

PE09-055

FORD

2-12-2010

APPENDIX B, D, E1, E2, E3,
F, J, K, L

PE09-055

FORD

2-12-2010

APPENDIX B

ALLEGED FRONT BLOWER
MOTOR SWITCH FIRES

**1997-2008 MY E350 and E450 Vehicles
Alleged Front Blower Motor Switch Fires**

OWNER REPORTS

As the agency is aware, within FCSD's North American Customer Service Operations, there is a Customer Relationship Center (CRC) that is responsible for facilitating communication between customers, dealerships and Ford Motor Company. Among other things, the CRC handles telephonic, electronic, and written inquiries, suggestions, informational requests, and concerns ("contacts") from Ford and Lincoln-Mercury vehicle owners about their vehicles or sales and service experience. The contacts are handled by CRC customer service representatives who enter a summary of the customer contact into a database known as CuDL (Customer Data Link). Certain contacts, such as letters from customers, are entered into the CuDL database. Those that were entered into the earlier MORS II system were also microfilmed. More recently, the records in MORS III/CuDL are imaged and stored electronically.

The CRC assigns to each vehicle-related contact report a "symptom code" or category that generally characterizes the nature of the customer contact or vehicle concern, as described by the owner. The CRC does not undertake to confirm the accuracy of the description provided by the owner; they simply record what is reported. Therefore, given the complexity of the modern motor vehicle, it is Ford's experience that a significant percentage of owner contacts do not contain sufficient information to make a technical assessment of the condition of the vehicle or the cause of the event reported. Accordingly, although MORS contact reports may be useful in identifying potential problems and trends, the records are not the empirical equivalent of confirmed incidents and/or dealership's diagnosis. In the interest of responding promptly to this inquiry, Ford has not undertaken to gather the electronic images related to these contacts because of the largely duplicative nature of the information contained in the images, as well as the time and the burden associated with locating and producing those documents. The pertinent information related to those contacts generally would be included in the contact reports obtained from the CuDL system. To the extent that those documents exist, they are characterized in the comments of MORS III contact reports. Upon request, Ford will attempt to locate any specific items that are of interest to the agency.

In responding to this information request, Ford electronically searched CuDL using the following criteria:

Model Year: 1997-2008

Subject Vehicle: E350 and E450 vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 1996 through December 14, 2009

Types of Contacts: All, including suspended data, canceled contacts and inquiries

MORS II Inquiry Code: 1420 - Alleged personal injury

MORS II Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
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CLIMATE CONTROL	208XXX	CLIMATE CONTROL - ALL
FIRE/SMOKE	704142	FIRE/SMOKE VISIBLE FLAME PASSENGER AREA
FIRE/SMOKE	704000	FIRE/SMOKE - UNKNOWN
FIRE/SMOKE	704200	FIRE/SMOKE SMOKE
FIRE/SMOKE	704242	FIRE/SMOKE SMOKE PASSENGER AREA
FIRE/SMOKE	704299	FIRE/SMOKE OTHER
FIRE/SMOKE	704300	FIRE/SMOKE SCORCHED/BURNT
FIRE/SMOKE	704399	FIRE/SMOKE OTHER
FIRE/SMOKE	704342	FIRE/SMOKE SCORCHED/BURNT PASSENGER AREA

MORS III Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
CLIMATE CONTROL	208XXX	CLIMATE CONTROL - ALL
FIRE/SMOKE	704142	FIRE/SMOKE VISIBLE FLAME PASSENGER AREA
FIRE/SMOKE	704000	FIRE/SMOKE - UNKNOWN
FIRE/SMOKE	704200	FIRE/SMOKE SMOKE
FIRE/SMOKE	704242	FIRE/SMOKE SMOKE PASSENGER AREA
FIRE/SMOKE	704299	FIRE/SMOKE OTHER
FIRE/SMOKE	704300	FIRE/SMOKE SCORCHED/BURNT
FIRE/SMOKE	704399	FIRE/SMOKE OTHER
FIRE/SMOKE	704342	FIRE/SMOKE SCORCHED/BURNT PASSENGER AREA

MORS III Reason Code(s):

Reason Code	Description
07XX	Legal contacts

LEGAL CONTACTS

Beginning in early 2008, most consumer complaints and all legal claim processing has been centralized in OGC within the Consumer Litigation team. A transition has occurred such that all legal contacts (including those formerly handled by "Litigation Prevention") are coordinated through this team.

Prior to the transition, there was a Consumer Affairs Department within FCSD that managed customer concerns, which could not be resolved by the Customer Relationship Center (CRC). Among other things, the Consumer Affairs Department had a section, known as "Litigation Prevention," that handled a variety of informal (i.e., non-litigation) claims, such as property damage claims or attorney demand claims.

The Litigation Prevention section had been centralized in the Consumer Affairs Department since 1995, in Dearborn, Michigan. Prior to that time, Litigation Prevention personnel operated on a regional basis. For matters that the Litigation Prevention section handled, there were typically paper files that reflected the handling, investigation and resolution of property damage claims.

The claims, known as "Legal Contacts" are entered into the CuDL database that the CRC uses to enter other customer communications. When a customer contact is designated as a Legal Contact, it is so indicated near the top of the contact report.

FIELD REPORTS

Within FCSD, there is a Vehicle Service & Programs Office that has overall responsibility for vehicle service and technical support activities, including the administration of field actions. That Office is the primary source within Ford of vehicle concern information originating from Ford and Lincoln-Mercury dealerships, field personnel, and other sources. The information is maintained in a database known as the Common Quality Indicator System (CQIS). The CQIS database includes reports compiled from more than 40 Company sources (e.g., Company-owned vehicle surveys, service technicians, field service and quality engineers, and technical hot line reports, etc.) providing what is intended to be a comprehensive concern identification resource. As with MORS contact reports, CQIS reports are assigned a "symptom code" or category that generally reflects the nature of the concern.

In responding to this information request, Ford electronically searched CQIS using the following criteria:

Model Year: 1997-2008

Subject Vehicle: E350 and E450 vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: All reports through December 14, 2009

Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Electrical	208XXX	Electrical, Climate Control, ALL
Unknown Source	704XXX	Fire/Smoke

OASIS MESSAGES

FCSD is responsible for communicating a variety of vehicle and service information, such as warranty information for up to the past 360 days, Extended Service Plan part coverage information, and technical repair information, to North American Ford and Lincoln-Mercury dealers. This information is communicated primarily through OASIS, which serves as an electronic link between Ford Motor Company and the dealers. OASIS covers all North American Ford and Lincoln-Mercury cars and light trucks, and medium and heavy-duty Ford trucks, for the ten most current model years. Technical diagnostic and repair information on OASIS is contained in Special Service Messages (SSMs) and Technical Service Bulletin (TSBs) titles and brief summaries. It should be noted that dealers cannot access brief summaries.

SSMs and TSB titles are coded in OASIS by model year and vehicle line, and may be coded to other specific vehicle attributes (body style, engine code, or vehicle identification number) and one or more OASIS Service Code(s). The dealers with access to OASIS usually search for information on the database by entering a VIN and the applicable Service Codes. SSMs and TSB titles that become inactive or superseded continue to be accessible by Ford employees, but no longer are accessible by the dealers. Dealers also are able to determine

the recalls applicable to a particular vehicle by searching a particular VIN in OASIS. Recall information available on OASIS cannot be searched by Service Codes.

In 1998, the OASIS system was upgraded from the "OASIS 2" system to the new "Global OASIS." At that time, OASIS 2 was removed from service and is no longer used to communicate with dealers. During the upgrade, inactive information (such as inactive SSMs or superseded TSB titles) was not transferred to Global OASIS.

In responding to this information request, Ford searched Global OASIS for active, inactive, and superceded TSB titles and SSMs using the following search criteria:

Model Year: 1997-2008

Subject Vehicle: E350 and E450 vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 1996 through December 14, 2009

OASIS Service Code(s):

Code	Description	Description	Description
208XXX	Electrical	Climate Control, ALL	
704XXX	Unknown Source	Fire/Smoke	

OASIS 2 and Global OASIS are not capable of performing electronic word searches, so the search results are reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

The OASIS database also contains Broadcast Messages. Typically, these messages are directed to all dealerships and either are notifications of new SSMs/TSBs, or announcements with non-technical information (for example, "the Dealer Hotline will be closed today"). Broadcast Messages cannot be searched by OASIS service codes, and can be retrieved only while active (approximately 2 to 4 days). Ford has not undertaken to search for Broadcast Messages because Ford expects that any responsive information obtained with such a search generally would be non-substantive in nature or duplicative of the information obtained with the TSB title and SSM search described above.

INTERNAL SERVICE MESSAGES

FCSD, as part of its technical support activities, maintains fleet and technical telephone "hotlines." During the early stages of Ford's efforts to identify and resolve potential vehicle concerns, hotline personnel may draft Internal Service Messages (ISMs) on CQIS for their internal use. The ISMs are assigned a CQIS "symptom code" or category that generally reflects the nature of the concern. An ISM can form the basis for an oral response over the technical hotline to an inquiry from an individual dealer or fleet technician. The ISMs, however, are not made available electronically to fleets and dealers. Therefore, although ISMs are not "issued" to dealers like OASIS messages, Ford is construing this request broadly to include ISMs that may be related to the alleged defect in the subject vehicles.

In responding to this information request, Ford searched CQIS for active ISMs using the following search criteria:

Model Year: 1997-2008

Subject Vehicle: E350 and E450 vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 1996 through December 14, 2009

CQIS Symptom Code(s):

Code	Description	Description	Description
208XXX	Electrical	Climate Control, ALL	
704XXX	Unknown Source	Fire/Smoke	

The CQIS database in which the ISMs reside is not capable of performing word searches, so the search results were reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

FIELD REVIEW COMMITTEE

Ford's Field Review Committee reviews all potential field service actions, including safety recalls and customer satisfaction programs, and recommends appropriate actions to corporate management. A Vehicle Service & Programs representative serves as Secretary to the Field Review Committee. Following approval of a field service action, the Vehicle Service & Programs Office prepares and launches the action. A representative copy of the communication to Ford's dealers, fleets, and Regional offices announcing the field service action is maintained in the Field Review Committee files.

WARRANTY

Ford's Analytical Warranty System (AWS) contains warranty claims and vehicle information for model years 1991 and forward for North America, and model years 1992 and forward for Europe.

Ford performed a search of AWS for potentially responsive reports using the following search criteria:

Model Year: 1997-2008

Subject Vehicle: E350 and E450 vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Base Part Number(s):

-19A642-
-19986-
-14S411-

Customer Concern Code(s):

CCC	Description
A88,V17	Wiring troubles

C09,V79	Heater, Defroster, or A/C noise
C10,V79	Heater, Defroster, or A/C odor

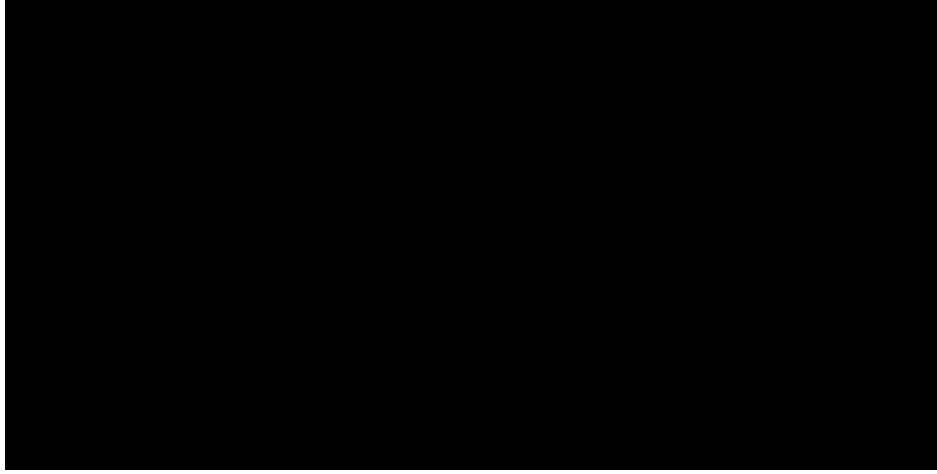
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APPENDIX D

LITIGATION PREVENTION





Consumer Affairs

PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

SENT VIA U.S. Mail

February 9, 2006

[REDACTED]
Saginaw, MI [REDACTED]

RE: 2004 Econoline

VIN: 1FTSS34L04H [REDACTED]

Dear Ms. [REDACTED]:

This letter is in response to your communication regarding the above-mentioned vehicle. Ford Motor Company has reviewed your claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

A handwritten signature in cursive script that reads "Wannetta Hill".

Wannetta Hill
Consumer Affairs



Action Detail

VIN: 1FTSS34L04H. [REDACTED] **Year:** 2004 **Model:** ECONOLINE **Case:** 513942775
Name: [REDACTED] **Owner Status:** Subsequent **WSD:** 2004-02-02
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD **Primary Phone:**
Reason Desc: LEGAL - ACCIDENT / FIRE **Secondary Phone:** [REDACTED]
Issue Type: 07 LEGAL **Issue Status:** OPEN **Dealer:** SAGINAW VALLEY FORD LINCOLN-MERCURY
Origin Desc: US CONCERN CASE BASE **P & A Code:** 05735
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
Odometer: 40000 MI **Comm Type:** PHONE
Action Date: 02/08/2006 **Action Time:** 09:59:47:607 **Action Data:** No
Analyst Name: LEVIN TERRY-LYNN **Analyst:** TLEVIN4

COMMENTS: CUSTOMER SAID: -VAN CAUGHT ON FIRE YESTERDAY (2/7/06) FROM THE HEATER SWITCH-CUST FEELS FORD-LINCOLN -MERCURY NEEDS TO REPLACE THE HEATER SWITCH-VEH WAS PARKED IN THE DRIVEWAY-STARTED UP THE VEH-AFTER A FEW MINUTES-OPENED UP THE DOOR-NOTICED VEH WAS VERY HOT-SMOKE WAS COMING FROM BEHIND THE DASH-PULLED OUT A SWITCH AND IT WAS MELTED-NO FIRE DEPT WAS CALLED-NO ONE HAS DIAGNOSED THE VEH -HUSB IS A MECH AND HE SAYS FIRE WAS CAUSED FROM THE HEATER SWITCH-VEH IS STILL IN DRIVEWAY-DID NOT FILE A CLAIM W/INSURANCE COMPANY-VEH WAS RUNNING BUT NOT MOVING-CUST DOES NOT WANT TO CALL HER INSURANCE COMPANY B/C SHE BELIEVES THAT IT 'S FLM FAULTDEALER SAID: SAGINAW VALLEY FORD LINCOLN-MERCURY 4201 BAY ROAD SAGINAW, MI 48603TEL: (989) 792-1700CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT.

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Customer Info

Customer:	[REDACTED]	Primary Phone:	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	SAGINAW	MI 48601 -9631	
Country:	USA	Language:	EN	
Cell Phone:	[REDACTED]	Pager:		
Preferred Contact method:		Fax:		
Preferred Contact Time:		Email:		

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Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
GL-GREAT LAKES	48-DETROIT	G	C2	05735	F48536

Dealer Name:	SAGINAW VALLEY FORD LINCOLN-MERCURY
Dealer Address:	4201 BAY ROAD SAGINAW MI 48603
Dealer Main Phone:	989-792-1700

Position	Employee Name
GENERAL MANAGER	ERWIN KENDRICK
PARTS MANAGER	ALAN STELTZRIEDE
SALES MANAGER	JEFFREY SZOSTEK
SALES MANAGER	CHARLES C WALDERZAK
SERVICE MANAGER	KEITH SLAGHT

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ESP / Recall Information

VIN: 1FTSS34L04H [REDACTED]

No ESP Information for this VIN

-----Recall Information-----

-----Field Service Action-----

Number	Type	Description	Status	Status Date	Dealer Code
04S22	SAFETY RECALL	ANTI-LOCK BRAKE SYSTEM (ABS) MODULE SERVICE	CLOSE - REPAIRED	2005-03-04	09620USAF48527
04S23	SAFETY RECALL	AIR FILTER ELEMENT REPLACEMENT - EXCLUDING DIESEL ENGINES	CLOSE - REPAIRED	2005-03-04	09620USAF48527
04N03	WARRANTY EXT - SINGLE REPAIR	ADDITIONAL WARRANTY COVERAGE FOR ANTI-LOCK BRAKE SYSTEM MODULE	OPEN - LAUNCHED		

**OASIS RESULT:
1FTSS34L04H [REDACTED]**

See bottom of the OASIS result for contact ID 02/09/2006
08:56:31

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2004 E-SERIES	BODY STYLE E-350 EXTENDED CARGO	ENGINE 5.4L SOHC EFI
TRANSMISSION 4R100 (E4OD) 4SP O/D	AXLE CODE 39	ENGINE CALIBRATION

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 02/02/2004	BUILD DATE 11/06/2003	SALE MILEAGE 00030
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CUDL MESSAGES

THIS VEHICLE HAS AN OPEN CUDL CONTACT
THIS VEHICLE HAS A CLOSED CUDL CONTACT

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

OUTSTANDING FIELD SERVICE ACTIONS

04N03
ADDITIONAL WARRANTY COVERAGE FOR ANTI-LOCK BRAKE SYSTEM MODULE

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

10/03/2005

DEALER: Saginaw Valley Ford Lincoln-Me

WARRANTY CLAIM NUMBER: 072419

ODOMETER: 035939M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
RECALEM	ECC PROCESSOR RECAL	000	12650D	42	DOES NOT OPERATE PROPERLY
F2UZ 14526P	FUSE-ELECTRICAL CIRC	001	12650DX1		
		000	12650D80		
		000	12650D84		

FUSE MISSING, INSTALLED NEW FUSE TO PERFORMD DIAG, TEST FOUND CODE P0174 BAN K 2 RICH, DATA LOGGER TEST, FUEL TRIMS NORMAL, CHECKED OASIS AND FOUND TSB 18578, REFLASHED PCM TO LATEST PROGRAM, CLEARED CODES RETESTED OK

10/03/2005

DEALER: Saginaw Valley Ford Lincoln-Me

WARRANTY CLAIM NUMBER: 072419

ODOMETER: 035939M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC

5C2Z 19C836AA	ACCUMULATOR/HOSE	001	19700A	D1	POROSITY
YN 19		042	19700A18		
OSP		001			

A-C DIAG, A-C SYSTEM EMPTY, INSTALLED FREON AND DYE, FOUND ACUMILATOR LEAKIN G, EVAC SYSTEM, REPLACED ACCUMILATOR, RECHARGED SYSTEM, FOUND NO LEAKS. A- C COOLS TO 50 DEGREES

03/04/2005

DEALER: Hagen Ford Inc

WARRANTY CLAIM NUMBER: 298336

ODOMETER: 022999M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3C2Z 2K021AA	CALIPER - BRAKE KIT	001	04S22B		

1 PERFORM RECALL

03/04/2005

DEALER: Hagen Ford Inc

WARRANTY CLAIM NUMBER: 298336

ODOMETER: 022999M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
F5OZ 9601BA	ELEMENT ASY-AIR CLEA	001	04S23B		

1 REPLACE FILTER

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTSS34L04H [REDACTED]

Report Applies to Country Code: USA

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APPENDIX E1

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Case No	Type	Owner Name, Address, Phone Number	VIN	Make	Model	Model Year	Mileage	Incident Date	Incident State	Notice Date	Alleged Crash	Alleged Fire	Alleged Property Damage	Alleged Injury	Alleged Fatalities	Ford component and system codes
492067	Claim	[REDACTED]	1FDXE45F5YH [REDACTED]	Ford	E-450	2000	N/A	10/15/2003	MA	01/22/2004		Y	Y			
470729	Claim	[REDACTED]	1FDXE40F1XF [REDACTED]	Ford	E-450	1999	N/A	08/28/2002		10/04/2002		Y	Y			
D005758	Claim	[REDACTED] SUFFOLK, VA [REDACTED]	1FDSS34P96E [REDACTED]	Ford	E-350	2006	N/A	09/06/2008	VA	12/09/2008		Y	Y			
510518	Claim	[REDACTED] FRANCISCO, CA [REDACTED]	1FTSS34LX3H [REDACTED]	Ford	E-350	2003	5,831	04/05/2005	CA	04/05/2005		Y	N			
504107	Claim	[REDACTED] PA [REDACTED]	1FTJE34F7VH [REDACTED] 8	Ford	E-350	1997	1	11/11/2004	PA	11/16/2004		Y	Y			
438958	Claim	[REDACTED] CHICAGO, IL, [REDACTED]	1FDWE35L8YH [REDACTED]	Ford	E-350	2000	11	06/08/2000	IL	02/15/2001	N	Y	Y	N	N	Unk
553407	Claim	[REDACTED] GREENVILLE, MS [REDACTED]	1FDWE35P15H [REDACTED]	Ford	E-350	2005	N/A	05/19/2008	MS	06/03/2008		Y	Y			
D009784	Suit	[REDACTED] CHESTERFIELD, MI [REDACTED]	1FTSS34L94H [REDACTED]	Ford	E-350	2004	N/A	02/06/2007	MI	04/03/2009		Y	Y			
420083	Claim	[REDACTED]	1FTSE34L8XH [REDACTED]	Ford	Econoline-Closed Before 9/03	1999	1,200	06/29/1999	MN	08/06/1999		Y	N			
D018065	Claim	[REDACTED]	N/A	Ford	E-450	2004	N/A	10/16/2009	NJ	11/10/2009	N	Y	Y	N	N	Unk
540109	Claim	[REDACTED] LANE, S. SETAUKET, NY [REDACTED]	1FTSS34F93H [REDACTED]	Ford	E-350	2003	N/A	04/20/2007	NY	04/30/2007		Y	Y			
530653	Claim	[REDACTED] SIOUX FALLS, SD [REDACTED]	1FDXE45P04H [REDACTED]	Ford	E-450	2004	24,409	07/29/2005	SD	08/03/2006		Y	Y			
D019227	Claim	[REDACTED] CT	1FDSS34P56D [REDACTED]	Ford	E-350	2006	N/A	11/13/2009	KY	12/01/2009	N	Y	Y	Unk	Unk	Unk
D010954	Claim	[REDACTED] AUBURN, MI [REDACTED]	1FBSS31L6XH [REDACTED]	Ford	E-350	1999	105,000	05/02/2009	MI	05/08/2009	N	Y	Y	Y	N	Unk
404656	Claim	[REDACTED] MARIETTA, GA [REDACTED]	XXXX	Ford	Econoline-Closed Before 9/03	1998		11/10/1997		12/09/1997		Y	N			
545814	Claim	[REDACTED]	1FDWE35P56D [REDACTED]	Ford	E-350	2006	N/A	05/26/2007	OH	10/16/2007		Y	Y			
D017395	Claim	[REDACTED]	1FDXE45P76D [REDACTED]	Ford	E-450	2006	N/A	09/29/2009	FL	12/11/2009		Y	Y			
D010437	Claim	[REDACTED] OOLOGAH, OK [REDACTED]	1FDXF46F53E [REDACTED]	Ford	E-450	2003	N/A	04/04/2009	OK	04/23/2009		Y	Y			
D001257	Claim	[REDACTED] GREEN HILLS, PA, [REDACTED]	1FDWE35L98D [REDACTED]	Ford	E-350	2008	22,000	06/30/2008	NY	07/09/2008		Y	Y			
525339	Claim	[REDACTED] 1, WELSH, LA 70591, [REDACTED]	1FBNE31L86H [REDACTED]	Ford	E-350	2006	4,003	03/02/2006	LA	03/16/2006		Y	Y			
D019526	Claim	[REDACTED] PENSACOLA, [REDACTED]	1FDXE45S85H [REDACTED]	Ford	E-450	2005	NA	11/04/2009	FL	12/04/2009		Y	Y			
545539	Claim	[REDACTED] CERESCO, MI [REDACTED]	1FBSS31L73H [REDACTED]	Ford	E-350	2001	N/A	09/30/2007	MI	10/08/2007		Y	Y			
546112	Claim	[REDACTED] CERESCO, MI [REDACTED]	1FBSS31L73H [REDACTED]	Ford	Econoline 350 Extended	2003		09/30/2007	MI	10/22/2007		Y	Y			
477088	Claim	[REDACTED] GROVE, ILLINOIS, [REDACTED]	1FT8E34F3YH [REDACTED] 1	Ford	Econoline-Closed Before 9/03	2000	50,011	05/19/2002	WI	03/03/2003	N	Y	Y	N	N	
532988	Claim	[REDACTED] BUSH, [REDACTED]	1FDXE45P55H [REDACTED]	Ford	E-450	2005	N/A	09/20/2006	NY	10/07/2006		Y	Y	N		
544958	Claim	[REDACTED]	1FDXE40S1WH [REDACTED]	Ford	E-450	1999	N/A	04/07/2007	OH	09/20/2007		Y	Y			
512680	Claim	[REDACTED]	1FDXE45S31H [REDACTED]	Ford	E-450	2001	N/A	03/15/2005	WI	05/18/2005		Y	Y			
D011185	Claim	[REDACTED]	XXXX	Ford	Econoline 350 Extended	2007	N/A	06/08/2008	FL	05/15/2009		Y	Y			
494557	Claim	[REDACTED]	1F3NE1LX4H [REDACTED]	Ford	E-350	2004	10	01/23/2004	AZ	03/17/2004		Y	Y			
534700	Claim	[REDACTED]	1FDXE45P75H [REDACTED]	Ford	E-450	2005	N/A	06/10/2006	FL	11/21/2006		Y	Y			

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500866	Claim	[REDACTED] SNELLVILLE, GA [REDACTED]	1FBJS31HOJH [REDACTED]	Ford	E-350	1998	N/A	05/27/2004	GA	08/25/2004	Y	Y
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APPENDIX E2

Lawsuits and Claims

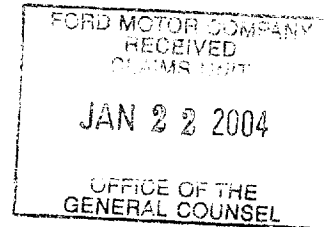




THE TRAVELERS INDEMNITY COMPANY
 FRANCES BOSCOMBE
 PO BOX 3022
 FALL RIVER, MA 02722-3022
 (800) 925-7693
 (508) 324-8348

January 9, 2004

CUSTOMER AFFAIRS
 FORD MOTOR CO
 16800 EXECUTIVE PLAZA DR
 DEARBORN MI 48126-4207



Our Client: [REDACTED]
Claim/File #: 011 AD AJN6052 P
Date of Loss: 10/15/2003
Reference: Subrogation Claim

Dear Sir:

We are handling a claim for [REDACTED] who sustained a loss on 10/15/2003.

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 \$24,350.00. We have paid \$23,850.00 and our insured, [REDACTED] has a deductible of \$500.

PREL. NOTICE FIRE LOSS 2000 FORD E450 VIN# 1FDXE45F5YH [REDACTED]

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,
 FRANCES BOSCOMBE
 CL REP
 (508) 324-8348
Fax:
Email:

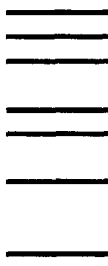
Enc. Insurance Questionnaire

Subro Rep. Name: FRANCES BOSCOMBE

Insured: [REDACTED]

Date of Loss: 10/15/2003

Our File No.: 011 AD AJN6052 P



Your Insurance Company's Name: _____

Your Insurance Company's Address: _____

_____ ZIP _____

Phone: (____) _____

Your Insurance Agent's Name: _____

Address: _____

_____ ZIP _____

Phone: (____) _____

Your Policy Number: _____

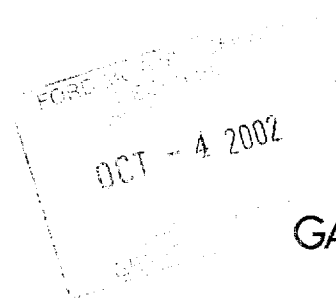
Your File Number: _____

Your Adjuster's Name: _____

Phone: (____) _____



Carroll Building, Suite 200
8500 LaSalle Road
Towson, MD 21286-2025
Telephone: 1-888-272-8338
Fax: 410-847-6339



September 25, 2002

Ford Motor Company
Office of General Counsel
Parklane Towers West
3 Parklane Blvd
Dearborn, MI 48126

RE: Notification of Intent to Subrogate/Certified

Date of Loss: 08/28/02
Location of Loss: Dellwood, MO
Our Claim Number: 1605855-A2180854
Our Client: [REDACTED]
Vehicle: 1999 Ford Bus
VIN Number: 1GDXE40F1XH [REDACTED]
F

Dear Sir or Madam:

This letter will serve as notice of our intent to subrogate against Ford Motor Company for damages sustained by the [REDACTED] in the above incident. Our investigation has revealed that due to mechanical failure, this vehicle caught on fire on August 28, 2002. The vehicle is currently located at:

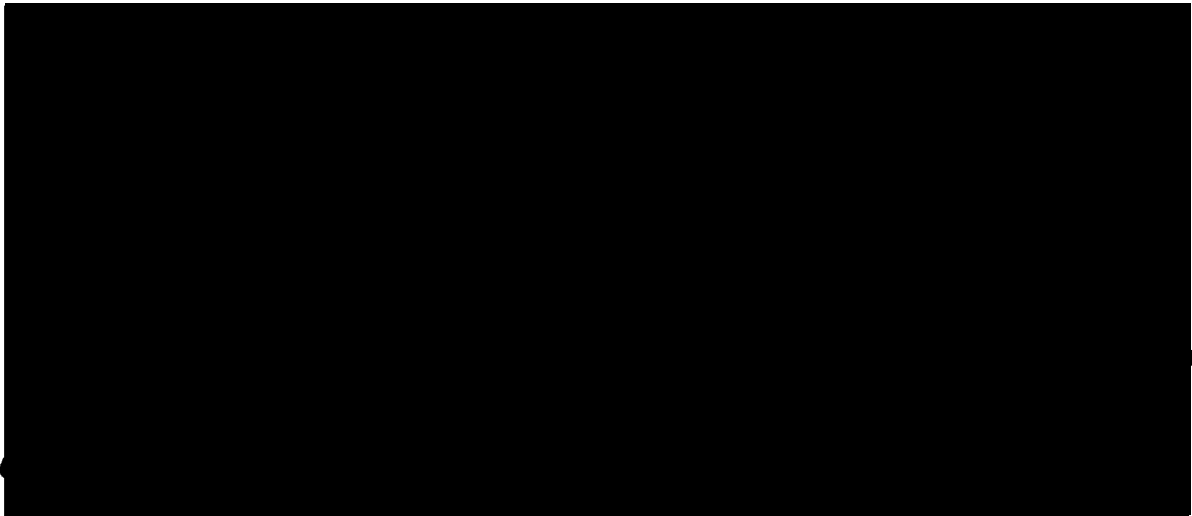
Valley Ford
675 Dunn Rd
Hazelwood, MO 63042
314-895-0600 x 125

I suggest you notify your insurance company immediately. We ask that you send a representative of your company or your insurance company to inspect the vehicle as soon as possible.

If you have any questions or require additional documentation, I may be reached at (888) 272-8338 ext. 327.

Sincerely,

Kristin Schork
Claims Examiner





A Leader In Global Risk Management Services

March 3, 2009

CONSUMER AFFAIRS
SECTION

9 MAR -6 P2:18

Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
Division MD4
South Dearborn, MI 48126-4207

Re: Insured: [REDACTED]
GAB Robins File #: 23327-27067
Scottsdale Claim #: 01230687
Loss Date: September 6, 2008 (13:28)

Dear Sir/Madam:

This letter will supplement our previous correspondence dated 12/30/08 in regards to the above referenced claim. Your attention and reply or response is needed as quickly as possible.

The reason we are writing you is, on September 6, 2008, our insured sustained damage to their equipment at 300 Kenyon Road, Suffolk, Virginia 23434 due to a major fire loss. Our initial investigation has indicated that the fire started in or about the front area of the vehicle while parked and unattended.

The vehicle in question is an ambulance which was manufactured by [REDACTED] Vehicles of Jefferson, North Carolina [REDACTED]. The [REDACTED] Vehicle serial number of this vehicle is [REDACTED]. This vehicle is built upon an ambulance pre-packaged unit, a 2006 Ford E-350 Series incomplete vehicle truck chassis with a VIN of 1FDSS34P96D [REDACTED]. Please accept this letter as notice of our subrogation rights.

The loss may exceed \$50,000. This amount does not include our insured's deductible and/or out of pocket damages. Repairs/damage estimation remains ongoing. We will contact you with final subrogatable amounts and provide you with our supporting documents once final payment has been issued to our policyholder. In the meantime, please forward this information to your Liability Departments.

Our office is assisting the Scottsdale Insurance adjuster, Ms. Marjorie E. Lindenbaum and our expert, Mr. Ross R. LaMotte, P.E., of Richmond, Virginia. We are arranging a site inspection of the vehicle in question. If you would like to have an expert present, please contact me at 804-672-8673, ext. 14 or Mr. LaMotte at 804-741-0991 to advise us if you would like to attend this inspection.

Thank you for your cooperation in this matter. At this time, the vehicle is being secured and held at a location in Yorktown, Virginia. Please respond to this letter within five days of the date of this letter if you wish to attend a scene inspection.

Respectfully,

Ben Beale
Adjuster
GAB Robins North America, Inc.
804-672-8673, ext. 14
bealeb@gabrobins.com

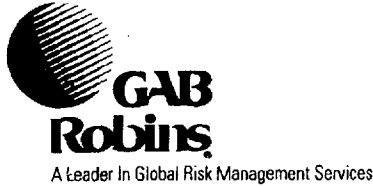
Page two
March 3, 2009

cc: Ross R. LaMotte

cc: Marjorie E. Lindenbaum/Scottsdale Insurance

cc: Toisann Miller/Scottsdale Insurance

lg



CONSUMER AFFAIRS
SECTION

April 2, 2009

APR -6 P1:14

Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
Division MD4
South Dearborn, MI 48126-4207

DOOS 758
Scott

Re: Insured: [REDACTED]
GAB Robins File #: 23327-27067
Scottsdale Claim #: 01230687
Loss Date: September 6, 2008 (13:28)

Dear Sir/Madam:

This letter is a follow up and supplement to our previous correspondence dated 12/30/08 and 03/03/09 in regards to the above referenced claim.

Again, your attention and reply is requested if you are interested.

This letter is simply to inform you that the evidence examination between respective parties involved will be ongoing and scheduled for Tuesday, April 28, 2009 at 9:30 a.m.

This inspection will be conducted at Insurance Auto Auction, Inc. 211 Production Drive, Yorktown, Virginia 23693. The telephone number is 757-595-8493, fax 757-595-8691. The manager for this facility is Mr. Jeff Tornatore.

Again, this letter is simply to advise you that the evidence examination will be conducted as scheduled. We have enclosed with this letter a copy of the protocol for your review.

Please advise if you or a representative plans to attend this inspection/examination.

Respectfully,

Ben Beale
Adjuster
GAB Robins North America, Inc.
804-672-8673, ext. 14
bealeb@gabrobins.com

cc: Ross R. LaMotte

cc: Marjorie E. Lindenbaum/Scottsdale Insurance

cc: Toisann Miller/Scottsdale Insurance

lg

PROTOCOL

MEMORANDUM OF UNDERSTANDING FOR THE EXAMINATION OF PHYSICAL EVIDENCE

FORD 2006 E350 Incomplete Vehicle VIN: 1FDSS34P96D [REDACTED]
[REDACTED]

This is Memorandum of Understanding related to the investigation of the fire or loss captioned. It recognizes that a number of independent investigators and engineers are examining evidence secured from the referenced fire or loss. You will not be allowed to inspect the evidence unless you first contact Ross LaMotte to get on the approved list. **Do not contact IAA about this inspection.** See end of Protocol for my contact information.

The examination of evidence will take place on **April 28, 2009** beginning at **9:30 AM** at the IAA storage location shown below.

RE:	Loss Information:	Location:	IAA 211 Production DR Yorktown, VA 23693 Phone: 757-595-7493 Contact: Jeff Tornatore
	[REDACTED]		
	Suffolk, VA [REDACTED] D/O: Sept 6, 2009 (13:28)		

The parties will and have agreed to the following:

- All inspection and testing must be **NON-DESTRUCTIVE (in so far as possible)**. Items can and will be removed and taken into evidence, and stored for later analysis
- Agreement means unanimous agreement by all parties.
- Any participant can stop actions by investigators that they opine is detrimental to the integrity of the evidence or if such action may cause the evidence to degrade or cause spoliation.
- The participant then will make known their concerns verbally to the rest of the interested parties. The parties will then address these concerns.
- Such disagreements which cannot be resolved by the participants will be directed to their respective client(s).
- The client(s) then will resolve the question in dispute. The examination of evidence will be suspended until the dispute is resolved.
- All parties shall be notified in advance of any inspection or testing of any evidence or part thereof.
- This examination shall include, but not be limited to, photography, video, visual inspection, magnification, and other forms of documentation.
- Any physical measurements must not alter the evidence.
- Sonic washing of components must be by prior agreement. Any chemicals added to the bath must be documented by a Material Safety Data Sheets for consideration by all participants. The participant requesting sonic washing must reduce the subject protocol to writing.

PROTOCOL

MEMORANDUM OF UNDERSTANDING FOR THE EXAMINATION OF PHYSICAL EVIDENCE

- Any tests not delineated within this Protocol Document must first have a written protocol submitted to all parties for approval.
- All parties agree to allow any other participating party to observe each test or inspection.
- All parties shall produce any and all evidence within their control.
- Evidence will be returned to the original party upon completion of the inspection.
- Each party will examine a single item of physical evidence item at a time.
- Any video cameras utilized shall have **NO audio**. The master tape and any copy thereof shall have **NO audio**.
- There shall be no surreptitious recording of any type.
- Payment for SEM, x-rays, chemical analysis, Gas Chromatography and other outside specialized services performed by an Independent Laboratory will be the responsibility of the requesting party.
- Debris and residual materials shall be returned to the same evidence container with the parent evidence.
- Any change in the established PROTOCOL shall require unanimous agreement.
- Participants using recording devices to document personal notes shall make diligent effort to maintain custody and control of their own voice recording, The recording of other conversations is not permitted, even if inadvertent.

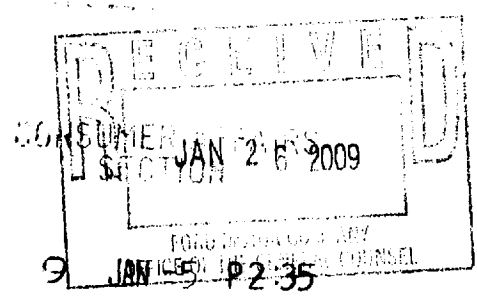
Contact:

Ross R. LaMotte, P.E.
Consulting Engineer
10207 Windbluff Drive
Richmond, VA 23238-3822

Voice: 804.741.0991
FAX: 804.741.1791
Cell: 804.337.1864
Email: rossla@verizon.net

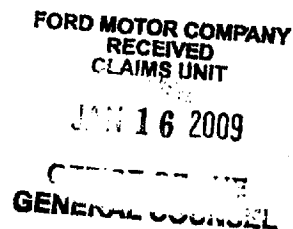


3
SUBRO



December 30, 2008

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126



Re: Insured: [REDACTED]
GAB Robins File #: 23327-27067
Scottsdale Claim #: 01230687
Loss Date: September 6, 2008 (13:28)

Dear Sir/Madam:

On September 6, 2008, our insured sustained damage to their equipment at 300 Kenyon Road, Suffolk, Virginia 23434 due to a major fire loss. Our initial investigation has indicated that the fire started in or about the front area of the vehicle while parked and unattended.

The vehicle in question is an ambulance which was manufactured by [REDACTED] of Jefferson, North Carolina. The [REDACTED] serial number of this vehicle is [REDACTED]. This vehicle is built upon an ambulance pre-packaged unit, a 2006 Ford E-350 Series incomplete vehicle truck chassis with a VIN of 1FDSS34P96D [REDACTED]. Please accept this letter as notice of our subrogation rights.

The loss may exceed \$50,000. This amount does not include our insured's deductible and/or out of pocket damages. Repairs/damage estimation remains ongoing. We will contact you with final subrogatable amounts and provide you with our supporting documents once final payment has been issued to our policyholder. In the meantime, please forward this information to your Liability Departments.

Our office is assisting the Scottsdale Insurance adjuster, Ms. Marjorie E. Lindenbaum and our expert, Mr. Ross R. LaMotte, P.E., of Richmond, Virginia. We are arranging a site inspection of the vehicle in question. If you would like to have an expert present, please contact me at 804-672-8673, ext. 14 or Mr. LaMotte at 804-741-0991 to advise us if you would like to attend this inspection.

Thank you for your cooperation in this matter. At this time, the vehicle is being secured and held at a location in Yorktown, Virginia. Please respond to this letter within five days of the date of this letter if you wish to attend a scene inspection.

Respectfully,

Ben Beale
Adjuster
GAB Robins North America, Inc.
804-672-8673, ext. 14
bealeb@gabrobins.com

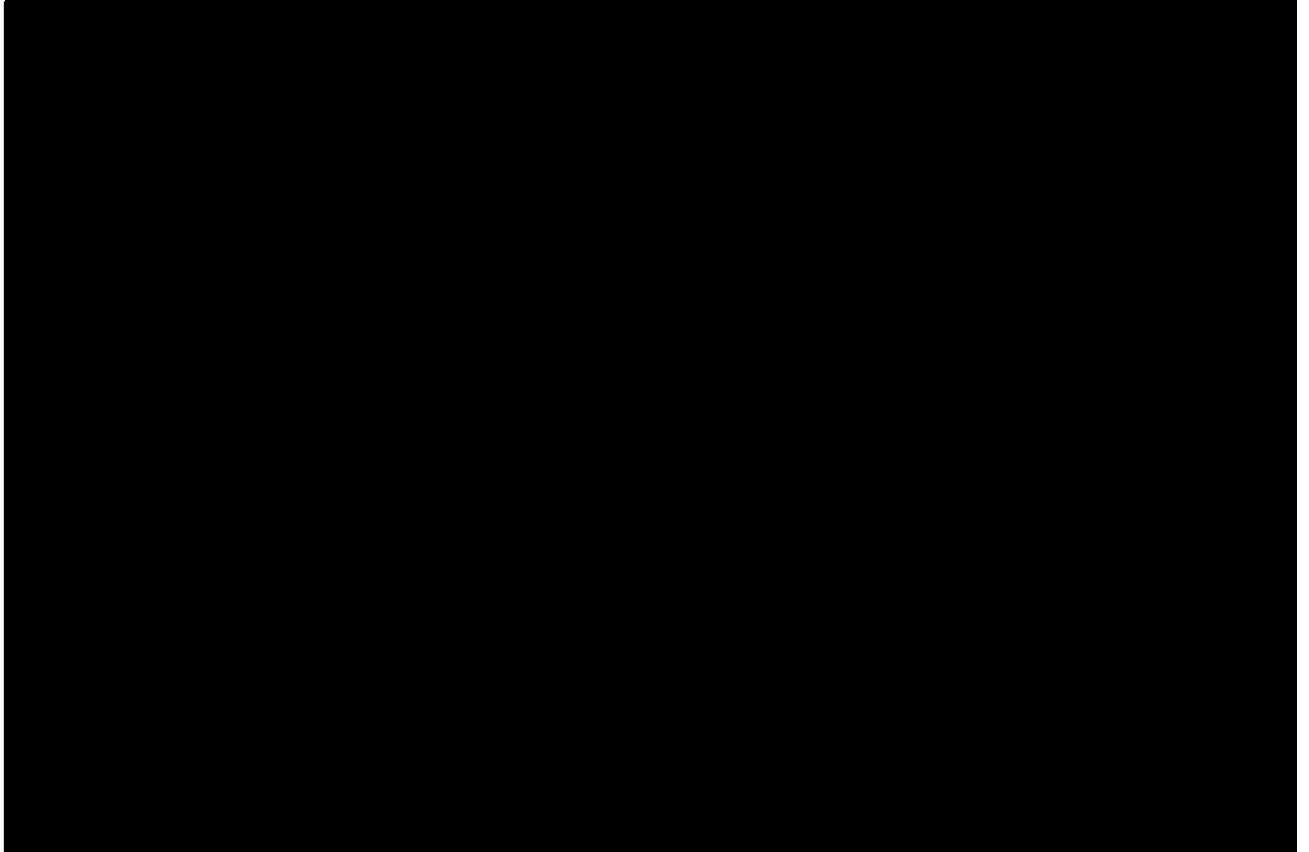
Page two
December 30, 2008

cc: Ross R. LaMotte

cc: Marjorie E. Lindenbaum/Scottsdale Insurance

cc: Toisann Miller/Scottsdale Insurance

Ig



APR 05 2005

BEGINNING OF CONTACT
04/05/2005

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.04

REGION: 72	SAN FRANCISCO	OGC ISSUE	CASE NBR: 0532081333
VIN: 1FTSS34LX3H		ZONE: B2	OPENED: 04/04/2005
		ENGINE: L	VEH TYPE: T
			CLOSED: 04/04/2005

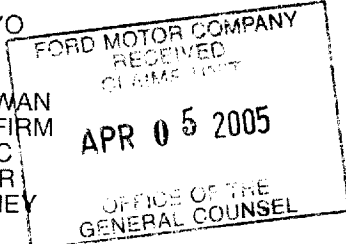
LAST NAME:		FIRST NAME:	STATUS: CLOSED
TITLE:			MI:
ADDRESS:			
CITY: SAN FRANCISCO		STATE: CA	ZIP:
HOME PHONE:			
MODEL YEAR: 2003		MODEL: E350 4X2 SD EXTENDED VAN	
MILEAGE: 5831			
DEALER NAME: S & C FORD		SALES CODE: F72001	P & A: 07877
REASON CODE: 0703	LEGAL - ALLEGED SERIOUS INJURY		
SYMPTOMS: 704247	FIRE/SMOKE SMOKE UNDER VEHICLE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 705 - CONTACT ADVANCED TO OGC
 DOCUMENT: ANALYST: ASKRIJEL SKRIJELJ ADELA

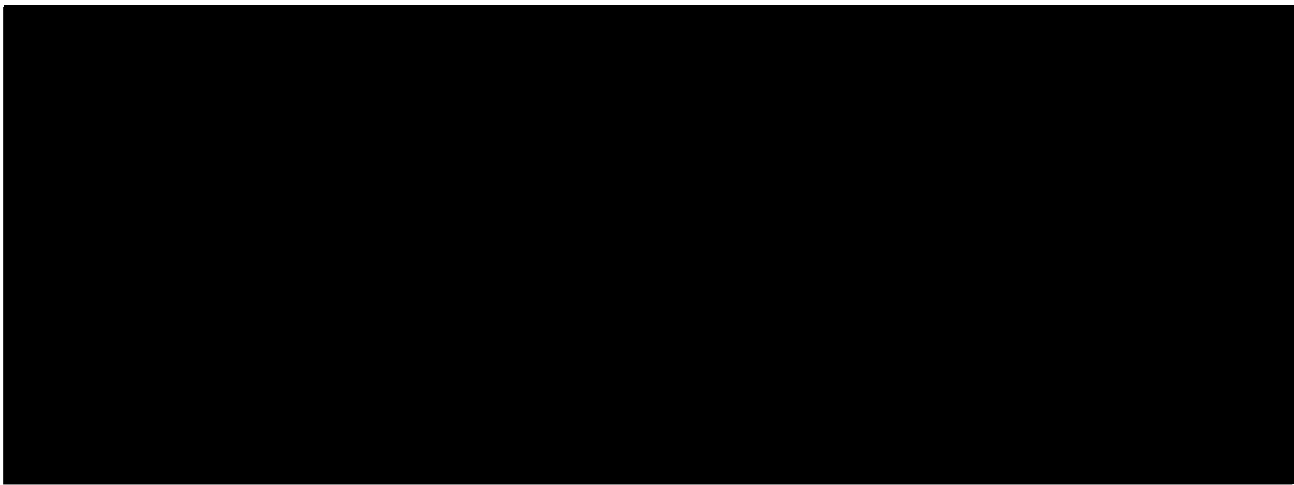
DATE: 04/04/2005 TIME: 16.32.44 :
 ACTION DATA/COMMENTS:

CUSTOMER SAID: //-----//--CALLER PAULA GUSTOVSEN STATING SHE IS ATTORNEY REPRESENTING THE MAN WHO WAS DRIVING THE VEH AT THE TIME OF FIRE IN 2003, CALLER STATES THE MAN DRIVING WAS BURNED BECAUSE OF THE FIRE--CALLER STATES SHE WOULD LIKE RECALL INFO--CALLER WOULD LIKE CONTACT NUMBER TO FORD LEGAL DEPT--CALLER SEEKING INFO REGARDING PREVIOUS CONTACTS THAT MAY HAVE BEEN MADE TO OR BY THE LEGAL DEPT TO OWNERS OF VEH BLUE SHEILD//-----//
 //DEALER SAID: //-----//S & C FORD2001 MARKET STREETSAN FRANCISCO, CA 94114TEL: (415) 861-6000NONE--//
 //-----//CRC ADVISED: //-----//
 //WILL FORWARD THIS INFORMATION TO FORD OGC DEPARTMENT. YOU WILL RECEIVE WRITTEN CONTACT WITHIN 10 BUSINESS DAYS.//
 //-----//NOTE TO OGC DEPT, CALLER WHO STATES THAT SHE IS ATTORNEY FOR THE DRIVER WAS VERY VAGUE WITH HER INFO BUT WANTED ANYTHING DOCUMENTED IN PRIOR CONTACT, THE CALLER CONFIRMED THE RECALLS ESPECIALLY 04S23 AIR FILTER REPLACEMENT -WHICH WOULD CAUSE FIRE IF NOT REPLACED --CSR NOTICED THAT THE PREVIOUS CONTACT WAS CANCELLED BUT DIDN'T ADVISE THIS ATTORNEY OF THAT--RECALLS 04S22 AND 04S23 --//-----//--NOTE CSR DID NOT PROVIDE ANY INFO TO THE CALLER SINCE THE CALLER WAS ASKING TOO MANY QUESTIONS ABOUT WHO, WHAT AND WHY FORD DID NOT ADDRESS THE OWNERS WITH A RESPONSE--CSR PROVIDED LEGAL MAILING ADDRESS AND ASKED THE ATTORNEY TO SUBMIT A DEMAND LETTER---//-----//

5/6/03



481544



New

RECEIVED
NOV 18 2004

JS

Stamm

BEGINNING OF CONTACT
11/16/2004

VOICE OF THE CUSTOMER TRACKING SYSTEM

15.32.24

REGION: 16 PHILADELPHIA	OGC ISSUE	CASE NBR: 1392230853
VIN: 1FTJE34F7VH	ZONE: C1	OPENED: 11/15/2004
	ENGINE: F	CLOSED: 11/15/2004
	VEH TYPE: T	

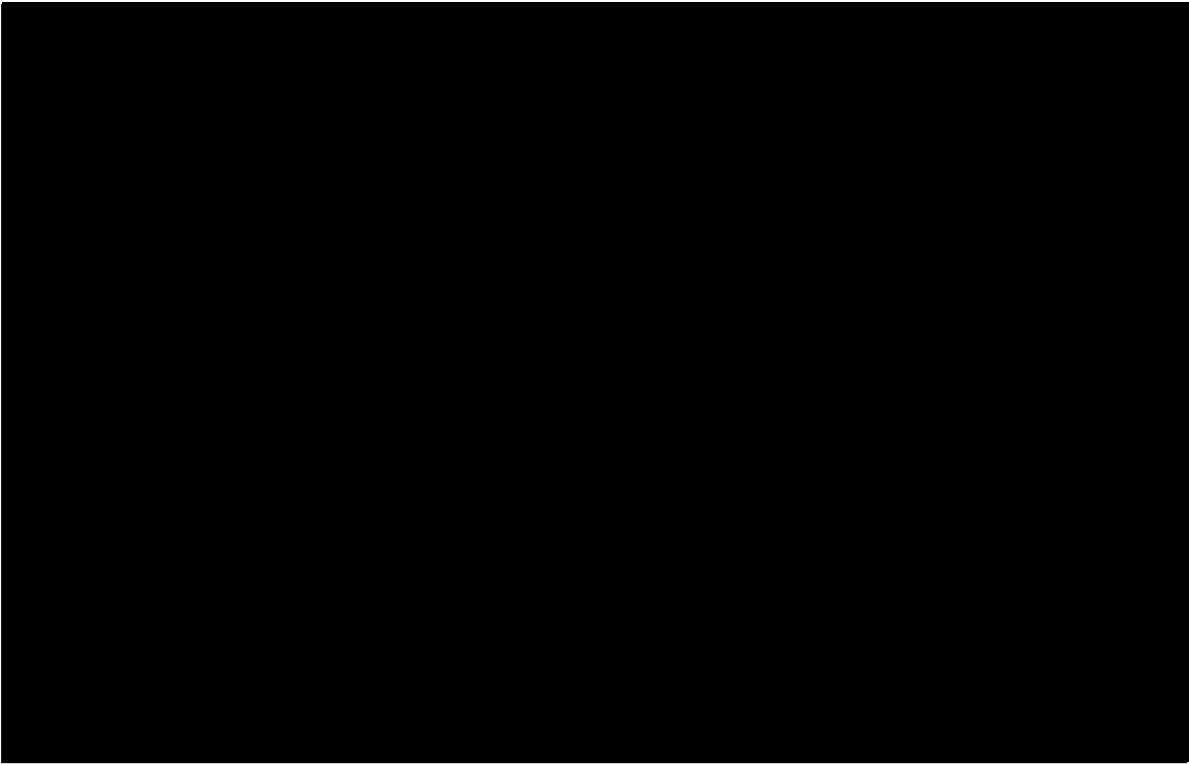
LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	D
ADDRESS:					
CITY:	KING OF PRUSSIA	STATE:	PA	ZIP:	
HOME PHONE:					
MODEL YEAR:	1997	MODEL:	E350 CARGO VAN		
MILEAGE:	1				
DEALER NAME:	MATTHEWS PAOLI FORD	SALES CODE:	F16032	P & A:	08295
REASON CODE:	0792 LEGAL - ACCIDENT / FIRE				
SYMPTOMS:	704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 705 - CONTACT ADVANCED TO OGC
 DOCUMENT: ANALYST: AROBIN65 ROBINSON ANITA

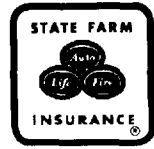
DATE: 11/15/2004 TIME: 10.51.36 :
 ACTION DATA/COMMENTS:

CUSTOMER SAID: DATE: NOV.11/04 LOCATION: AT HIS HOME 2 FEET FROM HIS HOME-FIRE AND POLICE REPORT SWEDELAND FIRE DEPARTM ENT CAME TO PUT OUT THE FIRE;INJURIES: NONEINS COMPANY HAS B EEN FILED WITH STATE FARM=PERSONAL CLAIMS WILL BE TAKEN CARE OF BY OTHER INS CARRIERS=TOOLS DAMAGE IN THE BACK , MOON V I SOR, RUNNING BOARDS, 10 DICS CD CHANGER, BUG SHIELD AND AFTE R MARKET TOWING EQUIPMENT (HITCH ETC..) NO DAMAGE TO THE HOU SE=CUST HAD A TIMER ON THE VEH CONNECTED TO THE BLOCKER HEAT ER FOR THE PAST 7 YEARS OF OWNING THE VEH=REPAIR TO THE VEH IS PENDING=IS WAITING FOR HIS INS ADJUSTOR TO COME AND INSPE CT THE VEH=DOESN'T LOOK REPAIRABLE AS EVERYTHING IN THE FRON T HAS BEEN BURNT=VEH IS STILL AT HIS HOME-CUST WANTS TO KNOW IF THERE ARE ANY RECALLS ON THE VEH THAT MAY HAVE TRIGGER T HE FIRE=FEELS IT WAS A RESULT OF A DEFECTIVE PART IN THE VEH IS THERE ANYTHING FORD=DEALER SAID: CALL FORD TO REGISTER T HE FIRE ACCIDENT=CRC ADVISED: I WILL FORWARD THIS INFORMATIO N TO THE FORD OGC DEPARTMENT. YOU WILL BE CONTACTED WITHIN 3 -5 BUSINESS DAYS.

FORD MOTOR COMPANY
 RECEIVED
 CLAIMS UNIT
 NOV 18 2004
 OFFICE OF THE
 GENERAL COUNSEL



State Farm Insurance Companies



State Farm Insurance Companies
20550 Cicero Avenue
Matteson, IL 60443

June 5, 2001

Ford Motor Company **Attn: Shawn L. Norton**
Parklane Towers West
3 Parklane Blvd. Suite 300
Dearborn, MI 48126-2568

P

438958
CC

RE: Claim Number: 13-H728-433
Date of Loss: June 8, 2000
Our Insured: [REDACTED]

Dear Shawn L Norton:

This is a follow up letter to your letter dated May 16, 2001.

At this time, the exact cause of the fire is unknown.

Please **call** me at (708) 503-5910 so that I can discuss the facts of the loss with you in detail.

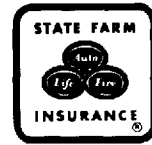
I look forward to hearing from you soon.

Sincerely,

Quintin Rembert
Senior Claim Representative
(708) 503-5910

State Farm Fire and Casualty Company

State Farm Insurance Companies



State Farm Insurance Companies
20550 Cicero Avenue
Matteson, IL 60443

May 10, 2001

Ford Motor Company **Attn: Shawn L. Norton**
Parklane Towers West
3 Parklane Blvd. Suite 300
Dearborn, MI 48126-2568

RE: Claim Number: 13-H728-433
Date of Loss: June 8, 2000
Our Insured: [REDACTED]

438958
CP

Dear Shawn L. Norton:

This is a follow up letter to your dated April 19, 2001.

Please contact me at (708) 503-5910 to discuss your letter dated April 19, 2001.

I look forward to hearing from you soon.

Sincerely,

Quintin Rembert
Senior Claim Representative
(708) 503-5910

State Farm Fire and Casualty Company

State Farm Insurance Companies



Matteson Claim Office
20552 S. Cicero Ave.
Matteson, IL 60443

April 12, 2001

Shawn Norton
Ford Motor Company
Parklane Towers West, Ste. 300
3 Parklane Blvd.
Dearborn, MI 48126

RE: Claim Number: 13-H728-433
Insured: [REDACTED]
Date of Loss: June 8, 2000

4-30-01
CC

Dear Shawn Norton:

This is a follow-up letter to your letter that we received in our office regarding our claim. In response to your letter, I am able to provide you with the following information:

The date of loss for our claim is June 8, 2000. The loss occurred at [REDACTED] Chicago, Illinois [REDACTED]. Our insured, [REDACTED] went to the home of [REDACTED] to obtain a pipe organ for restoration purposes. In the process of loading the pipe organ into CCA Restorations, Incorporated Ford E350, the truck unknowingly caught on fire. When the truck on fire, [REDACTED] employees and [REDACTED] were inside the home of [REDACTED]. The actual cause of the fire, at this time, has not been determined. A copy of the police report is enclosed.

The vehicle that [REDACTED] Incorporated was using on June 8, 2000, was a 2000 Ford E350 van. The VIN is 1FDWE35L8YH [REDACTED]. The mileage on the vehicle at the time of the incident was 11 miles. Original photographs have been enclosed, as you requested.

The cause of the fire, at this time, is unknown; therefore, we do not know if there is an actual defect with the truck involved that caused the fire. There were no after-market additions or modifications that were made to the vehicle. The engine was not running and the keys were not in the ignition at the time when the loss occurred.

If you have any questions, please call me at (708) 503-5910.

