



AMERICAN FAMILY INSURANCE GROUP

8360 E VIA DE VENTURA • PO BOX 6000 • SCOTTSDALE AZ 85261-6000 • PHONE: (480) 922-4930

July 11, 2000

Ford Motor Company
Office of General Council
Park Lane Towers West #400
3 park Lane Blvd.
Dearborn, MI 48126



RE: Our Claim No. [REDACTED]
Our Insured: [REDACTED]
Date of Loss: 07-01-2000
VIN: 1FMEU15N3S [REDACTED] (1995 Ford Bronco)

Dear Office of General Council:

I have been directed to contact you by the Ford Customer Service Department (800-392-3673) regarding the above referenced claim.

We are requesting that a Ford representative assess fire damage to the above referenced vehicle. Available information indicates this fire may have occurred due to electrical system problems.

In making every effort to provide Ford with ample opportunity to inspect this vehicle, I have contacted Ford via phone on 07-10-2000 and 07-11-2000. I was informed on 07-10-2000 that I would need to send a written request for inspection to The Office of General Council on 07-10-2000. I was informed that I need to make a written request to the Consumer Affairs Office on 07-11-2000. I have done both.

Please contact me at 480-922-1447 x 58093 if I can be of further assistance.

Respectfully,

Michael J. Diehl (mdiehl@amfam.com)
Claims Department
480-922-1447 x 58093

CC: Larry Scott
PO Box 378
Paulden, AZ 86334

ERR5-085-LC-8751

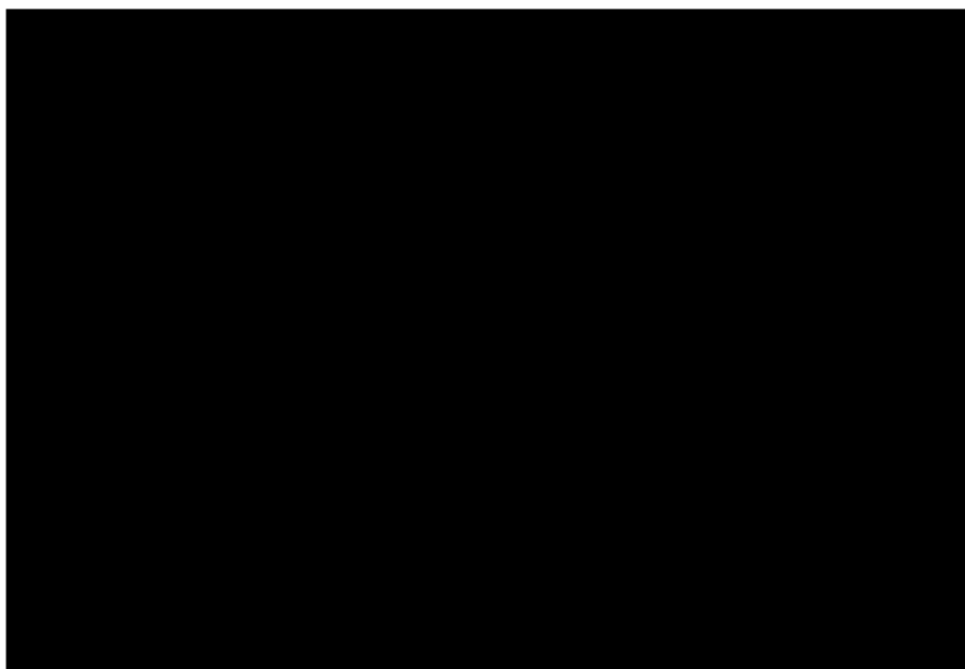
July 11, 2000

Claim No: [REDACTED]

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CC: Ford Motor Company
Consumer Affairs
16600 Executive Plaza Dr.
M.D. #3NE-B
Dearborn, MI 48126

CC: Julia Dickinson
006-411



**IN THE CIRCUIT COURT OF THE TWELFTH JUDICIAL CIRCUIT
WILL COUNTY, ILLINOIS**

[REDACTED]

Cause No.

Amount Claimed: \$16,865.74
plus costs

Plaintiffs,

v.

FORD MOTOR COMPANY and
RON TIRAPELLI FORD, INC.,

Defendants.

COMPLAINT AT LAW

Plaintiff, [REDACTED] as

Subrogee of [REDACTED], by their attorneys, COSBY, OLTMAN & BELL, P.C.,
complaining of Defendants, FORD MOTOR COMPANY and RON TIRAPELLI FORD, INC.,
and states:

General Allegations Common to All Counts

1. Plaintiff [REDACTED] is in
the insurance business in the State of Illinois.
2. At all relevant times [REDACTED] were Illinois residents, residing at
[REDACTED] Plainfield, Illinois [REDACTED] 2.
3. On and before December 17, 2002 [REDACTED] was the owner of a 1999 Ford E-
150 van having Vehicle Identification Number (VIN) 1FDRE1423XH [REDACTED] which was
insured through Plaintiff [REDACTED]
COMPANY, under a policy of insurance, specifically policy number [REDACTED]

4. At all relevant times, Plaintiff, [REDACTED]

[REDACTED] was the insurer of the motor vehicle of the insured as aforesaid, and is pursuing this action as Subrogee of the insureds by virtue of payments made. See Exhibit A.

5. At all times relevant, Defendant, FORD MOTOR COMPANY, was a corporation, engaged in the business of designing, manufacturing and selling vehicles for use to the general public in Illinois.

6. At all times relevant, Defendant, FORD MOTOR COMPANY, was engaged in the business of designing, manufacturing and distributing vehicles to the general public, including Plaintiff's insureds [REDACTED]

7. At all times relevant, Defendant, RON TIRAPELLI FORD, INC., was an Illinois corporation and had a principle place of business at 4355 West Jefferson Street, Shorewood, Illinois 60431.

8. At all times relevant, Defendant, RON TIRAPELLI FORD, INC., was engaged in the business of distributing vehicles to the general public, including Plaintiff's insureds, [REDACTED] [REDACTED] [REDACTED].

9. On or about December 29, 1999, [REDACTED] purchased the subject 1999 Ford E-150 van having Vehicle Identification Number (VIN) 1FDRE1423XH [REDACTED] from Defendant, RON TIRAPELLI FORD, INC.

10. On December 17, 2002, the subject vehicle was destroyed by fire on Interstate I-55 south of I-355 in Bolingbrook, Illinois.

11. Prior to December 17, 2002, Defendant, FORD MOTOR COMPANY designed, manufactured, and distributed the subject 1999 Ford E-150 van having Vehicle Identification

Number (VIN) 1FDRE1423X1 [REDACTED]

12. On or before December 17, 2002 at approximately 9:30 a.m. [REDACTED] was driving the subject vehicle southbound on Interstate I-55 when she felt the vehicle hesitating, so she pulled to the side of the road and put the vehicle in park. At that time, the battery light came on and [REDACTED] observed smoke. She turned off the ignition, removed the key and exited the vehicle, at which time she observed smoke and flames coming from the engine compartment of the vehicle. She contacted the Bolingbrook Fire Department, who responded to extinguish the fire, along with the Illinois State Police.

13. The fire originated on the right or passenger side, on the exhaust manifold, where fluid had leaked.

14. The cause of the fire was the expulsion of transmission fluid from the transmission cooler lines onto the hot surface of the exhaust manifold, causing overheating and a fire, with the fire extending upward and outward from that location, and causing damage(s) to the insureds property.

15. As a direct result of the fire, the plaintiff / subrogors suffered damages to property.

COUNT J - Breach of Express Warranties

FORD MOTOR COMPANY

1. - 15. Plaintiff, [REDACTED],
COMPANY, as Subrogee of [REDACTED], adopts and realleges paragraphs 1 - 15, inclusive, of the General Allegations Common to All Counts, as paragraphs 1 - 15, inclusive, of this Count I, against Defendant, FORD MOTOR COMPANY.

16. On or before December 17, 2002, Defendant, FORD MOTOR COMPANY designed, manufactured and distributed the subject 1999 Ford E-150 van having Vehicle Identification Number (VIN) 1FDRE1423XH [REDACTED]

17. Defendant, FORD MOTOR COMPANY, designed, manufactured and distributed the subject vehicle in the regular course of business.

18. Upon information and belief Defendant, FORD MOTOR COMPANY, provided an express written warranty on the subject vehicle, which provided for coverage of defects and failure(s) in the vehicle and its component parts. Plaintiff does not have the warranty documentation issued with the subject 1999 Ford E-150 van having Vehicle Identification Number (VIN) 1FDRE1423XH [REDACTED]

19. At the time of the fire, the vehicle was within the terms of the warranty coverage.

20. Defendant, FORD MOTOR COMPANY received notice and a demand for coverage under the terms of the warranty.

21. Defendant, FORD MOTOR COMPANY has denied any responsibility or liability and failed to honor the terms of warranty.

22. As a direct and proximate result of the breach of the express warranty by Defendant, FORD MOTOR COMPANY, the plaintiffs suffered damages.

23. Plaintiff, [REDACTED] paid to or on behalf of its insureds/subrogers [REDACTED] the sum of \$16,365.74, under the terms of the policy of insurance issued to them, and thereby became subrogated to their rights thereunder. [REDACTED] also sustained a deductible loss of \$500.00.

WHEREFORE, Plaintiff, ST [REDACTED]
COMPANY, as Subrogee of [REDACTED] demands judgment in its favor and
against Defendant, FORD MOTOR COMPANY, and for damages in the amount Sixteen
Thousand Eight Hundred Sixty Five and 74/100 Dollars (\$16,865.74), plus costs of suit and for
any further relief which may be just and necessary.

Count II - Breach of Implied Warranties
RON TIRAPELLI FORD, INC.

1. - 15. Plaintiff, [REDACTED]
COMPANY, as Subrogee of [REDACTED] by its attorneys COSBY, OLTMAN &
BELL, P.C., adopts and realleges paragraphs 1 - 15, inclusive, of the General Allegations
Common to All Counts, as paragraphs 1 - 15, inclusive, of this Count II, against Defendant, RON
TIRAPELLI FORD, INC.

16. By virtue of Sections 2-314 of the Uniform Commercial Code (810 ILCS 5/2-314),
Defendant, RON TIRAPELLI FORD, INC., impliedly warranted that the vehicle was fit for the
purpose of ordinary use; and in reliance upon the implied warranties, the subject vehicle was
used in the normal manner intended.

17. Notwithstanding the implied warranties, the subject 1999 Ford E-150 van having
Vehicle Identification Number (VIN) 1FDRE1423X [REDACTED] was not reasonably safe and
defendant(s) failed to give sufficient and proper warnings to purchasers and/or users of the
vehicle.

18. As a direct and proximate result of the breach of implied warranties by Defendant,
RON TIRAPELLI FORD, INC., the plaintiffs suffered damages.

19. Plaintiff, [REDACTED],
paid to or on behalf of its insureds/subrogers [REDACTED] the sum of \$16,365.74,
under the terms of the policy of insurance issued to them, and thereby became subrogated to their
rights thereunder [REDACTED] also sustained a deductible loss of \$500.00.

WHEREFORE, Plaintiff, [REDACTED]
COMPANY, as Subrogee of [REDACTED], demands judgment in its favor and
against Defendant, RON TIRAPELLI FORD, INC., and for damages in the amount Sixteen
Thousand Eight Hundred Sixty Five and 74/100 Dollars (\$16,865.74), plus costs of suit and for
any further relief which may be just and necessary.

By: Gregory Oltman
GREGORY OLTMAN
One of it's attorneys

A.R.D.C. No. 006192224
COSBY, OLTMAN & BELL, P.C.
77 West Washington St. Ste 1605
Chicago, IL 60602
(312) 263-7180

February 21, 2003

IN RE: State Farm Claim No. [REDACTED]
H&A File No. 03-0241VF
[REDACTED]

PREDICATION:

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

INSPECTION:

On February 4, 2003 at 12:35 p.m., this Investigator arrived at Insurance Auto Auction, in Aurora, Illinois, to conduct an investigation into the fire loss of a 1999 Ford, E-150.

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

SEE ENCLOSED INVESTIGATION REPORT

Prior to leaving the scene, several 35mm color photographs were taken and are enclosed.

ORIGIN AND CAUSE INVESTIGATION:

On February 4, 2003 at 12:35 p.m., this Investigator arrived at Insurance Auto Auction in Aurora, Illinois to conduct an origin and cause investigation into the fire loss of a 1999 Ford, Econoline E-150, red in color, Vehicle Identification Number 1FDRE1423XH [REDACTED]. Upon arriving at the facility, the vehicle has been brought forward and is identified by its Vehicle Identification Number found in the area of the windshield and dash, as well as the federal manufacturers label on the driver's door.

Initial observations reveal evidence of a fire to have originated within the engine compartment that extended, breaching the bulkhead and windshield, entering the passenger compartment, causing partial consumption of the dashboard and high burning throughout.

HERNDON ASSOCIATES

Investigators / Consultants

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Livonia, Michigan 48150
Fax: 734-591-0140

1-800-961-2909
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231-582-5542

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ERG5-885-LC-8756

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The examination is now focused to the exterior painted surface of the vehicle from approximately the bulkhead rearward, and there is some evidence of blistering to the painted surface of the passenger door, however, the remainder of the passenger side is intact. The examination of the rear of the vehicle reveals it is intact. The examination is now focused to the driver's side of the vehicle, where there is blistering present to the painted surface of the driver's door; partial consumption of the right front tire, causing it to deflate.

Entry is now gained into the passenger compartment, where fire debris had been placed after the fire, and there are the remain of the hood. Upon reconstructing the hood, there is extensive fire damage on the right or passenger side of the hood.

The examination is now focused to the analog odometer, which reads 43,361 miles. The examination further reveals all of the fire damage present within the passenger compartment and cargo area is high in nature and there is no evidence of any fire origin.

The investigation is now focused to the engine compartment, whereupon gaining entry, the brake fluid, power steering fluid and radiator have all drained during the course of the fire. The examination of the oil reveals it is full and clean and the transmission fluid is within the safe range. The investigation continues and upon examining the left or driver's side of the engine compartment, the power distribution center is located within this area, plastics remain, hoses remain, the remains of the brake fluid plastic reservoir is present, as well as wiring insulation, all ruling out any fire as having originated within this area.

The examination is now focused to the main wiring loom within the engine compartment, it is partially void of insulation, however, there is no evidence of any electrical faulting. The examination is now focused to the upper radiator hose, which is fire damaged, with the damage much more pronounced on the right or passenger side. The examination further reveals the alternator is located on the right or passenger side, the wiring is void of insulation, as it travels over through the wiring loom to the immediate area of the power distribution center. Upon tracing the wiring, the insulation becomes intact. At this time, no evidence of any mechanical failure or electrical failure with the alternator could be found and attributed to the cause of the fire.

The investigation is now focused to the battery and battery tray, and upon prying the battery from the melted plastic, the most severe damage present is on the side of the battery pointing toward the engine. The examination of the plastic battery tray reveals it is melted and fire damaged within this area, as well. The examination is focused to the battery cables, which have

IN RE: State Farm Claim No. [REDACTED]
H&A File No. 03-0241VF
[REDACTED]

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melted out of the battery, they are partially void of insulation, however, there is no evidence of any electrical failure.

The investigation is now focused to the transmission cooler lines, where no hose is found to be present within the compressed fitting, and this is the lowest burning within the engine compartment with a charring present on the exhaust manifold on the right or passenger side.

At this time, after completing the above inspection and examination, no evidence of any electrical failure or incendiary act could be found and attributed to the cause of the fire. The fire originates within the ignition of transmission fluid on hot surfaces of the exhaust manifold and exhaust system, 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.

NICB VINASSIST:

A review of the NICB Vinassist indicates that the 1999 Ford, Econoline E-150 4x2 cargo van is equipped with a 4.2 liter, V6 engine and was assembled in Loraine, Ohio.

AUTO CLAIM SERVICE RECORD:

A review of the Auto Claim Service Record indicates claim number [REDACTED]. The named insured is [REDACTED] of 13300 Flagg Drive, Plainfield, Illinois. The date, time and location of the fire was December 17, 2002 at 10:00 a.m. on the northbound I-55 before the 355 entrance ramp, mile marker 269 in Bolingbrook, Illinois. The first secured interest is listed as Ford Motor Credit Company. A review of the activity log, specifically an entry on December 17, 2002 at 5:26 p.m. by Vanetta Denson reveals that the insured's vehicle began to hesitate several times, he pushed the gas pedal and it continued to hesitate. He pulled over to the right shoulder. The power steering tightened up. The insured put the vehicle in park and started smelling something, then there were smoke and flames coming out the grille. Further review of the activity log shows a date of December 18, 2002 at 4:36 p.m. by Ireta Petrusha. According to the entry, the insured was driving on I-55 for about ten minutes and had just left home. She stated all of the sudden, the vehicle began to slow, as if no gas, but she advised she had more than half a tank. Battery light came on, so she pulled over. As she got out of the vehicle, she observed smoke coming from under the hood. She went to the front of the vehicle and immediately saw flames coming out the grille. She called 911 right away. Insured's vehicle was completely engulfed in flames in

IN RE: State Farm Claim No. [REDACTED]
USA File No. 02-0241VF
[REDACTED]

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less than ten minutes. Further, the inside of the insured's vehicle was also on fire. The insured has no idea as to how, why this had occurred. She further indicated that she has never had any problems with the vehicle and has it serviced regularly. Further questioning revealed that the insured indicates that the vehicle is not driven very often, as she works from home, but advised that she uses it to go back and forth to stores, et cetera.

NATIONAL HIGHWAY TRAFFIC & SAFETY ADMINISTRATION:

A search of the National Highway Traffic and Safety Administration, Recall Database, produced two recalls pertaining to 1999 Ford, E-150s. A review of the recalls revealed none pertained to the fire in question.

A further search was conducted of the National Highway Traffic and Safety Administration, Defect Investigations Database, which produced one record pertaining to 1999 Ford E series. A review of this investigation revealed it had nothing whatsoever to do with the fire in question.

ALLDATA SYSTEM:

A search of the Alldata System produced one campaign and six recalls pertaining to 1999 Ford, Econoline E-150 half ton vans, equipped with 4.2 liter, V6 engines. A review of these records revealed none pertained to the fire in question.

INTERVIEW [REDACTED]:

On February 3, 2003 at 2:30 p.m., Investigator Robert Persyn conducted an interview with [REDACTED] who is one of the title holders, named insured and primary driver of the vehicle in question. Further questioning revealed that she was alone in the vehicle at the time of the fire, and that her husband, [REDACTED] is an occasional driver.

The fire was discovered on December 17, 2002 between 9:30 and 10:00 a.m. and the weather conditions were clear. The location of the fire was I-55 Stevenson Expressway. Subsequently, the insured contacted 911 and the Olinburg Fire Department responded in under ten minutes and extinguished the fire involving the 1999 Ford, E-150 van. The vehicle in question is equipped with a V6 engine and was purchased new in 1999 from Ron Tarapeli Ford in

Bolin 02/20/03

IN RE: State Farm Claim No. [REDACTED]
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[REDACTED]

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Shorewood, Illinois. At the time of the purchase, there was a three year, 36,000 mile warranty in effect and an extended warranty was obtained, however, she is uncertain regarding months or mileage.

When questioned regarding any warranty service performed on the vehicle, the insured indicated she has had none. When questioned regarding how much fuel was in the tank at the time of the fire, she indicated between one-quarter and one-half.

The insured went on to state that her husband normally checks the fluid levels, and the last person to have entered the engine compartment would have been an oil change facility, however, her husband handles all of the maintenance and she has no idea where that occurred.

Oil changes are secured every 3,000 to 5,000 miles and in between oil changes, they do not have to add any other fluid. When questioned regarding any mechanical or electrical problems with the vehicle, the insured indicated she had had none. Mileage at the time of the purchase was new, mileage at the time of the loss was 43,000 miles.

When questioned regarding receiving any recall notices, campaigns or correspondence from the manufacturer, the insured indicated she has received none. Further questioning revealed that the insured is a nonsmoker and no one was smoking in or around the vehicle at the time of the fire.

When questioned regarding adding any accessories to the vehicle since the purchase, the insured indicated that her husband installed cordless headsets for a plug-in television, and the television was not in the vehicle at the time of the fire. The insured went on to state that the vehicle is not equipped with an alarm system or keyless entry.

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 was being driven 15 to 20 minutes, accessories being operated were the radio and heater, and all accessories functioned. Further questioning revealed that the vehicle is not factory wired for a trailer.

Just prior to the discovery of the fire, the insured did not observe any fluid leaks, however, was experiencing operability problems. The insured stated the car hesitated, as if it was running out of gas, however, upon pushing down on the accelerator, the engine would rev and there was fuel in the fuel tank, according to the gas gauge. The insured maneuvered the vehicle onto the

IN RE: State Farm Claim No. [REDACTED]
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[REDACTED]

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shoulder of the road. At this time, the battery light came on, when she put the vehicle into park. The smoke was first observed coming up from under the hood on both sides and was white to gray. The fire was first observed in the grille area, as she walked around to the front of the vehicle, and it was orange in color. The hood was closed and remained closed until the fire department arrived. All doors were closed and all windows were up.

In a short scenario, the insured stated while operating the vehicle on the I-55 expressway, the car began hesitating, as if it was losing power, she pulled over, put the car in park, the battery light came on, she observed smoke, removed the key, exited the vehicle and observed flames coming out the grille area. The firemen did not indicate any probable cause regarding the fire and the insured has no idea as to the cause of the fire. As a result of the fire, no other vehicles or property was damaged, no other fire investigators have contacted the insured and items within the van were Christmas gifts, client materials and kid stuff.

CONCLUSION:

Having completed an examination of the vehicle, reviewed an interview obtained from the insured, who was the last operator of the vehicle and witness to the fire, conducted research pertaining to the vehicle in question, reviewed comparison photographs, 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 in the ignition of transmission fluid expelled from the transmission cooler line onto hot surfaces of the exhaust manifold, on the right or passenger side, with the fire extending upward and outward from that location, causing the damage present. The fire is deemed to be an accidental fire. It should be noted that the cause of the fire is consistent with the insured's statement in that she was losing power, however, upon placing her foot on the accelerator, the engine revved and there was gasoline in the fuel tank, according to the fuel gauge.

It should also be noted that the insured indicates that they purchased an extended warranty on this vehicle through the dealer, however, she uncertain regarding the number of months or miles.

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



Walter O. Herndon, Jr.

