

EA02-025

FORD 10/27/03

LETTER TO ODI

APPENDIX M

BOOK 13 OF 22

PART A-D

PART A



SNORTON1
FL

02/03

8002-028 77500



Allstate.
You're in good hands.

June 9, 2003

CONSUMER AFFAIRS
SECTION

3 JUN 13 11:15

COMPANY: FORD MOTOR CONSUMER AFFAIRS

ATTN:

RE: Our Claim Number: [REDACTED]
Our Insured: [REDACTED]
Date of Loss: 3/14/03
Your Claim Number: vin# 1LNLM82W1PY673209
Your Insured: Ford Motor Company

RECEIVED JUN 19 2003

This letter will serve as a notice of our subrogation rights due to the payment of a claim made as a result of the above referenced accident. Our investigation of this accident indicates that your insured was responsible. Copies of the supporting paperwork that you requested are enclosed. (* Please reference note at bottom of page)

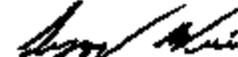
Payments:	Collision or Comprehensive	\$7,136.25
	Rental	\$ 480.00
	Insured's Deductible	\$ 250.00
	Total	\$7,866.25

Please include our claim number on the check and forward your payment to:

Allstate Payment Processing Center
P.O. Box 227257
Dallas, Tx. 75222-7257

* Additional paperwork may be pending

Please contact me on the status of this claim. My phone#610-251-3636. My address is P.O. Box 3073; Southeastern, PA 19398. Thank you,


Gregory Wise

Allstate Insurance Company
1275 Drummer's Lane, Bldg 1, Suite 300, Wayne, PA 19087 Phone 800.347-2624

EA82-028 27563

Allstate Insurance Company
6287 W. Copans Road, Suite 100
Margate, FL 33063
Bus: (954) 977-5003



March 28, 2003

RECEIVED MAY 1 2 2003

FORD MOTOR COMPANY
PO BOX 6248
DEARBORN, MI 48126

ATT: CONSUMER AFFAIRS

Our Insured [REDACTED]
Claim Number [REDACTED]
Date of Loss: 3/14/03
Vehicle: 1993 Lincoln Town Car, Vin# 1LNLM82W1PY673209

Dear Sir/Madam:

Our investigation into the above referenced claim has revealed that your company is responsible for the loss our policyholder sustained.

On March 13, 2003, our policyholder suffered a loss involving his above-mentioned vehicle, which resulted in the vehicle catching fire.

A cause and origin was done to determine the cause of the fire and it was determined that the fire was the result of a defective speed control deactivation switch. Therefore, please accept this letter as notice of our intent to subrogate as a result of substandard workmanship during the previous repairs, which resulted in the alleged fire.

If you wish to inspect the vehicle and have your own cause and origin done, it is located at:
Copart Salvage Yard
7876 Belvedere Road
West Palm Beach, FL 33411

Please feel free to contact me at (954) 978-8127 if you wish to inspect the vehicle so arrangements can be made.

Sincerely,

Allstate Representative
Sr. Claim Service Adjuster

REDACTED

9982-028 27587 H

RESPONDED TO [REDACTED] IN REF. TO A VEHICLE FIRE. UPON ARRIVAL I OBSERVED THE ENGINE COMPARTMENT OF THE LINCOLN FULLY ENVELOPED IN FLAMES. BROWARD COUNTY FIRE DEPT. AND LAUDERDALE-DE-TRIA-SEA FIRE DEPT. RESPONDED TO THE SCENE AND PUT OUT THE FIRE.

BOTH THE CHRYSLER AND FORD WERE PARKED ON EITHER SIDE OF THE LINCOLN AND SUFFERED FIRE DAMAGE. THE CHRYSLER HAD FIRE DAMAGE TO THE PASSENGER SIDE FRONT BUMPER AND THE LIGHT ASSEMBLY MELTED FROM THE HEAT. THE FORD VAN SUSTAINED DAMAGE TO THE DRIVER'S SIDE MIRROR AND DOOR HINGE. BOTH THE OWNERS OF THE FORD AND THE CHRYSLER WERE INTERVIEWED AND GIVEN CASE CASE REF. THE DAMAGE TO THEIR VEHICLES.

THERE WAS ALSO DAMAGE TO THE LIGHT AND PARKING SIGN BELONGING TO THE CARLINE' CONDOMINIUM WHICH WAS DIRECTLY IN FRONT OF THE BURNING VEHICLE.

WHILE SPEAKING WITH [REDACTED] HE ADVISED THAT THE VEHICLE HAD BEEN PARKED SINCE 1:00 PM THIS DATE.

I SPOKE WITH WITNESS [REDACTED] WHO ADVISED THAT HEARD A LOUD NOISE FROM THE SEVENTEENTH FLOOR OF HIS CONDO. HE STATED THAT WHEN HE LOOKED OUT THE WINDOW, HE OBSERVED A DARK COLORED FORD CROWN VICTORIA TURNING SOUTH ONTO SW. 8th FROM PALM AVE. [REDACTED] ADVISED THAT THE VEHICLE APPEARED TO BE ESCALATING THE AREA IN A HURRY.

SGT. DIMKIN WAS ON SCENE AND NOTIFIED LT. HASTWOOD OF THE SITUATION. SGT. DANKER, (AGG. VIOLENCE) WAS ALSO NOTIFIED. CHIEF COOK, CLATS PD, NOTIFIED THE STATE FIRE MARSHAL WHO RESPONDED TO THE SCENE.

JOHN BERLINGER FROM THE STATE FIRE MARSHAL RESPONDED TO THE SCENE AND ADVISED THAT THE FIRE WAS AN UNCONTAINED ENGINE FIRE AND THAT INSURANCE RECORD WAS BEING OBT. INVESTIGATOR BERLINGER ALSO ADVISED THAT THE LOUD NOISE THE WITNESS HEARD MIGHT HAVE BEEN THE FRONT TIRE OF THE LINCOLN EXPLODING FROM THE FIRE.

SGT. DIMKIN ADVISED THAT THE CARLINE' CONDOMINIUM DID NOT HAVE A SURVEILLANCE CAMERA FACING THE NORTH PARKING LOT. THE HOLIDAY INN ALSO ADVISED THAT THEY DO NOT HAVE A CAMERA FACING THE SOUTH PARKING LOT.

CRIME SCENE TAPE WAS USED TO SECURE THE SCENE AND I REMAINED AT THE SCENE UNTIL SAI'S TOWING REMOVED THE VEHICLE. PHOTOGRAPHS WERE TAKEN OF THE BURNED LINCOLN.

NO ONE WAS INJURED DURING THIS INCIDENT

D. Buckingham 9046
Signature

[Signature]
Supervisor

AUTOMATIC COVER SHEET

DATE : MAR-31-2003 11:17 AM
TO :
FAX # : 8549788191
FROM : RONS. AUTOMOTIVE
FAX # : 8549435011

800-825 2757

Allstate Insurance Company
5297 W. Copans Road, Suite 100
Mergate, FL 33063
Bus: (864) 677-6003
March 31, 2003



[REDACTED]
Lauderdale-by-the-Sea, FL [REDACTED]

Date of Loss: 3/14/03

Claim Number [REDACTED]

Our Insured [REDACTED]

Dear [REDACTED]

Please be advised that we are the insurance company for [REDACTED] and we are in receipt of your request for reimbursement for damages done to your vehicle, damaged as a result of a fire involving our policyholder's vehicle (1993 Lincoln Town Car) on or about the above mentioned date of loss.

Please be advised that we are denying liability on this claim, as the vehicle fire was not the result of a negligent act by our policyholder. If you carry Automobile Insurance, you may want to file a claim with your own insurance company. Our policyholder is not legally liable for the damage as a result of the fire. We had a cause and origin inspector look at the vehicle and it was determined that the fire was the result of a defective speed control deactivation switch, which failed in a manner that resulted in the fire. Our policyholder in no way contributed to this loss occurring. Therefore, we must respectfully deny your claim. If you wish to pursue the responsible party, please direct all future correspondence to:

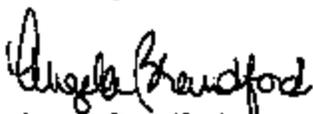
Ford Motor Company – Consumer Affairs

P.O. BOX 6248

Dearborn, MI 48126

If you have any questions or concerns regarding this letter, please feel free to contact me at 1-800-288-1693 ext. 8127.

Sincerely,


Angela Brandford
Sr. Claim Representative

cc: [REDACTED]

8882-828 27578

Claim Number:
[REDACTED]

Purpose of the Assignment:

The purpose of this assignment was to determine the origin and cause of a fire in the below referenced 1993 Lincoln Town Car, hereafter referred to as the subject vehicle.

Preliminary Remarks:

Master ASE certified technician and Certified Vehicle Fire Investigator, Richard Metzger, Florida investigator license number C2001024 arrived at Copart, [REDACTED] West Palm Beach, Florida on March 21, 2003 at approximately 1:30 PM to inspect the subject vehicle. Tony, the receptionist, informed the inspector that control number [REDACTED] had been assigned to a 1993 Lincoln, which had been placed in the viewing area at the north end of the main storage lot for the inspection.

The following are results of the inspection.

Description of the Vehicle:

The subject vehicle was a black, four-door, 1993 Lincoln Town Car and was positively identified by the V.I.N. 1LNLM82W1PY673208. The subject vehicle did not carry a license plate at the time of the inspection and the current in-service mileage could not be verified since the odometer in the dashboard instrument cluster had been melted in the fire.

Inspection of the Exterior:

The exterior of the vehicle was examined to determine the extent of the total damage and to identify the specific area(s) of the most intense or severe damages including an examination of the vehicle's undercarriage. The front of the vehicle had sustained severe fire damages. The hood panel and all of the plastic trim parts had been consumed from an apparent engine compartment fire. The windshield had melted, which provided an easy access area where the fire could migrate into the passenger compartment. The left front tire had been consumed and its respective aluminum wheel was heat-discolored while the right front tire is only partially melted and no damage had been sustained to its corresponding wheel. The remainder of the vehicle's exterior remained intact and showed no fire damage.

Inspection of the Interior:

The top portion of the dashboard pad had been mostly consumed and the instrument cluster was melted due to exposure to intense heat generated by the



fire in this area. The steering wheel covering and the front portion of the headliner showed moderate fire damages, but they remained mostly intact. The remainder of the components mounted in the passenger compartment were coated with a layer of soot and debris. There was a large amount of charred debris on the floor that looked like it was debris that had dropped down from under the driver's side of the instrument cluster.

Inspection of the Engine Compartment:

All of the mechanical, electrical, fuel and fluid components in the engine compartment and on the engine were examined for evidence of electrical shorting, fuel or fluid leaks, physical damages or pre-fire damages. The subject vehicle was equipped with a 4.8-liter, fuel-injected, V8 engine and an automatic transmission. The aluminum hood panel and frame had melted, exposing the engine compartment. The most severe fire scorching was evident in the left rear corner of the engine compartment. The frame, dashboard support panel, upper control arm and power brake booster were all fire scorched. All of the wires routed through the left rear quadrant of the engine compartment were void of insulation. Some of the wires had dropped down and became tangled around the left front wheel and suspension components. Almost all of the plastic and rubber accessories and components in the engine compartment had melted as a result of the fire. The severe fire scorching, flame and damage patterns visible would indicate the fire originated in the left rear corner of the engine compartment. The inspector examined the wiring in the area of this fire's origin, but none of the exposed inner wire strands were beaded or melted to indicate an electrical failure had occurred. The fiberglass valve cover on the left bank of the engine was scorched at the left rear corner next to the power brake booster. An examination of the speed control switch, hereafter referred to as the subject switch, mounted under the power brake booster and attached to the brake lines, revealed the plastic terminal support and wiring connector had both melted off of the end of the switch. The corresponding wires for the subject switch had become tangled amongst various other wires in the immediate area and the left front suspension components and the inspector was not able to positively identify or isolate which wires had been routed to the subject switch. Both terminals were missing off of the end of the switch. There were arc marks visible on the end of the speed control switch and some of the metal was beaded consistent with the type of damage caused by an internal electrical failure that occurred within the switch.

Inspection of the Undercarriage:

The vehicle was raised in the air with the aid of a forklift to facilitate an inspection of the undercarriage. The inspector verified that there was insufficient damage sustained to the undercarriage and components mounted on the vehicle's undercarriage to indicate the fire had originated from under the vehicle.



Recall Search:

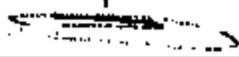
The subject vehicle was one of the vehicles identified in the current NHTSA recall number 99V124000, and the Ford recall number 99S15, both of which address the replacement of the speed control deactivation switch. The information in the recall indicated that the switch was being recalled due to its potential to develop a resistive short in the circuit that could result in an under hood fire even when the engine is turned off.

Conclusion:

It is the opinion of the lead investigator that the fire in the subject vehicle originated at the speed control deactivation switch and was caused by an internal short in the switch. The short overheated the switch, which subsequently ignited it and the surrounding combustible materials, becoming the origin of this fire loss.

Comments and Recommendations:

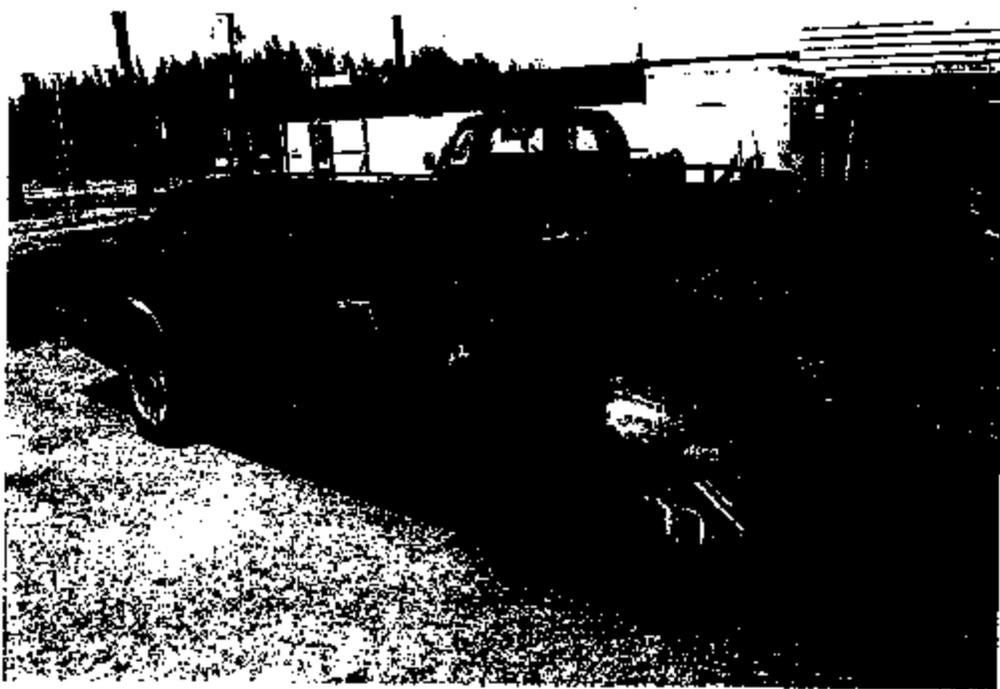
Nationwide Inspections, Inc., recommends that Ford Motor Co. be put on notice for potential liability for damages sustained as a result of this fire loss since the fire originated as a result of a defective speed control deactivation switch, which failed in a manner that resulted in a fire. Nationwide Inspections, Inc., reserves the right to review any additional information, evidence, etc. as it becomes available and to amend this report and its findings further, should it become necessary.



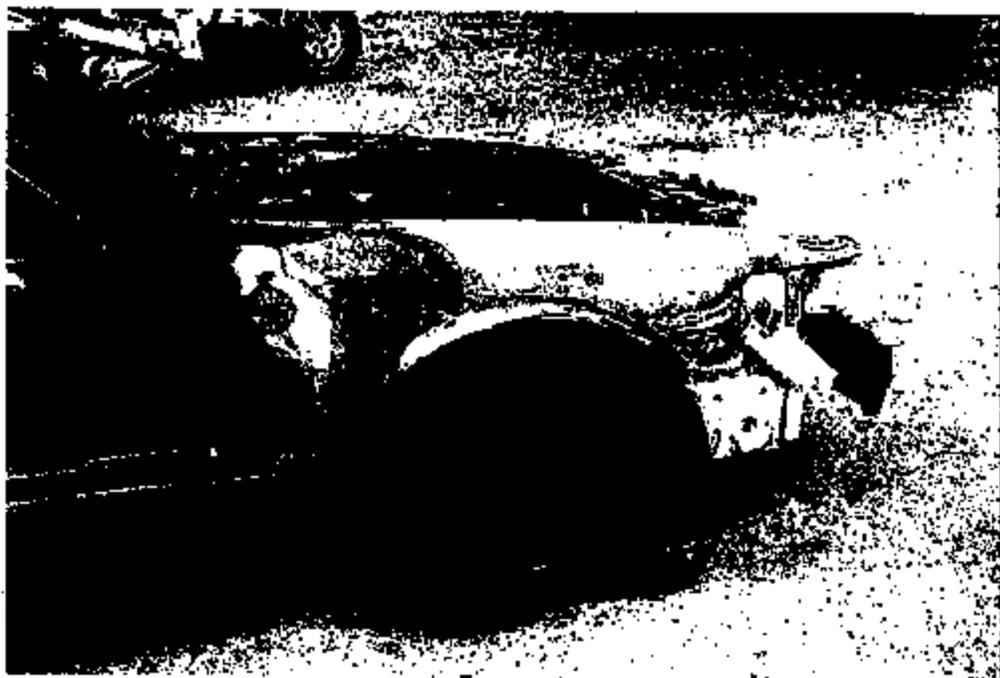
Supervisor

Attachments.



