

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1693563	JIMN	12/05/2005	JIMN	46

Code	Original Complaint	Probable Cause/Solution	
P 0511	INT; LEFT CNTR DASH VENT AREA	NO DEFECT DETERMINED; FIRE PATTERN POSS INCENDIARY	
0510	FIRE CAUSE UNCLEAR		
		ResIn Source: None	Date:
		Status: P HCM	Mileage: 13,000

Dealer #: 206600	TZ: EST	VIN: 2HJYK16576H [REDACTED]	Err:
Dir Cont: DAVID CATHCART	Training %: 0	Year: 2006	Model: RIDGELINE
Serv Ph: (904) 389-8614	Extn:	Trans: 5AT	Trim: RTL
Serv Mgr: VINCENT RAFAEL		Doors: 4DR	WD: 4
Parts Mgr: BILL ROGERS		Fact: ALLISTON	Country: CAN
Dir Name: DUVAL HONDA		Desc: RIDGELINE RTL 6CYL 247.0 HP 3.5 L	
1325 CASSAT AVENUE	FL 32205	WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
JACKSONVILLE		Engine #:	Trans #:
Phone: (904) 389-8614	Fax #: (904) 389-3767	Em Type: KA	
DPSM: DAVID CATHCART	Zone/Dist: 07J	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

04/21/2006 12:00:00 AM	JIMN
1 12/05/05 13:20:26 jimn:----->	CREATED FROM C/R CONTACT;
2 C/R CONTACT#?(IF AVAILABLE)----->	N012005-12-0500373
3 C/R AGENT? (IF AVAILABLE)----->	CHRIS DAVIS
4 CUSTOMER NAME?----->	[REDACTED]
5 ADDRESS (IF AVAILABLE)----->	
6	JACKSONVILLE, FL
7 PHONE (IF AVAILABLE)-----DAY-->	
8 -----NIGHT->	
9 DATE OF FIRE/ACCIDENT?----->	11/25/05
10 INSURANCE CO.----->	STATE FARM
11 AGENT/PHONE#?----->	AGENT RAY MOORE 904-751-5055 cell 904 591-6758
12	ADJUSTER SUSAN REINHART 800 627-4028 EXT 86796
13 CLAIM #----->	59Z222543
14 VEHICLE PRESENTLY LOCATED AT----->	Wilson Towing
15	1882 Dunn Ave.
16	Jacksonville, FL
17	(904) 751-2323
18 ANY INJURIES?----->	NO
19 DELIVERY DATE?(IF AVAILABLE)----->	
20 OBTAIN REPAIR HISTORY (RECENT REPAIRS?)----->	
21 LIST ANY AFTERMARKET ACCESSORIES----->	
22 IF FIRE, RECENT ACCIDENTS?----->	INFORMATION EDITED FROM C/R CONTACT
23 *** NOTES 12/05/2005 08:56:58 sscott1 Action Type: Call from Customer	
24 The customer stated that on 11-25-05, his vehicle "burned to the ground."	
25 The customer stated that he was driving to work that morning and smelled smoke.	
26 The customer stated that it was already light outside and the outside temperature may have been	
27	about 50 degrees.
28 The customer said that he was driving a city street and was crossing to go the interstate. He was	

