PE04-078
FORD
1/28/2005
ATTACHMENT F
BOOK 7 OF 12
PART 6 OF 6



NATIONWIDE ARBITRATIONS & INSPECTIONS

INSURED

CLAIM NUMBER

PREPARED FOR

COMPANY

Mille Henningson

Alistate

Claim Number:

Purpose of the Assignment:

The purpose of this assignment was to determine the origin and cause of a fire in the below referenced 2000 Ford F150 pickup truck, hereafter referred to as the subject truck, that had been parked for approximately 20 minutes prior to the fire's occurrence.

Preliminary Remarks:

Master ASE certified technician and Certified Vehicle Fire Investigator, Richard Metzger, Florida investigator Ilcense C2001024, arrived at Copart West Palm Beach, Florida on January 7, 2004 at approximately 2:15 PM to commence the field inspection of the subject truck. The receptionist informed the inspector that control number 11650333 had been assigned to a 2000 Ford pickup, which had been placed in the viewing area adjacent to the main office for the inspection.

The following are results of the inspection.

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Description of the Truck:

The subject truck was a 2000 Ford F150 four-door, extended-cab pickup truck and was positively identified by the V.I.N. 1FTZX1725YN At the time of the inspection, the subject truck did not carry license plate. The current in-service mileage could not be established due to the lack of power supply to the digital odorneter in the dashboard instrument cluster.

Inspection of the Exterior:

The exterior of the subject truck was examined to determine the extent of the total damage and to identify the specific area(s) of the most intense or severe damages including an examination of the truck's undercarriage. The subject truck had sustained severe fire damages to the front end. The left % of the aluminum hood panel had melted along with the lower left corner of the windshield. The grille and both headlight assemblies had been consumed. The left front fender, cowl panel and the exposed radiator support were all fire-scorched and void of paint. The center was melted in both the air conditioning condenser and radiator cores, which exposed the engine when viewed from the front of the truck. The paint on the right front fender remained intact along with the paint on the remaining portion of the hood panel. Both front tires and wheels remained intact. There was a small charred section on the left front tire treads; however, the left front tire remained inflated. The remainder of the rear of the truck was void of fire damage.



Inspection of the Passenger Compartment:

This engine compartment fire apparently migrated into the passenger compartment over the cowl and through the windshield opening. The numerous access holes in the dashboard support panel afforded a path for the fire to migrate into the passenger compartment, as well. There was a large hole melted in the dashboard pad below the hole in the windshield. There was some dabris on the driver's floor that had dropped down from melted insulation and plastic air circulation ducts normally mounted behind the dashboard. The seat and door trim materials were mostly intact, but they were discolored from the smoke and soot that had accumulated in the vehicle's interior.

Inspection of the Engine Compartment:

All of the mechanical, electrical, fuel and fluid components in the engine compartment and on the engine were examined for evidence of electrical shorting, fuel or fluid leaks, physical damages or pre-fire damages. The subject truck was equipped with a 4.2-liter; fuel-injected V6 engine and a five-speed manual transmission. Most of the sheet metal in the engine compartment was void of paint. Most of the heavier fire-scorching damages were evident on the upper portions of the sheet metal and components mounted in the engine compartment. The cowl panel was fire-scorched across its entire length with a deeper burn area visible above the power brake booster. The annealing on the top of the brake booster had been consumed by the intense heat generated by the fire in this area, which left the top of the brake booster rusted. The metal on the lower portion of the brake booster retained its annealed finish. The upper right side of the brake booster was fire-scorched and rusted. The brake master cylinder remained in place; however, the plastic fluid reservoir had been consumed. The fuel hoses remained attached, intact and were properly secured to the left rear end of the fuel rail. The air filter housing and inlet pipe along with the power steering fluid reservoir, mounted above the left valve cover, had all been consumed. The plastic battery case, mounted on top of the right inner fender, was only partially melted. The battery cable ends and their respective cables remained intact and showed no melting or heat-discoloration. The inspector verified all of the power cables remained properly connected to the alternator and the power distribution center. The aforementioned wires were all void of insulation; however, they were all intact with no beaded or fused wires to indicate irregular electrical activity had occurred. The vapor control valve and its attached plastic and rubber hoses had been consumed. The two wires normally connected to the vapor control valve and to the hood light were isolated from the numerous wires routed over the top of the power brake booster. The inspector verified the aforementioned wires were trayed and heat-discolored on their ends; however, they were not melted or beaded. One of the hood light wires was found draped across the brake master cylinder and the inspector verified the inner wire strands were frayed on the end, but not melted or beaded. Most of the other

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wires routed to the hood light had been consumed or had fallen down to the ground because only a short three-lach section was found were it merged with the main wiring harness at the left rear corner of the engine compartment.

Inspection of the Undercarriage:

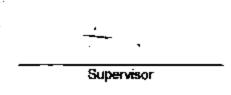
The subject truck was raised in the air with the aid of a forklift to facilitate an inspection of the undercarriage. The inspector verified that there was insufficient damage sustained to the undercarriage and components mounted on the truck's undercarriage to indicate the fire had originated from under the truck. The front portion of the frame rails and main engine crossmember were fire-scorched. The remainder of the undercarriage was void of fire damage indicating this fire was confined to the engine compartment area.

