PE14-021
FORD
9/10/2014
APPENDIX B

	Α	В	С	D	E	F		G	Н
				Original	Modified	Disposition of Original Parts	i		
Part	Incorporated Into Vehicle Production	Description of Change	Reasons for Change	Ford Engineering Part Number	Ford Engineering Part Number	Withdrawn from Ford Production Inventory (Scrap/ Consume/ Rework)	Effective Date	New Component Availability Date	New Component Interchangeable With Old (Y/N - Intended versus Possible)
EXHAUST SHIELD	JOB #1			3W7E-9Y427-AC					
LH EXHAUST MAN FOLD									
CV GM TC EXT MANIFOLD	JOB #1			3W7E-9431-AF					
CV GM TC EXT MANIFOLD	5-Aug-02	REVISED CASTING TO REMOVE FLASH	REP HOT TEST INTERFERENCE		3W7E-9431-AG	CONSUME			N
		REVISED MOUNT HOLE MINOR DIA	MACHINING IMPROVEMENT		4W7E-9431-AB	CONSUME			N
MARAUDER EXHAUST MANIF	JOB #1			3W33-9431-BA					
SHIELD FASTENER	JOB #1			W707130 S300					
LOWER STEERING SHAFT LOWER STEERING SHAFT	17-Jul-02			5W13-3C662-AA	51440 00000 AB				
LOWER STEERING SHAFT	16-Jan-13				5W13-3C662-AB				
OIL COOLER									
CROWN VIC	JOB #1			3W7E-6A642-AA					
onem ne		OIL COOLER MOUNTED BEHIND OIL FILTER	LOW COST OIL COOLER		9W7E-6A642-BA	CONSUME			N
OIL FILTER									
CROWN VIC	JOB #1			XW4E-6714-BA					
	17-Nov-08	OIL FILTER SMALLER DIMENSIONS TO PACKAGE NEW COLER	LOW COST OIL COOLER		9W7E-6714-AA	CONSUME			N
					 				
 					-	 	-		
1					1				
1					 		 		
	1	l		l	I	l	L	L	

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FORD
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APPENDIX C

2004-2007 Crown Victoria, Grand Marquis, Marauder Steering Binding caused by interference with displaced exhaust heat shield

OWNER REPORTS

As the agency is aware, within FCSD's North American Customer Service Operations, there is a Customer Relationship Center (CRC) that is responsible for facilitating communication between customers, dealerships and Ford Motor Company. Among other things, the CRC handles telephonic, electronic, and written inquiries, suggestions, informational requests, and concerns ("contacts") from Ford and Lincoln-Mercury vehicle owners about their vehicles or sales and service experience. The contacts are handled by CRC customer service representatives who enter a summary of the customer contact into a database known as FMC360, or prior to September 2012, a database known as CuDL (Customer). Records that were entered into the earlier MORS II system were microfilmed. The records in MORS III/CuDL are imaged and stored electronically. Records that were originated in the MORS III/CuDL database have been migrated to the new FMC360 database, as well as MORS II records that were contained within the MORS III/CuDL database.

The CRC assigns to each vehicle-related contact report a "symptom code" or category that generally characterizes the nature of the customer contact or vehicle concern, as described by the owner. The CRC does not undertake to confirm the accuracy of the description provided by the owner; they simply record what is reported. Therefore, given the complexity of the modern motor vehicle, it is Ford's experience that a significant percentage of owner contacts do not contain sufficient information to make a technical assessment of the condition of the vehicle or the cause of the event reported. Accordingly, although owner contact reports may be useful in identifying potential problems and trends, the records are not the empirical equivalent of confirmed incidents and/or dealership's diagnosis. In the interest of responding promptly to this inquiry, Ford has not undertaken to gather the electronic images related to these contacts because of the largely duplicative nature of the information contained in the images, as well as the time and the burden associated with locating and producing those documents. The pertinent information related to those contacts generally would be included in the contact reports obtained from the FMC360 system. To the extent that those documents exist, they are characterized in the comments of MORS III and FMC360 contact reports. Upon request, Ford will attempt to locate any specific items that are of interest to the agency.

In September 2012, a new symptom coding system for owner reporting was launched concurrent with the transition to the FMC360 database. This is the same coding system that was launched in July 2011 for the CQIS database that contains field reports. All reports migrated from the MORS III/CuDL database in to the FMC360 database have been re-coded using the new coding system.

In responding to this information request, Ford electronically searched the FMC360 database using the following criteria:

Model Year: 2004-2007

<u>Subject Vehicle</u>: Crown Victoria and Grand Marquis manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Marauder is considered a Grand Marquis in some of Ford's systems.

<u>Date Parameters</u>: January 1, 2003 through July 18, 2014

Types of Contacts: All, including suspended data, canceled contacts and inquiries

FMC360 Case Classifications:

Level 1	Level 2	Level 3	Level 4
Dealer – Vehicle Concern	Legal		
Vehicle Concern	Legal		
Feedback	Product	Negative	Vehicle Quality/Safety

FMC360 Symptom Code(s):

	Symptom	
Symptom Category	Code	Symptom Description
Stop/Steer/Ride	6624*	Steering/Steering Wheel, Performance
Stop/Steer/Ride	6620*	Steering/Steering Wheel, Other
Stop/Steer/Ride	662Z*	Steering/Steering Wheel, Not Listed,

LEGAL CONTACTS

Beginning in early 2008, most consumer complaints and all legal claim processing has been centralized in OGC within the Consumer Litigation team. A transition has occurred such that all legal contacts (including those formerly handled by "Litigation Prevention") are coordinated through this team.

Prior to the transition, there was a Consumer Affairs Department within FCSD that managed customer concerns, which could not be resolved by the Customer Relationship Center (CRC). Among other things, the Consumer Affairs Department had a section, known as "Litigation Prevention," that handled a variety of informal (i.e., non-litigation) claims, such as property damage claims or attorney demand claims.

The Litigation Prevention section had been centralized in the Consumer Affairs Department since 1995, in Dearborn, Michigan. Prior to that time, Litigation Prevention personnel operated on a regional basis. For matters that the Litigation Prevention section handled, there were typically paper files that reflected the handling, investigation and resolution of property damage claims.

The claims, known as "Legal Contacts" are entered into the CuDL database that the CRC uses to enter other customer communications. When a customer contact is designated as a Legal Contact, it is so indicated near the top of the contact report.

FIELD REPORTS

Within FCSD, there is a Vehicle Service & Programs Office that has overall responsibility for vehicle service and technical support activities, including the administration of field actions. That Office is the primary source within Ford of vehicle concern information originating from Ford and Lincoln-Mercury dealerships, field personnel, and other sources. The information is maintained in a database known as the Common Quality Indicator System (CQIS). The CQIS

database includes reports compiled from more than 40 Company sources (e.g., Company-owned vehicle surveys, service technicians, field service and quality engineers, and technical hot line reports, etc.) providing what is intended to be a comprehensive concern identification resource. As with MORS contact reports, CQIS reports are assigned a "symptom code" or category that generally reflects the nature of the concern.

In responding to this information request, Ford electronically searched CQIS using the following criteria:

In July 2011, FCSD launched a new coding system for the CQIS database. All reports maintained in the CQIS database prior to the coding change have been re-coded using the new CQIS coding system.

Model Year: 2004-2007

<u>Subject Vehicle</u>: Crown Victoria and Grand Marquis manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Marauder is considered a Grand Marquis in some of Ford's systems.

Date Parameters: January 1, 2003 through July 18, 2014

Types of Contacts: All, including suspended data, canceled contacts and inquiries

Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Stop/Steer/Ride	6624*	Steering/Steering Wheel, Performance
Stop/Steer/Ride	6620*	Steering/Steering Wheel, Other
Stop/Steer/Ride	662Z*	Steering/Steering Wheel, Not Listed,

OASIS MESSAGES

FCSD is responsible for communicating a variety of vehicle and service information, such as warranty information for up to the past 360 days, Extended Service Plan part coverage information, and technical repair information, to North American Ford and Lincoln-Mercury dealers. This information is communicated primarily through OASIS, which serves as an electronic link between Ford Motor Company and the dealers. OASIS covers all North American Ford and Lincoln-Mercury cars and light trucks, and medium and heavy-duty Ford trucks, for the ten most current model years. Technical diagnostic and repair information on OASIS is contained in Special Service Messages (SSMs) and Technical Service Bulletin (TSBs) titles and brief summaries. It should be noted that dealers cannot access brief summaries.

SSMs and TSB titles are coded in OASIS by model year and vehicle line, and may be coded to other specific vehicle attributes (body style, engine code, or vehicle identification number) and one or more OASIS Service Code(s). The dealers with access to OASIS usually search for information on the database by entering a VIN and the applicable Service Codes. SSMs and TSB titles that become inactive or superseded continue to be accessible by Ford employees, but no longer are accessible by the dealers. Dealers also are able to determine

the recalls applicable to a particular vehicle by searching a particular VIN in OASIS. Recall information available on OASIS cannot be searched by Service Codes.

In July 2011, FCSD launched a new coding system for OASIS. All active SSMs and TSB titles have been re-coded using the new OASIS coding system. All inactive and superceded SSMs and TSB titles are still maintained under the old coding system.

In responding to this information request, Ford searched Global OASIS using both the new and old OASIS service codes for active, inactive, and superceded TSB titles and SSMs using the following search criteria:

Model Year: 2004-2007

<u>Subject Vehicle</u>: Crown Victoria and Grand Marquis manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

<u>Date Parameters</u>: January 1, 2003 through July 18, 2014

Old Codes

	Symptom	
Symptom Category	Code	Symptom Description
Chassis	303000	Steering/Handling

New Codes:

		Symptom	
١	Symptom Category	Code	Symptom Description
	Stop/Steer/Ride	662*	Steering/Steering Wheel

Global OASIS is not capable of performing electronic word searches, so the search results are reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

The OASIS database also contains Broadcast Messages. Typically, these messages are directed to all dealerships and either are notifications of new SSMs/TSBs, or announcements with non-technical information (for example, "the Dealer Hotline will be closed today"). Broadcast Messages cannot be searched by OASIS service codes, and can be retrieved only while active (approximately 2 to 4 days). Ford has not undertaken to search for Broadcast Messages because Ford expects that any responsive information obtained with such a search generally would be non-substantive in nature or duplicative of the information obtained with the TSB title and SSM search described above.

INTERNAL SERVICE MESSAGES

FCSD, as part of its technical support activities, maintains fleet and technical telephone "hotlines." During the early stages of Ford's efforts to identify and resolve potential vehicle concerns, hotline personnel may draft Internal Service Messages (ISMs) on CQIS for their

internal use. The ISMs are assigned a CQIS "symptom code" or category that generally reflects the nature of the concern. An ISM can form the basis for an oral response over the technical hotline to an inquiry from an individual dealer or fleet technician. The ISMs, however, are not made available electronically to fleets and dealers. Therefore, although ISMs are not "issued" to dealers like OASIS messages, Ford is construing this request broadly to include ISMs that may be related to the alleged defect in the subject vehicles.

In July 2011, FCSD launched a new coding system for the CQIS database. All reports maintained in the CQIS database prior to the coding change have been re-coded using the new CQIS coding system.

In responding to this information request, Ford searched CQIS for active ISMs using the following search criteria:

Model Year: 2004-2007

<u>Subject Vehicle</u>: Crown Victoria and Grand Marquis manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2003 through July 18, 2014

Symptom Code(s):

	Symptom	
Symptom Category	Code	Symptom Description
Stop/Steer/Ride	6624*	Steering/Steering Wheel, Performance
Stop/Steer/Ride	6620*	Steering/Steering Wheel, Other
Stop/Steer/Ride	662Z*	Steering/Steering Wheel, Not Listed,

The CQIS database in which the ISMs reside is not capable of performing word searches, so the search results were reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

FIELD REVIEW COMMITTEE

Ford's Field Review Committee reviews all potential field service actions, including safety recalls and customer satisfaction programs, and recommends appropriate actions to corporate management. A Vehicle Service & Programs representative serves as Secretary to the Field Review Committee. Following approval of a field service action, the Vehicle Service & Programs Office prepares and launches the action. A representative copy of the communication to Ford's dealers, fleets, and Regional offices announcing the field service action is maintained in the Field Review Committee files.

WARRANTY

Ford's Analytical Warranty System (AWS) contains warranty claims and vehicle information for model years 1991 and forward for North America, and model years 1992 and forward for Europe.

Ford performed a search of AWS for potentially responsive reports using the following search criteria:

Model Year: 2004-2007

<u>Subject Vehicle</u>: Crown Victoria and Grand Marquis manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2003 through July 18, 2014

Base Part Number(s):

9Y427 - heat shield

Customer Concern Code(s):

CCC	Description
H22	STEERING REQUIRES EXTRA OR UNEVEN EFFORT

PE14-021
FORD
9/10/2014
APPENDIX E
CAS-3422439-F3L9P4 -



Office of the General Counsel

Ford Motor Company Product Claims Department P.O. Box 70 Dearborn, Michigan 48121-0070

October 25, 2013



RE: 2005 Grand Marquis
VIN: 2MEFM74W95X

Dear Mr.

Your claim has been forwarded to me for review. We thank you for the opportunity to address this concern in a fair and timely manner.

If you have turned any portion of this matter over to your insurance company and should your insurance company wish to pursue a claim with Ford Motor Company, please have your insurance company contact us in writing at the address noted above notifying us of their intent to pursue subrogation.

If you intend to pursue a claim directly, we request that you provide us with <u>all</u> the following information by completing and returning this form:

To begin our evaluation, we will need the following documents:

- A copy of the police/fire report.
- A copy of the title and vehicle registration.
- A separate sheet of paper providing a complete description of the incident.
- Medical records for each person alleged injured from all treating physicians/facilities.
- Medical bills for each person alleged injured from all treating physicians/facilities.
- Original photographs or laser copies of the vehicle's collision/fire damage from several different angles; include your name and the last 6 digits of your VIN# on the back of each photograph.
- Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas; include your name and the last 6 digits of your VIN# on the back of each photograph.
- A copy of your expert's report and the expert's original photographs.
- Repair estimate, repair order, a total loss worksheet with copies of draft payments.
- Complete service history for vehicle including maintenance items.
- A statement from insurance company indicating there are no pending claims and the reason for the denial.

For each person alleged injured provide the following: (If there are additional names Continue on back.)

	Full Legal Name:	Full Legal Name:
	Address:	Address:
	Spouse's Name:	Spouse's Name:
	DOB:	DOB:
	Soc Security#:	Soc Security#:
	Gender:	Gender:
	Occupation:	Occupation:
	Injury:	Injury:
	Health Insurance Provider:	Health Insurance Provider:
	to the incident	ore than 24 months of social security disability benefits prior person(s)
above requaware that recover as settlement	uested information. If it is de t pursuant to the Medicare Secony ty conditional payments it has be reached in this claim, Ford	s, we cannot evaluate your claim until you provide the termined that you are a Medicare beneficiary, please be ondary Payer Act (MSP) Medicare has a statutory right to s made with respect to your injury. Further, should a will not enter into any settlement agreement until Ford s are protected.
1.	What are you seeking from Ford	Motor Company in this matter?
2.	What is the alleged defect?	
3.		een repaired or replaced? (circle one) Yes or No
4.	What was the city, state and day	te of occurrence:
5.		occurrence:
6.		modifications that were made to the vehicle:
7.	Was the engine running? (circle	e one) Yes or No

8.	Were the keys in the ignition? (circle one) Yes or No
9.	Was this vehicle purchased new or used:
10.	If purchased used, provide the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased:
11.	Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).
12.	Has an insurance company been advised of this incident? Yes No
13.	If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.
14.	Please provide the names and contact information of any witnesses to the incident.

Ford Motor Company is committed to providing you with a fair and timely response, so please note that we need all the information requested above to evaluate this matter. Your concern cannot be evaluated until <u>all</u> the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

Once we are in receipt of all the requested information, it will be thoroughly reviewed and you will be notified of our decision concerning your claim. <u>In most instances this review can be done in 90 days; if we are unable to complete the analysis within this time, we will contact you.</u>

Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted. If your vehicle is accruing storage charges, you should immediately make arrangements to move it to a facility that will not charge you for storage.

Please be advised that in the event this matter ends up in litigation, Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s). If you propose to repair the vehicle or conduct any other repairs you believe are related to this incident, such repairs may not be performed until after Ford Motor Company has conducted an inspection that may include the removal and testing of any component part that you claim is defective. If you want to repair your vehicle before we are able to physically inspect the vehicle or relevant component, please submit a written request to me.

Thank you for your prompt attention to this matter.

Sincerely,

M. Morris Legal Analyst – OGC Product Claims

Case Print Report

Case Number

Case Opened Date 10/23/2013 1:52 PM

Case Closed Date 10/23/2013

Case Status Resolved

Case Last Modified 10/23/2013 2:44 PM

Responsible Team Tier 1 Inbound

Case Classification Vehicle Concern > Legal > Alleged Accident > Not Portal

FORD MOTOR COMPANY RECEIVED CLAIMS CALT

OCT 2 5 2013



Customer Number

Customer Name

LITTLE CANADA

Email Dealer

VIN 2MEFM74W95X

Year 2005

Make MERCURY

Model GRAND MARQUIS

Body Style M74 - GS 4-DR SEDAN

Symptom

Level 1 Stop/Steer/Ride

Level 2 Steering / Steering Wheel

Level 3 Performance

Level 4 Inoperative

Case Print Report

Agent Name

Note Last Modified

10/23/2013 2:44 PM

2MEFM74W95X 60,000 miles

cust states vehicle was totalled due to steering failure, oct 2012, tipped upside down, rolled 1x, --steering seemed to have slight play in steering

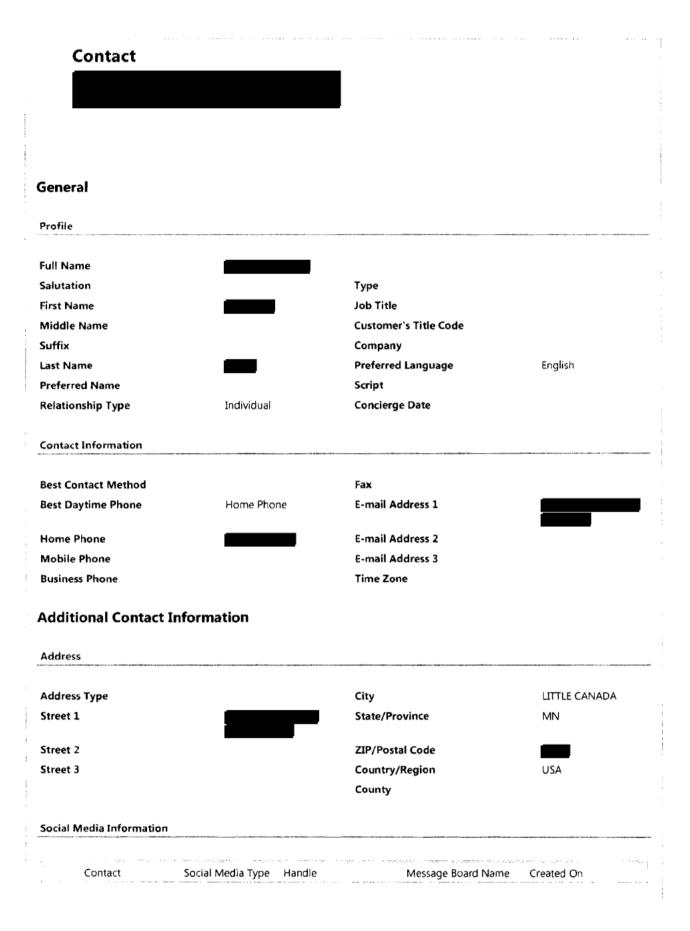
when driver lost control of vehicle there seemed to be no steering at all, vehicle pulled to 1 side and steering would not correct, vehicle continued driving left

- 1. Were any injuries sustained?--cust answered hard to tell as he has preexisting back problems===
- Please provide the first and last name of all injured parties.--customer===
- 2. What are you seeking from Ford Motor Company?
- Compensation/Financial Reimbursement Proceed with opening a OGC Legal Case
- Not Sure (customer unsure of what they want from FMC) Proceed with opening a OGC Legal Case
- Nothing just called Ford to advise us of the accident/fire.
- a) If the answer is nothing and no injuries were sustained, an OGC legal case should not be run. Follow the Feedback/Product/Negative or Positive case classification path.
- b) If the answer is nothing and injuries were sustained, an OGC legal case is required
- 3. What was the date of the accident?--dec 7 2012===
- 4. What product defect is alleged to have caused the accident?--yes===
- 5. What is the City and State where the accident occurred?--little canada minnesota 55117===
- 6. Was a police report filed?--yes===
- 7. If a police report was filed, what were the findings?--unknown===
- 8. What is the police report number and in what city and county was the report filed?--ramsey county sheriffs dept minnesota===
- 9. Has the customer filed a claim with their Insurance Company?--yes===10. If a claim has been filed with the insurance company, what is the status of the claim?--closed===
- 11. Is the vehicle repairable?--unknown===

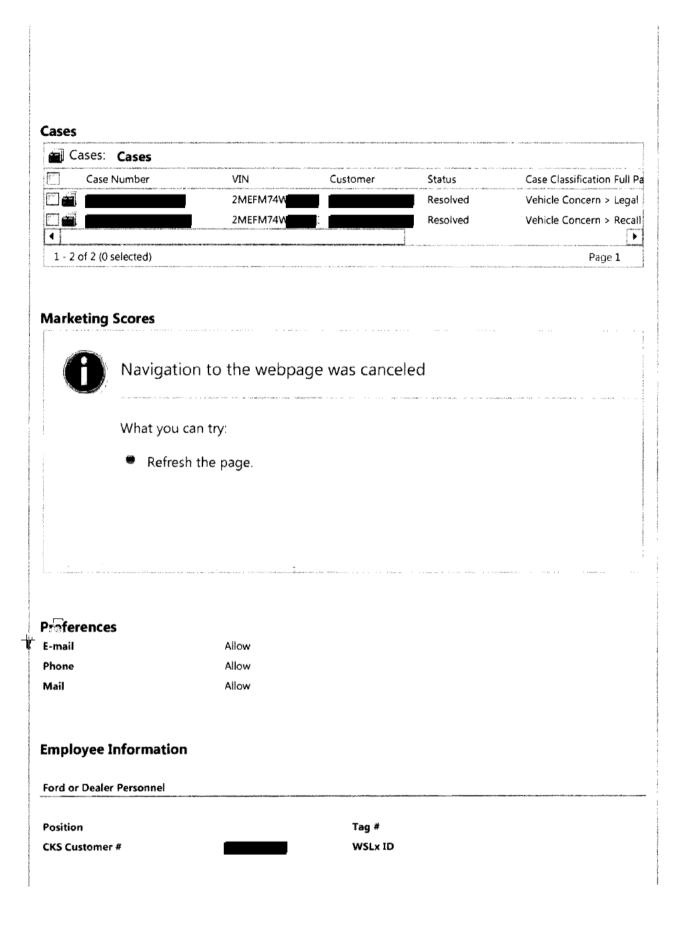
correspondence should be mailed:

--Little Canada, MN

I will forward your information to Ford's Office of the General Counsel. You should receive a written response within 15 Days business days to your concern.