Sincerely,

Quintin Rembert
Sr. Claim Representative
State Farm Fire and Casualty Company
(708) 503-5903
QR/015/0316005 drev-024
Enclosures

- FI
- Chicago
- [unclear]
- [unclear]

CHICAGO POLICE
 DAMAGE TO KEAR HOOP IS O.G. 154 9-1108
 F-34254
 SCENE 5806
 APT NO. 811
 FIRE RELATED YES
 DATE OF OCCURRENCE 8 Dec 00 1212
 BEAT OF OCCUR 811
 TYPE OF LOCATION OR PREMISE WHERE OFFENSE OCCURRED (GIVE NAME OF LOCATION IF APPLICABLE) VEH. IN ALLEY + ADJ. GARAGES
 DATE REPORT ARRIVED 8 Dec 00 1220

21 NAME: JCCA
 22 HOME ADDRESS: [REDACTED]
 23 SEX RACE AGE CODE: D N A
 24 HOME PHONE: [REDACTED]
 25 BUSINESS PHONE: [REDACTED]
 26 TIME AVAILABLE: 24 HRS
 27 OCCUPATION: INSUR RESTOR
 28: 824

RESTRICTED INFORMATION
 HAS BEEN DELETED
 RECORD INQUIRY SECTION
 CHICAGO POLICE DEPARTMENT

MATTESON FIRE
 JAN 25 2001

RESTRICTED INFORMATION
 HAS BEEN DELETED

51 OBJECT WEAPON: 01 HAND GUN, 02 SHOTGUN, 03 RIFLE, 04 KNIFE, 05 VEHICLE, 06 BLUNT INSTRUMENT, 07 THROWN OBJECT
 08 EXPLOSIVE, 09 LIQUID GAS, 10 BOTTLE GLASS, 11 RAZOR, 12 PRY TOOL, 13 HAND, FEET, 14 OTHER, 15 DNA
 52 FIREARM FEATURES: 01 CHROME NICKEL, 02 BLUE STEEL, 03 SHORT BARREL, 04 LONG BARREL, 05 SAWED OFF, 06 OTHER, 07 UNKNOWN, 08 DIA
 53 POINT ENTRY: 01 FRONT DOOR, 02 REAR DOOR, 03 WINDOW, 04 ROOF, 05 FLOOR, 06 SIDE DOOR, 07 OTHER, 08 UNKNOWN, 09 DNA
 54 POINT EXIT: 01 FRONT DOOR, 02 REAR DOOR, 03 WINDOW, 04 ROOF, 05 FLOOR, 06 SIDE DOOR, 07 OTHER, 08 UNKNOWN, 09 DNA
 55 BURGLAR ALARM: DNA ON PREMISE, 1 YES 2 NO, ALARM CIRCUMVENTED, 1 YES 2 NO
 56 SAFE BURGLARY METHOD: 01 PUNCH, 02 TORCH, 03 EXPLOSIVE, 04 CRILL, 05 REMOVED, 06 PEEL, 07 OPEN, 08 UNKNOWN, 09 DNA
 57 IF RESIDENCE, WHERE WERE YOU AWAKE: 01 WORK, 02 VISITING, 03 VACATION, 04 WEDDING, 05 FUNERAL WAKE, 06 OTHER, 07 UNKNOWN, 08 DNA
 58 UNUSUAL CHARACTERISTICS OF OFFENSE
 59 GANG RELATED AFFILIATION: VICTIM, OFFENDER
 71 DESCRIBE PROPERTY IN NARRATIVE: T TAKEN R RECOVERED
 1 MONEY, 2 JEWELRY, 3 FURS, 4 CLOTHING, 7 OFFICE EQUIPMT, 8 TV, RADIO, STEREO, 9 HOUSEHOLD GOODS, 0 CONSUM. GOODS, 1 FIREARMS, 2 Narc. Dam. Drugs, 5 OTHER, 6
 72 VEHICLE TRAILER: YEAR, MAKE, BODY STYLE, COLOR, VIN, STATE LICENSE NO, STATE EXPIR MO/YR, 73 PROPERTY INVENTORY NO(S), 74 VEH INVENTORY NO(S)

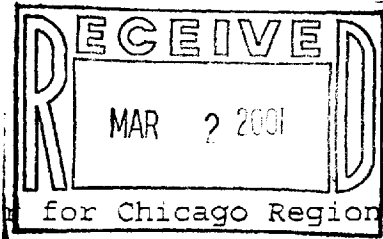
RESTRICTED INFORMATION
 HAS BEEN DELETED
 RECORD INQUIRY SECTION
 CHICAGO POLICE DEPARTMENT

95 REPORTING OFFICER'S NAME (PRINT): Hendon Coyle
 STAR NO: [REDACTED]
 OFFICER'S SIGNATURE: [Signature]
 DATE INVEST. COMPLETED TIME: 8 Dec 00 1440
 96 REPORTING OFFICER'S NAME (PRINT): [REDACTED]
 STAR NO: [REDACTED]
 OFFICER'S SIGNATURE: [Signature]
 97 SUPERVISOR APPROVING (PRINT NAME): [Signature]
 APPROVAL SIGNATURE: [Signature]
 DATE APPROVED: 8 Dec 00 1515

State Farm Insurance Companies



State Farm Insurance Companies
20550 Cicero Avenue
Matteson, IL 60443



February 2, 2001

R.V. Maes Dealer Oper. Manager for Chicago Region
Ford Customer Service Division
3025 Highland Parkway Suite 500
Downers Grove, IL 60515

V:0 * 1FDWE35L8YM [REDACTED]

RE: Claim Number: 13-H728-433
Date of Loss: June 8, 2000
Our Insured: [REDACTED]

43895X
3-1-01

Dear Mr. Maes:

This is letter will serve as formal notice that your company may have a liability exposure in an accident involving property damage that [REDACTED] sustained on June 8, 2000.

Please contact your insurance carrier as soon as possible, so they may set up a claim on your behalf. Also, please have your insurance carrier contact me to discuss this claim.

Should you have any questions, please contact me at (708) 503-5910.

Sincerely,

Quintin Rembert
Senior Claim Representative
(708) 503-5910

State Farm Fire and Casualty Company

State Farm Insurance Companies



State Farm Insurance Companies
20550 Cicero Avenue
Matteson, IL 60443

November 28, 2000

Human Resource Department
Ford Motor Company
2225 W. North Ave
Melrose Park, IL 60160

RE: Claim Number: 13-H728-433
Date of Loss: June 8, 2000
Our Insured: [REDACTED]

Dear Human Resource Department:

This letter will serves as formal notice that your company may have a liability exposure in an incident involving property damage that [REDACTED] sustained on June 8, 2000.

Please contact your insurance carrier as soon as possible, so they may set up a claim on your behalf. Also, please have your insurance carrier contact me to discuss this claim.

Should you have any questions, please contact me at (708) 503-5910.

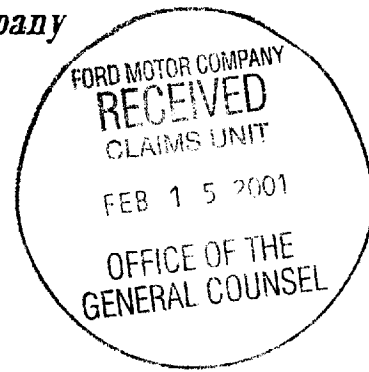
Sincerely,

Quintin Rembert
Senior Claim Representative
(708) 503-5910

*M 10/10
6/15/00*

State Farm Fire and Casualty Company

Stan Rea, AIC
The American Road Services Company
PO Box 582
Lemont, IL 60439
(708) 301-6522



FAX COVER

TO: FORD OGC

Number of Pages, not including cover: 1

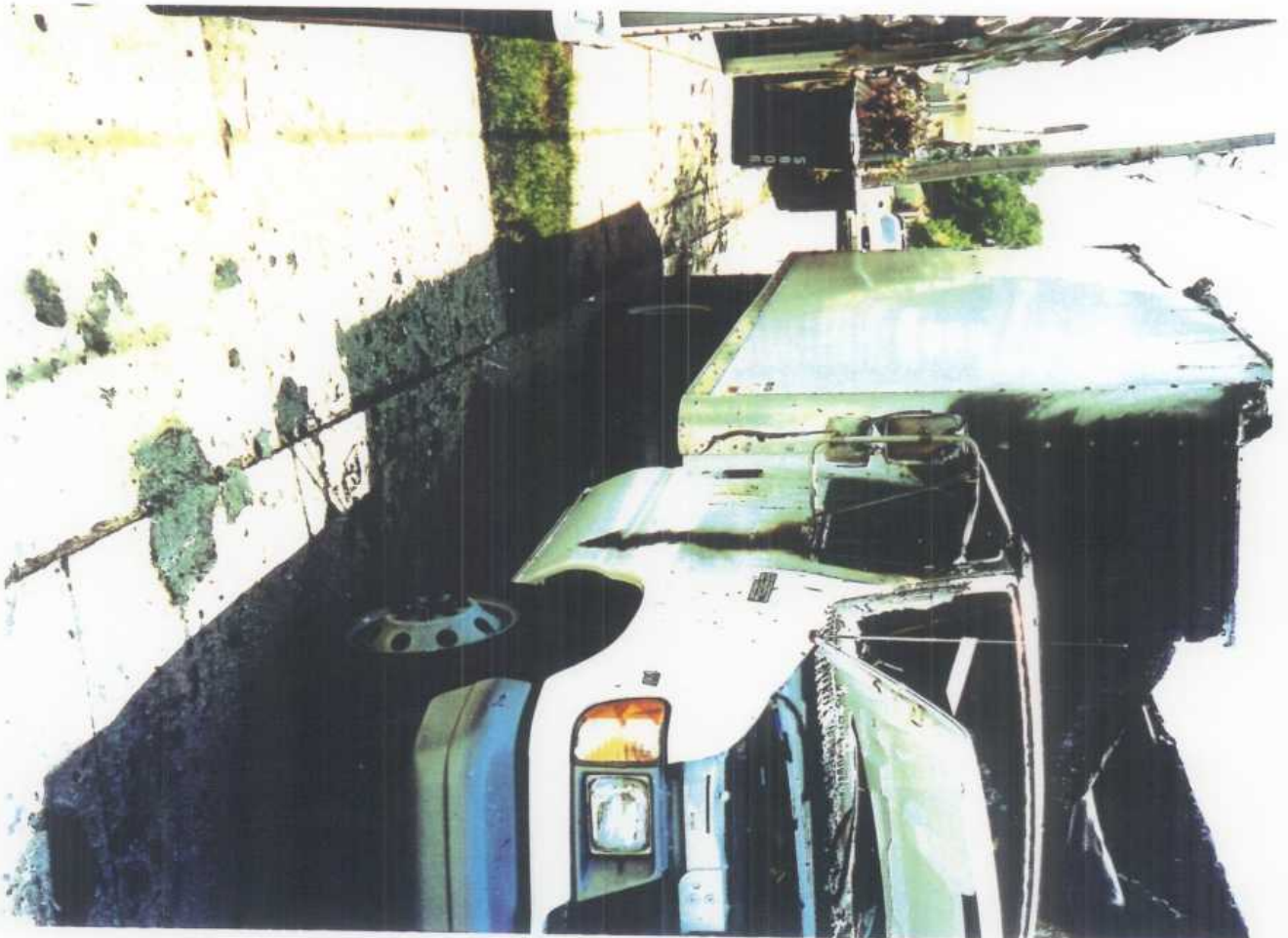
Message: The attached was forwarded to me. I called the claim representative to determine what it was. The State Farm vehicle is a new van that caught on fire and State Farm is suggesting that there may be product liability issues with the new Ford Van.

This rightly should go to whoever handles product liability claims

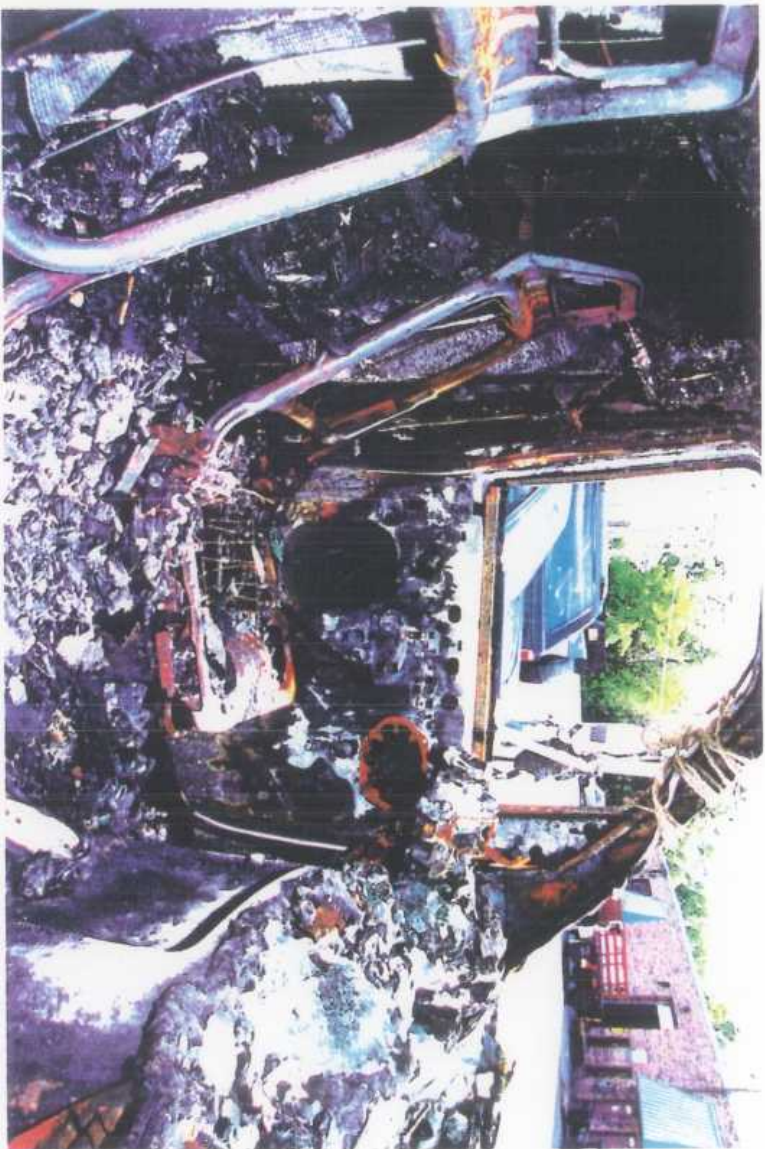
If you have any questions, or if you did not receive all of the pages, please contact me at my number listed above.

A handwritten signature in cursive script that reads "Stan Rea".

Stan Rea
Field Service Manger



58



57

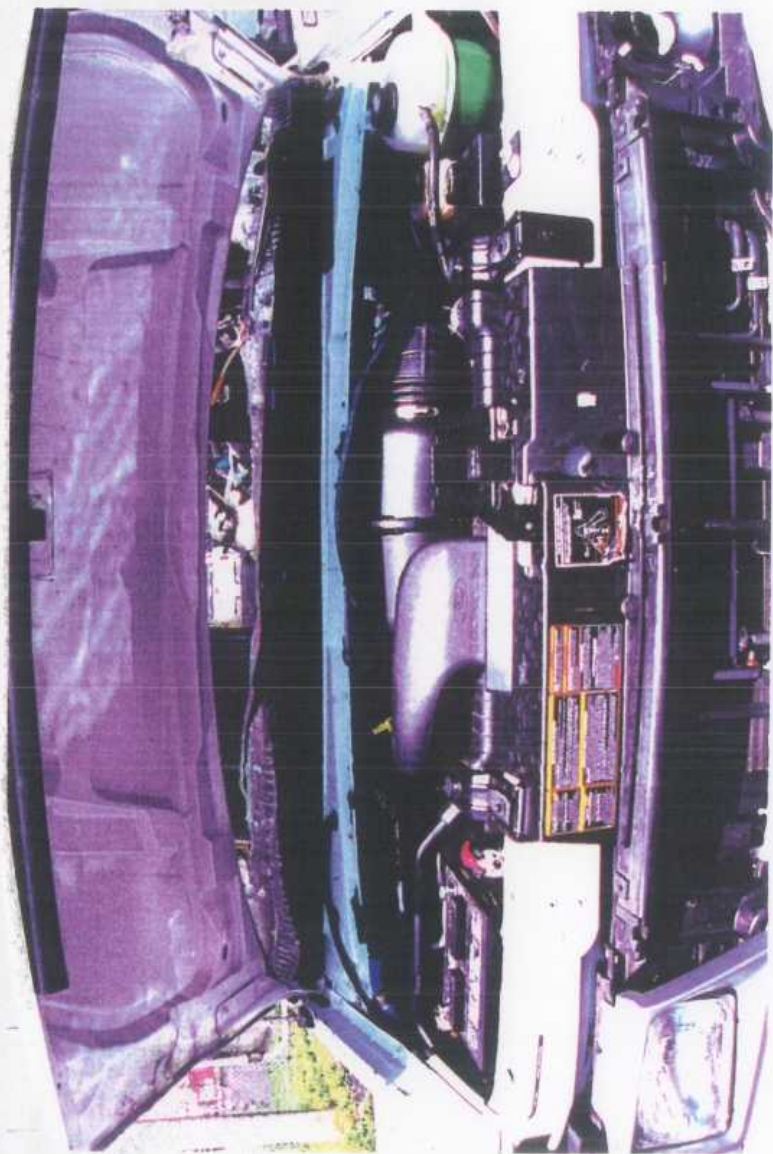


59

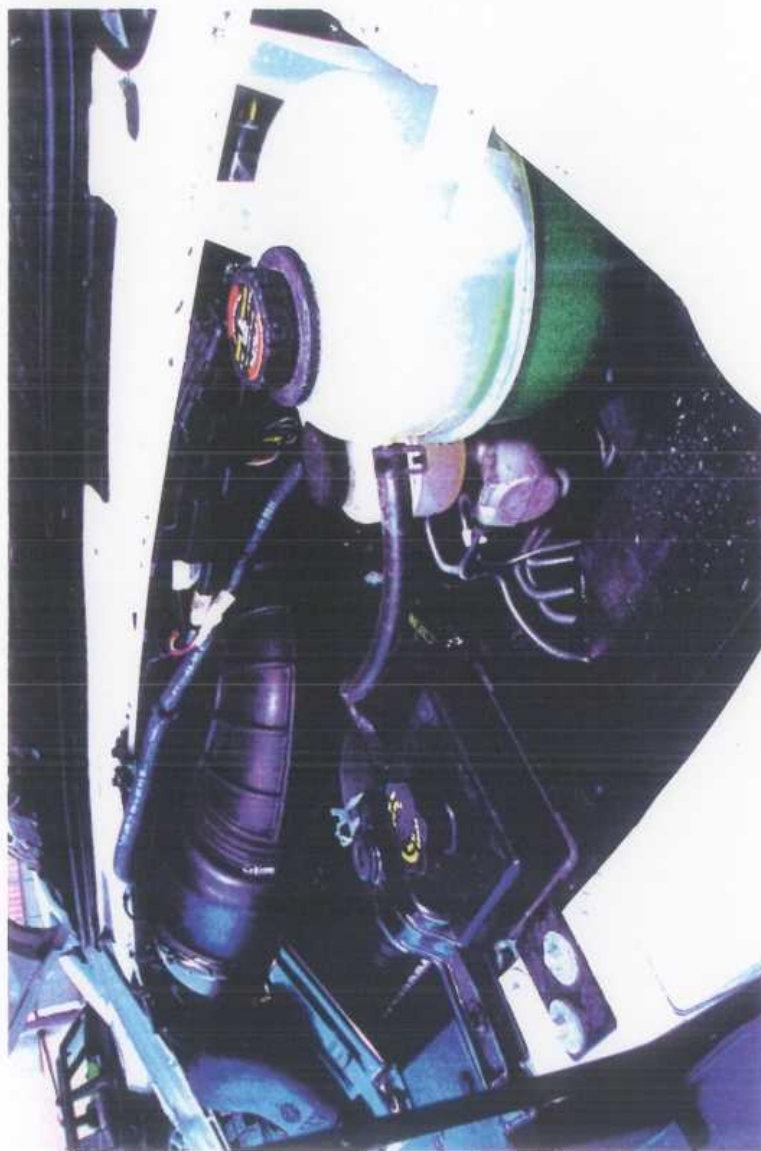


60



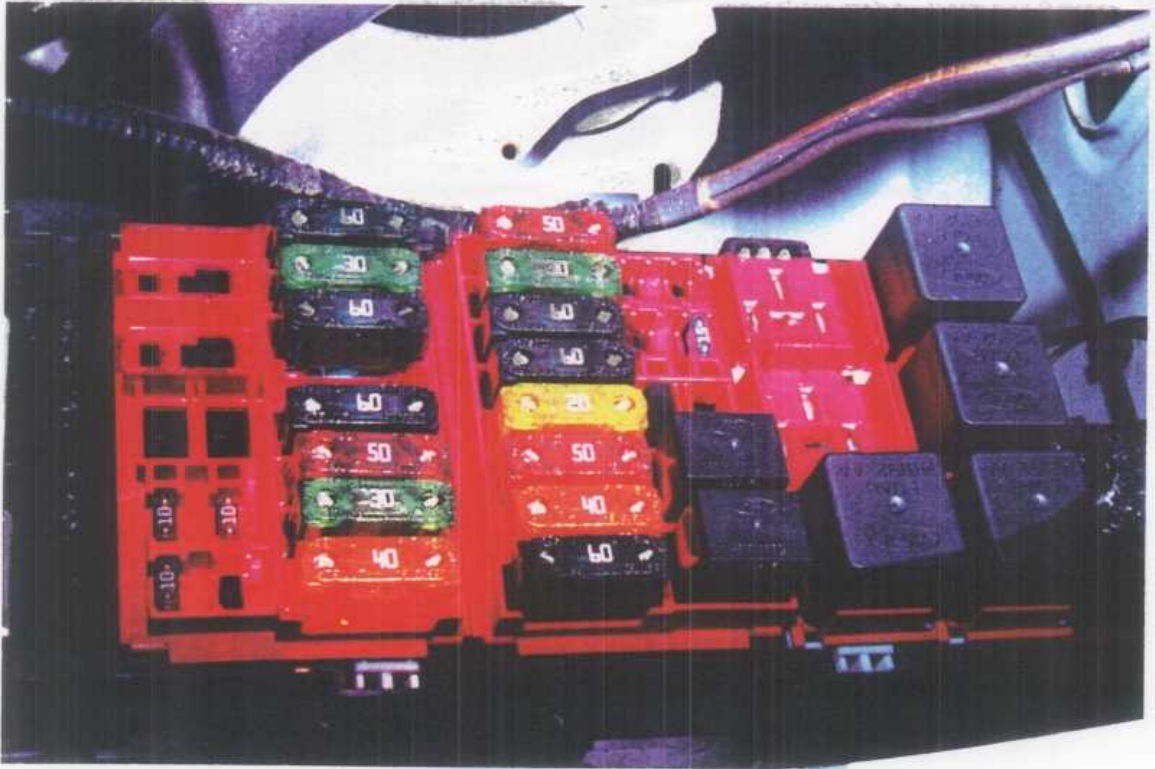


19

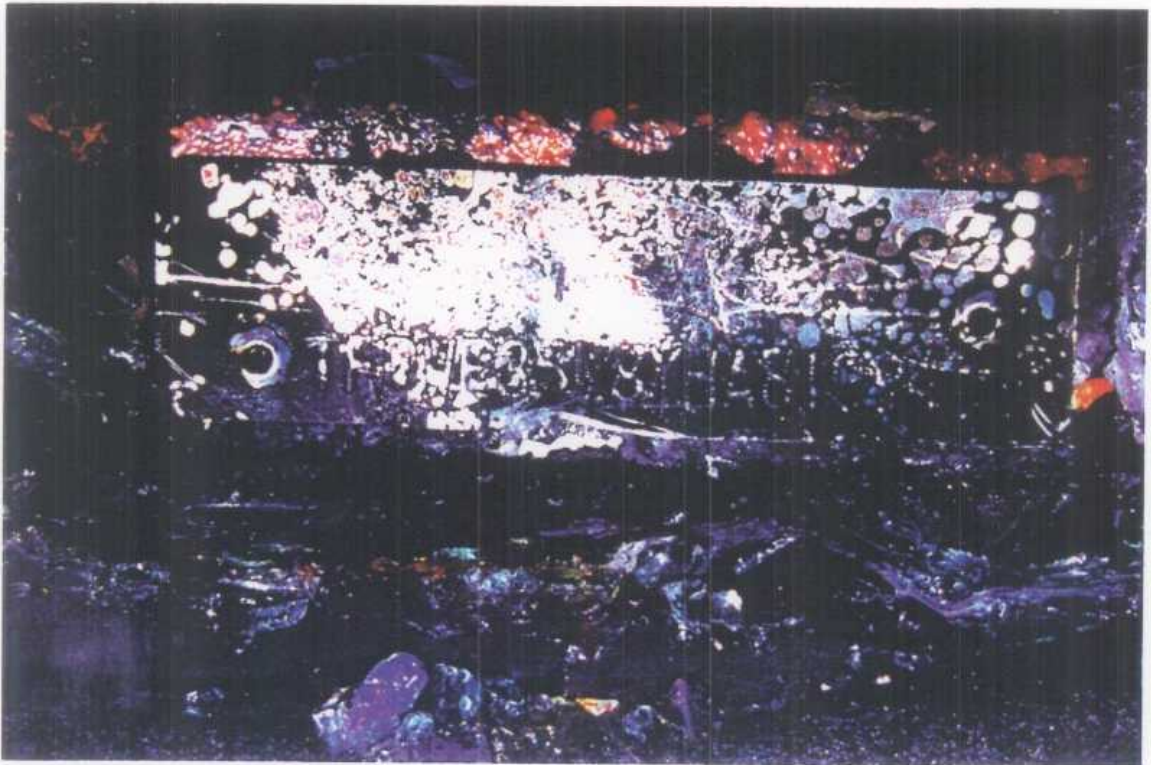


62

63



64





TIME RECEIVED
May 28, 2008 9:23:24 AM EDT

REMOTE CSID
6623342429

DURATION
44

PAGES
1

STATUS
Received

05/28/2008 07:21 6623342429

EMERGENCYSERVICES

PAGE 01/01

5/27/2008

TO BLDG:	Jerry Graham	FROM BLDG:	Arlene Taylor
TELEPHONE:	662 334-2018	TELEPHONE:	313 317-1862
FAX NO.:	662-334-2429	FAX NO.:	888 683-9898

ADDITIONAL COMMENTS/INSTRUCTIONS: Determine if the fire resulted from defect. Please send investigators to

ATTOENEY INFORMATION (if applicable)
Attorney Involved? YES NO
If yes, Attorney's Name: _____
Phone #: _____
Fax: _____
CDS ID: _____

NAFS CONTACT (if applicable)

Do not request investigation if repairs have been completed.

Description of Concern: Happens to have occurred several times for motor or wire harness

Accident OR (circle one) Fire
Injury? YES NO Describe: _____

Date of Occurrence: 5/19/08

PRODUCT LIABILITY TYPE

Address: 682 Hwy 82 East Greenville MS 38702

Dealership Involved: England Motor Company

Contact: 662-334-2018 Title: Director EMS

Name of Business or Dealer: Delta Regional Medical Center

VEHICLE LOCATION

Vehicle Type: ESSO Ford 6.0

Year: 2005

VIN: 1F0ME35P15HA12522 Mileage: 91686

VEHICLE INFORMATION

Address: 1400 East Union

Phone: 662-334-2018

Title: Director EMS

Contact: Jerry Graham

FLEET INFO

Fleet Name: ORMC Hospital

Supporting documents included in fax? (NO)

YES (# Pages)

Date: 5/27/08

Fleet Request for Consumer Affairs Investigation

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
JAN 03 2008
GEN
OFFICE OF THE
GENERAL COUNSEL



STATE OF MICHIGAN

IN THE DISTRICT COURT, 42-2nd JUDICIAL DISTRICT

FORD MOTOR CREDIT COMPANY, LLC,

Plaintiff and Counter-Defendant,

-vs-

HON. PAUL A. CASSIDY
Case No. 08-0720-GC

STANLEY GIERTL,

Defendant, Counter-Plaintiff and
Third-Party Plaintiff,

-vs-

FORD MOTOR COMPANY, a Delaware
Corporation, and RUSS MILNE FORD, INC., a
Delaware Corporation,

Third-Party Defendants.

42ND DISTRICT COURT
2ND DIVISION
09 MAR 20 PM 2:07

SHERMETA, ADAMS & VON ALLMEN, P.C.
BY: DEBORAH A. BANFILL (P63179)
Attorneys for Plaintiff
P.O. Box 5016
Rochester Hills, MI 48308
(248) 652-8200

LIBLANG & ASSOCIATES, P.C.,
BY: DANI K. LIBLANG (P33713)
SCOTT P. MUSSIN (P66748)
Attorneys for Defendant
346 Park Street, Suite 200
Birmingham, MI 48009
(248) 540-9270

**DEFENDANT GIERTL'S FIRST AMENDED ANSWER,
AFFIRMATIVE DEFENSES, COUNTER- AND THIRD-PARTY COMPLAINT**

ANSWER

Defendant, Counter-Plaintiff and Third-Party Plaintiff, Stanley Giertl ("Giertl"), by his attorneys, Liblang & Associates, P.C., answers Plaintiff and Counter-Defendant, Ford Motor Credit Company, LLC ("Ford Credit")'s Complaint, as follows:

1. Admitted.
2. Admitted.
3. Denied that Giertl has a complete copy of the subject contract; admitted that Giertl has possession of the first page of the contract.
4. Denied as untrue for the reasons set forth in Giertl's Affirmative Defenses, Counter- and Third-Party Complaint, the facts and allegations of which are incorporated by reference.

5. Denied as untrue for the reasons set forth in Giertl's Affirmative Defenses, Counter- and Third-Party Complaint, the facts and allegations of which are incorporated by reference.

6. Denied as untrue for the reasons set forth in Giertl's Affirmative Defenses, Counter- and Third-Party Complaint, the facts and allegations of which are incorporated by reference.

WHEREFORE, Giertl prays that Ford Credit's Complaint be dismissed, and that Giertl be granted the relief prayed for in his Counter- and Third-Party Complaint, together with such other and further relief as this Court deems just.

AFFIRMATIVE DEFENSES

Giertl gives notice that he intends to rely upon the following affirmative defenses:

1. Upon information and belief, Ford Credit does not have possession of the original instrument on which its claim is based and has failed to file the original instrument with the Clerk of the Court.

2. Ford Credit's Complaint fails to state a claim against Giertl upon which relief may be granted.

3. Ford Credit's Complaint against Giertl must fail through operation of the doctrine of unclean hands.

4. Ford Credit's claims are barred by the applicable statute of limitations, MCLA 440.2725(1).

5. Ford Credit's Complaint against Giertl must fail because Ford Credit has failed to mitigate its damages.

6. Ford Credit and/or its predecessors in interest failed to comply with the requirements of UCC §9-504(1) and Giertl is entitled to cancellation of any deficiency and recovery of damages as provided in UCC §9-507(1).

7. Ford Credit and/or its predecessors in interest failed to comply with applicable state and federal truth in lending statutes and regulations.

8. Ford Credit, as the assignee of the subject contract, is subject to all of Giertl's claims and defenses against the assignor. See, e.g., *First of America v Thompson*, 217 Mich App 581, 552 NW2d 516 (1996) (assignee of retail installment contract stands in the shoes of the seller and is subject to all of the same claims and defenses available under the UCC as the seller).

9. Ford Credit may lack standing to pursue any claims against Giertl.

10. Giertl has the right to deduct all or part of his damages resulting from the seller's breach(es), from any part of the price still due under the subject contract pursuant to MCLA 440.2717.

11. Pursuant to MCLA 492.114a(b), Ford Credit is subject to all of Giertl's claims and defenses against the Third-Party Defendants.

12. Pursuant to the language of the subject contract, Ford Credit is subject to all of Giertl's claims and defenses against the Third-Party Defendants.

13. Giertl is entitled to a set-off for his damages.

14. Ford Credit's claims are barred by the doctrine of laches.

15. Ford Credit has violated the Michigan Collection Practices Act and the Fair Debt Collection Practices Act, entitling Giertl to a set off for his damages, including but not limited to, costs and attorney fees.

16. Breach of express and implied warranties arising under Michigan's Uniform Commercial Code.

17. Failure of consideration.

18. Giertl properly revoked acceptance of the subject vehicle pursuant to MCLA 440.2608 and/or 257.1401, *et seq*, and is entitled to the remedies set forth in the Uniform Commercial Code.

19. Ford Credit has violated the Fair Credit Reporting Act, entitling Giertl to a set off for his damages, including but not limited to, costs and attorney fees.

20. Violation of Michigan Lemon Law, MCLA 257.1401, *et seq*.

21. Violation of the Magnuson-Moss Warranty Act, 15 USC 2301, *et seq.*
22. In the event that Giertl has obtained or obtains substitute goods as cover pursuant to MCLA 440.2717, Giertl entitled to damages as provided in said section.
23. Giertl is entitled to recover consequential and incidental damages as provided under the Uniform Commercial Code.
24. Violation of the Michigan Consumer Protection Act, MCLA 445.901, *et seq.*
25. Giertl further reserves the right to plead such additional affirmative defenses as may be discovered throughout the course of investigation and discovery in this cause.

WHEREFORE, Giertl prays that Ford Credit's Complaint be dismissed, and that Giertl be granted the relief prayed for in his Counter- and Third-Party Complaint, together with such other and further relief as this Court deems just.

COUNTER- AND THIRD-PARTY COMPLAINT

Counter- and Third-Party Plaintiff, Stanley Giertl ("Giertl"), by his attorneys, Liblang & Associates, P.C., complains against Counter-Defendant and Third-Party Defendants, as follows:

1. Giertl is a resident of the City of Chesterfield, Macomb County, Michigan.
2. Third-Party Defendant, Ford Motor Company ("Manufacturer"), is a corporation authorized to do business in the State of Michigan and, at all times relevant hereto, was engaged in the manufacture, sale, distribution and/or importing of Ford motor vehicles and related equipment, with its registered office located in the City of Dearborn, Wayne County, Michigan.
3. Third-Party Defendant, Russ Milne Ford, Inc. ("Dealer"), is a corporation authorized to do business in the State of Michigan and, at all times relevant hereto, is an authorized Ford Motor Company dealer, engaged in the business of selling and servicing Ford motor vehicles in the City of Macomb, Macomb County, Michigan and, at all times relevant hereto, was Manufacturer's agent for purposes of performing warranty repairs.
4. Counter-Defendant, Ford Motor Credit Company ("Ford Credit"), is a corporation authorized to do business in the State of Michigan and, at all times relevant hereto, was engaged in

the business of financing Ford motor vehicles and, at all times relevant hereto, conducted a systematic and continuous portion of its business throughout the State of Michigan, including Macomb County.

5. On or about February 10, 2004, Plaintiff purchased a new 2004 Ford Econoline E-350 van, VIN No. 1FTSS34L94HA19310, from Dealer, which motor vehicle was manufactured, distributed and/or imported by Manufacturer.

6. At the time of delivery, the subject vehicle was covered by Manufacturer's New Vehicle Express Written Warranty for a period of three years or 36,000 miles.

7. At the time of Giertl's purchase, Giertl executed a retail installment contract with the Dealer, which contract was assigned by the Dealer, to Ford Credit (a copy of which is in the possession of Dealer and Ford Credit).

8. Ford Credit, as an assignee, is subject to all of Giertl's claims and defenses against the Dealer and Manufacturer arising out of the subject retail installment transaction, pursuant to MCLA 492.114a(b), 16 CFR 433, the Uniform Commercial Code, and the language of the subject finance contract, arising out of the above retail installment transaction.

9. Subsequent to delivery, on or about February 6, 2007, while the vehicle was still within the time and mileage parameters of the manufacturer's new vehicle express written warranty, the vehicle suffered an electrical or mechanical fire, causing extensive damage resulting in a total loss, which Dealer and Manufacturer refused to remedy under the applicable warranties.

10. As a result of the aforesaid failure and Dealer and Manufacturer's refusal to remedy same, Giertl has suffered the damages more fully set forth herein.

11. Giertl seeks damages of less than \$25,000, exclusive of interest, costs, attorney fees and statutory penalties, and/or equitable relief.

COUNT I

BREACH OF WARRANTIES

12. Giertl incorporates by reference all facts and allegations set forth in this Counter- and Third-Party Complaint.

13. Third-Party Defendants are merchants with respect to motor vehicles under MCLA 440.2104.

14. The aforementioned motor vehicle purchased by Giertl was subject to implied warranties of merchantability under MCLA 440.2314.

15. Third-Party Defendants, to induce said sale, also made certain express warranties and representations to Giertl, both orally and in writing (including but not limited to service contracts) and through their advertising and conduct.

16. Said express and implied warranties and representations included, but were not limited to, the following:

- (a) Said vehicle was fit for the ordinary purposes of safe, reliable and attractive transportation;
- (b) Said vehicle was of good, sound and merchantable quality;
- (c) Said vehicle was free from defective parts and workmanship;
- (d) Said vehicle was so engineered and designed as to function without requiring unreasonable maintenance and repairs;
- (e) In the event said vehicle was not free from defective parts or workmanship as set forth above, that Third-Party Defendants would repair or replace same without cost to Giertl;
- (f) That any defects or non-conformities would be cured within a reasonable time.

17. Said vehicle was not as warranted and represented in that the vehicle has repeatedly broken down or malfunctioned due to defective parts and workmanship, including but not limited to a defect or non-conformity that caused the vehicle to catch fire, and such other problems and/or defects as are reflected in the various repair orders, technical service bulletins, special service messages and recall documents in possession of defendants.

18. As a result of the aforesaid defects, the vehicle has been rendered a total loss and cannot be used for its intended purpose, to-wit: safe and efficient transportation.

19. Giertl has given Third-Party Defendants reasonable opportunities to cure said defects and make the subject vehicle fit for its intended purpose but, Third-Party Defendants have been unable and/or refused to do so within a reasonable time and without cost to Giertl.

20. As a direct and proximate result of Third-Party Defendants' various breaches of warranty, Giertl has suffered damages, including but not limited to: repair costs, the cost and inconvenience of obtaining alternative transportation, damage to his credit rating, wage loss, interest and sales tax, insurance, anxiety, embarrassment, anger, fear, frustration, disappointment, worry, aggravation, inconvenience, and, Giertl will suffer future damages, including but not limited to, the damages herein stated, together with cost and attorney fees in attempting to obtain relief from Third-Party Defendant's wrongful conduct.

21. Ford Credit, as the holder of the subject retail installment sales contract, is subject to all of Giertl's claims and defenses as could be asserted against Third-Party Defendants.

WHEREFORE, Giertl prays for judgment against Counter- and Third-Party Defendants, jointly and severally, in whatever amount less than \$25,000, Giertl is found to be entitled, plus interest, costs and reasonable attorney fees, together with such other and further relief as this Court deems just.

COUNT II

BREACH OF OBLIGATION OF GOOD FAITH (MCLA 440.1203, ET SEQ)

22. Giertl incorporates by reference all facts and allegations set forth in this Counter- and Third-Party Complaint.

23. Pursuant to MCLA 440.1203, defendants had the duty to act in good faith with respect to the transactions set forth herein; to-wit:

Obligation of good faith imposed. Sec. 1203. Every contract or duty within this act imposes an obligation of good faith in its performance or enforcement. (MCLA 440.1203.)

24. Pursuant to MCLA 440.2103(b), Third-Party Defendants, as merchants, also had the obligation to conform to the following standard:

(b) "Good faith" in the case of a merchant means honesty in fact and the observance of reasonable commercial standards of fair dealing in the trade.

25. The actions of defendants as described in this Counter- and Third-Party Complaint constitute a breach of the good faith requirement and the foregoing standard of conduct.

26. As a proximate result of Third-Party Defendants' aforesaid breach, Giertl has sustained the damages set forth above.

WHEREFORE, Giertl prays for judgment against Counter- and Third-Party Defendants, jointly and severally, in whatever amount less than \$25,000, Giertl is found to be entitled, plus interest, costs and reasonable attorney fees, together with such other and further relief as this Court deems just.

COUNT III

LIABILITY UNDER MAGNUSON-MOSS WARRANTY ACT (15 USC §2301 ET SEQ)

27. Giertl incorporates by reference all facts and allegations set forth in this Counter- and Third-Party Complaint.

28. This Court has jurisdiction to decide claims brought under 15 USC §2301 et seq, by virtue of 15 USC §2310(d)(1)(A).

29. Giertl is a consumer as defined in 15 USC §2301(3).

30. Third-Party Defendants are suppliers and warrantors as defined in 15 USC §2301(4)(5).

31. The aforescribed motor vehicle is a consumer product as defined in 15 USC §2301(6).

32. Third-Party Defendants are suppliers and warrantors as defined in 15 USC §2301(4)(5).

33. The aforescribed motor vehicle is a consumer product as defined in 15 USC §2301(6).

34. The aforescribed vehicle was delivered subject to a written warranty and/or a service contract as those terms are defined in 15 USC 2301(6) and 2301(8), respectively.

35. In connection with the aforesaid defects or non-conformities, which occurred during the time and mileage parameters of Manufacturer's written express warranty, Third-Party Defendants failed to remedy same under the warranty.

36. 15 USC §2310(d)(1) permits Giertl to bring an action against Third-Party Defendants for any breach of express or implied warranty arising under state law, as well as any violation of the Act, including the FTC Rules promulgated thereunder.

37. 15 USC §2301(a)(1), requires Third-Party Defendants, as warrantors, to remedy any defect, malfunction or nonconformance of the subject vehicle within a reasonable time and without charge to Giertl, as defined in 15 USC §2304(d).

38. 15 USC §2308(a) prohibits Third-Party Defendants from disclaiming the implied warranty of merchantability and 15 USC §2308(c) renders any attempted disclaimer invalid.

39. Despite repeated demands and despite the fact that Giertl has complied with all reasonable terms and conditions imposed on him by Third-Party Defendants, Third-Party Defendants have failed and/or refused to remedy within a reasonable time and without charge, the defects or non-conformities heretofore set forth in this Complaint.

40. As a result of Third-Party Defendants' breaches of express and implied warranties, Third-Party Defendants' failure to remedy same within a reasonable time and without charge to Giertl, and Third-Party Defendants' other violations of the Act as set forth in this Complaint, Giertl has suffered the damages set forth in this Complaint.

WHEREFORE, Giertl prays that this Honorable Court enter its Order rescinding the subject contract and ordering Counter- and Third-Party Defendants to refund Giertl's purchase price, together with taxes, insurance premiums, interest, costs and actual attorney fees as provided by 15 USC

§2310(d)(2) or in the alternative, that Giertl be awarded damages in whatever amount less than \$25,000 he is found to be entitled, plus interest, costs and actual attorney fees.

COUNT IV

VIOLATION OF MCLA 445.901, ET. SEQ.
(MICHIGAN CONSUMER PROTECTION ACT)

41. Giertl incorporates by reference all facts and allegations set forth in this Counter- and Third-Party Complaint.

42. Giertl is a “person” as defined in the Michigan Consumer Protection Act, MCLA 445.902(c).

43. The transactions complained of herein constitute “trade or commerce” as defined in the Michigan Consumer Protection Act, MCLA 445.902(d).

44. In the course of the transactions which are the subject of this lawsuit, Counter- and Third-Party Defendants engaged in following unfair and deceptive acts or practices:

- (a) Represented the subject vehicle to be of good, merchantable quality, free of defects, when in fact it was not;
- (b) Failing to adequately and properly inform Giertl of his rights and remedies with respect to the transactions which are the subject of this Counter- and Third-Party Complaint;
- (c) Misrepresenting Giertl's rights and/or failing to advise Giertl of remedies with respect to the transactions which are the subject of this Counter- and Third-Party Complaint, as hereinbefore alleged;
- (d) Attempting to disclaim or limit the implied warranty of merchantability and fitness for use without clearly and conspicuously disclosing same;
- (e) Attempting to disclaim or limit the implied warranty of merchantability and fitness for use without obtaining Giertl's specific consent to the disclaimer or limitation;

- (f) Representing that the defects or non-conformities were caused by something other than defects in manufacture, design or workmanship when Counter- and Third-Party Defendants knew or should have known that the representation was untrue;
- (g) Refusing and/or failing to provide promised benefits, including but not limited to warranty repairs, a refund or replacement;
- (j) Failing to reveal material facts including but not limited to the nature of the non-conformities and defects complained of herein;
- (k) Failing to offer a refund of the purchase price of the subject vehicle in accordance with the applicable law and/or warranties;
- (l) Failing to promptly refund Giertl's money and/or restore her property to him upon his rightful revocation and/or cancellation of the subject transactions.

51. The above described conduct violated the Michigan Consumer Protection Act, specifically but not limited to MCLA 44.903 and the sub-paragraphs contained therein.

52. Upon information and belief, the aforesaid violations were not due to a bona fide error, inasmuch as Counter- and Third-Party Defendants failed to have appropriate procedures in place designed to prevent the aforesaid violations and, further, engaged in the same unfair and deceptive acts or practices in connection with the sale and/or lease of vehicles to other consumers.

53. As a result of the Counter- and Third-Party Defendants' actions above Giertl has suffered a loss within the meaning of the Act and is also entitled to statutory damages and attorney fees as provided in the Act, specifically, MCLA 445.911.

WHEREFORE, Giertl prays for judgment against Counter- and Third-Party Defendants, jointly and severally, as follows:

A. Money damages in whatever amount less than \$25,000, Giertl is found to be entitled, plus interest, costs and reasonable attorney fees;

B. Equitable relief, including but not limited to, rescission of the subject contract, and a permanent injunction barring Counter- and Third-Party Defendants from reporting the subject retail installment contract account on Giertl's credit history;

C. Such other and further relief as this Court deems just.

COUNT V

HOLDER LIABILITY - FORD CREDIT

54. Giertl incorporates by reference all heretofore mentioned facts and allegations in this Compliant.

55. As an assignee of the subject retail installment contract, Ford Credit is subject to all of Giertl's claims and defenses arising out of the aforesaid sale.

56. Pursuant to 16 CFR 433, Ford Credit is subject to all of Giertl's claims and defenses arising out of the aforesaid sale.

57. Pursuant to the language of the subject finance contract, to-wit:

NOTICE: Any holder of this Consumer Credit Contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds hereof. Recovery hereunder by the debtor shall not exceed amounts paid by the debtor hereunder.

Ford Credit is subject to all of Giertl's claims and defenses which Giertl could assert against Third-Party Defendants.

58. Pursuant to MCLA 492.114a, Ford Credit is subject to all of Giertl's claims and defenses arising out of the aforesaid sale.

WHEREFORE, Giertl prays for Judgment against Ford Credit as follows:

A. Money damages in an amount equal to Giertl's payments under the subject contract, plus interest, costs and attorney fees; and

B. Cancellation of the remainder of the subject contract; and

C. That Counter-Defendant be ordered to delete any neutral or negative credit information from Giertl's credit history arising out of the subject transaction; and

D. That Counter-Defendant be permanently enjoined from reporting any neutral or negative credit information concerning Giertl arising out of the subject transaction; and

E. Such other and further relief as this Court deems just.

COUNT VI

SLANDER OF CREDIT

59. Giertl incorporates by reference all facts and allegations set forth in this Counter- and Third-Party Complaint.

60. Upon information and belief, Ford Credit has reported to various third parties, including but not limited to, various credit reporting bureaus, negative or derogatory credit information concerning Giertl, including but not limited to, that Giertl is delinquent with respect to the subject unauthorized retail installment transaction.

61. Upon information and belief, Ford Credit has represented, either directly or by reasonable implication, to various third parties, that Giertl was not credit-worthy and/or that Giertl was in default on her credit obligations.

62. The foregoing conduct and statements and inquiries regarding Giertl falsely disparaged Giertl's credit rating and has the tendency to cause others from refusing to conduct business with Giertl.

63. Ford Credit made the foregoing conduct, statements and inquiries intentionally, knowing the same to be false and/or with reckless disregard as to its truth or falsity and/or maliciously.

64. Ford Credit's conduct, statements and inquiries were not privileged.

65. As a result of Ford Credit's conduct, statements and inquiries, Giertl has suffered the damages herein alleged and will continue to suffer damages into the future.

WHEREFORE, Giertl prays for Judgment against Ford Credit in whatever amount less than \$25,000 he is found to be entitled, plus interest, costs and reasonable attorney fees, together with an Order requiring HSBC and Velocity to clear Giertl's credit history with respect to the subject transaction, and a Permanent Injunction enjoining Ford Credit from reporting any derogatory

information or information which could be construed as derogatory, with respect to the subject transaction, together with such other and further relief as this Court deems just.

COUNT VII

VIOLATION OF MICHIGAN COLLECTION PRACTICES ACT
(MCLA 445.251, ET SEQ)

66. Giertl incorporates by reference all facts and allegations set forth in this Counter- and Third-Party Complaint.

67. Giertl is a “consumer” or “debtor” within the meaning of MCLA 445.251(d).

68. Ford Credit is a “collection agency,” “creditor” or “principal” within the meaning of MCLA 445.251(b) and (e).

69. In attempting to collect payments on the aforesaid retail installment contract, Ford Credit engaged in the following conduct:

- a. Reporting and/or threatening to report derogatory credit information concerning Giertl arising out of the subject contract;
- b. Misrepresenting the legal status of a debt;
- c. Attempting to collect a debt which is not owed;
- d. Failing to implement procedures designed to prevent violation of the Collection Practices Act.


70. The above described conduct violated the Michigan Collection Practices Act, specifically but not limited to MCLA 445.252 and sub-sections thereunder.

71. As a result of Ford Credit’s actions above, Giertl has suffered the damages hereinbefore set forth, as well as extreme mental distress, aggravation and embarrassment and, also is entitled to statutory damages and attorney fees as provided in the Michigan Collection Practices Act, specifically, MCLA 445.257(2).

WHEREFORE, Giertl prays for Judgment against Ford Credit in whatever amount less than \$25,000 he is found to be entitled, together with statutory damages, interest, costs and reasonable attorney fees as provided by statute.

Respectfully submitted,

LIBLANG & ASSOCIATES, P.C.,

BY: 
DANI K. LIBLANG (P33713)
Attorneys for Defendant, Counter-Plaintiff
and Third-Party Plaintiff
346 Park Street, Suite 200
Birmingham, MI 48009
(248) 540-9270

DATED: March 18, 2009



RUSS MILNE INC.

24777 Hall Road
Macomb, Michigan 48042
Phone (586) 948-7700 • Fax (586) 948-7701

Gertl
D009784

3

Ford Motor Company
Office of the General Counsel
Suite 1500
Parklane Towers West
3 Parklane Boulevard
Dearborn, Michigan
48126-2568

Attention: Ms. Jody Banciu

April 9, 2009

Dear Ms. Banciu:

We have been named in a suit by Liblang & Associates P.C., the attorneys filing on behalf of Mr. [REDACTED]. On February 10, 2004 we sold a new 2004 Ford E-350 cargo van serial number 1FTSS34L94H [REDACTED] to Mr. [REDACTED]. Ford Motor Company is also named in this suit. Please consider including Russ Milne Ford in a joint defense against this suit. Please do not hesitate to call me for any further information about this matter. My telephone number is (586)-948-2577 my fax number is (586)-948-2578 and my email address is russ.milne@rusmilneford.net. Thank you for your consideration of this matter.

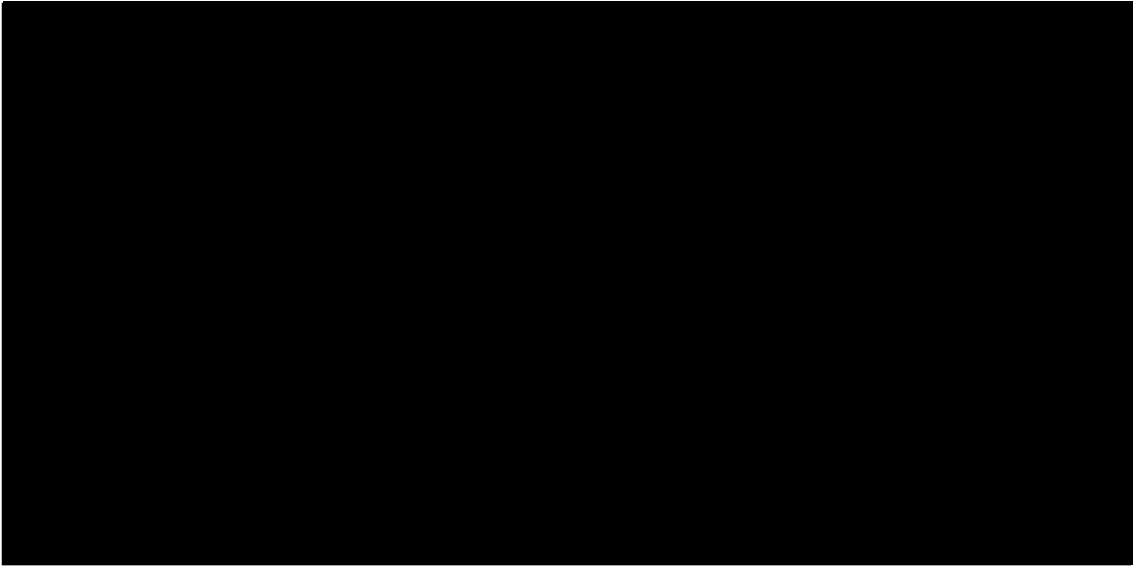
Sincerely,

Russ Milne
President

SHOWROOM HOURS: Mon. & Thurs. 8:30 am - 9:00 pm; Tues., Wed. & Fri. 8:30 am - 6:00 pm

SERVICE & PARTS: OPEN 24 HOURS, FROM 6 AM MONDAY UNTIL 6 PM FRIDAY

RF09-055000050LC



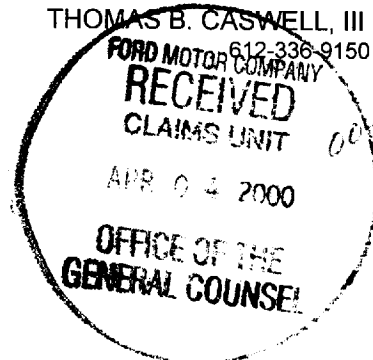
ZELLE, HOFMANN, VOELBEL & GETTE

A LIMITED LIABILITY PARTNERSHIP

BOSTON
DALLAS
LOS ANGELES
MINNEAPOLIS
SAN FRANCISCO

33 SOUTH SIXTH STREET
CITY CENTER - SUITE 4400
MINNEAPOLIS, MINNESOTA 55402
612-339-2020 TELEPHONE
612-336-9100 FACSIMILE

THOMAS B. CASWELL, III
612-336-9150



March 21, 2000

VIA CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Ford Motor Company
Legal Department
Parklane Towers West
Suite 800
3 Parklane Blvd.
Dearborn, MI 48126

Re: [REDACTED] v. Ford Motor Co.
Our File No. 1-700-0003

To Whom It May Concern:

This will serve to advise you that this firm has been retained by Zurich American Insurance Company to pursue its subrogation interest in the captioned loss arising out of the June 29, 1999 fire of a new 1999 Ford Model E350 4.2 cargo van, VIN 1FTSE34-L8XH [REDACTED]. Prior notice of this loss was given to you on July 9, 1999.

The van, having only 1200 miles on it, was owned by Hillyard Inc., a machine services company. At the time of the fire, the van was parked inside Hillyard's garage/stock area. The fire occurred as a result of deficient and improper electrical wiring done by, or on behalf of, Ford Motor Company. As a result, demand is hereby made upon Ford Motor Company for damages as follows:

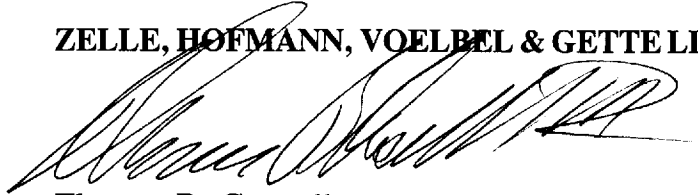
Vehicle	\$23,956.83
Cleaning, replacement of stock in parts inventory tools, and carpet replacement	<u>28,834.74</u>
Total	\$52,791.57

Ford Motor Company
March 21, 2000
Page 2

Should you wish to discuss this matter further, or arrange for an opportunity to review the van in question, please contact me at your convenience. Hearing nothing, we will proceed with commencement of the appropriate process.

Very truly yours,

ZELLE, HOFMANN, VOELBEL & GETTE LLP

A handwritten signature in black ink, appearing to read 'Thomas B. Caswell', written over the firm name.

Thomas B. Caswell

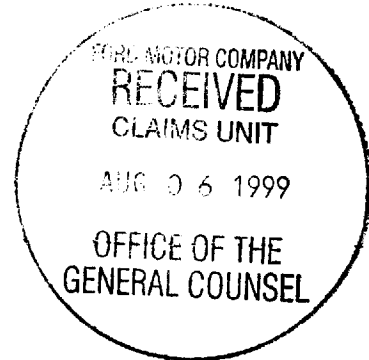
TBC/pm:217504.1

July 9, 1999



Gregory L. Edmonds
Branch Manager

Ford Motor Company
300 Renaissance Center
P. O. Box 43360
Detroit, MI 48243



RE: Insured: [REDACTED]
Policy #: CMM69966407
Date of Loss: 6-29-99
Our File: 170-47991-PP


Dear Sirs:

Our office represents the [REDACTED], which insures [REDACTED] under a policy of business personal property, for coverage applicable to the captioned date of loss.

Our principal, the [REDACTED], has requested that we advise you that they will acquire an interest in any settlement to be made to their insured for all loss and damage caused by an electrical fire in a 1999 Ford cargo van, VIN 1FTSE34-L8XH [REDACTED]. This amount will not include the insured's deductible under the policy.

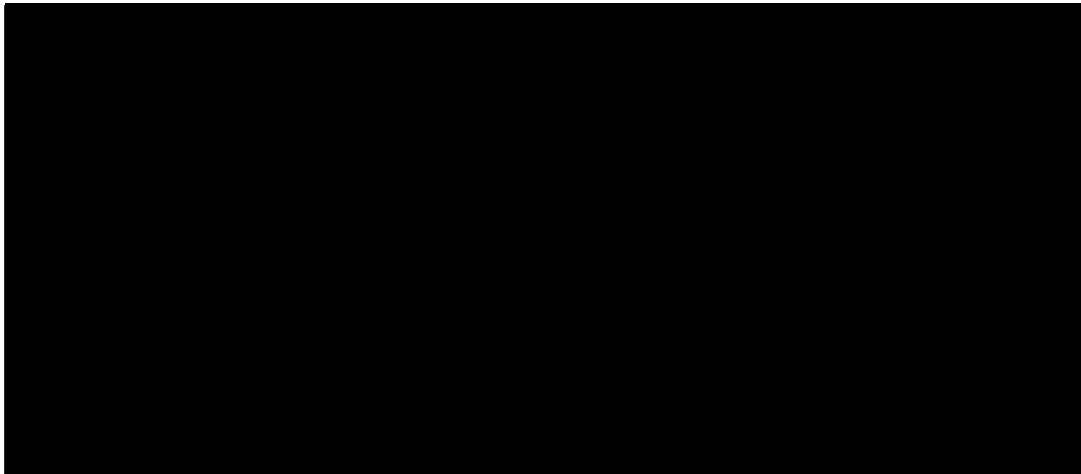
We suggest that you may wish to bring this letter to the immediate attention of your liability insurer. In the event that you are not insured for any liability which may result for the captioned loss, we request that you contact the undersigned at your earliest convenience to discuss this matter further.

Sincerely,
CRAWFORD AND COMPANY


Patrick R. Parrott
Adjuster

CC: Zurich American Insurance
Attn: Gerald Yeager
P.O. Box 7131
Indianapolis, IN 46206

PRP/jmj





November 5, 2009

Ford Motor Company
Attn: Product Liability
P.O. Box 6248
Dearborn, MI 48126

Re: Product Liability Claim
Our Insured: [REDACTED]
Our File No. #1023514
Date of Loss: 10/16/2009

To Whom It May Concern:

We are investigating a fire loss involving a 2004 Winnebago Minnie Winnie that is on a Ford E450 chassis. It has been determined that the cause of this loss was an electrical failure within the dash of the motorhome. Our investigation shows that your company may be responsible for the damages resulting from this loss. The unit suffered extensive damage, rendering it a total loss. As such, we are advising your company of our subrogation rights for any payments made for damages incurred in this loss.

We are requesting that a representative from your company be present at a joint inspection of the components that failed and led to the fire. Be advised that an invasive exploration of the components may be made in order to determine the precise cause. I am providing you the following information relative to your attendance in the investigation of the vehicle. It will be your responsibility to notify your designated representatives. Please direct any inspection coordination request to our investigator.

Our investigator:
Daniel Seeley
Peter Vallas & Associates
(201) 487-8901

Date of Inspection: Thursday, December 10, 2009

Time: 10:00 a.m. (EST)

Location:
Copart Auto Auctions
2124 West Camplain Rd.

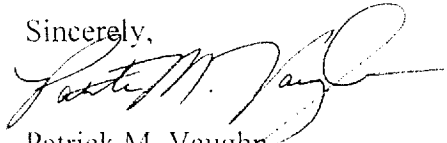
3250 Interstate Drive*Richfield, Ohio 44286
Phone (800) 929-1500 ext. 1223 Fax (330) 659-8909
Patrick.vaughn@nationalinterstate.com

PE09-055000056LC

Hillsborough, NJ 08844

If you have any questions or would like to discuss this matter, please contact me at (800) 929-1500 x1223. Thank you for your prompt attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Patrick M. Vaughn". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Patrick M. Vaughn
Claims Adjuster

CC: Daniel Seeley
Peter Vallas & Associates

Winnebago Industries, Inc.

