

13793326
State Farm Insurance Companies



February 11, 2005

Auto Claim Central
PO Box 8014
Ballston Spa, NY 12020
Hours of Operation:
Monday - Friday: 7am - 9pm
Saturday and Sunday: 9am - 5pm

Daimler Chrysler Motors Corp, Attn: Special Invest. Dept
PO Box 218004
Auburn Hills, MI 48321-8004

RECEIVED

FEB 17 REC'D

SPECIAL INVESTIGATIONS

RE: Claim Number: 52-2864-907
Date of Loss: February 7, 2005
Location of Loss: Hanover
Our Insured: [REDACTED]

To Whom It May Concern:

Notice of Claim

In the Matter of the Claim of
State Farm Mutual Automobile Insurance Company
against Daimler Chrysler Motors Corp.

PLEASE TAKE NOTICE that I, State Farm Mutual Automobile Insurance Company, the undersigned, pursuant to the Statutes in such cases made and provided, do hereby make claim against Daimler Chrysler Motors Corp., the sum of One thousand five hundred forty dollars and 32/100, \$1540.32 and in support of such claim do state the following:

1. My name is State Farm Mutual Automobile Insurance Company and my post office address is: State Farm Auto Claims, P.O. Box 8014, Ballston Spa, NY 12020.
2. The claim is one against Daimler Chrysler Motors Corp. for damages sustained by a 2001 Dodge Ram 1500, owned by Anne R Narraway.
3. The time this claim arose and damages hereinafter alleged were sustained at approximately 8:00 AM on February 7, 2005.
4. The particular place of the sustaining of such damages was on Denison Rd.

Page 2

February 11, 2005

5. The said damages for which claim is hereby made arose in the following way:

TO WIT: The hood on [REDACTED] 2001 Dodge Ram 1500 flew up causing damage to the roof, the hood and the hinges.

February 11, 2005

WHEREFORE, I respectfully request that this, my claim, be allowed and paid by the said name.

Date: February 11, 2005
State Farm Mutual Automobile Insurance Company
(800) 879-0326 Ext. 3030

Heather Brandt
Heather Brandt on behalf of

State Farm Mutual Automobile Insurance Company, being duly sworn, says that he/she is the claimant named in the foregoing claim; that he/she has read the same and knows the contents thereof; that the same is true to his/her own knowledge except as to the matter alleged upon information and belief as to those matters he believes is to be true.

Dated: February 11th 2005

Harry W. Redgrave

Notary Public

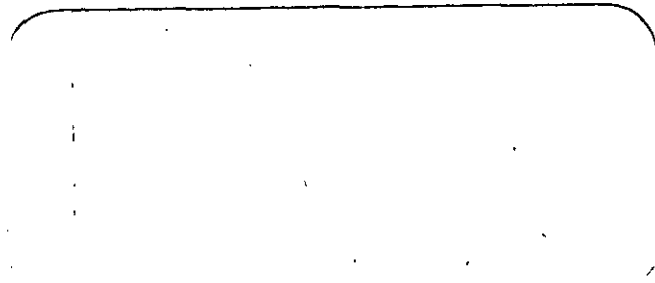
COUNTY OF Saratoga:
STATE OF NEW YORK

HARRY W. REDGRAVE
Notary Public, State of New York
No. 4885872
Qualified in Saratoga County
Commission Expires February 17, 2007

166-852A
ATTN: Field Claims Support Team
State Farm Insurance Companies
P.O. BOX 8030
BALLSTON SPA, NY 12020-9975

FIRST CLASS MAIL

02 1A
\$ 00.37⁰
MAILED FROM ZIP CODE 12020
FEB 14 2005
PRINTER BOWEN



State Farm Insurance Companies



March 10, 2005

13193326

ACC Subrogation
PO Box 8014
101 State Farm Place
Ballston Spa, NY 12020
Hours of Operation:
Monday - Friday: 8:00am - 4:15pm

Daimler Chrysler Motor Corporation
Attention: SIU R.A Bott
PO Box 21-8004
Auburn Hills, MI 48321-8004

RE: Claim Number: 52-2864-907
Date of Loss: February 7, 2005
Our Insured: [REDACTED]
Vehicle Make: Dodge
Vehicle Model: Ram 1500
Vehicle Year: 2001
VIN: 1B7HF16Y61S [REDACTED]

RECEIVED
MAR 15 REC'D
SPECIAL INVESTIGATIONS

Dear Attention: SIU R.A Bott:


This State Farm Mutual Automobile Insurance Company insured Anne Narraway was involved in a accident where the hood flew up causing damage.. We settled the claim with our insured for the amount of \$1540.32, which includes our insured's deductible.

