

EA02-025

10-27-03

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

BOOK 5 OF 22

PART A – D

PART A

CHIANG IVAN
470317

SNORTON1
NY

cts

0002-005 27000

164835162

Yates, Julie (J.A.)

From: [REDACTED]
Sent: Thursday, June 27, 2002 10:49 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Complaint Form

CONSUMER COMPLAINT

submitted by way of Better Business Bureau of Detroit & Eastern Michigan

Date Occurred June 6, 2002
Date Purchased July 24, 1993
Amount Involved \$10,000
Date Complained to Co. June 19th, 2002

REC'D
SET 4/6/2002

GENERAL COUNSEL

COMPANY

Name Mercury
Address 16800 Executive Plaza Dr.
Dearborn, MI 48121
Phone 800-392-3873

CONSUMER AFFAIRS
SECTION

2 JUN 28 10:49

CUSTOMER

Name [REDACTED]
Address Brooklyn, NY
Phone [REDACTED]
Email [REDACTED]

VEHICLE

Make/Model: Mercury / Grand Marquis
Year 1993
VIN #: 2MELM75W7PX673272

EXPLANATION

I am writing to inquire about the possible action I can take with a Ford Manufactured 1993 Grand Marquis that almost burn down my house. I am frustrated dealing with all the insurance companies, fire departments, Ford Motors without getting anywhere with any of them. My father brought the brand new 1993 Grand Marquis from Apple Lincoln Mercury dealer in Woodside, Queens on July 24, 1993. My father was the only owner to this vehicle with VIN# 2MELM75W7PX673272. We did not have any major work done on the car within the last year. I have records of the last two annual inspections. This vehicle was parked in my garage and

started a fire mysteriously while the engine was off on June 6, 2002 around 3:50am. I have found a recall notice of the same year model from the Consumer Affairs web site. This recall was for a Speed Control Deactivation Switch. "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." There is no doubt in my mind that was the cause that initiated the fire in my father's car. Ford is denying the recall of my father's vehicle based on our VIN number. I strongly believe there is a defect on the car that could possibly short-circuit the wires and started the fire mysteriously. Just the past Saturday, June 22, 2002, I saw a taxicab in the middle of Broadway around the downtown area of Manhattan blew up from the hood area and the fire spread to the back, led to the explosion of the gas tank that blew up the trunk of the car. This was a Crown Victoria, a sister model of the Grand Marquis with the same exact parts manufactured by Ford in the same exact factories. I also noticed there is an action suit from the Police Department against Ford for their use of the Crown Victoria as police patrol cars which they believe have some defects that causes explosion of the gas tank. Unfortunately, it was a nine-year-old car; we did not have full coverage on the auto insurance. We have the dwelling policy on the house that did not have personal property damage coverage or the content coverage. I have contacted the auto, house insurance on numerous occasions but they were not in anyway helpful since they claim that we do not have a claim on their policy for fire damage. I have contacted the New York Fire Department to see if they can send someone to do an inspection of what's left of the car to see what actually caused the fire. I have contacted Ford several times via email and telephone as well to demand to find out the cause of the fire. As a consumer, I would like to find out for myself what caused the fire in the vehicle that almost burn down my house and killed my family. I am getting the runaround by all the insurance companies, fire department, and the car manufacturer. I have the NY Fire Department Fire Report that clearly states the fire started on the hood of the vehicle and is still waiting for the Fire Marshall Report, which should arrive in the next 6 weeks. I have proof of the recent annual inspection record, which shows the passing of the last few annual inspections required by the NYS Department of Motor Vehicle. Attached is the irresponsible email reply I received from Ford's Customer Service Representative telling me they have done everything possible. I know there must be some class action suit out there against Ford because I have seen their vehicle blow up several times before. It just happened that this time, the fire started from my parked vehicle inside my garage. I would be happy to supply any documentation and information about the fire, vehicle and the insurance policies. Please help us in this disaster. I have the vehicle towed to an empty lot paying for the storage on a daily basis. Please contact me via email.

[REDACTED] if you need any additional information.
Thank you for your assistance in this matter.

Sincerely,

[REDACTED]

Ford's Response on my email dated 6/19/02.

Dear [REDACTED]

Thank you for your message of 06/19/02 regarding your 1993 Mercury Grand Marquis. We appreciate the time you have taken to write us concerning the fire in the vehicle.

As previously communicated to you on 06/19/2002, we feel that every consideration has been given to this matter and was appropriately addressed in our prior response. If any additional information regarding this matter should become available in the future, please let us know. This will be our last written communication to you from our Center on this concern; however, if you would like to discuss this matter any further, please contact us directly at our Customer Relationship Center at 1-800-392-3673.

We encourage and welcome you to communicate with us again via e-mail should you have a different issue or inquiry.

If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,
Gavin
Ford Motor Company
Customer Relationship Center

Original Message Follows:

Title: Mr.
First Name: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
City: Brooklyn
State: NY
ZIP: [REDACTED]
Email Address: [REDACTED]
Vehicle Owner: [REDACTED]
Telephone Number: [REDACTED]
Model Year: 1993
Brand: Mercury
Model: Grand Marquis
VIN Number:
Mileage: 290000
Category of Query/Concern: Vehicle Problems
Site Escalating From: Mercury
Description of Issue/Concern: Pursuant to my phone conversation with Customer Service Representative Dolores at extension 3793 and the Supervisor Ben Doneaghy, this is a follow up email regarding my claim for my father's 1993 Grand Marquis with VIN# 2MELM75N79K673272. As discussed, this vehicle was parked inside my garage at 3:30am on 6/6/02. Twenty minutes later, we heard an explosive noise from the garage. As my father went to check on the garage, he discovered that the left side of the hood was on fire. We immediately evacuated the house & notify the fire department. The car and the garage were burning for over 5 minutes before the Fire Department arrived. I am writing to demand a Fire Inspector to find out the cause of this fire. As stated on Consumer Affairs NHTSA Number 95V126000, there was a recall for the 1993 Grand Marquis for the Speed Control Deactivation Switch. This defective device could potentially result in an underhood fire due to a resistive short in the electrical circuit. I would like to know why I was not notified or given the

option to have this device replaced. I know that according to your recall database, my vehicle was not part of the recall series. But with all the evidence and Fire Report from the New York Fire Department, there is no doubt in my mind that it was an electrical fire that caused the fire which could've burned down my whole house and killed my whole family. There were no recent repairs done on the car for the past seven months. There were no signs of any problem on my father's drive home. I can provide documentation of the past annual inspection records. Unfortunately, the car and the whole garage are burned thoroughly. They have to be redone and replaced. Firstly, I am writing to demand a Fire Inspector/Specialist to do an investigation of the remains of the car, which was tow to TJ Mustang Towing, Inc. located at 2170 Mill Avenue, Brooklyn, New York 11234. I demand proof that this fire was not caused by the Speed Control Deactivation Switch. Ford should recall all the 1993 Grand Marquis models in addition to doing more electrical engineering research on this model in order to prevent any additional innocent victims.

Secondly, I just received a call back from Mr. Ben Donaghy. Mr. Donaghy initially told me that my case information would be forwarded to the Consumer Affairs Department for further investigation. He then tells me on his callback that since there was no one injured at the fire, my case would NOT be forward to the Customer Affairs Department. As a consumer and responsible citizen, I do not know what type of lousy customer service and/or warranty Ford is giving their customers. My house was almost burned down and my whole family would have been killed. Ford is telling me that unless someone was injured or killed from this fire caused by Ford's vehicle, Ford would not be responsible for their own manufactured products. This is total nonsense.

Thirdly, the Fire Report from the New York Fire Department clearly indicates the cause of the fire originates from the hood area of the car. I am writing to file a claim NOT ONLY on my vehicle, but also for the fire damages of my home caused by the fire. I DO NOT want to go through other possible venues with Customer Affairs, media coverage with Fox 5 Problem Solvers & ASA from Channel 4 News. If I do not receive any response within the next 48 hours, you would leave me no choice but to the mentioned venues not excluding a punitive damage lawsuit. I am doubtful that you would want the national consumers to have the image of Ford with the association of a Ford Vehicle and an explosion in their house. I will wait for your prompt response in the next two business days or you'll be hearing from my attorney.

Work 212-418-4239 (9:00am - 5:00pm)
Cell 917-833-7005 (5:00pm - 12:00am)
Home 718-209-9012 (Leave Message)
Entire Conversation:

SUMMARY

At least reasonable monetary settlement that would cover for the vehicle and the fire damage done to my home.

94-0795 CHRISTOPHER, A.M.
M

6/94

95-207794-12
4-15EB-34

4243

SEARCHED	INDEXED
SERIALIZED	FILED
APR 15 1994	
FBI - LOS ANGELES	

1002-228-4 11349

12
FEB 12
1994



The Ohio Casualty Group of Insurance Companies

CLAIM DEPARTMENT: 808 S. Whaley St., Suite 510, Ridgeland, Mississippi - Telephone: 601/658-0001 - Toll Free: 1-800-497-4927
Mailing Address: P.O. Box 1470, Ridgeland, MS 39158-1470 FAX: 601/658-0477

WILSON PHILLIPS, Claims Manager
Terry Woods, Supervisor

FEBRUARY 15, 1994

FORD MOTOR COMPANY
300 RENAISSANCE CENTER
P.O. BOX 43388
DETROIT, MICHIGAN 38243

REDACTED

RE: CLAIM NUMBER: JAX 21 AC 93 763751 V
INSURED: A.M. CHRISTOPHER
DATE OF LOSS: 11/4/93
AMOUNT OF CLAIM: \$3866.90

Attention: Legal Department

Please accept this letter as notice of our subrogation rights to recover monies in the amount listed above for damages sustained by our insured. On the above date a 1990 Ford Ranger owned by our insured was damaged by fire. The proximate cause of this fire was determined to have been caused by an electrical shortage in a wiring harness of a 1992 Mercury Marquis I. The Mercury Marquis I was parked inside a garage at our insured's son's home, and the ignition was turned off. The vehicle fire caused the dwelling to burn which in turn caused damage to our insured's vehicle parked nearby.

If you have any questions or need further information please contact us at the address below.

Sincerely,

WEST AMERICAN INSURANCE COMPANY

Wayne Kilpatrick Jr.
WAYNE KILPATRICK
CLAIMS REPRESENTATIVE

WK/jgs

cc: HO/JAX/375

OHIO CASUALTY INSURANCE COMPANY
P.O. BOX 14445
HUNTSVILLE, ALABAMA 35315-0445
205-281-3518



AK 0195

OUTLET 100-1002
FEB 23 1994

The Ohio Casualty Insurance Company - West American Insurance Company - American Fire & Casualty Company
The Ohio Life Insurance Company - Ohio Security Insurance Company - Ocasco Budget, Inc.

5002-525-B 11311

CLEVELAND ARDEN
473619

SNORTON1
OH

0002-27100

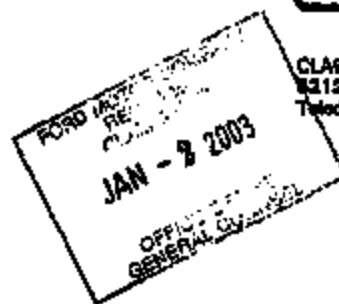
State Farm Insurance Companies



December 30, 2002

CLAIM SERVICE CENTER
3212 Hill Avenue
Toledo, Ohio 43615

Ford Motor Company
Parklane Towers West, Ste 400
3 Parklane Blvd
Dearborn, MI 48126-2568



RE: Claim Number: 35-H050-565
Date of Loss: December 2, 2002
Our Insured: Arden P. Cleveland

Dear Sirs:

Our initial investigation indicates that you may be responsible for the damage to our insured's property on December 2, 2002.

Upon settlement of our insured's damages, we will notify you of the amount of our payment. If you carry liability insurance, we suggest you immediately refer this letter to your insurance company.

We shall appreciate a prompt reply from you or your insurance company so we may discuss this matter.

Sincerely,

Kim Brown
Claim Representative
State Farm Fire and Casualty Company
(419) 539-2892

State Farm Insurance Companies®



December 12, 2002

CERTIFIED MAIL - RETURN RECEIPT REQUESTED

FORD MOTOR COMPANY
RECEIVED

2807 Tim Avenue
P.O. Box 2887
Sandusky, OH 44870
419-624-6000
FAX 419-624-6001

Ford Motor Company
Park Lane Towers West, Suite 400
3 Park Lane Boulevard
Dearborn, MI 48126-2588

DEC 16 2002

RE: Claim Number: 95-Y015-638
Insured: Arden Cleveland
Date of Loss: 12/02/02
Vehicle: 1995 Mercury Grand Marquis four-door
Serial Number: 2MELM75W08X813018

Dear Sir/Madam:

The identified 1995 Mercury Marquis is insured by State Farm Mutual Automobile Insurance Company. This vehicle experienced a fire that appeared to start in the engine compartment area.

State Farm® would like to give you the opportunity to inspect the vehicle and give you advance notice of our potential subrogation claim. Please contact me at (419) 624-5002 to set up a time for your inspection.

Sincerely,

William Baker
Claim Representative
State Farm Mutual Automobile Insurance Company

WB/034 - 2:39 PM
034/1212024

REDACTED

COLLINS ELIZABETH SNORTONI
473389 FL

(1107)

1000-025 27847

CSCN140

VMMACUM DATA

04/22/03 09:21:59

--->

ENTER VIN --> 1N1LM81W8FY668722

NAME --> [REDACTED]

ZIP --> [REDACTED]

MODEL YR -->

OWNER NAME : [REDACTED]

STREET ADDR : [REDACTED]

CITY : MIAMI

ST/PRV: FL CTRY:

W/A YY-MM-DD 96-06-24
ZIP/POSTAL CODE: [REDACTED] W/A SOURCE: P

MODEL YEAR : 93 PLANT: Y

BALD YY-MM-DD 93-04-06

BODY STYLE DESC: 4 DR SEDAN

PRODUCTION YY-MM-DD 92-12-03

VEHICLE DESC : 1993 TOWN CAR

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD REGION
SHIP-TO	3	25	A	133	45	24
FACING	3	25	A	133		
RESPONSIBLE	3	25	A	133		

CA EMISSION : ENGINE TAG CODE : 3G812AA CAMPAIGN COUNTS

NAVIS STATUS : COMPANY CAR IND : TOTAL CAMPAIGNS : 02

DSO DISTRICT : FLEET CODE : OPEN : 00 CLOSED : 02

DSO NUMBER : FLEET STATUS : ACTIVE: 01 HISTORY: 01

F1=INQUIRY F3=EXIT F4=G160 F5=G150 F6=CONTINUE SEARCH F9=G130

OGDB166

8982-025 27968

CSCN150

CAMPAIGN VEHICLE INFORMATION

04/22/03 09:22:06

ENTER CAMPAIGN NUMBER--> 96L12 VIN--> 1LNLM81W8PY668722 TYPE OF SEARCH: A
MODEL YEAR: 93 DEFECT: PASS AIR BAG BODY STYLE: 4 DR SEDAN

NEW STATUS CODE:

CAMP DIV : 6

REPAIR INFORMATION: TYPE CODE:

SUPP CODE :

REPAIR DATE:

DEALER P/A:

KIT CODE : CI

MICRO REF:

CLAIM NUM:

OASIS DATE :

DELETE REASON:

VENDOR N/A INFORMATION:

RESP DEALER INFORMATION: NEW:

IND: MATCH CODE: 4

CURRENT: 3 25 133 ASSIGNED: 96-12-19 SOURCE: PX

EXTRACT DATE: 96-12-19

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

CODE DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
F FORCED COMPLETION	96-01-22	B	96-01-22				OL	
M RELEASED FOR MAILING	97-02-25							
H AWAITING MAILING	96-11-22							

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

OGD8166

BNK2-025 27000

C9CN150

CAMPAIGN VEHICLE INFORMATION

04/22/03 09:22:08

ENTER CAMPAIGN NUMBER--> 95B64 VIN--> 1LNLMS1W8PY668722 TYPE OF SEARCH: H
MODEL YEAR: DEFECT: BODY STYLE:

NEW STATUS CODE:

CAMP DIV :

REPAIR INFORMATION: TYPE CODE:

SUPP CODE :

REPAIR DATE:

DEALER P/A:

KIT CODE :

MICRO REP: 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
C COMPLETE	B	95-11-13			018986	FF1SD5L	AC

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

OGDB166

ANALYTICAL WARRANTY SYSTEM**Vehicle Information Report****GENERAL VEHICLE INFORMATION:****(Related Claims)**

VIN:	1FNAHBEWPF686722	Vehicle Type:	EV8 - TOWN CAR (FWD/P/T/16) (91-97) Body Style:		
Model Year:	1993	Market Derived:	CIM - 1-M DIVISION DERIVATIVE	North Eng Serial No:	
Ver. Codes:	C	Drive Code:	CB - 2 WHL LHS REAR DRIVE	Engine:	CIVN - 2.4L 4 cyl. NORDIC II
Inv. Status:	11054	Body Cab Style:	- 4 DOOR SEDAN-6 LITE	Transmission:	CODE - 4 SPD AUTO TRA
Vehicle Status Code:	800	Vehicle Series:	CAB - BASE VERSION - CAR		
Trans Eng Serial No:	-----				

W.

Trans Trans Serial No:

W.

BUILD INFORMATION:

Region: NA - SWFLORIDA
 Country: USA - SWFLORIDA

Plant:
 Prod Date:

BA - WIXOM PLANT BUILD
 03-DEC-1992

SALE INFORMATION:

Region: NA - SWFLORIDA Billing Dealer: 325139 - *
 Country: USA - SWFLORIDA Billing Blk: SWFLWREN FL
 Buyer BlkProv: FL
 Arrival Date: 12-DEC-1993 End Carpet Lease: *
 Sale Date: 06-APR-1993 Fleet/Rental/Cd. Lease: *
 Warranty Start Date: 06-APR-1993 Modified Vehicle: * Vehicle Credit Flag:
 Orig Warranty Date: 06-APR-1993 Nonrequired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

MILITARY/STATE: FL 3 3600141 DL D ANY 2M 1 2 24 P 284203 4 TS 3K 3 NL

TYPE: 4 8 TELA 897 A

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/C - ATC AIR CONDITIONER	GVW Code:	L
Alternator Amp Rating:	* - [NA]	GVW Chassis Code:	
Audio Data:	* - [NA]	Instrumentation:	AC - ELECTRONIC INSTRUMENTATION
Axle Ratio:	3.04 FINAL DRIVE RATED	Mirror(Driver Side):	* - [NA]
Axle Type:	RG4AC - LIMITED SLIP REAR AXLE	Mirror(Passenger Side):	* - [NA]
Battery Amp Rating:	72	Promo:	PHYW3 - OXFORD WHITE SOLID C/C
Brake Codes:	FEAAB - 4 WHEEL ANTI-LOCK BRAKES	Power Antenna:	* - [NA]
Brake Code(Driver):	* - [NA]	Radio:	AQ - ELETTR PREMIUM AM/FM STEREO/CYBL
Calibration Codes:	318DEU LA	Sound System:	* - [NA]
Color(Accent):	* - [NA]	Steering Tension Axle:	
Color(Trim):	000YR -	Tire Manufacturer:	AJ -
Delivery Type:	*	Tire Brand:	*
DriverSide Color:	*	Tire Size:	185/65R15 WWW
Frost Seal:	* - [NA]	Traction Control:	* - [NA]
Front Type:	* - [NA]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * EP
 LR: * EP
 RR: * XG
 SPARE: * DOT Fleet Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

EMI Code:	* -	Emissions Codes:	C/E - CH
EMI Coverage(Miles):	*	Emissions Cert Type:	F
EMI Coverage(Tires):	*	Emissions Diesel Rating:	IV
EMI Fuel Year:	*	Engine Family:	PFM46VDP03
EMI Effective Date:	*		

Any comments?

DERREVERE & HAWKES
A Partnership of Professional Associations
ATTORNEYS AT LAW

478 COLUMBIA DRIVE, BUILDING "B"
WEST PALM BEACH, FL 33409-1949
TELEPHONE 561/684-3222
TELEFAX 561/648-3650

JON D. DERREVERE, P.A.
WINSLOW D. HAWKES, III, P.A.
JASON C. MAIER
SHIRLEY JEAN McEACHERN

Linda M. Calabrese, Paralegal
Papela Dumais, Paralegal
Jon Holmes, Paralegal

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HawkesLaw@aol.com
JMaier@derreverelaw.com
SMcEachern@derreverelaw.com

Deanna Monendez, Paralegal
Natalie Trimpot, Paralegal
Michelle Torres, Administrator

March 20, 2003

RECEIVED MAR 25 2003

Shawn Norton, Claims Analyst
Ford Motor Company
Parklane Towers West, Suite 300
Three Parklane Boulevard
Dearborn, MI 48126-2565

Re: CNA v/s/o Elizabeth Collins v. Ford Motor Company
Claimant: Elizabeth Collins
Claim No.: PB-115627-E1
D/Loss: 09/28/00
Our File No.: 11101

Dear Ms. Norton:

We are writing in response to your correspondence of December 17, 2002, regarding the above matter, and in which you requested certain documentation and/or information. Our compilation of that information is now complete. Therefore, enclosed please find the documentation and/or information responsive to each of the following referenced paragraphs in your correspondence:

2. A complete description of the incident, including events which occurred prior to and subsequent to the loss.

Attachment marked hereto as #2 is the November 14, 2000 report prepared by FTI/SEA Consulting.

3. A copy of the police and/or fire report.

Attachments marked hereto as #3 are the September 28, 2000 Dade County Fire Rescue Incident Reports.

REDACTED

561-648-27013 N

Shawn Norton, Claims Analyst
Re: CNA a/s/o Elizabeth Collins v. Ford Motor Company
March 20, 2003
Page 2 of 4

5. The vehicle year, model and serial number.

The vehicle is a 4-door, 1993 Lincoln Town Car, VIN #1LNLM81W5PY998722.

6. The mileage on the vehicle at the time of the incident.

We do not have the exact mileage, but it is believed to be 73,539, according to one of the last maintenance invoices.

7. Experts' original color photographs of the vehicle's collision/fire damage & the alleged defective part(s), from several different angles.

Please see Attachment #2 above.

10. What is the alleged defect?

A failure/malfunction of the speed activation control switch which was recalled by Ford Motor Company and the Consumer Products Safety Commission.

11. Documentation to substantiate your defect allegation, including a copy of your expert's report and the expert's original color photographs.

Please see Attachment #2 above.

12. Has the alleged defective part been repaired or replaced?

On October 24, 2000, S.E.A. met with Mark E. Hoffman, Design Analysis Engineer, Ford Motor Company, and Ferris Johnson, Esquire, on behalf of Ford Motor Company, at the Copart facility to examine the vehicle. At this time, the vehicle was examined by Mr. Hoffman and the speed control deactivation switch was removed and is being secured by S.E.A. All parties agreed to remove the evidence in an effort to preserve it.

Shawn Norton, Claims Analyst
Re: CNA a/s/o Elizabeth Collins v. Ford Motor Company
March 20, 2003
Page 3 of 4

13. The present location of the alleged defective part and the vehicle.

On October 18, 2000, the vehicle was transported to Capital Auto Action in Opa-Locka, Florida, where it was shrink-wrapped for future examination.

15. A complete service history for the subject vehicle, including any tune-ups or oil changes.

Mrs. Collins kept all her receipts for service in the glove box of the vehicle and were subsequently destroyed in the fire. However, she had the vehicle serviced for approximately the first 30,000 miles at the dealer where the car was purchased, located at Palmetto & 57th Avenue, Miami, Florida. That dealership has changed several times and they do not have paperwork. The vehicle was also serviced at a dealership in Bradenton, Florida. Considerable service was also performed by Clean Tire, now known as Tire Plus, located at 13160 SW 87th Avenue, Miami, Florida. With the exception of the invoices attached hereto as #15, (#0660-19105 [\$34.06]; #0660-18085 [\$1179?]; #0660-10865 [\$579.26]; #0660-13825 [\$439.81]), all other paperwork was destroyed in the vehicle fire.

