

EA02-025

10-27-03

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

BOOK 6 OF 22

PART A - D

PART B

882-225-3 8121

[REDACTED] V. FORD MOTOR CO.
LMS 426104
DLAMPE
STATE OF FLORIDA
1953-11-20-1
2-10-19

IN THE CIRCUIT COURT, IN THE
NINTH JUDICIAL CIRCUIT, IN AND
FOR ORANGE COUNTY, FLORIDA

CASE NO.: C10 61 1805
DIVISION: 35

STATE FARM MUTUAL AUTOMOBILE INS. CO.
as Subrogee of [REDACTED]
and [REDACTED] individually,

Plaintiffs,

vs.

FORD MOTOR COMPANY,
a Foreign Corporation,

Defendant.

COMPLAINT
(As to all counts)

Plaintiffs, by and through their undersigned counsel sues defendant and alleges:

1. This action is for damages, which is greater than \$15,000.00, exclusive of interest and costs.
2. At all times pertinent to this action, plaintiff was authorized to and doing business in the State of Florida.
3. At all times pertinent to this cause, [REDACTED], (hereinafter Subrogor), the owner of the vehicle that is the subject of this action, was covered by a policy of insurance issued by plaintiff, State Farm Mutual Automobile Insurance Company.
4. At all times pertinent to this cause defendant, Ford Motor Company, was doing business in the state of Florida.
5. Defendant knows that the motor vehicles it manufactures will be placed on the market and will be used by purchasers without inspection for defects.

6. Defendant placed a 1993 Lincoln Town Car, VIN#1LNLM82W1PY757711 on the market that was purchased by subrogor, [REDACTED] sometime during 1998.

7. Said vehicle was in substantially the same condition that it was in at the time of its manufacture.

8. Said vehicle was defective in that while parked, the brake pressure switch failed on or about January 12, 2000 causing the subrogor's vehicle to ignite and burn.

COUNT I
(Breach of Implied Warranty)

9. By placing said vehicle into the stream of commerce, defendant had reason to know that its vehicles would be used by the general public. As a member of the general public, the subrogor purchased the aforementioned vehicle for consumer use.

10. Defendant impliedly warranted that the vehicle, which was sold to the subrogor was of a character and in a condition to be used for consumer purposes.

11. Defendant breached said warranty by knowingly placing into the stream of commerce a vehicle that was purchase by the subrogor and manufactured with a defective brake pressure switch that was unfit for consumer purposes in that the vehicle's defective brake pressure switch caused the subrogor's vehicle to catch fire and burn.

12. As a result of the defective brake pressure switch destroying said vehicle and pursuant to the terms and conditions of the aforementioned policy of insurance, plaintiff was forced to pay the sum of \$13,574.30 for the property damage to the motor vehicle owned by the subrogor.

13. As a result of the aforementioned payment and under the terms and conditions of said policy, plaintiff has become subrogated to the rights of the above named subrogor.

WHEREFORE, Plaintiff demands judgment for damages against the defendant in the sum of \$13,574.30 plus interest and court costs.

COUNT II
(Negligence)

14. On or about January 12, 2000, the dwelling owned by the subrogor, [REDACTED] sustained damage caused by the fire from the above mentioned motor vehicle.

15. As a direct and proximate result of this negligence, and pursuant to the terms and conditions of the aforementioned policy of insurance, plaintiff was forced to pay the sum of \$2,581.00 for the property damage to the dwelling owned by the subrogor.

16. As a result of the aforementioned payment and under the terms and conditions of said policy, plaintiff has become subrogated to the rights of the above named subrogor.

WHEREFORE, Plaintiff demands judgment for damages against the defendant in the sum of \$2,581.00 plus interest and court costs.

COUNT III

17. Plaintiff [REDACTED] realleges paragraphs one through eight, sues defendant, and further alleges:

18. As a result of defendant's negligence, plaintiff, [REDACTED] was required to pay the deductible under the terms of the above described policy in the amount of \$500.00.

WHEREFORE, Plaintiff [REDACTED] demands judgment for damages against the defendant in the sum of \$500.00 plus interest and court costs.

Hiday & Rieke, P.A.

Andrea B. Kast

Andrea B. Kast, Esquire

Post Office Box 550858

Jacksonville, FL 32255

(904) 363-2769 Fax: (904) 363-0538

Florida Bar No.: 0166870

File # 20008343

SFCHREMA

Recall/ONP Information

03/20/01 10:00:45

VIN: 1LNLM82W1PY757711
WSD: 01/05/94

Year: 1993

Model: TOWN CAR
Build Date: 06/04/93

A	-----Campaign-----			Status	Dealer	
C	Number	Type	Description	Status	Date	Code
	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC

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

F11=Menu F12=Return

OGDB079

800 1-800-2000

CSCN140

VEHICLE DATA

03/20/01 10:39:31

ENTER VIN --> 1LNLM82W1PY757711

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

OWNER NAME :

STREET ADDR :

CITY : HERRITT IS

ST/PRV: FL CTRY:

ZIP/POSTAL CODE: [REDACTED] N/A YY-MM-DD 95-10-06

MODEL YEAR : 93 PLANT: Y

SALE YY-MM-DD 94-01-05

BODY STYLE DESC: 4 DOOR SEDAN SIGNATURE SERIES PRODUCTION YY-MM-DD 93-06-04

VEHICLE DESC : 1993 TOWN CAR

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD	REGION
SHIP-TO	3	25	C	216	45		24
FACING	3	25	C	216			
RESPONSIBLE	3	25	C	216			

CA EMISSION : ENGINE TAG CODE : 3G812BA

CAMPAIGN COUNTS

NAVIS STATUS : 800

COMPANY CAR IND :

TOTAL CAMPAIGNS : 01

DSO DISTRICT :

FLEET CODE :

OPEN : 00 CLOSED : 01

DSO NUMBER :

FLEET STATUS :

ACTIVE: 01 HISTORY: 00

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

OGDB079

FORM 9-020-2000

CSCN150

CAMPAIGN VEHICLE INFORMATION

03/20/01 10:39:35

ENTER CAMPAIGN NUMBER--> 96L12 VIN--> 1LNLM82W1PY757711 TYPE OF SEARCH: A
 MODEL YEAR: 93 DEFECT: PASS AIR BAG BODY STYLE: 4 DOOR SEDAN SIGNATURE SERIES
 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 25 216 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 98-01-22 B 98-01-22 AUTOC 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

OGDB079

CSCN150

CAMPAIGN VEHICLE INFORMATION

03/20/01 10:39:43

ENTER CAMPAIGN NUMBER=> 96L12 VIN=> 1LN1MB2W1PY757711 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)
 F807-END OF CAMPAIGNS FOR VEHICLE - CURRENT AND HISTORY DATABASES OGDB079

ENC-678-1 03/20

Vehicle Information Report

INSTALLED OPTION INFORMATION:

Air Conditioning:	CAC - A/C AIR CONDITIONER	GVW Code:	-
Alternator Amp Rating:	*	GVW Class Code:	L
Audio Deck:	* - [N/A]	Instrumentation:	AC - ELECTRONIC INSTRUMENTATION
Axle Ratio:	BDACC - 3.06 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	BDAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	T2	Paint:	PNYCL - MINT OPAL MET C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Roller:	AQ - ELITE PREMIUM ALUMIN STRO/CSTE
Calibration Code:	J1UR11A	Sound System:	* - [N/A]
Color(Access):	* - [N/A]	Steer Traction Axle:	* - [N/A]
Color(Trim):	08YD -	Tire Brand:	AJ - MICHELIN - RECYCLABLE
Body Type:	0	Tire Size:	DOCEF - P215/70R15 WSW
Drivetrain Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LL:	*	RL:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	J	Emission Code:	CE - CE
ESP Coverage(Miles):	636	Emission Cert Type:	F
ESP Coverage(Times):	636	Emission Recal Intvl:	J1Y
ESP Plan Year:	1998	Engine Family:	PPM46V5FDP3
ESP Signature Date:	03-14-2000		

Any comments? You can contact



STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-MAR-2001

Note: All Costs are in US Dollars

ILNLMEZWIPT757711 VB	C/VB	CM	CPC	CBR	CB	BA	C/DK	C/VN	04-06-93	05-01-94	325216	USA	8	Q02	SL03	F3VY	5404ED78 D	808	V99	A39	D4
AWS Claim Key:	8302149	Doc #:	001217	Trx Code:		1	Labour Hrs:	7	Labour Cost:			21.88	Material Cost:	192.73	Total Cost:		214.61				
Dr-CA-Sub Cd:	11657-A	Name:	LEGACY LINCOLN-MERCURY			Ph:	407-3404020	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	23-DEC-1993		INST(0404):02				
Cost Comments:	INSTALL SOP. SER CARD ATTACHED DASH PANEL																				
Tech Comments:	FINISH PANEL, REPLACE PANEL																				
ILNLMEZWIPT757711 VB	C/VB	CM	CPC	CBR	CB	BA	C/DK	C/VN	04-06-93	05-01-94	325216	USA	3	Q06	6UR0 *	15790 *		300	V99	A99	PP
AWS Claim Key:	8302551	Doc #:	007909	Trx Code:		1	Labour Hrs:	0	Labour Cost:			0	Material Cost:	0	Total Cost:		0				
Dr-CA-Sub Cd:	11657-A	Name:	LEGACY LINCOLN-MERCURY			Ph:	407-3404020	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	04-APR-1994		INST(0404):1729				
Cost Comments:																					
Tech Comments:																					
ILNLMEZWIPT757711 VB	C/VB	CM	CPC	CBR	CB	BA	C/DK	C/VN	04-06-93	05-01-94	325216	USA	3	Q06	6UR0	POVY 15790	A	886	V09	Q05	D8
AWS Claim Key:	8302550	Doc #:	007909	Trx Code:		1	Labour Hrs:	3	Labour Cost:			14.52	Material Cost:	194.16	Total Cost:		208.68				
Dr-CA-Sub Cd:	11657-A	Name:	LEGACY LINCOLN-MERCURY			Ph:	407-3404020	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	04-APR-1994		INST(0404):1729				
Cost Comments:	POWER MOON ROOF INOP																				
Tech Comments:	ERRATIC OPERATION MOTOR MOON ROOF (15790)-REPLACE																				
ILNLMEZWIPT757711 VB	C/VB	CM	CPC	CBR	CB	BA	C/DK	C/VN	04-06-93	05-01-94	325216	USA	29	Q12	7W10 *	17780 *		806	V13	M10	08
AWS Claim Key:	20473726	Doc #:	82049251	Trx Code:		ES3	Labour Hrs:	5	Labour Cost:			24.35	Material Cost:	2.65	Total Cost:		27.00				
Dr-CA-Sub Cd:	11643-A	Name:	ISLAND LINCOLN MERCURY, INC.			Ph:	407-4529220	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-MAY-1996		INST(0404):23184				
Cost Comments:	REAR VIEW MIRROR FELL OFF																				
Tech Comments:	MIRROR BRACKET-INSIDE MIRROR (CEMENT ON) - REPLACE																				
ILNLMEZWIPT757711 VB	C/VB	CM	CPC	CBR	CB	BA	C/DK	C/VN	04-06-93	05-01-94	325216	USA	29	Q47	7803	F1VY 18712	A	812	V79	C05	42
AWS Claim Key:	20473727	Doc #:	02049252	Trx Code:		ES3	Labour Hrs:	1.9	Labour Cost:			93.29	Material Cost:	134.41	Total Cost:		227.70				
Dr-CA-Sub Cd:	11643-A	Name:	ISLAND LINCOLN MERCURY, INC.			Ph:	407-4529220	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-MAY-1996		INST(0404):23184				
Cost Comments:	AC NOT COOLING																				
Tech Comments:	CONDENSER PRESSURIZER, LEAK TEST, DISCHARGE, EVACUATE AND CHARGE AIR CO - FR																				
ILNLMEZWIPT757711 VB	C/VB	CM	CPC	CBR	CB	BA	C/DK	C/VN	04-06-93	05-01-94	325216	USA	31	Q47	7812	F4VY 18980	A	810	V17	A83	01
AWS Claim Key:	20493187	Doc #:	03107851	Trx Code:		ES3	Labour Hrs:	9	Labour Cost:			45.69	Material Cost:	237.77	Total Cost:		283.46				

0002-025-3 0002

Claims List Report

Dir Cl-Sub Cl: 11643-# Name: ISLAND LINCOLN MERCURY, INC. P#: 407-4529220 St: FL City: USA Reg Cl: NA Repr Date: 24-JUN-1996 DIST(Mile): 24931
 Cust Comments: CONTROL HEAD AC-AC MAX BUTTONS CRACKED CON
 Tech Comments: TROL. HEAD CONTROL ASSEMBLY-AIR CONDITIONER - REPLACE N

ILNLMEZWPY757711 VB CVB CIM CFC CBR CB BA CDE C/VN 04-06-93 05-01-94 325216 USA 31 T21 7QB1 * 9C88 * 810 V17 A83 08
 AWS Claim Key: 29493186 Doc #: 83197854 Trx Code: B82 Labor Hrs: 1 Labor Cost: 50.77 Material Cost: 0 Total Cost: 50.77
 Dir Cl-Sub Cl: 11643-# Name: ISLAND LINCOLN MERCURY, INC. P#: 407-4529220 St: FL City: USA Reg Cl: NA Repr Date: 24-JUN-1996 DIST(Mile): 24931
 Cust Comments: CHIMES INOP CON
 Tech Comments: TACTS REMOVE TUMBLER AND ADJUST CONTACT N

ILNLMEZWPY757711 VB CVB CIM CFC CBR CB BA CDE C/VN 04-06-93 05-01-94 325216 USA 33 Q55 @B6 F2VY 5423209 A 806 V09 003 42
 AWS Claim Key: 21875334 Doc #: 03465231 Trx Code: B84 Labor Hrs: 1.4 Labor Cost: 71.88 Material Cost: 66.15 Total Cost: 138.03
 Dir Cl-Sub Cl: 11643-# Name: ISLAND LINCOLN MERCURY, INC. P#: 407-4529220 St: FL City: USA Reg Cl: NA Repr Date: 24-SEP-1996 DIST(Mile): 27803
 Cust Comments: DRIVERS POWER WINDOW INOP. N @ NN FSN Y N
 Tech Comments: REGULATOR REGULATOR ASSEMBLY FRONT DOOR WINDOW ELECTRIC LESS MOTOR REP NN C 008NN N03SIB3465231 WBUMPER 01 B84 A1 LNM5Q30N15

ILNLMEZWPY757711 VB CVB CIM CFC CBR CB BA CDE C/VN 04-06-93 05-01-94 325216 USA 36 T10 3AM * 7902 * 813 V48 P66 49
 AWS Claim Key: 21379825 Doc #: 03719931 Trx Code: B84 Labor Hrs: 1.5 Labor Cost: 76.15 Material Cost: 17.64 Total Cost: 93.79
 Dir Cl-Sub Cl: 11643-# Name: ISLAND LINCOLN MERCURY, INC. P#: 407-4529220 St: FL City: USA Reg Cl: NA Repr Date: 05-NOV-1996 DIST(Mile): 28260
 Cust Comments: CL TRANS ON ACCEL WHEN SHIFTING AND 35MPH INTERMIT. FEELS LIKE GOING OVER SPEED BUMPS
 Tech Comments: FLUID GASKET OR OIL PAN REMOVE AND INSTALL OR REPLACE

