

EA02-025

10-27-03

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

BOOK 4 OF 22

PART A - D

PART C

EN02-025 43578

[REDACTED]

1229-6
1-10WC-56



Office of the General Counsel

Ford Motor Company
3 Parklane Boulevard
Parklane Towers West, Suite 400
Dearborn, Michigan 48122-2050

June 7, 2002

State Farm Insurance Companies
6039 Cypress Gardens Blvd. #284
Winter Haven, FL 33894
ATTENTION: GREGORY L. RAYMOND

Re: Claimant: [REDACTED]
D/L: February 7, 2002
Y/Claim #: [REDACTED]

Dear Mr. Raymond:

The above referenced claim has been reviewed and evaluated. It is our opinion based on the material submitted and our inspection of the vehicle, we do not find sufficient evidence to support your allegation that Ford Motor Company is responsible for this loss. We therefore must respectfully deny liability for this claim.

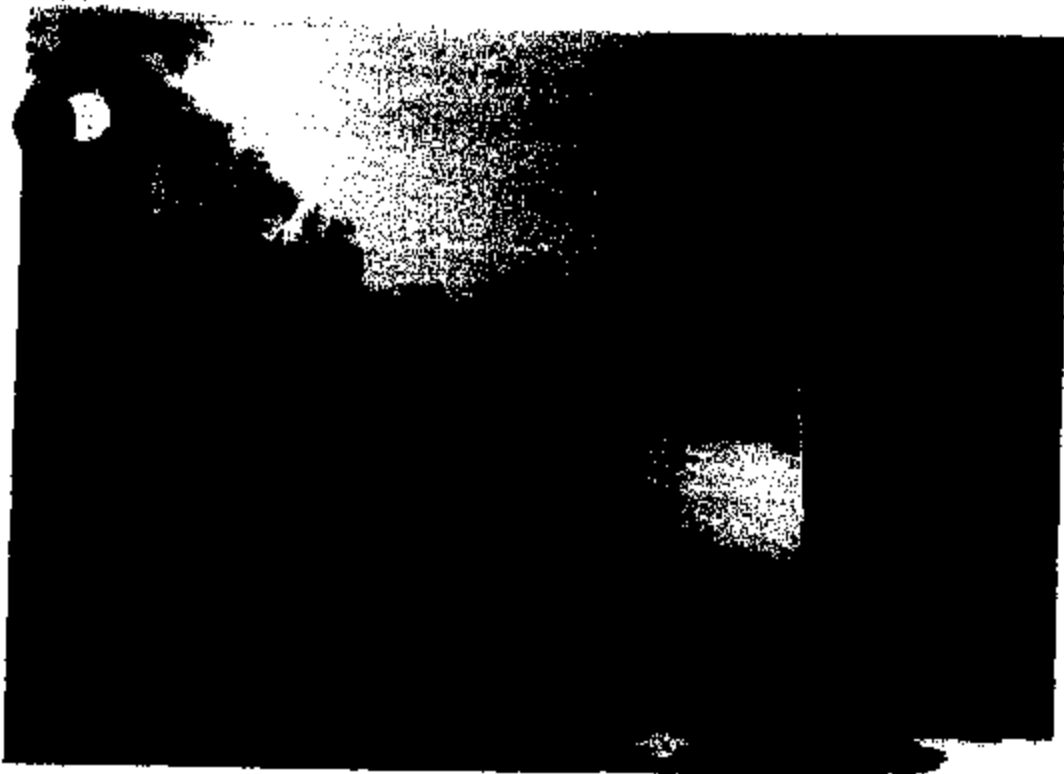
Please be advised if you are going to pursue this claim, we assume you will comply with your duty to preserve the evidence and such duty does not expire until any possible litigation is complete. All necessary steps must be taken to ensure that the subject vehicle and all of its component parts are maintained 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.

Cordially,

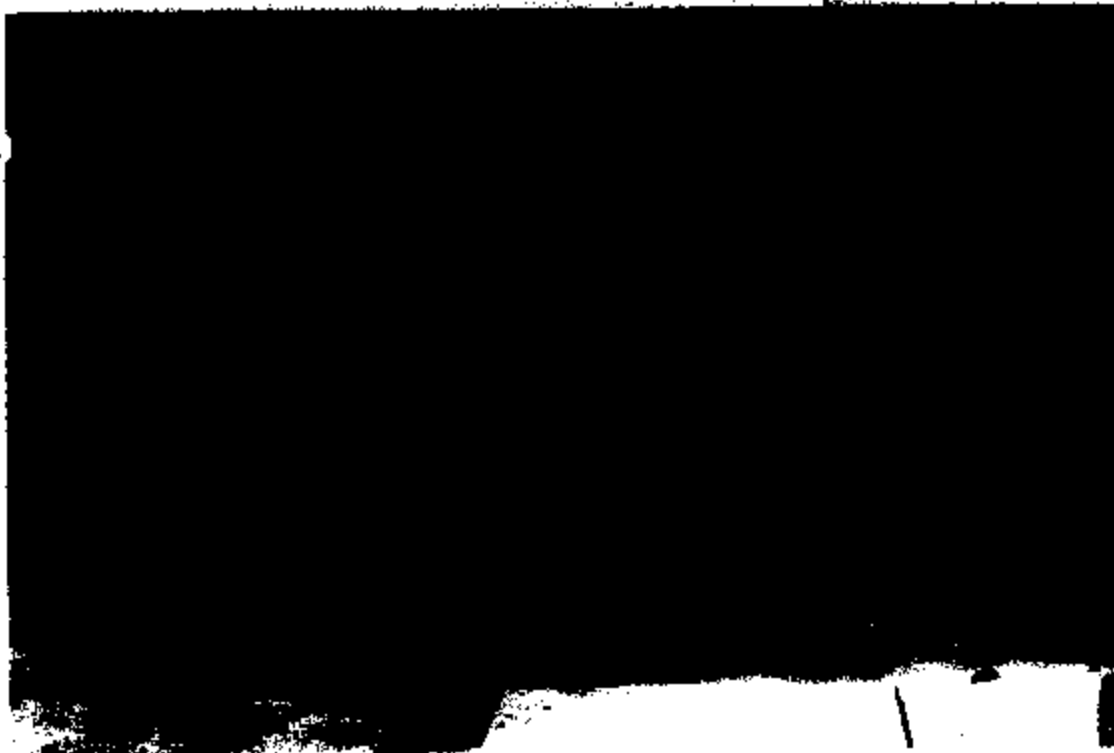
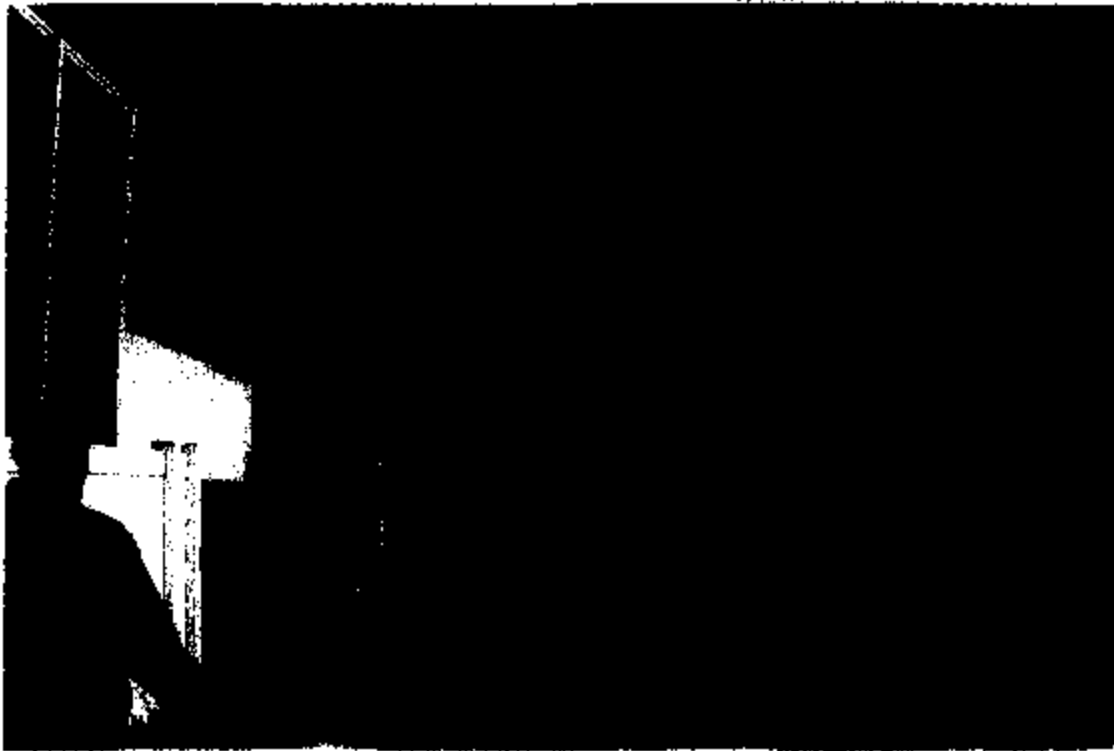
Allen Robinson
Litigation Assistant
(313) 248-7781

