



Window Rock District  
Crime Report

Report Date: 01-21-02

Report ID: 10132044.A63

DR# 10132044

IN# 10132044

CODE	OFFENSE DESCRIPTION
2901	Damage Property

Weapon, Force or Means used

Apparent Motive-

Location of Occurrence-  
NAPCO LAUNDROMAT ST MICHAELS AZ

OCC. ON:           Date           Time  
OR BTWN:        12-31-01       15:43  
REPORTED:       01-21-02

FEB 06 2002

Source:

Connecting reports-

Investigative divisions, units, persons notified-

Case Clearance/Disposition: 5 Inactive

ADDITIONAL PEOPLE INVOLVED

CODES: S-Suspect, V-Victim, W-Witness, C-Complainant, F-Father, M-Mother

V1	Name: [REDACTED]	DOB: [REDACTED]	Age: [REDACTED]
	Addr: [REDACTED]	Sex: [REDACTED]	Eth: [REDACTED]
	CSZ: PHOENIX, ARIZONA	HP: [REDACTED]	WP: [REDACTED]
	AKA: [REDACTED]	Testify: [REDACTED]	

PROPERTY DETAIL

Owner	Quan	Stat.	Code	Manufacturer	Model	Color/Desc	Serial#	TSR Value
V1	1	2	3501	Automobil	FORD	WHITE	1PTEK15155XB85848	03
Total Stolen Property Value: .00								

The Details are as follows:

ON 31 DECEMBER 2001 AT 1543 HOURS THE DISPATCHER RECEIVED A VEHICLE ON FIRE AT N.A.P.C.O. LAUNDRY AND SNACK IN ST. MICHEALS, ARIZONA.

WHEN I ARRIVED THE FIRE WAS ALREADY PUT OUT BY AN FIREMAN, DELBERT KINCLICHEENIE, HE WAS IN THE AREA WHEN HE HEARD ABOUT THE FIRE AND RESPONDED IN HIS PERSONAL VEHICLE. WHEN HE ARRIVED THE OWNER HAD A FIRE EXTINGUISHER. SHE DID NOT KNOW HOW TO OPERATE IT. KINCLICHEENIE SAID HE PUT OUT THE FIRE BY SPRAYING THE INSIDE OF THE CAB. [REDACTED] STATED THEY STOPPED AND PARKED AT N.A.P.C.O. THEY SAW SMOKE FROM THE DASHBOARD ON THE DRIVER SIDE AND THEN IT CAUGHT ON FIRE. THE CLERK AT THE STORE GIVE HER THE A FIRE EXTINGUISHER. THE MAN HELP HER PUT OUT THE PUT OUT THE FIRE. THE VEHICLE HAD FIRE DAMAGES TO THE WINDSHIELD, DASHBOARD, STEERING WHEEL AND INTERIOR CAB DOOR PANEL. THE VEHICLE WAS TOWED TO MANUELITO TOWING. [REDACTED] HAD VEHICLE INSURED BY BRYAN JOHNSON INSURANCE (801) 373-5740. FIRE STARTED POSSIBLE FROM THE DEFECTIVE ELECTRICAL WIRE. NO ONE WAS INJURED FROM THE FIRE. CASE CLOSED.

Supervisor <i>A. Smith</i>	PE	Reporting Officer(s) CONE, RONALD M EMTS (B) RESCUE UNIT Date/Time Reproduced	PE Assmt. T163 W.R.P.D M19 E10	Rep. Off. Signature <i>Ronald Gene Las</i>
Assigned to: PE Assmt.				Div/Cik To Whom <i>Almeria Smith</i>
Submit to C/A	Active	Other	Immediate P/D	Pending
				Inactive

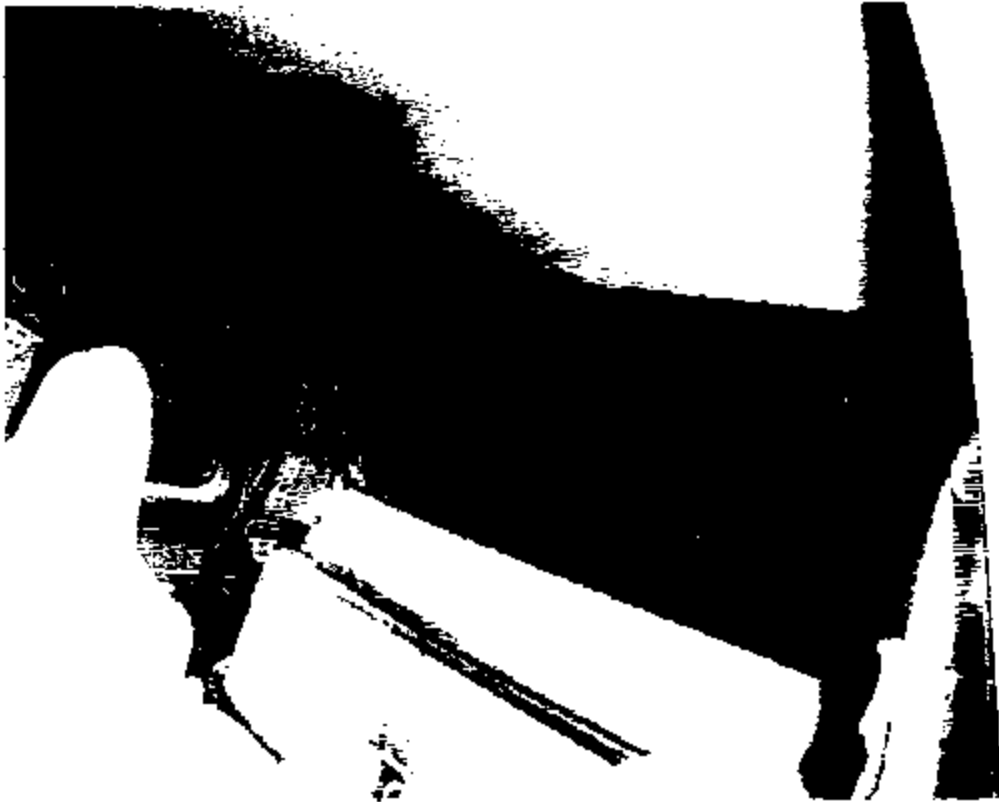
"DO NOT DUPLICATE"



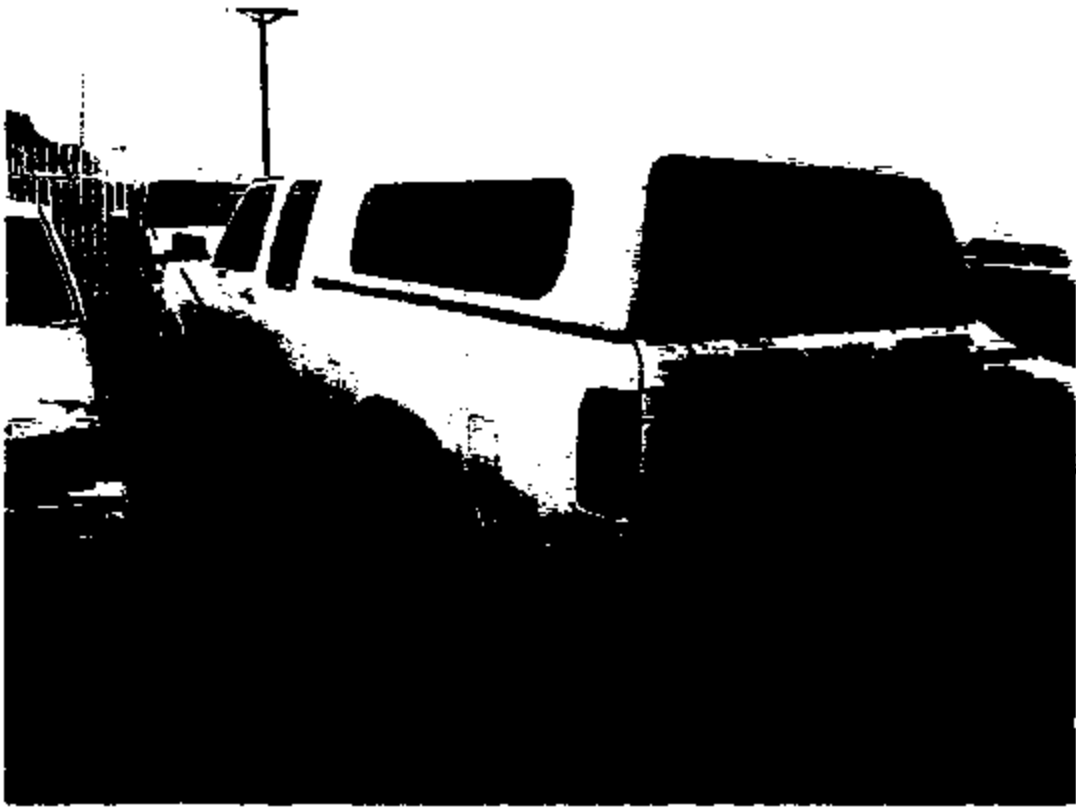
MO05-000-LC1-4222



ER95-985-LC1-4223



6895-885-LC1-4224



ER05-025-L01-4225

# State Farm Insurance Companies



Farmington Claim Office  
3838 East Main Street  
Farmington, NM 87402

(866) 827-5078 (toll free)

January 17, 2002



Ford Motor Company  
Parklane Towers West  
Suite 400  
Three Parklane Boulevard  
Dearborn, MI 48126-2588

RE: Claim #: [REDACTED]  
Our Insured: [REDACTED]  
Date of Loss: December 31, 2001  
Make of Vehicle: 1995 Ford F150 Pickup  
VIN #: 1FTEX15Y5S[REDACTED]

- 12/31/01  
- '95 F-150  
- VIN

Dear Sir or Madam:

This identified 1995 Ford F150 pickup is insured by State Farm Fire and Casualty Company. This 1995 Ford F150 experienced fire originating from the headlight switches in the vehicle. State Farm® would like to give you an opportunity to inspect the 1995 Ford F150 pickup and give you advance notice of our potential subrogation claim. Please contact me at (505) 325-0214 to set up a time for your inspection.

Sincerely,

Ezora Boogni  
CLAIM REPRESENTATIVE  
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY  
Phone #: (505) 325-0214

012/0117021



**PRIVILEGED AND CONFIDENTIAL**

**REPORT DATE:** April 15, 2002

**REPORT RECIPIENT:**  
State Farm Insurance Company  
3838 E. Main St.  
Farmington, NM 87402

**ATTENTION:** Ezora Boogni

---

**INSURED:** [REDACTED]

**DATE OF LOSS:** Monday, December 31, 2001

**LOSS LOCATION:** Napco Laundromat

**CITY / STATE OF LOSS:** Saint Michaels, AZ

**CLAIM NUMBER:** [REDACTED] 443131836

**POLICY NUMBER:** Unknown

**CIS FILE NUMBER:** 7221-000173

**PREPARED BY:** Richard F. Allen  
Certified Fire & Explosion Investigator

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**File Status:**

- First and Final Report
- Initial Report
- Interim Report
- Final Report - File Closed

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



Insured: [REDACTED]  
File No: 7215-000173

1

**ASSIGNMENT:**

Received from: This assignment was received on Monday, April 1<sup>st</sup> 2002 from Mrs. Ezora Boogni, adjuster for State Farm Insurance Company.

Instructions: I was instructed to conduct an origin and cause investigation on a 1995 F-150 Ford Truck.

Received on: Monday April 1<sup>st</sup> 2002  
Commenced on: Tuesday April 2<sup>nd</sup> 2002  
Completed on: Tuesday April 2<sup>nd</sup> 2002

Verbal report on: Tuesday April 2<sup>nd</sup> 2002  
Verbal report to: On 4-2-02, I spoke to Mrs. Boogni and advised her of the status of the investigation. Mrs. Boogni authorized me to conduct research on the vehicle history (ie ownership) and to contact Ford Motor Company to inquire about vehicle maintenance history and recalls.

**RISK:**

The insured is identified as Justin Bja.

The risk is a 1995 Ford F-150 truck, bearing New Mexico license plate of 985 HHM, with a vehicle identification number (VIN) of 1FTEX15Y5SK [REDACTED]. The vehicle is white in color with a white camper shell.

The insured is the owner of the vehicle.

**VEHICLE EXAMINATION:**

The vehicle examination was conducted at Insurance Auto Auctions, located at 4400 Broadway SE, Albuquerque, NM, with a telephone number of 505-873-2081. It is noted this is a secured storage facility.

**Exterior Examination:**

Exterior examination began at the front of the vehicle and proceeded in a clockwise direction. The only fire damage noted is the windshield, specifically the driver's side, as depicted in photographs one (1) through seventeen (17).

**Engine Compartment:**

Examination of the engine compartment revealed no visible fire damage as a result of this fire, as depicted in photographs eighteen (18) through twenty-two (22).

The oil level was sufficient, as were the radiator and battery; however, it is noted the battery cables had been cut. It is unknown if this was done by the fire department or if the tow truck operator cut them as a safety precaution, as depicted in photographs twenty-three (23) and twenty-four (24).

**Interior Examination:**

Examination of the interior began on the passenger's side of the vehicle, as depicted in photographs twenty-five (25) through thirty-four (34). The vehicle was then examined from the driver's side. Here I found extensive fire damage the driver's side dashboard, specifically in the area of the light control switch, as depicted in photographs thirty-five (35) through forty-nine (49).

Insured: [REDACTED]  
File No.: 7221-000173

2

**INTERVIEWS:**

On 4-2-02, I spoke to Mr. Louie Dimattina at his place of employment, which is Rich Ford located at 8601 Lomas NE, Albuquerque, NM. Mr. Dimattina provided a telephone number of 505-275-4572. Mr. Dimattina is employed as a Service Advisor.

Mr. Dimattina ran the vehicle VIN in the Ford Motor Company Database, and it was revealed that this vehicle had never been serviced by a Ford Dealership or Authorized Ford Dealer.

Mr. Dimattina also ran the make and model in the Ford Recall Database for recalls, and this resulted in no recalls on this vehicle. (See attached.)

**RESEARCH:**

The CARFAX Web site revealed the vehicle had been registered on 9-1-85 in Navajo, New Mexico, with title number 85171213A31B422.

The next activity showing was on 10-21-01 in Navajo, New Mexico, where the registration was issued. (See attached.)

**ORIGIN AND CAUSE SUMMARY:**

This fire originated in the interior compartment, driver's side of the vehicle, in the area of the dashboard where the light control switch is located, as depicted in photographs fifty (50) through sixty (60).

**CONCLUSION:**

Based on the information currently available, it is my opinion that this fire is the result of a malfunction in the electrical system leading to the light control switch.

**COMMENTS:**

This report contains information retrieved from one or more independent commercial database sources. Contingent on the use of this data, the information contained herein may require independent verification as to its accuracy and authenticity.

ER05-086-LC1-4228

Insured: [REDACTED]  
File No.: 7221-000173

3

**FILE STATUS:**

At the present time, and with no further investigation immediately anticipated, this file is being closed. Should future circumstances warrant, this file can be easily reopened to allow for additional investigation.

If you have any questions or require further assistance, please contact me at the number listed below.

Respectfully,

Richard F. Allen  
Certified Fire & Explosion Investigator  
Albuquerque New Mexico  
505-232-2764

CC: Richard Skinner  
Western Regional Manager  
1-800-315-0383

(Address all correspondence concerning this file to the following address. Please include the CIS file number.)  
Crawford Investigation Services  
National Operations Center  
285 W. Esplanade Ave., Suite 300  
Kenner, LA 70065

EG85-005-LC1-4238

Insured: [REDACTED]  
File No.: 7221-040173

4

**ENCLOSURES:**

- 1 Photographs - Mounted = 60
- 2 Diagram - plot plan
- 3 Diagram - origin area
- 4 Diagram - photograph vantage points
- 5 Police Department Incident Report
- 6 Access Authorization Form
- 7 Insurance Auto Auctions Hold Harmless Agreement
- 8 CARFAX Vehicle History Report
- 9 Recall Report from Ford Motor Company
- 10 Maintenance History Report from Ford Motor Company
- 11 Photographs - Unmounted = 15
- 12 Photograph Negatives

Insured: [REDACTED]  
File No.: 7221-088173

5

### PHOTO LOG

No.	Location / Depicting
1	View of front of vehicle.
2	View of front of vehicle.
3	View of windshield.
4	View of windshield.
5	View of fire damage and burn pattern on driver's side windshield.
6	View of passenger's side of vehicle.
7	View of passenger's side front tire.
8	View of passenger's side of vehicle.
9	View of passenger's side rear tire.
10	View of rear of vehicle.
11	View of inside of bed of vehicle.
12	View of damage to rear bumper.
13	View of New Mexico license plate.
14	View of driver's side of vehicle.
15	View of damage to rear bumper driver's side.
16	View of driver's side rear tire.
17	View of driver's side front tire.
18	View of engine compartment.
19	View of engine compartment.
20	View of engine compartment.
21	View of rubber hoses within engine compartment.
22	View of engine compartment.
23	View of battery.
24	View of battery.
25	View of interior passenger's side.
26	View of interior passenger's side.
27	View of fire damage to interior roof on driver's side looking from passenger's side.
28	View of burn pattern on driver's side windshield looking from passenger's side.
29	View of burn pattern and fire damage to driver's side, looking from passenger's side.

Insured: [REDACTED]  
File No.: 7221-028473

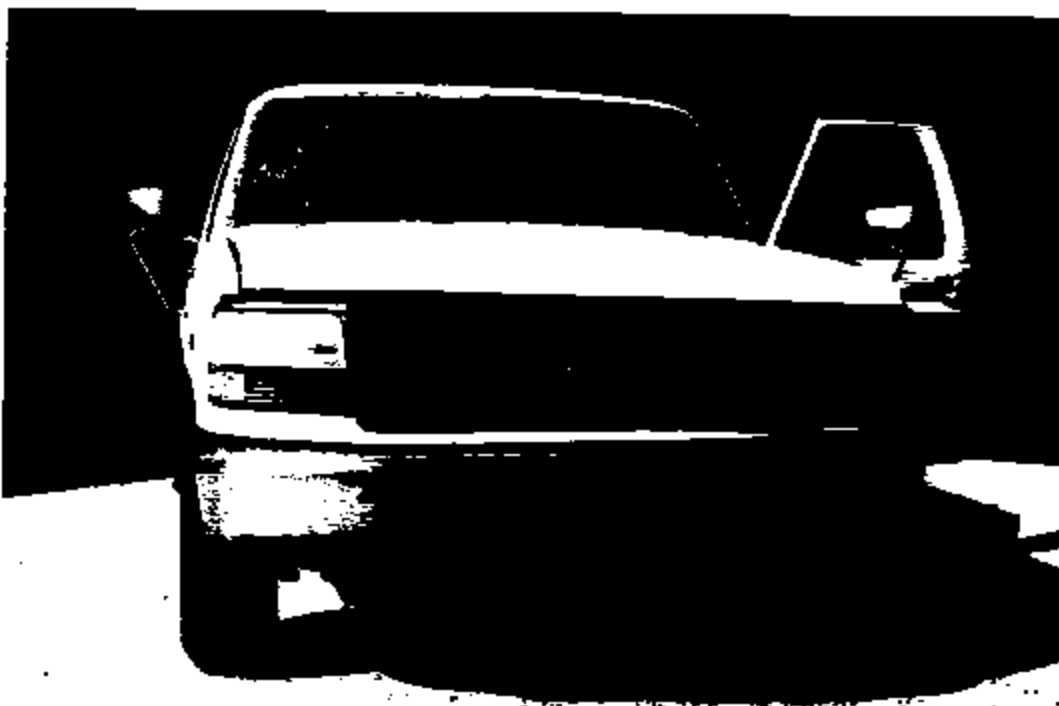
6

- 30 View of passenger's side of vehicle.
- 31 View of passenger's side of vehicle.
- 32 View of passenger's side of vehicle.
- 33 View of passenger's side of vehicle.
- 34 View of passenger's side of vehicle.
- 35 View of driver's side of vehicle.
- 36 View of driver's side of vehicle.
- 37 View of driver's side.
- 38 View of fire damage to driver's side dash.
- 39 View of fire damage to driver's side dash.
- 40 View of interior looking from driver's side door.
- 41 View of driver's side dashboard.
- 42 View of burn pattern on driver side windshield.
- 43 View of fire damage to driver's side dashboard.
- 44 View of fire damage to fire damage to driver's side dashboard.
- 45 View of fuse box.
- 46 View of burn pattern on driver's side dashboard
- 47 View of burned wires.
- 48 View of fire damage to light switch.
- 49 View of fire damage to dash.
- 50 View of fire damage to side of dashboard.
- 51 View of burn pattern.
- 52 View of fire damage to dash.
- 53 View of fire damage to dash, burn indicates burning from inside to out.
- 54 View of light switch.
- 55 View of light switch.
- 56 View of light switch.
- 57 View of light switch.
- 58 View of light switch and wires.
- 59 View of wires.
- 60 View of wires.

**Photo Mounting Sheet**



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Photo Mounting Sheet



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4



Photo Mounting Sheet



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Photo Mounting Sheet

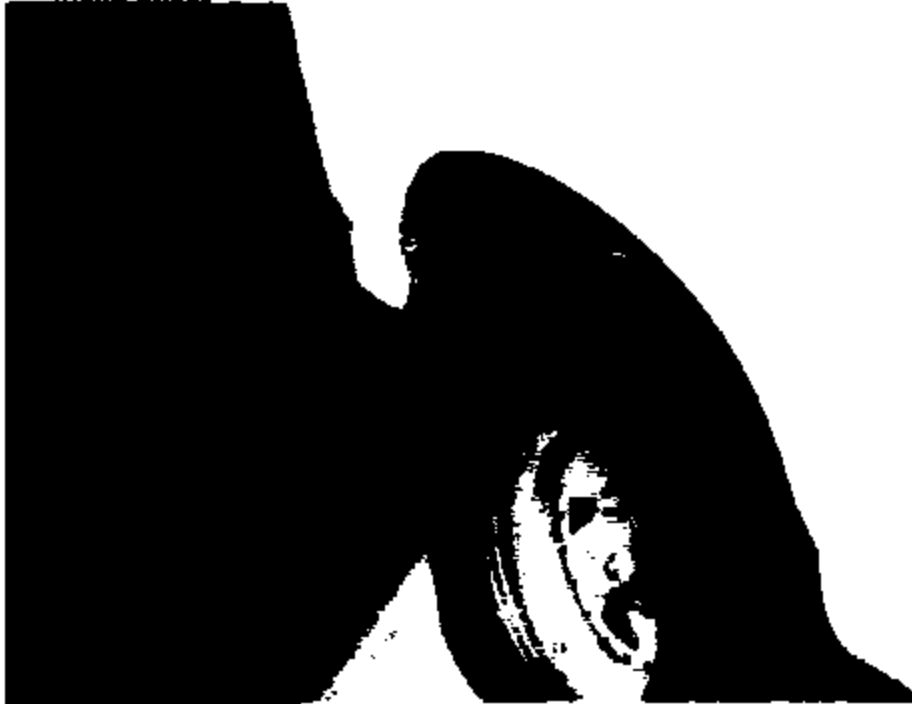


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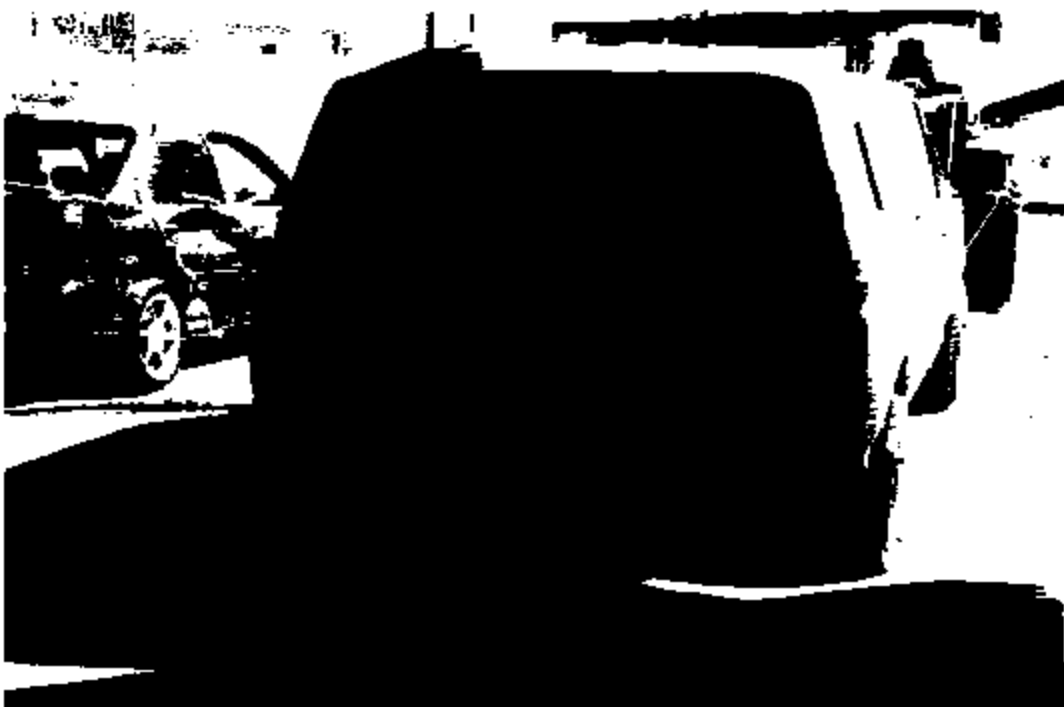


