



Nationwide[®] On Your Side™

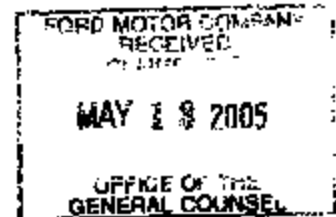
Nationwide Insurance • 110 Elwood Davis Road, North Syracuse, N.Y. 13212 • 315-453-3594

May 6, 2005

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

Attn: Shawn Norton

Re: 63 claims relating to cruise control recall



Dear Ms. Norton:

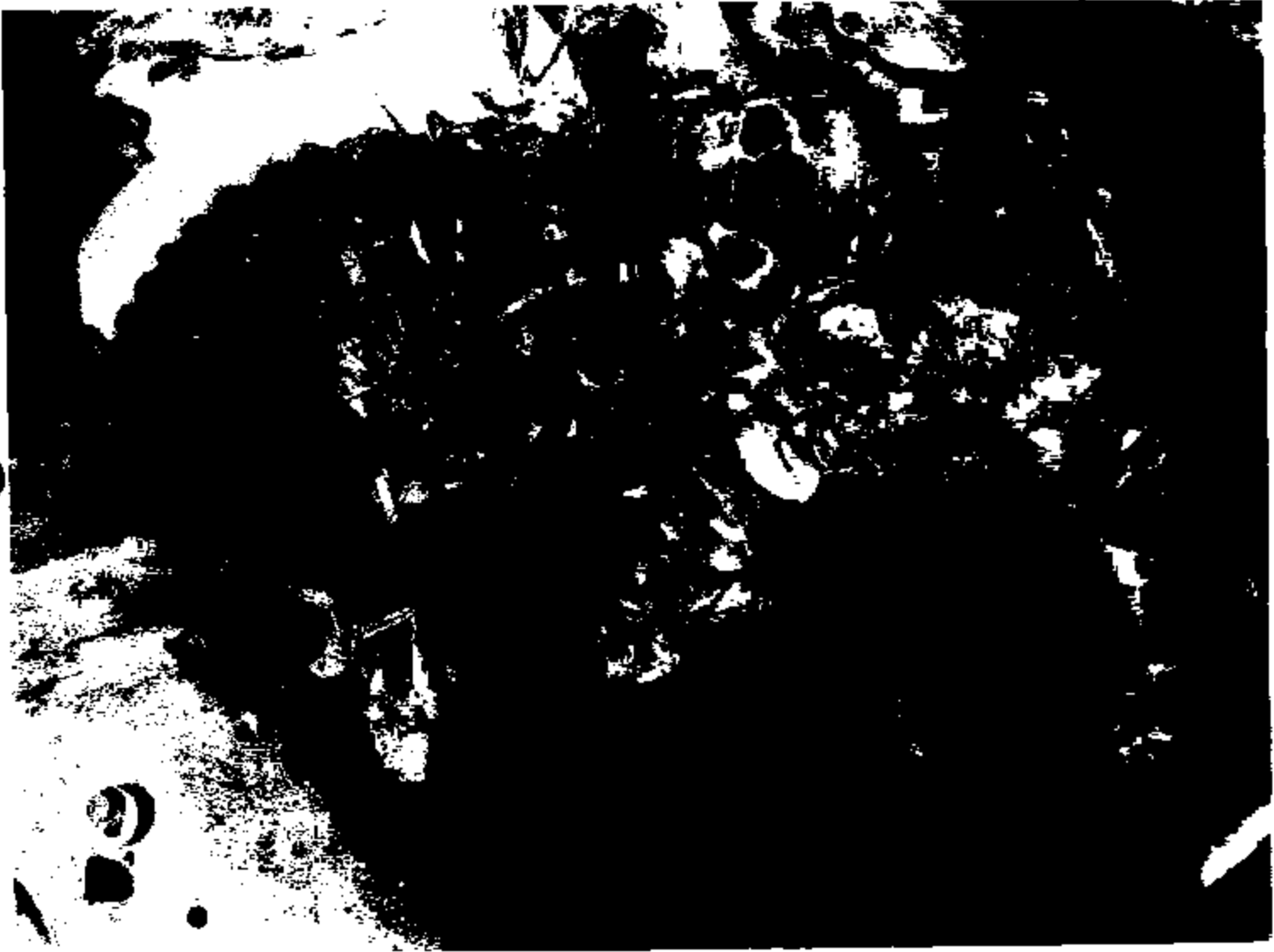
As you will recall you and I spoke 4 weeks ago. I am the manager of a centralized unit that has been handling subrogation claims Nationwide has involving automobile fires and possible defects since September, 2004. We also have been handling these claims for our affiliate company Allied since February, 2005. You have had discussions on several claims with my associates Kathie Styer, Lynn Ellis and Lynn Koenck. Our goal has been to establish a positive working relationship with your company, and to only submit claims to your company having merit.

Enclosed you will find supporting materials regarding 63 of our claims relating to the cruise control recall. We have provided a list of these claims, and supporting documents for each claim which are separated and in the same order as they appear on the list. These claims are for the eastern states in our operation. We are waiting for a report on our western states handled by Allied, and as soon as it is available I will send those to you for review. As we discussed during our phone call many of these claims were handled and closed prior to us being aware there was an issue with the cruise control. Therefore, on some of those claims we did not secure a cause an origin report, and the vehicles are no longer available. On all claims we have provided photographs and estimates that clearly document the area where the fire started.

I would appreciate discussing this with you or someone at Ford once you have received this and have had an opportunity to review. Please contact me by phone at 315-453-3594, by fax at 614-961-3180 or by EMAIL at mabbett@nationwide.com. We look forward to continue working with you and your team, building a strong working relationship, and working towards cost effective resolutions of claims for both of our companies.

Sincerely,


Craig Mabbett
Subrogation Manager



2905-885-LC-3803



ERG-805-LC-3004



6905-895-LC-3005



EP05-085-LC-3008



ER85-005-LC-3867



ERSS-885-LC-3886



ERR5-025-LC-3009



ER85-885-LC-3818

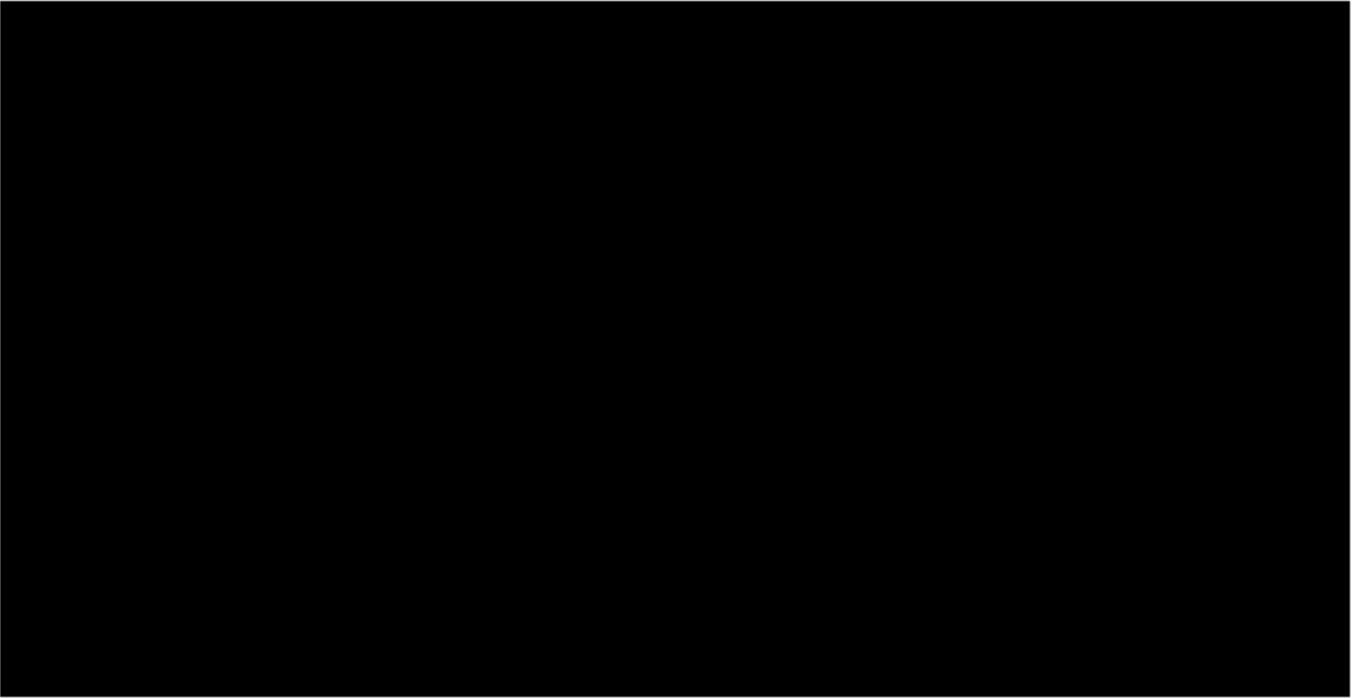




EA85-085-LC-3012



ERG-825-LC-3813



7 2005

Friday, May 06, 2005

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

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

VIN: IFMRU17LAW [REDACTED]

Year: 1998

Make: FORD

Model: EXPEDITION

Our Insured: [REDACTED]

Address: [REDACTED] MIAMI, FL [REDACTED]

Phone No.: [REDACTED]

Our Claim No: [REDACTED]

Date of Loss: 1-11-05

Damages: \$ 14,852.50

FORD MOTOR COMPANY
RECEIVED
MAY 17 2005
OFFICE OF THE
GENERAL COUNSEL

NOTICE OF SUBROGATION CLAIM

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

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

Please acknowledge receipt of my subrogation demand and forward your payment of \$14,852.50 to my attention, payable to "Progressive American Insurance Company, as subrogee of [REDACTED]", and mail to my attention at PO Box 43258, Richmond Hts., OH 44143.

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

Thank you for your anticipated cooperation.

Progressive American Insurance Company

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

Last Handling Date/

Issue Status

1/31/2005
CLOSED

Name/

Reason Desc

[REDACTED]
LEGAL - ACCIDENT / FIRE

ISSUE LIST

Vin/

Case No.

1FMRU17L4W [REDACTED]
321780315

Model Year and Vehicle Line

1998 EXPEDITION

Issue Type

10

ENR-005-LC-2015

[REDACTED] 5/27/2005

All Action Details for Issue

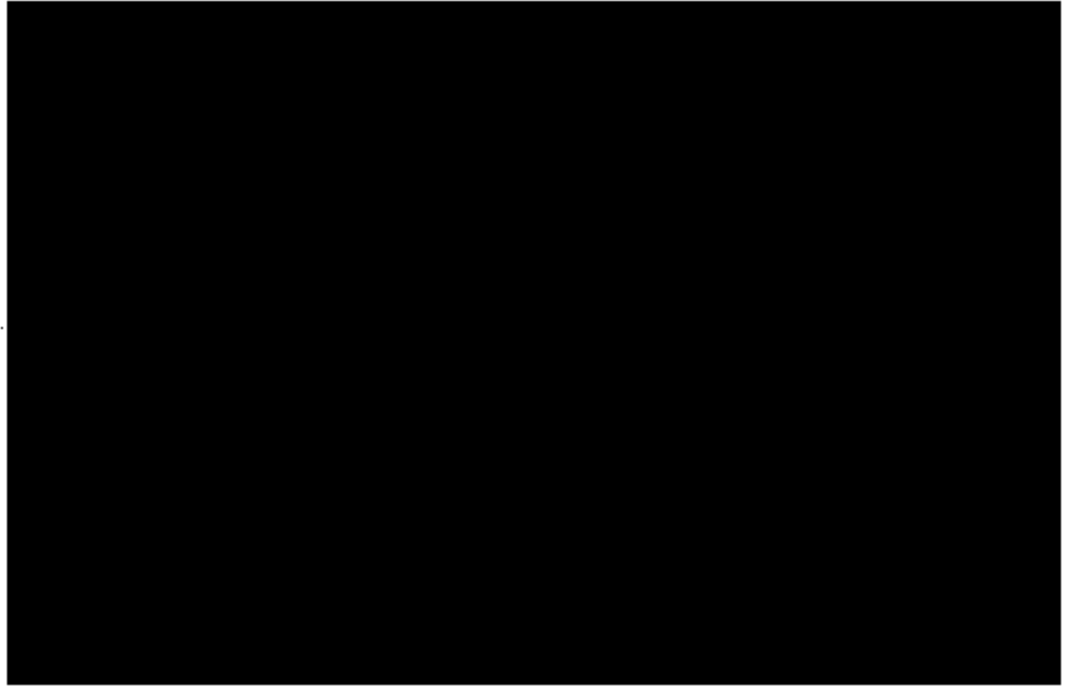
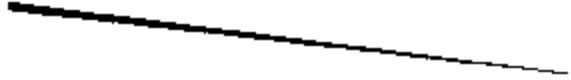
Print

VIN: 1FMRU17L4W	Year: 1998	Model: EXPEDITION	Case: 321760315
Name:	Owner Status: Subsequent	WSD: 1998-09-03	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 10 OGC	Issue Status: CLOSED		

Action: CONTACT ADVANCED TO OGC		
Dealer: 04871 METRO FORD INC		Origin Desc: US CONCERN CASE BASE
Odometer: 79000 MI	Comm Type: PHONE	
Analyst Name: ALICIA SIBBLIES	Analyst: ASIBBLIE	
Action Date: 01/31/2005	Action Time: 08.56.15.554	Action Data: No

Comments CUSTOMER SAID: CUST IS CALLING TO VERIFY IF HER VEH IS INVOLVED IN RECALL THE VEH CAUGHT FIRE AND BLEW UP 8 DAYS AFTER THE VEH WAS BURNT SHE SAW ON THE NEWS THAT THERE WAS A RECALL FOR THIS CONCERN VEH BURNT ANOTHER VEH AND BURST IN FLAMES AND THE SIDE OF THE BUILDING IS BURNT CUST SAID THERE WAS NO PRIOR WARNING THE VEH WAS FINE THE FIRE OCCURED 1/11/05 THIS OCCURED 668 SW 4TH STREET AND MIAMI THE FIRE ORIGINATED FROM THE ENGINE PROGRESSIVE INSURANCE CO. TOOK THE VEH ..CUST IS UNAWARE OF ITS CURRENT LOCATION FIRE DEPT WAS NOTIFIED (SHE DID NOT GET A REPORT FROM THEM) REPORT WAS FILED IN MIAMI AND DADE COUNTY INSURANCE CO WAS NOTIFIED SHE HAVE NOT YET HEARD FROM THE INSURANCE CO VEH IS TOTALLY BURNT CUST SAID HER COATS ...CDS AND EVERYTHING IS COMPLETELY BURNT UP DEALER SAID: METRO FORD INC. 9000 NW 7TH AVE MIAMI, FL 33150 DISTANCE: 2.48 MILES TEL: (800) 793-8176 CRC ADVISED: I WILL FORWARD THIS INFORMATION TO THE FORD OGC DEPARTMENT. YOU WILL BE CONTACTED WITHIN 3-5 BUSINESS DAYS. CSR INFORM CUST THAT VEH WAS NOT INVOLVED THE RECALL RECALLS ARE ON VEH SPEC BASED ON THE VIN # AND WHEN AND WHERE THE VEH WAS MANUFACTURED

EQS-005-LO-3018





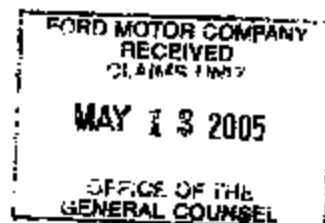
Nationwide[®]
On Your Side[™]

MAY 13 2005

Nationwide Insurance • 110 Elwood Davis Road, North Syracuse, N.Y. 13212 • 315-453-3594

May 6, 2005

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



Attn: Shawn Norton

Re: 63 claims relating to cruise control recall

Dear Ms. Norton:

As you will recall you and I spoke 4 weeks ago. I am the manager of a centralized unit that has been handling subrogation claims Nationwide has involving automobile fires and possible defects since September, 2004. We also have been handling these claims for our affiliate company Allied since February, 2005. You have had discussions on several claims with my associates Kathie Styer, Lynn Ellis and Lynn Koenck. Our goal has been to establish a positive working relationship with your company, and to only submit claims to your company having merit.

Enclosed you will find supporting materials regarding 63 of our claims relating to the cruise control recall. We have provided a list of these claims, and supporting documents for each claim which are separated and in the same order as they appear on the list. These claims are for the eastern states in our operation. We are waiting for a report on our western states handled by Allied, and as soon as it is available I will send those to you for review. As we discussed during our phone call many of these claims were handled and closed prior to us being aware there was an issue with the cruise control. Therefore, on some of those claims we did not secure a cause an origin report, and the vehicles are no longer available. On all claims we have provided photographs and estimates that clearly document the area where the fire started.

I would appreciate discussing this with you or someone at Ford once you have received this and have had an opportunity to review. Please contact me by phone at 315-453-3594, by fax at 614-961-3180 or by EMAIL at mabbetc@nationwide.com. We look forward to continue working with you and your team, building a strong working relationship, and working towards cost effective resolutions of claims for both of our companies.

