



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-DASDOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 18-JUN-2008	Repository <input type="checkbox"/>
	Reference No. 10231501

Daytime Telephone Number	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name _____

Address _____

City FISHERS State IN Zip Code _____

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 7/6/08 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GKDT13S642	Make GMC	Model ENVOY	Model Year 2004
Date Purchased 12/23/03	Dealer's Name and Telephone Number Stoops GMC	Engine: No: Cylinders	Fuel Type:
Original Owner: <input type="checkbox"/>	Dealer's City Muncie	State IN	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 060000 ENGINE AND ENGINE COOLING
Multiple Failure: _____			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-JUN-2007	Failure Mileage 47970	Failure Speed 55	
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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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police Y
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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).

TL*THE CONTACT OWNS A 2004 GMC ENVOY. WHILE DRIVING 55 MPH, THE CONTACT NOTICED SMOKE COMING FROM THE REAR OF THE VEHICLE. SHE PULLED OVER TO INSPECT THE VEHICLE AND NOTICED THAT THE FRONT END WAS ENGULFED IN FLAMES. AN INVESTIGATOR FROM HER INSURANCE COMPANY CONCLUDED THAT THE FIRE DERIVED FROM THE ENGINE COMPARTMENT. A FIRE REPORT WAS FILED. THE VEHICLE WAS COMPLETELY DESTROYED. THE CONTACT HAS PICTURES OF THE VEHICLE AFTER THE FAILURE. THE MANUFACTURER PROVIDED NO ASSISTANCE. THE FAILURE AND CURRENT MILEAGES WERE 47,970.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 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 response 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 response, or a statistical summary thereof, may be used in support of the agency's action.

To Whom It May Concern:

This letter is to inform you of the incident that occurred with my 2004 GMC Envoy on June 7, 2007. I will also explain the expenses that I am requesting being reimbursed and why.

I realize that Mr. Tisdale will be writing a report per our interview on July 18, 2007, but feel an incident of this magnitude is very difficult to describe in words, especially those written by someone that did not experience what myself and my family went through and are still dealing with.

My mother, _____ was driving the Envoy on our way from Fishers, Indiana to Raleigh, North Carolina with myself and my two year old son as passengers. As she was driving, she noticed smoke coming from the vehicle and proceeded to pull over. Once pulled over, we got out of the vehicle and noticed all of the smoke coming from the front of the vehicle. I then removed my two year old son from his car seat and the vehicle and removed some of our belongings. At this point, not only was smoke coming from the vehicle, there were also flames. As I was standing on the side of the road, in the mountains, six months pregnant with twins, holding my hysterical two year old, trying to get cell phone service (of which there was little in roaming), praying for someone to stop before the car went into flames, two truck drivers stopped and ran over with their fire extinguishers and extinguished the fire. I was able to get through to 911 which sent two or three fire trucks, two police cars, a tow truck, and road side service. After the firemen had to cut the hood of the Envoy and extinguish the rest of the fire, we had to ride in the tow truck back to the automotive shop and then wait almost 2 hours for a rental car. We then rented a vehicle and proceeded to our final destination of Raleigh, North Carolina. There was no indication on the vehicle that there were any issues or problems.

I hope that those of you reading this can appreciate the magnitude of what myself, my mother, and my son have gone through due to this traumatic event. As stated previously, I am pregnant with twins and this has been an extremely upsetting and stressful event. My two year old son screamed and cried when my mother began driving again because he thought the car was going to catch on fire. To this day, he still asks if whatever car we are driving is going to catch on fire and when playing with his matchbox cars, pretends they are on fire and have to be towed away. As a mother, this is not an experience I would ever want my two year old re-enacting or still thinking and worrying about.

During the interview process with Mr. Tisdale, he asked what we are expecting from GM. At this point, I am very disappointed in GM and the way in which this situation has been handled. When my father, _____ who is also on the title of the vehicle, reported this incident to GM, he was connected with Kimberly LeButh, a product allegations representative. He explained to her that we had contacted our insurance company, but were requesting that GM also investigate the cause of the fire since a 2004 vehicle catching fire is so extreme. Ms. LeButh either did not hear correctly or did not document this conversation correctly. She proceeded to contact my insurance company and tell them that we were going to settle with insurance and did not want GM to investigate therefore the file would be closed. I feel that given the situation, this was extremely unprofessional. Before the file was closed, she should have confirmed with

someone, either myself or my father, or listened to the recorded conversation before closing the file. It is very disappointing that a representative for GM would be so quick to close a file on an incident of this magnitude. It makes me question the integrity and concern for customers of General Motors. I would think GM would be much more proactive in trying to determine what went wrong so something like this, or worse, could possibly be prevented in the future. My father also explained to Mr. Tisdale that as a family we have been General Motors customers for over 30 years, purchasing at least 78 vehicles. This incident has definitely tarnished our opinion of GM. Depending on the outcome of this situation, GM may have lost a family of very loyal customers. I am positive that Ford or Chrysler would appreciate us as customers much more than GM obviously does.

Now that I have explained the incident and what we have gone through and are still dealing with this summer, the following is a list of expenses that I am requesting reimbursement.