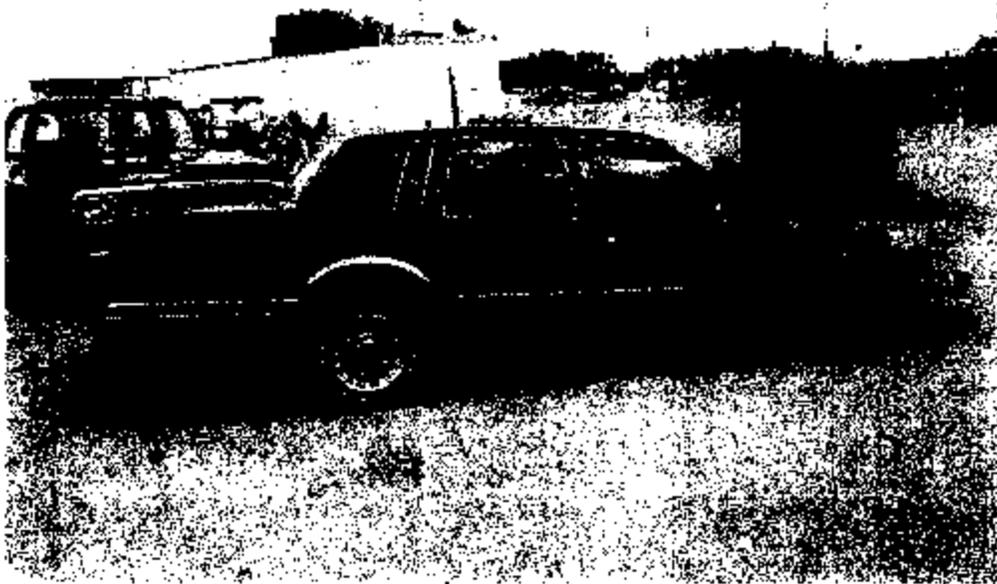


#1 - Right front 3/4 view



#2 - Right front





13 - Right side view



14 - Right rear 3/4 view





#4 - Left rear 3/4 view



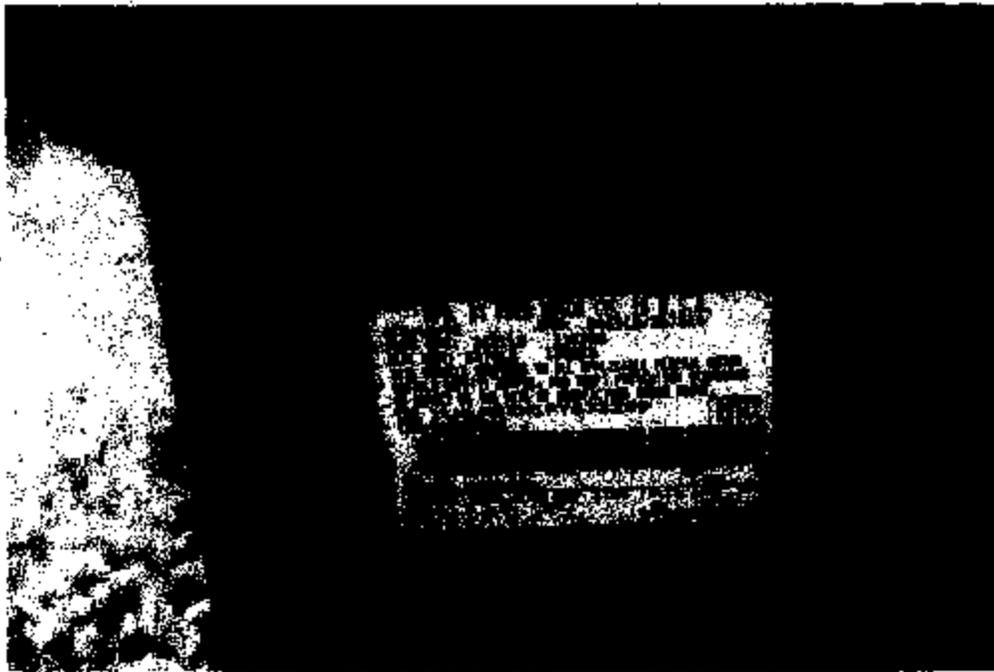
#5 - Left side view



8982-825 27588



#7 - Interior as viewed through driver's door opening

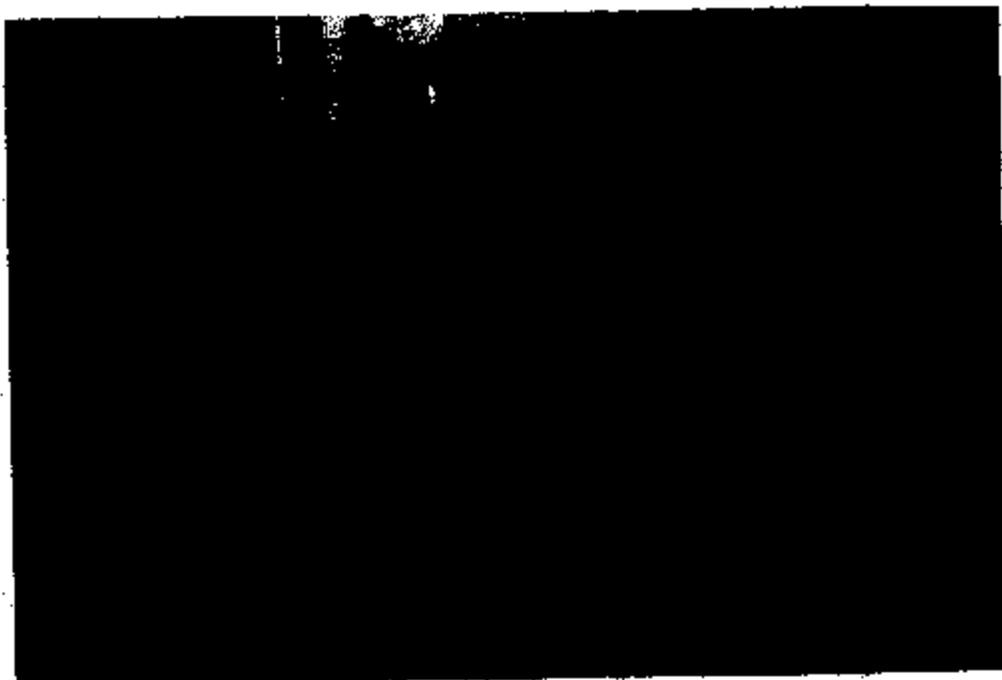


#8 - V.I.N





#9 - The top of the dashboard instrument cluster had melted

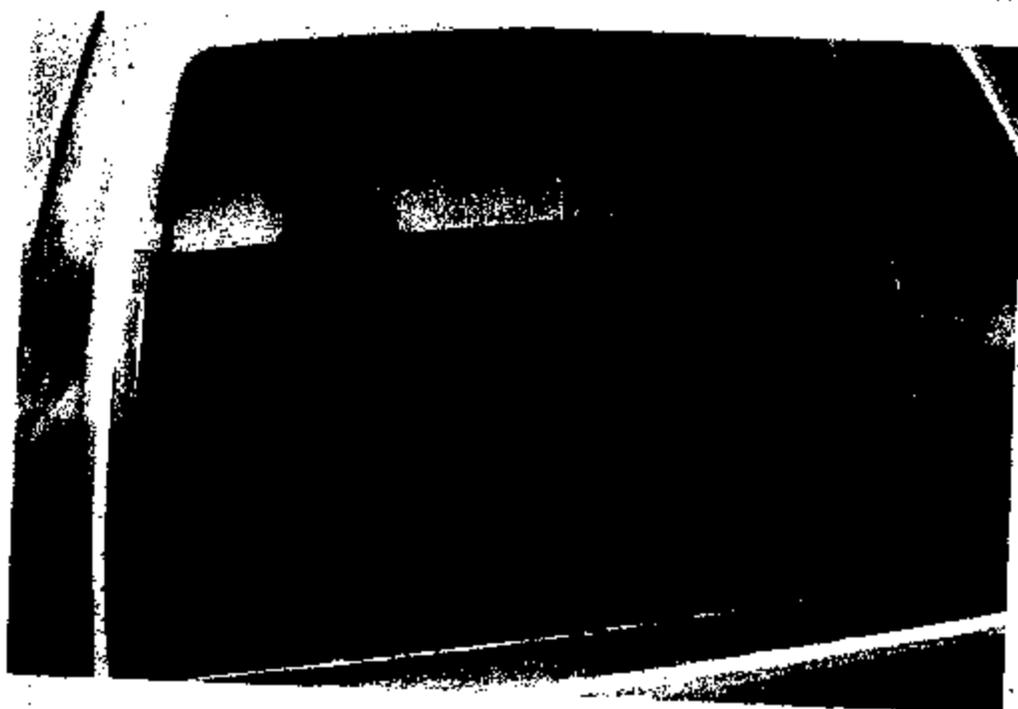


#10 - Some of the debris that dropped down from the dash area



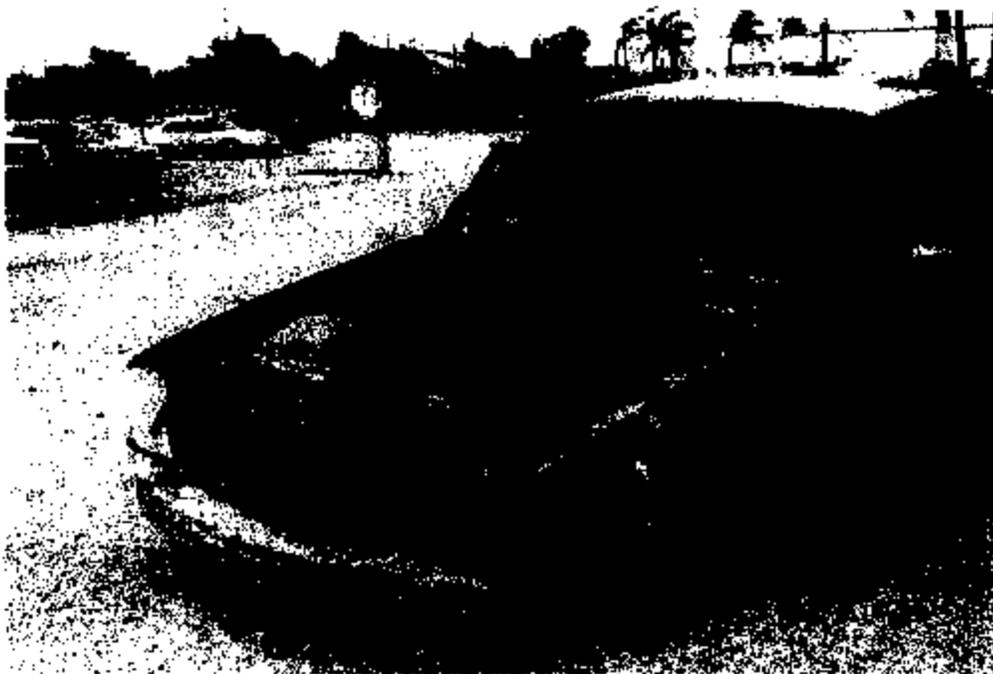


#11 - The headliner was charred



#12 - The rear seat area was coated with a layer of soot





#13 - Left front 3/4 view



#14 - The left front fender was fire scorched and the tire had been consumed





#15 - View of wiring found wrapped around the wheel and suspension components



#16 - All of the wires were void of insulation





#17 - The lower radiator hose was intact indicating the fire originated rearwards of it

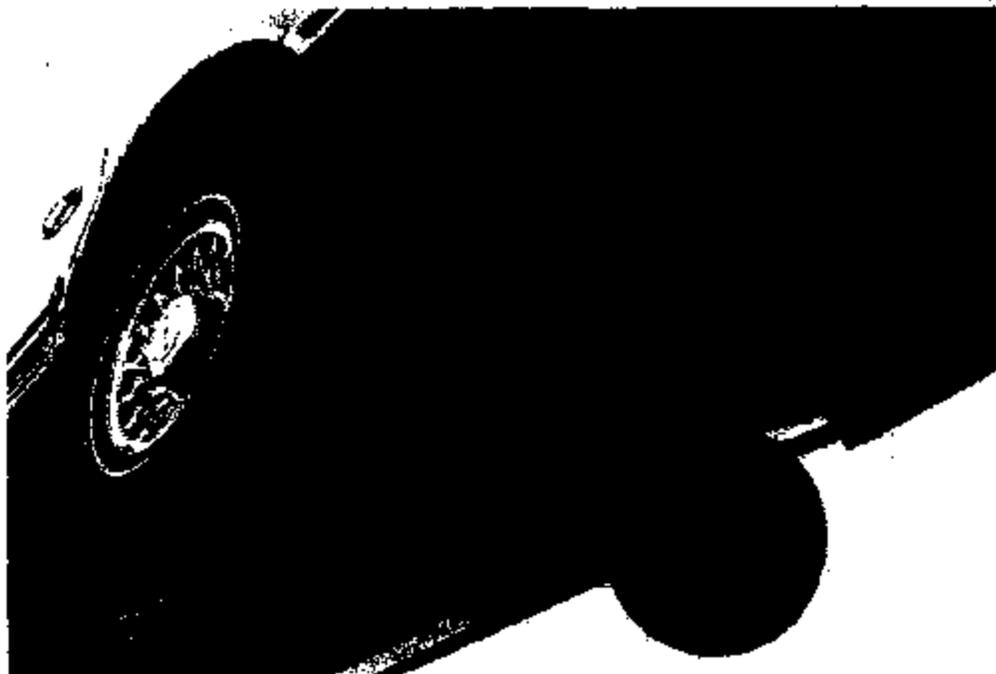


#18 - The undercarriage was coated with soot





#18 - No fire damage evident on the undercarriage



#20 - The fuel tank remained intact





#21 - Front view



#22 - Overhead view of the engine compartment



8002-825 27094



#23 - Overall engine compartment view



#24 - The fire migrated over the cowl on its way into the engine compartment



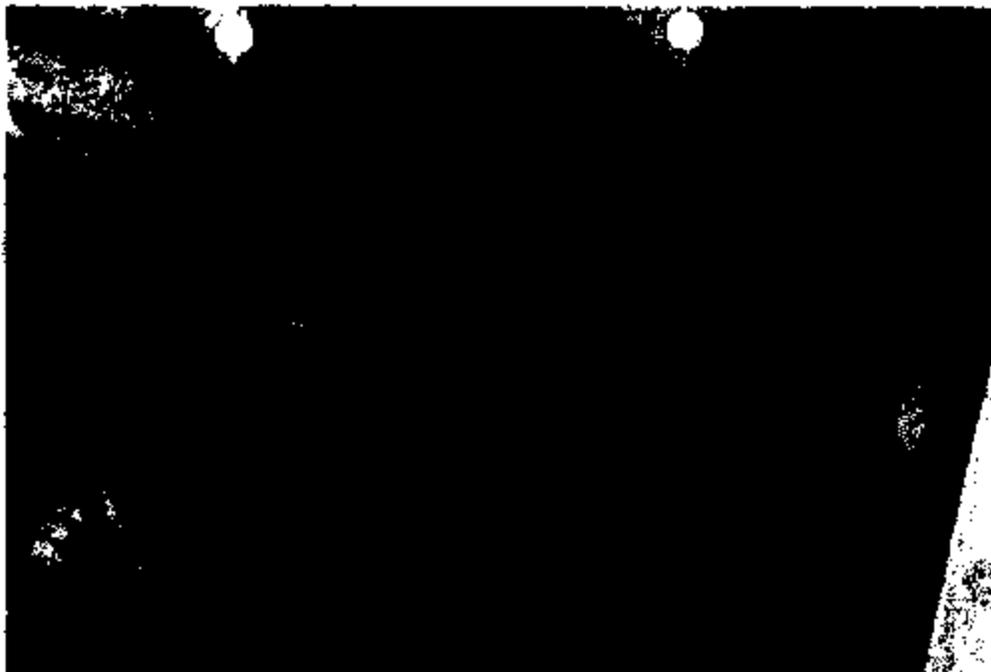


#25 - The components mounted in the right side of the engine compartment did not sustain the same degree of damage as those mounted in the left side



#26 - The right front tire was mostly intact



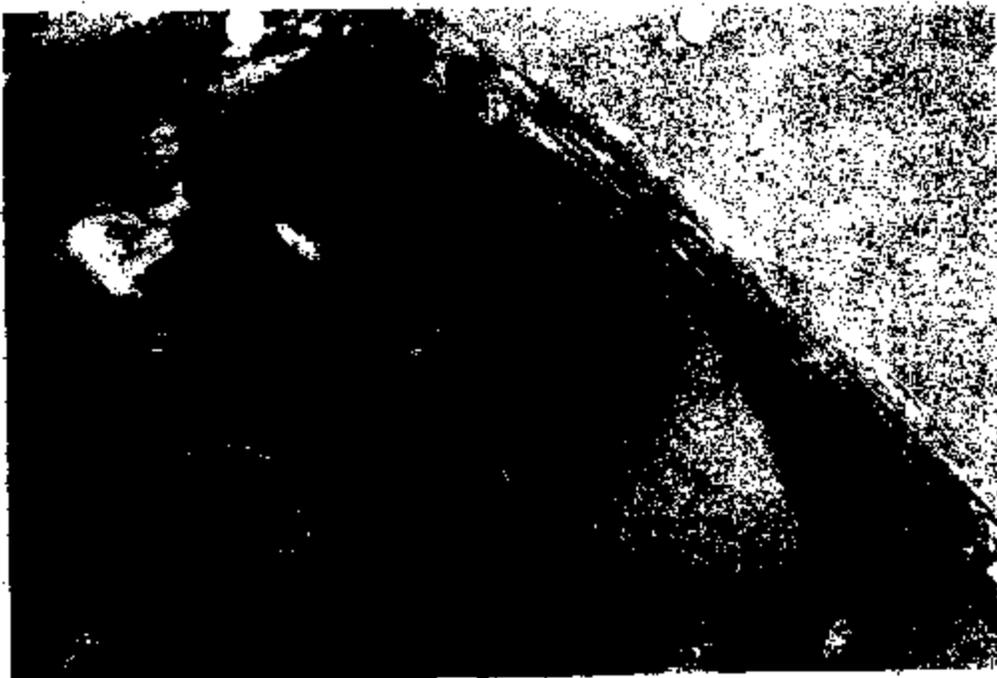


#27 - The plastic battery case was mostly melted but none of the exposed inner plates were discolored or fused together



#28 - View of the left side of the engine compartment





828 - Severe fire scorching visible on the suspension frame and left front rim



830 - The left valve cover, brake booster, cowf and firewall area were all fire scorched



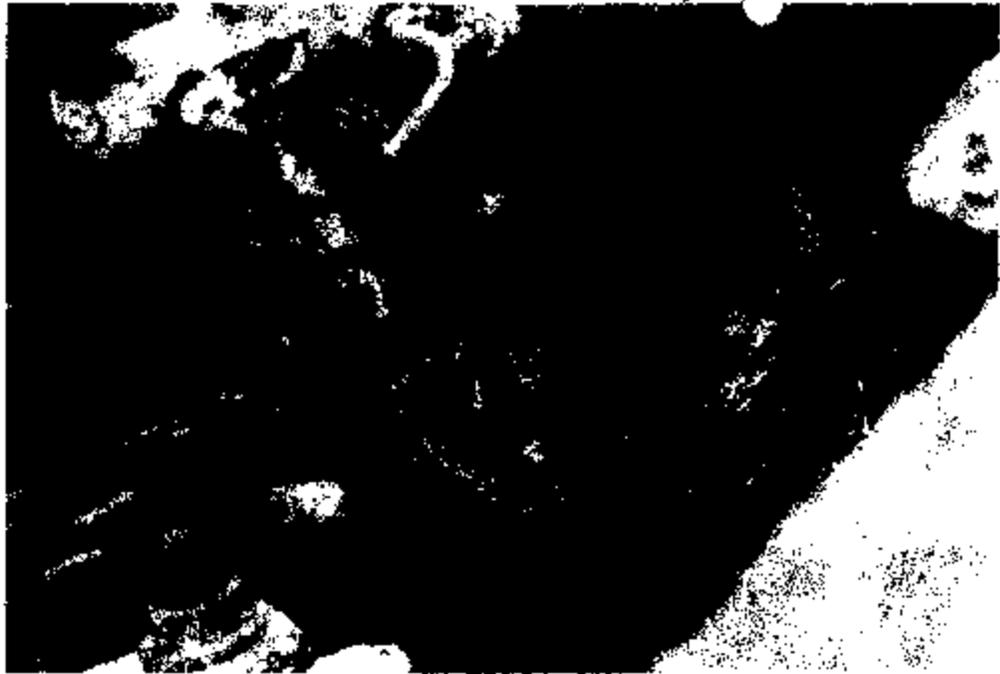


#31 - The fuel fittings on the fuel rail remained intact



#32 - The fuel lines remained intact





#33 - Severe fire scorching evident under the power brake booster



#34 - View of the cruise control deactivation switch showing connector ring in place but the terminals were missing





#35 - With the connector removed, arc marks and heated metal was visible on the switch consistent with an internal electrical failure



#38 - View of the removed connector placed on the brake master cylinder

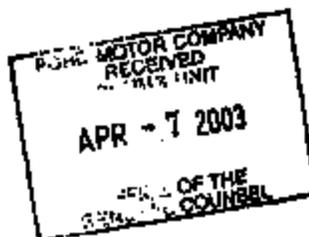


Allstate Insurance Company
8297 W. Copans Road, Suite 100
Margate, FL 33083
Buc (954) 977-8003



March 28, 2003

FORD MOTOR COMPANY
PO BOX 6248
DEARBORN, MI 48126



CONSUMER AFFAIRS
SECTION

3 APR - 4 P252

ATT: CONSUMER AFFAIRS

Our Insured [REDACTED]
Claim Number [REDACTED]
Date of Loss: 3/14/03
Vehicle: 1993 Lincoln Town Car, Vin# 1LNLM82W1PY673209

Dear Sir/Madam:

Our investigation into the above referenced claim has revealed that your company is responsible for the loss our policyholder sustained.

