

**EA02-025**

**FORD 10/27/03**

**APPENDIX M**

**BOOK 20 OF 22**

**PART A-D**

**PART A**

455542

SNORTON1  
NC

1229-36  
1-10WC-51

1229-36 43464

# State Farm Insurance Companies



December 28, 2001

Ford Motor Company  
3 Parkland Blvd, Suite 400  
Dearborn, MI 48126



State Farm Insurance Claim Office  
5301 Snellinger Park Drive  
Post Office Box 370588  
Decatur, Georgia 30037-0888  
Phone: (770) 593-5400

RE: Our Claim Number: [REDACTED]  
Date of Loss: July 2, 2001  
Our Insured: [REDACTED]

Dear Howard Keyes:

We are writing to you regarding the damage to property which occurred on the date indicated. This property was owned by our insured and is insured by our Company. The damage sustained was in the amount of \$37,762.15.

Our investigation indicates you are responsible for this damage and we are, therefore, looking to you for reimbursement.

If you have insurance refer this letter to your insurance company for discharge of your obligation, and inform us as to your insurance company's name, address and your policy number. If you do not have insurance, please forward your remittance for the amount indicated.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the customer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim, or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Please use the enclosed envelope when replying so that your payment will receive prompt acknowledgment.

Sincerely,

**REDACTED**

HOME OFFICES: BLOOMINGTON, ILLINOIS 61710-0001

5962-625 43466 N

Ford Motor Company  
Page 2  
December 29, 2001

Lavenda McMillan  
Claim Specialist  
(770) 593-6476

State Farm Fire and Casualty Company

Enclosure: RETURN ENVELOPE

0902-025 43457

ED82-025 43471

5862-625 43472

5002-025 43473



6002-025 43474



**Unified**  
Investigations & Sciences, Inc.

JUL 30 2001

6320-A McDonough Drive  
Norcross, Georgia 30093  
770-246-0026  
Fax 770-246-9438

Greenville, SC

**PRIVILEGED AND CONFIDENTIAL**

July 24, 2001

**Report - One and Final**

**PREPARED FOR:** State Farm Insurance Company  
Post Office Box 24500  
Greenville, South Carolina 29616

**ATTENTION:** Andrea Vaughn

**INSURED:** [REDACTED]

**DATE OF LOSS:** July 2, 2001

**LOSS LOCATION:** 103 Governors Square, Greer, South Carolina

**POLICY NUMBER:** Unavailable

**CLAIM NUMBER:** 40-2526-037

**UIS FILE NUMBER:** GA01-02978

THIS REPORT FURNISHED AS PRIVILEGED AND CONFIDENTIAL TO ADDRESSEE. RELEASE TO ANY OTHER COMPANY,  
CONCERN OR INDIVIDUAL IS THE SOLE RESPONSIBILITY OF ADDRESSEE.

ENR2-825 43475

Insured: [REDACTED]  
UIS File No.: GA01-02978

### ASSIGNMENT

The assignment was received and the investigation commenced on July 16, 2001. Instructions were to conduct a vehicle fire origin and cause investigation to determine the cause of a fire that damaged a 1993 Mercury Marquis and to evaluate any subrogation potential. Subsequent instructions were to examine the loss scene for evidence and to secure any vehicle service records from a local dealership service department.

### DETERMINATION OF ORIGIN AND CAUSE

The fire cause is accidental.

The fire origin is on the driver's side of the engine compartment; specifically, in the area of the cruise control deactivation switch. This switch is currently under recall by the Ford Motor Company, for the involved model year vehicle. The copper electrical contacts for the switch were not found. Within the area of origin is a considerable amount of copper wiring, which is not melted. Also remaining is the aluminum ring housing on the deactivation switch that melts at a much lower temperature than the copper and the switch housing.

Information and factors available to establish origin:

1. Burn patterns noted to the hood and side body panels on the exterior of the vehicle.
2. Burn patterns within the engine compartment.
3. Burn patterns within the passenger compartment.
4. Photographs.

Information and factors available to establish cause:

1. Localized area of fire origin around a known problematic cruise control deactivation switch.
2. Examination of other wiring within the area of fire origin.
3. The absence of the copper contacts from the cruise control deactivation switch.
4. Finding melted copper beads at the loss scene that are consistent with that expected if the cruise control deactivation switch shorted.

Insured: Jerry Thompson  
UIS File No.: GA01-02978

Subrogation potential was identified against the Ford Motor Company, the manufacturer of the defective switch and Heritage Lincoln-Mercury in Greenville, SC, who had performed mechanical service work on the involved vehicle subsequent to the recall and who failed to verify that the recalled switch had been replaced.

#### VEHICLE/SCENE EXAMINATION

The vehicle examination was conducted on July 17, 2001, at the Sadiaco insurance salvage facility in Simpsonville, South Carolina. Aside from myself, there was no one present during the vehicle examination. The vehicle was identified using the vehicle identification number found on the dashboard.

From the exterior, there is considerable fire damage to the driver's side corner of the engine compartment. Elsewhere throughout the vehicle there is heat and smoke damage, all of which is consistent with this vehicle having been parked inside a contained structure at the time the loss occurred. Most all the glass in the vehicle had broken and the remaining glass was heavily smoked with carbon deposits. The windshield had melted.

The front driver's side tire is burned away, while the other three tires show no direct fire damage. The driver's side of the aluminum hood panel was compromised by the fire and is melted, as are the driver's side of the bumper, grill and headlamp assemblies.

The passenger compartment received considerable heat and smoke damage with some fire damage to the top-left side of the driver's seat. Additionally, the dashboard area shows fire damage on the driver's side extending from the engine compartment. There is no evidence of any fire origin within this compartment.

The cargo compartment (trunk) was examined and nothing out of the ordinary was noted in the cargo compartment. The interior of this compartment received only smoke damage.

The engine compartment was next examined. The driver's side wheel area is heavily damaged by fire with the heaviest damage at the rear of the engine compartment where the cruise control deactivation switch is located. A search for the copper terminals and contacts for the switch failed to find them. The fire damage found is consistent with other similar fires examined by UIS where the cause has been attributed to a switch failure. The aluminum crimp ring that secures the switch to the brake system hexport shows some degree of melting, but for the most part is intact. The melting temperature of aluminum is significantly less than the copper elements in the deactivation switch and should have melted prior to any of the copper components of the electrical system.

Insured: [REDACTED]  
UIS File No.: GA01-02978

The battery was examined and found to have sustained heavy fire damage, but the battery terminals showed no evidence of contributing to the fire cause. The engine compartment fuse panel and relays were destroyed by the fire and could not be examined.

The interior fuse panel was examined and fuses seven and nine were found blown. According to a wiring diagram for this model year vehicle, fuse seven provides protection for the brake light circuit, which includes the cruise control deactivation switch. Fuse nine provides protection for the automatic headlamps circuit.

Examination of the fuel system found that two small flexible sections of fuel line located above the area of fire origin were consumed by the fire and not available for examination. Additionally, the power steering fluid lines were consumed by the fire, precluding an examination for leaks. The insured reports having driven the vehicle only a short distance prior to the fire, which should not have been sufficient to have heated the exhaust manifold to its extended operational temperature. This distance was later checked and found to be less than four miles total.

The brake system component into which the cruise control deactivation switch attaches was collected as evidence and labeled with UIS Evidence Control Number GA01-02978-001.

On July 17, 2001 the loss scene was examined. Prior to this examination, the insured had cleared the area of his garage where the vehicle engine compartment set at the time of the loss. The insured swept the fire debris into a pile on the side of the garage. Notwithstanding this, the debris was sifted using a  $\frac{1}{4}$  inch sifting screen. Amongst the debris, two small copper beads were found that are the result of electrical activity and are consistent with the evidence found in other similar cases investigated by UIS. However, without a metallurgist examination to compare the metals from the evidence collected to known copper from a switch exemplar, it cannot be established that these copper beads are the remains of the missing cruise control deactivation switch contacts and terminals. A metallurgist examination could find a consistency in the metal composition. The two melted copper beads collected from the loss scene were labeled with UIS Evidence Control Number GA01-02978-002.

In summary, the fire origin is on the driver's side of the engine compartment in the area of the cruise control deactivation switch. The copper remains of the cruise control deactivation switch were not located despite having a higher melting temperature than other metals that survived the fire. Melted/ablated copper beads were found at the loss scene even with the scene having been altered by the insured. This evidence is consistent with that found in other similar incidents investigated by the UIS. A metallurgist examination could exclude or further include the evidence collected from the loss scene as being the shorted remains of the cruise control deactivation switch.

Insured: [REDACTED]  
UIS File No.: GA01-02978

#### DISPOSITION OF EVIDENCE

On 07-19-2001, UIS Evidence items GA01-02978-001 & GA01-02978-002 were transferred to the UIS evidence storage facility in Norcross, Georgia.

#### INVESTIGATION

##### *• Discovery*

The fire was discovered by the insured [REDACTED] who was alerted to the fire by the sound of a popping noise coming from his garage. Upon discovery, smoke was visible coming from the driver's side of the engine compartment. The insured has owned the involved vehicle since new and has had no serious mechanical problems with it. The insured states he has never received any recall notice for the vehicle. Heritage Lincoln-Mercury has done some mechanical service on the vehicle within the last few years and did not report any recall issue. The insured was not aware there would be a need to examine the loss scene so he had begun to clear the floor in the garage and had swept the debris from where the vehicle sat when the loss occurred into a pile along the wall of the garage.

##### *• Boiling Springs Fire Department*

The Boiling Springs Fire Department received notice of the fire on July 2, 2001 at 6:02 p.m. and arrived at 6:05 p.m. to find the vehicle and garage fully involved with fire. The fire was extinguished and no formal investigation was conducted. The fire report lists the fire cause as undetermined. A copy of this report is an exhibit to this investigative report.

##### *• NHTSA Recall Data*

In May 1999, Ford Motor Company issued a recall for 1993 model year Mercury Marquis vehicles due to a cruise control deactivation switch failure that has fire causing potential. Ford was to begin owner notification on May 20, 1999. A copy of the National Highway Traffic Safety Administration (NHTSA) recall bulletin and a copy of the letter submitted to the NHTSA by Ford that first describes the problem associated with the defective switch is an exhibit to this investigative report.

##### *• Heritage Lincoln-Mercury*

I went to the service department at Heritage Lincoln-Mercury and secured from them a copy of their service records for the involved vehicle. There is only one service record, dated July 12, 2000 for a check engine light service problem. A sensor was replaced and the throttle body cleaned. There is no record of the cruise control deactivation switch being examined or replaced despite the current recall at the time.

Insured: [REDACTED]  
UIS File No.: GA01-02978

#### COMMENTS

A verbal report was made from the vehicle examination site to State Farm Adjuster Cherie Marston. Additional instructions were received to examine the loss scene to recover any evidence that may be there and to obtain a copy of any maintenance records held by Heritage Lincoln-Mercury for the involved vehicle.

These additional assignments have been completed and no further instructions have been received. All assigned investigation to date has been completed.

Some consideration should be given to having a metallurgist examination conducted to compare the evidence collected from the loss scene to known copper cruise control deactivation switch components to further include or eliminate switch failure as being the source for the melted beads found at the loss scene.

Our file will be removed from an active status, but can easily be reactivated for additional investigation, should any become necessary. If you have any questions or desire further investigation, please contact me at the telephone number below.

#### EXHIBITS

1. Vehicle Inspection Report;
2. Boiling Springs Fire Department incident report;
3. NHTSA Recall Data;
4. Copy of the letter from Ford Motor Company, dated May 13, 2001 first submitting the recall notice to the NHTSA;
5. Schematic for the recalled cruise control deactivation switch;
6. Wiring diagram and fuse panel information for the involved vehicle;
7. Service record for the involved vehicle from Heritage Lincoln-Mercury;
8. Thirty (30) photographs with explanation sheet.

Michael Reynolds, CPI  
Senior Investigator  
Unified Investigations & Sciences, Inc.  
864-289-0583 / 1-800-816-1699

## Vehicle Inspection Report

Owner [REDACTED] Name [REDACTED] GA01-02978  
 Make Mercury Year 1993 Model Grand Marquis Body Style 4-door  
 Model Type None N/A Condition Undeterminable  
 Engine No. Tag Number None N/A N/A VIN 2MHELM75W9PX670874  
 Title Expiration Date

Date July 16, 2001 Location Sedent, Simpsonville, SC  
 Fire Damaged Areas  Exterior  Interior  Engine Compartment

	Bent	Distorted/Mashed	Absent/Patent	Collision Damage
Bumper and Grill	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hood	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Left Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Right Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roof	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Left Door(s)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Right Door(s)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trunk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Left Rear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Right Rear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rear Bumper Area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unidentifiable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Remarks \_\_\_\_\_

TIRES

	Bent	Uneven/Tread Wear
Left Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Right Front	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Left Rear	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Right Rear	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Spare	<input type="checkbox"/>	<input type="checkbox"/>

Are there signs of recent removal or exchange?  Yes  No  
 Wheels or wheel covers indicate recent removal/exchange?  Yes  No

Indicate areas of forced entry  Door(s)  Hood  Trunk  Glass

Remarks \_\_\_\_\_

GLASS

	Shattered	Crazed	Distorted/Mashed	Broken
Windshield	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Left Door(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Right Door(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Rear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sideview	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Remarks \_\_\_\_\_

	Yes	No	Remarks
I After suspect electrical accessories	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
N Door(s) open during fire	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
T Window(s) open during fire	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
M Was key in ignition/floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
R Were accessories been removed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
I Any unusual burn patterns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
O Any charred seating	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
R Any unusual objects in vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
W Was trunk open during fire	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
R Any unusual objects in trunk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____

Page 1 of 2

	Yes	No	Yes	No
C	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O	Hood open during fire	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
E.M.	Radiator Melted	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
N.P.	Upper radiator hose burned	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
G.A.	Lower radiator hose burned	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I.R.	Drive belts burned	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
N.T.	Other hoses burned	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
E.M.	Fan and shroud burned	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I	Lower shroud burned	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
N	Housing system burned	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
T				

Remarks \_\_\_\_\_

	Missing	Burned/Discolored	Brittle/Melted	Shorted/Arced
E				
L	Battery	<input type="checkbox"/>		
E	Battery connections	<input type="checkbox"/>		
C	Battery cables	<input type="checkbox"/>		
T	Starter	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
R	Alternator/generator	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
J	Ignition system	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
C	Fuse panel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
A	Wiring harness	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
L	After market accessories	<input type="checkbox"/>		

Remarks \_\_\_\_\_

	Missing	Burned	Distorted/Melted
E			
M	Filler cap	<input type="checkbox"/>	
I	Filter assembly	<input type="checkbox"/>	
S	Fuel tank assembly	<input type="checkbox"/>	
S	Fuel line	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F.S.	Fuel pump(s)	<input type="checkbox"/>	
U.I.	Fuel filter(s)	<input type="checkbox"/>	
E.O.	Carburetor/ injectors/ turbines	<input type="checkbox"/>	<input checked="" type="checkbox"/>
J.N.	Air cleaner/filter(s)	<input type="checkbox"/>	
A.S.	Fuel vapor recovery system	<input type="checkbox"/>	
N.Y.	Exhaust and tail pipe	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D.S.	Muffler and catalytic converter	<input type="checkbox"/>	<input type="checkbox"/>
T	Any loose fuel line connections?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
E	Any evidence of tampering?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
M	Fuel tank	<input checked="" type="checkbox"/> Unknown	<input type="checkbox"/> Empty
			<input type="checkbox"/> 1/4
			<input type="checkbox"/> 3/4
			<input type="checkbox"/> Full

Remarks \_\_\_\_\_

Evidence of any explosion or rupture	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Was an oil sample obtained?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No Laboratory _____
Was a fuel sample obtained?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No Laboratory _____
Were debris samples obtained?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No Laboratory _____

Comments \_\_\_\_\_

Investigator \_\_\_\_\_ Michael Reynolds, CPD Date \_\_\_\_\_ July 16, 2001

Page 2 of 2

ED02-025 43482



## Office of Defects Investigation Recall Database

Call the Auto Safety Hotline toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: July 16, 2001 11:42:34 AM

### NHTSA CAMPAIGN ID Number: 99V124000

Component: ELECTRICAL SYSTEM

Manufacturer: FORD MOTOR COMPANY

Mfg. Campaign #: 99S15

Year: 1993

Make: MERCURY

Model: GRAND MARQUIS

Potential Number of Units Affected: 262695

Manufactured From: FEB 1992 To: NOV 1992

Year of Recall: 99

Type of Report: Vehicle

Summary:

Vehicle Description: Passenger vehicles. The Speed Control Deactivation Switch can develop a resistive short in the electrical circuit that could potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short could disable the speed control system or cause the brake light fuse to open.

A fire can originate in the left front underhood area.

Dealers will install a new speed control deactivation switch and connector shell. Owner notification begin May 20, 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

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This search returned 1 record.

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[New Search](#)  
[Return to Safety Problems and Issues](#)

[MOVEMENTS  
THE SITE](#)      [AUTOSAFETY  
HOTLINE](#)

[Send mail to the Web Master](#)

<http://www.nhtsa.dot.gov/cars/problems/recalls/recalmy5.htm>

07/16/2001

ER02-025 43484

LIAISON  
Division  
Consumer Safety Office  
National Highway Traffic Safety Administration

AMERICAN  
Automobile  
Manufacturers  
Association  
Washington, D.C.

May 11, 1989

Mr. Kenneth Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 Severson Street, S.W.  
Washington, D.C. 20590

Dear Mr. Weinstein:

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Noncompliance Reports, Ford Motor Company submits the following information concerning a safety-related recall action that it is initiating.

573.5 (a) (3)

Certain 1990-1991 model year Lincoln Town Car vehicles built at the Wayne Assembly Plant from November 4, 1990 through November 30, 1991 and certain 1990-1991 Ford Crown Victoria and Mercury Grand Marquis built at the St. Thomas Assembly Plant in Canada from February 5, 1990 through November 30, 1991.

Because these vehicles are not produced in VIM order, information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-800-333-3673) or contacting a local Ford or Lincoln/Mercury dealer, who can obtain specific information regarding the vehicles from the Ford CANIS computer system.

573.5 (a) (3)

Approximately 270,000 vehicles.

573.5 (a) (4)

Unknown.

573.5 (a) (5)

The vehicles may experience a fire originating in the left front under hood area as a result of electrical overheating of the speed control deactivation switch.

III.B. (c) (1)

In November, 1988 Ford received NHTSA inquiry D88-085 concerning under hood fires in 31 1987 and 1988 model year Lincoln Town Car vehicles. Over the course of the investigation, an additional 36 reports were identified by NHTSA and 64 reports were identified by Ford. Subsequent studies, including vehicle inspections and owner interviews found additional incidents which appeared to have resulted from electrical overheating of the switch and which exhibited prior vehicle symptoms, such as: speed control not functioning, could not shift out of park, battery losses charge, brake lights not functioning, brake warning lamp illuminated, blown fuse number 12 and/or improper fuses in numbers 12 position. Laboratory analysis of switches returned from service found internal brake fluid leaks. Laboratory experiments demonstrated that internal leaks could result in internal insulation in the switch which could create a conductive path to ground, ultimately resulting in sufficient internal heat to result in a fire. Some of the reports indicate visible flames were observed at the speed control deactivation switch while the vehicles were in for repair.

III.B. (c) (2)

Owners of record of the affected vehicles will be notified by Ford that vehicles should be returned to dealers for installation of a new speed control deactivation switch and compactor shell. Notification of owners will begin May 31, 1989.

III.B. (c) (3)

Ford plans to make a public statement concerning this action concurrent with owner notification. Copies of the notification letters to dealers and owners from Ford Customer Service Division will be forwarded when available.

III.B. (c) (4)

Ford has assigned campaign number 98819 to this action.

Very truly yours,

  
L. W. Camp

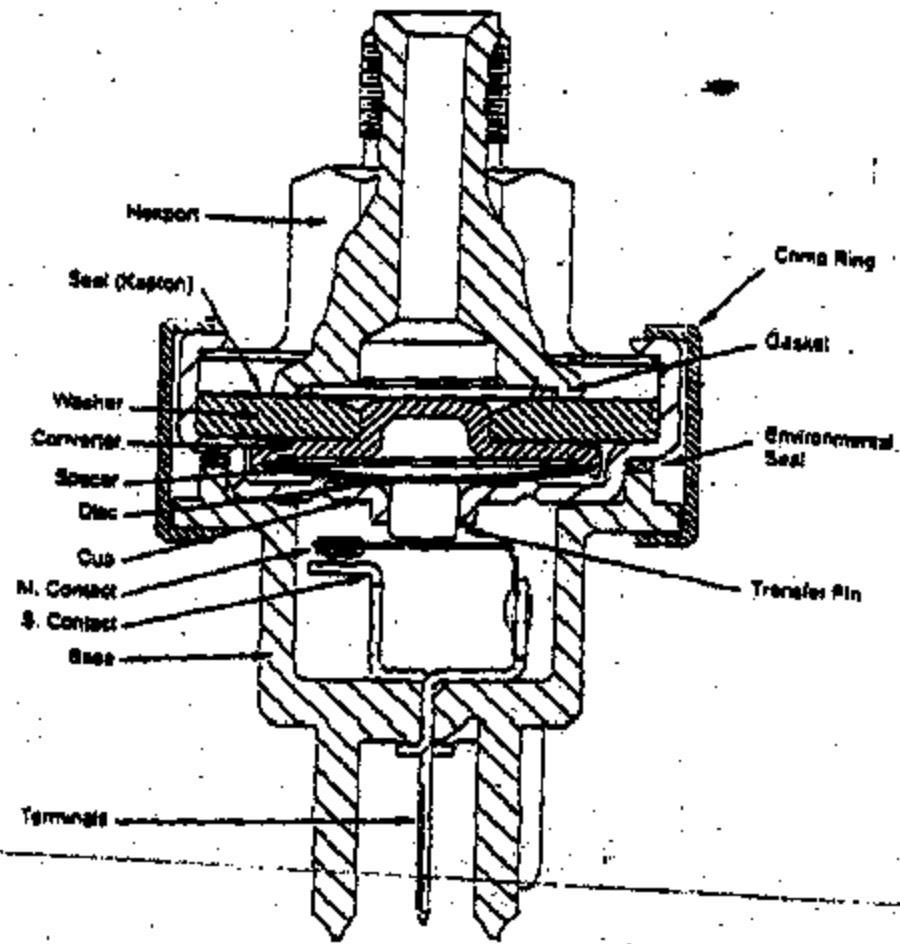
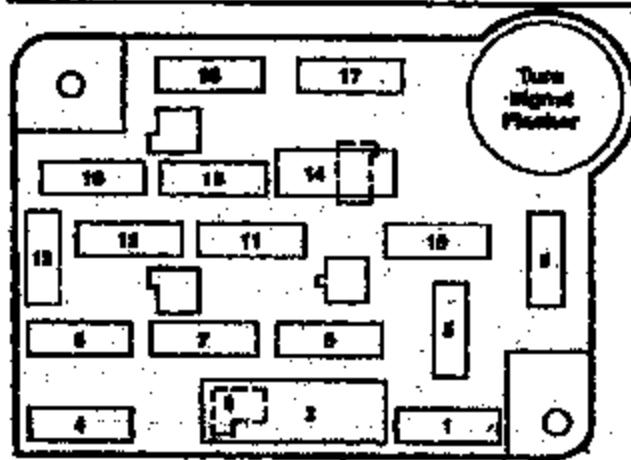
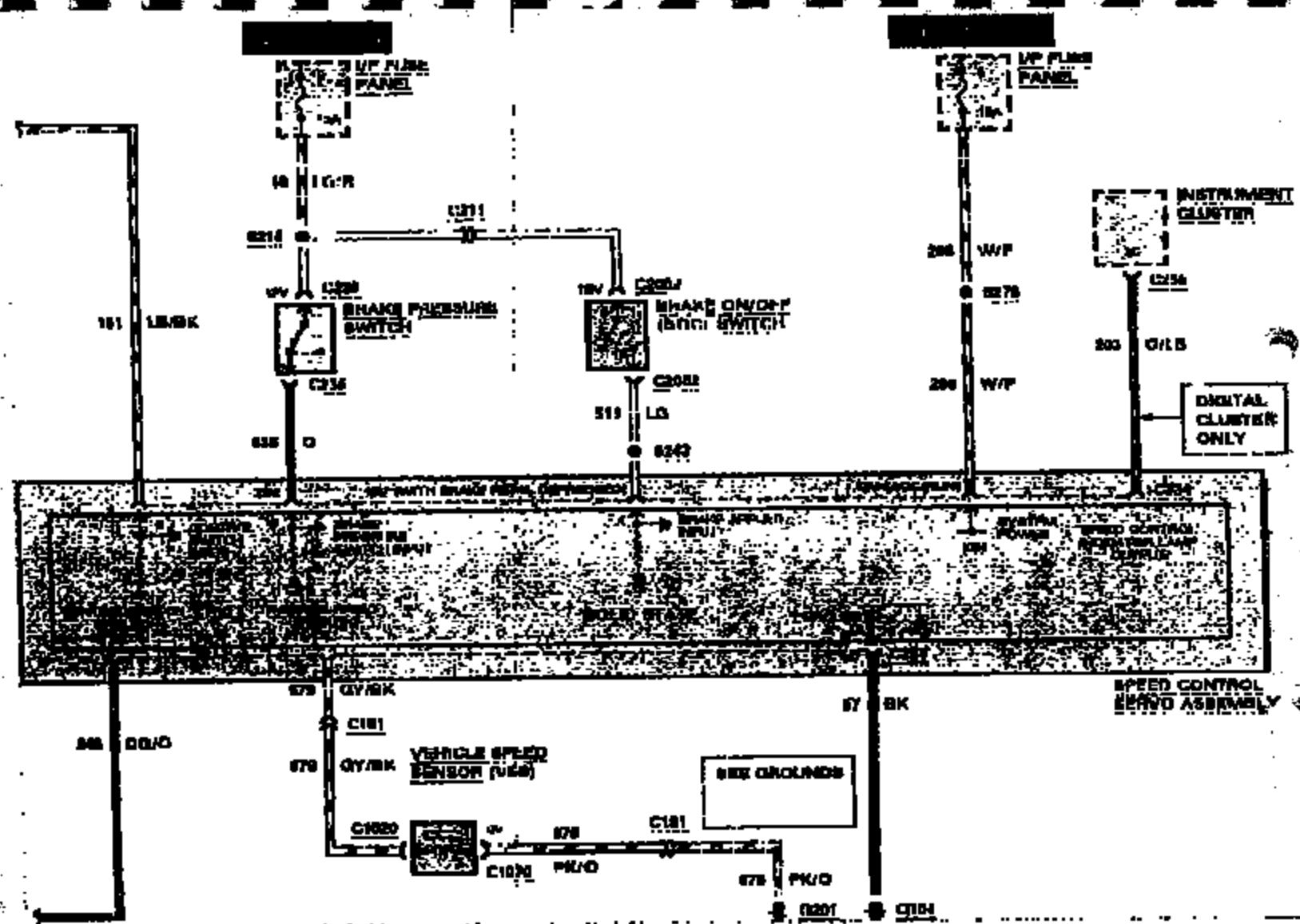


Diagram showing components of switch.