1. Gas Expenses from Indianapolis to/from Raleigh, North Carolina: \$52.39, \$41.60, & \$249.89, for a total of \$343.88.
2. Rental Car from Enterprise from 6/7/07-6/17/07. Insurance would only cover \$20/day. We paid \$220.00 out of pocket for the rental car prior to getting our other vehicle to Raleigh.
3. Rental Car from Charleston, WV to Indianapolis: \$147.05. We had to return the rental car to Charleston, WV and then rent a vehicle to drive back to Indianapolis.
4. Rental Car from Avis once we returned to Indianapolis. We still currently have this vehicle. At this time, we have paid approximately \$21.43 out of pocket. Insurance has covered \$20/day, but we will have to continue to rent a vehicle until we purchase another one. We are currently waiting for a vehicle to come in, but will have to pay out of pocket for a rental car until it does. The rate is approximately \$140/week and I expect that we will be renting for at least 2-3 weeks depending on when the vehicle comes in.
5. Mileage on 2007 Saturn Aura: this vehicle was listed for sale prior to being driven to Raleigh. Due to the fact that the Envoy caught on fire, we had to have our Saturn driven to Raleigh in order to have a vehicle to drive. The Saturn now has many more miles than it would have if this incident had not occurred which will decrease the value of the vehicle when we attempt to sell it again in September (when my husband returns from Raleigh). It now has approximately 3,500 more miles on it than it did prior to it being driven to Raleigh and will have to continue to be driven until my husband returns to Indianapolis. I would estimate at that time it will have at least 1,500-2,000 additional miles.

6. Sprint Phone Charges: due to the call that had to be placed while in roaming when this incident took place. This does not include all of the phone calls or the time that I have spent on the phone with insurance, car rental companies, General Motors, and dealerships. \$28.25
7. Plane ticket from Raleigh, North Carolina to/from Jacksonville, Florida: We had a trip planned to Jacksonville in which we were planning on driving; after this incident, I obviously did not feel safe or comfortable driving by myself with my two year old for an extended period (this is approximately a 6-7 hour drive), therefore I had to purchase plane tickets for the two of us. The total cost was \$283.60.
8. Lost wages that my father incurred secondary to driving our Saturn to Raleigh so we would have a vehicle to use. During our interview with Mr. Tisdale, he stated that families do things for families so this would probably not be reimbursed. While this is true, we had to have a vehicle to drive (which we were planning on being the Envoy), therefore our Saturn had to be driven out to us. I was obviously not going to get back in a vehicle to make the drive and my husband is unable to take off work; therefore, our option was to have my father drive us our other vehicle. Short of having this vehicle shipped to us, which could have taken quite a bit longer, I'm not sure what other options Mr. Tisdale felt would have been appropriate in this situation. The total cost of lost wages while he was making the trip was \$1674.00.
9. Emotional Distress: I feel that the description of our experience and what we continue to deal with is explanation enough of this request. Although there were no physical injuries sustained in this incident, there has been a great deal of emotional distress involved. I do not know that I will ever feel comfortable driving long distances alone. I think about what happened to my vehicle and what could have potentially happened on a daily basis. It is heart wrenching to hear my two year old play with his cars and talk about them catching on fire and to have him ask on an almost daily basis if our car is going to catch on fire. Mr. Tisdale also stated that we cannot think of hypothetical situations and what could have happened in this case. However, I firmly believe if any of you reading this, or anyone else for that matter, saw your two year old strapped into a burning car, you would think of hypothetical situations as well and how catastrophic this situation could have been. I hate to think of how this situation could have turned out differently although it seems to consume my thoughts on a daily basis.

My summer has now been consumed with the issues related to this incident. I have the summers off work and this was my last summer with my son before our twins are born. Unfortunately for both of us, much of my time that should have been spent with my son, has now been spent thinking about, talking about, and dealing with this situation.

I would also like to note that the Envoy would have been paid off in December of 2008. We had a very low car payment which will now increase a great deal. Our plan was to keep this vehicle for two or three more years after paying it off in order to have one less car payment. When purchasing this vehicle, I never would have expected that a 2004 vehicle would only last 3 years. Now, not only will we have to purchase another vehicle, we will be making much higher payments for much longer.

In closing, although none of you reading this could come close to understanding the horrible ordeal that we have been through, I hope this letter is able to better explain and help you understand our experience. Please advise if you need further information or explanation of the above requests.

General Casualty

Indianapolis Regional Office
Central Region

8500 Keystone Crossing, Suite 200
Indianapolis, Indiana 46240
Telephone (317) 722-3838
Fax (317) 722-3800
Claims Fax (317) 722-3900
generalcasualty.com

June 19, 2007

FISHERS, IN

Insured:

Claimant:

Claim number:

Date of loss: 06/07/2007

Dear

Per your request, please find enclosed a copy of the photos on your vehicle.