WOH/jam

VEHICLE FIRE INVESTIGATION



ASSOCIATES
Investigators/Consultants

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Ann Arbor, Michigan 48106
734-581-0140

313-961-2909
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a@hendon-associates.com

P.O. Box 27
Ann Arbor, Michigan 48106
734-581-0140

Investigations in Michigan, Ohio
Illinois & Arizona

Fire Dept. OLIN BEER

Incident No. NOT REQUESTED

Date/Time Of Investigation 02-4-03 @ 12:59 PM

Vehicle Examined At FAA, AVONDA, ILLINOIS

Location At Time Of Fire N/15 I-55 BEFORE 355 INTERCHANGE RAMP 24

Alley ☐ Building ☐ Driveway/Garage ☐ Field ☐ Freeway ☒ Park ☐ Pl Lot ☐ Street ☐

Date Of Fire 2-7-02 Day _____ Time Of Call 10:00 AM Arrived _____ Clear _____

Description Of Vehicle

Title Holder _____
Owner _____
Address _____ PLAINFIELD, ILLINOIS
Year 1999 Make FORD Model FOUNDAINE E-150
Color: (Top) RED (Bottom) RED
License Plate: _____
State ILLINOIS Number _____ Expiration Date _____
Vehicle Identification Number: 1EDRE1423KH _____
Lien Holder: EQM CREDIT COMPANY
Insurance Company: STATE FARM

Passenger Compartment (Interior)

1	Dashboard:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Partially Consumed <input checked="" type="checkbox"/>	Consumed <input type="checkbox"/>
2	Radio:	Intact <input checked="" type="checkbox"/>	Missing <input type="checkbox"/>	Aftermarket <input type="checkbox"/>	
3	Speakers:	Intact <input checked="" type="checkbox"/>	Missing <input type="checkbox"/>	Aftermarket <input type="checkbox"/>	
4	Bulkhead:	Intact <input type="checkbox"/>	Breached By Fire <input checked="" type="checkbox"/>		
5	Ignition:	Intact <input checked="" type="checkbox"/>	Missing <input type="checkbox"/>	On Position <input checked="" type="checkbox"/>	Off Position <input type="checkbox"/>
		Locked <input type="checkbox"/>	Thumb Assist Off <input type="checkbox"/>		
	Tampered With/Intact <input type="checkbox"/>	Tampered With/Defeated <input type="checkbox"/>	Destroyed By Fire <input type="checkbox"/>	In Debris <input type="checkbox"/>	
6	Steering Column:	Intact/Locked <input type="checkbox"/>	Intact/Unlocked <input checked="" type="checkbox"/>	Tampered With/Intact <input type="checkbox"/>	
		Tampered With/Defeated <input type="checkbox"/>	Missing <input type="checkbox"/>	Destroyed By Fire <input type="checkbox"/>	
7	Gear Shift Selector (Column <input checked="" type="checkbox"/> Floor <input type="checkbox"/>)	Locked <input type="checkbox"/>	Unlocked <input checked="" type="checkbox"/>	Destroyed By Fire <input type="checkbox"/>	
		Manual <input type="checkbox"/>			
8	Front Seat:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Partially Consumed <input checked="" type="checkbox"/>	Consumed <input type="checkbox"/>
9	Rear Seat:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Partially Consumed <input type="checkbox"/>	Consumed <input type="checkbox"/>
10	Third Seat:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Partially Consumed <input type="checkbox"/>	Consumed <input type="checkbox"/>
11	Glove Box:	Intact <input checked="" type="checkbox"/>	Partially Consumed <input type="checkbox"/>	Consumed <input type="checkbox"/>	
	Items In Glove Box				
	Owner's Manual <input type="checkbox"/>	Miscellaneous Papers <input type="checkbox"/>			
12	Center Console	Intact <input type="checkbox"/>	Partially Consumed <input type="checkbox"/>	Consumed <input type="checkbox"/>	N/A <input type="checkbox"/>
	Items In Center Console				

Passenger Compartment (Interior) Cont.

Air Bags:					
Steering Wheel:	Intact <input checked="" type="checkbox"/>	Missing <input type="checkbox"/>	Deployed <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>	N/A <input type="checkbox"/>
Passenger Side Dash:	Intact <input checked="" type="checkbox"/>	Missing <input type="checkbox"/>	Deployed <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>	N/A <input type="checkbox"/>
Right Rear:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Deployed <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>	N/A <input type="checkbox"/>
Left Rear:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Deployed <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>	N/A <input type="checkbox"/>
Side Air Bags (Driver):	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Deployed <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>	N/A <input type="checkbox"/>
Side Air Bags (Pass):	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Deployed <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>	N/A <input type="checkbox"/>
Headliner/Curtain:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Deployed <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>	N/A <input type="checkbox"/>
Ignition Key:	None Found <input type="checkbox"/>	In Ignition <input checked="" type="checkbox"/>	At Scene <input type="checkbox"/>	In Debris <input type="checkbox"/>	
Odometer Reading:	43,361				
	Analog <input checked="" type="checkbox"/>	Digital <input type="checkbox"/>	Oil Change Sticker <input type="checkbox"/>	Vandalized <input type="checkbox"/>	
	Removed <input type="checkbox"/>	Destroyed By Fire <input type="checkbox"/>	Date:		
Title Information: (Date Of Transfer To Current Owner/Mileage)					
Ashtray: Smoking Materials Present <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Unk <input type="checkbox"/> Cigar Lighter Used <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Unk <input type="checkbox"/>					
Personal Effects In Passenger Compartment					

Engine Compartment

Engine Accessibility:	Limited (Hood Jammed) <input type="checkbox"/>	Open <input checked="" type="checkbox"/>	Forced Open By Investigator <input type="checkbox"/>	
Engine:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Partially Stripped <input type="checkbox"/>	Fire Damaged <input checked="" type="checkbox"/>
Battery:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Fire Damaged <input checked="" type="checkbox"/>	
Aux Battery:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>	N/A <input type="checkbox"/>
Radiator:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Fire Damaged <input checked="" type="checkbox"/>	
Fluid Levels - NOTE: D.B.F. = DRAINED BY FIRE				
Oil	Transmission	Radiator	Brake	Power Steering
FULL OIL	SAFE			
D.B.F. <input type="checkbox"/>	D.B.F. <input type="checkbox"/>	D.B.F. <input checked="" type="checkbox"/>	D.B.F. <input checked="" type="checkbox"/>	D.B.F. <input checked="" type="checkbox"/>
Belts:	Intact <input type="checkbox"/>	Partially Consumed <input checked="" type="checkbox"/>	Consumed <input type="checkbox"/>	
Upper Hose:	Intact <input type="checkbox"/>	Partially Consumed <input checked="" type="checkbox"/>	Consumed <input type="checkbox"/>	
Lower Hose:	Intact <input type="checkbox"/>	Partially Consumed <input checked="" type="checkbox"/>	Consumed <input type="checkbox"/>	
Engine Parts Missing:				
Anti-Theft System:	Factory <input type="checkbox"/>	Type:		
	Aftermarket <input type="checkbox"/>	Type:	Unknown <input type="checkbox"/>	
Additional Information:				

Exterior Examination

Tires:	Custom Wheels/ Wheel Covers	% of Tread Wear	No. Of Lugs	Missing
LF	4	25%	ALL	
LH				
RR				
RF				

Door Cylinders (Locks)

2	Driver Door:	Intact	<input checked="" type="checkbox"/>	Fire Damaged	<input type="checkbox"/>	Forced Entry	<input type="checkbox"/>
3	Left Rear (sliding/cargo) Door(s):	Intact	<input type="checkbox"/>	Fire Damaged	<input type="checkbox"/>	Forced Entry	<input type="checkbox"/>
4	Rear Cargo Door(s):	Intact	<input type="checkbox"/>	Fire Damaged	<input type="checkbox"/>	Forced Entry	<input type="checkbox"/>
5	Right Rear (sliding/cargo) Door(s):	Intact	<input type="checkbox"/>	Fire Damaged	<input type="checkbox"/>	Forced Entry	<input type="checkbox"/>
6	Passenger Door:	Intact	<input checked="" type="checkbox"/>	Fire Damaged	<input type="checkbox"/>	Forced Entry	<input type="checkbox"/>

Trunk Compartment Examination

7	Pickup	<input type="checkbox"/>	Van	<input checked="" type="checkbox"/>	Utility Vehicle	<input type="checkbox"/>	Other	<input type="checkbox"/>
8	Trunk Lock:	Intact	<input type="checkbox"/>	Locked	<input type="checkbox"/>	Open	Fire Damaged	<input type="checkbox"/>
9	If Forced, By Whom?							
10	Trunk Release:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Unknown <input type="checkbox"/>	Entry To Trunk:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	

Trunk Contents

11	Spare Tire:	Intact	<input checked="" type="checkbox"/>	Missing	<input type="checkbox"/>	On Vehicle	<input type="checkbox"/>	Fire Damaged	<input type="checkbox"/>
12	Tire Change Equipment:	Intact	<input type="checkbox"/>	Missing	<input type="checkbox"/>	At Scene	<input type="checkbox"/>	Engine Compartment	<input type="checkbox"/>
13	Other Contents/Personal Effects In Trunk Compartment/Cargo Area:								

Glass Condition

14	Windshield:	Intact	<input type="checkbox"/>	Missing	<input type="checkbox"/>	Melted/Cracked By Heat	<input checked="" type="checkbox"/>	Broken	<input type="checkbox"/>	In	<input checked="" type="checkbox"/>	Out	<input type="checkbox"/>
15	Electric Windows:	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>								
16	Driver's Window:	Intact	<input type="checkbox"/>	Missing	<input type="checkbox"/>	Melted/Cracked By Heat	<input checked="" type="checkbox"/>	Broken	<input type="checkbox"/>	In	<input checked="" type="checkbox"/>	Out	<input checked="" type="checkbox"/>
	Position:	Up	<input checked="" type="checkbox"/>	Down	<input type="checkbox"/>								
17	Left Rear Window:	Intact	<input checked="" type="checkbox"/>	Missing	<input type="checkbox"/>	Melted/Cracked By Heat	<input type="checkbox"/>	Broken	<input type="checkbox"/>	In	<input type="checkbox"/>	Out	<input type="checkbox"/>
	Position:	Up	<input type="checkbox"/>	Down	<input type="checkbox"/>	Stationary	<input type="checkbox"/>	Moveable	<input checked="" type="checkbox"/>				
18	Left Rear 3 rd Window:	Intact	<input checked="" type="checkbox"/>	Missing	<input type="checkbox"/>	Melted/Cracked By Heat	<input type="checkbox"/>	Broken	<input type="checkbox"/>	In	<input type="checkbox"/>	Out	<input type="checkbox"/>
	Position:	Stationary	<input checked="" type="checkbox"/>	Moveable	<input type="checkbox"/>								
19	Rear Window:	Intact	<input checked="" type="checkbox"/>	Missing	<input type="checkbox"/>	Melted/Cracked By Heat	<input type="checkbox"/>	Broken	<input type="checkbox"/>	In	<input type="checkbox"/>	Out	<input type="checkbox"/>
20	Right Rear 3 rd Window:	Intact	<input checked="" type="checkbox"/>	Missing	<input type="checkbox"/>	Melted/Cracked By Heat	<input type="checkbox"/>	Broken	<input type="checkbox"/>	In	<input type="checkbox"/>	Out	<input type="checkbox"/>
	Position:	Stationary	<input type="checkbox"/>	Moveable	<input type="checkbox"/>								
21	Right Rear Window:	Intact	<input checked="" type="checkbox"/>	Missing	<input type="checkbox"/>	Melted/Cracked By Heat	<input type="checkbox"/>	Broken	<input type="checkbox"/>	In	<input type="checkbox"/>	Out	<input type="checkbox"/>
	Position:	Up	<input type="checkbox"/>	Down	<input type="checkbox"/>	Stationary	<input type="checkbox"/>	Moveable	<input checked="" type="checkbox"/>				

32	Passenger Window Position:	Intact <input checked="" type="checkbox"/>	Missing <input type="checkbox"/>	Melted/Cracked By Heat <input type="checkbox"/>	Broken <input type="checkbox"/>	In <input type="checkbox"/>	Out <input type="checkbox"/>
33	Sun Roof:	Open <input type="checkbox"/>	Missing <input type="checkbox"/>	Closed <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>		
34	Convertible:	Up <input type="checkbox"/>	Missing <input type="checkbox"/>	Down <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>		
35	T-Top:	On <input type="checkbox"/>	Missing <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>			
36	Hard/Soft Top:	On <input type="checkbox"/>	Missing <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>			

Under Vehicle

37	Gasoline <input checked="" type="checkbox"/>	Diesel <input type="checkbox"/>	Natural Gas <input type="checkbox"/>	Electric <input type="checkbox"/>	Hybrid <input type="checkbox"/>	
38	1. Fuel Tank:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>		
39	1. Fill Pipe:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>		
40	1. Fuel Cap:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>		
41	2. Fuel Tank:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>		
42	2. Fill Pipe:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>		
43	2. Fuel Cap:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Fire Damaged <input type="checkbox"/>		
44	Transmission Pan:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Leakage Noted <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
45	Oil Pan:	Intact <input type="checkbox"/>	Missing <input type="checkbox"/>	Leakage Noted <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

NOTE: For Damage * L = Light M = Medium H = Heavy

Areas	Open	Closed	Missing	Rust	Damage *	Vandalized	Consumed
46 Front Bumper:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47 Hood:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48 Grille:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49 Left Fender:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50 Driver's Door:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 Left Rear (sliding/cargo)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
52 Left Quarter Panel:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
53 Trunk Lid/Tail Gate:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
54 Rear Cargo Door(s):	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
55 Rear Bumper:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
56 Roof:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
57 Right Quarter Panel:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
58 Right Rear (sliding/cargo)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
59 Passenger Door:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
60 Right Fender:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

61 Body Condition:	Excellent <input type="checkbox"/>	Good <input checked="" type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
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62 Evidence Confiscated:	
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Investigated By:

BOLINGBROOK FIRE DEPARTMENT
Prepared: 5/23/03, 11:27:06
Program: FI2001

Incident Report

Page 1

A CS152 IL 12/17/02 Sta #2
FDID State Incident date Station

01-2002-005942-000
Incident number

MFDRS - 1
Basic

B No 8802 S. Bolingbrook
Alternative location Census tract

Intersection
Location

Yes
Emergency

00000 N/B 55 HWY. BOLINGBROOK, IL. 60440
Address

HN 269 HN
Cross street or directions

C Passenger vehicle fire
Incident type

D None
Aid given or received

E1 Date Time EZ C Platoon
Alarm 12/17/02 9:36:00 Shift
Arrival 12/17/02 9:41:26
Controlled 0/00/00 0:00:00
Last unit cleared 12/17/02 10:19:45

1 Station 2
Alarm District

F Extinguish
Primary action taken (1)

Fire, other
Additional action taken (2)

G1	Yes	Apparatus	Personnel	No	G2	Losses	Value
Apparatus/	Suppression	2	2	Resource counts	Property	35000	35000
personnel	EMS	1	2	include aid	Contents	5000	5000
tools used	other	1	1	received resources			

H1 Deaths Injuries
Fire service 0 0
Civilian fire 0 0

H2 None
Hazardous materials release

I Not mixed use
Mixed use property

J Highway or divided highway
Property use

K1 [REDACTED]
[REDACTED] PLAINFIELD, IL [REDACTED]
Address

Reporting Party [REDACTED]
Involved type [REDACTED] Phone number [REDACTED]
[REDACTED]
Gender Age Birth date Race

Other
Ethnicity

M EDGAR HUGHES
Officer in charge
JASON PECH
Member making report

FF/PM
Position or rank
FF/PM
Position or rank

ACT STA CON
Assignment
FF/PM
Assignment

12/17/02
Date
12/17/02
Date

A CS152 IL 12/17/02 Sta #2 01-2002-0005942-000 NFIRS - 2
FDID State Incident date Station Incident number Firm

B1 Not residential C None None
Estimated number of On-site material 1 Material 1 storage use
residential units

B2 Buildings not involved
Number of buildings involved

B3 None
Acres burned (outside fires)

III Engine area, running gear, wheel area
Area of fire origin

III Heat from powered equipment, other
Heat source

III Indetermined
Item first ignited
Yes

Spread confined to object of origin

III Indetermined
Type of material first ignited

F1 Indetermined
Equipment involved in ignition
FORD

Brand

E-150

Model

IFDRE14230

Serial number

1997

Equipment year

G None
Fire suppression factor 1

H1 Involved in ignition and burned
Mobile property involved

E1 Unintentional

Cause of ignition

E2 Mechanical failure, malfunction, other
Factor 1 contributing to ignition

E3 None
Human factors contributing to ignition

F2 Gas fuels, other

Equipment power

F3 Portable

Equipment portability

H2 Passenger road vehicle, other

Mobile property type

Ford

Mobile property make

E-150

Mobile property model

1997 IL

Year License plate State

IFDRE14230

VIN

BOLINGBROOK FIRE DEPARTMENT
Prepared: 5/23/03, 11:27:06
Program: FI200L

Incident Report

Page 3

A CS152 IL 12/17/02 Sta #2 01-2002-0065942-000
FD118 State Incident date Station Incident number

Additional Information

Day of week : 003 Tuesday
Shift Commander : 017 BRIAN REPICH
Review Date : 121702

A CS152 JL 12/17/02 Sta #2 01-2002-0005942-000
FDID State Incident date Station Incident number

Narratives

Narrative type: Incident

Narrative title Entry date Entered by employee
Telecommunicator Narrativ 12/17/02
020005942
SINGLE COMPANY VEH ON FIRE

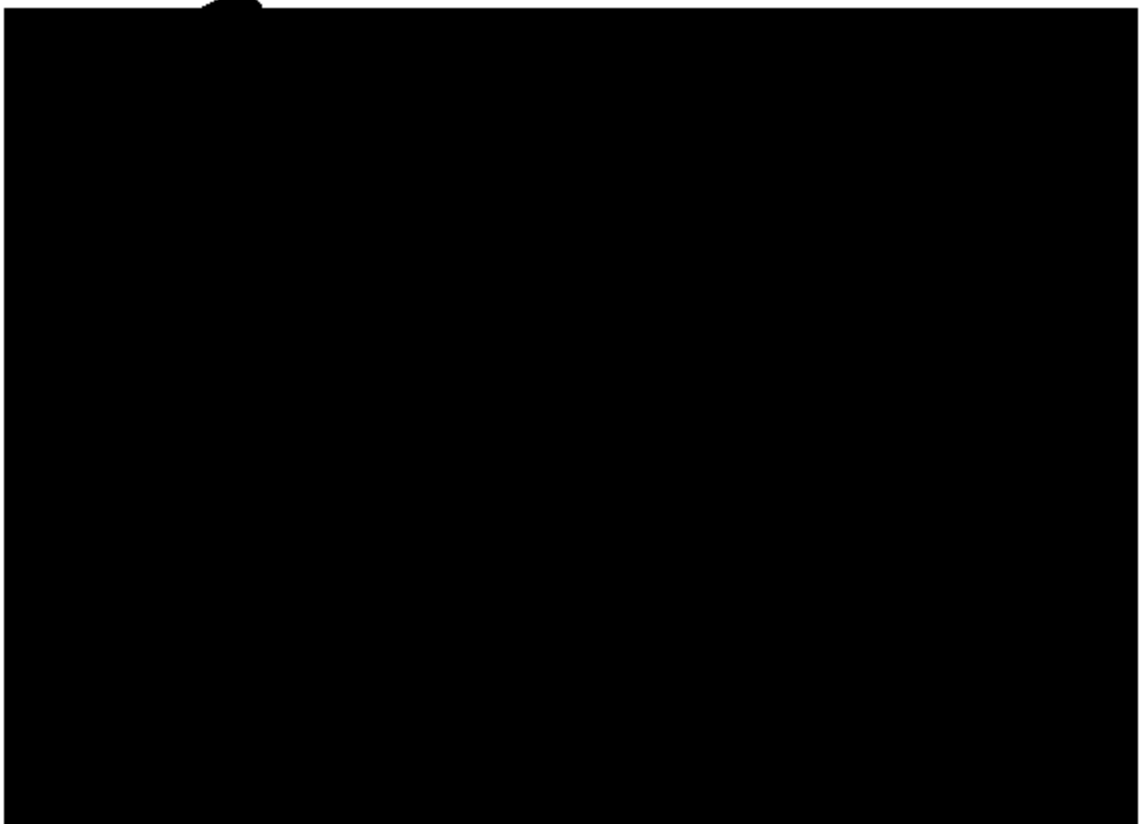
Narrative title Entry date Entered by employee
Telecommunicator Narrativ 12/17/02
020005942
NB 156 IS TEMPORARILY CLOSED DOWN TO
DUE DISABILITY TO SEE PER 221
SHADOW TRAFFIC ADVISED.
NB 156 IS TEMPORARILY CLOSED DOWN TO
DUE VISABILITY TO SEE PER 221

Narrative title Entry date Entered by employee
221/224 12/17/02 7146 JASSON PEGH
CO 2 RESPONDED TO I 55 NORTH BOUND SOUTH OF 1356 FOR THE VEHICLE FIRE.
ON ARRIVAL FOUND A CONVERSION VAN FIRE IN THE ENGINE COMPARTMENT.
CO 2 EXTINGUISHED THE FIRE WITHOUT INCIDENT COMPANY TWO CONDUCTED
INVESTIGATION.

Narrative title Entry date Entered by employee
206 12/17/02 7017 BRIAN PEPICH
WHEN I ARRIVED I HELPED CONTROL TRAFFIC TO KEEP THE SCENE SAFE. ONCE
FIRE WAS OUT AND STATE P.D. ARRIVED, I RETURNED.

10-10-10

10-10-10



10-10-10

10-10-10



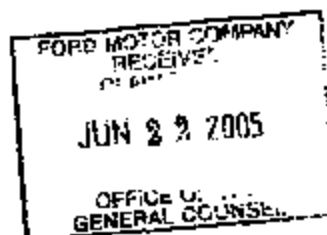
JUN 21 2005

UNIVERSAL UNDERWRITERS INSURANCE COMPANY

Subrogation Department

PO Box 29195 • Shawnee Mission, KS 66201-9195
Phone (800) 821-7803 • Fax (913) 489-3760

June 10, 2005

Ford Customer Relations
PO Box 6248
Dearborn, MI, 48126RE: Our insured: [REDACTED]
Our claim #: [REDACTED]
Date of loss: 08-07-04
Product: 1997 F150 Truck, VIN # 2FTDX08W2B [REDACTED]

Dear Sir or Madam:

A claim has been presented to our company by our insured for damages to the insured's business arising out of a fire. Based upon our investigation of the incident, we find that the 1997 F150, VIN # 2FTDX08W2B [REDACTED], was the proximate cause of the fire and resultant damages.

Please accept this letter as notice of our loss. We are now looking to your company to reimburse us for the damages we paid our Insured. The total claim amount is \$23,365.75. Enclosed is the necessary documentation supporting this figure.

Please make the check payable to Universal Underwriters Insurance Company as subrogee of Saturn of Regency, PO Box 29195, Shawnee Mission, KS, 66201-9195. If you have any questions or wish to discuss this loss, I can be reached at 1-800-821-7803 ext. 4257.

Very Truly Yours,

*Christina M. McPeck*Christina M. McPeck
Subrogation Tech III

EAGLE-003-10-6773

CUSTOMER
RELATIONSHIP
MANAGEMENT

2005 JUN 21 4 33 PM

A 7 26





M. A. STRINGER & ASSOCIATES, INC.

2805 Division Street • Suite 101 • Metairie, Louisiana • 70002

(504) 454-0466 • FAX (504) 454-0438

September 4, 2001

Mr. Gary Albert, Claim Representative
State Farm Insurance Company
4811 Harding Boulevard
Baton Rouge, Louisiana 70811

RE: Fire Analysis Report
Insured: Bridget Santangelo
Address of Loss: Baton Rouge, Louisiana
Date of Loss: 07-11-01
Claim Number: [REDACTED]
MASA Contract Number: 07013842M

RECEIVED
SEP 06 2001
NBR CLAIMS

RECEIVED
SEP 06
NBR CLAIMS

Dear Mr. Albert:

In response to the July 20, 2001 request of Mr. Gary Albert, Claim Representative, State Farm Insurance Company, Baton Rouge, Louisiana, M. A. Stringer and Associates, Incorporated (MASA) has examined and analyzed the above captioned vehicle fire loss. The vehicle scene was carefully examined on July 24, 2001 by Mervin A. Stringer, MASA Chief Fire Specialist, at which time photographs were taken, some of which are included at the end of this report with the remainder being retained in the MASA file.

It was reported to MASA that the fire in this 2001 Ford Explorer occurred when the vehicle was involved in a minor traffic accident. Reportedly, the vehicle started smoking in the engine compartment after the accident and a fire occurred causing severe damage in the engine compartment. Prior to our examination of the vehicle a database search of the National Highway Transportation Safety Administration (NHTSA), Office of Defects Investigation (ODI), Recall Database was conducted using their internet web site. This search revealed no fire related recalls for this particular make and model vehicle. Additionally, a CarFax Vehicle History Report was obtained on this particular vehicle, using its Vehicle Identification Number (VIN) of

1FMZU63E712 [REDACTED] This report indicates that at the time of the fire this vehicle had only been registered one time, as a private vehicle, on March 14, 2001, which appears to have been when the vehicle was purchased new from the dealer. The title was issued to the first lien holder on March 26, 2001 and the vehicle had 773 miles on the odometer at that time. A copy of this CarFax report is included at the end of this report. It was subsequently reported to MASA that the insured, Bridget Santangelo, purchased the vehicle new and it was still under the new car warranty at the time of the accident and fire.

