

## ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
1/7/2003	[REDACTED]	1FTZX072XX0 [REDACTED]	1999 F-SERIES	02
FOLLOW-UP	LEGAL - CUSTOMER WAITING FOR ACKNOWLEDGEMENT	1439690041		
10/14/2002	[REDACTED]	1FTZX072XX0 [REDACTED]	1999 F-SERIES	02
CLOSED	LEGAL - CUSTOMER WAITING FOR ACKNOWLEDGEMENT	1439690041		
8/17/2002	[REDACTED]	1FTZX072XX0 [REDACTED]	1999 F-SERIES	02
CLOSED	LEGAL - CUSTOMER WAITING FOR DECISION	1439690041		
9/6/2001	[REDACTED]	1FTZX072XX0 [REDACTED]	1999 F-SERIES	01
CLOSED	REDIRECTED CALL - NHTSA	1439690041		
9/6/2001	[REDACTED]	1FTZX072XX0 [REDACTED]	1999 F-SERIES	07
CLOSED	LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE	1439690041		
1/4/2001	[REDACTED]	1FTZX072XX0 [REDACTED]	1999 F-SERIES	01
CLOSED	REDIRECTED CALL - REDIRECT	1439690041		

E905-009-LC1-327B

All Action Details for Issue

Print

VIN: 1FTZX072XX [REDACTED] Year: 1998 Model: F-SERIES Case: 143860041  
 Name: [REDACTED] Owner Status: Original WSD: 1999-03-13  
 Symptom Desc: [REDACTED] Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - CUSTOMER WAITING FOR ACKNOWLEDGEMENT Secondary Phone: [REDACTED]  
 Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: CB-ADVISE CUST WE WILL NOTIFY THE DEPT SOMEBODY WILL BE IN TOUCH  
 Dealer: 04373 ANCIRA EAGLE PASS FORD MERCURY Origin Desc: US CONCERN CASE BASE  
 Odometer: 1 MI Comm Type: PHONE  
 Analyst Name: DAVID VALENCIA Analyst: DVALENCI  
 Action Date: 10/08/2002 Action Time: 11:10 AM Action Data: No  
 Caller Information if Different From Vehicle Owner:  
 First Name Middle Initial Last Name Day Phone Relationship

Comments CUSTOMER SAYS: >>ON SEPTEMBER 15 2000 MY TRUCK CAUGHT FIRE AND THE FIRE DPT TOLD ME THAT THE WIRING IN THE TRUCK CAUSED THE FIRE TO START. >I SENT SOME REPORTS TO CONSUMER AFFAIRS IN MARCH AND MAY 2001 AND I'M STILL AWAITING FOR A DECISION FROM FORD. >>TUESDAYS I WILL BE FREE I DO NOT WORK. - PLEASE NOTE THAT CUST ONLY SPEAKS SPANISH PER CUSTOMER, DEALER SAYS: NONE CAC 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 TWO BUSINESS DAYS. INFERENCE CASE ID: 1571

Action: CUSTOMER REFUSES TO HAVE WORK DONE  
 Dealer: 04373 ANCIRA EAGLE PASS FORD MERCURY Origin Desc: DEALER  
 Odometer: 1 MI Comm Type: OTHER  
 Analyst Name: GEORGE RODRIGUEZ Analyst: G-RODR18  
 Action Date: 10/14/2002 Action Time: 2:18 PM Action Data: No  
 Comments CUSTOMER HAS NOT BEEN IN OUR DEALER. THE LAST TIME THIS CUSTOMER WAS AT OUR DEALER WAS ON 09/01/99 ..

ES02-005-1.01-3280



All Action Details for Issue

Print

VIN: 1FTZX072009[REDACTED] Year: 1999 Model: F-SERIES Case: 1439690041  
 Name: [REDACTED] Owner Status: Original WSD: 1999-03-13  
 Symptom Desc: [REDACTED] Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - CUSTOMER WAITING FOR DECISION Secondary Phone: [REDACTED]  
 Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: CB-PROVIDE NAME AND PHONE NUMBER OF CONSUMER AFFAIRS REP ONLY  
 Dealer: 04373 ANCIRA EAGLE PASS FORD MERCURY Origin Desc: US CONCERN CASE BASE  
 Odometer: [REDACTED] Comm Type: PHONE  
 Analyst Name: SABRINA SINGH Analyst: SSINGH  
 Action Date: 01/19/2002 Action Time: 11:04 AM Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CHILD

Comments CUSTOMER SAYS: - CUSTOMER STATES THAT THE VEHICLE WAS IN A WRECK WHERE THE VEHICLE BURNT DOWN IN THE GARAGE - STATES THAT THIS WAS FORD'S FAULT AS PER THE FIREMAN - STATES THAT HER FATHER IS LOOKING FOR A CONTACT FROM THE LEGAL - NO OTHER CONCERNS AT THIS TIME PER CUSTOMER, DEALER SAYS: - CAC ADVISED: - REDIRECT TO CONSUMER AFFAIRS - PROVIDE NAME, NUMBER OF CONSUMER AFFAIRS ANALYST = CRC ADVISED INFORMATION SMARTT PROMPTS IS NOT AVAILABLE = CRC ADVISED CUSTOMER THAT SOMEONE WILL BE IN TOUCH; WILL FORWARD INFORMATION TO CONSUMER AFFAIRS DEPARTMENT INFERENCE CASE ID: 1568

Action: FORD COVERED REPAIR MADE - WARRANTY  
 Dealer: 04373 ANCIRA EAGLE PASS FORD MERCURY Origin Desc: DEALER  
 Odometer: 4332 MI Comm Type: OTHER  
 Analyst Name: GEORGE RODRIGUEZ Analyst: G-RODR19  
 Action Date: 08/17/2002 Action Time: 6:28 PM Action Date: No  
 Comments LAST TIME THIS CUSTOMER WAS AT OUR DEALER WAS ON 09/01/99 THE VEHICLE AT THAT TIME HAD 4332 MILES.

ES03-005-LC1-3281

All Action Details for Issue

[Print](#)

VIN: 1FTZX072X04	Year: 1998	Model: F-SERIES	Case: 1438890041
Name:	Owner Status: Original	WSD: 1998-03-13	
Symptom Desc:		Primary Phone:	
Reason Desc: REDIRECTED CALL - NHTSA		Secondary Phone:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: NHTS ADMINISTRATION: 800-424-9393 OR 888-327-4236

Dealer:

Origin Desc: US REDIRECT CASE BASE

Odometer: 1 MI

Comm Type: PHONE

Analyst Name: DANIEL BARTON

Analyst: DBARTON

Action Date: 08/06/2001

Action Time: 4:30 PM

Action Date: No

Comments CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: NATIONAL HIGHWAY TRAFFIC & SAFETY ADMIN: 800-424-9393 OR 888-327-4236 (888-DASH-2-DOT) WEBSITE: WWW.NHTSA.DOT.GOV INFERENCE CASE ID: 5

EP025-088-L01-3282

All Action Details for Issue

Print

VIN: 1FTZX072006 [REDACTED] Year: 1999 Model: F-SERIES Case: 1439690041  
 Name: [REDACTED] Owner Status: Original WSD: 1999-03-13  
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS  
 Dealer: 04373 ANCIRA EAGLE PASS FORD MERCURY Origin Desc: US CONCERN CASE BASE  
 Odometer: 15000 MI Comm Type: PHONE  
 Analyst Name: KRISTA DOCTROVE Analyst: KDOCTROV  
 Action Date: 02/13/2001 Action Time: 1:22 PM Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	OTHER

Comments CUSTOMER SAYS: - [REDACTED] CALLING FROM FMCC ON BEHALF OF THE CUSTOMER..... - CUSTOMER IS STATING THAT HIS HOUSE BURNT DOWN AS A RESULT OF AN ELECTRICAL PROBLEM WITH THE TRUCK.. - CUSTOMER NO LONGER OWNS THE TRUCK...INSURANCE COMPANY TOOK IT OVER...THE VEHICLE WAS ACTUALLY TOTALLED....THE INSURANCE COMPANY PAID FMCC AND REIMBURSED CUSTOMER THE BALANCE - FIRE OCCURED IN SEPT. 15. 2001 - THE FIRE DEPARTMENT CONFIRMED THAT AN ELECTRICAL PROBLEM WITH THE TRUCK PARKED IN THE GARAGE STARTED THE FIRE - REPORT #: 002889 - CUSTOMER HAD DAMAGED TO PERSONAL PROPERTY...HOUSE BURNT DOWN....CUSTOMER HAD NO INSURANCE ON THE HOUSE AT THE TIME.... - CUSTOMER ISNT SURE WHERE THE FIRE STARTED ON THIS VEHICLE.... - LOOKING FOR ASSISTANCE FROM FORD PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - PLEASE MAKE SURE YOU NOTIFY YOUR INSURANCE CARRIER AND REPORT THE INCIDENT - NOTE TO CSR: IF CUSTOMER IS WORKING WITH A NON-FORD DEALERSHIP, PLEASE ASSIGN THE NEAREST FORD DEALERSHIP TO THE CONTACT INFERENCE CASE ID: 38

Action: MAKE OUTBOUND CALL TO CUSTOMER  
 Dealer: 04373 ANCIRA EAGLE PASS FORD MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 15000 MI Comm Type: PHONE  
 Analyst Name: DANIELLE SMITH Analyst: DSNIT211  
 Action Date: 02/13/2001 Action Time: 3:20 PM Action Data: Yes  
 Comments LPA CALLED CUSTOMER, HOWEVER THEY SPOKE SPANISH AND WE WERE UNABLE TO COMMUNICATE. ANOTHER REP WAS ABLE TO TELL THEM WE WOULD CALL BACK LATER.

Data Element Name	Data Value
CONTACT PERSON	MRS.

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER  
 Dealer: 04373 ANCIRA EAGLE PASS FORD MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 15000 MI Comm Type: PHONE  
 Analyst Name: DANIELLE SMITH Analyst: DSNIT211  
 Action Date: 02/13/2001 Action Time: 3:22 PM Action Data: No  
 Comments LPA LOURDES CALLED BACK AND SPOKE TO CUSTOMER. WE WERE INFORMED THAT THE LOSS INCURRED IS APPROX. \$110,000. THERE WERE NO INJURIES. THERE ARE PHOTOS AND VIDEOS OF FIRE AVAILABLE. LPA INFORMED THIS INFORMATION WILL BE HANDLED BY OGC.

ENG-005-1-C1-3283

Action: REDIRECT TO OGC - PROPERTY DAMAGE OVER \$10,000  
 Dealer: 04373 ANCIRA EAGLE PASS FORD MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 15000 MI Comm Type: PHONE  
 Analyst Name: DANIELLE SMITH Analyst: DSMIT211  
 Action Date: 02/13/2001 Action Time: 3:24 PM Action Data: No  
 Comments LPA FORWARDED INFORMATION TO OGC, CUSTOMER HAD DAMAGES BECAUSE HOUSE BURNED DOWN AND THEY LOST MOSTLY EVERYTHING INSIDE. THE LOSS WAS APPROX. \$110,000. INFORMATION FORWARDED.

Action: UNABLE TO ASSIST / NEED MORE INFORMATION  
 Dealer: 04373 ANCIRA EAGLE PASS FORD MERCURY Origin Desc: MANUAL - PHONE CSR  
 Odometer: 1 MI Comm Type: PHONE  
 Analyst Name: DANIEL BARTON Analyst: DBARTON  
 Action Date: 09/06/2001 Action Time: 4:30 PM Action Data: No  
 Caller Information if Different From Vehicle Owner:  
 First Name Middle Initial Last Name Day Phone Relationship  
 OTHER

Comments CUSTOMER SAYS: -CUST CLAIMS THEY WOULD BE KNOW WANTS GOING ON PER CUSTOMER,  
 DEALER SAYS: -NONE CAC ADVISED: -ADVISE TO SEND A LETTER

ENR03-089-LC1-3284



All Action Details for Issue

Print

VIN: 1FTZX07200 [REDACTED] Year: 1999 Model: F-SERIES Case: 1439690041  
 Name: [REDACTED] Owner Status: Original WSD: 1999-03-13  
 Symptom Desc: Reason Desc: REDIRECTED CALL - REDIRECT Primary Phone: [REDACTED]  
 Issue Type: 01 INQUIRY Issue Status: CLOSED Secondary Phone: [REDACTED]

Action: CONSUMER AFFAIRS: ADDRESS AVAILABLE IN PHRASEOLOGY

Dealer: Origin Desc: US REDIRECT CASE BASE

Odometer: Comm Type: PHONE  
 Analyst Name: KEISHA ADAMSON Analyst: KADAMSON  
 Action Date: 01/04/2001 Action Time: 12:12 PM Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
				ATTORNEY

Comments: CUSTOMER SAYS: CUST VEH CAUGHT ON FIRE DUE TO A ELECTRICAL PROBLEM. THE VEH CAUGHT ON FIRE AND CAUSE THE TRUCK TO BURN AND BURT THE HOUSE DOWN.. THE DAMAGE WAS \$110,00 CUST INSURANCE COMPANY AID THE CLAIM ON THE VEH BUT NOT FOR THE DAMAGE ON THE HOUSE.. A LAWYER.. RUDE MARTINEZ WITH THE LAW FIRM OF REGARD E CALDERON.. PER CUSTOMER, DEALER SAYS: 1FTZX07200 [REDACTED] CAC ADVISED: ALL REQUESTS MUST BE SUBMITTED IN WRITING TO: FORD MOTOR COMPANY; CONSUMER AFFAIRS DEPARTMENT; 16800 EXECUTIVE PLAZA DRIVE; MD# 3NE-B; DEARBORN, MI 48128-4207 INFERENCE CASE ID: 71

Action: FOUND IN OUTSIDE SOURCE

Dealer: Origin Desc: MANUAL - PHONE CSR

Odometer: Comm Type: PHONE  
 Analyst Name: NELA ATCHIGADI Analyst: NATCHIGA  
 Action Date: 01/04/2001 Action Time: 3:58 PM Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
				ATTORNEY

Comments: CUSTOMER SAYS: - WANTS TO KNOW IF THERE IS A PHONE NUMBER TO THE CONSUMER'S AFFAIRS DEPARTMENT WHERE HE CAN FILE A CLAIM PER CUSTOMER, DEALER SAYS: CAC ADVISED: - CAC DOES NOT HAVE A PHONE NUMBER TO THE CONSUMER'S AFFAIRS DEPARTMENT - ALL REQUESTS MUST BE SUBMITTED IN WRITING TO: FORD MOTOR COMPANY; CONSUMER AFFAIRS DEPARTMENT; 16800 EXECUTIVE PLAZA DRIVE; MD# 3NE-B; DEARBORN, MI 48128-4207

E995-095-1C1-0295



All Action Details for Issue

Print

VIN: 1F7ZD072003 [REDACTED] Year: 1998 Model: F-SERIES Case: 1439690041  
 Name: [REDACTED] Owner Status: Original WSD: 1999-03-13  
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - CUSTOMER WAITING FOR ACKNOWLEDGEMENT Secondary Phone: [REDACTED]  
 Issue Type: 02 INFORMATION Issue Status: FOLLOW-UP REQUIRED

Action: CB-ADVISE CUST WE WILL NOTIFY THE DEPT SOMEBODY WILL BE IN TOUCH  
 Dealer: 04373 ANCIRA EAGLE PASS FORD MERCURY Origin Desc: US CONCERN CASE BASE  
 Odometer: 1 MI Comm Type: PHONE  
 Analyst Name: ARACELI LINARES Analyst: ALINARES  
 Action Date: 01/07/2003 Action Time: 11:45 AM Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -VEH CAUGHT FIRE IN THE GARAGE AT HOME ON SEPT 15, 2001 -HOUSE CAUGHT ON FIRE DUE TO UNDERHOOD FIRE - VEH WAS TOTALLED - CUST RECEIVED PYMT FROM INSURANCE COMPANY FOR LOSS OF VEH, BUT NOT FOR DAMAGES TO HOUSE BECAUSE HE HAD NO INSURANCE ON HIS HOUSE - FIRE DEPT CLAIMS FORD DEFECT RESPONSIBLE FOR UNDERHOOD FIRE AND SUBSEQUENT DAMAGE TO HOUSE (\$110,000 WORTH OF DAMAGE) - SEEKING ASSISTANCE FROM CONSUMER AFFAIRS REGARDING PAYOUT FROM FORD FOR DAMAGES INCURRED TO HOME PER CUSTOMER, DEALER SAYS: - NONE CAC 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 TWO BUSINESS DAYS. - MESSAGE LEFT FOR JULIE MCGILLIS (OGC) - I WILL FOLLOW UP WITH CUST ON 01/11/03 AT 3:00PM - PLS NOTE: PREVIOUS CONTACTS HAVE BEEN SENT THROUGH BUT CLOSED BY DLR - CUST NO LONGER OWNS VEH (TOTALLED) AND IS NOT SEEKING ANY ASSISTANCE REGARDING VEHICLE INFERENCE CASE ID: 1571

Action: AS PER TEAM LEADER  
 Dealer: 04373 ANCIRA EAGLE PASS FORD MERCURY Origin Desc: MANUAL - PHONE CSR  
 Odometer: 1 MI Comm Type: PHONE  
 Analyst Name: ARACELI LINARES Analyst: ALINARES  
 Action Date: 01/07/2003 Action Time: 11:53 AM Action Data: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - RECEIVED CALL FROM JULIE MCGILLIS (OGC) - JULIE ADVISED THAT SHE ONLY DEALS WITH PERSONAL INJURY CLAIMS AND THAT SHE WOULD FORWARD THE INFORMATION TO SHAWN NORTON (OGC) WHO DEALS WITH PROPERTY DAMAGE CLAIMS - SHAWN WILL CONTACT CSR

Data Element Name	Data Value
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TEAM LEADER NAME	GINA
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Action: OUTBOUND CALL TO FORDMERCURY CUSTOMER  
 Dealer: 04373 ANCIRA EAGLE PASS FORD MERCURY Origin Desc: MANUAL - PHONE CSR  
 Odometer: 1 MI Comm Type: PHONE  
 Analyst Name: ARACELI LINARES Analyst: ALINARES  
 Action Date: 01/07/2003 Action Time: 12:11 PM Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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EM03-805-1C1-3288

Comments CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: (NOTE TO CSR - THIS MAC IS USED WHEN FOLLOWING UP WITH CUSTOMER. THIS MAC SHOULD BE USED TO DOCUMENT A CONTACT WITH THE CUSTOMER TO GIVE OR GET INFORMATION BUT NOT TO DOCUMENT A FINAL OUTCOME. IF THIS IS THE FINAL CALL TO THE CUSTOMER, PLEASE ENSURE THAT THE CASEBASE HAS GENERATED A RESOLUTION WHICH DOES NOT REQUEST FURTHER FOLLOW UP WITH ANYONE.) -OBC TO CUST AND ADVISED HIM OF CONVERSION WITH SHAWN NORTON (OGC). -PLEASE SEE HISTORICALS.

Action: AS PER TEAM LEADER

Dealer: 04373 ANCIRA EAGLE PASS FORD MERCURY

Origin Desc: MANUAL - PHONE CSR

Odometer: 1 MI

Comm Type: PHONE

Analyst Name: ARACELI LINARES

Analyst: ALINARES

Action Date: 01/07/2003

Action Time: 12:11 PM

Action Date: Yes

Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name Day Phone Relationship

Comments CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: -RECEIVED CALL FROM SHAWN NORTON (OGC). -SHAWN ADVISED THAT SHE WILL SEND SOMEONE TO INSPECT THE HOUSE AND THE VEHICLE. -ALSO ADVISED THAT SHE WOULD LIKE CUST TO CALL HER WITH SOMEONE WHO SPEAKS ENGLISH AS SHE NEEDS MORE INFORMATION. -WILL ALSO SEND HIM A LETTER STATING WHAT INFORMATION SHE NEEDS.

Data Element Name

Data Value

TEAM LEADER NAME

GINA

ERRS-000-L01-9287

STA 1/7/2003



ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY  
MARKET CLAIM OFFICE  
1354 NORTH LOOP 1604 EAST  
SAN ANTONIO TX 78232-1355

[REDACTED]  
EAGLE PASS TX [REDACTED]

September 19, 2000

OFFICE PHONE: 210-362-3300 or 800-733-8910  
OFFICE HOURS: MONDAY-FRIDAY 8:00-5:30

Claim Number: [REDACTED]  
Date of Loss: September 15, 2000

We received notice of a loss on September 16, 2000. We at Allstate realize that having a claim like the opportunity to explain the process we will follow in order to investigate this loss and try to answer all of your questions.

We at Allstate realize that having a loss is an unpleasant experience and are committed to assessing this loss promptly and thoroughly. You purchased an Allstate policy for a time like this and it is our goal to make your claim experience as uncomplicated as possible. Our commitment is outlined in the enclosed 'Quality Service Pledge'.

If we have not already spoken, please contact me as soon as possible. We want to thank you for doing business with Allstate.

*Steve Pflum*

Steve Pflum  
Allstate Property Casualty Claim Service Organization  
210-362-3410

CXM1

R16

000919005470616C

EG05-085-LC1-3288

Engle Pass

Fire Department

INCIDENT REPORT

County Run

Fill in This Report in Your Own Words

1  Death  
2  Charge

FD ID RH601	Incident No. 010218187	Exp. No. 01019115	Month 10	Day 15	Yr. 010	Day of the Week Friday	Alarm Time 615318	Time in Service 117145
PROPERTY LOCATION	[REDACTED]						Type	Damage Type 00101010
Damage	[REDACTED]						Telephone	Room or Apt. N/A
Method of Alarm Origin	Telephone						Type of Structure Involved 17 Structure Fire	1111
Type of Action Taken	EXTINGUISHMENT						Cl. Inspection District 01010	No. Alarm 1
No. Fire Service Personnel On at Scene	10111	No. Engines Used at Scene	10103	No. Aerial Apparatus Used at Scene	10010	No. Other Vehicles Used at Scene	10011	

Complete On All Incidents

No. Injuries - Serious	No. Incident-related Fatalities	Complete
Fire Service 101011 Other 101010	Fire Service 101010 Other 101010	ONE FAMILY DWELLING 411
Fund Property Use ONE FAMILY DWELLING	Mobile Property Type AA N/A	NOT APPLICABLE

Complete If Casualty or Fire

Area of Fire Origin GARAGE	Level of Fire Origin 1417 three feet	Termination Stage 11 FLAME STAGE	13
Equipment Involved in Ignition (If any) A.A. Electrical wiring on pick-up truck	Form of Heat of Ignition P.V. UNDETERMINED	1010	
Type of Material Ignited UNDETERMINED	Form of Material Ignited UNDETERMINED	1010	Ignition Factor 1519 Possible Short

All Ignitions

Structure Type RESIDENTIAL HOME	Construction Type 11 Protected wood frame	Construction Method 17 SITE BUILT	11
Extent of Floor Damage 16 CONFINED TO STRUCTURE	Extent of Ceiling Damage 16 CONFINED TO STRUCTURE	Extent of Water Damage 16 CONFINED TO STRUCTURE	16
Extent of Fire Control Damage 12 CONFINED TO AREA	Detector Performance 12 detector in hallway	Sprinkler Performance 18 NO SPRINKLERS	18
IF FLAME SPREAD BEYOND ROOM OF ORIGIN: Type Material Generating Most Flames Finished lumber	1613	Area of Flame Travel CORRIDOR	1315
IF SMOKE SPREAD BEYOND ROOM OF ORIGIN: Type Material Generating Most Smoke FIBERGLASS TANK FIBERGLASS INSULATION	1415	Area of Smoke Travel DOORWAY AND CORRIDOR	12

Complete If For Structure Fire Only

Method of Extinguishment Pre connected hoses from under carried apparatus	15
Estimated Total Dollar Loss 10101110101010 ONE HUNDRED AND TEN THOUSAND	Property Damage Classification 1
Time from Alarm to Agent Application 1	

All Fires

A List Names, ages, sex, and descriptions of injury for each casualty on Form 302C

Collected by the National Fire Data System

A & A Complete Report

Officer in Charge (Name, Position, Assignment) MANUEL MELLO JR/Lt.	Date 9-15-06
Member Making Report (If Different from Above)	Date

Complete if in All Incidents

IF Mobile Property Ext. cab pick-up	Year 99	Make Ford	Model pick-up	Serial No. 1F7ZX072XX	License No. (If any)
IF Equipment Involved in Ignition	Year 99	Make Ford	Model pick-up	Serial No. 1F	Tag No. (If any)

Check box if remarks are made on reverse side.

# EAGLE PASS FIRE DEPARTMENT

## INCIDENT REPORT

CITY ( )

RURAL (X)

DATE: 9-15-00 DAY: Friday INCIDENT #: 2889-00 TIME: 15:38

LOCATION: [REDACTED] off Edison Rd.

