

NVS-200

CL-10694530-2362

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

February 14th, 2015

Administrator, National Highway Traffic Safety Administrator
1200 New Jersey Avenue, S.E.
Washington, DC 20590

VIN 1J4GZ58Y6RC [REDACTED]

MAR -4 2015

In regards to the "safety recall" for the OEM trailer hitch it was installed two weeks before the vehicle caught fire from a gas leak on August 23rd, 2014 after being towed to Frechette Tire & Repair Service.

Please review the attached documents & photos. We were unaware that there are no certifications nor requirements to be an auto mechanic in the State of New Hampshire. Evan Howland, who released the jeep to my son on the night of August 22nd in front of two other witnesses said "the jeep was safe to drive." My son [REDACTED] would have never had driven the jeep if he was told otherwise. [REDACTED] would have had the vehicle towed somewhere else.

In the afternoon of August 23rd, 2014 [REDACTED] drove less than five miles when the cab filled up with smoke. [REDACTED] barely escaped before the cab was engulfed in flames. I returned to Frechette Tire & Repair Service to pick up the last two years of invoices. Most of the services were done at Crest Auto Chrysler Repair. [REDACTED] had the jeep towed to Frechette because there was a strong gas odor and evidence of a leak around the fuel pressure regulator that they had installed a year prior. [REDACTED] assumed Evan Howland was a mechanic and did I. Who would trust a layman to check for a gas leak?

After speaking with Evan Howland on August 26th, 2014 he told me the "jeep was left to idle for around twenty minutes." I then asked him why he did not test drive it and he gave me a story that "[REDACTED] thought he smelled gas, & there was no need to take it out." Evan also reiterated that the "jeep was safe to drive."

I then told him the jeep caught fire in the cab and he did not look surprised nor cared. Evan did however change his story. Justin Frechette overheard the conversation so I am assuming he also lied to their

NM
31815
SMP

insurance company as well.

There are no State regulations in New Hampshire for vehicles with gas odors or leakage to be diagnosed by professionals? I was also told that Evan Howland was NOT A MECHANIC by a close friend of his family nor an employee.

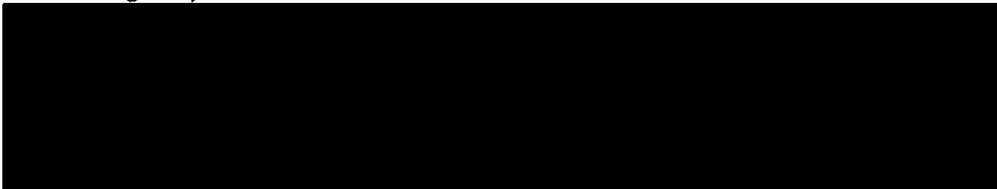
I am not sure how the Frechette family were able to cover up this injustice. Also, if Evan did take the vehicle around their yard where multiple vehicles are parked he could have bumped the rear which may have initiated the fire in the cab. My son could have been burnt alive.

My insurance company (MMG) said I can file a suit in small claims court or they could initiate an arbitration hearing.

The safety issue is more important. Elizabeth Hanson was the claim's advisor for Hanover Insurance and representing Frechette Tire & Repair Service. She made no attempt to contact witnesses who heard Evan Howland state the "jeep was safe to drive."

The State of New Hampshire Department of Insurance has no jurisdiction over the matter and have copied the State representatives accordingly.

Best Regards,



- cc: Karen Umberger
- cc: Thomas Buco
- cc: Frank McCarthy
- cc: MMG Insurance
- cc: Chrysler Customer Assistance Department



Rear Structure Reinforcement

parts were not available

IMPORTANT SAFETY RECALL

N45 / NHTSA 13V-252

This notice applies to your vehicle (VIN:1J4GZ58Y6RC [redacted])

This interim notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [redacted]

ERIC SENSOR

The National Highway Traffic Safety Administration has made a tentative assessment that certain 1993 through 1998 model year Jeep® Grand Cherokee vehicles contain defects related to motor vehicle safety. Although the NHTSA assessment is non-final, Chrysler Group has decided to conduct a voluntary safety recall to respond to customer concerns about that assessment.

The problem is... The fuel tank on your vehicle has a small chance of experiencing a fuel leak during certain types of rear end collisions. Fuel leakage in the presence of an ignition source can result in an underbody fire.

What your dealer will do... Chrysler intends to inspect your vehicle and install an Original Equipment Manufacturer (OEM) trailer hitch where appropriate, free of charge (parts and labor) to better manage crash forces in low-speed impacts. The parts required for this program are currently not available. Chrysler is making all reasonable efforts to obtain the parts as quickly as possible. Chrysler will contact you again by mail, with a follow-up notice, when the remedy parts are available.

What you must do to ensure your safety... Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep or Dodge dealer right away to schedule a service appointment.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.jeep.com/ownersreg.

If you have purchased and installed the OEM trailer hitch after your initial vehicle purchase, please send your original receipt and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): B02

Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 30 days.



Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC. FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

Eric
Dotson
to
DATE



INTERIOR



17/02/10





Northwood
Engine



ENGINE COMPARTMENT: Fuel Pressure REGULATOR melted away







Roger A. Seigny
Commissioner

**The State of New Hampshire
Insurance Department**

21 South Fruit Street Ste 14
Concord, NH 03301
(603) 271-2261 Fax: (603) 271-1406
TDD Access: Relay NH 1-800-735-2964
www.nh.gov/insurance

Alex Feldvebel
Deputy Commissioner

February 10, 2015

[REDACTED]
NORTH CONWAY NH [REDACTED]

Re: Complaint -

Dear [REDACTED]

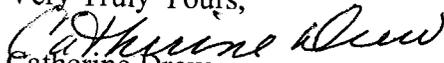
We have received your complaint. We have reviewed your complaint, and have determined that we do not have jurisdiction to address this issue.

In your complaint resolution section you are requesting that regulations be established concerning licensing for employees working on repairs to vehicles.

Unfortunately this would not fall within the jurisdiction of the Insurance Department, but would be something that you may want to present to your local state legislative representative.

Carroll County conway Representatives: District 02 Thomas L. Bucu : PO Box 3149 , Conway, NH , 03818-3149 Frank H. McCarthy : PO Box 876 , Conway, NH , 03818-0876 Karen C. Umberger : PO Box 186 , Kearsarge, NH , 03847-0186 If you have any questions, please feel free to contact our office at 271-2261.

Very Truly Yours,


Catherine Drew

Consumer Services Officer

Enclosure



Roger A. Sevigny
Commissioner

The State of New Hampshire
Insurance Department

21 South Fruit Street Ste 14
Concord, NH 03301
(603) 271-2261 Fax: (603) 271-1406
TDD Access: Relay NH 1-800-735-2964
www.nh.gov/insurance

Alex Feldvebel
Deputy Commissioner

February 9, 2015

[REDACTED]
NORTH CONWAY NH [REDACTED]

Re: Complaint against - Hanover

Dear [REDACTED]

We are writing to inform you that your complaint has been received by our office. At this time, we are reviewing the documentation you provided to determine if we have jurisdiction to address this issue with the insurance company or agency on your behalf, or if your complaint will be referred for investigation by another agency, or by another division of this department.

You will receive additional correspondence from us in the near future.

Sincerely,

Consumer Services Representative
T: 800-852-3416
F: 603-271-1406

[REDACTED]

From: [REDACTED]
Sent: Tuesday, February 03, 2015 10:29 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: [REDACTED] vs Frechette

Please review information for accuracy.

Date: 2-3-2015

Complainant's Information:

*First Name: [REDACTED] Middle Name: [REDACTED]

*Last Name: [REDACTED]

Address Line 1: [REDACTED]

Address Line 2:

Address Line 3:

Address Line 4:

Address Line 5:

Address Line 6:

*City: N. Conway *State: NEW HAMPSHIRE

*Zip: [REDACTED]

County: Carroll *Country: U.S.A.

International Zip:

Email Address: [REDACTED]

*Phone Number: [REDACTED] Extension:

AlternatePhone Number:

How do you prefer to be contacted?: Telephone

Insured Information (If different than above):

First Name: Middle Name:

Last Name:

Other Parties involved in this problem:

First Name: Evan Last Name: Howland

Description: checked
for gas leak

First Name: Justin Last Name: Frechette

Description: not present the day the vehicle was serviced

First Name: Last Name:

Description:

First Name: Last Name:

Description:

Insurance information:

*Who is the Complaint Against? Please provide the name of the party you are complaining against.

a. Name of Insurance Company: Hanover Insurance Company

b. Name of Insurance Agency:

c. Name of Insurance Agent, Adjuster, Appraiser:

First

Name: Elizabeth

Last Name: Hansen

How was the policy purchased?

Policy Number: [REDACTED]

Certificate Number:

Claim Number: [REDACTED]

Date of Loss/Service: 08/23/2014 Date of Cancellation:

Age Group Code: 50 to 65 Amount Disputed: 2200

*Type of Insurance
Auto

*Reason for Complaint (Check at least one or all that apply)
Unsatisfactory Settlement/Offer

*Details of Complaint:

Attached are the original invoices pertaining to Frechette Tire only. The BBB complaint; the NCFD Report; Police Report; Insurance companies communications; Photos of vehicle after burn (originals available. The inability to prove negligence against Frechette Tire & Repair Company. The vehicle was towed to Frechette Tire the evening of 8/21/2014 as [REDACTED] was on his way to work. A strong odor of gas entered the cab & [REDACTED] immediately shut off the vehicle. The vehicle was towed to Frechette Tire because [REDACTED] noticed leakage around the fuel pressure regulator. The regulator had been replaced a year earlier by Frechette Tire & Service so [REDACTED] made the decision to have Mt. Washington Valley Towing Service take it there. The following evening [REDACTED] was told by Evan Howland the jeep was ready & "there were no leaks or anything wrong with the jeep." Evan Howland also stated that the "jeep was safe to drive" in front of [REDACTED] brought the jeep home. IF [REDACTED] HAD BEEN TOLD THAT IT MAY NOT BE SAFE TO DRIVE HE WOULD HAVE HAD IT TOWED ELSEWHERE. (less than a ten minute drive from garage) On 8/23, [REDACTED] was on his

way to Home Depot & the odor of gas & smoke poured into the cab around the middle upper front; [REDACTED] pulled over in the Settles Green area & fled from the vehicle as the cab went up in flames. The NCFD put the fire out & the vehicle was towed to a locked area by Mt. Washington Valley Towing. I called my insurance on Saturday and initiated the claim process. I went to Frechette Tire & Repair Service 8/26 to find out exactly what was done to the vehicle on 8/23 & requested copies of all invoices pertaining to the jeep. I did not mention the fire at this time. Evan Howland was there & so was Justin Frecehette. Evan stated that he "let the vehicle idle for around 20 minutes on the lot." I then said why would you not take it for a test drive. Evan stated that there was no need that the vehicle would leak gas if whether it was idling or not. I said there are many reasons besides the fuel regulator that could have been involved. Evan again said to me also that the vehicle was safe to drive. Evan's attitude was smug & unprofessional & he made it sound like [REDACTED] had no idea what he was talking about regarding the gas odor. I then stated the jeep could not be returned due to the fact it caught fire within 23 hours of leaving their garage & on the road for less than ten minutes. Evan then added he drove it around their driveway & it was safe to drive. (around a 40'x40' radius) I also was told after fire that Evan Howland was NOT A MECHANIC. I contacted a local NH attorney & was told that no license is required in the State of NH for anyone to diagnose or repair a vehicle. This applies to gas leaks as well I guess. My son is lucky to have escaped without injury or worse. I filed a claim with the BBB & they were satisfied that Frechette Tire & Repair turned it over to their insurance company. Hanover did not do a full investigation. The NCFD could not approach the jeep that closely to make a full investigation. [REDACTED] & I went to the Kopart center where it was taken & took pictures of full interior & exterior. The fuel pressure regulator had melted & the engine was in good shape (just a bit charred) The interior was melted along with over \$1700 worth of items. We can go to small claims court or have my insurance company pass it to the Arbitration board. If we initiate a claim & the court's decision is in our favor what is to stop Evan Howland from causing harm to other vehicles. The fact Hanover Ins. denied negligence is not fair because they are protecting a layman. This was a gas leak. The jeep prior to this fire was in great shape. Crest Jeep Service replaced computer parts; relays; transfer case; brakes etc. A tow bar was installed a week before the fire. The jeep was not involved in a rear end collision that we know of while it was at Frechette Tire & Repair Service.

What do you consider to be a fair resolution?

Frechette Tire & Repair Service post in plain site that they have unlicensed workers on site without certifications. The \$500 deductible or the \$400 for the oil plan installed less than two weeks prior to the fire. (It should be covered by warranty.) The State of NH set regulations for ANYONE working with gasoline or other hazardous materials be certified & licensed by the State of NH. Commercial Liability Policies should not cover unlicensed non-employees or employees without proper licensing.

