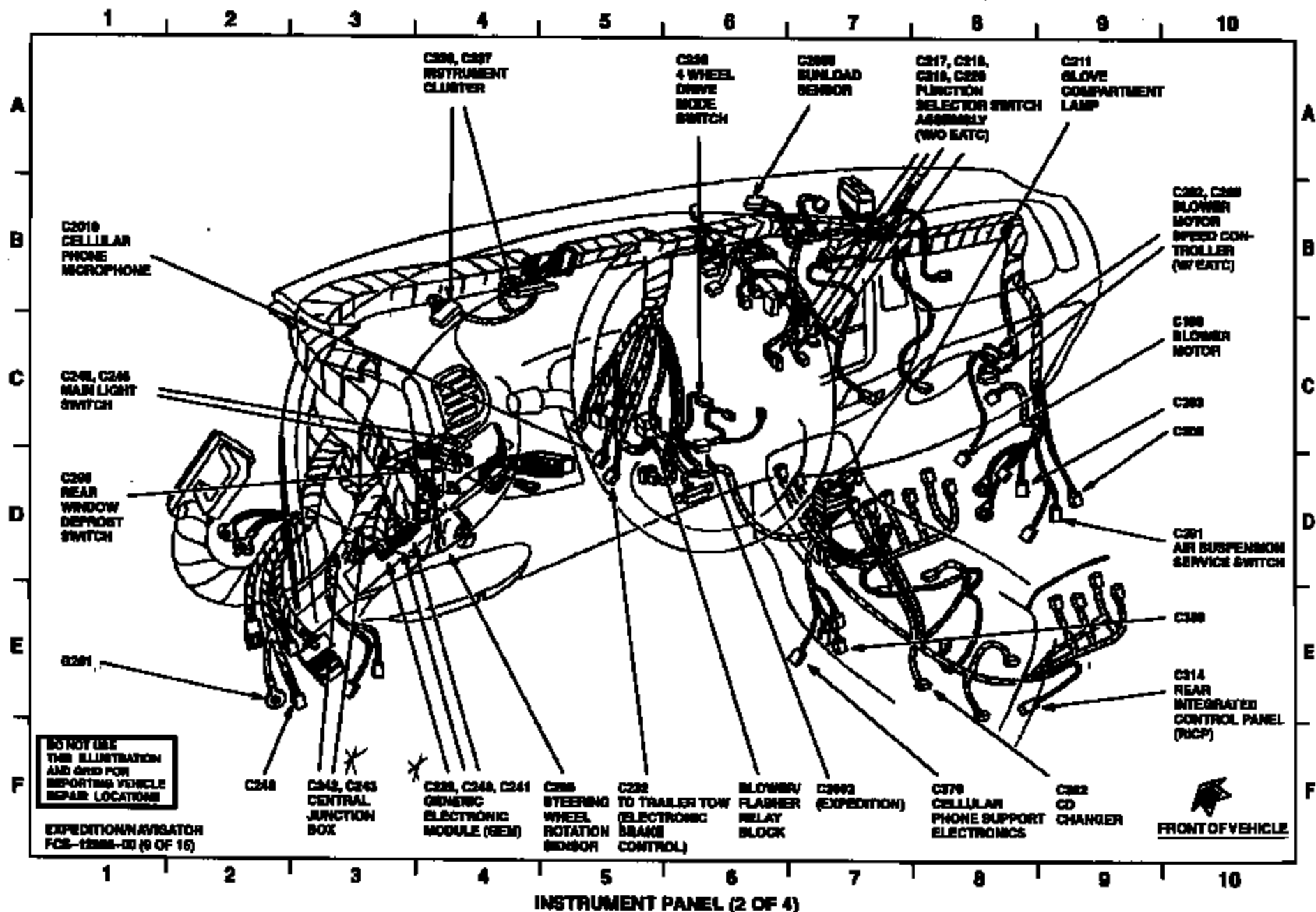
- Check for proper operation.





151-9

COMPONENT LOCATION VIEWS

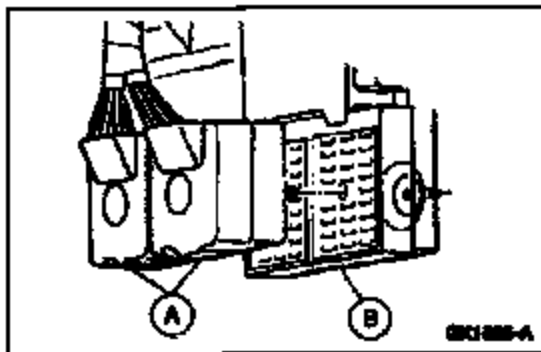


**SECTION 418-10: Multifunction Electronic Modules
REMOVAL AND INSTALLATION**2001 Expedition/Navigator Workshop Manual
Procedure revision date: 12/22/2004**Module — Generic Electronic (GEM)****Removal**

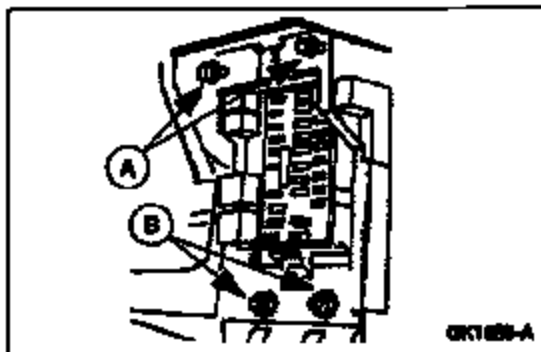
1.  **CAUTION:** Prior to removal of the GEM, it is necessary to upload module configuration information to a diagnostic tool. This information needs to be downloaded into the new module once installed. For additional information, refer to [Section 418-01](#).

Depower the supplemental restraint system. For additional information, refer to [Section 501-20B](#).

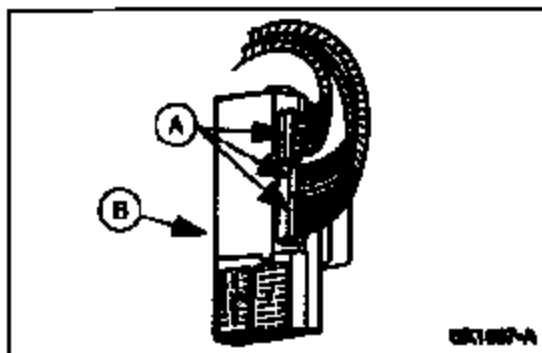
2. Remove the steering column cover. For additional information, refer to [Section 501-12](#).
3. Remove the (A) bulkhead electrical connectors from the (B) instrument panel fuse junction panel.



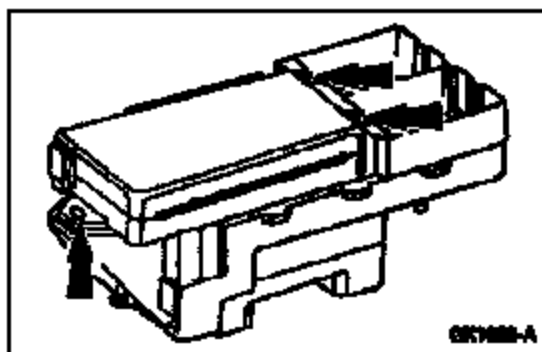
4. Remove the (A) instrument panel fuse junction panel bolts and remove the (B) interior fuse junction panel nuts.



5. Disconnect the (A) generic electronic module (GEM) electrical connectors from the (B) GEM.



6. Remove the screws and the GEM.

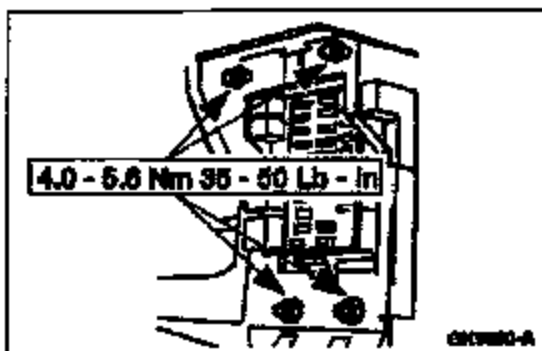


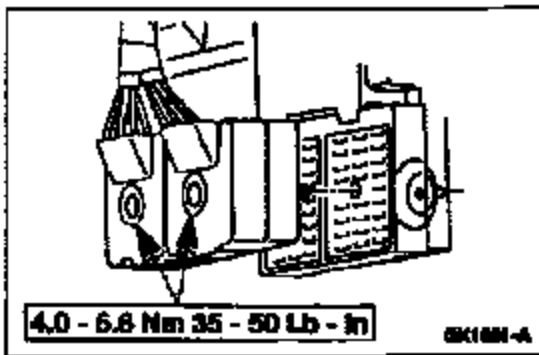
Installation

1.  **CAUTION:** Once the new module is installed, it is necessary to download the module configuration information from the diagnostic tool into the new module. For additional information, refer to [Section 418-01](#).

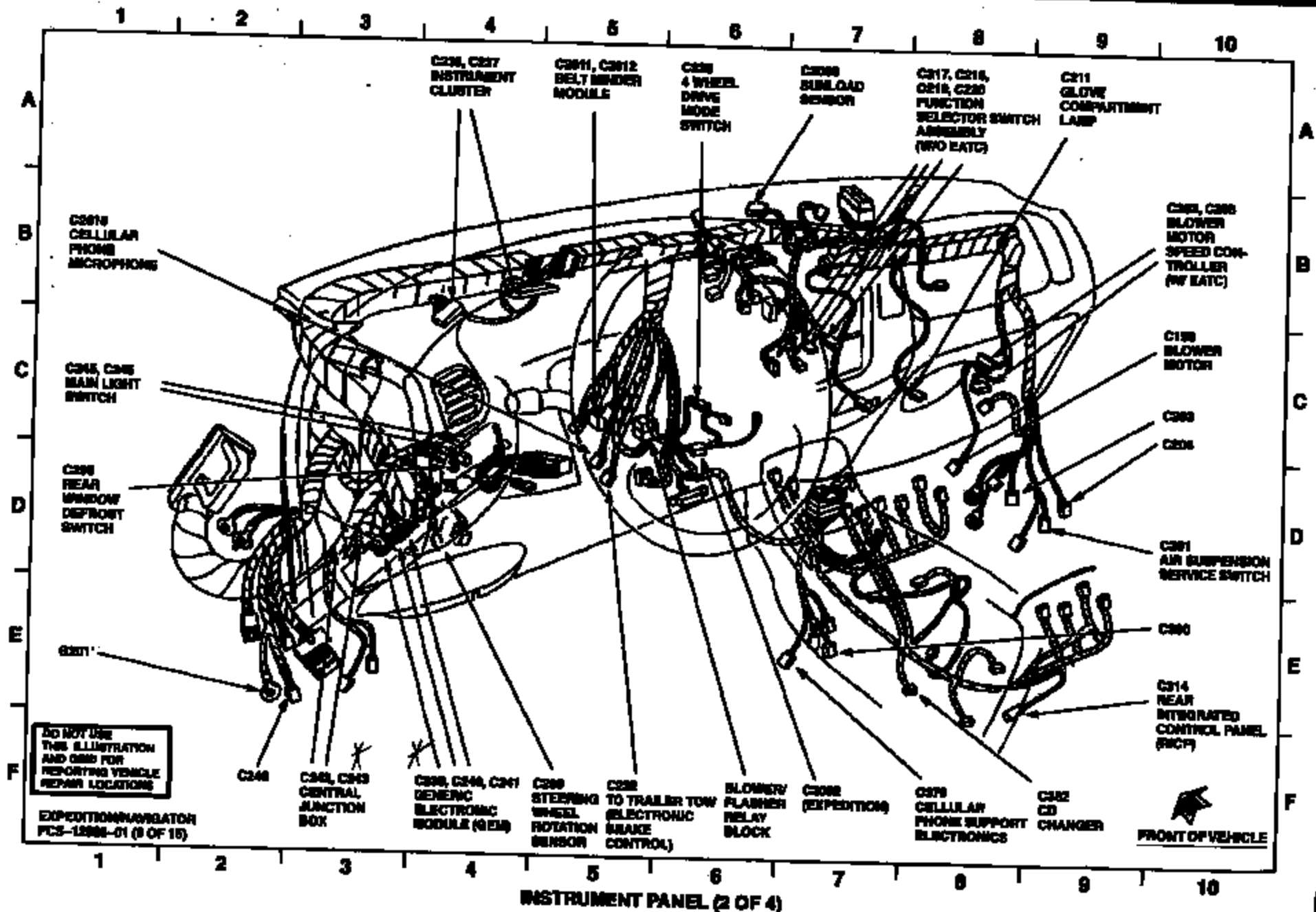
To install, reverse the removal procedure.

- Repower the supplemental restraint system. For additional information, refer to [Section 501-20B](#).
- Check for correct operation.