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Photo Mounting Sheet



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Photo Mounting Sheet



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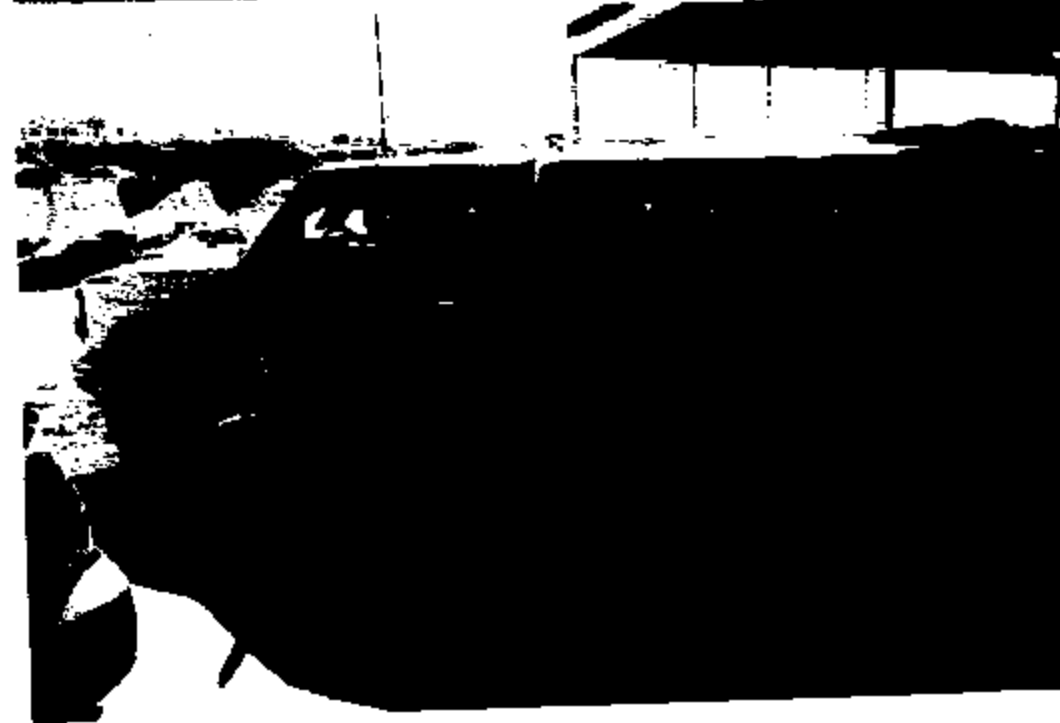


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Photo Mounting Sheet



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Photo Mounting Sheet



15



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Photo Mounting Sheet

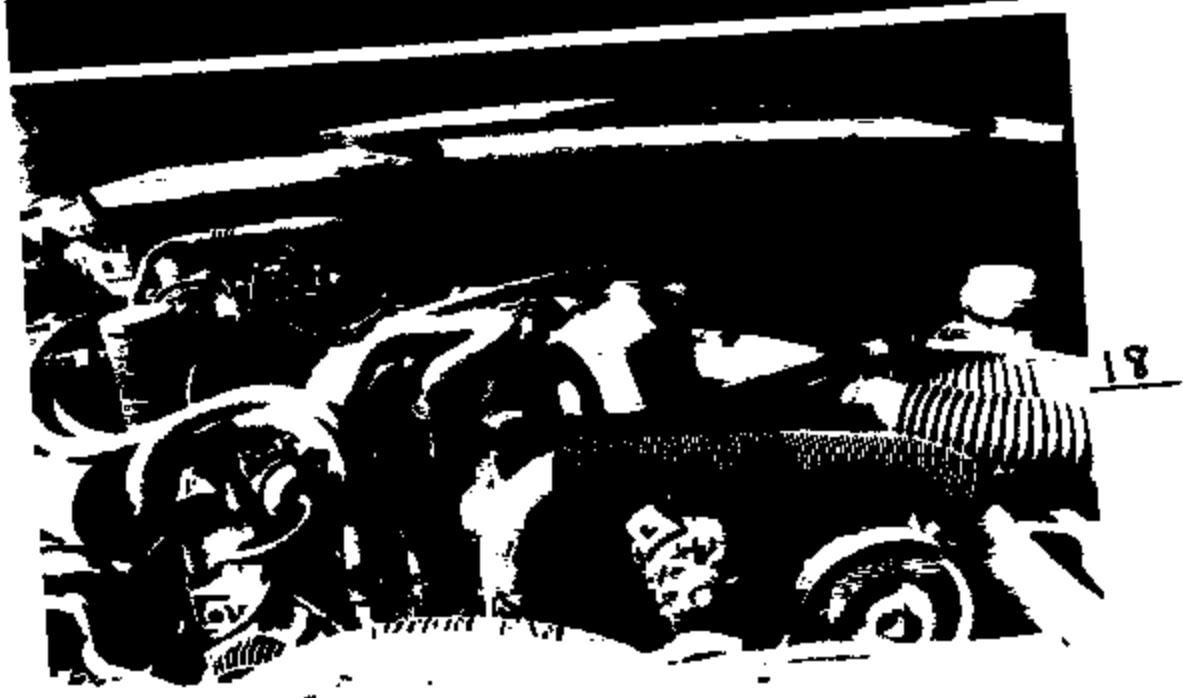
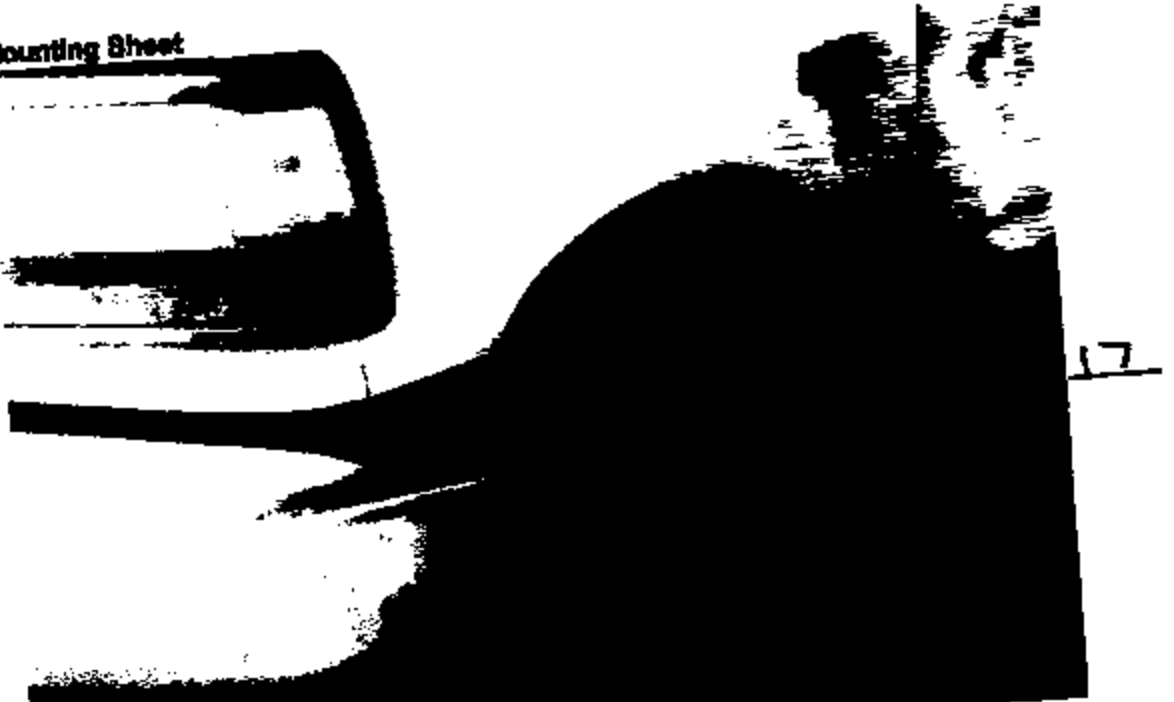
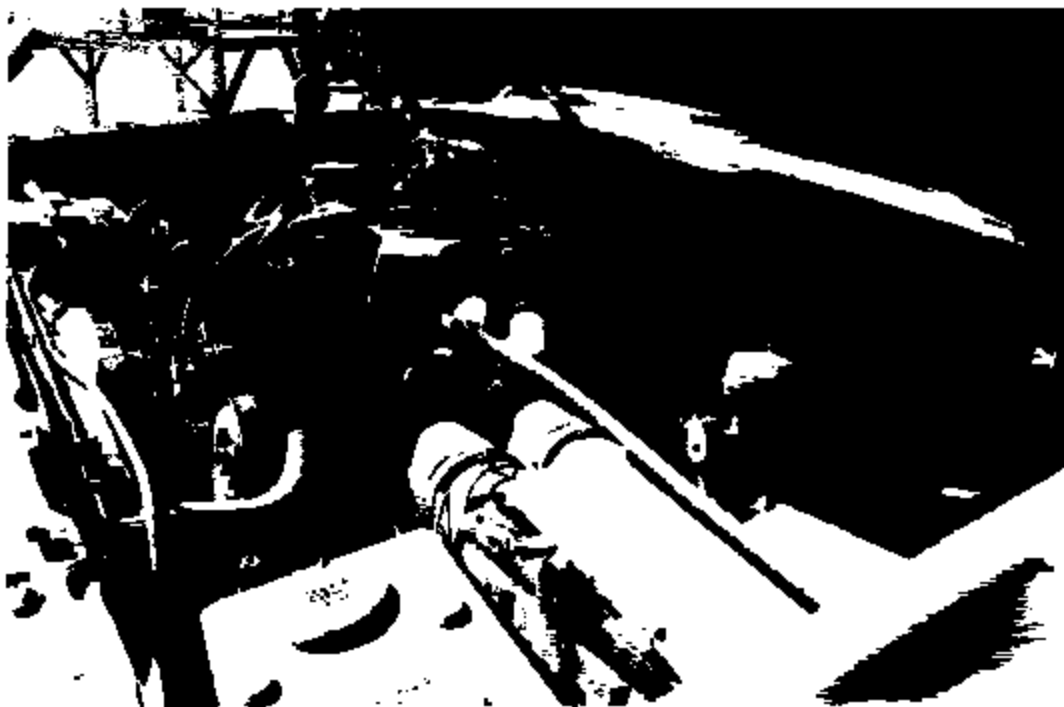


Photo Mounting Sheet



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Photo Mounting Sheet



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Photo Mounting Sheet



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Photo Mounting Sheet





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Photo Mounting Sheet

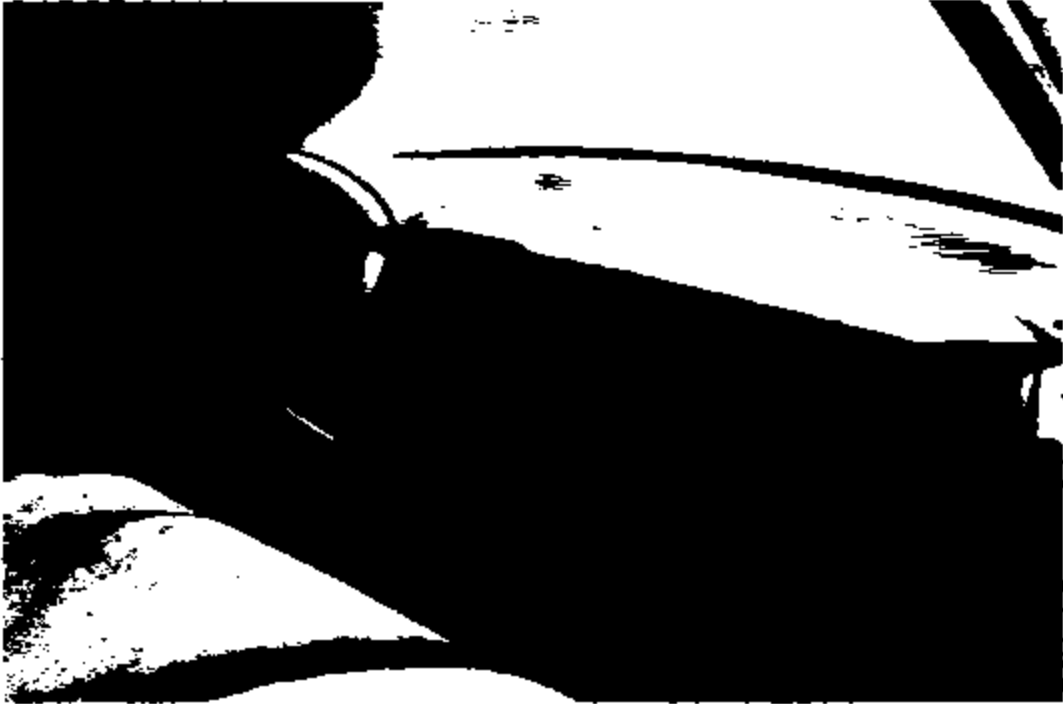


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Photo Mounting Sheet



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Photo Mounting Sheet



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Photo Mounting Sheet



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Photo Mounting Sheet

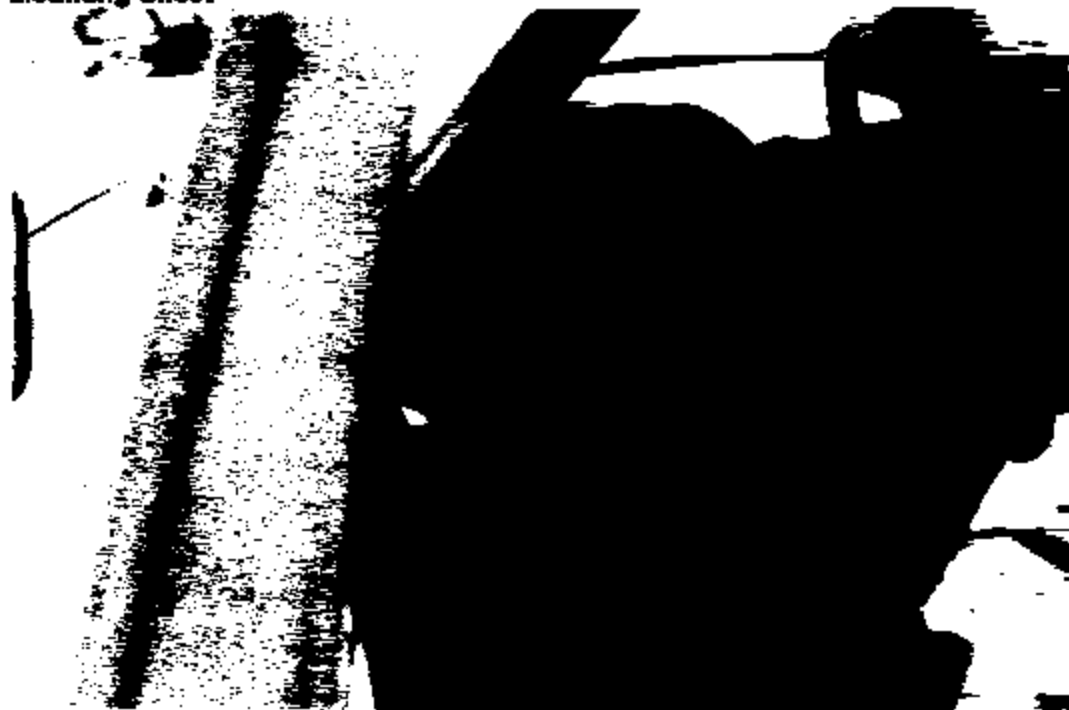


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Photo Mounting Sheet



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Photo Mounting Sheet



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Photo Mounting Sheet

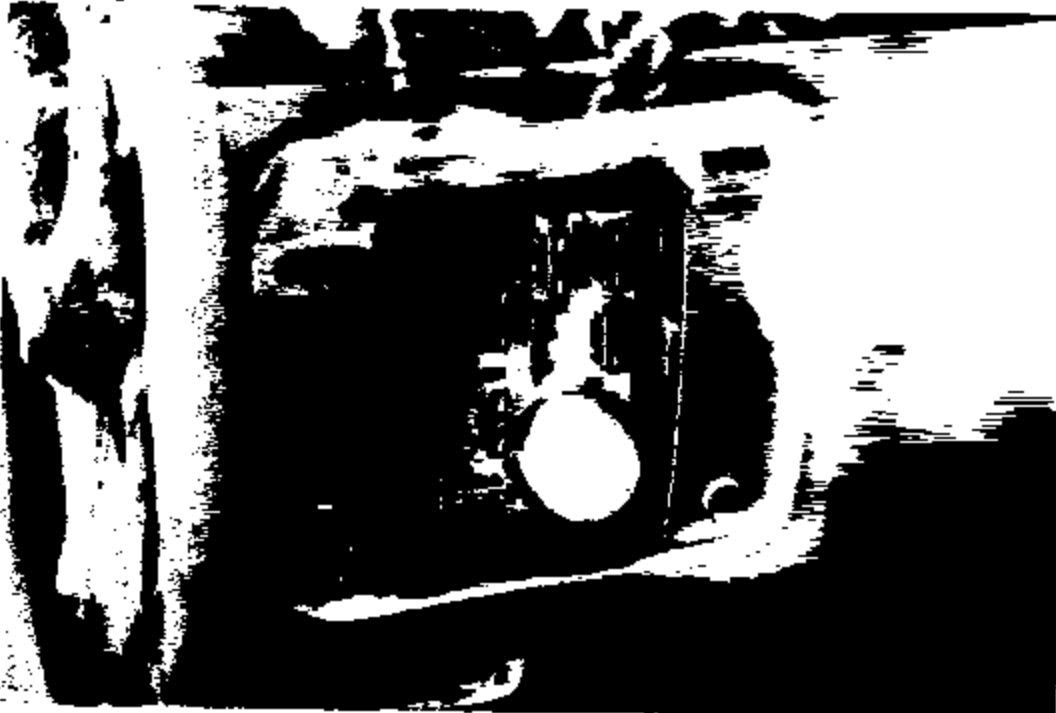


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Photo Mounting Sheet



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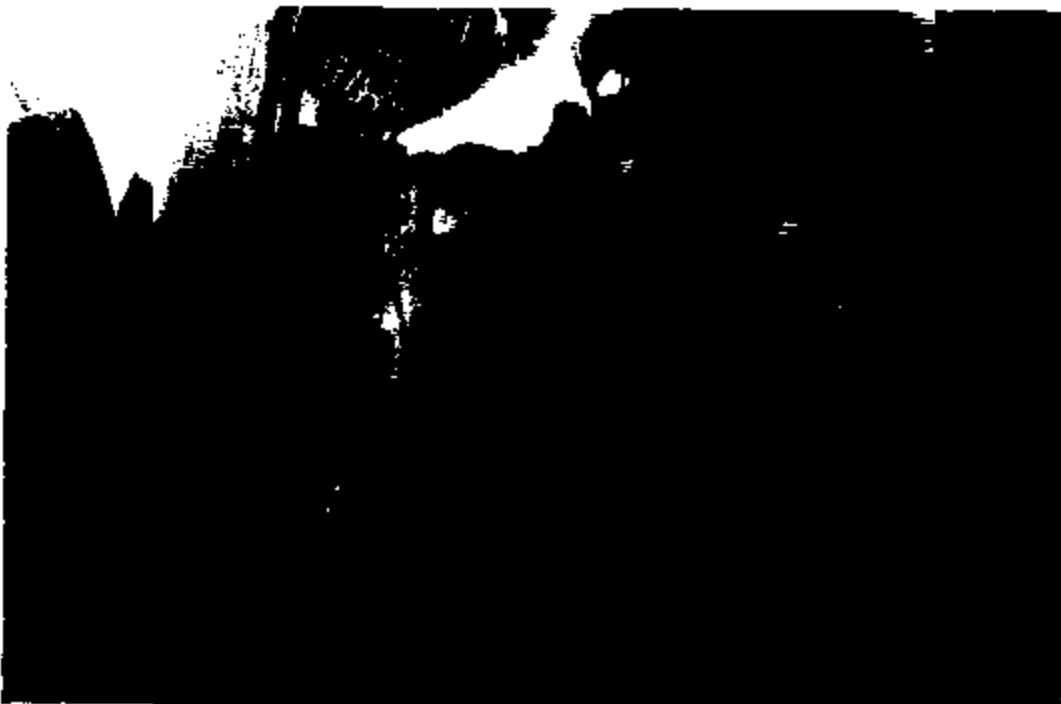


46

**Photo Mounting Sheet**



47



48

Photo Mounting Sheet



49



50

**Photo Mounting Sheet**



51



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Photo Mounting Sheet



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Photo Mounting Sheet



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Photo Mounting Sheet



Photo Mounting Sheet



59



60

# DIAGRAM SHEET

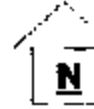
7221-000173

NOT TO SCALE

FIGURE: 1

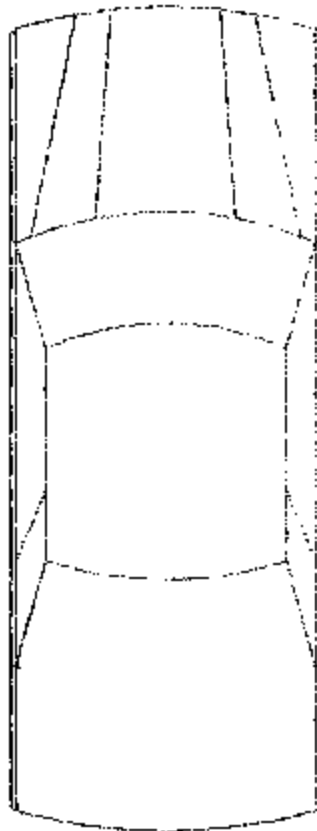
APRIL 11 2002

PREPARED BY: RICHARD ALLEN



St. Michaels

AZ



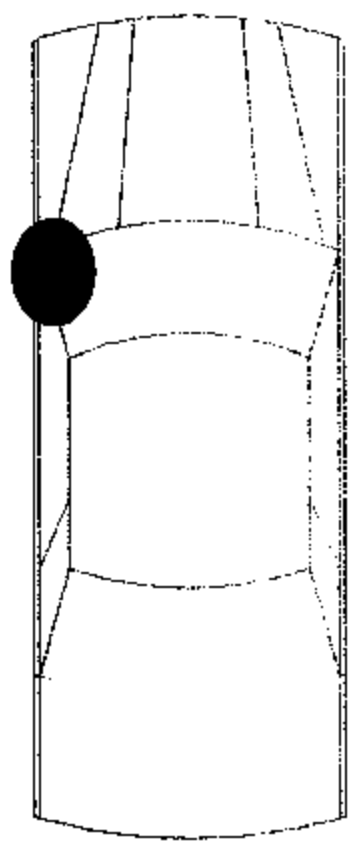
# DIAGRAM SHEET

**7221-000173**  
**NOT TO SCALE**  
**FIGURE: 1a**  
**APRIL 11 2002**  
**PREPARED BY: RICHARD ALLEN**



St. Michaels

AZ



AREA  
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OF  
ORIGIN

# DIAGRAM SHEET

7221-000173

NOT TO SCALE

FIGURE: 1b

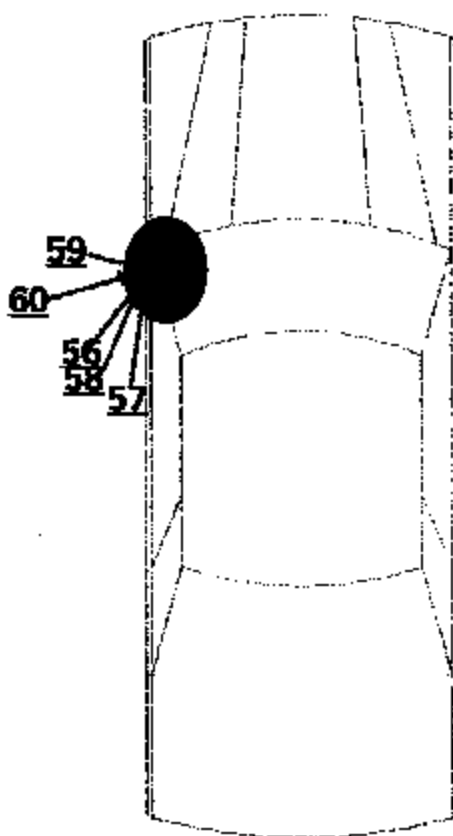
APRIL 11 2002

PREPARED BY: RICHARD ALLEN



St. Michaels

AZ



PHOTO

=

ANGLE

# C Window Rock District Crime Report

Report Date: 01-21-02

Report ID: 10232044.A63

DR# 10132044  
IN# 10132044

CODE	OFFENSE DESCRIPTION
4801	Damage Property

Weapon, Force or Means used-  
 Apparent Motive-  
 Location of Occurrence-  
 NAPCO LAUNDRY MAT ST MICHAELS AZ

OCC. ON:           Date           Time  
 OR BTWN:       12-31-01       15:43  
 REPORTED:       01-21-02

FEB 06 2002

Search: [Redacted]

Connecting reports-  
 Investigative divisions, units, persons notified-  
 Case Clearance/Disposition: 5 Inactive

### ADDITIONAL PEOPLE INVOLVED

CODES: S-Suspect, V-Victim, W-Witness, C-Complainant, F-Father, M-Mother

NAME	RELATIONSHIP	DOB	SEX	RACE	HT	WT	HAIR	EYES
MICHAEL, ARMON								

### PROPERTY DETAIL

Year	Make	Model	Color/Desc	Serial	Est Value
94	1	3	1991 Pontiac		

Total Stolen Property Value: .00

The Details are as follows:

ON 31 DECEMBER 2001 AT 1543 HOURS THE DISPATCHER RECEIVED A VEHICLE ON FIRE AT N.A.P.C.O. LAUNDRY AND SNACK IN ST. MICHAELS, ARIZONA.