Figures 1 through 5 are exterior views of the vehicle. The only impact damaged noticed during the examination was at the front of the hood, as seen in Figures 1, 2 and 3, and at the right rear quarter panel, as seen in Figures 5 and 6. The damage to the hood may have been from forcible entry tools used by the fire department to gain entry into the engine compartment to extinguish the fire. Figures 7 and 8 show fire damage on the hood's right and left sides, respectively. Figure 9 is a view of the vehicle's interior, from the driver's side door. As can be seen, both air bags deployed during the accident. Figure 10 shows the vehicle's odometer, registering 006013 miles, and Figure 11 shows the Vehicle Identification Number (VIN) 1FMZU63E712 [REDACTED] Figure 12 shows the passenger side with the air bag deployed. Figures 13 and 14 shows the rear seating area and the rear cargo area. As can be seen in these interior views of the vehicle there is no evidence of any interior fire damage. Figures 15 and 16 show that the fire damage to the hood is on the drivers side, near the fire wall at the rear of the engine compartment.

Figure 17 is a front view with the hood up and Figures 18, 19 and 20 are views showing the engine compartment. Figures 21 and 22 show the transmission fluid dipstick, which showed an adequate level for the normal operation of the vehicle. Figure 23 is a view of the engine oil dipstick, which showed an adequate level for the normal operation of the vehicle. Figure 24 is an overview of the engine compartment and as can be seen, the most severe damage is on the drivers side of the engine compartment, toward the rear. Note that many of the synthetic materials in this area were involved in the fire and partially consumed. Figure 25 shows the left area of the engine compartment and Figures 26 through 37 show the examination of this area. This examination revealed that the fuel lines were still connected. However, the fuel system was damaged by the fire and could not be reliably tested for leaks. This examination also revealed no evidence of any electrical activity on the electrical conductors that were exposed by the fire. The vehicle's fuel lines were routed through this area and a leak in the fuel system, as a result of the accident, probably occurred and the gasoline vapors were ignited by an ignition source in the engine compartment. There is no indication that the impact damage from the accident was severe. The fuel lines, or any other combustible liquid line, should not have been compromised during this minor traffic accident. Additionally, no damage should have occurred from this minor traffic accident that would result in a fire.

RECEIVED
SEP 06 2001
NBH CLAIMS
2

RECEIVED
SEP 06
NBH CLAIMS

EN05-005-LC-8775

As can be seen in a study of the figures the fire originated in the left rear area of the engine compartment. The vehicle was recently purchased new and was still covered by the new car warranty. The fire was reportedly detected when a minor traffic accident occurred. The facts circumstances and physical evidence indicate that this fire was probably caused by a leak in the vehicle's fuel system, that occurred as a result of this accident. The gasoline vapors were ignited by an ignition source in the engine compartment. The accident damage was not severe and the fuel system should not have been compromised during the accident.

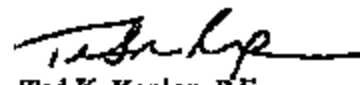
Based on the results of the investigation conducted by MASA, as set forth in this report, it is the opinion of M. A. Stringer and Associates, Incorporated that the July 11, 2001 fire in the Bridget Santangelo 2001 Ford Explorer originated in the left rear area of the engine compartment and was probably caused by a fuel system leak that occurred during a minor traffic accident.

MASA appreciates the opportunity to be of service to you and State Farm Insurance Company in this matter. If we can be of additional assistance in this or other matters, please do not hesitate to contact us.

Sincerely,

M. A. Stringer and Associates, Inc.


Mervin A. Stringer
Chief Fire Specialist


Ted K. Kaplon, P.E.
Consulting Engineer

MASA's

Original and One Copy

Mr. Gary Albert, Claim Representative
State Farm Insurance Company
4811 Harding Boulevard
Baton Rouge, Louisiana 70811

Report Copy

MASA File

RECEIVED
SEP 06 2001
NEW CLAIMS

ER05-005-LC-8777

PHOTOS



Figure 1



Figure 2



Figure 3

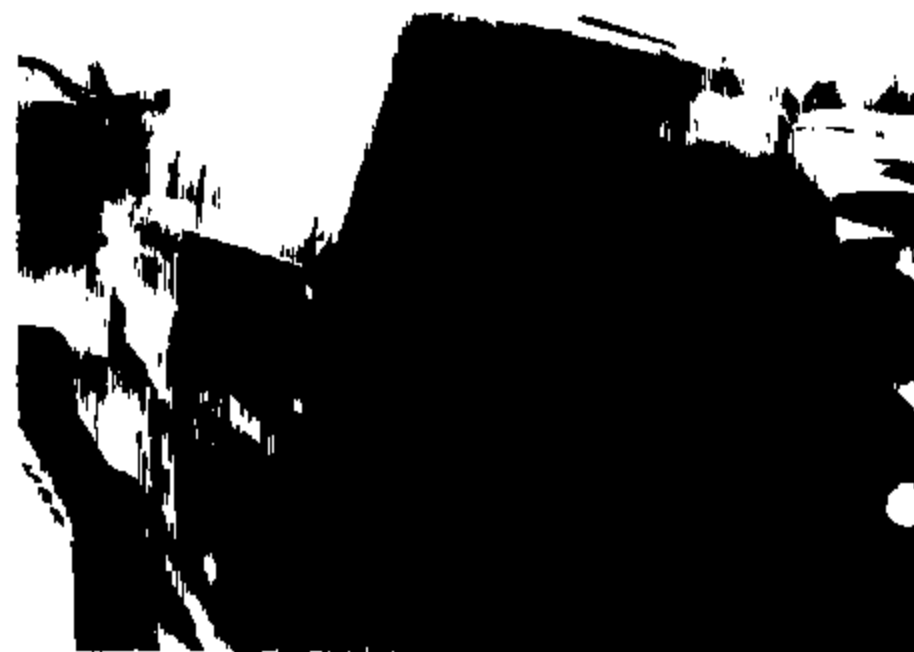


Figure 4



Figure 5

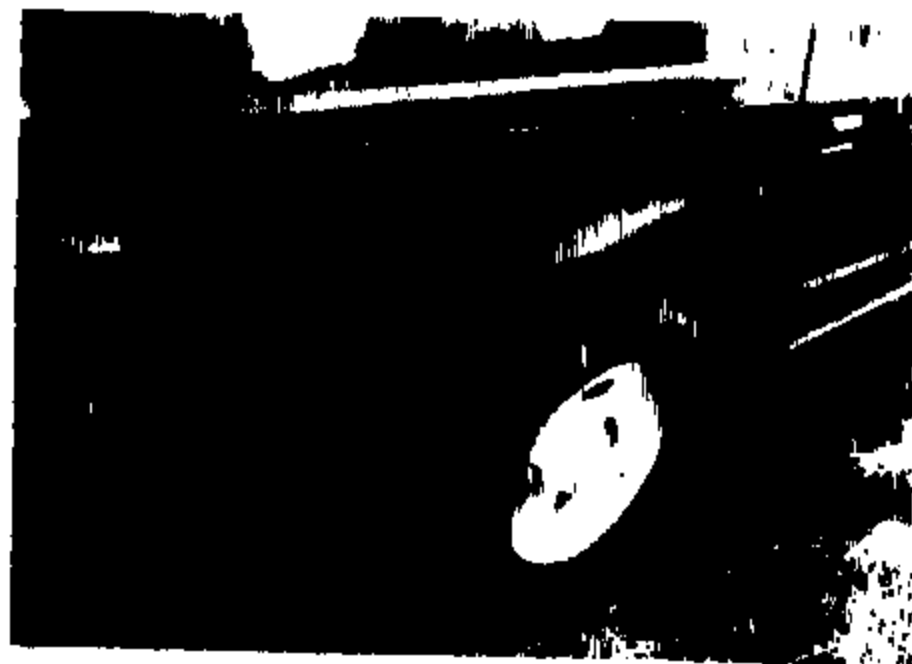


Figure 6



Figure 7



Figure 8



Figure 9

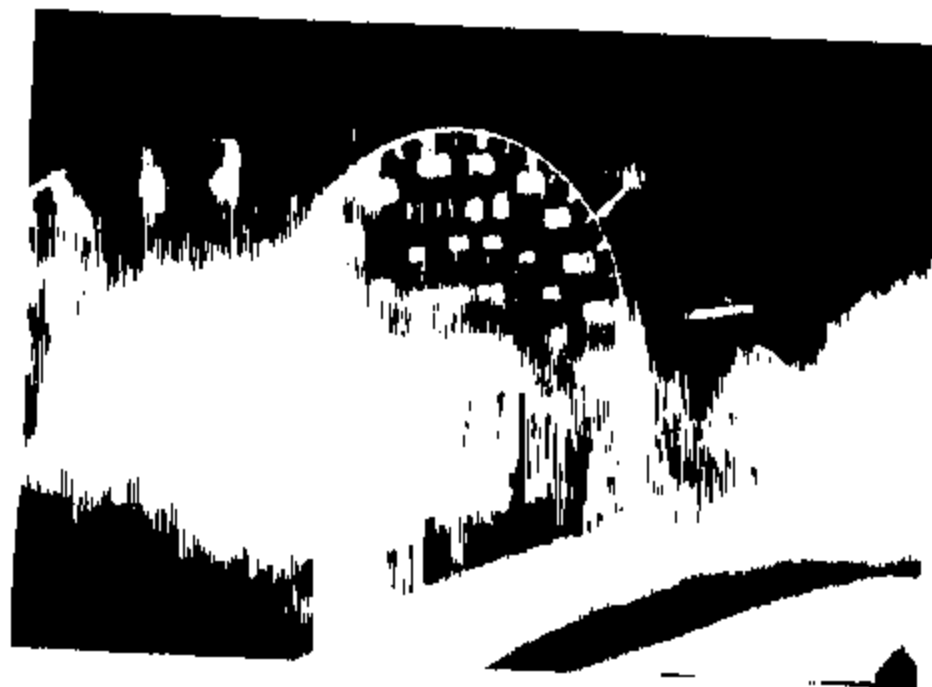


Figure 10

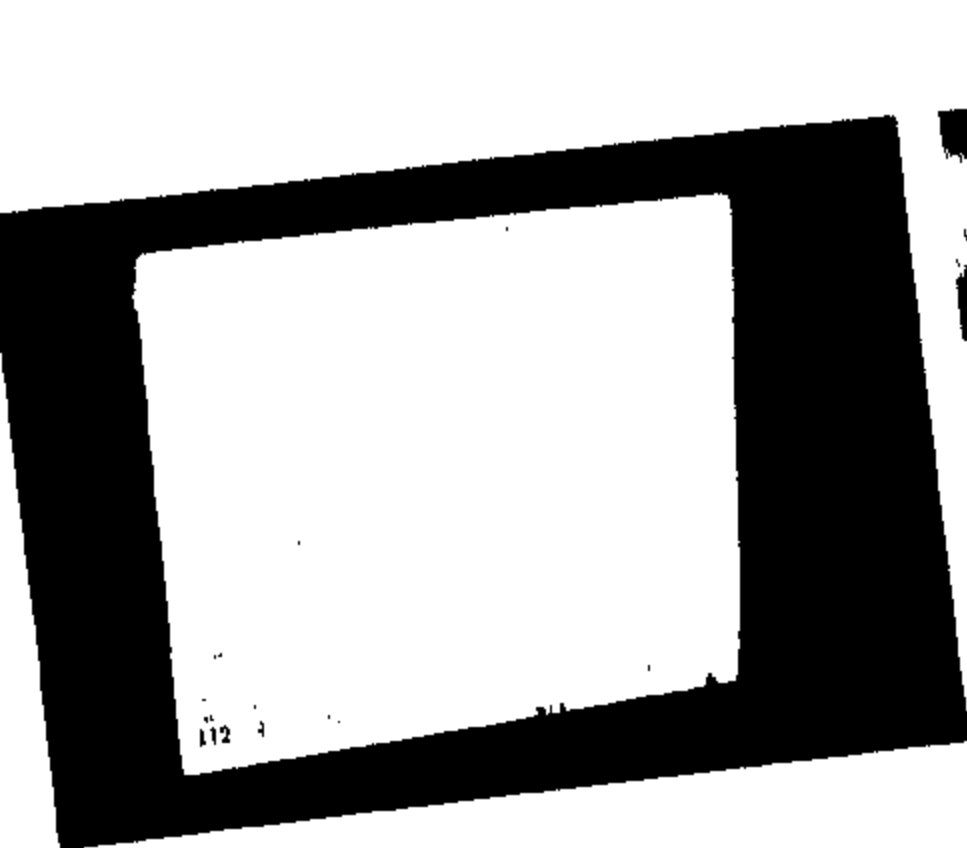


Figure 11



Figure 12



Figure 13



Figure 14



Figure 15



Figure 16

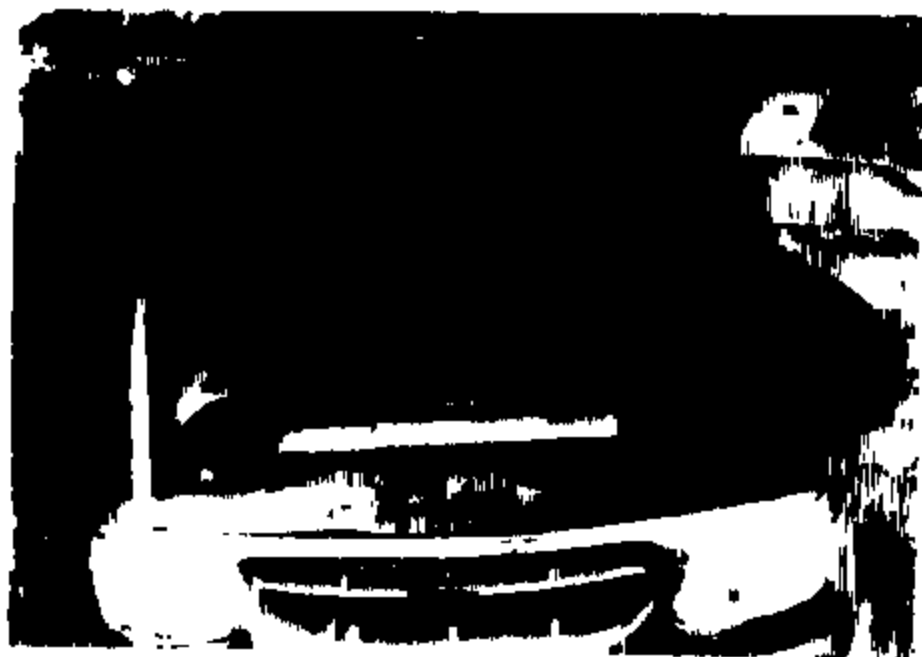


Figure 17



Figure 18



Figure 19



Figure 20



Figure 21

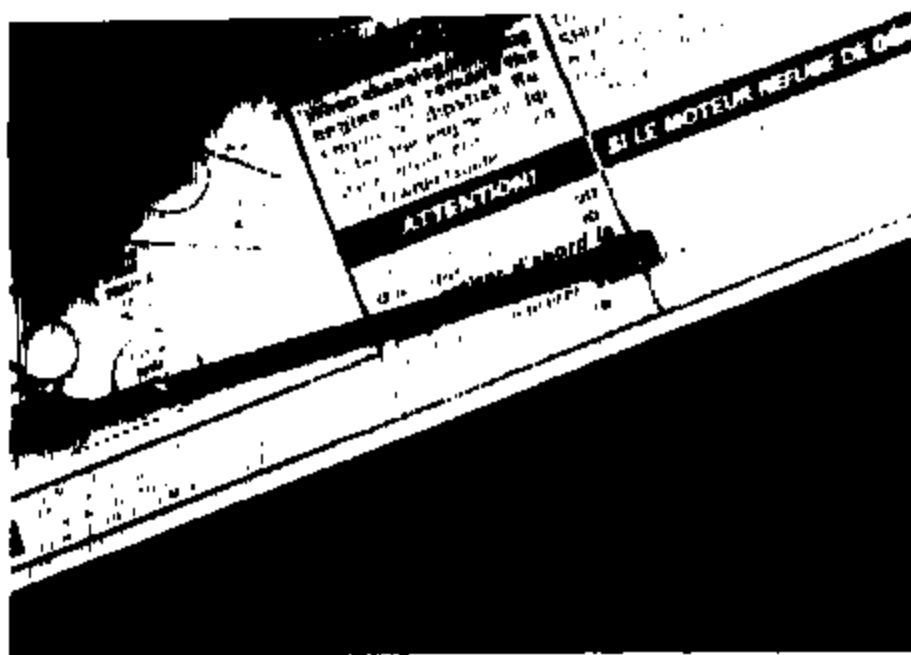


Figure 22



Figure 23

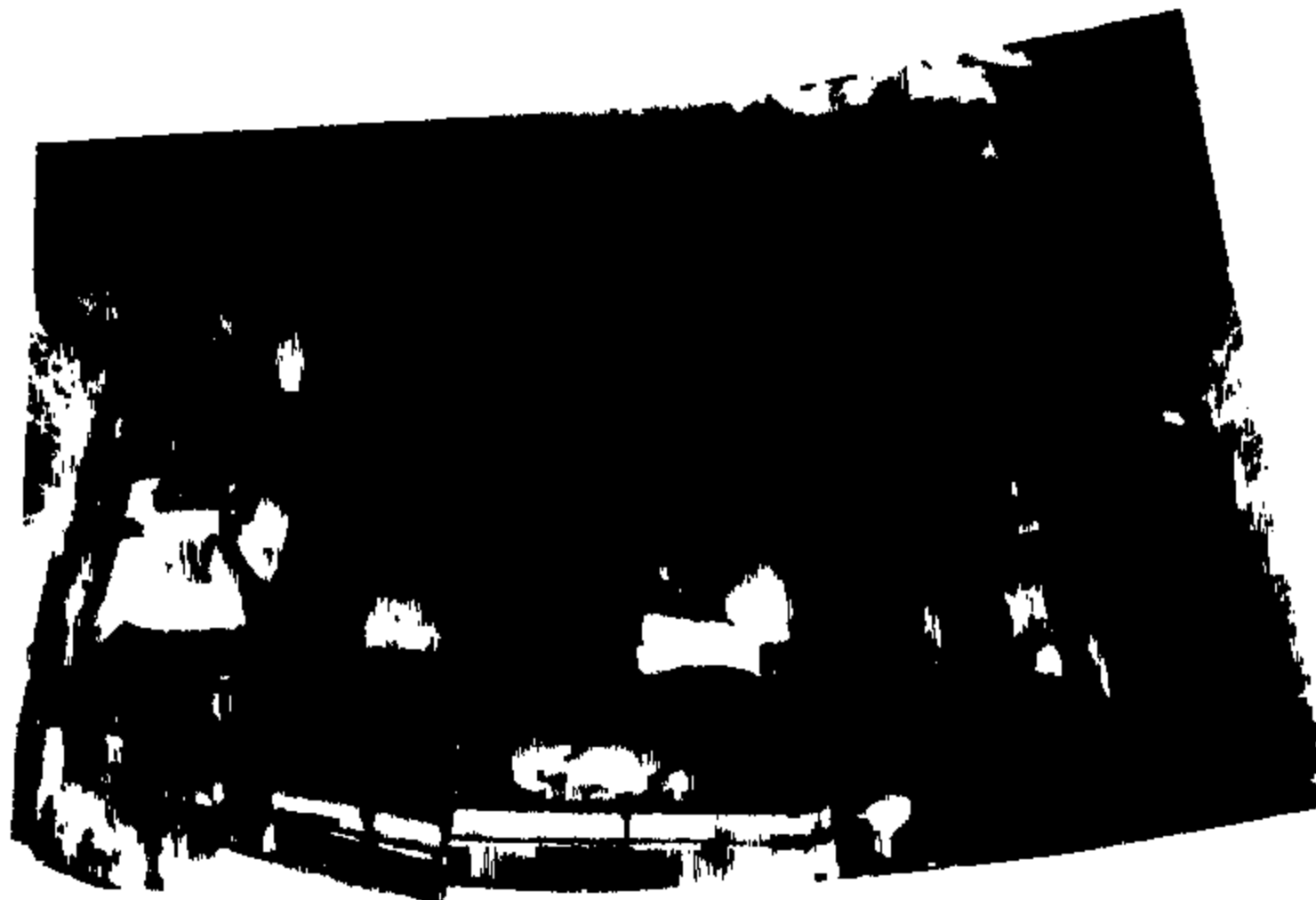


Figure 24



Figure 25



Figure 26



Figure 27



Figure 28



Figure 29



Figure 30



Figure 31



Figure 32



Figure 33



Figure 34

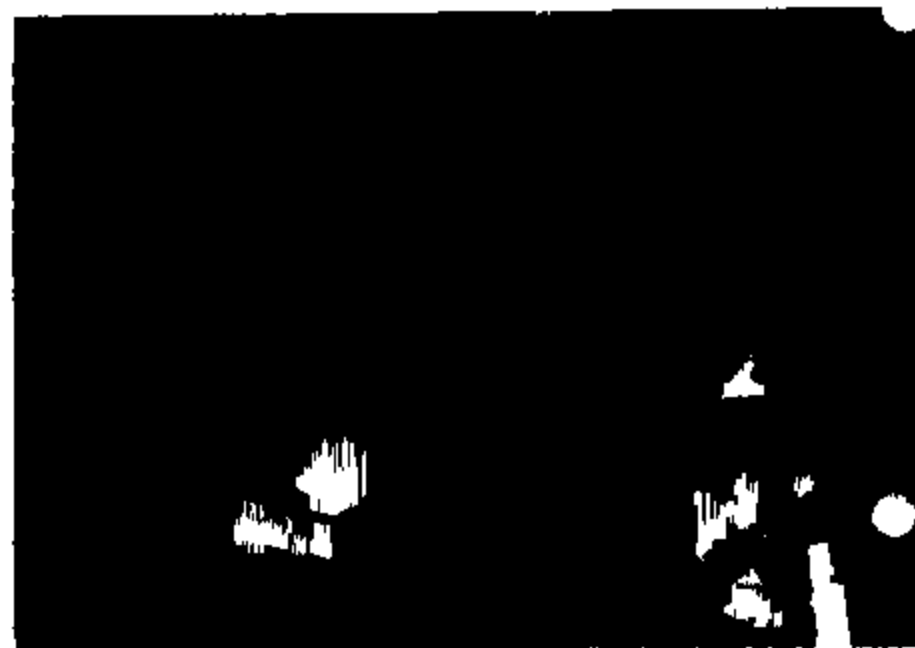


Figure 35

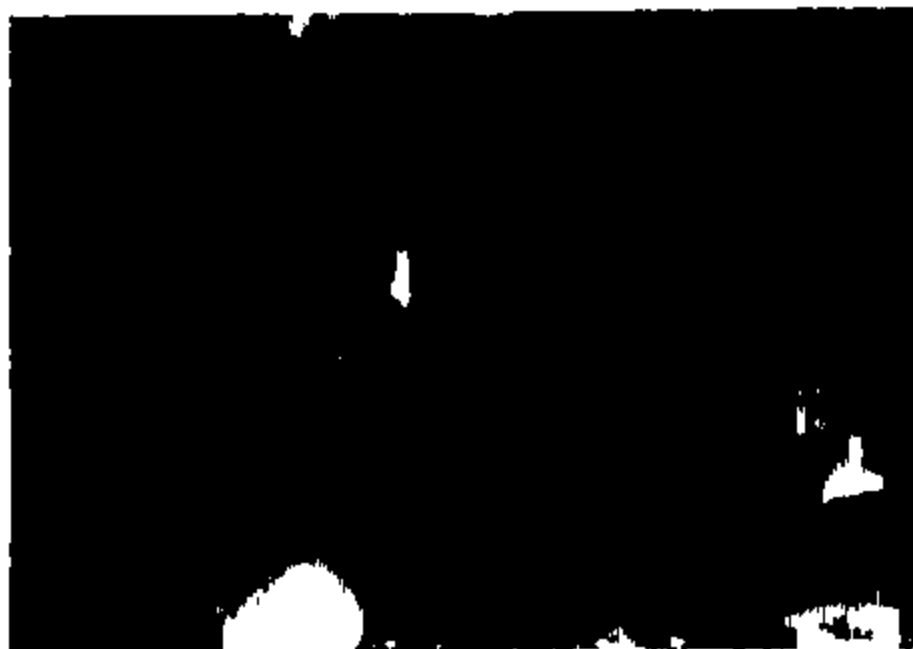


Figure 36



Figure 37



Page No. 3
Date: 12/12/2023
Subject: English
Topic: The Great Gatsby
Teacher's Name: Mr. [Name]
Class: 12th



1. Name _____
 2. Address _____
 3. City _____
 4. State _____
 5. Zip _____

6. Phone _____
 7. Telex _____

8. Date _____
 9. Time _____
 10. Day _____

11. Subject _____
 12. Object _____
 13. Method _____

14. Result _____
 15. Conclusion _____

16. Additional _____
 17. Information _____

18. Date _____
 19. Time _____

20. Name _____
 21. Address _____
 22. City _____

23. State _____
 24. Zip _____

25. Phone _____
 26. Telex _____
 27. Date _____

Albert

2



E.D.