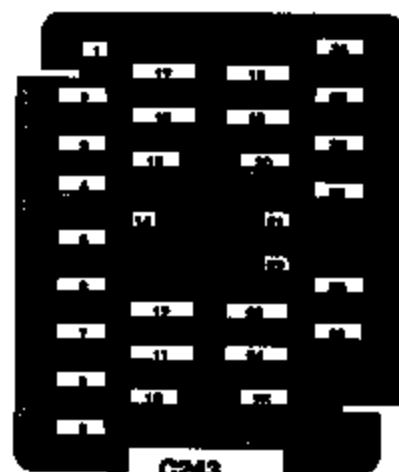




COMPONENT LOCATION VIEWS



1999 MODEL YEAR



C243
CENTRAL JUNCTION BOX

PIN	CIRCUIT	CIRCUIT FUNCTION	PIN	CIRCUIT	CIRCUIT FUNCTION
1	294 (WH/LB)	Fused Ignition ACC Feed	18	32 (RD/LB)	Starter Control
2	188 (WH/BK)	Power Feed to Fog Lamp Relay	19	325 (DB/OG)	Ignition Module Starter Enable Switch
3	533 (TN/RD)	Power Relay to Fuse Link		325 (DB/OG)	Ignition Module Starter Enable Switch
4	1000 (RD/BK)	Fused Ignition Start to GEM	20	950 (WH/BK)	Power Feed
5	829 (WH/VT)	Power Feed to Amplifier	21	879 (GY/BK)	Vehicle Speed Sensor (VSS) -
6	160 (DB/WH)	Headlamp-Left Low Beam	22	879 (GY/BK)	Vehicle Speed Sensor (VSS) +
7	13 (RD/BK)	Headlamp Dimmer Switch to Low Beams	23	186 (BN/LB)	Power to Rear Window Defrost Grid
8	298 (WH/VT)	Fused Ignition ACC Feed	24	57 (BK)	Ground
9	1498 (PK/OG)	Throttle Position Output from PCM	25	1001 (WH/YE)	Fused Battery Feed to GEM
10	981 (TN/LB)	Left Window Switch DOWN to GEM	26	-	NOT USED
11	1052 (TN/BK)	Fused Battery Feed to Fuse Panel Junction	27	-	NOT USED
12	687 (GY/YE)	Fused Ignition ACC Feed	28	996 (GY)	Left Window Switch Current Sense (high) to GEM
13	-	NOT USED	29	325 (DB/OG)	Ignition Module Starter Enable
14	879 (GY/BK)	Vehicle Speed Sensor (VSS) +	30	-	NOT USED
15	181 (DG/OG)	Headlamp-Right Low Beam	31	640 (RD/YE)	Fused Ignition RUN Feed
16	964 (BK/LB)	Fused Ignition ACC Feed	32	705 (LG/OG)	Power Feed to Ignition Lamps
17	797 (LG/VT)	Battery Feed to Radio	33	14 (BN)	Headlamp Switch to Tail/Side Lamps
			34	16 (RD/LG)	Ignition Switch to Ignition Coil

PMS-033-0001

13-27 POWER DISTRIBUTION



C242
CENTRAL JUNCTION BOX

PIN	CIRCUIT	CIRCUIT FUNCTION	PIN	CIRCUIT	CIRCUIT FUNCTION
1	10 (LG/RD)	Brake Pedal Position (BPP) Switch	18	956 (OG/LG)	Fused Power Supply Feed
2	10 (LG/RD)	Brake Pressure Switch	19	1040 (RD/LB)	Fused Ignition RUN Feed
3	—	NOT USED	20	63 (BK/LB)	Overhead Interior Lamp Feed
4	—	NOT USED	21	69 (DG/VT)	Heated Exterior Mirror Feed
5	12 (LG/BK)	Headlamp Dimmer Switch to High Beams	22	402 (OG/LG)	Interior Lamp Relay to Overhead Interior Lamp Switch
6	—	NOT USED	23	—	NOT USED
7	1045 (DB/WH)	Fused Power Supply Feed to Headlamp Dimmer Switch	24	988 (OG/WH)	Left Window Switch Current Sense (LOW) to GEM
8	1002 (BK/PI)	Fused Ignition ACC/RUN to GEM	25	170 (RD/LB)	Fused Power Feed to Fuse Junction Panel
9	—	NOT USED	26	763 (YE/RD)	Selector Switch to Console Blower Motor and Auxiliary A/C Relay
10	400 (LB/BK)	Power Feed to Left and Right Window Switch	27	663 (RD/WH)	Electronic Flasher Feed
11	165 (BK)	Heated Backlite Power Feed	28	40 (LB/WH)	Fused Power Supply Feed
12	53 (BK/LB)	Courtesy Lamp Switch to Courtesy Lamp	29	—	NOT USED
13	—	NOT USED	30	632 (GY/OG)	Dimmer Switch to High Beams
14	298 (VT/OG)	Fused Ignition RUN Feed	31	1009 (GY/YE)	Fused Ignition RUN to GEM
15	295 (LB/PI)	Fused Ignition ACC Feed	32	729 (RD/WH)	Radio Memory
16	297 (BK/LG)	Fused Ignition ACC/RUN Feed	33	53 (BK/LB)	Overhead Interior Lamp Feed
17	181 (DB/OG)	Blower Motor Feed	34	298 (VT/OG)	Fused Ignition RUN Feed

2008-033-0002

59-1 MULTIFUNCTION ELECTRONIC CONTROL MODULES

For diagnostic information, refer to Section 419-10 of the Workshop Manual.

CENTRAL JUNCTION BOX
PAGES 13-6, 13-12,
13-18

DATA LINK CONNECTOR (DLC)
PAGE 14-7

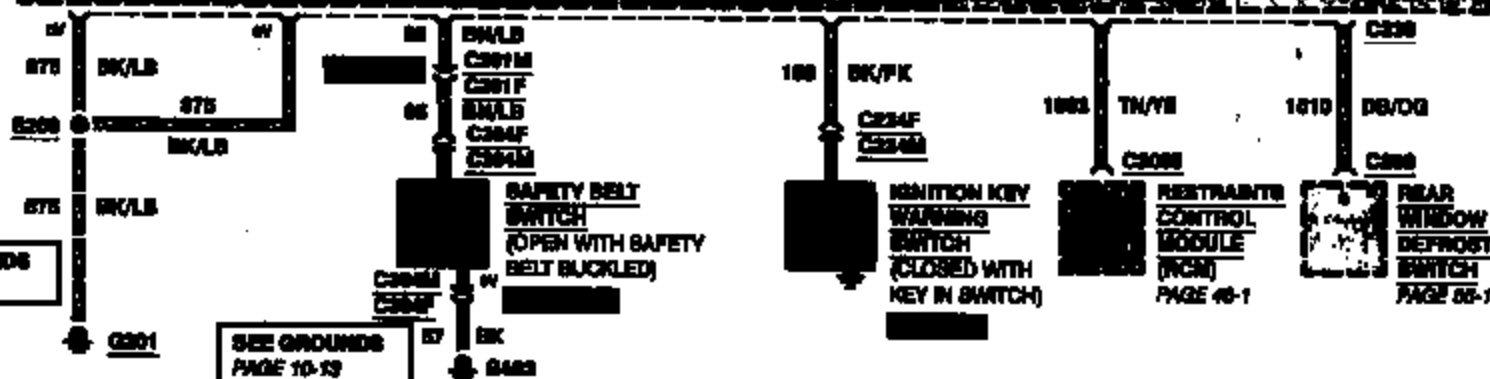
SEE MULTIPLEX COMMUNICATION NETWORK
PAGE 14-7

PROGRAMMABLE RIDE CONTROL
PAGE 47-3

754 LEVER
C261

GENERIC ELECTRONIC MODULE (GEM)