3250 Interstate Drive*Richfield, Ohio 44286
Phone (800) 929-1500 ext. 1223 Fax (330) 659-8909
Patrick.vaughn@nationalinterstate.com

PE09-055000057LC



State Farm Fire and Casualty Company

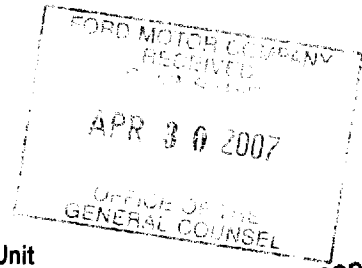


Home Office, Bloomington, Illinois 61710

April 25, 2007

Ford Motor Company
Parklane Towers West
Suite 400
3 Parklane Blvd
Dearborn, MI 48126

Fire and Theft Unit
P.O Box 8017
Ballston Spa, NY 12020
800 594 0252 Fax 888 863 4565



APR 30 2007



RE:	Claim Number:	32-V661-643
	Date of Loss:	April 20, 2007
	City/State of loss:	Watermill, NY
	Insured:	[REDACTED]
	Vehicle:	2003 Ford E350
	VIN Number:	1FTSS34F93H [REDACTED]
	Mileage:	Unknown

Ford Motor Company,

This notice is to advise of a loss that occurred to our insured vehicle. Our preliminary investigation indicates that Ford may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle

The vehicle is being held at an offsite location and is available for your inspection by appointment only. There is no authorization to inspect this vehicle outside the presence of the State Farm representative. Any violation of this authorization is not permitted.

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

Your cooperation is appreciated. If you should have any questions, or would like to set up an appointment to inspect evidence/salvage, please feel free to contact me at (800)594-0252.

Sincerely,

Julie Zeller
Claim Representative
State Farm Mutual Automobile Insurance Company

- **Insured Name:** [REDACTED]
- **Driver's Name:** pending
- **Owner Name:** [REDACTED]
- **Date of Loss:** April 20, 2007
- **Loss location, city and state:** Watermill, New York
- **Claim Number :** 32-V661-643
- **Description of the loss:** Vehicle was parked and off at time of fire.
- **Failure/defect determined to be the cause of loss (non-specific on pre-sub):** To Be Determined
- **Police/Fire report:** Unknown at this time
- **Injuries:** None
- **Vehicle:** 2003 Ford E350 Van
- **Vehicle Identification Number (VIN):** 1FTSS34F93H [REDACTED]
- **Mileage:** Unknown at this time
- **Salvage/Evidence:** To be determined.



530653

SEP 20 2006

C.A.I.

CONCORDE ADJUSTERS, INC.

September 18, 2006

Ford Motor Company
Parklane Towers West
3 Parklane Blvd., Ste. 300 West
Dearborn, MI 48126-2565
Attn: Micki Lynn

RE: Insured: [REDACTED]
Our Claim No.: LF285132
Date of Loss: 07/29/05
Laidlaw's Damages: Exceeds \$68K

Dear Ms. Lynn:

Concorde Adjusters, Inc., is the Third-Party Administrator contracted with [REDACTED] to handle their physical damage losses.

Can someone, please call me so we can discuss this claim, our vehicle is still under warranty and liability should not be an issue. Our VIN# 1FDXE45P04H [REDACTED] See attached Certificate of Origin for this vehicle. I have also attached one photo for you to view.

Please contact me as soon as possible, so we conclude the handling of this claim.

Very truly yours,



Toya C. Williams
Subrogation Department
Concorde Adjusters, Inc.
Ph: 817-652-9975
Fax: 817-652-9991
twilliams@laidlaw.com

Brookhollow Two
2221 E Lamar
Suite 500
Arlington, TX 76006

TEL: 800-934-9300 ext. 9975
FAX: 817-652-9991

9846

CERTIFICATE OF ORIGIN FOR A VEHICLE

VERITRANS SPECIALTY VEHICLES, INC.

DATE JUNE 25, 2004	YEAR 2004	MAKE FORD	SHIPPING WEIGHT 10734 LBS.
VEHICLE IDENTIFICATION NO. 1FDXE45P04H			SERIES OR MODEL GCII
BODY TYPE BUS	H.P. (S.A.E.)	G.V.W.R.	NO. CYLS.

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.
NAME OF DISTRIBUTOR, DEALER, ETC.

[Redacted]
ANOKA, MN [Redacted]

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

VERITRANS SPECIALTY VEHICLES, INC.

[Redacted]
BY: Paul Jones
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

ELKHART, IN 46514
CITY-STATE

COPY

C.A.I.

CONCORDE ADJUSTERS, INC.

New

~~11/17/04~~
~~Notification~~

July 31, 2006

Office of General Counsel
400 Parklane Towers West
Dearborn, MI 48126
Attn: Subrogation Claims Dept.

11/15 03 2006
[Signature]

RE:	Insured:	[REDACTED]
	Our Claim No.:	LF285132
	Date of Loss:	07/29/05
	Laidlaw's Damages:	\$45,000.00
	Paid Clmt's:	\$68,464.76 plus
	Vehicle ID#:	1FDXE45P04H [REDACTED] still under warranty

Dear Sir or Madam:

Concorde Adjusters, Inc., is the Third-Party Administrator contracted with Laidlaw to handle their physical damage losses.

As a result of the occurrence on the date referenced above, [REDACTED] has sustained damage to their property. Please accept this letter as Notification of Lien on behalf of Laidlaw. In the event you are insured, please provide us with the information requested below as this matter may be concluded between your carrier and the undersigned. In the event you are not covered by insurance, please contact us toll-free at 1-800-934-9300, extension 9975, to advise in what manner you wish to make reimbursement.

If we do not hear from you or your liability insurance carrier within twenty (20) days, we will proceed with assigning the debt to a collection agency.

Very truly yours,

[Signature]

Toya McFadden
Subrogation Department
Concorde Adjusters, Inc.
Fax: 817-607-7244
tmcfadden@laidlaw.com

I am insured:	Yes / No
My insurance carrier:	_____
Carrier Address:	_____
Carrier Phone No.:	() _____
Policy No.:	_____
Daytime Phone No.:	() _____
Home Phone No.:	() _____

Brookhollow Two
2221 E Lamar
Suite 500
Arlington, TX 76006

TEL: 800-934-9300 ext. 9975
FAX: 817-652-9991

MAKE CHECKS PAYABLE TO:	[REDACTED]
MAIL TO:	CONCORD ADJUSTERS, INC. 2221 E LAMAR, SUITE 500 ARLINGTON, TX 76006

C.A.I.

CONCORDE ADJUSTERS, INC.

July 28, 2006

Office of General Counsel
400 Parklane Towers West
Dearborn, MI 48126
Attn: Subrogation Claims Dept.

AUG 3 2006


RE: Insured: [REDACTED]
Our Claim No.: LF285132
Date of Loss: 07/29/05
Laidlaw's Damages: \$45,000.00
Paid Clmt's: \$68,464.76 plus

Dear Sir or Madam:

Concorde Adjusters, Inc., is the Third-Party Administrator contracted with [REDACTED] to handle their physical damage losses.

As a result of the occurrence on the date referenced above, [REDACTED] has sustained damage to their property. Please accept this letter as Notification of Lien on behalf of [REDACTED]. In the event you are insured, please provide us with the information requested below as this matter may be concluded between your carrier and the undersigned. In the event you are not covered by insurance, please contact us toll-free at 1-800-934-9300, extension 9975, to advise in what manner you wish to make reimbursement.

If we do not hear from you or your liability insurance carrier within twenty (20) days, we will proceed with assigning the debt to a collection agency.

Very truly yours,



Toya McFadden
Subrogation Department
Concorde Adjusters, Inc.
Fax: 817-607-7244
tmcfadden@laidlaw.com

I am insured: **Yes / No**
My insurance carrier: _____
Carrier Address: _____
Carrier Phone No.: (____) _____
Policy No.: _____
Daytime Phone No.: (____) _____
Home Phone No.: (____) _____

Brookhollow Two
2221 E Lamar
Suite 500
Arlington, TX 76006

TEL: 800-934-9300 ext. 9975
FAX: 817-652-9991

MAKE CHECKS PAYABLE TO: [REDACTED]
MAIL TO: CONCORD ADJUSTERS, INC.
2221 E LAMAR, SUITE 500
ARLINGTON, TX 76006



Property Damage Appraisers
Total Loss Condition Report for Assignment Number - 5080015

Company: CONCORDE ADJUSTERS INC. **Owner:** SIOUX FALLS TRANSIT
Adjuster: DARIN HOPKINS **Policy #:** **Claim #:** LF276464

Recommendation: Total Loss **Year/Make/Model:** 2004/FORD/PARATRANSIT
Type of Loss: Comp **License/State:** [REDACTED] **VIN:** 1FDXE45P04H [REDACTED]

Interior: Average **Paint:** Average **Paint Comments:**
Engine: 6.0 DIESEL **Mileage:** 24,409
Approximate Special Equipment: 0.00 **Special Equipment:**

Tires: L/F: 11/32 R/F: 11/32 **Size:**
L/R: 10/32 R/R: 10/32 **Spare:** 0/32 **Type:**

Dealer Quotes:

<u>Name</u>	<u>City</u>	<u>Phone</u>	<u>Contact</u>	<u>InStock</u>	<u>Amount</u>
GRANDE AMERICAN	ST CLOUD MN	(877) 485-9595	KATHY FULLER	N	50,000.00
HARTLEYS	RUGBY ND	(701) 776-5746	JOHN CASAVANT	N	45,000.00

Adjustments:

<u>Description:</u>	<u>Amount</u>
Detail	0.00
Paint	0.00
Tires	0.00
Upholstery	0.00
Old Damage	0.00
	<u>0.00</u>

Salvage Bids:

<u>Name</u>	<u>City</u>	<u>Phone</u>	<u>Contact</u>	<u>Amount</u>
NORDSTROMS	GARRETSON	(605) 594-3910	BRAD	1,090.00
DYKES	WORTHINGTON	(800) 658-2424	JIM	500.00
VANDER HAAGS	SIOUX FALLS	(605) 336-6737	DAVE	0.00

Salvage Location:

<u>Location</u>	<u>Charges To Date</u>	<u>Rate Per Day</u>	<u>Towing Charges</u>	<u>Owner Interested in Retaining Salvage</u>
CITY GARAGE	0.00	0.00	0.00	No

Book Quotes:

<u>Description</u>	<u>=</u>	<u>=</u>
Air Conditioning	INCL	INCL
Power Brakes	INCL	INCL
AM/FM Stereo	INCL	INCL
Tape Player	INCL	INCL
Automatic Trans	INCL	INCL
	<u>0.00</u>	<u>0.00</u>



Property Damage Appraisers
Total Loss Condition Report for Assignment Number - 5080015

Company: CONCORDE ADJUSTERS INC.

Owner: SIOUX FALLS TRANSIT

Adjuster: DARIN HOPKINS

Policy #:

Claim #: LF276464

ACV Calculations:

<u>Description:</u>	<u>Amount</u>
1)Book Value: Average	0.00
2)Average of Quotes	47,500.00
3)Average Lines 1 & 2	47,500.00
4)Adjustments	0.00
5)Suggested ACV	47,500.00
6)Sales Tax @ 0.000 %	0.00
7)Grand Total	47,500.00

Remarks:

INSPECTED 2004 FORD E450 PARATRANSIT TWELVE AMBULATORY & SEVEN WHEEL CHAIR. 8/11 AT SIOUX FALLS CITY GARAGE. EXTENSIVE BURN. OBVIOUS TOTAL LOSS. CONTACTED TWO NEAREST DEALERS FOR AN ACV. BOTH SAID SAID THESE BUSES DO NOT DEPRECIATE MUCH. \$45,000.00 TO \$50,000.00 ESTIMATED ACV. BUS SOLD NEW FOR \$54,094.00. I COME UP WITH A COMPUTED ACV OF \$47500.00. I CHECKED FOR LKQ AND THEY ARE NOT AVAILABLE. THESE DO NOT GET TRADED UNTIL THEY HAVE AGED FIVE TO SIX YEARS. STILL WAITING ON A BID FROM VANDERHAAGS. I WILL FORWARD ASAP.

Appraiser: PAT LEE _____ **Date:** _____

Date: 8/24/2005 08:29 AM
 Estimate ID: 5080015
 Estimate Version: 1
 Correction: 1
 Profile ID: Mitchell

Property Damage Appraisers

P.O. BOX 927 300 N DAKOTA AVE SUITE 513 SIOUX FALLS, SD 57101
 (605) 335-0486
 Fax: (605) 335-0487

Damage Assessed By: PAT LEE

Appraised For: DARIN HOPKINS

Date of Loss: 7/29/2005
 Payer: Insurance
 File Number: [REDACTED]
 Claim Number: [REDACTED]
 Deductible: 0.00
 Insured: [REDACTED]
 Claimant: SIOUX FALLS TRANSIT
 Address: [REDACTED] SIOUX FALLS, SD 57104
 Telephone: [REDACTED]

Mitchell Service: 911000

Description: 04 FORD E 450 PARATRANST BUS
 VIN: 1FDXE45P04H [REDACTED]
 Mileage: 24,409
 OEM/ALT: A
 License: [REDACTED]
 Search Code: None

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
1	900500	BDS *	ACCESS/INSPECT	OBVIOUS TOTAL LOSS	Existing		0.0*

* - Judgement Item

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Labor Summary	0.0				0.00	Total Replacement Parts Amount	0.00
III. Additional Costs					Amount	IV. Adjustments	Amount
Total Additional Costs					0.00	Insurance Deductible	0.00
						Customer Responsibility	0.00
						I. Total Labor:	0.00
						II. Total Replacement Parts:	0.00
						III. Total Additional Costs:	0.00
						Gross Total:	0.00
						IV. Total Adjustments:	0.00
						Net Total:	0.00

ESTIMATE RECALL NUMBER: 8/24/2005 08:07:54 5080015

Mitchell Data Version: JUL_05_A
 UltraMate Version: 5.0.208

UltraMate is a Trademark of Mitchell International
 Copyright (C) 1994 - 2003 Mitchell International
 All Rights Reserved

Date: 8/24/2005 08:29 AM
Estimate ID: 5080015
Estimate Version: 1
Correction: 1
Profile ID: Mitchell

Insurance Co: CONCORDE ADJUSTERS INC.
Address: 600 SIX FLAGS DR.
SUITE 300
ARLINGTON, TX 76011-6329
Work Phone: (817) 652-0505
Fax Phone: (817) 649-2114

Body Shop: -
SD

* AGREED BY:
* THIS IS NOT AN AUTHORIZATION FOR REPAIRS OR A GUARANTEE OF PAYMENT *
* ALL SUPPLEMENTS MUST BE INSPECTED BY APPRAISER *

ESTIMATE RECALL NUMBER: 8/24/2005 08:07:54 5080015

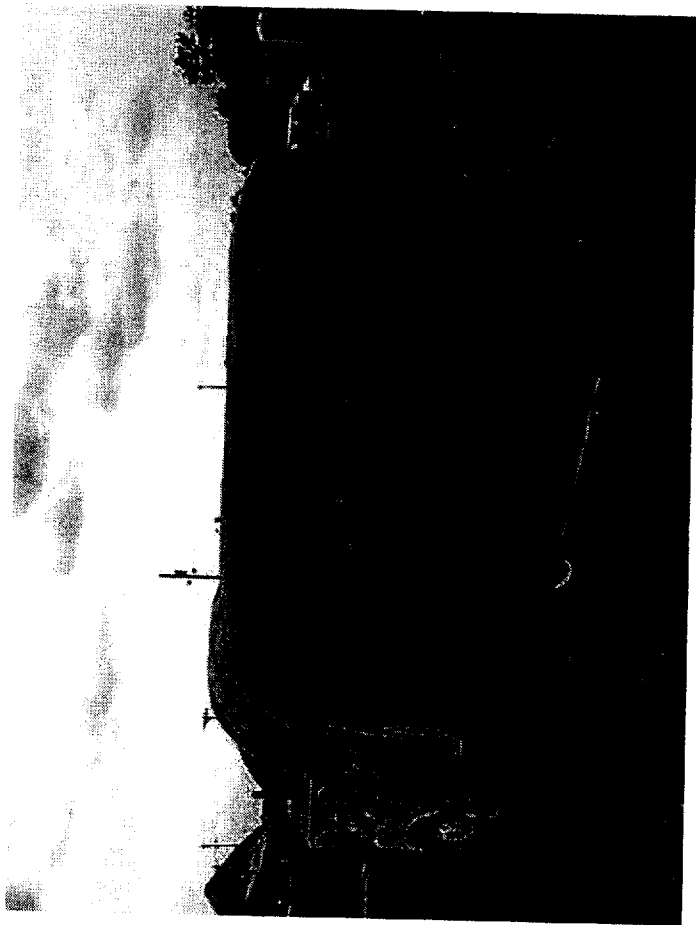
Mitchell Data Version: JUL_05_A
UltraMate Version: 5.0.208

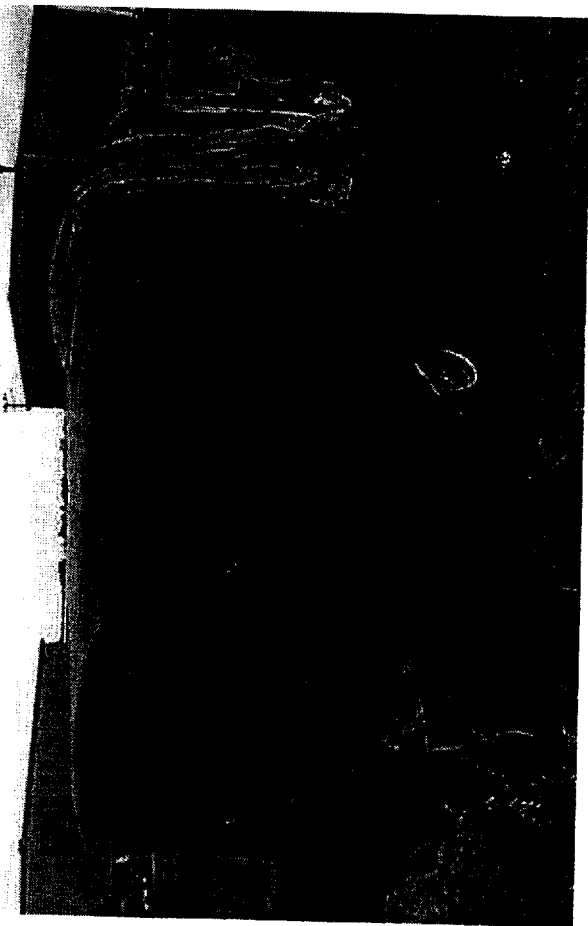
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All Rights Reserved

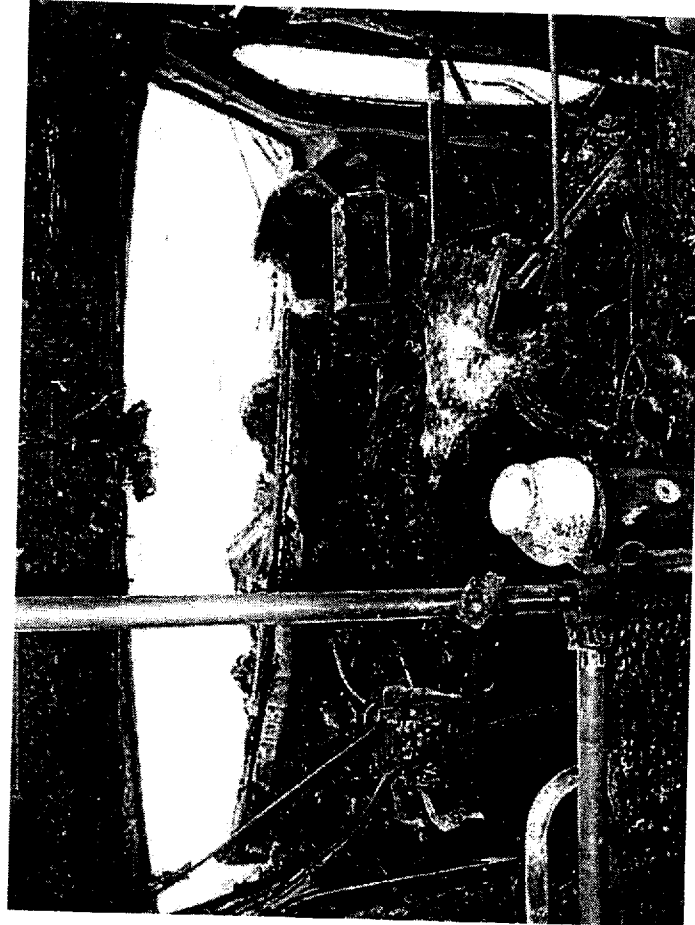
Page 2 of 2

PE09-055000069LC









C.A.I.

CONCORDE ADJUSTERS, INC.

August 17, 2006

Ford Motor Company
Consumer Affairs
P.O. Box 6248
MD-3NE-B
Dearborn, MI 48126
Attn: Claims Subrogation Department

530653
Lyn
AUG 23 2006
JD

RE: Our Claim No.: LF285132
Our Client: [REDACTED]
Date of Loss: 07/29/05
VIN# : 1FDXE45P04H [REDACTED]
License #: CTY5697, SD
Laidlaw's Damages: Exceeds \$72K

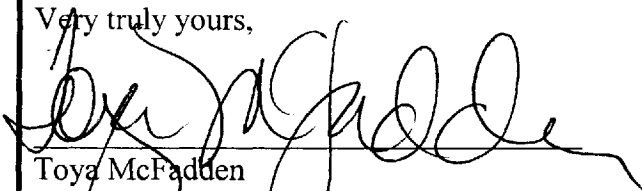
Dear Sir or Madam:

Concorde Adjusters, Inc., is the Third-Party Administrator contracted with [REDACTED] to handle physical damage losses on their behalf.

Our vehicle caught on fire but is still under warranty; please call us regarding this claim matter, so we can discuss reimbursement.

If further supporting documents are required, please contact the undersigned toll-free at 1-800-934-9300, extension 9975, Monday through Friday, 7:00A.M. to 4:00 P.M., Central Standard Time.

Very truly yours,


Toya McFadden
Subrogation Department
Concorde Adjusters, Inc.
Fax: 817-652-9904
tmcfadden@laidlaw.com

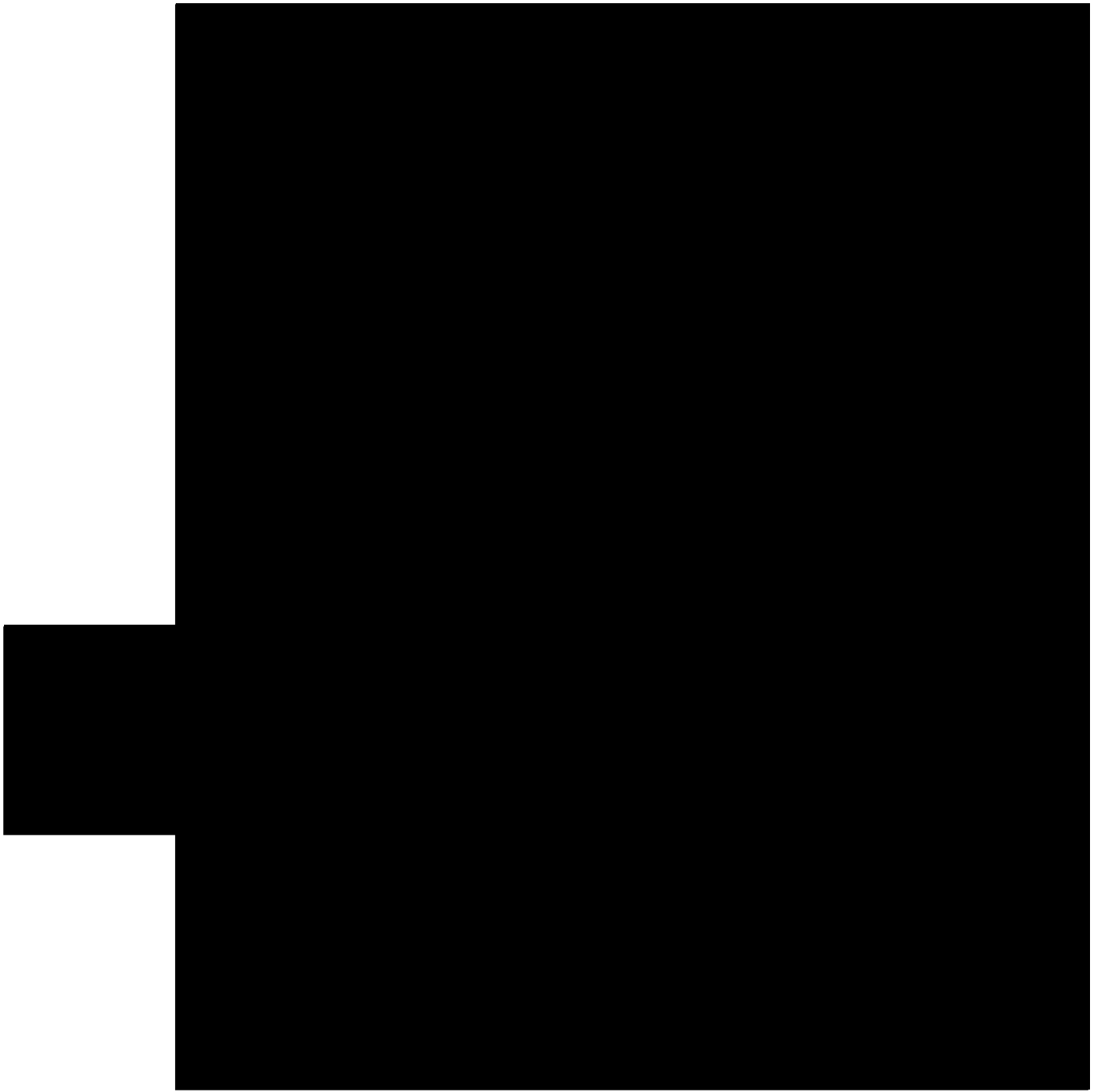
Brookhollow Two
2221 E Lamar
Suite 500
Arlington, TX 76006

TEL: 800-934-9300 ext. 9975
FAX: 817-652-9991

MAKE CHECKS PAYABLE TO: [REDACTED]

MAIL TO:

CONCORDE ADJUSTERS, INC.
2221 E. LAMAR BLVD, STE. 500
ARLINGTON, TX 76006-7419



Glatfelter Claims Management, Inc.

183 Leader Heights Road • P.O. Box 5126 • York, Pennsylvania 17405-9792
(717) 741-0911 • (800) 233-1957 • Fax (717) 747-7051 • CA License # 2D89880



November 24, 2009

Anderson's Auto Parts
4058 Kentucky Route 1498
Bevinsville, KY 41606

DEC 01 2009

Paul Miller Ford
975 East New Circle Road
P.O. Box 1435
Lexington, KY 40588

Bruce Walters Ford
302 South Mayo Trail
Pikeville, KY 41501

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
DEC 01 2009
OFFICE OF THE
GENERAL COUNSEL

Layne Bros. Ford
US 23, 45 Layne Bros. Drive
P.O. Box 183
Ivel, KY 41642

Highland Communications, Inc.
P.O. Box 790
Prestonsburg, KY 41653

Ford Motor Company
Office of the General Counsel
Attn: Claims Dept.
PO Box 70
Dearborn, MI 48121-0070

RE: Insured: [REDACTED]
Claim Number: [REDACTED]
Vehicle: 2006 Ford Econoline E350 w/ Osage Ambulance conversion
V.I.N.: 1FDSS34P56D [REDACTED]
Date of Loss: 11/13/2009
Total Claim: Pending

Dear Sir or Madam:

Glatfelter Claims Management, Inc. is handling this matter on behalf of American Alternative Insurance Corporation. Our claim is presently pending.

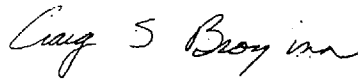
The above captioned claim involves a 2006 Ford Econoline E350 extended van with an Osage ambulance conversion package bearing V.I.N. 1FDSS34P56D [REDACTED]. A fire occurred at [REDACTED] McDowell, KY [REDACTED]. The fire appears to have originated cab or dashboard of the subject vehicle. Additional damages involved the vehicle and its equipment.

The subject vehicle will be moved and maintained in its post loss state located at the [REDACTED] [REDACTED] Louisville, KY [REDACTED]. You are being placed on notice because your company was involved in the maintenance, design and or manufacture of this unit and the right of recovery from this fire is subrogated to AAIC per the terms of their insurance policies.

A forensic inspection of the subject vehicle and its components in an effort to confirm the specific cause of the fire will be set in the near future. This inspection may be destructive in nature. Representatives of your organization are invited to attend the forthcoming inspection at your own expense. Please contact the undersigned by December 15, 2009 if you would like to attend. At such time a joint inspection date will be scheduled.

If you are insured, please forward this letter to your insurance company. We request that your claim representative contact this office to discuss this matter. If you prefer that we contact your insurance company directly, please provide us with the information outlined below.

Sincerely,



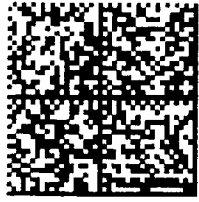
Craig Brozina
Subrogation Specialist
Extension 7659
E-Mail: cbrozina@glatfelters.com

CERTIFIED MAIL™

Glatfelter Claims Management
183 Leader Heights Road
P.O. Box 5126
York, Pennsylvania 17405-5126



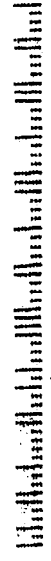
7009 0960 0000 6702 4745



Hasler

016H26520547
\$05.540
11/24/2009
Mailed From 17402
US POSTAGE

Handwritten signature



95121+0070



BEGINNING OF CONTACT
05/08/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

17.02.42

=====

REGION: A1 SELECT DEALER	OGC ISSUE	CASE NBR: 0524181279
VIN: 1FBSS31L6XH	ZONE: B06	OPENED: 05/07/2009
	ENGINE: L	CLOSED: 05/07/2009
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: MR		MI: L
ADDRESS: [REDACTED]		
CITY: AUBURN	STATE: MI	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 1999	MODEL: E350 SD 4X2 WAGON	
MILEAGE: 105000		
DEALER NAME: HAGEN FORD INC	SALES CODE: F48527	P & A: 09620
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 704100 FIRE/SMOKE VISIBLE FLAME		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: CCUEVAS2 CUEVAS CASSANDRA

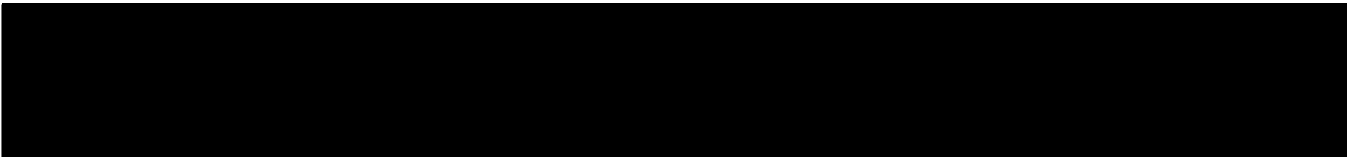
FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

MAY 08 2009

OFFICE OF THE
GENERAL COUNSEL

DATE: 05/07/2009 TIME: 14.33.38 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: -CUST: [REDACTED] AUBURN, MI [REDACTED]
[REDACTED] VEH CAUGHT ON FIRE ON SATURDAY, 05/02/09-VISIB
LE FLAMES FROM UNDER THE DASH INSIDE THE VEH-CUST WAS DRIVIN
G THE VEH WHEN IT STARTED SMOKING AND FLAMING-FIRE DEPARTMEN
T WAS CALLED-FIRE OCCURRED IN BAY COUNTY-THERE IS A FIRE DEP
ARTMENT REPORT, CUST DOES NOT HAVE THE REPORT #-THERE WAS DA
MAGE TO SOMEONE ELSE'S DRIVEWAY-CUST BURNT HIS ARM A LITTLE
BIT-VEH WAS TOWED TO A LOCAL FACILITY IN BAY CITY-CALLED LOC
AL INSURANCE COMPANY AND A CLAIM HAS NOT BEEN FILED YET-VEH
IS TOTALED-HAS NOT CONTACTED AN ATTORNEY-VEH HAD A RECALL-WA
NTS TO REPORT THE FIRE TO FORDDEALER SAID: -NONECRC ADVISED:
I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GEN
ERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN
15 BUSINESS DAYS TO YOUR CONCERN.NOTE TO CCR: REMEMBER TO VE
RIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE [REDACTED]
[REDACTED] AUBURN, MI [REDACTED] DAYTIME PHONE # [REDACTED]
[REDACTED]



TO Ford Motor Co
Office of General Counsel
Suite 400 - Parklane Towers West
3 Parklane Blvd
Dearborn, MI 48126
Attn: Ms Mary Skavington

FROM [Redacted]
Marietta, GA [Redacted]
McDonald's

MESSAGE

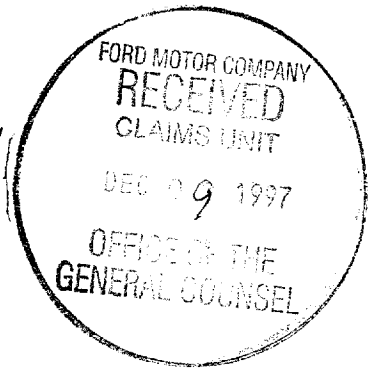
DATE 12/4/97

Following is sent to you at the request of
Mr Lyle Castle - Ford Atlanta. Quote to repair
building damage caused by a Ford truck that I
am told had steering problems.

✓
VH
404630

Please contact me by phone at 770-951-8328
or fax at 770-988-0559 so that this can be
cleared up soon.

Thank you,



SIGNED Rufus Hardy

RAW Contracting Co.

Ronald A. Watro
4867 Kings Camp Road
Acworth, GA 30102
Home : (770) 975-7241
Pager : (770) 647-1728

REPAIR ESTIMATE

PROPERTY OWNER:

Rufus L. Hardy
c/o RSK Foods, Inc.
d/b/a McDonald's
P.O. Box 671687
Marietta, GA 30006-0029

PROPERTY LOCATION:

Atlanta, GA

DATE:

November 12, 1997

Estimate to repair front corner of building damaged by being hit by truck.

Remove damaged roofing, decking, soffit, fascia, rafters, trim, and electrical. Reconstruct and install rafters to pull overhang "in" and "down" to align with building. Install new fascia, soffit, and trim as needed to match. Install new roof decking and shingles to match. Install approximately 50 feet of 25 gauge metal fascia wrap. Repair and replace electrical conduit and wiring for soffit lighting and roof beams as needed. Install four (4) new roof beams. Caulk and paint side to match. All work to be performed during closed hours (11:00 P.M. - 6:00 A.M.)

Scaffold erection and dismantling (2 times)	\$150.00
Night work lighting towers	\$150.00
Materials - including fascia wrap, shingles, lumber, roofing, plywood, etc.	\$836.00
Four (4) light beams ordered and shipped (\$502.00 each) (from Tencon)	\$2,008.00
Electrical materials including Metal Halide fixture and labor including installation of roof light beams	\$850.00
Paint - all repaired fascia and soffit areas two coats plus prime to match existing paint	\$565.00
42 man hours @ \$66/hr. for night time work (1½ times regular rate) (Including overhead and profit)	\$2,772.00
TOTAL	<u>\$7,331.00</u>

*FITZ
Byrd*

GEORGIA UNIFORM MOTOR VEHICLE PRIVATE PROPERTY ACCIDENT REPORT

THIS FORM TO BE USED FOR PRIVATE PROPERTY ONLY

Case Number 929181029 Date 11/10/97 Time Officer Notified 1346

County FULTON City ATLANTA Time Officer Arrived 1350

Location of Accident 3324 NORTHSIDE PARKWAY

Driver # 1 [Redacted] Sex M Race B D.O.B. 12/18/75

Driver's License # [Redacted] State GA Class C Expiration Date 00

Vehicle Owner, Address and Phone # [Redacted]

Vehicle # 1 Make FORD Model ESERIES Year 98 Tag # DEALER Year State

Insurance Company and Policy #

Damage to Vehicle: None Slight Moderate Extensive

Driver # 2 Sex Race D.O.B.

Driver's License # State Class Expiration Date

Vehicle Owner, Address and Phone #

Vehicle # 2 Make Model Year Tag # Year State

Insurance Company and Policy #

Damage to Vehicle: None Slight Moderate Extensive

Other Property Damage ROOF OF BUILDING AT 3324 NORTHSIDE PARKWAY

Injuries:

Name	Age	Sex	Vehicle #

Vehicle # 1 Towed by Vehicle # 2 Towed by

Officer STACIE MALORY Badge # 1205 Agency ATLANTA POLICE

Supervisor [Signature]

DPS MICRO FILM NUMBER 91:L HW 11 ADN L6
(DO NOT WRITE IN THIS SPACE)

MAIL TO: Accident Reporting, P. O. Box 1456, Atlanta, Georgia 30371

Remarks:

DRIVER OF VEH #1 SAID HE THOUGHT HE WAS FAR ENOUGH AWAY FROM BUILDING (HE WAS TURNING INTO PARKING LOT OF [REDACTED] TO NOT HIT IT.

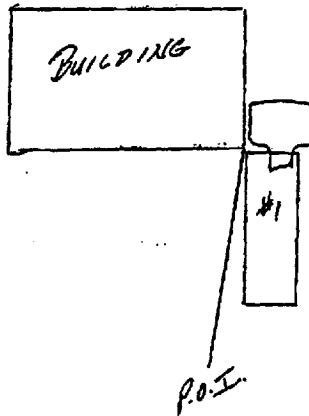
Witnesses:
Name

Address

Phone

Diagram:

3324 NORTHSIDE PARKWAY



N



Taylor, Alma (A.)

From: Hull, Michelle (M.K.)
Sent: Friday, December-11, 2009 4:44 PM
To: Taylor, Alma (A.); Malaney, Linda (L.)
Cc: 'dan@palmettotruck.com'
Subject: FW: Dealer/Fleet Request For OGC Review

PRIVILEGED & CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender.

Please open and assign to ALma.Thanks

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Friday, December 11, 2009 4:00 PM
To: Ordcalp, F (F.)
Subject: Dealer/Fleet Request For OGC Review

Dealer/Fleet Request For OGC Review

Dealership/Fleet Name: School Board of Miami-Dade County
Requesting Dealer/Fleet: Palmetto Ford Truck Sales, Inc.
Contact Person: Daniel Yglesias
Title: Vice President
Address: 7245 NW 36 ST
Telephone: 3055627054
Email Address: dan@palmettotruck.com
PA Code: 04856
Region: Miami
City: Miami
Dealer State: FL
Fax Number: 305-470-1368
WSD: 09/27/2006
Vehicle Year: 2006
Vehicle Model: E450
Vehicle VIN: 1FDXE45P76D [REDACTED]
Mileage: 9999
Customer/Fleet: [REDACTED]
Street Address: [REDACTED]
City: Miami
State: Florida
Zip Code: [REDACTED]

Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: S4 - Miami
Incident Involves: Fire
Date of Incident: 09/29/2009
County in which incident occurred: [REDACTED]
Is Alleging Defect: Yes
Alleging defect detail: Unknown
Police Report Filed: Yes
Police Report detail: Unknown
Insurance Company Contacted: Y
Insurance Company Advice: Unknown
Insurance Company Contact Information: Unknown
Coach Builder: Bluebird
Coach Builder City: Unknown
Coach Builder State: GA - Georgia
Coach Builder Zip: 99999
Vehicle Location: Unknown
Attorney Information: [REDACTED]

[REDACTED] Miami, Fl. [REDACTED]

Resolution Sought Detail: Attorney is requesting Ford Motor Company attend a scheduled inspection of the vehicle between January 6 and January 15.

Comments: Today, Dec. 11, 2009, we received a letter from the above School Board Attorney. The letter is a copy of a letter sent to Todd Croftshick, Esquire of Seipp and Flick LLP. The letter states that a Bluebird (Microbird model) bus caught fire on September 29, 2009. They are requesting Ford Motor Company attend a scheduled inspection of the vehicle between January 6 and January 15. We are not sure if Ford has received notification in the past as this is our first notice received. Please advise if you would like us to forward you a copy of the attorney letter. Also - please note mileage is unknown.

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

Report# : 8JBA1119 NHL **Received:** 10/02/2008
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2006,E450 SUPER DUTY (CUT/STP),VAN ,1FDXE45P76D [REDACTED] **Build Date:** 07/18/2006
Odometer : 13,572 M **Engine:** 6.0L DI **Calibration:** 6E410B0A
Transmission: 5R110W DSL **Axle:** 9450D4.10C **A/C:** YES
Dealer: USA 04856 Palmetto Truck Center **Phone#:** (305) 470-1350
City: Miami **State:** Florida **Country :** USA
Originator: ALAIN CABRERA
Symptom: 4 02 8 51 ENGINE,COOLING SYSTEM,LEAKS,AUX COOLER AREA
Status:
VFG: V45 ENGINE COOLING
Additional Symptom: COOLANT LEAK
Fix: **Causal Component :**
Condition Code:

Hotliner: AKING140 **Phone:** 000 000-0000 **Regn Cd:** S4 Miami
Engineering: **Phone:** **TAR:**
Dlr Contact: ALAIN CABRERA **Phone:** 305 470-1350 **Title Cde:** T

KOEO:
KOEC:
KOER:

REPAIR 10/02/2008 01:34PM ANTHONY KING MSS - FCSD - WARRANTY ADM
PLEASE DESCRIBE CUSTOMERS CONCERN: VEHICLE BLOWS WHITE SMOKE PLEASE
LIST ANY RECENT REPAIR ATTEMPTS: VEHICLE/COMPONENT ABUSE: NO
LACK OF MAINTENANCE NO MODIFICATIONS NO PROCESS DIESEL PARTS
PROVIDE ANY DETAILS NECESSARY: THIS IS A SCHOOL BUS TO REMOVE THE
CENTER CAB FOR ACESS TO INTAKE HAD TO REMOVE AFTERMARKET PARTS IN
ORDER TO GAIN ACESS THANK YOU QUESTION: WHY IS THE COMPONENT BEING
REPLACED? ANSWER:OIL COOLER EGR COOLER EGR VALVE QUESTION: WHAT ARE
THE SPECIFIC TEST RESULTS FOR TESTING THE EGR COOLER, OIL COOLER, AND
HEAD GASKETS PER TSB 08-11-03? ANSWER:DEGAS BOTTLE LOW COOLANT FILL
PERSSURE TEST LOST IN COOLANT RADIPLUS KIT REACHES 20 INCH BUT LOSES
VACUUM EGR COOLER REMOVED FOUND EGR COOLER CLOGGED WITH CARBON ON
INTAKE SIDE INTAKE WET FULL OF CARBON RADIPLUS ON OIL COOLER INDCAITED
VACUUM SUSPECT RESTRUCTION IN OIL COOLER QUESTION: WHAT ARE THE
RESULTS FOR OIL IN COOLANT DIAGNOSIS, IF APPLICABLE? ANSWER:NO OIL IN
COOLANT PARTS REQUESTED: EGR COOLER - OIL COOLER USE SECONDARY P&A
CODE: 04856

----- CONTACT ID:413134022 P&A CODE: 04856 DEALER NAME:
PALMETTO TRUCK CENTER TECH NAME: ALAIN CABRERA TITLE: T - TECHNICIAN
PARTS MGR: DAVID MANVILLE CONTACT DATE: 10/2/2008 1:16:24
PM EMAIL: CUSTOMER NAME: SCHOOL BOARD BOARD RO#: 114347 RO DATE:
09/26/2008 RO LINE #: 2 DEALER PHONE: 305-470-1950 DEALER FAX:
- VIN: 1FDXE45P76D [REDACTED] VEHICLE: 2006 E-SERIES E-450 COMM
CUTAWAY MILEAGE: 13572 ENGINE: 6.0L DIESEL DI V8 TRANS:
TORQSHIFT CLAIM TYPE: BUMPER TO BUMPER WARRANTY START DATE:
09/27/2006 SPW MILEAGE: SPW INSTALL DATE: USAGE: COMMERCIAL PART
#: SERIAL #: 706060354930 ENGINE BUILD DATE: 07/18/2006

RECOMM 10/02/2008 01:34PM ANTHONY KING MSS - FCSD - WARRANTY ADM

BASED ON THE INFORMATION AS RECEIVED, DEALER IS APPROVED FOR EGR AND
OIL COOLER REPLACEMENT.THEN FLUSH THE COOLING SYSTEM PER STEP NINE OF
TSB 8-11-3. APPROVAL CODE:

REPAIR 10/02/2008 01:36PM ANTHONY KING MSS - FCSD - WARRANTY ADM

PAAHV

Requester: ATAYLO29

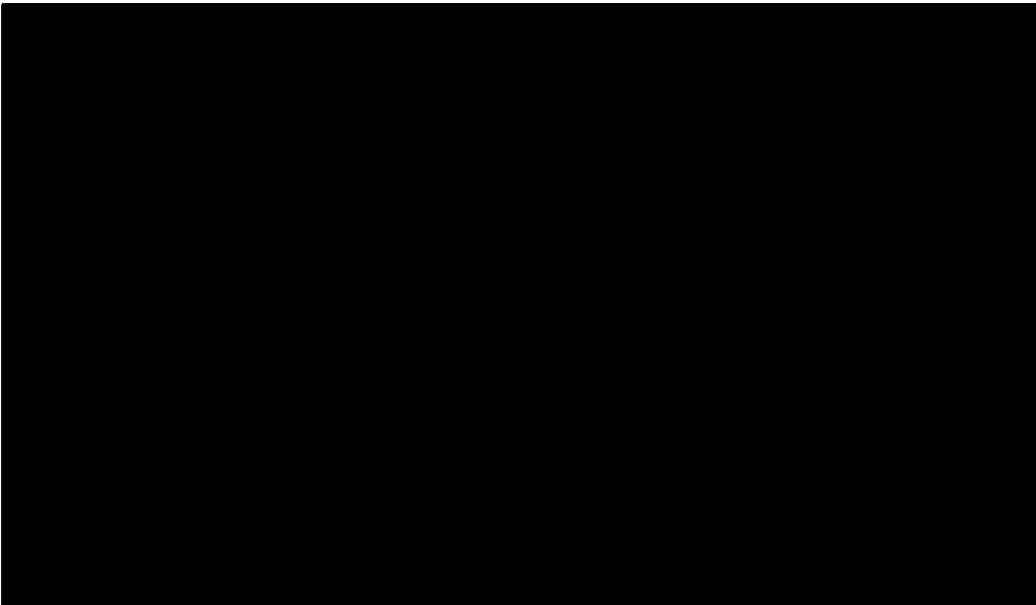
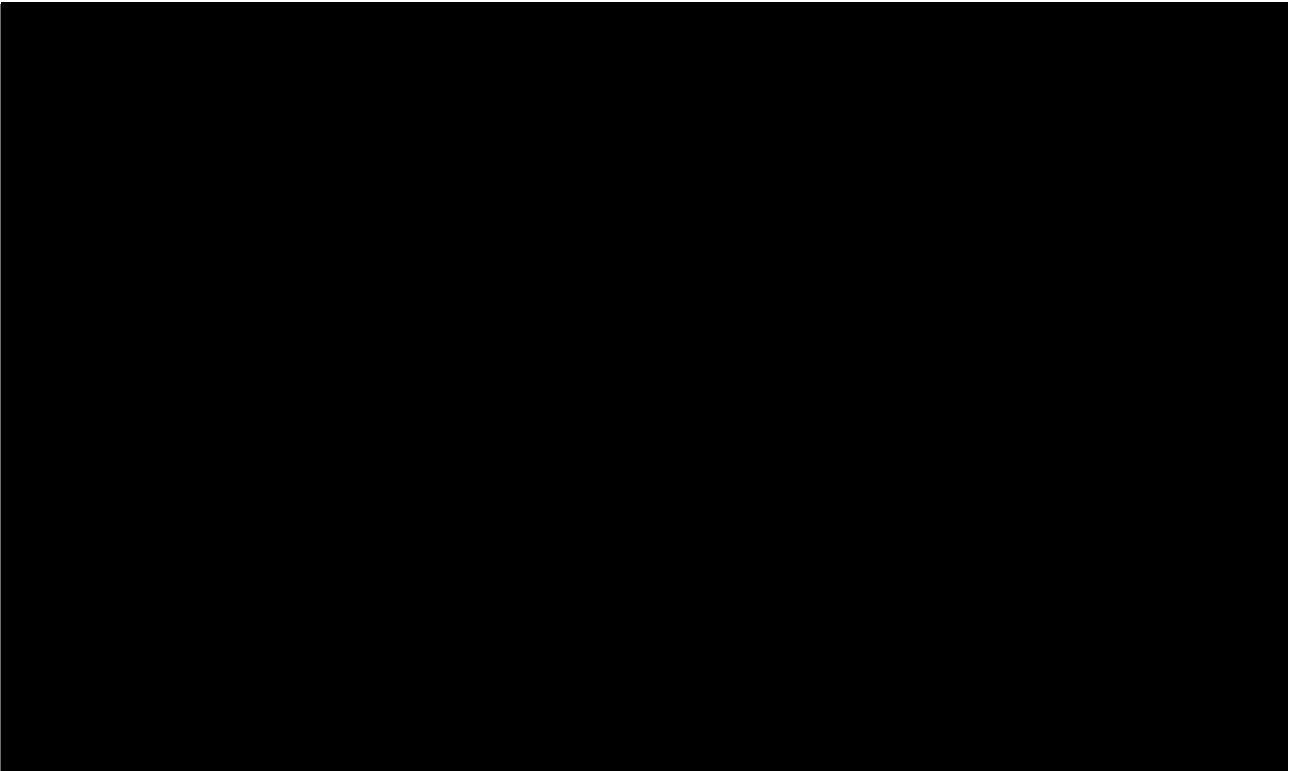
Report Summary

Server: FCWS686

Ford Proprietary, Private

14-Dec-2009

Retention: None





NELSON • LEVINE • de LUCA & HORST

A LIMITED LIABILITY COMPANY
ATTORNEYS AT LAW

Richard J. Boyd, Jr.
Direct: 215.358.5122
rboyd@nldhlaw.com

PHILADELPHIA CHERRY HILL COLUMBUS NEWARK NEW YORK LONDON

www.nldhlaw.com
518 Township Line Road
Suite 300
Blue Bell, PA 19422
Phone: 215.358.5100
Fax: 215.358.5101

April 21, 2009

SENT VIA OVERNIGHT MAIL

Office of the General Counsel
Ford Motor Company
One American Road
Dearborn, MI 48126

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
APR 23 2009
OFFICE OF THE
GENERAL COUNSEL

Re: Insured: [REDACTED]
District
Claim No.: OKCM209040452
Date of Loss: 4/4/09
Loss Location: 18955 South 4150 Road, Claremore, OK

Scott
D010437

Dear Sir/Madam:

This office has been retained to represent and protect the subrogation interests of American Alternative Insurance Corporation (hereinafter "American Alternative") with regard to the incident that is referenced above. A fire loss occurred at the insured's premises involving a 2003 Ford E450 ambulance, VIN #1FDXF46F53E [REDACTED] in Claremore, OK. It is expected that American Alternative will be called upon to make payment on the claim and then look to Ford for recovery of those monies. Preliminary investigation has been conducted, and it appears that Ford's vehicle was defective and is responsible for this incident.

Under the law, we are obligated to advise you as to these circumstances and provide you with an opportunity to inspect the vehicle and fire scene before it is repaired. It is in this connection that I am contacting you, and looking for you or your insurance company to participate in the investigation process.

I ask that you place any relevant insurance carrier on notice immediately, so as not to prejudice its ability to investigate this matter on your behalf. Please understand that any failure to timely notify your carrier may allow such carrier to deny coverage for your company. The carrier should be directed to contact me to investigate this matter on your behalf immediately. If self-insured for this type of loss, your office should contact the undersigned immediately. Time is of the utmost essence as the loss location cannot be preserved for longer than ten (10) days from today as it is a medical emergency station.

I must require that all communications that you or your carrier undertake in connection with this investigation be done through my office.

I look forward to hearing from you, your carrier, or someone on your behalf, in the immediate future. Thank you for your attention and prompt action.

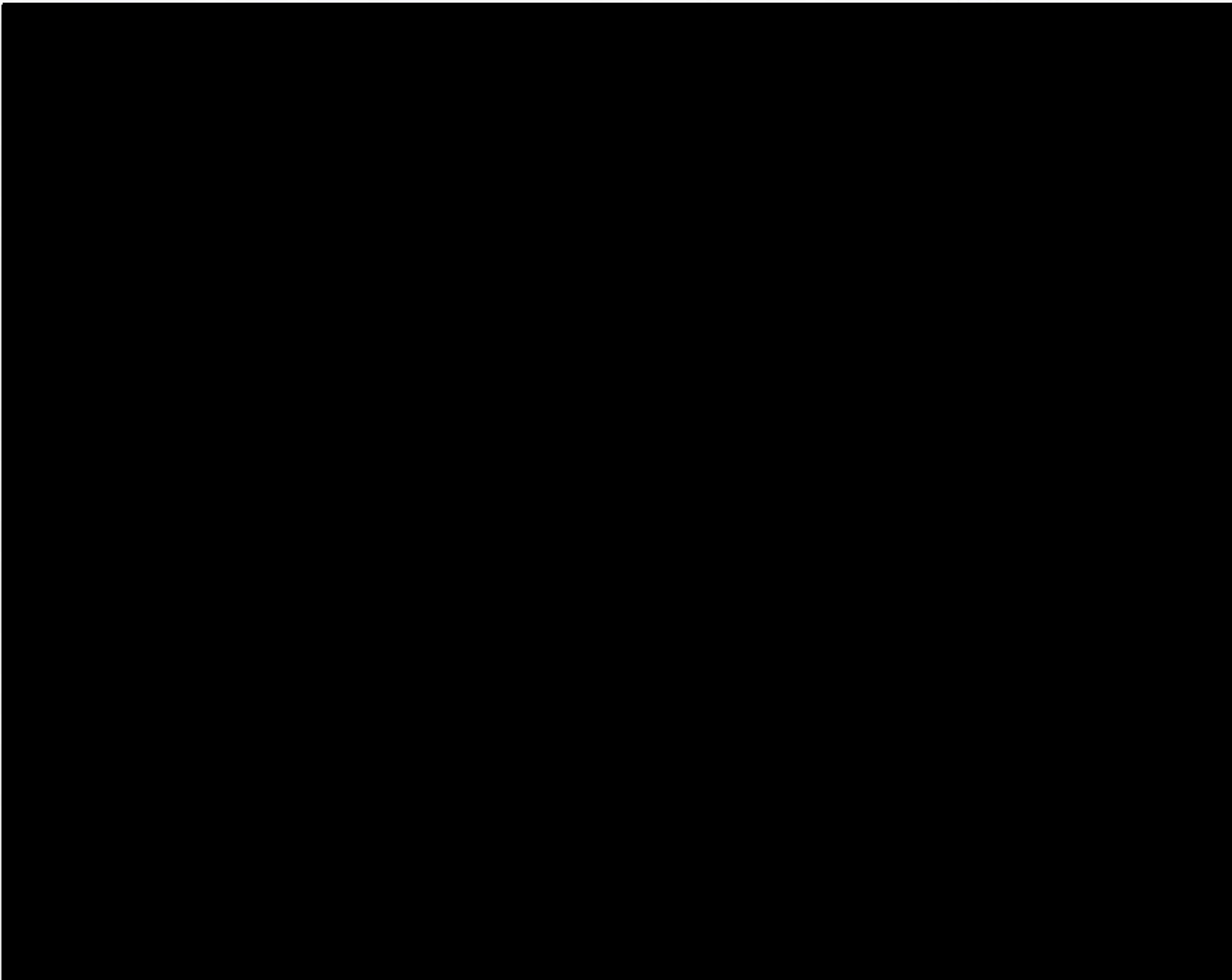
Very truly yours,

NELSON LEVINE de LUCA & HORST, LLC



Richard J. Boyd, Jr.

RJB/dbb



Taylor, Alma (A.)

From: Krista_Greene@gbtpa.com
Sent: Wednesday, July 09, 2008 1:52 PM
To: Taylor, Alma (A.)
Cc: michelle.colon@penske.com; nadine.fern@penske.com; julie.levering@penske.com; Mazurek, Dan (D.M.)
Subject: [REDACTED]
Attachments: 180-002684-07-02-2008 photos.pdf; Nielsen 093086 Revised Request for Inspection Form-2008.xls

Dear Ms. Alma Taylor,

Attached please find the Fleet Request for Consumer Affairs Investigation Form. I have also attached photographs our investigator took of the unit, which is situated (and will remain pending the inspections) at the Penske facility in Central Islip, NY. The address and contact information is on the form.

Please also be advised that the customer's homeowner insurance carrier, North Carolina Farm Bureau, is also involved in this loss. I would ask that any inspection be coordinated through me so that all parties can be present at the same time to expedite the investigation process.

Krista Greene
Claims Representative
8 Flowers Drive
Mechanicsburg PA 17050
717-697-1266 ext: 209
866-782-7285 - Fax #

Gallagher Bassett Services, Inc.

This email and any attachments are confidential, solely for the use of the intended recipient and may contain privileged material. If you are not the intended recipient, please return or destroy immediately. Thank you.

INSURED LOCATION	[REDACTED]	DATE OF REPORT	: 07/02/2008
COMPANY	[REDACTED]	DATE OF LOSS	: 06/30/2008
	Levittown, NY	POLICY NUMBER	[REDACTED]
	[REDACTED]	CLAIM NUMBER	[REDACTED]
	[REDACTED]	OUR FILE NUMBER	: 180-2684
	[REDACTED]	ADJUSTER NAME	: Bruce Haynes

Photo ID : 5-2-08 001.jpg



Photo # : 1
 Date :
 Taken By : Adjuster

Comment :
 front of truck

Photo ID : 5-2-08 002.jpg



Photo # : 2
 Date :
 Taken By : Adjuster

Comment :
 ID [REDACTED]

INSURED LOCATION	[REDACTED]	DATE OF REPORT	: 07/02/2008
COMPANY	: Levittown, NY	DATE OF LOSS	: 06/30/2008
	[REDACTED]	POLICY NUMBER	:
		CLAIM NUMBER	: [REDACTED]
		OUR FILE NUMBER	: 180-2684
		ADJUSTER NAME	: Bruce Haynes

Photo ID : 5-2-08 003.jpg



Photo # : 3
 Date :
 Taken By : Adjuster

Comment :
 driver's side

Photo ID : 5-2-08 004.jpg



Photo # : 4
 Date :
 Taken By : Adjuster

Comment :
 driver's side rear

INSURED	: [REDACTED]	DATE OF REPORT	: 07/02/2008
LOCATION	: [REDACTED]	DATE OF LOSS	: 06/30/2008
	: Levittown, NY	POLICY NUMBER	:
COMPANY	: [REDACTED]	CLAIM NUMBER	: [REDACTED]
	:	OUR FILE NUMBER	: 180-2684
	:	ADJUSTER NAME	: Bruce Haynes

Photo ID : 5-2-08 005.jpg



Photo # : 5
 Date :
 Taken By : Adjuster

Comment :
 close up offront

Photo ID : 5-2-08 006.jpg



Photo # : 6
 Date :
 Taken By : Adjuster

Comment :
 front passenger side

INSURED
LOCATION



DATE OF REPORT : 07/02/2008

DATE OF LOSS : 06/30/2008

COMPANY

: Levittown, NY
[Redacted]

POLICY NUMBER

: [Redacted]

CLAIM NUMBER

OUR FILE NUMBER : 180-2684

ADJUSTER NAME : Bruce Haynes

Photo ID : 5-2-08 007.jpg



Photo # : 7

Date :

Taken By : Adjuster

Comment :

rear

Photo ID : 5-2-08 008.jpg



Photo # : 8

Date :

Taken By : Adjuster

Comment :

rear interior, contents
wet

INSURED
LOCATION
COMPANY

[REDACTED]
: Levittown, NY
[REDACTED]
:
:

DATE OF REPORT : 07/02/2008
DATE OF LOSS : 06/30/2008
POLICY NUMBER :
CLAIM NUMBER : 010683093086gd01
OUR FILE NUMBER : 180-2684
ADJUSTER NAME : Bruce Haynes

Photo ID : 5-2-08 009.jpg



Photo # : 9
Date :
Taken By : Adjuster

Comment :

close up of wet
contents

Photo ID : 5-2-08 010.jpg



Photo # : 10
Date :
Taken By : Adjuster

Comment :

contents looking from
rear to front, front roof
burned away

INSURED LOCATION	[REDACTED]	DATE OF REPORT	: 07/02/2008
COMPANY	[REDACTED]	DATE OF LOSS	: 06/30/2008
		POLICY NUMBER	:
		CLAIM NUMBER	: 010683093086gd01
		OUR FILE NUMBER	: 180-2684
		ADJUSTER NAME	: Bruce Haynes

Photo ID : 5-2-08 011.jpg



Photo # : 11
Date :
Taken By : Adjuster

Comment :
dashboard

Photo ID : 5-2-08 012.jpg



Photo # : 12
Date :
Taken By : Adjuster

Comment :
burnt contents

INSURED :
LOCATION :
COMPANY :

[REDACTED]
Levittown, NY
[REDACTED]

DATE OF REPORT : 07/02/2008
DATE OF LOSS : 06/30/2008
POLICY NUMBER :
CLAIM NUMBER : 010683093086gd01
OUR FILE NUMBER : 180-2684
ADJUSTER NAME : Bruce Haynes

Photo ID : 5-2-08 013.jpg



Photo # : 13
Date :
Taken By : Adjuster

Comment :
roof - front

Photo ID : 5-2-08 014.jpg



Photo # : 14
Date :
Taken By : Adjuster

Comment :
driver'sseat

INSURED LOCATION	: [REDACTED]	DATE OF REPORT	: 07/02/2008
COMPANY	: [REDACTED]	DATE OF LOSS	: 06/30/2008
	: Levittown, NY	POLICY NUMBER	:
		CLAIM NUMBER	: 010683093086gd01
		OUR FILE NUMBER	: 180-2684
		ADJUSTER NAME	: Bruce Haynes

Photo ID : 5-2-08 015.jpg



Photo # : 15
Date :
Taken By : Adjuster

Comment :

front seat area floor
passenger area

Photo ID : 5-2-08 016.jpg



Photo # : 16
Date :
Taken By : Adjuster

Comment :

assorted burned and
wet contents

INSURED	[REDACTED]	DATE OF REPORT	: 07/02/2008
LOCATION	[REDACTED]	DATE OF LOSS	: 06/30/2008
	: Levittown, NY	POLICY NUMBER	:
COMPANY	[REDACTED]	CLAIM NUMBER	: 010683093086gd01
	:	OUR FILE NUMBER	: 180-2684
	:	ADJUSTER NAME	: Bruce Haynes

Photo ID : 5-2-08 017.jpg



Photo # : 17
Date :
Taken By : Adjuster

Comment :

license plate on rear
of truck

Fleet Request for Consumer Affairs Investigation

Date: 7/9/2008

Supporting documents included in fax? NO YES (# Pages _____)

FLEET INFO

Fleet Name: [REDACTED]
Address: [REDACTED]
Reading, PA [REDACTED]

Contact: _____
Title: _____
Phone: _____

RECEIVED
JUL 09 2008

VEHICLE INFORMATION

VIN: 1FDWE35L98D [REDACTED]
Vehicle Type: Ford straight truck 16'

Mileage: 22,000
Year: 2008

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JUL 14 2008

OFFICE OF THE
GENERAL COUNSEL

VEHICLE LOCATION

Name of Business or Dealer: Penske

Contact: _____ Title: _____

Dealership Involved: _____

Address: 3000 Expressway Drive S. Phone: 631-348-1728

Central Islip, NY 11722

PRODUCT LIABILITY TYPE

Accident OR Fire (circle one) Date of Occurrence: 6/30/2008

Injury? NO YES Describe: _____

Description of Concern: Fire spontaneously started in cab on driver side, electrical in nature

Fire damaged customer cargo.

