

NHTSA ccmMercury Routing Slip



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Due Date: 11/15/2006

S10 #:

DOT/ #:

RMP #:

Subject: LETTER FROM CONGRESSMAN DELAHUNT ON BEHALF OF HIS CONSTITUENT, [REDACTED]
[REDACTED] REGARDING A TRAFFIC ACCIDENT THAT OCCURRED WHEN HIS VEHICLE'S WHEEL
ASSEMBLY DETACHED (ENCLOSURES FORWARDED, NOT SCANNED)

Ack Date:

Sign Office: DIRECTOR FOR
EXTERNAL AFFAIRS

Cleared Date:

File Loc:

Added By: BMILLINGS x62775

Ack By:

Signature: HARRINGTON

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

Congressman WILLIAM D DELAHUNT
U.S. HOUSE OF REPRESENTATIVES

WASHINGTON, DC 20515 UNITED STATES

Tel: 202-225-3111 Fax: E-mail:

10/73295

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	11/8/2006	11/15/2006	
NVS-010	INFORMATION	11/8/2006		11/8/2006
NIA-110	INFORMATION	11/8/2006		11/8/2006
1	INFORMATION	11/8/2006		11/8/2006
120	INFORMATION	11/8/2006		11/8/2006

001

WILLIAM D. DELAHUNT
Tenth District, Massachusetts

2454 Rayburn House Office Building
Washington, DC 20515
(202) 225-5111
www.house.gov/delahunt

SOUTH SHORE
1-800-794-4811

1388 Haverhill Street
Quincy 01906
Quincy

CAPE COD & ISLANDS
1-800-879-3828

148 Main Street
Hyannis

Congress of the United States
House of Representatives
Washington, DC 20515-2110

COMMITTEE ON
INTERNATIONAL RELATIONS

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HUMAN RIGHTS

WESTERN HEMISPHERE

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CRIME, TERRORISM AND HOMELAND SECURITY
COMMERCIAL AND ADMINISTRATIVE LAW

CO-CHAIR:
CONGRESSIONAL COAST GUARD CAUCUS
OLDER AMERICANS CAUCUS

October 24, 2006

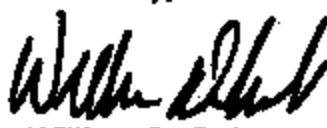
Mr. Will Otero
Intergovernmental Affairs Director
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, D.C. 20590

Dear Mr. Otero:

I am contacting you on behalf of my constituent, [REDACTED] of Quincy, MA, who has written my office regarding a traffic accident occurring when his vehicle's wheel assembly detached from his car. I have enclosed his correspondence for your review.

I would appreciate your attention to Mr. Oakes' concerns and a response to me at 2454 Rayburn House Office Building, Washington, DC, 20515.

Sincerely,


William D. Delahunt

Enclosure

[REDACTED]
Quincy, MA [REDACTED]

Dear Congressman Delahunt,

I am writing to you regarding an auto incident I had that appears to point out a missing part of the federal auto safety tests that could prove fatal to other drivers and passengers. I have also contacted the auto safety hotline due to the severity of the situation.

I was driving my 2002 Saturn L100 sedan eastbound on I 88 in New York after dropping my daughter off at college when suddenly I felt a shaking as the car went off kilter and I was riding along the guardrail. I had no steering could not accelerate away from the guardrail and when my foot hit the brake the pedal went to the floor.

When the car had come to a stop having been saved by the length of the guardrail and the shoulder harness working I noticed that none of the airbags front or side had deployed. After checking for traffic (it was a Sunday afternoon) I exited the car to the rear and at a safe distance awaited help while completely shaken up.

When the ambulance, police and fire depts arrived I was checked out then we approached the car. The entire right wheel assembly including tire, rim, brake assembly, rocker arms, axle, and strut assembly was missing. I had no brakes, steering, power etc after the start of the incident since there was nothing to control. There had also been in effect an unguided heavy moving object, the wheel assembly which luckily had not hit anyone.

There are 2 possibilities as to what happened. 1 catastrophic failure of 1 or more parts leading to a cascade effect, or 2 General Motors theory that an object low enough to get under the bumper was high and strong enough to take out the assembly. Neither theory is acceptable from a personal nor auto safety standpoint as either most of the time would be fatal.