ILNLMEZWPY757711 VB CVB CIM CFC CBR CB BA CDE C/VN 04-06-93 05-01-94 325216 USA 43 Q63 5YB3 * 1126 * 811 V21 M27 13
 AWS Claim Key: 22641720 Doc #: 04511551 Trx Code: B84 Labor Hrs: 4 Labor Cost: 208.8 Material Cost: 62 Total Cost: 270.8
 Dir Cl-Sub Cl: 11643-# Name: ISLAND LINCOLN MERCURY, INC. P#: 407-4529220 St: FL City: USA Reg Cl: NA Repr Date: 11-JUL-1997 DIST(Mile): 36223
 Cust Comments: CK OWNER-COMPLAINT OF A SHAKING WHEN BRAKING FROM HIGHWAY SPEEDS-ALONG WITH A SQUEAL AT TIMES-ADV
 Tech Comments: ROTORS BRAKE SHOES - PAD ASSEMBLIES - HYDRAULIC - REMOVE AND INSTALL OR R

ILNLMEZWPY757711 VB CVB CIM CFC CBR CB BA CDE C/VN 04-06-93 05-01-94 325216 USA 48 T61 1D03 P8AZ 6384 BA 813 V44 L65 08
 AWS Claim Key: 22644633 Doc #: 08439532 Trx Code: B84 Labor Hrs: 3.6 Labor Cost: 188.88 Material Cost: 9.76 Total Cost: 198.64
 Dir Cl-Sub Cl: 11643-# Name: ISLAND LINCOLN MERCURY, INC. P#: 407-4529220 St: FL City: USA Reg Cl: NA Repr Date: 18-NOV-1997 DIST(Mile): 40376
 Cust Comments: CK OIL LEAK
 Tech Comments: GASKETS GASKET - ROCKER ARM COVER - REMOVE AND INSTALL OR REPLACE

ILNLMEZWPY757711 VB CVB CIM CFC CBR CB BA CDE C/VN 04-06-93 05-01-94 325216 USA 48 Q47 7B09 PTVY 18860 A 812 V79 082 42
 AWS Claim Key: 22644634 Doc #: 08439533 Trx Code: B82 Labor Hrs: 3.6 Labor Cost: 188.88 Material Cost: 138.44 Total Cost: 327.32
 Dir Cl-Sub Cl: 11643-# Name: ISLAND LINCOLN MERCURY, INC. P#: 407-4529220 St: FL City: USA Reg Cl: NA Repr Date: 18-NOV-1997 DIST(Mile): 40376
 Cust Comments: CK A/C NOT COOLING
 Tech Comments: EVAPORATOR PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CHARGE AIR CO - DIA

ES08-0-000-0000

Claims List Report

ILNLMR2W1PY757711VB C/VB C/M C/PC C/BR C/B BA C/DK C/VN 04-06-93 05-01-94 323216 USA 49 Q30 7W12 P4VY 54432A38 0 SEP V17 ABS 42
 AWS Claims Key: 2253225 Doc #: 0725191 Trs Code: 883 Labor Hrs: 3 Labor Cost: 14.52 Material Cost: 20.12 Total Cost: 43.68
 Dir Cl-Sub Cl: 11657.* Name: LEGACY LINCOLN-MERCURY Ph: 407-3404020 St: FL City: USA Reg Cd: NA Rptg Date: 22-DEC-1997 DIST(INS):41-433
 Cust Comments: TRUNK WONT CLOSE
 Tech Comments: ACTUATOR INOP ACTUATOR LUGGAGE COMPARTMENT DOOR LOCK - REPLACE

ILNLMR2W1PY757711VB C/VB C/M C/PC C/BR C/B BA C/DK C/VN 04-06-93 05-01-94 323216 USA 57 T31 7C01 * 9C735 * S10 V17 ABS 42
 AWS Claims Key: 2356224 Doc #: 08458751 Trs Code: 6741D Labor Hrs: 1 Labor Cost: 94.1 Material Cost: 201.33 Total Cost: 295.43
 Dir Cl-Sub Cl: 11657.* Name: LEGACY LINCOLN-MERCURY Ph: 407-3404020 St: FL City: USA Reg Cd: NA Rptg Date: 09-SEP-1996 DIST(INS):56244
 Cust Comments: CHECK CRUISE CONTROL... WILL NOT WORK
 Tech Comments: CRUISE CONTROL SERVO INOP SPEED CONTROL DIAGNOSIS

Any comments? You can contact



webmaster

EMR-005-8 2304

Claim Detail Report

Note: All costs are in US dollars
 Model Year = 1993; Claim Key = 8309549

Vehicle Information

Model Year: 1993
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 05-JAN-1994
 Production Date: 04-JUN-1993
 VIN: 1LNLM82W1PY757711

Claim Information

Document Number: 001217
 Repair Date: 22-DEC-1993
 Distance: 62
 TIS: 0

Dealer Information:

Dealer Name: LEGACY LINCOLN-MERCURY
Dealer Code: 11657 - *
Address: 9951 SO ORANGE BLOSSOM TR
City: ORLANDO
State: FL Zip Code: 32837
Country: USA Region Code: NA
Phone: (407)240-4020

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 33.88
Misc. Expense Amount: 0
Part Markup Amount: 0
Material Cost: 192.73
Total Cost Gross: 226.61

Cust. Concern Code: A99 - ADMINISTRATIVE (PARTS RETURN/ETC.)
Condition Code: D4 - FLAW IN MATERIAL
Technician Comment: FINISH PANEL REPLACE PANEL
Customer Comment: INSTALL SOP. SEE CARD ATTACHED DASH PANEL

Claim Detail

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
04470A	FINISH PANEL-INSTRUMENT CLUSTER REPLACE	0

<u>Causal</u>	<u>Full Part Number</u>	<u>Part</u>	<u>Part</u>	<u>Extended</u>		
<u>Flag</u>	<u>FREE</u>	<u>BASE</u>	<u>DESCRIPTION</u>	<u>CPSC</u>	<u>Quantity</u>	<u>Amount</u>
Y	F3VY 54044D70	D	PANEL-INST CLUS OP R 011201	1	1	0

Any comments? You can contact



webmaster

EMV1-028-9 1136

Claim Detail Report

Note: All costs are in US dollars
 Model Year = 1993; Claim Key = 8309551

Vehicle Information

Model Year: 1993
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/C - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/PN116) [91-97]
 Warranty Start Date: 05-JAN-1994
 Production Date: 04-JUN-1993
 VIN: 1LNLM82W1PY757711

Claim Information

Document Number: 007509
 Repair Date: 04-APR-1994
 Distance: 1729
 TIS: 3

Dealer Information:

Dealer Name: LEGACY LINCOLN-MERCURY
 Dealer Code: 11657 - *
 Address: 9951 SO ORANGE BLOSSOM TR
 City: ORLANDO
 State: FL Zip Code: 32837
 Country: USA Region Code: NA
 Phone: (407)240-4020

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 0
 Misc. Expense Amount: 60
 Part Markup Amount: 0
 Material Cost: 0
 Total Cost Gross: 60

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

Condition Code: PP - LOANER CAR

Technician Comment:

Customer Comment:

Claim Detail

Labor Op Code Labor Op Description Labor Op Cost

Case#	FA#	Part Number	Part	Part	Extended	
Flag	FREE	BASE	DESCRIPTION	CPSC	Quantity	Amount
Y	*	15790	* MOTOR SLIDING ROOF	0117XX	3	0

Any comments? You can contact



[webmaster](#)

Claim Detail Report

Note: All costs are in US dollars
 Model Year = 1993; Claim Key = E309550

Vehicle Information

Model Year: 1993
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LTE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 05-JAN-1994
 Production Date: 04-JUN-1993
 VIN: 1LNLM82W1PY757711

Dealer Information:

Dealer Name: LEGACY LINCOLN-MERCURY
 Dealer Code: 11657 - *
 Address: 9951 SO ORANGE BLOSSOM TR
 City: ORLANDO
 State: FL Zip Code: 32837
 Country: USA Region Code: NA
 Phone: (407)240-4020

Claim Information

Document Number: 007509
 Repair Date: 04-APR-1994
 Distance: 1729
 TIS: 3

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 14.52
 Misc. Expense Amount: 0
 Part Markup Amount: 0
 Material Cost: 194.16
 Total Cost Gross: 208.68

Cust. Concern Code: G05 - WINDOW OPENING, CLOSING TROUBLES-MANUAL
 Condition Code: 08 - OTHER/UNKNOWN(NO APPROPRIATE COND. CODE)
 Technician Comment: ERRATIC OPERATION MOTOR MOON ROOF (15790)-REPLACE
 Customer Comment: POWER MOON ROOF INOP

Claim Detail

Labor Op Code Labor Op Description Labor Op Cost
15790A MOTOR-MOON ROOF REPLACE 0

<u>Cancel</u>	<u>Full Part Number</u>	<u>Part</u>	<u>Part</u>	<u>Extended</u>
<u>Flag</u>	<u>FREE BASE SUFF</u>	<u>Description</u>	<u>CPSC</u>	<u>Quantity</u> <u>Amount</u>
Y	FOVY 15790 A	MOTOR SLIDING ROOF	011707	1 0

Any comments? You can contact



webmaster

6002-005-0 02/18

Claim Detail Report

Note: All costs are in US dollars
 Model Year = 1993; Claim Key = 20075726

Vehicle Information

Model Year: 1993
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 05-JAN-1994
 Production Date: 04-JUN-1993
 VIN: 1LNLM82W1PY757711

Claim Information

Document Number: 02949251
 Repair Date: 15-MAY-1996
 Distance: 23184
 TIS: 29

Dealer Information:

Dealer Name: ISLAND LINCOLN MERCURY, INC.
 Dealer Code: 11643 - *
 Address: 1850 E MERRITT ISLAND CAUSEWAY
 City: MERRITT ISLAND
 State: FL Zip Code: 32952
 Country: USA Region Code: NA
 Phone: (407)452-9220

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 24.55
 Misc. Expense Amount: 0
 Part Markup Amount: .93
 Material Cost: 2.65
 Total Cost Gross: 28.13

Cust. Concern Code: M10 - OTHER MIRROR TROUBLES
 Condition Code: 08 - OTHER/UNKNOWN(NO APPROPRIATE COND. CODE)
 Technician Comment: MIRROR BRACKET-INSIDE MIRROR (CEMENT ON) - REPLACE
 Customer Comment: REAR VIEW MIRROR FELL OFF

Claim Detail

Labour Op Code	Labour Op Description	Labour Op Cost
17698A	BRACKET-INSIDE MIRROR (CEMENT ON) REPLACE	24.55

Causal Flag	Full Part Number	Part Description	Part CPSC	Part Quantity	Extended Amount
N	D9AZ 19554 CA	SELENIUM UNIVERSAL SEALANT	011901	1	2.65
Y	* 17700 *	MIRROR ASY-RR VIEW I	010901	0	0

Any comments? You can contact



[webmaster](#)

Claim Detail Report

Note: All costs are in US dollars
 Model Year = 1993; Claim Key = 20075727

Vehicle Information

Model Year: 1993
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 05-JAN-1994
 Production Date: 04-JUN-1993
 VIN: 1LNLM82W1PY757711

Claim Information

Document Number: 02949252
 Repair Date: 15-MAY-1996
 Distance: 23184
 TIS: 29

Dealer Information:

Dealer Name: ISLAND LINCOLN MERCURY, INC.
 Dealer Code: 11643 - *
 Address: 1850 E MERRITT ISLAND CAUSEWAY
 City: MERRITT ISLAND
 State: FL Zip Code: 32952
 Country: USA Region Code: NA
 Phone: (407)452-9220

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 93.29
 Misc. Expense Amount: 0
 Part Markup Amount: 47.04
 Material Cost: 134.41
 Total Cost Gross: 274.74

Cust. Concern Code: C05 - A/C DOES NOT WORK
 Condition Code: 42 - DOES NOT OPERATE PROPERLY
 Technician Comment: CONDENSER PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CHARGE AIR CO - PRE
 Customer Comment: AC NOT COOLING

Claim Detail

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
19700A	PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CH DIAGNOSIS	34.37
19700A7	CORE ASSEMBLY-AIR CONDITIONER CONDENSER REPLACE	49.1
19700B	R-12 REFRIGERANT RECOVERY	9.82

<u>Cancel</u>	<u>Full Part Number</u>	<u>Part</u>	<u>Part</u>	<u>Extended</u>			
<u>Flag</u>	<u>PREF</u>	<u>BASE</u>	<u>SUFF</u>	<u>Description</u>	<u>CPSC</u>	<u>Quantity</u>	<u>Amount</u>
Y	F1VY	19712	A	CORE ASY A/C COND	120302	1	111.97
N	F3VY	19D690	A	O RING-SEAL A/C CPLG	NANANA	1	3.84
N	F3AZ	19B519	SA	R-12 FRBON	NANANA	30	18.6

Any comments? You can contact



Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 20493187

Vehicle Information

Model Year: 1993
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 05-JAN-1994
 Production Date: 04-JUN-1993
 VIN: 1LNLMR2W1PY757711

Claim Information

Document Number: 03107851
 Repair Date: 24-JUN-1996
 Distance: 24931
 TIS: 31

Dealer Information:

Dealer Name: ISLAND LINCOLN MERCURY, INC.
 Dealer Code: 11643 - *
 Address: 1850 E MERRITT ISLAND CAUSEWAY
 City: MERRITT ISLAND
 State: FL Zip Code: 32952
 Country: USA Region Code: NA
 Phone: (407)452-9220

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 45.69
 Misc. Expense Amount: 0
 Part Markup Amount: 83.22
 Material Cost: 237.77
 Total Cost Gross: 366.68

Cust. Concern Code: A85 - OTHER ELECTRICAL ACCESSORY TROUBLES
 Condition Code: 01 - BROKEN/CRACKED
 Technician Comment: TROL HEAD CONTROL ASSEMBLY-AIR CONDITIONER - REPLACE N
 Customer Comment: CONTROL HEAD AC-AC MAX BUTTONS CRACKED CON

Claim Detail

<u>Labor On Code</u>	<u>Labor On Description</u>	<u>Labor On Cost</u>
19980A	CONTROL ASSEMBLY-AIR CONDITIONER REPLACE	45.69

<u>Causal Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
Y F4VY 19980 A	CONTROL A/C 120308		1	237.77

Any comments? You can contact



[webmaster](#)

Claim Detail Report

Note: All costs are in US dollars
 Model Year = 1993; Claim Key = 20493188

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/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/PN116) [91-97]
 Warranty Start Date: 05-JAN-1994
 Production Date: 04-JUN-1993
 VIN: 1LNLM82W1PY757711

Claim Information

Document Number: 03107854
 Repair Date: 24-JUN-1996
 Distance: 24931
 TIS: 31

Dealer Information:

Dealer Name: ISLAND LINCOLN MERCURY, INC.
 Dealer Code: 11643 - *
 Address: 1850 E MERRITT ISLAND CAUSEWAY
 City: MERRITT ISLAND
 State: FL Zip Code: 32952
 Country: USA Region Code: NA
 Phone: (407)452-9220