Note: After final submission of this form you will be provided with an opportunity to attach supporting documents.

Will you be mailing or faxing additional supporting information? Yes

If mailing supporting documents, please include a copy of this form and mail to:

The State of New Hampshire
Insurance Department
21 South Fruit Street
Suite 14
Concord, NH 03301

or FAX supporting documents along with a copy of this form to: (603) 271-1406

The submittal of this complaint form will initiate an investigation of any Department licensee who is the subject of the identified complaint. Pursuant to RSA 400-A:16, II the Department will request and receive information and documentation, relevant to this investigation, from the named parties. Please note relevant information may

include medical records. Also, the Department may share with the Department licensee any medical information and/or records provided in connection with this complaint.

*Agree:



Prior to submission, please enter the number above:

Submit Complaint

Return to Complaint Form

Please wait, this could take a

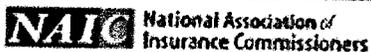
few mins.

Note: The system may be inaccessible during routine maintenance between **12:00 midnight** and **12:30am CST**.

SBS 2014 Fall Warranty

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COMPLAINT ACTIVITY REPORT Case # [REDACTED] **BBB New Hampshire****Consumer Info:** [REDACTED]

North Conway, NH [REDACTED]

Business Info: Frechette Tire Company
164 Passaconaway Rd
Conway, NH 03818-6024
603 447-5538**Location Involved:** (Same as above)**Consumer's Original Complaint :**

Jeep towed to Frechette Tire 8/21/2014 due to a strong odor of gas inside cab. Picked up 8/22 & told no leak. 8/23 strong gas odor & engulfed in fire

I called Frechette Tire & Repair & spoke to Justin on the phone 8/26/2014. I asked for a print out of the billing history from 8/2013 to present and that I would be in to pick them up.

My son [REDACTED] was on his way to work the night of 8/21/2014 and had the vehicle towed on Rt 16 for a strong gas odor in cab. [REDACTED] picked up the vehicle Friday evening (8/22) & was told with two other witnesses present that the jeep was left to idle for around twenty minutes & there was no gas leak. On 8/23 around 3:08 pm my son was driving on the North South Road & the gas odor along with smoke entered the vehicle. [REDACTED] pulled over to avoid smoke inhalation & the fire that ensued.

On 8/26 I went to Frechette Tire & asked Evan the "mechanic" who told [REDACTED] & others the night before there was not a gas leak. I asked what steps were taken in order to find the gas leak as the jeep had been towed in Thursday night reeking of gasoline. Evan repeated more than once that he did not disbelieve my son? Evan's ignorance of the issue is intolerable. Evan's first response was that the jeep was left to idle for around 20 to 30 minutes sometime on Friday. Again, this is also what Evan told [REDACTED] Friday night (8/22) when they picked up the jeep when it was released to [REDACTED]. Evan said there was no gas leak. I then asked Evan why he did not run the vehicle on a test drive to check for leaks through acceleration & he said that it was not needed and that a fuel pressure leak would not be detected in that manner. I asked again why the vehicle was not completely checked due to gas lines & other components & he repeated the same story. I explained the jeep could not be brought back as it was destroyed in a gas fire. Then Evan added that it was driven around the yard twice. The yard is around a 60 ft by 60ft radius.

The 8/26 printed service states that Evan put the vehicle on the lift, however this was not mentioned to either my son & witnesses on 8/22 or me or 8/26. I was very respectful & did not instigate a confrontation even though Evan was ignorant.

The N. Conway Fire Department confirmed that it was a fuel leak that caused the fire & with the amount of smoke bellowing in the front my son [REDACTED] barely escaped without serious burns or death. This is not about normal negligence but a serious matter where a vehicle was brought in for a gas leak issue.

Thanks, [REDACTED]

Consumer's Desired Resolution:

Deductibles for both comprehensive & homeowners claims. A full investigation of Evan Howland & his credentials.

BBB Processing

08/30/2014 **web BBB** Complaint Received by BBB
09/02/2014 **CEL BBB** AB Complaint Validated by BBB Operator
09/02/2014 **Otto EMAIL** Send Acknowledgement to Consumer
09/02/2014 **Otto EMAIL** Inform Accredited Business of Complaint
09/03/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : In regards to the complaint issued by [REDACTED]

[REDACTED]. The Jeep was towed into our shop on 8/21 with the complaint of fuel smell. [REDACTED] called that day to specify the vehicle was here. The vehicle was sitting outside overnight giving it time for the fuel smell to disapeate. [REDACTED] thought the fuel pressure regulator that had been replace by us was faulty. The technician started with that part since it was verbalized that may be the problem. The tech checked the regulator, which is under the hood, for leaks and found none. At that time the jeep was driven from the front shop to the rear shop and put on the lift where it was inspected from front to back, visually checking all the lines and found nothing. At that time the tech checked with the manager as to the next step. At which point Evan called [REDACTED] specified that if it was left running it would leak. It was left running for 30+ minutes and was checked periodically for smell and leaks. Nothing showed nor was there any odor at that time. [REDACTED] was not called to tell him the vehicle was ready because nothing had been found, he came to the shop the end of the day to see if the vehicle was ready for pick up. At that time it was explained that no leaks were visable [REDACTED] (one of his friends) asked if it was safe and Evan said "I can't say that" especially due to what [REDACTED] had thought had been leaking. [REDACTED] was told that if it leaked again it would have to come back. It was never stated to be safe. However, [REDACTED] took the vehicle on his own accord and there was no charge because nothing was found. As for the request for the vehicle to be driven more, any time the vehicle is started and running the system has to be at full pressure because it is a pressurized system and if there was a leak in that system it should leak under pressure when started. Driving or RPM does not create

more pressure. Unfortunately if it wasn't leaking while it was in the shop, it could not be repaired. There are many variables that could have caused the problem. Evan specified to [REDACTED] that he did not disbelieve him that he had smelled fuel or that there might possibly be a leak, however there was nothing physically or visually leaking during our inspection. It was an unfortunate incident and all the employees at Frechette Tire are very relieved that no one was hurt or even worse. If there are any further questions please do not hesitate to call.

09/04/2014 CEL EMAIL Forward Business response to Consumer

09/06/2014 WEB BBB RECEIVED CONSUMER REBUTTAL : (The consumer indicated he/she DID NOT accept the response from the business.)

[REDACTED] would not have picked up the vehicle if he had been told that it was potentially unsafe. [REDACTED] would have had it towed elsewhere. We have other vehicles for him to drive. Evan also did not mention this comment to me on 8/26.

In regards to Evan Howland how does the State guarantee or not the safety of customers in regards to the qualifications of a service technician. I have recently been told that Evan is not a mechanic.

In regards to other variables & after reviewing the photos the fact remains the vehicle was brought in for a strong gas odor. The odor presented itself & smoke & fire entered the cab at the vicinity of the area in question the following day.

[REDACTED]
09/08/2014 CEL EMAIL Forward Consumer Rebuttal to Business

09/09/2014 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : This complaint has been filed with our insurance company and is being reviewed by our corporate attorney. They have launched a full investigation into the allegation including collecting reports from the responding Fire Department and are conducting interviews as well.

Frechette Tire has been instructed to forward all correspondence to the insurance company to review and respond to.

09/09/2014 CEL EMAIL Send Business' Rebuttal Response-New Offer

09/10/2014 WEB BBB CONSUMER SATISFIED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

In regards to the "corporate attorney" & insurance company conducting a "full investigation" it is important that Evan Howland understand that "running the jeep" is not to leave it idle. Justin was not present when [REDACTED] was told the vehicle was safe to drive and this is NOT what he told [REDACTED] or two other people present on 8/22. [REDACTED] had the jeep towed on 8/21 & would have had the jeep towed to another service station if Evan had stated the jeep was unsafe or there were no guarantees of its safety. Is Evan Howland a licensed mechanic? This matter is about safety & the treatment of my son on 8/22 & me on 8/26. Evan tried to add additional things he may or may not have done as stated above in the original complaint, but failed to explain why he released the jeep to [REDACTED] & NEVER mentioned that it could be a safety issue. I have photos of the engine & other parts under the hood. I have no reason to lie, add or adjust my conversation with Evan nor does my son [REDACTED]

Frechette Tire Company

164 Passaconaway Road, Conway, NH 03818
 Phone: 603-447-2647 Fax: 603-447-5392

Customer Information [REDACTED]	Invoice Date: 8/12/2014 Reference: [REDACTED]	Additional Information PO Number: [REDACTED] Work Order#: [REDACTED] PSI: Comment:
P: [REDACTED] Contact:	Route: Delivery Date: 8/07/2014	Entered By: Fafa Hill
Vehicle: 1994 Jeep Grand Cherokee 5.2L Desc: 1994 Jeep Grand Cherokee 5.2L	Lic No: VIN:	Mileage IN: Mileage OUT: 229601

Diagnostic

Oil pan
 oil is on seat
 Check fluids and u-joints

Qty	Description	Unit Price	Ext. Price
1.00	DOR 264-231 Oil pan	123.91	123.91
1.00	FEL OS34408R Gasket	35.00	35.00
1.00	1085, Oil Filter, MISC	8.29	8.29
2.00	7335335, 2" Exhaust Clamps, Exhaust	1.85	3.70
1.00	41940 Adaptor	8.54	8.54
3.00	Labor	85.00	255.00
	- Labor to remove and replace oil pand and gasket. Check all fluids and u-joints.		
	Customer supplied oil		
Subtotal:			434.44
Total:			\$434.44
	8/12/2014 Payment# [REDACTED]	Amount:	\$200.00
	Check#:	200.00	
	8/15/2014 Payment# [REDACTED]	Amount:	\$234.44
	Check#:	234.44	
Balance			\$0.00

"We Thank You For Your Business."

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Frechette Tire 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 repairs thereto.
 FRECHETTE TIRE IS NOT RESPONSIBLE FOR LOSS OR DAMAGES TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND FRECHETTE TIRE'S CONTROL.

A 2.0% (24% APR) SERVICE CHARGE WILL BE ASSESSED ON ANY AMOUNT WHICH BECOME DELIQUENT BEYOND 30 DAYS.

Signature

Frechette Tire Company

Invoice [REDACTED]

164 Passaconaway Road, Conway, NH 03818
 Phone: 603-447-2647 Fax: 603-447-5392

Customer Information

[REDACTED]

Phone: [REDACTED]

Invoice

Date: 5/08/2013
 Reference: [REDACTED]

Route:
 Delivery Date:

Additional Information

PO Number:
 Work Order#: [REDACTED]

PSI:
 Comment:

Entered By: Justin Frechette

Vehicle: 1994 Jeep Trucks Grand Cherokee Limited 4 Dr.
 VIN: 1J4GZ58YGRC [REDACTED]

Lic No: [REDACTED] Unit:
 Desc: 5.2L

Mileage: 212894

Diagnostic

Align
 exhaust hanging

Qty	Description	Unit Price	Ext. Price
1.00	18230 Muffler	72.48	72.48
1.00	Labor	82.00	82.00
	- Labor to remove and replace muffler		
2.00	733-5336, 2 1/4" Exhaust Clamps, Exhaust	3.00	6.00
1.00	ES-3096 tie-rod	33.71	33.71
1.00	Labor	82.00	82.00
	- Labor to remove and replace left inner tie-rod (drag link).		
1.00	Truck/SUV Alignment	89.95	89.95
1.00	State Inspection w/OBD	33.86	33.86
		Subtotal:	400.00
		Total:	\$400.00
5/08/2013 Payment# P- [REDACTED]		Amount:	\$400.00
Check#: [REDACTED]		400.00	
		Balance	\$0.00

"We Thank You For Your Business."

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Frechette Tire 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 repairs thereto.
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A 2.0% (24% APR) SERVICE CHARGE WILL BE ASSESSED ON ANY AMOUNT WHICH BECOME DELIQUENT BEYOND 30 DAYS.

Signature _____

Frechette Tire Company

164 Passaconaway Road, Conway, NH 03818
 Phone: 603-447-2647 Fax: 603-447-5392

Customer Information P: [REDACTED] Contact:	Invoice Date: 6/13/2014 Reference: [REDACTED] Route: Delivery Date: 6/13/2014	Additional Information PO Number: [REDACTED] Work Order#: [REDACTED] PSI: Comment: Entered By: Fafa Hill
Vehicle: 1994 Jeep Grand Cherokee 5.2L Desc: 1994 Jeep Grand Cherokee 5.2L	Lic No: VIN:	Mileage IN: Mileage OUT:

Diagnostic

* u-joints in rear drive shaft > has one joint we need to get the other.