Conclusion:

It is the opinion of the lead investigator that the fire in the subject truck originated in the engine compartment and was caused by the ignition of fuel vapors, suspected to have been leaking and/or venting from the fuel vapor control valve. The fuel leaking from the vapor control valve or its attached hoses created fuel vapors, which circulated throughout the engine compartment and were subsequently ignited by the energized hood light switch to become the origin of this fire loss. The inspector notes that the fuel vapor valve is only a switching device and was not designed to vent or leak fuel vapors.

Comments and Recommendations:

Nationwide Inspections, Inc. recommends that Ford Motor Company be placed on notice for potential liability for damages sustained as a result of this fire loss since the fire appears to have been caused by the inability of the vapor control valve and / or its hoses to retain the fuel and fuel vapors generated during normal operation. The fuel vapor control valve is only a switching device and was not designed to vent or leak fuel vapors, indicating it was flawed/defective. Nationwide Inspections, Inc., reserves the right to review any additional information, evidence, etc. as it becomes available and to amend this report and its findings further, should it become necessary.



Attachments.

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#1 - Left front 3/4 view

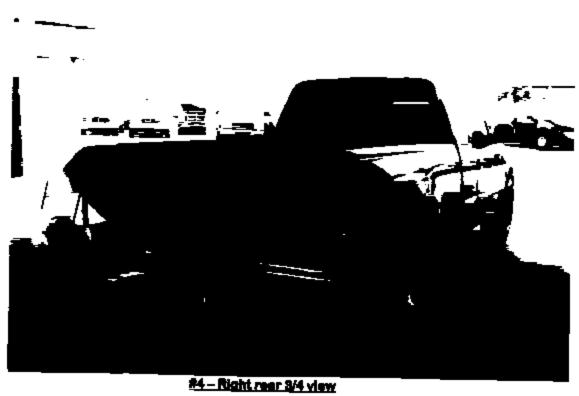


#2 - The left front funder was fire soorched





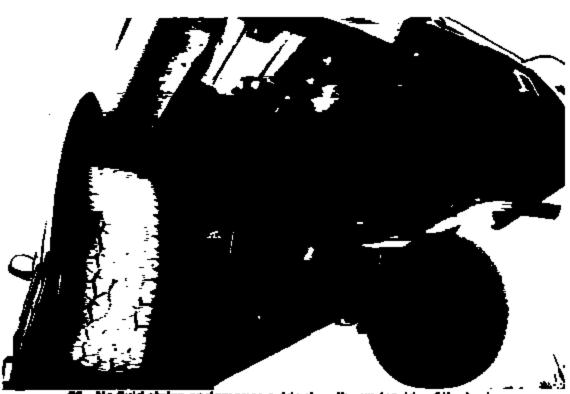
#3 - Left reer 3/4 view







#5 - Some of the debris from the fire had been placed in the bad, but the bad remained intect