Sincerely,

Craig Mabbett
Subrogation Manager

EN05-085-LC-3817



ER05-895-LC-3818



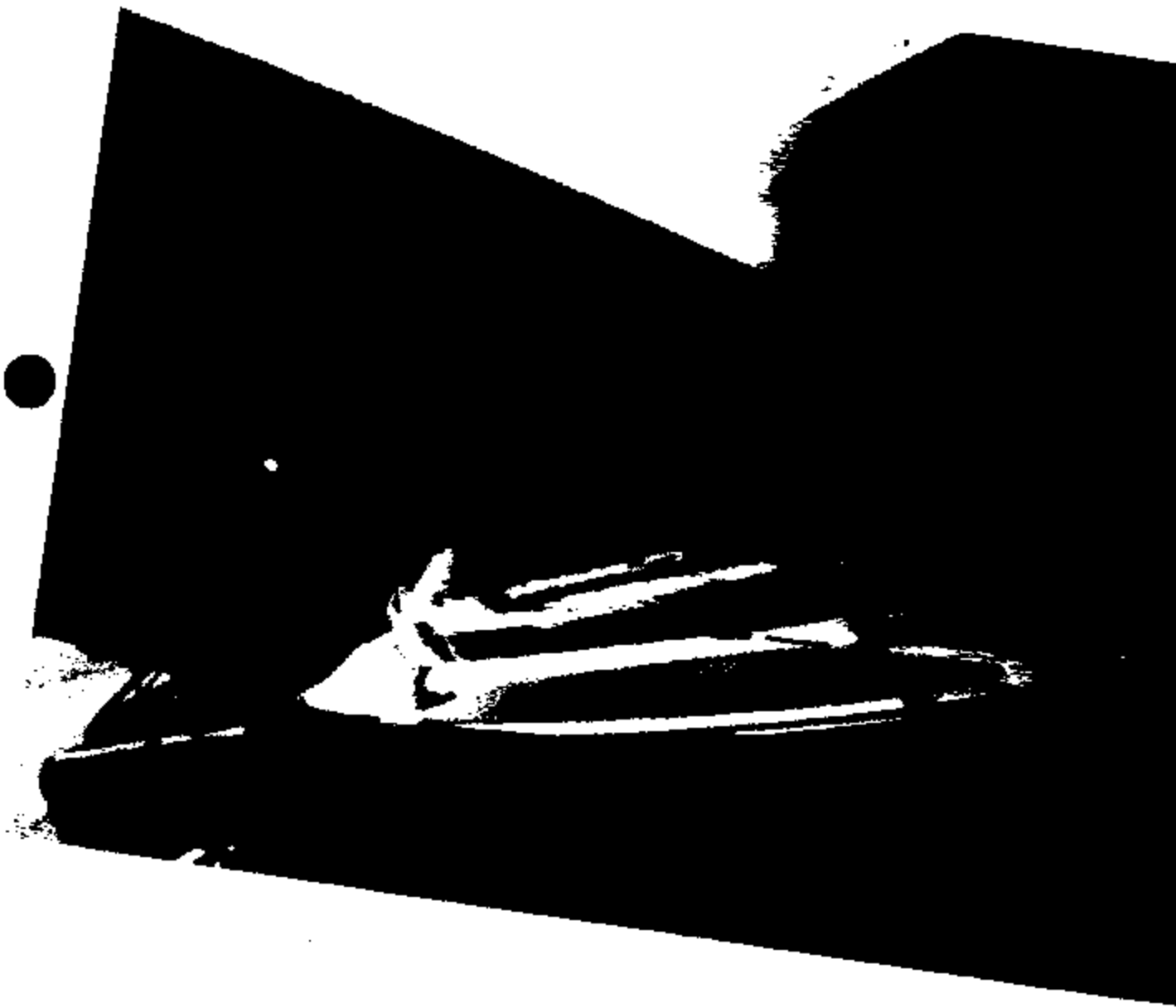
ER85-005-LC-3019



E905-005-LC-3020

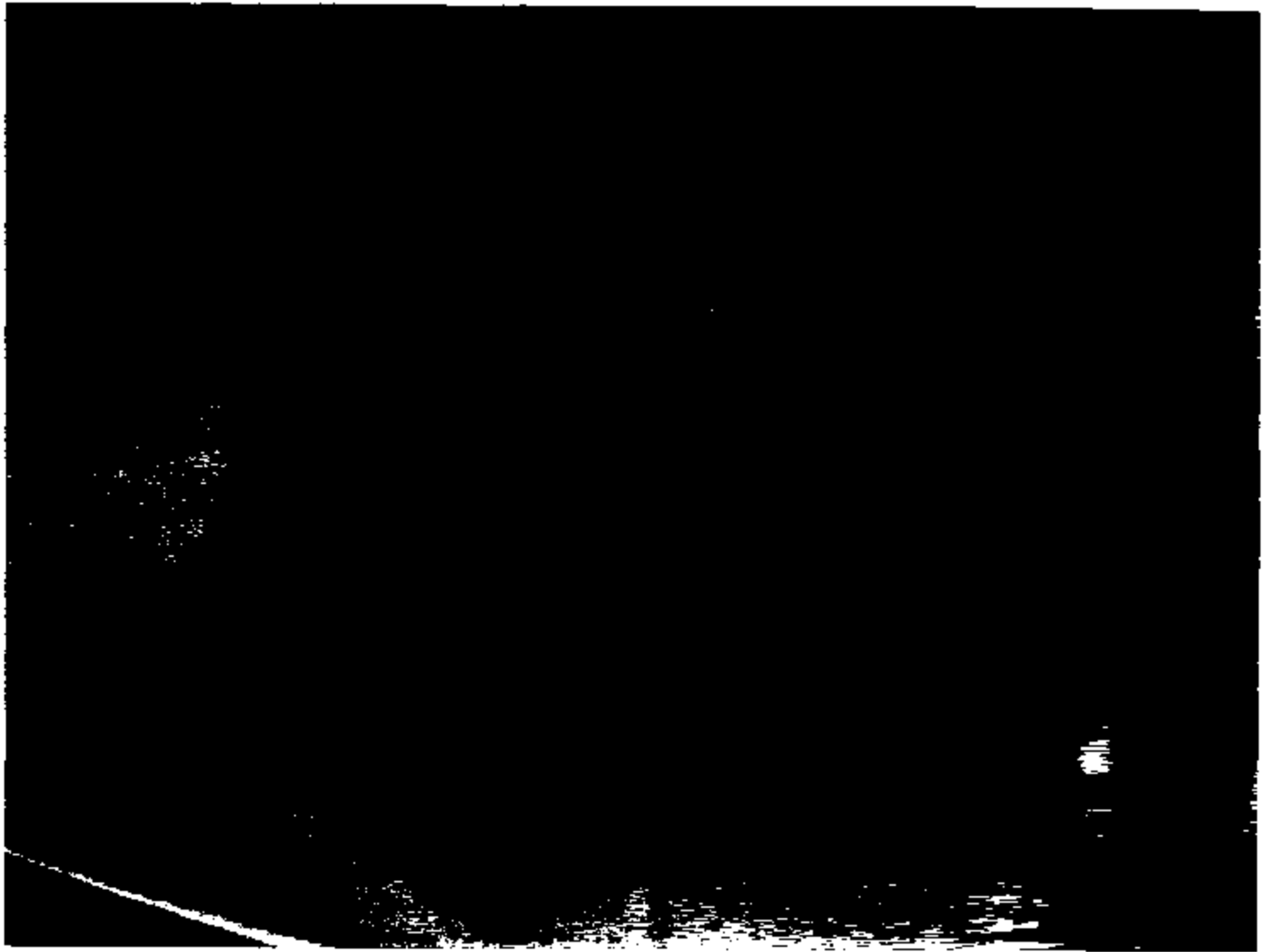


EP05-085-LC-3821





EA85-885-LC-3823



EROS-005-LC-3024





EA05-005-LC-3825





**Allied
Insurance**

a member of Nationwide Insurance
May 12, 2005

CUSTOMER
RELATIONSHIP
CENTER

MAY 17 2005
Michigan Service
3820 109th St. E
Dearborn, MI 48128
800
FAX (313)
FAX 800

CERTIFIED MAIL/RETURN RECEIPT REQUESTED

Ford Motor Company
Customer Relationship Center
PO Box 6248 MD-3NX-B
Dearborn, MI 48128

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
MAY 17 2005
GENERAL INVESTIGATIVE

RE: Our Insured : [REDACTED]
Our Claim Number : [REDACTED]
Date of Loss : 04/22/05
Year/Make/Model : 1998 Ford F150
Vehicle Identification Number : 2FTZF18WXWC [REDACTED]
Related Recall : Cruise Control Switch
Fire Report Number : 0689 (City of Portage)

To Whom It May Concern:

This letter will serve as formal notification that you have 10 business days, from receipt of this notice, to inspect the vehicle. Please contact the undersigned to advise if you will be sending someone to inspect the vehicle. Our origin and cause investigator, Jim Shinsky, will need to be present during your inspection.

I await your timely reply.

Sincerely,

Tyrone Strong
MD Master Claims Representative
Allied Property & Casualty Insurance
P.O. Box 401545
Redford, MI 48240
313.794.5461

Allied G
AMCO Insurance
Allied Property and Casualty Insurance
Depositors Insurance
Nationwide Insurance Company c





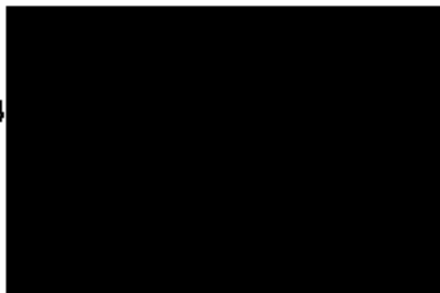
Nationwide[®] On Your Side[™]

5/13/2005
New

Nationwide Insurance • 110 Etwood Davis Road, North Syracuse, N.Y. 13212 • 315-453-3594

May 6, 2005

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



Attn: Shawn Norton

Re: 63 claims relating to cruise control recall

Dear Ms. Norton:

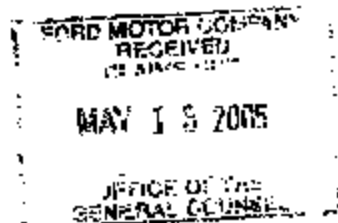
Doc 7/27/02

As you will recall you and I spoke 4 weeks ago. I am the manager of a centralized unit that has been handling subrogation claims Nationwide has involving automobile fires and possible defects since September, 2004. We also have been handling these claims for our affiliate company Allied since February, 2005. You have had discussions on several claims with my associates Kathie Styer, Lynn Ellis and Lynn Koenck. Our goal has been to establish a positive working relationship with your company, and to only submit claims to your company having merit.

Enclosed you will find supporting materials regarding 63 of our claims relating to the cruise control recall. We have provided a list of these claims, and supporting documents for each claim which are separated and in the same order as they appear on the list. These claims are for the eastern states in our operation. We are waiting for a report on our western states handled by Allied, and as soon as it is available I will send those to you for review. As we discussed during our phone call many of these claims were handled and closed prior to us being aware there was an issue with the cruise control. Therefore, on some of those claims we did not secure a cause an origin report, and the vehicles are no longer available. On all claims we have provided photographs and estimates that clearly document the area where the fire started.

I would appreciate discussing this with you or someone at Ford once you have received this and have had an opportunity to review. Please contact me by phone at 315-453-3594, by fax at 614-961-3180 or by EMAIL at mabbetc@nationwide.com. We look forward to continue working with you and your team, building a strong working relationship, and working towards cost effective resolutions of claims for both of our companies.

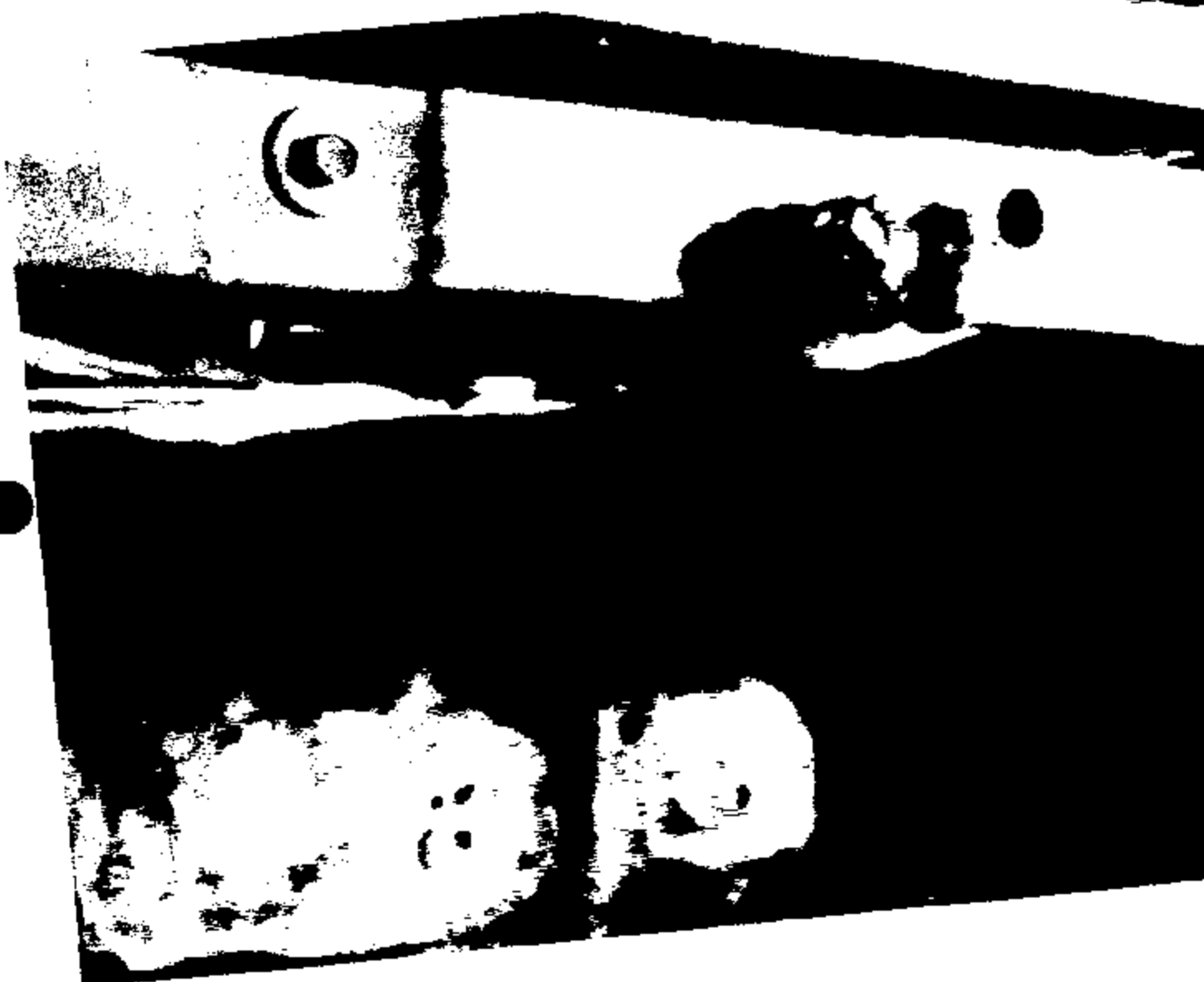
Sincerely,
Craig Mabbett
Craig Mabbett
Subrogation Manager



ENG-085-LC-0023



ER95-865-LC-382B





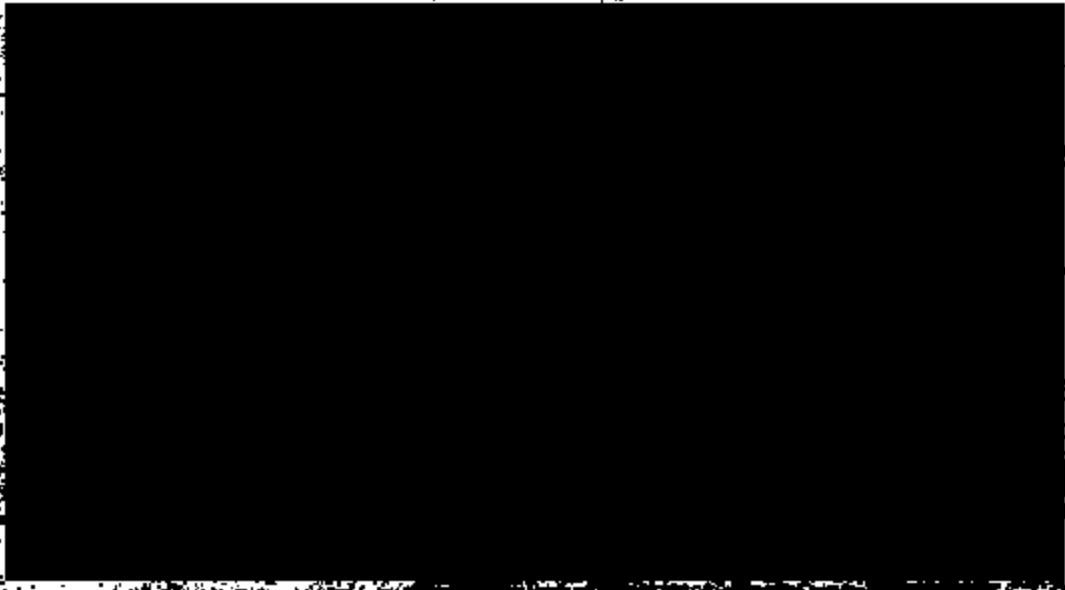
ER95-805-LC-3631



EA05-866-LC-3032



EA85-685-LC-3833





Nationwide[®] On Your Side[™]

Nationwide Insurance • 110 Elwood Davis Road, North Syracuse, N.Y. 13212 • 315-453-3594

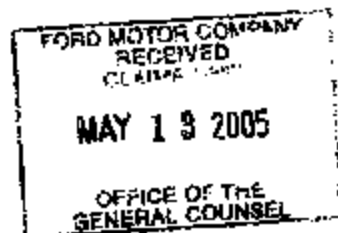
May 6, 2005

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

Attn: Shawn Norton

Re: 63 claims relating to cruise control recall

Dear Ms. Norton:



As you will recall you and I spoke 4 weeks ago. I am the manager of a centralized unit that has been handling subrogation claims Nationwide has involving automobile fires and possible defects since September, 2004. We also have been handling these claims for our affiliate company Allied since February, 2005. You have had discussions on several claims with my associates Kathie Styer, Lynn Ellis and Lynn Koenck. Our goal has been to establish a positive working relationship with your company, and to only submit claims to your company having merit.

Enclosed you will find supporting materials regarding 63 of our claims relating to the cruise control recall. We have provided a list of these claims, and supporting documents for each claim which are separated and in the same order as they appear on the list. These claims are for the eastern states in our operation. We are waiting for a report on our western states handled by Allied, and as soon as it is available I will send those to you for review. As we discussed during our phone call many of these claims were handled and closed prior to us being aware there was an issue with the cruise control. Therefore, on some of those claims we did not secure a cause an origin report, and the vehicles are no longer available. On all claims we have provided photographs and estimates that clearly document the area where the fire started.

I would appreciate discussing this with you or someone at Ford once you have received this and have had an opportunity to review. Please contact me by phone at 315-453-3594, by fax at 614-961-3180 or by EMAIL at rmabbet@nationwide.com. We look forward to continue working with you and your team, building a strong working relationship, and working towards cost effective resolutions of claims for both of our companies.

Sincerely,

Craig Mabbett
Subrogation Manager

ER05-005-LC-3834

All Action Details for Issue

Print

VIN: 1ETDE02285W [REDACTED] Year: 1997 Model: F-SERIES Case: 1530151063
 Name: [REDACTED] Owner Status: Subsequent WSD: 1995-02-29
 Symptoms Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: 813-853-2852
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: 813-728-8930
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Dealer: 04863 BRANDON FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 80000 MI Comm Type: PHONE
 Analyst Name: MCLELLAN JILL Analyst: JMCLELL5
 Action Date: 01/26/2005 Action Time: 13.36.31.544 Action Date: No

Comments CUSTOMER SAID: -THIS VEH BURNED DOWN -THERE IS NEW INFORMATION AND CUST WANTS THIS ISSUE FORWARDED TO FORD LEGAL DEPARTMENT-THE VEH ALMOST BURNED CUSTS HOUSE DOWN-THE FLAMES BEGAN AT COLD ENGINE TEMPT. UNDER THE HOOD-CUST STILL OWES \$2500.00 AND FEELS THIS IS FORDS RESPONSIBILITY IN LIGHT OF THE TREND OF RECENT FIRES TO THESE VEH'S-CUST INSISTS SOMEONE FROM FORD LEGAL GET BACK TO HER!!!!DEALER SAID: NONECRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 04863 BRANDON FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 80000 MI Comm Type: OTHER
 Analyst Name: CASSANDRA JONES Analyst: CJONES
 Action Date: 02/02/2005 Action Time: 17.31.03.370 Action Date: No

Comments AS STATED PREVIOUSLY, CONCERN SHOULD BE HANDLED BY INSURANCE CO WHO HAS SETTLED THE CLAIM IN 2003. THERE ARE NO OPEN RECALLS RELATED TO HIS CONCERNS AND APPLIED TO HIS VEHICLE. LETTER SENT STAING THE SAME.

E903-005-LC-3005

VIN: 1FTDF0780V[REDACTED] Year: 1997 Model: F-SERIES Case: 1530151063
 Name: [REDACTED] Owner Status: Subsequent WSD: 1998-02-29
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 04963 BRANDON FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 65000 MI Conn Type: PHONE
 Analyst Name: DENISE WALTON Analyst: DWALTON4
 Action Date: 08/11/2003 Action Time: 11.27.28.105 Action Data: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
TIFFANY		MELDRUM	8137854575	SPOUSE

Comments CUSTOMER SAYS: ==DATE OF FIRE 04/15/2003 ==ONLY PART REMAINING IS THE TAIL GATE FRAME AND FLOOR BOARD ==BOTTOM PART OF THE VEH WAS STILL THERE CUST HAS STILL SHOT PICTURES AND VIDEO BEFORE THE REMAINDER OF THE VEH WAS HAULED OFF ==EVERYTHING THAT WOULD MAKE THE VEH RUN WAS MELTED ==00\$22 RECALL LETTER WAS MAILED TO CUST OLD ADDRESS AND THE RESIDENCE THERE THREW IT OUT ==DATE OF FIRE 04/15/2003 ==FIRE ORIGINATED UNDER THE HOOD ==CUST IS NOT SURE WHERE THE VEH IS ==A FIRE REPORT WAS FILED FIRE DEPT HILLSBORO COUNTY FIRE RESCUE ==FIRE REPORT NUMBER 018608 SEC E -11-C ==FINDINGS WAS THAT THE FIRE STARTED UNDER HOOD ==CUST HAS FILED A CLAIM THROUGH INSURANCE ==VEH IS NOT REPAIRABLE VEH TOTALLED ONLY PART IN TACK WAS THE TAILGATE ==VEH HAD NOT BEEN TURNED ON AT ALL THAT DAY IT WAS PARKED AND VEH WENT UP IN FLAMES ==VEH WAS NOT TAKEN TO A FORD DLR VEH WAS PURCHASED FROM CHEVROLET DLRSHIP ==CUST HAS STMTS FROM NEIGHBOURS AND CHEVROLET DLR PROMISED THAT CUST WOULD GET ALL INFO REQUIRED FROM FORD PER CUSTOMER, DEALER SAYS: BRANDON FORD 9090 ADAMO DRIVE TAMPA FLORIDA ==NONE FOR THIS VEH AND ISSUE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. ==CRC SENT INFO TO THIS DLR B/C CUST HAS PURCHASED 2 OTHER VEH'S FROM THIS DLRSHIP OF RECENT ==CSR PROVIDED CUST WITH RECALL 00\$22 INFO INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 04963 BRANDON FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 65000 MI Conn Type: MAIL
 Analyst Name: CASSANDRA JONES Analyst: CJONES
 Action Date: 08/14/2003 Action Time: 10.58.12.395 Action Data: Yes

Comments SITUATION IS BEST HANDLED BY THE INSURANCE CO. CUST NO LONGER HAS VEHICLE. LPA LEFT MESSAGE FOR CUSTOMER TO STATE POSITION.

LETTER OF CLOSING SENT TO CUSTOMER.

Data Element NameData Value

CERTIFIED LETTER #

USMAIL

Action: FINAL CASE DISPOSITION

Dealer: 04988 BRANDON FORD

Odometer: 85000 MI

Analyst Name: CASSANDRA JONES

Action Date: 08/14/2003

Comm Type: MAIL

Analyst: C.JONES

Action Time: 10.58.48.881

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments LETTER OF CLOSING SENT TO CUSTOMER.