If General motors theory is correct autos should be tested to make sure that the area in front of the affected area deflects the object or protects the wheel assembly so that loss of control is no longer the only option. If not, and their theory rests on the fact that there was concrete dust under the car which had been skidding without a wheel down a concrete highway, then there is a possible failure issue spanning across a number of General Motors models that has to be addressed. I happened to be an experienced driver with no passenger or other items in the passenger compartment driving in the slow lane with a long stretch of guard rail on a relatively straight section of interstate going slightly uphill so I am able to write this letter. Without all of

those variables I would not be so lucky. I am afraid for any other involuntary crash tests dummies and can not assume that the manufacturers will voluntarily do the right thing. I can be reached at home or work.. Photo's of the car are attached which make the issue much better than my words can. The wheel assembly according to the police is not recoverable due to the distance it traveled down the embankment and ended in a gully.

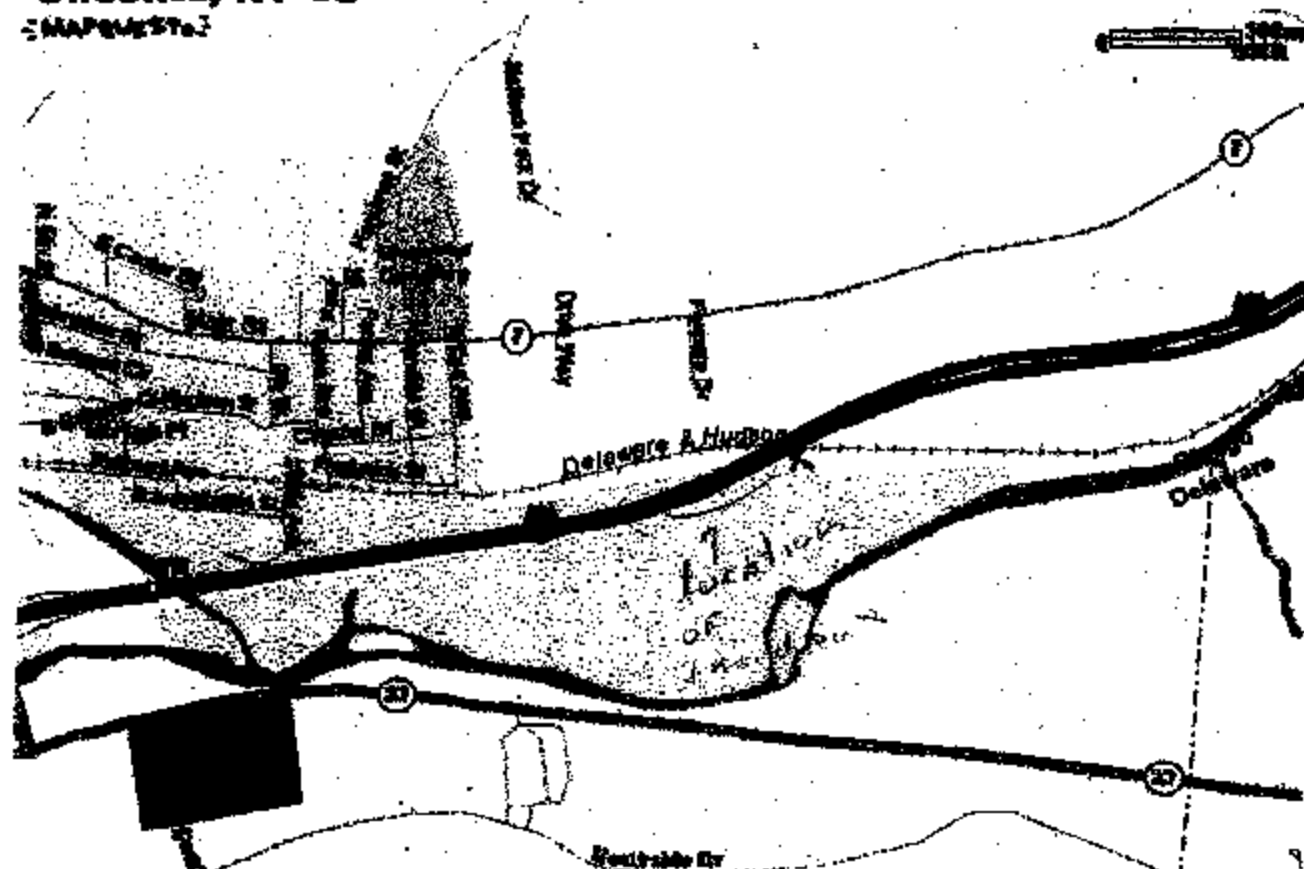
[REDACTED]
[REDACTED]
[REDACTED] Quincy, MA [REDACTED]
[REDACTED]

Work
[REDACTED]
[REDACTED]
Boston, MA [REDACTED]
[REDACTED]

MAPQUEST.