INSTRUMENT PANEL FUSE PANEL

FUSE	AMPS	CIRCUITS PROTECTED
1	30	Blower Motor
2	8.25 c.b.	Interval Wiper/Washer System
3	—	Not Used
4	35	Courtesy Lamps, Power Mirrors, Remote Keyless Entry, Illuminated Entry, Clock Memory, Radio Memory, ATC
5	10	Air Bag System
6	10	Speed Control, Remote Keyless Entry, Illuminated Entry, Warning Chime, Radio LCD Display, Clock, Police Option
7	15	Hazard Lamps, Stop Lamps, Warning Lamps
8	20	Outer Lightbar
9	10	Automatic Headlamps Delayed Exit, Remote Keyless Entry, Exterior Lamps
10	15	Air Conditioner-Heater, Automatic Temperature Control, Turn Signal Lamps
11	5	Instrument Cluster Illumination, Instrument Panel Switch Illumination
12	20 c.b.	Power Windows
13	10	Automotive, Warning Chime, Analog Cluster Gauges and Indicators, Electronic Automatic Transmission
14	—	Not Used
15	10	Anti-Lock Brakes, Charge Indicator
16	15	Power Antenna, Clock, Radio
17	10	Backup Lamp, Variable Assist Power Steering, Rear Disc-brake, Air Suspension, Daytime Running Lamps, Trailer Battery Charging, Electronic Day/Night Mirror, Theft Lock
18	15	Air Bag System, Heated Oxygen Sensors (HO2S), Digital Instrument Cluster



# HERITAGE

LINCOLN • MERCURY

2424 Laurens Rd., Greenville, SC 29607

**QualityCare**

A Sonic Automotive Dealership

Telephone (864) 234-6400  
TOLL FREE (800) 545-1860

MAILED TO:	RECEIVED BY:
Mr. [REDACTED]	Sonics [REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Customer agrees to pay all amounts due by the due date on the statement. The service center reserves the right to cancel service if payment is not received by the due date. Payment in full must be made before any services are performed or parts are supplied. Payment in full must be made before any services are performed or parts are supplied.

**DISCLAIMER OF WARRANTIES**  
 The only warranties applying to the parts and items which may be offered by the manufacturer. The service center hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor indicates any other position in regard to it's liability in connection with the sale of this car or other service. Buyer shall not be entitled to recover from the selling center any consequential damages to property, damages for loss of use of time, loss of profits, or losses, or any other incidental damages.

**TERMS, EFFECTIVE 1 JUNE 1996**  
 "I hereby acknowledge the repair work performed and work to be done along with this. I hereby further agree that you are not responsible for loss or damage to vehicle or article left in vehicle in care of you. Credit or any other claim cannot diminish your responsibility for any damage caused by unavailability of parts or delay in parts shipments by the supplier or manufacturer. I hereby grant you service year warranty on parts. I expect the parts to be reliable, durable, and efficient. Returns or exchanges for any purpose of testing, under inspection, or inspection, shall be at my expense. I will not return vehicles to ensure the account of supplier.

CUSTOMER'S SIGNATURE

K

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C79633

GREEN

SC [REDACTED]

GREEN

SC [REDACTED]

HOME

HOME

FOR OFFICE USE  
 TABI 6213 ABV: 292 LIKES, OR INVOICE: PRELIM CUE C 8E  
 FAIR RATES: YOUTH INVOICES: 07/12/2000 1716193  
 ODOMETER ID: 68864 OAT: 68864 STST: FRC  
 DATES: BEGINS: 07/12/00 DONE: 07/12/00

VIN 2MELN7W9PXA774874 LICENSE NUMBER: SC 262989  
 93 MERCURY 9A MARQUIS LS 4DR SDN  
 MILES: 1NSERVICE: 891793 PRODUCTION: #82193

CONCERN	DESCRIPTION	OPERATION	TECH	AMOUNT
S1 CHECK ENGINE LIGHT ON		REPAIR	187	\$ 342.28
CORRECTION RAW B399 TESTS, REPLACED P.T. SENSOR, P.F.E SENSOR AND PCV HOSE,				
COMMENT REMOVED THROTTLE BODY AND CLEANED EGR PORTS - RETEST, ALL OK				

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	BILL
FNC-F582	79247 A		SWITCH ASY TRIM GR	1	51.00
FNC-F142	9H486 A		GASKET INT BPLP UPPE	1	6.38
FNC-F142	6C324 A		CLAMP & HOSE ASY - PG	1	26.42
FNC-F242	97468 A		SENSOR ASY-EGR PRESS	1	51.44

SUBTOTAL	
PARTS	265.22
LAB-MECHANICAL	342.28
TOTAL CHARGE FOR CONCERN	547.50

TYPE: C

DRIVE TOTALS

SUMMARY OF CHARGES FOR INVOICE C79633	PAYOUT DISTRIBUTION FOR INVOICE C79633
PARTS 265.22	TOTAL CHARGE 547.50
MATERIAL/BARRIER/ADHESIVE 10.00	CASH PAY 547.50
LAB-MECHANICAL 342.28	
SUB-TOTAL 557.50	
TAX 18.76	
TOTAL CHARGE 566.26	

IF YOU HAVE ANY QUESTIONS - PLEASE SEE GREEN LIKES

PAGE 1  
LAST PAGE

## Unified Investigations &amp; Sciences, Inc.

INSURED: [REDACTED] UIS FILE # GA01-02976

## Photograph Explanation Sheet

1. Exterior view of involved vehicle;
2. Exterior view of involved vehicle;
3. Exterior view of involved vehicle;
4. Exterior view of involved vehicle;
5. Exterior view of involved vehicle;
6. Exterior view of involved vehicle;
7. Localized burn pattern on the vehicle hood panel;
8. Another view of burn pattern on the vehicle hood panel;
9. Vehicle Identification;
10. Passenger compartment;
11. Opposite view into the passenger compartment;
12. Engine compartment showing fire damage heavy on the driver's side;
13. Limited heat/fire damage at the front end of the engine;
14. Heavy fire damage at the rear of the driver's side of the engine;
15. Heavy burning but the copper wiring is not melted;
16. Location where the cruise control deactivation switch is located;
17. Close-up of the area where the cruise control deactivation switch is mounted on the involved model year vehicle;
18. Macroscopic view of the hexport and the crimp ring. Note the aluminum crimp ring is only slightly melted;
19. The removed brake component with the hexport and crimp ring shown;
20. Location of fuse 7 that provides protection for the cruise control deactivation circuit;
21. Fuse 7 is blown;
22. Showing the relationship of the hexport and the cruise control deactivation switch using an exemplar switch;
23. The cruise control deactivation switch base;
24. The switch terminals;
25. The inner switch contacts;
26. The loss scene;
27. Area where the involved vehicle had sat when the loss occurred;
28. The debris pile that was sifted;
29. A melted bead of copper found in the debris pile;
30. A second group of melted copper beads found in the debris pile.

Unified Investigations & Sciences, Inc.

UUS FILE # 0801-02923

PHOTO #001



Photo #



Photo #



Photo #

0801-029 43482

United Investigations & Sciences, Inc.

INSURED: [REDACTED]

LIS FILE #: QADL4282



Photo #

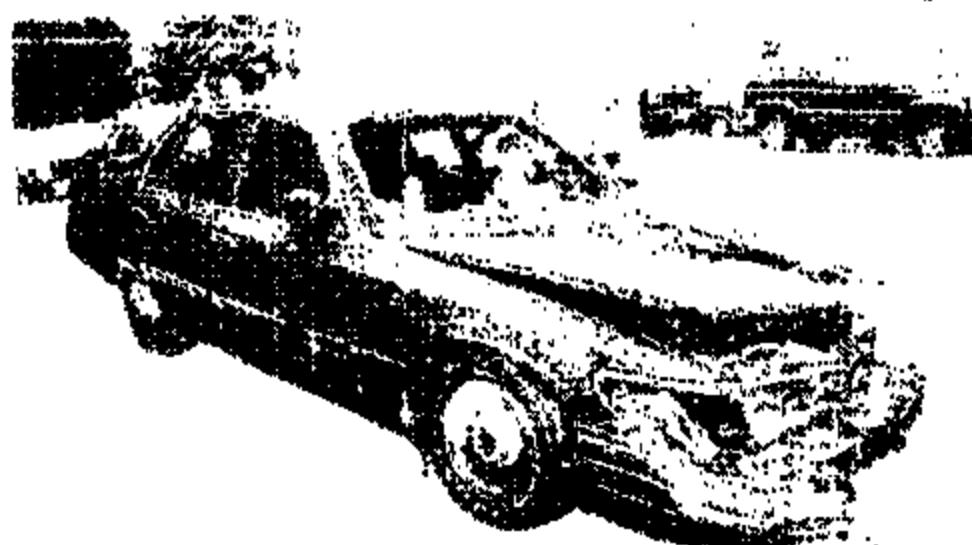


Photo #

Unified Investigations & Sciences, Inc.

INSTRUMENT

DIS FILE #: QAG1-278



Photo #

5



Photo #

6

2002-025 43484

DIS FILE # 04916221

INSU [REDACTED]

Photo #



Photo #



ER62-925 43495

Unified Investigations & Services Inc.

INS



Page #

E402-025 43486

ENSURED [REDACTED]

DIS FILE # GAO-1028



Photo #

11



case #

12

6962-825 43487

Unified Investigations & Sciences, Inc.

ENCLOSURE

UIN FILE #: GAO-LMTR



Photo #

13



Photo #

14

ENR2-029 43486

United Investigations & Sciences, Inc.

recorder [redacted]

DIS FILE # 649A-0007



0000-000-0000

United Investigations & Sciences, Inc.

ENCLOSURE

DIS FILE # 0291-02978



Photo #

11

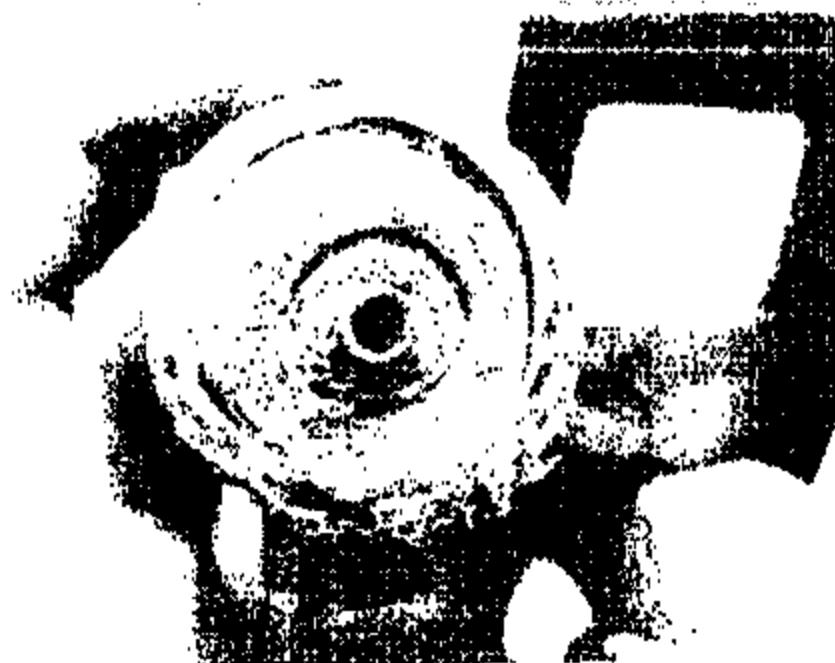


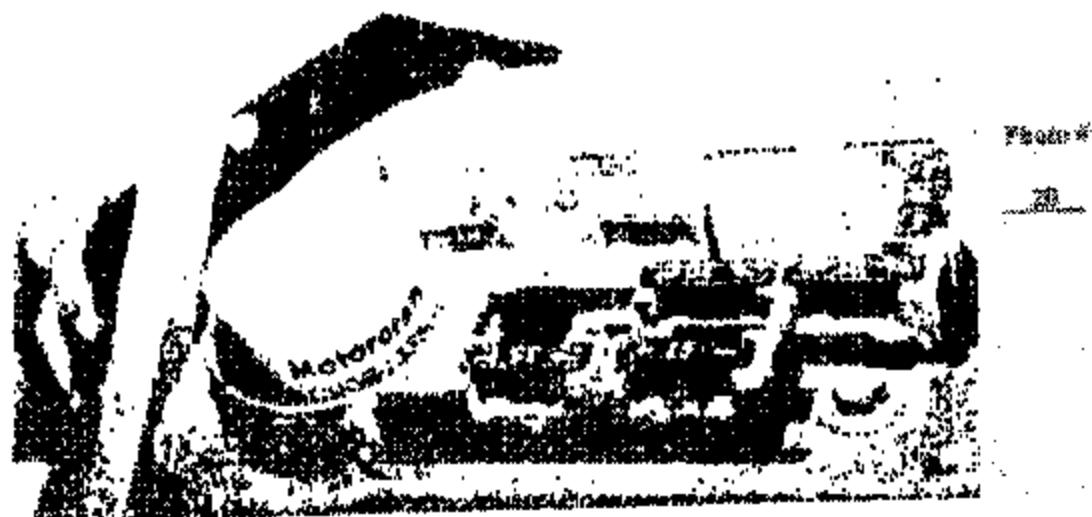
Photo #

11

Unified Investigations & Sciences, Inc.

INSURED: [REDACTED]

URG FILE #: GAB-02978



ER02-025 42581

Unified Investigations & Sciences, Inc.

INSURED: [REDACTED]

VIS FILE # 6AB14228



Photo #

— 21 —



Photo #

— 22 —

2002-028 43562

United Investigations & Sciences, Inc.

EXHIBIT [REDACTED]

CRS FILE # 0001-02272



Photo #

23



Photo #

24

0001-02272

United Investigations & Sciences, Inc.

SEARCHED [REDACTED]

VIS FILE # 1-GA814292



Photo #

15

200 #

16

1000-000-4334

Lafitte Investigations & Sciences, Inc.

INSURED: [REDACTED]

CS FILE #: 5A2142978



Photo #

21

Photo #

22

2002-028 43685

United Investigations & Sciences, Inc.

RECORDED

VIS FILE # D-61-02973



Photo A

24



Photo B

25



- State Farm Fire and Casualty Company
- State Farm Indemnity Company
- State Farm Mutual Automobile Insurance Company
- State Farm County Mutual Insurance Company of Texas

Barcode Only

Claim Number [REDACTED]

AFFIDAVIT OF VEHICLE FIRE (All Questions Must Be Completed In Ink)

1. Name of Insured: [REDACTED] Name of Owner: [REDACTED]

Address: [REDACTED] Greer SC Home Phone: [REDACTED]

Date of Birth: 1-5-35 Marital Status:  Married  Single No. of Dependents: [REDACTED]

Social Security No. [REDACTED] Driver's License No. [REDACTED]  
(optional)

Occupation: Retired Employer's Name: [REDACTED]

Address: [REDACTED] Phone: [REDACTED]

2. Date of Fire: 7-2-2001 Time: 6:00  A.M.  P.M.

Make of Vehicle: Mercury Year: 1993 Model: GS Marquis Body Type: 4 Dr Color: White

Vehicle ID #: 2M6LM75W9PX670874 License Plate #: [REDACTED] State: SC

Certificate of Title #: 24 297170 R If none, why? \_\_\_\_\_

Number of cylinders: 8 H.P. or C.I. or Liter: \_\_\_\_\_ Odometer reading: \_\_\_\_\_

Was vehicle locked?  Yes  No Were windows rolled up?  Yes  No

When did you last see your vehicle? Date: 7-2-01 Time: 6:00  A.M.  P.M.

Specific location where vehicle burned: Garage (Ext. Disent.)

Reason vehicle was left at this location: Normal Park Areas

Name and address of person who left auto at this location: [REDACTED]

Their driver's license no.: [REDACTED]

When was the fire discovered? Date: 7-2-01 Time: 6:00  A.M.  P.M.

Who made the discovery? [REDACTED]

When was fire reported to fire department? Date: 7-2-01 Time: 6:03  A.M.  P.M.

Name and Location of Fire Station: Building Spring Rd. Hanover @ Cor Linwood

Describe fire (where, color of smoke, cause): Under Hood Black Smoke Cause?

Was vehicle being driven?  Yes  No Describe exactly what happened prior to noticing smoke or fire (electrical or mechanical malfunction): Car parked app 5:45 pm Noticed Smoke 6:00 pm under Hood Left Hood Side

Were you carrying a container of flammable liquid in the vehicle at the time of fire?  Yes  No

If yes, give type of liquid \_\_\_\_\_, amount \_\_\_\_\_, size and type of container \_\_\_\_\_, location of container at time of fire \_\_\_\_\_

Did you smell smoke or see flames first? Saw Smoke

Have you had similar problems prior to fire?  Yes  No If Yes, explain \_\_\_\_\_

Has vehicle been damaged during the past three years?  Yes  No If so, give location \_\_\_\_\_, type of damage \_\_\_\_\_, amount of damage \$ \_\_\_\_\_, and date \_\_\_\_\_

Were repairs made?  Yes  No  Partly If so, were they completed?  Yes  No

Who made the repairs? \_\_\_\_\_

Name and address of insurance company who paid claim damages, if any: \_\_\_\_\_

Any other claims in the last three years on this or any other auto?  Yes  No

Any other vehicles in your household?  Yes  No

Name of insurance company and agent on other vehicles State Farm Rick Banks

Your prior insurance company and agent \_\_\_\_\_

Any homeowners claims within the past 6 months with State Farm?  Yes  No

With, any other carrier?

### 3. Vehicle Equipment (Check if vehicle had any of the following)

- |   |   |  |  |  |   |
|---|---|--|--|--|---|
| <input type="checkbox"/> Radio AM             | <input checked="" type="checkbox"/> Power Steer.  | <input type="checkbox"/> Vinyl Roof                    | <input checked="" type="checkbox"/> Cruise Control | Tires:                                     | Transmission:                                 |
| <input checked="" type="checkbox"/> AM/FM     | <input checked="" type="checkbox"/> Power Brakes  | <input checked="" type="checkbox"/> Tinted Glass       | <input checked="" type="checkbox"/> Compact Disc   | <input type="checkbox"/> W/W               | <input checked="" type="checkbox"/> Automatic |
| <input checked="" type="checkbox"/> Stereo    | <input checked="" type="checkbox"/> Power Locks   | <input checked="" type="checkbox"/> Mag Wheels         | <input type="checkbox"/> Sun/Moon Roof             | <input checked="" type="checkbox"/> Radial | <input type="checkbox"/> Standard             |
| <input checked="" type="checkbox"/> Tape Deck | <input checked="" type="checkbox"/> Power Windows | <input type="checkbox"/> T-Tops                        |  | <input type="checkbox"/> Special           | <input type="checkbox"/> Console              |
| <input checked="" type="checkbox"/> Air Cond. | <input checked="" type="checkbox"/> Power Seats   | <input checked="" type="checkbox"/> Til Steering Wheel |  |  | <input type="checkbox"/> AutoStick            |
| <input type="checkbox"/> Other: _____         |   |  |  |  |   |

CB Radio Type \_\_\_\_\_ Cost \$ \_\_\_\_\_ Date Installed \_\_\_\_\_

Purchased From: \_\_\_\_\_

### 4. Vehicle Condition

- |              |                               |                               |   |
|--------------|-------------------------------|-------------------------------|---|
| Paint        | <input type="checkbox"/> Fair | <input type="checkbox"/> Good | <input checked="" type="checkbox"/> Excellent |
| Transmission | <input type="checkbox"/> Fair | <input type="checkbox"/> Good | <input checked="" type="checkbox"/> Excellent |
| Engine       | <input type="checkbox"/> Fair | <input type="checkbox"/> Good | <input checked="" type="checkbox"/> Excellent |
| Body         | <input type="checkbox"/> Fair | <input type="checkbox"/> Good | <input checked="" type="checkbox"/> Excellent |

Other distinguishing features: (dents, decals, trailer hitch, interior, etc.)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Name and address of service station/garage: \_\_\_\_\_

Who performs routine maintenance service? Wet n' Dry (oil change) Date last serviced 7-2-01

Who performs State MV Inspection? \_\_\_\_\_ Date last Inspected \_\_\_\_\_

6. Date car purchased \_\_\_\_\_  New  Used Purchase price \$ \_\_\_\_\_

Trade-in \_\_\_\_\_ Allowance \_\_\_\_\_

Seller Dealer/Individual Name and Address \_\_\_\_\_

How did you learn the car was for sale? \_\_\_\_\_

How was the car paid for?  Cash  Check

If financed, name and address of finance company \_\_\_\_\_

Account # \_\_\_\_\_ Balance Due \$ \_\_\_\_\_ Loan Terms \_\_\_\_\_ Months \_\_\_\_\_

Date of last loan payment made \_\_\_\_\_

Is account past due?  Yes  No How long? \_\_\_\_\_

Are keys in your possession?  Yes  No Ignition key # 2487517 Trunk key # FBo/01

Do you have other theft insurance?  Yes  No Policy # \_\_\_\_\_

Name of insurance company \_\_\_\_\_

Was this a rebuilt wreck?  Yes  No If yes, name of rebuilder \_\_\_\_\_

Was it a recovered theft?  Yes  No If yes, date of theft \_\_\_\_\_

7. Amount for which you are making claim \$ \_\_\_\_\_

8. Are the answers you have given true to the best of your knowledge and belief?  Yes  No

Witness Rick Baute Policyholder \_\_\_\_\_  
(Signature)