REPORTED BY: NO NAME CALL BY: (1) 2211, PH., PD, SO, BP, FDMC, POE,  
VERBAL, RADIO, OTHER

OWNER: [REDACTED] PH.#: [REDACTED] ADDRESS: [REDACTED]

OCCUPANT: [REDACTED] ADDRESS: [REDACTED]

TYPE OF INC.: AMBULANCE, WASH DOWN, SPILL, RESCUE, STAND BY, SEARCH  
REMOVE HAZARD, LOCK-IN, DROWNING, BODY RECOVERY, OTHER

TYPE OF FIRE: RESIDENCE, COMMERCIAL, INDUSTRIAL, INSTITUTIONAL, PUBLIC, SHED,  
GRASS (OPEN AREA), TRASH BIN, ELECTRICAL, MATERIAL, W/VALUE, VEHICLE,  
OTHER

APPARATUS AT SCENE: E-4; E-3, B-1; UNIT 2

DRIVERS: Luis Gonzalez, Max Henz ATTENDENTS: J. Clay, J. Kopp, Rogelio Becerra  
A. Daniels

OFFICER: M. Mello Lt. DISPATCHER: J. J. Berceano 10-23: 15:42 10-8: 1745

NO. # PAIDMEN: 11 VOL: 0 OTHER: — MILEAGE: 16.0

INJURIES: 1 FATALITIES: 0 FIREFIGHTER: 1 CIVILIAN: —

GALS. USED: 300 HOSE: 5" — 3" — 2 1/2" — 1 1/2" — RED LINE ✓

EQUIPMENT USED: SCBA, FAN, EXTINGUISHER, LADDER, GRASS WHIP, ROPE, LIGHTS,  
GENERATOR, FLASHLIGHT, PIKE POLE, JAWS OF LIFE, OTHER

INVESTIGATOR CONTACTED: ON SCENE AT TIME BY: [REDACTED]

VEHICLE/EQUIP: Est. cab letyr: 1999 MAKE: Ford LIC #: — VIN#: 1F7ZK0727XK

REMARKS: Upon arrival flames visible from garage area  
Fire extended to roof. No occupants inside structure  
Fire was extinguished w/ 1 1/2" lines. Roof was vented  
on west side of residence. Fire was confined to garage  
and hallway. Pick up truck was <sup>arrived</sup> occupying garage

REPORT MADE BY: Manny Mello Lt. DATE: 9-15-00

SEE BACK (X)

**MAVERICK COUNTY SHERIFF DEPARTMENT  
INFORMATION REPORT**

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CASE# I-MC0612826

PAGE-1

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**DETAILS OF INCIDENT**

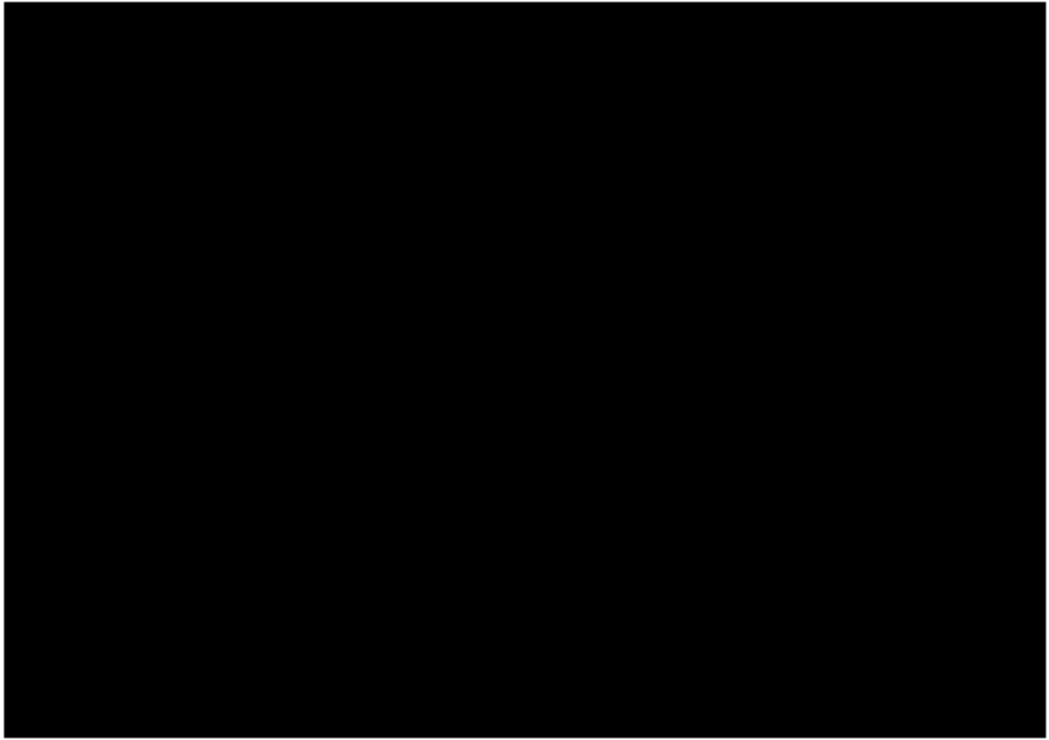
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ON 091500 ON OR ABOUT 3:50P.M., UNDERSIGNED WAS DISPATCHED TO [REDACTED] IN REFERENCE TO A STRUCTURE FIRE. UPON ARRIVAL UNDERSIGNED MADE CONTACT WITH SEVERAL INDIVIDUALS WHO AT THE TIME WERE ATTEMPTING TO EXTINGUISH THE FIRE WITH WATER HOSES. INDIVIDUALS WERE ASKED BY UNDERSIGNED TO VACATE THE PREMISES DUE TO HEAVY SMOKE INHALATION.

UPON FIRE DEPARTMENT ARRIVAL UNDERSIGNED WAS ABLE TO MAKE CONTACT WITH OWNER OF RESIDENCE [REDACTED] WHO STATED THAT DAUGHTER [REDACTED], AND HERSELF WERE INSIDE THE HOUSE WHEN THEY HEARD A LOUD THUNDER NOISE. COMPLAINANT THEN STATED THAT SHE SAW THE HOUSE ON FIRE.

A 1999 FORD P/U LP# [REDACTED] PARKED INSIDE THE GARAGE WAS DESTROYED IN THE FIRE. ESTIMATES OF HOME AND VEHICLE DAMAGES WERE UNABLE TO BE DETERMINE AT THE SCENE.

REPORT MADE BY : D/S R. SANCHEZ



# THE ADJUSTMENT BUREAU, INC.

May 24, 1999

Mr. Edward Drabczyk  
Ford Motor Company  
3 Parklane Boulevard  
Parklane Towers West, Suite 400  
Dearborn, Michigan 48126-2568

Re: Our Insured : [REDACTED]  
Date/Loss: 09-02-97  
Our Claim No. : [REDACTED]  
VIN No.: 1FTDX1726VN [REDACTED]  
Total Loss: \$21,757.65 [REDACTED]

Dear Mr. Drabczyk:

On behalf of Colonial General Agency, Inc. please be advised that the above captioned claim has been assigned to The Adjustment Bureau, Inc. to bring to a full and final conclusion.

This notice is being forwarded in compliance with the Texas Insurance Code; Chapter 21, Section 11.03 ( Amended Chapter: House Bill 2).

We have investigated the details of this claim and this letter is notification of our subrogation rights under our insured's policy. According to the file, you have denied the claim because you did not have the opportunity to inspect the alleged defective parts of the 1997 Ford F-150 owned by our insured.

Our investigation indicates the following information:

- the vehicle was sold to salvage January 1998.
- the vehicle was 3-months old, having approximately 6,000-7,000 miles @ O/Loss.
- fire originated beneath the vehicle in and around the fuel tank.
- the fire was accidental in nature and attributed to a fuel pressure leak from a defective fuel line connector or separation of the fuel line.
- physical evidence as seen in 26 detailed photographs of the underside of the vehicle taken 17 days after O/Loss on a lift.
- fire report indicating mechanical failure from the Zavalla Fire Department.

We are requesting any recall information and warranty information on the above mentioned vehicle and are aggressively pursuing subrogation at this time. It is my intention to settle this claim as amicably as possible as we both know filing suit would only be costly to both parties.

106 East McDermott • Allen, TX 75002  
Tel: 972.727.5544 • Fax: 972.727.6555

EQ05-005-LC1-3282




**THE ADJUSTMENT BUREAU, INC.**

May 24, 1999  
Ford Motor Company  
Page two

Enclosed you will find the necessary documents to support our claim. In good faith, we are providing you with the original photographs and ask that they be returned after your review of the photos. Please contact me at your earliest convenience to discuss further settlement of this claim.

Sincerely,



Jacqueline Soster  
The Adjustment Bureau, Inc.

Enclosures

**THE ADJUSTMENT BUREAU, INC.**

Jacqueline C. Soster  
Operations Manager

106 E. McDermott Road  
Allen, Texas 75002  
jcsoster@aol.com

Tel: 972.727.5544  
Fax: 972.727.6555  
Toll: 888.TAB.9099

106 East McDermott • Allen, TX 75002  
Tel: 972.727.5544 • Fax: 972.727.6555

ER05-885-LC1-3283

Richard JEE: CGA 1149100  
 Zavalla Volunteer Fire Dept.

Field Incident Report

ATT CAROLINE PARRA # 2246

Time:  
 Date: 9/2/97  
 Call Time: 12:50  
 Enroute: 13:00  
 On Scene: 13:05  
 Controlled: 13:25  
 Returned: 13:40

Type:  
 Fire  
 Rescum  
 Investigation  
 Remove Hazard  
 Standby  
 Salvage

Incident No: 97E-017  
 Location: ALCOA RD  
 # 2129

Company:  
 Owner: RICHARD JEE  
 Address: 8718Y 1672  
 HUNTINGTON TX

Act or Omission:  
 Incendiary  
 Suspicious  
 Misuse of Heat  
 Misuse of Material  
 Mechanical Failure  
 Construction/Design  
 Other:

Situation Found:  
 Fire  
 Explosion/Fire  
 Crash  
 Rescum, Crash, No Fire  
 Hazardous Condition  
 Public Service  
 False Alarm  
 Electrical Failure

Alarm By:  
 Telephone  
 Munciple  
 Radio  
 Verbal / PD  
 Other:

General Information:  
 # FD Injured: 0  
 # FD Killed: 0  
 # Civ. Killed: 0  
 # Civ. Injured: 0  
 # Members Present: 6  
 % Property Loss: 6  
 Gallons Pumped: 600  
 \$ Property Loss: 100%

Major Problems:  
 Equip. Failure  
 Lack of Water  
 Communications  
 Weather Conditions  
 Ground Conditions  
 Late Notification  
 Improper Tactics

Total Miles: 4  
 # Units: 1  
 # Pumps: 1  
 # Nozzles: 5  
 # Tanks: 0  
 # Rescum: 0  
 Other:

Type Property:  
 Public Assembly  
 Education  
 Institution  
 Residence  
 Mobile Home (site)  
 Mercantile, Stores  
 Utility Poles/Lines  
 Industrial/Manuf.  
 Storage

Form of Ignition:  
 Fuel Fired  
 Electrical  
 Tobacco  
 Open Flame / Spark  
 Hot Spark  
 Explosion / Fireworks  
 Natural Source  
 Exposure Fire

First Material Ignited:  
 Gas, Natural or L.P.  
 Flammable Liquid  
 Volatile Solids  
 Chemical, Plastic, Etc  
 Natural Products  
 Wood, Paper, Lumber  
 Fabric, Fur, Textile  
 Material w/ Oil

Other: VEHICLE FIRE FROM CAR PICKUP 1997  
 LP # WA9-34

Equipment Involved in Ignition:  
 Heating  
 Cooking  
 A/C, Refrigeration  
 Electrical Distribution  
 Appliances

Special- Office, Vending, I/C Engines  
 Processing  
 Service & Maintenance  
 Heat / Exposure

NATURAL COVER FIRES:

Type:  
 Grass/Brush: acs.  
 Forest: acs.  
 Est. Total: acs.  
 T.F.S. assist. (H)

Causes:  
 Lightning  
 Campfire  
 Smoking  
 Trash / Debris

Incendiary  
 Equipment Use  
 Railroads  
 Children

Insured: CALIFORNIA FIRE INSURANCE Amount: \$100,000 Amt. Loss Paid:  
 Signed: [Signature] Title: FIRE CHIEF Date: 9/2/97

List All Visible Damages which remained:

BOATLIFE SHARP WOOD  
 DOORWAY SUTTER CHAIRPADS  
 12 PAIR MATHS  
 2 PAIR BOAT

8065-005-LC1-3284



**Photo Mounting Sheet**

File Identification \_\_\_\_\_



Taken By \_\_\_\_\_

*TAM WEST*

*9-18-77*  
DATE TAKEN



1



2



**Photo Mounting Sheet**

File Identification \_\_\_\_\_  
Taken By Tom West 4-18-97  
DATE TAKEN



3



4



# Photo Mounting Sheet

File Identification \_\_\_\_\_

Taken By \_\_\_\_\_

7-18-57

DATE TAKEN





# Photo Mounting Sheet

File Identification \_\_\_\_\_

Taken By \_\_\_\_\_

TAM WEST

9-1-77  
DATE TAKEN



7



8



**Photo Mounting Sheet**

File Identification \_\_\_\_\_



Taken By \_\_\_\_\_

*TOM WEST*

*12-7*  
DATE TAKEN



9



10



**Photo Mounting Sheet**

File Identification \_\_\_\_\_

Taken By \_\_\_\_\_



*TOM WEST*

*8-19-17*  
DATE TAKEN



11



12

EDMS-805-LC1-3380



File Identification \_\_\_\_\_

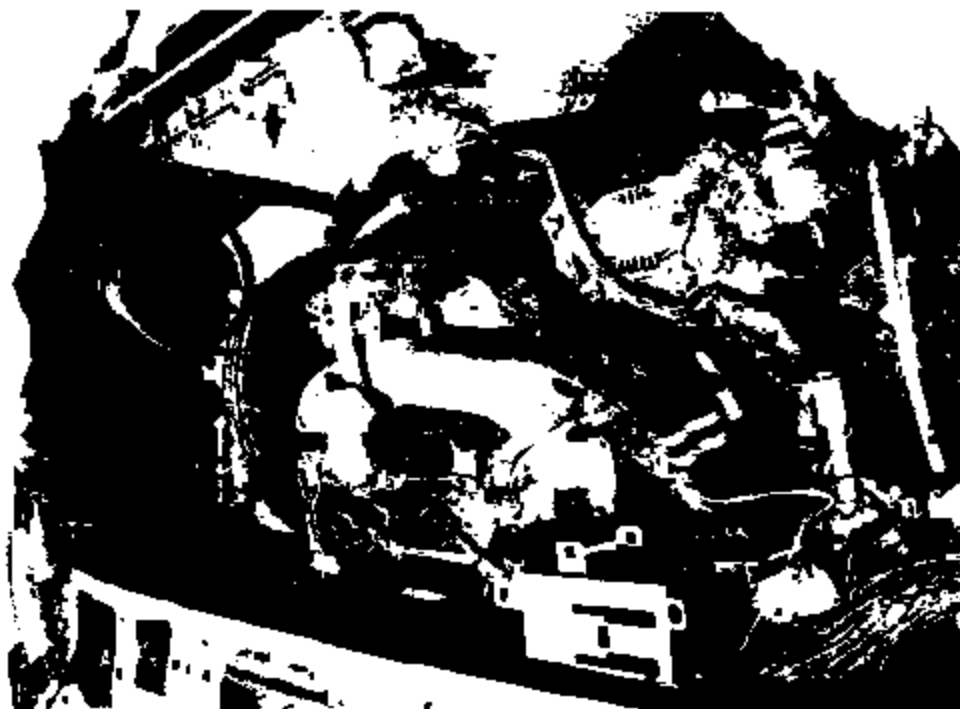
Taken By \_\_\_\_\_

*TBM WEST*

*SEP 92*  
DATE TAKEN



13



14



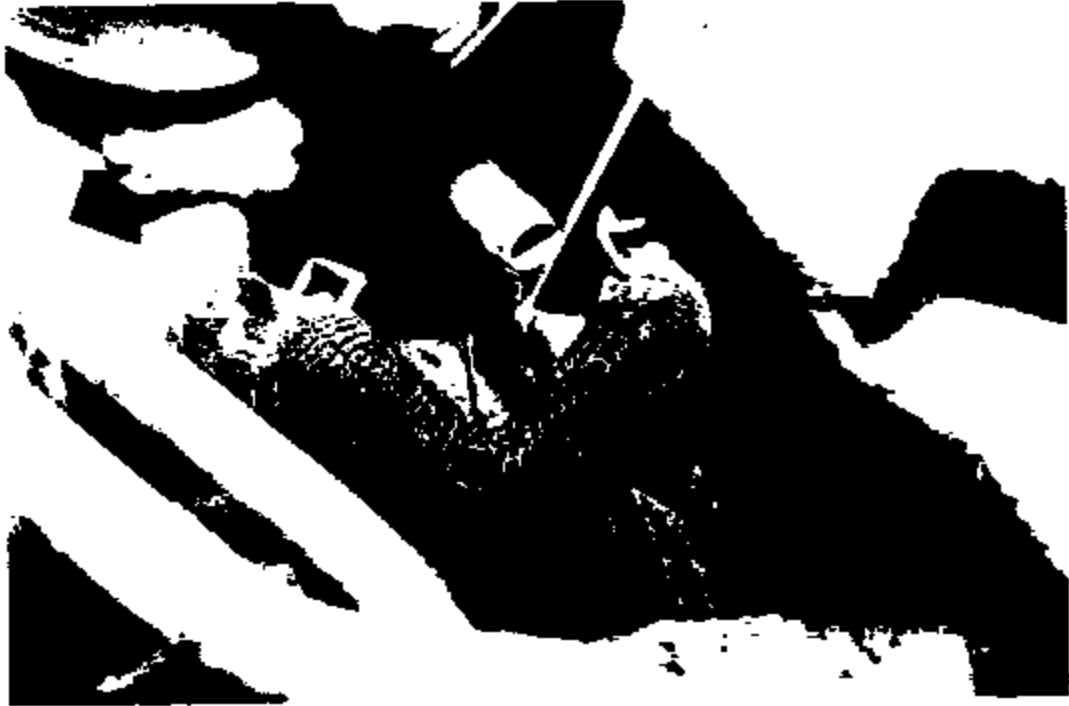
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File Identification \_\_\_\_\_

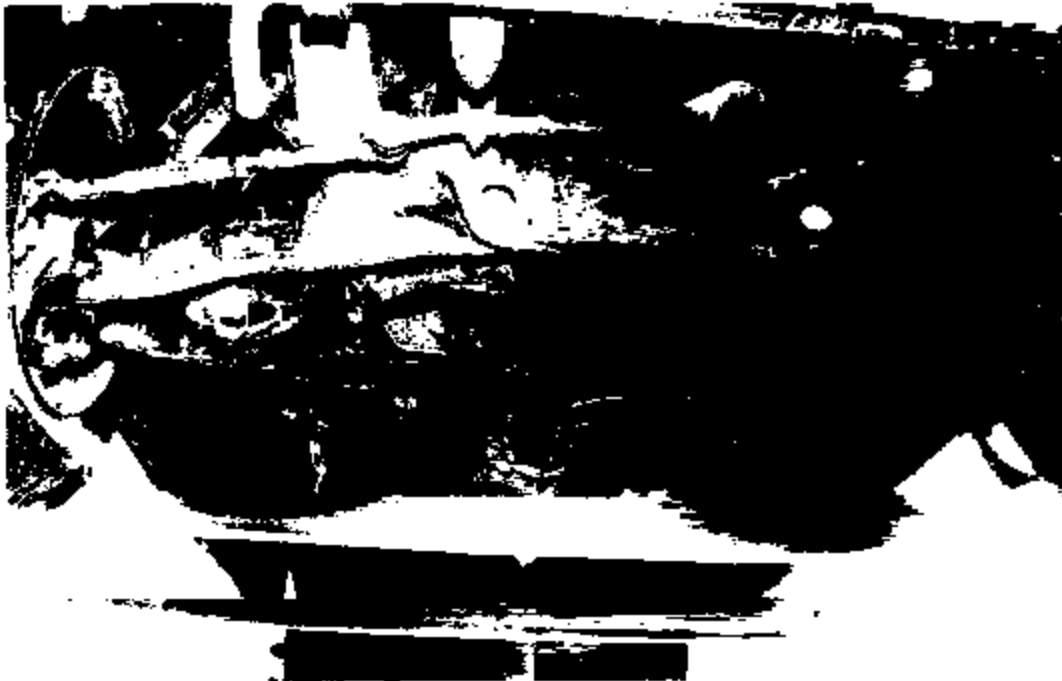
Taken By \_\_\_\_\_

ZAM WEST

7-18-77  
DATE TAKEN



15



16

7-19-77

ENG-885-LC1-3282

**Crawford®**

**Photo Mounting Sheet**

File Identification \_\_\_\_\_

Taken By \_\_\_\_\_

TOM WEST

9-19-97  
DATE TAKEN



17



18



**Photo Mounting Sheet**

File Identification \_\_\_\_\_

Taken By \_\_\_\_\_

*TOM WEST*

*1-17-92*  
DATE TAKEN



19



20

ERG-885-L01-3384



# Photo Mounting Sheet

File Identification \_\_\_\_\_

Taken By \_\_\_\_\_

*TAH WEST*

*9-19-92*  
DATE TAKEN



21



22



**Photo Mounting Sheet**

File Identification \_\_\_\_\_



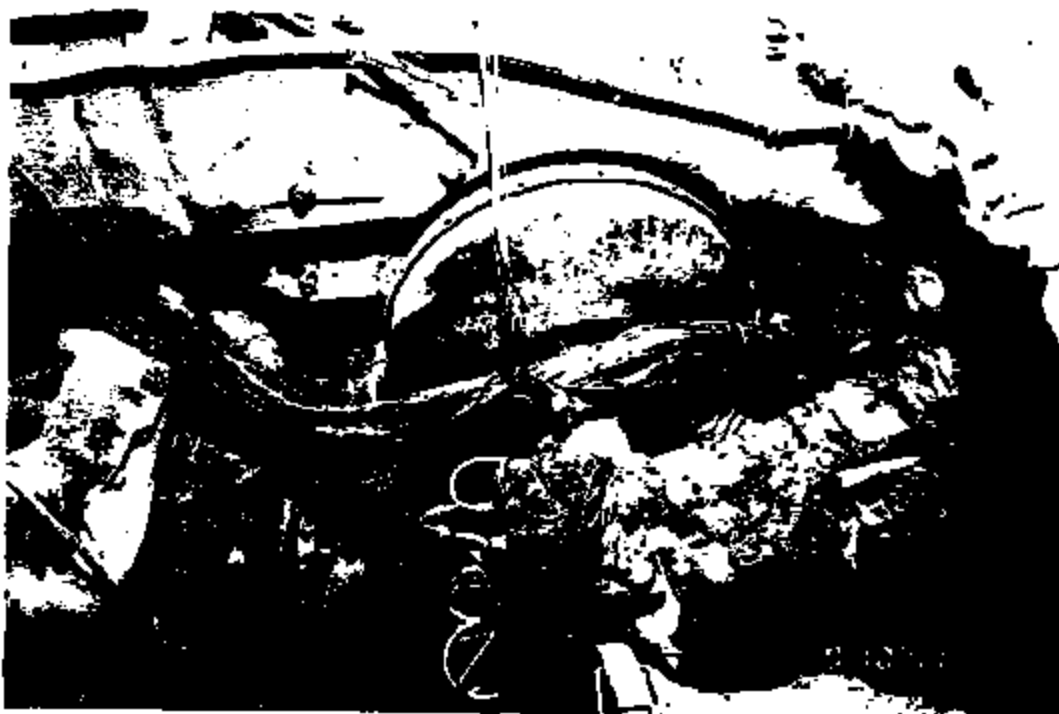
Taken By \_\_\_\_\_

*TOM WEST*

*9-1-82*  
DATE TAKEN



23



24

File Identification \_\_\_\_\_

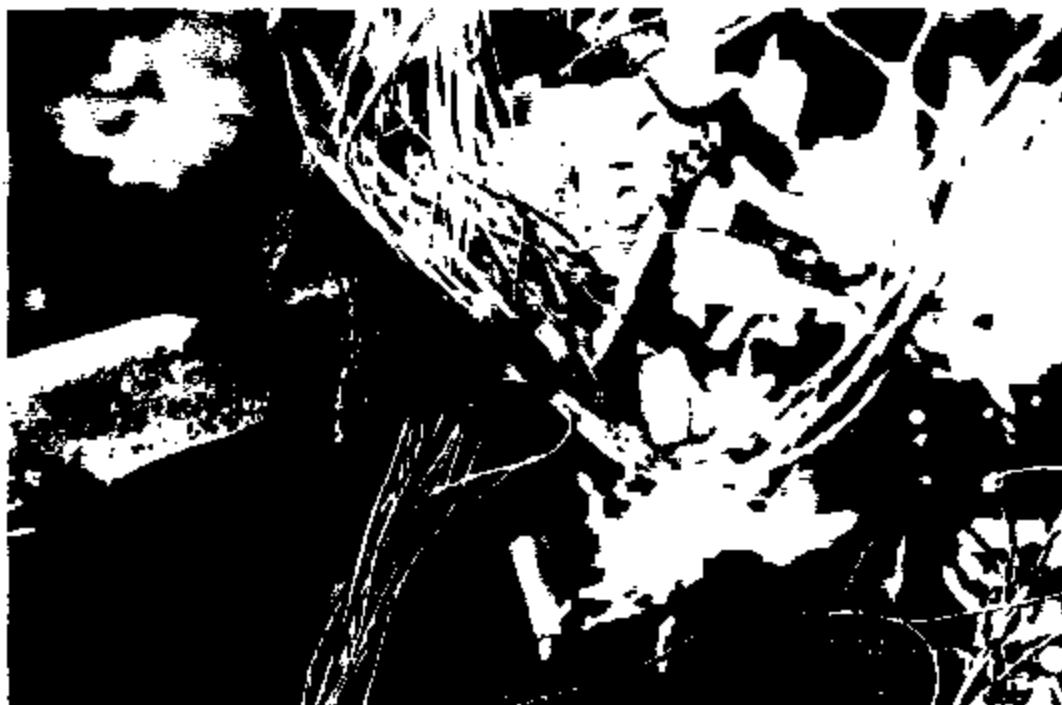
Taken By \_\_\_\_\_

*TOM WEST*

*9-18-97*  
DATE TAKEN



*25*



*26*

# D.W. STORY & ASSOCIATES, INC.

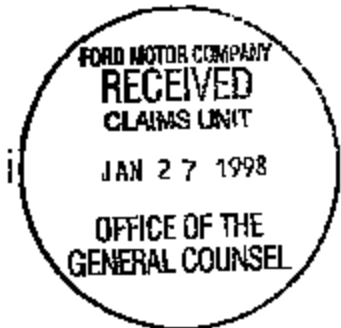
2414 E. U.S. HWY. 80  
SUITE 100  
MESQUITE, TEXAS 75149

(972) 289-4909  
ESTABLISHED 1985

P.O. BOX 360038  
DALLAS, TEXAS 75336-0038

January 20, 1998

Mr. Skip Keyes  
Ford Motor  
3 Parklane Blvd.  
Parklane Towers West, Ste. 400  
Dearborn, MI. 48126



408644

✓  
ED

RE: OUR CLIENT : COLONIAL GENERAL AGENCY & OMNI  
OUR INSURED/DRIVER : [REDACTED]  
OUR CLAIM#/POLICY# : [REDACTED]  
AG FILE # : 172453-23  
YOUR CLAIM#/POLICY# : Unknown  
DATE OF LOSS : 09/02/97  
AMOUNT OF LOSS : \$ 21757.65

Please see enclosed documentation as proof of loss on the above claim in question.

We will be expecting a draft, made payable to "Colonial General Agency & Omni", as subrogee for [REDACTED], sent to [REDACTED], 80, Suite 100, Mesquite, TX [REDACTED].

If you have any questions, please feel free to telephone our office.

Sincerely,

Helen Smith  
Senior Associate

Enclosure



### ASSIGNMENT

The assignment was received on September 17, 1997. Instructions were to travel to Copart Auto Salvage, Lufkin, Texas, and examine a 1997 Ford F150 pickup, VIN 1FTDX1726VN [REDACTED]

### RISK

The risk is a 1997 Ford half-ton F150 pickup. The vehicle identification number is 1FTDX1726VNC [REDACTED]. The vehicle had Texas license plates WR9-341. The risk was powered by a V-6 gasoline fuel-injection engine and contained a standard shift transmission.