** Do not request investigation if repairs have been completed.

NAFS CONTACT (If applicable)

Name: _____ CDS ID: _____

Phone: _____ Fax: _____

ATTORNEY INFORMATION (If applicable)

Attorney Involved? YES NO

If yes, Attorney's Name: _____ Phone #: _____

ADDITIONAL COMMENTS/INSTRUCTIONS: _____

E-Mail to: NAFSLP@ford.com

Fax to: 888 683-9898



CRAIG/is Ltd.

Insurance Services

PO Box 40569 Jacksonville Florida 32203-0569
Voice 904.807.2500 Fax 904.807.2510

DEC 14 2006

Thursday, December 7, 2006

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

Your Insured : Ford Motor Company
Your Claim No : MD-3NE-B

Dear Sir/Madam,

We represent [REDACTED] in the recovery of this subrogation claim. You were provided with documentation that supports the merit of this claim.

To date we have yet to hear from you and would like to move this matter towards a prompt resolution. Please call the undersigned and let us know your position so we may proceed accordingly. Thank you.

Respectfully,

Michael Dass
Senior Recovery Associate
CRAIG/is Ltd.
225 Water Street, Suite 1700
Jacksonville, FL 32202
Voice 904.807.2526
Fax 904.807-2626
mdass@craig-is.com

CRAIG/is Complex Claims Group
FFIC Project
P.O. Box 40569
Jacksonville, FL 32203-0569

Voice: (800) 587-1679 Opt #3
Fax: (904) 807-2510
Email: pscc@craig-is.com

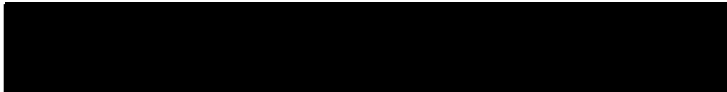
CRAIG/is Ltd.

525339
Lyn

Insurance Services

PO Box 40569 Jacksonville Florida 32203-0569
Voice 904.807.2500 Fax 904.807.2510

Wednesday, November 15, 2006



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

Claim No: 00506290268 - QT_CCGS
Claim Amount: \$29,001.81
Loss Date: March 2, 2006
Loss Location: Magnolia Drive Community Home, Welsh, LA
Loss Type: Property Damage - \$29,001.81

Your Insured : Ford Motor Company
Your Claim No : MD-3NE-B

7/06

Dear Attn : Consumer Affairs:

We have been retained by [REDACTED] and its subsidiaries, including The American Insurance Company with regard to a subrogation claim arising out of the above referenced loss. This letter shall serve as notice that a claim is being made under the insurance policy afforded to your insured for a loss which occurred on March 2, 2006 in the amount of \$29,001.81 which includes our insured's deductible.

Our investigation has determined the negligence of your insured to be the proximate cause of loss.

In the event that your investigation has been completed, kindly forward your settlement draft to our address below, payable to our client [REDACTED] in the amount of \$29,001.81. Should you wish to further discuss this loss, do not hesitate to contact our office at the telephone number or email address below.

Sincerely,

CRAIG/is Complex Claims Group

CRAIG/is Complex Claims Group
FFIC Project
P.O. Box 40569
Jacksonville, FL 32203-0569

Voice: (800) 587-1679 Opt #3
Fax: (904) 807-2510
Email: pscc@craig-is.com

Confidential

Draft Payments Detail Report
Paid as of November 15, 2006

Claim No: 00506290268

Asterisk (*) denotes surcharge for un-allocated expenses per state statute.

<u>Draft #</u>	<u>Issue Date</u>	<u>Reason</u>	<u>Payee</u>	<u>Amount</u>	<u>Suffix</u>
03297605	03/27/06	ERAC1422-D976572770000082731		\$1,063.13	AOC
49617553	03/21/06	COMP LOSS/500 DED/2006 FORD F350/VEHICLE IS A TOTAL LOSS		\$27,438.68	AOC
Total:				\$28,501.81	

Claim#00506290268

Salvage Worksheet

Amount paid for vehicle(ACV):

\$23,344.50

Towing Charges

\$0.00

Storage Charges

\$0.00

Additional costs or fees

\$0.00

Total Charges regarding Salvage

\$0.00

ACV

\$23,344.50

Plus Total Charges regarding Salvage

\$0.00

Total Amount Paid

\$23,344.50

Total amount Paid

\$23,344.50

Minus Salvage Proceeds Recovery

\$500.00

Total Claim Amount

\$22,844.50

FIR 05A9402EC

Bubba Oustalet
Chevrolet Cadillac Inc

★

* (337) 824-4712 * 1-(800) 738-2210 * FAX: (337) 821-6838 *
810 NORTH MAIN STREET • P.O. BOX 019
JENNINGS, LOUISIANA 70548
www.bubbaoustalet.com

BUBBA OUSTALET, INC.
FORD LINCOLN MERCURY TOYOTA

★ (337) 824-3673 ★ 1-(800) 738-3673 ★
246 NORTH BROADWAY • PO BOX 260
JENNINGS, LOUISIANA 70548
www.bubbaoustalet.com

ORDER NO 16059	BUYER MICHAEL LEGROS	TAG NO 315	456	INVOICE DATE 03/02/06	INVOICE NO FOCS113822
SALESPERSON [REDACTED]	LICENSE NO.	MILEAGE 4,003	COLOR OXFORD WHT/	STOCK NO. 6T479	
YEAR MAKE/MODEL D6/FORD TRUCK/ECONOLINE WAGON/WGN E-	DELIVERY DATE 12/30/05	DELIVERY MILE	VEHICLE ID NO. 1 F B N E 3 1 L 8 6 H	PRODUCTION DATE	
SELLING DEALER NO.	PRODUCTION DATE				
COMMENTS					

LABOR & PARTS JOB # 10F0Z ELECTRICAL WITH HEADLAMPS ON WHEN TURN AC ON LIGHTS IN DASH DIM ALSO TAIL LIGHTS GO OUT FUSE BURN REPLACE 1 20AMP FUSE IN FUSE BOX UNDER DASH	TECH(S):28	WARRANTY	<p>In the event that you, the customer, authorize commencement of work, you do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly, or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the disassembly, repair or service.</p> <p>SUPPLIER-A token charge equivalent to 10% percentage of the labor and parts charges is included for supplier used on your vehicle. Applicable supply items are: heat, coils, washers, caps, pins, bearings, shafts, solvent, rags, towels, solides, battery cleaner, wire window sealer, etc.</p> <p>TERMS: This account is due and payable on the 10th day of the month after the date hereof, and if not paid then, interest will be charged at the rate of 1 1/2% per month and if this account is referred to a lawyer for collection, 33% attorney's fees shall be charged thereon, and the undersigned customer acknowledges that he has read and understands this clause.</p> <p>I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in care of us. Theft or any other cause beyond your control or for any damage caused by the use of any of our parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto. In the event payment of invoice is not provided when due, and claim is placed with an attorney for collection, attorney fee is fixed at 10% of amount due, minimum fee of \$30.00.</p> <p>*The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Item. The Seller Hereby Expressly DISCLAIMS All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Hereby Assumes No Liability For Any Loss Or Damage To Assume For It Any Liability In Connection With The Sale Of This Item/Item.*</p> <p>REMOVE ALL VALUABLES FROM YOUR VEHICLE. NOT RESPONSIBLE FOR LOSS OR DESTRUCTION OF ANY VALUABLES.</p> <p>A MODEST FEE IS ADDED TO PROPERLY EXPEDITE THE DISPOSAL OF ENVIRONMENTAL WASTE PRODUCED BY YOUR VEHICLE, AND REMOVED DURING SERVICE.</p>
PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE JOB # 1 1 KEY KEY/BLANK JOB # 1 1 14526	JOB # 1 TOTAL PARTS	0.00	
JOB # 1 TOTAL LABOR & PARTS	0.00		
JOB # 2-11F0Z ACCESSORIES RECALL 05540 CHECK AND ADD GREASE AS PER RECALL	TECH(S):26	WARRANTY	
PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE JOB # 2 TOTAL PARTS	0.00		
JOB # 2 TOTAL LABOR & PARTS	0.00		
JOB # 3-35F0ZBK CHECK BRAKES CHECK BRAKES CHECK BRAKES NO CHARGE	TECH(S):26	WARRANTY	
PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE JOB # 3 TOTAL PARTS	0.00		
JOB # 3 TOTAL LABOR & PARTS	0.00		
JOB # 4-36F0ZGK CHECK TIRES CHECK TIRES CHECK TIRES NO CHARGE	TECH(S):26	WARRANTY	
PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE JOB # 4 TOTAL PARTS	0.00		
JOB # 4 TOTAL LABOR & PARTS	0.00		
JOB # 5-30F0Z1P OIL & FILTER REPLACE OIL AND FILTER REPLACED OIL AND FILTER	TECH(S):26	WARRANTY	
PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE JOB # 5 1 FJAZ 6731-4A FILTER ASY-OIL 4.95 JOB # 6 6 5K20 5K20 BULK OIL 1.60	JOB # 5 TOTAL PARTS	4.95 9.60 14.55	

PAGE 1 OF 2 CUSTOMER COPY (CONTINUED ON NEXT PAGE) 04:27 pm CUSTOMER SIGNATURE

Project
Time & Cost

PT&C Forensic Consulting Services, P.A.
(A Project Time & Cost, Inc. Company)

SERVICE BILL ITEMIZATION

A504-001
PT&C Project No

05/21/2006
Invoice Date

Randy Bruff / 1682
Consultant Name / Emp No.

00506290268
Claim No.

03/08/2006 05/19/2006
Begin - {Period} - End

Fireman's Fund Insurance Company
Insurance Company/Assigning Party

[REDACTED]
Insured/Property Owner

Magnolia Drive Community Home, Jennings LA
Property Name/Location

DATE	DESCRIPTION	TIME	MILEAGE	EXPENSES
03/08/2006 - Wed	Rec'd assignment set-up file	N/C		
03/10/2006 - Fri	Phone call with Janice English with Craig Services, they are putting other parties on notice.			
	Total daily hours	0.3		
03/17/2006 - Fri	Phone call with Janice English w/Craig Services; she still had not heard back from Ford or the dealership that sold the vehicle.			
	Total daily hours	0.3		
03/31/2006 - Fri	Traveled to Greenwell Springs, Louisiana Conducted an examination of a vehicle, photographed vehicle, removed debris Met with vehicle appraiser Tobie Hebert for car dealership Left message for Janice English Returned call from Janice English & gave a verbal report on my findings after inspecting the vehicle Left message for Jim Wright with Preferred Living Returned to office			\$ 1.00
	Total daily hours / miles	5.0	172	
04/04/2006 - Tue	Phone call to Jim Wright to discuss activity with van before and after fire. He will fax papers regarding event leading up to the fire			
	Total daily hours	0.3		
04/20/2006 - Thu	Rec'd call from Adjuster Bob Mert w/ Crawford and Company looking for some information about my findings at the vehicle that burned. Advised that no information could be released at this time.			
	Total daily hours	0.3		
04/21/2006 - Fri	Rec'd call from Adj. Bob Mert; he wanted to provide me information he rec'd from fire officials.			
	Total daily hours	0.3		\$ 1.00
05/19/2006 - Fri	Created a pdf document with 29 photograph images First and Final Report			
	Total daily hours	1.5		

PT&C Forensic Consulting Services, P.A.
(A Project Time & Cost, Inc. Company)

SERVICE BILL ITEMIZATION

A504-001
PT&C Project No

05/21/2006
Invoice Date

Randy Bruff / 1682
Consultant Name / Emp No.

00506290268
Claim No.

03/08/2006 05/19/2006
Begin - (Period) - End

Fireman's Fund Insurance Company
Insurance Company/Assigning Party

[REDACTED]
Insured/Property Owner

Magnolia Drive Community Home, Jennings LA
Property Name/Location

DATE	DESCRIPTION	TIME	MILEAGE	EXPENSES	
REMIT PAYMENT TO:		LABOR SUMMARY			
PT&C Forensic Consulting Services, P.A. 2727 Paces Ferry Road Suite 1-1200 Atlanta, Georgia 30339 FEIN 58-1482176 For Inquires, Contact: Ms. Joan Larsen Phone: (770) 444-9799 Fax: (770) 444-9808 e-mail: joan.larsen@ptcinc.com		Total Time		8.0	
		Billing Rate		\$ 125.00	
		Total Labor		\$ 1,000.00	
		Admin Fee		\$ 75.00	
		EXPENSE SUMMARY			
		Total From Above		\$ 2.00	
		Mileage @ \$0.65	172	\$ 111.80	
		Photos @ \$1.00	29	\$ 29.00	
		Total Expenses		\$ 142.80	
		State Tax (Service Fees)	0.00%	\$ -	
TOTAL AMOUNT DUE :		\$ 1,217.80			

Rev. 2006 0401

RETAIL PURCHASE AGREEMENT

246 North Broadway
P.O. Box 260
Jennings, LA 70546

www.bubbaoustalet.com
bubbaford@earthlink.net



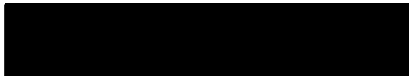
V# 614

Phone (337) 824-3673
Fax (337) 821-5628
Toll Free 1-800-738-3673

BUYER NAME THOMAS SWITH		DATE 3/15/2006		INVOICE NO.		STOCK NO. 07479	
CITY MULLEN		PARISH JEFFERSON		STATE LA			
DRIVER'S LICENSE NUMBER 72-113407801		SOCIAL SECURITY NUMBER		DATE OF BIRTH		PREVIOUS OWNER	
NEW / USED USED	YEAR 2005	MAKE FORD	MODEL TRUCK	ADDITIONAL MODEL F350	SEAT TYPE ABS	ODOMETER READING 107	
EXTERIOR COLOR WHITE		INTERIOR		KEY TRAINER		AND	
MADE IN							
ACTUAL CASH VALUE		BASE PRICE		27719.99			
TRADE #1 ALLOWANCE		TRADE IN VALUE		0			
YEAR/MODEL		ENGINE		CYL			
VIN		TRANS		AUTOMATIC			
LIC		AC		CLIMATE CONTROL			
CYL		POWER EQUIPMENT		STEEL			
TRADE #2 ALLOWANCE		BRAKES		SEAT BELT WINDOWS			
YEAR/MODEL		VIN					
LIC		ODOMETER					
CYL		COLOR		TRANS DR			
PAY OFF TO		TOTAL PRICE: VEHICLE & ACCESS.		\$ 27719.99			
DO YOU KNOW OF ANYONE INTERESTED IN YOUR PRESENT CAR		TRADE IN VALUE		0			
NAME		REBATE		\$ 1750.00			
ADDRESS		TOTAL		\$ 25969.99			
PHONE		SALES TAX		8.00 % 2077.28			
INSURANCE: LIABILITY/COMP/COLLISION		OTHER FEES/CHARGES PLEASED TO BE PAID		20.00			
AGENT		DOCUMENTARY & NOTARY FEE		\$ 50.00			
PHONE NO.		TITLE		10.00			
COMPANY		LICENSE		40.00			
POLICY NUMBER		TENS TAG / INSPECTION		5.00 10.00			
EXTENDED SERVICE PLAN		TOTAL TAX & FEES		\$ 2227.76			
TYPE PRICE							
MONTHS MALES							
<p>For and in consideration of the amount shown, I do hereby bargain, sell, and deliver unto BUBBA OUSTALET FORD LINCOLN MERCURY Inc., the above described vehicle. I warrant the title in said vehicle and that same is free from encumbrances and all debts except as shown hereon. BUBBA OUSTALET FORD LINCOLN MERCURY Inc., does assume that I have a good right to sell and deliver the above automobile and that the end possession I will warrant against the claims of all parties whatsoever.</p> <p>It is agreed and understood that no warranties of any kind or character, either expressed or implied, are made by you of and concerning the car to be delivered to me, other than the usual manufacturer's warranties.</p> <p>In the event of increase in price by manufacturer before delivery I agree to pay the difference in price. I understand</p>							

<p>It is agreed and understood that no warranties of any kind or character, either expressed or implied, are made by you of and concerning the car to be delivered to me, other than the usual manufacturer's warranties.</p> <p>In the event of increase in price by manufacturer before delivery I agree to pay the difference in price. I expressly ordered the accessories installed on this car.</p> <p>The above comprises the entire agreement to this purchase and no other agreement of any kind, verbal understanding or promise whatsoever, will be recognized.</p> <p>I authorize an investigation of my credit history and the release of that information.</p> <p><i>Fox Preferred Living</i> <small>BURBA GUSTALET FORD LINCOLN-MERCUURY Inc. 337-363-2464</small></p> <p>PURCHASE SIGNATURE ACCEPTED BY _____</p>	<table border="1"> <tr> <td>TITLE</td> <td>EXCISE</td> <td>LICENSE</td> <td>REG. DU</td> </tr> <tr> <td>TEMP. TAG / INSPECTION</td> <td>4.00</td> <td>10.00</td> <td></td> </tr> <tr> <td>TOTAL TAX & FEES</td> <td colspan="3">\$ 22.00</td> </tr> <tr> <td>TOTAL VEHICLE/TAX & FEES</td> <td colspan="3">\$ 2813.77</td> </tr> <tr> <td>BALANCE OWED (TRADE-IN)</td> <td colspan="3">\$</td> </tr> <tr> <td>CASH SALE OR DOWN PAYMENT</td> <td colspan="3">\$</td> </tr> <tr> <td>BALANCE DUE</td> <td colspan="3">\$ 2813.77</td> </tr> <tr> <td colspan="4">THIS IS NOT AN ORDER UNTIL ACCEPTED BY AN OFFICIAL OF THE COMPANY.</td> </tr> </table>	TITLE	EXCISE	LICENSE	REG. DU	TEMP. TAG / INSPECTION	4.00	10.00		TOTAL TAX & FEES	\$ 22.00			TOTAL VEHICLE/TAX & FEES	\$ 2813.77			BALANCE OWED (TRADE-IN)	\$			CASH SALE OR DOWN PAYMENT	\$			BALANCE DUE	\$ 2813.77			THIS IS NOT AN ORDER UNTIL ACCEPTED BY AN OFFICIAL OF THE COMPANY.			
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	BALANCE DUE	\$ 2813.77																															
	THIS IS NOT AN ORDER UNTIL ACCEPTED BY AN OFFICIAL OF THE COMPANY.																																

To: Stephanie Joler
1-800-562-1349



Total pages 4



CCC VALUESCOPE™

Claim Services

800-621-8070 • 605-367-1016

FAX 800-621-7070

CCC VALUESCOPE
Claim Services

Fireman's Fund Insurance
Market Report

Report Reference Number: 35492088
Claim reference: 005-06-290268
Loss Incident Date: 03/02/2006
Insured: [REDACTED]
Coverage Code: DAMAGE

Adjuster: Johler, Stephani
Date Submitted: 03/08/2006
Owner: [REDACTED]
Line Abbrev: UNK

Introduction

Fireman's Fund Insurance has conducted an appraisal of your 2006 Ford E350 4X2 3 door Van located in Welsh, LA. The appraisal information was then used to conduct research in your local market to determine the local market value of your car. This CCC ValueScope Market Report details the results of that research. It contains the following sections:

Section Title:

=====

Vehicle Valuation Summary
VINguard Vehicle Identification
VINguard VIN Vehicle History
Local Market Definition
Valuation Methodology
Vehicle Condition
Local Market Comparable Vehicles
Vehicle Model Information
NHTSA Vehicle Recall
Appraisal and Valuation Notes

Section Contents:

=====

Market Valuation with components
Vehicle configuration information
Vehicle history research
Local market basis
Method used to evaluate the vehicle
Vehicle's pre-accident condition
Comparable vehicles located in market
Characteristics of the loss vehicle type
NHTSA recall notices
Log notes for this file



CCC VALUESCOPE

Claim Services

800-621-8070 • 605-367-1016

FAX 800-621-7070

Valuation request: 35492088 (continued) 2006 FORD E350 4X2

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

DESCRIPTION OPTION

Odometer 4,003

Vehicle equipment:

STD AT - Automatic Transmission

STD OD - Overdrive

STD PS - Power Steering

STD PB - Power Brakes

STD AC - Air Conditioning

STD TW - Tilt Wheel

STD BS - Bucket Seats

STD DB - 4-Wheel Disc Brakes

STD DM - Dual Mirrors

STD 2P - 12 Passenger Seating

STD AB - Anti-Lock Brakes (4)

STD AG - Air Bag

STD RG - Passenger Air Bag

STD IW - Intermittent Wipers

	LOCAL MARKET VALUE
CCC Valuation Amount	\$ 21,550.00
Condition adjustment amount	+ 0.00
Actual Cash Value	<u>\$ 21,550.00</u>
Pre-tax amount	<u>\$ 21,550.00</u>
Sales tax 8.00%	+ 1,724.00
Value before deductible	<u>\$ 23,274.00</u>
DEDUCTIBLE	- 500.00
Adjusted vehicle valuation amount	<u>\$ 22,774.00</u>

The CCC Valuation Amount is the local market value of the loss vehicle. This amount includes mileage, packages and all options. As such, proper adjustments have been made for all options which are present on the loss vehicle. The method used to gather fair market values on current year vehicles involves finding new vehicles for sale at the time of valuation, and making necessary adjustments based on the new car prices. Package options are options included with that package. Non-factory options were not available from the factory at the time this vehicle was manufactured and any such options were installed at different location at a later date.

Automated sales tax calculation based on applicable state, county and municipal tax rates.



CCC VALUESCOPE™

Claim Services

800-621-8070 • 605-367-1016

FAX 800-621-7070

Valuation request: 35492088 (continued) 2006 FORD E350 4X2

===== VINguard Vehicle Identification =====

VIN: 1FBNE31L86H [REDACTED]

	Insurer Description	VINGuard Analysis
Year	2006	2006
Make	Ford	Ford
Model	E350 4X2	E350 4X2 Club Wagon
	E31	E31
Body style	3d Van	
Engine	8-5.4l-Fi	8-5.4l-Fi
Trans	Automatic Transmission Overdrive	
Restraints	AIR BAGS (DRIVER+PASS.)	Air Bags (Driver+Pass.)
Curb Weight		5,806
Odometer	4003	

This vehicle was assembled in LORAIN, OH

===== VINguard VIN Vehicle History =====

VINGuard has decoded this VIN without any errors.

ISO Vehicle History:

ISO response indicates no history for this VIN.

===== AutoCheck Vehicle History Report =====

AutoCheck Vehicle History Report

Experian Automotive

Report Run Date: 03/09/2006

Key: | N = No Problem Found | Y = Problem Found | I = Information Found

TITLE CHECK

THIS VEHICLE CHECKS OUT. AutoCheck database for this 2006 FORD E350 4X2 (1FBNE31L86H [REDACTED]) shows no historical events that indicate a significant automotive problem. These problems can indicate past automotive damage or warnings associated with the vehicle title.

Problems Checked Results Found

001/2511/500

TOTAL LOSS WORKSHEET

Date of Loss: 3/12	Claim Number: [REDACTED]
Date Reported to FFIC: 3/6	Date Reprt to T/L Unit: 3/8
Insured Claimant	Handling Adjuster: melinda 224
Regulation State: LA	Adjuster Phone #:
Liability Decision: Fire	Year, Make, Model: 2006 Ford E350

SALVAGE LOCATION: Bill's Tow 4003

COPART LOT #: 26990163

YARD #: 50 3/9 ✓

REPAIR COST:

% OF ACV:

Vehicle Owner: P.L.	Phone #: [REDACTED]	Atty Rep:
Lienholder: none	Phone #:	Acct # & Payoff:
Rental: Erac	Limits: \$1500	Dates: 3/3 - 3/28

Total Loss Evaluation:	CCC Request #: 15386/35492088
Comp ACV's:	Base Value \$ 21550
NADA:	Condition \$
Blue Book:	Taxes \$ 1724-
Old Damages:	DMV Fees \$ 26.50 99
	Sub Total \$ 23344.50
Value Lock:	Deductible \$ 500-
Invested:	Compromise \$
Stated:	Final Settlement \$ 22844.50

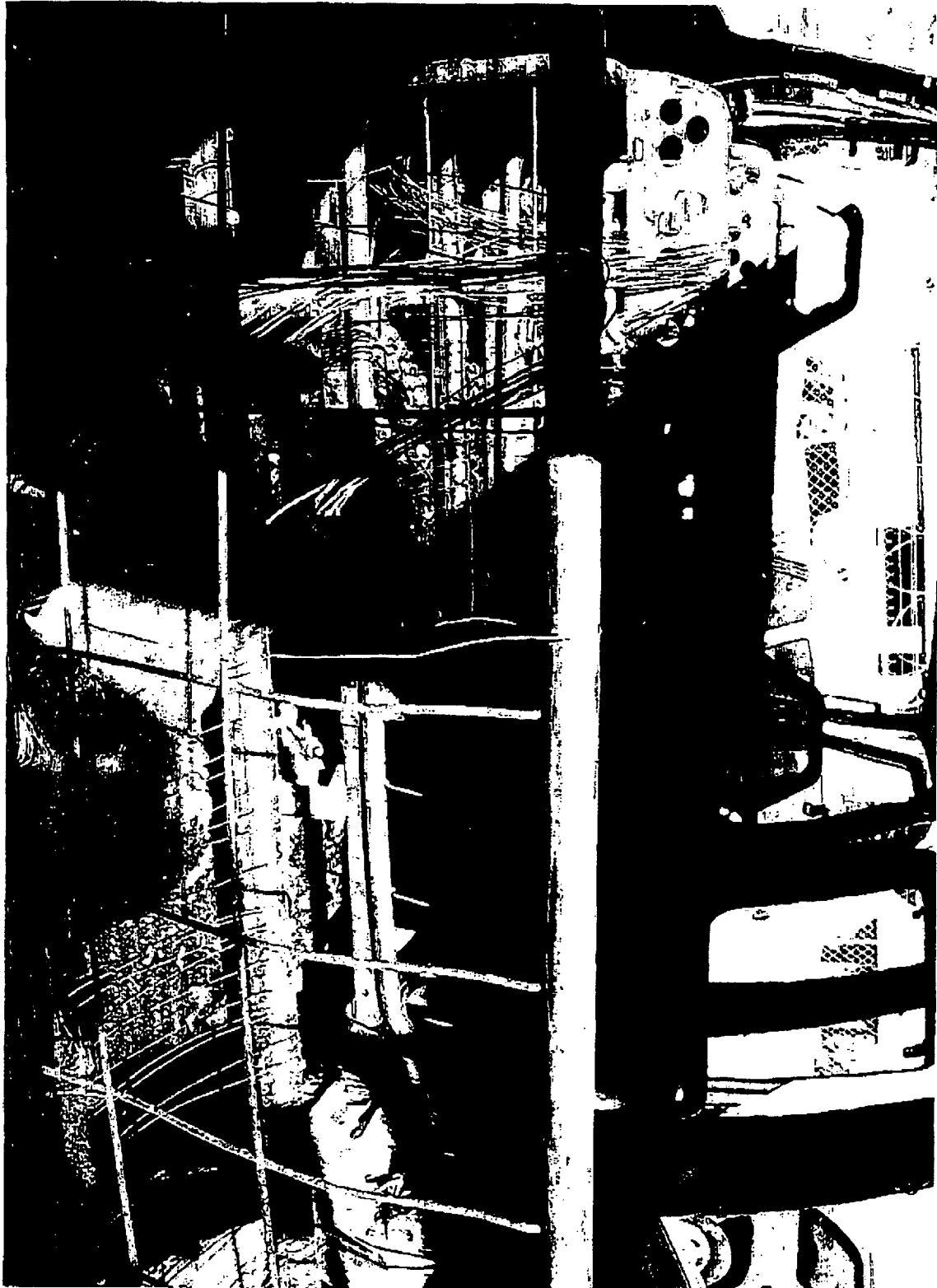
CUI Sent: Yes No N/A
 CCC Sent: Yes No N/A
 VVS Sent: Yes No N/A

- Contact Made
- Salvage Moved Safeguard Program Min/App Bid
- Excessive Charges Acknowledged/Addressed
- Rental Authorized/Extended
- CCC/VVS Evaluation Received
- Total Loss Threshold Exceeded
- Total Loss Template Completed by Branch HCO
- Settlement Offer(s) Extended/Documented/Accepted
- Required Forms/Documents Sent/Received
- Payment(s) Issued
- Total Loss Paperwork Reviewed/Forwarded to Salvage Yard
- Diary Set for Salvage/Recovery Follow-up (to salvage clerk)

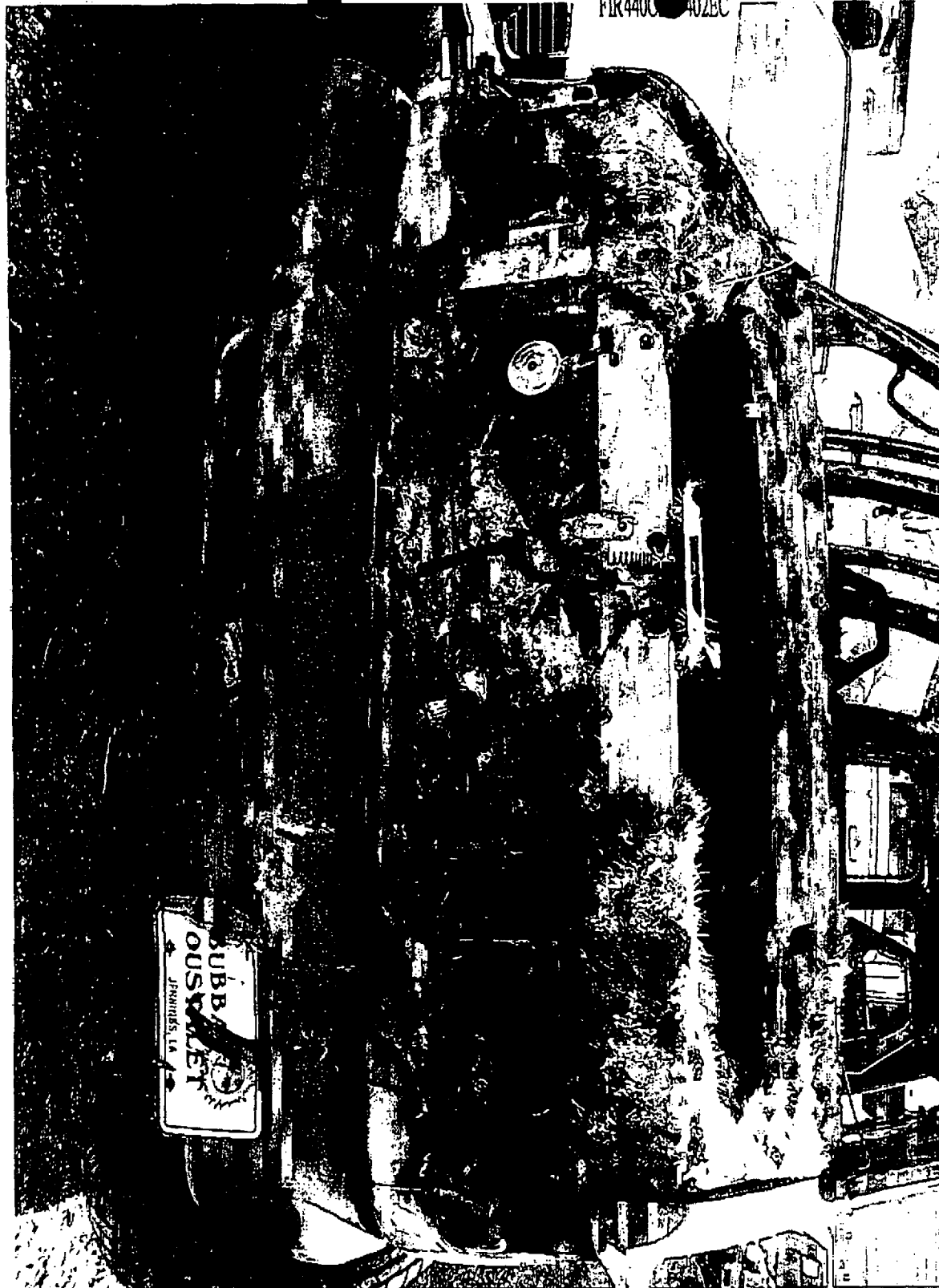


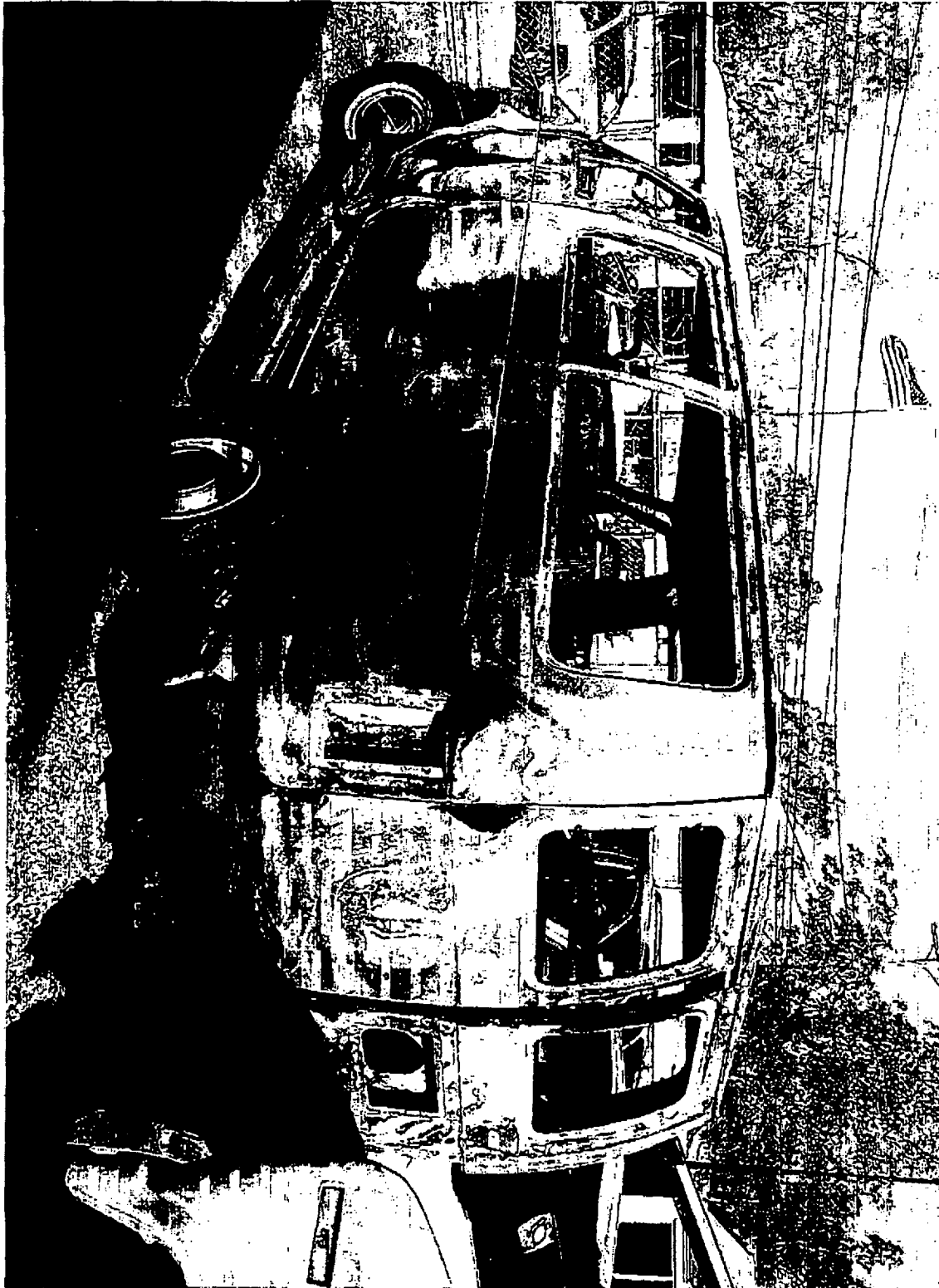
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FIR4400 402EC





FIR440C5A9402EC

MAR-06-2006 15:57 FROM:HUVAL INS.

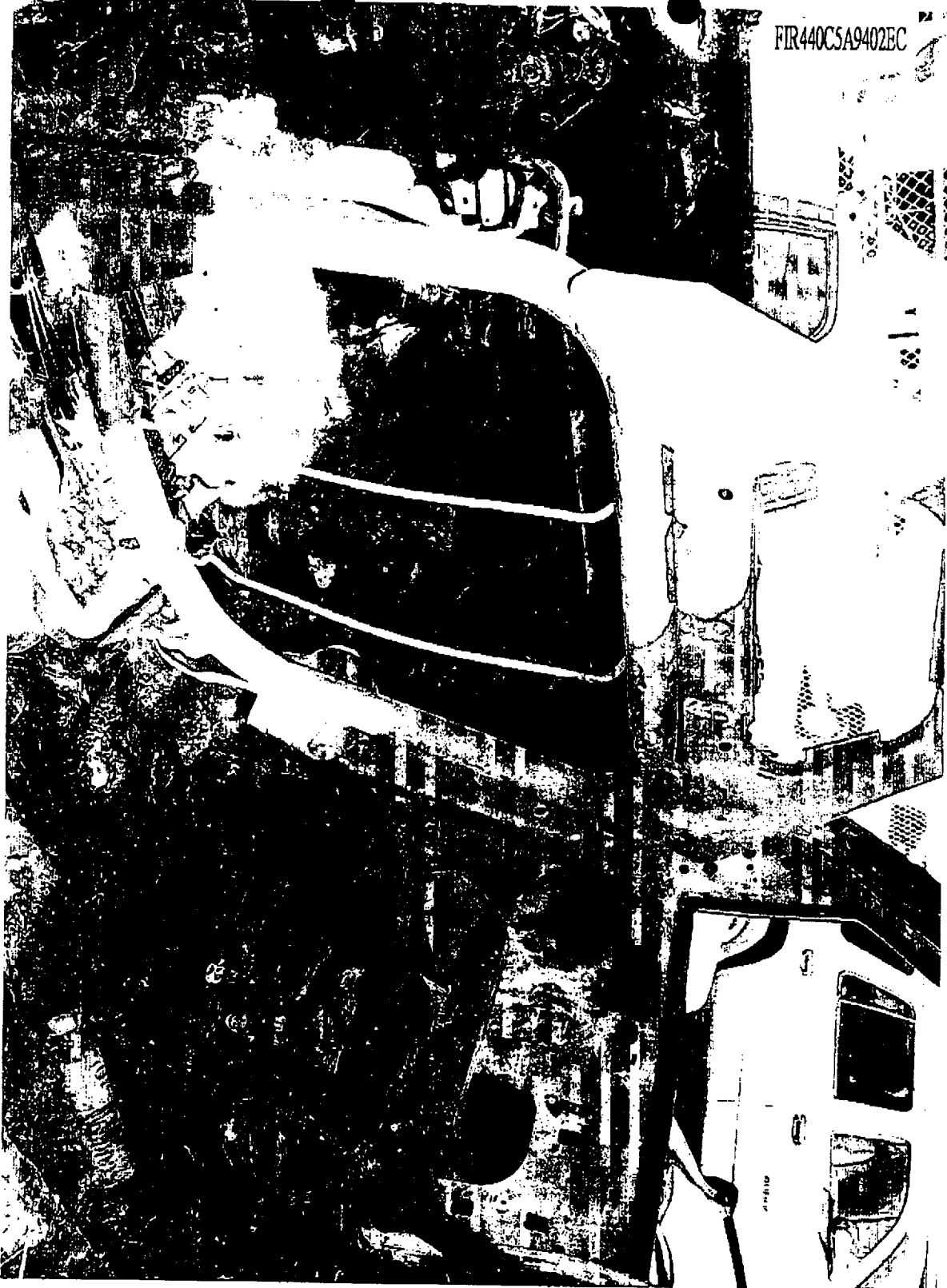
337 234 5175

TO:First Notice spr P.8/11



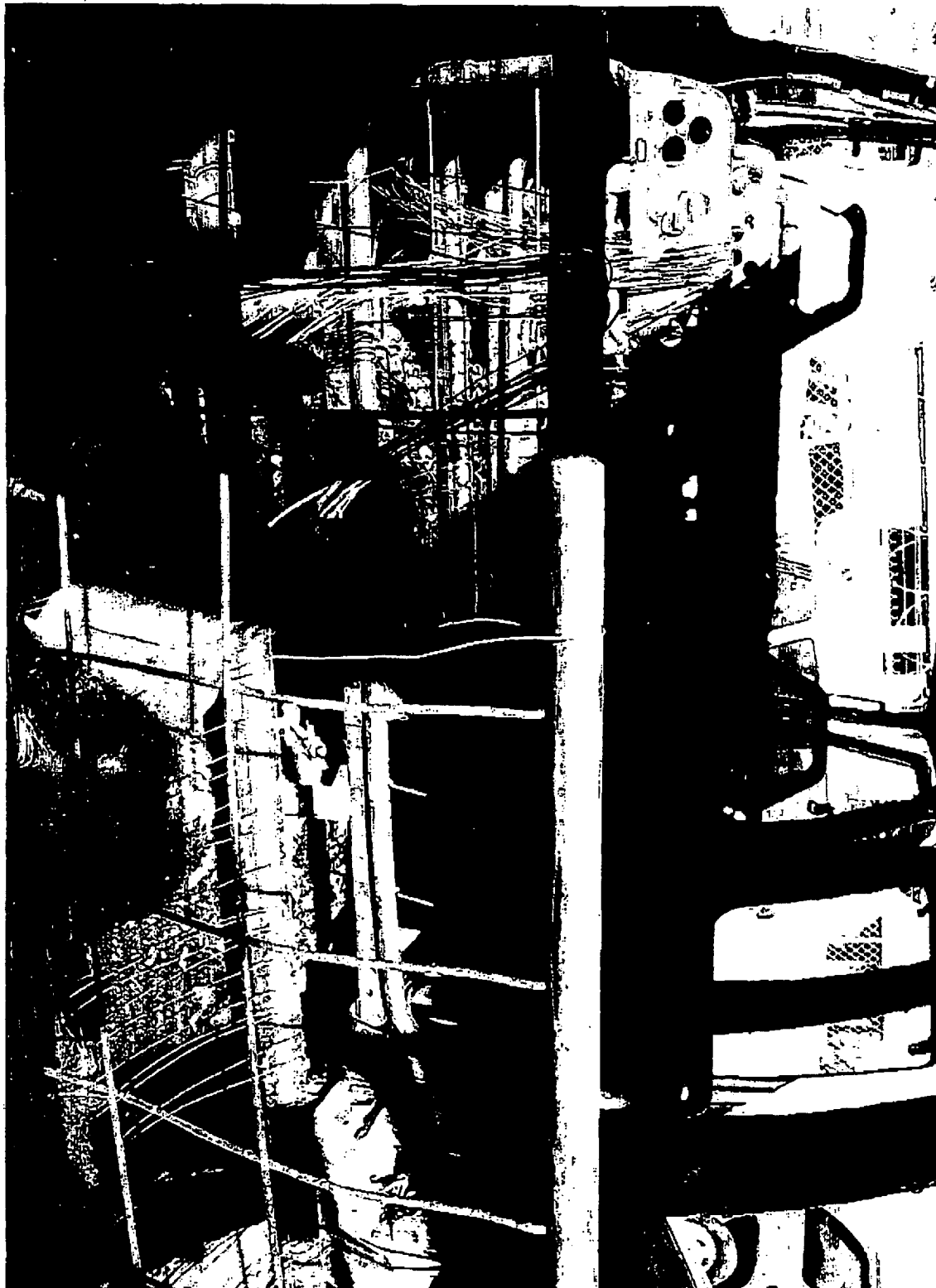


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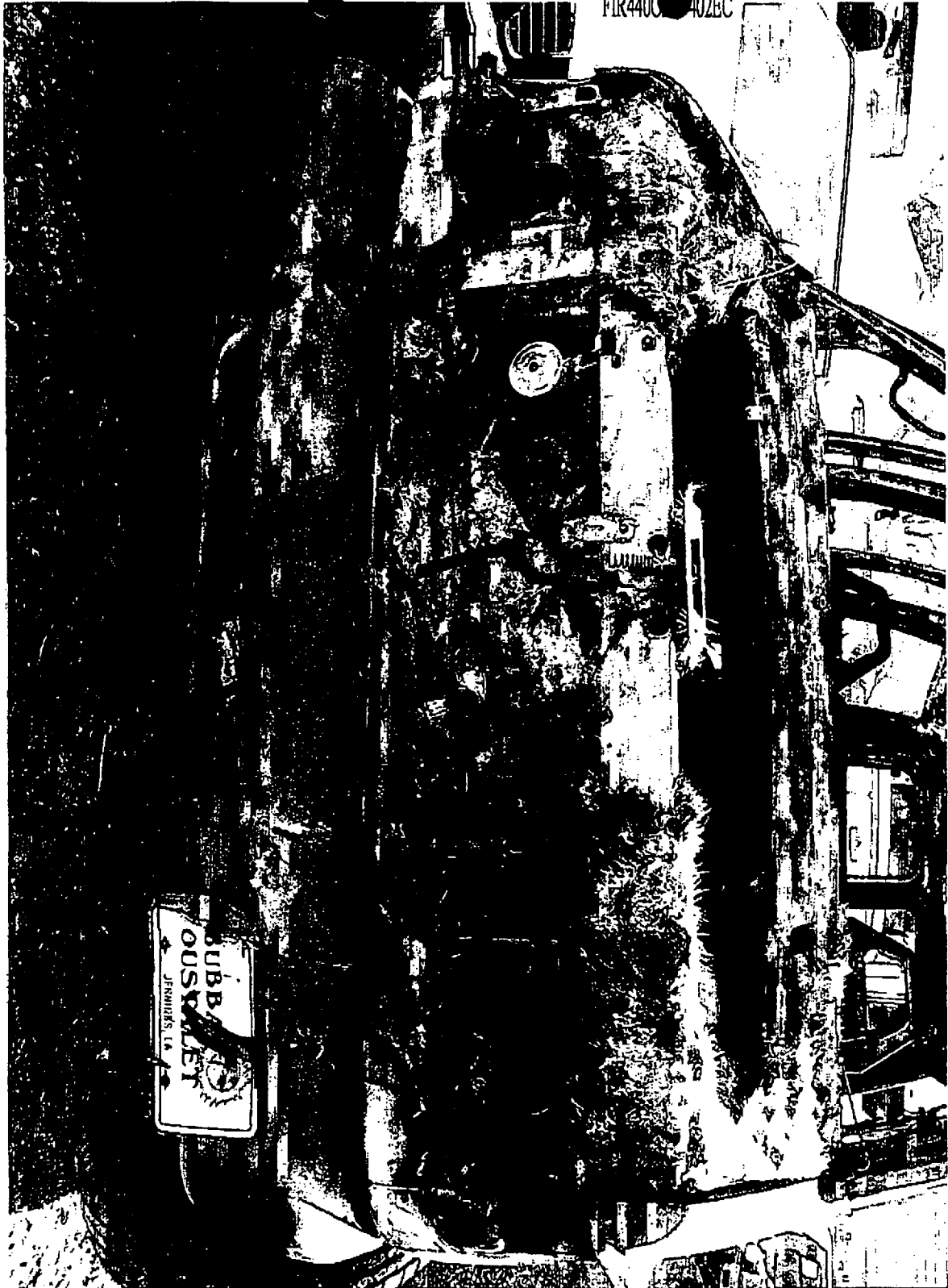


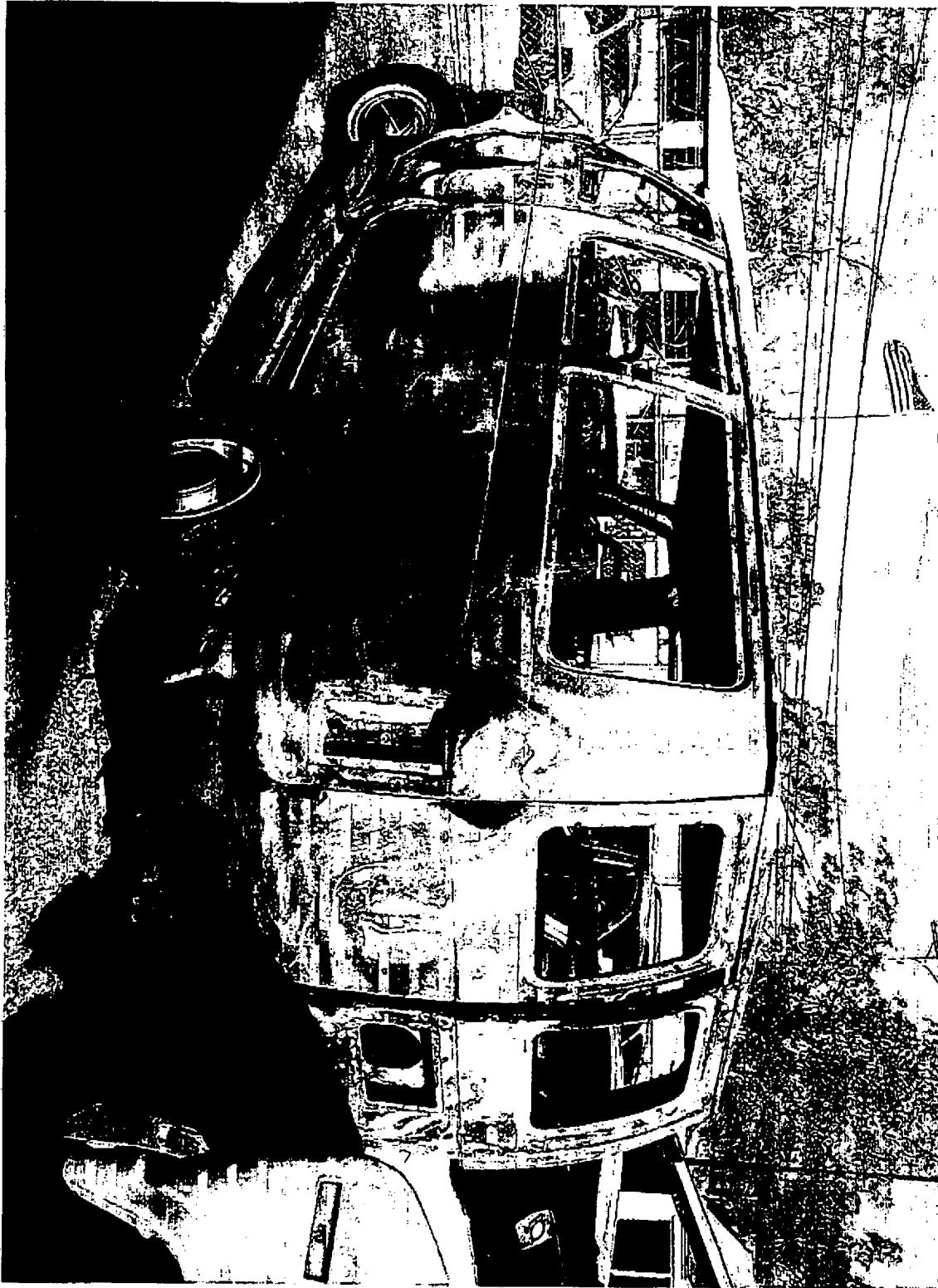
FIR440C5A9402EC





FIR4400 402EC







FIR440C5A9402EC

MAR-06-2006 15:58 FROM:HUMAL INS.

337 234 5175

TO:First Notice spr

P.9/11





Rental Company: [Redacted]
Invoice: [Redacted]

Bill To:

ATTN: STEPHANIE JOHLER

Billing Detail:

Rental Period: 3/3/06 to 3/18/06 (16 days)
Billed Period: 3/3/06 to 3/18/06 (16 days)

RENTER INFORMATION:

Renter: [Redacted]

[Redacted]

JENNINGS, LA [Redacted]
[Redacted]

Description	Rate:	Amount:
16 DAYS @	\$61.24	\$979.84
1 SALES TAX%	%8.50	\$83.29
TOTAL CHARGES:		\$1,063.13
Less Amount Received:		\$0.00
AMOUNT DUE.....		\$1,063.13

ADDITIONAL CLAIM INFORMATION:

Claim Number :005-06-290268-002
Claim Type: Insured
Vehicle Condition: Non-Driveable
Date Of Loss: 2/2/06
Insured Name: [Redacted]
Owner's Vehicle: 2006 FORD/E350
Additional Driver: PREFERED LIVING INC
EMPLOYEES

Repair Facility:
TOTALLED VEHICLE

(504) 111-1111

VEHICLES RENTED

Effective Date and Time	Year	Make	Model	VIN	Mileage
3/3/06 11:00 AM	2005	CHEV	E35P	1GAHG39U751 [Redacted]	1099

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:

[Redacted]
METAIRIE, LA [Redacted]
Federal ID [Redacted]

Total Charges: \$1,063.13
Less Amount Received: \$0.00
Total Amount Due..... **\$1,063.13**

Please include on your check:
Invoice: D976572-1422

CRAIG/is Ltd.

525339
Lym
Insurance Services

PO Box 40569 Jacksonville Florida 32203-0569
Voice 904.807.2500 Fax 904.807.2510

CLAIM AFFAIRS
SECTION

Tuesday, May 23, 2006

Our Client: The American Insurance Company a/s/o
[REDACTED]

6 MAY 31 A7:42

Ford Motor Company
P.O. Box 6248
Dearborn, MI 48126

Claim No: 00506290268 - INDPUNE30
Claim Amount: \$29,001.81
Loss Date: March 2, 2006
Loss Location: Welsh, LA
Loss Type: Property Damage - \$29,001.81

JUN 01 2006
[Signature]

Dear Ford Motor Company:

We have been retained by Fireman's Fund Insurance Company and its subsidiaries, including The American Insurance Company with regard to a subrogation claim arising out of the above-referenced loss. The information we have been provided identifies you as a party involved in this loss.

At this time, we are attempting to identify what the nature of your involvement was in this loss. Please fill out the bottom portion of this letter and return it to our office at your earliest convenience.

Should you wish to further discuss this loss, do not hesitate to contact our office at the telephone number or email address below.

Sincerely,

Mahendra Kannan

Detach and Return

Current Address: Street: _____
City: _____
State: _____ Postal Code: _____
Phone: _____ Cell Phone: _____ Other: _____

I am aware of a loss (fire, accident, etc.) that occurred on this date (circle) Yes No
I was a witness to the loss (circle) Yes No (Other) _____
I had insurance for this loss (circle) Yes No

My Agent/Broker is: _____ Phone: _____
My Insurance Company is: _____ Phone: _____
My Policy Number is: _____ My Claim Number is: _____
Our Claim Number: 00506290268 Mailing Name: Ford Motor Company

Mahendra Kannan
FFIC Project
P.O. Box 40569
Jacksonville, FL 32203-0569

Voice: (866) 866-6212 opt #2
Fax: (904) 807-2510
Email: MKannan@craig-is.com

Draft Payments Detail Report

Draft_Detail_Rpt.rtf

CRAIG/Is Ltd. Confidential - Internal Distribution ONLY

Report run on: May 23, 2006 4:11 PM

Asterisk (*) denotes surcharge for un-allocated expenses per state statute.

Page 1

Claim Number: 00506290268

Draft Number	Issue Date	Reason	Pay Status	Payee	Amount	Suffix
49617553	21-MAR-06	COMP LOSS/500 DED/2006 FORD F350/VEHICLE IS A TOTAL LOSS	C		\$27438.68	AOC
03297605	27-MAR-06	ERAC1422-D976572770000082731	C		\$1063.13	AOC
Total:					\$28501.81	

00506290268



Office of the General Counsel

PRIVILEGED & CONFIDENTIAL

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

April 3, 2006

Craig/Is Ltd.
P.O. Box 40569
Jacksonville, FL 32203-0569
ATTENTION: Janice English

RE: Your Insured: [REDACTED]
Your Claim #: 00506290268 - QT_PROP_R
DOL: March 2, 2006

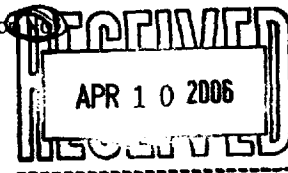
Dear Ms. English:

We acknowledge your recently submitted subrogation claim letter dated March 9, 2006. In order to assist us in evaluating your claim, we request that you provide us with the following information: (Please note that the information requested is in regard to the Ford manufactured vehicle.)

- 1. Attach your insured's statement with a complete description of the incident, including events that occurred prior to and subsequent to the loss.
- 2. A copy of the police and/or fire report.
- 3. Original color photographs of the vehicle's collision/fire damage & the alleged defective parts, from several different angles.
- 4. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
- 5. Original color photographs of the accident / fire scene from several different angles.
- 6. Attach a copy of your expert's report and the expert's original color photographs.
- 7. Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
- 8. Attach the complete service history for the subject vehicle, including any tune-ups or oil changes.

Please answer the following in the space provided. If you need additional space, please use the back of the form;

- 9. What was the city and state of occurrence: Welsh, LA
- 10. The 17 digit vehicle identification number: 1FBNE31L86H [REDACTED]
- 11. What was the mileage at time of occurrence: 4,026
- 12. What is the alleged defect: TBD - electrical
- 13. Has the alleged defective part been repaired or replaced? (circle one) Yes No



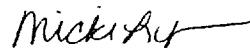
14. What is the current location of the vehicle, and the alleged defective part(s)? Greenwell LA
[Redacted]
15. List all after market additions or modifications that were made to the vehicle:
added running boards for safety
16. Was the engine running? (circle one) Yes or No
17. Were the keys in the ignition? (circle one) Yes or No
18. Was this vehicle purchased new or used: new - Bubba Ostalet
If purchased used, provide the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased: _____

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

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

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

Sincerely,



Micki Lynn
Claims Analyst

CRAIG/is Ltd.

535339

SURRO

Lynn

Insurance Services

PO Box 40569 Jacksonville Florida 32203-0569
Voice 904.807.2500 Fax 904.807.2510

Friday, April 21, 2006

Our Client: The American Insurance Company a/s/o

Claim No: 00506290268 - QT_PROP_R
Claim Amount: \$29,001.81
Loss Date: March 2, 2006
Loss Location: Welsh, LA
Loss Type: Property Damage - \$29,001.81

Ford Motor Company
P.O. Box 6248
Dearborn, MI 48126

Preferred Living

APR 26 2006
Ⓟ

Dear Ford Motor Company:

We have been retained by Fireman's Fund Insurance Company and its subsidiaries, including The American Insurance Company with regard to a subrogation claim arising out of the above-referenced loss. The information we have been provided identifies you as a party involved in this loss.