Address 3320 Wade Hampton Blvd. \_\_\_\_\_

Taylors, SC 29687 \_\_\_\_\_

SUBSCRIBED AND SWEORN TO BEFORE ME this 12 day of July (year) 2001

In Taylors SC County, Brunswick

Notary Public Evelyn Syngraham My commission expires: 5-12-2005



## South Carolina Fire Incident Reporting System

Boiling Springs Fire Dist  
Fire Department

1 Delete  
2 Change

A	10												
B	10												
C	Single Family Dwelling	11-1		Ignition Factor Undetermined		0.0							
D													
E	4												
F	-												
G	-	TYPE OF ALARM		100 Radio, 100 Voice signal, 100 Visual signal, 100 Other		COLLATERAL DAMAGE		COLLATERAL					
H	NO. OF PERSONS RESPONDED	100		INDUSTRIAL APPARATUS RESPONDED		100		NO. OTHER PERSONNEL RESPONDED					
I	NUMBER OF INJURIES												
J	PER SERVICE	100	100	100	100	100	100	100	100	100	100		
K	NUMBER OF DEATHS												
L	100	100	100	100	100	100	100	100	100	100	100		
M	NUMBER OF INJURIES												
N	100	100	100	100	100	100	100	100	100	100	100		
O	NUMBER OF DEATHS												
P	100	100	100	100	100	100	100	100	100	100	100		
Q	TYPE OF PROPERTY, COMMERCIAL, INDUSTRIAL PROPERTY												
R	TYPE OF PROPERTY, COMMERCIAL, INDUSTRIAL PROPERTY												
S													
U	INCIDENT NUMBER												
	07/06/01 FRI 16:37 (TX/RX NO 8541)												
	DATE												
	07/01/01												

Version N  
2/94

07/01/01

DATE



**South Carolina Fire Incident Reporting System**  
**Boiling Springs Fire Dist.**

Fire Department


A	[REDACTED]									
B	[REDACTED]									
C	[REDACTED]									
D	[REDACTED]									
E	[REDACTED]									
F	[REDACTED]									
G	[REDACTED]									
H	[REDACTED]									
I	[REDACTED]									
J	[REDACTED]									
K	[REDACTED]									
L	[REDACTED]									
M	[REDACTED]									
N	[REDACTED]									
O	[REDACTED]									
P	[REDACTED]									
Q	[REDACTED]									
R	[REDACTED]									
S	[REDACTED]									
T	[REDACTED]									

Version IV  
2004

GCFD

07/08/01 FRI 18:37 (TX/EI NO 6841)

7/2/01

EMR-625 43511

## RECORDED STATEMENT SUMMARY

DATE TAKEN: \_\_\_\_\_ CLAIM NUMBER: \_\_\_\_\_

TAKEN BY: \_\_\_\_\_ RECORDED: Direct \_\_\_\_\_ Telephone \_\_\_\_\_

INSURED: \_\_\_\_\_

Statement Taken From: \_\_\_\_\_

- Witness
- Other
- Claimant
- Insured

Date of Birth: \_\_\_\_\_ Marital Status: M S W D Separated  
(Circle one)

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone No.: Work ( ) \_\_\_\_\_ Home ( ) \_\_\_\_\_

Occupation: \_\_\_\_\_ Social Security No.: \_\_\_\_\_

Date of Occurrence: \_\_\_\_\_ Time: \_\_\_\_\_ Location: \_\_\_\_\_

**RECAP OF FACTS:** I heard Popping noise when I was sitting on porch. I checked my freezer & it was fine. Fire extinguisher didn't work. Fire Dept came - Boiling Springs - Det Hank Rd. & put it out - it was hard but it was burned anyway - able to live in home. Garage unattached - melted Blinds & but busted windows & gutter - Roof & Shrubbs got Tub - car - melted Flames / smoke under left hand side of hood & Driver Side Door - I just driven home from meeting wife at Ruby Tuesday's & met w/ wife & her friends. It was wife's B'DAY - Had stuff in car for a trip next day - Car Phone, shoes - no clothes or luggage left -

USE BACK FOR ADDITIONAL COMMENTS

+ Sat Down to watch the news

+ I heard the popping noise -

Wife was still w/Friend that would bring  
her home -

bought her new - Can't find title -  
but will look for it -

No one hurt -

Other vehicles in hit - truck -

but need another car - look for a  
new car →

# State Farm Insurance Companies



FORD MOTOR COMPANY  
RECEIVED  
CLAIMS UNIT

OCT - 9 2001

OFFICE OF THE  
GENERAL COUNSEL

October 2, 2001

Ford Motor Company  
Parklane Towers West  
Suite 400  
3 Parklane Blvd.  
Dearborn, MI 48126-2168

Re: Claim Number [REDACTED]  
Our Insured: [REDACTED]  
Date of Loss: July 2, 2001  
Make, Model, and Year of Product: 1993 Mercury Grand Marquis 4 Dr.  
Vin. #: 2M3LM75W9PXA70874.

The 1993 Mercury Grand Marquis 4 Dr., is insured by State Farm Insurance Companies. This 1993 Mercury Grand Marquis experienced a fire on July 2, 2001.

State Farm would like to give you an opportunity to inspect the 1993 Mercury Grand Marquis and give you advance notice of our potential subrogation claim.

Please contact me at the number below to set up a time for your inspection.

Sincerely,

*Andrea Vaughan*

Andrea Vaughan  
Claim Representative  
State Farm Insurance Companies  
(864) 297-3364

**REDACTED**

HOME OFFICES: BLOOMINGTON, ILLINOIS 61710-0001

ENR2-620 43816 N

600463

WL

NC

447

00-2192-01-32  
4-1760F

DISPOSE of Copies	
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(Fax/Stamp) Time	
4-1760F	

375-10-225-225

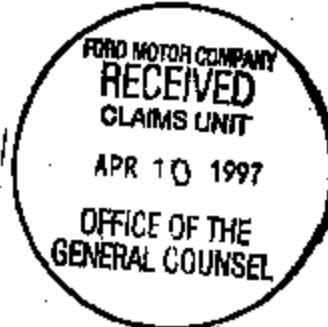
# COMMERCIAL UNION

Commercial Union Insurance Companies  
1805 High Point Drive  
Naperville, Illinois 60563-9392  
Telephone: (630) 505-4100  
Fax: (630) 505-4487  
Fax: (630) 505-4110 Claims Dept.

March 18, 1997

Ford Motor Company  
300 Renaissance Center  
P.O. Box 43358, Suite 1200  
Detroit, MI 48243

400463 ✓ NC



CONSUMER AFFAIRS  
SECTION

RE: OUR CLAIM NO:  
OUR INSURED:  
YOUR CLAIM NO:  
YOUR INSURED:  
DATE OF LOSS:

OW1-16896Q  
[REDACTED]  
N/A  
N/A  
12-21-96

97 MAR 25 P1 24

We are the insurance carrier for [REDACTED] and we have made a payment of \$ 498.55 to our insured. The insured has a \$ 50.00 deductible. Our investigation indicates the damage to our insured was caused by a manufacturer defect. Therefore, this letter is a formal demand for payment in the amount of \$ 498.55.

We are enclosing our papers in support of our claim. On completion of your investigation, please contact us in order that arrangements can be made for payment.

Please be sure to include our claim number captioned above on all correspondence relating to this matter. If you have any questions, please contact me at 1-800-323-2298 Ext. 4756

Very truly yours,

*Bill Mayer*

Bill Mayer, Recovery Specialist/tb  
CLAIMS DEPT.

ENCL.



ENCL-825-3 3750

Ti copy

[REDACTED]  
Menomonee Falls, WI  
[REDACTED]

Dispute Settlement Board  
P.O. Box 5120  
Southfield, MI 48086-5120

2/4/97

Enclosed letter describes the details how my 94 Town Car caught fire caused by an electrical short.

Although the car was repaired under warranty, the dealer, Joe Carini/Boucher is unwilling to answer my questions and is unwilling to find out the real root cause of the fire, to assure me that the car can be safely parked inside my garage. The dealer refers me to Ford Motor Co., Detroit.

Ford Motor Co., Lincoln Customer Assistance Center referred me to Ford Negotiators. Ford Negotiators, Ms. Robin Tansil, Tel: 313-446-5943 says that it is the dealers responsibility to provide technical answers.

Now what do I do? Can you help?

I am also charged \$ 500.00 by the Fire Dept., \$50.00 for refilling 3 fire extinguishers and \$ 10.00 for towing. I am being told by Ford Negotiators that these charges are my responsibility and are not covered under warranty.

I disagree since an electrical malfunction in the car caused the fire.

NAPFVII-11 CLAIMS

The car's VIN is: 1LNLM82W5RY690114

Mileage at time of fire: 48021

FEB 21 1997

RETURN FILE  
 ATTACH TO FILE

I would appreciate any help you can provide.

ENR2-525-B 3770

[REDACTED]  
Menomonee Falls, WI [REDACTED]

December 23, 1996

Joe Carini/ Gordie Boucher  
Lincoln Mercury  
1589 East Moreland Blvd.  
Waukesha, WI 53186

Attention: Service Manager Mr. Russ Zimmerman.

As described to you this morning, my 94 Town Car had a very persistent electrically generated serious fire on Saturday 12/21/96.

The car was parked at 9:45 a.m. approx. 35 ft from the wooden Ski Chalet and inbetween other cars at the Sunburst Ski Area near Kewaskum, WI.

The fire, flames and black smoke shooting out from under the rear axle area, was detected approx. 11:45 am.

People had used up two large fire extinguishers from the Ski Hill Office by the time I arrived at the scene at approx. 12:05 p.m. At that time a third fire extinguisher arrived to douse the flames again.

Only reluctantly did I approach the car to open the door and the hood! Under the hood was another small electrical fire, which was quickly extinguished.

By 12:10 p.m. at which time the West Bend Fire Dept. arrived and the Washington County Sheriff, people were successful in disconnecting one battery cable. By 12:15 with the use of the firehose the fire was under control.

Needless to say that it was a very dangerous situation and the Fire Chief thought that a full gas tank may have helped to prevent an explosion which could have caused serious injuries if not fatalities.

I hate to think what might have happened, if the fire had started the night before in my attached garage while we were asleep!

My family is now deeply concerned about the hazards that this car has created and about the safety of people and property around it.

COMMERCIAL AUTO RS. 033  
NAPERVILLE N. CLAIMS

FEB 21 1997

RETURN FILE  
 ATTACH TO FILE

2002-025-3 3771

This afternoon I heard from The Insurance Company, Commercial Union, that the root cause of the fire under my 94 Town Car was a sticking fuelpump relays.

They also mentioned that they had talked to you and that replacement parts were on order, the repair would be covered under warranty and the car would be ready approximately two days after Christmas.

I appreciate Your attention to the matter very much.

Since this is the second time since September 1996 however, that the electrical system has caused malfunction while the car was unattended, I ask for the following in writing:

1. A detailed description of what was damaged.
2. Acknowledgment of the root cause of the fire.
3. A detailed description of what was replaced and what was repaired.
4. A guarantee that the root cause has been eliminated and that the car is safe to drive as well as to be parked unattended in the future.
5. A description of the parts and systems which have been thoroughly tested after the repair.
6. Acknowledgment that there were no Service Bulletins or recalls which had anything to do with, or were related to the cause of this fire or the previously smoldering main electric cable at the battery terminal in Sept. of this year.

My wife and I need to have peace of mind when we park the car in the garage at night in the future.

I know that you are concerned about safety and that you will do your best to provide the requested information.

Sincerely

Copy: President of Cartini/ Boucher  
Lincoln-Mercury

COMMERCIAL UNION INS. CO.  
NAPERVILLE IL CLATAS

FEB 21 1997

RETURN FILE  
 ATTACH TO FILE

1002-025-3 3772

Ford Customer Service Division  
Ford Motor Company

300 Renaissance Center  
P.O. Box 40000, Suite 1000  
Detroit, MI 48240

February 11, 1997

[REDACTED]  
Menomonie Falls, WI [REDACTED]

RE: 1994 Town Car, VIN 1LNLM82W5RY690114

Dear [REDACTED]

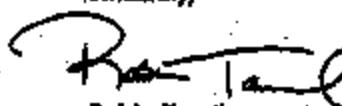
This letter is in regards to our telephone conversation on January 30, 1997.

Due to your vehicle having been repaired prior to you contacting Ford, we are unable to verify if a manufacture defect caused the fire.

Based on this information, we propose no further action at this time. We request that you contact your insurance carrier for assistance. The insurance company has the right to file a subrogation claim against Ford Motor Company if they wish to pursue the matter.

Thank you for contacting Ford. We appreciate the opportunity to consider your request.

Sincerely,



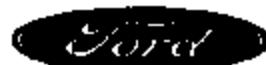
Robin Tazlil  
Consumer Affairs Section  
Owner Relations Operations

COMMERCIAL CLAIMS DIVISION  
NAPERVILLE II CLAIMS

FEB 21 1997

- RETURN FILE  
 ATTACH TO FILE

EM2-025-0 3773



### **Office of the Central Council**

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

March 24, 1999

CGU  
1805 High Point Drive  
Naperville, IL 60363-9392  
**ATTENTION: JOHN WITKOWSKI**

Re: Claimant: [REDACTED]  
D/E: December 21, 1996  
Y/Claim #: OW1-168960

Dear Mr. Witkowski:

We acknowledge receipt of the material you have recently submitted to Ford Motor Company. At the present time, given what information we have received, it appears that there is no evidence of a manufacturing or design defect.

Until a claimant proves a manufacturer's defect, Ford Motor Company will not consider their claim valid. The primary evidence in any product liability claim or lawsuit is that which shows the product, or any component part is in fact defective.

Unless we are provided with such evidence we will have no alternative but to deny responsibility for this claim.

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

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

Sincerely

Jessie Hollingsworth  
Claims Analyst



March 4, 1999

CGU Midwest Naperville  
1805 High Point Drive  
Naperville, IL 60563-9392

Tel: (630) 505-4100  
Fax: (630) 505-4487  
Claims Dept. Fax: (630) 505-4110

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

Attn: Jesse Hollingsworth

RE: OUR INSURED:  
OUR CLAIM NO: [REDACTED]  
DATE OF LOSS: 12/21/96

Dear Mr. Hollingsworth:

We are in receipt of your letter dated February 19, 1999 in which you request that we forward the defective part to you.

Please be advised that you will have to contact Joe Carini Lincoln Mercury Dealership, 1583 East Moreland Blvd., Waukesha, WI 53186. The telephone number is 414/457-0031. Our insured advised that Joe Carini Lincoln Mercury Dealership retained this part due the repairs while under warranty.

If you have any questions, feel free to contact the undersigned at 1-800-323-2298, ext. 4756.

Sincerely,

JOHN WITKOWSKI  
Recovery Specialist

JW/lg

030085jw

[www.cgu-insurance.net](http://www.cgu-insurance.net)

ENR2-826-8 3775

JOE CARINI LINCOLN - MERCURY  
1563 EAST MORELAND RD. STE #A-3  
WAUKESHA, WISCONSIN 53186  
(414) 547-0031

SEARCH NO.	ADVISOR	CHARGE NO.	PICKUP DATE	SEARCH NO.
10087	THOMAS J. KIEHL	71	12/27/96	MRC921366
	LACHANCE	ITEM NO.	ITEM NO.	STOCKING
	55.00	PLH870	48021	RECD
	94/LINCOLN/TOWN CAR/4 DR SIGNATURE			DELIVERY DATE
	YEAR: 1994			DELIVERY NO.
	YEAR: 1994			SELLAWAY DEALER NO.
	YEAR: 1994			PRODUCT/TYPE
	ITEM NO.	AD.NO.	PO. NO.	SEARCH CUT
HENOMONEE FALLS, WI			12/23/96	

LABOR & PARTS				
JB 1-09NRZ				WARRANTY
FIRE IN ENGINE COOLER TUBE				
FIRE IN TRUNK LINER AND MOTOR				
FUEL PUMP RELAY STUCK DUE TO HOT WIRES TO BURN FUEL				
FUEL PUMP AND BRAKE LINES				
RAISE BODY FROM FRAME TO REPLACE FUEL AND BRAKE LINES REPLACE FUEL PUMP AND RELAY AND REPAIR BURNED WIRES AND BLEED BRAKES				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	F3VY-9L271-A	TUBE ASY-FUEL	
JOB # 1	1	F2VY-9A407-A	PUMP & BRACKET	
JOB # 1	1	FDAZ-14ND89-A	BRKT ASY-RELAY	
JOB # 1	1	E60Z-9C385-A	RING-FUEL PUMP	
JOB # 1	1	F3VY-2C296-A	TUBE ASY-BRK A	
JOB # 1	1	C6AZ-19542-AA	BRAKE & HYD CL	
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00
JB 2-05MRZBP				
REPLACE DISC BRAKE PADS FOR FRONT & REAR				180.00
REPLACE DISC BRAKE PADS FOR FRONT & REAR				
MACHINE ALL 4 ROTORS AND REPLACE FRONT AND REAR BRAKE PADS				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	EIS-DH199A	BRAKE PADS	64.09
JOB # 2	1	F3AZ-2200-A	KIT - BRAKE SH	96.10
JOB # 2 TOTAL PARTS				160.19
JOB # 2 TOTAL LABOR & PARTS				340.19
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 4	99	SHOP SUPPLIES	TOTAL - MISC	10.80
TOTAL - MISC				10.80
COMMENTS				
CALL				
TECHNICIAN CERTIFICATION				
41		DANIEL R. MECH	6994	
TOTALS				
TOTAL LABOR				180.00
TOTAL PARTS				160.19
TOTAL SUBLET				0.00
TOTAL G.C.G.				0.00
TOTAL MISC				10.80
TOTAL TAX				17.72
TOTAL INVOICE				368.91

CUSTOMER SIGNATURE

Called Russ Zelmer 1/7/97  
Pls answer my questions to the best of my knowledge  
ability questions 2, 4, 5 + 6.

RETURN FILE  
 ATTACH TO FILE

EMR2-825-5 3776

Wisconsin Motor Vehicle  
Accident Report

Document Number Overide

Please (do) use this in this Microsoft Word

INVESTIGATOR INFORMATION
Name _____
Address _____
Telephone _____
Mobile _____
Mark Name or Number _____
County _____
Residence _____
Employer _____
Actions _____

Category	Month	Year	Accident Date			Total Number Vehicles Involved Killed
			Month	Day	Year	
Motorcycle	01	01	01	01	96	1200
Passenger Car	01	01	01	01	96	010000
Commercial Vehicle	01	01	01	01	96	000000
Truck or Bus	01	01	01	01	96	000000
Land Vehicle	01	01	01	01	96	000000
Watercraft	01	01	01	01	96	000000
Other Vehicle	01	01	01	01	96	000000
Non-Vehicle	01	01	01	01	96	000000

Site & Loss	
Governor's Property	<input checked="" type="checkbox"/>
Rail (Railroad)	<input checked="" type="checkbox"/>
Fence (Barbed Wire)	<input checked="" type="checkbox"/>
Tower or Tower (Transmission)	<input checked="" type="checkbox"/>
Truck or Bus (Last Page)	<input checked="" type="checkbox"/>
Land Spillage	<input checked="" type="checkbox"/>
Construction Zone	<input checked="" type="checkbox"/>
Animal Encountered	<input checked="" type="checkbox"/>
Sheet No. Of	11

ACCIDENT LOCATION	
Public Highway, Intersection/Road	<input type="checkbox"/>
Public Highway, Non-Intersection	<input type="checkbox"/>
Parking Lot	<input checked="" type="checkbox"/>
Private Property or Road	<input type="checkbox"/>

Latitude (Lat) \_\_\_\_\_ Longitude (Long) \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_

Location \_\_\_\_\_ Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Time \_\_\_\_\_ AM \_\_\_\_\_ PM \_\_\_\_\_

Unit Number	Unit Type	Total Number of Occupants	Direction of Travel (Before the Accident)	Unit Number	Unit Type	Total Number of Occupants	Direction of Travel (Before the Accident)
00000	00000	00000	00000	00000	00000	00000	00000
00000	00000	00000	00000	00000	00000	00000	00000
00000	00000	00000	00000	00000	00000	00000	00000

Incident \_\_\_\_\_

Vehicle \_\_\_\_\_

Driver \_\_\_\_\_

Passenger \_\_\_\_\_

Other \_\_\_\_\_

Occupant \_\_\_\_\_

Vehicle \_\_\_\_\_

Driver \_\_\_\_\_

Passenger \_\_\_\_\_

Other \_\_\_\_\_

Occupant \_\_\_\_\_

Vehicle \_\_\_\_\_

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Other \_\_\_\_\_

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Other \_\_\_\_\_

Occupant \_\_\_\_\_

Vehicle \_\_\_\_\_

Driver \_\_\_\_\_

Passenger \_\_\_\_\_

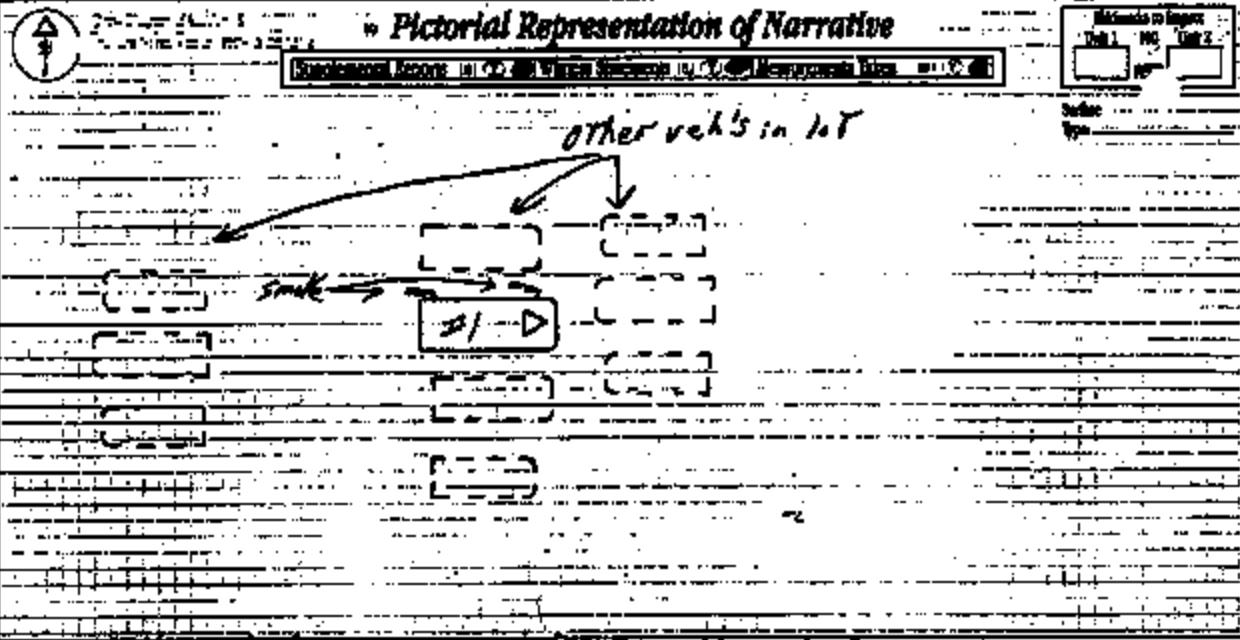
Other \_\_\_\_\_

Category	Sub-Category	Description	Start Date	End Date	Location	Deployment Status	Notes
Category A	Sub-Category A.1	Description A.1.1	2023-01-01	2023-01-31	Location A.1	Deployed	Note A.1.1
Category B	Sub-Category B.1	Description B.1.1	2023-02-01	2023-02-28	Location B.1	Not Deployed	Note B.1.1
Category C	Sub-Category C.1	Description C.1.1	2023-03-01	2023-03-31	Location C.1	Not Applicable	Note C.1.1
Category D	Sub-Category D.1	Description D.1.1	2023-04-01	2023-04-30	Location D.1	Not Started	Note D.1.1
Category E	Sub-Category E.1	Description E.1.1	2023-05-01	2023-05-31	Location E.1	Not Started	Note E.1.1
Category F	Sub-Category F.1	Description F.1.1	2023-06-01	2023-06-30	Location F.1	Not Started	Note F.1.1
Category G	Sub-Category G.1	Description G.1.1	2023-07-01	2023-07-31	Location G.1	Not Started	Note G.1.1
Category H	Sub-Category H.1	Description H.1.1	2023-08-01	2023-08-31	Location H.1	Not Started	Note H.1.1
Category I	Sub-Category I.1	Description I.1.1	2023-09-01	2023-09-30	Location I.1	Not Started	Note I.1.1
Category J	Sub-Category J.1	Description J.1.1	2023-10-01	2023-10-31	Location J.1	Not Started	Note J.1.1
Category K	Sub-Category K.1	Description K.1.1	2023-11-01	2023-11-30	Location K.1	Not Started	Note K.1.1
Category L	Sub-Category L.1	Description L.1.1	2023-12-01	2023-12-31	Location L.1	Not Started	Note L.1.1