Qty	Description	Unit Price	Ext. Price
1.00	P369 universal joint	17.18	17.18
1.00	labor	85.00	85.00
	- labor to replace rear drive shaft universal joints (customer supplied one)		
Subtotal:			102.18
Total:			\$102.18
6/13/2014 Payment# P [REDACTED] Amount:			\$102.18
Check#: [REDACTED]		102.18	
Balance			\$0.00

"We Thank You For Your Business."

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Frechette Tire 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 repairs thereto.

FRECHETTE TIRE IS NOT RESPONSIBLE FOR LOSS OR DAMAGES TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND FRECHETTE TIRE'S CONTROL.

A 2.0% (24% APR) SERVICE CHARGE WILL BE ASSESSED ON ANY AMOUNT WHICH BECOME DELIQUENT BEYOND 30 DAYS.

Frechette Tire Company

Work Order [REDACTED]

164 Passaconaway Road, Conway, NH 03818
 Phone: 603-447-2647 Fax: 603-447-5392

Customer Information [REDACTED]	Work Order	Additional Information
	Date: 1/13/2014 Reference: [REDACTED]	PO Number: Work Order#: [REDACTED]
Phone: [REDACTED]	Route: Delivery Date:	PSI: Comment: Entered By: Justin Frechette
Vehicle: 1994 Jeep Grand Cherokee 5.2L VIN:	Lic No: Desc: 1994 Jeep Grand Cherokee 5.2L	Unit: Mileage: 211509
Diagnostic * check brakes - grind		

Qty	Description	Unit Price	Ext. Price
	labor	0.00	0.00
	- labor to check noise - needs rear brakes > APPROX. \$350.00 parts/labor (shoes, drums, wheel cylindes, hardware) also needs left lower ball joint A.S.A.P - APPROX. \$300.00 ish. part/labor/align		

Subtotal:	0.00
Total:	\$0.00

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A 2.0% (24% APR) SERVICE CHARGE WILL BE ASSESSED ON ANY AMOUNT WHICH BECOME DELIQUENT BEYOND 30 DAYS.

Signature _____

Frechette Tire Company

164 Passaconaway Road, Conway, NH 03818
Phone: 603-447-2647 Fax: 603-447-5392

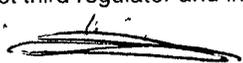
Customer Information [Redacted]	Invoice		Additional Information	
	Date: 8/21/2013	Reference: [Redacted]	PO Number: [Redacted]	Work Order#: [Redacted]
P: 7 [Redacted] Contact:	Route:	Delivery Date:	PSI: Comment:	Entered By: Justin Frechette
Vehicle: 1994 Jeep Grand Cherokee 5.2L Desc: 1994 Jeep Grand Cherokee 5.2L	Lic No:	Unit:	Mileage IN: 216650	Mileage OUT: 216650

Diagnostic

No run -
Aim headlights

Qty	Description	Unit Price	Ext. Price
1.00	2-19679 Fuel pressure regulator	98.65	98.65
1.00	Labor	85.00	85.00

- Labor to check vehicle no run. Found fuel pressure regulator bent that customer had supplied. Ordered another one from Napa and it was also bent. Got third regulator and insatlld car runs fine.



Subtotal:	183.65
Total:	\$183.65

8/21/2013 Payment# P [Redacted] Amount: 183.65

Balance	\$0.00
----------------	---------------

"We Thank You For Your Business."

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A 2.0% (24% APR) SERVICE CHARGE WILL BE ASSESSED ON ANY AMOUNT WHICH BECOME DELIQUENT BEYOND 30 DAYS.

[Redacted]

For Date: 08/23/2014 - Saturday

<u>Call Number</u>	<u>Time</u>	<u>Call Reason</u>	<u>Action</u>	<u>Priority</u>	<u>Duplicate</u>
[REDACTED]	1508	911 - Fire/Smoke/Fumes/ SJC - CAMERON, STEVEN	DISPATCHED FIRE DEPARTME	1	
Call Taker:					
Location/Address:					
Modified By:	08/23/2014	1543 SJC - CAMERON, STEVEN			
Calling Party:		@ ***UNKNOWN*** - NORTH CONWAY, NH			
Unit:	B12				
Unit:	5				
Unit:	B12				
Vehicle Entered By:	08/23/2014	1538 SJC - CAMERON, STEVEN			
Modified By:	08/23/2014	1539 SJC - CAMERON, STEVEN			
Vehicle:		GRN 1994 JEEP UT GRAND CHEROKEE Reg: PC NH 1994-ZJ VIN: 1J4GZ58Y6RC			
Towed:		For: Burned By: MT. WASHINGTON VALLEY TOWING To: MT WASHINGTON VALLEY TOWING			
Operator:		R @ [REDACTED] - CONWAY, NH			
Owner:		SSN: [REDACTED] Race: W Sex: M OLN: [REDACTED]			
Narrative:	08/23/2014	1511 CAMERON, STEVEN			
	911	OPR 154 REPORTING CAR FIRE IN PARKING LOT			
	1508	TONED NCFD/AMB			
	1509	15C8,15E1,15C11,15C6, 60A2 ENRTE			
	1510	15C6 ON ARRIVAL, WORKING CAR FIRE			
	1510	15E4 ENRTE WITH 4			
	1510	15C5 ENRTE, 60A2 ON ARRIVAL			
	1513	15 BASE ON			
	1518	15E1 UNDER CONTROL ON SCENE, CANCEL OTHER RESPONDING UNITS			
	1531	722 START A 28 FOR NH 10-20 1994-ZJ, MWV ENRTE			
	1536	722 10-28 ON SCENE			

MM DD YYYY
 NH 08 23 2014 1 [Redacted] 000
 State * Incident Date * Station Incident Number * Exposure *
 Delete
 Change
 No Activity
 NFIRS -1 Basic

On* Check this box to indicate that the address for this incident is provided on the Wildland Fire Module in Section B "Alternative Location Specification". Use only for Wildland fires. Census Tract []-[]

Street address
 Intersection [] [] Common [] CT []
 Number/Milepost Prefix Street or Highway Street Type Suffix
 In front of
 Rear of
 Adjacent to
 Directions
 Apt./Suite/Room City State Zip Code
 [] [] North Conway NH 03860
 Cross street or directions, as applicable

C Incident Type *
 131 Passenger vehicle fire
 Incident Type

E1 Date & Times Midnight is 0000
 Check boxes if dates are the same as Alarm Date.
 ALARM always required
 Alarm * 08 23 2014 15:08:00
 ARRIVAL required, unless canceled or did not arrive
 Arrival * 08 23 2014 15:10:00
 CONTROLLED Optional, Except for wildland fires
 Controlled [] [] [] []
 LAST UNIT CLEARED, required except for wildland fires
 Last Unit Cleared 08 23 2014 16:38:00

E2 Shift & Alarms
 Local Option
 5 1
 Shift or Alarms District Platoon

D Aid Given or Received *
 1 Mutual aid received
 2 Automatic aid recv.
 3 Mutual aid given
 4 Automatic aid given
 5 Other aid given
 N None
 Their FDID Their State
 Their Incident Number

E3 Special Studies
 Local Option
 Special Study ID# Special Study Value

F Actions Taken *
 11 Extinguishment by fire
 Primary Action Taken (1)
 31 Provide first aid &
 Additional Action Taken (2)
 12 Salvage & overhaul
 Additional Action Taken (3)

G1 Resources *
 Check this box and skip this section if an Apparatus or Personnel form is used.
 Apparatus Personnel
 Suppression 0004 0017
 EMS [] []
 Other [] []
 Check box if resource counts include aid received resources.

G2 Estimated Dollar Losses & Values
 LOSSES: Required for all fires if known. Optional for non fires. None
 Property \$ [] , [] 000 , [] 000
 Contents \$ [] , [] 000 , [] 000
 PRE-INCIDENT VALUE: Optional
 Property \$ [] , [] 000 , [] 000
 Contents \$ [] , [] 000 , [] 000

Completed Modules
 Fire-2
 Structure-3
 Civil Fire Cas.-4
 Fire Serv. Cas.-5
 EMS-6
 HazMat-7
 Wildland Fire-8
 Apparatus-9
 Personnel-10
 Arson-11

H1 * Casualties None
 Deaths Injuries
 Fire Service [] []
 Civilian [] []
H2 Detector
 Required for Confined Fires.
 1 Detector alerted occupants
 2 Detector did not alert them
 U Unknown

H3 Hazardous Materials Release
 N None
 1 Natural Gas: slow leak, no evaluation or HazMat actions
 2 Propane gas: <21 lb. tank (as in home BBQ grill)
 3 Gasoline: vehicle fuel tank or portable container
 4 Kerosene: fuel burning equipment or portable storage
 5 Diesel fuel/fuel oil: vehicle fuel tank or portable
 6 Household solvents: home/office spill, cleanup only
 7 Motor oil: from engine or portable container
 8 Paint: from paint cans totaling < 55 gallons
 0 Other: Special HazMat actions required or spill > 55gal., Please complete the HazMat form

I Mixed Use Property
 NN Not Mixed
 10 Assembly use
 20 Education use
 33 Medical use
 40 Residential use
 51 Row of stores
 53 Enclosed mall
 58 Bus. & Residential
 59 Office use
 60 Industrial use
 63 Military use
 65 Farm use
 00 Other mixed use

J Property Use * Structures

131 <input type="checkbox"/> Church, place of worship	341 <input type="checkbox"/> Clinic, clinic type infirmary	539 <input type="checkbox"/> Household goods, sales, repairs
161 <input type="checkbox"/> Restaurant or cafeteria	342 <input type="checkbox"/> Doctor/dentist office	579 <input type="checkbox"/> Motor vehicle/boat sales/repair
162 <input type="checkbox"/> Bar/Tavern or nightclub	361 <input type="checkbox"/> Prison or jail, not juvenile	571 <input type="checkbox"/> Gas or service station
213 <input type="checkbox"/> Elementary school or kindergarten	419 <input type="checkbox"/> 1-or 2-family dwelling	599 <input type="checkbox"/> Business office
215 <input type="checkbox"/> High school or junior high	429 <input type="checkbox"/> Multi-family dwelling	615 <input type="checkbox"/> Electric generating plant
241 <input type="checkbox"/> College, adult education	439 <input type="checkbox"/> Rooming/boarding house	629 <input type="checkbox"/> Laboratory/science lab
311 <input type="checkbox"/> Care facility for the aged	449 <input type="checkbox"/> Commercial hotel or motel	700 <input type="checkbox"/> Manufacturing plant
331 <input type="checkbox"/> Hospital	459 <input type="checkbox"/> Residential, board and care	819 <input type="checkbox"/> Livestock/poultry storage (barn)
	464 <input type="checkbox"/> Dormitory/barracks	882 <input type="checkbox"/> Non-residential parking garage
	519 <input type="checkbox"/> Food and beverage sales	891 <input type="checkbox"/> Warehouse
Outside	936 <input type="checkbox"/> Vacant lot	981 <input type="checkbox"/> Construction site
124 <input type="checkbox"/> Playground or park	938 <input type="checkbox"/> Graded/care for plot of land	984 <input type="checkbox"/> Industrial plant yard
655 <input type="checkbox"/> Crops or orchard	946 <input type="checkbox"/> Lake, river, stream	
669 <input type="checkbox"/> Forest (timberland)	951 <input type="checkbox"/> Railroad right of way	
807 <input type="checkbox"/> Outdoor storage area	960 <input checked="" type="checkbox"/> Other street	Lookup and enter a Property Use code only if you have NOT checked a Property Use box: Property Use 960
919 <input type="checkbox"/> Dump or sanitary landfill	961 <input type="checkbox"/> Highway/divided highway	Street, Other
931 <input type="checkbox"/> Open land or field	962 <input type="checkbox"/> Residential street/driveway	

K1 Person/Entity Involved

Local Option

Business name (if applicable)

Area Code

Phone Number

Check This Box if same address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs. First Name

MI

Last Name

Suffix

Number

Prefix Street or Highway

Street Type

Suffix

Post Office Box

Apt./Suite/Room

Conway

City

NH

State

Zip Code

More people involved? Check this box and attach Supplemental Forms (NFIRS-1S) as necessary

K2 Owner

Same as person involved? Then check this box and skip the rest of this section.

Local Option

Business name (if Applicable)

Area Code

Phone Number

Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs. First Name

MI

Last Name

Suffix

Number

Prefix Street or Highway

Street Type

Suffix

Post Office Box

Apt./Suite/Room

City

State

Zip Code

L Remarks

Local Option

08/23/2014
1508hrs
Common Court Car Fire
94 Jeep Cherokee
VIN- 1J4GZ58Y6RC

North Conway Fire Dept. was dispatched to Common Court in the area of Kitchen Collection for a reported vehicle fire. At 1506 NCFD C6 arrived on scene to find a green Jeep SUV on the side of the road with heavy smoke showing and visible fire in the engine compartment. NCFD E-1 arrived on scene at 1512 hrs to find vehicle well involved and deployed a single 1 3/4 inch hand line with CAFS knocking the bulk of the fire down. NCFD E-4 arrived on scene and was staged with E-1 for water supply if needed. Single occupant of the vehicle was assessed by NCA A-2 and was signed off with no injuries. Vehicle was overhauled with the TIC and all hot spot extinguished. CPD called for a wrecker to remove the vehicle and Engine \$ and Rescue 1 were released from the scene.

