

EA02-025

10-27-03

**FORD 10/27/03
LETTER TO ODI**

BOOK 2 OF 22

PART A – D

PART B

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4-23 EA-42



06-4807 4141

Office of the General Counsel

Ford Motor Company
Peridene Towers West
Suite 300
Three Peridene Boulevard
Dearborn, Michigan
48126-2866

November 30, 1995

United Service Automobile Association
PO Box 31643
Tampa FL 33631-3643

ATTN: KAREN E. GROH

Re: Claimant: [REDACTED]
CMS No.:
D/M: 8/1995
Y/Claim No.: 191011-7101-6-1201

Dear Ms. Groh:

We acknowledge receipt of the material you have recently submitted to Ford Motor Company. At the present time, given what information we have received, it appears that there is no evidence of a manufacturing or design defect.

Until a claimant proves a manufacturer's defect, Ford Motor Company will not consider their claim valid. The primary evidence in any product liability claim or lawsuit is that which shows the product, or any component part is in fact defective.

Unless we are provided with such evidence we will have no alternative but to deny responsibility for this claim.

Please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. 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) at the time of trial, should litigation ensue from this informal claim.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Sincerely,


Davene Fajack
Claims Analyst

1995-025 41412

1995-025 41412

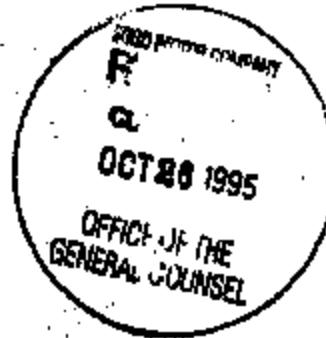


UNITED SERVICES AUTOMOBILE ASSOCIATION
P.O. Box 31643, Tampa, FL 33631-3643

OFFICE OF THE GENERAL COUNSEL
FORD MOTOR COMPANY
PARKLANE TOWERS WEST
SUITE 300
THREE PARKLANE BLVD
DEARBORN, MI 48126-2569

October 23, 1995

Policyholder: [REDACTED]
Reference Number: [REDACTED]
Date Of Loss: August 19, 1995
Loss Location: Greenville, Alabama
CMS No. 95-4607



Dear Ms. Fajack:

This letter is in response to your correspondence of October 19, 1995. I am still awaiting some of the documentation you are requesting, such as the fire report. I am willing to allow a representative of Ford to inspect the vehicle. The vehicle is currently located at Sadisco in Montgomery, Alabama. If you will call me prior to your inspection, I can give you the stock number at the salvage yard and arrange to have my representative there also.

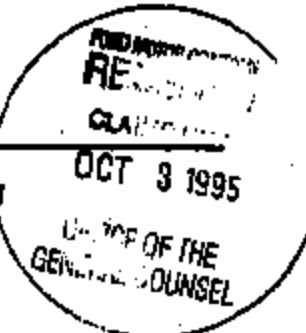
If you have any questions, please call me at the number below.

Sincerely,

Karen E. Groh
Senior Auto Claims Representative
USAA Southeast Regional Office
Phone: 1(800) 531-8222 Ext. 6131

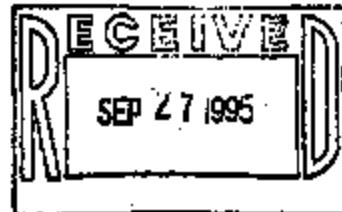


UNITED SERVICES AUTOMOBILE ASSOCIATION
P.O. Box 31643, Tampa, FL 33631-3643



FORD MOTOR COMPANY
P.O. BOX 945500
Maitland, FL 32794

September 20, 1995



Policyholder: [REDACTED]

Reference Number: [REDACTED]

Date Of Loss: August 19, 1995

Loss Location: Greenville, Alabama

Insured Vehicle: 1992 Ford Crown Victoria

VIN: 2FACP74W6NX137829

REDACTED

Dear Sir or Madam:

This letter is regarding a claim USAA has paid for the total loss of the vehicle above. The vehicle is currently under an extended warranty from Ford. The electric seat motor appears to be the proximate cause of the fire which caused enough damage to have USAA consider the vehicle a total loss.

Please contact me at the number below upon receipt of this letter. We can then make arrangements for your representative to inspect the damage to the vehicle at the salvage yard. Please consider this letter as notice of subrogation by USAA.

Sincerely,

Karen E. Groh

Karen E. Groh
Senior Auto Claims Representative
USAA Southeast Regional Office
Phone: 1(800) 531 8222 Ext. 6131

SNORTONI
FL

CJ

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MOHR | ANDERSON, S.C.

Attorneys at Law

16 EAST SUMMER STREET P.O. BOX 278470 HARTFORD, WI 53027-0670 TELEPHONE (262) 673-7600 FAX (262) 673-3764
<http://mehr-andersonlawoffice.com>

BRADLEY W. MATHIASSEN

GARY L. THOMPSTON
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Licensed in Wisconsin and Texas

DOUGLAS W. LEHRER

PATRICK J. ANDERSON

MICHAEL P. MAXWELL

JAMES W. MOHR, JR.
OF COUNSEL

HARTFORD OFFICE
Board-Certified Civil Trial Advocate
National Board of Trial Advocacy

ARNOLD P. ANDERSON
OF COUNSEL

MADISON OFFICE
2010 City View Drive
P.O. Box 7600
Madison, WI 53707-7600

ATTORNEY'S E-MAIL:

cmw@moher-anderson.com

March 5, 2002

441809
CL
S/01

Mr. Shawn Norton
Ford Motor Company
Office of the General Counsel
Parklane Towers West, Suite 300
Three Parklane Boulevard
Dearborn, MI 48126-2588

Re: Our Insured:
Our Claim No.: [REDACTED]
Date of Loss: 10/24/00
Loss Amount: \$6,974.83

Dear Mr. Norton:

Moher and Anderson, S.C. serve as national subrogation trial counsel for a number of insurance companies throughout North America, including Hartford Insurance Company, which has paid a claim as a result of your company's negligence. Hartford Insurance Company has instructed me to refer this matter to local counsel and institute litigation against your company immediately. I have referred this to local counsel, but have instructed them to hold off until I have had a chance to talk to you and make an effort to resolve this matter amicably. I believe it is our mutual responsibility to at least make an effort to resolve our subrogation claim before it goes into the black hole of litigation. Once local counsel has taken charge of the matter, it has reached the "point of no return," and litigation will be inevitable. I believe this is a case that could and should be settled amicably prior to filing suit. That is the purpose of this letter.

MOHR | ANDERSON, S.C.

Mr. Shawn Norton
March 5, 2002
Page 2

As the enclosed expert investigation by Rinkus Consulting Group, Inc. shows, the cause of the fire and resulting damage to our insured's vehicle was determined to be due to faulty wiring in the design and manufacture of this vehicle by Ford Motor Company. This is further confirmed by the fact that this vehicle was under a nationwide recall for this exact defect. Due to Ford Motor Company's negligent design and manufacture of this vehicle, Hartford has paid for fire loss damages in the amount of \$8,974.53, to which now I seek reimbursement from you.

I hope to hear from you within the next twenty (20) days following your receipt of this letter. Failing that, the next notification you will receive regarding this matter will be service of a Summons and Complaint by the local constable or sheriff. If we are forced to litigate this matter, there is often the intended evil of having Hartford Insurance Company's insured include some of its uninsured losses in the claim, increasing your liability and further complicating the litigation for everyone involved. I hope we can resolve this matter quickly and I look forward to hearing from you.

Very truly yours,

MOHR & ANDERSON, S.C.


Michael P. Maxwell

MPM:jh

Rienkus Consulting Group, Inc.
110 S. Hoover Blvd., Suite 126
Tampa, FL 33609
(813) 288-3020 Telephone
(813) 288-5440 Facsimile

Report of Findings

VEHICLE FIRE CAUSE & ORIGIN

RCG File No: 111381

Prepared For:

**THE HARTFORD
POST OFFICE BOX 30773
TAMPA, FLORIDA 33630**

Attention:

TANYA BROWN

Glen P. Strocker, CFI
Flight Consulting

Glen P. Strocker, CFI (cr)
Fire Consultant

200

Digitized by srujanika@gmail.com

John H. McCullough, Jr.
Fire Division Manager

December 8, 2000

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Section I

INTRODUCTION

On Wednesday, October 24, 2000, a fire occurred involving a 1993 Lincoln Town Car Executive. [REDACTED] owned and operated the vehicle.

On October 31, 2000, Ms. Tanya Brown of The Hartford retained Rimkus Consulting Group, Inc., to examine the vehicle and to determine the origin and cause of the fire. Mr. E.C. Galavotti, Fire Consultant, examined and photographed the vehicle on November 2, 2000.

This report was prepared for the exclusive use of The Hartford, and is not intended for any other purpose. Our report is based on the information available to us at this time (December 8, 2000) as described in Section V, BASIS OF REPORT. Should additional information become available, we reserve the right to determine the impact, if any, of the new information on our opinions and conclusions, and to revise our opinions and conclusions if necessary and warranted by the discovery of additional information.

Section II CONCLUSIONS

From our work to date, we have formed the following opinions:

1. The fire originated in the engine compartment on the left side of the vehicle in the wiring below the brake master cylinder.
2. The fire was caused by an electrical failure involving the wiring in the area of the cruise control circuitry and power relay modules.
3. 1993 Lincoln Town Cars manufactured through November 1992 are included in a recall to replace a defective speed control deactivation switch known to develop resistive shorts. Failures of the switch are known to cause a fire that originates in the left-front under hood area.

Section III DISCUSSION

The vehicle was examined at the Autoway Lincoln dealership located at 2085 Gulf To Bay Boulevard in Clearwater, Florida. The vehicle was identified as a burgundy colored 1993 Lincoln Town Car Executive four-door sedan, VIN 1LNLM81W7PY733303. It was equipped with a 4.6-liter electronically fuel injected V8 engine and automatic transmission (Photographs 1 through 3).

Burn patterns on the vehicle indicated that it had suffered a fire originating in the engine compartment to the left side of the engine. The aluminum hood above the brake master cylinder and the wiring harnesses to the power relays had melted away leaving a large hole. The fire had not penetrated significantly into the passenger's compartment. The fire also burned away the left front wheel shroud. An electronic control module in the area was not severely damaged, however, the insulation on the wiring harnesses in the area was burned away (Photographs 4 through 6).

The wiring harnesses were examined. Some of the wiring exhibited significant heat stress and several conductors showed evidence of beading and melting that matched an area of heavy heat stress on the left front fender. Part of a burned component was found in this area that is believed to be involved with the speed control (cruise control) system. The remaining wiring harnesses below the brake system had no evidence of arcing or electrical failure in them. The electronic control module above the fender well was relatively undamaged (Photographs 7 through 12).

Adjuster, Tanya Brown, advised that [REDACTED] stated the vehicle had been parked overnight and the fire occurred the following morning. The vehicle was not in operation and had not been run for several hours when the fire occurred. [REDACTED] bought the vehicle second-hand and stated that he never received any recall notices on the car.

A check of the recall database maintained by the National Highway Traffic Safety Administration revealed that the 1992 and 1993 Lincoln Town Cars have been recalled for a fire hazard involving the speed control deactivation switch. The switch is known to develop a resistive heating condition or short that is capable of starting a fire whether the vehicle is being operated or is parked. The speed control deactivation switch and associated wiring is located in the left under hood area and causes fires in the same area as is seen in this particular vehicle.

In our opinion, the fire originated in the engine compartment to the left side of the engine below the area of the brake system. It was caused by an electrical failure in the vehicle's wiring system in the same general area as those caused by failures of the recalled speed control switches. Heat from the electrical short ignited wiring insulation and spread to the plastic wheel shroud and power relay modules. The resultant heat melted a hole through the aluminum hood.

Section IV

RECOMMENDATIONS

We recommend that you put Ford Motor Company on notice so that they can make arrangements to inspect this vehicle. The fire damage seen in this Lincoln is typical of those involved in the recall when the fires are discovered and extinguished soon after the ignition occurs.

Section V

BASIS OF REPORT

- 1. We examined and photographed the vehicle.**
- 2. We reviewed information on the speed control switch recall.**

Section VI
ATTACHMENTS



A. Photographs

B. Recall Notice

**Section VI
ATTACHMENT A**



Photographs

Photographs taken during our inspection that are not included in this report are retained in our files and are available to you upon request.

Photograph 1

View showing the front of the 1993 Lincoln Town Car Executive four-door sedan. Note the location of the burn through the hood of the vehicle.



Photograph 2

View showing the right or passenger's side of the vehicle.



Photograph 3
View showing the left or driver's side of the vehicle.



Photograph 4
Close-up view showing the exposed brake booster and master cylinder through the melted hood.



Photograph 5

View showing the pattern of melt on the hood from the left side.



Photograph 6

View looking at the brake master cylinder from the right side. Note the unburned wiring forward of the tire (to the right). The wheel shroud burned away.



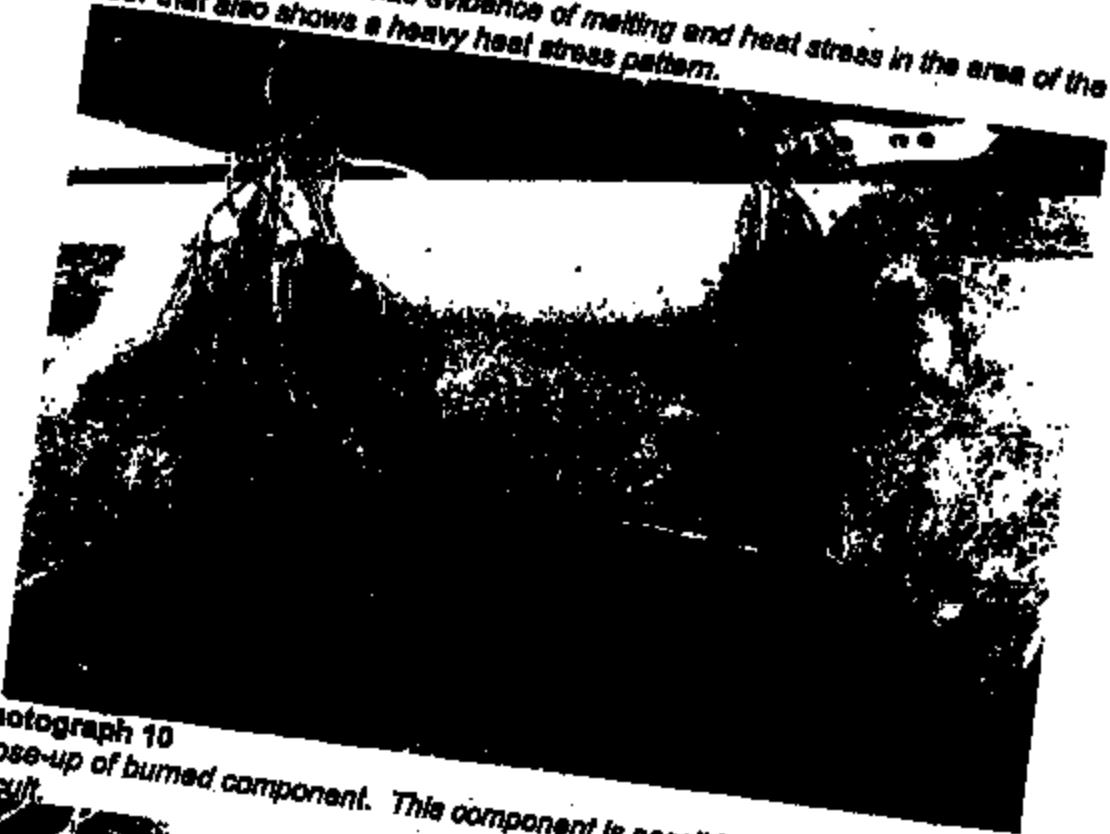
Photograph 7
View of burned wiring harnesses around the brake booster.