On March 13, 2003, our policyholder suffered a loss involving his above-mentioned vehicle, which resulted in the vehicle catching fire.

A cause and origin was done to determine the cause of the fire and it was determined that the fire was the result of a defective speed control deactivation switch. Therefore, please accept this letter as notice of our intent to subrogate as a result of substandard workmanship during the previous repairs, which resulted in the alleged fire.

If you wish to inspect the vehicle and have your own cause and origin done, it is located at:
Copart Salvage Yard
7876 Belvedere Road
West Palm Beach, FL 33411

Please feel free to contact me at (954) 978-8127 if you wish to inspect the vehicle so arrangements can be made.

Sincerely,
Abraham Ford
Allstate Representative
Sr. Claim Service Adjuster

REDACTED

[REDACTED]

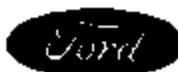
[REDACTED]

NCP

4/3

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00-213860-37



Office of the General Counsel

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

January 7, 1996

Met P&C
P.O. Box 668
Warwick, RI 02887
ATTENTION: MARK A. HARRINGTON

Re: Claimant: [REDACTED]
D/E: January 20, 1997
Y/Claim #: [REDACTED]

Dear Mr. Harrington:

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.

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,

Nadine Grabowski
Claims Analyst

dmb

Warwick Field Claims Office
700 Quaker Lane, P.O. Box 668
Warwick, Rhode Island 02897 800-894-9740



December 9, 1997

Attention: Nancy Carpenter, Claims Analyst
Ford Motor Company
Parklane Towers West-Suite 400
Three Parklane Boulevard
Dearborn, Michigan 48126-2568

Re: Our Insured : [REDACTED]
Our Claim No.: [REDACTED]
Date of Fire : 1/20/97
Amount of Loss: \$ 17,596.33

Dear Ms. Carpenter :

I am responding to your October 16, 1997 correspondence sent to the Nebraska Department of Roads.

Enclosed please find the following:

- 1). Laser photographs of the 1995 Ford Crown Victoria.
- 2). Mechanical problems.
- 3). Copy of entire file, including total loss paperwork, Fire Marshal's Report, recall notice, and insured's loss statement. *Circle indicates could not find.*
- 4). Defect caused total loss to the insured's vehicle.
- 5). It appears that the insured's total loss vehicle was sold for salvage.
- 6). We do not have photographs of the fire damaged road.

I believe that we may have already previously sent our entire claim file to The Ford Motor Company with the exception of the laser photographs.

I will need to receive a reasonable settlement offer from

Metropolitan Property and Casualty Insurance Company and Affiliates, Warwick, RI

MYL 818-81

Printed in USA 688

ES92-625-A 22132

2.

Ford Motor Company by no later than January 15, 1998 or Metropolitan will have no alternative but to instruct it's attorney's to initiate suit against The Ford Motor Company.

Thank you for your anticipated attention to this matter.

Sincerely,



Mark A. Harrington
Claim Adjuster
1-(800)-634-9740, ext. 6034

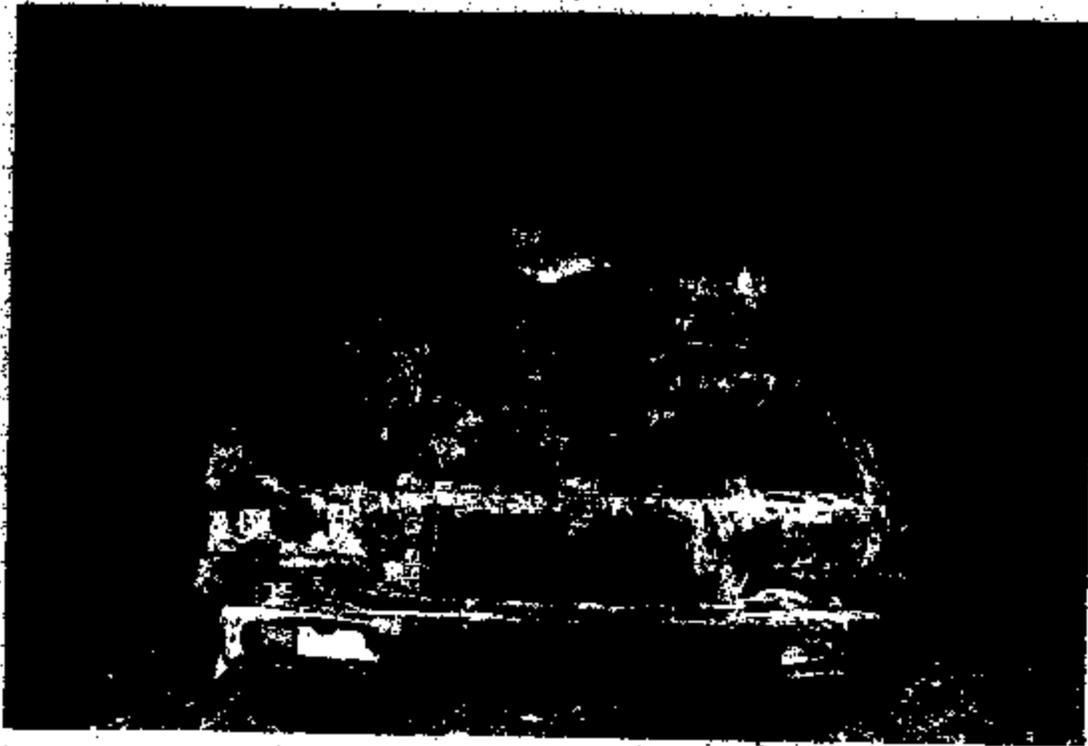
Enclosure: Entire Claim File



Photo Mounting Sheet

RMI69136:

File Identification _____
Taken By LARRY VINCENT 1-23-97
DATE TAKEN



INSURED
1995 BAD
CROWN VICTORIA



4
5
6
7

File Identification _____

Photo Mounting Sheet

Taken By _____

DATE TAKEN _____



ENGINE



4
5
6
7



DM169136

File Identification _____

Photo Mounting Sheet

Taken By _____

DATE TAKEN _____



555

RM169136



Photo Mounting Sheet

File Identification _____

Taken By _____

DATE TAKEN _____



EXPOSE ADHESIVE REMOVE LINER REM
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1505
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AUTO CLAIM/LOSS REPORT DISPLAY FWD BK PAGE 1 SCR MI

CLOSED PEND SUBRO BODK HOS DESK EE EMP# 551305 FCO A1 ORIG-ST
 POLICY# 475783471 1 CLAIM NUM 69136 3 LOSS DATE 012097 0 TIME 08P ACC ST 26
 NAME [REDACTED]
 ADD [REDACTED] ALLIANCE NE [REDACTED]
 HOME [REDACTED] 000 0000 NONE AT X-REF APT CAT
 POLEFF 960903 DISP S CREAT 970121 CLOSE 970225 REOPEN FURG [REDACTED]
 ACC INFO POL STATE #PASS 1 0 2 3 4 5 SEAT 1 WEAT 1 USE 1
 LOC HWY 385 CTY ALLIANCE
 DESC INSD ON HWY 385 WHEN VEH CAUGHT ON FIRE DUE TO MECHANICAL PROBLEMS

PD X BI MSC EVAL LFM [REDACTED]
 VEH 2 95 FORD CROWN V ODOM 000000 PLAT PXC47D VIN 2FALP73W45X118192
 DAM ENGINE, INTERIOR INJ
 LOC ALLIANCE TOWING, PO BOX 442, ALLIANCE, NE-TOWED TEL# 208 762 6106
 OWN [REDACTED] AND REPR EST PR INS
 STR [REDACTED] CITY ALLIANCE PHDOB
 ST NE ZIP [REDACTED] HOME# [REDACTED] BUS# 000 000 0000 EXT NONE #V
 DR 2 [REDACTED] NELSON DOB [REDACTED] COL N TEL [REDACTED]
 ADD [REDACTED] ALLIANCE NE [REDACTED]
 LIC# [REDACTED] ST TX REPORTED BY [REDACTED]
 REPT TO: MASSEY, LAURIE OTHER: 000 000 0000 NONE SUBRO IND MEMBER OF N REV Y
 PRINTER ID

B LU #45

MTF TRANSACTION SCREEN SCR MI

LINE A	POLICY NUMBER	CLAIM#	CHK NO	CHK AMOUNT	SUITS	DL	OC	DC	CC	DATE	IMCC	MC	D	DTR
CSM S P F ID	BLK	CHK NO	CHK AMOUNT	SUITS	DL	OC	DC	CC	DATE	IMCC	MC	D	DTR	
RFI 0 . . 11	DOUG DOUGHER	. 0000000	00000	HM D5 . .	C	012197						
RFI 0 . . 33	0892 770251057	. 0023250	00000	QB D1 . .	C	013097	013097						
RFI 0 . . 21	0892 770251439	. 1301284	00000	QC D1 . .	C	013197	S... T	013197						
RFI 0 . . 22	0892 770255356	. 0376349	00000	QC D1 . .	C	022597	S... T	022597						
RFI 0 . . 7	10 0000000	16776	HM D5 . .	C	040897						
RFI 0 . . 42 X 0037500	00000	QH D1 . .	C	041197						
RFI 0 . . 4	25 0032000	00000	QH D1 . .	C	041197	S...						
RFI 0 . . 43	0892 770261355	. 0007500	00000	QH D1 . .	C	041197	041197						
RPE 0 . . 11	DOUGHERTY, DOUG	. 0000000	00000	HM D5 . .	C	020497						
RPE 0 . . 4	22 0892 780337159	. 0020000	00000	HM D5 . .	C	020597	C... .	020597						
LOC 0 . . 11 0002222	03333	HM	C	070397						

END OF DATA - HIT ENTER FOR SUM MTF SCREEN

B LU #45

SUMMARY MASTER TRANSACTION FILE PAGE BACK SCR MI

POL NUM [REDACTED] LOSS DATE 012097-0 CLAIM NUM [REDACTED] 3 PG 1 OF 1
 FCO A1 EMPL NBR 657548 PASSWORD FUNCTION CODE
 I
 CLAIM S D B CURRENT LOSSES EXPENSES NET NET
 SYM/ U S N O/S PAID PAID SUBRO SALVAGE SUIT ID

AUTO CLAIM DIARY

PAGE 1 SCR DO

INSURED [REDACTED] AND [REDACTED] TIMES RENEW DO CLAIMS/ [REDACTED] RM
1-2197 INSD ORGINALLY TOOK VEH IN FOR REPAIRS TO CANNON BROTHERS FORD, 1515
E 20, SCOTTS BLUFF, NE 69361- 308-635-3701. REPAIRS WERE BEING DONE DUE TO
MECHANICAL PROBLEMS. DEALERSHIP SAID IT WAS OK TO DRIVE THE VEH WHILE PARTS
WERE BEING ORDERED. SOON AFTER LEAVING DEALERSHIP CAR CAUGHT ON FIRE.

LAURIE MASSEY STL IAU

01 28 97 RE INSD....T/L ON THE INSD. WILL BE ASSIGNED TO CAROL SCHIFF, EXT.
265 FOR 1-29-97.....

1/29/97 INSURED [REDACTED] 9:35 A.M.: TOTAL LOSS ASSIGNMENT RECEIVED AND
LOGGED 1/29/97 REGARDING INSURED DOUGHERTY. NO PAY ASSIGNMENT. VEHICLE
LOCATED AT ALLIANCE TOWING 308-762-6106. STORAGE CHARGES INCURRING UNKNOWN.
OSNI-LINK TO FILE HANDLER REGARDING PAY CODE STATUS FOR INSURED [REDACTED]
CAROLSCHIFF, EXT. 265 CFCO

1/29/97 INSURED [REDACTED] 2:30 P.M.: OSNI-LINK FROM FILE HANDLER RECEIVED
ADVISING PAY CODE STATUS FOR INSURED UPDATED TO PAY ASSIGNMENT. CONTACTED
INSURED [REDACTED]. ADVISED OF TOTAL LOSS SETTLEMENT PROCEDURES.
QUALIFIED INSURED VEHICLE. VERIFIED LIENHOLDER INFORMATION. LIENHOLDER
DIARY UPDATED

NUM LU #92

AUTO CLAIM DIARY

PAGE 1 SCR DD

INSURED [REDACTED] AND [REDACTED] TIMES REVIEW OO CLAIM# [REDACTED] HM
1-2197 INSD ORIGINALLY TOOK VEH IN FOR REPAIRS TO CANNON BROTHERS FORD, 1515
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OMNI-LINK TO FILE HANDLER REGARDING PAY CODE STATUS FOR INSURED [REDACTED].
CAROLSCHIFF, EXT. 265 CFCO

DIARY UPDATED
B --

NUM LU #92

19941940

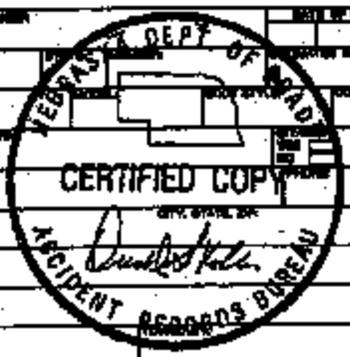
Special Units

INVESTIGATOR'S MOTOR VEHICLE ACCIDENT REPORT

1-23-91
Agency Case No. 202-244-76848 Sheet 1 of 1
Date 1/20/92 RD

TOTAL NUMBER OF VEHICLES INVOLVED	DATE OF ACCIDENT	1/20/92	TIME OF ACCIDENT	12:00	TYPE OF ACCIDENT	ACCIDENT	MILITARY TIME	2020	POLICE NOTIFIED	YES	FOR STATE USE ONLY
	PLACE OF ACCIDENT	COUNTY: <u>Madison</u> CITY: <u>Portable</u>		ONE-WAY STREET	YES	NO	POLICE AGENCY	0 US385-	0 JAN 30 1992	0	0
	ROAD ON WHICH ACCIDENT OCCURRED	<u>Portable Scale - Angola</u>		PRIVATE PROPERTY	YES	NO	PLATE NUMBER	0	0	0	0
	LOCATION FROM REPORT	<u>1.5 miles N</u>		REPORT NO.	<u>386-1</u>		DATE	<u>025.50</u>		0	

VEHICLE NUMBER 1	VEHICLE NUMBER 2
DRIVER NAME	DRIVER NAME
ADDRESS	ADDRESS
CITY, STATE, ZIP	CITY, STATE, ZIP
VEHICLE MAKE	VEHICLE MAKE
VEHICLE MODEL	VEHICLE MODEL
VEHICLE YEAR	VEHICLE YEAR
VEHICLE LICENSE	VEHICLE LICENSE
VEHICLE PLATE	VEHICLE PLATE
VEHICLE REGISTRATION	VEHICLE REGISTRATION
VEHICLE WEIGHT	VEHICLE WEIGHT
VEHICLE COLOR	VEHICLE COLOR
VEHICLE TYPE	VEHICLE TYPE
VEHICLE USE	VEHICLE USE
VEHICLE OWNER	VEHICLE OWNER
VEHICLE TITLE	VEHICLE TITLE
VEHICLE VIN	VEHICLE VIN



VEHICLE DAMAGE	CIRCLE POINT OF IMPACT & DAMAGE DAMAGED AREA	DESCRIPTION OF VEHICLE DAMAGE	EXTENT OF VEHICLE DAMAGE	VEHICLE CONDITION
1	1	1	1	1
2	2	2	2	2
3	3	3	3	3
4	4	4	4	4
5	5	5	5	5
6	6	6	6	6
7	7	7	7	7
8	8	8	8	8
9	9	9	9	9
10	10	10	10	10
11	11	11	11	11
12	12	12	12	12
13	13	13	13	13
14	14	14	14	14
15	15	15	15	15
16	16	16	16	16
17	17	17	17	17
18	18	18	18	18
19	19	19	19	19
20	20	20	20	20

RESTRAINT USE	AIR BAG	SEATBELT USE	RESTRAINT USE	AIR BAG	SEATBELT USE
1	1	1	1	1	1
2	2	2	2	2	2
3	3	3	3	3	3
4	4	4	4	4	4
5	5	5	5	5	5
6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9
10	10	10	10	10	10
11	11	11	11	11	11
12	12	12	12	12	12
13	13	13	13	13	13
14	14	14	14	14	14
15	15	15	15	15	15
16	16	16	16	16	16
17	17	17	17	17	17
18	18	18	18	18	18
19	19	19	19	19	19
20	20	20	20	20	20

COMPLETE THIS SECTION FOR ALL INJURED PERSONS	REQUIRE UNITS AT SCENE	DATE OF BIRTH	SEX	1	2	3	4	5
1	1							
2	2							
3	3							
4	4							
5	5							
6	6							
7	7							
8	8							
9	9							
10	10							

THE FOLLOWING INFORMATION IS REQUIRED FOR ALL ACCIDENTS

INDICATE BY DIAGRAM WHAT HAPPENED



NO DIAGRAM



DESCRIPTION OF ACCIDENT BASED ON OFFICER'S INVESTIGATION

Driver was northbound on US 288 just north of junction 288 & 628. Driver smelled smoke, turned into portable scale. Vehicle was on fire in engine compartment. Vehicle suffered 80% total burn. insurance and registration papers destroyed by fire.

Fireman at scene felt that compressor pulley seized, creating friction and then fire.

PROPERTY	PROPERTY DAMAGE	NAME OF OWNER	ADDRESS	PHONE	OFFICE COST OF DAMAGE						
	Asphalt	Ne. Dept. of Roads	Bridgeport	262-1280	\$ 700.00						
WITNESSES	NAME	ADDRESS	PHONE	NAME	PHONE						
	None										
WAS INVESTIGATION MADE AT SCENE?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	IS INVESTIGATION COMPLETE?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	DRIVER'S REPORT FORM FURNISHED TO?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	WAS PHOTOGRAPH TAKEN?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	SHOULD LOCATION BE AT ENGINEERING STUDY?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	OFFICER NO.	DATE OF REPORT
E.M. BASTRON		E.M. Bastron		STATE PATROL		E		19		01 21 97	

STATE OF NEBRASKA

DEPARTMENT OF ROADS
Allan L. Abbott, Director-State Engineer
1500 Nebraska Hwy 2
PO Box 94759
Lincoln NE 68509-4759
Phone (402) 471-4667
FAX (402) 479-4336



August 21, 1997

E. Benjamin Nelson
Governor

Metropolitan Ins.
Box 48020
Dayton, OH 45475
ATTN: Claims

Re: Accident involving your insured [REDACTED]
Our Account [REDACTED]
Your Policy [REDACTED]
Driver - Same as above

On 01/20/97, your insured's vehicle, driven by [REDACTED] was involved in an auto accident which damaged property belonging to the Department of Roads.

As the insurance carrier stated for this vehicle, I'm submitting this bill to you for payment. (See attached.)

Copies of all pertinent information to allow you to expedite this claim are attached.

If you have any questions, please contact me.

