



State Farm Insurance Companies

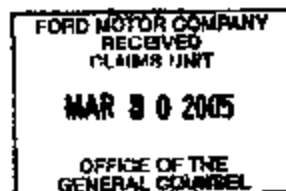


March 24, 2005

P.O. Box 799011
Dallas, TX 75379-9011
(888) 861-0327
Fax - (888) 257-6079

Ford Motor Co.
Attn: Shawn Norton
3 Parklane Blvd Suite 300
Dearborn, MI 48126

RE: Claim Number: [REDACTED]
Date of Loss: October 8, 2004
Our Insured: [REDACTED]
Year/Make/Model: 2001 Ford F150
VIN: 1PTRW08L91K [REDACTED]



Dear Ms. Norton:

This vehicle was insured by State Farm and involved in a comprehensive loss. The claim settled for \$24,676.14, which includes our insured's deductible.

Our investigation establishes the cause of loss was due to a fire loss in the engine compartment on drivers side.

Enclosed is our documentation. We will retain the evidence until we conclude this matter with your company. You may contact me to arrange for inspection of the vehicle.

Please consider this notice as our demand for reimbursement.

Sincerely,

Pamela Davis - Team
Claim Representative
(866) 861-0327 Ext.

State Farm Mutual Automobile Insurance Company

Enclosures

- 10/8/04
- 61 F150
- VIN
- \$24,676.14
- 4/13/00
- ESP - NO

All Action Details for Issue

[Print](#)

VIN: 1FTRW08L91K	Year: 2001	Model: F-SERIES	Case: 1648290315
Name: [REDACTED]	Owner Status: Original	WSD: 2000-12-13	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - INSURANCE COMPANY SETTLEMENT		Secondary Phone: [REDACTED]	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE
Dealer: [REDACTED] Origin Desc: US CONCERN CASE BASE
Odometer: 50000 MI Conn Type: PHONE
Analyst Name: ARUN VAID Analyst: A/VAID
Action Date: 01/31/2005 Action Time: 17:57:08.644 Action Data: No

Comments: CUSTOMER SAID: - THE VEH IS NOT AT THE DLR RIGHT NOW - VEH CAUGHT FIRE IN NOV/2004 WHILE PARKED - CUST DID FILE A FIRE REPORT FOR THE INCIDENT - THE VEH WAS TOTALLED- CUST FILE THE CLAIM WITH THE INSURANCE CO AND THE CLAIM WAS PAID - CUST SEEKING REFUND FOR THE DEDUCTIBLE FOR THE CLAIM- CUST WANT TO KNOW IF THERE WERE ANY RECALLS RELATED TO THE FIRE INCIDENTS/DEALER SAID: - NONE/CRC ADVISED: - YOUR INSURANCE COMPANY HAS THE RIGHT TO PURSUE CLAIMS FOR REIMBURSEMENT AGAINST FORD. IF THEY DO PURSUE A CLAIM AGAINST FORD THEY MAY ASK TO RECOVER THE DEDUCTIBLE AS WELL AS RETURN THE DEDUCTIBLE PAYMENT TO THE CUSTOMER.- ADVISED THE CUST THAT THE VEH WAS INVOLVED IN A RECALL FOR THE SEAT BELTS 01821

4/6/2005



CONSUMER AFFAIRS
SECTION

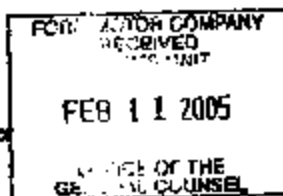
PROGRESSIVE

5 FEB -8 12:38

Progressive Claims Service
75-20 Astoria Blvd. Suite B
Queens, NY 11370
(718) 803-7240
Facsimile (718) 507-8063
Progressive.com

02/01/2005

Ford Motor Company C/O Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126



RECEIVED
FEB 10 2005

Our Insured:
Our Claim #:
Date Of Loss:

01/23/2005

Please take this as formal notice of our subrogation rights in regard to the above captioned claim. There is a possibility of a manufacture's defect or workmanship issue which may have caused a fire which destroyed our insured vehicle: VIN: 1FTRW08L41E [REDACTED]

As such, we are having Lange Technical Services, LTD perform a cause/origin determination on the above vehicle. Their telephone number is 631-667-6128; file number 055261170. The vehicle is located at Adessa Impact [REDACTED] Medford NY [REDACTED]. Please contact the aforementioned vendor to confirm an inspection date and time, as you may elect to be present at the time of the cause/origin inspection.

Should Progressive Northeastern Ins. Co. or Lange Technical Services, LTD receive no response to this letter within 10 days, the cause/origin investigation will take place without your presence.

If you have any questions, feel free to contact me directly at 718 803 4123.

Sincerely,

Nathan Lewkowicz Ext.4123
Claims Representative

Progressive Northeastern Ins. Co.
NXL/nl

- 1/23/05
- '01 F-150
- VIN
- WSD 4/20/01
- ESP 24/24,000 (M)

9905-005-LC1-1286

All Action Details for Issue

Print

VIN: 1ETRND141H	Year: 2001	Model: F-SERIES	Case: 698760275
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2001-04-30	
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Dealer: 03876 RIVERHEAD MOTORS, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 105000 MI Comm Type: PHONE
 Analyst Name: MONGE FATIMA Analyst: FMONGE2
 Action Date: 01/27/2005 Action Time: 16:37:55.938 Action Date: No

Comments CUSTOMER SAID: -VEH BURNT TO THE GROUND ON SAT JAN 22 2005-PARKED AT THE APARTMENT PARKING LOT -FOLLOWING MORNING ENGINE WAS BURNT AND THE DASHBOARD AREA WAS BURNT-HAPPENED 9:30-10:30 PM - FIRE STARTED UNDER THE ENGINE COMPARTMENT - PICKED UP BY INSURANCE COMPANY AND IS CURRENTLY WITH THEM -FIRE REPORT WAS FILED -NO FINDINGS PROVIDED BY FIRE DEPARTMENT -CLAIM WAS FILED WITH INSURANCE - CLAIM PENDING YES PENDING -VEHIS NOT REPAIRABLE -FIRE OCCURED AT 79 SUNRISE CRT APT 18 MORICHES NY 11855-CNN FORD ANNOUNCING A RECALL FOR CRUISE CONTROL-WANTS TO VERIFY THE RECALLDEALER SAID: RIVERHEAD MOTORS, INC.1885 OLD COUNTRY ROADRIVERHEAD, NY 11801TEL: (831) 727-2200CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 03876 RIVERHEAD MOTORS, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 105000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE (V.)Analyst: YKIRKSE1
 Action Date: 01/29/2005 Action Time: 15:27:11.882 Action Date: No

Comments ""LPA COMMENTS""LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER IS ALLEGING A DEFECT CAUSED HIS VEHICLE FIRE. NO INJURIES WERE SUSTAINED, AND INSURANCE COMPANY WAS CONTACTED.]THE CUSTOMER IS SEEKING FMC TO INVESTIGATE THE MATTER.

Action: REFER TO INSURANCE CARRIER- BEYOND WARRANTY
 Dealer: 03876 RIVERHEAD MOTORS, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 106000 MI Comm Type: MAIL
 Analyst Name: KIRKSEY, VINCE (V.)Analyst: YKIRKSE1
 Action Date: 02/08/2005 Action Time: 16:09:53.381 Action Date: No

Comments ""LPA COMMENTS""LPA HAS REVIEWED THE ABOVE CASE, AND FOUND THE CUSTOMER'S VEHICLE IS BEYOND THE REGULAR WARRANTY WITH NO ADDITIONAL COVERAGE AVAILABLE, AND NO RECALLS/PROGRAMS PERTAINING TO THE CUSTOMER'S CONCERN. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND PROPOSE NO FURTHER ACTION.

2/18/2005

All Action Details for Issue

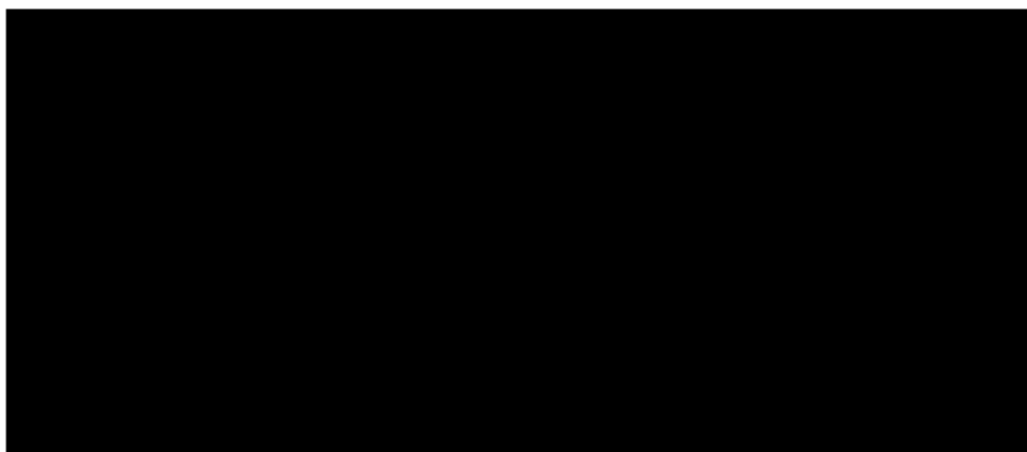
Print

VIN: 1ETRWD9L4 [REDACTED] Year: 2001 Model: F-SERIES Case: 588760275
Name: [REDACTED] Owner Status: Subsequent WSD: 2001-04-26
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
Reason Desc: CAC RELATED - FM CSR FOLLOWING CONTACT Secondary Phone: [REDACTED]
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: CALLBACK ADD ADDITIONAL COMMENTS
Dealer: 03876 RIVERHEAD MOTORS, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 1 MI Comm Type: PHONE
Analyst Name: RICHARDSON PAUL Analyst: PRCHA54
Action Date: 01/28/2005 Action Time: 15:28:41.260 Action Date: No

Comments: CUSTOMER SAID: CUST IS CALLING ABOUT THE VEH FIRE AND THEY WOULD LIKE THE NUMBER TO THE
LEGAL DEPT/CRC ADVISED: PLEASE ALLOW THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR SO THAT YOUR
ISSUE MAY BE PROPERLY ADDRESSED.

2/18/2005



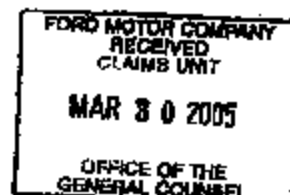
AIG American International Recovery

MAR 30 2005

648 CENTURY POINT - LAKE MARY, FL 32746 - P.O. BOX 953847 (31795-3847)
PHONE: 407-829-7400 - TOLL FREE: 1-877-280-4844 - FAX: 407-829-8304

March 22, 2005

FORD MOTOR COMPANY
P.O. BOX 6248 MD-3NE-B
DEARBORN, MI 48726



Re: Our Insured : [REDACTED]
Our File No. : 865 - 0500118142
Date of Loss : January 23, 2005
Damages : \$818.08

Dear Customer Service Department:

We are the recovery agents for BIRMINGHAM FIRE INSURANCE CO who have made payment to their policyholder for damages arising out of the above cited occurrence. Our investigation of this loss has determined that you are responsible for these damages.

Since our client is the equitable subrogee of its insured, on their behalf, we request payment of this subrogated interest in the above captioned amount.

For your protection this letter should be forwarded to your insurance carrier immediately. Also, please complete and return the attached questionnaire to the address listed at the top of this letter. If there is a reason for not paying this claim, please explain fully IN WRITING, WITHIN THIRTY (30) DAYS. If you are uninsured or self-insured, contact the undersigned to arrange for payment. If you have any questions, please feel free to contact me at 877-280-4844, ext. 2070.

Sincerely,

Karen Blind
Recovery Representative

- 4/23/05
- \$818.08
- 82 Exped
- VIN
- WSO 10/2/11
- ESP 12/25/002 QCW
72/25000 FC 4/05

Services Provided by Members of American International Group, Inc.

EA85-003-L01-1208

Photos - Claim Number: S00119142 Print Images



TUESDAY-0015.jpg



TUESDAY-0014.jpg

03/22/2005

KA05-005-LC1-1218



TUESDAY-0013.jpg



TUESDAY-0012.jpg



TUESDAY-0011.jpg



TUESDAY-0010.jpg



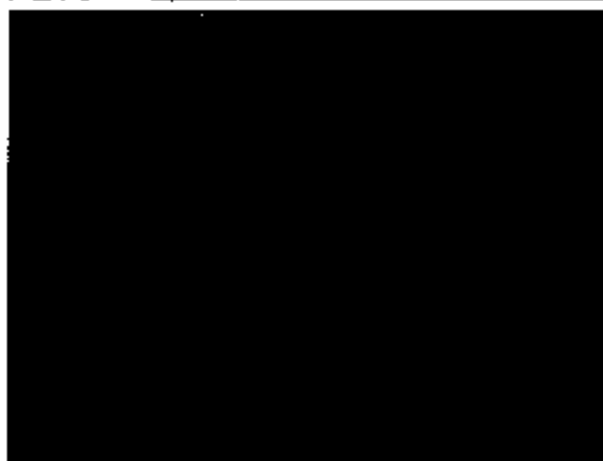
TUESDAY-0009.jpg

03/22/2005

EDMS-005-LC1-1212



TUESDAY-0008.jpg



TUESDAY-0007.jpg



TUESDAY-0006.jpg

03/22/2005

ERG-005-LC1-1213



TUESDAY-0005.jpg



TUESDAY-0004.jpg



TUESDAY-0003.jpg

03/22/2005

ER05-085-LC1-1214



TUESDAY-0002.jpg



TUESDAY-0001.jpg

03/22/2005

EMS-005-LC1-1215

All Action Details for Issue

Print

VIN: 1FMRU17W42L Year: 2002 Model: EXPEDITION Case: 1718670395
 Name: Owner Status: Subsequent WSD: 2001-10-08
 Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD Primary Phone:
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Dealer: 04820 MAROONE FORD OF MARGATE Origin Desc: US CONCERN CASE BASE
 Odometer: 50000 MI Comm Type: PHONE
 Analyst Name: KOGANA LAVERN Analyst: LKOGANA
 Action Date: 03/03/2005 Action Time: 19:41:18.834 Action Data: No

Comments CUSTOMER SAID: -THE VEH WAS PARK OUTSIDE THE HOUSE AND IT CAUGHT ON FIRE ON JANUARY 23RD 2005-THE SMOKE WAS COMING FROM UNDER THE HOOD -THE MASTER CYLINDER AND EVERYTHING MELTED AWAY-THE VEH IS STILL IN MY DRIVEWAY-I CALLED MY INSURANCE COMPANY AND AN ADJUSTER CAME OUT THE SAME DAY-THERE WAS NO PAYOUT FROM THE INSURANCE COMPANY YET-I WAS TOLD BY INSURANCE COMPANY TO CALL FORD AND SEE WHAT CAN BE DONE ABOUT THIS-DEALER SAID: NONE-CRC ADVISED: -I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP, SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. -CSR
 ADVISED CUST AS ABOVE.

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 04820 MAROONE FORD OF MARGATE Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 50000 MI Comm Type: MAIL
 Analyst Name: DAVIS,RUTH Analyst: RDAVIS86
 Action Date: 03/04/2005 Action Time: 14:12:12.016 Action Data: No

Comments SENT LETTER TO CUSTOMER - INCLUDED DECISION

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
 Dealer: 04820 MAROONE FORD OF MARGATE Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 50000 MI Comm Type: MAIL
 Analyst Name: DAVIS,RUTH Analyst: RDAVIS86
 Action Date: 03/04/2005 Action Time: 14:13:27.348 Action Data: No

Comments DENY ASSISTANCE - VEHICLE NOT INVOLVED IN RECALL - REFER TO INSURANCE... LETTER SENT

4/6/2005

ER05-025-LC1-1219

All Action Details for Issue

Print

VIN: 1FMRU12W88	Year: 2002	Model: EXPEDITION	Case: 1715670395
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2001-10-08	
Symptom Desc:		Primary Phone: [REDACTED]	
Reason Desc: CORRESPONDENCE - WORK IN PROGRESS		Secondary Phone: [REDACTED]	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: EMAIL - WIP - SCHEDULED CALL BACK

Dealer:

Origin Desc: MANUAL - EMAIL

Odometer:

Comm Type: EMAIL

Analyst Name: LAQUIN HAYDEE

Analyst: HLAQUA1

Action Date: 02/08/2005

Action Time: 19:57:47.484

Action Data: No

Comments CUSTOMER SAYS: CASE ID:1320582 E MAIL: WICKEDON@EXCITE.COM CUST WROTE THAT FORD EXPEDITION CAUGHT FIRE ON DRIVEWAY. SMOKE WAS COMING FROM UNDER THE HOOD. USED WATER HOSE TO PUT OUT FIRE. MELTED MASTER CYLINDER. VEH IS STILL ON DRIVEWAY. PER CUSTOMER, DEALER SAYS: CAC ADVISED:

Action: SENT E-MAIL TO CALL BACK

Dealer: 04820 MAROONE FORD OF MARGATE

Origin Desc: MANUAL - EMAIL CSR

Odometer: 1 MI

Comm Type: MAIL

Analyst Name: SHEKH MUSTAFA

Analyst: MSHEKH5

Action Date: 02/12/2005

Action Time: 11:16:50.385

Action Data: No

Comments CUSTOMER SAYS: CASE ID:1320582 E MAIL: WICKEDON@EXCITE.COM -CUST WROTE THAT FORD EXPEDITION CAUGHT FIRE ON DRIVEWAY. -SMOKE WAS COMING FROM UNDER THE HOOD. -USED WATER HOSE TO PUT OUT FIRE. -MELTED MASTER CYLINDER. -VEH IS STILL ON DRIVEWAY. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: (NOTE TO CSR - THIS MAC IS TO BE USED BY EMAIL TEAM ONLY.) SENT E-MAIL TO CALL BACK ----- CALLED CUST ON FEBRUARY 12 2005 AT 11:15M EST AND NO ANSWER OR ANSWERING MACHINE (ASSIGNED DLR FOR DOCUMENTATION PURPOSES ONLY)

Action: SENT E-MAIL TO CALL BACK

Dealer: 04820 MAROONE FORD OF MARGATE

Origin Desc: MANUAL - EMAIL CSR

Odometer:

Comm Type: EMAIL

Analyst Name: LANA LETOSHKO

Analyst: LLETOSHK

Action Date: 02/18/2005

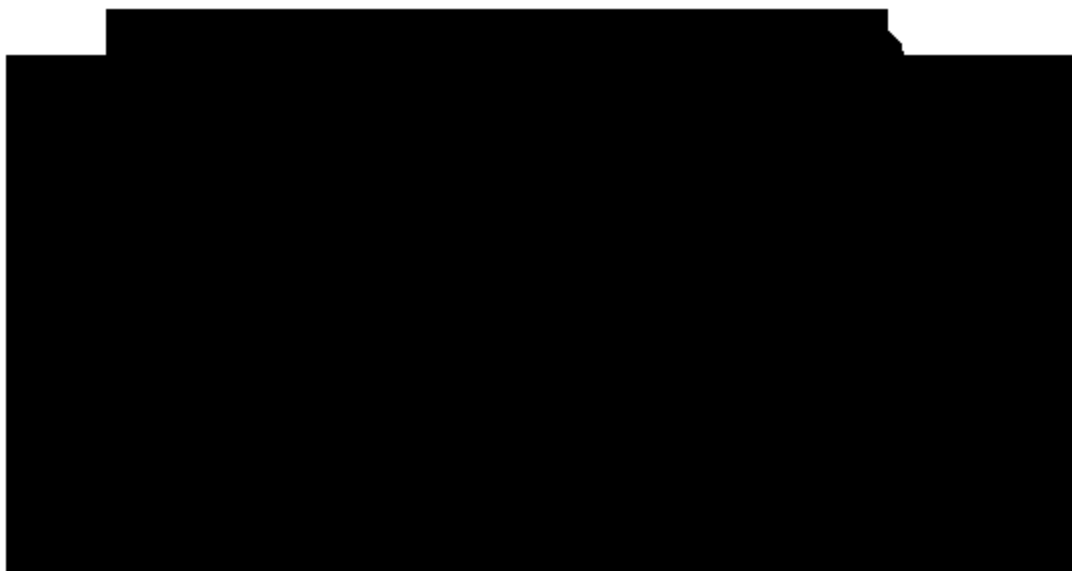
Action Time: 21:17:51.325

Action Data: No

Comments CUSTOMER SAYS: CASE ID:1320582 E MAIL: WICKEDON@EXCITE.COM CUST WROTE THAT FORD EXPEDITION CAUGHT FIRE ON DRIVEWAY. SMOKE WAS COMING FROM UNDER THE HOOD. USED WATER HOSE TO PUT OUT FIRE. MELTED MASTER CYLINDER. VEH IS STILL ON DRIVEWAY. PER CUSTOMER, DEALER SAYS: CAC ADVISED: SENDING AN E-MAIL ASKING CUST TO CALLBACK

4/6/2005

EA25-005-LC1-1217



BEGINNING OF CONTACT
04/08/2005

VOICE OF THE CUSTOMER TRACKING SYSTEM

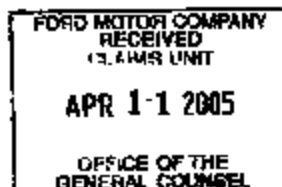
APR 11 2005
08.00.03

REGION: 16 PHILADELPHIA	OGC ISSUE	CASE NBR: 0586762002
VIN: 1FTEX18L9VN	ZONE: C1	OPENED: 04/08/2005
	ENGINE: L VEH TYPE: T	CLOSED: 04/08/2005
LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: GLENOLDEN	STATE: PA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 1997	MODEL: F150 4X4 SUPERCAB PICKUP	
MILEAGE: 116000		
DEALER NAME: ROBIN FORD	SALES CODE: F16023	P & A: 01396
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE		
SYMPTOMS: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD		

ORIGIN: CACK88 - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: DSHEORAT SHEORATTAN, DEONARINE

DATE: 04/08/2005 TIME: 11.00.39:
ACTION DATA/COMMENTS:

CUSTOMER SAID: =VEH CAUGHT ON FOR LAST NIGHT - 04/07/2005.=
THE FIRE ORIGINATED FROM UNDER THE HOOD, LEFT HAND SIDE.=V
EH IS IN THE BACK ON CX HOME.=THERE WAS A FIRE REPORT FILED
WITH THE FIRE DEPARTMENT.=IS NOT SURE OF FIRE REPORT FINDI
NGS.=DOSE NOT HAVE FIRE REPORT NUMBER, THE REPORT WAS FILE
D IN GLENOLDEN, DELAWARE COUNTY.=WE HAVE NOTIFIED OUR INSU
RANCE COMPANY ABOUT THE FIRE.=VEH IS NOT REPAIRABLE.=THE V
EH WAS NOT RUNNING WHEN THE FIRE OCCURRED.=HEARD THERE WAS
SOME TYPE OF PROGRAM FOR THIS TYPE ON CONCERN.=THE HEAT F
ROM THE FIRE BROKE A WINDOW, THERE IS SOME SMOKE DAMAGE AND
THERE MIGHT BE SOME ELECTRICAL PROBLEMS WITH THE HOUSE.=W
OULD LIKE A NEW TRUCKDEALER SAID: ADDRESS CONTACT 1. ROBI
N FORD MAGDADE BLVD AND OAK LANE GLENOLDEN, PA 19038 DISTANCE
: 0.00 MILES TEL: (610) 586-3600 -NONECRC ADVISED: I WILL
FORWARD THIS INFORMATION TO THE FORD OGC DEPARTMENT. YOU WILL
BE CONTACTED WITHIN 3-5 BUSINESS DAYS.