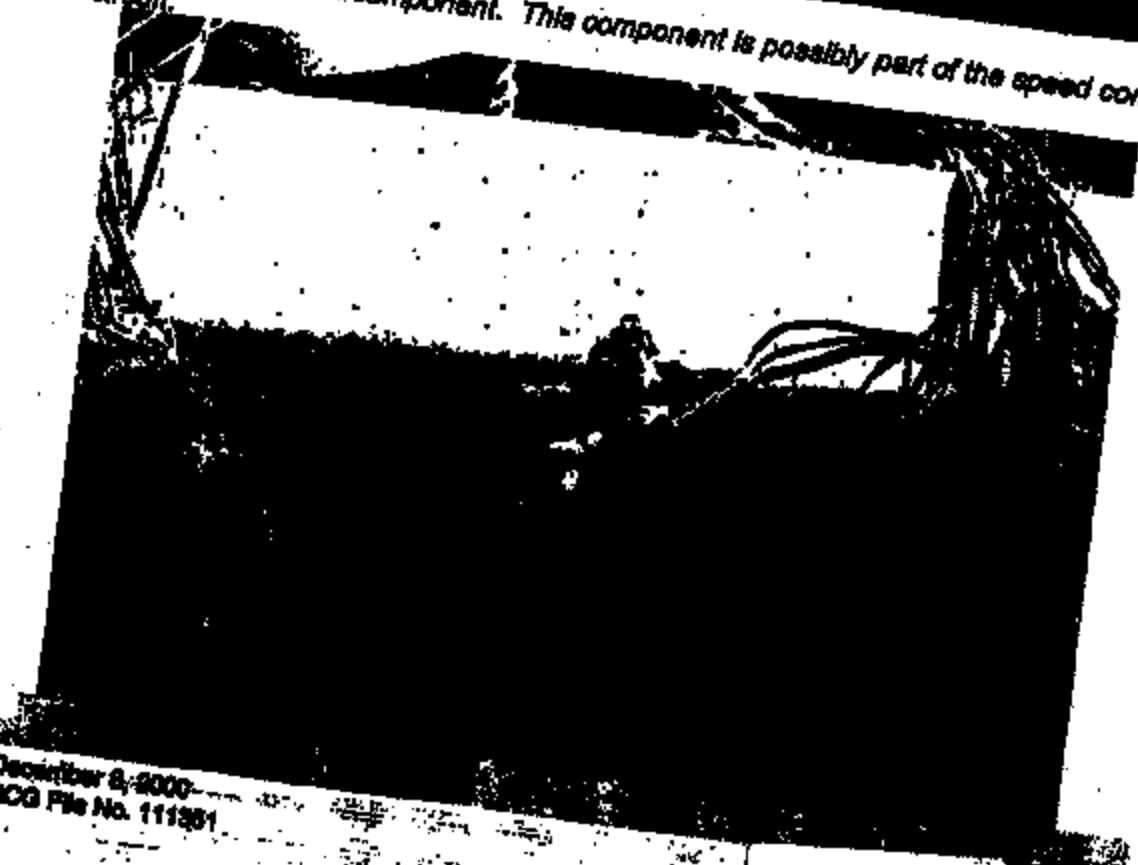
Photograph 8
The wiring harnesses were examined.



Photograph 9
View shows wiring that has evidence of melting and heat stress in the area of the front fender that also shows a heavy heat stress pattern.



Photograph 10
Close-up of burned component. This component is possibly part of the speed control circuit.



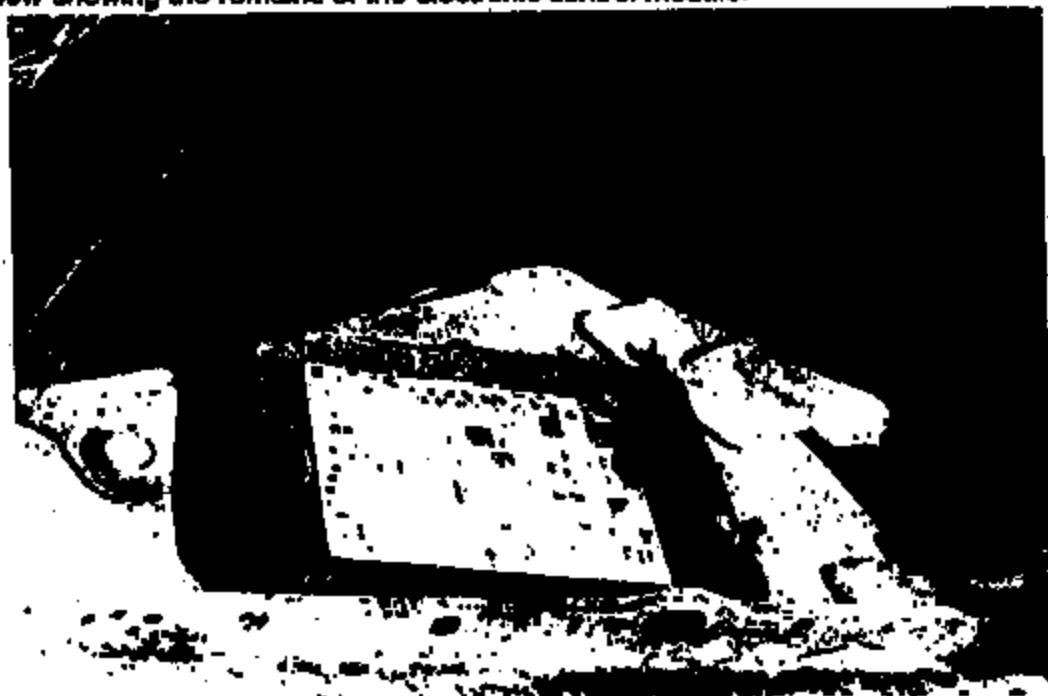
Photograph 11

View showing a close-up of the other wiring harnesses under the brake system. This wiring showed no evidence of electrical failure.



Photograph 12

View showing the remains of the electronic control module.



Section VI
ATTACHMENT B

Recall Notice



Office of Defects Investigation Recall Database

Call the Auto Safety Hotline toll free at (800) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: December 5, 2000 05:19:01 PM

NHTSA CAMPAIGN ID Number: 95V133000

Component: BRAKES:HYDRAULIC:LINES:HOSE:NON-METALLIC

Manufacturer: DABRYAN COACH BUILDERS

Mfg. Campaign #: 95-L-1

Year: 1993

Make: LINCOLN

Model: TOWN CAR

Potential Number of Units Affected: 692

Manufactured From: SEP 1992 To: JUN 1993

Year of Recall: 95

Type of Report: Vehicle

Summary:

IMPROPER INSTALLATION OF THE REAR BRAKE LINE AT THE POINT AT WHICH THE EXTENDED BRAKE LINE FIRST BENDS AND EXTENDS OVER THE LEFT REAR WHEEL AREA OF THE FRAME. IF NOT INSTALLED WITH SUFFICIENT CLEARANCE, CHAFING OF THE BRAKE LINE CAN OCCUR IN AN AREA ADJACENT TO THE REAR FLOOR PAN.

THE REAR BRAKE LINE CAN LEAK OR RUPTURE RESULTING IN REDUCED BRAKING CAPABILITY, LOSS OF REAR BRAKES, AND/OR LOSS OF BRAKE FLUID RESERVES IN THE MASTER BRAKE CYLINDER.

DEALERS WILL INSPECT THE BRAKE LINE FOR PROPER INSTALLATION AND/OR DAMAGE AND REPLACE AS NECESSARY. ALSO A PROTECTIVE BOOT OR SLEEVE OVER THE BRAKE LINE WILL BE INSTALLED.

SYSTEM: BRAKES; HYDRAULIC; LINES; NON-METALLIC.

VEHICLE DESCRIPTION: LINCOLN TOWNCARS REMANUFACTURED INTO STRETCH-LIMOUSINES BY DABRYAN COACH BUILDERS.

NOTE: OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT DABRYAN AT 1-417-864-4411. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

NHTSA CAMPAIGN ID Number: 98V322000

Component: SUSPENSION:INDEPENDENT FRONT CONTROL ARM:LOWER:BALL JOINT

Manufacturer: FORD MOTOR COMPANY

Mfg. Campaign #: 98837

0902-020 22004

Year: 1993

Make: LINCOLN

Model: TOWN CAR

Potential Number of Units Affected: 158191

Manufactured From: To:

Year of Recall: '98

Type of Report: Vehicle

Summary:

Vehicle Description: Certain 1996-1999 Ford Crown Victoria police, fleet, natural gas, and 1996-1999 Lincoln Town Car Limousine vehicles that were produced with a lower control arm ball joint containing a one piece bearing; and 1990-1996 Ford Crown Victoria police, fleet, and NGV vehicles and 1990-1996 Lincoln Town Car Limousine vehicles that have been serviced with either a ball joint containing the one-piece bearing or a front lower control arm containing a ball joint with a one-piece bearing. The one-piece bearing within the lower control arm ball joint can weaken slowly during use and eventually crack. This could result in separation of the ball and cap of the joint, allowing the control arm to drop to the ground.

If this occurs while the vehicle is moving, reduced steering control could occur, increasing the risk of a crash.

Dealers will replace the lower control arm ball joints (2). Owner notification is expected to begin January 18, 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

NHTSA CAMPAIGN ID Number: 99V124000

Component: ELECTRICAL SYSTEM

Manufacturer: FORD MOTOR COMPANY

Mfg. Campaign #: 99S15

Year: 1993

Make: LINCOLN

Model: TOWN CAR

Potential Number of Units Affected: 262695

Manufactured From: NOV 1991 To: NOV 1992

Year of Recall: '99

Type of Report: Vehicle

Summary:

Vehicle Description: Passenger vehicles. The Speed Control Deactivation Switch can develop a resistive short in the electrical circuit that could potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short could disable the speed control system or cause the brake light fuse to open.

A fire can originate in the left front underhood area.

Dealers will install a new speed control deactivation switch and connector shell. Owner notification began May 20, 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable

time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

This search returned 3 records.

[New Search](#)

[Return to Safety Problems and Issues](#)



[MANUFACTURERS
THE HOTLINE](#)

[AUTOSAFETY
HOTLINE](#)

[Send mail to the Web Master](#)

Ford Motor Company

PRIVILEGED & CONFIDENTIAL

Office of the General Counsel
Ford Motor Company

Parklane Towers West
Suite 300
Three Parklane Boulevard
Dearborn, Michigan 48126-2500

October 8, 2001

The Hartford
PO BOX 948001
Mattland, FL 32794-6001
ATTENTION: GHANSHAYM PERSAUD
Re: Claimant: [REDACTED]
D/O/E: 10-24-2000
Your Claim #: [REDACTED]

Dear: Mr. Persaud,

We are in receipt of the material submitted dated September 18, 2001.

It is our opinion the material submitted does not sufficiently support your allegation that Ford Motor Company is solely responsible for this loss. We understand that you are preserving the vehicle. However, it would be incorrect to assume that Ford Motor Company does not wish to inspect the vehicle. If you are going to pursue this claim, we assume you will comply with your duty to preserve the evidence and such duty does not expire until any possible litigation is completed.

Please be advised that all necessary steps must be taken to ensure that the subject vehicle and all its component parts are maintained and preserved for trial. 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) at the time of trial, should litigation ensue from this informal claim.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Sincerely,

Shawn Norton
Claims Analyst

5003-028 22541

Key Prod Number
TBC ID 37862Proof of Loss —
Automobile

THE HARTFORD

Claim Number

Policy No: 33 PRP 346506 Policy Period: 04/01/00 thru 04/01/01

Agent Name: Alexander & Associates Address: 200 Executive Blvd, Southington, CT

Name of Insured:

Address:

Clearwater, FL

Meter No: 000001

Mile: 93

Make: Linc

Model: Town

License No.: 011289235

Vehicle Identification Number: 1LMNS1WTF1733803

Date of Loss: 10/24/00

Cause of Loss (Give Facts)

On return at 6:00 pm my wife and I returned from dinner and parked the said car in the parking deck at our condo building at [REDACTED] Clearwater FL. We then went to our condo where both of us remained until 4:00 am when the building fire alarm sounding woke us up and said residents should evacuate because of fire. We did and witnessed a fire occurring in the parking deck. It turned out to be a spontaneous ignition in my 93 Lincoln Town Car.

Description of Damage: Total loss

There was no other insurance covering the peril involved in this loss except as follows: NONE

RECEIVED
NOV 06 2000

The loss did not originate or occur through any act, design or procurement on the part of the insured or anyone having an interest in the automobile.

The insured hereby subrogates the said Company to all rights and causes of action the said insured has against any person, persons or corporation whomsoever for damages arising out of or incident to said loss or damage to said property.

It is expressly understood and agreed that the furnishing of this blank to the insured or the preparing of proofs by an adjuster or any agent of the Company is not a waiver of any rights of said Company.

Amount claimed: 6872.50 (Attach bills or estimates).

I desire that payment be made to me [] or to [REDACTED] Trustee,

Equine Trust

Florida Statute, Section 817.964 states: "Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of a felony of the third degree."

Dated at Clearwater FL this 3d day of NOV 2000

[REDACTED]
(Address)

(Insured)
Clearwater FL [REDACTED]
(Address)

Section II CONCLUSIONS

From our work to date, we have formed the following opinions:

1. The fire originated in the engine compartment on the left side of the vehicle in the wiring below the brake master cylinder.
2. The fire was caused by an electrical failure involving the wiring in the area of the cruise control circuitry and power relay modules.
3. 1993 Lincoln Town Cars manufactured through November 1992 are included in a recall to replace a defective speed control deactivation switch known to develop resistive shorts. Failures of the switch are known to cause a fire that originates in the left-front under hood area.