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29			driving between 30 - 40MPH maybe, maintaining speed	
30			and the radio was on.	
31			The customer is a fire fighter and he stated that maybe he	
			was smelling residual smoke in the	
32			seat.	
33			A minute later, he could see smoke.	
34				
35			Then he pulled over and investigated and saw a glow and	
			flames in the dash area.	
36			He got out of the vehicle, called 911 and then attempted to	
			remove his personal belongings from	
37			the vehicle.	
38			The fire grew larger and the fire department put out the fire.	
39			The car was totaled.	
40				
41			The customer was working with State Farm agent Ray	
			Moore, 904-751-5055.	
42			The customer had only had scheduled services prior to the	
			accident; he hadn't had any problems	
43			with it.	
44			He had scheduled an appointment for a radio inspection	
			because the balance and fader weren't	
45			reflecting what the display was showing; when he	
46			wanted to move the sound front-back, the sound	
47			would go side to side.	
48			This service was not performed because the customer	
			wasn't able to take his car in at that	
49			time.	
50				
51			The customer contacted the dealership but they didn't offer	
			any insight.	
52			The customer wanted to document the concern and was	
			looking to get some answers about why it	
53			happened.	
54			I think he may be seeking financial recourse but he didn't	
			state this directly.	
55			The customer also owns a Civic and a motorcycle.	
56				
57			*** NOTES 12/05/2005 08:57:39 sscott1 Action Type: Call	
			from Customer	
58			I advised him that AHM would like to further investigate and	
			thanked him for the feedback.	
59			*** NOTES 12/05/2005 08:57:55 sscott1 Action Type: Call	
			from Customer	
60			The customer was not injured.	
61			*** NOTES 12/05/2005 11:09:57 cdavis Action Type: Call to	
			Customer	
62			ACS contacted the customer and obtained the following	
			information.	
63				
64			The vehicle is currently at:	
65			Wilson Towing	
66			1882 Dunn Ave.	
67			Jacksonville, FL	
68			(904) 751-2323	
69				
70			Customer was advised that I will make arrangements to have	
			the DPSM inspect and take photos of	
71			the vehicle. I will also forward the information	
72			to Jim Narney.	
73			*** NOTES 12/05/2005 12:23:54 cdavis Action Type:	
			Note-General	
74			forwarded case to Jim Narney and David Cathcart-DPSM.	

75	The DPSM will not be able to see the vehicle until sometime next week.			
76	12/07/05 15:31:54 JIMN:----->			
77	RECEIVED FIRE/POLICE REPORTS. NOTHING INTERESTING FOUND IN THEM.			
78	12/08/05 15:16:35 JIMN:----->			
79	SENT CONTACT INFO TO DPSM DAVID.			
80	12/12/05 07:55:56 JIMN:----->			
81	DAVID WILL BE THERE TODAY FOR PHOTOS.			
82	12/14/05 10:42:35 JIMN:----->			
83	RECEIVED PHOTOS FROM DPSM AND REVIEWED. PHOTOS INDICATE THAT THE WORSE FIRE DAMAGE IS IN THE			
84		INTERIOR AT THE FRONT. THE DAMAGE IS VERY EXTENSIVE		
85		AND THERE IS NOT MUCH OF THE DASH/INTERIOR LEFT.		
86		POSSIBLE THAT THE FIRE MAY HAVE OCCURRED IN THE		
87		AREA THE CUSTOMER STATED IN THE CENTER DASH. NO		
88		AFTERMARKET OR DEFECTS COULD BE IDENTIFIED BY PHOTO		
89		EXAMINATION. DAMAGE TO THE ENGINE COMPARTMENT		
90		APPEARS TO HAVE RADIATED FROM THE FIRE IN THE		
91		INTERIOR. THERE IS NO UNDERSIDE DAMAGE. WILL REVIEW		
92		WITH HCM FOR THEIR OPINION ON ANY POSSIBLE KNOWN		
93		DEFECTS OR ASSEMBLY PROBLEMS THAT THEY MIGHT HAVE		
94		CONCERNS ABOUT. AFTER THE REVIEW A DECISION ON A		
95		DATE FOR THE ON SITE INSPECTION CAN BE MADE.		
96	12/15/05 09:46:21PAULI:----->	FRWD DISC>HCM, MAURICE JUNEAU (12/14/05)		
97	A/B #636073075490			
98	12/15/05 11:55:39 JIMN:----->			
99	WILL TALK TO HCM ABOUT THIS VEHICLE ON TUESDAY			
100	12/16/05 09:22:53 JIMN:----->			
101	SEARCHED ALL TECHLINE CONTACTS FOR ELECTRICAL OR DASH PROBLEMS. NOTHING FOUND THAT CAN BE FOUND			
102		ASSOCIATED WITH ANY FAILURES THAT MIGHT LEAD TO A		
103		FIRE.		
104	01/03/06 14:50:29 JIMN:----->			
105	DISCUSSIONS WITH HCM INDICATE THAT AT LEAST ONE REPRESENTATIVE FROM THE FACTORY WILL COME TO THE			
106		VEHICLE INSPECTION. WE WILL CONTACT THE INSURANCE		
107		COMPANY AND TRY TO SET THE DATE OF THE INSPECTION		
108		IN THE BEGINNING OF JANUARY, AS THE INSURANCE		
109		COMPANY WILL ALLOW. ACS IS GETTING INSURANCE		
110		COMPANY CONTACT INFO AND THE FINAL LOCATION OF THE		
111		VEHICLE.		
112	01/06/06 14:19:07 JIMN:----->			
113	CONTACTED JOE CHANG AT STATE FARM TOTAL LOSS DEPT. 800 301-7350. HE SAYS THAT HE IS JUST HANDLING			