Contact: Page 2 of 3



CDS ID Salary Grade ETag1 ETag2 LTag1 LTag2 STag1 STag2 **Marketing Dealer New Assigned Dealer Used Assigned Dealer Effective Date** Ford Ford **Effective Date** Midway Ford Company 10/23/2013 Lincoln **Effective Date Effective Date Effective Date** Mercury White Bear Lincoln, Inc. 10/23/2013 Mercury **Effective Date** Notes **Admin Info** Owner Wency Mendoza **&** Wency Mendoza ford prdload1 **Created By Modified By** Created On 10/23/2013 1:35 PM **Modified On** 10/24/2013 5:06 AM Active Status



Status

Active

General

VIN

2MEFM74W95X

Vehicle Specification 2005 > MERCURY > GRAND MARQUIS > M74 - GS 4-DR SEDAN

Full Path

Warranty Start Date 10/18/2005 12:00 AM

Tech Hotline

No

Vehicle Details

Hours in Service

Mileage Units

Mileage

Estimated Mileage

60,000

Model Year

2005

Make

Body Style

New/Used

MERCURY

Model / Vehicle Line

GRAND MARQUIS M74 <u>- GS 4-DR SEDAN</u>

Advanced Search Of Vehicle Ownership

Advanced Search

Search On Search By

Detailed Info

Tag #

Vehicle Status Code Vehicle Ownership

Code

Acquisition Code

Order Number

Acquisition Method

Code

Leased Selling Dealer Code

Vehicle Ownership

Initial Sales Information

Sales Type Code

No

Sale Date

10/18/2005

Vehicle Status Code

Warranty Date

Vehicle Line Code

Cases

N: 2MEFM74W95X	Page 2 of 2
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Notes				
Admin Info				
Basic Audit Info				on construction of the design of the second order of the second
Created By	fordprd load	Modified By	2 Cornelia Clemente	
Created On	6/30/2012 2:10 AM	Modified On	10/23/2013 2:44 PM	
Status	Active			

Report a Problem

Print Page Click Here

OASIS RESULT: 2MEFM74W95X

USA: EN-US

29-OCTOBER-2013 / 16:27:08 EST/ APP2 Local Time: 29-OCTOBER-2013 / 4:27:08 PM

Additional Information

ENGINE: Romeo 4.6 SOHC EFI ENGINE CALIBRATION 5FB1SB0A RADIO: AM/FM CD/Clock

New Vehicle Base Warranty

SALE MILEAGE

FRONT TIRE: P225/60TR-16 WSW GROSS VEHICLE WEIGHT: 5804 LB. GVWR

VEHICLE INFORMATION

VEHICLE DESCRIPTION: 2005 GRAND MARQUIS TRANSMISSION 4 Sp A/T AODEW/4R70E W/TSS*S/V PAINT COLOR: Light Ice Blue Metailic C/C AXLE RATIO 2.73 Ratio

AXLE CODE. 58 PAINT CODE LS WHEEL SIZE 7 X 16" Steel Road Wheet

BODY STYLE: 4 DR SEDAN GS

. WARNING MESSAGES

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

 ACCURATE REPAIR NOTIFICATIONS ATTENTION TECHNICIANS AND SERVICE MANAGERS: EXHAUST BUZZING OR RATTLING NOISE - REPAIR WITH TSB 06-09-10

GENERAL WARRANTY INFORMATION

WARRANTY START DATE: 18-OCTOBER-2005

BUILD DATE: 27-JULY-2005

. OUTSTANDING FIELD SERVICE ACTIONS

13508 STEERING COLUMN SHAFT

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

NO RECENT REPAIR HISTORY ON VEHICLE

WARRANTY REPAIR HISTORY

Click Here for Full Warranty History

Report a Vehicle Concern | On-line 1878 | END OF OASIS REPORT FOR 2MEFM74W95 © Copyright 2002-2013 Ford Motor Company. All rights reserved. Server: AWS Prod

Claims loaded through: 28-OCT-2013

Vehicle Information Report

/IN: Aodel Year: /ehicle Type:	2005	ehicle Line AWS: FP	P - GRAND MARQ (EN53/EN114) [92-11] - GRAND MARQUIS - GRAND MARQUIS (NA-STAP)	Engine: Global Engine: Engine Plant:	C/VN - R-M 4.6L SOHC EFI NA CIV8 G-NP E2980 - MODULAR GAS V8 RWD - REP EN29 - ROMEO LESS SVT
nv. Dealer:	• .	Orive Code: C/E	- 2 WHL L/H REAR DRIVE	Transmission:	C/FX - 4 SP A/T AODEW/4R70E W/TSS*S/V
ehicle Status Code:	800 E	Body Cab Style: C/F	A - 4 DOOR SEDAN-4 LITE	Global Trans:	A1009 - AT - 4R70/75 - STP
darket Derived:	M - MERCURY	/ersion/Series: C//	.G - CS VERSION - CAR	Trans Plant:	ATIO - A/T SHARONVILLE
BUILD INFOR	MATION:		AND AND AND HIT BOOK AND		
		AW - ST. THOMAS PLANT	BUILD Vehicle Load Date:	01-JAN-2006	
	ORTH AMERICA Assembly Plant: CANADA Production Date		Vehicle Maintenance Date:	01-JAN-2006	
Tanana Crass	CALACTON DATE	2.906-2009	Tennic Pater	01 01011 2000	
ere			processing and the second seco	The state of the s	* * * * * * * * * * * * * * * * * * *
ALE INFORM	IATION:				
egion Sold:	NA - NORTH AMERICA		Arrival Date: 11-/	AUG-2005 Red Carpet Lease:	•
ountry Sold:	USA - UNITED STATES		Sale Date: 18-0	OCT-2005 Fleet/Retail/Co. Le	ase: R
ehicle Count Flag:	Y		Warranty Start Date: 18-0	OCT-2005 Modified Vehicle:	•
elling Dealer St/Prov:	MN		Original WSD: 18-0	OCT-2005 Warranty Status II	nd: *
elling Deater [code]:	NORTH COUNTRY FORD LIN	COLN [343167 - *]		Vehicle Export Fla	g: N
745x673773xD 3 TA		22L G P 43A167 2 LS	ECH W2KEF9 2 A 100A		5
745x673773x0 3 7A	2 02FA057 RE G 5 W1 J33 5	2ZL G P 43A167 2 LS		9 MODEN	
45x673771xD 3 TA	2 02FA057 RE G 5 W1 J33 5	22L G P 43A167 2 LS	BCH W2MBF9 2 A 100A	9 MODEN	
1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 02FA057 RX G 5 M1 J33 5	22L G P 43A167 2 LS	BCH W2MBF9 2 A 100A	9 MODEN	5
1222222	PTION INFORMATION	22L G P 43A167 2 LS	SCH M2MSF9 2 A 100A	9 кхых	5
1	PTION INFORMATION	22L G P 43A167 2 LS6	SCR M2MSF9 2 A 100A	Navis Engine Serial #:	070538186642
1451673771300 3 TA: COC: NSTALLED O ir Conditioning: Iternator Amp Rating: udio Disk:	PTION INFORMATION	22L G P 43A167 2 LS6	9	Navis Engine Serial #:	070538186642 PN2AQ - LIGHTICE BLUE METALLIC C/C
1	PTION INFORMATION	22L G P 43A167 2 LS	9:	Navis Engine Serial #: Paint: Power Antenna:	070538186642 PN2AQ - LIGHTICE BLUE METALLIC C/C • - {N/A}
745X673771XD 3 TA: COC: NSTALLED O ir Conditioning: Ilternator Amp Rating: udio Disk: xle Ratio: xle Type:	PTION INFORMATION C/A EGAAC - 2 73 FINAL DRIVE RATIO	22L G P 43A167 2 LS	9:	Navis Engine Serial #: Paint: Power Antenna: Radio:	070538186642 PN2AQ - LIGHT ICE BLUE METALLIC C/C • -{N/A} AZ - ELETR AM/FM STRO/DISC/CLK
745x673773xD 3 TA: COC: NSTALLED O ir Conditioning: ternator Amp Rating: udio Disk: xle Ratio: xle Type: attery Amp Rating:	PTION INFORMATION C/A EGAAC - 2 73 FINAL DRIVE RATIO EGJAB - NON-LIMITED SLIP REAR	22L G P 43A167 2 LS	900NB - LIGHT FLINT 0 C/K - SEAT-SPLIT BENCH AF - UNLEADED FUEL CAPABILITY	Navis Engine Serial #: Paint: Power Antenna: Radio: Sound System:	070538186642 PN2AQ - LIGHT ICE BLUE METALLIC C/C *-[N/A] AZ - ELETR AM/FM STRO/DISC/CLK AA - LESS UPGRADED SOUND SYSTEM
7453673773XD 3 TA: COC: NSTALLED O iir Conditioning: ilternator Amp Rating: undio Disk: xxle Ratio: xxle Type: lattery Amp Rating: irake Code:	PTION INFORMATION C/A EGAAC - 2 73 FINAL DRIVE RATIO EGJAB - NON-LIMITED SLIP REAR MR	22L G P 43A167 2 LS Color(Trim): Delivery Type: Driveshaft Code: Front Seat: AXI.E Fuel Type: Fuel Type Engine:	90	Navis Engine Serial #: Paint: Power Antenna: Radio: Sound System: Tire Manufacturer: Tire Brand:	070538186642 PN2AQ - LIGHT ICE BLUE METALLIC C/C * - {N/A} AZ - ELETR AM/FM STRO/DISC/CLK AA - LESS UPGRADED SOUND SYSTEM AJ - MICHELIN
7451673771XD 3 TA:	PTION INFORMATION C/A EGAAC - 2 73 FINAL DRIVE RATIO EGJAB - NON-LIMITED SLIP REAR MR - N/A	22L G P 43A167 2 LS	DOONB - LIGHT FLINT OCA - SEAT-SPLIT BENCH AF - UNLEADED FUEL CAPABILITY G - Gas F AB - CONVENTIONAL INSTRUMENT	Navis Engine Serial #: Paint: Power Antenna: Radio: Sound System: Tire Manufacturer: Tire Brand:	070538186642 PN2AQ - LIGHTICE BLUE METALLIC C/C * - [N/A] AZ - ELETR AM/FM STRO/DISC/CLK AA - LESS UPGRADED SOUND SYSTEM AJ - MICHELIN 3VALHX - Energy LX4 97T

TRACEABILITY INFORMATION

Trace Commodity	Trace Full Number
DA - DRIVER AIRBAG	AB9018Q2CGJNTQ
EN - ENGINE	E1900 21070538186642 5S 804 AA
LF - LEFT FRONT TIRE	M33VALHX2305
LR - LEFT REAR TIRE	M33VALHX2305
PA - PASSENGER AIRBAG	1F1743057
RF - RIGHT FRONT TIRE	M33VALHX2305HPCTB
RR - RIGHT REAR TIRE	M33VALHX2105HNSDA
ST - SPARE TIRE	UYMP_ABC1305HZ1ZP
TR - TRANSMISSION	A4523 190705S0D2086981

TIRE DOT INFORMATION:

LF: M33VALHX2305 RF: M33VALHX2305 LR: M33VALHX2305 RR: M33VALHX2105 RI: LI:

SPARE: UYMP_ABC1305 **DOT Plant Manufacturer:** M3 - MICHELIN NORTH AMERICA; INC.; GREENVILLE; SOUTH CAROLINA

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: ESP Coverage(Miles): * Emission Code: DGAAE - 50 STATE EMISSION REQS

* Emission Cert Type: 5 MRU ESP Coverage(Time): * Emission Decal Suffix:

ESP Plan Year: * Engine Family: 5FMXV046VE8 - 2005 4.6L CROWN VICTORIA/GRAND MARQUIS/TOWNCAR

ESP Signature Date:

Any comments? You can contact



webmaster

8351

Claims List Report Page 1 of 1

Server: AWS Prod

Claims loaded through: 28-OCT-2013

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 29-OCT-13

Note: All Costs are in US Dollars Server Name: AWS Prod Claims loaded through

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC I	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG CCC CD
2MEFM74W95X	FP	C/FP	M	C/FA	C/AG	C/B	AW	C/FX	C/VN	27-JUL- 2005	18-OCT- 2005	343167	USA	2	7K11	•	10849	*	F07	S08	V71 N33 42
AWS Claim Key:		Doc#:	176567	04	Trx Code	:	I	Labor H	rs:	.2	Labor Co	st:	17.42	Mat	erial C	ost:	0	Total	Cost:	17.42	
Dir Cd-Sub Cd:	13208-*	Name:	COON MERC		LINCOLN		Ph:	763-4220	646	St: MN	Ctry Cd:	USA	Reg Cd	:	NA i	Repr I	Date:08	-DEC-	2005	DIST(N	dile):1000
Cust Comments:	RATTLE	IN DAS	H CC 42	2;CCC N3	3																
Tech Comments:					ERIFY CO PANELS R			INSTRU	MENT T	RIM PAN	ELS FOU	ND SCREW R	OLLING	ARG	UND	UNDE	R INST	RUMI	ENT C	LUSTER	t .
			the Value of Space of Space						******	en was in the manager of	Transmin Turner		Who compression	uminumo/a		ease mysericki		hriston/dune.em	and the second second	W1000000000000000000000000000000000000	

Any comments? You can contact

<u>webmaster</u>

Full Recall Page 1 of 1



Tuesday, October 29, 2013 Refresh

Full Recall

Recall Number	Field Service Action	Field Service Action Description	FSA State Description	FSA Type Description
13508	13508	STEERING COLUMN SHAFT	OPEN - LAUNCHED	SAFETY RECAL
Dealer Sal	es Code	When the second	Repair Date	No. of the last of



SAVE
Single Access to Vehicle - Process Application



*VIN: 2MEFM74W95X

Disclaimer: This data is derived from Ford Motor Co. Single Access to Vehicle system (SAVE). It is unverified, summary data generated from a computer search. The data contained within this file is not supported by SAVE. This file is NOT a system of record or a master data file.

SAVE VIN Lookup

Perform a VIN Lookup. TIP: Providing 'NA' option for NA VIN will fetch results faster

VIN Lookup Filter

*Lookup Type: MRG - MERGE

Previous VINs: Select a VIN:

Print Cust.: Auto-Close Print Cust.

Show Print Customizations: Lookup Results - Merge

MSIE-8.0

VIN Information:		DB Source:	
VIN In	2MEFM74W95X	Manufacturing DB Source	NA
VIN Out	2MEFM74W95X	Sales DB Source	NA
General Information:		Status:	
Manufacturing Model Year	2005	Assembly Plant Description	ST. THOMAS
Sales Model Year	2005		PLANT BUILD
ehicle Model Year	2005	WERS Assembly Plant Family Code	AAG
Vehicle Name	GRAND MARQUIS	WERS Assembly Plant Feature Code	Not Available
	4-DR GS SEDAN C - Car	Last Update Date	Not Available
Product Type Code		Last Update Program	
Brand Code	M	NAVIS Status	800
Vehicle Line Description	GRAND MARQ (EN53/EN114)	OVID Status	
WERS Vehicle Line Family Code	VL VL	GEVIS Status	
WERS Vehicle Line Feature Code	FP		
Version Series Description	GS VERSION - CAR	Export Status Code	
WERS Version/Series Family Cod	e VS	Lookup Status:	
WERS Version/Series Feature Co	de AG	Invalid Search Option	N/A
Body/Cab Description	4 DOOR SEDAN-4	Manufacturing Plant Not Found	N/A
	LITE	Unsupported Model Year	N/A
WERS Body/Cab Family Code	BS	VIN Not Found	N/A
WERS Body/Cab Feature Code SM Vehicle Status	FA P	VIN Lookup Performed	TRUE
Data Errors:			
Error Description:	Eri	or Category: Error Class: E	rror Code:
		Vehicle History Dates - Section II	
Vehicle History Dates - Section	I:	Venicle history bates - section in	ì
Order Date	2005-05-27	Frgn. Plant Release	
<u>Vehicle History Dates - Section</u> Order Date Original Order Date Cancel Date		Frgn. Plant Release Frgn. Port Arrival	
Order Date Original Order Date	2005-05-27	Frgn. Plant Release	

SAVE Page 2 of 10

Production Hour	1	Avail Assignment	1
Release Date	2005-07-29	Assigned to Dir	
Wholesale Date	2005-07-29	Frgn. Invoice Rcpt	
Ship Date	2005-08-01	Landed Process	
Arrival Date	2005-08-11	Export Steamer ETA	
Sale Date	2005-10-18	Sales Demo In Date	
Original Warranty Start Date	2005-10-18	Sales Demo Out Date	
Warranty Start Date	2005-10-18	Last Activity Date	2005-10-18
Warranty End Date	2003-10-10	Last Activity Date	2003-10-16
Warranty Cancel Date			
Non-Warranty Date			
Assembly Plant:		Warranty Info:	
	ST. THOMAS	Warranty Cancel Code	
Assembly Plant Name	PLANT BUILD	Warranty Indicator	
WERS Family Code	AAG	Warranty Insurance Ind	
WERS Feature Code	AW	PSD Warranty Status Ind	
VOC Plant Code	X	Vehicle NYWtyCd	
EOC Plant Code		Warranty Status	Not Available
Vehicle Order Card String:	4		
1 2 M745X673771XD_3TA2_0: 9 0	2FA057RE_G	5_W1_J3352ZL_GP	
1 2 M745X673771XD_3TA2_0: 9 0		5_W1_J3352ZL_GP	
1 2 M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9	2FA057RE_G	_5_W1_J3352ZL_GP 3 4 WXMN	
1 2 M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9 GEVIS Local Catig Cd: Engine:	2FA057 RE_G 1 2 2_A 100A_9	_5_W1_J3352ZL_GP	
1 2 M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9 GEVIS Local Catig Cd: Engine:	2FA057 RE_G 1 2 2_A 100A_9	5_W1_J3352ZL_GP 3 4 WXMN GEVIS Gbi PCV Cd: Vehicle Order:	43A167_2 5
1 2 M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9 GEVIS Local Catig Cd: Engine: Description	R-M 4.6L SOHC EFI NA CIV8 G-NP E1900	5_W1_J3352ZL_GP 3 4 WXMN GEVIS GbI PCV Cd: Vehicle Order: DSO Indicator	43A167_2_ 5 6
1 2 M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9 GEVIS Local Catig Cd: Engine: Description	RE_G 1 2 2_A	5_W1_J33_ 5	43A167_2_ 5
1 2 M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9 GEVIS Local Catig Cd: Engine: Description Full Engine Serial No.	R-M 4.6L SOHC EFI NA CIV8 G-NP E1900 21070538186642	5_W1_J33_ 5	43A167_2 5 6
1 2 M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9 GEVIS Local Catig Cd: Engine: Description Full Engine Serial No. WERS Family Code	R-M 4.6L SOHC EFI NA CIV8 G-NP E1900 21070538186642 55 804 AA	S_W1_J33_S2ZL_G_P 3 4 WXMN GEVIS Gbl PCV Cd: Vehicle Order: DSO Indicator Order Dist Order Div Order Dir Mkt Cd	43A167_2_ 5 6
1 2 M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9 GEVIS Local Catig Cd: Engine: Description Full Engine Serial No. WERS Family Code WERS Feature Code	R-M 4.6L SOHC EFI NA CIV8 G-NP E1900 21070538186642 5S 804 AA EN	S_W1_J33_S2ZL_GP 3 4 WXMN GEVIS Gbl PCV Cd: Vehicle Order: DSO Indicator Order Dist Order Div Order Dir Mkt Cd Ordering Dealer Code	43A167_2_ 5 6 6 0 43 3 43167
1 2 M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9	R-M 4.6L SOHC EFI NA CIV8 G-NP E1900 21070538186642 5S 804 AA EN	GEVIS Gbi PCV Cd: Vehicle Order: DSO Indicator Order Dist Order Dir Mkt Cd Ordering Dealer Code Ordering Dealer Country	0 43 43 3 43 167 USA
	R-M 4.6L SOHC EFI NA CIV8 G-NP E1900 21070538186642 55 804 AA EN VN	GEVIS Gbi PCV Cd: Vehicle Order: DSO Indicator Order Dist Order Dir Mkt Cd Ordering Dealer Code Ordering Dealer Country Order Date	0 43A167_2 5 6 43 3 43167 USA 2005-05-27
TA2_0: M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9 GEVIS Local Catig Cd: Engine: Description Full Engine Serial No. WERS Family Code WERS Feature Code EOC Engine Code VOC Engine Code Engine Serial Number	RE_G 1 2 2 A	S W1 J33 S 2ZL G P 3 4 WXMN GEVIS Gbl PCV Cd: Vehicle Order: DSO Indicator Order Dist Order Div Order Dir Mkt Cd Ordering Dealer Code Ordering Dealer Country Order Date Production Date	0 43A167_2 5 6 43 3 43167 USA 2005-05-27
TA2_0: M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9 GEVIS Local Catig Cd: Engine: Description Full Engine Serial No. WERS Family Code WERS Feature Code EOC Engine Code VOC Engine Code Engine Serial Number Diesel Switch	RE_G 1 2 2 A	S_W1_J33_S2ZL_G_P 3 4 WXMN GEVIS Gbl PCV Cd: Vehicle Order: DSO Indicator Order Dist Order Div Order Dir Mkt Cd Ordering Dealer Code Ordering Dealer Country Order Date Production Date EOC Model	0 43A167_2 5 6 43 3 43167 USA 2005-05-27
M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9 GEVIS Local Catig Cd: Engine: Description Full Engine Serial No. WERS Family Code WERS Feature Code EOC Engine Code VOC Engine Code Engine Serial Number Diesel Switch Engine Tag	R-M 4.6L SOHC EFI NA CIV8 G-NP E1900 21070538186642 5S 804 AA EN VN W 070538186642	S_W1_J33_S2ZL_G_P 3 4 WXMN GEVIS Gbl PCV Cd: Vehicle Order: DSO Indicator Order Dist Order Div Order Dir Mkt Cd Ordering Dealer Code Ordering Dealer Country Order Date Production Date EOC Model EOC Body Type	0 43A167_2 5 6 43 3 43167 USA 2005-05-27
M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9 GEVIS Local Catig Cd: Engine: Description Full Engine Serial No. WERS Family Code WERS Feature Code EOC Engine Code VOC Engine Code Engine Serial Number Diesel Switch Engine Tag Engine Calibration Num	R-M 4.6L SOHC EFI NA CIV8 G-NP E1900 21070538186642 5S 804 AA EN VN W 070538186642	S_W1_J33_S2ZL_G_P 3 4 WXMN GEVIS Gbl PCV Cd: Vehicle Order: DSO Indicator Order Dist Order Dist Order Dir Mkt Cd Ordering Dealer Code Ordering Dealer Country Order Date Production Date EOC Model EOC Body Type EOC Series	0 43A167_2 5
1 2 M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9 GEVIS Local Catig Cd: Engine: Description Full Engine Serial No. WERS Family Code WERS Feature Code EOC Engine Code	R-M 4.6L SOHC EFI NA CIV8 G-NP E1900 21070538186642 55 804 AA EN VN W 070538186642 55804AA 5FB15B0	S_W1_J33_S2ZL_G_P 3 4 WXMN GEVIS Gbl PCV Cd: Vehicle Order: DSO Indicator Order Dist Order Dist Order Dir Mkt Cd Ordering Dealer Code Ordering Dealer Country Order Date Production Date EOC Model EOC Body Type EOC Series	0 43A167_2 5 6 43 3 43167 USA 2005-05-27 2005-07-27
M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9 GEVIS Local Catig Cd: Engine: Description Full Engine Serial No. WERS Family Code WERS Feature Code EOC Engine Code VOC Engine Code Engine Serial Number Diesel Switch Engine Tag Engine Callbration Num Engine Callbration Ac Engine Reuse Code	R-M 4.6L SOHC EFI NA CIV8 G-NP E1900 21070538186642 55 804 AA EN VN W 070538186642 55804AA 5FB1SB0 A	S_W1_J33_S2ZL_G_P 3 4 WXMN GEVIS Gbl PCV Cd: Vehicle Order: DSO Indicator Order Dist Order Dist Order Dir Mkt Cd Ordering Dealer Code Ordering Dealer Country Order Date Production Date EOC Model EOC Body Type EOC Series	0 43A167_2 5 43 3 43167 USA 2005-05-27 2005-07-27
M745X673771XD_3TA2_0: 9 0 LSBCHW2MEF9 GEVIS Local Catig Cd: Engine: Description Full Engine Serial No. WERS Family Code WERS Feature Code EOC Engine Code VOC Engine Code Engine Serial Number Diesel Switch Engine Tag Engine Calibration Num Engine Calibration Ac	R-M 4.6L SOHC EFI NA CIV8 G-NP E1900 21070538186642 55 804 AA EN VN W 070538186642 55804AA 5FB1SB0 A 0	S_W1_J33_S2ZL_G_P 3 4 WXMN GEVIS Gbl PCV Cd: Vehicle Order: DSO Indicator Order Dist Order Dist Order Dir Mkt Cd Ordering Dealer Code Ordering Dealer Country Order Date Production Date EOC Model EOC Body Type EOC Series	43A167_2 5 0 43 3 43167 USA 2005-05-27 2005-07-27

EOC Emission Code VOC Emission Code Decal Suffix Code Navis Engine Family Certification Code Power Steering: Description	EMISSION REQS DGA AE 5 MRU 5FMXV04.6VEB 5	Vehicle Ship Delivery Type Vehicle Ship Dist Vehicle Ship Dir Mkt Cd Vehicle Ship Loc Vehicle Ship Zone Days in Transit	12
WERS Feature Code EOC Emission Code VOC Emission Code Decal Suffix Code Navis Engine Family Certification Code Power Steering: Description	AE 5 MRU 5FMXV04.6VE8	Vehicle Ship Dir Mkt Cd Vehicle Ship Loc Vehicle Ship Zone	12
VOC Emission Code Decal Suffix Code Navis Engine Family Certification Code Power Steering: Description	5 MRU 5FMXV04,6VE8	Vehicle Ship Loc Vehicle Ship Zone	12
Navis Engine Family Certification Code Power Steering: Description	MRU 5FMXV04.6VE8	Vehicle Ship Zone	12
Decal Suffix Code Navis Engine Family Certification Code Power Steering: Description	MRU 5FMXV04.6VE8		12
Navis Engine Family Certification Code	5FMXV04.6VE8	Days in Transit	12
Description			
Power Steering: Description	5		
Description		<u> </u>	
		Vehicle Stocking:	
	POWER STEERING	Stocking District	43
WERS Family Code	-VARIABLE RATIO	Stocking Zone	Α
TERS (alliny code	GPA	Stocking Location	167
WERS Feature Code	AF	Stocking Dealer Market	
Power Steering Indicator	Υ	Stocking Dealer Country Code	USA
		Stocking Dealer Prior 1	
		Stocking Dealer Prior 2	***************************************
		Stocking Dealer Prior 3	**************************************
		Stocking Dealer Prior 4	
		Stocking Dealer Prior 5	
Transmission:	4 SP A/T	Vehicle Sell: Dealer ISO Country	USA
Description	AODEW/4R70E	Dealer Code	
	W/TSS*S/V	Customer State Code	
Transmission Serial No.		State/Prov Code	MN
WERS Family Code	TR	Vehicle Cancel Date	
WERS Feature Code	FX	Vehicle Demo Date	
EOC Transmission Code		Vehicle Wholesale Date	
		venicie wnoiesale date	2005-07-29
VOC Transmission Code	W	Vehicle Sell Date	2005-07-29
VOC Transmission Code Serial	W		
	W A	Vehicle Sell Date	
Serial		Vehicle Sell Date Vehicle Sell MktCd	
Serial		Vehicle Sell Date Vehicle Sell MktCd Vehicle Sell DirCd	2005-10-18
Serial		Vehicle Sell Date Vehicle Sell MktCd Vehicle Sell DirCd Vehicle Sell Zone	2005-10-18 A
Serial		Vehicle Sell Date Vehicle Sell MktCd Vehicle Sell DirCd Vehicle Sell Zone Vehicle Sell Dist	2005-10-18 A 43
Serial		Vehicle Sell Date Vehicle Sell MktCd Vehicle Sell DirCd Vehicle Sell Zone Vehicle Sell Dist Vehicle Sell Loc	2005-10-18 A 43
Serial		Vehicle Sell Date Vehicle Sell MktCd Vehicle Sell DIrCd Vehicle Sell Zone Vehicle Sell Dist Vehicle Sell Loc Miles At Deliv	A 43 167
Serial		Vehicle Sell Date Vehicle Sell MktCd Vehicle Sell DIrCd Vehicle Sell Zone Vehicle Sell Dist Vehicle Sell Loc Miles At Deliv Retail Sale Type	A 43 167
Serial		Vehicle Sell Date Vehicle Sell MktCd Vehicle Sell DIrCd Vehicle Sell Zone Vehicle Sell Dist Vehicle Sell Loc Miles At Deliv Retail Sale Type NAVIS Sales Lease	A 43 167