### ORIGIN AND CAUSE SYNOPSIS

The fire originated beneath the vehicle in and around the fuel tank. The fire was accidental in nature and attributed to a fuel pressure leak from a defective fuel line connector or separation of the fuel line.

Physical evidence revealed that the most intense burn pattern was beneath the vehicle, which was consistent with the insured's statement that this was where he noticed and discovered the fire.

The fire spread into the passenger compartment of the vehicle, totally destroying its interior. There was some fire damage beneath the hood, which was attributed to the amount of fire in the passenger compartment.

During an examination of electrical wiring in the vehicle, it was noted that the wiring around the steering column was severely damaged, but this was due to the propellant from the air bag in the steering column. I did not notice any electrical shorting of the battery cables or wiring harness in the engine compartment. Electrical wiring in and around the fuel tank was also examined and eliminated as a cause of this fire.

### ENCLOSURES

1. Twenty-six mounted photographs with description sheet\*
2. Fire Report - Zavalla Volunteer Fire Department

\* Negatives of all photographs will be sent under separate cover.

### INVESTIGATION

On September 18, 1997, I traveled to Copart Auto Salvage, Lufkin, Texas, and examined the 1997 Ford F150 pickup. The vehicle was photographed and closely examined. There were no other individuals present at the time of my examination on September 18, 1997. On September 19, 1997, I returned to the site and had the vehicle raised on a lift so that I could further examine its underside.

There was severe damage around the fuel tank and fuel lines beneath the vehicle. I did not find any indications that any of the connectors beneath the vehicle had been altered prior to or after the fire's occurrence.

I contacted [REDACTED], the insured, in reference to this loss. [REDACTED] had driven the pickup to work on the date of the loss and returned home, arriving between 4:30 to 5:00 p.m. The vehicle had sat at his house approximately an hour before he left to go to his sister's in Zavalla, Texas. When he got into the vehicle, he did not smell any odor of gasoline or notice any leaks on the ground. The vehicle was running okay prior to the fire occurring.

At approximately 8:50 p.m., he was traveling from his residence in Huntington, Texas, to his sister's in Zavalla, Texas. He had passed a truck, and when he looked in his rear view mirror, he noticed smoke. Within a very few moments, he noticed flames coming up between the bed of the pickup and its cab. He immediately pulled off to the side of the road. The fire was very intense underneath the vehicle in and around the fuel tank. The driver of the truck that he had passed radioed for the fire department. It took the fire department approximately ten minutes to arrive. During that time, the fire had continued to spread. As the fire continued to burn beneath the vehicle, flames spread into the passenger compartment. It took the fire several minutes to consume the passenger area, and then it extended into engine compartment. By the time the fire department arrived, the vehicle was totally involved.

[REDACTED] stated that he had not noticed anything unusual about the way the pickup was running or anything. The only problem he reported was that the starter had given him problems, and he had made an appointment to take it in to be checked. According to [REDACTED] the vehicle had approximately six or seven thousand miles at the time of the loss. The tires on the vehicle were original on the front, and he had replaced the original rear tires with wider ones because the terrain on which he drove was sandy.

I have not contacted members of the Zavalla Volunteer Fire Department in reference to this loss. However, I do have a copy of the fire report which you supplied to me.

**COMMENTS/FILE STATUS**

Due to the fact this vehicle is approximately three months old, it is my opinion that subrogation possibilities against Ford Motor Company exist as this vehicle is still under warranty.

Per your instructions, no further investigation will be conducted. Should you have any questions pertaining to this report or this investigation, please contact me at (903) 568-8148.

Tom West  
Senior Supervising Investigator

TWj  
Enclosures

cc: Don Horst  
Southern Regional Manager  
P. O. Box 641028  
Kenner (New Orleans), LA 70064



8200 Brookriver Drive  
LB-151, Suite 4800  
Dallas, TX 75247  
(903) 589-8149  
FAX: (903) 589-8149

**PRIVILEGED AND CONFIDENTIAL  
REPORT NUMBER ONE  
September 24, 1997**

**PREPARED FOR:** Omni Insurance Services, Inc.  
12300 Ford Road, Suite 283  
Dallas, TX 75324

**ATTENTION:** Caroline Perra

**INSURED:** [REDACTED]  
**DATE OF LOSS:** September 2, 1997, 6:50 p.m.  
**LOSS LOCATION:** FM 2109, Zavalla, TX  
**POLICY NUMBER:** [REDACTED]  
**CLAIM NUMBER:** [REDACTED]  
**FILE NUMBER:** 7206-000070  
**PREPARED BY:** Tom West  
Senior Supervising Investigator

[REDACTED]

### ASSIGNMENT

The assignment was received on September 17, 1997. Instructions were to travel to Copart Auto Salvage, Lufkin, Texas, and examine a 1997 Ford F150 pickup, VIN 1FTDX1726VN [REDACTED]

### RISK

The risk is a 1997 Ford half-ton F150 pickup. The vehicle identification number is 1FTDX1726VN [REDACTED]. The vehicle had Texas license plates [REDACTED]. The risk was powered by a V-8 gasoline fuel-injection engine and contained a standard shift transmission.

### ORIGIN AND CAUSE SYNOPSIS

The fire originated beneath the vehicle in and around the fuel tank. The fire was accidental in nature and attributed to a fuel pressure leak from a defective fuel line connector or separation of the fuel line.

Physical evidence revealed that the most intense burn pattern was beneath the vehicle, which was consistent with the insured's statement that this was where he noticed and discovered the fire.

The fire spread into the passenger compartment of the vehicle, totally destroying its interior. There was some fire damage beneath the hood, which was attributed to the amount of fire in the passenger compartment.

During an examination of electrical wiring in the vehicle, it was noted that the wiring around the steering column was severely damaged, but this was due to the propellant from the air bag in the steering column. I did not notice any electrical shorting of the battery cables or wiring harness in the engine compartment. Electrical wiring in and around the fuel tank was also examined and eliminated as a cause of this fire.

### ENCLOSURES

1. Twenty-six mounted photographs with description sheet\*
2. Fire Report - Zavalla Volunteer Fire Department

\* Negatives of all photographs will be sent under separate cover.

### INVESTIGATION

On September 18, 1997, I traveled to Copart Auto Salvage, Lufkin, Texas, and examined the 1997 Ford F150 pickup. The vehicle was photographed and closely examined. There were no other individuals present at the time of my examination on September 18, 1997. On September 19, 1997, I returned to the site and had the vehicle raised on a lift so that I could further examine its underside.

There was severe damage around the fuel tank and fuel lines beneath the vehicle. I did not find any indications that any of the connectors beneath the vehicle had been altered prior to or after the fire's occurrence.

I contacted [REDACTED] the insured, in reference to this loss. [REDACTED] had driven the pickup to work on the date of the loss and returned home, arriving between 4:30 to 5:00 p.m. The vehicle had sat at his house approximately an hour before he left to go to his sister's in Zavalla, Texas. When he got into the vehicle, he did not smell any odor of gasoline or notice any leaks on the ground. The vehicle was running okay prior to the fire occurring.

At approximately 6:50 p.m., he was traveling from his residence in Huntington, Texas, to his sister's in Zavalla, Texas. He had passed a truck, and when he looked in his rear view mirror, he noticed smoke. Within a very few moments, he noticed flames coming up between the bed of the pickup and its cab. He immediately pulled off to the side of the road. The fire was very intense underneath the vehicle in and around the fuel tank. The driver of the truck that he had passed radioed for the fire department. It took the fire department approximately ten minutes to arrive. During that time, the fire had continued to spread. As the fire continued to burn beneath the vehicle, flames spread into the passenger compartment. It took the fire several minutes to consume the passenger area, and then it extended into engine compartment. By the time the fire department arrived, the vehicle was totally involved.

[REDACTED] stated that he had not noticed anything unusual about the way the pickup was running or anything. The only problem he reported was that the starter had given him problems, and he had made an appointment to take it in to be checked. According to [REDACTED] the vehicle had approximately six or seven thousand miles at the time of the loss. The tires on the vehicle were original on the front, and he had replaced the original rear tires with wider ones because the terrain on which he drove was sandy.

I have not contacted members of the Zavalla Volunteer Fire Department in reference to this loss. However, I do have a copy of the fire report which you supplied to me.

**COMMENTS/FILE STATUS**

Due to the fact this vehicle is approximately three months old, it is my opinion that subrogation possibilities against Ford Motor Company exist as this vehicle is still under warranty.

Per your instructions, no further investigation will be conducted. Should you have any questions pertaining to this report or this investigation, please contact me at (903) 569-6149.

Tom West  
Senior Supervising Investigator

TWjp  
Enclosures

cc: Don Horait  
Southern Regional Manager  
P. O. Box 841028  
Kenner (New Orleans), LA 70064

**PHOTOGRAPH DESCRIPTIONS**

- 1-5. Exterior views of vehicle
6. View of front tires on vehicle
7. View of rear tires on vehicle
- 8-11. Interior of vehicle
12. View of bed of pickup
- 13-14. Views of engine compartment
15. View of fuel connector beneath hood in engine compartment
- 16-17. Views beneath vehicle
18. Area of fire origin and most intense fire
- 19-20. Views of fuel lines beneath vehicle
21. View of filler connection to fuel tank
22. View of separated fuel line from fuel tank which fed fire
23. View of battery and battery cables
24. View of electrical wiring harness beneath engine compartment
- 25-26. Views of damage and melted wire in passenger compartment due to intensity of fire



[Redacted]

CGA 1149100

25011a Volunteer Fire Dept.

Field Incident Report

ATT CAROLINE PARO  
M 2:45

Time:  
Date: 9/2/97  
Call Time: 12:50  
Enroute: 12:55  
On Scene: 13:00  
Controlled: 13:15  
Returned: 13:30

Type:  
 Fire  
 Rescue  
 Investigation  
 Remove Hazard  
 Standby  
 Salvage

Incident No: 97E-017  
Location: PLEASANT  
2119

Occupant:  
Owner: [Redacted]  
Address: [Redacted]

Act or Omission:  
 Incendiary  
 Suspicious  
 Misuse of Heat  
 Misuse of Material  
 Mechanical Failure  
 Construction/Design  
 Other:

Situation Found:  
 Fire  
 Explosion/Fire  
 Crash  
 Rescue, Crash, No Fire  
 Hazardous Condition  
 Public Service  
 False Alarm  
 Electrical Failure

Alarm By:  
 Telephone  
 Munciple  
 Radio  
 Verbal / PD  
 Other:

General Information:  
# FD Injured: 0  
# FD Killed: 0  
# Civ. Killed: 0  
# Civ. Injured: 0  
# Members Present: 0  
\* Property Loss: 6  
Gallons Pumped: 600  
\$ Property Loss: 1000

Major Problems:  
 Equip. Failure  
 Lack of Water  
 Communications  
 Weather Conditions  
 Ground Conditions  
 Late Notification  
 Improper Tactics

Total Miles: 4  
# Units: 1  
# Pumps: 1  
# Nozzles: 1  
# Tankers: 0  
# Rescues: 0  
Other:

Type Property:  
 Public Assembly  
 Education  
 Institution  
 Residence  
 Mobile Home (site)  
 Mercantile, Stores  
 Utility Poles/Lines  
 Industrial/Manuf.  
 Storage  
Other: VEHICLE FIRE F-80 RE CAR PICKUP 1997

Form of Ignition:  
 Fuel Fired  
 Electrical  
 Tobacco  
 Open Flame / Spark  
 Hot Spark  
 Explosion / Fireworks  
 Natural Source  
 Exposure Fire

First Material Ignited:  
 Gas, Natural or L.P.  
 Flammable Liquid  
 Volatile Solids  
 Chemical, Plastic, Etc  
 Natural Products  
 Wood, Paper, Lumber  
 Fabric, Fur, Textile  
 Material w/ Oil

Equipment involved in ignition:

Heating  
 Cooking  
 A/C, Refrigeration  
 Electrical Distribution  
 Appliances

Special- Office, Vending, I/C Engines  
 Processing  
 Service & Maintenance  
 Heat / Exposure

NATURAL COVER FIRES:

Type:  
 Grass/Brush: \_\_\_ acs.  
 Forest: \_\_\_ acs.  
Est. Total: \_\_\_ acs.  
T.F.S. assist. (N)

Causes:  
 Lightning  
 Campfire  
 Smoking  
 Trash / Debris  
 Incendiary  
 Equipment Use  
 Railroads  
 Children

Insured: [Redacted] Amount: [Redacted] Amt. Loss Paid: [Redacted]  
Signed: [Redacted] Title: FIRE CHIEF Date: 9/2/97  
LAST ALL 25011a Volunteer Fire Dept. reported.

BOB ALLEN  
DORRIS JUTTEN  
DEBRA BROWN  
[Redacted]  
SHANE WOOD  
CHRIS WARD

... .. from other departments pages

FD-203 (Rev. 1-1-81)



# Photo Mounting Sheet

File Identification \_\_\_\_\_

Taken By \_\_\_\_\_

*TOM WEST*

*9-18-92*  
DATE TAKEN



8000-605-LC1-3318



# Photo Mounting Sheet

File Identification \_\_\_\_\_

Taken By \_\_\_\_\_

*TAM WEST*

*9-18-97*  
DATE TAKEN



3



4

EDS-885-LC1-3319



# Photo Mounting Sheet

File Identification \_\_\_\_\_

Taken By \_\_\_\_\_

*TOM WEST*

*9-18-97*  
DATE TAKEN



6



6

EA85-885-LC1-3328



**Photo Mounting Sheet**

File Identification \_\_\_\_\_

Taken By \_\_\_\_\_

TOM WEST

9-18-97  
DATE TAKEN



7



8



# Photo Mounting Sheet

File Identification \_\_\_\_\_



Taken By \_\_\_\_\_

*TOM WEST*

*9-18-97*  
DATE TAKEN



9



10



**Photo Mounting Sheet**

File Identification \_\_\_\_\_

Taken By \_\_\_\_\_

TOM WEST

9-18-97  
DATE TAKEN



11



12

EGG-005-LC1-3323

File Identification \_\_\_\_\_

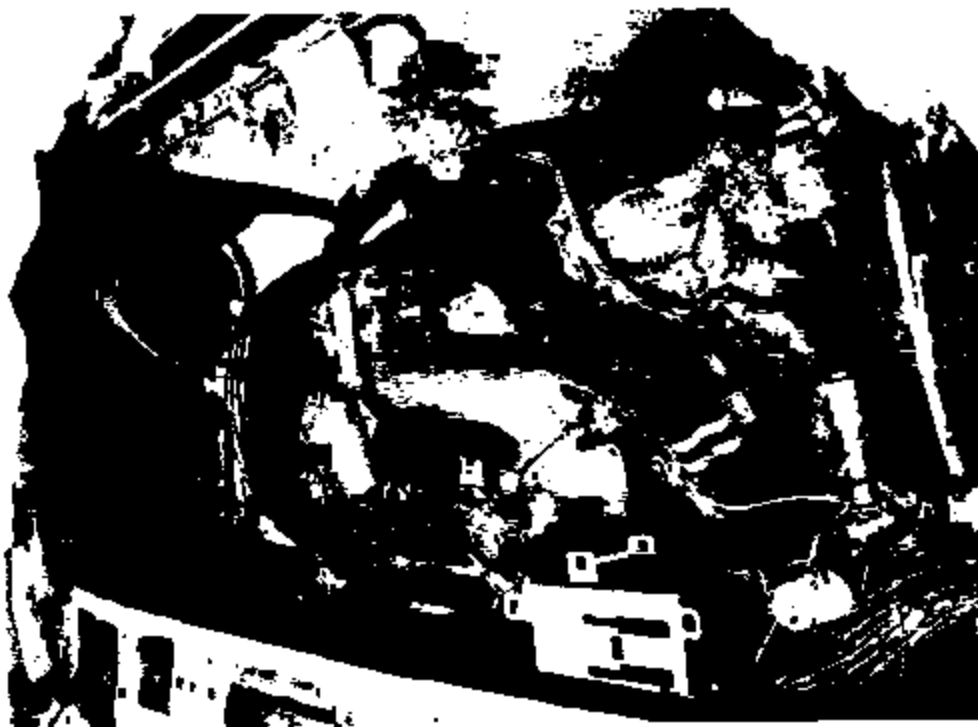
Taken By \_\_\_\_\_

TOM WEST

9-18-92  
DATE TAKEN



13



14



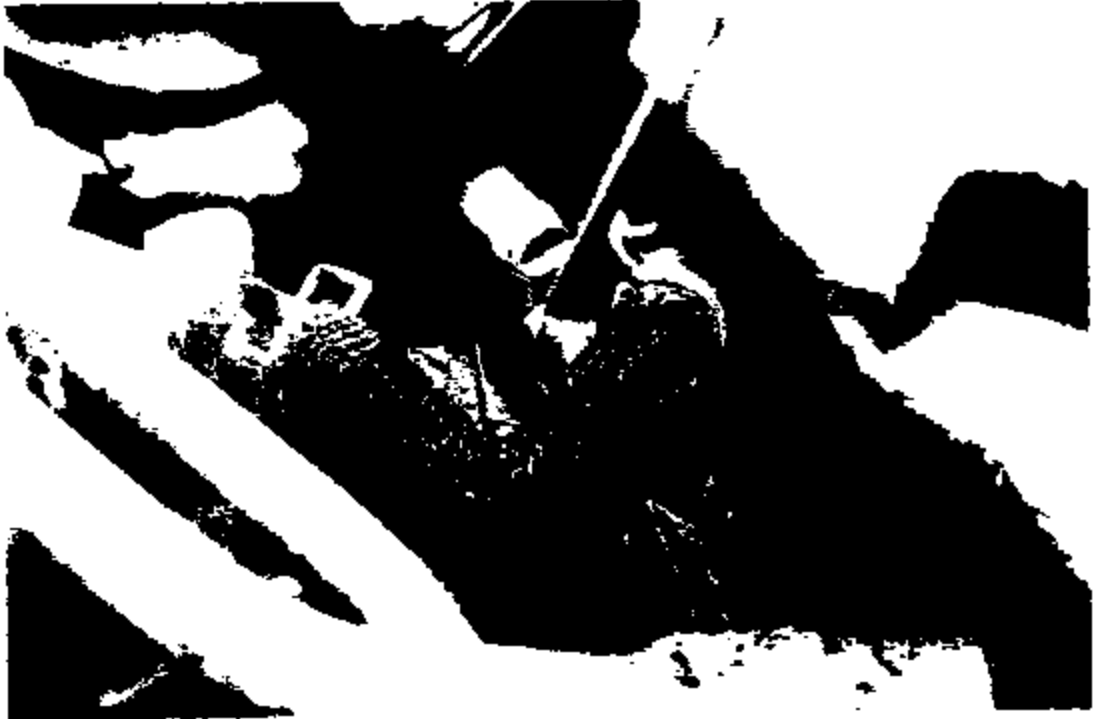
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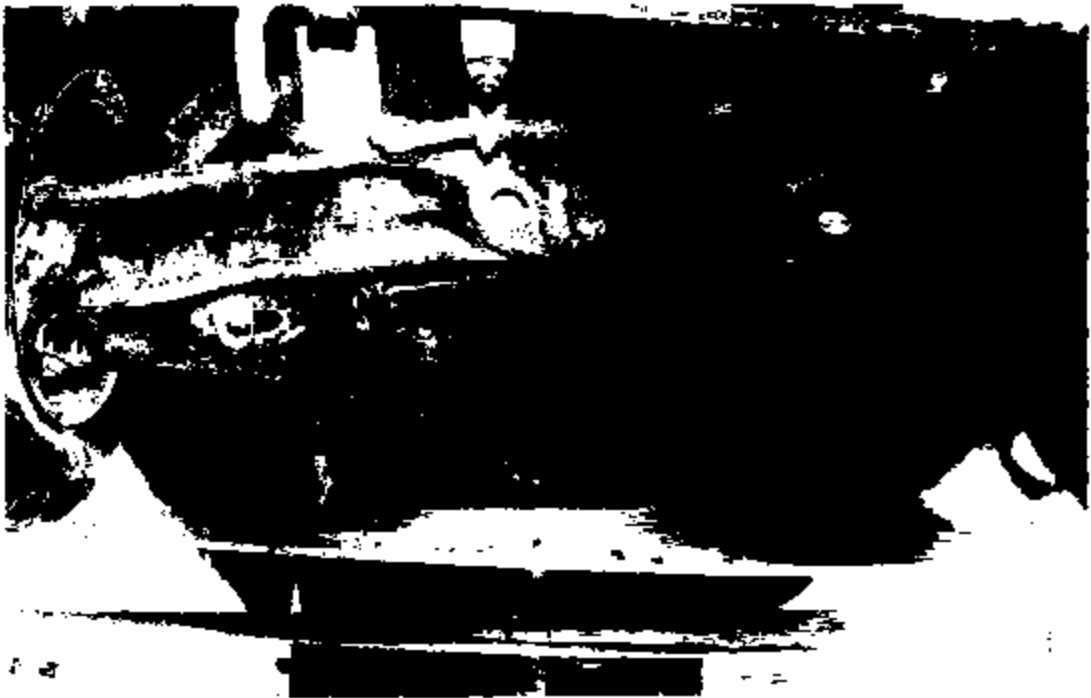
Taken By \_\_\_\_\_

*TOM WEST*

*9-18-97*  
DATE TAKEN



*15*



*16*

*9-19-97*



**Photo Mounting Sheet**

File Identification \_\_\_\_\_



Taken By \_\_\_\_\_

*TOM WEST*

*9-19-97*  
DATE TAKEN



17



18



# Photo Mounting Sheet

File Identification \_\_\_\_\_

Taken By \_\_\_\_\_



*TOM WEST*

*9-19-92*  
DATE TAKEN



19



20

E995-885-LC1-3327



**Photo Mounting Sheet**

File Identification \_\_\_\_\_  
Taken By TOM WEST 9-19-97  
DATE TAKEN



21



22

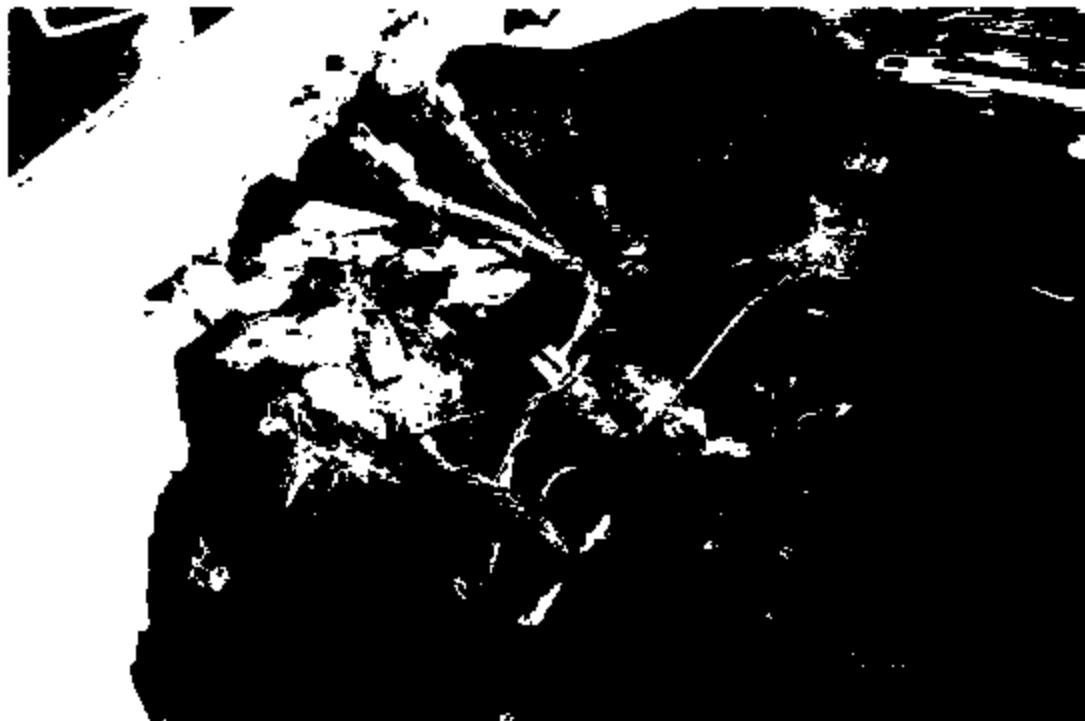
FD-305 (Rev. 12-13-81) Printed by GPO

File Identification \_\_\_\_\_

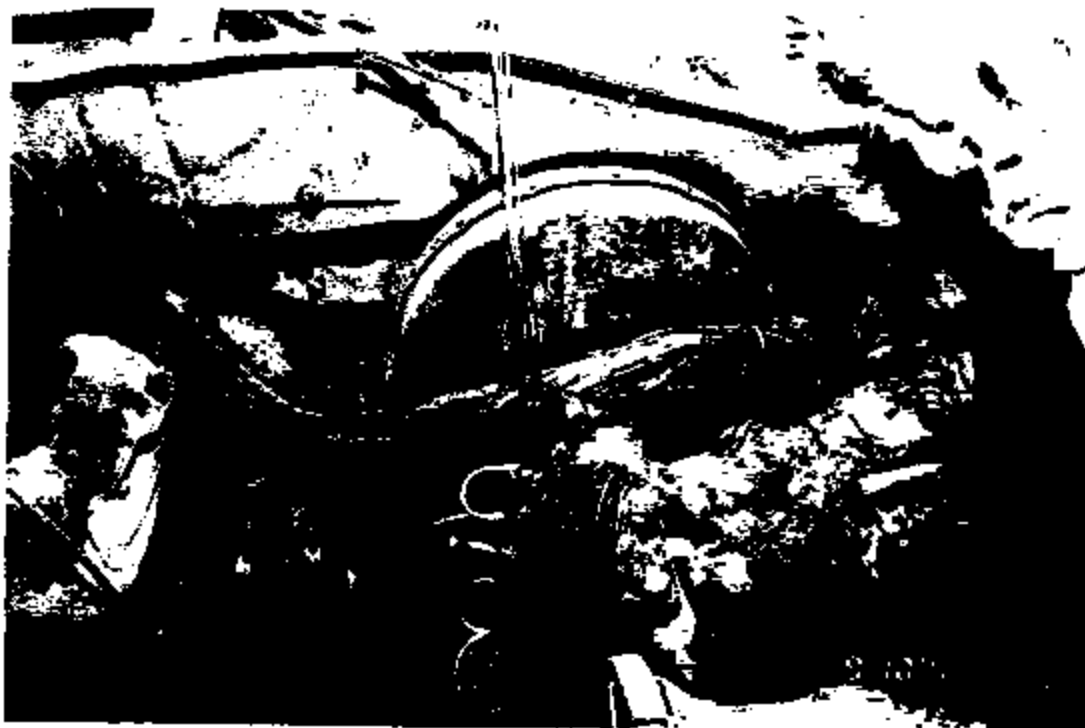
Taken By \_\_\_\_\_

*TOM WEST*

*9-19-97*  
DATE TAKEN



23



24



**Photo Mounting Sheet**

File Identification \_\_\_\_\_

Taken By \_\_\_\_\_

*TOM WEST*

*9-18-97*  
DATE TAKEN



25



26

BAES-005-LC1-3338



**"IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED"**



**DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW**

\*\*\*\*\* FOR DEALER USE ONLY \*\*\*\*\*

Requesting Dealer: Ray Uiles Ford LLC P&A: 05623 Region: Atlanta  
 Contact Person: Jim Ogle Phone Number: 165-457-0704  
 New or Used: U Date of Purchase: Wholen Yr/Model: 1998 Mileage: 61,628  
 VIN: 1FM PU18L6 4L [REDACTED]  
 Customer Name: [REDACTED]  
 Address: [REDACTED]  
 City: LaFollette County: Campbell State: TN Zip Co: [REDACTED]  
 Home Phone: [REDACTED] Business Phone: [REDACTED]  
 Incident Involves: Accident: \_\_\_\_\_ Fire:  Other: Est. To Repair \$722.12 plus tax  
 Date of Incident: 2-3-01  
 If customer is alleging product defect, what type: Fuel tank - Fill up  
 Personal Injury? No Was medical attention sought? No  
 Was a police report filed (where)? NO  
 Has the insurance company been contacted? YES  
 What did the insurance company advise? Insurance would not pay claim due to not knowing what caused problem.  
 Name and phone of owner's insurance company (agent's name): State Farm  
Ints. 1-888-898-6568 EXT. 5 / Bob McCarthy Agent  
 If the vehicle is a conversion unit, name of the body builder: N/A  
 Accident details (date, where, how, etc.): Mrs. Hall was attempting to add fuel to vehicle at a Fuel Center, after fueling upon pulling fuel nozzle from tank a flame shot from tank. She had to use fire extinguisher to put flame out.  
 What is the customer requesting? Wants Ford to assist on trade. Mrs. Hall attempted to trade but was unhappy over trading difference. Mrs. Hall does not want back in this vehicle.

