

PE04-078

FORD

1/28/2005

ATTACHMENT F

BOOK 8 OF 12

PART 2 OF 6

MEMO TO: Norma Gonzalez-Lewis
Team Manager

FROM: Steven W. Davison
Property Claim Trainer

RE: Claim Number: [REDACTED]
Insured: [REDACTED]

I inspected our insured's vehicle, a 1999 Ford F150 pickup at Insurance Auto Auctions in Markham, Illinois on May 5, 2004. I am unable to verify the vehicle identification number due to fire damage.

My initial observations revealed exterior fire damage with the aluminum hood consumed. There is also exterior fire damage to the paint surfaces of the left and right fenders extending into both left and right front doors, and extending into the cab and roof. The windshield is fire damaged, along with both front door glass, cab, side glass and rear cab glass.

The left and right front tires are fire damaged exposing the steel belts.

Entry is gained into the passenger compartment. I am unable to obtain the mileage due to it being digital.

The passenger compartment is fire damaged. The wiring is now inspected with no signs of any electrical faulting present. At this time no signs of any fire origin are noticed within the passenger compartment.

A review of the facts is now done. Our named insured drove back from Decatur. Our named insured starting backing the vehicle into the driveway and was looking backwards. Our insured heard a loud noise and smoke started coming into the cab. He got out of the insured vehicle and smoke was heavy by the right front wheel. The named insured looked under wheel by shock and saw flames. Let it also be noted that there is a homeowner's claim as a result of this fire. The claim number is [REDACTED]

The inspection of the engine compartment is now done. The right side of the engine compartment reveals wiring void of insulation, however is secondary with no signs of any electrical faulting noticed. The power distribution center on the right side is melted from fire exposure.

Both the radiator and air conditioner condenser located in the front of the engine compartment were melted from fire damage.

The right lower front of the engine compartment is now inspected. There is heavy fire damage in this location along with our insured stating that he saw the fire venting out of this area. The transmission cooler hoses in this area are consumed.

PEBA-878 C 3685

13-8541-107

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The left rear of the engine compartment revealed wiring void of insulation, however no signs of any electrical faulting was noticed. The master cylinder reservoir is also consumed with the brake fluid drain.

The top of the engine compartment is fire damaged, however no signs of any fire origin is noticed in this area at this time. The alternator cable is void of insulation; however no signs of any electrical faulting are noticed.

At this time it appears the fire may have originated from a transmission cooler line leak. Further investigation will be needed to conclude investigation.

At this time, with other property damage resulting from this loss, I will be referring this claim to a fire investigator for a complete origin and cause report.

SWD/019/0519011 IL

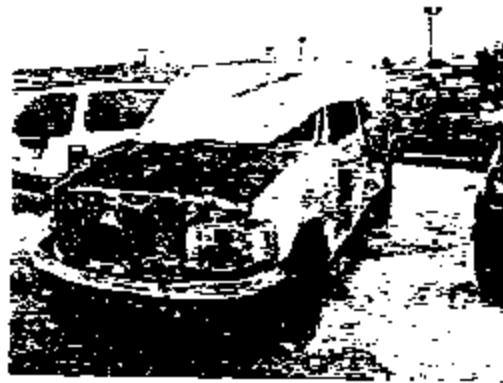
Photos for: 13-8541-107

STATE FARM
AUTO CI

claim number

policy number

primary claim rep: Processor, Team
phone: 866-338-6480



VIP - LEFT FRONT

VIP - CLAIM NUMBER



VIP - RIGHT FRONT



VIP - LEFT REAR

Sharon Williams

PE04-878 C 3878

Photos for : 13-8541-107



VIP - RIGHT REAR



VIP - PASSENGER COMPARTMENT



VIP - PASSENGER COMPARTMENT



VIP - PASSENGER COMPARTMENT

Sharon Williams

PE84-078 C 3871

Photos for : 13-8541-107



VIP - ENGINE COMPARTMENT



VIP - ENGINE COMPARTMENT



VIP - ENGINE COMPARTMENT



VIP - ENGINE COMPARTMENT

Photos for : 13-8541-107



VIP - ENGINE COMPARTMENT

July 13, 2004

IN RE: State Farm Claim No. 13-8541-107
H&A File No. 04-0759VF
Date Received: April 26, 2004

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PREDICATION:

This report is predicated upon the request of Mr. Steve Davison, State Farm Claims Investigator, Vehicle Investigation Program, to conduct an investigation into Dale Boulter, with special reference to the fire loss of a 1999 Ford, F-150.

INSPECTION:

On June 1, 2004 at 10:30 a.m., Investigators Walt Herndon and Devin Jordan arrived at Insurance Auto Auction in Markham, Illinois, to conduct an investigation into the fire loss of a 1999 Ford, F-150.

Once at the scene, a close inspection provided the following information:

SEE ENCLOSED INVESTIGATION REPORT

Prior to leaving the scene, several color photographs were taken and are enclosed.

ORIGIN AND CAUSE INVESTIGATION:

On June 1, 2004 at 10:30 a.m., Investigators Walt Herndon and Devin Jordan arrived at Insurance Auto Auction in Markham, Illinois, to conduct an origin and cause investigation into the fire loss of a 1999 Ford, F-150, gold in color, Vehicle Identification Number 2FTRX18W2XC [REDACTED]. Upon arriving at the facility, the vehicle has been brought forward and is identified by its vehicle identification number placed on the vehicle by the Illinois State Police Vehicle Investigation Unit.

Initial observations reveal evidence of a fire to have originated within the engine compartment, that extended, breaching the bulkhead, entering the passenger compartment, causing melting and cracking of all of the window glass. The fire further extended to the custom cab, radiating heat damage into the bed of the truck, where it was there confined.

The investigation is now focused to the rear tires which are intact, fuel tank is intact, fill tube and fuel cap intact, all ruling out any fire as having originated within this area.

PEB4-878 C 3874

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[REDACTED]

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The examination is now focused to the cab area, where both front seats have been totally consumed during the course of the fire. The examination further reveals combustibles still present in the area of the odometer/speedometer cluster, with extensive fire damage present to the dashboard on the right or passenger's side. The investigation continues, and some combustibles remain on the rear jump seat. The examination further reveals no evidence of any electrical failure within the wiring of the passenger compartment that could be attributed to the cause of the fire.

At this time, the vehicle is elevated into the air, placed onto a rack, and there is an aftermarket trailer wiring unit in the left rear, it is intact, the wiring is intact, and there is no evidence of any fire origin.

The investigation continues, and there is a factory wiring harness that travels along the frame rail on the left or driver's side, there is evidence of exposure fire damage, however, no evidence of any electrical failure or fire origin.

The examination continues, and there is fire damage present to the right front tire from the inside out, as well as partial consumption of the tire.

The investigation is now focused to the front underside, where the radiator air conditioning condenser has been consumed on the right or passenger's side, however, is still present on the left or driver's side. The examination is now focused to the underside of the engine compartment, where oil is leaking and is present on the underside, to include the oil pan. The investigation continues, and there is no evidence of any spraying of combustible fluid along the underside.

The investigation is now focused to the inner wheel well on the left or driver's side, the tire has been almost totally consumed, and some aluminum byproducts are present as well as the lower radiator hose, ruling out any fire as having originated within this area.

At this time, the investigation is focused to the fluid levels, where the brake fluid, power steering fluid and coolant have all drained during the course of the fire. The examination reveals the oil is contaminated with water, and the transmission fluid is full and clean.

The investigation is now focused to the battery, which is heavily fire damaged, exposing the plates. The examination reveals some plastic remaining around the lower edges of the battery, with both battery cables having melted out of the battery. The examination reveals that although the battery cables are void of insulation, and the ground cable is the one laying on the battery,

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[REDACTED]

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there is no evidence of any electrical failure. The examination continues and the valve cover which is fiberglass in the right front is heavily fire damaged, and there is extensive fire damage to the valve cover on the left or driver's side. The examination of the cast aluminum intake reveals melting of the intake, with the fuel rail intact on the right or passenger's side and no longer intact on the left or driver's side.

The investigation is now focused to the alternator, where there is some distortion and melting to the front of the alternator, however, it is basically intact. The examination further reveals the main lead traveling to the alternator is void of insulation, however, no evidence of any electrical failure.

The investigation is now focused to the transmission cooler lines, where they are intact on the left or driver's side. The examination reveals the lower radiator hose is intact, combustibles are still present as well.

The investigation is now focused to the right front lower section, where two metal lines extend forward. The investigation reveals that as you trace the transmission cooler lines over to the right or passenger's side, the combustible hoses have been consumed. The examination further reveals a transmission cooler on this particular vehicle with the cooler having been consumed and only the metal line remaining.

The examination is now focused to the upper radiator hose, which has been totally consumed during the course of the fire.

The investigation continues, and the most severe damage present is on the right or passenger's side of the engine compartment. The lack of tire still present on the left front custom wheel is due to the fact that the tire pad came off and is now located within the passenger compartment.

At this time, after completing the above inspection and examination, no evidence of any electrical failure could be found and attributed to the cause of the fire. The fire originates on the right or passenger's side of the engine compartment, in the ignition of combustible fluid on the exhaust manifold, with the fire extending upward and outward from that location. At this time, the investigation continues.

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[REDACTED]

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AUTOMOBILE CLAIM SERVICE RECORD:

A review of the Automobile Claim Service Record indicates Claim Number [REDACTED]. The named insured is [REDACTED] Macon, Illinois. The date, time and location of the fire was April 17, 2004 at 9:30 a.m., at [REDACTED] Illinois. Under facts it indicates, vehicle #1 caught fire, damaging the interior and exterior of vehicle.

NICB VINASSIST:

A review of the NICB Vinassist indicates that the 1999 Ford, F-150, 4 x 4, is equipped with a 4.6 liter engine, and was assembled in Oakville, Ontario, Canada.

NATIONAL HIGHWAY TRAFFIC & SAFETY ADMINISTRATION:

A search of the National Highway Traffic & Safety Administration, Recall Database, produced five records pertaining to 1999 Ford, F-150 vehicles. A review of these records revealed none pertain to the fire in question.

A further search was conducted of the Defect Investigations Database, which produced one record pertaining to 1999 Ford, F-150 vehicles. A review of this record revealed it did not pertain to the fire in question.

ALL DATA SYSTEM:

A search of the All Data System produced eight recalls and a number of technical service bulletins pertaining to 1999 Ford, F-150 four wheel drive pickups, equipped with 4.6 liter engines. A review of the technical service bulletins produced #00-9-1 dated May of 2000, it is titled A/T Cooler Fluid Leaks At Radiator.

Technical service bulletin #00-9-1 dated May 1, 2000, it titled Leak - Transmission Fluid Leaks At Radiator Vehicles Equipped with Automatic Transmission and Transmission Oil Cooler in Radiator and Tank. Vehicles involved include the 1999 Ford, F-150, which is the vehicle in question. It further indicates that this technical service bulletin is being republished in its entirety to update the vehicles affected and to update the service procedure. At issue,

04-0759VF

EXEMPLAR PHOTOGRAPHS



1. A view of the Vehicle Identification Number of the exemplar 2001 Ford, F-150.
2. A view of the engine compartment from the left front.

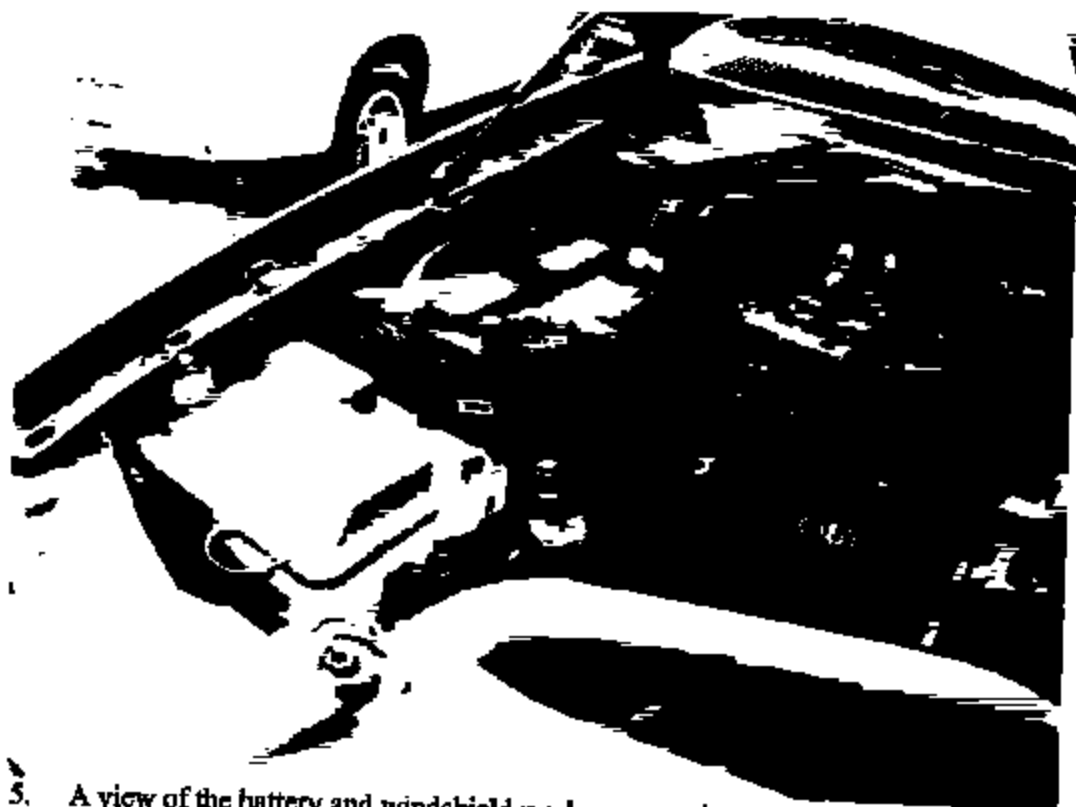




3. An overall view of the engine compartment from the front.

4. A view of the engine compartment from the right front.





5. A view of the battery and windshield washer reservoir.

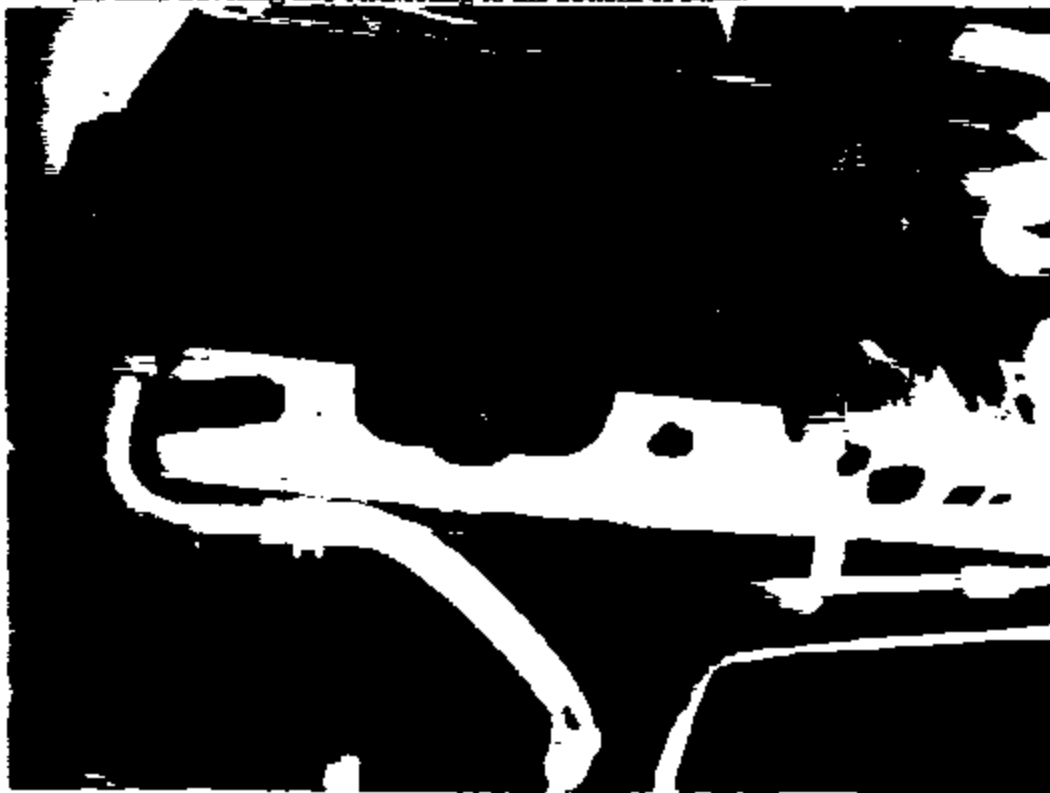
6. A view of the power distribution center, brake fluid reservoir and power steering fluid reservoir.

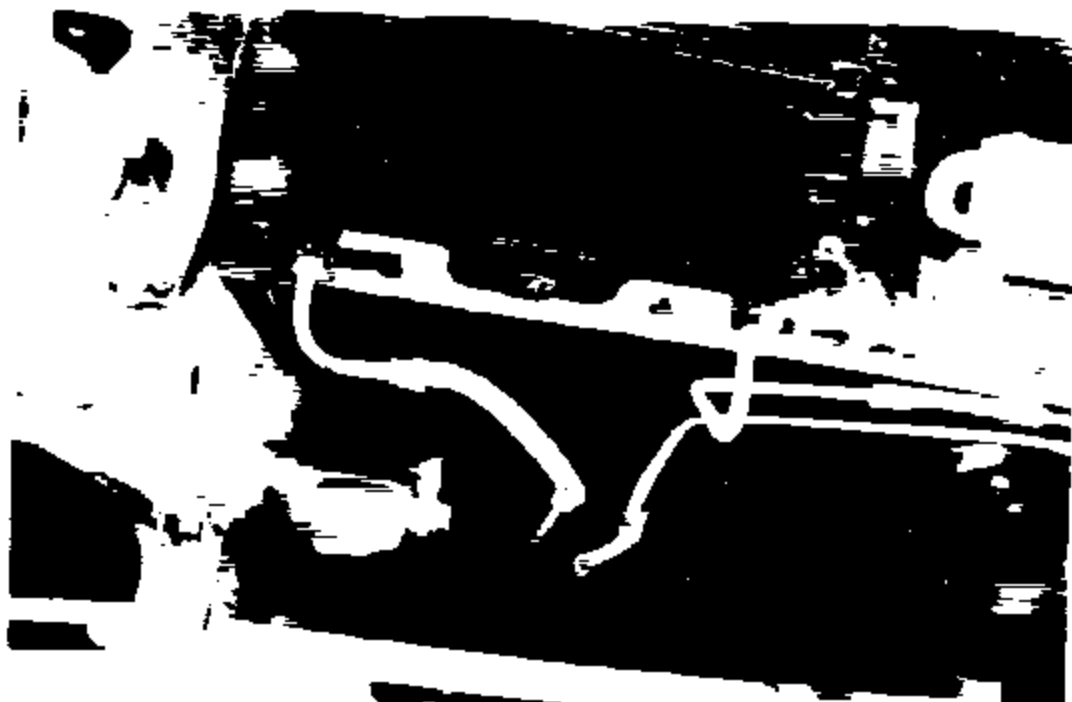




7. An overall view of the external transmission cooler on the right or passenger's side in front of the radiator and air-conditioning as seen from the top.

8. An overall view of the external transmission cooler as seen from the underside with the lines traveling and connecting to the bottom of same.





