EA02-025

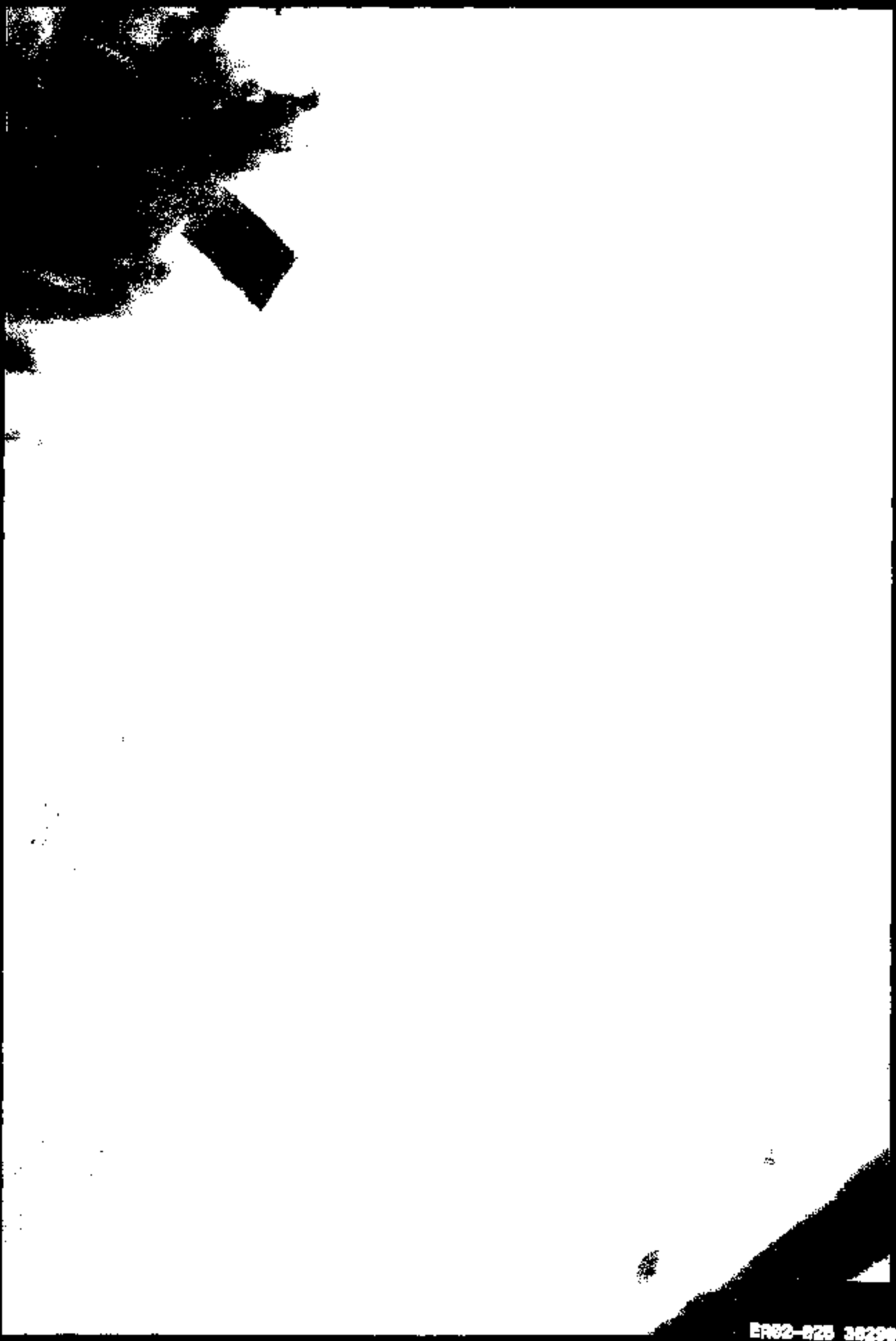
FORD 10/27/03 LETTER TO ODI

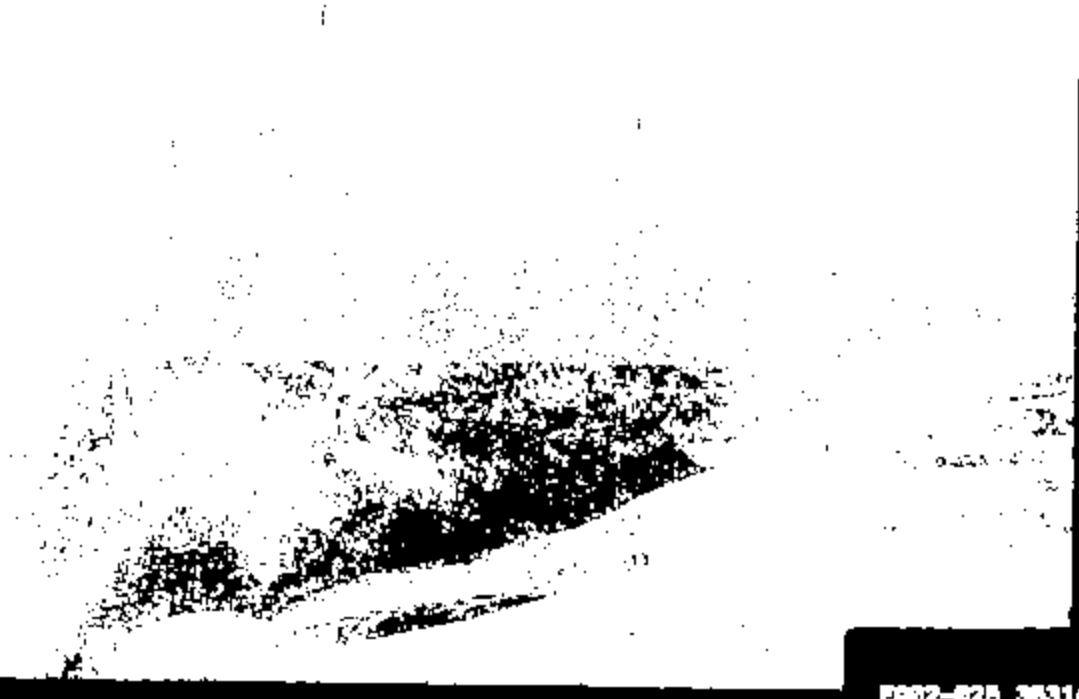
APPENDIX M

BOOK 9 OF 22

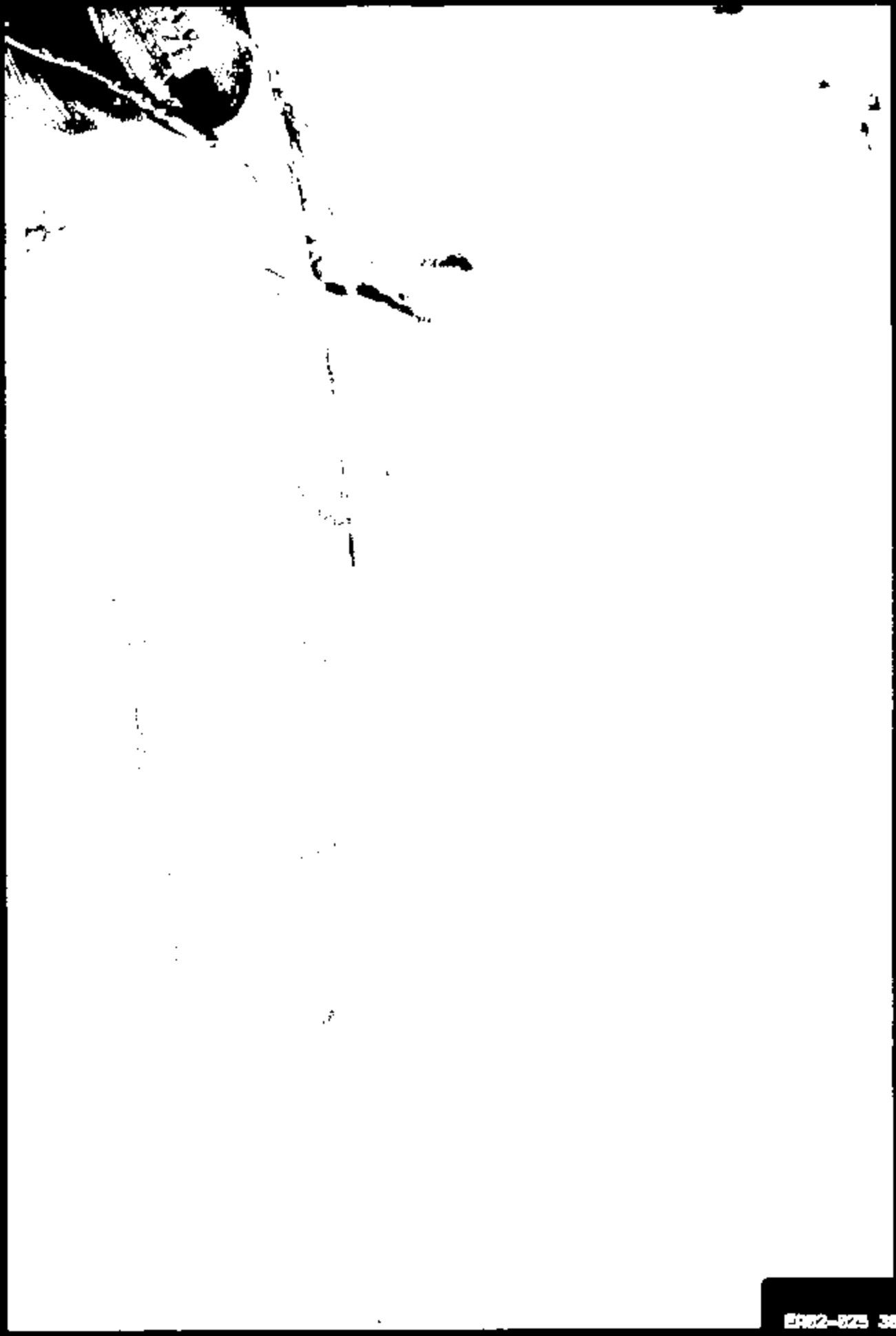
PART A-D

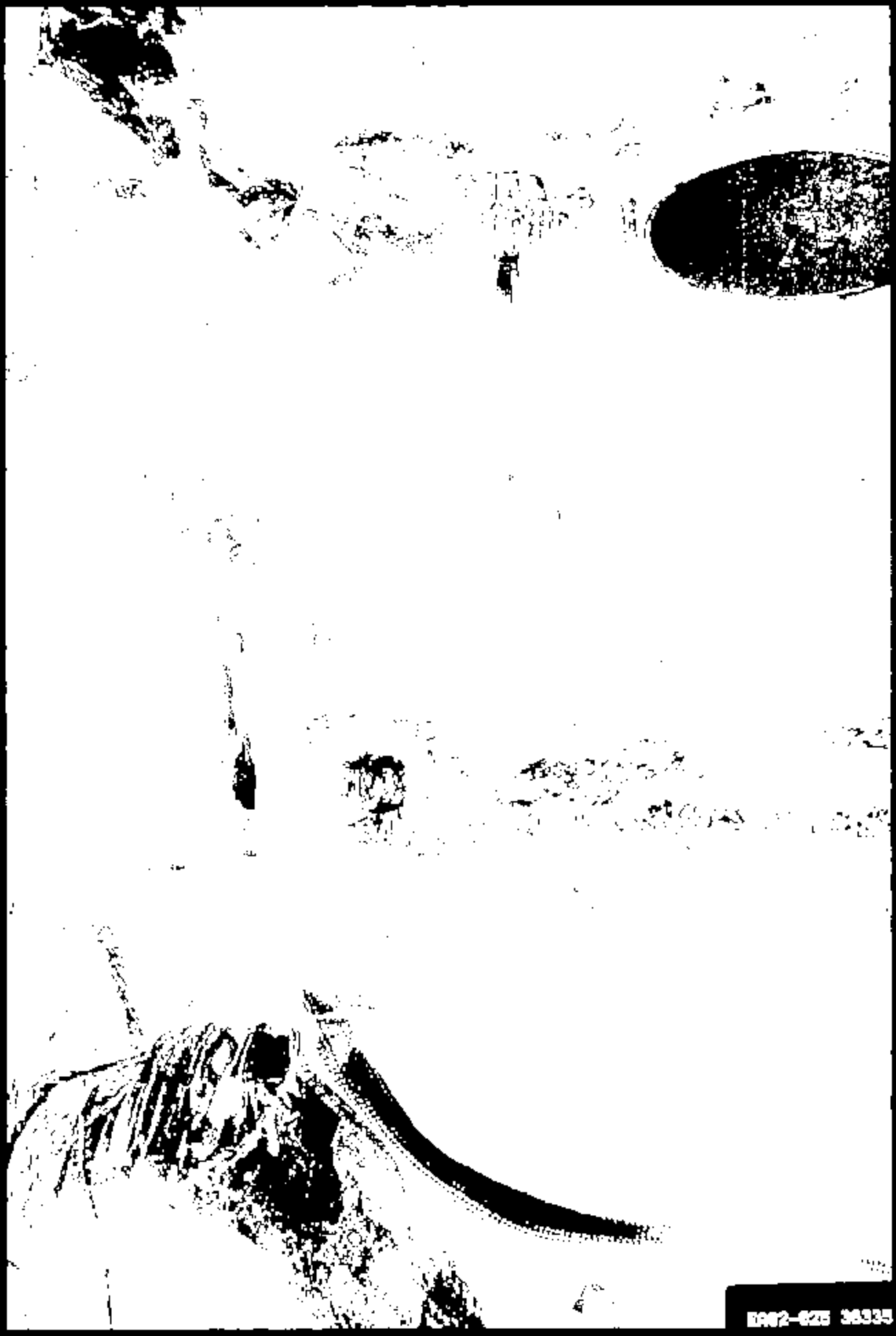