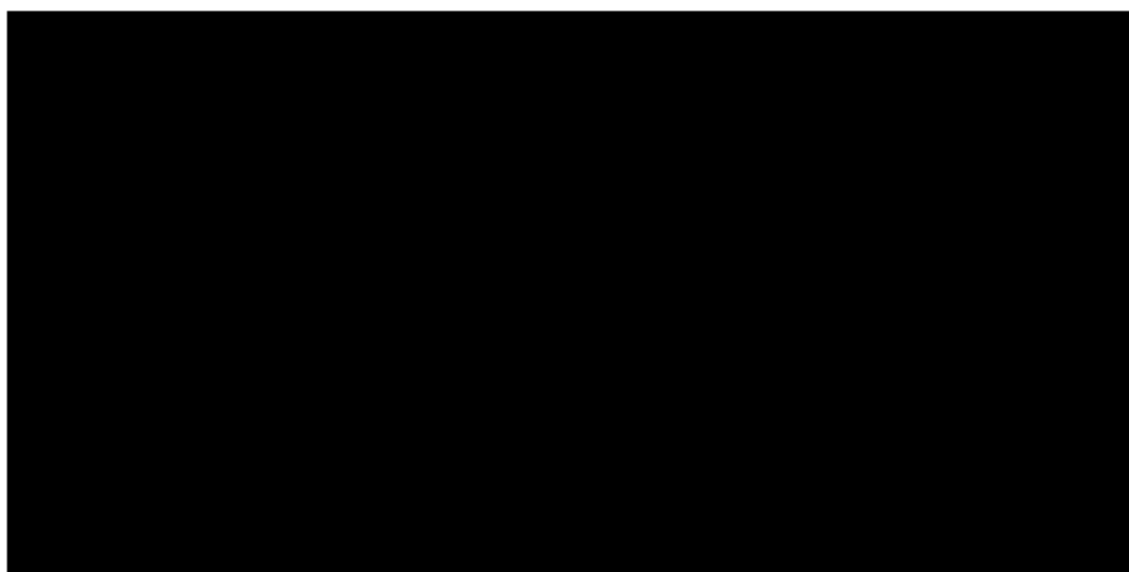


- 4/7/05
- 97 F150
- VIN
- 116000 (W)

CONSUMER AFFAIRS

04/08/2005 FAXOGIN

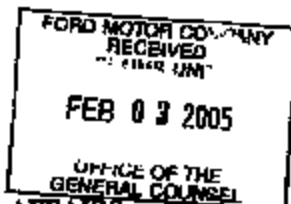
ERR5-805-LC1-1220



RECEIVED JAN 24 2005



TRIDENT SERVICES, INC.



16800 EXECUTIVE PLAZA DRIVE SUITE C
P.O. BOX 11007
DEARBORN, MICHIGAN 48126-4207
(734) 446-0000
FAX (734) 918-0442

January 13, 2005

FORD MOTOR CONSUMER AFFAIRS
16800 EXECUTIVE PLAZA DRIVE 3NE-B
DEARBORN, MI 48126-4207

RE: INSURED
INSURER
POLICY NO.
DATE OF LOSS
VEHICLE
VIN NO.

[REDACTED]
[REDACTED]
[REDACTED]
: 2001 Ford F-150 Lariat Pick-up
: 1FTRX18L34N [REDACTED]

Dear Sir or Madam:

Our office handles claims for Southern Guaranty Insurance Company. We recently made payment to their insured, [REDACTED] for the Total Loss Claim on the above vehicle. The cause of the fire is still under investigation but the preliminary examination indicates that the fire may have started under the hood of this vehicle.

This letter is to place you on notice that Southern Guaranty Insurance Company may pursue a subrogation action against your company. The amount of the claim would be \$20,934.39. We have the vehicle in safe keeping should you want to inspect it. You should have received a letter from Terry L. Strawser of Shivers & Associates regarding efforts to schedule joint inspection of the vehicle which may include some destructive examination or testing. If you are interested in having a representative present please contact [REDACTED] at [REDACTED]. He represents Travelers / St. Paul Insurance Company. Their claim number [REDACTED] and his file number is 052001.

Very Truly Yours,

Bill Sanderson
Bill Sanderson, Adjuster
TRIDENT SERVICES, INC.

cc: Carl Kelly
Southern Guaranty Insurance Company

CONSUMER AFFAIRS
SECTION

JAN 19 4 13 PM '05

related to

spread
Garage
+
Dwelling
+
Vehicle

10/12/04
101 F-150
VIN
Photos
wsb 10/19/00
ESP-NB

ENR-000-LC1-1221

Office of the General Counsel

PRIVILEGED & CONFIDENTIAL

Ford Motor Company
Parklane Towers West
Suite 200
Three Parklane Boulevard
Dearborn, Michigan 48124-2000

December 8, 2004

St Paul
PO BOX 2864
Milwaukee, WI 53201-2864
ATTENTION: JON VEESEY
2nd REQUEST

DEC 13 2004

Re: Claimant: [REDACTED]
DOVE:
Your Claim #:

Dear Mr. Veasey:

We acknowledge your recently submitted subrogation claim. In order to assist us in evaluating your claim, we request that you provide us with the following information: (Please note that the information requested is in regard to the Ford manufactured vehicle.)

- ☒ 1. Attach statement with a complete description of the incident, including events that occurred prior to and subsequent to the loss.
- ☒ 2. A copy of the police and/or fire report.
- ☒ 3. Original color photographs of the vehicle's collision/line damage & the alleged defective parts, from several different angles.
- ☐ 4. Original color photographs of the inside of the vehicle showing the steering wheel, dash and seat areas.
- ☐ 5. Original color photographs of the accident / fire scene from several different angles.
- ☒ 6. Attach a copy of your experts report and the experts original photographs.
- ☒ 7. Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and costs of dual airbags.
- ☒ 8. Attach the complete service history for the subject vehicle, including any tune-ups or oil changes.

Please answer the following in the space provided. If you need additional space, please use the back of the form:

- 9. What was the city and state of occurrence: MONROVIA, GA.
- 10. The 17 digit VEHICLE IDENTIFICATION NUMBER: 1FTRX18L31N [REDACTED]
- 11. What was the mileage at time of occurrence: 12,000 APPROX 125,000
- 12. What is the alleged defect: NOT YET DETERMINED
- 13. Has the alleged defective part been repaired or replaced? (circle one) Yes or No

14. What is the current location of the vehicle, and the alleged defective part(s)?

15. List all after market additions or modifications that were made to the vehicle:

NONE

16. Was the engine running? (circle one) Yes or No

17. Were the keys in the ignition? (circle one) Yes or No

18. Was this vehicle purchased new or used: NEW

If purchased used, provide the date of purchase, mileage at the time of purchase, and from whom

the vehicle was purchased: MIAMI CITY FORD - MONROE, LA - NOW CAREY
FALL 2001 SEPT 02 05.

PAUL
FORD

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

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

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

Sincerely,

Shawn L. Norton

Shawn L. Norton
Claims Analyst/
Litigation Assistant

INCIDENT REPORT

Walton County Fire Department

MPRS-1

FD#	INCIDENT NO.	EXP. NO.	MO.	DAY	YR.	DAY OF WEEK	ALARM TIME	ARRIVAL TIME	IN SERVICE
14781	822576	00	10	13	84	Wednesday	00:13	00:24	01:10
TYPE OF SITUATION FOUND					TYPE OF ACTION TAKEN				
Structure fire					11' Enticement				
FIRE PROPERTY USE					IGNITION FACTOR				
One family sleep year and use					411' Mark side of chest				
CONTACT ADDRESS					ZIP CODE				
CITY/STATE					CIRCULAR TRACT				
OCCUPANT NAME					TELEPHONE				
ROOM OR APT.					TELEPHONE				
OWNER NAME					ADDRESS				
METHOD OF ALARM FROM PUBLIC					CO. INSPECTION DIST.				
Telephone alarm to fire department					1				
NO. FIRE SERVICE PERSONNEL RESPONDING					NO. FIRE ENGINE RESPONDING				
10					1				
NO. FIRE APPARATUS RESPONDING					NO. OTHER VEHICLES RESPONDING				
2					4				
NUMBER OF INJURIES					NUMBER OF FATALITIES				
FIRE SERVICE 0					FIRE SERVICE 0				
OTHER 0					OTHER 0				
COMPLEX					MOBILE PROPERTY TYPE				
Dwelling (1-2 family)					41' Automobile				
AREA OF FIRE ORIGIN					EQUIPMENT INVOLVED IN INCIDENT				
Residential area, kitchen of					03' Vehicle				
FORM OF HEAT INCIDENT					FORM OF MATERIAL INCIDENT				
Unidentified solid					00' Lighter				
METHOD OF EXTINGUISHMENT					LEVEL OF FIRE ORIGIN				
Propane hose					0' to 3 feet				
ESTIMATED LOSS (\$/LARS ONLY)					COMBUSTION TYPE				
0					1				
EXTENT OF FLAME DAMAGE					EXTENT OF SMOKE DAMAGE				
Estimated total sq. ft. of origin					7				
DETECTOR PERFORMANCE					SPRINKLER PERFORMANCE				
IF SMOKE BEYOND ROOM OF ORIGIN					TYPE OF MATERIAL GENERATING MOST SMOKE				
					AVERAGE OF SMOKE TRAVEL				
					FORM OF MATERIAL GENERATING MOST SMOKE				
IF MOBILE PROPERTY					YEAR				
00					Ford				
MODEL					SERIAL NO.				
Truck F-150					LICENSING NO.				
IF EQUIPMENT INVOLVED IN INCIDENT					YEAR				
00					Caterpillar				
MODEL					SERIAL NO.				
Genie									
OFFICER IN CHARGE (NAME, POSITION, ASSIGNMENT)					DATE				
Steve Alary					10/13/84				
MEMBER MAKING REPORT (IF DIFFERENT FROM ABOVE)					DATE				
Philip Allen					10/13/84				

FIRE INVESTIGATION REPORT



Monroe, Georgia
October 18, 2004

CLAIM NO: [REDACTED]

EFI JOB NO: 98340-02488

COPY

Prepared For:

Carl Kelly

Southern Guaranty Insurance
P.O. Box 480409
Atlanta, Georgia 31145



EFI

Engineering and Fire
Investigations, Inc.

*Deanda Ellerbe, CFI
Certified Fire Investigator
770-233-0121*

October 18, 2004

Carl Kelly
Southern Guaranty Insurance
P.O. Box 480409
Atlanta, Georgia 31145

Insured: [REDACTED]
Claim No: [REDACTED]
EFI Job No: 98340-02488

ASSIGNMENT

On October 14, 2004, EFI Inc. received a request from Bill Sanderson of Trident Services to conduct an origin and cause investigation on a fire that reportedly occurred in a 2001 Ford F150 pickup truck. The address where the loss occurred was [REDACTED], Georgia. The insured was James and Angela Seignious.

ENCLOSURES

Twenty four mounted and captioned photographs of the fire loss.
Compact disc with all photographs taken at the fire scene.
Walton County Fire Department Fire Report.

FIRE DEPARTMENT INFORMATION

Walton County Fire Department responded to the fire call. The call came in at 0013 hours. The first unit arrived at 0024 hours. Upon arrival, the fire department personnel found the garage area of the house on fire. The fire departments on scene determination was that the fire originated in the Ford F150 pickup truck and heat exposure caught the house on fire.

4405 International Boulevard - Suite B-115
Norcross, Georgia 30093-3813
(770) 925-9688 ~ (800) 245-9681 ~ FAX (770) 925-9649
www.efiglobal.com

EFIS-005-LC1-1228

FIRE SCENE EXAMINATION

The fire scene examination was conducted on October 18, 2004.

Also on the fire scene was Fire Investigator Barry Slaughter, who was working for Saint Paul Travelers Insurance.

There were two vehicles involved in this fire. One was the 2001 Ford F150 pickup truck, and the other was a Cadillac Seville. Both vehicles had been removed from the area of the house to the side yard by the fire department. It was reported that the Cadillac Seville was parked in the garage, with the garage door down. The Ford F150 was sitting directly behind the Cadillac, right outside the garage door.

The house was a one story brick home. The fire damage was confined to the garage area and the rooms adjacent to this area. The entire house had smoke exposure damage. There was a hole burned through the roof above the garage area. The remainder of the roof was intact, but there was heat damage throughout the attic area.

The burn patterns seen in the garage area revealed that the fire had come from outside the garage. The ceiling joists in the garage area were burned from the top down, not from the bottom up. The burn patterns at the floor level were from outside the garage door in. There was heavy charring around the garage doorway. The garage door was completely destroyed by the fire. The fire was progressing from the garage area towards the house when it was extinguished.

The area of origin of the fire was at the location where the Ford F150 pickup truck was parked. The fire burn patterns show that the fire started at this location and progressed into the garage and up the exterior wall of the left end of the house. The fire at the left end burned up to the roof overhang and then into the roof and attic area of the house.

The Cadillac that was inside the garage was a total loss. The fire burn patterns seen on the Cadillac revealed that the fire was from external sources, not from the inside of the Cadillac itself. The engine compartment was intact with exposure damage only. The burn patterns seen inside the garage indicated that the Cadillac was ignited from the external garage fire.

FORD F150 PICKUP EXAMINATION

This 2001 Ford F150 pickup truck was an Off Road 4x4 extended cab. The truck was equipped with an eight cylinder engine.

The two front tires were burned off. The two rear tires were Unkroyal Larado size P265 70R 17.

My examination of the pickup truck started with a walk-a-round of the truck. The front of the truck was heavily fire damaged. The hood over the engine compartment was burned away. The left or passenger side of the truck was heavily burn damaged at the front. This fire damage extended back past the passenger compartment area onto the rear fender. The right or driver's side of the truck had similar fire damage as the passenger side. The rear of the truck had some heat exposure damage but very little direct fire damage. There was a metal tool box directly behind the passenger cab that was melted away in the fire.

The rear bed of the truck had heat exposure damage to the front of the bed. Both rear fenders had heat exposure damage. The gas cap located on the driver's side was still intact. The gas fill line was still intact.

The passenger compartment and extended cab were completely gutted by the fire. The metal frames of the seats remained but the entire seat covers and padding was burned off. The front dashboard area was burned away. The dashboard metal frame was the only remains. The frame was twisted from the heat exposure. The steering wheel was melted away. The remains of the radio were found in the fire debris. All of the interior upholstery was totally burned out by this fire. Both of the doors had severe fire exposure damage.

All of the front windshield and the passenger compartment glass was melted or broken away by the fire. No glass remained in the frames.

The front engine compartment area was then examined.

All of the electrical wiring in the wiring harness and other areas was badly fire damaged. All of the insulation was melted off the wires and the wiring was brittle to the touch. The extent of this fire damage prevented any area of failure being located.

The battery was totally destroyed by the fire. The battery cables were severely fire damaged.

The fluid levels inside the engine could not be examined due to the amount of fire damage.

The entire engine had suffered severe heat exposure damage. Engine components such as the master brake cylinder were burned away. The front radiator was completely melted out of the compartment. All hoses, belts, and fuel lines were destroyed by the fire. There were sections of the top of the engine melted. The hood over the compartment was burned away.

The fuel lines were badly fire damaged with all connector lines destroyed by the fire.

No determinations of a possible fuel leak or electrical failure could be made due to the severe fire damage.

No engine components were removed from the engine due to possible spoliation of evidence.

INTERVIEWS

During this investigation, I interviewed [REDACTED]. He told me he had last driven the truck around six o'clock the day of the fire. He pulled it up to the garage door when he got home. He reported that the garage door was closed. Later that night he was in the bedroom asleep. His wife was not in the bedroom. He said she told him she heard a loud boom sound. She went to the bedroom to see if he had fallen off the bed. He had not. She went back to the front of the house and returned waking him up telling him the house was on fire. This was around twelve o'clock midnight. He ran and called 911 for the fire department. He said he then ran outside and saw the front engine compartment of the F150 on fire. He said the fire had already caught the exterior of the house on fire and was moving up the wall towards the roof and attic area. He tried to fight the fire with a garden hose but was unsuccessful. He said he had never had any problems with the truck. The last maintenance performed on the truck was an oil change. He could not remember the exact date. He had no idea what could have caused this fire to occur.

DETERMINATION OF ORIGIN AND CAUSE

This fire originated in the front engine compartment of the Ford 2001 F150 pickup truck. The exact cause of the fire could not be determined due to the severe fire damage.

EVIDENCE

No items of evidence were removed from this fire scene.

PHOTOGRAPHS

Unless noted otherwise, this author took all photographs in this report.

PREPARED BY

Dennis Ellerbee

Dennis Ellerbee, CFI
Jackson, Georgia
770-233-0121

Page 6

EROS-003-LC1-1231

241



FIGURE 1
View of the
passenger side
of the truck.

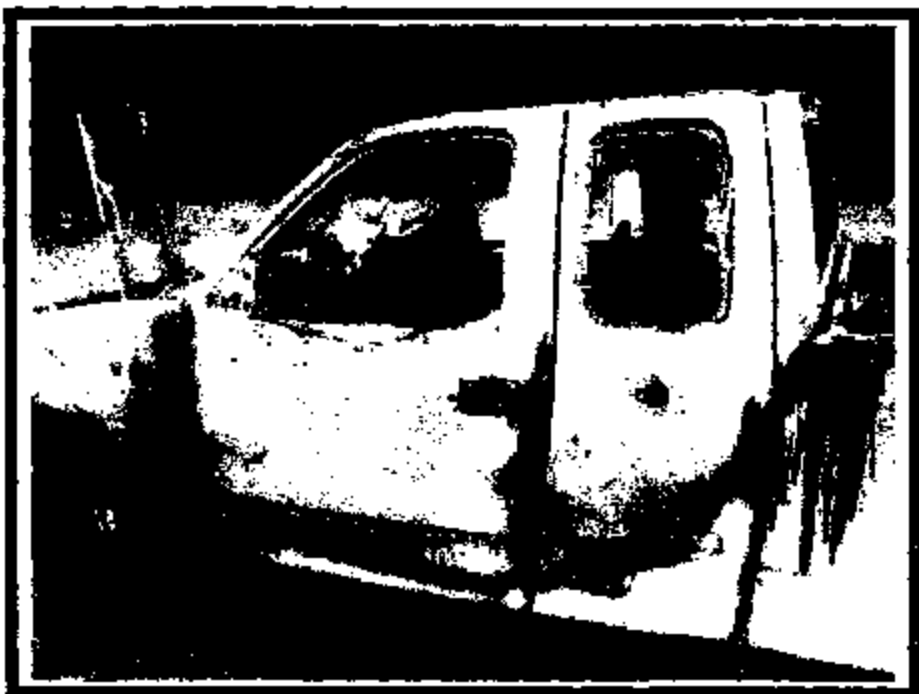


FIGURE 2
View of the
driver's side of
the truck.



FIGURE 3
View of the front
of the truck at the
engine
compartment.

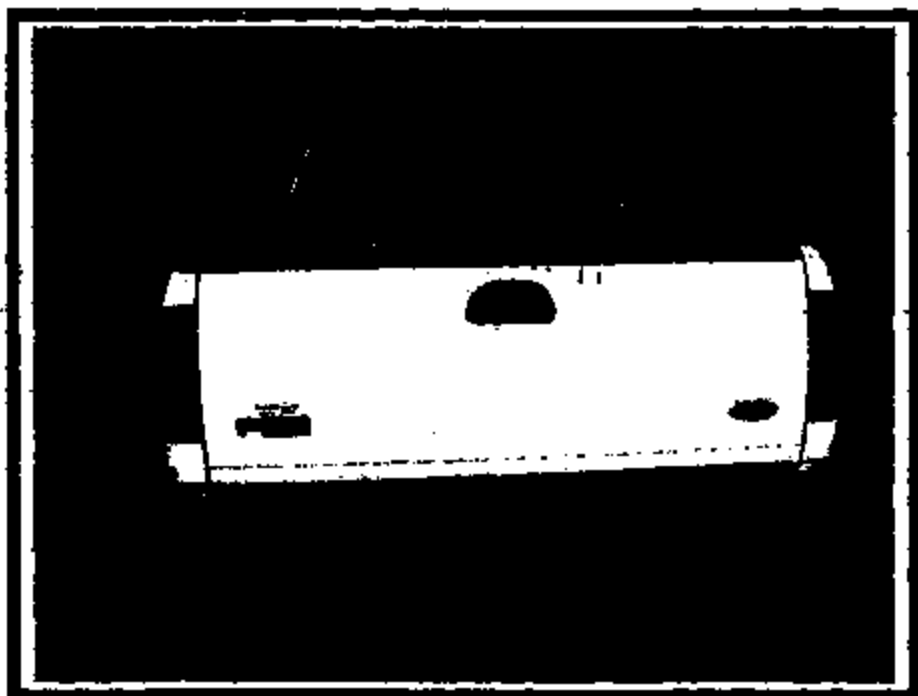


FIGURE 4
View of the rear
of the truck.