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TO 13138454289

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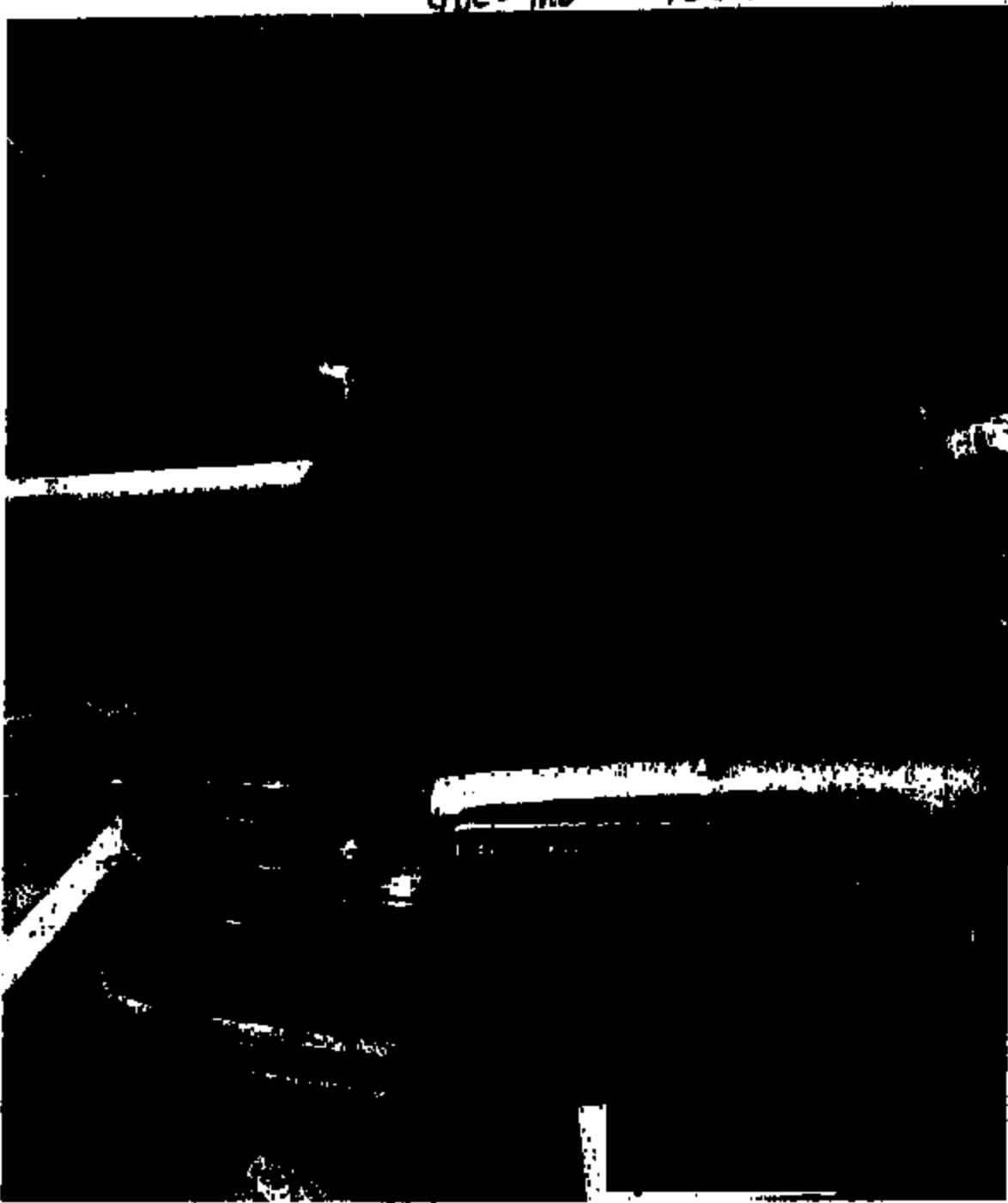
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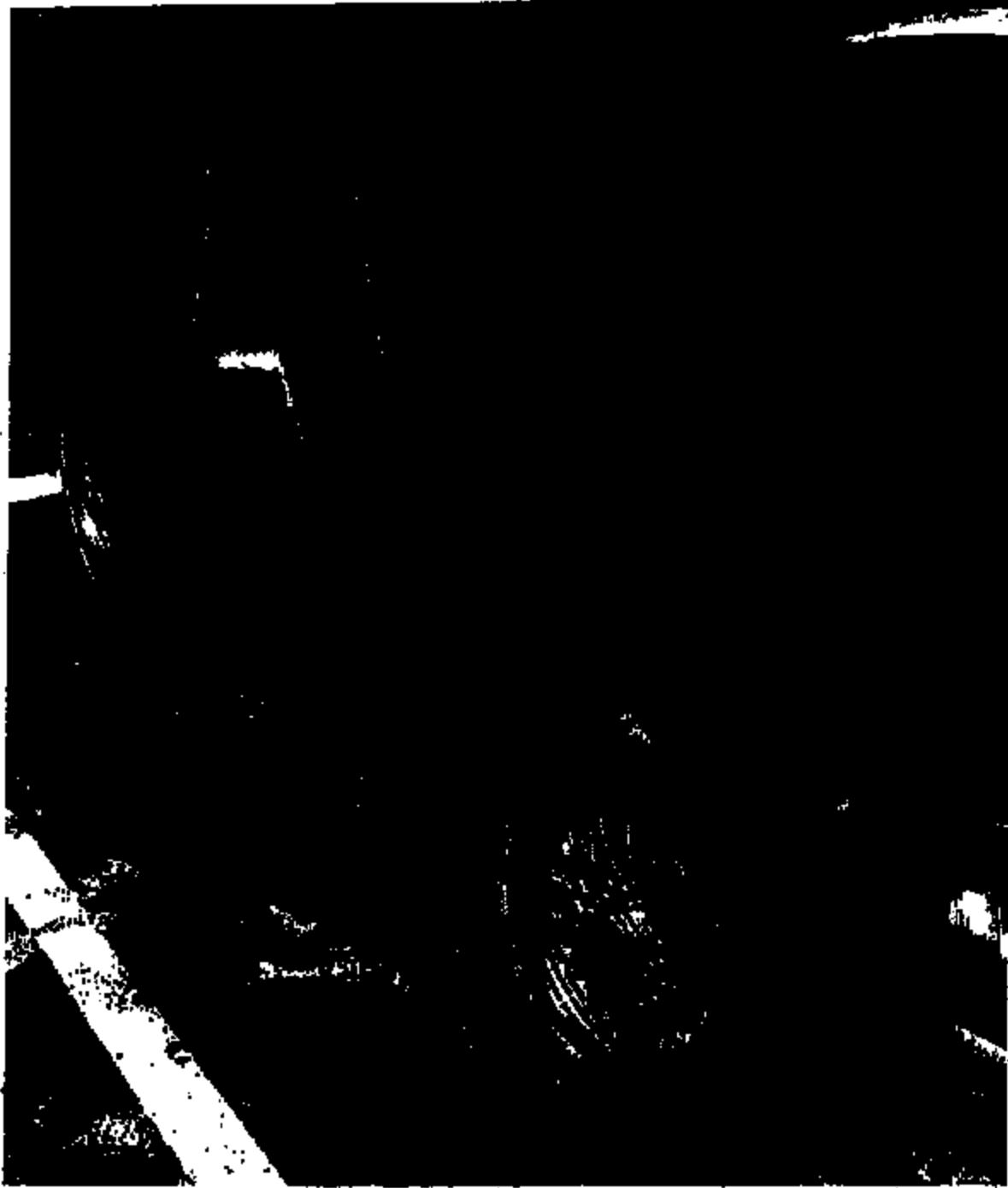
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page 1 of 1

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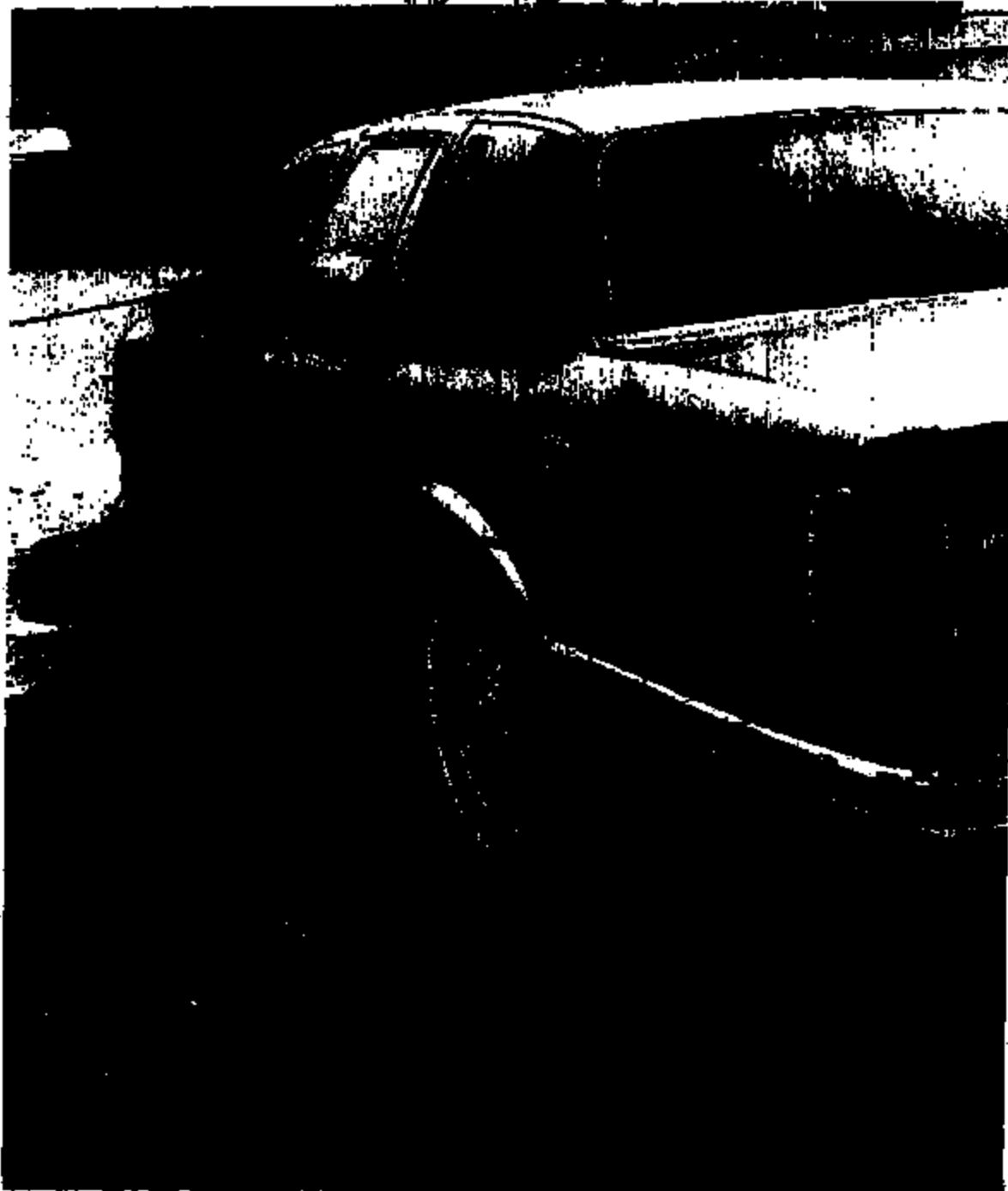
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UNITED STATES GOVERNMENT

Perimeter Sheet

Wood Battleground, Georgia

Coverage BLDG

Our file #

Policy #

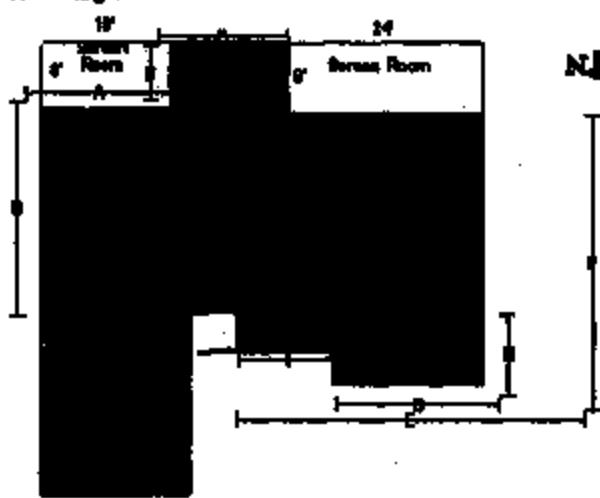
Ins. Claim #



Photo -1

Front of the risk

Perimeter Diagram



Length	Width	Times Qty	Sq Ft
A 16'	B 25'	1	400.00
C 15'	D 9'	1	135.00
E 39'	F 24'	1	936.00
G 16'	H 9'	1	144.00
I 12'	J 5'	1	60.00
Total Sq Ft			1,675.00