★ Oneonta, NY US

MAPQUEST



©2006 MapQuest, Inc.

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Additional information about conditions leading up to incident.

The car the previous day had been driven with me, my daughter and her college needs from Quincy Ma to Elmira, New York, a distance well in excess of three hundred miles. There was no trailer or overhead cargo carrier in use. There were no problems noted on the trip. There were no weird noises bumps steering problems etc.

The day of the incident I had done some local driving in Elmira and there was some street flooding that morning. I had left Elmira after 1 PM on RT17 Future I86 and stopped at the rest area before Binghamton NY with no incident. I then went onto I88 eastbound toward Albany and followed the detour where the road is closed west of Oneonta. The roads were wet and it was a very gray day so I was keeping the speed down and switched between having the radio off and on to help with concentration.

After I had passed the interchange in Oneonta the view, suddenly without warning, changed. Instead of looking at the road ahead I was looking slightly down and toward a onrushing guardrail. I had no steering, could not power away from the guardrail, and when I tried the brake I had this squishy feeling as it sunk to the floor. I saw the right side rear view mirror pop out of its frame and was shaken up from the ride. After the car came to a stop and I had unfastened the shoulder harness I prepared to exit it. As I was on the side of an Interstate I made sure the traffic lane was clear before getting out. I exited to the rear of the vehicle as I was not sure what had happened and did not want to be caught in the car or hit at that point as I was not sure of the risk of fire etc. I did not have a cell phone on me at that time but a passing driver must have called it in as in under 10 minutes I had a fire engine, ambulance and police car at the scene. The ambulance pulled ahead of the car, while the fire truck and police car were behind with the fire truck blocking part of the slow driving lane to put a protected area around the car. At that point I did not know what was missing. The EMT's checked me for shock and injuries then we looked down at the passenger side of the car and they motioned the firefighters and police to look too. The wheel assembly was not there and the police had to walk a distance back down the Interstate to see the wheel etc down a ditch. I have never seen it. At the point the car stopped the road is rising to go over a railroad line and as I was less than 100 feet from that bridge I am estimating it would have been over 20 feet down if I was not stopped by the guard rail.

I missed major injury only by the angle I went into the guard rail and my shoulder belt as no airbags deployed and the brake was with the wheel, not the car.

I am an experienced driver and due to the nature of my job have had to face many stressful situations but this is possibly the worst since I literally had no control of the vehicle once the structure gave and no possible way of regaining control as there was no acceleration, steering or braking available.

Local Code

41-DE-001740

POLICE ACCIDENT REPORT

APV - 104AW (7/01)