I interviewed the occupant of the vehicle who stated that he was driving south on Common Court when he started to smell a odor of gasoline inside the vehicle. He stated that he immediately turned into the pull off and popped the hood to investigate the odor. He stated when he popped the hood he saw smoke and he had a passerby Call 911. He stated that he had just got the vehicle back from the garage after having the vehicle looked at for the odor of gas. Operator estimated approx \$500 worth of valuables inside the vehicle at the

L Authorization

SMIT02

Officer in charge ID

Smith, Ryan M

Signature

CP

Position or rank

Assignment

09

Month

02

Day

2014

Year

Check Box if same as Officer in charge.

DETZ01

Member making report ID

Detzer, Deborah A

Signature

Position or rank

Assignment

09

Month

02

Day

2014

Year

11455
FDID *

NH
State *

MM DD YYYY
8 23 2014
Incident Date *

1
Station

Incident Number *

000
Exposure *

Complete
Narrative

Narrative:

.....
08/23/2014
1508hrs
Common Court Car Fire
94 Jeep Cherokee
VIN- 1J4GZ58Y6RC [REDACTED]

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I interviewed the occupant of the vehicle [REDACTED] who stated that he was driving south on Common Court when he started to smell a odor of gasoline inside the vehicle. He stated that he immediately turned into the pull off and popped the hood to investigate the odor. He stated when he popped the hood he saw smoke and he had a passerby Call 911. He stated that he had just got the vehicle back from the garage after having the vehicle looked at for the odor of gas. Operator estimated approx \$500 worth of valuables inside the vehicle at the time of the fire.

Once the wrecker arrived the vehicle was checked again for hot spots with the thermal imager before releasing the vehicle. Vehicle was declared safe safe and vehicle removed from the scene. Command was terminated and Engine 1 was released for another call.

Ryan Smith
Captain
NCFD

A FDID 11455 * State NH * Incident Date 08 23 2014 Station 1 Incident Number [REDACTED] * Exposure 000 * Delete Change No Activity NFIRS -2 Fire

B Property Details

B1 Not Residential
 Estimated Number of residential living units in building of origin whether or not all units became involved

B2 Buildings not involved
 Number of buildings involved

B3 None Less than one acre
 Acres burned (outside fires)

C On-Site Materials or Products None *Complete if there were any significant amounts of commercial, industrial, energy or agricultural products or materials on the Property, whether or not they became involved*

Enter up to three codes. Check one or more boxes for each code entered.

1 Bulk storage or warehousing
2 Processing or manufacturing
3 Packaged goods for sale
4 Repair or service

1 Bulk storage or warehousing
2 Processing or manufacturing
3 Packaged goods for sale
4 Repair or service

1 Bulk storage or warehousing
2 Processing or manufacturing
3 Packaged goods for sale
4 Repair or service

NNN None
 On-site material (1)

 On-site material (2)

 On-site material (3)

D Ignition

D1 83 Engine area, running
 Area of fire origin *

D2 40 Hot or smoldering
 Heat source *

D3 UU Undetermined
 Item first ignited * Check Box if fire spread was confined to object of origin

D4
 Type of material first ignited Required only if item first ignited code is 00 or <70

E1 Cause of Ignition

Check box if this is an exposure report. Skip to section G

1 Intentional
2 Unintentional
3 Failure of equipment or heat source
4 Act of nature
5 Cause under investigation
U Cause undetermined after investigation

E2 Factors Contributing To Ignition

UU Undetermined None
 Factor Contributing To Ignition (1)

 Factor Contributing To Ignition (2)

E3 Human Factors Contributing To Ignition

Check all applicable boxes

1 Asleep None
2 Possibly impaired by alcohol or drugs
3 Unattended person
4 Possibly mental disabled
5 Physically Disabled
6 Multiple persons involved

7 Age was a factor
 Estimated age of person involved

1 Male **2** Female

F1 Equipment Involved In Ignition

None If Equipment was not involved, Skip to Section G

 Equipment Involved

Brand
 Model
 Serial #
 Year

F2 Equipment Power

 Equipment Power Source

F3 Equipment Portability

1 Portable
2 Stationary

Portable equipment normally can be moved by one person, is designed to be use in multiple locations, and requires no tools to install.

G Fire Suppression Factors

Enter up to three codes. None

 Fire suppression factor (1)

 Fire suppression factor (2)

 Fire suppression factor (3)

H1 Mobile Property Involved

None

1 Not involved in ignition, but burned
2 Involved in ignition, but did not burn
3 Involved in ignition and burned

H2 Mobile Property Type & Make

10 Passenger road vehicle,
 Mobile property type

JE Jeep
 Mobile property make

Local Use

Pre-Fire Plan Available
 Some of the information presented in this report may be based upon reports from other Agencies

Arson report attached
 Police report attached
 Coroner report attached
 Other reports attached

Cherokee 1994
 Mobile property model Year

 NH 1J4GZ58Y6RC [REDACTED]
 License Plate Number State VIN Number

A FDID * 11455 State * NH Incident Date * MM 8 DD 23 YYYY 2014 Station 1 Incident Number * [REDACTED] Exposure * 000 Delete Change **NFIRS - 10 Personnel**

B Apparatus or Resource * Use codes listed below

Date and Times Check if same as alarm date
 Month Day Year Hours/mins

Sent Number of * People 0 Use Check ONE box for each apparatus to indicate its main use at the incident. Suppression EMS Other

Actions Taken List up to 4 actions for each apparatus and each personnel.

1 ID 92 Dispatch 8 23 2014 15:08 Sent Suppression EMS Other

Type 70 Arrival 8 23 2014 15:10 Clear 8 23 2014 16:38

Personnel ID	Name	Rank or Grade	Attend <input checked="" type="checkbox"/>	Action Taken	Action Taken	Action Taken	Action Taken
			<input type="checkbox"/>				
			<input type="checkbox"/>				
			<input type="checkbox"/>				
			<input type="checkbox"/>				
			<input type="checkbox"/>				
			<input type="checkbox"/>				

2 ID Dispatch Sent Suppression EMS Other

Type Arrival Clear

Personnel ID	Name	Rank or Grade	Attend <input checked="" type="checkbox"/>	Action Taken	Action Taken	Action Taken	Action Taken
			<input type="checkbox"/>				
			<input type="checkbox"/>				
			<input type="checkbox"/>				
			<input type="checkbox"/>				
			<input type="checkbox"/>				
			<input type="checkbox"/>				

3 ID Dispatch Sent Suppression EMS Other

Type Arrival Clear

Personnel ID	Name	Rank or Grade	Attend <input checked="" type="checkbox"/>	Action Taken	Action Taken	Action Taken	Action Taken
			<input type="checkbox"/>				
			<input type="checkbox"/>				
			<input type="checkbox"/>				
			<input type="checkbox"/>				
			<input type="checkbox"/>				
			<input type="checkbox"/>				

A FDID 11455 * State NH * Incident 8 Date 23 * YYYY 2014 Station 1 Incident Number [REDACTED] * Exposure 000 * Delete Change **NFIRS - 9 Apparatus or Resources**

B Apparatus or * Resource	Date and Times				Sent <input checked="" type="checkbox"/>	Number of * People	Use <small>Check ONE box for each apparatus to indicate its main use at the incident.</small>	Actions Taken	
	Check if same as alarm date								
	Month	Day	Year	Hour	Min				
1 ID <u>1</u> Type <u>11</u>	Dispatch <input checked="" type="checkbox"/>	<u>8</u>	<u>23</u>	<u>2014</u>	<u>15:08</u>	<input checked="" type="checkbox"/>	<u>17</u>	<input checked="" type="checkbox"/> Suppression <input type="checkbox"/> EMS <input checked="" type="checkbox"/> Other	<input type="checkbox"/> <input type="checkbox"/>
	Arrival <input checked="" type="checkbox"/>	<u>8</u>	<u>23</u>	<u>2014</u>	<u>15:10</u>	<input checked="" type="checkbox"/>			<input type="checkbox"/> <input type="checkbox"/>
	Clear <input checked="" type="checkbox"/>	<u>8</u>	<u>23</u>	<u>2014</u>	<u>16:38</u>				<input type="checkbox"/> <input type="checkbox"/>
2 ID <u>4</u> Type <u>71</u>	Dispatch <input checked="" type="checkbox"/>	<u>8</u>	<u>23</u>	<u>2014</u>	<u>15:08</u>	<input checked="" type="checkbox"/>	<u>0</u>	<input checked="" type="checkbox"/> Suppression <input type="checkbox"/> EMS <input checked="" type="checkbox"/> Other	<input type="checkbox"/> <input type="checkbox"/>
	Arrival <input checked="" type="checkbox"/>	<u>8</u>	<u>23</u>	<u>2014</u>	<u>15:10</u>	<input checked="" type="checkbox"/>			<input type="checkbox"/> <input type="checkbox"/>
	Clear <input checked="" type="checkbox"/>	<u>8</u>	<u>23</u>	<u>2014</u>	<u>16:38</u>				<input type="checkbox"/> <input type="checkbox"/>
3 ID <u>5</u> Type <u>14</u>	Dispatch <input checked="" type="checkbox"/>	<u>8</u>	<u>23</u>	<u>2014</u>	<u>15:08</u>	<input checked="" type="checkbox"/>	<u>0</u>	<input checked="" type="checkbox"/> Suppression <input type="checkbox"/> EMS <input checked="" type="checkbox"/> Other	<input type="checkbox"/> <input type="checkbox"/>
	Arrival <input checked="" type="checkbox"/>	<u>8</u>	<u>23</u>	<u>2014</u>	<u>15:10</u>	<input checked="" type="checkbox"/>			<input type="checkbox"/> <input type="checkbox"/>
	Clear <input checked="" type="checkbox"/>	<u>8</u>	<u>23</u>	<u>2014</u>	<u>16:38</u>				<input type="checkbox"/> <input type="checkbox"/>
4 ID <u>92</u> Type <u>70</u>	Dispatch <input checked="" type="checkbox"/>	<u>8</u>	<u>23</u>	<u>2014</u>	<u>15:08</u>	<input checked="" type="checkbox"/>	<u>0</u>	<input checked="" type="checkbox"/> Suppression <input type="checkbox"/> EMS <input checked="" type="checkbox"/> Other	<input type="checkbox"/> <input type="checkbox"/>
	Arrival <input checked="" type="checkbox"/>	<u>8</u>	<u>23</u>	<u>2014</u>	<u>15:10</u>	<input checked="" type="checkbox"/>			<input type="checkbox"/> <input type="checkbox"/>
	Clear <input checked="" type="checkbox"/>	<u>8</u>	<u>23</u>	<u>2014</u>	<u>16:38</u>				<input type="checkbox"/> <input type="checkbox"/>
5 ID <u> </u> Type <u> </u>	Dispatch <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<input type="checkbox"/>	<u> </u>	<input type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	<input type="checkbox"/> <input type="checkbox"/>
	Arrival <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<input type="checkbox"/>			<input type="checkbox"/> <input type="checkbox"/>
	Clear <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>				<input type="checkbox"/> <input type="checkbox"/>
6 ID <u> </u> Type <u> </u>	Dispatch <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<input type="checkbox"/>	<u> </u>	<input type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	<input type="checkbox"/> <input type="checkbox"/>
	Arrival <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<input type="checkbox"/>			<input type="checkbox"/> <input type="checkbox"/>
	Clear <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>				<input type="checkbox"/> <input type="checkbox"/>
7 ID <u> </u> Type <u> </u>	Dispatch <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<input type="checkbox"/>	<u> </u>	<input type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	<input type="checkbox"/> <input type="checkbox"/>
	Arrival <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<input type="checkbox"/>			<input type="checkbox"/> <input type="checkbox"/>
	Clear <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>				<input type="checkbox"/> <input type="checkbox"/>
8 ID <u> </u> Type <u> </u>	Dispatch <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<input type="checkbox"/>	<u> </u>	<input type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	<input type="checkbox"/> <input type="checkbox"/>
	Arrival <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<input type="checkbox"/>			<input type="checkbox"/> <input type="checkbox"/>
	Clear <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>				<input type="checkbox"/> <input type="checkbox"/>
9 ID <u> </u> Type <u> </u>	Dispatch <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<input type="checkbox"/>	<u> </u>	<input type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	<input type="checkbox"/> <input type="checkbox"/>
	Arrival <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<input type="checkbox"/>			<input type="checkbox"/> <input type="checkbox"/>
	Clear <input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>	<u> </u>				<input type="checkbox"/> <input type="checkbox"/>