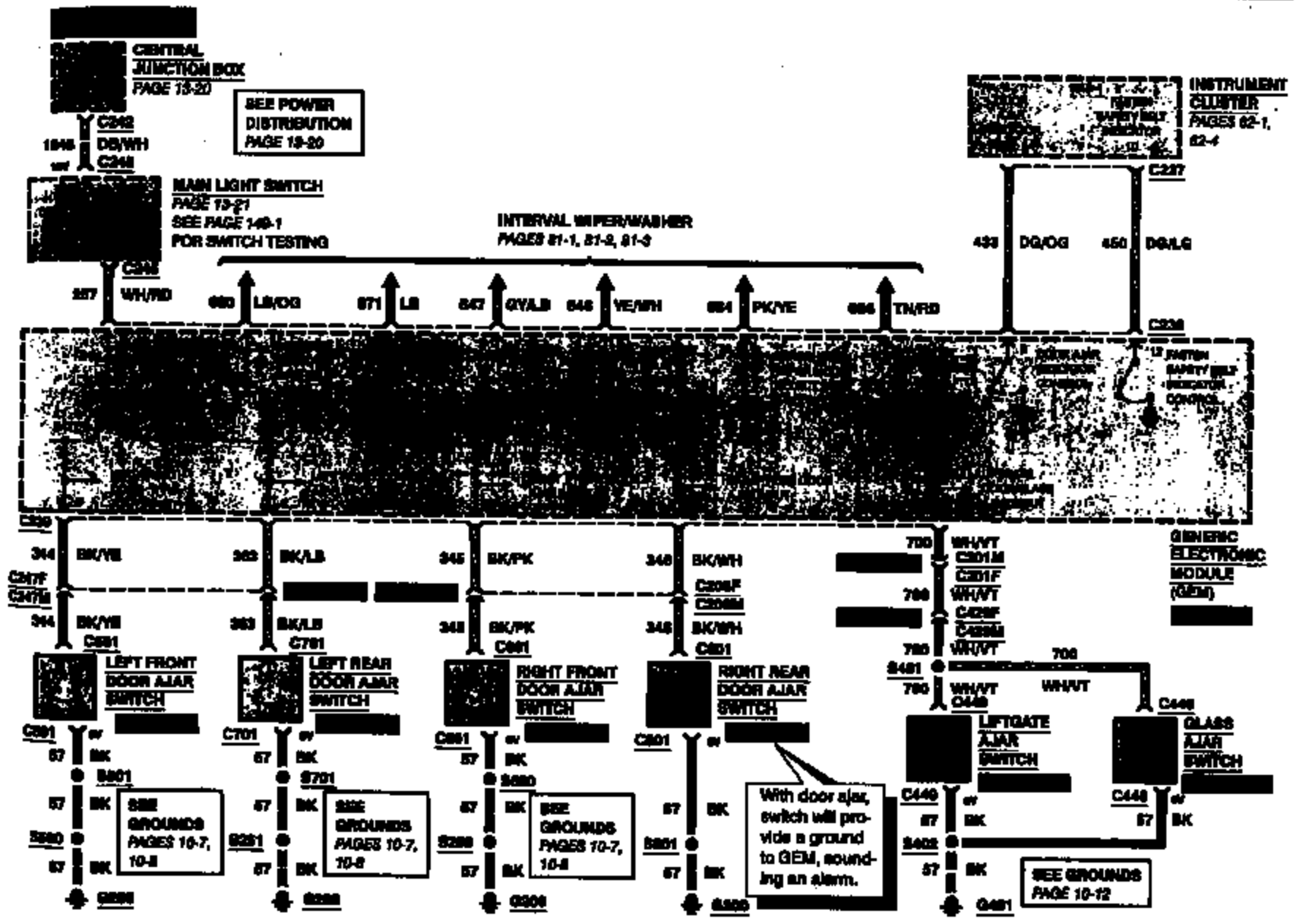
PEER-335-0063



SEE GROUNDS
PAGE 10-9

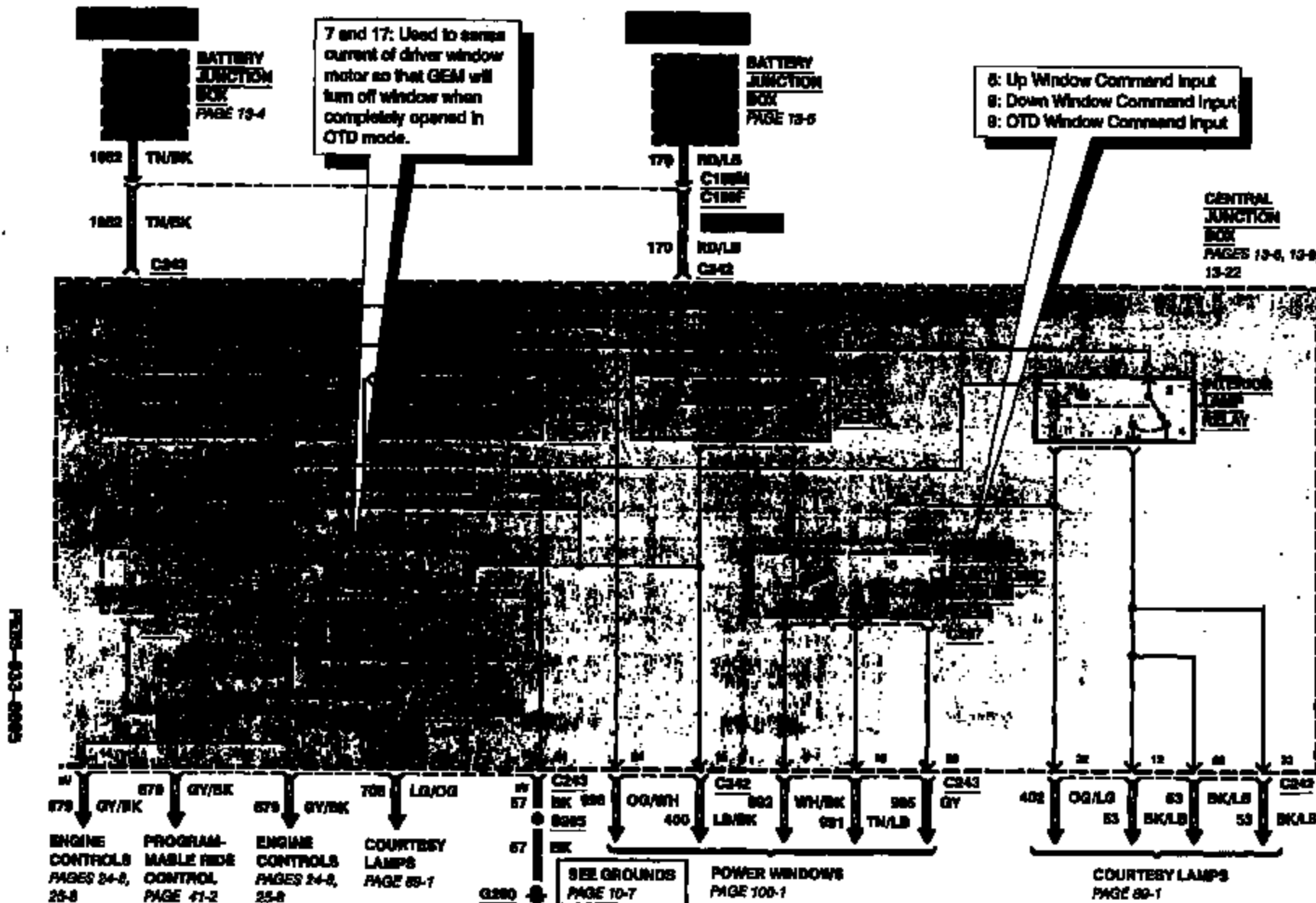
SEE GROUNDS
PAGE 10-13

MULTIFUNCTION ELECTRONIC CONTROL MODULE 9-2

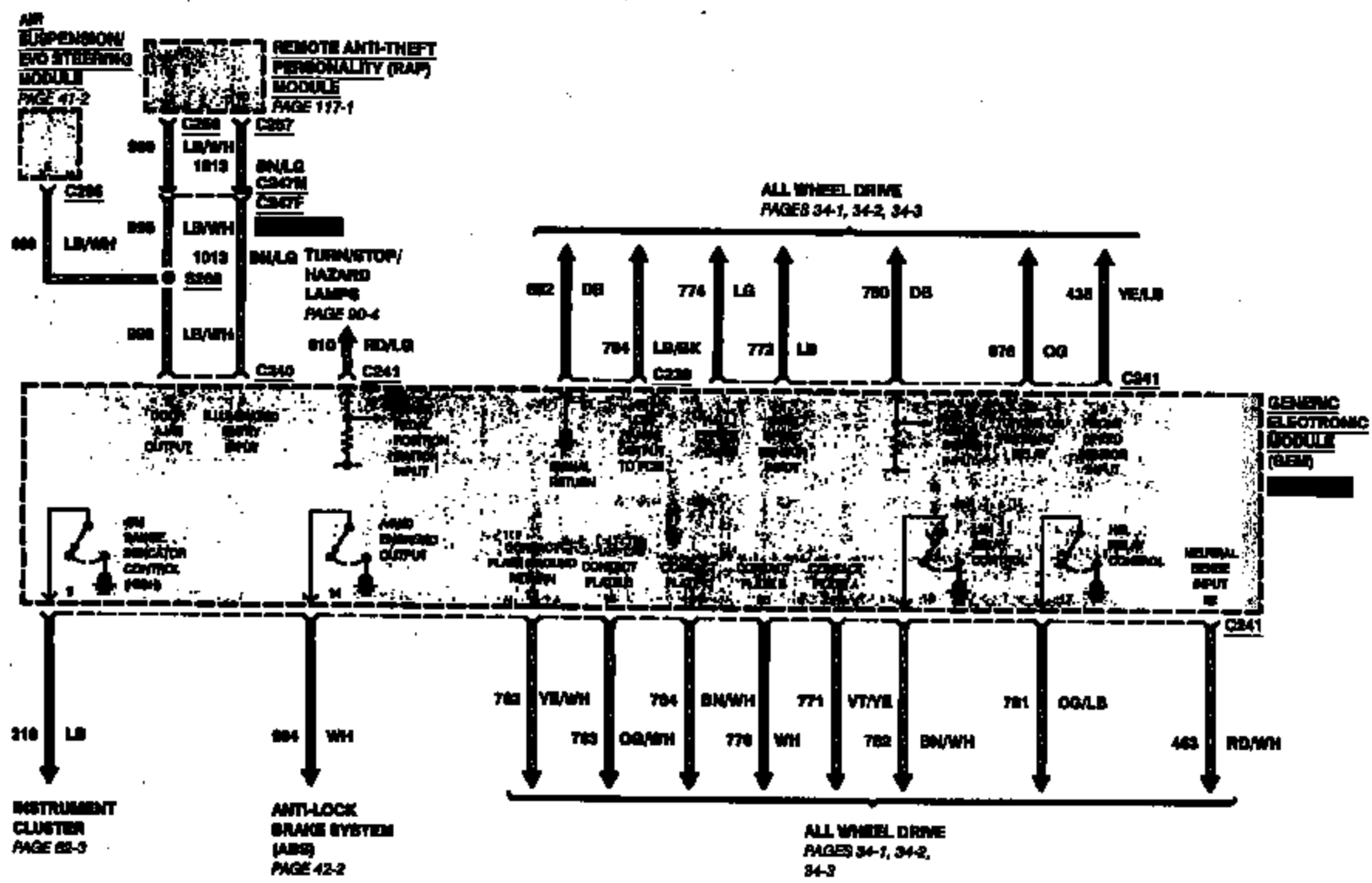


7893-833-8004

59-3 MULTIFUNCTION ELECTRONIC CONTROL MODULES

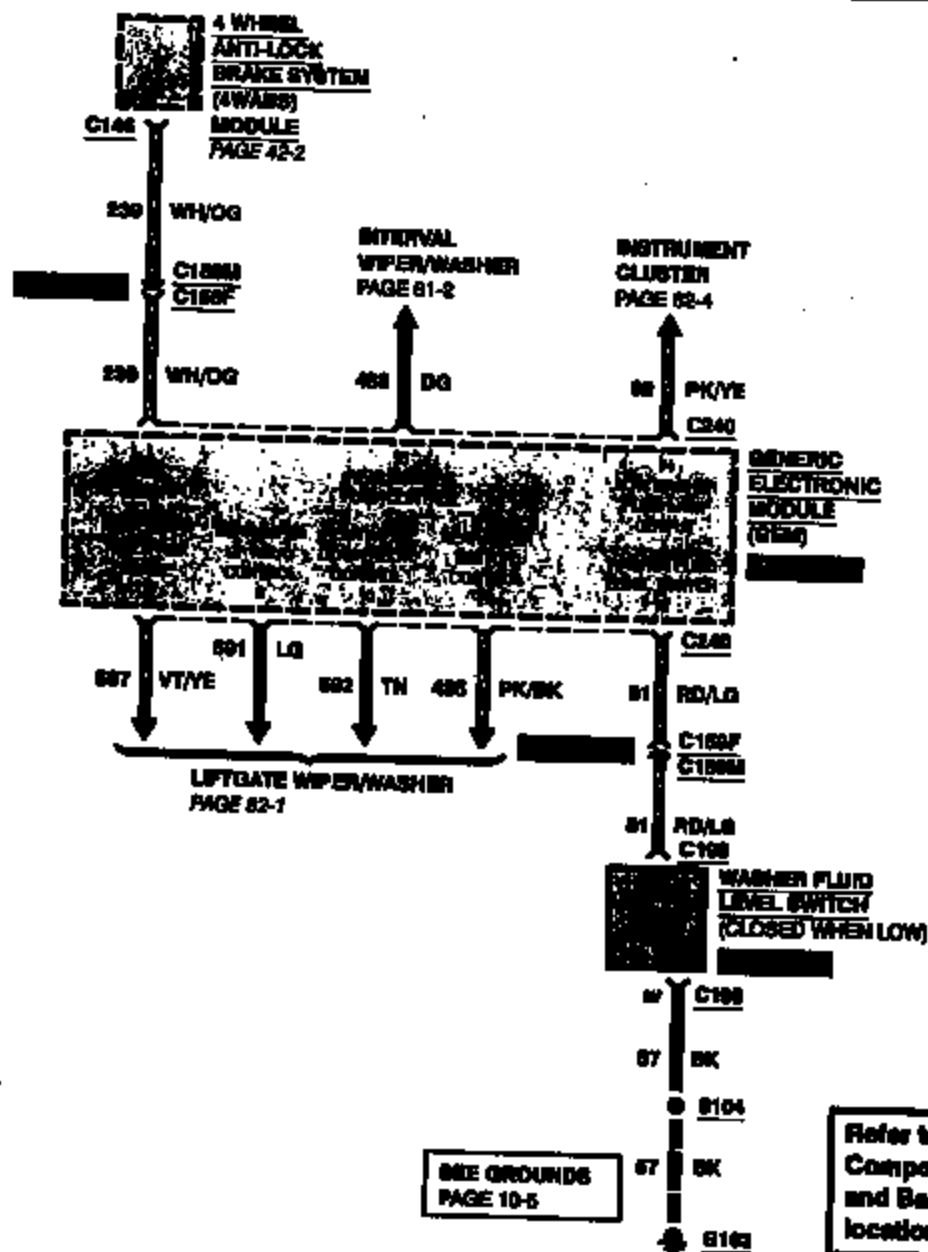


MULTIFUNCTION ELECTRONIC CONTROL MODULES



PENG-833-8888

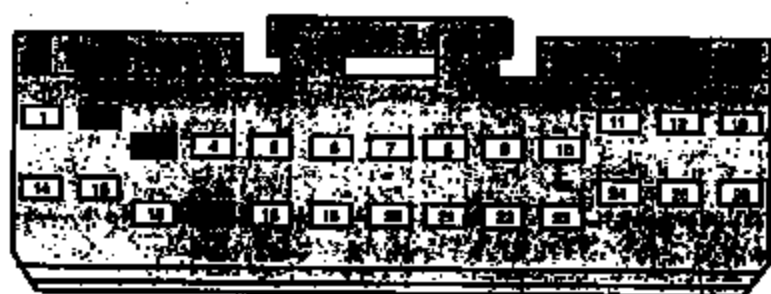
59-5 MULTIFUNCTION ELECTRONIC CONTROL MODULE



SEE GROUNDS
PAGE 10-5

Refer to Location Index, Cell 152, for Component, Connector, Splice, Ground and Base Part Number descriptions and locations.

PN5-833-9087



C238 (GRAY)
GENERIC ELECTRONIC MODULE (GEM)

PIN	CIRCUIT	CIRCUIT FUNCTION
1	1010 (DB/OG)	Rear Window Defrost Switch Input
2	-	NOT USED
3	-	NOT USED
4	700 (WH/VT)	Liftgate and Glass Ajar Input
5	363 (BK/LB)	Left Rear Door Ajar Switch Input
6	348 (BK/WH)	Right Rear Door Ajar Switch Input
7	345 (BK/PK)	Right Front Door Ajar Input
8	344 (BK/YE)	Left Front Door Ajar Input
9	433 (DG/OG)	Door Ajar Indicator Control
10	158 (BK/PK)	Ignition Key Warning Switch Input
11	257 (WH/PD)	Park/Headlamps ON Input
12	450 (DG/LG)	Fasten Safety Belt Indicator Control
13	680 (LB/OG)	Windshield Wiper Interval Delay/Wash Input
14	675 (BK/LB)	Power Ground
15	671 (LB)	Front Wiper Motor Park Sense Input
16	784 (LB/BK)	Low Range Output To PCM
17	-	NOT USED
18	647 (GY/LB)	Windshield Wiper HIGH/LOW Relay Control
19	646 (YE/WH)	Brake/Run Relay Control
20	1083 (TN/YE)	Tone Request
21	662 (DB)	Signal Return
22	664 (PK/YE)	Windshield Wiper Mode Select Switch Input
23	65 (BN/LB)	Safety Belt Warning Switch Input
24	666 (TN/PD)	Front Windshield Washer Pump Control
25	70 (LB/WH)	Data Link Connector
26	876 (BK/LB)	Power Ground

59-7 MULTIFUNCTION ELECTRONIC CONTROL MODULES



C240 (GRAY)
GENERIC ELECTRONIC MODULE (GEM)

PIN	CIRCUIT	CIRCUIT FUNCTION
1	236 (MH/OG)	ABS Active Input
2	-	NOT USED
3	999 (LB/WH)	Door Ajar Output (To RAP Module)
4	-	NOT USED
5	-	NOT USED
6	-	NOT USED
7	567 (VT/YE)	Rear Wiper HIGH/LOW/Park Sense Input
8	591 (LG)	Rear Wiper Up Relay Control
9	1013 (BN/LG)	Illuminated Entry Request Input (From RAP Module)
10	592 (TN)	Rear Wiper Down Relay Control
11	-	NOT USED
12	485 (PK/BK)	Rear Wiper Switch Input
13	-	NOT USED
14	82 (PK/YE)	Low Washer Fluid Lamp Output
15	488 (DG)	Rear Washer Pump Relay Output
16	61 (RD/LG)	Washer Fluid Level Switch Input



C267
GENERIC ELECTRONIC MODULE (GEM)

PIN	CIRCUIT FUNCTION
1	Battery Saver Relay Coil Control
2	One Touch Down Relay Coil Control
3	Ignition Input (Hot in Run)
4	Ignition Input (Hot at All Times)
5	Ignition Input (Hot in Start/Ground in Park or Neutral Input)
6	LH Window Switch Up Input
7	LH Window Motor Current Sense (Low)
8	LH Window Switch Down Input
9	One Touch Down Switch Input
10	NOT USED
11	Accessory Delay Relay Coil Control
12	Heated Grid Relay Coil Control
13	Ignition Input (Hot in Acc or Run)
14	Running Board Lamp Relay Coil Control
15	Interior Lamp Relay Coil Control
16	Ignition Input (Hot at All Times)
17	LH Window Motor Current Sense (High)
18	Vehicle Speed (+) Input



C241 (GRAY)

GENERIC ELECTRONIC MODULE (GEM)