JUN 1 4 2001

100-2-283-283

Photo for: 18-283



RECEIVED NRE

APR 1 1964

EROS-003-LC-8802

STATE OF LOUISIANA
UNIFORM MOTOR VEHICLE TRAFFIC CRASH REPORT
CONTRIBUTING FACTORS AND CONDITIONS

COMPUTER NUMBER

PAGE 4

2142165 - 03
 200-39029

WRITE APPROPRIATE LETTER IN BLOCK

ROADWAY TYPE A. ONE-WAY ROAD B. TWO-WAY ROAD WITH NO PHYSICAL SEPARATION C. TWO-WAY ROAD WITH A PHYSICAL SEPARATION D. ONE-WAY ROAD WITH A PHYSICAL SEPARATION E. OTHER		ROADWAY CONDITIONS A. NO DEFECTS B. DEFECTIVE ROADWAY C. HOLE D. CRACK E. POTHOLE F. LOW HANGING OBJECT G. OBSTRUCTION H. OVERHANGING SIGN I. OVERHANGING SIGN - NO DEFECTS J. OVERHANGING SIGN - DEFECTS K. FLOODING L. ALGAE, M. MOSS N. CRACK IN ROADWAY O. OTHER DEFECTS		WEATHER A. CLEAR B. CLOUDY C. RAIN D. FOG E. HAZE F. SNOW G. SLEET H. ICE I. OTHER		VIOLATION A. EXCEEDING SPEED LIMIT B. EXCEEDING SPEED LIMIT C. FAILURE TO YIELD D. FAILURE TO STOP E. FAILURE TO STOP F. FAILURE TO STOP G. FAILURE TO STOP H. FAILURE TO STOP I. FAILURE TO STOP J. FAILURE TO STOP K. FAILURE TO STOP L. FAILURE TO STOP M. FAILURE TO STOP N. FAILURE TO STOP O. FAILURE TO STOP		KIND OF LOCATION A. INTERSECTION OR JUNCTION B. THROUGH HIGHWAY C. RAMP, DRIVE, SIDEWALK D. SIDEWALK E. SIDEWALK F. SIDEWALK G. SIDEWALK H. SIDEWALK I. SIDEWALK J. SIDEWALK K. SIDEWALK L. SIDEWALK M. SIDEWALK N. SIDEWALK O. SIDEWALK		PRIMARY FACTOR A. VIOLATION B. VIOLATION C. VIOLATION D. VIOLATION E. VIOLATION F. VIOLATION G. VIOLATION H. VIOLATION I. VIOLATION J. VIOLATION K. VIOLATION L. VIOLATION M. VIOLATION N. VIOLATION O. VIOLATION	
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No. 03-01-1398
State of Louisiana
vs.
[REDACTED]

Charge: SPEEDING 44/20. The accused having failed to appear when called, the Court ordered that a bench warrant be issued herein for the arrest of the accused. No license.

No. 09-01-0126
State of Louisiana
vs.
[REDACTED]

Charge: CARELESS OPERATION. On State's motion, the charge was dismissed. No license.

No. 09-01-0128
State of Louisiana
vs.
[REDACTED]

Charge: CARELESS OPERATION. On State's motion, the charge was dismissed. No license.

No. 09-01-0193
State of Louisiana
vs.
[REDACTED]

Charge: CARELESS OPERATION. On State's motion, the charge was dismissed. No license.