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 50.77
 Misc. Expense Amount: 0
 Part Markup Amount: 0
 Material Cost: 0
 Total Cost Gross: 50.77

Cost Concern Code: A85 - OTHER ELECTRICAL ACCESSORY TROUBLES
 Condition Code: 08 - OTHER/UNKNOWN(NO APPROPRIATE COND. CODE)
 Technician Comment: TACTS REMOVE TUMBLER AND ADJUST CONTACT N
 Customer Comment: CHIMES INOP CON

Labor Op Code Labor Op Description Labor Op Cost
 M1 50.77

Claim Flag	Full Part Number	Part Description	Part CPSC	Part Quantity	Extended Amount
Y	* 9C888 *	SWITCH-SP CNT ACTUR	110601	0	0

Any comments? You can contact



webmaster

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claims Key = 21075334

Vehicle Information

Model Year: 1993
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 05-JAN-1994
 Production Date: 04-JUN-1993
 VIN: 1LNLM82W1PY757711

Claim Information

Document Number: 03465251
 Repair Date: 20-SEP-1996
 Distance: 27808
 TIS: 33

Dealer Information:

Dealer Name: ISLAND LINCOLN MERCURY, INC.
 Dealer Code: 11643 - *
 Address: 1850 E MERRITT ISLAND CAUSEWAY
 City: MERRITT ISLAND
 State: FL Zip Code: 32952
 Country: USA Region Code: NA
 Phone: (407)452-9220

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 71.08
 Misc. Expense Amount: 0
 Part Markup Amount: 23.15
 Material Cost: 66.15
 Total Cost Gross: 160.38

Claim Detail

Cust. Concern Code: G05 - WINDOW OPENING, CLOSING TROUBLES-MANUAL

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: REGULATOR REGULATOR ASSEMBLY FRONT DOOR WINDOW ELECTRIC LESS MOTOR REP NN C
000NN NG05B03465251 WBUMPER 01 E84 A11N45Q20N15

Customer Comment: DRIVERS POWER WINDOW INOP. N @ NN PSN Y N

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
23208A	REGULATOR ASSEMBLY - FRONT DOOR WINDOW ELECTRIC - REPLACE	71.08

<u>Cancel</u>	<u>Full Part Number</u>	<u>Part</u>	<u>Part</u>	<u>Extended</u>			
<u>Flag</u>	<u>FREE</u>	<u>BASE</u>	<u>DIFF</u>	<u>Description</u>	<u>CPSC</u>	<u>Quantity</u>	<u>Amount</u>
Y	F2VY	5423209	A	REGLTR,F/DR POWER L	010301	1	63
N	*	OSP	*	OUTSIDE PART	010301	7	3.15

Any comments? You can contact



webmaster

Claim Detail Report

Note: All costs are in US dollars
 Model Year = 1993; Claim Key = 21376875

Vehicle Information

Model Year: 1993
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 05-JAN-1994
 Production Date: 04-JUN-1993
 VIN: 1LNLM82W1PY757711

Claim Information

Document Number: 03719351
 Repair Date: 25-NOV-1996
 Distance: 29260
 TIS: 36

Dealer Information:

Dealer Name: ISLAND LINCOLN MERCURY, INC.
 Dealer Code: 11643 - *
 Address: 1850 E MERRITT ISLAND CAUSEWAY
 City: MERRITT ISLAND
 State: FL Zip Code: 32952
 Country: USA Region Code: NA
 Phone: (407)452-9220

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 76.15
 Misc. Expense Amount: 0
 Part Markup Amount: 6.17
 Material Cost: 17.64
 Total Cost Gross: 99.96

Claim Detail

Cust. Concern Code: P66 - SHIFTS ROUGH OR JERKY WHILE DRIVING
 Condition Code: 49 - CONTAMINATED/FOREIGN
 Technician Comment: FLUID GASKET OR OIL PAN REMOVE AND INSTALL OR REPLACE
 Customer Comment: CK. TRANS ON ACCEL WHEN SHIFTING AND 35MPH INTERMIT. FEELS LIKE GOING OVER SPEED BUMPS

Labor Op Code	Labor Op Description	Labor Op Cost
7191A	GASKET OR OIL PAN REMOVE AND INSTALL OR REPLACE	60.92
719LXQ	EXTRA TIME FOR POST ROAD TEST. (AFTER REPAIR)	15.23

Cancel	Full Part Number	Part	Part	Extended	
Flag	FREE BASE SUFF	Description	CPSC	Quantity	Amount
N	XT 2	QDX MOTORCRAFT BATTERY	190101	12	17.64
Y	* 7902 *	CONVERTER ASY	070100	0	0

Any comments? You can contact



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Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 22141739

Vehicle Information

Model Year: 1993
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 05-JAN-1994
 Production Date: 04-JUN-1993
 VIN: 1LNLME2W1PY757711

Dealer Information:

Dealer Name: ISLAND LINCOLN MERCURY, INC.
 Dealer Code: 11643 - *
 Address: 1850 E MERRITT ISLAND CAUSEWAY
 City: MERRITT ISLAND
 State: FL Zip Code: 32952
 Country: USA Region Code: NA
 Phone: (407)452-9220

Claim Information

Document Number: 04511551
 Repair Date: 11-JUL-1997
 Distance: 36225
 TIS: 43

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 209.8
 Misc. Expense Amount: 0
 Part Markup Amount: 21.7
 Material Cost: 62
 Total Cost Gross: 293.5

Claim Detail

Cust. Concern Code: N27 - VIBRATION OR SHUDDER WHILE BRAKING

Condition Code: 13 - OUT OF ROUND

Technician Comment: ROTORS BRAKE SHOES - PAD ASSEMBLIES - HYDRAULIC - REMOVE AND INSTALL OR R

Customer Comment: CK OWNER COMPLAINT OF A SHAKING WHEN BRAKING FROM HIGHWAY SPEEDS- ALONG WITH A SQUEAL AT TIMES-ADV

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
2001AT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC REMOVE AND INSTALL OR REPLACE	83.92
2001A25T	DISC BRAKE ROTOR FRONT MACHINE ON VEHICLE MACHINE	62.94
M1		62.94

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
N	F4AZ 2001 A	KIT-BRAKE SHOE LININ	060302	1	32
N	F5AZ 2200 DA	SHOE LINING REAR BRA	06XXXX	1	30
Y	* 1126 *	DRUM ASY-REAR BRAKE	0602XX	0	0

Any comments? You can contact



www.chevrolet.com

Claim Detail Report

Note: All costs are in US dollars
 Model Year = 1993; Claim Key = 22504483

Vehicle Information

Model Year: 1993
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 05-JAN-1994
 Production Date: 04-JUN-1993
 VIN: 1LNLM82W1PY757711

Claim Information

Document Number: 04945952
 Repair Date: 18-NOV-1997
 Distance: 40576
 TIS: 48

Dealer Information

Dealer Name: ISLAND LINCOLN MERCURY, INC.
 Dealer Code: 11643 - *
 Address: 1850 E MERRITT ISLAND CAUSEWAY
 City: MERRITT ISLAND
 State: FL Zip Code: 32952
 Country: USA Region Code: NA
 Phone: (407)452-9220

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 188.83
 Misc. Expense Amount: 0
 Part Markup Amount: 3.42
 Material Cost: 9.76
 Total Cost Gross: 202.01

Cust. Concern Code: L65 - ENGINE LEAKS OIL

Condition Code: D8 - FAILED GASKET/SEAL

Technician Comment: GASKETS GASKET - ROCKER ARM COVER - REMOVE AND INSTALL OR REPLACE

Customer Comment: CK.OIL LEAK

Claim Detail

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
6584AT	GASKET - ROCKER ARM COVER REMOVE AND INSTALL OR REPLACE	152.11
6584AXB	EXTRA TIME IF EQUIPPED WITH OPTIONAL SPEED CONTRO	5.25
6007D	ENGINE OIL LEAKS DIAGNOSIS	31.47

<u>Case#</u>	<u>Full Part Number</u>	<u>Part</u>	<u>Part</u>	<u>Extended</u>	
<u>Qty</u>	<u>FREE BASE SUPE</u>	<u>Description</u>	<u>CFSC</u>	<u>Quantity</u>	<u>Amount</u>
N	F6AZ 6584 AA	GASKET VALVE ROCKER	030001	1	4.87
Y	F6AZ 6584 BA	GASKET VALVE ROCKER	030001	1	4.89

Any comments? You can contact



webmaster

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 22504484

Vehicle Information

Model Year: 1993
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 05-JAN-1994
 Production Date: 04-JUN-1993
 VIN: 1LNLM82W1PY757711

Claim Information

Document Number: 04945953
 Repair Date: 18-NOV-1997
 Distance: 40576
 TIS: 48

Dealer Information:

Dealer Name: ISLAND LINCOLN MERCURY, INC.
 Dealer Code: 11643 - *
 Address: 1850 E MERRITT ISLAND CAUSEWAY
 City: MERRITT ISLAND
 State: FL Zip Code: 32952
 Country: USA Region Code: NA
 Phone: (407)452-9220

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 188.83
 Misc. Expense Amount: 0
 Part Markup Amount: 48.45
 Material Cost: 138.44
 Total Cost Gross: 375.72

Cust. Concern Code: C02 - A/C NOT COLD ENOUGH
 Condition Code: 42 - DOES NOT OPERATE PROPERLY
 Technician Comment: EVAPORATOR PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CHARGE AIR CO - DIA
 Customer Comment: CK.A.C.NOT COOLING

Claim Detail

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
19700A	PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CH DIAGNOSIS	36.72
19700A15	CORE ASSEMBLY-AIR CONDITIONER EVAPORATOR REPLACE	89.17
19700A17	ORIFICE - AIR CONDITIONER EVAPORATOR CORE REPLACE	20.98
19700B	R-12 REFRIGERANT RECOVERY	10.49
19700C	EVAPORATOR CORE LEAKAGE TEST DIAGNOSIS	31.47

<u>Causal</u>	<u>Full Part Number</u>			<u>Part</u>	<u>Part</u>	<u>Extended</u>	
<u>Flag</u>	<u>FREE</u>	<u>BASE</u>	<u>SUPE</u>	<u>Description</u>	<u>CPSC</u>	<u>Quantity</u>	<u>Amount</u>
N	F3AZ	19B519	SA	R-12 FREON	NANANA	39	39
N	F5XZ	19D990	AB	ORIFICE-EXPANSION	NANANA	1	1.31
Y	F1VY	19860	A	CORE-A/C EVAPORATOR	120303	1	90.46
N	F5DZ	19D990	AB	ORIFICE-EXPANSION	NANANA	1	1.31
N	*	391305	S100		NANANA	6	2.4
N	*	W701992	S		NANANA	6	1.32
N	*	W701993	S		NANANA	6	1.32
N	*	W701994	S		NANANA	6	1.32

Any comments? You can contact



webmaster

00000 0-000-0000

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 22583825

Vehicle Information

Model Year: 1993
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 05-JAN-1994
 Production Date: 04-JUN-1993
 VIN: 1LNLM82W1PY757711

Claim Information

Document Number: 07353151
 Repair Date: 22-DEC-1997
 Distance: 41435
 TIS: 49

Dealer Information:

Dealer Name: LEGACY LINCOLN-MERCURY
 Dealer Code: 11657 - *
 Address: 9951 SO ORANGE BLOSSOM TR
 City: ORLANDO
 State: FL Zip Code: 32837
 Country: USA Region Code: NA
 Phone: (407)240-4020

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 16.52
 Misc. Expense Amount: 0
 Part Markup Amount: 7.04
 Material Cost: 20.12
 Total Cost Gross: 43.68

Cust. Concern Code: A85 - OTHER ELECTRICAL ACCESSORY TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: ACTUATOR INOP ACTUATOR-LUGGAGE COMPARTMENT DOOR LOCK - REPLACE

Customer Comment: TRUNK WONT CLOSE

Claim Detail

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
43238A	ACTUATOR-LUGGAGE COMPARTMENT DOOR LOCK REPLACE	16.52

<u>Causal</u>	<u>Full Part Number</u>	<u>Part</u>	<u>Part</u>	<u>Extended</u>			
<u>Flag</u>	<u>PREP</u>	<u>BASE</u>	<u>SUFF</u>	<u>Description</u>	<u>CPSC</u>	<u>Quantity</u>	<u>Amount</u>
Y	P4VY	54432A38	B	ACTUATOR-D/L PWR LOK 011405		1	20.12

Any comments? You can contact



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Claim Detail Report

Note: All costs are in US dollars
 Model Year = 1993; Claim Key = 23568094

Vehicle Information

Model Year: 1993
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL LH REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 05-JAN-1994
 Production Date: 04-JUN-1993
 VIN: 1LNLM82W1PY757711

Claim Information

Document Number: 08458751
 Repair Date: 09-SEP-1998
 Distance: 56248
 TIS: 57

Dealer Information:

Dealer Name: LEGACY LINCOLN-MERCURY
 Dealer Code: 11657 - *
 Address: 9951 SO ORANGE BLOSSOM TR
 City: ORLANDO
 State: FL Zip Code: 32837
 Country: USA Region Code: NA
 Phone: (407)240-4020

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 100
 Dealer Paid Amount: 0
 Labor Cost: 56.1
 Misc. Expense Amount: 0
 Part Markup Amount: 52.2
 Material Cost: 201.33
 Total Cost Gross: 257.43

Cust. Concern Code: A85 - OTHER ELECTRICAL ACCESSORY TROUBLES
 Condition Code: 42 - DOES NOT OPERATE PROPERLY
 Technician Comment: CRUISE CONTROL SERVO INOP SPEED CONTROL DIAGNOSIS
 Customer Comment: CHECK CRUISE CONTROL... WILL NOT WORK

Claim Detail

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
9818A	SPEED CONTROL TEST	39.27
9818A4	SERVO ASSEMBLY - SPEED CONTROL REPLACE	16.83

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
Y	F4VZ 9C735 AD	SERVO SPEED CNTL	031902	1	201.32

Any comments? You can contact



webmaster

3/20/2001 11:42 AM

Office of the General Counsel

Ford Motor Company
3 Parklane Boulevard
Parklane Tower West, Suite 300
Dearborn, Michigan 48120-2995

December 5, 2000

Hiday & Ricks, P.A.
Andrea B. Kast
P.O. Box 550858
Jacksonville, FL 32255

ATTENTION: Andrea B. Kast

Re: Claimant: [REDACTED]
Vehicle: 1993 Lincoln Town Car
Your Claim #: 20006343

Dear Ms. Kast:

Following a review of the facts and circumstances surrounding this event, Ford Motor Company finds no evidence of a manufacturing or design defect; therefore, we must deny liability for this claim. Additionally, we believe that the Economic Loss Doctrine would prohibit you from any recovery under these circumstances.