Photo Sheet

Tower Battatelli, Georgia

Coverage BLDG

Our File #
Policy #
Ins Claim #



Photo -2

Burned vehicle in the garage



Photo -3

Burned engine compartment

Photo Sheet

Featured Building, Georgia

Coverage BLDG

Our File #
Policy #
Ins. Claim #

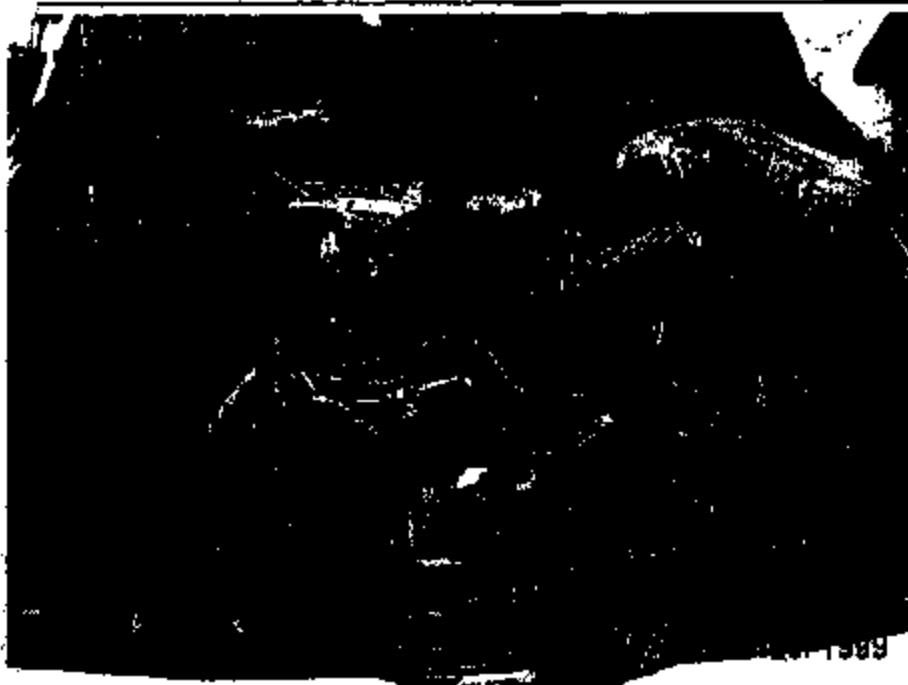


Photo -4

Burned engine compartment

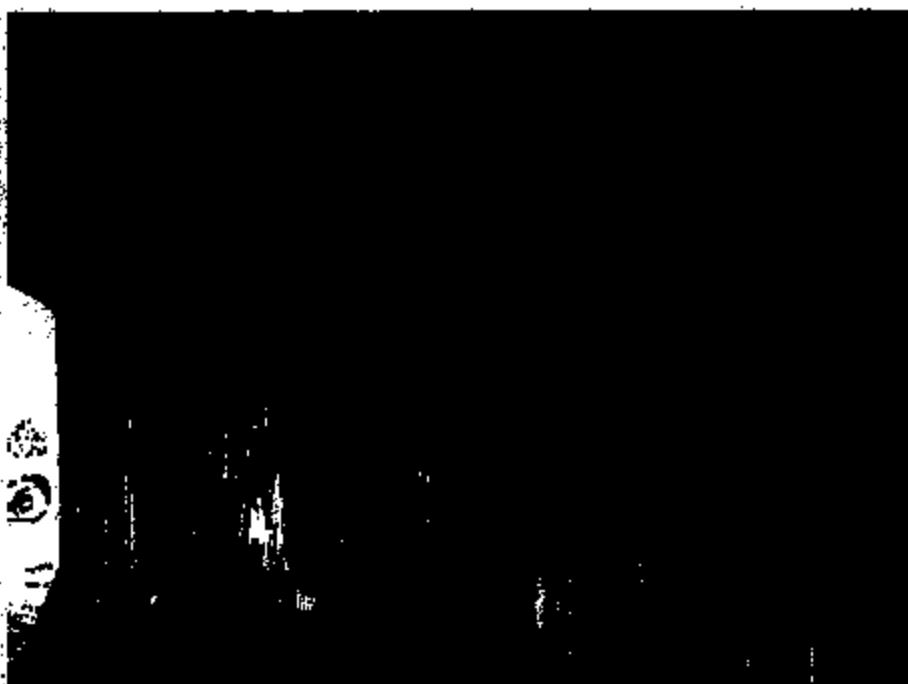


Photo -5

Garage area, damaged contents, walls
& ceiling

Photo Sheet

Insured Battistelli, Georgia

Coverage BLDG

Our file #
Policy #
Ins. Claim #



Photo -6

Garage area, broken window,
damaged contents



Photo -7

Garage area, damaged contents & hot
water heater

Photo Sheet

Insured Battzell, Georgia

Coverage BLDG

Our file #
Policy #
Ins Claim #



Photo -8

Garage area, access door to the laundry room



Photo -9

Damaged golf cart & clubs

Photo Sheet

Treasured Bettiselli, Georgia

Coverage BLDG

Over File #
Policy #
Ins Claims #



12.23.1999

Photo -10

Smoke damaged laundry room

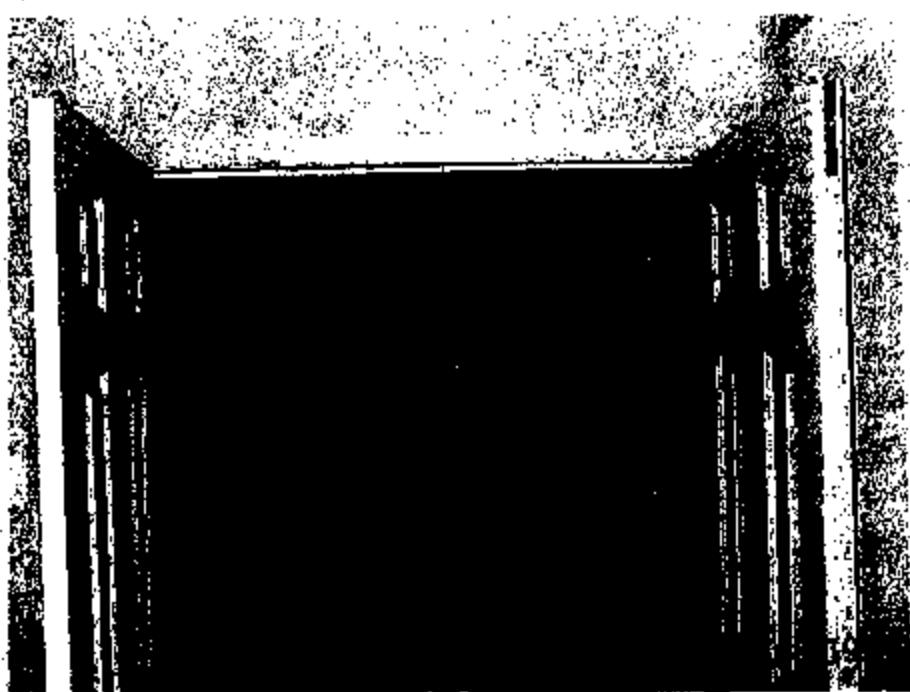


Photo -11

Hall area from the laundry room

Photo Sheet

Insured Battistelli, Georgia

Coverage BLDG

Our file #
Policy #
Ins. Claim #

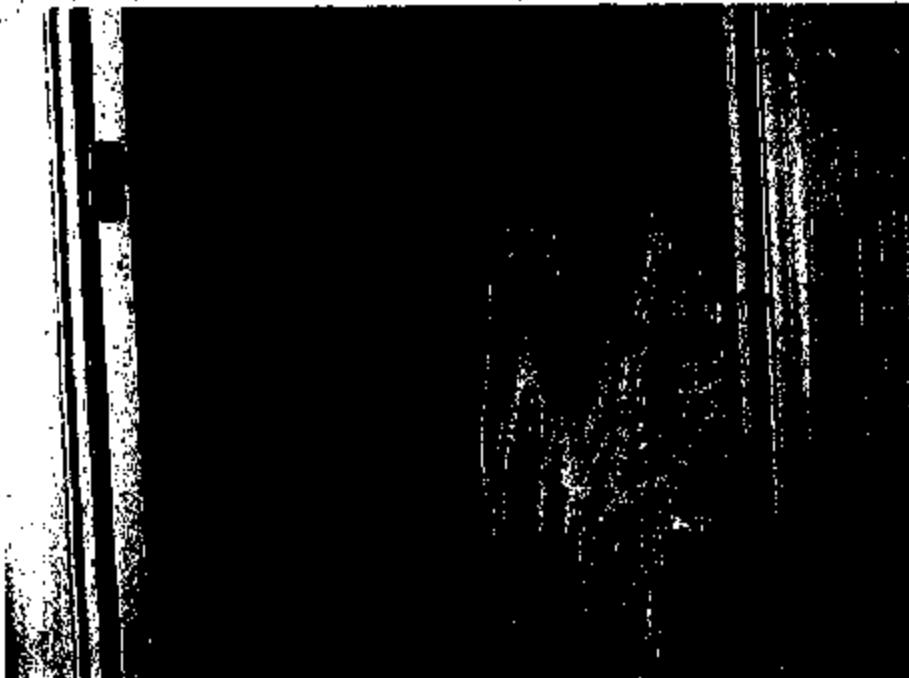


Photo -11

Master bed room closet



Photo -13

Master bath, light smoke damage

Photo Sheet

Tel: 404-522-2150
Fax: 404-522-2155
Email: info@bldg.com

Coverage BLDG

Owner #
Policy #
Ins. Claim #



Photo -14

Master bed room



Photo -15

Music room

Photo Sheet

Insured Bettinstill, Georgia

Coverage BLDG

Our file #
Policy #
Dra. Claim #



Photo -16

Dining room.

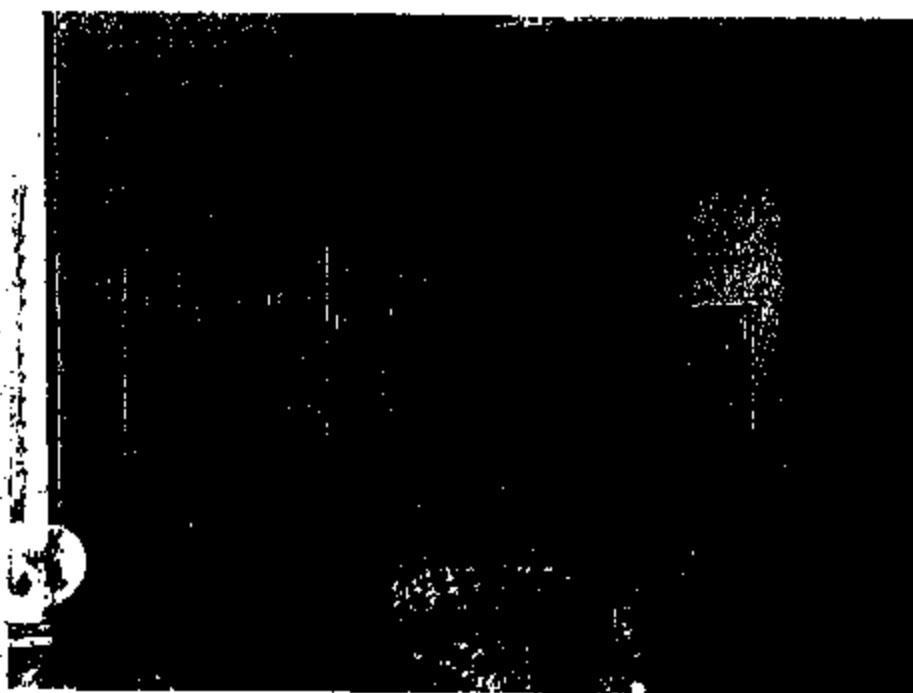


Photo -17

Living room area

Photo Sheet

Towson Battistelli, Georgia

Coverage BLDG

Our file #
Policy #
Ins Claim #



Photo -18

Kitchen area



Photo -19

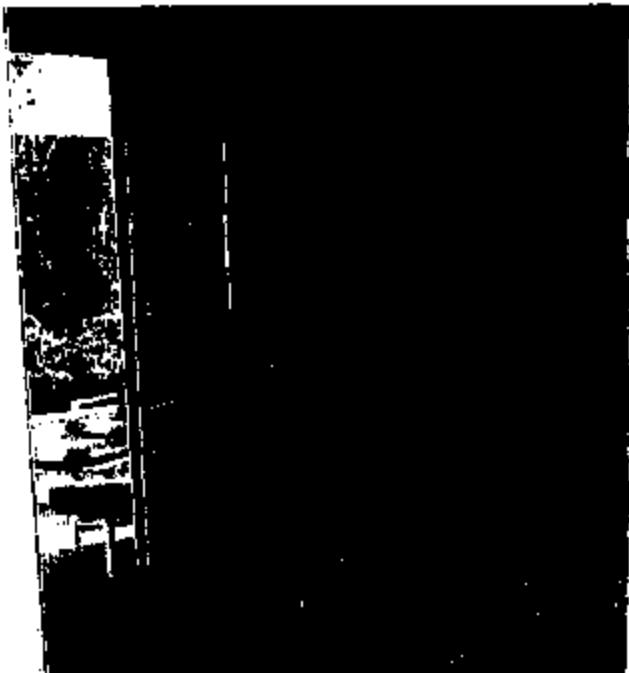
Return air vent, smoke damaged

Photo Sheet

Tower Battistelli, Georgia

Coverage BLDG

Our file #
Policy #
Loss Claim #



23. 1999

Photo -20

Bed room # 1



23. 1999

Photo -21

Bed room # 2

81/03/2881 16:56 3826945
SENT BY: NOCCC;

MARION CITY FIRE RESCUE

PAGE 83
AUE 2/8

Answers for Chapter 10 can be found at the end of this book.

01/03/2001 16:36 3526945#01
SENT BY: MCROC;

MARION CITY FIRE RESC
362 054 74181 JAN-5 15:41

PAGE 04

PHASE 4/a

A  Marine Corps Fire Reserve
Incident Report

www.westpac.com

1000-825 21541



Office of Defects Investigation Recall Database

Call the Auto Safety Hotline toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: November 15, 2000 12:21:05 PM

NHTSA CAMPAIGN ID Number: 99V124000

Component: ELECTRICAL SYSTEM

Manufacturer: FORD MOTOR COMPANY

Mfg. Campaign #: 99S15

Year: 1993

Make: MERCURY

Model: GRAND MARQUIS

Potential Number of Units Affected: 262695

Manufactured From: FEB 1992 To: NOV 1992

Year of Recall: '99

Type of Report: Vehicle

Summary:

Vehicle Description: Passenger vehicles. The Speed Control Deactivation Switch can develop a resistive short in the electrical circuit that could potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short could disable the speed control system or cause the brake light fuse to open.

A fire can originate in the left front underhood area.

Dealers will install a new speed control deactivation switch and connector shell. Owner notification began May 20, 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

This search returned 1 record.

[New Search](#)
[Return to Safety Problems and Issues](#)



[Send mail to the Web Master](#)



Office of the General Counsel

Ford Motor Company
Prudential Tower West
Suite 500
Three Prudential Boulevard
Dearborn, Michigan 48126-2568

April 2, 2001

The Hartford
Southeast Personal Lines
Claim Service Center
2502 Rocky Point Drive, Suite 400
PO Box 30773
Tampa, FL 33633

ATTENTION: Carolyn Blackman

GARAGE DAMAGES

RE: Claimant: [REDACTED]
Your Claim #: [REDACTED]
DOL: 12/22/00

Dear Ms. Blackman,

Thank you for your recently submitted materials. In order to assist us in evaluating your claim, we request that you provide us with the following information: (Please note that the information requested is in regard to the Ford manufactured vehicle.)

- 1. The date of incident and the city and state in which it occurred.
- 2. A complete description of the incident, including events which occurred prior to and subsequent to the loss.
- 3. A copy of the police and/or fire report.
- 4. For each person alleged injured: full name, date of birth, home address, marital status and name of spouse, social security number, occupation, a complete description of the injuries, the names and addresses of all treating physicians, and copies of all medical bills and reports.
- 5. The vehicle year, model, and serial number.
- 6. The mileage on the vehicle at the time of the incident.
- 7. Original color photographs of the vehicle's collision/fire damage & the alleged defective part(s), from several different angles.
- 8. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
- 9. Original color photographs of the accident scene showing the grade of the road.
- 10. What is the alleged defect?
- 11. Documentation to substantiate your defect allegation, including a copy of your expert's report and the expert's original photographs.
- 12. Has the alleged defective part been repaired or replaced?
- 13. The present location of the alleged defective part and the vehicle.
- 14. 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.

- 15. A complete service history for the subject vehicle, including any tune-ups or oil changes.
- 16. List any after market additions or modifications that were made to the vehicle.
- 17. We will be pleased to conduct non-destructive testing on your alleged defective part should you choose to remove the part and assembly and ship it at your own expense. Please follow the directions listed in the attached shipping instructions.
- 18. Lost wage verification (if applicable).
- 19. Was the parking brake fully engaged?
- 20. What gear was the vehicle in at the time of the incident?
- 21. Was the engine running?
- 22. Were the keys in the ignition?
- 23. Has any insurance company been advised of this incident? If so, please state the name, address, and telephone number of those insurance companies; their claim number; and the agent's name.
- 24. If an attorney has been retained by you to settle this claim, please include his/her name, telephone number, and address.
- 25. If this vehicle was purchased as used by the insured please provide: the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased.

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials, we will assume that you are not interested in pursuing a claim and we will close our file.

Please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. 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) at the time of trial, should litigation ensue from this informal claim.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Sincerely,

Shawn L. Norton
Claims Analyst /
Corporate Legal Assistant

March 15, 2001

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
MAR 27 2001
OFFICE OF THE
GENERAL COUNSEL



Ford Motor Co attn: Office of Gen. Council
3 Parklane Blvd St 400
Dearborn, MI 48126

REDACTED

Your Insured: Ford Motor Co Gen. Council
Your Claim #: [REDACTED]
Address: 3 Parklane Blvd Ste 400, Dearborn, MI 48126

Our Insured: [REDACTED]
Our Claim Number: [REDACTED]
Address: [REDACTED] Ocala, FL [REDACTED]
Loss Location: [REDACTED], Ocala, FL [REDACTED]
Date of Loss: 12/22/00

- () We are the liability carrier for the party shown above as our insured. Please forward copies of your subrogation receipt and/or proof of loss and repair bills and we will give your claim our consideration.
- () Please forward copy of title of your insured's vehicle and statement of your insured verifying no agency between your insured and the driver at the time of this accident. With these materials we will give your claim our further consideration.
- () Our check is enclosed.
- () Please advise when we may expect payment of our subrogation claim in the amount of \$22038.12 plus our insured's deductible of \$300. For a total of \$21538.12.
- () We return your release duly executed. Please forward payment.
- () We enclose: () Proof of Loss () Appraisal or Repair Bill
- () The attached release should be signed by your insured, your insured driver and an authorized representative of your company. When this form is returned, we will forward our check.
defective desactivation switch shorted ; under hood fire, damage to dws/content
Very truly yours,

Please Reply To:

THE HARTFORD

Carolyn Blackman
SUBROGATION DEPT.
Claim Service Representative
PO BOX 948001

[] RESOURCE Subro Ltr No. 3

Southwest Personal Lines
Claim Service Center
2502 Rocky Point Drive
Maitland, FL 32794-6999
P.O. Box 90773
Tampa, FL 33630-6773
Telephone 813 286 8349
Toll Free 1 800 637 5410

EP02-025 21868 N

Ford Motor Company

Office of the General Counsel

Ford Motor Company
Partida Towers West
Suite 500
Three Partida Boulevard
Dearborn, Michigan 48126-2568

July 23, 2001

The Hartford
P.O. Box 948001
Metland, FL 32784-6001
ATTENTION: JENNIFER SHERSHEN

Re: Claimant: [REDACTED]
Your Claim #: [REDACTED]
DOL: December 22, 2000

Dear Ms. Sherhen,

We acknowledge receipt of your recent correspondence dated July 12, 2001.

We believe our denial of June 28, 2001 to be proper and are prepared to defend should litigation ensue from this informal claim.

Please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. 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) at the time of trial, should litigation ensue from this informal claim.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Sincerely,

Shawn L. Norton
Claims Analyst

[REDACTED] 21557

FORD • LINCOLN • MERCURY
371 SOUTH MAIN ST. • LEWISTOWN, PA 17042
(717) 245-0633

DATE	VEHICLE IDENTIFICATION NO.	NUMBER OF LINES ON THIS PAGE	NAME	STOCK NO.	IN AND DATE	LAST PAGE NO. & PAGE
1117932MELM74H1PX671471	3191	93 MERCURY	6BD MERCURY 000000011179332	000034134	1	1 OF 1
NO. AND DATE NO.						