Date of Accident	
23 Mar 1998	
New Haven Drive West Hartford Street	
<input checked="" type="checkbox"/> Unit Number	<input type="checkbox"/> Unit Number
<input checked="" type="checkbox"/> 111111111111111111111111	<input type="checkbox"/> 111111111111111111111111
Collision With Object Not Hired	
<input checked="" type="checkbox"/> Motor Vehicle in Transport	<input type="checkbox"/>
<input type="checkbox"/> Other Motor Vehicle	<input type="checkbox"/>
<input type="checkbox"/> Vehicle	<input type="checkbox"/>
<input type="checkbox"/> Deer	<input type="checkbox"/>
<input type="checkbox"/> Pedestrian	<input type="checkbox"/>
<input type="checkbox"/> Pedestrian	<input type="checkbox"/>
<input type="checkbox"/> Delivery Truck	<input type="checkbox"/>
<input type="checkbox"/> Other Animal	<input type="checkbox"/>
<input type="checkbox"/> Motor Vehicle in Transport	<input type="checkbox"/>
<input type="checkbox"/> In Other Category	<input type="checkbox"/>
<input type="checkbox"/> Other Object (Not Hired)	<input type="checkbox"/>
Collision With Hired Object	
<input checked="" type="checkbox"/> Traffic Sign Post	<input type="checkbox"/>
<input type="checkbox"/> Traffic Signal	<input type="checkbox"/>
<input type="checkbox"/> Utility Pole	<input type="checkbox"/>
<input type="checkbox"/> Tree Limb Branch	<input type="checkbox"/>
<input type="checkbox"/> Other Object	<input type="checkbox"/>
<input type="checkbox"/> Tree	<input type="checkbox"/>
<input type="checkbox"/> Guard Rail	<input type="checkbox"/>
<input type="checkbox"/> Structural Beam	<input type="checkbox"/>
<input type="checkbox"/> Classified Rail	<input type="checkbox"/>
<input type="checkbox"/> Metal Beam	<input type="checkbox"/>
<input type="checkbox"/> Other Object	<input type="checkbox"/>
Non-Collision	
<input type="checkbox"/> Occupant	<input type="checkbox"/>
<input type="checkbox"/> Pedestrian	<input type="checkbox"/>
<input type="checkbox"/> Motorist	<input type="checkbox"/>
<input type="checkbox"/> Pedestrian	<input type="checkbox"/>
<input type="checkbox"/> Other Non-Collision	<input type="checkbox"/>
Hired Object Broken	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
PROPERTY Damaged	
OTHER IN	
ADDRESS Room #	
City & State	

Driver Condition		
<b>Unit Number:</b>	<b>Unit Number:</b>	
<input checked="" type="checkbox"/> Driver Fatigued <input type="checkbox"/> Alert/Vigilant <input type="checkbox"/> Drowsy/Hazy <input checked="" type="checkbox"/> Driver Impaired <input type="checkbox"/> Alert/Vigilant <input type="checkbox"/> Drowsy/Hazy <input checked="" type="checkbox"/> Not Overmed <input type="checkbox"/> Alert/Vigilant <input type="checkbox"/> Drowsy/Hazy		
<b>Presence</b> <input checked="" type="checkbox"/> Neither Alcohol nor Drug Present <input type="checkbox"/> <input checked="" type="checkbox"/> Yes-Alcohol Present <input type="checkbox"/> <input checked="" type="checkbox"/> Yes-Drug Present <input type="checkbox"/> <input checked="" type="checkbox"/> Yes-Alcohol & Drug Present <input type="checkbox"/> <input checked="" type="checkbox"/> Other/Different <input type="checkbox"/>		
<b>Alcohol</b> 		
<input checked="" type="checkbox"/> NOT GIVEN <input type="checkbox"/> <input checked="" type="checkbox"/> Not Required <input type="checkbox"/> <input checked="" type="checkbox"/> Required <input type="checkbox"/>		
<b>Drug</b> 		
<input checked="" type="checkbox"/> Not Yet Given <input type="checkbox"/> <input checked="" type="checkbox"/> Not Required <input type="checkbox"/> <input checked="" type="checkbox"/> Not Given, Drug Unknown <input type="checkbox"/> <input checked="" type="checkbox"/> Not Given, No Drugs Reported <input type="checkbox"/> <input checked="" type="checkbox"/> Drugs Reported (Specify Below) <input type="checkbox"/>		
<input checked="" type="checkbox"/> Marijuana <input type="checkbox"/> <input checked="" type="checkbox"/> Cocaine <input type="checkbox"/> <input checked="" type="checkbox"/> Other <input type="checkbox"/> <input checked="" type="checkbox"/> Hallucinogenes <input type="checkbox"/> <input checked="" type="checkbox"/> Amphetamine <input type="checkbox"/> <input checked="" type="checkbox"/> Other (Not Listed) <input type="checkbox"/>		

Unit #	<input type="checkbox"/>
Location	<input type="checkbox"/>
(1) In Crosswalk	<input type="checkbox"/> Walking not Facing Traffic
(2) In roadway	<input type="checkbox"/> Disengaged Signal
(3) Not in roadway	<input type="checkbox"/> Driving into Road
(4) On Sidewalk	<input type="checkbox"/> Dark Clothing
	<input type="checkbox"/> Walking Facing Traffic
 Nature of Collision <input type="checkbox"/> N	
(1) No Collision with Motor Vehicle in Transport	
(2) Head-on <input type="checkbox"/>	
(3) Head On <input type="checkbox"/>	
(4) Head to Head <input type="checkbox"/>	
(5) Angle <input type="checkbox"/>	
(6) Side-swipe, Same Direction <input type="checkbox"/>	
(7) Side-swipe, Opposite Direction <input type="checkbox"/>	
(8) Unknown <input type="checkbox"/>	
 Unit # <input type="checkbox"/>	
Device Numbered Area(s) of Vehicle Damage:	
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4  5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 <input type="checkbox"/> 11 <input type="checkbox"/> 12 <input type="checkbox"/> 13 <input type="checkbox"/> 14 <input type="checkbox"/> 15 <input type="checkbox"/> 16 <input type="checkbox"/>	
 Nature of Damage <input type="checkbox"/> N	
<input type="checkbox"/> None <input type="checkbox"/> None <input type="checkbox"/> Slight <input type="checkbox"/> Slight <input type="checkbox"/> Tool Damage is allowed <input type="checkbox"/> Very Slight <input type="checkbox"/> Other <input type="checkbox"/> Major <input type="checkbox"/> Unknown <input type="checkbox"/> Moderate <input type="checkbox"/> Unknown <input type="checkbox"/> Severe	
 Which side did the vehicle turn in? <input type="checkbox"/> TURN <input type="checkbox"/> COVER	
 Unit # <input type="checkbox"/>	
Device Numbered Area(s) of Vehicle Damage:	
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input checked="" type="checkbox"/> TURN <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 <input type="checkbox"/> <input type="checkbox"/> 11 <input type="checkbox"/> 12 <input type="checkbox"/> 13 <input type="checkbox"/> 14 <input type="checkbox"/> 15 <input type="checkbox"/> 16 <input type="checkbox"/>	
 Nature of Damage <input type="checkbox"/> N	
<input type="checkbox"/> None <input type="checkbox"/> None <input type="checkbox"/> Slight <input type="checkbox"/> Slight <input type="checkbox"/> Tool Damage is allowed <input type="checkbox"/> Very Slight <input type="checkbox"/> Other <input type="checkbox"/> Major <input type="checkbox"/> Unknown <input type="checkbox"/> Moderate <input type="checkbox"/> Unknown <input type="checkbox"/> Severe	
 Which side did the vehicle turn in? <input type="checkbox"/> TURN <input type="checkbox"/> COVER	



N # (Veh #) had been parked in parking lot  
A - e. Locburst - SPC Area like 9:00 AM  
A white-onion was working as SPC monitor  
B when it was observed to go off.  
B by owner's, Sgt. who was driving 997.  
B said battery had blown up.  
A small red light 3/4 feet. a short circuit.  
T owner said last night the car started.  
I seconded strange as it the antenna of  
V neither wire was disconnected. parking  
E gear was compactant all broken. possibly  
E leads to electric antenna or fuel pump at rear.

<b>ROAD CONDITIONS</b>	<b>ROAD SURFACE</b>	<b>WEATHER</b>
<input type="checkbox"/> No Control <input type="checkbox"/> Uncontrolled <input type="checkbox"/> Off Control <input type="checkbox"/> Unknown	<input type="checkbox"/> Straight <input type="checkbox"/> Curved <input type="checkbox"/> Hill <input type="checkbox"/> Unknown	<input type="checkbox"/> Dry <input type="checkbox"/> Wet <input type="checkbox"/> Snow/Ice <input type="checkbox"/> Sand, Mud, Dirt, Oil <input type="checkbox"/> Other <input type="checkbox"/> Unknown
<b>WATER SOURCE</b>	<b>VEHICLE</b>	<b>TRAFFIC CONTROL</b>
<input type="checkbox"/> Fresh <input type="checkbox"/> Salt <input type="checkbox"/> Oil <input type="checkbox"/> Gasoline <input type="checkbox"/> Diesel <input type="checkbox"/> Fuel <input type="checkbox"/> Drinking Water <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> Clear <input type="checkbox"/> Cloudy <input type="checkbox"/> Rain <input type="checkbox"/> Snow <input type="checkbox"/> Fog, Smog, Smoke <input type="checkbox"/> Wind <input type="checkbox"/> Unknown	<input type="checkbox"/> Off Control <input type="checkbox"/> Moving (Other than Normal within Corp) <input type="checkbox"/> Control <input type="checkbox"/> Other <input type="checkbox"/> Unknown
<b>RELATION TO ROADWAY</b>	<b>VEHICLE POSITION</b>	<b>VEHICLE POSITION</b>
<input type="checkbox"/> On <input type="checkbox"/> Off <input type="checkbox"/> Moving (Other than Normal within Corp) <input type="checkbox"/> Control <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> On Road <input type="checkbox"/> Off Road	<input type="checkbox"/> Off Control <input type="checkbox"/> Moving <input type="checkbox"/> Stop, Sign with Speaker <input type="checkbox"/> Yield Sign <input type="checkbox"/> Traffic Control Post <input type="checkbox"/> Blocking Signal <input type="checkbox"/> Other

**What Drivers Were Doing**

Unit Number	Unit Number
<input type="checkbox"/> 1	<input type="checkbox"/> 1
<input type="checkbox"/> 2	<input type="checkbox"/> 2
<input type="checkbox"/> 3	<input type="checkbox"/> 3
<input type="checkbox"/> 4	<input type="checkbox"/> 4
<input type="checkbox"/> 5	<input type="checkbox"/> 5
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**Officer's Opinion of Possible Contributing Circumstances**

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100-38814 85-2111 3022  
On 3 Nov 1985  
FBI - BOSTON  
(4-4) 388-4379

**Truck & Bus Accident Information** This Section Must Be Considered for Both Trucks or Buses Involved in Auto Accidents.

When To Use This Section:	Did the accident deserve...:	100
Part A:		
A truck with 13 feet two inch bed or less...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
A truck with a hazardous material placard	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
A box destroyed in route to or from storage, backfill or the docks	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Total of all responses to Part A sum: NO do not deserve any credit Total of all responses to Part B sum: YES do deserve credit		

List the Hazardous Material Class Number(s) (1-9000)	
<input checked="" type="checkbox"/> Hazardous Material Class Number(s) (1-9000) <input type="checkbox"/> Hazardous Material "UN" Number(s) (4 digits) <input type="checkbox"/> Hazardous Material Placard Displayed <input type="checkbox"/> Hazardous Cargo was Selected	
List the Hazardous Material(s) by name in this box: <hr/> <hr/> <hr/> List the Name(s) of Selected Hazardous Material(s): <hr/> <hr/> <hr/> <hr/>	

*Sierra Madre, California, 1907, 1000 feet above sea level.*

Customer Information		Order Information		Billing Info	
Customer Code:	CD-001234	Order ID:	10000000000000000000000000000000	Billing Address:	123 Main Street, Anytown, USA
Customer Name:	John Doe	Order Status:	Pending	Phone Number:	(555) 123-4567

↳ [Index terms](#)

PART NO. 200-2000

4

4



*Ford Motor Company*

Office of the General Counsel

PRIVILEGED AND CONFIDENTIAL

Ford Motor Company  
Paradise Towers West  
Suite 300  
Three Paradise Boulevard  
Dearborn, Michigan 48126-2000

August 30, 2002

Closure Dunn Hirsch LLP  
2200 Ross Avenue, Suite 4800 West  
Dallas, TX 75201  
**ATTENTION: GREGORY M. CLIFT**

Re: Claimant: [REDACTED]  
D/E: June 18, 2001  
Y/Claim #: 0370-56906

Dear Mr. Clift:

As you are aware our expert inspected the alleged defective vehicle. His review revealed no evidence of a design or manufacturing defect present, which would have caused the accident to occur as alleged.

Therefore, we must respectfully deny 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.

Sincerely,

Shawn L. Norton  
Claims Analyst

E982-825 18646

1CUNL181W SPY 65185  
JN RECALL

CLOUSE DUNN HIRSCH LLP

2200 Ross Avenue, Suite 4900 West  
Dallas, Texas 75201

Telephone: (214) 220-3968  
Facsimile: (214) 220-3833

LEONARD "LADO" A. HIRSCH  
CHERYL MANN  
DEBORAH WAKEFIELD  
AMBER TAYLOR WELLOCK

ALYSON C. BROWN  
CHRISTY M. CLAW  
KEITH A. CLOUSE  
RODGER DUNN  
CYNTHIA L. HIRSCH

Writer's Extension: 231  
Writer's e-mail greg@cdhlaw.com

OFFICE OF THE SECRETARY  
JOHN M. THOMAS, JR.

May 20, 2002

IM  
02 MAY 23 P2:11

Ford Motor Company  
Attention: Legal Department  
One American Road, Room 612  
Ford World Headquarters  
Dearborn, MI 48126

CERTIFIED MAIL, RRR  
AND REGULAR MAIL

Re: [REDACTED]

Dear Sir/Madam:

Our law firm has been retained to represent Safeco Insurance (the "Client") in its potential claims against you. This letter will provide you legal notice of those claims and give you an opportunity to resolve this matter short of a lawsuit.

Please do not contact the Client. Send all communications regarding this matter directly to me.

**BASIS OF CLAIM**

On or about June 18, 2001, severe fire damage was sustained at Tires Unlimited located in Eagle Pass, Texas. The fire damage was the direct result of a failure of the cruise control deactivation switch in an automobile driven by Alma Fernandez.

**DEMAND**

The severe fire damage was the result of your negligence and other acts or omissions. As a result of your negligence, the Client has suffered damages in excess of \$400,000.

Be advised that if this matter is not settled, we will file suit on behalf of the Client. In any such lawsuit, we will seek recovery of all damages including, but not limited to, property damage, business interruption damages, costs of court, and pre- and post-judgment interest at the highest rates allowed by law.

**NOTICE TO YOUR INSURANCE AGENT AND INSURANCE CARRIERS**

I am enclosing three additional copies of this letter for easy forwarding to your insurance agent, your liability insurance carrier, and any other insurance carrier with which you have insurance. If you or your

Ford Motor Company  
May 20, 2002  
page 2

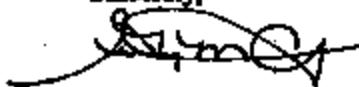
insurance carrier wish to discuss resolving this matter short of a lawsuit, please contact me immediately. We look forward to attempting to resolve this matter amicably and expeditiously.

**DEADLINE FOR RESPONSE**

If I do not hear from you or your insurance carrier within 14 days of this letter, we will file suit and seek recovery of all damages.

If you have any questions, please do not hesitate to contact me.

Sincerely,



Gregory M. Clift

GMC:gh  
Enclosure  
[XXXXXXXXXX@attbi.com?subject=Ford%201.wpd](mailto:XXXXXXXXXX@attbi.com?subject=Ford%201.wpd)

CAUSE NO. 03-0519188-MCV

[REDACTED] VS. FORD MOTOR COMPANY and ALMA FERNANDEZ, Individually  
IN THE DISTRICT COURT OF MAVERICK COUNTY, TEXAS  
293RD JUDICIAL DISTRICT COURT

ORIGINAL PLEA IN INTERVENTION

TO THE HONORABLE JUDGE OF SAID COURT:

COMES NOW [REDACTED] and files this Plea in Intervention  
complaining of Ford Motor Company and Alma Fernandez, Individually, and for same would show  
the Court as follows:

I.  
DISCOVERY CONTROL LEVEL II

1. Discovery is intended to be conducted under Level II of Texas Rule of Civil Procedure 190. Plaintiff affirmatively pleads that it seeks monetary relief in an amount greater than Fifty Thousand Dollars (\$50,000.00), excluding costs, pre-judgment interest and attorney's fees.

II.  
PARTIES

2. [REDACTED] is a limited partnership with its principle place of business in Eagle Pass, Maverick County, Texas.

3. Ford Motor Company ("Ford") is a corporation with its principle place of business in Detroit, Michigan, and registered in the state of Texas and may be served with process through their registered agent, C.T. Corporation System, located at 350 N. St. Paul Dallas, Texas 75201.

4. Alma Fernandez ("Fernandez") is an individual residing at 2019 Rene Street, Eagle Pass, Texas 78852.

ORIGINAL PLEA IN INTERVENTION - PAGE 1

FILED  
AT 10 O'CLOCK A.M.  
JUN 18 2010  
IRENE RODRIGUEZ  
CLERK, MAVERICK COUNTY, TEXAS  
BY [Signature], DEPUTY

**III.  
SERVICE**

5. Service of process may be had on Ford by serving its registered agent for service of process:

CT Corporation System  
350 N. St. Paul Street  
Dallas, Texas 75201

6. Service of process may be had on Alma Fernandez by serving her at her home address:

2019 Rose Street  
Eagle Pass, Texas 78852

**IV.  
JURISDICTION AND VENUE**

7. The fire which forms the basis of this Intervention occurred in Eagle Pass, Maverick County, Texas. Plaintiff's damages are within the jurisdictional limits of this Court. Accordingly, jurisdiction and venue are proper in Maverick County, Texas.

**V.  
FACTS**

8. On or about June 18, 2001, a fire occurred at [REDACTED] located at or about [REDACTED] Eagle Pass, Texas [REDACTED]. The fire was caused by an internal failure of a cruise control deactivation switch in a 1993 Lincoln Towncar.

9. The vehicle was owned by Fernandez.

**VI.  
FIRST CAUSE OF ACTION AGAINST FORD:  
STRICT LIABILITY**

10. Pursuant to Texas state law, Plaintiff pleads a cause of action against Ford for strict liability. The allegations contained in the preceding paragraphs of this Intervention are hereby re-stated and re-alleged for all purposes with the same force and effect as if set forth verbatim.

11. Ford is liable under the Doctrine of Strict Liability. The cruise control deactivation switch in Fernandez's car was defective. The defect in the switch made the product unreasonably dangerous when placed in the stream of commerce by Ford. The switch was in substantially the same condition at the time of the fire as it was when it left Defendant's control.
12. As a result of the unreasonably dangerous product, Plaintiff suffered damage to its property.

VII.

FIRST CAUSE OF ACTION AGAINST FERNANDEZ:  
NEGLIGENCE

13. Pursuant to Texas state law, Plaintiff pleads a cause of action against Fernandez for negligence. The allegations contained in the preceding paragraphs of this Petition are hereby re-averred and re-alleged with the same force and effect as if set forth verbatim.
14. Fernandez committed certain acts or omissions constituting negligence which proximately caused the damages sustained by Plaintiff.
15. The specific acts or omissions constituting negligence on the part of Fernandez include, but are not limited to, the following:
  - a. failing to properly maintain her vehicle in a reasonable and prudent manner;
  - b. failing to replace the cruise control deactivation switch; and
  - c. failing to act as a reasonably prudent person would have done in the same or similar circumstances.
16. Fernandez's acts or omissions constitute negligence which proximately caused the damages suffered by Plaintiff and are within the jurisdictional limits of this Court.

IX.  
FOR THE COURT ONLY

17. Pursuant to an insurance policy issued by Employers Reinsurance Corporation, or its subsidiaries or related entities ("ERC"), a corporation licensed and authorized to do business in

Texas, a portion of Plaintiff's damages were paid to it. As a matter of law and equity, ERC is qualified to bring this case in its own name or in the name of its insured for the sums paid to Plaintiff as a result of the allegations in this Petition and is subrogated to any right of recovery or cause of action that Plaintiff has for its damages. ERC is entitled to bring this action in the Plaintiff's name pursuant to common law and equity, the terms of its insurance policy, and the specific assignments, if any, that the Plaintiff may have executed after the incident.

**X**  
**JURY DEMAND**

18. Plaintiff demands that this Court empanel a lawful jury to hear this case.

**XL**  
**PRAAYER**

WHEREFORE, PREMISES CONSIDERED, Plaintiff prays that on final hearing the Court enter judgment in favor of Plaintiff against Defendants, jointly and severally, in an amount within the jurisdictional limits of this Court for compensatory damages, costs of court and pre- and post-judgment interest at the highest rates allowed by law and for such other and further relief, general or special, at law or in equity, to which Plaintiff may be justly entitled.

Respectfully submitted,

OLDENETTEL & ASSOCIATES, P.C.

By: \_\_\_\_\_

RICK LEE OLDENETTEL  
State Bar No. 15244500  
1360 Post Oak Blvd., Suite 2350  
Houston, Texas 77056  
713/622-9220  
713/622-5161 - Fax

ATTORNEYS FOR PLAINTIFF

**COPY**

CAUSE NO.: OB-05-1484/CV

[REDACTED]  
VS.

FORD MOTOR COMPANY AND  
ALMA FERNANDEZ, Individually

IN THE DISTRICT COURT

203D JUDICIAL DISTRICT

MAVERICK COUNTY, TEXAS

**PLAINTIFF'S ORIGINAL PETITION**

TO THE HONORABLE JUDGE OF THE COURT:

[REDACTED] files this Petition complaining of Ford Motor Company and Alma Fernandez, individually, and would show the court the following:

**I.  
DISCOVERY CONTROL LEVEL II**

1. Discovery is intended to be conducted under Level II of Texas Rules of Civil Procedure
190. Plaintiff affirmatively pleads that it seeks monetary relief in an amount greater than Fifty-Thousand Dollars (\$50,000.00) excluding costs, pre-judgment interest and attorney's fees.

**II.  
PARTIES**

2. [REDACTED] is a limited partnership with its principal place of business in Eagle Pass, Maverick County, Texas.
3. Ford Motor Company is a foreign corporation with its principal place of business in Detroit, Michigan.
4. Alma Fernandez is an individual residing at 2019 Rene Street, Eagle Pass, Texas 78852.

MRG2-825 19872

**III.**  
**SERVICE**

5. Service of process may be had on Ford by serving its registered agent for service of process:

CT Corporation System  
350 N. St. Paul Street  
Dallas, Texas 75201

6. Service of process may be had on Alma Fernandez by serving her at her home address:

2019 Rene Street  
Eagle Pass, Texas 78852

**IV.**  
**JURISDICTION AND VENUE**

7. The fire which forms the basis of this Petition occurred in Eagle Pass, Maverick County, Texas. Plaintiff's damages are within the jurisdictional limits of this court. Accordingly, jurisdiction and venue are proper in Maverick County, Texas.

**V.**  
**FACTS**

8. On or about June 18, 2001, a fire occurred at [REDACTED] located at or about [REDACTED] Eagle Pass, Texas [REDACTED]. The fire was caused by an internal failure of a cruise control deactivation switch in a 1993 Lincoln Towncar.

9. The vehicle was owned by Fernandez.

**VI.**  
**FIRST CAUSE OF ACTION AGAINST FORD:**  
**STRICT LIABILITY**

10. Pursuant to Texas state law, Plaintiff pleads a cause of action against Ford for strict liability. The allegations contained in the preceding paragraphs of this Petition are hereby re-averred and re-alleged for all purposes with the same force and effect as if set forth verbatim.

E082-025 19673

11. Ford is liable under the doctrine of strict liability. The cruise control deactivation switch in Fernandez's car was defective. The defect in the switch made the product unreasonably dangerous when placed in the stream of commerce by Ford. The switch was in substantially the same condition at the time of the fire as it was when it left Defendant's control.
12. As a result of the reasonably dangerous product, Plaintiff suffered damage to its property.

VII.