PART B





EM82-625 36321

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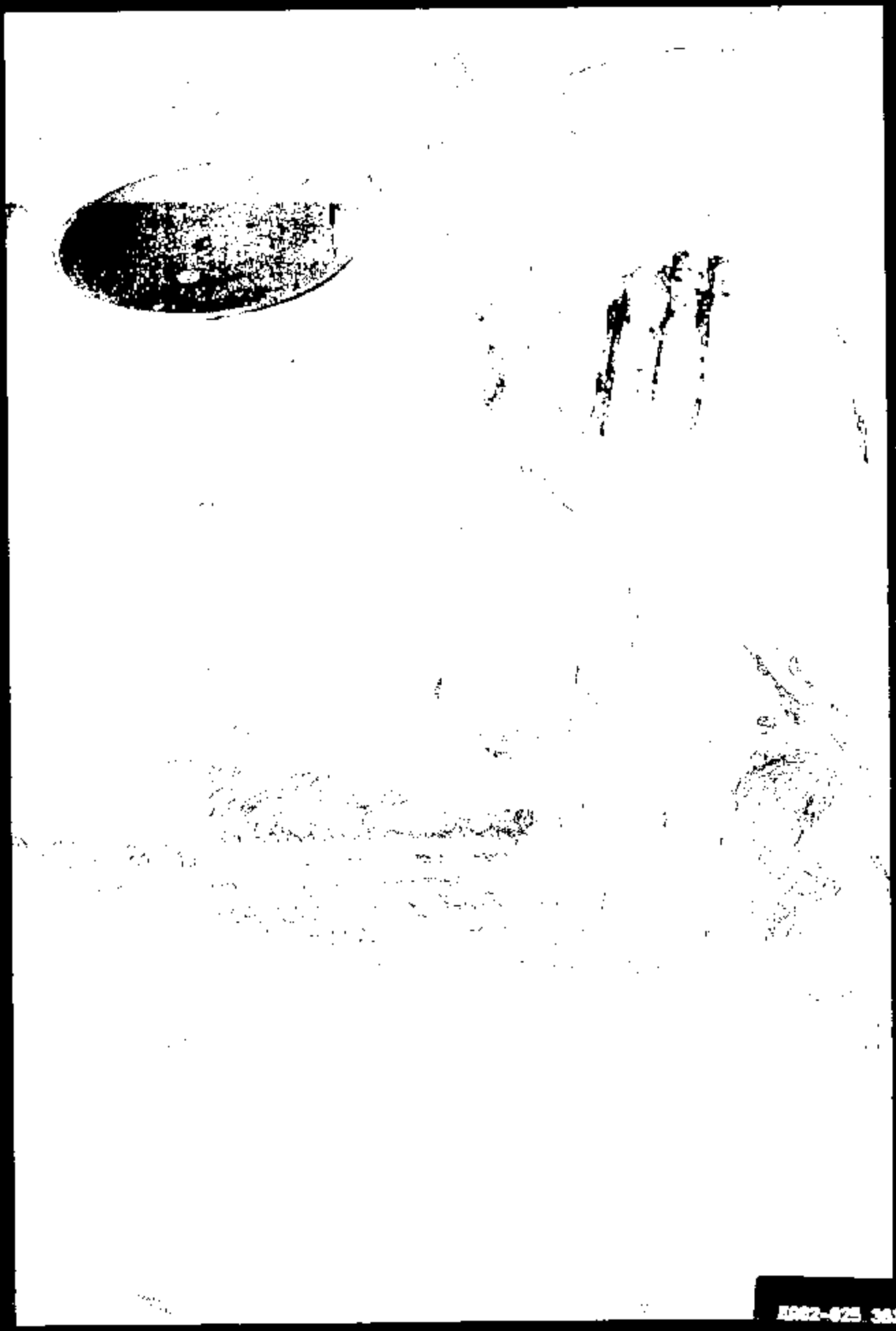
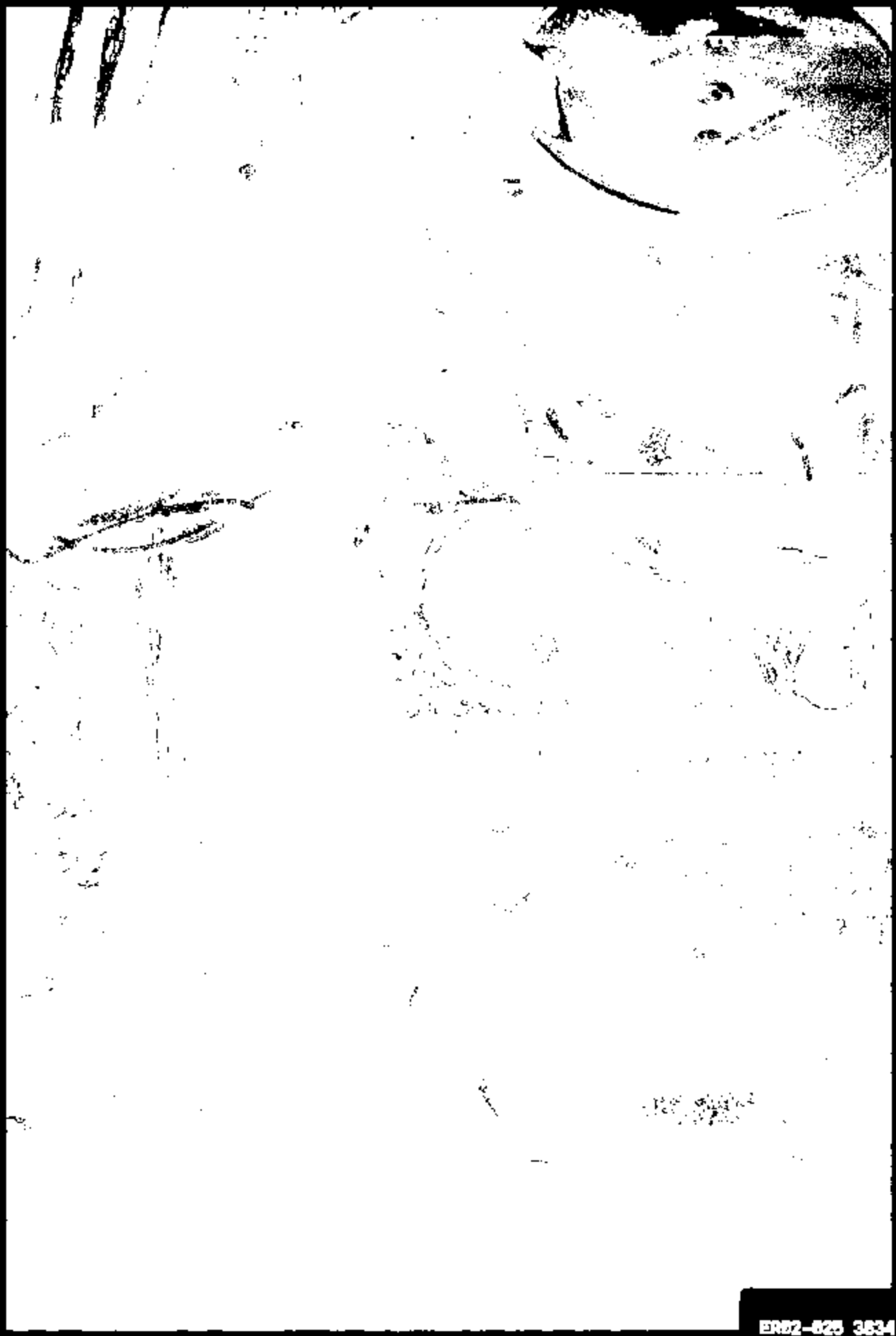
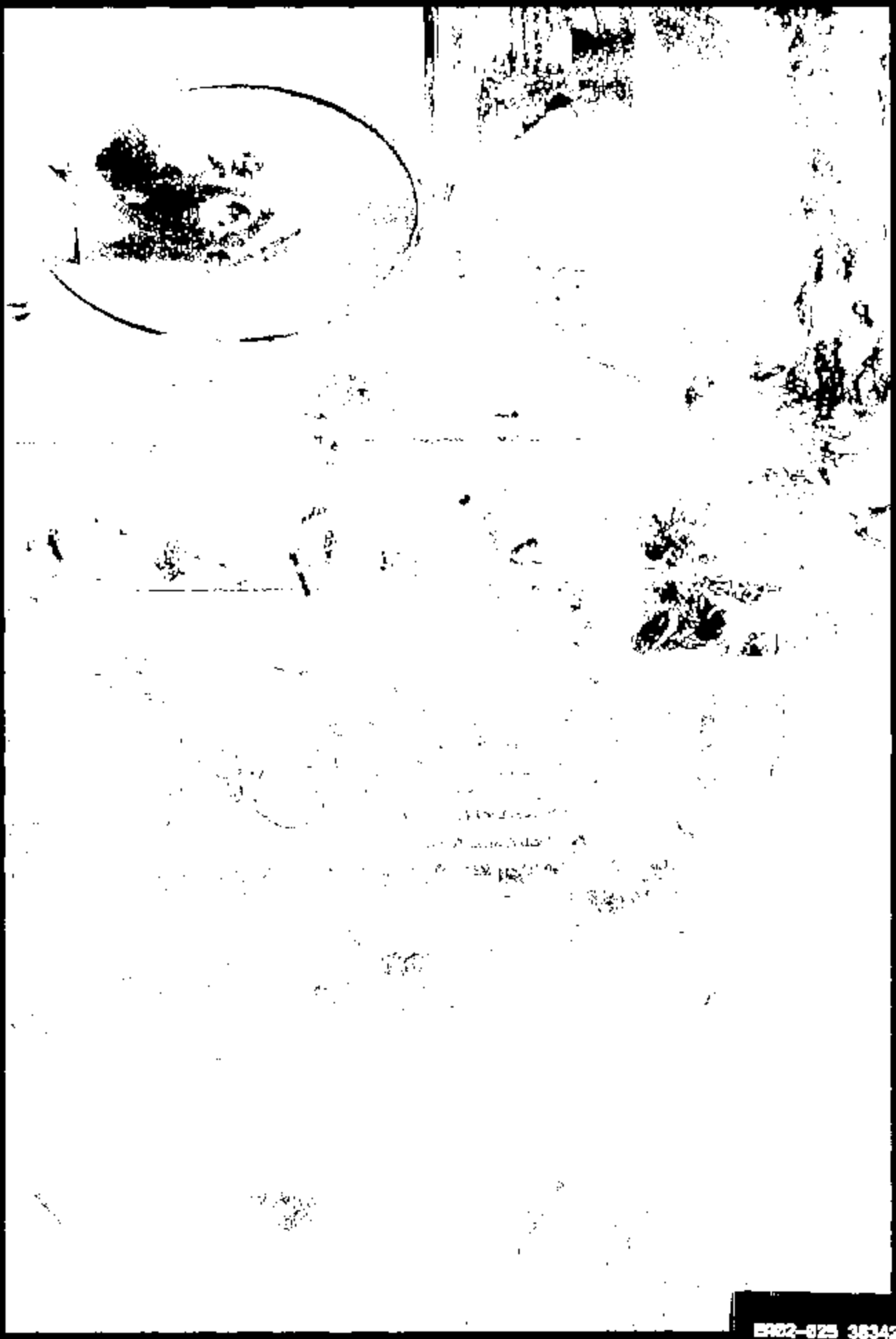