At this time, we are attempting to identify what the nature of your involvement was in this loss. Please fill out the bottom portion of this letter and return it to our office at your earliest convenience.

Should you wish to further discuss this loss, do not hesitate to contact our office at the telephone number or email address below.

Sincerely,

CRAIG/is Investigative Group

Detach and Return

6 APR 26 18:31
CUSTOMER AFFAIRS

Current Address: Street: _____
City: _____
State: _____ Postal Code: _____
Phone: _____ Cell Phone: _____ Other: _____

I am aware of a loss (fire, accident, etc.) that occurred on this date (circle) Yes No
I was a witness to the loss (circle) Yes No (Other) _____
I had insurance for this loss (circle) Yes No

My Agent/Broker is: _____ Phone: _____
My Insurance Company is: _____ Phone: _____
My Policy Number is: _____ My Claim Number is: _____
Our Claim Number: 00506290268 Mailing Name: Ford Motor Company

CRAIG/is Investigative Group
FFIC Project
P.O. Box 40569
Jacksonville, FL 32203-0569

Voice: (800) 866-6212 Opt.#4
Fax: (904) 807-2510
Email: investigative@craig-is.com

5010

CRAIG/is Ltd.

Insurance Services

CUSTOMER RELATIONSHIP CENTER
PO. Box 40569 Jacksonville Florida 32203-0569
Voice 904.807.2500 Fax 904.807.2510

Thursday, March 9, 2006

2006 MAR 16 10:01 AM
Dear Client: Fireman's Fund Insurance Company
a/s/o [REDACTED]

Claim No: 00506290268 - QT_PROP_R
Claim Amount \$0.00
Loss Date: March 2, 2006
Loss Location: Welsh, LA,
Loss Type:

Ford Motor Company
P.O. Box 6248
Dearborn MI 48126
USA

MAR 16 2006
(Handwritten initials)

CERTIFIED MAIL: 7004 1160 0003 3658 0491

RE: MD-3NE-B

Dear Consumer Affairs:

We represent Fireman's Fund Insurance Company in pursuing subrogation recovery of any insurance funds that Fireman's Fund Insurance Company may provide for this loss.

The FFIC client [REDACTED] suffered this loss as the result of a fire in their 2006 Ford Van E350, Vin # 1FBNE31L86H [REDACTED]

At this time a joint inspection of this vehicle is tentatively scheduled for March 31, 2006 at 10am. The location of this inspection will be 21595 Greenwell Spring Rd., Greenwell Spring, LA 70739, lot # 26990016, yard #50.

Please contact me in order to confirm whether your representative will attend this joint inspection. My direct phone number is 1-866-6213, Option #3.

Sincerely,

Janice English
Team Lead

CRAIG/is RFI Group
FFIC Project
P.O. Box 40569
Jacksonville, FL 32203-0569

Voice (866) 866-6213
Fax (904) 807-2617
Email saer@craig-is.com

CRAIG/is Ltd.

575339
Lyn
Sub 1.0
Insurance Services

PO Box 40569 Jacksonville Florida 32203-0569
Voice 904.807.2500 Fax 904.807.2510

Friday, March 10, 2006

Ford Motor Company
P.O. Box 6248

Dearborn MI 48126
USA

Our Client: Fireman's Fund Insurance Company a/s/o [REDACTED]
Inc
Claim No: 00506290268 - QT_PROP_R
Claim Amount: \$500,000
Loss Date: March 2, 2006
Loss Location: Welsh, LA,
Loss Type:

CUSTOMER
RELATIONS
CENTER

2006 MAR 21 A 9: 01

MAR 22 2006

9

Dear Ford Motor Company:

We have been retained by Fireman's Fund Insurance Company with regard to a subrogation claim arising out of the above-referenced loss. The information we have been provided identifies you as a party involved in this loss.

At this time, we are attempting to identify what the nature of your involvement was in this loss. Please fill out the bottom portion of this letter and return it to our office at your earliest convenience.

Should you wish to further discuss this loss, do not hesitate to contact our office at the telephone number or email address below.

Sincerely,

CRAIG/is RFI Group

Detach and Return

Date of Loss 03/02/2006 Name: Ford Motor Company
Current Street Address: Street _____
City _____
State _____ Zip _____
Home Telephone Number _____
Other Telephone Number _____

I am aware of a loss (fire, accident, etc.) that occurred on this date (circle): Yes No
I was a witness to this loss (circle): Yes No (Other)

I had insurance for this loss (circle): Yes No
My Agent/ Broker is: _____ PI# _____
My Insurance Company is: _____ PI# _____
My Policy Number is: _____ My Claim Number is: _____

CRAIG/is RFI Group
FFIC Project
P.O. Box 40569
Jacksonville, FL 32203-0569

Voice : (866) 866-6213
Fax : (904) 807-2617
Email : saer@craig-is.com

525339

Subro

Insurance Services

PO Box 40569 Jacksonville Florida 32203-0569
Voice 904.807.2500 Fax 904.807.2510

CUSTOMER
RELATIONS
CENTER

Thursday, March 9, 2006

2006 MAR 17 A 7:22

Our Client: Fireman's Fund Insurance Company
a/s/o [REDACTED]

Claim No: 00506290268 - QT_PROP_R

Claim Amount \$0.00

Loss Date: March 2, 2006

Loss Location: Welsh, LA,

Loss Type:

Ford Motor Company
P.O. Box 6248
Dearborn MI 48126
USA

MAR 23 2006

CERTIFIED MAIL: 7004 1160 0003 3658 0491

RE: MD-3NE-B

Dear Consumer Affairs:

We represent Fireman's Fund Insurance Company in pursuing subrogation recovery of any insurance funds that Fireman's Fund Insurance Company may provide for this loss.

The FFIC client ([REDACTED]) suffered this loss as the result of a fire in their 2006 Ford Van E350, Vin # 1FBNE31L86H [REDACTED]

At this time a joint inspection of this vehicle is tentatively scheduled for March 31, 2006 at 10am. The location of this inspection will be 21595 Greenwell Spring Rd., Greenwell Spring, LA 70739, lot # 26990016, yard #50.

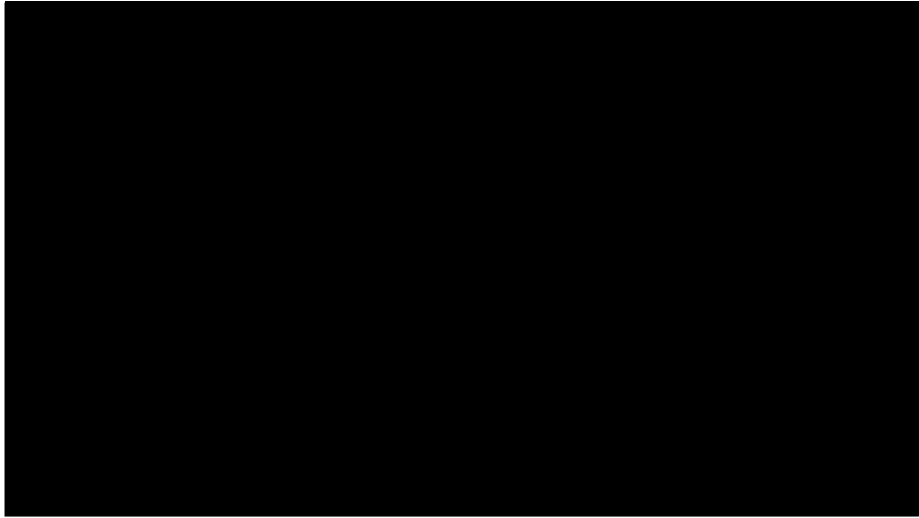
Please contact me in order to confirm whether your representative will attend this joint inspection. My direct phone number is 1-866-6213, Option #3.

Sincerely,

Janice English
Team Lead

CRAIG/is RFI Group
FFIC Project
P.O. Box 40569
Jacksonville, FL 32203-0569

Voice (866) 866-6213
Fax (904) 807-2617
Email saer@craig-is.com



PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 89440
Cleveland, OH 44101
Phone: (877) 818-0139
Fax: (888) 792-5922

November 30, 2009

Ford Motor Company
Product Claims
Attn: Michelle Hull
PO BOX 70
Dearborn, MI 48126

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

DEC 07 2009

OFFICE OF THE
GENERAL COUNSEL

DEC 04 2009

Type of Loss: FIRE CAUSED VEHICLE DAMAGE
VIN/DOT Number: 1FDXE45S85H [REDACTED]
Year: 2005
Make: FORD
Model: DUTCHMAN DURADO
Your Claim No: UNKNOWN
Our Insured: [REDACTED]
Address: [REDACTED] PENSACOLA, FL. [REDACTED]
Our Claim No: 09-4141339
Date of Loss: 11-04-09
Damages: \$ 80,000.00

NOTICE OF SUBROGATION CLAIM

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

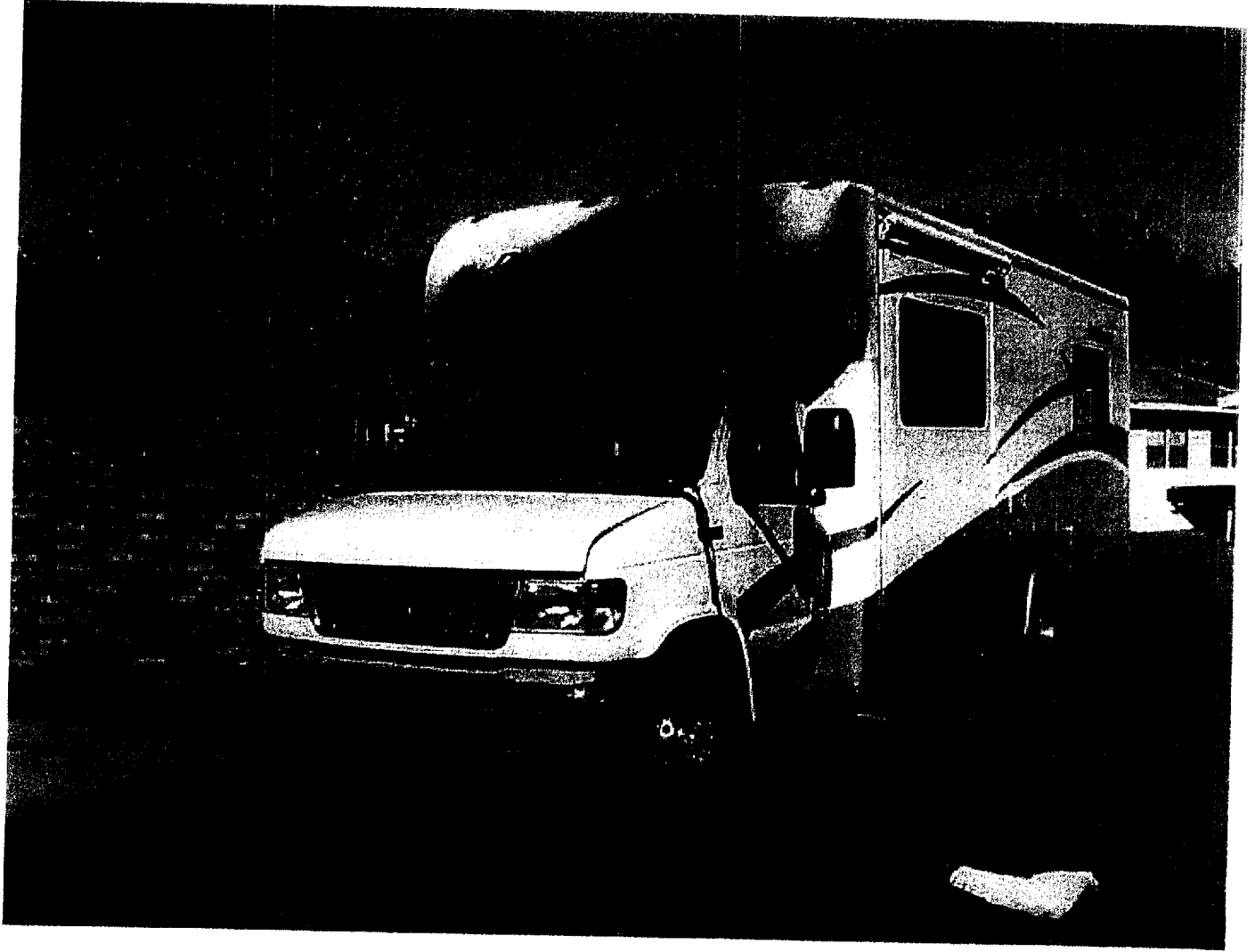
Please acknowledge receipt of my subrogation demand and forward your payment of \$80,000.00 to my attention, payable to "Progressive Select Insurance Co., as subrogee of [REDACTED], and remit to the following address:

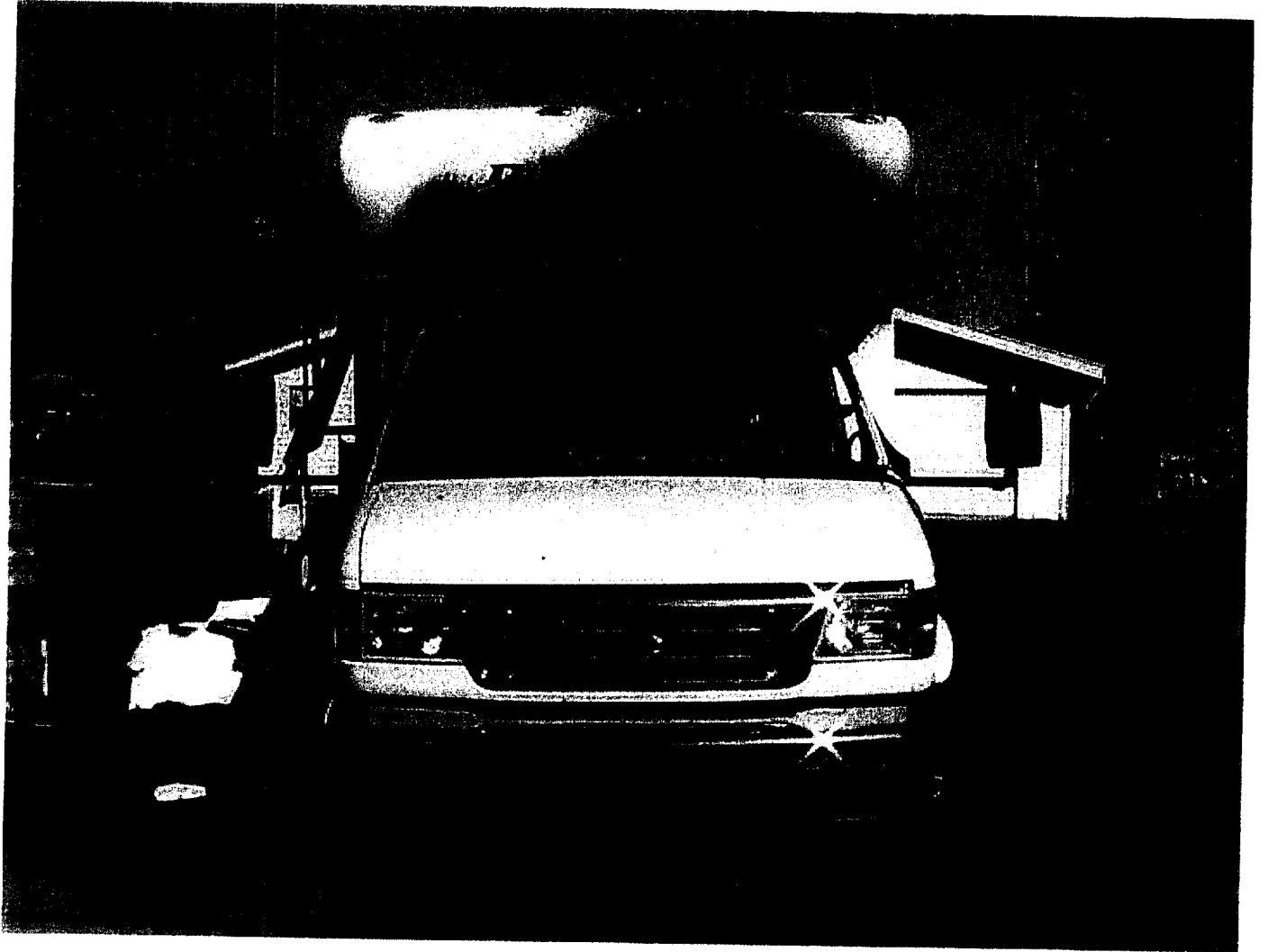
Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

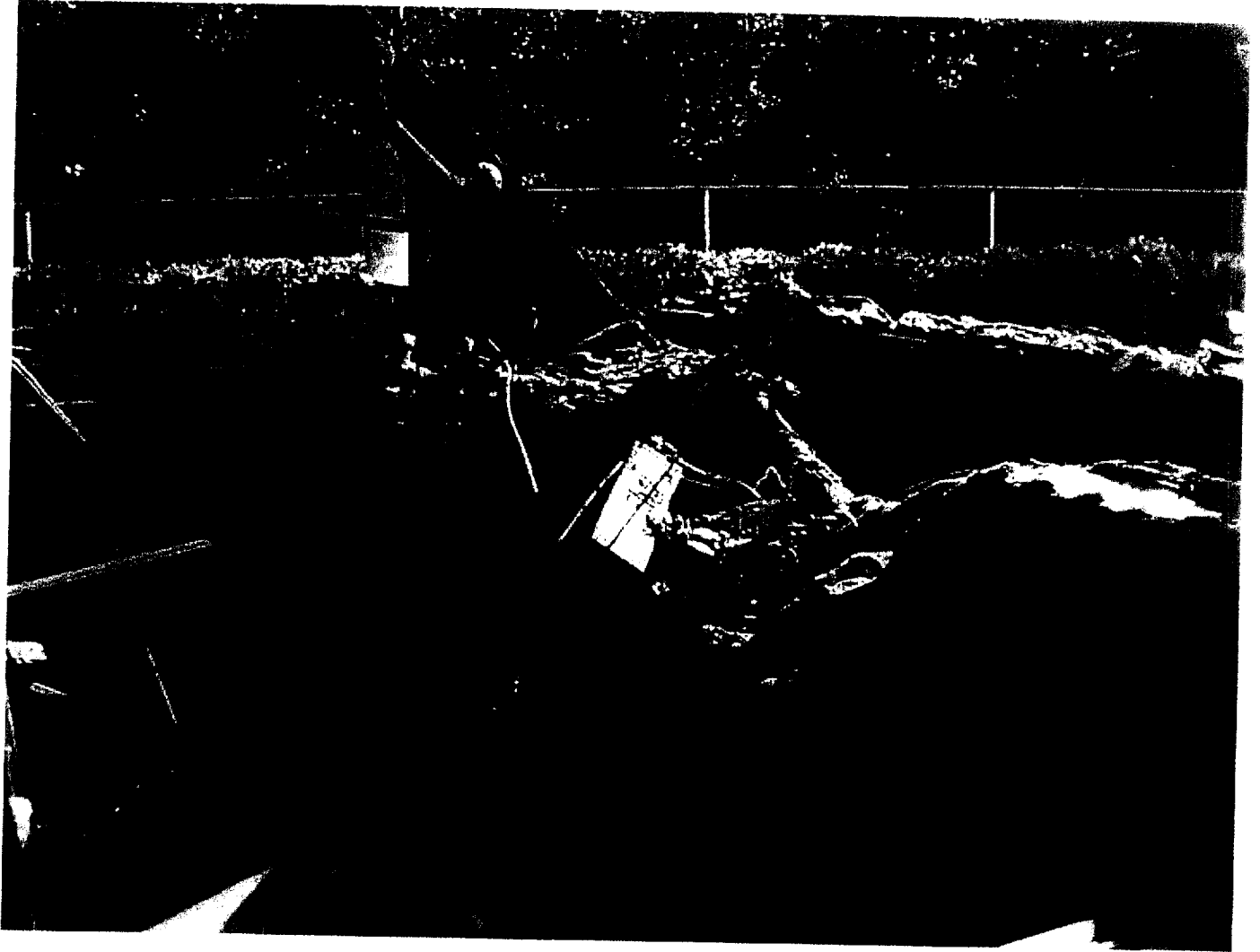
You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Stacey Stankus
Subrogation Representative
Progressive Select Insurance Co.
440.603.7533
Fax (888) 792-5922
Stacey_stankus@progressive.com
Enclosure

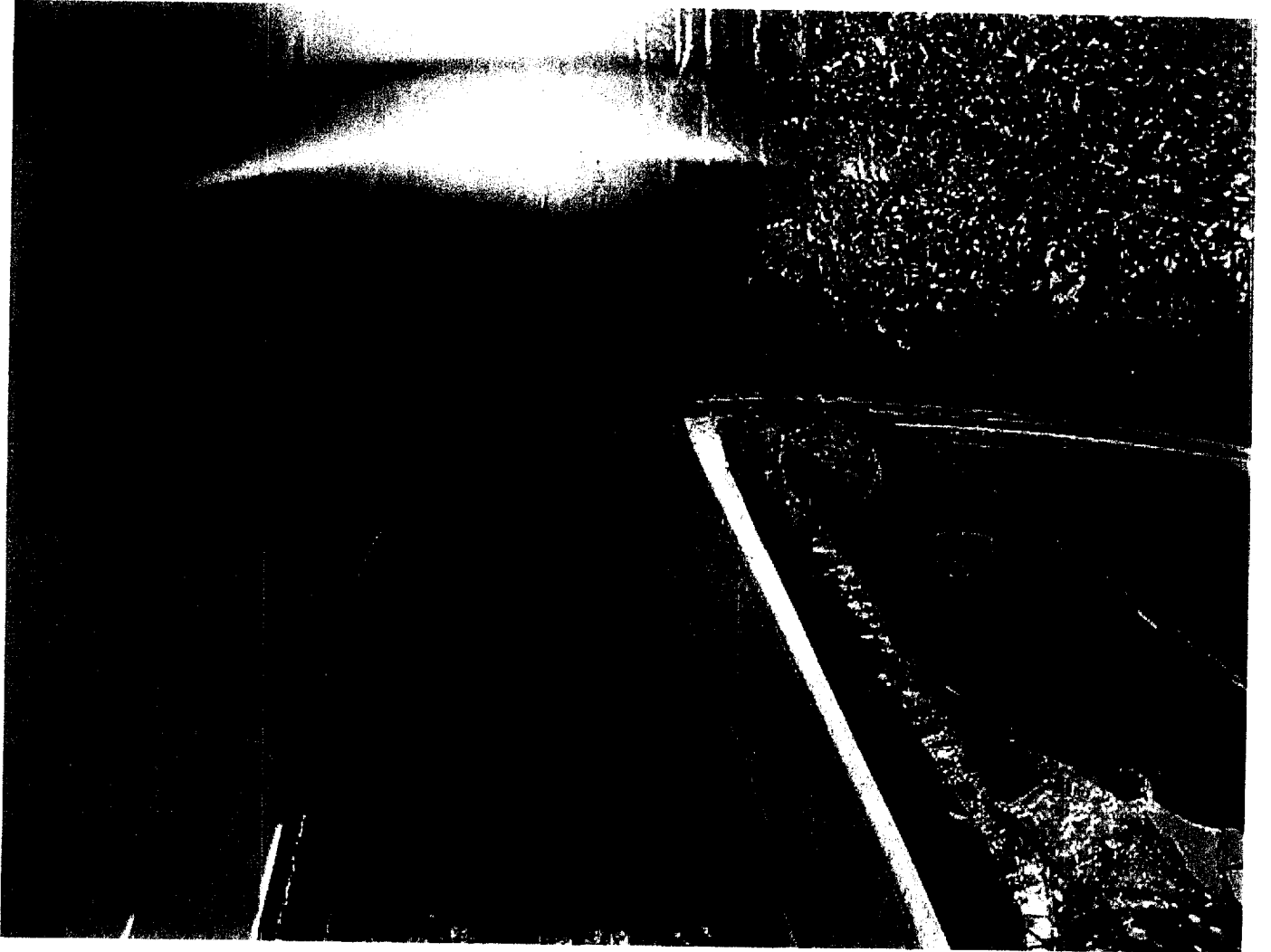




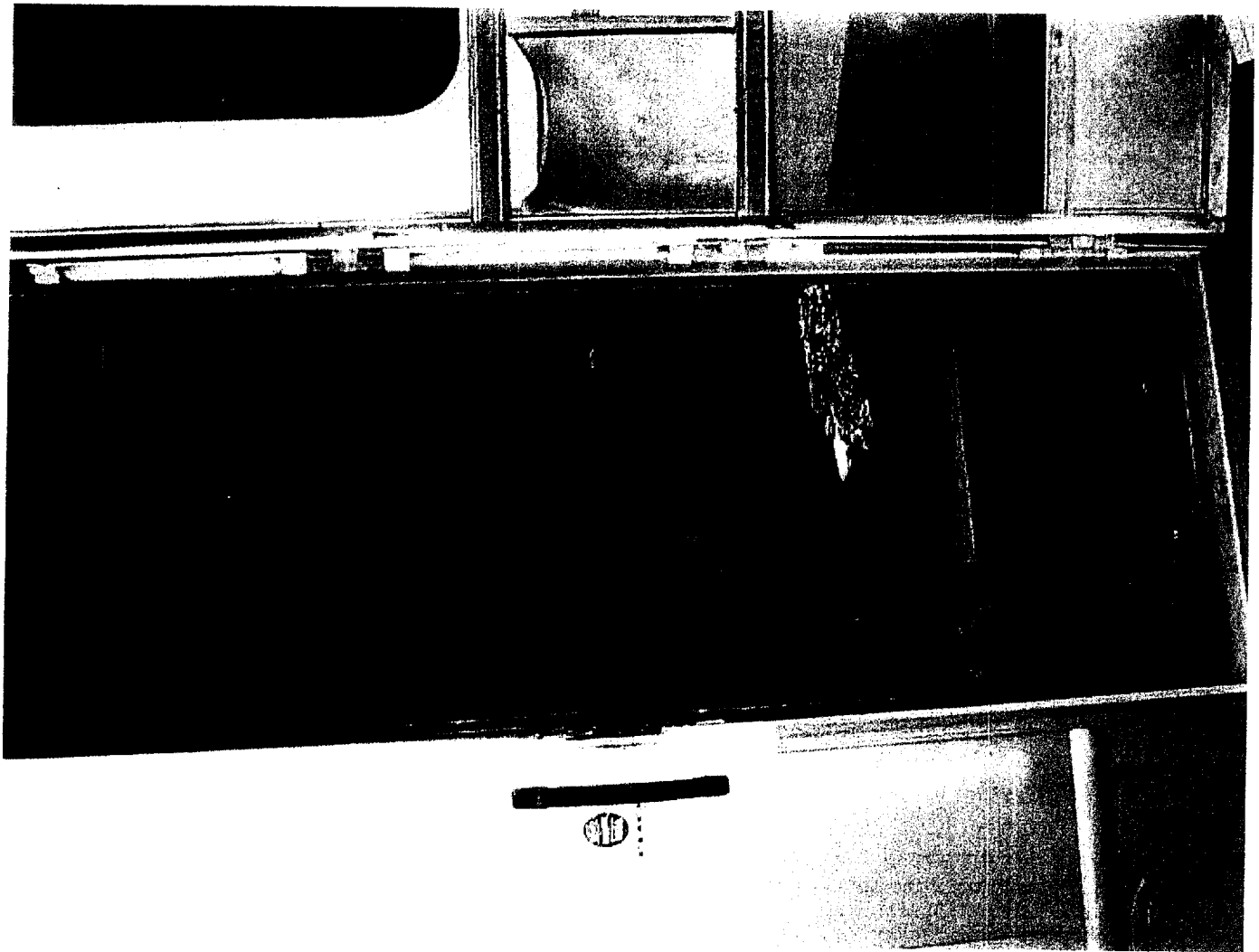


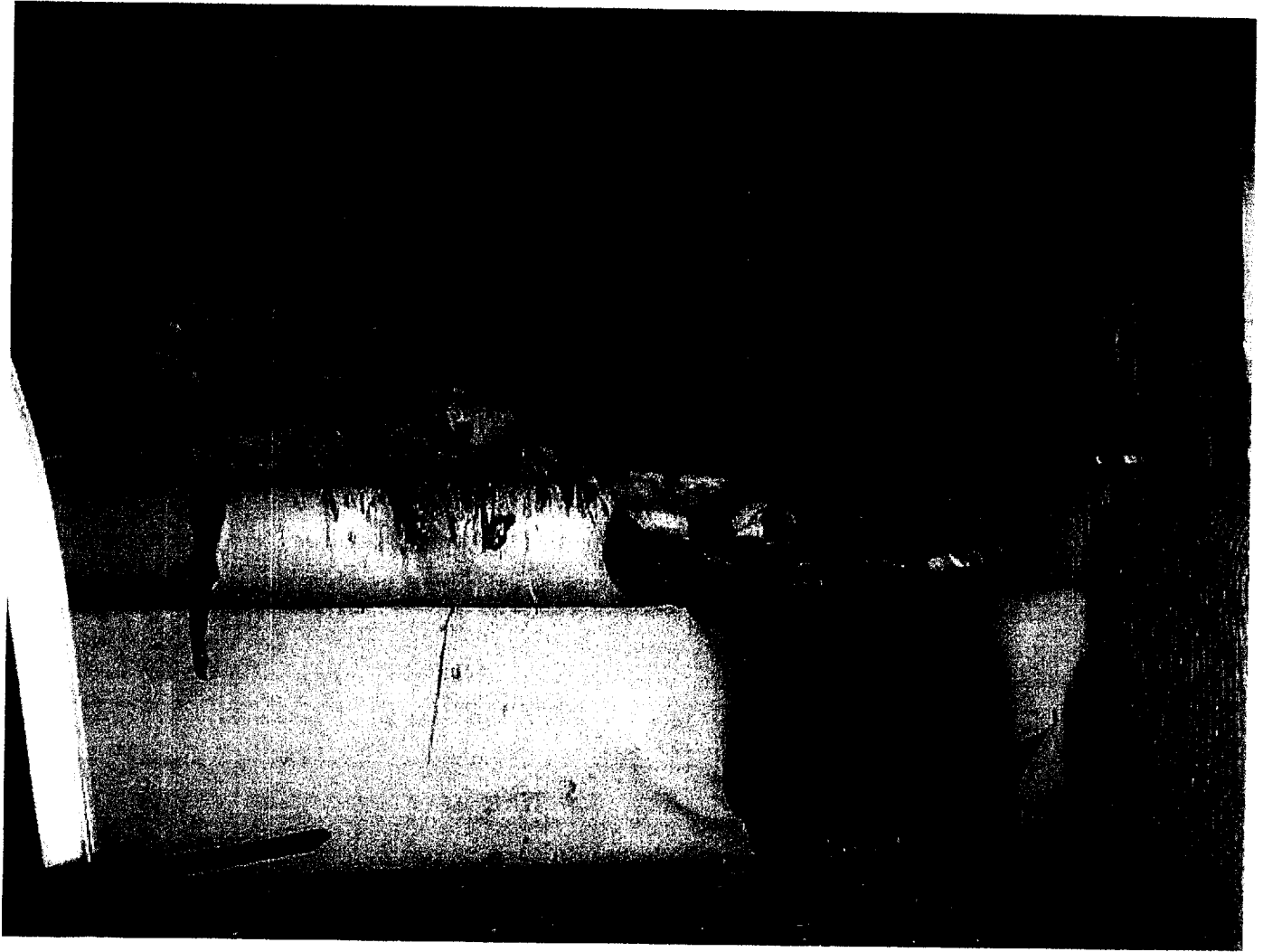


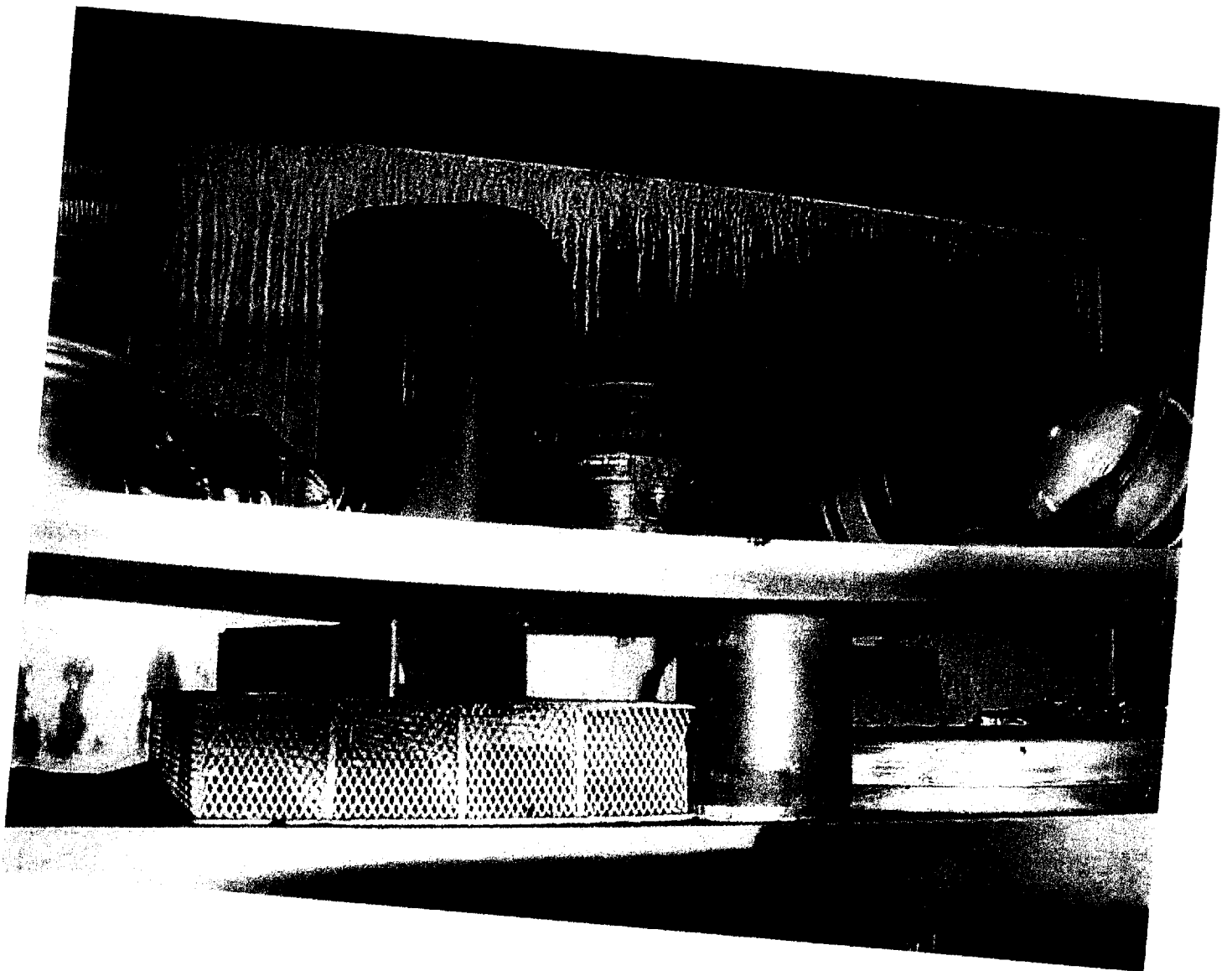




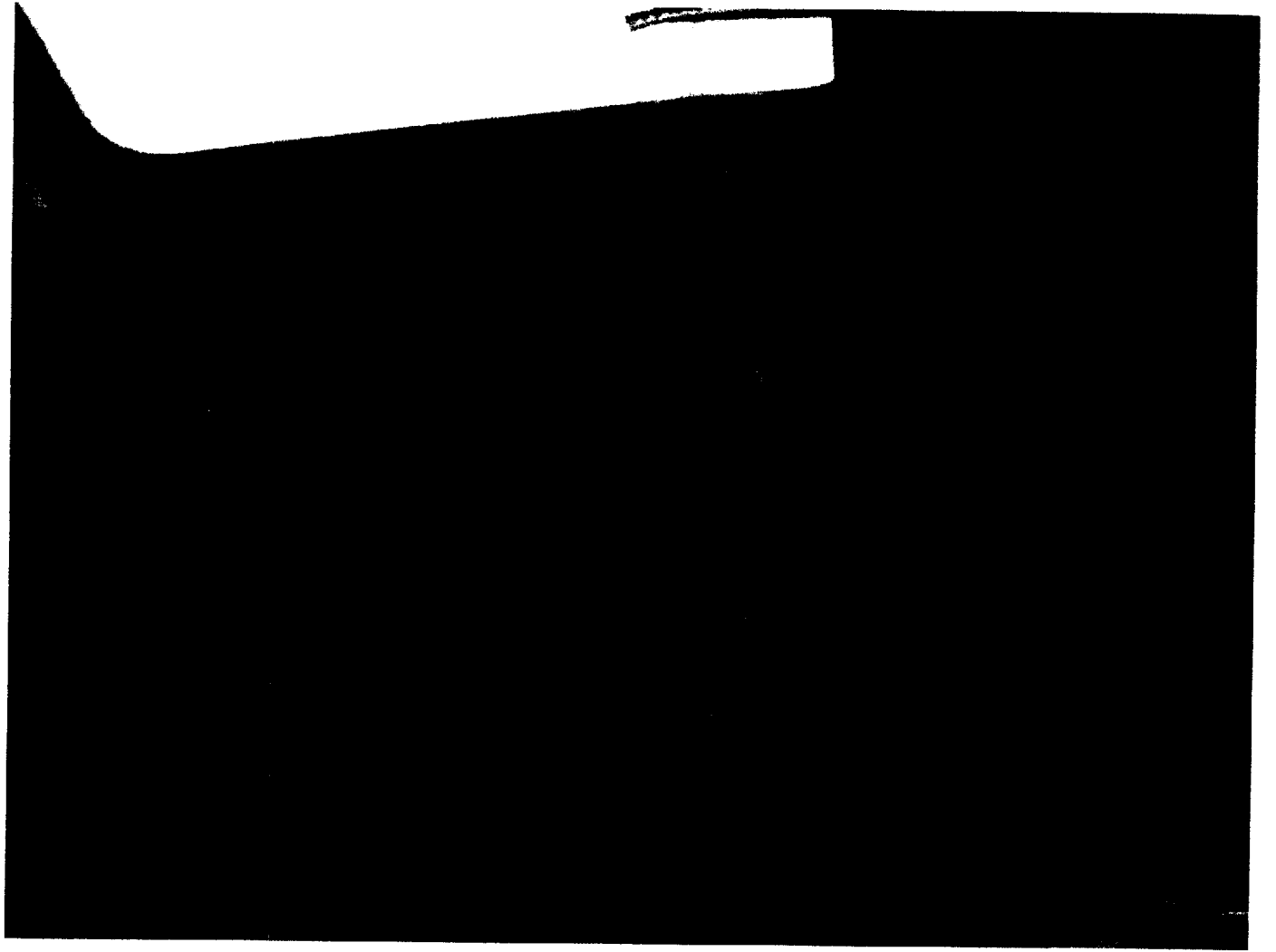


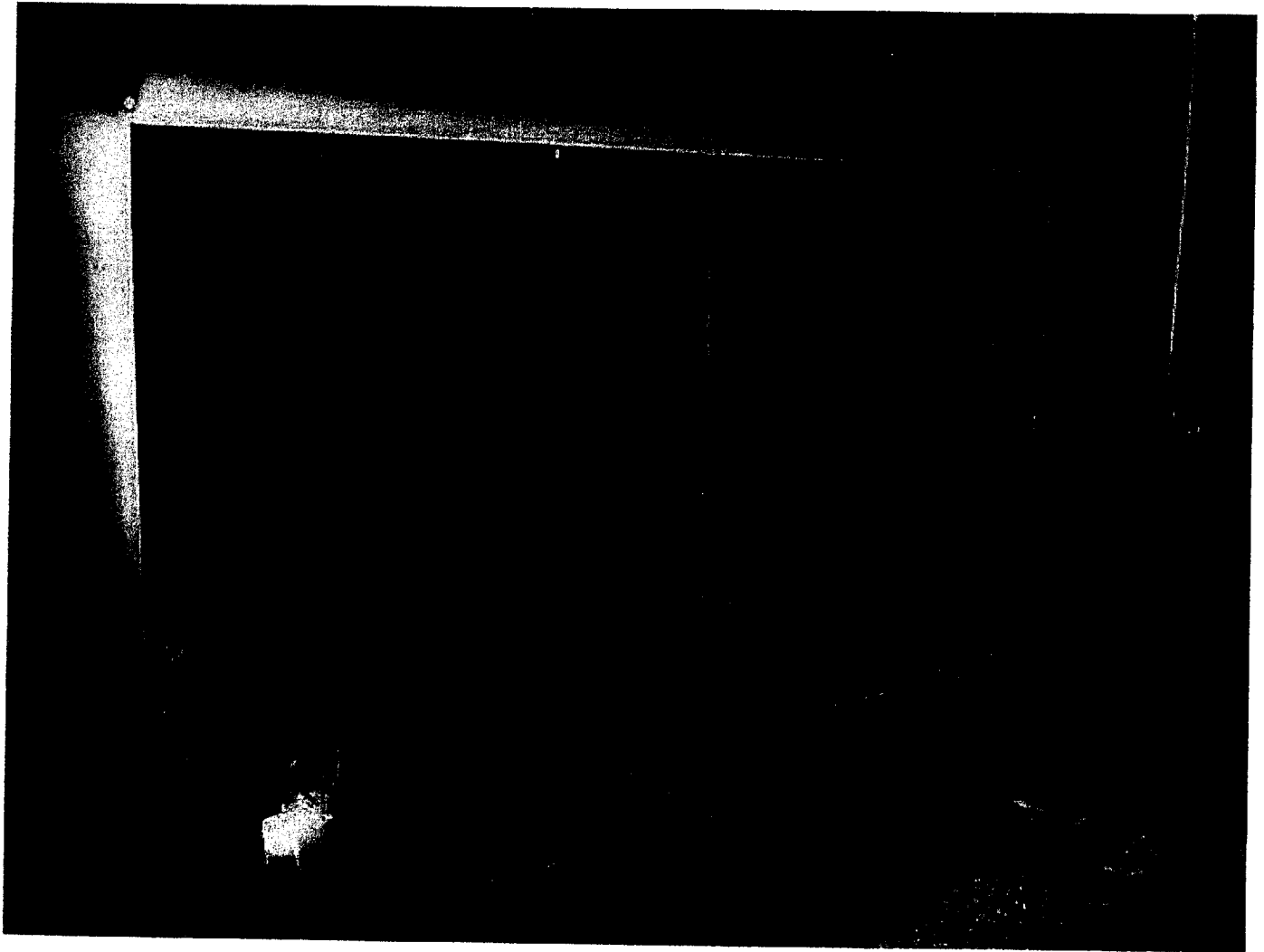


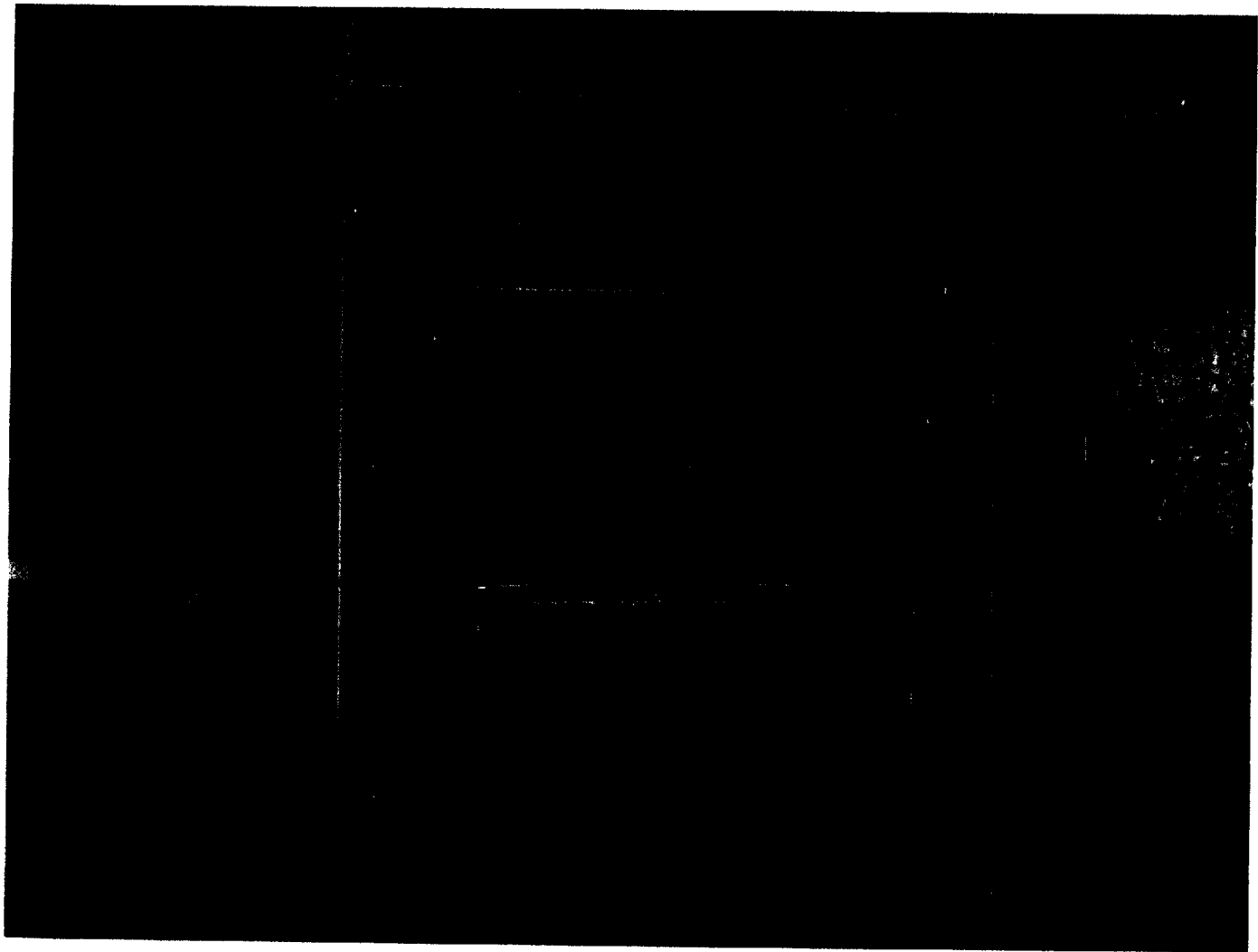


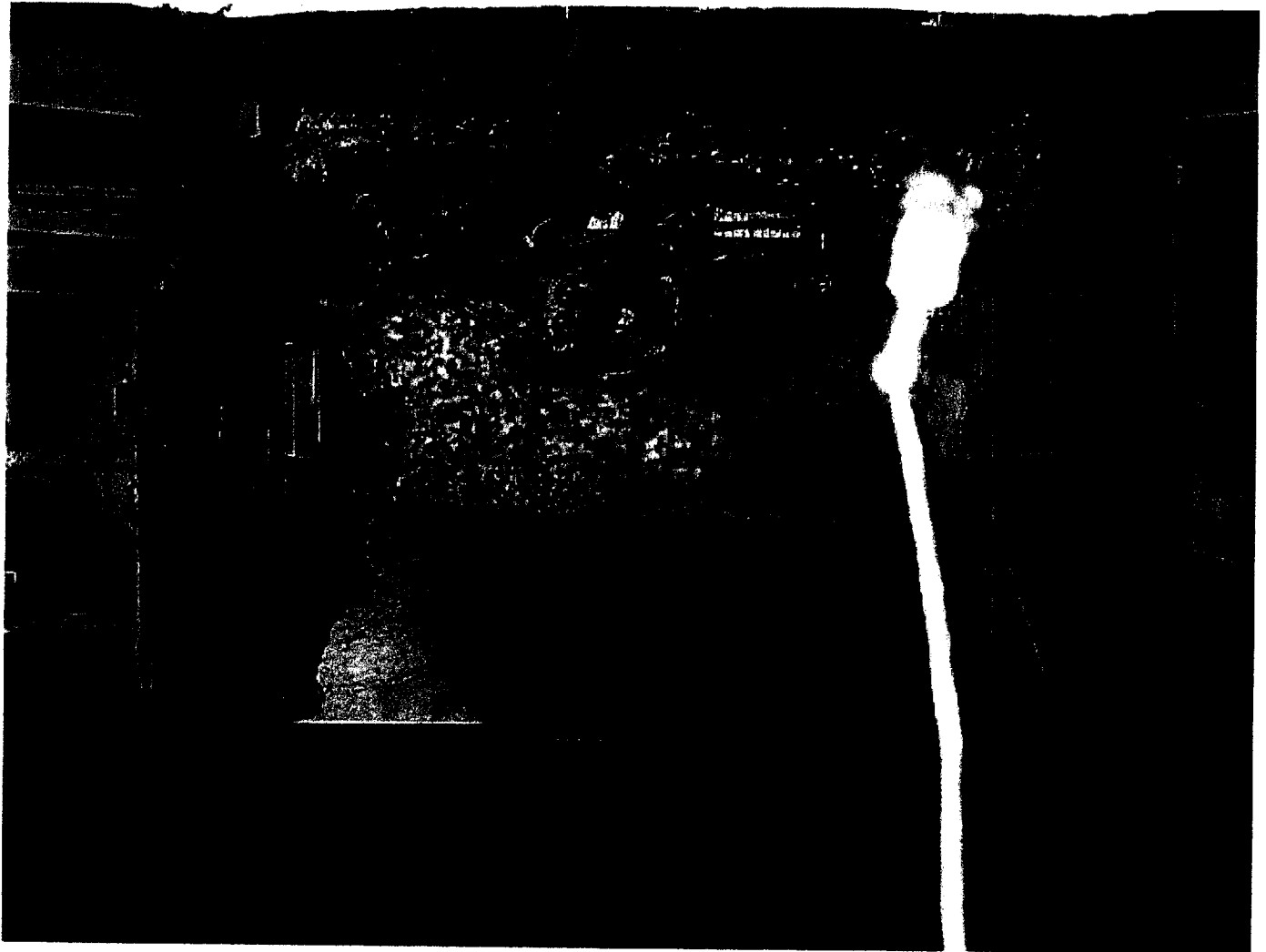


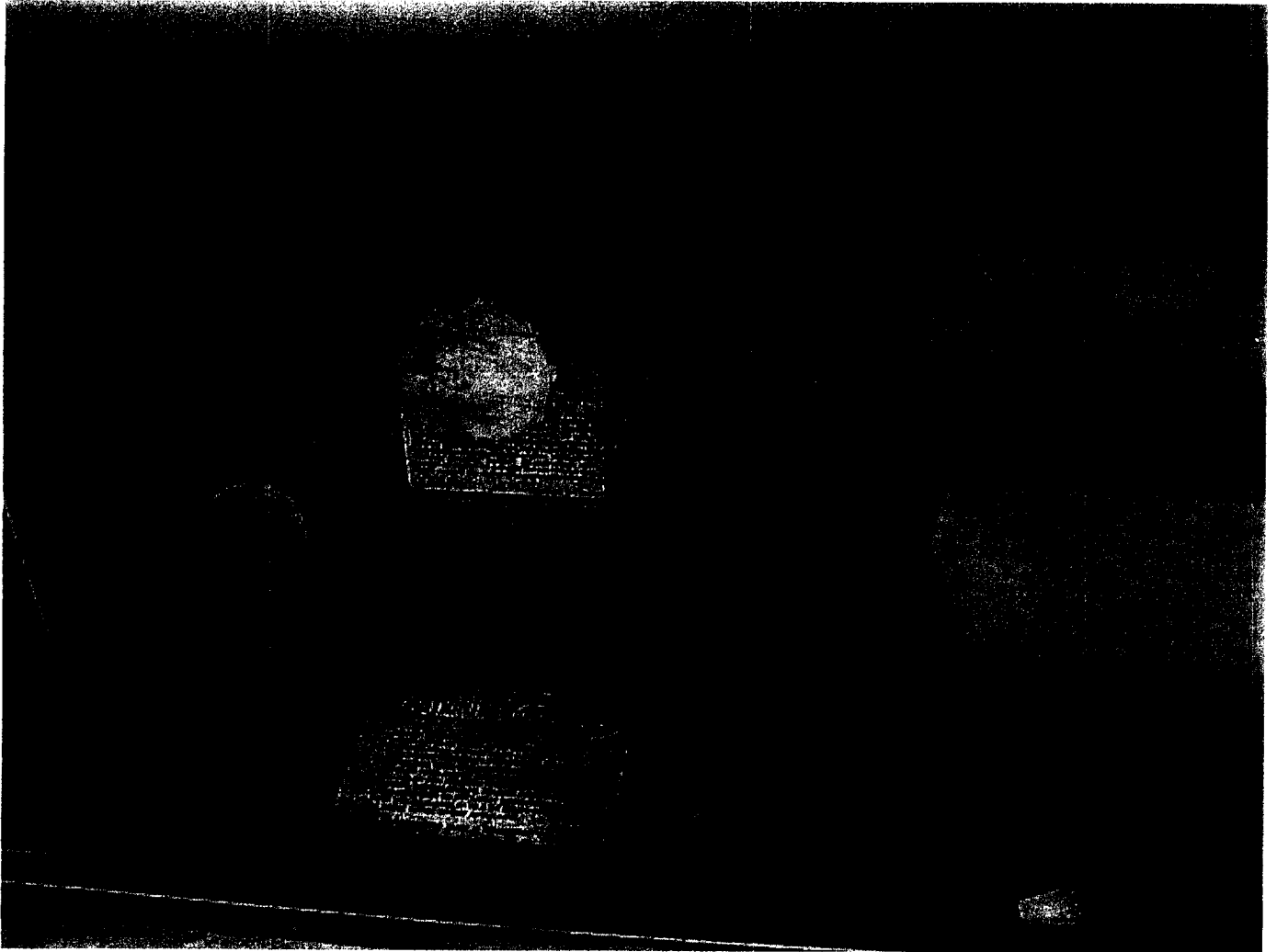








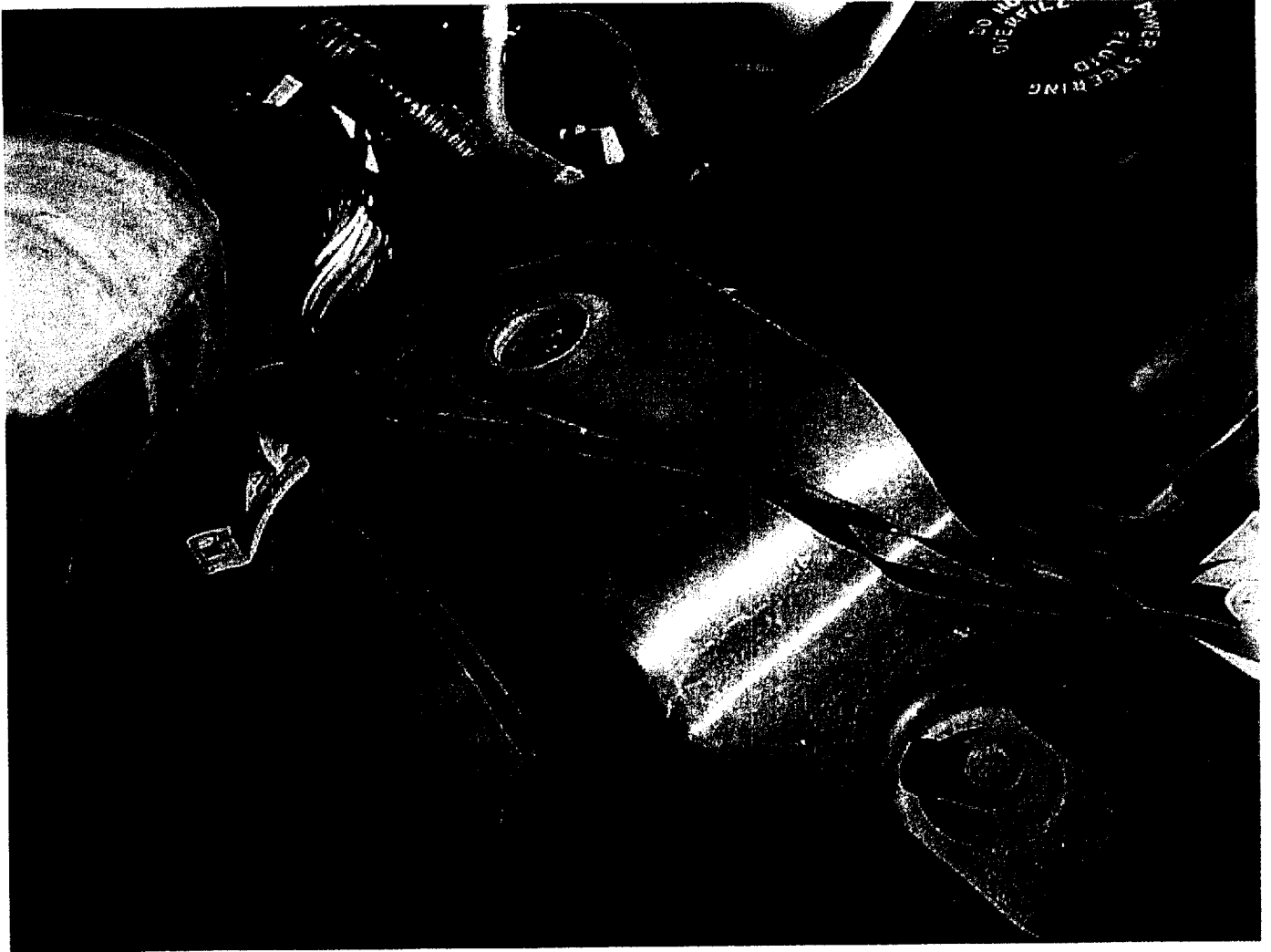






the opening. Do not
containers. Do not
equipped with an
filling in excess of
the use of the stop
the fill operator from
the 80% but the valve
80% full when liquid ap
stop filling when liquid
working properly. Con
trained LP dealer for ser
valve and use this openin







EARLY, LENNON, CROCKER & BARTOSIEWICZ, P.L.C.

ATTORNEYS AT LAW
900 COMERICA BUILDING
KALAMAZOO, MICHIGAN 49007-4752
TELEPHONE (269) 381-8844
FAX (269) 381-8822
www.earlylennon.com

FEB 20 2008

GEORGE H. LENNON
DAVID G. CROCKER
MICHAEL D. O'CONNOR
GORDON C. MILLER
GARY P. BARTOSIEWICZ
BLAKE D. CROCKER

ROBERT M. TAYLOR
RON W. KIMBREL
PATRICK D. CROCKER
ANDREW J. VORBRICH
TYREN R. CUDNEY
MATTHEW C. JUSTICE

OF COUNSEL
JOHN T. PETERS, JR.
HAROLD E. FISCHER, JR.
VINCENT T. EARLY
(1922-2001)
JOSEPH J. BURGIE
(1926-1992)
LAWRENCE M. BRENTON
(1950-2007)

February 21, 2008

Mr. Jim Raad
Nederveld Associates
5570 - 32nd Avenue
Hudsonville, MI 49426

Mr. Larry Helton
Newell Investigative Services, Inc.
P.O. Box 907068
Gainesville, GA 30501

*Called
2/26/08*

Re: Insured: [REDACTED]
DOL: 9/30/07
Vehicle: 2003 Ford Econoline Van
Our File No.: 7078-463

Gentlemen:

Per your conversations with my assistant, Suzi, a second inspection of the 2003 Ford Econoline Van has been scheduled for Tuesday, March 11, 2008 at 9:00 a.m. We will meet at that time at Nederveld Associates then conduct the inspection.

Please feel free to contact my office if you have any questions.

Sincerely,

Tyren R. Cudney
Tyren R. Cudney

TRC/shz

cc: Kevin Hall (Claim No.: 40-4858-07)
Shaun Felton (State Farm Claim No.: [REDACTED])
Shawn Norton, Ford Motor Co.

EARLY, LENNON, CROCKER & BARTOSIEWICZ, P.L.C.

ATTORNEYS AT LAW
900 COMERICA BUILDING
KALAMAZOO, MICHIGAN 49007-4719
TELEPHONE (269) 381-8844
FAX (269) 381-8822

GEORGE H. LENNON
DAVID G. CROCKER
MICHAEL D. O'CONNOR
LAWRENCE M. BRENTON
GORDON C. MILLER
GARY P. BARTOSIEWICZ
BLAKE D. CROCKER

ROBERT M. TAYLOR
RON W. KIMBREL
PATRICK D. CROCKER
THOMAS A. BIRKHOLO
ANDREW J. VORBRICH
TYREN R. CUDNEY

OF COUNSEL
JOHN T. PETERS, JR.
HAROLD E. FISCHER, JR.
RUSSELL B. BAUGH
VINCENT T. EARLY
(1922-2001)
JOSEPH J. BURGIE
(1926-1992)
THOMPSON BENNETT
(1912-2004)

October 25, 2007

Ms. Shawn Norton
Claims Analyst/Litigation Assistant
Ford Motor Company
Claims Department
P.O. Box 70
Dearborn, MI 48121-0070

OCT 30 2007

Re: Insured: [REDACTED]
DOL: 09/30/07
Our File No.: 7078-463

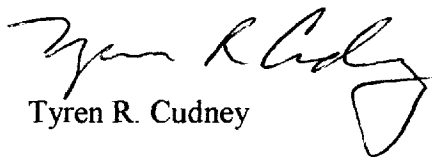
Dear Ms. Norton:

I trust Mr. Helton has been in contact with you regarding the fire scene inspection in the above-referenced loss. With his consent, we shrink wrapped the van and had it transported to an indoor storage facility to preserve the van for further inspection.