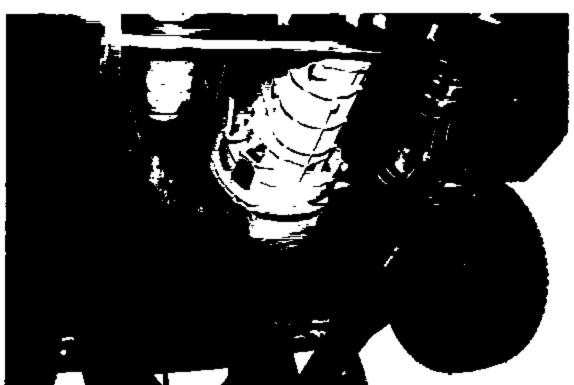


#6 - No fluid stains or demanes evident on the underside of the bed





\$7 - The center of the undercerriage was void of fire damage



#8 - No fire demages evident on the bottom of the transmission or engine



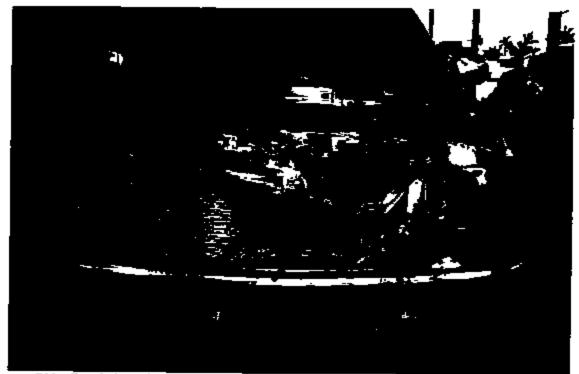


#9 - Right front 8/4 view

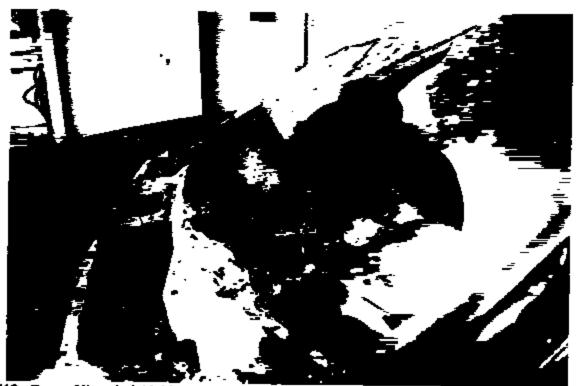


#10 - No fire demanes evident at the right front corner





#11 - Front view showing the melted register and air conditioning condenser

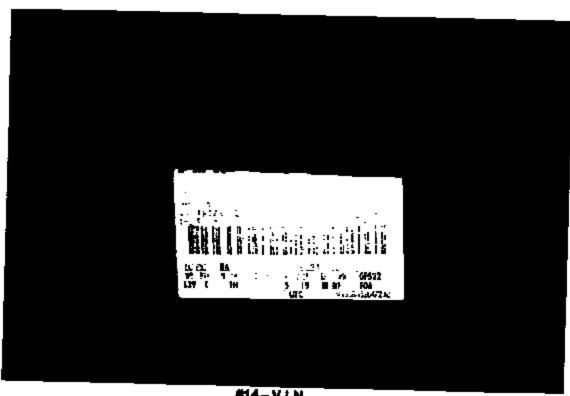


#12 - Bace of the windshield was maited and the deshboard had a hole melted through it





\$13 - The passenger compertment as viewed through the driver's door opening





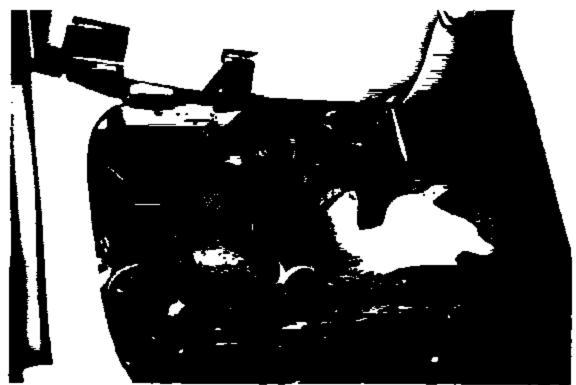


#15 - The front portion of the headliner was charred



#16 - All of the fuses were intent and the correct size for the circuits they were declared to protect





#17 - Some debris had dropped down on the driver's floor from the fire above



#18 - The rear seat area was soot stained





#19 - Overall engine compertment view



#20 - The front of the angine as viewed from below





#21 - The gowl penel was fire approhed

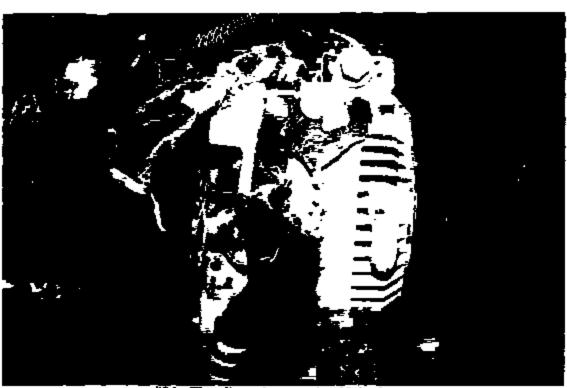


#22 - The right side of the engine compartment





#23 - The buttery case was malted, but both cable ands remained intact and attached to the terminals



#24 - The elternator remained intact

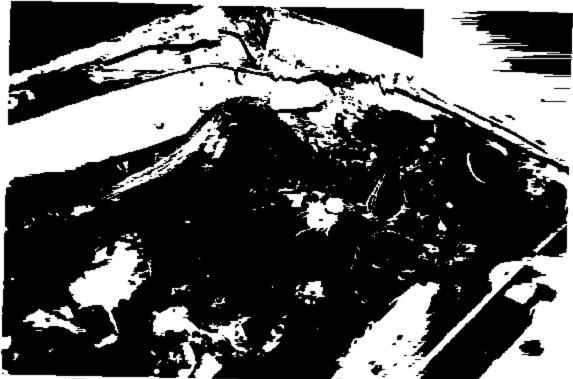




#25 - Overall engine compertment view







#27 - The air filter housing and injet house had been consumed



#28 - The left side of the cowl panel showed severe fire scorohing





\$29 - The corner of the intake manifold was melted



#30 - This is the area that sustained the most severe fire damages





931 - Minimal fire demane systemed to the dashboard support panel behind the brake booster



#32 - The brake menter cylinder remained intact - the long wires lying across the housing are the hood light wires





#33 - View of the brake mester cylinder from below







#35 - The brake pressure switch remained intest and the ettached wires showed no melting or beading



#36 - The rear portion of the brake valve was fire-soonshed and dull





#37 - The wiper motor and its attached wires remained intact



#38 - Some of the wires on the brake booster had shorted





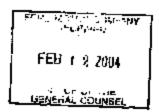
#39 - The vapor control valve wires were frayed, but they remained intact



Allstate[®]

MUNICIPAL GROUNDER GROUNDER P.O. BOX 180800 IRVONO (2 7000 commons

FORB MOTOR COMPANY PO BOX 6248 MD SNE B BEERBORN MX 40124



IN REPLY REFER TO:

CLAIM NUMBER:
OUR INSURED:
ACCIDENT BATE: 12/00/400
LOCATION: TOURMELINE BLV0
AMOUNT OF LOSS: \$ 15,733.00

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WE HAVE MADE A SETTLEHOUSE OF HE OUT I SHOULD SET CLAIM AGAINST YOU HAS BEEN AND HAVE I SEED

IF YOU ARE NOT INSURED FOR THIS CONTROL OF A SECOND OFFICE TO NEGOTIATE PAYMENT.