**FIRST CAUSE OF ACTION AGAINST FERNANDEZ:  
NEGLIGENCE**

13. Pursuant to Texas state law, Plaintiff pleads a cause of action against Fernandez for negligence. The allegations contained in the preceding paragraphs of this Petition are hereby re-stated and re-alleged with the same force and effect as if set forth verbatim.
14. Fernandez committed certain acts or omissions constituting negligence which proximately caused the damages sustained by Plaintiff.
15. The specific acts or omissions constituting negligence on the part of Fernandez include, but are not limited to, the following:
  - a. failing to properly maintain her vehicle in a reasonable and prudent manner;
  - b. failing to replace the cruise control deactivation switch;
  - c. failing to act as a reasonably prudent person would have in the same or similar circumstances.
16. Fernandez's acts or omissions constitute negligence which proximately caused the damages suffered by Plaintiff and are within the jurisdictional limits of this court.

**IX.  
FOR THE COURT ONLY**

17. Pursuant to an insurance policy issued to Plaintiff by Safeco Lloyd's Insurance Company or its subsidiaries or related entities ("Safeco"), a corporation licensed and authorized to do

ENR2-825 18674

business in Texas, a portion of Plaintiff's damages were paid to it. As a matter of law and equity, Safeco is qualified to bring this case in its own name or in the name of its insured for the sums paid to Plaintiff as a result of the allegations in this Petition and is subrogated to any right of recovery or cause of action that Plaintiff has for its damages. Safeco is entitled to bring this action in the Plaintiff's name pursuant to common law and equity, the terms of its insurance policy, and the specific assignments, if any, that the Plaintiff may have executed after the incident.

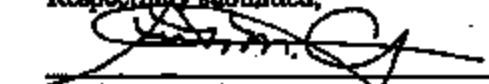
**X.**  
**JURY DEMAND**

18. Plaintiff demands that this court empanel a lawful jury to hear this case.

**XI.**  
**PRAYER**

Therefore, Plaintiff prays that on final hearing the court enter judgment in favor of Plaintiff against Defendants, jointly and severally, in an amount within the jurisdictional limits of this court for compensatory damages, costs of court and pre- and post-judgment interest at the highest rates allowed by law and for such other and further relief, general or special, at law or in equity, to which Plaintiff may be justly entitled.

Respectfully submitted,

  
**ROGGE DUNN**  
Texas State Bar No. 06249500  
**GREGORY M. CLIFT**  
Texas State Bar No. 00795835  
**CLOUSE DUNN HIRSCH LLP**  
2200 Ross Avenue, Suite 4900-W  
Dallas, TX 75201  
Telephone: (214) 220-3888  
Facsimile: (214) 220-3833

**ATTORNEYS FOR PLAINTIFF**

E992-625 19875

42231

U 16/00

01-219331-37  
F-1000A

2002-022-0 0748

DAVID L. HENDRICKS •  
CHARLES C. GOODMAN •  
DAVID B. SHNEIDER •  
THOMAS A. MCFARFORD, JR. •  
TIMOTHY B. SMITH •  
RICHARD H. MCGRATH •  
CYRUS S. FREIDIN, JR. •  
PATRICK L. ZIMMER •  
KIM BROOKS RODNEY •  
H. RICHARD DUKE, III •  
JAMES G. LIND •  
LAURIE ANN GARRY •  
MAURICE JAGNE-SHAW •  
CATHERINE CHAMBERS •  
ANDREA J. PETERS •  
ROBIN L. LIBMAN •  
ADRIAN MERRICK •  
WYTHEIA CURRY •  
RYAN P. RODHE •

## DAVID L. HENDRICKS & ASSOCIATES

### ATTORNEYS AT LAW

EMPLOYEES OF THE CORPORATE LAW DEPARTMENT  
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

4200 PARKMONT PLACE  
SUITE 204  
LANHAM, MARYLAND 20706

PHONE: (301) 328-4880  
FAX: (301) 328-4884

• Admitted to practice in Maryland

• Admitted to practice in the  
District of Columbia

January 21, 2000

Ford Motor Company  
Office of the General Counsel  
Attn: Jennifer Savage  
Parklane Towers West, Ste 400  
Three Parklane Boulevard  
Dearborn, MI 48126-2568

Re: [REDACTED] v. Ford Motor  
Date of Loss: 6-28-99  
Claim Number: [REDACTED]

Dear Ms. Savage:

This office represents [REDACTED] with regard to the above-referenced matter. In response to your letter of November 1, 1999, please find enclosed copies of documents and photographs contained in our claim file which support our request for payment. A diligent effort has been made to assemble the information requested in your letter and I do hope that the information enclosed will assist in your evaluation.

It has been brought to our attention that the speed control switch which has been identified as the cause of this vehicle fire was the subject of a recall by Ford in May of 1999.

I do hope that this matter can be resolved in an expeditious manner. To that end I anticipate hearing from you once you have had the opportunity to review the enclosed material.

Very truly yours,

Maurice Jagne-Shaw

MJS/nas

Enclosures

BMS2-925-2 6763

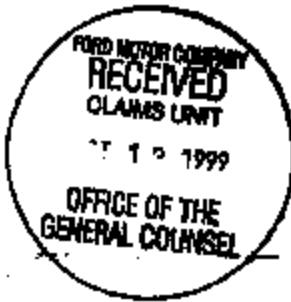
# State Farm Insurance Companies



BOWIE SERVICE CENTER  
18800 Heritage Blvd.  
Bowie, MD 20715-3108  
(301) 352-5000

October 14, 1999

Ford Motor Company  
ATTN: Howard Keyes, Claims Manager  
Parklane Tower West, Ste 300  
3 Parklane Boulevard  
Dearborn, MI 48126



RE: Claim Number: [REDACTED]  
Our Insured: [REDACTED]  
Date of Loss: 06-20-99  
Vehicle: 1993 Ford Crown Victoria  
VIN: 2FACP71W7PX169843

Dear Mr. Keyes:

The identified 1993 Ford Crown Victoria is insured by State Farm Insurance Company. This vehicle experienced a fire, which resulted in the total destruction of the vehicle.

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

Please contact me at (301) 352-5025 to set up a time for your inspection.

Sincerely,

  
Michael Peters  
Senior Claim Representative  
State Farm Mutual Automobile Insurance Company

032/1014010

48817

CA

NT

CL 12/99

1 CL

01-219358-7  
1-1200011

01-219358-7  
1-1200011



**O.S. ASSOCIATES, INC.**

P.O. Box 637, Simi Valley, CA 93062-0637  
(805) 581-4711 or (661) 828-7800 Office • (805) 581-6722 Fax  
E-mail: osafire@earthlink.net • Website: www.osafire.com

October 5, 1999

Patrick Thompson  
Farmers Insurance Exchange  
Post Office Box 489  
Santa Maria, California 93456

**RE:** FIRE LOSS INVESTIGATION  
**DATE OF LOSS:** Sunday, September 12, 1999  
**LOSS VEHICLE:** 1993 Mercury Grand Marquis  
**INSURED:** [REDACTED]  
**CLAIM NO.:** [REDACTED]  
**OSA FILE NO.:** [REDACTED]

Dear Mr. Thompson:

Please find enclosed our original report and one copy, along with the billing statement for investigation of the above fire loss. The Santa Monica City Fire Department incident report has been ordered, and will be forwarded when received. If we can be of any further assistance to you on this matter or others, please call:

Sincerely,  
**O.S. ASSOCIATES, INC.**

Derek M. Olin

**RECEIVED**  
OCT 7 1999

SANTA MARIA S.C.O. K

EM62-625-B 6711



**O.E. ASSOCIATES, INC.**

P.O. Box 597, Sausal Valley, CA 93062-0597  
(805) 561-0713 or (800) 599-7900 Office • (805) 561-0712 Fax  
E-mail: [oefire@earthlink.net](mailto:oefire@earthlink.net) • Website: [www.oefire.com](http://www.oefire.com)

October 5, 1999

Patrick Thompson  
Farmers Insurance Exchange  
Post Office Box 469  
Santa Maria, California 93458

**RE:** FIRE LOSS INVESTIGATION  
**DATE OF LOSS:** Sunday, September 12, 1999  
**LOSS VEHICLE:** 1996 Mercury Grand Marquis  
California License No.: 3EFE041  
**INSURED:** [REDACTED]  
**CLAIM NO.:** [REDACTED]  
**OEFA FILE NO.:** [REDACTED]

9-21-99 File origination, and set up appointment to examine the fire scene, and order the Santa Monica City Fire Department incident report (10-5-99).  
1.0 hrs @ \$65 per hr  
9-21-99 Fire scene investigation, interview of witnesses, photographs, diagram, and fire analysis (includes travel time).  
2.7 hrs @ \$65 per hr  
9-22-99 Telephone interview of [REDACTED]  
9-24-99 Telephone contact with the Santa Monica City Fire Dept. records section.  
9-27-99 Research on vehicle.  
0.7 hrs @ \$65 per hr  
9-29-99 Review of photographs; and preparation/write report and create diagram.  
1.3 hrs @ \$65 per hr  
10-4-99 Preliminary editing/review of report and diagram.  
1.0 hrs @ \$65 per hr  
10-5-99 Final review of report and diagram. Printing and assembling final report.  
1.2 hrs @ \$60 per hr

**Expenses:** Mileage (76 x \$0.45), photo processing (17 x \$1.50), and purchase of fire dept. report (\$3.50).

**TOTAL HOURLY CHARGES** \$622.50  
**TOTAL EXPENSES CHARGES** \$ 82.20  
**TOTAL DUE (payable upon receipt)** \$704.70

**Note:** Check payable to: O.E. Associates, Inc., P.O. Box 597, Sausal Valley, CA 93062-0597  
Federal Tax #05-3736379

5992-828-8 6712

423387

CL 12/49

CA

NT

CL

01-214350-7  
1-12000H

EMR2-028-8 1181

CSCN140

## VEHICLE DATA

11/29/99 13:16:40

==&gt;

ENTER VIN ==&gt; 2MELM75W6PX637203

NAME ==&gt; TRAMMELL

ZIP ==&gt; 93455 461 MODEL YR ==&gt;

OWNER NAME :

STREET ADDR :

CITY : ORCUTT

ST/PRV: CA CTRY:

N/A YY-MM-DD 99-10-11  
ZIP/POSTAL CODE: [REDACTED] N/A SOURCE: M-

MODEL YEAR : 93 PLANT: X

SALE YY-MM-DD 93-05-14

BODY STYLE DESC: 4 DOOR SEDAN LS

PRODUCTION YY-MM-DD 92-12-04

VEHICLE DESC : 1993 GRAND MARQUIS

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD	REGION
SHIP-TO	3	54	B	275	62		71
FACING	3	54	B	275			
RESPONSIBLE	3	54	B	275			

CA EMISSION : 2 ENGINE TAG CODE : 3G806AA

CAMPAIGN COUNTS

MAVIS STATUS : 800 COMPANY CAR IND :

TOTAL CAMPAIGNS : 04

DSO DISTRICT :

FLEET CODE :

OPEN : 00 CLOSED : 04

DSO NUMBER :

FLEET STATUS :

ACTIVE: 03 HISTORY: 01

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

OGDB166

CSCN150  
=>

## CAMPAIGN VEHICLE INFORMATION

11/29/99 13:16:44

ENTER CAMPAIGN NUMBER--> 94B56 VIN--> 2MELM75W6PX637203 TYPE OF SEARCH: A  
MODEL YEAR: 93 DEFECT: OWNER GUIDE BODY STYLE: 4 DOOR SEDAN LS

NEW STATUS CODE:

CAMP DIV : 6

REPAIR INFORMATION:

TYPE CODE:

SUPP CODE :

REPAIR DATE: DEALER P/A:

KIT CODE : AA

MICRO REF: CLAIM NUM:

OASIS DATE :

DELETE REASON:

VENDOR N/A INFORMATION:

RESP DEALER INFORMATION: NEW:

IND: MATCH CODE: 4

CURRENT: 3 54 275 ASSIGNED: 99-10-12 SOURCE: PX

EXTRACT DATE: 97-01-09

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

CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC

F FORCED COMPLETION 96-03-04 B 96-03-04 AUTOC OL

M RELEASED FOR MAILING 94-11-29

H AWAITING MAILING 94-11-09

OGDB166

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS  
F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)

Y037=NO MORE DATA TO DISPLAY

E982-025-8 1183

C9CN130

NOTIFICATION RECIPIENT HISTORY

11/29/99 13:16:46

-->

ENTER CAMPAIGN MBR ==> 94B58      VIN ==> 2MELM75W6PX637203  
DEFFCT : OWNER GUIDE      BODY STYLE DESC: 4 DOOR SEDAN LS  
RESP DEALER : 375275      BEGINNING MAILED DATE: 94-12-23 YY-MM-DD  
RELEASE DESC : NEW ISSUE TOTAL      ENDING MAILED DATE : 94-12-23 YY-MM-DD  
CAMPAIGN DIV : 6      FLEET CODE:      FLEET MGMT LOC CODE:  
LAST NAME :      INITIALS: JD  
STREET ADDR1 :      ST/PRV: CA  
ADDR2 :

CITY : SANTA MARIA

ZIP/POSTAL CODE: [REDACTED]

N-A SOURCE: N N-A EFF DATE: 93-05-14 YY-MM-DD

\*\*\*\*\*  
RESP DEALER :      BEGINNING MAILED DATE: YY-MM-DD  
RELEASE DESC :      ENDING MAILED DATE : YY-MM-DD  
CAMPAIGN DIV :      FLEET CODE:      FLEET MGMT LOC CODE:  
LAST NAME :      INITIALS:  
STREET ADDR1 :      ST/PRV:  
ADDR2 :

CITY :

ZIP/POSTAL CODE:

N-A SOURCE: N-A EFF DATE: YY-MM-DD

F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
I048-LAST PAGE      OGDB156

CSCN150

CAMPAIGN VEHICLE INFORMATION

11/29/99 13:16:49

==> \_\_\_\_\_

ENTER CAMPAIGN NUMBER=> 95864    VIN=> 2MELM75W6PX637203    TYPE OF SEARCH: A  
MODEL YEAR: 93 DEFECT: RANGE SENSOR BODY STYLE: 4 DOOR SEDAN LS  
NEW STATUS CODE: \_\_\_\_\_ CAMP DIV : 6  
REPAIR INFORMATION: \_\_\_\_\_ SUPP CODE :  
REPAIR DATE: \_\_\_\_\_ DEALER P/A: \_\_\_\_\_ KIT CODE : AA  
MICRO REF: \_\_\_\_\_ CLAIM NUM: \_\_\_\_\_ OASIS DATE : 95-10-06  
DELETE REASON: \_\_\_\_\_ VENDOR N/A INFORMATION:  
RESP DEALER INFORMATION: NEW: IND: MATCH CODE: 4  
CURRENT: 3 54 275 ASSIGNED: 99-10-12 SOURCE: PX EXTRACT DATE: 97-01-09  
\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*  
CODE DESCRIPTION      DATE    TYPE    DATE    P/A    CLAIM#    MICRO#    CL SRC  
C COMPLETE            96-01-10    B    96-01-03    11885    199546    RQ4HC6A    AC  
M RELEASED FOR MAILING 95-10-06  
H AWAITING MAILING    95-07-14

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS  
F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)

I037=NO MORE DATA TO DISPLAY

OGDB166

CSCN130

## NOTIFICATION RECIPIENT HISTORY

11/29/99 13:16:50

==&gt;

ENTER CAMPAIGN NBR ==> 95964      VIN ==> 2MELN75W6PX637203  
DEPCT : RANGE SENSOR      BODY STYLE DESC: 4 DOOR SEDAN LS  
RESP DEALER : 354275      BEGINNING MAILED DATE: 95-11-01 YY-MM-DD  
RELEASE DESC : NEW ISSUE TOTAL      ENDING MAILED DATE : 95-11-01 YY-MM-DD  
CAMPAIGN DIV : 6      FLEET CODE:      FLEET MGMT LOC CODE:  
LAST NAME :      INITIALS: JD  
STREET ADDR1 :      ST/PRV: CA  
ADDR2 :  
CITY : SANTA MARIA  
ZIP/POSTAL CODE: \*\*\*\*\*  
\*\*\*\*\*  
RESP DEALER :      BEGINNING MAILED DATE: YY-MM-DD  
RELEASE DESC :      ENDING MAILED DATE : YY-MM-DD  
CAMPAIGN DIV :      FLEET CODE:      FLEET MGMT LOC CODE:  
LAST NAME :      INITIALS:  
STREET ADDR1 :  
ADDR2 :  
CITY :  
ZIP/POSTAL CODE:      N-A SOURCE: N-A EFF DATE: YY-MM-DD  
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
I048=LAST PAGE      OGDB166

CSCN150

## CAMPAIGN VEHICLE INFORMATION

11/29/99 13:16:59

ENTER CAMPAIGN NUMBER=> 96L12 VIN=> 2MELM75W6PX637203 TYPE OF SEARCH: A  
MODEL YEAR: 93 DEFECT: PASS AIR BAG BODY STYLE: 4 DOOR SEDAN LS  
NEW STATUS CODE: CAMP DIV : 6  
REPAIR INFORMATION: TYPE CODE: SUPP CODE :  
REPAIR DATE: DEALER P/A: KIT CODE : CA  
MICRO REF: CLAIM NUM: OASIS DATE :  
DELETE REASON: VENDOR N/A INFORMATION:  
RESP DEALER INFORMATION: NEW: IND: MATCH CODE: 4  
CURRENT: 3 54 275 ASSIGNED: 99-10-12 SOURCE: PA EXTRACT DATE: 97-01-09  
\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*  
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC  
F FORCED COMPLETION 98-01-22 B 98-01-22 AUTOC OL  
M RELEASED FOR MAILING 97-02-25  
H AWAITING MAILING 96-11-22

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS  
F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)

1037-MO MORE DATA TO DISPLAY

OGDB156

2002-025-5 1187

CSCN130

NOTIFICATION RECIPIENT HISTORY

11/29/99 13:16:54

>>>

ENTER CAMPAIGN NR >> 96L12 VIN >> 2MELM73W6BX637203  
DEFECT : PASS AIR BAG BODY STYLE DESC: 4 DOOR SEDAN LS  
RESP DEALER : 354275 BEGINNING MAILED DATE: 97-03-08 YY-MM-DD  
RELEASE DESC : NI PART KIT CODE ENDING MAILED DATE : 97-03-21 YY-MM-DD  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : INITIALS: J  
STREET ADDR1 :  
ADDR2 :

ST/PRV: CA

CITY : ORCUTT CTRY:  
ZIP/POSTAL CODE: \*\*\*\*\* N-A SOURCE: P N-A EFF DATE: 96-06-15 YY-MM-DD  
\*\*\*\*\*

RESP DEALER : BEGINNING MAILED DATE: YY-MM-DD  
RELEASE DESC : ENDING MAILED DATE : YY-MM-DD  
CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : INITIALS:-  
STREET ADDR1 :  
ADDR2 :

ST/PRV:

CITY : CTRY:  
ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE: YY-MM-DD  
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
I048-LAST PAGE OGDB166

CSON150

## CAMPAIGN VEHICLE INFORMATION

11/29/99 13:16:56

ENTER CAMPAIGN NUMBER==> 93B21      VIN==> 2MELM75W6PX637203      TYPE OF SEARCH: H  
MODEL YEAR: DEFECT:      BODY STYLE:  
NEW STATUS CODE:      CAMP DIV :  
REPAIR INFORMATION:      TYPE CODE:      SUPP CODE :  
REPAIR DATE:      DEALER P/A:      KIT CODE :  
MICRO REP:      CLAIM NUM:      OASIS DATE :  
DELETE REASON:      VENDOR N/A INFORMATION:  
RESP DEALER INFORMATION: NEW:      IND: MATCH CODE:  
CURRENT: ASSIGNED: SOURCE: EXTRACT DATE:  
\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*  
CODE DESCRIPTION      DATE      TYPE      DATE      P/A      CLAIM#      MICRO#      CL SRC  
C COMPLETE            B 93-09-24            174173      SPN4036      AC

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS  
F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)

I037=NO MORE DATA TO DISPLAY

CGDB166

CSCN130

## NOTIFICATION RECIPIENT HISTORY

11/29/99 13:16:57

==&gt;

ENTER CAMPAIGN NBR ==> 93B21      VIN ==> 2MELM75W6PX637203  
DEFECT : \_\_\_\_\_ BODY STYLE DESC: \_\_\_\_\_  
RESP DEALER : \_\_\_\_\_ BEGINNING MAILED DATE: \_\_\_\_\_ YY-MM-DD  
RELEASE DESC : \_\_\_\_\_ ENDING MAILED DATE : \_\_\_\_\_ YY-MM-DD  
CAMPAIGN DIV : \_\_\_\_\_ FLEET CODE: \_\_\_\_\_ FLEET MGMT LOC CODE: \_\_\_\_\_  
LAST NAME : \_\_\_\_\_ INITIALS: \_\_\_\_\_  
STREET ADDR1 : \_\_\_\_\_ ST/PRV: \_\_\_\_\_  
ADDR2 : \_\_\_\_\_  
CITY : \_\_\_\_\_ CTRY: \_\_\_\_\_  
ZIP/POSTAL CODE: \_\_\_\_\_ N-A SOURCE: \_\_\_\_\_ N-A EFF DATE: \_\_\_\_\_ YY-MM-DD  
\*\*\*\*\*  
RESP DEALER : \_\_\_\_\_ BEGINNING MAILED DATE: \_\_\_\_\_ YY-MM-DD  
RELEASE DESC : \_\_\_\_\_ ENDING MAILED DATE : \_\_\_\_\_ YY-MM-DD  
CAMPAIGN DIV : \_\_\_\_\_ FLEET CODE: \_\_\_\_\_ FLEET MGMT LOC CODE: \_\_\_\_\_  
LAST NAME : \_\_\_\_\_ INITIALS: \_\_\_\_\_  
STREET ADDR1 : \_\_\_\_\_ ST/PRV: \_\_\_\_\_  
ADDR2 : \_\_\_\_\_  
CITY : \_\_\_\_\_ CTRY: \_\_\_\_\_  
ZIP/POSTAL CODE: \_\_\_\_\_ N-A SOURCE: \_\_\_\_\_ N-A EFF DATE: \_\_\_\_\_ YY-MM-DD  
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
E504-CAMPAIGN FOR THIS VIN NOT FOUND      OGDB166

## STANDARD CLAIMS LIST

## AWS Online Report

Run Date: 29-NOV-1999

Note: All Costs are in US Dollars.

