

**From:** [Reid, Randy \(NHTSA\)](#)  
**Subject:** FW: 1991 FORD AREOSTAR  
**Date:** Monday, October 26, 2009 10:16:36 AM  
**Attachments:** [VANLAW.DOC](#)

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**From:** Test, Crash (NHTSA)  
**Sent:** Monday, October 19, 2009 4:37 PM  
**To:** Reid, Randy (NHTSA)  
**Subject:** FW: 1991 FORD AREOSTAR

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**From:** [REDACTED]  
**Sent:** Thursday, October 15, 2009 5:27 PM  
**To:** Test, Crash (NHTSA)  
**Subject:** 1991 FORD AREOSTAR

I HAD A 1991 FORD AEROSTAR AND IT BURNED UP AND I STILL HAVE NOT SEEN A DIME FROM THE RECALL OR CLASS ACTION:

[REDACTED]

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NM  
040910  
TGW

#### EVENTS OF 8/27/96

ON AUGUST 27 1996 I WAS PULLING OUT OF MY CHURCHES DRIVEWAY AND TURNING ONTO ARCADE ST WHEN MY WIFE NOTICED SMOKE COMING FROM THE STEERING COLLUM. I PULLED OVER AND RAN BACK TO THE CHURCH TO CALL FIRE DEPT. BY THE TIME I GOT ALMOST TO THE CHURCHES PARKING LOT I COULD SEE A FIRE HAD STARTED. I THEN CONTINUED TO RUN FOR THE PARKING LOT AND FOUND A GUY AND CALLED 911 ON HIS CELL PHONE. BY THE TIME THE FIRE DEPT HAD ARIVED MY VAN WAS FULLY ENGULFED IN FLAMES. THEY WERE ABLE TO PUT IT OUT BUT NOT BEFORE IT WAS TOTALY BURNT OUT. EVEN THE GEAR SHIFT WAS UN ABLE TO MOVE. FIRE DEPT SAID TO JUST LEAVE IT AND HAVE IT TOWED IN MORNING.

I GOT A RIDE HOME FROM MY DAD AND CALLED MY AGENT AT HOME. HE SAID TO CALL IN AM AND FILE CLAIM THEN.

#### EVENTS OF 8/28/96

RECD CALL FROM MY FATHER WHO WORKS AT THE CHURCH, SAID VAN NOT WHERE WE LEFT IT. CALLED AGENT JOHN GRAMBUSH, SAID TO LOCATE VAN AND HAVE IT TOWED TO SAXON FORD. CALLED IMPOUND YARD, FOUND OUT POLICE WERE CALLED BY PERSON WHOS DRIVEWAY VAN WAS BLOCKING. IMPOUND PERSON SAID FIRE DEPT SHOULD COVER COST OF IMPOUND SINCE THEY OK'D LEAVING THE VAN THERE. CALLED FIRE MARSHALS OFFICE - LMTC.

CALLED SAXON, TALKED TO LARRY LUDWIG(SERVICE MGR) SAID COULD NOT COVER. NEED VAN INSPECTED BY FORD AND WILL TURN IN CLAIM TO FORD. WILL ALSO GET INSURANCE TO HELP WITH REPAIR COST.

AT ABOUT 1:15 PM CALLED DEPUTY FIRE MARSHAL OFFICE, TALKED TO ED, WOULD LOOK INTO IT AND SEE WHAT HE CAN DO. ED CALLED BACK AT 2:12 PM SAID TO CALL IMPOUND AND TALK TO MIKE. CALLED MIKE, SAID TO GET VAN OUT OF IMPOUND BEFORE COST GOES UP. (BASICLY ED WAS TELLING ME HE WONT HELP). CALLED JOHN GRAMBUSH, SAID SAXON SHOULD PAY COST OF IMPOUND/TOWING AND ADD IT TO CLAIM. CALLED LARY (SAXON) LARRY SAID **NO WAY** HE DOES NOT EVER PAY. AND EVEN IF HE DID DOES NOT KNOW AMOUNT OF IMPOUND FEE.