SINCERELY, RECOVERY DEPARTMENT ALLSTATE INSURANCE CONTACT

I CARRY INSURGREE FOLISH DAT
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NAME OF COMPANY
ABENT
MY ADJUSTER (CHRODER SECT) IN
MY CLAIM NO IS
ADDRESS
I HAVE REPORTED (OR GET FOLISH)
COMPANY
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ALLSTATE INSURANCE CUbiract P.D. BOX 160289 189109 ARC 200-05

(800) 374-4246

FORE MOTOR COMPANY PO BOX 4248 NO ONE 8 BEERDORN MX 48125

OUR INVESTIGATION INDICATOR (DATE THE CONTRACT OF FOR THIS LOSS:

SINCE WE HAVE ALREADY MADE A TALKBOOK OF THE OTHER THE CLAIM HAS PERB ASSISSED IN " RELATING TO THE LOCAL ACCUSAGES.

PLEASE ACCEPT THIS LETGER AS THE TOTAL TO THE PLEASE FORWARD YOUR PAYERSYT USES THE TOTAL TO THE PAYER OF THE

ALLSTAIR PAYMENT PROOF THOSE FOR P.O. BOX 227257 BALLAS, IX. 75272 774

DIRECT ANY OTHER CORRECTIONS DU 100 100 100 100 OF THIS LETTER.

SINCERELY,

SUBROGATION GLAIN REP

ALLSTATE INSURANGE COMPANY

YOUR FILE NO. : ABORESS

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GUR CLAIM NO. OUR INSURED LOSS DATE

1.77/30703

LOCATION TOURMELINE BEVO

AMOUNT OF LOSS: 415 Decom-

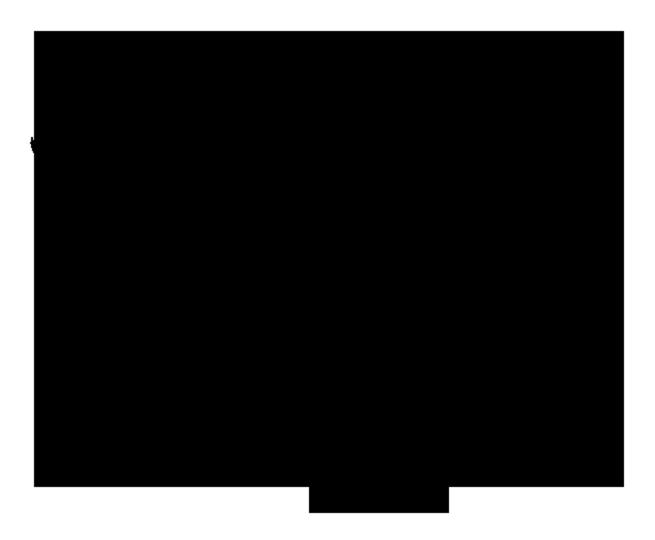
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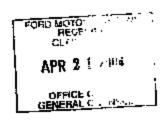
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(Signature)

You're in good hands.





4 ZURICH

April 12, 2004

Ford Motor Company

Certified Mail # 7003 1010 0004 8498 7347

P.O. Box 6248 Dearborn, MI 48126

RE: Claim #:

Insured:

Vehicle:

2000 Ford F150

Date of Loss: 12/11/03

Zurich Herib America

Dear Sir or Madam:

Receivery Center

P.O. Box 66944 Chicago, N. 60658-0944 Our investigation indicates that the above-captioned loss occurred 12/t 1/03.

Fax (847) 413-5991 http://www.zwichna.com By virtue of our subrogation rights, we hereby place you on notice that we are seeking reimbursement of \$12,503.05 from you. That amount includes all applicable deductibles.

If you are insured, we will be pleased to take the matter up with your insurer. Please fift in the information on the attached page and return it to us in the enclosed envelope. We will then contact your insurance company. If you were uninsured at the time, please contact the undersigned immediately.

If you have any questions, please contact me. Please include our claim number on all forms of communication.

Very truly yours,

American Guarantee and Liability Insurance Company

Nancy Carter

RECOVERY CSR

Manay Cauter.

(214) 866-1628

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Insurance carrier:					
Address:	 -				
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Telephone number:					
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Adjuster's name:	_ 				
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I have notified my carrier of this loss:	Yes 🗋 Nu 📋				
Signal:	District				
Signed:	Date:				

Section II CONCLUSIONS

- 1. The fire originated in the engine compartment of the 2000 Ford F-150 pick-up truck.
- 2. The fire was caused by a failure of the differential pressure feedback sensor.
- 3. The source of ignition was the hot gasses that escaped from the differential pressure feedback sensor as it failed.
- 4. This fire was a direct result of a vehicle component failure.
- 5. This was an accidental fire.