WHEN I ARRIVED THE FIRE WAS ALREADY PUT OUT BY AN FIREMAN, DELBERT KINLICHEENIE, HE WAS IN THE AREA WHEN HE HEARD ABOUT THE FIRE AND RESPONDED IN HIS PERSONAL VEHICLE. WHEN HE ARRIVED THE OWNER HAD A FIRE EXTINGUISHER. SHE DID NOT KNOW HOW TO OPERATE IT. KINLICHEENIE SAID HE PUT OUT THE FIRE BY SPRAYING THE INSIDE OF THE CAB. [Redacted] BIA STATED THEY STOPPED AND PARKED AT N.A.P.C.O. THEY SAW SMOKE FROM THE DASHBOARD ON THE DRIVER SIDE AND THEN IT CAUGHT ON FIRE. THE CLERK AT THE STORE GIVE HER THE A FIRE EXTINGUISHER. THE MAN HELD HER PUT OUT THE FIRE. THE VEHICLE HAD FIRE DAMAGES TO THE WINDSHIELD, DASHBOARD, STEERING WHEEL AND INTERIOR CAB DOOR PANEL. THE VEHICLE WAS TOWED TO MANUELITO TOWING. [Redacted] HAD VEHICLE INSURED BY BRYAN JOHNSON INSURANCE (801) 373-5740. FIRE STARTED POSSIBLE FROM THE DEFECTIVE ELECTRICAL WIRE. NO ONE WAS INJURED FROM THE FIRE. CASE CLOSED.

Reporting officer(s) <i>[Signature]</i>	VE	Reporting officer(s) SERG. RONALD M SP02 181 RESCUE UNIT Date/Time Reported	VE Rank T163 P.E.P.D. M/S R10	Rep. Off. signature <i>Ronald Gene Los</i>
Assigned to: P/ Assoc.				Date/Time To Whom <i>[Signature]</i>

Submit to C/A    Active    Other    Immediate P/U    Pending    Inactive

## "DO NOT DUPLICATE"





ACCESS AUTHORIZATION

The following authorization is being provided to Crawford Investigation Service and its representatives and/or associates to facilitate the investigation of an insurance claim.

I, the undersigned, do hereby authorize, possessing the lawful authority to do so: the above listed representatives permission to enter the premises located at the address listed below for the purpose of determining the cause of this incident.

This authorization includes specific permission to enter upon said premises to inspect, investigate, photograph, and remove any physical evidence such as samples, appliances, equipment, components or other items which may assist in the evaluation and investigation of this incident; and to allow for the submission of such items for examination, analyses and/or testing.

This authorization shall remain valid for the duration of the claim, or until revoked in writing, and shall authorize subsequent entry and the removal of evidence as often as may be necessary to complete the investigation of this incident. A photocopy of this release shall serve as an original. I affirm having read the above authorization.

4400 BROADWAY  
(Property Address)

ALBUQUERQUE NM  
(City - State - Zip)

X [Signature]  
(Signature)

OFFICE MANAGER  
(Title - Insured - Owner - Tenant - etc.)

SUSAN C. REEDER  
(Print Full Name)

INSURANCE AUTO AUCTIONS  
(Business Name)

(Address)

(Business Address)

(City - State - Zip)

(Business - City - State - Zip)

(Witnessed By)

4-2-02  
(Date)

7221-000173  
Crawford Investigation Services File No

**INSURANCE AUTO AUCTIONS**  
**4400 BROADWAY S.E.**  
**ALBUQUERQUE, NM 87105**  
**(505) 873-2081**

**NOTICE: Read this letter very carefully!**

The execution of this instrument is a waiver of any rights the undersigned shall have as an invitee of Insurance Auto Auctions, Inc., on the date noted below for damages to person or property arising from said invitee's entry upon the premises of Insurance Auto Auctions, Inc.

Insurance Auto Auctions, Inc., shall be held harmless for all personal injuries or property damage occasioned by said invitee's actions upon said property. In particular, said invitee waives all right tok notice of:

1. All patent and latent dangers known to Insurance Auto Auctions, Inc.
2. All unknown but reasonable known patent or latent dangers coincidental with the operation of these premises.
3. All facts of known danger to the normal operation of these premises but not normally known to reasonable person.

The undersigned hereby acknowledges that he/she is entering the premises at his/her own risk and without responsibility to Insurance Auto Auctions, Inc.

Date: 4-7-07 Signature: R. Allen

Stock #: 2000577 Stall location: C-21

Insurance Company: State Farm

Yr: 95 Make: Ford Model: 7150 Color: GREEN WHITE

Reason for visit: Fire Investigation

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Don't Buy a Used Car Without Carfax

## Purchase Receipt

Thank you, [REDACTED] for purchasing a CARFAX Vehicle History Report. Your payment has been processed. Click on the button below to display your CARFAX Report.

**Display My Report**

CLICK HERE

*Note: Displaying your report will take you out of secure mode.*

Customer Name: [REDACTED]

Email Address: [REDACTED]

Date Purchased: 04/02/02

Amount Paid: \$14.99

You may print this receipt page to keep for your records.

**Consumer Reports** Valuable Used Car Information  
 CARFAX has teamed up with [ConsumerReports.org](http://ConsumerReports.org) to provide you with reliability ratings, safety info, reviews and more. Begin your used car research by visiting [ConsumerReports.org](http://ConsumerReports.org)

### Thanks for using CARFAX!

CARFAX has screened and selected for you the very best providers who offer quality products and service at low prices. Shop these providers with confidence thanks to CARFAX.



"This report contains information retrieved from one or more independent commercial database sources. The source and Crawford do not warrant that the data contained therein is adequate or authentic. As such, the information contained therein may require independent verification as to its accuracy and/or authenticity."

[REDACTED] -IFTEX15Y5SK [REDACTED] px-0002 4/2/2002





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IN THE CIRCUIT COURT OF THE STATE OF OREGON  
FOR THE COUNTY OF DOUGLAS

[REDACTED]

Plaintiff,  
v.  
FORD MOTOR COMPANY, a  
Delaware corporation, and  
PARKWAY FORD LINCOLN MERCURY,  
an Oregon corporation,  
Defendants.

No. 96CV1888CC  
FIRST AMENDED  
COMPLAINT FOR PROPERTY  
DAMAGE (PRODUCTS LIABILITY  
and BREACH OF WARRANTY)

Plaintiff alleges for a First Claim for Relief:  
(Strict Liability)

1.

At all material times, defendant Parkway Ford Lincoln  
Mercury was, and is now, an Oregon corporation engaged in the  
business of retail sales and servicing of motor vehicles to  
members of the general public.

///

1 2.

2 At all material times, Ford Motor Company was, and is  
3 now, a foreign corporation transacting business in the State  
4 of Oregon.

5 3.

6 Prior to December 1994, defendant Ford Motor Company  
7 designed, manufactured, assembled and sold one 1995 Ford F-150  
8 pickup truck, vehicle identification number 1FTEX14H6SK [REDACTED]  
9 (Ford pickup) to defendant Parkway Ford Lincoln Mercury  
10 (Parkway). Defendant Parkway in turn sold and delivered the  
11 Ford pickup to plaintiff on or about October 31, 1994. The  
12 Ford pickup reached plaintiff without substantial change in  
13 its condition from the time it was manufactured, assembled and  
14 sold by defendant Ford.

15 4.

16 At all material times, after October 31, 1994, plaintiff  
17 was the owner of the Ford pickup and the contents of that  
18 vehicle. Plaintiff used the Ford pickup in a reasonably  
19 foreseeable manner and did not modify the pickup in any  
20 material way.

21 5.

22 On December 29, 1994, plaintiff's pickup was destroyed by  
23 a fire which originated under the driver's seat of the pickup  
24 while plaintiff was driving the pickup. At the time of the  
25 fire, the pickup was less than two months old and had been  
26 driven approximately 1,700 miles from the time of purchase.

1 Plaintiff was not negligent in any way in causing or  
2 contributing to the fire.

3 6.

4 The Ford pickup was manufactured, assembled and sold in a  
5 defective condition, unreasonably dangerous to plaintiff, in  
6 that on December 29, 1994, the electrical wiring and the  
7 electrical seat motor under the driver's seat short-circuited  
8 and ignited combustible materials under the driver's seat,  
9 causing a fire which destroyed the pickup and its contents.  
10 At the time of the fire, there was no other source of ignition  
11 under the driver's seat of the pickup, and plaintiff did not  
12 cause or contribute to any other source of ignition under the  
13 driver's seat. The resulting fire completely destroyed the  
14 Ford pickup and its contents.

15 7.

16 As a direct and proximate result of the fire, the Ford  
17 pickup was destroyed and suffered a reduction in value in the  
18 sum of \$28,656.30.

19 Plaintiff alleges for a Second Claim for Relief:  
20 (Breach of Implied Warranty)

21 8.

22 Plaintiff hereby incorporates paragraphs 1 through 7  
23 above of the First Claim for Relief.

24 9.

25 In selling the Ford pickup truck, defendant Ford Motor  
26 Company warranted that the Ford pickup was of a quality which



1 would at least pass without objection in the trade, was at  
2 least fit for ordinary purposes for which said vehicle was  
3 used, and in all other respects was of merchantable quality.

4 10.

5 Plaintiff purchased the Ford pickup in reliance upon this  
6 implied warranty of merchantability.

7 11.

8 Defendant Ford Motor Company breached this warranty for  
9 the reason that the Ford pickup as sold was unmerchantable and  
10 unfit for the ordinary purpose for which such vehicles are  
11 used in that on December 29, 1994, the electrical wiring and  
12 the electrical seat motor under the driver's seat short-  
13 circuited and ignited combustible materials under the driver's  
14 seat, causing a fire which destroyed the pickup and its  
15 contents. At the time of the fire, there was no other source  
16 of ignition under the driver's seat of the pickup, and  
17 plaintiff did not cause or contribute to any other source of  
18 ignition under the driver's seat. The resulting fire  
19 completely destroyed the Ford pickup and its contents.

20 12.

21 On or about May 2, 1996, plaintiff gave defendant Ford  
22 Motor Company notice of the breach of warranty.

23 13.

24 Plaintiff is entitled to reasonable attorney fees  
25 pursuant to 15 USC sec. 2301, et. seq.

26 WHEREFORE, plaintiff prays for judgment against

1 defendants, and each of them, in the sum of \$28,656.30,  
2 together with plaintiff's reasonable attorney fees against  
3 defendant Ford Motor Company, together with plaintiff's costs  
4 and disbursement incurred herein.

5 MacMILLAN, SCHOLZ & MARKS, P.C.

6 /s/ Christopher B. Marks

7 By: \_\_\_\_\_  
8 CHRISTOPHER B. MARKS #83391  
9 Of Attorneys for Plaintiff  
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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that I served the foregoing FIRST AMENDED COMPLAINT FOR PROPERTY DAMAGE upon the following attorneys on the 10th day of September, 1996, by mailing to said attorneys a true copy thereof, certified by me as such, contained in a sealed envelope, with postage paid, addressed to said attorneys at said attorneys' last known address, to wit:


Patrick W. Henry  
Schwabe Williamson & Wyatt  
1211 SW Fifth Ave.  
Suites 1500-1800  
Portland, OR 97204  
Of Attorneys for defendant Ford Motor Company

Carl Burnham, Jr.  
Yturri Rose Burnham et al.  
89 SW Third St.  
P.O. Box 5  
Ontario, OR 97914  
Of Attorneys for defendant Parkway Holdings

DATED: September 10, 1996.

Christopher B. Marks, #83391  
Of Attorneys for Plaintiff

CERTIFIED A TRUE COPY  
OF THE ORIGINAL

By:   
Christopher B. Marks #83391  
Of Attorneys for Plaintiff

APR 1 1973  
9:11 AM '73  
CLERK OF DISTRICT COURT

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IN THE CIRCUIT COURT OF THE STATE OF OREGON  
FOR THE COUNTY OF DOUGLAS



Plaintiff,

v.

FORD MOTOR COMPANY, a  
Delaware corporation, and  
PARKWAY FORD LINCOLN MERCURY,  
an Oregon corporation,

Defendants.

No. 9600 188800

COMPLAINT FOR PROPERTY  
DAMAGE (PRODUCTS LIABILITY  
and BREACH OF WARRANTY)

Plaintiff alleges for a First Claim for Relief:  
(Strict Liability)

1.

At all material times, defendant Parkway Ford Lincoln  
Mercury was, and is now, an Oregon corporation engaged in the  
business of retail sales and servicing of motor vehicles to  
members of the general public.

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2.

At all material times, Ford Motor Company was, and is now, a foreign corporation transacting business in the State of Oregon.

3.

Prior to December 1994, defendant Ford Motor Company designed, manufactured, assembled and sold one 1995 Ford F-150 pickup truck, vehicle identification number 1FTEX14H5SP [REDACTED] (Ford pickup) to defendant Parkway Ford Lincoln Mercury (Parkway). Defendant Parkway in turn sold and delivered the Ford pickup to plaintiff on or about October 31, 1994.

4.

At all material times, after October 31, 1994, plaintiff was the owner of the Ford pickup and the contents of that vehicle.

5.

The Ford pickup was designed, manufactured, assembled and sold in a defective condition, unreasonably dangerous to plaintiff, in that on or about December 29, 1994, the electrical wiring or electrical motor under the seat in the pickup ignited and caused a fire which destroyed the Ford pickup and its contents.

6.

As a direct and proximate result of the fire, the Ford pickup was destroyed and suffered a reduction in value in the sum of \$28,656.30.

1 Plaintiff alleges for a Second Claim for Relief:  
2 (Breach of Implied Warranty)

3 7.  
4 Plaintiff hereby incorporates paragraphs 1 through 6  
5 above of the First Claim for Relief.

6 8.  
7 In selling the Ford pickup truck, defendant Ford Motor  
8 Company warranted that the Ford pickup was of a quality which  
9 would at least pass without objection in the trade, was at  
10 least fit for ordinary purposes for which said vehicle was  
11 used, and in all other respects was of merchantable quality.

12 9.  
13 Plaintiff purchased the Ford pickup in reliance upon this  
14 implied warranty of merchantability.

15 10.  
16 Defendant Ford Motor Company breached this warranty for  
17 the reason that the Ford pickup as sold was unmerchantable and  
18 unfit for the ordinary purpose for which such vehicles are  
19 used in that the electrical system under the seat of the  
20 pickup ignited a fire which destroyed the pickup on or about  
21 December 29, 1994.

22 11.  
23 On or about May 2, 1996, plaintiff gave defendant Ford  
24 Motor Company notice of the breach of warranty.

25 12:  
26 Plaintiff is entitled to reasonable attorney fees

1 pursuant to 15 USC sec. 2301, et. seq.

2 WHEREFORE, plaintiff prays for judgment against  
3 defendants, and each of them, in the sum of \$28,636.30,  
4 together with plaintiff's reasonable attorney fees against  
5 defendant Ford Motor Company, together with plaintiff's costs  
6 and disbursement incurred herein.

7 MacMILLAN, SCHOLZ & MARKS, P.C.

8 /s/ Christopher B. Marks

9 I HEREBY CERTIFY THAT THE  
10 FOREGOING IS A TRUE COPY OF  
11 THE ORIGINAL THEREOF.

By: CHRISTOPHER B. MARKS #83391  
Of Attorneys for Plaintiff

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MACMILLAN, SCHOLZ & MARKS, P.C.

ATTORNEYS AT LAW

ONE MAIN PLACE

101 SW MAIN STREET, SUITE 806

PORTLAND, OREGON 97204

TELEPHONE (503) 224-2165

FACSIMILE (503) 224-0348

RODERIC B. MACMILLAN

ROBERT D. SCHOLZ

CHRISTOPHER B. MARKS

JENNIFER E. HUENINK\*

\*ADMITTED IN OREGON AND WASHINGTON

WILLIAM P. BUCK

OF COUNSEL

DIRECT (503) 241-8044

A. BECKWITH SANBORN II

OF COUNSEL

DIRECT (503) 243-2052

May 3, 1996

Ford Motor Company  
Office of General Counsel  
300 Parklane Towers West  
Three Park Lane Boulevard  
Dearborn, MI 48126-2568

ATTN: Nancy Carpenter  
Claims Analyst

Re: Robert Colley v. Ford Motor Company  
Your CMS No. : 95-0227  
Vehicle Vin # : 1FTEX14H8K [REDACTED]  
Date of Loss : December 29, 1994  
Our File No. : I-008-903

Dear Ms. Carpenter:

In response to your letter of March 11, 1996, most of the damage documentation and explanation of this claim was provided with my letter to you of March 4, 1996. However, since that time I have further discussed the facts of the incident with [REDACTED]. [REDACTED] states that on the day of the fire, December 29, 1994, he had been driving his 1995 Ford F150 pickup and noticed a burning smell within the cab while he was driving. He then felt heat coming from underneath the driver's seat, and when he stopped to inspect the situation, a fire broke out underneath the driver's seat and rapidly spread throughout the cab of the truck. The alleged defect is the electrical wiring and motor under the driver's seat.

At the time of the fire, the vehicle was two months old and had approximately 1,730 miles on it. The truck had not been serviced or modified in any material respect, except for options which were installed by the dealer at the time of purchase, including a canopy, bedliner, CB radio, winch and tow package.

I previously sent you a copy of the fire marshall's report which states the point of origin as the electric motor under the driver's seat. I also sent you photocopies of photographs of the truck. I have now enclosed color photocopies of the truck for your review. As you can see, the interior compartment of the truck cab was completely consumed by fire.

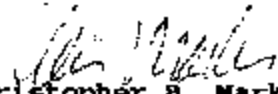


May 3, 1996  
Page 2

?  
o  
The remains of the vehicle are presently located at A to Z Auto Wrecking, 1209 S.E. 190th, Portland, Oregon, telephone 503-665-6914. We are not presently retaining the salvage and have no control over the disposal of the salvage. I understand that Ford previously inspected the remains of the vehicle shortly after the fire, but if you wish to examine the vehicle any further, you will need to contact A to Z Auto Wrecking.

The damages from this incident total \$28,656.30. Please contact me if you are interested in settling this matter without the need for litigation.

Very truly yours,

  
Christopher B. Marks

CBM:ss  
Enclosures

cc: Robert Colley

Liberty Mutual Insurance Company  
ATTN: Lori Sayers - AL604-049561-98

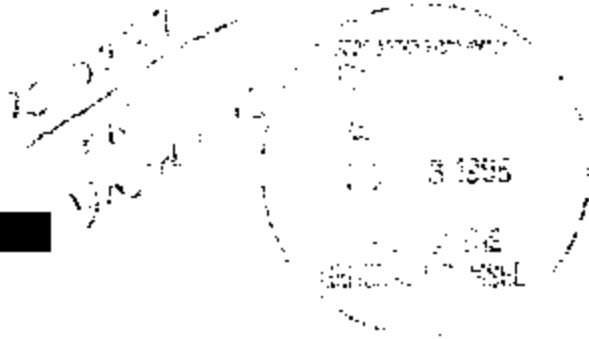


Liberty Mutual Group

P.O. Box 40011  
Fresno, California 93755-0011  
Telephone: (209) 224-6110

OCTOBER 26, 1995

FORD MOTOR CO  
ATTN OFFICE OF GENL COUNSEL  
3 PARKLANE BLVD PARKLN TWR  
DEARBORN MI 48128



INSURED: [REDACTED]  
FILE NUMBER: AL604-049661-98  
DATE OF LOSS: 12/29/94  
AMOUNT OF LOSS: 29158.85

Dear FORD MOTOR CO

We are paying damages to our insured as a result of a loss in which our investigation reveals you to be the responsible party.

We shall expect to be reimbursed for this loss for the amount stated above. Your liability to us is not relieved by any payment you make to our insured.

If you are not insured, please communicate with us promptly.

If you are insured, please forward this letter to your insurance carrier immediately.

Sincerely,  
LORI SAYERS  
Subrogation Department

ENCLOSURE

AMOUNT OF LOSS INCLUDED CLAIMS PAID FOR PERSONAL PROPERTY  
AND OUR INSURED'S DEDUCTIBLE.





SYNOPSIS

On December 19, 1994 [REDACTED] of Roseburg, Oregon had a fire in his 1995 F-140 while driving in a residential area of Roseburg.

The vehicle is a total loss. Nothing that could burn is left except one rear tire.

The fire started under or near the drivers seat. The cause of the fire was an electrical short, probably in turn caused by a small electric motor.

LES CARLSON & ASSOCIATES  
INVESTIGATIVE CONSULTANTS  
2512 Fifth Street  
EVERETT, WA 98201-1109  
(206) 259-4642

### INVESTIGATIVE REPORT

January 13, 1995

At 0835 on January 9, 1995 Mr. Nigel Adkins requested a fire cause investigation of a 1995 F series vehicle belonging to a [REDACTED] of [REDACTED] Roseburg, Oregon. The vehicle, VIN 1FTEX14H6S[REDACTED] is now located at Parkway Ford in Roseburg. The vehicle is reported, by the insurance adjuster, to be a total loss.

At 0846 Mr. Gary Brooks, Service Manager at Parkway, was contacted to be sure the vehicle was still in their possession. When asked about the mileage on the vehicle, he said it was probably about 1400, but he said he was not certain as the dash area was totally destroyed. I arranged to see the vehicle on Tuesday the 10th.

At 0700 on January 10th, I left for Roseburg and arrived at Parkway Ford at 1545 where I found that not only is the dash area totally destroyed, but so was the vehicle---this was a complete burn. Three of the tires are burned and flat with the left rear tire the only item that is still left as it was. There had been a canopy of some sort on the back, which is now only a few melted pieces in the bed. All of the glass is gone from the cab.

The grill is gone and in the engine compartment the top of the radiator is melted, the fan blades are all melted at the ends and insulation on conductors, as well as hoses, all have fire damage.

Upon looking into the cab, I could not find a thing left that would burn. Even the steering wheel is now just a metal wheel and is disconnected. All of the conductors inside of the cab are bare of insulation and are copper in color. As the bundle comes into the cab from the engine compartment, some of the conductors look as if they may have been examined by someone. Although they do not show overheating or shorting at this point, they have been pulled, as the conductors are spread and some of the smaller ones have broken pieces.

Mr. Brooks said that the owner, [REDACTED] had told him that he was driving in a residential area of Roseburg when he suddenly found his seat getting too hot. He stopped and ran up to the nearest house and called the fire department. When he returned to the truck, there was flame coming out the drivers door and window. The response time must not have been very quick for the damage to have been this great or this was a very rapid fire.

Taking the assumption that the fire did, in fact, start at the drivers seat, I examined this area of the cab first. In looking down at the seat, which now is only the metal framework, I found several conductors which seemed to run from the left side toward the right. The right end of the conductors have connectors, but are not now attached to anything. I flipped the metal rods which probably supported the padding and attempted to determine where these conductors came from and where they went. I found some overheating and shorting, but I could not tell where they came from for certain. They obviously came into the cab with the bundle, but were not now attached. I found a small electric motor on the left side under the seat which may have been attached to some of these conductors. When I tried to turn the shaft, it seemed to be seized. (In a structure fire, a motor which is frozen is looked at as a good possible ignition source as they seldom if ever seize from outside heat---even the heat from the fire.) I have not found one of these at a car fire before, so have had no experience along these lines. However, I would expect the same results.

On the floor just inside of the drivers door, I found what may be a .44 revolver. The end of the barrel is all that is visible---the rest is covered with melted debris and stuck to the floor at the left of the seat, so it could not be picked up easily to examine. Inasmuch as it was not part of the fire cause or a part of the vehicle, I did not make a great attempt to remove and examine the rest of the weapon. (I suppose this could be part of the cause for the amount of fire damage---if they were advised of the gun, firefighters may have been afraid to get too close.)

Also on the drivers side, I found a flat round metal part which has a couple of small conductors coming out of the center. This part is attached to a square mounting bracket. The small conductors show some overheating. However, the other ends of these conductors were not properly attached to anything at this time, but were melted into debris which is on the frame.

On the floor behind the right seat, I found some conductors which show shorting as well as overheating. I have no way of knowing where these conductors were originally located

or how they got to where I found them. They are melted into a piece of debris.

The cause of this fire was an electrical overheating and/or shorting, probably under the drivers seat. All of the items I located, which seem to have been involved in the fire cause, I am turning over to the district office in Bellevue. Perhaps, their pre-fire location can be positively identified by their connections.

*Les Carlson*

Les Carlson





**PHOTOGRAPH LOG**

**CASE # 95100**



**PHOTO # 1**

The front and right side of the pickup. The total burn to the outside can be seen.



**PHOTO # 2**

The inside of the box showing the remains of the canopy. The backs of the front seats can be seen through the back window.