ENRIS-805-1C-3037

Print

VIN: 1FTDE0786V [REDACTED] Year: 1997 Model: F-SERIES Case: 1530151063
Name: [REDACTED] Owner Status: Subsequent WSD: 1998-02-29
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
Reason Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY Secondary Phone: [REDACTED]
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: SUPPORT DEALER'S/REGION'S DECISION
Dealer: 04945 BILL CURRIE FORD INC Origin Desc: US CONCERN CASE BASE
Odometer: 81000 MI Comm Type: PHONE
Analyst Name: MARGARET ARSENAULT Analyst: MARSENAU
Action Date: 05/02/2003 Action Time: 11.12.39.648 Action Date: No

Comments CUSTOMER SAYS: PURCHASED VEH USED FROM INDEPENDANT AND VEH CAUGHT FIRE. CUST HEARD THERE WAS A RECALL ON FUEL LINE. INSURANCE COMPANY COVERING \$8300, CUST STILL OWES \$10,900. VEH IS TOTALLED. CUST SEEKING COMPENSATION FOR DIFFERENCE PER CUSTOMER, DEALER SAYS: CAC ADVISED: "THANK YOU FOR CONTACTING FORD MOTOR COMPANY IN RELATION TO THIS ISSUE. TO ENSURE OUR RECORDS ARE COMPLETE, YOUR COMMENTS HAVE BEEN DOCUMENTED. HOWEVER, THE DECISION OF THE DEALER/REGIONAL OFFICE IS FINAL. (NOTE TO CSR: SUPPORT DLR/REGION DECISION.)" INFERENCE CASE ID: 1815

FORD-005-LO-38310

All Action Details for Issue

Print

VIN: 1FTDF0768V [REDACTED] Year: 1997 Model: F-SERIES Case: 1530151063
 Name: [REDACTED] Owner Status: Subsequent WSD: 1998-02-29
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - INSURANCE COMPANY SETTLEMENT Secondary Phone: [REDACTED]
 Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE

Dealer:

Origin Desc: US CONCERN CASE BASE

Odometer: 82000 MI

Comm Type: PHONE

Analyst Name: LARRY BAKER

Analyst: LBAKER

Action Date: 04/16/2003

Action Time: 14.43.03.583

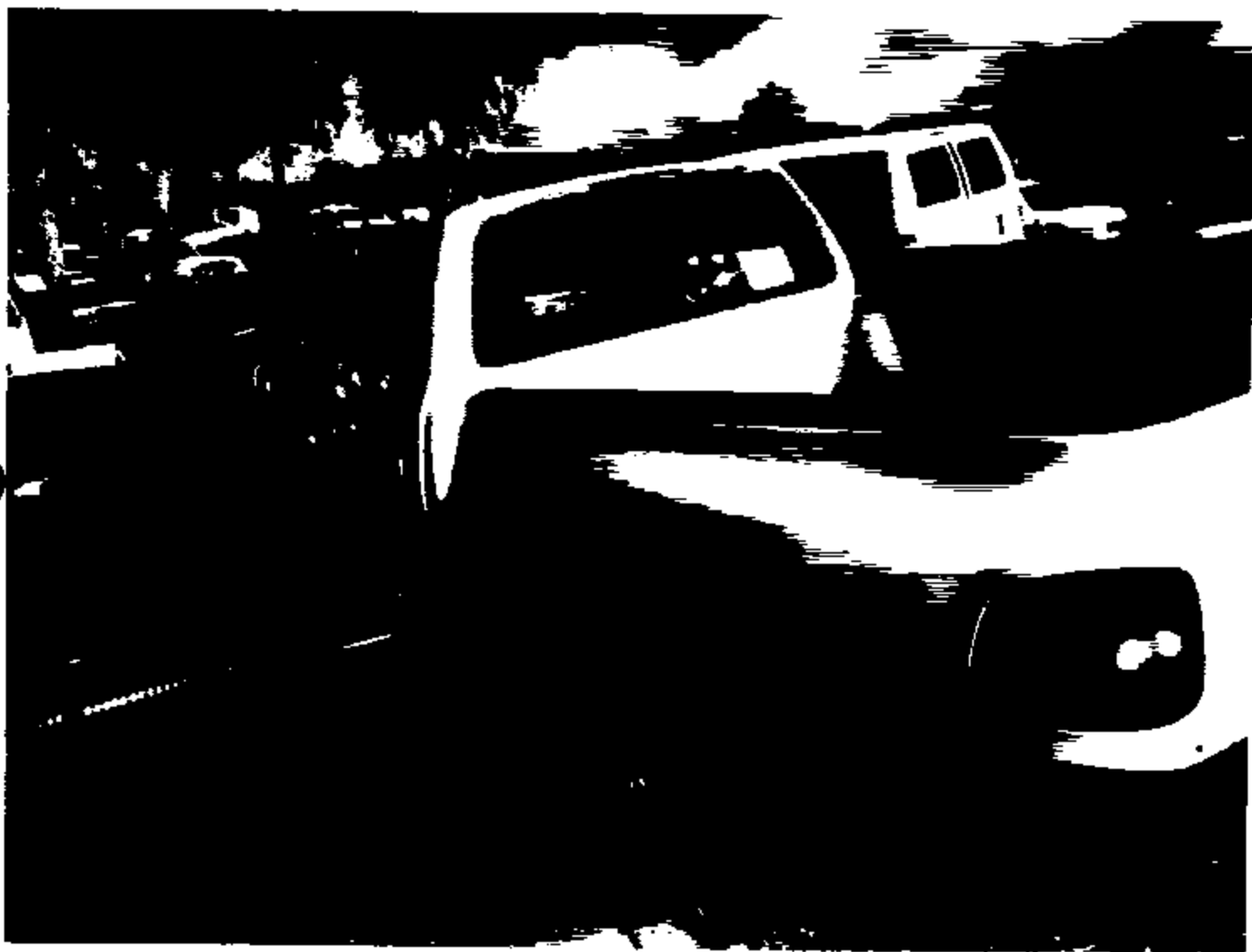
Action Data: No

Comments CUSTOMER SAYS: -97 F160 PARKED FOR 2 HOURS IN FRONT OF HOUSE AND CAUGHT ON FIRE 7PM 4/15/03 == FIRE STARTED UNDER THE HOOD AND NEIGHBOR CAME TO DOOR TO ADVISE HIM -HAS BEEN REPORTED TO INSURANCE CO FIREFIGHTERS SAID ELECTRICAL OR IT MAY BE INTAKE MANIFOLD--NOT DETERMINED IF REPAIRABLE -NO INJURIES; NO POLICE REPORT; NOT ALLEDGING THAT FORD IS RESPONSIBLE. -I AM CALLING TO SEE WHAT FORD CAN TELL ME PER CUSTOMER, DEALER SAYS: NONE7 DATE OF THE ACCIDENT OR FIRE. 7 LOCATION OF THE VEHICLE WHEN THE ACCIDENT OR FIRE OCCURRED. 7 DETAILS OF THE ACCIDENT OR FIRE INCIDENT FROM THE CALLER. 7 WHETHER OR NOT THERE WERE ANY INJURIES, AND IF SO, THE NATURE OF THE INJURIES. 7 WHAT THE CALLER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED THE ACCIDENT OR FIRE. 7 WHETHER OR NOT THERE WAS A POLICE REPORT FILED. 7 WHETHER OR NOT AN INSURANCE CLAIM HAS BEEN FILED WITH THEIR INSURER. 7 WHETHER OR NOT THE VEHICLE IS REPAIRABLE OR A TOTAL LOSS. CAC ADVISED: - YOUR INSURANCE COMPANY HAS THE RIGHT TO PURSUE CLAIMS FOR REIMBURSEMENT AGAINST FORD. FORD IS UNABLE TO INVESTIGATE THE VEHICLE AS REPAIRS HAVE BEEN PERFORMED. INFERENCE CASE ID: 6348

8600-089-1C-3038

EGGS-BOS-LC-3848





ER05-085-LC-3841



ERG5-005-LC-3042





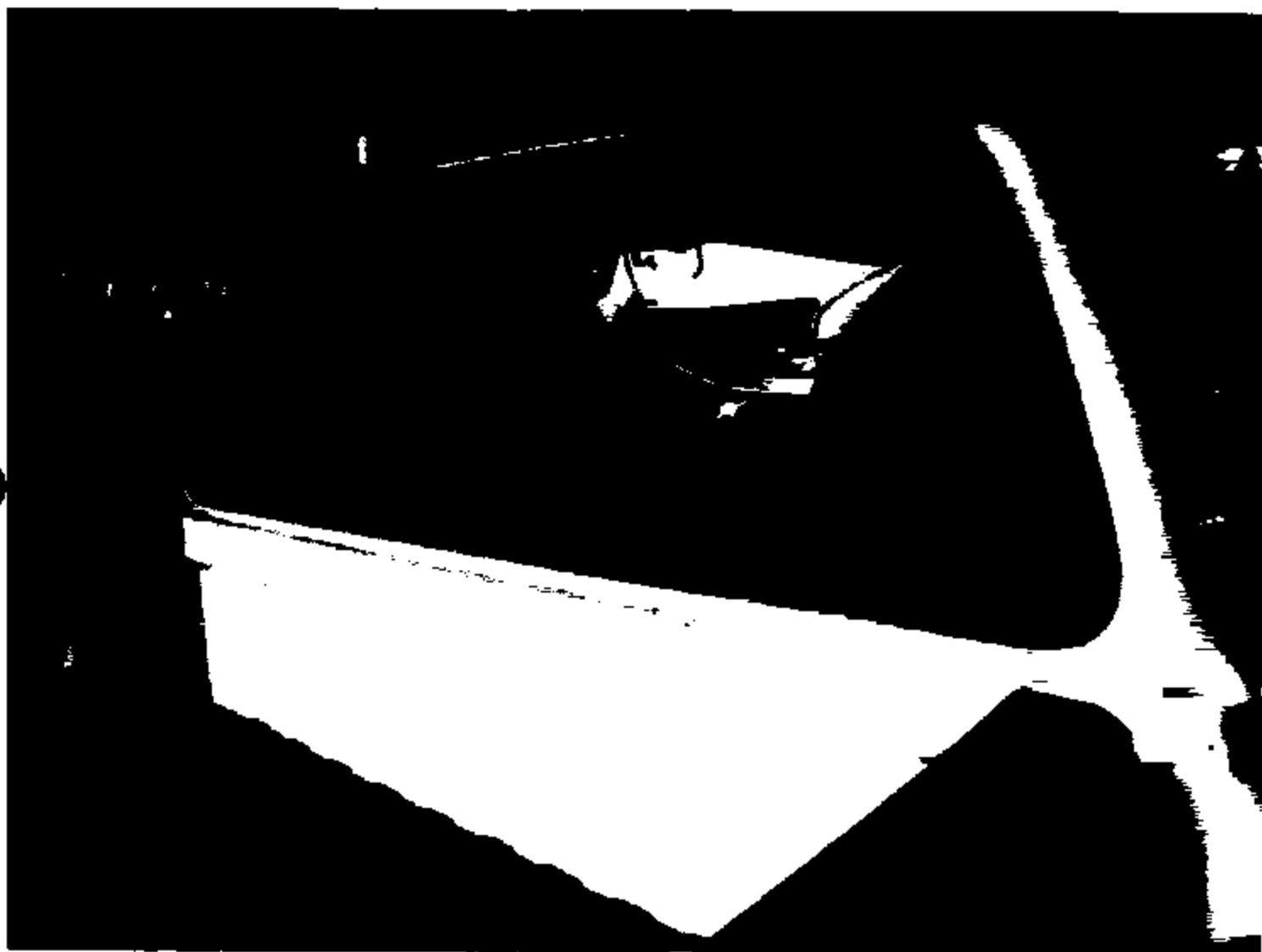
EA95-095-LC-3044



ER05-085-LC-3045



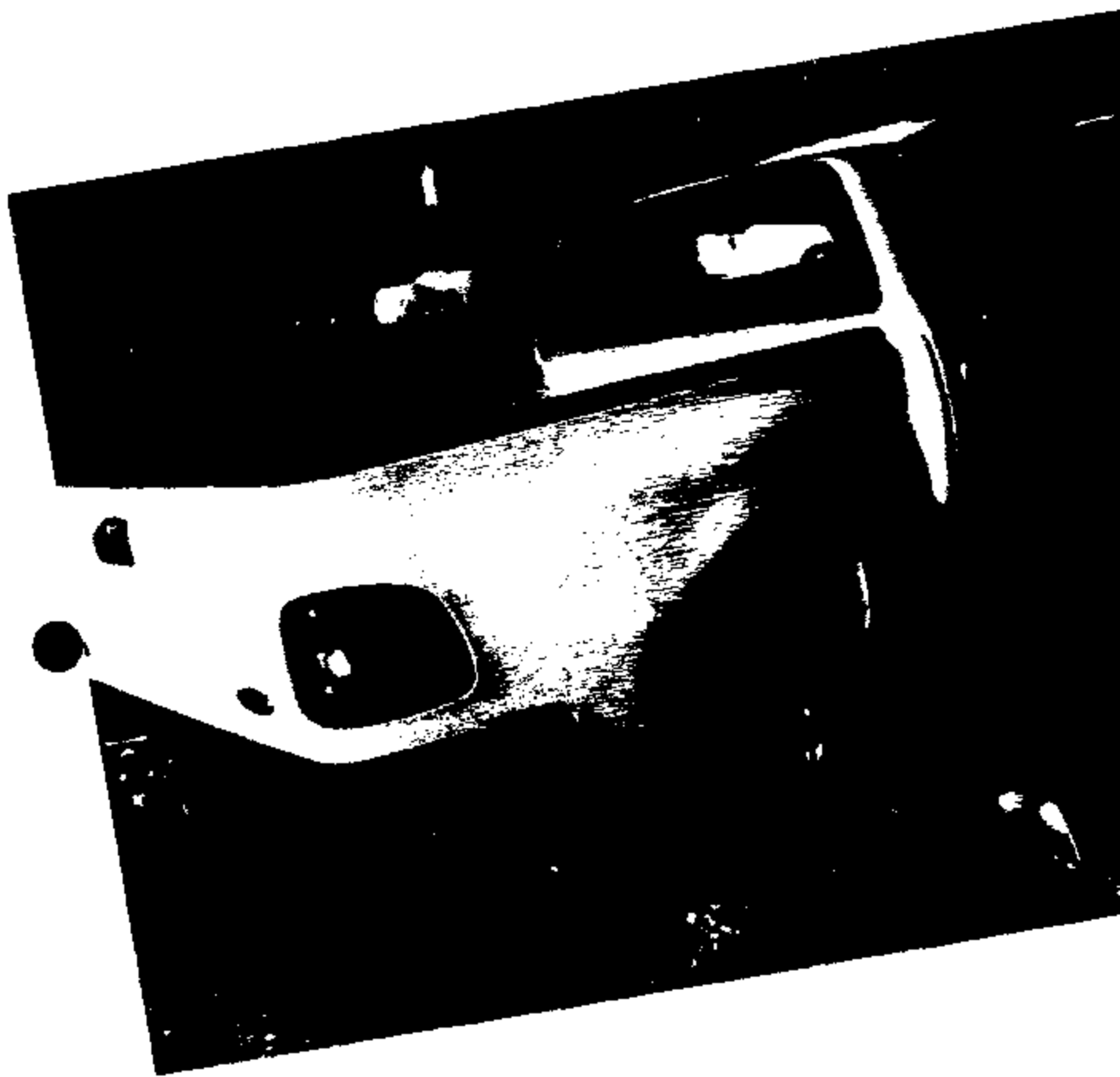
EA05-003-LC-384B

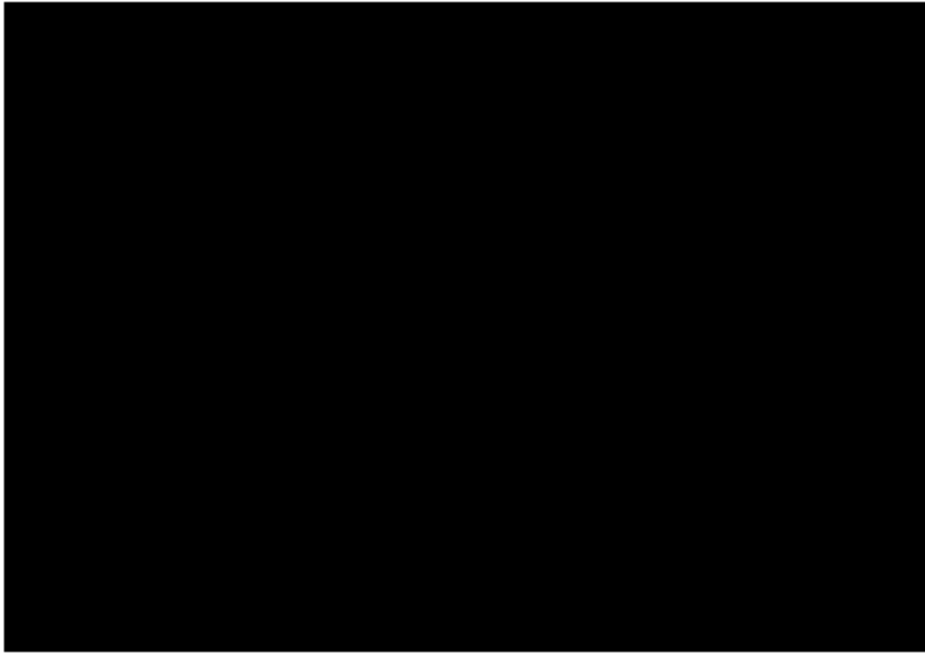


ER23-605-LC-3047



ER05-005-LC-3048







Nationwide[®] On Your Side[™]

2005

New

Nationwide Insurance • 110 Elwood Davis Road, North Syracuse, N.Y. 13212 • 315-453-3594

May 6, 2005

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



7/10/03

DOL

Attn: Shawn Norton

Re: 63 claims relating to cruise control recall

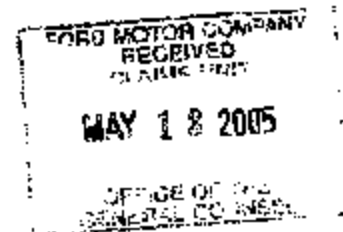
Dear Ms. Norton:

As you will recall you and I spoke 4 weeks ago. I am the manager of a centralized unit that has been handling subrogation claims Nationwide has involving automobile fires and possible defects since September, 2004. We also have been handling these claims for our affiliate company Allied since February, 2005. You have had discussions on several claims with my associates Kathie Styer, Lynn Ellis and Lynn Koenck. Our goal has been to establish a positive working relationship with your company, and to only submit claims to your company having merit.

Enclosed you will find supporting materials regarding 63 of our claims relating to the cruise control recall. We have provided a list of these claims, and supporting documents for each claim which are separated and in the same order as they appear on the list. These claims are for the eastern states in our operation. We are waiting for a report on our western states handled by Allied, and as soon as it is available I will send those to you for review. As we discussed during our phone call many of these claims were handled and closed prior to us being aware there was an issue with the cruise control. Therefore, on some of those claims we did not secure a cause an origin report, and the vehicles are no longer available. On all claims we have provided photographs and estimates that clearly document the area where the fire started.

I would appreciate discussing this with you or someone at Ford once you have received this and have had an opportunity to review. Please contact me by phone at 315-453-3594, by fax at 614-961-3180 or by EMAIL at mabbetc@nationwide.com. We look forward to continue working with you and your team, building a strong working relationship, and working towards cost effective resolutions of claims for both of our companies.

Sincerely,
Craig Mabbett
Craig Mabbett
Subrogation Manager



EMIS-008-LC-3099



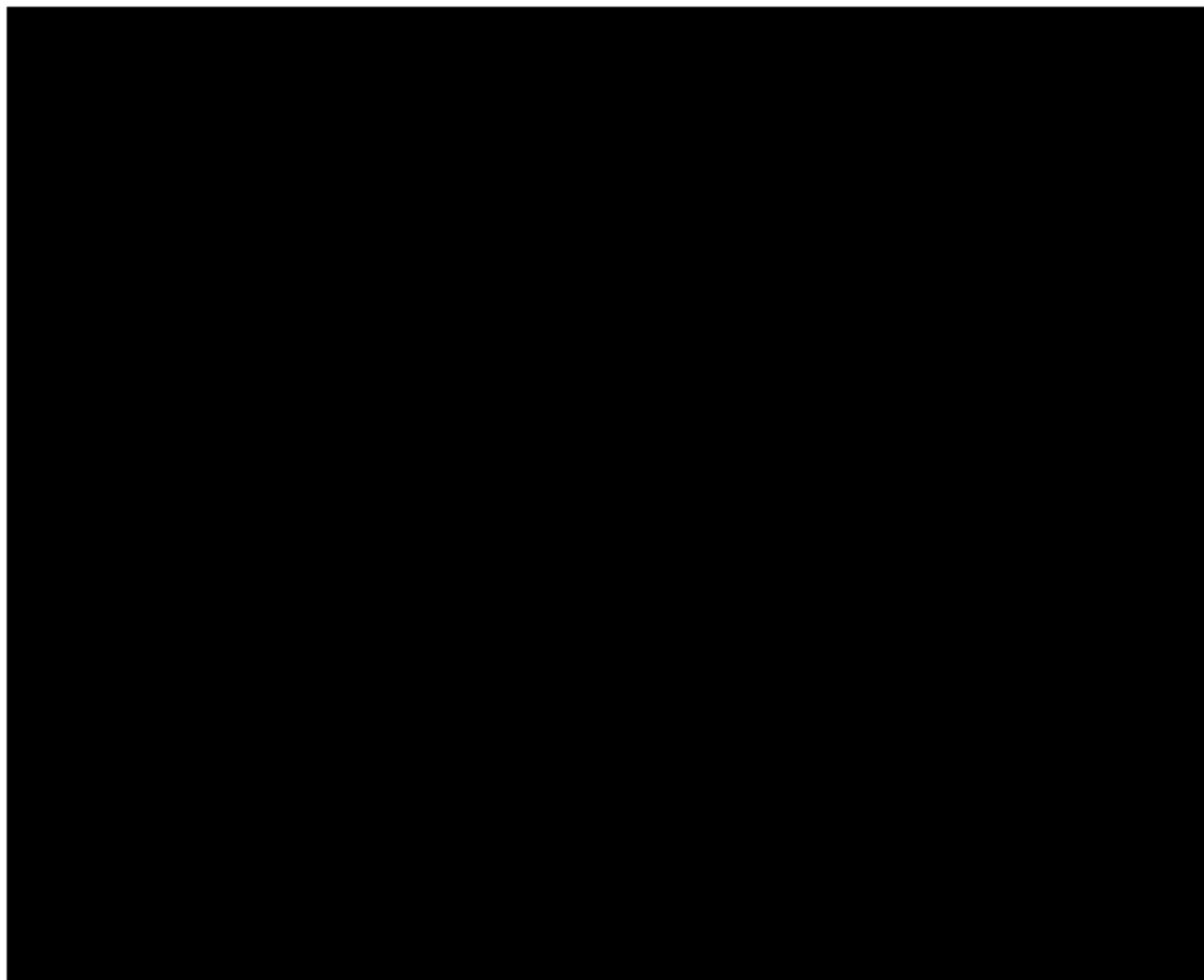


ER65-805-LC-3852



EROS-005-LC-3053





ST PAUL
TRAVELERS

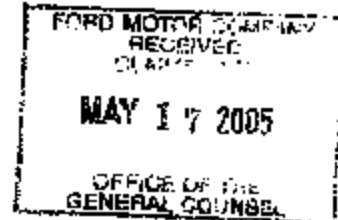
TRAVELERS LIABILITY COMPANY OF CONNECTICUT
KRISTIN J PRIMIANO
PO BOX 3122
FALL RIVER MA 02722-3022
(508) 324-7693 x 8341
(508) 324-8341

CUSTOMER
RELATIONSHIP
CENTER

MAY 17 2005

2005 MAY 16 4 8 01
MAY 9, 2005

FORD MOTOR CO.
P.O. BOX 6248, MD-3NE-B
DEARBORN MI 48126



Our Client: [REDACTED]
Claim/File #: [REDACTED]
Date of Loss: 03/29/2005
Reference: Subrogation Claim

Dear FORD MOTOR CO:

We are handling a claim for [REDACTED] who sustained a loss on 03/29/2005.