Please be advised that all necessary steps must be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved in the event you elect to litigate this matter. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

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

Sincerely,

Shawn Norton
Claims Analyst

Ford Motor Company

Office of the General Counsel

N/T

PRIVILEGED AND CONFIDENTIAL

Ford Motor Company
Parsons Towers West
Suite 300
Three Parlane Boulevard
Dearborn, Michigan 48120-2500

August 31, 2000

State Farm Insurance Companies
P.O. Box 749
Winter Haven, FL 33882-0749
ATTENTION: PAPER TEAM 33

Re: Claimant: [REDACTED]
D/E: January 12, 2000
Y/Claim #: [REDACTED]

Paper Team 33,

Following a review of the facts and circumstances surrounding this event, Ford Motor Company finds no evidence of a manufacturing or design defect, therefore, we must deny liability for this claim. Additionally, we believe that the Economic Loss Doctrine would prohibit you from any recovery under these circumstances.

Please be advised that all necessary steps must be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved in the event you elect to litigate this matter. 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.

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Sincerely,

Shawn L. Norton
Claims Analyst

Ford Motor Company

Office of the General Counsel

Ford Motor Company
Parklane Towers West
Suite 300
Three Parklane Boulevard
Dearborn, Michigan 481203500

August 4, 2000

State Farm Insurance Companies
P.O. Box 749
Winter Haven, FL 33882-0749
ATTENTION: ROBERT FUSCO

Re: Claimant: [REDACTED]
Claim #: [REDACTED]
DOL: January 12, 2000

Dear Mr. Fusco,

We acknowledge receipt of your recent correspondence dated July 10, 2000.

We believe our denial of April 18, 2000 to be proper and are prepared to defend should litigation ensue from this informal claim.

Please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

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Sincerely,

Shawn L. Norton
Claims Analyst

State Farm Insurance Companies



P.O. Box 748
Winter Haven, FL 32882-0748

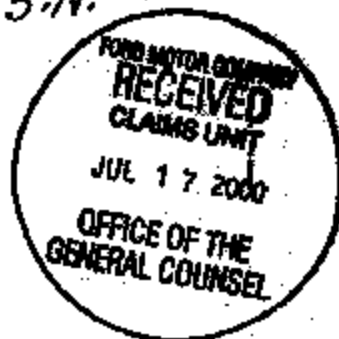
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426104*

Certified Mail - Return Receipt Requested

S.N.

July 10, 2000

Ford Motor Company
Parklane Tower West
Suite 400
3 Parklane Blvd.
Dearborn, MI 48126



RE: Claim Number: 59-V378-885
Date of Loss: January 12, 2000
Our Insured: [REDACTED]
Amount of Loss: [REDACTED]
Vehicle: 1993 Lincoln Town Car
1LNLM82W1PY757711

The identified vehicle is insured by State Farm Mutual Automobile Insurance Company. This vehicle experienced a fire loss.

State Farm would like to give you an opportunity to inspect the vehicle and give you advance notice of our potential subrogation claim. Please contact me at (800) 707-7408 to setup a time for your inspection.

Sincerely,

[Signature]
~~John Farley~~ Robert Fusco
Claim Specialist
~~(800) 707-7408~~ 800-677-4208 x 33 Team # 33

State Farm Mutual Automobile Insurance Company

rf

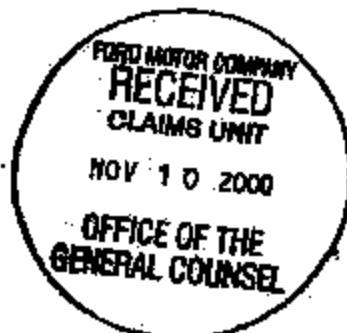
Enclosure: Supporting Documentation

HIDAY & RICKE, P.A.
ATTORNEYS AT LAW

Corporate Headquarters: Jacksonville
Offices throughout Florida

November 6, 2000

Ford Motor Company
Parklane Towers W. Suite 400
Dearborn, MI 48126-2568



Re: State Farm Mutual Automobile Ins. Co.
Our file: 20008343

Dear Sirs:

The above referenced claim in the principal amount of \$13,574.30 has been referred to this firm for collection.

This claim is for damage due to a fire to the home of [REDACTED] in Orlando, FL on January 12, 2000. State Farm's investigation alleges that you are responsible for these damages that began in the garage which were caused by defective wiring in the automobile that was parked in the garage.

Please contact us at (904) 363-2769 to discuss options available to resolve this matter.

Sincerely,


Andrea B. Kast

REDACTED

ORANGE COUNTY FIRE & RESCUE DIV.

1443 (1/93)

Report intended to be used as intended for the use of the Fire Dept. Estimates and conditions apply to the report "and Study" and "and Study" and "and Study". Any information as to the ability to verify or correct conditions should be the Fire Dept. is the responsibility of the Fire Dept.

FIRE INCIDENT REPORTING SYSTEM FIELD INCIDENT REPORT

FOR INVESTIGATOR REQUESTED YES NO (Investigator Not Requested Complete Page Two.) 1 DELETE 2 REVERSE

Incident No.	0	Mo	01/2000	Day of Wk	SA	Time of Call	0933	Block No.	6	St	77	City	NA	Zip	NA	Fire Station	NA	Case No.	NA																																												
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Extinguishing Agents Used Other Than Extinguishers - Check if No Extinguisher Agent Used																																																															
<table border="0"> <tr> <td>Allyl</td> <td>Alcohol Foam</td> <td>Fluoro</td> <td>Fluoro</td> <td>Fluoro</td> <td>Fluoro</td> <td>Fluoro</td> <td>Fluoro</td> <td>Fluoro</td> <td>Fluoro</td> </tr> </table>																			Allyl	Alcohol Foam	Fluoro	Fluoro	Fluoro	Fluoro	Fluoro	Fluoro	Fluoro	Fluoro																																			
Allyl	Alcohol Foam	Fluoro	Fluoro	Fluoro	Fluoro	Fluoro	Fluoro	Fluoro	Fluoro																																																						
Remarks and Description of Action Taken (including Disposition if necessary)																																																															
<p>REPT. TO VEHICLE FIRE ABOVE ADDRESS. ENGINE COMP. FULLY SHUT DOWN UPON ARRIVAL, FILLED ONE 1 1/2" LINE MINOR DAMAGE TO PLASTIC WINDOW FRONT ON GARAGE DOOR, NO EXTENSION TO STRUCTURE, 0871 RETURNED TO SERVICE.</p>																																																															
Back Unit Responding (0871)																																																															
Attachments: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> No. of Pages																																																															
Report by: [Signature] Date: 01/20/00 Incident Category: [Code]																																																															

14-85 PG2 **ORANGE COUNTY FIRE/RESCUE** **PAGE TWO**

FILE INCIDENT REPORTING SYSTEM
FIELD INCIDENT REPORT

DELETE
 REVISE

RTA 152330

0002443	0	01/12/90	004	0458	0935	L.T. SAUNDERS	0358	
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AREA OF FIRE ORIGIN	APPROXIMATE	APPROXIMATE	APPROXIMATE	APPROXIMATE	APPROXIMATE	APPROXIMATE	APPROXIMATE	APPROXIMATE
<input type="checkbox"/> HALLWAY	<input type="checkbox"/> GARAGE	<input type="checkbox"/> PORCH	<input type="checkbox"/> DRIVEWAY	<input type="checkbox"/> DRIVEWAY	<input type="checkbox"/> DRIVEWAY	<input type="checkbox"/> DRIVEWAY	<input type="checkbox"/> DRIVEWAY	<input type="checkbox"/> DRIVEWAY
<input type="checkbox"/> CHIMNEY	<input type="checkbox"/> STAIRS	<input type="checkbox"/> WALL	<input type="checkbox"/> FLOOR AREA	<input type="checkbox"/> FLOOR AREA	<input type="checkbox"/> FLOOR AREA	<input type="checkbox"/> FLOOR AREA	<input type="checkbox"/> FLOOR AREA	<input type="checkbox"/> FLOOR AREA
<input type="checkbox"/> ROOF	<input type="checkbox"/> ROOF	<input type="checkbox"/> ROOF	<input type="checkbox"/> ROOF	<input type="checkbox"/> ROOF	<input type="checkbox"/> ROOF	<input type="checkbox"/> ROOF	<input type="checkbox"/> ROOF	<input type="checkbox"/> ROOF

APPROXIMATE LOCATION (IF ANY)	APPROXIMATE	APPROXIMATE	APPROXIMATE	APPROXIMATE	APPROXIMATE
<input type="checkbox"/> FRONT REAR UNIT	<input type="checkbox"/> FRONT	<input type="checkbox"/> FRONT	<input type="checkbox"/> FRONT	<input type="checkbox"/> FRONT	<input type="checkbox"/> FRONT
<input type="checkbox"/> REAR REAR UNIT	<input type="checkbox"/> REAR	<input type="checkbox"/> REAR	<input type="checkbox"/> REAR	<input type="checkbox"/> REAR	<input type="checkbox"/> REAR
<input type="checkbox"/> SIDE REAR UNIT	<input type="checkbox"/> SIDE	<input type="checkbox"/> SIDE	<input type="checkbox"/> SIDE	<input type="checkbox"/> SIDE	<input type="checkbox"/> SIDE
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER

TYPE OF MATERIAL INVOLVED	TYPE OF MATERIAL INVOLVED	IGNITION FACTOR
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<input type="checkbox"/> FLAMMABLE SOLID	<input type="checkbox"/> FLAMMABLE SOLID	<input type="checkbox"/> ELECTRICAL
<input type="checkbox"/> FLAMMABLE GAS	<input type="checkbox"/> FLAMMABLE GAS	<input type="checkbox"/> ELECTRICAL
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	<input type="checkbox"/> ELECTRICAL

STRUCTURE TYPE	CONSTRUCTION TYPE	CONSTRUCTION METHOD	CONSTRUCTION METHOD
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<input type="checkbox"/> DUPLEX	<input type="checkbox"/> DUPLEX	<input type="checkbox"/> DUPLEX	<input type="checkbox"/> DUPLEX
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER

EXTENT OF DAMAGE	EXTENT OF DAMAGE	EXTENT OF DAMAGE	EXTENT OF DAMAGE
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<input type="checkbox"/> LIGHT	<input type="checkbox"/> LIGHT	<input type="checkbox"/> LIGHT	<input type="checkbox"/> LIGHT
<input type="checkbox"/> MODERATE	<input type="checkbox"/> MODERATE	<input type="checkbox"/> MODERATE	<input type="checkbox"/> MODERATE
<input type="checkbox"/> SEVERE	<input type="checkbox"/> SEVERE	<input type="checkbox"/> SEVERE	<input type="checkbox"/> SEVERE

PROPERTY INFORMATION	PROPERTY INFORMATION	PROPERTY INFORMATION	PROPERTY INFORMATION
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<input type="checkbox"/> OWNED	<input type="checkbox"/> OWNED	<input type="checkbox"/> OWNED	<input type="checkbox"/> OWNED
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER

REPORT MADE BY: L.T. SAUNDERS

AGENCY: ORANGE COUNTY FIRE/RESCUE

DATE: 01/12/90

TIME: 04:30

State Farm Mutual Automobile Insurance Company



Orlando South Service Center
2800 Sand Lake Road
Orlando, FL 32809-7677

March 17, 2000

Ford Motor Company
Attention: Shawn Norton, Claims Analyst
Park Lane Towers West, Suite 300
Three Park Lane Blvd.
Dearborn, MI 48126-2568

426104
CL 7/0

Claim Number: [REDACTED]
Our Insured: [REDACTED]
Date of Loss: January 12, 2000
Vehicle: 1993 Lincoln Town Car

Dear Mr. Norton:

Thank you for your letter of February 16, 2000.

The following information that you requested is attached:

1. January 12, 2000, in Orlando, Florida.
2. Please see attached recorded statement from Mrs. Deaton.
3. Fire report is attached.
6. \$98,000.
7. Photos are attached.
10. Brake pressure switch.
11. Expert report from Interscience, Inc. is attached.
12. No.
13. Manheim's Orlando Orange County Auto Auction (control #845572).

Ford Motor Company

Page 2

March 17, 2000

14. Our total loss paperwork is attached. Please note that we have not yet sold this vehicle, so the salvage value is not known.
15. Service receipts are attached, as provided by [REDACTED]
16. CD player.
20. No.
21. No.
24. Please refer to the recorded statement from [REDACTED]

Please contact me after you have had the opportunity to review the enclosed information.

Sincerely,



Denise Freeman

Claim Specialist

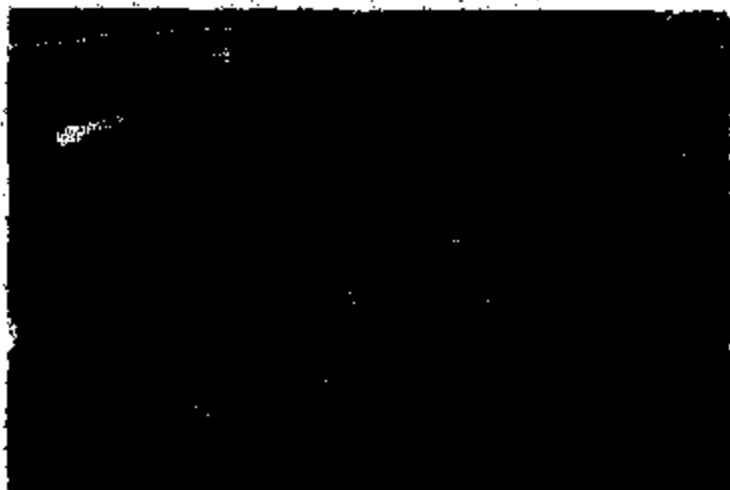
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

(407) 850-4543

DF/057/0316015.16.r

Enclosures

Photo for: 59-V378-885



LT FT



COWL @ LT



RT PT

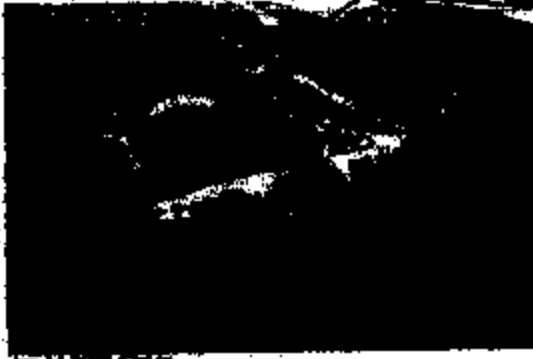


MOTOR

MM-2-625-2 8879



Jan-14-2000 12:14p



Jan-14-2000 12:14p



Jan-14-2000 12:14p

ENR02-025-0 0374

Claim No.: 00AV76-06601 Folder ID: RESIDENCE

Photo for: 69-V378-885



INTERIOR



LT REAR

69-V378-885-4 0379

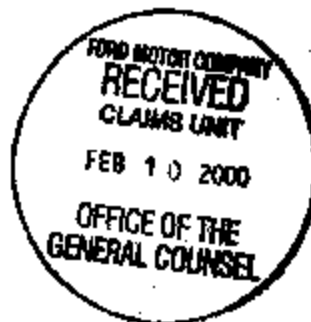
State Farm Mutual Automobile Insurance Company



Orlando South Service Center
2500 Sand Lake Road
Orlando, FL 32809-7677

CERTIFIED MAIL - RETURN RECEIPT REQUESTED - NUMBER Z024869947
February 7, 2000

Ford Motor Company
Office of General Counsel
Attention: Product Claims
Parklane Tower West, Suite 400
Three Parklane Boulevard
Dearborn, MI 48126



Claim Number: [REDACTED]
Our Insured: [REDACTED]
Date of Loss: January 12, 2000
Vehicle: 1993 Lincoln Towncar
VIN: 1LNLM82W1PY757711

Dear Sir or Madam:

The identified vehicle is insured by State Farm Mutual Automobile Insurance Company. This vehicle experienced a fire loss on January 12, 2000.