IF NEEDED, PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER.

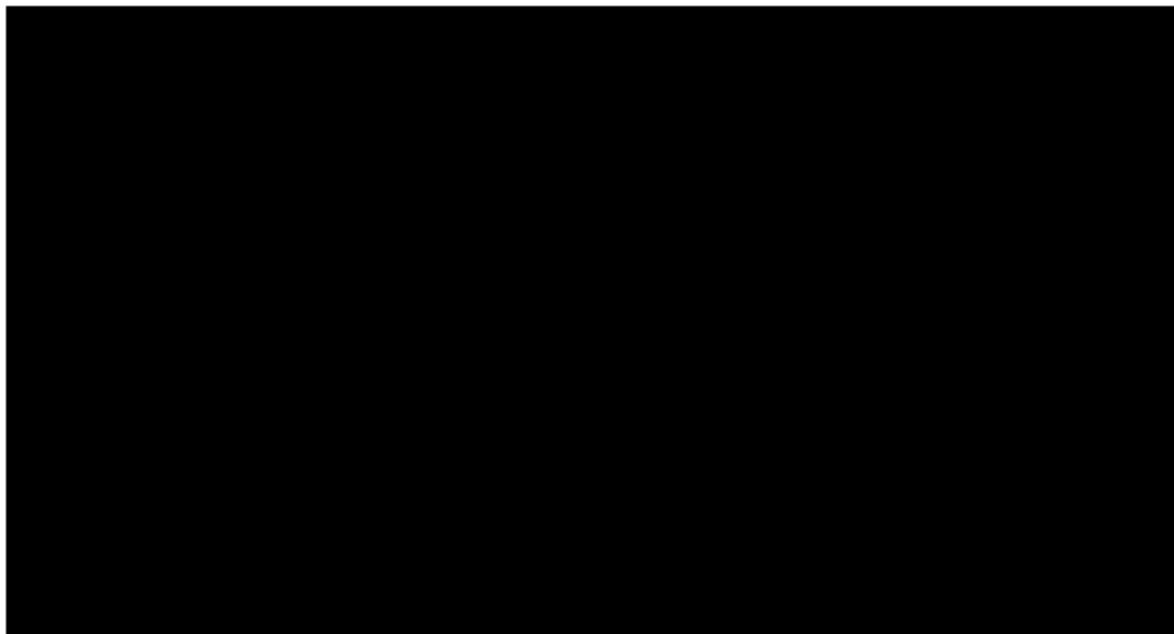
Fax to: (313) 446-9471 or (313) 446-9347

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED.

LC 9

313-845-5668





**PROGRESSIVE**

May 10, 2005

365-B Highland Colony Parkway, Suite 405  
Prichard, MS 39157

Telephone: 1-800-PROGRESSIVE  
601 952-2620  
Facsimile: 601 899-6194  
601 952-2702

progressive.com

JUN 01 2005

Ford Motor Company  
Consumer Affairs Department  
PO Box 6248  
MD-3NE-B  
Dearborn, MI 48126

FORD MOTOR COMPANY  
RECEIVED  
JUN 02 2005  
OFFICE OF THE  
GENERAL COUNSEL

Re: Our Insured: [REDACTED]  
Claim Number: [REDACTED]  
Policy Number: [REDACTED]  
Date of Loss: March 21, 2005

Progressive has been advised that Ford Motor Company is the manufacturer of a 2001 Ford Expedition owned by [REDACTED]. The vehicle identification number on this vehicle is 1FMRU15L41 [REDACTED]. Based on an investigation completed by Progressive Insurance, we have found that this vehicle has a defect with its steering column causing to to burn and cause damage to out insured, [REDACTED] 2003 Jeep Grand Cherokee. [REDACTED] vehicle was parked and unoccupied next to the 2001 Expedition in a parking area at the time of loss.

At this time we are attempting to receive compensation for [REDACTED] damaged vehicle based on the above. Please find all my contact info below where you can direct all correspondence and questions.

Progressive Insurance Company



Atoya Brown  
601-952-2644

Claims Representative

2005 JUN - 1 A 8:40

REGISTRATION  
CENTER



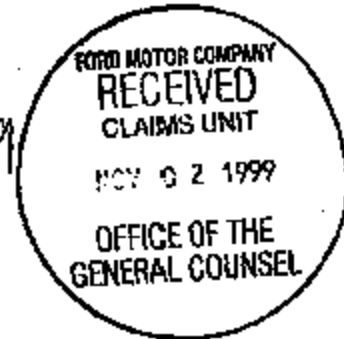
State Farm Insurance Companies



October 28, 1999

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

SN  
Cg/1999



Re: Our claim number: [REDACTED]  
Our insured: [REDACTED]  
Date of Loss: 9/12/99  
Make, Model  
& year of Product: 1999 Ford F150  
VIN: 1FTRX17L3X [REDACTED]

Dear Sirs:

This State Farm insured 1999 Ford F150 pickup was involved in a fire loss. We settled a claim with our insured in the amount of \$24,965.22, which includes our insured's deductible.

Our investigation revealed the cause of the loss was due to failure of fuel system components at the passenger side rear of the motor compartment adjacent to the firewall.

Enclosed is the documentation of State Farm's claim. We are holding the vehicle until we have concluded our claim with your company. You may contact me at 205-987-3185 to make arrangements to inspect the vehicle.

Please consider this letter as our demand to Ford Motor Company for reimbursement of \$24,965.22 less salvage.

**A Privileged and Confidential Report**

**Prepared For**

**State Farm Insurance Company  
c/o Mr. Mike Burchfield**

[REDACTED]

**Policy Number**

[REDACTED]

**Claim Number**

[REDACTED]

RECEIVED BY  
RIVERCHASE SERVICE CENTER

OCT 25 1999

**TechniFire Number  
990917-05-D-3307**

**TechniFire Services Company**

<b>Insured:</b>	[REDACTED]
<b>Policy Type:</b>	Auto Coverage
<b>Date of Loss:</b>	September 12, 1999
<b>Loss Location:</b>	Bessemer, Alabama

**Risk Information:**

**Make:** Ford  
**Model:** F-150  
**Year:** 1999  
**VIN:** 1FTRX17L3XN [REDACTED]  
**Mileage:** Undetermined

**Notes:**

The insured reported to State Farm Insurance Company that he left home driving the vehicle. He got approximately one mile from his home when he ran out of gas. After calling someone to bring him gas, he drove the vehicle back to his home. After arriving at his residence he asked someone to attempt to start the vehicle while he raised the hood and looked into the motor compartment. While the motor was turning over, he saw flames appear at the passenger side rear of the motor compartment adjacent to the firewall area.

**File History**

Glenn Aslinger is the assigned investigator representing TechniFire Services Company.

On September 17, 1999, this file was established under the direction of Mr. Mike Burchfield, who represents State Farm Insurance Company in Birmingham, Alabama.

On September 23, 1999, the vehicle was examined at Insurance Auto Auction in Bessemer, Alabama.

On September 23, 1999 a verbal report was provided to Mr. Mike Burchfield.

**During the investigation:**

- a) the salvage was examined for cause and origin determination; and
- b) information was provided by Mr. Mike Burchfield.

**Instructions Received:**

The following instructions were provided upon receipt of this assignment:

Conduct salvage inspection for C & O

**Persons referred to in this report:**

[REDACTED]	Insured
Mr. Mike Burchfield	State Farm Insurance Co.

### **Origin and Fire Spread**

The fire began on the interior of the motor compartment on the passenger side of the engine at the rear adjacent to the firewall at the location of the crossover fuel lines. Flame development included the gasoline fuel released as a result of failure of fuel components spreading flame to adjacent plastic and rubber components within the motor compartment.

The fire was extinguished with major flame development contained to the passenger side of the motor compartment.

### **Fire Causation**

The fire was caused by a failure of fuel system components at the passenger side rear of the motor compartment adjacent to the firewall. The opinion as to the fire cause is based on the following:

- 1) Fire flow and demarcation patterns on engine components, firewall and vehicle hood indicating the fire began at the passenger side of the engine at the rear adjacent to the firewall at the location of the crossover fuel lines.
- 2) Burn and char patterns on plastic, rubber and aluminum components within the motor compartment area indicating the fire began at the rear of the motor compartment on the passenger side of the engine adjacent to the firewall at the location of the crossover fuel lines.
- 3) Oxidation and demarcation patterns on engine components, firewall and vehicle hood indicating the fire began on the passenger side of the engine at the rear adjacent to the firewall.
- 4) Evidence that the crossover fuel lines were consumed during the course of the fire.
- 5) The elimination of other potential causes.
- 6) Information provided by the insured to State Farm Insurance Company.

### **Evidence Obtained During the Salvage Examination**

#### **By this Investigator**

No evidence was removed from the vehicle.

#### **By other Investigators/Agents**

There were no indications that any evidence had been removed by others prior to my vehicle examination.

## **INSPECTION SUMMARY**

### **Exterior**

The most extensive damage to the exterior of the vehicle occurred to the front adjacent to the motor compartment including the grill, front fenders and vehicle hood. All four tires and wheels were on the vehicle when the fire occurred. There was no indication that any exterior component had been removed from the vehicle prior to the fire. The damage configuration at the exterior of the vehicle indicates the fire occurred at the passenger side rear of the motor compartment area.

### **Undercarriage**

There was no damage to the undercarriage as a result of the fire. All components of the undercarriage appear to have been in their appropriate locations at the time the fire occurred.

### **Motor Compartment**

The motor compartment was extensively damaged as a result of the fire. The most extensive damage occurred at the passenger side of the motor compartment area. All components of the motor compartment appear to have been in their appropriate locations at the time the fire occurred. The damage configuration within the motor compartment does indicate the fire's development at the passenger side rear adjacent to the firewall at the location of the crossover fuel lines.

### **Passenger Compartment**

Damage within the passenger compartment occurred at the windshield area adjacent to the motor compartment. All components of the passenger compartment were in their appropriate locations at the time the fire occurred. The damage configuration within the passenger compartment does indicate the fire's development within the adjacent motor compartment area.



## **SYSTEMS**

### **Electrical**

Both the primary and secondary electrical systems were connected when the fire occurred. There were no indications of arcing or shorting at the battery or primary wiring. Secondary wiring within the motor compartment was damaged as a result of exposure to heat and flame. There was no indication that a failure of the electrical system is a cause of the fire.

### **Fuel System**

The fuel tank and all rigid and flexible lines extending to the motor compartment were connected when the fire occurred. There were no breaks or deformities found in the rigid lines running from the tank to the motor compartment. Flexible fuel lines on the driver's side of the engine were intact. Flexible fuel lines crossing over from the driver's side to the passenger side at the rear of the motor were burned and degraded as a result of the fire. A failure of the crossover fuel lines at the rear of the motor extending to the passenger side resulting in the release of fuel into the motor compartment area is the cause of the fire.

### **Drive Train**

The motor oil level was full as indicated on the dipstick. No visible grit or metallic particles were found. The automatic transmission fluid level was within the acceptable range. All of the major drive train components were found in their appropriate locations and externally appeared to be operable. There is no indication that a failure of the drive train resulted in the fire.



**TOP VIEW**

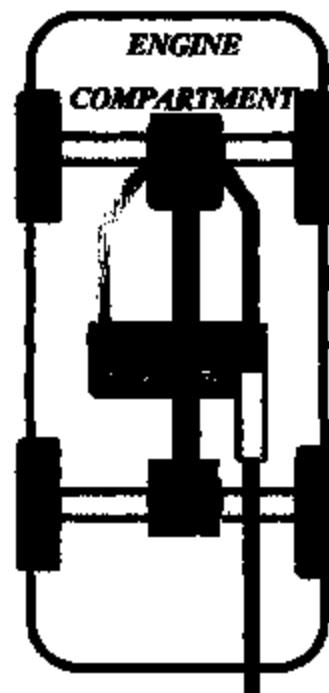
**F  
R  
O  
N  
T**



**INTERIOR VIEW**

**F  
R  
O  
N  
T**

**FRONT**



**ENGINE  
COMPARTMENT**

**UNDERSIDE  
VIEW**

**Note:** Not to scale. This diagram is for illustration only and may not accurately represent the vehicle's dimensions, components, or accessories.

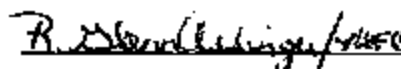


**Area of Origin**

**TechniFire** Services Company

**Insured:** [REDACTED]  
**DOL:** September 12, 1999  
**Policy No.:** [REDACTED]  
**Claim No.:** [REDACTED]  
**TechniFire No.:** 990912-06-D-3307

Submitted this 8<sup>TH</sup> day of October, 1999.



R. Glenn Aslinger, CFI

TechniFire Services Company  
P. O. Box 17356  
Chattanooga, TN 37415  
(423) 876-1700



**Photo Information**  
1. Front and passenger side of vehicle.(1)



**Photo Information**  
2. Rear and passenger side of vehicle.(2)



**Photo Information**  
3. Rear and driver's side of vehicle.(4)



**Photo Information**  
4. Front and driver's side of vehicle.(5)



**Photo Information**

5. View of the interior dash area from the passenger side of the vehicle.(10)



**Photo Information**

6. View of the front seating area at the interior of the passenger compartment.(9)



**Photo Information**

7. View of the rear seating area at the interior of the extended cab.(8)



**Photo Information**

8. View of the interior dash area from the driver's side of the vehicle.(28)



*Photo Information*

9. View of the front grill and vehicle hood.(6)



*Photo Information*

10. View of the vehicle hood and front of the vehicle from the cab area.(7)





**Photo Information**

11. View of the bottom side of the vehicle hood. Oxidation and demarcation patterns on fenders, firewall and hood indicate the fire occurred on the passenger side of the motor adjacent to the firewall area.(11)



**Photo Information**

12. The battery and primary wiring were eliminated as a potential fire cause.(16)



**Photo Information**

13. The motor oil level was full as indicated on the dipstick.(31)



**Photo Information**

14. The automatic transmission fluid level was within the acceptable range.(30)



**Photo Information**

15. View of the motor compartment from the driver's side of the vehicle. Burn and char patterns indicate the fire occurred on the passenger side of the vehicle with less damage occurring on the driver's side of the motor compartment area.(13)



**Photo Information**

16. View of the motor compartment from the passenger side of the vehicle.(12)



**Photo Information**

17. Overview of the motor compartment area. Damage is less severe at the front and driver's side of the motor due to its remoteness from the area of fire origin.(25)



**Photo Information**

18. View of the passenger side of the motor compartment area. Melting and degradation of plastic, rubber and aluminum components is more severe on the passenger side of the engine compartment.(22)



**Photo Information**

19. View of the fuel rail extending along the passenger side of the motor compartment.(17)



**Photo Information**

20. Close up view of the crossover fuel lines and fuel rail at the rear of the motor adjacent to the firewall on the passenger side of the motor compartment. A failure of fuel system components at this location is the cause of the fire.(19)



**Photo Information**

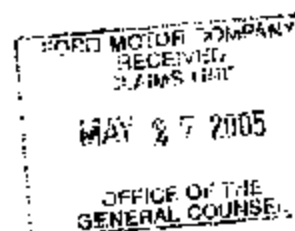
21. Close up view of the rigid and flexible fuel lines, as well as the fuel filter, at the undercarriage area of the vehicle.(24)



MAY 27 2005

Wednesday, April 27, 2005

FORD MOTOR COMPANY  
PARKLAND TOWERS WEST #300  
3 PARKLANE BLVD.  
DEARBORN, MI 48126



Re: **PRODUCT DEFECT CAUSED VEHICLE FIRE AND RESULTING DAMAGES.**

VIN: 1FMRU15L41L [REDACTED]  
Year: 2001  
Make: FORD  
Model: EXPEDITION  
Our Insured: [REDACTED]  
Address: [REDACTED] MOUNT OLIVE, MS [REDACTED]  
Phone No.: (601)849-9090  
Our Claim No: 055630589  
Date of Loss: 3-21-05  
Damages: \$ 16,250.00

**NOTICE OF SUBROGATION CLAIM**

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive's damages and those of Progressive's insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of \$16,250.00 to my attention, payable to "Progressive Gulf Insurance Company, as subrogee of [REDACTED]", and mail to my attention at PO Box 43258, Richmond Hts., OH 44143.

You can contact me at the number listed below should you need additional documentation or care to discuss this claim.

Thank you for your anticipated cooperation.

Progressive Gulf Insurance Company

William P. Kierul  
Subrogation Representative  
(440) 603-7967



ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
4/12/2005 CLOSED	[REDACTED] LEGAL - INSURANCE COMPANY SETTLEMENT	1FMRU15L41 [REDACTED] 470821025	2001 EXPEDITION	02
4/12/2005 CLOSED	[REDACTED] ESP/ESC - PLAN DETAILS INQUIRY	1FMRU15L41 [REDACTED] 470821025	001 EXPEDITION	02

EM05-005-LC1-3053

All Action Details for Issue

Print

VIN: 1FMRU15L41 [REDACTED] Year: 2001 Model: EXPEDITION Case: 470821025  
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-04-18  
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - INSURANCE COMPANY SETTLEMENT 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: 80000 MI Comm Type: PHONE  
 Analyst Name: DUBE DOUG Analyst: DDUBE  
 Action Date: 04/12/2005 Action Time: 13.07.06.181 Action Data: No

Comments CUSTOMER SAID: - THE CUST MENTIONS THAT HIS VEH IGNITED AND IS NOW TOTALED- THE CUST SET UP ALL OF THE CLAIMS WITH THE INSSURANCE DEPT- THE CUST MENTIONS THAT THAT NOW HIS INSSURANCE REQUIRES SOMETHING STATING THAT THE ESP ON THE VEH WAS EXPIRED AND NO REFUND WAS AVAILABLE  
 DEALER SAID: - NONECHC ADVISED: YOUR INSURANCE COMPANY HAS THE RIGHT TO PURSUE CLAIMS FOR REIMBURSEMENT AGAINST FORD. HOWEVER, FORD WILL BE UNABLE TO INVESTIGATE YOUR CLAIM AS REPAIRS TO YOUR VEHICLE HAVE BEEN PERFORMED AND YOU ARE CURRENTLY IN THE PROCESS OF PURSUING A CLAIM WITH YOUR INSURANCE COMPANY.

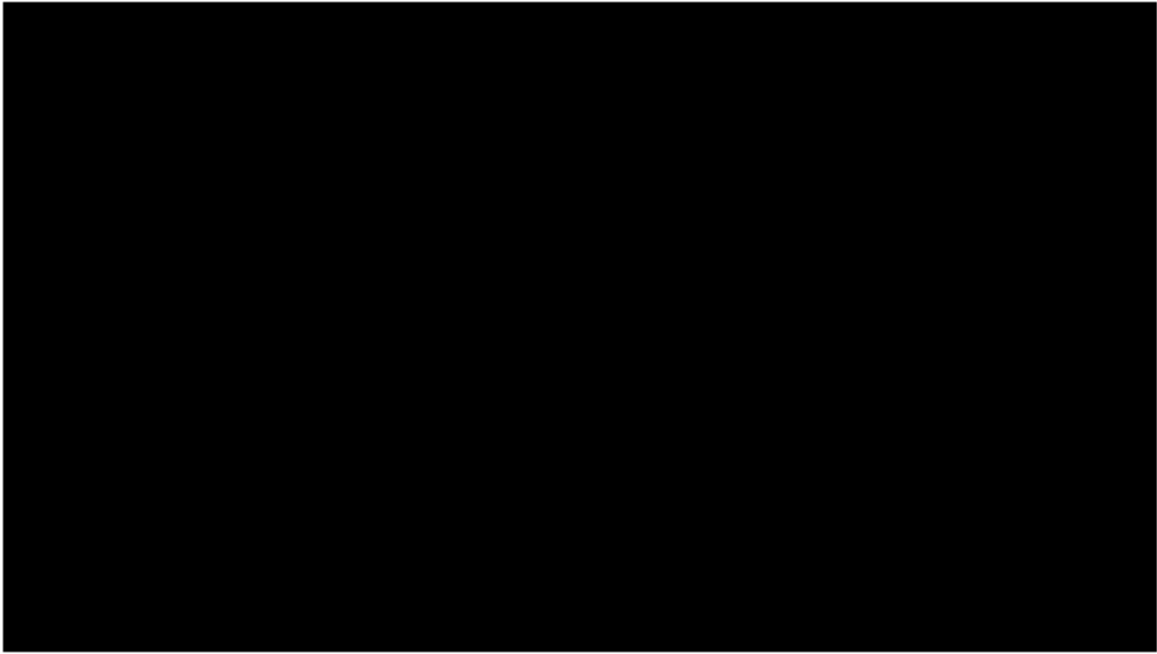
All Action Details for Issue

Print

VIN: 1FMRU15L41L	Year: 2001	Model: EXPEDITION	Case: 470821025
Name:	Owner Status: Subsequent	WSD: 2001-04-18	
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone:	
Reason Desc: ESP/EBC - PLAN DETAILS INQUIRY		Secondary Phone:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ADVISE CUSTOMER ESP EXPIRED		
Dealer: 01889 WOOLWINE FORD LINC MERC INC		Origin Desc: US INQUIRY CASE BASE
Odometer: 80000 MI	Comm Type: PHONE	
Analyst Name: DUBE DOUG	Analyst: DDUBE	
Action Date: 04/12/2006	Action Time: 13.04.42.287	Action Date: No

Comments CUSTOMER SAID: - THE CUST MENTIONS THAT HIS VEH IGNITED AND IS NOW TOTALED- THE CUST SET UP ALL OF THE CLAIMS WITH THE INSSURANCE DEPT- THE CUST MENTIONS THAT THAT NOW HIS INSSURANCE REQUIRES SOMETHING STATING THAT THE ESP ON THE VEH WAS EXPIRED AND NO REFUND WAS AVAILABLE DEALER SAID: - NONECRC ADVISED: ESP IS NO LONGER ACTIVE ON YOUR VEHICLE AT THIS TIME AS THE VEHICLE AGE AND/OR MILEAGE HAS EXCEEDED THE PLAN COVERAGE.- ADV THE CUST THAT TO OBTAIN THESE DOCUMENTS FROM HES HE WOULD HAVE TO CONTACT THE FIN INSSURANCE MANAGER OF THEIR LOCAL FORD DEALER



LEON

Could not verify owner's  
Concern - He claims Brakes  
didn't work to the floor &  
hit tree to stop said vehicle.  
Master cylinder replaced to  
safety owner

Ray Hunt, Serv. mgr

PARTS REQUESTED BY CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		ADDITIONAL REPAIRS OK'D BY DATE	
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED		ADDITIONAL REPAIRS	
CREDIT CARD ACCEPTED		REPAIRS PROPERLY COMPLETED AND CHECKED BY	
POP SERVICE IN FORD TO GOOD IN 45 MINUTE CHARGE IS		X	

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	

\$50.00 PER HOUR PG 1 OF 1

INSTRUCTIONS ON WORK TO BE DONE

52\* PAY TYPE: W CCI: H15  
NO BRAKES  
ok all Brakes - OK  
Replaced master cylinder - removed  
from stock unit

TECH #	OPERATION	TIME	CONDITION
115	2140A	.5	FR IC
LAST # - SOC. SEC.			

7+ Brakes grind after heated  
up - ordered parts

TECH #	OPERATION	TIME	CONDITION
		1.0	✓
LAST # - SOC. SEC.			

*Removed for inspection purposes only;  
not sent to Ford Motor Company by  
direction of state Dept, Office of General  
Counsel.*

TECH #	OPERATION	TIME	CONDITION
LAST # - SOC. SEC.			