Our investigation revealed the cause of the loss was due to failure of the hood primary latch.

Enclosed is the documentation of State Farm Mutual Automobile Insurance Company's claim. The evidence is being held for your inspection. You may contact me at the number listed below to make arrangements to inspect the Anne Narraway.

Please consider this letter as our demand to Attention: SIU R.A Bott for reimbursement of \$1540.32.

Sincerely,


Mike Gianquitto
Claim Processor
(888) 326-0153 Ext. 3833

State Farm Mutual Automobile Insurance Company

Attention: SIU R.A Bott
Page 2
March 10, 2005

PS: Please be advised the 2001 Dodge is located at
2651 Mezzio Road, Forestville NY 14062-9625. There is no report
of injury related to this incident.
Enclosed you will find a copy of the repair estimate. Repairs
have not been completed at this time. The hinge is still attached
to the vehicle.



RBZ0006Z
date: 03-10-05

page: 1

route to: June Wearne

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

AUTO PAYMENTS BY COL

claim number

52-2864-907

policy number

date of loss

02-07-05

named insured

COL 390

C denotes consolidated payment

E denotes EFT payment

P denotes previous data

COL: 390	indemnity:	1,340.32	dir rcov:	0.00	expense:	0.00	
payment number	payee	amount	status	COL	pay cd	rsn	reporting party
128889222J		1,340.32	PAID	390	1		Named Insu

02/08/2005 AT 02:03 PM
62698

52-2864-90701

STATE FARM INSURANCE COMPANIES
BUFFALO ESTIMATICS HUB
100 MERIDIAN CENTRE, SUITE 200
ROCHESTER, NY 14618
SUPPLEMENT PHONE: 1-800-513-6158
FAX: 877-248-5396

ESTIMATE OF RECORD

WRITTEN BY: JAMES LOSEL #IA 940855 02/08/2005 02:01 PM
CLAIM REP: AUTO CLAIM CENTRAL TEAM C (800)879-0326

INSURED: [REDACTED] CLAIM #52-2864-90701
OWNER: [REDACTED] POLICY #
ADDRESS: [REDACTED] DATE OF LOSS: 02/07/2005 AT 08:00 AM
FORESTVILLE, NY TYPE OF LOSS: COMPREHENSIVE
EVENING: [REDACTED] POINT OF IMPACT: 12. FRONT
DAY: [REDACTED]

INSPECT POW, CENTRAL AVE PARKING LOT, DUN OTHER
LOCATION:

REPAIR UNK DAYS TO REPAIR
FACILITY: LICENSE #

2001 DODG BR1500 4X4 8-5.2L-FI 2D LONG BLUE INT:GRAY
VIN: 1B7HF16Y61S665219 LIC: [REDACTED] NY PROD DATE:
SPLIT BENCH SEATS VINYL SEATS ODOMETER: UNK
REAR STEP BUMPER BEDLINER STYLED STEEL WHEELS
4 WHEEL DRIVE OVERDRIVE AUTOMATIC TRANSMISSION
POWER BRAKES ANTI-LOCK BRAKES (2) POWER STEERING
AM RADIO FM RADIO TINTED GLASS
CASSETTE SEARCH/SEEK STEREO
PASSENGER AIR BAG CONSOLE/STORAGE DRIVER AIR BAG
INTERMITTENT WIPERS DUAL MIRRORS DIGITAL CLOCK
CLEAR COAT PAINT TRAILER HITCH