March 19, 2004 RCG File No. 38158 Page 2





Certified Mail # 7003 2260 0007 1524 0579

September 15, 2004

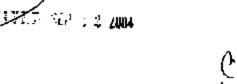
Ford Motor Company Parklane Towers West, Suite 300 3 Parklane Blvd Dearborn, MI 48126-2568

RE:

Claim #: Our Instined:

Loss Date: 3/26/04

Amt. of Claim: \$9559.25



Attention Shawn Morton:

The above noted subrogation claim has been identified as a product liability loss. We paid our insured for their loss and are looking to you for reimbursement. Should you or your carrier need more information, please call or write me. Please remit payment to Alistate Payment Processing Center, Attn: Subro Cash, PO Box 227/257, Dallas, TX 75222-7257. Please include our claim number.

Complete description of the incident: Vehicle caught on fire while parked overnight due to fuel vapors leaking from the vapor control valve which were ignited by the electrical energy in the hood light switch.

Our statement of defect: Strict Liability

Location of evidence: Copart, Lot # 3337404, 12850 NW 27th Ave, Miami, FL 33054

Manufacturer: Ford Model: F150 Year: 2000

VIN: 1FTRF17L8YN

The following information is attached:

Check copy

Payment supporting paperwork

C&O report and photos

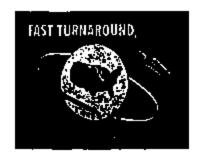
Please admowledge receipt of this claim and your position regarding payment of our damage within 30 days.

Singerely

Davki Laughlin, SCLA

Subrogation Senior Service Representative

M20 16/1/4.



NATIONWIDE ARBITRATIONS & INSPECTIONS

INSURED

CLAIM NUMBER

PREPARED FOR : Jeanette Villasmil

COMPANY

Allstate

Claim Number:

Purpose of the Assignment:

The purpose of this assignment was to determine the origin and cause of a fire in the below referenced 2000 Ford F150 pickup truck, hereafter referred to as the subject truck, that reportedly occurred while it was parked.

Preliminary Remarks:

Master ASE certified technician and Certified Vehicle Fire Investigator, Richard Metzoer, Florida investigator Ilcense C2001024, arrived at Copart, Opa-Locka, Florida, on April 26, 2004, at approximately 12:15 PM, to commence the field inspection of the subject truck. The receptionist informed the inspector that control number 3337404 had been assigned to a 2000 Ford F150, which had been placed in the viewing area at the north end of the main storage lot for the inspection.

The following are results of the inspection.

Description of the Truck:

The subject truck was a white-colored, two-door, 2000 Ford F150 XLT pickup truck and was positively identified by the V.I.N. 1FTRF17L8YN.

The subject truck did not carry a license plate at the time of the inspection and the current odometer reading could not be established due to the lack of power supply to the digital odometer in the dashboard instrument cluster. Both doors and the rear tailgate had permanent commercial lettering "Keys Roofing Inc."

Inspection of the Exterior:

The exterior of the subject truck was examined to determine the extent of the total damage and to identify the specific area(s) of the most intense or severe damages including an examination of the truck's undercarriage. The subject truck sustained severe fire damage to the left side of the hood and the left headlight assembly. There was a large hole melted in the left side of the aluminum hood panel. The rear portion of the truck was intact and undamaged.

Inspection of the Passenger Compartment:

There were only minimal fire damages sustained in the passenger compartment. There was a small amount of charred insulation debris on the driver's floor mat from the fire that migrated through an access hole adjacent to the right side of the power brake booster.



Inspection of the Engine Compartment:

All of the mechanical, electrical, fuel and fluid components in the engine compartment and on the engine were examined for evidence of electrical shorting, fuel or fluid leaks, physical damages or pre-fire damages. The subject truck was equipped with a 4.6-liter, fuel-injected, V8 engine and an automatic The components mounted in the left side of the engine compartment had sustained severe fire damages. This fire did not pass below the frame rail on either side of the engine. Most of the left side of the cowl panel was severely fire-scorched, along with the brake booster and the rear section of left inner fender. The paint remained undamaged on the lower left section of the dashboard support panel. The main engine compartment wiring harness wires were vold of insulation where they were routed along the left side of the cowl panel. The main wiring harness wires on the left side of the power brake booster remained intact and retained their insulation. The top of the fuse block, mounted at the rear of the left inner fender, had melted over the top of the fuses. The paint directly below the brake booster remained intact, which would indicate this fire originated above the brake booster. The upper right side of the brake booster was fire-scorched and rusted. The brake master cylinder remained in place; however, its plastic fluid reservoir had been consumed. The speed control deactivation switch, mounted on the front of the brake master cylinder housing, The wires connected to the switch were void of remained mostly intact. insulation, but they remained in place in the charred connector. The fuel hoses, attached to the left rear of the fuel rail, were intact with no damage apparent and they were properly secured, which would indicate this fire originated on the outside of the overhanging cowf panel and in the vicinity of the center of the left valve cover. The main fuel vapor control valve is normally mounted on the cowlpanel, directly above the left valve cover. This valve was designed to operate when an excessive amount of fuel and/or fuel vapors accumulate in the fuel tank vent system, and the function of the valve is to send the excess to the charcoal canister at the left rear corner of the frame, under the bed. According to the service manual electrical schematic, the vapor control valve only operates when the key is on or in the run position. The only energized circuit close to the vapor control valve is the under-hood light assembly. With the hood closed, this light sits approximately three inches from the vapor control valve. The light was mounted in a section of the hood between two frame support ribs, which would have afforded a pocket for the fuel vapors to accumulate in. Eventually, the vapors penetrated the hood light switch housing and were ignited. The inspector found two wires hanging down along the front of the power brake booster. The ends of these wires were heat-discolored and brittle, consistent with exposure to the type of intense heat normally associated with irregular electrical activity.