FIGURE 5
View of the
burned away tire
at the front right
side.



FIGURE 6
The interior
dashboard area
inside the truck.



FIGURE 7

The remains of
the seating inside
the cab of the
truck.



FIGURE 8

The fire damage
to the engine
compartment.



FIGURE 9

Close-up of the
very front of the
engine.

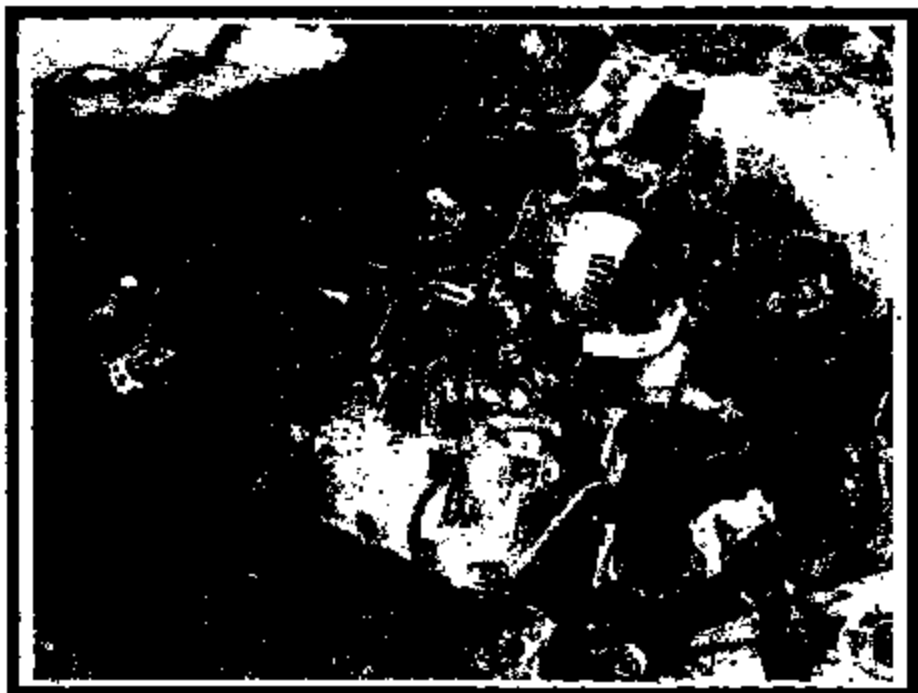


FIGURE 10

The left side of
the engine.



FIGURE 11

The right side of
the engine.

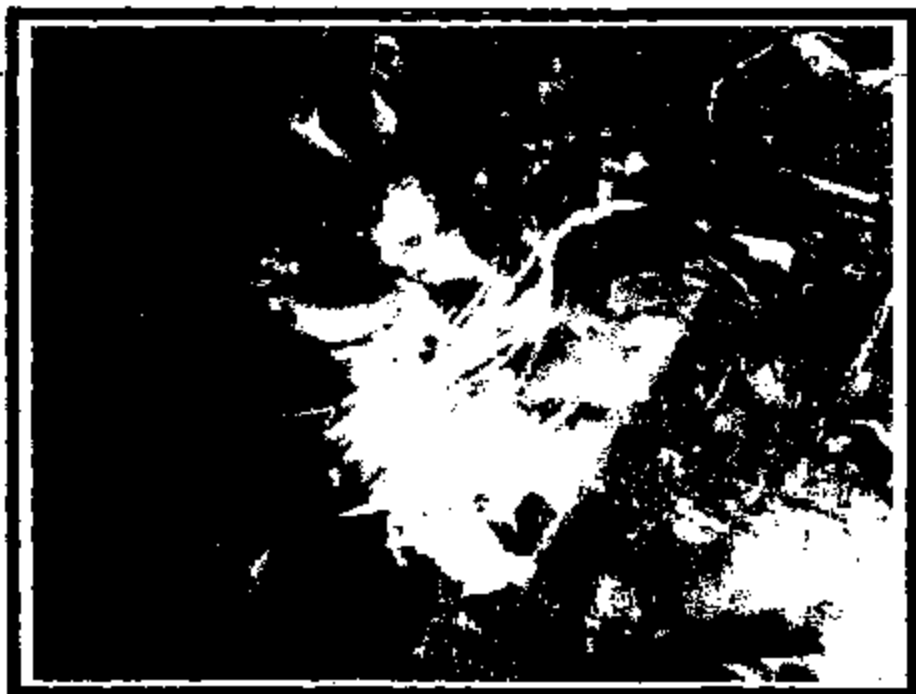


FIGURE 12

The remains of
the wiring
harness at the
rear of the
engine.



FIGURE 13

The rear view of
the driver's cab
area.



FIGURE 14

The fire damage
to the top of the
passenger
compartment.



FIGURE 15

View of the
burned out
Cadillac that was
inside the
garage.



FIGURE 16

View of the rear
of the Cadillac.



FIGURE 17

View of the right
side of the
Cadillac.

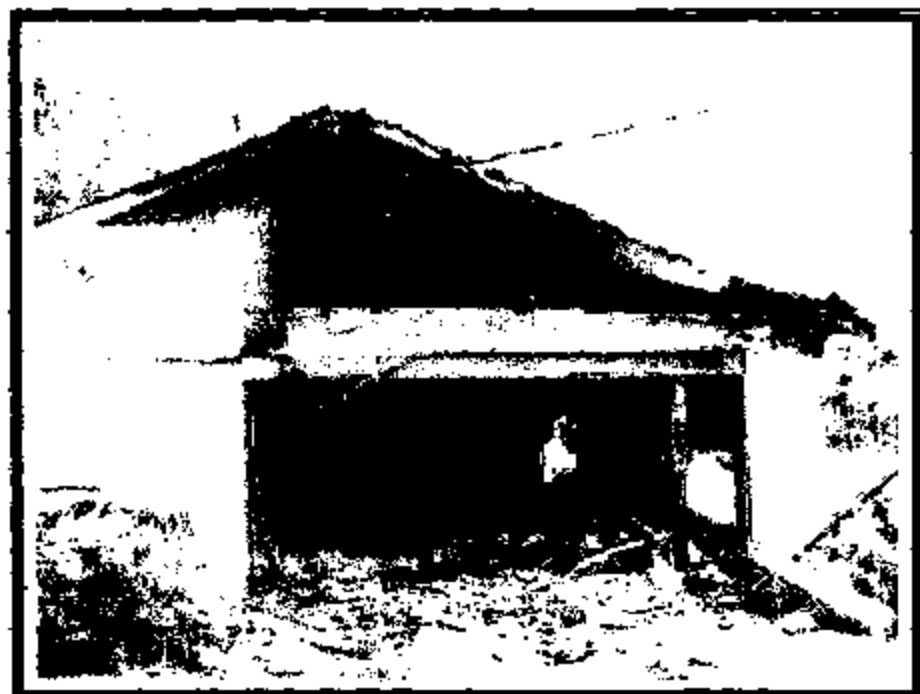


FIGURE 18

The garage area
of the house
where the fire
originated.



FIGURE 19

The fire damage
to the interior of
the garage.



FIGURE 20

The front of the
house. The
garage is to the
left.



FIGURE 21

Down burning on the garage ceiling structure from the fire in the attic area.



FIGURE 22

Close-up of the exterior fire burn damage above the garage door location. Note heavy charring around the door frame.



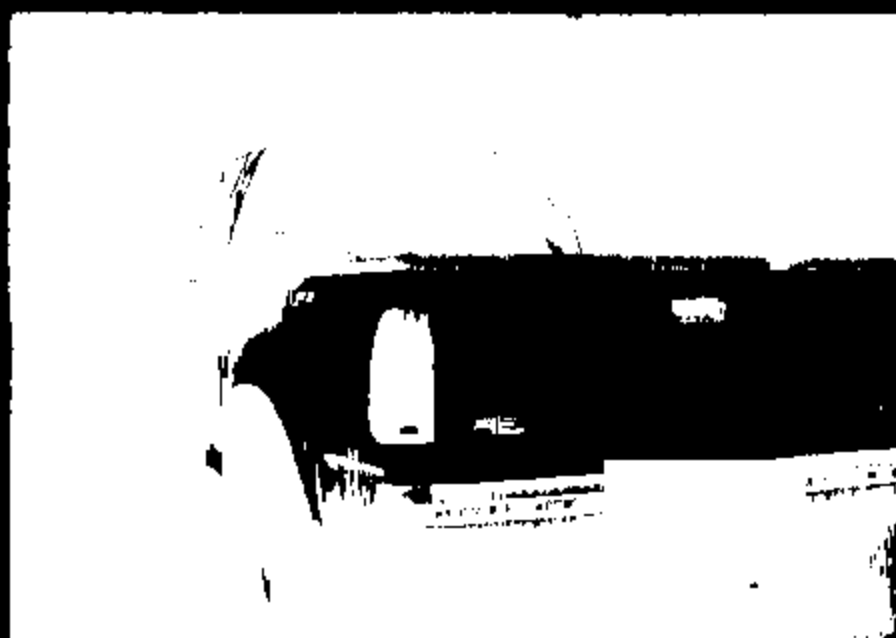
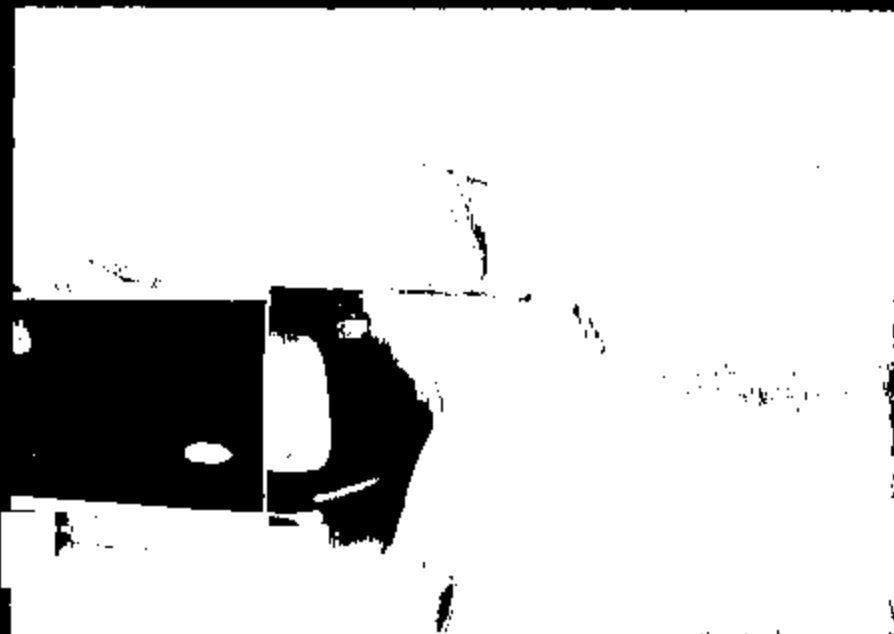
FIGURE 23

The burned out
garage door
area.



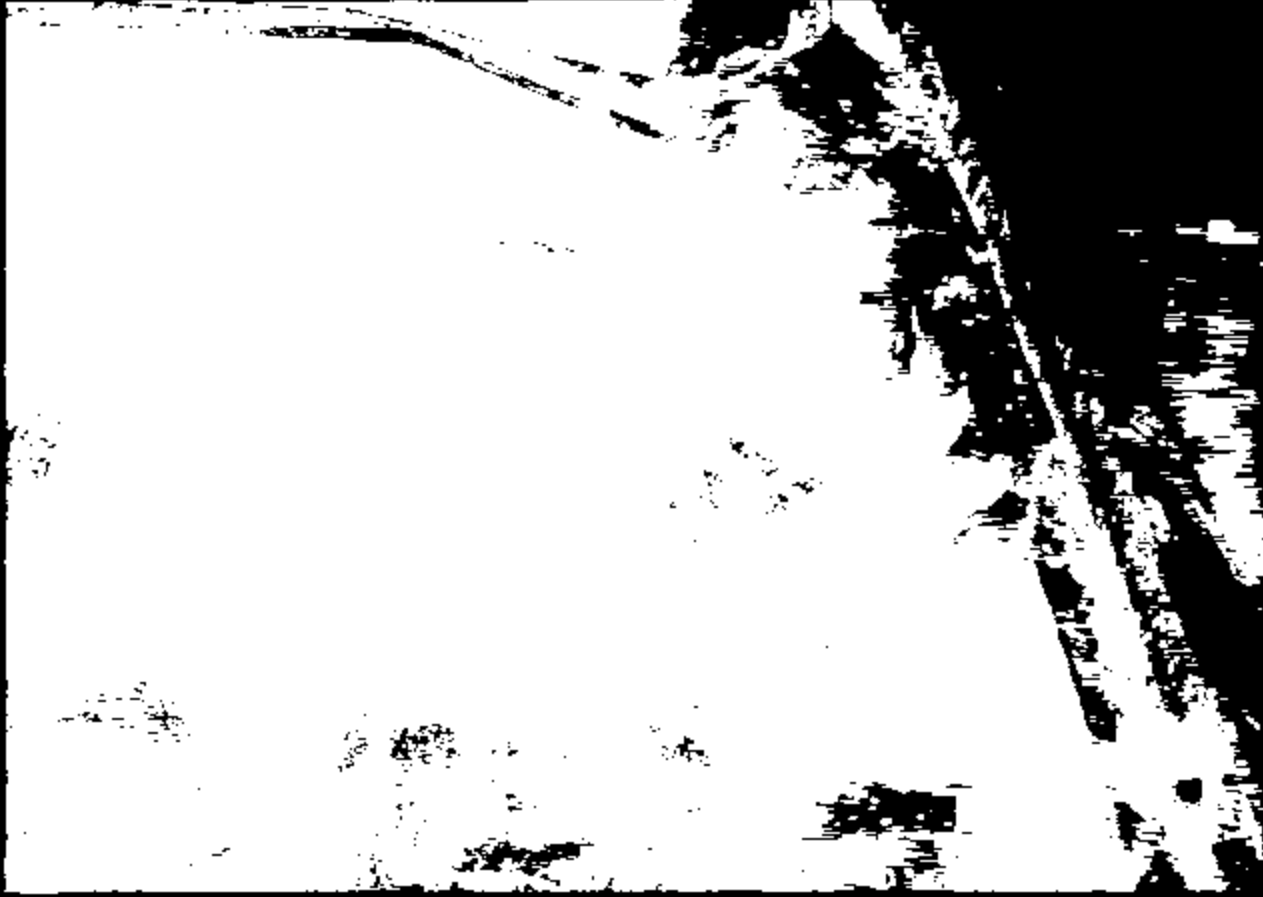
FIGURE 24

Another view of
the fire damage
to the F150
pickup truck. Fire
damage is
greatest at the
front engine
compartment
area.





EA85-806-LC1-1245



ER02-003-LC1-1245





EA05-005-LC1-1248



State Farm Insurance Companies



P.O. Box 8613
Winter Haven, FL 33882
(800) 301-7350

December 16, 2004

Attn: Shawn Norton
Ford Motor CO
3 Parklane Blvd, Ste 300
Dearborn, MI 48126-2568

RE: Claim Number : [REDACTED]
Date of Loss : January 11, 2004
Our Insured : [REDACTED]
Your Reference: [REDACTED]

Dear Ms. Norton:

Please find enclosed photos taken at the [REDACTED] home after the fire involving the '01 Ford Expedition.

Please call me once you've had a chance to review these and advise if you would like to have a representative present when destructive testing is conducted on the vehicle involved.

Sincerely,

Jan Allen

Jan Allen
Claim Representative
(800) 301-7350 X8693

State Farm Fire and Casualty Company

*Send Photos
Exp. to Jan for
12/21/04*

85766782 776
Ship to: [REDACTED]
Date: [REDACTED]
By: [REDACTED]

12/21/04
12/21/04
12/21/04

201 00113 201 00113 COPY
Zip/Postal Code: 33882
City: WINTER HAVEN

Wark & Associates, Inc.

Fire & Loss Consultants

Florida License Number A-92-00221



8409 Land O' Lakes Blvd. • Land O' Lakes, FL 34639
Phone (813)995-2003 • Fax (813)995-2108

February 9, 2004

Joe Malinda
Claims Representative
State Farm Insurance Company
8541 US Highway 441
Leesburg, FL 34758

RE: Preliminary Findings
[REDACTED] Residence
[REDACTED] Groveland, FL
D/L: January 11, 2004
State Farm Claim No. [REDACTED]
Our Contract No. 01043617

Dear Mr. Malinda:

In response to your January 12, 2004 request, Wark & Associates, Inc. has conducted an investigation of the January 11, 2004 fire, which occurred at [REDACTED] Groveland, Florida, a single-family residence reportedly owned by your insureds, [REDACTED]

CONFIDENTIAL, PRIVILEGED AND NON-PREJUDICIAL

THIS IS A CONFIDENTIAL AND PRIVILEGED REPORT CONTAINING INVESTIGATIVE RESULTS AND OPINIONS INTENDED FOR THE USE OF THE CLIENT. RELEASE OF THIS REPORT TO ANY AGENCY, OTHER THAN THE CLIENT OR ITS REPRESENTATIVES, SHOULD BE ACCOMPLISHED ONLY AFTER AUTHORIZATION HAS BEEN OBTAINED FROM STATE FARM INSURANCE COMPANY AND WARK & ASSOCIATES, INC.

PART 1 OF 1

ER05-005-LC1-1251

On January 13, 2004, Mr. Zierden conducted a fire investigation at the [REDACTED] residence. The purpose for this investigation was to determine the origin and cause of a fire which occurred on January 11, 2004. Mr. Zierden briefly interviewed your insureds/occupants, [REDACTED] at the scene. [REDACTED] was home at the time of the fire. She first discovered the fire in the garage. The garage contained a 2001 Ford Expedition and various other items. [REDACTED] stated they have experienced electrical problems in the recent past with the vehicle. [REDACTED] gave written permission to investigate the fire and to remove anything it was felt to have caused or contributed to the fire.

Mr. Zierden's examination of the exterior of the residence indicated the majority of fire damage was located within the two car garage. Mr. Zierden entered the residence through the front entrance and documented the interior with photographs. The interior of the residence sustained minor smoke and heat damage with the exception of the garage area, which sustained heavy smoke and fire damage. The contents in the living area as well as the garage appeared to be within normal limits.

Mr. Zierden examined the two car garage and documented it with photographs. The garage contained a freezer, an electric water heater, and the electrical sub panel. Mr. Zierden examined these items and was able to eliminate them as possible sources of ignition.

Based on the burn patterns to the 2x4 rafters, walls, and other combustibles within the garage, Mr. Zierden determined that the fire originated from the vehicle. Closer examination of the vehicle revealed that the area of origin was located in the engine compartment on the driver's side. Further examination of the engine compartment and its components will be required to conclusively determine the exact point of origin and cause. Based on the totality of the burn patterns, evidence, statements obtained, interviews of the insureds, and the fact that no suspicious circumstances were found, this fire is determined to be accidental.

As always, we appreciate the opportunity to be assistance to you and State Farm Insurance Company. If we can be of further assistance in this or other matters, please feel free to contact us.

Sincerely,

WARK & ASSOCIATES, INC.