GRAND RAPIDS MI [REDACTED] LIC# NI [REDACTED] 9 SVC ADV: 206 JOHN BAATENBURG 95 \*\*VIN: 1FTEF15Y4 S [REDACTED]

FORD #X2 F-150 RCAB LBED LICENSE: MI [REDACTED] RED TRUCK SVC CLR: 096751

STOCK NUMBER: 00051503  
IN-SVC: 120294 SOLD: 113094 PROD: 111894  
ODOMETER: LAST: 3478 CURRENT: 15570  
AVG PER DAY: 72 PER MONTH: 2160

HOME: [REDACTED]  
WORK: [REDACTED]

RECEIVED CLAIMS MAY 23 1995 OFFICE OF THE GENERAL COUNSEL

DIST CODE: 1FT

EXTENDED SVC PLAN: TYPE: NO IN FORCE: N NUMBER: ESP INFORMATION 05/12/95 09:06:01

\*\*\*\*PROMISED DATE: 05/12/95 TIME: 1700\*\*\*\*

MODEL# F15

*BRAKES  
HANCED  
AIR FLAPS*

BORGMAN FORD AND MAZDA BODYSHOP  
3150 28TH ST. S.W.  
GRANDVILLE, MI 49418  
PHONE: 616-534-7651 FAX: 616-534-9687  
MICHIGAN FACILITY REG. # F-107981  
CD LOG NO 0003282 DATE 05/12/95

*BRAKES  
P.O. BOX 23464  
CANTON MI 48105*

SHOP CONTACT: JOE WOODIN

INSP DATE 05/12/95

OWNER [REDACTED]  
ADDRESS 1  
CITY STATE A MI  
ZIP 4

HOME PHONE [REDACTED]  
WORK PHONE [REDACTED]

LIC#  
BODY COLOR MAROON

VIN 1FTFT1Y48L [REDACTED]  
MILEAGE 15570 - MILE

*1995  
F150*

E-NEW PART EC-ECONOMY PART EU-SALVAGE PART EP-SEE FX REPORT P-CHECK  
I-REPAIR/ALIGN/SUBLET L-REFINISH N-ADDITIONAL LABOR OPERATION  
TE-PART/PARTIAL REPLACE ET-LABOR/PARTIAL REPLACE IT-LABOR/PARTIAL REPAIR  
AA-APPEARANCE ALLOWANCE RP-RELATED PRIOR DAMAGE UP-UNRELATED PRIOR DAMAGE

1995 FORD F250 LONG BED STYLESIDE P8143F/D OPTNS A/

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	HOURS	R
E	012		BUMPER, FRONT	F2TZ17757C	223.37		1.5	1
L	012		BUMPER, FRONT	REFINISH			1.2	4
E	023		REINF, FRONT BUMPER	RT F2TZ17A792A	27.05			1
E	042		HEADLAMP ASSY, HALOGEN	RT F2TZ13008A	137.55		.5	1
E	060	G1	DOOR, HEADLAMP	RT F2TZ13064E	56.55		.1	1
I	083		PANEL, HOOD	REPAIR/ALIGN			4.0	*1
L	083		PANEL, HOOD	REFINISH			3.2	4
L	M01		CLEAR COAT	REFINISH			1.5	*4
L	M15		COLOR TINT	REFINISH			.5	*4

9 ITEMS

MC MESSAGE

01 CALL DEALER FOR EXACT PART # REQUIRED

FINAL CALCULATIONS & ENTRIES

GROSS PARTS	444.52
OTHER PARTS	
PAINT MATERIAL	76.80
PARTS TOTAL	521.32
TAX ON PARTS & MATERIAL	@ 6.000% 31.28

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	30.00	2.1	4.0	183.00
2-MECH/ELEC	50.00			
3-FRAME	40.00			
4-REFINISH	30.00	6.4		192.00
5-PAINT MATERIAL	12.00			
LABOR TOTAL				375.00

TAX ON LABOR	@ .000%	
SUBLET REPAIRS		
TOWING		
STORAGE		

GROSS TOTAL

927.60

NET TOTAL

927.60

ADP SHOPLINK U ES LOG 0003282 DATE 05/12/95 01:09:59 R3.1 CD 05/95  
PXN:NN/00/00/00/00  
COPYRIGHT 1995, AUTOMATIC DATA PROCESSING, INC.

NO GUARANTEE ON RUST REPAIR

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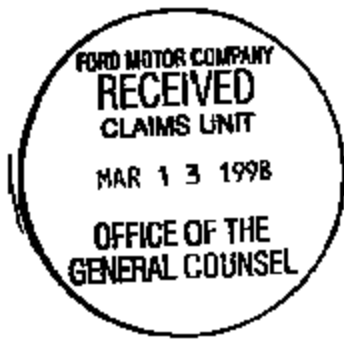


# MISSISSIPPI FARM BUREAU INSURANCE

P.O. Box 1972 • Jackson, Mississippi 39215-1972 • (601) 957-3200

March 4, 1998

Ford Motor Credit  
Department of the Office of General Counsel  
Park Lane Towers West, Suite 300  
#3 Parklane Blvd.  
Dearborn, MI 48126



Attn: Mary Skevington

Re: Claim No.: [REDACTED] ✓  
Policy No.: [REDACTED] ✓  
Insured: [REDACTED] ✓  
D/A: 2/13/98

Dear Ms. Skevington:

This letter is written with regard to a recent claim that Farm Bureau encountered on our insured, [REDACTED] vehicle was rendered a total loss as a result of a fire that occurred in the cab compartment of his 1995 Ford F150. The serial number on his vehicle is 1FTDF15Y0FL [REDACTED]

In talking with [REDACTED] with regard to this claim, I was able to find out that he had a history of a wiring and electrical problem inside the cab of his pickup truck. He stated that on or about the spring of 1996 he had a windshield wiper motor replaced in his truck and some wiring had been repaired where it had caught on fire. To his knowledge, he was not aware that there was a fire underneath the dash at the time until he had taken it back to the dealer to have the windshield wiper motor repaired. He was made aware of this by the repair technician when he picked his vehicle up. This repair work was done from information secured from your dealer in Jackson, Mississippi, on April 4, 1996. The repair order number is 49154. This vehicle was purchased brand new by [REDACTED] from Gray Daniels Ford in the Brandon, Mississippi area.

At this time, Farm Bureau is having our fire investigator look at the vehicle and we will be submitting a claim to Ford in the future with regards to this damage in the amount of the claim that has been paid by Farm Bureau. When you receive this letter, please send me a copy of the warranty repair ticket as I can not secure it from the dealership level due to the fact that this is old paperwork and they are unable to find a copy of the repair ticket.

Southern Farm Bureau Casualty Insurance Company      Mississippi Farm Bureau Mutual Insurance Company  
Southern Farm Bureau Life Insurance Company            Mississippi Farm Bureau Casualty Insurance Company  
Rural Insurance Agency, Inc.



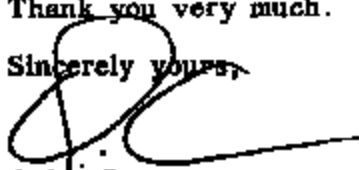
Ms. Mary Skevington  
Claim No.: [REDACTED]  
March 4, 1998  
Page 2

I have talked with a service representative in Jackson. They acknowledge, based on some information on the computer, that they have worked on this vehicle, but they can not give me any information in the form of a printed document to show me what was done.

Please contact me either by phone or by mail at the address or phone number listed below if you can help me further with this problem.

Thank you very much.

Sincerely yours,



Quitt Carver  
Claims Adjuster  
PO Drawer 569  
Yazoo City, MS 39194-0569  
(601) 746-2201

QC504





# Atlantic Claims Service, Inc.



February 15, 1996

Ford Motor Company  
Office of the General Counsel  
Parklane Towers West, Suite 300  
3 Parklane Boulevard  
Dearborne, MI 48126

✓  
MH

RE: Our Insured: [REDACTED]  
Atlantic Casualty Policy Number: [REDACTED]  
Date of Loss: 02-03-95  
Your Account: [REDACTED]  
Amount of Claim: \$25,150.00

Dear Sir or Madam:

On June 1, 1995, [REDACTED] of our Subrogation Department, sent you a letter, with supporting documentation, requesting that your company reimburse us for monies paid to our insured for damages to his vehicle.

Our insured's 1995 Ford F150 burned as a result of a malfunction of the fuel injection system. You were furnished the engineer's report supporting the cause of the fire.

To date, we have not received any response from you. Please advise us as to when we may expect payment of our claim.

Very truly yours,

*James M. Ward*  
James M. Ward, AIC  
Senior Examiner

JMW:nys

EP02-003-LC1-3381





**FARMERS**

196962

**COPY**

P.O. Box 7419  
925 Clocktower Drive  
Springfield, IL 62791-7419  
Box 217-546.1301  
Fax 217.546.6479

[www.farmersinsurance.com](http://www.farmersinsurance.com)

March 10, 2000

Ford Motor Company  
Parklane Towers West  
Suite 400  
Three Parklane Boulevard  
Dearborn, Michigan 48126  
Attn: Shawn L. Norton

RE: Our Insured: [REDACTED]  
Date of Loss: 7-23-99  
Claim Number: [REDACTED]

Dear Mr. Norton:

I am in receipt of your letter dated November 11, 1999. I have recently completed gathering all of the requested information that you require in evaluation of this claim:

1. This loss occurred on July 23, 1999 at 1200 North, Wayne County, IL.
2. Our insured's 1997 Ford F150 truck caught fire while being driven. Insured smelled gasoline just prior to the fire. He noticed smoke and stopped the vehicle and raised the hood only to have the engine compartment burst into smoke and flames. The engine was running at the time, however, could not specify where the flames were coming from.
3. Copy of police and/or fire report is enclosed.
4. N/A
5. N/A
6. The vehicle had approximately 50,000 miles on it.
7. Color copies of photos are enclosed.
8. N/A
9. N/A
10. Alleged defect was a leaking or ruptured fuel line.
11. Documentation to substantiate the defect, including copy of expert's reports and photographs are enclosed.
12. The defective part could not be replaced or repaired as the entire vehicle burnt.
13. The defective part and vehicle was destroyed.
14. The total loss worksheet and copies of draft are enclosed.
15. Our insured purchased the vehicle about one and one-half years ago and had no service work or recalls performed since new ownership.
16. The only after market addition or modification to the vehicle was the bedliner.
17. N/A
18. N/A

19. N/A
20. Yes, the engine was running.
21. Yes, the keys were in the ignition.
22. N/A
23. N/A
24. The vehicle was purchased used on 4/24/98 with 37,246 miles on it.
25. N/A

Please review this information and notify this office with your decision. Should you need additional information or wish to discuss this matter, please feel free to contact me at the number above.

Sincerely,  
ILLINOIS FARMERS INSURANCE COMPANY

Regina Alex  
Claims Representative

Enc.



STATE OF ILLINOIS OFFICE OF THE STATE FIRE MARSHAL  
MISS STEVENSON DRIVE, SPRINGFIELD, ILLINOIS 62763-4291

### FIRE INCIDENT REPORT

Forward by the 15th of the following month.  
This form is requesting disclosure of the information that is necessary to  
ascertain the accuracy of the information reported to the State Fire Marshal  
1770, Sec. 6, Enforcement of this information is required. Any other  
information is strictly voluntary and shall be held in confidence. This  
form has been approved by the Public Management Council.

USE IN APPROPRIATE POLICE  
ONLY ONE CODE PER FIELD OR SECTION

REPORT NO. <b>W0113990013</b> DATE <b>07/23/99</b> DAY OF WEEK <b>FRIDAY</b>		ALARM TIME <b>061610</b> TIME REPORTED <b>06201700</b>	
<b>A</b> TYPE OF SITUATION FOUND Structure Fire <input type="checkbox"/> 11 Outside of Structure Fire <input type="checkbox"/> 12 Vehicle Fire <input checked="" type="checkbox"/> 13		TYPE OF ACTION TAKEN Extinguishment <input checked="" type="checkbox"/> 1 Investigation Only <input type="checkbox"/> 3	
<b>B</b> TYPE OF PROPERTY USE Not Applicable <input type="checkbox"/> 008 1-Family Dwelling-Year <input type="checkbox"/> 471 2-Family Dwelling-Year <input type="checkbox"/> 474 3-4 Unit Apt/Tenmt/Flat <input type="checkbox"/> 472 7-20 Unit Apt/Tenmt/Flat <input type="checkbox"/> 423 + 20 Unit Apt/Tenmt/Flat <input type="checkbox"/> 424 Resident Parking/Garage <input type="checkbox"/> 881 Vacant Property <input type="checkbox"/> 915 Open Land/Field <input type="checkbox"/> 911		IGNITION FACTOR Secondary-No Cvd Distb <input type="checkbox"/> 18 Suspicious-No Cvd Distb <input type="checkbox"/> 21 Abandoned Material <input type="checkbox"/> 31 Heavily Covered/Open Items <input type="checkbox"/> 34 Child Playing <input type="checkbox"/> 38 Combustible Close Heat <input type="checkbox"/> 46 Part Failure/Leak/Break <input type="checkbox"/> 31	
<b>C</b> METHOD OF REPORT FROM SOURCE Telephone Direct <input checked="" type="checkbox"/> 1 Private Fire Alarm <input type="checkbox"/> 3 Radio <input type="checkbox"/> 4		NO. FIRE SERVICE RESPONDED <b>10019</b> NO. FIRE DEPARTMENT RESPONDED <b>1000</b> NO. POLICE RESPONDED <b>1000</b> NO. OTHER AGENCIES RESPONDED <b>1000</b>	
<b>D</b> ADDRESS CITY <b>E</b> STREET CITY <b>F</b> ZIP CODE CITY <b>G</b> TELEPHONE CITY		<b>H</b> MOBILE PROPERTY TYPE Dwelling <input type="checkbox"/> 41 Apartment <input type="checkbox"/> 47 Shopping <input type="checkbox"/> 58 Farm <input type="checkbox"/> 65 Campsite <input type="checkbox"/> 93	
<b>I</b> AREA OF ORIGIN Lounge Area <input type="checkbox"/> 14 Sleep Rm Under 5 People <input type="checkbox"/> 21 Kitchen/Cooking Area <input type="checkbox"/> 24 Trash Area/Container <input type="checkbox"/> 46 Garage/Carport/Storage <input type="checkbox"/> 47		<b>J</b> EQUIPMENT INVOLVED IN IGNITION Frd. Stair Lnd Htg Unit <input type="checkbox"/> 12 Portable Local Htg Unit <input type="checkbox"/> 19 Chimney, Gas Vent Flz <input type="checkbox"/> 16 Frd/Stair Surf Unit <input type="checkbox"/> 21 Open Fire Grill <input type="checkbox"/> 26	
<b>K</b> FORM OF HEAT OF IGNITION Spark/Gas Fueled Exp <input type="checkbox"/> 11 Heat/Gas Fueled Exp <input type="checkbox"/> 12 Spark/Liq Fueled Exp <input type="checkbox"/> 13 Heat/Liq Fueled Exp <input type="checkbox"/> 14 Short Circuit-Ed Int <input type="checkbox"/> 23 Short Circuit-Insur <input type="checkbox"/> 24		<b>L</b> TYPE OF MATERIAL IGNITED Gasoline <input checked="" type="checkbox"/> 23 Pet/Grease (Food) <input type="checkbox"/> 31 Plastic-Unclassified <input type="checkbox"/> 40 Rubber <input type="checkbox"/> 51 Grass/Leaves <input type="checkbox"/> 54 Sawd Wood <input type="checkbox"/> 63 Unreated Ppr <input type="checkbox"/> 67 Man-Made Fiber <input type="checkbox"/> 71 Cotton/Wool <input type="checkbox"/> 72 Multiple Types <input type="checkbox"/> 97	

COMPLETE ON ALL INCIDENTS

COMPLETE ON ALL FIRE INCIDENTS

Post-It Fax Note 7871 Date **7/13** Page **2**

To **Regina** From \_\_\_\_\_

City **7915-1115** Co. \_\_\_\_\_

Phone # \_\_\_\_\_ Phone # \_\_\_\_\_

Fax # \_\_\_\_\_ Fax # \_\_\_\_\_

CONTINUED ON REVERSE SIDE

METHOD OF EXTINGUISHMENT		LEVEL OF FIRE ORIGIN		ESTIMATED TOTAL \$ LOSS
Self Extinguished <input type="checkbox"/> 1	Job Hose Tank Water <input checked="" type="checkbox"/> 5	Grade Level-5 Ft. Abv <input checked="" type="checkbox"/> 1		4900.00
Water-Sprinkler <input type="checkbox"/> 2	Pressure Hose Hydrant Wtr <input type="checkbox"/> 6	10-15 Ft. Abv <input type="checkbox"/> 2		
Portable Extinguisher <input type="checkbox"/> 3		Below Grnd/Water Level <input type="checkbox"/> 8		

COMPLETE LINES N - B FOR STRUCTURE FIRES ONLY

NUMBER OF STORIES		CONSTRUCTION TYPE	
1 Story <input type="checkbox"/> 1	7 to 12 Stories <input type="checkbox"/> 5	Fire Resistive <input type="checkbox"/> 1	Unpainted Wood Frame <input type="checkbox"/> 4
2 Stories <input type="checkbox"/> 2	13 to 24 Stories <input type="checkbox"/> 6	Unprotected Ordinary <input type="checkbox"/> 4	
3 to 4 Stories <input type="checkbox"/> 3		Protected Wood Frame <input type="checkbox"/> 7	
5 to 6 Stories <input type="checkbox"/> 4			
EXTENT OF FLAME DAMAGE		EXTENT OF SMOKE DAMAGE	
Object <input type="checkbox"/> 1	Building <input type="checkbox"/> 6	Object <input type="checkbox"/> 1	Building <input type="checkbox"/> 6
Part Room <input type="checkbox"/> 2		Part Room <input type="checkbox"/> 2	
Room <input type="checkbox"/> 3		Roof <input type="checkbox"/> 3	
DETECTOR PERFORMANCE		SPRINKLER PERFORMANCE	
No Detection Present <input type="checkbox"/> 6		No Equip Present <input type="checkbox"/> 6	
TYPE OF MATERIAL GENERATING MOST SMOKE:		AVENUE OF SMOKE TRAVEL	
Grease <input type="checkbox"/> 23	Craft/Leaves <input type="checkbox"/> 54	Corridor <input type="checkbox"/> 2	
Fur/Grease (Food) <input type="checkbox"/> 31	Sawn Wood <input type="checkbox"/> 63	Opening in Construction <input type="checkbox"/> 5	
Plastic-Unclassified <input type="checkbox"/> 60	Unbated Paper <input type="checkbox"/> 67	No Significant Avenue <input type="checkbox"/> 8	
Rubber <input type="checkbox"/> 31	Man-Made Fiber <input type="checkbox"/> 71		
FORM OF MATERIAL GENERATING MOST SMOKE:			
Structural Member <input type="checkbox"/> 17	Fuel <input type="checkbox"/> 65	Coating Material <input type="checkbox"/> 76	Multiple Form <input type="checkbox"/> 97
Upholstered Sofa/Chair <input type="checkbox"/> 21	Covering/Living Form <input type="checkbox"/> 74	Gas/Liquid from Pipe <input type="checkbox"/> 84	
Electrical Wire <input type="checkbox"/> 61	Rubbish/Trash <input type="checkbox"/> 73		
IF TRUCK INVOLVED IN INCIDENT	YEAR	MAKE	MODEL
TRUCK	1997	FORD	F150
OFFICER IN CHARGE (Name, position, address)	VEHICLE	TEMPERATURE	WIND DIRECTION AND VELOCITY
ARRELL ROBBERG ASST CHIEF	Clear	110	calm
OPTIONAL COMMENT AREA			
James A. Robberg chief			



<b>ILLINOIS STATE POLICE FIELD REPORT</b>		1. Name of Vehicle 1,2	2. Report No. 3145	3. Date of Report 07-23-99	4. Time of Report 3:30	5. File No. 19-99-526
1. Type of Report a. Criminal b. Traffic c. Public Safety d. Other	2. a. Make b. Model c. Year d. Color e. License No.	3. a. Make b. Model c. Year d. Color e. License No.	4. a. Make b. Model c. Year d. Color e. License No.	5. a. Make b. Model c. Year d. Color e. License No.	6. a. Make b. Model c. Year d. Color e. License No.	7. a. Make b. Model c. Year d. Color e. License No.

<b>Vehicle Fire</b>									
County Road 800E .1 south of County Road 2200N Wayne Garden Hill KEITH									
Top Harbarger, L. 4354 19 ★ 1									
IL									
★ 2 ★ 1									
IL									
10 CHEVROLET N/A									
11									
12									
13									
14 N/A N/A ★ 9 311 411 411 411									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									

CAUTION

**VEHICLE OR BOAT INFORMATION**

18	Make	Year	Model	Color	License No.	Plate No.
	White	97	Ford	truck	99 IL	1LARCH
	C. Larch		Binard, IL			
	Moores		Elova, IL			
19	Top Harbarger 4354		07-23-99		510	

THE CONTENTS OF THIS DOCUMENT ARE CONFIDENTIAL AND CONTAIN NEITHER RECOMMENDATIONS NOR CONCLUSIONS OF THE ILLINOIS STATE POLICE. THE CONTENTS OF THIS DOCUMENT ARE NOT TO BE DISTRIBUTED OUTSIDE THE ILLINOIS STATE POLICE.





STATE OF ILLINOIS OFFICE OF THE STATE FIRE MARSHAL  
1011 STEVENSON DRIVE, SPRINGFIELD, ILLINOIS 62703-4259

USE 1" IN APPROXIMATE SIZES  
ONLY ONE CODE FOR FIELD OR SECTION

FIRE INCIDENT REPORT

Forward by the IOM of the following details:  
The IOM is requesting information to assist in the investigation of the fire. The information requested is to be provided to the IOM in the form of a report. The information requested is to be provided to the IOM in the form of a report. The information requested is to be provided to the IOM in the form of a report.

<b>TYPE OF SITUATION FOUND</b> Structure Fire <input type="checkbox"/> 11 Outside of Structure Fire <input type="checkbox"/> 12 Vehicle Fire <input checked="" type="checkbox"/> 13		<b>TYPE OF ACTION TAKEN</b> Extinguishment <input checked="" type="checkbox"/> 1 Investigation Only <input type="checkbox"/> 2		<b>NATURAL AREA</b> None <input checked="" type="checkbox"/> 1 Received <input type="checkbox"/> 1	
<b>FIXED PROPERTY USE</b> Not Applicable <input type="checkbox"/> 006 1-Family Dwelling-Year <input type="checkbox"/> 411 2-Family Dwelling-Year <input type="checkbox"/> 414 2-4 Unit Apt/Townh/Flat <input type="checkbox"/> 422 7-20 Unit Apt/Townh/Flat <input type="checkbox"/> 424 + 20 Unit Apt/Townh/Flat <input type="checkbox"/> 424 Resident Parking/Garage <input type="checkbox"/> 881 Vacant Property <input type="checkbox"/> 913 Open Land/Field <input type="checkbox"/> 931		<b>IGNITION FACTOR</b> Incendary-No Chl. Death <input type="checkbox"/> 11 Suspicious-No Chl. Death <input type="checkbox"/> 21 Abandoned Material <input type="checkbox"/> 31 Igniter Cont'd/Open Flame <input type="checkbox"/> 34 Child Playing <input type="checkbox"/> 36 Combustible/Close Heat <input type="checkbox"/> 46 Part Failure/Leak/Break <input type="checkbox"/> 51		Short Circt/Grnd Fault <input type="checkbox"/> 54 Other Elec Failure <input type="checkbox"/> 55 Lack of Maintenance <input checked="" type="checkbox"/> 56 Backfire <input type="checkbox"/> 57 Unattended Operation <input type="checkbox"/> 73	
<b>METHOD OF ALARM FROM PUBLIC</b> Telephone Direct <input checked="" type="checkbox"/> 1 Private Fire Alarm <input type="checkbox"/> 3 Radio <input type="checkbox"/> 4		Direct Verbal Report <input type="checkbox"/> 5 Telephone Tie-Line <input type="checkbox"/> 7			
<b>NO. FIRE SERVICE PERSONNEL RESPONDED</b> 1000		<b>NO. ENGINES RESPONDED</b> 1000		<b>NO. AERIAL APPARATUS RESPONDED</b> 1000	
<b>NO. FIRE SERVICE PERSONNEL RESPONDED</b> 1000		<b>NO. ENGINES RESPONDED</b> 1000		<b>NO. AERIAL APPARATUS RESPONDED</b> 1000	
<b>COMPLEX</b> Dwelling <input type="checkbox"/> 41 Apartment <input type="checkbox"/> 42 Shopping <input type="checkbox"/> 58 Farm <input type="checkbox"/> 66 Campsite <input type="checkbox"/> 93		Road <input checked="" type="checkbox"/> 96 No Complex <input type="checkbox"/> 98		<b>MOBILE PROPERTY TYPE</b> (If any, do line 5) Not Applicable <input type="checkbox"/> 08 Automobile <input checked="" type="checkbox"/> 11 Mobile Home <input type="checkbox"/> 17	
<b>AREA OF ORIGIN</b> Lounge Area <input type="checkbox"/> 14 Sleep In Under 5 People <input type="checkbox"/> 21 Kitchen/Cooking Area <input type="checkbox"/> 24 Trash Area/Container <input type="checkbox"/> 46 Garage/Carport/Storage <input type="checkbox"/> 47		Train Exp/Passng Area <input type="checkbox"/> 51 Engn Area of Trasn Exp <input checked="" type="checkbox"/> 53 Railroad Embankment <input type="checkbox"/> 91 Highway/Public Ways <input type="checkbox"/> 92 Lawn/Field/Open Area <input type="checkbox"/> 94		<b>EQUIPMENT INVOLVED IN IGNITION</b> (If any, do line 7) Fed. Steary Load Htg Unit <input type="checkbox"/> 13 Portable Local Htg Unit <input type="checkbox"/> 15 Chimney, Gas Vent Flu <input type="checkbox"/> 16 Food/Steary Surf Unit <input type="checkbox"/> 21 Open Fire Grill <input type="checkbox"/> 26	
<b>FORM OF HEAT OF IGNITION</b> Spark/Gas Fueled Exp <input type="checkbox"/> 11 Heat/Gas Fueled Exp <input type="checkbox"/> 12 Spark/Liq Fueled Exp <input type="checkbox"/> 13 Heat/Liq Fueled Exp <input type="checkbox"/> 14 Short Circuit-Load Intl <input type="checkbox"/> 23 Short Circuit-Transformer <input type="checkbox"/> 24		Open Fire <input type="checkbox"/> 47 Backfire From Engine <input checked="" type="checkbox"/> 48 Friction <input type="checkbox"/> 51 Refueling/Welding <input type="checkbox"/> 55 Property Oper Elec Exp <input type="checkbox"/> 56		<b>TYPE OF MATERIAL IGNITED</b> Gasoline <input checked="" type="checkbox"/> 23 Fat/Grease (Food) <input type="checkbox"/> 31 Plastic-Unclassified <input type="checkbox"/> 40 Rubber <input type="checkbox"/> 51 Grass/Leaves <input type="checkbox"/> 54 Sawn Wood <input type="checkbox"/> 63 Untreated Paper <input type="checkbox"/> 67 Man-Made Fiber <input type="checkbox"/> 71 Cotton/Woolen <input type="checkbox"/> 72 Multiple Types <input type="checkbox"/> 97	
<b>FORM OF MATERIAL IGNITED</b> Structural Member <input type="checkbox"/> 17 Upholstered Sofa/Chair <input type="checkbox"/> 21 Electrical Wire <input type="checkbox"/> 61 Fuel <input checked="" type="checkbox"/> 63 Growing/Living Form <input type="checkbox"/> 74 Rubbish/Trash <input type="checkbox"/> 75 Cooking Material <input type="checkbox"/> 76 Gas/Liquid From Pipe <input type="checkbox"/> 86 Multiple Form <input type="checkbox"/> 97					