NY0380100 ONEONTA POLICE DEPARTMENT

UNFINISHED REPORT

1 Accident Date Month 8 Day 27 Year 2006		Day of Week Sun		Military Time 1535		No. of Vehicles 1		No. Injured 0		No. Killed 0		Not Investigated at Scene ☐		Left Scene ☐		Police Photos ☐																																																																																																																																																																									
2 Vehicle 1 Vehicle 1 - Driver License ID Number		State of Lic. MA		Vehicle 2 Vehicle 2 - Driver License ID Number		State of Lic. MA		☐ BICYCLIST ☐ PEDESTRIAN ☐ OTHER PEDESTRIAN																																																																																																																																																																																	
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9 Check if involved vehicle is: ☐ more than 65 inches wide; ☐ more than 34 feet long; ☐ operated with an overweight permit; ☐ operated with an overdimension permit.		Check if involved vehicle is: ☐ more than 65 inches wide; ☐ more than 34 feet long; ☐ operated with an overweight permit; ☐ operated with an overdimension permit.		Circle the diagram below that describes the accident or draw your own diagram in the space provided. Number the vehicles.																																																																																																																																																																																					
10 Vehicle 1 Damage Codes Box 1 - Point of Impact Box 2 - Most Damage Enter up to three more Damage Codes		Vehicle 2 Damage Codes Box 1 - Point of Impact Box 2 - Most Damage Enter up to three more Damage Codes		ACCIDENT DIAGRAM 																																																																																																																																																																																					
11 Vehicle By THETFORD'S-433-0319 Towed To THETFORD'S REPAIR		Vehicle By Towed To																																																																																																																																																																																							
12 Vehicle Damage Coding: 1-12. See diagram on right 13. DEMOLISHED 14. UNDERCARRIAGE 15. TRAILER 16. OVERTURNED 17. NO DAMAGE 18. OTHER		Cost of repairs to any one vehicle will be more than \$1000. ☒ Unknown/Unable to Determine ☐ Yes ☐ No																																																																																																																																																																																							
13 Reference Marker		Coordinates (if available) Latitude/Longitude		Place Where Accident Occurred: County <u>Orange</u> ☒ City ☐ Village ☐ Town of <u>ONEONTA</u> Road on which accident occurred <u>185 EAST</u> at 1) intersecting street <u>185 EAST</u> or 2) <u>25</u> ☐ N ☐ E ☒ W of <u>185 EAST</u> Feet Miles (Milepost, nearest intersecting Road Number or Street Name)																																																																																																																																																																																					
Accident Description/Notes: VEH TRAVELING ON NYS 185 EASTBOUND DRIVING ON A GRADUAL LEFT TURN. WHILE IN CORNER, VEH HAS MECHANICAL PROBLEM CAUSING OF TO HIT GUARDRAILS ON THE RIGHT SIDE OF THE ROAD. UNK MECHANICAL DEFECT, VEH FRONT PASSENGER TIRE WAS OBSERVED OFF OF THE CAR AT THE ACCIDENT SCENE.																																																																																																																																																																																									
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Officer's Name and Signature BARDER, ANDREW L		Badge ID No. 71ALB		NYS No. NY0380100		Priority/Post 1		Station/Post 99		Reporting Officer 45KEO		Date/Time Received 8/30/06 8:20																																																																																																																																																																													



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

28-AUG-2006

Repository ☐

Reference No.
10166772

OWNER INFORMATION (Type or Print)

Name
Address
City QUINCY State MA Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 8/1/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G8JS54P92		Make SATURN	Model SATURN I SERIES	Model Year 2002
Date Purchased 29-SEP-01	Dealer's Name and Telephone Number		Engine: No: Cylinders 4	Fuel Type: Gas
Original Owner ☒	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☐ Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 106200 POWER TRAIN-AXLE ASSEMBLY:AXLE SHAFT Multiple Failure: 2	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 27-AUG-2006	Failure Mileage 72000	Failure Speed 60	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM13ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), condition, and injury(ies).)

Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police Y
--	---	---------------------------	------------------	-------------------------

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure.
i.e., parts repaired or replaced (and if old part is available).

DT*: THE CONTACT STATED WHILE DRIVING 60 MPH, THE ENTIRE RIGHT FRONT WHEEL ASSEMBLY DETACHED, CAUSING THE CONTACT TO HAVE TO GRIND THE VEHICLE DOWN THE RIGHT GUARDRAIL WITH THE BRAKE DEPRESSED TO KEEP THE VEHICLE UNDER CONTROL. ALSO, THE AIR BAGS FAILED TO DEPLOY. THE VEHICLE WAS TAKEN TO A PRIVATE REPAIR SHOP, WHERE THE MECHANIC DETERMINED THAT THE ENTIRE TRANSAXLE ASSEMBLY HAD BEEN SMOOTHLY SHEARED OFF. THERE WERE NO REPAIRS MADE IMMEDIATELY. THERE WAS A POLICE REPORT FILED, AND THE MANUFACTURER WAS ALSO INFORMED.*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Federal Act of 1974-Public Law 93-279 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

Saturn Corporation
Customer Assistance Center
100 Saturn Parkway
P.O. Box 1500
Spring Hill, TN 37174-1500
Telephone (800) 553-8000



September 18, 2006

[REDACTED]
Quincy, MA [REDACTED]

Dear [REDACTED]

We are writing to advise you of Saturn's position with respect to the claim that was made involving your 2002 Saturn L-100 VIN: 1G8JS54F9 [REDACTED]

We conducted an inspection of the vehicle on or about September 14, 2006 at Copart Salvage/Auction. During the course of this inspection, the investigator found no indication that a product defect caused or contributed to the incident. In light of these findings, Saturn Corporation accepts no responsibility for this incident.

As a standard practice, we will forward a copy of our findings to our claims administrator, ESIS Insurance. If you should have further questions, please contact ESIS Insurance at the address below.

Please be assured that we take every owner concern seriously and believe that you are sincere in the claim you have made. However, based on our inspections, we hope you can understand our position as it relates to the manufacturer's responsibility. Thank you for the opportunity to review this matter.