Neil R. Zierden
Fire Specialist

ADULT ☐
JUVENILE ☒GROVELAND POLICE DEPARTMENT
OFFENSE INCIDENT REPORT

PAGE 1 OF 2

CASE NUMBER: 004-01-158 CLASSIFICATION: 3-35 CASE NUMBER: 004-01-158

DATE OF REPORT: 01-11-04

COMPLAINANT OR FIRM: [REDACTED] CITY: GROVELAND STATE: FL ZIP: [REDACTED] PHONE (OFFICE): [REDACTED]

COMPLAINANT'S ADDRESS: [REDACTED] ADDRESS: [REDACTED] JOB TITLE: [REDACTED] WILL COMPLAINANT PROSECUTE? ☐ YES ☐ NO

PHYSICIAN'S ASSOC ORLANDO FL TYPE PHYSICIAN: [REDACTED]

PHYSICIAN'S ASSOC (48 HOURS): [REDACTED] LOCATION: [REDACTED] ADDRESS: [REDACTED] TYPE PHYSICIAN: [REDACTED]

FIRE RESIDENCE: [REDACTED] REPORTED BY: [REDACTED] REPORTED TO: [REDACTED] HOW REPORTED: [REDACTED]

DAY DATE & TIME OF OFFENSE: SUN 01-01-04 1910 HRS COMPLAINANT: [REDACTED] OO WILLIAMS: [REDACTED] PHONE: [REDACTED]

SOULY INJURED? YES ☐ NO ☒ VICTIM TAKEN TO: [REDACTED] TRANSPORTED BY: [REDACTED] DEFENSE INJURED: [REDACTED] CONDITION: [REDACTED]

NO/HOW DONE: [REDACTED] FORCED USED: [REDACTED] WITH WHAT TOOL OR WEAPON: [REDACTED] OTHER ACTS OR TRADEMARKS: [REDACTED]

VEHICLE TRUCK/PROPERTY DAMAGE/LOSS: YES ☒ NO ☐ VEH. YR: 2001 MAKE/MODEL: FORD V.I.N.: [REDACTED] COLOR: WHITE TAG/STATE: FLK

COPIES: 8 - BIRTH 8 - RECEIVED 1 - LOST PROPERTY 2 - DAMAGED PROPERTY 2 - POLICE PROPERTY 2 - DAMAGED PROPERTY

COPIES	DESCRIPTION	VEH. YR.	MAKE/MODEL	V.I.N.	COLOR	TAG/STATE
D 1	FORD EXPLORER TRUCK	2001	FORD	UNK	WHITE	FLK
D 2	RESIDENCE 1715 CROWNED AVE		NONE	UNK		UNK

DISPOSITION OF PROPERTY: [REDACTED] TOTAL VALUE: [REDACTED]

OWNER NAME: [REDACTED] DOB: [REDACTED] RACE: [REDACTED] SEX: [REDACTED] ADDRESS: [REDACTED] CITY: GROVELAND FL STATE: FL ZIP: [REDACTED] PHONE: [REDACTED]

OWNER NAME: [REDACTED] DOB: [REDACTED] RACE: [REDACTED] SEX: [REDACTED] ADDRESS: [REDACTED] CITY: GROVELAND FL STATE: FL ZIP: [REDACTED] PHONE: [REDACTED]

NAME AND ADDRESS OF SUSPECT: [REDACTED] DOB: [REDACTED] RACE: [REDACTED] SEX: [REDACTED] DESCRIPTION: [REDACTED]

DETAILS OF EVENTS:
ON SUNDAY 01-11-04 AT 1910 HRS I RESPONDED TO [REDACTED] IN GROVELAND FL IN REFERENCE TO A FIRE COMPLAINT. UPON ARRIVAL MYSELF AND SGT J BAKER SAW THE RESIDENCE FULLY ENVELOPED IN FLAMES. SGT BAKER ENTERED THE RESIDENCE TO SEARCH FOR ANY RESIDENTS STILL INSIDE. I MADE CONTACT WITH BY STANDERS AND ASCERTAINED THAT THE RESIDENTS WERE NO LONGER INSIDE THE RESIDENCE. I THEN ADVISED SGT BAKER THAT ALL RESIDENTS WERE REMOVED. GROVELAND AND MASCOFF FIRE DEPARTMENTS RESPONDED AND EXTINGUISHED THE FIRE WITHOUT INCIDENT. I MADE CONTACT WITH [REDACTED] WHO SAID SHE WAS AT HER RESIDENCE APPROX 1810 HRS AND HER DAUGHTER ALICIA GREEN DATE OF BIRTH [REDACTED] ANSWERED THE DOOR AND AN UNKNOWN MALE WAS AT HER DOOR AND BEGAN TO SCREAM FOR THEM TO GET OUT OF THE HOUSE BECAUSE HER GARAGE WAS ON FIRE. [REDACTED] STATED SHE THEN GRABBED HER CHILDREN MAYA GREEN DATE OF BIRTH [REDACTED] AND BASHIAH HUSTON DATE OF BIRTH [REDACTED] AND RUN OUT OF THE HOUSE. MS CALDWELL SAID SHE CONTACTED 911 ON MS GREEN'S CELL PHONE [REDACTED] COMPLETED A WRITTEN STATEMENT. [REDACTED] RESPONDED TO THE SCENE AND SAID HE WAS CONTACTED BY HIS WIFE [REDACTED] AND ADVISED OF THE INCIDENT. MR. [REDACTED] WAS ADVISED TO CONTACT HIS INSURANCE COMPANY. [REDACTED] STATED HIS INSURANCE COMPANY IS STATE FARMER. MR. [REDACTED] SAID HIS WIFE'S FORD TRUCK WAS INSIDE THE GARAGE. I MADE CONTACT WITH MS TRAVIS WHO STATED THAT MR. REICHERT AND HIS WIFE MS REICHERT WAS KNOCKING ON HER DOOR AND TOLD HER TO CALL 911 BECAUSE MS CALDWELL'S PHONE WAS ON FIRE.

REPORTING OFFICER (S): OPL L MOWERY REPORT MADE BY: [REDACTED] DATE: 01-11-04

CASE FILED: ☒ YES ☐ NO CLEARED BY ARREST ☐ UNFOUNDED ☐ INACTIVE ☐ OTHER ☒ [REDACTED]

Police Rep-

OFFENSE ☒ CONTINUATION ☐ SUPPLEMENT REPORT

CASE NUMBER 004-01-138 PAGE NO. 2 OF 2
DATE OF ORIGINAL REPORT 01-11-04 DATE OF SUPPLEMENTAL REPORT _____ TIME RECEIVED _____
ORIGINAL REPORT RECEIVED BY WILLIAMS OFFICER ASSIGNED MOWERY OFFICER MAKING SUPPLEMENT NONE
COMPLAINANT [REDACTED] ADDRESS [REDACTED] PHONE [REDACTED]
LOCATION OF OFFENSE [REDACTED] AND [REDACTED] TYPE OF OFFENSE FIRE DATE OF OFFENSE 01-11-04
TIME OF INVESTIGATION 1910 HRS DATE OF INVESTIGATION 01-11-04
SUSPECT (S) NAME/ADDRESS NONE

DETAILS OF INCIDENT (State fully all other circumstances of this offense and its investigation)

[REDACTED] STATED WHEN SHE WENT OUT SIDE TO LOOK SHE SAW THAT THE GARAGE DOOR WAS OPEN SLIGHTLY AND SHE SAW A SMALL FIRE UNDER THE VEHICLE PARKED IN THE GARAGE. [REDACTED] COMPLETED A WRITTEN STATEMENT ON THE INCIDENT. I THEN CONTACTED [REDACTED] WHO STATED THAT THE VEHICLE WAS JUST IN THE SHOP FOR ELECTRICAL PROBLEMS. I THEN ADVISED THE GROVELAND FIRE CHIEF MR. MORGAN OF THE ACCOUNTS. LT R BARR RESPONDED TO THE SCENE. LT BARR ISSUED A CASE NUMBER CARD TO MR. CALDWELL. I MET WITH [REDACTED] AND MS REICHMUT WHO STATED THEY WERE DRIVING INTO THE SUBDIVISION AND NOTICED THE SMOKE COMING FROM THE GARAGE AND SAW FLAMES UNDER THE VEHICLE. [REDACTED] WENT TO THE DOOR AND ADVISED THE RESIDENTS. [REDACTED] ADVISED [REDACTED] AND TOLD HIM TO CALL 911 ABOUT THE INCIDENT. [REDACTED] COMPLETED WRITTEN STATEMENTS. CHIEF MORGAN CONTACTED FIRE MARSHAL THOMPSON AND BRIEFED HIM ON THE INCIDENT. CHIEF MORGAN ADVISED THAT THE FIRE MARSHAL WOULD NOT BE RESPONDING AT THIS TIME. NO FURTHER ACTION TAKEN.

REPORT MADE BY MOWERYDATE 01-11-04

NR95-005-LC1-1254

State Farm Insurance Companies



February 18, 2004

P.O. Box 9613
Winter Haven, FL 33883-0613
(800) 301-7350

Attn: Shawn Norton
Ford Motor Company
Parklane Towers West, Ste 300, Three Parklane Blvd
Dearborn, MI 48126-2568

RE: Claim Number : [REDACTED]
Date of Loss : January 11, 2004
Our Insured : [REDACTED]
Your Reference : [REDACTED]

RECEIVED FEB 15 2004

Dear Ms. Norton:

I have enclosed a copy of your February 5th letter along with the information that I have available at this time. We will forward the other information requested once it is available.

If you need further information regarding the [REDACTED] claim under their home insurance, please contact claim representative [REDACTED] claim number [REDACTED]

Sincerely,

Jan Allen
Jan Allen
Claim Representative
(800) 301-7350 ext 8693

State Farm Fire and Casualty Company

*Hold
Till driver
info. is submitted
Grove land, FL
VIN
6900000*

HOME OFFICES: BLOOMINGTON, ILLINOIS 61710-0001

EFSS-605-LC1-1285



Office of the General Counsel



39-1628-192 IC

PROTECTED & CONFIDENTIAL

Ford Motor Company
Parklane Towers West
Suite 300
Three Parklane Boulevard
Dearborn, Michigan 48126-2888

February 5, 2004

State Farm Insurance
PO BOX 9613
Winter Haven, FL 33883-9613
ATTENTION: JAN ALLEN

RE: Claimant: [REDACTED]
Your Claim #: [REDACTED]
DOL: 01-11-2804

Dear Ms. Allen:

We acknowledge your recently submitted subrogation claim. In order to assist us in evaluating your claim, we request that you provide us with the following information: (Please note that the information requested is in regard to the Ford manufactured vehicle.)

- ☒ 1. Attach your insured's statement with a complete description of the incident, including events that occurred prior to and subsequent to the loss.
- ☒ 2. A copy of the police and/or fire report.
- ☒ 3. Original color photographs of the vehicle's collision/fire damage & the alleged defective parts, from several different angles.
- ☐ 4. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
- ☒ 5. Original color photographs of the accident / fire scene from several different angles.
- ☒ 6. Attach a copy of your expert's report and the expert's original photographs.
- ☒ 7. Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
- ☒ 8. Attach the complete service history for the subject vehicle, including any tune-ups or oil changes.

Please answer the following in the space provided. If you need additional space, please use the back of the form:

- 9. What was the city and state of occurrence: Groveland, FL
- 10. The 17 digit vehicle identification number: 1FMRU1SW11 [REDACTED]
- 11. What was the mileage at time of occurrence: 50,000
- 12. What is the alleged defect: _____
- 13. Has the alleged defective part been repaired or replaced? (circle one) Yes or No

14. What is the current location of the vehicle? [REDACTED]
15. List all after market additions or modifications that were made to the vehicle:
None.
16. Was the engine running? (circle one) Yes or No
17. Were the keys in the ignition? (circle one) Yes or No
18. Was this vehicle purchased new or used: New - Don Reed Ford
If purchased used, provide the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased:

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

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

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

Sincerely,



Shawn L. Norton
Claims Analyst /
Litigation Assistant



8085-005-LC1-1288



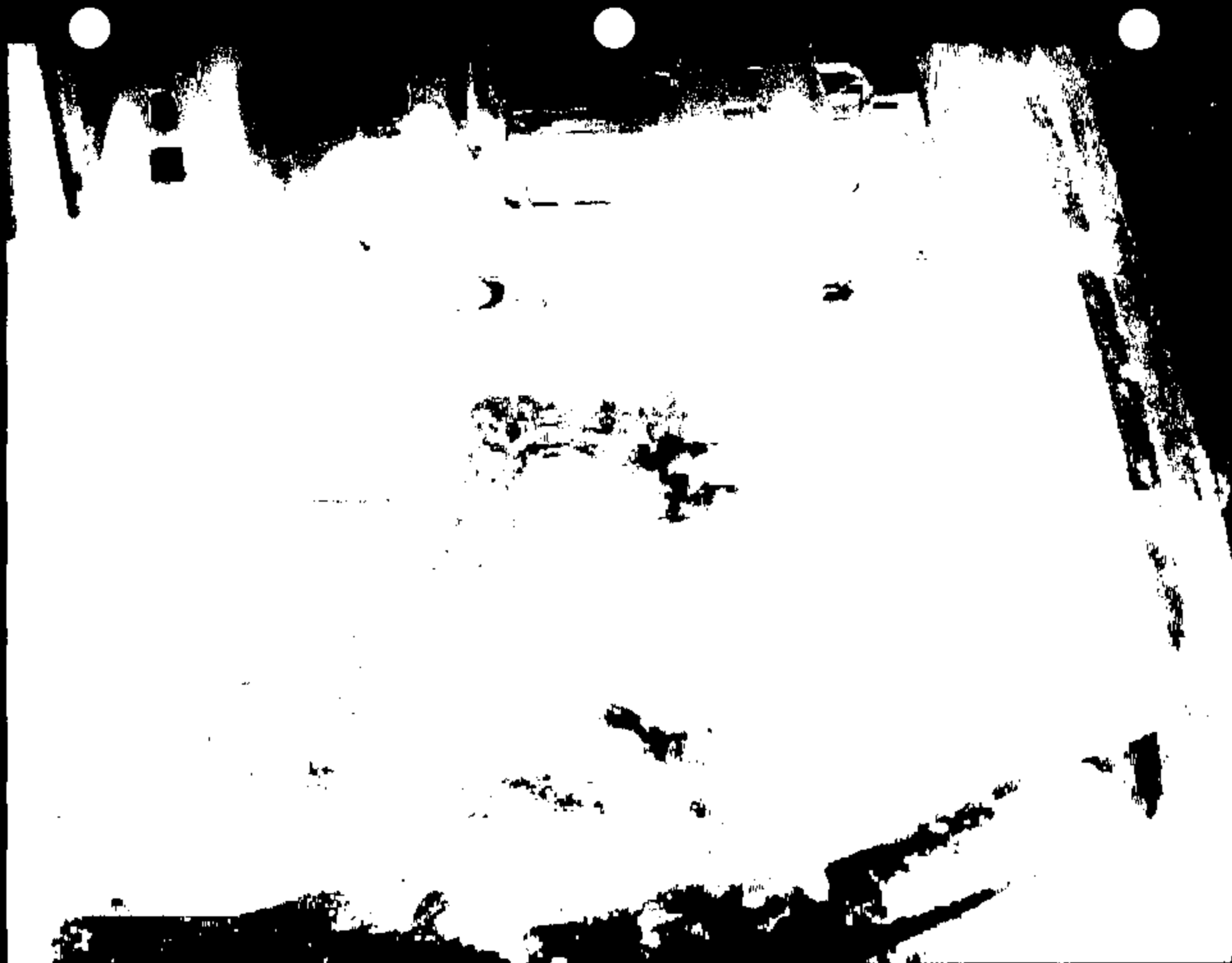
8905-805-LC1-1283



SP00-005-LC1-1258

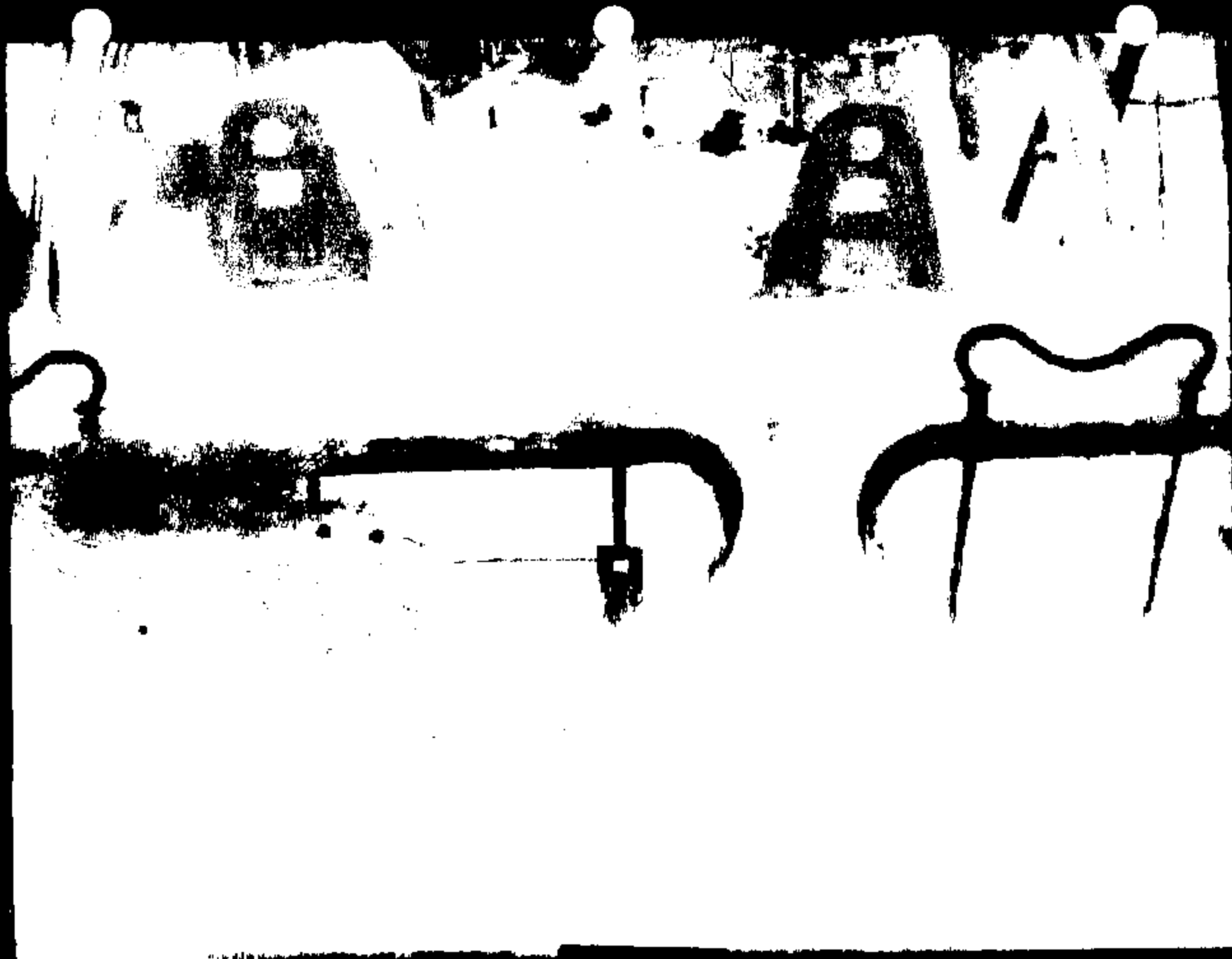


ER05-003-LC1-1281



EPDS-005-LC1-1282





State Farm Insurance Companies®



September 24, 2004

SHAWN NORTON
FORD MOTOR COMPANY
PARKLANE TOWERS WEST STE 300
THREE PARKLANE BLVD
DEARBORN MI 48126-2568

Florida Regional Office
Fire Centralized Subrogation
P.O. Box 9806
Winter Haven, FL 33863-9806

4923160
RECEIVED SEP 24 2004

RE: Our Claim Number: [REDACTED]
Date of Loss: January 11, 2004
Our Insured: [REDACTED]
State Farm® Auto Claim Number: [REDACTED]

Dear Mr. Norton:

This letter is to provide you with initial notice of a claim involving damage caused by a potentially defective product. The pertinent information is as follows:

Nature of loss:	Fire
Loss amount:	\$116,913.49
Product Type:	2001 Ford Expedition
Vehicle ID Number:	1FMRU15W11 [REDACTED]

The information in our file indicates that State Farm Auto Representative, Jan Allen, is in the process of arranging a joint examination of the subject vehicle with you.

We will forward our supporting documents to you in the near future. Should you have any questions, please feel free to contact me at 888-756-4449, Ext. 3263.

Sincerely,

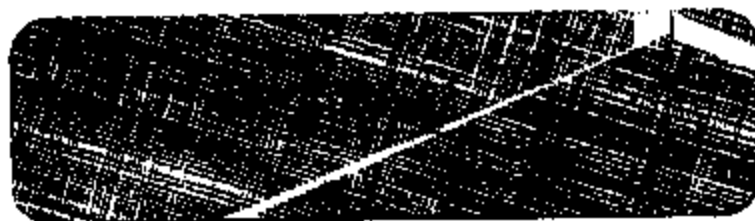
A handwritten signature in cursive script that reads "Sandy Martin".