16. List any after market additions or modifications that were made to the vehicle.

No alterations were made to the vehicle; however, a Lojack was purchased through the dealership at the time of purchase.

21. Was the engine running?

No. See Page 29 of Attachment #2.

Shawn Norton, Claims Analyst
Re: CNA a/s/o Elizabeth Collins v. Ford Motor Company
March 20, 2003
Page 4 of 4

22. Were the keys in the ignition?

No. See Page 29 of Attachment #2.

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.

The vehicle was purchased new from the Headquarters/
Lincoln Mercury dealership, located at Palmetto & 57th
Avenue, Miami, Florida.

We hope this information adequately responds to your request, and assists you in your
decision as to this claim. If, however, you require additional documentation and/or information,
please advise the undersigned and it will be provided to you immediately.

Thank you very much for your consideration regarding this matter.

Very truly yours,

JON D. DERREVERE

JDD/mc
Enclosures

cc: Ted Bogue (w/o enclosures)
Elizabeth Collins (w/o enclosures)

ENR-623 27916

CNA a/s/o Elizabeth Collins v. Ford Motor Company

ATTACHMENT #2

RESIDENCE/VEHICLE FIRE ANALYSIS

Insured: [REDACTED]

Address of Loss: [REDACTED]

Miami, Florida

Prepared By:

FTI/SEA Consulting

Applied Sciences

6555 N.W. 9th Ave., Suite #210
 Ft. Lauderdale, Florida 33319
 954 771-0591

For:

CNA INSURANCE COMPANIES

Claim No. P8115628

**Attention: Jon D. Derrevere, Esquire
 470 Columbia Drive, Building "B"
 West Palm Beach, Florida 33409-1949**

S.E.A. PROJECT NO. 415315

ISSUE DATE: NOVEMBER 14, 2000

2002-020 27010

FTI/SEAConsulting

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FTI/SEAConsulting

I. PROJECT SUMMARY

PROJECT ASSIGNMENT

On September 28, 2000, S.E.A., Inc. was requested by Mr. Steve Magda of CNA Insurance Companies, Oviedo, Florida, to investigate the September 28, 2000, fire that occurred in a vehicle at the Collins residence located at 14960 Southwest 105th Avenue in Miami, Florida. This investigation was assigned to the direction of Mr. Dennis Kerr, C.F.I., Senior Fire Investigator, as S.E.A. Project No. 415315.

SCOPE OF PROJECT

Specifically, S.E.A. was requested to render professional opinions regarding the origin and cause of the fire.

CONCLUSIONS

- This fire originated in the vehicle parked in the attached garage of the insured's residence; specifically, at the left side in the engine compartment.
- The apex of the V-fire pattern is located at the *speed control deactivation switch* which indicates the point of origin.
- This fire was caused by an electrical failure/malfunction of the *speed activation control switch* which was recalled by Ford Motor Company and the Consumer Products Safety Commission.

FTI/SEA Consulting

II. PROCEDURES

1. The initial site visit was conducted on September 29, 2000. At this time, the following tasks were accomplished:
 - The fire scene was documented with photographs, diagrams, and field notes. Some of the photographs are included in this report; the remainder are on file at the S.E.A. office in Fort Lauderdale, Florida.
 - Remaining fire patterns were analyzed and the fire origin area was isolated.
 - Fire debris within and around the area of origin was removed and sifted by hand.
 - Available ignition sources in the origin area were addressed.
2. Follow-up interviews were conducted with the insured, Ms. Elizabeth Collins, who provided her prefire and postfire activities and other pertinent information.
3. October 18, 2000, the vehicle was transported to Copart Auto Auction in Opa-Locka, Florida, where it was shrink-wrapped for future examination.
4. On October, 24, 2000, S.E.A. met with Mr. Mark H. Hoffman, Design Analysis Engineer, Ford Motor Company, and Ferris Johnson, Esquire, on behalf of Ford Motor Company, at the Copart facility to examine the vehicle. At this time, the vehicle was examined by Mr. Hoffman and the *speed control deactivation switch* was removed and is being secured by S.E.A. All parties involved agreed to remove the evidence in an effort to preserve it.

III. DISCUSSION

STRUCTURE

This is a one-story, single-family residence of masonry construction with a pitched roof covered with shingles and an attached garage. The utilities enter the residence at the southwest corner of the garage. The electrical branch circuit wiring is protected by circuit breakers. Figures 1 through 6 are directional views of the residence. Examination of the exterior residence revealed visible smoke staining at the overhead garage door and window.

Examination of the interior of the residence revealed light smoke staining and the smoke entered the residence through the doorway which leads from the kitchen to the garage (Figures 7 through 11). Figure 12 is a nonscale floor plan of the residence which fairly depicts the location of doors, windows, and other items of investigative interest. This diagram may be used as a reference throughout the remainder of this report.

FTI/SEAConsulting

Figures 13 through 16 are directional views of the interior of the garage and the vehicle. The wall switches for the ceiling light fixtures were found in the "off" position and the light fixtures were covered with soot. The washing machine, dryer, and water heater located at the front of the vehicle were moderately smoke-stained but still operational.

Analysis and interpretation of the fire patterns clearly revealed that the fire originated in the garage of the residence; specifically, in the engine compartment of the vehicle.

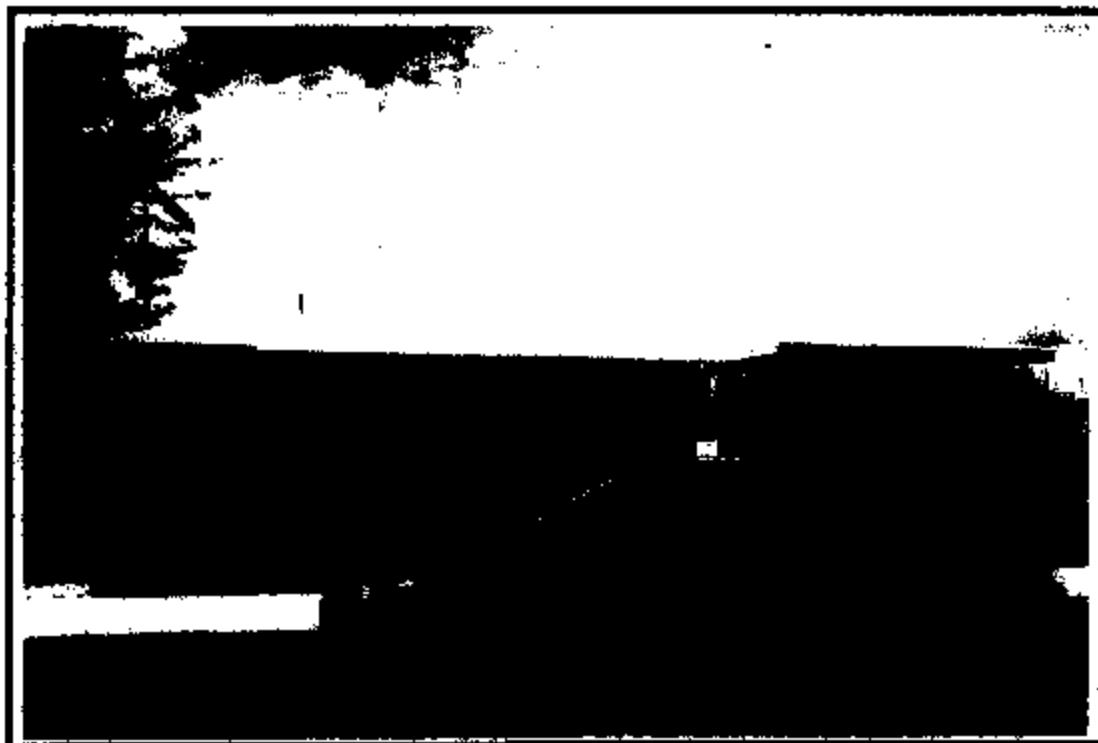


FIGURE 1: East (front) side of residence.

FTI/SEAConsulting

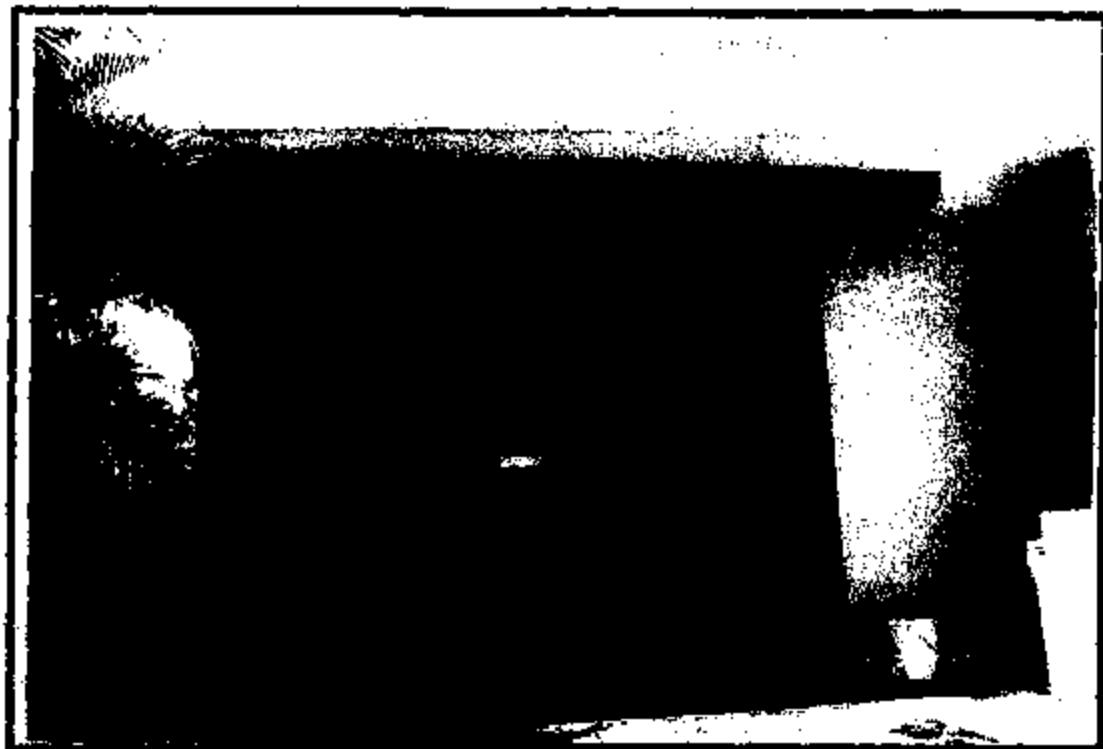


FIGURE 2: Vehicle in garage with visible smoke staining.



FIGURE 3: Southeast corner of residence.

FTI/SEA Consulting

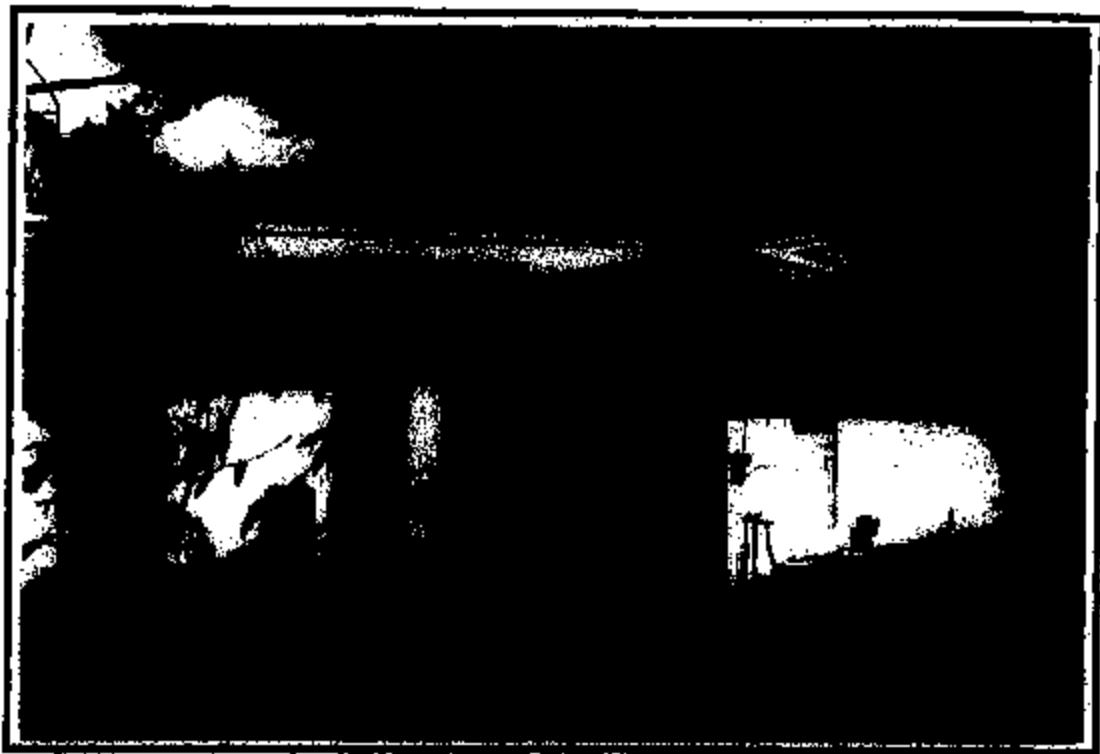


FIGURE 4: South side of residence.



FIGURE 5: West side of residence.

F11/SEA Consulting



FIGURE 6: North side of residence.

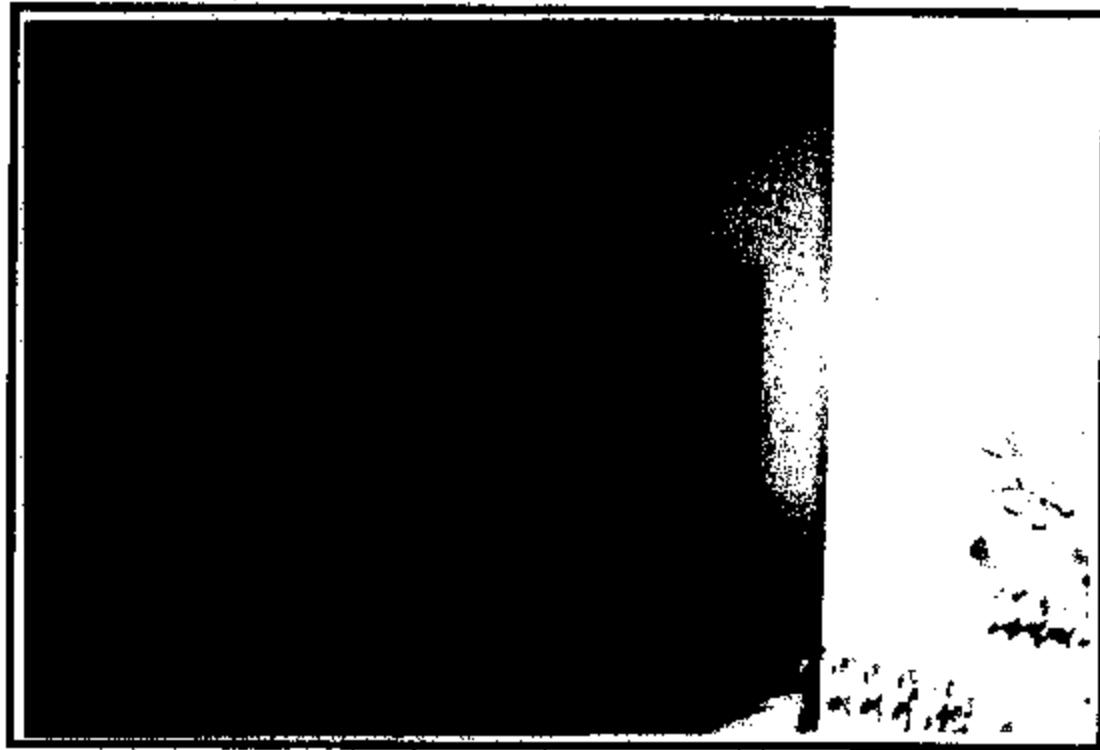


FIGURE 7: Interior of residence, as seen from front door.

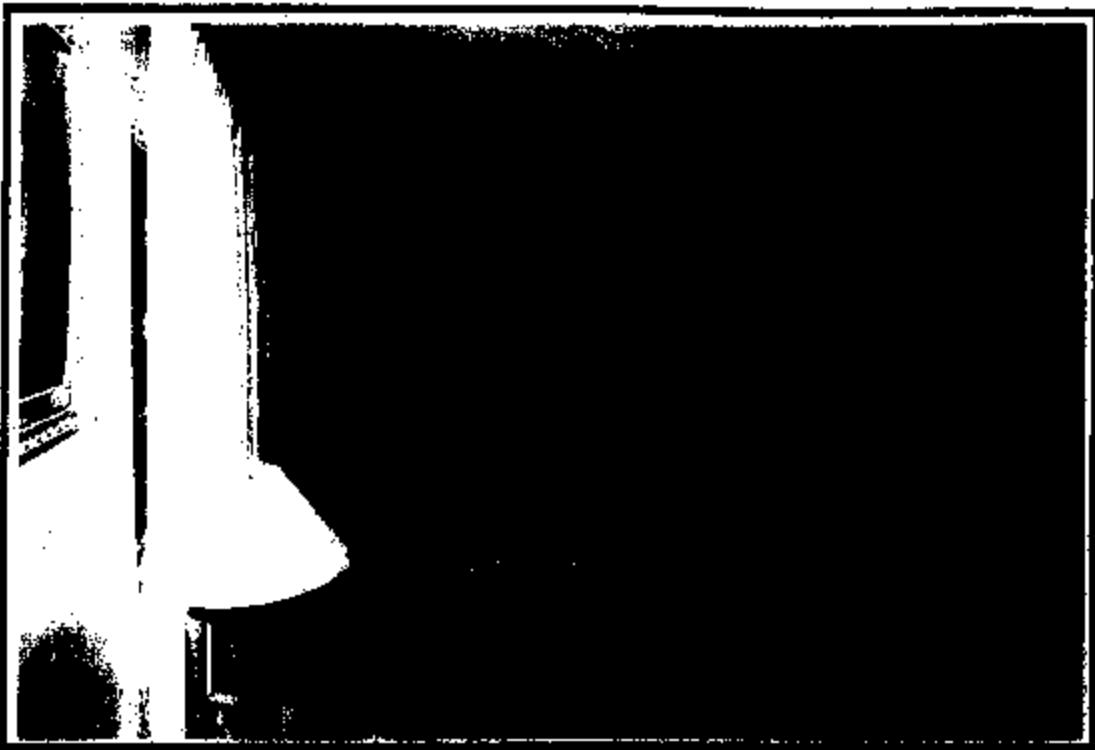


FIGURE 8: Interior of residence, as seen from front door.

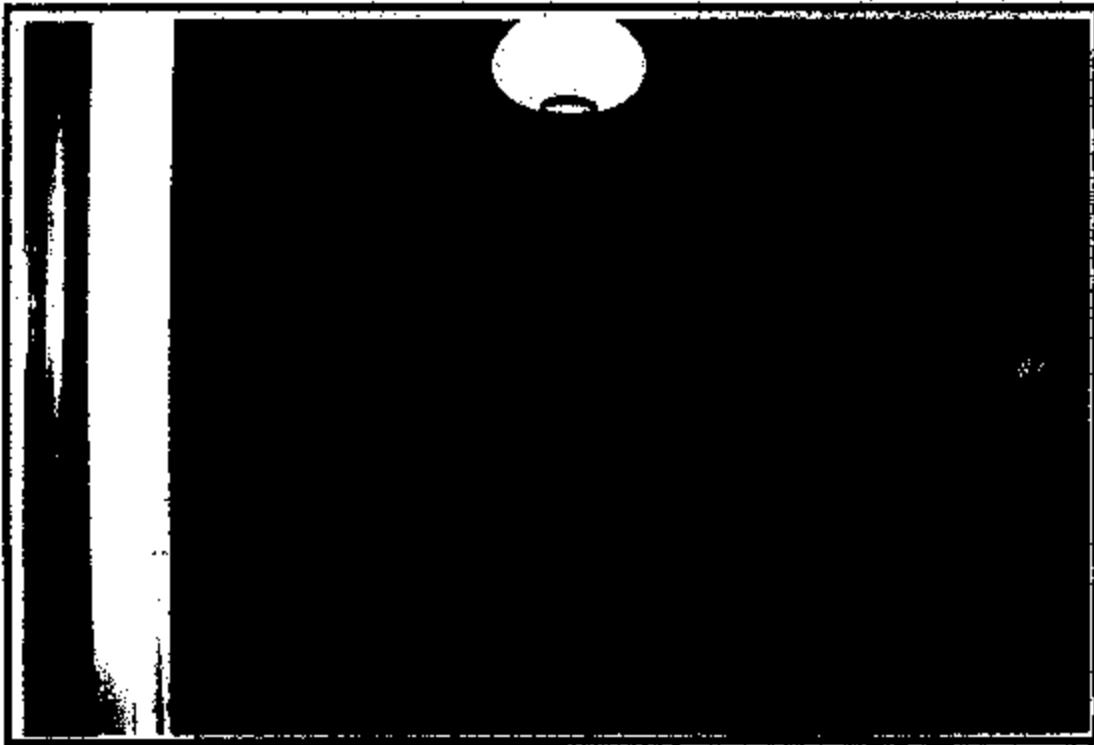


FIGURE 9: Smoke staining above door leading from kitchen to garage.

FTI/SEA Consulting

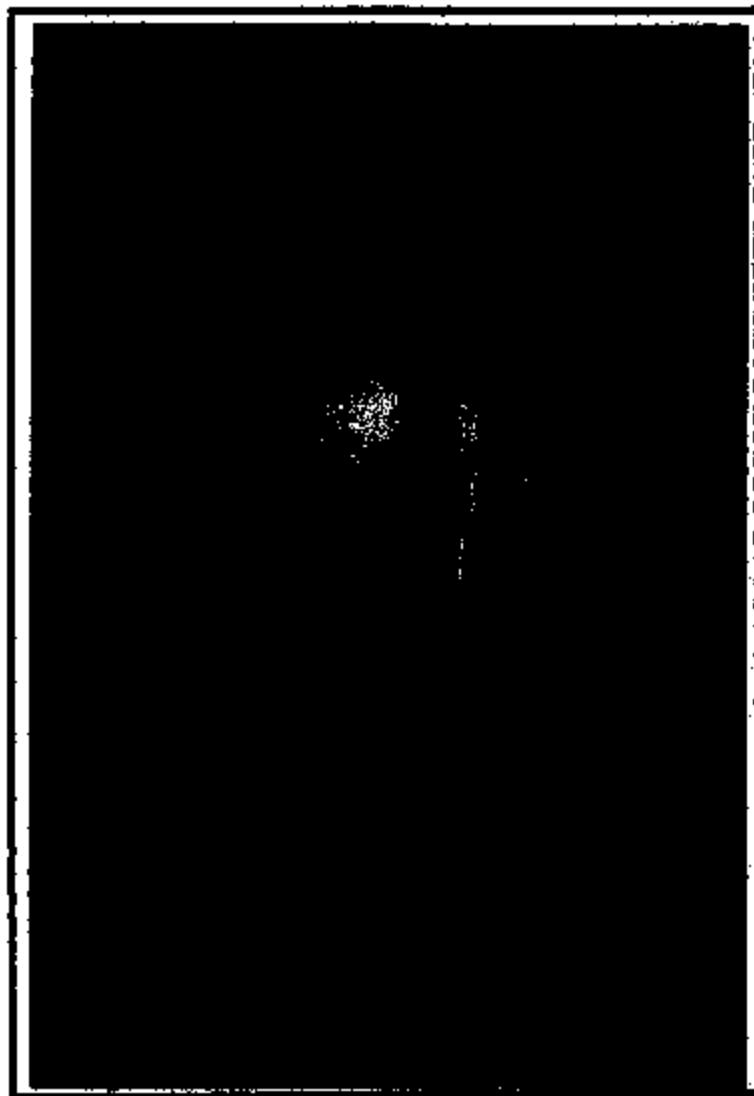


FIGURE 10: Smoke staining above door leading from kitchen to garage.