Inspection of the Undercarriage:

The subject truck was raised in the air with the aid of a forklift to facilitate an inspection of the undercarriage. The plastic splash shield in the left inner fender well had melted and dropped down on top of the left front tire. The left front tire and wheel appeared to be intact, except for the congealed plastic. The remainder of the undercarriage was intact and showed no fire damages.

Conclusion:

It is the opinion of the lead investigator that the fire in the subject truck originated in the engine compartment and was caused by leaking fuel and or fuel vapors emanating from the vapor control valve. The fuel vapors penetrated the hood tight switch and were ignited by the electrical energy in the switch to become the origin of this fire loss. The valve is only a switching device and was not designed to vent or leak fuel vapors.

Comments and Recommendations:

Nationwide inspections, Inc., recommends that Ford Motor Company be placed on notice for potential liability for damages sustained as a result of this fire loss since the cause of this fire was a flawed vapor control valve, which was not designed to leak or vent fuel vapors. Nationwide Inspections, Inc., reserves the right to review any additional information, evidence, etc. as it becomes available and to amend this report and its findings further, should it become necessary.

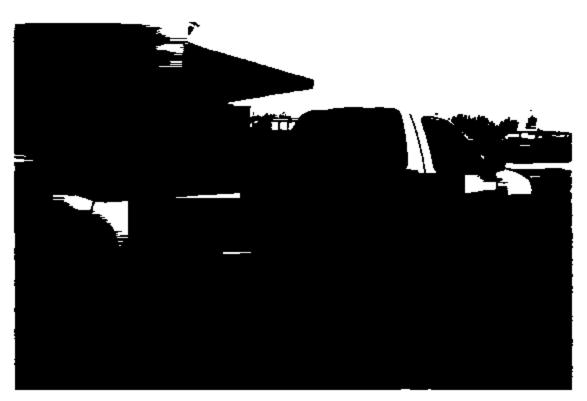
Supervisor

Attachments.