02

CHARGE NO. IN NO. CUSTOMER:

PHONE NO. [REDACTED]

NAME [REDACTED]

ADDRESS [REDACTED]

PROGRESSIVE OIL CO. INC. FLA

11/12/93 000100

DATE REC'D. DATE WORKED

111793 111793

PA NUMBER

A

B

C

D

COMMENTS

Paid in Full Cash

R	1C	FL	/	820/	D/FILTER	5.65						
R	SC		/	QUARTS/	5W30 OIL	3.00						

PT-01

AMOUNT DUE	10.65
UNPAID AMOUNT	9.31
DISCLAIMER OF RESPONSIBILITY	
Any information on the services and facility, the firm may be engaged to furnish, shall not be construed as an endorsement or guarantee of the quality, quantity, or reliability of such services or facilities. The firm shall not be liable for damages resulting from the use of any services or facilities furnished by it, or for any other damage or expense arising from its use. The firm shall not be liable for any damage or expense arising from the use of any other person's or firm's services or facilities. The firm shall not be liable for any damage or expense arising from the use of any other person's or firm's services or facilities.	
TOTAL CHARGES	
DISCOUNTABLE AMOUNT	
SALES TAX	
OTHER PAY	

X

OCALA
LINCOLN-MERCURY

407 SO. MAGNOLIA AVENUE
TELEPHONE (304) 732-2888
OCALA, FLORIDA

QC
Quality Care

PARTS & SERVICE HOURS

MONDAY - FRIDAY
7:30 AM - 6:30 PM

TERMS: CASH OR CREDIT C
MASTER CARD
VISA
AMERICAN EXPRESS

DISCLAIMER OF WARRANTIES
THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER
EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY
OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE
AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER
PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION
WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

P & A CODE 11690

NAME	ADDRESS	STATE	ZIP

ROI 108475-4 01/20/94 ADV: BT

CUST# 07227294

HOME: Ocala

PAY METHOD: CASH

PRINTED ON 01/20/94 AT 10145 BY STACY R. C

1010 TAG# 659

ROI 1084

VINI 2MELM74H1PX671471

F 93 GRAND MARQUIS

WHITE CLR

STK# MAE229 SLD# 09/14-4

LICENSE# FL

DATE/TIME IN: 01/20/94 10:

MILES INT: 6348

REPAIR: 1 TYPE: S CONCERN CODE:

CUSTOMER CONCERN: OIL AND FILTER 19.95

PART	DESCRIPTION	CC	LIST	PRICE	QTY	TOT+
F1A7-6731-A XD.20W40.GP	FILTER ASSY ENO. OIL MOTOR OIL 20W40 1 QT		2.50	2.50	1	2.50
						15.00

PARTS AMOUNT = REPAIR 1: 15.00

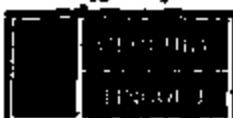
15.00

BASE QTY	SALE	OIL# QTY	SALE	GREASE# QTY	SALE
----------	------	----------	------	-------------	------

SHOP	19.95
PARTS	2.00
PLCY/DISC-P	2.00
SALES & USE TAX	1.08
CASH SALES	19.03

CASH SALES 19.03

(END OF REPAIR ORDER) PAGE



OCALA LINCOLN-MERCURY

407 SO. MAGNOLIA AVENUE
TELEPHONE (904) 732-2868
OCALA, FLORIDA

QC
Quality Choice

PARTS & SERVICE HOURS
MONDAY - FRIDAY
7:30 AM - 5:30 PM

TERMS: CASH OR CREDIT CARD
MASTER CARD
VISA
AMERICAN EXPRESS

DISCLAIMER OF WARRANTY

THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER
EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY
OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE
AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER
PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION
WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

P & A CODE: 11600

100	500	1000	5000
100	500	1000	5000
100	500	1000	5000
100	500	1000	5000

ROI 113393-6 05/06/94 ADV: BT

CUST: 8291294

OCALA

FL [REDACTED]

HOME: [REDACTED]

PAY METHOD: CASH
PRINTED ON 05/06/94 AT 09:49 BY JUANITA BU

1010 TAG: 437

ROI 113393

VINI: 2MELM74H1PX671471
F 93 GRAND MARQUIS

WHITE COLOR

STK# MAE226-BLDI 09/14/93

LICENSE: FL

DATE/TIME IN: 05/06/94 09:13

MILES INT: 9618

CUSTOMER INVOICE

REPAIR # TYPE: S CONCERN CODE:

CUSTOMER CONCERN: OIL AND FILTER

19.95

PART	DESCRIPTION	CC	LIST	PRICE	QTY	TOTAL
F1AZ-6731-A XO.20W40.QP	SILTER ASSY END. OIL MOTOR OIL 20W40 1 QT		9.50 2.29	9.50 2.09	1 5	9.50 10.45

PARTS AMOUNT - REPAIR 11 19.95

TOTAL AMOUNT - REPAIR 11 19.95

BASE CITY	SALE	OIL CITY	SALE	GREASE CITY	SALE
-----------	------	----------	------	-------------	------

SHOP
PARTS REPAIR SH
SALES & USE TAX
CASH SALES

19.95

1.20

21.15

21.15

CASH SALES
#177

(END OF REPAIR ORDER) PAGE 1



OCALA LINCOLN-MERCURY

407 SO. MAGNOLIA AVENUE
TELEPHONE (904) 732-2865
OCALA, FLORIDA

QC
Quality Care

HHR PARTS & SERVICE HOURS
MONDAY - FRIDAY
7:30 AM - 5:30 PM

TERMS: CASH OR CREDIT CARD
MASTER CARD
VISA
AMERICAN EXPRESS

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER
EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY
OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE
AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER
PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION
WITH THE SALE OF THE PARTS.

LAURELDAE EXCEPTS THE PARTS AND SERVICES LISTED BELOW:

P & A CODE: 11680

ITEM	DESCRIPTION	QUANTITY	UNIT PRICE
3	6	0	0.00
SUBTOTAL			

LAURELDAE EXCEPTS THE PARTS AND SERVICES LISTED BELOW:

HHR [REDACTED]

ROI: 122967-9 12/16/94 ADV1 BT

CUST# 8237396

HOME: OCALA

1010 TAG# 306

ROI: 122967-

VIN: 2MELM74W1PX671471
F 93 GRAND MARQUIS
WHITE CLRC
STK# MASS028 SLD: 09/14/93
LICENSE: FL
DATE/TIME IN: 12/16/94 10:11:
MILES INI 14507

PAY METHOD: CHARGE
PRINTED ON 12/16/94 AT 11:32 BY OLENDRA B.

CUSTOMER INVOICE

REPAIR# 1 TYPE: S CONCERN CODE:

CUSTOMER CONCERN: LUBE OIL AND FILTER 24.95

PART	DESCRIPTION	CC	LIST	PRICE	QTY	TOTAL
F1AZ6731A KO.10W30.BSP	OIL-FILTER OIL		9.50 2.09	9.50 2.09	5	9.50 10.45

PARTS AMOUNT - REPAIR 1: 19.95

OPERATION	DESCRIPTION	TECH	SHN	TIME	TOTAL
LUBE	LUBE	8299	8299	.0	5.00

LABOR AMOUNT - REPAIR 1: 5.00

TOTAL AMOUNT - REPAIR 1: 24.95

BASE QTY	SALE	OIL: QTY	SALE	GREASE: QTY	SALE
----------	------	----------	------	-------------	------

SHOP	
LABOR	5.00
PARTS REPAIR SH	19.95
TOOLS & SUPPLIES	.25
SALES & USE TAX	.51
CHARGE SALE	24.71

CHARGE SALE 24.71

5154

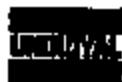
892-21573

Kelly
Tires

A good tire
Wear Longer



Tee Pee Tire, Inc.
10800 SW 91st AVE.
CORNER SR200 & SW 91st AV
OCALA, FL 34481
(904) 237-5566



Bridgestone

Firestone

Type
EV

Invoice #
IN00028037

Date
04/13/95

034 YD \$

By
DLF

Account
8737376

Home Address

New Phone

OCALA, FL

Work Phone

Licence #
(VJ-990)
Year-Model
93 MERCURY GRAND MARQ.
PO Number:
Tag Number:

Mileage
20141

Inspection Date

Item	Description	Qty	Parts	Labor	NET/Core	TC	Extension
LOS	LUBE,OIL & FILTER						
V1030	10-3C VALOLINE MOTOR OIL	5.00	1.25				
VTF2372	2372 BIG A OIL FILTER	1.00	3.50				
LOF	CHARGE OIL, LUBE CHASSIS	1.00					
SPNO	EPA FEE - OIL	1.00		1.00		011	1.00
DC	COUPON-LEMMIE/MIRROR 200	-1.00		5.00		027	-1.00
TY	THX					011	

Debtors:

Promises:

Revised:

Telephone:

2nd Rev:

Telephone:

COMPLETE AUTOMOTIVE SERVICES AVAILABLE

- * BRAKES
- * ALIGNMENTS
- * SHOCKS & STRUTS

- * BATTERIES
- * TUNE-UPS
- * AIR CONDITIONING

Totals

Parts	9.7
Labor	4.4
Other	
NET/Core	
Total	13.1
Tax	0.9
Total	14.0

TERMS: NET 10th prov 1% FINANCE CHARGE added each 30 days, 18% ANNUAL RATE.

Date: 14-73 Check:

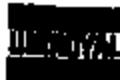
Cr/Cd:

Chrg:

800-21574



Tee Pee Tire, Inc.
10800 NW 91st AVE.
CORNER SR200 & NW 91st AV
OCALA, FL 34471
800-227-5555



**DUNLOP
Firestone**

Jyoti
34

Invoice #
IN00032463

Date
08/29/95

old No 8

Account
8737372

Name-Address

Other gases

DG01-A - FI

Mark Stone

Work phone

License #	Year-Model	Mileage	Inspections
IVJ-999	93 MERCURY GRAND MARQ.	23494	

	Description	Qty	Parts	Labor	FET/Care	TC	Extension
	ABRASION	1.00		10.00		050	10.00
	LUBE,OIL & FILTER						
38	10-30 VALOLINE MOTOR OIL	5.00				030	15.00
2672	2372 BIG A OIL FILTER	1.00				030	3.00
0	CHANGE OIL, LUBE CHASSIS	1.00		9.20		010	9.20
	EPA FEE - OIL	1.00		1.00		010	1.00

Tee / A / Te, Inc.

Pdclcat 361

Estimate:
Revised:
2nd Rev:

Auth by:

Telephone:

Programmed:

COMPLETE AUTOMOTIVE SERVICES AVAILABLE

- BRAKES
 - ALIGNMENTS
 - TIRES & STRUTS

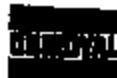
- BATTERIES
 - TUNE-UPS
 - AIR CONDITIONING

Topicals

Parts	5
Labor	12
Other	
FET/Corp	
Subtotal	17
Tax	1
Total	18



Tee Pee Tire, Inc.
10000 SW 81st AVE.
COMBINE SR200 & SW 81st AV
OCALA, FL 34481
(804) 237-8888

**BRIDGESTONE****FIRESTONE**Type
INInvoice #
IN00037755Date
02/27/96Old MO #
W000011417By
CLPAccount
8737396

Name-Address

Home Phone

OCALA, FL

Work Phone

License # IVVJ-990	Year-Make 93 MERCURY GRAND MARA.	Mileage 29975	Inspection Date
PO Number:	Tag Number:		

Item	Description	Qty	Parts	Labor	FET/Core	TC	Extension
30,000 MILE CHECK							
L63	LUBE,OIL & FILTER						
V1030	10W30 KENDALL MOTOR OIL	5.00	1.50	6.20	011	6.25	
90820	SO820 SECURITY OIL FILTER	1.00	0.50		011	0.50	
LOF	CHANGE OIL, LUBE CHASSIS	1.00		4.20	034	4.20	
EPA0	EPA FEE - OIL	1.00		1.00	011	1.00	
"	COUPON-MIRROR/S.CIT/OTON	1.00		5.00	034	-5.00	
YTF4134	4134 AIR FILTER	1.00	4.95			026	4.95
AB	ROTATION AND BALANCE	1.00		26.00		034	26.00
915179	1 GALLON ANTI-FREEZE					034	8.95
OF	ORIGIN & REPILL RADIATOR	1.00	0.95	11.00	034	11.00	
8804847	AUTO TRANSMISSION FLUID	5.00	1.00	26.00	034	8.25	
TS	SERVICE TRANSMISSION	1.00			034	21.00	

PICKUP 435

Promised:

Estimate:

Revised:

2nd Rev:

Auth by:

Auth by:

Telephone:

Telephone:

COMPLETE AUTOMOTIVE SERVICES AVAILABLE**Totals**

Parts	33.0
Labor	62.0
Other	
FET/Core	
Subtotal	95.0
Tax	5.0
Total	100.0

CAR TIRE SERVICE • BRAKE REPAIR • COMPUTERIZED ALIGNMENT • EXHAUST SYSTEMS • AUTOMATIC TRANSMISSION REPAIR

Cash:

Check: 101.87 Cr/Cd:

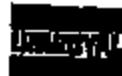
Chrg:

2152
2152
2152
2152

**Kelly
Tires**



Tee Pee Tire, Inc.
 10000 SW 51st AVE.
 CORNER SR200 & SW 91st AV
 OCALA, FL 34471
 (352) 237-8590



BRIDGESTONE
Firestone

Type
LN

Invoice #
EN00042215

Date
07/16/96

Old No #

Account
8757396

Name-Address

Home Phone

OCALA, FL

Work Phone

Licence # 7YJ-4990 Year-Model 95 MERCURY GRAND MARQ. Mileage 33395
 PO Number: Tag Number:

Item	Description	Qty	Parts	Labor	PET/Corp	IC	Excise
COS	LUBE,OIL & FILTER						
V1600	10650 KENDALL MOTOR OIL	5.00	1.25				4.75
VTF2072	2372 BIG A OIL FILTER	1.00	3.50				3.50
LDF	CHANGE OIL, LUBE CHASSIS	1.00					0.75
EPAF	EPA FEE - OIL	1.00		1.00		0.11	0.60
DC	COUPON-CITIZEN/MIRADA/PHO	1.00		5.00		0.34	0.30

THANK YOU-HAVE A GOOD DAY

32876

Tee Pee Tire, Inc.

682-028 21577

Estimate:

Promises:

Revised:

Auth by:

Telephone:

2nd Rev:

Auth by:

Telephone:

COMPLETE AUTOMOTIVE SERVICES AVAILABLE

- * BRAKES
- * ALIGNMENTS
- * SHOCKS & STRUTS

- * BATTERIES
- * TUNE-UPS
- * AIR CONDITIONING

Parts
Labor
Other
PET/Corp
Subtotal
Tax
Total

Cash: 14.70 Check:

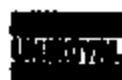
Cr/Cr:

Chrg:



**Tee Pee Tire, Inc.
& Auto Care Center**

10800 SW 91st AVE.
CORNER BRADY & SW 91st AV
OCALLA, FL 34471
(800) 287-0890



Type
IN

Invoice #
IN00046130

Date
10/30/96

**BRIDGESTONE
Firestone**

014 00 1

By
10/30

Account
8737396

Name-Address
[REDACTED]

Home Phone
[REDACTED]

Work Phone
[REDACTED]

OCALLA, FL

License #
IVJ-990
PE Number:

Year-Model
93 MERCURY GRAND MARQ.
Tag Number:

Mileage
33896

Inspection Date

Item
#1

Description

Qty

Parts

Labur

FET/Cars

TG

Excise Tax

AC-FIVE REAR VIEW MIRROR

1.00

11.25

419

11.25

Tee Pee Tire, Inc.