Sincerely,

Saturn Corporation

cc: ESIS/GM Central Claims Unit
300 Renaissance Center
Mail Code: 482-C20-D71
P.O. Box 300
Detroit, MI 48265-3000



October 1, 2006

ESIS/GM Central Claims Unit
300 Renaissance Center
Mail Code 482-C20-D71
P O Box 300
Detroit, MI 48265-3000

Dear ESIS/GM Central Claims Unit,

I am writing you to protest and appeal Saturn Corporation's position on my claim on my Saturn I-100 VIN: 1G8J55- [REDACTED]. Saturn has taken the Position that there was no mechanical fault or design error involved in the incident on August 27, 2006 when the right front wheel assembly including brake, strut, axle, tire, etc. became separated from the car at speed on Interstate 88 in Oneonta, NY. They based the conclusion on an inspection of the car minus the wheel assembly and the finding of concrete dust in the undercarriage and parts.

I submit that the conclusion is incomplete and flawed from several angles.

1. The New York State Highway Department resident engineer responsible for that section of I88 verifies that that stretch of highway along with I 88 for a number of miles in either direction is concrete with an asphalt breakdown lane. Based on that road surface any skidding auto parts I.E. the front right undercarriage would pick up dust and particles of both concrete and asphalt would normally have concrete dust in that situation.

2. I also verified with the highway department that based on past incidents any concrete object large enough to do the damage that occurred would have remained on the highway long enough for the police, fire etc to respond since even smaller objects that have blown tires have remained on the highway. The police mention no objects in the road in their report and I was present as were the police when the car was put on a ramp tow truck and no objects were under the car at that time. The highway department would have been notified by the police about any potholes to repair and they were not.

3. The right front wheel assembly has not been moved or touched since the time of the accident and its location was noted and verified on the police report. At that time they and the fire department determined that since it was on state land away from buildings etc, and it was too far down off the edge of the road in a gully that it was irretrievable. As of this week it is still there and will remain there. Since no trip to the site by Saturn's own admission was undertaken any parts that may have failed in that part of the car have even been considered.

4. There were no parts strewn behind the car. I walked a distance behind the car and did not see any and the responding officials drove the entire distance leading to the accident and saw none. The fire department determined that no clean up was needed as only brake fluid was in the breakdown lane near where I finally stopped and that was dissipating. They were surprised by the damage as they were expecting at worst a blown tire before they saw the damage.

5. Even if an object were to have caused the damage it does not explain how an object small enough to get under the front bumper could wipe out the entire contents of the right front wheel well continue under the car and not bother the rear axle etc. That would imply on its face that the area should either be better protected to deflect any object that could do that much damage or the assembly strengthened, or both. A minimum requirement for a car must involve all wheel assemblies remaining part of the car to limit loss of control in any situation.

Unfortunately Saturn's investigation did not meet the minimum standard of checking with local officials regarding road surfaces, part locations, etc. that would have gotten closer to the truth. I am also

October 1, 2006

questioning their allegation that the car was not traveling fast enough for any of the airbags to deploy since they stated that for the 5 seconds before the incident the car was traveling over 60 miles per hour based on the computer sensors and they were questioning even if there were side airbags although the car's axle, invoice and even the side headers of the car indicated them. I am not sure which 5 seconds the computer is referring to either, loss of wheel assembly, going into guard rail, or stopping since for most of the time the right front axle would have been missing throwing off any transmission reading and there was no right front wheel assembly to monitor.

I can not and will not let this matter drop since I was only saved by a guardrail and if there had been any passengers in the car at the time they could have been seriously injured or killed. Also had this occurred in The Boston area the separated wheel assembly's traveling, alone, would have been fatal to others in cars or beside the road. In one sense I am lucky, since although still shaken by this and I will always be for the rest of my life, I am able to type this letter. Others may not be and I must do whatever possible both personally and under the oath I took when I started my job to prevent someone else from dying in this situation

Please respond and forward any additional forms that I may need to complete in order to continue the investigation.