State Farm would like to give you an opportunity to inspect the vehicle and give you advance notice of our potential subrogation claim.

Please do not hesitate to contact me should you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Denise Freeman".

Denise Freeman
Claim Specialist
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY
(407) 850-4543

DF/052/0207004.16

Copy

Office of the General Counsel

Ford Motor Company
Parklane Towers West
Suite 300
Three Parklane Boulevard
Dearborn, Michigan 48124-2028

June 21, 2000

State Farm Insurance Companies
P.O. Box 9606
Winter Haven, FL 33883-9606

ATTENTION: KAREN DENNIS

RE: Claimant: [REDACTED]
D/O/E: January 12, 2000
Claim No.: [REDACTED]

Dear Ms. Dennis:

Following a review of the facts and circumstances surrounding this event, Ford Motor Company finds no evidence of a manufacturing, design or recall defect, therefore, we must deny liability for this claim.

Please be advised that 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.

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

Sincerely,

Shawn Norton
Claims Analyst

Ford Motor Company

Office of the General Counsel

Ford Motor Company
Parklane Towers West
Suite 300
Three Parklane Boulevard
Dearborn, Michigan 481242500

June 23, 2000

State Farm Insurance Companies
P.O. Box 9606
Winter Haven, FL 33889-0606
ATTENTION: KAREN DENNIS

Re: Claimant: [REDACTED]
Claim #: [REDACTED]
DOL: January 12, 2000

Dear Ms. Dennis,

We acknowledge receipt of your recent correspondence dated July 6, 2000.

We believe our denial of June 21, 2000 to be proper and are prepared to defend should litigation ensue from this informal claim.

Please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

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

Sincerely,

Shawn L. Norton
Claims Analyst

State Farm Insurance Companies

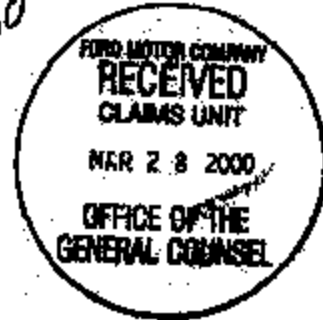


Florida Regional Office
Fire Centralized Subrogation
P.O. Box 9808
Winter Haven, FL 33889-0808

*Prev
426104
S.N. 3/00*

March 21, 2000

Ford Motor Company
Attention: Mr. Howard E. Keys
Manager-Product Claims Department
Parklane Tower West, Suite 400
3 Parklane Boulevard
Dearborn, Michigan 48126



Our Claim Number: 59-C623-604
Our Insured: [REDACTED]
Date of Loss: January 12, 2000
Make, Model, and Year of Product: 1993 Lincoln Towncar

Dear Mr. Keys:

This State Farm insured's home sustained fire damage when their 1993 Lincoln Towncar caught fire in their driveway. We also insure the vehicle and a subrogation package has been sent to your company on that claim (59-V378-885) for the damage to the vehicle itself.

We settled a claim with our insured in the amount of \$3,081.00, which includes our insured's \$500.00 deductible.

Our investigation revealed the cause of the loss was due to a fire which originated in the engine compartment of the vehicle. The exact location of the area of origin was at the brake pressure switch located underneath the master cylinder.

Ford Motor Company
Page 2
March 21, 2000

Enclosed is the documentation of State Farm's claim. Please consider this letter as a demand to Ford Motor Company for reimbursement of \$3,081.00. If you need any further information or wish to discuss this matter, please feel free to contact me at the number listed below.

Sincerely,



Karen Dennis
Claim Specialist
STATE FARM FLORIDA INSURANCE COMPANY
(888) 768-4449, Ext. 3290

KD/059/0321014.130.r

Enclosures



Interscience, Inc.

7705 Ann Ballard Road
Tampa, FL 33634-2334
(813) 885-4774
Fax (813) 889-9157

Our Project No: G0102-02

Insured: [REDACTED]
1993 Lincoln Town Car

Claim No: [REDACTED]

Date of Loss: January 12, 2000

Date of Notification: February 7, 2000

**Report
Prepared For:**

**State Farm Fire & Casualty Co.
2500 Sand Lake Rd.
Orlando, FL 32809**

Attn: Ms. Denise Freeman

**Report
Prepared By:**

William H. Whitstine Jr.



Interscience, Inc.

7705 Ann Bullard Road
Tampa, FL 33634-2334
(813) 885-4774
Fax (813) 889-9157

March 16, 2000

State Farm Fire & Casualty Co.
2500 Sand Lake Rd.
Orlando, FL 32809

Attn: Ms. Denise Freeman

Re: Our Project No: G0102-02
Insured: [REDACTED]
Claim No: [REDACTED]
Date of Loss: January 12, 2000
Date of Notification: February 7, 2000

Dear Ms. Freeman:

This letter serves as the report on Interscience, Inc.'s examination of the insured 1993 Lincoln Town Car. On February 7, 2000, you requested that Interscience, Inc. examine the insured vehicle to conduct an origin and cause examination into the subject fire. This vehicle was examined by Interscience, Inc. personnel on February 9, 2000, while the vehicle was at the secured lot of Orlando Auto Auction.

Upon examination of the exterior of the vehicle it was noted that the majority of the fire was on the driver's side engine compartment. Burn damage diminished in all directions from this location. The front driver's side tire and fender area were the most severely damaged.

Examination of the interior compartment revealed that the most severe fire damage occurred to the front driver's side dash area. Damage decreased in intensity from this

area. This identified the area of fire origin as the engine compartment and revealed that the fire passed through the fire wall into the interior compartment of the vehicle.

Examination of the engine compartment revealed that the hood had been completely burned away and that the most severe damage was to the driver's side rear portion of the engine compartment, specifically in the area below the master cylinder and power brake booster at the location of the brake pressure switch. This identified the area of fire origin as the brake pressure switch. Fire damage decreased in intensity in all directions from this area. There was no evidence which indicated that the fuel lines had leaked and caused this fire.

The brake pressure switch was examined and left intact in the vehicle for future examination. During the examination it was noted that there was heavy fire damage to this area.

In summary, it is the conclusion of Interscience, Inc. that the subject fire originated in the engine compartment. The exact location of the area of origin was at the brake pressure switch located underneath the master cylinder. All other items within the area were ruled out as potential ignition sources.

2002-020-B 0304

State Farm Fire & Casualty Co.

March 16, 2000

G0102-02 - Page 3

Interscience, Inc. operates as an independent contractor. The opinions expressed are based upon information available at the time this report was drafted and draw upon the background, training and experience of the personnel involved in the investigation.

Respectfully submitted,

INTERSCIENCE, INC.

Reviewed by,

William H. Whitstine, Jr.
William H. Whitstine Jr.

Robert C. Williams, Jr.
Robert C. Williams

WHW:ike

**SIGNED IN THE ABSENCE TO
AVOID DELAY IN MAILING**

ER02-025-B 0305

Interscience, Inc.

PHOTO INDEX - G0102-02

1. The driver's side front portion of the vehicle showing heavy burn damage to the driver's side fender and engine compartment.



2. The rear of the vehicle showing smoke damage.

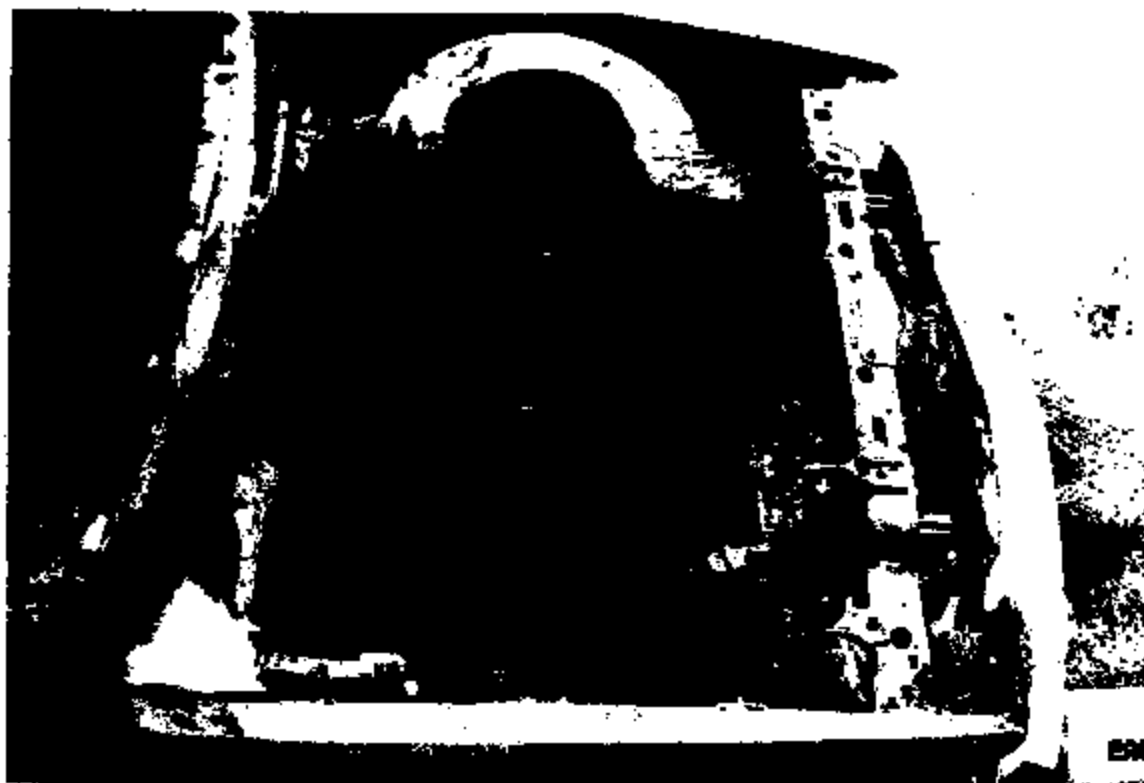


EP82-825-B 8388

3. The passenger's side rear showing some smoke damage.

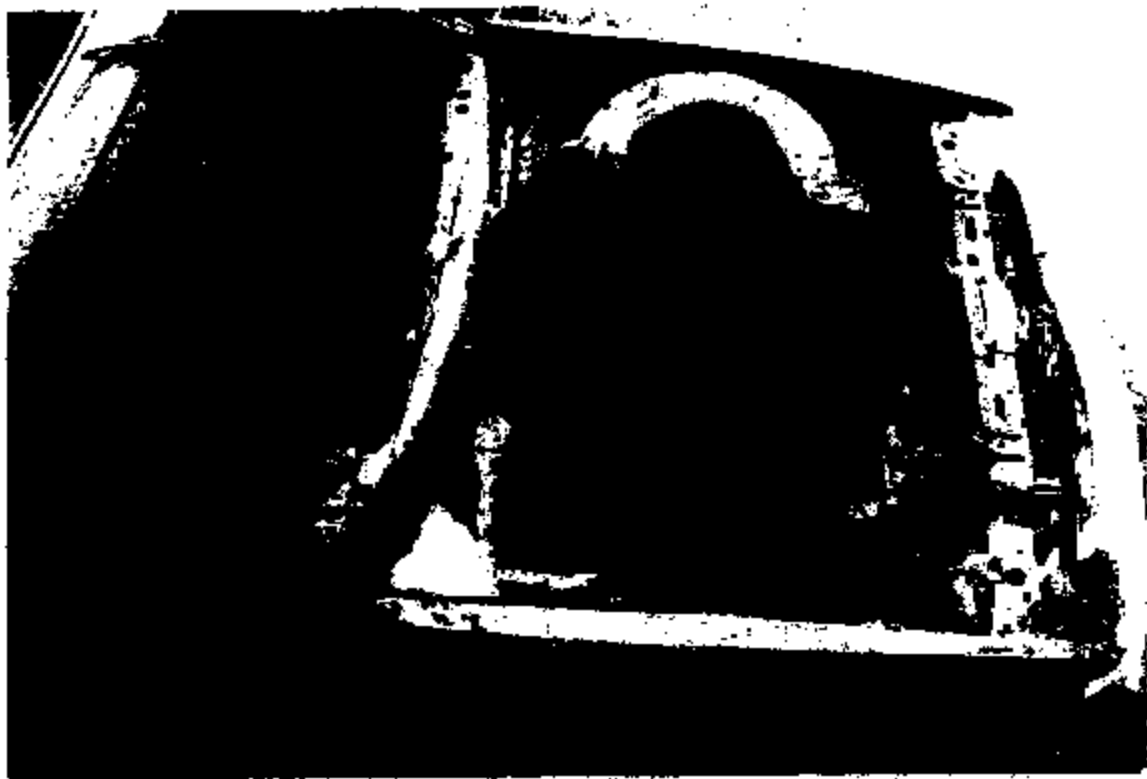


- 4-5. Overviews of the engine compartment.



E982-625-B 6387

5.



6. The passenger's side front fender showing burn damage.



8982-025-B 8308

7. The VIN plate.



8. A close-up of the driver's side engine compartment showing heavy burn damage.



9-10. Overviews of the engine compartment.



11. The front radiator area of the engine compartment.



12-13. The interior driver's side showing some smoke and burn damage.



14-15. Close-up views of the fuel line rails. No malfunctions were noted.



16-17. Close-up views of the fuel lines. No malfunctions were noted.



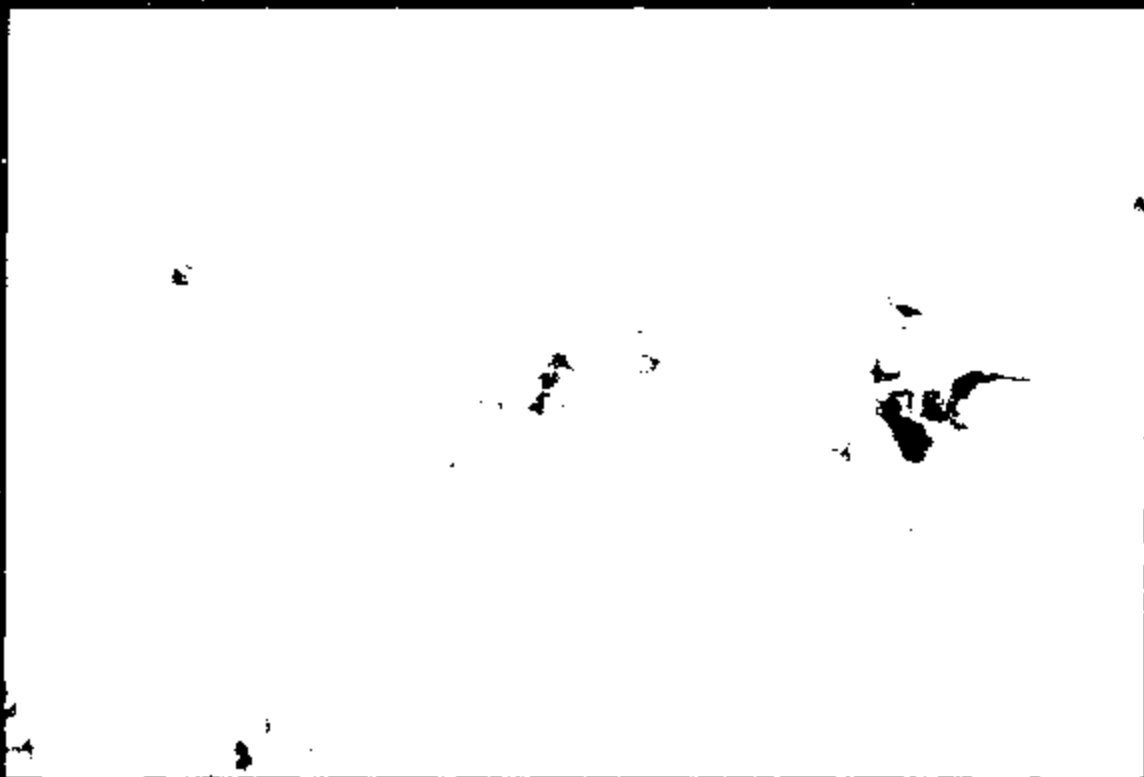
18. The master cylinder.