Check # 529

802-282-21578

Estimate:

Reviewed:

2nd Rev:

Auth by:

Auth by:

Telephone:

Telephone:

Comments:

Total:

Parts

Labur

Other

FET/Cars

Subtotal

Tax

Total

11.25

0.00

0.00

11.25

0.00

11.25

COMPLETE AUTOMOTIVE SERVICES AVAILABLE



BRAKES



ALIGNMENTS



SHOCKS & STRUTS

* BATTERIES

* TUNE-UPS

* AIR CONDITIONING

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AMOUNT

CHARGE

11.25

0.00

Chrg

Kelly
Tires



Tee Pee Tire, Inc.
 10000 SW 81st AVE.
 CORNER CR 200 & SW 81st AVE.
 OCALA, FL 34471
 (352) 677-0800



Bridgestone
Firestone

Type
IN

Invoice #
IN00058070

Date
10/19/97

Ref #
WU00028689

Account
8737396

Non-Address

Non-Phone

OCALA, FL

Non-Phone

License #
IVJ-980
PL Number:

Year-Model
93 MERCURY GRAND MARC.
Tag Numbers:

Mileage
44756

Inspection date

Item	Description	Qty	Rate	Labor - \$ET/Car	TG	Extension
WE18070764	215/70R15 CORDAN LIFELINE	1.00	61.25		61.25	215.00
SB	COMPUTER SPIN BALANCE	1.00		6.10	6.10	6.00
EPAT	CPA DISPOSAL FEE	1.00		1.00	1.00	1.00
EPAF	CPA TIRE TAX- STATE OF FL	1.00		1.00	1.00	1.00
I	LINE CHARGE	1.00	6.00	6.00	6.00	6.00

• BRAKES- 60¢ HOUR - 8/12
• COOLANT LEVEL/PROTECT- 8¢
• BATTERY- MAINTENANCE FREE
• SHOCKS - 8¢

Tee Pee Tire, Inc.

Estimates

Services:

Bill Pay:

Both by:

Both by:

Printed by:

Telephone:

COMPLETE AUTOMOTIVE SERVICES AVAILABLE

- BRAKES
- ALIGNMENTS
- SHOCKS & STRUTS

- BATTERIES
- TUNE-UPS
- AIR CONDITIONING

Total:

\$ 299.1

+ 10% Tax

10% Tip

10% Labor

10% PFT/

Subtotal

\$ 318.0

Tax

10%

Total

\$ 349.8

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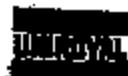
Check

Cr/Dr

217-0 1-0



Tee Pee Tire, Inc.
10800 SW 8TH AVE.
CORNER SR 500 & SW 8TH AVE.
Ocala, FL 34471
(904) 257-5000

**BRIDGESTONE****Firestone**Type
INInvoice #
IN00061026Date
01/07/98

Bill to #

D/C
D/LAccount
8737596

Email Address

Contact

H.

W.

M. (000)000-0000

OCALA, FL

License #	Year-Mile	Color	Mileage	Engines	Inspection Date
IWD-990	93 MERCURY GRAND MARQ.		47327		
PC Number:	Tag Number:				

Item	Description	Qty	Parts	Lab	FET/Corp	TC	Extention
103	CUBE, OIL & FILTER	1.00	1.25				
V1010	JUDGE KENDALL MOTOR OIL	1.00	2.60				
WAD52	HEAVY OIL FILTER	1.00					
LOF	CHARGE OIL, LIQUID COOLANT	1.00					
EP48	EPIC FEE - OIL	1.00	1.00				
RS	CUPON-HAPPY HOLIDAY'S	-1.00	1.00				
AS056	HEAVY AIR FILTER	1.00	0.95				

Tee Pee Tire, Inc.

Estimate:
Revised:
2nd Rev:

Date by:
Arch by:

Printable:
Telephone:
Telephone:

COMPLETE AUTOMOTIVE SERVICES AVAILABLE**Total:**

- BRAKES
- ALIGNMENTS
- SHOCKS & STRUTS

- * BATTERIES
- * TUNE-UPS
- * AIR CONDITIONING

Parts	16.71
Labor	0.00
Other	
FET/Corp-Subtotal	16.71
Tax	1.11
Total	17.81

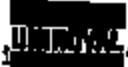
* INDIVIDUAL SERVICE CHARGES ARE ADDITIONAL TO THE ABOVE TOTAL



Tee Pee Tire, Inc.
10800 SW 91st AVE.
CORNER SR 200 & SW 91st AVE.
Ocala, FL 34471
(352) 257-4500

BRIDGESTONE

Firestone

Type
INInvoice #
IN00067369Date
06/17/98

Old Inv #

By
DLPAccount
8737396

Name-Address

Contact

H. [REDACTED]
W. [REDACTED]
M. (000)000-0000

OCALA, FL

Licence #	Year-Model	Color	Mileage	Engine	Inspection Date
IVJ-990	93 MERCURY GRAND MARQ.		50440		
P# Number: Tag Number:					

Item	Description	Qty	Parts	Labor	PET/Cars	Tax	Extention
L04	LUBE, OIL & FILTER						
V1869	15W40 SEMI-SYNTETIC OIL	5.00	1.25				
A4881	RIGHTY OIL FILTER	1.00	3.00				
L07	CANISTER OIL, LUBE CHASSIS	1.00		1.25			
EPA0	EPA FEE - OIL	1.00		1.00			
EC	CORPORATE-MIRROR/S.CITIZEN	-1.00		3.00			-9.00

Tee Pee Tire, Inc.

Estimator:

Revised:

2nd Rev:

Tech by:

Telephone:

Prepared:

Tech by:

Telephone:

COMPLETE AUTOMOTIVE SERVICES AVAILABLE

• BRAKES

• BATTERIES

Totals:

Parts

Labor

Other

PET/Cars

Subtotal

Tax

Total

10.5

- ALIGNMENTS
- SHOCKS & STRUTS

- TUNE-UPS
- AIR CONDITIONING

TERMS: Net 30 days. No credit given for cash discounts. Payment in full required at time of service. No partial payment accepted.

Total: 10.55 Date:

Tr. Sds:

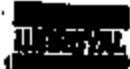
Chgs:

682-925-2152



Tee Pee Tire, Inc.
10000 SW 91st AVE.
CORNER SR 200 & SW 91st AVE.
OCALA, FL 34471
(352) 257-4999

BRIDGESTONE
Firestone

Type
INInvoice #
IN00071265Date
09/26/98Job #
W000026106by
OPAccount
8737396

Name-Address

Contact

H.

W.

M.

(000)000-0000

OCALA, FL

License #	Year-Model	Color	Mileage	Engine	Inspection Date
IVJ-99Q	93 MERCURY GRAND MARQ.		62910		
PS Number:	Tag Number:				

Item	Description	Qty	Parts	Labor	FET/Gear	Tax	Extention
EC	CHECK OUT-INSTALL BATTERY	1.00		12.00	0.00	0.00	12.00
EAY90460	NATIONAL 50 MONTH BATTERY	1.00	11.15	0.00	0.00	0.00	11.15
EPAL	EPB FEE - BATTERY	1.00		1.00	0.00	0.00	1.00

Tee Pee Tire, Inc.

Estimate:
Revised:
2nd Rev:

Auth by:
Auth by:

Previous:
Telephone:
Telephone:

Totals

Parts	65.95
Labor	14.00
Other	
FET/Gear	
Subtotal	67.95
Tax	4.05
Total	72.00

COMPLETE AUTOMOTIVE SERVICES AVAILABLE

- BRAKES
- ALIGNMENTS
- SHOCKS & STRUTS

- * BATTERIES
- * TUNE-UPS
- * AIR CONDITIONING

For more information call 1-800-243-1234 or visit our website at www.teespetire.com

Sheet:

Or Job:

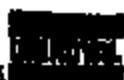
72.00 CASH



Tee Pee Tire, Inc.
10000 SW 91st AVE.
CORNER OF 200 & SW 91st AVE.
OCALA, FL 34481
(800) 827-5559

BRIDGESTONE
FIRESTONE

**Ors [REDACTED]



Type
IN

Invoice #
IN00074641

Date
12/18/98

Old #

By
DM

Account
8737396

Business Address

Contact

H.

W.

M.

(000)000-0000

OCALA, FL [REDACTED]

Licence #	Year-Model	Color	Mileage	Engine	Inspection Date
XVJ-99Q	93 MERCURY GRAND MARQ.	[REDACTED]	55641	[REDACTED]	[REDACTED]
PE Numbers:	Tag numbers:				

Item	Description	Qty	Parts	Labor	FEY/Car	TC	Estimation
104	LOBE, OIL & FILTER	1.00	1.25		100	100	100
91046	10W40 SHELL MOTOR OIL	1.00	1.61		100	100	100
10681	MOBILITY OIL FILTER	1.00	1.61		100	100	100
10F	CHARGE OIL, LUBE CHASSIS	1.00		1.20	100	100	100
EPAD	EPD FEE - DEL	1.00		1.00	100	100	100
DC	Coupon-AZTEK/B.CITIZEN	-1.00		1.00	100	100	-1.00

also - rotated tires

Estimator:
Revised:
200 Revs

Auth by:
Auth by:

Promised:
Telephone:
Telephone:

COMPLETE AUTOMOTIVE SERVICES AVAILABLE

- * BRAKES
- * ALIGNMENTS
- * SHOCKS & STRUTS

- * BATTERIES
- * TUNE-UPS
- * AIR CONDITIONING

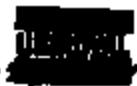
	Total
Parts	9.71
Labor	4.21
Other	
FEY/Car	
Subtotal	13.92
Tax	0.8
Total	14.72

TERMS: NET 10th prox 1 1/2% FINANCIAL CHARGE added each 30 days, 18% ANNUAL



Tee Pee Tire, Inc.

10000 SW 91ST AVE
CORNER OF 90TH & SW 91ST AVE
OCALA, FL 34481
(352) 257-5600



DODGESTONE

Bridgestone

Type
TN

Invoice #
IN00003315

Date
07/16/99

Old Inv #
W000031599

by
OK

Account
8797396

Name-Address

Contact

H.

M.

N. (000)000-0000

OCALA, FL

License #	Year-Model	Color	Mileage	Engine	Inspection Date
XVJ-990	93 MERCURY GRAND MARQ.		60561		
94 Numbers					
	Tag Number:				

Item	Description	Qty	Parts	Labor	PET/Corp	TG	Extended
104	LOPPE, OIL & FILTER						
Y1040	15W40 KENDALL MOTOR OIL	1.00	1.20			0.00	1.20
A4693	REBOTTY OIL FILTER	1.00	0.60			0.00	0.60
10F	CHANGE OIL, LUBE CHASSIS	1.00		0.20		0.00	0.20
CPA6	CPO FEE - OIL	1.00		1.00		0.00	1.00
0C	COUPON-HTS2000/3.CITIZEN	-1.00		5.00		0.00	-5.00
	REBOTTY AIR FILTER	1.00		6.00		0.00	6.00
10P AP144	PLATZBEN SPARE PLATES AUTO	0.00		3.40		0.00	3.40
BL	INSTALL SPARE PLATES	0.00		0.00		0.00	0.00
10V000000000	GATES ALERO V BELT	1.00	15.00			0.00	15.00
	REPLACE BELT	1.00		12.00		0.00	12.00
	ROTATION	1.00		10.00		0.00	10.00
	CLEAN TREADMACHINES						

Tee Pee Tire, Inc.

THANK YOU HAVE A NICE DAY

Estimates
Invoices
Fed Tax:

Auth by:
Auth type:

Telephone:
Telephone:

Printed:

21588
02-02-02

COMPLETE AUTOMOTIVE SERVICES AVAILABLE

	Total
Parts	90.50
Labor	69.40
Other	
PET/Corp	
Subtotal	159.90
Tax	9.50
Total	169.50

TERMS: NET 10/31 PREC 1-4-90 FINANCE CHARGE added each 30 days, 18% ANNUAL.

Check

Cashier

Cr/Dr

Chq



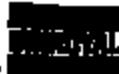
Tee Pee Tire, Inc.

10000 SW 91st AVE
CORNER SW 200 & SW 91st AVE.
OCALA, FL 34471
(352) 237-0299

BRIDGESTONE

FIRESTONE

**Ori



Type
IN

Invoice #
IN00086348

Date
10/01/99

Bill To #
W000033343

By
GD

Account
8737396

Line-Address

Contact

H.
W.
M. (000)000-0000

OCALA, FL 34481

Licence #	Year-Model	Color	Mileage	EngInv	Inspection Date
IVJ-99Q	93 MERCURY GRAND MARQ.		63328		
70 Numbers:		Tag Numbers:			

Item	Description	Qty	Parts	Labor	PET/Care	TG	Extension
XL	REMOVAL AND REINSTALL DRIVERS SEAT	0.75		40.00		411	30.00
XL	REPAIR DRIVERS SEAT	0.75		40.00		411	30.00
TT	THANK YOU HAVE A GOOD DAY						

CK#933

Estimate:

Revised:

Inc Tax:

Auth by:

Auth by:

Telephone:

Telephone:

Printable

Totals

Parts		
Labor		72.00
Other		
PET/Care		
Subtotal		72.00
Tax		4.32
Total		76.32

COMPLETE AUTOMOTIVE SERVICES AVAILABLE

BRAKES

* BATTERIES

ALIGNMENTS

* TUNE-UPS

* SHOCKS & STRUTS

* AIR CONDITIONING

TERMS: NET 10th prox 1 1/2% FINANCE CHARGE added each 30 days, 18% ANNUAL

NOTICE TO THE CONSUMER: This document contains neither a legend nor a statement of the consumer's rights under the Florida Motor Vehicle Repair Disclosure Act. For a copy of the Act, contact the Florida Department of Motor Vehicles, Tallahassee, Florida.

Cash:

Check:

/6.32

Tr (4)

Chgs:

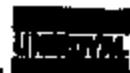


Tee Pee Tire, Inc.

10000 SW 81st AVE.
CORNER SR 200 & SW 81st AVE.
OCALA, FL 34471
(800) 237-0599

BRIDGESTONE

Firestone



**Orig.

Type IN	Inv# EN00090058	Date 01/07/00	Old Inv# W000035391	by 80
------------	--------------------	------------------	------------------------	----------

Accident
8737396

Year-Address

Contact

H.

M.

N. (000) 000-0000

OCALA, FL

License # 2V3-990	Year-Model 93 MERCURY GRAND MARQ.	Color	Mileage 66486	Engine	Inspection Date
PC Busharr					

Item	Description	Qty	Parts	Labor	FET/Corp	TC	Extension
104	LOBE, OIL & FILTER						
VID001	ESMAN KENNEDY MOTOR OIL	5.00	1.25			0.00	-1.25
21061	RIGHTY OIL FILTER	1.00	0.50			0.00	-0.50
LAP	CHANGE OIL, LOBE CHASSIS	1.00		0.20		0.00	-0.20
EPA0	EPA FEE - OIL	1.00		0.00		0.00	1.00
SC	Coupon-Billable/S.Citizen	1.00		0.00		0.00	-1.00

THANK YOU HAVE A NICE DAY

EF2-028 2497

Estimator	Auth by:	Prepared by:
Rebates	Auth by:	Telephone:
2nd Env:	Auth by:	Telephone:

COMPLETE AUTOMOTIVE SERVICES AVAILABLE

- * BRAKES
- * ALIGNMENTS
- * SHOCKS & STRUTS

- * BATTERIES
- * TUNE-UPS
- * AIR CONDITIONING

Totals

Parts	9.75
Labor	4.21
Other	
FET/Corp	
Subtotal	13.96
Tax	0.32
Total	14.28

TERMS: NET 10th prox 1.6% FINANCE CHARGE added each 30 days; 18% ANNUAL

Kelly
Tires



Tee Pee Tire, Inc.
10800 SW 81st AVE.
CORNER OF 80th & SW 81st AVE.
Ocala, FL 34471
(352) 587-6550

Bridgestone

Firestone



**0.1

Type
IN

Envelope #
IN00090821

Date
01/28/00

Inv #
W000035783

By
DM

Account
8737896

Res-Address

Customer

H.

M.

N.