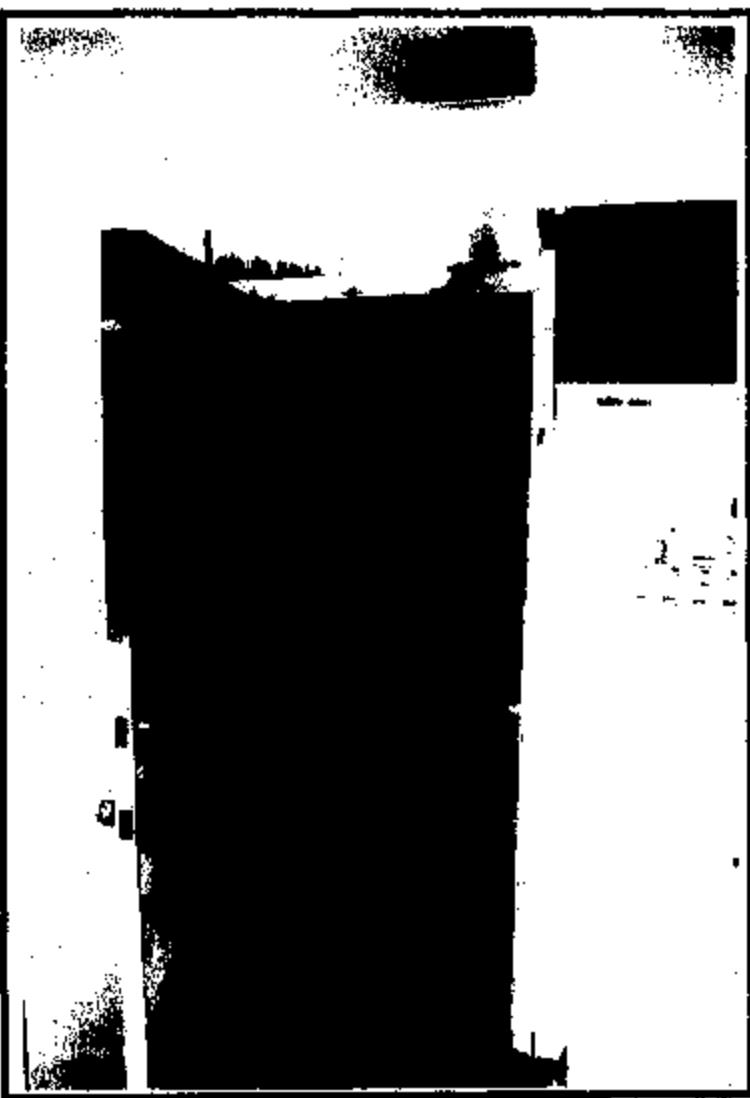


FIGURE 11: Garage, as seen from kitchen.

FTI/SEAConsulting

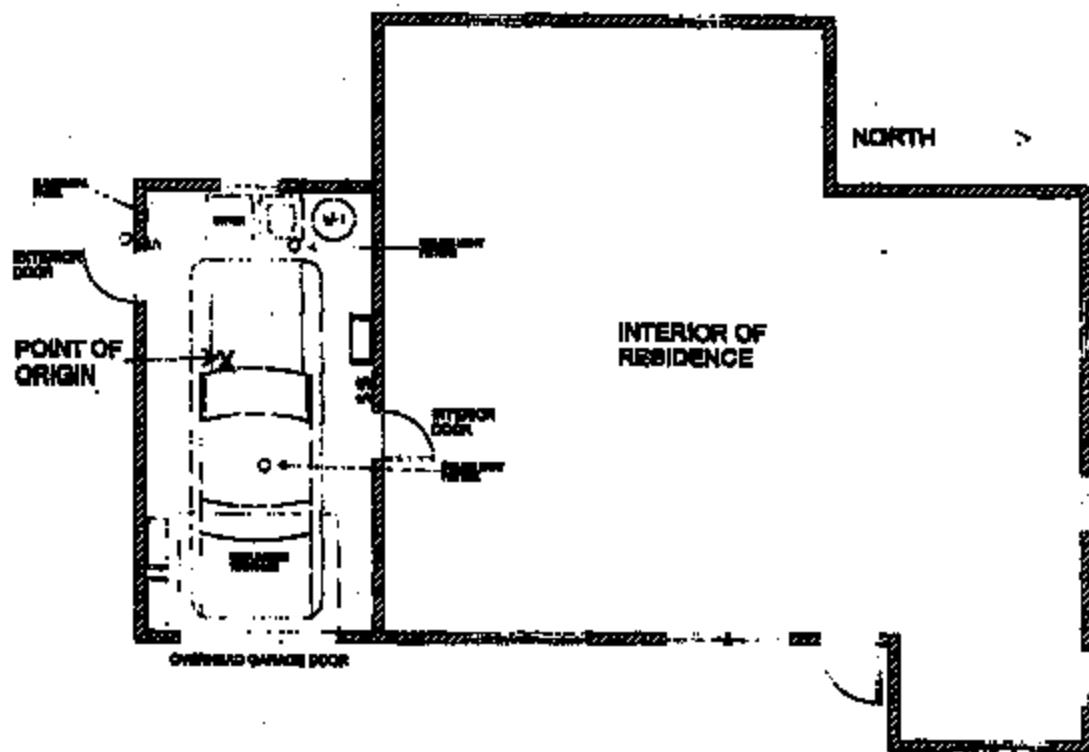


FIGURE 12: Floor plan of residence (not to scale).

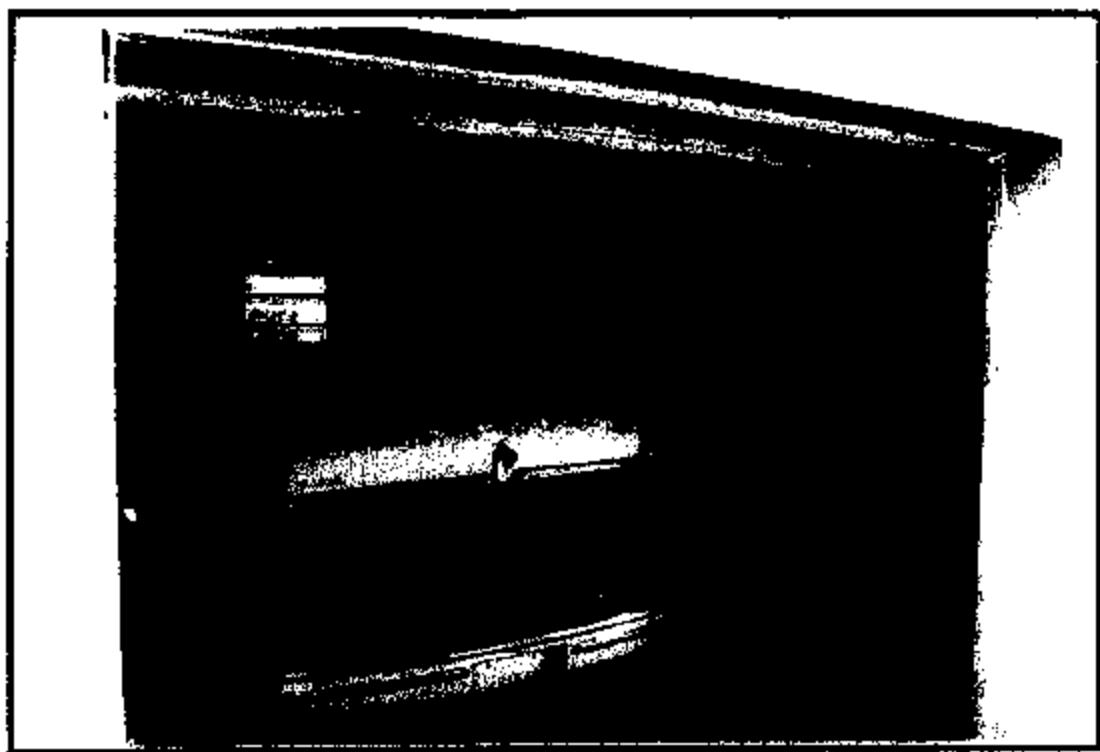


FIGURE 13: Interior of garage.

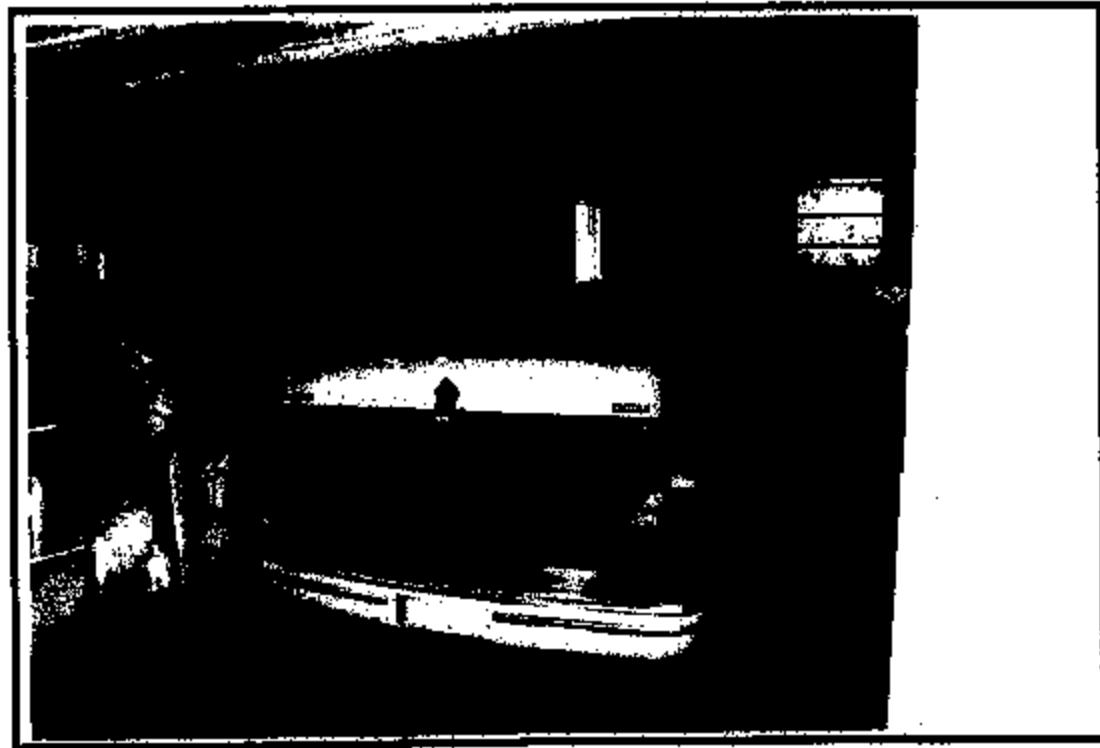


FIGURE 14: Interior of garage.

FTI/SEAConsulting

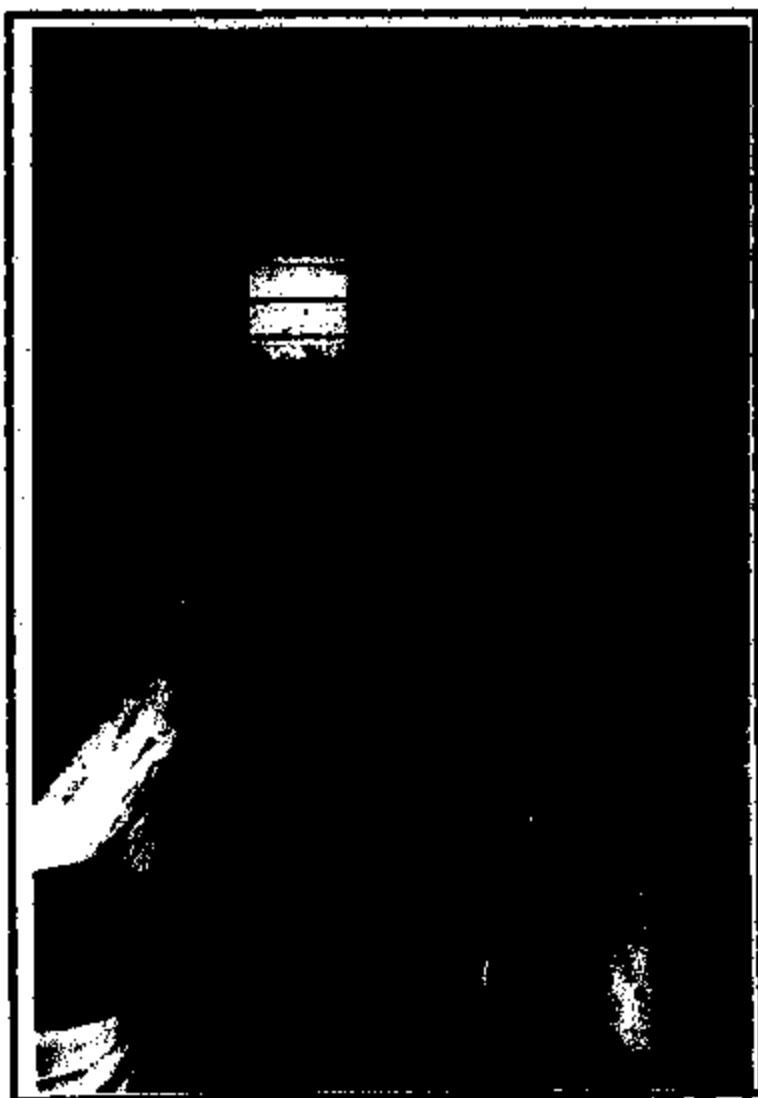


FIGURE 15: North side of garage.



FIGURE 16: South side of garage.

VEHICLE DESCRIPTION

This vehicle is a white, four-door, 1993 Lincoln Town Car with white leather interior and a V-8 engine. The vehicle identification number (VIN) is 1LNLM81W8PY668722.

VEHICLE EXTERIOR EXAMINATION

Figures 17 through 20 are directional views of the exterior of the vehicle. The fire patterns indicate the fire originated at the left side of the firewall (Figure 21).



FIGURE 17: Garage, as seen from kitchen doorway.



FIGURE 18: Front of vehicle.



FIGURE 19: Front of vehicle.



FIGURE 20: Left side of vehicle.



FIGURE 21: Aerial view of vehicle.

PASSENGER COMPARTMENT

Figures 22 and 23 show the interior of the vehicle which was smoke-damaged and fire damage was observed at the left side of the dash.



FIGURE 22: Front interior.



FIGURE 23: Rear interior.

TRUNK

There was no fire or smoke damage observed in the trunk.

ENGINE COMPARTMENT

Figures 24, 25, and 26 are views of the engine compartment after the fire-damaged hood was raised showing the heaviest fire damage occurred in the area of the left side of the firewall. Analysis and interpretation of the fire patterns revealed that the fire originated specifically in the area below the brake master cylinder and booster tank.



FIGURE 24: Aerial view of engine compartment with hood raised.

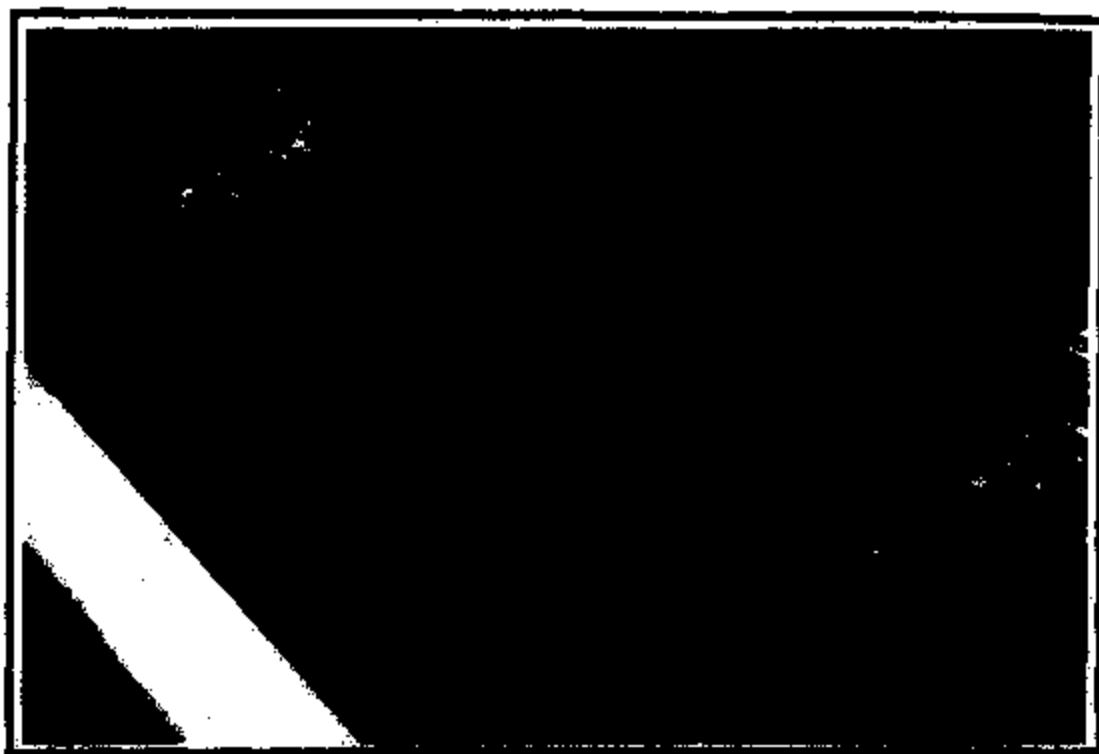


FIGURE 25: Engine compartment.



FIGURE 26: Engine compartment.

POINT OF ORIGIN

Figure 27 shows the wiring harness and other combustibles in the area of origin which sustained the heaviest fire damage observed on this vehicle. A closer examination of the area below the master cylinder revealed the remains of half of the *speed control deactivation switch* (Figure 28). Examination of the switch (Figures 29 and 30) revealed that the electrical connector only had one of two conductors still attached and showed evidence of corrosion and electrical activity. Shown in Figure 31 is the other half of the switch which was still mounted on the brake line metering valve. Figure 32 shows that the switch was secured with orange tape until further examination with Ford Motor Company.



FIGURE 27: View below master cylinder.



FIGURE 28: Speed control activation switch.

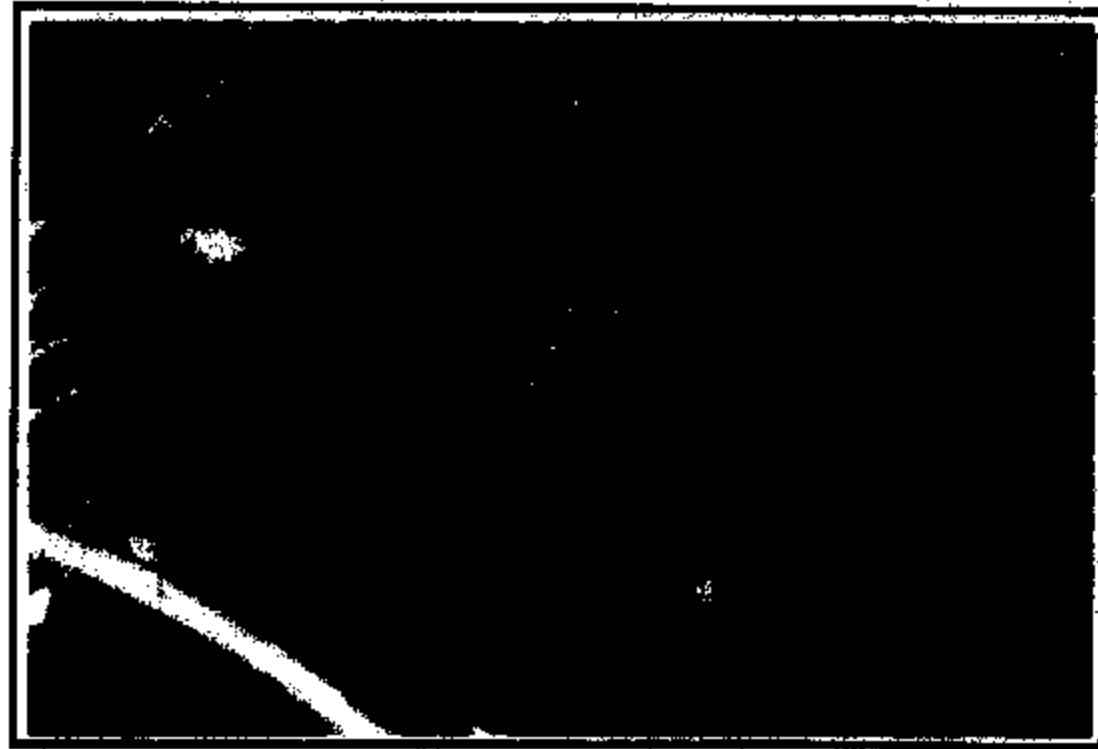


FIGURE 29: Closer view of switch connector.

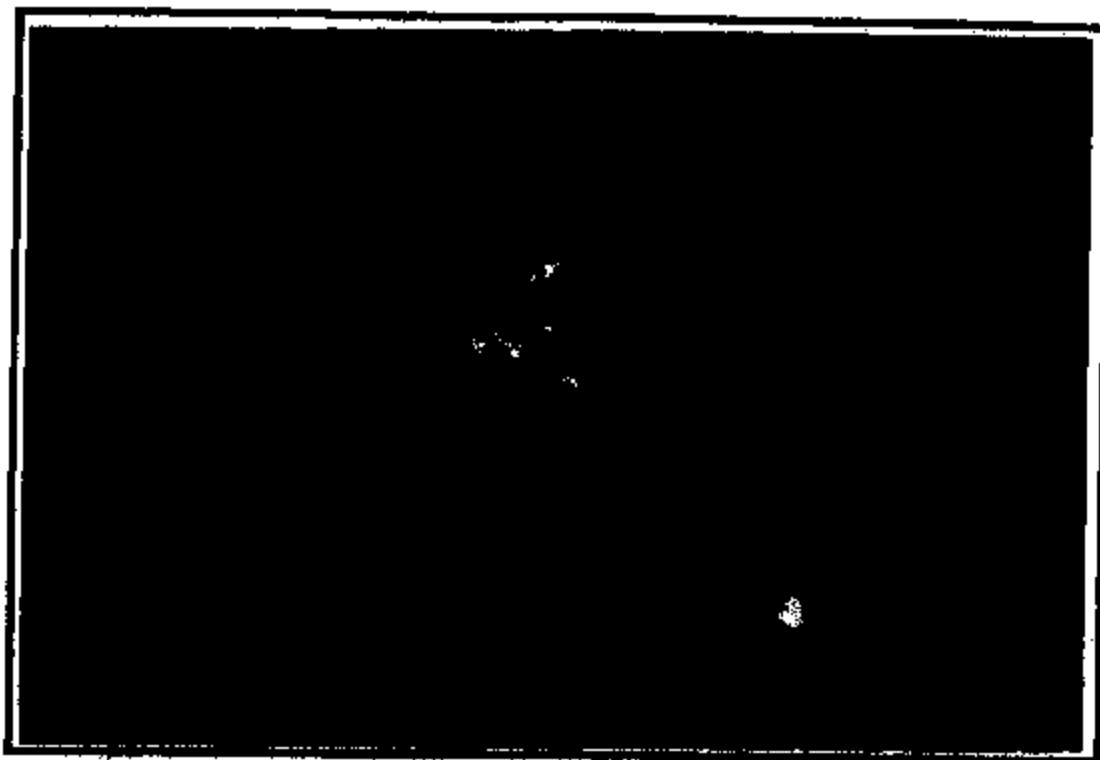


FIGURE 30: Closer view of switch connector.



FIGURE 31: Other half of switch mounted on metering valve.