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114				THE CLAIM AND THAT HE BELIEVES THAT A CAUSE AND
115				ORIGIN INVESTIGATION WILL BE DONE ON THE CAR BY ONE
116				OF THEIR CONTRACT FIRE INVESTIGATORS BUT HE DOES
117				NOT HANDLE THAT. HE WILL CALL ME BACK NEXT WEEK
118				WITH A CONTACT PERSON THAT WILL BE IN CHARGE OF
119				THAT. I ASKED IF A JOINT INVESTIGATION TIME COULD BE SCHEDULED FOR US TO BE INVOLVED. HE SAID HE
120				WOULD RELAY THAT QUESTION TO THE PERSON THAT WILL
121				BE HANDLING THE INSPECTION. WE WILL WAIT TO HAVE
122				FURTHER CONTACT WITH THEM NEXT WEEK.
124	01/10/06 11:05:39 JIMN:----->			
125				LEFT MESSAGE WITH JOE CHANG TO GET CONTACT NUMBER FOR FIRE INVESTIGATOR TO ARRANGE THE INSPECTION
126				OF THE VEHICLE.
127	01/11/06 14:11:11 JIMN:----->			
128				RECEIVED A VOICE MAIL FROM JOE AT INSURNACE. HE SAYS THE CASE IS NOW BEING HANDLED BY SUSAN
129				REINHART, 800 627-4028 EXT 86796. HE SAYS THAT WARD AND WHITMORE FIRE INVESTIGATORS HAVE BEEN
130				ASSIGNED TO THE CASE. CALLED AND LEFT MESSAGE FOR
131				SUSAN REGARDING THE FIRE INVESTIGATION AND LEFT MY
132				RETURN PHONE NUMBERS.
133				FROM MEETING;
134	01/12/06 10:37:50 JIMN:----->			
135				WAITING ON INSURANCE TO RETURN CALL TO ARRANGE INSPECTION.
136	01/13/06 11:49:41 JIMN:----->			
137				CALLED AND SPOKE TO HECTOR;
138				HE INDICATED THAT HE DID NOT KNOW MUCH ABOUT THE CASE, HE WOULD HAVE A SUPERVISOR CALL ME BACK.
139				HE THOUGHT THAT THE CAUSE AND ORIGIN HAS ALREADY
140				BEEN DONE BY WARD AND WHITEMORE. HE GAVE ME A PHONE
141				# OF 954 328-8112 FOR THEM.
142	01/13/06 12:02:40 JIMN:----->			
143				TIFFANY CALLED FROM STATE FARM (EXT 86489). SHE HAS OK'ED US TO GO TO INSPECT THE VEHICLE. THE
144				LOCATION IS;
145				COPART
146				450 HAMMOND BLVD
147				JACKSONVILLE, FL 22220
148				904 781-3141
149				STOCK# 12924995
150				
151				I ASKED IF THE HAD ALREADY DONE AN INSPECTION OF THE VEHICLE AND SHE SAID YES AND THEY DIDNOT
152				DETECT ANY EXTERNAL SOURCE FOR THE FIRE. SHE SAID