2MFLMT5WGPX637203	PP	CFF	CM	CFA	CIA	CB	AW	CDK	CVN	04-12-92	14-05-93	334275	USA	S	Q65	T1B5	PLAZ	M219 A	S08	V99	A99	T9			
AWS Claim Key:	2MFLMT5WGPX637203	PP	Dec 92	174173			Tra Code:	93B21	Labor Hrs:	.4			Labor Cost:	20.32	Material Cost:	364.74	Total Cost:	385.06							
Dir-Ct-Sub Cd:	11085-	Name:	APPORT AUTO CENTER				Plc:	805-9378301	St: CA				City: Oxn	USA	Reg Ctr:	NA	Rep Date:	20-SEP-1993	DIST(Mktg)	2766					
Cost Comments:	PERFORM RECALL 93B21																								
Tech Comments:	BULLETING 93B21																								
2MFLMT5WGPX637203	PP	CFF	CM	CFA	CIA	CB	AW	CDK	CVN	04-12-92	14-05-93	334275	USA	S3	*	*	*	*	500	V99	*	*			
AWS Claim Key:	2MFLMT5WGPX637203	PP	Dec 92	190546A			Tra Code:	93B64	Labor Hrs:	.5			Labor Cost:	27.06	Material Cost:	11	Total Cost:	41.91							
Dir-Ct-Sub Cd:	11085-	Name:	APPORT AUTO CENTER				Plc:	805-9378301	St: CA				City: Oxn	USA	Reg Ctr:	NA	Rep Date:	03-JAN-1994	DIST(Mktg)	38740					
Cost Comments:	PERFORM RECALL FOR TRANS SENSOR.																								
Tech Comments:	PERFORMED RECALL 93B64. REPLACED TRANSMISSION RANGE SENSOR.																								
2MFLMT5WGPX637203	PP	CFF	CM	CFA	CIA	CB	AW	CDK	CVN	04-12-92	14-05-93	334275	USA	S4	T1B	1A1B	R2Z	T902	ARM	S13	V48	F59	S0		
AWS Claim Key:	16516695	PP	Dec 92	2004701			Tra Code:	P01	Labor Hrs:	9.3			Labor Cost:	497.61	Material Cost:	266.81	Total Cost:	764.42							
Dir-Ct-Sub Cd:	11085-	Name:	APPORT AUTO CENTER				Plc:	805-9378301	St: CA				City: Oxn	USA	Reg Ctr:	NA	Rep Date:	06-FEB-1994	DIST(Mktg)	39708					
Cost Comments:	CUSTOMER COMPLAINT OF TRANSMISSION LIPPING IRON GEAR TO GEAR. TEST DRIVE AND ADVISE.																								
Tech Comments:	CHECK TRANS OPERATION, BURSTRIC CHECK TRANSMISSION, PRESSURE CHECK TRANS. E AND R TRANSMISSION, OVERHAUL TRANS, OVERHAUL VALVE BODY, FLUSH COOLER LINES, ADD ATF, RECHECK AND ROAD TEST																								

Any comments? You can contact

PHOTO MOUNTING SHEET

COMPANY  
SURED:



PHOTO MOUNTING SHEET

ER02-025-8 1102

POL	INCIDENT REPORT City of Santa Barbara Fire Dep							INCIDENT NO.	98-00461	EXP-NO.	165				
42028								MULTIAGENCY	AGENCY ID	YEAR	INCIDENT NUMBER				
INCIDENT NO.	DAY	YR	DISPATCH TIME	ARRIVAL TIME	END TIME	ADOL	DAYS	00	PRIV IN COMPANY	863	DISTRICT				
DATE	98/12/1998	12:00:00		13:00:00	13:44:00						82				
SITUATIONS FOUND	11	12	13	14	AUTOMATIC CR	MUTUAL AID	8	METHOD OF ALARM	1	TYPE WEATHER	1	AIR TEMPERATURE	008	PROPERTY MANAGEMENT	3
INCIDENT ADDRESS/LOCATION CASTILLO ST & W JUNIPERO SERRANO, BURBANK, CA 91311															
ROOM	ZIP CODE	CENSUS TRACT			PER HAZARD SEVERITY ZONE										
APARTMENT	93101														
TOTAL FIRE SERVICES PERSONNEL RESPONDED	CAMER	VOLUNTEER	NO. APPARATUS	0000	TRUCK	RESCUE MED.	006	OTHER	000	000	000				
CODE DO	NAME: LAST, FIRST, MI				AREA TELEPHONE										
ADDRESS/CITY						STATE	CA								
CODE	NAME: LAST, FIRST, MI					AREA TELEPHONE									
ADDRESS/CITY STATE ZIP															
GENERAL PROPERTY USE	93	SPECIFIC PROPERTY USE	000	BUILDING CODE OCCUPANCY TYPE			STRUCTURE STATUS			OCCUPIED AT TIME OF INCIDENT	1				
FOR MOBILE PROPERTY INVOLVED	TYPE	11	VEHICLE LICENSE NO.			STATE	CA	YEAR	93	MAKE	Mercury				
MODEL	Grand Marquis								UC.CJB.G.T. PERMIT NO.						
VEHICLE ID NUMBER						DRIVERS LICENSE #						STATE			
HAZARD INFORMATION															
TYPE OF ACTION/TAKEN	11	12	13	14	FIRE AREA	LEVEL	HORIZONTAL DISTANCE FROM	00	FORM OF HEAT	40	IGNITION FACTOR	60			
SEX	AGE	SEX	AGE	MATERIAL FIRE IDENTIFIED	TYPE	10	FORM	00	CONTRIBUTING FACTORS	023	METHOD OF EXTINGUISHMENT	6			
ESTIMATED PROPERTY LOSS			4000	ESTIMATED CONTENTS LOSS			000	FUEL MODEL	Y	ACFEN BURNED	0.0				
IF EQUIPMENT INVOLVED	TYPE	01	MODEL	Grand Marquis				YEAR		93					
IGNITION	MADE	Mercury		SERIAL NUMBER											
BUILDING INFORMATION															
CONSTRUCTION TYPE	ROOF COVERING	NUMBER OF STOREYS			EXTENT OF DAMAGE		FLAME	SMOKE							
MATERIAL GENERATING SMOKE	TYPE	FORM	AVAILABILITY OF SMOKE TRAVEL			EXTINCTION TYPE	POWER SUPPLY	REFUGEE	REASON FOR FAILURE						
EXTINGUISHING SYSTEM	TYPE	PERFORMANCE			REASON FOR FAILURE	SPRINKLERS	TYPE	NUMBER ACTIVATED							
FIRE SERVICE CASUALTY															
FIRE SERVICE CASUALTY	INJURIES	000	FATALITIES	000	NON FIRE SERVICE CASUALTY	INJURIES	000	FATALITIES	000						
PATIENTS															
NUMBER OF PATIENTS	HIGHEST LEVEL OF CARE CAPABLE OF BEING PROVIDED ON SCENE					FIRE	OTHER	HIGHEST LEVEL OF CARE PROVIDED ON SCENE		FIRE	OTHER				
ONE TYPE OF SITUATION FOUND	11	12	13	14	NO OF PATIENTS TRANSPORTED BY	FIRE DEPT.	PTY AMB.	DOCTOR	AMBULANCE	OTHER					
HAZARDOUS MATERIALS															
HAZ MAT. NUMBER	HAZMAT		AREA	LINE	RELEASE	41	42	43	44	CONTINUATION	41	42	FACTORS		
ESTIMATED NO. CHEMICALS RELEASED	TYPE OF EQUIPMENT INVOLVED IN RELEASE					HAZMAT ACTIONS	01	02	03	04	DISPOSITION OF INCIDENT				
HAZMAT LD. SOURCES	01	02	03	04	REFERENCE MATERIAL	HAZMAT		FIRE SERVICE HAZ		41	42	43	44	HAZMAT CASUALTY	
CHEMICAL OR TRADE NAME					DOT LD. NO.		DOT HAZARD CLASS		C.A.S. NO.						
PHYSICAL STATE															
CONTAINER	TYPE	MATERIAL	DESCRIPTION USE		FEATURE	CAPACITY	UNIT OF MEAS	EXTENT OF REL		SUP ENVIRON/CONT.					
POTENTIAL TAKEN															
TYPE OF POTENTIAL TAKEN	11	12	13	14	1-a b c d e f	1-b c d e f	1-c d e f	1-d e f	1-e f	1-f	1-g	1-h	1-i	1-j	

## Continuation Sheet for Incident#98-004491-000

CHEMICAL OR TRADE NAME				DOT ID. NO.	DOT HAZARD CLASS	C.A.S. NO.
PHYSICAL STATE	STORED	RELEASED	QTY REL.	UNIT OF MEAS	EXTENT OF REL.	SUSP ENVIRON. CONT.
CONTAINER	TYPE	MATERIAL	DESCRIPTION LINE	FEATURE	CAPACITY	UNIT OF MEAS
CHEMICAL OR TRADE NAME				DOT ID. NO.	DOT HAZARD CLASS	C.A.S. NO.
PHYSICAL STATE	STORED	RELEASED	QTY REL.	UNIT OF MEAS	EXTENT OF REL.	SUSP ENVIRON. CONT.
CONTAINER	TYPE	MATERIAL	DESCRIPTION LINE	FEATURE	CAPACITY	UNIT OF MEAS

Engine-5 responded to fully involved vehicle fire. Engine 5 crew used jump line to extinguish fire in engine area. Engine was completely gutted with extension to hood and windshield. Owner had just parked vehicle and had tried to restart it when fire started.

**Descriptions of Codes, Incident# 99-004481-000**

**Section A**

Field Name	Code	Description
Type of Situation	14	Vehicle Fire
Automatic or Mutual Aid	8	No Auto/Mutual Aid
Method of Alarm	1	Telephone Direct
Type of Weather	1	Clear
Property Management	3	Local Government Property
Involvement	00	Driver/Owner
General Property Use	98	Motor Vehicle Transportation
Specific Property Use	900	Road, Parking Property Involv Info
Occupied at Time of Incident	1	Occupied at Time of Incident
Mobile Property Type	11	Automobile

**Section B**

Field Name	Code	Description
Type of Action Taken	13	Extinguishement/Catastrophe/Overheat
Area of Fire Origin	83	Engine Area, Running Gear
Form of Heat of Ignition	47	Heat from Hot Object Involv Info
Ignition Factor	80	Mechanical Failure Involv Info
Type of Material First Ignited	10	Gas Involv Info
Form of Material First Ignited	86	Pest
Contributing Factor	821	Malfunction Of Equipment
Method of Extinguishment	5	Water Cooled On Apparatus
Fuel Model	Y	Fuel Model Not Applicable
Equipment Involved in Ignition	01	Road Transport Vehicle

4479

TN

ED

44-21074-59

Office of the General Counsel

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

August 20, 1998

Carson-Brooks, Inc.  
P O Box 753117  
Memphis, TN. 38175-3117  
**ATTENTION:** James G. King

Re: Claimant: [REDACTED]  
D/E: December 09, 1997  
V/Claim #: [REDACTED]

Dear Mr. King:

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,

Ed Drabosyk  
Claims Analyst

ldr

5983-005 46700

# CARSON-BROOKS, INC.

SINCE 1978

LARRY W. CARSON  
HARRY D. BROOKS  
MITCHELL W. SPILLER  
CHRIS W. FRUITICHER  
B. J. GARNER  
A. MICHAEL HEDRICK  
SCOTT H. HAMBREY  
MIRIAM E. SHELBY  
HOWARD L. HOWARTH  
THOMAS G. LANGARTER  
DARYL H. HIGGINS  
PAMELA M. HARDIN  
JAMES B. JOHNSON  
RONALD R. HOODMAN, JR.  
JOVY F. PERINELL  
PHILIP A. POWELL  
GERALD D. ADAMS  
JUDY H. ALCALA  
JOYCE L. STEWART  
SHIRLEY L. BAILEY  
HOWARD L. WHITE, JR.  
DALLY B. PEABODY  
BRIAN S. BARNES  
TAMMY G. TOLBERT  
MARGARET H. MEDYKOWSKA  
DOUG A. REINHOLD

PEGGY W. BROOKS  
E. WAYNE PATTERSON  
DALE S. TRUMAHL  
ED TOTH  
CAROLYN J. HORNUNG  
WILLIAM A. CARLETON  
ORNA B. MORRIS  
CRAGIE E. HOWELL  
ROBERT MAGNUS  
JULIA A. GABEL  
LESLIE A. LOVE  
JAMES D. JOHNSON, CRCLU  
CARL E. FOX  
NATHALYN PRESTON  
BOB G. BAIN  
JEFFREY E. DALLER  
ROBERT A. KOTOWSKI  
JAN A. PORN  
DEBORAH J. DECKER  
LISA M. PRONCZYK  
JEREMY L. SUMBERS  
JOHN M. POPEK  
LORENZA WATT  
BARBARA A. CHEREY  
JUDY R. SMITH  
DAVID G. HUNT

MARGARET E. CRUCEVICH  
PHILIP C. HUMPT  
CLAUDE E. INGBRECHT  
JOSEPH L. MUSSO  
BARBARA A. TALKER  
RENEE M. SHIPPAN  
PHILLIP E. CATER  
KEVIN R. MCALPIN  
DAVID F. LEE  
MARINA K. SIMPSON  
CURTIS L. LEIBS  
LEONIE E. CAMPBELL  
DIANNNE WALKER  
JOSEPH E. CURRER  
WILLIAM E. TALLEY  
K. BLAKE TURNER  
CHRISTOPHER T. STOCKHAM  
WILLIAM H. LEE  
BANA W. NEGRIMAN  
RICHARD H. HOBBLING  
SHANNON L. SAVITT  
PAUL B. KOBISTEK  
RODNEY H. BURNETTE  
S. KYLE WATKINS  
JAMES A. MORRIS  
DANIA S. LEWIS

DAWN A. WALL  
CHRISTINE M. WALSH  
HEATHER N. LUMPHIN  
JASON K. LEETH  
JOEL D. BOYELL  
JAMES L. JOHNSON  
P. STEVE REYNOLDS  
SCOTT A. HILLS  
JACK R. BERUBS  
JENNIFER R. BECKER  
LEE S. WOLFE  
JOE L. O'CONOR  
SPENCER M. WHEELER  
BENNY D. JASIK  
TIM E. MCPADDEN  
PAUL D. CHRISTOPHER  
PATRICIA MAJAR  
TERESA A. WILLIAMS  
BRIAN D. ANDREW  
WILL R. DEAN

## REPLY TO: Memphis, TN

(office)

INSURANCE CLAIMS  
PRODUCTS LIABILITY  
ENVIRONMENTAL RESEARCH  
BACKGROUND INVESTIGATIONS  
AIRCRAFT CLAIMS  
MARINE CLAIMS  
RISK MANAGEMENT SERVICES  
VEHICLE & HEAVY EQUIPMENT

August 5, 1998

Ford Motor Company  
Parklane Towers West  
Suite 400  
Three Parklane Blvd  
Dearborn, MI 48126-2568  
ATTN: Edward Drabczyk  
ATTN: Office of the General Council

**RE:** Insured:  
**Date of Loss:** 12/09/97  
**Amount of Loss:** \$13,870.00  
**Co. Claim No.:** 64231  
**Our File No.:**

Dear Mr. Drabczyk:

As requested by you in your letter of June 22, 1998, I have enclosed the following items for your consideration on this claim:

1. Date of loss was December 9, 1997 in Tunica County, Mississippi.
2. [REDACTED] vehicle, a 1994 Ford, Crown Victoria, license number 72-SO-13, VIN 2FALP71W4RX199191. Milage at the time of loss was 22,678.
3. Mississippi Highway Patrol Report.
4. Photographs.

ATLANTA (Most Officed)  
P.O. Box 510100  
Atlanta, Georgia 30304  
Phone: (770) 488-6171  
Fax: (770) 488-7192

MACON  
P.O. Box 510100  
Macon, GA 31208-5100  
Phone: (423) 747-1100  
Fax: (423) 747-1100

BIRMINGHAM  
P.O. Box 507105  
Birmingham, AL 35255-5105  
Phone: (205) 255-1280  
Fax: (205) 255-4980

MEMPHIS  
P.O. Box 507107  
Memphis, TN 38178-5107  
Phone: (901) 754-5100  
Fax: (901) 754-5107

CHARLOTTE  
P.O. Box 507107  
Charlotte, NC 28226-5107  
Phone: (704) 255-1480  
Fax: (704) 255-3841

HAMPTON  
P.O. Box 507107  
Memphis, TN 38178-5107  
Phone: (901) 754-5100  
Fax: (901) 754-5107

DALLAS  
P.O. Box 507100  
Dallas, TX 75205-5100  
Phone: (214) 388-4267  
Fax: (214) 388-5062

ORLANDO  
P.O. Box 507100  
Orlando, FL 32834-5100  
Phone: (407) 897-7370  
Fax: (407) 897-6887

HOUSTON  
P.O. Box 507107  
Houston, TX 77279-5107  
Phone: (713) 894-0296  
Fax: (713) 894-3747

RALEIGH  
P.O. Box 507100  
Raleigh, NC 27614-5100  
Phone: (919) 786-3880  
Fax: (919) 786-5010

ER02-025 49770

Edward Drabczyk  
Page Two  
August 5, 1998

5. The cause of this fire was a faulty fuel line on the vehicle. No prior repairs had been made to the fuel line.
6. Cause and Origin Report.
7. Vehicle is located at United Auto Salvage in Tunica, Mississippi. Phone number is 601-637-4894 with stock number of 32003.
8. Total loss worksheet and complete service history.

After you have reviewed this information, please call me if you have any questions.

Sincerely,  
CARSON-BROOKS, INC. - MEMPHIS



James G. King  
Adjuster

JGK:jp  
Enclosures

MISSISSIPPI HIGHWAY PATROL  
INCIDENT/COMPLAINT REPORT

7/27/13

Troop Case No.: \_\_\_\_\_

Date Report Taken: Dec 23 1997 Date of Incident/Complaint: Dec 09 1997  
Time Report Taken: 1440z Time of Incident/Complaint: 1235

Nature of Incident/Complaint: Accident - FCR  
\_\_\_\_\_

Location of Incident: Highway 23 Yrd. N at Hwy 23 and Hwy 11 intersection

Report Taken At Home: Yes  No  If No Give Location: 12126 Co. Shultz 28000  
Report Taken By Telephone: Yes  No

Complainant Name: [REDACTED] Sex: M Age: 35 DOB: 06/06/1963  
Address: [REDACTED]  
City: Lakeport State: MS Zip: [REDACTED]  
Phone: Home: [REDACTED] Work: [REDACTED]

Vehicle Year: 1994 Make: Ford Model/Year/Mileage: Model: E-150 Color: White  
VIN: 2FALP71W4PX19919L Loc. No. [REDACTED] State: MS Date of Exp: 1/13

Vehicle Towed: Yes  No  Towed By: Gulf Coast  
Storage Location: Gulf Coast - Towing

1) Witness: N/A Sex: Sex Age: Age DOB: DOB  
Address: Street Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: Home: \_\_\_\_\_ Work: \_\_\_\_\_

2) Witness: \_\_\_\_\_ Sex: \_\_\_\_\_ Age: \_\_\_\_\_ DOB: \_\_\_\_\_  
Address: Street Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: Home: \_\_\_\_\_ Work: \_\_\_\_\_

Details of Incident: The driver of vehicle above was traveling  
NW on Hwy 23 S/R just north of Hwy 11. On 09/04 intersection was in  
control but caught the end truck.



**INVESTIGATIVE SERVICES COMPANIES**  
7500 A.E. Besty Drive, Suite 1 • Bedon, TN 38133-3967 • (901) 377-6638

**PULL REPORT**

Prepared for: Titan Industry  
P. O. Box 69100  
San Antonio, Texas 78265

Attention: Mr. Kurt Eggers

Subject: Vehicle Fire Investigation  
Memphis, Tennessee

Insured: [REDACTED]

Date of Loss: 12/19/97

Policy #: Unknown

Claim #: 64231

ISC File #: 98-02166

Investigator: Rick Bley, CPFI, CPII

Report Date: 02/03/98

[REDACTED]  
98-02166

Page One

#### ASSIGNMENT

An assignment was received to conduct mid origin and cause investigation into vehicle fire loss of a 1994 Ford Crown Victoria automobile. My investigation commenced on January 23, 1998.

#### ATTACHMENTS

1. Photographs of fire scene.

#### INVOLVED VEHICLE

The involved vehicle was a 1994 Ford Crown Victoria Police package automobile. It was white and marked with green sheriff department colors. There was no un-repaired collision damage on the vehicle at the time of our inspection.

The vehicle was being stored at United Salvage Lot on Old Germantown Road in Memphis, Tennessee at the time of our inspection.

#### FIRE SCENE ANALYSIS

Our fire scene analysis was conducted on January 23, 1998, at which time photographs of the vehicle were taken. We did not remove any physical evidence that caused this fire in the event that litigation is pursued in this matter. The Ford Manufacturing Company, or anyone that has worked on the vehicle certainly has the right to view the evidence in it's original post fire condition and if we had removed this evidence, we may have destroyed any hope you would have had for recovery in this matter.

Accompanying me on this investigation was Robby Landis, who is a ASE certified mechanic/technician with more than 13 years experience.

The investigation began by walking around the vehicle. It was obvious that the fire had originated in the engine compartment and this was established by conducting a comparative analysis of damage throughout the vehicle.

[REDACTED]  
98-02168  
Page Two

#### FIRE SCENE ANALYSIS (CONTINUED)

Vehicles are divided into three separate compartments the engine, passenger and trunk area. More damage was sustained in and around the engine area than elsewhere indicating the fire began there. The back of the aluminum hood that connected to the fire wall was melted and destroyed, indicating the fire started directly below.

The National Fire Protection Association tells us that damage above the location of a fire is normally two-thirds greater than at the fire itself. Comparing damage levels throughout the engine compartment, we discovered this was definitely where the fire began.

Opening the hood of the vehicle, we discovered that the high pressure line for the fuel injected engine had come loose at its connection. This had allowed fuel to be sprayed or poured onto the hot engine components and exhaust system, which caused ignition of the ignitable liquid.

The rubber hose had a small clamp on it, but it appeared that the clamp was not placed far enough forward on the hose itself. As a result there was actually no clamping of the rubber hose, but merely the hose pushed onto the steel nipple of the fuel injection system. When the hose came loose from vibration, most likely as a result of normal every day use, the fuel spilled onto the engine and a fire resulted.

Again, we did not remove any of this evidence in the event litigation is pursued in this matter.

#### DETERMINATION OF ORIGIN AND CAUSE

It is my professional opinion this fire occurred as a result of a fuel line hose coming loose at the junction where the rubberized hose connected to the steel nipple on the fuel injection system. This would have been on the high pressure side of the fuel injection system. This injection system is pressurized to approximately 30 pounds per square inch.

I base this opinion on the following physical evidence:

1. The fire definitely originated in the engine compartment, this was established by conducting a comparative analysis of damage throughout the vehicle.
2. The engine compartment hood was melted directly above the point of origin indicating the fire started directly below.

**PHOTO SHEET**

Owner/Claimant \_\_\_\_\_

Location 61 Gulf, Tunica MS.

To. Claim No. 64231 File No. A-81-7305 Policy No. \_\_\_\_\_

Photographed By C. Starelli Film - Polaroid  Negative  Date Taken 12-31-77



Picture Number 5

Description \_\_\_\_\_

Front interior  
& dash

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Picture Number \_\_\_\_\_

Description \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PHOTO SHEET

Owner/Claimant \_\_\_\_\_

Location 61 Gulf, Tunica MS.

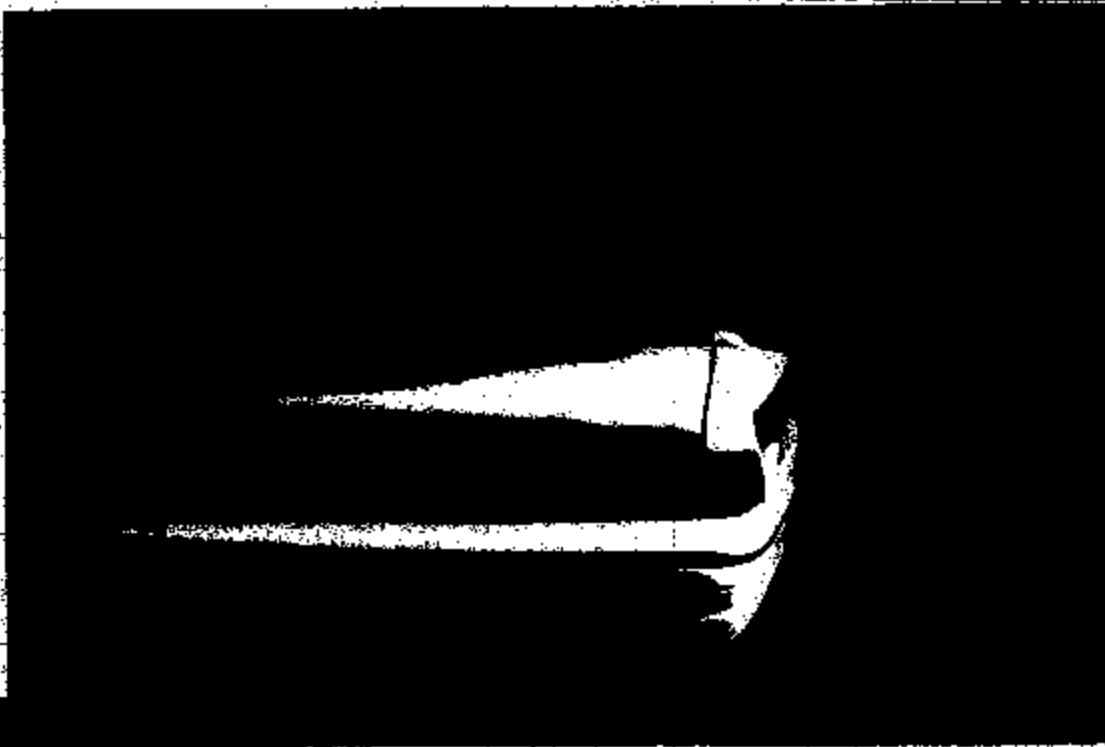
No. Claim No. 642-31 File No. A-81-7305 Policy No. \_\_\_\_\_

Photographed By C. Stover Film - Polaroid  Negative  Date Taken 12-31-77

Picture Number 3

Description \_\_\_\_\_

Rt side  
of rear of  
vehicle



Picture Number 4

Description \_\_\_\_\_

Front of engine



Note fuel pump.  
Supposed to be  
two fuel  
lines. One  
missing

HB M/96

EM2-825-48777

PHOTO SHEET

Owner/Claimant \_\_\_\_\_

Location 61 Gulf, Tunica MS.