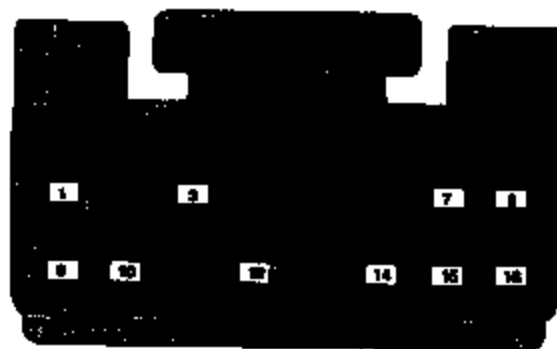
PIN	CIRCUIT	CIRCUIT FUNCTION
1	774 (LG)	Hall Effect Speed Sensor Power
2	-	NOT USED
3	-	NOT USED
4	-	NOT USED
5	772 (LB)	Rear Shaft Speed Sensor Input
6	435 (YE/LB)	Front Shaft Speed Sensor Input
7	-	NOT USED
8	780 (DB)	4x4 Mode Switch Input
9	210 (LB)	4x4 High Range Indicator Control
10	-	NOT USED
11	784 (LB/BIQ)	Air Suspension Output
12	782 (YE/WH)	4WD Contact Plate Ground Return
13	810 (RD/LG)	Brake Pedal Position (BPP) Input
14	884 (WH)	A4WD Indicator Control
15	978 (OG)	Torque On Demand Relay Output
16	782 (BN/WH)	4 Low to 4 High Relay Control
17	781 (OG/LB)	4 High to 4 Low Relay Control
18	783 (OG/WH)	Contact Plate D
19	784 (BN/WH)	Contact Plate C
20	770 (WH)	Contact Plate B
21	771 (VT/YE)	Contact Plate A
22	483 (RD/WH)	Neutral Input

CONNECTOR REFERENCE LIST

CONNECTOR	SECTION-PAGE
C148	42-3
C228	14-2
C237	82-8
C242	13-27
C243	13-28
C245	13-24
C257	117-4
C295	41-5
C298	58-2
C2005	48-3

2000 MODEL YEAR

59-7 MULTIFUNCTION ELECTRONIC CONTROL MODULES



C240 (GRAY)
GENERIC ELECTRONIC MODULE (GEM)

PIN	CIRCUIT	CIRCUIT FUNCTION
1	239 (WH/OG)	ABS Active Input
2	-	NOT USED
3	996 (LB/WH)	Door Ajar Output (To FIAP Module)
4	-	NOT USED
5	-	NOT USED
6	-	NOT USED
7	587 (VT/YE)	Rear Wiper HIGH/LOW/Park Sense Input
8	591 (LG)	Rear Wiper Up Relay Control
9	1013 (BN/LG)	Illuminated Entry Request Input (From RAP Module)
10	582 (TN)	Rear Wiper Down Relay Control
11	-	NOT USED
12	485 (PK/BK)	Rear Wiper Switch Input
13	-	NOT USED
14	82 (PK/YE)	Low Washer Fluid Lamp Output
15	488 (DG)	Rear Washer Pump Relay Output
16	81 (RD/LG)	Washer Fluid Level Switch Input



C267
GENERIC ELECTRONIC MODULE (GEM)

PIN	CIRCUIT FUNCTION
1	Battery Saver Relay Coil Control
2	One Touch Down Relay Coil Control
3	Ignition Input (Hot In Run)
4	Ignition Input (Hot at All Times)
5	Ignition Input (Hot In Start/Ground In Park or Neutral Input)
6	TPS Input
7	LH Window Motor Current Sense (Low)
8	LH Window Switch Down Input
9	One Touch Down Switch Input
10	NOT USED
11	Accessory Delay Relay Coil Control
12	Heated Grid Relay Coil Control
13	Ignition Input (Hot In Acc or Run)
14	Running Board Lamp Relay Coil Control
15	Interior Lamp Relay Coil Control
16	Ignition Input (Hot at All Times)
17	LH Window Motor Current Sense (High)
18	Vehicle Speed (+) Input



C241 (GRAY)
GENERIC ELECTRONIC MODULE (GEN)

PIN	CIRCUIT	CIRCUIT FUNCTION
1	774 (LG)	Hall Effect Speed Sensor Power
2	-	NOT USED
3	-	NOT USED
4	-	NOT USED
5	772 (LB)	Rear Shaft Speed Sensor Input
6	435 (YE/LB)	Front Shaft Speed Sensor Input
7	-	NOT USED
8	780 (DB)	4x4 Mode Switch Input
9	210 (LB)	4x4 High Range Indicator Control
10	-	NOT USED
11	784 (LB/BK)	Air Suspension Output
12	762 (YE/WH)	4WD Contact Plate Ground Return
13	610 (RD/LG)	Brake Pedal Position (BPP) Input
14	984 (WH)	A4WD Indicator Control
15	976 (OG)	Torque On Demand Relay Output
16	782 (BN/WH)	4 Low to 4 High Relay Control
17	781 (OG/LB)	4 High to 4 Low Relay Control
18	763 (OG/WH)	Contact Plate D
19	764 (BN/WH)	Contact Plate C
20	770 (WH)	Contact Plate B
21	771 (VT/YE)	Contact Plate A
22	483 (RD/WH)	Neutral Input

CONNECTOR REFERENCE LIST

CONNECTOR	SECTION-PAGE
C146	42-3
C228	14-3
C237	62-6
C242	13-29
C243	13-28
C245	13-28
C257	117-4
C295	41-5
C296	56-2
C2006	46-4

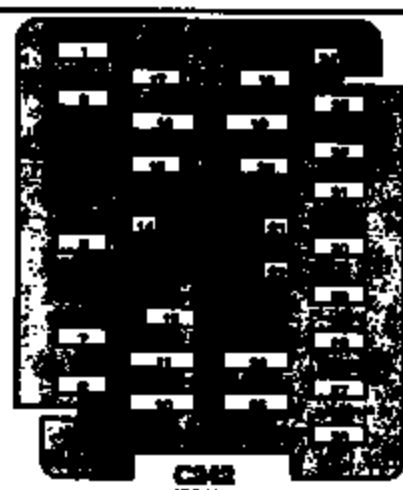


CENTRAL JUNCTION BOX

PIN	CIRCUIT	CIRCUIT FUNCTION	PIN	CIRCUIT	CIRCUIT FUNCTION
1	294 (WH/LB) 533 (TN/RD)	Fused Ignition ACC Feed Power Relay to Fuse Link	17	797 (LG/VT)	Battery Feed to Radio
2	188 (WH/BK)	Power Feed to Fog Lamp Relay	18	32 (RD/LB)	Starter Control
3	-	NOT USED	19	325 (DB/OG)	Ignition Module Starter Enable Switch
4	1000 (RD/BK)	Fused Ignition Start to GEM	20	325 (DB/OG)	Ignition Module Starter Enable Switch
	1000 (RD/BK)	Fused Ignition Start to GEM	21	950 (WH/BK)	Power Feed
5	829 (WH/VT)	Power Feed to Amplifier	22	879 (GY/BK)	Vehicle Speed Sensor (VSS) -
8	160 (DB/WH)	Headlamp-Left Low Beam	23	879 (GY/BK)	Vehicle Speed Sensor (VSS)+
7	13 (RD/BK)	Headlamp Dimmer Switch to Low Beams	24	188 (BN/LB)	Power to Rear Window Defrost Grid
8	-	NOT USED	25	57 (BK)	Ground
9	1498 (PK/OG)	Throttle Position Output from PCM	26	1001 (WH/YE)	Fused Battery Feed to GEM
10	991 (TN/LB)	Left Window Switch DOWN to GEM	27	-	NOT USED
11	1052 (TN/BK)	Fused Battery Feed to Central Junction Box	28	-	NOT USED
12	667 (GY/YE)	Fused Ignition ACC Feed	28	985 (GY)	Left Window Switch Current Sense (High) to GEM
13	-	NOT USED	29	325 (DB/OG)	Ignition Module Starter Enable
14	579 (GY/BK)	Vehicle Speed Sensor (VSS) +	30	-	NOT USED
16	161 (DG/OG)	Headlamp-Right Low Beam	31	640 (RD/YE)	Fused Ignition RUN Feed
18	864 (BK/LB)	Fused Ignition ACC Feed	32	705 (LG/OG)	Power Feed to Ignition Lamps
			33	14 (BN)	Headlamp Switch to Tail/Side Lamps
			34	16 (RD/LG)	Ignition Switch to Ignition Coil

13-29 POWER DISTRIBUTION

* W/O EATC
** W/EATC



CENTRAL JUNCTION BOX

PIN	CIRCUIT	CIRCUIT FUNCTION	PIN	CIRCUIT	CIRCUIT FUNCTION
1	10 (LG/RD)	Brake Pedal Position (BPP) Switch	19	1040 (RD/LB)	Fused Ignition RUN Feed
2	10 (LG/RD)	Brake Pressure Switch	20	53 (BK/LB)	Overhead Interior Lamp Feed
3	-	NOT USED	21	59 (DG/VT)	Heated Exterior Mirror Feed
4	-	NOT USED		59 (DG/VT)	Heated Exterior Mirror Feed
5	12 (LG/BK)	Headlamp Dimmer Switch to High Beams	22	402 (OG/LG)	Interior Lamp Relay to Overhead Interior Lamp Switch
6	-	NOT USED	23	-	NOT USED
7	1045 (DB/WH)	Fused Power Supply Feed to Headlamp Dimmer Switch	24	996 (OG/WH)	Left Window Switch Current Sense (LOW) to GEM
8	1002 (BK/PK)	Fused Ignition ACC/RUN to GEM	25	170 (RD/LB)	Fused Power Feed to Central Junction Box
9	-	NOT USED	26	*753 (YE/RD)	Selector Switch to Console Blower Motor and Auxiliary A/C Relay
10	400 (LB/BK)	Power Feed to Left and Right Window Switch		**1488 (LB)	Selector Switch to Console Blower Motor and Auxiliary A/C Relay
11	185 (BK)	Heated Backlite Power Feed	27	383 (RD/WH)	Electronic Flasher Feed
12	53 (BK/LB)	Courtesy Lamp Switch to Courtesy Lamp	28	40 (LB/WH)	Fused Power Supply Feed
13	-	NOT USED	29	417 (VT/OG)	Air Suspension Switch Feed
14	298 (VT/OG)	Fused Ignition RUN Feed	30	632 (GY/OG)	Dimmer Switch to High Beams
	298 (WH/VT)	Fused Ignition ACC Feed	31	1003 (GY/YE)	Fused Ignition RUN to GEM
15	296 (LB/PK)	Fused Ignition ACC Feed	32	729 (RD/WH)	Radio Memory
16	297 (BK/LG)	Fused Ignition ACC/RUN Feed	33	53 (BK/LB)	Overhead Interior Lamp Feed
17	*181 (DB/OG)	Blower Motor Feed	34	298 (VT/OG)	Fused Ignition RUN Feed
	**296 (WH/VT)	Blower Motor Feed		298 (VT/OG)	Fused Ignition RUN Feed
18	956 (OG/LG)	Fused Power Supply Feed			

FIGURE 9-3-8914

59-1 MULTIFUNCTION ELECTRONIC CONTROL MODULES

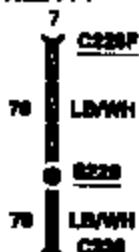
For diagnostic information, refer to Section 419-10 of the Workshop Manual.

* W/MEMORY



CENTRAL JUNCTION BOX
PAGES 13-8, 13-13,
15-12

DATA LINK CONNECTOR (DLC)
PAGE 14-7



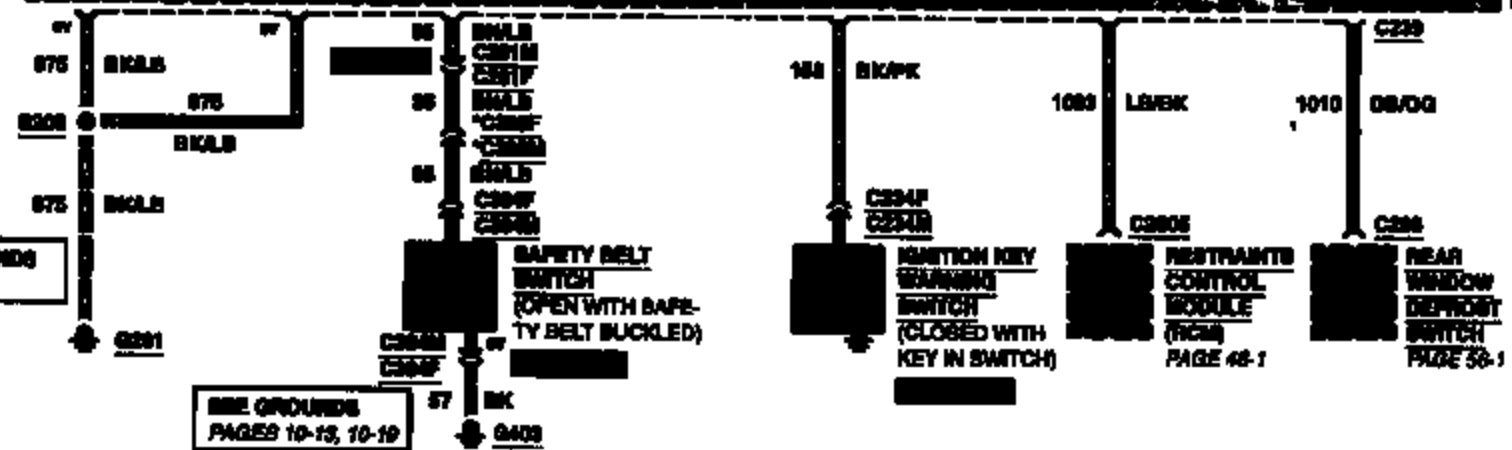
PROGRAMMABLE
RIDE CONTROL
PAGE 41-3

784 LINK C241

SEE MULTIPLEX
COMMUNICATION NETWORK
PAGE 14-7

GENERIC
ELECTRIC
MODULE
(GEM)