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153				THE FIRE DEPT HAD BEEN OUT AND ALSO HAD NOT FOUND
154				ANY EXTERNAL CAUSE. I ASKED IF SHE WOULD SEND THE
155				REPORT IF POSSIBLE. SHE SAID YES.
156	01/13/06 13:35:28 JIMN:----->			
157				RECEIVED FAX THAT CONTAINED THE FIRE DEPT REPORT AND THE POLICE REPORTS THAT WE ALREADY HAVE. I
158				ASSUME THAT SHE DOES NOT HAVE THE REPORT FROM THEIR
159				FIRE INVESTIGATORS.
160	01/13/06 13:56:46 JIMN:----->			
161				LEFT VOICE MAIL FOR MAURICE TO SEE IF TRAVEL FROM 1/30 TO 2/1 WILL WORK FOR HIM.
162	01/18/06 09:11:05 JIMN:----->			
163				WILL TRAVEL TO INSPECT ON 1/31 WITH MAURICE AND RUSS FROM HCM.
164	01/24/06 11:07:35 JIMN:----->			
165				PAUL; CONTACTED DUVAL HONDA ABOUT TOOL SHIPPING. SEND C/O MIKE SWEENEY IN THE PARTS DEPT. HE WILL
166				HOLD UNTIL TUEDAY MORNING PICKUP.
167	01/24/06 11:48:30PAULI:----->			SENT TOOL KIT (2DAY SHIPPING)
168				ATTN: MIKE SWEENEY,P/M
169	A/B #636073077173			
170	02/02/06 11:10:50 JIMN:----->			
171				SUE REINHART FROM THE INSURANCE COMPANY CALLED. IF NECESSARY SHE WILL PUT US IN CONTACT WITH
172				THEIR FIRE INVESTIGATOR TO DISCUSS THE CAUSE AND
173				ORIGIN. SHE SAYS THAT THE INVESTIGATOR PLACED THE
174				ORIGIN OF THE FIRE IN THE CENTER OF THE DASHBOARD.
175				HE DID NOT CONTINUE ANY FURTHER INVESTIGATION SO AS
176				NOT TO SPOIL THE EVIDENCE. HE DID NOT NAME ANY
177				IGNITION SOURCE. SHE ASKED ME TO CALL HER WITH SOME
178				INFORMATION AFTER WE HAVE FINISHED DISCUSSING OUR
179				INVESTIGATION. HER PHONE IS 800 627-4028 EXT86796
180	02/02/06 12:22:37PAULI:----->			TOOLS RTRND TO TL
181	02/02/06 14:04:59 JIMN:----->			
182				CUSTOMER RESPONSE TO QUESTIONS ASKED BY C/R ON 1/25.
183				
184				The fire occurred in the morning on his way to work.
185				IT was the first time the vehicle was driven that day.
186				the customer allowed the vehicle to warm up for approximately 30sec to 1 1/2 (min).
187				the vehicle was driven 7-8 miles before he pulled over .
188				It was 5-6 mins before any smell or smoke was noticed.
189				The vehicle was driven to the grocery store the night before the fire 10-12min round trip.
190				The vehicle was NOT driven off road.
191				There wasn't any smell in the vehicle the night before.
192				The customer was NOT towing anything.
193				Everything on the vehicle was stock.
194				The customer noticed crackling noise when adjusting the radio.