SAVE Page 4 of 10

Axle Ratio WERS Family Code	EGA		
Axie Ratio WERS Feature Code	AC		
Drive Code Description	2 WHL L/H REAR DRIVE		
Drive Code WERS Family Code	DR		
Drive Code WERS Feature Code	В		
EOC Axie			
EOC Drive			
VOC Drive Axie Code	1		
VOC Drive Ratio Code			
			1910
Tire:		Fleet:	
DOT Left Front Tire	M33VALHX2305	Fleet Cd	
DOT Left Inbound Tire		Vehicle Cust FIN	
DOT Left Rear Tire	M33VALHX2305	Vehicle Order FIN	
DOT Right Front Tire	M33VALHX2305	End User Order FIN	
DOT Right Inbound Tire		End User Sold FIN	
DOT Right Rear Tire	M33VALHX2105	Fleet UpFit Status Date	
DOT SpareTire	UYMP_ABC1305	Fleet UpFit StatusCode	
Tire Brand		FIN Consignment Loc	
Vendor Description			
WERS Family Code			
WERS Feature Code			
Front Tire Description	P225/60TR-16 WSW		
WERS Family Code	D3J		
WERS Feature Code	Т3		
		GCOIS Attribute Codes;	
Wheel Base:			
		Model Code	M
Description		Model Code	M
Description WERS Family Code		Vehicle Line Code	M CFP
Description WERS Family Code WERS Feature Code	7.0 X 16" STFF!	Vehicle Line Code Vehicle Line Darts	CFP
Description WERS Family Code WERS Feature Code	7.0 X 16" STEEL ROAD WHEELS	Vehicle Line Code Vehicle Line Darts Body/Cab Code	
Description WERS Family Code WERS Feature Code Wheel Size Description		Vehicle Line Code Vehicle Line Darts Body/Cab Code Drive Axie	CFP
Description WERS Family Code WERS Feature Code Wheel Size Description WERS Family Code	ROAD WHEELS	Vehicle Line Code Vehicle Line Darts Body/Cab Code Drive Axle Drive Code	CFP M74
Description WERS Family Code WERS Feature Code Wheel Size Description WERS Family Code	ROAD WHEELS D2X	Vehicle Line Code Vehicle Line Darts Body/Cab Code Drive Axie Drive Code Engine Code	CFP
Description WERS Family Code WERS Feature Code Wheel Size Description WERS Family Code	ROAD WHEELS D2X	Vehicle Line Code Vehicle Line Darts Body/Cab Code Drive Axle Drive Code	CFP M74 W
Description WERS Family Code WERS Feature Code Wheel Size Description WERS Family Code	ROAD WHEELS D2X	Vehicle Line Code Vehicle Line Darts Body/Cab Code Drive Axle Drive Code Engine Code Transimission Code Emission Code	CFP M74 W
Description WERS Family Code WERS Feature Code	ROAD WHEELS D2X	Vehicle Line Code Vehicle Line Darts Body/Cab Code Drive Axle Drive Code Engine Code Transimission Code Emission Code Emissions Engine Elec Car	CFP M74 W X
Description WERS Family Code WERS Feature Code Wheel Size Description WERS Family Code	ROAD WHEELS D2X	Vehicle Line Code Vehicle Line Darts Body/Cab Code Drive Axle Drive Code Engine Code Transimission Code Emission Code	CFP M74 W
Description WERS Family Code WERS Feature Code Wheel Size Description WERS Family Code	ROAD WHEELS D2X	Vehicle Line Code Vehicle Line Darts Body/Cab Code Drive Axle Drive Code Engine Code Transimission Code Emission Code Emissions Engine Elec Car	M74 W X
Description WERS Family Code WERS Feature Code Wheel Size Description WERS Family Code WERS Feature Code	ROAD WHEELS D2X	Vehicle Line Code Vehicle Line Darts Body/Cab Code Drive Axle Drive Code Engine Code Transimission Code Emission Code Emissions Engine Elec Car	M74 W X
Description WERS Family Code WERS Feature Code Wheel Size Description WERS Family Code WERS Feature Code	ROAD WHEELS D2X	Vehicle Line Code Vehicle Line Darts Body/Cab Code Drive Axle Drive Code Engine Code Transimission Code Emission Code Emissions Engine Elec Car	M74 W X
Description WERS Family Code WERS Feature Code Wheel Size Description WERS Family Code WERS Feature Code	ROAD WHEELS D2X AH	Vehicle Line Code Vehicle Line Darts Body/Cab Code Drive Axle Drive Code Engine Code Transimission Code Emission Code Emissions Engine Elec Car	M74 W X
Description WERS Family Code WERS Feature Code Wheel Size Description WERS Family Code WERS Feature Code Paint: EOC Paint Code VOC Paint Code	ROAD WHEELS D2X AH LS LIGHT ICE BLUE	Vehicle Line Code Vehicle Line Darts Body/Cab Code Drive Axle Drive Code Engine Code Transimission Code Emission Code Emissions Engine Elec Car	M74 W X

Air Bag:			
AirBag Drvr Side	AB9018Q2CGJNTQ		
AirBag Pass Side	1F1743057		
AirBag Impact Drvr			
AirBag Impact Pass			
AirBag Sensor Drvr			
AirBag Sensor Pass			
Air Conditioning:			
An Conditioning.			
Description	MANUAL AIR CONDITIONER		
WERS Family Code	AC		
WERS Feature Code	В		
Air Conditioning Indicator	М		
Radio:			
Description	ELETR AM/FM STRO/DISC/CLK		
WERS Family Code	IBA		
WERS Feature Code	AZ		
SYNC			
SIRIUS			
To the state of th	Company of the control of the contro	1	
Gross Vehicle Weight Rating:			
GVW Number	5804		
GVW Unit Measure	LB		
GVWR Description	5804 LB. GVWR		
GVWR WERS Family Code	AAZ		
GVWR WERS Feature Code	AC		
GVWRTm Description			
GVWRTm Family Attribute			
GVWRTm Feature Attribute			
Microllanoness			
Miscellaneous:			
Mt Ht Serv Sales Cd			
Eddie Bauer Indicator	N		
SVO Indicator		E CONTRACTOR CONTRACTO	
4P Indicator Alt Amp Cd			
Batt Amp Cd	MR		
Date Amp cu	JPIK		
Manufacturing Attribute Codes:		Sales Attribute Codes:	
Vehicle Line Code	CFP	Vehicle Line Code	CFP
Vehicle Model Code	м	Vehicle Model Code	М
Body Cab Code	M74	Body Cab Code	M74
Vehicle Engine Code	W	Vehicle Engine Code	W
Engine Reuse	0	Engine Reuse	0
Vehicle Trans Code	×	Vehicle Trans Code	×
Vehicle Drive Axle Code	58	Vehicle Drive Axle Code	58

Vehicle Drive Code

HVB0 Х

USA

WERS Description

GS VERSION - CAR 4 DOOR SEDAN-4

R-M 4.6L SOHC EFI NA CIV8 G-NP

4 SP A/T AODEW/4R70E W/TSS*S/V

2 WHL L/H REAR

MANUAL AIR CONDITIONER

50 STATE EMISSION

ST. THOMAS PLANT BUILD

GRAND MARQ (EN53/EN114)

LITE

DRIVE

REQS

			111111111111111111111111111111111111111	
Vehicle Emission Code		HVB0	Vehicle Emission Code	
Vehicle ASM Plant Cod	e	X	Vehicle ASM Plant Code	
Europe Paint Code			Europe Paint Code	
Warranty Status			Warranty Status	
Selling Dealer Country	Code	USA	Selling Dealer Country (ode
Manufacturing Primary	WERS Codes	*	Sales Primary WERS Co	des:
	WERS Code	WERS Description		WERS Code
Vehicle Line	VL FP	GRAND MARQ (EN53/EN114)	Vehicle Line	VL FP
Version Series	VS AG	GS VERSION - CAR	Version Series	VS AG
Body Cab	BS FA	4 DOOR SEDAN-4 LITE	Body Cab	BS FA
Engine	EN VN	R-M 4.6L SOHC EFI NA CIV8 G-NP	Engine	EN VN
Transmission	TR FX	4 SP A/T AODEW/4R70E W/TSS*S/V	Transmission	TR FX
Drive	DR B	2 WHL L/H REAR DRIVE	Drive	DR B
Emission	DGAAE	50 STATE EMISSION REQS	Emission	DGAAE
Air Condition	AC B	MANUAL AIR CONDITIONER	Air Condition	AC B
Assembly Plant Code	AAGAW	ST. THOMAS PLANT BUILD	Assembly Plant Code	AAGAW

Vehicle Drive Code

WERS	feature Count:	201		
Seq No.:	Description:		Family Code:	Feature Code:
1	LIGHT FLINT		000	NB
2			1TB	NB
3	LESS ROOF REINFORCEMENT		A1E	AA
4	LESS ROOF WIRING HOLE		A1X	AA
5	114.7" CAR WHEELBASE		A2W	AD
6	LESS VERSION PACKAGES		AAC	AA
7	LESS FLEET RELATED ITEMS		AAF	AA
8	ST. THOMAS PLANT BUILD		AAG	AW
9	U.S. SALES		AAH	AB
10	LESS SPECIAL EQUIPMENT PACKAGE		AAL	AA
11	LESS CONVENIENCE GROUP		AAM	AA
12	LESS FLEET OPTIONS		AAN	AA
13	5804 LB. GVWR		AAZ	AC
14	LESS SALES BADGE		AB5	AA
15	LESS MILITARY ROMTS		ABD	AA
16	LESS SPECIAL VALUE PACKAGES		ABE	AA
17	LESS AMBIENT TEMP/SPEED PACK		ABT	AA
18	MANUAL AIR CONDITIONER		AC	В
19	LESS SALES FEATURE LEVEL-3		AC3	AA
20	LESS CROWN VIC GROUP LVL 7		AC7	AA
21	LESS SAFETY PACKS		ACS	AA
22			ACZ	AA
23	LESS PAINT PACKAGE		AD4	AA
24	2005 JOB #2 PROGRAM CONTROL		AD6	СВ
25	LESS LONG WHEELBASE PACKAGE		ADS	AA

26	LESS HEAD IMPACT CRASH CRITERA	ADT	AA
27	LESS SPECIAL LANGUAGE LABELS	AEA	AA
28	OWNER HAND BOOK PACK	AED	AB
29	LESS CANADIAN PROVINCES/TERRIT	AFA	AA
30	LESS MASS CUSTOMIZATION PACKAG	AGB	AA
31	LESS WARNING DISPLAYS	AHH	AA
32	LESS FIRE EXTINGUISHER	AHK	AA
33	LESS TOOL KITS	AHP	AA
34	LESS REAR SIDE WINDOW	B2D	AA
35	LESS SECURITY GLASS	В2Н	AA
36	LESS OVERHEAD CONSOLE	B5V	AA
37	LESS CUPHOLDERS - REAR	BA2	AA
38	FIXED FOOT PEDALS	BB7	AB
39	CARPET FLOOR COVERING-LEVEL 1	BBG	AG
40	FRONT THROW IN CARPET FLR MATS	Ввн	AB
41	REAR THROW IN CARPET FLR MATS	ВВІ	AB
42	LESS GENERAL STOWAGE BOX	BBU	AA
43	HEADLINER-STRUCTURAL	BBZ	AG
44	SUNVISOR, SINGLE-DRV ILLUM	BCA	AE
45	SUNVISOR, SINGLE-PASS ILLUM	ВСВ	AE
46	LUGGAGE COMPARTMENT TRIM-DELUX	BDD	AC
47	MOLDED DECKLID LINER	BDH	AB
		BDL	AB
48	SPARE TIRE COVER		
49	LESS TRUNK PACKAGES	BEF	AA
50	EXTERIOR DECOR-BASE	BLA	AB
51	NARROW BODYSIDE MOLDING	BMB	AB
52	4 DOOR SEDAN-4 LITE	BS	FA
53	DAY/NIGHT INSIDE MIRROR	BSB	AB
54	DRIVER C/K POWER MIRROR	BSD	BQ
55	PASS C/K POWER MIRROR	BSF	BQ
56	DRV SEAT BACK MTD MAP POCKET	BU6	AB
57	LESS POUCH-FRONT CUSH STOW	BUR	AA
58	POWER DRIVER SEAT RECLINER	BVS	AD
59	MANUAL PASSENGER SEAT RECLINER	вут	AC
60	LUMBAR SEAT SUPT-PWR L/H SIDE	BVU	AC
61	LESS R/H SIDE LUMBAR SEAT SUPT	BVV	AA
62	REAR SEAT CENTER ARMREST	BWF	AB
63	LESS TEMP CONTROL DRIVER SEAT	BY1	AA
64	LESS TEMP CONTROL PASSNGR SEAT	BY2	AA
65	POWER 6-WAY DRIVER SEAT ADJUST	ВҮР	AC
66	MANUAL 2-WAY PASS SEAT ADJUST	BYQ	AB
67	LESS ENGINE OIL COOLER	C9L	AA
68	VALET KEY	CAH	AB
69	REMOTE DECK/TAILGATE RELEASE	CAQ	AB
70	LESS FLEET KEY	CAT	AA
71	LESS KEYED ALIKE OPTIONS	CAU	AA
72	LESS DOOR LOCKS	CBA	AA
73	POWER LOCK GROUP	СВВ	AB
74	LESS DR ENTRY REMOTE CNTR UNIT	CBF	
75			AA
}	LESS KEYLESS ENTRY SYSTEM	CHA	AA
76	LESS ROOF OPENING PANELS	CHA	AA
77	LESS TU-TONE ACCENT COLOR	CJB	AA
78	LESS BODY TU-TONE PAINT	CJD	AA
79	LESS BODYSIDE ACCENT STRIPE	CJR	AA
80	FRT LICENSE PLATE BRKT/HOLDER	CLV	AB
81	LESS DR SEAT AIR BAG RESTRAINT	СРМ	AA
82	LESS PASS SEAT AIR BAG RESTR	CPN	AA

SAVE Page 8 of 10

83	SPARE WHEEL-MINI STEEL	D17	AH
34	HANDLING SHOCK ABSORBERS-FNT	D1D	AN
35	STAND DUTY RR SHOCK ABS LVL II	D1G	AX
36	7.0 X 16" STEEL ROAD WHEELS	D2X	AH
37	P225/60TR-16 WSW	D3J	T3
38	SPARE TIRE-T145/80D16 105M	D3M	CK
89	WHEEL COVERS - PAINTED	D5A	СТ
90	RUBBER COOLING HOSES	DAV	AB
91	LESS IMMERSION HEATER	DEB	AA
92	50 STATE EMISSION REQS	DGA	AE
93	2 WHL L/H REAR DRIVE	DR	В
94	LESS HANDLING PACKAGE	DWC	AA
95	UPSIZED FRONT STABLIZER BAR	DYK	AC
96	REAR COIL SPRING	DZA	ВВ
97	LESS REAR STABLIZER BAR	DZL	AA
98	2.73 FINAL DRIVE RATIO	EGA	AC
99	NON-LIMITED SLIP REAR AXLE	EGJ	AB
100	DOM STEEL DRIVE SHAFT	EHG	AD
101	RR AXLE/WH LUBE - SYNTHETIC	EJ2	AC
102	R-M 4.6L SOHC EFI NA CIV8 G-NP	EN	VN
103	SINGLE EXHAUST SYSTEM	F2A	AC
104	AUTO PARKING BRAKE RELEASE	FAA	AC
105	STD DUTY FRT/RR CALP & PADS	FBB	AB
106	4 WHL ANTI-LOCK BRAKES	FEA	AB
107	LESS ANTI-SPIN TRACTION BRAKES	FEF	AA
108	NORMAL FUEL FILL	FF1	AB
109	AUXILIARY TRANS OIL COOLER	FKA	AB
	COLUMN MOUNTED SHIFT LINKAGE	FLL	AC
110	The contract of the contract o		***************************************
111	SEAT-SPLIT BENCH	FS	K
112	LESS AIR CONDITIONING	G3A	AA
113	SINGLE FUEL TANK	GBA	AB
114	NON LOCKING FUEL CAP	GBT	AB
115	UNLEADED FUEL CAPABILITY	GBV	AF
115	POWER STEERING-VARIABLE RATIO	GPA	AF
117	STEERING WHEEL-BASE	GTA	AB
118	SPEED CONTROL	GTD	AB
119	LESS REDUNDANT CTL -STEER WHL	GTE	AA
120	CONVENTIONAL INSTRUMENTATION	HCA	AB
121	MPH/KPH SPEEDOMETER	HDH	AB
122	LESS TRIPMINDER	HEB	AA
123	LESS ACOUSTICAL WARNING SYSTEM	нів	AA
124	IMMOBILIZER/PATS/SECURILOCK	HNA	AE
125	STANDARD DUTY BATTERY	НТА	AB
126	LESS BATTERY (JUMPER) CABLES	HTP	AA
127	ELETR AM/FM STRO/DISC/CLK	IBA	AZ
128	LESS RADIO PRE-EQUIPMENT PACK	IBC	AA
129	LESS AUDIO DISC PLAYER	IBF	AA
130	NAAO RADIO FREQUENCY	IBM	AB
131	LESS UPGRADED SOUND SYSTEM	IDA	AA
132	LESS SPKR. WIRING -2 WAY RADIO	IDF	AA
133	LESS RADIO NOISE SUPRESSION	IEL	AA
134	LESS GARAGE DOOR OPENER	IGD	AA
	LESS WIRING PREP	J1A	AA
135		JIC	
136	LESS ROOF WIRING	J3F	AA
137	LESS POWER POINT PLUG - REAR		AA
138	LESS DAYTIME RUNNING LAMPS	JBC	AA

140	LESS SPOT LIGHT	JBM	AA
141	LESS R/H SPOT LIGHT	JBS	AA
142	CORNERING LAMPS	јвт	AB
.43	LESS LIGHTING PACKAGES	JBW	AA
44	ILLUMINATED ENTRY SYSTEM	JCA	AB
L45	LESS INTERIOR LIGHT GROUP	JCB	AA
146	LESS ENGINE COMPARTMENT LIGHT	JCC	AA
L 4 7	LESS HEADER MOUNTED MAP LIGHT	JCF	AA
148	DUAL BEAM DOME MAP LIGHT	JCG	AC
149	LESS RR OVERHEAD READING LAMPS	JCi	AA
150	LOAD COMPARTMENT LIGHT	JCM	AB
151	LS INTER LIGHTS DEACTIVATION	ıcs	AA
152	LSS PKG TY/DK LID LAMP-PRE WIR	јст	AA
153	TAILLAMPS-LEVEL 3	JDA	AD
154	LESS AUX FUSE PANEL	JZG	AA
155	LESS PWR DISTRIBUTION BOX-FRT	JZQ	AA
156	MERCURY DIVISION DERIVATIVE	MD	М
157	LIGHT ICE BLUE METALLIC C/C	PNZ	AQ
158	LIGHT ICE BLUE C/C	PNM	נס
159	GENERIC COUNTRY GROUP 1	SAT	AB
160	GENERIC COUNTRY GROUP I	SBR	VA VA
161	3W/22-5560-CA 1/P COI	TAE	KM
	3W73-5560-CA L/R COIL		
162	3W73-5560-CA R/R COIL	TAG	KM
163	TAPAA	TAP	AA
164	LESS B&A CONTROL CODES (9270)	TAQ	AA
165	4	TAS	JA
166	4W73-18B036-HB L/F SPG/SHK ASY	TCM	DB
167	4W73-18B036-HB R/F SPG/SHK ASY	TCN	DB
168	4 SP A/T AODEW/4R70E W/TSS*S/V	TR	FX
169	GRAND MARQ (EN53/EN114)	VL	FP
170	GS VERSION - CAR	VS	AG
171	USA	WAN	AB
172	EXCEPT SWITZERLAND	XAE	СН
173	EXCEPT CANADA	XAN	AC
174	EXCEPT VENEZUELA	XAS	AD
175	EXCEPT GUAM	XAT	АВ
176	EXCEPT BAHRAIN	XSA	AA
177	EXCEPT BELIZE	XSC	AB
178	EXCEPT LUXEMBOURG	XSE	AJ
179	EXCEPT BAHAMAS	XSI	AB
180	EXCEPT CHINA	XSP	AD
181	EXCEPT ARUBA	XSS	AB
182	LESS MARKETING COMB-EXT MIRROR	YCA	AA
183	LESS SPARE WHL/SPARE TIRE COMB	YCC	AA
184	LESS MRKT COMB-ROOF WIRING	YCD	AA
185	LESS MRKT COMB-ROOF WIKING LESS MRKT COMB-LAMP DRVR/PASS	YCE	AA
186			
	LESS MRK COMB-SD A/BAG DR/PASS	YCF	AA AA
187	LESS MRKT CB-REM K-LESS ENTRY	YCG	AA
188	LESS MRKT COMB ST ADJ-DRV/PAS	YCK	AA
189	LESS MK CB-TEMP CONTR ST-DR/PA	YCL	AA
• • •	LESS MRKT CB-FRONT SEAT/TRIM	YCM	AA
190		YCW	AA
191	LESS MRKT CB-AXLE FDR/RR AXLE		
191 192	LESS PREMIER GROUP PACKAGE	YP1	AA
191 192 193	LESS PREMIER GROUP PACKAGE LESS CONVENIENCE PACKAGE	YPK	AA
191	LESS PREMIER GROUP PACKAGE	······································	

SAVE Page 10 of 10

97	LESS MRKT WIRING PREP PACKAGE	YP		AA
98	TPO/ORDER CODE 100A	YZ		AB
99	RETAIL/STOCK	YZ	<	AA
00	CROWN VICTORIA MKTG SERIES	YZ	5	AR
01	BASE MKTG TRIM	YZ	Γ	AQ

Ford Proprietary, Private
Retention: None
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Application Information

VIN FSA Details Page 1 of 3

VIN FSA Details

* Confidential

2MEFM74W95

FSA Status: All FSA
Brand: MERCURY
Manufacturing Country: USA

FSA Details

Code	Vehi Vehicle Condition	icle Conditions Begin Date	End Date	Source	
Emissions:	5				
VDM Vehicle Status	: 800	Engine Tag Code:	5S804AA		
Vehicle Type Descri	ption: CAR	Sale Date:	18-Oct-2005		
Body Style Descript	ion: 4 DOOR SEDAN-4 LITE	Warranty Start Da	ate: 18-Oct-2005		
Vehicle Line:	GRAND MARQ (EN53/EN	114) Production Date:	27-Jul-2005		
Model Year:	2005	Assembly Plant:	ST. THOMAS	PLANT BUILD	
Vehicle Details					
00014567	CORROSION STATES STEERING	COLUMN SHAFT			

Owner Details

	Curi	rent Owner				
Business Name:						
Owner Name:						
Address 1:						
Address 2:		•				
Address 3:						
Address 4:						
City:	LITTLE CANADA					
State/Province:	Minnesota	Phone #:				
ZIP/Postal Code:		E-Mail:				
Country:	UNITED STATES					
Owner Effective Date:	07-Dec-2012	Vendor Applied Date:	12-Dec-2012			
Vendor Match Code	ador Match Coda					
Description:	description: 4-NEITHER NAME OR ADDRESS MATC					
N&A Source:	POLK	GCamp Applied Date:	05-Sep-2013			
Mail Status:	Active	Mail Suppression Date:				
Fleet Code:		Fleet Name:				
Fleet Status:		Fleet Mgmt Code:	•			
Company Car:						
Historical Owner 3						
Business Name:						
Owner Name:						
Address 1:						
Address 2:						
Address 3:						
Address 4:						
City:	COON RAPIDS					
State/Province:	Minnesota	Phone #:				
ZIP/Postal Code:		E-Mail:				

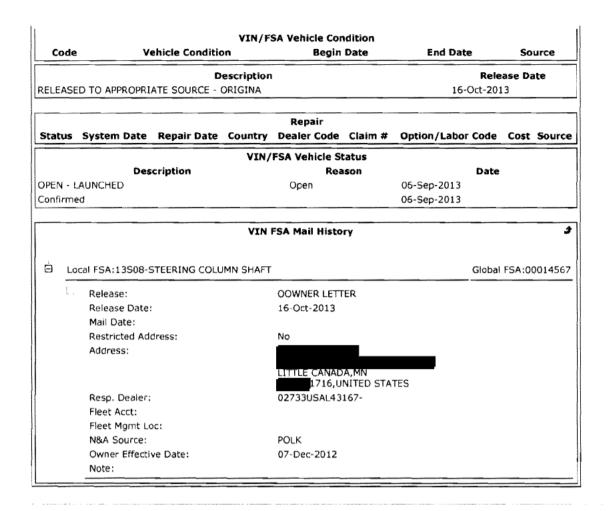
VIN FSA Details Page 2 of 3

Country:	UNITED STATES		
Owner Effective Date: Vendor Match Code	18-Oct-2005	Vendor Applied Date:	18-Oct-2005
Description:	•		
N&A Source:	NAVIS	GCamp Applied Date:	16-Jan-2009
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt:	
Company Car:			
	Ori	ginal Owner	
Business Name:			
Owner Name:			
Address 1:			1
Address 2:			
Address 3:			
Address 4:			1
City:	COON RAPIDS		
State/Province:	Minnesota	Phone #:	1
ZIP/Postal Code:		E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	18-Oct-2005	Vendor Applied Date:	18-Oct-2005
N&A Source:	NAVIS	GCamp Applied Date:	16-Jan-2009
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	
Company Car:			

			N: 2MEFM74W9 G COLUMN SHAF		Global FSA: 00014567
			FSA Detai	ls	
Selling	02733	USA	L43167		North Country Ford Lincoln
Stocking	02733	USA	L43167		North Country Ford Lincoln
Ship-To					NOT AVAILABLE
Ordering	02733	USA	L43167		North Country Ford Lincoln
	P&A Code	GEO Sales	Sales Code	Sub Code	Description

	Hub: FO	RD NORTH AMERI	CA Country: UNI	TED STATES
	Segment / VIN	Group(s):		Supplement Code:
) - TARGETING AA - RUST BEL L - MAILING A1 - 2005-200	T VINS		00- Orig	inal
		Respon	sible Dealer	
P&A Code	GEO Sales	Sales Code	Sub Code	Description
02733	USA	L43167	No	rth Country Ford Lincoln
		Eligibilit	y Indicators	
	Type		Indicator	Updated
	Repair Eligibility		Y	06-Sep-2013
	Display Eligibility		Y	06-Sep-2013
(Original Mall Eligibili	ty	N	16-Oct-2013
	Follow up Mail		Y	16-Oct-2013

VIN FSA Details Page 3 of 3



	FSA Counts	S		
FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)		Total
SAFETY RECALL	1		U	1
Total	1		0	1

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1

FDAF/LMDA ASSESSMENT	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ACCOUNT	LESS APPROX. FINANCING COST FOR DEALER ACCOUNT	MEMO: INVOICE LESS HOLDBACK & FIN. COST	A & D PLAN
456.00	24349.60	738.00	230.00	23381.60	X PLAN
738.00	.00	.00	.00	738.00	22904.00
3789 Coon Coon Rapid				7.0. 76 STATE 2 6 MN	CR2P
SHIP TO (IF OTHER TI	HAN ABOVE)			06 24 05 E	TEM NUMBER TRIM TRANSIT
			SHIP THE	ROUGH	
INVOICE & UNIT IDENTI 2MEFM74W	FICATI 95X	ALASSEMBLY POINT ST. THOMA:	s chrys	MPANY ANDVORBANKI	AL 350099

PE14-021
FORD
9/10/2014
APPENDIX E
CAS-CAS-3470010-S0T7Q6 -



Office of the General Counsel

Ford Motor Company Product Claims Department P.O. Box 70 Dearborn, Michigan 48121-0070

November 4, 2013



RE: 2005 Grand Marquis
VIN: 2MEFM74W35X

Dear Mr.

Your claim has been forwarded to me for review. We thank you for the opportunity to address this concern in a timely manner.

If you have turned any portion of this matter over to your insurance company, and should your insurance company wish to pursue a claim with Ford Motor Company, please have your insurance company contact us in writing at the address noted above notifying us of their intent to pursue subrogation.