Sincerely,

Charles S. Hoster, Jr.
SPD Coordinator
Nebraska Department of Roads
(402) 479-4614

Attachment

==>

ENTER VIN ==> 2FALF73W48X118192

NAME ==> _____ ZIP ==> _____ MODEL YR ==> _____

OWNER NAME : _____

STREET ADDR : _____

CITY : _____ N/A DATE: _____

ST/PRV: _____ CTRY: _____ ZIP/POSTAL CODE: _____ N/A SOURCE: _____

MODEL YEAR : _____ PLANT: _____ SALE DATE: _____

BODY STYLE DESC: _____ PRODUCTION DATE: _____

VEHICLE DESC : _____

DIVISION DISTRICT ZONE DEALER PDC CODE FCSD REGION

SHIP-TO - - - - -

FACING - - - - -

RESPONSIBLE - - - - -

CA EMISSION : _____ ENGINE TAG CODE : _____ CAMPAIGN COUNTS

NAVIS STATUS : _____ COMPANY CAR IND : _____ TOTAL CAMPAIGNS : _____

DSO DISTRICT : _____ FLEET CODE : _____ OPEN : _____ CLOSED : _____

DSO NUMBER : _____ FLEET STATUS : _____ ACTIVE: _____ HISTORY: _____

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

E602-VIN NOT FOUND

OGDB330

CSOR0004

MORE II Contact History Summary by VIN

12/19/1997 08:41:18

VIN: 2FALP73W4SX118192

Year: 95

Model: CROWN VICTORIA

To TRANSFER contact information: Type a "T" in the "A" column and Press ENTER
To VIEW contact information: Type a "X" in the "A" column and Press ENTER

Contact A Number	Form/ File Type	Open Date	Close Date	Last Hdlg Date	Status	O.R. Customer
- 107920573	CONCERN	12/27/1996	01/14/1997	01/14/1997	CLOSED	DOUGHERTY
- 107821904	INFO	11/27/1996	11/27/1996	11/27/1996	CLOSED	DOUGHERTY
- 106177022	CONCERN	10/26/1995	11/03/1995	11/03/1995	CLOSED	DOUGHERTY

F1=HELP F3=EXIT F7=FIRST F8=NEXT
1020 FIRST VIN SUMMARY SCREEN DISPLAYED

OGDB296

CSOR0009

MORS II Concern Contact

12/19/1997 08:41:38

SDR 10 Zn/Tr: 62 M/A: P CONTACT NBR: 106177022 Opened: 10/26/1995
 VIN: 2FALP73W4SX118192 Closed: 11/03/1995
 Last Name: [REDACTED] First Name: [REDACTED] Status: CLOSED
 Title: [REDACTED] MI:
 Address: [REDACTED]
 City: ALLIANCE ST/FV: NE Zip/PC: [REDACTED] CC: USA
 Home Phone: [REDACTED] Business Phone: [REDACTED] Ext:
 Year: 95 Model: CROWN VICTORIA
 Mileage/Km: 11000 WSD: 12/14/1994

Dealer Name: COVER-JONES MOTOR CO Sales Code: 156407 P&A: 07103
 Causal Code: 03 Symptoms: 404000 698200
 Origin: GO Trans Date:
 Serv Sales: 1 (1 or 2) Contacted: 10/26/1995
 Ack Code: Assist Code: W Award Amt: Resolv: Y (Y or N)
 Follow Up: N
 Build Date: 10/17/1994 Calibration: 518FR11

ESP:EN1995 NEW 36/36,000 RENTALCARE DED: EXP: 36000 12/14/97
 Open Recall: NONE Owner Notif: 0 **EXPIRED**
 F1=HELP F2=SURVEY F3=EXIT F4=COMMENT F5=ADD F6=UPD F9=CLOSE F11=UPG F12=CANC
 1053 REQUESTED CONTACT DISPLAYED OGDB296

CSOR0010

MORS II Contact Comments

12/19/1997 08:41:51

Last Name: [REDACTED] VIN: 2FALP73W4SK118192
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: COVER-JONES MOTOR CO Dist/Reg: 10

CONTACT NBR: [REDACTED] Date: 10/26/1995 Analyst Code: 0586TL
File Type: CONCERN Time: 10:02:03 Analyst Name: LILAC-MCINTIRE
Comm Type: P PHONE Micro: Letter Code:

Comments: More?: Y

CUSTOMER SAYS:

- THAT HIS VEHICLE IS PART OF RECALL 95S12
- THAT HIS ENGINE LIGHT ILLUMINATES
- THAT HE TOOK THE VEHICLE TO THE DLR WITH A SCHEDULED APPOINTMENT AND THE DLR DID NOT HAVE THE PARTS FOR THE RECALL OR REPAIR

*

PER CUSTOMER, DLR SAYS: (NO NAMES)

- THAT THE ENGINE LIGHT IS RELATED TO ONE SPARK PLUG
- THE PARTS HAVE BEEN ORDERED.

*

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO

#196 FIRST COMMENTS FOR CONTACT

OGDB296

CSOR0010

MGRS II Contact Comments

12/19/1997 08:42:13

Last Name: [REDACTED] VIN: 2FALP73W4SX118192
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: COVER-JONES MOTOR CO Dist/Reg: 10
CONTACT NBR: [REDACTED] Date: 10/26/1995 Analyst Code: 0586TL
File Type: CONCERN Time: 10:25:33 Analyst Name: LILAC-MCINTIRE
Comm Type: U UPDATE Micro: Letter Code:

Comments: More?: Y

CUSTOMER SEEKS:
- TO HAVE THE DLR PUT EIGHT SPARK PLUGS

CAC ADVISED:
- CAC SUPPORTS THE DECISION OF THE DLR FOR REPAIRS
- FMC WILL REPAIR THE VEHICLE UNDER THE RECALL
- CAC RECOMMENDS THAT CUSTOMER WORK WITH THE SVC MGR, JIM HANSEN TOWARDS
A RESOLUTION

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
I002 REQUESTED INFORMATION DISPLAYED OGDB296

CSOR0010

MORS II Contact Comments

12/19/1997 08:42:23

Last Name: [REDACTED] VIN: 2FALP73W4SX118192
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: COVER-JONES MOTOR CO Dist/Reg: 10
CONTACT NBR: [REDACTED] Date: 10/27/1995 Analyst Code: 156407
File Type: CONCERN Time: 16:12:30 Analyst Name: COVER-JONES MO
Comm Type: V VISIT Micro: Letter Code:

Comments: More?: Y

THIS IS THE CLOSING COMMENT
WE CHECKED TH EECV SYST. AND FOUND THE #1 SPARK PLUG TO BE MISFIRING. PLUGS
ARE 100,000 MILE PLUGS. ALL ARE OK EXCEPT #1. NO NEED TO REPLACE THE OTHERS.
AT 12:00 10/26/95 [REDACTED] MET WITH THE DEALER PRINCIPAL, GENNERAL MGR., SE
RVICE MGR., AND ASSISTANT SERVICE MGR. DURING MEETING MR. DOUGHERTY ADVISED HE IS
VERY PICKY ABOUT HIS VEHICLES AND HE HAD PREVIOUSLY BEEN TO DEALERSHIPS THAT W
OULD GET DOWN & LICK THE DUST OFF HIS BOOTS. WE ADVISED HIM THAT WE WANTED AND
APPRECIATED PICKY CUSTOMERS AND WOULD DO THE BEST JOB POSSIBLE TO MEET HIS NE
EDS. AT THE MEETINGS CONCLUSION, IT WAS AGREED BY ALL IN ATTENDANCETHAT THEY
WERE SATISFIED AND FELT THE PROBLEMS HAD BEEN RESOLVED.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
1002 REQUESTED INFORMATION DISPLAYED OGDB296

CSOR0010

MORE II Contact Comments

12/19/1997 08:42:42

Last Name: [REDACTED]
Home Phone: [REDACTED] Bus. Phone: [REDACTED]
Dealer: COVER-JONES MOTOR CO

VIN: 2FALP73W49X118192
Ext:
Dist/Reg: 10

CONTACT NER: [REDACTED] Date: 11/03/1995
File Type: CONCERN Time: 22:09:13
Comm Type: K Micro:

Analyst Code: 000000000
Analyst Name: SYSTEMS
Letter Code:

Comments:
CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

More?: N

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
1002 REQUESTED INFORMATION DISPLAYED

OGDB296

CSOR0013

MORS II Information Contact

12/19/1997 08:43:03

SDR 10 Zn/Tr: P1 M/A: P CONTACT NBR: 107821904 Opened: 11/27/1996
 VIN: 2FALP73W4SX118192 Closed: 11/27/1996
 Last Name: [REDACTED] Status: CLOSED
 Title: [REDACTED] First Name: [REDACTED] MI:
 Address:
 City: ALLIANCE ST/PV: NE Zip/PC: [REDACTED] CC: USA
 Home Phone: [REDACTED] Business Phone: [REDACTED] Ext:
 Year: 95 Model: CROWN VICTORIA
 Mileage/Km: 20641 WSD: 12/14/1994

Dealer Name: COVER-JONES MOTOR CO Sales Code: 156407 P&A: 07103
 Causal Code: 2005 Symptoms: 801000
 Origin: DL
 Serv Sales: 1 (1 or 2)
 Follow Up?: N Assist Code: Award Amt:

Build Date: 10/17/1994 Calibration: 518FR11

ESP:EN1995 NEW 36/36,000 RENTALCARE DED: EXP: 36000 12/14/97
 Open Recall: NONE Owner Notif: 0
 F1=HELP F3=EXIT F4=CMTS F5=ADD F6=UPD F9=CLOSE F10=CRN UP F11=REG UPG PF12=CAN
 I053 REQUESTED CONTACT DISPLAYED OGDB296

CSOR0010

MORS II Contact Comments

12/19/1997 08:43:12

Last Name: [REDACTED]

VIN: 2FALP73W4SX118192

Home Phone: [REDACTED]

Bus. Phone: [REDACTED]

Ext:

Dealer: COVER-JONES MOTOR CO

Dist/Reg: 10

CONTACT NBR: [REDACTED]

Date: 11/27/1996

Analyst Code: 156407

File Type: INFO

Time: 19:46:58

Analyst Name: COVER-JONES MO

Comm Type: V VISIT

Micro:

Letter Code:

Comments:

More?: Y

CUSTOMER CONCERN: BRAKE NOISE. WAS REPAIRED AT ANOTHER DEALERSHIP WHO (PER CUSTOMER) INSTALLED SOME TYPE OF LIFETIME BRAKE PAD AND PUT A NON-DIRECTIONAL TURN ON THE ROTORS. OWNER SAYS STILL NOISEY AND DOESN'T THINK NON-DIRECTIONAL TURN SHOULD BE THERE. WANTS US TO GET RID OF HIS NOISE. TEST DRIVE SHOWS NOISE NOT EXCESSIVE AND NORMAL.

ACTION TAKEN TO RESOLVE: WE ADVISED CUSTOMER WE WOULD LOOK AT BRAKES. HE ADVISED THAT THE OTHER DEALER WOULD NOT LOOK AT CAR AGAIN.

CUSTOMER WAS INFORMED: WE WOULD LOOK AT.

DEALERSHIP CONTACT: GUY HIELSCHER

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO

E196 FIRST COMMENTS FOR CONTACT

OGDB296

CSOR0010

MORE II Contact Comments

12/19/1997 08:43:34

Last Name: [REDACTED]
Home Phone: [REDACTED]
Dealer: COVER-JONES MOTOR CO

Bus. Phone: [REDACTED]

VIN: 2FALP73W4SX118192
Ext:
Dist/Reg: 10

CONTACT NBR: [REDACTED]
File Type: INFO
Comm Type: V VISIT

Date: 11/27/1996
Time: 19:47:26
Micro:

Analyst Code: 156407
Analyst Name: COVER-JONES MO
Letter Code:

Comments:

More?: N

ADDITIONAL COMMENTS: CUSTOMER HAS A VERY BAD AND ABUSIVE ATTITUDE.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
I002 REQUESTED INFORMATION DISPLAYED

OGDB296

CSOR0009

MOVS II, Concern Contact

12/19/1997 08:43:47

SDR 10 Zn/Tr: P1 M/A: P CONTACT NBR: 107920573 Opened: 12/27/1996
 VIN: 2FALP73W4SX118192 Closed: 01/14/1997
 Last Name: [REDACTED] Status: CLOSED
 Title: [REDACTED] First Name: [REDACTED] MI: [REDACTED]
 Address: [REDACTED]
 City: [REDACTED] ST/FV: NE Zip/PC: [REDACTED] CC: USA
 Home Phone: [REDACTED] Business Phone: [REDACTED] Ext: [REDACTED]
 Year: 95 Model: CROWN VICTORIA
 Mileage/Km: 20000 WSD: 12/14/1994

Dealer Name: COVER-JONES MOTOR CO Sales Code: 156407 P&A: 07103
 Causal Code: 0424 2910 Symptoms: 301100 207100 203400 110100
 Origin: GO Trans Date:
 Serv Sales: 1 (1 or 2) Contacted: 01/07/1997
 Ack Code: Assist Code: D Award Amt: Resolv: Y (Y or N)
 Follow Up: N
 Build Date: 10/17/1994 Calibration: 518FR11

ESP:EN1995 NEW 36/36,000 RENTALCARE DED: EXP: 36000 12/14/97
 Open Recall: NONE Owner Notif: 0 **EXPIRED**
 F1=HELP F2=SURVEY F3=EXIT F4=COMMENT F5=ADD F6=UPD F9=CLOSE F11=UPG F12=CANC
 1053 REQUESTED CONTACT DISPLAYED OGDB296

CSOR0010

MORS II Contact Comments

12/19/1997 08:43:57

Last Name: [REDACTED] VIN: 2FALP73W4SX118192
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: COVER-JONES MOTOR CO Dist/Reg: 10

CONTACT NBR: [REDACTED] Date: 12/27/1996 Analyst Code: 3649KH
File Type: CONCERN Time: 15:04:41 Analyst Name: HAYES
Comm Type: P PHONE Micro: Letter Code:

Comments:

More?: Y

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- HAD VEHICLE SINCE NEW
 - SINCE MOVED TO NEBRASKA HAS HAD NOTHING BUT TROUBLE WITH THE VEHICLE AND AREA DEALERSHIPS
 - TAKEN THE VEHICLE TO THE DEALERSHIP SEVERAL TIMES TO HAVE REPAIRED
 - FUEL GUAGE HAS NOT MOVED IN THE LAST TWO WEEKS STAYS ON ONE HALF TANK
 - LEFT WHEEL OPERA WINDOW LEAKS
 - ALTERNATOR SQUEALS ALL THE TIME
 - BATTERY HAS TO BE JUMP STARTED EVERY COLD MORNING
 - RADIO SYSTEM POPS STATIC WHEN TURNING IT ON (WAS REPLACED TWO OR THREE
- F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
#196 FIRST COMMENTS FOR CONTACT OGDB296

CSOR0010

MORS II Contact Comments

12/19/1997 08:44:16

Last Name: [REDACTED] VIN: 2FALP73W4SX118192
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: COVER-JONES MOTOR CO Dist/Reg: 10

CONTACT NBR: 107920573 Date: 12/27/1996 Analyst Code: 3649KH
File Type: CONCERN Time: 15:04:43 Analyst Name: HAYES
Comm Type: U UPDATE Micro: Letter Code:

Comments: More?: Y

WEEKS AGO)

- NOT THE FIRST ALTERNATOR AND BATTERY VEHICLE HAS HAD
- THE BIGGEST THING IS THE BRAKE SQUEAL
- DEALER REFUSES TO GIVE HIM ANY KIND OF RECIEPTS ON WARRANTY WORK PERFORMED ON VEHICLE
- IF MECHANICS WILL PUT BENDIX PADS ON THERE AND RESURFACE ROTORS, THEN THERE WILL BE NO NOISE

*
PER CUSTOMER, DEALER SAYS:
*

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
1002 REQUESTED INFORMATION DISPLAYED OGDB296

CSOR0010

MORS II Contact Comments

12/19/1997 08:44:29

Last Name: [REDACTED]
Home Phone: [REDACTED] Bus. Phone: [REDACTED]
Dealer: COVER-JONES MOTOR CO

VIN: 2FALP73W46X118192
Ext:
Dist/Reg: 10

CONTACT NBR: [REDACTED] Date: 12/27/1996
File Type: CONCERN Time: 15:04:45
Comm Type: U UPDATE Micro:

Analyst Code: 3649KH
Analyst Name: HAYES
Letter Code:

Comments:

More?: Y

ALLIANCE COVER JONES FORD:

- REFUSED TO WORK ON BRAKES

*
SCOTTS BLUFF CANNON BRO FORD:

- SANDED THE BRAKE PADS AND SCUFFED ROTERS

- GROUND CHUNKS OF METAL OUT OF THE REAR DISCS (8TH INCH HOLES LEFT IN THEM)

*
ALLIANCE COVER [REDACTED]: [REDACTED]

- CHECKED THE BRAKES, BUT THEN ADMITTED THEY HADN'T

- REFUSED TO TOUCH THE BRAKES BECAUSE CANON BROTHERS HAD WORKED ON THEM

- CHECKED THE BRAKES, BUT THEN ADMITTED THEY HADN'T

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO

1002 REQUESTED INFORMATION DISPLAYED

OGDB296

CSOR0010

MORS II Contact Comments

12/19/1997 08:44:44

Last Name: [REDACTED] VIN: 2FALP73W4SK118192
Home Phone: [REDACTED] Bus. Phon: [REDACTED] Ext:
Dealer: COVER-JONES MOTOR CO Dist/Reg: 10

CONTACT NBR: [REDACTED] Date: 12/27/1995 Analyst Code: 3649KH
File Type: CONCERN Time: 15:04:46 Analyst Name: HAYES
Comm Type: U UPDATE Micro: Letter Code:

Comments: More?: Y

- FUEL GAUGE NO PROBLEM DUPLICATED
- COULD NOT DUPLICATE THE WINDOW LEAKING

*
** PER JIM HANSEN **

- WILL FIX IT, IF HE CAN DUPLICATE IT
- CANNON BROS. IS RESPONSIBLE FOR THEIR WORKMANSHIP ON THE BRAKES

*
CUSTOMER SEEKS:

- VEHICLE PROPERLY REPAIRED
- CLARIFICATION ON WHY NEVER RECIEVE ANY PAPERWORK REGARDING WARRANTY REPAIRS

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO

1002 REQUESTED INFORMATION DISPLAYED

OGDB296

CSOR0010

MORE II Contact Comments

12/19/1997 08:44:50

Last Name: [REDACTED] VIN: 2FALP73W4SX118192
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: COVER-JONES MOTOR CO Dist/Reg: 10

CONTACT NBR: [REDACTED] Date: 12/27/1996 Analyst Code: 3649KH
File Type: CONCERN Time: 15:04:48 Analyst Name: HAYES
Comm Type: U UPDATE Micro: Letter Code:

Comments:

More?: Y

- TO LET FORD KNOW THAT HE WILL NOT BUY ANOTHER FORD AGAIN
- INFORMATION ABOUT RENTAL CARE PLAN

CAC ADVISED:

- * OUTBOUND CALL TO MR. JIM HANSEN, SVC MGR:
- ADVISED CUSTOMER IS A VERY LOYAL CUSTOMER
- INFORMATION DOCUMENTED AND WILL BE FORWARDED TO THE DEALERSHIP FOR THEIR REVIEW AND CONSIDERATION
- VEHICLE HAS RENTAL CARE PLAN, WHEN VEHICLE IS IN FOR WARRANTY SERVICE, HE CAN RECEIVE A RENTAL VEHICLE FOR UP TO 2 DAYS AT \$25 PER DAY

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO

1002 REQUESTED INFORMATION DISPLAYED

OGDB296

CSOR0010

MORS II Contact Comments

12/19/1997 08:45:06

Last Name: [REDACTED] VIN: 2FALP73W4SX118192
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: COVER-JONES MOTOR CO Dist/Reg: 10

CONTACT NBR: 107920573 Date: 01/07/1997 Analyst Code: 0801RC
File Type: CONCERN Time: 11:40:42 Analyst Name: COOK
Comm Type: U UPDATE Micro: Letter Code:

Comments:

More?: Y

###THIS IS THE CLOSING COMMENT

PER CSM ROB COOK

SPOKE TO GUY, SVC MGR ABOUT SITUATION WITH CUSTOMER

CUSTOMER ABUSES THE OFFICE PERSONAL AND TECHNICIANS THEREFORE THEY DO NOT WANT ASSIST THE CUSTOMER

CONCERN WITH BRAKES IS NORMAL NOISE CAUSED BY DUST AND NORMAL ENVIROMENTAL CONDITIONS UNABLE TO REMEDY AT THIS TIME

FUEL GUAGE WORKS CORRECTLY AND AS PER SPECIAL SERVICE MESSAGE WILL NOT WORK ACCURATELY WHILE ENGINE IS RUNNING WHEN FUEL TANK IS BEING FILLED UNTIL SYSTEM HAS AN OPPORTUNITY TO RECALIBRATE IT SELF