TRUE COPY

NOV 26 2001
[Signature]
DEPUTY CLERK OF COURT



Figure 1



Figure 2



Figure 3



Figure 4



Figure 5

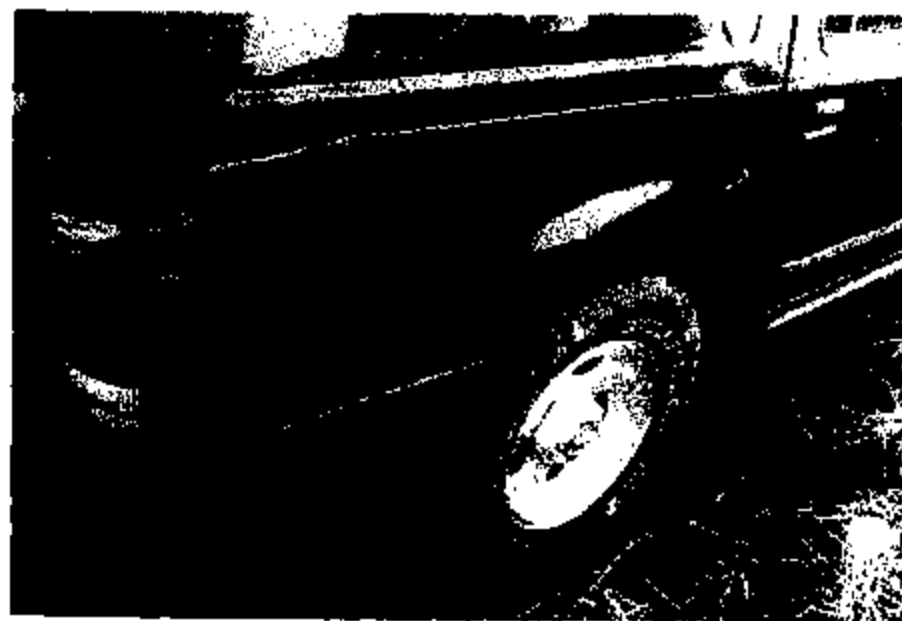


Figure 6



Figure 7



Figure 8



Figure 9

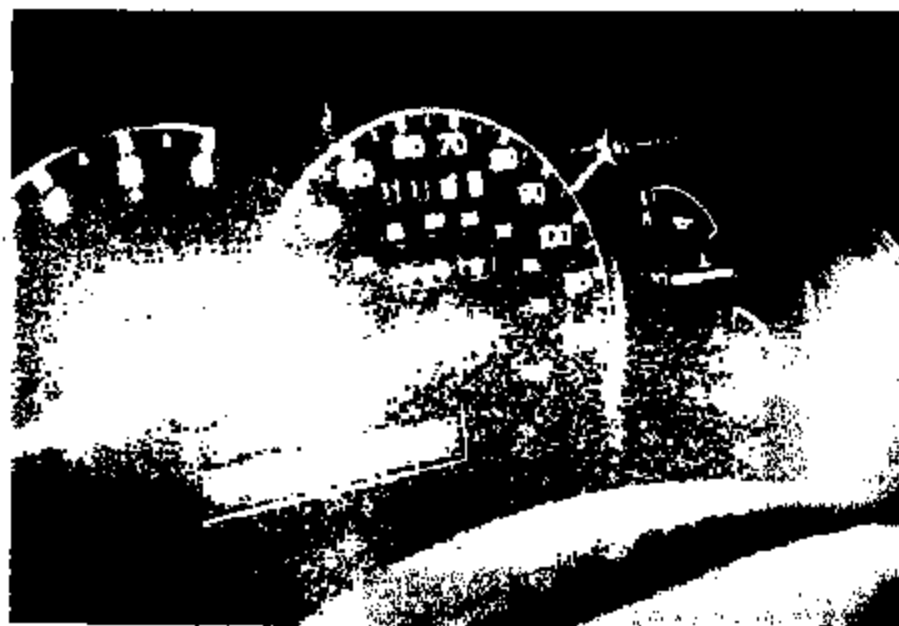


Figure 10



Figure 13

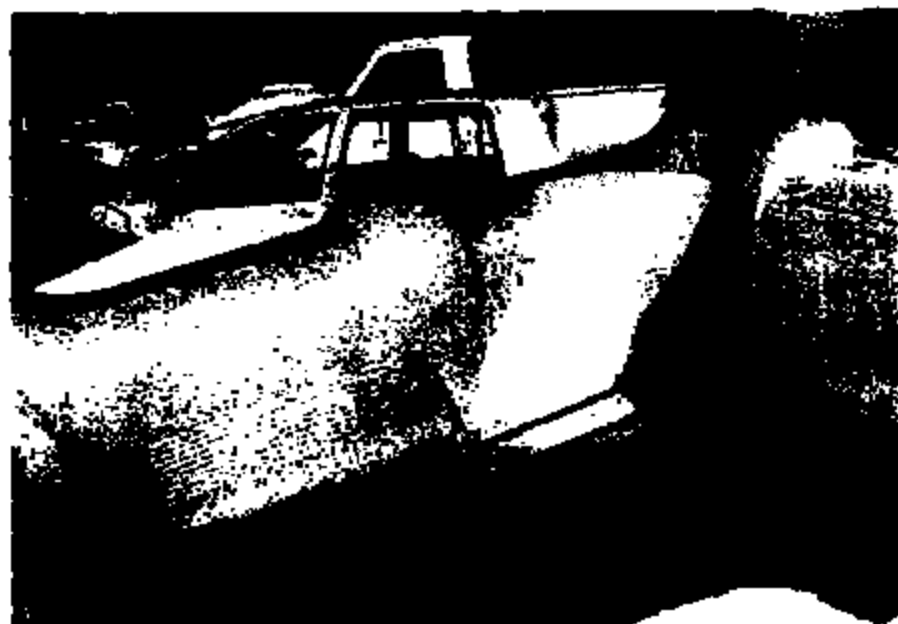


Figure 14

LAOS-005-LC-0014

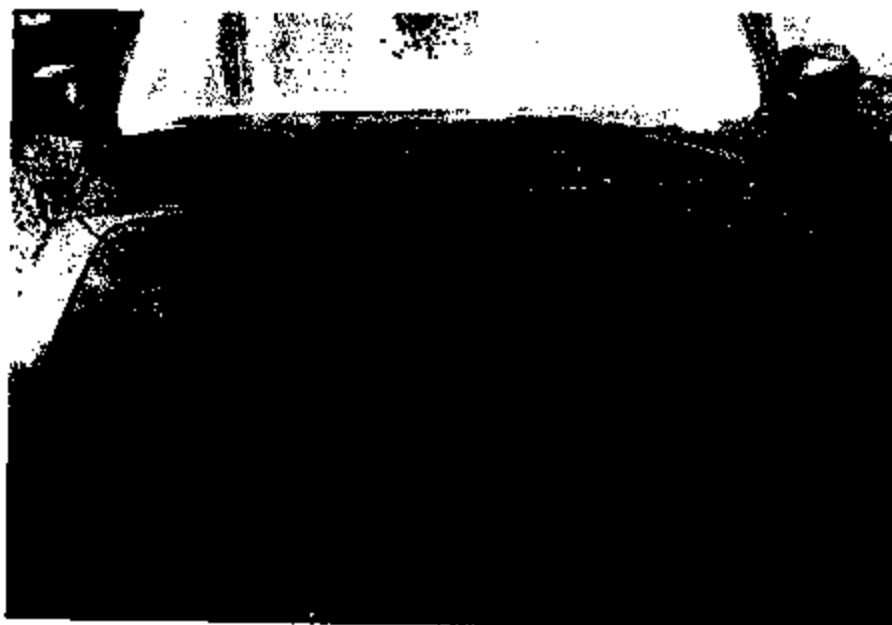


Figure 15

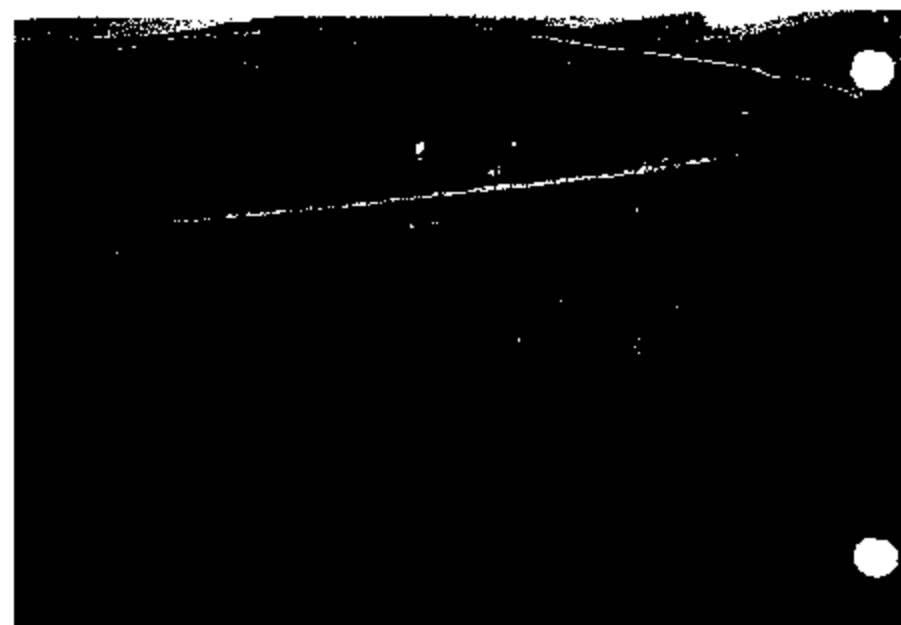


Figure 16

EA92-023-LC-0015



Figure 17

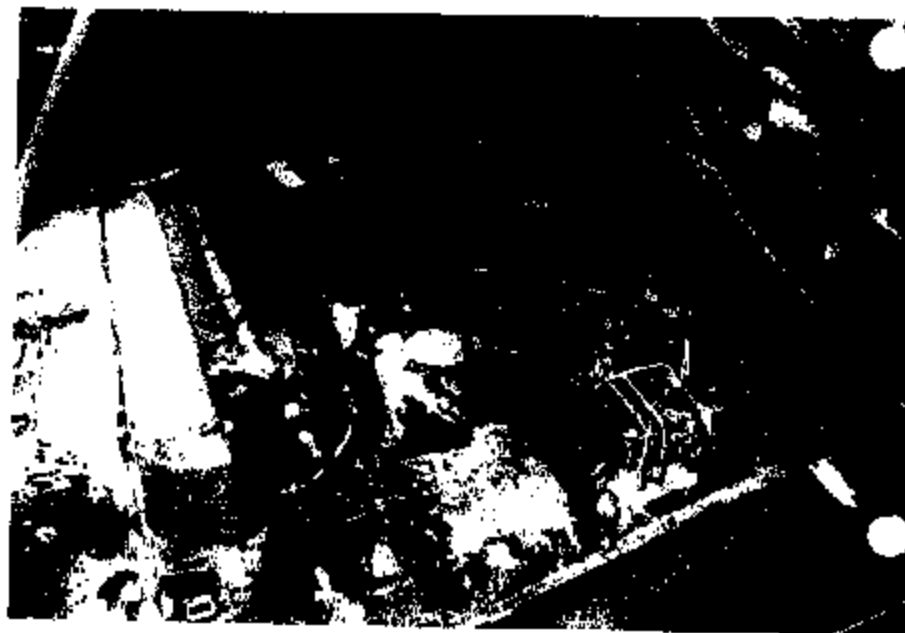


Figure 18



Figure 19



Figure 20



Figure 21

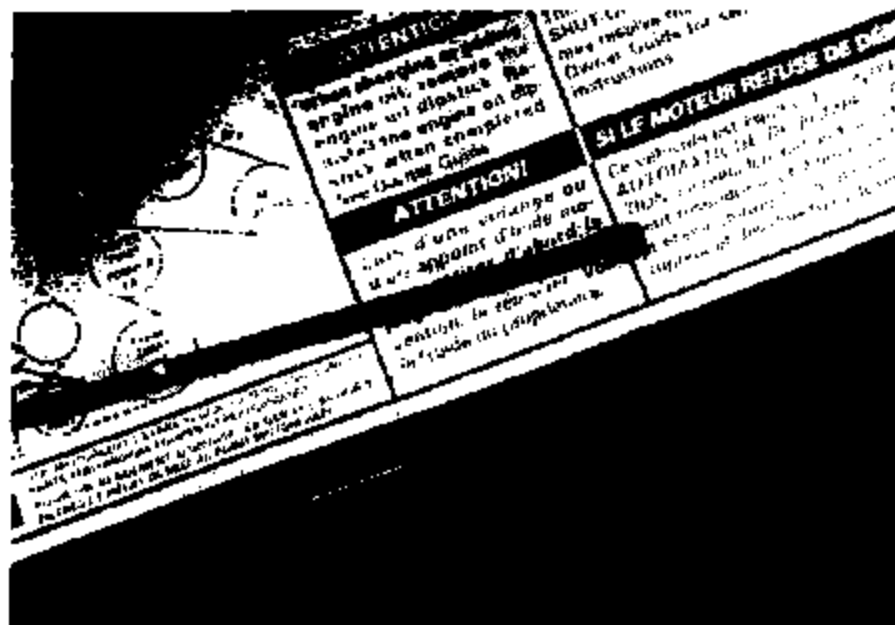


Figure 22

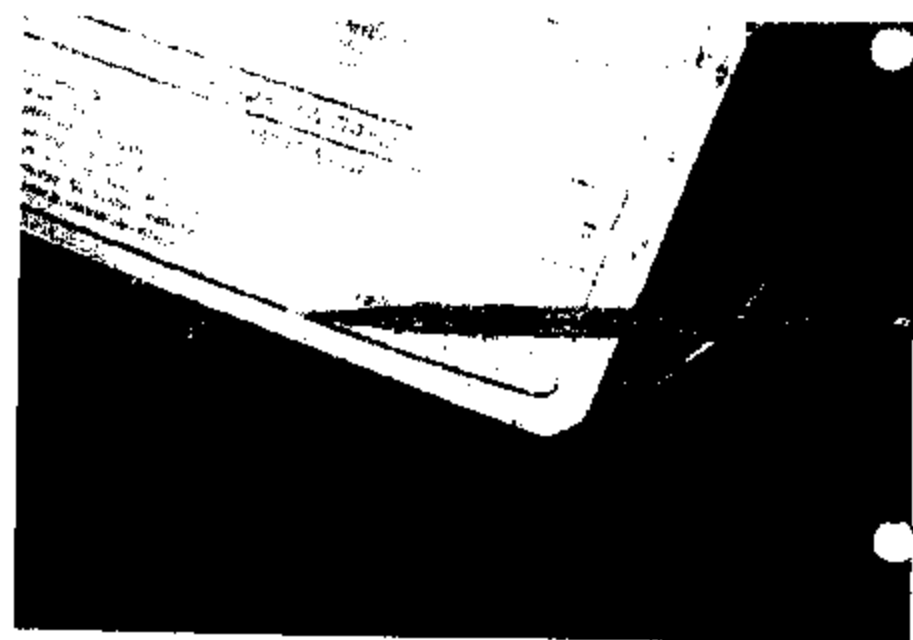


Figure 23



Figure 24



Figure 25



Figure 26

ENR-000-LC-0021



Figure 27

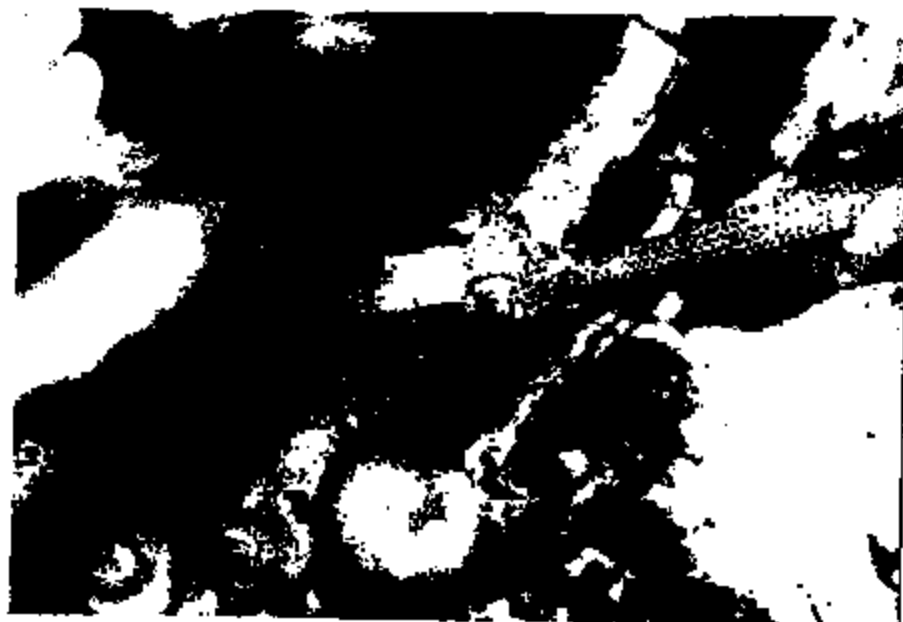


Figure 28



Figure 29

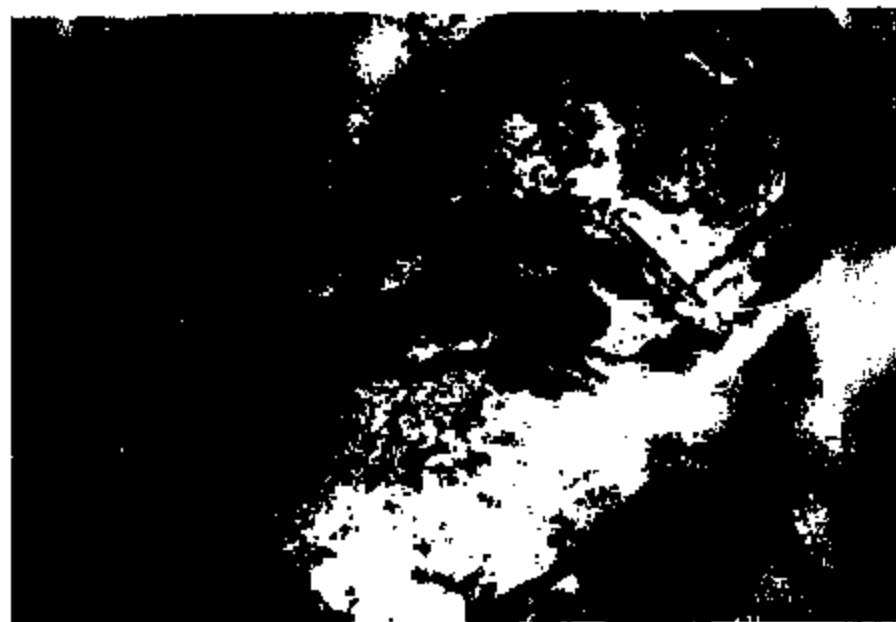


Figure 30



Figure 31

ENG-005-LC-0024



Figure 32



Figure 33

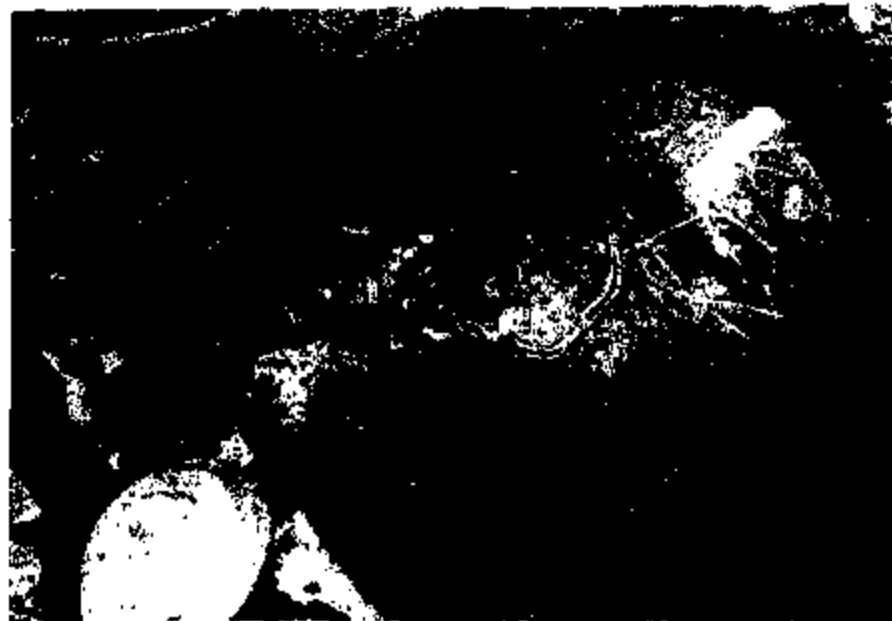


Figure 34



Figure 35



Figure 36

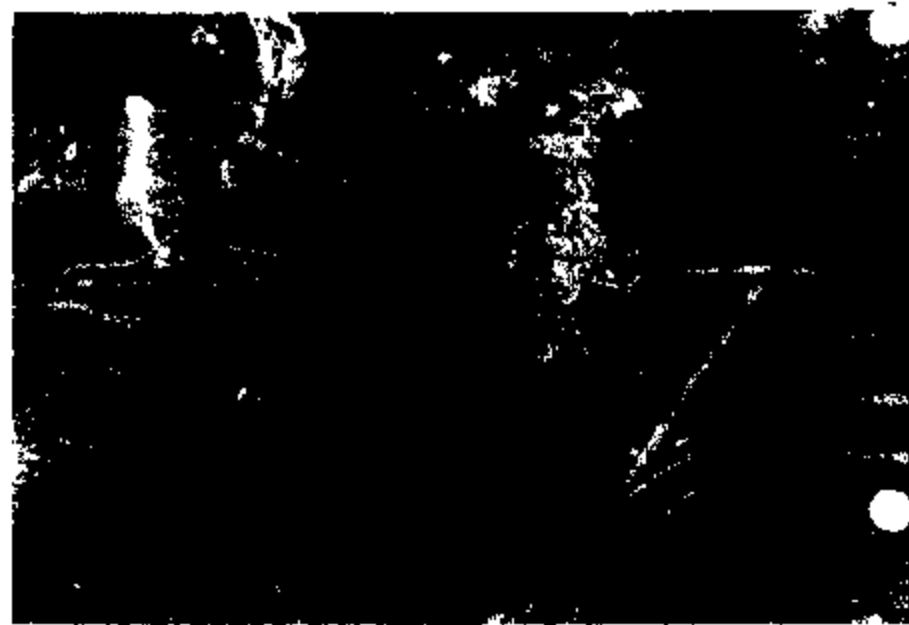
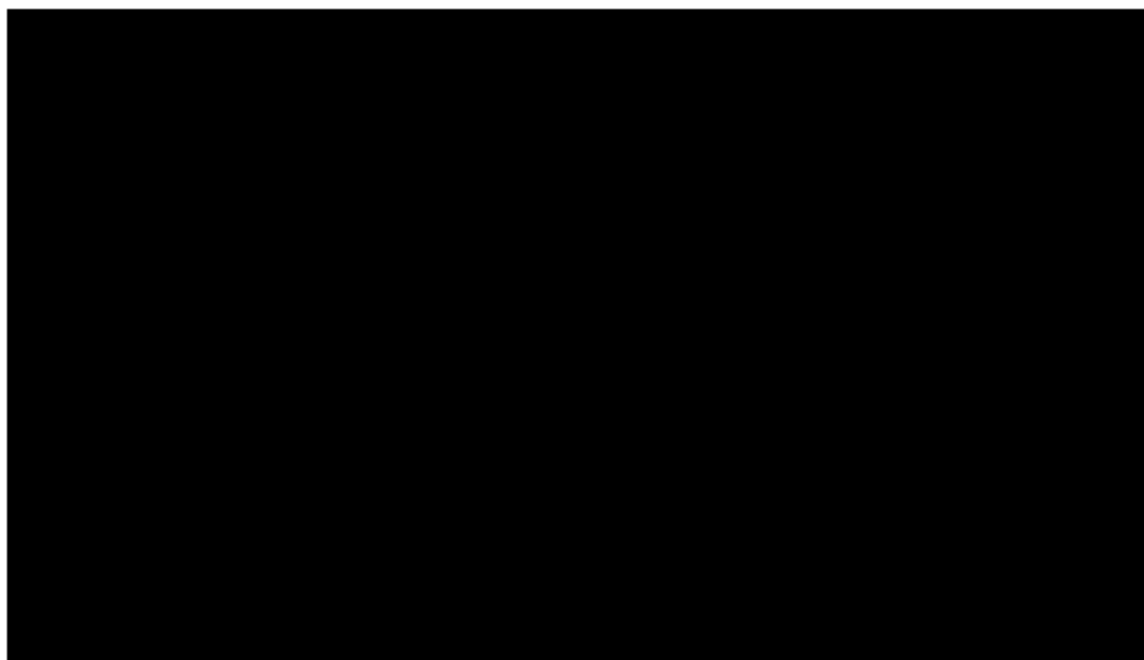


Figure 37



SUPREME COURT OF THE STATE OF NEW YORK
COUNTY OF RICHMOND

- x Index No.:
[REDACTED]

Plaintiff,

-against-

**VERIFIED
COMPLAINT**

FORD MOTOR COMPANY, INC.

Defendant.
----- x

Plaintiff, ALLSTATE INSURANCE COMPANY s/o JACQUELINE SACCO,
by its attorneys, TROISI & MARKOWITZ, ESQS, as and for its Verified Complaint,
alleges upon information and belief as follows:

1. That at all times hereinafter mentioned, plaintiff, [REDACTED]

[REDACTED] (hereinafter referred to as "ALLSTATE"), was and still is a foreign
corporation, licensed to do business in the State of New York, and has its offices and
place of business at One Teleport Drive, Staten Island, County of Richmond, City and
State of New York

2. That at all times hereinafter mentioned, plaintiff [REDACTED], was and still is
an insurance company duly authorized to transact the business of issuing automobile
insurance policies in the State of New York.

3. At all times mentioned herein, plaintiff's subrogor, JACQUELINE SACCO, (hereinafter referred to as "subrogor") was and still is a resident of the State of New York, County of Richmond.

4. That at all times hereinafter mentioned, subrogor was the owner of a 2000 Ford Explorer, Vehicle Identification Number 1FMZU73E4Y2 [REDACTED] hereinafter referred to as the "Ford Explorer").

5. That upon information and belief, at all times hereinafter mentioned, defendant, FORD MOTOR COMPANY, INC., (hereinafter referred to as "FORD ") was and is a foreign corporation duly licensed to conduct business in the State of New York.

6. That upon information and belief, at all times hereinafter mentioned, defendant, FORD, was and is a foreign corporation transacting business in the State of New York.

7. That upon information and belief, at all times hereinafter mentioned, defendant, FORD, did and does solicit business within the State of New York.

8. That upon information and belief, at all times hereinafter mentioned, defendant, FORD, derives substantial revenue from goods used or consumed or services rendered in the State of New York.

9. That upon information and belief, at all times hereinafter mentioned, defendant, FORD, reasonably should have expected its acts and business activities to have consequences within the State of New York.

10. Prior to March 7, 2000 plaintiff ALLSTATE issued an automobile policy of insurance to subrogor insuring the Ford Explorer, against property damage and related expenses.

11. Personal jurisdiction as to defendants not domiciled in New York is based on CPLR §302(a), as more fully evidenced by the facts described below.

12. This Court's jurisdiction over this matter is proper, as the incident complained of occurred within the State of New York, and Plaintiff's place of business is in the State of New York, County of Richmond

13. Prior to March 7, 2000, defendant FORD designed, manufactured, built, tested, distributed, delivered, sold, repaired, serviced and/or inspected the Ford Explorer, its equipment, components and appurtenances thereof, owned by subrogor.

14. Prior to March 7, 2000, defendant FORD sold and distributed the Ford Explorer to wholesale and retail establishments for its sale and distribution in the State of New York.

15. On or about March 7, 2000, a fire occurred in, on, or near, the engine power distribution center in subrogor's Ford Explorer, thereby completely destroying said vehicle.

16. The aforesaid damage to the Ford Explorer was caused without any negligence on the part of subrogor contributing thereto.

**AS AND FOR A FIRST CAUSE OF ACTION
AGAINST DEFENDANT FORD**

17. Plaintiff repeats, reiterates and realleges each and every allegation contained in paragraphs numbered "1" through "16" of this Verified Complaint inclusive, with the same force and effect as though fully set forth herein at length.

18. That the aforementioned incident which occurred on or about March 7, 2000, was the direct and proximate result of the negligence of defendant FORD, its agents, servants and/or employees in the design, manufacture, building, testing, distribution, sale, delivery, repair, servicing and inspection of the Ford Explorer, which this defendant knew or should have known was unreasonably dangerous, defective, and without adequate warning of the dangers associated with the Ford Explorer.

19. That defendant FORD breached a duty to the plaintiff and its subrogor by negligently, carelessly, and improperly designing, manufacturing, building, testing, selling, delivering, servicing, repairing, inspecting and failing to warn of the dangers associated with the Ford Explorer.

20. That the insufficiencies, inadequacies, and/or defects which rendered the Ford Explorer unfit for its intended purpose were unknown to subrogor at the time of purchase, delivery, and/or operation.

21. That the insufficiencies, inadequacies, and/or defects which rendered the Ford Explorer unfit for its intended purpose were not discoverable by reasonable inspection and/or testing.

22. As a result of defendant's negligence, subrogor's vehicle was completely destroyed by fire.

23. Plaintiff reserves the right to plead Res Ipsa Loquitur at the time of trial.

24. That solely as a result of the negligence of defendant FORD, plaintiff

_____ pursuant to the provisions of its insurance policy, paid to subrogor,

_____ the sum of \$30,067.82, for property damages, and other related expenses.

25. That by virtue of said payment and in accordance with the provision contained in its insurance policy, plaintiff ALLSTATE, became subrogated to all the rights of subrogor to recover against defendant for any and all sums of money paid under said policy.

26. That as a result of the foregoing, plaintiff ALLSTATE, has been damaged in the sum of \$30,067.82, no part of which has been paid, despite due demand therefor.

**AS AND FOR A SECOND CAUSE OF ACTION
AGAINST DEFENDANT FORD**

27. Plaintiff repeats, reiterates and realleges each and every allegation contained in the preceding paragraphs numbered "1" through "26" of this Verified Complaint inclusive, with the same force and effect as though fully set forth herein at length.

28. That at the time and place of the sale, purchase and distribution of the Ford Explorer, defendant FORD expressly and by implication warranted that the Ford Explorer was of merchantable quality and safe for the use for which it was intended.

29. That subrogor relied upon the skill and judgment of defendant FORD in the manufacturing, building, designing, testing, selling, delivering, distributing, servicing, repairing, and/or inspecting said Ford Explorer.

30. That at all times hereinafter mentioned, it was foreseeable that subrogor would rely on said warranty in the acquisition, purchase and use of the Ford Explorer.

31. That at all times hereinafter mentioned, the Ford Explorer was not suitable for safe for such use and was dangerous for use in the manner hereinabove mentioned, of which fact defendant FORD failed to make subrogor aware.

32. That as a direct and proximate result of the foregoing breach of warranty, defendant FORD is liable to plaintiff [REDACTED] in the sum of \$30,067.82, no part of which has been paid despite due demand therefor.

**AS AND FOR A THIRD CAUSE OF ACTION
AGAINST DEFENDANT FORD**

33. Plaintiff repeats, reiterates and realleges each and every allegation contained in the preceding paragraphs numbered "1" through "32" of this Verified Complaint inclusive, with the same force and effect as though fully set forth herein at length.

34. Upon information and belief, defendant FORD did enter into a contract(s), sales agreement(s), and/or service agreement(s) with subrogor, JACQUELINE SACCO, in which defendant FORD agreed to design, build, manufacture, sell, distribute, install and/or supervise the installation, testing, inspection, maintenance and/or repair of the Ford Explorer purchased and used by subrogor.

35. Defendant FORD breached said contract(s) sales agreement(s) and/or service agreement(s) in that defendant failed to design, build, manufacture, review, sell, distribute, install and/or supervise the installation, testing, inspection, maintenance and/or repair of the Ford Explorer purchased and used by subrogor, according to the specifications in the contract(s), sales agreement(s) and/or service agreement(s).

36. As a result of said breach, a fire was caused to occur in said Ford Explorer, resulting in property damages sustained by subrogor.

37. That as a direct result of the foregoing breach of contract, defendant FORD is liable to plaintiff ALLSTATE in the sum of \$30,067.82, no part of which has been paid despite due demand therefor.

**AS AND FOR A FOURTH CAUSE OF ACTION
AGAINST DEFENDANT FORD**

38. Plaintiff repeats, reiterates and realleges each and every allegation contained in the preceding paragraphs numbered "1" through "37" of this Verified Complaint inclusive, with the same force and effect as though fully set forth herein at length.

39. Upon information and belief, defendant FORD had a duty to properly design, build, manufacture, sell, distribute, install and/or supervise the installation, testing, inspection, maintenance and/or repair of the Ford Explorer purchased and used by subrogor.

40. Defendant FORD failed to exercise due care or in fact, negligently did design, build, manufacture, review, sell, distribute, furnish, install, test, inspect, maintain and/or

repair, and defendant failed to properly supervise the design, manufacture, review and approval of design(s), sale, distribution, furnishing, installation, testing, inspection, maintenance and/or repair of the Ford Explorer purchased and used by subrogor.

41. As a result of said negligence, a fire occurred in the Ford Explorer, resulting in property damage sustained by subrogor.

42. That as a direct and proximate result of defendant's negligence, defendant FORD is liable to plaintiff [REDACTED] in the sum of \$30,067.92, no part of which has been paid despite due demand therefor.

**AS AND FOR A FIFTH CAUSE OF ACTION
AGAINST DEFENDANT FORD**

43. Plaintiff repeats, reiterates and realleges each and every allegation contained in the preceding paragraphs numbered "1" through "42" of this Verified Complaint inclusive, with the same force and effect as though fully set forth herein at length.

44. That defendant FORD, in the sale and distribution of the Ford Explorer, placed upon the market a product in a defective and unreasonably dangerous condition, which was unsafe for its intended use.

45. That at all times hereinafter mentioned, the Ford Explorer was being used in a manner reasonably foreseeable by defendant FORD.

46. That as a direct and proximate result of the aforementioned defective and unreasonably dangerous condition of the Ford Explorer, defendant FORD is strictly liable in tort to plaintiff in the sum of \$30,067.82, for damages sustained.

WHEREFORE, plaintiff, [REDACTED]

demands judgment in its favor and against defendant, FORD MOTOR COMPANY, INC., in the amount of \$30,067.82, together with interest thereon from March 7, 2000, including the costs and disbursements of this action.

Dated: Plainview, New York
November 6, 2000

Yours etc.,

TROISI & MARKOWITZ



MICHAEL A. TROISI

Attorneys for Plaintiff

54 Sunnyside Boulevard

Suite J

Plainview, New York 11803-1517

(516) 576-2020

Plaintiff,

-against-

**ATTORNEY
VERIFICATION**

FORD MOTOR COMPANY, INC.,

Defendant.

-----x
MICHAEL A. TROISI, being an attorney duly admitted to practice before the
Courts of the State of New York and fully aware of the penalties for perjury, hereby
affirms as follows:

1. Affirmant is the attorney for Plaintiff [REDACTED]
n/s/o [REDACTED] in the within action.
2. Affirmant is fully familiar with the facts and circumstances involved in this
matter from reviewing the file regarding the same maintained in our office.
3. Affirmant has read the foregoing Verified Complaint and knows the contents
thereof and the same are true to affirmant's own knowledge, except as to those matters
therein stated to be alleged on information and belief, and as to those matters I believe
them be true.
4. That affirmant's belief as to those matters therein not stated upon knowledge
are based upon the correspondence, reports, statements, records and communications had
with the plaintiff with regards to this action and which information is contained in the file
maintained in our office.
5. That the reason I make this affirmation instead of plaintiff's subrogor is

because this is a subrogation action and plaintiff's subrogor resides outside the County wherein deponent maintains an office. Furthermore, plaintiff is a foreign corporation.

6. I affirm that the foregoing statements are true under the penalties of perjury.

Dated: Plainview, New York
November 29, 2000



MICHAEL A. TROISI

SFCHRFMA

Issue List

01/30/01 08:30:29

==>

FCSD REGION: _____ MARKET: _____ ISSUE STATUS: _____

P&A CODE: _____

VIN: 1FMZU73E4YZA68087

CASE NUMBER: _____

SALES REGION: _____

SALES ZONE: _____

ISSUE TYPE: _____

A	LAST HND/	Customer Phone Number/	Reason/	Stat/	
C	P&A	LAO	Trmt Customer Name	Year Model	Type
-	08/03/00	(H)	(B)	LEGAL - CUSTOMER WAITING FOR A	C
	03650			2000 EXPLORER	02
	04/25/00	(H)	(B)	LEGAL - FIRE&PERSONAL/PROPERTY	Q
	03650			2000 EXPLORER	01
	03/29/00	(H)	(B)	LEGAL - FIRE&PERSONAL/PROPERTY	C
				2000 EXPLORER	07
	03/29/00	(H)	(B)	MISC INQUIRY - GENERAL/OTHER	C
				2000 EXPLORER	01

F1=Help

F2=AddAction

F5=CustomerList

F6=DealerInfo

F7=Prev

F8=Next

F10=IssueDetail

F11=Menu

F12=Return

NO MORE RECORDS AVAILABLE

OGDB079

SFCHIDMA

Issue Detail

01/30/01 08:30:46

==>

VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99 Mileage: 3000
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom:
Reason: LEGAL - CUSTOMER WAITING FOR ACKNOWLEDGEMENT
Dealer: ISLAND FORD, INC.
Issue Type: 02 INFORMATION CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: N

A/C DATE Origin Description

08/02/00 CACI38 CB-ADVISE CUST WE WILL NOTIFY THE DEPT SOMEBODY WILL BE IN T
08/03/00 CALGL CREATE CLOSED INFO CONTACT

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE OGD8079

2000-01-30-08:30:46

SFCHADMA

Action Detail

01/30/01 08:30:52

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VIN: 1FMZU73E4Y2 Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph:
Trmt: Case: 1513150670 Day Ph:
Symptom Desc:
Reason Desc: LEGAL - CUSTOMER WAITING FOR ACKNOWLEDGEMENT
Dealer: ISLAND FORD, INC.
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: IMCLAREN INGRID MCLAREN Document Number:
Action Date: 08/02/00 Action Data: Action Time: 15:30:29 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: CB-ADVISE CUST WE WILL NOTIFY THE DEPT SOMEBODY WILL BE IN T
Comments: CUSTOMER SAYS: - CUSTOMER HAS CALLED MAY OCCAIONS TO FIND
OUT WHAT IS GOING ON AS PER THE DECISION THAT HAS BEEN MADE
ABOUT THERE CONCERN NO ONE HAS RETURNED THERE CALL OR SENT T
HEM A LETTER AND IT IS GOING ON 5 MONTHS - CUSTOMER JUST W
OULD LIKE TO NO WHAT IS HAPPENING THEY FEEL LIKE THERE IN TH
E DARK PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED:
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB079

F003-005-10-0033

SFCHADMA

Action Detail

01/30/01 08:30:59

=>

VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc:
Reason Desc: LEGAL - CUSTOMER WAITING FOR ACKNOWLEDGEMENT
Dealer: ISLAND FORD, INC.
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: IMCLAREN INGRID MCLAREN Document Number:
Action Date: 08/02/00 Action Data: Action Time: 15:30:29 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: CB-ADVISE CUST WE WILL NOTIFY THE DEPT SOMEBODY WILL BE IN T
Comments: E DARK PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED:
- FORWARDED THE ADDITIONAL INFORMATION TO CONSUMER AFFAIRS
DEPARTMENT - REQUESTED CONSUMER AFFAIRS TO CONTACT CUSTOMER
WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 1571

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

OGDB079

FMCS-001-1C-0004

SFCHADMA

Action Detail

01/30/01 08:31:02

=>

VIN: 1FMZU73E4YZ Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph:
Trmt: Case: 1513150670 Day Ph:
Symptom Desc:
Reason Desc: LEGAL - CUSTOMER WAITING FOR ACKNOWLEDGEMENT
Dealer: ISLAND FORD, INC.
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 9626LF LOURDES FONSECA Document Number:
Action Date: 08/03/00 Action Data: N Action Time: 09:55:43 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: CREATE CLOSED INFO CONTACT
Comments: FORWARDED TO SHAWN NORTON

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

OGDB079

SFCHIDMA

Issue Detail

01/30/01 08:31:16

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99 Mileage: 3000
Name: MS JACQUELINE SACCO Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD
Reason: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 01 INQUIRY CAN Court: Legal Issue Type:
Issue Status: Q INQUIRY CAN Award: MORSII Contact: N

A/C DATE Origin Description

03/29/00 CALGL OGC REFERRAL-SEND DUPLICATE LETTER-NON-SAFETY RESTRAINT RELA
04/06/00 CALGL UPDATE/ADDCO CASE
04/11/00 CALGL UPDATE/ADDCO CASE
04/11/00 CALGL UPDATE/ADDCO CASE
04/25/00 CALGL UPDATE/ADDCO CASE

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE OGDB079

SFCHADMA

Action Detail

01/30/01 08:31:24

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 01 INQUIRY Issue Status: Q INQUIRY
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/29/00 Action Data: N Action Time: 17:08:52 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OGC REFERRAL-SEND DUPLICATE LETTER-NON-SAFETY RESTRAINT RELA
Comments: 3/29/00 LPA REFERRING CASE TO OGC FOR HANDLING. PLEASE SEE
PREVIOUS REMARKS NOTED UNDER LEGAL CONTACT FOR ADDITIONAL
DETAILS. LPA SENDING ORIGINAL FILE TO OGC IN MARCH 30TH'S
INTER-OFFICE MAIL PICK UP.

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:31:32

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: MS JACQUELINE SACCO Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 01 INQUIRY Issue Status: Q INQUIRY
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 04/06/00 Action Data: N Action Time: 11:08:06 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: 4/6/00 LPA RECEIVED CALL FROM CUSTOMER REQUESTING STATUS ON
OGC CONTACT. STATES SHE MUST TURN IN RENTAL SHORTLY AND WILL
BE WITHOUT A VEHICLE DUE TO NO FAULT OF HER OWN. WANTES FORD
TO KNOW SHE HAS A SMALL CHILD AND WHEELCHAIR BOUND.THIS WILL
LEAVE THEM WITHOUT TRANSPORTATION.
CUSTOMER REQUESTS IMMEDIANT ASSISTANCE. LPA TOLD CUSTOMER AN

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:31:37

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VIN: 1FMZU73E4YZ Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph: ()
Trmt: Case: 1513150670 Day Ph: ()
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 01 INQUIRY Issue Status: Q INQUIRY
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 04/06/00 Action Data: N Action Time: 11:08:06 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: CUSTOMER REQUESTS IMMEDIANT ASSISTANCE. LPA TOLD CUSTOMER AN
EMAIL WOULD BE SENT TO OGC REQUESTING CUSTOMER BE CONTACTED.
EMAIL WAS SENT 4/6/00 TO JESSIE HOLLINGSWORTH'S ATTENTION.