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		HOOD & GRILLE					
2	REPL	HOOD FROM 12-6-93	1	662.00		1.5	3.2
3		ADD FOR CLEAR COAT					1.3
4		ADD FOR UNDERSIDE (COMPLETE)					1.6
5	REPL	RT HINGE FROM 10-20-97	1	76.50		0.3	0.3
6	REPL	LT HINGE FROM 10-20-97	1	76.50		0.3	0.3
7		CAB					
8	R&I	COWL VENT PANEL				0.4	
N 9*	RPR	COWL TOP PANEL				0.4*	0.5*
10		ADD FOR CLEAR COAT					0.1
11#		RESTORE CORROSION PROTECTION	1				0.2
12#		COVER CAR EXTERIOR	1	8.00		0.2	
13#		HAZARDOUS WASTE DISPOSAL	1	3.00			

02/08/2005 AT 02:03 PM
62698

52-2864-90701

ESTIMATE OF RECORD
2001 DODG BR1500 4X4 8-5.2L-FI 2D LONG BLUE INT:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
SUBTOTALS ==>				826.00		3.1	7.5

LINE 9 : REPAIR TIME IS FOR SMALL CHIPS ON COWL NEAR HINGES AFTER HINGES ARE
REMOVED

ESTIMATE NOTES:

VEHICLE CONDITION: AVERAGE MILEAGE UNKNOWN DIGITAL ODOMETER, NO KEYS
OWNER NOT AVAILABLE. PRIOR DAMAGE TO ROOF[SMALL DING] RT TAILLIGHT, RT SIDE
OF REAR BUMPER, HOOD SAFTEY LATCH AND HOOD LATCH ARE CORRODED. NO QRP AVALI AT
TRIPLETT, HARMONYS OR A-AUTO

PARTS				826.00
BODY LABOR	3.1 HRS	@ \$ 42.00/HR		130.20
PAINT LABOR	7.5 HRS	@ \$ 42.00/HR		315.00
PAINT SUPPLIES	7.5 HRS	@ \$ 22.00/HR		165.00
SUBTOTAL				\$ 1436.20
SALES TAX		\$ 1436.20 @ 7.2500%		104.12
TOTAL COST OF REPAIRS				\$ 1540.32
ADJUSTMENTS:				
DEDUCTIBLE				200.00
TOTAL ADJUSTMENTS				\$ 200.00
NET COST OF REPAIRS				\$ 1340.32

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR
OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF
CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY
MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING,
INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, IN
CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY
ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF
THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW
ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY,
COMMITTS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE
SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE
OF THE SUBJECT MOTOR VEHICLE OR STATED CLAIM FOR EACH VIOLATION.

02/08/2005 AT 02:03 PM
62698

52-2864-90701

ESTIMATE OF RECORD
2001 DODG BR1500 4X4 8-5.2L-FI 2D LONG BLUE INT:GRAY

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR3TA94 DATABASE DATE 01/2005, CCC DATA DATE 01/2005, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (~) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECON. RECORED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS, INC. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME PARTS THAT ARE DESCRIBED AS RECON. MAY BE OE SURPLUS PARTS OR OTHER OE PARTS OFFERED AT A SPECIAL PRICING DISCOUNT. FOR FURTHER CLARIFICATION PLEASE REVIEW THE SUPPLIERS LIST ATTACHED TO THIS ESTIMATE, OR CONSULT THE APPRAISER OR ESTIMATOR.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

02/08/2005 AT 02:03 PM
62698

52-2864-90701

ESTIMATE OF RECORD
2001 DODG BR1500 4X4 8-5.2L-FI 2D LONG BLUE INT:GRAY

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 0

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

February 23, 2005

DAIMLERCHRYSLER

RECEIVED

MAR 03 2005

Ms. Heather Brandt
State Farm Insurance Companies
P.O. Box 8014
Ballston Spa, NY 12020

DaimlerChrysler
Motors Company LLC

RE: Your Claim No.: 52-2864-907
Date of Loss: February 7, 2005
Your Insured: [REDACTED]
Our File No.: 13193326



52-2864-907 IC

Dear Ms. Brandt:

I am in receipt of your letter to DaimlerChrysler Motors Corporation. I will need the following information and materials to properly evaluate your contentions:

1. The vehicle identification number.
2. The location at which the vehicle may be inspected.
3. The identity and location of any facility which has performed repairs on the vehicle.
4. A copy of the police or fire department report relating to this incident, and original copies of the vehicle damage photographs.
5. A description of any injuries you allege, together with any medical report you possess which evaluates these injuries.
6. A synopsis of the legal theory that you feel establishes DaimlerChrysler Motors Corporation's liability arising from this incident, and the theory and measure of damages you allege.