9. Another overall view of the transmission cooler and routing of the transmission lines on the right or passenger's side.
-

04-0759VF



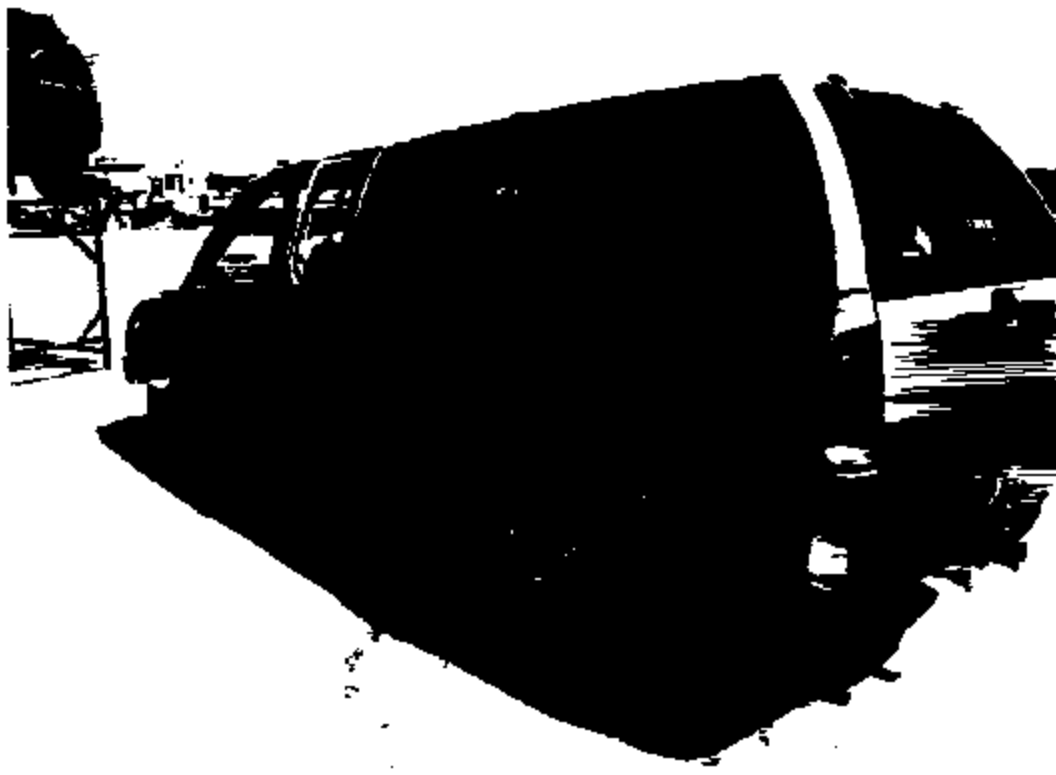
1. An overall view of the front of the 1999 Ford, F-150.
2. A view of the left front of the vehicle to include the stock number which is written on the left fender and a view of the left front tire and wheel heavily fire damaged.





3. A view of the fuel cap intact.

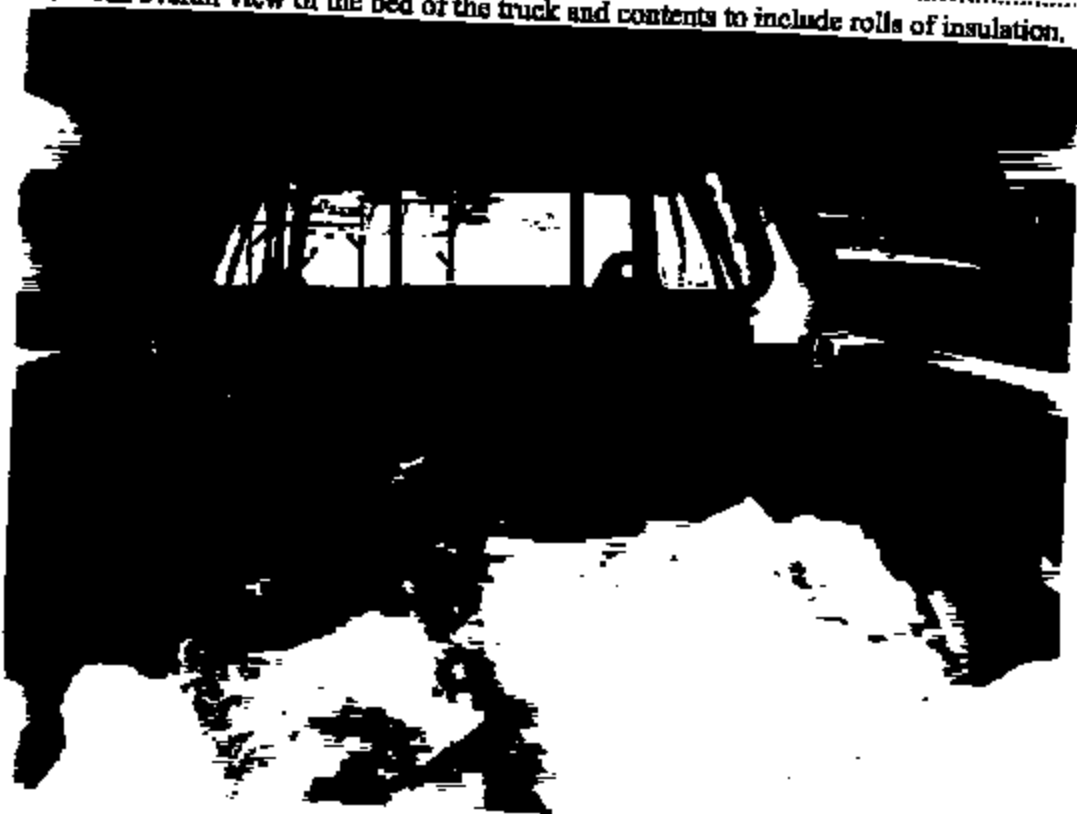
4. An overall view of the driver's side from the left rear.

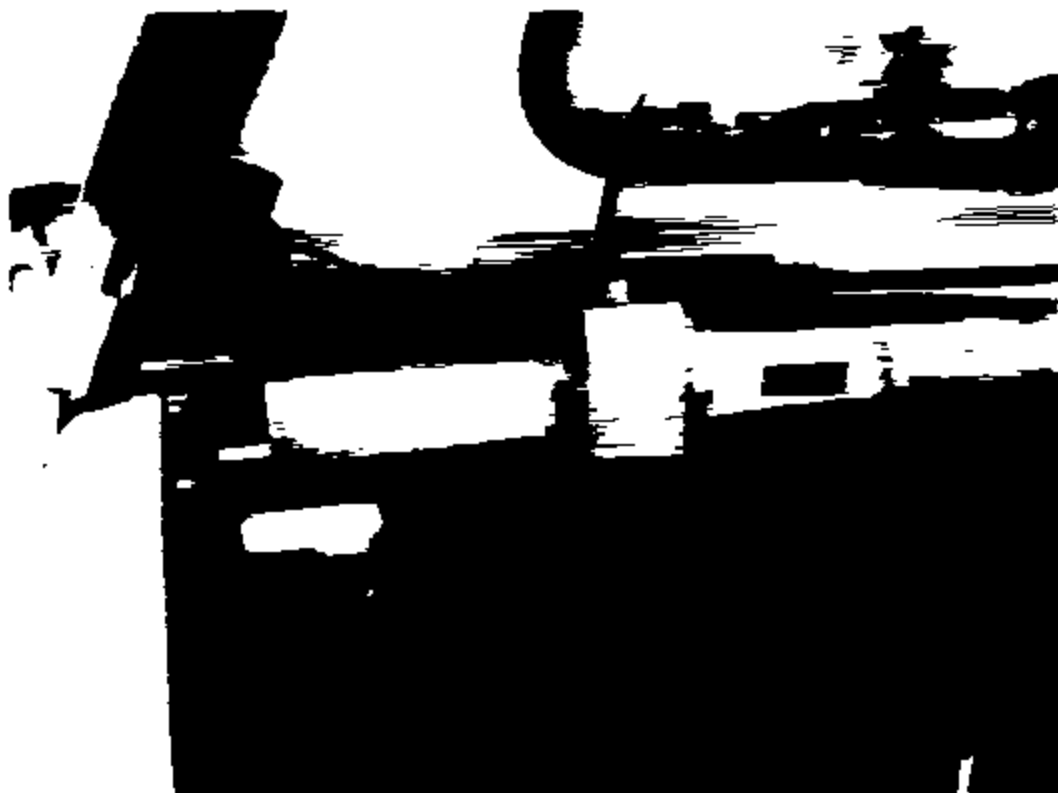




5. An overall view of the rear of the vehicle.

6. An overall view of the bed of this truck and contents to include rolls of insulation.





7. A view of the cap wiring intact closest the left rear of the vehicle.

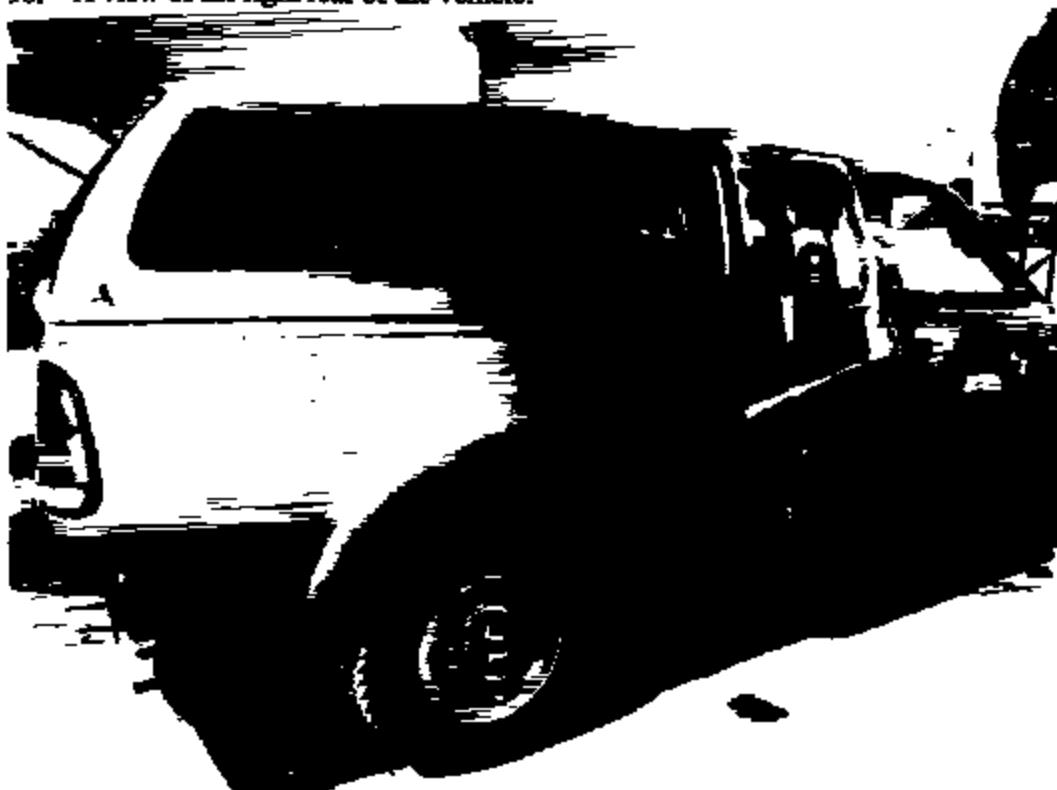
8. A view of the trailer plug connector.





9. A view of the wiring traveling to the trailer plug connector intact.

10. A view of the right rear of the vehicle.





11. An overall view of the passenger's side from the right front.

12. An overall view of the dashboard from the passenger's side.





13. A view of the front passenger compartment from the passenger's side with fire debris to include the tire pad from the left front tire having been placed into the passenger compartment after the fire.

14. A view of the rear passenger compartment from the passenger's side.





15. A view of the rear passenger compartment from the driver's side.

16. An overall view of the front passenger compartment from the driver's side.





17. A view of the dashboard from the driver's side.

18. A view of the Vehicle Identification Number written on a tag secured to the bulkhead by the Illinois State Police Vehicle Investigation Unit identifying the vehicle.

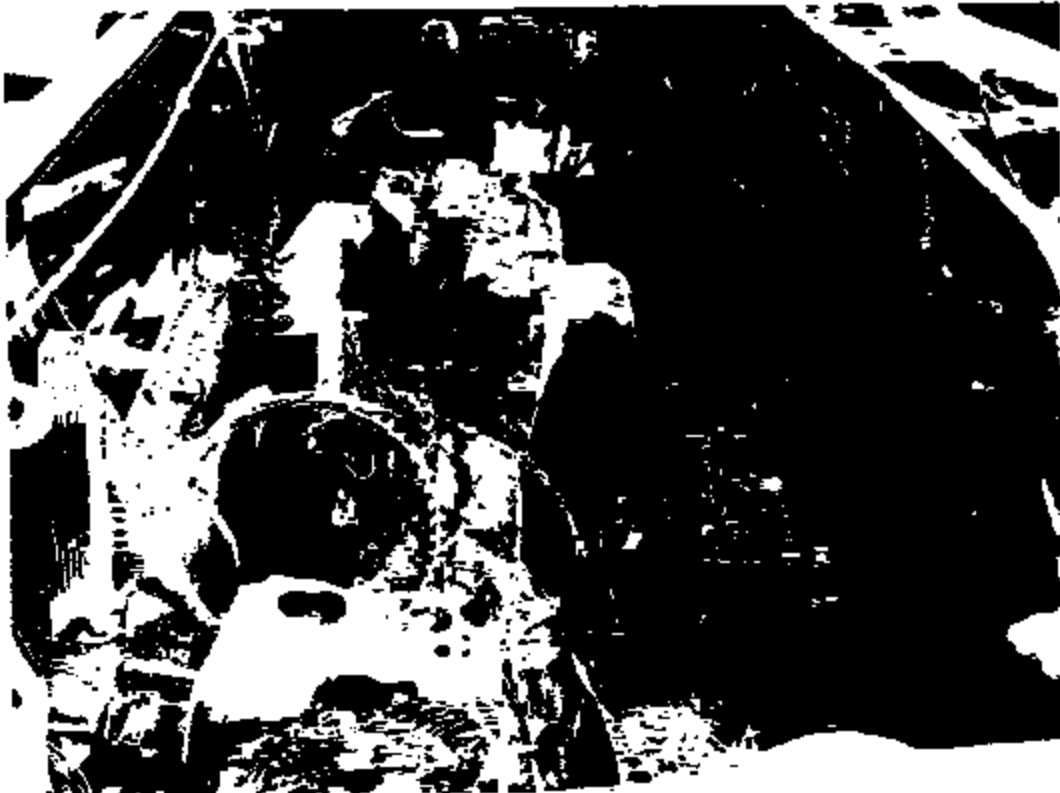




19. A view of the radiator opening with the air-conditioning condenser and radiator fire damaged.

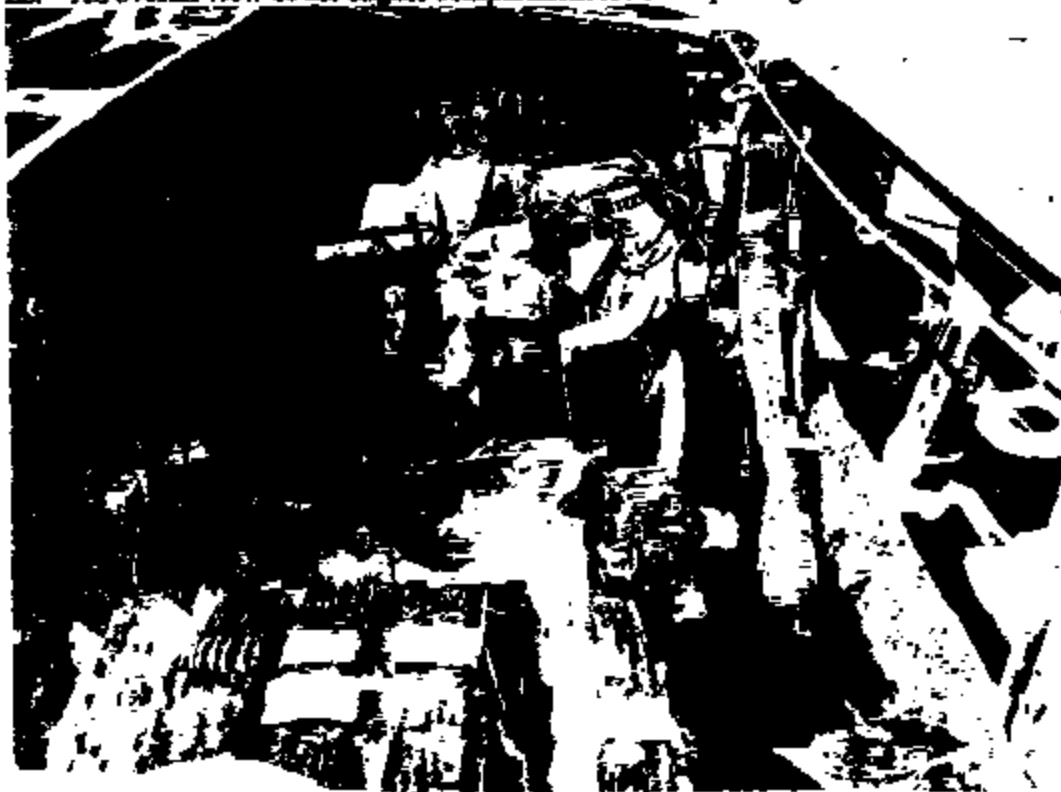
20. An overall view of the engine compartment from the front.





21. An overall view of the engine compartment from the driver's side.

22. An overall view of the engine compartment from the passenger's side.





23. A view of the battery and battery cables fire damaged on the right fender well.

24. A view of the alternator and main lead traveling to same void of insulation.





25. A view of the power distribution center fire damaged in the left fender well.

26. A view of extensive fire damage to the top of the engine where melting of the cast aluminum components is noted.





27. An overall view of the left or driver's side fuel rail which is fire damaged, no longer secured to the engine with the fuel injectors having fallen out during the course of the fire.

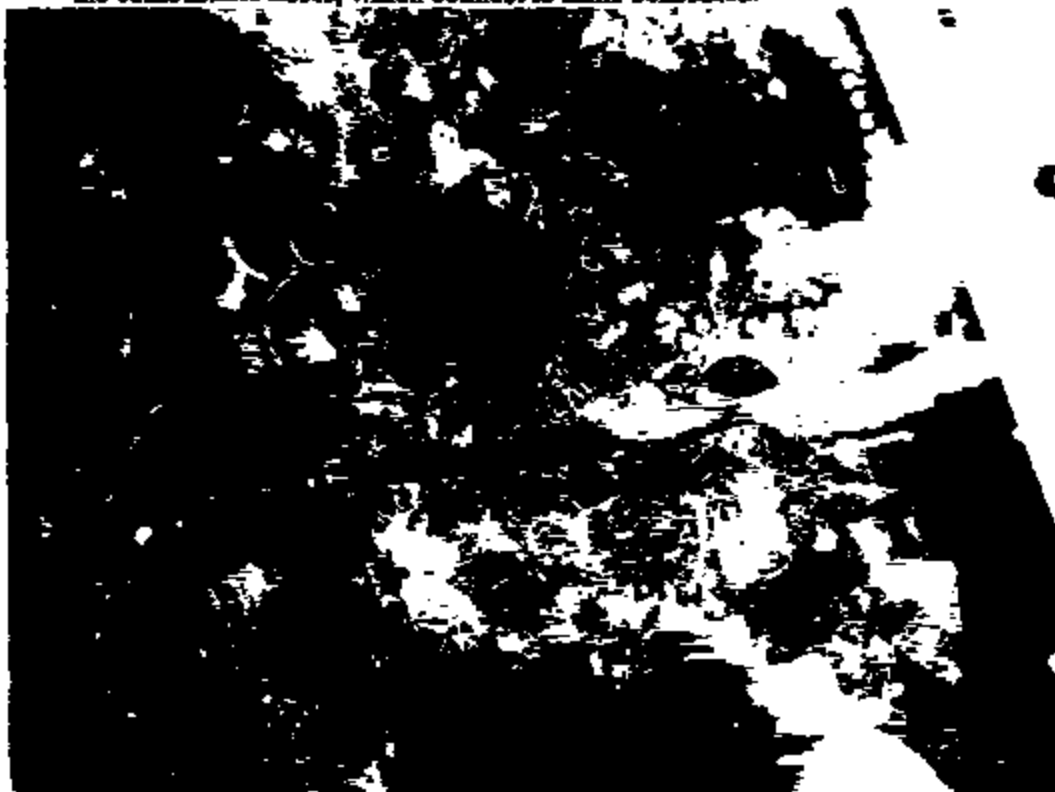
28. An overall view of the metal transmission cooler lines and lower radiator hose connected to the remains of the radiator on the left or driver's side.