Co. Claim No. 642 31 File No. H-81-7305 Policy No. \_\_\_\_\_

Photographed by C. Storrell Film • Polaroid  Negative  Date Taken 12-31-77

Picture Number 1

Description \_\_\_\_\_

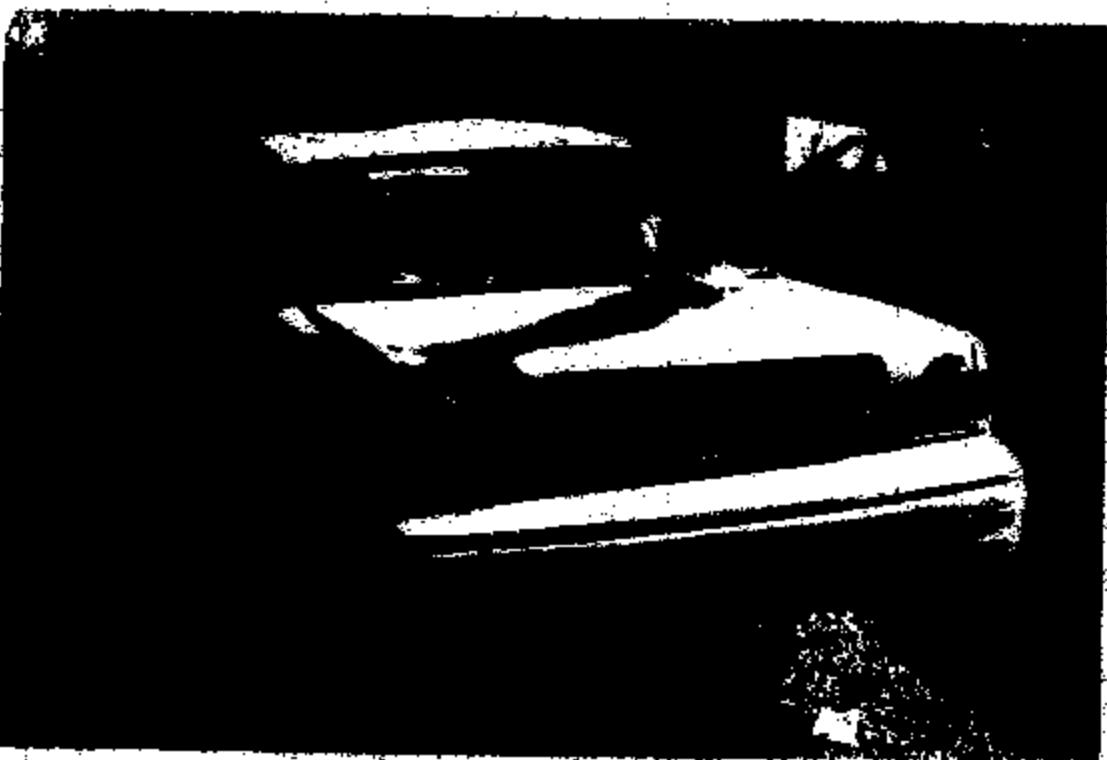
Front  
of Inv  
vehicle



Picture Number 2

Description \_\_\_\_\_

Lft side &  
rear of  
inv vehicle



I-8 (1/86)

8002-025 48778

[REDACTED]  
98-02166  
Page Three

#### DETERMINATION OF ORIGIN AND CAUSE (CONTINUED)

3. The rubberized fuel line came loose on the high pressure side of the hose system, which allowed it to spray fuel onto the engine and exhaust manifold directly below.
4. The remains of the clamp on the hose itself indicates that it was not properly located on the rubberized end and as a result it failed to tighten down properly around the steel nipple on the fuel injection system.
5. The careful examination and elimination of other accidental and electrical causes based on the physical evidence available at the time of our inspection.

#### SUBROGATION

Subrogation may be possible in this matter if we can establish that the vehicle has not been worked on, repaired or any of the fuel lines replaced since it left Ford Motor Company. If indeed work has been performed on the vehicle, then subrogation might be possible against the individual who performed the service work.

#### INVESTIGATOR'S COMMENTS

The origin and cause portion of my investigation is complete. If you do decide to pursue litigation in this matter, it is suggested that someone accompanying any other investigator that may be examining the vehicle for subrogation purposes to the United Salvage lot. This would be done to maintain the integrity of the evidence and to be sure nothing was taken off the vehicle by any other individuals.

It is further suggested that if you do plan to litigate in this matter, that the vehicle be placed in protective storage, so that it can not be damaged or altered until the case is settled or in the event that it does indeed actually go to trial. Please contact me if you have any questions or feel further investigation is warranted.

Rick Elley, CFBI, CPIT  
National Board Certified Fire Investigator  
Chief Investigator  
Investigative Services Companies

# 61 Gulf & Used Cars

P. O. Box 1021  
 Tunica, Mississippi 39076  
 601 - 863 - 2731

## Repair Order

NAME [REDACTED]

ADDRESS [REDACTED]

CITY [REDACTED]

STATE [REDACTED]

YEAR & MAKE OF CAR/TYPE OF MODEL [REDACTED]

FORD 1993

UCO# [REDACTED]

MADE BY [REDACTED]

MATERIAL NO. [REDACTED]

MANUFACTURER [REDACTED]

DESCRIPTION OF PART [REDACTED]

AMOUNT [REDACTED]

Hinge

Lid

AMOUNT [REDACTED]

43 05

AMOUNT [REDACTED]

SEE BACK FOR  
 ACCESSORIES PRICES

TOTAL PARTS ►

ACCESSORIES—TIRES AND TIRES

ITEM, QTY & PRICE

LINEAR FEET

FEET

PIECES

ESTIMATES ARE FOR PARTS  
 AND LABOR

ABC & COMPANY - Tunica, Mississippi

ABC & COMPANY - Tunica, Mississippi  
 The ABC & COMPANY Auto Repair Shop has been in operation since 1962.  
 We specialize in all types of automotive repair work and parts sales.  
 Our highly trained mechanics will handle your car, truck or van with care and  
 professionalism. We offer competitive prices and a quick turn-around time.  
 Call us for an estimate or to make an appointment. We welcome all our customers  
 to come in and see what we can do for them.

ER02-635 4978



# CARSON-BROOKS, INC.

SINCE 1978

LARRY W. CARSON  
HARRY D. BROOKS  
MITCHELL W. BRITNER  
CHRIS W. FRUITKUCHER  
B. J. GAMBLE  
MICHAEL ETHRIDGE  
SCOTT H. HAMBERY  
MIRIAM E. HEBERY  
HOWARD L. HOBART  
THOMAS G. LANCASTER  
CHARL H. LEEDS  
PAMELA M. MARSH  
HARRIS J. MARSH  
LARRY D. PARKER  
JAMES B. JENNISON  
RONALD R. HOBART, JR.  
JUZY F. PENGEL  
PHILLIP A. POWELL  
CHERRY D. ADAMS  
JUDY H. ALCALA  
WAYNE L. STEWART  
SHERRILL L. KAPPEL  
HOWARD L. WHITE, JR.  
BETTE E. RYAN  
BILLY B. PEANKE  
BRIAN B. BARNA

TAMMY G. TOLBERT  
MARGARET H. MOYETTE  
DOUG A. RINDERER  
PEGGY W. BROOKS  
E. WARREN PETERSON  
DALE S. THUBMANN  
ED TOTH  
CAROLYN J. HOFFMANN  
WILLIAMS A. CARLTON  
KAREN L. ALFORD  
DAWN G. MORSE  
CHARLES B. HOWELL  
ROBERT MACDOCK  
JULIA A. SHIEL  
ADOT S. SHERER  
LUCILLE A. LOVE  
JAMES D. JOHNSON, CPCU  
CARL E. POR  
MARTHA N. PRESTON  
BOB G. BASSE  
JEFFREY E. DILLER  
ROBERT A. KALUTOWSKI  
JANIS A. POMI  
DENISE J. DECOCKIER  
LEISA M. PROCHY  
SHELIA L. SUMMERS

JOSIE M. ROBINSON  
LEWIS A. WATT  
BARBARA A. CREAMER  
JUDY R. SMITH  
DANIEL C. HORN  
MARGARET E. GLACEVICH  
PHILLIP D. HURST  
THOMAS J. SCHWAB  
CLAUDE F. MCGEEHEN  
JOSEPH L. MUSIO  
BARBARA A. WALKER  
RENÉE M. SHIPPEN  
PHILLIP E. CATES  
KEVIN R. MOLAH  
DAVID P. LIRE  
MARSHA K. SIMPSON  
CURTIS L. URHO  
LEORA E. CAMPBELL  
DUANE VOLGER  
V. BONITA HALL  
JOSEPH E. COOPER  
WILLIAM E. TALLEY  
KYLARNE TURNER  
CHRISTOPHER T. OTTERHAM  
WILLIAM H. LEE  
MARK BERNSTEIN

RICHARD H. HOAGLUND  
SHANNON L. BURFITT  
PAUL B. KOBZATEK  
RODNEY H. BURNETTE  
B. RYLEN HATCHER  
JANICE A. MORRIS  
DIANA B. LEWIS  
DIANA A. WALL  
CHRISTINE M. WALSH  
HEATHER N. LUMPSHAW  
JASON K. LEITH  
JOEL D. SOWELL  
TIMOTHY B. BURKE  
JAMES L. JOHNSON  
P. STEVE REYNOLDS  
SCOTT A. MILLS  
JACK R. GERBER  
JENNIFER V. BEDEK  
LEE B. WOLFE  
JOE L. CYCLOMER  
OPRES M. TABERLER  
STEPHEN C. ROSEN  
BERRY D. JANKE

## REPLY TO:

Memphis, TN

(office)

INSURANCE CLAIMS  
PRODUCTS LIABILITY  
ENVIRONMENTAL RESEARCH  
BACKGROUND INVESTIGATIONS  
AIRCRAFT CLAIMS  
MARINE CLAIMS  
RISK MANAGEMENT SERVICES  
VEHICLE & HEAVY EQUIPMENT COMPANY

## RECEIVED

CLAIMS UNIT

May 29, 1998 7:198

OFFICE OF THE  
GENERAL COUNSEL

RECEIVED

JUN 10 1998

FORD DIVISION  
MEMPHIS RPO

OFFICE OF THE  
GENERAL COUNSEL

Ford Motor Company  
8000 Center View Parkway  
Cordova, TN 38018

RE: Insured:  
Date of Loss:  
Our File No:

12/09/97

408199

ED

Pearl Ford Motor Company:

We are insurance adjusters handling a claim investigation for the  
Titan Indemnity Insurance Company, who insures [REDACTED]

Our investigation indicates that there is a fire that originated from a fuel line coming loose on the high pressure side of the fuel injectors. This vehicle is a 1994 Ford, Crown Victoria Police Package Vin # 2FALP71W4RX199191. Our investigation showed the origin the fire was this particular fuel line.

ATLANTA (Sales Office)  
P.O. Box 366555  
Atlanta, Georgia 30365  
Phone: (770) 468-6171  
FAX: (770) 468-7168

MACON  
P.O. Box 16196  
Macon, GA 31209-6196  
Phone: (423) 744-1150  
FAX: (423) 744-1150

BIRMINGHAM  
P.O. Box 681160  
Birmingham, AL 35260-1160  
Phone: (205) 655-1548  
FAX: (205) 655-4288

MEMPHIS  
P.O. Box 762917  
Memphis, TN 38176-2917  
Phone: (901) 794-8138  
FAX: (901) 794-8157

CHARLOTTE  
P.O. Box 557977  
Charlotte, NC 28225-5797  
Phone: (704) 561-4880  
FAX: (704) 561-4841

NASHVILLE  
P.O. Box 34267  
Nashville, TN 37223-4267  
Phone: (615) 341-4620  
FAX: (615) 341-4185

DALLAS  
P.O. Box 541610  
Dallas, TX 75230-4161  
Phone: (214) 561-3777  
FAX: (214) 561-3038

ORLANDO  
P.O. Box 142264  
Orlando, FL 32814-2264  
Phone: (407) 567-7009  
FAX: (407) 567-5487

HOUSTON  
P.O. Box 71705  
Houston, TX 77270-71705  
Phone: (713) 694-4088  
FAX: (713) 694-4747

RALEIGH  
P.O. Box 35986  
Raleigh, NC 27610-5986  
Phone: (919) 785-5599  
FAX: (919) 785-5599

882-825-4878

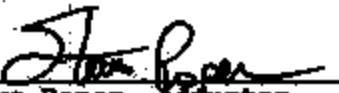
Ford Motor Company  
Page Two  
May 29, 1998

The damage to the insured vehicle was settled at \$12,870.00. We will expect full repayment of this debt by you. Please forward this letter to the appropriate person to respond.

If you have any questions please feel free to contact me at (901) 794-8150. If you need to reach me by mail:

CARSON-BROOKS, INC. Attn. M-81-7305  
P.O. Box 753117  
Memphis, TN 38175-3117

Sincerely,  
**CARSON-BROOKS, INC. - MEMPHIS**

  
Steve Roper, Adjuster

BR:jp

3002-025 48783

\*\*\*\*\*  
\*  
\* GENERATED BY:  
\* SKIPKEYS  
\*  
\* PHONE: 594-4113  
\*  
\* JOB: OCDS1401  
\*  
\* JOBDATE: 08/12/98  
\*  
\* TIME: 211117Z  
\*  
\*\*\*\*\*

PRODUCTION VERSION 2.7

\*\*\*\*\*  
\*  
\* VEHICLE HISTORY (HE-II) TYPE  
\*  
\*\*\*\*\*

\* MODEL YEAR - ■ 94  
\* CUT-OFF DATE - ■ 14JUL98  
\* REPORT TITLE - ■ TUNICA RD  
\* VEHICLE TYPE - ■ CARS  
  
\* REPORT CLAIM TYPE - ■ ALL CLAIMS  
  
\* REPORT SORT SEQUENCE - PLANT CODE \ SERIAL NO  
\* PAGE ON PRIMARY SORT? -  
\* PARETO MTS VALUE -  
\* PLANT/SERIAL NUMBERS - X129191

12AUG98  
PAGE 3.01

1994 9E-II PARTS BY CONDITION CODE SUMMARY (14JUL98 C/O)  
DATA ORDERED BY DESCENDING PART NO. FREQUENCY  
TOMICA ED SKIP KEYES

PART NO	CD	COUNT
6009	01	3

0000	0000	DDDD	BBBBB	11		4	DDDD	IIIIII		
000000	000000	DD	DDD	BB	BB	111	44	00	00	IIIIII
00	00	GG	DD	DD	BBBBS	11	44	00	00	II
00	00	GG	DD	DD	BBBBS	11	444444	00	00	II
000000	000000	DD	DDD	BB	BB	11	4	00	0	IIIIII
0000	0000	DDDD	BBBBB	1111		4	0000	IIIIII		