CALLED IMPOUND AGAIN, SAID FEE WAS 69.55 CALLED JOHN, SAID HE CANT BELIEVE THE TROUBLE IVE HAD WITH SUCH AN EASY JOB. SAID I NEED LOCATION OF IMPOUND LOT. CALLED IMPOUND LOT AGAIN AND GAVE INFO TO JOHN. MADE MORE CALLS BETWEEN LARRY (SAXON) AND JOHN GRAMBUSH WHO MADE ARANGEMENTS TO HAVE VAN TOWED FROM IMPOUND TO SAXON FORD. I TOLD LARRY WOULD DROP SET OF KEYS TO HIM AFTER WORK.

CALLED WIFE, FOUND CHRYSLER HAD TALKED TO HER AND ADVISED US THEY WANT PAYMENTS KEPT UP AND TO KEEP THEM APRISED.

#### **EVENTS OF 8/29/96**

AT 7:00 AM I CALLED FARMERS REGARDING GETTING CAR TO DRIVE - LMTc

AT 9:05 I RECD CALL FROM LARRY (SAXON) SAID SENDING FORM TO FORD NOW THAT HE HAS SEEN THE VAN.

CALLED LAWYER AT HITCHCOCK LAW FIRM TO KEEP THEM UP TO DATE.

AT 5:00 I GOT HOME AND FOUND MSG ON MACHINE FROM FORD LEGAL SAYING THE WILL NOT PAY, THAT INSURANCE SHOULD PAY COST OF REPLACING VAN AND ADD TO CLAIM THEY SEND TO FORD. **(THIS MSG AS OF 7/2/97 IS STILL ON TAPE)**

#### **EVENTS OF 9/3/96**

AT 12:40 CALLED ED/JOHN LMTc

AT 12:47 RECD CALL FROM JOHN SAYS FORD TRYING TO "PASS THE BUCK" AND SHOULD CALL SAXON FORD TO SEE IF ANYTHING HAPPENING.

AT 12:49 CALLED SAXON, LARRY SAYS NO ADJUSTER HAS BEEN THERE.

AT 2:20 CALLED JOHN WITH ABOVE INFO, SAID ADJUSTER SHOULD HAVE BEEN THERE. CALLED CLAIM OFFICE SAID DELAY DUE TO WRONG POLICY # BEING GIVEN TO THEM AND THEY WILL SEND ADJUSTER TOMORROW.

#### **EVENTS OF 9/5/96**

AT 8:08 AM I CALLED INSURANCE CLAIM OFFICE (735-7500) WAS TOLD ADJUSTERS NAME WAS JASON AND HE WAS OUT TO LOOK AT VAN ON 9/4 AND WILL BE CALLING ME BACK.

RECD CALL FROM JASON TRIPPEL AT 9:20 AM SAYING HE NEEDS MILAGE ON VAN TO PROCESS PAPERWORK, ALSO SAYS THEIR IS PROBLEM WITH INSURANCE. CALLED JIFFY LUBE (JUST HAD LUBE DONE 8/3) SAID MILAGE WAS 72,817 GAVE INFO TO JASON.

#### **EVENTS OF 9/6/96 - 9/9/96**

SPENT THIS TIME CALLING LAWYER (HITCHCOCK LAW FIRM) AND SAXON FORD AND JASON TRIPEL TO KEEP UP TO DATE ON ANY PROGRESS.

AT APROX 7:30 ON 9/10/97 I CALLED JASON/LAWYER/SAXON LEFT MESSAGES WITH THEM ALL TO CALL BACK.

AT 9:00 I RECD CALL FROM SAXON SAYING FORD LEGAL HAS ADVISED ME TO HAVE INSURANCE COMPANY AND HAVE THEM PAY BLUE BOOK.

AT 1:00 PM I RECD CALL FROM LAWYERS OFFICE THEY INFORMED ME THAT ED HITCHCOCK WAS A REAL ESTATE LAWYER AND NOT ABLE TO HELP. ADVISED ME TO CALL DAN NELSON (774-2728) ANOTHER LAWYER.

AT 1:30 I LEFT MSG WITH DAN TO CALL BACK.

AT 3:00 RECD CALL FROM DAN - I EXPLAINED SITUATION I WAS IN. HE EXPLAINED HE WAS PERSONAL INJURY LAWYER AND ALSO WAS NOT ABLE TO HELP. HE DID HAVE A

NOTICE STATING THERE WAS A CLASS ACTION, TOLD ME TO CALL ATTY GENERALS OFFICE AT 296-3353. CALLED AG'S OFFICE WAS TOLD TO CALL FORD AT 1-800-392-FORD.