COMPLETE ON ALL INCIDENTS

COMPLETE ON ALL FIRE INCIDENTS

Post-It Fax Note 7071 Date 3/13 11:22 AM '02

To Regina  
 7915-1115  
 Phone 1  
 Phone 2  
 Fax 1  
 Fax 2

CONTINUED ON REVERSE SIDE

M	METHOD OF EXTINGUISHMENT		LEVEL OF FIRE ORIGIN		ESTIMATED TOTAL \$5 1256 <i>4900</i>
	Self Extinguished <input type="checkbox"/> 1	Pre-Install Tank Water <input checked="" type="checkbox"/> 5	Grade Level-8 Ft Above <input type="checkbox"/> 1	10-12 Ft Above <input type="checkbox"/> 2	
	Auto-Spray Aids <input type="checkbox"/> 2	Precom. Hose Hydrant Wtr <input type="checkbox"/> 6	Below Gr-4 Water Level <input type="checkbox"/> 3		
	Portable Extinguisher <input type="checkbox"/> 3				

COMPLETE LINES N - R FOR STRUCTURE FIRES ONLY

N	NUMBER OF STORIES		CONSTRUCTION TYPE	
	1 Story <input type="checkbox"/> 1	7 to 12 Stories <input type="checkbox"/> 5	Fire Resistive <input type="checkbox"/> 1	Unprotected Wood Frame <input type="checkbox"/> 8
	2 Stories <input type="checkbox"/> 2	13 to 24 Stories <input type="checkbox"/> 6	Unprotected Ordinary <input type="checkbox"/> 6	
	3 to 4 Stories <input type="checkbox"/> 3		Protected Wood Frame <input type="checkbox"/> 7	
	5 to 6 Stories <input type="checkbox"/> 4			

O	EXTENT OF FLAME DAMAGE		EXTENT OF SMOKE DAMAGE	
	Object <input type="checkbox"/> 1	Building <input type="checkbox"/> 5	Object <input type="checkbox"/> 1	Building <input type="checkbox"/> 6
	Part Room <input type="checkbox"/> 2		Part Room <input type="checkbox"/> 2	
	Room <input type="checkbox"/> 3		Room <input type="checkbox"/> 3	

P	DETECTOR PERFORMANCE	SPINKLER PERFORMANCE
	No Detector Present <input type="checkbox"/> 8	No Equip Present <input type="checkbox"/> 8

Q	IF SMOKE SPREAD BEYOND ROOM OF ORIGIN:			AVENUE OF SMOKE TRAVEL	
	TYPE OF MATERIAL GENERATING MOST SMOKE:			Corridor <input type="checkbox"/> 2	Opening in Construction <input type="checkbox"/> 5
	Carpeting <input type="checkbox"/> 23	Grass/Straw <input type="checkbox"/> 54	Cotton/Rayon <input type="checkbox"/> 72		
	Fat/Grease (Food) <input type="checkbox"/> 31	Sawn Wood <input type="checkbox"/> 43	Multiple Types <input type="checkbox"/> 97		
	Plastic/Uninsulated <input type="checkbox"/> 40	Unwaxed Paper <input type="checkbox"/> 67			
	Rubber <input type="checkbox"/> 51	Misc-Made Floor <input type="checkbox"/> 71			

R	FORM OF MATERIAL GENERATING MOST SMOKE:			
	Structural Member <input type="checkbox"/> 17	Fuel <input type="checkbox"/> 65	Cooking Material <input type="checkbox"/> 76	Multiple Form <input type="checkbox"/> 97
	Upholstered Sofa/Chair <input type="checkbox"/> 21	Garbage/Living Form <input type="checkbox"/> 74	Gas/Liquid From Pipe <input type="checkbox"/> 86	
	Electrical Wire <input type="checkbox"/> 61	Rubbish/Trash <input type="checkbox"/> 75		

S	IF MOBILE PROPERTY	YEAR	MAKE	MODEL	SERIAL NO.	OWNER NO.
	<i>TRUCK</i>	<i>1997</i>	<i>FORD</i>	<i>F150</i>		
T	IF EQUIPMENT INVOLVED IN COLLISION	YEAR	MAKE	MODEL	SERIAL NO.	

U	OFFICER IN CHARGE (NAME, POSITION, COMPANY)	WINDSPEED	TEMPERATURE	WIND DIRECTION AND VELOCITY
	<i>ARRELL ROBERTS ASSIST CHIEF Chief</i>	<i>110</i>		<i>Calm</i>

OPTIONAL COMMENT AREA:

*James A. Belton Chief*



#1



#2



#4

FIREWALL BEHIND ENGINE



#4

steering shaft

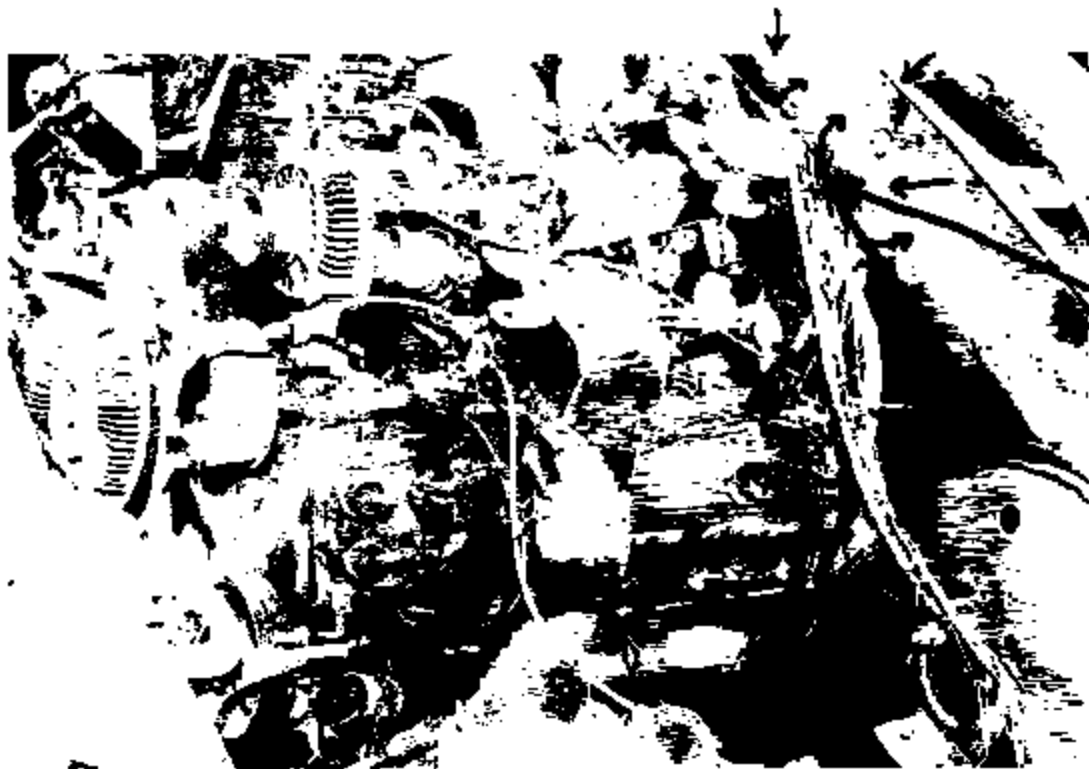
- INTERIOR -

↑  
FRONT



#5

STEERING  
COLUMN



Fire started  
BEHIND AND  
BELOW THIS  
POINT

#6



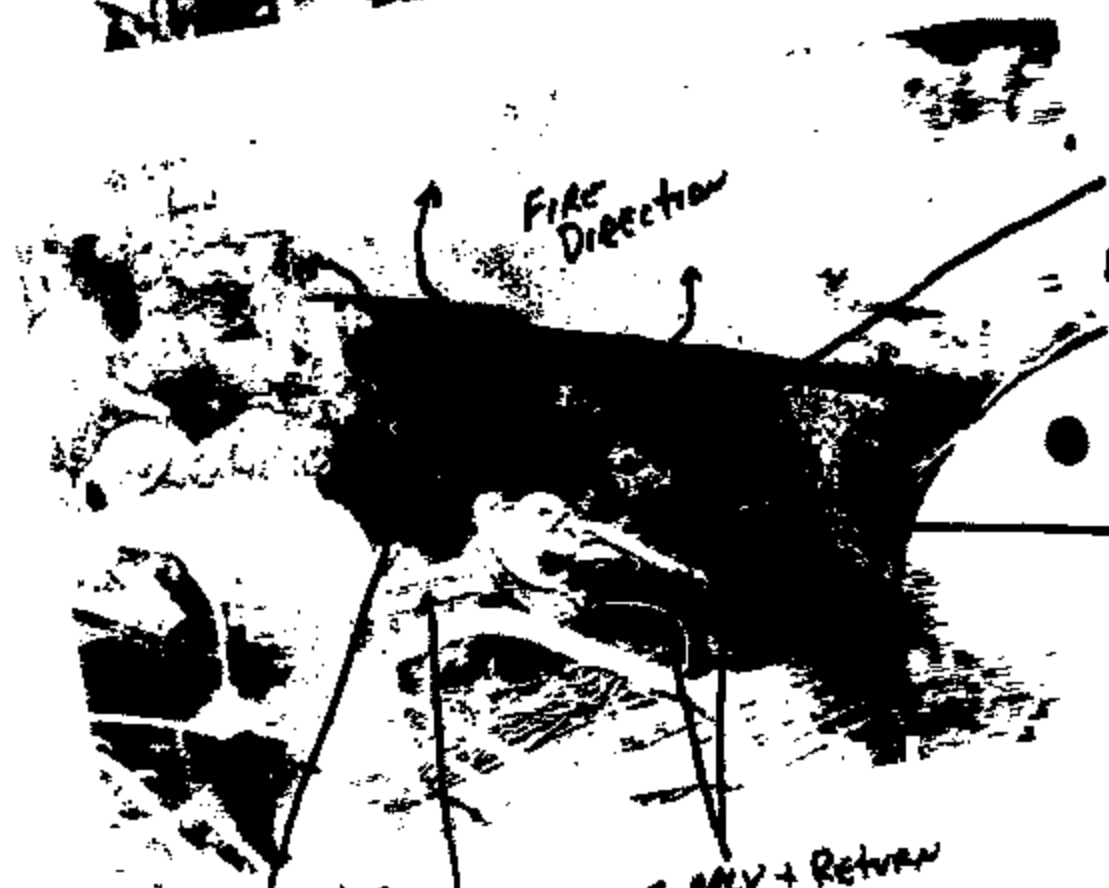
#7

Battery



#8





Note B  
PATTERN  
FROM F  
SPRA  
#1

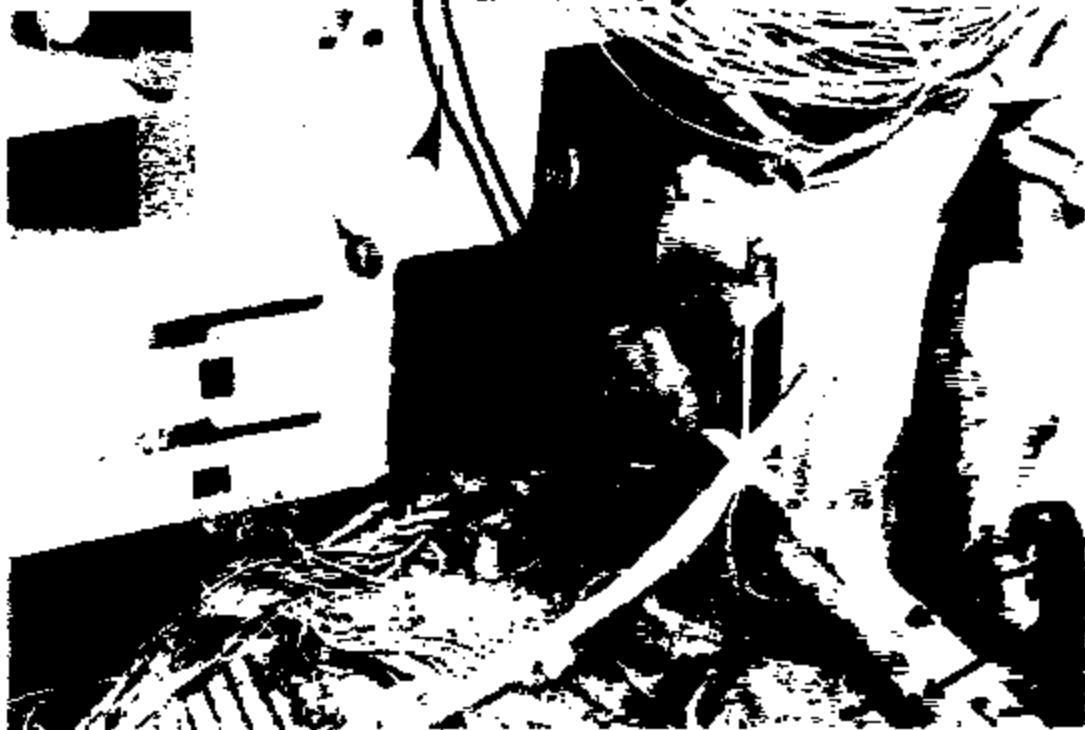
COLN  
FOR  
TOP  
LW  
S

MELTED INTAKE  
MANIFOLD

FUEL  
RAILS

SUPPLY + RETURN  
FUEL LINE QUICK  
COUPLERS

CONNECTIONS FOR  
FUEL TRANSFER LINES  
(RIGHT SIDE)



#1

RIGHT  
FUEL

REAR OF ENGINE - RIGHT SIDE



#1

MELTED INTAKE  
MANIFOLD



Air Dipstick Holder

#13

EGR EXHAUST TUBE



#14



# 12

External  
Foree  
Part  
Fh  
1



Internal  
FIA  
A

# 12



# FIRETECH, INC.

P.O. BOX 1371

BLOOMINGTON, IL 61701

(309) 828-8541

## REPORT OF INVESTIGATION

NAME: [REDACTED]

ADDRESS: [REDACTED]

CITY:

Rinard

STATE:

IL

TYPE OF LOSS: Fire

DATE: 7/23/99

TIME: 4:00 p.m.

CLAIM NUMBER: [REDACTED]

## SYNOPSIS OF INVESTIGATION

This fire originated in the engine compartment of the vehicle. The specific point of fire origin was in the middle of the engine compartment near the firewall. The steel fuel lines connected to plastic fuel lines to provide fuel to the throttle body at this location. The insured reports smelling gas just prior to discovering the fire in the engine compartment.

It is the opinion of this investigator a fuel leak has developed at the connection point between the steel and nylon fuel lines. This fuel leak has then been ignited by the operating engine of the vehicle.

CLAIM

NAME

On July 29, 1999 this investigator traveled to Woomers Auto Body, Flora, Illinois to investigate a previous fire in a 1997 Ford F150 pickup truck owned by [REDACTED]

**BACKGROUND INFORMATION**

This fire occurred on a County Road 3 1/2 miles North of Johnsonville, Illinois. [REDACTED] was driving the vehicle when he started smelling gas. He pulled over to the side of the road, heard a "whoosh" and then saw flames coming out from under the hood. He pulled the hood release, but the flames were too intense to allow him to open the hood. He then ran to the nearest house and had them call the Fire Department.

**VEHICLE EXAMINATION**

The fire had totally destroyed the vehicle. The fire had spread to the passenger compartment, everything combustible in the passenger compartment had burnt. All the tires had burnt off the vehicle. A small portion of

the aluminum hood remain on the drivers side front of the engine compartment.

Examination of the burn pattern indicated the fire had originated in the engine compartment. The fire had then spread through the firewall into the passenger compartment

of the truck. There was a burn pattern in the middle of the rear of the engine compartment area. This burn pattern was in the area where the steel fuel lines connected with the nylon fuel lines. The burn pattern was consistent with a fuel leak in the coupling of the nylon fuel line and a spraying of fuel on the rear firewall. There was also melting of the aluminum intake manifold toward the rear of the engine compartment in this area.

Photographs were taken of the vehicle. A sketch was made of the vehicle.

W. W. WILLEN

CASE # 890723T78

CLAIM #

NAME

CONCLUSION

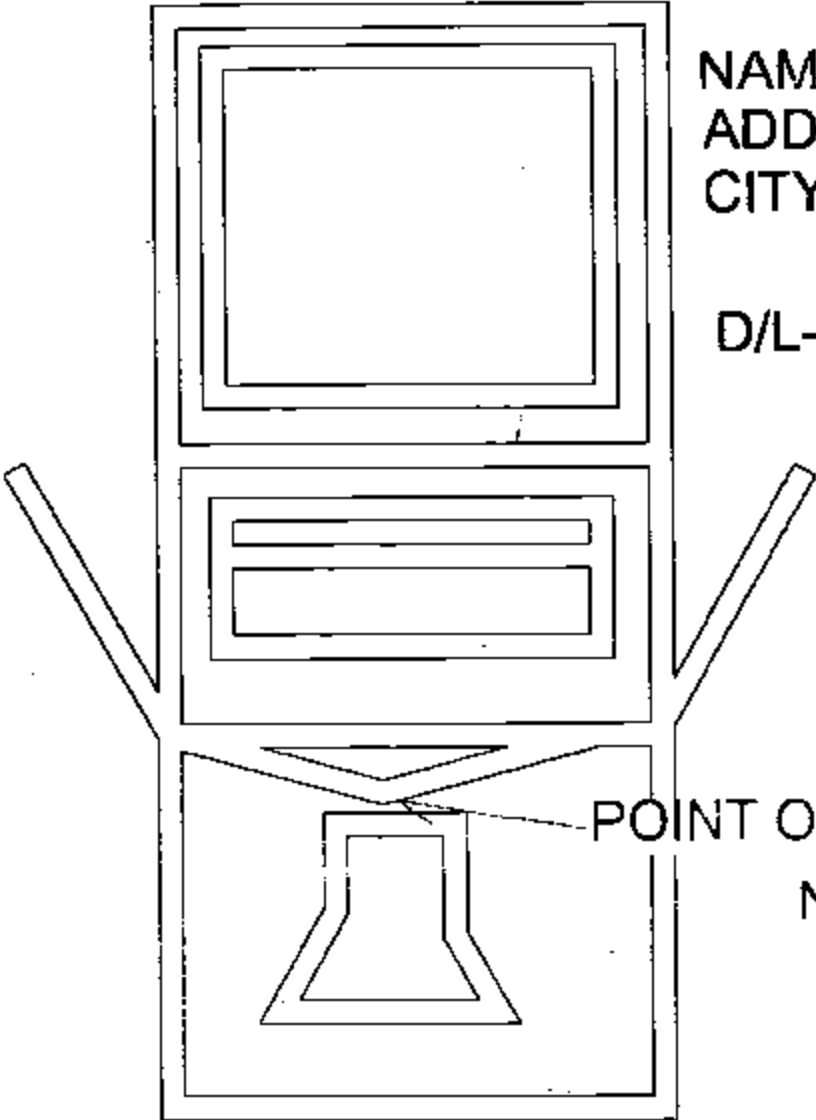
It is the opinion of this investigator this fire has been caused by a fuel leak at the coupling between the nylon and steel fuel lines. This leak has then been ignited by the operating engine of the vehicle.

*Terry Brown*

Terry Brown, CFI

CONFIDENTIAL





NAME- [REDACTED]  
ADDRESS-R. [REDACTED]  
CITY-Rinard, IL

D/L-7-23-99

POINT OF FIRE ORIGIN  
North

NAME - [REDACTED]

NAME - [REDACTED]

PHOTO

LOG

CONFIDENTIAL

CASE # 990723F78

CLAIM # [REDACTED]

NAME [REDACTED]

PHOTO #1-Facing Southwest. The front of the vehicle.

PHOTO #2-Facing Southeast. The drivers side of the vehicle.

INVESTIGATION

PHOTOS

ER05-005-LC1-3305



CASE #990723-78

NAME

PHOTO #3-Facing Northeast. The rear of the vehicle.

PHOTO #4-Facing North. The passenger side of the vehicle.

CONFIDENTIAL



0001-005-LC1-3398

CASE # - 990723178

CLAIM # - [REDACTED]

NAME - [REDACTED]

PHOTO #5-Facing Northwest. The interior of the cab from the passenger side of the vehicle.

PHOTO #6-Facing Southwest. The engine compartment from the passenger side of the vehicle.

CONFIDENTIAL





EROS-685-LC1-3388

CASE # - 990723T78

CLAIM # - [REDACTED]

NAME [REDACTED]

PHOTO #7-Facing East. The interior of the cab from the drivers side of the vehicle.

PHOTO #8-Facing East. The engine compartment area from the drivers side of the vehicle.

CONFIDENTIAL



EA05-005-LC1-3382

CASE # 920723F79

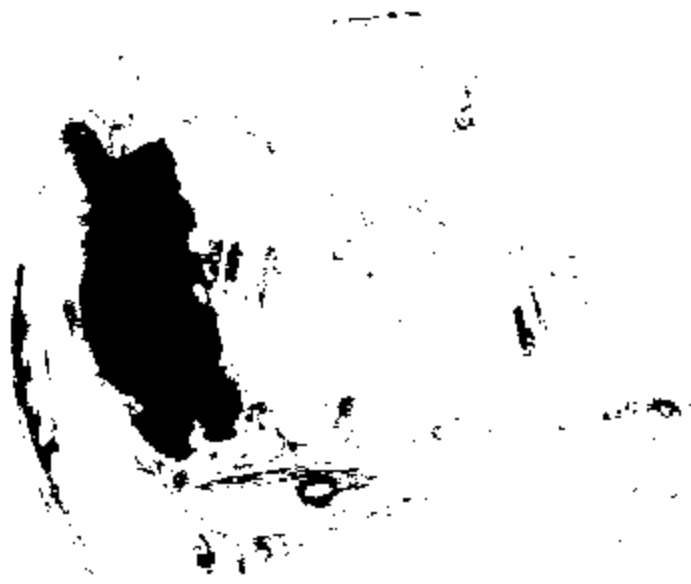
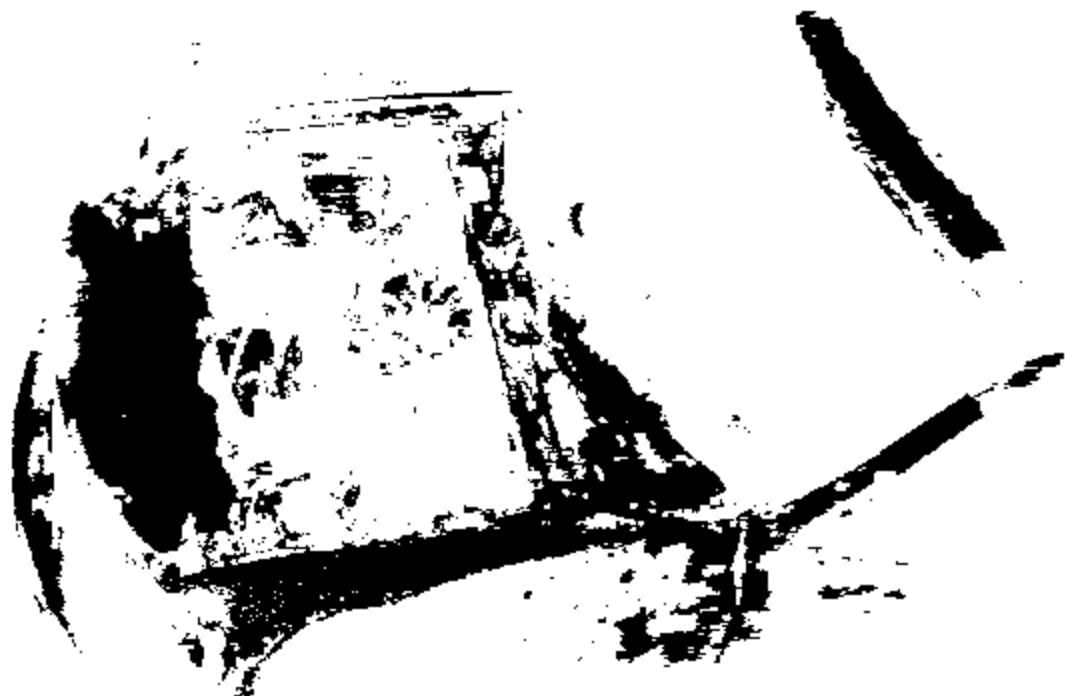
CLAIM # [REDACTED]

NAME [REDACTED]

PHOTO #9-Facing Southeast. A top view of the engine compartment.

PHOTO #10-Facing Southeast. This shows a top view of the engine compartment.