If you intend to pursue a claim directly with Ford Motor Company, we request that you provide us with all the following information by completing and returning this form:

- Attach on a separate piece of paper a complete description of the incident, including events that
 occurred prior to and subsequent to the loss.
- A copy of the police and/or fire report.
- A copy of the vehicle title and registration.
- Original photographs or laser copies of the vehicle's collision/fire damage from several different angles; include your name and the last 6 digits of your VIN# on the back of each photograph.
- Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas; include your name and the last 6 digits of your VIN# on the back of each photograph.
- Original color photographs of the accident scene showing the grade of the road; include your name and the last 6 digits of your VIN# on the back of each photograph.
- Attach a copy of your expert's report and the expert's original photographs.
- A statement from insurance company indicating there are no pending claims and the reason for the denial.
- Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
- A complete service history for the subject vehicle, including any maintenance items.
- If you are claiming damages other than the vehicle, please provide the necessary pictures, receipts, and estimates to support your claim.

Please answer the following in the space provided. If you need additional space, please use the back of the form;

1.	What are you seeking from Ford Motor Company in this matter?
2.	What is the alleged defect:
3.	Has the alleged defective part been repaired or replaced? (circle one) Yes or No
4.	What was the <u>city</u> , <u>state</u> and <u>date</u> of occurrence:
5.	What was the mileage at time of occurrence:
6.	List all after market additions or modifications that were made to the vehicle:
7.	Was the engine running? (circle one) Yes or No
8.	Were the keys in the ignition? (circle one) Yes or No
9.	Was this vehicle purchased new or used:
10.	If purchased used, provide the date of purchase, mileage at the time of purchase, from whom the vehicle was purchased:
11.	Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).
12.	Has an insurance company been advised of this incident? Yes No
13.	If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number (It is your responsibility to contact your insurance company):
14.	Please provide the names and contact information of any witnesses to the incident?

Once we are in receipt of the requested information, it will be thoroughly reviewed and you will be notified of our decision concerning your claim. In most instances this review can be done in 90 days; if we are unable to complete the analysis within this time, we will contact you.

Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted. If your vehicle is accruing storage charges, you should immediately make arrangements to move it to a facility that will not charge you for storage.

Please be advised that in the event this matter ends up in litigation, Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s). If you propose to repair the vehicle or conduct any other repairs you believe are related to this incident, such repairs may not be performed until after Ford Motor Company has conducted an inspection that may include the removal and testing of any component part that you claim is defective. If you want to repair your vehicle before we are able to physically inspect the vehicle or relevant component please submit a written request to me.

Thank you for your prompt attention to this matter.

Sincerely,

M. Morris Legal Analyst- OGC Product Claims

Case Print Report

Case Number

Case Opened Date 11/1/2013 10:26 AM

Case Closed Date 11/1/2013

Case Status Resolved

Case Last Modified 11/1/2013 10:39 AM

Responsible Team Tier 1 Inbound

Case Classification Vehicle Concern > Legal > Alleged Accident > Not Portal

FORD MOTOR COMPANY RECEIVED CLAIMS URBIT

NOV 0 4 2013

OFFICE OF THE SENERAL COUNSEL

Customer Name	
Customer Numb	oer er e

MORRIS

Email

Dealer

VIN 2MEFM74W35X

Year 2005

Make MERCURY

Model GRAND MARQUIS

Body Style M74 - GS 4-DR SEDAN

Symptom

Level 1 Driver Aides & Information

Level 2 Steering Wheel Controls

Level 3 Controls

Level 4 Inoperative

Case Print Report

Case Number

Agent Name

Note Last Modified

James Rosado

11/1/2013 10:39 AM

*******CUSTOMER SAYS************
2005 GRAND MARQUIS 100K MILES
13508

- -MAKING LEFT TURN AT LOW SPEED SMELLED BURNING ODOR AND LOST CONTROL OF STEERING
- -GREENWAY MOTORS DID INSPECTION AND SAID ITS FINE
- -WAS RAINING BUT WAS DRIVING AT A LOW SPEED
- -PROFESSIONAL DRIVER
- -TOOK LEFT TURN AROUND 5 MPH
- -STABILITY CONTROL LIGHT AND ANOTHER LIGHT CAME ON
- -HIT THE GUARD RAIL AND THE TIRE BUSTED ON THE GUARD RAIL
- -I DON'T WANT TO PAY FOR THIS ITS NOT MY FAULT
- -HAVE TO PAY \$500 DEDUCTIBLE FOR INSURANCE CAN'T AFFORD THIS
- -"WHEN I MADE THE TURN THE CAR LOST ITS MIND"
- -FELT LOSS OF TENSION IN STEERING WHEEL
- -BEFORE ACCIDENT IT DID GET DIFFICULT TO STEER FOR A WHILE AND THEN IT GOT EASIER AGAIN UP UNTIL INCIDENT
- 1. Were any injuries sustained?

NO

- 2. What are you seeking from Ford Motor Company?
- YES, COST OF REPAIRS, DEDUCTIBLE, AND COST OF RENTAL, TIME OUT OF WORK.
- 3. What was the date of the accident? 10/31/13 AROUND 3:49PM
- 4. What product defect is alleged to have caused the accident? 13S08
- 5. What is the City and State where the accident occurred?

BOLING BROOK, IL

6. Was a police report filed?

YES

- 7. If a police report was filed, what were the findings?
- NOT SURE
- 8. What is the police report number and in what city and county was the report filed?

- ROMEOVILLE , WILL COUNTY

- 9. Has the customer filed a claim with their Insurance Company? YES
- 10. If a claim has been filed with the insurance company, what is the status of the claim? PENDING, WAITING FOR TOW
- 11. Is the vehicle repairable?

YES

12. What is the name and address of customer's attorney?

CUST STATES DON'T PLAN ON GETTING ONE

13. What mailing address would you like our Office of General Council to send your written response



*************CRC ADVISED*******

I will forward your information to Ford's Office of the General Counsel. You should receive a written response within 15 Days business days to your concern.

Contact				
ieneral				
Profile	namikati Mali Minarayo saasi ilmii kuu mara saanna saanna saanna mara saanna saanna saanna saanna saanna saann	H-MANAGEMENT TO THE TANKS	Andrew Control of the	
ull Name			Tura	
ialutation			Type	
irst Name			Job Title	
Middle Name			Customer's Title Code	
ouffix			Company	Co oliob
ast Name			Preferred Language	English
Preferred Name			Script	
elationship Type	Individual		Concierge Date	
ontact Information				
Best Contact Method			Fax	
Best Daytime Phone			E-mail Address 1	
Home Phone			E-mail Address 2	
Mobile Phone			E-mail Address 3	
Business Phone			Time Zone	
dditional Contact Inf	ormation			
Address				
			CHEN AS TRANSPORTED TO THE PROPERTY AND A SECUNDARY CONTRACTOR OF THE PROPERTY	AND THE PROPERTY OF THE PROPER
Address Type			City	MORRIS
Street 1			State/Province	IL
Street 2			ZIP/Postal Code	
Street 3			Country/Region	USA
			County	
iocial Media Information				
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Contact	iocial Media Type	Handle	Message Board Name	Created On
Energy COTTOCC CONTROL	ociai Miedia Type	rianule	Message Duard Marile	CIEBLES OII

Contact: Page 2 of 3

	ases: Cases				
	Case Number	VIN	Customer	Status	Case Classification Full P
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CKS Customer # WSLx ID CDS ID Salary Grade ETag2 ETag1 LTag1 LTag2 STag1 STag2 **Marketing Dealer Used Assigned Dealer New Assigned Dealer** Ford **Effective Date** Ford **Effective Date** Lincoln **Effective Date** Lincoln **Effective Date Effective Date Effective Date** Mercury Mercury **Notes Admin Info** Owner ford prdload1 ford prdload1 James Rosado Created By **Modified By** Created On 10/29/2013 2:20 AM **Modified On** 11/1/2013 10:26 AM Status Active





Status

Active

General

VIN

2MEFM74W35X

Vehicle Specification 2005 > MERCURY > GRAND MARQUIS > M74 - GS 4-DR SEDAN

Full Path

Warranty Start Date 4/27/2005 12:00 AM

Tech Hotline

No

Vehicle Details

Hours in Service

Mileage

Estimated Mileage

100,000

Mileage Units Miles New/Used

Model Year

Make

2005 MERCURY

Model / Vehicle Line

GRAND MARQUIS

Body Style

M74 - GS 4-DR SEDAN

Advanced Search Of Vehicle Ownership

Advanced Search

Search On

Search By

Detailed Info

Tag # Order Number Vehicle Status Code Vehicle Ownership

Code

Acquisition Code

Acquisition Method

Code

Leased No

Vehicle Ownership

ARLTON OIL CORP

Selling Dealer Code

Initial Sales Information

Sales Type Code

Ε

Sale Date

4/27/2005

1

Vehicle Status Code

Warranty Date

Vehicle Line Code

Cases

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it I				
Not	es			
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Adn	nin Info			
Basic	c Audit Info		A	
Crea	ted By	S fordprd load	Modified By	James Rosado
Crea	ted On	7/1/2012 9:49 AM	Modified On	11/1/2013 10:39 AM
1 4 1	*			
Status		Active		

Print Page Click Here

OASIS RESULT: 2MEFM74W35X

USA: EN-US

AXLE CODE CB

PAINT CODE JL

Report a Problem

12-NOVEMBER-2013 / 15:38:48 EST/ APP1 Local Time: 12-NOVEMBER-2013 / 3:38:49 PM

Additional Information

ENGINE Romeo 4.6 SOHC EFI ENGINE CALIBRATION SFB1SB0A RADIO Elect Prem Stro/Cass/Disc/Clock FRONT TIRE P226/60TR-16 WSW

GROSS VEHICLE WEIGHT: 5804 LB. GVWR

 VEHICLE INFORMATION VEHICLE DESCRIPTION: 2005 GRAND MARQUIS

TRANSMISSION 4 Sp A/T AODEW/4R70E W/TSS'S/V PAINT COLOR, Dark Toreador AXLE RATIO: 2.73 Ratio

WARNING MESSAGES

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

. ACCURATE REPAIR NOTIFICATIONS ATTENTION TECHNICIANS AND SERVICE MANAGERS: EXHAUST BUZZING OR RATTLING NOISE - REPAIR WITH TSB 06-09-10

. GENERAL WARRANTY INFORMATION

WARRANTY START DATE: 27-APRIL-2005

BUILD DATE: 08-MARCH-2005

BODY STYLE 4 DR SEDAN GS

WHEEL SIZE 7 X 16" Steel Road Wheel

New Vehicle Base Warranty SALE MILEAGE: 00023

. OUTSTANDING FIELD SERVICE ACTIONS

13S08 STEERING COLUMN SHAFT

. EXTENDED COVERAGES

0996 - EXPIRED STANDARD DEDUCTIBLE: 0 USD

OWNER NAME: . ARLTON OIL CORP DISTANCE: 27000

CONTRACT SOLD BY: USA 11247

Competitive make ESP part verification OPTIONS:

RENTAL: 0 UP TO 0 DAYS ESP CONTRACT START DATE: 27-APRIL-2005

WARRANTY REPAIR HISTORY

EXPIRATION DATE: 27-APRIL-2007

24-OCTOBER-2013

TOWING: 0 USD

DEALER: Greenway Motors

WARRANTY CLAIM NUMBER: 219944

ODOMETER: 081169M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
			13506GG		

LAS OP 13508GG

Click Here for Full Warranty History

Report a Vehicle Concern | On-line 1878 | END OF OASIS REPORT FOR 2MEFM74W35X © Copyright 2002-2013 Ford Motor Company, All rights reserved. Server: AWS Prod

Claims loaded through: 11-NOV-2013

Vehicle Information Report

VIN: Model Year: Vehicle Type:	2005 Vehicle Line AWS: FF		-		Engine: Global Engine: Engine Plant:	C/VN - R-M 4.6L SOHC EFI NA CIV8 G-NP E2980 - MODULAR GAS V8 RWD - REP EN29 - ROMEO LESS SVT
Inv. Dealer:	• 0	rive Code: C/E	- 2 WHL L/H REAR DRIVE		Transmission:	C/FX - 4 SP A/T AODEW/4R70E W/TSS*S/V
Vehicle Status Code: Market Derived:	800 B	ody Cab Style: C/F	A - 4 DOOR SEDAN-4 LITE .G - GS VERSION - CAR		Global Trans: Trans Plant:	A1009 - AT - 4R70/75 - STP AT10 - A/T SHARONVILLE
BUILD INFOR	MATION:					
Region Built: NA - N Country Built: CAN -	ORTH AMERICA Assembly Plant: CANADA Production Date:	AW - ST THOMAS PLANT 08-MAR-2005	BUILD Vehicle Load D. Vehicle Mainter		N-2006 CT-2006	
constant of a real and and a real						AND APPLICATIONS OF THE STATE AND A SECOND OF THE STATE O
SALE INFORM	<u> 1ATION:</u>					
legion Sold:	NA - NORTH AMERICA		Arrival Date:	17-MAR-2005	Red Carpet Lease:	•
euntry Sold:	USA - UNITED STATES		Sale Date:	27-APR-2005	Fleet/Retail/Co. Lease:	R
ehicle Count Flag:	Y		Warranty Start Date:	27-APR-2005	Modified Vehicle:	•
elling Dealer St/Prov:	NY		Original WSD:	27-APR-2005	Warranty Status Ind:	•
elling Dealer [code]:	WHITE PLAINS LINCOLN [3	14555 - *]			Vehicle Export Flag:	N
VOC:						
745X648624XD43 # TA			-		35-	6
	2 17B7409 GB R 5 W1 J338 5 3	2KP G P 14F555 0 JL	3HH 2 W2MRF3 7 C	110A SWXNY		
EOC:		68	9	-1	35-	
EOC:	ANT CHIEF		9	.1	3	
NSTALLED O	PTION INFORMATION			HILLS MAN - ATTOMETICATION OF THE LAND	1 1 6 5 4 PR-50-118 M-000000	
NSTALLED O	PTION INFORMATION	Color(Trim):	000HF - MED PARCHMEN	HILLS MAN - ATTOMETICATION OF THE LAND	Navis Engine Serial #:	030518102842
NSTALLED O ir Conditioning: Ilernator Amp Rating:	PTION INFORMATION	Color(Trim): Delivery Type:	000HF - MED PARCHMEN E	HILLS MAN - ATTOMETICATION OF THE LAND	Navis Engine Serial #: Paint:	030518102842 PNEVA - DARK TOREADOR C/C
NSTALLED O ir Conditioning: Iternator Amp Rating: udio Disk:	PTION INFORMATION C/A-	Color(Trim): Delivery Type: Driveshaft Code;	000HF - MED PARCHMEN E	NT	Navis Engine Serial #: Paint: Power Antenna:	030518102842 PNEVA - DARK TOREADOR C/C * - [N/A]
NSTALLED O ir Conditioning: Iternator Amp Rating: adio Disk: tle Ratio:	PTION INFORMATION C/A • EGAAC - 2 73 FINAL DRIVE RATIO	Color(Trim): Delivery Type: Driveshaft Code: Front Seat:	000HF - MED PARCHMEN E * C/K - SEAT-SPLIT BENCE	NT	Navis Engine Serial #: Paint: Power Antenna: Radio:	030518102842 PNEVA - DARK TOREADOR C/C - [N/A] BE - ELETR PREM STRO/CSTE/DISC/CLK
NSTALLED O Ir Conditioning: Iternator Amp Rating: udio Disk: zle Ratio: xle Type:	PTION INFORMATION C/A - EGAAC - 2 73 FINAL DRIVE RATIO EGJAB - NON-LIMITED SLIP REAR	Color(Trim): Delivery Type: Driveshaft Code: Front Seat: AXLE Fuel Type:	000HF - MED PARCHMEN E C/K - SEAT-SPLIT BENCE AF - UNLEADED FUEL C	NT	Navis Engine Serial #: Paint: Power Antenna: Radio: Sound System:	030518102842 PNEVA - DARK TOREADOR C/C • - [N/A] BE - ELETR PREM STRO/CSTE/DISC/CLK AA - LESS UPGRADED SOUND SYSTEM
NSTALLED O ir Conditioning: Ilternator Amp Rating: udio Disk: zle Ratio: zle Ratio: zle Type: attery Amp Rating:	PTION INFORMATION C/A - EGAAC - 2 73 FINAL DRIVE RATIO EGJAB - NON-LIMITED SLIP REAR MR	Color(Trim): Delivery Type: Driveshaft Code: Front Seat: AXLE Fuel Type: Fuel Type Engine:	000HF - MED PARCHMEN E C/K - SEAT-SPUT BENCH AF - UNLEADED FUEL C G - Gas	NT	Navis Engine Serial #: Paint: Power Antenna: Radio: Sound System: Tire Manufacturer:	030518102842 PNEVA - DARK TOREADOR C/C * - [N/A] BE - ELETR PREM STRO/CSTE/DISC/CLK AA - LESS UPGRADED SOUND SYSTEM AJ - MICHELIN
NSTALLED O ir Conditioning: Ilternator Amp Rating: utio Disk: zle Ratio: zle Ratio: xle Type: attery Amp Rating: rake Code:	PTION INFORMATION C/A - EGAAC - 2 73 FINAL DRIVE RATIO EGJAB - NON-LIMITED SLIP REAR MR - [N/A]	Color(Trim): Delivery Type: Driveshaft Code: Front Seat: AXLE Fuel Type: Fuel Type Engine: GVW Class Code:	000HF - MED PARCHMEN E • C/K - SEAT-SPLIT BENCE AF - UNLEADED FUEL C G - G ₂₅ F	NT I APABILITY	Navis Engine Serial #: Paint: Power Antenna: Radio: Sound System: Tire Manufacturer: Tire Brand:	030518102842 PNEVA - DARK TOREADOR C/C * - [N/A] BE - ELETR PREM STRO/CSTE/DISC/CLK AA - LESS UPGRADED SOUND SYSTEM AJ - MICHELIN 3VALHX - Energy LX4 97T
EOC: INSTALLED O Air Conditioning: Alternator Amp Rating: Audio Disk: Audio Disk: Aude Ratio: Axle Type: Battery Amp Rating: Brake Code: Brake Code(Service);	PTION INFORMATION C/A - EGAAC - 2 73 FINAL DRIVE RATIO EGIAB - NON-LIMITED SLIP REAR MR - [N/A] - [N/A]	Color(Trim): Delivery Type: Driveshaft Code: Front Seat: AXLE Fuel Type: Fuel Type Engine: GVW Class Code: Instrumen(ation:	000HF - MED PARCHMEN E C/K - SEAT-SPLIT BENCH AF - UNLEADED FUEL C G - G2S F AB - CONVENTIONAL IN	NT H APABILITY STRUMENTATION	Navis Engine Serial #: Paint: Power Antenna: Radio: Sound System: Tire Manufacturer: Tire Brand: Tire Size:	030518102842 PNEVA - DARK TOREADOR C/C * - [N/A] BE - ELETR PREM STRO/CSTE/DISC/CLK AA - LESS UPGRADED SOUND SYSTEM AJ - MICHELIN 3VALHX - Energy LX4 97T D3/13 - P225/60TR-16 WSW
EOC:	PTION INFORMATION C/A - EGAAC - 2 73 FINAL DRIVE RATIO EGJAB - NON-LIMITED SLIP REAR MR - [N/A]	Color(Trim): Delivery Type: Driveshaft Code: Front Seat: AXLE Fuel Type: Fuel Type Engine: GVW Class Code:	000HF - MED PARCHMEN E C/K - SEAT-SPLIT BENCH AF - UNLEADED FUEL C G - G2S F AB - CONVENTIONAL IN	NT H APABILITY STRUMENTATION	Navis Engine Serial #: Paint: Power Antenna: Radio: Sound System: Tire Manufacturer: Tire Brand:	030518102842 PNEVA - DARK TOREADOR C/C * - [N/A] BE - ELETR PREM STRO/CSTE/DISC/CLK AA - LESS UPGRADED SOUND SYSTEM AJ - MICHELIN 3VALHX - Energy LX4 97T

Trace Commodity	Trace Full Number
DA - DRIVER AIRBAG	AB2447Q0CCG7RF
EN - ENGINE	
LF - LEFT FRONT TIRE	M33VALHX0805
LR - LEFT REAR TIRE	M33VALHX0805
PA - PASSENGER AIRBAG	IF059105W
RF - RIGHT FRONT TIRE	M33VALHX0805
RR - RIGHT REAR TIRE	M33VALHX0805
ST - SPARE TIRE	B93VD15X0705
TR - TRANSMISSION	A4523 050305S0D2049553

TIRE DOT INFORMATION:

LF: M33VALHX0805 RF: M33VALHX0805 M33VALHX0805 RR: LR: M33VALHX0805 LI: RI:

SPARE: B93VD15X0705 DOT Plant Manufacturer: M3 - MICHELIN NORTH AMERICA , INC. , GREENVILLE ; SOUTH CAROLINA

ESP INFORMATION:

EMISSIONS INFORMATION:

* Emission Code: * Emission Cert Type: DGAAE - 50 STATE EMISSION REQS

ESP Code: ESP Coverage(Miles): ESP Coverage(Time): * Emission Decal Suffix:

MRU ESP Plan Year: * Engine Family: 5FMXV046VE8 - 2005 4.6L CROWN VICTORIA/GRAND MARQUIS/TOWNCAR ESP Signature Date:

Any comments? You can contact



webmaster

13948

Claims List Report Page I of l

Server: AWS Prod

Claims loaded through: 11-NOV-2013

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 12-NOV-13

Note: All Costs are in US Dollars Server Name: AWS Prod Claims loaded through

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD			SELLING DEALER	SELL CNT	TIS WC	C PREF	BASE	SUFF	VRT NA	VRT ROW	VFG C	CC CD
2MEFM74W35X	FP	C/FP	М	C/FA	C/AG	C/B	AW	C/FX	C/VN	08- MAR- 2005	27-APR- 2005	314555	USA	104 *	•	•	•	F09	sxx	V00 +	•
AWS Claim Key:	12813593	Doc #:	219944	A	Trx Code	11	13508	Labor H	rs:	.3	Labor Co	st:	27.46	Material	Cost:	0	Total	Cost:	27.46		
Dir Cd-Sub Cd:	01559-*	Name:	GREEN	WAY M	OTORS		Ph:	815-9423	400	St: IL	Ctry Cd:	USA	Reg Cd:	NA.	Repr	Date:24	-OCT-	2013	DIST(N	Mile):811	169
Cust Comments:	PERFORM	M RECAI	LL 13S0	8 - STEE	RING SHA	FT															
Tech Comments:	LAB OP I	3S08GG																			

Any comments? You can contact

webmaster

Full Recall Page 1 of 1



Tuesday, November 12, 2013 Refresh

Full Recall

Recall Number	Field Service Action	Field Service Action Description	FSA State Description	FSA Type Description	
13508	13S08	STEERING COLUMN SHAFT	OPEN - INTERIM REPAI	SAFETY RECA	
Dealer Sales Code		Repair Date			
		10/24/2013 12:	00:00 AM		
		10/24/2013 12:	00:00 AM		







*VIN: 2MEFM74W35X6

Disclaimer: This data is derived from Ford Motor Co. Single Access to Vehicle system (SAVE). It is unverified, summary data generated from a computer search. The data contained within this file is not supported by SAVE. This file is NOT a system of record or a master data file.

SAVE VIN Lookup

Perform a VIN Lookup. TIP: Providing 'NA' option for NA VIN will fetch results faster

VIN Lookup Filter

*Lookup Type: MRG - MERGE

Print Cust.: Auto-Close Print Cust.