Our investigation reveals that you may be legally responsible for this loss, and we are seeking reimbursement from you. We are requesting reimbursement of the total amount of \$2,131.69. We have paid \$2,106.69 and our insured [REDACTED] has a deductible of \$25.

If you have insurance, please complete the attached form and return it to me. Please refer this letter to your insurance carrier immediately, requesting they contact our offices. Should you not have insurance, we expect payment from you directly. Please contact me to discuss repayment options.

Please call me with any questions.

Sincerely,
KRISTIN J PRIMIANO
CL REP
(508) 324-8341
Fax:
Email:

Enc. Insurance Questionnaire

PROGRAMS

EA05-005-LC-3056

DESCRIPTION: UNKNOWN IMPORTED: 4/18/2006 8:52:54 AM BY: 06068890 FILE SIZE: 79700 WIDTH: 640 HEIGHT: 480



 **ST PAUL
TRAVELERS**

ENR05-005-LC-3896

DESCRIPTION: UNKNOWN IMPORTED: 4/18/2005 9:59:54 AM BY: 080500390 FILE SIZE: 102618 WIDTH: 640 HEIGHT: 480



 **ST PAUL
TRAVELERS**

ENR05 - 0825 - LC - 3/057

DESCRIPTION: UNKNOWN IMPORTED: 4/16/2005 8:38:54 AM BY: 08080000 FILE SIZE: 93458 WIDTH: 640 HEIGHT: 400



 **ST PAUL
TRAVELERS**

ENR-005-LC-3855

DESCRIPTION: UNKNOWN IMPORTED: 4/18/2005 8:02:54 AM BY: 00000000 FILE SIZE: 94883 WIDTH: 640 HEIGHT: 480



 **ST PAUL
TRAVELERS**

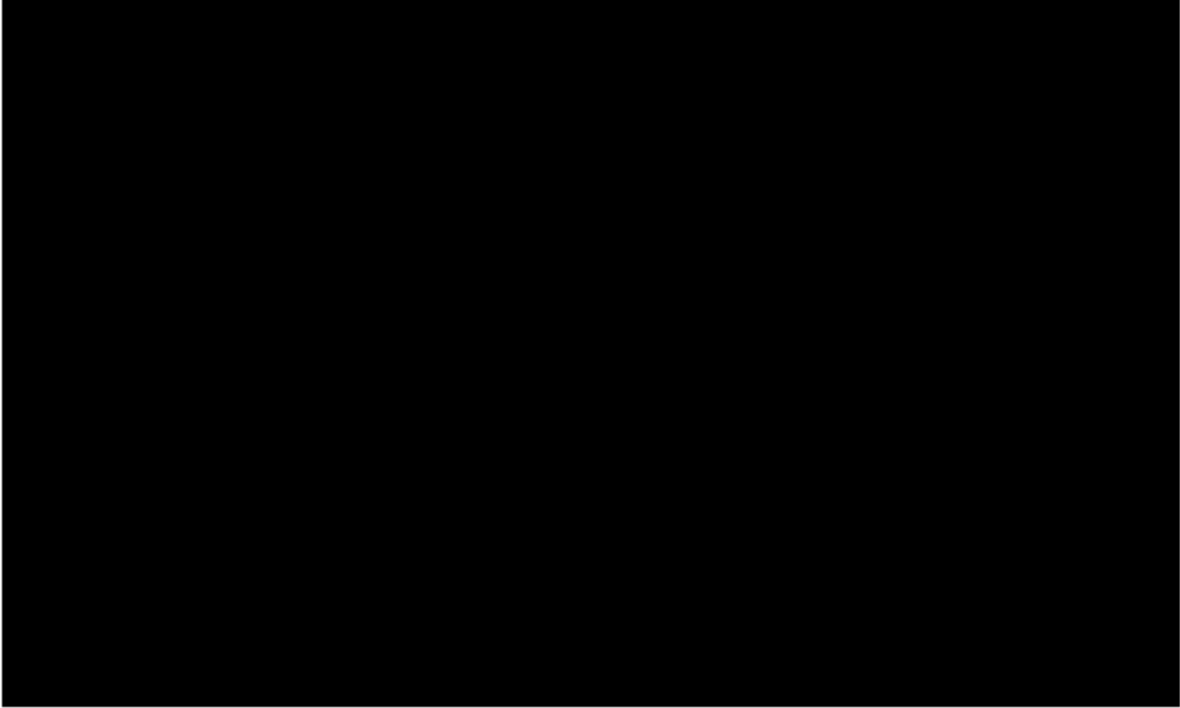
2005-05-LC-3029

DESCRIPTION: UNKNOWN IMPORTED: 4/16/2005 5:52:53 AM BY: 06060000 FILE SIZE: 60664 WIDTH: 640 HEIGHT: 400



 **ST PAUL
TRAVELERS**

EROS-ARM-LC-3088



5260-442

IG

IMPACT GENERAL, INC.

VEHICLE FIRE INSPECTION

INSURED: [REDACTED]

IMPACT GENERAL NUMBER: SD-26442

AS PREPARED FOR

MR. LLOYD PROCTOR

STATE FARM INSURANCE COMPANY

DEC 19 1988

PROVIDING PROFESSIONAL EXPERTISE^{2AY}
FOR CASUALTY CAUSE DETERMINATION

ERS-885-LC-3882



December 13, 2000

Mr. Lloyd Proctor
 State Farm Insurance Company
 3252 Bonita Road
 Chula Vista, CA 91910

Re: Insured: [REDACTED]
 Claim Number: [REDACTED]
 Date of Loss: 8/5/00
 Impact General Number: SD-26442

- ENVIRONMENTAL AUDITS & CONTAMINATION CLAIMS ●
- CONSTRUCTION DEFECT & ACCIDENT INSPECTIONS ●
- TRAFFIC ACCIDENT ANALYSIS & RECONSTRUCTION ●
- MECHANICAL ENGINEERING SERVICES ●
- PERSONAL & HEALTH INJURY CLAIMS ●
- CIVIL & STRUCTURAL ENGINEERING ●
- ELECTRICAL SYSTEMS EVALUATION ●
- CODE COMPLIANCE EVALUATIONS ●
- METALLURGY - FAILURE ANALYSIS ●
- PROPERTY DAMAGE ASSESSMENT ●
- GEO TECHNICAL ASSESSMENTS ●
- SLIP & FALLS - GENERAL SAFETY ●
- AUTOMOTIVE INSPECTIONS ●
- FIRE CAUSE DETERMINATION ●
- PRODUCT LIABILITY CLAIMS ●
- LABORATORY SERVICES ●
- CROP DAMAGE CLAIMS ●
- INDUSTRIAL SAFETY ●
- TIRE ANALYSIS ●

VEHICLE FIRE INSPECTION

ASSIGNMENT:

Impact General, Incorporated was retained to determine the cause and origin of a fire which damaged a 1995 Ford F150 pickup.

CONCLUSIONS:

The cause of the fire was a direct short between the B+ battery wire and the ground wire, terminating in the service brake system pressure switch which is located on the front of the master cylinder.

Ford Motor Company has issued recall 99V124 for a potential defect in this same brake pressure switch (see Enclosure 2). Physical evidence shows that the fire initiated in this switch. Representatives from Ford Motor Company should be asked to inspect the burned parts.

ENG-001-LC-3083

DEC 19 2000

SOUTH BAY

Mr. Lloyd Proctor
Claim No. 55S280442
Impact No. SD-28442
Page 2

DISCUSSION:

Overview

The insured had been fishing. Upon returning to his vehicle located in a parking lot, he observed a person walking around the vehicle carrying a fire extinguisher. The fire was extinguished using the fire extinguisher. Inspection revealed a small engine compartment fire in the vicinity of the service brake master cylinder.

The vehicle was then repaired in Blythe, California, near the scene of the fire. No actual inspection of the vehicle was possible. However, the damaged parts were forwarded from the repair facility to the State Farm Office in Chula Vista, California, where the inspection of the fire damaged wiring harnesses, master cylinder and the vacuum brake booster took place. Photographs of the insured's truck after the fire were provided and are included as Enclosure (1).

No recent work had been done on the vehicle.

Inspection

The fire-damaged parts were inspected at State Farm Insurance, 3252 Bonita Road, Chula Vista, California, on 12/7/00. Mr. Proctor from State Farm Insurance was present at the inspection.

Year make and model:	1995 Ford F150 pickup
Color body:	Unknown
Transmission:	Unknown
Drive:	4-wheel

DEC 19 2000
SOUTH BAY

Mr. Lloyd Proctor
Claim No. 66S260442
Impact No. SD-26442
Page 3

License:	6F84786
Vin:	Unknown
DOM:	Unknown
Odometer:	Unknown
Keys:	No
Driveable:	No

This vehicle had experienced a small engine compartment fire in the vicinity of the service brake system master cylinder. The fire melted the fluid reservoir mounted on the top of the master cylinder and burned wiring in the near proximity of the fire (see Photographs 1 and 8).

Evidence of burning brake fluid is visible on the lower portion of the master cylinder. Residue from the melting plastic reservoir was deposited on the master cylinder and on wiring components directly below the fire.

The hot spot of the fire was at the brake pressure switch, located at the front end of the master cylinder. The National Highway Traffic Safety Administration issued recall 98V124 for a potential defect in the brake pressure switch. The recall states that "the possibility of a fire exists while the vehicle is parked or in use." This switch controls the operation of the brake lights and the discontinuance of the cruise control when the brake pedal is depressed.

Wiring to the switch was burned back towards the B+ battery source approximately 12 inches (see Photographs 13-14). Other wiring in vicinity of the shorted conductors was also damaged.

An exemplar vehicle with the identical unburned brake pressure switch was located. Photographs of the exemplar switch are included as Photographs 20, 21.

Mr. Lloyd Proctor
Claim No. 558260442
Impact No. SD-26442
Page 4

A ten-amp fuse was found "blown" in the fuse panel. This fuse was in position number 7 (see Photographs 18-19).

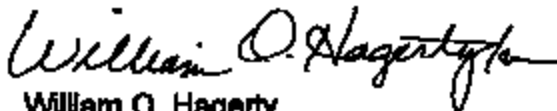
In summary, the service brake pressure switch failed internally, causing a direct short between the B+ battery wire and the ground wire. This short caused the insulation on the associated wiring to melt and catch fire. The ensuing fire caused other components to burn.

This report is based upon evidence and information available at the time of preparation. Any new evidence or information, which becomes available, may necessitate a revision or amendment to this report.

This opportunity to be of service is greatly appreciated. Should you have any questions or require additional information, please contact Impact General.

Respectfully submitted,

IMPACT GENERAL, INCORPORATED

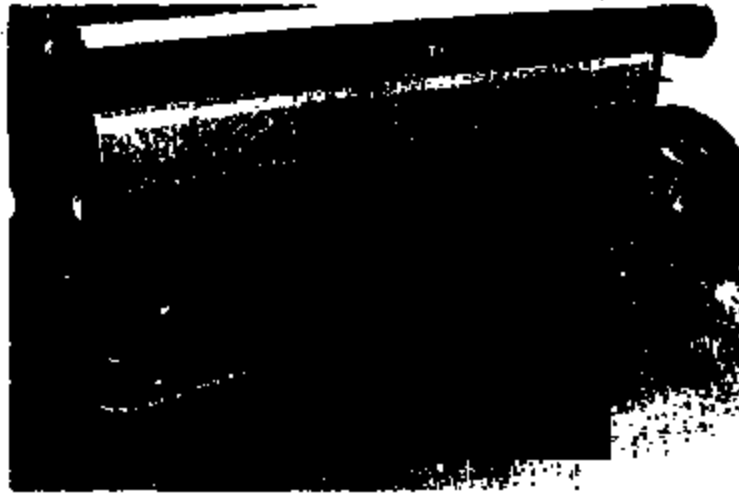


William O. Hagerty
Automotive/Fire Expert
California Private Investigator #21488

WOH/GRK/ev

Enclosures: (1) State Farm Photograph pages 1-5
(2) NHTSA recall 99V124
(3) Photographs 1-21

Photo for: 55-S280-442



ENCLOSURE (1) Page 1

ENCLOSURE (1) Page 1

EX-100-10-3087



ENCLOSURE (1) Page 2

Enc (1)

ENCLOSURE (1) Page 2

65-985-1-3-200

Photographs - VEHICLE FIRE INSPECTION
Insured: [REDACTED]
Claim No. [REDACTED]
Impact No. SD-26442

Photograph 1

Service brake
master cylinder -
burned brake
pressure switch
at end



Photograph 2

Service brake
master cylinder -
burned brake
pressure switch
at end



ENG-985-LC-3888

Photographs - VEHICLE FIRE INSPECTION
Insured: [REDACTED]
Claim No. [REDACTED]
Impact No. SD-26442

Photograph 3

Service brake
master cylinder -
burned brake
pressure switch
at end



Photograph 4

Service brake
master cylinder -
burned brake
pressure switch
at end



Photographs - VEHICLE FIRE INSPECTION

Insured: [REDACTED]

Claim No: [REDACTED]

Impact No. SD-28442

Photograph 5

**Service brake
master cylinder -
burned brake
pressure switch
at end**



Photograph 6

**Service brake
master cylinder -
burned brake
pressure switch
at end**



Photographs - VEHICLE FIRE INSPECTION
Insured: [REDACTED]
Claim No. [REDACTED]
Impact No. 8D-26442

Photograph 7

Service brake
master cylinder -
burned brake
pressure switch
at end



Photograph 8

Service brake
master cylinder -
burned brake
pressure switch
at end



Photographs - VEHICLE FIRE INSPECTION

Insured: [REDACTED]

Claim No: [REDACTED]

Impact No. SD-28442

Photograph 9

**Service brake
master cylinder -
burned brake
pressure switch
at end**



DP93-462-LC-2673

Photograph 10

**Service brake
master cylinder -
burned brake
pressure switch
at end**



Photographs - VEHICLE FIRE INSPECTION

Insured: [REDACTED]

Claim No. [REDACTED]

Impact No. SD-28442

Photograph 11

Wiring harness



Photograph 12

Wiring harness



BR03-003-LC-3874

Photographs - VEHICLE FIRE INSPECTION

EA05-005-LC-3875

Insured: [REDACTED]

Claim No. [REDACTED]

Impact No. SD-26442

Photograph 13

Burned insulation
on pressure
switch wiring



Photograph 14

Burned insulation
on pressure
switch wiring

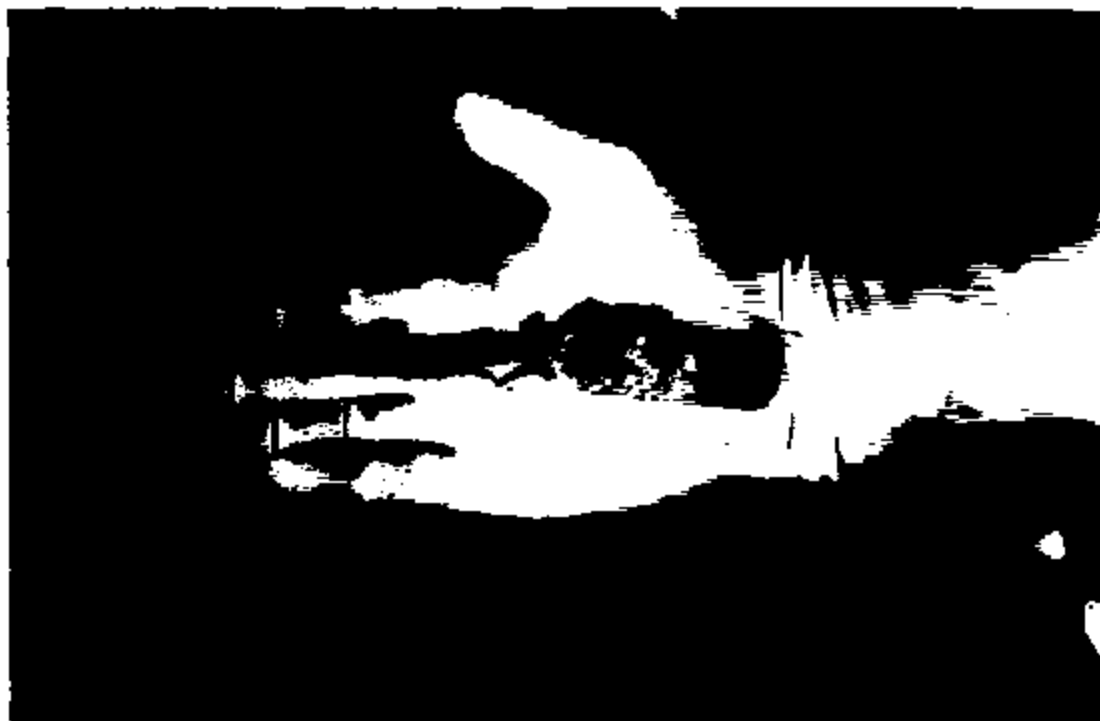


Photographs - VEHICLE FIRE INSPECTION
Insured: [REDACTED]
Claim No. [REDACTED]
Impact No. SD-26442

ENG-885-LC-3078

Photograph 15

Nearby melted
wiring



Photograph 16

Fuse panel



Photographs - VEHICLE FIRE INSPECTION

Insured: [REDACTED]

Claim No. [REDACTED]

Impact No. SD-26442

EA05-005-LC-3877

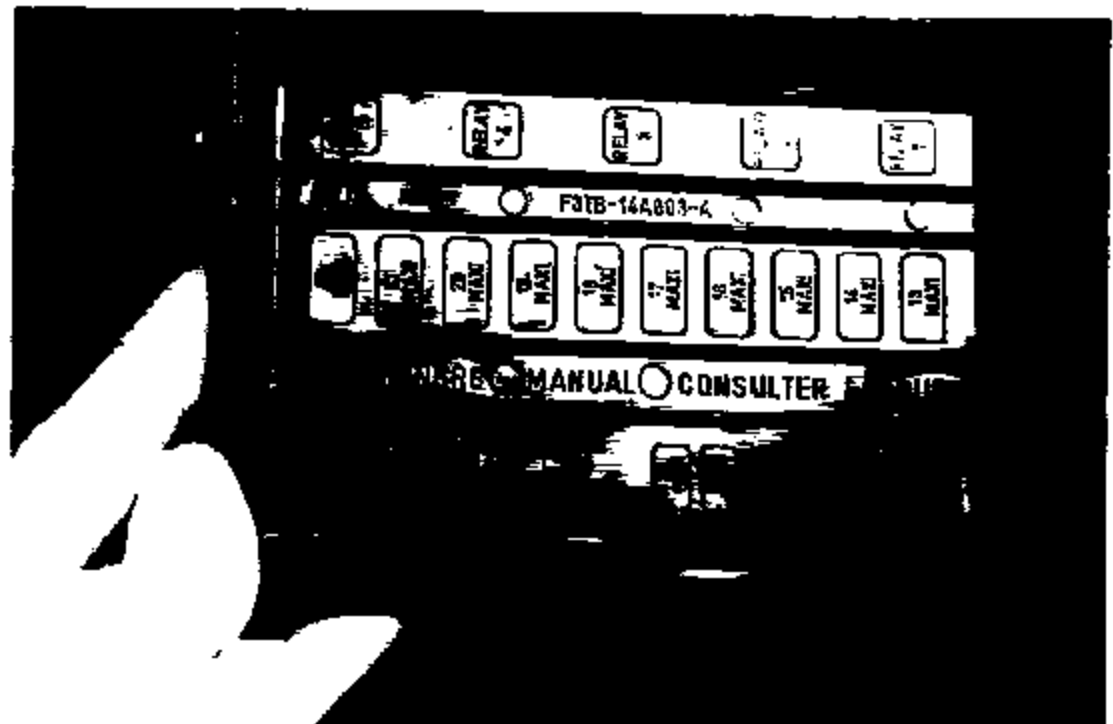
Photograph 17

Operated fuse



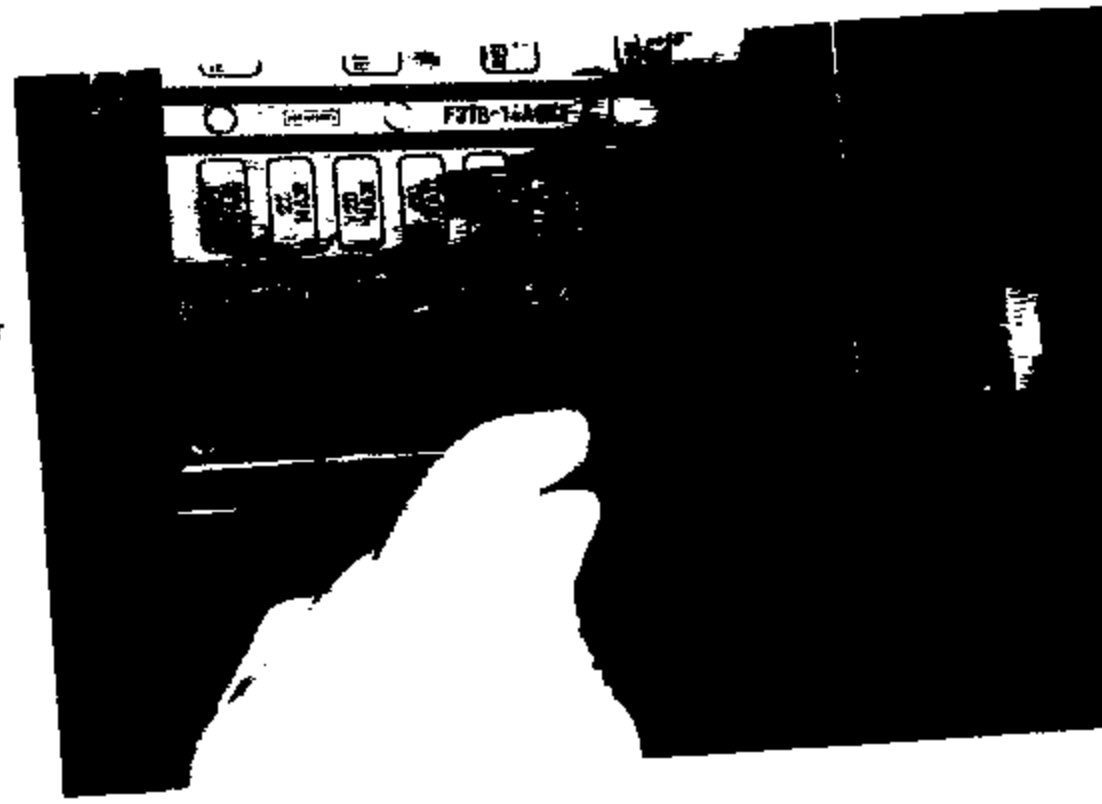
Photograph 18

Fuse panel cover



1.
:
Photographs - VEHICLE FIRE INSPECTION
Insured: [REDACTED]
Claim No. [REDACTED]
Impact No. SD-26442