CALLED FORD AND WAS TOLD "CASE WAS CLOSED 8/30/96 AND THERE WAS NOTHING THEY COULD DO FOR ME"

**EVENTS OF 9/18/96-9/19/96:**

SPENT THIS TIME WAITING FOR 9/25/96 MEETING WITH LAWYER, ALSO BEGAN GATHERING PAPERWORK FOR THIS MEETING.

**EVENTS OF 9/20/96:**

1. AT 9:30 I RECD CALL FROM JOHN GRANDBUSH, SAYS HE WANTS THIS **OVER**, SAID I SHOULD CONSIDER A SWAP. WHERE INSURANCE BUYS ME A CAR AND TITLES ARE SWAPPED.
2. CALLED BOYER FORD AND TALKED TO DARRYL (653-9247) TO SEE IF HIS FORD CONTACT COULD BE OF ANY HELP, SAID CONTACT OUT TILL MONDAY, WOULD CALL HIM THEN.
3. RECD CALL FROM JOHN GRANBUSH STATING HE HAS '91 DODGE GRAND CARAVAN WITH 126,000 MILES THAT HE WOULD CONSIDER DEALING FOR. ALSO SUGGESTED I LOOK AT A PONTIAC VAN AT QUALITY MOTORS IN HUGO (653+9247).
4. CALLED CHRYSLER CREDIT TO SEE WHAT THEIR CRITERIA WOULD BE IN SUCH A SWAP. -LMTC.
5. AT ABOUT 5:00 PM I HEARD FROM MY WIFE THAT JERRY FROM SAXON HAD CALLED AND SAID OUR VAN WAS TAKEN BY INSURANCE ADJUSTER. WILL CALL JOHN FOR PRESENT LOCATION ON MONDAY.

**EVENTS OF 9/23/96:**

1. AT 8:00 I CALLED JOHN, HE SAID WOULD GET BACK TO ME ASAP.
2. RECD CALL FROM JOHN SAYING VAN WAS AT **TWIN CITY STORAGE (1280 JACKSON ST.)**
3. AT 1:47 DARRYL FROM BOYER FORD CALLED AND SAID HIS CONTACT ADVISED HIM THAT SINCE I HAVE COMPREHENSIVE, I AM TO GO THROUGH THE INSURANCE COMPANY AND GET **FULL** PRICE FOR MY VAN. ALSO SAID HE WOULD BE WILLING TO CONSIDER BEING INVOLVED IN SUCH A SWAP OF COMPARABLE AUTOMOBILE.
4. CALLED JASON (ADJUSTER TO TELL HIM WHAT I FOUND - LMTC

**EVENTS OF 9/24/96:**

1. AT 9:20 AM RECD CALL BACK FROM JASON (ADJUSTER) SAYING HE IS NOT INTERESTED IN DOING A SWAP. ALSO SAID SINCE THE VAN IS AN AUTOMATIC COULD BOOST PAYOFF A LITTLE MORE. SAID SHOULD CALL CHRYSLER TO HAVE WARRANTY CANCELED TO LESSEN LOAN AMT.
2. CALLED CHRYSLER, WAS TOLD TO CALL WHITE BEAR DODGE (ORIGINATING DEALER).
3. CALLED WHITE BEAR DODGE (482-6100) TALKED TO DARCY, SHE SAID NEEDS INSURANCE TO FAX HER (481-1677) DATE OF FIRE AND MILEAGE. WILL THEN SEND CLAIM TO CHRYSLER TO HAVE MONEY DEDUCTED FROM LOAN.
4. RECD FAX FROM DAN NELSON STATING THERE IS A CLASS ACTION SUIT AGAINST FORD BUT HE DID NOT HAVE SPECIFIC INFORMATION ON IT.

**EVENTS OF 9/25/96:**

RECD CALL FROM JOHN SAYING HE NEEDS DALES CAR BACK **ASAP**, ALSO WAS ASKING IF CHRYSLER HAD CALLED ME WITH CRITERIA OF SUCH A SWAP. EXPLAINED I HAD HEARD NOTHING FROM THEM BUT THAT WIFE WAS NOT INTERESTED IN HIS VAN. HE SAID JASON WOULD NOT BE INVOLVED IN A SWAP THAT WE WOULD TAKE THE MONEY FROM JASON AND DO IT BETWEEN CHRYSLER AND EITHER A DEALER OR OTHER PARTY.