Type of Apparatus or Resources

Ground Fire Suppression

- 11 Engine
- 12 Truck or aerial
- 13 Quint
- 14 Tanker & pumper combination
- 16 Brush truck
- 17 ARF (Aircraft Rescue and Firefighting)
- 10 Ground fire suppression, other

Heavy Ground Equipment

- 21 Dozer or plow
- 22 Tractor
- 24 Tanker or tender
- 20 Heavy equipment, other

Aircraft

- 41 Aircraft: fixed wing tanker
- 42 Helitanker
- 43 Helicopter
- 40 Aircraft, other

Marine Equipment

- 51 Fire boat with pump
- 52 Boat, no pump
- 50 Marine apparatus, other

Support Equipment

- 61 Breathing apparatus support
- 62 Light and air unit
- 60 Support apparatus, other

Medical & Rescue

- 71 Rescue unit
- 72 Urban Search & rescue unit
- 73 High angle rescue unit
- 75 BLS unit
- 76 ALS unit
- 70 Medical and rescue unit, other

**More Apparatus?
Use Additional
Sheets**

Other

- 91 Mobile command post
- 92 Chief officer car
- 93 HazMat unit
- 94 Type 1 hand crew
- 95 Type 2 hand crew
- 99 Privately owned vehicle
- 00 Other apparatus/resource

- NN None
- UU Undetermined

A FDID 11455 * State NH * Incident Date 8 23 2014 * Station 1 Incident Number * Exposure 000 * Delete Change **NFIRS - 10 Personnel**

B Apparatus or Resource * **Date and Times** Check if same as alarm date

Apparatus or Resource	Month	Day	Year	Hours/mins	Sent	Number of People	Use	Actions Taken
1 ID <u>1</u> Type <u>11</u>	<input checked="" type="checkbox"/> Dispatch	<u>8</u>	<u>23</u>	<u>2014</u>	<u>15:08</u>	<input checked="" type="checkbox"/>		
	<input checked="" type="checkbox"/> Arrival	<u>8</u>	<u>23</u>	<u>2014</u>	<u>15:10</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Suppression <input type="checkbox"/> EMS <input checked="" type="checkbox"/> Other	<input type="checkbox"/> <input type="checkbox"/>
	<input checked="" type="checkbox"/> Clear	<u>8</u>	<u>23</u>	<u>2014</u>	<u>16:38</u>			<input type="checkbox"/> <input type="checkbox"/>

Use codes listed below Check ONE box for each apparatus to indicate its main use at the incident. List up to 4 actions for each apparatus and each personnel.

Personnel ID	Name	Rank or Grade	Attend	Action Taken	Action Taken	Action Taken	Action Taken
BERN01	Bernaby, Philip	FF	<input checked="" type="checkbox"/>				
CAPO01	Capozzoli, Gerald	FF	<input type="checkbox"/>				
CURR01	Currier, Jeff	FFE	<input type="checkbox"/>				
EWIN01	Ewing, Mark	CP	<input type="checkbox"/>				
GARC01	Garcia, John	LT	<input type="checkbox"/>				
HAMI01	Hamilton, Dale	DP	<input type="checkbox"/>				
JAQU01	Jaquith, William	FF	<input type="checkbox"/>				
NELS01	Nelson, Robert	CP	<input type="checkbox"/>				
PREE03	Preece, Nicolas	EX	<input type="checkbox"/>				

2 ID 4 Type 71

<input checked="" type="checkbox"/> Dispatch	<u>8</u>	<u>23</u>	<u>2014</u>	<u>15:08</u>	<input checked="" type="checkbox"/>		
<input checked="" type="checkbox"/> Arrival	<u>8</u>	<u>23</u>	<u>2014</u>	<u>15:10</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Suppression <input type="checkbox"/> EMS <input checked="" type="checkbox"/> Other	<input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> Clear	<u>8</u>	<u>23</u>	<u>2014</u>	<u>16:38</u>			<input type="checkbox"/> <input type="checkbox"/>

Personnel ID	Name	Rank or Grade	Attend	Action Taken	Action Taken	Action Taken	Action Taken
			<input checked="" type="checkbox"/>				

3 ID 5 Type 14

<input checked="" type="checkbox"/> Dispatch	<u>8</u>	<u>23</u>	<u>2014</u>	<u>15:08</u>	<input checked="" type="checkbox"/>		
<input checked="" type="checkbox"/> Arrival	<u>8</u>	<u>23</u>	<u>2014</u>	<u>15:10</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Suppression <input type="checkbox"/> EMS <input checked="" type="checkbox"/> Other	<input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> Clear	<u>8</u>	<u>23</u>	<u>2014</u>	<u>16:38</u>			<input type="checkbox"/> <input type="checkbox"/>

Personnel ID	Name	Rank or Grade	Attend	Action Taken	Action Taken	Action Taken	Action Taken
			<input checked="" type="checkbox"/>				

11455
FDID

NH
State

8 23
Incident Date

2014

1
Station

[REDACTED]
Incident Number

000
Exposure

Responding
Units/Personnel

Unit	Notify Time	Enroute Time	Arrival Time	Cleared Time
1 Engine 1	15:08:00	15:08:00	15:10:00	16:38:00

Staff ID\Staff Name	Activity	Rank	Position	Role
BERN01	Bernaby, Philip D	Vehicle Fire	Firefighter	
CAPO01	Capozzoli, Gerald R	Vehicle Fire	Firefighter	
CURR01	Currier, Jeff W.	Vehicle Fire	Firefighter	
EWIN01	Ewing, Mark A	Vehicle Fire	Captain	
GARC01	Garcia, John W.	Vehicle Fire	Lieutenant	
HAMI01	Hamilton, Dale W	Vehicle Fire	DISPATCHER	
JAQU01	Jaquith, William H	Vehicle Fire	Firefighter	
NELS01	Nelson, Robert W.	Vehicle Fire	Captain	
PREE03	Preece, Nicolas E	Vehicle Fire	Fire Explor	
ROKO01	Rokowski, Tyler S	Vehicle Fire	Firefighter	
ROSM02	Rosman, Solomon W	Vehicle Fire	Paramedic	
SAVA01	Savard Currier, Cindi L	Vehicle Fire	Firefighter	
SCHA01	Schaub, Jordan	Vehicle Fire	Firefighter	
SEAV01	Seavey, Stephen W	Vehicle Fire	Captain	
SMIT02	Smith, Ryan M	Vehicle Fire	Captain	
THOM01	Thompson, Kevin W.	Vehicle Fire	Firefighter	
WATE01	Waters, Shawn T	Vehicle Fire	Firefighter	

4 Rescue One15 (R-1)	15:08:00	15:08:00	15:10:00	16:38:00
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Staff ID\Staff Name	Activity	Rank	Position	Role
---------------------	----------	------	----------	------

5 Engine Four	15:08:00	15:08:00	15:10:00	16:38:00
---------------	----------	----------	----------	----------

Staff ID\Staff Name	Activity	Rank	Position	Role
---------------------	----------	------	----------	------

92 North Conway Ambulance Service	15:08:00	15:08:00	15:10:00	16:38:00
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Staff ID\Staff Name	Activity	Rank	Position	Role
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11455 FDID *	NH State *	MM 8	DD 23	YYYY 2014	1 Station	Incident Number *	000 Exposure *	Responding Personnel
-----------------	---------------	---------	----------	--------------	--------------	-------------------	-------------------	-------------------------

Staff ID\Staff Name	Unit	Activity	Position	Rank	PayScl	Hrs	HrsPd	Pts
BERN01 Bernaby, Philip D	1	VF Vehicle Fire		FF		1.50	1.50	1.50
CAPO01 Capozzoli, Gerald	1	VF Vehicle Fire		FF		1.50	1.50	1.50
CURR01 Currier, Jeff W.	1	VF Vehicle Fire		FFE		1.50	1.50	1.50
EWIN01 Ewing, Mark A	1	VF Vehicle Fire		CP		1.50	1.50	1.50
GARC01 Garcia, John W.	1	VF Vehicle Fire		LT		1.50	0.00	1.50
HAMI01 Hamilton, Dale W	1	VF Vehicle Fire		DP		1.50	1.50	1.50
JAQU01 Jaquith, William H	1	VF Vehicle Fire		FF		1.50	1.50	1.50
NELS01 Nelson, Robert W.	1	VF Vehicle Fire		CP		1.50	1.50	1.50
PREE03 Preece, Nicolas E	1	VF Vehicle Fire		EX		1.50	0.00	1.50
ROKO01 Rokowski, Tyler S	1	VF Vehicle Fire		FF		1.50	1.50	1.50
ROSM02 Rosman, Solomon W	1	VF Vehicle Fire		PM		1.50	1.50	1.50
SAVA01 Savard Currier,	1	VF Vehicle Fire		FF		1.50	1.50	1.50
SCHA01 Schaub, Jordan	1	VF Vehicle Fire		FF		1.50	1.50	1.50
SEAV01 Seavey, Stephen W	1	VF Vehicle Fire		CP		1.50	1.50	1.50
SMIT02 Smith, Ryan M	1	VF Vehicle Fire		CP		1.50	0.00	1.50
THOM01 Thompson, Kevin W.	1	VF Vehicle Fire		FF		1.50	1.50	1.50
WATE01 Waters, Shawn T	1	VF Vehicle Fire		FF		1.50	1.50	1.50

Total Participants: 17

Total Personnel Hours: 25.50

An 'X' next to the unit denotes driver.
North Conway Fire Department

A	11455 FDID *	NH State *	MM DD YYYY 8 23 2014 Incident Date *	1 Station	[REDACTED] Incident Number *	000 Exposure *	<input type="checkbox"/> Delete <input type="checkbox"/> Change	Vehicle Accident Information
----------	-----------------	---------------	--	--------------	---------------------------------	-------------------	--	---

Mobile Property Type	11 Automobile, passenger car,	Accident Type	
Vehicle Found		Position in vehicle	
Ejection/Entrapment			
Vehicle Make	Jeep	vehicle license	
VIN	1J4GZ58Y6RC [REDACTED]	Drivers's License#	[REDACTED]
State		State	NH
Extrication Required?	No	Minutes Required	
		Extrication Agency	

11455 FDID	NH State	MM 8	DD 23	YYYY 2014	1 Station	[REDACTED] Incident Number	000 Exposure	NFIRS - Involvement User Fields
---------------	-------------	---------	----------	--------------	--------------	-------------------------------	-----------------	------------------------------------

Involvement
Name:
[REDACTED]

Involvement
Type:

Owner: Occupant:

COMPLAINT ACTIVITY REPORT Case # [REDACTED]

BBB New Hampshire

Consumer Info:[REDACTED]
North Conway, NH [REDACTED]
[REDACTED]**Business Info:** Frechette Tire Company
164 Passaconaway Rd
Conway, NH 03818-6024
603 447-5538**Location Involved:** (Same as above)**Consumer's Original Complaint:**

Jeep towed to Frechette Tire 8/21/2014 due to a strong odor of gas inside cab. Picked up 8/22 & told no leak. 8/23 strong gas odor & engulfed in fire

I called Frechette Tire & Repair & spoke to Justin on the phone 8/26/2014. I asked for a print out of the billing history from 8/2013 to present and that I would be in to pick them up.

My son [REDACTED] was on his way to work the night of 8/21/2014 and had the vehicle towed on Rt 16 for a strong gas odor in cab. [REDACTED] picked up the vehicle Friday evening (8/22) & was told with two other witnesses present that the jeep was left to idle for around twenty minutes & there was no gas leak. On 8/23 around 3:08 pm my son was driving on the North South Road & the gas odor along with smoke entered the vehicle. [REDACTED] pulled over to avoid smoke inhalation & the fire that ensued.

On 8/26 I went to Frechette Tire & asked Evan the "mechanic" who told [REDACTED] & others the night before there was not a gas leak. I asked what steps were taken in order to find the gas leak as the jeep had been towed in Thursday night reeking of gasoline. Evan repeated more than once that he did not disbelieve my son? Evan's ignorance of the issue is intolerable. Evan's first response was that the jeep was left to idle for around 20 to 30 minutes sometime on Friday. Again, this is also what Evan told [REDACTED] Friday night (8/22) when they picked up the jeep when it was released to [REDACTED]. Evan said there was no gas leak. I then asked Evan why he did not run the vehicle on a test drive to check for leaks through acceleration & he said that it was not needed and that a fuel pressure leak would not be detected in that manner. I asked again why the vehicle was not completely checked due to gas lines & other components & he repeated the same story. I explained the jeep could not be brought back as it was destroyed in a gas fire. Then Evan added that it was driven around the yard twice. The yard is around a 60 ft by 60ft radius.