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195				
The only things that were inoperative prior to the fire was the vanity light and the temperature				
196			gauge.	
197				
There wasn't any performance problems with the vehicle.				
198				
The vehicle ran until the customer pulled over to the side of the road.				
199				
There wasn't any smell before the morning of the fire.				
200				
The customer noticed the smoke first.				
201				
The smoke came from the A/C vent left of the radio.				
202				
The customer did not have any other comments at this time.				
203				
02/02/06 14:07:11 JIMN:----->				
204				
ITEMS TO FOLLOW UP AFTER INSPECTION OF VEHICLE IN FLORIDA.				
205				
206				
SEND PHOTOS TO REVIEW WITH LARRY, CC HCM WITH PHOTOS ATTACHED.				
207				
HCM TO INSPECT LAYOUT IN AREA AROUND DUCT				
208				
HCM TO INSPECT HARNESS AND TIES AROUND AREA OF ORIGIN				
209				
I WILL FORWARD MY PHOTOS TO HCM				
210				
WE WILL DISCUSS ANY NEW INFORMATION NEXT WEEK.				
211				
02/06/06 10:28:31 JIMN:----->				
212				
SPOKE TO MAURICE TODAY. I WILL SEND HIM A DISC OF MY INVESTIGATION PHOTOS. I WILL ALSO HAVE LARRY				
213				
			REVIEW THE PHOTOS AND GIVE HIS OPINION OF THE FIRE	
214				
			PATTERNS ON THE DASH SUPPORT. AT THIS TIME MAURICE	
215				
			HAS NO NEW INFORMATION ON ANY MANUFACTURING CONCERNS IN THE AREA OF ORIGIN AROUND THE CENTER	
216				
			DASH BEHIND THE LEFT CENTER VENT. WE WILL DISCUSS	
217				
			AGAIN LATER THIS WEEK AFTER LARRY HAS REVIEWED THE PHOTOS. I WILL BE TALKING TO THE INSURNACE INVESTIGATOR AFTER WE HAVE TALKED AGAIN.	
218				
219				
220				
02/06/06 11:11:48 JIMN:----->				
221				
SEMT DISC WITH COPY OF MY INSPECTION PHOTOS TO LARRY AND MAURICE.				
222				
02/06/06 15:46:51PAULI:----->				
223				
			FRWD CD>HCM, MAURICE JUNEAU	
224				
A/B #636073077780				
225				
			FRWD CD>LARRY BROWN	
226				
A/B #636073077791				
227				
02/09/06 07:35:28 JIMN:----->				
228				
WAITING FOR LARRY TO REVIEW THE PHOTOS AND HCM TO FINISH THEIR INSPECTION ON LINE OF THE IP				
229				
			ASSY.	
230				
02/14/06 11:25:14 JIMN:----->				
231				
LEFT MESSAGE FOR MAURICE TO CALL ME TO DISCUSS THE CAR.				
232				
02/16/06 15:16:29 JIMN:----->				
233				
			FROM MEETING.	
DISCUSSED OUR PRELIMINARY FINDINGS WITH JOHN C. WILL CALL AND DISCUSS WITH THE INSURNACE COMPANY				
234				
			FIRE INVESTIGATOR.	
235				
02/17/06 10:36:25 JIMN:----->				
236				
SPOKE TO SUE REINHART AT STATE FARM. SHE GAVE ME PERMISSION TO SPEAK TO THEIR FIRE INVESTIGATOR.				