Sandy Martin
Claim Representative
1-888-756-4449, Ext. 3263
State Farm Florida Insurance Company

SM065/0923030.160.r

STATE FARM INSURANCE COMPANIES
Fire Centralized Subrogation
P.O. Box 9608
Winter Haven, Florida 33963-9608

PRESORTED
FIRST CLASS



HAPN3M5 48126



ENR-825-LC1-1258

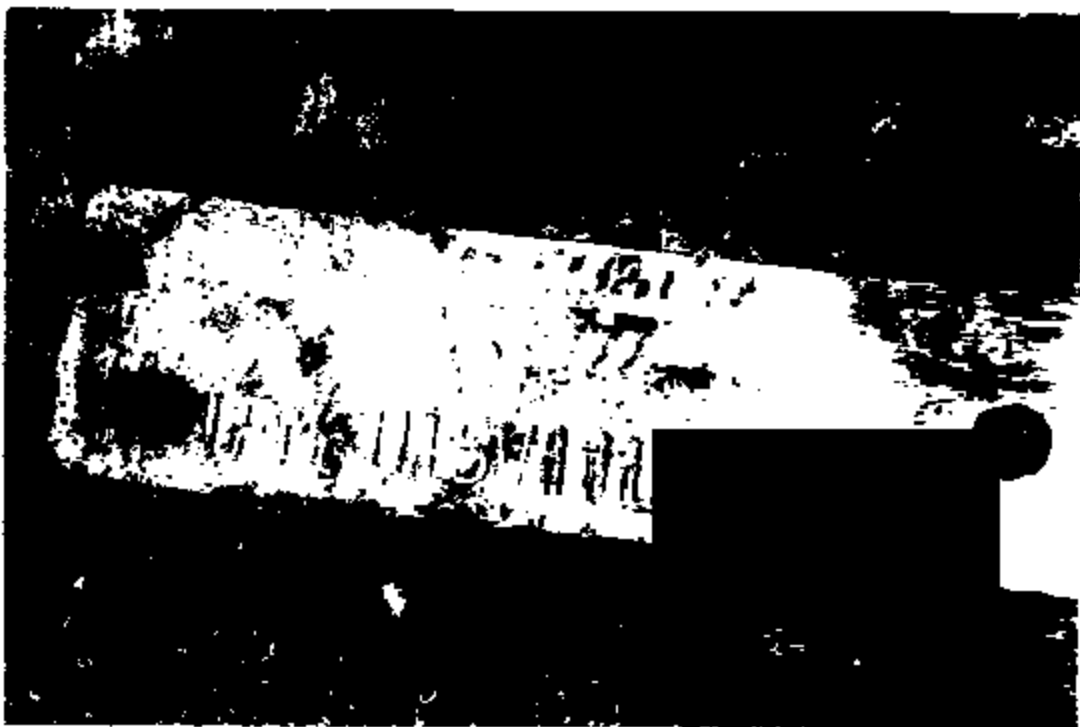


2025-825-LC1-1287





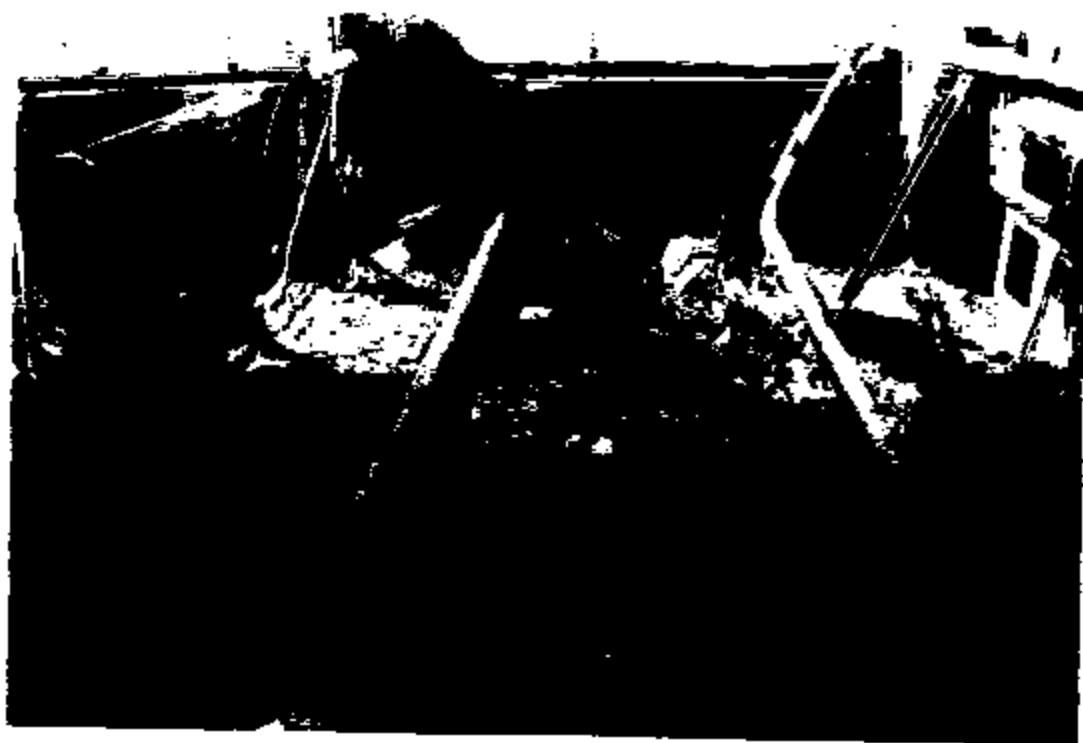
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EDS-025-LC1-1270



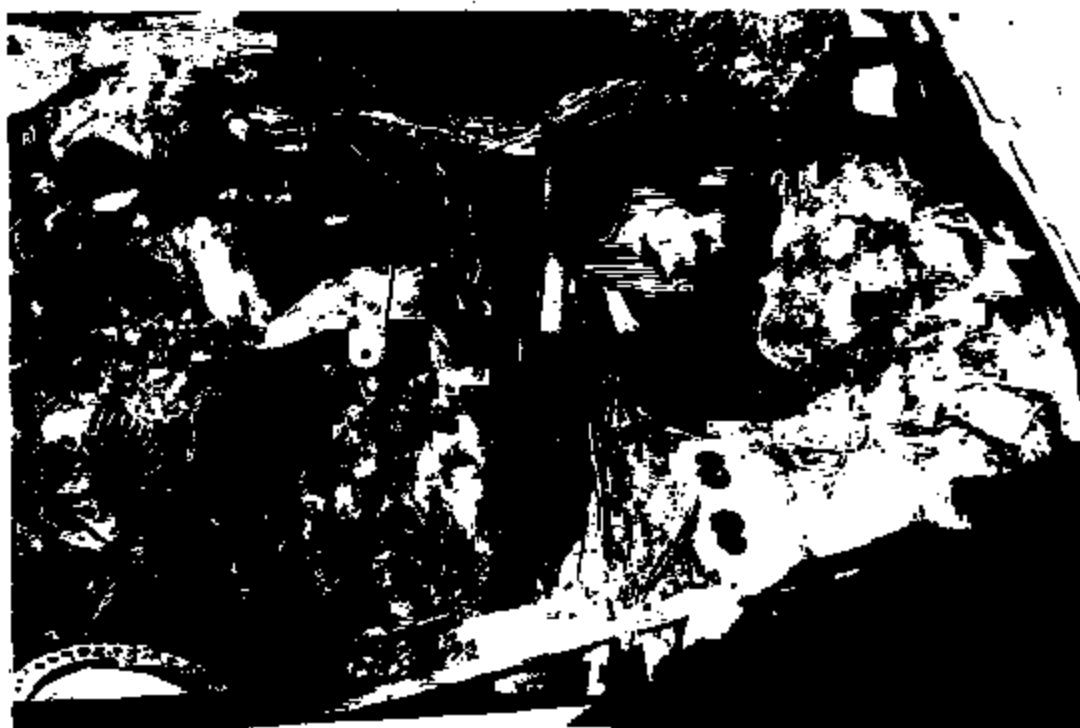
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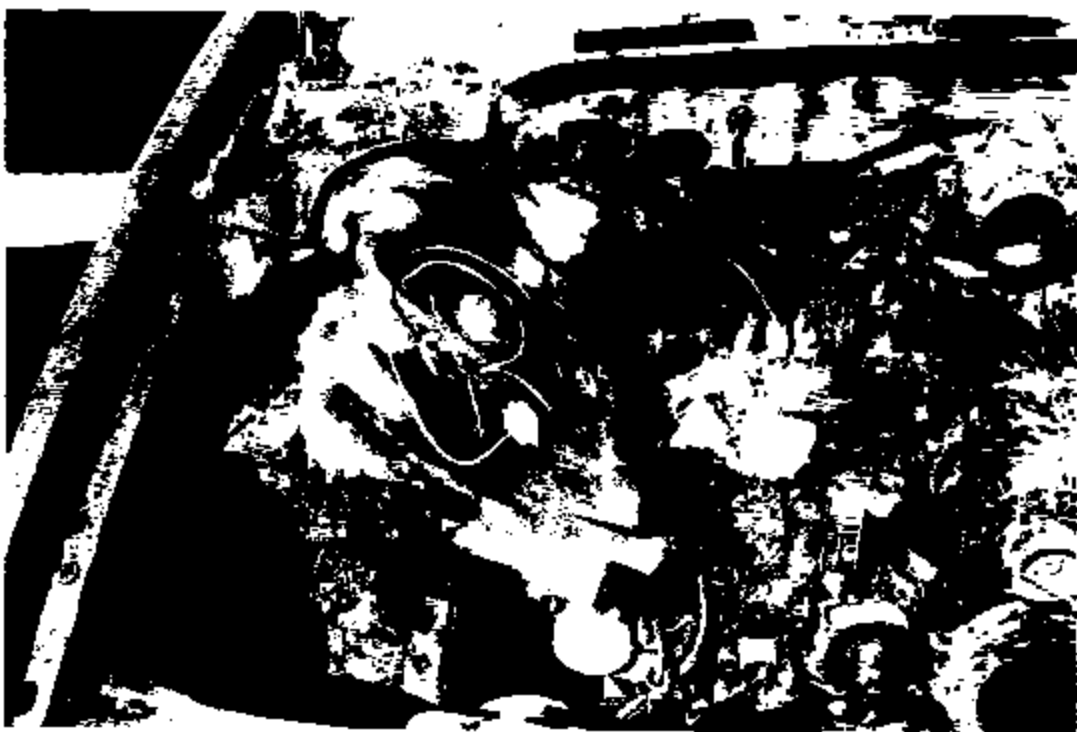
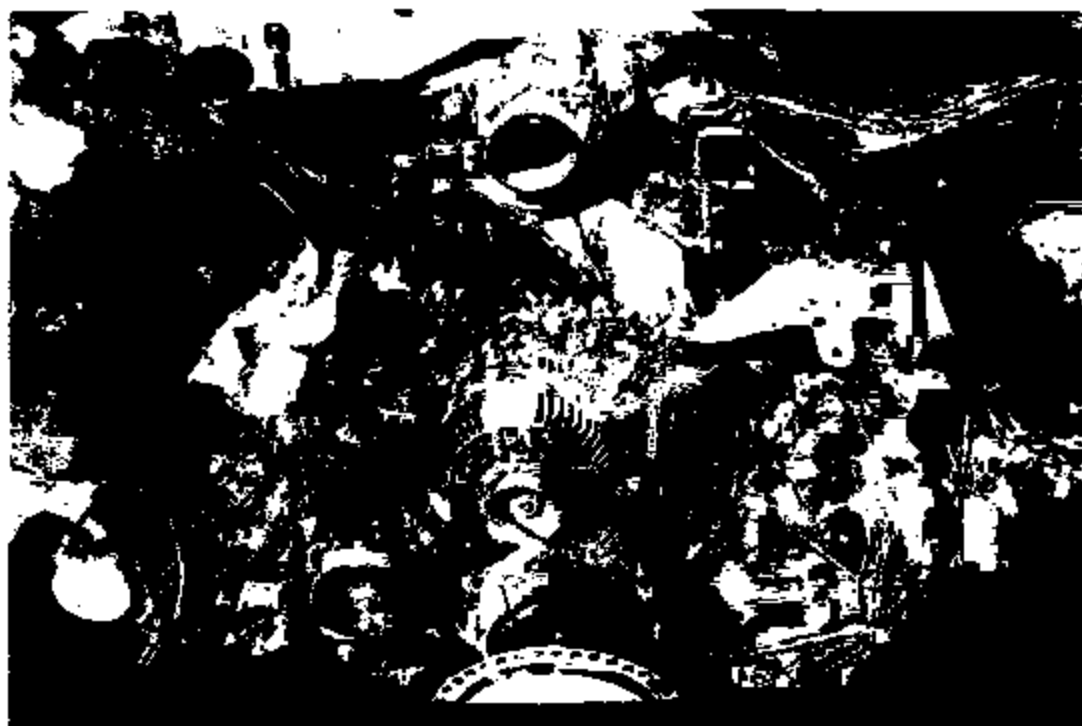
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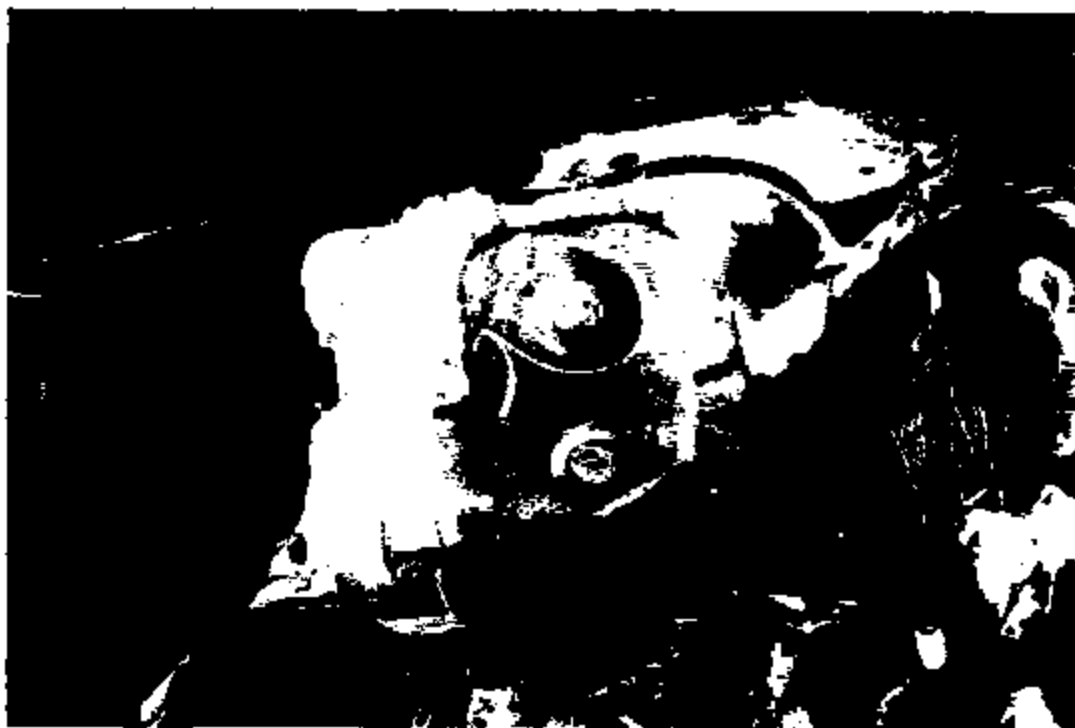
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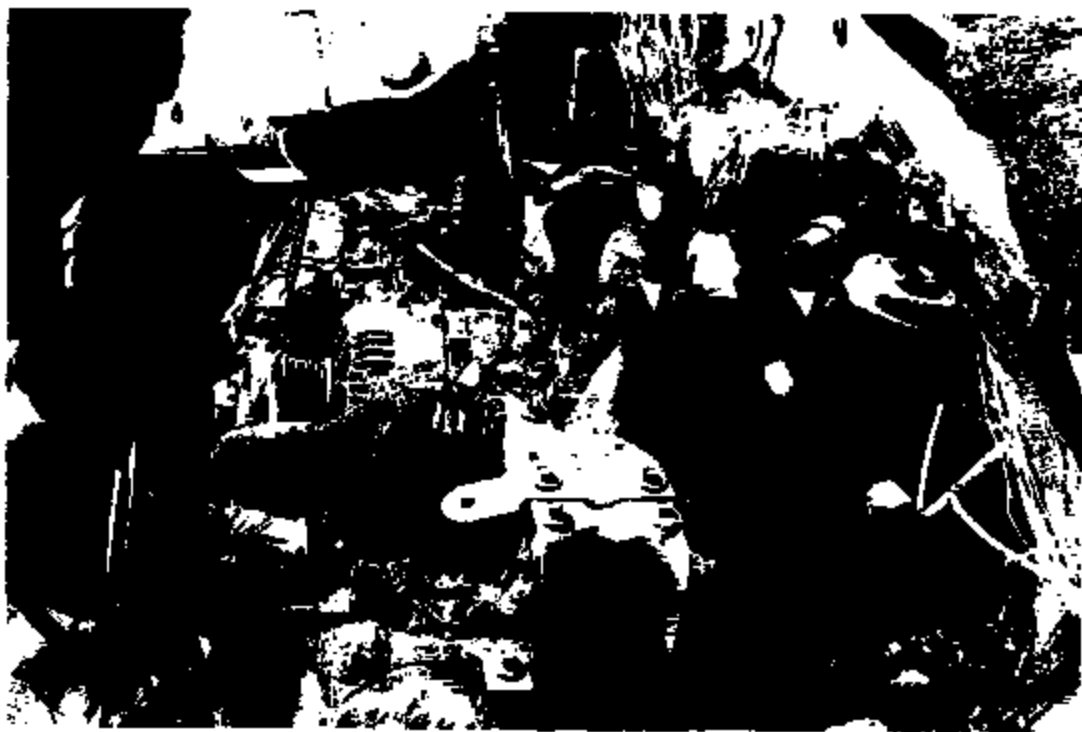
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EA05-005-LC1-1275



EROS-205-LC1-1276







ERG5-805-LC1-1278

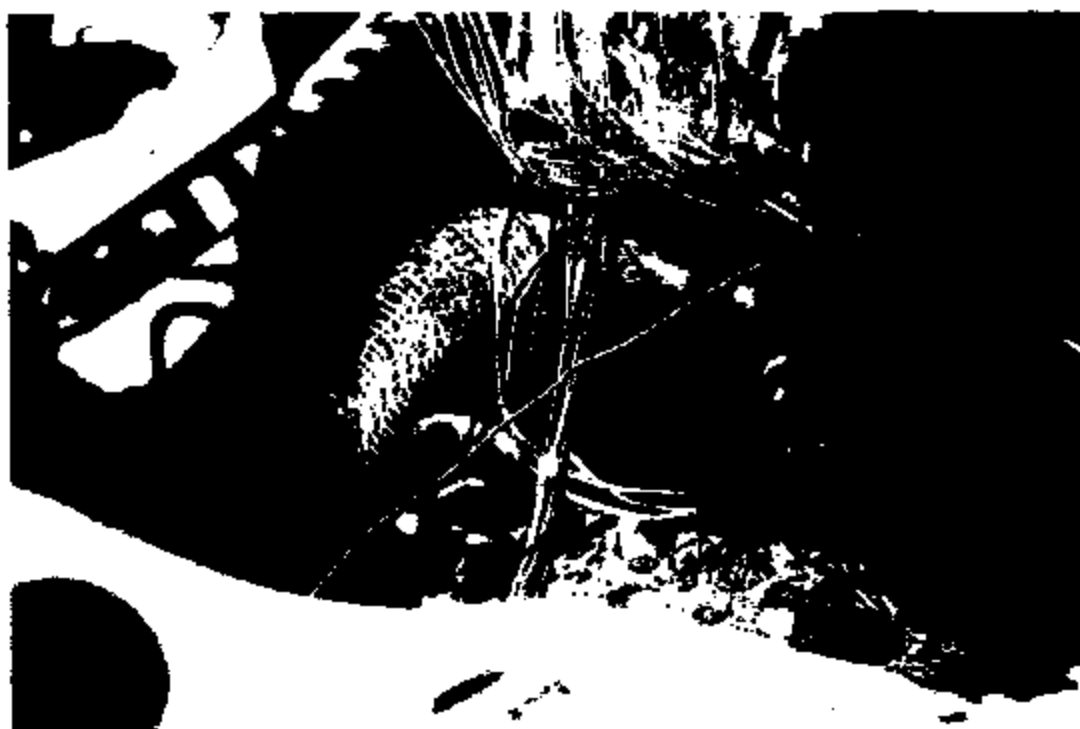




ERG5-005-LC1-1281

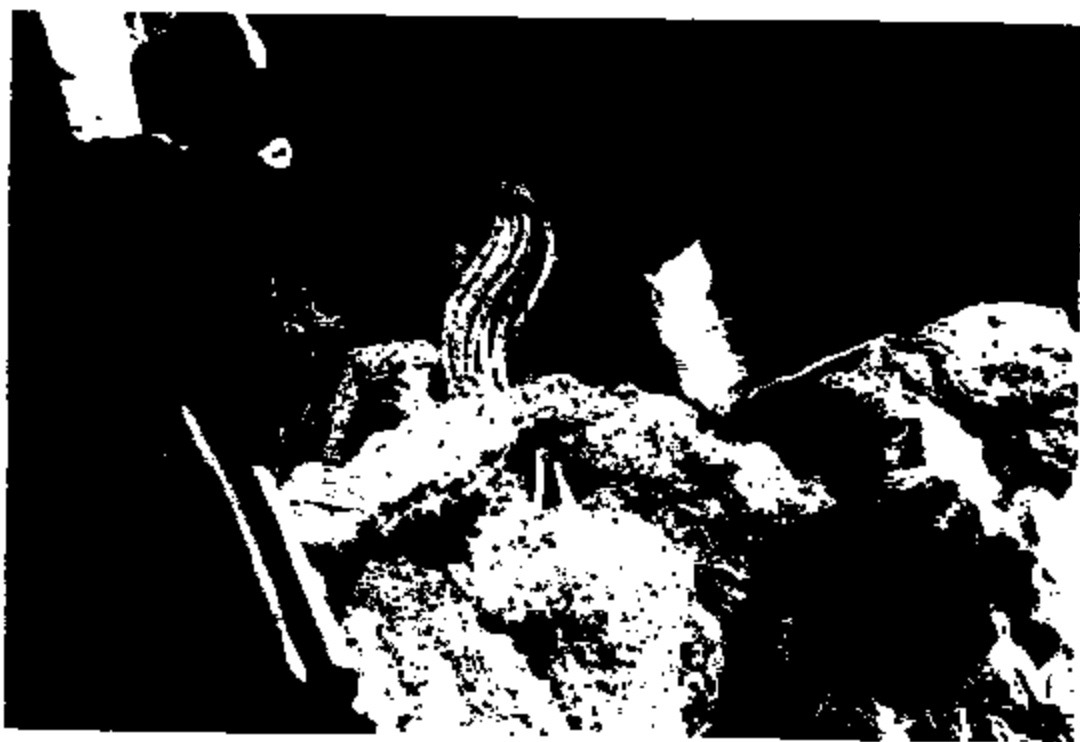


ERG-805-LC1-1282

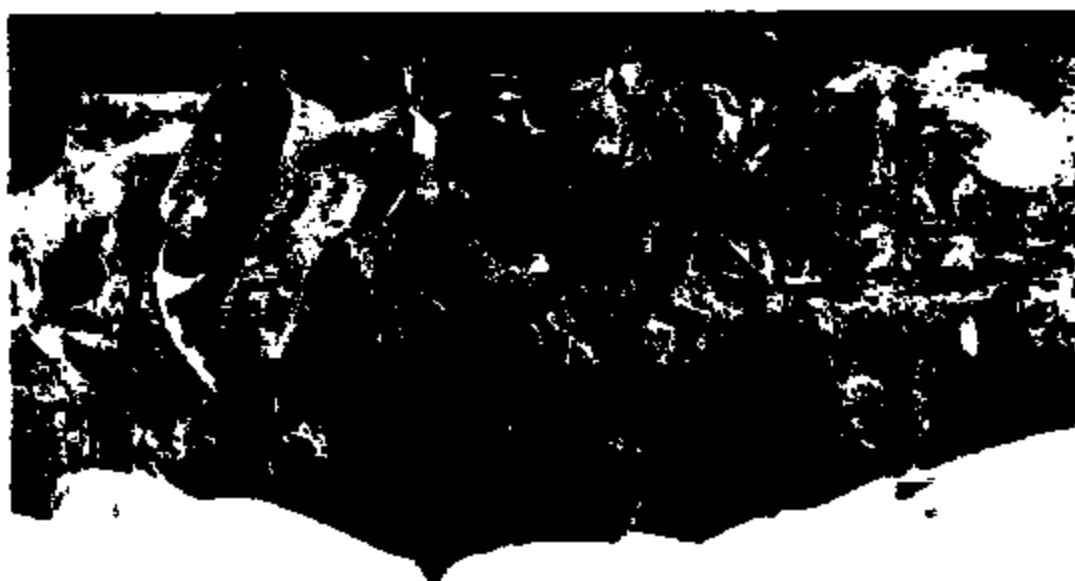


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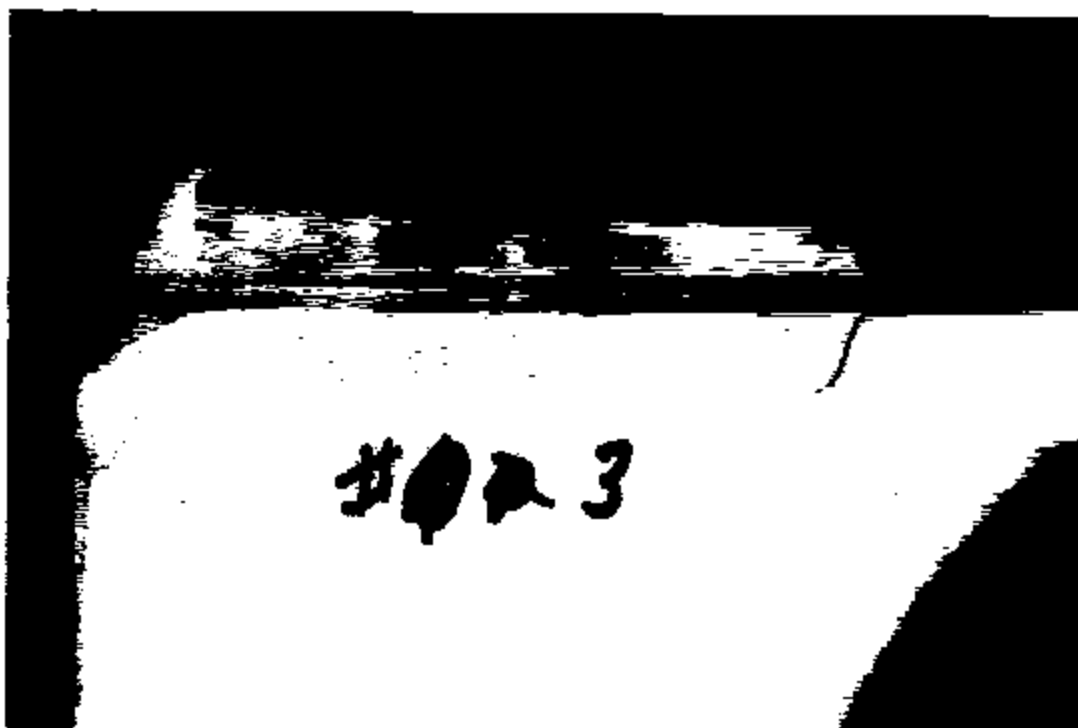