Thank you for your cooperation in this regard. I will review your claim following receipt of the above.

Sincerely,

R. A. Bott
Special Investigations
(248) 944-7056

sh

Vinessa Orlosky

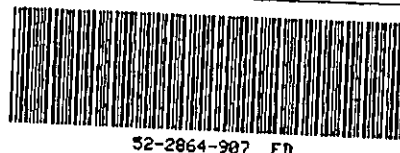
From: Robert D Lattanzio/BHFJ/00/State Farm@STATE FARM
Sent: Tuesday, February 08, 2005 1:53 PM
To: Vinessa Orlosky
Subject: 52-2864-907

new mail

C.R.A.S.H. research regarding Hood Fly Up in a 2001 DODGE RAM 1500 PK-Pickup resulted in our finding the following information that may be relevant to the cause of loss. If you have any questions please call me at (309) 766-4709.

Robert D Lattanzio

Source: CRASH
Date Opened: 04/06/2001
Document Number: CPE2001-021
Date Closed:
Model Year(s): 2001, 2000, 1999, 1998, 1997
Manufacturer: CHRYSLER
Makes: Dodge Truck



Year/Make/Model: 1997-2001 Dodge Ram 1500, 2500, 3500 Pickup Truck

Summary:

Hood Fly Up

Details:

CRASH has received more than 100 complaints of hood fly up on 1994 through 2001 Dodge Ram pickups. 2 Recalls have been issued regarding the potential for failure of the hood primary latch and/or safety latch. The recalls identify 1994-99 model years.

C.R.A.S.H. Unit research reveals that the same secondary latch is used on the 1994-2001 model years. Recall 01V040000 describes the defect as "Corrosion of the return spring on the hood secondary latch could cause the mechanism to bind in the release position." It may be possible for this condition to develop in models years not included in the recall. We suggest that the primary and secondary hood latches be carefully inspected for evidence of corrosion or binding.

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Technical material is provided for your information only. Proper interpretation is the responsibility of the addressee.

Note: This is not a NHTSA recall or investigation document.

***** Subrogation Procedures *****

DEFECTS AND FAILURES

For all Manufacturer defects, product failures, and other safety related issues the vehicle owner should report U.S. losses to the National Highway Traffic Safety Administration (NHTSA) 1-800-424-9393; Canadian losses should be reported to Transport Canada 1-800-333-0510.

SUBROGATION PROCEDURES

If subrogation is to be pursued, you should consider the following with management approval:

1. Put the responsible party (repair facility, manufacturer, individual) on notice of the potential subrogation claim as soon as possible. We are providing you with sample "Put On Notice" and "Subrogation" letters to be sent to the responsible party if needed.
 - A - The "Put On Notice" letter should be sent to the responsible party(s) as soon as a defect, product failure, or faulty repairs are suspected of causing the loss.
 - B - The "Subrogation" letter is sent to the responsible party(s) when a defect, product failure, or faulty repair is reasonably determined to be the cause of loss, and when the total amount of subrogation is established.
2. If the vehicle is a total loss, salvage retention should be based on the merits and value of the claim. In claims where significant property damage and/or personal injury have occurred it may be necessary to retain the salvage for the duration of the subrogation claim. The manufacturer should be provided a reasonable amount of time to inspect the vehicle prior to consideration of salvage disposal. If salvage is disposed of prior to concluding subrogation QUALITY photographs of the vehicle and defect, product failure, or faulty repairs must be included in the file to substantiate the claim.
3. If the vehicle is reparable, secure quality 35mm photos of damage. The suspect part(s) should be obtained and labeled with the VIN and claim number to be held as evidence. The removal date of the part should be documented in the claim file.
4. Obtain repair and maintenance history from the owner.
5. If warranted obtain a recorded statement from insured including service and maintenance history of the vehicle. Include any recent and past problems with the vehicle.