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237			HIS NAME IS JOHN HAIGHT (HOT) AT WARD AND WHITEMORE	
238			INVESTIGATORS. PHONE	
239			904 247-8005. I WILL CONTACT HIM TO DISCUSS HIS FIRE INVESTIGATION AS SOON AS POSSIBLE.	
240			02/21/06 14:22:02 JIMN:----->	
241			MAURICE AND RUSS OF HCM RETURNED FROM THE INVESTIGATION IN FLORIDA AND FOLLOWED UP OUR AGREED	
242			PLAN. THEY EXAMINED THE DASH LAYOUT FOR POSSIBLE	
243			ASSEMBLY PROBLEMS OR ANY WARRANTY ISSUES ON THE	
244			MAIN DASH HARNESS IN THE AREA OF ORIGIN NEAR THE	
245			LEFT CENTER VENT OF THE DASH. THEIR INVESTIGATION	
246			COULD FIND NO ASSEMBLY OR WARRANTY CONCERNS TO	
247			EXPLAIN THE HOT SPOT THAT WAS FOUND ON THE DASH	
248			BEAM ON THE RIGHT SIDE OF THE RADIO AREA. THERE	
249			HAVE BEEN NO REPORTED PROBLEMS WITH THE DASH	
250			HARNESS OR MOUNTING TO FEEL THAT THE IGNITION SOURCE WAS ELECTRICAL. THEY AGREED IN LIGHT OF ANY	
251			NEW INFORMATION THAT WE SHOULD CONTINUE TO PURSUE	
252			THE POSSIBILITY OF FIRE FROM SOME EXTERNAL SOURCE.	
253				
254				
255			02/21/06 14:30:41 JIMN:----->	
256			REVIEWED AND DISCUSSED FIRE PHOTOS AND THE INSPECTION OF THE VEHICLE WITH LARRY BROWN, THE HNA	
257			FIRE INVESTIGATOR. BASED ON THE EXAMINATION OF THE	
258			PHOTOS WE PROVIDED, SOME FIRE PATTERNS IN HIS OPINION COULD HAVE BEEN ASSOCIATED WITH ACCELERANT	
259			IN THE AREA AROUND THE DASH VENT ON THE LEFT SIDE	
260			OF THE RADIO. THERE IS ALSO LOTS OF DAMAGE IN THE	
261			HEATER ASSY DOWN LOW ON THE FLOOR THAT IS NOT	
262			CHARACTERISTIC OF A FIRE FROM ABOVE ON THE DASH.	
263				
264			02/21/06 15:10:00 JIMN:----->	
265			OBSERVATIONS FROM INSPECTION OF THE VEHICLE IN FLORIDA ON 1/31/06.	
266				
267			> DAMAGE TO THE RIDGELINE WAS WORSE IN THE INTERIOR AREA OF THE VEHICLE. FIRE DAMAGE APPEARS	
268			WORSE ON THE RIGHT SIDE. FIRE PATTERNS INDICATE THE	
269			RIGHT FRONT DOOR WAS OPEN DURING THE FIRE. DAMAGE	
270			AT THE RIGHT FRONT RUNNING BOARD INDICATES DOOR WAS	
271			OPEN. (SEE 003, 004, 005, 006, 007.JPG)	