CALLED CHRYSLER AND LEFT **ANOTHER** MSG FOR PERSON TO CALL ME BACK AS TO THEIR CRITERIA.

CALLED CHRYSLER AGAIN, TALKED TO A BRUCE MEYER (885 - 5838), SAID WOULD BE WILLING TO WORK WITH US AS LONG AS THE VEHICLE IS COMPARABLE TO THE VAN AND MILEAGE IS LESS THAN 100,000 (**SHOULD** BE ABOUT 70,000 OR LESS). ALSO SAID TO KEEP HIM APPRISED.

AT APROX 1:00 PM RECD MSG FROM CHRYSLER THAT SAID JASON TRIPPEL HAD BROUGHT THEM UP TO DATE.

MET WITH LAWYER TO DISCUSS OPTIONS. WAS TOLD HE WOULD CHARGE 145.00 PER HR AND WOULD NEED **AT LEAST** 3 HRS JUST TO SEE IF HE COULD HELP.

WENT HOME AND DECIDED THAT 435.00 WAS TO MUCH JUST TO SEE **IF** HE CAN DO ANYTHING.

**EVENTS OF 9/26/96:**

██████ MET SOMEONE FROM THE INS COMMERCE DEPT. WHO SAID SHOULD CALL 296-2488 AND GET ANSWERS AS TO NORMAL PROCEDURE FOR INS COMPANIES IN THIS CASE.

CALLED AND WAS TOLD INS CO **SHOULD** GIVE ME WHAT IT WOULD COST TO REPLACE VAN IN TODAY'S MARKET. CALLED OTHER DEALERS AND GOT THE FOLLOWING QUOTES FORM USED CAR MGRS.:

|                  |   |          |
|------------------|---|----------|
| TOUSLEY FORD     | - | \$9,500  |
| WHITE BEAR DODGE | - | \$10,000 |
| BOYER FORD       | - | \$10,100 |

JASON TRIPPEL CALLED BACK , I EXPLAINED WHAT THE INS COMMERCE DEPT. SAID. HE VERY STRONGLY DISAGREED AND SAID I SHOULD LOOK INTO HIRING APPRAISER OF MY OWN TO APPRAISE VAN. GAVE ME 2 COMPANY NAMES (PDA & CROFFARD & CO).

**EVENTS OF 9/27/96:**

HAD A LONG TALK WITH WIFE AND DECIDED WE **HAD NO CHOICE** IF WE WANTED TO GET OUR LIVES BACK (**ANYWHERE CLOSE TO NORMAL**) BUT TO TRY AND SETTLE WITH INS COMPANY AND GET NEW VEHICLE. CALLED JASON MADE ARRANGEMENTS FOR CHECK TO GO TO CHRYSLER. SENT TITLE TO JASON SO **IF AND WHEN** WE SETTLE, THEY HAD IT.

MADE ARRANGEMENTS TO PICK UP A RENTAL CAR FROM ENTERPRISE RENTAL SO WE COULD GO LOOKING FOR A NEW CAR. (COST = 50/DAY)

**EVENTS OF 9/28/96 - 10/7/96:**

TRIED AT VARIOUS DEALERS, USING VARIOUS VANS AND VARIOUS PAYMENT SCENARIOS TO GET A REPLACEMENT VEHICLE, NOTHING WORKED. EVERYONE WANTED CASH DOWN AND A CO-SIGNER DUE TO THE 3-4,000 LEFT AFTER THE LATEST OFFER WAS REMOVED FROM THE CHRYSLER LOAN. CALLED ATTORNEY GENERALS OFFICE, FORD 800 NUMBER, AND TALKED TO INSURANCE INVESTIGATOR FORM DEPT. OF COMMERCE. ALL BUT FORD SAID WOULD LOOK INTO IT.

**EVENTS OF 10/8/96:**

FOUND A '92 AEROSTAR WITH 80,000+ MLS OVER THE WEEKEND AT WHITE BEAR DODGE AND TRIED TO GET IT. IT WAS ORIGINALLY MARKED AT 11,990 BUT THEY REDUCED IT TO 9,990 TO TRY AND HELP US.

TALKED TO ALL BOSSES AT INSURANCE CLAIM OFFICE TO SEE IF THEY WOULD MEET THE LOWER PRICE. OFFICE MGR. SAID WILL TALK TO JASON AND SUPERVISOR TO TRY AND WORK SOMETHING OUT. WILL GET BACK TO ME ASAP.