PHOTOGRAPH LOG

CASE # 95100

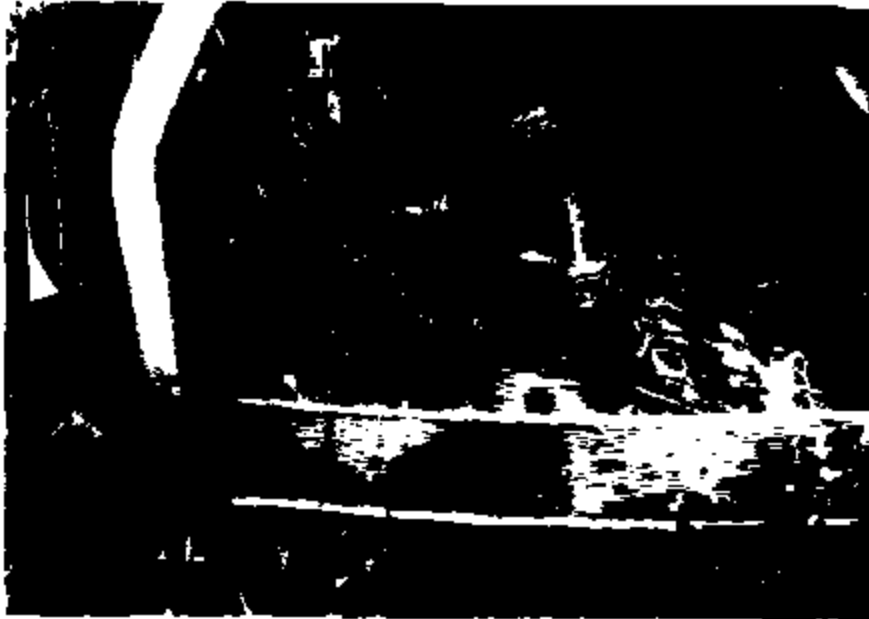


PHOTO # 3

Looking through the back of the front seat at the left side of the cab. The conductors into the cab can be seen draped over the steering column and coming back toward the seat. Also the flat round object mounted to a square bracket can be seen where I found it.



PHOTO # 4

A closer look at the left side of the cab from the back window.



**PHOTOGRAPH LOG**

**CASE # 95100**



**PHOTO # 5**

Moving across to the center on the dash area. Conductors across the front are not overheated or shorted.



**PHOTO # 6**

The right front corner of the cab. Again the conductors are not shorted or overheated.



PHOTOGRAPH LOG

CASE # 95100



PHOTO # 7

Looking down on the front left seat and the conductors which appear to run from left to right and under the seat padding. These conductors have areas of overheating and shorting. The small motor was found under the seat about where the curved conductor disappears under the metal plate of the seat.

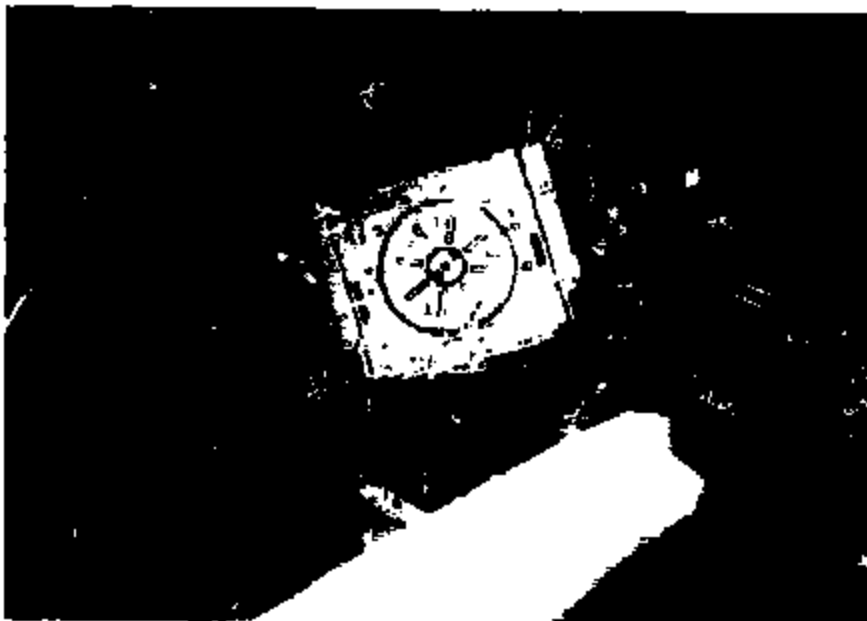


PHOTO # 8

A closer look at the flat round part with small overheated conductors.



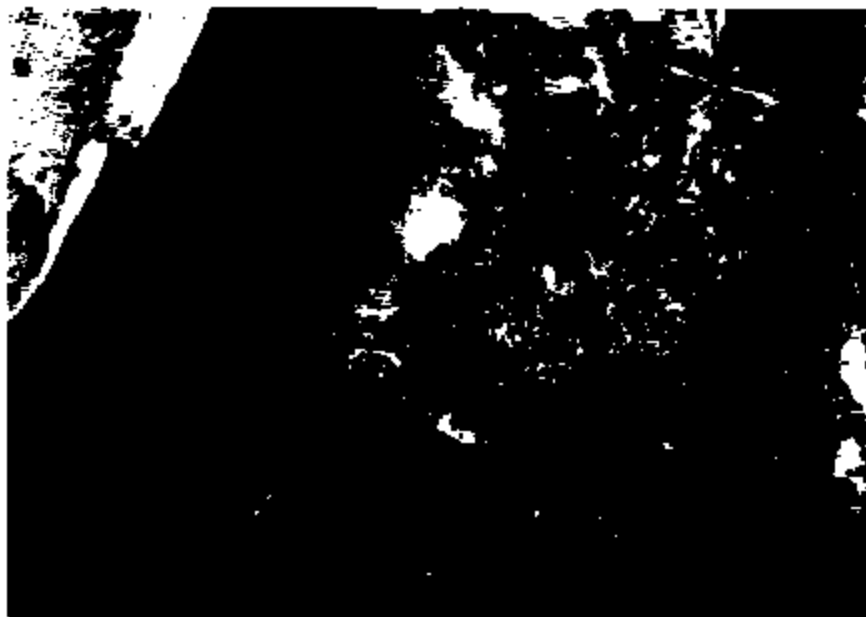
**PHOTOGRAPH LOG**

**CASE # 95100**



**PHOTO # 9**

A look at the small motor found under the seat. It must be for a power seat package.



**PHOTO # 10**

A close look at one end of a short on one of the conductors.



**PHOTOGRAPH LOG**

**CASE # 95100**



**PHOTO #11**  
A final look at the  
left side of the cat



**PHOTO # 12**  
A final look at the  
right side of the  
cat. The left side  
shows more heat  
than the right side.

# Claims Investigation Report FIRE

Page 11  
#95100

DISTRICT # 74 LEGAL CAR FILE NO. 105 061 094

OWNER'S NAME AND ADDRESS [REDACTED] SELLING DLR. PARKWAY FORD SERVICING DLR. SPAIN  
1650 N.E. STEPHENS  
ROSEBURG, OR.

VEHICLE MODEL F-140 YEAR 1995 MILEAGE 1400 VEHICLE IDENTIFICATION NUMBER 1FTEX14H65K [REDACTED]

DATE OF FIRE 12-19-94 LOCATION ROSEBURG, OR.

ANY ELEMENT OF ABUSE OR LACK OF MAINTENANCE? YES  NO  ATTACH, STATEMENTS OF DEALER SERVICE MANAGER, MECHANICS, AND TOW TRUCK DRIVER.

WHERE WAS INSPECTION MADE? PARKWAY FORD DATE 1-10-95  
1650 N.E. STEPHENS AND  
ROSEBURG, OR. 97130 1-11-95

NAMES OF PERSONS PRESENT NONE DID ANYONE PREVIOUSLY EXAMINE VEHICLE?  
None known by Service Dept. but  
probably by an Insurance Co. adjuster  
at least.

PREPARED BY Liz Carlson DATE 1-16-95

How was the vehicle being used when the fire was first noticed: How long? (e.g., parked with engine off for 15 minutes, idling for 5 minutes, stop and go driving for 30 minutes, etc.).

Describe: Being driven by Mr. Colby through a residential  
neighborhood in Roseburg

Driver observations of vehicle performance prior to noticing fire (e.g., running rough previous 15-20 minutes, smelled electrical, smelled fuel, heard "pop", noticed nothing unusual, etc.).

Describe: First indication of a problem was the driver just was  
getting the hot

I. A. Location of initial fire — be as specific as possible (e.g., underdash - right side, or trunk - right rear).

1.  Underhood: \_\_\_\_\_
2.  Instrument Panel/Dash: \_\_\_\_\_
3.  Trunk: \_\_\_\_\_
4.  Under Vehicle: \_\_\_\_\_
5.  Seat (Front/Rear; Left/Right/Center): Left seat
6.  Steering Column: \_\_\_\_\_
7.  Fuel Filler Area: \_\_\_\_\_
8.  Other: \_\_\_\_\_

B. Smoke/Flame

1. Location of Initial Smoke: \_\_\_\_\_
2. Color of Smoke: \_\_\_\_\_
3. Duration of Smoke: \_\_\_\_\_
4. Location of Initial Flame (or "No Flame/Smoke Only"): At left door/window
5. When Was Flame First Seen: When owner returned to the vehicle after calling the fire Dept.

C. Type of Fire (Describe)

1. Electrical: Overheating of small motor and shorting of conductors.
2. Exhaust System: \_\_\_\_\_
3. Fuel Leak: \_\_\_\_\_
4. Other Vehicle Fluid Leak: \_\_\_\_\_
5. Battery: \_\_\_\_\_
6. Other: \_\_\_\_\_
7. Unknown: \_\_\_\_\_

II. Vehicle System Inspection

A. Electrical System

1. Apparent Point of Fire Origin: Under seat or near seat at driver side (Left side)



2. Check Fuse Panel *NA*

- a. Fuses/Circuit Breakers Blown: \_\_\_\_\_
- b. Oversize Fuses Used: \_\_\_\_\_

3. Note Electrical Components Damaged/Destroyed: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Check Wiring at Point of Fire Origin:

- a. Wire(s) Penetrated by Sheetmetal, or screws/cut/or spliced: \_\_\_\_\_

b. Proper/Improper Routing: \_\_\_\_\_

c. Insulation/Connector Condition —Subject to Chafing/Source: \_\_\_\_\_  
\_\_\_\_\_

d. Color of any Bare Copper Wires: Copper

e. Wire Strands Fused/Welded Together: little over heating on some small strand,

f. Beading or Balling of Wires Where Separated: shattering some

5. Check Condition of Components *NA*

a. Utilize External Power Source to Determine if Component Still Functions (Excessive Draw? - Drag?): \_\_\_\_\_  
\_\_\_\_\_

b. Attempt to Manually Rotate Electromechanical Components (e.g., Blower Motor, etc.): \_\_\_\_\_  
\_\_\_\_\_

B. Exhaust System *NA*

1. Check Appearance of

a. Catalytic Converter: \_\_\_\_\_

b. Muffler: \_\_\_\_\_

c. Exhaust Manifold: \_\_\_\_\_

d. Component Clearance to Floorpan, Crossmembers, Other Components, etc.: \_\_\_\_\_  
\_\_\_\_\_

e. Note Any Holes, Dents, Separation, Missing Components (e.g., Heat Shields, Manifold Bolts, etc.). Comment: \_\_\_\_\_  
\_\_\_\_\_

2. If catalyst/muffler appear to be location of fire origin, check engine idle speed, ignition timing, etc. Comment: \_\_\_\_\_

Page 14  
#95100

C. Fuel System *NA*

1. Examine tank, lines, fuel metering systems for evidence of fuel leaks.
  - a. Fuel Tank (Perforations, Seams, Sending Unit, etc.): \_\_\_\_\_
  - b. Fuel Lines, Hoses, Fittings and Connectors: \_\_\_\_\_
  - c. Fuel Metering System (Carburetor, Fuel Rail, Injectors): \_\_\_\_\_
2. Note any evidence of modified or Non-OEM components (e.g., rerouted fuel or vapor lines, non-OEM gas caps, modified filler pipe, etc.): \_\_\_\_\_

D. Other Fluid Leaks *NA*

1. Examine engine for evidence of possible oil leaks (e.g., valve cover gasket): \_\_\_\_\_
2. Possible brake fluid leaks (check master cylinder fluid level, examine for cut/pinched/crossed lines): \_\_\_\_\_
3. Transmission cooler connections (fluid level and condition, examine lines): \_\_\_\_\_
4. Power steering fluid (fluid level, examine lines): \_\_\_\_\_

III. General Comments

Page 15  
#95100

1. Analyze and describe burn patterns

- a. Paint Baked/Pealed/Blistered: - Burned off most of vehicle
- b. Metal Bared and Oxidized (Rust Red): Some inside & outside
- c. Low Temperature Metals (see Chart) Heat Damaged: \_\_\_\_\_
- d. Condition of Plastic, Rubber, Cloth Fabrics: all gone

2. Note any Non OEM Equipment installed: None found

3. Other Observations/Comments: Overheated and shorted  
conductors all found in area of left front seat.  
Small motor - probably power seat motor - was  
seized when found. Some of shorted conductors  
may have been attached to motor. Not when I  
found the motor

Lee Carlson

NAME

1-11-95

DATE

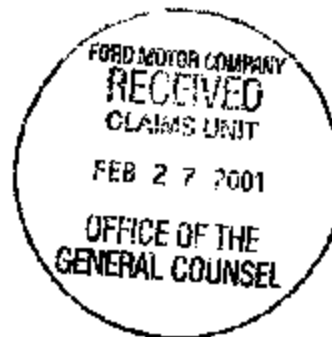


# State Farm Insurance Companies



February 19, 2001

Ford Motor Co.  
Parklane Towers West  
Suite 400  
Dearborn, MI 48126-2568



5898 Bridge Street  
East Syracuse, NY 13057  
Phone: 315-445-3100

RE: Claim Number: [REDACTED]  
Date of Loss: December 26, 2000  
Our Insured: [REDACTED]

Dear To Whom It May Concern :

The identified 1997 Lincoln Continental is insured by State Farm Insurance. This vehicle experienced a fire loss.

State Farm Insurance would like to give you an opportunity to inspect the vehicle and give you advanced notice of our potential subrogation claim.

Please contact the undersigned to set up a time for your inspection.

Sincerely,

A handwritten signature in cursive script that reads "Kelly Gladhill".

Kelly Gladhill  
Senior Claim Representative  
(315) 445-3185 Ext.

State Farm Mutual Automobile Insurance Company

OGC 400 WEST

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	JOBN	STATUS
06	06/27 10:47	631 421 4483	EC-S	00'10"	001	154	OK

*Ford Motor Company*

Office of the General Counsel

Ford Motor Company  
Parklane Towers West  
Suite 200  
Three Parklane Boulevard  
Dearborn, Michigan 48126-2968

March 14, 2001

Serpe, Andrea & Kaufman  
Counselors at Law  
149 Main Street  
P.O. Box 165  
Huntington, L.I., New York 11743  
ATTENTION: MARK S. ANDREE

Re: Claimant: [REDACTED] State Farm  
Your File #: 18P38941  
DOL: December 26, 2000

Dear Mr. Andree,

We acknowledge receipt of your recent correspondence dated April 24, 2001.

As you may already know, our expert inspected the alleged defective 1999 Navigator and home. His inspection revealed no evidence of a design or manufacturing defect present, which would have caused the accident to have occurred as alleged. Therefore, we believe our denial of March 13, 2001 to be proper and are prepared to defend should litigation ensue from this informal claim.

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

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

Sincerely,



Shawn L. Norton  
Claims Analyst

MARK S. ANDREE  
JONATHAN H. KAUFMAN

**SERPE, ANDREE & KAUFMAN**  
Counselors at Law  
149 Main Street  
P.O. Box 165  
HUNTINGTON, L.L., NEW YORK 11743

(631) 421-4488  
(718) 895-5873  
FAX (631) 421-4483

June 11, 2001



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

RE: Our File No: ISP38941  
Insured: [REDACTED]  
Date of Loss: 12-28-00

Dear Sir or Madam:

We have not received a response to our prior correspondence, a copy of which is enclosed.

Please note that unless payment is received by this office as previously requested, suit will be instituted against you.

No further notice will be given prior to suit.

Yours very truly,

A handwritten signature in black ink, appearing to read "Mark S. Andree".

MARK S. ANDREE

MSA:ds  
Enclosure

cc: State Farm Insurance Company - Ballston Spa 8012  
Attention: N. Atlantic Subro  
Claim No.: [REDACTED]

cc: [REDACTED]

**THIS IS A COPY SENT TO YOU FOR YOUR INFORMATION ONLY. WE ARE NOT  
PROCEEDING AGAINST YOU.**

ENCL-005-LC1-4384

MARK S. ANDREE  
JONATHAN H. KAUFMAN

SERPE, ANDREE & KAUFMAN  
Counselors at Law  
149 Main Street  
P.O. Box 165  
HUNTINGTON, L.I., NEW YORK 11743

(516) 421-4488  
(718) 895-5873  
FAX (516) 421-4483

April 24, 2001

Ford Motor Company  
Parkeane Towers West  
Suite 300  
Three Parkeane Blvd.  
Dearborn, MI 48126-2568

RE: State Farm V. Ford Motor Company  
Our File No.: ISF38941  
Insured: [REDACTED]  
Company: State Farm Insurance Company  
Date of Loss: 12-26-00  
Amount of Loss: 22,943.25

To Whom It May Concern:

Please be advised that we have been retained by the above noted company to recover damages sustained by its insured as a result of a loss which took place as noted above.

Unless payment in the sum noted above is received by this office within a period of two weeks, or in the alternative, unless arrangements are made for monthly payments of said amount, suit may be instituted against you which will subject you to additional costs and disbursements.

Please guide yourself accordingly.

Yours very truly,

  
MARK S. ANDREE

MSA: mg  
Enclosure

P.S.: A COPY OF OUR PROPOSED SUMMONS AND COMPLAINT IS ENCLOSED. PLEASE FORWARD THIS TO YOUR INSURANCE COMPANY OR IF YOU WERE NOT INSURED ON THE DATE OF LOSS, CONTACT OUR OFFICE.

cc: State Farm Insurance Company  
Attention: Ballston Spa 8012- N. Atlantic Subro  
Claim No.: [REDACTED]

cc: [REDACTED] THIS IS A COPY SENT TO YOU FOR YOUR INFORMATION ONLY. WE ARE NOT PROCEEDING AGAINST YOU.

ENCL-895-LC1-4365



*Ford Motor Company*

Office of the General Counsel

Ford Motor Company  
Parklane Towers West  
Suite 300  
Three Parklane Boulevard  
Dearborn, Michigan 481262566

March 14, 2001

Serpe, Andree & Kaufman  
Counselors at Law  
149 Main Street  
P.O. Box 165  
Huntington, L.I., New York 11743  
**ATTENTION: MARK S. ANDREE**

Re: Claimant: [REDACTED] / State Farm  
Your File #: ISP38941  
DOL: December 26, 2000

Dear Mr. Andree,

We acknowledge receipt of your recent correspondence dated April 24, 2001.

As you may already know, our expert inspected the alleged defective 1999 Navigator and home. His inspection revealed no evidence of a design or manufacturing defect present, which would have caused the accident to have occurred as alleged. Therefore, we believe our denial of March 13, 2001 to be proper and are prepared to defend should litigation ensue from this informal claim.

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

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

Sincerely,



Shawn L. Norton  
Claims Analyst

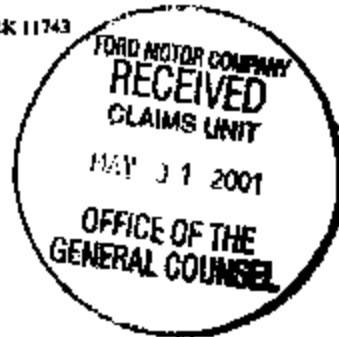
MARKS ANDREE  
JONATHAN H. KAUFMAN

SERPE, ANDREE & KAUFMAN  
Counselors at Law  
149 Main Street  
P.O. Box 165  
HUNTINGTON, L.I. NEW YORK 11743

(631) 421-4488  
(718) 895-5873  
FAX (631) 421-4483

April 26, 2001

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



RE: State Farm Insurance Co. vs. Ford Motor Company  
Our File No.: ISP38921  
Insured: [REDACTED]'s  
Company: State Farm  
Date of Loss: 12-26-00  
Amount of Loss: 42417.25

Dear Sir/Madam:

Please be advised that we have been retained by the above noted company to recover property damages sustained by its insured as a result of a loss which took place as noted above.

Please note that unless payment in the sum noted above is received by this office within a period of two weeks, or in the alternative, unless arrangements are made for monthly payments of said amount, suit will be instituted against you which will subject you to additional costs and disbursements, and if the amount of any judgment secured exceeds the sum of \$1,000.00, a suspension of your license and registration.

Please guide yourself accordingly.

Yours very truly,

A handwritten signature in cursive script that reads "Mark S. Andree".

MARK S. ANDREE

MSA:jn

Enclosure

P.S.: A COPY OF OUR PROPOSED SUMMONS AND COMPLAINT IS ENCLOSED. PLEASE FORWARD THIS TO YOUR INSURANCE COMPANY OR IF YOU WERE NOT INSURED ON THE DATE OF LOSS, CONTACT OUR OFFICE.

cc: State Farm Insurance Company  
Attention: Ballston Spa 8012  
Claim No.: [REDACTED]

cc: M [REDACTED]

THIS IS A COPY SENT TO YOU FOR YOUR INFORMATION ONLY. WE ARE NOT PROCEEDING AGAINST YOU.

ER05-005-LC1-4367

SUPREME COURT OF THE STATE OF NEW YORK  
COUNTY OF WESTCHESTER

STATE FARM INSURANCE COMPANY

a/s/c

Plaintiff,

-against-

FORD MOTOR COMPANY

Defendant.

INDEX NO.

Date Purchased

Plaintiff designates Westchester  
County as the place of trial

The basis of the venue is  
Plaintiff's Place of Doing Business

SUMMONS

Plaintiff resides at:

COUNTY OF WESTCHESTER

-----X  
To the above named Defendant:

YOU ARE HEREBY SUMMONED to answer the complaint in this action and to serve a copy of your answer, or, if the complaint is not served with this summons, to serve a notice of appearance, on the Plaintiff's Attorneys within 20 days after the service of this summons, exclusive of the day of service (or within 30 days after the service is complete if this summons is not personally delivered to you within the State of New York); and in case of your failure to appear or answer, judgment will be taken against you by default for the relief demanded in the complaint.

DATED: April 26, 2001

Defendant's Address:

Parklane Towers West, Suite 300  
Three Parklane Blvd.  
Dearborn, MI 48126-2568

SERPE, ANDREE & KAUFMAN  
Attorney for Plaintiff  
149 Main Street, PO Box 165  
Huntington, New York 11743  
FAX: (631) 421-4483  
(631) 421-4488  
File No. ISP38921

NOTICE: The nature of this action is to recover for damages sustained by the plaintiff.

The relief sought is monetary damages in the sum of \$ 42417.25

Date of Loss: 12-26-00

Upon your failure to appear, judgment will be taken against you by default for the sum noted above with interest and the costs of this action.

SUPREMECTE.DOT/13/99

**PROPOSED SUMMONS ONLY  
SUIT HAS NOT BEEN STARTED.**

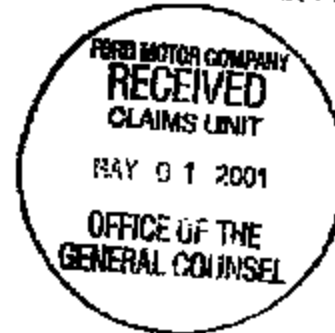
ERR5-005-LC1-4388

MARK S. ANDREE  
JONATHAN H. KAUFMAN

SERPE, ANDREE & KAUFMAN  
Attorneys at Law  
149 Main Street  
P.O. Box 165  
HURTINGTON, L.I., NEW YORK 11743

(631) 421-4488  
(718) 895-5873  
FAX (631) 421-4483

April 24, 2001



Ford Motor Company  
Parkeane Towers West  
Suite 300  
Three Parkeane Blvd.  
Dearborn, MI 48126-2568

RE: State Farm V. Ford Motor Company  
Our File No.: ISP38941  
Insured: [REDACTED]  
Company: State Farm Insurance Company  
Date of Loss: 12-26-00  
Amount of Loss: 22,943.25

To Whom It May Concern:

Please be advised that we have been retained by the above noted company to recover damages sustained by its insured as a result of a loss which took place as noted above.

Unless payment in the sum noted above is received by this office within a period of two weeks, or in the alternative, unless arrangements are made for monthly payments of said amount, suit may be instituted against you which will subject you to additional costs and disbursements.

Please guide yourself accordingly.

Yours very truly,

  
MARK S. ANDREE

MSA: mg  
Enclosure

P.S.: A COPY OF OUR PROPOSED SUMMONS AND COMPLAINT IS ENCLOSED. PLEASE FORWARD THIS TO YOUR INSURANCE COMPANY OR IF YOU WERE NOT INSURED ON THE DATE OF LOSS, CONTACT OUR OFFICE.

cc: State Farm Insurance Company  
Attention: Ballston Spa 8012- N. Atlantic Subro  
Claim No.: [REDACTED]

cc: [REDACTED] THIS IS A COPY SENT TO YOU FOR YOUR INFORMATION ONLY. WE ARE NOT PROCEEDING AGAINST YOU.

EQS-005-101-4388

SUPREME COURT OF THE STATE OF NEW YORK  
COUNTY OF WESTCHESTER

INDEX NO.

-----x  
State Farm Insurance Company  
a/s/o [REDACTED]

Plaintiff,

-against-

Ford Motor Company

Defendant.  
-----x

Plaintiff designates Westchester  
County as the place of trial

The basis of the venue is  
Plaintiff's Place of Doing Business

**SUMMONS**

Plaintiff resides at:  
3020 Westchester Ave.  
Purchase, New York 10577  
COUNTY OF WESTCHESTER

To the above named Defendant:

YOU ARE HEREBY SUMMONED to answer the complaint in this action and to serve a copy of your answer, or, if the complaint is not served with this summons, to serve a notice of appearance, on the Plaintiff's Attorneys within 20 days after the service of this summons, exclusive of the day of service (or within 30 days after the service is complete if this summons is not personally delivered to you within the State of New York); and in case of your failure to appear or answer, judgment will be taken against you by default for the relief demanded in the complaint.