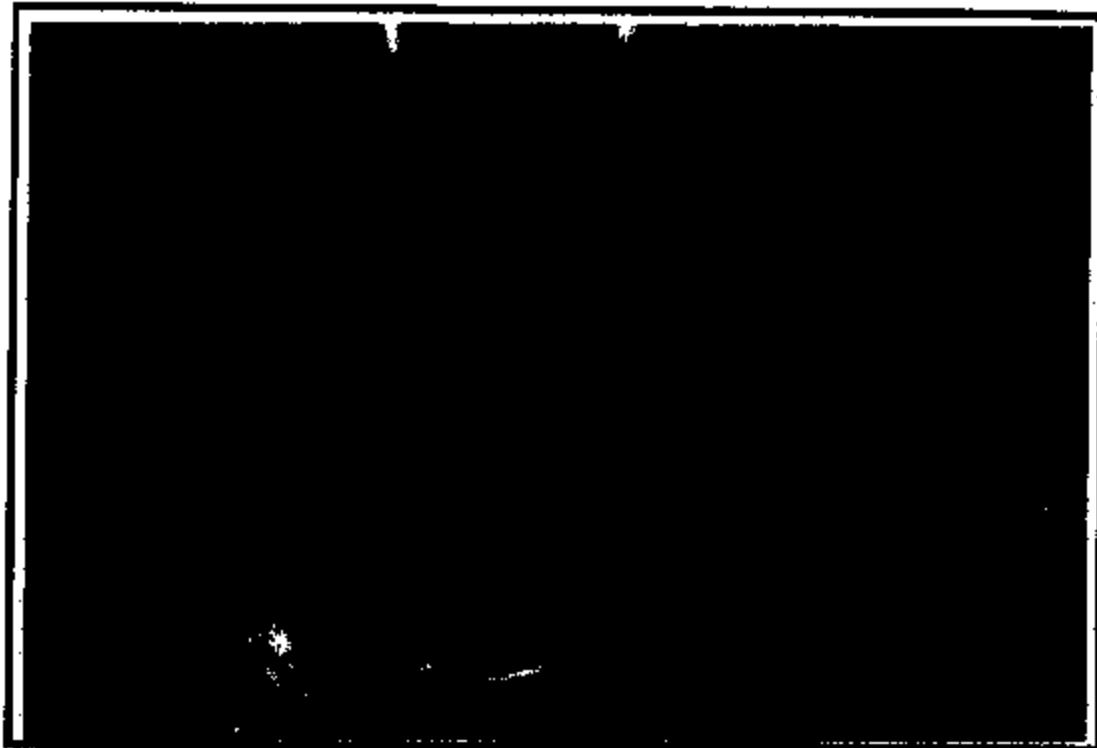


FIGURE 32: Switch secured prior to transportation of vehicle.

VEHICLE EXAMINATION WITH FORD MOTOR COMPANY

During this examination, the only evidence removed from this vehicle by Mr. Hoffman and secured by S.E.A. was the *speed control deactivation switch*, two related conductors, and the brake metering valve. The evidence removed from this vehicle was agreed upon by all parties involved. Figure 33 is a view of the switch electrical connector and two conductors after being removed from the vehicle. Figures 34 and 35 show the switch and second conductor, both of which revealed electrical activity had occurred. Figures 36 and 37 are directional views of the switch during this field inspection. Shown in Figures 38 and 39 are directional views of the second conductor which show corrosion and electrical activity occurred on the connector which was inside the switch housing.



FIGURE 33: Switch connector and conductors after removal from vehicle.



FIGURE 34: Close-up of switch connector and conductors.



FIGURE 35: Close-up of switch connector and conductors.



FIGURE 36: Switch connector.



FIGURE 37: Switch connector.



FIGURE 38: Second conductor.



FIGURE 39: Second conductor.

INSURED-SUPPLIED INFORMATION

According to the insured, [REDACTED], she was sleeping at the time this fire occurred and was awakened at approximately 6:37 a.m. by a popping sound. When she investigated [REDACTED] observed smoke emanating from the garage and called the fire department. [REDACTED] told S.E.A. that she purchased this vehicle new in April 1993 and has always had the vehicle maintained, as required. She stated that she has been having problems with the power door locks and the brake lights which kept blowing out (open circuit). Olson Tire/Total Car Care has attempted to repair the problems on numerous occasions. [REDACTED] provided invoices she had in her possession which are included as Attachment 1 in the Addendum to this report for reference.

RECALL INFORMATION

Copies of the *speed activation control switch* issued by Ford Motor Company and the Consumer Products Safety Commission are included as Attachment 2 in the Addendum to this report for reference.

FTI/SEAConsulting

FIRE CAUSE

This fire originated in the vehicle parked in the attached garage of the insured's residence; specifically, at the left side in the engine compartment. The apex of the V-fire pattern is located at the *speed control deactivation switch* which indicates the point of origin.

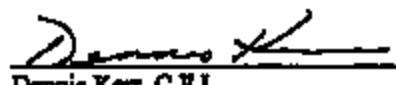
This fire was caused by an electrical failure/malfunction of the *speed activation control switch* which was recalled by Ford Motor Company and the Consumer Products Safety Commission.

FTI/SEAConsulting

IV. SIGNATURES

S.E.A., Inc. hereby certifies the expressed opinions and conclusions have been formulated within a reasonable degree of professional certainty. They are based upon all of the information known by S.E.A. as of the time this report was issued, as well as knowledge, skill, experience, training, and/or education.

Report Prepared By:



Dennis Kerr, C.F.I.
Senior Fire Investigator

Report Reviewed By:



Fintan M. Hobbs
Fire Investigator

S.E.A. PROJECT NO. 415315

ISSUE DATE: NOVEMBER 14, 2000

FTI/SEAConsulting

ATTACHMENT 1

Invoices Provided by [REDACTED]

[REDACTED] ER02-020 27052

OCEON TIRE / TOTAL CAR
13158 SW 87TH AVENUE, MIAMI, FL (305)235-1688
Florida Motor Vehicle Repair Shop Registration No: 98104571

INVOICE

ME-R
106-60

DATE: 03-09-00
TIME: 17:02:04
PAGE: 1

INVOICE #: 0666-13826

To:

MIAMI FL

1996 LINCOLN TOWNCAR KILOME: 120 TRSH: FL-120

MR. & GUILLERMO RODRIGUEZ

	DESCRIPTION	LN	QTY	UNITS	PRICE	EXTEND	ITEM NOTES
1240	DRIVE PEDAL SWITCH	1	1.00	EA	49.00	49.00	
1241	DRIVE LIGHT ACTIVATOR	1	1.00	EA	19.99	19.99	RC
1241	DRIVE ABS SENSOR Q ADH	1	1.00	EA	11.99	11.99	
1241	FLASH BULB & LABOR OR ADH	1	102.00	EA	102.00	102.00	
1265	REAR KNOB DRILL	1	14.00	EA	14.00	14.00	
1265	LABOR & DIAGNOSTIC ON BREAKERS	1	100.00	EA	100.00	100.00	
1277	Shop Dept M/Dr Hst Net Diagnos	1	0.00	EA	0.00	0.00	
SUB TOTAL					412.97		
SALES TAX					26.84		
INVOICE TOTAL					439.81		

ID OF PAYMENT AMOUNT: CARD#/CHECK# AUTH#
439.81 0885567

Customer's Signature _____

THANK YOU

Visit us at <http://www.oesontire.com>

Parts and service warranties attached.

All parts on invoice are new unless otherwise indicated.
U = Used * RC = ReConditioned * RE = Rebuilt

OLSON TIRE / TOTAL CAR CARE
13150 SW 87TH AVENUE MIAMI, FL 33172-251-2445
Florida Motor Vehicle Repair Shop Registration No. 95104871

INNOVATION

DATE: 09-27-00
TIME: 17:36:13
PAPER: 1

INVOICE #: 0500-19100

WYDANIE LITERACKIE WROCŁAWIA
WYD. M. DĄBROWSKIEGO

卷之三十一

Journal of Health Politics, Policy and Law, Vol. 35, No. 4, December 2010
DOI 10.1215/03616878-35-4 © 2010 by The University of Chicago

10. The following table shows the number of hours worked by each employee.

10. The following table shows the number of hours worked by 1000 employees in a company.

卷之三

10. The following table shows the number of hours worked by 1000 workers in a certain industry.

100 TOTAL **20.00**

卷之三

[View Details](#) [Edit](#) [Delete](#)

Figure 1. A photograph of the *in situ* experimental setup used to measure the thermal properties of the samples.

自古以来，人们就对“龙”这个神秘而伟大的生物充满了敬畏和崇拜。

10. The following table shows the number of hours worked by 1000 employees in a company.

Page 10 of 10
Date: 10/10/2010

the following indicates the approximate time required for each operation.

10. The following table shows the number of hours worked by each employee in a company.

10. The following table shows the number of hours worked by 1000 workers in a certain industry.

卷之三

10. The following table shows the number of hours worked by 1000 workers in a certain industry.

1992-1993 27784

CH-ET-EN TIRE & TOTAL
15130 Ed 67TH AVENUE, MIAMI, FLA.
Florida Motor Vehicles Repair Shop Regis.

INVOICE-N
STK# 86-82

SUGAR COOKIES

三

PAGE: 15,021

ФОТОСЕРВИС: 0660-162

三

X23N1 PL

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CASHIER, A. J. L. T. VENDELL

ST	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT
26	12	30	1500						1	200.00	3.30	241.30		
26	12	31	1501						2	191.35	3.02	212.52		
26	15	31	1502						1	11.95	2.23	83.30		
26	15	32	1503						1	51.30	2.93	62.60		
26	15	33	1504						1	15.30	2.38	16.59		
26	15	34	1505						1	121.95	3.10	132.75		
26	15	35	1506						1	51.30	2.23	71.50		
26	15	36	1507						1	64.35	2.93	74.35		
26	15	37	1508						1	51.95	2.38	60.70		
26	15	38	1509						1	1.20	2.23	1.20		

100.00
71.50
128.50

NETWORLD 2013

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60748

Books and a Student's Work

THEIR OWN

Visit us at <http://www.telenav.com>

Party and service warranties attached.
All parts on invoice are new unless otherwise indicated.
U = Used * RC = Reconditioned * RE = Remanufactured

ENR2-ENR 2700

OLSON TIRE / TOTAL CAR CARE
1219B SW 87TH AVENUE, MIAMI, FL (305) 638-1688

INVOICE

INVOICE-R
STORE# 96-59

DATE: 11-06-99
PAGE: 1

INVOICE #: 8668-19865

SCD-T01

MIAMI FL

VENTURE, INC. 1100 LINCOLN TERRACE MILWAUKEE, WISCONSIN 53214 F-21474

PERSONAL - DAVID THOMAS

PAYMENT	AMOUNT*	CARD# / CHECK#	AUTH#
	\$79.89	2	1006124

[Signature]

THANK YOU

Visit us at <http://www.eisentire.com>

Events and services which are attached:

2002-03 27000

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RE / PROPERTY RECORDS
THE SOURCE FOR HOME BUYERS & SELLERS

UNIT PRACTICE QUIZ

DEPT	INCIDENT NUMBER	9-1-6-4-4	INCIDENT ADDRESS	14960 car car not
PROPERTY ADDRESS				TIME REPORTED 0714
OWNER NAME	LAST NAME	FIRST NAME	MIDDLE INITIAL	PROP SOURCE/HOUSE
STRUCTURE TYPE	STORIES & HEIGHT	SQUARE FEET	OCCUPANT TOTAL	TYPE HIT FOUND ACTION TAKEN
PRO ^{PE}	7	7	7	7
OCCUPANT NAME	SPECIFIED PROPERTY			MOBILE PROPERTY
OWNER ADDRESS				
APPARENT DAMAGE	APPEARENT DAMAGE			
ON SET UNIT AGENT	WEIRD FIRE OUT			
FLAME	SMOKE	FLAME	SMOKE	COND OF FIRE ON ARRIVAL
4	4	4	4	FLAME TRAVEL FACTOR
DETECTOR TYPE	POWER SUPPLY	PERFORMANCE	SPRINKLER SYSTEM	METHOD EXTINGUISH
4	4	4	4	OBSTACLES TO CONTROL
4	4	4	4	COVERAGE
TO DRAFTS AND HUMIDITY	WINDS TO	DRAWDOWN COMPANY		
YEAR	MARK	MODEL	TYPE	STATE/VIEW
EQUIPMENT INVOLVED	TYPE MATERIAL IGNITED			TYPE MATERIAL IGNITED
92 10 stamp	92 furniture			92 furniture
FROM HEAT IGNITION	IGNITION FACTOR			STRUCTURE 9-4099
81 heat	92 heat cause			9-4099
AREA OF ORIGIN	LEVEL GRID/FIRE			CONTENTS
42 Garage	26 on - 2'			garbage
FIRE DEPARTMENT				
NUMBER OF LADERS	NUMBER OF STAIRS	NUMBER OF MASTERS	NUMBER OF CARS	NUMBER OF BUSES
1	1	1	1	1
GROUND LADDERS	AERIAL LADDERS	GALLONS TO CONTROL		
4	1	TOTAL GALLONS		
PROPS INVOLVED	INJURY	FIRE DEPT SUPPORT PERSONNEL	OTHER PERSONNEL	PERSOAL
0	0	0	0	0
DEATH	0	0	0	0
EXPLANATION				
8-4 garage stamp fire damage in garage area				

100-001-190000

White + Colorful Yellow + Blue Pink + Brown

1992-022 27791

八

IRE / PROPERTY RECO., LTD.
THE PERSONAL PROPERTY REPORT DATED OCTOBER, FLORIDA

UNIT REPORTING GROUP

204 8

REPORT NUMBER M M B D V T INCIDENT ADDRESS

PROPERTY ADDRESS [REDACTED] TIME REPORTED
0711

DOLE INITIAL 

STRUCTURE TYPE **STORIES & HEIGHT** **SQUARE FEET** **OCCUPANT TOTAL** **TYPE** **BTU** **FOGMD** **ACTION TAKEN**

OCCUPANT NAME **SPECIFIC PROPERTY** **MOBILE PROPERTY**

Sam 44 66

Sant

APPARENT DAMAGE **APPARENT DAMAGE** **GND OF FIRE** **FLAME TRAVEL** **METHOD** **OBSTACLES TO**
ON 1ST UNIT ARRIVAL **WHEN FIRE OUT** **ON ARRIVAL** **FACTOR** **EXTINGUISH** **CONTROL**
FLAMES **SMOKE** **FLAMES** **SMOKE**

48 DETECTOR TYPE 49 POWER SUPPLY 50 PERFORMANCE 51 SPRINKLER SYSTEM 52 HEADS OPERATED 53 COVERAGE

A horizontal row of six small, rectangular labels or markers, each containing a small icon or letter. From left to right, the icons are: a person standing, a person sitting, a person standing, a person sitting, a person standing, and a person sitting.

91 14-62748 FORD 5000 TRACTOR

at Avoa

110 AREA OF ORIGIN 111 THE LEVEL ORIGIN FILE 112 CONTENTS

—
—
—
—
—

WATER SUPPLY TYPE
GALLONS VS GALLONS TOTAL USED

**GROUNDS AERIAL
LADDERS LADDERS** FIRE RELATED CASUALTIES
FIRE DEPT. SUPPORT OTHER **PACIFIC**

with intent. First appear to have option to do so.

[Handwritten signature]

100-01-11/marsham/marsham.mbr VBR - Original Yellow - MBR Print - Station

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ATTORNEYS AT LAW

470 COLUMBIA DRIVE, BUILDING "B"
WEST PALM BEACH, FL 33409-1949
TELEPHONE 561/684-3222
TELEFAX 561/684-3054

JON D. DERREVERE, P.A.
WINSLOW D. HAWKES, III, P.A.
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Pamela Dunnit, Paralegal
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SMcEachern@derreverelaw.com

Deanna Manzadec, Paralegal
Natalie Trompet, Paralegal
Michelle Torres, Administrator

October 21, 2002

Larry D. Smith, Esquire
Cabaniss, McDonald, Smith
& Wiggins, P.A.
485 N. Keller Rd.
Maitland, Florida 32794



Re: CNA a/c [REDACTED] v. FORD MOTOR COMPANY
Claim No.: PB-115627-E1
D/L: 09/26/00
Our File No.: 11101

Dear Mr. Smith:

Please be advised that the undersigned has been retained by CNA Insurance Company to represent the interest of [REDACTED] regarding a September 28, 2000 fire, which occurred, in Miami, Florida. We put you on notice of this lawsuit soon after it occurred and I believe that your investigator had an opportunity to evaluate the vehicle while it was still in the garage.

I have attached copies of the supporting documentation on the claim including final payments as follows:

Building -	\$18,850.25
Contents -	\$ 3,289.83
Additional Living Expenses -	\$ 211.15
Insured's Deductible -	\$ 500.00
 TOTAL:	 \$22,850.98

Based upon our previous communications relating to this matter, please present the foregoing to Ford and let me know how Ford would like to proceed. You should be advised that CNA is prepared to resolve this matter based upon the formula generated in our prior claims; however, [REDACTED] may have a separate claim in some amount relating to property that was not covered under the policy. I will provide you with backup documentation for [REDACTED] claim in the near future.

Attorney Larry D. Smith
[REDACTED] v. Ford Motor

2

I greatly appreciate it if you would call me upon receipt of this correspondence so that we can discuss this matter.

Very truly yours,

[Signature]

JDD/dm
cc : Ted Bogue

Enclosure

RECORDS
10 | 3

RE / PROPERTY RECO
FINAL TRIMMING REPORT BROWARD COUNTY, FLORIDA

UNIT REPORTING SHIFT
1204 101

DEPT	INCIDENT NUMBER	U	H	D	D	T	F	INCIDENT ADDRESS	
J 0 0 1 9 4 F 9 0 9 2 8 0 0							14960 SW 105 AV		
PROPERTY ADDRESS								TIME REPORTED	
14960 SW 105 AV								0244	
OWNER NAME LAST NAME FIRST NAME MIDDLE INITIAL								PRO PROPERNOMI	
								02	
STRUCTURE TYPE STORIES & HEIGHT SQUARE FEET OCCUPANT TOTAL TYPE FIRE FOUND ACTION TAKEN								08 10 11	
WALL		1/1	7	4	11	71			
OCCUPANT NAME								SPECIFIED PROPERTY MOBILE PROPERTY	
OWNER ADDRESS								411	4-2
APARENT DAMAGE ON 1ST UNIT ARRIVAL WHERE FIRE OUT								METHOD EXTINGUISH OBSTACLE TO CONTROL	
FLAME	SMOKE	FLAME	SMOKE	ON OFF FIRE ARRIVAL	FLAME TRAVEL FACTOR	EXTINGUISH	OBSTACLE TO CONTROL		
4	4	4	6	4	98	1	4		
DETROIT OR TYPE	POWER SUPPLY	PERFORMANCE	SPRINKLER SYSTEM	HEADS OPERATED			COVERAGE		
	1	2	4	602			9		
VEHICLE & CASE NUMBER	OWNER TO	TOWING COMPANY							
YEAR	MAKE	MODEL	TAG#	STATE VINS					
EQUIPMENT INVOLVED FORM MATERIAL IGNITES									
90 40 Group		97 BURNT PLASTIC	97	MATERIAL IGNITES					
FORM HEAT IGNITION IGNITION FACTOR									
88 External		97 External	97	STRUCTURE					
AREA OF ORIGIN LEVEL ORIGIN FIRE									
47 Garage		24 00-8	90	CONTENTS					
INVESTIGATED BY									
FIRE HOSES USED GALLONS TO CONTROL TOTAL USED WATER SUPPLY TYPE									
1	1st	1st	1st	MASTER	1st	1st	1st		
1	1st	1st	1st	1st	1st	1st	1st		
1	1st	1st	1st	1st	1st	1st	1st		
1	1st	1st	1st	1st	1st	1st	1st		
PERSONNEL AERIAL LADDERS									
GROUNDS	STAIRS	LADDERS	FIRE RELATED CASUALTIES	PERSONNEL OF UNIT REPORTING					
1	1	1	FIRE DEPT SUPPORT OTHER	14960					
1	1	1	PERSONNEL PERSONNEL PERSONS	4-2					
INJURY									
PROP INVOLVED									
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www.aljazeera.com

100-00 - Critical National - MI 100 - 0000

1992-023 27257

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100-2001 FIRE TOTAL
100-2001 07TH AVENUE, MIAMI, FL
Vehicle Repair Shop Regis

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EVIDENCE

176

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WPTV.COM

CE 103 OGEG -

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Digitized by srujanika@gmail.com

1063 EX-13 JULY 1970

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Digitized by srujanika@gmail.com

1750 1751

[Signature]

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Visit us at <http://www.helmontire.com>

Parts and service parts types after all parts on storage & new types otherwise indicated.

www.sos-jeux.com

OLSON TIRE / TOTAL CAR CARE
13150 SW 67TH AVENUE, MIAMI, FL (305) 235-1580

INVOICE

INVOICE-R
STORES 95-54

DATE: 11-06-99
PAGE: 1

INVOICE #: 045-3005

SOLD TO

WIKI 51

1990-03-19 1990 LINCOLN TOWNCAR 013961 6724 71000 P-10479

COMMISSIONER: DAVID THOMAS

54.10
55.35
55.35

PAYMENT AMOUNT: CARD/CHECK# AUTH#
272.50 986184

Attoe's Signature

THAN YOU

Visit us at <http://www.ebsontire.com>

Parties and services: None None attached.

B000-023 2777

OLSON TIRE / TOTAL CARE
13150 SW 87TH AVENUE, MIAMI, FL (305) 233-1668
Florida Motor Vehicle Repair Shop Registration No: 98184571

INVOICE

CE-R
06-64

DATE: 03-09-98
TIME: 17:00:54
PAGE: 1

INVOICE #: 0664-13623

TO:

MIAMI FL

1992 LINCOLN TOWN CAR VIN: 1L2TBC1A021424842

ITEM: GUILLERMO RODRIGUEZ

DESCRIPTION	QTY	UNIT	PRICE	EXTENDED PRICE
1 1241 DOME MIRROR SWITCH	1	EA	42.00	42.00
1 1241 DOME LIGHT ACTIVATOR	1	EA	42.00	42.00
1 1241 DOME ARE MIRROR & SIDE	1	EA	16.00	16.00
1 1241 FLUSH GLASS & LENS OR GLASS	1	EA	160.00	160.00
1 1245 NEW KNOB OF GLASS	1	EA	16.00	16.00
1 1245 LENS & KNOB OF GLASS	1	EA	160.00	160.00
1 1277 REAR DOOR GLASS	1	EA	16.00	16.00
				SUB TOTAL
				439.81
				BALANCE DUE
				0.00
				TOTAL INVOICE
				439.81

FORM OF PAYMENT AMOUNT \$ CARD# / CHECK# AUTH#
CASH 439.81 065567

Customer's Signature _____

THANK YOU

Visit us at <http://www.olsontire.com>

Parts and service warranties attached.
All parts on invoice are new unless otherwise indicated.
U = Used * RC = ReConditioned * RE = Rebuilt

13150-233-27871

OLSON TIRE / TOTAL CAR CARE
13158 SW 87TH AVENUE, MIAMI, FL 33181-2885
Florida Motor Vehicle Repair Shop Registration No. 98184671

INVOICE

CODE-R
05-00

DATE: 03-27-00
TIME: 17:34:13
PAGE: 1

INVOICE# 0660-19105

[REDACTED]
[REDACTED]

00000116 LINCOLN TOWN CAR 1991 FL-104740

OWNER: 1. ESTAVO LEON

ITEM	DESCRIPTION	QTY	UNIT	AMT	DISCOUNT	TAX	AMT
------	-------------	-----	------	-----	----------	-----	-----

11-0000-122	11-0000-122	1	EA	4.00		4.00	
11-0000-123	11-0000-123	2	EA	8.00		8.00	
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11-0000-300	11-0000-300						
11-0000-301	11-0000-301						

S.E.A. INC.
PROJECT INFORMATION FORM

INFORMATION
RECEIVED BY:

DK

9/28/00

415315

S.E.A. PROJECT NO.

KNT (472)

S.E.A. ASSOCIATE ASSIGNED

September 28, 2000

DATE OF LOSS

P8115626 (CLAIM)

CLIENT DECLARATION/POLICY NO.