Sincerely,



cc: Senator Edward Kennedy

Congressman William Delahunt

US National Highway Safety Administration

Date: 08/31/2008 04:31 PM
 Estimate ID: 00066785
 Estimate Version: 0
 Committed
 Profile ID: CUSTOMIZED

*****TOTAL LOSS*****

A.F. STAGER INC

8464 RIDINGS RD. SUITE 102, SYRACUSE, NY 13206
 (315) 415-0535
 Fax: (807) 965-8102

N.Y.S. APPRAISER LICENSE: [REDACTED]

Damage Assessed By: DAN HECTUS

Appraised For: ARBELLA

Condition Code: Good
 Date of Loss: 08/27/2008
 Contact Date: 08/31/2008
 Deductible: UNKNOWN
 Claim Number: 00066785

Type of Loss: Collision
 Assigned Date: 08/31/2008

Insured: [REDACTED]
 Client: [REDACTED]
 Address: [REDACTED] QUINCY, MA [REDACTED]
 Telephone: [REDACTED]
 Owner: [REDACTED]

Home Phone: [REDACTED]

Mitchell Service: 915101

Description: 2002 Saturn L100
 Body Style: 4D Sed
 VIN: 1G8J8S4F8 [REDACTED]
 Mileage: 73,811
 OEMALT: A
 Color: MAROON

Drive Train: 2.2L Inj 4 Cyl 4A FWD
 License: 714GSW MA

Search Code: SYR

Options: ANTI-LOCK BRAKE SYS. (ABS), AIR CONDITIONING, POWER STEERING, POWER BRAKES
 TILT STEERING WHEEL, CRUISE CONTROL, ELECTRIC DEFOGGER, AUTOMATIC TRANSMISSION
 AM-FM STEREO/CD PLAYER(SINGLE), PASSENGER-FRONT AIR BAG, FRONT WHEEL DRIVE
 4-DOOR, ALARM, DRIVER-FRONT AIR BAG

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	AUTO	BDY	OVERHAUL	FRT BUMPER COVER ASSY			1.4 #
2	500014	BDY	REMOVE/REPLACE	FRT BUMPER COVER	Remanufactured	210.00	INC #
3	AUTO	REF	REFINISH	FRT BUMPER COVER			C 2.9
4	500029	BDY	REMOVE/REPLACE	R FRT COMBINATION LAMP ASSEMBLY	90583599	194.47	INC #
5	AUTO	BDY	CHECK/ADJUST	HEADLAMPS			0.4
6	502364	BDY	REMOVE/REPLACE	R MARKER LAMP ASSEMBLY	22870545	23.11	INC #
7	500048	REF	BLEND	HOOD OUTSIDE			C 1.1
8	503088	BDY	REMOVE/INSTALL	R HOOD WASHER NOZZLE			0.2 #
9	503087	BDY	REMOVE/INSTALL	L HOOD WASHER NOZZLE			0.2 #
10	502084	BDY	REMOVE/REPLACE	R FENDER PANEL	22882618	252.82	1.4 #
11	AUTO	REF	REFINISH	R FENDER OUTSIDE			C 2.5
12	AUTO	REF	REFINISH	R FENDER EDGE			0.5
13	503010	BDY	REMOVE/REPLACE	R FENDER ADHESIVE EMBLEM	21111138	8.54	0.1 #
14	500213	BDY	REMOVE/REPLACE	R FENDER LINER	22899870	91.22	INC
15	500241	BDY	REMOVE/REPLACE	R LWR FRONT BODY SIDE RAIL	22887488	841.77	8.5 #
16	AUTO	REF	REFINISH	R LOWER SIDE RAIL			1.0
17	500255	MCH	REMOVE/REPLACE	SUB-FRAME ASSY	22888400	745.50	5.0 #
18	500277	MCH	REMOVE/REPLACE	BLEED ABS SYSTEM			0.5