Sincerely,

Mark Overlin
Central Region
Claim Department
1-800-229-6603, ext. 3812

Photographs

Our File #: _____

Owner: _____

Appraised For: GENERAL CASUALTY

Date of Loss: 06/07/07

Claim #: _____

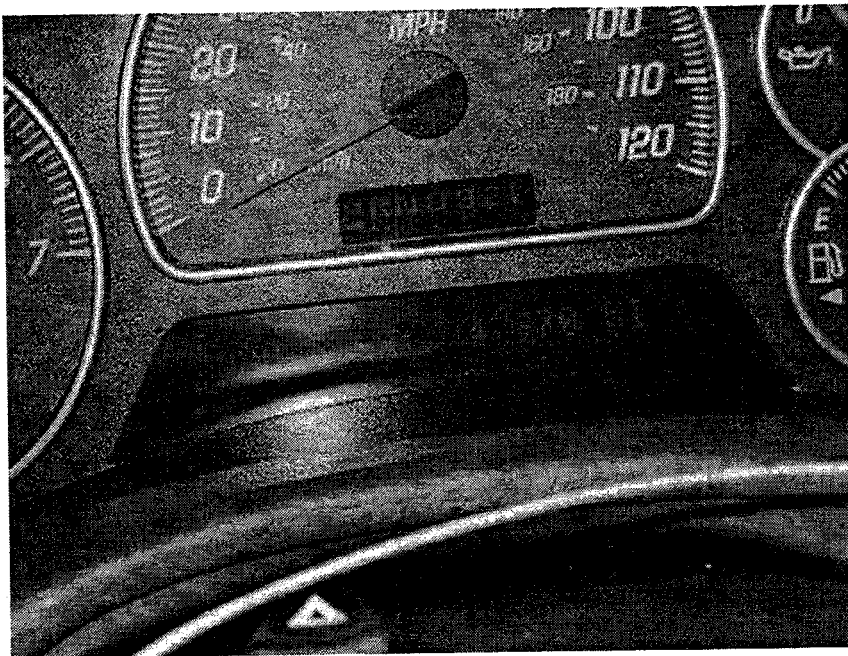
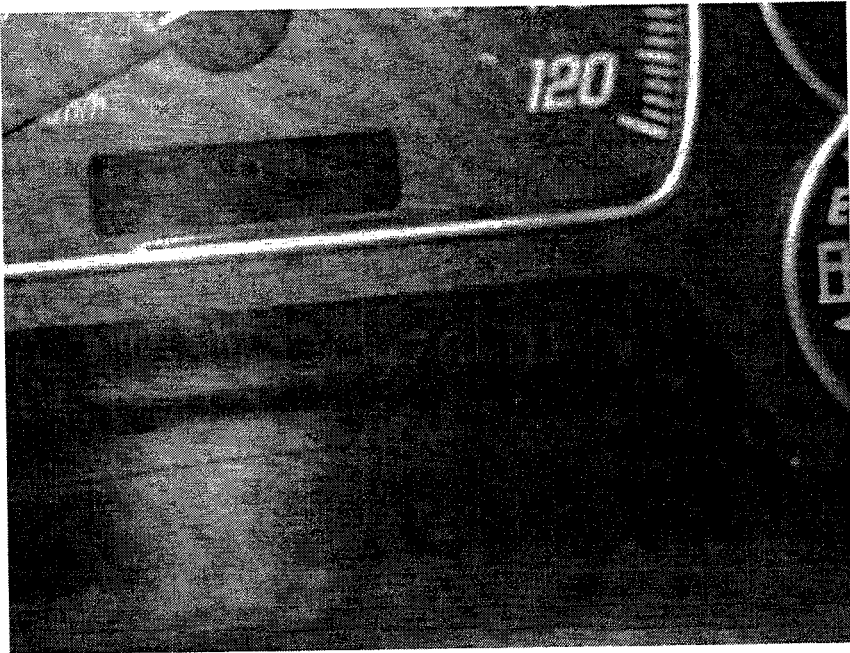
Location: COPART-HURRICANE