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:31:40

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VIN: 1FM2U73E4YZ Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 01 INQUIRY Issue Status: Q INQUIRY
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 04/11/00 Action Data: N Action Time: 10:32:01 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: 4/11/00 LPA RECEIVED CALL FROM JEFF JENSON & RITAR FORD. HE
DEMANDED INFORMATION REGARDING VEHICLE REPLACEMENT FOR THIS
CUSTOMER. TOLD JEFF CUSTOMERS CASE WAS NO LONGER BEING HANDL
ED FROM THIS OFFICE. DUE TO THE AMOUNT OF DAMAGESM CASE HAD
BEEN REFERED TO OGC FOR HANDELING. ALL OF THIS INFORMATION
WAS PREVIOUSLY GIVEN TO MS. SACCO. MS SACCO CALLED DEMANDING
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:31:44

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VIN: 1FMZU73E4Y2 [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 01 INQUIRY Issue Status: Q INQUIRY
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 04/11/00 Action Data: N Action Time: 10:32:01 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: WAS PREVIOUSLY GIVEN TO [REDACTED] CALLED DEMANDING
THE SAME INFORMATION. THEY ARE NOW TAG-TEAMING ME. NO SOONER
THAN I HANG UP FROM ONE, THE OTHER CALLS. TOLD I HAD NO ADD-
TIONAL INFORMATION TO PROVIDE. OGC WOULD BE IN CONTACT. NO
NUMBERS TO PROVIDE OTHER THAN CAC @ 800 392-3673. CUSTOMER
IS BECOMING IRATE WITH EACH TELEPHONE CALL. SHE BEGINING TO
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:31:47

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VIN: 1FM2U73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Tmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 01 INQUIRY Issue Status: Q INQUIRY
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 04/11/00 Action Data: N Action Time: 10:32:01 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: IS BECOMING IRATE WITH EACH TELEPHONE CALL. SHE BEGINING TO
PROVIDE MY NAME, STATES SHE'S NOT GIVING MY NUMBER, TO ANYONE
WHO WILL RIGHT IT DOWN AND SHORTLY THERE AFTER, I GET A CALL
I HAVE RECEIVED CALLS FROM SALESMEN, INSURANCE AGENTS, CO-
WORKERS OF INSURANCE AGENT, LOT WHERE VEHICLE WAS BEING HELD

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

OGDB079

2000-01-15-0852

SFCHADMA

Action Detail

01/30/01 08:31:51

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/00
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 01 INQUIRY Issue Status: Q INQUIRY
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 04/11/00 Action Data: N Action Time: 10:42:32 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: 4/11/00 LPA CALLED LEAVING MESSAGE FOR OGC CASE HANDLER. ALSO
SENT EMAIL REQUESTING CALL BACK & THAT CUSTOMER BE CONTACTED
IF THEY HAD NOT ALREADY. ** CUSTOMER IS DEMANDING CONTACT **

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:31:57

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VIN: 1FMZU73E4Y [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 01 INQUIRY Issue Status: Q INQUIRY
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 04/25/00 Action Data: N Action Time: 11:57:51 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: 4/25/00 CUSTOMER CALLED LEAVING MESSAGE REQUESTING CALL BACK
RELATED TO LOAN PAYMENTS WITH FORD MOTOR CREDIT.
LPA RETURNED CUSTOMERS CALL. PER CUSTOMER, I CALLED LAST WEEK
STATING HER LOAN PAYMENT WOULD BE TAKEN CARE OF AND SHE HAD
NOTHING TO WORRY ABOUT. THIS IS NOT A TRUE STATEMENT. TOLD
CUSTOMER PAYMENTS OR PAYMENT ARRANGEMENTS ARE HANDLED BY

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:32:01

=>

VIN: 1FM2U73E4YZA Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 01 INQUIRY Issue Status: Q INQUIRY
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 04/25/00 Action Data: N Action Time: 11:57:51 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: CUSTOMER PAYMENTS OR PAYMENT ARRANGEMENTS ARE HANDLED BY
FORD MOTOR CREDIT ONLY. I DO NOT WORK IN THAT DEPARTMENT.
SHE WOULD NEED TO CALL AND DISCUSS ANY POSSIBLE ARRANGEMENTS
WITH THEM. AGAIN, I DO NOT HANDLE PAYMENT OR CREDIT CONCERNS
IN THIS OFFICE...
CUSTOMER ALSO REFERRED TO ANOTHER CONVERSATION. SHE ASKED IF
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:32:05

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VIN: 1FMZU73E4Y2 [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 01 INQUIRY Issue Status: Q INQUIRY
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 04/25/00 Action Data: N Action Time: 11:57:51 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: CUSTOMER ALSO REFERRED TO ANOTHER CONVERSATION. SHE ASKED IF
I WOULD CALL FORD MOTOR CREDIT & EXPLAIN WHAT HAPPENED WITH
HER VEHICLE. LPA CALLED 800-727-7000 ASKING FOR DAPHNIE. THE
CUSTOMER CONTRACT NUMBER #BWN217K12G. DAPHNIE WAS INITIALLY
OUT OF THE OFFICE, BUT CALLED BACK AND I EXPLAINED ABOUT VEH
-ICLE FIRE, ETC. SHE THANKED ME FOR THE CALL & THAT WAS THE
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:32:08

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VIN: IFM2U73E4Y2 [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Tmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 01 INQUIRY Issue Status: Q INQUIRY
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 04/25/00 Action Data: N Action Time: 11:57:51 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: -ICLE FIRE, ETC. SHE THANKED ME FOR THE CALL & THAT WAS THE
END OF OUR CONVERSATION, BUT ACCORDING TO [REDACTED] SHE WAS
PROMISED THIS MATTER WOULD BE TAKEN CARE OF IN FULL. HER
CREDIT REPORT WOULD NOT BE EFFECTED AT ALL. I ASKED WHO PRO-
MISSED THIS TO HER AND SHE STATED I CALLED TWO WEEKS AGO AND
TOLD THIS TO HER MOTHER. I TOLD HER I DID NOT. SHE BECAME

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:32:12

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VIN: 1FMZU73E4Y2 Year: 2000 Model: EXPLORER

Owner Status: ORIGINAL

WSD: 12/07/99

Name:

Hm Ph:

Tmt:

Case: 1513150670

Day Ph:

Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM

Dealer: ISLAND FORD, INC.

Issue Type: 01 INQUIRY

Issue Status: Q INQUIRY

Comm Type: PH PHONE

Odometer Reading: 3000 MI

Analyst: 5975MH MICHELE HENDERSON

Document Number:

Action Date: 04/25/00 Action Data: N

Action Time: 11:57:51 EST

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Desc: UPDATE/ADDCO CASE

Comments: TOLD THIS TO HER MOTHER. I TOLD HER I DID NOT. SHE BECAME
IRATE AND INSISTED HER MOTHER WOULD NOT LIE. REFERRED TO FMC

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

NO MORE COMMENTS AVAILABLE

OGDB079

END-823-LC-8888

SFCHIDMA

Issue Detail

01/30/01 08:32:23

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL Wsh: 12/07/99 Mileage: 2000
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer:
Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: N

A/C DATE Origin Description

03/07/00 CACI38 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DE
03/08/00 CALGL SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
03/14/00 CALGL MAKE OUTBOUND CALL TO DEALER
03/14/00 CALGL INFORMATIONAL CALL/FAX WITH CUSTOMER
03/14/00 CALGL RECEIVE INBOUND CALL FROM CUSTOMER
03/14/00 CALGL REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return

MORE RECORDS AVAILABLE

OGDB079

SFCCHDMA

Issue Detail

01/30/01 08:32:28

=>

VIN: 1FMZU73E4YZ Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99 Mileage: 2000
Name: Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer:
Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: N

A/C DATE Origin Description

03/14/00 CALGL REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY
03/15/00 CALGL INFORMATIONAL CALL/FAX WITH OTHER PARTY
03/15/00 CALGL INFORMATIONAL CALL/FAX WITH EAA
03/17/00 CALGL INFORMATIONAL CALL/FAX WITH EAA
03/17/00 CALGL INFORMATIONAL CALL/FAX WITH OTHER PARTY
03/29/00 CALGL MANAGEMENT APPROVAL OF OFFER
F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
MORE RECORDS AVAILABLE OGDB079

SECHIDMA

Issue Detail

01/30/01 06:32:32

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99 Mileage: 20 [REDACTED]
Name: [REDACTED] Hm Ph: [REDACTED]
Tmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer:
Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: N

A/C DATE Origin Description

03/29/00 CALGL MANAGEMENT APPROVAL OF OFFER
03/29/00 CALGL OFFER
03/29/00 CACM02 FOUND IN OUTSIDE SOURCE
03/29/00 CALGL FINAL CASE DISPOSITION

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE OGDB079

SFCHADMA

Action Detail

01/30/01 08:32:45

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL [REDACTED] WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: SWATSON SHAWN WATSON Document Number:
Action Date: 03/07/00 Action Data: Action Time: 14:10:59 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DE
Comments: CUSTOMER SAYS: - VEH CAUGHT FIRE ON MARCH 6/00 AT APPROX
IMATELY 3:300 AM. - FIRE ORIGINATED UNDER THE HOOD OF THE V
EH. - VEH IS CURRENTLY AT THE CUST'S HOME. - FIRE DEPT CAM
E AND OUT PUT FIRE OUT, CUST IS CURRENTLY AWAITING FIRE MA
RSHALLS INSPECTION, FIRE DEPT : NYFD. - CUST HAS CONTACTE
D HIS INS COMPANY, INS COMPANY IS AWAITING FIRE REPORT. -
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:32:50

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VIN: 1FMZU73E4YE [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: SWATSON SHAWN WATSON Document Number:
Action Date: 03/07/00 Action Data: Action Time: 14:10:59 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DE
Comments: D HIS INS COMPANY, INS COMPANY IS AWAITING FIRE REPORT. -
VEH IS NOT REPAIRABLE, GARAGE AND PERSONNAL ITEMS WERE LOST
, INCLUDING A NEIGHBORS VEH. PER CUSTOMER, DEALER SAYS: -
NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED T
O THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTA
TIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - N
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:32:53

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: SWATSON SHAWN WATSON Document Number:
Action Date: 03/07/00 Action Data: Action Time: 14:10:59 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DE
Comments: TIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - N
O TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED
YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO I
NREFERENCE CASE ID: 76

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:32:57

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VIN: 1FM2U73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/02/00
Name: [REDACTED] Hm Ph: [REDACTED]
Txmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/08/00 Action Data: Y Action Time: 09:29:17 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
Comments: 3/8/00 LPA SENT LETTER OF ACK TO CUSTOMER.

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:33:00

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 11:19:11 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: MAKE OUTBOUND CALL TO DEALER
Comments: 3/14/00 LPA CALLED DEALERSHIP SERVICE DEPARTMENT YESTERDAY,
BUT SERVICE MANAGER WAS NOT AVAILABLE. CALLING AGAIN TODAY
FOR ADDITIONAL INFORMATION ON VEHICLE & ITS SERVICE HISTORY.
SPOKE WITH DELANDA IN SERVICE. THEY HAVE PAPER FILES. SHE IS
STILL LOOKING FOR INFO, BUT WILL TRY TO FAX TODAY.

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

OGDB079

ED03-002-LC-057B

SFCHADMA

Action Detail

01/30/01 08:33:04

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: N Action Time: 11:22:33 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH CUSTOMER
Comments: 3/14/00 LPA CALLED CUSTOMER YESTERDAY. WAS TOLD SHE WAS NOT

IN. BROTHER??? SUGGESTED I CALL BACK AROUND 9AM TODAY. LPA
WAS NOT ABLE TO CALL AT THAT TIME. CALLED CUSTOMER TODAY AT
APPROX 11:21AM. LEFT MESSAGE AND NUMBER WITH HER MOTHER WHO
WILL HAVE HER CALL IN ABOUT 30 MINUTES.

NOTE: TRIED TO LEAVE NAME & NUMBER YESTERDAY, BUT WHEN I ASKED

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:33:09

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Tmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: N Action Time: 11:22:33 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH CUSTOMER
Comments: NOTE;TRIED TO LEAVE NAME & NUMBER YESTERDAY,BUT WHEN I ASKED
WHO I WAS SPEAKING TO, LPA WAS HUND-UP ON.

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

OGDB079

8905-005-LC-0078

SFCHADMA

Action Detail

01/30/01 08:33:12

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 15:20:14 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: RECEIVE INBOUND CALL FROM CUSTOMER
Comments: 3/14/00 LPA CALLED CUSTOMER. HER MOTHER STATED SHE WAS NOT
IN, BUT SHOULD BE BACK IN APPROX 30 MINUTES. CUSTOMER CALLED
BACK STATING VEHICLE CAUGHT FIRE IN HER BACK YARD DURING THE
NIGHT. THERE'S NO POLICE OR FIRE REPORT. NEITHER WERE FILED.
CUSTOMER NOTED VEHICLE WAS NOT LONGER IN HER POSSESSION. INS.
CO. HAD VEHICLE TOWED. LPA TOLD CUSTOMER VEHICLE STILL NEEDS
F1-Help F2-AddAction F4-PrevAction F5-NextAction F6=ActionData
F9-PrevComments F10-NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB079

SECHADMA

Action Detail

01/30/01 08:33:16

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VIN: 1FM2U73E4YZ Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph:
Trmt: Case: 1513150670 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 15:20:14 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: RECEIVE INBOUND CALL FROM CUSTOMER
Comments: CO. HAD VEHICLE TOWED. LPA TOLD CUSTOMER VEHICLE STILL NEEDS
TO BE INSPECTED BY FORD. ASKED IN SHE WOULD CALL INS AGENT &
FIND OUT CURRENT LOCATION OF VEHICLE. SHE STATED SHE WOULD &
CALL BACK WITH INFORMATION.
AFTER SEVERAL CALLS FROM CUSTOMER & CALLBACKS FROM LPA, THE
VEHICLE IS LOCATED AT ALLSTATES LOST VEHICLE LOT WHICH IS

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

OGDB079

SECHADMA

Action Detail

01/30/01 08:33:19

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VIN: 1FMZU73E4Y2 Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 15:20:14 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: RECEIVE INBOUND CALL FROM CUSTOMER
Comments: VEHICLE IS LOCATED AT ALLSTATES LOST VEHICLE LOT WHICH IS
RUNN BY INSURANCE AUTO AUCTION IN CARERET, NEW JERSEY. SPOKE
WITH GLORY-BEL, WHO STATED THE VEHICLE IS IN ROUTE. SHE WILL
NOT FORD WANTS TO INSPECT THE VEHICLE SO IT SHOULD NOT BE
DISMANTLED. VEHICLE SHOULD BE READY IN A FEW DAYS. ADDRESS
WAS GIVEN.TOLD GLORY-BEL EAA INSPECTOR WOULD CALL TO ARRANGE

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

OGDB079

SECHADMA

Action Detail

01/30/01 08:33:23

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VIN: 1FMZU73E4Y2 [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Tmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 15:20:14 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: RECEIVE INBOUND CALL FROM CUSTOMER
Comments: WAS GIVEN. TOLD GLORY-BEL EAA INSPECTOR WOULD CALL TO ARRANGE
AN APPOINTMENT. SHE PROVIDED HOUR, DATES & TIME NOTED STOCK#
AND CUSTOMERS POLICY NUMBER SHOULD BE GIVEN WHEN HE CALLED.
LPA ALSO RECEIVED CALL FROM INSURANCE AGENT AT CUSTOMERS REQ
UEST. POLICY [REDACTED] STOCK #6938. AGENT, GEORGE COULD BE
REACHED AT 718-370-6838. HE REFERRED ME TO STEVE DOMANSKI OF
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:33:26

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VIN: IFMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 15:20:14 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: RECEIVE INBOUND CALL FROM CUSTOMER
Comments: REACHED AT [REDACTED] HE REFERED ME TO STEVE DOMANSKI OF
ALLSTATES TOTAL LOSS FACILITY, NOT KNOWING IT THE SAME PLACE
THE CUSTOMER REFERED ME TO EARLIER. AGENT SUGESTED LPA SPEAK
WITH STEVE DOMANSKI BUT, HE WAS NOT IN. SPOKE TO MATT MIELE
WHO STATED THE VEHICLE CAME IN TODAY. A VISUAL INSPECTION
WOULD BE DONE TO DETERMINE VEHICLE CURRENT VALUE. IT WOULD
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDE079

SFCHADMA

Action Detail

01/30/01 08:33:29

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VIN: IFMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 15:20:14 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: RECEIVE INBOUND CALL FROM CUSTOMER
Comments: WOULD BE DONE TO DETERMINE VEHICLE CURRENT VALUE. IT WOULD
THEN BE RACKED AND READY FOR OUR FORD INSPECTION IN A COUPLE
OF DAYS. SUGGESTED I HAVE INSPECTOR CALL FIRST.
NOTE: CUSTOMER BECAME VERBALLY ABUSIVE DURING CONVERSATION.
SHE FELT FORD SHOULD HAVE INSPECTED THE VEHICLE ALREADY. LPA
TRIED TO EXPLAIN PROCEDURE/CASE LOAD/INSPECTORS AVAILABILITY

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

MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:33:33

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 15:20:14 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: RECEIVE INBOUND CALL FROM CUSTOMER
Comments: TRIED TO EXPLAIN PROCEDURE/CASE LOAD/INSPECTORS AVAILABILITY
AND THE FACT AN ATTEMPT TO LEAVE NAME & NUMBER WERE STIFFLED
WHEN HER HUSBAND DISCONNECT THE CALL. LPA ASKED THE CUSTOMER
TO REMAIN PROFESSIONAL DURING THE CONVERSATION. SHE DID AT
TIMES.

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:33:37

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VIN: 1FM2U73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Tmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 16:45:32 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY
Comments: 3/14/00 LPA SENT REQUEST FOR INSPECTION THE EAA INSPECTOR.
ALSO CALLED INSPECTOR TO CONFIRM RECEIPT. REACHED VOICE MAIL
LEFT MESSAGE REQUESTING CALL BACK.

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:33:40

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VIN: 1EMZU73E4YZA Year: 2000 Model: EXPLORER

Owner Status: ORIGINAL

WSD: 12/07/99

Name:

Hm Ph:

Trmt:

Case: 1513150670

Day Ph:

Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM

Dealer: ISLAND FORD, INC.

Issue Type: 07 LEGAL

Issue Status: C CLOSED

Comm Type: PH PHONE

Odometer Reading: 3000 MI

Analyst: 5975MH MICHELE HENDERSON

Document Number:

Action Date: 03/14/00 Action Data: Y

Action Time: 16:45:32 EST

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Desc: REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY

Comments:

CALL BACK WITH INFORMATION.

AFTER SEVERAL CALLS FROM CUSTOMER & CALLBACKS FROM LPA, THE

VEHICLE IS LOCATED AT ALLSTATES LOST VEHICLE LOT WHICH IS

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:33:44

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Tmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 16:45:32 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY
Comments: VEHICLE IS LOCATED AT ALLSTATES LOST VEHICLE LOT WHICH IS
RUNN-BY INSURANCE AUTO AUCTION IN CARERET, NEW JERSEY. SPOKE
WITH GLORY-BEL, WHO STATED THE VEHICLE IS IN ROUTE. SHE WILL
NOT FORD WANTS TO INSPECT THE VEHICLE SO IT SHOULD NOT BE
DISMANTLED. VEHICLE SHOULD BE READY IN A FEW DAYS. ADDRESS
WAS GIVEN.TOLD GLORY-BEL EAA INSPECTOR WOULD CALL TO ARRANGE
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:33:44

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VIN: 1FMZU73E4Y2 Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph:
Trmt: Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 16:45:32 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY
Comments: VEHICLE IS LOCATED AT ALLSTATES LOST VEHICLE LOT WHICH IS
RUNN BY INSURANCE AUTO AUCTION IN CARERET, NEW JERSEY. SPOKE
WITH GLORY-BEL, WHO STATED THE VEHICLE IS IN ROUTE. SHE WILL
NOT FORD WANTS TO INSPECT THE VEHICLE SO IT SHOULD NOT BE
DISMANTLED. VEHICLE SHOULD BE READY IN A FEW DAYS. ADDRESS
WAS GIVEN.TOLD GLORY-BEL EAA INSPECTOR WOULD CALL TO ARRANGE
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:34:02

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VIN: 1EM2U73E4YZ Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 16:45:32 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY
Comments: WAS GIVEN.TOLD GLORY-BEL EAA INSPECTOR WOULD CALL TO ARRANGE
AN APPOINTMENT. SHE PROVIDED HOUR, DATES & TIME NOTED STOCK#
AND CUSTOMERS POLICY NUMBER SHOULD BE GIVEN WHEN HE CALLED.
LPA ALSO RECEIVED CALL FROM INSURANCE AGENT AT CUSTOMERS REQ
UEST. POLICY [REDACTED] STOCK #6938. AGENT, GEORGE COULD BE
REACHED AT 718-370-6838. HE REFERED ME TO STEVE DOMANSKI OF
F1-Help F2-AddAction F4-PrevAction F5=NextAction F6=ActionData
F9-PrevComments F10=NextComments F11=Menu F12=Return F13=ESF
MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:34:05

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VIN: 1EMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/00
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 16:45:32 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY
Comments: REACHED AT 718-370-6838. HE REFERED ME TO STEVE DOMANSKI OF
ALLSTATES TOTAL LOSS FACILITY, NOT KNOWING IT THE SAME PLACE
THE CUSTOMER REFERED ME TO EARLIER. AGENT SUGESTED LPA SPEAK
WITH STEVE DOMANSKI BUT, HE WAS NOT IN. SPOKE TO MATT MIELE
WHO STATED THE VEHICLE CAME IN TODAY. A VISUAL INSPECTION
WOULD BE DONE TO DETERMINE VEHICLE CURRENT VALUE. IT WOULD
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:34:09

—>

VIN: 1FMZU73E4Y2 [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Tmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 16:45:32 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY
Comments: WOULD BE DONE TO DETERMINE VEHICLE CURRENT VALUE. IT WOULD
THEN BE RACKED AND READY FOR OUR FORD INSPECTION IN A COUPLE
OF DAYS. SUGGESTED I HAVE INSPECTOR CALL FIRST.
NOTE: CUSTOMER BECAME VERBALLY ABUSIVE DURING CONVERSATION.
SHE FELT FORD SHOULD HAVE INSPECTED THE VEHICLE ALREADY. LPA
TRIED TO EXPLAIN PROCEDURE/CASE LOAD/INSPECTORS AVAILABILITY
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:34:12

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/14/00 Action Data: Y Action Time: 16:45:32 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY
Comments: TRIED TO EXPLAIN PROCEDURE/CASE LOAD/INSPECTORS AVAILABILITY
AND THE FACT AN ATTEMPT TO LEAVE NAME & NUMBER WERE STIFFLED
WHEN HER HUSBAND DISCONNECT THE CALL. LPA ASKED THE CUSTOMER
TO REMAIN PROFESSIONAL DURING THE CONVERSATION. SHE DID AT
TIMES.

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:34:16

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VIN: 1FMZU73E4YZ Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/15/00 Action Data: N Action Time: 09:11:19 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH OTHER PARTY
Comments: 3/15/00 LPA RECEIVED CALL FROM CUSTOMER'S INSURANCE COMPANY.
MESSAGE WAS LEFT BY MIKE FRAGAPANY @ 718-370-6877. REQUESTED
INSPECTION.BE DONE TOGETHER. THEY HAVE HIRED LINE TECH SERVI
CES @ 516-576-3102.

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:34:20

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VIN: 1FMZU79E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/15/00 Action Data: N Action Time: 09:13:47 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH EAA
Comments: 3/15/00 LPA CALLED EAA INSPECTOR WITH INFORMATION PROVIDED
BY CUSTOMERS INSURANCE AGENT. HE HAD CALLED IAA TO ARRANGE A
DATE AND TIME, BUT WAS TOLD VEHICLE WAS NOT READY FOR INSP.
HE WILL CALL LINE TECH SERVICES, INSPECTION COMPANY HIRED BY
INSURANCE COMPANY, TO CONFIRM DATES AND TIME OF INSPECTION.