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272	> UNDERSIDE OF THE VEHICLE SHOWS NO INDICATION OF FIRE FROM BELOW THE VEHICLE. (SEE 083_2,			
273		082_2.JPG)		
274	> FIRE DAMAGE IN THE REAR CARGO AREA OF THE BED STARTED FROM THE INTERIOR AND SPREAD OUT TO THIS			
275		AREA. (SEE 014.JPG)		
276	> ROOF AREA SHOWS GREAT HEAT DAMAGE. ROOF RACK WAS MELTED AND SHOWS LOTS OF DAMAGE. (SEE			
277		034.JPG)		
278	> EVERYTHING IN THE REAR TRUNK AREA WAS INTACT AND SHOWED NO DAMAGE. (SEE 044, 046.JPG)			
279	> FRONT BUMPER, GRILL, AND HEADLIGHT AREA SHOWS VERY LITTLE DAMAGE. (SEE 049.JPG)			
280	> FIRE DAMAGE IN THE ENGINE COMPARTMENT IS WORSE AT THE REAR BULKHEAD AREA AND DECREASES AS IT			
281		GETS CLOSER TO THE FRONT RADIATOR AREA. HOT SPOT ON		
282		THE CENTER REAR OF THE HOOD SHOWS GREATEST HEAT WAS		
283		COMING FROM THE CENTER. (SEE 047, 053, 056, 057,		
284		063, 066.JPG)		
285	> FIRE DAMAGE TO THE INTERIOR IS GREATEST IN THE AREA OF THE DASH. THERE IS SOME PARTS OF THE			
286		REAR SEAT STILL INTACT IN THE RIGHT REAR AREA. THE		
287		REAR DOORS SUSTAINED LESS DAMAGE THAN THE FRONT		
288		DOORS. THE RIGHT REAR, LEFT FRONT AND LEFT REAR		
289		DOORS SHOW PROTECTED AREAS IN THE DOOR JAMS THAT		
290		INDICAT THAT THESE DOORS WERE CLOSED DURING THE		
291		FIRE. THE RIGHT FRONT DOOR SHOWS DAMAGE ALL ALONG		
292		THE DOOR SEAL AREA AND THE RUNNING BOARD IS FIRE		
293		DAMAGED INDICATING THIS DOOR WAS OPEN DURING THE		
294		FIRE. (SEE 070, 075, 076, 079, 080, 081, 083, 111,		
295		112, 113, 114, 115.JPG)		
296	> DAMAGE IN THE DASH AREA WAS GREATEST IN THE CENTER WHERE THE HEATER ASSEMBLY WAS. ITEMS ON LEFT			
297		AND RIGHT SIDE OF CENTER SHOWED LESS DAMAGE. GLOVE		
298		BOX REMAINS SHOWED LOTS OF PAPER DEBRIS LEFT FROM		
299		THE PARTIALLY BURNED OWNERS MANUAL AND ALSO A		
300		REMOTE CONTROL FOR WHAT IS THOUGHT TO BE A VIDEO		
301		CAMERA (NO CAMERA WAS FOUND IN VEHICLE). ON THE		
302		LEFT SIDE UNDER THE DASH, THE UNDER DASH FUSE BOX		
303		WAS MELTED BUT NOT SEVERLY DAMAGED AS THE CENTER OF		
304		THE DASH. THE GAUGE ASSY AND THE WIRING SHOWS		

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305			PROTECTED AREAS THAT INDICATE FIRE FROM THE CENTER	
306			LOW IN THE DASH. (SEE 091, 099, 100, 122, 002_2,	
307			006_2, 010_2, 019_2, 075_2.JPG)	
308			> REMAINS OF THE RADIO IN THE DASH ARE FROM ORIGINAL EQUIPMENT. THERE WAS NO EVIDENCE OF ANY	
309			AFTERMARKET WIRING OR DEVICES FOUND IN THE VEHICLE.	
310			(SEE 095.JPG)	
311			> FIRE DAMAGE TO THE HEATER ASSY IS GREATER THAN EXPECTED TO BE FROM A FIRE STARTING UP HIGH IN	
312			THE DASH. THERE IS A HOT SPOT ON THE DASH SUPPORT	
313			JUST TO THE LEFT SIDE OF THE RADIO WHERE THE LEFT	
314			CENTER VENT IS LOCATED. THE HEATER ASSY CASE IS	
315			COMPLETELY MELTED DOWN. THE HEATER CORE IS MELTED	
316			ON THE TOP AND IS MELTED DOWN TO THE BASE OF THE	
317			CORE ON THE RIGHT SIDE. THE SIDE OF THE AC	
318			EVAPORATOR THAT FACES THE HEATER CORE IS DAMAGED	
319			EVENLY ACROSS THE FACE. THE BACK SIDE AWAY FROM THE	
320			HEATER CORE SHOWS A PROTECTED AREA. THE HEATER CORE	
321			BEING FILLED WITH COOLANT WILL USUALLY RESIST	
322			DAMAGE OR MELTING DUE TO HEAT DISIPATION THROUGH	
323			THE LIQUID INSIDE. THE EVAPORATOR CORE WILL USUALLY	
324			EXHIBIT MORE DAMAGE LACKING LIQUID TO DISIPATE THE	
325			HEAT. HEATER CORE WOULD BE LOCATED DIRECTLY BELOW	
326			AN AREA WERE LIQUID WOULD ENTER THE HEATER ASSEMBLY	
327			IF Poured THROUGH THE LEFT CENTER VENT (SEE 003_2,	
328			035_2, 042_2, 053_2, 053_2 HEATER CLOSEUP.JPG)	
329			> DAMAGE TO THE ENGINE SIDE OF THE BULKHEAD SHOWS DAMAGE TO THE BULKHEAD INSULATION GREATEST IN	
330			THE CENTER. THIS IS DIRECTLY IN LINE WITH THE	
331			GREATEST AREA OF DAMAGE AROUND THE MELTED HEATER CORE	
332			ASSY FROM THE INTERIOR CENTER OF THE DASH AREA. (SEE 053,	
333			064, 065.JPG)	
334			> EXAMINING THE DASH AREA SHOWED A FIRE PATTERN THAT INDICATES AN EXTREME AMOUNT OF HEAT ON THE	
335			DASH SUPPORT ON THE LEFT SIDE OF THE RADIO AREA.	
336			THE DASH HARNESS IN THAT AREA STILL CONTAINS	
337			PLASTIC/INSULATION DEBRIS LEFT IN BETWEEN THE	
338			STRANDS OF WIRE. THERE WAS NO BALLING OF WIRE ENDS	
339			OR NOT INDICATIONS OF A PINCHED WIRE OR SHORT IN	