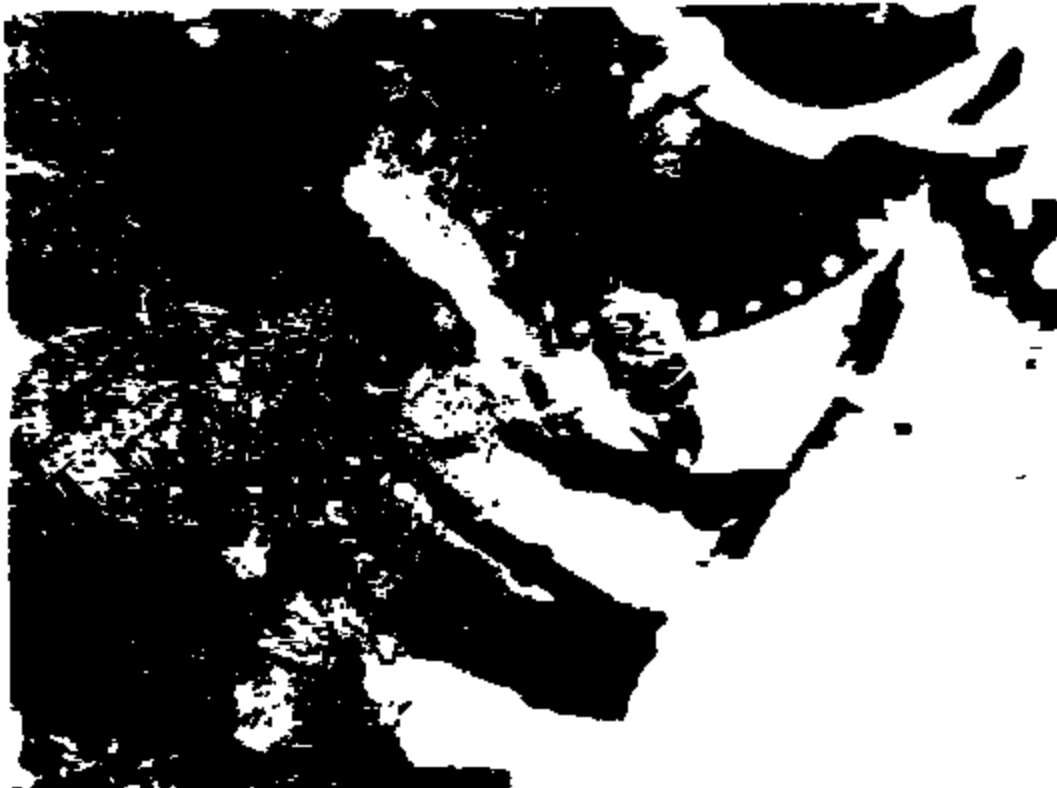




29. A view of fire damage to one of the power steering lines/fittings in the left front of the engine compartment.

30. A view of the metal transmission cooler lines in the right front of the engine with the combustible hoses, which connect to same consumed.





31. A close-up view of one of the transmission cooler lines with the combustible hose consumed.

32. An overall view of the left or driver's side valve cover, cylinder head and exhaust manifold as viewed through the left front wheel well opening.





33. A view of the underside of the engine and front axle where combustible fluid is present.

34. A view of the Pennzoil oil filter still secured to the engine in the left front.





35. A view of the oil pan depicting the drain plug intact and the oil pan wet with combustible fluid.

36. A view of an accumulation of combustible fluid on the undercarriage to include the oil pan bolts.





37. A view of the transmission pan intact.

38. An overall view of the undercarriage from front to rear.





39. A view of the power steering lines fire damaged in the left front lower section of the engine compartment.

40. A view of the starter and wiring intact in the right lower section of the engine compartment.





41. A view of the underside of the left or driver's side exhaust manifold.

42. A view of the right or passenger's side exhaust manifold.





43. A view of the remains of the oil fill cap melted inside of the valve cover on the right or passenger's side.

July 20, 2004

IN RE: State Farm Claim No. [REDACTED]
H&A File No. 04-10 [REDACTED]
[REDACTED]

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PREDICATION:

This report is predicated upon the request of Mr. Steve Davison, State Farm Claims Investigator, Vehicle Investigation Program, to conduct an investigation into [REDACTED] with special reference to a mechanical analysis of a 1999 Ford, F-150.

INSPECTION:

On June 29, 2004, this Investigator arrived at Insurance Auto Auction in Markham, Illinois to conduct a mechanical analysis of a 1999 Ford, F-150.

Prior to leaving the scene, several photographs were taken and are enclosed.

ENGINE:

This vehicle is equipped with a 4.6 liter, V8 fuel injected engine.

FLUID LEVELS:

The brake fluid is empty, the power steering fluid is empty, the engine oil is overfull, the transmission is full and the radiator is empty.

MECHANICAL EVALUATION:

Upon initial approach to the vehicle, it was determined that the Vehicle Identification Number has been destroyed during the course of the fire. This Investigator gained entry to the engine compartment, where the fluid levels were checked, which can be found in the fluid levels section of this report.

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H&A File No. 04-1016ME
[REDACTED]

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Initial observations within the engine compartment reveal the master cylinder, the radiator, along with various combustibles, have either been damaged or consumed during the course of the fire.

Inspection of the oil reveals it is overfull, however, there is water mixed with the oil from the extinguishment of the fire.

Inspection of the left valve cover reveals no evidence of oil leaking onto the cylinder head. Examination of the intake gasket reveals no evidence of leakage. Examination of the right side of the cylinder head reveals no evidence of oil leakage from the valve cover gasket.

The valve cover was removed for further examination, which revealed slight fire damage to the right lower front portion, however, there is still good sealing line, indicating that the valve cover was sealing properly.

The vehicle was elevated for inspection of the undercarriage, which reveals the oil pan gasket is leaking and the rear seal is leaking, however, there is no fire damage in this area.

Inspection of the transmission cooler lines reveals they are connected properly to the radiator and travel to the right or passenger side. The upper transmission cooler line travels to the right or passenger side, where it connects to a flex tube with compression fittings, however, the compression hose and fittings have been consumed during the course of the fire. Inspection of the lower transmission cooler line reveals it travels to the right or passenger side and then to the front of the vehicle, where it connects into a transmission cooler, however, the cooler is consumed at this time. This Investigator found a line directly under the radiator, which is believed to be the other portion of the transmission cooler line or the lower transmission cooler line to the transmission cooler and to the radiator. Examination of the compression fittings on the lower transmission cooler line to the radiator reveals fire damage to the compression fittings, however, parts of the fittings are still on both ends, but the flex tube has been consumed. Examination of the transmission cooler line from the transmission to the transmission cooler reveals the hose has been consumed during the course of the fire. The compression fitting has been consumed on the line that travels to the transmission. Inspection of the transmission cooler lines and their travel reveals they travel on the right or passenger side of the engine compartment back to the transmission. Close examination reveals no evidence of leakage and they are connected properly at this time.

Inspection of the transmission reveals no evidence of transmission leakage from the transmission pan gasket. The transmission plug was removed for examination of the front seal, which reveals

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[REDACTED]

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no evidence of fluid on the torque converter. Examination of the rear seal of the transmission reveals no evidence of leakage. Examination of the top of the transmission reveals no fluid residue, indicating the transmission fluid has not overheated and expelled fluid.

OWNER INTERVIEW:

Review of the owner interview reveals that the only work performed was oil changes. Further review of the owner interview reveals that the only accessory added to the vehicle was an electric brake for the trailer, an electric harness for the trailer and a transmission cooler was not installed after the original purchase.

CONCLUSION:

From the information ascertained during the course of this inspection and the information available at the time of the preparation of this report, it was determined that the valve cover gasket is not leaking, the intake gasket is not leaking, the oil pan gasket has slight leakage and the rear seal has slight leakage. The right valve cover was removed for further examination, which reveals no evidence of fluid leakage by the gasket. There is a good seal line, indicating a good seal on the gasket. Inspection of the transmission reveals the rear seal is not leaking, the front seal is not leaking, the pan gasket is not leaking, there is no fluid residue on top of the transmission, indicating that the transmission has not vented out the vent tube. Inspection of the transmission cooler lines reveals they are routed properly from the engine compartment to the transmission with no evidence of leakage. Inspection of the front portion reveals the transmission cooler lines are attached to the radiator, however, at the compression fittings, the lines have been consumed. Furthermore, the transmission cooler has been consumed during the course of the fire. Close examination of the lines reveals that the compression fittings have been consumed and the neoprene hose has been consumed. It should further be noted that this is the only fluid within the right front portion of the vehicle, having ruled out the valve cover gasket from leaking.

It is this Investigator's opinion that a compression fitting or line has failed, causing the expulsion of transmission fluid from the transmission cooler line in the right front.

IN RE:

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[REDACTED]

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At this time, we are closing our file and forwarding our report and photographs for your review.



Edward W. Nightingale
Certified Master Mechanic
Certification Number M126050

EWN/jam

8:33:23 AM

06-07-2004

VINassist(R) Version 1.25

(c) by NICE 1991

Law Enforcement Edition

VIN:2PTRK18W2X



DIGIT	DESCRIPTION	MEANING
2	Country of Origin	CANADA
P	Manufacturer	FORD FORD
T	Vehicle Type	TRUCK
R	Gross Vehicle Weight	6,001-7,000 GVWR W/SEC.GEN.AIR BAGS
X18	Series	F150 4X4 PICKUP-SUPER CAB STYLESIDE
W	Engine	4.6L EFI-SOHC(R) V8/14.6L CAT.3406E
2	Check Digit	CHECK DIGIT VALID
X	Year	1999
C	Assembly Plant	OAKVILLE, ON (CANADA)
A72208	Sequence Number	IN RANGE

***** VIN Passed Test *****

VIN indicates a 1999 FORD F150 4X4 PICKUP-SUPER CAB STYLESIDE

(c) by NICE, 1991

04-1016ME



1. View of the front of the vehicle.

2. View of the engine from the left side.





3. View of the engine from the front.

4. View of the engine from the right side.





5. View of the partially consumed radiator.

6. View of the upper transmission cooler line.





7. View of the lower transmission cooler line.

8. View of the transmission cooler lines where they go to the transmission.

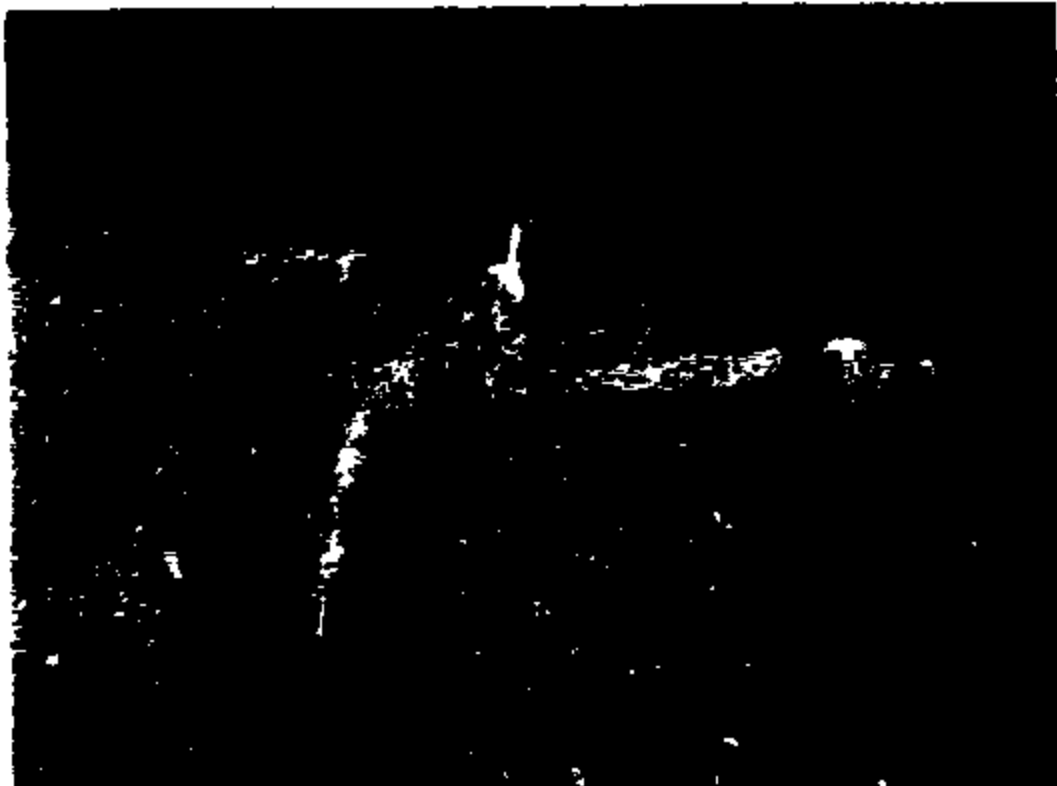




9. View of the engine line indicating the compression fitting has melted off.

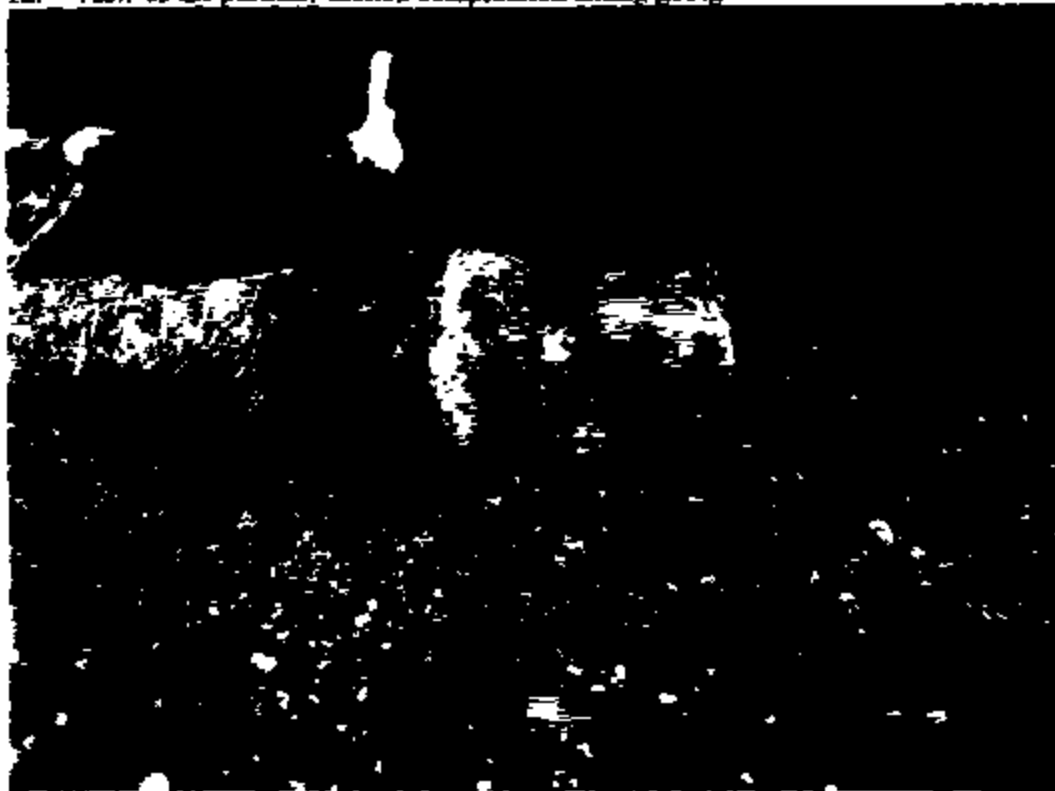
10. View of where the transmission cooler was located.





11. View of a piece of pipe, which was probably for the transmission cooler to the radiator.

12. View of the partially melted compression fitting going to the radiator.





13. View of the other end of the compression fitting towards the radiator.

14. View of the undercarriage of the vehicle.





15. View of the oil leakage in the front of the oil pan.

16. Another view of the oil leakage in the front of the oil pan.





17. View of the rear seal leakage.

18. View of the transmission cooler line routing.





19. View of the transmission cooler line routing where they connect to the transmission.

20. View of the transmission oil pan.





21. View of the rear seal indicating no leakage.

22. View of the torque converter indicating no front seal leakage.





23. View of the left side of the block indicating no oil leakage from the valve cover.

24. View of the right side of the block indicating no oil leakage.





25. View of the front portion of the right cylinder block indicating no oil leakage.

26. View of the right valve cover.

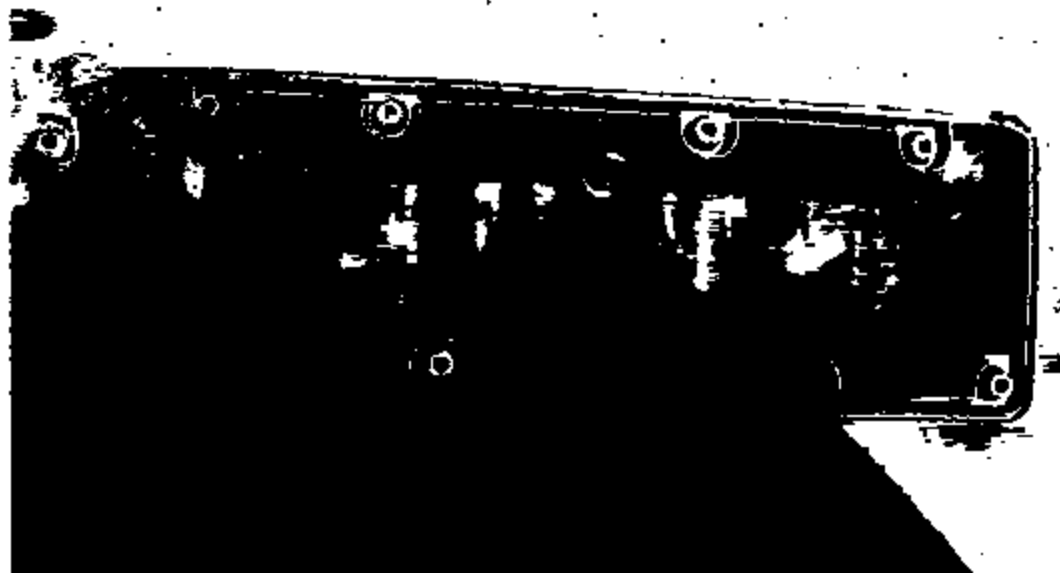




27. View of the fire damage to the lower right side of the valve cover gasket.

28. View of the right valve cover gasket.





29. View of the right valve cover.

30. View of the sealing line from the valve cover gasket.





31. View indicating the valve cover and gasket were put within the interior of the vehicle.

32. View of the upper transmission cooler line flex hose, which is consumed.



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[REDACTED]

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transmission fluid may leak between radiator transmission oil cooler and the transmission oil cooler fitting, not the cooler line into the fitting, which may result in a residue of transmission fluid on the radiator tank and around the transmission oil cooler fitting. This may be caused by insufficient thread sealer on the transmission oil cooler fitting. This technical service bulletin does not apply to transmission fluid leakage at the transmission line to the transmission oil cooler fitting. Install O-ring onto the transmission oil cooler fitting. The O-ring is designed to seal the leak and reduce the possibility of transmission fluid leakage. (See enclosed technical service bulletin.)

INTERVIEW [REDACTED]

On April 16, 2004 at 4:45 p.m., Investigator John Woodington conducted an interview with [REDACTED] who is the titleholder, named insured and primary operator of the truck in question. Prior to the discovery of the fire, there were no passengers present in the vehicle and no one else operates the truck other than the insured.

The fire was discovered on April 17, 2004 at approximately 9:30 a.m., and the weather conditions were windy. The location of the fire was at the insured's residence in the driveway and the wind was traveling from the back of the vehicle to the front of the vehicle. Subsequently, the Macon and Mt. Zion Police and Fire Departments responded after the insured contacted 911. They arrived in approximately fifteen minutes and extinguished a fire involving the 1999 Ford, F-150 equipped with a 4.6 liter engine. The vehicle in question was purchased used in October of 2003 from a private owner. At the time of the purchase and at the time of the fire, there was no warranty in effect on the vehicle.

When questioned regarding any service work performed on the vehicle, the insured indicated routine maintenance only. Further questioning revealed that the fuel tank was full and had been filled on the day of the fire. The insured went on to state that he normally checks the fluid levels and that he performs his own oil changes. The insured would have been the last person to enter the engine compartment to check the oil and windshield washer fluid. The insured went on to state that in between oil changes, he adds approximately a half quart of oil.

When questioned regarding any mechanical or electrical problems with the vehicle, the insured indicated he has had none. Mileage at the time of the purchase was between 52,000 and 53,000 miles, mileage at the time of the fire loss was approximately 61,000 miles.

IN RE: State Farm Claim No. [REDACTED]
H&A File No. 04-0759VF
[REDACTED]

July 13, 2004
Page 6

Since ownership of the vehicle, the insured has not received any recall notices, campaigns or correspondence from the manufacturer. Further questioning revealed that the insured is a nonsmoker.

When questioned regarding adding any accessories to the vehicle since the purchase, the insured indicated that in October of 2003, he installed electric brakes and a wiring harness with connector for the trailer.

When questioned regarding whether the vehicle had ever been involved in an accident, the insured indicated not since ownership.

At the time of the fire, the vehicle had been in operation for approximately thirty minutes. Accessories being operated were the lights and radio, and all accessories functioned. Just prior to the discovery of the fire, the insured did not experience any fluid leaks, experience any operability problems, no warning lights were illuminated, however, he detected an odor that he referred to as burning oil. The insured stated, as he was backing into the driveway, he observed smoke and heard a hissing noise emanating from the engine compartment. The smoke entered the heater vents and he got out and observed white smoke by the right front wheel well and shock, and the fire was first observed by the right front shock and was orange and yellow in color. The hood was closed and remained closed until the fire department arrived. The driver's door was open as he exited the vehicle, and all windows were up.