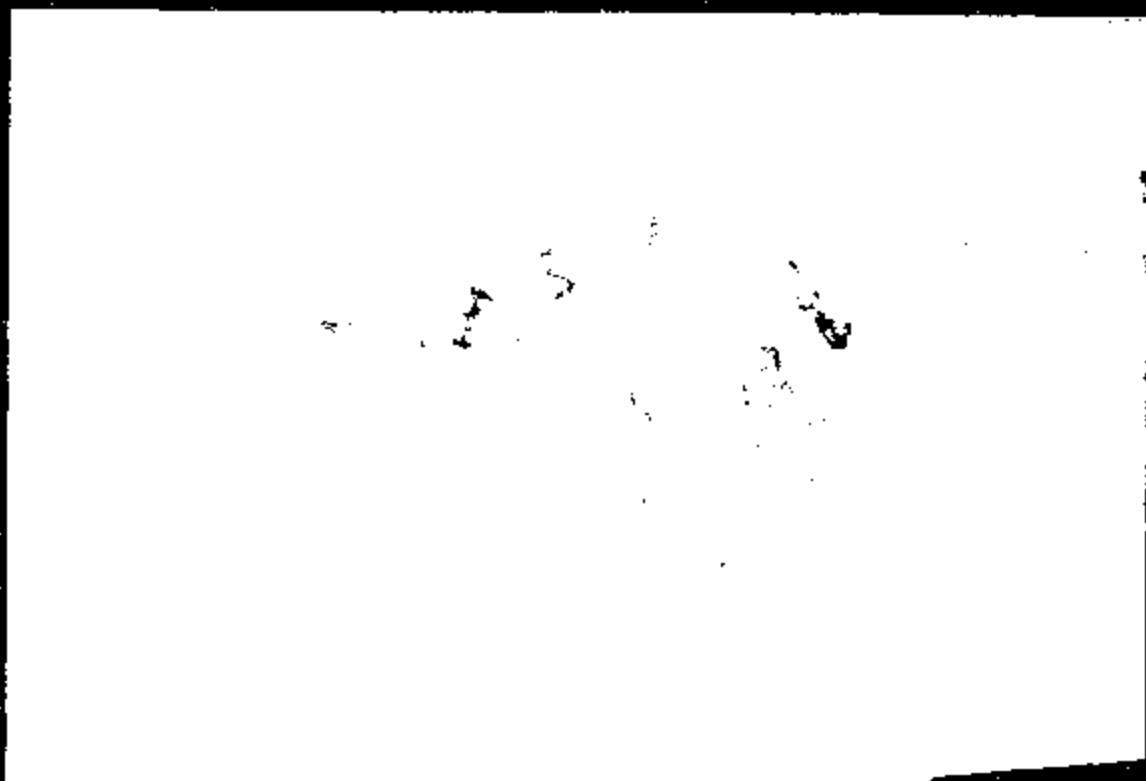
19-22. Close-up views of the brake switch.



20.



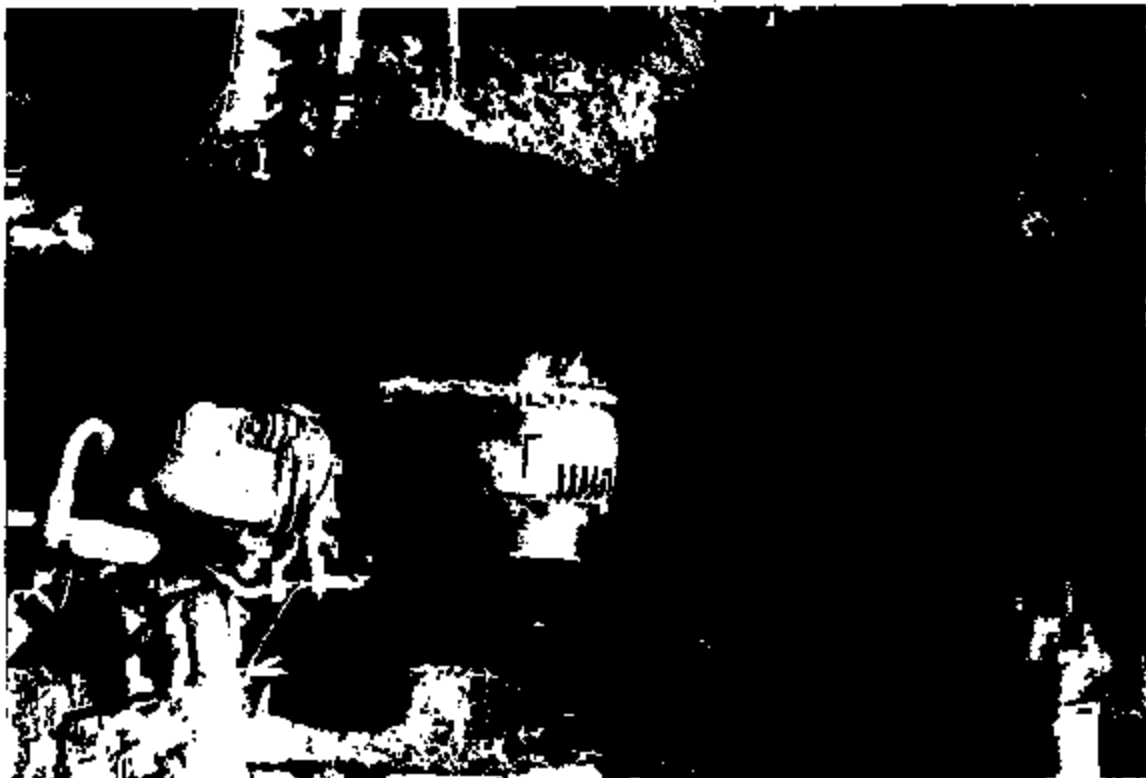
21.



1962-028-B 8308



23-24. Close-up views of the alternator. No malfunctions were noted.



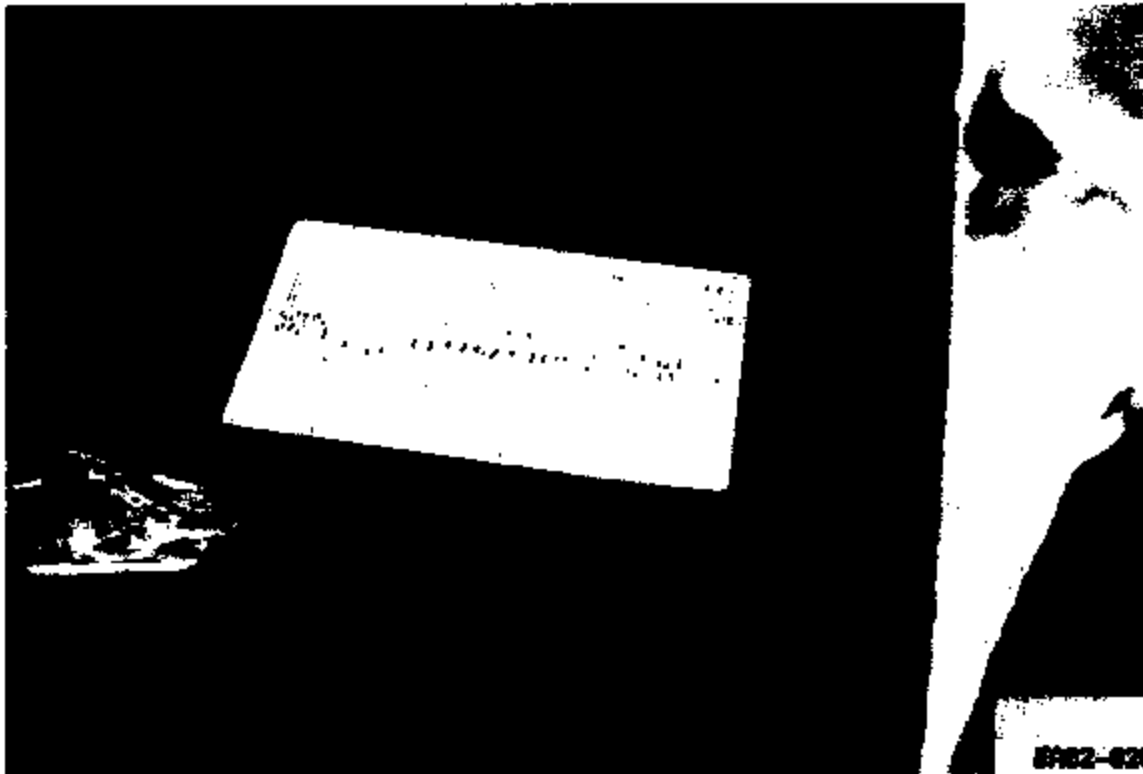


25-26. Close-up views of the brake pressure switch.





27. The VIN sticker on the driver's side door.



28-29. Close-up views of the master cylinder.



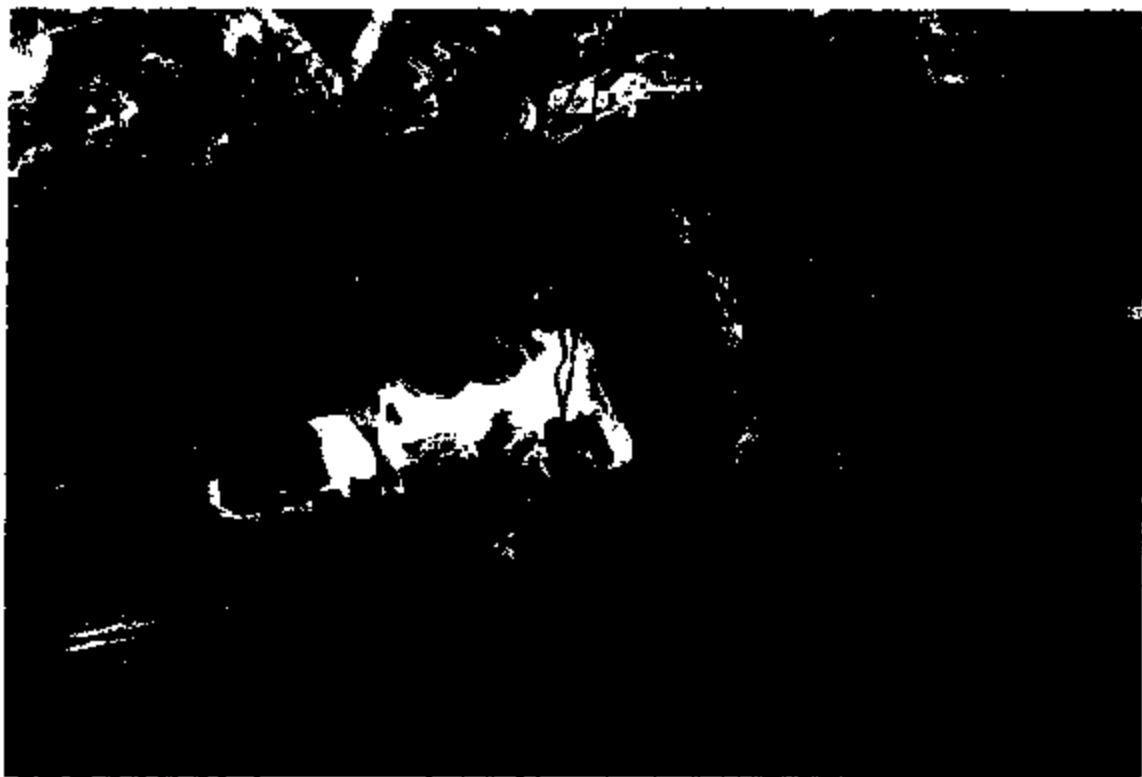
30. The wiring harness. No malfunctions were noted.



31. The rear of the engine.



32. The top of the master cylinder.



33-34. The driver's side front fender showing heavy burn damage.