**EVENTS OF 10/9/96:**

CALLED OFFICE MGR. BACK, SAID IS STILL TRYING TO SEE WHAT HE CAN DO, WILL PROBABLY CALL DEALER TO WORK IT OUT WITH THEM.

CALLED A SHAWN BARRON AT STILLWATER FORD (430+2400) TO SEE IF IT WOULD BE ANY EASIER TO GET A FAIR DEAL FROM AN ACTUAL FORD DEALER. SAID HE HAD A FEW VANS THAT HE COULD WORK OUT FOR US. WE WENT OUT AFTER WORK AND FOUND A '92 CONVERSION HE THOUGHT WOULD WORK EVEN WITH OUR PROBLEMS WE HAVE HAD.

**EVENTS OF 10/10/96:**

CALLED JASON, FOUND OUT THEY DID NOT KNOW WHERE THE RENTAL CAR WAS, LATER THEY DID FIND IT. THEN I CALLED TO TALK TO FINANCE AND WAS TOLD JASON TURNED IN OUR CREDIT REPORT BUT NOTHING ON THE VAN, SHE COULD NOT FIND HIM. LEFT MSG FOR SALES MGR. TO SEE IF THIS IS HOW THEY HANDLE CUSTOMERS ON A NORMAL ROUTINE.

**EVENTS OF 10/11/96 - 10/28/96:**

DURING THIS TIME I **TRIED** AT WHITE BEAR DODGE AND STILLWATER FORD TO GET A DEAL FOR A REPLACEMENT OF MY TRANSPORTATION. I ALSO CONTINUED TO CALL CHRYSLER TO MONITOR THE INCOMING OF CHECKS FROM THE INS CO AND THE WARRANTY/POLICY INSURANCE.

**EVENTS OF 10/29/96:**

CALLED NATIONAL SAFETY COMMISSION GOT NUMBER FOR CLASS ACTION REPORT (202-364-1031) LMTC

RECD CALL SAYING ATTY. HANDLING CLASS ACTION WAS ALLEN MANSFIELD OF LAW OFFICE MILBERG, WEISS, BERSHAD, HYNES & LERACH (600 W BROADWAY/ SANDIEGO, CA 92101/ 619-231-1058)

CALLED MR. MANSFIELD - LMTC

**EVENTS OF 10/30/96 - 11/16/96**

DURING THIS TIME I HAVE BEEN IN CONTACT WITH MR. MANSFIELD. HE EXPLAINED HIS LAW FIRM WAS HANDLING CLASS ACTION SUIT FOR PEOPLE WHO HAVE NOT HAD LOSS OR INJURY. TOOK MY INFORMATION AND HE PASSED IT ONTO THE ATTY. HANDLING THE OTHER SUIT. HAVE NOT AS OF YET HEARD FROM THAT OFFICE.

ALSO DURING THIS TIME WE RECEIVED A COPY **OF THE CHRYSLER NOTE STAMPED PAID IN FULL AND DATED**. WE BROUGHT THIS TO DARCY AT WHITE BEAR DODGE WHO CALLED CHRYSLER CREDIT. MR. MYER EXPLAINED THEIR OPINION IS THAT AS LONG AS THE "MISTAKE" WAS NOTICED THE NOTE STAMPED PAID IN FULL DOES NOT MEAN ANYTHING. I ASKED HIM WHY WE SIGN DOCUMENTS LIKE THESE IF THEY DON'T MEAN ANYTHING. HE EXPLAINED THIS **HAS HAPPENED BEFORE** AND THEIR LEGAL OPINION IS THAT IT IS DONE BY "**CLERK ERROR**" AND DOESN'T HOLD WATER. THIS MAKES ME SHUDDER TO THINK THAT A BIG CORPORATION COULD STAMP ALL THEIR NOTES PAID AND IT DOESN'T MEAN ANYTHING.

**EVENTS OF 10/30/96 - 11/16/96**  
**(CONT.)**

I TALKED TO VARIOUS FRIENDS IN THE FINANCIAL WORLD THEY ALL SAY TO GET LEGAL ADVISE ON THIS POINT TOO.

CALLED L-A-W-Y-E-R-S AND THE ADVISED ME TO CALL ATTY. GENERALS OFFICE TO SEE IF THEY COULD GIVE ME FREE ADVISE. IF NOT THEN I SHOULD CALL THEM BACK FOR APPOINTMENT.