CUSTOMER HAS SEVERAL OTHER COMPLENTS, HOWEVER, DEALER IS UNABLE TO REPRODUCE

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO

I002 REQUESTED INFORMATION DISPLAYED

OGDB296

CSOR0010

MORS II Contact Comments

12/19/1997 08:45:22

Last Name: [REDACTED]

Home Phone: [REDACTED]

Dealer: COVER-JONES MOTOR CO

Bus. Phone: [REDACTED]

VIN: 2FALP73W4SX118192

EXT:

Dist/Reg: 10

CONTACT NBR: [REDACTED]

File Type: CONCERN

Comm Type: X

Date: 01/14/1997

Time: 22:12:54

Micro:

Analyst Code: 000000000

Analyst Name: SYSTEMS

Letter Code:

Comments:

CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

More?: N

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO

1002 REQUESTED INFORMATION DISPLAYED

OGDB296

CSOR0024

MORS II OASIS Inquiry

12/19/97 08:46:02

VIN: 2FALP73W4SK118192
Name:

Year: 95 Model: CROWN VICTORIA

Calib: 518FR11
Axle: NOT AVAILABLE
Engine: 4.6L SOHC (MODULAR)
Trans: AUTOMATIC OVERDRIVE

Build Date: 10/17/1994
WSD: 12/14/1994

Recall Description

NO RECALLS

ONP Count: 0

Message:

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE
ALL WARRANTY CANCELLED EXCEPT EMISSION; TITLE BRANDED (CODE T1)

ESP INFORMATION:		Plan	Option	Expiration	Signature				
YR	Code	Date	Mi/Km	Date	Rent	Days	Tow	Ded	
95		12/14/1997	36000	12/30/1994	25	2	0	0	

EXPIRED

COVERAGE DESCRIPTION: EN1995 NEW 36/36,000 RENTALCARE

F3=EXIT

1002 REQUESTED INFORMATION DISPLAYED

OGDB296

VIN: 2FALP73W4SK118192
Year: 95 Model: CROWN VICTORIA

Build Date: 10/17/1994
WSD: 12/14/1994

Campaign Number	Campaign Type	1964 Description	Campaign Status	Status Date	Dealer Code
95S12	S	FT PIPE SEAL	COMPLETE	02/14/1996	03147
95S24	S	CIRC BREAKER	COMPLETE	02/14/1996	03147
96L12	L	PASS AIR BAG	RELEASED FOR MAILING	01/28/1997	156407
96S36	S	RR RESTRAINT	COMPLETE	09/10/1996	07103

F3=EXIT
1002 REQUESTED INFORMATION DISPLAYED

OGDB296

ENTER CAMPAIGN NUMBER==> 95S12 VIN==> 2FALP73W48X118192 TYPE OF SEARCH: A
MODEL YEAR: 95 DEFECT: FT PIPE SEAL BODY STYLE: 4 DOOR SEDAN

NEW STATUS CODE: _ CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: _ SUPP CODE :
REPAIR DATE: _ DEALER P/A: _ KIT CODE : AA
MICRO REF: _ CLAIM NUM: _ OASIS DATE : 95-04-05
DELETE REASON: _ VENDOR N/A INFORMATION:

RESP DEALER INFORMATION: NEW: _ _ _ _ IND: MATCH CODE:
CURRENT: 1 56 407 ASSIGNED: 96-12-30 SOURCE: PK EXTRACT DATE:

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

CODE	DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
C	COMPLETE	96-03-04	B	96-02-14	03147	012301	XJ4DA6C		AC
M	RELEASED FOR MAILING	96-01-22							
M	RELEASED FOR MAILING	95-07-10							
M	RELEASED FOR MAILING	95-04-05							
R	READY TO RELEASE	95-03-27							

DELETE REASON:
F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS
F10=ADD STATUS F11=REVISE
I037=NO MORE DATA TO DISPLAY

OGDB296

ENTER CAMPAIGN NUMBER=> 95S24 VIN=> 2FALP73W4SX118192 TYPE OF SEARCH: A
MODEL YEAR: 95 DEFECT: CIRC BREAKER BODY STYLE: 4 DOOR SEDAN

NEW STATUS CODE: _ CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: _ SUPP CODE :
REPAIR DATE: _ DEALER P/A: _ KIT CODE : AA
MICRO REF: _ CLAIM NUM: _ OASIS DATE : 95-10-19
DELETE REASON: _ VENDOR N/A INFORMATION:

RESP DEALER INFORMATION: NEW: _ _ _ _
CURRENT: 1 56 407 ASSIGNED: 96-12-30 SOURCE: PX IND: MATCH CODE:
EXTRACT DATE:

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

CODE DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
C COMPLETE	96-03-04	B	95-02-14	03147	012301	KJ4DA5C	AC	
M RELEASED FOR MAILING	96-01-09							
M RELEASED FOR MAILING	95-10-19							
R READY TO RELEASE	95-09-28							

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS
F10=ADD STATUS F11=REVISE
I037=NO MORE DATA TO DISPLAY

OGDB296

```

==>
ENTER CAMPAIGN NUMBER==> 96L12   VIN==> 2FALP73W49X118192   TYPE OF SEARCH: A
MODEL YEAR: 95 DEFECT: PASS AIR BAG BODY STYLE: 4 DOOR SEDAN
NEW STATUS CODE: _                CAMP DIV           : 6
REPAIR INFORMATION:   TYPE CODE: _  SUPP CODE        :
REPAIR DATE: _        DEALER P/A: _  KIT CODE         : BW
MICRO REF: _          CLAIM NUM: _    OASIS DATE       :
DELETE REASON: _                VENDOR N/A INFORMATION:
RESP DEALER INFORMATION:   NEW: _ _ _ _ _  IND: Y MATCH CODE:
CURRENT: 1 56 407 ASSIGNED: 96-12-30 SOURCE: PX   EXTRACT DATE: 96-11-24
***** STATUS INFORMATION: ***** ***** REPAIR INFORMATION: *****
CODE DESCRIPTION          DATE   TYPE   DATE   P/A   CLAIM#  MICRO#  CL SRC
M  RELEASED FOR MAILING  97-01-28
H  AWAITING MAILING     96-11-24

```

DELETE REASON:
F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS
F10=ADD STATUS F11=REVISE
I037-NO MORE DATA TO DISPLAY

OGDB296

ENTER CAMPAIGN NUMBER=> 96S36 VIN=> 2FALP73W4SX118192 TYPE OF SEARCH: A
MODEL YEAR: 95 DEFECT: RR RESTRAINT BODY STYLE: 4 DOOR SEDAN

NEW STATUS CODE: _____ CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: _____ SUPP CODE :
REPAIR DATE: _____ DEALER P/A: _____ KIT CODE : AA
MICRO REF: _____ CLAIM NUM: _____ OASIS DATE : 96-04-02
DELETE REASON: _____ VENDOR N/A INFORMATION:
IND: MATCH CODE:

RESP DEALER INFORMATION: NEW: _____ EXTRACT DATE:
CURRENT: 1 56 407 ASSIGNED: 96-12-30 SOURCE: PK

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

CODE	DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
C	COMPLETE	96-09-20	C	96-09-10	07103	013351	UJ4TG6J	AC	
M	RELEASED FOR MAILING	96-06-19							
M	RELEASED FOR MAILING	96-04-02							
R	READY TO RELEASE	96-02-26							

DELETE REASON:
F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS
F10=ADD STATUS F11=REVISE
I037-NO MORE DATA TO DISPLAY

OGDB296

CSCN150

CAMPAIGN VEHICLE INFORMATION

97/12/19 08:52:38

ENTER CAMPAIGN NUMBER=> 96S36 VIN=> 2FALP73W4SK118192 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
 E807-END OF CAMPAIGNS FOR VEHICLE - CURRENT AND HISTORY DATABASES OGDE296



ACHABOT
TX



BUTRUS KHOSHBIN WILSON VOGT, L.L.P.

PARR CREEK PLACE
405 NORTHERN DALLAS STREET, SUITE 740
DALLAS, TEXAS 75219

TELEPHONE (214) 219-1170 * FACSIMILE (214) 219-1173

SHAWN KHOSHBIN
DIRECT DIAL (214) 219-1161
DIRECT E-MAIL skhoshbin@bkwilw.com

CHARLOTTE OFFICE
11520 N. Community House Road
Charlotte, NC 28227

September 24, 2002

VIA FACSIMILE (313) 845-9229
AND CARRIER 7001 0320 0004 4185 0774

Ford Motor Company
ATTENTION: Office of the General Counsel
Parklane Towers West
Suite 300
Three Parklane Boulevard
Dearborn, Michigan 48126-2568



RE: Fire at the residence of [REDACTED]

Dear Sir or Madam:

Butrus Khoshbin Wilson Vogt, L.L.P. is investigating the fire which occurred at [REDACTED] in Houston, Texas ("the premises"), on or about September 15, 2002. The fire originated in the [REDACTED]'s 1993 Ford Crown Victoria (VIN # 2FALP74W7PX149116). Ford Motor Company ("Ford" or "you") manufactured and designed the vehicle, which caught fire in the garage. This caused damage to the home and to the [REDACTED] personal belongings.

If you have liability insurance, please notify your insurance agent or broker of this matter immediately. If you do not have liability insurance, or if any insurance carrier is operating under a reservation of rights, please notify the undersigned in writing of that fact immediately. Moreover, if you know of anyone else that we should put on notice, please let us know immediately.

You and/or your representatives or investigators are invited to inspect the loss site, photograph same, take physical measurements and make recommendations as to the preservation of any other evidence at a mutually convenient time. On or very soon after October 1, 2002, the building and/or any portions or contents thereof, which are not preserved, may be demolished and/or discarded. Geico Direct, the insurance carrier providing coverage for the vehicle, already has removed the vehicle and placed it in salvage. We are trying to arrange a time inspect the vehicle at the salvage yard.

Sep-24-02 08:57P

P.03

Ford Motor Company
September 24, 2002
Page 2

If you are interested in inspecting the loss site, please advise me in writing before 2:00 p.m. Central Daylight Time on September 27, 2002.

Thank you for your immediate attention to this matter.

Sincerely,

BUTRUS KHOSHBIN WILSON VOGT, LLP

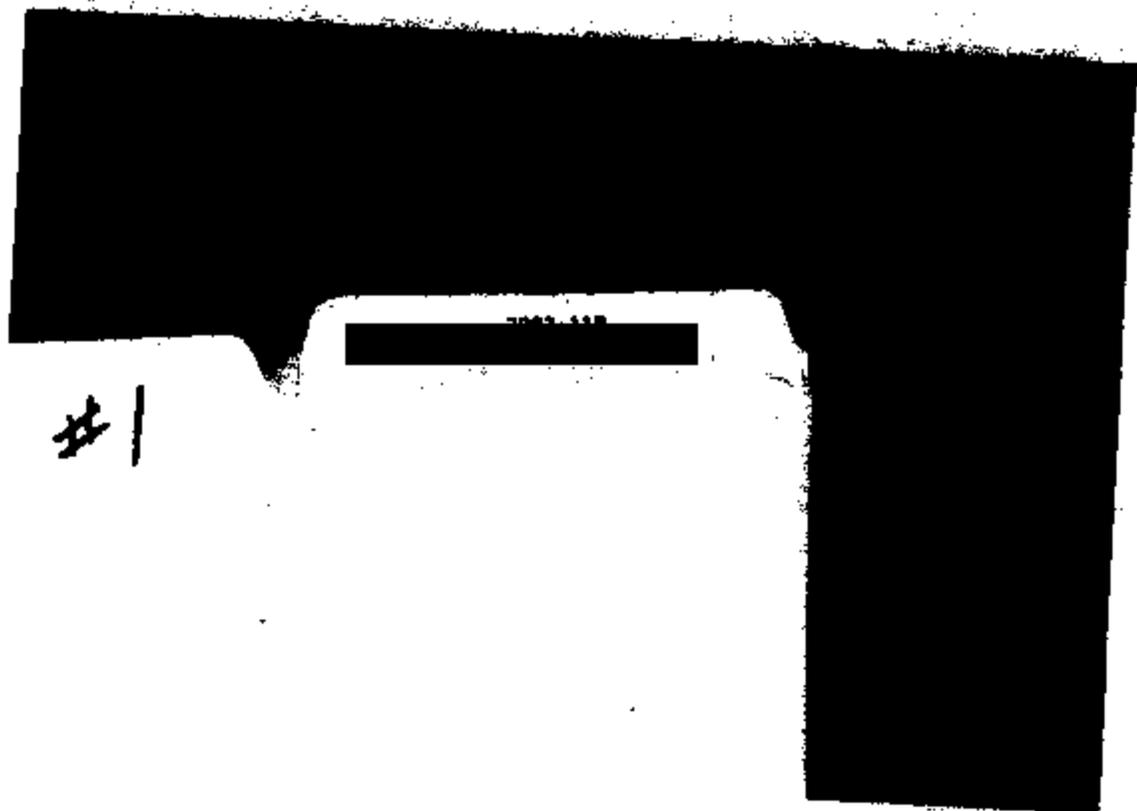


S. A. KHOSHBIN

SAK/cc

cc: Sarah McClaren, Esq. Via Facsimile (248) 258-0421

ENR2-028 18832





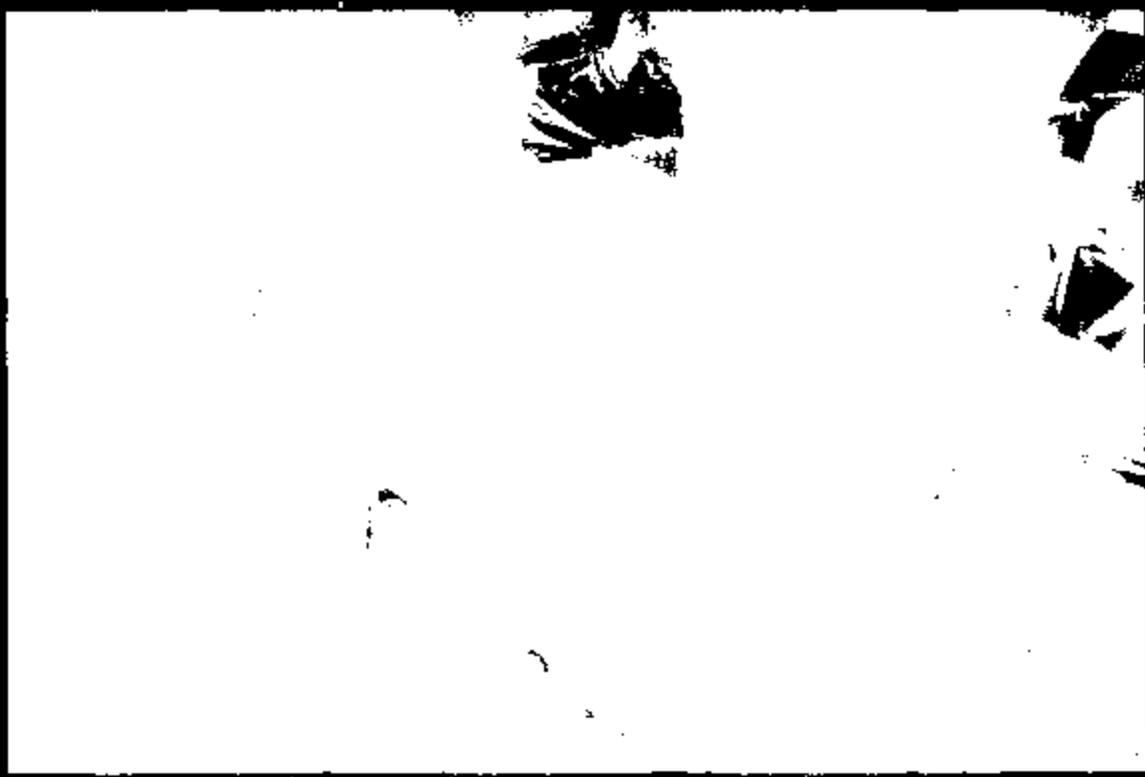
ERG2-025 18834



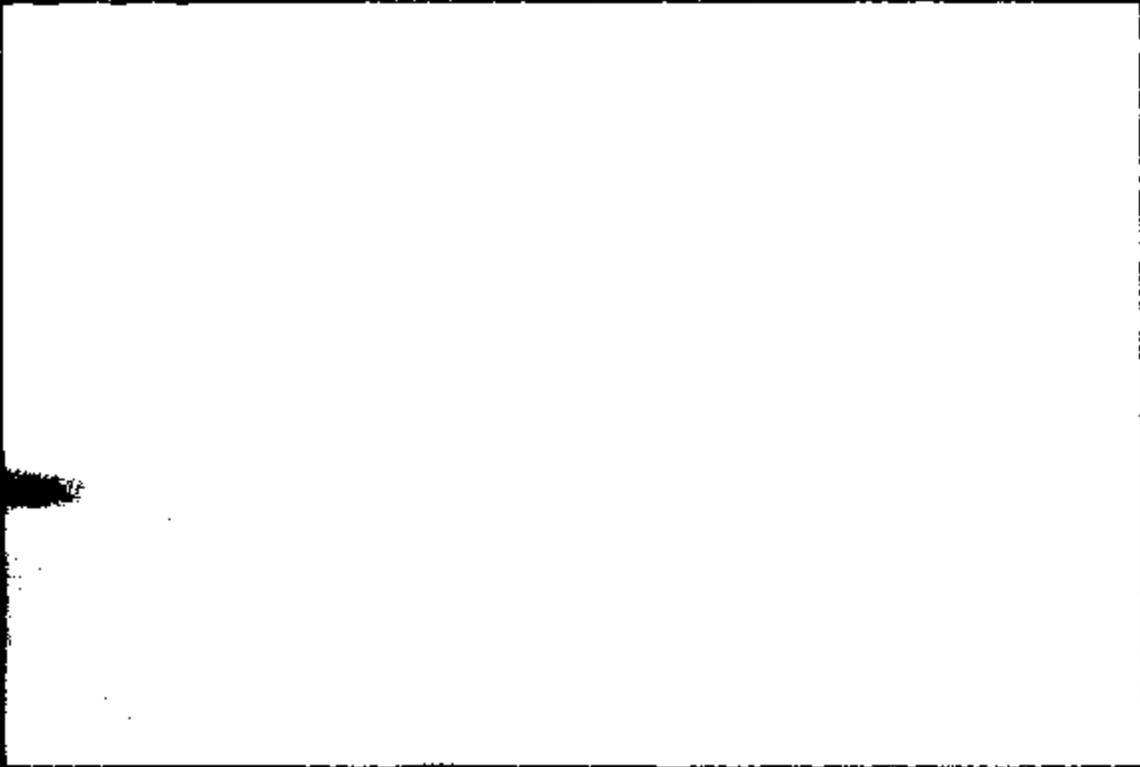
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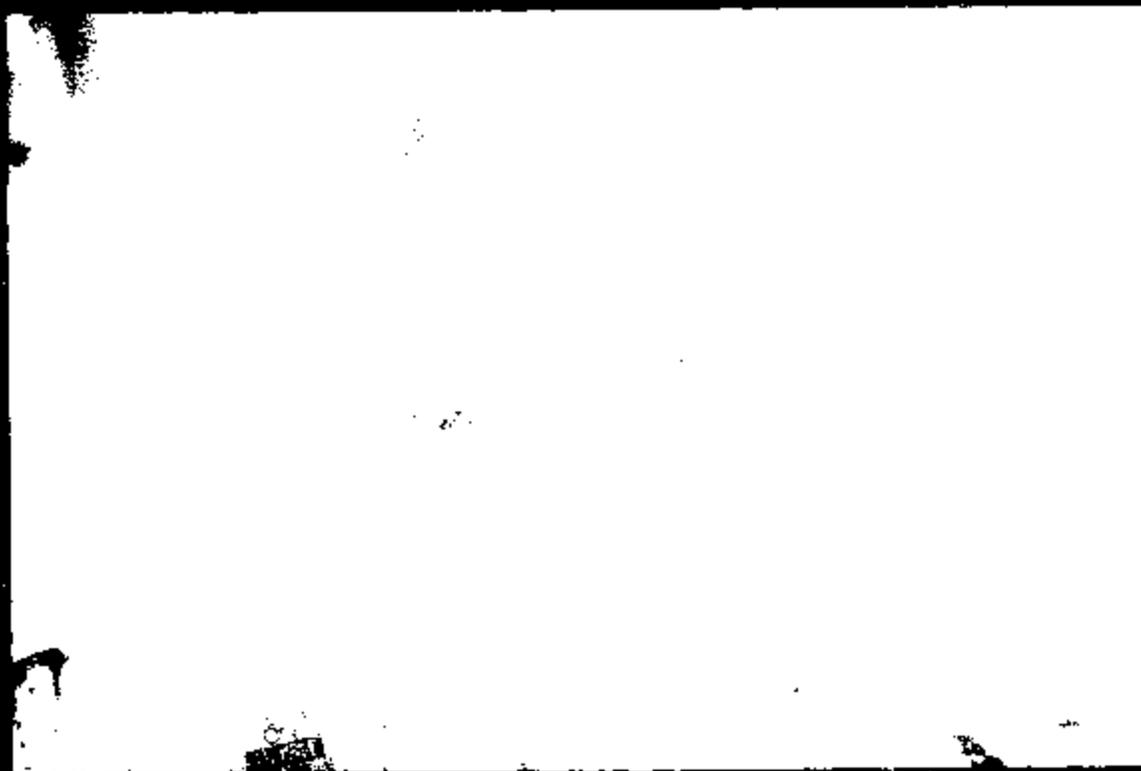