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:34:23

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VIN: 1FM2U73E4YZA [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/17/00 Action Data: N Action Time: 10:13:50 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH EAA
Comments: 3/17/00 LPA RECEIVED CALL FROM EAA INSPECTOR THAT HE HAS
MADE SEVERAL ATTEMPTS AND LEFT AS MANY MESSAGES REQUESTING A
CALL BACK. HE'S TRYING TO SET UP ANY INSPECTION WITH INS CO
ENGINEERS AS THEY HAVE REQUESTED A JOINT INSPECTION. NO ONE
HAS RETURNED HIS PHONE CALLS TO DATE. HE ALSO STATES HE HAS
MADE CUSTOMER AWARE OF THIS.

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:34:28

=>

VIN: 1FMZU73E4Y2 Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH NICHELE HENDERSON Document Number:
Action Date: 03/17/00 Action Data: N Action Time: 10:13:50 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH EAA
Comments: MADE CUSTOMER AWARE OF THIS.
NOTE: INSURANCE COMPANY HAS PROVIDED CUSTOMER WITH A RENTAL
VEHICLE. FORD MOTOR COMPANY HAS NOT. LPA HAS NOT APPROVED A
LOANER VEHICLE WITH ANYONE.

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

OGDB079

SPCHADMA

Action Detail

01/30/01 08:34:32

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VIN: 1FMZU73E4Y2 Year: 2000 Model: EXPLORER
 Owner Status: ORIGINAL WSD: 12/07/99
 Name: Hm Ph:
 Trmt: Case: 1513150670 Day Ph:
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
 Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
 Dealer: ISLAND FORD, INC.
 Issue Type: 07 LEGAL Issue Status: C CLOSED
 Comm Type: PH PHONE Odometer Reading: 3000 MI
 Analyst: 5975MH MICHELE HENDERSON Document Number:
 Action Date: 03/17/00 Action Data: N Action Time: 10:28:36 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: INFORMATIONAL CALL/FAX WITH OTHER PARTY
 Comments: 3/17/00 LPA CALLED BOTH INSURANCES WHO HAVE CONTACTED ME
 REGARDING THIS CASE. REACHED VOICE MAILS FOR BOTH. REQUESTED
 CALL BACK REGARDING INSPECTION. RECEIVED CALL FROM EAA INSP
 THAT HE'S NOT BEEN ABLE TO REACHE ANYONE TO ARRANGE A TIME.

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:34:36

=>

VIN: 1FMZU73E4YZ Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph:
Trmt: Case: 1513150670 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 0279LB LYNN BLACK Document Number:
Action Date: 03/29/00 Action Data: N Action Time: 11:32:20 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: MANAGEMENT APPROVAL OF OFFER
Comments: APPROVAL TO REPLACE VEHICLE OR REFUND CUSTOMER.

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:34:40

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VIN: IFMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/29/00 Action Data: Y Action Time: 12:00:47 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OFFER
Comments: 3/29/00 LPA RECEIVED INSPECTION REPORT LATE YESTERDAY. RE-
VEIWED WITH MANAGEMENT. CALLED CUSTOMER TO EXTEND GOODWILL
GESTURE OF VEHICLE REPLACEMENT OR REFUND.
LPA CALLED CUSTOMER, BUT SHE WAS NOT IN. HER MOTHER WAS NOT
SURE WHAT TIME SHE WOULD RETURN, BUT WOULD GIVE HER MY MESS-
AGE. STATED SHE COULD REACH ME @ THAT NUMBER UNTIL 4PM TODAY
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:34:43

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VIN: 1FMZU73E4YZ Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer: ISLAND FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 3000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/29/00 Action Data: Y Action Time: 12:00:47 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OFFER
Comments: AGE. STATED SHE COULD REACH ME @ THAT NUMBER UNTIL 4PM TODAY
I WOULD BE OUT OF THE OFFICE FOR THE NEXT TWO DAY. IF SHE
WAS NOT ABLE TO CALL TODAY, I WOULD RETURN HER CALL ON 4/3.

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:34:46

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VIN: 1FMZU73E4YZ Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph:
Trmt: Case: 1513150670 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer:
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 2000 MI
Analyst: SVAILLAN SEAN VAILLANCOURT Document Number:
Action Date: 03/29/00 Action Data: Action Time: 15:20:58 EST
Origin Desc: MANUAL - PHONE CSR
Action Desc: FOUND IN OUTSIDE SOURCE
Comments: CUSTOMER SAYS: CALLING IN REGARDS TO THE LEGAL HAPPENINGS
THAT ARE CURRENTLY BEING JUDGED.THEY ARE SEEKING THE ANSWER
THAT FORD HAS FOR THEM. PER CUSTOMER, DEALER SAYS: NONE
CAC ADVISED: -CAC ADVISED TEH CUST TO CONTACT THE NUMBER TH
AT WAS LEFT WITH THEIR MOTHER.

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:34:50

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer:
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 2000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/29/00 Action Data: N Action Time: 17:00:37 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: FINAL CASE DISPOSITION
Comments:

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

OGDB079

SFCHADMA

Action Detail

01/30/01 08:34:54

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VIN: 1FMZU73E4YZ Year: 2000 Model: EXPLORER

Owner Status: ORIGINAL

WSD: 12/02/00

Name:

Hm Ph:

Tmt:

Case: 1513150670

Day Ph:

Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM

Dealer:

Issue Type: 07

LEGAL

Issue Status:

C CLOSED

Comm Type: PH

PHONE

Odometer Reading:

2000 MI

Analyst: 5975MH

MICHELE HENDERSON

Document Number:

Action Date: 03/29/00

Action Data: N

Action Time:

17:00:37 EST

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Desc: FINAL CASE DISPOSITION

Comments:

BOYFRIEND WORK TOOLS & EQUIPMENT AND OTHER PERSONAL ITEMS...
ASKED CUSTOMER WHY SHE DID NOT MENTION THIS BEFORE - SHE DID
NOT GIVE A REASON. CUSTOMERS MOTHER STATED AN ADJUSTOMER FOR
HOMEOWNER INSURANCE HAD BEEN OUT ABOUT 2 1/2 WKS AGO. MAX ON

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

MORE COMMENTS AVAILABLE

OGDB079

2000-005-10-0001

SFCHADMA

Action Detail

01/30/01 08:34:57

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VIN: 1FMZU73E4Y2 Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph: [REDACTED]
Trmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM
Dealer:
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 2000 MI
Analyst: 5975MH MICHELE HENDERSON Document Number:
Action Date: 03/29/00 Action Data: N Action Time: 17:00:37 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: FINAL CASE DISPOSITION
Comments: HOMEOWNER INSURANCE HAD BEEN OUT ABOUT 2 1/2 WKS AGO. MAX ON
HER HOME OWNERS POLICY COVER ONLY THE STRUCTURE NOT CONTENTS
CURRENTLY INVENTORING GARAGE CONTENTS. NOT SURE OF VALUE.
CURRENTLY TOTALS ARE AS FOLLOWS: \$18,300 IS COVERED BY HOME
OWNERS POLICY. TO REBUILD WILL COST MORE. BOYFRIEND LOST \$7500
ALLEGEDLY IN WORK TOOLS, EQUIPMENT AND OTHER PERSONAL ITEMS.
F1-Help F2-AddAction F4-PrevAction F5-NextAction F6-ActionData
F9-PrevComments F10-NextComments F11-Menu F12-Return F13-ESP
MORE COMMENTS AVAILABLE

OGDB079

SFCHADMA

Action Detail

01/30/01 08:35:00

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER

Owner Status: ORIGINAL WSD: 12/07/99

Name: [REDACTED] Hm Ph: [REDACTED]

Trmt: Case: 151315067D Day Ph: [REDACTED]

Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Reason Desc: LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM

Dealer:

Issue Type: 07 LEGAL Issue Status: C CLOSED

Comm Type: PH PHONE Odometer Reading: 2000 MI

Analyst: 597SMH MICHELE HENDERSON Document Number:

Action Date: 03/29/00 Action Data: N Action Time: 17:00:37 EST

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Desc: FINAL CASE DISPOSITION

Comments: ALLEGEDLY IN WORK TOOLS, EQUIPMENT AND OTHER PERSONAL ITEMS.
HER BROTHER ALLEGES LOSS OF 92 JEEP DUE TO FIRE. THIS DOES
NOT INCLUDE THE LOSS OF HER VEHICLE.
TOLD CUSTOMER CASE WAS BEING REFERRED TO OGC. ALSO REVIEWED
THIS PROCESS INDETAIL WITH CUSTOMER, HER OTHER & BOYFRIEND.
LPA CLOSING CONSUMER AFFAIRS CASE IN LIT PREV.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

NO MORE COMMENTS AVAILABLE

OGDB079

SFCHIDMA

Issue Detail

01/30/01 08:35:12

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VIN: 1FMZU73E4YZ [REDACTED] Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99 Mileage: 2000
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 1513150670 Day Ph: [REDACTED]
Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason: MISC INQUIRY - GENERAL/OTHER
Dealer:
Issue Type: 01 INQUIRY CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: N

A/C DATE Origin Description

03/29/00 CACM00 DEALER INFORMATION

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE OGDB079

SFCHADMA

Action Detail

01/30/01 08:35:19

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VIN: 1EMZU73E4YZA Year: 2000 Model: EXPLORER
Owner Status: ORIGINAL WSD: 12/07/99
Name: Hm Ph: [REDACTED]
Tmt: Case: 1513150670 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: MISC INQUIRY - GENERAL/OTHER
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 2000 MI
Analyst: SVAILLAN SEAN VAILLANCOURT Document Number:
Action Date: 03/29/00 Action Data: Action Time: 15:21:03 EST
Origin Desc: MANUAL - NO CUSTOMER
Action Desc: DEALER INFORMATION
Comments: CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D:

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

OGDB079

LANGE TECHNICAL SERVICES, LTD.

ONE AMES COURT, SUITE 210 PLAINVIEW, NEW YORK 11803 (516) 576-3102 FAX (516) 576-3105

FORENSIC ENGINEERING
EQUIPMENT ANALYSIS
ACCIDENT RECONSTRUCTION
FIRE C/O DETERMINATION

April 12, 2000

Mr. George Triantafellou
Allstate Insurance Company
1 Teleport Drive
Staten Island, NY 10311

Re: Our File No.: 2003-DB-201
Claim No.: [REDACTED]
Insured: [REDACTED]
Vehicle: 2000 Ford Explorer
VIN: 1FMZU73E4Y2 [REDACTED]
Mileage: Approximately 4,000 miles
Examined: March 23, 2000

Dear Mr. Triantafellou:

As you requested by Mr. Mike Fragapane, the above vehicle was examined at Insurance Auto Auctions in Carteret, New Jersey in order to determine the origin and cause of the fire. The following are our findings and opinions.

General Observations:

The above vehicle is a 4-door sport utility type equipped with a V8 engine and automatic transmission. It was reported that the vehicle was parked in the owner's backyard for approximately 3 to 4 hours when a fire was observed at approximately 3:00 a.m. At the time the fire was observed the engine had not been operating and it was reported to have been locked.

At the time of our examination, Mr. Frank Alter, a representative of the Ford Motor Company, was present. The full inspection was conducted in his presence and with agreement to the disassembly of various components.

Preliminary inspection of the interior revealed the fire to have produced the most damage in the upper portion of the dashboard (Photo Nos. 5 and 6). Examination of the floor area (Photo No. 7) in the left front failed to reveal any indications that the fire had originated in this area. Large portions of carpet remained and the fire appeared to have been most intense above this area. The right front floor area revealed the presence of almost fully intact towels. These towels were also found in the floor area of the back seat. This appeared to be an attempt by the owner to prevent the floor from being soiled (Photo Nos. 8 and 9). Found in the rear of the vehicle were various articles of clothing and linen (Photo No. 10). Positioned on the rear seat was a baby seat (Photo No. 11). While examining the dashboard area it was noted that the fire was more intense on the left side than the right. Many components on the right side appeared to be only minimally heat damaged. It should also be noted that the ignition switch was intact and in the off position, and both airbags were present. In general, examination of the passenger compartment failed to reveal any indications that the fire had originated in this area.

04/19/00 WED 09:54 FAX 516 576 3106

LANCE TECHNICAL

002

April 12, 2000

Page 2

Mr. George Triantafellou
Allstate Insurance Company

Re: Our File No.: 2003-DK-201
Claim No.: [REDACTED]
Insured: [REDACTED]

Preliminary examination of the engine compartment revealed that the outer hood panel had been displaced from the frame (Photo Nos. 12 and 13). Based on the flame patterns on the underside of the hood frame, the fire was most intense in the left front area. While examining the entire engine compartment, it is readily apparent that the fire was more intense on the left side; this is apparent in Photograph Numbers 14 and 15. The arrow in Photograph Number 15 indicates a partially melted valve cover.

Since it was determined that the fire was more intense on the left side of the engine compartment, various components on the right side were examined to determine if a malfunction had occurred in this area. Readily apparent were portions of the paper element for the air cleaner (Photo No. 16) and large portions of hose remaining only partially damaged (Photo No. 17). It was also noted that bushings remain in various right hand suspension components, while similar bushings had been completely consumed on the left side (Photo No. 18).

While examining the radiator, it was noted that a distinct fire pattern existed on the left hand side (Photo No. 19). A majority of the left hand plastic radiator tank had been consumed while, although damaged, the right hand tank remained intact. This again indicated that the fire was more intense on the left side. Examination of the fuel lines revealed that although the interior of the braided steel lines had been consumed, but the exterior of the lines were intact. No indications of melt patterns normally associated with the leaking of fuel and its ignition could be found. Since it had been reported that the vehicle had been parked for at least 3 to 4 hours, the fuel pressure had dropped to approximately 25 psi and if a leak had occurred, only a minimal amount of fuel would have been expelled. Further examination of the area surrounding the power steering pump again failed to reveal any indication of a power steering leak that may have caused or contributed to the fire.

Positioned on the right forward portion of the engine is the alternator (Photo No. 20). Closed examination failed to reveal any indications of a malfunction. Although severely damaged by the intense heat, no indications could be found of an improper connection or a visible internal malfunction in the alternator (Photo Nos. 21 and 22).

As stated previously, the fire was most intense on the left front. Normally positioned in this area is the battery, but the tray and battery had been completely consumed or lost during recovery of the vehicle. All that remained in this area were partially consumed components from the power distribution center located adjacent to the battery (Photo No. 23). A number of relays were found to be damaged, but no indications were noted that the individual relays had malfunctioned. The wiring harness normally associated with the power distribution center had been partially damaged by other than the fire since it had fallen down and been caught in the remains of the left front tire. This wiring harness was raised for closer examination and is shown in Photograph Number 24. A number of terminals remain with melted components indicating that the fire had been intense in this area. Shown in Photograph Number 25 is a typical melted terminal. The arrow indicates an air conditioning line. It should be noted that if the fire originated in the left front and this line was burned, it would allow the expulsion of a fine lubricating oil from the air conditioning system, which would burn with great intensity. This appears to be confirmed by the partial melting of the air conditioning compressor as shown in Photograph Number 25.

Located in the power distribution center are various large terminals with heavy gauge wires. One of these wires was found to terminate at the alternator. Photograph Number 26 is a view of some of these heavy gauge wires that were originally attached to the power distribution center. The arrow indicates a fusible area that was used to protect additional circuits.

EQ05-005-LC-0010

April 12, 2000

Page 3

Mr. George Triantafellou
Allstate Insurance Company

Re: Our File No.: 2003-DR-201
Claim No.: [REDACTED]
Insured: [REDACTED]

Close examination of the terminus of the alternator wire at the power distribution center revealed intense electrical activity. This was apparent by the melting of the heavy brass terminal as shown in Photograph Numbers 27 and 28. Examination of the wire failed to reveal melting of the individual strands which would have indicated a malfunction at the alternator. The individual connections at the alternator terminus and other remaining bolted areas at the power terminal failed to reveal any indications that the terminals had been improperly connected. All terminal bolts were tight. The melting of the heavy brass terminals indicates very heavy electrical activity. Since the wires are connected directly to the battery, no fusing is present and with the vehicle in the off position these terminals are energized.

Conclusions:

In our opinion, based on the above findings, available information, accuracy of reported statements, conditions of the examination and with a reasonable degree of engineering certainty, the fire originated in the left front corner of the vehicle. This is confirmed by the flame patterns and the very intense damage at the power distribution center. It is our opinion that a malfunction existed in this center, which resulted in an overheating condition and the ignition of plastic insulation at that power distribution center. Due to the intense damage, the exact cause of the malfunction could not be determined. It should also be considered that while examining the vehicle, no indications of alterations or modifications or additions of after-market equipment could be found. At the time of our inspection, the vehicle appeared to be in the condition as manufactured. Based upon the reported low mileage, 4,000 miles, and the occurrence of the fire 3 to 4 hours after being parked, it is our opinion that the fire in the above vehicle is a result of a manufacturing defect in the power distribution center located in the left front corner of the vehicle.

Thank you for this opportunity to be of service.

Sincerely,

LANGE TECHNICAL SERVICES, LTD.


Carl K. Lange, P.E.

CIL:tg
Enclosures

May 1, 2000

To Whome it May Concern,

On the morning of March 7, 2000 approx. at 3:30am my mother [REDACTED] was the only family member awake in our home at 108 Watchogue Road Staten Island, New York 10314.

At the moment she was about to go to the bathroom she heard a bang and noticed the sensor light was on in the rear of the house. As she was approaching the rear dining room window a vehicle horn began to sound a constant and uninterrupted beep. She looked out the window and was shocked to find that a fire was flaring at what appeared to be the left front end of my 2000 Explorer which was parked directly in front of our two car detached garage.

-continued-

5-1-2000

(Due to the fact that she is wheelchair bound and sitting her view was somewhat limited.)

She immediately called 911 and the rest of the house began to stir as a result of the blowing horn and her shouting to the rest of us.

I myself [redacted] ran to look out the second story rear window and also observed the fire to be located at the left front end of the vehicle.

During the few minutes time it took the Fire Department to respond we heard and felt the rumbling of an explosion and frantically vacated the house.

There was a second and third explosion that took place while the Fire Department was here.

- continued -

5-1-2000

After the Fire Department left we were devastated when we discovered the amount of damage that occurred as a result of the fire.

After observances by all insurance companies involved it was determined that my Explorer, my brothers jeep and mothers garage and contents were a total loss.

Sincerely,



289-18-92339 XGT

MV-104 (8/87)

New York State Department of Motor Vehicles

REPORT OF MOTOR VEHICLE ACCIDENT

PLEASE READ THE INSTRUCTIONS IN SECTION A ON THE BACK

W
SE

✓

DO NOT FORGET ACCIDENT DATE

Page 1 of 1

Accident Date Month Day Year 3/07/00	Time 3:45 PM	Day of Week THU	No. of Vehicles 2	No. Injured 0	No. Killed 0	Left Scene No	Did police investigate accident at scene? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Was Name of Police Agency Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Vehicle 1 License No. [redacted]			Vehicle 2 License No. [redacted]			Vehicle 3 License No. [redacted]		

Vehicle 1 Name (last, first, middle initial) [redacted]		Vehicle 2 Name (last, first, middle initial) [redacted]	
Address (include number & street) [redacted]		Address (include number & street) [redacted]	
City or Town Staten Island NY		City or Town [redacted]	
State NY		State [redacted]	
Zip Code [redacted]		Zip Code [redacted]	
Date of Birth [redacted]	Sex [redacted]	Uninsured [redacted]	No. of Clamps [redacted]
Property Damaged [redacted]	Public Property Damaged [redacted]	State of Lic. [redacted]	

Vehicle 1 Name (last, first, middle initial) [redacted]		Vehicle 2 Name (last, first, middle initial) [redacted]	
Address (include number & street) [redacted]		Address (include number & street) [redacted]	
City or Town Staten Island NY		City or Town [redacted]	
State NY		State [redacted]	
Zip Code [redacted]		Zip Code [redacted]	
Plate Number [redacted]	State of Reg. NY	Vehicle Year & Make 2000 Ford Explorer	Vehicle Type SUV
Estimate Cost of Repairs - Vehicle 1 [redacted]	Estimate Cost of Repairs - Vehicle 2 [redacted]	Estimate Cost of Repairs - Vehicle 3 [redacted]	

Describe damage to veh. no. 1 Total Loss Severe Damage to engine front end interior	Describe damage to veh. no. 2 [redacted]
<p>ADDITIONAL DAMAGE: Circle one of the 8 diagrams (numbered 1-8) and describe the accident. Or draw your own diagram below in space 9.</p> <p>ADDITIONAL DAMAGE: Number the vehicles. Your vehicle is No. 1</p>	
<p>Diagram 1: Rear End</p> <p>Diagram 2: Left Turn</p> <p>Diagram 3: Overtaking</p> <p>Diagram 4: Right Turn</p> <p>Diagram 5: Right Angle</p> <p>Diagram 6: Left Turn</p> <p>Diagram 7: Head On</p> <p>Diagram 8: Sidewipe</p>	

Reference Marker	DAY USE ONLY	City Richmond B	Village [redacted]
Name of Insurance Company that issued Policy Travelers		Policy Number 035422532-639	
Name and Address of Policyholder Nancy Sacco 108 Watchogue Road		Policy Period 12/99 to 12/00	

INJURY SECTION: PROVIDE INFORMATION BELOW FOR EVERY PERSON INJURED OR KILLED IN THE ACCIDENT					Check proper column(s) See instructions B on back				
Name and Address	& in Veh. No.	Age	Sex	Describe Injuries	A	B	C	Date of Death	

How did the accident happen?
Vehicle went on fire in unknown manner while parked in rear location listed above

Identify Damaged Property Other Than Vehicle(s) Garage	Policy Number 035422532-639
Name of Insurance Company that issued Policy Travelers	Policy Period 12/99 to 12/00
Name and Address of Policyholder Nancy Sacco 108 Watchogue Road	Policy Period 12/99 to 12/00
Is Policyholder (Print Coverage) [redacted]	Is Policyholder (Print Coverage) [redacted]
Date 3/14/00	Signature of Driver of Vehicle No. 1 Nancy Sacco
If Signed by Someone Other than Driver, Print Name Here and Give Reason for Signing	

E885-005-LC-8815

MFD. BY FORD MOTOR CO. IN U.S.A.