CALLED ATTY. GENERALS OFFICE, LINE AS OF TODAY HAS ALWAYS BEEN BUSY.

**EVENTS OF 11/17/96 - 12/2/96:**

FINALLY WAS ABLE TO SPEAK WITH ATTORNEY GENERALS OFFICE AND WAS ADVISED **VERY STRONGLY** TO SEEK A LAWYERS HELP. RECEIVED THE SAME ADVISE FROM THE BBB

CALLED THE HITCHCOCK LAW FIRM (772-3401) AND SET AN APPOINTMENT UP FOR 5:30 ON 12/3/96.

ALSO REC'D CALL FROM JULIE AT STILWATER FORD SAYING THE REVERSED THE \$500.00 THEY HAD ON OUR VISA FOR A DOWN-PAYMENT IN ERROR. SHE SAID THE EITHER GET THE \$\$\$\$ OR THE "RUST CAR" ASAP.

CALLED VISA AND WAS TOLD SINCE THEIR IS ONLY 200+ REMAINING ON THE CARD THEY COULD NOT PUT ANOTHER 500 BACK ON. **(WE WERE OVERDRAWN DUE TO THE ENTERPRISE RENTAL CAR THAT WE WERE FORCED INTO IN ORDER TO GET AROUND TO LOOK FOR A REPLACEMENT FOR THE VAN.)**

**EVENTS OF 12/3/96 - 12/12/96**

SPOKE WITH LAWYER ON 12/3, HE EXPLAINED HE COULD CALL AND WRITE LETTER AS TO SEE WHAT HE COULD DO.

ON 12/4 I CALLED HIM BACK AND GAVE HIM VERBAL OK TO PROCEED

ON APROX 12/9 WE RECD A LETTER AND AGREEMENT FOR US TO SIGN AS TO CONDITIONS FOR PAYMENT. I SIGNED AND GAVE TO SANDY FOR HER TO DO SAME. (I ALSO STAPLED A CHECK FOR 50.00 ON TO AGREEMENT.

ON 12/12/96 SANDY MAILED THE SIGNED AGREEMENT TO THE LAWYER WITH THE 50.00

**EVENTS OF 12/13/96:**

RECD CALL FROM LAWYER STATING HE HAS BEEN IN CONTACT WITH BRUCE MEYER OF CHRYSLER AND BRUCE HAS INFORMED HIM THAT OUR ACCT. IS PIF WITH A POSSIBLE CREDIT BALANCE.



**EVENTS OF 12/14/96 - 12/25/96:**

DURING THIS TIME I WAITED FOR NOTICE OF ABOVE PAYOFF, NOTHING AS OF 12/25/96.

**EVENTS OF 12/26/96:**

CALLED MIKE BESCH AT FARMERS CLAIM OFFICE TO SEE HOW SUBREGATION WAS GOING, HE SAID TO CALL BOB AT 735-7500. CALLED BOB, SAID THEY PUT FORD ON NOTICE REGARDING THIS CLAIM ON 12/5/96 AND FORD HAS 30 DAYS TO RESPOND.

**EVENTS OF 12/27/97-1/3/97**

TURNED IN LOANER CAR TO STILWATER FORD ON 1/1/97. ON 1/3/97 I CALLED BOB AT CLAIMS OFFICE, SAID THEY HAD AN INSPECTOR TEAR APART THE STEERING COLUMN AND IS SURE THE FIRE WAS CAUSED BY THE FAULTY FORD PART (WHICH THEY OBTAINED). ASKED THEM TO SEND ME A COPY OF THE REPORT WHEN THEY RECEIVE THEIR COPY. ALSO CALLED LAWYER ALLEN MANSFIELD(619-231-1058) IN REGARDS TO CLASS ACTION SUIT. - LMTC.

**2/6/97**

MADE ANOTHER ATTEMPT TO CALL MR. MANSFIELD - LMTC

**3/31/97**

CALLED BOB (735-7500) REGARDING SUBREGATION, SAID NOT GOING TO FAST BUT WILL MAIL OUT REPORT ON CAUSE OF FIRE. SAID IN FUTURE, NEED TO TALK TO ANDREA, SHE IS HANDLING CASE NOW.