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19	500286	MCH	REMOVE/REPLACE	R ABS SENSOR	-M	22702385	30.29	0.5	#
20	500290	BDY	REMOVE/REPLACE	R ABS SENSOR BRKT		90345827	13.74		
21	500301	BDY	REMOVE/REPLACE	WHEEL		Remanufactured	55.00	0.3	
22	502442	BDY	REMOVE/REPLACE	WHEEL COVER		Remanufactured	26.00		
23	500305	BDY	REMOVE/REPLACE	WHEEL VALVE STEM		274288	2.06		
24	931083	MCH	REMOVE/REPLACE	TIRE		New	58.95	0.0*	
25	931125	BDY	ADD'L LABOR OP	MOUNT & BALANCE TIRE		Existing		0.3*	
26	AUTO	MCH	REMOVE/REPLACE	R FRT SUSP COMPONENTS ONE SIDE	-M			3.0	
27				DOES NOT INCLUDE ALIGNMENT					
28	500330	MCH	REMOVE/REPLACE	R FRT SUSP CALIPER	-M	** QUAL REPL PART	177.10	INC	#
29	502080	MCH	REMOVE/REPLACE	R FRT SUSP CALIPER BRACKET	-M	21019719	86.05	INC	#
30	500332	MCH	REMOVE/REPLACE	FRT SUSP BRAKE PAD SET	-M	21019826	76.83	0.3	#
31	500333	MCH	REMOVE/REPLACE	R FRT SUSP BRAKE ROTOR	-M	** QUAL REPL PART	44.53	INC	#
32	500335	MCH	REMOVE/REPLACE	R FRT SUSP BACKING PLATE	-M	21019231	20.38	INC	#
33	500337	MCH	REMOVE/REPLACE	R FRT SUSP WHEEL HUB	-M	21019229	101.81	INC	#
34	500339	MCH	REMOVE/REPLACE	R FRT SUSP STEERING KNUCKLE	-M	21018764	217.33	INC	#
35	500345	MCH	REMOVE/REPLACE	R LWR FRT SUSP CONTROL ARM ASBY	-M	22671496	183.89	INC	
36	500353	MCH	REMOVE/REPLACE	R FRT SUSP MOUNT CAP	-M	90578836	1.29	INC	
37	500355	MCH	REMOVE/REPLACE	R FRT SUSP STOPPER	-M	90578837	4.53	INC	
38	500357	MCH	REMOVE/REPLACE	R FRT SUSP STRUT MOUNT	-M	** QUAL REPL PART	16.83	INC	#
39	500363	MCH	REMOVE/REPLACE	R FRT SUSP COIL SPRING	-M	** QUAL REPL PART	16.83	INC	#
40	502458	MCH	REMOVE/REPLACE	R FRT SUSP STRUT	-M	** QUAL REPL PART	16.83	INC	#
41	500371	MCH	REMOVE/REPLACE	FRT SUSP STABILIZER BAR	-M	21018791	84.73	INC	#
42	500372	MCH	REMOVE/REPLACE	R FRT SUSP RETAINER	-M	90578835	4.18	INC	#
43	500374	MCH	REMOVE/REPLACE	R FRT SUSP STAB BAR BUSHING	-M	24418249	4.57	INC	#
44	500376	MCH	REMOVE/REPLACE	R FRT SUSP STAB BAR LINK	-M	21018792	22.68	INC	#
45	500366	MCH	REMOVE/REPLACE	R DRIVE AXLE SHAFT ASSEMBLY	-M	22688596	436.85	0.3	#
46	500409	MCH	REMOVE/REPLACE	STEERING GEAR ASSEMBLY	-M	22711084	675.00	1.1	#
47	502398	BDY	REMOVE/REPLACE	R FRT DOOR SHELL		22726025	508.48	4.2	#
48	502160	BDY	REMOVE/REPLACE	R FRT DOOR REPAIR PANEL		15232866	183.69	INC	#
49	AUTO	REF	REFINISH	R FRT DOOR OUTSIDE				C 2.0	
50	502162	BDY	REMOVE/REPLACE	R FRT DOOR REAR VIEW MIRROR		** QUAL REPL PART	80.00	INC	
51	AUTO	REF	REFINISH	R FRT DOOR MIRROR				C 0.5	
52	501032	BDY	REMOVE/REPLACE	R REAR DOOR REPAIR PANEL		22708775	155.58	1.2	#
53	AUTO	REF	REFINISH	R REAR DOOR OUTSIDE				C 1.6	
54	502287	BDY	REMOVE/REPLACE	R DOOR OPENING FRAME	-S	22698721	635.54	18.5	
55	AUTO	REF	REFINISH	R DOOR OPENING FRAME COMPLETE				C 3.0	
56	603775	BDY	REPAIR	R ADHESIVE BONDED QUARTER PANEL		Existing		4.0*	
57	AUTO	REF	REFINISH	R QUARTER PANEL OUTSIDE				C 1.6	
58	501960	BDY	REMOVE/INSTALL	R REAR COMBINATION LAMP				0.3	
59	502016	BDY	REMOVE/INSTALL	REAR BUMPER COVER				0.6	
60	931106	MCH	ADD'L LABOR OP	FOUR WHEEL ALIGNMENT		Sublet	88.95	0.0*	
61	836001		ADD'L COST	TOWING			150.00	*	
62	836014		ADD'L COST	FLEX ADDITIVE			12.00	*	
63	836018		ADD'L COST	WELD THRU PRIMER			6.00	*	
64	933006	BDY *	ADD'L OPR	FRAMERACK SET UP				2.0*	
65	933035	FRM	ADD'L OPR	UNIBODY PULL				4.0*	
66	AUTO	REF	ADD'L OPR	CLEAR COAT				3.7	
67	933003	REF	ADD'L OPR	TINT COLOR				0.5*	
68	933006	BDY	ADD'L OPR	RESTORE CORROSION PROTECTION			7.50	0.2*	
69	933017	BDY *	ADD'L OPR	FINISH SAND AND BUFF				1.0*	
70	933018	BDY *	ADD'L OPR	MASK FOR OVERSPRAY			12.50	INC*	
71	AUTO		ADD'L COST	PAINT/MATERIALS			484.20	*	
72	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL			3.00	*	