JJ	2222	3333	9999	4	888		AAAA			
JJ	22	22	3	3	9	9	44	8	8	AAAAAA
JJ	22	33	9	9	99	44	888	AA	AA	
JJ	JJ	222	2	999	9	444444	6	6	6	AAAAAA
JJJJJJJ	22	3	3	9	9	4	6	6	6	AAAAAA
JJJJJ	222222	3933	9	9	4	888	AA	AA	AA	AA

```

* START RVP011E1          ROOM    10.13.19 PM 12 AUG 1998 RVP011E1*
* START RVP011E1          ROOM    10.13.19 PM 12 AUG 1998 RVP011E1*
* START RVP011E1          ROOM    10.13.19 PM 12 AUG 1998 RVP011E1*
* START RVP011E1          ROOM    10.13.19 PM 12 AUG 1998 RVP011E1*
* START RVP011E1          ROOM    10.13.19 PM 12 AUG 1998 RVP011E1*
* START RVP011E1          ROOM    10.13.19 PM 12 AUG 1998 RVP011E1*
* START RVP011E1          ROOM    10.13.19 PM 12 AUG 1998 RVP011E1*
* START RVP011E1          ROOM    10.13.19 PM 12 AUG 1998 RVP011E1*
* START RVP011E1          ROOM    10.13.19 PM 12 AUG 1998 RVP011E1*
* START RVP011E1          ROOM    10.13.19 PM 12 AUG 1998 RVP011E1*
* START RVP011E1          ROOM    10.13.19 PM 12 AUG 1998 RVP011E1*
* START RVP011E1          ROOM    10.13.19 PM 12 AUG 1998 RVP011E1*
* A JOB23948 OGD81401      SYAL ACCTNG    0GD81401 JOB23948 A*

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12AUG98  
PAGE 3.01

1994 SE-II PARTS BY CUSTOMER CONCERN CODE SUMMARY (14JUL98 C/O)  
DATA ORDERED BY DESCENDING PART NO. FREQUENCY  
TUNICA RD SKIP KEYES

PART NO	CCC	COUNT
6009	D02	3

12AUG98  
PAGE 4,01

1994 SE-II PART/CUSTOMER CODE DESCRIPTION SUMMARY (14JUL98 C/O)  
DATA ORDERED BY DESCENDING REPAIR COUNT

FUNICIA RD SKIP KEYS

NUMBER	PART DESCRIPTION	COUNT		CUSTOMER CONCERN CODE DESCRIPTION (CCC)	COUNT
		CD-DESCRIPTION	COUNT		
6009	CYLINDER BLOCK	3	MISSING CODE	3	MISSING CODE
		1	01-BROKEN/CRACKED	1	D02-ENGINE TURNS OVER BUT WILL NOT START

626-122-4676

\*\*\*\*\*  
\* CLAIMS LISTING FOR 1994 MODEL TUNICA HD  
\* SORTED BY: PLATCODE SERIALNO MILESS2

\*\*\*\*\*  
\* REQUESTED BY: SKIP KEYS 14JUL98 C/O  
\* DATA SOURCE: PMSB SB-II

SUMMARY									
TOTALS					RATIOS				
CLAIMS	CLAIMS	MATERIAL	TOTAL	CLAIMS	CLAIMS	CLAIMS	MATERIAL	TOTAL	PCT CLAIMS
W/COMITS	IN TIS	DEALERS	COST	PER VEHIC	PER DEALR	TOTL/HAMP.	COST/REP	COST/REP	W/COMITS
4	1	4	1	\$2,723.27	\$3,708.32	4.00	4.00	1.00	\$680.82 8927.08 25%

CLAIMS LISTING TITLE ABBREVIATIONS

SERIAL	CAR	B/S	ETRS	BLT	PROD	WAAR	SELL	CLAIM	MICRO	C	PAAT	CC	CCC	CD	REPR	T	FACT	MILES	MAIL.	TOTL	LBR	REPR	ST
NUMBER	LEE	CCI	NAME	DATE	DATE	DEALR	DEALR	NUMBER	NUMBER	8	NUMBER				DATE	IS	CODE	COST	COST	HRS	DEALR	COST	
123456	ESC	3GT	EWY	09NOV93	04FEB94	11111	123456	JEP34001	7F04	17A553	46	C05	46	23HEP94	8-	S06	10189	11.25	122	0.1	12345	MI	

CARD SEQUENCE NO. -->  
 CONCERN CODE (OLD CONDITION CODE) -->  
 <-- SAMPLE INDICATOR (YES, NO)                    CUSTOMER CONCERN CODE -->  
 CONDITION CODE -->  
 TIME IN SERVICE -->                            <-- ACTUAL ODOMETER READING  
 <-- TRANSACTION CODE-THE PAYMENT EDIT

<-- ENGINE CODES -->

A = 2.0EPI-DOHC-PROBE	V = 4.6EPI-DOHC
B = 2.0EPI-DOHC-PROBE	W = 4.6EPI-DOHC
D = 5.0EPI-SHP CORRA	X = 2.3MEC
E = 1.3EPI-ASPIRE	Y = 3.0EPI-MHD
J = 1.6EPI	Z = 1.6EPI-CAPRI
P = 3.0EPI-DOHC SHO	1 = 3.0EPI-VLEK FUEL
R = 3.0EPI-SUPERCHRGED	3 = 3.0EPI-FWD
T = 5.0EPI-HO LO-PRO	4 = 3.0EPI-RWD
U = 3.0EPI	6 = 1.6EPI-TURB-CAPRI
	8 = 1.6EPI-DOHC

<-- TRANSMISSION CODES -->

A = AX4S (AXOD)
B = ATX (AUTAVIA)
C = ATX (4 SPD CO4E)
D = MTX (5 SPEED)
E = ATX (4 SPD-4 ZMT)
H = ATX (3 SPD ASPIRE)
I = AODE (ELECTRONIC)
M = MTX (5 SPEED)
V = AX4W (AXOD)
4 = 4R70W (MARK VIII)
5 = 5 SPEED(T-BIRD S.C.)
2 = 5 SPEED(T-MUSTANG)
6 = MTX 4 (5 SPEED)
7 = MTX (3 SPD ASP/CAP)

<-- IF THIS ASTERISK APPEARS THEN  
 CLAIM IS NOT USED IN TIS MATRIX.  
 ('CLAIMS IN TIS' TOTAL (IN SUMMARY ABOVE) EQUALS  
 'TOTAL CLAIM COUNT MINUS ASTERISK TIS CLAIMS)

***** 1993 MODEL YEAR PASSENGER CAR BODY DESCRIPTIONS *****				***** 1993 LIGHT TRUCK BODY DESCRIPTIONS *****				
VEHICLE	BODY DESCRIPTION	VEHICLE	BODY DESCRIPTION	VEHICLE	BODY DESCRIPTION	VEHICLE	BODY DESCRIPTION	
MUSTANG (MUS)	2LX 2 DOOR STANDARD LX 2CG 2 DOOR CONVT GT 2CL 2 DOOR CONVT LX		3LM 3 DOOR LX 3GT 3 DOOR GT 3GC 3 DOOR GT-COBRA	P-SERIES 4X2 (P82) 4X4 (P84)	15F 150 L.DUTY CONV. 25F 250 L.DUTY CONV. 25H 250 H.DUTY CONV. 35F 350 H.DUTY CONV. 15G 150 L.DUTY SUPER 25G 250 L.DUTY SUPER 25H 250 H.DUTY SUPER	35S 350 H.DUTY SUPER 35C 350 H.DUTY CREW 45A 450 H.DUTY CONV		
PROBE (PRB)	3-B 3 DOOR BASE 3GT 3 DOOR GT	CAPRI (CAP)	2-B 2 DOOR CONVT BASE 2XR 2 DOOR CONVT XR2				BRONCO (BRO)	
ESCORT (ESC)	3-B 3 DOOR BASE 3GT 3 DOOR GT WIX STATION WAGON LX 3LX 3 DOOR LX 4LX 4 DOOR LX 4LE 4 DOOR LX-E 5LX 5 DOOR LX	TRACKER (TRA)	4-B 4 DOOR BASE 4LT 4 DOOR LTS W-B 4 DOOR BASE	RANGER	CONV CAB SUP SUPER CAB		B-L BASE 4X4 BLT XLT 4X4 BEB EDDIE BAUER 4X4	
TEMPO (TEM)	2GL 3 DOOR GL 4GL 4 DOOR GL 4LX 4 DOOR LX	TOPAS (TOP)	2GS 2 DOOR GS 4GS 4 DOOR GS	EXPLORER	2-B 2 DR BASE 4-B 4 DR BASE 2KL 2 DR XL 4KL 4 DR XL 2MS 2 DR XLSPRT 4LT 4 DR XLT 2SB 2 DR RANGER 4KB 4 DR RANGER			
TURBO (TAR)	4-P 4 DOOR POLIC 4PL 4 DOOR ALOCK POLIC 4SH 4 DOOR ALOCK SHO 4-G 4 DOOR GL 4LX 4 DOOR LX 4GL 4 DOOR ALOCK GL 4LL 4 DOOR ALOCK LX W-G STATION WAGON GL WIL ST WAGON ALOCK GL WIL ST WAGON ALOCK BASE WGL ST WAGON ALOCK GL WLL ST WAGON ALOCK LX	SABLE (SAB)	4GS 4 DOOR GS 4LS 4 DOOR LS 4GL 4 DOOR ALOCK GS 4LL 4 DOOR ALOCK LS WWS STATION WAGON GS WWS ST WAGON ALOCK GS WLL ST WAGON ALOCK LS	VILLAGER (VIL)	VGM GS WAGON VLS LS WAGON VAN BASE VAN	AEROSTAR 4X2 (AR2) 4X4 (AR4)	REGULAR BODY WINDOW WAGON BASE WINDOW WAGON XL WINDOW WAGON XLT EDDIE BAUER WAGON CARGO VAN BASE CARGO VAN XL WINDOW VAN BASE WINDOW VAN XL	EXTENDED BODY WINDOW WAGON BASE WINDOW WAGON XL WINDOW WAGON XLT EDDIE BAUER WAGON CARGO VAN BASE CARGO VAN XL WINDOW VAN BASE WINDOW VAN XL
T-BIRD (TBD)	2-B 2 DOOR BASE 2LX 2 DOOR LX 2SC 2 DOOR SC 2SL 2 DOOR ALOCK BASE 2LL 2 DOOR ALOCK LX	COUGAR (COR)	2XR 2 DOOR XR7 2XL 2 DOOR ALOCK XR7	(ECON)	ECONOLINE		CLUB WAGON	
FORD CROWN VICTORIA (FRD)	4-P 4 DOOR FLEET 4-L 4 DOOR BASE 4LX 4 DOOR LX 4FL 4 DOOR ALOCK FLEET 4BL 4 DOOR ALOCK BASE 4LL 4 DOOR ALOCK LX 4-P 4 DOOR POLICE	MERCURY (MEC)	4GS 4 DOOR GS 4LS 4 DOOR LS 4GL 4 DOOR ALOCK GS 4LL 4 DOOR ALOCK LS	1MB 150 HINGED DOOR BASE 1BH 150 HINGED DOOR XL 2MB 250 HINGED DOOR BASE 2BK 250 HINGED DOOR XL 2PL 250 HINGED DR SUPER BASE 2PK 250 HINGED DR SUPER XL 3MB 350 HINGED DOOR BASE 3BK 350 HINGED DOOR XL 3PL 350 HINGED DR SUPER BASE 3PK 350 HINGED DR SUPER XL 3SB 350 SLIDING DOOR BASE 16B 150 SLIDING DOOR BASE 18X 150 SLIDING DOOR XL 2SB 250 SLIDING DOOR BASE 2PK 250 SLIDING DOOR XL 3SA 250 SLIDING DOOR XL 3CL 350 CUTAWAY BASE 3CM 350 CUTAWAY XL 2ST 250 STRIPPED CHASSIS 3ST 350 STRIPPED CHASSIS		HINGED DOOR CUST HINGED DOOR XLT HINGED DOOR CHAT HINGED DOOR XLT HINGED DR SUPER XL HINGED DR SUPER XLT HINGED DR SUPER CHAT HINGED DR SUPER XLT SLIDING DOOR CUST SLIDING DOOR XLT SLIDING DOOR CHAT SLIDING DOOR XLT SLIDING DOOR CHAT		
LINCOLN TOWN CAR (LNC)	4-L 4 DOOR EXECUTIVE 4-S 4 DOOR SIGNATURE 4DC 4 DOOR CARTIER	MARK VIII 28C 2 DOOR CONTINENTAL 4-L 4 DOOR EXECUTIVE (CON) 4-S 4 DOOR SIGNATURE	LSC					

***** 1993 ECONOLINE/CLUB WAGON *****			
VEHICLE	BODY DESCRIPTION	BODY DESCRIPTION	
(ECON)	ECONOLINE	CLUB WAGON	
1MB	150 HINGED DOOR BASE	1BM	150 HINGED DOOR CUST
1BH	150 HINGED DOOR XL	1BZ	150 HINGED DOOR XLT
2MB	250 HINGED DOOR BASE	1KP	150 HINGED DOOR CHAT
2BK	250 HINGED DOOR XL	3BM	350 HINGED DOOR CUST
2PL	250 HINGED DR SUPER BASE	3EP	350 HINGED DOOR XLT
2PK	250 HINGED DR SUPER XL	3EP	350 HINGED DOOR CHAT
3MB	350 HINGED DOOR BASE	3HL	350 HINGED DR SUPER XL
3BK	350 HINGED DOOR XL	3EM	350 HINGED DR SUPER XLT
3PL	350 HINGED DR SUPER BASE	3HH	350 HINGED DR SUPER CHAT
3PK	350 HINGED DR SUPER XL	3EP	350 HINGED DR SUPER XLT
3SB	350 SLIDING DOOR BASE	1SM	150 SLIDING DOOR CUST
16B	150 SLIDING DOOR BASE	1SH	150 SLIDING DOOR XLT
18X	150 SLIDING DOOR XL	1SP	150 SLIDING DOOR CHAT
2SB	250 SLIDING DOOR BASE	3BM	250 SLIDING DOOR CUST
2PK	250 SLIDING DOOR XL	3SH	350 SLIDING DOOR XLT
3SA	250 SLIDING DOOR XL	3EP	350 SLIDING DOOR CHAT
3CL	350 CUTAWAY BASE		
3CM	350 CUTAWAY XL		
2ST	250 STRIPPED CHASSIS		
3ST	350 STRIPPED CHASSIS		

12ADG98 CLAIMS LISTING FOR 1994 MODEL TERRICA ED  
PAGE 1 SORTED BY PLATCODE SERIALNO MILESS82

14JUL96 C/O REQUESTED BY: SKIP KEYES  
DATA SOURCE: PMSB BE-II X33400

NOTE: IF TIS VALUE HAS (\*) THEN CLAIM NOT USED IN TIS MATRIX

VEHICLE INFORMATION					REPAIR INFORMATION														
SERIAL CAR S/N	BYR PLT	PROD	MARK	SELL	CLAIM	MICRO C	WCC	PART	CC CCC CD	REVR	T	TACT	MILES	MATT.	TOTL LBR HPR	ST			
NUMBER	LINE	CCI NAM	DATE	DATE	DEALR	NUMBER	NUMBER	NUMBER	NUMBER	NUMBER	DATE	IS	CODE	COST	COST	HRS DEALR			
199191	FRD 4-P	WPY	STH	14JUN94	07JUL94	06076	029378	JT2RRHSG0	1A03	6009	D02	01	05MAY95	11	0701	82109	2567.7	3312	11 06076 MS
** COMMENTS-CLAIM #1					COOM-TOM 45.00 CM ENG LOCKED UP. TECH-CX BRG FOUND ROD BROKEN. RER ENGINE AND INSPECTED/FOURNED ENGINE NEEDS TO BE REPLACED. INSTALLED A CO TECH-MPLTS ENGINE AND REPLACED OIL COOLER. BECAUSE TOO MUCH METAL IN OIL COOLER, HV AND RECHARGE AC SYS TECH- ROD BROKEN														
199191	FRD 4-P	WPY	STH	14JUN94	07JUL94	06076	030855	GD8RD5G0			06JUL96	13	94B8	90095	1.20	66	1.4	06076	MS
199191	FRD 4-P	WPY	STH	14JUN94	07JUL94	06076	039416	AM6FB6G0			18JUN96	24	95B2	186E3	0.00	93	2.0	06076	MS
199191	FRD 4-P	WPY	STH	14JUN94	07JUL94	06076	029417	AM6FB6G0			18JUN96	24	96B8	186E3	154.37	238	0.5	06076	MS

+ THIS LISTING CONTAINED 4 TOTAL CLAIMS .....

0000	0000	DDDD	BBBBB	11	4	0000	IIIII
000000	000000	00 DDD	BB BB	111	44	0 00	IIIIII
00	00	00	DD DD	BBBBB	11	4 4	0 0 0 II
00	00	GG	DD DD	BBBBB	11	444444	D D 0 II
000000	000000	00 DDD	BB BB	11	4	00 0	IIIIII
0000	0000	BBBBB	BBBBB	1111	4	0000	IIIIII

JJ	2222	3333	9999	4	888	AAAA
JJ	22 22	3 3	9 9	44	888	AAAAAA
JJ	22	33	99	4 4	888	AA AA
JJ JJ	222	3 3	9999	444444	8 8	AAAAAA
JJJJJJJ	222	3 3	9 9	4	8 8	AAAAAA
JJJJJ	222222	3333	9	4	888	AA AA

* END	RVP011E1	ROOM	10.13.23	PM	12	AUG	1998	RVP011E1*
* END	RVP011E1	ROOM	10.13.23	PM	12	AUG	1998	RVP011E1*
* END	RVP011E1	ROOM	10.13.23	PM	12	AUG	1998	RVP011E1*
* END	RVP011E1	ROOM	10.13.23	PM	12	AUG	1998	RVP011E1*
* END	RVP011E1	ROOM	10.13.23	PM	12	AUG	1998	RVP011E1*
* END	RVP011E1	ROOM	10.13.23	PM	12	AUG	1998	RVP011E1*
* END	RVP011E1	ROOM	10.13.23	PM	12	AUG	1998	RVP011E1*
* END	RVP011E1	ROOM	10.13.23	PM	12	AUG	1998	RVP011E1*
* END	RVP011E1	ROOM	10.13.23	PM	12	AUG	1998	RVP011E1*
* END	RVP011E1	ROOM	10.13.23	PM	12	AUG	1998	RVP011E1*
* END	RVP011E1	ROOM	10.13.23	PM	12	AUG	1998	RVP011E1*
* END	RVP011E1	ROOM	10.13.23	PM	12	AUG	1998	RVP011E1*
* END	RVP011E1	ROOM	10.13.23	PM	12	AUG	1998	RVP011E1*
* END	RVP011E1	ROOM	10.13.23	PM	12	AUG	1998	RVP011E1*
* END	JOB23946 0GD814DI	SYAL ACCEPTG	0GD814DI JOB23946 R*					

*****								
* E N D                                  V P S R E . 2    STC: RVP011E1                          R M D *								
*****								
* * * * *								
* JOB/PRINTER ID		OFF-PRINTER	VPS PRINT STATISTICS					
* JOBNAME: 0GD814DI		DATE: 1998.224	ELAPSED PRINT TIME: 00.00.03.89					
* JOBID: JOB23946		06/12/1998	NUMBER LINES PRINTED-----192					
* PRINTER NAME: RVP011E1		RED	AVG COMP LINE LGTH (Q)-----61					
* PRINTER MEMBER: RVP011E1		TIME: 22.13.23.27	AVG COMP LINE LGTH (V)-----133					
* SPFILE:			NUMBER PAGES PRINTED-----7					
* GROUP NAME:			NUMBER VTAN SEONDS-----36					
			NUMBER D/S PRINTED-----1					
			NUMBER STAGING I/O'S-----0					
* * * * *								

CSCN140

VEHICLE DATA

98/08/12 09:07:40

==>

ENTER VIN ==> 2FALP71W4RX199191  
NAME ==> TUNICA CO SHERIFF ZIP ==> 386760025 MODEL VR ==>  
OWNER NAME :  
STREET ADDR :

CITY : TUNICA

N/A DATE: 94-09-12

ST/PRV: MS CTRY:

ZIP/POSTAL CODE:

N/A SOURCE: P

MODEL YEAR : 94 PLANT: X

SALE DATE: 94-07-07

BODY STYLE DESC: POLICE INTERCEPTOR

PRODUCTION DATE: 94-06-14

VEHICLE DESC : 1994 CROWN VICTORIA

DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	PCSD REGION
----------	----------	------	--------	----------	-------------

SHIP-TO	1	23	B	494	53
---------	---	----	---	-----	----

23

FACING	1	23	B	494
--------	---	----	---	-----

RESPONSIBLE	1	23	B	494
-------------	---	----	---	-----

CA EMISSION : ENGINE TAG CODE : 4G808AA CAMPAIGN COUNTS

NAVIS STATUS : 800 COMPANY CAR IND : TOTAL CAMPAIGNS : 05

DSO DISTRICT : FLEET CODE : OPEN : 01 CLOSED : 04

DSO NUMBER : 0390 FLEET STATUS : ACTIVE: 05 HISTORY: 00

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

OGDB140

DATA-2000-4750

CSCN150

CAMPAIGN VEHICLE INFORMATION

98/08/12 09:07:52

ENTER CAMPAIGN NUMBER=> 94S89    VIN=> 2FALP71W4RX199191    TYPE OF SEARCH: A  
MODEL YEAR: 94 DEFECT: ADAPTER PLT. BODY STYLE: POLICE INTERCEPTOR

NEW STATUS CODE: \_\_\_\_\_

CAMP DIV : 6

REPAIR INFORMATION:    TYPE CODE: \_\_\_\_\_

SUPP CODE : \_\_\_\_\_

REPAIR DATE: \_\_\_\_\_ DEALER P/A: \_\_\_\_\_

KIT CODE : AA

MICRO REF: \_\_\_\_\_ CLAIM NUM: \_\_\_\_\_

OASIS DATE : 94-08-12

DELETE REASON: \_\_\_\_\_

VENDOR N/A INFORMATION:

RSP DEALER INFORMATION:    NEW: \_\_\_\_\_

IND: MATCH CODE: 1

CURRENT: 1 23 494 ASSIGNED: 98-06-12 SOURCE: PX EXTRACT DATE: 98-06-12

\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*  
CODE DESCRIPTION                    DATE    TYPE    DATE    P/A    CLAIM#    MICRO#    CL SRC

C COMPLETE	95-07-18	B	95-07-06	06076	030855	GD8RD5G	AC
M RELEASED FOR MAILING	94-12-06						
M RELEASED FOR MAILING	94-08-17						
R READY TO RELEASE	94-08-11						

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS

F10=ADD STATUS F11=REVISE

I037-MORE DATA TO DISPLAY

OGDB140

SEARCHED  
INDEXED  
SERIALIZED  
FILED

CSCN130  
==>

## NOTIFICATION RECIPIENT HISTORY

98/08/12 09:07:57

ADAPTER CAMPAIGN MER ==> 94589 VIN ==> 2FALP71W4RX199191  
DEFECT : ADAPTER PLT. BODY STYLE DESC: POLICE INTERCEPTOR  
RESP DEALER : 123494 BEGINNING MAILED DATE: 94-12-22  
RELEASE DESC : POSTCARD FOLLOWUP ENDING MAILED DATE : 94-12-22  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : [REDACTED] INITIALS:  
STREET ADDR1 : ST/PRV: MS  
ADDR2 :  
CITY : TUNICA CTRY:  
ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: R N-A EFF DATE: 94-08-29  
\*\*\*\*\*  
RESP DEALER : 123494 BEGINNING MAILED DATE: 94-09-09  
RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 94-09-09  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : TUNICA CO SHERIFF INITIALS:  
STREET ADDR1 : P O BOX 9 ST/PRV: MS  
ADDR2 :  
CITY : TUNICA CTRY:  
ZIP/POSTAL CODE: 38676 N-A SOURCE: N N-A EFF DATE: 94-07-19  
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
I048-LAST PAGE OGDB140

CSCN150

CAMPAGN VEHICLE INFORMATION

98/08/12 09:08:03

==> \_\_\_\_\_  
ENTER CAMPAIGN NUMBER--> 95S25    VIN--> 2PALP71W4RX199191    TYPE OF SEARCH: A  
MODEL YEAR: 94 DEFECT: BEEHIVE BRKT BODY STYLE: POLICE INTERCEPTOR

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 : 95-10-25  
DELETE REASON: \_\_\_\_\_ VENDOR N/A INFORMATION:  
RESP DEALER INFORMATION: NEW: \_\_\_\_\_ IND: MATCH CODE: 1  
CURRENT: 1 23 494 ASSIGNED: 98-06-12 SOURCE: PH EXTRACT DATE: 98-06-12  
\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*  

CODE DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL SRC
C COMPLETE	96-07-08	C	96-06-18	06076	039416	AW6FB6G	AC
M RELEASED FOR MAILING	96-05-08						
M RELEASED FOR MAILING	95-10-25						
H AWAITING MAILING	95-10-04						

DELETE REASON:  
F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS  
F10=ADD STATUS F11=REVISE  
1087=NO MORE DATA TO DISPLAY

OGDB140

CSCN130

NOTIFICATION RECIPIENT HISTORY

98/08/12 09:08:08

INTER CAMPAIGN NBR --> 95S25 VIM --> 2FALP71M4RX199191  
DEFECT : BEEHIVE BRKT BODY STYLE DESC: POLICE INTERCEPTOR  
RRSP DEALER : 123494 BEGINNING MAILED DATE: 96-05-17  
RELEASE DESC : POSTCARD FOLLOWUP ENDING MAILED DATE : 96-05-17  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : [REDACTED] INITIALS:  
STREET ADDR1 : [REDACTED] ST/PRV: MS  
ADDR2 :  
CITY : TUNICA CTRY:  
ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: P N-A EFF DATE: 94-09-12  
\*\*\*\*\*  
RRSP DEALER : 123494 BEGINNING MAILED DATE: 95-11-22  
RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 95-11-22  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : TUNICA CO SHERIFF DEPT INITIALS:  
STREET ADDR1 : PO BOX 25 ST/PRV: MS  
ADDR2 :  
CITY : TUNICA CTRY:  
ZIP/POSTAL CODE: 386760025 N-A SOURCE: P N-A EFF DATE: 94-09-12  
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
I048-LAST PAGE OGDB140

CSCN150

CAMPAGN VEHICLE INFORMATION

98/08/12 09:08:16

ENTER CAMPAIGN NUMBER=> 96B86 VIN=> 2PALP71W4RK199191 TYPE OF SEARCH: A  
MODEL YEAR: 94 DEFECT: OIL COOLER BODY STYLE: POLICE INTERCEPTOR

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 : 96-05-20  
DELETE REASON: VENDOR N/A INFORMATION:  
RESP DEALER INFORMATION: NEW: IND: MATCH CODE: 1  
CURRENT: 1 23 494 ASSIGNED: 98-06-12 SOURCE: PX EXTRACT DATE: 98-06-12  
\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*  
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC  
C COMPLETE 96-07-10 B 96-06-18 06076 039417 AN6FB6G AC  
M RELEASED FOR MAILING 96-05-20  
H AWAITING MAILING 96-03-11

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

OGDB140

CSCN130

NOTIFICATION RECIPIENT HISTORY

98/08/12 09:08:19

DEFTER CAMPAIGN NBR ==> 96B86 VIM ==> 2FALP71W4RX199191  
DEFECT : OIL COOLER BODY STYLE DESC: POLICE INTERCEPTOR  
RESP DEALER : 123494 BEGINNING MAILED DATE: 96-06-12  
RELEASE DESC : NI PART KIT CODE ENDING MAILED DATE : 96-06-12  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : INITIALS:  
STREET ADDR1 : ST/PRV: MS  
ADDR2 :  
CITY : TUNICA CTRY:  
ZIP/POSTAL CODE: \*\*\*\*\* N-A SOURCE: P N-A EFF DATE: 94-09-12  
\*\*\*\*\*  
RESP DEALER : BEGINNING MAILED DATE:  
RELEASE DESC : ENDING MAILED DATE :  
CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : INITIALS:  
STREET ADDR1 : ST/PRV:  
ADDR2 :  
CITY : CTRY:  
ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE:  
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
OGDB140  
1048-LAST PAGE

CSCN150

CAMPAIGN VEHICLE INFORMATION

98/08/12 09:08:24

ENTER CAMPAIGN NUMBER--> 96L12    VIN--> 2FALP71W4RX199191    TYPE OF SEARCH: A  
MODEL YEAR: 94 DEFECT: PASS AIR BAG BODY STYLE: POLICE INTERCEPTOR

NEW STATUS CODE: \_\_\_\_\_ CAMP DIV : 6

REPAIR INFORMATION:    TYPE CODE: \_\_\_\_\_ SUPP CODE : \_\_\_\_\_

REPAIR DATE: \_\_\_\_\_ DEALER P/A: \_\_\_\_\_ KIT CODE : BV

MICRO REF: \_\_\_\_\_ CLAIM NUM: \_\_\_\_\_ OASIS DATE : \_\_\_\_\_

DELETE REASON: \_\_\_\_\_ VENDOR N/A INFORMATION: \_\_\_\_\_

RESP DEALER INFORMATION:    NEW: \_\_\_\_\_ IND: MATCH CODE: 1

CURRENT: 1 23 494 ASSIGNED: 98-06-12 SOURCE: PX EXTRACT DATE: 98-06-12

\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*  
CODE DESCRIPTION    DATE    TYPE    DATE    P/A    CLAIM#    MICRO#    CL SRC

F FORCED COMPLETION 98-01-22 B 98-01-22 AUTOC OL

M RELEASED FOR MAILING 97-02-10

H AWAITING MAILING 96-11-24

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS

F10=ADD STATUS F11=REVISE

X037=NO MORE DATA TO DISPLAY

OGDB140

882-328-6888

C8CN130

NOTIFICATION RECIPIENT HISTORY

98/08/12 09:08:28

-->

ENTER CAMPAIGN NR# => 96L12 VIN => 2FALP71W4RX199191  
DEFECT : PASS AIR BAG BODY STYLE DESC: POLICE INTERCEPTOR  
RESP DEALER : 123494 BEGINNING MAILED DATE: 97-03-04  
RELEASE DESC : NI PART KIT CODE ENDING MAILED DATE : 97-03-12  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : INITIALS:  
STREET ADDR1 :  
ADDR2 : ST/PRV: MS  
CITY : TUNICA CTRY:  
ZIP/POSTAL CODE: \*\*\*\*\* N-A SOURCE: P N-A RFF DATE: 94-09-12  
\*\*\*\*\*  
RESP DEALER : BEGINNING MAILED DATE:  
RELEASE DESC : ENDING MAILED DATE :  
CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : INITIALS:  
STREET ADDR1 :  
ADDR2 : ST/PRV:  
CITY : CTRY:  
ZIP/POSTAL CODE: N-A SOURCE: N-A RFF DATE:  
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7-FIRST PAGE F8=NEXT PAGE F9=G140  
I048-LAST PAGE OGDB140

1888-520-2222

CSCN150

CAMPAGNA VEHICLE INFORMATION

98/08/12 09:08:33

ENTER CAMPAIGN NUMBER--> 97S63 VIM--> 2FALP71W4RX199191 TYPE OF SEARCH: A  
MODEL YEAR: 94 DEFECT: HOOD STRIKER BODY STYLE: POLICE INTERCEPTOR

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 : 97-03-20

DELETE REASON:

VENDOR N/A INFORMATION:

RESP DEALER INFORMATION: NEW:

IND: MATCH CODE: 1

CURRENT: 1 23 494 ASSIGNED: 98-06-12 SOURCE: PX EXTRACT DATE: 98-06-12

\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*  
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC

M RELEASED FOR MAILING 98-01-08

M RELEASED FOR MAILING 97-06-06

M RELEASED FOR MAILING 97-03-20

H AWAITING MAILING 97-02-12

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

OGDB140

CSUN130

NOTIFICATION RECIPIENT HISTORY

98/08/12 09:08:42

ENTER CAMPAIGN NR# ==> 97S63 VIN ==> 2FALP71W4RX199191  
DEFECT : HOOD STRIKER BODY STYLE DESC: POLICE INTERCEPTOR.  
RESP DEALER : BEGINNING MAILED DATE: 98-01-08  
RELEASE DESC : OSU FOLLOW UP MAILED ENDING MAILED DATE : 98-01-08  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : INITIALS:  
STREET ADDR1 : ST/PRV: MS  
ADDR2 :  
CITY : TUNICA CTRY:  
ZIP/POSTAL CODE: \*\*\*\*\* N-A SOURCE: P N-A EFF DATE: 94-09-12  
\*\*\*\*\*  
\*\*\*\*\*  
RESP DEALER : 123494 BEGINNING MAILED DATE: 97-06-12  
RELEASE DESC : POSTCARD FOLLOWUP ENDING MAILED DATE : 97-06-12  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : INITIALS:  
STREET ADDR1 : ST/PRV: MS  
ADDR2 :  
CITY : TUNICA CTRY:  
ZIP/POSTAL CODE: \*\*\*\*\* N-A SOURCE: P N-A EFF DATE: 94-09-12  
\*\*\*\*\*  
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
E032-PRESS F8 FOR MORE DATA OGDB140

CSCN130

NOTIFICATION RECIPIENT HISTORY

98/08/12 09:08:46

INTER CAMPAIGN HHR ==> 97S63 VIN ==> 2PALP71W4RX199191  
DEFECT : HOOD STRIKER BODY STYLE DESC: POLICE INTERCEPTOR  
RESP DEALER : 123494 BEGINNING MAILED DATE: 97-04-24  
RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 97-04-24  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : [REDACTED] INITIALS:  
STREET ADDR1 :  
ADDR2 : ST/PRV: MS  
CITY : TUNICA CTRY:  
ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: P N-A EFT DATE: 94-09-12  
\*\*\*\*\*  
RESP DEALER : BEGINNING MAILED DATE:  
RELEASE DESC : ENDING MAILED DATE :  
CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : INITIALS:  
STREET ADDR1 :  
ADDR2 : ST/PRV:  
CITY : CTRY:  
ZIP/POSTAL CODE: N-A SOURCE: N-A EFT DATE:  
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
I048=LAST PAGE OGDS140

CSCN150

CAMPAGNE VEHICLE INFORMATION

98/08/12 09:08:51

ENTER CAMPAIGN NUMBER==> 97S63      VIN==> 2FALP71W4RX199191      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      OGDB140