jas

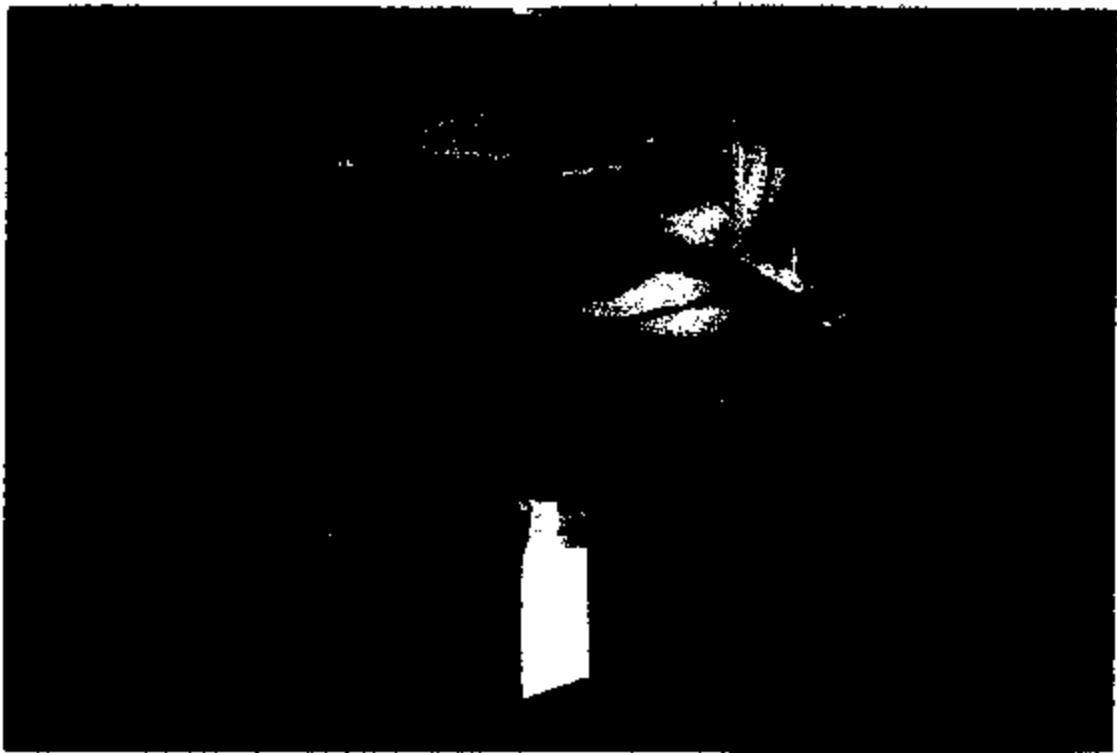




2702-828 43881

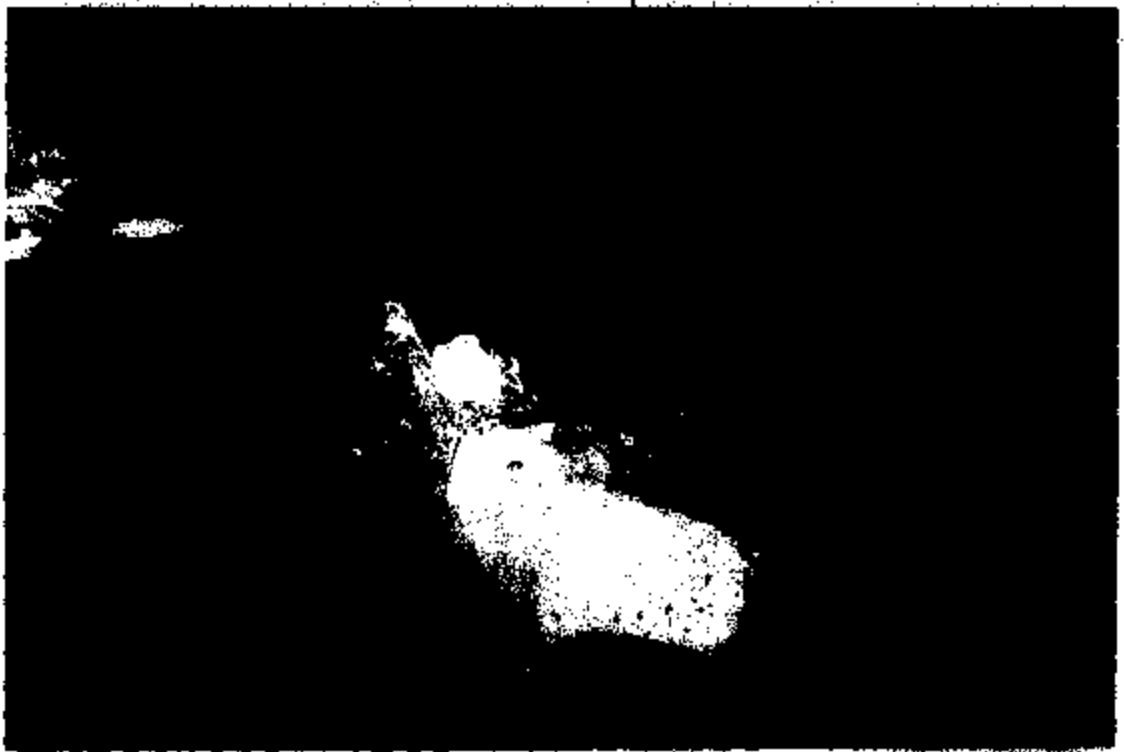




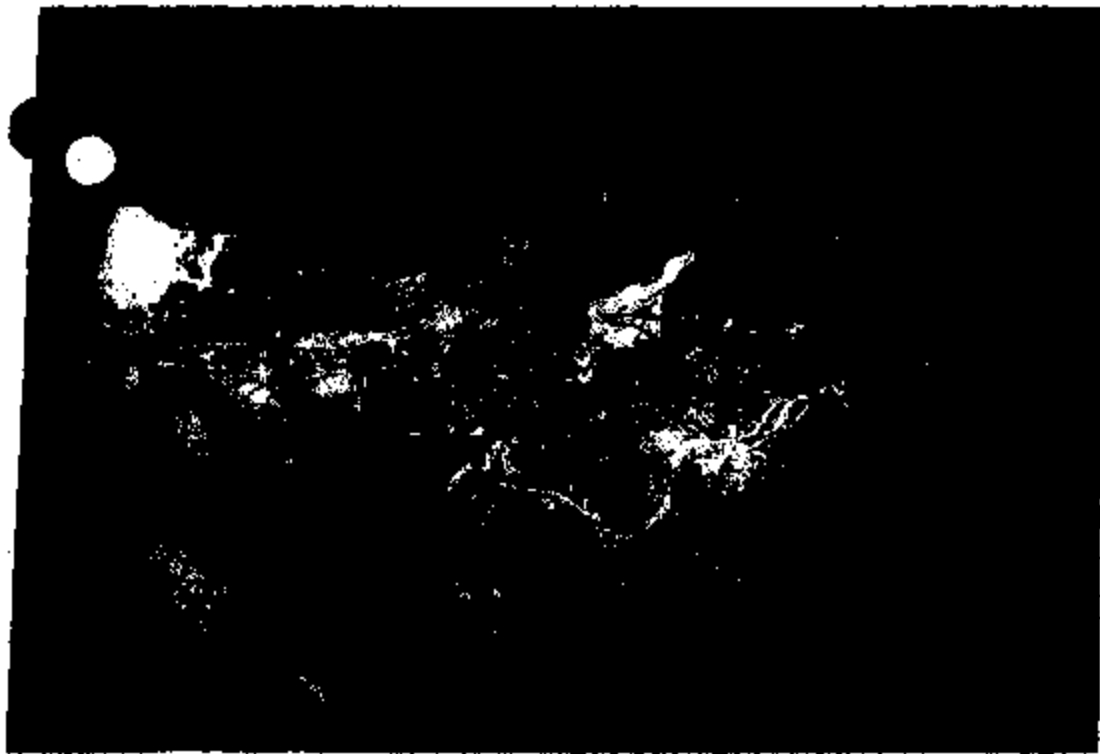


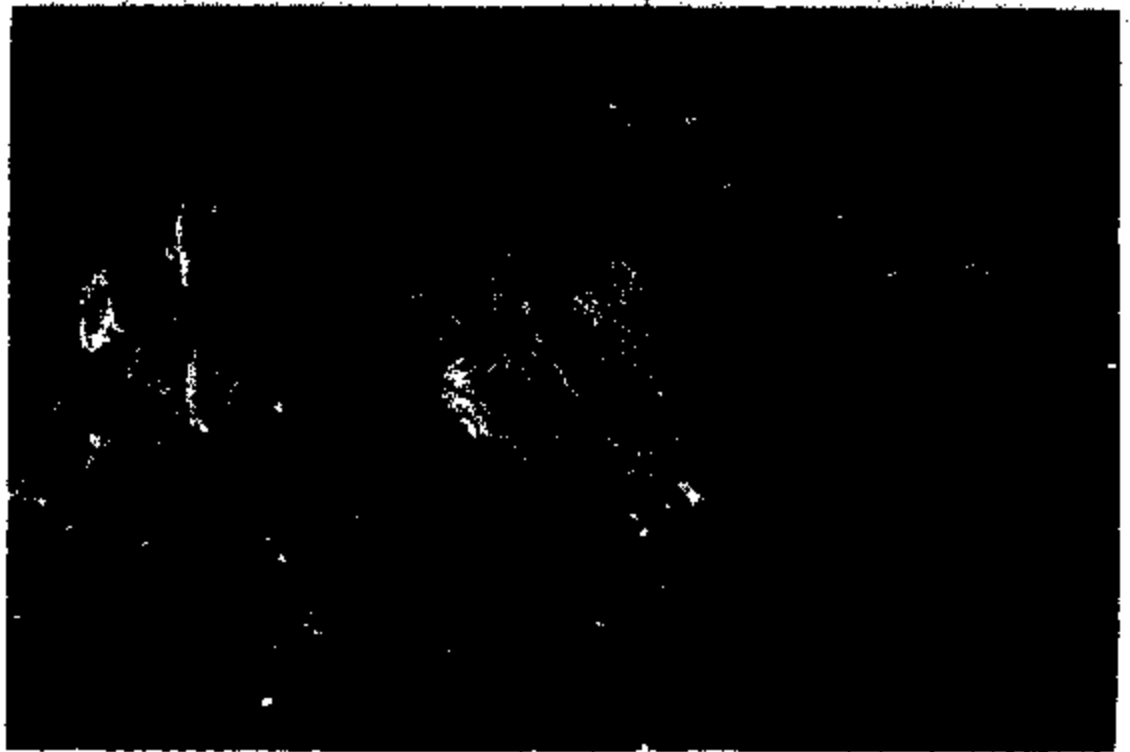
8902-025 43004





0122-025 43641



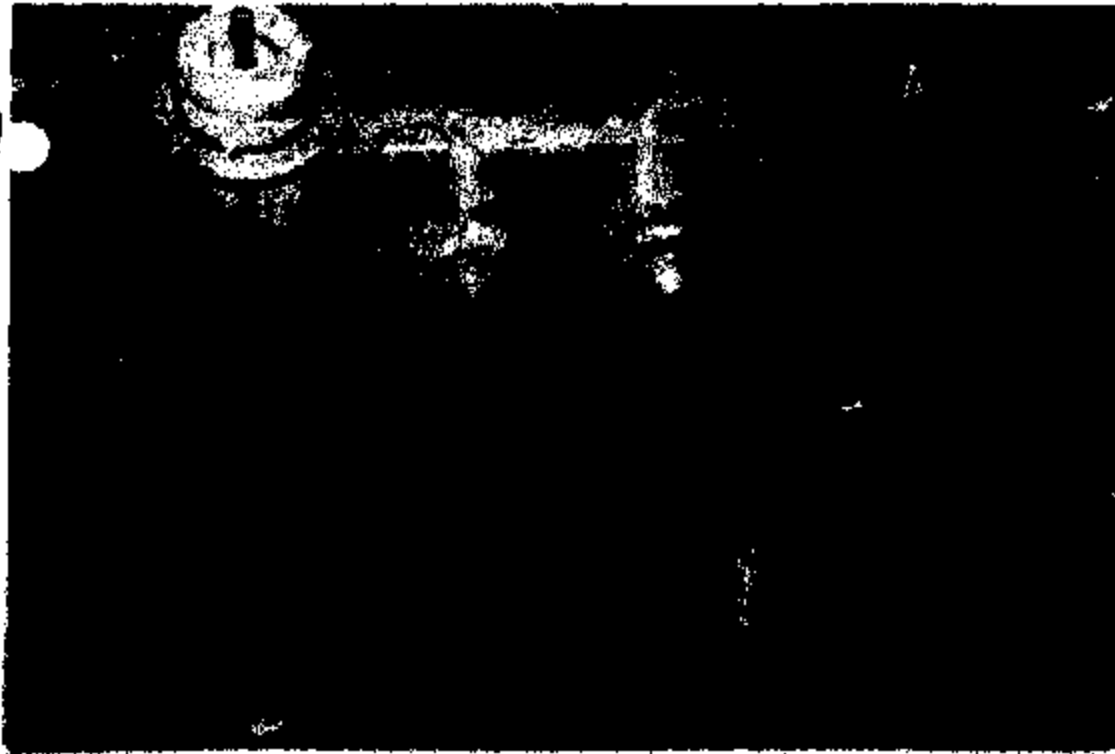




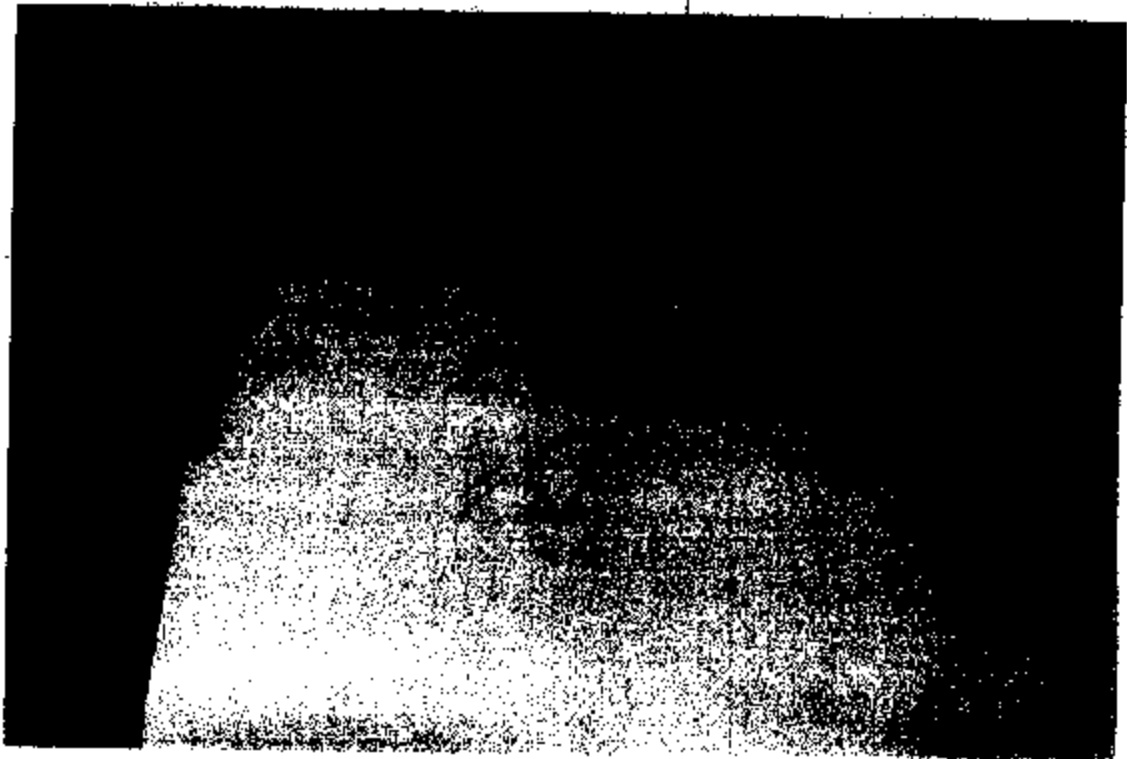
2022-02 4358



2002-025 43000



ENC-025 4301



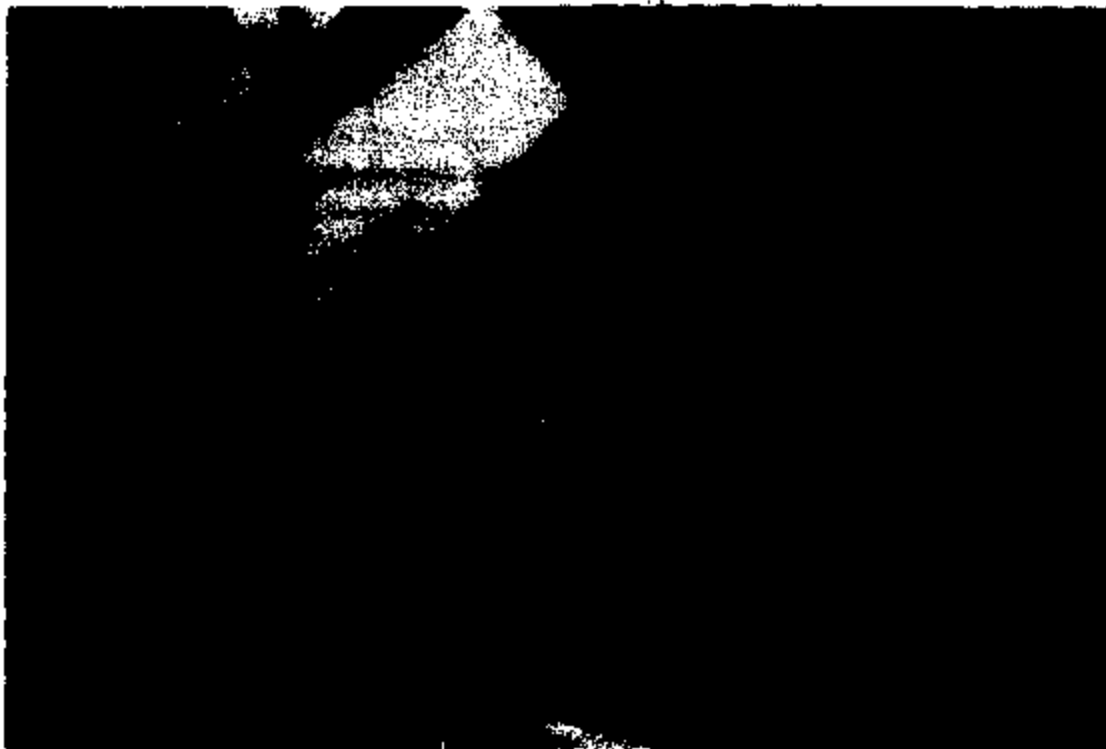
1982-825 43582



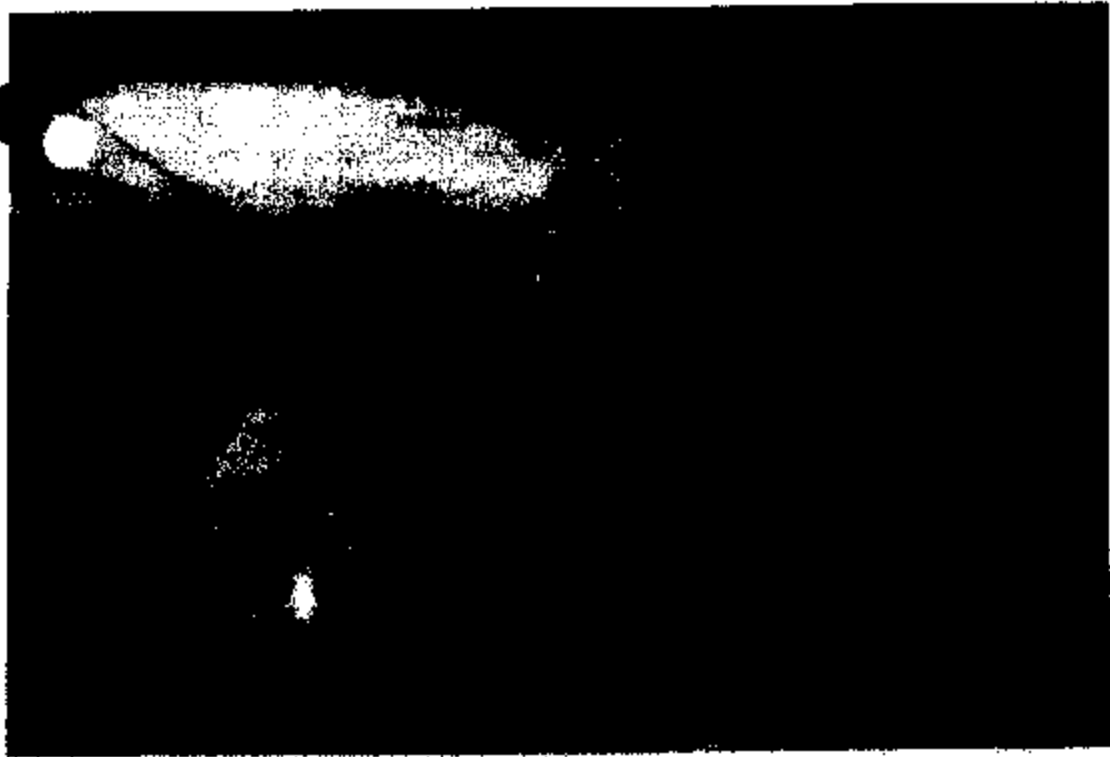


8902-020 43004





0002-025 43008

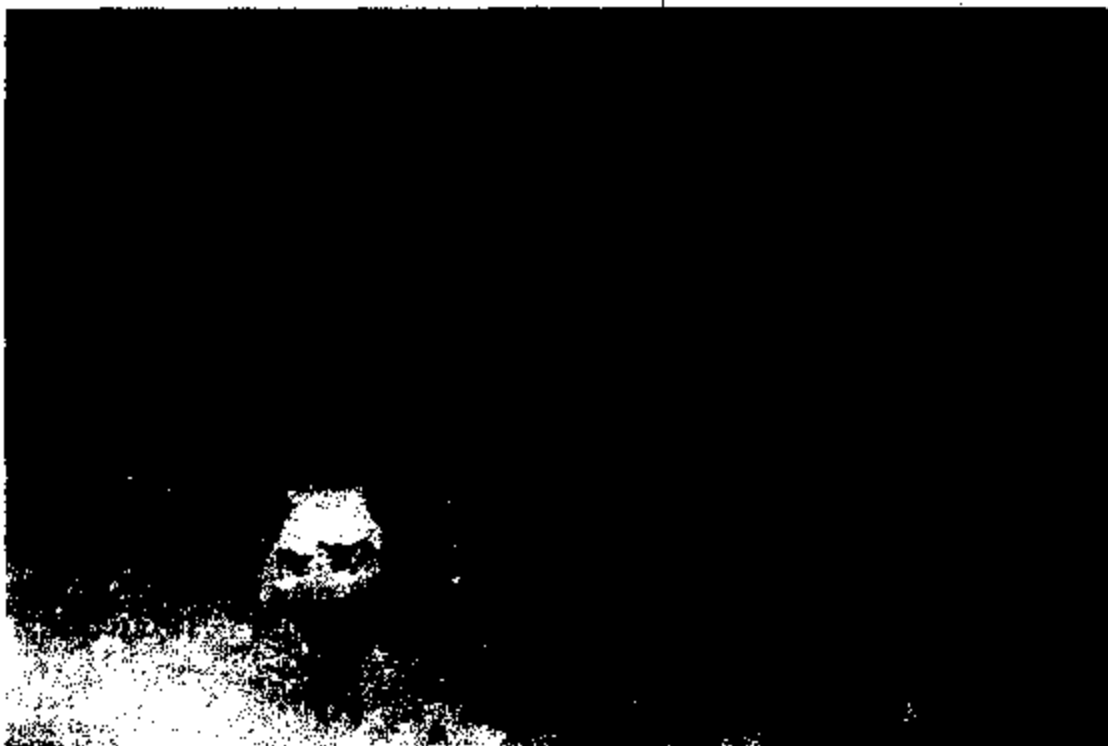
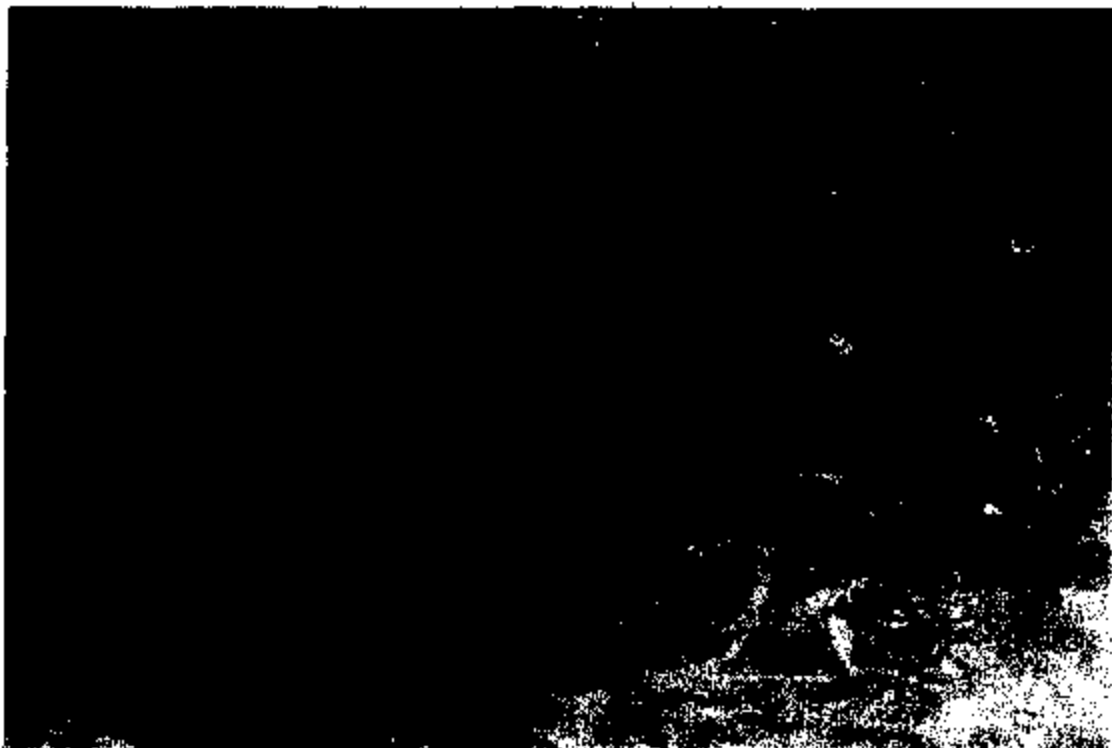


ERG2-020 43587

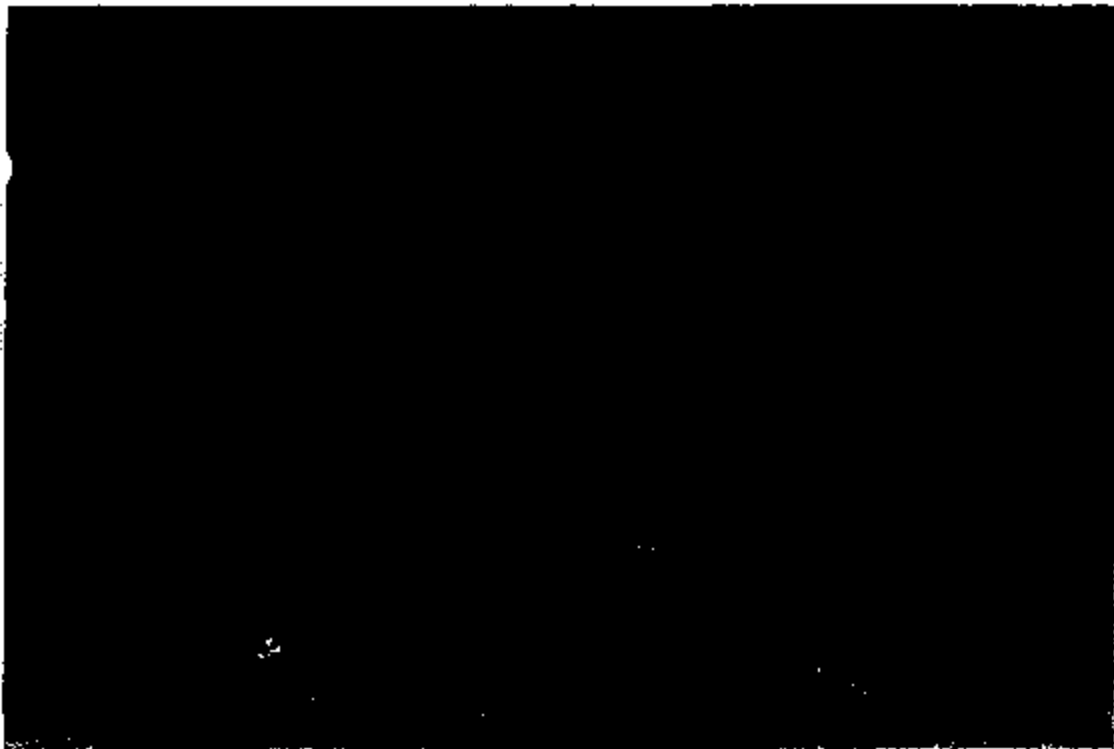


1992-025 43884





2022-025 43888



1982-025 43801



ER02-028 43002



ER02-025 43883



EM2-025 43004

State Farm Insurance Companies



Cypressview Claims Office
8050 Cypress Gardens Blvd. #204
Winter Haven, FL 33884

February 15, 2002

Ford Motor Company
Attention: Shawn Norton, Claims Analyst

Homeowners Insurance Claim Number:
Auto Insurance Claim Number:
Date of Loss:
Our Insured:
Vehicle Involved:
VIN:

59-X002-349
February 7, 2002

1994 Mercury Grand Marquis
2M8LM75WXRX640344

Dear Ms. Norton:

Please accept this correspondence as notification to Ford Motor Company that our insured's 1994 Mercury Grand Marquis is believed to have caused a fire at the home of our named insured, Joan Marie Campagna. State Farm[®] is the insurer for Ms. Campagna's home as well as automobile.

We have assigned Jack Ward, of Ward and Whitmore Universal Fire Consultants, as our cause and origin specialist. Mr. Ward has advised that his preliminary findings reveal that the fire likely originated in the engine compartment of the vehicle. While Mr. Ward has inspected the scene, he was careful not to disturb the automobile.

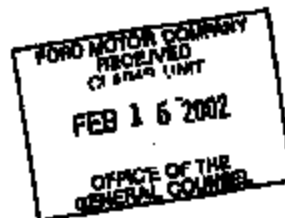
Mr. Ward has requested that we notify Ford Motor Company of this incident in an effort to allow them to inspect the vehicle in his presence. It is important that this inspection take place as soon as possible, as the governmental agencies within our insured's neighborhood require that structural repairs begin as soon as possible.

I wish to thank you in advance for your cooperation and request that you contact me upon receipt of this correspondence so that we may make the appropriate arrangements for the inspection of this vehicle.

Sincerely,

[Signature]
Gregory L. Rayford
Claims Specialist
STATE FARM FLORIDA INSURANCE COMPANY
(800) 711-0105, ext. 670

GLR/014/0215020.124r-bl



REDACTED

CAMPAGNA - 460550

MASTER FILE REPORT VIN: ZNCLM75N000648344

REQUEST DATE: 02/18/82 PAGE 1

ICR: ZNCLM75N000648344 KEY: 94X648344 REQUESTER BY: SAC0001 REQUEST ID:

LAST ACTIVE: 04/20/84

LINE	NO	P	BASE	N	INT	1	2	3	4	5	6	7	8	9	D
01	TR	NR	L	SERIAL	K	VIN	ST3	1234567890123456789012345678901234567890123456789012345678901234							
	K	ZH	X	648344	3	CFP	888	N75RXY	44	A2	648344	2H	S	P3	J3PP87

LINE	NO	1	2	3	4	5	6	ST	BT	AL	CAR	TR	TR	ENG	ENGINE	A	ENG	E	CAL	ENGINE	SERL
02		3478901234567890123456789012345678901234567890123456789012345678901234						01	AMP	AMP	AXL	32	BR	FDL	AD	COO	X				
		8	1	2	3	4	5	2	HC		CV		A4	L34	E0806AA		13284		L3L		NUMBER

LINE	NO	IGNITION	THANK	SELLING	FACING	SHIPTD	PRIOR	ORD	ORD	CURR	STOCKING	DEALERS	ORIG	
03		KEY CODE	KEY CODE	DEALER	DEALER	DEALER	DEALER	ST	DLR	STOCK	1ST	2ND	3RD	RISE
		CLASSIFIED		288844	288844		288844	28	844	288844	PRIOR	PRIOR	PRIOR	DEALER

LINE	NO	CURR	STOCK	STOCKING	DATES	STOCK	1ST	2ND	3RD	PRIOR	PRIOR	PRIOR	ORIG	REV	PRODUCE	CANCEL
04		931210														