CLIENT NAME:

C.N.A. Insurance Companies

CLIENT CONTACT:

[REDACTED]

CLIENT ADDRESS:

[REDACTED]

Oviedo, FL

CLIENT PHONE NO.:

X

FAX NO.:

[REDACTED]

PROJECT CAPTION/DESCRIPTION:

Residence/Vehicle Fire Analysis

ADDRESS OF LOSS:

Miami, Florida

NAME, ADDRESS OF INSURED:

Contact

PHONE NO.:

NAME, ADDRESS OF OTHERS:

PHONE NO.:

DESCRIPTION OF LOSS: - 1993 Lincoln Town Car parked in garage attached to residence.

SCOPE OF PROJECT: Origin and cause.

RESPONDING FIRE DEPT	Miami-Dade
SEND REPORT TO:	Client
SEND INVOICE TO:	Client
RETAINER ESTIMATED PROJECT COST:	

EVIDENCE STORAGE

- CASH
- BN
- SAY
- LOT
- FILE

PHONE CALLS - ORIGINAL PROJECT

PHONE CALLS - PROJECT REACTIVATION

STATUS MAILED

POSTAGE

FINAL MAILED

POSTAGE

CLOSED OUT

**ACKNOWLEDGEMENT OF PROJECT
TERMS AND CONDITIONS ARE SPECIFIED ON REVERSE SIDE OF THIS PAGE**

Please address correspondence and any additional information to:

- 7349 Washington-Gehan Road, Columbus, OH 43086
- 4400 Allen Road, Suite A, Shaker Heights, OH 44122
- 885 Hurricane Shoals Road, #102, Lawrenceville, GA 30044
- 13930 Lyman Boulevard, Tampa, FL 33634
- 16423 Vantage Parkway East, #114, Houston, TX 77032-1937
- 14024 Lilium Park Road, St. Louis, MO 63148
- 6551 N.W. 9th Avenue, Suite 210, Ft. Lauderdale, FL 33309

814/528-4180

330/623-2380

770/328-7872

813/681-7440

201/442-3473

314/527-3038

954/771-0881

8002-828 27877

FILE NO. P8-115628PHOTO'S TAKEN BY STEVEN MAGDA DATE TIME WEATHER CONDITIONS

Describe Scene: _____

pointed: E W
N S

ending _____

Describe Scene: _____

pointed: E W
N S

ending _____

FILE NO. P8-115628PHOTO'S TAKEN BY STEVEN MAGDA

DATE _____

TIME _____

WEATHER CONDITIONS _____

Describe Scene: _____

pointed: E W
N S.

ending _____

Describe Scene: _____

pointed: E W
N S.

ending _____

FILE NO. P8-115628PHOTO'S TAKEN BY STEVEN MAGDA / DATE _____ TIME _____

WEATHER CONDITIONS _____

Describe Scene: _____



pointed: E N W S

ending _____

Describe Scene: _____



pointed: E N W S

ending _____

FILE NO. P-8

PHOTO'S TAKEN BY STEVEN MAGDA

DATE _____

AM
 PM

WEATHER CONDITIONS _____

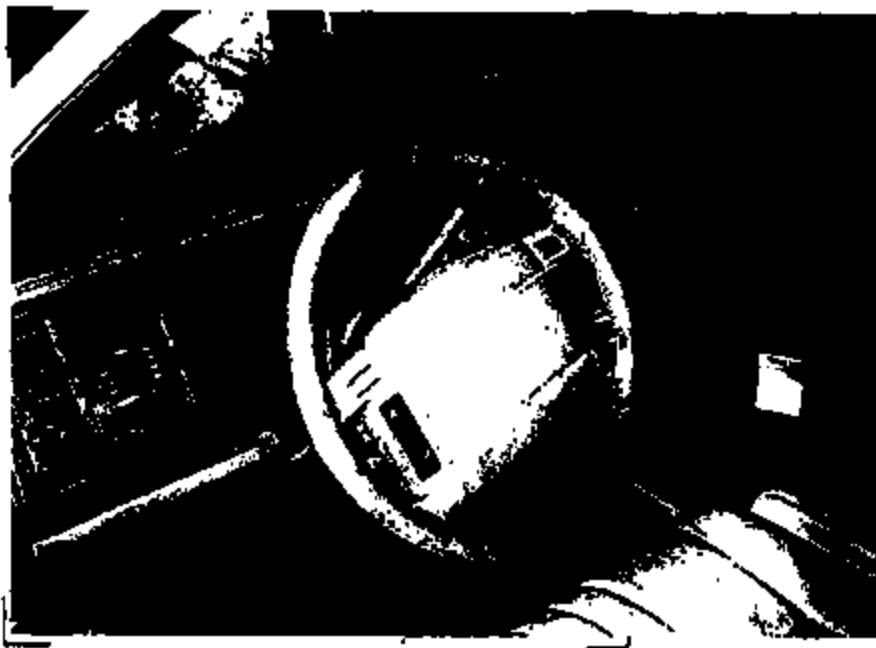
Describe Scene:



Pointed: E W
N S

Heading _____

Describe Scene:



Pointed: E W
N S

Heading _____

PHOTOGRAPHIC LOGBOOK

FILE NO. P8-115628

S MAGDA

DATE _____

TIME _____

AM
 PM

Describe Scene:



Pointed: E W
N S

Heading

Describe Scene:



Pointed: E W
N S

Heading

FILE NO. P8-115628PHOTO'S TAKEN BY STEVEN MAGDA

DATE _____

TIME _____

WEATHER CONDITIONS _____

Describe Scene: _____



pointed: E N W S

ending _____

Describe Scene: _____



pointed: E N W S

ending _____

FILE NO. P8-115628PHOTO'S TAKEN BY STEVEN MAGDA

DATE _____

TIME _____

 AM PM

WEATHER CONDITIONS _____

Describe Scene: _____
_____pointed: E W
N S

heading _____



CALL NUMBER: 070170

OVERFLOW PAGE

PG:001

POLICY: 0600788834 EXP: 08/18/2000 EXP: 08/18/2001 LOSS DATE: 08/28/2000

POLICY TYPE: SPCL - SPECIAL INSURANCE [REDACTED]

2810 PARKLAND DRIVE, STE 100
ORLANDO FL 32807
FAX: (407) 473-6197

THIS CLAIM HAS BEEN ELECTRONICALLY TRANSMITTED
AND HAS BEEN RECEIVED INTO THE PERSONAL LINES INSURANCE FLOOD CENTER.

EMERGENCY CONTACT: NO
AGENT FAX NUMBER: 3055719693

LOSS CATEGORY: FIRE
ELECTRICAL WIRING

INSURED VEHICLE COLOR: OTHER VEHICLE COLOR:

CALLER INFORMATION:

CALLER NAME: [REDACTED]

CALLER ADDRESS: [REDACTED]

HOME PHONE: [REDACTED]
WORK PHONE: [REDACTED]
CALLER TYPE: REL RELATIVE OF LOS
CONTACT THE INSURER...
[REDACTED]

ESCALATION: NO

VENOR REFERRALS:

None...

*** NO FORMS TO PRINT ***

***** LINE NUMBER INFO *****

NAME: [REDACTED]

ADDRESS: [REDACTED]

CITY: MIAMI
ST: FL ZIP: 33133

PT ZIP: 33133
FL ZIP: 33133

*** NO MISC COVERAGE ***

8002-000 27880

PROPERTY LOSS STATUS

FNOL Processing Status: Sent to Technical Complex

ACT Completion Status:

Notification Method: Phone Call taken at FNS/CCG from Claimant

Escalation Indicator: N

Escalation Description:

Claim Report Type: Claim

Description of Loss ACT: FIRE - Bldg Dmg-Hab;Fire ; Fire

Claim No: P8115628 Policy No.: 007055634

Effective Dates: 8/16/00-8/16/01 Date of Loss: 9/23/00

Policy Origin Date: 8/1/88

Detailed Description of Loss: THE INSURED'S VEHICLE CAUGHT ON FIRE UNDER THE HOOD
CAUSING THE GARAGE TO CATCH ON FIRE.

Named Insured:

MIAMI, FL

Loss Location:

MIAMI, FL

CLAIMANT SETUP

Adj Code • Suffix
011

Claimant

Coverage
BLDG

COVERAGE NOTES

User

Date/Time

Note

ASSIGNMENT CLERK COMMENTS

Insured:

Contact Information:

Where to Contact Insured:
HOME OR WORK - SON'S NU

MIAMI, FL

MIAMI, FL

When to Contact Insured:

2362-625 27686

ANALYTICAL WARRANTY SYSTEM**Vehicle Information Report****GENERAL VEHICLE
INFORMATION:****(Related Claims)**

Vehicle: HNAGJ1WPT7565723 Veh Line: CIVR - TOWN CAR (01-05/07/10/11/12) Eng Model No: W
Model Year: 1996 Market Package: GM - L-M DIVISION DERIVATIVE Body Style: *
Veh Type: C Order Code: GS - 2 WEL-LAW REAR DRIVE Engine: CIVR - 5.7L SUBCHIEF NA CIVS G-M
Inv. Number: 11656 Body Cab Style: CFC - 4 DOOR SEDAN-6 LITE Transmission: GMK - 4 SPD AUTO TRANS NA/NO AC/HE
Transmission: CAB - BASE VERSION - CAR

BUILD INFORMATION:

Region: MA - NEWBURY Park: MA - WICHITA PLANT BUILD
Country: USA - NEWBURY Prod Date: 03-08C-1992

SALE INFORMATION:

Region: MA - NEWBURY Selling Dealer: 35139 - *
Country: USA - NEWBURY Selling Dis OffProv: IL
Buyer OffProv: IL

Archd Date: 12-29C-1992 Sold/Capt Location: *
Sale Date: 05-APR-1993 Recd/Recd Co. Location: R
Warranty Start Date: 05-APR-1993 Registered Vehicle: *
Org Warranty Date: 05-APR-1993 Unregistered Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1 2 3 4 5 6 7 8 9
 2017050723 01 2 SERIAL 2L R 207 3M 4 2 20 2H 2RNC 4 15 2K 2 4 V
 STATUS 4 0 7012 00P

INSTALLED OPTION INFORMATION:

Air Conditioning	CG - ATC AIR CONDITIONER	CPW Code:	
Alternator Amp Rating	* - [NA]	CPW Class Code:	L
Audio Radio		Entertainment:	AC - ELECTRONIC INSTRUMENTATION
Auto Brake	BOACC - 30% TRAIL DECELERATION	Mirror (Driver Side):	* - [NA]
Auto Trans	B6TAC - LIMITED SLIP REAR AXLE	Mirror (Pass. Side):	* - [NA]
Battery Amp Rating	72	Paint:	PATW3 - OXFORD WHITE SOLID OC
Brake Code	PEAAB - 4 WHE. ANTILOCK BRAKES Power Assisted	Radio:	* - [NA]
Brake Opn/Service:	* - [NA]	Radio System:	AQ - ALTR. PREMIUM AM/FM STEREO
Coupling Code:	S1HCH1A	Steering Wheel Axis:	* - [NA]
Color (Exterior):	* - [NA]	Tire Brand:	AJ - MICHELIN - ECOCLIMATE
Color (Interior):	SOVTR -	Tire Size:	D005F - P215/70R15 VSW
Delivery Type:	S	Traction Control:	* - [NA]
Exhaust/Cat:	*	Wheel Base:	* - [NA]
Front Seats:	* - [NA]		
Rear Type:	* - [NA]		

ESP INFORMATION: EMISSIONS INFORMATION:

ESIP Code:	* - Radiation Code:	GB - CH
ESIP Coverage (Initial):	* - Radiation Cmt Type:	R
ESIP Coverage (Final):	* - Radiation Prod Status:	AT
ESIP File Type:	* - Engine Model:	2HMA4V20002
ESIP Signature Status:		

Any comments?

Standard Claims List For Model Year 1993

Note: All Costs are in US Dollars.

1

ANSWER

The Oneida 10x

Approach

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 8027691

Vehicle Information

Model Year: 1993
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/PC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: CVB-TOWN CAR (FN36/FN116)
[91-97]
Warranty Start Date: 06-APR-1993
Production Date: 03-DEC-1992
VIN: 1LNLM81W8PY668722

Claim Information

Document Number: 130461
Repair Date: 24-DEC-1992
Distance: 3
TIS: 0

Dealer Information

Dealer Name: PALM BEACH LINCOLN-MERCURY
INC
Dealer Code: 11606 - *
Address: 2301 OKEECHOBEE BLVD.
City: WEST PALM BEACH
State: FL Zip Code: 33409
Country: USA Region Code: NA
Phone: (407)850-8500

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 29.1
Misc. Expense Amount: 0
Part Markup Amount:
Material Cost: 87.12
Total Cost Gross: 116.22

Cust. Concern Code: C25 - DEAD BATTERY

Condition Code: 06 - OTHER/UNKNOWN(No appropriate cond. code)

Technician Comment: F

Customer Comment:

Labor Op. Code	Labor Op. Description	Labor Op. Cost
10654A	BATTERY TEST AND CHARGE DIAGNOSIS	0
10654B	BATTERY REPLACE	0

Current Full Part Number	Part	Part Extended		
Flag	Description	CPSC	Quantity	Amount
FREIGHT BASE SUBT				
Y * 10654 *	BATTERY	NANANA	0	0
N BXT 65 650	MOTORCRAFT BATTERY	NANANA	1	0
N BAT FEE *		NANANA	1	0

Any comments?

ANALYTICAL WARRANTY SYSTEM**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 8027692

Vehicle Information

Model Year: 1993
Market Derived: GM - L-M DIVISION DERIVATIVE
Body/Cab Type: C/F/C - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: CB-2 WHL L/H REAR DRIVE
Vehicle Line: GM-TOWN CAR (PN36/PN116)
[91-97]

Warranty Start Date: 06-APR-1993

Production Date: 03-DEC-1992

VIN: 1LNLM81W8PY668722

Claim Information

Document Number: 009656
Repair Date: 04-MAY-1993
Distance: 1125
TIS: 1

Dealer Information

Dealer Name MULLINAX LM OF MIAMI LAKES
Dealer Code: 11629 - *
Address: 5825 NW 167TH STREET
City: MIAMI LAKES
State: FL Zip Code: 33105
Country: USA Region Code: NA
Phone: (305)250-2500

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 0
Misc. Expense Amount: 49
Part Markup Amount:
Material Cost: 0
Total Cost Gross: 49

Cust. Concern Code: M9* -

Condition Code: 82 - FREIGHT/POSTAGE/MAINTENANCE

Technician Comment:

Customer Comment:

Labor On Code Labor On Description Labor On Cost

PREP REPLACE 0

Cancel	Full Part Number	Part	Part	Extended	
Flag	PREP BASIC SUIT	Description	CPSC	Quantity	Amount
Y	* PREP *	1000 MILE POST-DLVRY	000001	0	0

ANALYTICAL WARRANTY SYSTEM**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 8027693

Vehicle Information

Model Year: 1993

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

Body/Cab Type: C/F/C - 4 DOOR SEDAN-6 LITE

Version/Series: C/AB-BASE VERSION - CAR

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

Vehicle Line: C/VB-TOWN CAR (FN36/FN116)
[91-97]

Warranty Start Date: 06-APR-1993

Production Date: 03-DEC-1992

VIN: 1LNLM81W8PY668722

Claim Information

Document Number: 024745

Repair Date: 16-MAY-1994

Distance: 15140

TIS: 14

Dealer Information

Dealer Name: MULLINAX LM OF MIAMI LAKES

Dealer Code: 11629 - *

Address: 5825 NW 167TH STREET

City: MIAMI LAKES

State: FL Zip Code: 33015

Country: USA Region Code: NA

Phone: (305)250-2500

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 100.24

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 12.97

Total Cost Gross: 113.21

Cust. Concern Code: L65 - ENGINE LEAKS OIL

Condition Code: 01 - BROKEN/CRACKED

Technician Comment: OIL LEAK ?

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
6730A	DRAIN PLUG AND/OR DRAIN PLUG GASKET/SEAL REPLACE	0

Claim Detail

<https://web.wmsapp.ford.com/j-i-ha/ja...www-cod/f2/ItemDetail?I=0034&dmkey=4027693>

Car Teil Full Part Number	Part	Part	Extended		
Elsg	PART BASE SHEET	Description	CPSC	Quantity	Amount
Y	F3DZ 6730 A	PLUG OIL PAN 090203		1	0
N	XO 20W40 QP	NANANA		5	0

Any comments?

ANALYTICAL WARRANTY SYSTEM**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 16401691

Vehicle Information

Model Year: 1993

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

Body/Cab Type: C/PC - 4 DOOR SEDAN-6 LITE

Version/Series: C/AB-BASE VERSION - CAR

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

Vehicle Line: CVE-TOWN CAR (FN36/FN116)
[91-97]

Warranty Start Date: 06-APR-1993

Production Date: 03-DEC-1992

VIN: 1LNLM81W8PY668722

Claim Information

Document Number: 042221A

Repair Date: 25-JUL-1993

Distance: 27574

TDS: 29

Dealer Information

Dealer Name MULLINAX LM OF MIAMI LAKES

Dealer Code: 11629 - *

Address: 5825 NW 167TH STREET

City: MIAMI LAKES

State: FL Zip Code: 33015

Country: USA Region Code: NA

Phone: (305)250-2500

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 0

Misc. Expense Amount: 104.72

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 104.72

Cust. Concern Code: D02 - ENGINE WOULD NOT START

Condition Code: 08 - OTHER/UNKNOWN(NO APPROPRIATE COND. CODE)

Technician Comment: REFUND ON EMERGENCY BATTERY REPLACE

Customer Comment: CAR WONT START BATT

Labor On Code Labor On Description Labor On Cost

Crash Full Part Number	Part	Part	Extended	
Eng	Description	CPSIC	Quantity	Amount
Y BX 65 650	MOTORCRAFT BATTERY	140100	0	0

ANALYTICAL WARRANTY SYSTEM**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 16238353**Vehicle Information**

Model Year: 1993
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/F/C - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116)
[91-97]

Warranty Start Date: 06-APR-1993

Production Date: 03-DEC-1992

VIN: 1LNLM81W8PY668722

Claim Information

Document Number: 0155SBA
Repair Date: 28-JUL-1995
Distance: 28007
TIS: 29

Dealer Information

Dealer Name MULLINAX LM OF MIAMI LAKES
Dealer Code: 11629 - *
Address: 5825 NW 167TH STREET
City: MIAMI LAKES
State: FL Zip Code: 33105
Country: USA Region Code: NA
Phone: (305)250-2500

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 90
Misc. Expense Amount: 0
Part Markup Amount: 0
Material Cost: 986.76
Total Cost Gross: 1422.13

Cost Concern Code: 553 - FADED, DISCOLORED - SEAT UPHOLSTERY
Condition Code: 06 - OTHER/UNKNOWN(NO APPROPRIATE COND. CODE)

Technician Comment: XX

Customer Comment: 301 BLUE COLOR BLEEDING THRU DRIVER SEAT LEATHER INSTALL.
SOP SUBLET TO KENNYS**Labor Op Code Labor Op Description Labor Op Cost**

OSL	OUTSIDE LABOR	90
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Category	Full Part Number	Part	Part Description	CPSC	Quantity	Extended Amount
Flag	F3VY 5462901 AA9	COVER FRT ST CUSH L	011001		1	553.25
N	F3VY 5464417 AA9	COVER FRT ST BACK L	011001		1	433.51

Any comments?

ANALYTICAL WARRANTY REPORT**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = F7605022

Vehicle Information

Model Year: 1993
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/F/C - 4 DOOR SEDAN-6 LITE
 Version/Series: C/AB-BASE VERSION - CAR
 Drive Type: C/SB-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116)
 [91-97]

Warranty Start Date: 06-APR-1993
 Production Date: 03-DEC-1992
 VIN: 1LNLM81W8PY668722

Claim Information

Document Number: 018986B
 Repair Date: 10-NOV-1993
 Distance: 31588
 TIS: 32

Dealer Information

Dealer Name MULLINAX LM OF MIAMI LAKES
 Dealer Code: 11629 - *
 Address: 5825 NW 167TH STREET
 City: MIAMI LAKES
 State: FL Zip Code: 33015
 Country: USA Region Code: NA
 Phone: (305)250-2500

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 27.06
 Misc. Expense Amount: 0
 Part Markup Amount:
 Material Cost: 8.73
 Total Cost Gross: 38.85

Cust. Concern Code: * -

Condition Code: * - [N/A]

Technician Comment: XX

Customer Comment: '95B64 RECALL.

Labor Op Code Labor Op Description Labor Op Cost

B64B REPLACE 27.06

Causal Fall Part Number	Part	Part Extended
Flag: PREP BASE SHFT	Description	CPSIC Quantity Amount
N F3LY 7F293 A SPEED SENSOR - TRANS MAN LVR 071401	1	8.73

ANALYTICAL WARRANTY REVIEW**Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 1993; Claim Key = 17603021

Vehicle Information

Model Year: 1993
 Market Derived: GM - L-M DIVISION DERIVATIVE
 Body/Cab Type: CFC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/AB-BASE VERSION - CAR
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: CVB-TOWN CAR (PN36/PN116)
 [91-97]
 Warranty Start Date: 06-APR-1993
 Production Date: 03-DEC-1992
 VIN: 1LNLM31W8PY668722

Claim Information

Document Number: 018986A
 Repair Date: 10-NOV-1995
 Distance: 31588
 TIS: 32

Dealer Information

Dealer Name MULLINAX LM OF MIAMI LAKES
 Dealer Code: 11629 - *
 Address: 5825 NW 167TH STREET
 City: MIAMI LAKES
 State: FL Zip Code: 33105
 Country: USA Region Code: NA
 Phone: (305)250-2500

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 303.01
 Misc. Expense Amount: 0
 Part Markup Amount:
 Material Cost: 173.92
 Total Cost Group: 537.8

Cust. Concern Code: P66 - SHIFTS ROUGH OR JERKY WHILE DRIVING

Condition Code: 49 - CONTAMINATED/FOREIGN

Technician Comment: XX

Customer Comment: P16 CUST STATES TRANS VIBRATION WHILE DRIVING AT TIMES, SEE BOBBY IN PARTS FOR PART

Labor Op. Code	Labor Op Description	Labor Op. Cost
7000A	TRANSMISSION ASSEMBLY REMOVE AND INSTALL OR REPLACE	167.74
7000F	ELECTRONIC TRANSMISSION DIAGNOSIS	70.34
7191A	GASKET OR OIL PAN REMOVE AND INSTALL OR REPLACE	64.93

Current Part Number	Part	Part Extended		
<u>Line</u>	<u>Description</u>	<u>CPSC</u>	<u>Quantity</u>	<u>Amount</u>
Y F5ZZ 7902 ARM	CONVERTER ASY	070100	1	149.33
N F2VY 7A098 A	SCREEN ASY - OIL PAN	070100	1	6.95
N XT 2	QDX MOTORCRAFT BATTERY	190101	12	17.64