**4/3/97**

WROTE LETTER TO PETER BULL OF ABBY & ELLIS AT 212 E 39TH ST. IN NY ASKING FOR REPLY TO INFORMATION I GAVE ON/ABOUT 10/31/96 TO MR. MANSFIELD.

**4/8/97**

RECD PHONE CALL FROM PETER BULL, SAID STILL WAITING FOR COURT TO CLASSIFY THE CLASS ACTION. SAID FEEL FREE TO CALL HIS PARA-LEGAL CATRINA AT (212)-889-3700

**5/13/97**

CALLED CLAIM OFFICE TO SPEAK WITH ANDREA REGARDING SUBREGATION WITH FORD. SHE WAS OUT OF THE OFFICE, BOB WILL RETURN MY CALL WHEN HE GETS INFORMATION AS TO WHERE THE CASE IS AS OF NOW.

RECD CALL FROM BOB, CASE IS BEING HANDLED BY THEIR LAW FIRM. NO UPDATES AS OF NOW.

**5/27/97**

CALLED ANDREA (735-7500) TO GIVE HER INFO THAT I FOUND CONTRACT, SAID TO CALL RENEA FEARING (ATTY.) AT 482-8900.

CALLED RENEA, LMTC ON VMAIL.

RECD C/B FROM RENEA, SAID TO FAX COPY TO 482-8909 - FAXED COPY OF CONTRACT

5/27/97(CONT.)

REC'D CALL FROM ANDREA SAYING RECD FAX AND WOULD GET OTHER INFO NEEDED FROM CONTRACT SHEET.

6/13/97

CALLED CATRINA (212-889-3700) TO GET AN SOME KIND OF UPDATE ON CLASS SUIT-  
**LMTC ON VOICEMAIL**

6/19/97

MY MOTHER-IN-LAW BOUGHT A 92 PLYMOUTH GRAND VOYAGER FOR ME TO US AND PUT IT IN HER NAME BECAUSE THIS MESS THE VAN FIRE CAUSED HAS MADE IT NEARLY IMPOSSIBLE TO GET ANYTHING IN MY NAME.

6/24/97

CALLED CATRINA AGAIN, SAID JUDGE MIGHT MAKE A DECISION WETHER OR NOT TO HEAR CLASS ACTION OR NOT BY 6/27/97.

8/18/97

CALLED AGAIN FOR CATRINA, WAS TOLD SHE NO LONGER IS WITH THE FIRM, LISA IS NEW CONTACT. LISA SAID STILL NO NEW INFO.

8/18/97 -FWD

I HAVE CONTINUED TO LOOK FOR AGENCIES WITH UPDATED INFO, HAVE NOT RECD ANYTHING OTHER THAN REQ FOR THIS RECORD, HAVE SENT THEM WITH NO RESPONSE.

**WE STILL FEEL WE GOTTEN A RAW DEAL ALL AROUND SO FAR FROM FORD AND THE SYSTEM, FORDS PRODUCT WAS DEFECTIVE AND BECAUSE OF THAT, WE ENDED UP WITH OUR FINANCES A LOT FURTHER IN THE RED. WE WOULD HAVE NEEDED TO GIVE A LAWYER OUR ENTIRE CHECKS TO GET WHAT WAS "FAIR". THESE EXPERIENCES HAVE SHOWN ME THAT THE LAWS ARE NOT FOR THE PEOPLE, THEIR FOR THE BIG COMPANIES THAT CAN SELL DEFECTIVE PRODUCTS AND NOT OWN UP TO THEIR MISTAKES. IF IT CAUSES OTHERS TO GO THROUGH WHAT WE HAVE. I'M SURE THERE ARE OTHERS WHO HAVE HAD THEMSELVES TAKEN ADVANTAGE OF BECAUSE THEY COULD NOT AFFORD A HIGH CLASS LAWYER.**

**ALSO, I FEEL THAT SINCE THERE WAS A CLASS ACTION SUIT, THOSE ELIGIBLE SHOULD HAVE BEEN NOTIFIED IN SOME FASHION OR ANOTHER (TV, RADIO, NATIONAL NEWSPAPER). I TALKED TO 3-4 LAWYERS AND NOT ONE KNEW ANY SPECIFICS ON THE ONE MENTIONED IN THIS NOTICE THAT WAS AGAINST FORD. AND WHEN I DID CALL THE ATTORNEY GENERALS OFFICE, THE 800 NUMBER THEY GAVE ME FOR FORD WAS OF NO USE AT ALL.**