LINE	NO	MEMO	RAIL	INV	ORIG	CURR	CONVOY	CONVOY	STATUS	LAST	CANCEL	SLS
05		CONCERN	RELEASE	PREP	PLTMS	PLTMS	SHIPPED	DELIVERY	CHANGE	ACTIVE	SALE	RECEIPT
				931206	931210	931210	931214	931221	940420	940420	940420	940420

LINE	NO	SALE	MEMO	MEMO	MEMO	MEMO	MEMO	MEMO	MEMO	MEMO	MEMO	MEMO	MEMO	MEMO	MEMO	MEMO
06		PERIOD														
		94042														

LINE	NO	STATS	ST	COMPAC	RAMP	MT	TRN	WK	RAIL	TOT	CURR	BASE	OPTION	TOTAL
07		DATE	CD	RATE	CODE	SR	TRN	AL	TIME	INVOICE	VEHICLE	OPTIONS	HOLDBACK	ADJ
		931221	P	931216	03	3	11	48	ETTX942302	11	21602.50	19662.00	200.00	0.00

LINE	NO	BASE	OPTION	BASE	OPTION	FINANCE	FINANCE	ORIG	CURR	PRICE	PRICE	CHG
08		ADJ	ADJ	ADJ	ADJ	CHARGE	CHARGE	CHRG	CHRG	PROTECT	PROTECT	BACK
		0.00	0.00	0.00	0.00	291.00	190.00	410	410	DATE	AMOUNT	AMT

LINE	NO	ORIG	CHRG	ORIGINAL	SCHEDULE	SCHEDULE	FINANCE
09		CHARGES	CHARGES	CHRG	CHRG	A-PRZ	SOURCE
		575.00	0.00	0.00	0.00	14.50	0000001

0002-025-03000

2/10

MASTER FILE REPORT VIN: 2NHLN730KXK48544

REQUEST DATE: 02/18/82 PAGE 2

LINE	M/A RECEIPT DATE	CURR OWN OPT DATE	VEH REG CDE	CERT CONC	POST SALE DATE	POST RLSZ DATE
10	948428	948428	P			

LINE	DECKING NAME	PAC CHARGE	FL PLR ALLOW	PBC EXTRACT DATE	DEALER FIN EXT DATE	PD SC	ADV CHT CDE	ADV EXTRACT DATE	PRE-SLVRY AMT	PRE-DELIVERY CENTER	FLOOR PLAN DATE	PRE-DELIVERY DATE
11		89.81	63.81	948118	948118		K	948118	0.00	0.00	948118	

LINE	ENGINE	SOLD-TO FIN CODE	KTP PFA	MY TRK LN SET DATE	NT SR	CENTRAL IN PRDC DATE	CEN PBC CDE	NKT 38 CTR	OPT INB	SPC REQ 1	SPC REQ 2	MARK STAT CDE	H 3	D U	CR1 CON	ORDER TLD	4TH FIR-CODE	
12	CALIBRAY							0	Y	1	2							

LINE	STK DEALERS & DATES	STH PRIOR	6TH PRIOR	5TH PRIOR	FOC TAX	S 3	P 1	ADV IPC	TRANSMISSION SERIAL	FT PR CB	DRIVER-AIR-BAG SERIAL	PASSENGER-AIR-BAG SERIAL	POOD MAKE	CUSTOMER PHONE
13					80996.00			88231						NOT-AVAILA

LINE	BUSINESS PHONE	PRETENSIONER DRIVER SIDE	PASSENGER SIDE	ENGINE FAMILY	SALES PRSN	CTY I L	T CO	CAR LESSEE	TAG NUMB	REP
14	NOT-AVAILA			KFW.68888A	33 8	9388				

LINE	DEPT	GARAGE	SOC	COUNTRY
15				

ADDRESS: 14 TREPLANT CT CITY: LUTHERVILLE ST: ZIP: P.O. BOX /APPT 8

LINE	SELLING I FIN CDE	T FIRST NAME	SECONDARY NAME	NY LAST NAME
16				

LONGER SIZE REPORT

8-85-08182808P1

47 10

MASTER FILE REPORT VIN: ZWELN75N000640544

REQUEST DATE: 02/18/02 PAGE 3

LINE	IMPORT ACTIVE DATE	INV BASE COST	SHIP REF	INS CRE	IVS INV LVL	IVS INVOICE OPTIONS	PLANT RELEASE	PORT ARRIVAL	SHIP TO US	EST US ARRIVAL	D A T E S	93 PORT ARRIVAL	DAMAGE REPORT	DAMAGE REPAIR	AVAIL ASSIGN	ASSIGN DEALER
------	--------------------	---------------	----------	---------	-------------	---------------------	---------------	--------------	------------	----------------	-----------	-----------------	---------------	---------------	--------------	---------------

LINE	IVS INV RECEIPT DATE	INV LED PROCESS DATE	EXP VEH ACTIVITY DATE	EXPORT STEAMER NAME	EXPORT BOOKEN DATE	STEAMER SAIL DATE	STEAMER ETA DATE
------	----------------------	----------------------	-----------------------	---------------------	--------------------	-------------------	------------------

LINE	ACTIVITY DATE	VEH SVR	LN	LN	IND	BODY SER	ENGINE TAG NUM	E P A	TRM CODE	AXLE CODE	CALF ENLS	HIGH ALT	CA7 CODE	MHL BASE	RSVH FLB
------	---------------	---------	----	----	-----	----------	----------------	-------	----------	-----------	-----------	----------	----------	----------	----------

LINE	(1756) EPA MILEAGE DATA (1788)	EPA CTRY CODE	CAN LAB DATA	CAN LAB TYPE	CAN WRS	CAN HPT	CAN RATE	BASE FRY AMOUNT	OPTION FRY AMOUNT	GAS FRY AMOUNT	MISC FRY AMOUNT
120	570001234567890123456789012345678902418250000000018211429515212129	U									