CONFIDENTIAL



EG08-005-LC1-3304

CASE # -990729T78

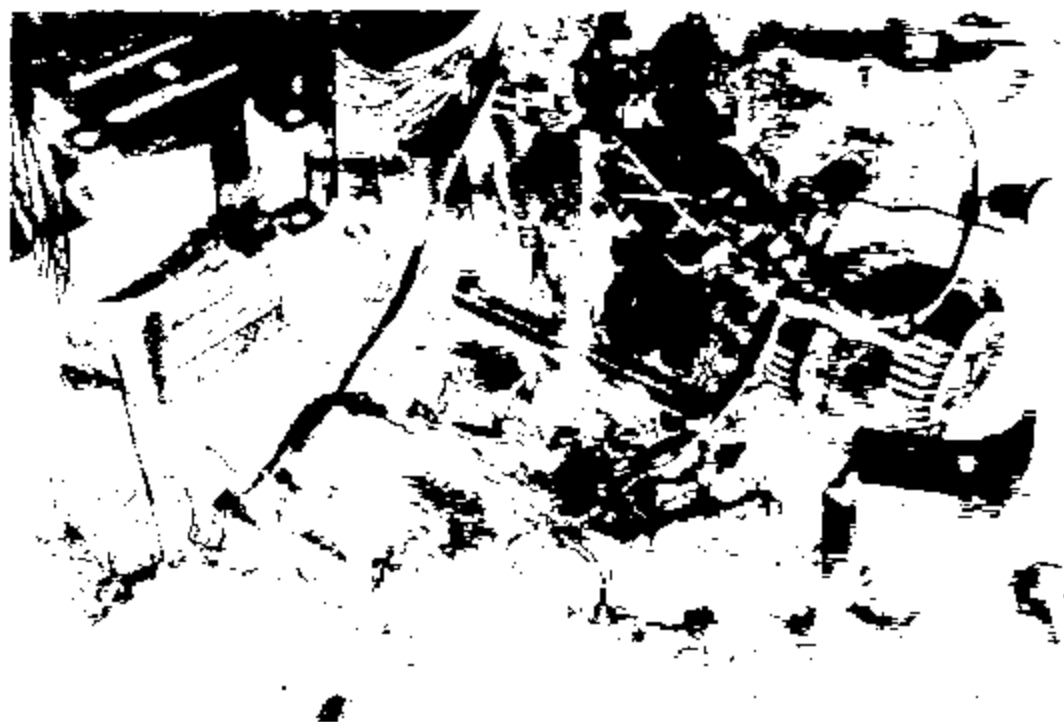
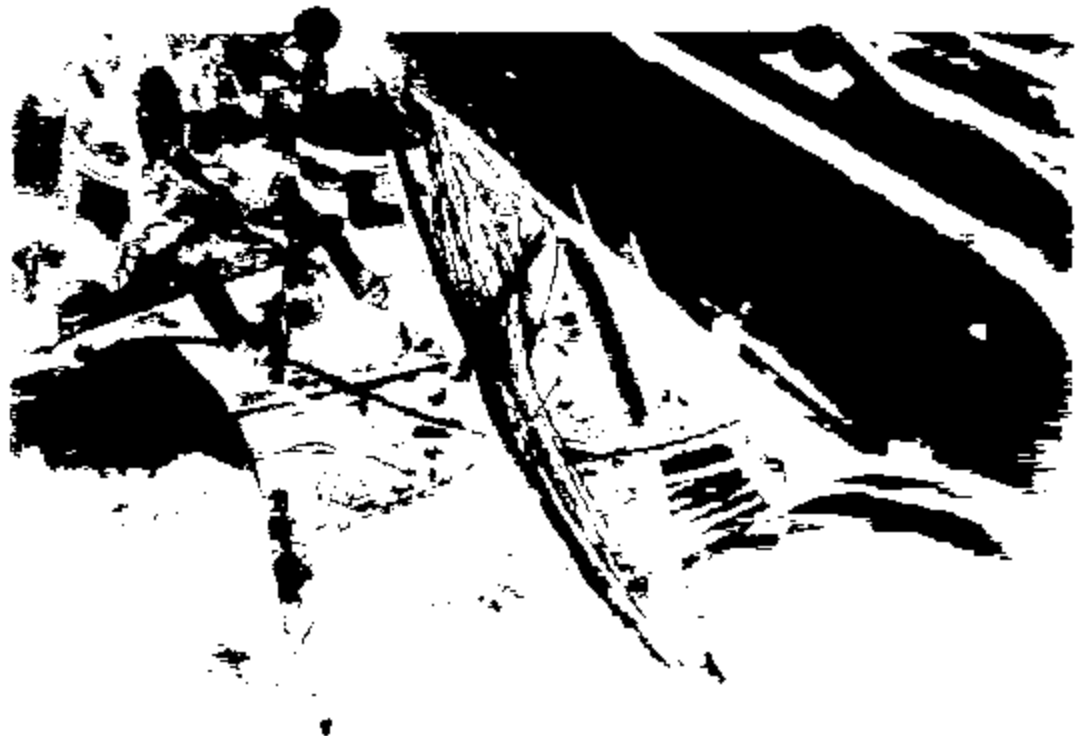
CLAIM # -

NAME -

PHOTO #11-Facing Southwest. The fuel rail on the drivers side of the vehicle.

PHOTO #12-Facing Northeast. The fuel rail on the passenger side of the vehicle.

CONFIDENTIAL



EROS-005-LC1-3398

CASE # 190723T78

CLAIM # [REDACTED]

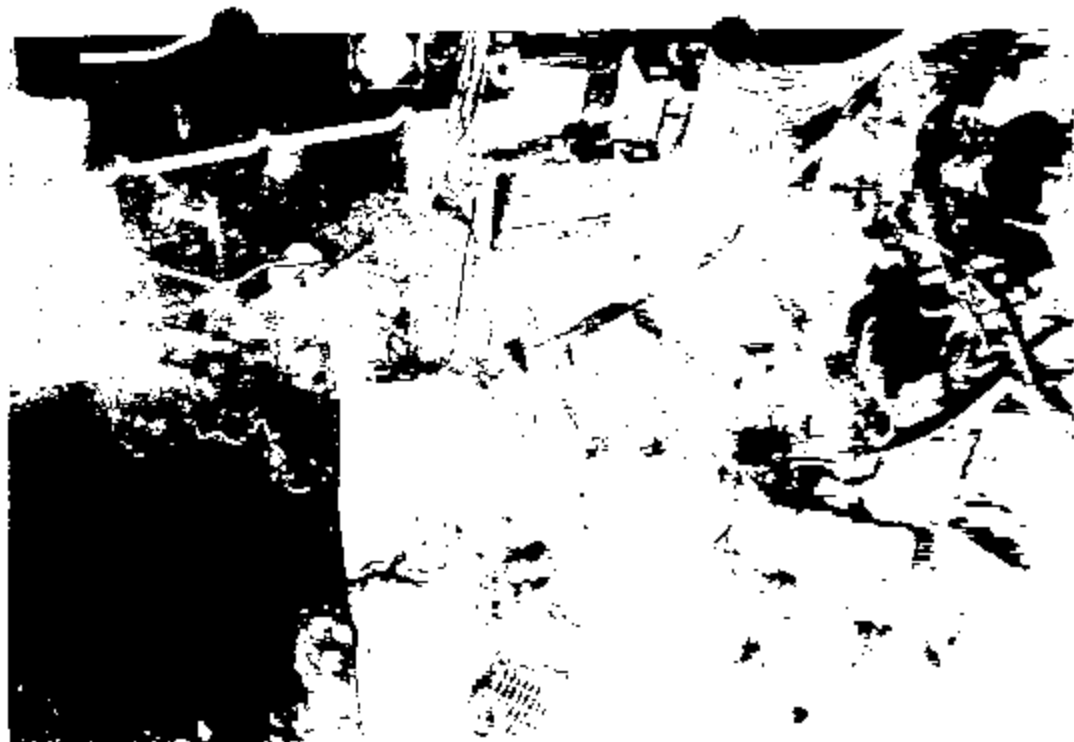
NAME [REDACTED]

PHOTO #13-Facing South. Electrical wiring in the battery area on the passenger side of the engine compartment.

PHOTO #14-Facing South. The air conditioning condenser was more severely on the passenger side.

CONFIDENTIAL





HRMS-085-LC1-3388

CASE # -990723278

CLAIM #

NAME

PHOTO #15-Facing Southwest. The fiberglass valve cover was burnt on the passenger side of the vehicle.

PHOTO #16-Facing East. The fiberglass valve cover on the drivers side of the engine compartment.

CONFIDENTIAL



8005-005-LC1-3400

CASE # 990723T78

CLAY

NAME

PHOTO #17-Facing South. The fuse block area of the engine compartment.

PHOTO #18-Facing South. The solenoid distributor on the passenger side.

CONFIDENTIAL



CASE # 990729178

CLAIM #

NAME

PHOTO #19-Facing South. The split distributor on the  
drivers side of the engine compartment.

PHOTO #20-Facing East. The frame by the drivers side  
front tire.

CONFIDENTIAL



ER05-885-LC1-3484

CASE # 990723178

CLAIM # [REDACTED]

NAME [REDACTED]

PHOTO #21-Facing West. The frame by the passenger side front tire.

PHOTO #22-Facing North. The license plate in the bed of the pickup.

CONFIDENTIAL





ERG-005-LG1-3405

CASE # 990723T78

CLAIM # [REDACTED]

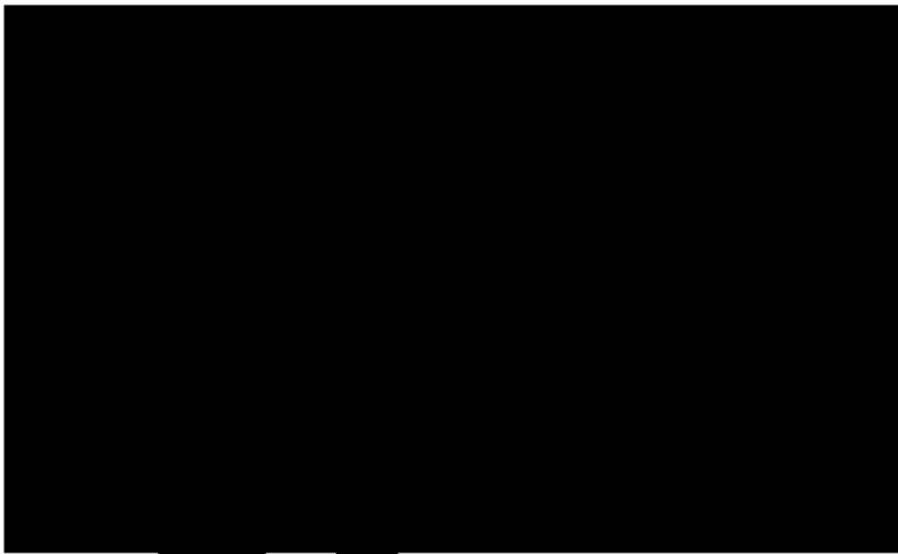
NAME [REDACTED]

PHOTO #23-Facing North. The engine compartment from the top of the cab.

CONFIDENTIAL



EM5-005-LC1-3400





# Unified

Investigations & Sciences, Inc.

223 E. Greenbriar Lane  
Dallas, Texas 75203-1013  
214-946-8989  
Fax 214-946-8586

## PRIVILEGED AND CONFIDENTIAL

November 24, 1998

### First and Final Report

PREPARED FOR: Farmers Insurance Group  
PO Box 852270  
Mesquite, Texas 75185-2270

ATTENTION: Mr. Ron Law

INSURED: [REDACTED]

DATE OF LOSS: Unknown

LOSS LOCATION: Trinity River Bed

POLICY NUMBER: Unknown

CLAIM NUMBER: [REDACTED]

UIS FILE NUMBER: TX01-01995

---

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

ER05-005-LC1-3408

Insured:  
UIS File No.:

TX01-01995

### ASSIGNMENT

The assignment was received September 30, 1998. The vehicle examination was conducted on October 2, 1998. Instructions were to conduct an origin and cause investigation.

### DETERMINATION OF ORIGIN AND CAUSE

Based upon the available evidence, the cause of this fire has been determined to be accidental. It was caused by the unintentional ignition of cellulose materials by heated components of the undercarriage of the vehicle. Components of the exhaust system of [redacted] truck ignited dry grass and other plants through which he was driving at the time. The grass fire violated the fuel system of the vehicle and the fire accelerated in intensity.

### FIRE SCENE EXAMINATION

The vehicle was examined at Insurance Auto Auction in Grand Prairie, Texas. No other individuals were present during the examination.

The exterior of the vehicle sustained severe fire damage. The windows, tires, hood and grill were destroyed in the fire. All of the body components were discolored by heat.

The spare tire and wheel were mounted at the left rear corner of the vehicle. There was no evidence of prior collision damage or that any exterior components had been removed prior to the fire.

Fire damage to the engine compartment was even from side to side and back to front. Most of the combustible materials in the engine compartment were destroyed in the fire. Burn patterns revealed that the fire was introduced to the engine compartment from below.

Most of the combustible materials in the passenger compartment were destroyed the fire. Fire damage was even throughout the interior. Portions of the carpeting remained. There were no unusual burn patterns or abnormal melting.

Texas handicap license plate [redacted] was found in the passenger compartment. Also found in the passenger compartment were tools, batteries, a ball hitch, and assorted pieces of camping equipment.

The undercarriage of the vehicle sustained some fire damage. The burn patterns were obscured by a large amount of dirt and debris dried onto the frame of the vehicle. The fire damage was greatest from the transmission brace to the rear of the vehicle. A concentrated area of fire damage was located in the area of the fuel tank and left rear wheel.

The catalytic converters and exhaust gas collectors are located underneath the floorboard on either side of the transmission. These items are not protected from contact with grass and other combustibles which may be traversed by the vehicle. Catalytic converters can reach operational

Signif.?

Signif.?

What  
did you  
find?  
about  
the  
fire?

> How  
like  
data?  
Temp.  
DATA

Insured: [REDACTED]  
UIS File No.: TX01-01995

temperatures of 1500 degrees Fahrenheit, which is sufficient to ignite dry grass during periods of contact. Surface temperatures of the catalytic converters can reach higher temperatures depending upon the efficiency at which the vehicle's engine is running.

A National Highway Traffic Safety Administration Office of Defects Investigation Recall Database search was made. No recalls relevant to this incident were found.

There was no evidence that this fire was intentionally set.

### INVESTIGATION

#### • *Discovery*

[REDACTED] reported that on the date of the fire he and his wife were searching for a fishing spot along the Trinity River outside Ennis, Texas. They had been driving along the bank of the Trinity River for thirty to forty minutes trying to find a fishing spot. He had been driving through grass approximately three feet tall. As he got the front wheels of the truck over a small rise he stopped in order to evaluate the bank of the river. He looked in the driver's side rear view mirror and saw smoke rising from in front of the left rear tire.

[REDACTED] got out of the truck and saw fire at ground level in front of the left rear tire of the vehicle. He told his wife to get out of the truck. [REDACTED] said that he ran away from the truck and when he had gotten approximately a hundred feet away the vehicle exploded in flames. He and his wife then walked to Highway 34 and waved down a passing Winnebago. Emergency vehicles were called and [REDACTED] and his wife awaited their arrival.

The physical evidence on the truck coincided with [REDACTED] accounts of the incident; however, [REDACTED] stated that he did not think they were driving through tall grass at the time the fire. He stated that Albert Kelso of the Ellis County Sheriff's Office arrived on scene but he could not remember which fire department responded.

[REDACTED] stated that he purchased the vehicle approximately one year ago. He had no problems or repairs to the vehicle. His son had experienced a nail puncture to the left rear tire. He had the hole plugged but had not placed the wheel back onto the vehicle. [REDACTED] stated that he does not intend to ever own another four-wheel drive vehicle.

#### • *Fire Officials*

Numerous messages were left for Albert Kelso of the Ellis County Sheriff's Office in an attempt to gain confirmation of [REDACTED] account of the incident. [REDACTED] did not return any of my phone calls.

Through telephone calls to the area it was discovered that Deputy Elliott Coleman of the Kaufman County Sheriff's Office also responded to the incident. Deputy Coleman also failed to return any of my phone calls.

Insured:  
UIS File No.:

TX01-01995

None of the sheriff's offices or fire departments contacted knew which fire department responded to the incident; therefore, no fire report has been available.

**COMMENTS**

In accordance with your instructions my file will be closed with this report. Should you have any questions or require further investigative activities my file can easily be reopened.

**EXHIBITS**

1. Vehicle Inspection Report
2. National Highway Traffic Safety Administration Recall Database search
3. Sixteen color photographs with explanation
4. Extra color photographs and negatives(sent under separate cover)

Edward G. Roberts  
Investigator  
Unified Investigations  
(214) 946-8989



Insured:  
UTS File No.:

██████████  
TX01-01995

## Photo Explanation Sheet

- 1-4. Exterior of vehicle
5. Hood and grill area
6. Engine compartment
7. Remains of fuel filler
8. Bed and remains of wheel
9. Passenger compartment
10. Front seat area of past or compartment
11. Dashboard of past or compartment
12. Remains of registration plate
13. Front portion of undercarriage of vehicle
14. Rear portion of undercarriage of vehicle
- 15-16. Catalytic converters and exhaust gas collectors

Insured: [REDACTED]

UIS File #: TX01-01995



Photo #

1

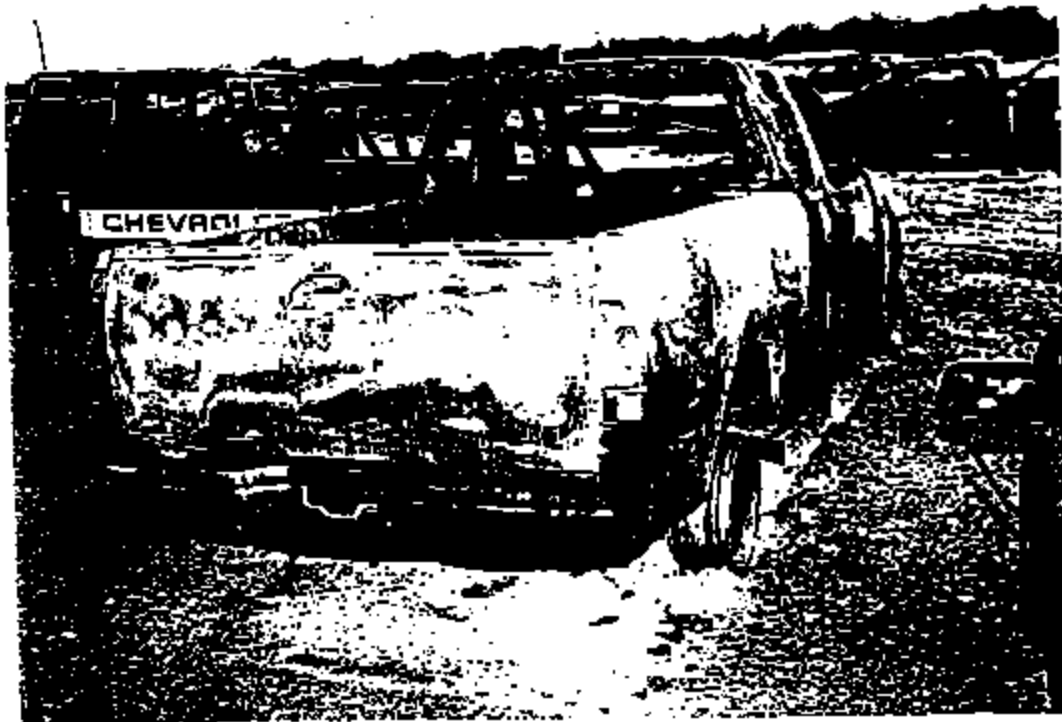


Photo #

2

United Investigations & Sciences, L.L.C.

Insured: [REDACTED]

UIS File #: TX01-01995



Photo =

3



Photo =

4

Unit. Investigations & Sciences, Inc

Insured: [REDACTED]

UIS File #: TX01-01995



Photo #

7

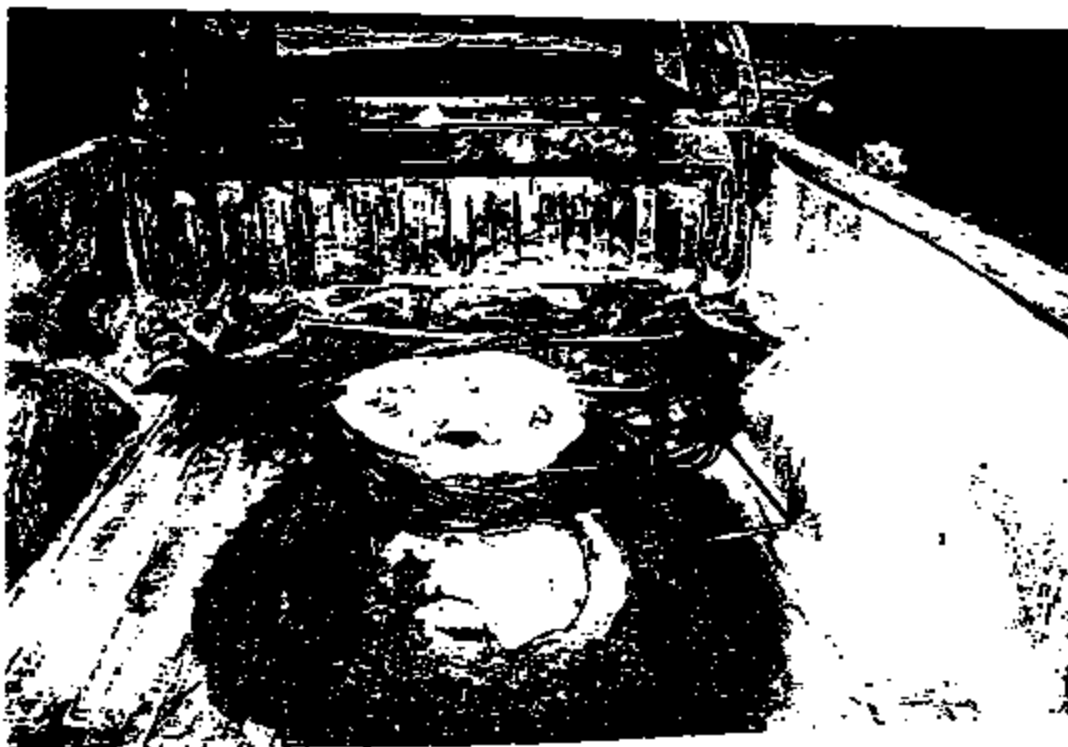


Photo #

8

Fed Investigations & Sciences,

Insured: [REDACTED]

UTS File #: TX01-01995



Photo #

11



Photo #

12

Insured: [REDACTED]

UIS File #: TX01-01995

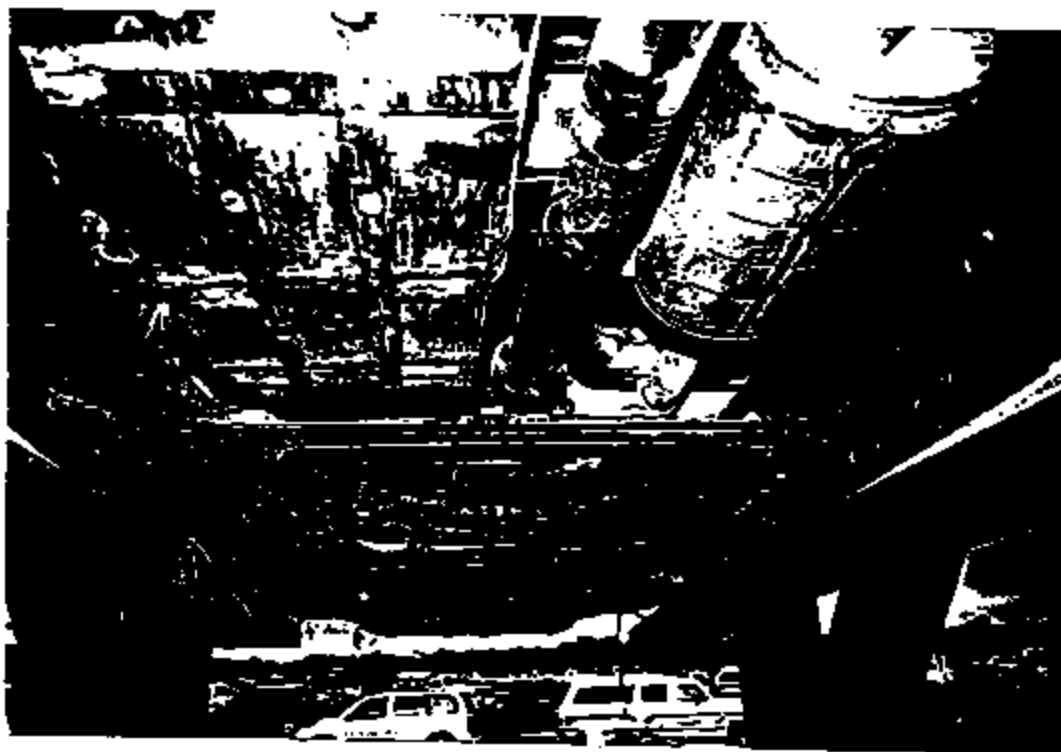


Photo #

13



Photo #

14

Un. 1 Investigations & Sciences, I.

Insured: [REDACTED]

UTS File #: TX01-01995

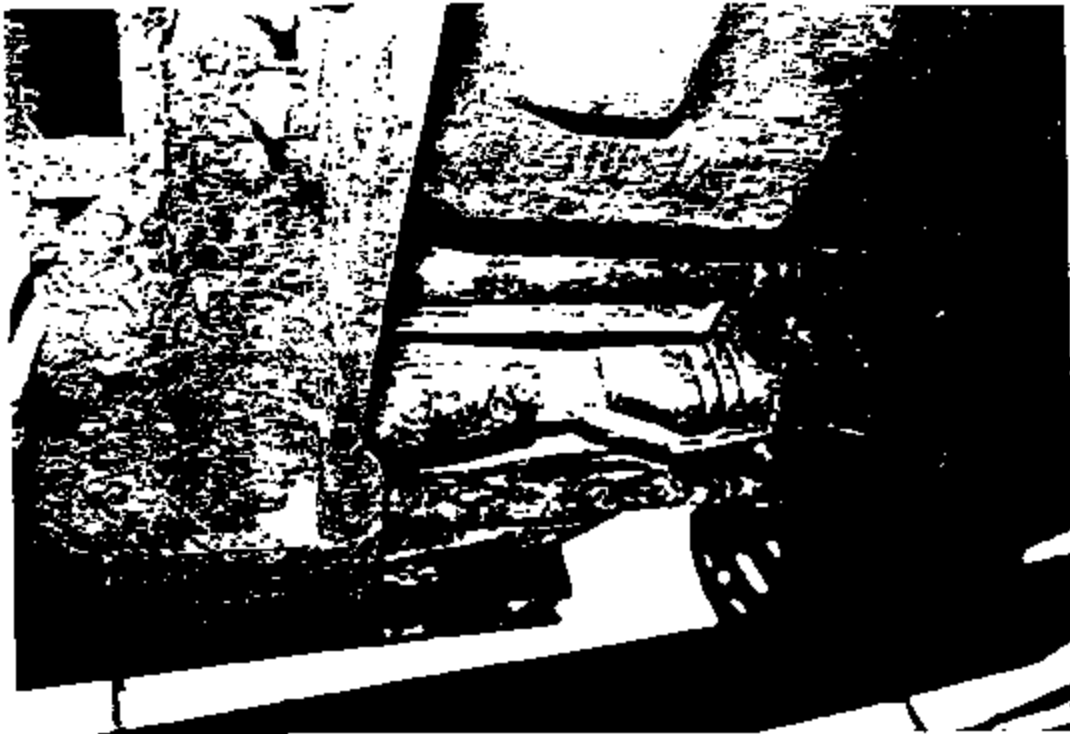


Photo =

15



Photo =

16

ERG5-005-LG1-3418

"IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED"



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

\*\*\*\*\*FOR DEALER USE ONLY\*\*\*\*\*

Requesting Dealer: TOWN EAST FORD P&A: 06917 Region: SOUTHWEST  
 Contact Person: KEMN BRATNER Phone Number: 972-270-6441  
 New or Used: NEW Date of Purchase: 9/14/97 Yr/Model: 97 F150 Mileage: UNKNOWN  
 VIN: 1FTDX18W0VK  
 Customer Name: [REDACTED]  
 Address: [REDACTED]  
 City: DALLAS County: DALLAS State: TX Zip Code: [REDACTED]  
 Home Phone: [REDACTED] Business Phone: [REDACTED]  
 Incident Involves: Accident: \_\_\_\_\_ Fire: X Other: \_\_\_\_\_  
 Date of Incident: SEPT. 98  
 If customer is alleging product defect, what type: DESIGN, MANUFACTURE, DECEPTIVE TRADE  
 Personal Injury? NO Was medical attention sought? N/A  
 Was a police report filed (where)? UNKNOWN  
 Has the insurance company been contacted? YES  
 What did the insurance company advise? SETTLED COST OF TRUCK TO  
CUSTOMER - \$24,000.  
 Name and phone of owner's insurance company (agent's name): AT TIME OF  
PURCHASE IT WAS - FOREMERS INSURANCE - 972-248-4545  
 If the vehicle is a conversion unit, name of the body builder: N/A  
 Accident details (date, where, how, etc.): CUSTOMER STATES TRUCK ROLLED  
WHILE PARKED IN A GRASSY FIELD, ALLEGING POOR DESIGN. CUSTOMER  
IS SUING FOR LOST PERSONAL OBJECTS IN VEHICLE.  
 What is the customer requesting? SETTLEMENT IN THE DIFFERENCE BETWEEN  
THE INSURANCE PAYOUT AND LOAN AMOUNT INCLUDING PERSONAL  
POSSESSIONS.