E180-C00-C074



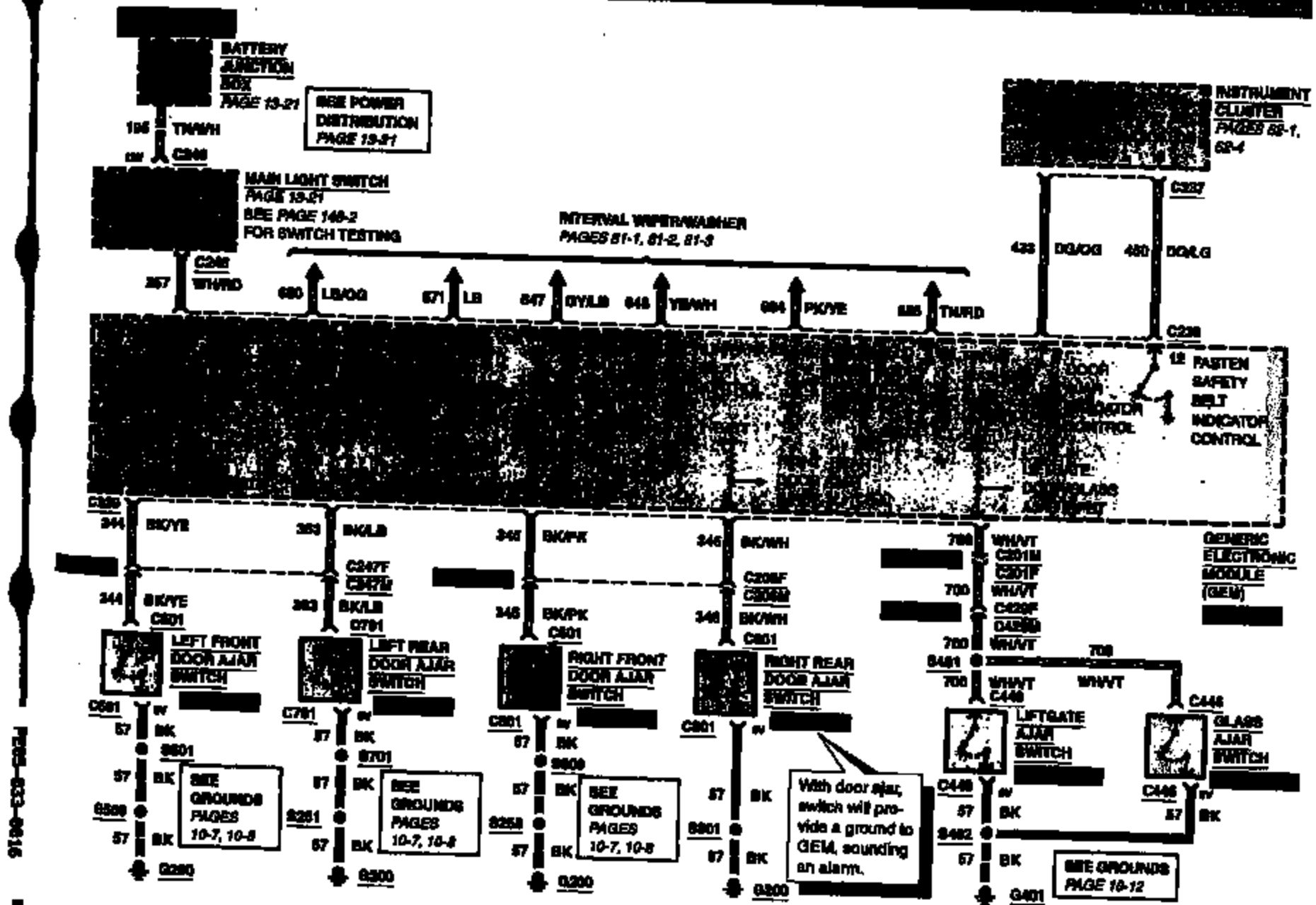
SEE GROUNDS
PAGE 10-9

SEE GROUNDS
PAGES 10-13, 10-19

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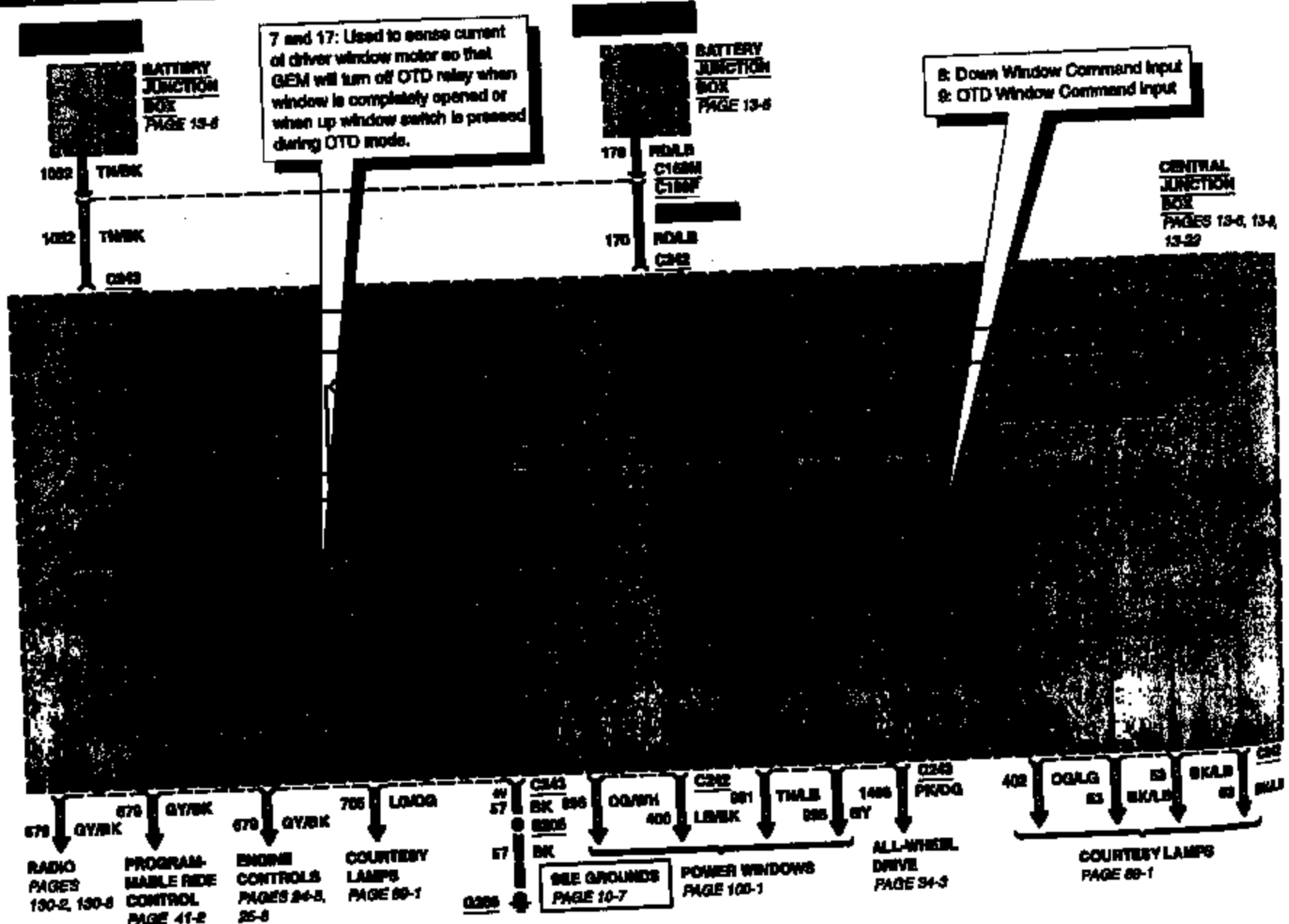
MULTIFUNCTION ELECTRONIC CONTROL MODULE 9-2



9130-C33-002A

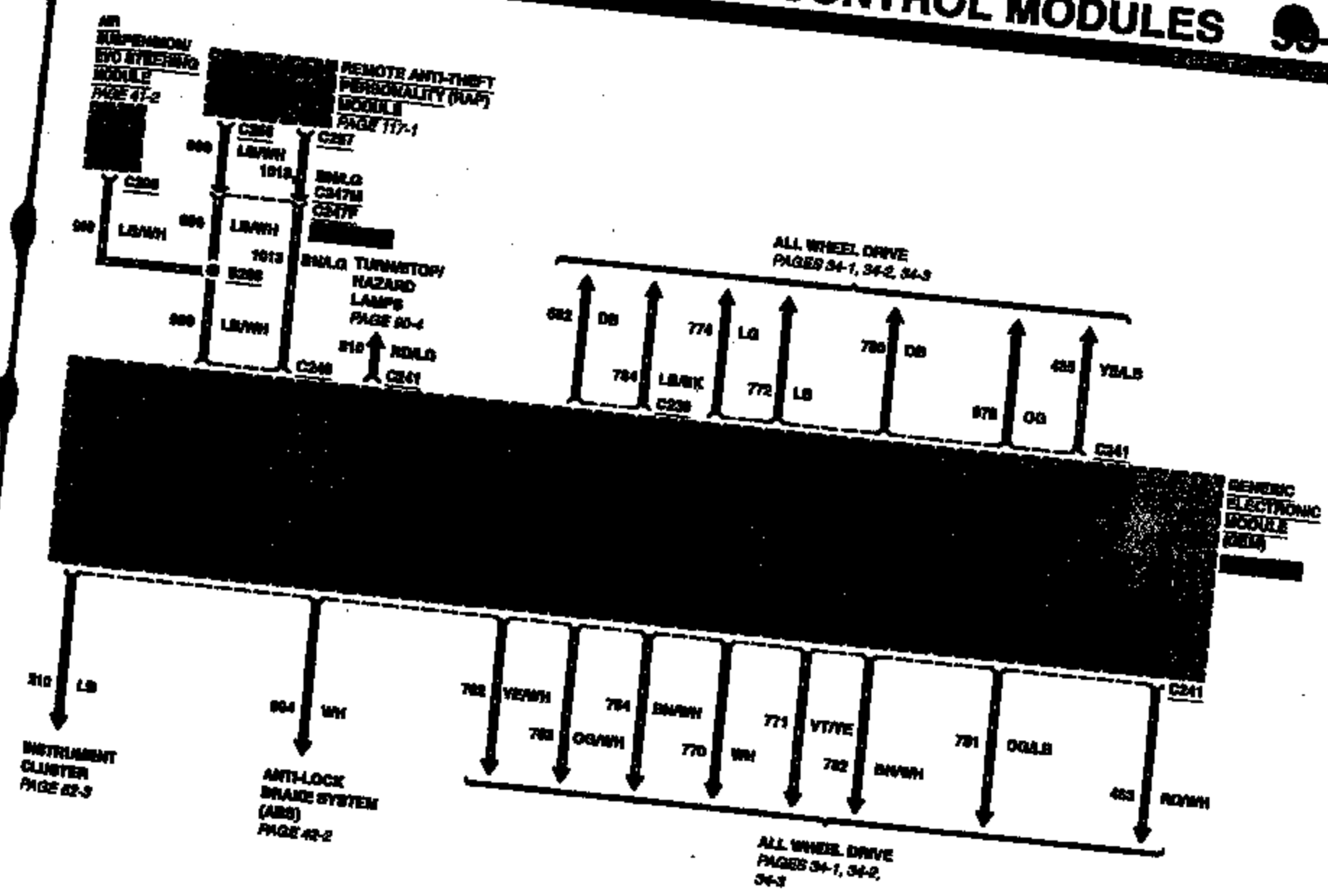
With door ajar, switch will provide a ground to GEM, sounding an alarm.