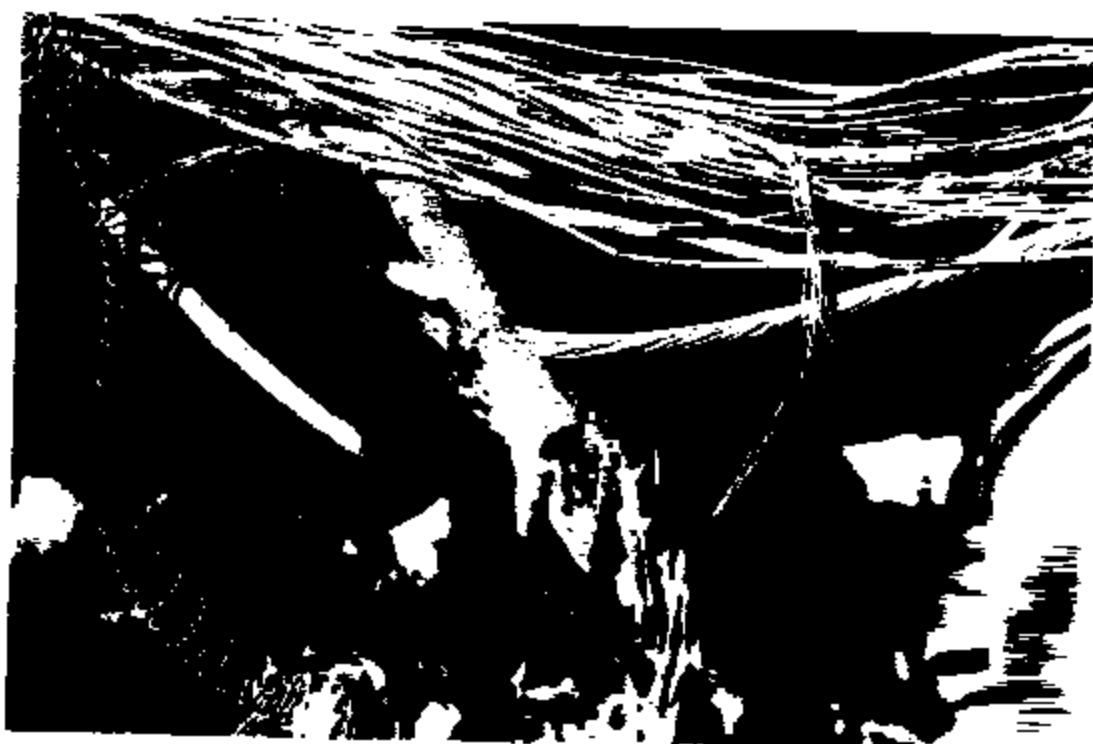






1005-005-1C1-1200

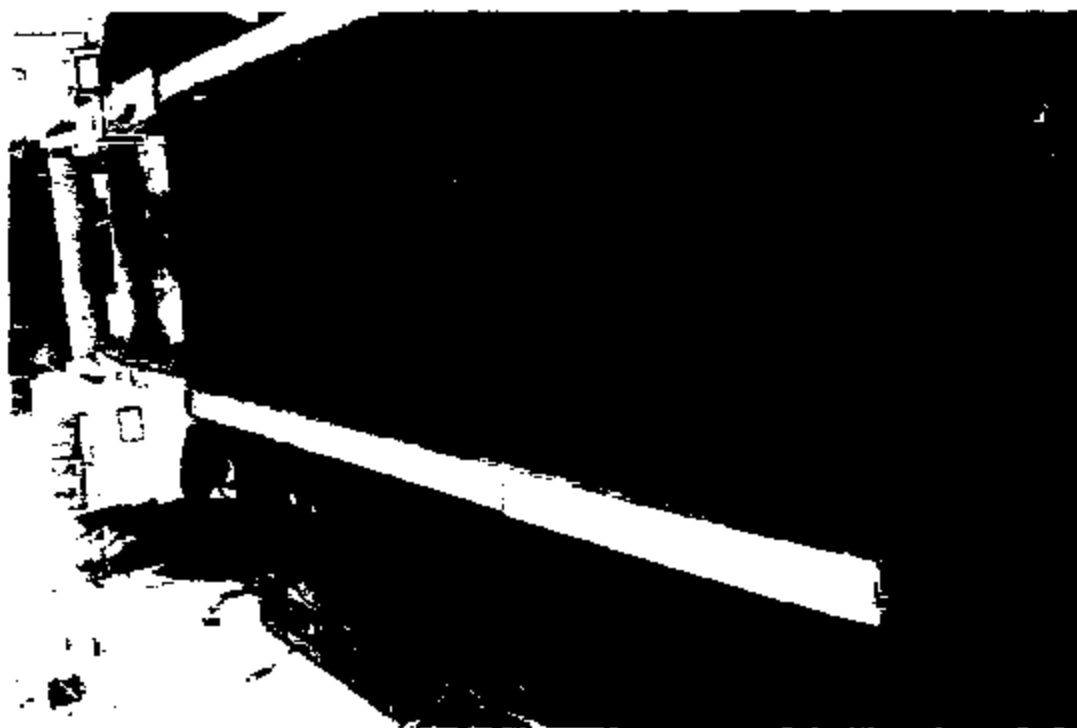
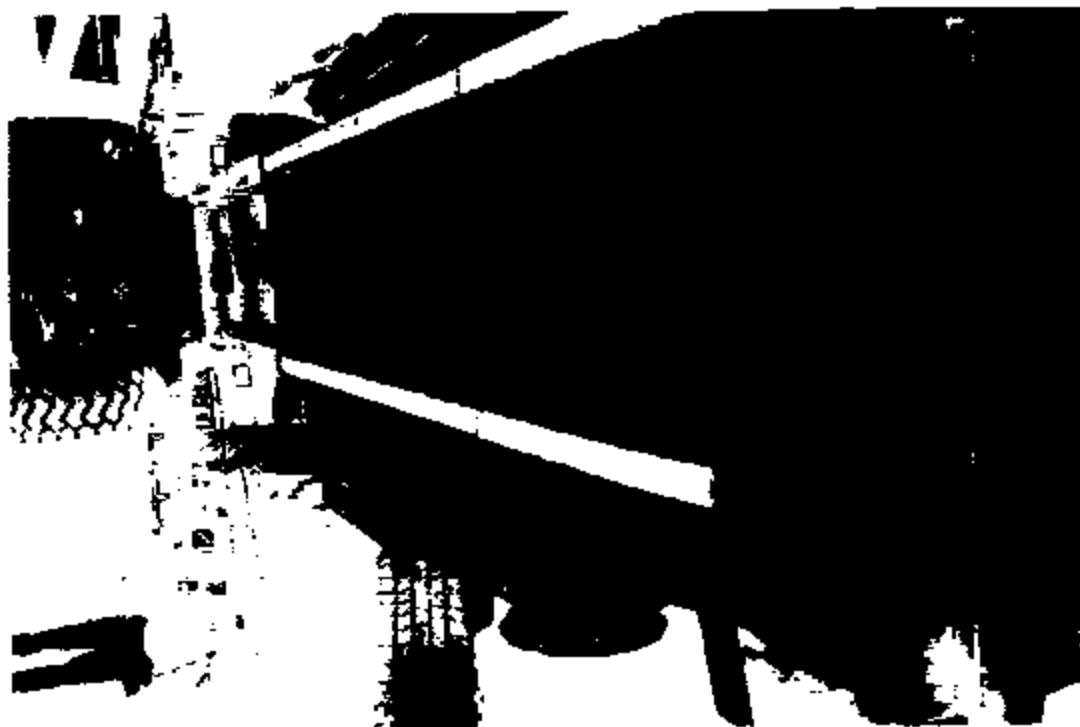




EP05-005-LC1-1282



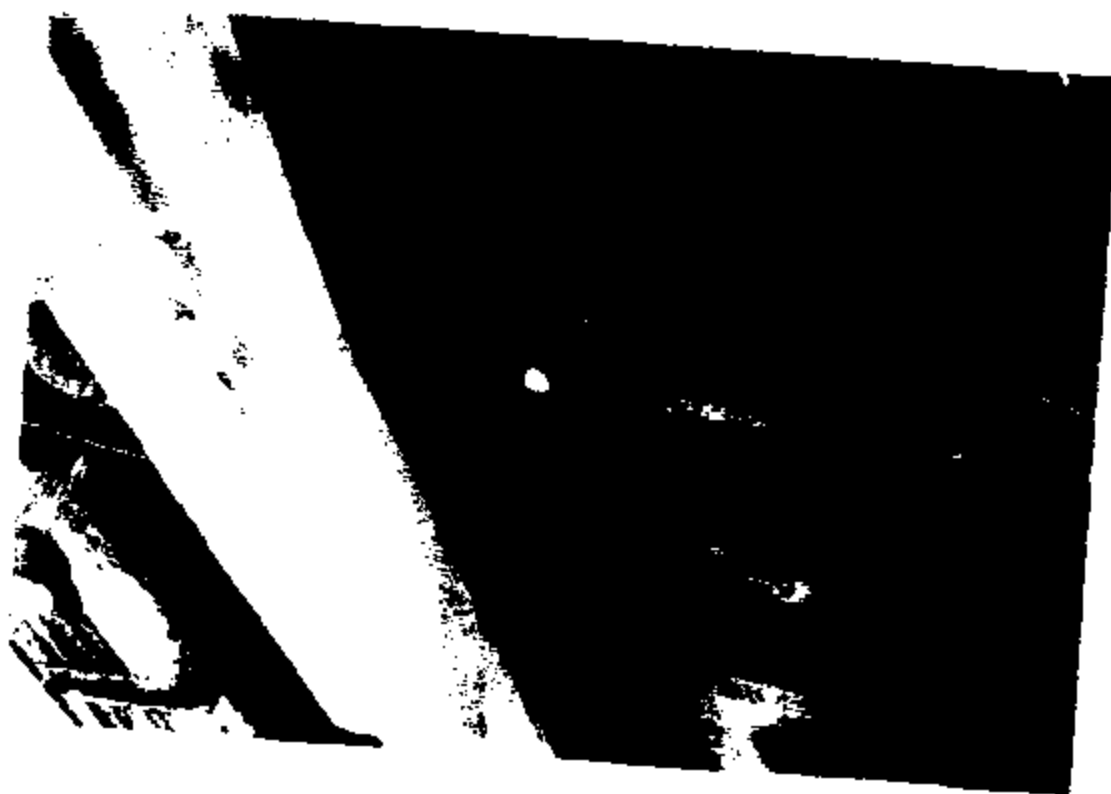
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ER05-005-LC1-1294



0005-005-LC1-1296





E905-005-LC1-1297



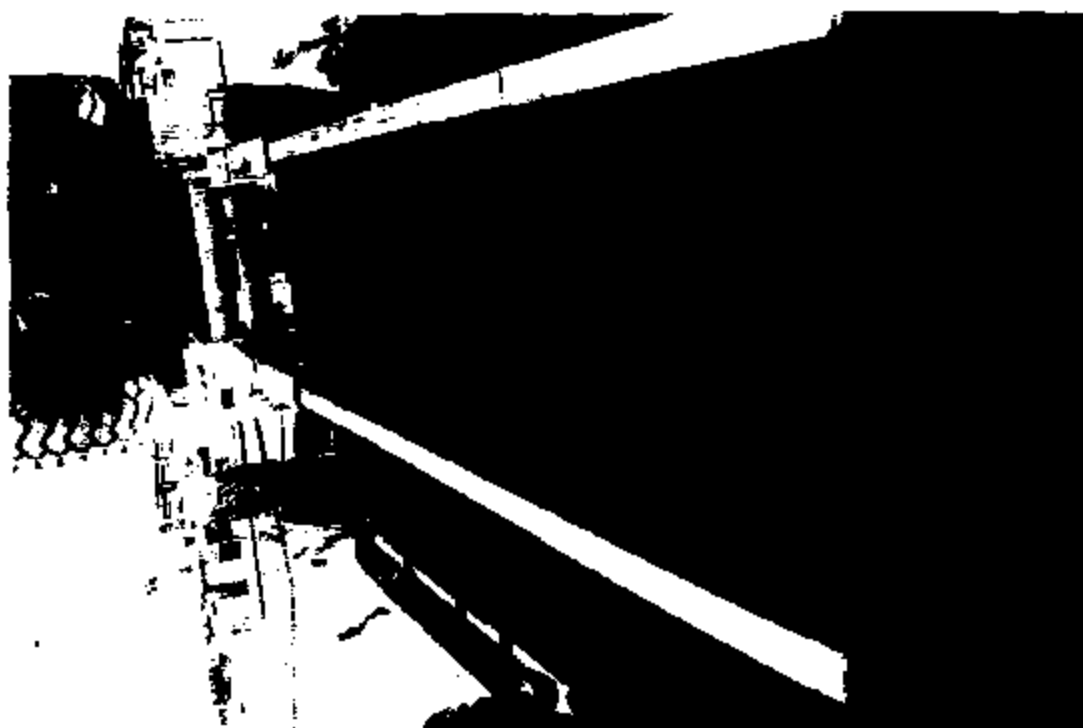
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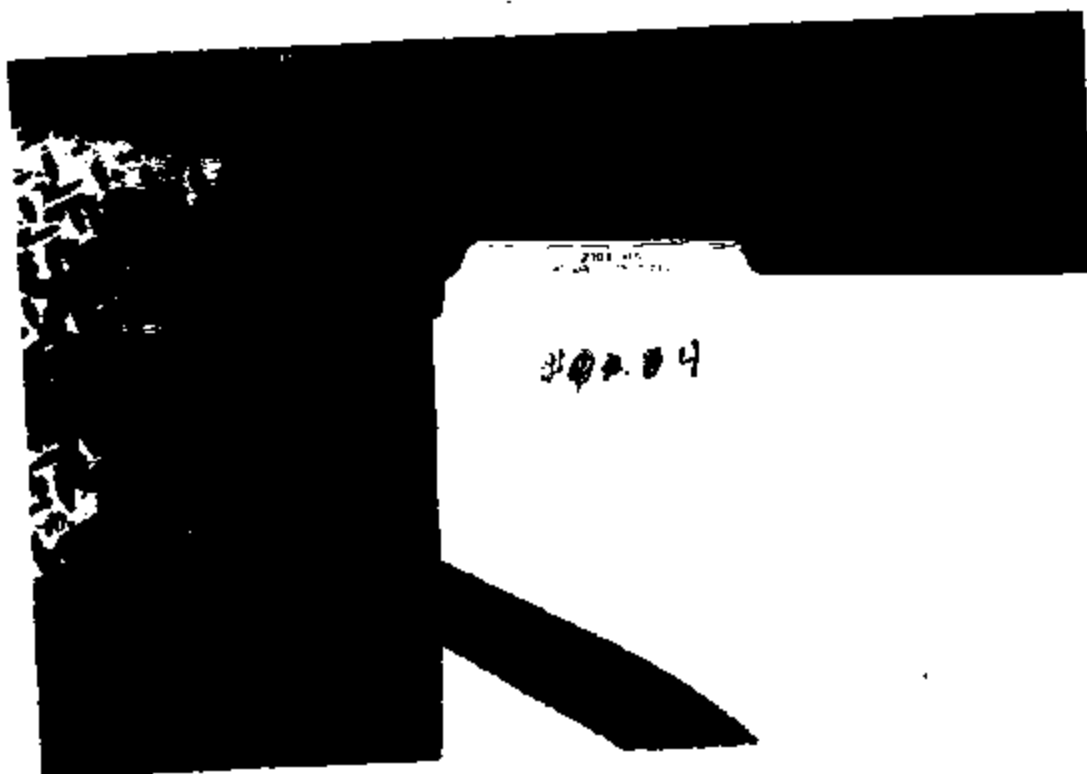


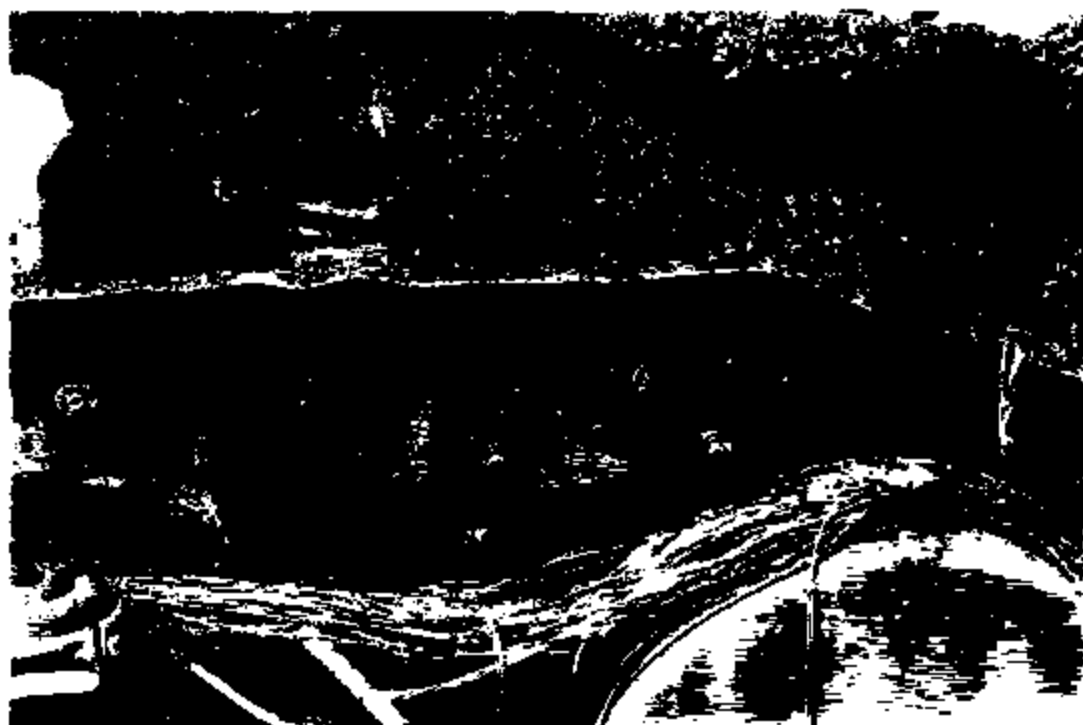


2025-005-LC1-1381



E925-005-LC1-1382







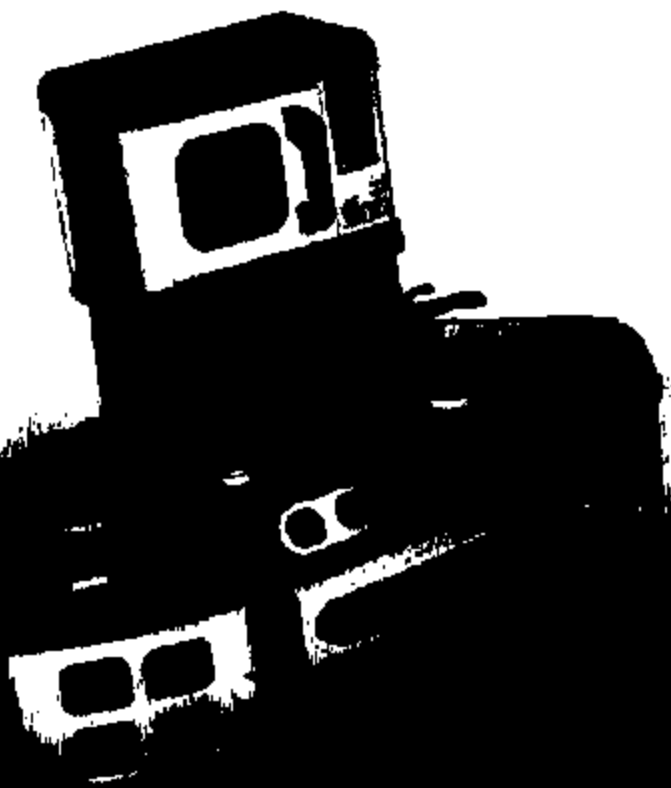
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EP05-005-LC1-1300