5002-625 10035



8982-625 18837







EP82-025 18640



ERG2-825 18941



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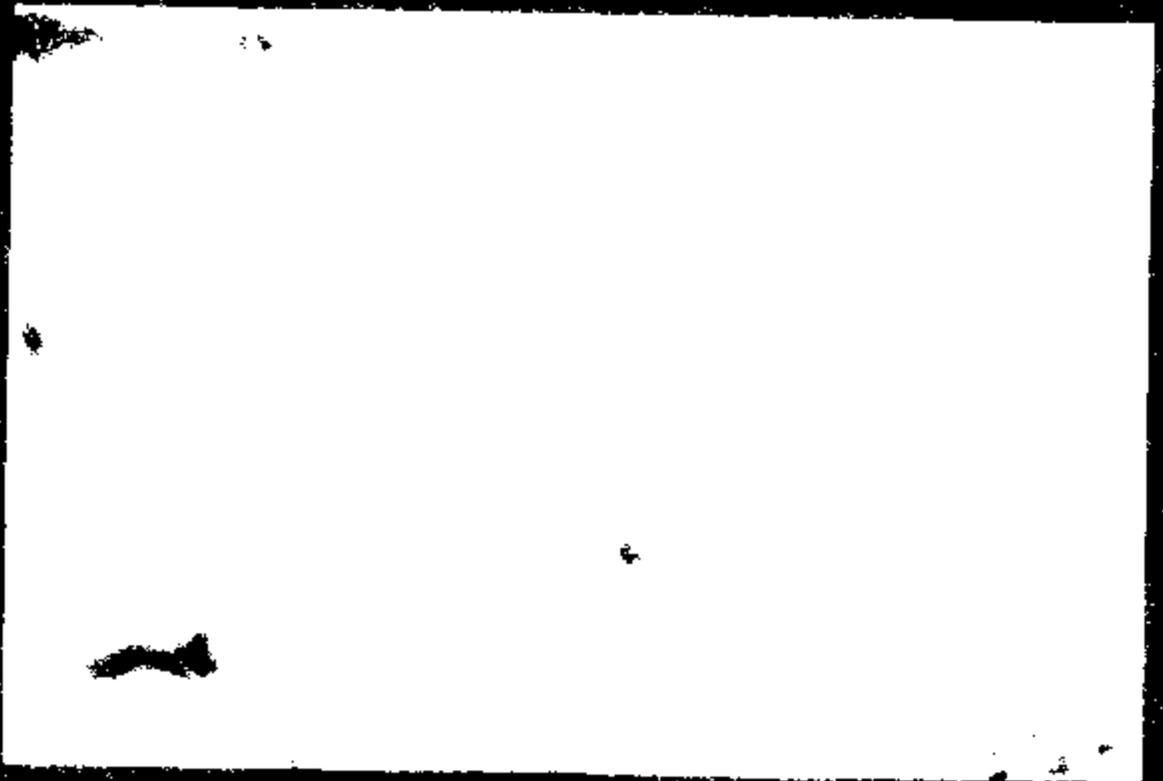


MP62-823 18644



6 15:53

ER92-025 10045

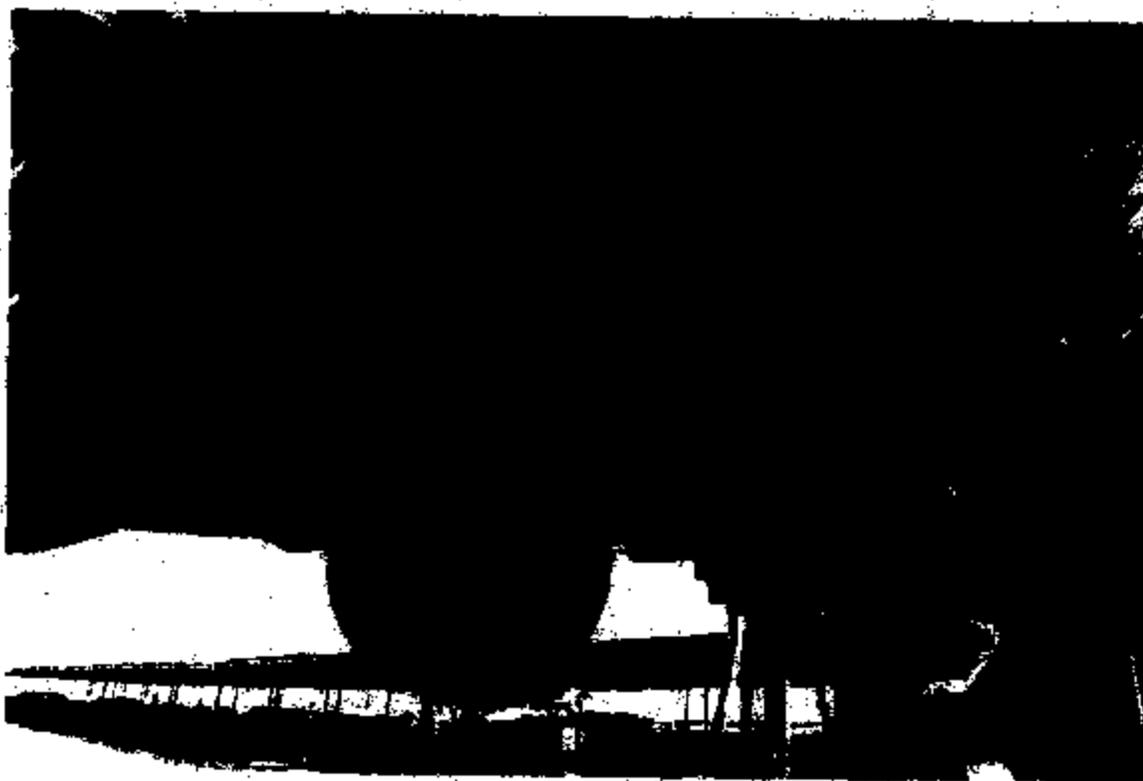


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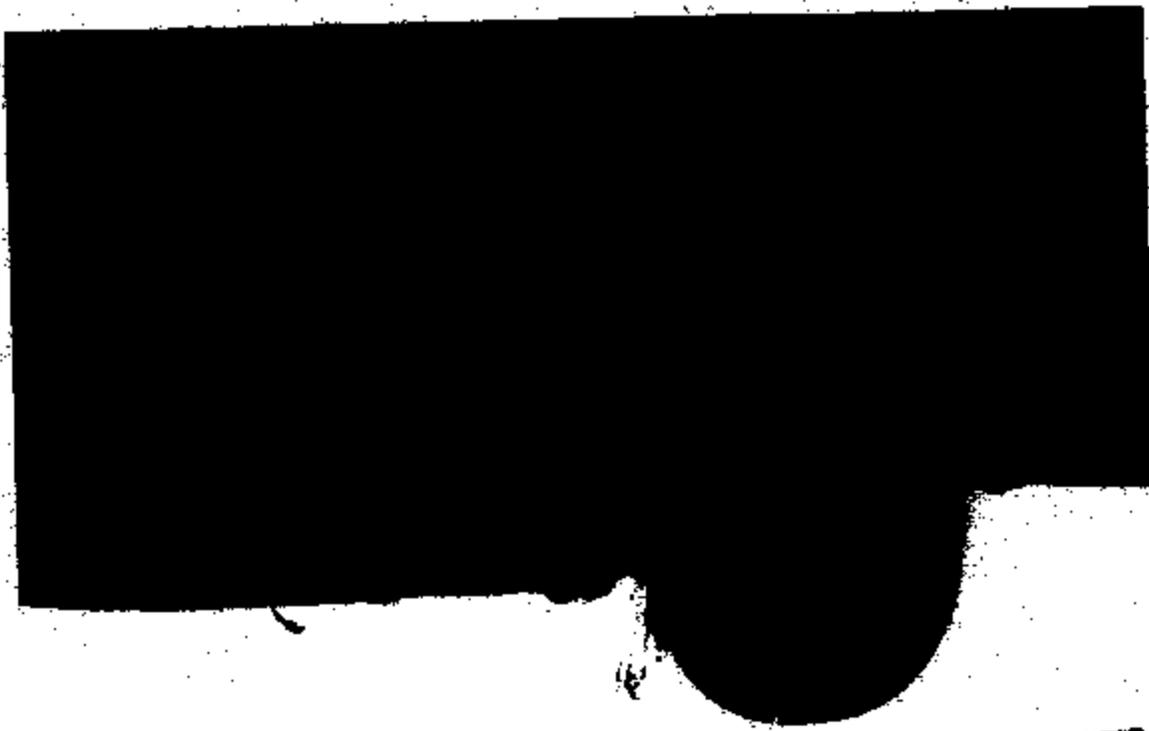
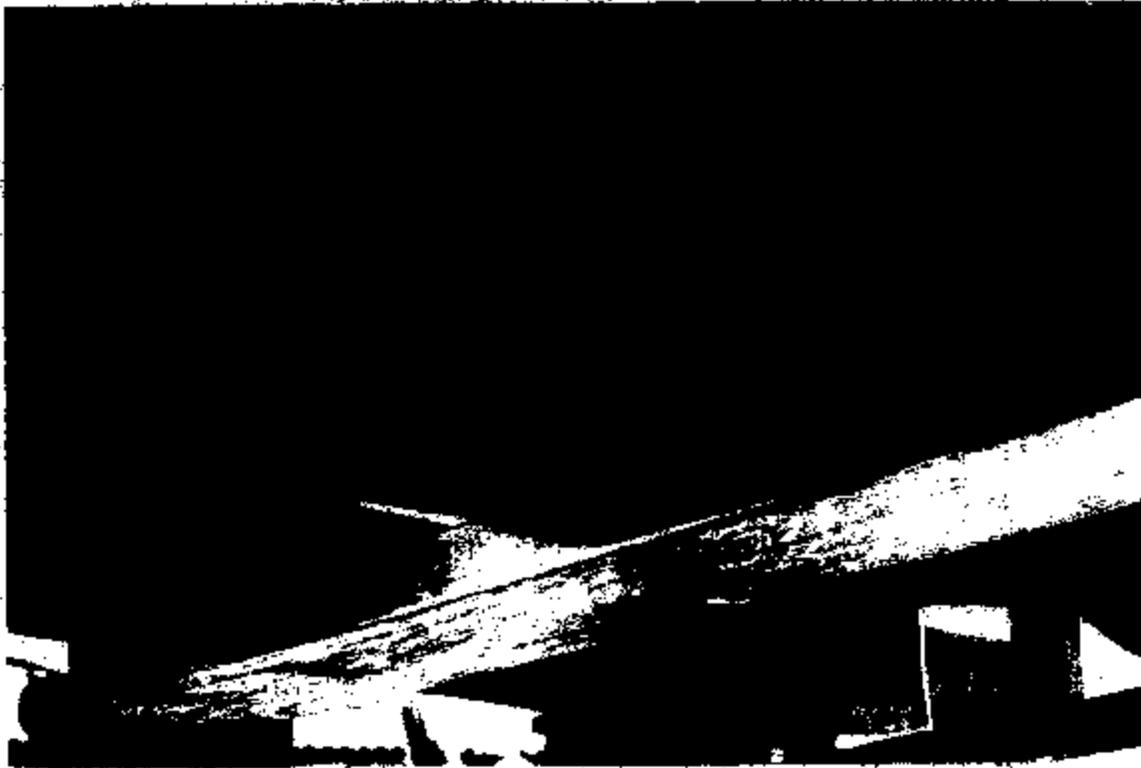


2002-025 18647



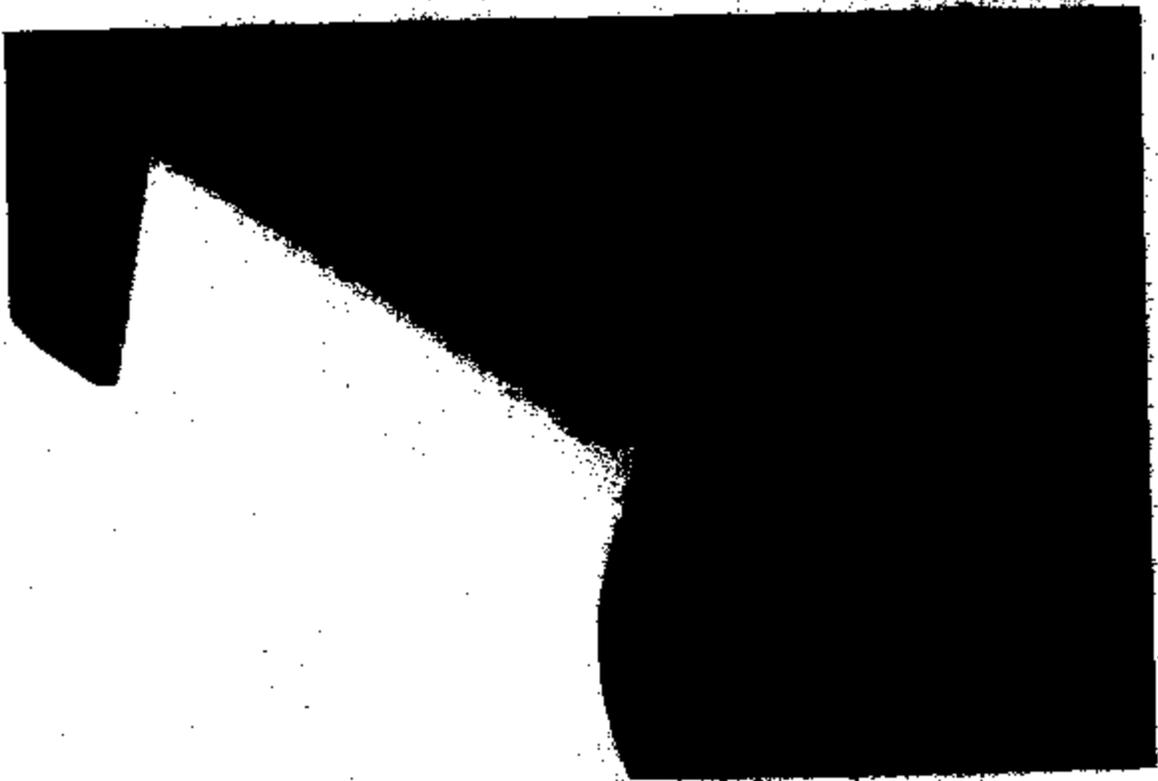


ERG2-025 10649

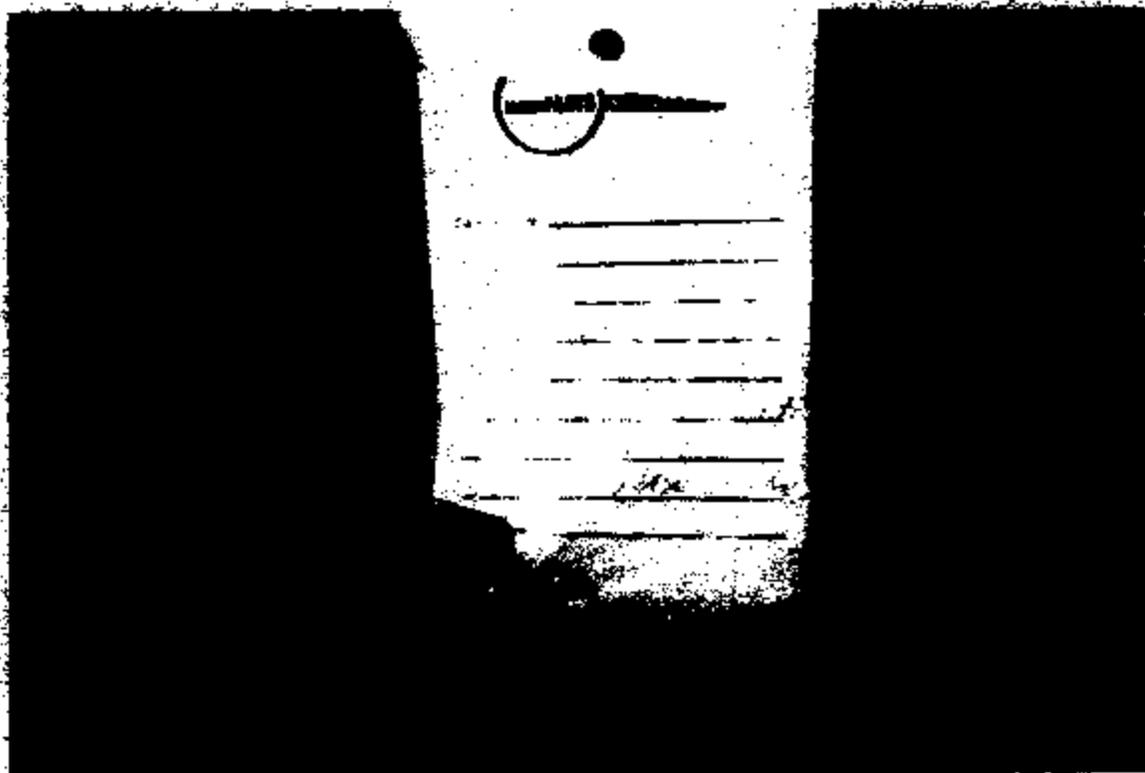


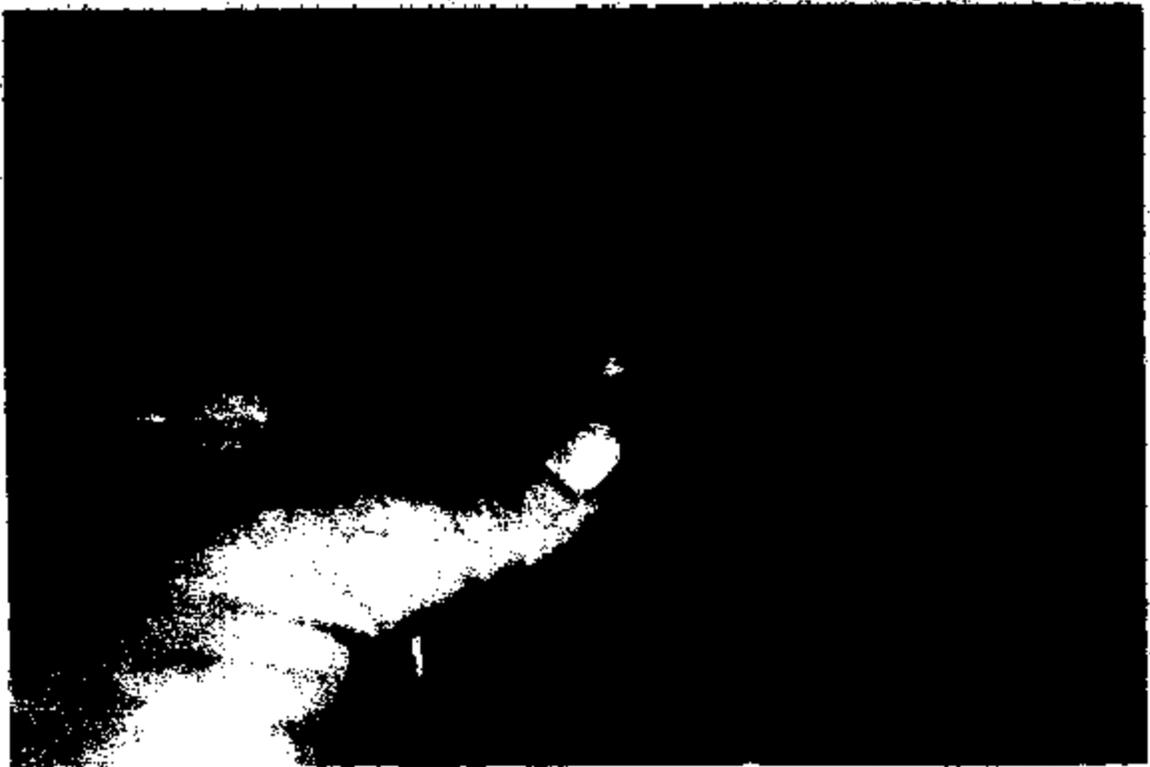
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8902-025 1000