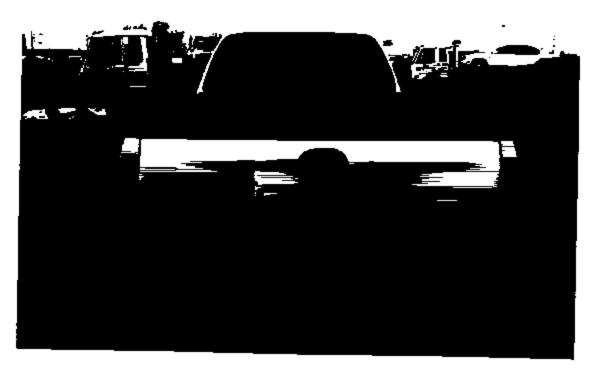


\$1 - Right front 3/4 view

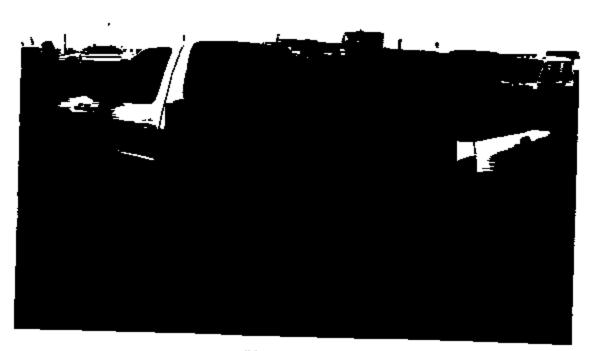


#2 - Right elde ylew





#3 - Rear view

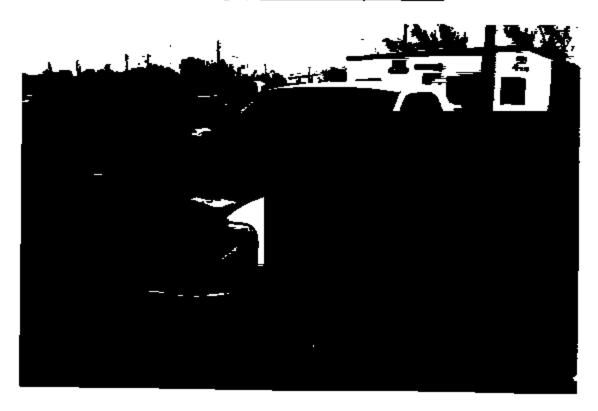


#4 - Left rear 8/4 ylew



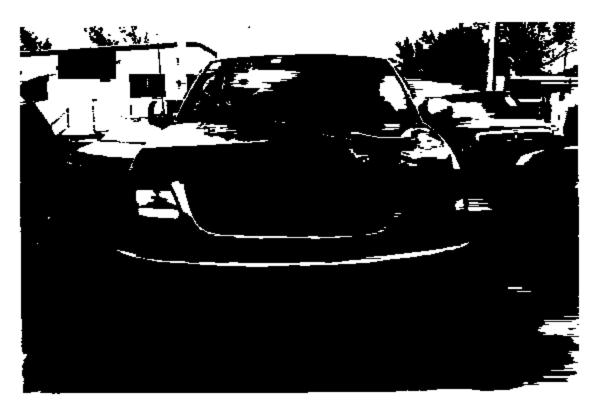


#5 - No damage sustained to the bad or hed liner



#6 - Laft front 3/4 view





#7-Front view



#6 - View of the hote in the hood panel





#9 - The components mounted in the left side of the engine competencet were exposed



\$10 - Places of the hood panels had drouped down on the engine





#11 - View looking toward the left inner funder



#12 - The passenger comparament as viewed through the driver's door opening



PE04-078 C 2567



#13_Y.I.N.



#14 - A small amount of melted debris had drooped down on the floor





#15 - No cities fire damages were visible in the passanger compartment

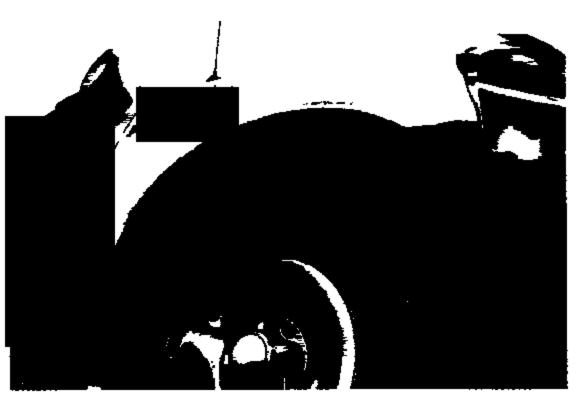


#15 - View of the underside of the enigne showing no fire damages evident





#17 - Another view of the engine and transmission



#18 - No fire clarange sustained at the right inner fender





#19 - The left inner fender panel had malted



\$20 - View of the brake mester cylinder and the bottom of the brake booster





#21 - No fire damages were evident on the undercarriage

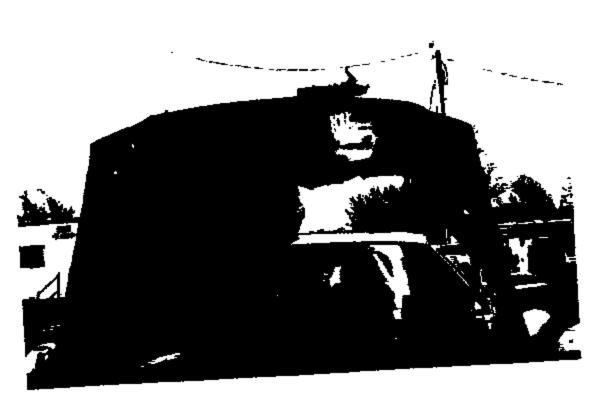


#22 - No damages were evident at the rear of the truck





223 - Oversil view of the engine compariment



#24 - Underside of the hood





#25 - The components mounted in the right side of the engine compartment sustained only minimal demands

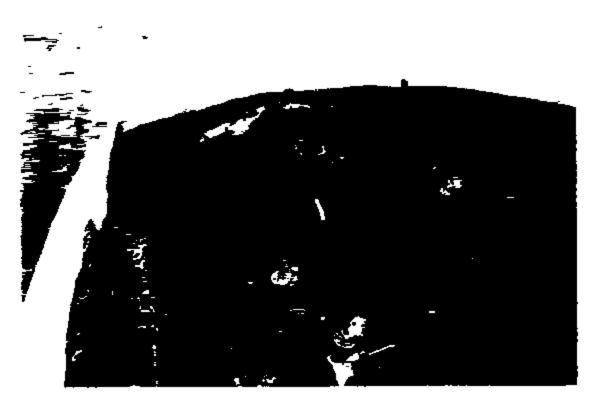


#28 - The components recented in the left side of the engine compertment sustained severe fire demages



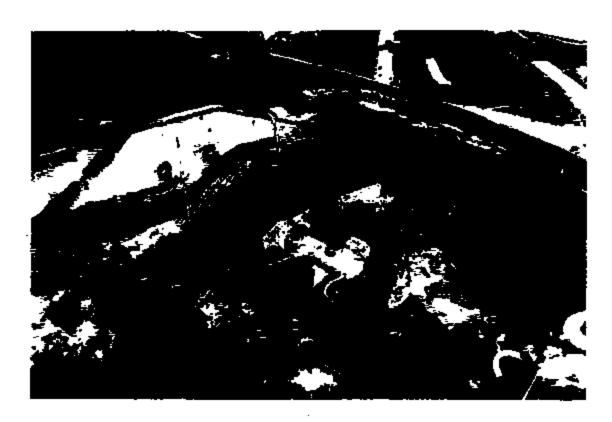


#27 — The left side of the prille was melted, the radiator was fire-accordised and the inside of the left headilght housing was melted