59-3 MULTIFUNCTION ELECTRONIC CONTROL MODULE



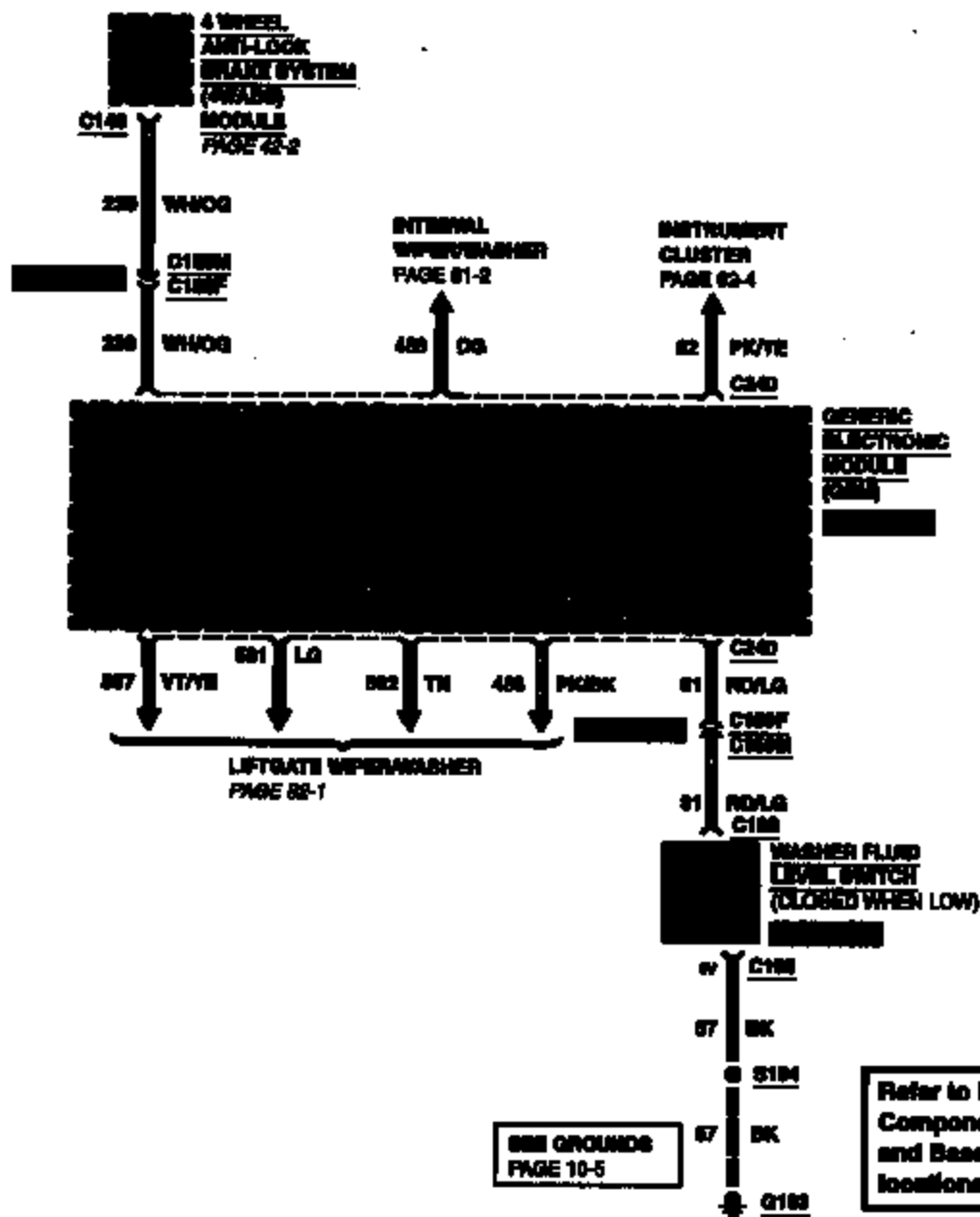
PAGES 53-3-0817

MULTIFUNCTION ELECTRONIC CONTROL MODULE 33-4



7203-023-0010

59-5 MULTIFUNCTION ELECTRONIC CONTROL MODULES



SEE GROUNDS
PAGE 10-5

Refer to Location Index, Call 152, for Component, Connector, Splice, Ground and Base Part Number descriptions and locations.

PERM-033-0018



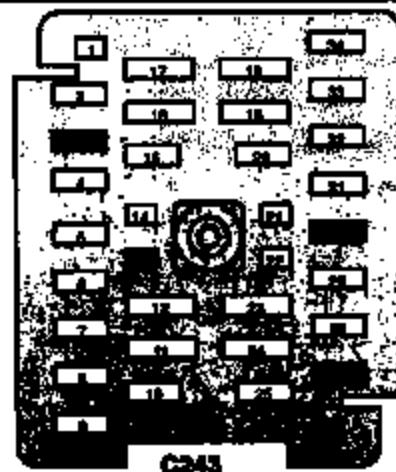
C239 (GRAY)

GENERIC ELECTRONIC MODULE (GEM)

PIN	CIRCUIT	CIRCUIT FUNCTION
1	1010 (DB/OG)	Rear Window Defrost Switch Input
2	-	NOT USED
3	-	NOT USED
4	700 (WH/VT)	Liftgate and Glass Ajar Input
5	363 (BK/LB)	Left Rear Door Ajar Switch Input
6	348 (BK/WH)	Right Rear Door Ajar Switch Input
7	345 (BK/PK)	Right Front Door Ajar Input
8	344 (BK/YE)	Left Front Door Ajar Input
9	433 (DG/OG)	Door Ajar Indicator Control
10	158 (BK/PK)	Ignition Key Warning Switch Input
11	257 (WH/RD)	Park/Headlamps ON Input
12	450 (DG/LG)	Fasten Safety Belt Indicator Control
13	680 (LB/OG)	Windshield Wiper Interval Delay/Wash Input
14	675 (BK/LB)	Power Ground
15	671 (LB)	Front Wiper Motor Park Sense Input
16	784 (LB/BK)	Low Range Output To PCM
17	-	NOT USED
18	647 (GY/LB)	Windshield Wiper HIGH/LOW Relay Control
19	646 (YE/WH)	Brake/Run Relay Control
20	1063 (LB/BK)	Tone Request
21	682 (DB)	Signal Return
22	684 (PK/YE)	Windshield Wiper Mode Select Switch Input
23	65 (BN/LB)	Safety Belt Warning Switch Input
24	686 (TN/RD)	Front Windshield Washer Pump Control
25	70 (LB/WH)	Data Link Connector
26	675 (BK/LB)	Power Ground

2001 MODEL YEAR

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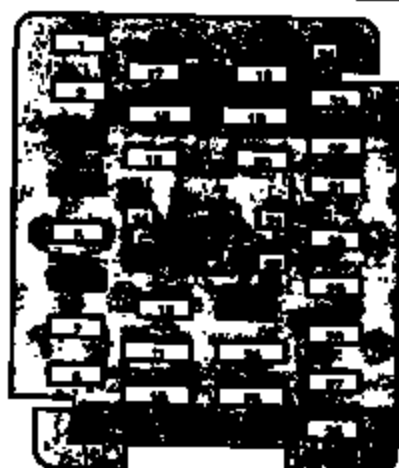


C243
CENTRAL JUNCTION BOX

PIN	CIRCUIT	CIRCUIT FUNCTION	PIN	CIRCUIT	CIRCUIT FUNCTION
1	294 (WH/LB) 533 (TN/RD)	Fused Ignition Run Feed	17	797 (LG/VT)	Battery Feed to Radio
2	188 (WH/BK)	Fused Ignition Run Feed	18	32 (RD/LB)	Starter Control
3	—	Power Feed to Fog Lamp Relay	19	325 (DB/OG)	Ignition Module Starter Enable Switch
4	1000 (RD/BK)	NOT USED	20	325 (DB/OG)	Ignition Module Starter Enable Switch
5	1000 (RD/BK)	Fused Ignition Start to GEM	21	950 (WH/BK)	Power Feed
6	829 (WH/VT)	Fused Ignition Start to GEM	22	678 (GY/BK)	Vehicle Speed Sensor (VSS) -
7	160 (DB/WH)	Power Feed to Amplifier	23	679 (GY/BK)	Vehicle Speed Sensor (VSS)+
8	13 (RD/BK)	Headlamp-Left Low Beam	24	186 (BN/LB)	Power to Rear Window Defrost Grid
9	296 (WH/VT)	Headlamp Dimmer Switch to Low Beams	25	57 (BK)	Ground
10	1486 (PK/OG)	Fused Ignition RUN Feed	26	1001 (WH/YE)	Fused Battery Feed to GEM
11	991 (TN/LB)	Throttle Position Output from PCM	27	—	NOT USED
12	1052 (TN/BK)	Left Window Switch DOWN to GEM	28	—	NOT USED
13	887 (GY/YE)	Fused Battery Feed to Central Junction Box	29	985 (GY)	Left Window Switch Current Sense (High) to GEM
14	—	Fused Ignition ACC Feed	30	325 (DB/OG)	Ignition Module Starter Enable
15	679 (GY/BK)	NOT USED	31	—	NOT USED
16	161 (DG/OG)	Vehicle Speed Sensor (VSS) +	32	640 (RD/YE)	Fused Ignition RUN Feed
17	964 (BK/LB)	Headlamp-Right Low Beam	33	705 (LG/OG)	Power Feed to Ignition Lamps
		Fused Ignition ACC Feed	34	14 (BN)	Headlamp Switch to Tail/Side Lamps
				18 (RD/LG)	Ignition Switch to Ignition Coil

13-29 POWER DISTRIBUTION

* W/D EATC
** W/EATC



C242

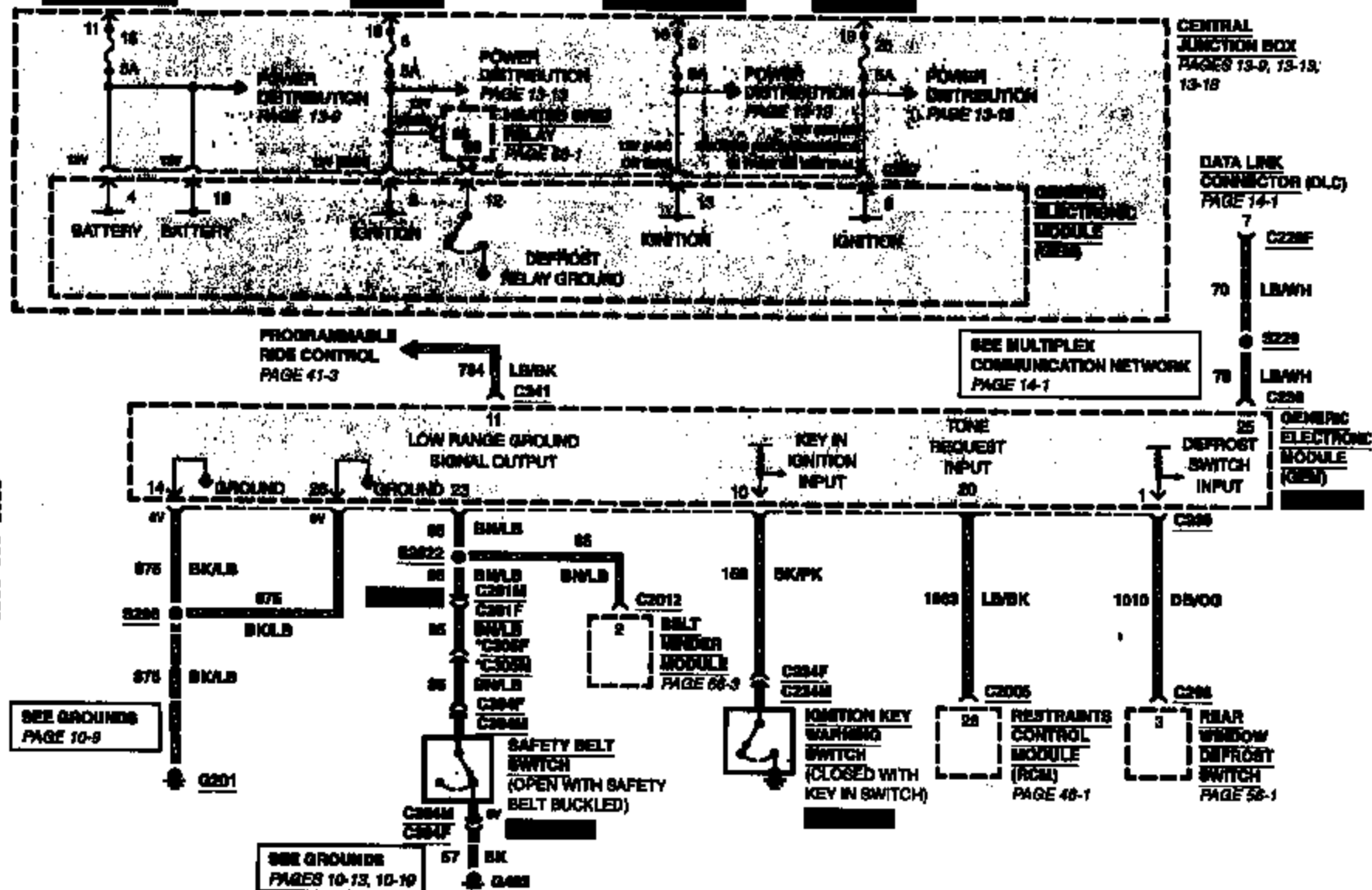
CENTRAL JUNCTION BOX

PIN	CIRCUIT	CIRCUIT FUNCTION	PIN	CIRCUIT	CIRCUIT FUNCTION
1	10 (LG/RD)	Brake Pedal Position (BPP) Switch	20	53 (BK/LB)	Overhead Interior Lamp Feed
2	10 (LG/RD)	Brake Pressure Switch	21	59 (DG/VT)	Heated Exterior Mirror Feed
3	-	NOT USED	22	59 (DG/VT)	Heated Exterior Mirror Feed
4	-	NOT USED	22	402 (OG/LG)	Interior Lamp Relay to Overhead Interior Lamp Switch
5	12 (LG/BK)	Headlamp Dimmer Switch to High Beams	23	-	NOT USED
6	-	NOT USED	24	996 (OG/WH)	Left Window Switch Current Sense (LOW) to GEM
7	1045 (DB/WH)	Fused Power Supply Feed to Headlamp Dimmer Switch	25	170 (RD/LB)	Fused Power Feed to Central Junction Box
8	1002 (BK/PK)	Fused Ignition ACC/RUN to GEM	26	*753 (YE/RD)	Selector Switch to Console Blower Motor and Auxiliary A/C Relay
9	-	NOT USED		**1488 (LB)	Selector Switch to Console Blower Motor and Auxiliary A/C Relay
10	400 (LB/BK)	Power Feed to Left and Right Window Switch	27	797 (LG/VT)	Fused Power Feed to Radio
11	185 (BK)	Heated Backlite Power Feed	28	40 (LB/WH)	Fused Power Supply Feed
12	53 (BK/LB)	Courtesy Lamp Switch to Courtesy Lamp	29	417 (VT/OG)	Air Suspension Switch Feed
13	-	NOT USED	30	632 (GY/OG)	Dimmer Switch to High Beams
14	298 (VT/OG)	Fused Ignition RUN Feed	31	1003 (GY/YE)	Fused Ignition RUN to GEM
15	295 (LB/PK)	Fused Ignition ACC Feed	32	729 (RD/WH)	Radio Memory
16	297 (BK/LG)	Fused Ignition ACC/RUN Feed	33	53 (BK/LB)	Overhead Interior Lamp Feed
17	*181 (DB/OG)	Blower Motor Feed	34	298 (VT/OG)	Fused Ignition RUN Feed
	**298 (WH/VT)	Blower Motor Feed		298 (VT/OG)	Fused Ignition RUN Feed
18	956 (OG/LG)	Fused Power Supply Feed			
19	1040 (RD/LB)	Fused Ignition RUN Feed			

59-1 MULTIFUNCTION ELECTRONIC CONTROL MODULES

For diagnostic information, refer to Section 419-10 of the Workshop Manual.