Photograph 19
Fuse panel cover



Photograph 20
Exemplar master
cylinder brake
pressure switch



Photographs - VEHICLE FIRE INSPECTION
Insured: [REDACTED]
Claim No. [REDACTED]
Impact No. SD-28442

Photograph 21

Exemplar master
cylinder brake
pressure switch







Nationwide® On Your Side™

RECEIVED MAY 13 2005

New

Nationwide Insurance • 110 Elwood Davis Road, North Syracuse, N.Y. 13212 • 315-453-3594

May 6, 2005

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



12/14/03

Attn: Shawn Norton

Re: 63 claims relating to cruise control recall

DOL

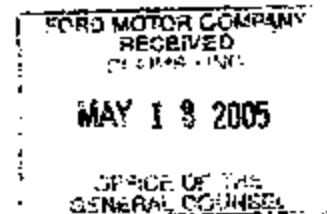
Dear Ms. Norton:

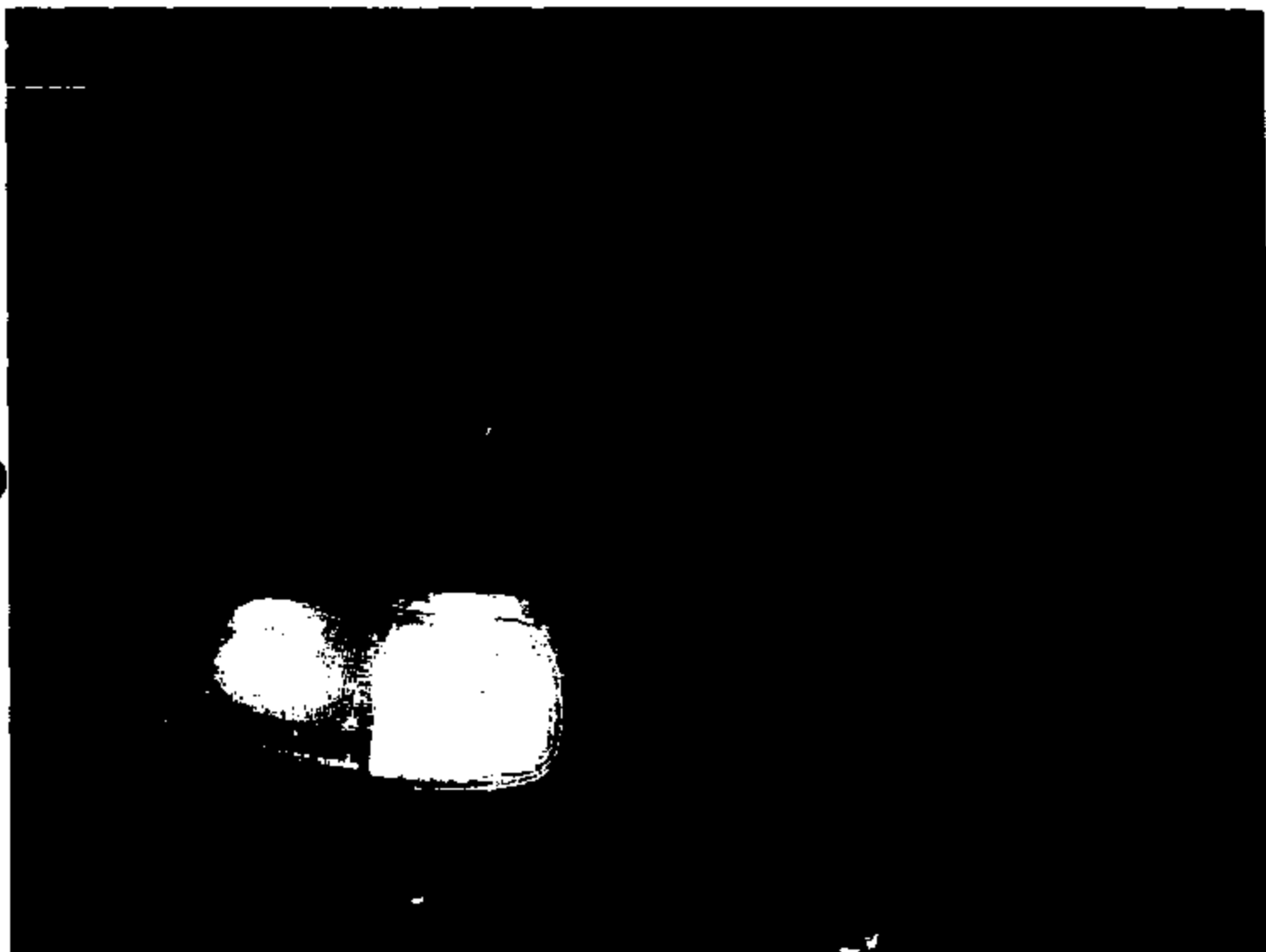
As you will recall you and I spoke 4 weeks ago. I am the manager of a centralized unit that has been handling subrogation claims Nationwide has involving automobile fires and possible defects since September, 2004. We also have been handling these claims for our affiliate company Allied since February, 2005. You have had discussions on several claims with my associates Kathie Styer, Lynn Ellis and Lynn Koenck. Our goal has been to establish a positive working relationship with your company, and to only submit claims to your company having merit.

Enclosed you will find supporting materials regarding 63 of our claims relating to the cruise control recall. We have provided a list of these claims, and supporting documents for each claim which are separated and in the same order as they appear on the list. These claims are for the eastern states in our operation. We are waiting for a report on our western states handled by Allied, and as soon as it is available I will send those to you for review. As we discussed during our phone call many of these claims were handled and closed prior to us being aware there was an issue with the cruise control. Therefore, on some of those claims we did not secure a cause an origin report, and the vehicles are no longer available. On all claims we have provided photographs and estimates that clearly document the area where the fire started.

I would appreciate discussing this with you or someone at Ford once you have received this and have had an opportunity to review. Please contact me by phone at 315-453-3594, by fax at 614-961-3180 or by EMAIL at mabbetc@nationwide.com. We look forward to continue working with you and your team, building a strong working relationship, and working towards cost effective resolutions of claims for both of our companies.

Sincerely,
Craig Mabbett
Craig Mabbett
Subrogation Manager





ER05-005-LC-3881



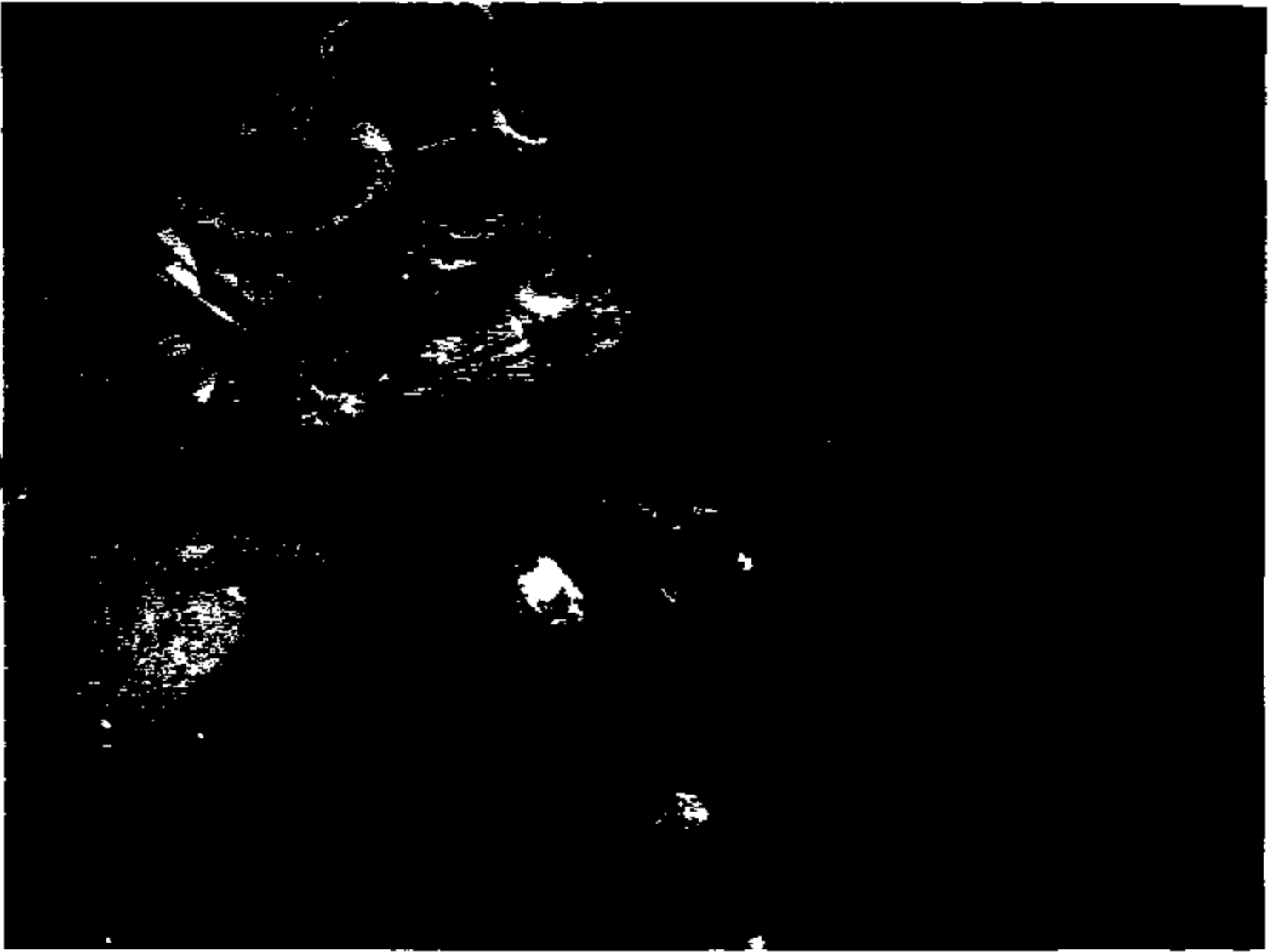
EROS-D85-LC-3882



ER05-005-LC-3883



ER93-685-LC-3084



2025-002-LC-2885





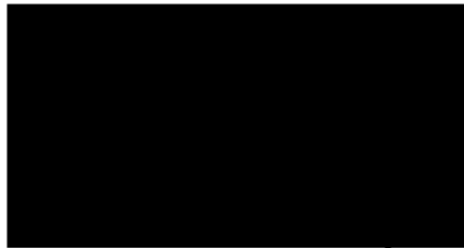
Nationwide[®] On Your Side[™]

New

Nationwide Insurance • 110 Elwood Davis Road, North Syracuse, N.Y. 13212 • 315-453-3594

May 6, 2005

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



Attn: Shawn Norton

Re: 63 claims relating to cruise control recall

DOL: 5/18/03

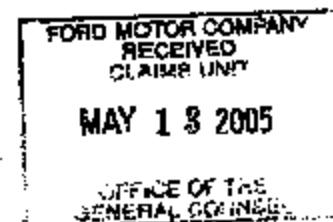
Dear Ms. Norton:

As you will recall you and I spoke 4 weeks ago. I am the manager of a centralized unit that has been handling subrogation claims Nationwide has involving automobile fires and possible defects since September, 2004. We also have been handling these claims for our affiliate company Allied since February, 2005. You have had discussions on several claims with my associates Kathie Styer, Lynn Ellis and Lynn Koenck. Our goal has been to establish a positive working relationship with your company, and to only submit claims to your company having merit.

Enclosed you will find supporting materials regarding 63 of our claims relating to the cruise control recall. We have provided a list of these claims, and supporting documents for each claim which are separated and in the same order as they appear on the list. These claims are for the eastern states in our operation. We are waiting for a report on our western states handled by Allied, and as soon as it is available I will send those to you for review. As we discussed during our phone call many of these claims were handled and closed prior to us being aware there was an issue with the cruise control. Therefore, on some of those claims we did not secure a cause an origin report, and the vehicles are no longer available. On all claims we have provided photographs and estimates that clearly document the area where the fire started.

I would appreciate discussing this with you or someone at Ford once you have received this and have had an opportunity to review. Please contact me by phone at 315-453-3594, by fax at 614-961-3180 or by EMAIL at mabbetc@nationwide.com. We look forward to continue working with you and your team, building a strong working relationship, and working towards cost effective resolutions of claims for both of our companies.

Sincerely,
Craig Mabbett
Craig Mabbett
Subrogation Manager



ENR05-085-10-2886



EA85-808-LC-3887



ER25-865-LO-3008



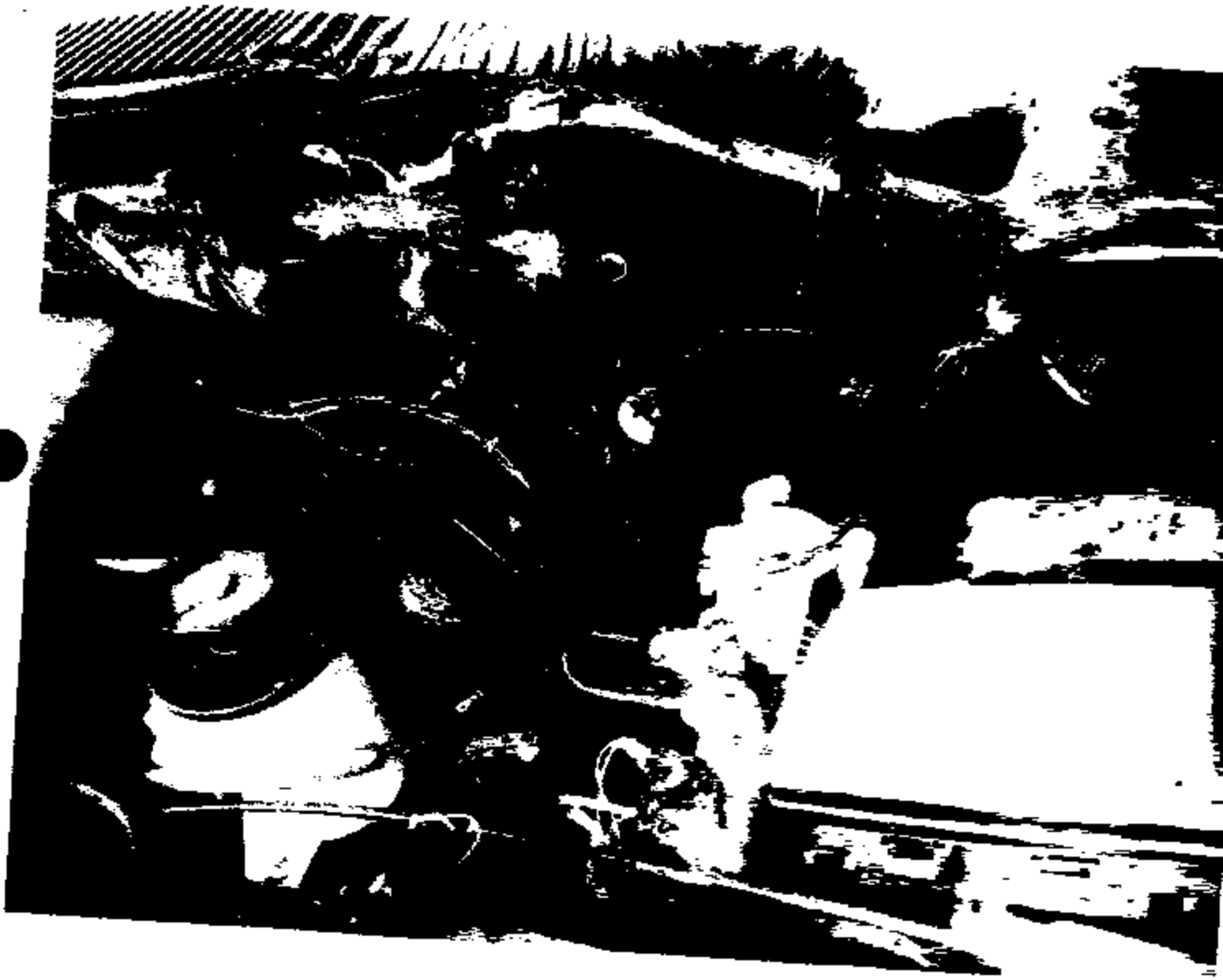
2025-005-LC-3058



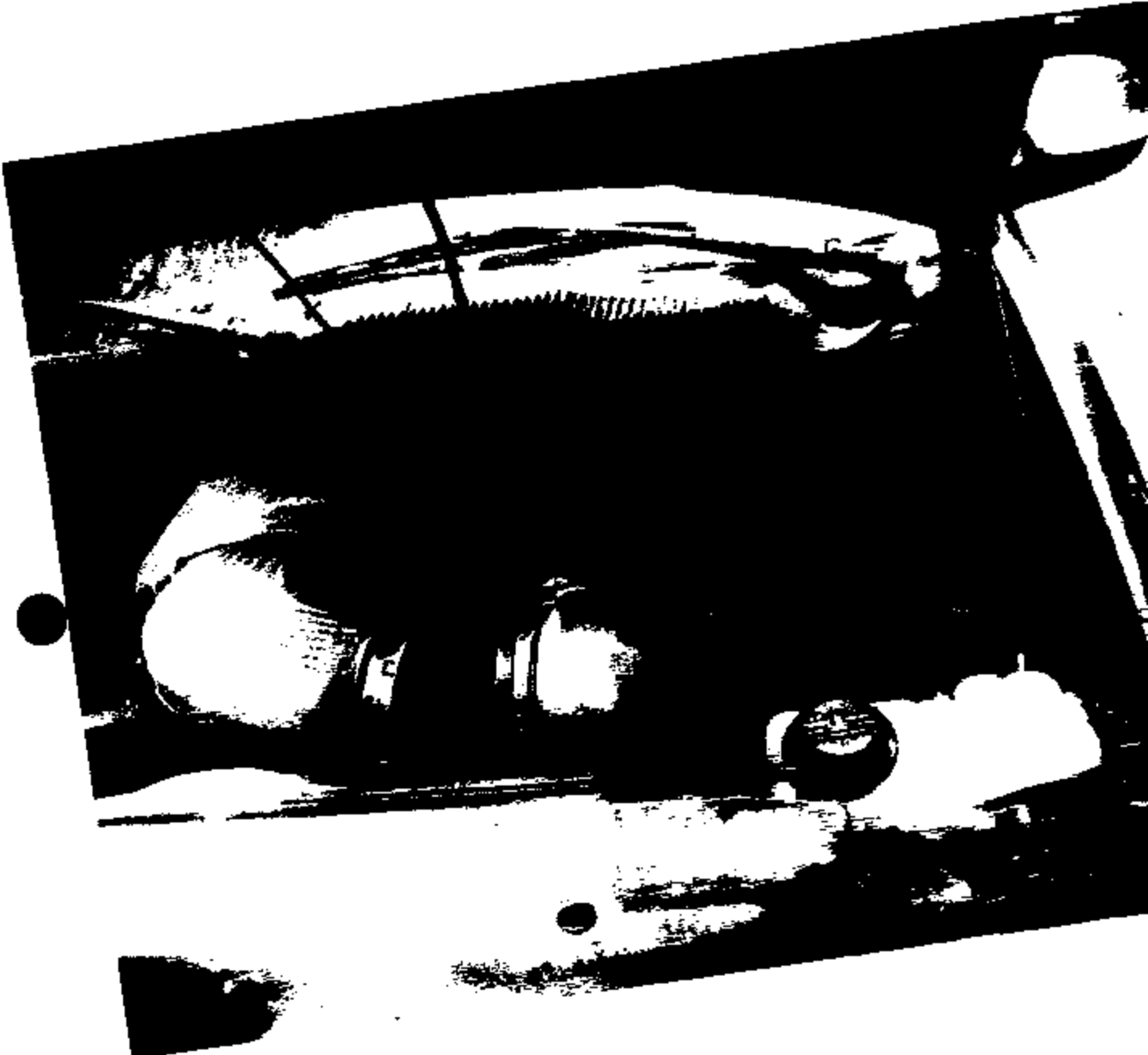
ENG-885-LC-3898



ERG5-885-LC-3891



2025-005-LC-3892







Nationwide[®] On Your Side[™]

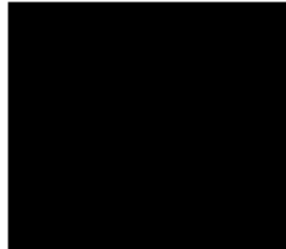
MAY 13 2005

New

Nationwide Insurance • 110 Elwood Davis Road, North Syracuse, N.Y. 13212 • 315-453-3594

May 6, 2005

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



Attn: Shawn Norton

- DOL 5/27/05

Re: 63 claims relating to cruise control recall

Dear Ms. Norton:

As you will recall you and I spoke 4 weeks ago. I am the manager of a centralized unit that has been handling subrogation claims Nationwide has involving automobile fires and possible defects since September, 2004. We also have been handling these claims for our affiliate company Allied since February, 2005. You have had discussions on several claims with my associates Kathie Styer, Lynn Ellis and Lynn Koenck. Our goal has been to establish a positive working relationship with your company, and to only submit claims to your company having merit.