Policy #: _____

Date Inspected: 06/12/07

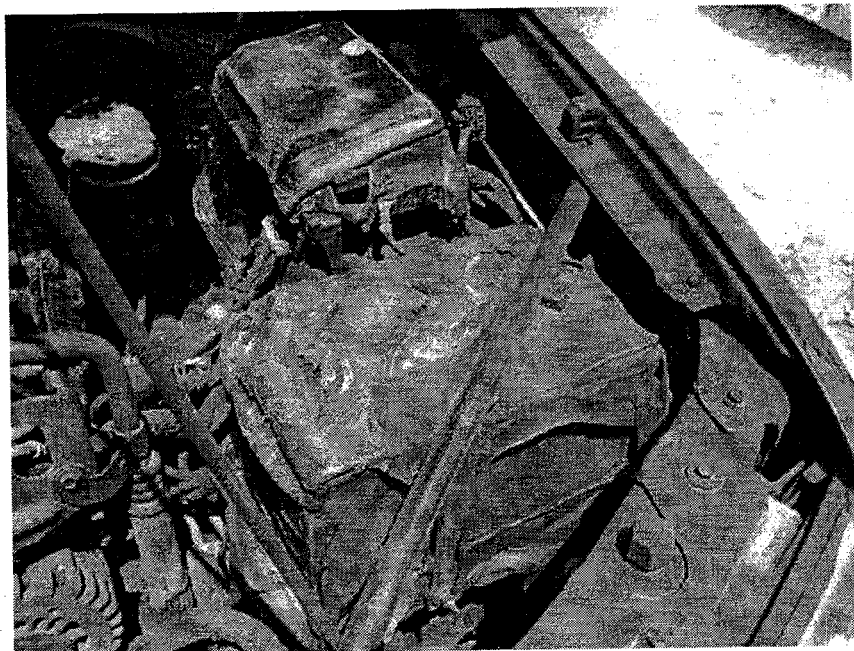
Appraiser: Alan Stevens

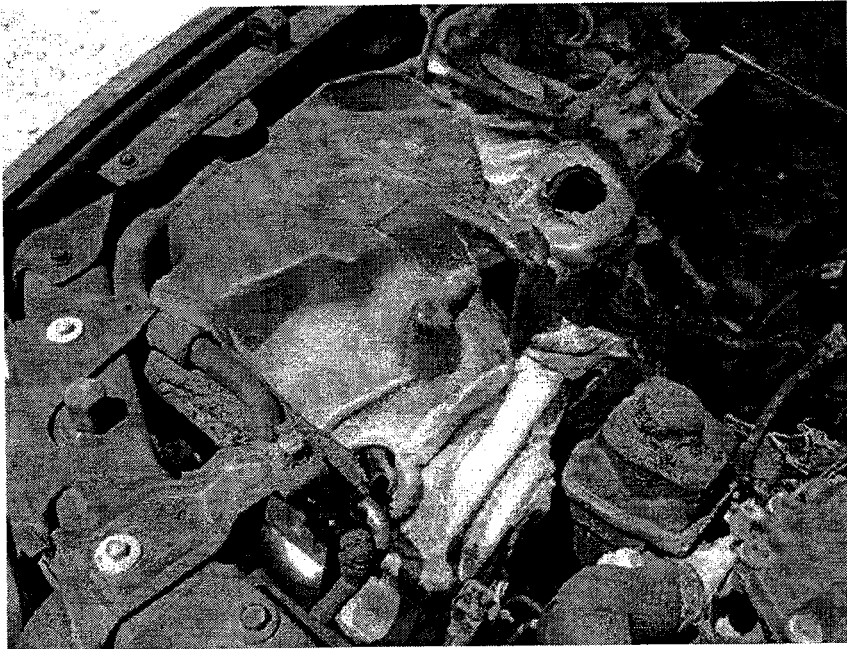
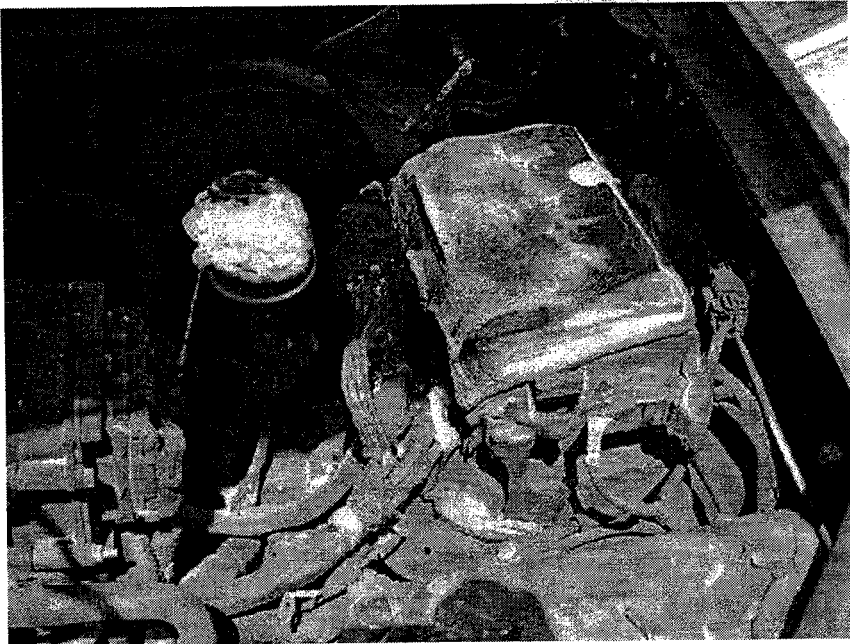
Signed: _____