[redacted]

[redacted]

10-11-99

Dear Jenin Hollingsworth

I recive your letter dated Sep-29-1999. you said the Company find No Evidence of a mfg or design defect: also you said you Believe that the Economic loss Doctrine would prohibit me from any recovery under these Circumstances.

You sent me this letter before you recive my letter: all the pictures also me explaining the way my Vehicle just exploded: you are aware that I should keep all the parts: have them ready if there was a trial.

I have said to you: my other letter I am Not Wanting a trial all I am asking from Ford Mtr Co. is to refund to me what I have in the Vehicle which is $10,138 I think I am entitle to that Amt.

Thanks

[redacted]

P.S. there are no parts to keep every thing Burn.

P.S. Could I have the pictures return to me that I sent thanks

Office of the General Counsel

Ford Motor Company
3 Parklane Boulevard
Parklane Towers West, Suite 450
Dearborn, Michigan 48126-2568

September 29, 1999

[redacted]

Social Circle, GA[redacted]

Dear[redacted]

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,

Jessie Hollingsworth
Claims Analyst

dmb

wr\ogc\agown\claims\dmb\economic loss doctrine denial.doc

Primary Responder O

Back Up Unit O

Incident Report Morgan County Fire Department

DIRECTIONS: The Officer in charge (or designee) of the incident is responsible for the completion of this report. All reports are to be completed. Only one (1) incident report shall be completed for any one incident no matter how many stations respond. Call Dispatch (342-1200) for the incident number. Reports shall be turned into the Fire Coordinator' office no later than two (2) days after the incident occurs.

Incident No. 99-174 Date 8-9-99 Day/ Week S M T W T F S

Alarm Time 10121 10125 Arrival Time 10128 In Service Time 11121

Address 278 West of Rutledge Alarm Rec'd from 911

Occupant Name [redacted] Owner Name [redacted]

Address [redacted] Address [redacted]

Social Circle GA

Telephone [redacted] Telephone [redacted]

Insured By [redacted] Insured By Cotton State Mercer GA

Area of Origin: Engine & Dash area		Equipment involved in ignition: Possible electrical	
Form of Heat of Ignition: Possible arc Short		Type of Material Ignited	Form of Material Ignited
Method of Extinguishment: Water Pre Convert		Level of Fire Origin: Ground	Estimated Loss (Dollars Only): $15,000

If Mobile Property	Year	Make	Model	Serial Number	Tag No.
	96	Mercury	Grand Marquis		GA 4023 QT

If Equipment Involved in Ignition	Year	Make	Model	Serial No.

Give a brief narrative on what you observed on arrival and the work your station did at the incident scene.

Car fire just west of Rutledge
Total loss engine compartment & interior

List Names of Personnel Responding:

A. Latty
P. Jones
J. Couch
C. Crawley

List all Units Dispatched:

912 / 931

Total Number of Personnel on Scene:

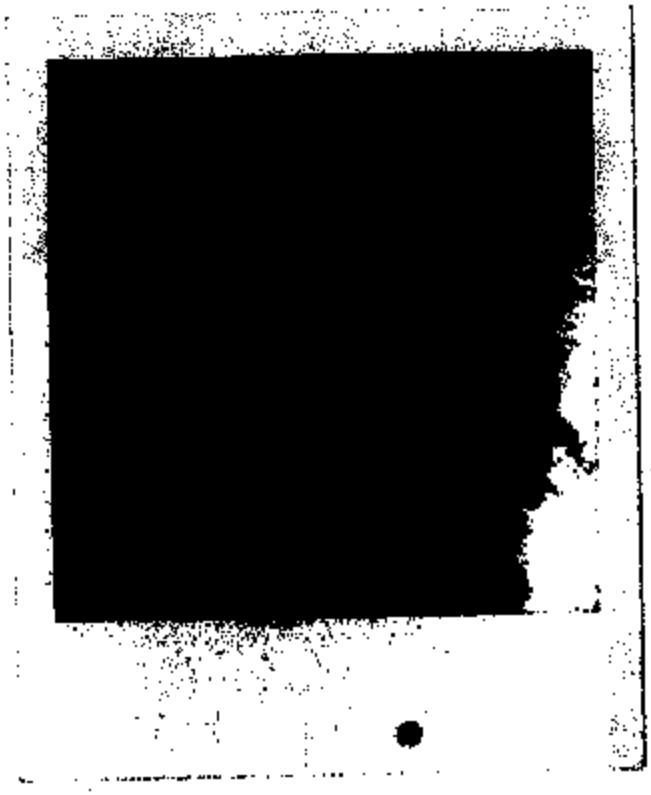
Station Number	09							
Personnel	04							

** IMPORTANT NOTE: Attach supplemental report of any firefighter/ civilian injury and /or fatalities.

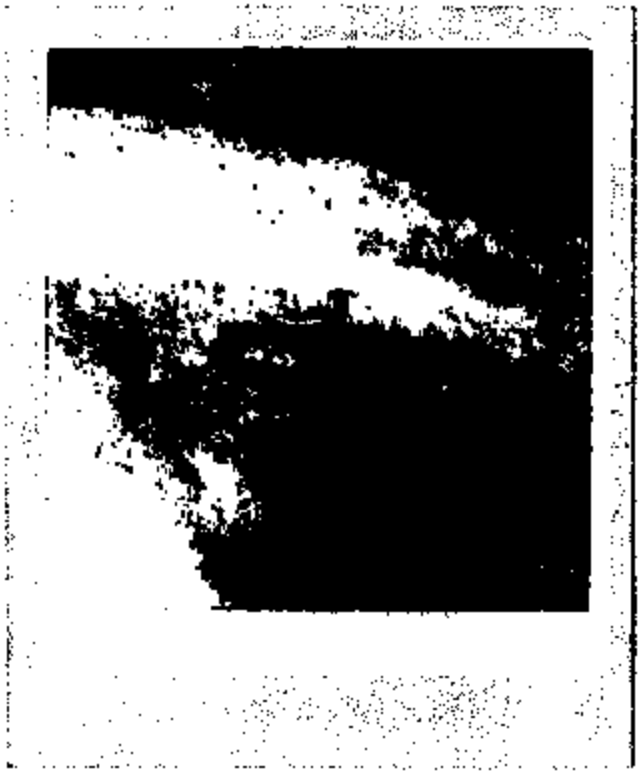
OFFICER IN CHARGE Paul Jones STATION 09

REPORT COMPLETED BY Jerry Couch STATION 09

BR82-625 14888




0-8-09-99
10 of 1030 AM
1999



Office of the General Counsel

Ford Motor Company
Parklane Towers West
Suite 400
Three Parklane Boulevard
Dearborn, Michigan 48126-2568

August 11, 1999

[redacted]
Social Circle, GA [redacted]

Re: Case # 1380112229

Dear [redacted]:

We acknowledge your recent contact to Ford Motor Company. Your complaint has been directed to this office for further handling. In order to assist us in evaluating your claim, we request that you provide us with the following information:

1. Yes A copy of the police and/or fire report.
2. For each person alleged injured: full name, date of birth, home address, marital status and name of spouse, social security number, occupation, a complete description of the injuries, the names and addresses of all treating physicians, and copies of all medical bills and reports.
3. yes Documentation to substantiate your defect allegation, including a copy of your expert's report and their original photographs.
4. Has the alleged defective part been repaired or replaced?
5. The present location of the alleged defective part and the vehicle.
6. A complete service history for the subject vehicle, including any tune-ups or oil changes.
7. We will be pleased to conduct non-destructive testing on your alleged defective part should you choose to remove the part and assembly and ship it at your own expense. Please follow the directions listed in the attached shipping instructions.
8. Has any insurance company been advised of this incident? If so, please state the name, address, and telephone number of those insurance companies; their claim number; and the agent's name. yes
9. If an attorney has been retained by you to settle this claim, please include his/her name, telephone number, and address. NONE

All my Records was Destroyed on Page 46 #6

Every Time Complainant Destroys Shop Shop Enclosed

(over)

#6

Best as I can remember

oil change 08-15-98 Don Jackson Lin & Mercury South Lake Mall. Milage I am guessing 29,000 miles Jonesboro, GA.