In a short scenario, the insured stated that he had been operating the truck for approximately thirty minutes, arrived at home and was backing into the driveway when he observed a small amount of smoke outside and thought his wife may be burning trash. The insured then observed smoke emanating through the heater vents and heard a hissing noise. He stopped and observed smoke, white in color, emanating out the right front wheel well, as well as fire and he attempted to extinguish it with two dry chemical fire extinguishers. Further questioning revealed that the insured took photographs after the fire was extinguished. The firemen did not indicate any probable cause regarding the fire, and the insured believes that possibly an oil line came loose, not gas as he did not detect any odor of gas.

As a result of the fire, it extended to a shed which is also insured by State Farm.

As of this date, no other fire investigators, public or private, have contacted the insured. Further, no items were removed from the area of origin. Contents within the passenger compartment included two pair of glasses, CDs, a flashlight, gloves, pliers and a raincoat. Items located within the bed of the truck were three bicycles, a Rubbermaid container and a tow rope.

IN RE: State Farm Claim No. [REDACTED]
H&A File No. 04-0759VF
[REDACTED]

July 13, 2004
Page 7

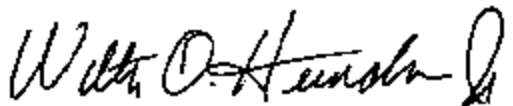
STATE OF ILLINOIS FIRE INCIDENT REPORT:

This Investigator was provided with a copy of Incident #204050. The date is April 17, 2004, with an alarm time of 10:01 a.m. They arrived at 10:08 a.m., and cleared the scene at 11:22 a.m. The location of the fire was within the driveway of 8787 Cornwaith Road, Macon, Illinois. Under remarks it indicates, garage caught fire from pickup parked close by. Had to take plaster board off on wall to get to burning insulation. Received mutual aid from Mt. Zion Fire Department. Equipment involved in ignition is listed as vehicle.

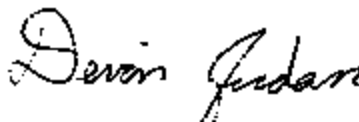
CONCLUSION:

Having completed an examination of the vehicle, reviewed an interview obtained from the insured, reviewed a fire incident report, conducted research pertaining to the vehicle in question, reviewed a mechanical analysis prepared by Master Mechanic Edward Nightingale and based upon all of the information known at the time of the preparation of this report, it is the opinion of this Investigator that the fire was accidental in nature. It is further the opinion of this Investigator that the fire originated on the right or passenger's side of the engine compartment, where transmission fluid was expelled onto hot surfaces of the manifold and upon ignition, the fire extended upward and outward from that location, causing the damage present. The fire is deemed to be an accidental fire. Further, exemplar photographs were obtained from a 1999 Ford F-150 truck at Insurance Auto Auction in Romulus.

At this time, all requests for services have been completed, we are closing our file and forwarding our report and photographs for your review.

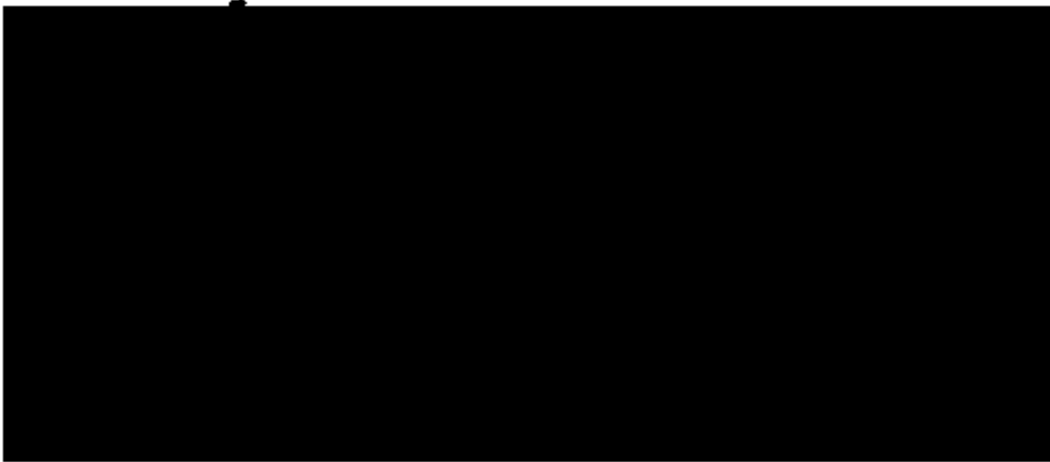


Walter O. Herndon, Jr.



Devin C. Jordan

WOH/kp



PE84-078 C 3128

AEA



November 5, 2001

RISK MANAGER
FORD MOTOR COMPANY
PARK LANE TOWERS WEST
SUITE 300
3 PARK LAYNE BLVD
DEARBORN MI 48126

Re: [REDACTED]
Claim No: [REDACTED]
Date of Loss: 9/10/01
CNI Insured: [REDACTED]
Vehicle: 1999 Ford F150
Vin # 1FTRX17W1XN [REDACTED]

Dear Risk Manager,

We are an independent claims company representing **CONTINENTAL NATIONAL INDEMNITY**.

On the above date [REDACTED] vehicle was involved in a fire occurring in the engine compartment.

We had an independent fire investigator look at the burned vehicle and his conclusion was that the fire was as a result of a faulty pressure regulator "O" ring.

There is a recall NHTSA Campaign ID Number: 98V194000 issued on these vehicles.

We are placing you on notice that we will be pursuing Ford Motor company for the reimbursement of our claim.

PG14-076 C 3138

AEA

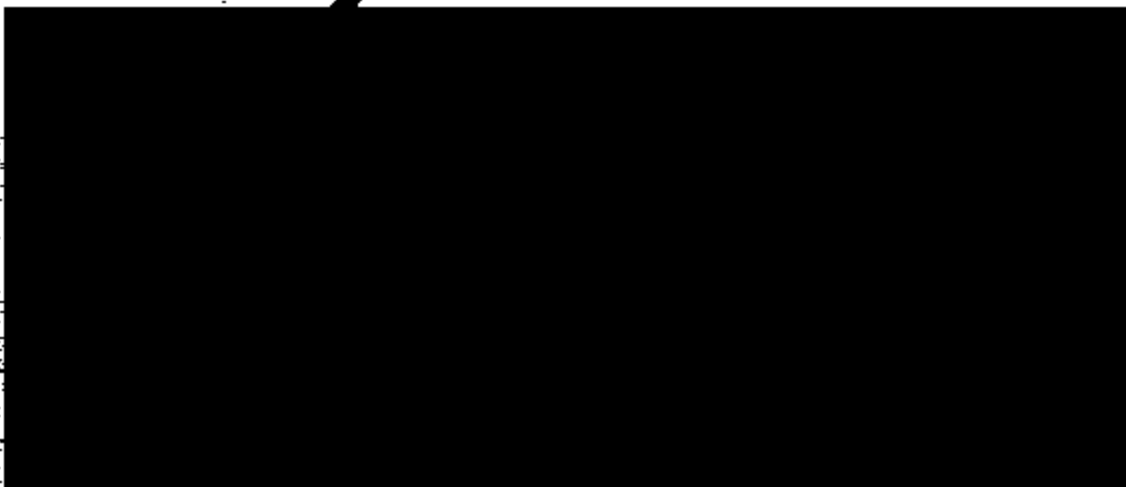
Please have a representative of your insurance company contact me at 1-800-437-7204 or at the below listed address to discuss this matter further.

Sincerely,



C. R. "Bud" Spittler
AEA Claims Service

PE04-078 C 2131



FD-302 (Rev. 11-27-70)



Chasent City, Fla.



Ford Motor Co "
Parklane Towers West
Suite 300
3 Parklane Boulevard
Dearborn, MI 48126

SOUTH PUTNAM CHRISTIAN SERVICE CENTER
219 N. SUMMIT STREET
P. O. BOX 744
CRESCENT CITY, FLORIDA 32112

" Reaching up Towards " God "
" And Out To People " "

Peace

1

SOUTH PUTNAM CHRISTIAN SERVICE CENTER
219 N. SUMMIT STREET
P. O. BOX 744
CRESCENT CITY, FLORIDA 32012

"Ford Motor Co"

After long attempts of trying to seek proper & truthful letters, phone calls etc. I have finally got a response from your company.

Purchasing my first brand new car in years; I got my truck from you; never before owned & right from the "factory" (So I was told).

Gentleman I was so happy; a silent partner of a Firm Co. & had money in the Stock Market. The truck was the crown sole transportation in my half ownership of my Folsom Co.

Immediately I started noticing very bad gas mileage; Ten to twelve miles per gallon city & around 20 to 23 - highway. It utterly used gas like a huge luxury ride. And my \$150 was just a basic 6" cubic engine; with radio, air, roll up windows, Duro bed liner & no carpeting just rubber floors & that's the way I wanted it. A nice looking truck

→

from the outside & a down to earth
good inexpensive work truck too -
get my foliage to market & very
easy to clean up: (page 2nd)

SOUTH PUTNAM CHRISTIAN SERVICE CENTER
219 N. SUMMIT STREET
P. O. BOX 744
CRESCENT CITY, FLORIDA 32112

The Sale *

In purchasing the truck; I was
over sold too many extra packages
such as your own Off road
additive, extended warranty & a couple
others not needed. For example I've
been a member of the Triple AA
for years ^{All} over the United States.
But your salesman told me that
it showed Ford Motor Co. for your
first time buyer program that I was
a good candidate for your Co. to
finance me. ~~Oh~~ Dear God at that
time I could have paid cash I but I'm
too trusting & went along with it all.
I told the sales man that I wanted
a very low monthly payment; or I would
pay cash. Again he over did the
contract & promised the (world in good
& excellent maintenance) through your
Palaka people) And I would always have
a truck if repairs were needed.
And at any time I could also refinance
truck & or by a new one, which I
firmly told ~~him~~ him I like to buy
new every 2 yrs or add another truck.
He said No Problem & Signed the contract

(And Save)
money
At
Gale III
ooo

SOUTH PUTNAM CHRISTIAN SERVICE CENTER
219 N. SUMMIT STREET
P. O. BOX 744
CRESCENT CITY, FLORIDA 32112

"The Problems, Lies & The Breach"

Like I said on the first page; your garage people push you in & out. I've been told that my truck would break in at 3500 miles & get better gas mileage. Well guess what it didn't it got worse & started to sound like a diesel truck. Little man this is a 6" 150 truck; I complained with no satisfaction; for the matter was getting out of control; the mileage was back the diesel sound; so I firmly asked for another truck; They said fine. So I took a white 1999 Ranger for a ride, & I like it & the price.

They said fine & I thought thank God! -- But now the breach: The salesman who sold me the truck; drew up the papers with one catch; he told me I'd have to come down with more money! for a down & my truck; (they were both the same year.) And I've all ready ~~paid~~ paid a sizable amount in a cash down -

I'm with you no the amount.
I followed my agreement to a
tee; got oil change when I was
supposed to many other things were
leaving the truck with them.

& never got a truck as a loaner.
(a small impact)

I did one final last thing &
wanted to drop all the extras
in the first contract & refinance
the truck & sell it myself.

1. Palaka Ford sold me a lemon
2. Would not follow the terms of contract
which I retain (I give you too much
information) & with writing deplacating
etc.
3. Asking me for another down
payment after you all ready had it.
The F150 was ~~the~~ looked brand new.
You should have not gotten so greedy.
My God help you & be proper &
let me have the ranger as promised
it was considerably cheaper in cost.
And take your F150 & Lemon back
& fix it right.

Sincerely

**CRESCENT CITY FIRE DEPARTMENT
ALARM FIELD REPORT**

MTD 17
 CALYTD 112
 CR# 1215
 RESP 0723
 RESCUE O.S. _____
 SHIFT A

DATE 2/8/00 DAY Tuesday REC'D 0721 DISP 0723

ON SCENE 0731 COMPLETED 0900 IN QUARTER 0910

TYPE OF INCIDENT Vehicle Fire

LOCATION OF INCIDENT _____

OWNER/OCCUPANT _____ DOB 8/29/55 PHONE _____

ADDRESS _____ DL OR SS# _____

OWNER/OCCUPANT 108 N. Rock Rd DOB _____ PHONE _____

ADDRESS _____ DL OR SS# _____

OWNER/OCCUPANT _____ DOB _____ PHONE _____

ADDRESS _____ DL OR SS# _____

VEHICLE YEAR 99 MAKE Ford MODEL P/U TAG# HU7-630 OTHER _____

MUTUAL AID TO _____ FROM 1FTZF1722XV

UNITS AT SCENE 538, E31 GWP 1,000 WEATHER _____

EQUIPMENT USED AT SCENE 350-A 134, SD# 00-1340

POSSIBLE CAUSE UNKNOWN LOCATION/ORIGIN ENGINE COMPARTMENT

EXTENT OF DAMAGE \$ _____ STRUCTURE \$ _____ CONTENTS \$ _____ VEHICLES \$ 18,000

INSURANCE COMPANY Superior Ins. Co. AGENT _____

REMARKS: U/A Fd Pickup truck fully involved in fire. on drivers side chained to back of truck was a German Shepherd dog. The dog was alive but in extreme danger. Initial line was being pulled (it broke) Took line to rear of vehicle and framed a water curtain to protect the animal from the radiant heat. Pump on 5-28 was malfunctioning and was unable to obtain full pressure to pull a 1 1/2 attack line. Continued to protect dog with bucket until E31 arrived. only E31 arrived pulled a 1 3/4 using one to replace bucket line for water curtain and 2nd line used to attack fire in engine

MANPOWER: D = DRIVER T = AT SCENE X = STANDBY O = NOT ATTENDED

CHIEF: Peacock 31	DT	ASST. CHIEF: Noble	I.T.: Merritt	M. Scott
A - SHIFT		B - SHIFT		C - SHIFT
CAPT. Her's Glenn	T	CAPT. Harrison Irvin		CAPT. Robert Peacock
C.L. Aaron Highfill		C.L. Vann Kirkland		John Peacock
Judy Peacock		Walter Goodwin		Eric Harrison
Teresa Glenn		Gail Irvin		Michael Edwards
Erick Kulseld		James Olson		Lary Pope
	PT	Edward Irvin		Paul Kerp
Brandl Johnson		DEBBIE ALBECKER	T	
EX: Connie Hammock		EX: George Hammock		EX: Todd Buller
EX: Matthew Pope		EX: Jessica Flechtman		EX: Eric Smith

UNITS IN SERVICE TIME: 1.9 hrs. MAN HOURS ON CALL: 7.6 hrs.

PERSON IN CHARGE: Hamm FILED: Hamm

Excuse my messy writing
& Content is

Scmney Ck M

compartment and cab. Fire was brought under control and extinguished. Took bolt cutter and cut chain restraining dog. Dog turned over to H&O. Aerial had some radiant heat burns but was in remarkable good condition considering exposure. Note several small explosions occurred during the extinguishment. Dog was returned to his owner and instructed to take the aerial to a vet. Vehicle was a total loss - JPB

P.S. My K9 (which) had imp. papers: American (K9 Club) died not even a year later; he was German Shepherd; my best friend & companion. All my keys: House, Dept. Box, Etc. This fire happened as I was coming forward, had to leave my car in wheel & jump out immediately to free dog & control. Too this day I'm haunted: & it virtually caused Me too loss: just more than my companion) a time later; my business) as well & affected my eyes as well I have to wear by-folks - all the have trouble reading & seeing in direct Sun-light & dark

Gentleman;

Again; After writing & talking to
you several times. The past 1/2 year
I do have attorney out of country;
but would like to settle
this ourselves - selves
(remember I could not talk to
you if I would talk to
attorney

I've lost my business & market
interests a beautiful

German shepard - listed with
the American Vandal Club
Bugsy

He would only be 1/2 year old
I left keys in ignition, the car
was burning so fast, House
Deposit Box & all import keys
had to change locks. One on
another wickel. The fire was
moving towards me!

I wanted to fire dog & couldn't & told my Ins.
Co. not to pay - But they did - ~~the~~

SPCHADMA

Action Detail

12/21/01 11:26:15

=>

VIN: 1FTZF1722XX [REDACTED] Year: 1999 Model: F-SERIES
 Owner Status: ORIGINAL MSD: 06/08/99
 Name: [REDACTED] Hm Ph [REDACTED]
 Trmt: [REDACTED] Case: 352160460 Day Ph [REDACTED]
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY
 Dealer: PALATKA FORD LINC-MERCURY
 Issue Type: 07 LEGAL Issue Status: C CLOSED
 Comm Type: PH PHONE Odometer Reading: 3500 MI
 Analyst: 4825KK KATHY KECSKES Document Number:
 Action Date: 12/21/01 Action Data: N Action Time: 11:26:00 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: REDIRECT TO OGC - PERSONAL INJURY CLAIM

Comments: CUSTOMER'S VEHICLE WAS INVOLVED IN A FIRE IN FEBRUARY 2000.
 CUSTOMER BELIEVES FIRE WAS DUE TO A RECALL ON FUEL INJECTION ASSEMBLY. NO RECALLS THIS VIN NUMBER. INSURANCE CLAIM WAS FILED. VEHICLE NOT REPAIRABLE. INJURIES SUSTAINED, BURNT LUNGS AND HANDS. CUSTOMER LOST HIS JOB IN THE FIRE AND HIS BUSINESS. CUSTOMER IS HIRING AN ATTORNEY AND PURSUING INJURY

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 MORE COMMENTS AVAILABLE

LPREL38

Closing

SFCHADMA

Action Detail

12/21/01 11:26:18

==>

VIN: 1FTZF1722X [REDACTED] Year: 1999 Model: F-SERIES
 Owner Status: ORIGINAL WSD: 06/08/99
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: [REDACTED] Case: 352160460 Day Ph: [REDACTED]
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY
 Dealer: PALATKA FORD LINC-MERCURY
 Issue Type: 07 LEGAL Issue Status: C CLOSED
 Comm Type: FH PHONE Odometer Reading: 3500 MI
 Analyst: 4825KK KATHY KECSKES Document Number:
 Action Date: 12/21/01 Action Data: N Action Time: 11:26:00 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: REDIRECT TO OGC - PERSONAL INJURY CLAIM
 Comments: BUSINESS. CUSTOMER IS HIRING AN ATTORNEY AND PURSUING INJURIES AND OTHER DAMAGES. UNABLE TO REACH CUSTOMER AT BOTH PHONE NUMBERS. REDIRECT TO OGC DUE TO INJURIES.

F1-Help F2-AddAction F4-PrevAction F5-NextAction F6-ActionData
 F9-PrevComments F10-NextComments F11-Menu F12-Return F13-ESP
 NO MORE COMMENTS AVAILABLE

LPREL38

SFCHIDMA

Issue Detail

12/20/01 14:58:00

VIN: 1FTZF1722XK [REDACTED] Year: 1999
 Owner Status: ORIGINAL WSD: 06/08/99
 Name: MR CHARLES E MOTLEY Case: 352160460
 Trmt: Model: F-SERIES
 Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Mileage: 3500
 Reason: LEGAL - ALLEGED - NON-SERIOUS INJURY Hm Ph: [REDACTED]
 Dealer: PALATKA FORD LINC-MERCURY Day Ph: [REDACTED]
 Issue Type: 07 LEGAL
 Issue Status: 0 OPEN
 CAN Court:
 CAN Award:

Legal Issue Type: N
MORSII Contact:

A/C DATE Origin Description
 12/20/01 CACI38 INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUME

F1-Help F2-AddAction F4-ActionDetail F6-DealerInfo F12-Return
 F7-Prev F8-Next F9-ViewMORSII F11-Menu LPREL38
 NO MORE RECORDS AVAILABLE

File (Feb 2000)

Customer thinks may have been related to a 1997 recall involving fuel injection assembly.

OK Landie

Insurance claim was filed 15,000 - Vehicle not repairable.

Injuries - Burnt lungs & hands trying to save his dog.

- Lost his dog in fire
- Lost his business

Customer is hiring an attorney.