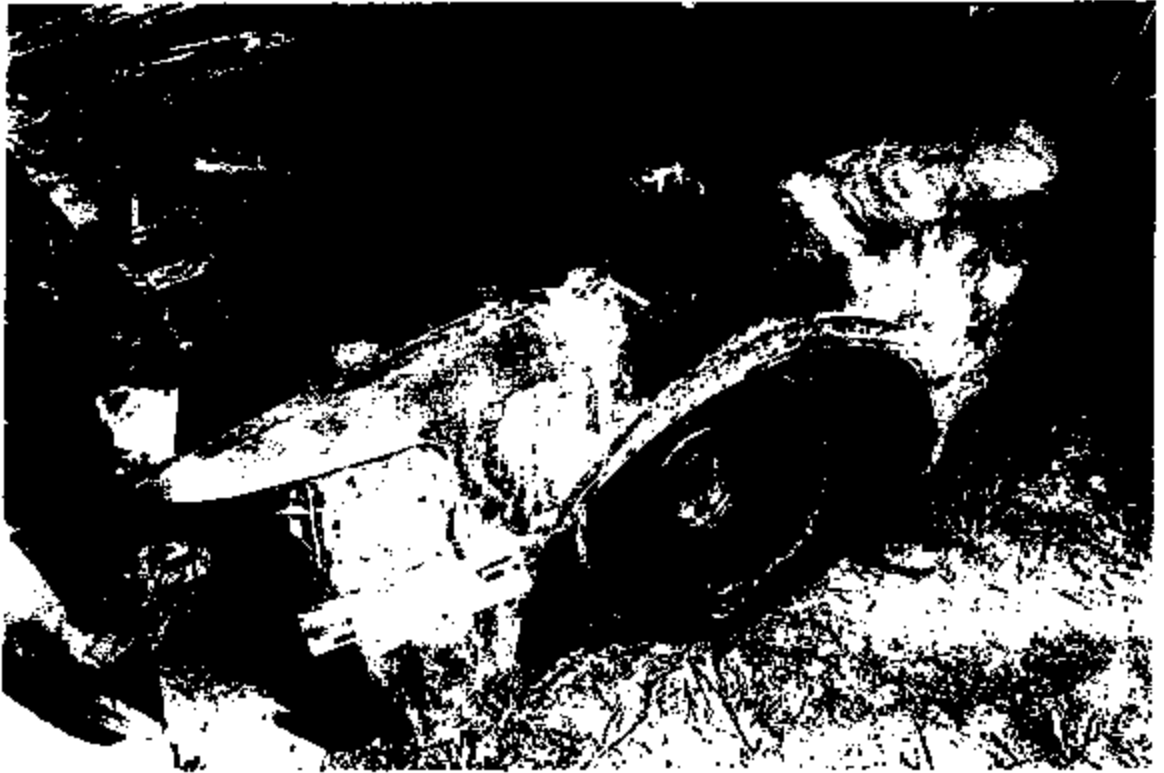




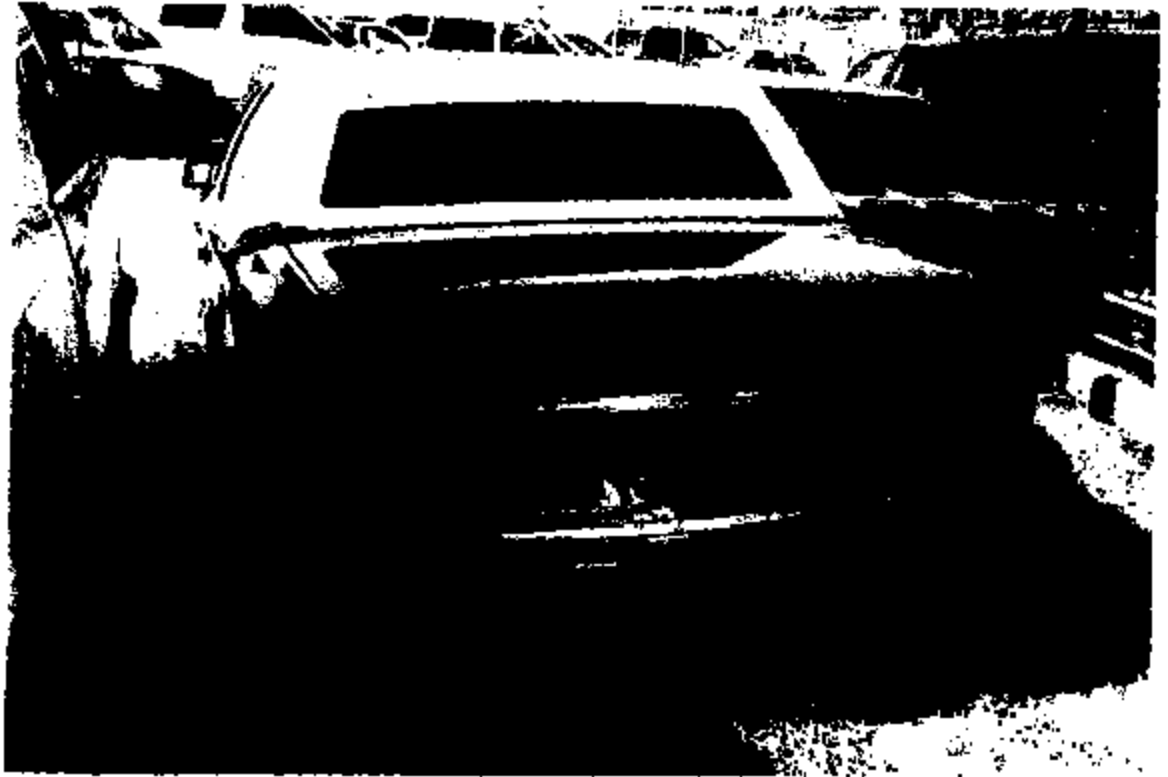
ER02-625-B 8485



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ER62-825-8 6487





2002-025-0 2400



1002-625-3 6416



ENG2-025-B 8411

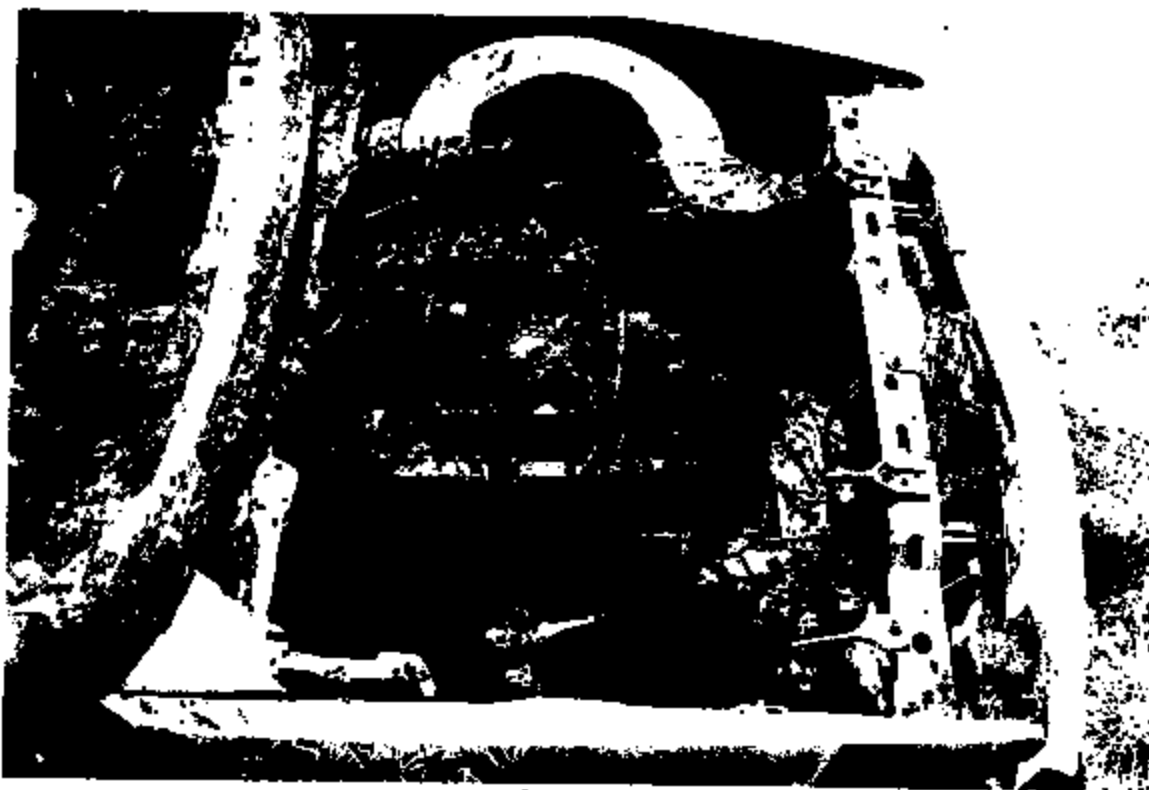


ERG-025-B 0412

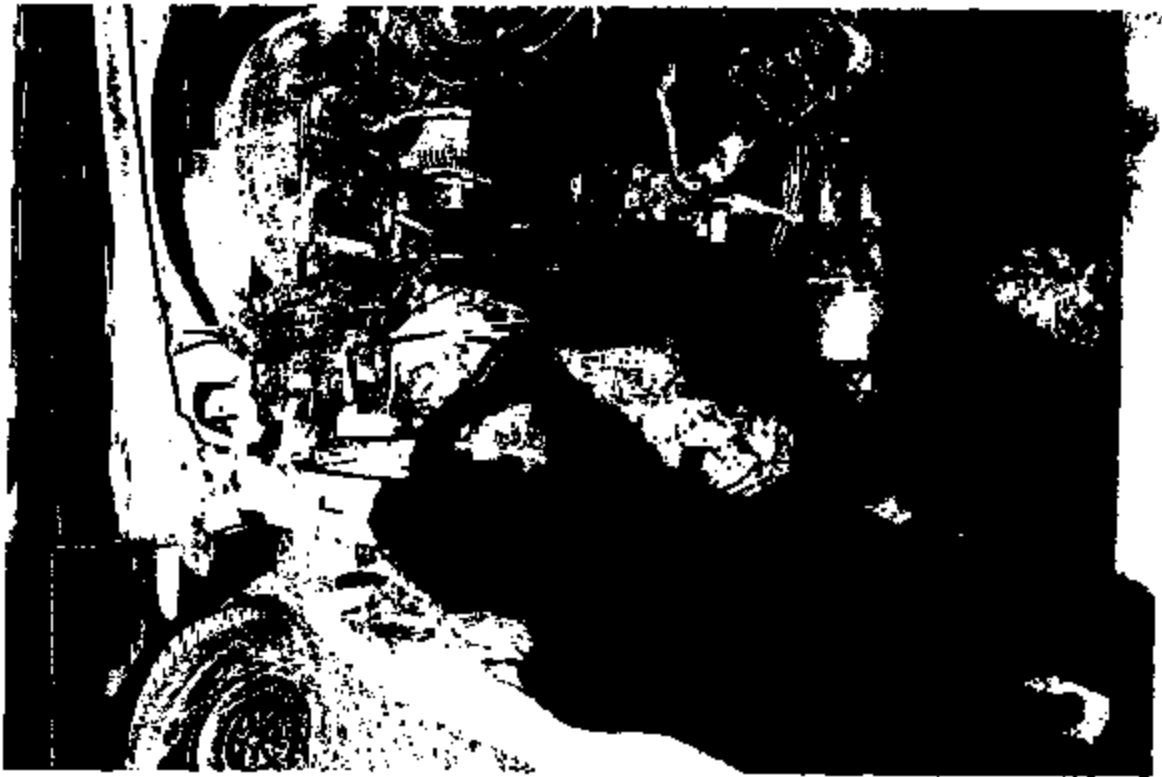


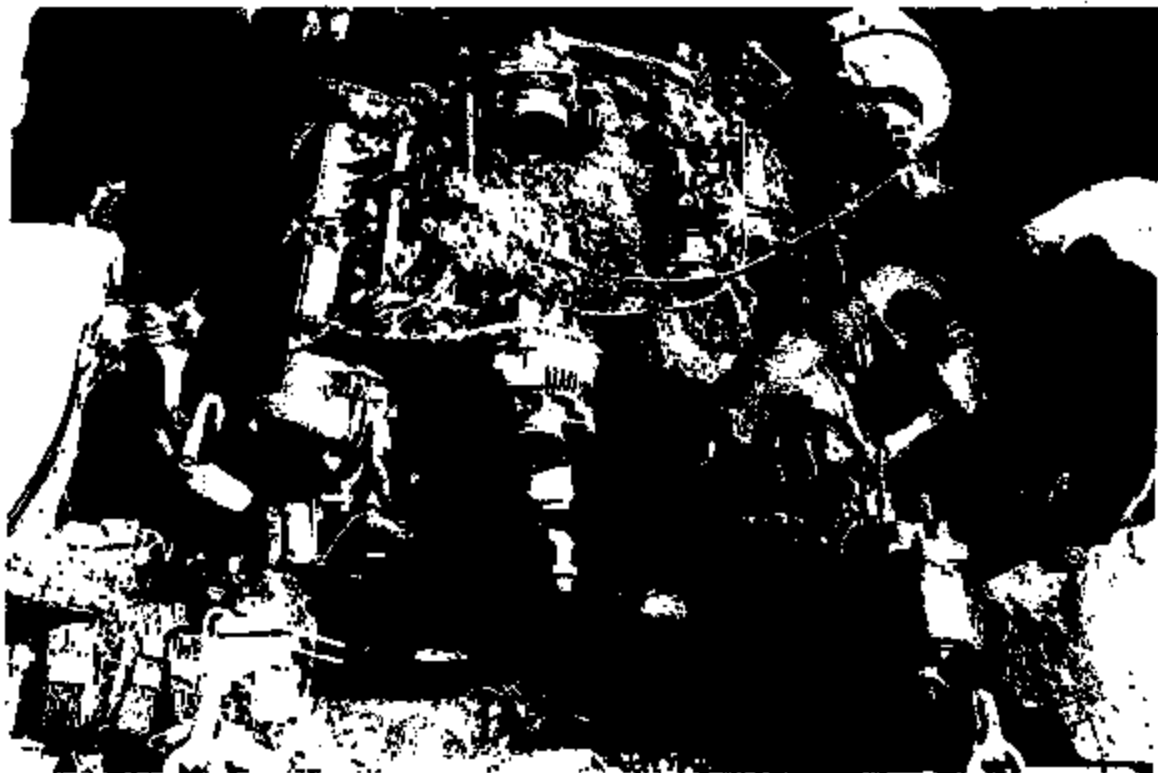
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5982-825-3 8418