Previous VINs: Select a VIN:

Show Print Customizations:

Lookup Results - :NA

MSIE-8.0

		DB Source:	
VIN In	2MEFM74W35X	Manufacturing DB Source	NA
VIN Out	2MEFM74W35X	Sales DB Source	NA
General Information:		Status:	
Manufacturing Model Year Sales Model Year	2005	Assembly Plant Description	ST. THOMAS PLANT BUILD
Vehicle Model Year	2005	WERS Assembly Plant Family Code	AAG
Vehicle Name	GRAND MARQUIS 4-DR GS SEDAN	WERS Assembly Plant Feature Code Last Update Date	AW Not Available
Product Type Code	C - Car	Last Update Program	Not Available
Brand Code	M	NAVIS Status	800
	GRAND MARO	OVID Status	
Vehicle Line Description	(EN53/EN114)	GEVIS Status	
WERS Vehicle Line Family Code	VL	GLV13 SIGIUS	1
WERS Vehicle Line Feature Code	FP	Export Status Code	
Version Series Description	GS VERSION - CAI		
WERS Version/Series Family Code	vs	Lookup Status:	
WERS Version/Series Feature Cod	le AG	Invalid Search Option	N/A
Body/Cab Description	4 DOOR SEDAN-4 LITE		N/A
WERS Body/Cab Family Code	BS	Unsupported Model Year	N/A
WERS Body/Cab Feature Code	FA	VIN Not Found	N/A
SM Vehicle Status	Р	VIN Lookup Performed	TRUI
Data Errors:			
<u>Data Errors:</u> Error Description:	Er	rror Category: Error Class: E	rror Code:
		rror Category: Error Class: E <u>Yehicle History Dates - Section II</u>	
Error Description:			
Error Description: <u>Vehicle History Dates - Section 1</u>	L	Vehicle History Dates - Section II	
Error Description: <u>Vehicle History Dates - Section)</u> Order Date	Li 2005-02-16	Vehicle History Dates - Section II. Frgn. Plant Release	
Error Description: <u>Vehicle History Dates - Section ()</u> Order Date Original Order Date	Li 2005-02-16	Vehicle History Dates - Section II. Frgn. Plant Release Frgn. Port Arrival	

Warranty End Date Warranty Cancel Date Non-Warranty Date Assembly Plant: Assembly Plant Name ST. THOMAS PLANT BUILD WERS Family Code Warranty Indicator Warranty Indicator Warranty Indicator Warranty Indicator Warranty Insurance Ind PSD Warranty Status Ind Voc Plant Code EOC Plant Code Wers Fode	006-10-11
Landed Process Export Steamer ETA	
Export Steamer ETA Sales Demo In Date Sales Demo Out Date Sales Demo In Date Sales Demo Out Date Sales Demo In Date Sales	
Sale Date 2005-04-27 Original Warranty Start Date 2005-04-27 Warranty Start Date 2005-04-27 Warranty End Date Warranty Cancel Date Non-Warranty Date Assembly Plant: Assembly Plant Name ST. THOMAS PLANT BUILD Warranty Indicator Warranty Insurance Ind PSD Warranty Status Ind Vehicle NYWYCd Warranty Status Ind Vehicle NYWYCd Warranty Status Now North N	
Sales Demo Out Date 2005-04-27	
Last Activity Date	
Warranty End Date	
Warranty Cancel Date	ot Available
Marranty Date Marranty Info:	ot Available
Warranty Info: Warranty Info:	ot Available
Warranty Cancel Code Warranty Indicator Warranty Indicator Warranty Indicator Warranty Insurance Ind PSD Warranty Status Ind Vehicle NYWtyCd Warranty Status Note that warranty Stat	ot Available
PLANT BUILD Warranty Indicator Warranty Insurance Ind PSD Warranty Status Ind Vehicle NYWtyCd Warranty Status No.	ot Available
WERS Family Code	ot Available
WERS Family Code AAG WERS Feature Code AW VOC Plant Code X EOC Plant Code Warranty Status Ind Vehicle NYWtyCd Warranty Status No Vehicle Order Card String: 1 2 3 4 5 6 5 M745X648624XD43 E TA2 17B7409 GB E 5 W1 J338 5 3 2KP G P 1 JL 3HH 2 W2MEF3 7 C 110A 9WXNY	ot Available
WERS Feature Code AW PSD Warranty Status Ind VOC Plant Code X EOC Plant Code Warranty Status Vehicle NYWtyCd Warranty Status Warranty Status No Vehicle Order Card String:	ot Available
Vehicle NYWtyCd Vehicle NYWtyCd No. Vehicle Order Card String: No. M745X648624XD43 E_TA2_17B7409 GB_E_5_W1_J338_5_3_2KP_G_P 1 JL3HH 2_W2MEF3_7_C110A_9WXNY	lot Available
Warranty Status Number of Status Vehicle Order Card String:	ot Available
Vehicle Order Card String: 1 2 3 4 5 6 5 M745X648624XD43	
M745X648624XD43 E TA2 17B7409 GB E 5 W1 J338 5 3 2KP G P 1	
M745X648624XD43 E TA2 17B7409 GB E 5 W1 J338 5 3 2KP G P 1	7
GEVIS Local Catle Cd: GEVIS Gbl PCV Cd:	
Engine: Vehicle Order:	
Description EET NA CIVE G-NR	
Order Dist	4
Order Dir Mkt Cd	4555
	4555
	SA
	005-02-16
	005-03-08
Engine Serial Number EOC Model	
Diesel Switch EOC Body Type	
Engine Tag 5S804AA EOC Series	
Engine Calibration Num SFB1SB0 Original Ordering Dealer 14	4555
Engine Calibration Ac A	
Engine Reuse Code 0	
Fuel Type G	
Engine Reuse Code 0	

Docadation	50 STATE	Vehicle Ship Country Code	
Description	EMISSION REQS	Vehicle Ship Delivery Type	E
WERS Family Code	DGA	Vehicle Ship Dist	
WERS Feature Code	AE	Vehicle Ship Dir Mkt Cd	
EOC Emission Code		Vehicle Ship Loc	
VOC Emission Code	5	Vehicle Ship Zone	
Decal Suffix Code	MRU	Days in Transit	14
Navis Engine Family	5FMXV04.6VE8		
Certification Code	5		
Power Steering:		Vehicle Stocking:	
	POWER STEERING	Stocking District	14
Description	-VARIABLE RATIO	Stocking Zone	
WERS Family Code	GPA	Stocking Location	555
WERS Feature Code	AF	Stocking Dealer Market	333
Power Steering Indicator	Y	Stocking Dealer Country Code	USA
		Stocking Dealer Prior 1	036
		Stocking Dealer Prior 2	
		Stocking Dealer Prior 3	
		Stocking Dealer Prior 4	
		Stocking Dealer Prior 5	
Transmission:		Vehicle Sell:	
	4 SP A/T	Dealer ISO Country	USA
Description	AODEW/4R70E	Dealer Code	
	W/TSS*S/V A4523	Customer State Code	
Full Transmission Serial No.	050305S0D2049553	State/Prov Code	NY
WERS Family Code	TR	Vehicle Cancel Date	
WERS Feature Code	FX	Vehicle Demo Date	
EOC Transmission Code		Vehicle Wholesale Date	2005-03-08
VOC Transmission Code	w	Vehicle Sell Date	2005-04-27
Serial		Vehicle Sell MktCd	
Transmission Indicator	Α	Vehicle Sell DirCd	
		Vehicle Sell Zone	F
		Vehicle Sell Dist	14
		Vehicle Sell Loc	555
		Miles At Deliv	00023
		Retail Sale Type	R
		NAVIS Sales Lease	
		Sales History Code	
		Demo Code	
		Dir Demo Hist Code	
Aula		Vahiala 6	
Axie:		Vehicle Service:	
Axle Type Description		Serv Zone	F
Axle Type WERS Family Code		Serv Dist	14
Axle Type WERS Feature Code	2 73 EINAL DOINE	Serv Loc	555
Axle Ratio Description	2.73 FINAL DRIVE RATIO		
Axle Ratio WERS Family Code	EGA		
Axle Ratio WERS Feature Code	AC		
Drive Code Description	2 WHL L/H REAR DRIVE		
Drive Code WERS Family Code	DRIVE		
	В	11	

EOC Axie			
EOC Drive			
VOC Drive Axle Code	1		
VOC Drive Ratio Code			
Tire:		Fleet:	W-9-11-9
DOT Left Front Tire	M33VALHX0805	Fleet Cd	
DOT Left Inbound Tire	MOSVALHAUGUS	Vehicle Cust FIN	
DOT Left Indound Tire	M33VALHX0805	Vehicle Order FIN	
DOT Right Front Tire			
	M33VALHX0805	End User Order FIN	
DOT Right Inbound Tire DOT Right Rear Tire	MACON ALLINAGOS	End User Sold FIN	
	M33VALHX0805 B93VD15X0705	Fleet Upfit Status Date	
DOT SpareTire Tire Brand	P324D12Y0102	Fleet Upfit StatusCode FIN Consignment Loc	
***************************************		PIN Consignment Loc	
Vendor Description			
WERS Family Code			
WERS Feature Code	D225/50TD 4.5		
Front Tire Description	P225/60TR-16 WSW		
WERS Family Code	D3J		
WERS Feature Code	T3		
Wheel Base:		GCQIS Attribute Codes:	
Description		Model Code	M
WERS Family Code		Vehicle Line Code	CFP
WERS Feature Code		Vehicle Line Darts	
Wheel Circ Description	7.0 X 16" STEEL	Body/Cab Code	M74
Wheel Size Description	ROAD WHEELS	Drive Axle	
WERS Family Code	D2X	Drive Code	
WERS Feature Code	AH	Engine Code	w
		Transimission Code	x
		Emission Code	
		Emissions Engine Elec Car	The state of the s
		Plant Code	X
Paint:			
EOC Paint Code			
VOC Paint Code	JL		
Paint Description	DARK TOREADOR		
-	C/C		
WERS Family Code	PNE		
WERS Feature Code	VA	Abat annualinu	
Air Bag;			
AirBag Drvr Side	AB2447Q0CCG7RF		
AirBag Pass Side	1F059105W		
AirBag Impact Drvr			
AirBag Impact Pass			
AirBag Sensor Drvr			
AirBag Sensor Pass			
Air Conditionina:		I I I I I I I I I I I I I I I I I I I	
	MANUAL AIR		
Description	CONDITIONER		
WERS Family Code	AC		
WERS Feature Code	В		

Engine	EN VN				
			<u> </u>		
,		LITE			LITE
Body Cab	BS FA	4 DOOR SEDAN-4	Body Cab	BS FA	4 DOOR SEDAN-4
Version Series	VS AG	GS VERSION - CAR	Version Series	VS AG	GS VERSION - CAR
Vehicle Line	VL FP	GRAND MARQ (EN53/EN114)	Vehicle Line	VL FP	GRAND MARQ (EN53/EN114)
HILLER A TVV	Code	WERS Description		Code	WERS Description
Manufacturing Primary WER	S Codes		Sales Primary WERS C	odes:	
Manufacturing Oriental Manufacturing	e cada		Enlar Drivers WESS	odor-	
Selling Dealer Country Code		USA	Selling Dealer Country	code	USA
		LICA		Cada	uce
Warranty Status			Warranty Status		
Vehicle ASM Plant Code Europe Paint Code		^	Vehicle ASM Plant Cod Europe Paint Code		×
Vehicle Emission Code		x	Vehicle Emission Code		
Vehicle Emission Code			Vehicle Drive Code		
Vehicle Drive Axle Code	· · · · · · · · · · · · · · · · · · ·		Vehicle Drive Axle Coo	Je	
Vehicle Trans Code			Vehicle Trans Code		×
Engine Reuse		0 X	Engine Reuse		0
Vehicle Engine Code		W	Vehicle Engine Code		W
Body Cab Code		M74	Body Cab Code		M74
Vehicle Model Code		M	Vehicle Model Code		M
Vehicle Line Code		CFP	Vehicle Line Code		CFP
		CER		wa.L	Toes.
Manufacturing Attribute Co	odes:		Sales Attribute Code	·s:	
Batt Amp Cd		MR	5 A A A A A A A A A A A A A A A A A A A		
Alt Amp Cd					
4P Indicator					
SVO Indicator					
Eddie Bauer Indicator		N			
Mt Ht Serv Sales Cd					
Miscellaneous:					
Miscellangous		1		***************************************	
GVWRTm Feature Attribute					
GVWRTm Family Attribute					
GVWRTm Description					
GVWR WERS Feature Code		AC			
GVWR WERS Family Code		AAZ			
GVWR Description		5804 LB. GVWR			
GVW Unit Measure		LB			
GVW Number		5804			
Gross Vehicle Weight Ratin	<u>19:</u>				
SIRIUS					
SYNC					
WERS Family Code WERS Feature Code		IBA BE			
	STRO/CSTE/DISC/CLK				
Description		ELETR PREM			
Radio:			l .		

Emission	DGAAE	50 STATE EMISSION REQS	Emission	DGAAE	50 STATE EMISSION REQS
Air Condition	AC B	MANUAL AIR CONDITIONER	Air Condition	AC B	MANUAL AIR CONDITIONER
Assembly Plant Code	AAGAW	ST. THOMAS PLANT BUILD	Assembly Plant Code		ST. THOMAS PLANT BUILD

WEF	WERS Feature Count: 197						
Seq N	o.: Description:	Family Code:					
1	MED PARCHMENT	000	HF				
2		2ML	HF				
3	LESS ROOF REINFORCEMENT	A1E	AA				
4	LESS ROOF WIRING HOLE	A1X	AA				
5	114.7" CAR WHEELBASE	A2W	AD				
6	LESS VERSION PACKAGES	AAC	AA				
7	LESS FLEET RELATED ITEMS	AAF	AA				
8	ST. THOMAS PLANT BUILD	AAG	AW				
9	U.S. SALES	ААН	АВ				
10	LESS SPECIAL EQUIPMENT PACKAGE	AAL	AA				
11	LESS CONVENIENCE GROUP	AAM	AA				
12	LESS FLEET OPTIONS	AAN	AA				
13	5804 LB. GVWR	AAZ	AC				
14	LESS SALES BADGE	AB5	AA				
15	LESS MILITARY ROMTS	ABD	AA				
16	LESS SPECIAL VALUE PACKAGES	ABE	AA				
17	LESS AMBIENT TEMP/SPEED PACK	ABT	AA				
18	MANUAL AIR CONDITIONER	AC	В				
19	LESS SALES FEATURE LEVEL-3	AC3	AA				
20	LESS CROWN VIC GROUP LVL 7	AC7	AA				
21	LESS SAFETY PACKS	ACS	AA				
<u> </u>	LLUS SALCIT FACAS	ACZ	AA				
23	LESS PAINT PACKAGE	AD4	AA				
24	2005 JOB #2 PROGRAM CONTROL	AD6	СВ				
25	LESS LONG WHEELBASE PACKAGE	ADS	AA				
26		ADT	AA				
27	LESS HEAD IMPACT CRASH CRITERA LESS SPECIAL LANGUAGE LABELS	AEA	AA				
27 28		······································	AB				
****************	OWNER HAND BOOK PACK	AED					
29	LESS CANADIAN PROVINCES/TERRIT	AFA	AA				
30	LESS MASS CUSTOMIZATION PACKAG	AGB	AA				
31	LESS WARNING DISPLAYS	AHH	AA				
32	LESS FIRE EXTINGUISHER	AHK	AA				
33	LESS TOOL KITS	AHP	AA				
34	LESS REAR SIDE WINDOW	B2D	AA				
35	LESS SECURITY GLASS	B2H	AA				
36	LESS OVERHEAD CONSOLE	B5V	AA				
37	LESS CUPHOLDERS - REAR	BAZ	AA				
38	ADJUSTBLE ACCL/BRK FOOT PEDALS	BB7	AC				
39	CARPET FLOOR COVERING-LEVEL 1	BBG	AG				
40	FRONT THROW IN CARPET FLR MATS	BBH	AB				
41	REAR THROW IN CARPET FLR MATS	BBI	AB				
42	LESS GENERAL STOWAGE BOX	BBU	AA				
43	HEADLINER-STRUCTURAL	BBZ	AG				
44	SUNVISOR, SINGLE-DRV ILLUM	BCA	AE				
45	SUNVISOR, SINGLE-PASS ILLUM	ВСВ	AE				
46	LUGGAGE COMPARTMENT TRIM-DELUX	BDD	AC				
47	MOLDED DECKLID LINER	BDH	AB				

49	LESS TRUNK PACKAGES	BEF	AA
50	EXTERIOR DECOR-BASE	BLA	AB
51	NARROW BODYSIDE MOLDING	вмв	AB
52	4 DOOR SEDAN-4 LITE	BS	FA
53	DAY/NIGHT INSIDE MIRROR	BSB	AB
54	DRIVER C/K POWER MIRROR	BSD	BQ
55	PASS C/K POWER MIRROR	BSF	BQ
56	DRV SEAT BACK MTD MAP POCKET	BU6	AB
57	LESS POUCH-FRONT CUSH STOW	BUR	AA
58	POWER DRIVER SEAT RECLINER	BVS	AD
59	MANUAL PASSENGER SEAT RECLINER	вут	AC
60	LESS L/H SIDE LUMBAR SEAT SUPT	BVU	AA
61	LESS R/H SIDE LUMBAR SEAT SUPT	BVV	AA
62	REAR SEAT CENTER ARMREST	BWF	AB
63	LESS TEMP CONTROL DRIVER SEAT	BY1	AA
64	LESS TEMP CONTROL PASSINGR SEAT	BY2	AA
65	POWER 6-WAY DRIVER SEAT ADJUST	BYP	AC
66		BYQ	AB
67	MANUAL 2-WAY PASS SEAT ADJUST LESS ENGINE OIL COOLER	C9L	AA
			AB
68	VALET KEY	CAH	
69	REMOTE DECK/TAILGATE RELEASE	CAQ	AB
70	LESS FLEET KEY	CAT	AA
71	LESS KEYED ALIKE OPTIONS	CAU	AA
72	LESS DOOR LOCKS	CBA	AA
73	POWER LOCK GROUP	CBB	AB
74	DOOR ENTRY REMOTE CNTR UNIT	CBF	AB
75	KEYLESS ENTRY SYSTEM	CBG	AB
76	LESS ROOF OPENING PANELS	CHA	AA
77	LESS TU-TONE ACCENT COLOR	СЈВ	AA
78	LESS BODY TU-TONE PAINT	CJD	AA
79	DUAL BAND B/S ACCENT STRIPE	CJR	AC
80	FRT LICENSE PLATE BRKT/HOLDER	CLV	AB
81	LESS DR SEAT AIR BAG RESTRAINT	CPM	AA
82	LESS PASS SEAT AIR BAG RESTR	CPN	AA
83	SPARE WHEEL-CONVENTIONAL STEEL	D17	AD
84	HANDLING SHOCK ABSORBERS-FNT	D1D	AN
85	STAND DUTY RR SHOCK ABS LVL II	D1G	AX
86	7.0 X 16" STEEL ROAD WHEELS	D2X	AH
87	P225/60TR-16 WSW	D3J	T3
88	SP TIR-P225/60TR16 A/S BSW	D3M	EB
89	WHEEL COVERS - PAINTED	D5A	СТ
90	RUBBER COOLING HOSES	DAV	AB
91	LESS IMMERSION HEATER	DEB	AA
92	50 STATE EMISSION REQS	DGA	AE
93	2 WHL L/H REAR DRIVE	DR	В
94	LESS HANDLING PACKAGE	DWC	AA
95	UPSIZED FRONT STABLIZER BAR	DYK	AC
96	REAR COIL SPRING	DZA	ВВ
97	LESS REAR STABLIZER BAR	DZL	AA
98	2.73 FINAL DRIVE RATIO	EGA	AC
99	NON-LIMITED SLIP REAR AXLE	EG)	AB
100	DOM STEEL DRIVE SHAFT	EHG	AD
101	RR AXLE/WH LUBE - SYNTHETIC	EJ2	
102	R-M 4,6L SOHC EFI NA CIV8 G-NP		AC VN
······································		EN	VN
103	SINGLE EXHAUST SYSTEM AUTO PARKING BRAKE RELEASE	F2A FAA	AC AC
104		IEAA	IAC:

106	4 WHL ANTI-LOCK BRAKES	FEA FEF	AB
	ANTI-SPIN TRACT BRAKES W/O IVD		AB
108	AUXILIARY TRANS OIL COOLER	FKA	AB
109	COLUMN MOUNTED SHIFT LINKAGE	FLL	AC
110	SEAT-SPLIT BENCH	FS	K
111	LESS AIR CONDITIONING	G3A	AA
112	SINGLE FUEL TANK	GBA	AB
113	NON LOCKING FUEL CAP	GBT	AB
114	UNLEADED FUEL CAPABILITY	GBV	AF
115	POWER STEERING-VARIABLE RATIO	GPA	AF
116	STEERING WHEEL-BASE	GTA	AB
117	SPEED CONTROL	GTD	AB
118	LESS REDUNDANT CTL -STEER WHL	GTE	AA
119	CONVENTIONAL INSTRUMENTATION	HCA	AB
120	MPH/KPH SPEEDOMETER	HDH	AB
121	LESS TRIPMINDER	HEB	AA
122	LESS ACOUSTICAL WARNING SYSTEM	HIB	AA
123	IMMOBILIZER/PATS/SECURILOCK	HNA	AE
124	STANDARD DUTY BATTERY	HTA	AB
125	LESS BATTERY (JUMPER) CABLES	НТР	AA
126	ELETR PREM STRO/CSTE/DISC/CLK	IBA	BE
127	LESS RADIO PRE-EQUIPMENT PACK	IBC	AA
128	LESS AUDIO DISC PLAYER	JBF	AA
129	NAAO RADIO FREQUENCY	IBM	АВ
130	LESS UPGRADED SOUND SYSTEM	IDA	AA
131	LESS SPKR. WIRING -2 WAY RADIO	IDF	AA
132	LESS RADIO NOISE SUPRESSION	JEL	AA AA
133	LESS GARAGE DOOR OPENER	IGD	AA
134	LESS WIRING PREP	J1A	AA
135	LESS ROOF WIRING	J1C	AA
136	LESS POWER POINT PLUG - REAR	J3F	AA
137	LESS DAYTIME RUNNING LAMPS	JBC	AA
138	HEADLAMPS - WIPER ACTIVATED	JBE	AB
139	LESS SPOT LIGHT	JBM	AA
140	LESS R/H SPOT LIGHT	JBS	AA
141	CORNERING LAMPS	JBT	AB
142	LESS LIGHTING PACKAGES	JBW	AA
143	ILLUMINATED ENTRY SYSTEM	JCA	AB
144	LESS INTERIOR LIGHT GROUP	JCB	AA
145	LESS ENGINE COMPARTMENT LIGHT	JCC	AA
146	LESS HEADER MOUNTED MAP LIGHT	JCF	AA
147	DUAL BEAM DOME MAP LIGHT	JCG	AC
148	REAR OVERHEAD READING LAMPS	JCJ	AB
149	LOAD COMPARTMENT LIGHT	јсм	AB
150	LS INTER LIGHTS DEACTIVATION	JCS	AA
151	LSS PKG TY/DK LID LAMP-PRE WIR	зст	AA
152	TAILLAMP5-LEVEL 3	JDA	AD
153	LESS AUX FUSE PANEL	JZG	AA
154	LESS PWR DISTRIBUTION BOX-FRT	JZQ	AA
155	MERCURY DIVISION DERIVATIVE	MD	M
156	DARK TOREADOR C/C	PNE	VA
157	GENERIC COUNTRY GROUP 1	SAT	AB
158	CENTERIO COOMING GROOT	SBR	VA
	3W73-5560-CA L/R COIL	TAE	KM
159		TAG	KM
160 161	3W73-5560-CA R/R COIL	TAP	AA
	TAPAA	IAP	IAA

163		TAS	AC
164	4W73-18B036-HB L/F SPG/SHK ASY	TCM	DB
165	4W73-18B036-HB R/F SPG/SHK ASY	TCN	DB
166	4 SP A/T AODEW/4R70E W/TSS*S/V	TR	FX
167	GRAND MARQ (EN53/EN114)	VL	FP
168	GS VERSION - CAR	VS	AG
169	USA	WAN	АВ
170	EXCEPT SWITZERLAND	XAE	СН
171	EXCEPT CANADA	XAN	AC
172	EXCEPT VENEZUELA	XAS	AD
173	EXCEPT GUAM	XAT	AB
174	EXCEPT BAHRAIN	XSA	AA
175	EXCEPT BELIZE	XSC	AB
176	EXCEPT LUXEMBOURG	XSE	ΔĴ
177	EXCEPT BAHAMAS	XSI	AB
178	EXCEPT CHINA	XSP	AD
179	EXCEPT ARUBA	xss	AB
180	LESS MARKETING COMB-EXT MIRROR	YCA	AA
181	SPARE STEEL WHL/CONV SPARE TIR	YCC	АВ
182	LESS MRKT COMB-ROOF WIRING	YCD	AA
183	LESS MRKT COMB-LAMP DRVR/PASS	YCE	AA
184	LESS MRK COMB-SD A/BAG DR/PASS	YCF	AA
185	LESS MRKT CB-REM K-LESS ENTRY	YCG	AA
186	LESS MRKT COMB ST ADJ-DRV/PAS	YCK	AA
187	LESS MK CB-TEMP CONTR ST-DR/PA	YCL	AA
188	LESS MRKT CB-FRONT SEAT/TRIM	YCM	AA
189	LESS CONVENIENCE PACKAGE	YPK	AA
190	LESS TAXI PACKAGE	YPL	AA
191	LESS POLICE PACKAGE	YPM	AA
192	LESS MRKT VISIBILITY PACKAGE	YPS	AA
193	LESS MRKT WIRING PREP PACKAGE	YPT	AA
194	TPO/ORDER CODE 110A	YZB	AD
195		YZD	AA
196	RETAIL/STOCK	YZK	AA
197	CONVENIENCE MKTG TRIM	YZT	AF

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VIN FSA Details Page 1 of 3

VIN FSA Details

* Confidential *

VIN:

2MEFM74W35X

FSA Status: Brand: All FSA MERCURY

Manufacturing Country:

USA

FSA Details

00014567 C	DRROSION STATES STEERING COLU	MN SHAFT		
	Vehicle	Details		
Model Year:	2005	Assembly Plant:	ST. THOMAS	PLANT BUILD
Vehicle Line:	GRAND MARQ (EN53/EN114)	Production Date:	08-Mar-2005	
Body Style Description:	4 DOOR SEDAN-4 LITE	Warranty Start Date:	27-Apr-2005	
Vehicle Type Description	i: CAR	Sale Date:	27-Apr-2005	
VDM Vehicle Status:	800	Engine Tag Code:	5S804AA	
Emissions:	5			
	Vehicle C	onditions		
Code	Vehicle Condition	Begin Date	End Date	Source

Owner Details

	Curre	nt Owner	
Business Name:			
Owner Name:			
Address 1:			
Address 2:	_		
Address 3:			
Address 4:			
City:	JOLIET		
State/Province:	1llinois	Phone #:	
ZIP/Postal Code:		E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	22-May-2013	Vendor Applied Date:	24-Jun-2013
Vendor Match Code Description:	4-NEITHER NAME OF	R ADDRESS MATC	
N&A Source:	POLK	GCamp Applied Date:	05-Sep-2013
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-
Company Car:			
	Historio	al Owner	و
Business Name:			
Owner Name:			
Address 1:			1
Address 2:			
Address 3:			
Address 4:			
City:	BRONX		
State/Province:	New York	Phone #:	
ZIP/Postal Code:		E-Mail:	

VIN FSA Details Page 2 of 3

UNITED STATES Country: Owner Effective Date: 26-Mar-2007 Vendor Applied Date: 05-Apr-2007 Vendor Match Code Description: 4-NEITHER NAME OR ADDRESS MATC N&A Source: POLK GCamp Applied Date: 15-Sep-2007 Mail Suppression Date: Mail Status: Active Fleet Code: Fleet Name: Fleet Status: Fleet Mgmt: Company Car: Original Owner Business Name: Owner Name: Address 1: Address 2: Address 3: Address 4: City: BRONX State/Province: New York Phone #: ZIP/Postal Code: E-Mail: Country: UNITED STATES Owner Effective Date: 27-Apr-2005 Vendor Applied Date: 27-Apr-2005 NAVIS 16-Jan-2009 N&A Source: GCamp Applied Date: Mail Status: Mail Suppression Date: Active Fleet Code: Fleet Name: Fleet Mgmt Code: Fleet Status: Company Car:

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	11247	USA	L14555		White Plains Lincoln
Ship-To					NOT AVAILABLE
Stocking	11247	USA	L14555		White Plains Lincoln
Selling	11247	USA	L14555		White Plains Lincoln
			FSA Details		
		VIN: 2	MEFM74W35		
	Local FSA: 13SC	8 - STEERING CO	DLUMN SHAFT		Global FSA: 00014567

	Hub: FORD	NORTH AMERICA	Country: UNITE	D STATES
	Segment / VIN G	roup(s):		Supplement Code:
) - TARGETING AA - RUST BEL L - MAILING A1 - 2005-200	TVINS		00- Origin	al
		Responsib	e Dealer	
P&A Code	GEO Sales	Sales Code	Sub Code	Description
01705	USA	F41443		Rod Baker Ford SIs Inc
		Eligibility I	ndicators	
	Туре		Indicator	Updated
	Repair Eligibility		Υ	06-Sep-2013
	Display Eligibility		Y	06-Sep-2013
	Original Mail Eligibility		N	16-Oct-2013
(

VIN FSA Details Page 3 of 3

Code	Vehicle Co		N/FSA Vehicl B	e Conditio legin Date	n	End Date	Source	
Description RELEASED TO APPROPRIATE SOURCE - ORIGINA						Release Date 16-Oct-2013		
Status	System Date	Repair Date	Repai Country	r Dealer Code	Claim #	Option/Labor Code	Cost Source	
OPEN - INTERIM REPAIRED	07-Nov- 2013	24-Oct- 2013	UNITED STATES	01559	219944	13S08GG	27.46 GACES	
******		-	VIN/FSA Vehic	cle Status				
	Descrip	ition		R	eason	Da	ite	
OPEN - INTERIM	REPAIRED			Open		07-Nov-2013		
OPEN - LAUNCH	ED			Open		06-Sep-2013		
Confirmed						06-Sep-2013		
È Local FSA	:13508-STEERING		VIN FSA Mai l I HAFT	History		Global	FSA:00014567	
Relea	ise:		00%	NER LETTE	R			
	se Date:		-	oct-2013				
Relea								
Relea Mail i	Date:		18-C	ct-2013 to	18-Oct-20	13		
Mail	Date: ficted Address:		18-C No	oct-2013 to	18-Oct-20	13		
Mail	icted Address:		No		18-Oct-20	13		
Mail Restr	icted Address:		No	ET,IL				
Mail i Restr Addri Resp	ricted Address: ess; , Dealer:		No JOLI	ET,IL	ITED STAT			
Mail i Restr Addri Resp Fleet	ricted Address: ess: , Dealer: Acct:		No JOLI	ET,IL	ITED STAT			
Mail i Restr Addri Resp Fleet Fleet	ricted Address: ess; , Dealer:		No JOLI	ET,IL ,UN 05USAF4144	ITED STAT			

FSA Counts						
FSA Category SAFETY RECALL	Repair Eligible (Open)	Repair Ineligible (Closed)	0	Total 1		
Total	1		0	1		

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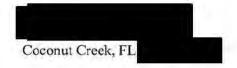
FDAF/LMDA ASSESSMENT	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ACCOUNT	LESS APPROX. FINANCING COST FOR DEALER ACCOUNT	MEMO: INVOICE LESS HOLDBACK & FIN COST	A & D PLAN
285.00	26319.65	811.00	200.00	25308.6	5 X PLAN
811.00 SOLD TO	40.00	1158.00	.00	771.00	23942.00
White Plai 25 West Po White Plai SHIP TO (IF OTHER TH	ost Road ins	Mercury, 14F5 NY 106		T.O. 76 STATE 2 6 NY DATE INV. PREPARED	RO41
			SHIP TH	02 28 05 ROUGH	14-7409 BH 14
NVOICE & UNIT IDENTI	35	ST. THOMA	s Ford	Motor Cred	it 000001

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PE14-021
FORD
9/10/2014
APPENDIX E
CAS-MRS-04830215760792
30315507 -

Sent Via US Mail

June 8, 2006



RE: 2006 Grand Marquis

VIN: 2MEFM75W86X

Dear Mr.