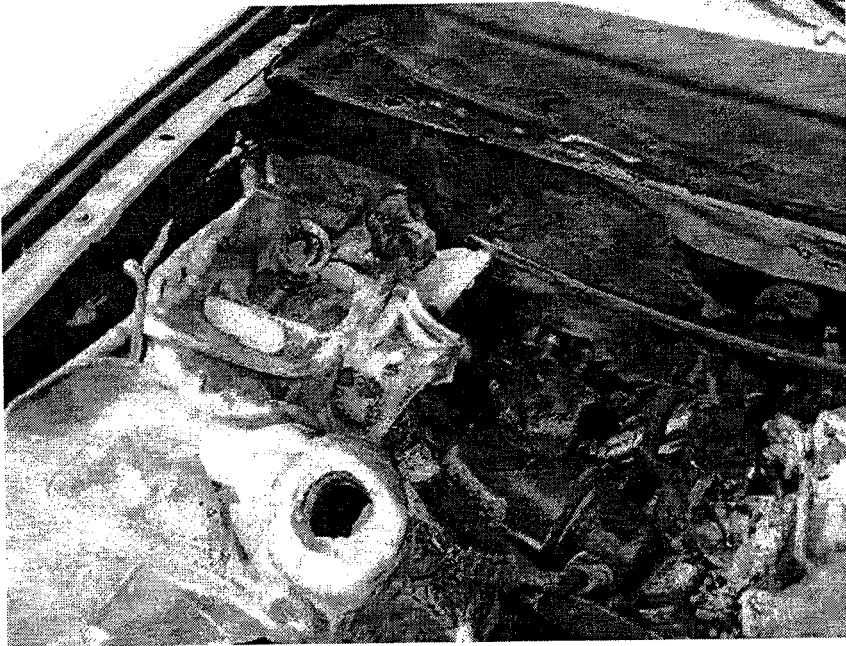


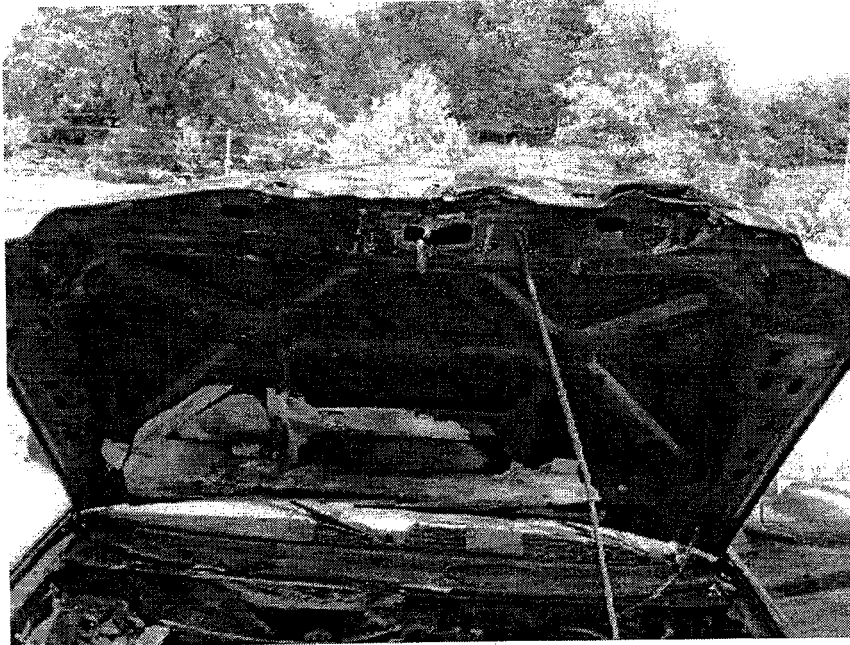
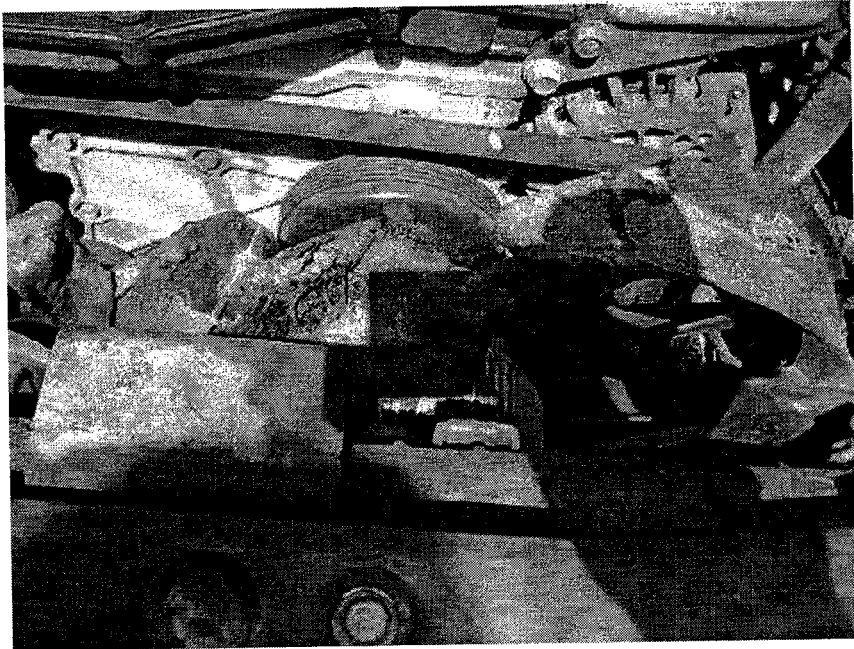


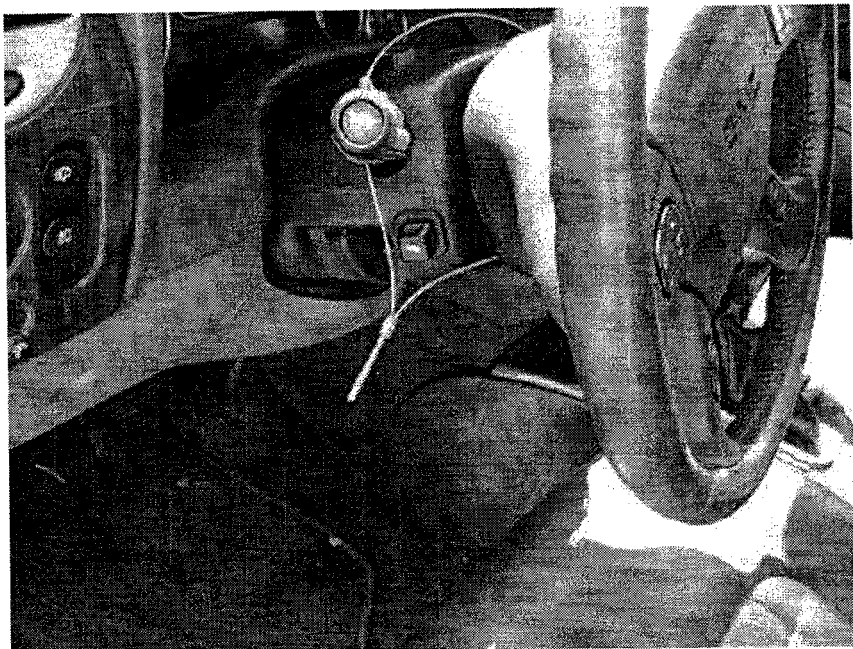
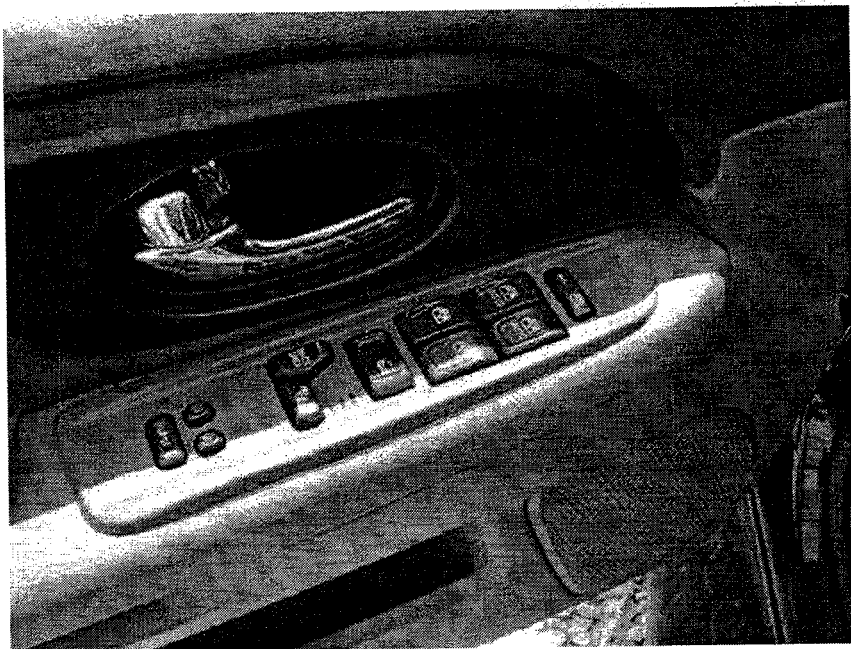
ENGINE FIRE