EP82-025 18851





2002-028 1853



E982-825 18854

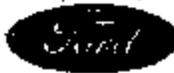
NORTH LITTLE ROCK
AR AC



28

Copy Out of Copies (Check appropriate box) <input type="checkbox"/> RETAIN Original Copy <input type="checkbox"/> (Not Applicable) None	
Reference Number:	

6



Office of the General Counsel

Ford Motor Company
Parklane Towers West
Suite 400
3 Parklane Boulevard
Dearborn, MI 48126-2568

January 9, 1997

Municipal Vehicle Program
P.O. Box 88
North Little Rock, AR 72115
ATTENTION: RICHARD PALADINO

Re: Claimant: [REDACTED]
D/O/E: 10/9/96
Vehicle: 1994 Crown Victoria

Dear Mr. Paladino:

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.

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,

Davene Fajack
Litigation Assistant

tle



MUNICIPAL VEHICLE PROGRAM

P.O. BOX 38
NORTH LITTLE ROCK, AR 72115
374-3484

March 4, 1997

Ms. Davene Fajack
Claims Analyst
Ford Motor Company
Parklane Towers West, Suite 400
Three Parklane Boulevard
Dearborn, MI 48126-2568

RE: OUR INSURED: [REDACTED]
DATE OF LOSS: 10 - 9 - 96
DAMAGES: \$11,201.00

Dear Ms. Fajack:

As you will note in the officer's report enclosed herewith, the vehicle in question was parked unattended, the ignition turned off and for no apparent reason, the police unit caught fire. We have been informed that due to the intense heat of the fire, the part has been completely and thoroughly disintegrated and we regret that we will be unable to comply with request #17 of your letter of February 25, 1997.

Enclosed please find a copy of the officer's report, a copy of the estimate of repairs, and a copy of our check to our insured for the damages to their vehicle (less their deductible). I trust that you will find all pertinent information you have requested either enclosed herewith or attainable through phone numbers and addresses contained in the enclosed information.

In order to rectify this matter, please forward your check in the amount of \$11,201.00 and make it payable to the: Municipal Vehicle Program. Please send your check to the attention of:

[REDACTED]
Municipal Vehicle Program
P. O. Box 38
North Little Rock, AR 72115

If you have any questions concerning this matter, please feel free to contact either [REDACTED] or me at [REDACTED]

Sincerely,

Richard Paladino

Richard Paladino
Subrogation Specialist

RF/ep
Encls/hw

NORTH LITTLE ROCK POLICE DEPARTMENT REPORT

Case No. 96-5765
Page 1 of 4

Reported by T. Smith

22

OFFICER		BADGE		LIST		DATE		TIME		OFFICER APTD	
<u>T. Smith</u>		<u>5613</u>		<u>125</u>		<u>10-07-96</u>		<u>1512</u>			
LOCATION				OFFENSE				RELATED CASE #			
<u>3001 Roseville</u>				<u>Vehicle Fire</u>							
UCR CODE		NATURE		REVIEW		EVENT DATE		TIME		FBI DATE	
						<u>10-07-96</u>		<u>1512</u>			
SUBJECT CODES				S - SUSPECT				P - PARTICIPANT			
A - ARRESTED PARTY				M - MISSING PERSON				R - REPORTING PARTY			
C - COMPLAINT				O - OTHER				V - VICTIM			
NO.	CODE	LAST NAME		FIRST		MI	AKA	RACE	SEX	DOB	AGE
<u>1</u>	<u>Y</u>	<u>N.L.S.P.P.</u>									
HT.	WT.	HAIR	EYES	ADDRESS		CITY		ST		ZIP	
				<u>200 W. Bechtel</u>		<u>North Little Rock</u>				<u>72114</u>	
HOME PHONE		WORK PHONE		EMPLOYMENT/SCHOOL		OCCUPATION					
<u>N/A</u>		<u>758-1874</u>		<u>N/A</u>		<u>N/A</u>					
NO.	CODE	LAST NAME		FIRST		MI	AKA	RACE	SEX	DOB	AGE
<u>2</u>	<u>O</u>	<u>Collins</u>		<u>Cindy</u>			<u>473-27-9115</u>	<u>W</u>	<u>F</u>	<u>02-21-57</u>	<u>38</u>
HT.	WT.	HAIR	EYES	ADDRESS		CITY		ST		ZIP	
<u>5'11"</u>	<u>115</u>	<u>Blk.</u>	<u>Bl.</u>	<u>1446 Hwy 64</u>		<u>Wilona</u>				<u>AR 72173</u>	
HOME PHONE		WORK PHONE		EMPLOYMENT/SCHOOL		OCCUPATION					
<u>796-8705</u>		<u>340-6832</u>		<u>Turnpike Terrace</u>		<u>Sec</u>					
NO.	CODE	LAST NAME		FIRST		MI	AKA	RACE	SEX	DOB	AGE
<u>3</u>											
HT.	WT.	HAIR	EYES	ADDRESS		CITY		ST		ZIP	
HOME PHONE		WORK PHONE		EMPLOYMENT/SCHOOL		OCCUPATION					
NO.	CODE	LAST NAME		FIRST		MI	AKA	RACE	SEX	DOB	AGE
<u>4</u>											
HT.	WT.	HAIR	EYES	ADDRESS		CITY		ST		ZIP	
HOME PHONE		WORK PHONE		EMPLOYMENT/SCHOOL		OCCUPATION					
NO.	CHARGE	ST/CLASS	CLASS	BOOKING	DOCKET	DATE	TIME	IN	OUT	IN	OUT
VEHICLE REASON CODES											
S1 - STOLEN				M1 - ATTEMPT TO LOCATE				A1 - ABANDONED VEHICLE			
S2 - ATTEMPT STOLEN				M2 - SUSPECT VEHICLE				O1 - OTHER			
S3 - RECOVERED STOLEN				M3 - MOTOR VEHICLE							
NO.	YEAR	LIC #	ST	VR	TYRE	VEN VR	MAKE	MODEL	STYLE		
<u>1</u>	<u>94</u>	<u>[REDACTED]</u>	<u>AR</u>	<u>-</u>	<u>PK</u>	<u>94</u>	<u>Ford</u>	<u>Contour</u>	<u>4-Dr</u>		
CO. ON		STORAGE TOWNSHIP		DN #		NOC		DELETED DATE		TIME	
<u>Police</u>		<u>PH. Hines Bros.</u>		<u>N/A</u>		<u>N/A</u>		<u>N/A</u>		<u>N/A</u>	
NO.	YEAR	LIC #	ST	VR	TYRE	VEN VR	MAKE	MODEL	STYLE		
<u>2</u>	<u>97</u>	<u>YTN 955</u>	<u>AR</u>	<u>97</u>	<u>PK</u>	<u>94</u>	<u>Pontiac</u>	<u>Slick</u>	<u>4-Dr</u>		
CO. ON		STORAGE TOWNSHIP		DN #		NOC		DELETED DATE		TIME	
<u>Police</u>		<u>1623 BAYHURTS 32666</u>		<u>N/A</u>		<u>N/A</u>		<u>N/A</u>		<u>N/A</u>	
ADMINISTRATIVE USE											
CLASSIFICATION AND REVIEW BY											
REPORTABLE	MONTH	PROP	PROPERTY VALUE		HOW		WEAPON		OTHER		
YES/NO	YEAR	ATTACKED	STOLEN		REC		T/C		STOLEN		
YES/NO	NO.	YES/NO	NO.		NO.		GUNS		REC		
YES/NO	NO.	YES/NO	NO.		NO.		H/HD		NO.		
YES/NO	NO.	YES/NO	NO.		NO.		CON G		NO.		
YES/NO	NO.	YES/NO	NO.		NO.		L/ST		NO.		
YES/NO	NO.	YES/NO	NO.		NO.		OTHER		NO.		
CLEAR CODE		DATE		PROPERTY VALUE		HOW		WEAPON		OTHER	
UPRI		REPORT STATUS		PROPERTY VALUE		HOW		WEAPON		OTHER	
ASSIGNMENT											

ADDITIONAL NAMES LISTED IN THIS REPORT
 ALARMED OFFICER'S STRIP
 SEARCHED
 INDEXED
 SERIALIZED
 FILED
 NORTH LITTLE ROCK
 OCT 10 1996
 FBI - NORTH LITTLE ROCK

NORTH LITTLE ROCK POLICE DEPARTMENT
SUPPLEMENTAL REPORT

Date 10-09-96

Case No. 96-53658

Approved by _____

Page 1 of 1

Victim or Complainant _____

Address _____, NLR Office Vehicle Fire

On 10-09-96 at approx 1410 hrs I met with Officer Willis to ride over to the Juvenile Justice Center on 3001 W. Rose. I met Officer Willis at NLRPO and he gave me the keys to Unit #22. I drove unit #22 with Officer Willis as a passenger over to the Juvenile Justice Center. Officers signaled in at approx 1425 hrs and went upstairs and waited for court. At approx 1510 hrs someone in the hallway outside the courtroom approached Officers and stated our police car was on fire. When Officers went outside I observed an approx seven foot flame coming up out of the hood of Unit #22 on the drivers side. Little Rock Fire Dept. was at the scene attempting to put the fire out. The fire was extinguished and showed a large hole in the hood of Unit #22 with damage to the left front tire and the engine.

While enroute to the juvenile justice center the car did not operate in an abnormal manner upon arrival I shut off the unit and secured it and then went inside. Sgt. Weiler was the responding authority at the scene. He took pictures of the damage to unit #22 and the vehicles parked on either side.

Officer R. Edwina # 7789

NORTH LITTLE ROCK POLICE DEPARTMENT

INTRADPARTMENTAL COMMUNICATION

DATE 4-27-76TO Chief of CommandFROM Officer T. Willis #5613RE Vehicle Fire (Unit #22)

Officer Edman and myself were subpoenaed to Turner Court on 1445 hrs. We met at the NLR P.D. at approx 1405 hrs and asked Sgt. Tinsley for a patrol car to drive to court. We drove unit #22 directly to Turner Court from the NLR P.D. and Officer Edman parked in the north side parking lot at approx 1425 hrs.

At approx 1505 hrs, an unknown suspect approached us in the court room and stated our vehicle was on fire. Upon arrival, I observed the vehicle extinguishing a large flame coming from the hood of unit #22.

Sgt. Tinsley was called to the scene and took pictures. An incident report was completed by myself. (#96-53658).

SIGNED T. Willis PAGE #5613

NORTH LITTLE ROCK POLICE DEPARTMENT

INTERDEPARTMENTAL COMMUNICATION

DATE 10-09-96
TO Sgt. Weiler
FROM Ofc. Edison
RE Vehicle Fire of Unit #22

Officer Wilk and I used Unit #22 to go from headquarters to Juvenile Court. I was the driver and at that time observed no vehicle malfunctions. After arriving at the Juvenile Justice Center approx 45 minutes later one of the employees there approached officers and stated your patrol unit is on fire. Officers went out into the parking lot and I observed approx a seven foot flame coming out of the driver side hood of unit #22. LBFD was on scene and was able to extinguish the fire. It appeared the fire originated from the wiring of the on-board computer system. The engine, hood, left fender, and left front tire were lost in the fire.

SIGNED R. EdisonBADGE # 7789

PROPERTY CODES	E - STOLEN R - RECOVERED F - FOUND D - DAMAGED O - OTHER X - EVIDENCE													
PROPERTY CATEGORIES	A - AUTO ACC B - BIUYCLE C - PHOTO CO L - SOLAR GEN	H - HOUSEHOLD APPL I - CASH/ETC M - MEDICAL EQUIP O - OFFICE EQUIP	N - PERSONAL ACCESS R - RADIO - TV - ETC S - SPORTS EQUIP Y - VIEWING EQUIP	W - WEAPON, GUN X - MAPS Y - MISC	CU	CAT	TYPE	BRAND	DESCRIPTION	SERIAL #	YEAR	FA	REG NO	
						D	Y	Vehicle	94 Ford Cam	1.6L - Diesel	2FALP7UNX7E0001	1994		

ADDITIONAL PROPERTY OR EQUIPMENT YES NO

NARRATIVE

On 11/29/96 at approx 1224 hrs, myself and Collins Edison arrived at 3001 Riverside in Truck Park for Truck Court. Collins Edison parked unit #22 in the north side parking lot and we went to the court room where we had been subpoenaed.

At approx 1505 hrs, we were told by an unknown subject that our vehicle was on fire in the parking lot. Upon arrival, the fire department was extinguishing a large flame coming from the hood of unit #22. Sgt. Lister was called to the scene and took photos of the vehicle.

[redacted] approached Collins at the scene and requested her name and vehicle be included in this report. [redacted] 94 Pontiac Suburb was parked next to unit #22 while it was burning. [redacted] which appeared to have no damage to it.

Phillips Brothers were called to the scene and towed unit #22 to the City Garage.

CARTER APPRAISAL SERVICE
13105 CLINTON RD.
NO. LITTLE ROCK, AR. 72118

OFFICE NO: 851-3338

FAX NO: 851-3388

PHOTO SHEET

INSURED:



CAS FILE NO:

963970

CLAIMANT:

N.L.A. Polio

LOCATION:

AK

POLICY/CLAIM NO:

DATE TAKEN:

10-21-96



PICTURE NUMBER _____

DESCRIPTION _____



PICTURE NO: _____

DESCRIPTION: _____

CARTER APPRAISAL SERVICE
13185 CLINTON RD.
NO. LITTLE ROCK, AR. 72118

OFFICE NO: 851-3338

FAX NO: 851-3388

PHOTO SHEET

INSURED: [REDACTED]

CAS FILE NO: 963970

CLAIMANT: [REDACTED]

LOCATION: AR

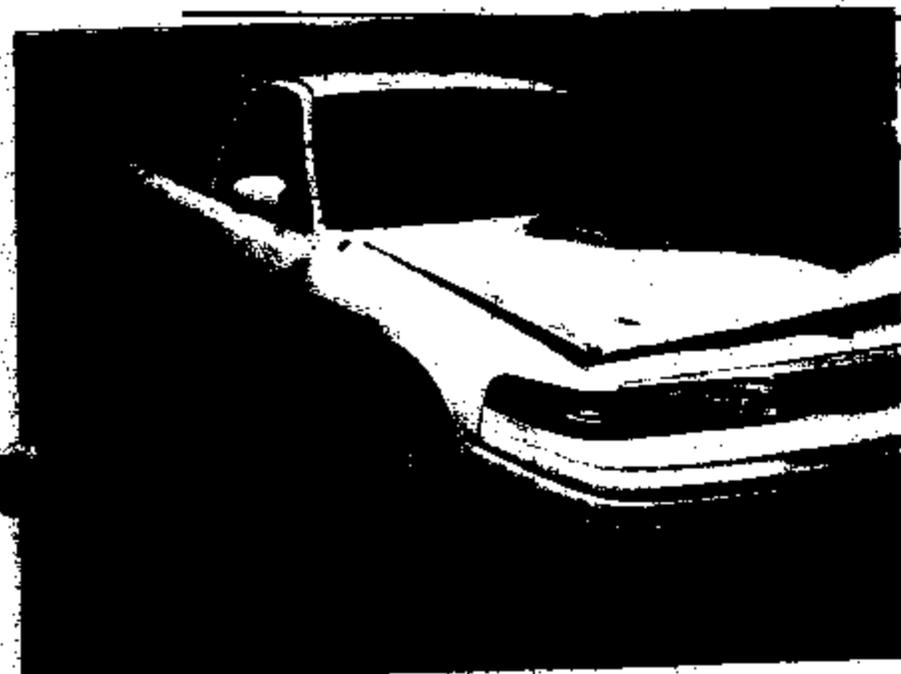
POLICY/CLAIM NO: _____

DATE TAKEN: 10-2-96



PICTURE NUMBER _____

DESCRIPTION _____



PICTURE NO: _____

DESCRIPTION: _____

CERTIFICATE OF TITLE

STATE OF ARKANSAS

VEHICLE IDENTIFICATION NUMBER YEAR MAKE MOD BODY PREVIOUS TITLE NUMBERS
ZFALP71NXX187026 94 FORD VIC AD M80
MILEAGE ODOMETER
00 ACTUAL 5 6/23/94 3815

N LITTLE ROCK AR

OWNER

N LITTLE ROCK AR

OWNER'S SIGNATURE (IF JOINT OWNERSHIP, BOTH MUST SIGN)
THIS TITLE MUST BE SIGNED UPON RECEIPT BY OWNER

FIRST LEASER	DATE OF LEASE
SECOND LEASER	



The Department of Finance and Administration of the State of Arkansas
has the honor to certify that the above described vehicle is the property of the
State of Arkansas and is being sold to the undersigned by the State of Arkansas
From the date of sale of this vehicle, the State of Arkansas shall be
liable for any and all taxes, fees, and charges that may be levied or
imposed on this vehicle.