EMERGENCY 180-225-8

EMERGENCY 180-225-8

NVNP510

NAVIS Vehicle Inquiry

02/20/02 13:46:45

VEHICLE ID: 2MRX640544 (WYYPBBBB) Vin: 2MELM75WXR640544 Div: 3 Status: 800
 Vehicle Line: CFP Convy Deliv: 122193 Orig P-Lvl: 410 Selling Dir: 28B044
 Order Rcpt: 120293 ShipTo Stat: Curr P-Lvl: 410 Sale Date: 042094
 Orig Sched: 120693 Rls-To Stat: MP Order Dir/Reg: 28044/28 Demo Dt:
 Inv Prep: 120693 Orig Int St: 121193 Orig Rls Dir: 28044 Deliv Type: 0
 Prod Date: 121093 Curr Int St: 121193 Rls Dir P&A: 10016 Sales Prd: 094042
 Rls Date: 121093 Dirfin Ext: 011094 Warr Start: 042094 Cancel SI:
 Memo Consgn: P&C Ext: 011094 Warrs-Ind: Sale Status: G
 Orig Pltbus: 121093 Advert Ext: 011094 -Date- -Dealer- -Region-
 Curr Pltbus: 121093 Slpsn SS#: 9300 shipped: 121493
 T/Name: 1 ANTHONY S CAMPAGNA Curr Stock: 121093 28B044 28
 Addr: 16 TREPLANT CT State: MD 1st-Prior:
 City: LUTHERVILLE N/A-Rcpt: 042094 2nd-Prior:
 Zip: 21093 Warr-Ins-Ind: 3rd-Prior:
 V.O.:1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 M75RXY 44 A2 06M4202 2M S P3 J3PPQ7 3 KHL SR NG 28B044 4 WJ
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 G63H 3 2 M2MELX 8 2 172A5 WP 5
 F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

OGDB427

NVNP520

NAVIS Financial Screen

02/20/02 13:46:52

VEHICLE ID: ZMRX640544 (NWYPBBBBB) Vin: 2MELM75WXRX640544 Div: 3 Status: 800

Financial Data-

Orig Totl Inv:	21602.50	A-Plan Price:	20699.50	Pre-del Invoic:	.00
Curr Totl Inv:	21602.50	Total Adj:	.00	Sched-A QST:	.00
Base Vehicle:	19662.00	Base Adj:	.00	POC GST:	.00
Options:	880.00	Option Adj:	.00	Price Protect:	.00
Base Holdback:	645.00	Base Hb Adj:	.00	Chargebck Amt:	
Optn Holdback:	30.00	Option Hb Adj:	.00	30-Day FP Amt:	189.02
Misc Charges:	.00	Gas Amt:	14.50	Floor Plan:	63.01
Finance Chrgs:	190.00	Sched-B Amt:	575.00	P&C Charge:	89.81
FDAF/LMDA:	281.00	Mktng Contrib:	231.00	Pre-Dlvry Amt:	.00

Financing Data-

Finance Source:	0000001	O-warr Start:	042094	Release Date:	121093
Orig Int St-Sw:	N	Co Tag Number:		Transit Time:	11
Rat Draft Ind:		Pre-del Date:		Rls Plus Trans:	122193
Floor Pln Date:	011094	PrDlvry S.Code:		Ramp Code:	03
Advt Conn Code:	K	Lease Code:		Method Shipped:	5
Upfront PP Ind:		Invoice In-Proc:		Memo Cons Loc:	

F1=Help F3=Exit F4=Primary Menu F6=Screen #1 F9=Screen #3

OGDB427

NVNP510

NAVIS vehicle inquiry

02/20/02 13:46:54

VEHICLE ID: 2MRX640544 (MMYPBBBBBB) Vin: 2MELM75W0KRX640544 Div: 3 status: 800
 Vehicle Line: CFP Convy Deliv: 122193 Orig P-Lvl: 410 selling Dir: 28B044
 Order Rcpt: 120293 ShipTo Stat: Curr P-Lvl: 410 sale Date: 042094
 Orig Sched: 120693 Rls-To Stat: MD Order Dir/Reg: 28044/28 Demo Dt:
 Inv Prep: 120693 Orig Int St: 121193 Orig Rls Dir: 28044 Deliv Type: 0
 Prod Date: 121093 Curr Int St: 121193 Rls Dir P&A: 10016 sales Prd: 094042
 Rls Date: 121093 Dirfin Ext: 011094 Warr Start: 042094 cancel SI:
 Memo Consgn: P&C Ext: 011094 Warrs-Ind: Sale Status: G
 Orig Pitbus: 121093 Advert Ext: 011094 -Date- -Dealer- -Region-
 Curr Pitbus: 121093 Slspn SS#: 9300 shipped: 121493
 T/Name: I ANTHONY S CAMPAGNA Curr Stock: 121093 28B044 28
 Addr: 16 TREMPANT CT State: MD 1st-Prior:
 City: LUTHERVILLE N/A-Rcpt: 042094 2nd-Prior:
 Zip: 21093 Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 M75RXY 44 A2 06M4202 2M S P3 J3PPQ7 3 KHL SR MG 28B044 4 WJ
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 G63H 3 2 WZMELX 8 2 172A5 WP S
 F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

OGDB427

NVNP530

NAVIS Inquiry Screen #3

02/20/02 13:46:57

VEHICLE ID: ZMRX640544 (WYYPBBBB) VIn: ZMELM75W0RX640544 Div: 3 Status: 800

Ordering Name:
Secondary Name:
Ordering FIN:
Order-For FIN:
Orig Ord'r Type: 2

Selling FIN:
Sold-To Fin:

Distr Status: P
Last [REDACTED]: 042094
Distr Stat Dt: 122193
Last Activity: 042094
Serialized Dte: 120293
Scheduled Dte: 120693
Mexico Status:

Component Data

Dr Post/Calib: LDF Tire Brand: A4
Ems Cntl Lbl: KLA EEC:
Engine Tag Cd: [REDACTED]
Engine Serial:
Driver Airbag: 1P1Z333G20086
Pssngr Airbag: 633212239 Axle: GY

F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F6=Screen #1

OGDB427

SFCHSCMA

Customer List

02/20/02 14:29:50

VIN: 2MELM75WXRX640544 CASE: _____ HOME PHONE: _____
LAST NAME: _____ ZIP/POSTAL: _____ CTRY: _____

A	CUSTOMER NAME/ C city	Address/ St/Prov	zip/Postal	Address/ Ctry	Home Phone
	CAMPAGNA, ANTHONY S CELEBRATION	304 CHARLESTON PL FL	34747 5062	USA	407 566 9393

F1=Help F2=VehicleList
F7=Prev F8=Next
NO MORE RECORDS AVAILABLE

F4=UpdCustInfo
F11=Menu

F5=AddCustIssue
F12=Return

OGDB427

SFCHSVMA

Vehicle List

02/20/02 14:29:56

Name: [REDACTED]
Address: [REDACTED]
Address: [REDACTED]
City: CELEBRATION
Zip/Postal: [REDACTED]

Home Phone: [REDACTED]
Day Phone: [REDACTED]
State/Prov: FL
Country: USA

A	VIN/ C Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
	ZMELM75WXR640544 ORIGINAL	1994	GRAND MARQUIS	Individual Rct
	1LNBM82F5JY680604 ORIGINAL	1988	TOWN CAR	Individual Rct

F1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
F10=WarnHistory F11=Menu F12=Return F13=Recall/ONP F14=SpecialCoverage
NO MORE RECORDS AVAILABLE OGD8427

SFOHRFMA

Issue List

02/20/02 14:30:00

FCSD REGION: _____ MARKET: _____ ISSUE STATUS: _____
 P&A CODE: _____
 VIN: 2MELH75WDXRX640544 CASE NUMBER: _____
 SALES REGION: _____ SALES ZONE: _____ ISSUE TYPE: _____

A	LAST HND/	Customer Phone Number/	Reason/	Stat/
C	P&A LAO	Trnt Customer Name	Year Model	Type

F1=Help F2=Addaction F5=CustomerList F6=DealerInfo F12=Return
 F7=Prev F8=Next F10=IssueDetail F11=Menu
 NO ISSUES FOUND FOR THIS VIN OGD8427

SFCHREMA

Recall/ONP Information

02/20/02 14:30:17

VIN: 2NELM75WXRK640544
WSD: 04/20/94

Year: 1994

Model: GRAND MARQUIS
Build Date: 12/10/93

A	-----Campaign-----			Status	Dealer	
C	Number	Type	Description	Status	Date	Code
-	94S89	S	ADAPTER PLT.	COMPLETE	09/30/94	10016
-	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC

F1=Help F7=Prev F8=Next F11=Menu F12=Return
MORE RECORDS AVAILABLE

OGDB427

SFCHMOMA

Action Detail

02/20/02 14:30:35

→

VIN: 2N6LM75HXR640544 Year: Model:

Name:

Trmt:

Contact:

Symptom:

Reason:

Dealer:

Issue Type:

Issue Status:

Comm Type:

Odometer Reading:

Analyst:

Document Number:

Action Date:

Action Date:

Action Time:

EST

Origin Desc:

Action Desc:

Comments:

F1=Help

F2=ActionData

F4=PrevAction

F5=NextAction

F9=PrevComments

F10=NextComments

F11=Menu

F12=Return

F13=PrevContact

F14=NextContact

NO DATA FOUND

OGDB427

CSCN140

VEHICLE DATA

02/20/02 14:33:53

ENTER VIN ==> 2MELM75WXR640544

NAME ==> [REDACTED] ZIP ==> [REDACTED] MODEL YR ==>

OWNER NAME : [REDACTED]
STREET ADDR : [REDACTED]

CITY : LUTHVLE TIMON

N/A YY-MM-DD 94-08-29

ST/PRV: MD CTRY:

ZIP/POSTAL CODE: [REDACTED] N/A SOURCE: R

MODEL YEAR : 94 PLANT: X

SALE YY-MM-DD 94-04-20

BODY STYLE DESC: 4 DR SEDAN LS

PRODUCTION YY-MM-DD 93-12-10

VEHICLE DESC : 1994 GRAND MARQUIS

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD	REGION
SHIP-TO	3	2B	C	044	23		27
FACING	3	2B	C	044			
RESPONSIBLE	3	2B	C	044			

CA EMISSION :	ENGINE TAG CODE :	CAMPAIGN COUNTS
NAVIS STATUS : 800	COMPANY CAR IND :	TOTAL CAMPAIGNS : 02
DSO DISTRICT :	FLEET CODE :	OPEN : 00 CLOSED : 02
DSO NUMBER :	FLEET STATUS :	ACTIVE: 02 HISTORY: 00

F1=INQUIRY F3=EXIT F4=G160 F5=G150 F8=CONTINUE SEARCH F9=G130

OGDB427

CSON150

CAMPAIGN VEHICLE INFORMATION

02/20/02 14:33:57

ENTER CAMPAIGN NUMBER=> 94589 VIN=> 2MELM75WXR640544 TYPE OF SEARCH: A
 MODEL YEAR: 94 DEFECT: ADAPTER PLT. BODY STYLE: 4 DR SEDAN LS
 NEW STATUS CODE: _ CAMP DIV : 6
 REPAIR INFORMATION: TYPE CODE: _ SUPP CODE :
 REPAIR DATE: _____ DEALER P/A: _____ KIT CODE : AA
 MICRO REF: _____ CLAIM NUM: _____ OASIS DATE : 94-08-12
 DELETE REASON: _____ VENDOR N/A INFORMATION:
 RESP DEALER INFORMATION: NEW: _____ IND: MATCH CODE: 2
 CURRENT: 3 28 044 ASSIGNED: 96-12-18 SOURCE: PX EXTRACT DATE: 96-12-18

***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****

CODE	DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
C	COMPLETE	94-10-04	B	94-09-30	10016	166601	ZLJ4681		AC
M	RELEASED FOR MAILING	94-08-17							
R	READY TO RELEASE	94-08-11							

DELETE REASON:
 F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS
 F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)
 I037=NO MORE DATA TO DISPLAY

OGDB427

CSON130

NOTIFICATION RECIPIENT HISTORY

02/20/02 14:33:58

```

ENTER CAMPAIGN NBR => 94589   VIN => 2HELM75WXR640544
DEFECT       : ADAPTER PLT.   BODY STYLE DESC: 4 DR SEDAN LS
RESP DEALER  : 336044         BEGINNING MAILED DATE: 94-09-09 YY-MM-DD
RELEASE DESC : NEW ISSUE TOTAL   ENDING MAILED DATE   : 94-09-09 YY-MM-DD
CAMPAIGN DIV : 6             FLEET CODE:           FLEET MGMT LOC CODE:
LAST NAME    : ██████████          INITIALS: AS
STREET ADDR1 : ██████████
ADDR2       : ██████████
CITY        : LUTHERVILLE          CTRY:
ZIP/POSTAL CODE: ██████████   N-A SOURCE: N N-A EFF DATE: 94-04-20 YY-MM-DD
*****
RESP DEALER  :                   BEGINNING MAILED DATE:           YY-MM-DD
RELEASE DESC :                   ENDING MAILED DATE   :           YY-MM-DD
CAMPAIGN DIV :                   FLEET CODE:           FLEET MGMT LOC CODE:
LAST NAME    :                   INITIALS:
STREET ADDR1 :
ADDR2       :
CITY        :
CITY        :                       CTRY:
ZIP/POSTAL CODE:
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140
I048-LAST PAGE                                0G08427

```

CSCN150

CAMPAIGN VEHICLE INFORMATION

02/20/02 14:34:01

ENTER CAMPAIGN NUMBER=> 96L12 VIN=> 2HELM75WXR640544 TYPE OF SEARCH: A
 MODEL YEAR: 94 DEFECT: PASS AIR BAG BODY STYLE: 4 DR SEDAN LS
 NEW STATUS CODE: _ CAMP DIV : 6
 REPAIR INFORMATION: TYPE CODE: _ SUPP CODE :
 REPAIR DATE: _ DEALER P/A: _ KIT CODE : CB
 MICRO REF: _ CLAIM NUM: _ OASIS DATE :
 DELETE REASON: _ VENDOR N/A INFORMATION:
 RESP DEALER INFORMATION: NEW: _ _ _ _ _ IND: MATCH CODE: 2
 CURRENT: 3 28 044 ASSIGNED: 96-12-18 SOURCE: PX EXTRACT DATE: 96-12-18
 ***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****
 CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC
 F FORCED COMPLETION 98-01-22 B 98-01-22 OL
 M RELEASED FOR MAILING 97-02-10
 H AWAITING MAILING 96-11-24

DELETE REASON:
 F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS
 F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)
 I037=NO MORE DATA TO DISPLAY OGDB427

CSCN130

NOTIFICATION RECIPIENT HISTORY

02/20/02 14:34:02

```

ENTER CAMPAIGN NBR ==> 96L12   VIN ==> 2MELM75WXR640544
DEFECT       : PASS AIR BAG   BODY STYLE DESC: 4 DR SEDAN LS
RESP DEALER  : 328044         BEGINNING MAILED DATE: 97-03-04 YY-MM-DD
RELEASE DESC : NI PART KIT CODE  ENDING MAILED DATE   : 97-03-12 YY-MM-DD
CAMPAIGN DIV : 6             FLEET CODE:           FLEET MGMT LOC CODE:
LAST NAME    : ██████████          INITIALS: AS
STREET ADDR1 : ██████████
ADDR2       : ██████████
CITY        : LUTHVLE TIMON      CTRY:
ZIP/POSTAL CODE: ██████████     N-A SOURCE: R N-A EFF DATE: 94-08-29 YY-MM-DD
*****
RESP DEALER  :                 BEGINNING MAILED DATE:           YY-MM-DD
RELEASE DESC :                 ENDING MAILED DATE   :           YY-MM-DD
CAMPAIGN DIV :                 FLEET CODE:           FLEET MGMT LOC CODE:
LAST NAME    :                 INITIALS:
STREET ADDR1 :
ADDR2       :
CITY        :                 CTRY:
ZIP/POSTAL CODE:
F1-INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140
I048-LAST PAGE                                0G08427

```

CSCN150

CAMPAIGN VEHICLE INFORMATION

02/20/02 14:34:06

ENTER CAMPAIGN NUMBER=> 96L12 VIN=> 2MELM75WXR640544 TYPE OF SEARCH: A
 MODEL YEAR: DEFECT: BODY STYLE:
 NEW STATUS CODE: _ CAMP DIV :
 REPAIR INFORMATION: TYPE CODE: _ SUPP CODE :
 REPAIR DATE: _____ DEALER P/A: _____ KIT CODE :
 MICRO REF: _____ CLAIM NUM: _____ OASIS DATE :
 DELETE REASON: _____ VENDOR N/A INFORMATION:
 RESP DEALER INFORMATION: NEW: _ _ _ IND: MATCH CODE:
 CURRENT: ASSIGNED: SOURCE: EXTRACT DATE:
 ***** STATUS INFORMATION: ***** ***** REPAIR INFORMATION: *****
 CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC

DELETE REASON:
 F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS
 F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)
 E807-END OF CAMPAIGNS FOR VEHICLE - CURRENT AND HISTORY DATABASES OGDB427

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 2D4EL273000064854	Vehicle Line:	C/P - GRAND MARQ (DISCOUNT 14) (90-02) Reg Social Net *
Model Year: 1994	Market District:	CM - L3 DIVISION DERIVATIVE Body Style *
Vehicle Type: C	Police Code:	CB - 1 WEL L3 KIBAR DRIVE Engine: C/PN - R-M 4.0L SOHC I/F MA CIV6 G-3P
Inv. Dealer: 18044	Body Class Style:	CPA - 4 DOOR SEDAN-LITE Transmission: C/DK - 4 SPD AUTO TRANS MAAD A0DE
	Version/Option:	CVAL - LS VERSION - CAR

BUILD INFORMATION:

Region: MA - 66666666 Plant: AS - ST. THOMAS PLANT BUILD
 Country: CAN - 66666666 Prod Date: 10-DEC-1993

SALE INFORMATION:

Region: MA - 66666666 Selling District: 18044-*
 Country: USA - 66666666 Selling Div: 88/999: MD
 Dept: 88/999: MD
 Arrival Date: 21-DEC-1993 Red Carpet Lease *
 Sale Date: 20-APR-1994 Fleet/Resale/Co. Lease R
 Warranty Start Date: 20-APR-1994 Modified Vehicle *
 Orig Warranty Date: 20-APR-1994 Recapped Vehicle * Vehicle Export Flag: N

VOC/DOC:

 000000000000 04 00 000000 00 00 000000 0 000 00 000000 0 00 0000 1 2 3 4
 0000 0 2 17000 00 0 00

ENR2-020 43824

INSTALLED OPTION INFORMATION:

Air Conditioning	CIS - MANUAL AIR CONDITIONER	GVW Code	-
Alternator Amp Rating *		GVW Class Code	L
Audio Radio	* - [N/A]	Instrumentation	* - [N/A]
Auto Brake	BDACU - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side)	* - [N/A]
Auto Type	BDMAE - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side)	* - [N/A]
Battery Amp Rating	HC	Paint	PNYCJ - OPAL FRONT CC
Brake Code	* - [N/A]	Power Windows	AE - POWER TELESCOPIC RADIO ANTENNA
Brake Code(Tractor)	* - [N/A]	Radio	AE - ELECTRONIC AM/FM STEREO CASSETTE
Calibration Code	418080A	Sound System	* - [N/A]
Color(Aircraft)	* - [N/A]	Steering Tension Assts	* - [N/A]
Color(Truck)	00PYD -	Tire Manufacturer	AJ - MICHELIN
Delivery Type	0	Tire Brand	* - *
Exhaust Code	*	Tire Size	EOGGV - P213W1815 90W
Front Brake	* - [N/A]	Traction Controls	AE - ANTI-SPIN TRACT BRAKES W/O IVD
Steel Type	* - [N/A]	Wheel Size	* - [N/A]

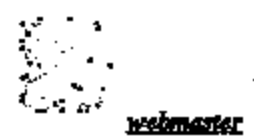
TIRE DOT INFORMATION:

LA: * 0P
 LA: * 0P
 LA: * 0P
 SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code	* -	Engine Code	CR - CR
ESP Coverage(Mile)	* -	Exhaust Cat Type	F
ESP Coverage(Liters)	* -	Exhaust (max) Rating	SLA
ESP Plant Code	* -	Exhaust Family	BPM40V620A
ESP Signature Code			

Any comments? You can contact



ESP02-02H 4300E

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-FEB-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MET DER	BODY CAR	VER SERIES	DRIVE TYPE	PLANT CD	TRM CD	ENG COD	FRCD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QTY	WCC	PAIR NAME	SUPP VET	VES	CCC CD				
2MELM75WXRK640544	FF	CFP	GM	CFA	CAJ	CR	AW	CRK	CVN	10-12-93	10-04-94	32804	USA	1	Q8	SEDS *	TRK *	530	V83	H32	W6		
AWS Claims Keys	165617	Dec 8	15099		Yrc Codes		1	Labour Hrs:	5	Labour Cost:		26.42	Matched Costs	0	Total Costs	26.42							
Dr: Cd-Sub Cb:	10016*	Name:	DULANEY MOTOR CO INC				Pl:	448-6571780	St: MD	City Cb:	USA	Reg Cb:	MA	Reg: Date:	13-MAY-1994	DRY (Mile):	1508						
2MELM75WXRK640544	FF	CFP	GM	CFA	CAJ	CR	AW	CRK	CVN	10-12-93	10-04-94	32804	USA	1	Q8	SEDS *	FRONT *	530	V83	H32	W6		
AWS Claims Keys	165616	Dec 8	15099		Yrc Codes		1	Labour Hrs:	1.5	Labour Cost:		48.68	Matched Costs	0	Total Costs	48.68							
Dr: Cd-Sub Cb:	10016*	Name:	DULANEY MOTOR CO INC				Pl:	448-6571780	St: MD	City Cb:	USA	Reg Cb:	MA	Reg: Date:	13-MAY-1994	DRY (Mile):	1508						
2MELM75WXRK640544	FF	CFP	GM	CFA	CAJ	CR	AW	CRK	CVN	10-12-93	10-04-94	32804	USA	5	Q8	STOK *	CAMPEN *	532	V89	A89	01		
AWS Claims Keys	5261822	Dec 8	16081		Yrc Codes		MEN	Labour Hrs:	1.5	Labour Cost:		81.62	Matched Costs	1.57	Total Costs	83.19							
Dr: Cd-Sub Cb:	10016*	Name:	DULANEY MOTOR CO INC				Pl:	448-6571780	St: MD	City Cb:	USA	Reg Cb:	MA	Reg: Date:	00-SEP-1994	DRY (Mile):	10615						
2MELM75WXRK640544	FF	CFP	GM	CFA	CAJ	CR	AW	CRK	CVN	10-12-93	10-04-94	32804	USA	25	T8	2804	H97Z	12255	KA	511	V48	D41	46
AWS Claims Keys	14518982	Dec 8	176861		Yrc Codes		507	Labour Hrs:	1.8	Labour Cost:		61.28	Matched Costs	68.8	Total Costs	130.08							
Dr: Cd-Sub Cb:	10016*	Name:	DULANEY MOTOR CO INC				Pl:	448-6571780	St: MD	City Cb:	USA	Reg Cb:	MA	Reg: Date:	03-APR-1995	DRY (Mile):	57722						
2MELM75WXRK640544	FF	CFP	GM	CFA	CAJ	CR	AW	CRK	CVN	10-12-93	10-04-94	32804	USA	26	TM	2885	FMZ	8975	A	511	V44	E28	42
AWS Claims Keys	1482478	Dec 8	1773831		Yrc Codes		507	Labour Hrs:	1.3	Labour Cost:		67.52	Matched Costs	32.9	Total Costs	100.42							
Dr: Cd-Sub Cb:	10016*	Name:	DULANEY MOTOR CO INC				Pl:	448-6571780	St: MD	City Cb:	USA	Reg Cb:	MA	Reg: Date:	23-MAY-1995	DRY (Mile):	38923						
2MELM75WXRK640544	FF	CFP	GM	CFA	CAJ	CR	AW	CRK	CVN	10-12-93	10-04-94	32804	USA	58	Q8	TD7	PAZ	15485	A	509	V17	A83	46
AWS Claims Keys	1652238	Dec 8	171581		Yrc Codes		503	Labour Hrs:	3	Labour Cost:		17.81	Matched Costs	1.65	Total Costs	19.46							
Dr: Cd-Sub Cb:	10016*	Name:	DULANEY MOTOR CO INC				Pl:	448-6571780	St: MD	City Cb:	USA	Reg Cb:	MA	Reg: Date:	02-OCT-1995	DRY (Mile):	24725						

2002-02-20 09:58

Any comments? You can contact



webmaster

DN02-025 49027

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1994; Claim Key = 1656117

Vehicle Information

Model Year: 1994

Market Derived: C/M - L/M DIVISION DERIVATIVE

Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE

Version/Series: C/AJ-LS VERSION - CAR

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/FP-GRAND MARQ (EN53MEN114) [92-02]

Warranty Start Date: 20-APR-1994

Production Date: 10-DEC-1993

VIN: 2MELM75WXRK640544

Dealer Information:

Dealer Name: DULANEY MOTOR CO INC

Dealer Code: 10016 - *

Address: 1801 NORTH YORK ROAD

City: TIMONIUM

State: MD Zip Code: 21093

Country: USA Region Code: NA

Phone: (410)667-1700

Claim Information

Document Number: 156969

Repair Date: 13-MAY-1994

Distance: 1648

TIS: 1

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 26.42

Misc. Expense Amount: 0

Part Markup Amount: 0

Material Cost: 0

Total Cost Gross: 26.42

Cust. Concern Code: H62 - IMPROPER TIRE WEAR
 Condition Code: W6 - WHEEL ALIGNMENT OUT OF SPECIFICATION
 Technician Comment:
 Customer Comment:

Labour Op Code	Labour Op Description	Labour Op Cost
1007BA	WHEEL AND TIRE ASSEMBLIES SWITCH	0

Cancel Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	* TIRE	* TIRE THUMPERS 040402	0	0	0

DTC Section: MIL Light ON = N

Flag Test Type: Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

Any comments? You can contact



mslmslmsl

1-800-4-A-FORD

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1994; Claim Key = 1656116

Vehicle Information

Model Year: 1994

Market Derived: CM - L-M DIVISION DERIVATIVE

Body/Cab Type: CFA - 4 DOOR SEDAN-4 LITE

Version/Series: C/AJ-LS VERSION - CAR

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/FP-GRAND MARQ (EN53VEN114) [92-02]

Warranty Start Date: 20-APR-1994

Production Date: 10-DEC-1993

VIN: 2MELM75WXRK640544

Claim Information

Document Number: 156969

Repair Date: 13-MAY-1994

Distance: 1648

TIS: 1

Dealer Information:

Dealer Name DULANBY MOTOR CO INC

Dealer Code: 10016 - *

Address: 1801 NORTH YORK ROAD

City: TIMONIUM

State: MD Zip Code:21093

Country: USA Region Code: NA

Phone: (410)667-1700

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 68.68

Misc. Expense Amount: 0

Part Markup Amount: 0

Material Cost: 0

Total Cost Gross: 68.68

Cust. Concern Code: H26 - CONSTANT PULL TO RIGHT

Condition Code: W6 - WHEEL ALIGNMENT OUT OF SPECIFICATION

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
3001AF	CASTER, CAMBER, TOE-IN CHECK	0
3001A1	CASTER, CAMBER AND TOE-IN CORRECT	0

Cancel	Full Part Number	Part Description	Part	Extended
Flag	FREE BASE SUFF	CPSC	Quantity	Amount
Y	* FRONT *	FRONT END ALIGNMENT 040001	0	0

DTC Sections: MIL. Light ON = N

Flag Test Type Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

Any comments? You can contact



webmaster

8002-808 43831

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1994; Claim Key = 5741027

Vehicle Information

Model Year: 1994

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE

Version/Series: C/AJ-LS VERSION - CAR

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/FP-GRAND MARQ (ENS3/EN114) [92-02]

Warranty Start Date: 20-APR-1994

Production Date: 10-DEC-1993

VIN: 2MELM75WXRX640544

Claim Information

Document Number: 166601

Repair Date: 30-SEP-1994

Distance: 10815

TIS: 6

Dealer Information:

Dealer Name: DULANEY MOTOR CO INC

Dealer Code: 10016 - *

Address: 1801 NORTH YORK ROAD

City: TIMONIUM

State: MD Zip Code: 21093

Country: USA Region Code: NA

Phone: (410)667-1700

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 81.62

Misc. Expense Amount: 0

Part Markup Amount: 0

Material Cost: 1.57

Total Cost Gross: 83.19

10002-626 43632

Cust. Concern Code: A99 - ADMINISTRATIVE (PARTS RETURN/ETC.)

Condition Code: 02 - BENT/BUCKLED/KINKED

Technician Comment:

Customer Comment:

Labor Op Code Labor Op Description Labor Op Cost

Cancel	Full Part Number	Part Description	Part Extended	CPSC	Quantity	Amount
	Flag FREE BASE SUFF					
N	B5TZ-2248 AR	BOLT RR BRK BACK PLA NANANA			1	1.57

DTC Sections: MIL. Light ON - N

Flag Test Type: Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

Any comments? You can contact


www.mcmaster.com

800-2-22-4363

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1994; Claim Key = 14516843

Vehicle Information

Model Year: 1994
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/AJ-LS VERSION - CAR
Drive Type: C/S-2 WHL, LH REAR DRIVE
Vehicle Line: C/FP-GRAND MARQ (EN53/EN114) [92-02]
Warranty Start Date: 20-APR-1994
Production Date: 10-DEC-1993
VIN: 2MELM75WXRK640544

Dealer Information:

Dealer Name: DULANEY MOTOR CO INC
Dealer Code: 10016 - *
Address: 1801 NORTH YORK ROAD
City: TIMONIUM
State: MD Zip Code: 21093
Country: USA Region Code: NA
Phone: (410)667-1700

Claim Information

Document Number: 1763161
Repair Date: 23-APR-1996
Distance: 37722
TIS: 25

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 101.28
Misc. Expense Amount: 0
Part Markup Amount: 24.32
Material Cost: 60.8
Total Cost Gross: 186.4

Cust. Concern Code: D41 - ENGINE HESITATES/SURGES AT STEADY SPEED

Condition Code: 46 - BURNED OUT

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	REC - (QUICK TEST) DIAGNOSIS	22.5
12650D65	WIRE(S) - SPARK PLUG HIGH TENSION REMOVE AND INSTALL OR REPLACE	16.88
15650E	SERVICE BAY DIAGNOSTIC SYSTEM (SBDS) START-UP TEST	5.63
15650E10	POWER BALANCE / SPARK DURATION TEST	16.88
15650E1X1	EXTRA TIME TO REPEAT FINAL QUICK TEST	5.63
15650E24	RELATIVE INJECTOR FLOW TEST	16.88
15650E20	FUEL PRESSURE & LEAKDOWN TEST	16.88

Cancel Part Part Number	Part Description	Part Extended
Flag	PREP BASE SUFF	CFSC Quantity Amount
Y	FSPZ 12259 KA WIRE SET-SPARK PLUGS 030703	1 60.8

DTC Section: MIL Light ON = Y

Flag Test Type Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

Any comments? You can contact



webmaster

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1994; Claim Key = 14874179

Vehicle Information

Model Year: 1994
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/AJ-LS VERSION - CAR
Drive Type: C/B-2 WEL L/H REAR DRIVE
Vehicle Line: C/FP-GRAND MARQ (EN53/EN114) [92-02]
Warranty Start Date: 20-APR-1994
Production Date: 10-DEC-1993
VIN: 2MELM75WXRX640544

Dealer Information:

Dealer Name DULANEY MOTOR CO INC
Dealer Code: 10016 - *
Address: 1801 NORTH YORK ROAD
City: TIMONIUM
State: MD Zip Code: 21093
Country: USA Region Code: NA
Phone: (410)667-1700

Claim Information

Document Number: 1771931
Repair Date: 22-MAY-1996
Distance: 38923
TIS: 26

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 67.52
Misc. Expense Amount: 0
Part Markup Amount: 13.16
Material Cost: 32.9
Total Cost Gross: 113.58

Cust. Concern Code: E29 - "CHECK ENGINE" LIGHT TROUBLE

Condition Code: 42 - DOBS NOT OPERATE PROPERLY

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	BEC - (QUICK TEST) DIAGNOSIS	22.5
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	5.63
12650D3	VALVE ASSEMBLY (IDLE AIR CONTROL) - IAC REPLACE	16.88
15650B	SERVICE BAY DIAGNOSTIC SYSTEM (SBDS) START-UP TEST	5.63
15650E5	DCL DISPLAY TEST	16.88

Cancel	Full Part Number	Part	Part	Extended
Flag	FREE BASE SUFF	Description	CPSC	Quantity Amount
Y	F2AZ 9F715 A	VALVE-AIR BYPASS 030001	1	32.9