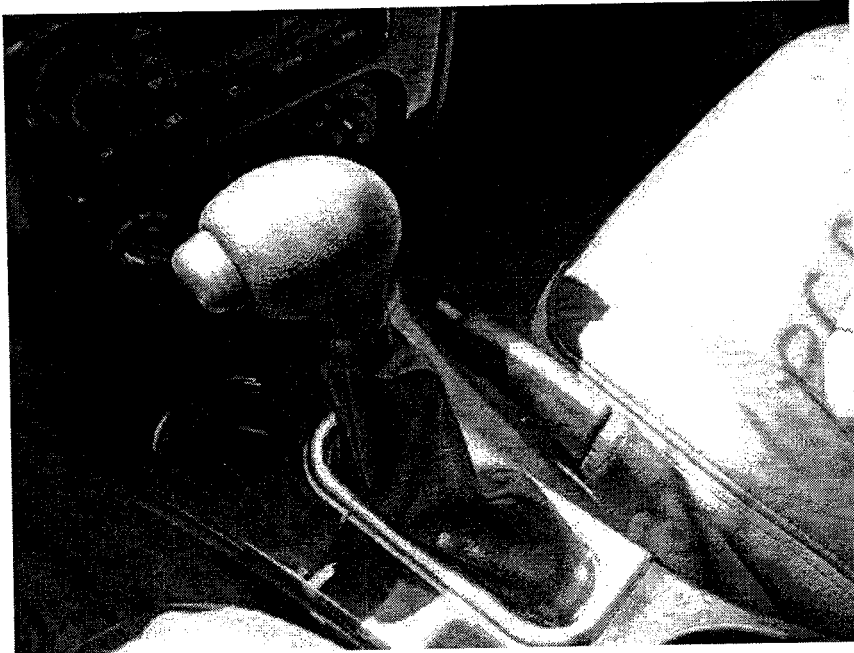
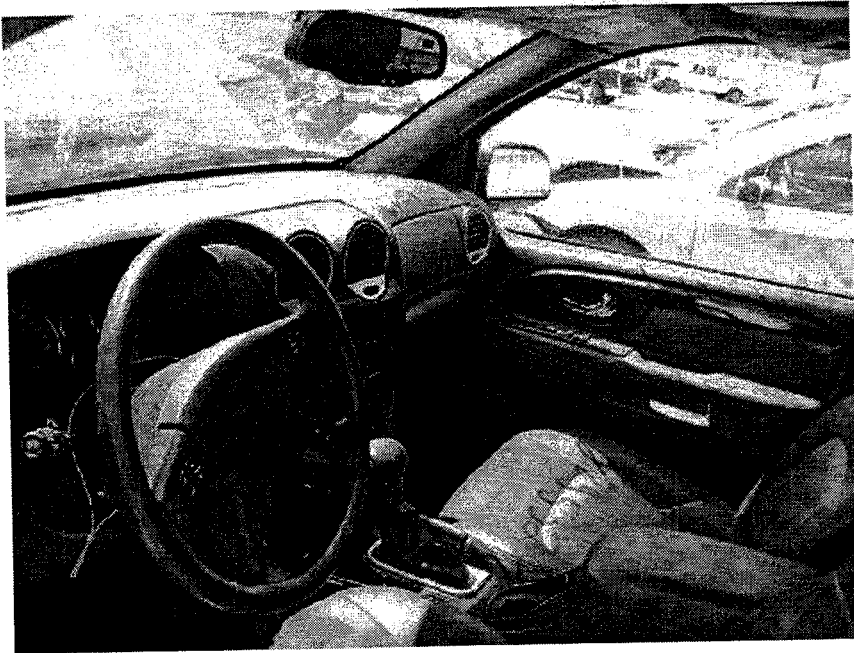