DATED: April 24, 2001

SERVE SECRETARY OF STATE

Defendant's Address:

Parkeane Towers West  
Suite 300  
Three Parkeane Blvd.  
Dearborn, MI 48126-2568

SERPE, ANDREE & KAUFMAN  
Attorney for Plaintiff  
149 Main Street, PO Box 165  
Huntington, New York 11743  
FAX: (631) 421-4483  
(631) 421-4488  
File No. ISP38941

**NOTICE:** The nature of this action is to recover for damages sustained by the plaintiff.

The relief sought is monetary damages in the sum of \$22,943.25  
Date of Loss: December 26, 2000

Upon your failure to appear, judgment will be taken against you by default for the sum noted above with interest and the costs of this action.

SUPREME.DOT/12/99

**PROPOSED SUMMONS ONLY  
SUIT HAS NOT BEEN STARTED.**

ER05-005-LC1-431B

SUPREME COURT OF THE STATE OF NEW YORK  
COUNTY OF WESTCHESTER

INDEX NO.

-----X  
State Farm Insurance Company  
a/s/o [REDACTED]

Plaintiff designates Westchester  
County as the place of trial.

Plaintiff,

The basis of the venue is  
Plaintiff's Place of doing Business

-against-

SUMMONS

Ford Motor Company

Plaintiff resides at:  
3020 Westchester Ave.  
Purchase, New York 10577  
COUNTY OF WESTCHESTER

Defendant.

-----X  
To the above named Defendant:

YOU ARE HEREBY SUMMONED to answer the complaint in this action and to serve a copy of your answer, or, if the complaint is not served with this summons, to serve a notice of appearance, on the Plaintiff's Attorneys within 20 days after the service of this summons, exclusive of the day of service (or within 30 days after the service is complete if this summons is not personally delivered to you within the State of New York); and in case of your failure to appear or answer, judgment will be taken against you by default for the relief demanded in the complaint.

DATED: April 24, 2001

SERVE SECRETARY OF STATE

Defendant's Address:

Parkeane Towers West  
Suite 300  
Three Parkeane Blvd.  
Dearborn, MI 48126-2568

SERPE, ANDREE & KAUFMAN  
Attorney for Plaintiff  
149 Main Street, PO Box 165  
Huntington, New York 11743  
FAX: (631) 421-4483  
(631) 421-4488  
File No. ISP38941

NOTICE: The nature of this action is to recover for damages sustained by the plaintiff.

The relief sought is monetary damages in the sum of \$22,943.25  
Date of Loss: December 26, 2000

Upon your failure to appear, judgment will be taken against you by default for the sum noted above with interest and the costs of this action.

SUPREME.DOT/12/99

**PROPOSED SUMMONS ONLY  
SUIT HAS NOT BEEN STARTED.**

ER85-885-LC1-4311

*Ford Motor Company*

Office of the General Counsel

PRIVILEGED AND CONFIDENTIAL

Ford Motor Company  
Parklane Towers West  
Suite 300  
Three Parklane Boulevard  
Dearborn, Michigan 48126-2566

March 13, 2001

State Farm Insurance  
5898 Bridge Street  
E. Syracuse, NY 13057  
**ATTENTION: KELLY GLADHILL**

Re: Claimant: [REDACTED]  
D/E: December 26, 2000  
Y/Claim #: [REDACTED]

Dear Ms. Gladhill,

As you may be aware our expert inspected the alleged defective 1999 Navigator and home. His inspection revealed no evidence of a design or manufacturing defect present, which would have caused the accident to have occurred as alleged.

Therefore, we must respectfully deny this claim.

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

Sincerely,

Shawn L. Norton  
Claims Analyst

ER05-085-LC1-4312

State Farm Insurance  
5898 Bridge Street  
E. Syracuse, NY 13057

Ford Motor Company  
Parklane Towers West  
Suite 300  
Three Parklane Boulevard  
Dearborn, MI 48126-2568

RE: Claim Number: [REDACTED]  
Named Insured: [REDACTED]  
Date of Loss: December 26, 2000

*Both claim #'s  
\* 52-2448 - 652*

*437744  
open*

Dear Shawn Norton:

Following is the information you requested.

1. Date of loss: 12/26/00; Fayetteville, NY
2. The described 1999 Lincoln Navigator was parked in the attached garage of [REDACTED] residence. At approximately 1:00am, the [REDACTED] were alerted to a fire in their home. Both the 1999 Lincoln Navigator and 1997 Lincoln Continental, which was also parked in the garage, were involved in the fire and deemed total losses.
3. The Fayetteville Fire Department Incident Report is attached.
4. The mileage on the vehicle at the time of the incident is estimated at 15,000 miles. The vehicle had been in for its 15,000 mile "check up" on 12/20/00.



5. The alleged defect involves the driver's side front seat heater of the 1999 Lincoln Navigator. The heater failed causing an overheated condition which resulted in the ignition of the insulation on the electrical conductors attached to the seat heater element and the cushion above the seat heater element which spread to the remainder of the driver's side front seat and then throughout the remainder of the vehicle.
6. The alleged defect is beyond repair and has not been replaced.
7. The electrical conductors are being held by Diamond Investigation, 2002 Irene Drive, Baldwinsville, NY 13027. The described vehicle is at Salvage Management, 5930 Rte. 31, Cicero, NY 13039.
8. The total loss worksheet and draft copies are enclosed for your review.
9. The vehicle had been in for service to [REDACTED] Lincoln-Mercury, on 12/20/00. At that time, it was determined that the heating element for the driver's side front seat was not working and needed to be replaced. However, the parts were not available at the time of service.
10. No known after market additions or modifications made to the vehicle.
11. The engine was not running at time of loss.
12. The keys were not in the ignition at time of loss.
13. The vehicle was not purchase used.

Please contact the undersigned if you require additional information.

Sincerely,

  
Kelly Gladhill

Senior Claim Representative  
State Farm Insurance  
(315) 445-3185

# ONONDAGA COUNTY FIRE INVESTIGATION UNIT

## FIRE INCIDENT REPORT

1058

AGENCY: 12 INCIDENT DATE: 12/26/00 FCIR#: 12-501 DR# 00-39710  
 INCIDENT LOCATION: 7952 Lewis Ln Fayetteville NY 13060  
 INCIDENT TYPE: structure fire (dwelling)  
 VICTIM: [REDACTED] DOB: [REDACTED]  
 VICTIM ADDRESS: [REDACTED] Fayetteville NY [REDACTED] TELEPHONE #: [REDACTED]  
 DAY OF WEEK: Mon TIME: 00:39 FD RES: 01:12 FD ARR: 01:16 SIGNAL: 01:09 REQ FRU: 01:11

### INVOLVED PERSONS

TYPE	NAME	ADDRESS	PHONE	DOB	SEX	RACE	AGE
VI	Rodgers, Nancy M.	7952 Lewis Ln Fayetteville	637-6873	08/07/43	F	W	59

FIRST DUE FD: Fayetteville SCENE COMMANDER: Chief Copper  
 DESCRIPTION OF BUILDING: Two story wood frame single family dwelling  
 MAKE: Lincoln MODEL: Navigator YEAR: 1998 COLOR: [REDACTED]  
 REG #: [REDACTED] VIN #: SLM1U3BLAW [REDACTED]  
 EQUIPMENT INVOLVED: [REDACTED]  
 AREA OF ORIGIN: attached two car garage  
 CAUSE OF FIRE: vehicle fire  
 FACTORS CONTRIBUTING TO SPREAD: delayed discovery  
 INSURANCE INFORMATION: OWNER: Peerless Ins. Co. TENANT: [REDACTED]  
 CASUALTIES: none  
 PHOTOS & ROLLS: 1 BY: Inv. R. Ryan EVIDENCE: none  
 FIRE CLASSIFICATION: accidental INV RES: Inv. R. Ryan #1354  
 POLICE INFORMATION: AGENCY: T/o Manlius OFFICER: [REDACTED]  
 REPORT RESPONSIBILITY: Inv. R. Ryan SHIELD: 1354 STATUS: closed BY: Invest  
 ARREST (S) MADE: YES NO JUVENILE INVOLVEMENT: none known  
 APPROVAL: [REDACTED] **RECEIVED**  
**JAN 30 2001**  
East Syracuse CSO

FAYETTEVILLE FIRE DEPARTM. IT  
FIRE AND RESCUE INCIDENT REPORT

ADDRESS 752 Lewis Ln

DATE 12-26-00

TYPE OF ALARM Structure fire

STATE # 120565

ENGINE #5		ENGINE #7	
DRIVER: <u>Stacy Woodcock 080</u>	DRIVER: <u>Green 114</u>	OFFICER: <u>Preparation 011</u> (31)	
1.	1. <u>Andy Holton 085</u>	2. <u>Tom Caccini 015</u> (34)	
2.	3. <u>E. Schupp III</u> (35)		
3.	4.		
4.			

TRUCK #1		RESCUE #1	
DRIVER:	DRIVER:	OFFICER:	OFFICER:
1.	1.	2.	2.
2.	3.	3.	3.
3.	4.	4.	4.
4.	5.	5.	5.

M-1		FIRE POLICE	
DRIVER:	CAPTAIN:	1. <u>BILL HARALS 026</u>	
OFFICER:	2.	3.	
1.	4.	5.	
2.			
3.			
4.			

OTHERS RESPONDING		
1. <u>Mike Morris 032</u>	7.	13.
2. <u>Ken Cooper 010</u>	8.	14.
3.	9.	15.
4.	10.	16.
5.	11.	17.
6.	12.	18.

LINE OFFICERS & CHIEFS		
1. <u>Frank M... 019</u>	4. <u>Jim Crow 012</u>	7.
2. <u>L. B. ... 004</u>	5.	8.
3.	6.	XXXXXXXXXXXXXXXXXXXXXXXXXXXX

TIMES:  
ALARM 0059  
RESPONDING 0112  
ON SCENE 0116  
IN SERVICE 1031

RECEIVED  
JAN 30 2001  
East Syracuse CSO

OFFICER IN CHARGE OF INCIDENT: Daniel Cooper 009

NEW YORK STATE  
INCIDENT  
REPORT  
FD-41

34916  
Fayetteville  
391  
110311  
REVISED REPORT

Incident No. [ ] Exp. No. [ ] Day [ ] Tr. [ ] Day of Week [ ] Alarm Time [ ] Time Out [ ] Arr. Time [ ]

Street [ ] Rm. Or Apt. [ ]  
City [ ] Fayetteville Census Tract No. [ ]

Occupant Name [ ] Last, First [ ]  
Owner Name [ ] Last, First [ ]  
Owner Address [ ] Street [ ] City [ ] State [ ] ZIP [ ]

MUTUAL AID (check one)  
1  RECEIVED  
2  GIVEN

PERSONNEL 10.14  
ENGINES 100.2  
AERIALS 1.0  
TANKERS 1.0  
OTHER VEHICLES 1.4  
IF HAZARDOUS MATERIALS WERE INVOLVED (see coding sheet)  
CLASS [ ]  
AMOUNT [ ]  
No. Incident-related Injuries: Fire [ ] Other [ ]  
No. Incident-related Fatalities: Fire [ ] Other [ ]  
Is juvenile involved in ignition? 1  YES 2  NO  
IGNITION FACTOR (see coding sheet) [ ]

ALL CALLS

PLEASE PUT APPROPRIATE CODE NUMBER IN BOX FOR EACH CATEGORY

METHOD OF ALARM FROM PUBLIC 1 Telephone 2 Municipal alarm system 3 Private alarm system 4 Radio 5 Verbal 6 Home dialer 7 Tie-line 8 Voice signal: fire alarm system 9 Cable TV link	TYPE OF SITUATION FOUND 11 Structure fire 12 Any fire outside a structure where the material burning has a value 13 Vehicle fire 14 Trees, brush, grass fire 15 Release fire (material burning has no value) 16 Explosion, no after-fire 17 Outside spill, leak with fire	18 Fire/explosion not classified 36 Overpressure rupture (no combustion) 38 Reactor 32 EMS only 40 Hazardous condition 50 Service call 56 Good intent call 71 False malicious 73 False malfunction 74 False unintentional	TYPE OF ACTION TAKEN 1 Extinguishment 2 Rescue 3 Investigation 4 Remove hazard 5 Standby 6 Salvage 7 Medical assistance 8 FMI in, move up 9 Cancelled en route
--	--	--	---

1  Primary  
2  Secondary

FIRE

Fix in this section if "TYPE OF SITUATION FOUND" is 11, 12, 13, 14, 17, 18 ONLY (Refer to coding sheet)

MULTI-USE PROPERTY COMPLEX <input type="checkbox"/>	AREA OF FIRE ORIGIN [ ]	FIXED PROPERTY USE [ ]
FORM OF HEAT OF IGNITION [ ]	TYPE OF MATERIAL IGGITED [ ]	EQUIPMENT INVOLVED IN IGNITION [ ]
HEATING EQUIPMENT INVOLVED, TYPE OF FUEL USED 1 Kerosene 2 LPG 3 Electric 4 Wood 5 Coal 6 Oil 7 Natural Gas 8 Gasoline 9 Other	PROPERTY DAMAGE CLASSIFICATION 1 \$1-99 2 \$100-999 3 \$1,000-9,999 4 \$10,000-24,999 5 \$25,000-49,999 6 \$50,000-149,999 7 \$150,000-999,999 8 \$500,000-999,999 9 \$1,000,000 OR MORE 0 NO DOLLAR LOSS	Is property abandoned / vacant? 1 <input type="checkbox"/> YES 2 <input checked="" type="checkbox"/> NO

CONDITION UPON ARRIVAL  
1 Overheat  
2 Smoldering  
3 Open flame  
4 Out on arrival [ ]

MOBILE PROPERTY TYPE  
11 Automobile  
12 Bus  
13 Motorcycle, snowmobile  
14 Motor home  
15 Travel trailer  
17 Mobile home  
20 Freight road transport  
30 Half transport  
40 Water transport  
50 Air transport  
60 Heavy equipment  
70 Special vehicles, containers  
80 Other mobile property types

STRUCTURE FIRES

NO. OF STORES 1 Single story 2 Two stories 3 2 or 4 4 5 or 6 5 7 to 10 6 11 to 20 7 21 to 50 8 Over 50 9 Below grade	EXTENT OF DAMAGE 1 Confined to the object of origin 2 Confined to part of room or area of origin 3 Confined to room of origin 4 Confined to fire-rated comp. of origin 5 Confined to floor of origin 6 Confined to structure of origin 7 Extended beyond structure of origin 8 No damage of this type	FLAME [ ] SMOKE [ ] WATER [ ]	DETECTOR PERFORMANCE 1 <input checked="" type="checkbox"/> PRESENT 2 <input type="checkbox"/> NOT PRESENT IF PRESENT, TYPE OF CLOSEST UNIT 1 <input checked="" type="checkbox"/> SMOKE 2 <input type="checkbox"/> HEAT POWER SUPPLY 1 <input checked="" type="checkbox"/> BATTERY 2 <input type="checkbox"/> A/C 1 In room of fire: operated 2 Not in room of fire: operated 3 In room of fire: did not operate 4 Not in room of fire: did not operate 5 In room: fire too small to operate 6 Not classified
---	---	-------------------------------------	---

CONSTRUCTION TYPE (see worksheet)  
1 Fire resistant  
2 Noncombustible  
3 Heavy timber  
4 Ordinary  
5 Frame

SPRINKLER PERFORMANCE  
1 Equipment operated  
2 Equipment in service, did not operate  
3 Equipment present: fire too small to operate  
4 No equipment present in room/space of fire origin  
5 Equipment not in service

ADDITIONAL FIRE DEPARTMENT INFORMATION (see coding sheet)  
FIRE REFERRED FOR INVESTIGATION TO: [ ]

ITEM	CODE	ITEM	CODE	ITEM	CODE
Officer in Charge (name, position)	Date	Number Making Report (if different from Officer in Charge)	Date		

Cooper Chief  
Mason

REMARKS: Vehicle in Garage caught fire, extended to garage and house!

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JAN 30 2001

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ESES-885-LC1-4317

ORIGINAL - RETURN TO OFPC

FIRE  
ARSON  
FRAUD/THEFT  
EXPLOSION  
INSURANCE  
CONFIDENTIAL INVESTIGATIONS

# DIAMOND INVESTIGATIONS

2002 Irene Drive  
Baldwinsville, New York 13027  
315-838-4487

- LICENSED
- BONDED
- EXPERIENCED
- 24 - HOUR SERVICE

FEBRUARY 12, 2001

## PRIVILEGED AND CONFIDENTIAL REPORT NUMBER ONE

PREPARED FOR: STATE FARM INSURANCE  
5898 BRIDGE STREET  
EAST SYRACUSE, NEW YORK 13057

ATTENTION: MS. KELLY GLADHILL

INSURED:

[REDACTED]

DATE OF LOSS:

TUESDAY  
DECEMBER 26, 2000

LOSS LOCATION:

[REDACTED]  
FAYETTEVILLE, NEW YORK [REDACTED]

POLICY NUMBER:

[REDACTED]

CLAIM NUMBER:

[REDACTED]

FILE NUMBER:

01-01-004

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

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EG85-885-LC1-4318

**SYNOPSIS:**

**On Tuesday, December 26, 2000, a fire was discovered inside the attached two car garage of the residence of owners/insureds, [REDACTED] and her husband [REDACTED] in Fayetteville, New York.**

Present in the garage identified as the origin of the fire was a 1999 "Lincoln, Navigator" passenger automobile and a 1997 "Lincoln, Continental" passenger automobile.

**A subsequent investigation conducted by "Diamond Investigations" revealed that the driver's side front seat heater failed causing an overheated condition which resulted in the ignition of the insulation on the electrical conductors attached to the seat heater element and the cushion above the seat heater element which spread to the remainder of the driver's side front seat and then throughout the remainder of the 1999 "Lincoln, Navigator" sport utility passenger automobile.**

Fire spread from the 1999 "Lincoln, Navigator" sport utility passenger automobile to the adjacent 1997 "Lincoln, Continental" passenger automobile and then throughout the remainder of the garage.

The direct cause of the fire event established by "Diamond Investigations" to be a failure of the driver's side front seat heater was identified to be a manufacturer's design defect/manufacturing defect which allowed for the driver's side front seat heater element to overheat causing the ignition of the insulating materials on the electrical conductors for the seat heater as well as the cushion directly above the seat heater element.

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**ASSIGNMENT:**

This assignment was received from claims representative, Ms. Kelly Gladhill, on January 22, 2001, when instructions were received to conduct an origin and cause investigation into the fire that occurred inside the 1999 "Lincoln, Navigator" sport utility passenger automobile that belonged to the insured, [REDACTED] inside her garage at her residence at [REDACTED] in Fayetteville, New York on early Tuesday morning, December 26, 2000.

This investigation was commenced immediately on January 22, 2001 when telephone and computer inquiries were conducted with the "National Highway Transportation Safety Administration" in Washington, D.C. as well as the "Ford Motor Division" in Detroit, Michigan regarding any product recalls, technical service bulletins or problems with 1999 "Ford, Lincoln, Navigator" sport utility passenger automobiles.

On January 26, 2001, [REDACTED] the owner/insured of the 1999 "Lincoln, Navigator" sport utility passenger automobile was telephonically interviewed at her residence at 7952 Lewis Lane in Fayetteville, New York by Robert P. Diamond of "Diamond Investigations" at which time a history of the 1999 "Ford, Lincoln, Navigator" sport utility passenger automobile was obtained as well as a chronology of events surrounding the fire occurrence of Tuesday morning, December 26, 2000.

On January 26, 2001, a fire scene investigation of the 1999 "Lincoln, Navigator" sport utility passenger automobile under investigation here was conducted by "Diamond Investigations" at the "Salvage Management" storage facility on Route 31 in Cicero, New York.

**ENCLOSURES:**

1. "National Highway Transportation Safety Administration, Office of Defects Investigation, Recall Database" (4) dated January 22, 2001.
2. "National Highway Transportation Safety Administration, Office of Defects Investigation, Service Bulletins Database" (13) dated January 22, 2001.
3. Photographs (50)

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**DESCRIPTION OF VEHICLE:**

The vehicle was a 1999 "Lincoln, Navigator" sport utility vehicle which was silver in color, it had four side passenger doors and a rear hatchback door.

The vehicle bore vehicle identification number: 5LMPU28A7X [REDACTED]

The manufacturer's vehicle identification plates at the driver's side base of the windshield and the inside of the driver's side door were almost totally destroyed by the fire event.

There were no license plates present at the front or rear of the vehicle at the time of this organization's inspection.

The front windshield was found to be almost completely destroyed by the fire event which precluded any identification of any state vehicle registration or state inspection certificates.

The vehicle had a V-8 engine mounted in-line at the interior of the engine compartment at the front of the vehicle with a fuel injection system, an automatic transmission and four wheel drive capability.

The vehicle accessories included: air conditioning; an AM/FM cassette radio; cruise control; a CD player; an after market car phone; power windows; power locks; power seats; power mirrors; power steering; ABS power brakes; four wheel drive capability and heated seats.

The odometer was destroyed by the fire event precluding any positive identification as to the odometer reading at the time of this organization's fire scene investigation.

The odometer reading was estimated by [REDACTED] to be approximately 17,000 miles at the time of the fire event.

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**FIRE SCENE EXAMINATION:**

**EXTERIOR EXAMINATION**

**FRONT OF VEHICLE**

An inspection of the front of the vehicle failed to reveal any evidence of prior collision damage.

All of the vehicle accessories at the front of the vehicle showed extreme fire and heat damage.

All of the window glass at the front windshield was found to be almost completely destroyed by the fire event.

An inspection of window glass just inside the front windshield and on the floor area revealed window glass with a light accumulation of smoke residue on one side of the window glass which was easily removed.

The locking mechanism for the engine cover lid was found to be damaged and no longer functioned as designed.

The engine cover lid was found to be missing from the engine compartment at the front of the vehicle.

An inspection of the front of the vehicle revealed extreme fire and heat damage on the frame of the vehicle, the wheel fenders, the roof supports as well as all of the engine accessories visible from the exterior of the vehicle.

An inspection of the front of the vehicle revealed the almost complete destruction of all of the combustible materials at the exterior of the vehicle to include the bumper molding, the body molding, the front grill work, the manufacturer's logo markings as well as the window glass.

There were no distinctive fire or heat patterns found in evidence at the front of the vehicle.

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**PASSENGER SIDE OF VEHICLE**

An inspection of the passenger side of the vehicle failed to reveal any evidence of prior collision damage.

All of the vehicle accessories at the passenger side of the vehicle showed extreme fire and heat damage.

The majority of the window glass at the passenger side of the vehicle was broken out of the window frames.

An inspection of window glass found just inside the passenger side doors on the floor areas revealed window glass with a light accumulation of smoke residue on one side of the window glass which was easily removed.

The door handles were found to be missing from the two passenger side doors.

An inspection of the remaining door locking mechanisms, the doors and the doorframes all failed to reveal any evidence of forcible entry damage.

Both of the passenger side wheels were found to be in place with extreme fire and heat damage on all surfaces of the wheels.

Both of the passenger side tires were found to be almost completely destroyed by the fire event.

An inspection of the passenger side of the vehicle revealed heavy fire and heat damage from the front to the rear of the vehicle and from the bottom of the wheels to the top of the roof area.

An inspection of the passenger side of the vehicle revealed the almost complete destruction of all of the combustible materials at the passenger side of the vehicle to include the two tires, the wheel covers, the body molding, the manufacturer's logo markings, the signal lights and lens covers as well as the window glass.

The area of heaviest fire and heat damage was found to be at the upper one half areas of the two passenger side doors as well as the rear area of the engine compartment at the front of the vehicle.

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An inspection of all the fire and heat patterns at the exterior of the passenger side of the vehicle all indicated communication of fire and heat from within the passenger compartment of the vehicle.

## **REAR OF VEHICLE**

An inspection of the rear of the vehicle failed to reveal any evidence of prior collision damage.

An inspection of the rear of the vehicle revealed extreme fire and heat damage to all of the vehicle accessories.

There was no license plate in place at the rear of the vehicle.

The door handle for the rear hatchback door was found to be missing.

An inspection of the rear door locking mechanism and the door failed to reveal any evidence of forcible entry damage.

All of the window glass at the rear of the passenger compartment of the vehicle at the rear of the vehicle was found to be completely broken from the window frames.

An inspection of window glass at the interior of the rear of the passenger compartment of the vehicle revealed a quantity of window glass on the floor area which had a light build up of smoke residue on one side of the window glass which was easily removed.

An inspection of the rear of the vehicle revealed extreme fire and heat damage from the frame of the vehicle to the overhead roof area.

All of the combustible materials at the exterior rear area of the vehicle to include the signal lights and lens covers, the bumper molding and the window glass were almost completely destroyed by the fire event.

The area of heaviest fire and heat damage at the rear of the vehicle was at the upper area of the rear hatchback door where distinctive fire and heat patterns indicated communication of fire and heat from within the rear, passenger compartment of the vehicle.

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An inspection of all the fire and heat patterns at the rear of the vehicle all indicated communication of fire and heat from within the rear, passenger and cargo compartments of the vehicle.

#### **DRIVER'S SIDE OF VEHICLE**

An inspection of the driver's side of the vehicle failed to reveal any evidence of prior collision damage.