DTC Section: MIL. Light ON = N

Flag Test Type: Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

Any comments? You can contact



webmaster

7802-028 43887

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1994; Claim Key = 16452558

Vehicle Information

Model Year: 1994

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE

Version/Series: C/AJ-LS VERSION - CAR

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/FP-GRAND MARQ (EN53/EN114) [92-02]

Warranty Start Date: 20-APR-1994

Production Date: 10-DEC-1993

VIN: 2MELM75WXRX640544

Dealer Information:

Dealer Name: DULANEY MOTOR CO INC

Dealer Code: 10016 - *

Address: 1801 NORTH YORK ROAD

City: TIMONIUM

State: MD Zip Code: 21093

Country: USA Region Code: NA

Phone: (410)667-1700

Claim Information

Document Number: 1815761

Repair Date: 02-OCT-1996

Distance: 24175

TIS: 30

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 17.45

Misc. Expense Amount: 0

Part Markup Amount: .58

Material Cost: 1.45

Total Cost Gross: 19.48

Claim Detail

Page 2 of 2

Const. Concern Code: A85 - OTHER ELECTRICAL ACCESSORY TROUBLES

Condition Code: 46 - BURNED OUT

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
13465A	BULBS-EXTERIOR REPLACE	17.45

Cancel Full Part Number	Part	Part Extended
Flag FREE BASE SEFF	Description	CPSC Quantity Amount
Y P4CZ 13466 A	SMALL BULBS 17XXXX	1 1.45

DTC Section: MIL Light ON = Y

Flag Test Type Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

Any comments? You can contact



800-425-4930

<http://www.quality.ford.com/svc/cgi-bin/fm/detailclm20.pl?srvc=ccdb2x&modelyr=1994&clmkey=16452558>

2/20/02

[REDACTED]

[REDACTED]

OK

02/153

ENG-025 21005

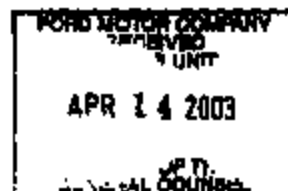


National Document Center
 P.O. Box 268992
 Oklahoma City, OK 73126-8992
 claimsdocuments@farmersinsurance.com
 Fax: (877) 217-1389

April 9, 2003

Company Ford Motor
 PO Box 6248 Md3aa-B
 Dearborne, MI 48126

RE: Insured: Dwight Campbell
 Claim Number: 1002620651
 Policy Number: 67-0601839320
 Loss Date: 01/31/2003
 Your Insured: Your Production Vehicle
 Your File Number: Unknown
 Amount Owed: \$8760.88 includes deductible.



Dear Sir or Madam:

Please accept this letter as notice of our intent to exercise our subrogation rights under our insured's insurance policy. Our investigation shows you were responsible for damage to our insured's property in the above referenced matter. We have resolved the claim with our insured, and I have attached the necessary documentation to settle our subrogation interest.

In the event you make any payment to our insured, we request that you protect our interest by including our name on the draft/check. If you have already made a settlement with our insured, please advise me immediately.

If you have any questions or concerns, please feel free to contact me at (602) 293-4748.

Sincerely,
 Truck Insurance Exchange

Terrence F Crook
 Senior Subrogation Claims Representative
 888-991-1179 ext 748

3 APR 15 10:46 AM '03
 CONSUMER AFFAIRS SECTION

REDACTED

**FARMERS**

Memo

Date: March 7, 2003

To: Bruce Gentillon, SIU Manager
Department: Special Investigations Unit
Phoenix Service Center

From: John C. Thompson
Department: Special Investigations Unit

Subject: SPECIAL INVESTIGATIONS UNIT -
CLOSING REPORT

Insured: [REDACTED]
Claim Number: [REDACTED]
Date of Loss: 1/31/03
Adjuster: Keith Radkowski

FINAL REPORT

SYNOPSIS

This claim is the result of an auto fire, which occurred when the insured [REDACTED] drove his 1993 Lincoln Town Car stretch limousine to the Department of Motor Vehicles at 4021 W. Casey, North Las Vegas, NV to register the vehicle. While in the parking lot of the DMV the engine compartment of the vehicle caught fire. The insured purchased the vehicle in May of 2002. He insured the vehicle with Truck Insurance Exchange on 1/30/03, one day prior to the alleged loss. He is having possible financial problems, claimed \$5000 in cash was in the vehicle at the time of the fire, and pushed settlement with the named adjuster.

FINDINGS

An Origin and Cause on the subject 93 Lincoln limousine conducted by a Certified Fire & Explosion Investigator with Crawford Investigation Services concluded: "The ignition source for this fire was a resistive short in the electrical circuit... It is my opinion that this fire was the result of the failure of the speed control deactivation switch." A recall for the same speed control deactivation switch in 1992-1993 Lincoln Town Car was found and lists a short can develop in the electrical circuit and a fire is possible when the vehicle is running and when the vehicle engine is off, as in this case.

Given this strong physical evidence, it appears the fire to the subject 93 Lincoln limousine was accidental.

Also, I interviewed Farmers Agent Michael Avance and he testified that he inspected the subject 93 Lincoln limousine on 1/30/03 when he wrote the policy, and the vehicle was in good condition, drivable, and intact. Avance wrote the Commercial Policy because the insured had recently obtained a Homeowners Policy on his newly purchased residence at 3192 Shimmering Creek Ave.

Confidential. For company use only.

2782-028 27889

I confirmed the Las Vegas Fire Department responded to the parking lot of the DMV and found the subject 93 Lincoln on fire and extinguished it (LVFD Report 2003-3017531). A Chevrolet Tahoe parked next to the Lincoln sustained minor damage. The parking lot was crowded, and the insured's wife and son were with him.
Campbell page 2 of 3
(FINDINGS CONTINUED)

With the findings of the physical evidence regarding this incident and the corroborating information, I further investigated several issues with this claim and confirmed the following.

I interviewed a representative of Wine & Roses Limousine in Livermore, California, and confirmed the insured purchased the vehicle from them on May 19, 2002, for \$17,000 cash. There is no lien holder on the vehicle and Wine & Roses has no interest in the vehicle. The representative stated the vehicle was in good condition at the time of the sell.

The insured did have the vehicle insured with Allstate insurance prior to switching the policy over to Truck Insurance Exchange on 1/30/03.

At the time of the loss the vehicle was registered to the insured under California License Number AAALM85, issued 5/31/02 and expires 5/31/03. The insured had not yet registered the vehicle in Nevada, but has testified this was what he was doing when the loss occurred.

The insured testified in the absence of the vehicle, under the removal portion, he had \$5,000 in cash. I inspected the subject 93 Lincoln and found the dash area of the vehicle was not severely damaged, and found no evidence of debris resembling that large amount of cash in the location described. The Origin & Cause investigator also came to that same conclusion. The insured stated the cash was to pay his mortgage and he was going to wire that money the day of the loss. He also stated the cash was the only money he had and he was unable buy food and diapers for his son.

On 1/6/03 the insured claimed a burglary occurred at his home, 3132 Shimmering Creek Ave., North Las Vegas, NV. Jewelry, \$1,500 in cash, \$400 worth of meat from a freezer, and a 51" big screen TV were reported stolen from the residence (Farmers 1002540482-1-2). This claim had a number of indicators; specifically the insured had no receipts for any of the items. I interviewed adjuster Paul Havill who stated the insured claimed the cash was to pay his mortgage, it was the only money he had and he was unable to buy food and diapers for his son, and pushed settlement. The claim was settled for \$4,662 prior to the subject loss, and not flagged to SIU.

The insured also filed a property theft claim on 8/31/02 with Public Storage for items stolen in a burglary of a storage unit (Seabury & Smith 901168). The insured testified this loss occurred when he was moving from California to Las Vegas.

The insured Dwight Timothy Campbell has eighteen (18) prior addresses listed in California. I confirmed with Ameriquest (800 430-5262) under account number 8740037770743, Mr. Campbell was four (4) months behind on mortgage payments at the time of the subject loss. The property at 3132 Shimmering Creek Ave. was purchased by Mr. Campbell in August 2002. I also confirmed his wife, Gwendolyn Campbell, was laid off from her job at Rain Soft in December 2002, and Mr. Campbell made no income from the limousine in 2002.

Confidential. For company use only.

Campbell page 3 of 3

INVESTIGATION

I have directed an Origin and Cause of the insured vehicle, inspected the insured vehicle, interviewed the previous owner of the insured vehicle, conducted a vehicle history, interviewed the Farmers Agent, obtained the new business application, conducted a background investigation on the insured, confirmed the fire department investigation, and interviewed the insured on three separate occasions.

STATUS

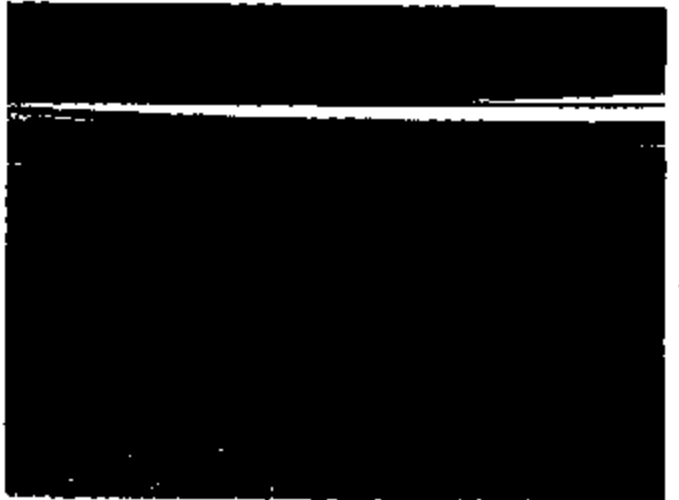
The named adjuster and Auto Field Claims Supervisor Terri Flanigan have been kept informed of my progress during the course of the investigation, and I have discussed with them the above findings in detail. We have agreed my investigation will be concluded, and I am now closing my file.

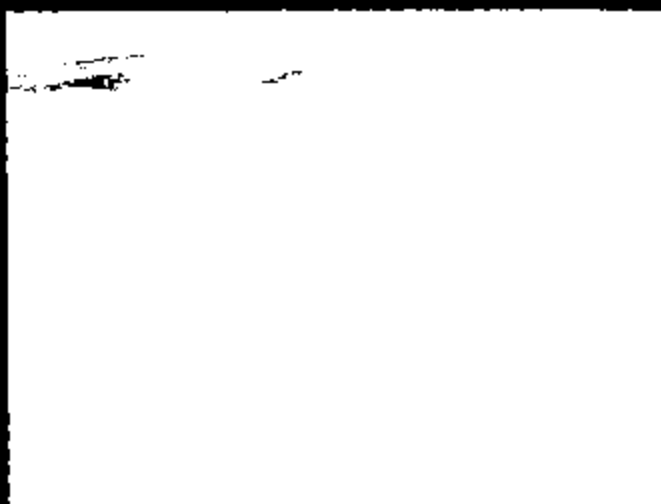
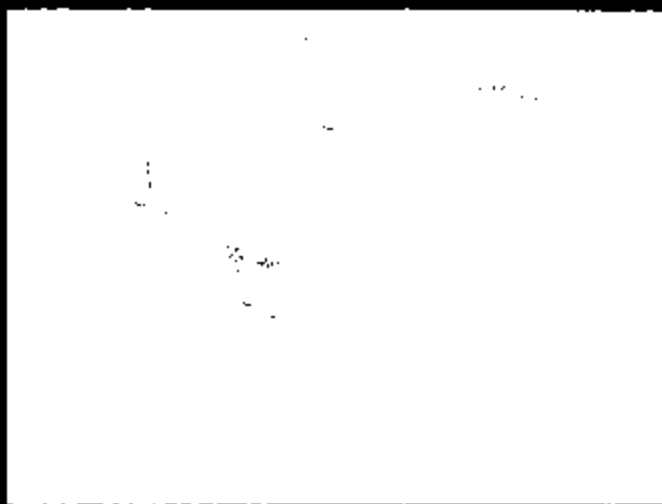
John C. Thompson

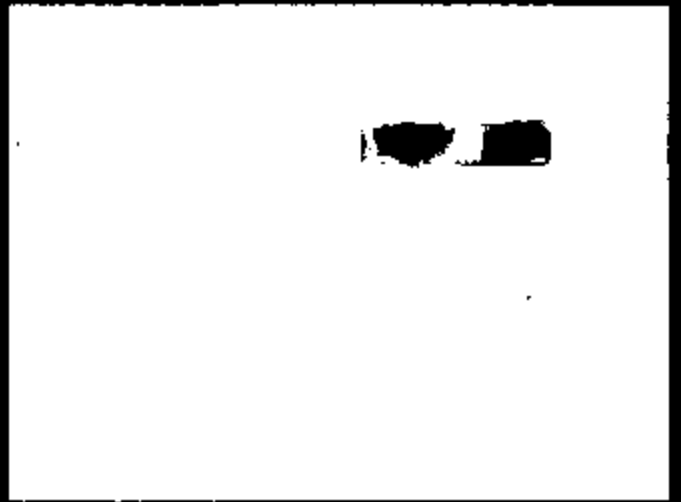
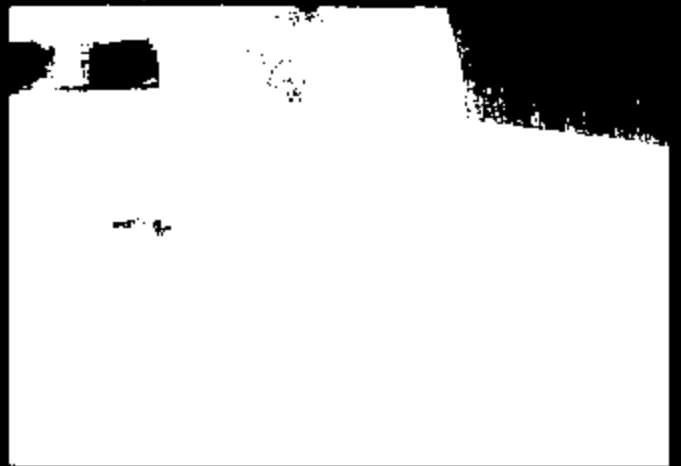
John C. Thompson
Sr. Special Investigator

Confidential. For company use only.

6862-825 2/8/71











CAUSE NO. DC-03-217

956 487 8482
956 487 2359

██████████
Plaintiff,

V.

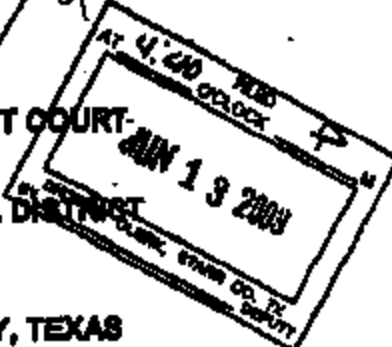
**DOLINA GUERRA AND FORD
MOTOR COMPANY**
Defendant.

IN THE DISTRICT COURT

381st

JUDICIAL DISTRICT

STARR COUNTY, TEXAS



PLAINTIFF'S ORIGINAL PETITION

TO THE HONORABLE JUDGE OF SAID COURT:

NOW COMES ██████████ hereinafter called Plaintiff, complaining of and about ██████████ AND FORD MOTOR COMPANY, hereinafter called Defendants, and for cause of action shows unto the Court the following:

DISCOVERY CONTROL PLAN LEVEL

1. Plaintiff intends that discovery be conducted under Discovery Level 2.

PARTIES AND SERVICE

2. Plaintiff, ██████████ an individual.
3. Defendant ██████████, an individual, is a resident of the State of Texas. Said Defendant may be served with process at her home at the following address: ██████████ Roma, Texas ██████████ Service of said Defendant as described above can be effected by personal delivery.

361
595 1102

Handwritten notes:
MATEL
ZAPATA
6956
303156
2388

JURISDICTION AND VENUE

4. Defendant, Ford Motor Company, is a company doing business in the State of Texas and service of process may be effected by serving its registered agent CT Corporation system by certified mail, return receipt requested at 350 N. Saint Paul Street Dallas, Texas 75201.
5. The subject matter in controversy is within the jurisdictional limits of this court.
8. This court has jurisdiction over the parties because Defendants are Texas residents.