DATE: 11/79 VIN: 3340LB/2422RG
 FROM CODE: 2710LB HEAD CODE: 2930LA
 123WAG WOH 133WAG WOH
 P255/70R16SL WES P255/70R16SL WES
 1627.01 RWS 1627.01 RWS
 AT 207 1P430 PSI COLO AT 207 1P430 PSI COLO

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR
 VEHICLE SAFETY AND EMISSION PREVENTION STANDARDS IN
 EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

WV: 1FMAZU73E4Y
 F0147
 10122

EXT. PNT. C/A INT. 13 / BSO
 W3 MAX INT TR 1P/PS 11 AXLE 13 13 13 13 13 13
 112 4 17 K 42 D 00 A
 UTC VFI911500270

Photo No. 1: Vehicle identification



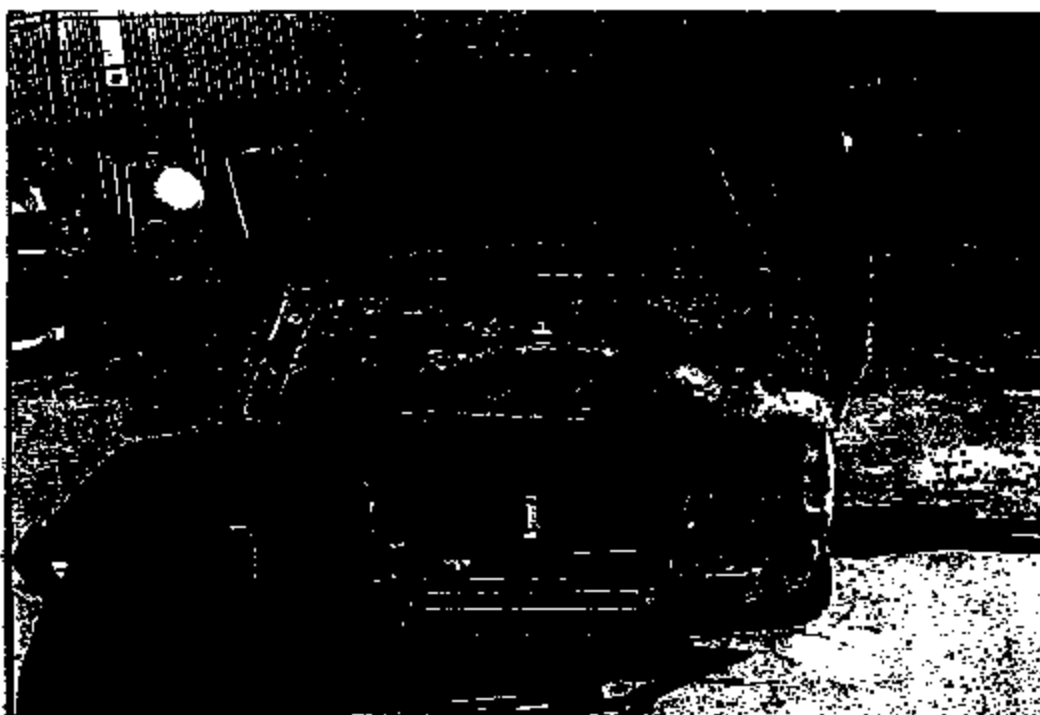


Photo No. 3:

Exterior of vehicle

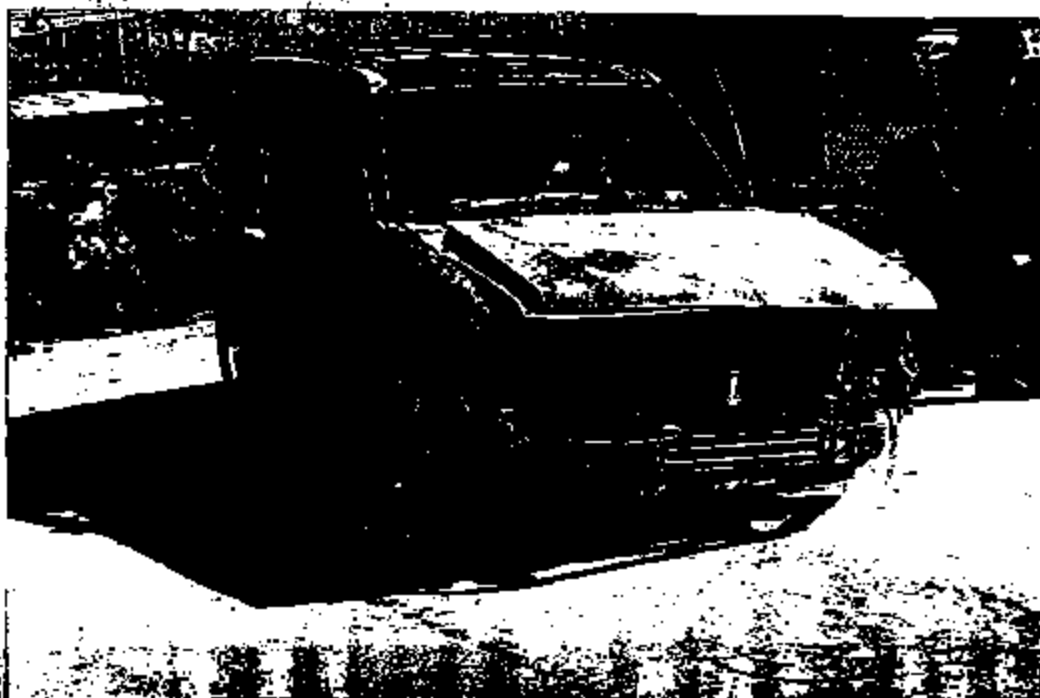


Photo No. 4:

Exterior of vehicle



Photo No. 5:

Right side of dashboard area



Photo No. 5:

Right side of dashboard area

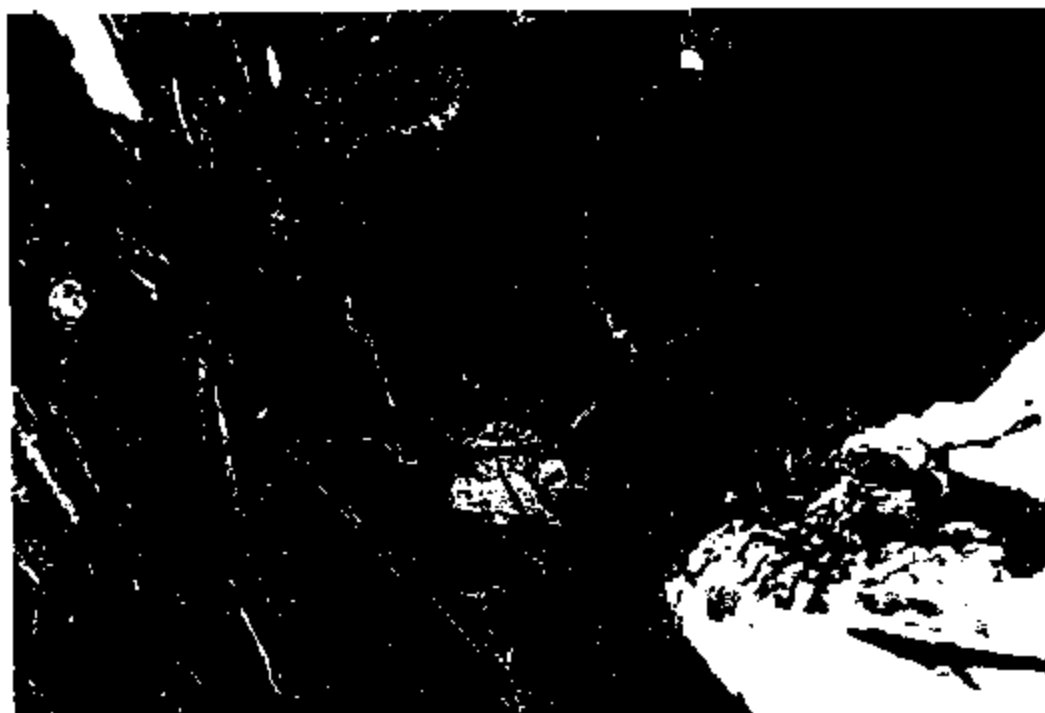


Photo No. 7:

Left floor area



Photo No. 8:

Right floor area, note white towels



Photo No. 9:

Rear floor area, note white towels

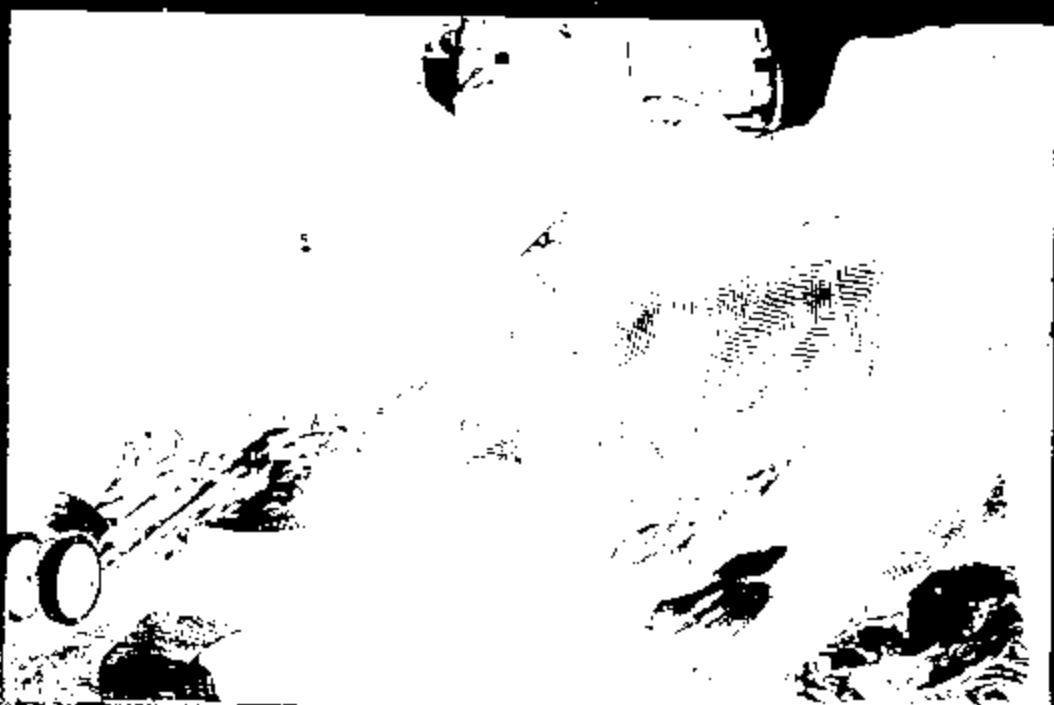




Photo No. 11:

Baby seat mounted on rear seat

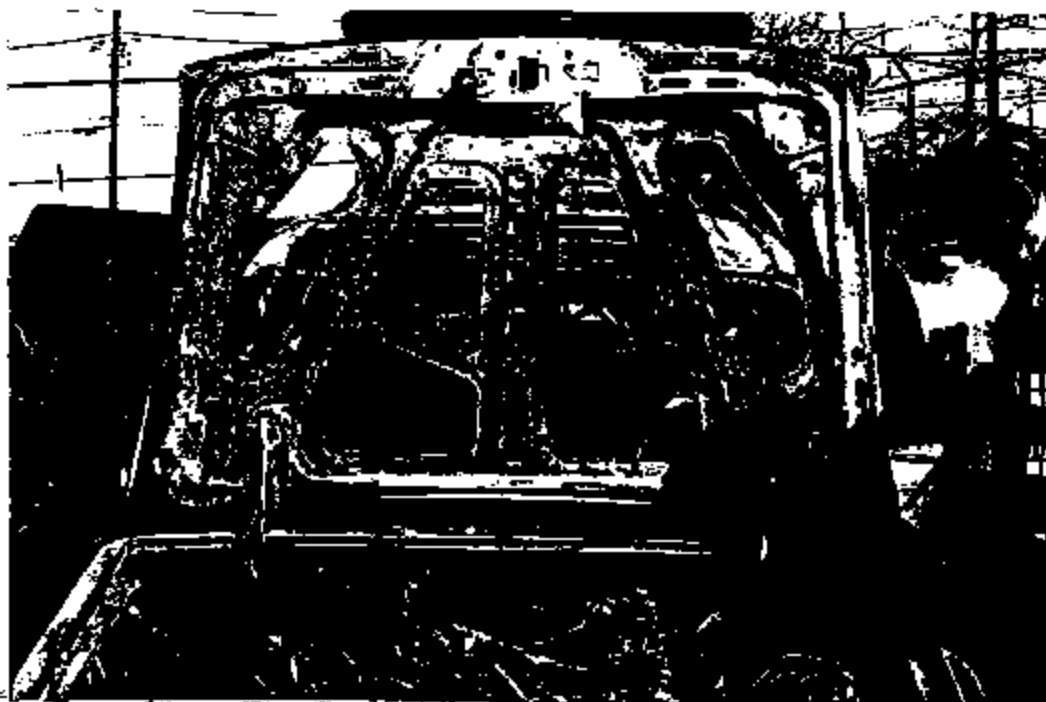


Photo No. 12:

Baby seat mounted on rear seat

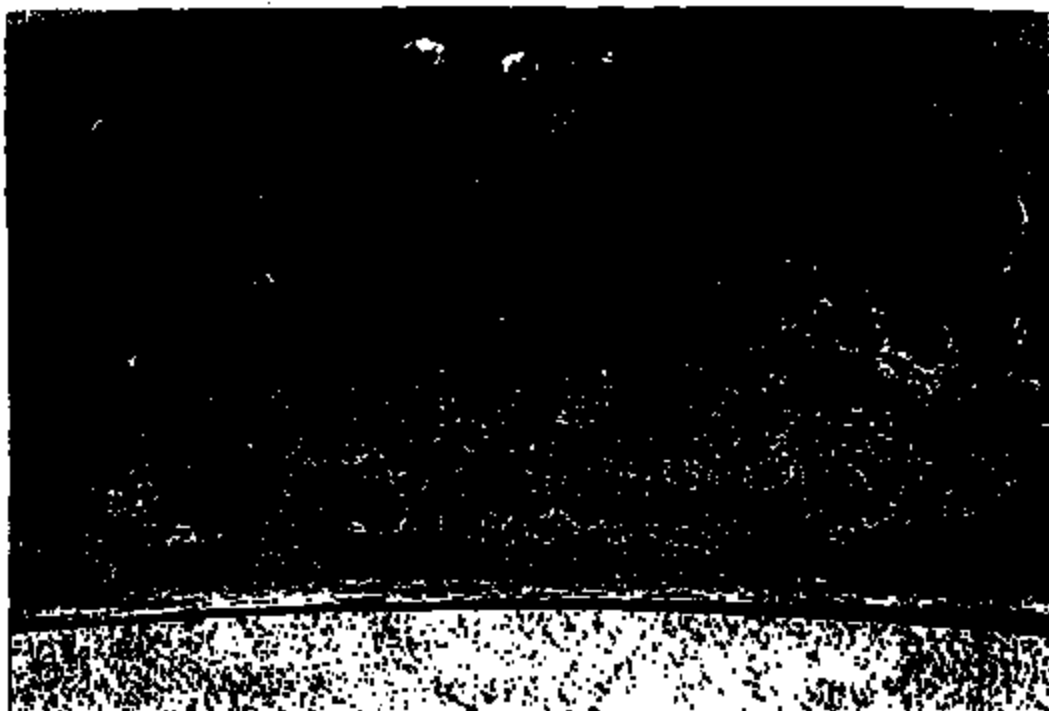


Photo No. 13:

Flame pattern on underside of hood

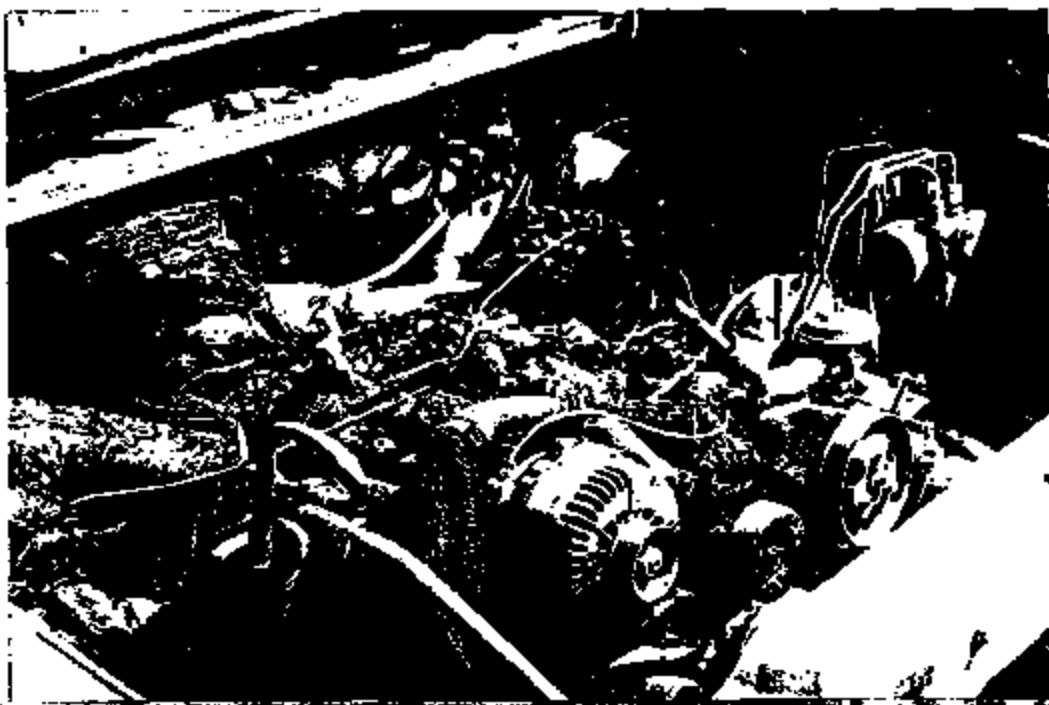


Photo No. 14:

Engine compartment



Photo No. 15:

Engine compartment,
Arrow indicates melted valve cover



Photo No. 16:

Valve cover, engine compartment,
Arrow indicates melted valve cover



Photo No. 17:

Partially damaged hoses on right side
of engine compartment



Photo No. 18:

Damage resulting in right side suspension



Photo No. 19:

Flame pattern on left side of radiator



Photo No. 20:

ER05-825-LC-8925



Photo No. 21:

Out-put connection for alternator



Photo No. 22:

Out-put connection for alternator



Photo No. 23:

Battery and power distribution center area

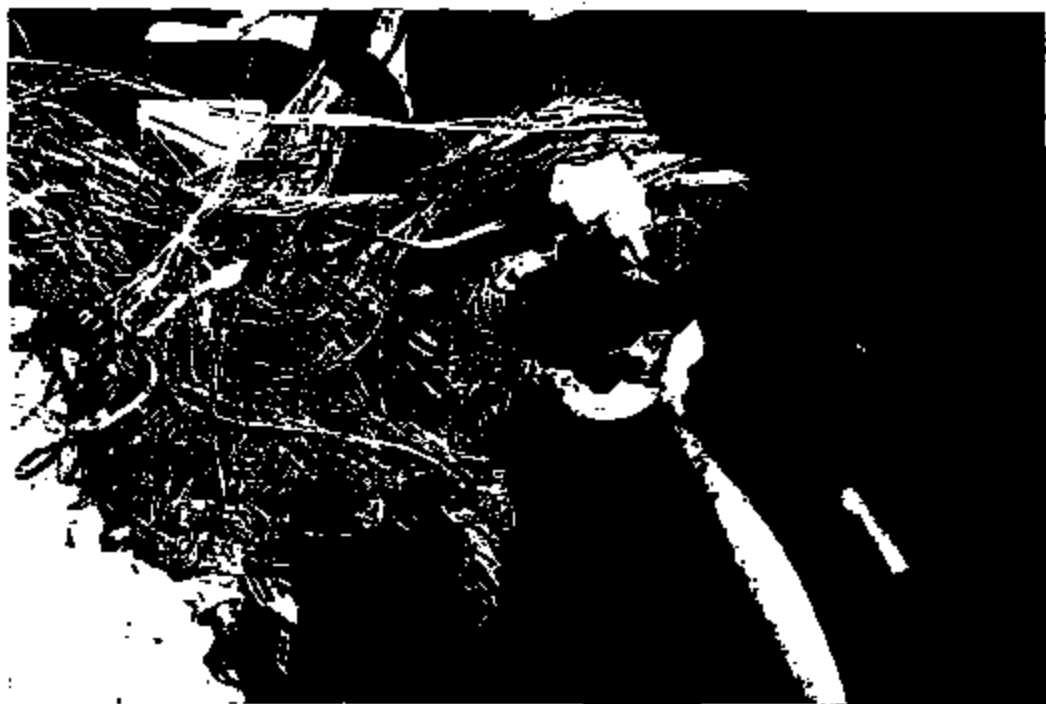


Photo No. 24:

Harness normally terminating at power
distribution center area



Photo No. 25:

Melted terminal
Arrow indicates melted side of AC compressor

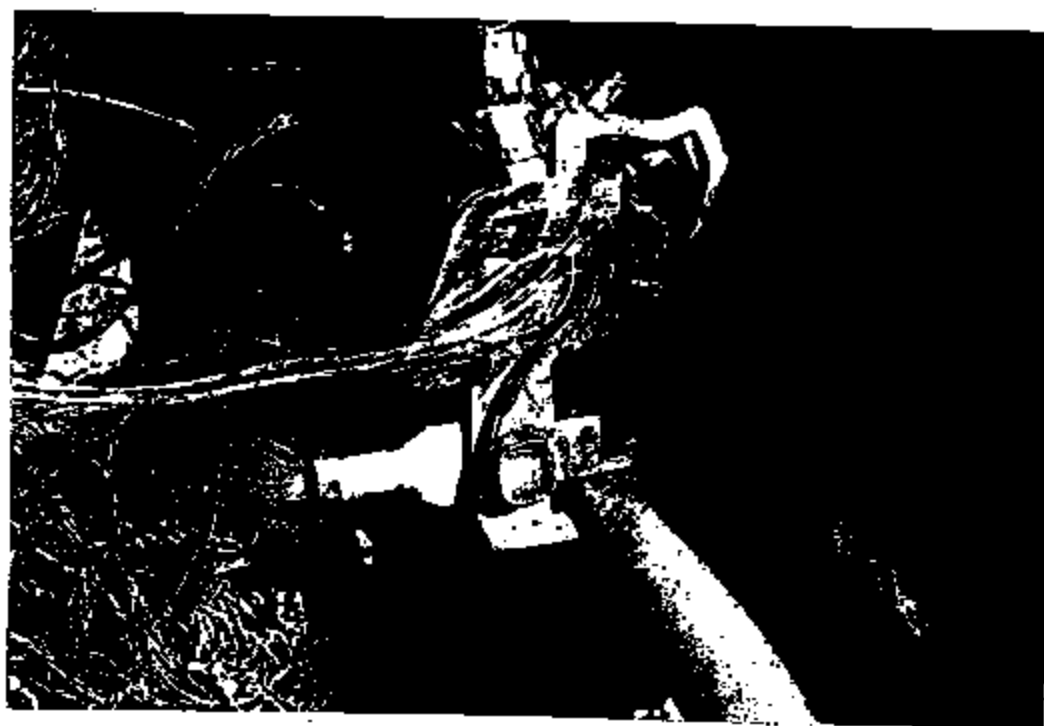


Photo No. 26:

Melted fuse

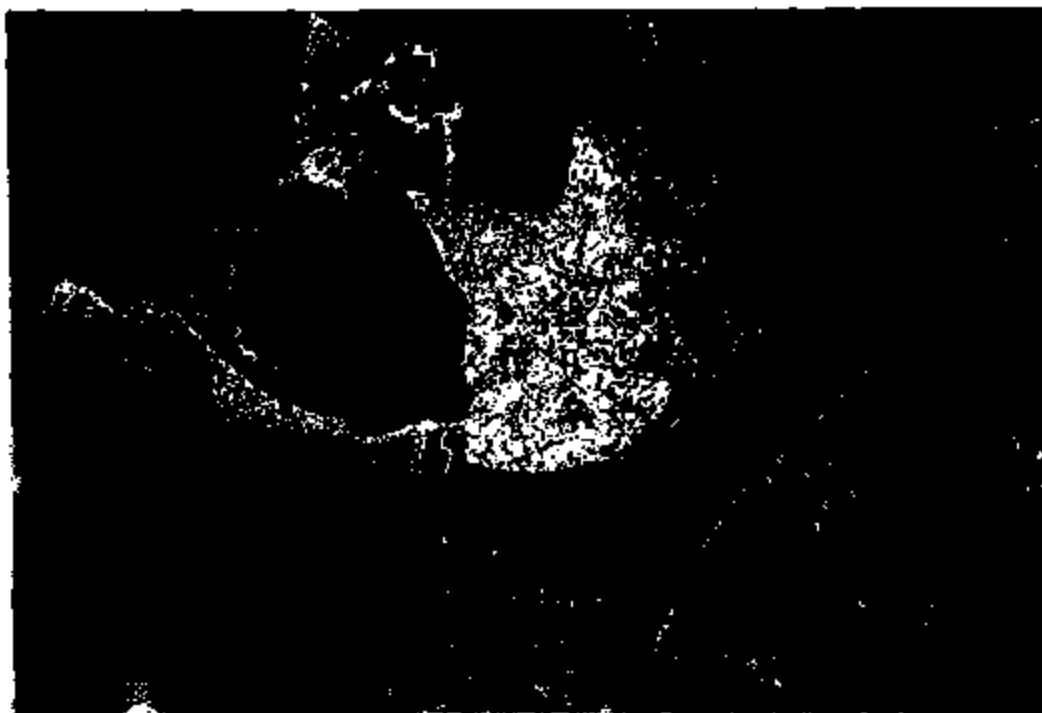


Photo No. 27:

Partially mounted electrical terminal



Photo No. 28:

Partially melted electrical terminal