* W/MEMORY



C2280-C231-0222

SEE GROUNDS PAGE 10-9

SEE GROUNDS PAGES 10-13, 10-19

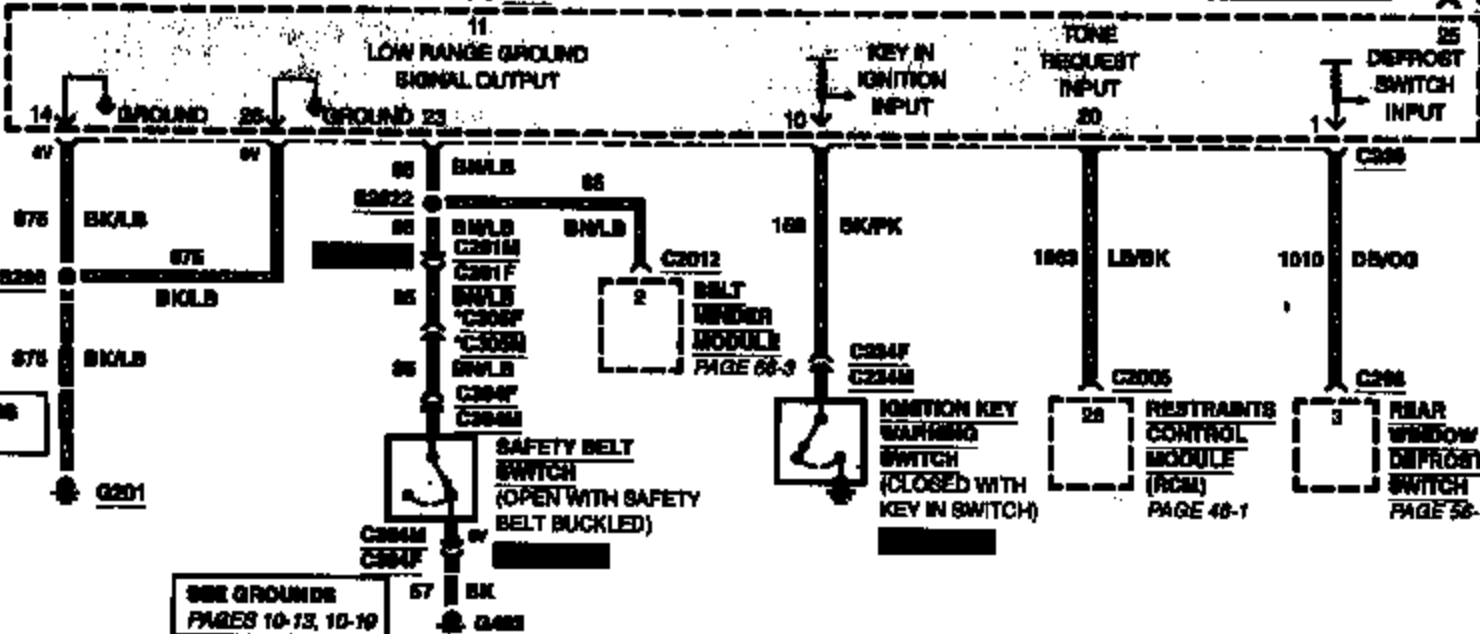
SEE MULTIPLEX COMMUNICATION NETWORK PAGE 14-1

CENTRAL JUNCTION BOX PAGES 13-9, 13-13, 13-18

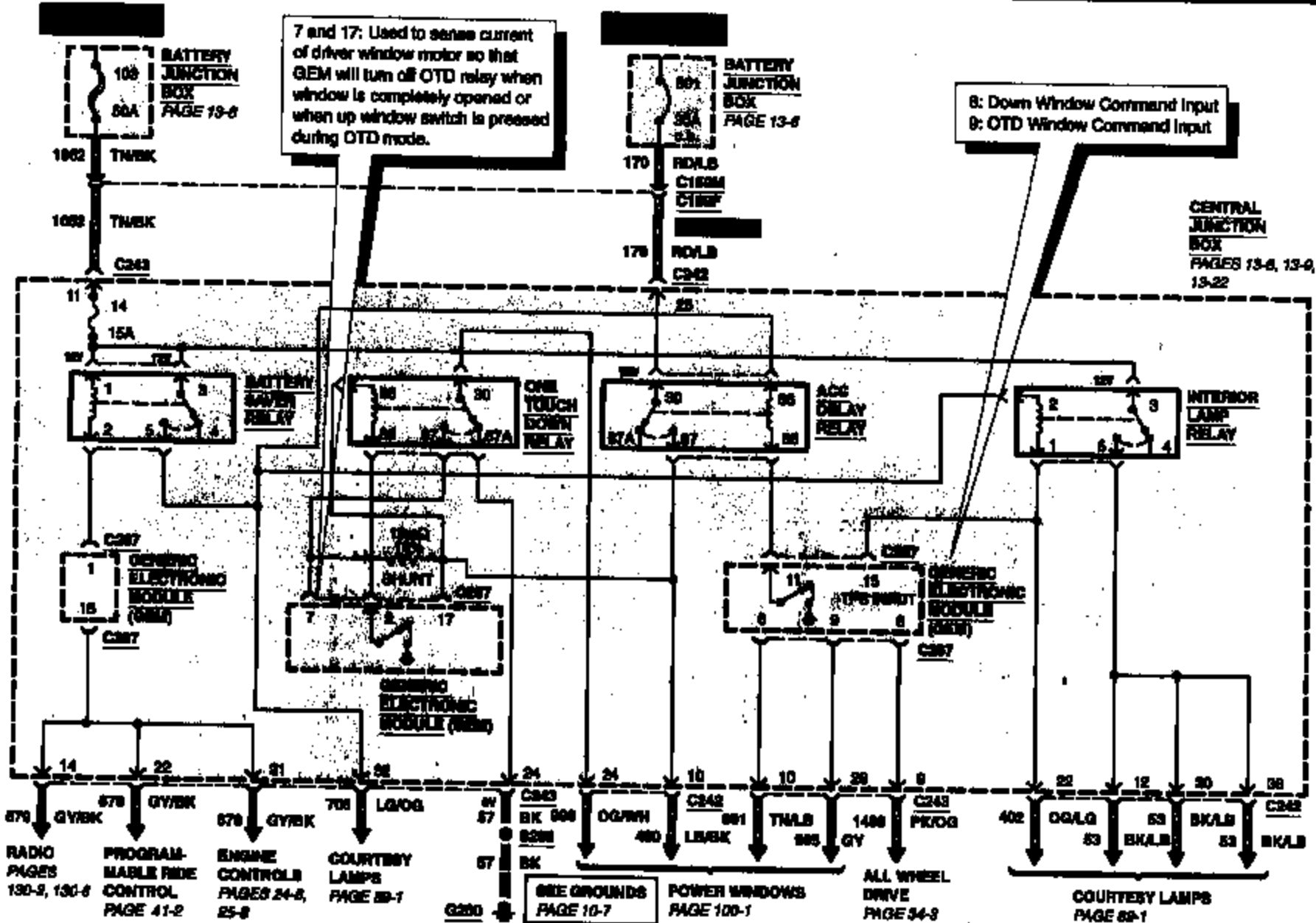
DATA LINK CONNECTOR (DLC) PAGE 14-1



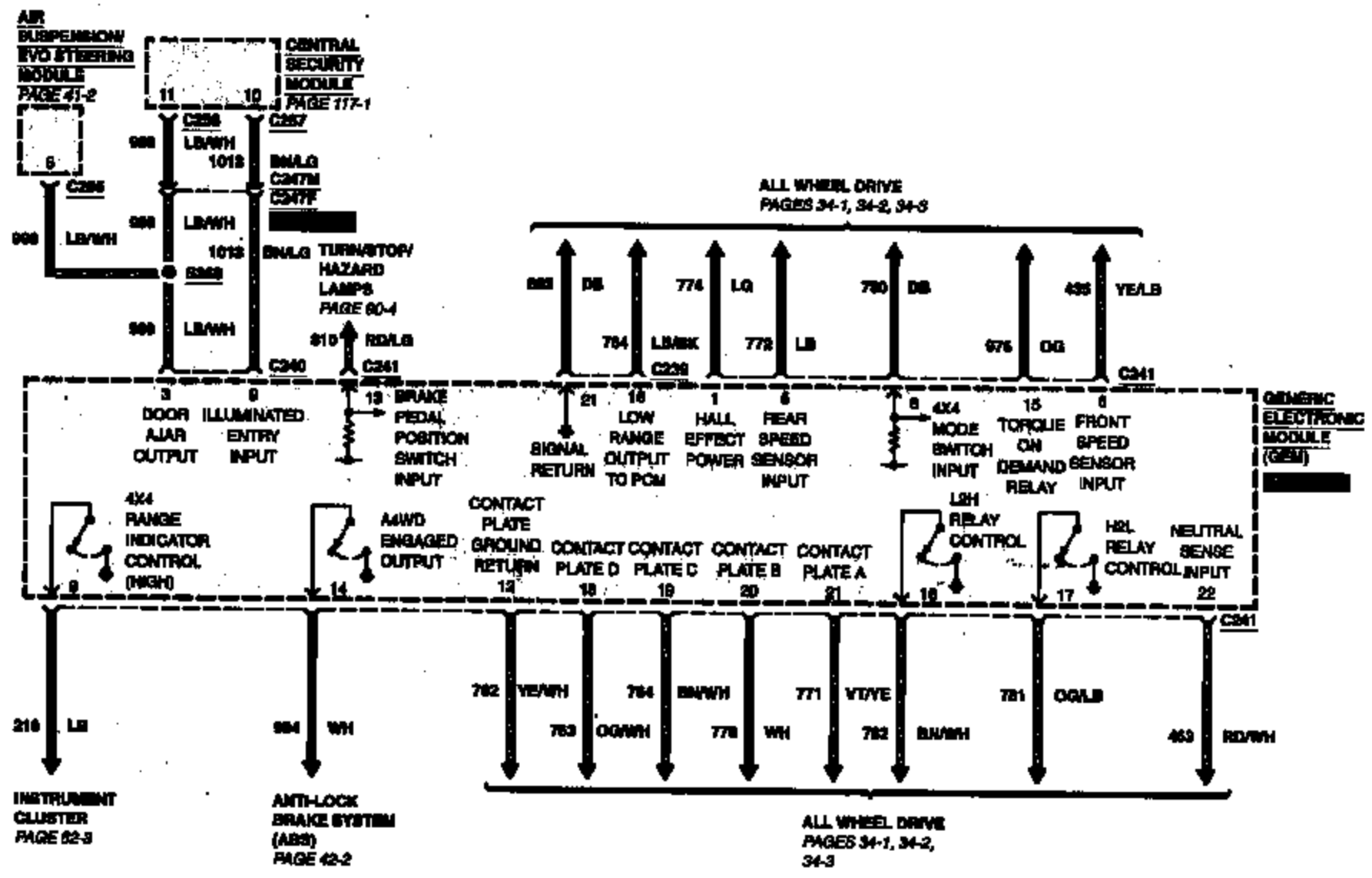
GENERIC ELECTRONIC MODULE (GEM)