Enclosed you will find supporting materials regarding 63 of our claims relating to the cruise control recall. We have provided a list of these claims, and supporting documents for each claim which are separated and in the same order as they appear on the list. These claims are for the eastern states in our operation. We are waiting for a report on our western states handled by Allied, and as soon as it is available I will send those to you for review. As we discussed during our phone call many of these claims were handled and closed prior to us being aware there was an issue with the cruise control. Therefore, on some of those claims we did not secure a cause an origin report, and the vehicles are no longer available. On all claims we have provided photographs and estimates that clearly document the area where the fire started.

I would appreciate discussing this with you or someone at Ford once you have received this and have had an opportunity to review. Please contact me by phone at 315-453-3594, by fax at 614-961-3180 or by EMAIL at mabbetc@nationwide.com. We look forward to continue working with you and your team, building a strong working relationship, and working towards cost effective resolutions of claims for both of our companies.

Sincerely,
Craig Mabbett
Craig Mabbett
Subrogation Manager

FORD MOTOR COMPANY
RECEIVED
MAY 13 2005
OFFICE OF THE
GENERAL COUNSEL

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
6/5/2003 CLOSED	[REDACTED] LEGAL - ACCIDENT / FIRE	1FTDF1865V[REDACTED] 561421543	1997 F-SERIES	07
6/3/2003 CLOSED	[REDACTED] MISC INQUIRY - CHANGE OF ADDRESS	1FTDF1865V[REDACTED] 681421643	1997 F-SERIES	02

ISSUE-001-LC-2003

All Action Details for Issue

Print

VIN: 1FTDF1865VN [REDACTED] Year: 1997 Model: F-SERIES Case: 561421543
 Name: [REDACTED] Owner Status: Subsequent WSD: 1996-07-30
 Symptom Desc: FIRES/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 00010 KOONS COLLEGE PARK FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 79000 MI Comm Type: PHONE
 Analyst Name: ARLENE PEARCE-ELLIOTT Analyst: APEARCE
 Action Date: 06/03/2003 Action Time: 16.07.21.206 Action Data: Yes

Comments CUSTOMER SAYS: -CUST SAYS THE VEH WAS ON FIRE AND HE IS CALLING BECAUSE THE GAS LEAK OUT AND ELECTRICAL FIRE -CUST SAYS THE FIRE WAS ON THE 27 TH MAY 03 -CUST SAYS THE FIRE ORIGINATED FROM THE ENGINE UNDER THE HOOD -CUST SAYS THE VEH WAS AT THE 1200 BLOCK OF AL AVE SE WASHINGTON DC -CUST SAYS A FIRE REPORT WAS TAKEN AT FIRE STATION #25 -CUST SAYS THE RFIRE DEPT FINDINGS WAS THAT THE FIRE STARTED FROM THE ENGINE UNDER HOOD -CUST SAYS THE FIRE REPORT NUMBER IS 57788 -CUST SAYS AN INSURANCE CLAIM WAS FILED AND HE WAITING ON A CALL BACK FROM HIS INSURANCE -CUST SAYS THE VEH IS NOT REPAIRABLE -CUST SAYS THE HAD STALL AND TURN THE VEH OFF AND TOOK THE KEY OUT OF THE IGNITION -CUST SAYS THERE WAS A DEFECT ON THE VEH PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 00010 KOONS COLLEGE PARK FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 79000 MI Comm Type: PHONE
 Analyst Name: SMITH,ERIKA (E.L.) Analyst: ESMITH68
 Action Date: 06/05/2003 Action Time: 19.37.44.986 Action Data: Yes

Comments CONTACTED CUST

Data Element Name	Data Value
CONTACT PERSON	CUST

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
 Dealer: 00010 KOONS COLLEGE PARK FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 79000 MI Comm Type: OTHER
 Analyst Name: SMITH,ERIKA (E.L.) Analyst: ESMITH68
 Action Date: 06/05/2003 Action Time: 16.38.31.950 Action Data: No

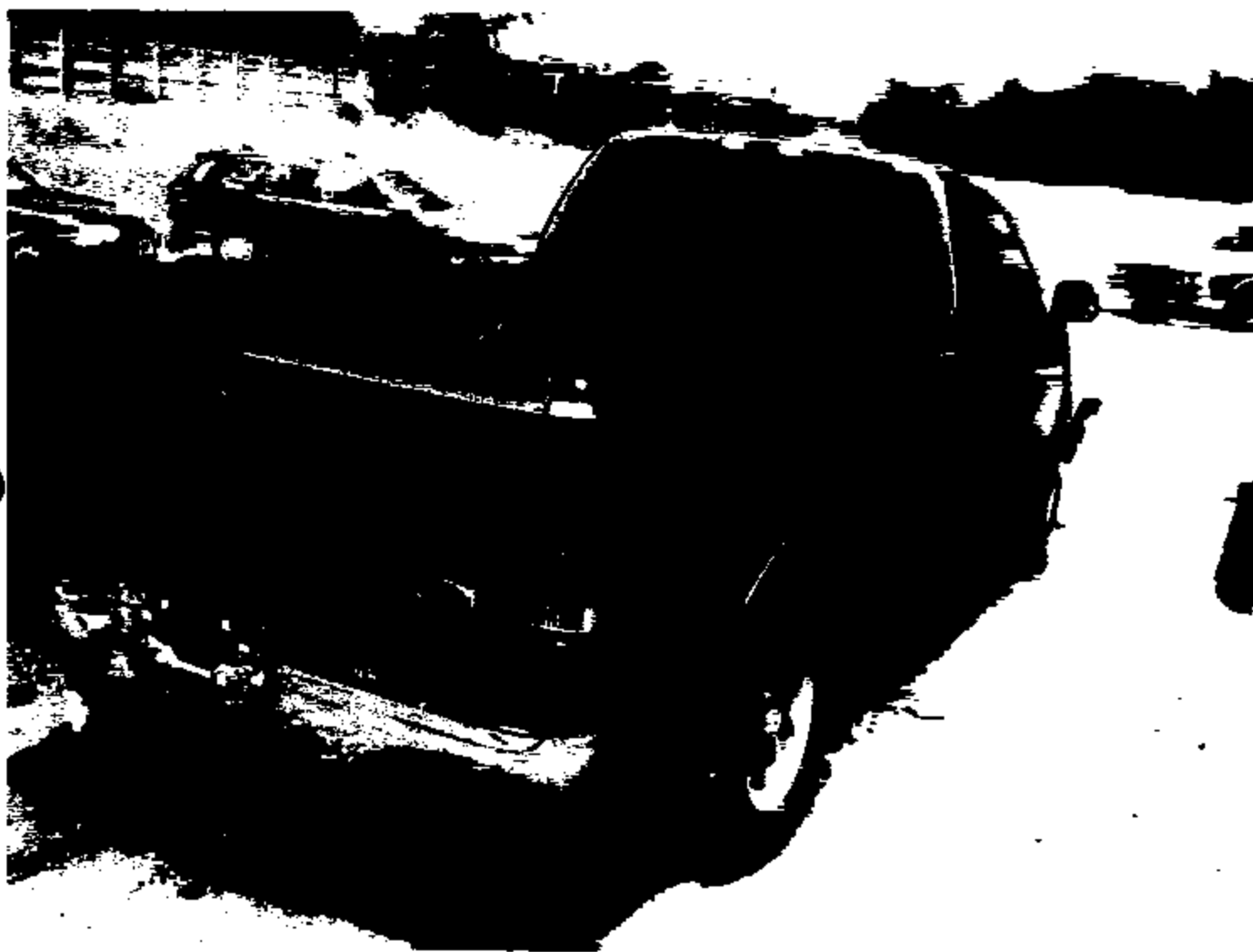
Comments PER CUST COMMENTS, INS CO INVOLVED. WILL SEND RESPONSE.

Action: UPDATE/ADDCO CASE
 Dealer: 00010 KOONS COLLEGE PARK FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 79000 MI Comm Type: PHONE
 Analyst Name: SMITH,ERIKA (E.L.) Analyst: ESMITH68
 Action Date: 06/05/2003 Action Time: 17.08.10.048 Action Data: No

E005-005-1C-30288

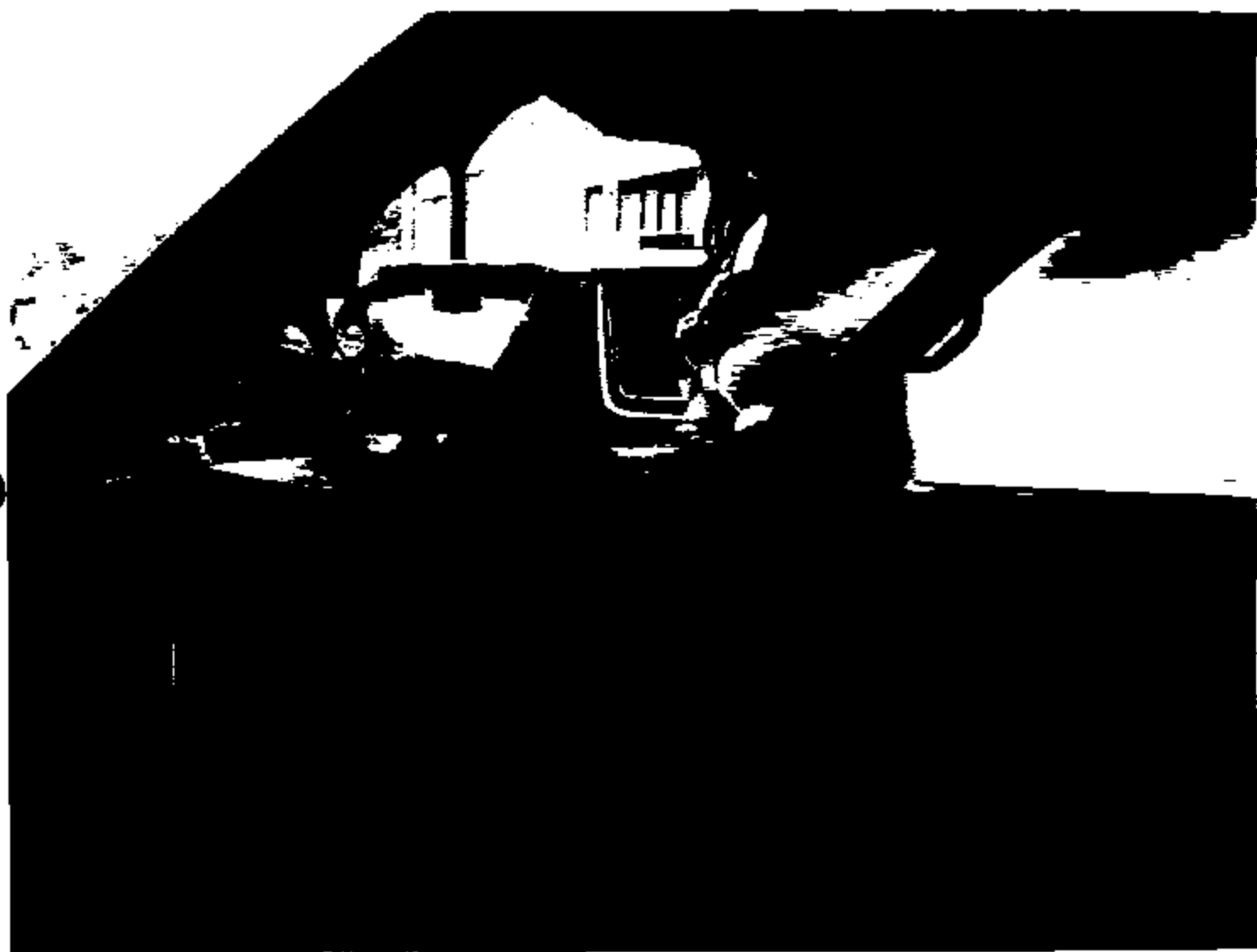
Comments LPA CONTACTED CUST. ORIGINAL ANALYST WAS SICK (CASSANDRA). LPA STATED THAT FMC HAD JUST RECEIVED HIS FILE AND WOULD INVESTIGATE HIS CONCERNS. LPA FURTHER STATED THAT IF ANY ADDITIONAL INFO WAS NEEDED, HE WOULD BE CONTACTED DIRECTLY. LPA ALSO STATED THAT A DECISION SHOULD BE RENDERED WITHIN THE NEXT COUPLE OF WEEKS. LPA NOTICED IN THE CUST COMMENTS THAT INS CO WAS INVOLVED. LPA CONFIRMED THIS THROUGH THE CUST. LPA THEN INFORMED CUST THAT DUE TO INS CO INVOLVEMENT, A LETTER WOULD BE SENT IN THE MAIL, INDICATING THAT FMC REFERRED CUST TO INS CO FOR HANDLING. CUST BECAME VERBALLY ABUSIVE TO LPA. LPA ATTEMPTED TO EXPLAIN TO CUST THE SUBROGATION PROCESS. IN ADDITION, THE LPA HEARD THAT THE CUST WAS RECORDING THE CONVERSATION. THE CUST DENIED SUCH ACTION. THE LPA PORCEDED IN ATTEMPTING TO CALM THE CUST DOWN AND HELP EXPLAIN THE TERMINOLOGY AND SUBROGATION PROCESS. LPA ATTEMPTED TO FURTHER EXPLAIN THAT, DUE TO LIABILITY ISSUES, FMC COULD NOT GET INVOLVED WITH THE CASE WHEN THE INS CO IS INVOLVED. CUST DEMANDED A SUPERVISOR'S AND A DIRECTOR'S NAME AND NUMBER. LPA INFORMED CUST THAT ANALYSTS WERE NOT ALLOWED TO GIVE OUT THAT INFORMATION. CUST INFORMED LPA THAT HE WOULD NOTIFY HIS ATTN. CUST DEMANDED THAT LPA GIVE NAME AND NUMBER. LPA COMPLIED BUT INDICATED THAT IF HE WERE TO BE REPRESENTED BY AN ATTORNEY, THAT THE ADDRESSES COULD BE GIVEN TO CUST AND CUST COULD THEN FWD INFO ONTO HIS ATTN. LPA STATED THAT THE USUAL ANALYST WAS OUT SICK AND THAT IF THE CUST CHOSE TO PURSUIT ISSUE, THAT HE WOULD BE HANDLED BY THE USUAL ANALYST OF THE REGION. LPA TERMINATED PHONE CALL AFTER CUST BECAME COMBATIVE ONCE AGAIN.

ENR-805-10-3887



ER05-005-LC-3086

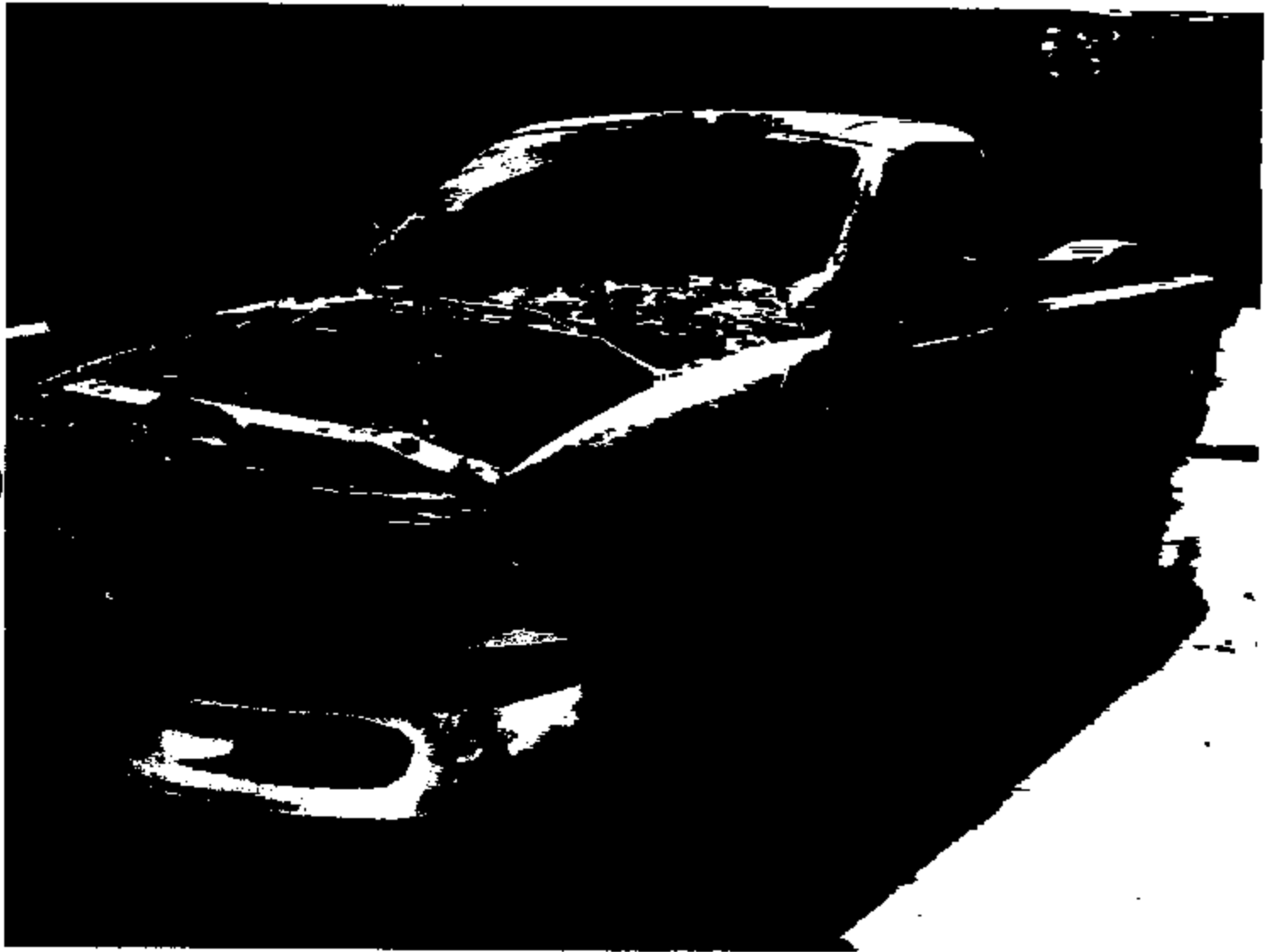




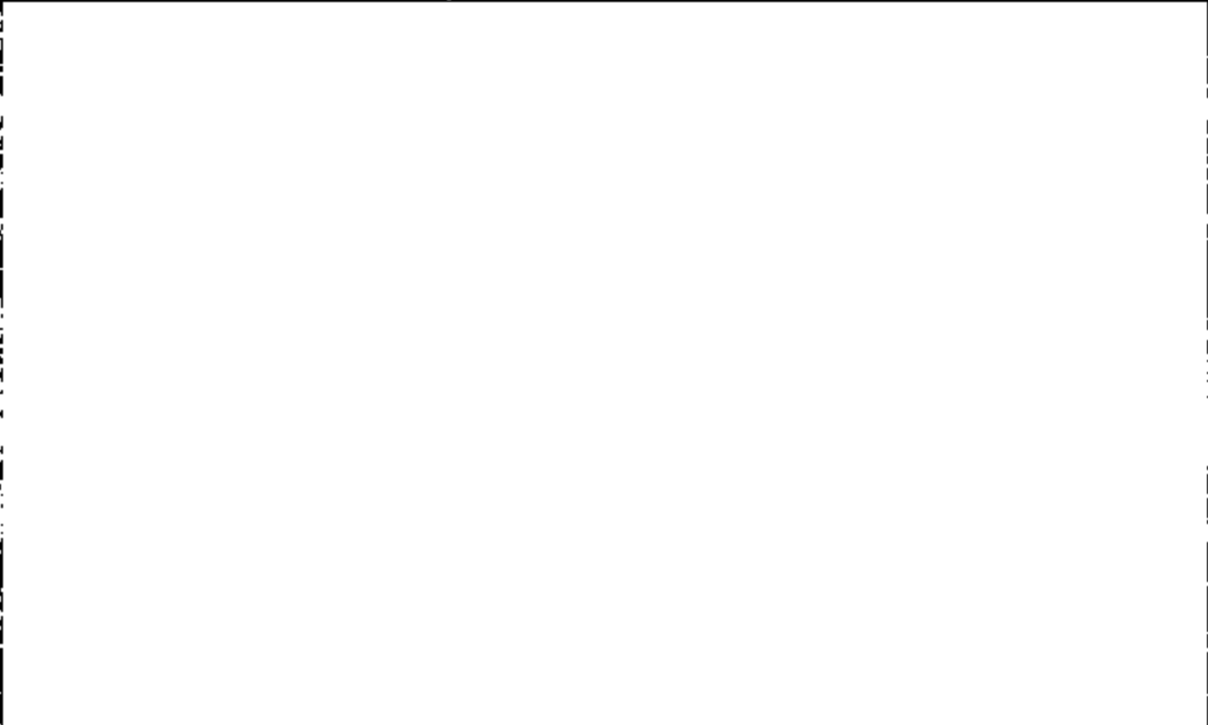
ER05-895-LC-3189



ER85-886-LC-3101



ERG5-005-LC-3182





Nationwide[®] On Your Side[™]

RECEIVED MAY 13 2005

New

Nationwide Insurance • 110 Elwood Davis Road, North Syracuse, N.Y. 13212 • 315-453-3594

May 6, 2005



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

- 10/12/02

Attn: Shawn Norton

Re: 63 claims relating to cruise control recall

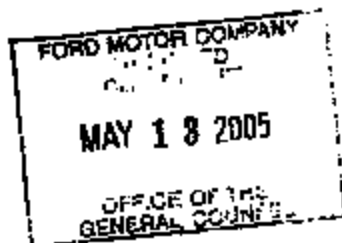
Dear Ms. Norton:

As you will recall you and I spoke 4 weeks ago. I am the manager of a centralized unit that has been handling subrogation claims Nationwide has involving automobile fires and possible defects since September, 2004. We also have been handling these claims for our affiliate company Allied since February, 2005. You have had discussions on several claims with my associates Kathie Styer, Lynn Ellis and Lynn Koenck. Our goal has been to establish a positive working relationship with your company, and to only submit claims to your company having merit.