Thank you for contacting us regarding the above-mentioned vehicle.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after the purchase. We understand that you have turned this matter over to your insurance company. Your insurance carrier may file a claim in subrogation against Ford Motor Company if they choose to do so. Ford proposes no further action at this time.

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

Sincerely,

Marcel Miclea Consumer Affairs

Action Detail

VIN: 2MEFM75W86)

Year: 2006

Model: GRAND MARQUIS

Case: 483021576

Name

Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG

WSD: 2006-04-25 Primary Phone: Secondary Phone:

Reason Desc: LEGAL - ACCIDENT / FIRE

Issue Status: OPEN

Dealer: MARGATE LINCOLN MERCURY, INC.

Issue Type: 07 LEGAL Origin Desc: US CONCERN CASE BASE

P & A Code: 11638

Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Owner Status: Original

Odometer: 1000 MI

Comm Type: PHONE

Action Date: 06/06/2006

Action Time: 13:25:02:910 Action Data: Yes

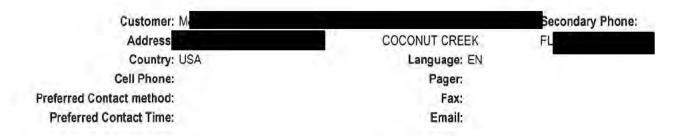
Analyst Name: RADIGAN KRISTIN

Analyst: KRADIGAN

COMMENTS: CUSTOMER SAID: -BOUGHT FIVE CARS IN BETWEEN 91 AND TODAY -ACCIDENT HAPPENED 6/2 AT ABOUT 1100 PM -THE VEH WOULD NOT TURN -STEERING DID NOT RESPOND -ACCIDENT HAPPENED IN CITY OF COCONUT CREEK., BROWARD COUNTY -POLICE REPORT WAS NOT FILED -CLAIM WAS FILED WITH THE INSURANCE CO -DO NOT KNOW THE STATUS OF THE INSURANCE CLAIM -NO ONE WAS HURT -THERE WAS NOTHING REALLY DAMAGED EXCEPT THE CAR -WANTS FORD TO COVER THE COST OF THE REPAIRSDEALER SAID: -- CALL HIS INSURANCE CO -- MARGATE LINCOLN MERCURY -2250 NORTH STATE ROAD 7 -MARGATE, FL 33063 -TEL: (954) 978-2277CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP, SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU WITHIN 7-10 BUSINESS DAYS, PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT, ---- ADVISED CUST AS TO **ABOVE**

Ford Confidential

Customer Info



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Dealer Information

FCSD RegionSales RegionSales ZoneMarketP&A CodeSales CodeFL-FLORIDA25-ORLANDOJA211638L25256

Dealer Name: Dealer Address: MARGATE LINCOLN MERCURY, INC.

2250 NORTH STATE ROAD 7

MARGATE FL 33063

Dealer Main Phone: 305-978-2277

Position	Employee Name
GENERAL MANAGER	DEWAYNE FAIRCHILD
PARTS MANAGER	FRED MOROSINI
SALES MANAGER	CARLOS SANTOS
SALES MANAGER	KELLY J MEGGS
SERVICE MANAGER	KENNETH L VANN
SERVICE MANAGER	DANIEL C HUGHES
SERVICE MANAGER	MARK NICHOLS

Service Hours 7:30 AM TO 5:30 PM MONDAY THRU FRIDAY MERKUR

Directions

Trained

Additional Information TOWING: 305-768-1690 WILLIAMS TOWING

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ESP / Recall Information

VIN: 2MEFM75W86X

Contract: 1 of 1

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

Purchaser:

Plan Type: USA 2006 NEW 24/25000 PREM MAINTENANCE(M&W)5K

Selling Dealer: MARGATE LINCOLN MERCURY, INC.

Deductible: Rental:

Towing Allowance:

Status: Active

Expiration Date: 2008-04-25 Expiration Miles: 26,000

Plan Year: 2006 Purchase Type: N

Options:

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

Process Date:

Dealer Received Date:

Refund Percent: **Dealer Credited:**

Cancel Date:

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

-----Field Service Action------Field Service Action------

Number	Туре	Description	Status	Status Date	Dealer Code
06B39		TRANSMISSION OIL COOLER BYPASS VALVE INSPECTION	OPEN - LAUNCHED	1 1	

06/07/2006 09:41:10

OASIS RESULT: 2MEFM75W86X

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2006 GRAND MARQUIS

TRANSMISSION

BODY STYLE 4 DR SEDAN LS AXLE CODE ENGINE

4.6L SOHC (ROMEO)

ENGINE CALIBRATION

6FB1SB0A



GENERAL WARRANTY INFORMATION

WARRANTY START DATE 04/25/2006

BUILD DATE 03/21/2006

C8

SALE MILEAGE



ARN MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE ADDRESSING AIR SUSPENSION COMPRESSOR NOISE, PLEASE SEE TSB 06-02-14



WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

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



OUTSTANDING FIELD SERVICE ACTIONS

06B39

TRANSMISSION OIL COOLER BYPASS VALVE INSPECTION



EXTENDED COVERAGES

0996 - USA 2006 NEW 24/25000 PREM MAINTENANCE(M&W)5K

STANDARD DEDUCTIBLE: 0 USD

OWNER NAME OPTIONS:

EXPIRATION DATE: 04/25/2008

EXPIRATION DATE: 04/25/200

DISTANCE: 26,000

RENTAL: 0 UP TO 0 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 11638

ESP CONTRACT START DATE: 04/25/2006



REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

Click Here for Full Warranty History

END OF OASIS REPORT FOR 2MEFM75W86X
Report Applies to Country Code: USA

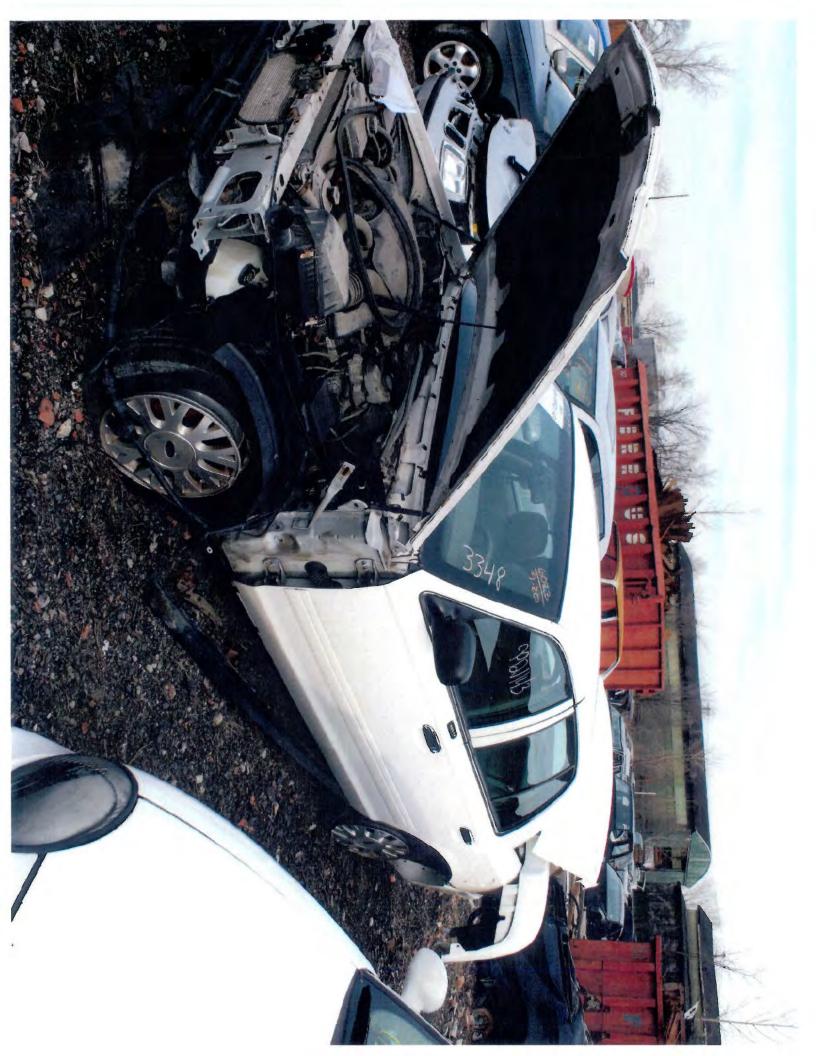


PE14-021
FORD
9/10/2014
APPENDIX F



nalty: \$100 and/or 90 days	MSP UD-10E (Rev 11/2006)									- þ	In	rage 01 of 6		File Class 93	3001
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2FAFP74W043	Desc.	ription FORE	Make O	c	Model ROWN \	/ICTO	RIA	Color WHI			Year 2004		de Type Assenger C	ar	
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Carrier Information			Icarrie	er Source	GVWR	1	ССМС	uspe	OT	MPSC	
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Interstate/Intrastate Vehicle Type Type & Axie Per Unit				10	01	Medical Ca	0	Farm Other Hazardous	1000	O30 O35	O 36
Interstate/Intrastate Vehicle Type Type & Axle Per Unit First Second	Third	Fourth		Cargo Bo	жу туре	Medical Ca	ard		d O Cargo Spill		-H255 #
Owner information			Owne	r Informati	on						
Witness Information			Witne	ss Informa	tion						
vestigated Reported Date (Time) 1st Investigator Name (Bedge) Scene Yes 04/15/2012 (10:40) WILLIAM HEWITT (162	24)	2	nd Inves	ligator Nam	ne (Badge)			Photos B			
irrative	10000	_	Diac	ram				1.030			- 7
Vehicle one was traveling s/b M-10 to s/b I-75 when the ste the vehicle. The driver was unable to control the vehicle do drove over the grass and another ramp, then crashed into the There were no injuries.	eering locked	and	Diac		s/b p to s/t	M-10 1-75				n/b M	107





Case Print Report

Case Number

Case Opened Date 10/23/2013 1:52 PM

Case Closed Date 10/23/2013

Case Status Resolved

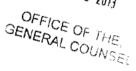
Case Last Modified 10/23/2013 2:44 PM

Responsible Team Tier 1 Inbound

Case Classification Vehicle Concern > Legal > Alleged Accident > Not Portal

FORD MOTOR COMPANY RECEIVED CLAIMS ONLY

UCT 2 5 2017



Customer Name

Customer Number

LITTLE CANADA

Email

Dealer

VIN 2MEFM74W95X

Year 2005

Make MERCURY

Model GRAND MARQUIS

Body Style M74 - GS 4-DR SEDAN

Symptom

Level 1 Stop/Steer/Ride

Level 2 Steering / Steering Wheel

Level 3 Performance

Level 4 Inoperative

Case Print Report

Case Number

Note Last Modified **Agent Name** 10/23/2013 2:44 PM 2MEFM74W95X 60,000 miles

cust states vehicle was totalled due to steering failure, oct 2012, tipped upside down, rolled 1x,

--steering seemed to have slight play in steering

when driver lost control of vehicle there seemed to be no steering at all, vehicle pulled to 1 side and steering would not correct, vehicle continued driving left

- 1. Were any injuries sustained?--cust answered hard to tell as he has preexisting back problems===
- Please provide the first and last name of all injured parties.--customer===
- 2. What are you seeking from Ford Motor Company?
- Compensation/Financial Reimbursement Proceed with opening a OGC Legal Case
- Not Sure (customer unsure of what they want from FMC) Proceed with opening a OGC Legal Case
- Nothing just called Ford to advise us of the accident/fire.
- a) If the answer is nothing and no injuries were sustained, an OGC legal case should not be run. Follow the Feedback/Product/Negative or Positive case classification path.
- b) If the answer is nothing and injuries were sustained, an OGC legal case is required
- 3. What was the date of the accident?--dec 7 2012===
- 4. What product defect is alleged to have caused the accident?--yes===
- What is the City and State where the accident occurred?--little canada minnesota 55117===
- 6. Was a police report filed?--yes===
- 7. If a police report was filed, what were the findings?--unknown===
- 8. What is the police report number and in what city and county was the report filed?--ramsey county sheriffs dept minnesota===
- 9. Has the customer filed a claim with their Insurance Company?--yes===10. If a claim has been filed with the insurance company, what is the status of the claim?--closed===
- 11. Is the vehicle repairable?--unknown===

correspondence should be mailed:

--Little Canada, MN

I will forward your information to Ford's Office of the General Counsel. You should receive a written response within 15 Days business days to your concern.





OFFICE OF THE ALDEC 7 2006

Request for Arbitration by the Florida New Motor Vehicle Arbitration Board

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Filed (DCS) DCS Case#

Rejected
Withdrawn

DEC 0 1 2006

Indicate Date:

Referred to AG Approved AG Case#

DEC 9 4 2006 2006-079 6/08L

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I DO NOT WISH TO RECEIVE SOLICITATION MATERIALS FROM ATTORNEYS

	I. CONSUMER INFORMATION	
1.	Purchaser/L	
2.	Street Address:	
	City: ROCKLEDGE State: FL Zip Code:	
	Mailing Address (if different):	
	City: State: Zip Code:	
3.	Home Phone: Best Time to Call: (ANSWEKING MACHIN	#1 (E)
	Work Phone: () N/A For Whom?	
	Cell Phone: () NIA For Whom?	-
	Fax: () NA E-Mail: NA	
At	ttorney Information (complete only if you are represented by an attorney):	
	Name: Name:	
	Mailing Address:	
	City: State: Zip Code:	
	Telephone: () Fax: () E-Mail:	
	II. SELLING DEALER, FINANCING, AND LEASING INFORMATION RECEIVED	
4.	Dealer Name: ISLAND LINCOLD MERCURY OCT 172006	
	Address: 1850 E. MERRITT (SCAN) CAUSEWAY DIVISION OF CONSUMER SERVICES	
	City: MERRITT (SLAW) State: FLOIZIDA Zip Code: 32752	

	II. SELLING DEALER, FINANCING, AND LEASING INFORMATION	ON (continued)
Lesso	or, bank, or lending institution to which loan or lease payments are made:	
Na	ame: FINANCED THRU FORD, HOWEVER,	PAID
	ddress: BALANCE IN FULL 8/31/05	
Ci	ity: State: Zip C	ode:
	· · · · · · · · · · · · · · · · · · ·	
	III. RELIEF REQUESTED (Check one only)	
5. If s	successful, I prefer to receive: A refund or	
	X A replacement vehicle	
	IV. VEHICLE INFORMATION	
6. V e	ehicle Type: Car X Truck Van Sport Utility	Low Speed Vehicle
7. If	a truck, is the gross vehicle weight 10,000 pounds or less?	Yes No
8. M	fanufacturer:	
	(GM, Ford, Chrysler, Toyota, etc.)	
9. M	Make: MERCURY Model GRAND MARQUES (Mustang, Accord, etc.)	Year: 2004
	Vehicle Identification Number (VIN): 2 mEF m 7 + m 2 4 x (This is a 17-character identifier usually numerals that is listed on your vehicle.)	-
11. lf	a conversion vehicle, give the name of the company that performed the con-	version, if known:
	(Explorer Vans, Sherrod, etc. Attach a copy of the warrant	ty.)
a.	. Was the conversion work performed prior to your purchase?	Yes No
b.	If after your purchase, was the conversion work performed by or	Yes No

IV. VEHICLE INFORMATION (d	continued)	
12. Date you took delivery of the vehicle? AUG 21 2	004	
Mileage on the odometer on the date of delivery: 23	2	
13. Was the vehicle (check one):	Purchased X	Leased
In Florida?	Yes X	No
As (check one): New_X	Demonstrator	_ Used
14. If leased, for a term of one year or more?	Yes	No_X_
15. Do you still own or possess the vehicle?	Yes X	No
16. If purchased used, was the vehicle transferred to you by the original owner within 24 months after the date of original delivery?	Yes <u>N/A</u>	No
a. If yes, complete the following:		Company of the second s
Original owner's name:		
State where vehicle was originally purchased:		
Actual date of delivery to original owner:		Andrew 14
· · · · · · · · · · · · · · · · · · ·		
V. INFORMATION REGARDING PROBLE	EM(S) WITH VEHICLE	
17. List each problem (other than routine maintenance and minor the authorized service agent (dealer) within 24 months after the d substantially impairs the use, value or safety of the vehicle. Give that took place before the date written notification was sent to the less than three repairs before notification, list it and the repair dat Do not list the same problem more than once. Please attach coplisted defects, even if there were more than three repairs.	late of delivery, and that ye the dates of <u>at least</u> thre e manufacturer. If a substa e(s). Attach a separate sl	you claim ee repair attempts antial problem had heet if necessary.
Problem	Date 1 Date 2	Date 3
1. POWER STEERING LEAKING .	1-10-05	
2. POWER STEERING NOISE (WORSE W/TURNS	4-25-05	
3. POWER STEERING NOISE CONTINUES	5-2-05 5.31.05	
4. STEER, US WHINE NOISE /HARD TO STEER	8-3-06	
i J		
5		

Dann O af C

V. Information Reg	garding Problem(s) with Vehicle (continued)	
18. Did you notify the manufacturer (no in writing after three or more repair atte	•	Yes_X	No
If yes, date the manufacturer receiv	ed notification: 10/14/06	Source Williams	
a. (Answer only if applicable.) Did y conversion company identified in Q after three or more repair attempts?	ou notify the uestion 11 in writing	Yes	No
If yes, date the conversion compan	y received the notification:		
(Attach a copy of the motor vehicle of receipt indicating when the manufac			
19. Following receipt of the notification conversion company make a final atter		Yes	No
If yes, on what date(s)? /// (Attach copies of all repair orders	02/06 s related to any final repair attempt).	The second secon	
If no, explain why there was no fina	al repair attempt:		
20. How many cumulative calendar day service for repair of one or more of the	ys do you contend the vehicle was out or problems described in Question 17?	of	
a. Did you notify the manufacturer Question 8 and, if applicable, the o Question 11 in writing after 15 or m	conversion company identified in	Yes	No X
if yes, date(s) the manufacturer an	d/or conversion company received not	ification:	
Manufacturer:	Conversion Company:		
If no, explain why:			
21. Following receipt of the notification conversion company or authorized se the opportunity to inspect or repair the	rvice agent (the dealer) have	Yes	No
If no, explain why:			
22. Is the problem(s) about which you an accident, abuse, neglect, modificat other than the manufacturer, conversion service agent (the dealer)?	tion or alteration by someone	·	No ★ SEIVED 0 8 2006
	Page 4 of 6	Pittori	

DIVISION OF CONSUMER SERVICES LEMON LAW · Veternet by mis.

De new Copies

V. INFORMATION REGARDING PROBLEMS(S) WITH VEHICLE (continued)
18. Did you notify the manufacturer (not the dealer) identified in Question 8 Yes No in writing after three or more repair attempts for the problem(s)? FKED THE MOTOR VEHICLE DEFECT AS DIRECTED BY CALING THE LEMON CAN INSTRUCTIONS HOWER THE RINK CORY WAS NOT FORWARDED TO THE MANN FACTOR IN WAS TOWN If yes, date the manufacturer received notification: TO KEEP THE YELLOW A PINK COPIES
a. (Answer only if applicable.) Did you notify the conversion company identified in Question 11 in writing after three or more repair attempts? No
If yes, date the conversion company received the notification:
(Attach a copy of the motor vehicle defect notification form or other written notification and postal receipt indicating when the manufacturer and/or conversion company received the notification.)
19. Following receipt of the notification, did the manufacturer and/or conversion company make a final attempt to correct the problem(s)? MANUFACTURED DID NOTIFIED IN If yes, on what date(s)?
(Attach copies of all repair orders related to any final repair attempt).
If no, explain why there was no final repair attempt: SEE ASONE STREET
20. How many cumulative calendar days do you contend the vehicle was out of service for repair of one or more of the problems described in Question 17?
a. Did you notify the manufacturer (not the dealer) identified in Question 8 and, if applicable, the conversion company identified in Question 11 in writing after 15 or more days out of service? FOR MORE THOU IS DAYS AT ANY REPARE
If yes, date(s) the manufacturer and/or conversion company received notification:
Manufacturer: Conversion Company:
If no, explain why:
21. Following receipt of the notification, did the manufacturer, conversion company or authorized service agent (the dealer) have the opportunity to inspect or repair the vehicle? If no, explain why: HAVENT HEARD FROM MFC. TO DATE BECAUSE OF REASON TOLD IN 175M 18 22. Is the problem(s) about which you are complaining the result of Yes No X
If no, explain why: HAVENT HEARD FROM MFC. TO DATE BECAUSE OF REASON TOLD IN 17EM 18
22. Is the problem(s) about which you are complaining the result of an accident, abuse, neglect, modification or alteration by someone other than the manufacturer, conversion company or an authorized service agent (the dealer)?





April 03, 2014

Attention: Michelle Hull c/o Ford Motor Company

P. O. Box 70

Dearborn, MI 48121

OGC LI **Product Claims**

APR 1 5 2014

State Farm Claims P. O. Box 106145 Atlanta GA 30348-6145 Magga

RE:

Claim Number:

Date of Loss: Our Insured:

Insured Deductible:

Your Insured:

Loss Location:

Ford Motor Company Highway 21

\$250.00

Columbia, SC

February 11, 2014

FORD MOTOR SOMEANY RECEIVED CLAIMS UNIT

MAY 2 0 2014

OFFICE OF THE, GENERAL COUNSEL

Dear Michelle Hull:

We have been informed you are the insurance carrier for Ford Motor Company. Our investigation indicates your insured was responsible for this loss.

Please accept this letter as notice of our subrogation rights under:

Vehicle Damage

Should we be called upon to make payment under our policy, we will be looking to you for recovery.

If our insured is represented by an attorney, please understand their attorney does not represent the interest of State Farm® in this matter.

It is the practice of State Farm to resolve subrogation issues as amicably and expeditiously as possible.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim, or (2) disclose or share the customer information we provide for any purpose other than to evaluate and pr subrogation claim.

If you have any questions, please contact us.

DRP55222

Page 2 April 03, 2014

Sincerely,

Tamara Williams Claim Representative (866) 527-4120 Ext. 7704184291

Fax: (888) 870-0317

State Farm Mutual Automobile Insurance Company



May 07, 2014

Ford Motor Company-Jessica Clark PO Box 70 Dearborn MI 48121-0070

State Farm Claims P.O. Box 2371 Bloomington IL 61702-2371

FORD MOTOR COMPANY OFFICE OF THE, GENERAL COUNSEL

OGC Lit **Product Claims**

Certified Mail-Return Receipt Requested

RE:

Claim Number:

Date of Loss:

Our insured:

Loss Location:

Vehicle:

VIN:

Mileage:

Your File Number:

Insured's Deductible: \$250.00

MAY 2 0 2014

To Whom It May Concern:

This notice is to advise of a loss that occurred to our insured's vehicle. The damage was caused by steering failure on the vehicle.

February 11, 2014

Ford Crown Victoria 2FAFP74W45X

Columbia, SC

96098

Our investigation indicates that Ford Motor Company is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please consider this letter as our demand to Ford Motor Company for reimbursement of \$8,556.74.

Any settlement with State Farm's policyholder with respect to this loss must not prejudice our rights, as subrogor, and shall not be released by execution of a general release with such policyholder.

Your cooperation is appreciated. If you should have any questions, or would like to set up and appointment to inspect the evidence/salvage, please feel free to contact me at (877) 457-8276 Ext. 60

In order to assist you in evaluating and processing the claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim, or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

If you have any questions or need additional information, please call me at the number listed below. If I am not available, any other member of my team may assist you.