COPY

7. Venue in STARR County is proper in this cause under Section 15.002(a)(1) of the Texas Civil Practice and Remedies Code because all or a substantial part of the events or omissions giving rise to this lawsuit occurred in this county.

FACTS

8. At all times material hereto, Defendant IDOLINA GUERRA was the owner of the vehicle located in the residence of Plaintiff Leo Canales.

9. During the time that IDOLINA GUERRA'S vehicle was upon Plaintiffs' property, the home was burned almost completely to the ground as a result of a dangerous condition in that the Defendant's vehicle caused the fire.

10. LEO CANALES'S damages occurred as a direct result of a fire that was proximately caused by the dangerous condition described above, which Defendants knew or, in the exercise of ordinary care, should have known existed.

LIABILITY OF DEFENDANT IDOLINA GUERRA

11. Defendant IDOLINA GUERRA negligently permitted the vehicle to become unsafe, negligently or willfully allowed such condition to continue and negligently or willfully failed to warn Plaintiff of the condition of the vehicle. This condition existed despite the fact that Defendant IDOLINA GUERRA knew or should have known of the existence of the aforementioned condition and that there was likelihood of a person being injured as occurred to Plaintiff.

12. Furthermore, Plaintiff would show the court that the condition of the vehicle had continued for such period that, had Defendant IDOLINA GUERRA exercised ordinary care in the maintenance of the vehicle, it would have been noticed and corrected by such persons.

13. At all times pertinent herein, Defendant IDOLINA GUERRA was guilty of negligent conduct toward the Plaintiff in:

- A. Failing to properly inspect and maintain the vehicle in question to discover the dangerous condition;
- B. Failing to maintain the vehicle in a reasonably safe condition;

- C. Failing to give adequate and understandable warnings to Plaintiff of the unsafe condition of the vehicle;
- D. Failing to give warnings to Plaintiff of the unsafe condition;
- E. Failing to repair the vehicle; and
- F. Failing to discover and repair the condition of the vehicle within a reasonable time;

14. Each and every, all and singular of the foregoing acts and omissions, on the part of Defendant, taken separately and/or collectively, constitute a direct and proximate cause of the injuries and damages set forth below.

LIABILITY OF DEFENDANT FORD MOTOR COMPANY

Strict Product Liability. The 1994 Ford Mercury Grand Marquis was defective in its design and/or manufacture in the following respects:

- A. The electrical wiring failed in its design, in that it caused the vehicle to catch on fire, and
- B. The manufacturer and design of the vehicle caused the vehicle to catch on fire.

15. The defect was the reason why the car and the home of Plaintiff [REDACTED] burned completely.

16. Ford Motor Company, the manufacturer of the vehicle, is strictly liable for the burning of the home caused by the defect.

Negligence. Ford Motor Company was negligent and grossly negligent in its design of the 1994 Ford Mercury Grand Marquis. Specifically, Ford Motor Company negligently permitted the electrical wiring to be faulty and dangerous.

Exemplary Damages. The conduct of Ford Motor Company, as described above, constitutes malice as that term is defined in Chapter 41 of the Texas Civil Practice and Remedies Code. Thus, Ford Motor Company is also liable for exemplary damages.

DAMAGES FOR PLAINTIFF [REDACTED]

17. As a direct and proximate result of the occurrence made the basis of this lawsuit, Plaintiff [REDACTED] was caused to suffer the loss of his and his family's dwelling, and to incur the following damages:

- A. Loss of Household;
- B. Out of Pocket expenses;

- C. Property damages ; and
- D. Mental anguish in the past.

PRAYER

WHEREFORE, PREMISES CONSIDERED, Plaintiff, LEO CANALES, respectfully prays that the Defendants be cited to appear and answer herein, and that upon a final hearing of the cause, judgment be entered for the Plaintiff against Defendants, jointly and severally, for damages in an amount within the jurisdictional limits of the Court; together with pre-judgment interest (from the date of injury through the date of judgment) at the maximum rate allowed by law; post-judgment interest at the legal rate, costs of court; and such other and further relief to which the Plaintiff may be entitled at law or in equity.

Respectfully submitted,

LAW OF CALIXTRO VILLARREAL, JR.

By: 

Calixtro Villarreal
Texas Bar No. 20581905
Orlando Rodriguez
Texas Bar No. 00797338
205 W. Main Street
Rio Grande City, Texas 78582
Tel. (956) 487-3739
Fax. (956) 487-8870
Attorney for Plaintiff
LEO CANALES

*ORLANDO
RODRIGUEZ*

PLAINTIFF HEREBY DEMANDS TRIAL BY JURY

*89
6M
FANE
AET 14*

FL

ENC-000 4481

Ford Motor Company

Office of the General Counsel

PRIVILEGED AND CONFIDENTIAL

Ford Motor Company
Parklane Towers West
Suite 500
Three Parklane Boulevard
Dearborn, Michigan 48126-3200

January 30, 2003

Seymour & Whitney
150 Egin Parkway NE
Fort Walton Beach, FL 32548
ATTENTION: BOBBY L. WHITNEY, JR.

Re.: Claimant: Paul Carter
DOL: February 11, 2002
Your File #: 38-263-02

Dear Mr. Whitney:

We acknowledge your recently submitted letter dated January 7, 2003. Enclosed please find a copy of the correspondence from our offices to Auto-Owners Insurance.

As our May 28, 2002 letter indicated we understood they are preserving the vehicle. However, we were never given any information regarding this loss except that of an initial subrogation notice and description of the event. Our engineer's do not have enough information in our file to make a determination, nor complete an inspection.

If you should wish to pursue your claim, you must provide us with the materials requested in our April 16, 2002 letter, that has not been already supplied.

Please note that we assume you will comply with your duty to preserve the evidence and such duty does not expire until any possible litigation is completed.

Should you not send the requested information and materials, we will assume that you are not interested in pursuing a claim and we will close our file.

Should you have questions, please contact me at the above-indicated address.

Sincerely,

Shawn L. Norton
Claims Analyst

EA02-025 44882

Ford Motor Company

PROCESSED AND CONFIDENTIAL

Office of the General Counsel

Ford Motor Company
Pursuing Through West
Suite 300
Three Parkside Boulevard
Dearborn, Michigan 48120-3500

May 28, 2002

Auto-Owners Insurance
4900 Bayou Blvd., Suite 101
P.O. 2840
Pensacola, FL 32513-2840
ATTENTION: MARILYN L. MCGOWAN-OLLO

Re: Claimant: [REDACTED]
DOL: February 11, 2002
Your File #: [REDACTED]

Dear Ms. McGowan-Ollo:

We acknowledge your recently submitted letter dated May 10, 2002. We understand you are currently preserving the vehicle. However, we do not have enough information in our file to warrant a vehicle inspection at this time.

However, we assume you will comply with your duty to preserve the evidence and such duty does not expire until any possible litigation is completed.

If you should wish to pursue your claim, you must provide us with the materials requested in our April 18, 2002 letter. Specifically, we are still waiting for items 3, 7, 11, 14, & 15.

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.

Should you have questions, please contact me at the above-indicated address.

Sincerely,

Shawn L. Norton
Claims Analyst

8002-625 44963

Paul & Betty Cole

38-263-02

TO: MARYLN OLLO
 FROM: STONY CANTER
 DATE: 5-6-82
 SUBJECT: ANSWERS TO QUESTIONNAIRE FROM FORD MOTOR COMPANY

1. FEBRUARY 21, 2002 DR FUNKAK SPRING, FL 32043
2. FIRE STARTED IN THE COMPARTMENT AREA OF THE CAR, UNDER THE HOOD ON THE DRIVERS SIDE. APPROXIMATELY 9:30 PM WE HEARD AN EXPLOSION AND WENT OUT TO SEE WHAT THE CAUSE WAS TO FIND THE CAR ON FIRE. WIFE CALLED 911 AND I IMMEDIATELY TRIED TO PUT OUT FLAMES WITH WATER HOSE, AND FIRE EXTINGUISHER. THE FIRE DEPARTMENT WAS THERE WITHIN 10 MINUTES AND ASSISTED IN PUTTING OUT THE FIRE AND HOUSING DOWN THE CAR. FIRE CHIEF HAD THE CAR ROLLED OUT OF THE GARAGE INTO THE STREET TO PREVENT ANY OTHER FIRE SHOULD IT FLAME BACK UP. NEXT DAY THE FIRE MARSHAL INVESTIGATED AND ATTRIBUTED THE CAUSE OF FIRE TO ELECTRICAL SHORT IN THE BRAIN BOSS. THE CAR WAS A TOTAL LOSS. THE INSURANCE ADJUSTER SAID THAT MY CAR WAS THE 4TH LINCOLN TOWN CAR THAT HAD BEEN THAT YUKY WEEK AND THAT WAS ONLY THURSDAY OF THE WEEK.
3. INSURANCE COMPANY SHOULD HAVE THE REPORT
4. NO ONE WAS INJURED.
5. 1981 LINCOLN TOWN CAR
6. APPROXIMATELY 7000 MILES
7. INSURANCE SHOULD HAVE PICTURE
8. INSURANCE SHOULD HAVE PICTURE
9. INSURANCE SHOULD HAVE PICTURE
10. ELECTRICAL SYSTEM
11. FIRE MARSHAL STATEMENTS AND INSURANCE INVESTIGATOR FROM INSURANCE COMPANY SHOULD HAVE THEIR STATEMENT DOCUMENTED WITH THE INSURANCE COMPANY
12. NO CAR WAS A TOTAL LOSS
13. WILL STAY IN MY YARD WHICH I WANT TO IF YOU HAVE ANY CONTROL OVER THE SITUATION PLEASE HAVE IT MOVED AWAY FROM HIGHWAY 266 EAST, DR FUNKAK SPRING, FL 32043
14. VALUE WAS DETERMINED TO BE 2700. WEEK I HAD TO PAY THE 2000 DEDUCTIBLE SINCE THE CAR WAS NOT DUE TO MY INSURANCE I HAD TO PAY THE 2000 DEDUCTIBLE. MY INSURANCE SHOULD REPAIR OR REPLACE THE VALUE OF ITEMS LOST IN THE GARAGE. LOSS DUE TO THE CAR ACTUALLY BEING A TOTAL CONTENT LOSS IN GARAGE VALUED AT 2000
15. THE SERVICE HISTORY WAS DESTROYED BY WATER AND SMOKE DUE TO THE FIRE. IT WAS RECENTLY SERVICED BY WALMART SERVICE CENTER IN DR FUNKAK AND THE TIRES HAD JUST BEEN REPLACED BY NATION TIRE BROKERS IN DR FUNKAK
16. NONE
17. I DO NOT INTEND TO UNWARRANTABLY OR IN ANY MANNER FOR THE RECORD IF YOU CHECK TO YOU I HAVE MY DEDUCTIBLE
18. NO LOSE WASH
19. NO 2L FARE, 3L NO
22. MARYLN YOU CAN GIVE THEM ALL THE INFORMATION
23. NOT AT THE TIME
24. IT WAS A PROGRAM CAR - PURCHASED IN DECEMBER 1981 WITH 2000 MILES ON IT. PURCHASED FROM WALTON MORTON IN DR FUNKAK SPRING, FL - NO LONGER IN BUSINESS. I ALSO OWNED THIS CITY BUS IN CHRISTYVILLE, WHICH I STOLE IN 1980.

AUTO-OWNERS INSURANCE COMPANY
AUTO-OWNERS LIFE INSURANCE COMPANY
HOME-OWNERS INSURANCE COMPANY
OWNERS INSURANCE COMPANY
PROPERTY-OWNERS INSURANCE COMPANY
SOUTHERN-OWNERS INSURANCE COMPANY



April 3, 2002

Ford Motor Company
300 Renaissance Center
PO Box 43360
Detroit, MI 43360

CONSUMER AFFAIRS
SECTION
CLAIMS OFFICE
P.O. Box 2848 • 4000 Bayou Blvd., Suite 101
Panama, Florida 32313-2848
850-475-2244 FAX 850-475-2188
2 APR 12 11:21 AM
WWW.AUTO-OWNERS.COM

**CERTIFIED MAIL
RETURN RECEIPT REQUESTED**

Re: Our Claim No. [REDACTED]
Insured : [REDACTED]
Date of Accident : 2/11/02
Notice of Our Subrogation Interest



Dear Ford Motor Company:

You are hereby notified that Auto-Owners Insurance Company is the subrogee of [REDACTED] and [REDACTED] for loss and damage sustained by them to their 1994 Lincoln Town Car VIN 1LNLM83W3RY634347 as a result of the fire which occurred on February 11, 2002.

Attached hereto please find a copy of our subrogation agreement and assignment of claim executed by [REDACTED] subrogating the Ford Motor Company and/or their respective insurance company to the above mentioned claim.

It is necessary for you to have one of your engineers contact the Auto-Owners Insurance Company field claim representative signed as below at the above phone number at extension 15 and/or Fire Engineering Specialist cause and origin engineer Harold Deese at (850) 785-6118.

The said Lincoln Town Car must be inspected within 20 business days of receipt of this letter. Otherwise, the salvage will be disposed of accordingly no later than April 30, 2002.

If you have any questions please do not hesitate to call. If you do not wish to view the said vehicle and thus waive your rights and any claim of spoilage of evidence, this will be your personal decision.

~ Serving Our Policyholders and Agents for 85 Years ~

ERP2-025 44898

Page 2
Ford Motor Company
April 3, 2002

In the event that you are insured, it is important this letter be forwarded to your insurance company for their protection.

Yours very truly,

Marilyn McGowan-Olo

Marilyn L. McGowan-Olo
Field Claim Representative
Extension 15

(clw)

MLO/clw
Enclosure
cc: Paul & Peggy Carter

10/94

95-210043-11
1-12EA-15

DISPOSE of Copy (Black Stamped) by:	
RECORD REPROD COPY (Red Stamped) This:	
Control Number	

FORM 10-623-11300



**Mutual Omaha
Companies**

March 15, 1994

**FORD MOTOR CREDIT COMPANY
PO BOX 1825
EUGENE OR 97440**

REDACTED

**RE: Our Insured: Edger Charles Cerver
Claim Number: 188984-045
Date of Loss: 8-6-93
Amount: \$19,278.67**

Please be advised that I am seeking subrogation recovery in the above-stated amount due to a fire loss our insured incurred on a 1985 Ford Crown Victoria rented from Budget Rent-A-Car.

Enclosed is a copy of our letter sent to your company to the attention of Kathy Donaldson from Mook Ford Sales regarding this incident and also enclosed is a report by INS Investigations Bureau, Inc., stating that the cause and origin of the fire originated as a result of a power steering hose failure or the use of an incorrect hose. When it failed, it sprayed power steering fluid on the front, left exhaust manifold. The fluid ignited, feeding the fire and ignited other combustibles. Also enclosed are the copies of the damage appraisal and a copy of our draft showing the amount we paid.

Please issue us a check for the above-stated amount so that we may close our file and include our claim number on your check.

Sincerely,

Sandra Jones
Subrogation Specialist
1-800-788-8488, extension 8045

SJ:jm

Enclosures



Omaha Property and Casualty Insurance Company

3102 FARNAM STREET • OMAHA, NE 68131 • 402-342-3326 • FAX 402-978-2650

EA02-025-B 11300

02/03

[REDACTED]

FL

8002-628 27078



**American
International
Recovery, Inc.**

6650 Southpoint Parkway Suite 320 • Jacksonville, FL 32216
P.O. Box 8605 • Jacksonville, FL 32247-8605
904-281-9231 • 1-800-733-0739 • FAX 1-904-281-9241

August 14, 2002

FORD MOTOR CO
Attention: Shawn Norton
3 PARKLANE BLVD, STE 300
DEARBORN, MI 48126

VIA OVERNIGHT MAIL

Re: Our Insured : CENTRALLO RUTH J
Our File No. : 000141 - 200100032129
Date of Loss : October 20, 2001
Damages : \$70,536.73



Dear Ms. Norton:

We are the recovery agents for AUDUBON INSURANCE COMPANY who have made payment to their policyholder for damages arising out of the above cited occurrence. This file has been transferred to this writer and officer for subrogation purposes. Please send all future communication to this office.

Our investigation of this loss has determined that you are responsible for these damages. Our Engineer's report confirms that the cause of this fire that spread to our insured's dwelling was a defect in their four year old Lincoln's wiring system that ignited the combustible plastic in the engine compartment and spread into the garage and the dwelling.