Unable to reach customer by phone

Redirect to OGC *

ACK L
Opening L
TRKqV

AW5 ✓

Label

CSM - ? R10 net

Recall ✓
N

SFCHADMA

Action Detail

12/20/01 17:09:59

2-14-01 j

VIN: 1FTZF1722XK [REDACTED] Year: 1999 Model: F-SERIES
 Owner Status: ORIGINAL WSD: 06/08/00
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: [REDACTED] Case: 352160460 Day Ph: [REDACTED]
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY
 Dealer: PALATKA FORD LINC-MERCURY
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: PH PHONE Odometer Reading: 3500 MI
 Analyst: SVENTURE SELVIN VENTURE Document Number:
 Action Date: 12/20/01 Action Data: Action Time: 13:48:41 EST
 Origin Desc: US CONCERN CASE BASE
 Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUME
 Comments: CUSTOMER SAYS: CUST IS CALLING IN REGARDS TO THE VEH CATCH

ING FIRE UNDER THE HOOD --THE FIRE REPORT STATES THAT THEY
CANNOT FIGURE OUT WHY THIS HAPPENED --CUST FOUND INFO ON A
1997 RECALL(FSA) THAT HAD TO DO WITH THE FUEL INJECTION ASSE
MBLY WHICH CAUSES FIRE --AS A RESULT CUST SUSTAINED BURNT
LUNGS AND HANDS TRYING TO SAVE HIS DOG WHICH IS NOW DECEASED

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 MORE COMMENTS AVAILABLE

LPREL38

Opening

==>

VIN: 1FTZF1722KR [REDACTED] Year: 1999 Model: F-SERIES
 Owner Status: ORIGINAL WSD: 06/08/99
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: [REDACTED] Case: 352160460 Day Ph: [REDACTED]
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY
 Dealer: PALATKA FORD LINC-MERCURY
 Issue Type: 07 LEGAL Issue Status: 0 OPEN
 Comm Type: PH PHONE Odometer Reading: 3500 MI
 Analyst: SVENTURE SELVIN VENTURE Document Number:
 Action Date: 12/20/01 Action Data: Action Time: 13:48:41 EST
 Origin Desc: US CONCERN CASE BASE
 Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUME
 Comments: LUNGS AND HANDS TRYING TO SAVE HIS DOG WHICH IS NOW DECEASED
 AS A RESULT OF INJURIES FROM FIRE --CUST HAS ALSO LOST HIS
BUSINESS DUE TO THIS INCIDENT --CUST IS SEEKING FORD INTER
 VENTION IN PAYING FOR HIS PAYMENTS, MONEY DOWN ON NEW VEH, LO
 SS OF HIS COMPANION (DOG) AND HIS BUSINESS LOSS --CUST IS C
 URRENTLY TRYING TO ACQUIRE THE SERVICES OF AN ATTORNEY --

F1=Help F2=Addaction F4=Prevaction F5=Nextaction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 MORE COMMENTS AVAILABLE

LPREL38

SFCHADMA

Action Detail

12/20/01 17:10:04

==>

VIN: 1FTZF1722K [REDACTED] Year: 1999 Model: F-SERIES
 Owner Status: ORIGINAL WSD: 06/08/99
 Name: [REDACTED] Em Ph: [REDACTED]
 Trmt: [REDACTED] Case: 352160460 Day Ph: [REDACTED]
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY
 Dealer: PALATKA FORD LINC-MERCURY
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: PH PHONE Odometer Reading: 3500 MI
 Analyst: SVENTURE SELVIN VENTURE Document Number:
 Action Date: 12/20/01 Action Data: Action Time: 13:48:41 EST
 Origin Desc: US CONCERN CASE BASE
 Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUME
 Comments: URRENTLY TRYING TO ACQUIRE THE SERVICES OF AN ATTORNEY --
 DATE : TUES 2/08/200 --ORIGIN : UNDER HOOD --REPORT FILED
 --FILED IN CRESENT CITY FLORIDA BY MR. PEACOCK --CLM HAS B
 EEN FILED BY INSURANCE COMPANY (\$15,000) --THE VEH IS NOT R
 EFAIRABLE -- PER CUSTOMER, DEALER SAYS: NONE CAC ADVIS
 ED; -- THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AF

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 MORE COMMENTS AVAILABLE LPREL38

SFCHADMA

Action Detail

12/20/01 17:10:05

==>

VIN: 1FTZF1722X [REDACTED] Year: 1999 Model: F-SERIES
 Owner Status: ORIGINAL WSD: 06/08/99
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: Case: 352160460 Day Ph: [REDACTED]
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY
 Dealer: PALATKA FORD LINC-MERCURY
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Coma Type: PH PHONE Odometer Reading: 3500 MI
 Analyst: SVENTURE SELVIN VENTURE Document Number:
 Action Date: 12/20/01 Action Data: Action Time: 13:48:41 EST
 Origin Desc: US CONCERN CASE BASE
 Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUME
 Comments: ED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AF
 FAIRS OFFICE. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.
 -CUST ADVISED THAT HIS CONTACT IS MR. GARY JONES AT 9
 04 698 1309 THEN ASK FOR "SKIP" MOTELY REFERENCE CASE ID:
 5341

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 NO MORE COMMENTS AVAILABLE

LPREL38

Phone



PE24-878 C 3151

DEBT RECOVERY CONSULTANTS
4225 VALLEY FAIR STREET, SUITE 205
SIMI VALLEY, CALIFORNIA 93063
(805) 526-0646

04/22/02

FORD MOTOR COMPANY
SHAWN NORTON
3 PARKLANE BL PTW 300
DEARBORN,

MI.48126



Re: Our File No. : 045480-4
Claim No./Insured : [REDACTED]
Date of Loss : 06/18/01
Accident Location : [REDACTED]
Your Insured : [REDACTED]
Your Claim No. : 1FTFX17L6Y [REDACTED]
Demand Amount : 16,881.29

To whom it may concern:

Our office represents PERMANENT GENERAL INSURANCE , in connection with its subrogation claim against your insured.

To assist you in the evaluation of this demand for payment, copies of the items marked below are enclosed herein:

- ___ Property Damage Estimates and/or Estimates of Repairs.
- ___ Photographs.
- ___ Payment Drafts.
- ___ Police Report and/or Incident Report.
- ___ Witness Statement.
- ___ Medical Specials.
- ___ Additional Supporting Documentation.

Demand is hereby made in the amount of 16,881.29 , for damages paid. Please forward your draft made payable to DRC -or- DEBT RECOVERY CONSULTANTS as Subrogee agent for PERMANENT GENERAL INSURANCE . If you have any questions regarding this matter, feel free to contact the undersigned toll free, 1-800-871-2183.

Sincerely,
DEBT RECOVERY CONSULTANTS

Joey Smith
Subrogation Collections Department

THIS COMMUNICATION IS BEING SENT TO YOU BY A COLLECTION AGENCY
ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE

-F104
-6/18/01
-161,881.-
-San Joaquin County, CA
-199 F-150
-VIN

75-003 M.L.E.D.
 75-004 M.L.E.D.
 75-005 M.C.E.D.
 75-006 M.E.D.
 75-007 C.E.D.
 75-008 W.M.H.P.D.



Montezuma Fire District

In San Joaquin County
 Station 18-1, 3405 S. "B" St.
 Stockton, California 95206
 Station 18-2, Stockton Airport



— INCIDENT REPORT —

Date 06-18-01 Report # 01-233-01 IC# 435 Type of Incident VEHICLE FIRE
 District Provided: Automatic Aid Mutual Aid To what Agency: _____ Did the District Receive: Mutual Aid Automatic Aid
 Alarm Time: 0500 Arrived: _____ Under control _____ In Quarters 0540
 Report by: County Rec. XX Other _____
 Patient/Victim: _____ Cause: _____
 Address/Location: 5050 Carpenter Rd (REEVES TRUCKING)
 Equipment Used: Ax _____ Salvage Cover _____ Fire Pole _____ S.C.U.A. _____
 Ladders: 3' Extension _____ 24' Extension _____ Roof _____ Aerial _____ Power Saw: _____ Lights/Cas: _____
 Extinguishers: Back Pack _____ Dry Chemical _____ CO2 _____ Pressurized Water _____
 Cascade System: Hose Unit _____ Other Equipment: DRY BAZ
 Medical: Oxygen Unit _____ BP _____ Pulse _____ Respiration _____ AED Unit _____
 Fire Apparatus: Engines 18 X 1 XX 18 X 2 _____ 18 X 4 XX 18 X 3 _____ W.T. 18 X 1 _____
 Crash Rescuer 34 X 4 _____ 34 X 5 _____ Support 18 X 1 _____ P.U. 18 X 1 _____ P.U. 11 X 1 _____
 Designated Safety Apparatus _____ Auto/Mutual Aid Unit Requested _____

Synopsis

UPON ARRIVAL FOUND SINGLE PICK-UP TRUCK WITH ENGINE COMPARTMENT INVOLVED WITH FIRE. BOOSTER LINE WAS USED TO EXTINGUISH THE FIRE WITH APPROXIMATELY 250 gal. OF WATER. VEHICLE WAS SECURED AND UNITS RETURNED TO QUARTERS.

COPY
 FILED

See Supplemental Report See Medical Form See Incident Information Form

Name & Rank of Personnel at Scene or Station's

1.	8. F.F. SERRANO	15.	22.
2.	9.	16.	23.
3.	10.	17.	24.
4.	11.	18.	25.
5. ENG. NANIRES	12.	19. R.F.F. OWENS	26.
6.	13.	20.	27.
7.	14.	21.	28.

Incident Commander F.F. SERRANO Report Filed By: F.F. SERRANO

Report Reviewed By: Edward Lopez

Abbreviations: Reserve-R Fire Fighter-F.F. Engineer-Eng. Res. Captain-R.C. Captain-C Driver D Res. Driver-R.D.

FD-204-075 C 3153

**MONTEZUMA FIRE DISTRICT
INCIDENT INFORMATION FORM**

DATE: 06-18-01
TYPE OF INCIDENT: STRUCTURE FIRE _____ GRASS FIRE _____
VEHICLE ACCIDENT _____ HAZMAT _____ OTHER _____
LOCATION / ADDRESS OF INCIDENT: VEHICLE FIRE
5050 CARPENTER RD

PERSONAL INFORMATION

NAME: N/A
ADDRESS: _____
CITY: _____ STATE: _____ ZIP: _____
PHONE: (HOME) _____ (WORK) _____
(IF VEHICLE ACCIDENT)
DRIVER LIC. #: _____ STATE: _____
MARK ONE: DRIVER _____ PASSENGER _____ PROPERTY OWNER _____ TENANT _____
OTHER: _____

NAME: _____
ADDRESS: _____
CITY: _____ STATE: CA ZIP: _____
PHONE: (HOME) _____ (WORK) _____
MARK ONE: DRIVER _____ PASSENGER _____ PROPERTY OWNER _____ TENANT _____
OTHER: _____

VEHICLE INFORMATION

VEHICLE #: 1 _____ (*1,2,3,ETC., AS INFO IS GATHERED)
VEHICLE LIC. #: _____ VIN #: 1FTRX17L6Y _____
MAKE/MODEL: FORD/F-150 _____ YEAR: 1999
REGISTERED OWNER: _____
ADDRESS: _____ APT. #: _____
CITY: STOCKTON _____ STATE: CA ZIP: _____

INSURANCE INFORMATION

INSURANCE CO: N/A
ADDRESS: _____
CITY: _____ STATE: _____ ZIP: _____
POLICY #: _____ PHONE #: _____

L LORENTE
INVESTIGATIONS, INC.
License # 20017

7/2001

August 3, 2001

Permanent General Assurance Companies
26300 La Alameda, Suite 350
Mission Viejo, CA 92691
U.S.A.

Attention: Mr. Frank Barkowski

Date Of Loss: 6/18/2001
Insured: [REDACTED]
Insured Driver: [REDACTED]
Claim #: [REDACTED]
Case #: FR-01-S-2394

This letter shall serve to acknowledge that our office received your request for an investigation regarding the above referenced claimant. The field investigation will commence as soon as possible per your request. Should you have any questions regarding this case or have the need for additional services, please do not hesitate to call us.

Services Requested: Liability-(Auto Theft)
Interview Insured
Photographs of Vehicle
Secure Authorization to Release Form

Thank you for this assignment.

Sincerely,

Joseph Trano

Regional Manager

FDA-678 C 3188



LLORENTE

Investigations, Inc.

License #PT 28882

815 West Oak Avenue, Suite D, Vista, California 92081
cesee@llorenteinvestigations.com
(858) 480-0840 Telephone
(858) 480-0842 Fax

August 13, 2001

Frank Barkowski, STU
Formerly General Assurance Companies
26300 La Alameda, Suite 350
Mission Viejo, CA 92691

Subject: Motor Vehicle Fire
Insured: [REDACTED]
Claim #: [REDACTED]
Date of Loss: June 18, 2001
Our file #: FR-01-B-2394

Dear Mr. Barkowski:

Pursuant to your request for our office to conduct an investigation into the above-referenced vehicle fire, the results of our investigation are as follows:

ASSIGNMENT

The assignment was received from your office on August 3, 2001 and was immediately assigned to our investigator on that date. We were requested to do the following:

1. Obtain a recorded statement from the insured owner, Brandon Meier
2. Obtain photographs of the vehicle.
3. With the assistance of a vehicle fire expert, try to determine how the fire started.
4. Obtain a signed, dated Authorization and Consent to Disclosure of Records from the insured driver, Brandon Meier

INTERVIEW WITH THE INSURED DRIVER - AUGUST 9, 2001

NAME: [REDACTED]
ADDRESS: [REDACTED] CA [REDACTED]
TELEPHONE: [REDACTED]
DRIVER'S LICENSE #: [REDACTED]
SOCIAL SECURITY #: [REDACTED]
DATE OF BIRTH: September 11, 1978

Client: Permanent General Insurance
Insured: [REDACTED]
Our File No.: [REDACTED]
Date: August 13, 2001

At approximately 6:00 p.m. on August 9, 2001, we met with the insured owner, [REDACTED] at his residence address, listed above, and obtained his recorded statement. [REDACTED] gave us his permission to record his statement, and said he was aware that this statement regarded the reported vehicle fire of his insured vehicle.

He said he understood that his statement was being taken in pursuance of an insurance claim, and that any false representations made during this statement might subject him to a penalty of perjury. He stated that he had not ingested any alcoholic beverages, drugs or narcotics in the past twelve hours, and was not currently taking any form of medication.

IDENTIFYING INFORMATION

The insured driver's full legal name is [REDACTED]. He stated that he was born on September [REDACTED]. He stated that his California Driver's License # [REDACTED] and that his Social Security # is [REDACTED]. The insured owner stated that he currently lives at [REDACTED] Waterford, CA [REDACTED] telephone number [REDACTED] and has lived there for approximately nine months. He stated that his wife also lives at this residence address.

EMPLOYMENT INFORMATION

The insured owner stated that he is currently employed as a heavy equipment operator for [REDACTED] and Construction, and earns [REDACTED] per hour. He stated that at the time of the loss to his vehicle, he was working for [REDACTED] as a truck driver.

INSURANCE INFORMATION

The insured owner stated that he purchased insurance on his vehicle from Permanent General Insurance, but could not remember when.

VEHICLE DESCRIPTION

[REDACTED] stated that the vehicle that caught fire and burned was a 2000 Ford F-150, Extra Cab 2 wheel drive truck. He stated that the color was silver. He said that he leased the vehicle from Big Valley Ford in Stockton, CA for \$28,000.00. He stated that his monthly payments are \$569.00 per month, and he traded in a 1996 Ford Mustang, and paid \$575.00 down at the time of the lease.

VEHICLE OWNERSHIP

The insured driver stated that he is the registered owner of the vehicle, and that Ford Motor Credit currently holds the title to the vehicle. He stated that the lien holder on the vehicle was Ford Motor Credit, and that the length of the lease was three years.

Client: ██████████ Insurance
Insured: ██████████
Our File No: FR 02-8-2394
Date: August 13, 2001

VEHICLE CONDITION BEFORE THEFT

██████████ stated that there was no damage to the vehicle at the time of the fire. He stated that the vehicle was in good condition.

EVENTS PRECEDING THE FIRE

██████████ stated that basically from the time that he leased the truck, if he let the vehicle sit for two days or more without driving it, the battery wouldn't start the vehicle. He stated that he took the truck to Heritage Ford to get the problem checked out, however, the service department there advised him that there was nothing wrong with the truck. ██████████ stated that the problem occurred again, and he took the vehicle back to Heritage Ford, where they again said that there was nothing wrong with the truck.

DATE OF THE INCIDENT

██████████ stated that on June 18, 2001, he drove his truck to work at approximately 3:00 a.m. He stated that he parked his truck in the yard at work and left in his "work truck." He said that at approximately 6:30 a.m., dispatcher Terry Hartley called ██████████ and told him that his truck had caught fire and burst to the ground.

██████████ said that he was told that another employee ██████████ went out with a fire extinguisher and tried to put the fire out, but was unsuccessful because the hood was locked. ██████████ stated that ██████████ told him that he could hear "crackling and sizzling" on the right side of the hood. He said that as the call was being put out to the fire department, the truck suddenly became fully involved with fire.

██████████ stated that the only property that was in the truck was his stereo, a flashlight, and a tool set. He stated that he did not think that anyone at his work location had anything to do with starting the fire. ██████████ also added that he has never had any problem with anyone at Reeve Trucking, and in fact, "practically grew up with the company."

CLOSING REMARKS

The insured driver, ██████████ stated that he understood all of the questions asked, and that his statement had been truthful to the best of his knowledge. He stated that there was nothing further he could add to his statement.

He said that he was aware that his statement had been tape-recorded, and that he had given permission for his statement to be recorded. Our investigator obtained permission from the ██████████ to conclude the interview and turn off the tape recorder at approximately 6:30 p.m. on Thursday, August 9, 2001. ██████████ then read and signed an Authorization and Consent to Disclosure, and our investigator obtained it at that time (See Enclosure 1).

Client: [REDACTED] Commercial General Insurance
Insured: [REDACTED]
Our File No.: FR 01-B-2394
Date: August 13, 2001

WITNESS ASSESSMENT

[REDACTED] was very friendly throughout the interview. He maintained good eye contact and an open body posture the entire time. He answered our questions in what appeared to be an honest and forthright manner. Based on this, it is believed that [REDACTED] could make a good witness if called to testify as to his knowledge of the facts in this case.

CAUSE AND ORIGIN INVESTIGATION- AUGUST 10, 2001

On August 10, 2001, we traveled to the insurance Auto Auction yard, 11499 Douglas Road, Rancho Cordova CA, (916) 635-4271, to try to determine the cause of the vehicle fire that is subject to this case. We met with Anthony Wallick, the "cause and origin" investigator, employed by Hot Wire Electric, Garden Grove, CA, (714) 554-6334, and accompanied him while he determined the cause and origin point of the vehicle fire. He stated that the burn pattern and noticeable signs of origin indicated that the fire started in the alternator, and spread outward. The sudden involvement of the fire was caused when the fuel line crossover near the alternator melted, and ignited the fuel.

He stated that it did not appear that there were any elements of fraud involved in this fire, and it appeared to have started in the alternator. Mr. Wallick's report will be sent under separate cover, directly from Hot Wire Electric.

SUBROGATION

It appears that there are definite subrogation possibilities involved with this fire. From the investigation completed, it appears that there was a problem with the factory-installed Ford alternator in the truck that shorted out and caused the truck to ignite and burn. The claimant took the truck in to the Ford dealership for service on two separate occasions and was told that nothing was wrong with it. This provides another subrogation possibility.

DISCUSSION

Our investigator found that most of the insured driver's statements throughout the course of the interview were consistent with the results of the vehicle fire expert's investigation. The fact that the insured was having starting/electrical problems with the truck is consistent with the apparent origin point of the fire. We found consistency in that the insured had taken it to be fixed and was told that nothing was wrong with it. This is also consistent with the fact that there apparently had been a charging problem, and that the charging problem involved the alternator, which was apparently the origin point, and possibly the cause of the fire.

Llorente Investigations, Inc.

Page 5

Client: Permanent General Assurance
Interest: [REDACTED]
Our File No.: PR 07-E-2394
Date: August 13, 2001

ENCLOSURES

- 1) Signed and dated Authorization and Consent to Disclosure Form
- 2) Photographs of the burned vehicle

STATUS OF INVESTIGATION

In compliance with your initial and subsequent instructions, this investigation is closed. Should you have any questions or comments, or if you desire additional investigation, please contact the regional manager of our Fresno office, Joe Travo, at 559-734-0300. Thank you for this assignment.

LLORENTE INVESTIGATIONS, INC.

Kristen E. Llorente
Private Investigator
License #PT20632

Assigned Investigator: Brian Herman

BH/mb

cc: Verónica Rosas, Claims Adjuster, Permanent General Assurance

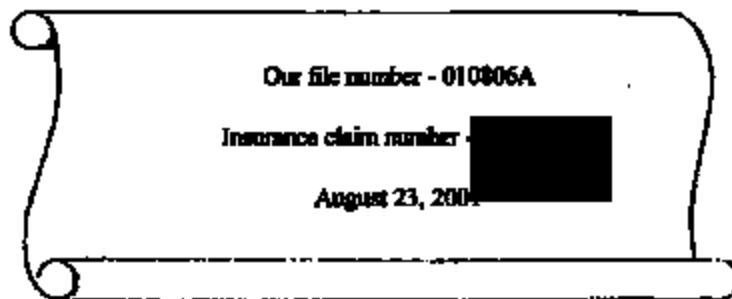
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DEPT. OF DEFENSE INVESTIGATION

HOT WIRE ELECTRIC CO.
P.O. Box 2773
Garden Grove, California 92842-2773
(714) 534-7650 Fax (714) 534-7646

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This information has been compiled expressly for Permanent General Assurance
and Lloyds Investigations.