---

oil change & tune up Don Jackson Lin & Merc: Milage again a guess 34,000 miles

---

oil change Don Jackson Lin & Merc. South Lake Mall 38,000

---

on Jonesboro Road
Oil & Lube Clinic 41,500

Also Good year Sen. Center
milage in copy

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file.

NO TRIAL

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.

NO FILABLE
See SAM SHAT enclosed.

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.

NO TRIAL

Sincerely,

Nadine Grabowski

Nadine Grabowski
Claims Analyst

dmb

(09-9-99)

Dear Sir or Madam
I am sending you I think every thing you have ask for, my Car was Completely destroyed, No injurie to any one I was Burn on right arm & Right leg & right foot No doctor & No hospited, I am ok, But you Can see my Car was total destroyed

Thank [redacted]

[redacted]

Mr. James W. Hamby
181 Dove Lndg
Social Circle, GA 30025

The allegedly defective parts should be sent to Dearborn for inspection by the Parts Analysis Section. The following steps should be taken when parts are shipped..

None to Send

1. The parts should be marked by the sender in some manner so that they can be identified as the ones we inspected.

None

2. The parts should be properly packaged so that they can withstand handling by the carrier to Dearborn.

Wire

3. All parts should be labeled with the name of the claimant, complete address and the Claims Analyst name by the sender.

4. The package should be shipped to:

Ford Motor Company
Parts Analysis Section
Parklane Towers West
Suite 408
3 Parklane Boulevard
Dearborn, MI 48126

5. The package should be shipped U.P.S. - prepaid.

6. The sender should advise the Claims Analyst by letter when the parts have been shipped.

96-0769 [redacted], KEVIN

TX AC

96-210721-24
1-22WE

[redacted]

ABILENE FIRE DEPARTMENT INCIDENT REPORT

DATE 4-2-94
TIME 1550
ARRIVAL 1551
AIRS CALLED
AIRS ARRIVAL
ALL CLEAR
TAP OUT 2000
IN-SERVICE 2000

ENGINE CO. #6
TRUCK CO.
BOOSTER
HAZ. MAT.
STAFF CHIEF
INSPECTOR
FIRE DISTRICT
SHOW DEL PRESENT

EMERGENCY RESPONSES

SINGLE FAMILY	☐	MEDICAL ASSIST.	☐
MULTI-FAMILY	☐	MOBILE HOME	☐
BUSINESS	☐	DUMPSTER-PLASTIC	☐
HOSPITAL	☐	DUMPSTER-METAL	☐
MUNICIPAL BLDG.	☐	OUTSIDE(INC. GRASS)	☐
DORMITORY	☐	DIVE TEAM	☐
BLDG. UNCLASS.	☐	RESCUE	☐
SCHOOL	☐	VEHICLE	☑
NURSING HOME	☐	OUTBUILDING	☐
SPECIAL DUTY	☐	HAZ MAT	☐

Code 1 2 3 4 5
☑

LOCATION 2034 South Clack HOW RECEIVED 911
OWNER OF PROPERTY CONTENTS
OCCUPANT OCCUPIED AS
PROBABLE CAUSE Gasoline leak CAUSE Gasoline line
MATERIAL IGNITED Eng. Compartment COMMUNICATED TO Bus Call
EXTINGUISHED WITH Other Hand pressure INFORMATION PROVIDED BY FM Dawson
FORCED ENTRY □ WHERE VIA
INS. BLDG. OR VEH. CONTENTS
BUILDING OK. FIRE FIGHTERS
TAKEN TO HOME FIRE FIGHTERS

VEHICLE INFORMATION

TYPE Car MAKE Ford OWNER Kevin Hanna ADDRESS 941 Poplar
YR. 93 LIC. EZX 952 DR. Same ADDRESS Same

OFFICERS AND FIRE FIGHTERS RESPONDING

FM Dawson (OIC)			
FM Kenlo			
FM Flores			

REMARKS The car had been in the shop, and had been pulled from the shop this date.

OFFICER IN CHARGE FM Dawson (OIC) DISPATCHER Maxine INCIDENT # 3050

E062-625 51429

ARROWFORD MITSUBISHI-HYUNDAI, INC.

4001 S. First St.
Box 6166
Telephone 692-8600
ABILENE, TEXAS 79605 ZIP 79604 - 7936

29828

[redacted]	[redacted]	4/ 1/94	[redacted]	7:24	4/ 1 17:08 ARRIN	SR2X
[redacted]						
ABILENE, TX	79602	MX123974	4/15/91	T	S	
92 FORD	F150/V10	WHITE	FFZ952	2FACP74N8MX123974	X	
3/91 Y T				8224	4/28/93	

CUSTOMER REQUESTS

1. ENGINE IS RUNNING ROUGH, OR REALLY FEEL IT ON ACCELERATION. CAN ALSO SMELL RUNNING ROUGH. JUST STARTED THE SAME DAY.
ADVISE
D36
TUNEUP/ELECT. 12286 1HR → N

PTC I

15650E	0.1
15650E1	0.4
15660E	0.1
15660E10	0.3
13000J1	0.3

SBDS - spark recover duration

2. WHEN DRIVING 40 MPH AND APPLY BRAKES YOU CAN FELL SOMEN GRABBING OR VIBRATING. DOESNT SHOW IF IT IS BRAKES OR TIRES
ADVISE
GENERAL LINE 1125. → 14