The vehicle was not running. Our Insured had parked the car in the attached garage a few hours before the fire occurred. There was no recent service to the vehicle. We do not have color photographs of the vehicle or the defective part in our file and the vehicle in question was deemed a total loss by the Automobile Carrier, Hartford. They have removed the vehicle and it was destroyed, therefore we have no physical evidence that you can inspect. However, our engineer was able to inspect the vehicle before the salvage was sold.

Since our client is the equitable subrogee of its insured, on their behalf, we request payment of this subrogated interest in the above captioned amount.

A Member Company of American International Group, Inc.

ENR2-825 27678 N

REDACTED

For your protection this letter should be forwarded to your insurance carrier immediately. If there is a reason for not paying this claim, please explain fully IN WRITING, WITHIN THIRTY (30) DAYS. If you are uninsured or self-insured, contact the undersigned to arrange for payment. If you have any questions, please feel free to contact me at 804-261-9231 or use toll-free telephone number listed above.

Sincerely,



Annette King
Sr. Recovery Rep

A 10 1073 BODEN, 910911 11906119991121

B TYPE OF INCIDENT: **STRUCTURE FIRE III - EXTINGUISHMENT II** TYPE OF DAMAGE: **UNATTENDED** IRRADIATION: **NO**

C PREMISES: **ONE FAMILY DWELLING UNIT** OCCUPANCY: **UNATTENDED**

D CONTACT ADDRESS BY NAME AND ST ADDRESS: **125 TRAVIS DR AUMONIA LA 70009** ZIP CODE: **70009** SECTION TRACT: **1111**

E 11 OCCUPANT NAME: **RUTH K ROGHE** PHONE: **436-7655** U.S. MAIL CODE: **803-30**

F 12 OWNER NAME: **RUTH K ROGHE** ADDRESS OF OFFICE (SEE LINE 31): **125 TRAVIS DR AUMONIA LA 70009** A.O.C. NO./REV.:

G 13 TYPE OF ALARM: **MANUAL** TYPE OF DETECTOR: **SMOKE** TYPE OF NOTIFICATION: **MANUAL** DISTRICT: **ONE**

H NO. FIRE SERVICE PERSONNEL RESPONDED: **0100** NO. VEHICLES RESPONDED: **0000** NO. AERIAL APPARATUS RESPONDED: **0000** NO. OTHER VEHICLES RESPONDED: **0000**

I ED NUMBER OF MARSHALS: **0000** NUMBER OF FACILITIES: **0000**

J 1 COMPLEX - GENERAL PROPERTY USE: **ONE FAMILY DWELLING** MODEL PROPERTY TYPE: **AUTOMATIC**

K 2 AREA OF THE DAMAGE: **GARAGE** EQUIPMENT INVOLVED IN INCIDENT: **VEHICLE**

L 3 FORM OF HEAT SOURCE: **LIQUID FUEL** TYPE OF MATERIAL BURNING: **GASOLINE** FORM OF MATERIAL STORED: **FUEL**

M 4 METHOD OF EXTINGUISHMENT: **1** (See instructions) **2** (See instructions) **3** (See instructions) **4** (See instructions) **5** (See instructions) **6** (See instructions) **7** (See instructions) **8** (See instructions) **9** (See instructions) **10** (See instructions)

N 5 AREA OF FIRE DAMAGE: **1** (See instructions) **2** (See instructions) **3** (See instructions) **4** (See instructions) **5** (See instructions) **6** (See instructions) **7** (See instructions) **8** (See instructions) **9** (See instructions) **10** (See instructions)

O 6 NUMBER OF STORES: **1** (See instructions) **2** (See instructions) **3** (See instructions) **4** (See instructions) **5** (See instructions) **6** (See instructions) **7** (See instructions) **8** (See instructions) **9** (See instructions) **10** (See instructions)

P 7 EXTENT OF DAMAGE: **1** (See instructions) **2** (See instructions) **3** (See instructions) **4** (See instructions) **5** (See instructions) **6** (See instructions) **7** (See instructions) **8** (See instructions) **9** (See instructions) **10** (See instructions)

Q 8 TYPE OF MATERIAL ORIGINATOR: **Gasoline** TYPE OF MATERIAL STORED: **Fuel**

R 30 # INVENTORY: **CAR** YEAR: **1978** MAKE: **WALTON TOWN CAR** MODEL: **141109294761000** VIN: **141109294761000** I.F.B. NO.: **398**

S 40 # EQUIPMENT INVOLVED IN INCIDENT: YEAR: MAKE: MODEL: I.F.B. NO.:

T 60 TOTAL AMOUNT RECEIVED: STRUCTURE OR MODEL: CONTENTS: NAME OF INSURANCE CO. POLICY NO. TELEPHONE NO.

U 70 ESTIMATED VALUE: STRUCTURE OR MODEL: CONTENTS: PROPERTY DAMAGE: 1) 10% 2) 20% 3) 30% 4) 40% 5) 50% 6) 60% 7) 70% 8) 80% 9) 90% 10) 100%

V 80 INVESTIGATION REQUESTED: **YES** NUMBER MADE TO: **1** (See instructions)

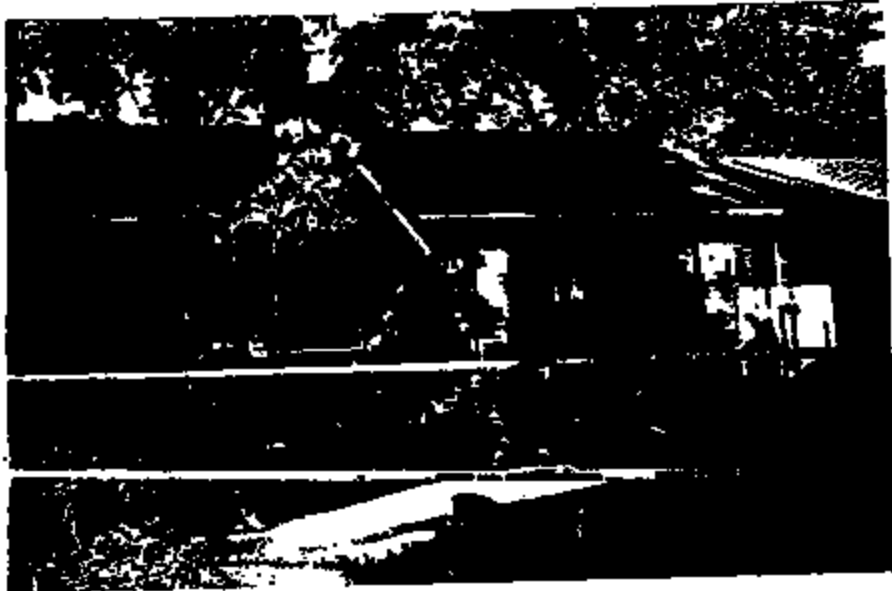
W OFFICER IN CHARGE: **10-10-78** DATE: **10-10-78** NUMBER OF PAGES: **1** SIGNATURE: **[Signature]**

2 11/21/01

11/21/01

684

10/11/01



0002-028 27002



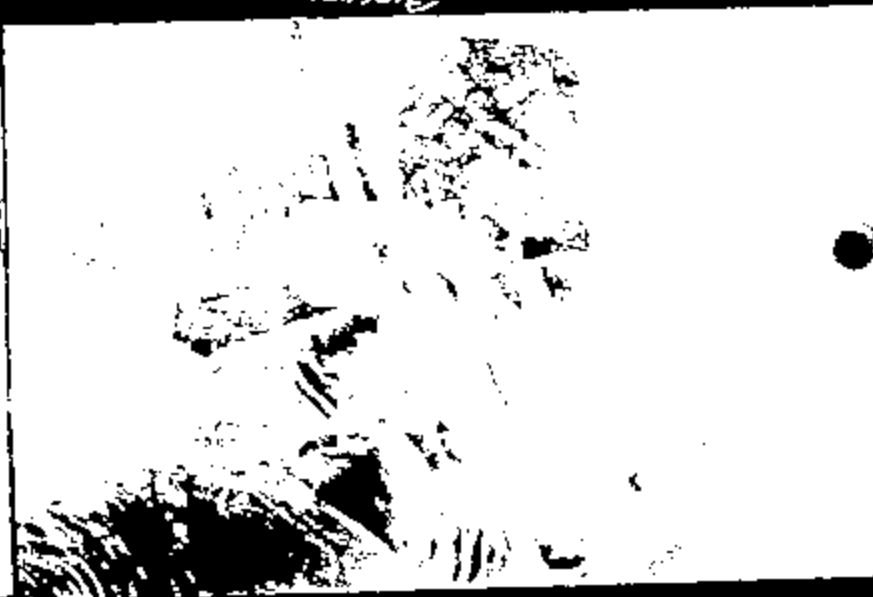
Front



Console



Passenger compartment



Bulkhead wing



Engine

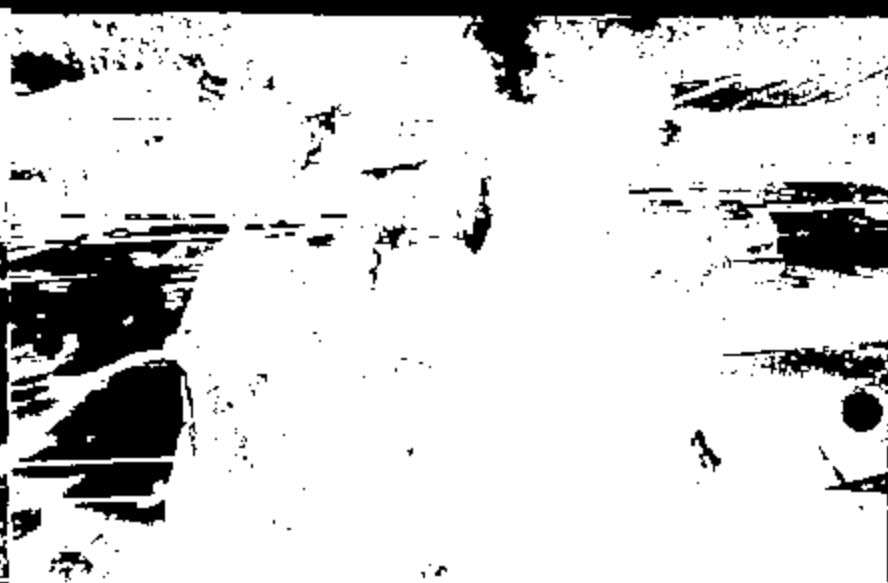


Radiator not melted



Carpet pulled out what

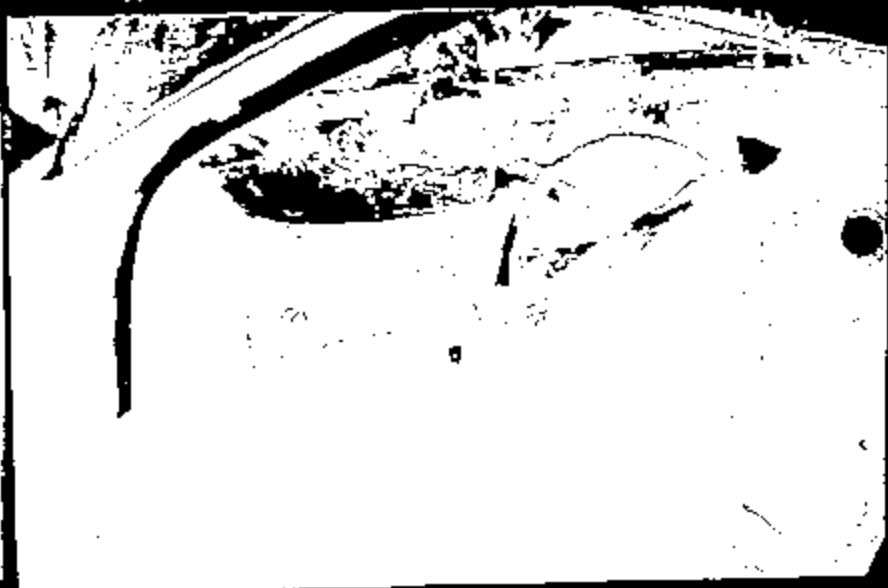




Hand found to rear



No hand found



Driver's side

DP02-020 27000



Exhib-



Consil-



Woods house



Front

INSURED : Ruth Central
LOCATION : 225 Travis Drive
: Avondale, LA 70004
COMPANY : Louisiana Fair Plan
: 2121 N. Ridgeland, Suite 201
: Metairie, LA 70001

DATE OF REPORT : 10/17/2001
DATE OF LOSS : 10/10/2001
POLICY NUMBER : FPH0075460-05
CLAIM NUMBER :
OUR FILE NUMBER : M01001
ADJUSTER NAME : Frederick Blahn, III



Photo # : 1
Date : 10/12/01
Taken By : Adjuster

Comment :
Insured dwelling



Photo # : 2
Date : 10/12/01
Taken By : Adjuster

Comment :
Insured dwelling

PHOTO-001

page 1

INSURED
LOCATION



COMPANY

Avondale, L
Louisiana Fair Plan
2121 N. Ridgewake, Suite 201
Metairie, LA 70001

DATE OF REPORT : 10/17/2001
DATE OF LOSS : 10/10/2001
POLICY NUMBER :
CLAIM NUMBER :
OUR FILE NUMBER : M01801
ADJUSTER NAME : Frederick Blohn, III



Photo # : 3
Date : 10/12/01
Taken By : Adjuster

Comment :
Insured's car, that
caused the fire.



Photo # : 4
Date : 10/12/01
Taken By : Adjuster

Comment :
Damage to siding on
garage

BRNDL
PHOTO-001

INSURE
LOCATION
ADDRESS

[Redacted]
Suite 201
Metairie, LA 70001

DATE OF REPORT : 10/17/2001
DATE OF LOSS : 10/11/2001
POLICY NUMBER : [Redacted]
CLAIM NUMBER : [Redacted]
OUR FILE NUMBER : M01601
ADJUSTER NAME : Frederick Bisher, III



Photo # : 5
Date : 10/12/01
Taken By : Adjuster

Comment :
Damage to garage door



Photo # : 6
Date : 10/12/01
Taken By : Adjuster

Comment :
Damage to soffit

IMAGE
PHOTO-02.1

INSURED
LOCATION

COMPANY

Avoyelles, LA
Louisiana Fire Plan
2121 N. F&P Blvd. Suite 201
Metairie, LA 70001

DATE OF REPORT : 10/17/2001
DATE OF LOSS : 10/10/2001
POLICY NUMBER :
CLAIM NUMBER :
OUR FILE NUMBER : M01801
ADJUSTER NAME : Frederick Blohn, III



Photo # : 7
Date : 10/12/01
Taken By : Adjuster

Comment :

Damage to ceiling
area of garage



Photo # : 8
Date : 10/12/01
Taken By : Adjuster

Comment :

Damage to walls and
contents in garage

EMPOL
PHOTO-NL1

page 4

INSURED
: [REDACTED]

COMPANY

Exquisite Home Photo
201 N. Poydras, Suite 201
Metairie, LA 70001

DATE OF REPORT : 10/12/01

DATE OF LOSS : 10/12/01

POLICY NUMBER

CLAIM NUMBER

OUR FILE NUMBER : M01301

ADJUSTER NAME : Frederick Richm, III



Photo # : 6
Date : 10/12/01
Taken By : Adjuster

Comment :

Damage to ceiling
area of garage.



Photo # : 10
Date : 10/12/01
Taken By : Adjuster

Comment :

Damage to appliances

EXQUISITE
PHOTO-10.1

page 5

INSURED
LOCATION
COMPANY

[REDACTED]
Aurora, LA
Louisiana Fair Plan
2121 N. Ridgeland, Suite 201
Metairie, LA 70001

DATE OF REPORT : 10/17/2001
DATE OF LOSS : 10/19/2001
POLICY NUMBER : [REDACTED]
CLAIM NUMBER : [REDACTED]
OUR FILE NUMBER : MU1201
ADJUSTER NAME : Frederick Bohn, III



Photo # : 11
Date : 10/12/01
Taken By : Adjuster

Comment :

Damage to wall area
of garage.



Photo # : 12
Date : 10/12/01
Taken By : Adjuster

Comment :

Smoke damage to
foyer area

ENCLOSURE
PHOTO-12-1

page 6