An inspection of the driver's side of the vehicle revealed extreme fire and heat damage to all of the vehicle accessories.

The majority of the window glass at the driver's side of the vehicle was completely destroyed by the fire event.

An inspection of the window glass just inside the driver's side doors found on the floor area of the passenger compartment of the vehicle revealed a light accumulation of smoke residue on one side of the glass which was found to be easily removed.

The door handles were found to be missing from the two driver's side doors.

An inspection of the door locking mechanisms, the two doors and the doorframes all failed to reveal any evidence of forcible entry damage.

The two driver's side wheels were found to be in place but showed extreme fire and heat damage on all sides of the wheels.

Both of the driver's side tires showed almost complete destruction by the fire event.

The majority of the combustible materials at the exterior of the driver's side of the vehicle were completely destroyed by the fire event to include the body molding, the two tires, the signal lights and lens covers, the manufacturer's logo markings as well as the window glass.

An inspection of the driver's side of the vehicle revealed extreme fire and heat damage from the front to the rear of the vehicle, from the wheels to the overhead roof area.

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The area of greatest fire and heat damage at the driver's side of the vehicle was at the upper one half area of the passenger compartment of the vehicle where distinctive fire and heat patterns indicated communication of fire and heat from within the passenger compartment of the vehicle, upwards and outwards against the exterior driver's side of the vehicle to the overhead roof supports and roof covering.

An inspection of all the fire and heat patterns at the driver's side of the vehicle all indicated communication of fire and heat from within the passenger compartment of the vehicle.

### **ROOF AREA**

An inspection of the roof area of the vehicle revealed extreme deterioration and collapse of the roof with large holes in the roof area.

Severe oxidation evidence was present from the front to the rear of the roof area of the vehicle.

Heavy fire and heat damage was also in evidence at the roof area where distinctive fire and heat patterns indicated communication of fire and heat from within the passenger compartment of the vehicle, upwards and outwards against the roof supports to the overhead roof area.

There was no evidence of prior collision damage on the roof area of the vehicle but it was learned during this organization's investigation that a snowplow blade accessory for one of the salvage yard construction vehicles had been placed on the roof causing partial collapse of the roof.

The area of greatest fire and heat damage at the roof area of the vehicle was at the forward area of the passenger compartment of the vehicle.

An inspection of all the fire and heat patterns at the roof area of the vehicle all indicated communication of fire and heat from within the forward area of the passenger compartment of the vehicle.

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## **UNDERSIDE OF VEHICLE**

An inspection of the underside of the vehicle failed to reveal any evidence of prior collision damage, any evidence of any severe rust or deterioration or any evidence of a mechanical malfunction or any involvement in the fire occurrence.

An inspection of the underside of the vehicle revealed extreme fire and heat damage from the front to the rear of the vehicle.

Distinctive fire and heat patterns were in evidence at the underside of the vehicle around the four wheel wells as well as at the underside of the forward area of the passenger compartment of the vehicle.

An inspection of the underside of the vehicle revealed the greatest damage at the underside of the vehicle to be at the forward area of the passenger compartment of the vehicle.

An inspection of all the fire and heat patterns at the underside of the vehicle all indicated communication of fire and heat from the interior of the forward area of the passenger compartment of the vehicle.

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## **INTERIOR EXAMINATION**

### **CARGO COMPARTMENT**

An inspection of the cargo compartment which was located at the rear of the passenger compartment of the vehicle at the rear of the vehicle, revealed extreme fire and heat damage from the floor area to the overhead roof area.

The majority of all of the combustible materials within the cargo compartment were completely destroyed by the fire event to include the floor covering, the side wall upholstery, the ceiling liner and the window glass.

Distinctive fire and heat patterns throughout the cargo compartment all indicated heavier fire and heat damage at the forward area of the cargo compartment indicating communication of fire and heat from within the passenger compartment of the vehicle rearward through the cargo compartment of the vehicle.

### **PASSENGER COMPARTMENT**

An inspection of the passenger compartment of the vehicle revealed extreme fire and heat damage from the floor covering, the side wall upholstery, the seat cushions and backrests, the window glass to the overhead ceiling liner.

The area of greatest fire and heat damage found in the passenger compartment of the vehicle was at the forward area of the passenger compartment of the vehicle at the driver's side forward seat.

The deepest seated burning in the passenger compartment of the vehicle was within the driver's side front seat.

Distinctive fire and heat patterns on the metal surfaces throughout the passenger compartment of the vehicle indicated communication of fire and heat from within the driver's side front seat.

An inspection of all the fire and heat patterns within the passenger compartment of the vehicle all indicated communication of fire and heat from within the driver's side front seat area.

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Clearing away of fire debris at the driver's side front seat revealed distinctive heavy fire and heat damage to the electrical conductors within the driver's side front seat which connected to the seat heater elements.

The severe damage found in evidence to the seat heater elements was indicative of a heat source within the driver's side front seat.

An inspection of the remainder of the vehicle accessories throughout the interior of the passenger compartment of the vehicle failed to reveal any distinctive electrical activity such as arcing, beading, overheating or any involvement in the fire occurrence.

### **ENGINE COMPARTMENT**

An inspection of the engine compartment which was located at the front of the vehicle revealed extreme fire and heat damage on all of the combustible and noncombustible surfaces.

The majority of the combustible materials throughout the engine compartment showed almost complete destruction.

There was melting of the light metal materials throughout the engine compartment as well as distinctive fire and heat damage on the remaining metal materials all of which indicated distinctive fire and heat patterns with heavier fire and heat damage on those surfaces of the metal surfaces within the engine compartment which faced the center rear area of the engine compartment indicating fire and heat communication from that area rearward of the firewall area, from the passenger compartment of the vehicle.

An inspection of all the vehicle accessories within the engine compartment of the vehicle all failed to reveal any signs of a malfunction, overheating or any involvement in the fire occurrence.

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## **EXHAUST SYSTEM**

An inspection of the exhaust manifold, the exhaust pipes which ran off the engine rearward through the underside of the vehicle to the catalytic converter and rearward to the muffler located underneath the rear passenger compartment of the vehicle to the exhaust pipe which vented off the passenger rear area of the underside of the vehicle, all failed to reveal any evidence of deterioration, overheating or any involvement in the fire occurrence.

## **FUEL SYSTEM**

An inspection of the fuel inlet compartment revealed that the fuel inlet door was in the "open" position at the driver's side rear wheel fender.

The fuel cap was found to be missing from the fuel intake line which was present inside the fuel intake compartment at the driver's side rear wheel fender.

The fuel tank was found to be missing from the underside of the driver's side rear area of the vehicle and was found to be completely destroyed by the fire event as it was a combustible manmade material.

The fuel lines were found to be in place from the area where the fuel tank would have been located at the underside of the driver's side rear area of the vehicle, through the underside of the center area of the vehicle to the center rear area of the engine compartment where they connected to the fuel injection rails at the top side areas of the engine at the center area of the engine compartment at the front of the vehicle.

An inspection of the entire fuel system failed to reveal any direct signs of involvement in the fire occurrence, any signs of a malfunction, leakage of fuel or any involvement in the fire occurrence other than leakage of fuel and venting of the gas fumes during the fire event which caused the fuel tank to become involved in the fire occurrence as a result of being in the path of the fire event.

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## **ENGINE**

An inspection of the V-8 engine mounted in-line at the interior center area of the engine compartment at the front of the vehicle with a fuel injection system failed to reveal any signs of a malfunction, overheating or any involvement in the fire occurrence.

The dipstick was found to be missing from the engine oil dipstick tube precluding any further inspection of the engine oil level or condition of the engine oil.

## **TRANSMISSION**

An inspection of the automatic transmission mounted behind the center rear area of the engine at the center rear area of the engine compartment of the vehicle revealed heavy fire and heat damage to the exterior of the transmission housing but no evidence of a malfunction, overheating or any involvement in the fire occurrence.

The transmission fluid dipstick was found to be missing from the transmission fluid dipstick tube precluding any further inspection of the transmission fluid or any note as to its level within the transmission at the time of this organization's inspection.

## **ELECTRICAL SYSTEM**

An inspection of the 12 Volt, "DC" battery mounted at the driver's side forward area of the engine compartment at the front of the vehicle revealed the almost complete destruction of the battery with the exception of a few small sections of the battery plates.

The battery cables were found to be detached from the battery.

An inspection of the main wiring harness and distribution wiring system revealed extreme fire and heat damage with the almost complete destruction of all of the insulation on the electrical wiring but no evidence of any distinctive electrical activity such as arcing, beading, overheating or any involvement in the fire occurrence.

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The fuse panel box was found to be almost completely destroyed by the fire event as well as the fuses precluding any further identification as to the size, number or condition of the fuses.

An inspection of the entire electrical system to include the 12 Volt, "DC" battery, the battery cables, the main wiring harness, the distribution wiring, as well as all of the electrical accessories with the exception of the driver's side front seat heater, all failed to reveal any signs of a malfunction, overheating or any electrical activity such as arcing, beading, overheating or any involvement in the fire occurrence.

The electric heating elements for the seat heater at the driver's side front seat did show evidence of overheating and being at the point of fire origin and could not be ruled out as being responsible for the cause of the fire event.

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**ORIGIN AND CAUSE DETERMINATION:**

**AREA OF ORIGIN OF FIRE:**

The area of origin of this fire has been identified to be at the interior of the forward area of the passenger compartment of the vehicle.

This area of origin of the fire was identified as it was the area of greatest fire damage, the area of greatest destruction of combustible materials, the area of most prolonged burning, the area of heaviest burning and charring, the area of lowest burning and charring, it was located directly beneath the area of greatest overhead fire destruction, as well as being at the apex of a distinctive "V" pattern which emanated upward and outward from the interior forward area of the passenger compartment of the vehicle, upwards and outwards against the frames of the seat cushions and backrests, upwards and outwards against the side wall areas to the overhead roof area.

An inspection of all the fire and heat patterns at the exterior and interior of the vehicle, all indicated communication of fire and heat from within the center forward area of the passenger compartment of the vehicle.

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**POINT OF FIRE ORIGIN:**

The point of fire origin of this fire has been identified to be at the electrical heating elements within the driver's side front seat at the interior forward area of the passenger compartment of the vehicle.

This point of fire origin was identified as it was the point of greatest fire damage, the point of greatest destruction of combustible materials, the point of most prolonged burning, the point of heaviest burning and charring, the point of the lowest burning and charring, it was located directly beneath the area of greatest overhead fire destruction, it was located at the apex of a distinctive "V" pattern which emanated upward and outward from the interior of the driver's side front seat where the electric seat heater heating elements were located, upwards and outwards against the frame of the driver's side front seat cushion, upwards and outwards against the driver's side front seat backrests frame, upwards and outwards against the side wall areas and instrument console area to the overhead roof area.

An inspection of all the fire and heat patterns at the exterior and interior of the area of origin of the fire, the forward area of the passenger compartment of the vehicle, all indicated communication of fire and heat from the damaged electrical heating elements in the seat heater at the interior of the driver's side front seat at the forward area of the passenger compartment of the vehicle.

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**"NATIONAL HIGHWAY TRANSPORTATION  
SAFETY ADMINISTRATION"**

On January 22, 2001, telephone and computer inquiries were conducted with the "National Highway Transportation Safety Administration" in Washington, D.C. regarding any recalls, technical service campaigns or problems with 1999 "Ford, Lincoln, Navigator" sport utility passenger automobiles.

The telephone and computer inquiries with the "National Highway Transportation Safety Administration" revealed four outstanding recalls regarding 1999 "Ford, Lincoln, Navigator" sport utility passenger automobiles none of which applied to the vehicle accessories suspected as being the cause of the fire under investigation here.

The "National Highway Transportation Safety Administration" inquiry revealed numerous technical service bulletins concerning problems with 1999 "Ford, Lincoln, Navigator" sport utility passenger automobiles and several copies of a partial list of those problems were obtained and are attached to this report. None of the listed service bulletins regarding problems with the 1999 "Ford, Lincoln, Navigator" sport utility passenger automobile vehicles pertained to the problems with the vehicle accessories identified by this organization as being the cause of the fire event.

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**"FORD MOTOR DIVISION"**

On January 22, 2001, a telephone inquiry was made with the "Ford Motor Division" in Detroit, Michigan regarding any recalls or technical service campaigns concerning 1999 "Ford, Lincoln, Navigator" sport utility passenger automobiles.

The "Ford Motor Division" inquiry failed to reveal any specific recalls concerning a 1999 "Ford, Lincoln, Navigator" sport utility passenger automobile with the vehicle identification number as identified in this investigation.

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██████████  
**OWNER/INSURED**

On January 26, 2001, ██████████ was telephonically interviewed by Robert P. Diamond of "Diamond Investigations" at her residence at ██████████ Lane, Fayetteville, New York.

██████████ reported that on the day of the fire occurrence, Tuesday, December 26, 2000, sometime around 1:00 AM in the morning, she received a telephone call from the "Time Warner Security" company while she and her husband were asleep in their bed in their bedroom at their residence in Fayetteville, New York and were advised that there was a fire in their residence.

██████████ then fled their house with their family and once outside the house observed that there was a fire concentrated in their attached two car garage.

██████████ reported that a 1997 "Lincoln, Continental" and a 1999 "Lincoln, Navigator" passenger automobile were both parked in the garage.

██████████ reported that she and her family fled through the front door of their house and that while they exited the house they did not observe any fire or smoke in the building and that their first observations of any fire or smoke were from the garage when they were outside the building.

██████████ stated that her husband was the normal driver of the "Lincoln, Continental" and she was the normal driver of the "Lincoln, Navigator" sport utility passenger automobile.

██████████ reported that there had not been any recent problems or repairs to either of the vehicles other than the fact that the compass and the driver's side front seat heater were not working properly at the time of the fire event. She further reported that approximately three weeks prior to the fire occurrence of December 26, 2000, she had taken the vehicle in to the "Burdick Lincoln Mercury" dealership in North Syracuse, New York for repair of the seat heater and was told that the vehicle would have to be brought back when the parts were in for the seat heater.

██████████ reported that as of the day of the fire event the seat heater at the driver's side front seat still did not work and it had not been repaired by the "Burdick Lincoln Mercury" dealership or any other parties.

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██████████ reported that neither one of the vehicles had problems with engine performance, transmission performance, overall vehicle performance, over consumption of engine oil, transmission fluid or other fluids, or any other problems with any of the other vehicle accessories other than those previously noted.

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**CONCLUSIONS:**

It is the opinion of this organization that the hostile fire occurrence that occurred on Tuesday, December 26, 2000, inside the attached two car garage of the residence of owners/insureds, [REDACTED] and her husband, [REDACTED] in Fayetteville, New York was identified to be a manufacturer's design defect/manufacturing defect of the driver's side front seat heater of a 1999 "Lincoln, Navigator" sport utility passenger automobile.

Present in the garage identified as the origin of the fire was a 1999 "Lincoln, Navigator" passenger automobile and a 1997 "Lincoln, Continental" passenger automobile.

A subsequent investigation conducted by "Diamond Investigations" revealed that the driver's side front seat heater failed causing an overheated condition which resulted in the ignition of the insulation on the electrical conductors attached to the seat heater element and the cushion above the seat heater element which spread to the remainder of the driver's side front seat and then throughout the remainder of the 1999 "Lincoln, Navigator" sport utility passenger automobile.

Fire spread from the 1999 "Lincoln, Navigator" sport utility passenger automobile to the adjacent 1997 "Lincoln, Continental" passenger automobile and then throughout the remainder of the garage.

The direct cause of the fire event established by "Diamond Investigations" to be a failure of the driver's side front seat heater was identified to be a manufacturer's design defect/manufacturing defect which allowed for the driver's side front seat heater element to overheat causing the ignition of the insulating materials on the electrical conductors for the seat heater as well as the cushion directly above the seat heater element.

The following facts support our conclusions:

1. All other accidental and providential causes have been eliminated as being responsible for this fire occurrence.

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2. The absence of the presence of pour patterns, splash patterns, puddling, unusual burn patterns, the presence of liquid accelerants, trailers, ignition devices and multiple points of fire origin, all rule out the probability of an incendiary type fire.
3. An inspection of the fire debris failed to reveal the remains of any cigarette smoking materials or any fire patterns that could be associated with the careless disposal of cigarette smoking materials.
4. Examination of the fire debris failed to reveal the presence of any substances capable of producing spontaneous combustion.
5. As a result of an examination of the fire patterns in the vehicle, as well as information developed from the insured, it was learned that there were no thunderstorms or lightning strikes in the area of the vehicle prior to the fire event.
6. An inspection of the fuel system, the exhaust system, the power train, the electrical system with the exception of the driver's side front seat heater, all failed to reveal any involvement in the fire occurrence.
7. The area of origin of this fire as been identified to be at the interior of the forward area of the passenger compartment of the vehicle.

This area of origin of the fire was identified as it was the area of greatest fire damage, the area of greatest destruction of combustible materials, the area of most prolonged burning, the area of heaviest burning and charring, the area of lowest burning and charring, it was located directly beneath the area of greatest overhead fire destruction, as well as being at the apex of a distinctive "V" pattern which emanated upward and outward from the interior forward area of the passenger compartment of the vehicle, upwards and outwards against the frames of the seat cushions and backrests, upwards and outwards against the side wall areas to the overhead roof area.

An inspection of all the fire and heat patterns at the exterior and interior of the vehicle, all indicated communication of fire and heat from within the center forward area of the passenger compartment of the vehicle.

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8. The point of fire origin of this fire has been identified to be at the electrical heating elements within the driver's side front seat at the interior forward area of the passenger compartment of the vehicle.

This point of fire origin was identified as it was the point of greatest fire damage, the point of greatest destruction of combustible materials, the point of most prolonged burning, the point of heaviest burning and charring, the point of the lowest burning and charring, it was located directly beneath the area of greatest overhead fire destruction, it was located at the apex of a distinctive "V" pattern which emanated upward and outward from the interior of the driver's side front seat where the electric seat heater heating elements were located, upwards and outwards against the frame of the driver's side front seat cushion, upwards and outwards against the driver's side front seat backrests frame, upwards and outwards against the side wall areas and instrument console area to the overhead roof area.

An inspection of all the fire and heat patterns at the exterior and interior of the area of origin of the fire, the forward area of the passenger compartment of the vehicle, all indicated communication of fire and heat from the damaged electrical heating elements in the seat heater at the interior of the driver's side front seat at the forward area of the passenger compartment of the vehicle.

9. The only ignition source which could not be ruled out as being responsible for the cause of the fire event was the driver's side front seat heater.

The driver's side front seat heater was found to be at the point of fire origin.

The driver's side front seat heater was found to be at the lowest point of burning, the heaviest point of burning and the area of greatest destruction of combustible materials.

The driver's side front seat heater was found to be at the point where distinctive damage to the electrical conductors for the seat heater were present and which was not found to be as severe in any other area of the vehicle.

Information provided by the insured, [REDACTED] revealed that there had been prior problems with the driver's side front seat heater and an attempt was made to get the seat heater repaired at the "Burdick Lincoln Mercury" dealership.

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A failure of the driver's side front seat heater element which resulted in an overheated condition which ignited the insulation material on the electrical conductors that energized the seat heater element, as well as the foam cushion above the seat heater element was found to be the only cause for the fire event which could not be ruled out as being responsible for the fire occurrence.

10. There were no other ignition sources located at the point of fire origin which could be associated with the cause of this fire event.

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**COMMENTS:**

This investigation will be held in an inactive status pending your review and receipt of instructions from you for any further investigation.

Additional photographs, sketches and information concerning the insured and the vehicle are available if requested.

If you have any questions or comments, please do not hesitate to contact me at any time.



Robert P. Diamond, MFS, CFI-II  
**DIAMOND INVESTIGATIONS**

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# Office of Defects Investigation

## Service Bulletins Database

Call the Auto Safety Hotline toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: January 22, 2001 02:35:43 PM

Service Bulletin Number: 982019

Bulletin Sequence Number: 372

Date of Bulletin: 9810

NHTSA Item Number: SB603704

Make: LINCOLN TRUCK

Model: NAVIGATOR

Year: 1999

Component: EQUIPMENT:ELECTRIC POWER ACCESSORIES:SEATS

Summary: CONCERNS WITH THE POWER SEAT CONTROL BUTTON ( KNOB ) MAY DETACH FROM THE SWITCH ACTUATOR. \*YC

This search returned 1 record.

The total number of records returned does not necessarily reflect the number of problems or issues identified by the manufacturer with respect to the item covered by the search. In some instances, manufacturers reissue a bulletin or send follow-up bulletins to their dealers.

[New Search](#)  
[Return to Safety Problems and Issues](#)



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1/22/01

EA05-085-LC1-4344



## Office of Defects Investigation

### Service Bulletins Database

Call the Auto Safety Hotline toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: January 22, 2001 02:33:18 PM

Service Bulletin Number: 99128

Bulletin Sequence Number: 645

Date of Bulletin: 9906

NHTSA Item Number: SB606449

Make: LINCOLN TRUCK

Model: NAVIGATOR

Year: 1999

Component: AIR CONDITIONER

Summary: SOME VEHICLES MAY EXHIBIT A WHISTLING NOISE WHILE DRIVING WITH A/C IN THE OFF POSITION. SOME VEHICLES MAY EXHIBIT A WHISTLING NOISE WHILE DRIVING WITH A/C IN THE OFF POSITION AT SPEEDS ABOVE 64 KM/H (40 MPH). \*TT POSITION AT SPEEDS ABOVE 64 KM/H (40 MPH). \*TT

Service Bulletin Number: 99196

Bulletin Sequence Number: 609

Date of Bulletin: 9909

NHTSA Item Number: SB6090087

Make: LINCOLN TRUCK

Model: NAVIGATOR

Year: 1999

Component: AIR CONDITIONER

Summary: INFORMATION ON IDENTIFYING NON-APPROVED / ALTERNATE REFRIGERANTS WHICH COULD CAUSE SAFETY, AND PERFORMANCE CONCERNS IF INSTALLED IN FORD A/C SYSTEMS. \*TT

Service Bulletin Number: 0018

Bulletin Sequence Number: 122

Date of Bulletin: 0001

NHTSA Item Number: SB612297

Make: LINCOLN TRUCK

Model: NAVIGATOR

Year: 1999

Component: AIR CONDITIONER

Summary: VEHICLES EQUIPPED WITH ELECTRONIC AUTOMATIC TEMPERATURE CONTROL (EATC), MAY EXPERIENCE THE BLOWER MOTOR STAYING ON HIGH AFTER DESIRED TEMPERATURE IS REACHED AND/ OR THE SYSTEM DOES NOT REACH DESIRED TEMPERATURE. \*MJS

E003-005-1C1-4345

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East Syracuse CSO  
East Syracuse DSO



Service Bulletin Number: 0032  
Bulletin Sequence Number: 122  
Date of Bulletin: 0002  
NHTSA Item Number: SB612318  
Make: LINCOLN TRUCK  
Model: NAVIGATOR  
Year: 1999

Component: AIR CONDITIONER  
Summary: VEHICLES MAY EXPERIENCE AIR CONDITIONING INACCURATE AMBIENT TEMPERATURE DISPLAYED- VEHICLES EQUIPPED WITH EATC- CONTINENTAL AND LS BUILT THROUGH 10/15/99, ALL OTHERS BUILT THROUGH 8/31/99. \*MJS

---

Service Bulletin Number: 6553  
Bulletin Sequence Number: 106  
Date of Bulletin: 9907  
NHTSA Item Number: SB610680  
Make: LINCOLN TRUCK  
Model: NAVIGATOR  
Year: 1999

Component: AIR CONDITIONER-ELECTRONIC CLIMATE CONTROL MODULE  
Summary: INFORMATION REGARDING AMBIENT TEMPERTURE DISPLAY STRATEGY. \*TT

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Service Bulletin Number: 6686  
Bulletin Sequence Number: 107  
Date of Bulletin: 9907  
NHTSA Item Number: SB610729  
Make: LINCOLN TRUCK  
Model: NAVIGATOR  
Year: 1999

Component: AIR CONDITIONER:OTHER PART  
Summary: SUBJECT REGARDING AIR CONDITIONER VACUUM RESERVOIR / CHECK VALVE LOCATION. \*TT

---

Service Bulletin Number: 12994  
Bulletin Sequence Number: 147  
Date of Bulletin: 9907  
NHTSA Item Number: SB614779  
Make: LINCOLN TRUCK  
Model: NAVIGATOR  
Year: 1999

Component: AIR CONDITIONER:OTHER PART  
Summary: SUBJECT REGARDING A/C VACUUM RESERVOIR / CHECK VALVE LOCATION FOR THE AIR CONDITIONING SYSTEM. \*TT

---

Service Bulletin Number: 99168  
Bulletin Sequence Number: 765

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8985-005-LC1-4348

FEB 14 2001

Date of Bulletin: 9908  
NHTSA Item Number: SB607664  
Make: LINCOLN TRUCK  
Model: NAVIGATOR  
Year: 1999  
Component: BRAKES:HYDRAULIC SYSTEM  
Summary: A SQUEAKING NOISE FROM THE REAR WHILE LIGHTLY BRAKING FROM 64-32 KM/H (40-20 MPH) MAY OCCUR ON SOME VEHICLES. \*TT

---

Service Bulletin Number: 99194  
Bulletin Sequence Number: 609  
Date of Bulletin: 9909  
NHTSA Item Number: SB6090082  
Make: LINCOLN TRUCK  
Model: NAVIGATOR  
Year: 1999  
Component: BRAKES:HYDRAULIC SYSTEM  
Summary: INFORMATION FOR SERVICING AND DIAGNOSING BRAKE VIBRATION, BRAKE INSPECTION, AND BRAKE FRICTION MATERIAL REPLACEMENT. \*TT

---

Service Bulletin Number: 99411  
Bulletin Sequence Number: 478  
Date of Bulletin: 9903  
NHTSA Item Number: SB604767  
Make: LINCOLN TRUCK  
Model: NAVIGATOR  
Year: 1999  
Component: BRAKES:HYDRAULIC:ANTI-SKID SYSTEM  
Summary: VEHICLES EXPERIENCING INCREASED BRAKE PEDAL EFFORT AND / OR FALSE ABS CYCLING AT LOW SPEEDS, OR ABS LAMP ILLUMINATION. \*TT

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Service Bulletin Number: 991313  
Bulletin Sequence Number: 651  
Date of Bulletin: 9906  
NHTSA Item Number: SB606515  
Make: LINCOLN TRUCK  
Model: NAVIGATOR  
Year: 1999  
Component: BRAKES:HYDRAULIC:ANTI-SKID SYSTEM  
Summary: SUBJECT REGARDING ANTI-LOCK BRAKE LAMP ILLUMINATION, INCREASED BREAK PEDAL EFFORT AND / OR FALSE ANTI-LOCK BRAKE SYSTEM (ABS) CYCLING AT LOW SPEEDS. \*TT

---

Service Bulletin Number: 6315  
Bulletin Sequence Number: 679  
Date of Bulletin: 9906

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E985-885-LC1-4347

East Syracuse CSO



## Office of Defects Investigation Recall Database

Call the **Auto Safety Hotline** toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: January 22, 2001 02:28:40 PM

### NHTSA CAMPAIGN ID Number: 00V073000

Component: EQUIPMENT:OTHER FITCES:TRAILER HITCHES AND ATTACHMENTS

Manufacturer: FORD MOTOR COMPANY

Mfg. Campaign #: 00S05

Year: 1999

Make: LINCOLN TRUCK

Model: NAVIGATOR

Potential Number of Units Affected: 565800

Manufactured From: JUL 1996 To: DEC 1999

Year of Recall: '00

Type of Report: Vehicle

Summary:

Vehicle Description: Multi-purpose vehicles. The trailer hitch assembly to the frame attaching bolts could lose the clamp load.