check rotor runout
Rel Both front rotors

11020T	0.6
11020I	0.2

* * * RECOMMENDED MAINTENANCE * * *

NO 3000 MILE SERVIC 7727 PTC * 5
NO 13000 MILE MAINT 7727 PTC * 8

* * * ADDITIONAL SERVICE * * *

S. Rodney Eggs Sanell

417	KS	4294	12	
413	KS	2294	.8	

ORIGINAL PARTS AND LABOR . .
REVISED ESTIMATE

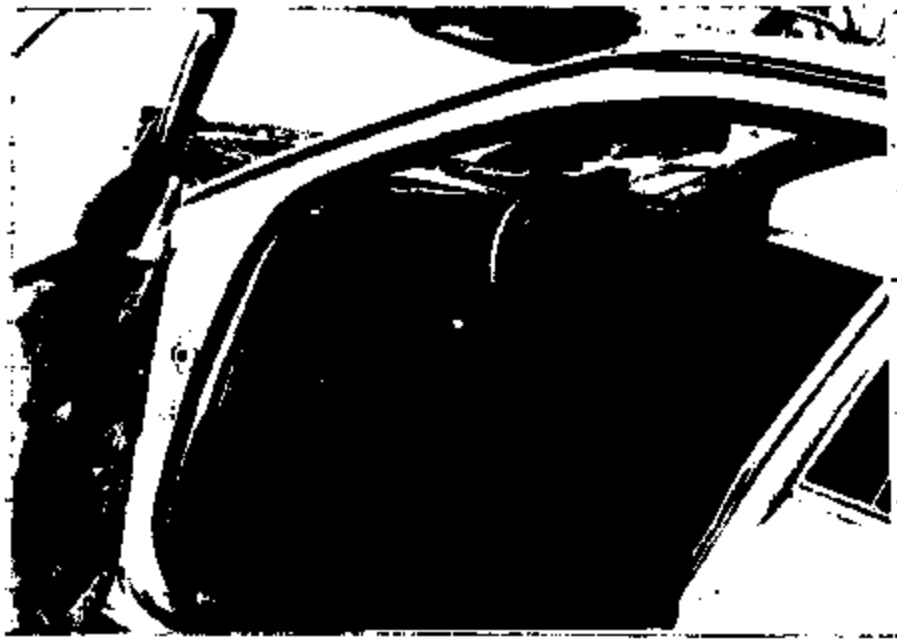
Crawford

Photo Mounting Sheet

File Identification 630158 VII

Taken By R.D. Pawley 4/5/94
DATE TAKEN

FOLD HERE FOLD HERE



ER82-625 51431

Crawford

Photo Mounting Sheet

File Identification 630158 VII

Taken By R. D. PAULEY 4/5/94
DATE TAKEN

Crawford

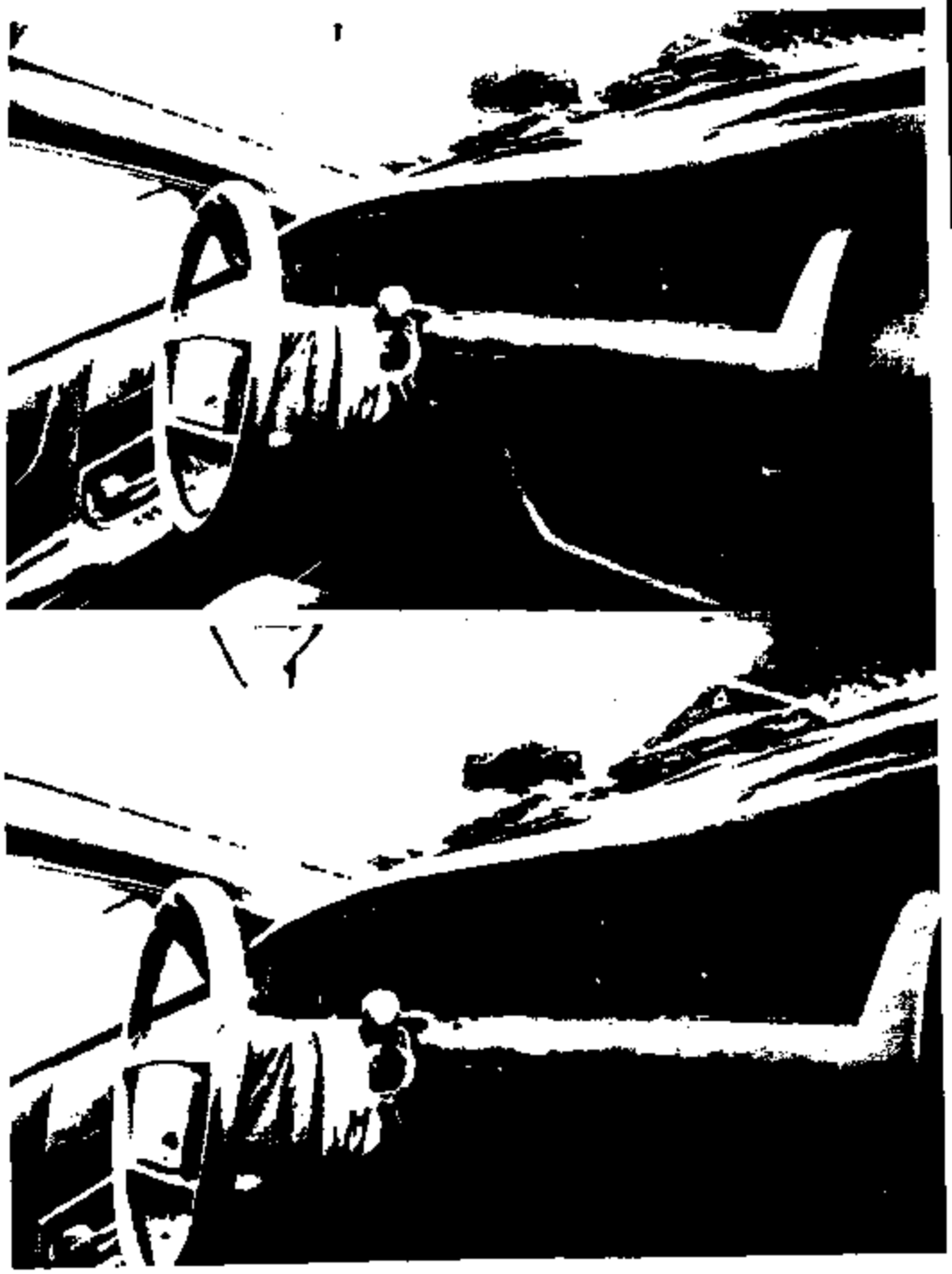
Photo Mounting Sheet

File Identification 630168 VII

Taken By R. D. PAWLEY 4/6/94 DATE TAKEN

ER92-625 51433

E992-625 51434



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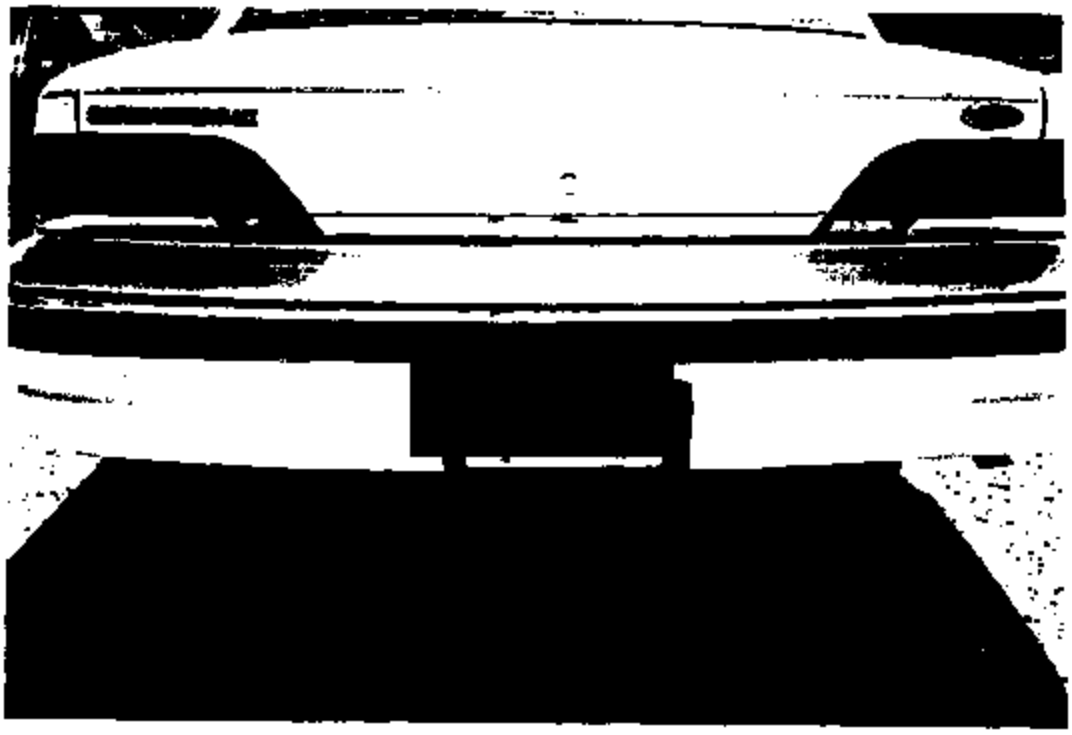
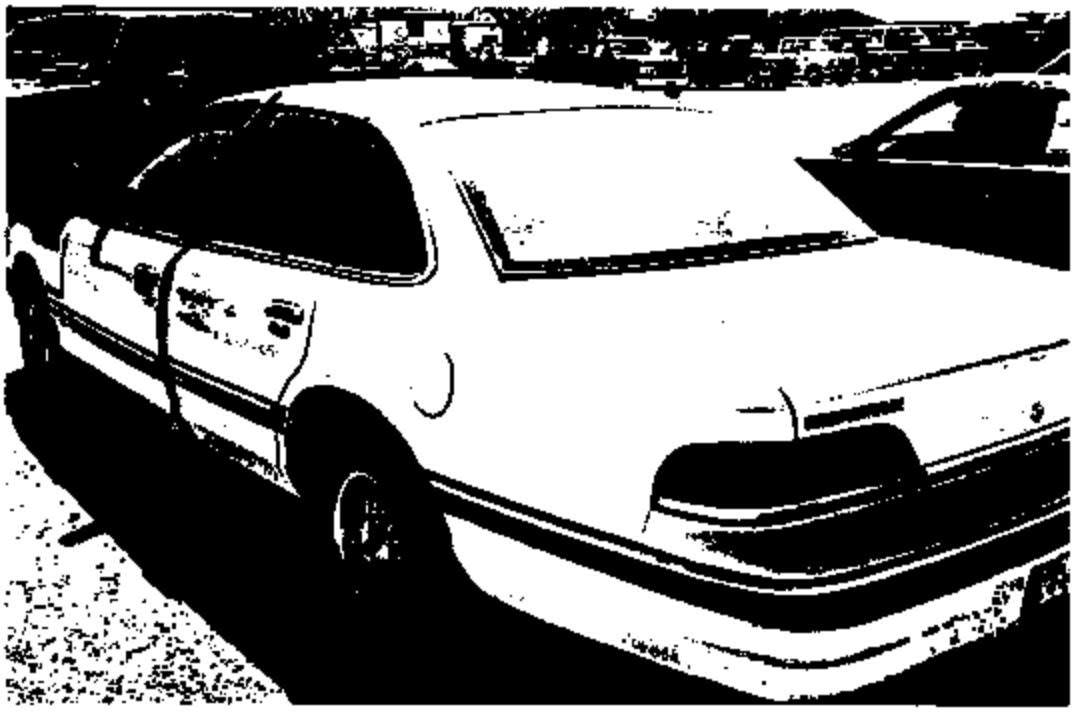
ER82-825 51436





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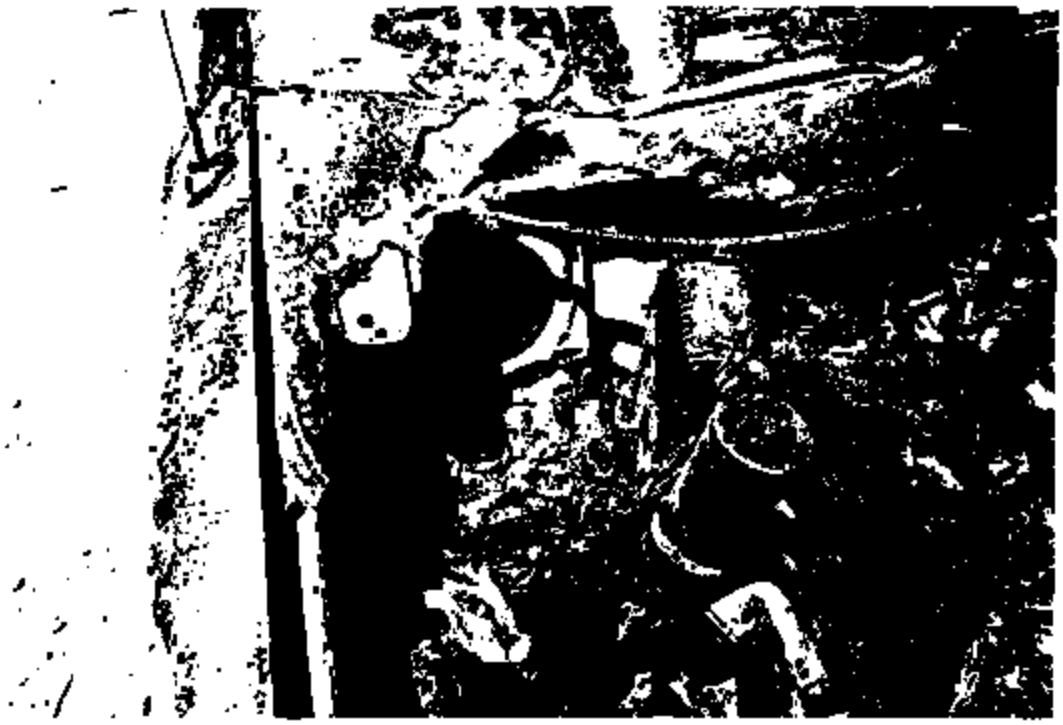