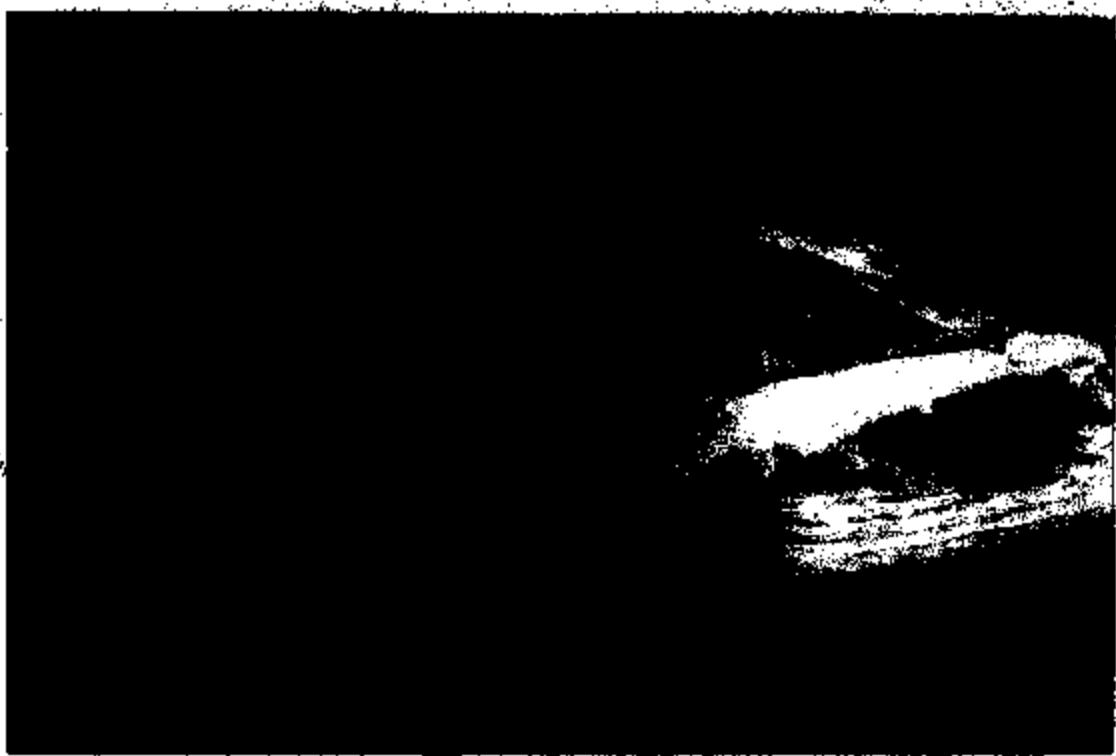
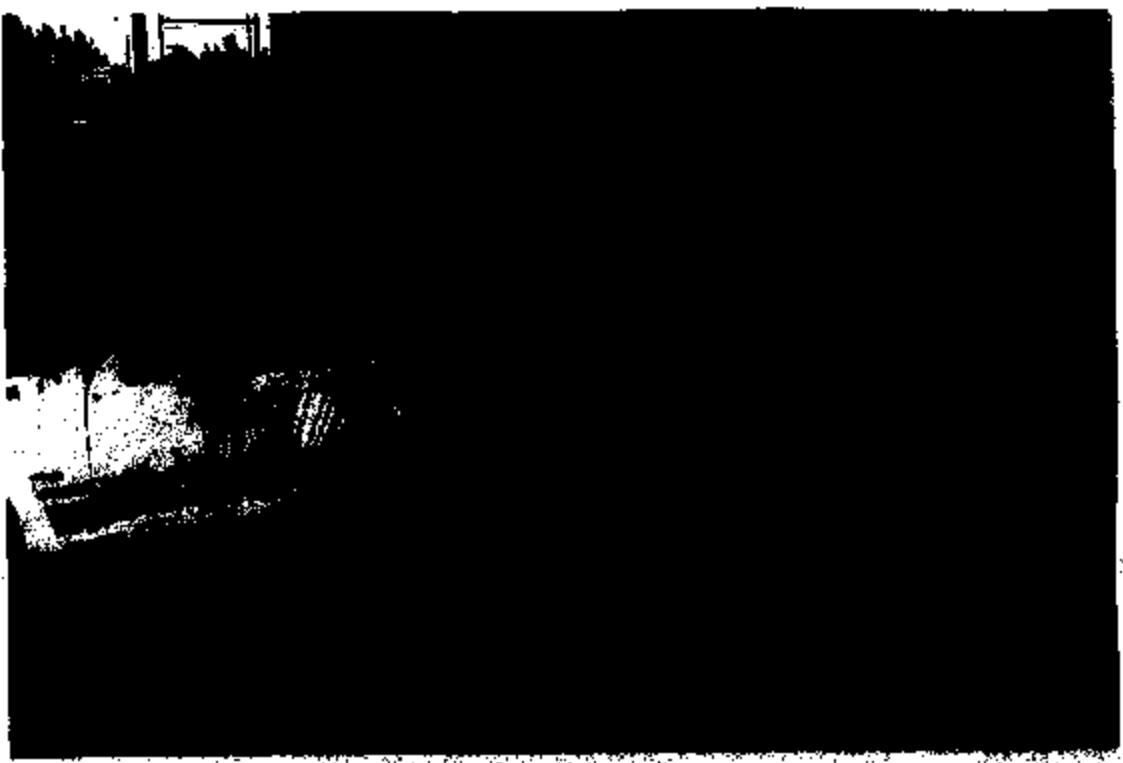
Any comments?