The 8/26 printed service states that Evan put the vehicle on the lift, however this was not mentioned to either my son & witnesses on 8/22 or me or 8/26. I was very respectful & did not instigate a confrontation even though Evan was ignorant.

The N. Conway Fire Department confirmed that it was a fuel leak that caused the fire & with the amount of smoke bellowing in the front my son [REDACTED] barely escaped without serious burns or death. This is not about normal negligence but a serious matter where a vehicle was brought in for a gas leak issue.

Thanks, [REDACTED]

Consumer's Desired Resolution:

Deductibles for both comprehensive & homeowners claims. A full investigation of Evan Howland & his credentials.

BBB Processing

08/30/2014 web BBB Complaint Received by BBB
09/02/2014 CEL BBB AB Complaint Validated by BBB Operator
09/02/2014 Otto EMAIL Send Acknowledgement to Consumer
09/02/2014 Otto EMAIL Inform Accredited Business of Complaint
09/03/2014 WEB BBB RECEIVE BUSINESS RESPONSE : In regards to the complaint issued by [REDACTED]

[REDACTED]... The Jeep was towed into our shop on 8/21 with the complaint of fuel smell. [REDACTED] called that day to specify the vehicle was here. The vehicle was sitting outside overnight giving it time for the fuel smell to disapeate. [REDACTED] thought the fuel pressure regulator that had been replace by us was faulty. The technician started with that part since it was verbalized that may be the problem. The tech checked the regulator, which is under the hood, for leaks and found none. At that time the jeep was driven from the front shop to the rear shop and put on the lift where it was inspected from front to back, visually checking all the lines and found nothing. At that time the tech checked with the manager as to the next step. At which point Evan called [REDACTED] specified that if it was left running it would leak. It was left running for 30+ minutes and was checked periodically for smell and leaks. Nothing showed nor was there any odor at that time. [REDACTED] was not called to tell him the vehicle was ready because nothing had been found, he came to the shop the end of the day to see if the vehicle was ready for pick up. At that time it was explained that no leaks were visable, [REDACTED] (one of his friends) asked if it was safe and Evan said "I can't say that" especially due to what [REDACTED] had thought had been leaking. [REDACTED] was told that if it leaked again it would have to come back. It was never stated to be safe. However, [REDACTED] took the vehicle on his own accord and there was no charge because nothing was found. As for the request for the vehicle to be driven more, any time the vehicle is started and running the system has to be at full pressure because it is a pressurized system and if there was a leak in that system it should leak under pressure when started. Driving or RPM does not create

more pressure. Unfortunately if it wasn't leaking while it was in the shop, it could not be repaired. There are many variables that could have caused the problem. Evan specified to [REDACTED] that he did not disbelieve him that he had smelled fuel or that there might possibly be a leak, however there was nothing physically or visually leaking during our inspection. It was an unfortunate incident and all the employees at Frechette Tire are very relieved that no one was hurt or even worse. If there are any further questions please do not hesitate to call.

09/04/2014 **CEL EMAIL** Forward Business response to Consumer

09/06/2014 **WEB BBB** RECEIVED CONSUMER REBUTTAL : (The consumer indicated he/she DID NOT accept the response from the business.)

[REDACTED] would not have picked up the vehicle if he had been told that it was potentially unsafe. [REDACTED] would have had it towed elsewhere. We have other vehicles for him to drive. Evan also did not mention this comment to me on 8/26.

In regards to Evan Howland how does the State guarantee or not the safety of customers in regards to the qualifications of a service technician. I have recently been told that Evan is not a mechanic.

In regards to other variables & after reviewing the photos the fact remains the vehicle was brought in for a strong gas odor. The odor presented itself & smoke & fire entered the cab at the vicinity of the area in question the following day.

09/08/2014 **CEL EMAIL** Forward Consumer Rebuttal to Business

09/09/2014 **WEB BBB** RECEIVED BUSINESS' REBUTTAL RESPONSE : This complaint has been filed with our insurance company and is being reviewed by our corporate attorney. They have launched a full investigation into the allegation including collecting reports from the responding Fire Department and are conducting interviews as well. Frechette Tire has been instructed to forward all correspondence to the insurance company to review and respond to.

09/09/2014 **CEL EMAIL** Send Business' Rebuttal Response-New Offer

09/10/2014 **WEB BBB** CONSUMER SATISFIED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

In regards to the "corporate attorney" & insurance company conducting a "full investigation" it is important that Evan Howland understand that "running the jeep" is not to leave it idle. Justin was not present when [REDACTED] was told the vehicle was safe to drive and this is NOT what he told [REDACTED] or two other people present on 8/22. [REDACTED] had the jeep towed on 8/21 & would have had the jeep towed to another service station if Evan had stated the jeep was unsafe or there were no guarantees of its safety. Is Evan Howland a licensed mechanic? This matter is about safety & the treatment of my son on 8/22 & me on 8/26. Evan tried to add additional things he may or may not have done as stated above in the original complaint, but failed to explain why he released the jeep to [REDACTED] & NEVER mentioned that it could be a safety issue. I have photos of the engine & other parts under the hood. I have no reason to lie, add or adjust my conversation with Evan nor does my son [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, August 27, 2014 10:57 AM
To: [REDACTED]
Subject: Emailing: Items Ruined in Jeep Fire
Attachments: Items Ruined in Jeep Fire.pdf

All the stuff ruined in the Jeep fire.

I have multiple witnesses who knew about the fuel pressure regulator leak, and some people who recorded the fire.

The cab reeked of gasoline right before the fire.

On the day the vehicle was towed, the fuel pressure regulator was spraying gas out from around it like a sprinkler.

The Jeep's engine was in perfect running condition, other than the regulator issue.

No fuel lines or the rail itself had any leaks, only the seat around the regulator.

There were no other known fluid leaks, and the electric system did not have any problems.

All the aftermarket wiring for accessories were on fuses, rated for the wiring.

This email is free from viruses and malware because avast! Antivirus protection is active.

[REDACTED]

December 11, 2014

MMG INSURANCE
PO BOX 1029
PRESQUE ISLE ME 04769

Re: Named Insured: FRECHETTE TIRE REPAIR SERVICE INC
Claim Number: [REDACTED]
Date of Loss: 08/23/2014
Policy Number: [REDACTED]
Claimant: [REDACTED]

Dear Janice Mosher:

Our obligation as an insurer is to pay for only those losses which were caused through the fault of our insured.

We try to make a fair and prompt adjustment on the merits of all claims presented to us. In this instance, we do not believe our insured is responsible for your damages. Therefore we will not make a payment on your claim.

MMG's claim number for this claim is [REDACTED]. Our investigation included speaking with all parties at our insured location that had knowledge of the inspection of the vehicle driven by [REDACTED]. He brought it in with a complaint he could smell gas. Our insured checked the vehicle over and found no leaks, ran the vehicle parked and drove it around the parking lot. They could smell no fumes nor could they find any leaks after it had been running. [REDACTED] picked the vehicle up on August 22, 2014 and was told by the insured employees they could find no leaks nor could they smell any fumes. [REDACTED] left the premises and the next afternoon the fire took place. The fire departments report does not indicate how the fire started, only that it started in the engine compartment.

Based on our investigation, we do not find our insured did anything negligent to cause the fire, resulting in the damage to the vehicle. They did not work on the vehicle but merely checked it over. As indicated in the opening of this letter, we are denying payment of the subrogation demand. If you have further evidence to prove our insured was negligent, please forward it to us and we will review it.

If you have any questions, please feel free to contact me.

We will, of course, be available to you to discuss the position we have taken. Should you, however, wish to take this matter up with the New Hampshire Insurance Department, it maintains a service division to investigate complaints at 21 S Fruit St. Ste. 14, Concord, New Hampshire 03301-2430. The New Hampshire Insurance Department can be reached, toll free, by dialing 1-800-852-3416.



Claims
Department

12/18/14

[REDACTED]
North Conway, NH [REDACTED]

RE: Claim No.: [REDACTED]
Date of Loss: 08/23/14

Dear [REDACTED]

This letter is to advise you that I have been assigned responsibility to seek recovery from the responsible party or their insurance company for any claim payments we made on your behalf.

If applicable, this recovery will include your deductible, which will be refunded to you in proportion to the total amount recovered. For example, if we recover 100% of the claim payments made, your deductible refund will be 100%. If the recovery is 90% of the claim payments made, you will receive 90% of your deductible as a refund, etc.

We will make every effort to complete the recovery process as timely as possible. We will keep you informed about your deductible refund with status updates.

If you have any questions regarding the recovery process, you can reach me at the contact info listed below.

Very Truly Yours,

Janice Mosher
MMG Insurance Company

Direct Telephone #: 877-492-3874
Fax Number: 207-760-1058
Email: janice.mosher@mmgins.com

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P.O. Box 1029, Presque Isle, ME 04769-1029 • [T] 1-800-343-0533 • [F] 207 764-8371

www.mmgins.com

A Maine Mutual Group Company

Claim Number: [REDACTED]

Sincerely,

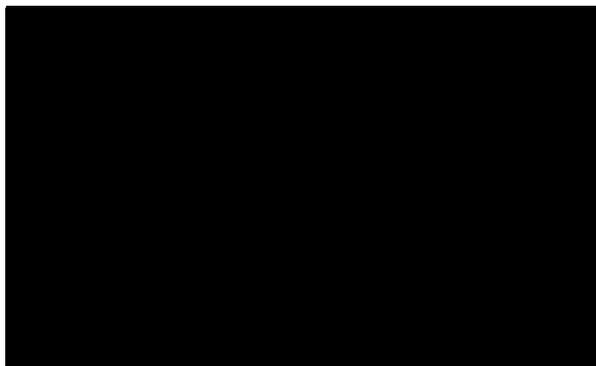
Elizabeth Hansen, AIC

Elizabeth Hansen, AIC
Sr. Outside Liability Adjuster
Citizens Insurance Company of America

Enclosure:

cc:

[REDACTED]
Albrecht & Weegar, PLLC



December 11, 2014

[REDACTED]

NORTH CONWAY NH [REDACTED]

Re: Our Insured: FRECHETTE TIRE REPAIR SERVICE INC
Claim Number: [REDACTED]
Date of Loss: 08/23/2014

SEE ATTACHED

November 4th, 2014

Hanover Insurance

Liability Group

PO Box 15148

Worcester, MA 01615-0148

RE: [REDACTED]

Dear Elizabeth:

The subrogation documentation is in the process of being released from MMG in regards to the auto claim. The Home Owner's policy through Colonial Insurance has denied most of the items in the vehicle. (see attached)

The witnesses have not been contacted in regards to Evan Howland's comments and I still do not know why he was assigned to the jeep in the first place. I have been told Evan is not a mechanic . Justin was not present the day the jeep was looked at or when [REDACTED] was told it was safe to drive.

Again my son would have had the jeep towed to Crest if he was told it was unsafe to operate. Our home is within ten minutes from the Frechette garage.

The jeep has had significant upgrades over the past two years totaling over \$5000.

The photos of the interior have not been requested which I have post fire.

Best Regards,

[REDACTED]

N. Conway, NH [REDACTED]

[REDACTED]

From: Marylou Settipani <msettipani@babson-elwell-davis.com>
Sent: Wednesday, August 27, 2014 3:25 PM
To: [REDACTED]
Subject: RE: Emailing: Items Ruined in Jeep Fire

Hi [REDACTED]

I received the list of damaged items from the car fire. I will fax the list of damaged items to Cambridge Mutual Fire Insurance Co. today (8/27/14).

Thank you.

MaryLou Settipani
Client Services Representative
Babson-Elwell & Davis, Inc.
44 Blackburn Center
Gloucester, MA 01930
Tel. (978) 283-1561
Tel. (800) 878-1561
Fax (978) 281-8072
Email: msettipani@babson-elwell-davis.com

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, August 27, 2014 2:30 PM
To: msettipani@babson-elwell-davis.com
Cc: [REDACTED]
Subject: FW: Emailing: Items Ruined in Jeep Fire

Here is the list attached in a PDF. Thanks, [REDACTED] -----Original Message-----

From: [REDACTED]
Sent: Wednesday, August 27, 2014 10:57 AM
To: [REDACTED]
Subject: Emailing: Items Ruined in Jeep Fire

All the stuff ruined in the Jeep fire.

I have multiple witnesses who knew about the fuel pressure regulator leak, and some people who recorded the fire.

The cab reeked of gasoline right before the fire.

On the day the vehicle was towed, the fuel pressure regulator was spraying gas out from around it like a sprinkler.

The Jeep's engine was in perfect running condition, other than the regulator issue.

No fuel lines or the rail itself had any leaks, only the seat around the regulator.