Enclosed you will find supporting materials regarding 63 of our claims relating to the cruise control recall. We have provided a list of these claims, and supporting documents for each claim which are separated and in the same order as they appear on the list. These claims are for the eastern states in our operation. We are waiting for a report on our western states handled by Allied, and as soon as it is available I will send those to you for review. As we discussed during our phone call many of these claims were handled and closed prior to us being aware there was an issue with the cruise control. Therefore, on some of those claims we did not secure a cause an origin report, and the vehicles are no longer available. On all claims we have provided photographs and estimates that clearly document the area where the fire started.

I would appreciate discussing this with you or someone at Ford once you have received this and have had an opportunity to review. Please contact me by phone at 315-453-3594, by fax at 614-961-3180 or by EMAIL at mabbetc@nationwide.com. We look forward to continue working with you and your team, building a strong working relationship, and working towards cost effective resolutions of claims for both of our companies.

Sincerely,
Craig Mabbett
Craig Mabbett
Subrogation Manager



Last Handling Date/ Issue Status	Name/ Reason Desc	ISSUE LIST VIN/ Case No.	Model Year and Vehicle Line	Issue Type
5/14/2001 CLOSED	[REDACTED] AWA - MULTIPLE REPAIR	1FTDX1880VN [REDACTED] 593861341	1997 F-SERIES	02

EP00-009-LC-3184

All Action Details for Issue

Print

VIN: 1FTDY48200 [REDACTED] Year: 1997 Model: F-SERIES Case: 593881341
 Name: [REDACTED] Owner Status: Subsequent WSD: 1996-04-08
 Symptom Desc: SERVICE BRAKE DRAG FRONT Primary Phone: [REDACTED]
 Reason Desc: AWA - MULTIPLE REPAIR Secondary Phone:
 Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: SUPPORT DEALER'S POSITION
 Dealer: 07311 SHAFFER FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 55000 MI Comm Type: PHONE
 Analyst Name: KAREN FLETCHER Analyst: KFLETCH
 Action Date: 05/14/2001 Action Time: 18.19.22.109 Action Date: No

Comments CUSTOMER SAYS: CUST SAYS THAT FRONT RODERS NOT WORKING HAD THEM TUPN DOWN TWICE -CUST SAYS THAT CANT GET INSPECTED BECAUSE IT'S TOO LOW CALLED DLRSHP AND THEY SAID CANT HELP HIM PER CUSTOMER, DEALER SAYS: -CALLED DLRSHP AND THEY SAID CANT HELP HIM CAC ADVISED: - SUPPORT REPAIR PROCEDURE COMPLETED BY DEALER - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE *****OBC DLR**** SPOKE TO MIKE S/M HE SAYS THAT CUST SPECS FOR VEH IS 9.85 SO THEY SHOULD PASS INSPECTION THERE WAS MISPRINT IN OLD BOOKS CONFERENCE CALL BTWN PARTIES FOR EXPLANATION, MIKE SAYS CUST GAVE HIM .97 & .965 MIKE TOLD CUST THAT WHOMEVER IS DOING INSPECTION CAN CALL HIM FOR PROPER INFO BECAUSE NOTHING IS WRONG INFERENCE CASE ID: 5233

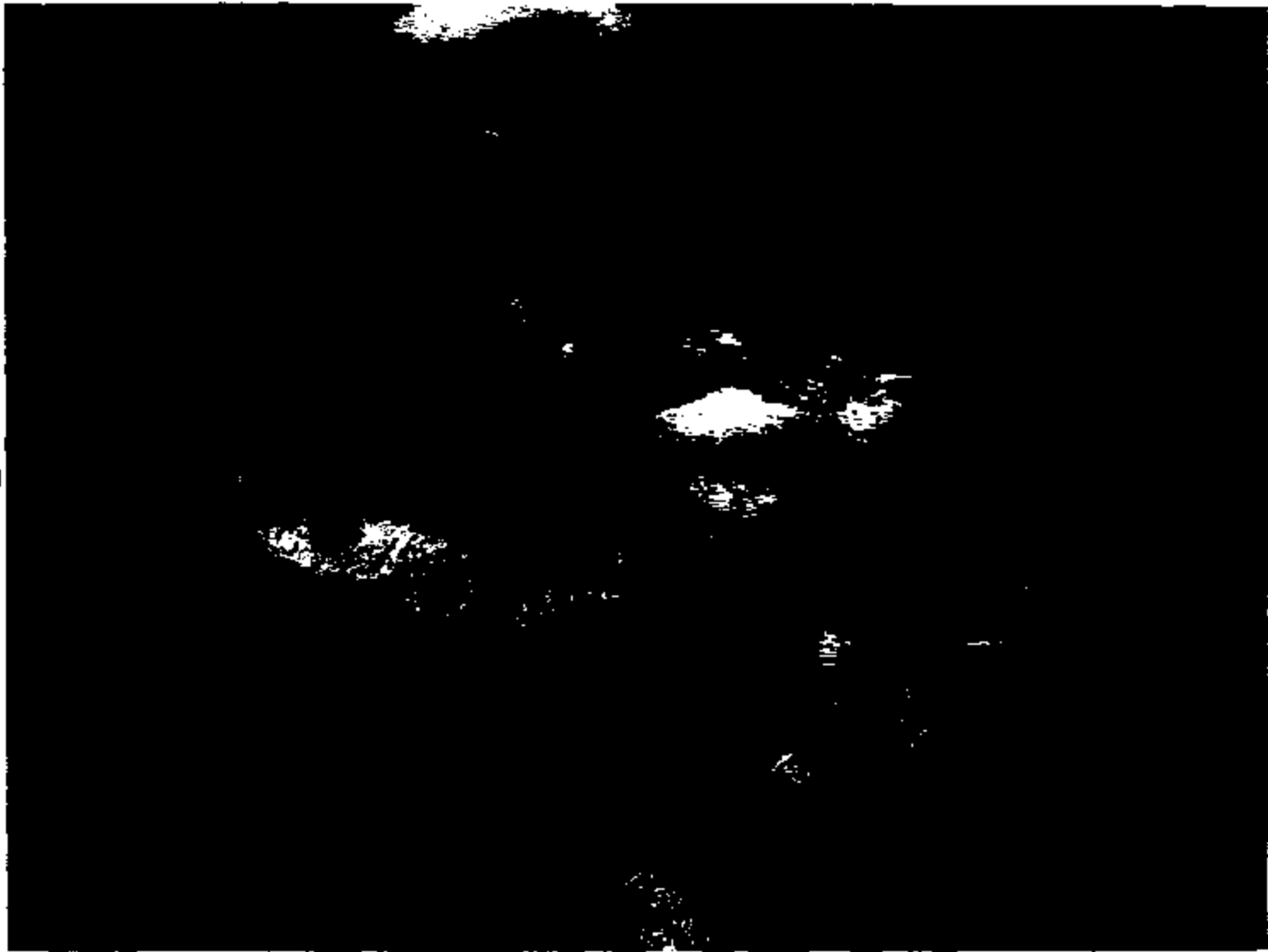
2010-07-20 10:30:00
 2010-07-20 10:30:00



ENG-888-LC-3108



E005-005-LC-3187



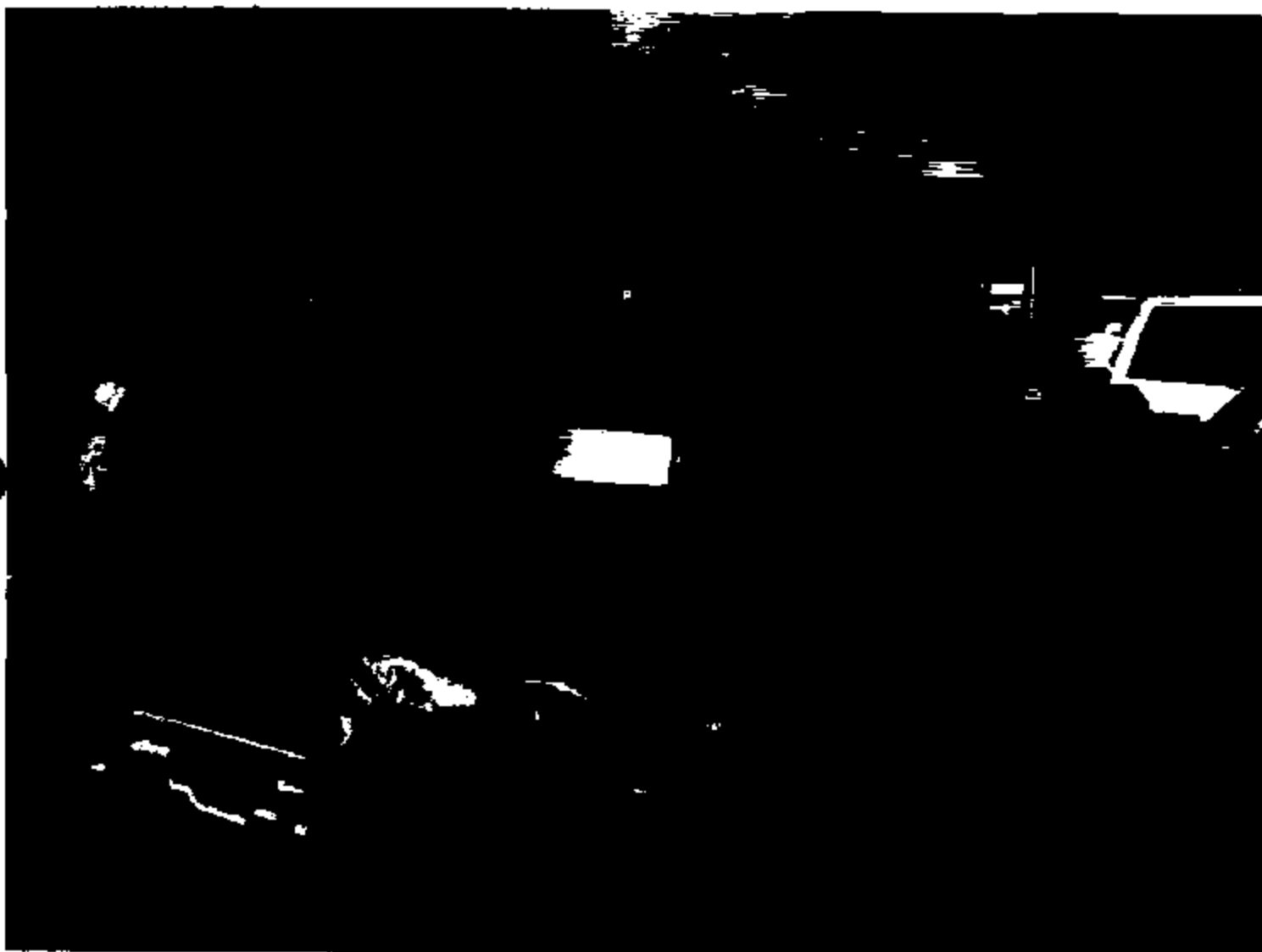
ER95-005-LC-3108



ER05-005-LC-3109



ER85-885-LC-3110



2025-085-LC-3111



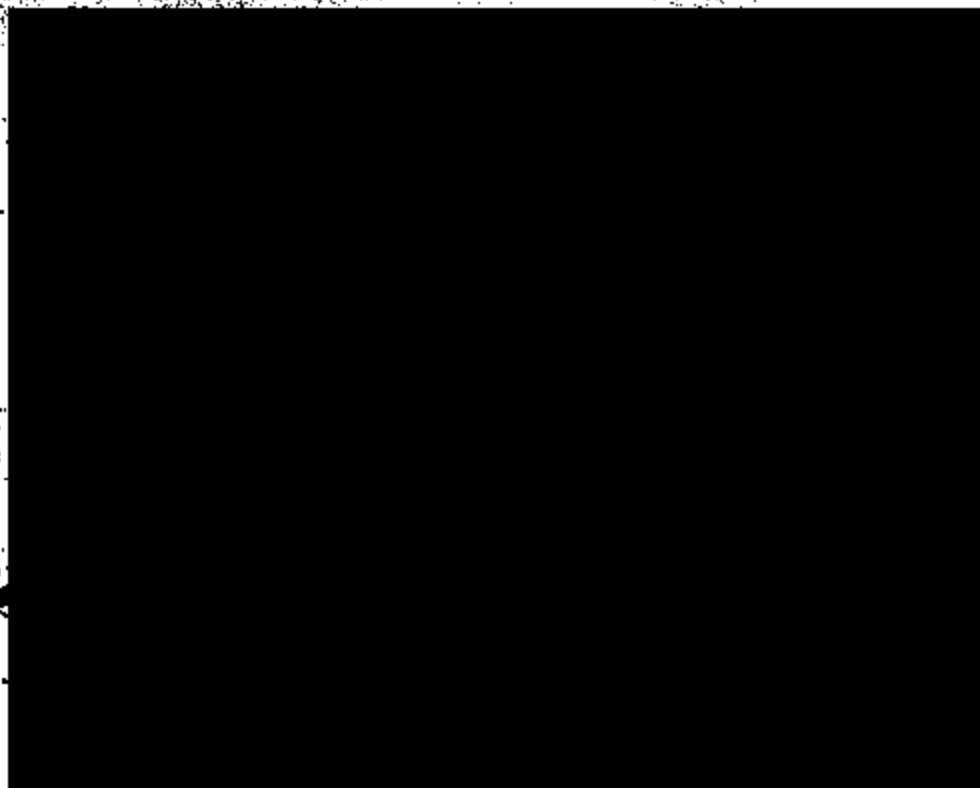
EROS-883-LC-3112



ER05-085-LC-3113



ER65-005-LC-3114





Nationwide[®] On Your Side[™]

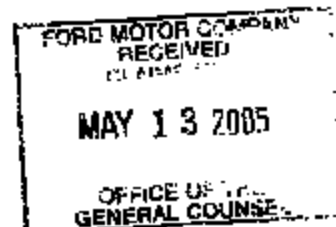
Nationwide Insurance • 110 Elwood Davis Road, North Syracuse, N.Y. 13212 • 315-453-3594

May 6, 2005

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

Attn: Shawn Norton

Re: 63 claims relating to cruise control recall



Dear Ms. Norton:

As you will recall you and I spoke 4 weeks ago. I am the manager of a centralized unit that has been handling subrogation claims Nationwide has involving automobile fires and possible defects since September, 2004. We also have been handling these claims for our affiliate company Allied since February, 2005. You have had discussions on several claims with my associates Kathie Styer, Lynn Ellis and Lynn Koenck. Our goal has been to establish a positive working relationship with your company, and to only submit claims to your company having merit.

Enclosed you will find supporting materials regarding 63 of our claims relating to the cruise control recall. We have provided a list of these claims, and supporting documents for each claim which are separated and in the same order as they appear on the list. These claims are for the eastern states in our operation. We are waiting for a report on our western states handled by Allied, and as soon as it is available I will send those to you for review. As we discussed during our phone call many of these claims were handled and closed prior to us being aware there was an issue with the cruise control. Therefore, on some of those claims we did not secure a cause an origin report, and the vehicles are no longer available. On all claims we have provided photographs and estimates that clearly document the area where the fire started.

I would appreciate discussing this with you or someone at Ford once you have received this and have had an opportunity to review. Please contact me by phone at 315-453-3594, by fax at 614-961-3180 or by EMAIL at mabbetc@nationwide.com. We look forward to continue working with you and your team, building a strong working relationship, and working towards cost effective resolutions of claims for both of our companies.