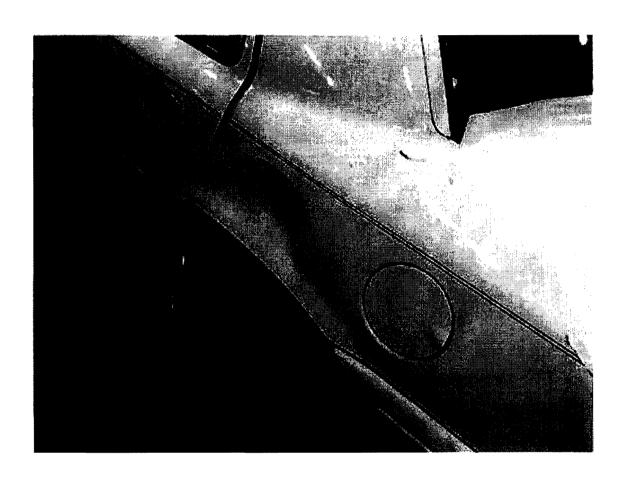


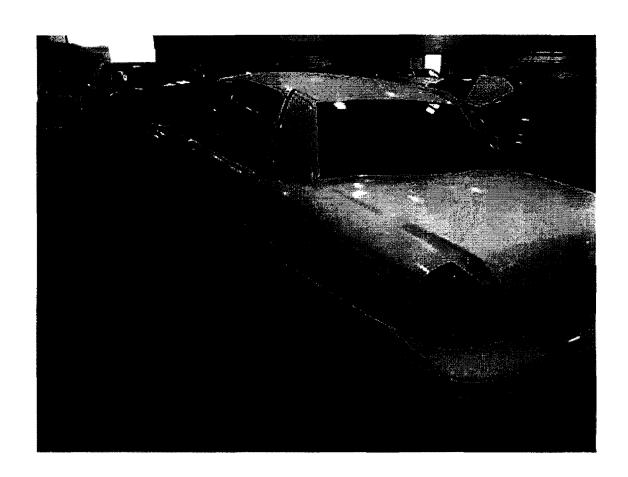


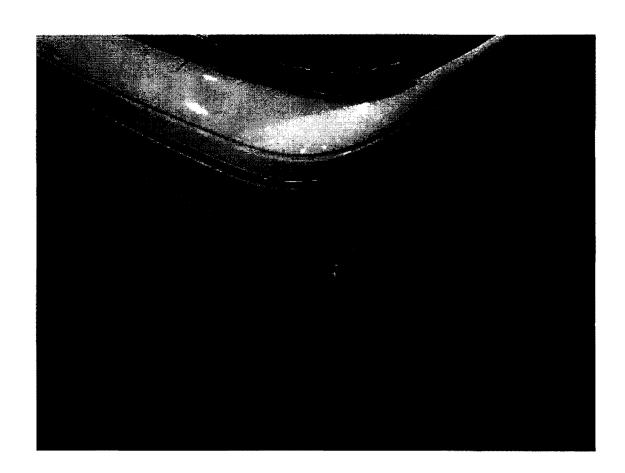


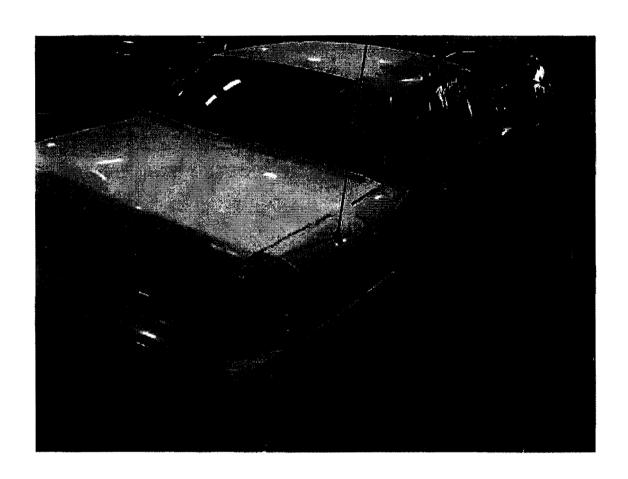










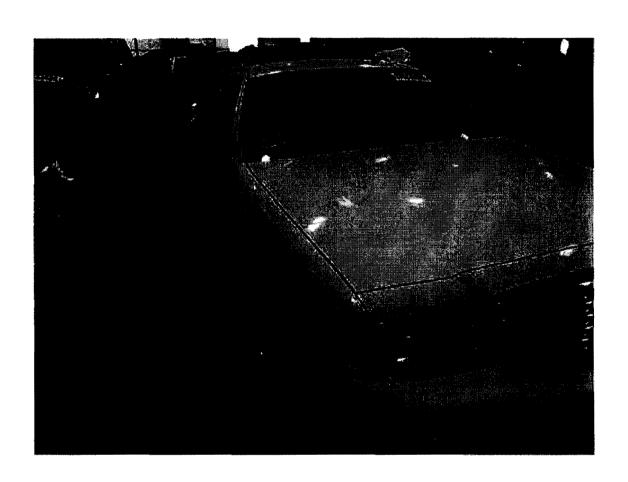














Case Print Report

Case Number

Case Opened Date 10/29/2013 12:46 PM

Case Closed Date 10/29/2013

Case Status Resolved

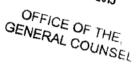
Case Last Modified 10/29/2013 12:52 PM

Responsible Team Tier 1 Inbound

Case Classification Vehicle Concern > Legal > Alleged Accident > Not Portal

FORD MOTOR COMPANY RECEIVED CLAIMS UNIT

0CT 3 0 2013



Customer Name Customer Number	
PINE RIVER	MN
Email	
Dealer	

VIN 2MEHM75V46X

Year 2006

Make MERCURY

Model GRAND MARQUIS

Body Style M75 - LS 4-DR SEDAN

Symptom

Level 1

Level 2

Level 3

Level 4

Case Print Report

Case

Agent Name Note Last Modified

Leslie Woods 10/29/2013 12:52 PM

CUST SAYS: WAS INVOLVED IN AN ACCIDENT WHEN HE LOST CONTROL OF HIS STEERING WHEEL COMING TO A STOP OFF THE HWY, LUCKILY HE WASN'T STILL ON THE FREEWAY DOING 75MPH

RECEIVED RECALL LETTER REGARDING STEERING AND BELIEVES THAT FORD SHOULD BE RESPONSIBLE FOR WHAT HAPPENED

Accidents

- 1. Were any injuries sustained? NO
- 2. SEEKING ANOTHER CAR OR SOME SORT OF REIMBURSEMENT
- 3. What was the date of the accident? 2 YEARS AGO
- 4. What product defect is alleged to have caused the accident? LOST STEERING CONTROL
- 5. What is the City and State where the accident occurred? EMILY, MN
- 6. Was a police report filed? YES
- 7. If a police report was filed, what were the findings? NOT SURE
- 8. What is the police report number and in what city and county was the report filed? SAYS HE'S NOT SURE, BELIEVES IT SHOULD STILL BE ON FILE
- 9. Has the customer filed a claim with their Insurance Company? Yes
- 10. If a claim has been filed with the insurance company, what is the status of the claim? NO
- 11. Is the vehicle repairable? NO, VEHICLE HAS BEEN TOTALED
- 12. What is the name and address of customer's attorney?
- 13. What mailing address would you like our Office of General Council to send your written response to?

PINE RIVER, MN

CRC ADVISES:

I will forward your information to Ford's Office of the General Counsel. You should receive a written response within 15 Days business days to your concern.



FORD MOTOR COMPANY RECEIVED CLAMBIL NIT

Dat 18 2013



Thursday, December 06, 2013

GENER SUNSEL

sc

Maggu No88239

12-15-13

Re:

Owner:

Date of Loss: 10/02/2013

Claim Number:

CCPS Number

To Whom It May Concern,

This letter is to formally request an inspection on Mercury Grand Marquis GS (VIN: 2MEFM74V67X), which has been deemed a Total Loss in the above-referenced accident. Mr. has received notification of a recall on the vehicle (Recall 13S08 for "severe corrosion of the joints on the Lower Intermediate Steering Shaft," see attached) that may have caused/contributed to this loss in which the driver lost control of the vehicle for an unknown reason.

The vehicle is available for inspection at the following location:

Copart

626 S. Fruitland Blvd

Fruitland, MD

Phone: 410-546-2294 Fax: 410-546-2297

Please acknowledge receipt of this request and call me if you have any additional questions.

Sincerely,

Kelly Trainor Claim Processor (800) 280-0555 x2307201

Writing Company Name: Trumbull Insurance Company

DRP52055

TIME RECEIVED November 6, 2013 11:32:43 PM EST

REMOTE CSID

DURATION

PAGES

STATUS Received

P. 01

HOV-07-2013 11:07 AM

or Company ...

Fice Division
48121



Safety Recall Notice 13508 / NHTSA Recall 13V385 Aviso de Revisión de Seguridad 13508

2007 Grand Marquis

Vehicle ID #: 2MEFM74V67X

*** IMPORTANT SAFETY RECALL *** (PROGRAMA DE SEGURIDAD IMPORTANTE)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We applogize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, severe corrosion of the joints on the Lower Intermediate Steering Shaft can result in a steering column separation, leading to a loss of steering control, increasing the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to replace the Lower Intermediate Steering Shaft, and inspect and service the Upper Intermediate Steering Shaft and Steering Column Lower Bearing as required, free of charge (parts and labor).

Currently, service parts are available in limited quantities. If the required service parts are not available to your dealer at the time of the repair, an interim repair may need to be performed to ensure the safe operation of your vehicle until final repairs can be performed. We recognize this may be an inconvenience, but we believe this action is in the best interests of our oustomers' safety.

The owners of vehicles that have the interim repairs performed will be re-notified by mail when parts are available. We anticipate having a sufficient quantity of parts in the 1st Quarter, 2014, and are working closely with our suppliers to accelerate part availability.

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer without delay and request a service date for Recall 13S08. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access <u>www.Fordowner.com</u> for dealer addresses, maps, and driving instructions.

PE14-021
FORD
9/10/2014
APPENDIX G
TSB 06-20-01

TSB 06-20-1

FORD:

2006-2007 Crown Victoria

ISSUE

Some 2006-2007 Crown Victoria Police Interceptor vehicles may exhibit momentary increase in steering effort during a very rapid turning maneuver, such as when initiating an abrupt sharp turn (U-turn or greater than 90° turn).

ACTION

Replace the power steering pump with a higher displacement pump. Refer to the appropriate Workshop Manual (WSM), Section 211-02 for power steering pump replacement.

WARNING

BASIC PART NO. 3A674

PLY MUST
VEHICLE.
119-03 IF EQUIPPED WITH A FIRE SUPPRESSION SYSTEM, THE BACKUP POWER SUPPLY MUST BE DEPLETED BEFORE LIFTING THE VEHICLE. **SEE WORKSHOP MANUAL SECTION 419-03** FOR DETAILS.

SEE WORKSHOP MANUAL SECTION 419-03 FOR DETAILS.			
PART NUMBER	PART NAME TSD		
7W1Z-3A674-B	Power Steering Pump - High Displacement		

WARRANTY STATUS: Eligible Under Provisions Of

New Vehicle Limited

Warranty Coverage

OPERATION DESCRIPTION TIME 062001A 2006-2007 Crown Victoria 1.0 Hr.

> Police Interceptor: Replace The Power Steering Pump (Do Not Use With 3674A,

3733A)

Claim Additional Labor MT062001

Actual

Required As Actual Time

Time

CONDITION CODE

42

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

PE14-021
FORD
9/10/2014
APPENDIX G
TSB 06-23-05

TSB 06-23-5

FORD:

2006-2007 Crown Victoria

This article supersedes TSB **06-20-1** to a production fix date.

ISSUE

Some 2006-2007 Crown Victoria Police Interceptors vehicles built before 10/24/2006 may exhibit momentary increase in steering effort during a very rapid turning maneuver, such as when initiating an abrupt sharp turn (U-turn or greater than 90° turn).

ACTION

Replace the power steering pump with a higher displacement pump. Refer to appropriate Workshop Manual (WSM), Section 211-02 for power steering pump replacement.

WARNING

IF EQUIPPED WITH A FIRE SUPPRESSION SYSTEM, THE BACKUP POWER SUPPLY MUST BE DEPLETED BEFORE LIFTING THE VEHICLE. SEE WSM SECTION 419-03 FOR DETAILS

PART NUMBER	PART NAME
7W1Z-3A674-B	Power Steering Pump - High Displacement

WARRANTY STATUS: Eligible Under Provisions Of

New Vehicle Limited Warranty Coverage

OPERATION DESCRIPTION TIME 062305A 2006-2007 Crown Victoria 1.0 Hr.

Police Interceptor: Replace The Power Steering Pump (Do Not Use with 3674A,

3733A)

MT062305 Claim Additional Labor

Required As Actual Time Time

Actual

DEALER CODING

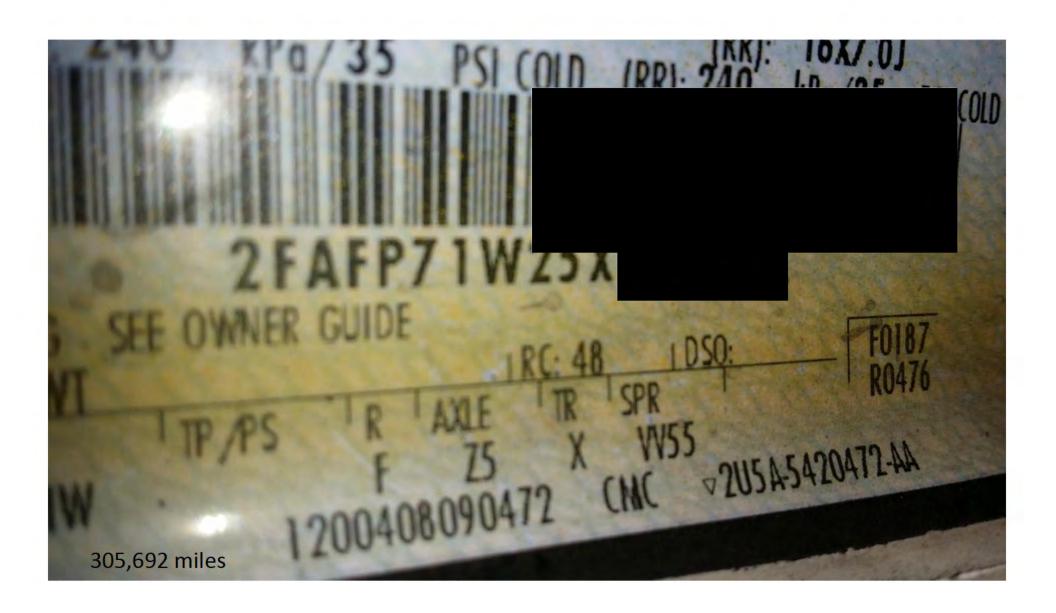
BASIC PART NO. CODE 3A674 42

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

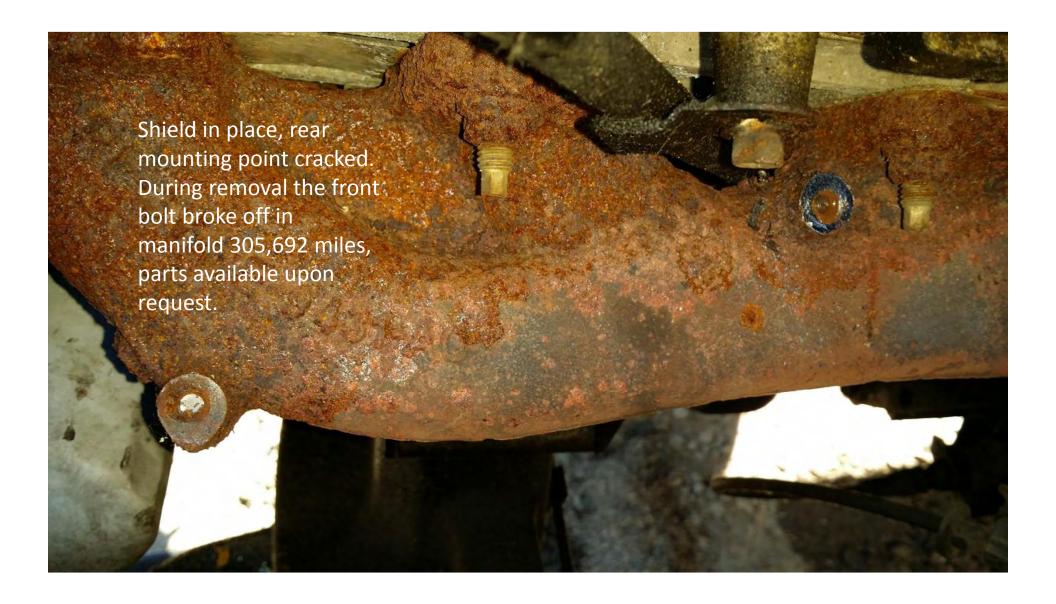
PE14-021
FORD
9/10/2014
APPENDIX H
Engineering Review

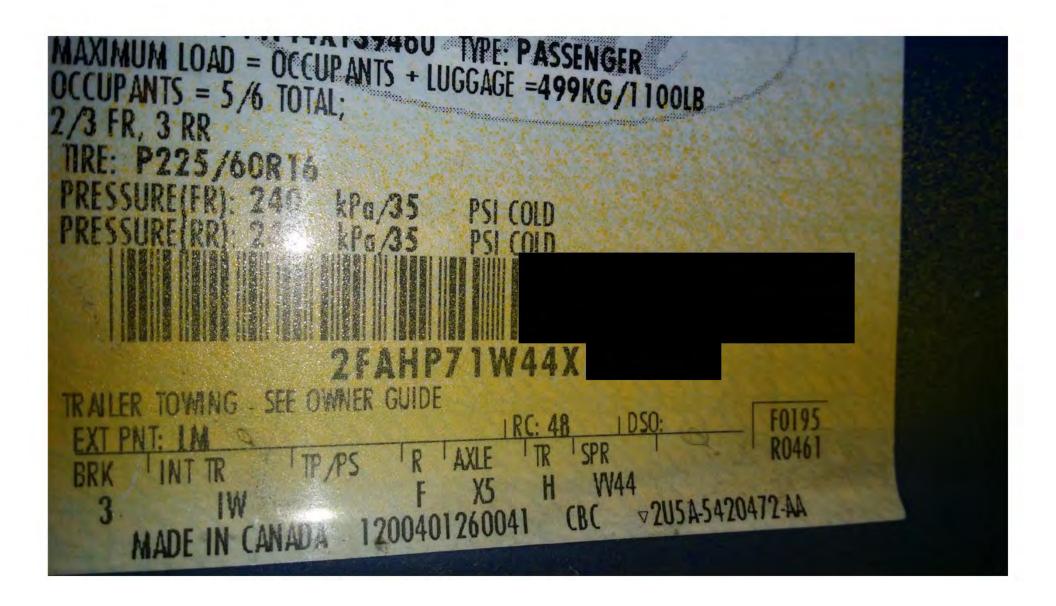
4.6L left hand exhaust manifold review, 6 vehicles at local Detroit salvage yard. (parts galore-II)

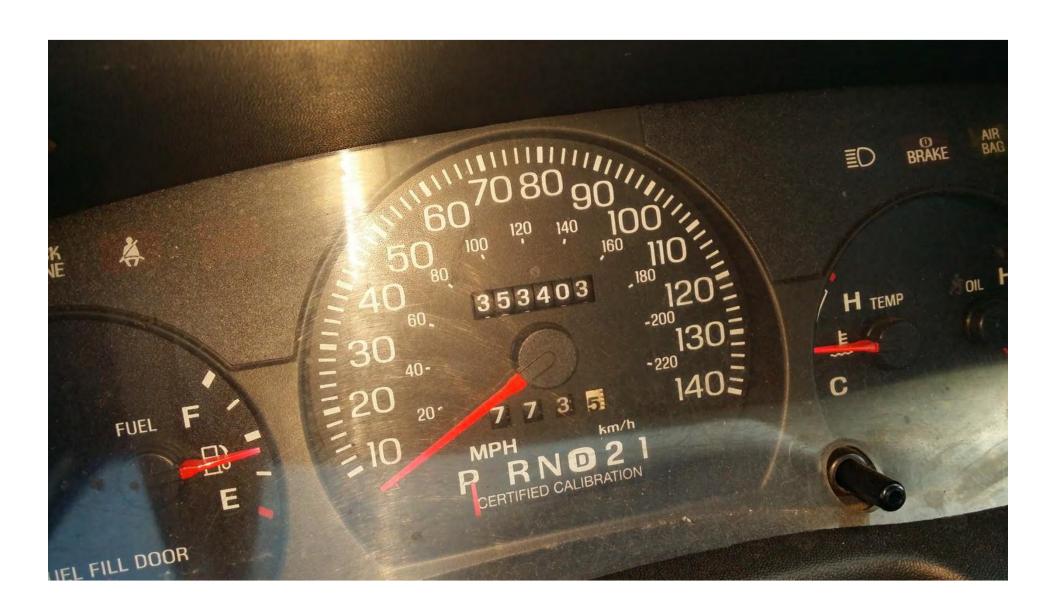
by Tucker, Christopher (C.H.)