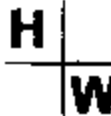


DEPT. OF DEFECTS INVESTIGATION

HOT WIRE ELECTRIC CO.

P.O. Box 2773
Garden Grove • CA 92842-2773

(714) 534-7850 • Fax (714) 634-7846



August 23, 2001

PERMANENTE GENERAL ASSURANCE

Veronica Rosas PA83099
26300 La Alameda, #350
Mission Viejo, CA 92691

INVESTIGATION AND REPORT

This firm was contacted and retained by Llorente Investigations representative, Joe Truvo, to inspect and determine the cause and origin of the fire loss involving the vehicle described below. The subject vehicle was located at Insurance Auto Auction, 11499 Douglas Road, in Rancho Cordova. An inspection was performed on the described vehicle, at that location, on 08/10/01. Present at the time of this inspection was Mr. Brian Herman of Llorente Investigations. Below are the details and results of that inspection.

GENERAL INFORMATION

Our file number	010806A
Insurance claim number	[REDACTED]
Insured information	[REDACTED]
Vehicle information	2000 Ford F150 Truck VIN - 1FTRX17L6YK [REDACTED] DOM - 12/99 [REDACTED] Licence [REDACTED] Mileage - unknown
Date of loss	06/18/01

The objective of this inspection is to determine if a manufacturing defect exists which may have caused or contributed to the cause of this loss or if prior repairs or maintenance services may have caused or contributed to the cause of this loss.

Prior to any physical inspection of the vehicle, photographs were taken for purposes of identification, documentation of burn patterns, preservation of evidence and to memorialize fire damages. The vehicle identification was verified and recorded. The vehicle mileage was not available due to damages sustained to the electrical system as a result of this loss. The vehicle is equipped with an electronic display odometer.

010806A/PAE3099
REPORT continued,
page 2

Information furnished indicates prior complaints of the vehicle battery going dead every two to three days. Invoices were requested, but had not been furnished for review at the time of this report. Additional information indicates the vehicle had been driven and parked at the vehicle owner's place of employment approximately four hours prior to the loss. The vehicle was parked, unattended, at the time of the loss. The fire was observed in the vehicle engine compartment and a dispatcher notified the fire department and the vehicle owner.

Initial inspection indicates a fire originating at the engine compartment area of the vehicle. The point of origin was located at the alternator. The fire transferred upward, rearward, and outward from the alternator. The fuel rail crossover line had been compromised as a result of this loss, adding to the fuel load at the rear of the engine compartment area. The fire transferred to the vehicle interior through the windshield and openings in the cowl section. Damages were noted to the dash and overhead areas of the interior. This fire is electrical in nature, rather than from a fuel related source.

The fluid levels were checked. The engine oil level was full to specifications. The transmission fluid dipstick was stuck inside of the dipstick tube prohibiting verification of the transmission fluid level. The power steering fluid, brake fluid, and coolant levels could not be verified due to damages sustained to component parts as a result of this loss. The power steering hoses had burned. The brake fluid reservoir had melted. The upper radiator hose had burned away and the lower radiator hose had been compromised due to this loss.

The fuel system was examined. The fuel rail crossover line had burned away. The expelled fuel from the fuel rail crossover line added to the fuel load at this area. The injectors, fuel inlet, and fuel return lines were examined and were eliminated as possible causes to this loss. The fuel system was eliminated as the cause of this loss.

The electrical system was examined. The wiring harnesses were examined for any shorted or beaded wiring that may have caused this occurrence. No such shorting or beading of wiring was noted at this time. The alternator area was determined to be the point of origin. The alternator was internally damaged. The alternator had melted inside. The alternator pulley would no longer rotate. Excessive discoloration was noted at the alternator power wire. The remainder of the electrical system was examined with no remarkable observations noted.


The cooling, power steering, and brake systems were examined. Damages noted to these systems are considered secondary, resulting from this loss. These systems were eliminated as possible causes to this loss.

010806A/PA83099
REPORT continued,
page 3

OPINION AND CONCLUSION

Based upon previously mentioned observations and findings, it is the opinion of this investigator, this fire resulted from an internal failure and subsequent shorting of the alternator. This internal failure and shorting allowed the alternator and attaching wiring to overheat, igniting the surrounding plastics and insulation, resulting in the damages observed. The subject alternator was left with the vehicle.

Respectfully submitted,


Anthony Waller,
Investigator

end report.....



DEPT OF DEFECTS INVESTIGATION

HOT WIRE ELECTRIC CO.

P.O. Box 2773
Garden Grove • CA 92842-2773

(714) 534-7880 • Fax (714) 534-7846

H
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W

PHOTO LOG AND SUMMARY

Our file number - 010806A

Insurance claim number - PA83099

Thirteen (13) page photo log and two (2) page photo summary attached.

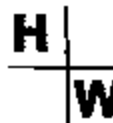


DEPT. OF DEFECTS INVESTIGATION

HOT WIRE ELECTRIC CO.

P.O. Box 2773
Garden Grove • CA 92842-2773

(714) 534-7660 • Fax (714) 534-7846



010806-
PHOTO SUMMARY

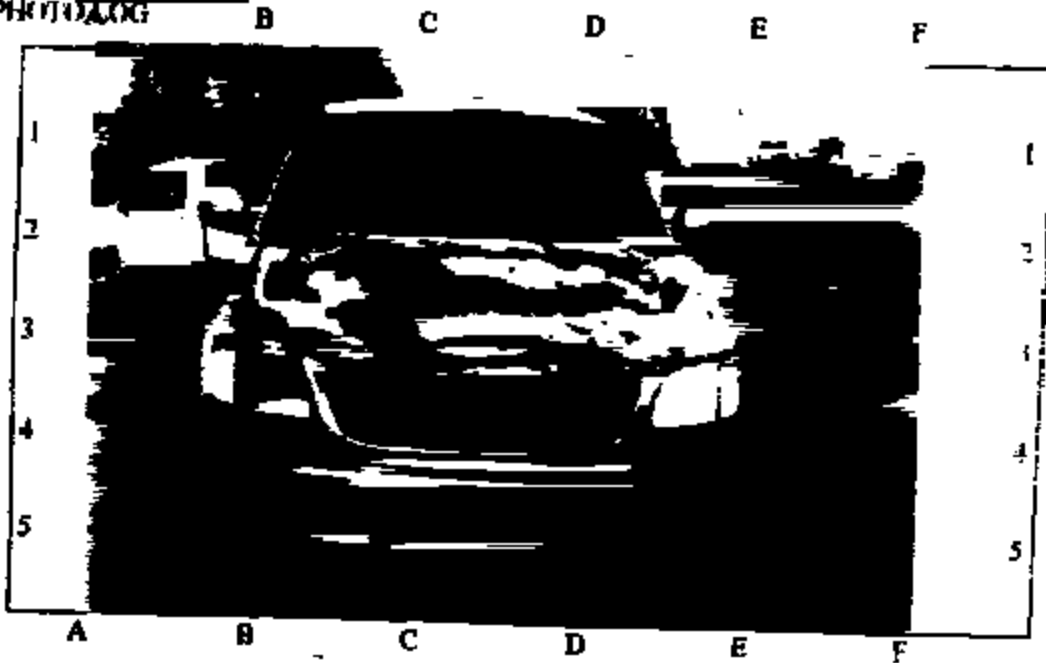
1. Front view
2. Rear view
3. Left side
4. Right side
5. VIN plate
6. Build tag
7. Dash, left side
8. Dash, right side
9. Engine, front to rear
10. Engine, left to right
11. Engine, right to left
12. Hood, fire pattern
13. Battery
14. Transmission dipstick
15. Starter solenoid and alternator power wire
16. Under hood fuse/relay box
17. Fuel lines to fuel rail
18. Fuel rail, rear crossover, left
19. Right fuel rail
20. Fuel rail, rear crossover, right

010806/ [REDACTED]
PHOTO SUMMARY continued,
page 2

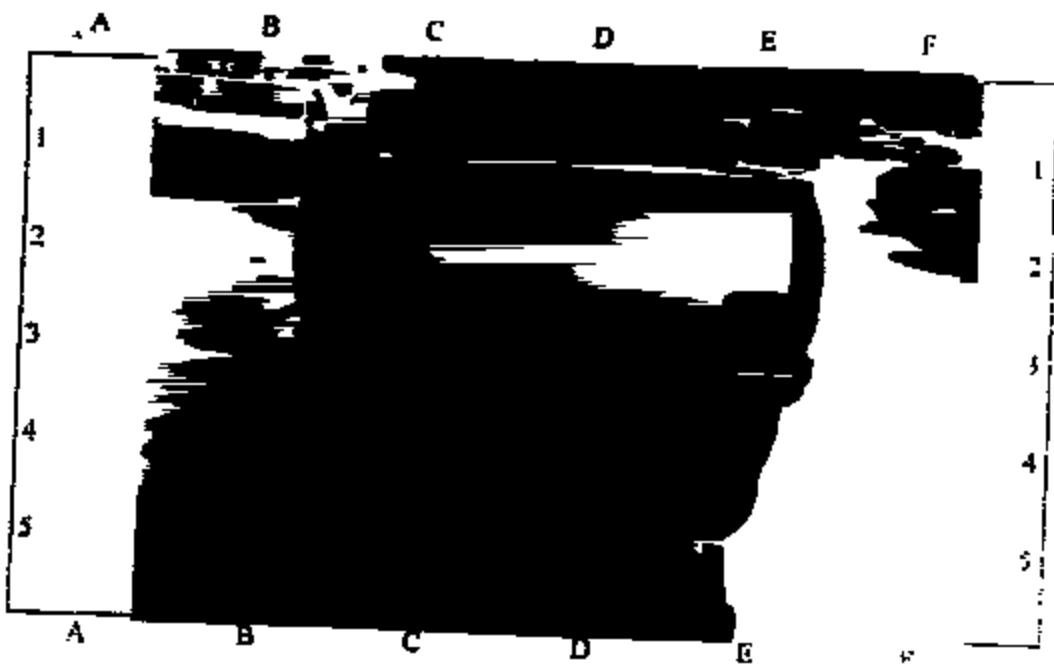
21. Alternator and B+ wire
22. Alternator and melted plenum
23. Alternator, top
25. Alternator, right side

end photo summary.....

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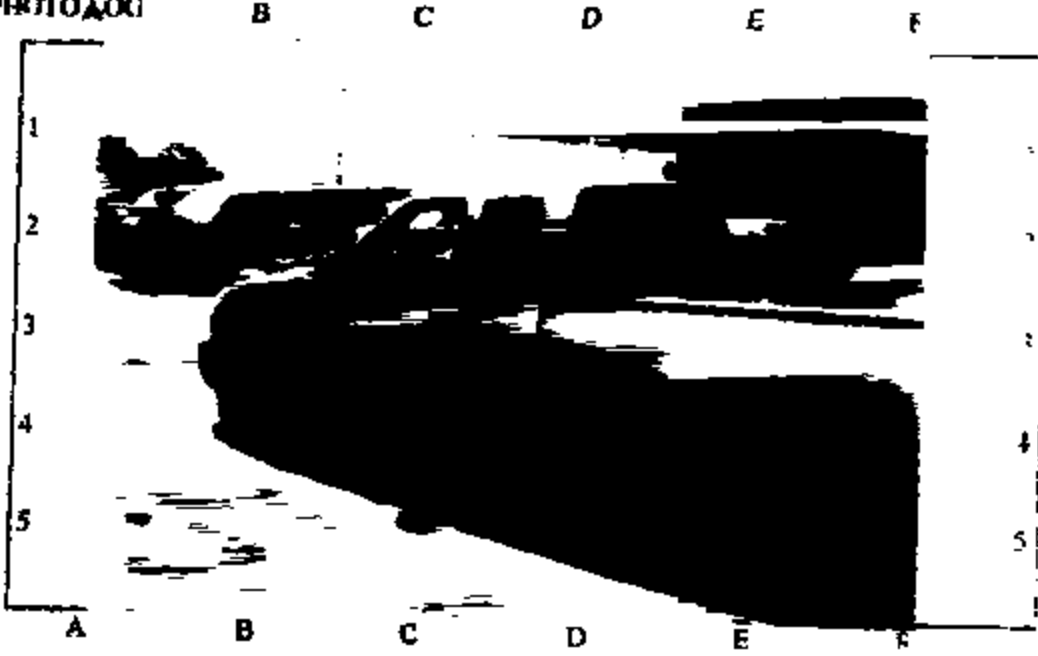


1. Front view

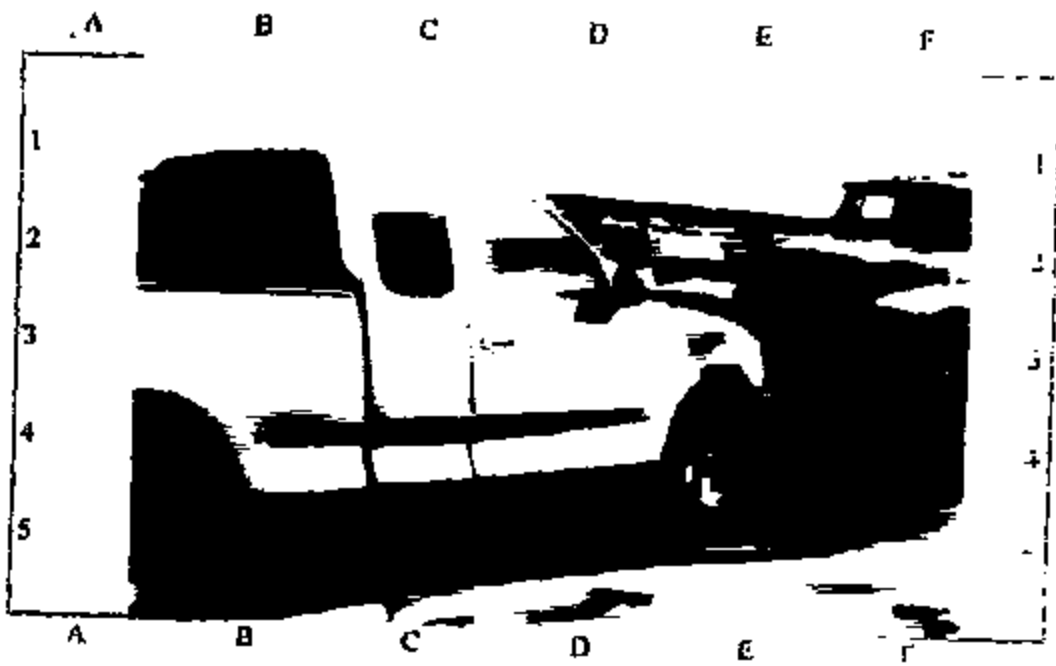


2. Rear view

PHOTOGRAPH

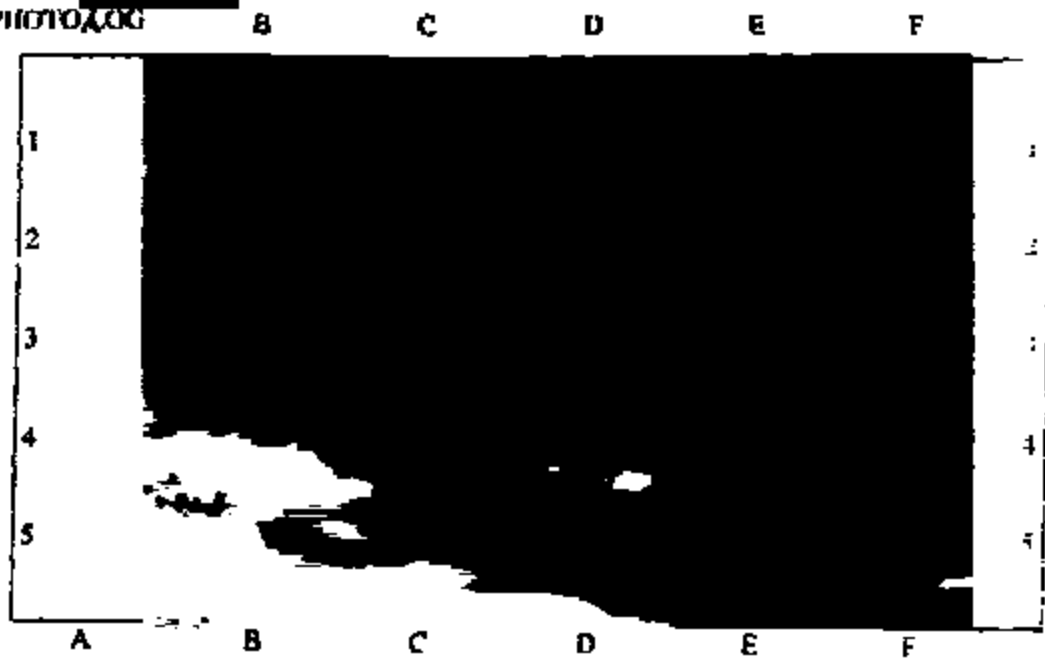


3. Left side

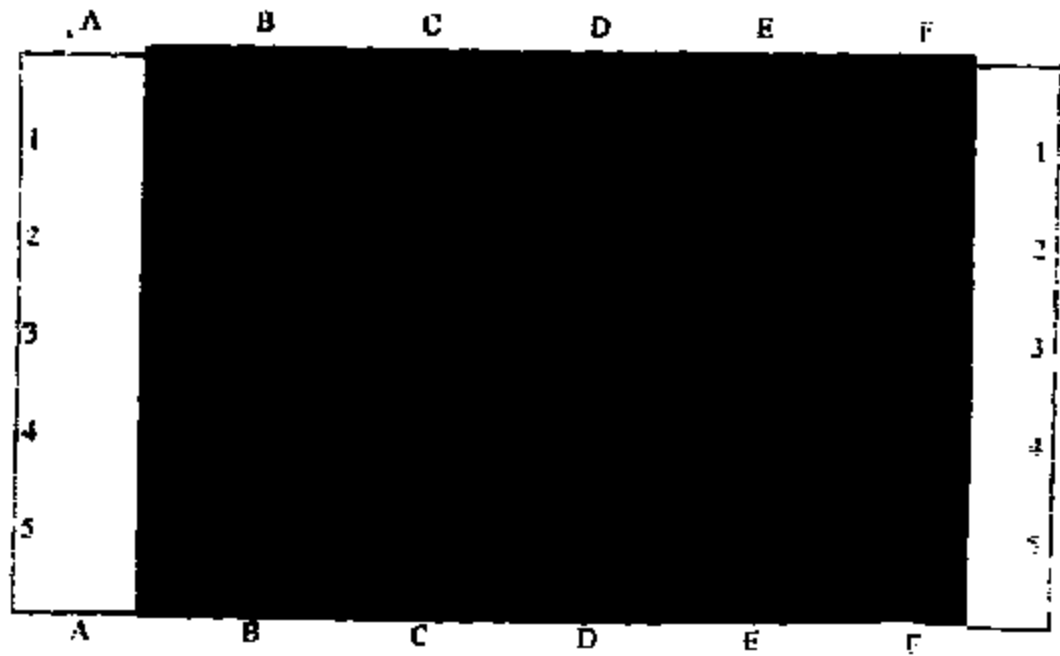


4. Right side

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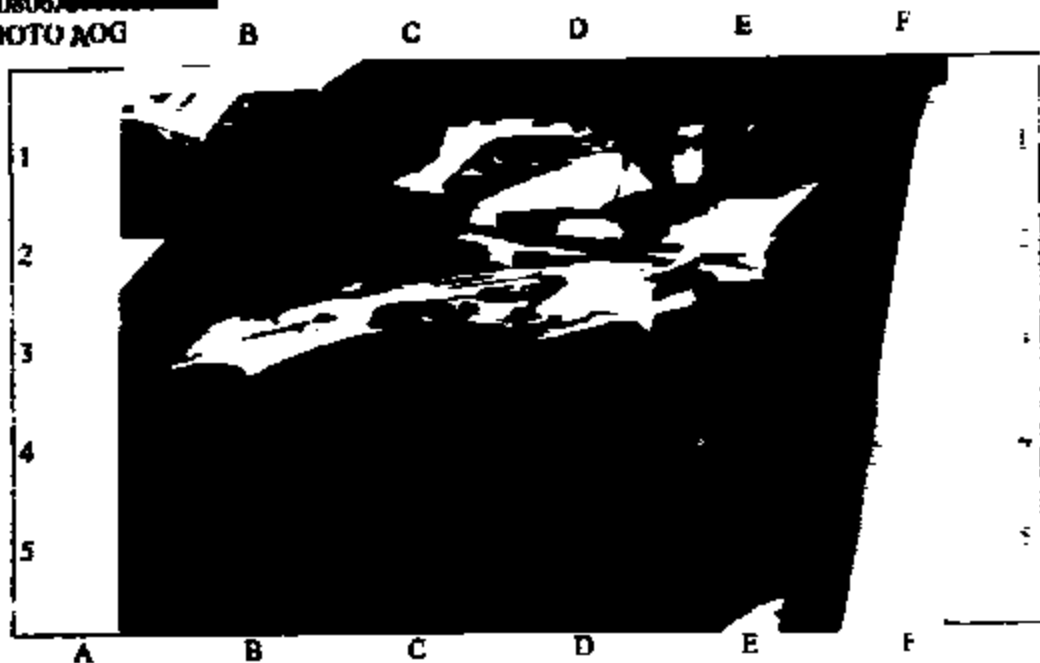