The purpose of this letter is to schedule a mutually convenient date to re-inspect the van. The van is currently located in Hudsonville, Michigan, outside of Grand Rapids. Upon receipt of this letter, I would ask that you provide me with some dates that your investigators would be available to inspect the van.

I thank you for your cooperation.

Sincerely,


Tyren R. Cudney

TRC/shz

cc: Kevin Hall (Claim No.: 40-4858-07)
Jim Raad

OCT - 8 2007

AUTO-OWNERS INSURANCE COMPANY
AUTO-OWNERS LIFE INSURANCE COMPANY
HOME-OWNERS INSURANCE COMPANY
OWNERS INSURANCE COMPANY
PROPERTY-OWNERS INSURANCE COMPANY
SOUTHERN-OWNERS INSURANCE COMPANY

Auto-Owners Insurance

Life Home Car Business

The 'No Problem' People®

CLAIM # 40-458-07

6070 Newport Road • P.O. Box 380
Portage, MI 49002-2903
269-327-9780 FAX 269-327-0996
Toll Free: 1-888-873-4705
WWW.AUTO-OWNERS

FACSIMILE TRANSMISSION SHEET

DATE 10/8/07

NUMBER OF PAGES 2
including cover sheet

TO: FAX # 713 390 2107

ATTENTION: Shawn Norton DEPT. _____

COMPANY: Ford - Claims

FROM: NAME Kevin Hall DEPT. Claims Ext. 24

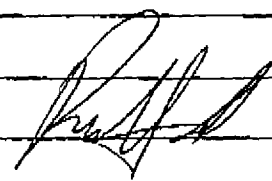
SUBJECT: _____

REMARKS: _____

Fire caused by 2003 Econoline

Van. Call insd for investigate

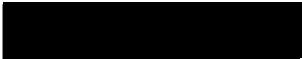
269 579-3012



10:00:52 Mon Oct 08, 2007

338981	Claim 040 0004858 2007	Option 01 Cov FARM	Page 1
Co	Agency	Prefix Und Br Yr Policy Sfx	Line Br Hdlg Rep Indp
01	01 0197 00 074801 079 00 182424 00	18-FIRE 040 004	YES
Eff Date	01/16/2007	Exp Date 01/16/2008	Loss Date 09/30/2007 NOTES
COVERAGE	RESERVE	PAID	ALLOCATED RECOVERY ST CLSD DTE
FARM-046	171,000.00	5,000.00	0.00 0.00 0

INS

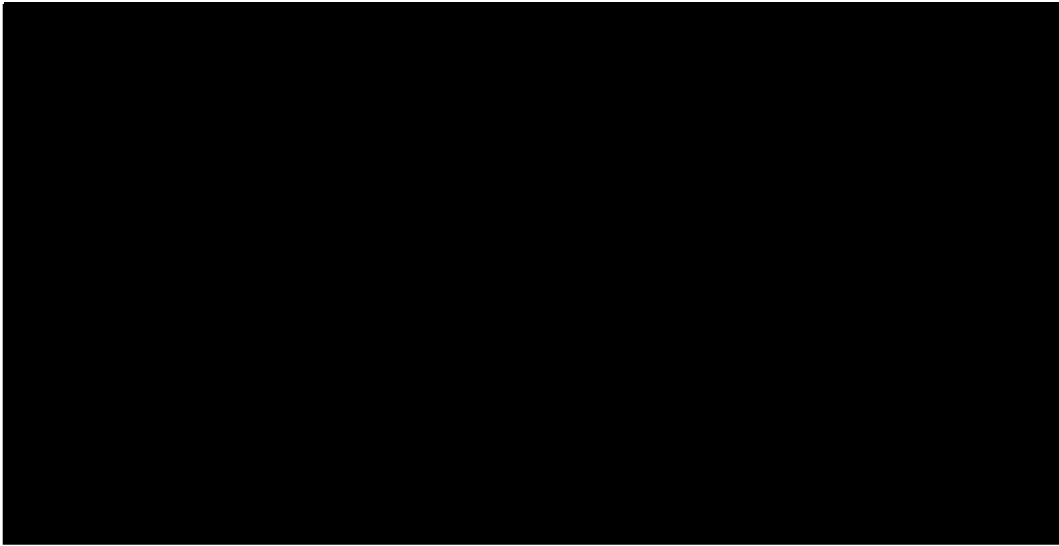


CERESCO MI

HM PH: WK PH:

ACC 11441 12 MILE RD DWG MAS OWN OCC PRM
 FIRE IN DETACHED GARAGE, BURNED TO THE GROUND
 500 - DEDUCTIBLE
 J & S CLAIMS

F2=Help F3=Menu F5=Transfer F6=1st Page F7=Bkwd F8=Fwd More:
 Optns: 2-Covs 3-Trans 4-Stat 5-Ind 6&7-Clm List 8-Name 9-Clm Acty 10-Reps



State Farm Insurance Companies



5416112
Norton

State Farm Insurance Companies
P.O. Box 2335
Bloomington, IL 61709

November 1, 2007

Ford Motor Company
Claims Department
PO Box 70
Dearborn, MI 48121-0070

NOV 07 2007

RE: Claim Number: 22-A724-257
Date of Loss: September 30, 2007
Our Insured: [REDACTED]

Dear Mr. Norton:

State Farm is in receipt of your acknowledgement letter dated October 29, 2007.

Mr. Rocco's 1968 Cheverolet Corvette VIN 194678 [REDACTED] was destroyed in a fire which is alledgedly caused by a 2003 Ford Econoline van which is also owned by Mr. [REDACTED]

Auto Owner's insurance company insures and is handling the investigation as to the cause of the fire. It is my understand that representatives from Ford and Auto Owner met at Mr. Rocco's residence on October 24, 2007 and Ford took the 2003 Ford Econoline into evidence.

Please contact me at the phone number below to discuss this file further.

Sincerely,

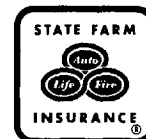
Shaun Felton
Claim Representative
State Farm Mutual Automobile Insurance Company
800-762-8638 ext 2541

sf

Enclosure(s):

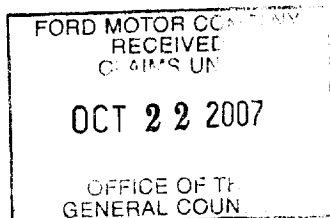
Claims Department
Page 2
November 1, 2007

2-2



October 19, 2007

Ford Motor Company
Office of General Counsel
Parklane Towers West
Three Parklane Blvd., Suite 400
Dearborn, MI 48126



Notice of Subrogation

RE: Claim Number: 22-A724-257
Date of Loss: September 30, 2007
City/State of loss: Ceresco, MI
Insured: [REDACTED]
Vehicle: 1968 Chevrolet Corvette
VIN Number: 194678 [REDACTED]
Mileage: unknown

OCT 22 2007
[Handwritten initials]

Ford Motor Company,

This notice is to advise of a loss that occurred to our insured vehicle and/or property. The damage was caused by a 2003 Ford Econoline owned by [REDACTED] and insured through Auto-Owner's insurance company.

Our investigation indicates that Ford is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please be advised that our insured's vehicle was declared a total loss and the amount of our demand will be determined after the salvage is disposed.

Any settlement by Ford with State Farm's policyholder with respect to the above described design issue must not prejudice our rights, as subrogor, and shall not be released by the execution of a general release with such policyholder.

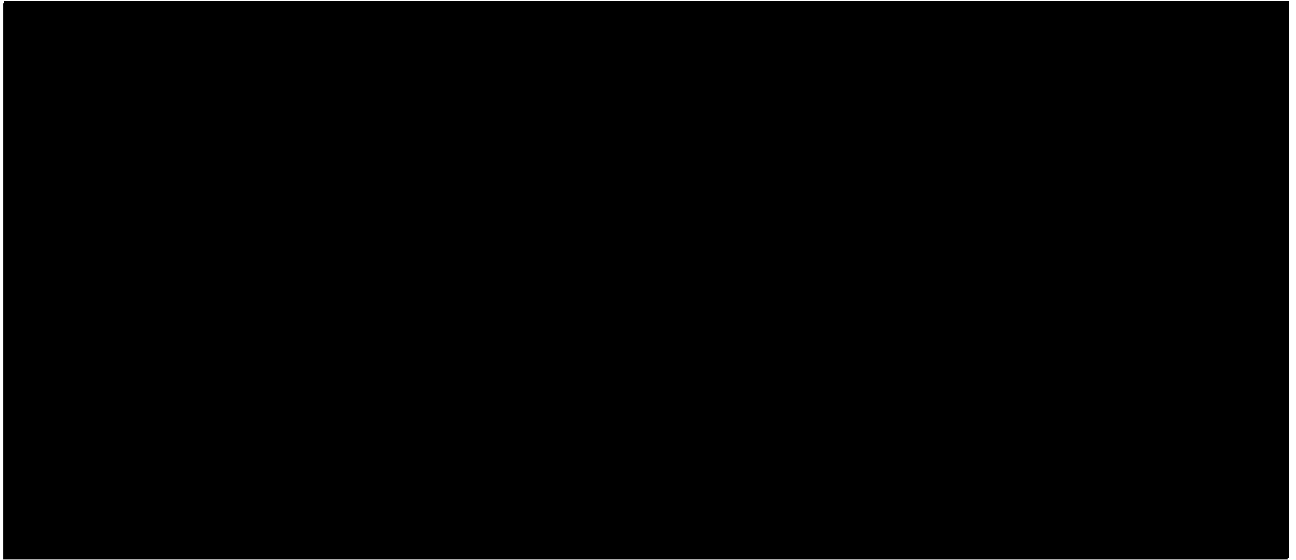
In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Your cooperation is appreciated. If you should have any questions, or would like to set up an appointment to inspect evidence/salvage, please feel free to contact me at (269) 384-2541.

Sincerely,

Shaun Felton
State Farm Mutual Automobile Insurance Company
PO BOX 4053
Kalamazoo, MI
49003

Enclosures



ACUITY

November 20, 2002

Ford Motor Corp
1 The American Rd
Dearborn Michigan, 48121

OFFICE OF THE SECRETARY
JOHN H. ...
'03 MAR -3 A9:55

Re; Our insd
Claim #
D/I

[REDACTED]
5-19-02

FORD MOTOR COMI
RECEIVED
CLAIMS UNIT
MAR - 4 2003
OFFICE OF THE
GENERAL COUNSEL

Dear Sirs

I enclose a report we commissioned from Crawford Engineering outlining the cause of a fire which destroyed a 2000 Ford Van. The cause of the loss was determined to be a malfunction in a wiring harness that feeds into the heater controls. Please take a look at our report, the van is available for inspection at our insureds facility, photos are enclosed showing there was no after-market tampering.

Please accept this letter as notice of our subrogation rights. we have paid a total of 14,139.00, our insured has a 250.00 deductible, for a total subrogation demand of 14,389.00.

Please reference the claim number above in future correspondence, my telephone number is 847-231-5015.

Sincerely,

Beth Kohrman
Claims Representative

2800 South Taylor Drive Sheboygan, WI 53081
920.458.9131 800.242.7666 920.458.1618 FAX

PE09-055000177LC



PRIVILEGED AND CONFIDENTIAL

REPORT DATE: 15 January 2003

REPORT RECIPIENT:

Acuity Insurance
P.O. Box 29
Grayslake, Illinois 60030

ATTENTION: Beth Kohrman

INSURED:



DATE OF LOSS: Wednesday, May 15, 2002 Time: 1:00 P.M.

LOSS LOCATION: 1 Bakeline Plaza

CITY / STATE OF LOSS: Des Plaines, Illinois

CLAIM NUMBER: KB5471

POLICY NUMBER: Unknown

CIS FILE NUMBER: 7277-000057

PREPARED BY: Kevin Pedersen
Certified Fire & Explosion Investigator

File Status:

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

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

Insured:
File No.:



1

ASSIGNMENT:

This assignment was received from Beth Kohrman of Acuity Insurance on 04 June 2002. The investigation commenced on 04 June 2002. The instructions were to conduct an origin and cause investigation into the fire loss involving the claimant's 2000 Ford Van bearing vehicle identification number 1FT8E34F3YH[REDACTED].

On 04 June 2002, a verbal report of the findings of this investigation was presented to Beth Kohrman of Acuity Insurance. A recommendation for the use of an electrical engineer was presented to Ms. Kohrman. This request was granted, and on 06 June 2002, Investigator Pedersen returned to the scene along with Electrical Engineer Allen McGee, who conducted additional examinations. At that time, a second verbal report was given to Ms. Kohrman and an interim letter report was forwarded. Ms. Kohrman contacted this investigator and requested a written report with all photographs and enclosures. The report is to be forwarded to Beth Kohrman of Acuity Insurance.

RISK:

The insured is identified as [REDACTED] the owner of the vehicle.

The property involved in this fire loss is a 2000 Ford full size E350 van gray in color bearing vehicle identification number 1FT8E34F3YH[REDACTED] and Illinois plate # [REDACTED]. This vehicle is utilized by the insured for commercial construction use.

ORIGIN AND CAUSE SYNOPSIS:

Upon completion of the fire origin and cause investigation and based on all the information presently available, gained through the vehicle examination, records review and the interviews conducted, it is the following opinion of the investigator.

The fire involving the claimant's vehicle is accidental in nature and the result of an electrical malfunction behind or in the heater control center located in the center of the dash of the vehicle. Burn patterns in the vehicle reveal the fire had originated behind the face of the dash directly at the heater control switches. An inspection behind the heater controls revealed that the wiring harness that connects to the controls was melted and damaged; however, the wiring below the unit was not damaged or burned. The front or interior side of the dash in the area of origin was melted and damaged; however, the sides adjacent to the origin area were not damaged by the fire. Electrical Engineer Allen McGee also inspected the vehicle, with his verbal report stating that the fire had been caused by the electrical wiring feeding into the heater control device and/or the electrical wiring located inside of the control unit itself. A full report was to be prepared by Allen McGee and sent to Beth Kohrman of Acuity Insurance.

OFFICIAL INVESTIGATION:

Fire and/or police authorities conducted no official investigation. The fire had self-extinguished and the fire department was not called to the scene.

VEHICLE EXAMINATION:

On 04 June 2002, a complete examination took place of the vehicle at [REDACTED] located at [REDACTED] Morton Grove, Illinois. The initial approach to the vehicle revealed no pre-fire rust or body damage. Minor scratches in the paint were observed in the rear bumper and on the passenger's side quarter panel. No external heat or flame damage was present. The vehicle was equipped with four matching General tires mounted on factory steel wheels covered with hubcaps.

An inspection of the vehicle's interior revealed the front or driver's compartment was equipped with separate seats for the driver and passenger, which was divided by the removable doghouse engine cover. This cover had been removed prior to this inspection. Minor smoke and heat damage was observed at the upper dash area as well as to the front windshield and the roof of the driver's compartment. All heat and burn vector patterns direct towards the center dash area as the origin of the fire. The rear of the van included a side sliding door on the passenger's side as well as two doors at the rear of the vehicle. The rear section contained a diamond plate flooring system as well as metal and wood divider between the driver's area and the rear. Metal shelving units were observed on the sides of this compartment. A 7.5 horsepower commercial generator was located behind the driver's seating area. No signs of fire damage or causation were observed in this area.

An inspection of the vehicle engine compartment revealed the vehicle to have been powered by a 7.3 diesel engine, with power being supplied to an automatic transmission. All fluid levels were in the full and normal operating level. All engine components such as alternator, battery, and power steering unit were in the normal factory location. No signs of stripping of parts or any fire causation were observed in this location. The engine compartment suffered no fire damage as a result of this incident.

INTERVIEW - ([REDACTED]):

[REDACTED] who is an employee for [REDACTED] was interviewed, at which time he revealed that he had been driving the van on the date of the fire. He further related that he had parked the van at 1 Bakeline Plaza located in Des Plaines, Illinois, at approximately 11:45 A.M. and returned to the vehicle at approximately 1:00 P.M. He stated that he observed smoldering combustion coming from behind the dash directly at the heater control unit. He stated that he observed fire damage to the exterior of the dash but that the fire had already been extinguished prior to his opening the van. He then took a hand held fire extinguisher and sprayed the dash area just to make sure that the fire did not flare up. He then opened the engine compartment and disconnected the battery cables. He then called into his shop and requested a tow truck. Mr. [REDACTED] did not summon fire department personnel due to the fact that the fire had been extinguished. Mr. [REDACTED] stated that on several occasions prior to this incident, he had observed that the area above the heater control panel on the dash was extremely warm to the touch, but no fires had ever occurred in the van.

INTERVIEW - ([REDACTED]):

[REDACTED] was then interviewed, at which time he stated that he is the maintenance person responsible for several vans owned by [REDACTED]. He states that he is employed by [REDACTED]. Mr. [REDACTED] stated that the van bearing VIN 1FT8E34F3YH/[REDACTED] has had normal maintenance procedures performed to the vehicle in the past; however, no work performed involving the heater control unit. He further related that in the past, he has had to replace several heater control units on other vans but that they had been older models. (See maintenance schedule enclosed.)

Insured:
File No.:



3

COMMENTS/CONCLUSIONS:

Upon completion of this fire origin and cause investigation, it is the following opinion of the investigator.

The fire involving the claimant's 2000 Ford E350 van originates in the rear of the heater control unit located in the vehicle's dashboard and is the result of an electrical malfunction in the factory installed wiring that feeds the unit or directly inside of the unit.

FILE STATUS:

As I have completed all investigative requests, this file will now be closed and the report forwarded onto the claims representative. It can, however, be easily reopened at any future date upon request.

If you have any questions concerning this investigation, please feel free to contact me at the number listed below.

Respectfully,

Kevin Pedersen
Certified Fire & Explosion Investigator
Chicago, Illinois
(773) 779-1132

cf: John Moore
Midwest Regional Manager
(888) 800-3605

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

Insured:
File No.:



ENCLOSURES:

1. Vehicle Fire Inspection Form
2. Access Authorization Form
3. Vehicle Purchase Invoice
4. Maintenance Records
5. 23 Unmounted Photographs
6. Photograph Negatives



File: 7277-000057

Claim: KB5471

VEHICLE FIRE INSPECTION

DATE & TIME OF INSPECTION 6-4-02

LOCATION OF INVESTIGATION [REDACTED] F.D. _____

FIRE SCENE LOCATION 1 BAKELINE PLAZA DES PLAINES IL F.I.# _____

ALLEY ___ STREET ___ FIELD ___ PK. LOT FWY. ___ DRIVEWAY/GARAGE ___ YARD ___

DATE OF FIRE 5/15/02 DAY ALARM TIME _____ ARRIVED _____ CLEAR _____

VEHICLE DESCRIPTION: OWNER [REDACTED]
ADDRESS [REDACTED]

YEAR 00 MAKE FORD MODEL E350 VAN COLOR GRAY 1

REGISTRATION PLATE: STATE IL NUMBER [REDACTED] EXPIRES 6-02

V.I.N. 1FTSE34F3YH [REDACTED] INSURANCE CO. Acuity

LEIN HOLDER/LEASE _____

INTERIOR INSPECTION:

BUFD DASHBOARD: INTACT CONSUMED ___ PART. CONSUMED MISSING ___

BUFD RADIO: INTACT REMOVED/MISSING ___ SPEAKERS: INTACT ___ MISSING ___

IGNITION: INTACT DEST. BY FIRE ___ PULLED ___ THUMB ASSIST OFF ___
ON POS ___ OFF POS. ___

STEERING COL: INTACT LOCKED ___ MISSING ___ DESTROYED BY FIRE ___
TAMPERED WITH INTACT ___ TAMPERED WITH DEFEATED ___

FRONT SEAT: CONSUMED ___ PART CONSUMED ___ INTACT REMOVED ___

~~REAR SEAT:~~ CONSUMED ___ PART. CONSUMED ___ INTACT ___ REMOVED ___

AIR BAGS: DRIVERS SIDE INTACT MISSING ___ N/A ___
~~PASS. SIDE~~ INTACT ___ MISSING ___ N/A

IGNITION KEY: IN IGNITION IN DEBRIS NOT FOUND AT FACILITY

ODOMETER READING 50011 ACTUAL OIL CHANGE STICKER DIGITAL
DESTROYED

TITLE INFORMATION: _____

PERSONAL ITEMS IN PASS. AREA: _____

7.3

ENGINE; 4CYL 6CYL 8 CYL INTACT PART. STRIPPED MISSING

BATTERY: INTACT MELTED/PART MELTED REMOVED

RADIATOR: INTACT MISSING CONSUMED/PART.CONSUMED

ENGINE OIL: Full COOLENT LEVEL Full

BRAKE FLUID: FULL LOW DRAINED BY FIRE

POWER STEERING: FULL LOW DRAINED BY FIRE

TRANSMISSION: FULL LOW DRAINED BY FIRE STANDARD SHIFT

UPPER RADIATOR HOSE: INTACT CONSUMED/PART. MISSING

LOWER HOSE: INTACT CONSUMED/PART. MISSING

V-BELTS/SERPENTINE: INTACT CONSUMED/PART. MISSING

ALARM SYSTEM: YES NO FACTORY AFT. MARKET BRAND _____

OIL/FLUID LEAKAGE: YES NO LOCATION _____

EXTERIOR INSPECTION:

TIRES	BRAND	WHEELS/COVERS	TREAD WEAR	LUGS
LF	<u>General</u>	<u>Steel</u>	<u>410</u> %	<input checked="" type="checkbox"/>
RF	<u>" "</u>	<u>" "</u>	<u>" "</u> %	<input checked="" type="checkbox"/>
LR	<u>" "</u>	<u>" "</u>	<u>" "</u> %	<input checked="" type="checkbox"/>
RR	<u>" "</u>	<u>" "</u>	<u>" "</u> %	<input checked="" type="checkbox"/>

DOOR LOCKS

LEFT FRONT: INTACT MELTED DAMAGED

RIGHT FRONT INTACT MELTED DAMAGED

GLASS EXAMINATION: ELECTRIC WINDOWS YES ___ NO

WINDSHIELD: INTACT ___ MELTED ___ BROKEN ___ CRACKED BY HEAT
~~REAR GLASS~~ INTACT ___ MELTED ___ BROKEN ___ CRACKED BY HEAT ___
LEFT FRONT: INTACT MELTED ___ BROKEN ___ CRACKED BY HEAT ___ open/closed
RIGHT FRONT: INTACT MELTED ___ BROKEN ___ CRACKED BY HEAT ___ open/closed
~~LEFT REAR~~ INTACT ___ MELTED ___ BROKEN ___ CRACKED BY HEAT ___ open/closed
~~RIGHT REAR~~ INTACT ___ MELTED ___ BROKEN ___ CRACKED BY HEAT ___ open/closed

~~SUNROOF~~ INTACT ___ MELTED ___ OPEN ___ CLOSED ___

~~CONVERT.~~ INTACT ___ CONSUMED ___ UP ___ DOWN ___

~~T-TOPS~~ INTACT ___ REMOVED ___ MELTED IN PLACE ___

TRUNK/CARGO AREA: PASS. CAR ___ VAN P/U ___ S.U.V ___ MOTORHOME ___

TRUNK LOCK: INTACT PULLED ___ MELTED ___ FORCED ___ /BY _____

RELEASE BUTTON: YES ___ NO UNK. ___

SPARE TIRE: IN PLACE MISSING ___ ON VEH. ___

TIRE CHANGING EQUIP./JACK: INTACT MISSING ___

TRUNK/CARGO AREA CONTENTS: Shelving / 75 commercial generator

UNDER CARRIAGE:

FUEL TANK: INTACT DAMAGED/FIRE ___ DAMAGED/ COLLISION ___ MISSING ___

FUEL FILLER: INTACT DAMAGED/FIRE ___ DAMAGED/COLLISION ___ MISSING ___

FILLER CAP INTACT MELTED ___ MISSING/REMOVED ___

TRANSMISSION: INTACT MISSING ___ LEAKAGE - YES ___ NO ___

OIL PAN INTACT MISSING ___ LEAKAGE - YES ___ NO ___

EVIDENCE COLLECTED: _____

BODY DAMAGE INSPECTION:

FRONT BUMPER OK

HOOD OK

GRILL OK

LEFT FENDER OK

LEFT FRONT DOOR open/closed OK

~~LEFT REAR DOOR~~ open/closed

LEFT QUARTER OK

~~TRUNK DECK~~

REAR BUMPER scratches

ROOF&PILLARS OK

RIGHT FENDER OK

RIGHT FRONT DOOR open/closed OK

~~RIGHT REAR DOOR~~ open/closed

RIGHT QUARTER OK

VAN: SIDE CARGO DOOR OK REAR DOOR OK

REMARKS: _____

VEHICLE CONDITION: NEW/EXCELLENT GOOD FAIR POOR

24 COLOR PHOTOGRAPHS ENCLOSED

INVESTIGATED BY: Kevin Pedersen

ACCOUNT NO	DATE	INVOICE
7332	12/17/99	32921

AL PIEMONTE
NATIONAL FLEET SALES DIVISION

2300 W. North Avenue ★ Melrose Park, Illinois 60160 ★ (708) 345-0101

SOLD TO

SHIP TO

Morton Grove, IL
 Attn: [REDACTED]

PURCHASE ORDER NO.	FACT. NO.	STOCK NO.	YEAR	MAKE	MODEL	BODY
	6128	6128	2000	Ford	E350	CARGO VAN
COLOR	KEY NUMBER	SERIAL NUMBER		TRADE		
SILVER CCM	1380x	1FTSE34F3YH [REDACTED]				

INVOICE

INVOICE TOTAL	24,774.40
DEALER PROFIT	-300.00
TAXABLE TOTAL:	24,474.40
7.00% TAX:	1,713.00
COUNTY USE TAX:	183.56
LICENSE & TITLE	25.00
COUNTY TAX:	22.50
TOTAL:	26,418.46

COOK COUNTY/STATE OF ILLINOIS - NOTARY PUBLIC

12/18/99
 To: [REDACTED]
 From: MARIE

Date	2000 E350 Miles	1FTSE34F3YH Service
06/19/2000	6400	GOOF/jif
08/17/2000	10533	GOOF/jif
11/09/2000	16300	Goof
01/08/2001	22000	Goof
05/21/2001	27500	Goof
07/31/2001	32000	Goof Fr tires/align
10/29/2001	39000	Goof- Trans service
01/16/2002	44000	Rear Tires
02/27/2002	46000	Goof/ air filters



























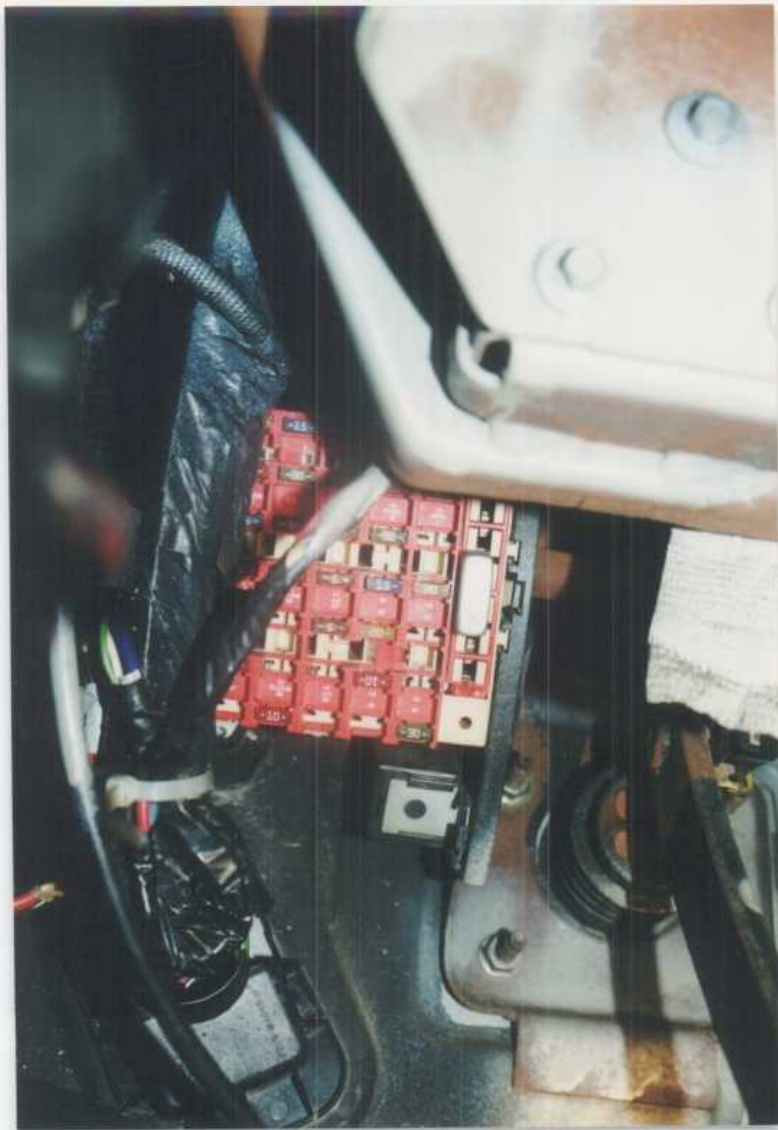








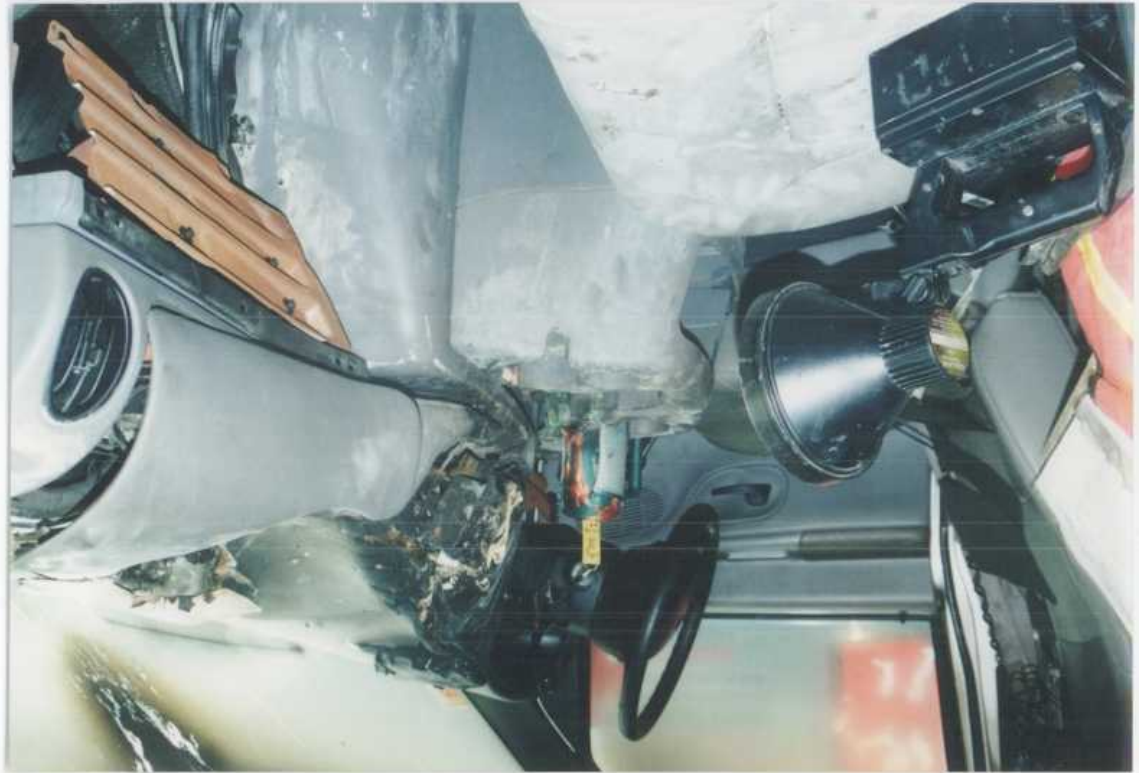






PE09-055000213LC









DEC - 5 2006

SM

State Farm Mutual Automobile Insurance Company



State Farm Mutual Automobile
Insurance Company
101 State Farm Place
Ballston Spa, NY 12020

November 28, 2006

FORD MOTOR COMPANY
PARKLAND TOWERS WEST
SUITE 400
3 PARKLAND BLVD
DEARBORN MI 48126-2568

532988

ML 0

RE: Claim Number: 52-3000-077
Named Insured: [REDACTED]
Vehicle: 2005 Ford Econoline Van
VIN: 1FDXE45P55H [REDACTED]
Date of Loss: 09/20/06
Policy Number: [REDACTED]

To Whom It May Concern:

Please be advised, on behalf of [REDACTED] State Farm Mutual Automobile Insurance Company is handling a claim for the vehicle listed above. This vehicle was involved in a fire on September 20, 2006 at their residence: [REDACTED] Pinebush, NY [REDACTED]

In order to determine the cause of the fire, including a determination as to whether the defect in the vehicle was in existence at the time of the fire, an inspection and testing of the vehicle will be conducted by Lange Investigators, an authorized representative of the above. The inspection will take place at the original loss location.

As you may have an interest in this matter, from both a safety precaution standpoint and as potential defendants in litigation, you are invited to have an expert attend and participate in the inspection and testing procedures.

To coordinate the inspection date and time, please contact us at 800-594-0252 x2219. Should you have any questions pertaining to this matter, or wish to discuss the same in further detail, you may contact the undersigned at (800) 594-0252 extension 2219. **Failure to respond to this notification within ten business days** from the date of this letter will be construed as forfeiture of your right to be present at this examination.

I would like to caution that should your expert fail to appear at the inspection, you will forfeit any right to subsequently claim prejudice/spoliation under Nally vs. Volkswagen of America, Inc., 405 Mass 191 (1989).

Sincerely,

Darlene Sajler
Claim Representative
State Farm Mutual Automobile Insurance Company
(800) 594-0252 Ext 2219

ds

532988

NOV 21 2006



**COZEN
O'CONNOR**
ATTORNEYS

A PROFESSIONAL CORPORATION

45 BROADWAY NEW YORK, NY 10006-3792 212.509.9400 800.437.7040 212.509.9492 FAX www.cozen.com

November 15, 2006

**VIA CERTIFIED MAIL RETURN
RECEIPT REQUESTED**

John B. Galligan
Direct Phone (212) 908-1276
Direct Fax (866) 263-1335
jgalligan@cozen.com

7006 0810 0001 5259 9188

7006 0810 0001 5259 9171

Ms. Micki Lynn
Ford Motor Company
Office of the General Counsel
Park Lane Towers West
Suite 300
3 Park Lane Boulevard
Dearborn, Michigan 48126-2568

Shawn Norton, Esq.
Ford Motor Company
Office of the General Counsel
Park Lane Towers West
Suite 300
3 Park Lane Boulevard
Dearborn, Michigan 48126-2568

Re: State Farm's Insureds: [REDACTED]
Loss Location: [REDACTED]
Pine Bush, New York [REDACTED]
Date of Loss: September 20, 2006
Our File No.: 195044

Dear Ms. Lynn & Ms. Norton:

Please be advised that our firm has been retained to represent the subrogation interests of State Farm Insurance Company, the property insurance carrier for [REDACTED] with respect to a fire which occurred on or about September 20, 2006. Specifically, we were retained to pursue subrogation claims against any and all third parties responsible for causing the subject fire, which caused approximately \$75,000.00 in property damage.

Our preliminary investigation revealed that the fire originated inside of a 2005 Ford E450, Vehicle Identification Number (VIN) 1FDXE45P55H [REDACTED] ("subject vehicle"). The subject vehicle was owned by State Farm's insureds and parked inside of a detached structure at the time of the fire.

At this time, we believe that the subject fire resulted due to a defect in the subject vehicle. In this regard, State Farm may look to you for reimbursement of all sums State Farm is called upon to pay its insureds as a result of this fire.

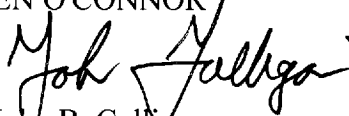
Ms. Micki Lynn
Ms. Shawn Norton
Ford Motor Company
November 15, 2006
Page 2

It obviously will be necessary to promptly proceed with the restoration of the [REDACTED] property in order to minimize the financial impact of the fire. If you wish to inspect the site of the fire, please contact me immediately, so that arrangements can be made for such an inspection. If we do not hear from you by the end of business on November 20, 2006, we will assume that you have no interest in inspecting the fire scene.

Thank you for your anticipated prompt attention to this matter. We look forward to hearing from you.

Sincerely,

COZEN O'CONNOR



By: John B. Galligan

JBG/kw



A PROFESSIONAL CORPORATION

45 BROADWAY NEW YORK, NY 10006-3792 212.509.9400 800.437.7040 212.509.9492 FAX www.cozen.com

November 14, 2006

VIA FACSIMILE

John B. Galligan
 Direct Phone (212) 908-1276
 Direct Fax (866) 263-1335
 jgalligan@cozen.com

Ms. Micki Lynn
 Ford Motor Company
 Office of the General Counsel
 Park Lane Towers West
 Suite 300
 3 Park Lane Boulevard
 Dearborn, Michigan 48126-2568

Shawn Norton, Esq.
 Ford Motor Company
 Office of the General Counsel
 Park Lane Towers West
 Suite 300
 3 Park Lane Boulevard
 Dearborn, Michigan 48126-2568

Re: State Farm's Insureds [REDACTED]
 Loss Location: [REDACTED]
 Pine Bush, New York [REDACTED]
 Date of Loss: September 20, 2006
 Our File No.: 195044

Dear Ms. Lynn & Ms. Norton:

Please be advised that our firm has been retained to represent the subrogation interests of State Farm Insurance Company, the property insurance carrier for [REDACTED] with respect to a fire which occurred on or about September 20, 2006. Specifically, we were retained to pursue subrogation claims against any and all third parties responsible for causing the subject fire, which caused approximately \$75,000.00 in property damage.

Our preliminary investigation revealed that the fire originated inside of a 2005 Ford E450, Vehicle Identification Number (VIN) 1FDXE45P55H [REDACTED] ("subject vehicle"). The subject vehicle was owned by State Farm's insureds and parked inside of a detached structure at the time of the fire.

At this time, we believe that the subject fire resulted due to a defect in the subject vehicle. In this regard, State Farm may look to you for reimbursement of all sums State Farm is called upon to pay its insureds as a result of this fire.

Ms. Micki Lynn
Ms. Shawn Norton
Ford Motor Company
November 14, 2006
Page 2

It obviously will be necessary to promptly proceed with the restoration of the [REDACTED] property in order to minimize the financial impact of the fire. If you wish to inspect the site of the fire, please contact me immediately, so that arrangements can be made for such an inspection. If we do not hear from you by the end of business on November 20, 2006, we will assume that you have no interest in inspecting the fire scene.

Thank you for your anticipated prompt attention to this matter. We look forward to hearing from you.

Sincerely,

COZEN O'CONNOR



By: John B. Galligan

JBG/kw

State Farm®
Providing Insurance and Financial Services
Home Office, Bloomington, Illinois 61710



October 4, 2006

SHAWN NORTON
THE FORD MOTOR COMPANY
PARKLANE TOWERS WEST STE 400
3 PARKLANE BLVD
DEARBORN MI 48126-2568

Ballston Spa Operations Center
100 State Farm Place
PO Box 8030
Ballston Spa, NY 12020
800 822 4105 Fax 800 868 1456



RE: Claim Number: 52-D218-142
Date of Loss: September 20, 2006
City/State of Loss: Pine Bush, New York
Insured: [REDACTED]
Vehicle: 2005 Ford E450 Diesel
VIN Number: 1FDXE45P55H [REDACTED]
Mileage: 31,000 Miles

Dear Ford Motor Company:

This notice is to advise of a loss that occurred to our insured vehicle and property - premises. Our preliminary investigation indicates that Ford may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle and undisturbed scene.

The undisturbed fire/loss scene has been secured until November 1, 2006, to allow sufficient time for all inspections. If you wish to inspect the fire/loss scene, please contact me to schedule and inspection immediately. There is no authorization to inspect the premises outside the presence of the State Farm® representative. Any violation of this authorization is not permitted. Any settlement with the State Farm policyholder with respect to this loss must not prejudice our rights, as subrogor, and shall not be released by the execution of a General Release with such policyholder.

In order to assist you in evaluating and processing the subrogation claim, we are asserting, we may provide non-public 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:

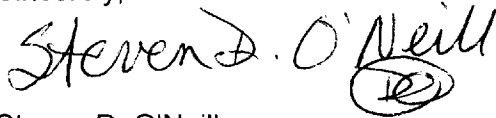
- (1) Use the customer information we provide for any purpose other than to evaluate and process the subrogation claim; or
- (2) Disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

SHAWN NORTON
THE FORD MOTOR COMPANY
52-D218-142
Page 2

Your cooperation is appreciated.

If you should have any questions, or would like to set up an appointment to inspect evidence/salvage, please feel free to contact me at 800 822 4105.

Sincerely,

A handwritten signature in black ink that reads "Steven D. O'Neill". The signature is written in a cursive style. Below the name, there is a small circular stamp or mark.

Steven D. O'Neill
Claim Representative
800 822 4105
Fax 800 868 1456
State Farm Mutual Automobile Insurance Company

28/742/1004007

FORD Notice of Subrogation

Claim Number: 52-D128-142

- Insured Name [REDACTED]
- Driver's Name [REDACTED]
- Owner Name [REDACTED]
- Date of Loss September 20, 2006
- Loss location, city and state [REDACTED] Bush, N.Y.
- Claim Number 52-D128-142
- Description of the loss - Facts & details of loss including prior events relevant to loss Mr. Rowe parked vehicle in his garage/barn at approx. 5:30 PM. When family going to be at approx. 11:30 PM looked outside and saw garage/barn on fire and when they ran outside they could see flames coming out of the vehicle.
- Failure/defect determined to be the cause of loss (non-specific on pre-sub) Specific cause undetermined at this time
- Police/Fire report - if filed report filed but not yet available. As per Fire Marshall origin of the fire was the vehicle.
- Injuries - name of injured party, date of birth No injuries
- Vehicle - year, make, model 2005 Ford E450
- Vehicle Identification Number (VIN) 1FDXE45P55H [REDACTED]
- Mileage or estimated mileage if actual is not available Approx 31,000
- Salvage/Evidence - provide only the city/state location (Verify hold on salvage/evidence)
Vehicle remains in place at the above listed loss location.

**State Farm Mutual Automobile
Insurance Company**

Home Office, Bloomington, Illinois 61710



October 03, 2006

Ford Motor Company
ATTN: Shawn Norton
Parklane Towers West
Suite 400
3 Parklane Blvd
Dearborn, MI 48126

Fire and Theft Unit
P.O. Box 8017
Ballston Spa, NY 12020
800 594 0252 Fax 888 863 4565

|||||

RE: Claim Number: ~~52-3000-007~~ 52-3000-017
Date of Loss: September 20, 2006
City/State of loss: Pine Bush, NY
Insured: [REDACTED]
Vehicle: 2005 Ford Econoline
VIN Number: 1FDXE45P55H [REDACTED]
Mileage: Unknown

Dear Ford Motor Company,

This notice is to advise of a loss that occurred to our insured's vehicle. Our preliminary investigation indicates that Ford Motor Company may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle.

The vehicle is being held at the loss location and is available for your inspection by appointment only. There is no authorization to inspect this vehicle outside the presence of the State Farm representative. Any violation of this authorization is not permitted.

Any settlement with State Farms policyholder with respect to this loss must not prejudice our rights, as subrogor, and shall not be released by the execution of a general release with such policyholder.

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

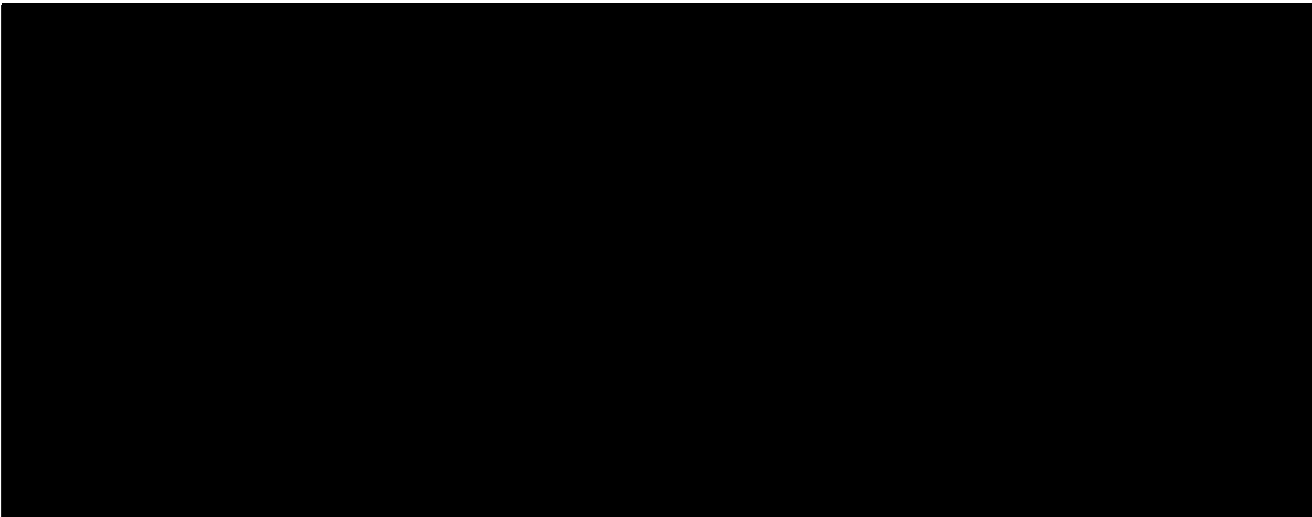
Your cooperation is appreciated. If you should have any questions, or would like to set up an appointment to inspect evidence/salvage, please feel free to contact me at (800)594-0252.

Sincerely,

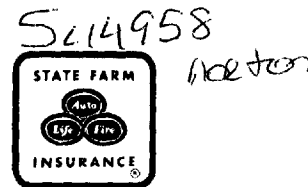
A handwritten signature in black ink, appearing to read "Sean B. McCary".

Sean B. McCary

Claim Representative
State Farm Mutual Automobile Insurance Company



State Farm Insurance Companies



October 19, 2007

Auto Claims
P.O. Box 3020
Newark, Ohio 43058-3020

Fax (888)816-6939

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

OCT 23 2007

RE: Claim Number: 35-Y848-934
Date of Loss: April 7, 2007
Insured: [REDACTED]
Subject: 1999 Gulf Stream Conquest (Ford Driveline)

Dear Sir:

This letter is to advise you that State Farm will conduct our vehicle inspection of the above captioned vehicle beginning at 10:00 A.M. October 29, 2007. This inspection will be done at Insurance Auto Auctions, 400 Cherokee Drive Dayton, Ohio 45426. You are more than welcome to attend.

Should you decide to attend, the actual protocol for the inspection will be set and conducted by Mark Sargent of Motor Vehicle Forensic Services.

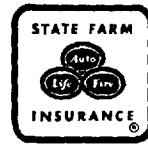
Thank you for your consideration in this matter. If you have any further questions, please feel free to contact the undersigned.

Sincerely,

Howard Titus
Claim Representative
(800) 535-2440 / Ext 1

State Farm Mutual Automobile Insurance Company

State Farm Insurance Companies



September 17, 2007

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

Auto Claims
P.O. Box 3020
Newark, Ohio 43058-3020

Fax (888)816-6939

RE: Claim Number: 35-Y848-934
Date of Loss: April 7, 2007
Insured: [REDACTED]
Subject: Subrogation Notice

SEP 20 2007

T 9/24

Dear Sir:

The identified vehicle in this letter is insured with the State Farm Mutual Automobile Insurance Company. The vehicle has experienced a vehicle fire. State Farm would like to give you an opportunity to inspect the vehicle and give you advanced notice of our potential subrogation claim.

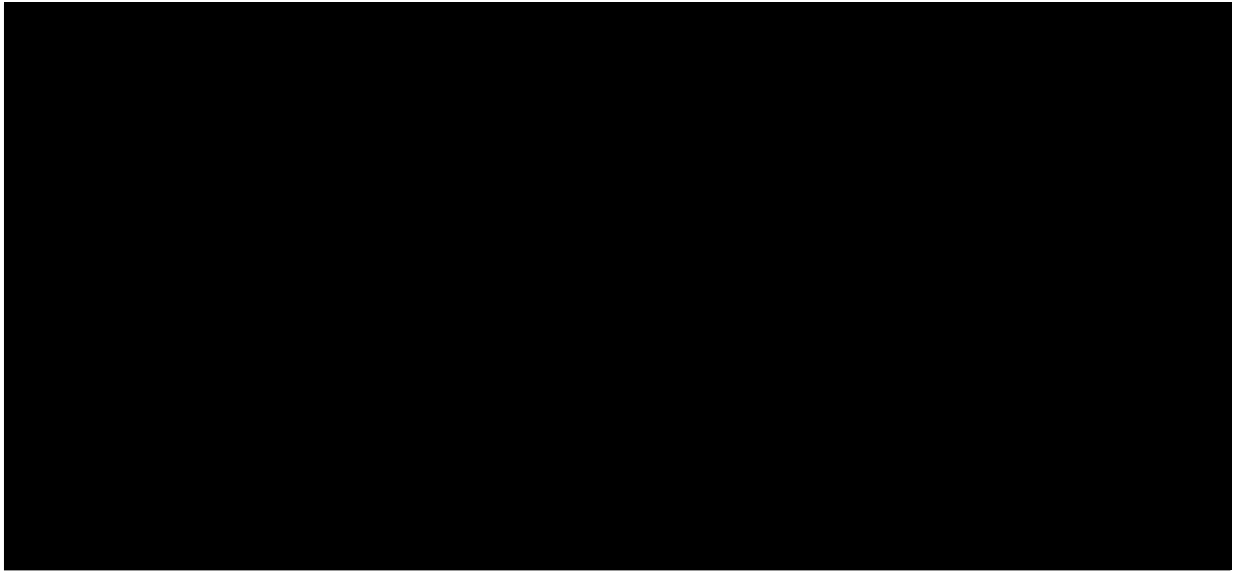
Our insured in this matter is Jerome Schneider and the date of loss is 04-07-2007. The vehicle is a 1999 Gulf Stream Conquest with a Ford driveline. The vehicle identification number is: 1FDXE40S1WH [REDACTED]

Please contact me at 937-776-9121 to set up a time for your inspection.

Sincerely,

Howard Titus
Claim Representative
(800) 535-2440 / Ext 1

State Farm Mutual Automobile Insurance Company





THE STANDARD FIRE INSURANCE COMPANY
 MARK SLUDER
 PO BOX 2954
 MILWAUKEE WI 53201-2954
 (800) 624-6007 X 4785
 (262) 787-4785

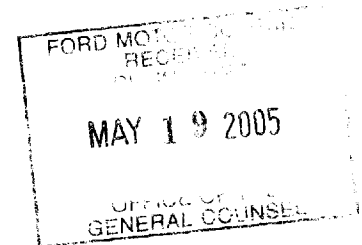
MAY 18 2005

CLAIM REP
 RELATIONSHIP
 CENTER

May 12, 2005
 2005 MAY 18 1 A 7 34

FORD MOTOR COMPANY
 PO Box 6248
 MD-3NE-B

DEERBORN MI 48121



Our Client: [REDACTED]
Claim/File #: 270 FR L4G1991 A
Date of Loss: 03/15/2005
Reference: Subrogation Claim

Dear Ford Consumer Affiars:

We are investigating a claim for [REDACTED] who sustained a loss on 03/15/2005.

Our investigation reveals that you may be responsible for this loss. If you have insurance, please complete the attached form and return it to me. Please refer this letter to your insurance carrier immediately, requesting that they contact our office. Should you not have insurance, please contact me to discuss this loss.

Please call me with any questions.

This loss involved the insureds motor home which damaged his proeprty inside. The VIN# on his vehicle was 1FDXE45S31H [REDACTED]

Sincerely,
 MARK SLUDER
 Claim Representative
 (262) 787-4785
Fax: 866-280-7367
Email:

Nothing in this letter is intended or should be construed as an admission or denial of coverage to our insured.

Enclosure: Insurance Questionnaire

Subro Rep. Name: MARK SLUDER

Insured: [REDACTED]

Date of Loss: 03/15/2005

Our File No.: 270 FR L4G1991 A

Your Insurance Company's Name: _____

Your Insurance Company's Address: _____

_____ ZIP _____

Phone: (____) _____

Your Insurance Agent's Name: _____

Address: _____

_____ ZIP _____

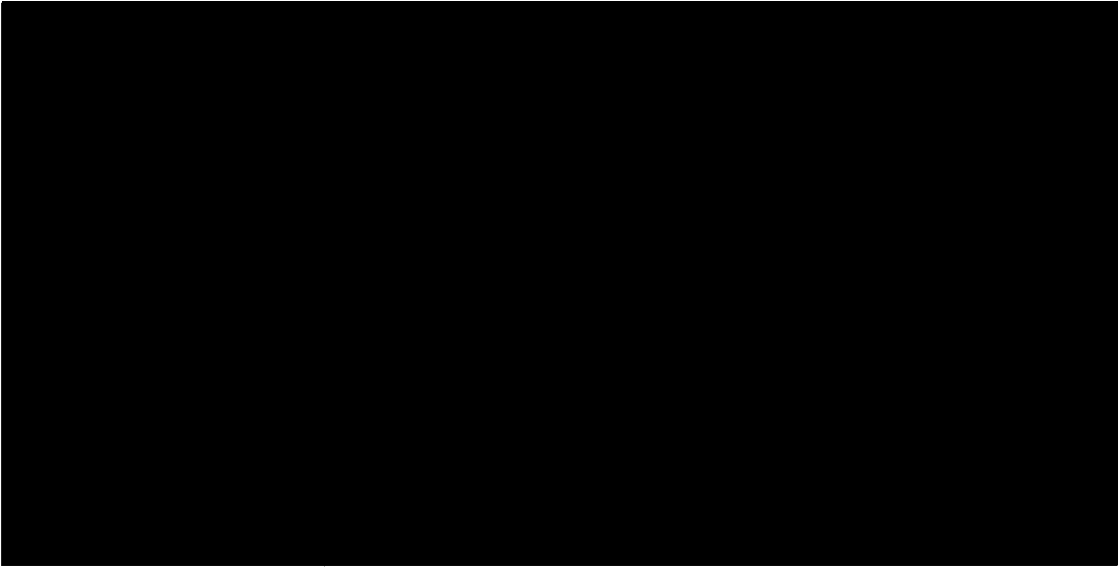
Phone: (____) _____

Your Policy Number: _____

Your File Number: _____

Your Adjuster's Name: _____

Phone: (____) _____



Subpo

THOMAS GEORGE ASSOCIATES, LTD
TGA
Insurance Recovery Division
Post Office Box 30
East Northport NY 11731 0030
(631) 261-8800

May 8, 2009

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

MAY 15 2009

OFFICE OF THE
GENERAL COUNSEL

FORD MOTOR COMPANY
1680 EXECUTIVE PLAZA DR
MD4
DEARBORN, MI 48126-0000

Attention: LEGAL DEPT

OUR CLIENT: GMAC INSURANCE
OUR INSURED: [REDACTED]
CLIENTS CLAIM#: [REDACTED]
OUR CASE #: [REDACTED]
AMT OF DAMAGES: \$13,740.00
YOUR INSURED: PROPERTY DEFECT
YOUR CLAIM#: AUTO FIRE 6/11/08
YOUR POLICY#: [REDACTED]
DATE OF LOSS: 06/08/08

This office has previously put your company on notice and advised that we are recovery agents for the above referenced client and are aiding them in their subrogation rights as result of the above captioned loss.

The information obtained through our investigation places the liability on your insured for the damages incurred by our clients insured.

As of this date we have not had a response to our subrogation demand, or it has been quite some time since we have heard from your office. We would like to resolve this claim as quickly as possible.

Kindly contact the undersigned upon receipt of this letter or forward payment in the amount of \$13,740.00 made payable to our client, care of Thomas George Assoc. at the above address and reference our case number on all correspondence. If any additional information is needed, please contact us immediately.

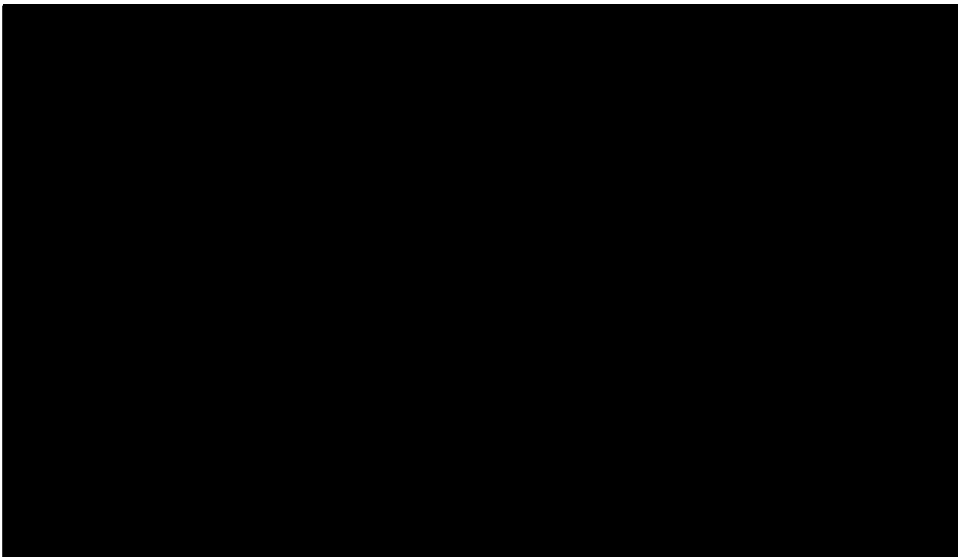
Very truly yours,
THOMAS GEORGE ASSOCIATES, LTD.

Sandy McDaniel
SANDY MCDANIEL



AMERICAN COLLECTORS
association member

PE09-055000234LC





The American Express
Property Casualty companies
3100 Packerland Drive
D Pere, WI 54115-9034

AMEX Assurance Company
IDS Property Casualty
Insurance Company

March 4, 2004

~~BUDGET RENT A CAR LIABILITY DEPT
P O BOX 592188
ORLANDO FL 32859~~

RE: OUR CLAIM NO.: BUD 0436767
OUR INSURED: [REDACTED]
DATE OF LOSS: 1/23/04
YOUR FILE NO.: BUD 0436767
YOUR INSURED: [REDACTED]

Dear Matthew Vick.

Our investigation of the above dated loss has disclosed that your insured is the party responsible for the damages incurred by our insured.

We are hereby notifying you of our subrogation claim in the total amount of \$2094.44.

Property Damage	\$1944.44
Deductible	\$50.00

1994.44

Please forward payment at your earliest convenience.

Please call us with any questions at 1.800.872.5246 and refer to our claim number when calling.

Sincerely,

Jill Schwab-Moody
Subrogation specialist
Ext. 5170
Amex Assurance Company

RECEIVED
MAR 08 2004



Action Appraisal Claims Network

P.O. Box 41441
Phoenix, AZ 85080

Phone (602) 375-0047 Fax (602) 375-2061

Claim No 229055-4A Adjuster P. Brockmeyer

Owner Budget Rent A Car Appraiser T. O'Donnell

VIN 1F3NE1LX4H [REDACTED] 2004 Ford E350

Policy [REDACTED]

Rpt#: 4A4DY001 FLEET Rpt: 01/30/2004 Odom: 10 M
 Rvwd: File: Folder: Attchmnts: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 2004 E350 ECONOLINE,STDLN ,CLUB 1FBNE31LX4H Bld: 01/05/2004
 Engine: 5.4L 2V W Calb: 4E414F0A Trans: 4R75W Axle: A/C: YES
 Dlr Id: USA 60347 FORD MOTOR CO. FPSDGO FLT SVC Ph#:
 State: Michigan City: Dearborn Orig/Caller: THANT MAUNG
 Symptom: 7 04 3 00 UKN SRC ,FIRE/SMOKE,SCORCHED/BURNT ,OTHER-CODE NA
 Addl Sym: St: CCRG/EPRC: _ Rvwd: Dt:

Fix: Caus. Comp: -- Condition Code:
 Fleet Nbr: NOFIN 0023733 Fleet Name: CENDANT CAR RENTAL GROUP
 Phone: City: PARSIPPANY State: NJ
 Spec1: ALMA TAYLOR Spec1 Phone:

MISC **CVO ANALYST RECEIVED ISSUE INFORMATION FROM MAUNG THANT @ CENDANT,
 PH: ACCORDING TO THE INFORMATION RECEIVED, SHORTLY AFT
 THE RENTER TURNED THE REAR A/C ON, THEY SMELLED SMOKE, EXITED THE FWY
 , WENT INTO A PARKING LOT, EXITED THE VEHICLE JUST IN TIME TO SEE IT
 IT BURST INTO FLAMES, AND BURN TO THE GROUND. INCIDENT DATE: 1-23-04.
 VEHICLE LOCATION: . S., PHOENIX, AZ
 CONTACT: P. (WSD 1/20/2004)

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPCV0521

Taylor, Alma (A.)