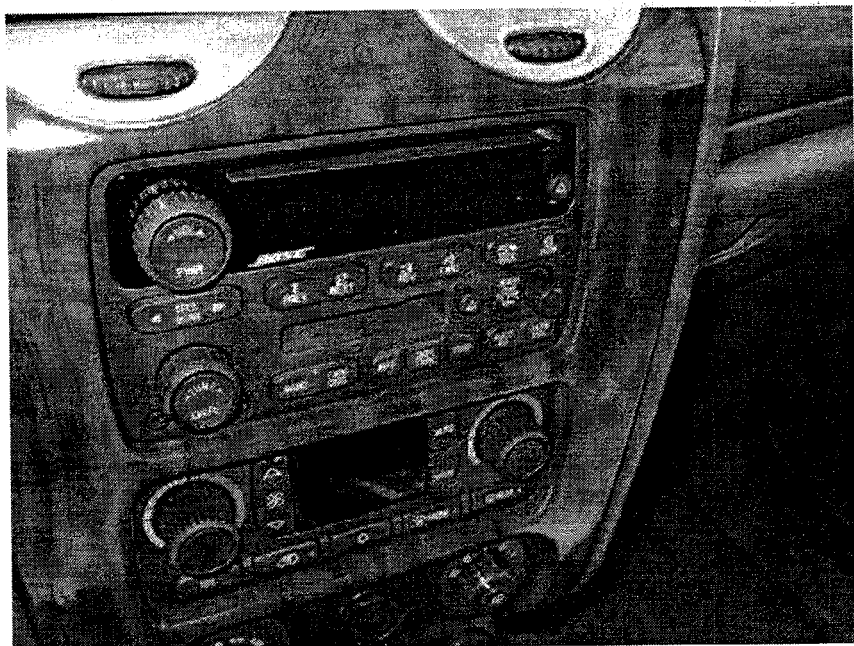










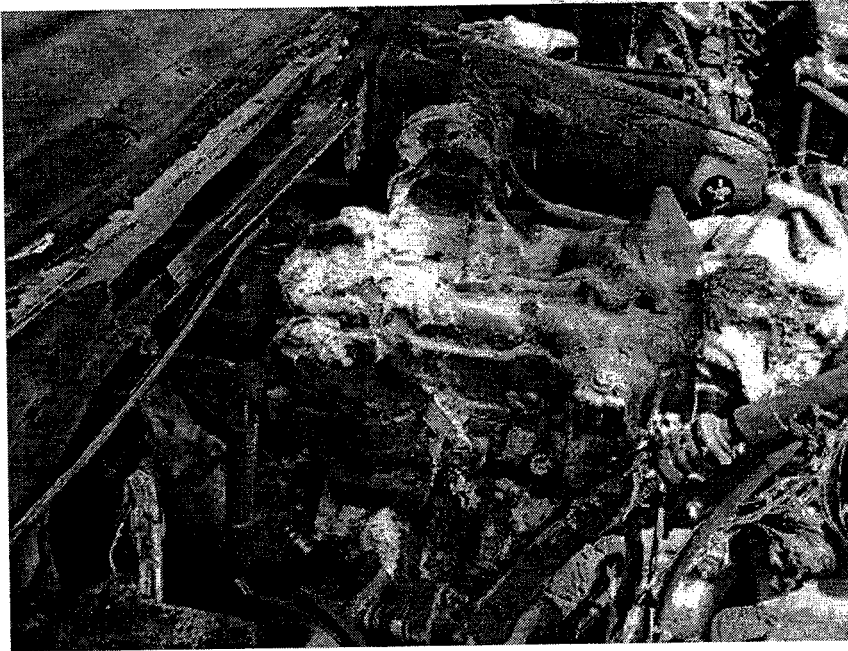












LOOKS LIKE THE FIRE STARTED AT THE THROTTLE BODY.





Date: 6/13/2007 03:50 PM
Estimate ID: _____
Estimate Version: 0
Preliminary
Profile ID: CUSTOMIZED

**
** TOTAL LOSS!! TOTAL LOSS!! TOTAL LOSS!! TOTAL LOSS!! TOTAL LOSS!!**
**

Appraisals by Premier, Inc.

P.O. Box 71, Ripley, WV 25271
(304) 373-7237
Fax: (304) 373-7238

Damage Assessed By: Alan Stevens

Condition Code: Good
Date of Loss: 8/7/2007
Deductible: NONE
File Number: _____
Claim Number: _____

Insured: _____
Owner: _____
Address: FISHERS, IN _____
Telephone: Home Phone: _____

Mitchell Service: 910501

Description: 2004 GMC Envoy SLT
Body Style: 4D UI
VIN: 1GKDT139642
Mileage: 47,970
OEM/WLT: A
Color: BLACK
Options: 4WD OR AWD, ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER STEERING, POWER BRAKES
POWER WINDOWS, POWER DOOR LOCKS, TILT STEERING WHEEL, CRUISE CONTROL
ELECTRIC DEFOGGER, LEATHER SEATS, AUTOMATIC TRANSMISSION, RUNNING BOARDS
TRAILER TOWING PKG., LUGGAGE RACK, POWER DRIVER SEAT
AM-FM STEREO/CD PLAYER(SINGLE), CENTER CONSOLE, REAR GATE WIPER
PASSENGER-FRONT AIR BAG, POWER REMOTE MIRROR, 4 WHEEL DISC BRAKES, 4-DOOR
DRIVER-FRONT AIR BAG, DRIVER-SIDE AIR BAG, PASSENGER-SIDE AIR BAG

Vehicle Production Date: 9/03
Drive Train: 4.2L Inj 6 Cyl 4 WD
License: NA
Search Code: _____

THIS ESTIMATE HAS BEEN PREPARED BY THE APPRAISER WHERE INDICATED AS WRITTEN BY, DAMAGE ASSESSED BY, PREPARED BY, OR OTHERWISE. THIS IS KNOWN AS A DIGITALLY SIGNED DOCUMENT AND CONSTITUTES THAT THE APPRAISER IS THE AUTHOR OF THIS DOCUMENT.

"ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON, FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULANT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS THE PERSON TO CRIMINAL AND CIVIL PENALTIES."

ESTIMATE RECALL NUMBER: 8/13/2007 15:50:38

Mitchell Data Version: MAY_07_V
UltraMate Version: 6.0.023

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Date: 6/13/2007 03:50 PM
 Estimate ID: _____
 Estimate Version: 0
 Preliminary
 Profile ID: CUSTOMIZED