Sincerely,

Craig Mabbett
Subrogation Manager

EN05-005-LC-3115



EM95-885-LC-311B

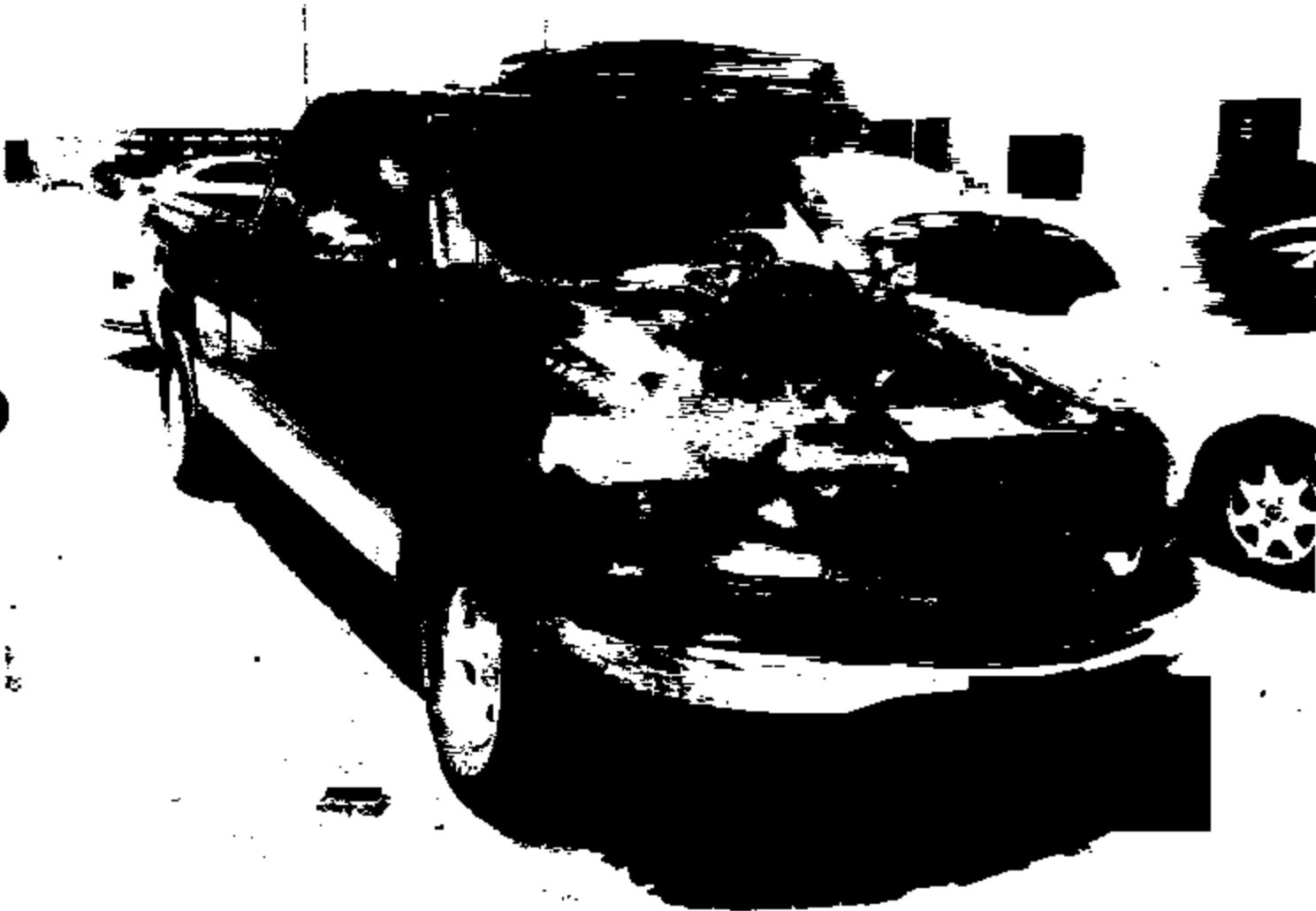


ER05-005-LC-3117





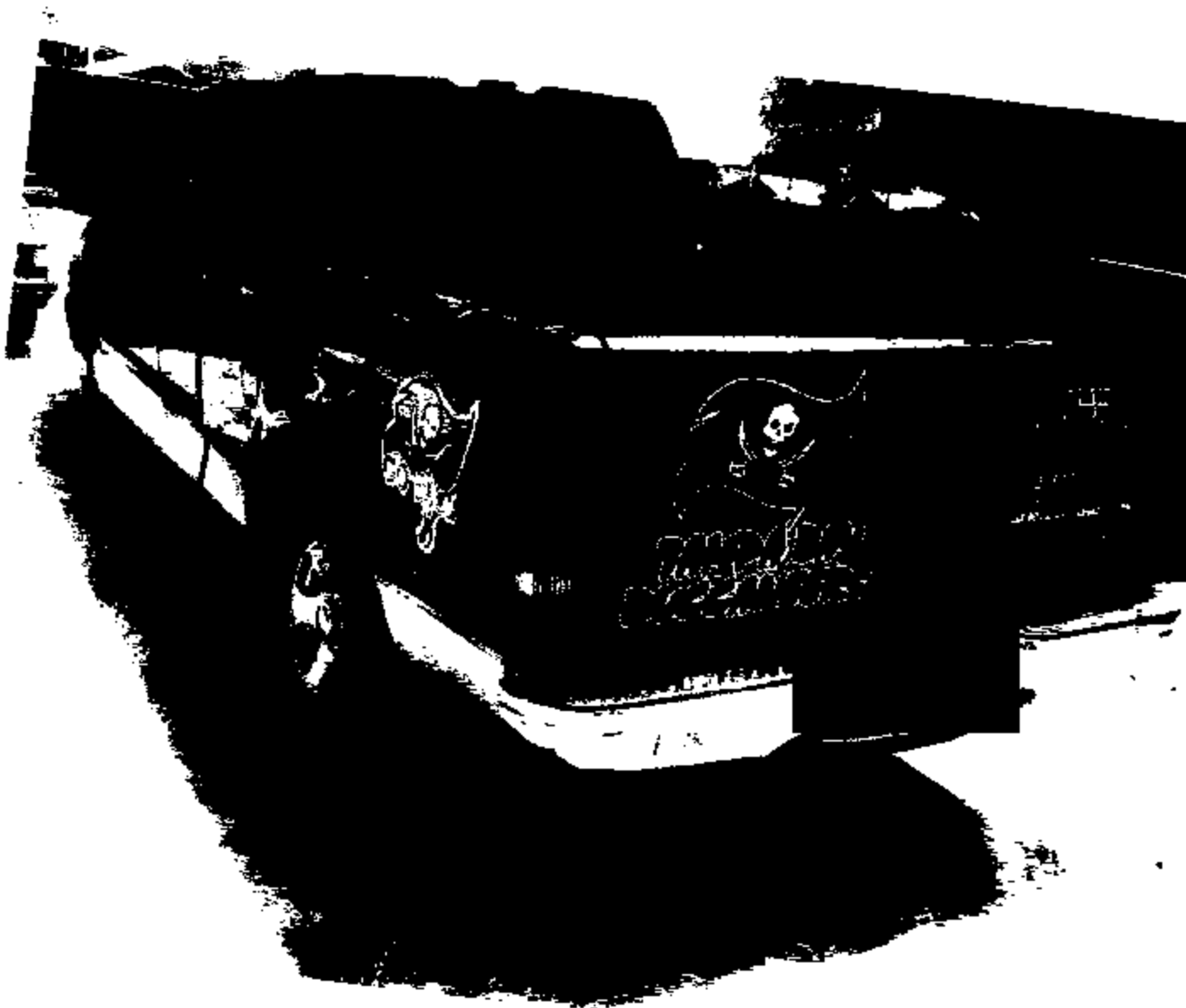
ENDS-005-LC-3110



EP05-825-LC-3128



E925-805-LC-3121



ER05-005-LC-3122

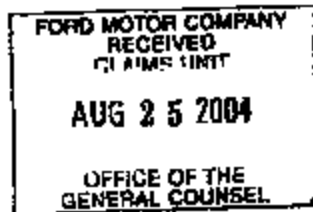


August 16, 2004



PROGRESSIVE

Please Reply To:



CONSUMER AFFAIRS
SECTION

10705 SOUTH JORDAN GATEWAY
STE 150
SOUTH JORDAN UT 84095
Telephone: 800-950-1424 ext. 7166
Facsimile: 801-495-1512
<http://www.progressive.com>

ALB 23 AB 14

Ford Motor Company
P.O.Box 6248 MD-3NE-B
Dearborn, MI 48126

Our Insured:

Claim #:

VIN:

Date of Loss:

5LMPU28LXWL

June 5, 2004

To Whom It May Concern,

Please be advised that our customer presented a fire claim to his 1998 Lincoln Navigator. Our Cause and Origin Investigator has determined that the fire was resulted from a manufacturing defect to the speed deactivation switch. Progressive Insurance is formally advising Ford Motor Company that we have rights under Utah State Laws to recover damage. A demand packet will follow when all paperwork are complete.

Sincerely

Jia Huo
Claims Representative



RECEIVED OCT 17 2004

9/16

State Farm Insurance Companies®



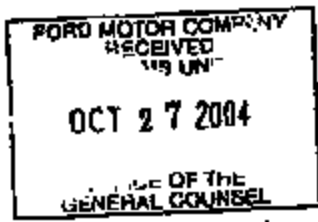
Greeley Operations Center
P. O. Box 338409
Greeley, CO 80633-8409

October 14, 2004

Shawn L. Norton, Claim Analysis
Office of General Claims, Ford Motor Company
Parklane Towers West, Suite 300
3 Parklane Boulevard
Dearborn, MI 48126-2568

New
1/4/04

RE: Our Claim #: [REDACTED]
Our Insured: [REDACTED]
Date of Loss: June 5, 2004
Location of Loss: 238 Vista Court
Lehi, UT 84043



Dear Shawn Norton:

State Farm® is the insurance carrier for [REDACTED] for a rental property at the above location. On the above date, a Lincoln Navigator owned by [REDACTED] caught on fire. Progressive is the insurance carrier for these parties. They were the tenants at this location. Due to the fire that resulted, our insured had damage to the rental property. These damages total \$15,084.82 which includes our insured's deductible. The claim set up by Progressive is claim number 043098933. The claim adjuster is Jia Hou.

Progressive has determined that the speed deactivation switch is the likely cause of this fire. When State Farm® last spoke to this representative, they were waiting for Ford to inspect the vehicle and for further tests to be done.

As State Farm® has incurred damages due to this loss, we are sending you notification of our interest in this claim and asking that State Farm® be kept updated and involved in any inspections and/or testing that is done on this vehicle. If it is determined that this vehicle failed and caught on fire due to a product defect, we will be seeking reimbursement from your company.

I am enclosing copies of our documents at this time. If you have any questions or need additional information, please call me at 1 (800) 811-2356, Extension 2713.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

6/5/04
Lehi, UT
\$15,084.82
Carryover
Property
Damage

Shawn L. Norton, Claim Analysis
44-U308-832
Page 2
October 14, 2004

(2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Sincerely,



Rosa Aragon, CEO
CLAIM REPRESENTATIVE
Phone: 1-800-811-2356
STATE FARM FIRE AND CASUALTY COMPANY

423/1014021

Enclosure

cc: Agent Bryan Larsen, 44-1558

ER05-885-LC-3125



RECEIVED FEB 4 2005

CHAMBERLAIN ♦ MCHANEY
ATTORNEYS AT LAW

Reply to: P. O. Box 684158
Austin, Texas 78768-4158
301 Congress Ave., 21st Floor
Austin, Texas 78701
(512) 474-9124
Fax (512) 474-8582

San Antonio Office:
310 South St. Mary's, Suite 1815
San Antonio, Texas 78205
(210) 227-3331
Fax (210) 227-3334

Writer's Email: mcshorn@chmc-law.com

January 31, 2005

CC # 104

Shawn L. Norton
Ford Motor Company
Parkline Towers West, Suite 300
Three Parkline Blvd.
Dearborn, Michigan 48126-2568

Certified Mail - Return Receipt
No. 7004 1160 0005 6338 5432

RE: Farmers Claim No.: [REDACTED]
Insured: [REDACTED]
Your Claim No.: [REDACTED]
Date of Loss: April 17, 2004
Amount of Loss: \$19,335.19

Dear Mr. Norton:

By way of introduction, I am an attorney retained by Farmers Insurance Company to pursue its subrogation interest in connection with the above-referenced matter. My client has informed me that its investigation into the facts of the incident establishes that Ford Motor Company, was responsible for this incident and the resulting damage to [REDACTED] vehicle. The amount of loss above reflects property damage to [REDACTED] vehicle and includes a deductible.

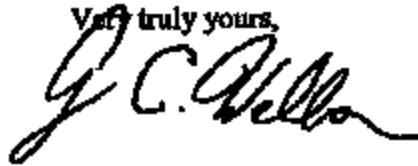
- apt
- TX
- use Bow 4/15

It is my understanding that your investigation into this matter is ongoing. However, I would direct your attention to the report of findings that was conducted on the vehicle which determined that the brake pressure switch for the cruise control was the proximate cause of the fire. I have enclosed a copy of the report for your review and consideration. As you know, there has been a recall on Ford F-150's on the cruise control switch.

This letter is being written to give you the opportunity to resolve this matter without resorting to legal action against Ford Motor Company. Therefore, I would request that you contact me at your earliest convenience so that we may discuss this matter further. If I have not heard from you within 30 days from the date of this letter, I will file suit against Ford Motor Company.

I look forward to your prompt reply.

Very truly yours,

A handwritten signature in black ink, appearing to read "Amy C. Welborn". The signature is fluid and cursive, with the first name "Amy" being the most prominent.

Amy C. Welborn

WELLS FARGO & ASSOCIATES, INC.
MIDLAND & AMARILLO OFFICES
LUBBOCK, TEXAS

June 29, 2004

Mr. Andy Bibrey
Farmers Insurance Co
4918 66th St
Lubbock, TX 79414

Re: Insured: [REDACTED]
Location: Auction System - Lubbock
Lubbock, Texas
Date: 04/17/04
Claim #: [REDACTED]
Case File #: [REDACTED]

Dear Mr. Bibrey:

Pursuant to your instructions, on Wednesday June 24, 2004 I traveled to the above loss site, commenced and concluded the examination on the same day. Due to time issues no destructive examination was conducted.

DESCRIPTION OF THE LOSS

The loss was a 2001 Ford 4x4 extended cab pickup truck. The loss had Texas tags N18-125 with vehicle identification number 1FTRX18L9N [REDACTED]

ACTIVITIES PRIOR TO THE FIRE

The insured had driven the loss approximate two hours prior to the fire. The insured was the original owner of the loss and reported having ongoing problems with the cruise control. The insured had replaced several fuses for the cruise control and brake release.

SCENE EXAMINATION

The scene examination revealed that the fire originated at the brake pressure switch. When the brake pedal is pushed the brake pressure switch would disable the cruise control. The brake pressure switch was energized even though the ignition switch was in the "off" position. The report included 18 photographs to document the examination of the loss.

Page 2 of 2

Insured:

Location:

Claim #

[REDACTED]
Auction Systems of Lubbock, Lubbock, Texas
[REDACTED]

Photographs 1-5 show the fire damage to the exterior of the loss. Fire penetrated the driver's side of the hood and the windshield was cracked from the heat.

Photograph 6 shows the fire damage to the interior of the loss.

Photograph 7 shows the identification information for the loss.

Photographs 8-10 show the area of origin inside the engine compartment.

Photograph 11 shows the break pressure switch for the cruise control. I placed a white arrow in the engine compartment to show the break pressure switch.

Photograph 12 shows the engine compartment after the hood was raised.

Photographs 13-17 show the remains of the break pressure switch. The fire patterns in this area indicated that the fire developed at the break pressure switch.

Photograph 18 shows the loss after a blue tarp was placed over the area of origin to protect it from the weather.


ORIGIN AND CAUSE DETERMINATION

After conducting a systematic evaluation of the fire scene I was able to determine that the fire originated at the break pressure switch for the cruise control unit. It is my opinion that there is strong subrogation potential with Ford Motor Company. Therefore, further examination is necessary but would be destructive in nature. Further examination should be conducted only after Ford Motor Company has been notified and given an opportunity to respond.

COMMENTS

If you have any questions concerning my examination of this report, please feel free to contact me.

Respectfully,



Rick Worwick
Associate
Keenough and Associates, Inc.
806-745-0052
r.worwick@keena.com

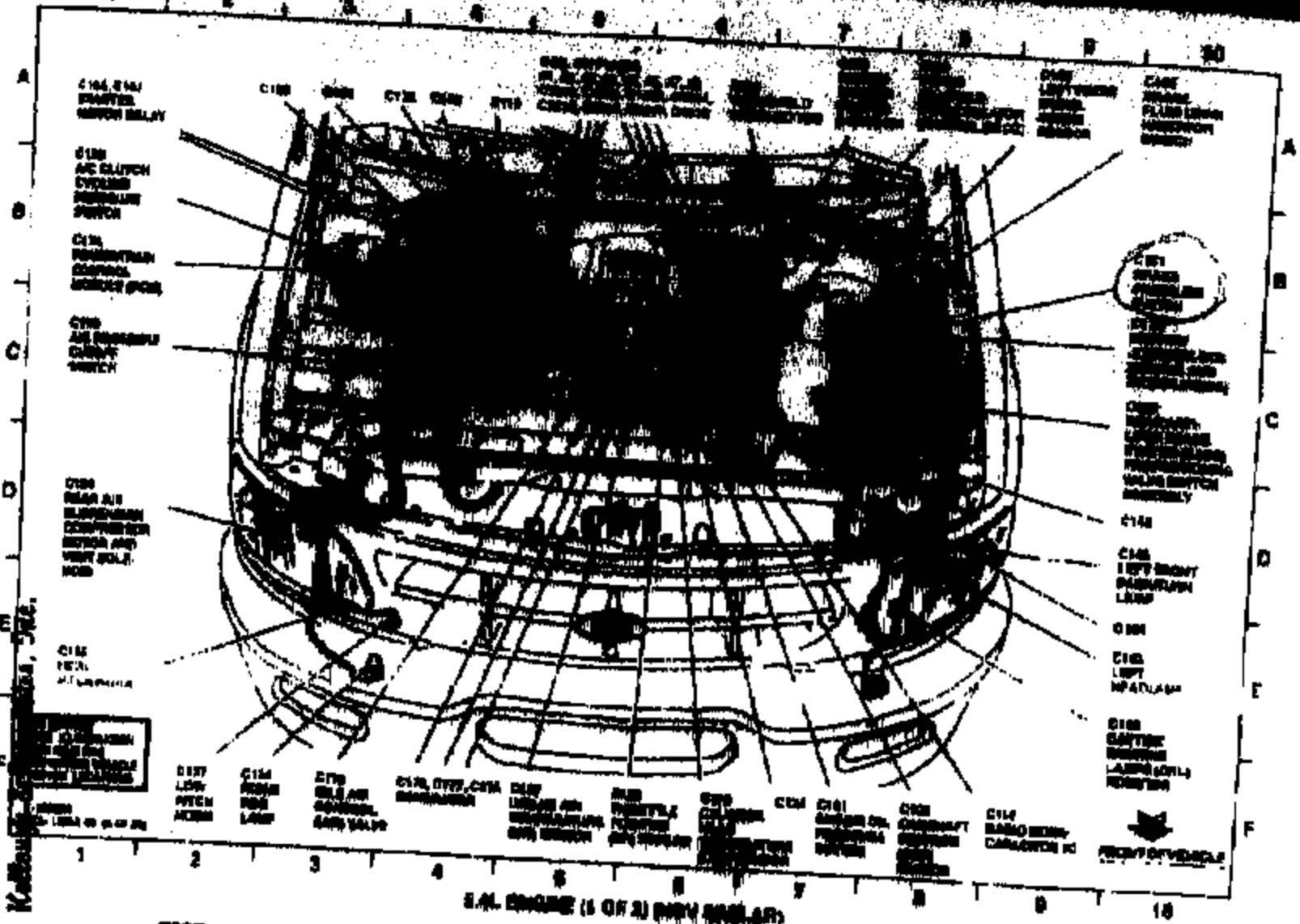
COMPONENT LOCATION VIEWS 151-6

FIGURE 151-6

PHOTOGRAPH SHEET

151-6

151-6



EP05-665-LC-3136

E.L. ENGINE (1 OF 2) FROM 151-6

PHOTOGRAPH SHEET

File No
W-04-08-25-28

Kellough & Associates, Inc.



PHOTOGRAPH SHEET

File No
W-04-08-23-28

Kellogg & Associates, Inc.

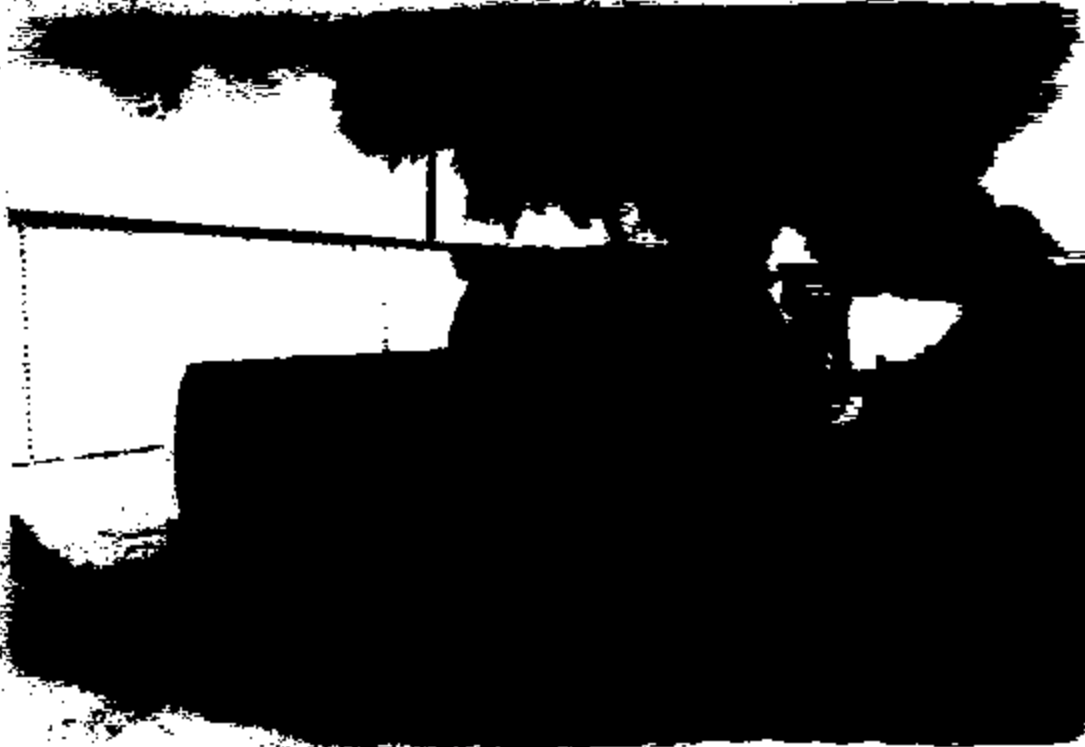


4

PHOTOGRAPH SHEET

File No.
W-04-08-38-28

Hollings & Associates, Inc.



PHOTOGRAPH SHEET

File No
W-04-08-23-28

McHenry, J. James, Sr.



7



8



PHOTOGRAPH SHEET

File No
W 04-06-23-28

Kellough & Associates, Inc.



9



10



PHOTOGRAPH SHEET

File No
W-64-06-23-28

Kellough & Associates, Inc.



11



12

PHOTOGRAPH SHEET

File No
W-04-08-23-28

Kalbaugh & Associates, Inc.



15

16

ERR-000-LC-9136

8



PHOTOGRAPH SHEET

File No.
W-04-05-23-28

Killing & Arresting Sus.



17



18



FARMERS

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

RECEIVED SEP 22 2004

09/13/2004

Shawn Norton
Ford Motor Company
Parklane Towers, Suite 300
3 Parklane Blvd
Dearborn, MI 48126-2968

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
SEP 22 2004
OFFICE OF THE
GENERAL COUNSEL

NEW

Re: Our Insured: [REDACTED]
Loss Date: 04/17/2004
Claim Number: [REDACTED]
Total Amount Owed: \$19,335.19

Dear Ms. Norton:

We previously advised you of our subrogation rights in regards to the above-noted claim. We asked you to furnish us with your liability insurance information or to advise how you plan to satisfy this claim. To date, you have not responded.

Farmers Texas County Mutual Insurance Company has a right to recover for damages paid on behalf of our insured. Please be advised that if any claims are paid under our Uninsured Motorist Provision or Personal Injury Protection Benefits, those amounts will be added to our claim.

Please be aware that no partial payment to Farmers Texas County Mutual Insurance Company that is less than the full amount claimed herein will be considered in any way an acceptance of benefits, a notation or accord and satisfaction of this claim without an express written release of our claim executed by an individual who is a member of our subrogation department.

Therefore, our legal rights to enforce collection on the remaining amount of claim shall not be waived or estopped due to a partial payment by you or someone acting on your behalf.

Sincerely,
Farmers Texas County Mutual Insurance Company

Scott Sheffield

Scott Sheffield
Special Subrogation Representative
512-238-5739