IF NEEDED, PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER.

Fax to: (313) 446-9971 or (313) 446-9347

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED



No. 99-06862

[Redacted]

Plaintiff

V.

FORD MOTOR COMPANY  
TOWN EAST FORD SALES, INC.  
Defendant

§  
§  
§  
§  
§  
§  
§

IN THE DISTRICT COURT

DALLAS COUNTY, TEXAS

K-192nd

JUDICIAL DISTRICT

RECEIVED  
SEP 30 1999

**PLAINTIFF'S ORIGINAL PETITION**

**PARTIES**

1. Plaintiff [Redacted] is an individual residing in Dallas County, Texas and can be served with process by serving his attorney of record, Frank W. McIntyre at 3439 Westminster, Dallas, Texas 75205 (214) 361-4110.

2. Defendant, Ford Motor Company ("Ford") is a foreign corporation organized and existing under the laws of the State of Delaware. Ford is registered to do business in Texas, and may be served with process by serving its registered agent, CT Corporation, at 350 North St. Paul, Suite 2900, Dallas, Texas 75201. Ford was at the time of the occurrence, and is now, engaged in the business of designing, manufacturing, and selling cars and trucks of the type purchased by Plaintiff in 1997. Ford put such cars and trucks into the stream of commerce through an established network of distributors and dealers.

3. Town East Ford Sales, Inc. ("Town East") is a domestic corporation organized under the laws of the state of Texas and having its principle place of business in Dallas County, Texas. It can be served with process by serving its register agent, CT Corporation, at 350 North St. Paul, Suite 2900, Dallas, Texas 75201. Town East was at the time of the occurrence, and is now, engaged in the business of selling cars and trucks of the type purchased by Plaintiff in 1997.

**EVENTS GIVING RISE TO CAUSES OF ACTION**

4. Plaintiff purchased a new 1997 Ford F150 4x4 pickup truck from Town East in September 1997. The vehicle has four-wheel drive and is designed, manufactured and marketed for off-road use. In September 1998, Plaintiff drove the truck to an off-road location. While Plaintiff was standing outside the truck, it caught fire and was totally destroyed along with all of its contents.

5. Plaintiff had done nothing out of the ordinary that might have caused the fire. The truck was in substantially the same condition as it had been when he purchased it. Plaintiff had received no information or warning from the dealer or the manufacturer that might have led him to believe that the manner in which he operated the truck was in any way dangerous or likely to cause a fire. Plaintiff later received information from people who had investigated the fire that it may have been caused by the catalytic converter or other hot component coming into contact with the grass around the truck. Plaintiff had never been warned of that possibility previously and it is not common knowledge that such a danger exists.

6. The fire deprived Plaintiff of the entire value of the truck, which was worth approximately \$28,000 at the time. Plaintiff also lost \$2,405 of personal property, which was in the truck and destroyed by the fire. Plaintiff's credit was encumbered by the debt still owed on the truck, preventing him from replacing it for five months. Plaintiff's loss of use damages were approximately \$2,500 at the rate of \$500 per month for the five months.

7. On or about March 15, 1999 Plaintiff wrote a letter to Ford demanding that they reimburse him for the cost of a new truck. To date, Ford has refused to pay anything. Ford's refusal to pay for the truck and other damages to Plaintiff's property has made it necessary for him to incur the cost of filing this lawsuit and hiring an attorney to recover the damages.

#### **STRICT LIABILITY**

8. Defendants Ford and Town East introduced and sold an unreasonably dangerous product into the stream of commerce, where it was ultimately purchased by the Plaintiff. When the fire destroyed it, the vehicle was in substantially the same condition as when he purchased it new. The vehicle was defective in the way it was designed, manufactured, and/or marketed when operated under normal conditions for that type of vehicle. The defect proximately caused damage to Plaintiff in an amount that is within the jurisdictional limits of the Court.

#### **BREACH OF IMPLIED WARRANTY OF MERCHANTABILITY**

8. Defendants Ford and Town East breached an implied warranty of merchantability when they sold the vehicle to Plaintiff. The vehicle was defective and unfit for the ordinary purposes for which it is used because the design and manufacture of the vehicle were such that it could catch fire when operated normally and there was no adequate warning of the fire hazard. Ford and Town East's breach of implied warranty was a proximate cause of damage to Plaintiff who would not have operated the vehicle in that particular location had he known of the danger. The amount of the damage is within the jurisdictional limits of the court.

#### **BREACH OF IMPLIED WARRANTY OF FITNESS FOR PARTICULAR PURPOSE**

9. Defendants Ford and Town East breached an implied warranty of fitness for a particular purpose when they sold the vehicle to Plaintiff. The vehicle was defective and unfit for the particular purpose for which it is used because the design and manufacture of the vehicle were such that it could catch fire when operated normally for that purpose and there was no adequate warning of the fire hazard. Ford and Town East's breach of implied warranty was a proximate cause of damage to Plaintiff who would not have operated the vehicle in that particular location had he known of the danger. The amount of the damage is within the jurisdictional limits of the court.

#### **DECEPTIVE TRADE PRACTICES**

10. Defendants Ford and Town East engaged in conduct that had the capacity to deceive a consumer and, thereby, engaged in a Deceptive Trade Practice when they sold the vehicle to Plaintiff. The vehicle was defective and unfit to operate under conditions that are suggested by advertising for vehicles of the type purchased by Plaintiff. In particular, the vehicle could catch fire when operated off-road in a manner that is normal under that circumstance but there was no adequate warning of the fire hazard. Ford and Town East's deceptive conduct was a producing cause of damage to Plaintiff who would not have operated the vehicle in that particular location had he known of the danger. The amount of the damage is within the jurisdictional limits of the court.

EP99-009-101-3422

**ATTORNEY'S FEES**

11. Plaintiff presented Ford with a demand for just compensation for his injuries. The demand was made more than thirty days before the filing of this suit. Ford's failure to tender payment of the just amounts due has been forced Plaintiff to incur the cost of hiring an attorney to represent him in the pursuit of his just claims. Under Tex. Civ. Prac. & Rem. Code § 38.001 et. seq., Plaintiff is entitled to recover his reasonable attorney fees from Ford for its breach of contract, breach of implied warranty, and deceptive trade practices.

**PRAYER**

**WHEREFORE PREMISES CONSIDERED** Plaintiff, [REDACTED] requests that Defendants Ford Motor Company and Town East Ford Sales, Inc be cited to appear and answer this suit and that after trial on the merits of the causes of action set forth above, Plaintiff have judgment against Defendants for actual damages, special damages, consequential damages, incidental damages, and exemplary damages within the jurisdictional limits of the Court. Plaintiff further requests pre-judgement and post-judgment interest as allowed by law; costs of suit, reasonable attorney fees, and all other relief to which he may be entitled in equity or at law

Respectfully Submitted,

  
Frank W. McIntyre  
State Bar # 00797047  
ATTORNEY FOR PLAINTIFF  
[REDACTED]

FRANK WILLIAM McINTYRE, P.L.L.C  
1439 Westminster  
Dallas, Texas 75205  
(214) 361-4110 Voice  
(214) 691-3009 Fax

0905-005-1-C1-3423

--&gt;

VIN: 1FTDX18W0V [REDACTED] Year: 1997 Model: F-SERIES  
 Owner Status: ORIGINAL WSD: 09/24/97 Mileage: [REDACTED]  
 Name: [REDACTED] SR Hm Ph: [REDACTED]  
 Trmt: Case: 512560829 Day Ph:  
 Symptom: FIRE/SMOKE SCORCHED/BURNT  
 Reason: LEGAL - OTHER ATTORNEY DEMAND  
 Dealer: FORD MOTOR COMPANY-FORD DIV  
 Issue Type: 07 LEGAL CAN Court: Legal Issue Type:  
 Issue Status: C CLOSED CAN Award: MORSII Contact: N

A/C DATE	Origin	Description
03/23/99	CALGL	OPEN LEGAL CONTACT - ATTORNEY DEMAND
03/25/99	CALGL	FINAL CASE DISPOSITION
05/04/99	CALGL	ADD MICRO NUMBER/DOC ID
06/26/99	CALGL	ADD MICRO NUMBER/DOC ID
09/07/99	CALGL	UPDATE/ADDCO CASE

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

SFCHADMA

Action Detail

10/13/99 10:50:03

==>

VIN: 1FTDX18W0VK0 Year: 1997 Model: F-SERIES

Owner Status: ORIGINAL WSD: 09/24/97

Name: Hm Ph:

Trmt: Case: 512560829 Day Ph:

Symptom Desc: FIRE/SMOKE SCORCHED/BURNT

Reason Desc: LEGAL - OTHER ATTORNEY DEMAND

Dealer: FORD MOTOR COMPANY-FORD DIV

Issue Type: 07 LEGAL Issue Status: C CLOSED

Comm Type: ML MAIL Odometer Reading: 1 MI

Analyst: 4636LS LUVENIA SMITH Document Number:

Action Date: 03/23/99 Action Data: Y Action Time: 14:14:16 EST

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Comments: \*\*\*\*\* ATTORNEY DEMAND LETTER \*\*\*\*\*

03/23/99

ATTORNEY ALLEGES DEFECTIVE VEHICLE. VEHICLE CAUGHT ON FIRE WHILE CLIENT WAS STANDING OUTSIDE. HE BELIEVES THE HEAT FROM THE CATALYTIC CONVERTER OR SOME OTHER COMPONENT WAS THE CAUSE.

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

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

MORE COMMENTS AVAILABLE

OGDB079

8228-107-888-101-3428

SFCR/EMA

Action Detail

10/13/99 10:50:15

-->

VIN: 1FTDX18W0VK0 Year: 1997 Model: F-SERIES  
Owner Status: ORIGINAL WSD: 09/24/97  
Name: Hm Ph:  
Trmt: Case: 512560829 Day Ph:  
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
Dealer: FORD MOTOR COMPANY-FORD DIV  
Issue Type: 07 LEGAL Issue Status: C CLOSED  
Comm Type: ML MAIL Odometer Reading: 1 MI  
Analyst: 4636LS LUVENIA SMITH Document Number:  
Action Date: 03/23/99 Action Data: Y Action Time: 14:14:16 EST  
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND  
Comments: CAUSE.

ATTORNEY REQUESTS FORD REFUND MONIES INCLUDING DAMAGES FOR  
LOSS OF PERSONAL PROPERTY. ATTORNEY WANTS PAYMENT WITHIN 30  
DAYS UPON RECEIPT OF LETTER.

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

==&gt;

VIN: 1FTDX18W0VK Year: 1997 Model: F-SERIES  
Owner Status: ORIGINAL WSD: 09/24/97  
Name: Hm Ph:  
Trmt: Case: 512560829 Day Ph:  
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
Dealer: FORD MOTOR COMPANY-FORD DIV  
Issue Type: 07 LEGAL Issue Status: C CLOSED  
Comm Type: ML MAIL Odometer Reading: 1 MI  
Analyst: 7873CJ CARRINGT JOHNSON Document Number:  
Action Date: 03/25/99 Action Data: N Action Time: 11:34:46 EST  
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
Action Desc: FINAL CASE DISPOSITION  
Comments: \*\*LITIGATION PREVENTION ANALYST CALLED ATTORNEY TO OBTAIN  
ADDITIONAL INFORMATION\*\*  
\*  
BELIEVES THE INSURANCE COMPANY HAS POSSESSION OF THE VEHICLE  
INSURANCE COMPANY HAS PAID THE CUSTOMER 24,000 DOLLARS IN  
DAMAGES REGARDING THE FIRE CONCERN  
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData  
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP  
MORE COMMENTS AVAILABLE

OGDB079

SECRET

Action Detail

10/13/99 10:50:27

VIN: 1FTDX18W0VK [REDACTED] Year: 1997 Model: F-SERIES  
 Owner Status: ORIGINAL WSD: 09/24/97  
 Name: [REDACTED] Hm Ph: [REDACTED]  
 Tmt: Case: 512560829 Day Ph:  
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
 Dealer: FORD MOTOR COMPANY-FORD DIV  
 Issue Type: 07 LEGAL Issue Status: C CLOSED  
 Comm Type: ML MAIL Odometer Reading: 1 MI  
 Analyst: 7873CJ CARRINGT JOHNSON Document Number:  
 Action Date: 03/25/99 Action Data: N Action Time: 11:34:46 EST  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Action Desc: FINAL CASE DISPOSITION  
 Comments: DAMAGES REGARDING THE FIRE CONCERN

\*  
 LPA ADVISED:  
 SINCE INSURANCE COMPANY HAS SETTLED ON THIS CLAIM THERE IS  
 NO FURTHER ASSISTANCE FORD MOTOR COMPANY WILL PROVIDE

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

ENCLOSURE 101-3428



SFCMA

Action Detail

10/13/99 10:50:31

-->

VIN: 1FTDX18W0VKD [REDACTED] Year: 1997 Model: F-SERIES  
 Owner Status: ORIGINAL WSD: 09/24/97  
 Name: [REDACTED] Hm Ph: [REDACTED]  
 Trmt: Case: 512560829 Day Ph:  
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
 Dealer: FORD MOTOR COMPANY-FORD DIV  
 Issue Type: 07 LEGAL Issue Status: C CLOSED  
 Comm Type: ML MAIL Odometer Reading: 1 MI  
 Analyst: 0279LB LYNN BLACK Document Number:  
 Action Date: 05/04/99 Action Data: N Action Time: 09:34:55 EST  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Action Desc: ADD MICRO NUMBER/DOC ID  
 Comments: LIT PREV ADDING MICRO # 0578 0507 JJ

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

EXOS-800-1-01-3429

SFCH

Action Detail

10/13/99 10:50:38

VIN: 1FTDX18W0VK [REDACTED] Year: 1997 Model: F-SERIES  
 Owner Status: ORIGINAL WSD: 09/24/97  
 Name: [REDACTED] Hm Ph: [REDACTED]  
 Trmt: Case: 512560829 Day Ph:  
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
 Dealer: FORD MOTOR COMPANY-FORD DIV  
 Issue Type: 07 LEGAL Issue Status: C CLOSED  
 Comm Type: ML MAIL Odometer Reading: 1 MI  
 Analyst: 7873CJ CARRINGT JOHNSON Document Number: 0578 0  
 Action Date: 06/26/99 Action Data: N Action Time: 12:15:52 EST  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Action Desc: ADD MICRO NUMBER/DOC ID  
 Comments: \*\*ADDED MICRO NUMBER 0578 0507\*\*

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

ENG-885-101-3436

SFCHADMA

Action Detail

10/13/99 10:50:44

VIN: 1FTDX18W0VK [REDACTED] Year: 1997 Model: F-SERIES  
 Owner Status: ORIGINAL WSD: 09/24/97  
 Name: [REDACTED] Hm Ph: [REDACTED]  
 Trmt: [REDACTED] Case: 512560829 Day Ph: [REDACTED]  
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
 Dealer: FORD MOTOR COMPANY-FORD DIV  
 Issue Type: 07 LEGAL Issue Status: C CLOSED  
 Comm Type: ML MAIL Odometer Reading: 1 MI  
 Analyst: 9867MP MAUREEN PAWELEK Document Number:  
 Action Date: 09/07/99 Action Data: N Action Time: 11:03:43 EST  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Action Desc: UPDATE/ADDCO CASE  
 Comments: SUIT FILED--FORWARDED TO OGC.

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

OGDB079

2005-085-101-3431

SFCHAMA

Action Detail

10/13/99 10:50:58

-->

VIN: IFTDX18W0VK [REDACTED] Year: 1997 Model: F-SERIES  
 Owner Status: ORIGINAL WSD: 09/24/97  
 Name: [REDACTED] Hm Ph: [REDACTED]  
 Trmt: [REDACTED] Case: 512560829 Day Ph: [REDACTED]  
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
 Dealer: FORD MOTOR COMPANY-FORD DIV  
 Issue Type: 07 LEGAL Issue Status: C CLOSED  
 Comm Type: ML MAIL Odometer Reading: 1 MI  
 Analyst: 7873CJ CARRINGT JOHNSON Document Number:  
 Action Date: 03/25/99 Action Data: N Action Time: 11:34:46 EST  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Action Desc: FINAL CASE DISPOSITION  
 Comments: \*\*LITIGATION PREVENTION ANALYST CALLED ATTORNEY TO OBTAIN  
 ADDITIONAL INFORMATION\*\*

\*  
 BELIEVES THE INSURANCE COMPANY HAS POSSESSION OF THE VEHICLE  
 INSURANCE COMPANY HAS PAID THE CUSTOMER 24,000 DOLLARS IN  
 DAMAGES REGARDING THE FIRE CONCERN

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

OGDB079

EPS-895-101-3492

SFCHADMA

Action Detail

10/13/99 10:51:05

==>  
 VIN: 1FTDX18W0VK [REDACTED] Year: 1997 Model: F-SERIES  
 Owner Status: ORIGINAL WSD: 09/24/97  
 Name: [REDACTED] Hm Ph: [REDACTED]  
 Trmt: [REDACTED] Case: 512560829 Day Ph: [REDACTED]  
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
 Dealer: FORD MOTOR COMPANY-FORD DIV  
 Issue Type: 07 LEGAL Issue Status: C CLOSED  
 Comm Type: ML MAIL Odometer Reading: 1 MI  
 Analyst: 7873CJ CARRINGT JOHNSON Document Number:  
 Action Date: 03/25/99 Action Data: N Action Time: 11:34:46 EST  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Action Desc: FINAL CASE DISPOSITION  
 Comments: DAMAGES REGARDING THE FIRE CONCERN  
 \*

LPA ADVISED:  
 SINCE INSURANCE COMPANY HAS SETTLED ON THIS CLAIM THERE IS  
 NO FURTHER ASSISTANCE FORD MOTOR COMPANY WILL PROVIDE

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

ES05-805-LC1-3433

SPCHADMA

Action Detail

10/13/99 10:51:12

-->  
 VIN: 1FTDX18W0VR [REDACTED] Year: 1997 Model: F-SERIES  
 Owner Status: ORIGINAL WSD: 09/24/97  
 Name: [REDACTED] Hm Ph: [REDACTED]  
 Trmt: [REDACTED] Case: 512560829 Day Ph: [REDACTED]  
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
 Dealer: FORD MOTOR COMPANY-FORD DIV  
 Issue Type: 07 LEGAL Issue Status: C CLOSED  
 Comm Type: ML MAIL Odometer Reading: 1 MI  
 Analyst: 0279LB LYNN BLACK Document Number:  
 Action Date: 05/04/99 Action Data: N Action Time: 09:34:55 EST  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Action Desc: ADD MICRO NUMBER/DOC ID  
 Comments: LIT PREV ADDING MICRO # 0578 0507 JJ

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

DNB-888-LCL-3434

SFCH:MA

Action Detail

10/13/99 10:51:23

==>

VIN: 1FTDX18W0VK [REDACTED] Year: 1997 Model: F-SERIES  
 Owner Status: ORIGINAL WSD: 09/24/97  
 Name: [REDACTED] Hm Ph: [REDACTED]  
 Trmt: Case: 512560829 Day Ph:  
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
 Dealer: FORD MOTOR COMPANY-FORD DIV  
 Issue Type: 07 LEGAL Issue Status: C CLOSED  
 Comm Type: ML MAIL Odometer Reading: 1 MI  
 Analyst: 7873CJ CARRINGT JOHNSON Document Number: 0578 0  
 Action Date: 06/26/99 Action Data: N Action Time: 12:15:52 EST  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Action Desc: ADD MICRO NUMBER/DOC ID  
 Comments: \*\*ADDED MICRO NUMBER 0578 0507\*\*

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

ENG-805-L01-3425

==&gt;

VIN: 1FTDX18W0VK [REDACTED] Year: 1997 Model: F-SERIES  
Owner Status: ORIGINAL WSD: 09/24/97  
Name: [REDACTED] Hm Ph: [REDACTED]  
Tmt: Case: 512560829 Day Ph: [REDACTED]  
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
Dealer: FORD MOTOR COMPANY-FORD DIV  
Issue Type: 07 LEGAL Issue Status: C CLOSED  
Comm Type: ML MAIL Odometer Reading: 1 MI  
Analyst: 9867MP MAUREEN PAWELEK Document Number:  
Action Date: 09/07/99 Action Data: N Action Time: 11:03:43 EST  
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
Action Desc: UPDATE/ADDCO CASE  
Comments: SUIT FILED--FORWARDED TO OGC.

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

10/13/99 10:54:21

==>

VIN: 1FTDX18W0VK1 Year: 1997 Model: F-SERIES  
 Owner Status: ORIGINAL WSD: 09/24/97  
 Name: Hm Ph: [REDACTED]  
 Trmt: Case: 512560829 Day Ph:  
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
 Dealer: FORD MOTOR COMPANY-FORD DIV  
 Issue Type: 07 LEGAL Issue Status: C CLOSED  
 Comm Type: ML MAIL Odometer Reading: 1 MI  
 Analyst: 0279LB LYNN BLACK Document Number:  
 Action Date: 05/04/99 Action Data: N Action Time: 09:34:55 EST  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Action Desc: ADD MICRO NUMBER/DOC ID  
 Comments: LIT PREV ADDING MICRO # 0578 0507 JJ

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

ER98-009-LCI-2437

SFCHALGA

Action Detail

10/13/99 10:54:28

-->  
 VIN: IFTDX18W0VK [REDACTED] Year: 1997 Model: F-SERIES  
 Owner Status: ORIGINAL WSD: 08/24/97  
 Name: [REDACTED] Hm Ph: [REDACTED]  
 Trmt: Case: 512560829 Day Ph:  
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
 Dealer: FORD MOTOR COMPANY-FORD DIV  
 Issue Type: 07 LEGAL Issue Status: C CLOSED  
 Comm Type: ML MAIL Odometer Reading: 1 MI  
 Analyst: 7873CJ CARRINGT JOHNSON Document Number: 0578 0  
 Action Date: 06/26/99 Action Data: N Action Time: 12:15:52 EST  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Action Desc: ADD MICRO NUMBER/DOC ID  
 Comments: \*\*ADDED MICRO NUMBER 0578 0507\*\*

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

EMOS-005-LC1-3439

SFCHADMA

Action Detail

10/13/99 10:54:36

==>  
VIN: 1FTDX18W0VK [REDACTED] Year: 1997 Model: F-SERIES  
Owner Status: ORIGINAL WSD: 09/24/97  
Name: [REDACTED] Hm Ph: [REDACTED]  
Trmt: [REDACTED] Case: 512560829 Day Ph: [REDACTED]  
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
Dealer: FORD MOTOR COMPANY-FORD DIV  
Issue Type: 07 LEGAL Issue Status: C CLOSED  
Comm Type: ML MAIL Odometer Reading: 1 MI  
Analyst: 9867MP MAUREEN PAWELEK Document Number:  
Action Date: 09/07/99 Action Data: N Action Time: 11:03:43 EST  
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
Action Desc: UPDATE/ADDCO CASE  
Comments: SUIT FILED--FORWARDED TO OGC.

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

ENG-009-101-3439

SFCHADMA

Action Detail

10/13/99 10:54:54

-->

VIN: 1FTDX18W0VK [REDACTED] Year: 1997 Model: F-SERIES  
Owner Status: ORIGINAL WSD: 09/24/97  
Name: [REDACTED] Hm Ph: [REDACTED]  
Trmt: [REDACTED] Case: 512560829 Day Ph: [REDACTED]  
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
Dealer: FORD MOTOR COMPANY-FORD DIV  
Issue Type: 07 LEGAL Issue Status: C CLOSED  
Comm Type: ML MAIL Odometer Reading: 1 MI  
Analyst: 7873CJ CARRINGT JOHNSON Document Number: 0578 0  
Action Date: 06/26/99 Action Data: N Action Time: 12:15:52 EST  
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
Action Desc: ADD MICRO NUMBER/DOC ID  
Comments: \*\*ADDED MICRO NUMBER 0578 0507\*\*

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

EMERGENCY-101-3449

SFCHADMA

Action Detail

10/13/99 10:55:01

==>

VIN: 1FTDX18W0VK [REDACTED] Year: 1997 Model: F-SERIES  
Owner Status: ORIGINAL WSD: 09/24/97  
Name: [REDACTED] Hm Ph: [REDACTED]  
Trmt: [REDACTED] Case: 512560829 Day Ph: [REDACTED]  
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
Dealer: FORD MOTOR COMPANY-FORD DIV  
Issue Type: 07 LEGAL Issue Status: C CLOSED  
Comm Type: ML MAIL Odometer Reading: 1 MI  
Analyst: 9867MP MAUREEN PAWELEK Document Number:  
Action Date: 09/07/99 Action Data: N Action Time: 11:03:43 EST  
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
Action Desc: UPDATE/ADDCO CASE  
Comments: SUIT FILED--FORWARDED TO OGC.

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

ERR0-005-101-3441

SFC/MA

Action Detail

10/13/99 10:55:37

VIN: 1FTDX18W0VK Year: 1997 Model: F-SERIES  
 Owner Status: ORIGINAL WSD: 09/24/97  
 Name: Hm Ph:  
 Trmt: Case: 512560829 Day Ph:  
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
 Dealer: FORD MOTOR COMPANY-FORD DIV  
 Issue Type: 07 LEGAL Issue Status: C CLOSED  
 Comm Type: ML MAIL Odometer Reading: 1 MI  
 Analyst: 9867MP MAUREEN PAWELEK Document Number:  
 Action Date: 09/07/99 Action Data: N Action Time: 11:03:43 EST  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Action Desc: UPDATE/ADDCO CASE  
 Comments: SUIT FILED--FORWARDED TO OGC.

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

OGDB079

2885-005-1-C1-3442