5. VIN plate

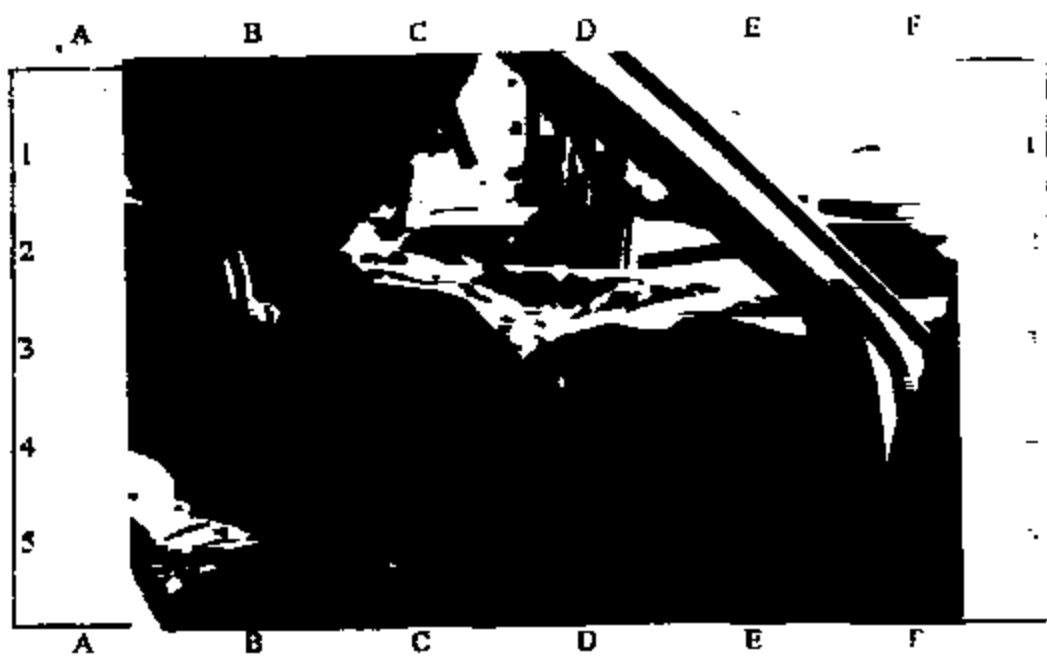


6. Build tag

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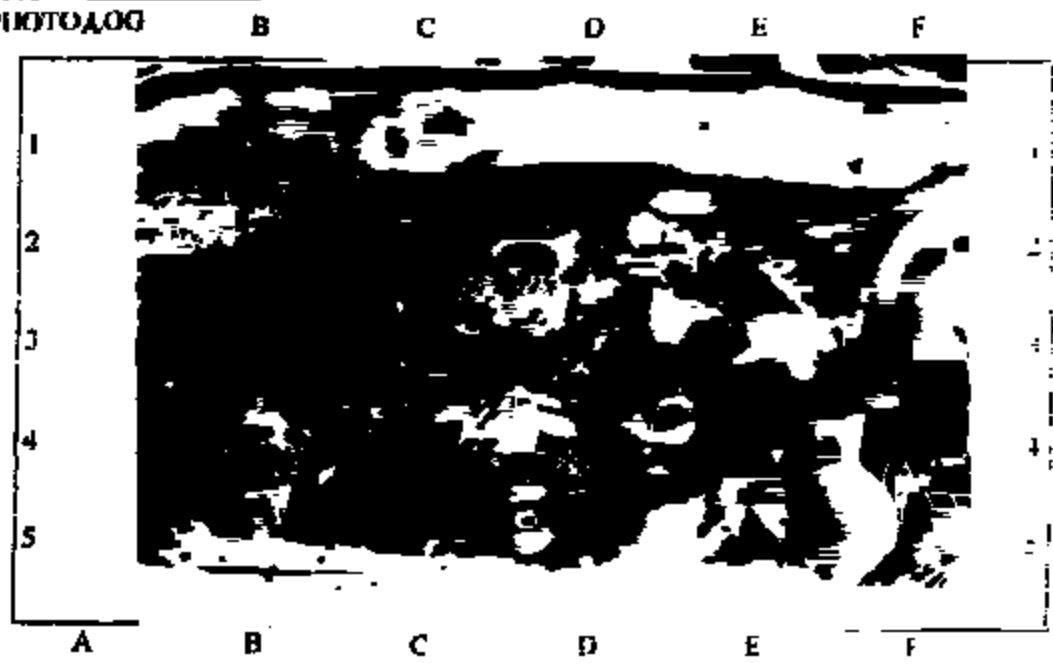


7. Dash. left side

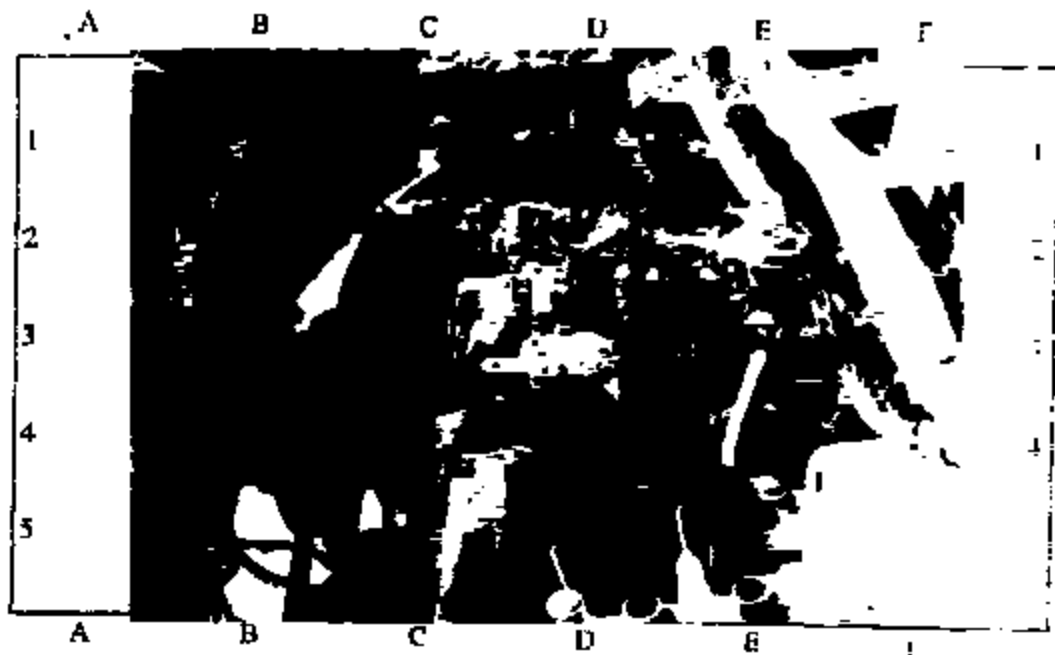


8. Dash. right side

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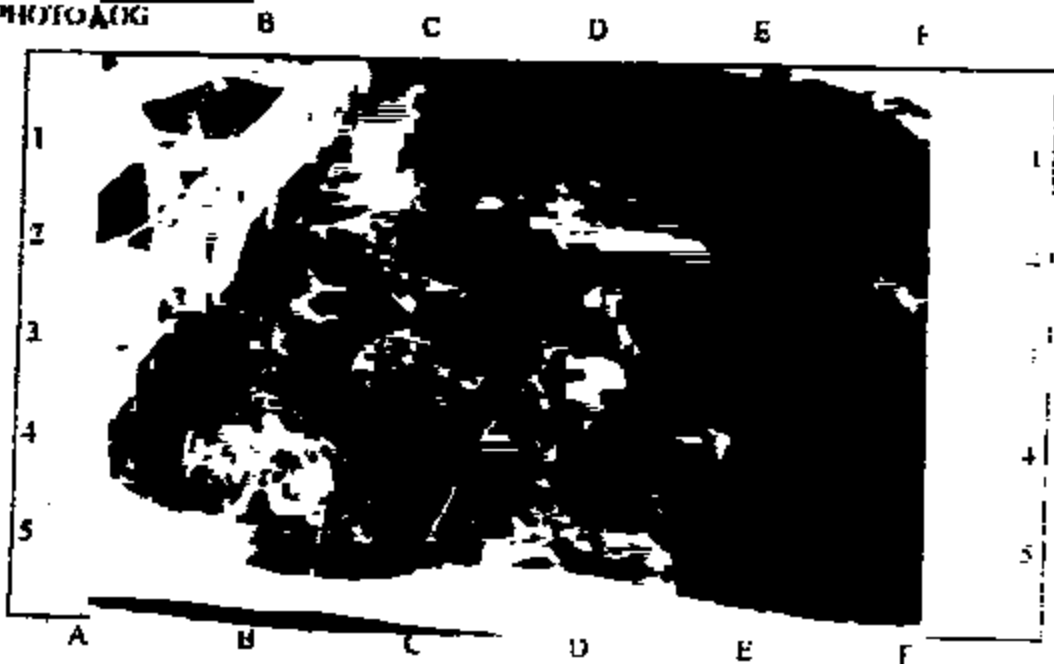


9. Engine, front to rear

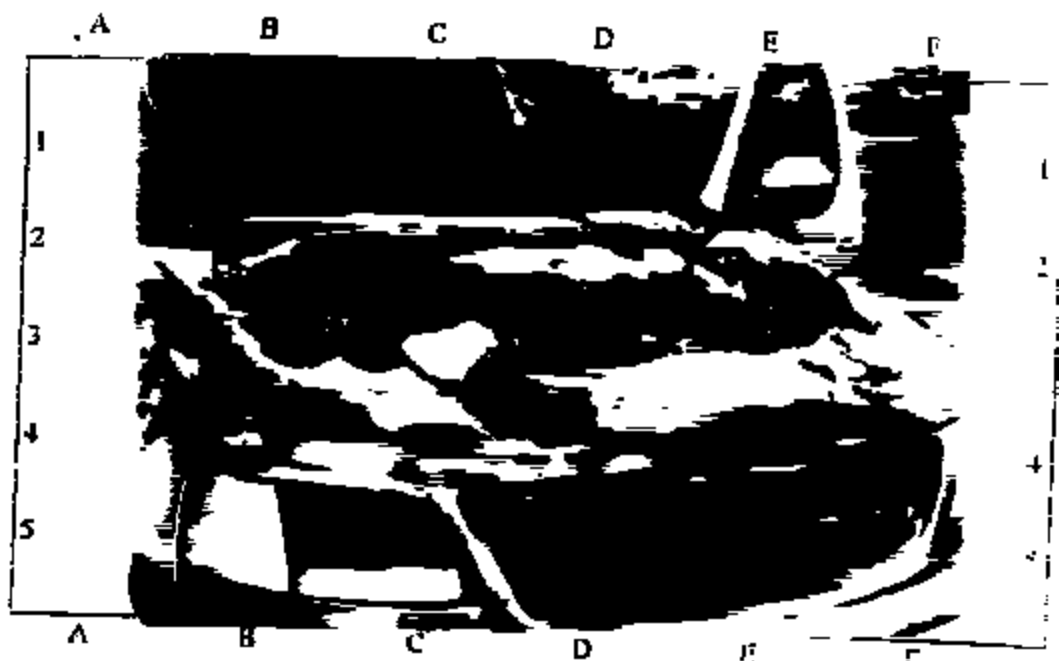


10. Engine, left to right

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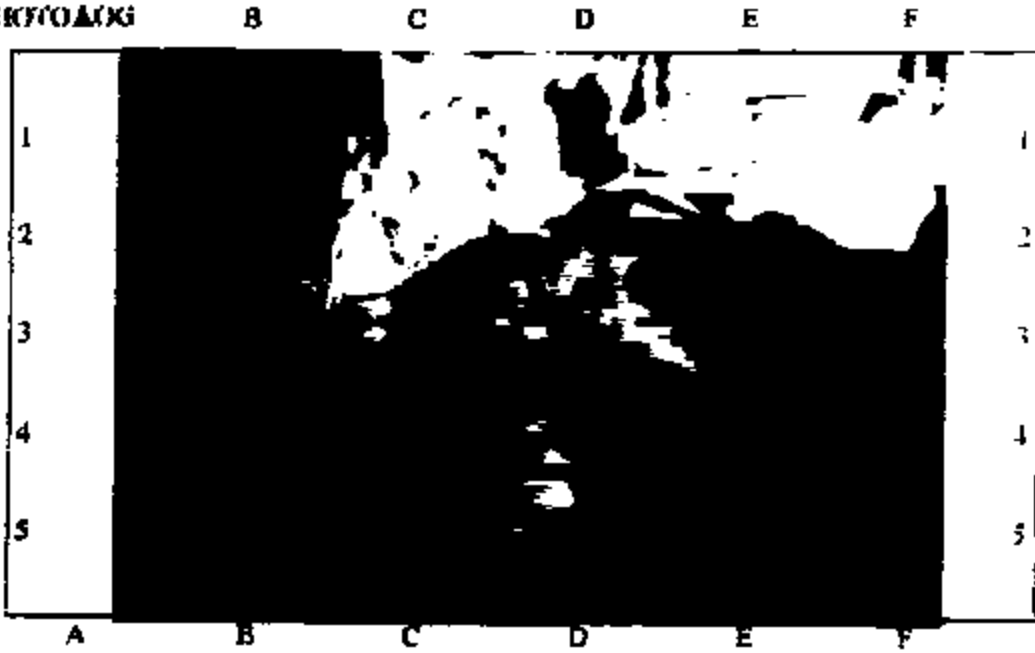
11. Intzine, right to left



12. Hood, fire pattern

010806/

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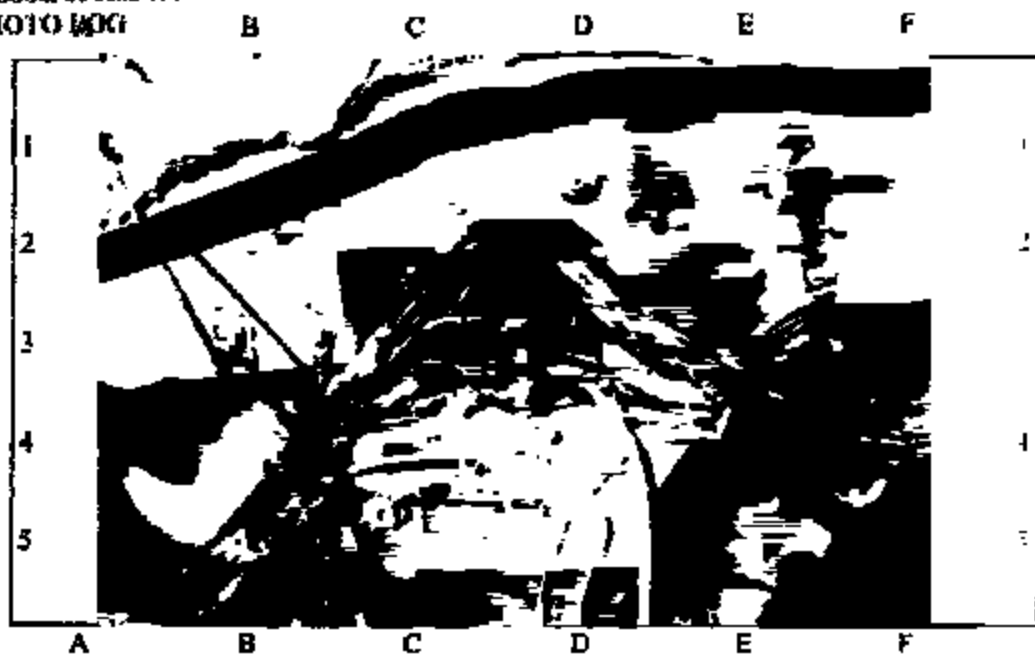