(000)000-0000

Ocala, FL

Licence # IVJ-999	Year-Model 98 MERCURY GRAND MARQ.	Color White	Mileage 66646	Engine	Inspection Date
Tag Numbers:					

Item	Description	Qty	Unit Price	Sub Total	Labor	PET/Core	Tax	Extended
90	COMPUTER DIAGNOSTIC	1.00	\$35.00	\$35.00				\$35.00
EC6844	IGNITION WIRES	1.00	\$100.00	\$100.00				\$100.00
01	INSTALL IGNITION WIRES	1.00	\$11.00	\$11.00				\$11.00
TT	THANK YOU HAVE A GOOD DAY	1.00	\$0.00	\$0.00				\$0.00

12 Month/2,000 Mile
Warranty on Parts.
Tee Pee 90 Day Warranty Inc.
on Labor.

Customer Name:	Math Type	Telephone	Comments
Inv-#:	Math Type	Telephone	
Inv Date:			

COMPLETE AUTOMOTIVE SERVICES AVAILABLE

- * BRAKES
- * ALIGNMENTS
- * SHOCKS & STRUTS

- * BATTERIES
- * TUNE-UPS
- * AIR CONDITIONING

	Totals
Parts	\$108.10
Labor	\$76.00
Other	
PET/Core	
Subtotal	\$184.10
Tax	\$11.17
Total	\$197.27

TERMS AND CONDITIONS: 100% FINANCIAL CHARGE FOR ALL WORK PERFORMED

Cash

Checks 197.27 Cr/Mc

Charge



Tee Pee Tire, Inc.

10800 SW 91st AVE.
CORNER OF 200 & SW 91st AVE.
OCALA, FL 34471
(352) 257-8888

BRIDGESTONE
FIRESTONE



10800 SW 91st

By
DP

Type IN	Invoice # IN00086988	Date 06/07/00	Ref No #
Account 8737396	Phone-Address [REDACTED]	Contact () -	H. [REDACTED] W. [REDACTED] M. (000)000-0000

OCALA, FL

License # IVJ-990	Year-Make 99 MERCURY GRAND MARQ.	Color	Refno 67988	Engin	Inspection Date
75 hours	Tag Number:				

Item	Description	Qty	Parts	Labor	PET/Core	TG	Extension
104	LUBE, OIL & FILTER						
10500	SENG KENDALL MOTOR OIL	1.00	1.25				1.25
10652	MOTOR OIL FILTER	1.00	1.50				1.50
107	CHANGE OIL, LUBE CHASSIS	1.00	1.25				1.25
1084	EMI FEE - OIL	1.00	1.00				1.00
10	DISPEN-KIT/88/1.CITIZEN	-1.00		5.00			-5.00
WARRANTY ROTATOR 8/C							

Tee Pee Tire, Inc.

Estimator:	Auth by:	Telephone:	Frontend:
Horodek			
3rd Party:			
Technician:	Auth by:	Telephone:	

COMPLETE AUTOMOTIVE SERVICES AVAILABLE

- * BRAKES
- * ALIGNMENTS
- * SHOCKS & STRUTS

- * BATTERIES
- * TUNE-UPS
- * AIR CONDITIONING

Totals

Parts	9.75
Labor	4.25
Other	
PET/Core	
Subtotal	13.75
Tax	0.34
Total	14.10

TERMS: RET. 10% pre 1/1/96 FINANCE CHARGE added after 90 days. 12% ANNUAL

Cash 14.75 Checks Cr Cdt Charge

Office of the General Counsel

Ford Motor Company
Pentagon Towers West
Suite 300
Three Penthagon Boulevard
Dearborn, MI 48126-2363

June 26, 2001

Orlando Central Recovery Office
PO Box 946001
Maitland, FL 32794-6001

ATTENTION: Jennifer Sherzen

Re: **Claimant:** [REDACTED]
Your Claim No.: [REDACTED]

Dear: Ms. Jennifer Sherzen

Since the alleged vehicle/defective part has been destroyed Ford Motor Company has been deprived of the opportunity to inspect the alleged defective part/vehicle we must respectfully deny liability.

Sincerely,

SN/aj
Shawn Norton
Claims Analyst

E982-025 21500

R

Rimkus Consulting Group, Inc.
110 South Hoover Boulevard, Suite 120
Tampa, Florida 33609
(813) 289-3000 Telephone
(813) 289-6440 Facsimile

Report of Findings

VEHICLE FIRE CAUSE AND ORIGIN

Claim No: [REDACTED]

RCG File No: 111474

Prepared For:

THE HARTFORD
POST OFFICE BOX 30773
TAMPA, FLORIDA 33630

Attention:

JAIMI THOMAS

Thomas W. Young
Thomas W. Young
Fire Consultant

John H. McCullough

John H. McCullough, Jr.
Division Manager

TABLE OF CONTENTS

I. Introduction	1
II. Conclusions	2
III. Discussion	3
IV. Basis Of Report	5
V. Attachments	6
A. Photographs	
B. Vehicle Field Sketch	
C. Marion County Fire Rescue Incident Report	
D. NHTSA Defect Recall Data Sheet	

Section I INTRODUCTION

On December 22, 2001, at 12:41 a.m., a fire occurred in the home located at [REDACTED] in Ocoee, Florida. Official Fire Records of Marion County Fire and Rescue indicated that a vehicle parked inside the garage was the source of the fire and that the home did not suffer any fire damage.

Jalmi Thomas of The Hartford retained Rimkus Consulting Group, Inc., on January 2, 2001, to inspect the fire-damaged vehicle located at CoParts Salvage Yard in Orlando, Florida. For the purpose of determining the cause and origin of the fire, Mr. Thomas W. Young, Fire Consultant, conducted that inspection work.

This report was prepared for the exclusive use of The Hartford, and is not intended for any other purpose. Our report is based on the information available to us at this time (January 22, 2001) as described in Section V, BASIS OF REPORT. Should additional information become available, we reserve the right to determine the impact, if any, of the new information on our opinions and conclusions, and to revise our opinions and conclusions if necessary and warranted by the discovery of additional information.

Section II CONCLUSIONS

From our work to date, we have formed the following opinions:

- 1. This fire was accidental in nature.**
- 2. The fire began in the vehicle's engine compartment.**
- 3. A resistive short in the electrical circuit that involved a faulty speed control deactivation switch caused the fire.**
- 4. Marion County Fire and Rescue extinguished this fire.**

Section III DISCUSSION

The fire-damaged vehicle was photographed and examined by Mr. Thomas W. Young, Fire Consultant, on January 04, 2001. The vehicle was being held at a CoParts Salvage Yard located at 307 East Landstreet Road in Orlando, Florida.

The vehicle was a 1993 Mercury Grand Marquis GS, V.I.N. #2MELM74W1PX671471. The vehicle is described as a four door, white in color with a blue cloth top.

The inspection of the vehicle interior revealed that the least amount of damage was the rear portion. However, it was noted that the entire painted surface had light to medium soot deposits.

The cloth surface closest to the engine compartment at the upper portion of the windshield was noted as sustaining fire damage. The front windshield had broken during the fire, yet remained intact except for the portion located along the lower left.

The passenger front had the least amount of visual damage opposed to the driver's side that sustained the heaviest amount of damage.

The hood displayed an oval shaped burn through pattern on the driver's side closest to the windshield.

The front fender on the driver's side displayed a "V" pattern as a result of flames emerging from the engine compartment. The vehicle's front tire on the driver's side had sustained heavy fire damage with the most severe damage on the interior, at the portion closest to the engine compartment.

The passenger compartment received heavy smoke damage where products of combustion had entered through the damaged windshield and firewall openings. The driver's side dashboard displayed heat damage causing the plastic components to melt.

The engine compartment sustained heavy fire damage to the electrical components in the area of the master cylinder.

The master cylinder reveals exposure to high heat temperatures evidenced by heavy oxidation.

The fire that occurred to the vehicle, according to the owner, took place during a period of time when the vehicle had not been driven for several hours.

It is our opinion that this fire is accidental in nature based on observable evidence, notable burn pattern characteristics, and historical data obtained from the NHTSA recall database. The fire caused localized high heat damage in the area where the master cylinder was located. The fire's origin is consistent with damage typically caused by a faulty deactivation switch associated with the year, vehicle make, and model. (NHTSA recall database reference ID #88V124000).

A faulty speed control deactivation switch acted as the ignition source to the wiring harness and nearby combustibles. The fire eventually burned through the hood and extended into the passenger area. The fire caused severe damage to the engine compartment.

Marion County Fire and Rescue extinguished the fire and noted on the fire report that the smoke alarm was operational and did in fact alarm the residents of the fire.

Section IV

BASIS OF REPORT

- 1. Inspection and photography of the fire-damaged vehicle.**
- 2. Inspection of the wiring harness in area of heaviest damage.**
- 3. Internet search of related recalls.**
- 4. Recall number 99V124000 issued by the National Highway Traffic Safety Administration.**

**Section V
ATTACHMENTS**

- A. Photographs**
- B. Vehicle Field Sketch**
- C. Marion County Fire Rescue Incident Report**
- D. NHTSA Defect Recall Data Sheet**

**Section V
ATTACHMENT A**

Photographs

Photographs taken during our inspection that are not included in this report are retained in our files and are available to you upon request.

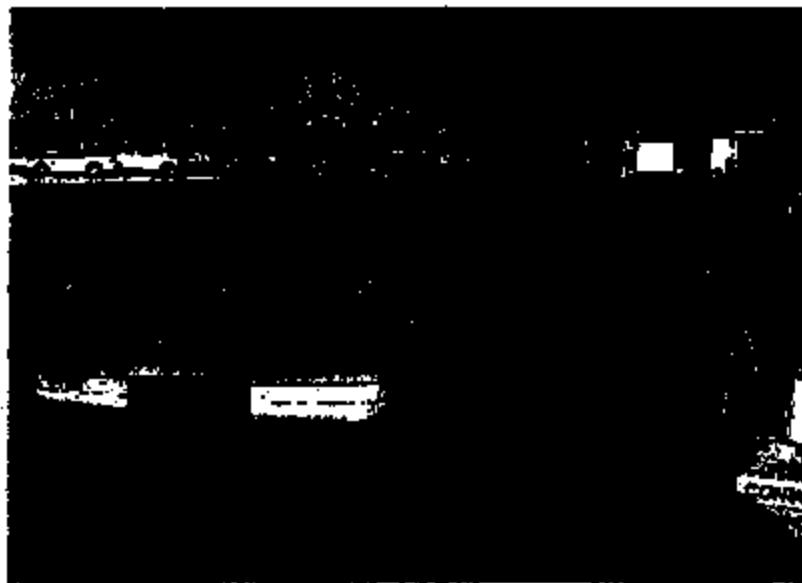
Photograph 1
Front passenger side.



Photograph 2
Front passenger side view.



Photograph 3
Right-rear view.



Photograph 4
Left-rear view.



Photograph 5
Driver's side front hood.



Photograph 6
Driver's side front fender.



Photograph 7
Driver's side fire wall.

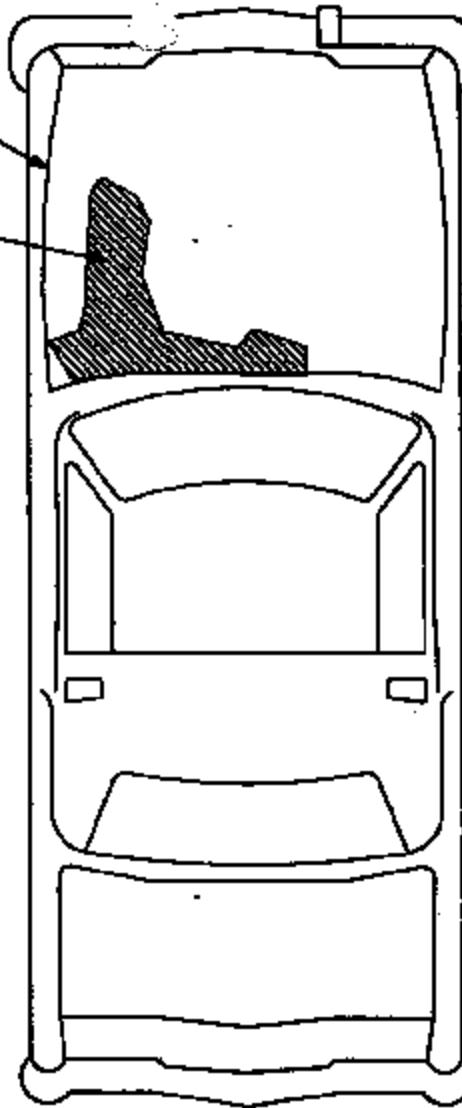


Section V
ATTACHMENT B

Vehicle Field Sketch

Topside & Inside of Tire Severely Burned

Burn Thru Hood



888-888-2188



Fire Damage to Mercury
Georgia Battistelli

RPK

January 17, 2001

111474

**Section V
ATTACHMENT C**

**Marion County Fire Rescue
Incident Report**

A Marion County Fire Rescue Incident Report		MM DD YYYY	02/03/2001	02/03/2001	16:56	16:56	Marion - 7 Basic	
B Location	<input checked="" type="checkbox"/> House residence <input type="checkbox"/> Intervention <input type="checkbox"/> In front of <input type="checkbox"/> Power of <input type="checkbox"/> Aspects to <input type="checkbox"/> Directions		5430	5th	1st	160		
C			Residence	Front	Side or Highway	Residence		
D			Address	5430	5th	1st		
E			City	Waukegan	State	IL		
F			Zip	60085	Phone	(708) 223-1234		
G			Lat	41.920000	Long	-87.640000		
H			Altitude	160	Altitude Type	Sea level		
I			Comments					
J Incident Type				Date & Time		Emergency		
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MARION CITY FIRE RESCUE

PAGE 03
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Kitter County Fire Marshal Incident 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Directions: Please answer the questions below by writing your answers on the reverse side of this form.

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**Section V
ATTACHMENT D**

NHTSA Defect Recall Data Sheet



Office of Defects Investigation Recall Database

Call the Auto Safety Hotline toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: November 15, 2000 12:21:05 PM

NHTSA CAMPAIGN ID Number: 99V124000

Component: ELECTRICAL SYSTEM

Manufacturer: FORD MOTOR COMPANY

Mfg. Campaign #: 99S15

Year: 1993

Make: MERCURY

Model: GRAND MARQUIS

Potential Number of Units Affected: 262695

Manufactured From: FEB 1992 To: NOV 1992

Year of Recall: '99

Type of Report: Vehicle

Summary:

Vehicle Description: Passenger vehicles. The Speed Control Deactivation Switch can develop a resistive short in the electrical circuit that could potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short could disable the speed control system or cause the brake light fuse to open.

A fire can originate in the left front underhood area.

Dealers will install a new speed control deactivation switch and connector shell. Owner notification began May 20, 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

This search returned 1 record.

[New Search](#)
[Return to Safety Problems and Issues](#)



[Send mail to the Web Master](#)

Brake Control: Description and Operation

DESCRIPTION & OPERATION

The system consists of an electronic servo assembly, actuator cable, horn relay, steering wheel switches, brake lamp switch and a deactivator switch. The system operates independent of engine vacuum, therefore no vacuum lines are necessary. The servo is mounted near the brake master cylinder and is connected to the throttle linkage with an actuator cable. The electronics are integrated into the servo, eliminating the need for any separate modules in the vehicle.

The deactivator switch is a normally closed switch and replaces the vacuum dump valve as a safety feature in the system. On a vacuum rated system, when the brake pedal is depressed an electrical signal from the brake lamp circuit will disengage the system. On this system, for increased brake pedal effort (5-10 lbs.), the deactivator switch will open and remove power to the speed control servo circuit, releasing the vehicle independent of the amplifier control. The deactivator switch is located at the rear brake proportioning valve below the brake booster.

System Activation

To operate the speed control system, vehicle speed must be greater than 30 mph. At this time, the system is activated and is ready to accept a speed signal by pressing the ON and SET ACCEL switches on the steering wheel. This will set speed at its current speed until a new speed is set by the operator; the brake pedal is depressed or the OFF switch is depressed.