#28 - View showing the left front quadrant of the engine compartment





#29 -- The top of the brake booster and the left side of the cowi were fire-soorched and the booster was rusted



\$50 - View looking down at the left side of the engine





#81 - Gloss-up view of the brake booster



#32 - The windshield wiper motor and wires remained intent





#35 - View of the fire scorphed vapor control valve lines



#34 - The first lines under the powl were not demaced





#35 - View of the speed control descrivation switch



#36 - View of the brake fluid level sensor





#37 -: View of the vapor control valve wires



#35 - The wires on the left side of the brake booster remained intect and existened only minimal dense.





#39 - View of the fire-accrohed and brittle hood light wires





IRVING

ALLSTATE INSURANCE COMPANY 2.0, BOX 168288

TX 750168288

CONTRACTOR OF THE PARTY OF THE

FORD MOTOR COMPANY P.C. 80% 6248 MD DEERBORN MI 48126

IN REPLY REFER TO:

CLAIN NUMBER: OUR INSURED:

ACCIDENT DATE: 03/26/04 LOCATION: 313 BAYVIEW AVE

AMOUNT OF LOSS: \$ 9,559.25

BEC LANGE

QUE INVESTIGATION OF THE LOSS IN UNICH YOU WERE FOUND VED INDICATES THAT YOU ARE RESPONSIBLE FOR THE HAMAGE. TOPOLOGICAL BY OUR POLICYHOLOGIE.

WE HAVE MADE A SETTLEMENT WITH DUR TASURED AND DUR TASURED". CLAIM ABAINST YOU HAS BEEN ASSIGNED TO US.

IF YOU ARE NOT INSURED FOR THIS LOSS, PLEASE CONTACT THIS OFFICE TO RECOTIATE PAYMENT.

IF YOUR INSURANCE GOES GOVER THIS LOSS, JOYL FILL TO THE INFORMATION ABOUT YOUR INSURANCE COMPANY BELOW AND RETURN THE ENCLOSED ENVELOPE. WE WILL THEN GET TO TOWNST WITH YOUR INSURANCE COMPANY.

SINCERELY, RECOVERY DEPARTMENT ALLSTATE INSURANCE COMPANY

: 60:00

I CARRY INSURANCE POLI WITH	CCY NU
NAME OF COMPANY	
AGENT	
MY ABJUSTER (CHOOSE ON	E) IS
AODRESS	
	ILL REPORT) TRUS 1.055 TO MY ENCORAGO L
COMPANYYES	N ⁱ)
SIGNED:	DAIL

	1.	OCCUPATION & PURITYER & WHINESE
•	2.	IF SELF EMPLOYED, NAME, AUDRESS, & NATURE SUMPLE. 3-Y3-34 6075
•	3 .	SPOUSES OCCUPATION & EMPLOYER & ADDRESS MITTING CON-TRUTY -
	٩.	LOCATION OF CAMER SHIEN LOSS OCCURRED SUPPLE SUPPLE SUPPLEMENT
	5.	DATE VEHICLE PURCHASED ()NEW ()USED PRICE.
	6.	NAME & ADDRESS OF WIERE VEHICLE PURCHASED
	ام.	Somple unipostratione 1
(20)	We	WHO IS THE VEHICLE () FINANCED-() LEASED WITH?
₩	8.	DO YOU HAVE THE TITLE TO THE VEHICLE IN YOUR POSSESSION? (1)
-	9.	WHO HAS THE TITLE DILLOS DUCKNAME TITLE IN
	10.	WERE THERE ANY PERSONAL ITEMS IN YOUR VEHICLE? ()YE: ()K)
		DESCRIPTION
		TU 530 Cent Phuling & vepicle
	ц.	WHO IS YOUR HOME INSURED WITH
ı	12.	(IMPORTANT) WHO WAS YOUR PRIOR ENS CO
		AGENT NAME ADDRESS ADDRESS VIO (Leg
		POLICY # DATE INSURED
	13.	WHERE DID THE FIRE START? Drya buch weether someth
	14.	WHERE WAS THE VEHICLE DAMAGED?
	15.	WHAT DO YOU THINK CAUSED THE FIRE?
	16.	WID WAS DRIVING THE VEHICLE DURING THE FIRE OR JUST PRIOR TO IT
		COLLEGE ONGING 5 30
	17.	WHAT WAS THE RUNNING CONDITION OF YOUR VEHICLE PRIOR TO THE FIRM!
	18.	WAS THE VEHICLE RUNNING HOT!
	19.	WERE THERE ANY ELECTRICAL PROBLEMS?
_	20 .	WHEN IS THE LAST TIME YOUR VEHICLE WAS SERVICED, AND WHAT WORK WAS DONE ON YOUR CAR AT THE LAST-SERVICE DATE?