The trailer hitch could then separate from the vehicle.

Dealers will replace the trailer hitch mounting bolts and nut plates. Owner notification began May 15, 2000. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

### NHTSA CAMPAIGN ID Number: 98V296000

Component: BRAKES:HYDRAULIC:PEDALS AND LINKAGES

Manufacturer: FORD MOTOR COMPANY

Mfg. Campaign #: 98S32

Year: 1999

Make: LINCOLN TRUCK

Model: NAVIGATOR

Potential Number of Units Affected: 4000

Manufactured From: To:

Year of Recall: '98

Type of Report: Vehicle

ERR-985-LC1-4348

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1.2.01

**Summary:**

**Vehicle Description:** Sport utility vehicles. These vehicles may have a missing or partially installed retainer clip that holds the master cylinder push rod to the brake pedal arm.

Increased brake stopping distance can occur, increasing the risk of a crash.

Dealers will inspect these vehicles to see if the retainer clip was installed, and repair, if necessary. Owner notification began December 30, 1998. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

---

**NHTSA CAMPAIGN ID Number: 98V312000**

**Component:** FUEL:FUEL LINES:METALLIC

**Manufacturer:** FORD MOTOR COMPANY

**Mfg. Campaign #:** 98S35

**Year:** 1999

**Make:** LINCOLN TRUCK

**Model:** NAVIGATOR

**Potential Number of Units Affected:** 305

**Manufactured From:** AUG 1998 To: AUG 1998

**Year of Recall:** '98

**Type of Report:** Vehicle

**Summary:**

**Vehicle Description:** Sport utility vehicles. The fuel line assemblies may have been damaged by the supplier during manufacturing, allowing leakage.

Fuel leakage in the presence of an ignition source can result in a fire.

Dealers will inspect these vehicles and, if necessary, replace the front and rear fuel line assemblies. Owner notification is expected to begin January 3, 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

---

**NHTSA CAMPAIGN ID Number: 99V099000**

**Component:** WHEELS:LUGS:NUTS:BOLTS

**Manufacturer:** FORD MOTOR COMPANY

**Mfg. Campaign #:** 99S12

**Year:** 1999

EP05-885-LC1-4349

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East Syracuse C80

**Make:** LINCOLN TRUCK  
**Model:** NAVIGATOR  
**Potential Number of Units Affected:** 53784  
**Manufactured From:** JUL 1998 **To:** APR 1999  
**Year of Recall:** '99  
**Type of Report:** Vehicle  
**Summary:**

**Vehicle Description:** Sport utility vehicles equipped with four-wheel-drive (4x4), 17" chrome steel wheels. The clamp load can be lost on the wheel lugs due to insufficient wheel contact area with the hub. In some cases, the contact area can deform, resulting in a loss of lug nut torque. Loss of lug nut torque can cause vibration or separation of a wheel and tire from the vehicle.

Dealers will re-torque the wheel lugs to proper specifications and also install a label that specifies that the wheel lugs be torqued to 110 lb-ft any time the wheel is removed. Owner notification began May 7, 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

This search returned 4 records.

[New Search](#)  
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ER85-885-LC1-4358



Delivering the Solution

117 CCC - INFO  
800-621-8070  
800-621-7070 tx

TOTAL LOSS SETTLEMENT

Method used to determine base price (check one):

Option I  Option II  Option III

Option I - Book Values

MADA Basic Book Price \$ \_\_\_\_\_ + Adjustments\*\$ \_\_\_\_\_ = Amount \$ \_\_\_\_\_  
 Red Book Basic Price \$ \_\_\_\_\_ + Adjustments\*\$ \_\_\_\_\_ = Amount \$ \_\_\_\_\_  
 Average Price \$ \_\_\_\_\_ + Adjustments\*\$ \_\_\_\_\_ (continued)  
 = Adjusted Price \$ \_\_\_\_\_ \*enter as CCC pretax adjustment

List additions or deductions for equipment, mileage, etc.

Option II - Comparable Vehicles

Source & Telephone Number	Quote By/Stock #	Make/Model	Available	Price
1. _____	Date: _____	_____	YES NO	\$ _____
2. _____	Date: _____	_____	YES NO	\$ _____
3. _____	Date: _____	_____	YES NO	\$ _____

Circle vehicle number(s) used to determine base price: (1,2,3) Explain any adjustments for difference in mileage, equipment, condition, prior damage, etc.

Adjusted Price \$ \_\_\_\_\_

Automated Total Loss valuation package used?  Yes  No If yes, attach printout

Option III - Current Model Year

Purchase Price: \$ \_\_\_\_\_  
 Mileage \_\_\_\_\_ X \_\_\_\_\_ (depreciable amount) = \$ \_\_\_\_\_  
 Adjusted Price \$ \_\_\_\_\_

Adjusted Price		SALVAGE DISPOSITION	
Adjusted Price	\$ 39,175.00	Name of Purchaser:	_____
Prior Damage	- 0	Date Sold:	_____
Dealer Prep	- 0	Date Remit Received:	_____
Base Price	\$ 39,175.00	High Salvage Bid	\$ _____
Tax	+ 2,742.85	Towing Expense	- _____
Fees	+ 0	Storage Expense	- _____
Actual Cash Value	= 41,917.85	Misc. Expense	- _____
Owner Retained Salvage	- 0	Net Salvage Return	\$ _____
Deductible	- 600.00	Remarks:	SY 76269
Lienholder Payoff	- 41,417.85	Date copy sent/given to consumer:	1-5-00
Amount Paid Owner	\$ 0	Disposition of Title:	_____
Date Settled	\$ 1-8-01		
Claim Rep			
Signature:	<i>Kelly MacNeil</i>		
Date:			

Completed in accordance with REG 54(New York CBB 216)(NY Ins. Dept)/NJ REG 17:1  
 See CPG: 2700-270  
 Page 3



Defining the Solution

312-CCC-INFO  
800-611-8070  
SON 671-7070 fax

STATE FARM INSURANCE CO.  
5898 BRIDGE STREET  
EAST SYRACUSE, NY 13857  
(315) 445-3100

User id: 21223 Valuation - Request: 25002714 01/04/2001 12:05

Adjuster name: KERR, JIM Loss date: 12/26/2000  
Adjuster id: VIN: SIMPU28A7X  
Claim reference: Claims class:  
Insured: Owner: NANCY RODGERS

Insurer Description		VINguard Analysis
Year	1999	1999
Make	Lincoln	Lincoln
Model	Navigator 4X4	Navigator 4X4
	U28	U28
Body style	4d Utv	
Engine	8-5.4l-Fi	8-5.4l-Fi
Trans	# Automatic Transmission	
	# Overdrive	
	# 4 Wheel Drive	
Restraints	AIR BAGS (DRIVER+PASS.)	Air Bags (Driver+Pass.)
Odometer	15000 Note: 35% less than typical vehicle	

This vehicle was assembled in WAYNE, MI

VINguard message(s):  
VINguard has decoded this VIN without any errors.



Delivering the Solution

317 CCC - INFO  
800-621-8070  
800-671-7070 fax

Valuation request: 26882714 (continued) 1999 LINX NAVIGATOR 4X4

PAGE 2

===== Vehicle Valuation Summary =====

DESCRIPTION	OPTION	LOCAL MARKET VALUE
Base value **		\$ 36,865.00
Odometer	15,000	+ 1,858.00
Vehicle equipment:		
STD	AT - Automatic Transmission	INCLUDED
STD	OD - Overdrive	INCLUDED
STD	4W - 4 Wheel Drive	INCLUDED
STD	PO - Positraction	INCLUDED
STD	SP - Power Driver Seat	INCLUDED
STD	PC - Power Passenger Seat	INCLUDED
STD	BS - Bucket Seats	INCLUDED
STD	LS - Leather Seats	INCLUDED
STD	PS - Power Steering	INCLUDED
STD	TW - Tilt Wheel	INCLUDED
STD	PB - Power Brakes	INCLUDED
STD	DB - 4-Wheel Disc Brakes	INCLUDED
STD	AB - Anti-Lock Brakes (4)	INCLUDED
STD	RR - Luggage/Roof Rack	INCLUDED
STD	DT - Privacy Glass	INCLUDED
STD	RD - Rear Defogger	INCLUDED
STD	PW - Power Windows	INCLUDED
STD	WP - Rear Window Wiper	INCLUDED
STD	IW - Intermittent Wipers	INCLUDED
STD	AW - Aluminum Wheels, <i>17" CHROME CAST</i>	<del>*INCLUDED</del> \$500.00
STD	AM - AM Radio	INCLUDED
STD	FM - FM Radio	INCLUDED
STD	ST - Stereo	INCLUDED
STD	CA - Cassette	INCLUDED
	PE - Cellular Phone	<del>*INCLUDED</del> \$400.00
	SK - CD Changer/Stecker	+ 388.00
STD	PL - Power Locks	INCLUDED
STD	AC - Air Conditioning	INCLUDED
	DA - Dual Air Conditioning	+ 488.00
STD	CC - Cruise Control	INCLUDED
STD	AG - Air Bag	INCLUDED
STD	RG - Passenger Airbag	INCLUDED
STD	CN - Console/Storage	INCLUDED
STD	DK - Digital Clock	INCLUDED
STD	PM - Power Mirrors	INCLUDED
STD	BN - Body Side Moldings	INCLUDED
STD	AL - Auto Level	INCLUDED
STD	DM - Dual Mirrors	INCLUDED
STD	FL - Fog Lamps	INCLUDED
STD	KE - Keyless Entry	INCLUDED
STD	BD - Running Boards	INCLUDED
STD	TP - Trailering Package	INCLUDED
	<i>All terrain:</i>	<del>\$850.00</del>
	<i>Skid plate pkg</i>	\$ 100.00
	<i>Electro chromic R mirror</i>	\$ 100.00





Reverting the Solution

117 EX INFO  
800-621-8070  
800-621-7070 fax

Valuation request: 26882714 (continued) 1999 LINX NAVIGATOR 4X4 PAGE 3

===== Vehicle Valuation Summary (continued) =====

Condition adjustment amount	+ 0.00
Actual Cash Value	<u>\$39,175.00</u>
Pre-tax amount	\$ 39,175.00
Sales tax 7.00%	+ 2,742.25
Value before deductible	<u>\$41,917.25</u>
DEDUCTIBLE	- 500.00
Adjusted vehicle valuation amount	<u>\$41,417.25</u>

\*\* The base value is the local market value of a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard (STD) and predominant (PREDOM) options. As such, the vehicle equipment listing reflects proper deductions for all standard or predominant option(s) which are not present on the loss vehicle. In cases where a standard or predominant option is superseded by a replacement or upgrade, a corresponding addition will appear for the option which supersedes the standard/predominant option.

===== Valuation Processing Notes =====

We have added the following standard options to the loss vehicle: Anti-lock Brakes (4), Air Bag, Auto Level, Aluminum Wheels, Running Boards, Body Side Moldings, Bucket Seats, Cruise Control, Console/storage, 4-wheel Disc Brakes, Digital Clock, Dual Mirrors, Privacy Glass, Fog Lamps, Intermittent Wipers, Keyless Entry, Leather Seats, Power Brakes, Power Passenger Seat, Power Locks, Power Mirrors, Positraction, Power Steering, Power Windows, Rear Defogger, Passenger Airbag, Luggage/roof Rack, Power Driver Seat, Trailering Package, Tilt Wheel, Rear Window Wiper, 4 Wheel Drive, Overdrive

The following information was provided after the valuation was completed:

01/04 13:20 Pre tax/Post tax data modified after valuation.

01/05 07:49 Post valuation adjustment entered for:

- Option(s) added: Cd Changer/stacker

01/05 07:50 Post valuation adjustment entered for:

- Option(s) added: Cellular Phone

01/05 07:51 Post valuation adjustment entered for:

- Option(s) added: Dual Air Conditioning



Delivering the Solution

312 CCC - INFO  
800-671-8070  
800-671-7070 fax

Valuation request: 26882714 (continued) 1999 LINC NAVIGATOR 4X4 PAGE 4

Notice: This valuation has been prepared in accordance with New York State Insurance Department Regulation no. 54.

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Delivering the Solution

317-CCC-INFO  
800-621-8070  
MOB-671-7070 fax

Valuation request: 26862714 (continued) 1999 LINCOLN NAVIGATOR 4X4

PAGE 5

===== Valuation Methodology =====

CCC based the valuation of your 1999 Lincoln Navigator 4X4 on the local market of Fayetteville, NY.

CCC searched 1 local vehicle database in the preparation of your valuation.

The primary local vehicle database searched was Syracuse, NY.

In this area CCC maintains a database of 974 inspected dealer vehicles located at 12 dealerships and 18,149 advertised vehicles taken from 22 local newspapers and magazines. This local database also includes 3,222 valuations recently completed in this area.

CCC searched the above databases for comparable vehicles based on the year, make, model, body style and engine configuration of your vehicle.

Adjustments were made to the value of each comparable vehicle to compensate for differences in year, model, body style, engine configuration, packages, options, and mileage. From these local databases CCC identified 1 advertised vehicle as sufficiently similar to your 1999 Lincoln Navigator 4X4 to be considered as comparable vehicle. CCC selected 1 advertised vehicle as the most comparable and used its value to determine your valuation.

Your valuation was prepared by Kim Kueker.

The valuation was based on advertised vehicles. Advertised vehicles include both dealer and private advertisements.

The valuation for your 1999 Lincoln Navigator 4X4 was adjusted to reflect the mileage, options, packages and condition of your vehicle. This information was provided as part of the request for valuation. Additionally, CCC decoded the Vehicle Identification Number (VIN) to verify that your vehicle is a 1999 Lincoln Navigator 4X4 with a 8 cylinder 5.4 liter engine.

Adjustment amounts are based on a combination of factors including the region of the country, the age of the vehicle, and the type of vehicle. Your vehicle has been valued in the Eastern region as a newer truck with 35% less than average mileage.

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**Delivering the Solution**

312-CCC-INFO  
800-621-8070  
908-671-7070 fax

Valuation request: 26882714 (continued) 1999 LINCOLN NAVIGATOR 4X4

PAGE 6

===== Vehicle Condition =====

Category	Condition	Adjustments
<b>INTERIOR</b>		
Seats	Average	\$0
Carpets	Average	\$0
Glass	Average	\$0
Dashboard	Average	\$0
Headliner	Average	\$0
<b>EXTERIOR</b>		
Sheet Metal	Average	\$0
Paint	Average	\$0
Trim	Average	\$0
<b>MECHANICAL</b>		
Engine	Average	\$0
Transmission	Average	\$0
Tires	Average	\$0
Total Adjustments:		\$0

===== Supplemental Local Advertisements =====

Source/Location/Year Model	Phone/ Odometer Date	Price	Compared To Loss
Central & W Ny Truck Trader Victor, NY. 71 Miles From Fayetteville 1999 Navigator 4X4	(716) 924-4020 7,888 Rec. Avail.	\$ 37,962	\$ 37,831

===== Vehicle History =====

For 1999, Lincoln adds more power to its Navigator full-sized sport-utility vehicle. Based on the Ford Expedition, the Navigator offers slightly different front- and rear-end styling. The Navigator meshes perfectly with Lincoln's image of producing big, well-appointed, luxurious, road hogs. Rear-wheel drive or 4-wheel drive versions are offered. The new 8-cylinder, 5.4-liter, 300-horsepower, 32-valve, "InTech", dual-cam engine supplies more than enough power to move this oversized monster. Payload capacity is almost two tons, and the towing capacity is a whopping 8,000 pounds. The Navigator offers 115.4 cubic feet of cargo space, or it can comfortably haul eight passengers. The Navigator's second row of seats come standard as captain's chairs. The well-appointed cabin employs all of the luxury conveniences that are normally found on passenger cars. The Navigator is a work horse, but because of its tremendous size (the Chevrolet Suburban is the only vehicle bigger), serious off-road use is not its forte. Base prices on the Navigator start at over \$39,800. The people at Lincoln



Delivering the Solution

312-531-1100  
800-621-8070  
800-621-7070 Ex

Valuation request: 25982714 (continued) 1999 LINN NAVIGATOR 4X4. PAGE 7

===== Vehicle History (continued)=====  
definitely have their hands full as the initial reaction to the Navigator has been very positive. If you can do without the extra luxury features found on the Navigator, the Ford Expedition represents the better buy.

===== Vehicle Recalls =====  
The National Highway Traffic Safety Administration has issued 3 safety related recall notices that may apply to the above valued vehicle. For additional information or assistance, call CCC customer service at 1-800-621-8070 and follow the automated operator's instructions. Please use your valuation request number for reference.

**NHTSA ID: 99V099000** Issued: 04/25/1999 No. of vehicles: 50,000  
Vehicle Description: Sport utility vehicles equipped with four-wheel-drive (4x4), 17" chrome steel wheels. The clamp load can be lost on the wheel lugs due to insufficient wheel contact area with the hub. In some cases, the contact area can deform, resulting in a loss of lug nut torque. Loss of lug nut torque can cause vibration or separation of a wheel and tire from the vehicle.  
Dealers will re-torque the wheel lugs to proper specifications and also install a label that specifies that the wheel lugs be torqued to 110 lb-ft any time the wheel is removed. Owner notification is expected to begin during May 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

**NHTSA ID: 98V312000** Issued: 12/02/1998 No. of vehicles: 305  
Vehicle Description: Sport utility vehicles. The fuel line assemblies may have been damaged by the supplier during manufacturing, allowing leakage.  
Fuel leakage in the presence of an ignition source can result in a fire.  
Dealers will inspect these vehicles and, if necessary, replace the front and rear fuel line assemblies. Owner notification is expected to begin January 3, 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

**NHTSA ID: 98V295000** Issued: 11/12/1998 No. of vehicles: 4,000  
Vehicle Description: Sport utility vehicles. These vehicles may have a missing or partially installed retainer clip that holds the master cylinder push rod to the brake pedal arm.  
Increased brake stopping distance can occur, increasing the risk of a



Retrieving the Solution

312 CCC INFO  
800-621-6070  
800-671-7070 fax

Valuation request: 26882714 (continued) 1999 LINX NAVIGATOR 4X4 PAGE 8

===== Vehicle Recalls (continued) =====

crash.  
Dealers will inspect these vehicles to see if the retainer clip was installed, and repair, if necessary. Owner notification began December 30, 1998. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

===== Price Trends =====  
as of: 01/05/2001

\$40,000						\$40,000
\$39,800						\$39,800
\$39,600						\$39,600
\$39,400						\$39,400
\$39,200						\$39,200
\$39,000						\$39,000
\$38,800						\$38,800
\$38,600	+					\$38,600
\$38,400		+				\$38,400
\$38,200			+	+		\$38,200
\$38,000						\$38,000
\$37,800					+	\$37,800
\$37,600						\$37,600
\$37,400						\$37,400

Jul Aug Sep Oct Nov Dec

CLAIM NO [REDACTED] POLICY NO [REDACTED] LOSS DATE 12/26/2000 PAYMENT NO 1 28 938533 J

Coverage Description	AMOUNT	COL	BY
COMPREHENSIVE - FUT, CAC, OR LOWV	\$41,417.25	311	2

DATE 1/08/2001  
AMOUNT \$41,417.25  
TIN

ENTERED BY GLADHILL, KELLY  
AUTHORISED BY GLADHILL, KELLY  
PHONE (315) 445-3185

REMARKS <sup>VIN</sup> Lease payoff acct# 5LMPU28A7X [REDACTED]  
ACCT BSN4593E23

 **STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY** 1, 28 938533 J  
 NORTH ATLANTIC OFFICE THE ADIRONDACK TRUST COMPANY 50-288/213 1/08/2001  
 BALLSTON SPA, NY SARATOGA SPRINGS, NY

INSURED [REDACTED] CLAIM NO [REDACTED] LOSS DATE 12/26/2000

\*\*\*\*\* EXACTLY FORTY-ONE THOUSAND FOUR HUNDRED SEVENTEEN AND 25/100 DOLLARS \$\*\*\*\*41,417.25

pay to the Order of: FORD MOTOR CREDIT COMPANY ON BEHALF OF [REDACTED]  
TAMPA FL [REDACTED]

APPROVED BY

CLAIM PHOTO TRANSMITTAL - 4 X 6 (35mm)

CLAIM NO.:

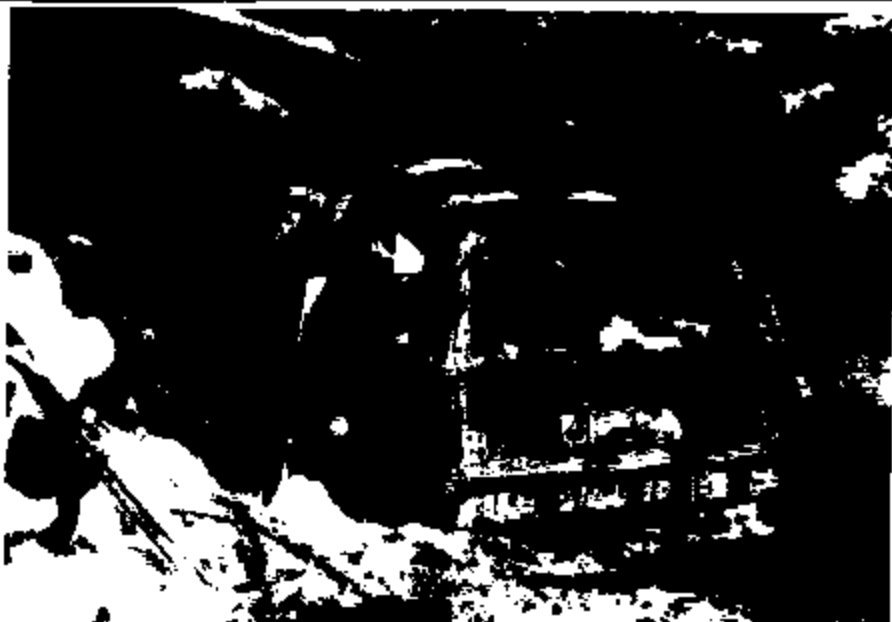


Photo No.: 3

Photo Taken By: \_\_\_\_\_

Date Taken: \_\_\_\_\_

Time: \_\_\_\_\_

Location: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

View: \_\_\_\_\_

Additional Information:



Photo No.: 4

Photo Taken By: \_\_\_\_\_

Date Taken: \_\_\_\_\_

Time: \_\_\_\_\_

Location: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

View: \_\_\_\_\_

Additional Information:

EA85-005-LC1-4361



**D** IAMOND  
I NVESTIGATIONS  
**Photo Sheet**



Overall view of the interior of the front of the passenger compartment of the vehicle as seen from the driver's side of the vehicle.

FILE NUMBER: 01-01-004  
FILE NAME: [REDACTED]

PHOTO SHEET NO. -41

EP05-005-LC1-4382

**D**IAMOND  
INVESTIGATIONS  
**Photo Sheet**



**Close up view of the driver's side front seat and floor area.**

**FILE NUMBER: 01-01-004**  
**FILE NAME: [REDACTED]**

**PHOTO SHEET NO. 40**

**2005-005-1C1-4363**

**D** IAMOND  
I NVESTIGATIONS  
**Photo Sheet**



Close up view of the two front passenger seats located at the front of the passenger compartment of the vehicle with this view facing rearward.