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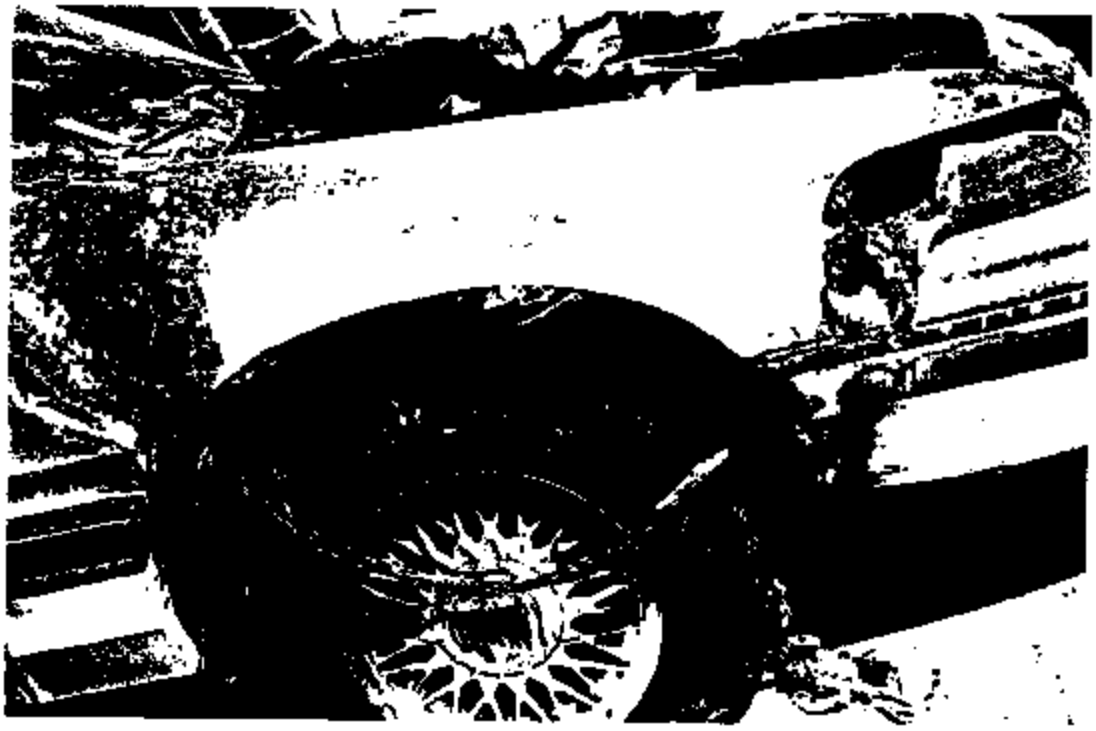

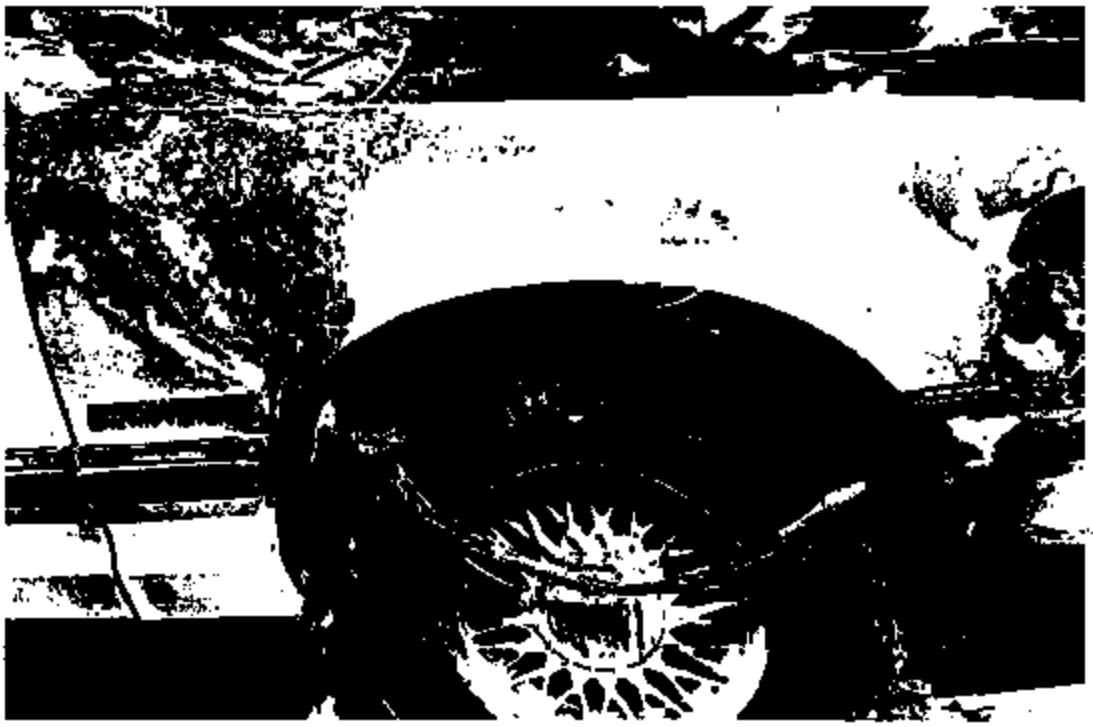

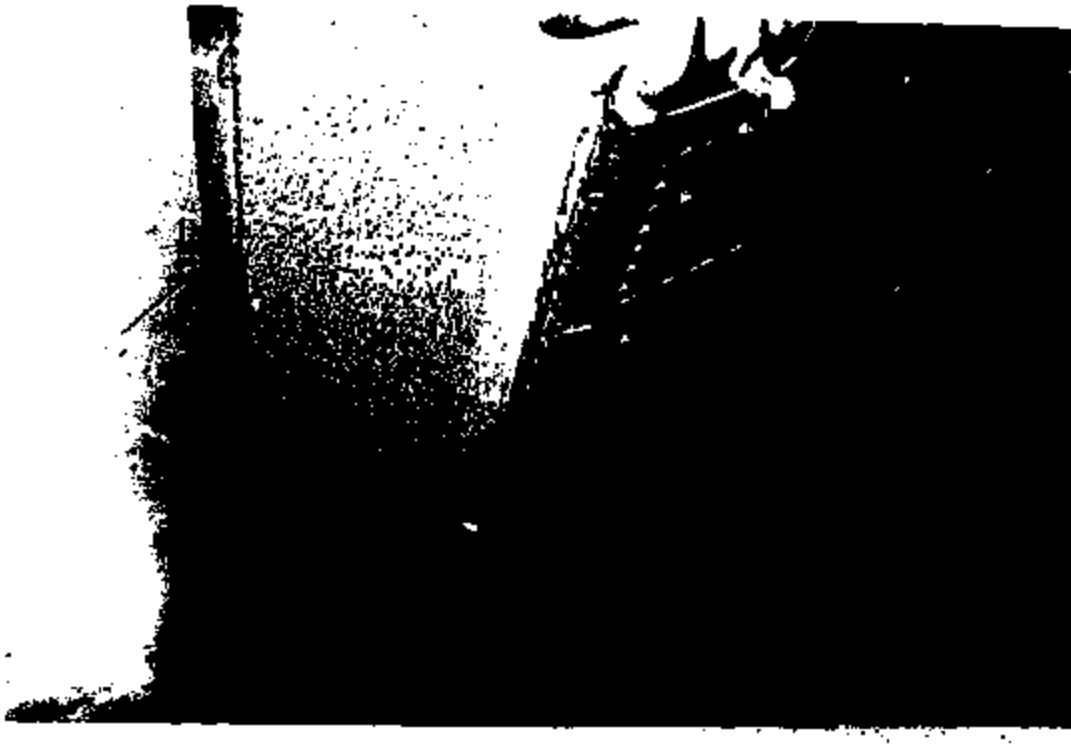

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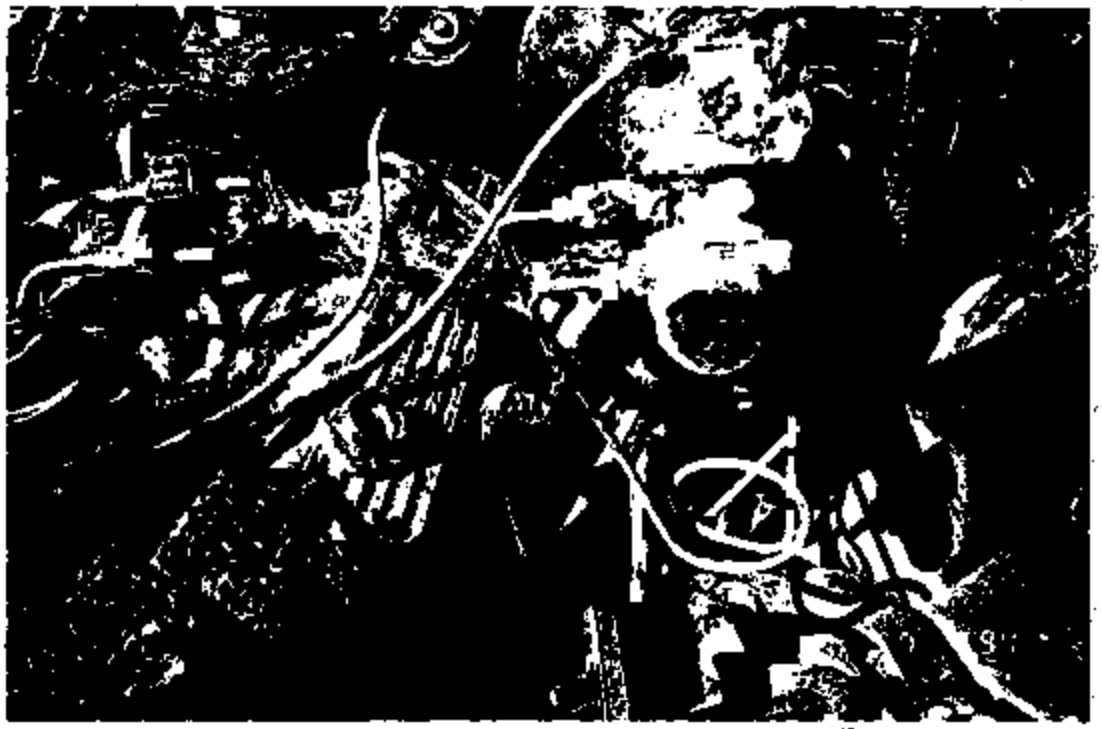