59-3 MULTIFUNCTION ELECTRONIC CONTROL MODULES

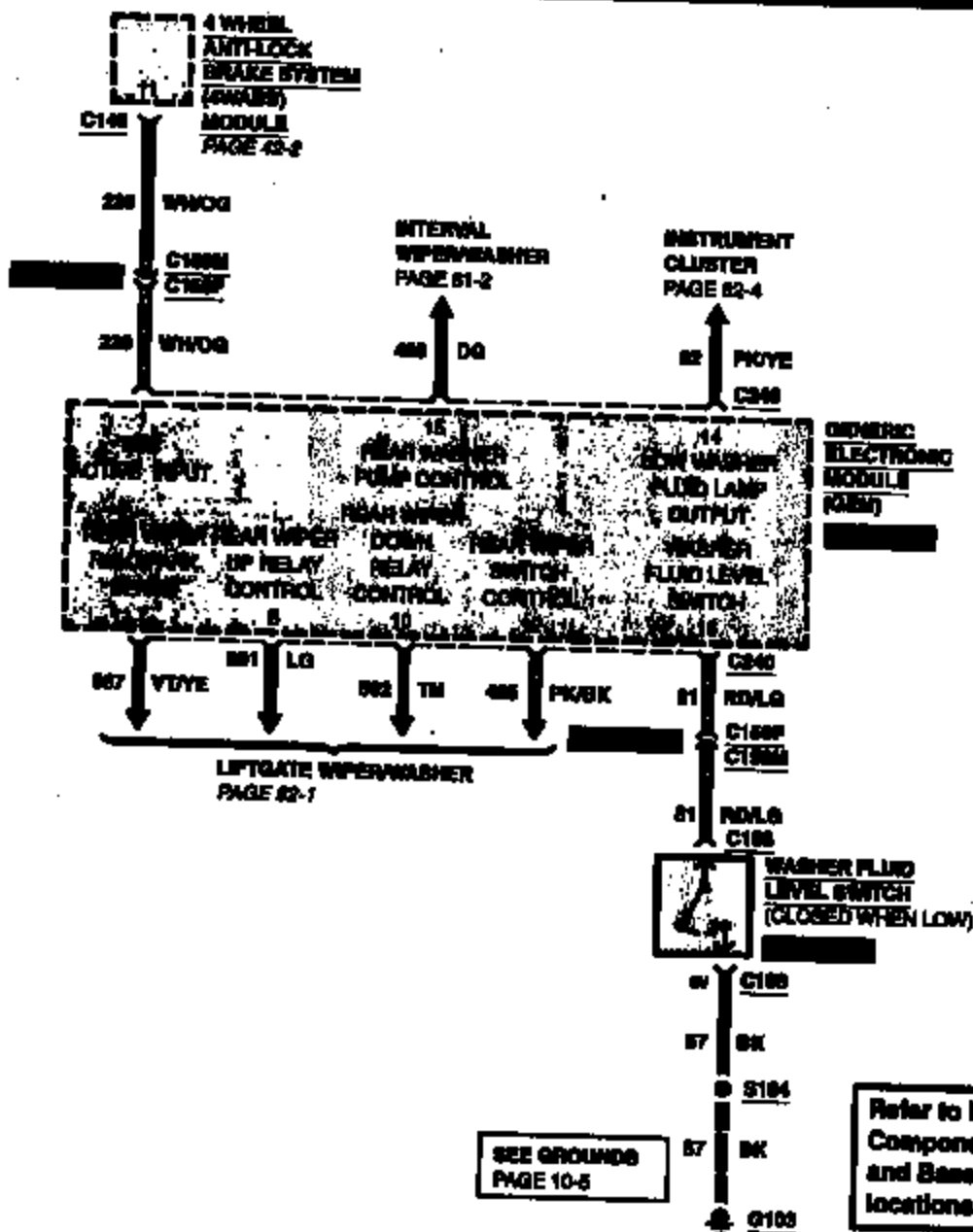


MULTIFUNCTION ELECTRONIC CONTROL MODULES



PAGES 63-64-65

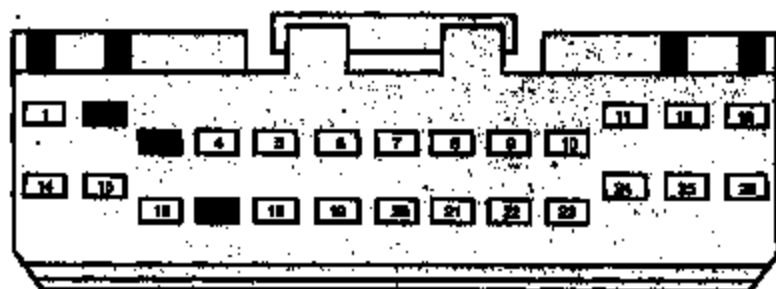
59-5 MULTIFUNCTION ELECTRONIC CONTROL MODULE



SEE GROUNDS PAGE 10-5

Refer to Location Index, Call 152, for Component, Connector, Splice, Ground and Base Part Number descriptions and locations.

FORM 603-9827

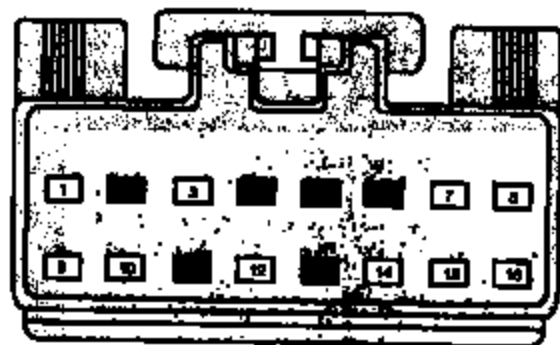


C239 (GRAY)

GENERIC ELECTRONIC MODULE (GEM)

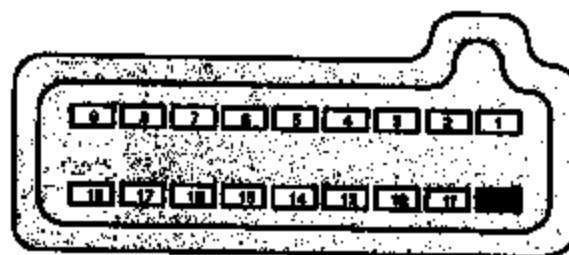
PIN	CIRCUIT	CIRCUIT FUNCTION
1	1010 (DB/OG)	Rear Window Defrost Switch Input
2	-	NOT USED
3	-	NOT USED
4	700 (WH/VT)	Liftgate and Glass Ajar Input
5	363 (BK/LB)	Left Rear Door Ajar Switch Input
6	348 (BK/WH)	Right Rear Door Ajar Switch Input
7	345 (BK/PK)	Right Front Door Ajar Input
8	344 (BK/YE)	Left Front Door Ajar Input
9	433 (DG/OG)	Door Ajar Indicator Control
10	158 (BK/PK)	Ignition Key Warning Switch Input
11	257 (WH/RD)	Park/Headlamps ON Input
12	460 (DG/LG)	Fasten Safety Belt Indicator Control
13	680 (LB/OG)	Windshield Wiper Interval Delay/Wash Input
14	875 (BK/LB)	Power Ground
15	671 (LB)	Front Wiper Motor Park Sense Input
16	784 (LB/BK)	Low Range Output To PCM
17	-	NOT USED
18	647 (GY/LB)	Windshield Wiper HIGH/LOW Relay Control
19	646 (YE/WH)	Brake/Run Relay Control
20	1083 (LB/BK)	Tone Request
21	682 (DB)	Signal Return
22	684 (PK/YE)	Windshield Wiper Mode Select Switch Input
23	85 (BN/LB)	Safety Belt Warning Switch Input
24	686 (TN/RD)	Front Windshield Washer Pump Control
25	70 (LB/WH)	Data Link Connector
26	876 (BK/LB)	Power Ground

59-7 MULTIFUNCTION ELECTRONIC CONTROL MODULES



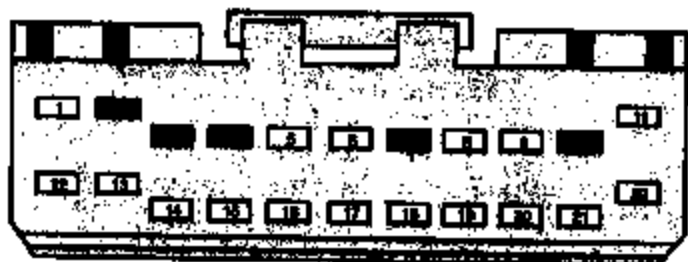
C240 (GRAY)
GENERIC ELECTRONIC MODULE (GEM)

PIN	CIRCUIT	CIRCUIT FUNCTION
1	239 (WH/DG)	ABS Active Input
2	-	NOT USED
3	998 (LB/WH)	Door Ajar Output (To GSM Module)
4	-	NOT USED
5	-	NOT USED
6	-	NOT USED
7	587 (VT/YE)	Rear Wiper HIGH/LOW/Park Sense Input
8	591 (LG)	Rear Wiper Up Relay Control
9	1013 (BN/LG)	Illuminated Entry Request Input (From GSM Module)
10	592 (TN)	Rear Wiper Down Relay Control
11	-	NOT USED
12	485 (PK/BK)	Rear Wiper Switch Input
13	-	NOT USED
14	82 (PK/YE)	Low Washer Fluid Lamp Output
15	488 (DG)	Rear Washer Pump Relay Output
16	81 (RD/LG)	Washer Fluid Level Switch Input



C267
GENERIC ELECTRONIC MODULE (GEM)

PIN	CIRCUIT FUNCTION
1	Battery Saver Relay Coil Control
2	One Touch Down Relay Coil Control
3	Ignition Input (Hot in Run)
4	Ignition Input (Hot at All Times)
5	Ignition Input (Hot in Start/Ground in Park or Neutral Input)
6	TPS Input
7	LH Window Motor Current Sense (Low)
8	LH Window Switch Down Input
9	One Touch Down Switch Input
10	NOT USED
11	Accessory Delay Relay Coil Control
12	Heated Grid Relay Coil Control
13	Ignition Input (Hot in Acc or Run)
14	Running Board Lamp Relay Coil Control
15	Interior Lamp Relay Coil Control
16	Ignition Input (Hot at All Times)
17	LH Window Motor Current Sense (High)
18	Vehicle Speed (+) Input



C241 (GRAY)
GENERIC ELECTRONIC MODULE (GEM)

PIN	CIRCUIT	CIRCUIT FUNCTION
1	774 (LG)	Hall Effect Speed Sensor Power
2	-	NOT USED
3	-	NOT USED
4	-	NOT USED
5	772 (LB)	Rear Shaft Speed Sensor Input
6	435 (YE/LB)	Front Shaft Speed Sensor Input
7	-	NOT USED
8	780 (DB)	4x4 Mode Switch Input
9	210 (LB)	4x4 High Range Indicator Control
10	-	NOT USED
11	784 (LB/BK)	Air Suspension Output
12	782 (YE/WH)	4WD Contact Plate Ground Return
13	810 (RD/LG)	Brake Pedal Position (BPP) Input
14	894 (WH)	A4WD Indicator Control
15	878 (OG)	Torque On Demand Relay Output
16	782 (BN/WH)	4 Low to 4 High Relay Control
17	781 (OG/LB)	4 High to 4 Low Relay Control
18	783 (OG/WH)	Contact Plate D
19	784 (BN/WH)	Contact Plate C
20	770 (WH)	Contact Plate B
21	771 (VT/YE)	Contact Plate A
22	463 (RD/WH)	Neutral Input

CONNECTOR REFERENCE LIST

CONNECTOR	SECTION-PAGE
C146	42-3
C228	14-3
C237	62-6
C242	13-29
C243	19-28
C245	13-28
C257	117-4
C295	41-5
C298	55-2
C2005	46-4

OR; PH

CUSTOMER SAID: - FEEL THAT HE HAS RECEIVED A DEFECT VEH - VEH CAUGHT FIRE ON THE 18TH - THERE WAS A LEAK IN THE WINDSHIELD CAUSING THE FUSES BOX TO GET ON FIRE - VEH WAS RUNNING & THE DOORS WERE LOCKED WITHOUT THE KEY IN THE IGNITION SWITCH - IT HAD ALSO RAINED - REMOTE KEYLESS ENTRY DID NOT WORK - HAD TO OPEN THE VEH MANUALLY - DRBSHP AIG INSURANCE CO. THAT THE CAUSE OF THE FIRE WAS AS A RESULT OF THE LEAKAGE FROM THE WINDSHIELD - INSURANCE CO. IS ADVISING THAT CUST WOULD HAVE TO TAKE CARE OF THE WINDSHIELD ISSUE & FORD IS NOT PAYING FOR THE REPAIR AS THE VEH IS BEYOND WARRANTY - SUPPOSE TO GET THE VEH BACK TOMORROW - FEEL THAT HE SHOULD NOT HAVE TO PAY FOR THE WINDSHIELD CONCERN DEALER SAID: - LOONS FORD OF BALTIMORE 6970 SECURITY HWY. BALTIMORE, MD 21244 TEL: (410) 298-3800 CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. LPA CALLED CUSTOMER TO GET BACKGROUND INFORMATION OF SERV BAED ON THE AVAILABLE INFORMATION, LPA DENYING ASSISTANCE. LETTER SENT TO CUSTOMER.

Unknown

225570817/KT OWL

REPORTED
1999
FORD AUTO TRUCK (REGULAR)
CA VEHICLE REGULAR CARGO VAN
11-MAY-1999
MICHIGAN PLANT HOLD

REGULAR
EXPERTISE
WHEEL HUB PART TIME DRIVE

11-May-1999

2210

2414444

838304L

body-glass-windshield-
body-glass-windshield-
body-glass-windshield-
body-glass-windshield-
body-glass-windshield-
body-glass-windshield-

chassis/motor vehicle/frame
engine
fuel system
brake system
electrical system
steering system
suspension system

13

7/11/07

51630143

1/11/07
1/11/07

1/11/07
1/11/07
1/11/07
CRYSTINE BUREL
RICHWALK
CA
USA
50228002

DM

CUSTOMER SAYS: CUSTOMER SAYS: -EMAIL 126272 - [REDACTED] 1/11/2005 11:24:19 AM
-CUST IS EXTREMELY UPSET BECAUSE OF A MANUFACTURERS DEFECT THAT THEY HAD TO PAY FOR -
WANTS TO KNOW WHO TO FILE A COMPLAINT WITH ***** - CUST SAYS WINDSHIELD
CRACKED AND DAMAGED CONTROLS. VEH IS GARAGED AND USED SPARINGLY. WANTS REPAIR REIMBURSED.
VEH SERVICED AND MAINTAINED HIMSELF OR BY INDEPENDENT. PER CUSTOMER, DEALER SAYS: - DLR
RESEALED WINDSHIELD, REPLACED FUSES / CIRCUIT BREAKERS MAYBE THE WHOLE BEEL @ \$1000- APPROX.
CAC ADVISED: - PLEASE SUBMIT YOUR ORIGINAL RECEIPTS TO THE CHRMEM OF YOUR LOCAL FL/M DEALER
FOR REIMBURSEMENT REVIEW. - THE DEALER WILL DETERMINE IF REIMBURSEMENT IS POSSIBLE OR NOT -
UNFORMED CUST THERE IS NO ESP / WARRANTY/ CSP TO COVER THE REPAIRS.THERE WOULD NB NO ASST.
REFERENCE CASE ID: 5363

1/11/07

2/28/07 17:03 OWL

1/11/07 17:03
AND
FSP/AUTOTE-NAEO BMO(0100)
CA WIFE DORIE WAGON
1/11/07
MICHIGAN PLANT BUILD

W-MOL 1 AL BURE EPI NA VS U-HP
EXPERION
WHL LH REAR DRIVE
1/11/07

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