From: Thant, Maung [Maung.Thant@cendant.com]
Sent: Thursday, January 29, 2004 1:51 PM
To: Taylor, Alma (A.); Taylor, Alma (A.)
Cc: McNamara, Drita (D.M.); Brockmeyer, Paul; Creeden, Joseph; Brusacoram, Gene; Kessler, Mike; McManus, Robert
Subject: FW: New 12 pass van burned VIN 1FBNE31LX4H [REDACTED]



5345406 January
27, 2004.jpg



MVC-841F.JPG



MVC-842F.JPG



MVC-843F.JPG



MVC-844F.JPG



MVC-845F.JPG



MVC-846F.JPG

Good

Afternoon Alma,

Here are more info on this Vehicle, I also fax these to you yesterday. Please let me know if you need any additional info.

Thank you,

*Mileage - 10
just rental*

Maung Thant
Senior Warranty Systems Analyst
Cendant Car Rental Group, Inc.
6 Sylvan Way
Parsippany, NJ 07054
Tel: (973) 496-4767
Fax: (973) 496-4468
E-mail: Maung.thant@cendant.com

-----Original Message-----

From: McNamara, Drita (D.M.) [mailto:dmcnama4@ford.com]
Sent: Thursday, January 29, 2004 11:45 AM
To: Thant, Maung; Brockmeyer, Paul; Creeden, Joseph
Cc: Brusacoram, Gene; Kessler, Mike; McManus, Robert; Taylor, Alma (A.); Taylor, Alma (A.)
Subject: RE: New 12 pass van burned VIN 1FBNE31LX4H [REDACTED]

Maung or Alma,

Any status on this vehicle?

> -----Original Message-----

> **From:** Brockmeyer, Paul
> **Sent:** Tuesday, January 27, 2004 7:23 PM
> **To:** Thant, Maung
> **Subject:** RE: New 12 pass van burned VIN 1FBNE31LX4HA39157
>
> I have the vehicle here at Budget RAC lot on 2114 E. SkyHarbor Cr. S.,
> Phoenix, AZ 85034. I have attached pics and a copy of the ERS. Paul
> Brockmeyer 602-683-9256
> <<5345406 January 27, 2004.jpg>> <<MVC-841F.JPG>> <<MVC-842F.JPG>>
> <<MVC-843F.JPG>> <<MVC-844F.JPG>> <<MVC-845F.JPG>> <<MVC-846F.JPG>>

>
> -----Original Message-----
> From: Thant, Maung [mailto:Maung.Thant@cendant.com]
> Sent: Monday, January 26, 2004 8:55 AM
> To: Brockmeyer, Paul; Creeden, Joseph
> Cc: Brusacoram, Gene; Kessler, Mike; McManus, Robert; 'Dirta McNamara
> (E-mail)'; 'Alma Taylor (A.) (E-mail)'; 'Alma Taylor (A.) (E-mail)'
> Subject: RE: New 12 pass van burned VIN 1FBNE31LX4H [REDACTED]

>
> Good Morning Paul,
> Please let me know when you get it back, I am contacting Ford to
> investigate the fire.
> Please advise,
> Thank you,

>
> Maung Thant
> Senior Warranty Systems Analyst
> Cendant Car Rental Group, Inc.
> 6 Sylvan Way
> Parsippany, NJ 07054
> Tel: (973) 496-4767
> Fax: (973) 496-4468
> E-mail: Maung.thant@cendant.com

>
> -----Original Message-----
> From: Brockmeyer, Paul
> Sent: Monday, January 26, 2004 10:01 AM
> To: Thant, Maung; Creeden, Joseph
> Cc: Brusacoram, Gene; Kessler, Mike
> Subject: New 12 pass van burned

>
> The attached file has info on a 12 pass van infleeted and rented by
> Phoenix BRAC on 1/23 Friday afternoon. Cust states that shortly after
> turning on the rear a/c they began smelling smoke, exited the freeway to a
> parking lot and exited the vehicle just in time to see it burst into
> flames, burned to the ground. We are still trying to locate the remains
> from impound, just wanted to give you heads up. PB

>
> 602-683-9256 << File: phx40 607467_MVA 5345406 .doc >>

>
> "The sender believes that this E-mail and any attachments were free of any
> virus, worm, Trojan horse, and/or malicious code when sent. This message
> and its attachments could have been infected during transmission. By
> reading the message and opening any attachments, the recipient accepts
> full responsibility for taking protective and remedial action about
> viruses and other defects. The sender's employer is not liable for any
> loss or damage arising in any way from this message or its attachments.
> The information in this electronic mail message is Cendant Confidential
> and may be legally privileged. It is intended solely for the
> addressee(s). Access to this internet electronic mail message by anyone
> else is unauthorized. If you are not the intended recipient, any
> disclosure, copying, distribution or any action taken or omitted to be
> taken in reliance on it is prohibited and may be unlawful."

>
> The sender believes that this E-mail and any attachments were free of any
> virus, worm, Trojan horse, and/or malicious code when sent. This message and
> its attachments could have been infected during transmission. By reading the

message and opening any attachments, the recipient accepts full responsibility for taking protective and remedial action about viruses and other defects. The sender's employer is not liable for any loss or damage arising in any way from this message or its attachments.

ERS Incident Report

DATE 1123	TIME 3:55 <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	CALL REC'D BY M.M.	CALL HANDLED BY M.M.
CALLER'S NAME	RENTER'S NAME (if different than caller's)	DRIVER'S NAME (if different than caller's)	
RENTING CITY PHXDE	RA # OS33704	OWNING CITY CODE	
VEHICLE #	LICENSE PLATE #	MAKE/MODEL Ford 350	
TYPE OF INCIDENT: <input type="checkbox"/> ACCIDENT <input type="checkbox"/> VANDALISM <input type="checkbox"/> TIRES <input type="checkbox"/> THEFT <input type="checkbox"/> KEYS <input checked="" type="checkbox"/> MECHANICAL <input type="checkbox"/> OTHER (see details)			
INCIDENT DETAILS: Customer turned on air and vehicle blew up in			
CONDITION OF VEHICLE		WAS CUSTOMER INFORMED ACCIDENT REPORT IS REQUIRED? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
<input checked="" type="checkbox"/> DRIVEABLE <input type="checkbox"/> NOT DRIVEABLE	POLICE DEPT. HANDLING: Phoenix 7866 Pace badge (602) 495-0066 Police #	POLICE REPORT #:	040148208
LOCATION OF (exact street address, if possible):			
VEHICLE (if vehicle was impounded, see IMPOUND INFORMATION at bottom)		PHONE #	
RENTER/CALLER Ron @ roadside Valley Towing dispatched		PHONE #	
KEYS Turned up.		PHONE #	

ACTION TAKEN: Drop was done at address @ Country Inn & Suites Km. # 32
 let charge thru 1/26 \$130.00 623 779 9000 #426
 Total ~~238.80~~ (238.80) 623-780-2195 call # 69941
 FOLLOW UP: DATE: 623 869-0284 Dispatch
 Faxed request to return to Western on 1/27. \$10.00 over on check

TOWING AND SERVICE INFORMATION:		INVOICE #:	PO# ISSUED:
COMPANY Western Towing	TOWED TO Mohave	CALLED BY	SERVICE DATE 11/27/04
OWNING CITY PHX410	TYPE OF SERVICE TOW	COLOR White.	DISPATCH TIME 4:30pm
TOW CHARGES	STORAGE/IMPOUND FEES	SPECIAL SERVICE CHARGES	MILEAGE N/A
\$	\$	\$	FUEL LEVEL <input checked="" type="checkbox"/> 1/4 <input type="checkbox"/> 1/2 <input type="checkbox"/> 3/4 <input type="checkbox"/> F
			TOTAL CHARGES \$ 238.80 @ Western

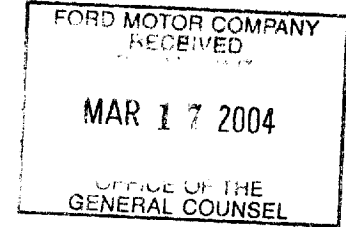
REPLACEMENT VEHICLE INFORMATION:		OWNING CITY:
MAKE/MODEL	VEHICLE #	LIC. PLATE #/STATE
LOCATION OF EXCHANGE	DATE EXCHANGE ENTERED	VEHICLE REC'D BY (authorized driver only) X

IMPOUND INFORMATION:	IMPOUND DATE:	RELEASE DATE:
NAME OF IMPOUND LOT Western Towing	ADDRESS OF IMPOUND LOT	PHONE #

7 2004



CENDANT
Car Rental Group



FAX

NAME: Alma Taylor

COMPANY: Ford Motor Corp.

FAX #: 313-248-6580

FROM: Sharon Taylor DATE 3/11/04

CLAIM #: [REDACTED]

TELEPHONE #: (800) 854-3201 ext 2577
FAX #: (407) 888-7094

of Pages including cover sheet 13

please see attach subro demand from [REDACTED]
[REDACTED] was a passenger in [REDACTED] vehicle alleging
personal items damage and mental anguish, [REDACTED]
[REDACTED] Brookshire TX. [REDACTED] was also the
driver and alleging personal items damage, and mental
anguish, his address and phone number is unknown. Please
advise me of your decision regarding handling of this claim

[REDACTED]



as soon as possible



PRIVILEGED & CONFIDENTIAL

Office of the General Counsel

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

March 23, 2004

[Redacted]

[Handwritten scribble]

De Pere, WI [Redacted]
ATTENTION: [Redacted]

RE: Claimant: [Redacted]
Your Claim #: [Redacted]
DOL: 01-23-2004

Dear Ms. [Redacted]:

We acknowledge your recently submitted subrogation claim. In order to assist us in evaluating your claim, we request that you provide us with the following information: (Please note that the information requested is in regard to the Ford manufactured vehicle.)

- 1. Attach your insured's statement with a complete description of the incident, including events that occurred prior to and subsequent to the loss.
- 2. A copy of the police and/or fire report.
- 3. Original color photographs of the vehicle's collision/fire damage & the alleged defective parts, from several different angles. *- no defective parts on Best Swift Car!*
- 4. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
- 5. Original color photographs of the accident / fire scene from several different angles.
- 6. Attach a copy of your expert's report and the expert's original photographs.
- 7. Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
- 8. Attach the complete service history for the subject vehicle, including any tune-ups or oil changes.

Please answer the following in the space provided. If you need additional space, please use the back of the form;

- 9. What was the city and state of occurrence: Appleton, Wisconsin
- 10. The 17 digit vehicle identification number: NA
- 11. What was the mileage at time of occurrence: _____
- 12. What is the alleged defect: None we were damaged by your defective vehicle - owned by Budget rent a car.

13. Has the alleged defective part been repaired or replaced? (circle one) **Yes** or **No**
14. What is the current location of the vehicle? we have repaired our vehicle
15. List all after market additions or modifications that were made to the vehicle:

16. Was the engine running? (circle one) **Yes** or **No** ?
17. Were the keys in the ignition? (circle one) **Yes** or **No** ?
18. Was this vehicle purchased new or used: _____
If purchased used, provide the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased: _____

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

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

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

Sincerely,



Shawn L. Norton
Claims Analyst /
Litigation Assistant

Claim Number: [REDACTED]

<u>Date/Time</u>	<u>Add ID</u>	<u>Note Type</u>	<u>Claimant</u>
------------------	---------------	------------------	-----------------

01/26/2004 2:10:10 PM	[REDACTED]	Loss Description	
<u>Subject</u>	Loss Details		

Gene Smith

*Budget
rent a car*

** **FACTS: I01 veh was parked in a parking lot off of Pieorria Ave; I01 stated that A01 was traveling down Pieorria Ave when his veh caught on fire; A01 parked next to I01 veh causing dmg to I01 rear bumper;
 Damage: I01 veh dmg - Rear bumper; melted;
 A01 veh dmg - unk; noi**informed insd of clm# and rep info; rep to go over questions, cov and how it applies; rep contact 24 bus hours;*** **..**

Claim Number: [REDACTED]

<u>Date/Time</u>	<u>Add ID</u>	<u>Note Type</u>	<u>Claimant</u>
01/26/2004 6:25:36 PM <u>Subject</u> c/o tt i01	[REDACTED]	First Contact -	Smith, Gene

his veh was parked in parking lot off of Pieorria Ave. a01's veh cought on fire and pulled into parking lot next i01, fire from a01 veh damaged i01's rear bmpr and tail lamps

veh unoccupied, no injuries.

explained to i01 \$250 coll and \$50 comp ded and 20/600 rental. Told Him I need to review with manager what this loss falls under.

i01 wants to try and file with a/c. if he can not he will file with us.

He does not have any info with him, he has it at home and he will call us with it later this week. okay.

INFORMATION EXCHANGE FORM

NAME OF ACCIDENT DATE 1:00 PM 1-23-04		INJURY? If Possible <input type="checkbox"/> Yes <input type="checkbox"/> No
VEHICLE DAMAGE		1
VEHICLE MAKE		MAES
VEHICLE MODEL		X
VEHICLE LICENSE NUMBER		39157
INSURANCE COMPANY OF THE INDIVIDUAL, OR ADDRESS / DAMAGE TO VEHICLE FIRE / TOTAL		SEAT BELT USED? TYPE
FOR POLICE USE ONLY OFFICER NAME(S) SERIAL NO(S) CONTACT PHONE #	ACCIDENT REPORT TAKEN? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	HIT & RUN REPORT TAKEN? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
FILED COMPLETE NO		

KLE FIRE -
TRAFFIC RECORDS INFORMATION

800 W WASHINGTON, PHOENIX, AZ 85003
(602) 554-1107 7:00 AM - 4:00 PM MONDAY - FRIDAY

ACCIDENT INFORMATION WHILE UNDER THE WAIVER REPORTS ARE AVAILABLE ONLINE THROUGH PHOENIX AT YOUR AGENTS AT <http://www.phoenix.gov/police/index.html>. GO TO ONLINE SERVICES, THEN GO TO ONLINE ACCIDENT REPORTS. YOU CAN PURCHASE THE REPORT ONLINE OR BY MAIL FOR A FEE, FIVE (5) WORKING DAYS AFTER THE INCIDENT OCCURS.

REPORTS ARE ALSO AVAILABLE FOR A FEE, AT 800 W WASHINGTON BY MAIL OR IN PERSON AT THE PUBLIC RECORDS COUNTER.

WHEN CONTACTING A DETECTIVE IN REFERENCE TO A HIT AND RUN REPORT CALL VEHICULAR CRIMES UNIT AT (602) 552-5082. PLEASE REFER TO DR#

IF INVOLVED IN AN ACCIDENT WITH AN UNINSURED MOTORIST, CALL THE ARIZONA DEPARTMENT OF TRANSPORTATION, CENTRAL ENFORCEMENT REGISTRATION COMPLAINT HOTLINE AT (602) 552-1211. PLEASE FOLLOW THE AUTOMATED INSTRUCTIONS.

ARIZONA REVISED STATUTE (28-1130) requires that every person operating a motor vehicle on a highway in this state shall have evidence obtain the motor vehicle of current financial responsibility applicable to the motor vehicle. The evidence shall consist of the original or a photocopy of one of the following:

1. Motor Vehicle Insurance Policy.
2. Binder or Certificate of motor vehicle liability insurance.
3. Certificate of self-insurance.
4. Surety Bond.
5. Insurance Identification Card issued by an authorized insurer.
6. Certificate of deposit by ARS 28-1024.

OFFICE OF MOTOR VEHICLES

80-680 Rev. 1/02



March 4, 2004

The American Express
Property Casualty Company
3500 Packerland Drive
De Pere, WI 54115-9034

AMEX Assurance Company
IDS Property Casualty
Insurance Company

BUDGET RENT A CAR LIABILITY DEPT
P O BOX 592188
ORLANDO FL 32859

RE: OUR CLAIM NO.:
OUR INSURED:
DATE OF LOSS:
YOUR FILE NO.:
YOUR INSURED:

[REDACTED]
1/23/04
[REDACTED]
[REDACTED]

Dear Matthew Vick:

Our investigation of the above dated loss has disclosed that your insured is the party responsible for the damages incurred by our insured.

We are hereby notifying you of our subrogation claim in the total amount of \$2094.44.

Property Damage	\$1944.44
Deductible	\$50.00

Please forward payment at your earliest convenience.

Please call us with any questions at 1.800.872.5246 and refer to our claim number when calling.

Sincerely,

Jill Schwab-Moody
Subrogation specialist
Ext. 5170
Amex Assurance Company



Date: 1/28/2004
 Estimate ID: 00676-000036775C
 Estimate Version: 0
 Committed
 Profile ID: CUSTOMIZED



CRAWFORD AND COMPANY

7878 N. 16th Street Ste 230 Phoenix, AZ 85020
 (602) 216-9422
 Fax: (602) 216-9478

**The American Express
 Property Casualty companies**
 3500 Packerland Drive
 De Pere, WI 54115-9034

Damage Assessed By: Marvin Lorig

Claim Rep: AMERICAN EXPRESS PROPERTY CASU
 (800) 872-5246 ext. 5800

**AMEX Assurance Company
 IDS Property Casualty
 Insurance Company**

Type of Loss: Collision
 Date of Loss: 1/23/2004
 Contact Date: 1/27/2004
 Deductible: 50.00
 C & C File No: 00676-000036775C
 Policy No: [REDACTED]

Date Recvd: 1/27/2004
 Date Assigned: 1/27/2004

Claim Number: 462826-101

Insured: [REDACTED]
 Claimant: [REDACTED]
 Address: [REDACTED] APACHE JUNCTION, AZ 85220
 Telephone: Home Phone: [REDACTED]

6354

Mitchell Service: 913120

Description: 2001 Honda Accord VP
 Body Style: 4D Sed
 VIN: 1HGCF86661A [REDACTED]
 Mileage: 81,005
 OEM/ALT: A
 Color: GREEN

Drive Train: 2.3L Inj 4 Cyl 4A
 License: [REDACTED]

Search Code: SOAZ

Options: ANTI-LOCK BRAKE SYS. (ABS), AIR CONDITIONING, POWER STEERING, POWER BRAKES
 POWER WINDOWS, POWER DOOR LOCKS, TILT STEERING WHEEL, CRUISE CONTROL
 ELECTRIC DEFOGGER, AM-FM STEREO CASSETTE, AUTOMATIC TRANSMISSION
 DEEP TINTED GLASS, AM-FM STEREO/CDPLAYER(SINGLE), PASSENGER-FRONT AIR BAG
 MANUAL REMOTE MIRROR, DISC BRAKES, FRONT WHEEL DRIVE, SINGLE EXHAUST, 4-DOOR
 DRIVER-FRONT AIR BAG

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	302176	REF	BLEND	R QUARTER PANEL OUTSIDE			C 0.8
2	302177	REF	BLEND	L QUARTER PANEL OUTSIDE			C 0.8
3	900500	BDY *	ADD'L LABOR OP	ROPE REAR WINDOW	Existing		0.5*
4	900500	BDY *	REMOVE/REPLACE	FLEX ADDITIVE	Sublet	8.50 *	0.0*
5	302280	REF	REFINISH	LUGGAGE LID OUTSIDE			C 2.1
6	303910	BDY	REPAIR	LUGGAGE LID PANEL	Existing		1.5*
7				STRIP & PREP FOR PAINT			
8	302326	BDY	REMOVE/REPLACE	LUGGAGE LID ADHESIVE NAMEPLATE	75722-S84-A00	12.82	0.2
9	303917	BDY	REMOVE/REPLACE	LUGGAGE LID EMBLEM	75701-S84-A01	12.98	0.2
10	303942	BDY	REMOVE/REPLACE	R REAR COMBINATION LAMP LENS & HOUSING	** QUAL REPL PART	53.61	0.4 #
11	303943	BDY	REMOVE/REPLACE	L REAR COMBINATION LAMP LENS & HOUSING	** QUAL REPL PART	53.61	0.4 #
12	303944	BDY	REMOVE/REPLACE	R REAR COMBINATION LAMP ASSEMBLY	** QUAL REPL PART	48.38	0.3 #
13	303945	BDY	REMOVE/REPLACE	L REAR COMBINATION LAMP ASSEMBLY	** QUAL REPL PART	48.38	0.3 #
14	302584	BDY	REMOVE/REPLACE	LICENSE LAMP ASSEMBLY	34100-S84-A01	12.97	0.2
15	AUTO	BDY	OVERHAUL	REAR COVER ASSY			1.2
16	302596	BDY	REMOVE/REPLACE	REAR BUMPER COVER	** QRP CAPA	198.00	INC
17	AUTO	REF	REFINISH	REAR BUMPER COVER			C 2.0
18	302608	BDY	REMOVE/REPLACE	REAR BUMPER IMPACT CUSHION	71570-S84-A00	36.85	INC
19	936012		ADD'L COST	HAZARDOUS WASTE DISPOSAL		5.00 *	

ESTIMATE RECALL NUMBER: 1/28/2004 15:26:51 00676-000036775C

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Mitchell Data Version: JAN_04_A
 UltraMate Version: 4.8.013



Date: 1/28/04
 Estimate ID: 00676-000036775C
 Estimate Version: 0
 Committed
 Profile ID: CUSTOMIZED

20	AUTO	REF	ADD'L OPR	CLEAR COAT	
21	933003	REF	ADD'L OPR	TINT COLOR	
22	933005	REF *	ADD'L OPR	RESTORE CORROSION PROTECTION	
23	AUTO	REF	ADD'L OPR	FINISH SAND AND BUFF	
24	933018	BDY *	ADD'L OPR	MASK FOR OVERSPRAY	
25	AUTO		ADD'L COST	PAINT/MATERIALS	

1.6
 0.5*
 0.3
 2.4
 5.06
 2.16
The American Express
Property Casualty companies
 3500 Packerland Drive
 De Pere WI 54115-9034

AMEX Assurance Company
IDS Property Casualty
Insurance Company

* - Judgement Item
 # - Labor Note Applies
 ** QRP CAPA - Quality Replacement Parts CAPA Certified
 ** QUAL REPL PART - Quality Replacement Parts
 C - Included in Clear Coat Calc

KEYSTONE AUTOMOTIVE
 3949 W. VAN BUREN AVENUE
 SUITE 1
 PHOENIX
 AZ 85009
 (800) 551-5605 (602) 272-5911
 16 ** HO1100184

NU-PARTS AUTOMOTIVE INC.
 2011 E. FIFTH ST.
 OUTER DELIVERY
 TEMPE
 AZ 85281
 (480) 829-1885 (800) 521-8179
 10 ** TL 4023-R
 11 ** TL 4023-L
 12 ** TL 4019-R
 13 ** TL 4019-L

198.00	53.61
	53.61
	48.38
	48.38

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	5.7	40.00	5.00	0.00	233.00	Taxable Parts	486.10
Refinish	10.5	40.00	0.00	0.00	420.00	Sales Tax @ 8.600%	41.80
Non-Taxable Labor					653.00	Total Replacement Parts Amount	527.90
Labor Summary	16.2				653.00		
III. Additional Costs					Amount	IV. Adjustments	Amount
Taxable Costs					210.60	Insurance Deductible	50.00-
Sales Tax @ 8.600%					18.11	Customer Responsibility	50.00-
Non-Taxable Costs					5.00		
Total Additional Costs					233.71		
						I. Total Labor:	653.00
						II. Total Replacement Parts:	527.90
						III. Total Additional Costs:	233.71
						Gross Total:	1,414.61
						IV. Total Adjustments:	50.00-
						Net Total:	1,364.61

ESTIMATE RECALL NUMBER: 1/28/2004 15:26:51 00676-000036775C

Mitchell Data Version: JAN_04_A
 UltraMate Version: 4.8.013

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Date: 1/28/2004 06:23 PM
Estimate ID: 00676-000036775C
Estimate Version: 0
Committed
Profile ID: CUSTOMIZED

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF REPLACEMENT PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

Point(s) of Impact

14 Unknown (P)

Client Company:
Address:

[REDACTED]

Inspection Site:
Address:

[REDACTED]

GREEN BAY, WI

TEMPE, AZ

Work Phone:
Fax Phone:

[REDACTED]

Inspection Date: 1/28/2004

Body Shop: ARNOLDS AUTO CENTER
Address: 870 W. APACHE TRAIL
APACHE JUNCTION, AZ 85220

Telephone: (480) 671-4099
Fax Phone: (480) 982-4113

Tax ID\Client Prog No:

[REDACTED]

NOTICE TO REPAIRER: This is NOT an authorization to repair. This is an appraisal of damages only. No appraiser or adjuster has authority to authorize repairs. Authorization to repair and guarantee of payment can only be made by owner. Crawford & Company specifies and intends that all repairs and/or part replacements listed hereon are made in strict accordance with manufacturer's specifications and recommendations. Crawford & Company and/or its clients assumes no responsibility for repair quality and safety. Supplemental damages are subject to reinspection.

WARNING: Accidental air bag deployment is possible. Personal injury may result. Avoid area near steering wheel and instrument panel even if air bags have deployed. Dual-stage air bag modules may be present that could contain an undeployed stage. When disposing of a deployed dual-stage air bag, always treat it as a "live" module. See appropriate MITCHELL® AIR BAG SERVICE & REPAIR MANUAL, or OEM information.

ESTIMATE RECALL NUMBER: 1/28/2004 15:28:51 00676-000036775C

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OK

Date: 2/27/2004 03:19 PM
Estimate ID: 00676-000036775C
Estimate Version: 1
Supplement: 1 (F) 2/27/2004 03:01:45 PM
Profile ID: CUSTOMIZED

CRAWFORD AND COMPANY
7878 N. 16th Street Ste 230 Phoenix, AZ 85020
(602) 216-9422
Fax: (602) 216-9478

Damage Assessed By: Marvin Lorig
Supplemented By: Marvin Lorig

Claim Rep: [REDACTED]

Type of Loss: Collision
Date of Loss: 1/23/2004
Contact Date: 1/27/2004
Deductible: 50.00
C & C File No: 00676-000036775C
Policy No: [REDACTED]
Insured: [REDACTED]
Claimant: [REDACTED]
Address: [REDACTED] APACHE JUNCTION, AZ 85220
Telephone: Home Phone: [REDACTED]

Suppl

Date Recvd: 1/27/2004
Date Assigned: 1/27/2004
Claim Number: 462826-101

Mitchell Service: 913120

Description: 2001 Honda Accord VP
Body Style: 4D Sed
VIN: 1HGCF86661A [REDACTED]
Mileage: 81,005
OEM/ALT: A
Color: GREEN

Drive Train: 2.3L Inj 4 Cyl 4A
License: [REDACTED]
Search Code: SOAZ

Options: ANTI-LOCK BRAKE SYS. (ABS), AIR CONDITIONING, POWER STEERING, POWER BRAKES
POWER WINDOWS, POWER DOOR LOCKS, TILT STEERING WHEEL, CRUISE CONTROL
ELECTRIC DEFOGGER, AM-FM STEREO CASSETTE, AUTOMATIC TRANSMISSION
DEEP TINTED GLASS, AM-FM STEREO/CDPLAYER(SINGLE), PASSENGER-FRONT AIR BAG
MANUAL REMOTE MIRROR, DISC BRAKES, FRONT WHEEL DRIVE, SINGLE EXHAUST, 4-DOOR
DRIVER-FRONT AIR BAG

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
S1 1	301849	BDY	REMOVE/INSTALL	R REAR DOOR FRONT SASH	Existing		0.5*
S1 2	301850	BDY	REMOVE/INSTALL	L REAR DOOR FRONT SASH	Existing		0.5*
S1 3	900500	BDY *	REMOVE/REPLACE	SASH MLDG CLIPS (20)	New	37.00 *	0.0*
S1 4	302048	BDY	REMOVE/INSTALL	R ROOF DRIP MLDG			0.3
S1 5	302049	BDY	REMOVE/INSTALL	L ROOF DRIP MLDG			0.3
6	302176	REF	BLEND	R QUARTER PANEL OUTSIDE			C 0.8
7	302177	REF	BLEND	L QUARTER PANEL OUTSIDE			C 0.8
8	900500	BDY *	ADD'L LABOR OP	ROPE REAR WINDOW	Existing		0.5*
9	900500	BDY *	REMOVE/REPLACE	FLEX ADDITIVE	Sublet	8.50 *	0.0*
S1 10	900500	BDY *	ADD'L LABOR OP	ROPE WINDSHIELD	Existing		0.5*
S1 11	302182	REF	BLEND	L FUEL DOOR			C INC #
S1 12	303259	BDY	REMOVE/INSTALL	QUARTER MUDGUARD	Existing		0.4*
S1 13	900500	BDY *	ADD'L LABOR OP	INSTALL & REMOVE A/M LAMPS	Existing		1.4*
14				A/M LAMPS DID NOT FIT/LEFT BIG GAPS			
15	302280	REF	REFINISH	LUGGAGE LID OUTSIDE			C 2.1
S1 16	303910	BDY	REPAIR	LUGGAGE LID PANEL	Existing		4.0*
17				STRIP & PREP FOR PAINT			
18				DECK LID WAS WARPED			

ESTIMATE RECALL NUMBER: 1/28/2004 15:26:51 00676-000036775C

Mitchell Data Version: MAR_04_A
UltraMate Version: 4.8.013

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Date: 2/27/2004 03:19 PM
 Estimate ID: 00676-000036775C
 Estimate Version: 1
 Supplement: 1 (F) 2/27/2004 03:01:45 PM
 Profile ID: CUSTOMIZED

19	302326	BDY	REMOVE/REPLACE	LUGGAGE LID ADHESIVE NAMEPLATE	75722-S84-A00	12.82	0.2
20	303917	BDY	REMOVE/REPLACE	LUGGAGE LID EMBLEM	75701-S84-A01	12.98	0.2
S1 21	303942	BDY	REMOVE/REPLACE	R REAR COMBINATION LAMP LENS & HOUSING	33501-S84-A11	76.34	0.4 #
S1 22	303943	BDY	REMOVE/REPLACE	L REAR COMBINATION LAMP LENS & HOUSING	33551-S84-A11	76.34	0.4 #
S1 23	303944	BDY	REMOVE/REPLACE	R REAR COMBINATION LAMP ASSEMBLY	34151-S84-A11	69.75	0.3 #
S1 24	303945	BDY	REMOVE/REPLACE	L REAR COMBINATION LAMP ASSEMBLY	34156-S84-A11	69.75	0.3 #
25	302584	BDY	REMOVE/REPLACE	LICENSE LAMP ASSEMBLY	34100-S84-A01	12.97	0.2
26	AUTO	BDY	OVERHAUL	REAR COVER ASSY			1.2
S1 27	302596	BDY	REMOVE/REPLACE	REAR BUMPER COVER	04715-S84-A91ZZ	275.76	INC
28	AUTO	REF	REFINISH	REAR BUMPER COVER			C 2.0
S1 29	302597	BDY	REMOVE/REPLACE	REAR BUMPER CLIP	91503-SZ3-003	15.60	* INC
30	302608	BDY	REMOVE/REPLACE	REAR BUMPER IMPACT CUSHION	71570-S84-A00	36.85	INC
31	936012		ADD'L COST	HAZARDOUS WASTE DISPOSAL		5.00	*
32	AUTO	REF	ADD'L OPR	CLEAR COAT			1.6
33	933003	REF	ADD'L OPR	TINT COLOR			0.5*
34	933005	REF *	ADD'L OPR	RESTORE CORROSION PROTECTION			0.3*
S1 35	933007	REF	ADD'L OPR	FILL, SAND AND FEATHER			2.0*
36	AUTO	REF	ADD'L OPR	FINISH SAND AND BUFF			2.4
37	933018	BDY *	ADD'L OPR	MASK FOR OVERSPRAY		5.00	* 0.5*
38	AUTO		ADD'L COST	PAINT/MATERIALS		262.60	*

* - Judgement Item
 # - Labor Note Applies
 C - Included in Clear Coat Calc

KEYSTONE AUTOMOTIVE
 3949 W. VAN BUREN AVENUE
 SUITE 1
 PHOENIX
 AZ 85009
 (800) 551-5605 (602) 272-5911

NU-PARTS AUTOMOTIVE INC.
 2011 E. FIFTH ST.
 OUTER DELIVERY
 TEMPE
 AZ 85281
 (480) 829-1885 (800) 521-8179

27	04715-S84-A91ZZ	275.76	21	33501-S84-A11	76.34
			22	33551-S84-A11	76.34
			23	34151-S84-A11	69.75
			24	34156-S84-A11	69.75

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	12.1	40.00	5.00	0.00	489.00	Taxable Parts	704.66
Refinish	12.5	40.00	0.00	0.00	500.00	Sales Tax @ 8.600%	60.60
Non-Taxable Labor					989.00	Total Replacement Parts Amount	765.26
Labor Summary	24.6				989.00		
III. Additional Costs					Amount	IV. Adjustments	Amount
Taxable Costs					262.60	Insurance Deductible	50.00-
Sales Tax @ 8.600%					22.58	Customer Responsibility	50.00-
Non-Taxable Costs					5.00		
Total Additional Costs					290.18		

ESTIMATE RECALL NUMBER: 1/28/2004 15:26:51 00676-000036775C

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Date: 2/27/2004 03:19 PM
Estimate ID: 00676-000036775C
Estimate Version: 1
Supplement: 1 (F) 2/27/2004 03:01:45 PM
Profile ID: CUSTOMIZED

I.	Total Labor:	989.00
II.	Total Replacement Parts:	765.26
III.	Total Additional Costs:	290.18
	Gross Total:	2,044.44
IV.	Total Adjustments:	50.00-
	Net Total:	1,994.44
	Less Original Net Total:	1,364.61
	Net Supplement Amount:	629.83
	S1: Marvin Lorig	629.83

Point(s) of Impact

14 Unknown (P)

Client Company:
Address:

[REDACTED]
GREEN BAY, WI [REDACTED]

Inspection Site:
Address:

[REDACTED]
TEMPE, AZ

Work Phone:
Fax Phone:

[REDACTED]
[REDACTED]

Inspection Date: 2/27/2004

Body Shop: ARNOLDS AUTO CENTER
Address: 870 W. APACHE TRAIL
APACHE JUNCTION, AZ 85220
Telephone: (480) 671-4099
Fax Phone: (480) 982-4113

Tax ID/Client Prog No: 86-0278274

NOTICE TO REPAIRER: This is NOT an authorization to repair. This is an appraisal of damages only. No appraiser or adjuster has authority to authorize repairs. Authorization to repair and guarantee of payment can only be made by owner. Crawford & Company specifies and intends that all repairs and/or part replacements listed hereon are made in strict accordance with manufacturer's specifications and recommendations. Crawford & Company and/or its clients assumes no responsibility for repair quality and safety. Supplemental damages are subject to reinspection.

WARNING: Accidental air bag deployment is possible. Personal injury may result. Avoid area near steering wheel and instrument panel even if air bags have deployed. Dual-stage air bag modules may be present that could contain an undeployed stage. When disposing of a deployed dual-stage air bag, always treat it as a "live" module. See appropriate MITCHELL® AIR BAG SERVICE & REPAIR MANUAL, or OEM information.

ESTIMATE RECALL NUMBER: 1/28/2004 15:26:51 00676-000036775C

Mitchell Data Version: MAR_04_A
UltraMate Version: 4.8.013

UltraMate is a Trademark of Mitchell International
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All Rights Reserved

Page 3 of 3

PE09-055000256LC

TO ALLEN EXT 5800

CLAIM # 462 826 354

2 PAGES with cover



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TOTAL CHARGES 126.50

DEPOSITS

REFUNDS

AMOUNT DUE 126.50

CLOSED BY PAID

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RECEIVED BY

Claim No: 462826-I01

Policy No: AX00194739





PROGRESSIVE

Friday, October 27, 2006

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

NOV 27 2006
T 4/27

Re: PRODUCT DEFECT CAUSED VEHICLE FIRE AND RESULTING DAMAGES.
VIN: 1FDXE45P75H [REDACTED]
Year: 2005
Make: FORD
Model: CUTAWAY E-450
Our Insured: [REDACTED]
Address: PO BOX 1151, CALLAHAN, FL 32011
Phone No.: 904 483 - 7745
Our Claim No: 068614836
Date of Loss: 6-10-06
Damages: \$ 36,496.00

NOTICE OF SUBROGATION CLAIM

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

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

Please acknowledge receipt of my subrogation demand and forward your payment of \$36,496.00 to my attention, payable to "Progressive Express Insurance Company, as subrogee of [REDACTED]", and mail to my attention at [REDACTED] Richmond Hts., OH [REDACTED]

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

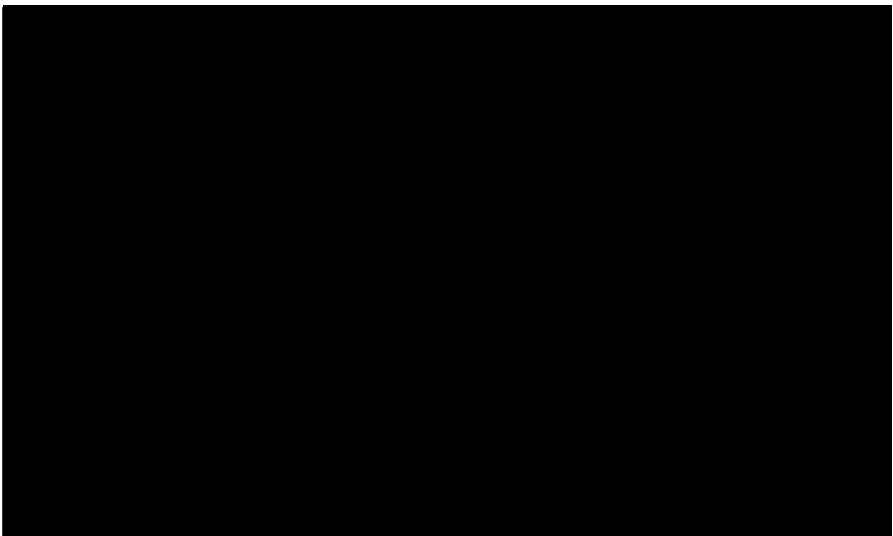
Thank you for your anticipated cooperation.

Progressive Express Insurance Company

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

PROGRESSIVE EXPRESS INSURANCE COMPANY
NOV 27 2006

PE09-055000261LC



K. TRAVIS BERRY
Tampa
kberry@butlerpappas.com



June 21, 2005

NOTICE OF POTENTIAL CLAIM

**Via Certified Mail – Return Receipt
and Regular U.S. Mail**

Shawn Norton
Ford Motor Company
Office of General Counsel
Suite 300
Three Parklane Boulevard
Dearborn, MI 48126-2568

Re: Insured: [REDACTED]
Loss Location: [REDACTED]
Snellville, GA [REDACTED]
Claim No.: 01 (8045) 340 00 18 CH61
Date of Loss: 05/27/04
Our File No.: 0672-0506104

Dear Mr. Norton:

This law firm represents USAA Casualty Insurance Company's subrogation interests in the above-referenced matter arising from a fire that occurred at their insured's residence located at [REDACTED] Snellville, Georgia [REDACTED]

This fire occurred at the insured's residence on May 5, 2004. Our investigation reveals that the fire started when the insured's 1988 Ford Club Van caught fire and spread to the insured's residence. The purpose of this correspondence is to place you on notice of this fire so that, if you deem it necessary, you will be able to conduct your own investigation and participate in the evidence inspections.

Please note that the damages resulting from the aforementioned fire are in excess of \$200,000.00. We suggest you report this notice of claim to your insurance carrier, and supply us with the name of your insurance carrier and the limits of your insurance policy.

BUTLER PAPPAS WEIHMULLER KATZ CRAIG LLP

Miami	80 Southwest 8th Street, Suite 3300, Miami, Florida 33130	Telephone: (305) 416-9998	Facsimile: (305) 416-6848
Mobile	3801 Airport Boulevard, P.O. Box 161389, Mobile, Alabama 36616	Telephone: (251) 338-3801	Facsimile: (251) 338-3805
Tallahassee	3600 Maclay Boulevard, Suite 101, Tallahassee, Florida 32312	Telephone: (850) 894-4111	Facsimile: (850) 894-4999
Tampa	One Harbour Place, 777 South Harbour Island Blvd., Suite 500, Tampa, Florida 33602	Telephone: (813) 281-1900	Facsimile: (813) 281-0900

Shawn Norton
Ford Motor Company
Page 2
June 21, 2005

Please also provide us with the following:

- a) the name of the insurer;
- b) the name of each insured;
- c) the limits of the liability coverage;
- d) a statement of any policy or coverage defense which such insurer reasonably believes is available to such insurer at the time of filing such statement;
- e) a copy of the insurance policy.

You should discuss this claim and the potential for early settlement with your insurance carrier immediately. We would welcome an early pre-suit settlement of this matter, because we cannot guarantee that our clients will be able to be as generous once suit is filed. If you believe you are not responsible for the damages suffered by our clients, or have valid legal defenses, please provide us with written documentation so that we may avoid taking formal action.

I look forward to your positive and immediate response.

Respectfully,

BUTLER PAPPAS WEIHMULLER KATZ CRAIG LLP



K. Travis Berry

cc: Denise M. Anderson, Esq.



570 866
Norton
APR 25 2005
1090

USAA CASUALTY INSURANCE COMPANY
P.O. Box 33490, San Antonio, TX 78265

SHAWN NORTON
FORD MOTOR COMPANY
CONSUMER AFFAIRS
OFFICE OF GENERAL COUNCIL
P O BOX 6248MD-3 NE-B
DEARBORN, MI 48126

April 13, 2005

Policyholder: [REDACTED]
Reference Number: 3400018-91A-3-8045
Date Of Loss: May 27, 2004
Loss Location: Snellville, Georgia
USAA Tax ID Number: 59-3019540
Amount: PENDING

A fire in a 1988 Ford XL van caused major fire damage to our insured's home as well as the vehicle

To Whom it may concern:

Our insured has submitted a claim under his Homeowners Policy. The loss was caused when a fire occurred in the above referenced 1988 Ford XL van. Please arrange to jointly inspect the van by contacting our engineer Richard Clarke at Clarke Automotive 706-654-4830 within 10 days of the date of this letter.

Our investigation reveals that you are responsible for this loss. We have reimbursed our insured for damages sustained as a result of this loss and are entitled to be reimbursed for payments we have made; therefore, we are making a claim directly against you.

If you have liability insurance, please note your insurance company's name, agent's name, their addresses, and your policy number on the attached form and return it to us. We will then deal directly with your carrier.

The exact amount of our claim, along with supporting documentation, will follow.

Be aware that no partial payment to USAA that is less than the full amount claimed herein will be considered in any way a satisfaction of this claim without an express written release of our claim executed by an individual who identifies himself/herself as a member of our Subrogation Department. Therefore, our legal rights to enforce collection on the remaining amount of the claim shall not be waived or estopped due

to a partial payment by you or someone acting on your behalf.

If you wish to discuss this matter, please contact me.

Sincerely,

Joseph J Borajkiewicz
General Adjuster
USAA Southeast Regional Office
Phone: 1-866-257-2097
Fax Phone: 1-800-541-7958

jjb/dh

Encl: 12763Env, CERT

REQUEST FOR INSURANCE INFORMATION

Policyholder: [REDACTED]
USAA - Policy M [REDACTED]
Claim Number: 1
Unit Number: 8045
Date of Loss: May 27, 2004

Please fill out the following information about your insurance company and return it to us at your earliest convenience.

Claimant Name: FORD MOTOR COMPANY

Your Insurance Company Name

Your Insurance Company Address

Your Insurance Company Phone Number

Your Policy Number

The Agent or Claims Office you reported your claim to

Your Name: _____

Address: _____

City/State/Zip: _____

Home Phone: _____ Business Phone: _____



Chris H. Zbanski

USAA CASUALTY INSURANCE COMPANY
P.O. Box 33490, San Antonio, TX 78265

~~PRODUCT LIABILITY MANAGER~~
~~FORD MOTOR CO.~~
~~1-T AMERICAN ROAD~~
~~DEARBORN, MI 48126~~

June 30, 2004

Policyholder: [REDACTED]
Reference Number: 3400018-91A-3-8021
Date Of Loss: May 27, 2004
Loss Location: Snellville, Georgia
USAA Tax ID Number: 59-3019540
Amount: \$180,000+

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
AUG 25 2004
OFFICE OF THE
GENERAL COUNSEL

A fire occurred in a 1988 Ford E-350 van subject to NHTSA Campaign #89V062000 recall. Said van severely damaged our insured's home

To Whom it may concern:

Our insured has submitted a claim under his Homeowners Policy. The loss was caused when a 1988 Ford E-350 van VIN #1FBJS31HOJH [REDACTED] caught fire, destroying our insured's home. >> Please contact our Origin & Cause Investigator Kevin Cunningham @ 770-978-1251 to arrange for a joint inspection within 10 days of the date of this letter <<.

Our investigation reveals that you are responsible for this loss. We have reimbursed our insured for damages sustained as a result of this loss and are entitled to be reimbursed for payments we have made; therefore, we are making a claim directly against you.

If you have liability insurance, please note your insurance company's name, agent's name, their addresses, and your policy number on the attached form and return it to us. We will then deal directly with your carrier.

The exact amount of our claim, along with supporting documentation, will follow.

Be aware that no partial payment to USAA that is less than the full amount claimed herein will be considered in any way a satisfaction of this claim without an express written release of our claim executed by an individual who identifies himself/herself as a member of our Subrogation Department. Therefore, our legal rights to enforce collection on the remaining amount of the claim shall not be waived or estopped due

to a partial payment by you or someone acting on your behalf.
If you wish to discuss this matter, please contact me.

Sincerely,

Elizabeth Hockman

Elizabeth Hockman
Property Claims Adjuster
USAA Southeast Regional Office
Phone: 1-800-531-8222 ext. 44399
Fax Phone: 1-800-541-7958

bh/dh

Encl: CERT

REQUEST FOR INSURANCE INFORMATION

Policyholder: [REDACTED]
USAA - Policy [REDACTED]
Claim Number: 1
Unit Number: 8021
Date of Loss: May 27, 2004

Please fill out the following information about your insurance company and return it to us at your earliest convenience.

Claimant Name: FORD MOTOR CO.

Your Insurance Company Name

Your Insurance Company Address

Your Insurance Company Phone Number

Your Policy Number

The Agent or Claims Office you reported your claim to

Your Name: _____

Address: _____

City/State/Zip: _____

Home Phone: _____ Business Phone: _____

PE09-055

FORD

2-12-2010

APPENDIX E3

**PE09-055
PRIVILEGE LOG**

APPENDIX E3

Document Date	Document Author(s)	Document Recipient(s)	Document cc's	Document Type	Document Description	Privilege (Basis of Claim)
10/4/2007	(1) Cliff Mendelsohn, Ford Outside Counsel; (2) Douglass Lampe, Office of the General Counsel Attorney	(1) Douglass Lampe, Ford Office of the General Counsel Attorney; (2) Julie Szymanski, Ford Office of the General Counsel Legal Assistant	(1) Elizabeth Wright, Ford Outside Counsel	Email	Confidential communications between Ford's Outside Counsel and Ford's Office of the General Counsel regarding Medix Specialty Vehicles, Inc. matter.	Attorney-Client Privilege and Attorney Work-Product Immunity

PE09-055

FORD

2-12-2010

APPENDIX F

		NEW 1997-2008 E350/E450												
		Plan Year												
Time	Mileage	1996	1997	1998	1999	2000	2001	2002	2004	2005	2006	2007	2009	2010
2 Years	75000	0	0	0	0	0	0	0	0	0	0	0	0	0
	48000	0	0	0	1	0	11	30	6	7	5	0	0	0
3 Years	60000	2	10	173	38	17	79	8	8	7	2	4	0	0
	75000	6	62	212	134	198	95	68	73	110	48	33	0	0
4 Years	100000	0	1	0	11	32	202	230	166	174	70	90	6	1
	36000	0	4	2	19	17	9	3	0	0	0	0	0	0
5 Years	48000	0	0	8	5	8	11	15	11	21	1	2	1	0
	60000	0	39	18	9	27	24	28	11	17	3	3	0	0
6 Years	75000	4	313	261	189	307	142	122	68	69	26	5	2	1
	100000	0	28	40	142	113	643	905	273	256	15	183	21	0
7 Years	36000	0	3	2	0	1	7	8	5	2	1	0	0	0
	48000	0	0	5	4	5	12	10	14	8	6	4	0	0

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		NEW 1997-2008 E350/E450												
		Plan Year												
Time	Mileage	1996	1997	1998	1999	2000	2001	2002	2004	2005	2006	2007	2009	2010
2 Years	60000	2	0	0	0	0	0	0	0	0	0	0	0	0
	48000	0	0	4	3	2	4	2	1	1	8	1	5	0
3 Years	60000	0	5	12	6	18	20	3	8	2	0	0	0	0
	75000	1	9	80	75	107	43	12	8	4	4	0	1	0
4 Years	100000	0	0	0	0	0	104	97	58	42	47	28	6	1
	36000	0	1	3	1	1	0	0	0	0	0	0	0	0
5 Years	48000	0	0	3	5	2	4	18	4	7	0	1	0	0
	60000	32	57	28	26	48	18	23	37	4	13	0	0	0
6 Years	75000	5	212	189	144	190	127	72	43	17	13	3	3	0
	100000	0	0	0	0	0	179	139	91	110	65	74	13	1
7 Years	36000	0	1	2	0	0	4	7	7	2	2	0	0	0
	48000	0	0	3	0	1	5	6	2	2	0	0	0	0

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12884

		NEW 1997-2008 E350/E450												
		Plan Year												
Time	Mileage	1996	1997	1998	1999	2000	2001	2002	2004	2005	2006	2007	2009	2010
2 Years	75000	5	0	0	0	0	0	0	0	0	0	0	0	0
	48000	0	0	1	4	2	5	5	11	3	4	0	0	0
3 Years	60000	2	31	39	23	23	38	23	8	18	20	38	0	0
	75000	11	51	137	122	248	124	42	34	22	13	22	1	0
4 Years	100000	0	0	0	0	0	0	0	131	159	73	47	79	17
	36000	0	0	1	0	0	0	0	0	0	0	0	0	0
5 Years	48000	0	0	4	2	3	7	11	7	6	3	3	2	0
	60000	0	70	17	25	27	39	25	40	19	24	29	5	0
6 Years	75000	7	183	141	213	295	204	107	64	54	35	33	7	0
	100000	0	0	0	0	0	152	190	191	187	124	182	65	3
7 Years	36000	0	2	1	1	0	3	4	2	5	1	4	0	0
	48000	0	0	3	0	1	13	10	5	7	3	6	2	0

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21143

		USED 1997-2008 E350/E450												
		Plan Year												
Time	Mileage	1996	1997	1998	1999	2000	2001	2002	2004	2005	2006	2007	2009	2010
6 Months	6000	0	0	0	0	6	6	6	5	0	3	2	0	1
	12000	0	0	3	9	10	28	28	10	8	7	10	1	0
2 Years	24000	0	1	23	27	59	130	116	66	48	36	33	10	2
	36000	0	1	39	48	79	131	139	59	51	55	48	42	3
4 Years	48000	0	0	30	65	121	167	100	81	68	35	48	38	5

29
113
551
695
758
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		USED 1997-2008 E350/E450												
		Plan Year												
Time	Mileage	1996	1997	1998	1999	2000	2001	2002	2004	2005	2006	2007	2009	2010
1 Year	12000	0	0	1	3	4	7	7	1	2	2	4	1	0
	24000	0	2	13	25	28	69	55	29	29	27	20	18	6
3 Years	36000	0	3	58	66	146	186	138	65	67	42	59	32	5
	48000	0	0	0	0	0	87	82	54	35	26	37	44	10

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321
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375
1595

		USED 1997-2008 E250/E450												
		Plan Year												
Time	Mileage	1996	1997	1998	1999	2000	2001	2002	2004	2005	2006	2007	2009	2010
1 Year	12000	0	0	0	0	0	2	5	2	3	1	10	2	0
	24000	0	0	0	0	0	29	24	24	19	27	35	17	4
2 Years	60000	0	0	1	0	0	0	0	0	0	0	0	0	0
	36000	0	0	0	0	0	44	81	47	68	52	65	51	5
4 Years	48000	0	0	0	0	0	0	52	28	30	19	73	115	14

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		USED 1997-2008 E350/E450												
		Plan Year												
Time	Mileage	1996	1997	1998	1999	2000	2001	2002	2004	2005	2006	2007	2009	2010
3 Months	4000	0	0	0	6	40	0	0	0	0	0	0	0	0
	6000	0	0	0	1	4	0	0	0	0	0	0	0	0
1 Year	12000	0	0	0	2	0	0	0	0	0	0	0	0	0

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		USED 1997-2008 E350/E450												
		Plan Year												
Time	Mileage	1996	1997	1998	1999	2000	2001	2002	2004	2005	2006	2007	2009	2010
1 Month	1000	0	0	0	0	0	0	0	0	0	0	0	1	0
	3000	0	0	0	0	0	0	0	0	0	0	0	2	0
3 Month	4000	0	0	0	0	0	93	100	41	60	54	60	31	4
	6000	0	0	0	0	0	7	0	0	0	0	0	0	0

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PE09-055

FORD

2-12-2010

APPENDIX J

2002 MY BODY BUILDER
LAYOUT BOOK EXCEPT

1. Super Duty F-Series and selected E-Series Super Duty vehicles are equipped with a number of conveniently located electrical wiring taps. Most taps are fused, having locations under the instrument panel, in the engine compartment, and at the rear of the frame. Illustrations, schematics and a wiring harness for Trailer Tow is provided in a cardboard box shipped with each vehicle. The circuits at the rear of the frame are provided to support trailer wiring requirements or the Second Unit Body (SUB) additions. The Super Duty F-Series Circuit chart on the next page is a brief description of each circuit function, wire gauge, color code and electrical schematic.
2. The Ford starting and the charging system should not be altered.
3. The completed vehicle total electrical load must not exceed the maximum output of the alternator.
4. Do not route or attach electrical wires to fuel lines.
5. Engine compartment wiring must not be rerouted in any manner.
6. The Super Duty F-Series electronic Powertrain Control Module (PCM) circuit 729 (RW), PIN 55 requires battery power to be supplied at all times so as to maintain the keep alive memory. Keep this in mind when installing load disconnect switches or solenoids. Loss of power to PCM Pin 55 will also cause the automatic PTO RPM control function to be disabled. To restore the PCM/PTO function, drive the vehicle for approximately one mile.
7. The 7.3L diesel engine requires two batteries wired in parallel for proper starting operation and must not be isolated. Do not modify the Glow Plugs Power Circuit.

ELECTRICAL WIRING CUSTOMER ACCESS CIRCUITS

8. Ford recommends that all additional underhood and underbody wiring:
 - be cross-linked polyethylene, or equivalent, high temperature insulation wire 125° C (257° F) minimum rating.
 - meet SAE specifications J1128 type SXL, GXL or TXL.
 - meet SAE J1127 type SGX or STX for battery cables.
 - be protected with nylon convoluted tubing.
 - be located so as to avoid or minimize restriction of airflow through the engine compartment, underbody and fuel system.
 - be of sufficient length to be properly routed, so as not to interfere with operating zones of such components as throttle or transmission linkage.
 - not be routed near the exhaust system or may result in electrical shorts and system failure.
 - be routed away from hostile surfaces and sharp edges and be secured in its intended location.
 - be protected by rubber grommets when it passes through body or frame openings. Use customer access pass-thru circuits provided on Super Duty F-Series as shown in Figure B on page 277, to avoid additional openings between passenger and engine compartments.
 - be protected from electrical shorts by fuses or circuit breakers.
 - be routed 38mm [1.5in] away from engine.
9. Interior wiring not exposed to high temperatures may be SAE approved, general purpose wire.
10. Ground the second unit body to the frame in at least two locations, and if required, add an additional frame to engine ground cable to improve the ground path to the battery.
11. Splicing into circuitry relating to the powertrain control systems is not acceptable because of the adverse effect on the electrical system operation.
12. Batteries must be disconnected before welding to body and chassis components. Note that disconnecting the batteries will result in a memory loss on electronic engine/transmission controlled vehicles. The vehicle will require several miles of driving in various driving modes to restore its memory and regain optimum operating conditions.
13. Electrical connections exposed to the elements should be appropriately protected.
14. Do not ground the body to the transmission or transmission crossmember.
15. Ignition circuit of any engine should not be altered.
16. Alternator circuit wiring must not be altered by cutting, soldering or splicing.
17. Aero type head lamps are plastic and have protective coatings which can be damaged by solvents or tape. Refer to the *Owner's Guide* for proper cleaning procedures.

18. For convenience (4) 14 ga. pass thru circuits are located under the center of the IP and the LH fender apron. These circuits provide an unfused means to interface with the engine compartment and frame wiring, without drilling through the dash panel and installing a wire harness grommet to prevent water leaks. See Figure B, page 277 and Figure B on the following page.

19. Center High Mounted Stop Lamp (CHMSL) wiring taps are provided on E-Series Super Duty Cutaway Stripped Chassis and Super Duty F-Series Chassis Cab vehicles. See Figure B on page 279.

20. Electrical bulbs are listed in the *Owner's Manual* Bulb Chart. Check for the "DOT" marking on the bulb base which means the bulb meets U.S. quality standards. Bulbs without the "DOT" marking or that produce different colors other than the original bulbs as listed in the bulb chart, may affect the lamps light output, aim, glare and your safety. In addition, such bulbs may burn out early or damage the lamp.

21. Super Duty F-Series vehicles are equipped with a clear backupmeter output (CTO) wiring tap. The tap is disconnected circuit 76 (LGNV) and is located under dash near the parking brake pedal. See Figure A, page 277. This tap should be used if a tachometer signal is required.

ELECTRICAL WIRING CUSTOMER ACCESS CIRCUITS

2002
MODEL YEAR

CIRCUIT CHART

Circuit Number	Color Code	Wire Gauge	Functional Description
14	BR	18	Marker lamp feed to electric brake controller
43	DB	12	Electric trailer brake controller to trailer
49	O	12	Relay feed ignition run
50	R	12	Trailer brake controller or B + feed
52	Y	16	Fused left hand stop/turn
64	DG	16	Fused right hand stop/turn
206	W	16	Ground
295	LB-PK	18	Fused hot in run
322	LB-Y	20	Power takeoff relay or switch to powertrain control module (PCM)
511	LG	18	Center high mount or lamp feed stop
962	BR-W	16	Relay feed marker lamps
963	BK-LG	16	Relay feed backup lamp
1353	R	14	Customer pass thru circuits
1487	DB	14	Customer pass thru circuits
1495	W	14	Customer pass thru circuits
1501	BK	14	Customer pass thru circuits

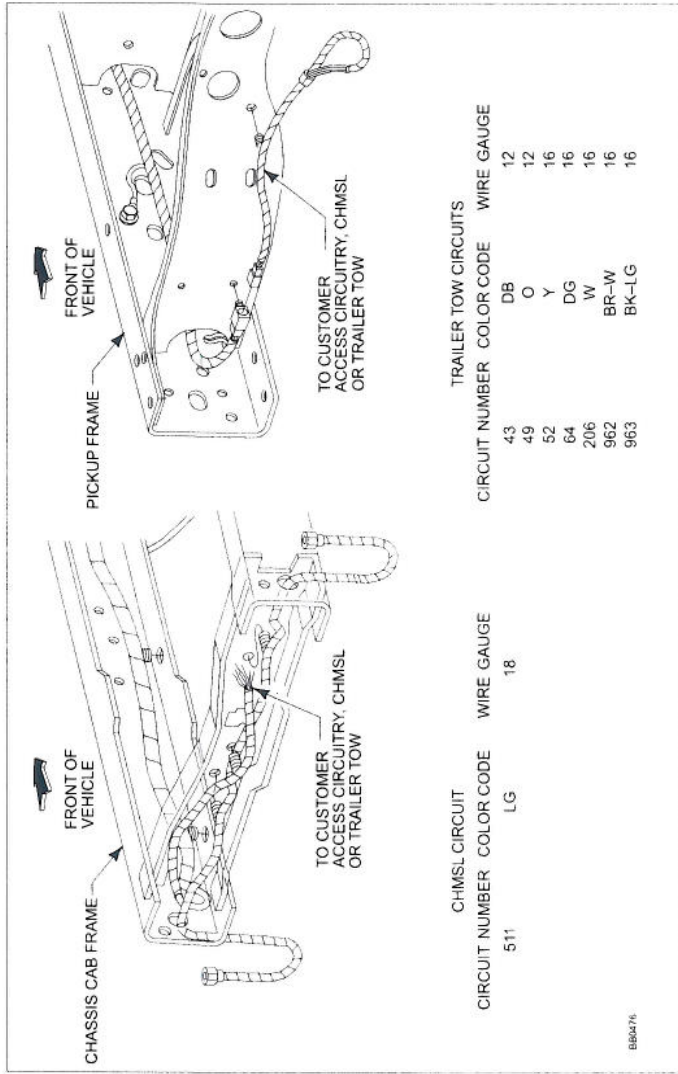


FIGURE B - SUPER DUTY F-SERIES

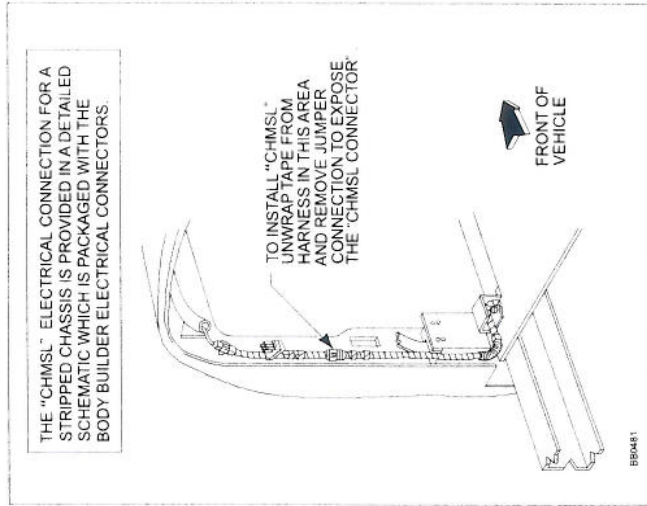


FIGURE A
E-SERIES SUPER DUTY CUTAWAY

This section provides instructions for the addition of electrical devices to the vehicle electrical system by body builders.