Reducing Set Speed

Vehicle speed may be reduced in three ways; applying the brake pedal and then resetting the speed using the system activation method, using the COAST switch, tapping the COAST switch (Tap-Down). When reducing the speed by depressing the COAST switch, hold the SET switch down until vehicle is slowed to the desired speed, then release the COAST switch and the new vehicle speed is set automatically. Reduce vehicle speed using the Tap-Down method, tap COAST switch once for each 1 mph until vehicle reaches desired speed. If the vehicle is reduced below the minimum operating speed, the operator must manually increase the speed and reactivate the system.

Raising Set Speed

Vehicle set speed can be increased in three ways; manually using the accelerator, pressing the SET ACCEL switch, tapping the SET ACCEL switch (Tap-Up). To manually increase set speed, depress the accelerator until the higher speed is reached and stabilized, then depress and release the SET ACCEL switch. Set speed can also be increased by depressing the SET ACCEL switch and holding it in that position, vehicle speed will automatically increase, when desired speed has been obtained, release the switch. To increase vehicle speed using the Tap-Up method, tap the SET ACCEL switch once for each 1 mph until vehicle reaches speed.

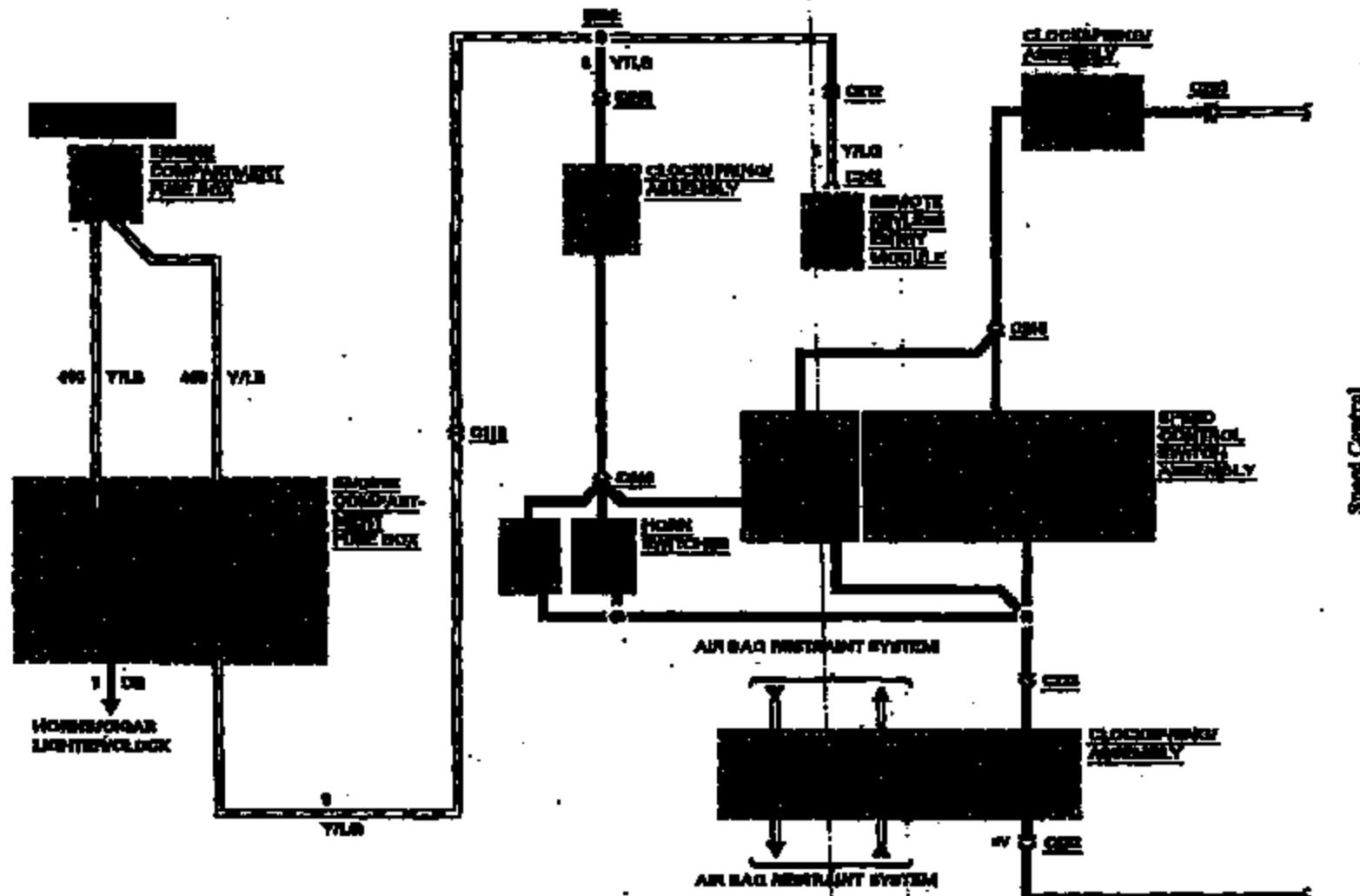
Reactivation

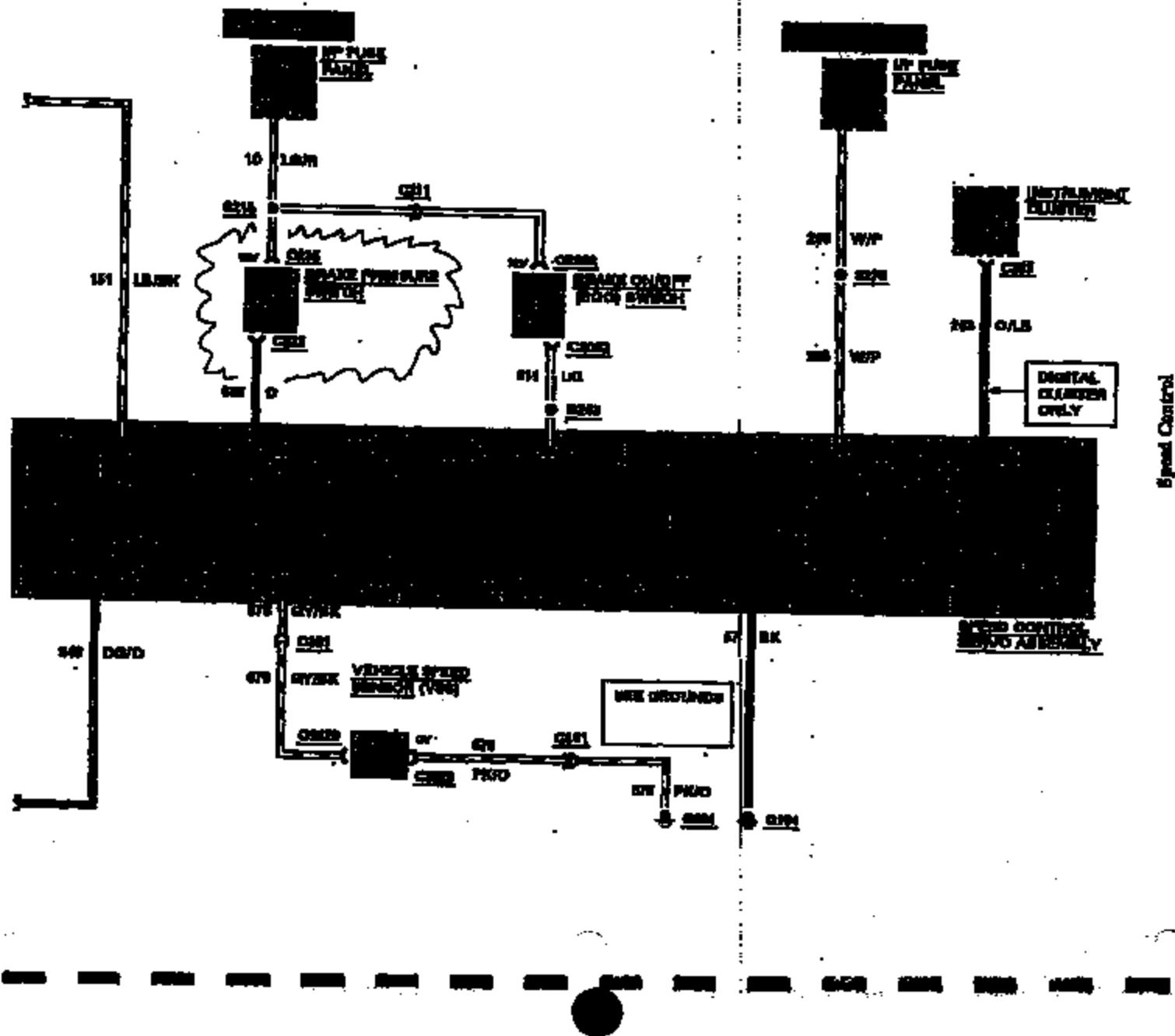
When the speed control system is deactivated by depressing the brake pedal, the car speed prior to system deactivation may be reset by manually depressing the RESUME button. The RESUME function of the system will not function if the system is deactivated using the OFF switch, or if vehicle speed has been reduced below the minimum speed of 30 mph.

Brake Switch (Cruise Control): Service and Repair**Deactivator Switch**

1. Disconnect electrical connector from switch.
2. Uncrew switch from brake proportioning valve.
3. Reverse procedure to install, torque switch to 12-14 ft-lbs, then bleed brake system.

i Cruise Control: Electrical Diagrams
Part 1 of 2







June 14, 2001

Ford Motor Co-Office Of General Council
3 Parklane Blvd Ste 300
Dearborn, MI 48126-2568

Claim Number: [REDACTED]
Insured Name: [REDACTED]
Date of Loss: 12/22/00
Amount of Loss: \$22,833.46
Location of Loss: OCALA FL
Our Account No: SUB315814
Third Party: Ford Motor Co-Office Of General Council
Your File Number:

Cl A/01
440665
Cl

REDACTED

Dear Mr. Shawn Norton:

This letter is in response to your letter of May 30, 2001. Please be advised I am now handling all three claims for [REDACTED] (856 DP 52779 - home contents, YBC MD 57440 - golf cart, YBC MD 57437 - auto).

The incident occurred in Ocala, Florida on December 22, 2000. The approximate mileage on the vehicle was 60,000. The vehicle was purchased new and there were no aftermarket modifications. The vehicle had been off several hours before the fire began and the keys were not left in the ignition. Unfortunately, the vehicle was salvaged. However, I have enclosed a copy of the cause and origin report. We have requested another set of color photos and copies of the maintenance invoices. These documents will be forwarded upon receipt.

Sincerely,

Jennifer Sheridan
Claim Service Consultant
800-824-1732 x 5085

Orlando Central Recovery Office
P.O. Box 946001
Matthew, FL 32794-6001
Facsimile 407 876 8908

8002-025 21817 M

April 04, 2001

Ford Motor Co-Office Of General Counsel
3 Parklane Blvd Ste 400
Dearborn, MI 48126

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
APR 11 2001
OFFICE OF THE
GENERAL COUNSEL



Claim Number: [REDACTED]
Insured Name: [REDACTED]
Date of Loss: 12/22/00
Amount of Loss: \$22,538.12
Location of Loss: OCALA FL
Our Account No: SUB915814
Third Party: Ford Motor Co-Office Of General Counsel
Your File Number: [REDACTED]

REDACTED

Dear Sir or Madam:

We are the insurance carriers for [REDACTED]. Our Insured owns a 1993 Mercury Grand Marquis GS with VIN ZMEBLZ74W1PX571471. At approximately 12:30am, the vehicle caught fire while parked in the garage. The vehicle had been turned off for several hours. It is believed the cause of the fire was a faulty Speed Control Deactivation Switch. There was a recall issued on the deactivation switch for this year, make and model of vehicle. Our Insured states she never received a recall notice.

This claim is for damage to the home and contents inside. The total damage is \$22,538.12, which includes our Insured's \$300.00 deductible. Our supports are attached. We also have claims for the vehicle (claim # YBC MD 57437) and a golf cart (YBC MD 57440) stored in the garage. These claims are being handled by Dariene Hampton who is also in our office.

Please acknowledge receipt of the claim and contact the undersigned should you have any questions.

Sincerely,

Jennifer Sherten
Claim Service Consultant
800-624-1732 x 5085

Orlando Central Recovery Office
P.O. Box 946001
Matthew, FL 32794-6001
Facsimile 407 875 3908

800-624-2184 N

Photograph 1
Front passenger side.



Photograph 2
Front passenger side view.



Photograph 5
Driver's side front hood.



Photograph 6
Driver's side front fender.



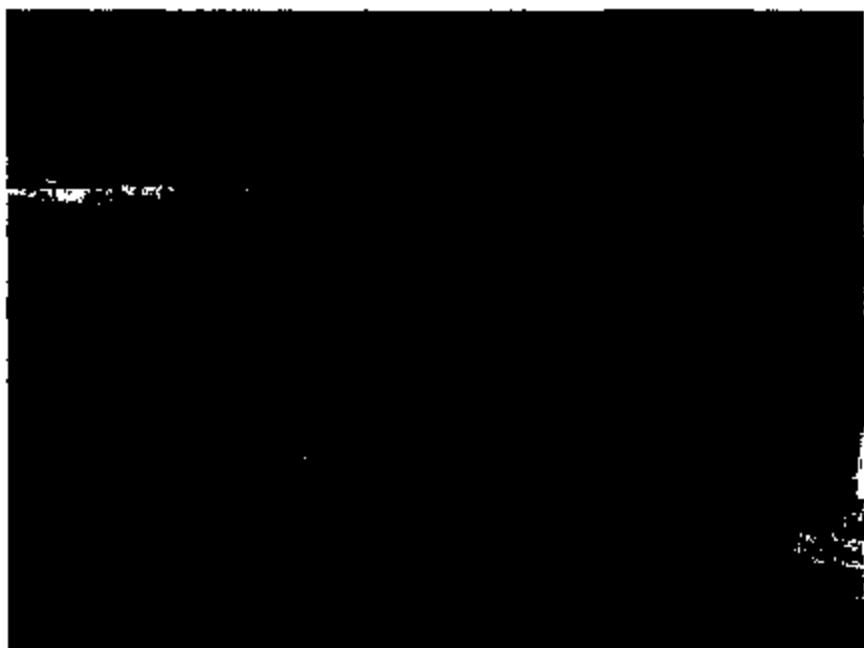
Photograph 7
Driver's side fire wall.



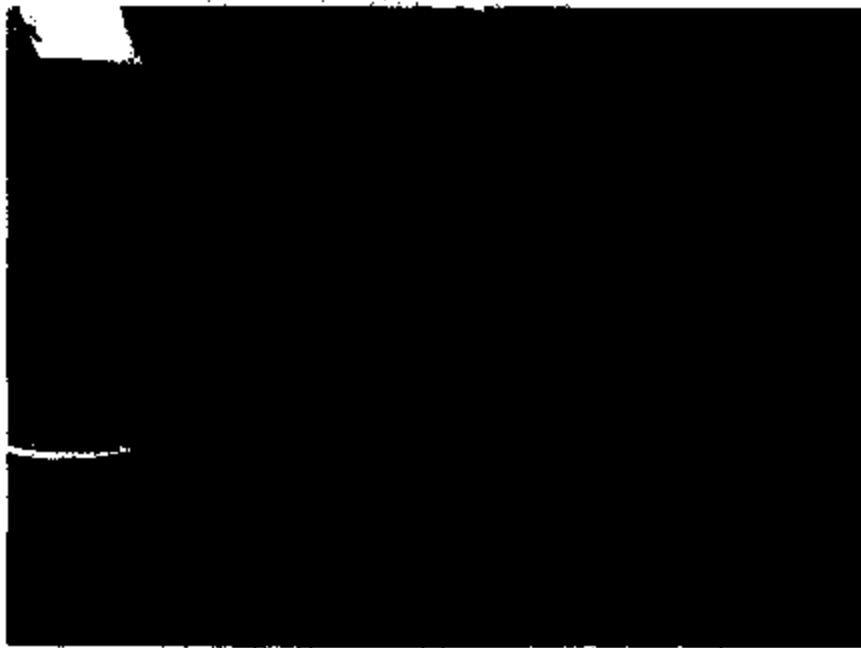
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