FILE NUMBER: 01-01-004  
FILE NAME: [REDACTED]

ER25-005-LC1-4384

PHOTO SHEET NO. 30

**DIAMOND**  
**INVESTIGATIONS**  
**Photo Sheet**



Close up view of the electrical conductors inside the driver's side front seat.

FILE NUMBER: 01-01-004

FILE NAME: [REDACTED]

ERG5-885-LC1-4385

PHOTO SHEET NO. 48

**D** IAMOND  
I NVESTIGATIONS  
**Photo Sheet**



Close up view of the electrical conductors inside the driver's side front seat. . . . .

FILE NUMBER: 01-01-004  
FILE NAME: [REDACTED]

E005-805-LC1-4385

PHOTO SHEET NO. 49

**D**AMOND  
INVESTIGATIONS  
**Photo Sheet**



Close up view of the electrical conductors inside the driver's side front seat.

FILE NUMBER: 01-01-004  
FILE NAME: [REDACTED]

E005-005-L01-4367

PHOTO SHEET NO. 50



Office of the General Counsel

Ford Motor Company  
Parsons Towers West  
Suite 300  
Three Parklane Boulevard  
Dearborn, Michigan 48128-2558

March 2, 2001

State Farm Insurance  
5998 Bridge Street  
East Syracuse, NY 13057

**ATTENTION: Kelly Gladhill**

Re: Claimant: [REDACTED]  
D/O/B: 12/26/00  
Vehicle: 1999 Navigator  
Your Claim No.: 62-2448-852

Dear Ms. Gladhill:

We acknowledge your recent contact to Ford Motor Company. Your Complaint has been directed to this office for further handling. In order to assist us in evaluating your claim, we request that you provide us with the following information:

- 1. The date of incident and the city and state in which it occurred.
- 2. A complete description of the incident, including events which occurred prior to and subsequent to the loss.
- 3. A copy of the police and/or fire report.
- 4. For each person alleged injured: full name, date of birth, home address, marital status and name of spouse, social security number, occupation, a complete description of the injuries, the names and addresses of all treating physicians, and copies of all medical bills and reports.
- 5. The vehicle year, model, and serial number.
- 6. The mileage on the vehicle at the time of the incident.
- 7. Original photographs of the vehicle's collision/fire damage, *from several different angles*, or color laser copies.
- 8. Original photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
- 9. Original photographs of the accident scene showing the grade of the road.
- 10. What is the alleged defect?
- 11. Documentation to substantiate your defect allegation, including a copy of your expert's report and the expert's original photographs.
- 12. Has the alleged defective part been repaired or replaced?
- 13. The present location of the alleged defective part and the vehicle.
- 14. The repair estimate, repair order, or your total loss worksheet for the

- vehicle's damage, and copies of draft payments.
- 15. A complete service history for the subject vehicle, including any tune-ups or oil changes.
  - 16. List any after market additions or modifications that were made to the vehicle.
  - 17. We will be pleased to conduct non-destructive testing on your alleged defective part should you choose to remove the part and assembly and ship it at your own expense. Please follow the directions listed in the attached shipping instructions.
  - 18. Lost wage verification (if applicable).
  - 19. Was the parking brake applied?
  - 20. Was the engine running?
  - 21. Were the keys in the ignition?
  - 22. Has any insurance company been advised of this incident? If so, please state the name, address, and telephone number of those insurance companies; their claim number; and the agent's name.
  - 23. If an attorney has been retained by you to settle this claim, please include his/her name, telephone number, and address.
  - 24. If this vehicle was purchased as used by the insured please provide: the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased.
  - 25. Other:

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file.

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

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

Sincerely,

Shawn Norton  
Claims Analyst





Office of the General Counsel

Ford Motor Company  
Parklane Towers West  
Suite 300  
Three Parklane Boulevard  
Dearborn, Michigan 48126-2568

February 27, 2001

State Farm Insurance  
5898 Bridge Street  
E. Syracuse, NY 13057

**ATTENTION: Kelly Gladhill**

Re: Claimant: [REDACTED]  
D/OE: 12/26/00  
Vehicle: 1999 Lincoln Navigator  
Your Claim No.: [REDACTED]

Dear Ms. Gladhill:

We acknowledge your recent contact to Ford Motor Company. Your Complaint has been directed to this office for further handling. In order to assist us in evaluating your claim, we request that you provide us with the following information:

1. The date of incident and the city and state in which it occurred.
2. A complete description of the incident, including events which occurred prior to and subsequent to the loss.
3. A copy of the police and/or fire report.
4. For each person alleged injured: full name, date of birth, home address, marital status and name of spouse, social security number, occupation, a complete description of the injuries, the names and addresses of all treating physicians, and copies of all medical bills and reports.
5. The vehicle year, model, and serial number.
6. The mileage on the vehicle at the time of the incident.
7. Original photographs of the vehicle's collision/fire damage, from several different angles, or color laser copies.
8. Original photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
9. Original photographs of the accident scene showing the grade of the road.
10. What is the alleged defect?
11. Documentation to substantiate your defect allegation, including a copy of your expert's report and the expert's original photographs.
12. Has the alleged defective part been repaired or replaced?
13. The present location of the alleged defective part and the vehicle.
14. The repair estimate, repair order, or your total loss worksheet for the vehicle's damage, and copies of draft payments.

- 15. A complete service history for the subject vehicle, including any tune-ups or oil changes.
- 16. List any after market additions or modifications that were made to the vehicle.
- 17. We will be pleased to conduct non-destructive testing on your alleged defective part should you choose to remove the part and assembly and ship it at your own expense. Please follow the directions listed in the attached shipping instructions.
- 18. Lost wage verification (if applicable).
- 19. Was the parking brake applied?
- 20. Was the engine running?
- 21. Were the keys in the ignition?
- 22. Has any insurance company been advised of this incident? If so, please state the name, address, and telephone number of those insurance companies; their claim number; and the agent's name.
- 23. If an attorney has been retained by you to settle this claim, please include his/her name, telephone number, and address.
- 24. If this vehicle was purchased as used by the insured please provide: the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased.
- 25. Other:

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file.

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

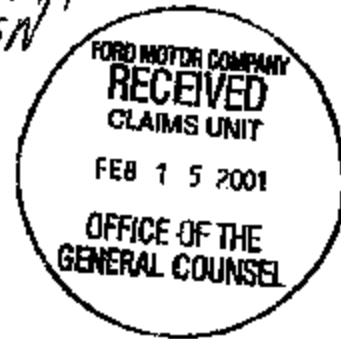
If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or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

Sincerely,

Shawn Norton  
Claims Analyst

State Farm Insurance  
5898 Bridge Street  
E. Syracuse, NY 13057

*Recd  
437744  
SN*



February 8, 2001

Ford Motor Co.  
Parklane Towers West  
Suite 400  
3 Parklane Blvd.  
Dearborn, MI 48126-2568

RE: Our Claim Number: [REDACTED]  
Our Insured: [REDACTED]  
Date of Loss: December 26, 2000  
Vehicle: 1999 Lincoln Navigator  
VIN: 5LMPU28A7 [REDACTED]

To Whom It May Concern:

The identified 1999 Lincoln Navigator is insured by State Farm Insurance. This vehicle experienced a fire loss.

State Farm Insurance would like to give you an opportunity to inspect the vehicle and give you advanced notice of our potential subrogation claim.

Please contact the undersigned to set up a time for your inspection.

Sincerely,

A handwritten signature in cursive script that reads "Kelly Gladhill".

Kelly Gladhill  
Senior Claim Representative  
State Farm Insurance  
(315) 445-3185

**VEHICLE INFORMATION**

Vehicle: 1999 NAVIGATOR Body: 4 DR MPV 4X4 Engine: 5.4L SOHC Calif: 9WCABAFA  
4V EFI  
Trans: 4R100 (E40D) 4SP O/D Axle: AXLE CD: H6

**OPEN CAMPAIGNS AND SPECIAL SERVICE INSTRUCTIONS**

00B40 MULTIFUNCTION SWITCH  
00S05 TRAILER HITCH ATTACHMENT

**GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 09/20/1999 BUILD DATE 03/08/1999  
START ODOM 00109  
Special Message: LESS THAN TWO DEALER APPROVED  
AWA REPAIR VISITS PAID TO DATE  
MORSII: \*THIS VEHICLE HAD A MORSII CONTACT  
CLOSED WITHIN THE PAST 180 DAYS

**EXTENDED SERVICE PLAN**

There is no Extended Service Plan information associated with this vehicle

**WARRANTY HISTORY**

System Message: NO REPAIR HISTORY ON VEHICLE

**ESP PART NUMBER INFORMATION**

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for SLMPU28A7XL

DEALER	148 178	5LMFU28A7X
	UNLISTED RETAIL PRICE	AMOUNT
U281 4X4 NAVIGATOR	44310 00	38578 00
1999 MODEL YEAR		
YM SILVER CLEARCOAT MET		
R2 MED GRAPHITE SOCKET, LEATHER		
.NAVIGATOR TRIM		
.2ND ROW LEATHER SEATS		
.PARK ELEC BR/PB/PT/PRK/CAMER		
.TOW HOOKS (4X4)		
.TRAILER TOWING PACKAGE		
.COLOR KEYED ELECTRIC MIRRORS		
.ELECTROCHROMIC REARVIEW MIRROR		
.4 CORNER LOAD LEVELING SUSPEN		
99A 5.4L 4-VALVE ENGINE		
44E ELECTRONIC 4-SPD AUTO TRANS		
T5P P235/75R-17 OWL ALL-TERRAIN	365 00	259 00
.3.73 RATIO LIMITED SLIP AXLE		
THIRD ROW BENCH SEAT		
17P POWER ADJUSTABLE PEDALS	MC	MC
57E AUXILIARY CLIMATE CONTROL	745 00	599 00
64E 17" STYLED CHROME STEEL WHEELS	350 00	298 00
90E HEATED FRONT SEATS	250 00	247 00
91P CD CHANGER (6 DISC)	555 00	506 00
15E FRONT LICENSE PLATE BRACKET	MC	MC
TOTAL VEHICLE & OPTIONS	46555 00	40487 00
DESTINATION & DELIVERY	640 00	640 00
SCHEDULE A (NEW)	.00	
<b>TOTAL FOR VEHICLE</b>	<b>47195 00</b>	
<b>ON U.S. OIL GAS FACTORY</b>		<b>11 60</b>
PRICED DORA		
BATCH-ID XC01109257 W RD 2K		
PRICE LEVEL 916220028	VIN: 5LMFU28A7X	
SHIPPING WEIGHT 5542 LBS.		

THIS INVOICE MAY NOT REFLECT THE FINAL COST OF THE VEHICLE IN VIEW OF THE POSSIBILITY OF FUTURE RESERVES, ALLOWANCES, DISCOUNTS AND INCENTIVE AWARDS FROM FOR MOTOR COMPANY TO THE DEALER.

FORMER ASSESSMENT	INVOICE TOTAL	LESS PAYABLE FOR RESERVE	LESS OFFICE COSTS	LESS SALES TAX	LESS SALES & REG COST	A PLAN
225.00	41363.60	1397.00	465.00	39501.60	39292.60	
1397.00	68.00	1905.00	.00	1325.00	38113.00	

SOLD TO: Roger Sardick Lino-Ware Inc 148178  
 P.O. BOX 1872  
 Chicago NY 13039

TO	IN	STATE	RF43
1	6	NY	
03	01	3	9 14-888 12 09

SHIP TO (IF OTHER THAN ABOVE)  
 SHIP THROUGH

MADE IN MICHIGAN  
 5LMFU28A7X MICHIGAN FORD MOTOR CREDIT 000001  
 XLJ26224 5L 018 19990301 990301 XC011 W 916 148178 1 4363.60 KUI

THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY

DEALER'S COPY

# Vehicle Information Report

**GENERAL VEHICLE INFORMATION:**

**(Related Claims)**

VIN: SLMPU28A7X	Veh Line: T/B4 - NAVIGATOR (UN173) [98-01]	Eng Serial No: *
Model Year: 1999	Migrist Derived: * - [N/A]	Body Shell: *
Veh Type: T	Drive Code: T/E - 4 WHL L/H PART TIME DRIVE	Engine: T7WC - MOD 5.4L DOHC EFI NA \
Inv. Dealer: 11202	Body Cab Style: T/W/D - 4 DOOR WAGON	Transmission: T/D/E - 4 SPD AUTO TR-NAAG E4
	Version/Series: DEL - LINCOLN/MERCURY SERIES	

**BUILD INFORMATION:**

Region: NA - ##### Plant: AP - MICHIGAN PLANT BUILD  
 Country: USA - ##### Prod Date: 03-MAR-1999

**SALE INFORMATION:**

Region: NA - ##### Selling Dealer: 314178 - \*  
 Country: USA - ##### Selling Dir St/Prov: NY  
 Buyer St/Prov: NY

Arrival Date: 24-MAR-1999 Red Carpet Lease: I  
 Sale Date: 20-SEP-1999 Fleet/Retail/Co. Lease: R  
 Warranty Start Date: 20-SEP-1999 Modified Vehicle: \*  
 Orig Warranty Date: 20-SEP-1999 Recquired Vehicle: \* Vehicle Export Flag: N

**VOC/EOC:**

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----

U28ZLJ26224L193 P 101 25A886 DA E ER6 5P D3 588 E P 14017A N0 YN 5KJHF A

STATE? 7 SAENT 2

**INSTALLED OPTION INFORMATION:**

Air Conditioning:	T/S - A/C(HIGH OUTPUT AC	GVW Code:	* - [N/A]
Alternator Amp Rating:	BB	GVW Class Code:	P
Audio Dish:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MK	Paint:	PNZIC - SILVER MET G/C #2
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STROKSTBCLK
Calibration Code:	9WCABAF4	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Steep Tandem Axle:	* - [N/A]
Color(Trim):	000ZV -	Tire Brand:	AD - GENERAL
Delivery Type:	R	Tire Size:	D3KVB - P255/75R 17 OWL A/T
Driveshaft Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Fuel Type:	* - [N/A]		

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	FCZ
ESP Plus Year:	* Engine Family:	XPMXT0546FG
ESP Signature Date:		

Any comments? You can contact

*webmaster*

## STANDARD CLAIMS LIST

### AWS Online Report

Run Date: 29-JAN-2001

Note: All Costs are in US Dollars

SLMPU28A7X	4	T/B4	*	T/W/D	T/E/L	T/E	AP	T/D/E	T/W/C	08-03-99	20-09-99	314178	USA	0	*	*	*	*	S00	V00	*	*
AWS Claims Key:	1230085	Doc #:	09533401	Trx Code:	99512	Labor Hrs:	.3	Labor Cost:	16.88	Material Cost:	0	Total Cost:	22.51									
Dir Cd-Sub Cd:	11202-*	Name:	ROGER BURDICK LINC-MERC INC			Ph:	315-6996300	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repe Date:	05-MAY-1999	DIST(Mile):						
Cont Comments:	C/S HAS RECALL NOTICE FOR LUG NUT INSPECTION AND CHECK																					
Tech Comments:	INSPECTED LUG NUTS AND TIGHTENED TO 149 NM AND ATTACHED WARRANTING LABEL																					

Any comments? You can contact

webmaster

ENR-985-LC1-4377



```

==>
ENTER VIN ==> 5LMPU28A7X1
NAME ==> FORD CREDIT TITLIN ZIP ==> 303485704 MODEL YR ==>
OWNER NAME :
STREET ADDR :
CITY : ATLANTA N/A YY-MM-DD 99-10-26
ST/PRV: GA CTRY: ZIP/POSTAL CODE: N/A SOURCE: P
MODEL YEAR : 99 PLANT: L SALE YY-MM-DD 99-09-20
BODY STYLE DESC: 4 DR MPV 4X4 PRODUCTION YY-MM-DD 99-03-08
VEHICLE DESC : 1999 NAVIGATOR
DIVISION DISTRICT ZONE DEALER PDC CODE FCSD REGION
SHIP-TO 3 14 L 178 23 13
FACING 3 14 L 178
RESPONSIBLE 3 26 L 137

CA EMISSION : ENGINE TAG CODE : 9G888AA CAMPAIGN COUNTS
NAVIS STATUS : 800 COMPANY CAR IND : TOTAL CAMPAIGNS : 03
DSO DISTRICT : FLEET CODE : OPEN : 02 CLOSED : 01
DSO NUMBER : FLEET STATUS : ACTIVE: 03 HISTORY: 00

```

F1=INQUIRY F3=EXIT F4=G160 F5=G150 F8=CONTINUE SEARCH F9=G130

OGDB166

==>

ENTER CAMPAIGN NUMBER==> 00B40 VIN==> 5LMPU28A7XL [REDACTED] TYPE OF SEARCH: A  
 MODEL YEAR: 99 DEFECT: WIPER OPS BODY STYLE: 4 DR MPV 4X4  
 NEW STATUS CODE: \_\_\_\_\_ CAMP DIV : 6  
 REPAIR INFORMATION: TYPE CODE: \_\_\_\_\_ SUPP CODE :  
 REPAIR DATE: \_\_\_\_\_ DEALER P/A: \_\_\_\_\_ KIT CODE : MM  
 MICRO REF: \_\_\_\_\_ CLAIM NUM: \_\_\_\_\_ OASIS DATE : 00-04-25  
 DELETE REASON: \_\_\_\_\_ VENDOR N/A INFORMATION:  
 RESP DEALER INFORMATION: NEW: \_\_\_\_\_ IND: MATCH CODE: 1  
 CURRENT: 3 26 137 ASSIGNED: 00-10-02 SOURCE: PX EXTRACT DATE: 00-10-02  
 \*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*  
 CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC  
 M RELEASED FOR MAILING 00-04-28  
 H AWAITING MAILING 00-04-25

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS  
 F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)

1037-NO MORE DATA TO DISPLAY

OGDB166

=>

ENTER CAMPAIGN NBR ==> 00B40      VIN ==> 5LMPU28A7X1 [REDACTED]  
 DEFECT : WIPER OPS      BODY STYLE DESC: 4 DR MPV 4X4  
 RESP DEALER : 326137      BEGINNING MAILED DATE: 00-05-10 YY-MM-DD  
 RELEASE DESC : NI PART MDLYR LINE      ENDING MAILED DATE : 00-05-11 YY-MM-DD  
 CAMPAIGN DIV : 6      FLEET CODE:      FLEET MGMT LOC CODE:  
 LAST NAME : [REDACTED]      INITIALS:  
 STREET ADDR1 : [REDACTED]  
 ADDR2 :      ST/PRV: GA  
 CITY : ATLANTA      CTRY:  
 ZIP/POSTAL CODE: [REDACTED]      N-A SOURCE: P N-A EFF DATE: 99-10-26 YY-MM-DD

\*\*\*\*\*

RESP DEALER :      BEGINNING MAILED DATE:      YY-MM-DD  
 RELEASE DESC :      ENDING MAILED DATE :      YY-MM-DD  
 CAMPAIGN DIV :      FLEET CODE:      FLEET MGMT LOC CODE:  
 LAST NAME :      INITIALS:  
 STREET ADDR1 :  
 ADDR2 :      ST/PRV:  
 CITY :      CTRY:  
 ZIP/POSTAL CODE:      N-A SOURCE:      N-A EFF DATE:      YY-MM-DD

F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
 I048-LAST PAGE      OGOB166

=&gt;

ENTER CAMPAIGN NUMBER=> 00905 VIN=> 5LMPU28A7X [REDACTED] TYPE OF SEARCH: A  
 MODEL YEAR: 99 DEFECT: HITCH ATTACH BODY STYLE: 4 DR MPV 4X4  
 NEW STATUS CODE: \_ CAMP DIV : 6  
 REPAIR INFORMATION: TYPE CODE: \_ SUPP CODE :  
 REPAIR DATE: \_ DEALER P/A: \_ KIT CODE : MM  
 MICRO REF: \_ CLAIM NUM: \_ OASIS DATE : 00-05-02  
 DELETE REASON: \_ VENDOR N/A INFORMATION:  
 RESP DEALER INFORMATION: NEW: \_ \_ \_ IND: MATCH CODE: 1  
 CURRENT: 3 26 137 ASSIGNED: 00-10-02 SOURCE: PX EXTRACT DATE: 00-10-02  
 \*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*  

CODE	DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
M	RELEASED FOR MAILING	00-10-05							
M	RELEASED FOR MAILING	00-07-06							
M	RELEASED FOR MAILING	00-05-02							
H	AWAITING MAILING	00-03-14							

## DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS

F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)

I037=NO MORE DATA TO DISPLAY

OGDB166

ENTER CAMPAIGN NBR ==> 00S05 VIN ==> 5LMPU28A7X [REDACTED]  
 DEFECT : HITCH ATTACH BODY STYLE DESC: 4 DR MPV 4X4  
 RESP DEALER : 326137 BEGINNING MAILED DATE: 00-10-16 YY-MM-DD  
 RELEASE DESC : ALL OSU FOLLOWUP ENDING MAILED DATE : 00-10-23 YY-MM-DD  
 CAMPAIGN DIV : [REDACTED] FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME : [REDACTED] INITIALS:  
 STREET ADDR1 : [REDACTED]  
 ADDR2 : ST/PRV: GA  
 CITY : ATLANTA CTRY:  
 ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: P N-A EFF DATE: 99-10-26 YY-MM-DD

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RESP DEALER : 326137 BEGINNING MAILED DATE: 00-07-21 YY-MM-DD  
 RELEASE DESC : POSTCARD FOLLOWUP ENDING MAILED DATE : 00-07-21 YY-MM-DD  
 CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME : FORD CREDIT TITLING TRUST INITIALS:  
 STREET ADDR1 : PO BOX 105704  
 ADDR2 : ST/PRV: GA  
 CITY : ATLANTA CTRY:  
 ZIP/POSTAL CODE: 303485704 N-A SOURCE: P N-A EFF DATE: 99-10-26 YY-MM-DD  
 F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
 I032-PRESS F8 FOR MORE DATA OGDB166

ENTER CAMPAIGN NBR ==> 00S05 VIN ==> 5LMPU28A7XL [REDACTED]  
 DEFECT : HITCH ATTACH BODY STYLE DESC: 4 DR MFV 4X4  
 RESP DEALER : 326137 BEGINNING MAILED DATE: 00-05-15 YY-MM-DD  
 RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 00-05-16 YY-MM-DD  
 CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME [REDACTED] INITIALS:  
 STREET ADDR1 [REDACTED]  
 ADDR2 [REDACTED] ST/PRV: GA  
 CITY : ATLANTA CTRY:  
 ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: P N-A EFF DATE: 99-10-26 YY-MM-DD  
 \*\*\*\*\*  
 RESP DEALER : BEGINNING MAILED DATE: YY-MM-DD  
 RELEASE DESC : ENDING MAILED DATE : YY-MM-DD  
 CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME : INITIALS:  
 STREET ADDR1 :  
 ADDR2 : ST/PRV:  
 CITY : CTRY:  
 ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE: YY-MM-DD  
 F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
 I048-LAST PAGE OGDB166

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ENTER CAMPAIGN NUMBER==> 99S12 VIN==> 5LMP028A7X1 [REDACTED] TYPE OF SEARCH: A  
MODEL YEAR: 99 DEFECT: WHEEL ISSUE BODY STYLE: 4 DR MPV 4X4

NEW STATUS CODE: \_\_\_\_\_ CAMP DIV : 6  
REPAIR INFORMATION: TYPE CODE: \_\_\_\_\_ SUPP CODE :  
REPAIR DATE: \_\_\_\_\_ DEALER P/A: \_\_\_\_\_ KIT CODE : BB  
MICRO REF: \_\_\_\_\_ CLAIM NUM: \_\_\_\_\_ OASIS DATE : 99-04-28  
DELETE REASON: \_\_\_\_\_ VENDOR N/A INFORMATION:  
RESP DEALER INFORMATION: NEW: \_\_\_\_\_ IND: MATCH CODE: 1  
CURRENT: 3 26 137 ASSIGNED: 00-10-02 SOURCE: PX EXTRACT DATE: 00-10-02

\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*  
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC  
C COMPLETE 99-05-12 B 99-05-05 11202 095334 ZX9JD9E AC  
M RELEASED FOR MAILING 99-04-28  
R READY TO RELEASE 99-04-21

DELETE REASON:  
F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS  
F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)  
I037=NO MORE DATA TO DISPLAY

OGDB166

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ENTER CAMPAIGN NBR ==> 99S12      VIN ==> SLMPU28A7XL [REDACTED]

DEFECT : WHEEL ISSUE      BODY STYLE DESC: 4 DR MPV 4X4

RESP DEALER : 314178      BEGINNING MAILED DATE: 99-05-07 YY-MM-DD

RELEASE DESC : NEW ISSUE TOTAL      ENDING MAILED DATE : 99-05-07 YY-MM-DD

CAMPAIGN DIV : 6      FLEET CODE:      FLEET MGMT LOC CODE:

LAST NAME :      INITIALS:

STREET ADDR1 :      ST/PRV:

          ADDR2 :      CTRY:

CITY :      CTRY:

ZIP/POSTAL CODE:      N-A SOURCE: N N-A EFF DATE: 00-00-00 YY-MM-DD

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RESP DEALER :      BEGINNING MAILED DATE:      YY-MM-DD

RELEASE DESC :      ENDING MAILED DATE :      YY-MM-DD

CAMPAIGN DIV :      FLEET CODE:      FLEET MGMT LOC CODE:

LAST NAME :      INITIALS:

STREET ADDR1 :      ST/PRV:

          ADDR2 :      CTRY:

CITY :      CTRY:

ZIP/POSTAL CODE:      N-A SOURCE:      N-A EFF DATE:      YY-MM-DD

F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140

1048-LAST PAGE      OGDB166