* - Judgment Item

- Labor Note Applies

** QUAL REPL PART - Quality Replacement Parts

C - Included in Clear Coat Calc

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NAPA AUTO PARTS
 CALL YOUR LOCAL STORE
 OR CALL 1-800-LET-NAPA

B&O AUTOMOTIVE INT.
 310 21ST CENTURY PARK RD
 CLIFTON PARK
 NY 12085
 (800) 842-7814 (518) 371-4555

WHEELS TO THE WORLD
 FREE SHIPPING
 NO CORE CHARGE
 FAX (410) 285-5604

(800) 536-8272
 28 ** 4422263M 177.10
 31 ** 4885758 44.53
 38 ** 63620 18.83
 39 ** 63620 18.83
 40 ** 63620 18.83

50 = SA8013R

80.00 21 ** 7014

KEYSTONE AUTOMOTIVE
 804 FACTORY AVE.
 SYRACUSE
 NY 13208
 (800) 621-0221 (315) 455-5886

2 ** GM1000593R 210.00
 22 ** FWC06019U20 28.00

Prior Damage:

LT. MIRROR GLASS
 DGS IN REAR BUMPER

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Subst Amount	Totals
Body	42.7	42.00	20.00	0.00	1,813.40 T
Refinish	21.1	42.00	0.00	0.00	888.20 T
Frame	4.0	48.00	0.00	0.00	184.00 T
Mechanical	10.8	48.00	0.00	88.95	571.35 T
					3,454.95
					276.40
					3,731.35
Labor Summary	78.7				
III. Additional Costs					Amount
Taxable Costs					634.20
Sales Tax					50.74
Total Additional Costs					684.94

II. Part Replacement Summary	Amount
Taxable Parts	8,087
Sales Tax	487
Total Replacement Parts Amount	8,582

IV. Adjustments	Amount
Customer Responsibility	
I. Total Labor:	3,731.35
II. Total Replacement Parts:	8,582
III. Total Additional Costs:	684.94
Gross Total:	11,000
IV. Total Adjustments:	11,000
Net Total:	TOTAL

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN LINE KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO REPLACEMENT PARTS AVAILABLE FROM THE ORIGINAL MANUFACTURER.

Point(s) of Impact

1 Right Front Corner (P), 2 Right Front Side (S), 3 Right Side (S), 4 Right Rear Side (S), 15 Total Loss (S)

Insurance Co: Arbella Insurance
Address:
Telephone: (585) 387-9663

Inspection Site: THETFORD'S AUTO CENTER
Address: 3 KEITH ST.
ONEONTA, NY
Inspection Date: 06/31/2008

Body Shop: THETFORD'S AUTO CENTER
Address: 3 KEITH ST.
TOMMYTOW@DMCOM.NET
ONEONTA, NY 13820
Telephone: (807) 433-0319
Fax Phone: (807) 433-7821
State Lic. No: R7088267

THIS INSTRUMENT IS NOT AN AUTHORIZATION TO REPAIR---REPAIRS MUST BE AUTHORIZED BY OWNER.

NO SUPPLEMENTS WILL BE ACCEPTED WITHOUT PRIOR APPROVAL. ALL SUPPLEMENTS MUST BE SUBMITTED WITH ALL ADDITIONAL DAMAGE INVOICES.

FIT, FINISH AND GENERAL FEASIBILITY OF L.K.Q. AND AFTER MARKET PARTS ARE THE RESPONSIBILITY OF THE SUPPLIER.

Cycle Time Information

Repair Dates:

Is Vehicle Drivable (Y/N)?

N

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