An independent expert's report should be considered (with management approval). A copy of technical information obtained from C.R.A.S.H. along with all relevant information from the vehicle owner should be provided to the expert if one is retained. When possible inspect the vehicle with the expert. If you have questions concerning the expert report contact C.R.A.S.H. or Corporate Subrogation for assistance prior to sending report to the responsible party. If the cause of loss is determined to be something unrelated to the information sent by C.R.A.S.H. but is defect or repair related, subrogation should be pursued based on the expert's conclusion. A loss found to be "accidental in nature" does not preclude a defect or faulty repair from being the cause of loss.

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Sample First Notice Letter
Certified Mail - Return Receipt Requested

For Subrogation:
Daimler Chrysler Motors Corporation
Attn: Special Investigation Dept.
PO Box 218004

Auburn Hills, Mi 48321-8004

Re: Claim Number
Our Insured
Date of Loss
Make, Model, and Year of Product
Serial Number or Vehicle Identification Number (VIN)

The identified (vehicle or product) is insured by State Farm (Name of Co.).
This (vehicle or product) experienced a (name the type of failure - fire,
brake failure, collision, etc.).

State Farm would like to give you an opportunity to inspect the (vehicle or
product) and give you advance notice of our potential subrogation claim.

Please contact me at (claim representative's phone number) to set up a time
for your inspection.

Sincerely,
Bob Doe
(Title)

Sample Subrogation Letter
Certified Mail - Return Receipt Requested

Daimler Chrysler Motors Corporation
Attn: Special Investigation Dept.
PO Box 218004
Auburn Hills, Mi 48321-8004

Re: Claim Number
Our Insured
Date of Loss
Make, Model, and Year of Product
Serial Number or Vehicle Identification Number (VIN)

This State Farm insured (vehicle or product) was involved in a (please
describe the nature of the loss - fire, collision, etc.). We settled a
claim with our insured in the amount of \$xxx.xx, which includes our
insured's deductible.

Our investigation revealed the cause of the loss was due to (please
describe specific cause of the failure).

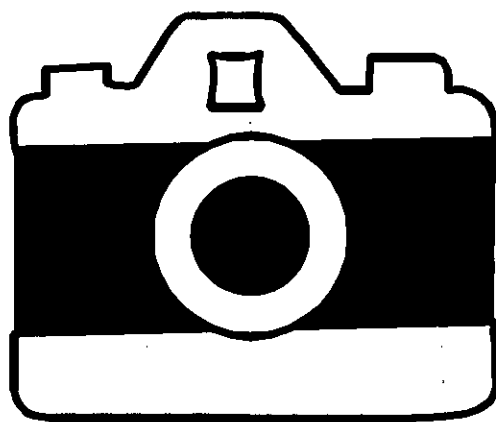
Enclosed is the documentation of State Farm's claim. The evidence is
being held for your inspection. You may contact me at (xxx)xxx-xxxx to
make arrangements to inspect the (vehicle or product).

Please consider this letter as our demand to (name the manufacturer) for
reimbursement of \$xxx.xx.

Sincerely,
Bob Doe
(Title)

Arbitration claims should be sent to:
Daimler Chrysler Motors Corporation
1000 Chrysler Drive
Auburn Hills, Mi 48326-2766
Attention: Warranty Litigation Dept

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Farm use ONLY. This information shall not be reproduced and/or distributed
to any person, firm or entity without first consulting with the
C.R.A.S.H. unit.



SEE DOCUMENT RETENTION FILE FOR
PHOTOGRAPHS

LEGAL PHOTO

166-852A

State Farm Insurance Companies
100 State Farm Place
P.O. Box 8014
Ballston Spa, NY 12020

FIRST CLASS MAIL

02 1A
0004374893
MAR 12 2
MAILED FROM ZIP CODE 12
\$ 01.0