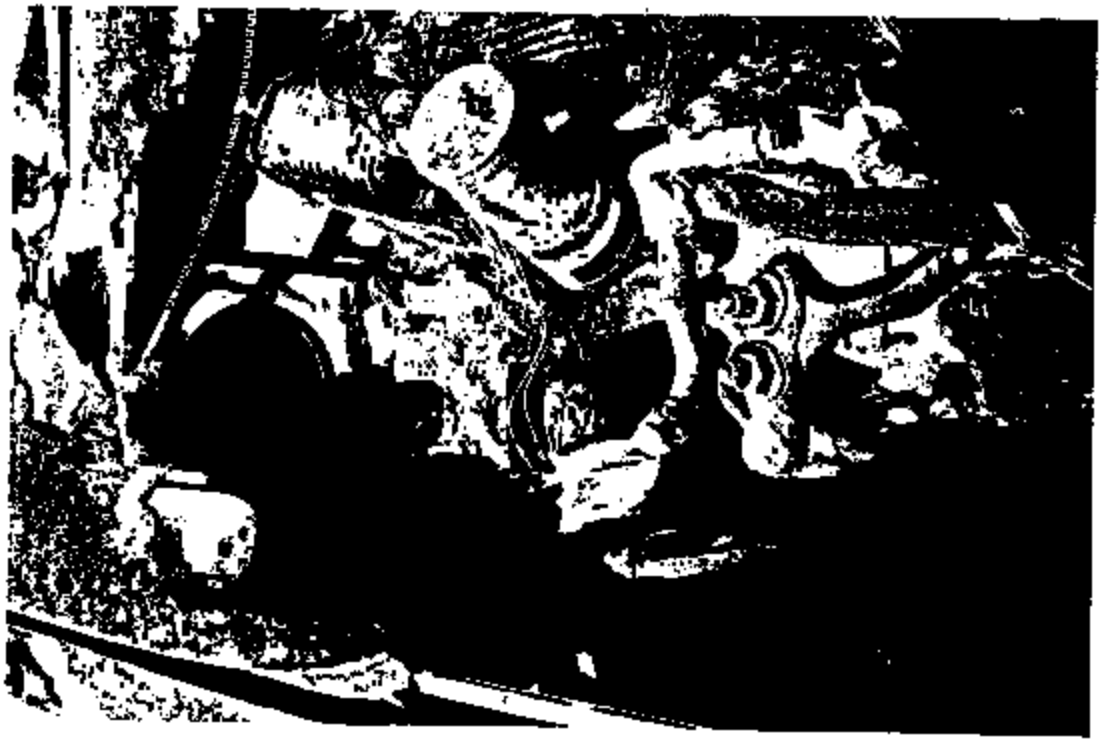

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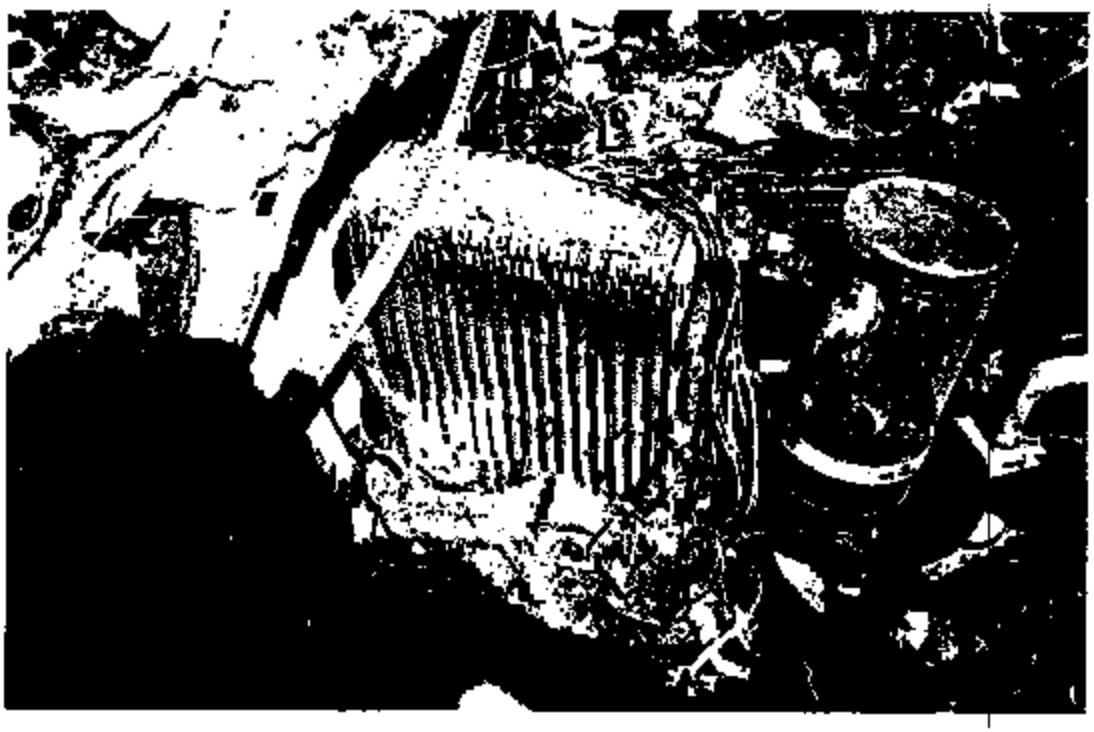