13. Battery

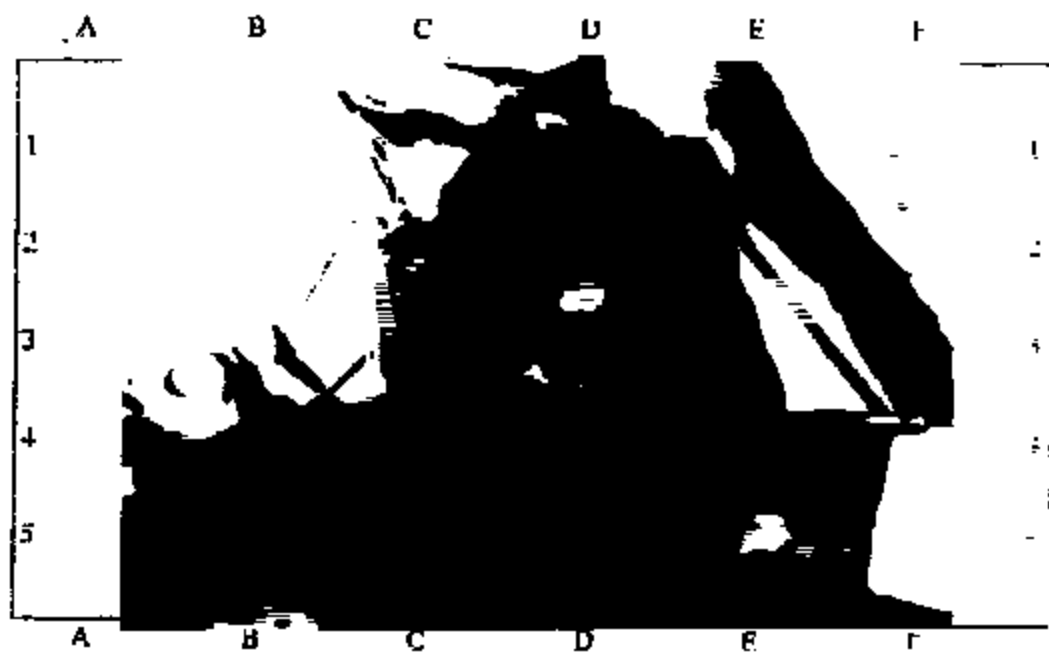


14. Transmission dipstick

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PHOTO LOG

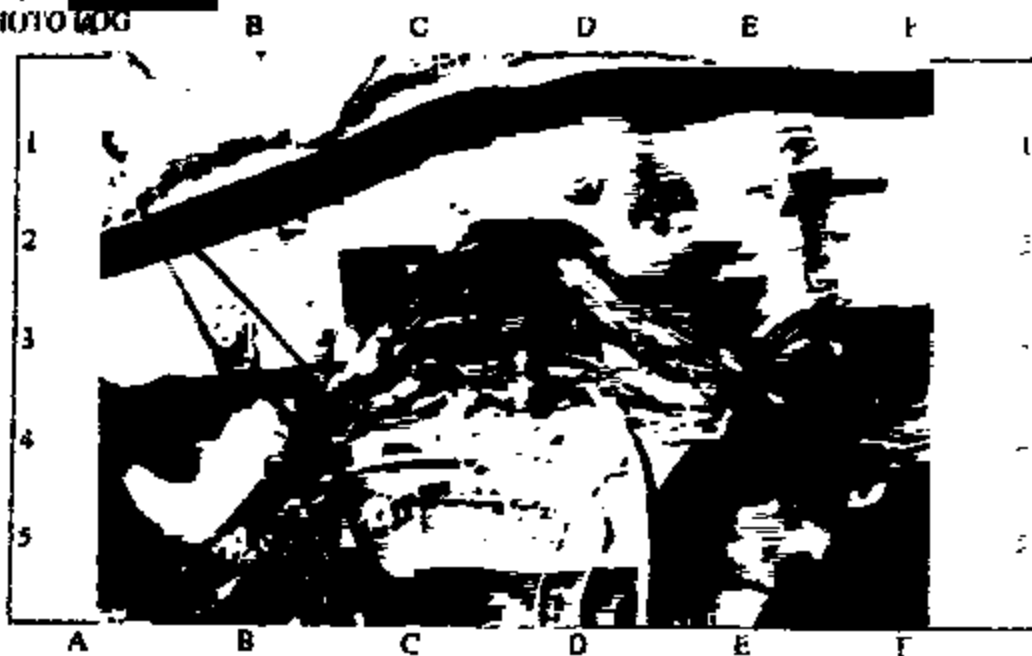


15. Starter solenoid and alternator power wire

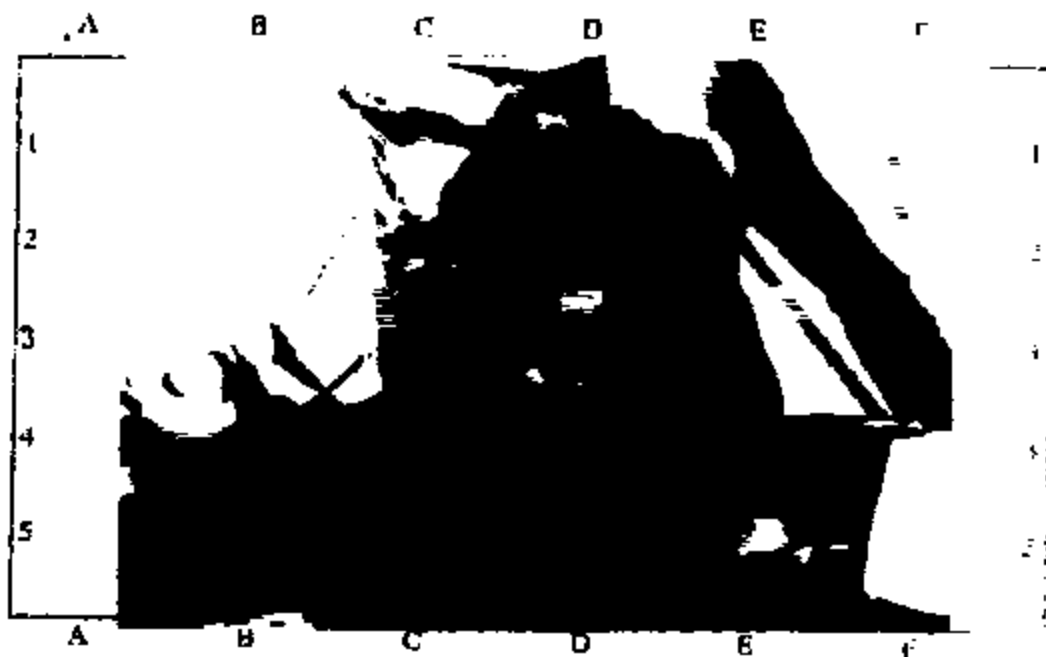


16. Under hood fuse/relay box

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PHOTO LOG



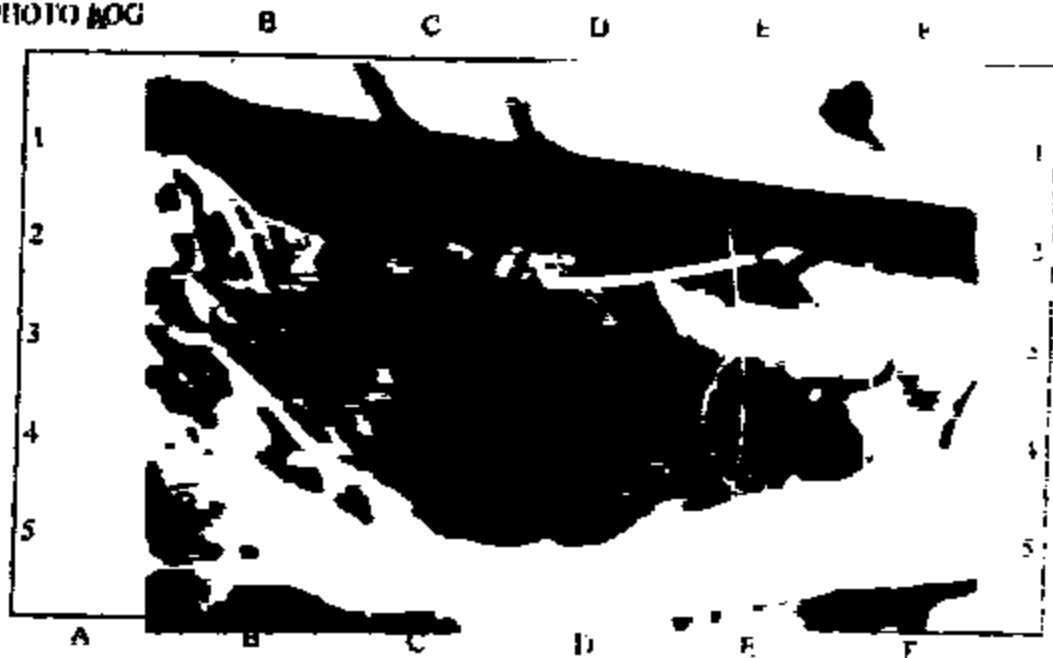
15. Starter solenoid and alternator power wire



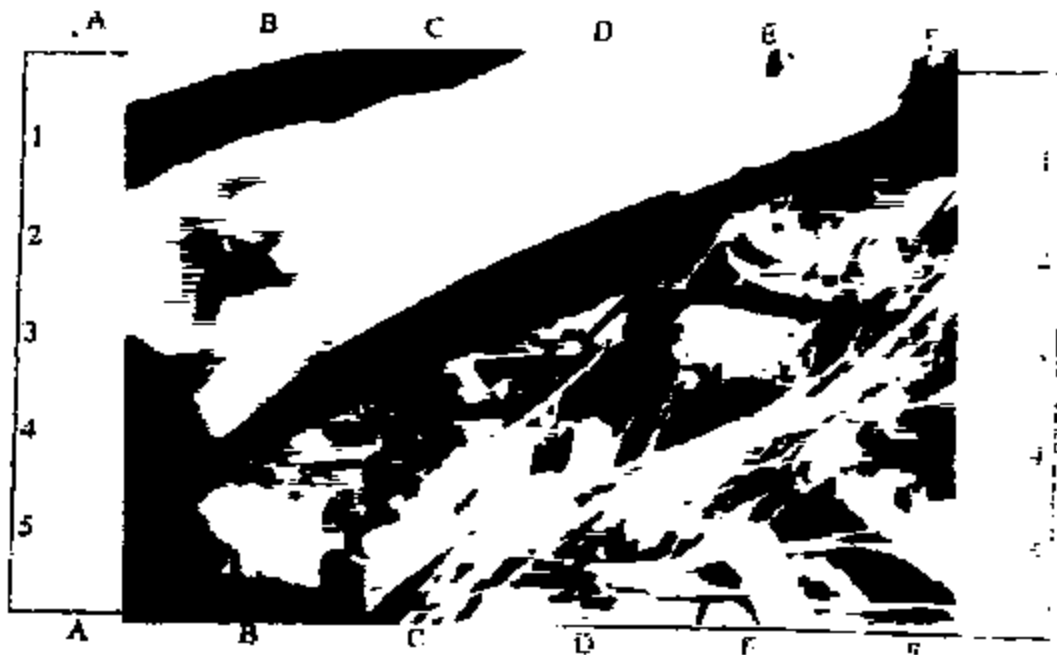
16. Under hood fuse/relay box

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PHOTO LOG

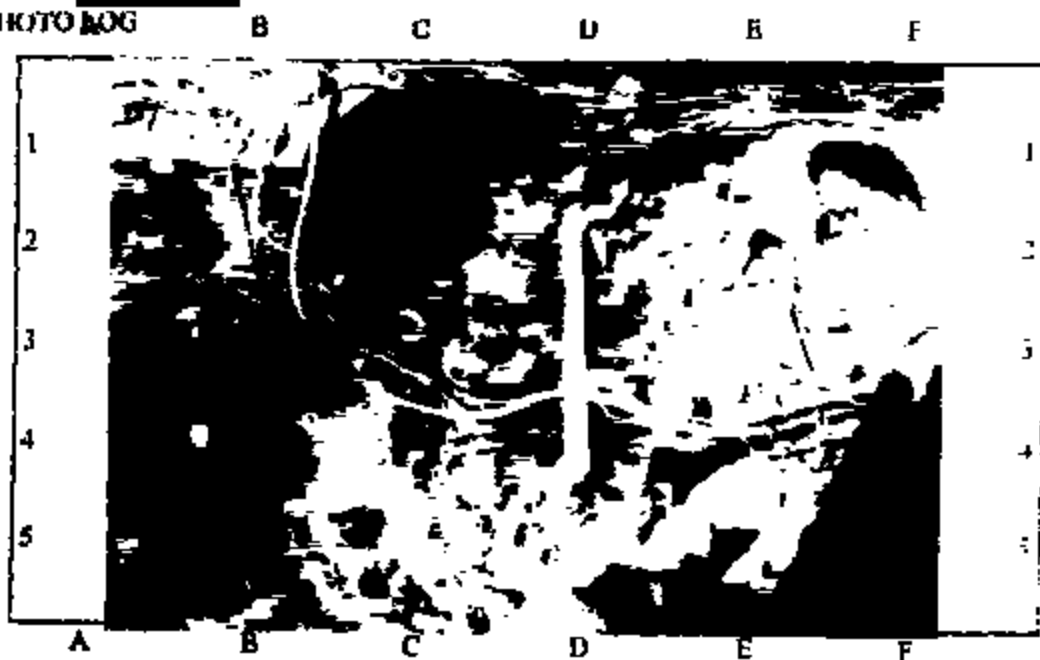


17. Fuel lines to fuel rail

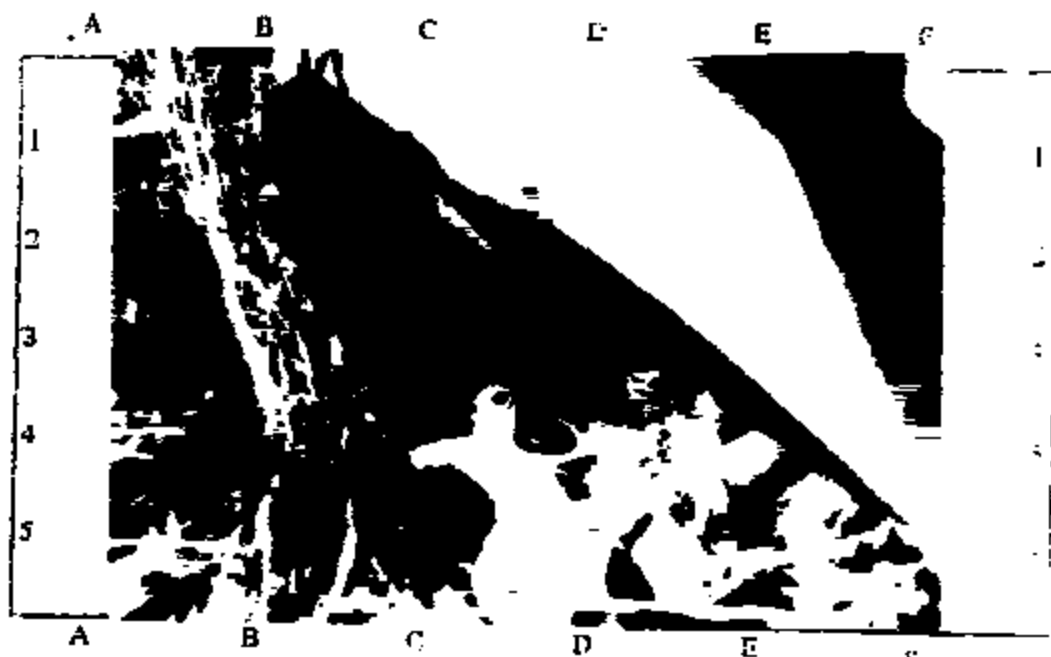


18. Fuel rail, rear crossover, left side

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PHOTO LOG



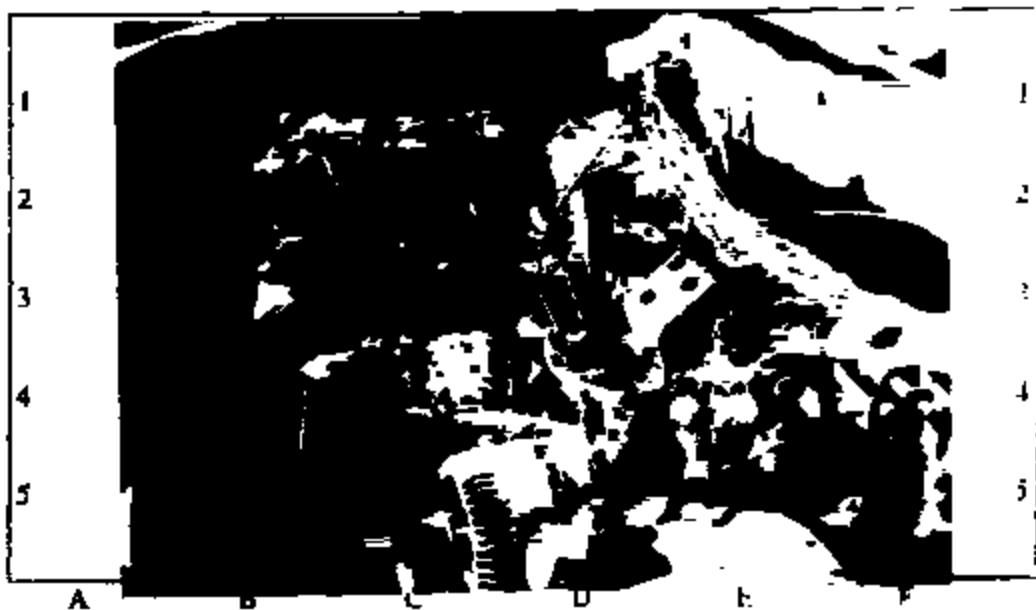
19. Right fuel rail



20. Fuel rail, rest crossover, right

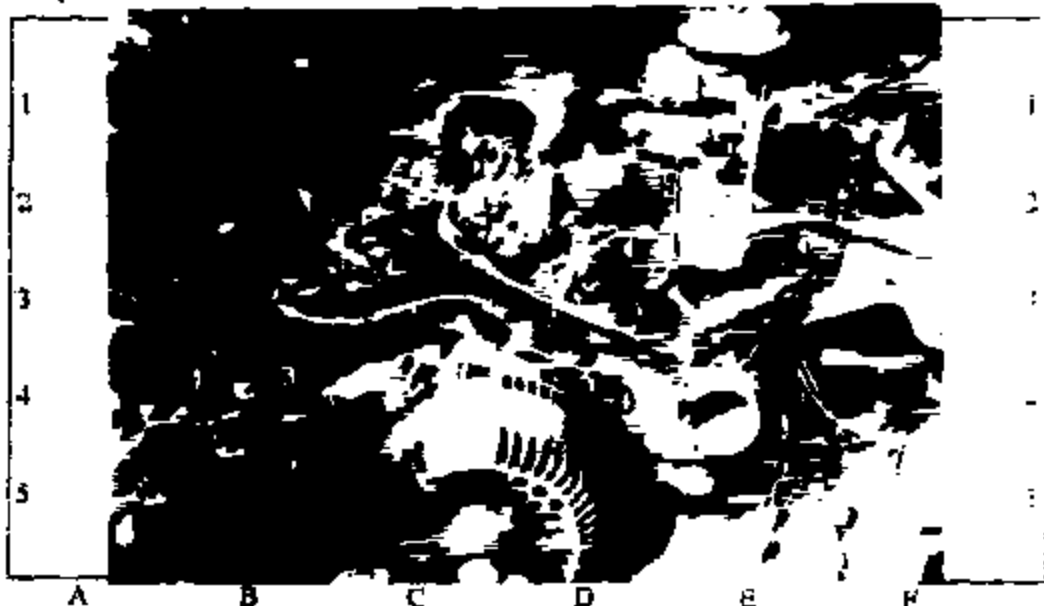
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B C D E F



21. Alternator and B+ wire

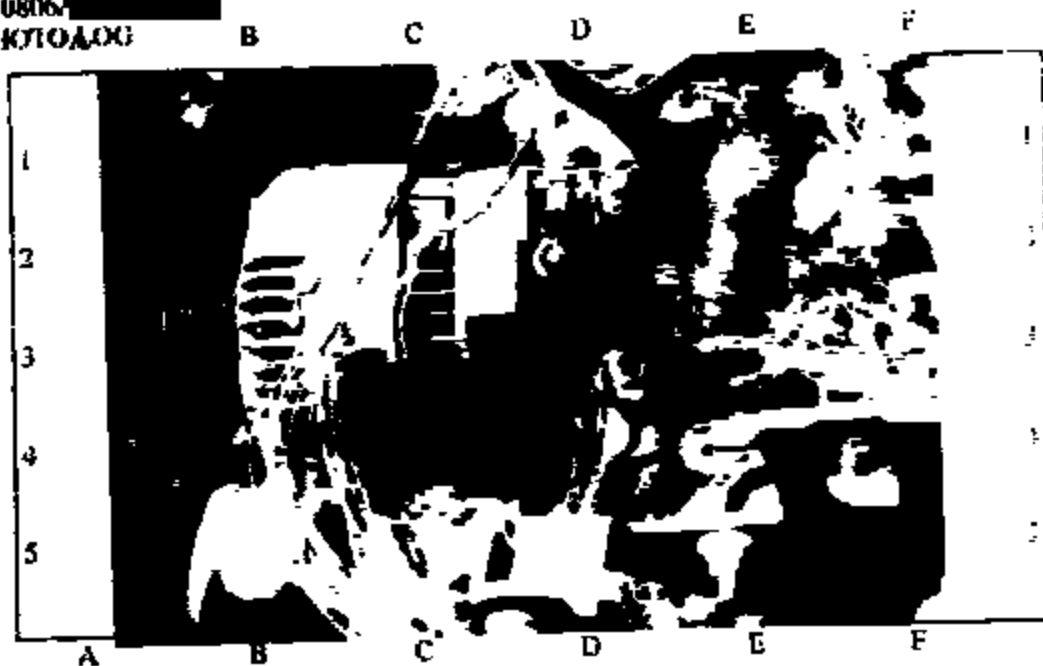
A B C D E F



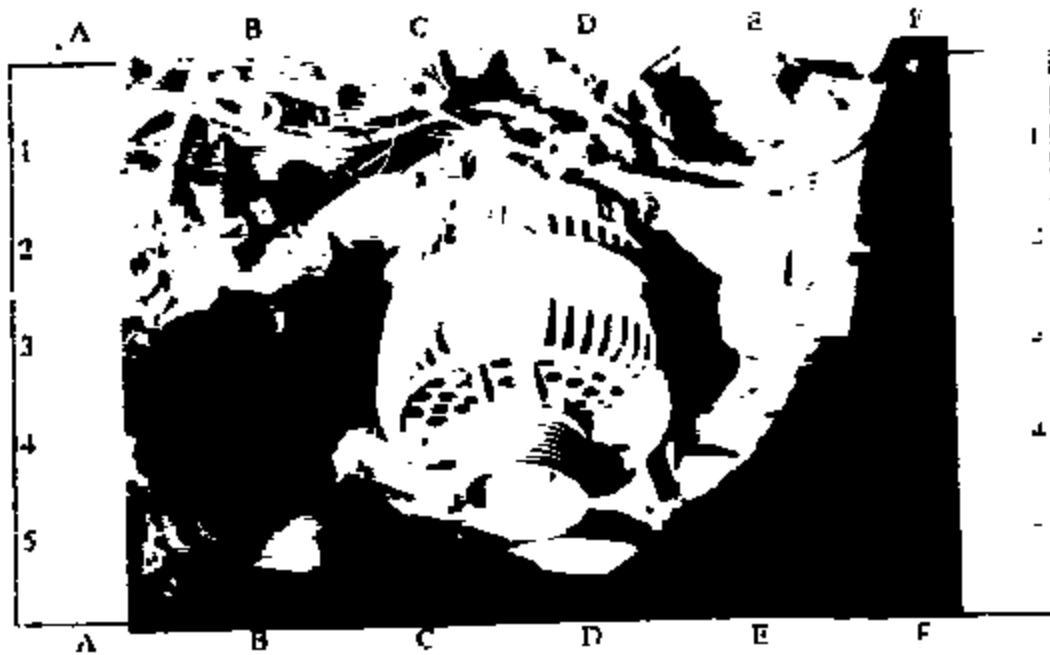
22. Alternator and melted plenum

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23. Alternator, left side



24. Alternator, top

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25. Alternator, right side