ENG-003-LC1-1387



EAHQ-002-L01-1208



EP03-802-LCI-1369



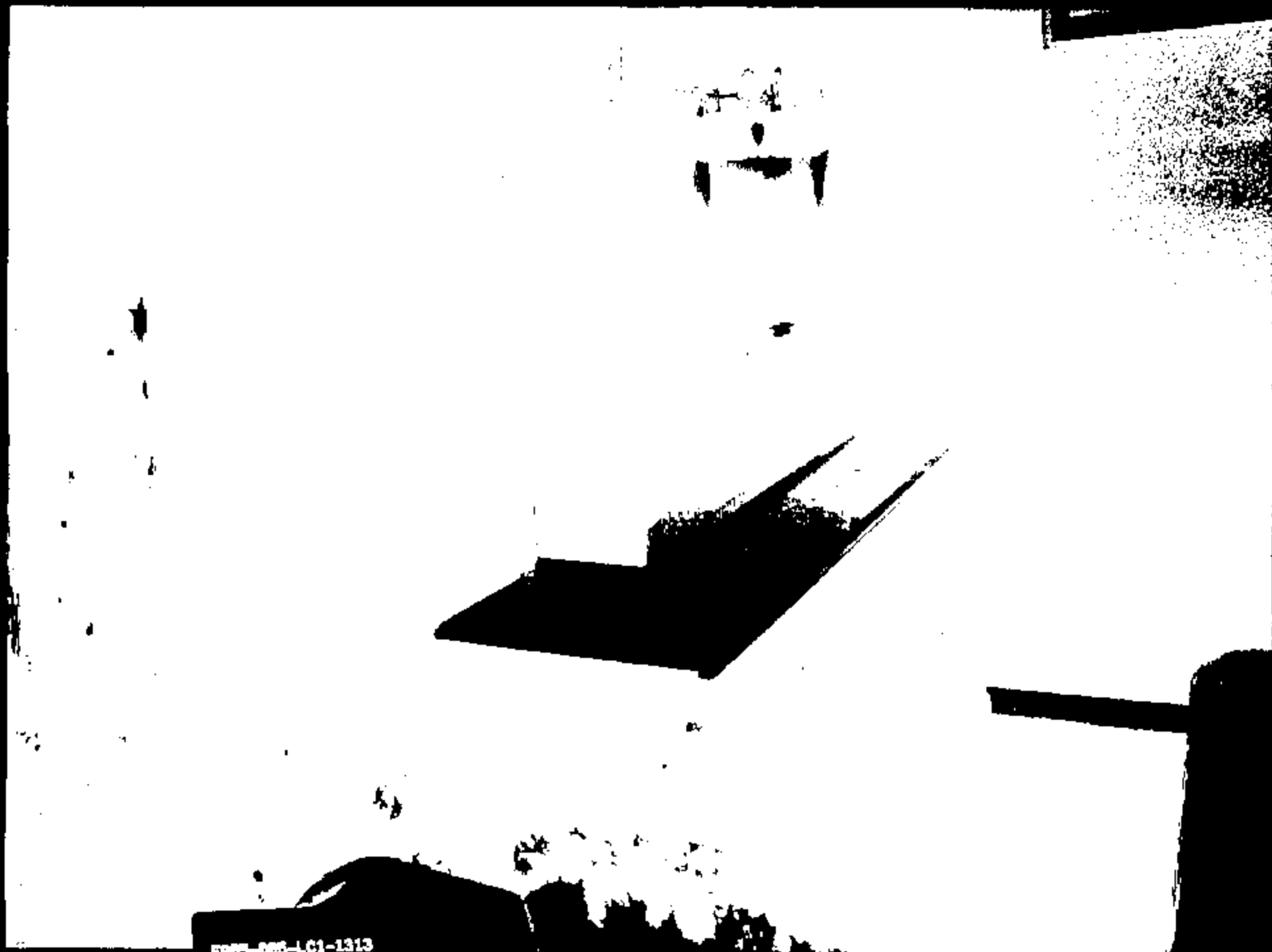
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ENC-000-LCI-1311





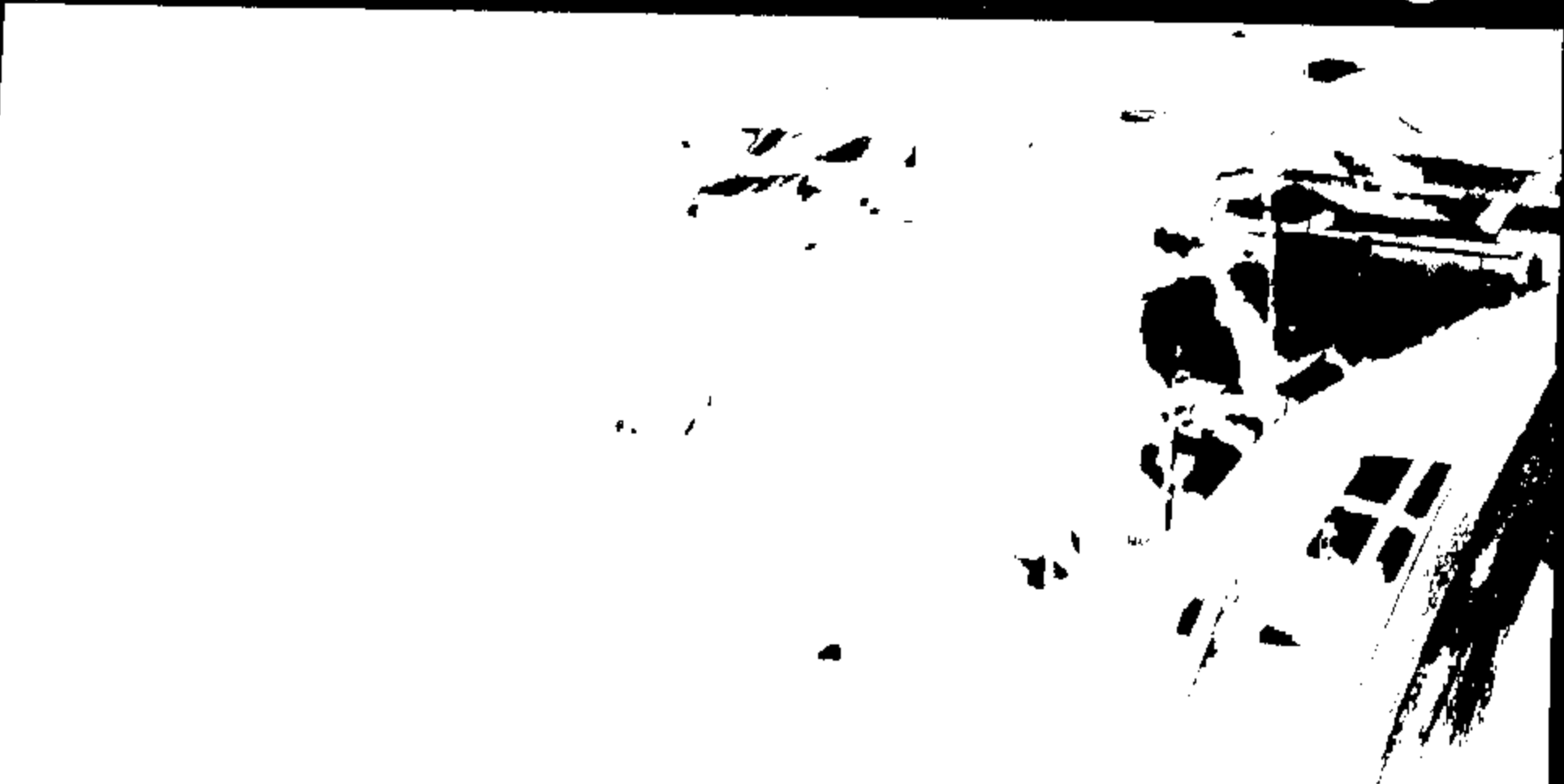
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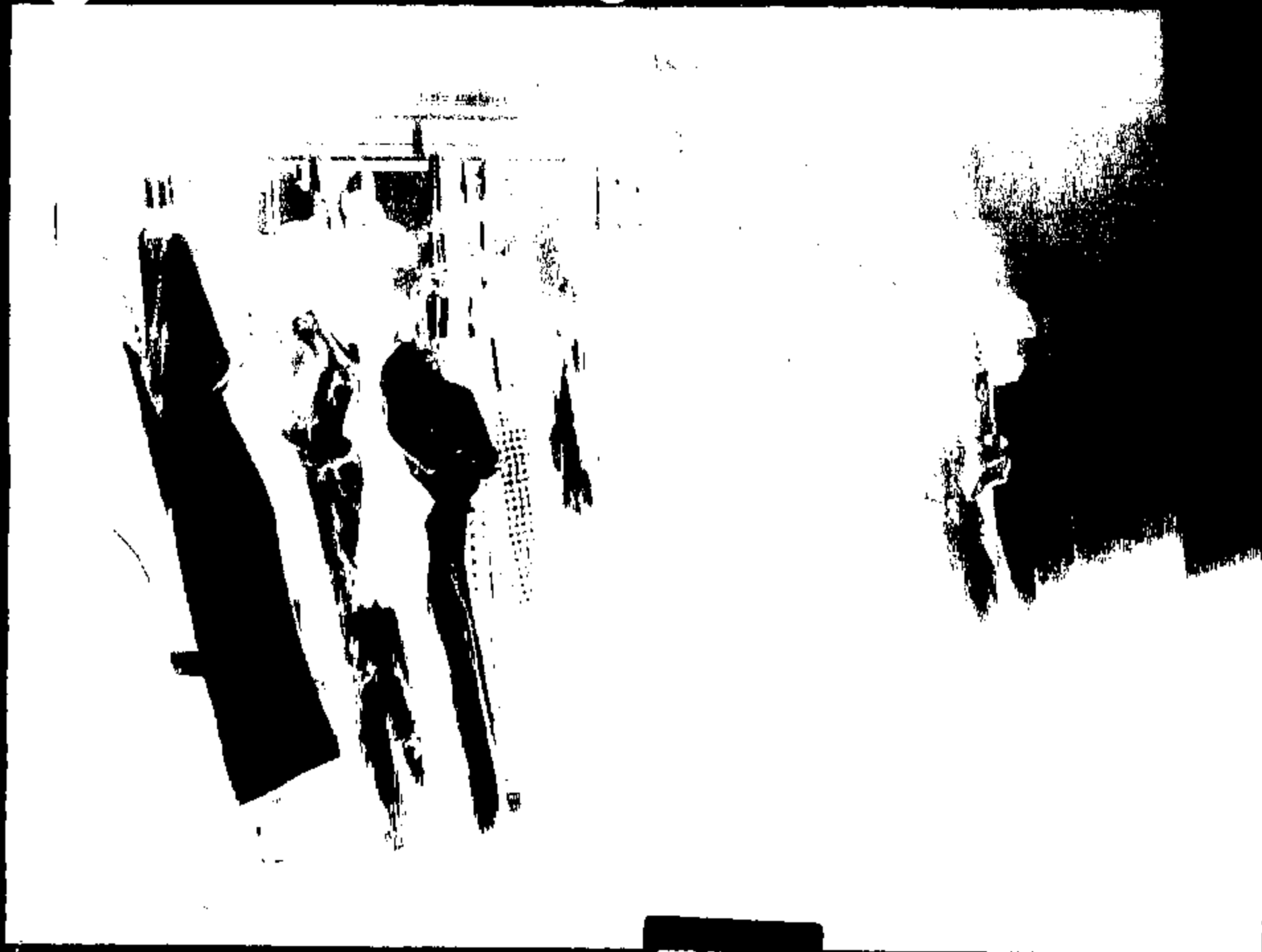
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2009-020-LC1-1317



EP03-005-L01-1310



ENG-005-LC1-1919



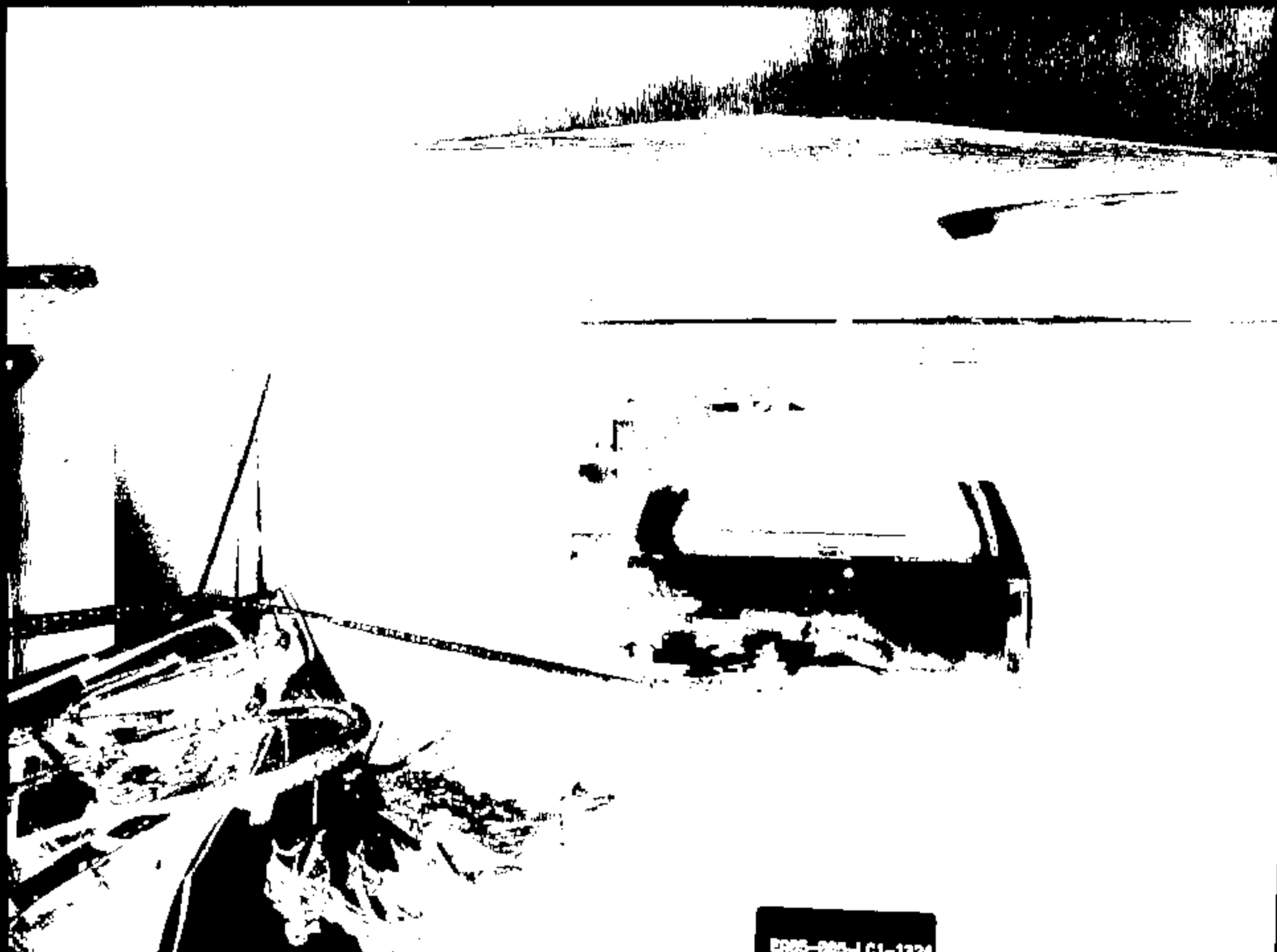
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2000-003-LC1-1321