There were no other known fluid leaks, and the electric system did not have any problems.

All the aftermarket wiring for accessories were on fuses, rated for the wiring.

This email is free from viruses and malware because avast! Antivirus protection is active.
[REDACTED]

This email is free from viruses and malware because avast! Antivirus protection is active.
[REDACTED]



October 24, 2014

[REDACTED]
North Conway, New Hampshire [REDACTED]

FILE NO: [REDACTED]
POLICY NO: [REDACTED]
INSURED: [REDACTED]
DATE OF LOSS: 8/23/2014
LOCATION: 43 Axams Rd., Conway, NH

Dear [REDACTED]

We reviewed the inventory list you provided as a result of the above captioned fire loss. In reviewing the list we have found many of the items to be specifically excluded under your homeowner's policy as identified in the enclosed itemization. Please refer to your policy form HO 00 04 (04 91), which reads as follows:

SECTION 1 – PROPERTY COVERAGES

COVERAGE C – PERSONAL PROPERTY

Special Limit of Liability. *These limits do not increase the Coverage C limit of liability. The special limit for each numbered category below is the total limit for each loss for all property in that category.*

10. *\$1000 for loss to electronic apparatus, while in or upon a motor vehicle or other motorized land conveyance, if the electronic apparatus is equipped to be operated by power from the electrical system of the vehicle or conveyance while retaining its capability of being operated by other sources of power. Electronic apparatus includes.*

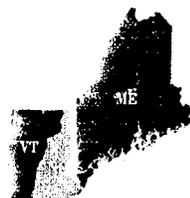
- (a) Accessories or antennas; or*
- (b) Tapes, wires, records, discs or other media, for use with any electronic apparatus*

Main Office: P. O. BOX 9528 • WESTBROOK, ME 04098-5028
800-445-2330 • 207-797-9036 • FAX 207-797-6820

Serving Maine, New Hampshire and Vermont

Branch Office - Bangor, ME

Resident Adjusters throughout Maine, New Hampshire and Vermont



[REDACTED]

From: Sandra Norwood <snorwood@colonialadj.com>
Sent: Friday, August 29, 2014 7:56 AM
To: [REDACTED]
Subject: Fire Loss

I did receive your documentation. I will review as soon as I can. Could you also send to me any documentation you have of repairs done and where the vehicle was taken to be checked for the gas leak?

Thanks.

Sandy Norwood
Adjuster
Colonial Adjustment, Inc.
Westbrook, ME
207-797-9036 x107
snorwood@colonialadj.com



Please visit our new website at www.colonialadj.com

*****PRIVILEGE AND CONFIDENTIALITY***** The information contained in this electronic mail is intended for the addressed recipient only. The email may contain privileged and confidential material. If you have received this electronic mail in error, please notify the sender immediately by replying to this e-mail or by calling (207)615-9354. Please do not disclose the contents to anyone.

This e-mail does not reflect an intention by the sender or the sender's client or principal to conduct a transaction or make any agreement by electronic means. Neither this communication nor any attachment shall be deemed to satisfy the requirements for a writing, and nothing contained herein shall constitute a contract or electronic signature under the Electronic Signatures in Global and National Commerce Act, any version of the Uniform Electronic Transactions Act adopted by any political subdivision of the United States, or any other law governing electronic transactions.

Maine Statute requires that we notify you that "It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties may include imprisonment, fines or a denial of insurance benefits". Thank you.



Property Not Covered. We do not cover:

3. *Motor vehicles or all other motorized land conveyances. This includes:*

- a. Their equipment and accessories; or*
- b. Electronic apparatus that is designed to be operated solely by use of the power from the electrical system of motor vehicles or all other motorized land conveyances. Electronic apparatus includes:*

- (1) Accessories or antennas; or*
- (2) Tapes, wires, records, discs or other media; for use with any electronic apparatus.*

The exclusion of property described in 3.a. and 3.b. above applies only while the property is in or upon the vehicle or conveyance.

In view of the above, we have excluded those items that would fall under the specific policy language. We recommend seeking coverage for these items under your automobile policy. Since the total value of the remaining items is less than \$500.00 the application of depreciation is not warranted. Since the replacement cost value of the items is less than your policy deductible, no payment is warranted. We determined your loss and claim as follows:

Personal Property:

Replacement Cost Loss	\$493.36
Less Deductible (Full Deductible = 500.00)	<u>(493.36)</u>
Net Claim	\$ <u>0.00</u>

In accordance with the policy conditions, no suit or action on this policy for recovery of any claim shall be sustainable in any Court of Law, unless all the requirements of the policy have been complied with and unless commenced within 1 year after the date of loss.

The preceding does not constitute, nor should it be construed as a waiver or relinquishment by us of any and all other rights available under the terms and provision of the above-captioned policy of insurance under applicable law. Additionally, the preceding is no way restricted or limits us from relying upon and asserting other facts and grounds that are, or may become, available to us.

The State of New Hampshire requires the following on all correspondence:

We will, of course, be available to you to discuss the position we have taken. You may reach us at 800-445-2330 or the Cambridge Mutual Fire Insurance Company at 1-800-225-0770. If you are a New Hampshire resident; if your policy insures property located in New Hampshire; or if you have been injured/your property has been damaged by a New Hampshire resident and you wish to take this matter up with the New Hampshire Insurance Department, it maintains a consumer services division to assist consumers with complaints at 21 South Fruit Street, Suite 14, Concord, NH 03304. The New Hampshire Insurance Department can be reached, toll free, by dialing 1-800-852-3416.

“Any person who, with a purpose to injure, defraud or deceive any insurance company, files a statement of claim containing any false, incomplete or misleading information is subject to prosecution and punishment for insurance fraud as provided in RSA 638:20.”

Also, RSA 407:15 provides that, unless the insurance company shall notify you that any action shall be forever barred by law if your writ is not served on the insurance company within twelve (12) months next after each such notification, you may bring this action at any time pursuant to the statute, notice was given on October 24, 2014 and will expire on October 24, 2015.

Very truly yours,



Sandra Norwood, Adjuster
Westbrook Office
(207) 797-9036 Ext. 107

SJN\sjn

Enclosures: Personal Property Itemization

CC: Babson-Elwell & Davis Inc
44 Blackburn Center
Gloucester, MA 01930-2271

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Colonial Adjustment, Inc.

P.O. Box 9528
Westbrook, Maine 04098-5028
(207) 797-9036
Fax (207) 797-6820

Insured: [REDACTED]
Property: [REDACTED]
Mailing: [REDACTED]

Home: [REDACTED]

North Conway, NH [REDACTED]

Claim Rep.: Sandra Norwood
Position: Adjuster
Company: Colonial Adjustment, Inc.
Business: P. O. Box 9528
Westbrook, ME 04098-5028

Business: (207) 797-9036 x 107
E-mail: snorwood@colonialadj.com

Estimator: Sandra Norwood
Position: Adjuster
Company: Colonial Adjustment, Inc.
Business: P. O. Box 9528
Westbrook, ME 04098-5028

Business: (207) 797-9036 x 107
E-mail: snorwood@colonialadj.com

Claim Number:

Policy Number: [REDACTED]

Type of Loss: Fire

Date Contacted: 8/27/2014

Date of Loss: 8/23/2014

Date Inspected:

Date Received: 8/27/2014

Date Entered: 9/16/2014 10:00 AM

Price List: NHMA7X_AUG14
Restoration/Service/Remodel

Estimate: [REDACTED]

This is an itemization of damaged personal property only and not an offer of settlement. This itemization is subject to the review and approval by the insurance company. This is not an authorization to replace, nor is it a guarantee of payment. Your policy may contain terms or conditions which may impact this itemization. Pending approval, neither the insurer nor its representatives assumes responsibility for repair or replacement.

This itemization is prepared using generally prevailing prices of personal property items from vendors in this area. The ultimate choice of where you purchase items is up to you. If you can not replace the items for the prices given, please contact me immediately.

Any checks you receive may not cover the entire amount of your claim. In some circumstances, depending on the size of payment, you may initially be paid the actual cash value (ACV) of the loss, which is the total replacement cost less depreciation. If recoverable depreciation is applied, you will need to file a supplemental claim for the cost actually incurred, up to the full replacement cost value (RCV), when items have been replaced. If this process applies to your claim, a Proof of Loss or Statement of Full Cost or Repair or Replacement may be required. These documents will show the amount of recoverable depreciation applicable to this loss.

If you have any questions, please feel free to contact me.



Colonial Adjustment, Inc.

P.O. Box 9528
Westbrook, Maine 04098-5028
(207) 797-9036
Fax (207) 797-6820

Table with 8 columns: Description, Qty., Unit Cost, Age, Use, RCV, Depreciation, ACV. Contains 26 rows of asset data including items like Wallet, Cash, Drivers License, and various automotive parts.

Liability Unit
PO Box 15148
Worcester MA 01615-0148
Telephone: 800-628-0250 Ext: 5030
Fax Number: 508-926-5660

October 13, 2014

[REDACTED]
NORTH CONWAY NH [REDACTED]

Re: Our Insured: FRECHETTE TIRE REPAIR SERVICE INC
Claim Number: [REDACTED]
Date of Loss: 08/23/2014

Dear [REDACTED]

Please be advised that we are in the process of investigating your loss. We have been unable to bring this matter to a conclusion for the following reason: we are waiting for subrogation demand and supports from your automobile insurance company for the damage to the vehicle as well as your homeowners insurance company for damage to personal items in the vehicle at the time of the fire.

When we have the needed information and/or documentation, we will contact you to discuss disposition of this matter. We will, of course, be available to you to discuss the position we have taken. You may reach us at Citizens Insurance Company of America at 800-628-0250 Ext: 5030.

If you are a New Hampshire resident; if your policy insures property located in New Hampshire; or if you have been injured/your property has been damaged by a New Hampshire resident and you wish to take this matter up with the New Hampshire Insurance Department, it maintains a consumer services division to assist consumers with complaints at 21 South Fruit Street, Suite 14, Concord, NH, 03301. The New Hampshire Insurance Department can be reached, toll free, by dialing 1-800-852-3416.

Sincerely,

Elizabeth Hansen, AIC

Elizabeth Hansen, AIC
Sr. Outside Liability Adjuster
Citizens Insurance Company of America
(207) 285-0197



Liability Unit
PO Box 15148
Worcester MA 01615-0148
Telephone: 800-628-0250 Ext: 5030
Fax Number: 508-926-5660

September 17, 2014

[REDACTED]
NORTH CONWAY NH [REDACTED]

Re: Our Insured: FRECHETTE TIRE REPAIR SERVICE INC
Claim Number: [REDACTED]
Date of Loss: 08/23/2014
Pertains to: [REDACTED]

Dear [REDACTED]

As you are aware, we are the insurance carrier for Frechette Tire Repair Service, Inc. and I am handling the investigation of the claim you have brought against them for the unfortunate damage to [REDACTED] vehicle. In order to properly handle this claim, we need to obtain certain information.

Is [REDACTED] the legal owner of the vehicle? Was [REDACTED] or your insurance company involved that paid for the damages to the vehicle? Your email to Justin indicated the vehicle was at Copart and they are normally used by insurance companies to handle salvage in a vehicle. Please contact me so we can update our file regarding these questions.

I can be reached directly at (207) 285-0197. I look forward to hearing from you and thank you in advance for your response.

Sincerely,

Elizabeth Hansen, AIC

Elizabeth Hansen, AIC
Sr. Outside Liability Adjuster
Citizens Insurance Company of America

Liability Unit
PO Box 15148
Worcester MA 01615-0148
Telephone: 800-628-0250 Ext: 5030
Fax Number: 508-926-5660

September 05, 2014

[REDACTED]
NORTH CONWAY NH [REDACTED]

Re: Our Insured: FRECHETTE TIRE REPAIR SERVICE INC
Claim Number: [REDACTED]
Date of Loss: 08/23/2014

Dear [REDACTED]

Please be advised that we are in the process of investigating your loss. We have been unable to bring this matter to a conclusion for the following reason: Our insured has reported the unfortunate incident to us involving your son's, [REDACTED] 1994 Jeep. We are investigating the incident and will contact you with our decision on liability. In the meantime, if you have questions, please contact me directly at (207) 285-0197.

When we have the needed information and/or documentation, we will contact you to discuss disposition of this matter. We will, of course, be available to you to discuss the position we have taken. You may reach us at Citizens Insurance Company of America at 800-628-0250 Ext: 5030.

If you are a New Hampshire resident; if your policy insures property located in New Hampshire; or if you have been injured/your property has been damaged by a New Hampshire resident and you wish to take this matter up with the New Hampshire Insurance Department, it maintains a consumer services division to assist consumers with complaints at 21 South Fruit Street, Suite 14, Concord, NH, 03301. The New Hampshire Insurance Department can be reached, toll free, by dialing 1-800-852-3416.