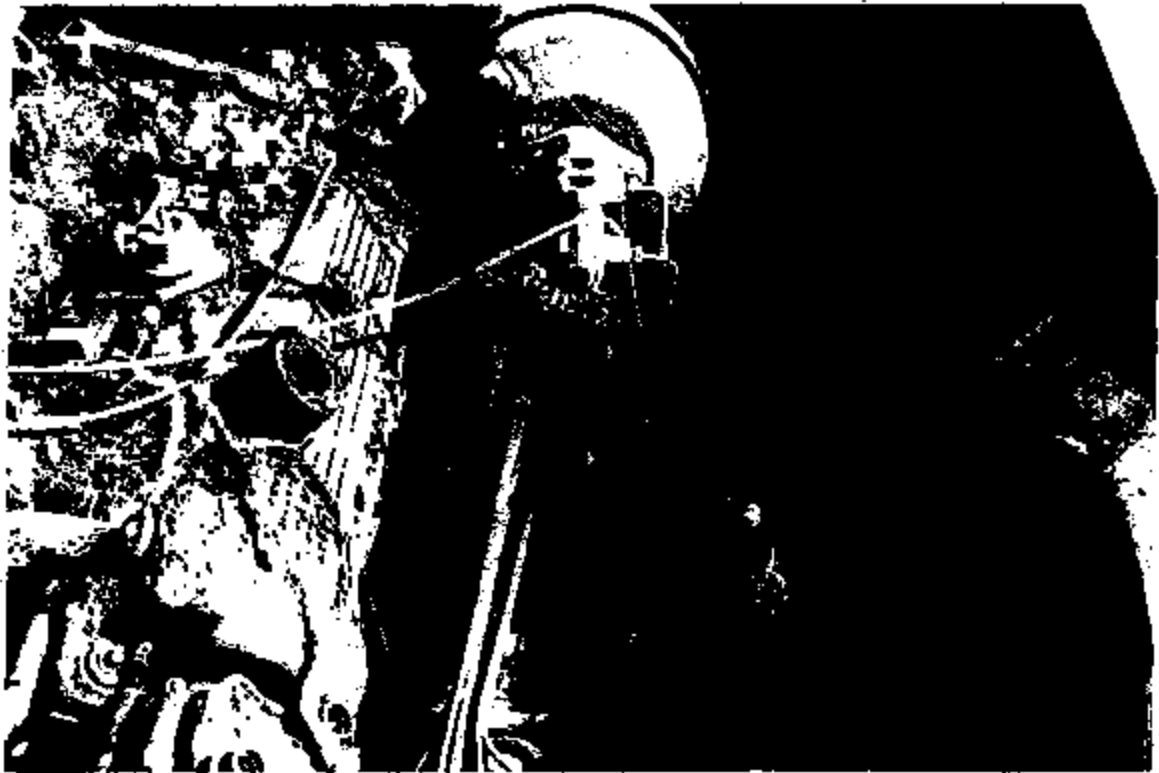


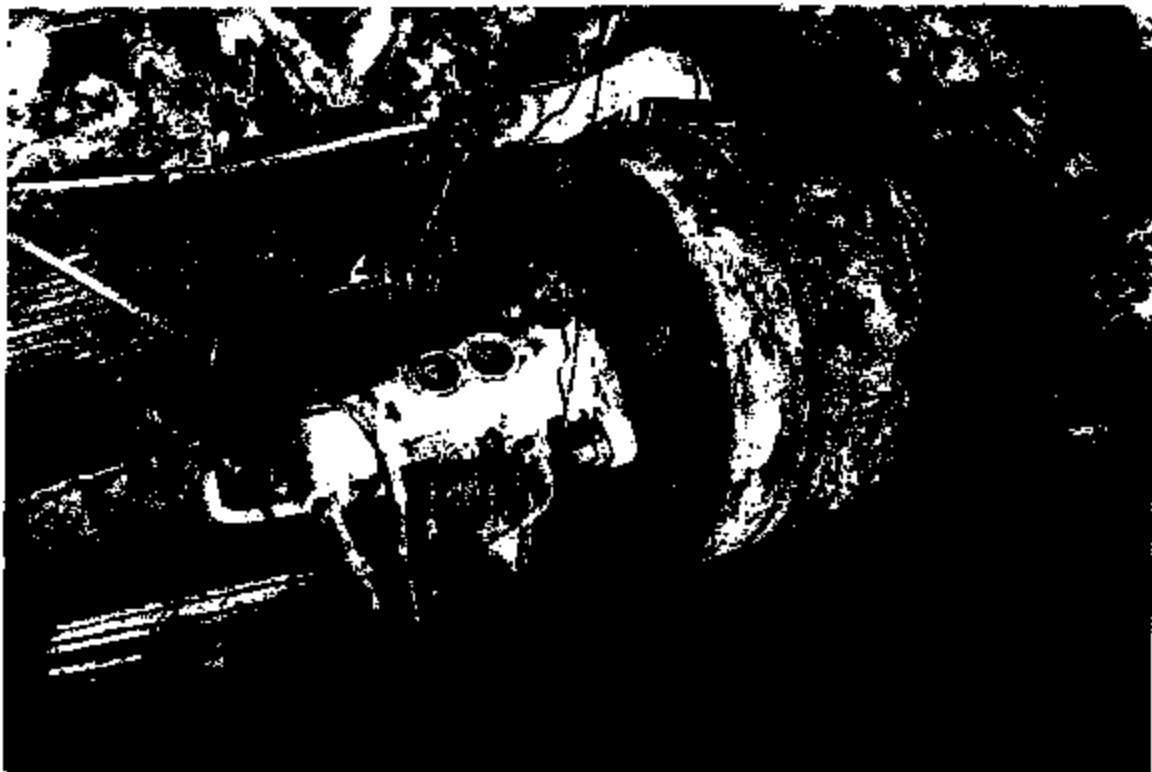
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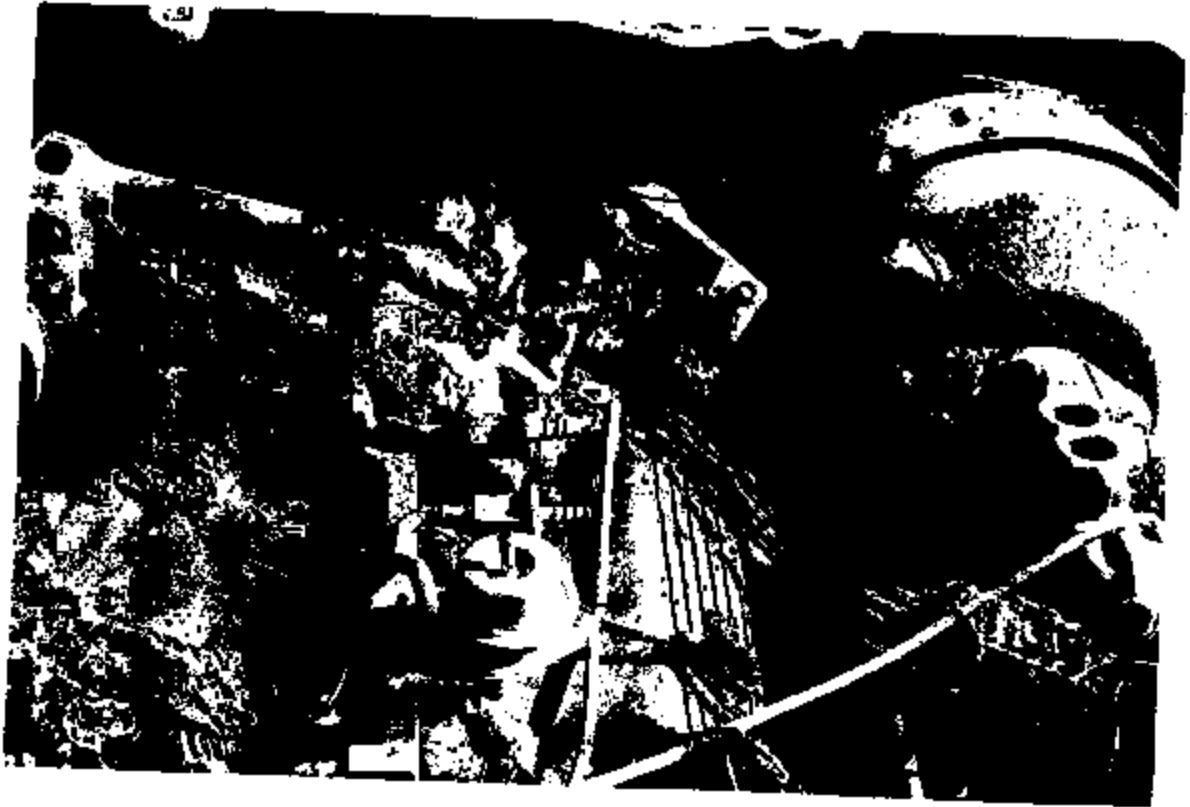


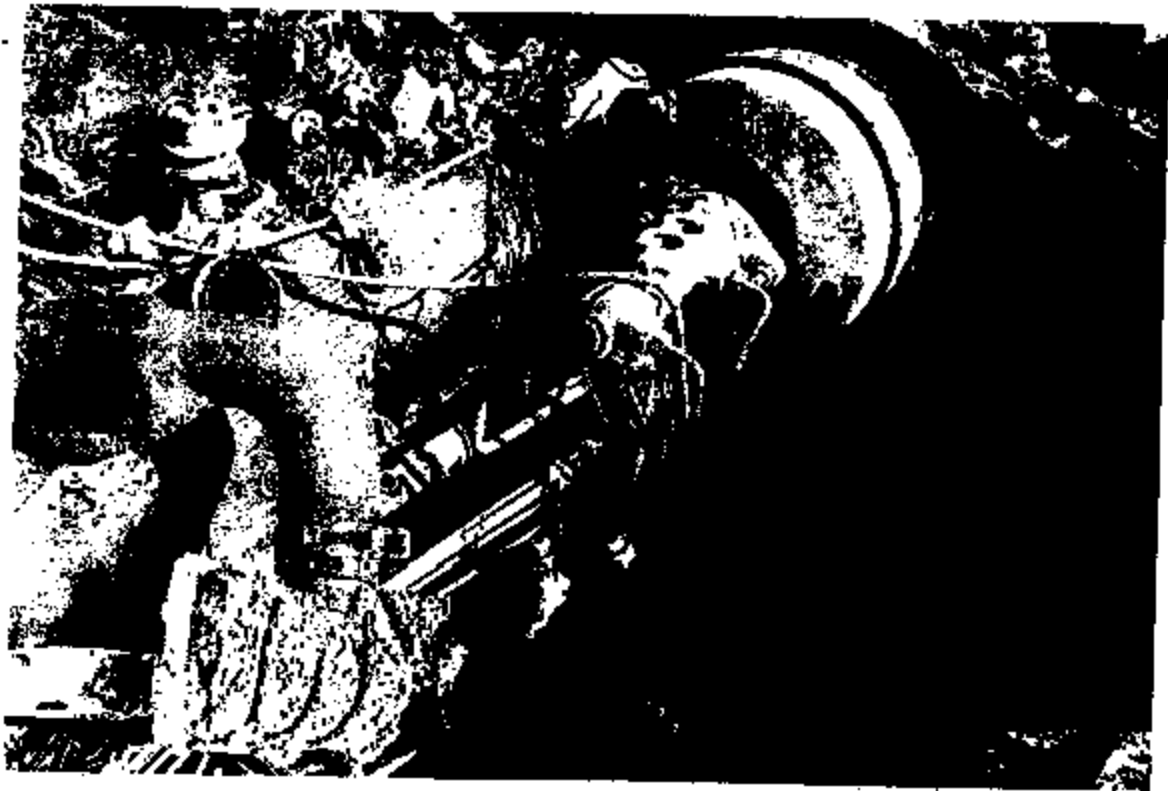


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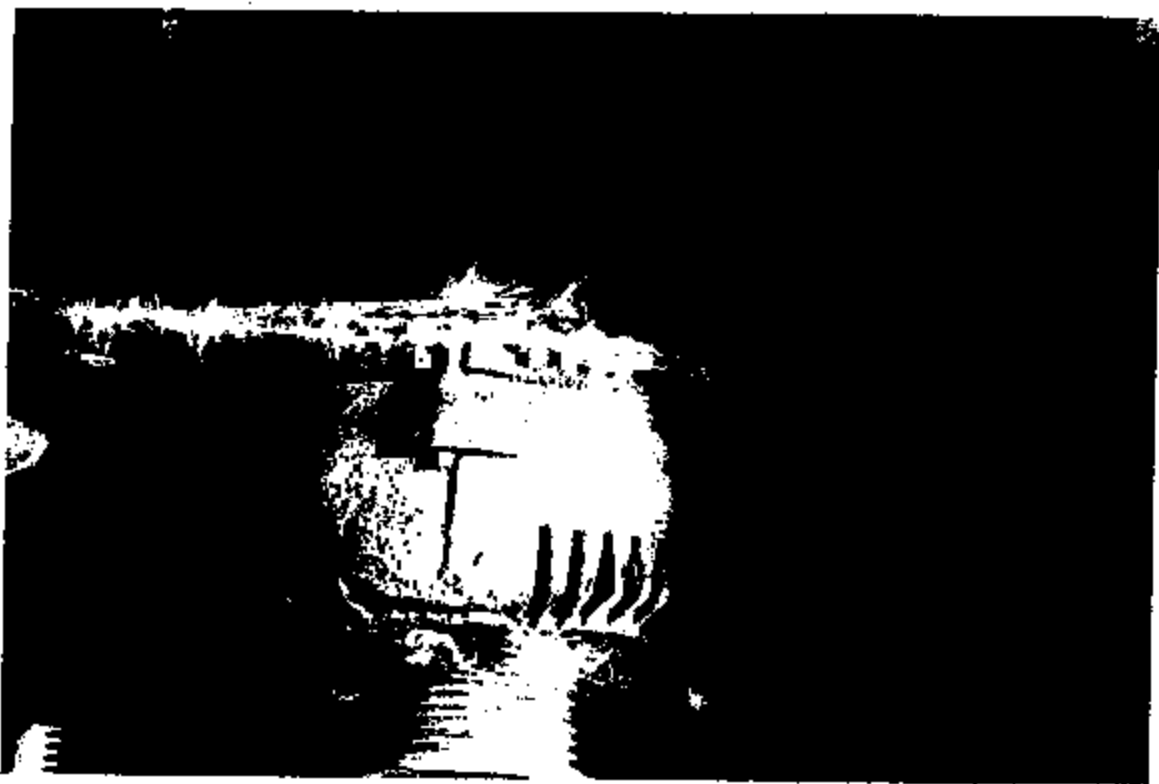




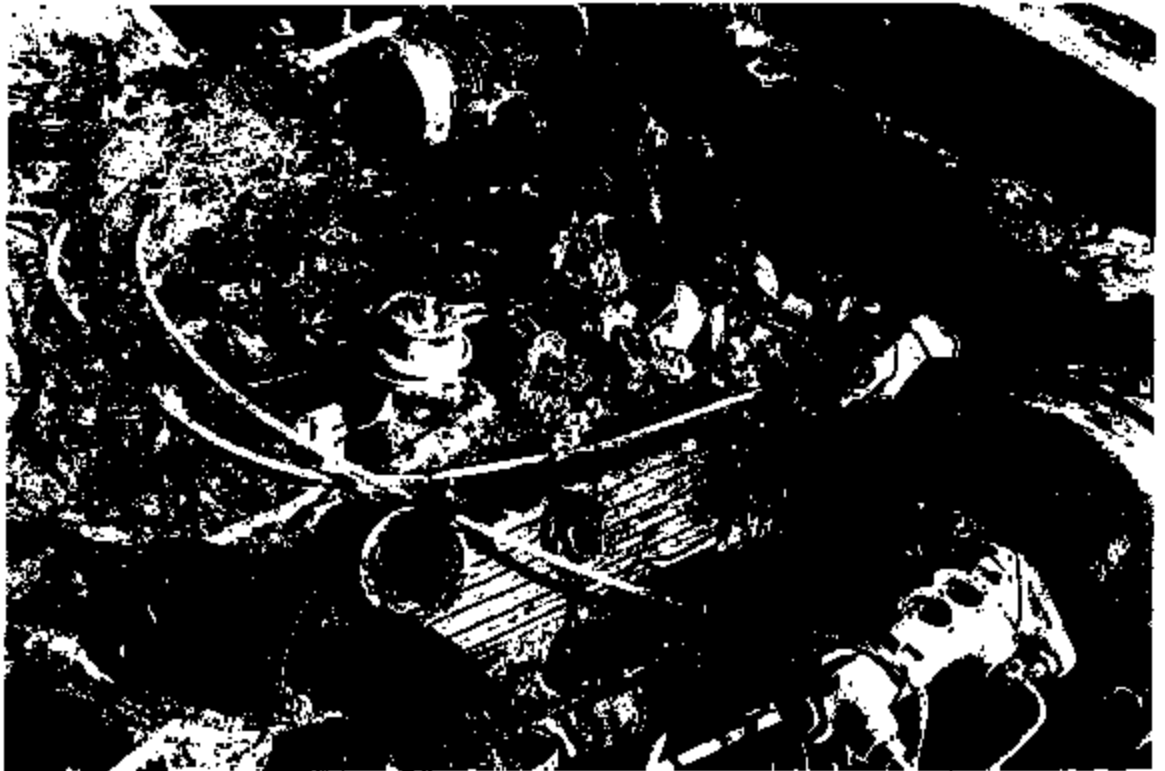


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ER02-028-B 0423



ENG2-025-B 5426





EP02-025-B 0428



ER02-025-B 8428









5082-825-B 8433





EP82-025-B 0435