BY SIGNATURE OF THE SELLER
Timothy J. Lee
COMMISSIONER OF REVENUE

VOID IF ALTERED

CSOR0016

MORE II Legal Contact

03/14/1997 15:22:06

MEMPHIS 23 Zn/Tr: A1 M/A: CONTACT NBR: 107682695 Opened: 10/25/1996
 VIN: 2FALP71WXR187028 Closed: 10/28/1996
 Last Name: [REDACTED] Status: CLOSED
 Title: [REDACTED] First Name: MI:
 Address: [REDACTED]
 City: NORTH POINT ROCK ST/PV: AR Zip/PC: [REDACTED] CC: USA
 Home Phone: [REDACTED] Business Phone: [REDACTED] Ext:
 Year: 94 Model: CROWN VICTORIA
 Mileage/Km: 80252 WSD: 05/23/1994

Dealer Name: NORTH POINT FORD, INC. Sales Code: 123205 P&A: 06033
 Causal Code: 0709 Symptoms: 704100
 Serv Sales: 1 (1 or 2) Origin: GO Trans Date:
 Veh Repl:
 Case Type: 4A FIRES - ELECTRICAL Means Code: H OTHER
 Atty Name: Atty Memo:
 Claimed Amt: Award Amt:
 CANADA ONLY:
 Court Code: Award Code:

F1=HELP F3=EXIT F4=COMMENT F5=ADD F6=UPD F9=CLOSE F12=CANC
 1053 REQUESTED CONTACT DISPLAYED

OGDB330

CSOR0010

MORS II Contact Comments

03/14/1997 15:22:18

Last Name: [REDACTED] VIN: 2FALP71WXRK187028
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: NORTH POINT FORD, INC. Dist/Reg: 23

CONTACT NBR: [REDACTED] Date: 10/25/1996 Analyst Code: 0080EP
File Type: LEGAL Time: 11:40:34 Analyst Name: PAWELEK
Comm Type: F FAX Micro: Letter Code:

Comments: More?: Y
RECEIVED "DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW" FROM DEALER ***
ATTEMPTED TO CONTACT SERVICE MANAGER DAVID LYNCH, HOWEVER HE WAS NOT
AVAILABLE; LEFT MESSAGE FOR HIM TO RETURN MY CALL.
*

FAX INDICATES VEHICLE IS POLICE UNIT THAT WAS PARKED AND THEN CAUGHT FIRE;
FIRE DEPARTMENT PUT OUT FIRE; FIRE WAS UNDER HOOD; THE OWNER OF ANOTHER CAR
PARKED NEAR THIS VEHICLE REQUESTED THAT HER NAME BE ADDED TO THE POLICE
REPORT BUT DID NOT APPEAR TO HAVE ANY DAMAGE TO IT.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
E196 FIRST COMMENTS FOR CONTACT OGDB330

CSOR0010

MORS II Contact Comments

03/14/1997 15:22:43

Last Name: [REDACTED] VIN: 2FALP71WXRK187028
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: NORTH POINT FORD, INC. Dist/Reg: 23

CONTACT NBR: [REDACTED] Date: 10/25/1996 Analyst Code: 0080EP
File Type: LEGAL Time: 13:26:10 Analyst Name: PAWELEK
Comm Type: U UPDATE Micro: Letter Code:

Comments: More?: Y
RECEIVED CALL FROM SERVICE MANAGER DAVID LYNCH; ATTEMPTED TO RETURN CALL
HOWEVER HE WAS NOT AVAILABLE; LEFT MESSAGE ADVISING HIM TO RETURN MY CALL.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
I002 REQUESTED INFORMATION DISPLAYED OGDB330

CSOR0010

MORS II Contact Comments

03/14/1997 15:22:51

Last Name: [REDACTED] VIN: 2FALP71WKRX187028
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: NORTH POINT FORD, INC. Dist/Reg: 23

CONTACT NBR: [REDACTED] Date: 10/25/1996 Analyst Code: 008GEP
File Type: LEGAL Time: 16:09:06 Analyst Name: PAWELEK
Comm Type: U UPDATE Micro: Letter Code:

Comments: More?: Y
ATTEMPTED TO CONTACT SERVICE MANAGER AGAIN; NOT AVAILABLE; LEFT VOICE MAIL
MESSAGE.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
1002 REQUESTED INFORMATION DISPLAYED OGDB330

CSOR0010

MORS II Contact Comments

03/14/1997 15:22:57

Last Name: [REDACTED] VIN: 2FALP71WXR187028
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
Dealer: NORTH POINT FORD, INC. Dist/Reg: 23
CONTACT NBR: 107682695 Date: 10/28/1996 Analyst Code: 0080EP
File Type: LEGAL Time: 11:51:09 Analyst Name: PAWELEK
Comm Type: U UPDATE Micro: Letter Code:

Comments:

More?: Y

***THIS IS THE CLOSING COMMENT
SENT LETTER TO POLICE CHIEF WILLIAM NOLAN, REFERRING THEM TO INSURANCE
CARRIER; IF INSURANCE CARRIER FEELS THERE IS FORD LIABILITY, THEY WILL
SUBROGATE.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEKT F11=CANC LTR F12=BASIC INFO

1002 REQUESTED INFORMATION DISPLAYED

OGDB330

CSOR0010

WORS II Contact Comments

03/14/1997 15:23:04

Last Name: [REDACTED] VIN: 2FALP71WJRX187028
Home Phone: [REDACTED] Bus. Phone: [REDACTED] 33 Ext:
Dealer: NORTH POINT FORD, INC. Dist/Reg: 23
CONTACT NBR: 107682695 Date: 10/31/1996 Analyst Code: 0080EP
File Type: LEGAL Time: 11:14:43 Analyst Name: PAWELEK
Comm Type: U UPDATE Micro: 4800153 Letter Code:

Comments:
ADDED MICRO NUMBER.

More?: N

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
1002 REQUESTED INFORMATION DISPLAYED

OGDB330



OFFICE OF THE
GENERAL COUNSEL

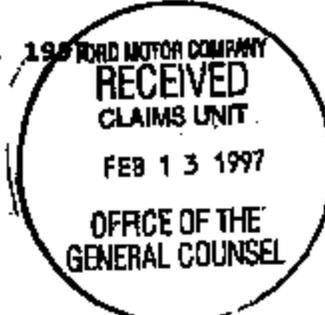
MUNICIPAL VEHICLE PROGRAM

P.O. BOX 38
NORTH LITTLE ROCK, AR 72115
374-3484

97 FEB 10 P 4:55

January 23, 1997 FORD MOTOR COMPANY

ELAINE W. HAYDMIT



AC ✓
97-1708

Ms. Eileen Pawelek
Consumer Affairs
Ford Motor Company
300 Renaissance Center
P. O. Box 43358, Suite 1200
Detroit, MI 48243

97 JAN 28 P 1:36

CONSUMER AFFAIRS
SERVICES

RE: OUR INSURED: [REDACTED]
DATE OF LOSS: 10 - 9 - 96
DAMAGES: \$11,201.00

Dear Ms. Pawelek:

We have been advised by our insured of an incident involving a police unit which caught fire and burned on the above-referenced date.

This matter has been investigated and it has been determined that due to the circumstances surrounding this matter, and the suspicious nature of this fire the cause was due to a product defect in the ignition system. As you will note in the officer's report, this vehicle was parked unattended, the ignition turned off and for no apparent reason, the unit caught fire.

Enclosed please find a copy of the officer's report, a copy of the estimate of repairs, and a copy of our check to our insured for the damages to their vehicle (less their deductible).

Please forward your check in the amount of \$11,201.00 and make it payable to the [REDACTED] and send it to:

[REDACTED]
North Little Rock, AR 72115

If you have any questions concerning this matter, please feel free to contact [REDACTED] at [REDACTED]

Sincerely,
Richard Paladino
Richard Paladino
Subrogation Specialist

F500

RP/rp
Encls/hv

NORTH WATTLE ROCK POLICE DEPARTMENT

REPORT

Case No. 96-5765A

Page 1 of 4

Reported by _____

22

OFFICER <u>T. Willis</u>		BADGE <u>5613</u>	LETT <u>125</u>	DATE <u>10-09-96</u>	TIME <u>1535</u>	OFFICER AGENCY	
LOCATION <u>3001 Roseville</u>		OFFENSE <u>Vehicle Fire</u>		RELATED DATE			
UCR CODE	NATURE	REVIEW	EVENT DATE <u>10-09-96</u>	TIME <u>1512</u>	PAID DATE	TIME	
SUBJECT CODES A - ARRESTED PARTY C - COMPLAINT		G - GUARDIAN M - MISSING PERSON O - OTHER		P - PARTICIPANT R - REPORTING PARTY S - SUSPECT		V - VICTIM W - WITNESS	
NO. <u>1</u>	CODE	LAST NAME	FIRST	MI	AKA	RACE	SEX
HT.	WT.	HAIR	EYES	ADDRESS		CITY	ST ZIP
HOME PHONE		WORK PHONE		EMPLOYMENT/SCHOOL		OCCUPATION	
NO. <u>2</u>	CODE	LAST NAME	FIRST	MI	AKA	RACE	SEX
HT.	WT.	HAIR	EYES	ADDRESS		CITY	ST ZIP
HOME PHONE		WORK PHONE		EMPLOYMENT/SCHOOL		OCCUPATION	
NO. <u>3</u>	CODE	LAST NAME	FIRST	MI	AKA	RACE	SEX
HT.	WT.	HAIR	EYES	ADDRESS		CITY	ST ZIP
HOME PHONE		WORK PHONE		EMPLOYMENT/SCHOOL		OCCUPATION	
NO. <u>4</u>	CODE	LAST NAME	FIRST	MI	AKA	RACE	SEX
HT.	WT.	HAIR	EYES	ADDRESS		CITY	ST ZIP
HOME PHONE		WORK PHONE		EMPLOYMENT/SCHOOL		OCCUPATION	
VEH NO	CHARGE	STARTED DATE	CLASS	BOOKING NO.	DOCKET NO.	ISS. DATE	RI
VEHICLE REASON CODES S1 - STOLEN A5 - ATTEMPT STOLEN R5 - RECOVERED STOLEN AL - ATTEMPT TO LOCATE S2 - SUSPECT VEHICLE CV - NO INFO VEHICLE A8 - ABANDONED VEHICLE U1 - OTHER							
NO. <u>1</u>	VEH	LIC #	ST	YR	TYPE	VEH YR	MAKE
COLOR		VIN #		OTHER DESC		MODEL	STYLE
STORAGE TOWED BY <u>Phillips Bros.</u>		SNR #		MOC		DELIVER DATE TIME	
NO. <u>2</u>	VEH	LIC #	ST	YR	TYPE	VEH YR	MAKE
COLOR		VIN #		OTHER DESC		MODEL	STYLE
STORAGE TOWED BY <u>16810747R1530666</u>		SNR #		MOC		DELIVER DATE TIME	
ADMINISTRATIVE USE				CLASSIFICATION AND REVIEW BY			
REPORTABLE YES NO	MONTH YEAR	PROP ATTACHED YES NO	HOW	WEAPON MEANS	NOTES		
PROPERTY YES NO	NUMBER YES NO	SUBJECT YES NO	PROPERTY VALUE STOLEN REC	T-R C GUNS H.M.D CON G LVT OTHER	STOLEN REC		
CLEAR CODE	DATE		G/D J.P.M G/T AUTO U/S				
URL	INPLMT STATUS						
ASSIGNMENT							

ADDITIONAL NAMES, VEHICLE NO. 1, VEHICLE NO. 2, VEHICLE NO. 3, VEHICLE NO. 4, VEHICLE NO. 5, VEHICLE NO. 6, VEHICLE NO. 7, VEHICLE NO. 8, VEHICLE NO. 9, VEHICLE NO. 10, VEHICLE NO. 11, VEHICLE NO. 12, VEHICLE NO. 13, VEHICLE NO. 14, VEHICLE NO. 15, VEHICLE NO. 16, VEHICLE NO. 17, VEHICLE NO. 18, VEHICLE NO. 19, VEHICLE NO. 20, VEHICLE NO. 21, VEHICLE NO. 22, VEHICLE NO. 23, VEHICLE NO. 24, VEHICLE NO. 25, VEHICLE NO. 26, VEHICLE NO. 27, VEHICLE NO. 28, VEHICLE NO. 29, VEHICLE NO. 30, VEHICLE NO. 31, VEHICLE NO. 32, VEHICLE NO. 33, VEHICLE NO. 34, VEHICLE NO. 35, VEHICLE NO. 36, VEHICLE NO. 37, VEHICLE NO. 38, VEHICLE NO. 39, VEHICLE NO. 40, VEHICLE NO. 41, VEHICLE NO. 42, VEHICLE NO. 43, VEHICLE NO. 44, VEHICLE NO. 45, VEHICLE NO. 46, VEHICLE NO. 47, VEHICLE NO. 48, VEHICLE NO. 49, VEHICLE NO. 50, VEHICLE NO. 51, VEHICLE NO. 52, VEHICLE NO. 53, VEHICLE NO. 54, VEHICLE NO. 55, VEHICLE NO. 56, VEHICLE NO. 57, VEHICLE NO. 58, VEHICLE NO. 59, VEHICLE NO. 60, VEHICLE NO. 61, VEHICLE NO. 62, VEHICLE NO. 63, VEHICLE NO. 64, VEHICLE NO. 65, VEHICLE NO. 66, VEHICLE NO. 67, VEHICLE NO. 68, VEHICLE NO. 69, VEHICLE NO. 70, VEHICLE NO. 71, VEHICLE NO. 72, VEHICLE NO. 73, VEHICLE NO. 74, VEHICLE NO. 75, VEHICLE NO. 76, VEHICLE NO. 77, VEHICLE NO. 78, VEHICLE NO. 79, VEHICLE NO. 80, VEHICLE NO. 81, VEHICLE NO. 82, VEHICLE NO. 83, VEHICLE NO. 84, VEHICLE NO. 85, VEHICLE NO. 86, VEHICLE NO. 87, VEHICLE NO. 88, VEHICLE NO. 89, VEHICLE NO. 90, VEHICLE NO. 91, VEHICLE NO. 92, VEHICLE NO. 93, VEHICLE NO. 94, VEHICLE NO. 95, VEHICLE NO. 96, VEHICLE NO. 97, VEHICLE NO. 98, VEHICLE NO. 99, VEHICLE NO. 100

NORTH LITTLE ROCK POLICE DEPARTMENT
SUPPLEMENTAL REPORT

P. 03

Date 10-09-96

Case No. 96-53658

Approved by _____

Page 1 of 1

Victim or Complainant NLRPO

Address 200 W. Pershing Blvd, NLR Offense Vehicle Fire

On 10-09-96 at approx 1410 hrs I met with Officer Willis to ride over to the Juvenile Justice Center on 3001 W. Pershing. I met Officer Willis at NLRPO and he gave me the keys to Unit #22. I drove unit #22 with Officer Willis as a passenger over to the Juvenile Justice Center. Officers signaled in at approx 1425 hrs and went upstairs and waited for court. At approx 1510 hrs someone in the hallway outside the courtroom approached officers and stated our police car was on fire. When officers went outside I observed an approx seven foot flame coming up out of the hood of Unit #22 on the drivers side. Little Rock Fire Dept. was at the scene attempting to put the fire out. The fire was extinguished and showed a large hole in the hood of Unit #22 with damage to the left front tire and the engine.

While enroute to the juvenile justice center the car did not operate in an abnormal manner. Upon arrival I shut off the unit and secured it and then went inside. Sgt. Weiler was the responding authority at the scene. He took pictures of the damage to unit #22 and the vehicles parked on either side.

Officer R. Edison No. 7789

NORTH LITTLE ROCK POLICE DEPARTMENT

INTRADPARTMENTAL COMMUNICATION

DATE 02-07-86

TO Chief of Command

FROM Officer T. Lutzke #5613

RE Vehicle Fire (Unit #22)

Officer Edison and myself were subpoenaed to Juvenile Court on 1445 hrs. We met at the NLR.P.D. at approx 1405 hrs and asked Sgt. Tinsman for a patrol car to drive to court. We drove unit #22 directly to Juvenile Court from the NLR.P.D. and Officer Edison parked in the north side parking lot at approx 1445 hrs.

At approx 1505 hrs, an unknown suspect approached us in the court room and stated our vehicle was on fire. Upon arrival, I observed the tubular extinguishing a large flame coming from the hood of unit #22.

Sgt. Luterker was called to the scene and took pictures. An incident report was completed by myself. (#96-53658).

SIGNED T. Lutzke

BADGE #5613

NORTH LITTLE ROCK POLICE DEPARTMENT

INTRADPARTMENTAL COMMUNICATION

DATE 10-09-96

TO Sgt. Weiler

FROM Ofc. Edison

RE Vehicle Fire of Unit #22

Officer Willis and I used Unit #22 to go from headquarters to Juvenile Court. I was the driver and at that time observed no vehicle malfunctions. After arriving at the Juvenile Justice Center approx. 45 minutes later one of the employer's there approached officers and stated your patrol unit is on fire. Officers went out into the parking lot and I observed approx. a seven foot flame coming out of the driver side hood of unit #22. LBFD was on scene and was able to extinguish the fire. It appeared the fire originated from the wiring of the on-board computer system. The engine, hood, left fender, and left front tire were lost in the fire.

SIGNED R. Edison

BADGE # 7789

RICHARD

428237

GA

01-219331-28

4-10WA



Office of the General Counsel

Ford Motor Company
Parklane Towers West
Suite 300
Three Parklane Boulevard
Dearborn, Michigan 48126-3558

April 18, 2000

[Redacted]
Dunwoody GA [Redacted]

RE: Claimant: [Redacted]
Vehicle: 1994 Grand Marquis
D/O/S: March 2, 2000

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

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

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.

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,

Andrew A. Chabot
Claims Analyst

BEGINNING OF CONTACT
04/13/2000

MASTER OWNER RELATIONS SYSTEM III

06.56.09

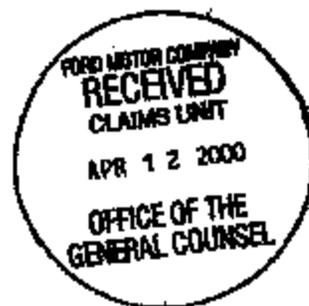
INQUIRY ISSUE CASE NUM: 0454641030
REGION: ZONE: OPENED: 04/12/2000
VIN: ENGINE: W VEN TYPE: C CLOSED: 04/12/2000

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: STATE: GA ZIP: 30330
HOME PHONE: MODEL: SEARO MARMIS LS 4DR GDF
MODEL YEAR: 1994
MILEAGE: 3 SALES CODE: P & A
DEALER NAME: REASON CODE: 0703 LEGAL - ALLEGED SERIOUS INJURY
SYMPTOMS:

ORIGIN: CACISB - NO CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 679 - INFO WILL BE SENT TO PROD CLAIMS GRP; CUST WILL BE CONTACTED W/IN
DOCUMENT: 1488274 ANALYST: KMB1 RAYNA BUNJOTD
ACTION DATA/COMMENTS:

2000/04/12
11.58.37

CUSTOMER SAYS: LETTER NOT DATED - ON THE NIGHT OF MAR 22
ON CUST'S DRIVEWAY, VEH SUDDENLY BURST ON FIRE AND BURN
AND WELL CONSUMED IN PLACES. - CUST WAS IN VEH AT THE TIME
AND AS A RESULT RECEIVED 2ND DEGREE BURNS ON THE LEFT SIDE
OF THE BODY. CUST WAS ADMITTED TO A HOSPITAL AND TREATED FOR
SUCH DESCRIBED INJURIES. - VEH ITSELF WAS COMPLETELY BURNED
D AND SUSTAINED A TOTAL LOSS. - THE FIRE DEPT DISCOVERED THAT
THE ORIGIN OF THE FIRE WAS THE ENGINE AND THE CAUSE WAS
MECHANICAL FAILURE IS RUNNING WITH. - CUST HAS LOST EVERY
THING FROM COPIES TO INVESTIGATION DOCUMENTS AND HAS NUMEROUS HOSP
ITAL BILLS AS A RESULT OF THIS VEH FIRE. - CUST WANTS TO K
NOW IF THERE WERE ANY RECALLS ON THIS VEH AND IF ANY VEH PRO
BLEMS HAVE EVER BEEN REPORTED. PER CUSTOMER, DEALER SAYS:
DEALER CAC ADVISED: - WE WILL SEND THE INFORMATION TO OUR
PRODUCT CLAIMS GROUP - SOMEONE WILL CONTACT YOU IN 7-10 BU
SINESS DAYS INFERENCE CASE ID: 4722



OWNER RELATIONS

04/13/2000 MMFAKPR

1000-025 4430