Sincerely,

Elizabeth Hansen, AIC

Elizabeth Hansen, AIC
Sr. Outside Liability Adjuster
Citizens Insurance Company of America

[REDACTED]

From: [REDACTED]
Sent: Friday, August 29, 2014 8:27 AM
To: snorwood@colonialadj.com
Cc: [REDACTED]
Subject: Jeep Grand Cherokee: Frechette Tire & Service Repair
Attachments: Frechetteleak.jpg; Frechetteoil.jpg

Good Morning: The attached invoices are for work completed two weeks prior to the fire & the 8/22 service. In 8/2013 the fuel pressure regulator had been replaced. The technician told [REDACTED] on 8/23 that there was no gas leak & had left the jeep to idle for around twenty minutes. The jeep was towed in the night before because [REDACTED] smelled gas in the vehicle on his way to work.

I called for a printout for the 8/22 service Tuesday and the history. The 8/22 invoice was not entered in until 8/26. Evan kept commenting about [REDACTED] smelling gas? Evan did not say that he had put the vehicle on the lift either to [REDACTED] & those present or me. I asked Evan why he did not accelerate the vehicle during a test drive and he insisted the fuel pressure regulator would not leak & it was not necessary to test drive. I then said there could be other components involved in a gas leak. I then told him that the vehicle could not be brought back because it went up in flames after [REDACTED] smelled gas the following day. At this time with no reaction he added that he drove the car around the parking lot..100 ft by 80ft. The parking lot is full of cars leaving a 40' x 50' area. I am still waiting on the NCFD report. Hope this helps. [REDACTED]

This email is free from viruses and malware because avast! Antivirus protection is active.

[REDACTED]

[REDACTED]

From: Sandra Norwood <snorwood@colonialadj.com>
Sent: Friday, August 29, 2014 7:56 AM
To: [REDACTED]
Subject: Fire Loss

I did receive your documentation. I will review as soon as I can. Could you also send to me any documentation you have of repairs done and where the vehicle was taken to be checked for the gas leak?

Thanks.

Sandy Norwood
Adjuster
Colonial Adjustment, Inc.
Westbrook, ME
207-797-9036 x107
snorwood@colonialadj.com



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[REDACTED]

From: Sandra Norwood <snorwood@colonialadj.com>
Sent: Friday, August 29, 2014 7:56 AM
To: [REDACTED]
Subject: Fire Loss

I did receive your documentation. I will review as soon as I can. Could you also send to me any documentation you have of repairs done and where the vehicle was taken to be checked for the gas leak?

Thanks.

Sandy Norwood
Adjuster
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August 28, 2014

[REDACTED]
North Conway, New Hampshire [REDACTED]

FILE NO:
POLICY NO:

[REDACTED]
8/23/2014
LOCATION: 43 Axams Rd., Conway, NH

Dear [REDACTED]

I am Sandra Norwood of Colonial Adjustment, Inc. We represent the Cambridge Mutual Fire Insurance Company in reference to the above captioned loss. If I have not already contacted you by telephone, please call me at 800-445-2330 to arrange an appointment to inspect your loss.

The State of New Hampshire requires the following on all correspondence:

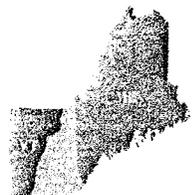
We will, of course, be available to you to discuss the position we have taken. You may reach us at 800-445-2330 or the Cambridge Mutual Fire Insurance Company at 1-800-225-0770. If you are a New Hampshire resident; if your policy insures property located in New Hampshire; or if you have been injured/your property has been damaged by a New Hampshire resident and you wish to take this matter up with the New Hampshire Insurance Department, it maintains a consumer services division to assist consumers with complaints at 21 South Fruit Street, Suite 14, Concord, NH 03304. The New Hampshire Insurance Department can be reached, toll free, by dialing 1-800-852-3416.

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Main Office: P. O. BOX 9528 • WESTBROOK, ME 04098-5028
800-445-2330 • 207-797-9036 • FAX 207-797-6820

Serving Maine, New Hampshire and Vermont
Branch Office - Bangor, ME

Resident Adjusters throughout Maine, New Hampshire and Vermont



[REDACTED]

From: Marylou Settipani <msettipani@babson-elwell-davis.com>
Sent: Wednesday, August 27, 2014 3:25 PM
To: [REDACTED]
Subject: RE: Emailing: Items Ruined in Jeep Fire

Hi [REDACTED]

I received the list of damaged items from the car fire. I will fax the list of damaged items to Cambridge Mutual Fire Insurance Co. today (8/27/14).

Thank you.

MaryLou Settipani
Client Services Representative
Babson-Elwell & Davis, Inc.
44 Blackburn Center
Gloucester, MA 01930
Tel. (978) 283-1561
Tel. (800) 878-1561
Fax (978) 281-8072
Email: msettipani@babson-elwell-davis.com

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, August 27, 2014 2:30 PM
To: msettipani@babson-elwell-davis.com
Cc: [REDACTED]
Subject: FW: Emailing: Items Ruined in Jeep Fire

Here is the list attached in a PDF. Thanks. [REDACTED] -----Original Message-----

From: [REDACTED]
Sent: Wednesday, August 27, 2014 10:57 AM
To: [REDACTED]
Subject: Emailing: Items Ruined in Jeep Fire

All the stuff ruined in the Jeep fire.

I have multiple witnesses who knew about the fuel pressure regulator leak, and some people who recorded the fire.

The cab reeked of gasoline right before the fire.

On the day the vehicle was towed, the fuel pressure regulator was spraying gas out from around it like a sprinkler.

The Jeep's engine was in perfect running condition, other than the regulator issue.

No fuel lines or the rail itself had any leaks, only the seat around the regulator.

There were no other known fluid leaks, and the electric system did not have any problems.

All the aftermarket wiring for accessories were on fuses, rated for the wiring.



August 28, 2014

[REDACTED]
North Conway, New Hampshire [REDACTED]

FILE NO. [REDACTED]
POLICY NO: [REDACTED]

D 8/23/2014
LOCATION 43 Axams Rd., Conway, NH

Dear [REDACTED]

I am Sandra Norwood of Colonial Adjustment, Inc. We represent the Cambridge Mutual Fire Insurance Company in reference to the above captioned loss. If I have not already contacted you by telephone, please call me at 800-445-2330 to arrange an appointment to inspect your loss.

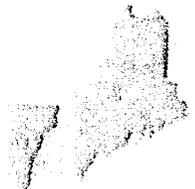
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Serving Maine, New Hampshire and Vermont
Branch Office - Bangor, ME
Resident Adjusters throughout Maine, New Hampshire and Vermont





Claims
Department

12/18/14

[REDACTED]
North Conway, NH [REDACTED]

RE: Claim No.: [REDACTED]
Date of Loss: 08/23/14

Dear [REDACTED]

This letter is to advise you that I have been assigned responsibility to seek recovery from the responsible party or their insurance company for any claim payments we made on your behalf.

If applicable, this recovery will include your deductible, which will be refunded to you in proportion to the total amount recovered. For example, if we recover 100% of the claim payments made, your deductible refund will be 100%. If the recovery is 90% of the claim payments made, you will receive 90% of your deductible as a refund, etc.

We will make every effort to complete the recovery process as timely as possible. We will keep you informed about your deductible refund with status updates.

If you have any questions regarding the recovery process, you can reach me at the contact info listed below.

Very Truly Yours,

Janice Mosher
MMG Insurance Company

Direct Telephone #: 877-492-3874
Fax Number: 207-760-1058
Email: janice.mosher@mmgins.com

Protecting your piece of the world™

P.O. Box 1029, Presque Isle, ME 04769-1029 • [T] 1-800-343-0533 • [F] 207 764-8371

www.mmgins.com

A Maine Mutual Group Company

[REDACTED]

North Conway, NH [REDACTED]

[REDACTED]

AUGUST 27, 2014

Bureau of Engraving and Printing

MCD/OFM, Room 344A

PO Box 37048, Washington, DC 20013

These two twenty dollar bills were involved in a recent car fire.

Please send a check to the address listed above.

ST

9/10/2014

[REDACTED]

Regards,

[REDACTED]

5 Norwood
Camille Adj. Con

Items in/on the 1994 Jeep Grand Cherokee NH License [redacted] At the Time of the Fire

pictures

- Sonic the Hedgehog Wallet (\$19.95) including
 - \$72 Cash
 - Driver's License (\$10.00)
 - Two (2) Subway cards
 - Irving Rewards card
 - Walgreens rewards card
 - Bank of New Hampshire debit card (\$9.99)
 - Capital One credit card (\$9.99)
- Cobra 29 LX Chrome Limited Edition CB Radio (\$108.99) 2014
- 20' RadioShack PL-259 CB Coax (\$11.99) 2014
- K40 CB Antenna (\$60) 2014
- K40 Magnet Mount (\$20) 2014
- Oil Pan (Installed about a week before the fire) (Pan and labor \$423.00, done by Frechette Tire, Alone \$93.60)
- Pilot Automotive Halogen Lamps (Installed on front) (\$18.97) 2014
- Two (2) Lighted Rocker Switches (\$4.49 ea) 2014
- Pilot Automotive LED Lamps (Installed under bumper on rear) (\$22.98) 2014
- Reese Towpower Universal Class III Trailer Hitch (\$123.87) (Put on 3 weeks before fire, put on for recall) 2014
- Reese Towpower Tow Ball/hitch, 2" Drop (\$19.88) 2014
- Cargo Mat (\$15.96)
- Rear Seat Running Mat (\$19.96)
- Front Seat Mud Mats (\$17.96)
- Polar Camo Ratchet Strap (\$6.98)
- Can of gray Plasti-Dip (\$5.98)
- Can of gray Rustoleum Flexi-Dip (\$5.98)
- Can of Lysol disinfectant (\$4.97)
- Container of Clorox Disinfectant Wipes (\$4.75)
- Around 30' 12-2 Landscape wire (Including what was installed and what I had laying around) (\$19.50) 2013-2014
- Black Jack brand jack stands (\$26.10)
- iPod Nano, Blue (\$150) 2014
- Alpine CDE-147BT head unit (\$230.00) 2013
- Justin Case Premium Travel Pro Automotive Safety Kit (\$34.99)
- Steering wheel cover with Jeep logo on it (\$10.99)
- Ashtray with about \$10 worth of change
- Key ring with the following on it:
 - House keys (About five total)
 - Jeep key
 - Dodge key
 - Corvette keys
 - Sentry safe key
 - Shotgun lock key, and a .308 keychain bullet (\$3.99)
- Canz 808 mini portable Bluetooth speaker (\$27.38) 2014
- Two rolls of Frost King door seal (\$3.97 ea)
- Tungsten carbide/carbon fiber ring (\$25)

- CB Mirror Mount (\$14.99) ~~2014~~
- Two (2) Sway Bar Links, Were not installed yet but were in vehicle (\$14.47)
- Haynes repair manual, 1993-2004 Jeep Grand Cherokees (\$24.30)
- Milwaukee drill bit set (\$14.97)
- Transfer case shifter bezel (\$21.25) *Installed this month*
- Sonic the Hedgehog pin set (\$7.95)
- Goodyear Gatorback serpentine belt (\$14.52)
- "Don't Tread On Me" License Plate (\$6.99)
- Kicker 6.5" Coaxial Speakers (\$59.95) ~~2014~~
- OE High Replacement Horn (Was in cab, wasn't installed yet) (\$15.75) ~~2014~~
- OE Low Replacement Horn (Installed a week before fire) (\$15.93) ~~2014~~
- 1/2 tank of gasoline (About 11.5 gallons) (\$40.00)
- 3 Pack of Mini Grease Tubes (\$9.98)

40.00
 Not refunded
 by GOW
 US mint

1795.27

[REDACTED]

From: [REDACTED]
Sent: Wednesday, August 27, 2014 10:57 AM
To: [REDACTED]
Subject: Emailing: Items Ruined in Jeep Fire
Attachments: Items Ruined in Jeep Fire.pdf

All the stuff ruined in the Jeep fire.

I have multiple witnesses who knew about the fuel pressure regulator leak, and some people who recorded the fire.

The cab reeked of gasoline right before the fire.

On the day the vehicle was towed, the fuel pressure regulator was spraying gas out from around it like a sprinkler.

The Jeep's engine was in perfect running condition, other than the regulator issue.

No fuel lines or the rail itself had any leaks, only the seat around the regulator.

There were no other known fluid leaks, and the electric system did not have any problems.

All the aftermarket wiring for accessories were on fuses, rated for the wiring.

This email is free from viruses and malware because avast! Antivirus protection is active.

[REDACTED]



N. Conway NH



Administrator Nat'l Highway Traffic Safety ADM
1200 New Jersey Ave SE
Washington DC 20590