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1693563	JIMN	12/05/2005	JIMN	46
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368	02/23/06 11:12:43 JIMN:----->			
369	CALLED JOHN HAIGHT(HATE), THE STATE FARM FIRE INVESTIGATOR, 904 221-1169. GOT GENERIC VOICE MAIL			
370				
371	02/27/06 10:41:24 JIMN:----->			
372	LEFT ADDITONAL MESSAGE FOR JOHN.			
373	02/27/06 10:41:43 JIMN:----->			
374	SPOKE TO SUE REINHART AND SHE GAVE ME ANOTHER PHONE # 866 559-3473. THEIR FILE # IS 05-F575.			
375	02/27/06 10:44:52 JIMN:----->			
376	CALLED AND GOT ANOTHER REFERRAL TO PHONE 954 328-8112 FOR JOHN.			
377	02/27/06 10:50:06 JIMN:----->			

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
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02/12/2009 03:00:10 PM JIMN

460 RECEIVED INFORMATION THAT THIS CASE IS LISTED WITH NHTSA IN AN INVESTIGATION REGARDING DASHBOARD WIRING AROUND THE BLOWER MOTOR AREA. FORWARDED THIS CONTACT FOR REVIEW TO MANAGEMENT AND PRO.

online

Home Create Report Search Reports Utilities Help Logout

VIEW AUTO REPORT

Report Information

Attached Files

Report ID 9184

Brief Description* NONE

Reported By

Offline Report Date

Online Created Date 12/12/2005 12:27:00 PM

Last Updated Date 2/28/2006 1:09:47 PM

User Information

Zone Zone 07

District 07J

Customer Information

City of Customer*

State*

Delivery Date (MM/DD/YYYY)

Vehicle Information

Non-US VIN

VIN* Check VIN

Unit Status

Date of Occurrence* (MM/DD/YYYY)

Mileage*

Engine No.

Model Year Model

Style* Body*

Transmission* Engine Type

Dealer Information

Dealer Number

Phone Number Ext.

Claim Information

Claim Number CR/Techline #

Labor Operation *

Labor Op Full Codes *

Causal Code

8411A6 INSTRUMENT PANEL PAD - REPLACE.	▼
Other 841X	▼

Failed Part No. *Please provide Part No if available

1.	<input type="text"/>
2.	<input type="text"/>
3.	<input type="text"/>
4.	<input type="text"/>

Complaint / Symptom

ACS ADVISED OF CUSTOMER CONTACT, VEHICLE FIRE.	▲
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Probable Cause

	▲
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Corrective Action

AHM-DPSM INSPECTED VEHICLE AND TOOK PICTURES PER ACS & NATIONAL REQUEST.	▲
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Fire Report Information

Create Fire Report

Open New Fire Document

Attach Files	Save	Save As	Submit	Reset
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