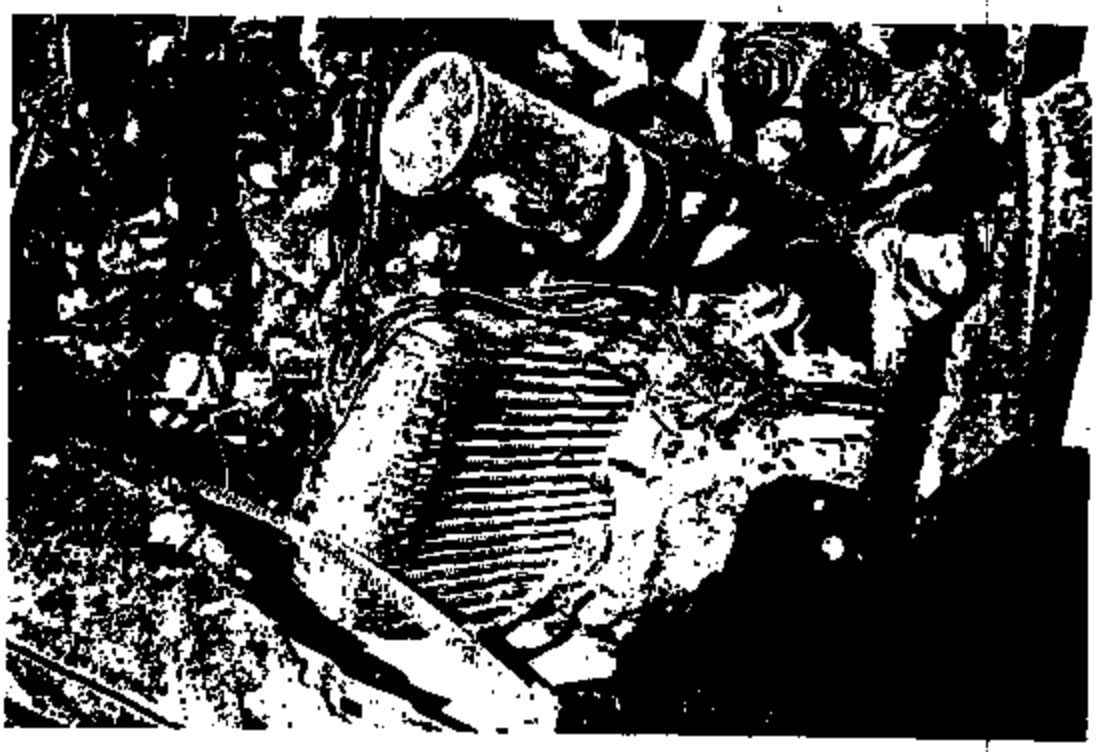

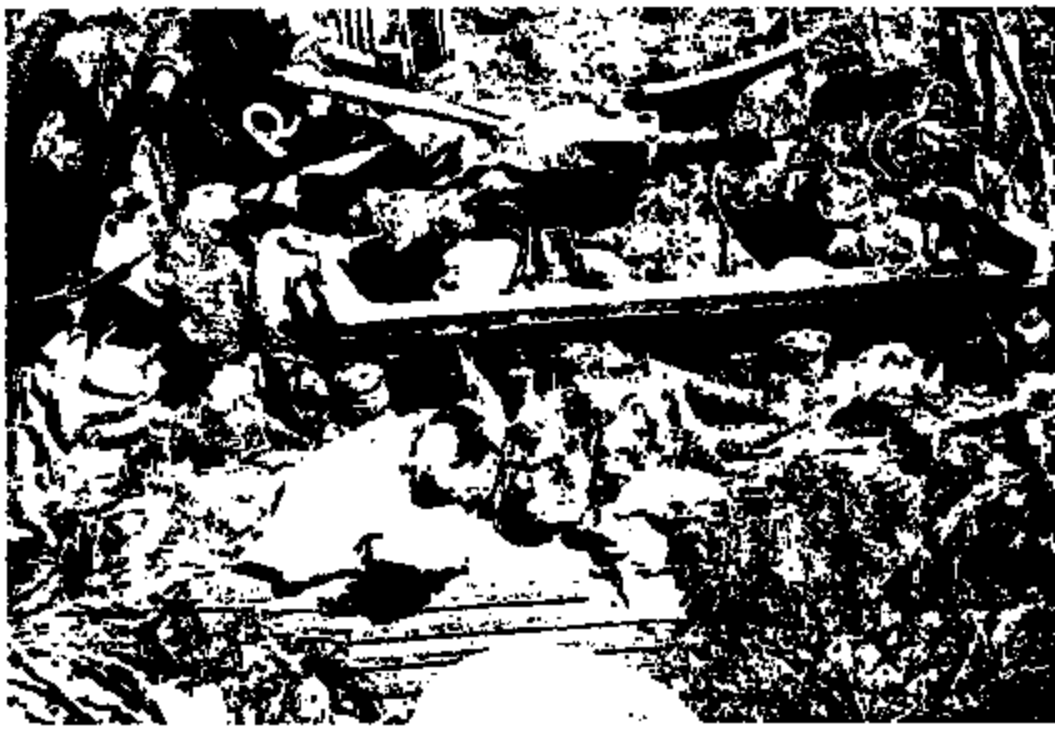

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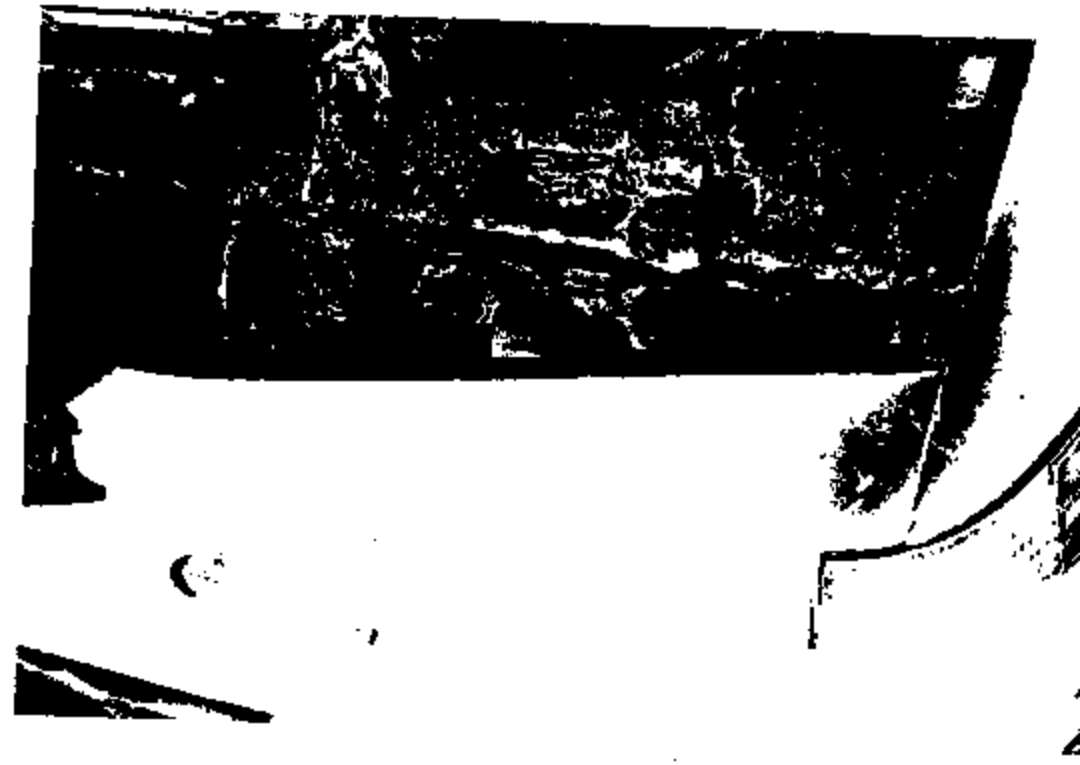

Ford Customer Service Division
Ford Motor Company

Dallas District Office
[illegible] Belt Line Road
P. O. Box [illegible]
Carrollton, Texas [illegible]

April 12, 1994

[redacted]
Abilene, TX [redacted]

Subject: Fire Damage - 1992 Crown Victoria

Dear [redacted]

This is in regard to your contact to our office in Detroit, Michigan, advising of the fire damage to your vehicle.

Our Fire Inspector, Mr. Tom Ellis, inspected your vehicle on April 7, 1994, and spoke with you concerning the damage. Mr. Ellis could not determine a manufacturer's defect which could have caused the fire.

We apologize for the time lost and inconvenience this has caused you. Ford Motor Company cannot accept responsibility, and we must refer you to your insurance carrier. If they feel a manufacturer's defect caused the fire, they will subrogate Ford Motor Company.

Sincerely,

Maureen Sullivan

Maureen Sullivan
Owner Relations Manager

[illegible] 51469

Claims Investigation Report
FIRE

Dallas — 103932531

DI[redacted] — [redacted]AL CAR FILE NO.

[redacted] Abilene, TX - [redacted] — Arrow Ford 4001 S. First St. Abilene, TX - 79605 - 915-692-9500 % Dale Higginbotham or Tom Rose

OWNER'S NAME AND ADDRESS — BILLING NO. — SERVICING NO.

Crown Victoria — 1992 — 25517 (Last R.O. Same Day) — Prod Date - 3/91 YZ-LXU/K/BT/H/V/TDD22 — 2FACP74W0NX-123974

VEHICLE MODEL — YEAR — MILEAGE — VEHICLE IDENTIFICATION NUMBER

4/2/94 — 2034 South Clack Abilene, TX -

DATE OF FIRE — LOCATION

ANY ELEMENT OF ABUSE OR LACK OF MAINTENANCE? — See statement. by Eng Technician - Traffic Metro

YES ___ NO X — ATTACH, STATEMENT OF DEALER SERVICE MANAGER, MECHANICS, AND TOW TRUCK DRIVER.

WHERE WAS INSPECTION MADE? — DATE

Abilene, Tx - Arrow Ford — None other than service Mgr Tom Rose & Eng Tech.

NAMES OF PERSONS PRESENT — DID ANYONE PREVIOUSLY EXAMINE VEHICLE?

None

J M Ellis Jr. 4/7/94

PREPARED BY — DATE

How was the vehicle being used when the fire was first noticed: How long? (e.g., parked with engine off for 15 minutes, idling for 5 minutes, stop and go driving for 30 minutes, etc.).

Describe: [redacted] [redacted]ked driven from his home to his grandchildrens home to pick them up and go to a daycare. He had driven driven approximately 3 miles from his home. Picked up grandchildren - was on [illegible] road - [illegible] 1/2 mile - [illegible] home.

Driver observations of vehicle performance prior to noticing fire (e.g., running rough pervious 15-20 minutes, smelled electrical, smelled fuel, heard "pop", noticed parking manual, etc.).

[redacted] has dropped grandkids at their

Describe: home - got back in vehicle and started backing to access road, engine stalled restarted and tried to continue rearward - engine stalled again - She [redacted] [illegible] flame and got out and called 911 - [redacted] stayed and saw flames L.S. on right side - let them get out. Fire man arrived 15-20 min.

E082-025 51481

I. A. Location of initial fire — be as specific as possible (e.g., underdash - passenger side, or trunk - right rear).

1. X Underhood: Unable to determine location due to damage
2. X Instrument Panel/Dash: burned into right side of center
3. ___ Trunk: _____
4. ___ Under Vehicle: _____
5. ___ Seat (Front/Rear; Left/Right/Center): _____
6. ___ Steering Column: _____
7. ___ Fuel Filler Area: _____
8. ___ Other: _____

B. Smoke/Flame

1. Location of Initial Smoke: engine compartment
2. Color of Smoke: black - gray
3. Duration of Smoke: Smoke & Flame - 15-20 minutes (estimate by Mr. Hamm)
4. Location of Initial Flame (or "No Flame/Smoke Only"): She saw it right side front - he saw it left side.
5. When Was Flame First Seen: Smoke first observed as they were backing first time and thought it to be exhaust.

C. Type of Fire (Describe)

1. Electrical: _____
2. Exhaust System: _____
3. Fuel Leak: _____
4. Other Vehicle Fluid Leak: _____
5. Battery: _____
6. Other: All wiring & plastic in engine compartment and hood right rear side destroyed (melted).
7. Unknown: Unable to determine cause.

II. Vehicle Systems Inspection

A. Electrical System

1. Apparent Point of Fire Origin: Unable to determine. From ~~passenger~~ drivers position — right side of engine compartment and fender shield and tire, A/C and dash more damaged than left engine side and dash area — left fender (front) not damaged.

2. Check Fuse Panel

a. Fuses/Circuit B[illegible] Were Blown: Engine compartment fuse box - smaller. [illegible] fuse -. [illegible]sh panel - only one blown

b. Oversize Fuses Used: None determined

3. Note Electrical Components Damaged/Destroyed: All plastic in engine compartment and all wiring. A/C lines, ends of fuel pressure and return lines burned loose from their connection at pressure regulator - Lines are on left side of engine and o[illegible] would be toward right side.

4. Check Wiring at Point of Fire Origin:

a. Wire(s) Penetrated by Sheetmetal, or screws/cut/or spliced: None determined

b. Proper/Improper Routing: None determined

c. Insulation/Connector Condition —Subject to Chafing/Source: " "

d. Color of any Bared Copper Wires: All insulation burned off

e. Wire Strands Fused/Welded Together: yes - result of fire

f. Beading or Balling of Wires Where Separated: None determined

5. Check Condition of Components

a. Utilize External Power Source to Determine if Component Still Functions (Excessive Draw? - Drag?): Unable to make any tests due to damage

b. Attempt to Manually Rotate Electromechanical Components (e.g., Blower Motor, etc.): " " " " " " " "

B. Exhaust System

1. Check Appearance of

a. Catalytic Converter: OK

b. Muffler: had been replaced year earlier

c. Exhaust Manifold: OK

d. Component Clearance to Floorpan, Crossmembers, Other Components, etc.: OK

e. Note Any Holes, Dents, Separation, Missing Components (e.g., Heat Shields, Manifold Bolts, etc.). Comment: None determined

[illegible] appear to be installation of site origin, check engine idle speed, ignition timing, e Comment: ____

C. Fuel System

1. Examine tank, lines, fuel metering systems for evidence of fuel leaks

   a. Fuel Tank (Perforations, Seams, Sending Unit, etc.): ____

   b. Fuel Lines, Hoses, Fittings and Connectors: See (3) above

   c. Fuel Metering System (Carburetor, Fuel Rail, Injectors): Throttle body was full of hood Noise insulation material - may have been reason for second engine shutdown.

2. Note any evidence of modified or Non-OEM components (e.g., rerouted fuel or vapor lines, non-OEM gas caps, modified filler pipe, etc.): None determined

D. Other Fluid Leaks

1. Examine engine for evidence of possible oil leaks (e.g., valve cover gasket): Unable to determine due to damage. Eng oil - full and not burned.

2. Possible brake fluid leaks (check master cylinder fluid level, examine for cut/pinched/crossed lines): Master cylinder plastic melted.

3. Transmission cooler connections (fluid level and condition, examine lines): Not involved - Trans fluid OK - not burned -

4. Power steering fluid (fluid level, examine lines): Lines burned -

1. Analyze and describe burn patterns

a. Paint Baked/Peeled/Blistered: Hood melted 3/4 away— Inner and outer hood shell separated

b. Metal Bared and Oxidized (Rust Red): yes - Right hand fender, splash shield, A/C ducts

c. Low Temperature Metals (see Chart) Heat Damaged: [redacted]. A/C evapator Not melted - case was.

d. Condition of Plastic, Rubber, Cloth Fabrics: All melted in engine compartment dash, and sun visors, glove compartment -

2. Note any Non OEM Equipment installed: None determined.

3. Other Observations/Comments: Only concern was a noisey muffler - and was replaced earlier. Vehicle has been giving very satisfactory service except at about the above mileage when brakes would vibrate when applied and engine had a running rough and spitting noise could be heard - Vehicle was taken into Arrow Ford 4/1/94 for these two concerns.
Technician - Earl Scheets determined that front brake rotors were out of plane and caused brake vibration when brakes were applied - Replaced both rotors - His test drive revealed brake problem resolved but did notice engine miss on pull or acceleration.
Same Day - Next Technician EEC Certified Freddie Uetato drove engine problem - [See Mr. Uetato's statement of his experience and repair procedure of [redacted] vehicle.]

J M Elks Jr. — 4/8/94
NAME — DATE