BA05-005-LC1-1322



1960-005-LC1-1323

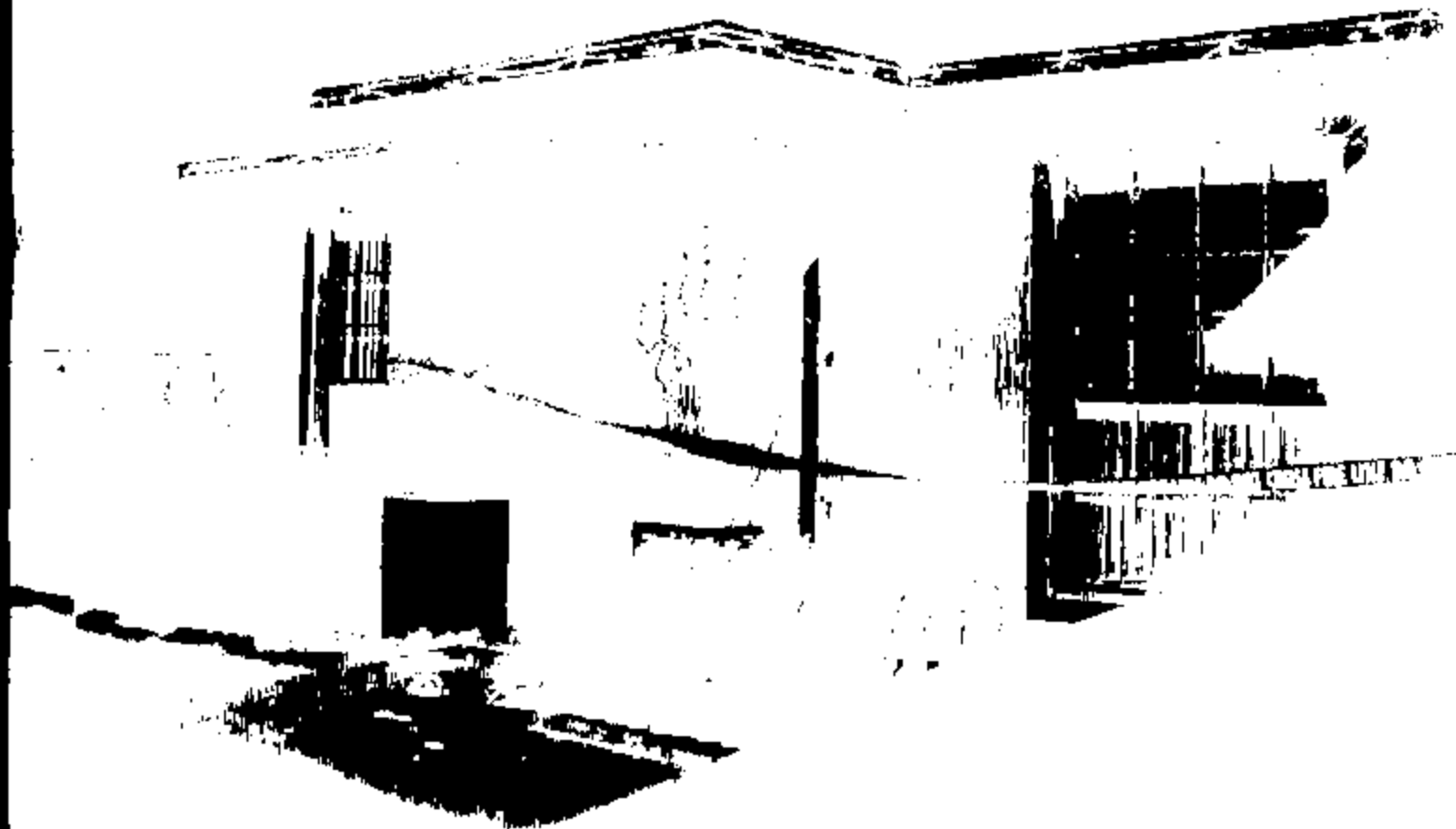


EROS-005-LC1-1324





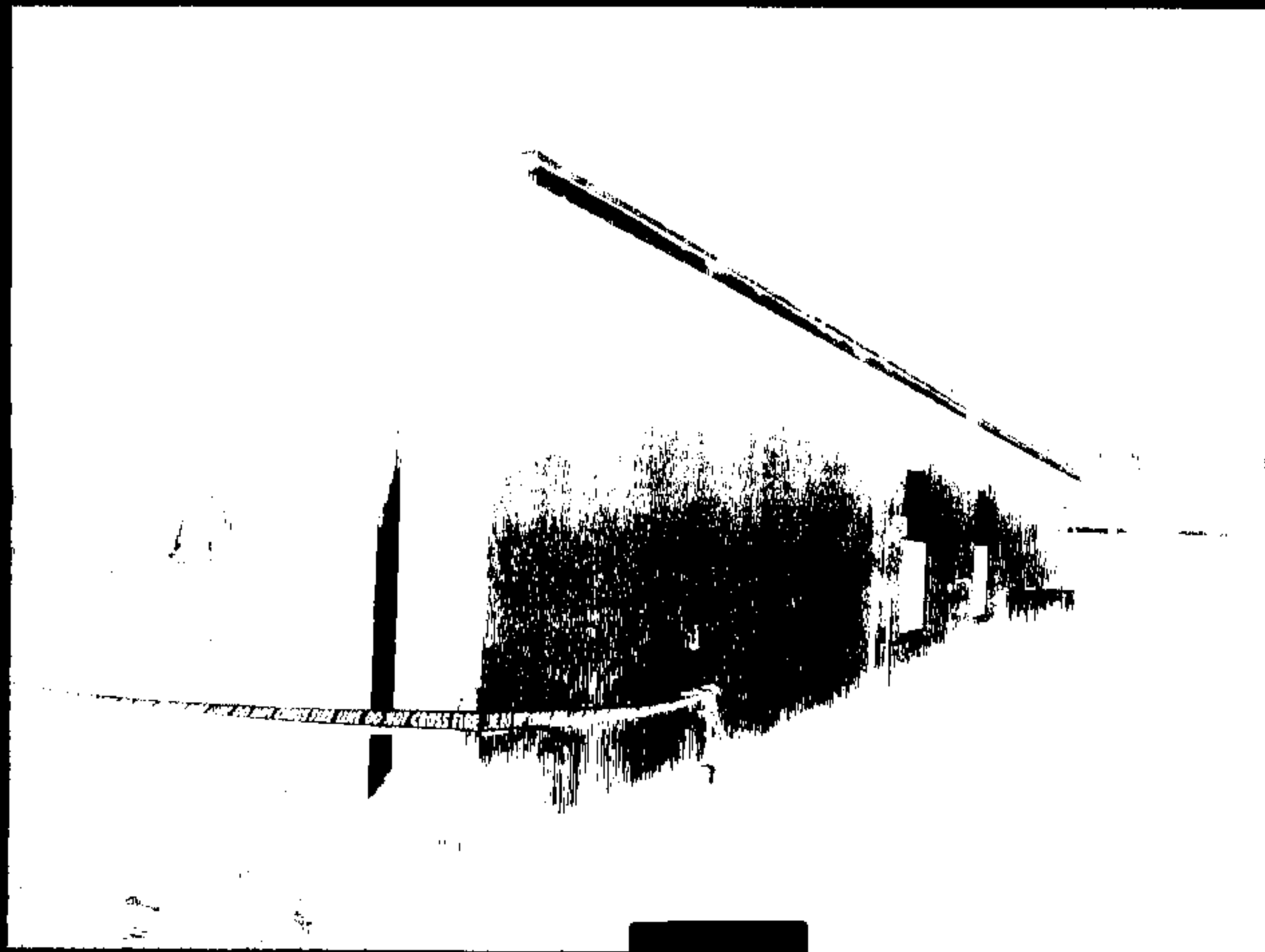
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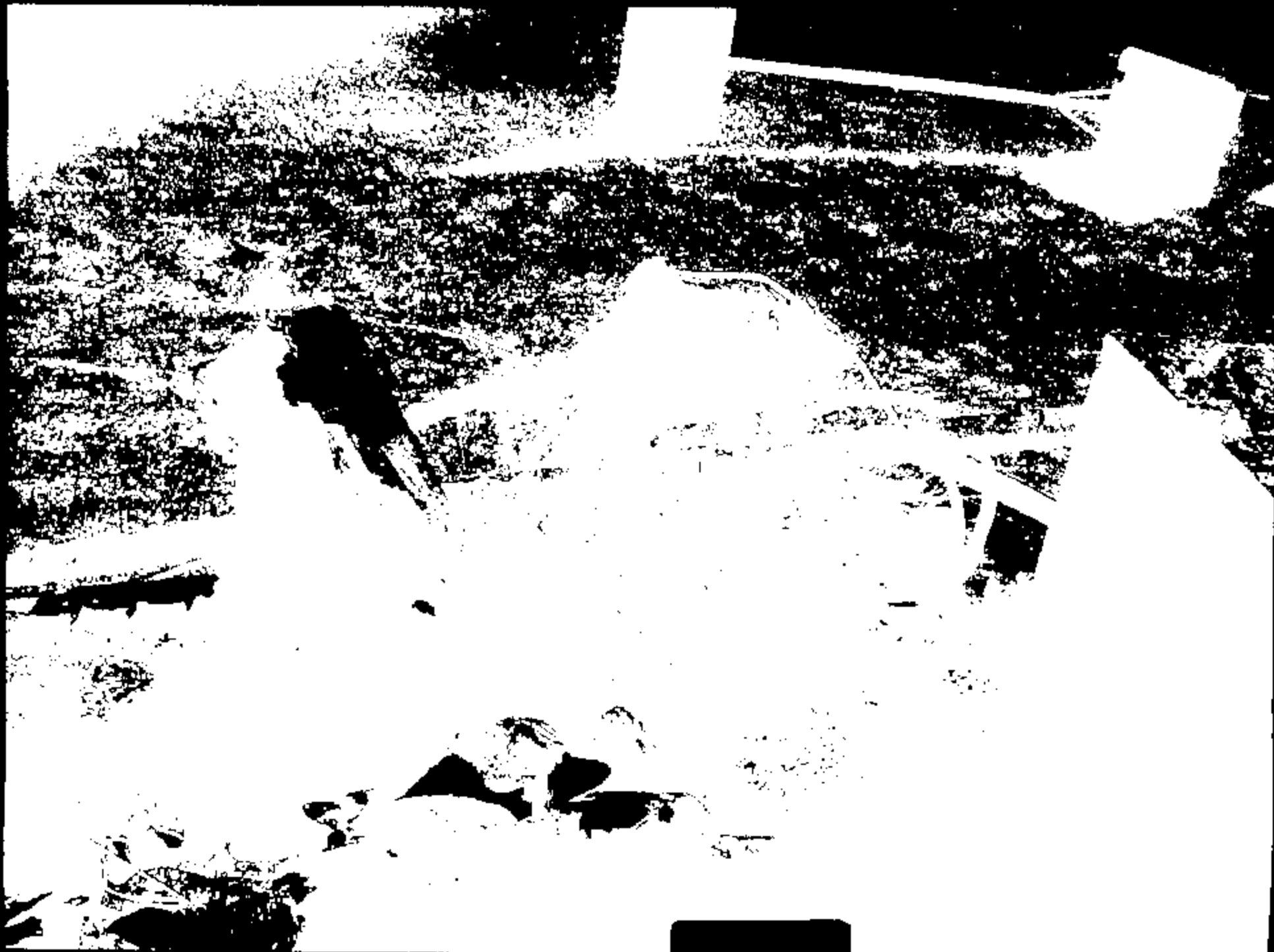
EP02-002-L01-1328



ENG-005-LC1-1329

Ex05-005-L01-1339





ERMS-005-LC1-1332

DNB-000-LCI-1333





EDMS-885-LC1-1334



ENG-005-LCI-1335

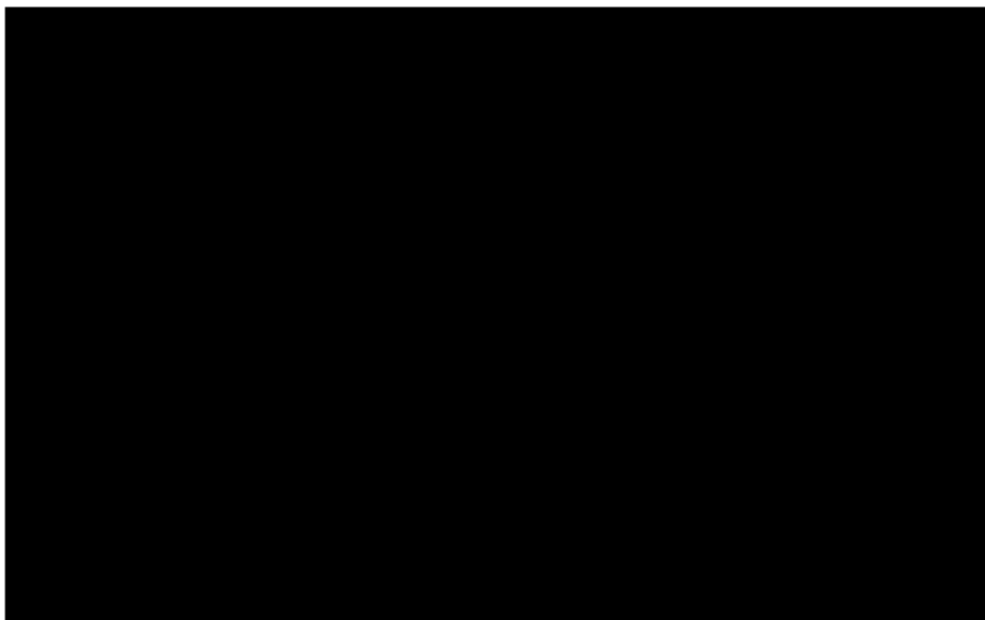


EROS-005-LC1-1338



DO NOT CROSS BIDE LINE

8080-085-LC1-1348



CONSUMER AFFAIRS
SECTION



FARMERS

5 FEB -1 19:59

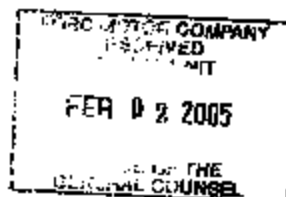
National Document Center
P.O. Box 268992
Oklahoma City, OK 73126-8992
claimsdocument@farmersinsurance.com
Fax : 877-217-1389

01/20/2005

Ford Motor Company
Attn: Shawn Norton
P O Box 6248 MD-3NE-B
Dearborn, MI 48126

RECEIVED
FEB 01 2005

Re: Our Insured: [REDACTED]
Loss Date: 11/26/2004
Claim Number: [REDACTED]
Total Amount Owed: \$15,731.33



Dear Ms. Norton:

A review of the facts of the above loss indicates that your product failed and caused damage to our insured's property. We have made payment to our insured for these damages, and now seek reimbursement from you. **WE RESPECTFULLY ASK THAT YOU NOT RESPOND TO OUR REQUEST WITH A FORM LETTER.**

You will find this correspondence and its enclosures contain substantive information and support adequate for your firm to make a decision concerning your liability. The vehicle will be available for your inspection for the next 60 days. Afterward, we will be required to attempt to sell the salvage.

The entities in the stream of commerce, such as you, a manufacturer, are liable in both negligence and product liability. As you know, your obligation is to properly design and test, manufacture, and give appropriate instructions for installation and use of your product.

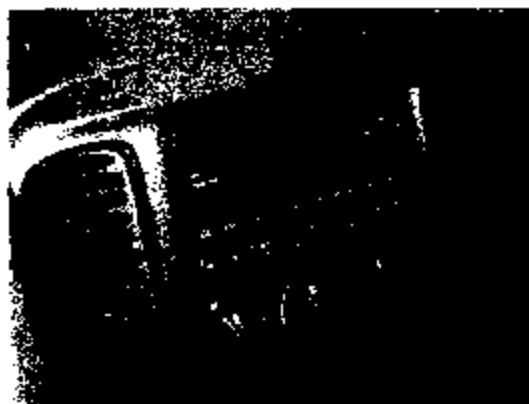
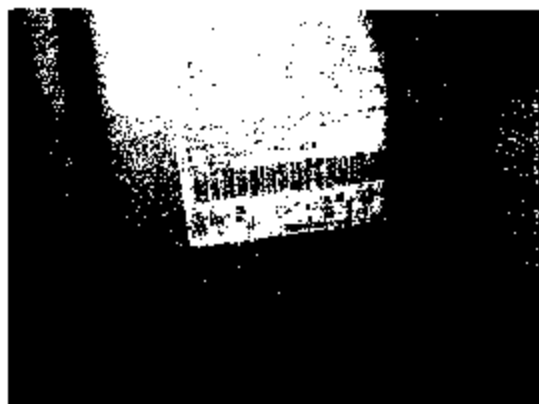
Your product did not meet the expectations of my insured, the consumer. Your product failed and caused the loss resulting in damages of 15,731.33. Attached are documents substantiating payment.

It is our desire to settle this claim without causing you the additional time and cost of litigation or arbitration. After reviewing the enclosed, please call me to discuss resolving this matter.

Sincerely,
Mid-Century Insurance Company of Texas

Scott Sheffield
Scott Sheffield
Auto Subrogation Representative
512-238-5739

ENCLOSURES







EA83-083-LC1-1348



EROS-825-LC1-1347

All Action Details for Issue:

Print

VIN: 1FTRW07L1K	Year: 2001	Model: F-SERIES	Case: 1419073414
Name: [REDACTED]	Owner Status: Original	WSD: 2001-03-10	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 02405 PARK CITIES FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 45000 MI Comm Type: PHONE
 Analyst Name: RIVERA NORIS Analyst: NRIVERA4
 Action Date: 12/21/2004 Action Time: 10:27:57.358 Action Data: Yes

Comments: CUSTOMER SAID: -SEE HISTORICALS DATED 12/06/2004 WHILE PARKED VEHICLE CAUGHT FIRE -INSURANCE COMPANY WANTS TO GIVE ME \$ 14000 FOR THE TRUCK -I ALREADY PAID 3 YEARS OF THE VEHICLE -IT IS NOT MY FAULT THAT VEHICLE CAUGHT FIRE -WANTS TO KNOW WHAT FORD CAN DO FOR HIM- I DO NOT WANT TO TAKE THE OFFER FROM THE INSURANCE COMPANY -VEHICLE IS A TOTAL LOSS-DEALER SAID: NONECRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. -PLEASE CONTACT CUST IN SPANISH==

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: REFER TO INSURANCE CARRIER-BEYOND WARRANTY
 Dealer: 02405 PARK CITIES FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 45000 MI Comm Type: MAIL
 Analyst Name: PAWELEK, MAUREEN Analyst: MPAWELEK
 (ML)
 Action Date: 12/22/2004 Action Time: 14:49:40.940 Action Data: No

Comments: SENDING LETTER REFERRING CUSTOMER TO INSURANCE CARRIER AND ADVISING THAT FORD IS UNABLE TO BE OF ASSISTANCE WITH ANY EXPENSES INCURRED BEYOND HIS POLICY COVERAGE.

2/10/2005

All Action Details for Issue

Print

VIN: 1FTRW07L13	Year: 2001	Model: F-SERIES	Case: 1419973414
Name:	Owner Status: Original	WSD: 2001-03-10	
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone:	
Reason Desc: TECHNICAL INQUIRY - RESEARCH REQUEST		Secondary Phone:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: CB-ADVISE CUSTOMER OF CLOSING COMMENTS

Dealer:

Origin Desc: US INQUIRY CASE BASE

Odometer: 45000 MI

Comm Type: PHONE

Analyst Name: LINARES ARIACELI

Analyst: ALINARE1

Action Date: 12/21/2004

Action Time: 15.08.37.733

Action Data: No

Comments CUSTOMER SAID: I CALLED EARLIER TODAY DUE TO MY VEHICLE CAUGHT FIRE.- I WAS TOLD SOMEONE WAS GOING TO CALL ME BACK.- (I WOULD LIKE TO KNOW IF THERE IS A NUMBER WHERE I CAN CALL THAT DEPT.DEALER SAID: NONECRG ADVISED: "I HAVE REVIEWED YOUR FILE AND I CAN ADVISE YOU OF THE FOLLOWING: (NOTE TO CSR: REVIEW HISTORICAL INFORMATION AND PROVIDE CUSTOMER WITH SUMMARY OF INFORMATION/ACTIONS TAKEN)"- ADVISED CUSTOMER THTA HE NEEDS TO WAIT FOR TWO BUSINESS DAYS FOR SOMEONE TO CALL HIM.- THERE IS NO NUMBER TO CONTACT HE NEEDS TO WAIT FOR THE CALL BACK.

2/10/2005

E285-825-LC1-1349

All Action Details for Issue

Print

VIN: 1F73W1Z11H	Year: 2001	Model: F-SERIES	Case: 1419973414
Name: [REDACTED]	Owner Status: Original	WSD: 2001-03-10	
Symptom Desc: START/CHARGE WIRING - BASIC		Primary Phone: 214-805-8215	
Reason Desc: LEGAL - REFER TO INSURANCE COMPANY		Secondary Phone:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE

Dealer:

Origin Desc: US CONCERN CASE BASE

Odometer: 45000 MI

Comm Type: PHONE

Analyst Name: THOMAS-LYTTLE, KAREN

Analyst: KTHOMASL

Action Date: 12/08/2004

Action Time: 11:39:58.443

Action Date: No

Comments: CUSTOMER SAID: VEHICLE WAS PARKED IN THE GARAGE-HEARD A BIG EXPLOSION, WENT INTO THE GARAGE AND THE VEHICLE WAS ON FIRE-ALL THE PLASTIC WIRING MELTED-INSURANCE STATED THAT THEY WILL HAVE THE VEHICLE TOTALLED-CANNOT TELL WHAT CAUSED THE VEHICLE TO EXPLODE THE WAY IT DID-CALL FMCC REGARDING THE PAYMENTS ON THE VEHICLE, WAS TOLD TO CONTACT THE CAC-FMCC ADVISED THAT THEY WILL BE SENDING HIM PAPERWORK TO TAKE TO INSURANCE COMPANY TO CLEAR UP PAYMENT-CRC ADVISED: - PLEASE DISCUSS THIS ISSUE WITH YOUR INSURANCE COMPANY. FORD IS UNABLE TO ASSIST IN THIS SITUATION.-ADVISE CUSTOMER THAT HIS INFORMATION HAS BEEN DOCUMENTED.

2/10/2005

EAGS-005-LC1-1350



All Action Details for Issue

Print

VIN: 1FTEX07L9V	Year: 1997	Model: F-SERIES Case: 1625270585
Name: [REDACTED]	Owner Status: Original	WSD: 1997-03-21
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED	Primary Phone: [REDACTED]	Secondary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE	Issue Status: CLOSED	
Issue Type: 10 OGC		

Action: CONTACT ADVANCED TO OGC	Origin Desc: US CONCERN CASE BASE
Dealer: 00408 FREEWAY FORD INC	
Odometer: 1 MI	Comm Type: PHONE
Analyst Name: STEPHEN YOUNG	Analyst: SYOUNG80
Action Date: 03/10/2005	Action Time: 10.48.12.026
	Action Date: No

Comments CUSTOMER SAID: - AS PER HISTORICSON FEB 22, 2005 VEH CAUGHT FIRE IN DRIVEWAY. FIRE STARTED UNDER HOOD. VEH AT CUST HOME. FIRE REPORT FILED AND UNDER INVESTIGATION. FILED IN MUSCOGEE COUNTY. CLAIM FILED WITH INSURANCE COMPANY BUT INSURANCE HAS NOT INSPECTED VEH. WILL INSPECT VEH TOMORROW. VEH IS NOT REPAIRABLE. VEH WAS NOT RUNNING WHEN FIRE STARTEDFIRE DAMAGED HOUSE. BURNT PART OF CARPORT, ROOF AND ATTIC. TOTALLED CUST OTHER VEH, 1991 BUICK PARK AVE. - THE CUST HAS NOT RECEIVED ANY INFO FROM OGC. THE INTIAL CONTACT WAS 02/28/05
CLOSEDDEALER SAID: - NONECRC ADVISED: I WILL FORWARD THIS INFORMATION TO THE FORD OGC DEPARTMENT. YOU WILL BE CONTACTED WITHIN 3-5 BUSINESS DAYS - ADVISED TO RE-OPEN CONTACT BY LCSR JACKIE

FMS-005-1-01-1386

3/10/2005

All Action Details for Issue

Print

VIN: 1FTEX07L9V	Year: 1997	Model: F-SERIES	Case: 1629270595
Name:	Owner Status: Original	WSD: 1997-03-21	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - CUSTOMER WAITING FOR ACKNOWLEDGEMENT		Secondary Phone:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: CB-ADVISE CUST WE WILL NOTIFY THE DEPT SOMEBODY WILL BE IN TOUCH
Dealer: 00409 FREEWAY FORD INC
Odometer: 100000 MI
Analyst Name: DWAYNE CLARKE
Action Date: 03/04/2005

Coman Type: PHONE
Analyst: DCLARK83
Action Time: 12:11:40.133

Origin Desc: US CONCERN CASE BASE
Action Date: No

Comments CUSTOMER SAID: - CALLED MONDAY NIGHT TO REPORT A VEH FIRE. - WAS TO SUPPOSED TO RECEIVE A CALL IN 3-5 BUSINESS DAYS. - STILL WAITING. - VIN NUMBER IS 1FTEX07L9V - THERE WAS 100000 MILES ON THE VEH. - WHAT IS THE STATUS OF THE CLAIM? DEALER SAID: FREEWAY FORD, INC. 2025 BOX ROAD COLUMBUS, GA 31907 TEL: (706) 563-3023 FAX: (706) 561-7225 CRC ADVISED: THANK YOU FOR PROVIDING US WITH THIS INFORMATION IN RELATION TO YOUR CASE. I WILL FORWARD THIS TO OUR CONSUMER AFFAIRS DEPARTMENT, AND I HAVE REQUESTED THAT THEY CONTACT YOU WITHIN 5-10 BUSINESS DAYS. - STAY IN TOUCH WITH YOUR INSURANCE ADJUSTER. - KEEP ALL OF THE INSURANCE RECORDS.

2005-005-4C1-1398

3/10/2005

All Action Details for issue

Print

VIN: 1FTEX07L9V1	Year: 1997	Model: F-SERIES	Case: 1629270585
Name:	Owner Status: Original	WSD: 1997-03-21	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 10 OGC	Issue Status: CLOSED		

Action: CONTACT ADVANCED TO OGC

Dealer: 00409 FREEWAY FORD INC

Odometer: 100000 MI

Analyst Name: MARGARET ARSENAULT

Action Date: 02/28/2005

Comm Type: PHONE

Analyst: MARSENAU

Action Time: 17:28:47.328

Origin Desc: US CONCERN CASE BASE

Action Data: No

Comments CUSTOMER SAID: ON FEB 22, 2005 VEH CAUGHT FIRE IN DRIVEWAY. FIRE STARTED UNDER HOOD. VEH AT CUST HOME. FIRE REPORT FILED AND UNDER INVESTIGATION. FILED IN MUSCOGEE COUNTY. CLAIM FILED WITH INSURANCE COMPANY BUT INSURANCE HAS NOT INSPECTED VEH. WILL INSPECT VEH TOMORROW. VEH IS NOT REPAIRABLE. VEH WAS NOT RUNNING WHEN FIRE STARTED. FIRE DAMAGED HOUSE. BURNT PART OF CARPORT, ROOF AND ATTIC. TOTALLED CUST OTHER VEH, 1991 BUICK PARK AVE. CRC ADVISED: I WILL FORWARD THIS INFORMATION TO THE FORD OGC DEPARTMENT. YOU WILL BE CONTACTED WITHIN 3-5 BUSINESS DAYS.

E005-005-L01-1378

3/10/2005