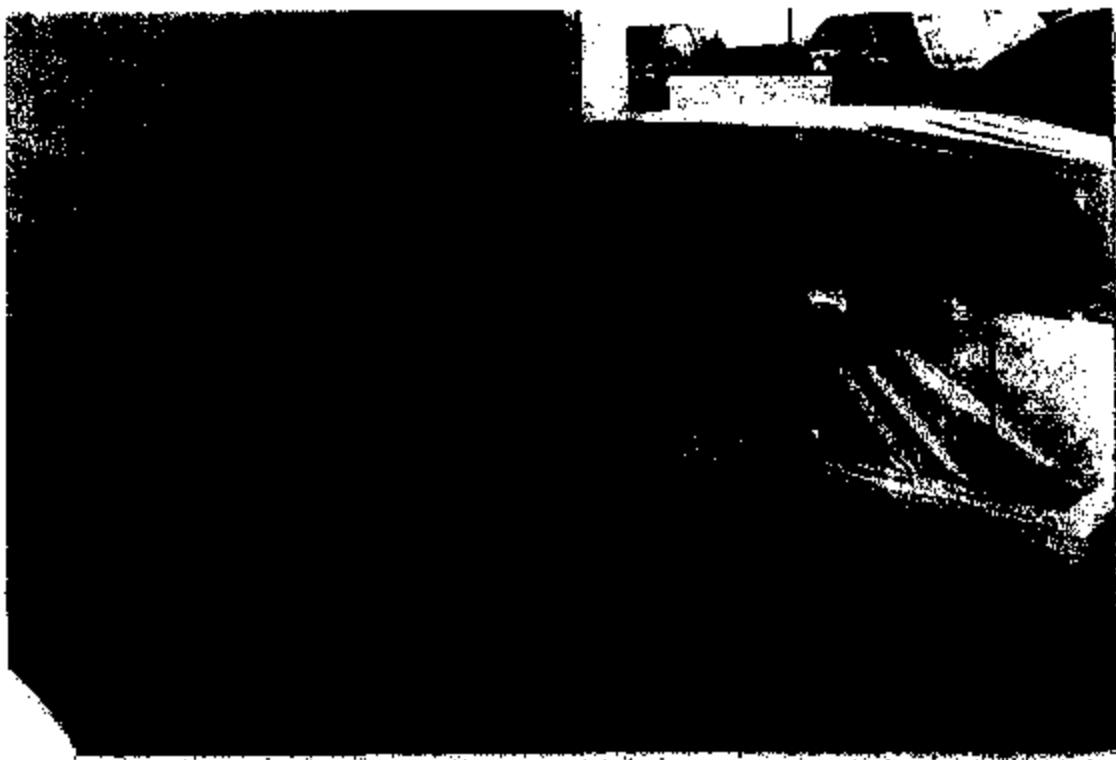
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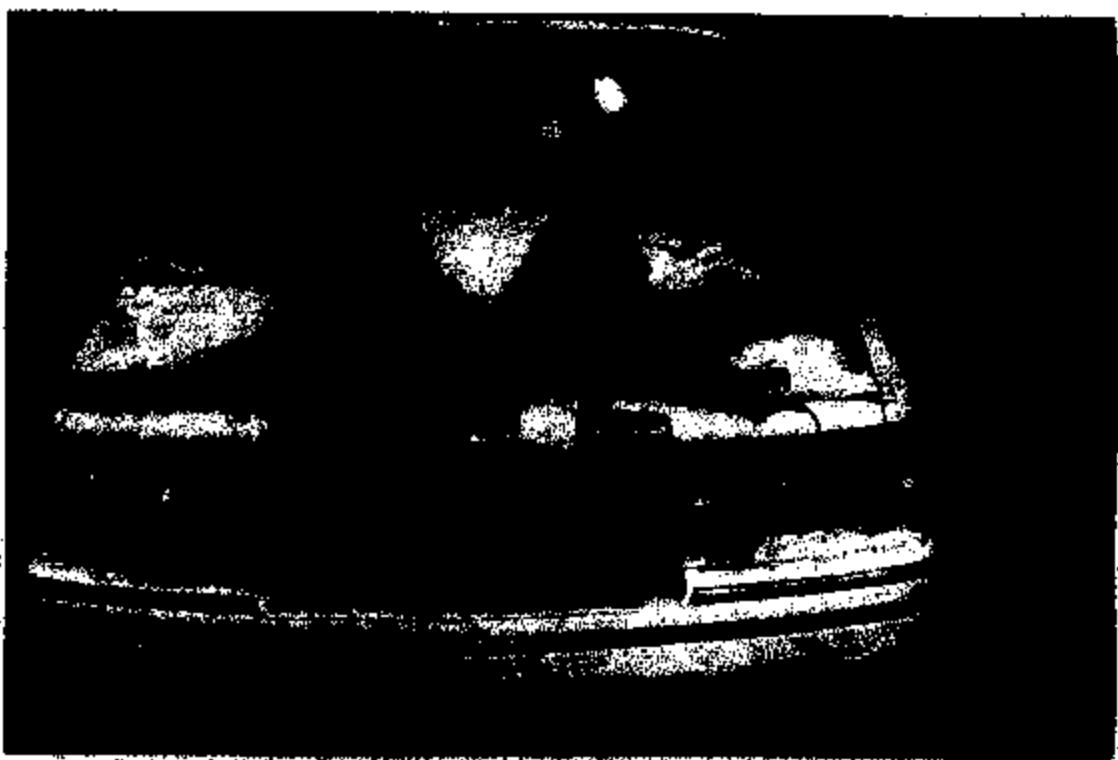
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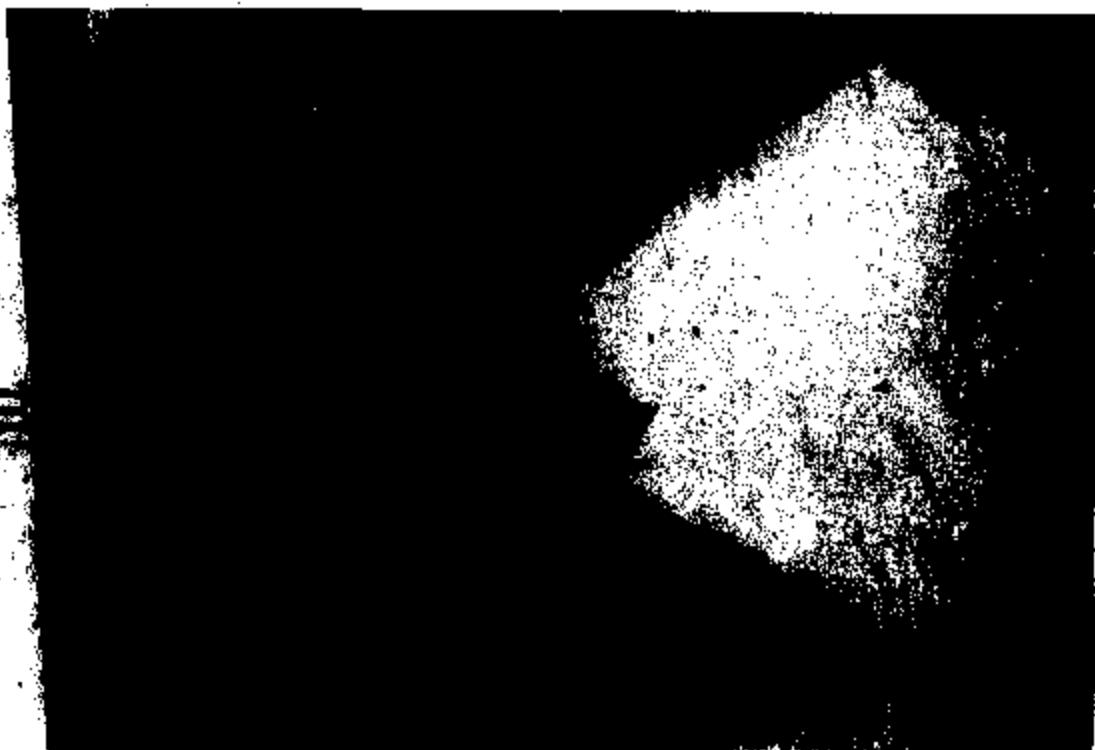
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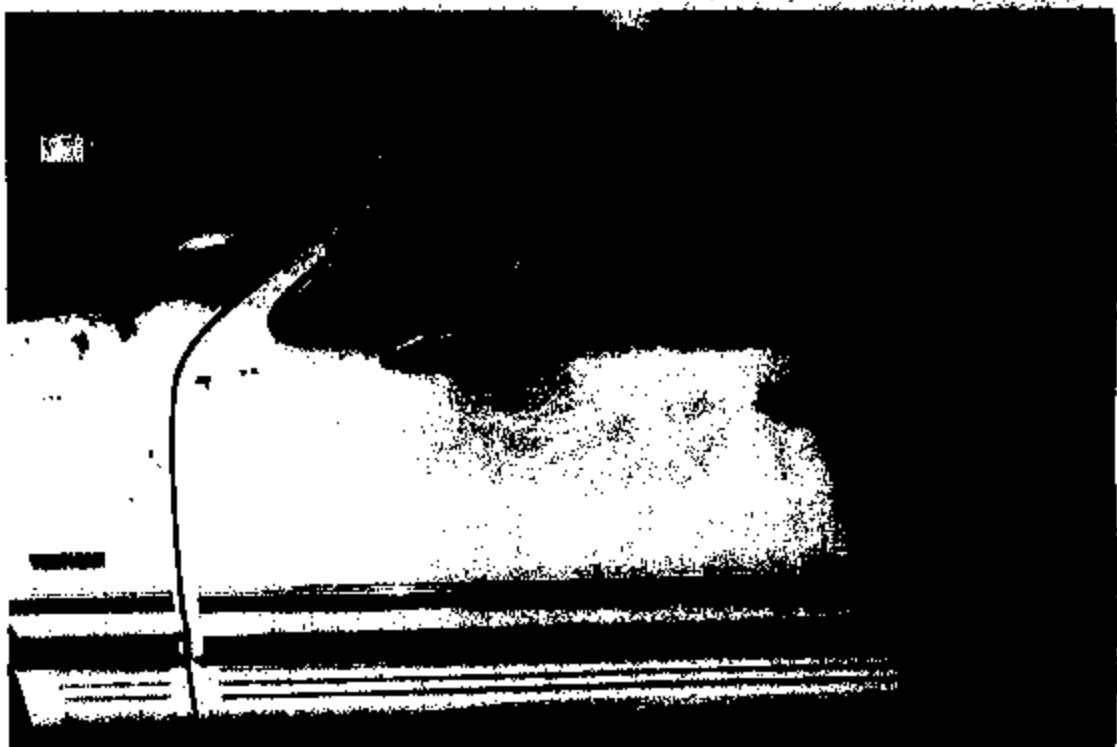
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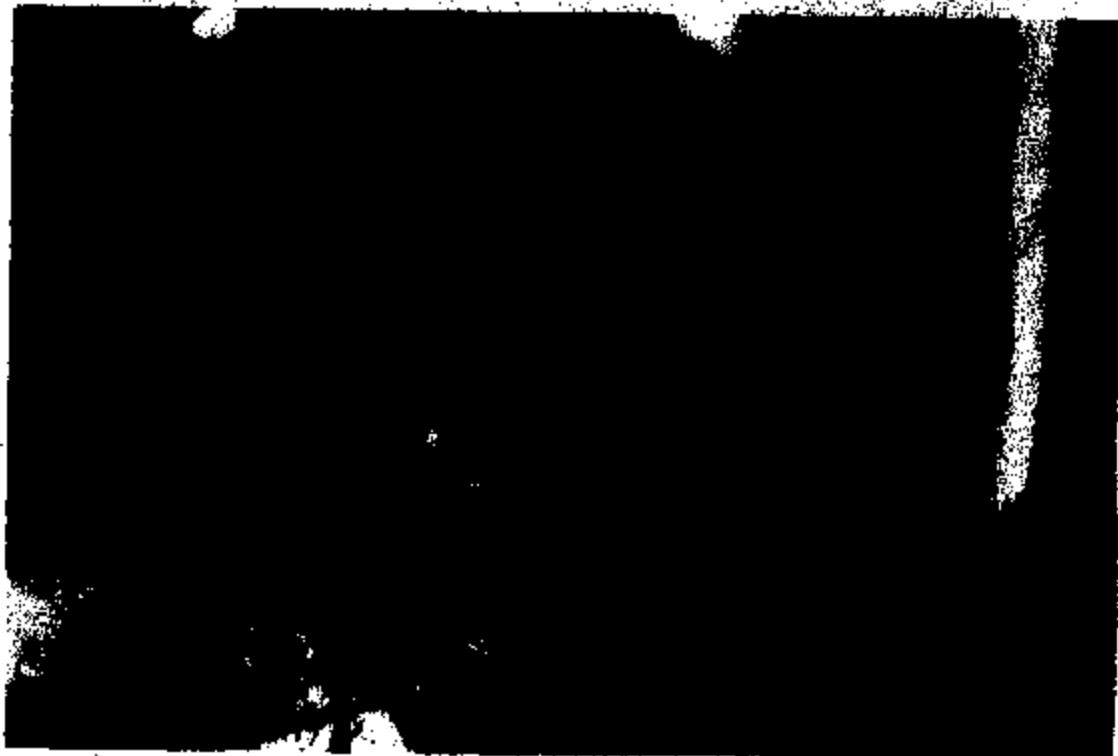
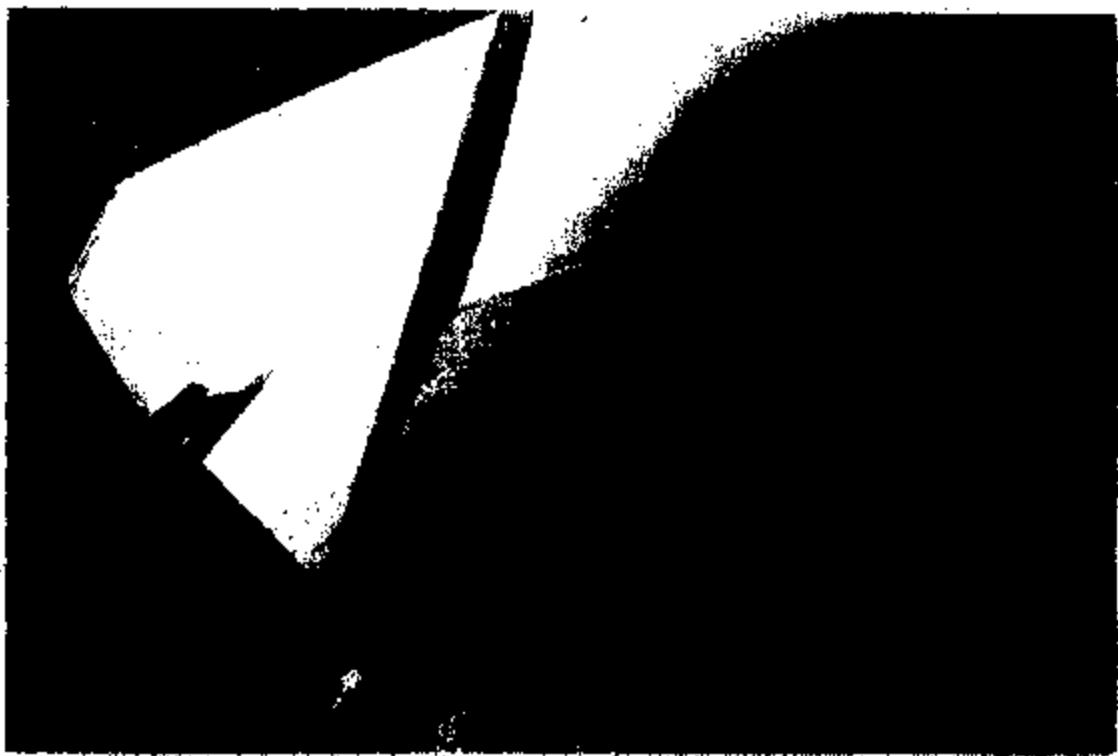
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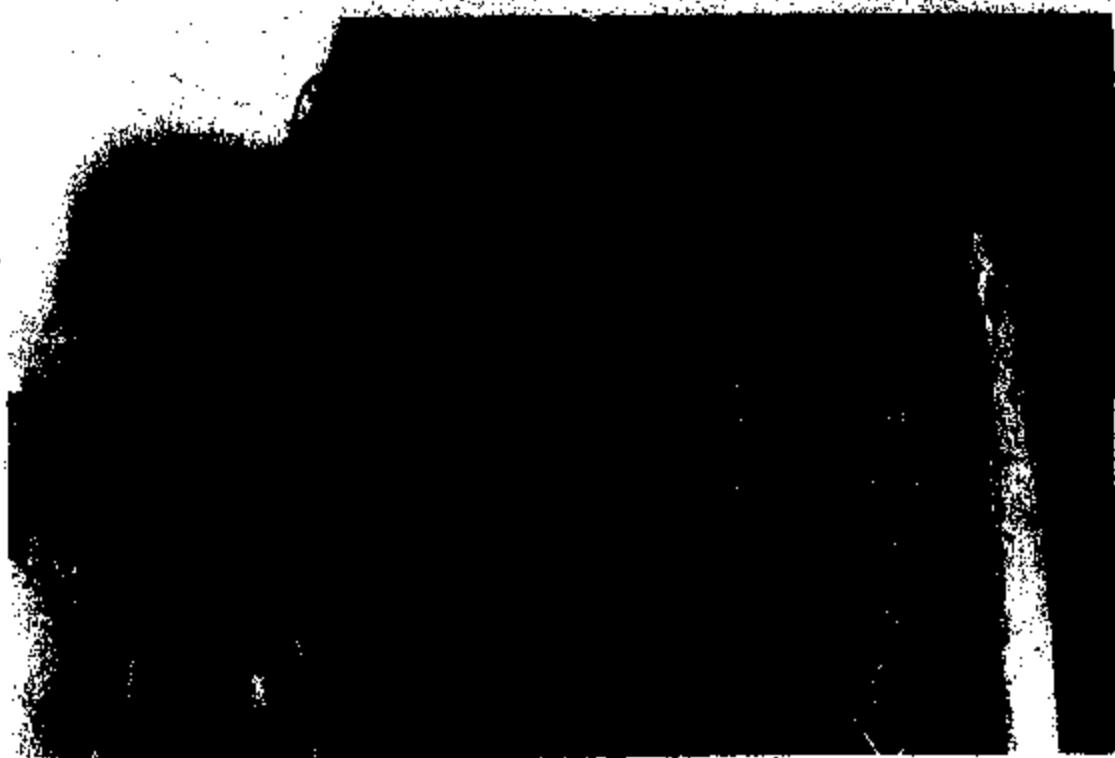
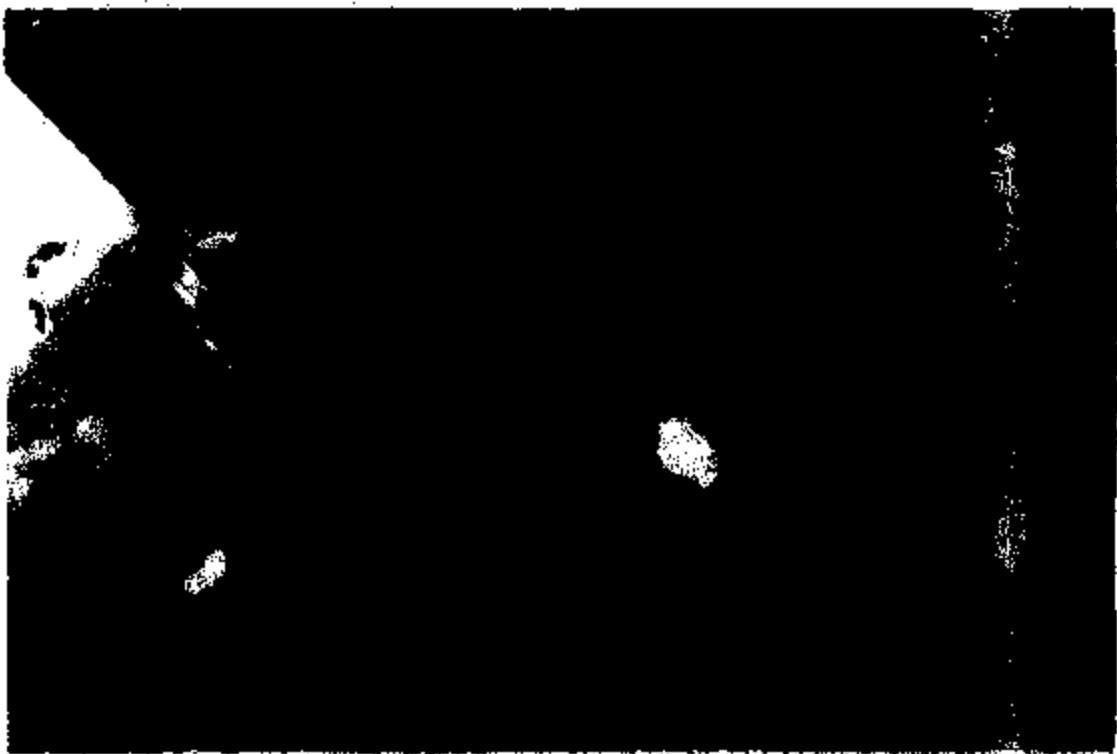
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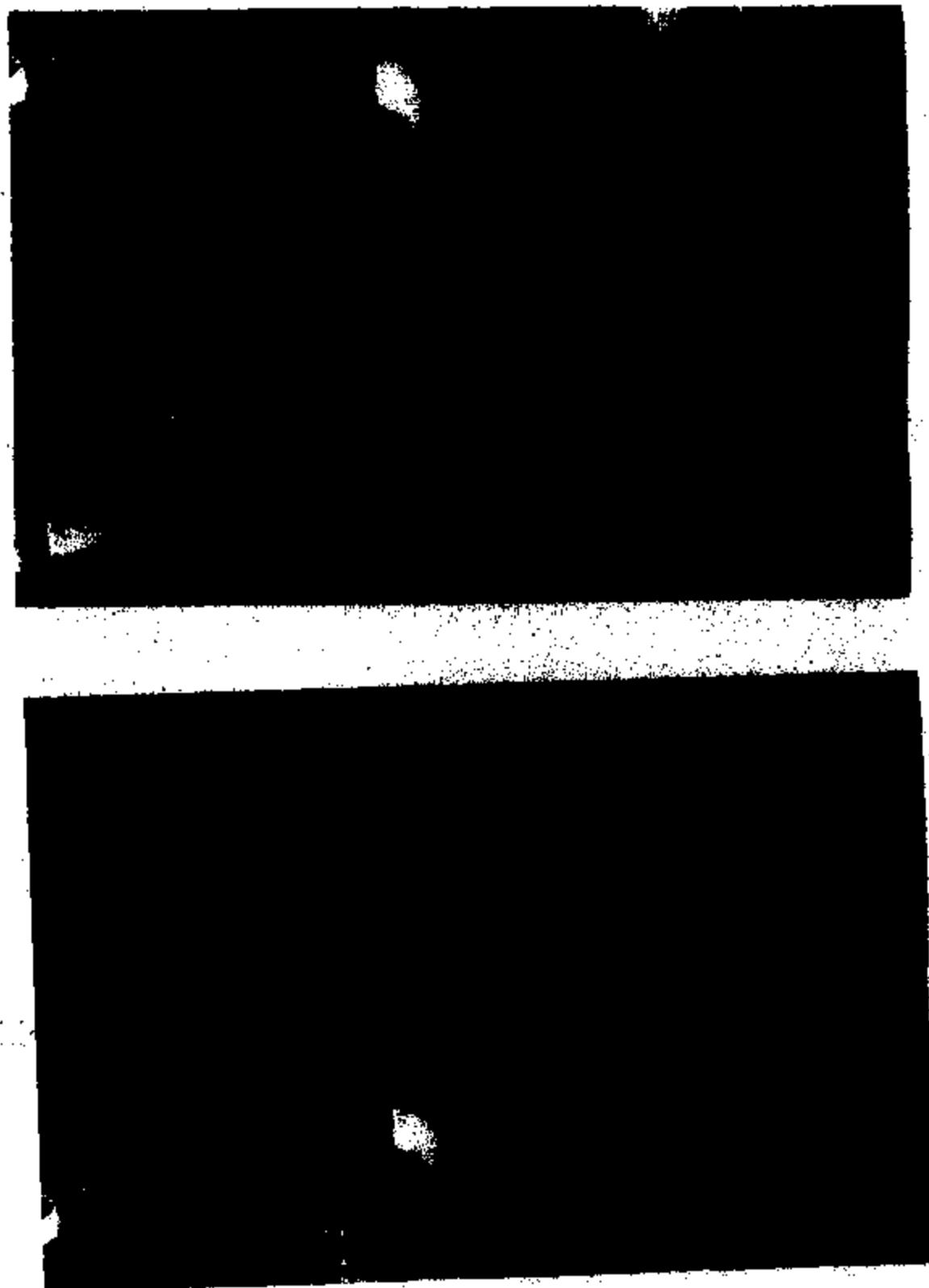
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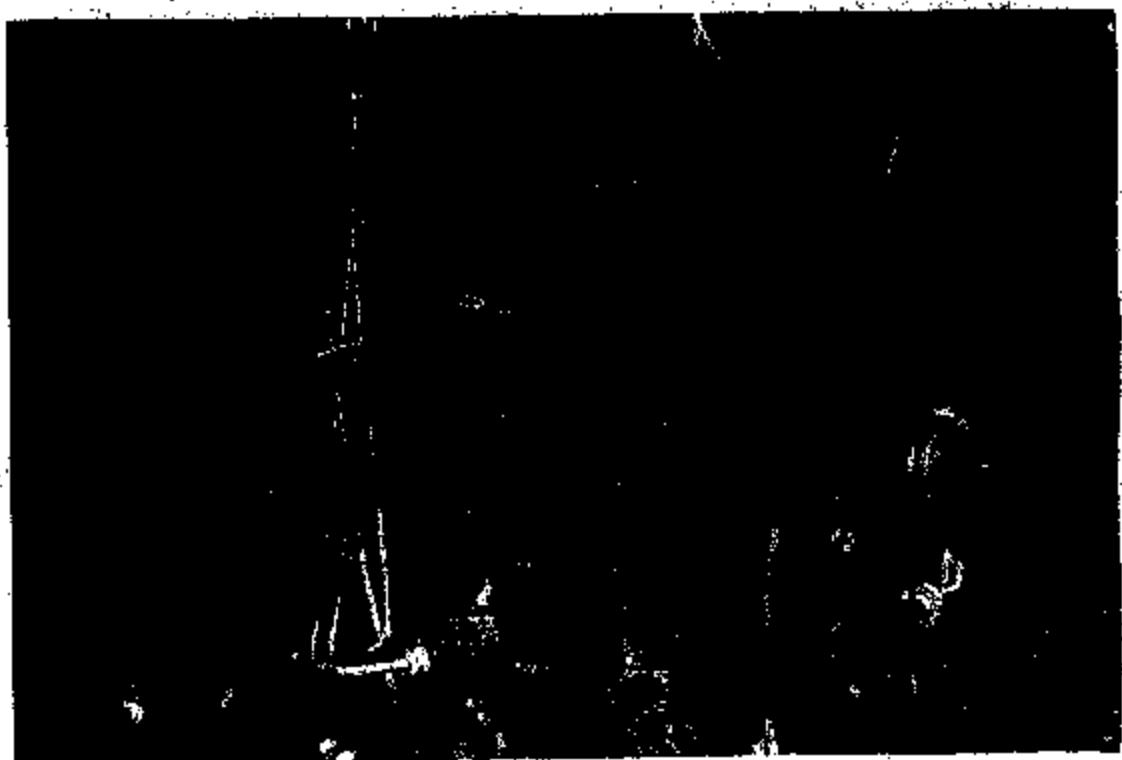
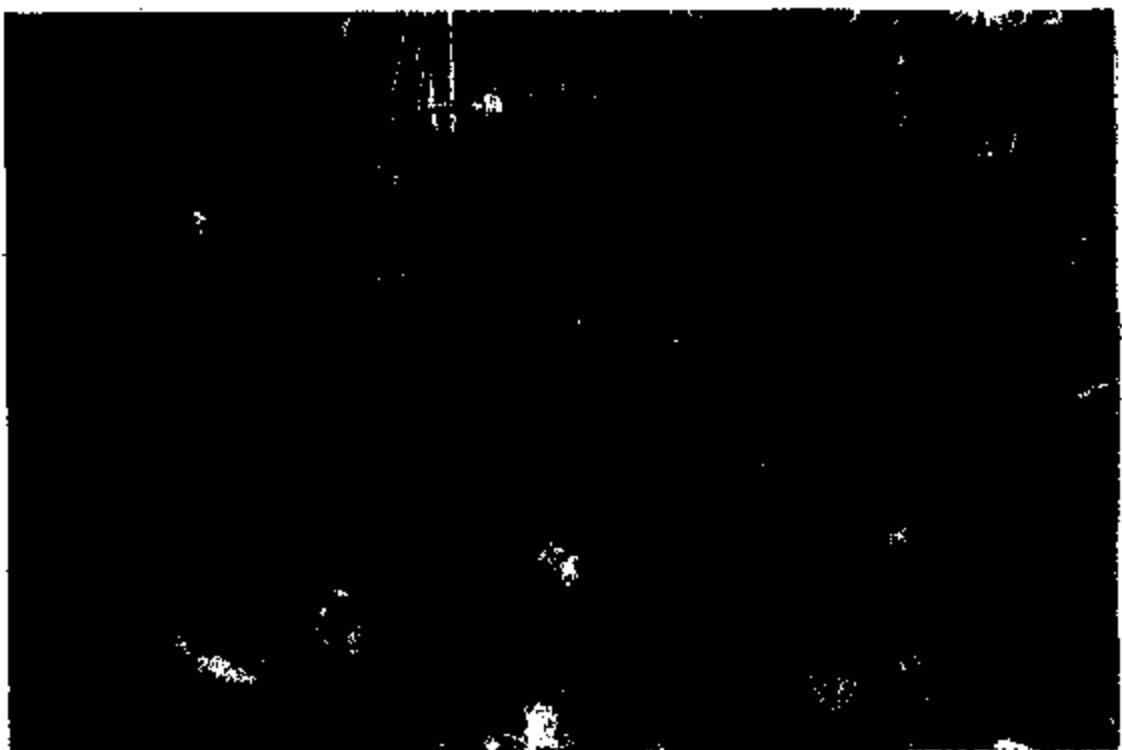
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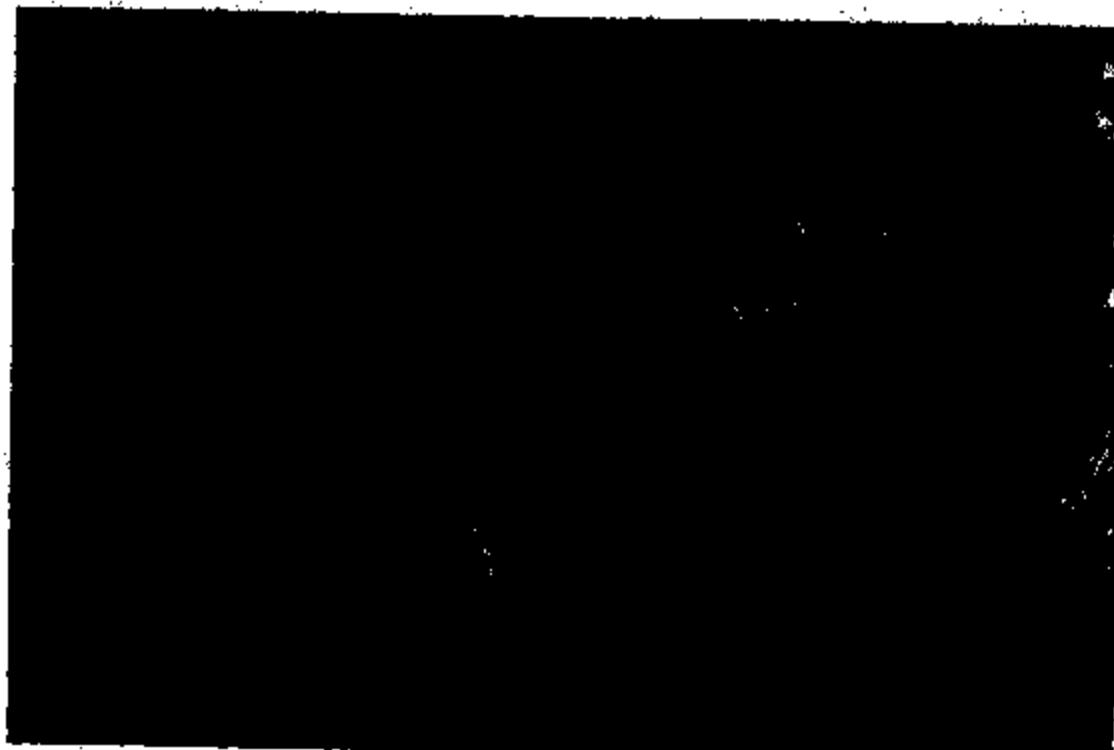
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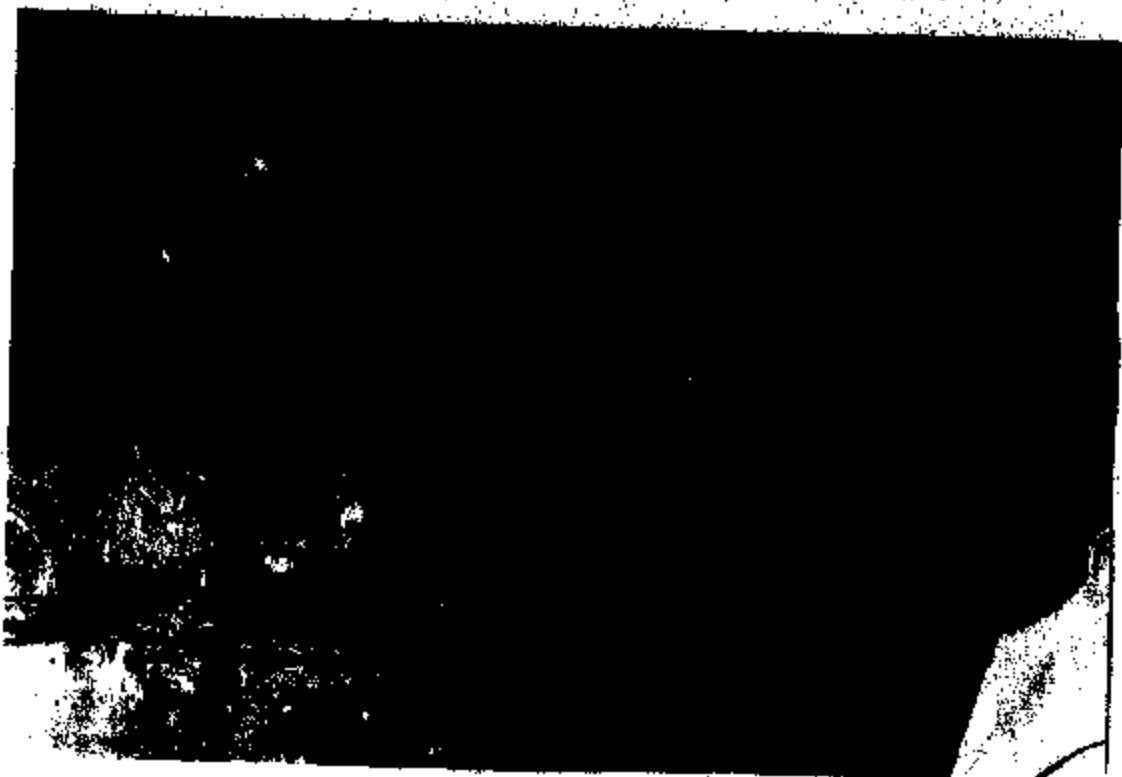
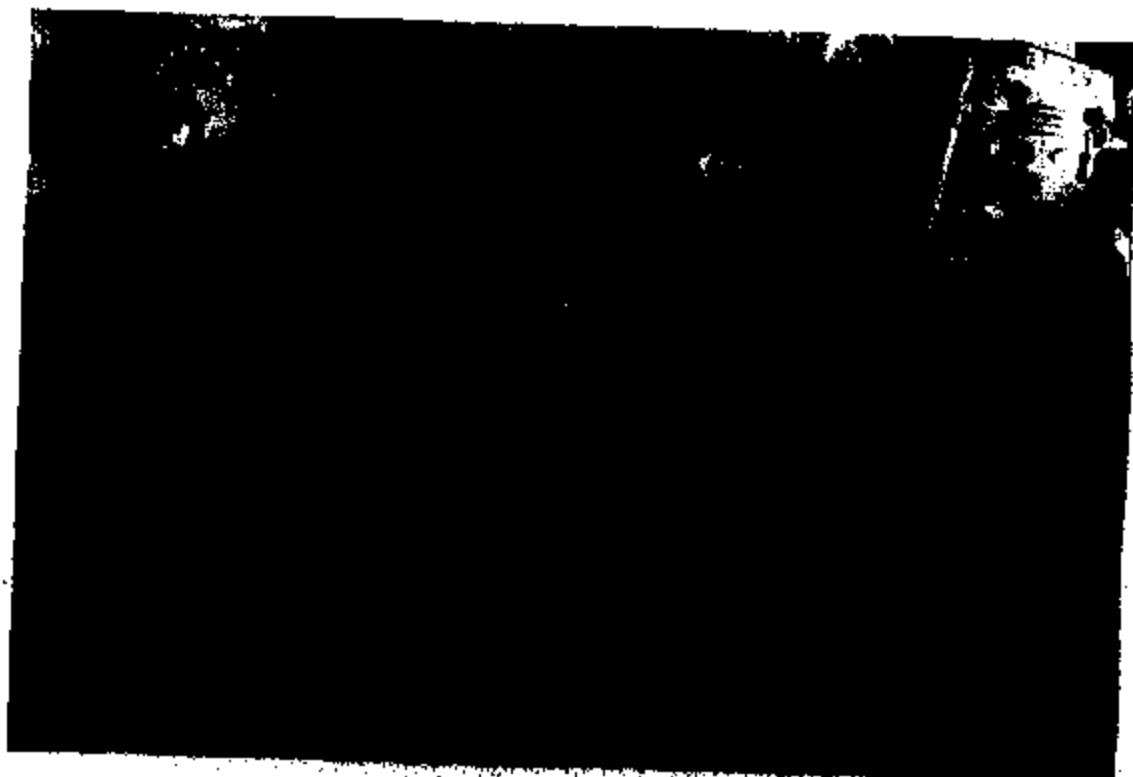
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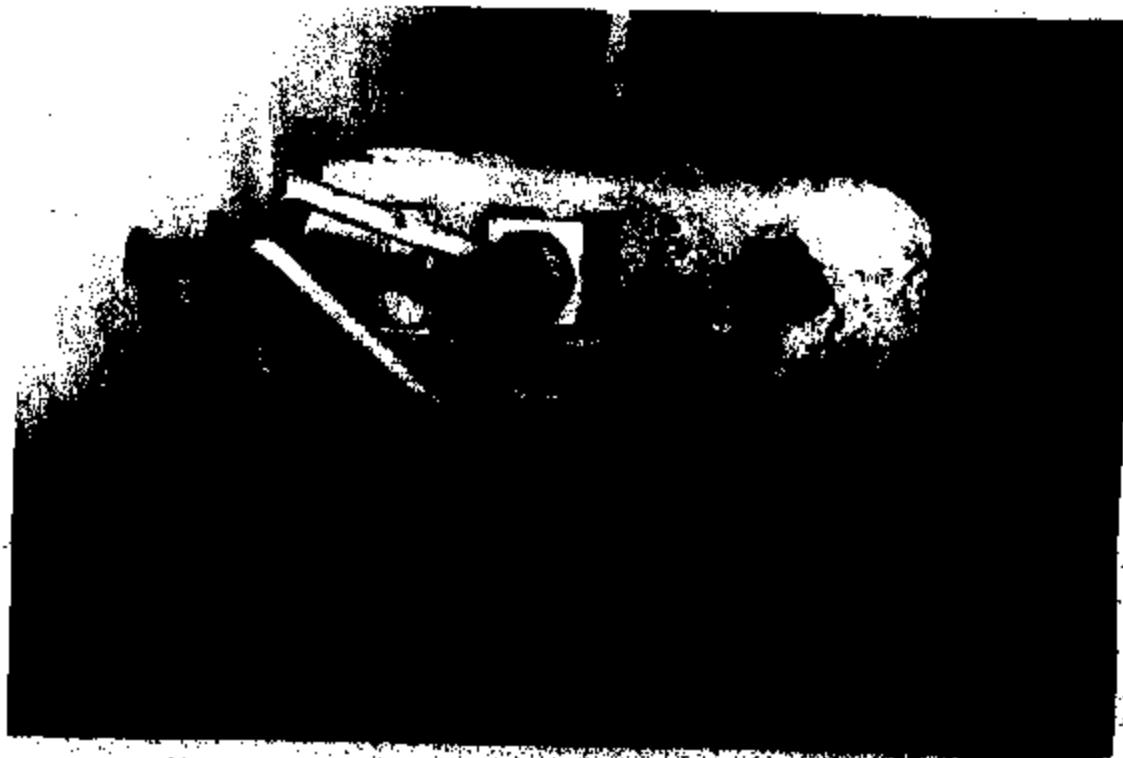
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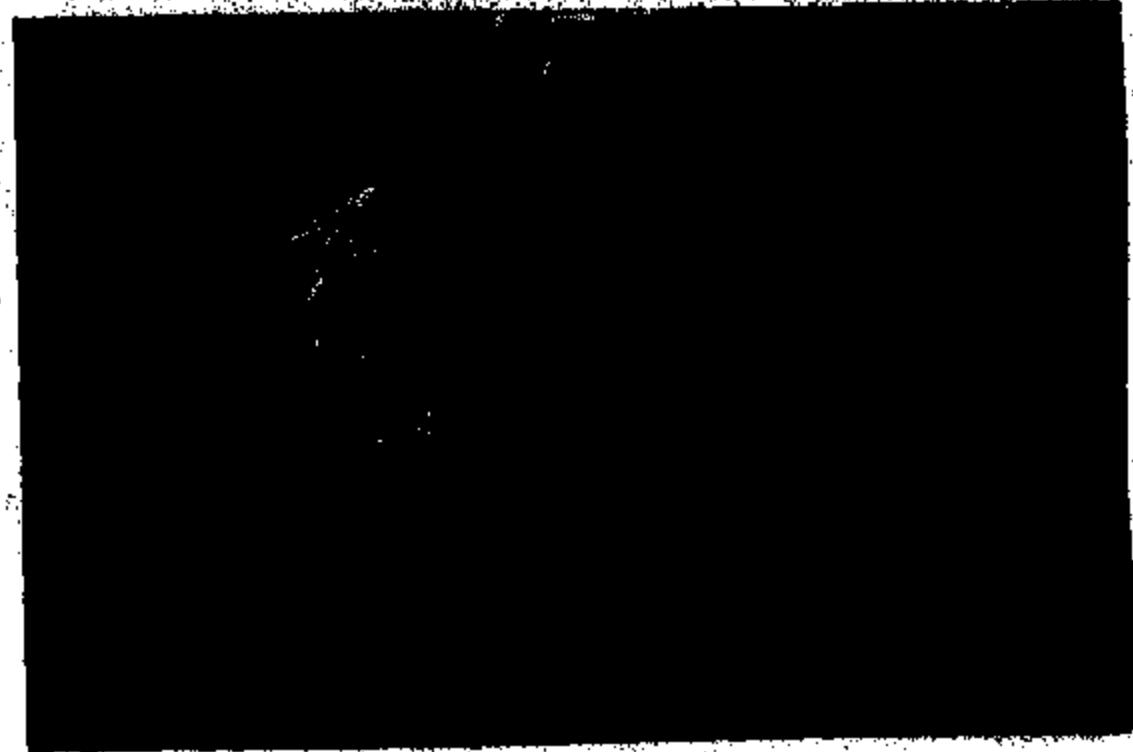
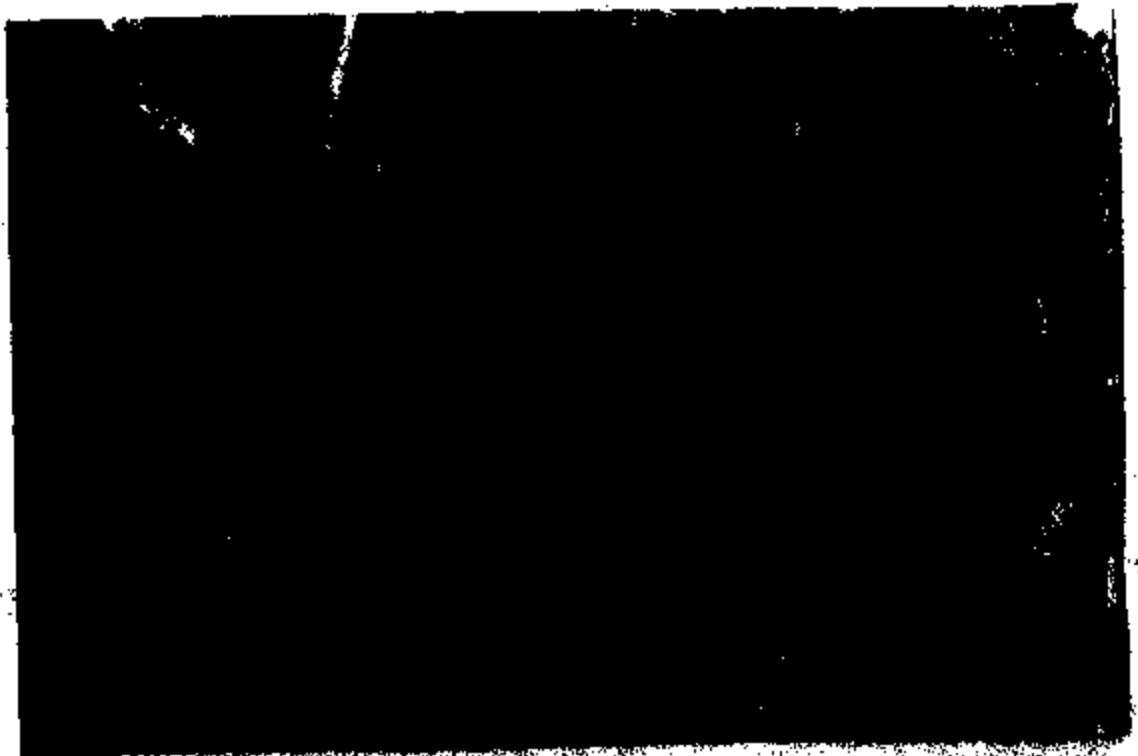
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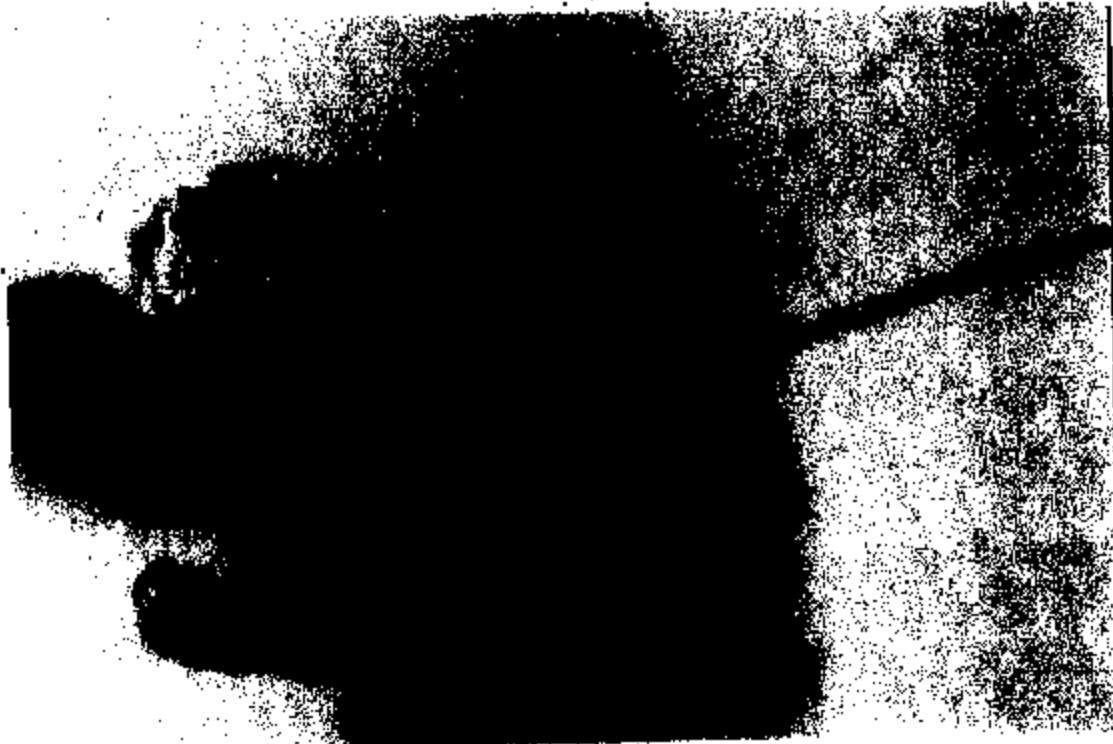
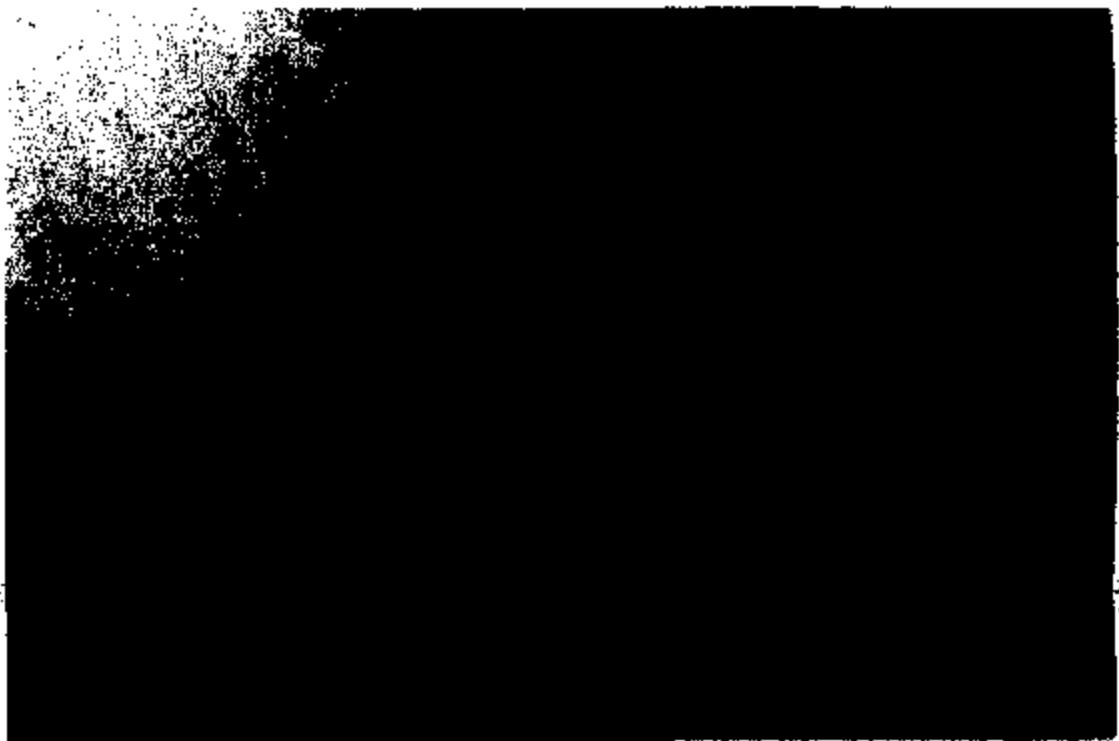
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2000-025 52694