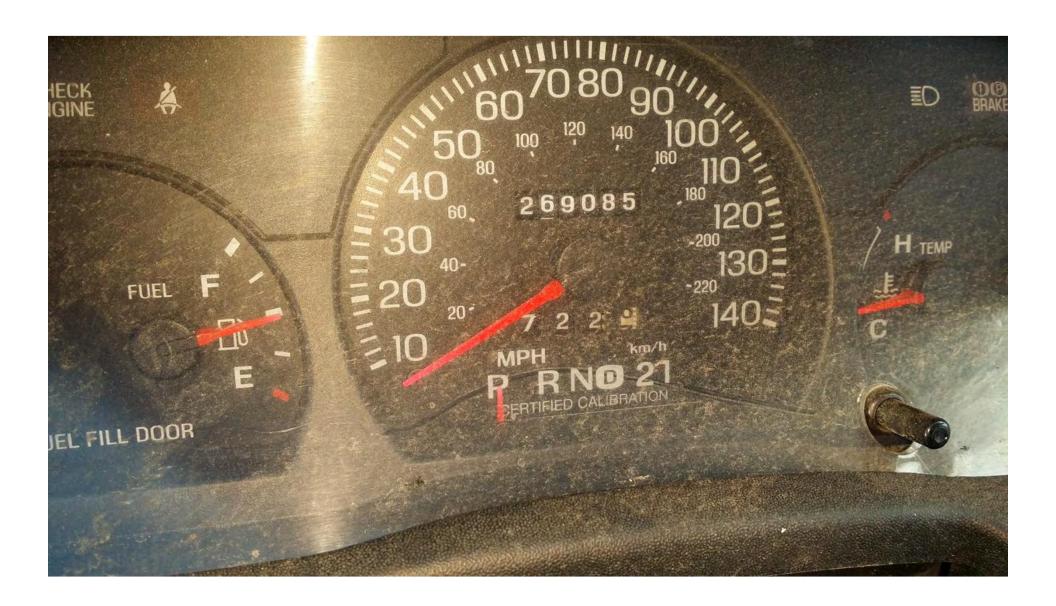




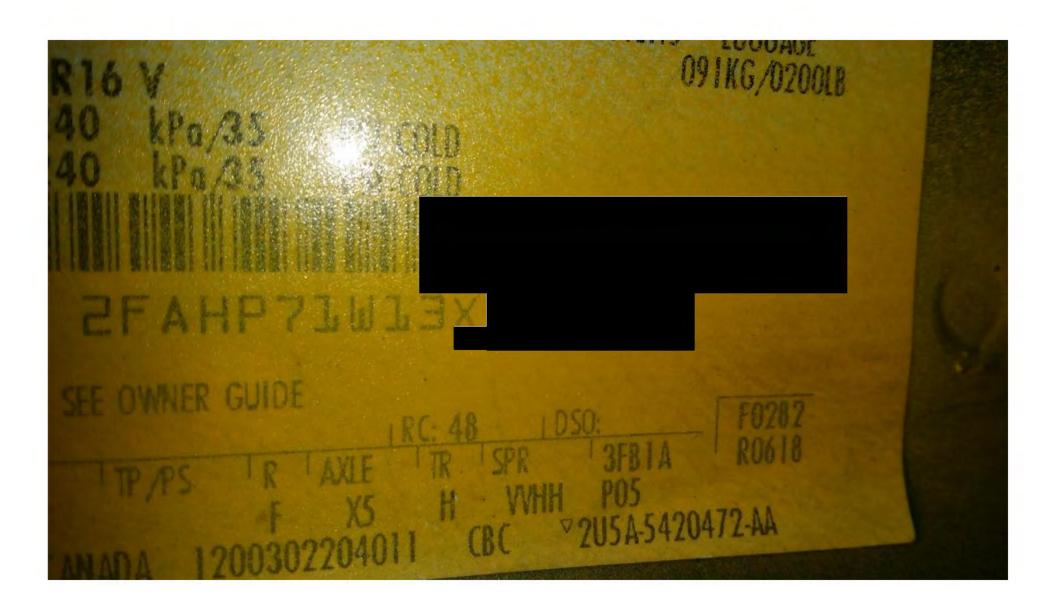


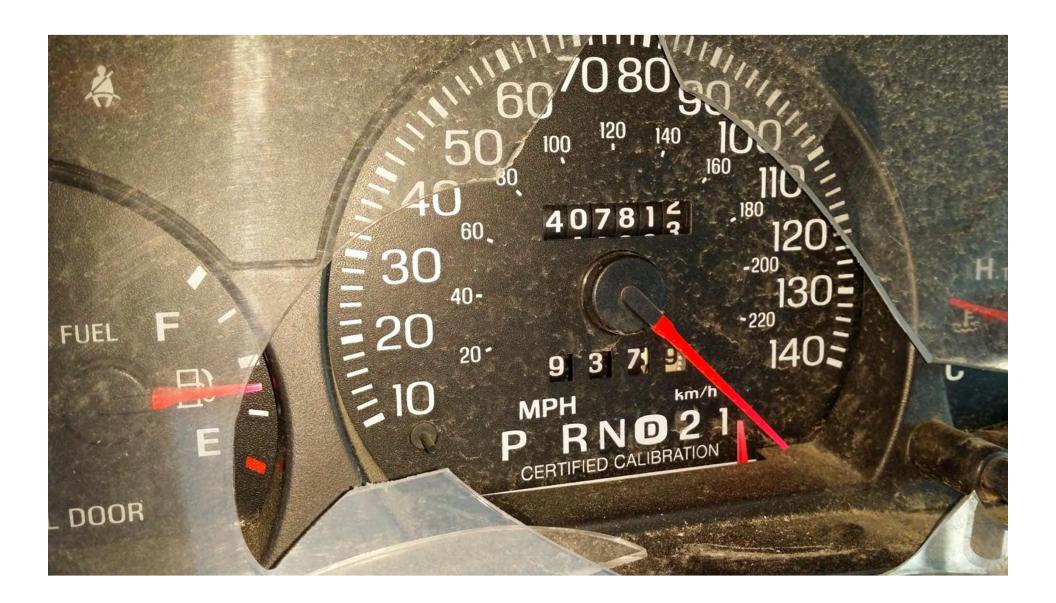


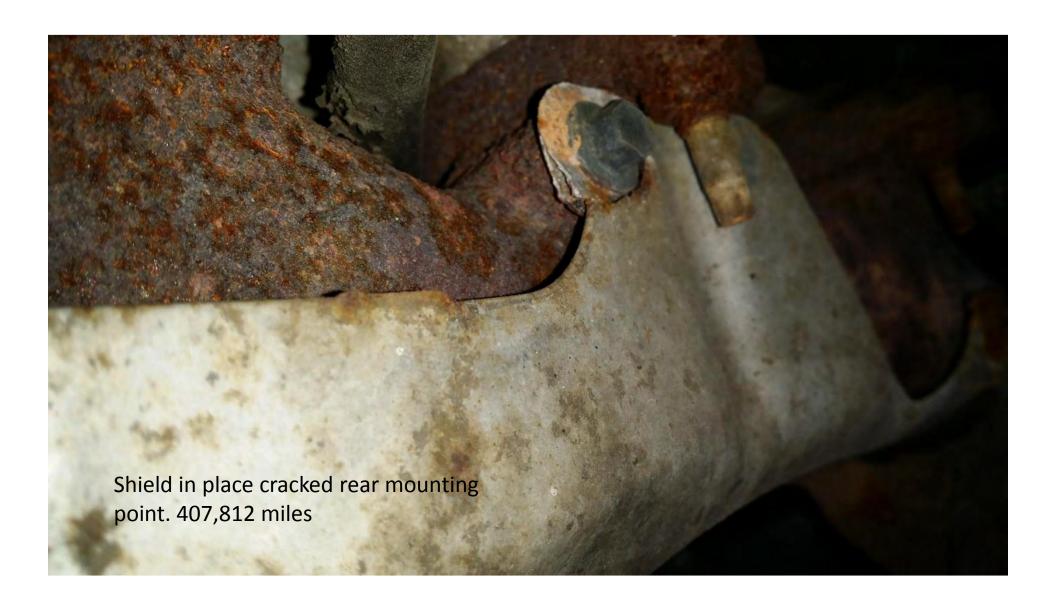


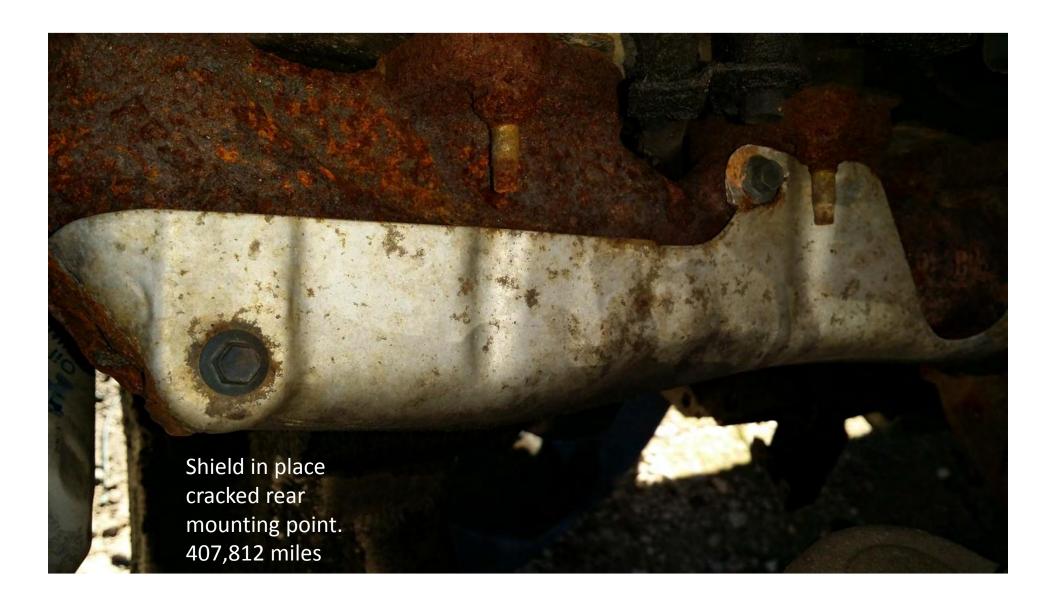




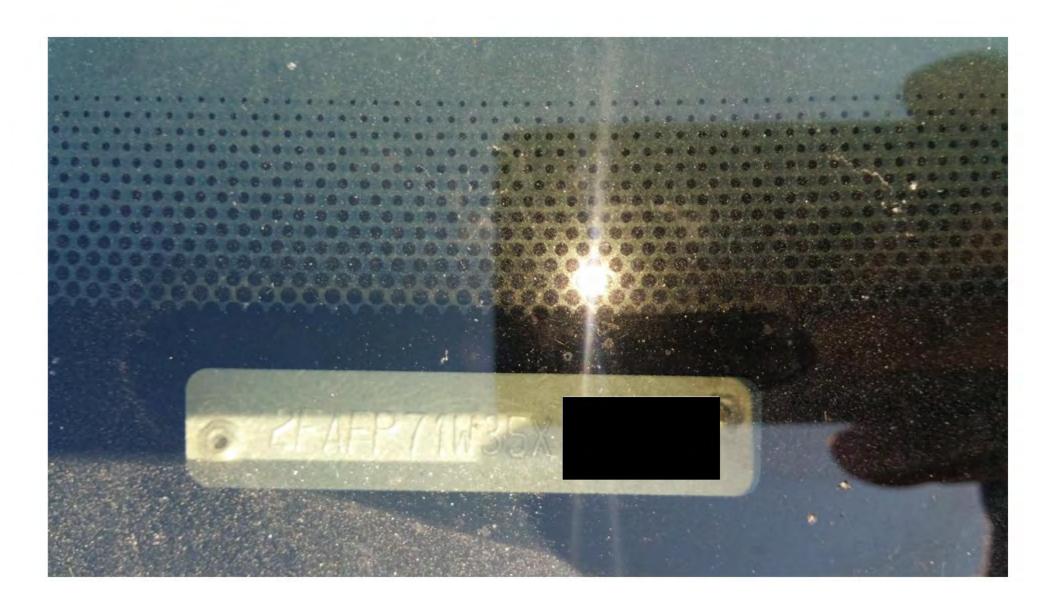


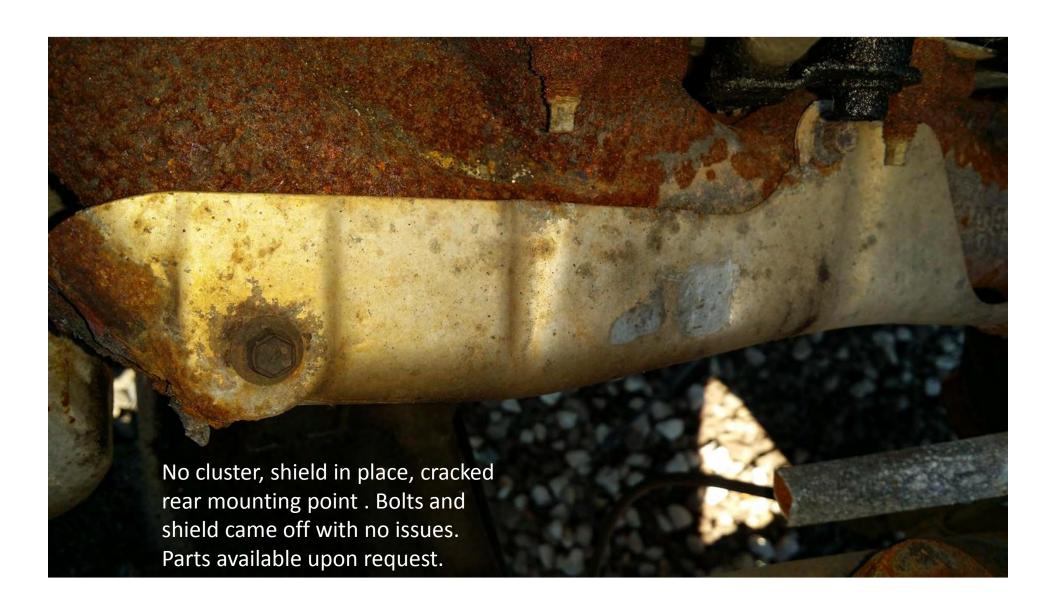




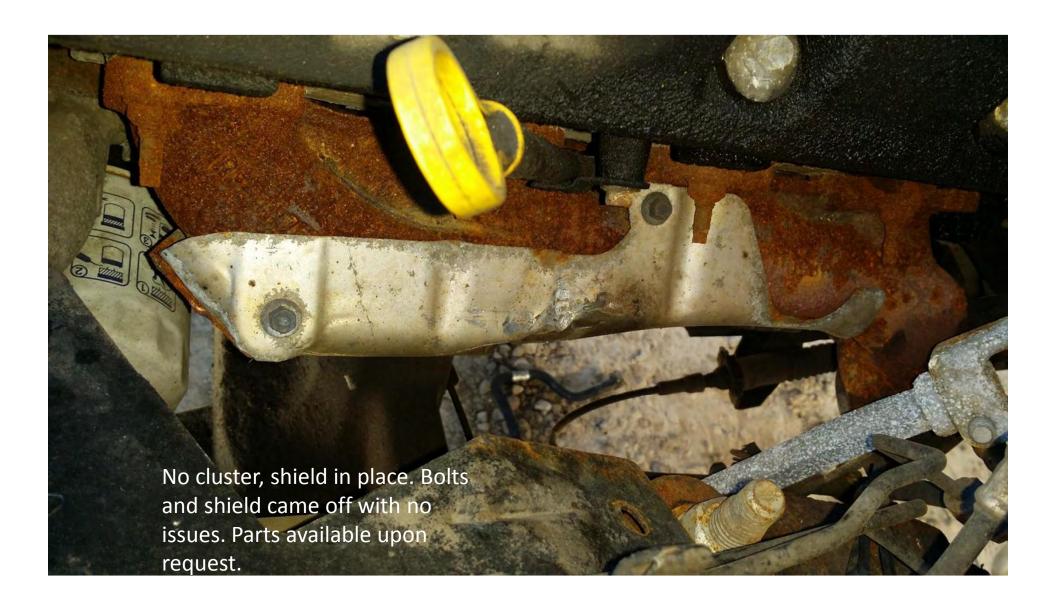












From: Fox, Mark (M.D.)

Sent: Friday, July 18, 2014 8:56 AM

To: Wade, Robert (R.A.) **Subject:** NHTSA Investigation

Robert, I am sure you are already working on this, however as a reminder. We may want to do some evaluation testing on a Crown Vic / Grand Marquis so it would be good to ensure we have one available.

Thanks

Ford Motor Company

Mark Fox

Automotive Safety Office (ASO)

Office 313-248-6438 mfox1@ford.com

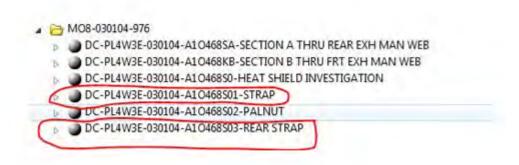
From: Murphy, Mark (M.T.)

Sent:Friday, July 18, 2014 3:44 PMTo:Greg Nibling; Wade, Robert (R.A.)Cc:Heather Keller; David SearleSubject:RE: Heat shield retention

Attached is the website for link for Universal. I have always work through a Tier I Fastener supplier and don't have a direct contact.

http://www.universalcoating.com/

I think the details for TCe files locations that are in the PowerPoint are copied below. If you have access to TeamCenter I think you can get to the models.



Mark T. Murphy (mmurphy9)

LGDEE Fastener Engineering Technical Specialist

BUILDING 1 OFFICE 12A023 Phone: 313 805-8937

From: Greg Nibling [mailto:Greq.Nibling@normagroup.com]

Sent: Friday, July 18, 2014 3:27 PM

To: Wade, Robert (R.A.)

Cc: Murphy, Mark (M.T.); Greg Nibling; Heather Keller; David Searle

Subject: RE: Heat shield retention

Hi Robert,

I met with my colleagues in our TORCA (Auburn Hills) facility this afternoon to look over the situation with them and get their ideas and suggestions.

They asked if you have math data you can send us to look over, and also if you have a heat shield we can look at.

And they are both available for that meeting/call this Tuesday at 2:30pm. I did forward the mtg invite to them.

Oh, one other thing. Mark mentioned that coating company in Flint (Universal Coating?). Can you get us a name and phone number for a contact there?

Best Regards,

Greg Nibling
NORMA Michigan, Inc.
Member of the NORMA Group
2430 E. Walton Blvd.
Auburn Hills, MI 48326
(248) 292-5536 Office
(248) 373-3068 Fax
(248) 388-5909 Cell
Greg.nibling@normagroup.com

From: Wade, Robert (R.A.) [mailto:rwade6@ford.com]

Sent: Friday, July 18, 2014 10:02 AM

To: Greg Nibling

Cc: Murphy, Mark (M.T.) **Subject:** Heat shield retention

Greg;

Thanks for meeting with us today. Please find attached the PPT we reviewed. The last page has the TCE location of some configurations. We would like you to consider both the straps shown in the CAD as well as some kind of Torca formed connection. Thanks for your assistance.

Sincerely, Robert From: Wade, Robert (R.A.)

Sent: Thursday, July 17, 2014 7:15 AM

To: Tucker, Christopher (C.H.)

Subject: RE: junk yard

I suggest taking pictures rather than buying parts. Please also take a picture of the VIN and the heat shield condition.

From: Tucker, Christopher (C.H.)

Sent: Wednesday, July 16, 2014 10:06 PM

To: Graham, David (D.L.) **Cc:** Wade, Robert (R.A.) **Subject:** FW: junk yard

Just wanted to make you aware of Marks request.

From: Fox, Mark (M.D.)

Sent: Wednesday, July 16, 2014 4:12 PM

To: Tucker, Christopher (C.H.) **Cc:** Wade, Robert (R.A.) **Subject:** RE: junk yard

Chris, See you there. Please bring your corporate credit card for parts.

Mark Fox

Ford Motor Company Automotive Safety Office (ASO) Office 313-248-6438 mfox1@ford.com

From: Tucker, Christopher (C.H.)

Sent: Wednesday, July 16, 2014 3:00 PM

To: Fox, Mark (M.D.) **Subject:** RE: junk yard

Sounds good see you then.

From: Fox, Mark (M.D.)

Sent: Wednesday, July 16, 2014 12:58 PM

To: Tucker, Christopher (C.H.)

Cc: Wade, Robert (R.A.) **Subject:** RE: junk yard

Christopher, yea that works, lets plan on 8:45 by basement back door closest to building 3 on north side

Mark Fox

Ford Motor Company Automotive Safety Office (ASO) Office 313-248-6438 mfox1@ford.com

From: Tucker, Christopher (C.H.)

Sent: Wednesday, July 16, 2014 12:56 PM

To: Fox, Mark (M.D.) **Cc:** Wade, Robert (R.A.) **Subject:** RE: junk yard

Mark,

If we could leave bldg. #1 at 8:30 that would be better for me. I have an 8 meeting I run.

Thanks, Chris

From: Fox, Mark (M.D.)

Sent: Wednesday, July 16, 2014 11:28 AM

To: Tucker, Christopher (C.H.) **Cc:** Wade, Robert (R.A.) **Subject:** RE: junk yard

Chris, let me know what works in your calendar, but was thinking of Parts Galore tomorrow morning at 8:00am.

I can come over to building #1 @ 8:00am or later and we can drive together if that works.

Will you have tools?

Ford Motor Company

Mark Fox

Automotive Safety Office (ASO)

Office 313-248-6438 mfox1@ford.com

From: Tucker, Christopher (C.H.)

Sent: Wednesday, July 16, 2014 10:49 AM

To: Wade, Robert (R.A.) **Cc:** Fox, Mark (M.D.) **Subject:** RE: junk yard

Sure! What time and where?

From: Wade, Robert (R.A.)

Sent: Wednesday, July 16, 2014 8:30 AM

To: Tucker, Christopher (C.H.)

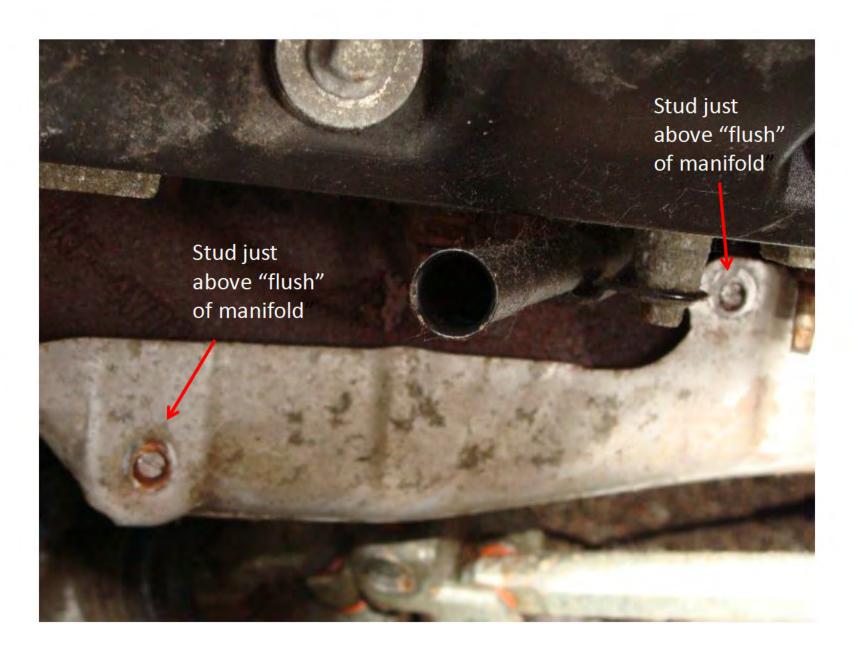
Subject: junk yard

Chris;

The ASO team is going to junk yards to look at 4.6L heat shields on Thursday. Would you be able to join to make an assessment of how many heat shield fasteners you can remove v. how many break off? Thanks.

Sincerely, Robert PE14-021
FORD
9/10/2014
APPENDIX I

Replication



Receiving V cobblestone (parking lot)

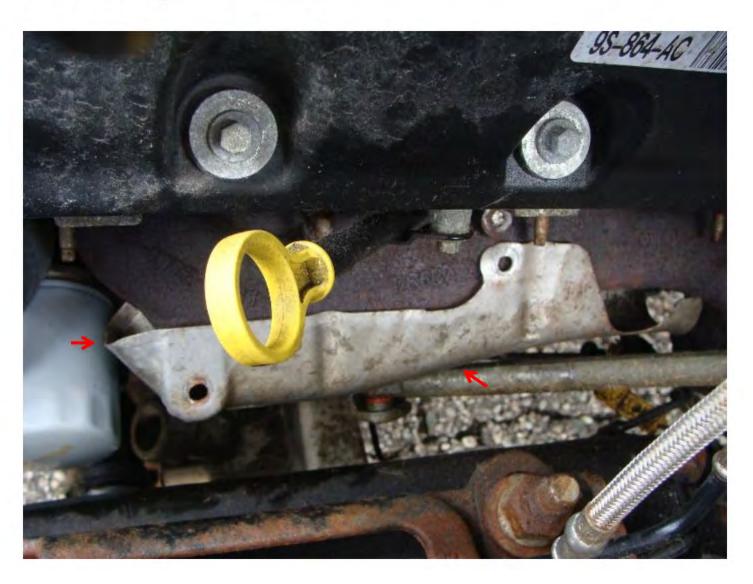


Three trips across potholes dislodged the back end of shield



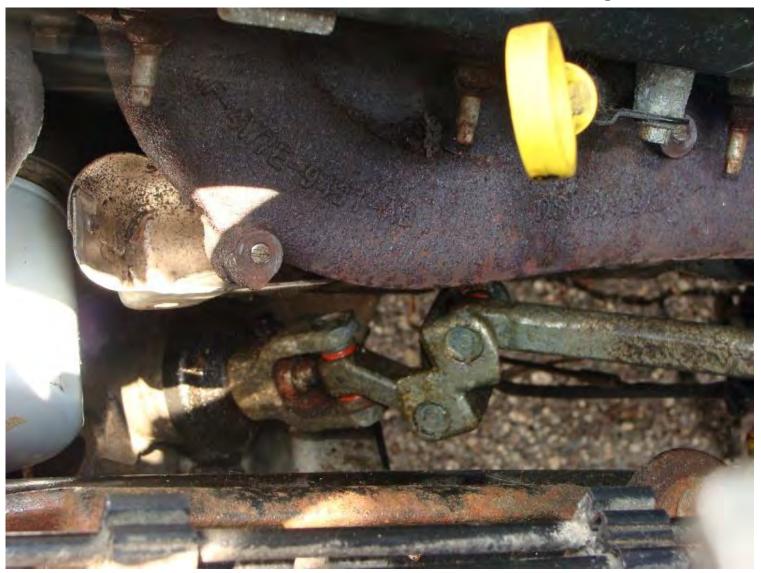
A couple more trips across potholes dislodged the front end of shield

- shield now resting on oil filter and steering shaft
- no binding or noise detected



A couple more trips across potholes sent the shield under the manifold

- steering wheel had increase in effort at ~10°-30° travel
- Removed the shield from under manifold before moving the vehicle

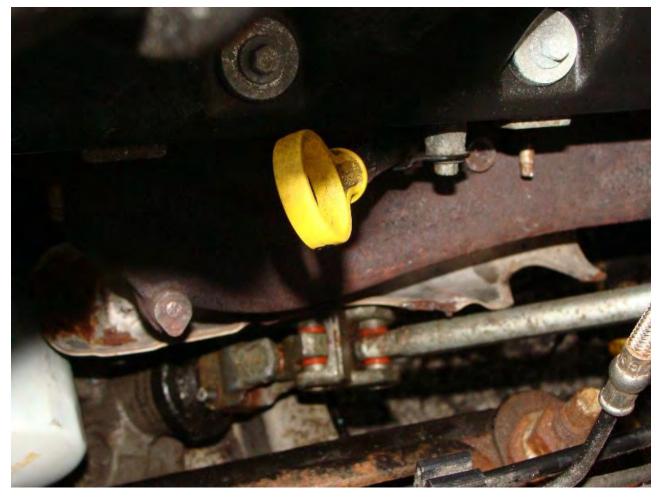


- Steering knuckle contacting shield
- Crunch sound heard while attempting to turn wheel

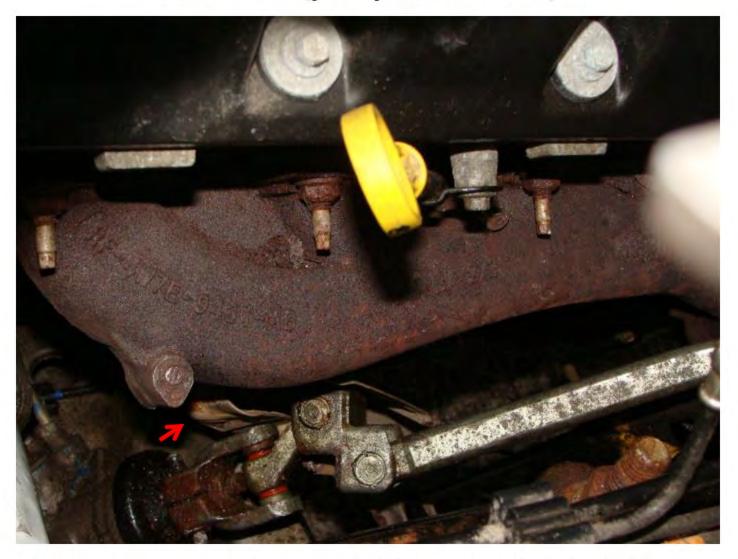




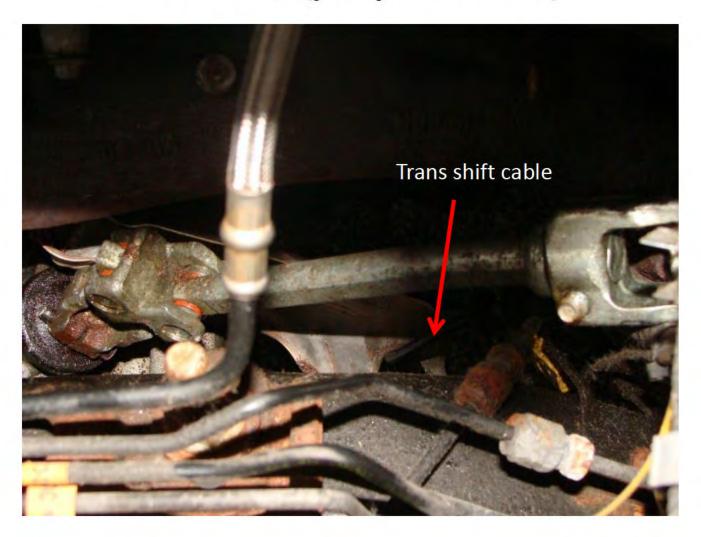




One pass over pothole, shield was lodged, steering effort increased



After one RH turn and one LH turn, with higher steering effort, the shield was forced farther toward the ground, eventually being held up by the trans shift cable





Old shield, post vehicle trial

PE14-021
FORD
9/10/2014
APPENDIX L

3W7Z-9Y427 AA Service Part Sales by Year

Exhaust Heat Shield

Supplier: N7PXE ELRING KLINGER SA DE CV

N7PX ELRING KLINGER MEXICO, S.A. DE C.V.

ALONDRA TOVAR / FERNANDO

52-722-262-2834

PARQUE INDUSTRIAL EXPORTEC II

TOLUCA EM Zip: 50200 Country: MX

Contact: SANDRA VELAZQUES 522-722-262-2834

SANDRA.VELAZQUEZ@ELRINGKLINGER.COM

Engineering Part: 3W7E-9Y427-AC Service Part: 3W7Z-9Y427-AA

<u>Year</u>	Quantity
2014	316
2013	590
2012	504
2011	196

<u>Month</u>	<u>Year</u>	Quantity			
7	2014	58	12	2012	33
6	2014	33	11	2012	37
5	2014	60	10	2012	57
4	2014	39	9	2012	36
3	2014	53	8	2012	55
2	2014	31	7	2012	47
1	2014	42	6	2012	44
12	2013	47	5	2012	42
11	2013	48	4	2012	29
10	2013	95	3	2012	47
9	2013	68	2	2012	38
8	2013	52	1	2012	39
7	2013	50	12	2011	43
6	2013	40	11	2011	38
5	2013	32	10	2011	45
4	2013	36	9	2011	36
3	2013	33	8	2011	34
2	2013	36			
1	2013	53			

2009-2011 CROWN VICTORIA - 4.6L SOHC EFI NA

2003-2008 CROWN VICTORIA ALL 8 CYLINDER GAS ENGINES

2003-2011 GRAND MARQUIS ALL 8 CYLINDER GAS ENGINES

2003-2011 LINCOLN TOWN CAR ALL 8 CYLINDER GAS ENGINES