(Vehicles stored on site should have the negative battery cable disconnected to minimize "Dead Battery" situation. This applies to both "incomplete" and "complete" vehicles in storage.)

After all electrical or vehicle modifications, perform the on-board diagnostics as described in the powertrain control/emissions diagnosis manual to clear all diagnostic trouble codes (DTCs). Road test vehicle and rerun the on-board diagnostics to verify that no DTCs are present. If DTCs are generated perform the appropriate diagnostic procedures and repairs. Vehicle operation (engine/transmission) may be affected if DTCs are not serviced.

F/CMVSS, U.S. and Canadian RFI Requirements:

- All Ford vehicles built and fully completed by Ford, comply with F/CMVSS No. 108, "Lamps, Reflective Devices and Associated Equipment" and other applicable F/CMVSS that affect electrical components.
- Incomplete vehicles (i.e. Chassis Cab, Stripped Chassis, etc.) will conform to the F/CMVSS according to the provisions and conditions stated in the *Incomplete Vehicle Manual* (IVM) attached to each incomplete vehicle. Care must be taken that modifications do not conceal, alter or change components installed or provided by Ford Motor Company to achieve this conformance.
- Devices that emit radio frequency (RF) energy, such as AM/FM radios and radio-controlled security systems, marketed for sale or use in the United States are subject to the rules and regulations of the Federal Communications Commission (FCC) 47 CFR Parts 2 and 15. These rules specify the following conditions of operation:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

In addition, the FCC's Rules may require the device to be tested and found to comply with various RF interference emission limits before it may be marketed. The FCC establishes different limits according to the particular use and installation of RF devices. In some cases, a grant of equipment authorization from the FCC also must be obtained before any RF device may be marketed. Labeling with certain FCC information may also be required.

ELECTRICAL WIRING GENERAL PRACTICES

- To ensure continued compliance with the FCC's requirements, the owner, user, custom manufacturer, or service technician must not modify or change the RF device in a manner not expressly approved by Ford Motor Company. Such modifications could void the authority to operate the device.
 - All vehicles powered by spark ignition internal combustion engines (e.g., gasoline or liquid petroleum gas engines) and manufactured in Canada or for sale or use in Canada are subject to the Canadian "Regulations for the Control of Interference to Radio Reception," SOR/75-629, Canada Gazette Part II, Vol. 109, No. 21, November 12, 1975, as amended by SOR/77-860, Canada Gazette Part II, Vol. 111, No. 21, November 9, 1977, by SOR/78-727, Canada Gazette Part II, Vol. 112, No. 18, September 27, 1978, and by SOR/80-915, Canada Gazette Part II, Vol. 114, No. 23, December 10, 1980. Violation of these regulations is punishable by fine or imprisonment. Ford-built incomplete vehicles other than stripped chassis are designed and manufactured to be capable of meeting the regulatory requirements or such modifications thereof as may be authorized by the Canadian Department of Communications.
 - However, because Ford has no control over how an incomplete vehicle is completed by subsequent stage manufacturers, Ford does not represent that the completed vehicle incorporating the Ford-built components will comply with applicable requirements.
- #### Routing & Clipping:
- It is strongly recommended that wiring in areas of heavy rework, or in areas where welding operations are to be performed, be removed prior to the rework operations and reinstalled after the rework is completed. If vehicle is equipped with an Electronic Engine Control System (EEC V), the EEC V Module must be disconnected before any electrical welding is performed, otherwise module damage may result if wire removal is not practical. The wires must be shielded from damage due to the rework and welding heat. All components and wiring should be reinstalled as closely as possible to the way it was installed before removal.
 - Wire routings of newly installed components or wire routing revisions of the Ford harnesses necessitated by reworks must conform to the following:
 - Wires routed through holes in sheet metal or castings must have the hole edges protected by a grommet.
- Wires should be routed to avoid metal edges, screws, trim fasteners and abrasive surfaces. When such routings are not possible, protective devices (shields, caps, etc.) must be used to protect the wires and when wires must cross a metal edge the edge should be covered with a protective shield and the wiring fastened within 3 inches of the edge.
 - Wires must be routed to provide at least 3 inches clearance to moving parts, unless positively fastened or protected by a conduit.
 - Existing heat shields, insulation, and wire shielding/twisting must be maintained.
 - Wire routings should avoid areas where temperatures exceed 180° F and a minimum clearance of 6 inches should be maintained from exhaust system components. Where compliance with this requirement is not possible, high temperature insulation and heat shields are required.
 - When wiring is routed between two members where relative motion can occur the wiring should be secured to each member, with enough wire slack to allow flexing without damage to the wire.
 - Wiring to all circuit components (switches, relays, etc.) in exposed locations must provide a drip loop to prevent moisture from being conducted into the device via the wire connection.
 - Routing wires into areas exposed to wheel wash should be avoided. When such routings cannot be avoided, adequate clipping or protective shields are required to protect the wires from stone and ice damage.
 - The wire retainers and grommets installed by the assembly plant are usually designed to accommodate only the Ford-installed wires. Additional wiring or tubing should be retained by routed through sheet metal panels, new holes, with proper wire protection and sealing, must be used.
 - All wiring connections to components of the factory-installed system must be accomplished by using the proper mating wire termination. (Connections on studs and ground connections must use eyelet terminations, connections to female bullets must terminate in male bullets, etc.)
- #### Splice/Repair:
- When necessary to splice wire for repair or circuit length revisions, the following guide should be followed:
- Wire ends should be stripped making sure that individual conductor strands are not damaged.

- When soldering, make sure an adequate mechanical joint exists **before** applying solder. Use only rosin core solder — **never** acid core.
 - For crimp joints, use built-type metal barrel fasteners and a proper tool (such as Motorcraft crimp tool S-9796) specifically designated for this type of work.
 - Splice joints must be adequately sealed and insulated. Adhesive lined heat shrink tubing is highly recommended to cover soldered and bare, metal barrel, crimp joints. Quality electrical tape can be used inside the vehicle but is not recommended for an outside environment.
 - Seal the ends of insulated barrel crimp devices with a silicone grease when in an outside environment.
 - The most durable splice joint will be bare metal barrel crimped, flow-soldered and covered with adhesive lined heat shrink tubing. Use this type of joint as often as possible.
- #### Circuit Protection:
- Modification to existing vehicle wiring should be done only with extreme caution and consideration of effects on the completed vehicle electrical system. Anticipated circuitry should be studied to ensure that adequate circuit protection will exist and that feedback loops are not created.
 - Any added circuitry must be protected either by a base vehicle fuse or breaker, or by a similar device installed by the body builder.
 - When adding loads to a base vehicle protected circuit, make sure that the total electrical load thru the base vehicle fuse or breaker is less than 80% for fuses in the passenger compartment and 60% for fuses under hood or under body of the device rating to prevent nuisance fuse blows.
 - Total **current** draw is the sum of the base vehicle circuit **current** requirement (measured with an ammeter) and the anticipated add-on components current requirements.
 - Never** increase the rating of a factory installed fuse or circuit breaker.
 - For added lamp loads, the "Bulb Chart" on page 282 will aid in determination of common lamp current draws.

ELECTRICAL WIRING BULB CHART

If the total electrical load on a factory circuit, after the addition of electrical equipment, is less than 80% of the fuse or circuit breaker protection rating in that circuit or less than the capacity of some limiting component (Switch, Relay, etc.), the items to be added can be connected directly to that circuit. For fuses located in the engine compartment, the electrical load should not exceed 60% of the fuse or circuit breaker protection rating.

If the total electrical load to be added on a factory circuit exceeds the value of the circuit protection, or the value of some limiting component, the items to be added cannot be added directly to the circuit.

- Added electrical devices exceeding the current capabilities of the factory wiring system must be controlled through the use of a relay. The coil of the relay can be fed from the factory wiring (now acting as a signal circuit) with the added wiring providing the power feed to the added electrical device through the relay power contacts. (The relay selection is important and depends on current requirements, number of cycles expected in the relay lifetime, whether the relay is to be operated intermittently or for long periods of time, and whether the relay is exposed to weather conditions or is installed in a protected area. When the current requirements of a circuit exceed the capacity of an available relay, more than one relay can be used if the circuit is wired to split the load).
- The factory wiring should not be used as a power feed to the relay power contacts or switches. Battery power is to be supplied from the starter motor solenoid positive terminal for added circuits requiring a maximum of 30 Amps or directly from the battery positive terminal for added circuits requiring greater than 30 Amps of current.

Caution — Never use the stud on the underhood fuse panel as a junction point.

Circuit protection (fuses or circuit breakers) must be provided for all added wiring. The protection device rating should not exceed the current requirements for the add-on components and should be installed as close to the point of tapped power as possible.

Wire Gage:

- When adding wiring, the wire gage size should be determined as follows:
 - Where wire is spliced to extend a circuit, the added wire should have a gauge at least that of the circuit being lengthened.
 - Where wire is being added to feed add-on devices, the **Wire Gage Table** on this page should be used. (Note: Current capacity of a given wire varies with temperature and type of insulation. The table, however, represents generally accepted values as a guide).

- All added underhood or underbody wiring should have a thermoset insulation (such as Hypalon or Cross-linked polyethylene).
SAE specifications J1128 type SXL, GXL or TXL.
SAE specifications J1127 type SGX or STX for battery cables.

WIRE GAGE TABLE

Wire Gage	Maximum Current Capacity (Plastic Insulated Copper Wire)
20	10 Amps
18	15 Amps
16	20 Amps
14	25 Amps
12	30 Amps
10	40 Amps

BULB CHART

BULB TRADE NUMBER	CANDLE POWER	CURRENT @ RATED VOLTAGE
90	6	0.58 Amps @ 13.0V
94	15	1.04 Amps @ 12.8V
97	4	0.69 Amps @ 13.5V
97A	3	0.69 Amps @ 13.5V
105	12	1.00 Amps @
161	1	0.19 Amps @14.0
168	3	0.35 Amps @ 14.0V
194	2	0.27 amps @ 14.0V
211-2	12	0.97 amps @ 12.8
212-2	6	0.74 Amps @ 13.5V
214-2	4	0.50 Amps @ 13.5V
561	12	0.97 Amps @ 12.8V
582	6	0.74 Amps @ 13.5V
631	6	0.63 Amps @ 12.8V
1076	32	1.80 Amps @ 12.8V
1156	32	2.10 Amps @ 12.8V
1157	32	2.10 Amps @ 12.8V
1157	3	0.59 Amps @ 14.0V
1157 NA	24	2.10 Amps @ 12.8V
1157 NA	2.2	0.59 Amps @ 14.0V
1178	4	0.69 Amps @ 13.5V
1195	50	3.00 Amps @ 12.5V
904	4	0.69 Amps @ 13.5
906	6	0.69 Amps @ 13.0
912	12	1.0 Amps @ 12.8
89	6	0.58 Amps @ 13.0
1095	4	0.51 Amps @ 14.0
1196	50	3.00 Amps @ 12.5V

BULB CHART

BULB TRADE NUMBER	CANDLE POWER	CURRENT @ RATED VOLTAGE
1445	0.7	0.14 Amps @ 14.4V
1815	1.4	0.20 Amps @ 14.4V
1816	3	0.33 Amps @ 13.0V
1891	2	0.24 Amps @ 14.0V
1892	0.75	0.12 Amps @ 14.0V
1893	2	0.33 Amps @ 14.0V
1895	2	0.27 Amps @ 14.0V
4000	37.5, 60 Watts	3.14, 5.04 Amps @ 12.8V
4001	26,000	3.14 Amps @ 12.8V
4405	50,000	2.58 Amps @ 12.8V
4412	35 Watts	2.74 Amps @ 12.8V
4414	18 Watts	1.41 Amps @ 12.8V
H6054	35.65 Watts	2.94, 5.46 Amps @ 14.0V
4415	35 Watts	2.73 Amps @ 12.8V
4416	30 Watts	2.34 Amps @ 12.8V
4435	75,000	2.34 Amps @ 12.8V
6015	27,500 Low 30,000 Hi	4.10, 4.97 Amps @ 12.8V
6014	27,500 Low 30,000 Hi	4.20, 4.97 Amps @ 12.8V
6112	40.50 Watts	3.10, 3.91 Amps @ 12.8V
1295	50	3.0 @ 12.5
563	4	0.50
37	0.5	0.09 @ 14.0
2162	0.5	0.1 @ 14.0

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APPENDIX J

2010 MY BODY BUILDER
LAYOUT BOOK EXCEPT



ELECTRICAL WIRING CUSTOMER ACCESS CIRCUITS GENERAL INFORMATION

2010
MODEL YEAR

- Super Duty F-Series and selected E-Series Super Duty vehicles are equipped with a number of conveniently located electrical wiring taps. Most taps are fused, having locations under the instrument panel, in the engine compartment, and at the rear of the frame. Illustrations, schematics and a wiring harness for Trailer Tow is provided in a cardboard box shipped with each vehicle. The circuits at the rear of the frame are provided to support trailer wiring requirements or the Second Unit Body (SUB) additions. The E-Series and Super Duty F-Series Circuit charts have a brief description of each circuit function, wire gauge, color code and electrical schematic.
- The Ford starting and the charging system should not be altered.
- The completed vehicle total electrical load must not exceed the maximum output of the alternator.
- Do not route or attach electrical wires to fuel lines.
- Engine compartment wiring must not be rerouted in any manner.
- The 6.4L diesel engine requires two batteries wired in parallel for proper starting operation and must not be isolated. Do not modify the Glow Plugs Power Circuits.
- Ford recommends that all additional underhood and underbody wiring:
 - be cross-linked polyethylene, or equivalent, high temperature insulation wire 125° C [257° F] minimum rating.
 - meet SAE specifications J1128 type SXL, GXL or TXL.
 - meet SAE J1127 type SGX or STX for battery cables.
 - be protected with nylon convoluted tubing.
 - be located so as to avoid or minimize restriction of airflow through the engine compartment, underbody and fuel system.
 - be of sufficient length to be properly routed, so as not to interfere with operating zones of such components as throttle or transmission linkage.
 - not be routed near the exhaust system or no other source of high heat; melted insulation can result in electrical shorts and system failure.
 - be routed away from hostile surfaces and sharp edges and be secured in its intended location.
 - be protected by rubber grommets when it passes through body or frame openings. Use customer access pass-thru circuits provided on Super Duty F-Series to avoid additional openings between passenger and engine compartments.
 - be protected from electrical shorts by fuses or circuit breakers.
 - be routed at least 38 mm [1.5 in] away from engine.
- Interior wiring not exposed to high temperatures may be SAE approved, general purpose wire.
- Ground the second unit body to the frame in at least two locations, and if required, add an additional frame to engine ground cable to improve the ground path to the battery.
- Splicing into circuitry relating to the powertrain control systems is not acceptable because of the adverse effect on the electrical system operation.
- Batteries must be disconnected before welding to body and chassis components. Note that disconnecting the batteries will result in a memory loss on electronic engine/ transmission controlled vehicles. The vehicle will require several miles of driving in various driving modes to restore its memory and regain optimum operating conditions.
- Electrical connections exposed to the elements should be appropriately protected.
- Do not ground the body to the transmission or transmission crossmember.
- Ignition circuit of any engine should not be altered.
- Alternator circuit wiring must not be altered by cutting, soldering or splicing.
- Some head lamps are plastic and have protective coatings which can be damaged by solvents or tape. Refer to the *Owner's Guide* for proper cleaning procedures.
- For convenience Super Duty F-Series has (4) 14 ga. blunt-cut pass-thru circuits located in the cabin within a bundle above the parking brake pedal and found in the engine compartment in a harness below the cowl, just outboard of the brake master cylinder. E-Series also has (2) 12 ga. pass-thru circuits located in the cabin above the driver-side kick-panel in a 6-pin connector (F7UB-14A41-B) and found in the engine compartment at the 4-pin connector (F4UB-14A41-A) in a harness below the cowl, outboard of the brake master cylinder. These circuits provide an unfused means to interface wiring between the cabin and the engine compartment without drilling through the dash panel. Customer Access Circuits charts for further information regarding pass-thru circuits.
- Center High Mounted Stop Lamp (CHMSL) wiring taps are provided on E-Series Super Duty Cutaway/Stripped Chassis and Super Duty F-Series Chassis Cab vehicles.
- Electrical bulbs are listed in the *Owner's Manual* Bulb Chart. Check for the "DOT" marking on the bulb base which means the bulb meets U.S. "DOT" standards. Bulbs without the "DOT" marking or that produce different colors other than the original bulbs as listed in the bulb chart, may affect the lamps light output, aim, glare and your safety. In addition, such bulbs may burn out early or damage the lamp.
- Super Duty F-Series vehicles are equipped with a clean tachometer output (CTO) wiring tap. The tap is designated circuit CE913 (BU) and is located under dash near the parking brake pedal. This tap should be used if a tachometer signal is required. The signal is digital and requires a digital tachometer. The signal pulse rate is half the number of engine cylinders per revolution (i.e., 4 for 5.4L gas, 6.4L Diesel, and 5 for 6.8L gas). E-Series vehicles are also equipped with CTO wiring tap. The tap is designated circuit CE913 BU and is located under hood near the PCM connector.
- Super Duty F-Series & E-Series vehicles are also equipped with a vehicle speed out (VSO). The VSO tap is designated circuit VMC05 (VT/OG). The tap is located under dash near the parking brake pedal. The VSO tap signal frequency is 2.22 times the vehicle speed in miles per hour.

Additional Electrical information can be accessed via the web at:
www.fleet.ford.com/truckbbas
under the "Bulletins" tab.

This section provides instructions for the addition of electrical devices to the vehicle electrical system by body builders.

(Vehicles stored on site should have the negative battery cable disconnected to minimize "Dead Battery" situation. This applies to both "incomplete" and "complete" vehicles in storage.)

After all electrical or vehicle modifications, perform the on-board diagnostics as described in the powertrain control/emissions manual to clear all diagnostic trouble codes (DTCs). Road test vehicle and return the on-board diagnostics to verify that no DTCs are present. If DTCs are generated perform the appropriate diagnostic procedures and repairs. Vehicle operation (engine/transmission) may be affected if DTCs are not serviced.

FICMVSS, U.S. and Canadian RF Requirements:

- All Ford vehicles built and fully completed by Ford, comply with FICMVSS No. 108, "Lamps, Reflective Devices and Associated Equipment" and other applicable FICMVSS that affect electrical components. Care must be taken that modifications do not conceal, alter or change components installed or provided by Ford Motor Company to achieve this conformance.
- Incomplete vehicles (i.e., Chassis Cab, Stripped Chassis, etc.) will conform to the FICMVSS according to the provisions and conditions stated in the *Incomplete Vehicle Manual (IVM)* attached to each incomplete vehicle.
- Devices that emit radio frequency (RF) energy, such as AM/FM radios and radio-controlled security systems, marketed for sale or use in the United States are subject to the rules and regulations of the Federal Communications Commission (FCC) 47 CFR Parts 2 and 15. These rules specify the following conditions of operation.
 - This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
 - (1) This device may not cause harmful interference, and
 - (2) this device must accept any interference received, including interference that may cause undesired operation.

In addition, the FCC's Rules may require the device to be tested and found to comply with various RF interference emission limits before it may be marketed. The FCC establishes different limits according to the particular use and installation of RF devices. In some cases, a grant of equipment authorization from the FCC also must be obtained before any RF device may be marketed. Labeling with certain FCC information may also be required. To ensure continued compliance with the FCC's requirements, the owner, user, custom manufacturer, or service technician must not modify or change the RF device in a manner not expressly approved by Ford Motor Company. Such modifications could void the authority to operate the device.



ELECTRICAL WIRING GENERAL PRACTICES ADDITION OF LIGHTS OR ELECTRICAL DEVICES

- Wire routings should avoid areas where temperatures exceed 180° F and a minimum clearance of 6 inches should be maintained from exhaust system components. Where compliance with this requirement is not possible, high temperature insulation and heat shields are required.
- When wiring is routed between two members where relative motion can occur the wiring should be secured to each member, with enough wire slack to allow flexing without damage to the wire.
- Wiring to all circuit components (switches, relays, etc.) in exposed locations must provide a drip loop to prevent moisture from being conducted into the device via the wire connection.
- Routing wires into areas exposed to wheel wash should be avoided. When such routings cannot be avoided, adequate clipping or protective shields are required to protect the wires from stone and ice damage.

- The wire retainers and grommets installed by the assembly plant are usually designed to accommodate only the Ford-installed wires. Additional wiring or tubing should be retained by additional clips. When added wires or tubes are routed through sheet metal panels, new holes, with proper wire protection and sealing, must be used.
- All wiring connections to components of the factory-installed system must be accomplished by using the proper mating wire termination. (Connections on studs and ground connections must use eyelet terminations, connections to female bullets must terminate in male bullets, etc.)

Splice/Repair:
When necessary to splice wire for repair or circuit length revisions, the following guide should be followed:

- Wire ends should be stripped making sure that individual conductor strands are not damaged.
- When soldering, make sure an adequate mechanical joint exists before applying solder. Use only rosin core solder — never acid core.
- For crimp joints, use butt-type metal barrel fasteners and a proper tool (such as Motorola crimp tool S-9796) specifically designated for this type of work.
- Splice joints must be adequately sealed and insulated. Adhesive lined heat shrink tubing is highly recommended to cover soldered and bare metal barrel crimp joints.
- The most durable splice joint will be bare metal barrel crimped, flow-soldered and covered with adhesive lined heat shrink tubing. This is recommended as the preferred splice joint.

When necessary to splice wire for repair or circuit length revisions, the following guide should be followed:

- Wire ends should be stripped making sure that individual conductor strands are not damaged.
- When soldering, make sure an adequate mechanical joint exists before applying solder. Use only rosin core solder — never acid core.
- For crimp joints, use butt-type metal barrel fasteners and a proper tool (such as Motorola crimp tool S-9796) specifically designated for this type of work.
- Splice joints must be adequately sealed and insulated. Adhesive lined heat shrink tubing is highly recommended to cover soldered and bare metal barrel crimp joints.
- The most durable splice joint will be bare metal barrel crimped, flow-soldered and covered with adhesive lined heat shrink tubing. This is recommended as the preferred splice joint.

Circuit Protection:

- Modification to existing vehicle wiring should be done only with extreme caution and consideration of effects on the completed vehicle electrical system. Anticipated circuitry should be studied to ensure that adequate circuit protection will exist and that feedback loops are not created.
- Any added circuitry must be protected by a fuse or circuit protection device installed by the body builder.
 - Never increase the rating of a factory installed fuse or circuit breaker
 - For added lamp loads, the "Bulb Chart" on page 363 will aid in determination of common lamp current draws.
- It is the body builder's responsibility to use sound engineering judgment when making any modifications to a vehicle, and the body builder is responsible for ensuring that all modifications made are appropriate for the intended vehicle application.

Guidelines for Powertrain Control System Application:

All Powertrain Control Module wiring, in particular the 12A581 and 14401, must be a minimum of 2 inches from secondary ignition coil wires and at least 4 inches from the distributor, ignition coil tower, and starter motor (and its wiring) as well as 4 inches from the alternator output wiring.

These clearances apply in particular to all PCM sensor and actuator pigtail wiring. PCM wires shall not be in the same bundle as other high-current non-PCM circuits (e.g., tachometer wire from coil to Thick Firm Ignition Module (TFI), power seat/door lock/window, horn, alternator reg.) for a distance of more than 20 inches.

Additional Electrical information can be accessed via the web at: www.fleet.ford.com/truckkbbs under the "Bulletins" tab.

NOTE: The final stage manufacturer is responsible for ensuring that the final vehicle configuration meets all applicable regulatory requirements.

(Cont'd next page)

Although there are many points in the truck electrical system to connect additional circuits certain connection points are recommended for reliability and convenience. This section defines the recommended connection points for each Ford Truck model and the maximum electrical loads allowable. **CAUTION: Improper electrical tie-ins may affect vehicle operation (i.e., engine, transmission).**

After all electrical or vehicle modifications, perform the on-board diagnostics procedures as described in the powertrain control/emissions diagnosis manual to clear all diagnostic trouble codes (DTCs). Road test vehicle and rerun the on-board diagnostics to verify that no DTCs are present. If DTCs are generated, perform the appropriate diagnostic procedures and repairs. Vehicle operation (engine/transmission) may be affected if DTCs are not serviced.

Alternative connections or wiring practices are not recommended as certain modifications may result in other circuits becoming non-functional. Disconnect the battery negative (ground) cable and remove it from the battery carrier prior to any vehicle modification. Upon completion of body or equipment installation, all wiring should be checked for proper routing, etc. to preclude electrical shorts upon reinstallation of the battery negative cable. Do not splice into the Powertrain System (PCM-V). Connecting to any component or wires to this system may adversely affect Engine/Transmission operation.



ELECTRICAL WIRING GENERAL PRACTICES

ADDITION OF LIGHTS OR ELECTRICAL DEVICES (Cont'd)

F-150, SUPER DUTY F-SERIES AND E-SERIES MODELS:

Ford trucks are released with a mechanical stop lamp switch mounted on the brake pedal arm for E-Series and mounted on the pedal pin and master cylinder push rod for F-150 and Super Duty F-Series. If only stop lamp function is desired for the added lights, connect to circuit YE-GN CLS43 at the blunt cut customer access wire located at the rear of the vehicle near trailer tow connector C4099.

The turn signal switch is designed to use a low current to signal the SPDJB to activate turn signal and stop lamps. The switch is not designed to directly power any lamps or other electrical devices. If both turn signal and stop lamp function are desired for the added lights, splice into Super Duty F-Series (See note below). These circuits are provided as standard equipment and are located at the rear of the vehicle.

Do not splice into turn/stop circuits at SPDJB or turn circuits at multi-function switch. Splicing in those areas will damage the switch or cause the SPDJB to malfunction. Use the trailer tow circuits and trailer tow relays to power added turn/stop lights. Circuits are accessible at the rear of the vehicle LT/Stop=YE, RT/Stop=GN.

Reverse/back-up lights must be tied-in using trailer tow relays and circuits in same manner as turn/stop lights.

ADDED LIGHTS OR ACCESSORIES CONTROLLED BY ADDED SWITCHES:

This section describes the connection points for added electrical accessories when these accessories are to be controlled by added switches not a part of the Ford-released vehicle. The added switches and wiring must have sufficient electrical capacity for the accessory load and must be tied to the battery using separate fuses and a circuit protection device. Additional loads on Ford provided fuses may cause nuisance fuse blows. Also, added current draw must not cause total loads to exceed capabilities of the base vehicle wiring.

WIPER DELAY MODULE – E-SERIES, F-53 & F-59

The Wiper Delay Module is not internally protected for a continuous high current load greater than 9.0 amps and must be protected either internal to the wiper motor or via inline protection such as a properly sized circuit breaker. The existing 30 amp fuse in the fuse panel is sized for the maximum allowable inrush current and does not provide appropriate protection to the Wiper Delay Module.

CHECK ENGINE WARNING LIGHT:

The check engine warning light is a device required on certain vehicles to indicate malfunctions of the Powertrain Control Module. For all vehicles except E-Series Super Duty Stripped Chassis (which is not equipped with a dashboard), if a warning light is required, it is Ford installed and operational. The light is also required for all gasoline powered E-Series Super Duty Stripped Chassis vehicles. The warning lamp is included in the supplied instrument cluster, located in the damage box. It should be recognized that this light is a requirement of Emission Certification.

If an alternate instrument cluster is utilized, the final stage manufacturer must install an operational light in the dashboard. This light must glow amber and display the acronym message, "SERVICE ENGINE SOON."

Once the light has been completed by the final stage manufacturer, proper function can be determined by turning the key to the on position. The light should come on prior to engine cranking and go out when the engine starts. If the light does not come on as above, refer to Section 14 (Quick test step 7 — Diagnostics by Symptom) of Volume H (*Engine and Emission Diagnostic Manual*) of the *Car and Truck Service Manual* for diagnostic procedure.

RADIO FREQUENCY INTERFERENCE (RFI):

During modifications to the vehicle, manufacturers, service technicians, owners and users should take the necessary precautions to maintain the RFI integrity of components. Both the United States and Canada have RFI regulation in effect.

For any completed vehicle, additional measures may be needed to adequately suppress RFI emissions. Affected components could include spark plugs, ignition wires, ignition coils, ground straps, ignition components shields, accessory drive belts, ignition coil suppressors and the Powertrain Control Module (PCM).

Guidance for installing two-way mobile radios can be found via the web at www.fordtrucks.com/docs/ctv/ctv/ctv/Mobile_Radio_Guide.pdf.

Additional Electrical information
can be accessed via the web at:
www.ford.com/trucks/bas
under the "Bulletins" tab.

NOTE: The final stage manufacturer is responsible for ensuring that the final vehicle configuration meets all applicable regulatory requirements.

(Cont'd next page)



ELECTRICAL WIRING
GENERAL PRACTICES

ADDITION OF LIGHTS OR ELECTRICAL DEVICES (Cont'd)

If the total electrical load on a factory circuit, after the addition of electrical equipment, is less than 80% of the fuse or circuit breaker protection rating in that circuit or less than the capacity of some limiting component (switch, relay, etc.), the items to be added can be connected directly to that circuit. For fuses located in the engine compartment, the electrical load should not exceed 60% of the fuse or circuit breaker protection rating.

If the total electrical load to be added on a factory circuit exceeds the value of the circuit protection, or the value of some limiting component, the items to be added cannot be added directly to the circuit.

- Added electrical devices exceeding the current capabilities of the factory wiring system must be controlled through the use of a relay. The coil of the relay can be fed from the factory wiring (now acting as a signal circuit) with the added wiring providing the power feed to the added electrical device through the relay power contacts. (The relay selection is important and depends on current requirements, number of cycles expected in the relay lifetime, whether the relay is to be operated intermittently or for long periods of time, and whether the relay is exposed to weather conditions or is installed in a protected area. When the current requirements of a circuit exceed the capacity of an available relay, more than one relay can be used if the circuit is wired to split the load).
- The factory wiring should not be used as a power feed to the relay power contacts or switches. Battery power is to be supplied from the starter motor solenoid positive terminal for added circuits requiring a maximum of 30 amps or directly from the battery positive terminal for added circuits requiring greater than 30 amps of current.

Caution — Never use the stud on the underhood fuse panel as a junction point.

Circuit protection (fuses or circuit breakers) must be provided for all added wiring. The protection device rating should not exceed the current requirements for the add-on components and should be installed as close to the point of tapped power as possible.

Wire Gage:

- When adding wiring, the wire gage size should be determined as follows:
 - Where wire is spliced to extend a circuit, the added wire should have a gauge at least that of the circuit being lengthened.
 - When wire is being added to feed add-on devices, the **Wire Gage Table** on this page should be used. (Note: Current capacity of a given wire varies with temperature and type of insulation. The table, however, represents generally accepted values as a guide).

WIRE GAGE TABLE

Wire Gage	Maximum Current Capacity (Plastic Insulated Copper Wire)
20	10 Amps
18	15 Amps
16	20 Amps
14	25 Amps
12	30 Amps
10	40 Amps

BULB CHART

BULB TRADE NUMBER	CANDLE POWER	CURRENT @ RATED VOLTAGE
67/97	4	0.69 A @ 13.5V
168	3	0.35 A @ 14.0V
192	3	0.33 A @ 13.0V
194	2	0.27 A @ 14.0V
211-2	12	0.97 A @ 12.8V
212-2	6	0.74 A @ 13.5V
578	9	0.78 A @ 12.8V
579	9	0.8 A @ 12.8V
904	4	0.69 A @ 13.5V
904NA	5.3	0.69 A @ 13.5V
906	6	0.69 A @ 13.5V
912	12	1.0 A @ 12.8V
916	2	0.54 A @ 13.5V
916NA	1.5	0.54 A @ 13.5V
921	21	1.4 A @ 12.8V
922	15	0.98 A @ 12.8V
1157A (major)	24	2.1 A @ 12.8V
1157A (minor)	2.2	0.59 A @ 14.0V
3057 (major)	32	2.1 A @ 12.8V
3057 (minor)	32	2.1 A @ 12.8V
3057K (major)	32	2.1 A @ 12.8V

BULB TRADE NUMBER	CANDLE POWER	CURRENT @ RATED VOLTAGE
3057K (minor)	2	0.48 A @ 14.0V
3155K	21	1.6 A @ 12.8V
3156 (P27W)	32	2.1 A @ 12.8V
3157 (P27/2W) (major)	32	2.1 A @ 12.8V
3157 (P27/2W) (minor)	3	0.59 A @ 14.0V
3157A (major)	24	2.1 A @ 12.8V
3157A (minor)	2.2	0.59 A @ 14.0V
3157K (major)	32	2.1 A @ 12.8V
3157K (minor)	3	0.59 A @ 14.0V
3456K	40	2.23 A @ 12.8V
3457AK (major)	30	2.23 A @ 12.8V
3457AK (minor)	2.2	0.59 A @ 14.0V
3457K (major)	40	2.23 A @ 12.8V
3457K (minor)	3	0.59 A @ 14.0V
3757AK (major)	24	2.1 A @ 12.8V
3757AK (minor)	2.2	0.59 A @ 14.0V
4057K (major)	32	2.23 A @ 12.8V
4057K (minor)	2	0.48 A @ 14.0V
4157K (major)	32	2.23 A @ 12.8V
4157K (minor)	3	0.59 A @ 14.0V
W5W	4	0.4 A @ 12.0V

HALOGEN BULB TRADE NUMBER	CANDLE POWER	WATTS @ RATED VOLTAGE
H1	117	55W @ 12.0V
H3	121	55W @ 12.0V
HB2 (9003) (low)	76	55W @ 12.0V
HB2 (9003) (high)	125	60W @ 12.0V
9005 (HB3)	135	65W @ 12.8V
9006 (HB4)	80	55W @ 12.8V
9007 (HB5) (low)	80	55W @ 12.8V
9007 (HB5) (high)	107	65W @ 12.8V
H13/9008 (low)	---	55W @ 12.8V
H13/9008 (high)	---	65W @ 12.8V
H7	125	65W @ 12.0V
H9	167	65W @ 12.0V
H11	107	55W @ 12.8V
H6054 (low)	---	55W @ 12.8V
H6054 (high)	---	65W @ 12.8V
9140	48	40W @ 12.8V
9145 (H10)	65	45W @ 12.8V

Additional Electrical information can be accessed via the web at: www.fleet.ford.com/trucks/bas under the "Bulletins" tab.

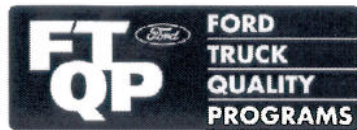
NOTE: The final stage manufacturer is responsible for ensuring that the final vehicle configuration meets all applicable regulatory requirements.

PE09-055

FORD

2-12-2010

APPENDIX K



SVE BULLETIN

SPECIAL VEHICLE ENGINEERING – BODY BUILDERS ADVISORY SERVICE

Toll-free: (877) 840-4338

E-Mail: bbasga@ford.com (preferred)

Fax: (313) 594-2633

Website: www.fleet.ford.com/truckbbas

QVM Bulletin: Q-130

Date: April 21, 2006

General Electrical Practices

Models Affected: All Ford Truck modified vehicles

Purpose:

This bulletin is an attempt to provide a source of general best practices for modifications and/or interfacing with any Ford Truck electrical system.

General Practices:

Prior to any alterations of the OEM electrical systems, the battery's negative (ground) cables must be disconnected and positioned to prevent re-contact with the negative post. This precaution will minimize the potential for dead batteries and possible damage to vehicle circuitry. Prior to arc welding or plasma cutting on the vehicle, refer to QVM Bulletins Q-114 (E-Series) or Q-123 (F250-550) on the BBAS website (www.fleet.ford.com/truckbbas).

An electrical load analysis must be performed prior to adding circuits to the existing OEM wiring. The total circuit current draw, including additional circuits, must not exceed 80% of the OEM circuit current protection rating for fuses located in the passenger compartment and 60% of the OEM circuit current protection rating for fuses in the engine compartment. All added circuits must be properly fused as described in the Fusing and Circuit Protection Section of this bulletin. Refer to the Quality Program Guidelines, Appendix X, on our website for load analysis worksheets and information.

Do not modify the OEM wiring to the Powertrain Control Module (PCM).

Do not splice into the PCM systems for add-on devices.

Do not splice into the vehicle sensors for add-on devices (i.e. brake switch, backup switch and transmission manual lever position sensor).

When the battery cables are disconnected from the battery, the PCM and radio memories will be lost.

NOTE: The vehicle's engine performance and transmission shift schedule will be affected until the Powertrain Control Module (PCM) "relearns" the lost data. This action usually requires a few miles of normal driving.

Modification to the OEM starting system, charging system, or wiring is not recommended. If the OEM alternator is not adequate for the application, refer to **Alternator Sizing** section. Your aftermarket alternator should provide the necessary hardware, wiring and instructions to assure your needs are met. Any aftermarket alternators should not exceed 15 volts output on vehicles equipped with active glow plugs (diesel engine equipped vehicles).

Do not move, alter, or add to OEM electrical ground points.

Do not splice into the stop lamp circuit at the stop lamp switch.

Wiring added to an OEM circuit must be either of the same or greater (larger diameter) gauge as the OEM wire to which it is being attached, depending on the length of the added wire and the current draw of the added load. Refer to Appendix III of the FTQP/QVM Guidebook on our website.

All added underhood and underbody wiring must be cross linked polyethylene, high temperature (minimum 125 °C) insulated wire. SAE Specification J1128 SXL, GXL, or TXL wire, or equivalent, is acceptable. Refer to QVM Bulletin Q-94 for definitions of "underhood" and "underbody".

Normal PVC insulated wire may not be used under-hood or underbody.

All added wiring should be color coded or labeled to aid in servicing identification.

Added wiring and wire harnesses should be properly routed and retained. Plastic or rubber coated metal clamps should be used to retain (carry the weight of) wire harnesses. The use of plastic tie-wraps should be limited to bundling the harnesses. Never tie-wrap or clamp wire harnesses to brake or fuel system lines or components (including OEM brake/fuel line retainer brackets).

All additional under-hood and underbody wiring should be protected with high temperature (minimum 125 °C) nylon convoluted tubing. All wiring should be routed and secured neatly to avoid any functional or visual issues. Under-hood and underbody wire routings should be clear of sharp edges (.75" minimum) and direct sources of heat (4" minimum). Wiring located in the passenger compartment should be routed away from high temperature areas over the muffler or catalyist. Added heat shielding near exhaust components may be needed.

Wires routed over, through, or near sharp edges must use rubber edge guards, grommets, or convoluted tubing.

Convoluted tubing used in the passenger compartment may be of lower temperature rating if kept separate from the high temperature rated convolute and both are clearly labeled.

Unshielded wiring should not be routed over the exhaust system or come in contact with any heat shields. Any wiring harness heat shielding should provide abrasion and heat protection for the wiring.

Added wiring should be located to avoid, or secured away from, rotating parts (i.e. cooling fans, engine belts, transmission shift controls, brake or accelerator pedals, etc.). Wiring in the engine compartment shall provide at least 1.5" clearance to the engine to allow for engine roll.

Any added wiring should not contact the brake lines or fuel lines.

All wiring should be protected from fastener damage during the build process and from abrasion by any unfriendly surface.

Connectors, splices and eyelets in the engine compartment, under-body or in "wet" areas of the passenger compartment are recommended to be sealed to prevent corrosion and the wiring from drawing moisture into the harness.

Wiring should not be routed through wheel well areas where they may be damaged by tire or road debris, unless appropriately protected with shielding.

Modifications to vehicle charging systems must be done in such a manner as to not cause electrical overload of the OEM wiring, overcharging of chassis batteries, etc. Refer to the Ford Truck Body Builders Layout Book or contact the Ford Truck Body Builders Advisory Service prior to incorporating any charging system modification.

All wiring splices should be twisted, then soldered and sealed, or crimped and sealed using the proper size crimp connector to match the wires being joined. Sealing of the splices will protect from water intrusion in "wet" areas and prevent strain breakage of small gauge wires (20 – 22 gauge).

Do not ground the body to the transmission or transmission crossmember.

Ground the Second Unit Body to the frame in at least two locations, and if required, add an additional frame to engine ground cable to improve the ground path to the battery.

The steady state key off current load for any vehicle's main battery or batteries should not exceed 28 mA. Refer to **Key Off Load** section.

All current load added by body builders should be evaluated for key off loads. If possible, a supply for the load should be ignition key controlled (i.e. RUN only, RUN/START only, etc.).

Powered equipment should be evaluated for operation in different operation modes (Transmission in Park, Parking Brake set, etc.). If the operation of the equipment is to be limited to specific operation modes, then the power source should be active during the operational mode only. If the operational mode includes engine running, use the main batteries for power source for this equipment.

Transmission of high power, through a wire, will generate an electro-magnetic field around the wire. Wires carrying low power signals may experience induced electric noise in excess of the low power signal if they are near the high power transmission wire. For this reason, high power transmission wires should be routed away from any OEM harnesses. The spacing should be maximized and should never be less than 12 inches (304.8 mm) for battery voltage or one inch (25.4 mm) per volt. Higher voltage alternating current (AC) circuits may require twisted pair or grounded shielding to allow their placement on the vehicle without affecting other low power circuits.

The replacement or extension of any cable from the batteries or alternators must have the same resultant resistance as the original cable. This can be accomplished by changing wire gauge to a wire gauge that has the needed resistance per foot specification or by adding a parallel cable that provide a resultant resistance equal to the original cable. The larger the diameter of the wire the lower the resistance per foot specification for that wire gauge. Do not modify the alternator battery sense ("A") line circuit.

All electrical devices that have inductive loads (i.e. electrical motors, relay coils, PTO clutch pump clutches, etc.) must be provided with isolation discharge paths for the reverse voltage generated when power is disconnected from the device. The disconnection could be an intentional disconnection (i.e. a switch, relay, timer, etc.) or an unintentional disconnection (i.e. a blown fuse, damage to a device in series, disconnection of a wiring harness connector, etc.). Either case will cause a large reverse voltage pulse of very short duration to be sent through any connected electrical conductor. The short duration precludes the use of fuses as protective devices. Additionally, any connection between a device with an inductive load and the OEM electrical system should be isolated with a relay. Contact the manufacturer of the electrical device for proper instructions to add a discharge path to their device.

Splices made between wires of smaller gauges should use tape on both sides of the splice for strain release.

Accessing Power:

Do not tap (piggyback) into either side of any fuse in the OEM interior fuse panel or under-hood power distribution box, or splice into any power circuit that feeds into either one of these components.

When adding circuits with higher demands than the host OEM circuit can provide, relays should be incorporated into the system. The OEM wiring may be utilized as a single source for the relay coil. Power to the added circuit will then be supplied directly from the vehicle battery or additional aftermarket battery(s) through the relay.

The draw off of an E-Series auxiliary battery should never exceed the current capacity of the auxiliary battery, its fuse, its wiring to the alternator and the auxiliary battery relay. The current system is limited to 40 Amp continuous current draw. The current limit on the auxiliary battery mandates that current draws that are Ignition Switch controlled (i.e. Hot in RUN, Hot in RUN/START, etc.) should be sourced from the main battery. Only circuits that are uncontrolled (can function with the key off) or require key off current should be connected to the auxiliary battery.

The power supply wire for added circuits from the battery should be properly sized, include appropriate fusing, and should be connected as follows:

- For circuits requiring a maximum total of 30 amperes, make the connections at the starter motor relay's positive terminal, not at the battery terminal. This will aid battery serviceability.
- For circuits requiring more than 30 amperes, make connections directly to the battery's positive terminal. Route the wire along the battery cable to provide a neater wire routing and assist battery serviceability.

Fusing and Circuit Protection:

All electrical connectors, fuses, and circuit breakers which are exposed to hostile environments (under-hood or underbody) should be properly positioned to facilitate servicing and properly protected (covered/sealed) to minimize corrosion.

Added electrical circuits should be protected by a fuse or circuit breaker, labeled, and positioned to facilitate servicing. Fuses and circuit breakers located in the engine compartment are to be sealed to minimize corrosion.

Auxiliary Batteries vs. Multiple Batteries

The auxiliary battery was designed to provide "Key Off" power without draining the primary battery which would cause a no start condition. The auxiliary battery should power circuits with significant "Key Off" loads or that will function when the ignition key is not in the run position. **Circuits requiring a total of more than 40 amps during engine operation should never be connected to the auxiliary battery.** They should be connected to the primary battery. This is to avoid damage to the auxiliary battery relay.

Multiple batteries are not offered as standard or optional equipment on gas engine Ford trucks, but utilization of multiple batteries can provide significant power for short periods of time. This power output may even occur at low engine rpm's without adversely affecting the electrical system of the vehicle. Utilization of a wheelchair lift in a stopped vehicle (i.e. van, bus, etc.) is a good example of such an application.

An auxiliary battery is defined as a battery that is relay isolated from the primary battery and the alternator. The relay isolation is controlled by the ignition switch position. The Ford E-Series auxiliary battery is isolated unless the ignition key is in the "RUN" position. This battery is intended to provide power to key off loads without loss of the primary battery's starting capability.

Multiple batteries are defined as two or more batteries being charged from the vehicle's alternator that are electrically in parallel with each other. This does not include batteries that are isolated by battery isolators or relays.

The utilization of high current "Key On" loads should be handled with a multiple batteries alternative rather than an auxiliary battery. High current is defined for Ford E-Series vehicles as greater than 40 amps.

An auxiliary battery can be altered and become part of a multiple batteries set with the primary battery. This modification is done by removing the auxiliary battery relay and replacing the relay with a set of battery cables to the primary battery. The cables should be connected to same polarity (in parallel) on each end. To determine the proper gauge of the cables refer to QVM Bulletin Q-102.

Wheelchair Lifts

Installation of a wheelchair lift into a vehicle is a significant modification to the vehicle affecting the electrical system. The types of wheelchair lifts vary from manufacturer to manufacturer. For this reason, several electrical characteristics of the wheelchair lift will determine the preferred way of connecting the wheelchair lift into the vehicle's electrical system. These characteristics are:

1. Key Off Load Amperage Draw
2. Operating Amperage Draw
3. Discharge Path for Electric Motors

The "Key Off" load amperage draw of all equipment connected to the vehicle's main or multiple batteries should not exceed 28 milliamps. If a wheelchair lift's inclusion into the vehicle's electrical system would cause the amperage draw to exceed 28 milliamps, the wheelchair lift should be connected to an auxiliary battery or an isolated battery bank. Remember, auxiliary battery loads are limited to 40 amps. If the wheelchair lift and other devices connected to the auxiliary battery exceed 40 amps, utilize an isolated battery bank.

The operating amperage draw of a wheelchair lift needs to be added to the other equipment on an amp/hour basis for determination of the effect over time of the wheelchair lift on the electrical source of the wheelchair lift. This amount should take into account any multiple uses of the lift and the number of times on average it will be used per hour. This amount will assist in the determination of the size of batteries and the number needed for any wheelchair

equipped vehicle. The amperage draw will also affect the result of the alternator sizing calculations. Refer to the **Alternator Sizing** section.

All wheelchair lifts installed on Ford vehicles should have a discharge path for the reverse voltage generated by electric motors when the power is turned off. Failure to have a discharge path can result in damage of other electrical equipment installed by the modifier and electrical devices installed by Ford Motor Company. The resultant damage to Ford electrical devices may not be repaired under warranty. The wheelchair lift manufacturer can provide information about the presence of a discharge path on their electric motors.

Alternator Sizing

The sizing of alternator capacity need for a vehicle is more complex than just determining the peak output of the alternator. The use of the peak output off the alternator to identify the alternator has caused some modifiers to assume that this is the output they will receive at all times. This is not true. The effective output of an alternator is determined by estimating the output over time and engine rpm. By utilizing the **Adjusted Alternator Output** worksheet (available on our website), the effective alternator output can be determined for any application. With this information, it is possible to determine if an alternator meets the electrical needs of a modified vehicle. The alternator's effective output should meet or exceed the needs of the electrical system. This will insure full alternator and battery life and reduce the possibilities of "no start" conditions for the end-users.

The following is an example of calculating the effective alternator output:

Example

A vehicle will be idling normally 18% of the day (shift). The vehicle will have the idle kicked to 1700 rpm for 30% of the day. The vehicle will be traveling through city traffic 45% of the day and on the highway 7% of the day. The alternator to be considered is the Ford 110 Amp alternator. Using the alternator curve at 200°F and the pulley ratio for the alternator, both are provided on our website, the output of the alternator for the four rpm levels.

	% of cycle	Engine RPM	Alternator Output	Weighted Amperage
Normal Idle	18%	650	64	11.52
Raised Idle	30%	1700	91	27.3
Low Speed Driving	45%	900	74	33.3
High Speed Driving	7%	2400	97	6.79
	100%		Adjusted Output	78.91

Cycle is defined as the work day.

The effective alternator output for this application is 78.91 Amps.

For your application, determine the raised idle speed (engine rpm), the percentage of four categories and the alternator output for the four categories. Fill in the information on the worksheet. If the percentage column does not equal 100% an "Error" statement will appear below the percentage total value. If this message does appear, check your percentages and insure that they total 100%. Use the adjusted output figure to determine the maximum load for the selected alternator.

Compare your effective alternator output with your load analysis. Refer to load analysis information in the **General Practices** section of this bulletin. All continuous load combined should be no more than 95% of the effective alternator output. The total load analysis with all continuous loads and all momentary loads should not exceed the effective alternator output by more than 20%. If your system does not meet both of these conditions, then your alternator's size (output) needs to be increased.

LED Lighting

The Light Emitting Diode (LED) displays can be used to replace incandescent bulbs. The higher cost of LED displays can be offset by the reduced maintenance and reduced current damage over incandescent bulbs. The low current requirement of LED displays does cause some flashers to perceive the LED display as a bulb out condition. This can be corrected by using another flasher.

The E-Series 3 pin flasher can be replaced by commercially available LED capable flashers. These flashers can be non-solid state (audible click) or solid state (no audible click) with 2 or 3 pins.

The F250-550 truck 5 pin flasher has a Ford LED capable flasher (YC3Z-13350-AA) that can be purchased through your local Ford dealer's parts department.

In both cases, current LED capable flashers should not be used on vehicles with bodies under 80" wide. The reason for this is the lack of bulb outage circuits required to meet FMVSS 108 for turn signals notification of the driver that a "bulb" is not functional. Aftermarket suppliers may develop flashers for LED circuits which meet FMVSS 108 requirements.

Hall Effect Sensor and Ammeter

In the past, determining the current of a circuit on a vehicle has required the use of a high current ammeter or known resistance shunt with a voltmeter. Both of these solutions require the wiring to be modified, the voltage source to be disconnected for installation and the circuits to be altered to measure the current. Hall Effect sensors are an alternative that does not have any of these drawbacks and the standard installation time is also less than the previous two solutions. The best practices solution for reading large currents (>20 mA) is utilization of Hall Effect sensors.

Hall Effect Sensors are commercially available sensors that detect the magnetic field generated in a wire when electrical current passes the sensor. The sensor allows for determination of the amount of current in the wire without altering the wire.

These sensors require special meters to read the output of the sensors. These meters can be purchased from the same source as the Hall Effect Sensors.

Radio Installation

The addition of any radio to a vehicle requires the analysis of the power source, grounding location, antenna connection and wiring to speakers. Purchase of an OEM radio prep option or replacement of an OEM radio precludes this analysis.

The fused power source should be as direct to the battery as possible. This will allow the battery's internal impedance to act as a power line filter for the radio. This will reduce the noise generated by other electrical devices being turned on or off. Other power sources can be used, but other vehicle electrical devices may add noise to these sources. This noise will affect the resultant signal at the radio speakers and is heard as a pop or hiss coming from the speakers.

The grounding location for a radio is critical for superior performance. Do not use any of the Ford grounding locations that are currently being used. This is to prevent problems on grounds for your radios and Ford electrical components. The creation of a new grounding location should be done after measuring the voltage difference between that location and the negative pole on the battery. This measurement should be done with an oscilloscope to allow changes in the ground voltage plane to be evident. When a good grounding location is established, remember to reserve it for radio use only and do not add any other ground in close proximity.

The location of an antenna, the shielding on the antenna cable and its connection to the radio are all critical elements for good reception. This assumes that a properly matched antenna has been procured. The location of the antenna should be determined by a signal to noise ratio measurement. The highest signal to noise ratio measurement will provide the strongest signal to the radio. The shielding on the antenna cable should be properly grounded similar to the radio's ground. The antenna connection to the radio should be free of foreign materials to insure that a galvanic cell is not created. The possibility of creation of a galvanic cell is increased when dissimilar metals are used.

The wiring to the speakers should be routed to avoid any sharp edges or high current devices or circuits. The speaker wiring can be improved by utilization of twisted pair wiring. Additional grounded shielding or the use of shielded cable (i.e. coaxial cable) may be required when the wiring is forced to be in close proximity to high current devices or their power cabling. The routing of speaker wires near high current source should be the last resort.

Key Off Loads

A key off load is defined as a current draw on the battery when the ignition key switch is in the off position. The key off loads are important because the key off loads will lower the charge in the battery between vehicle uses. Also, the vehicle may require up to 60 minutes for body modules to enter sleep modes before a steady state Key Off Load can be determined.

Method 1

To determine the key off loads on a vehicle:

1. Insure that the key has been removed from the ignition.
2. Remove the negative battery terminal.
3. Connect an ammeter in series with the negative battery terminal and the negative pole of the battery.
4. Read the current on the ammeter. This is your key off load.

NOTE: With a multimeter or current meter in series, the maximum current rating of the meter may be exceeded if the dome lights or other accessories have not timed out.

Method 2 (Preferred)

This procedure can be done with a Hall Effect sensor as follows:

1. Insure that the key has been removed from the ignition.
2. Connect the Hall Effect sensor to the negative battery cable.
3. Read the current on the Hall Effect sensor's meter. This is your key off load.

Use of a Hall Effect sensor prevents memory loss in the Powertrain Control Module (PCM) and the radio. Use caution with Hall Effect / Clamp On current meters. Many are not sensitive enough to accurately register between 10 AND 30 milliamps. In addition, small movements of the meter along the wire may cause large differences in readings.

The key off load should not exceed 28 milliamps. If key off loads are in excess of this amount, use of an isolated or relay isolated battery (i.e. the aux. battery on E-Series vehicles with gas engines) should be utilized for the key off loads in excess of 28 milliamps. Isolation of the added batteries can be obtained by use of a solid battery isolator or continuous load power isolation (ISO) relay controlled by the ignition switch being in the run position.

Additional Notes

These best practices are intended as a recommendation for all electrical installation, but this bulletin does not supersede any other specific bulletin.

If you have questions, please contact the Ford Truck Body Builders Advisory Service as shown in the header of this bulletin.

Sincerely,

(Signed)

A. I. Jowa, _____
Modified Vehicle Engineering Quality Programs and
Body Builders' Advisory Service

PE09-055

FORD

2-12-2010

APPENDIX L

MONTHLY PART SALE

E6DZ 19986 A(SERVICE) F49H 19A642 AA(ENGINEERING)

SUPPLIER INFORMATION:

Supplier: I008 INDAK MFG CORP
Contact: BRENDA RIDER
Phone: 706-864-3387____ Ext: 16
Street: 715 HAPPY HALLOW RD
City: DAHLONEGA
County: LUMPKIN
State: GA Zip: 30533 Country: US

SALES:

MONTH YEAR Quantity

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12	2009	2257
11	2009	1470
10	2009	2360
09	2009	1702
08	2009	2384
07	2009	2186
06	2009	2086
05	2009	1459
04	2009	1738
03	2009	2785
02	2009	3546
01	2009	4258
12	2008	3204
11	2008	2101
10	2008	2285
09	2008	1972
08	2008	2079
07	2008	2974
06	2008	2719
05	2008	1976
04	2008	2031
03	2008	3245
02	2008	3821
01	2008	3795
12	2007	3463
11	2007	3013
10	2007	2363
09	2007	2301
08	2007	3178
07	2007	2589
06	2007	2535
05	2007	1770
04	2007	3131
03	2007	3269
02	2007	4615
01	2007	3067
12	2006	2630

1U2Z-14S411-BA(SERVICE) 1U2J-14B475-BA(ENGINEERING)

SUPPLIER INFORMATION:

SUPLR LOC: E778W LEAR CORP EEDS & INTERIORS
Supplier: E778 LEAR CORPORATION
Contact: VANESSA LERMA
Phone: 915-787-5419
Street: 5200 AUTO CLUB DR
City: DEARBORN
County: WAYNE
State: MI Zip: 481262659 Country: US

SALES:

MONTH	YEAR	Quantity
--	----	-----
12	2009	989
11	2009	726
10	2009	1175
09	2009	1073
08	2009	1593
07	2009	1470
06	2009	1088
05	2009	910
04	2009	765
03	2009	1013
02	2009	1473
01	2009	1704
12	2008	1206
11	2008	962
10	2008	955
09	2008	990
08	2008	1341
07	2008	1509
06	2008	1203
05	2008	653
04	2008	723
03	2008	1239
02	2008	1303
01	2008	1596
12	2007	1269
11	2007	985
10	2007	997
09	2007	1067
08	2007	1523
07	2007	1193
06	2007	1133
05	2007	721
04	2007	643
03	2007	1038

MONTH	YEAR	Quantity
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02	2007	1702
01	2007	1165
12	2006	1030

PE09-055

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2-12-2010

APPENDIX L

MONTHLY SALE BY YEAR

E6DZ 19986 A(SERVICE) F49H 19A642 AA(ENGINEERING)

SUPPLIER INFORMATION:

Supplier: I008 INDAK MFG CORP
Contact: BRENDA RIDER
Phone: 706-864-3387___ Ext: 16
Street: 715 HAPPY HALLOW RD
City: DAHLONEGA
County: LUMPKIN
State: GA Zip: 30533 Country: US

SALES:

MONTH YEAR Quantity

YEAR	Quantity
2010	319
2009	33624
2008	36891
2007	40347
2006	32891
2005	39680
2004	33599
2003	26371
2002	18521
2001	13756
2000	9032
1999	7474
1998	7679
1997	12009
1996	12151
1995	13553

1U2Z-14S411-BA(SERVICE) 1U2J-14B475-BA(ENGINEERING)

SUPPLIER INFORMATION:

SUPLR LOC: E778W LEAR CORP EEDS & INTERIORS
Supplier: E778 LEAR CORPORATION
Contact: VANESSA LERMA
Phone: 915-787-5419
Street: 5200 AUTO CLUB DR
City: DEARBORN
County: WAYNE
State: MI Zip: 481262659 Country: US

SALES:

YEAR	Quantity	Replaced Part Number	Message
2010	121		
2009	15524		

2008	14670		
2007	14505		
2006	10611		
2005	10947		
2004	6045	E1FZ- 14489-K	REPLACED
2003	2973		
2002	1495		
2001	1142		
2000	952		
1999	832		
1998	903		
1997	1174		
1996	1608		