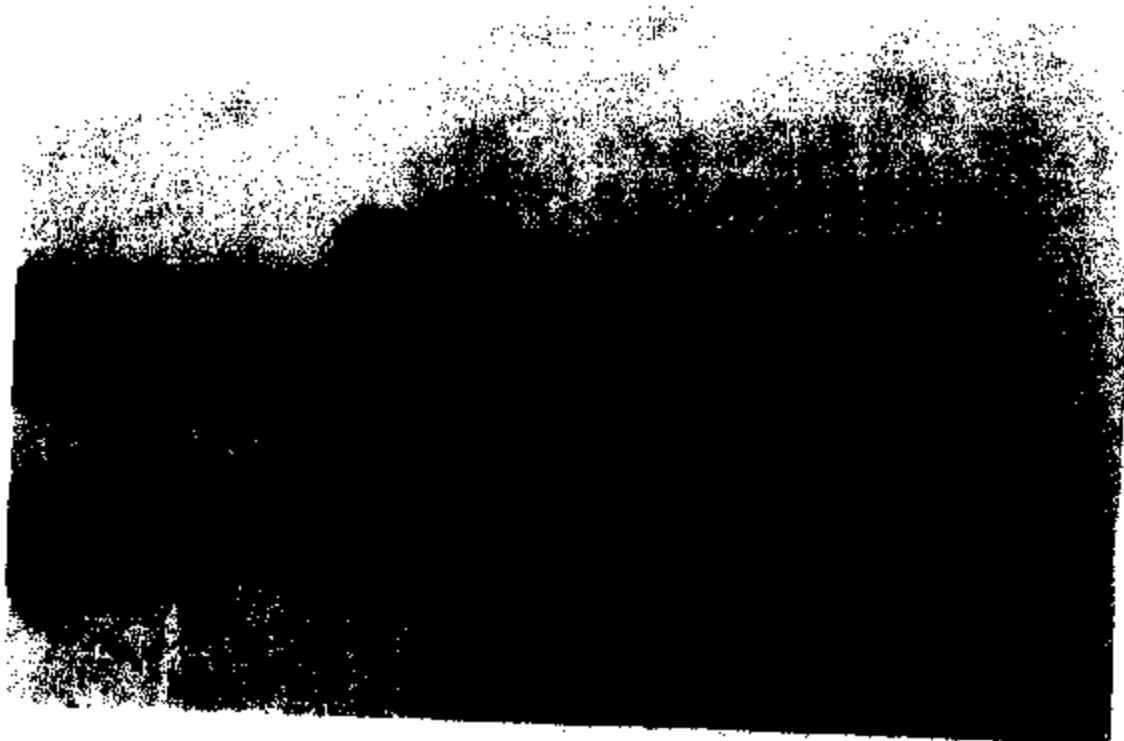
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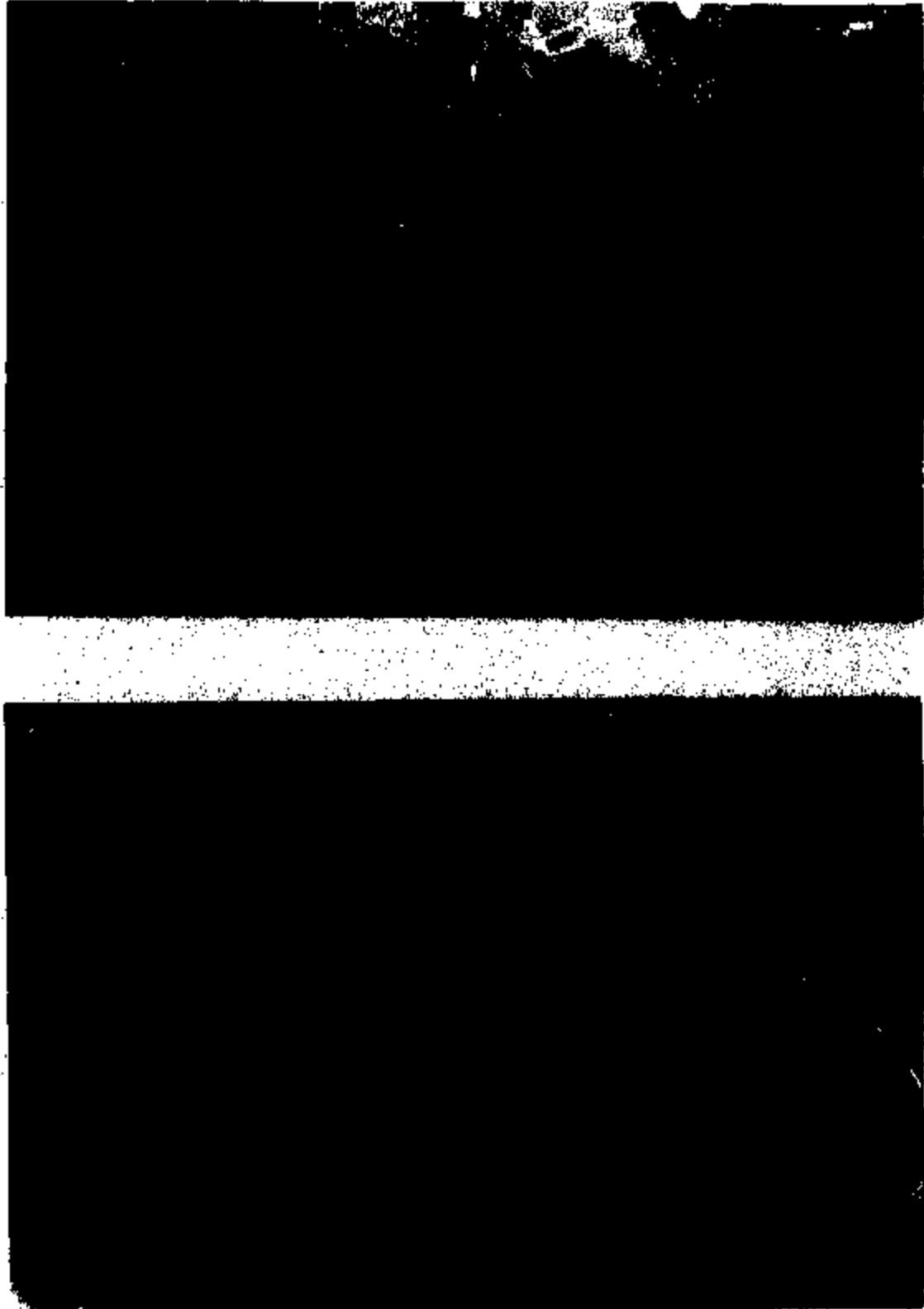
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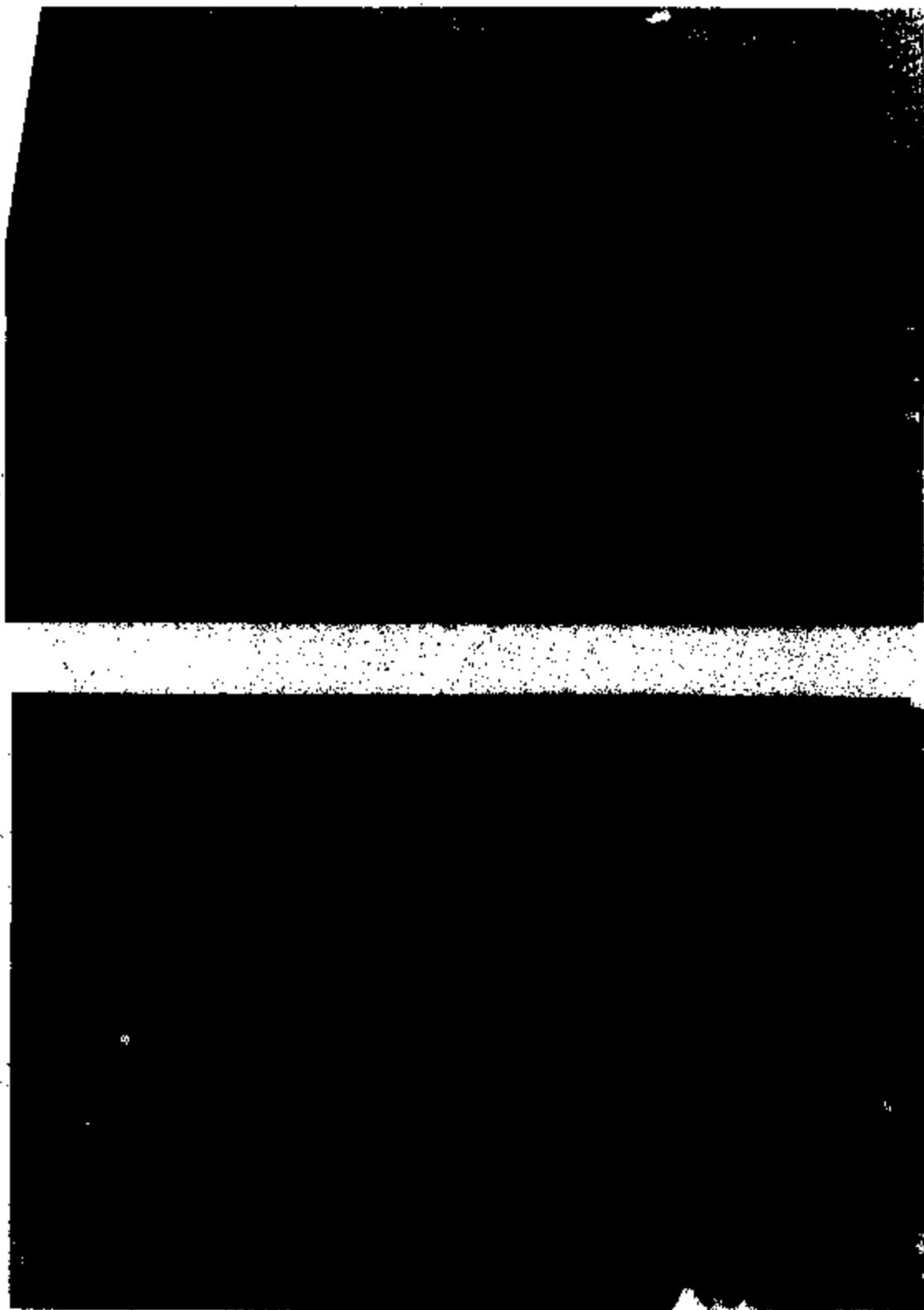
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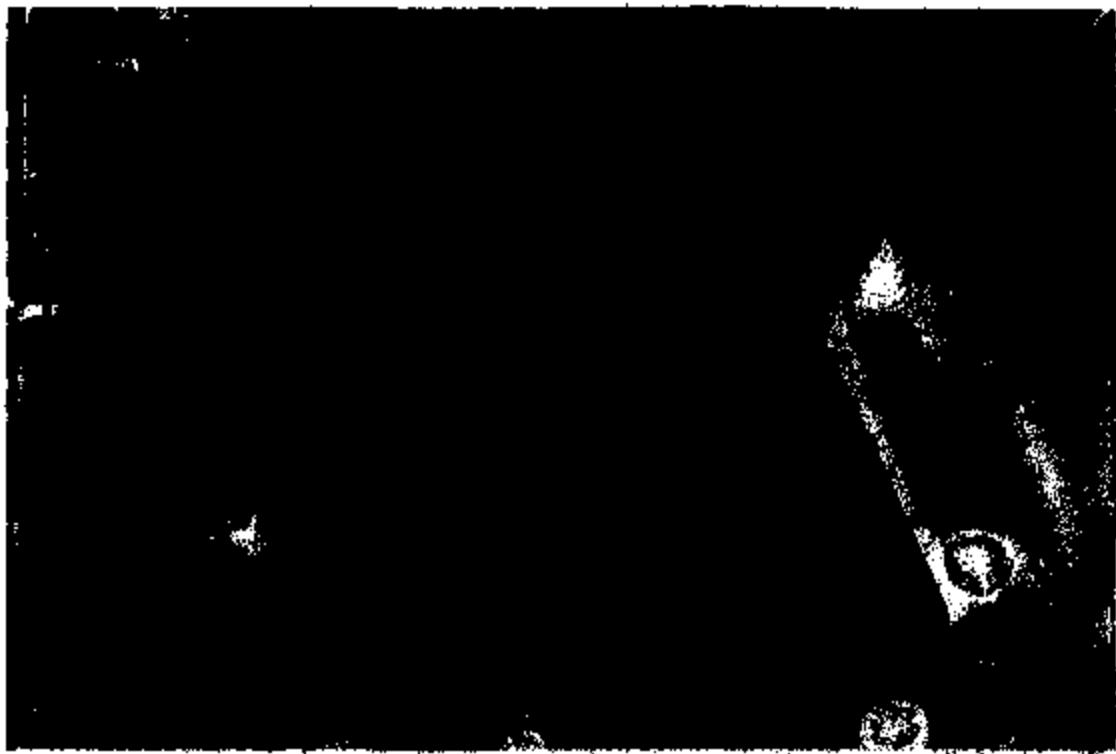
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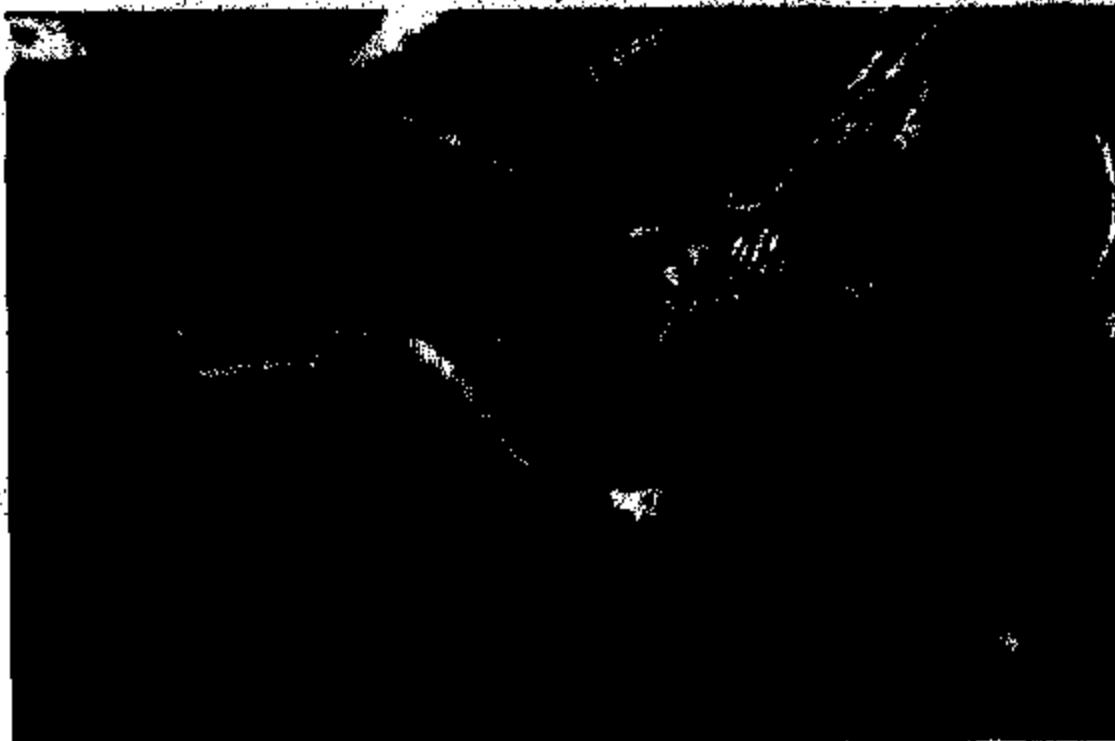
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ME02-025 52184



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