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
<u>GRILLE</u>							
1	005794	BDY	REMOVE/REPLACE	GRILLE	19121061 GM PART	419.07	0.5
2		REF	REFINISH	GRILLE			C 1.0
<u>FRONT LAMPS</u>							
3	004584	BDY	REMOVE/REPLACE	FRONT COMBINATION LAMP WIRING HARNESS	ORDER FROM DEALER	152.20	
4	000181	BDY	REMOVE/REPLACE	R FRT CORNERING LAMP BULB	16306358 GM PART	52.60	
5	000182	BDY	REMOVE/REPLACE	L FRT CORNERING LAMP BULB	16308358 GM PART	52.60	
<u>HOOD</u>							
6	000220	BDY	REMOVE/REPLACE	HOOD PANEL	** QRP CAPA	209.00	1.0
7		REF	REFINISH	HOOD OUTSIDE			C 2.7
8		REF	REFINISH	HOOD UNDERSIDE			C 1.3
9	004382	BDY	REMOVE/REPLACE	HOOD INSULATOR	15237896 GM PART	68.94	INC
10	002289	BDY	REMOVE/REPLACE	FRT HOOD MOULDING	15298565 GM PART	48.89	INC
11	000228	BDY	REMOVE/REPLACE	HOOD LATCH	25775905 GM PART	26.13	0.2
12	000232	BDY	REMOVE/REPLACE	HOOD RELEASE CABLE	21997874 GM PART	18.65	0.5
<u>COOLING</u>							
13	004582	BDY	REMOVE/REPLACE	UPR COOLING RADIATOR BAFFLE	N.A. GM PART	0.00	0.2
14	000249	BDY	REMOVE/REPLACE	COOLING LATCH SUPPORT	15203353 GM PART	46.20	0.2
15	001886	BDY	REMOVE/REPLACE	AMBIENT TEMP SENSOR	15047846 GM PART	19.23	0.3
16	007339	BDY	REMOVE/REPLACE	FRT LWR COOLING AIR BAFFLE	15253120 GM PART	44.38	
17	001884	BDY	REMOVE/REPLACE	R LWR COOLING AIR BAFFLE	10380463 GM PART	4.52	
18	001885	BDY	REMOVE/REPLACE	L LWR COOLING AIR BAFFLE	10380463 GM PART	4.52	
19	000260	BDY	REMOVE/REPLACE	R UPR COOLING CUSHION	15768821 GM PART	18.16	
20	000281	BDY	REMOVE/REPLACE	L UPR COOLING CUSHION	15768821 GM PART	18.16	
21	000264	BDY	REMOVE/REPLACE	COOLING RADIATOR	** QUAL REPL PART	290.00	2.8 #
22	000265	BDY	REMOVE/REPLACE	COOLING RADIATOR FILLER CAP	** QUAL REPL PART	9.73	
23	001888	BDY	REMOVE/REPLACE	R COOLING RADIATOR CUSHION	52486602 GM PART	6.53	
24	001889	BDY	REMOVE/REPLACE	L COOLING RADIATOR CUSHION	52486602 GM PART	6.53	
25	000266	BDY	REMOVE/REPLACE	COOLING FLUID RESERVOIR	15884833 GM PART	36.24	0.5
26	000268	BDY	REMOVE/REPLACE	COOLING FAN SHROUD	15170469 GM PART	47.73	INC
27	000269	BDY	REMOVE/REPLACE	UPR COOLING RADIATOR HOSE	** QUAL REPL PART	10.09	0.1 #
28	000270	BDY	REMOVE/REPLACE	LWR COOLING RADIATOR HOSE	** QUAL REPL PART	21.29	0.1 #
29	000271	BDY	REMOVE/REPLACE	COOLING THERMOSTAT HOUSING	12572988 GM PART	44.01	0.9
30	000275	BDY	REMOVE/REPLACE	COOLING FAN CLUTCH	15293048 GM PART	372.66	0.5 #
31	005871	BDY	REMOVE/REPLACE	COOLING WIRING HARNESS	89024920 GM PART	37.60	
32	000276	BDY	REMOVE/REPLACE	COOLING FAN BLADE	15229250 GM PART	147.64	INC #
33	007352	BDY	REMOVE/REPLACE	COOLING DRIVE BELT	12575216 GM PART	47.70	INC
34	000281	BDY	REMOVE/REPLACE	ENGINE IDLER PULLEY	** QUAL REPL PART	19.69	0.6 #
<u>A/C HEATER/VENTILATION</u>							
35	000282	MCH	REMOVE/REPLACE	EVACUATE & RECHARGE A/C	-M		1.4
36	000283	MCH	REMOVE/REPLACE	A/C REFRIGERANT RECOVERY	-M		0.3
37	001755	BDY	REMOVE/REPLACE	R AIR COND SEAL	15162216 GM PART	4.34	
38	001756	BDY	REMOVE/REPLACE	L AIR COND SEAL	15162216 GM PART	4.34	
39	000286	MCH	REMOVE/REPLACE	AIR COND COMPRESSOR	-M ** QUAL REPL PART	414.75	1.7
40	003450	MCH	REMOVE/REPLACE	AIR COND COMPRESSOR HOSE	-M 15185275 GM PART	148.92	1.0
41	001786	MCH	REMOVE/REPLACE	AIR COND RECEIVER/DRIER	-M ** QUAL REPL PART	54.06	0.5
42	001778	MCH	REMOVE/REPLACE	AIR COND EVAPORATOR TUBE	-M 15883408 GM PART	135.18	0.6
43	001779	MCH	REMOVE/REPLACE	UPR HEATER EVAPORATOR CASE	-M 89018761 GM PART	39.21	INC #
44	001780	MCH	REMOVE/REPLACE	LWR HEATER EVAPORATOR CASE	-M 52483544 GM PART	36.43	INC #
45	001781	MCH	REMOVE/REPLACE	HEATER CASE	-M 89018763 GM PART	14.94	INC #
46	003454	MCH	REMOVE/REPLACE	HEATER EVAPORATOR CASE	-M 89018644 GM PART	114.94	INC #
47	001787	MCH	REMOVE/REPLACE	HEATER BLOWER CASE	-M 52489420 GM PART	195.53	INC #
48	001768	MCH	REMOVE/REPLACE	HEATER AIR INLET CASE	-M 52489416 GM PART	188.61	INC #

ESTIMATE RECALL NUMBER: 6/13/2007 15:50:38

Mitchell Data Version: MAY_07_V
 UltraMate Version: 6.0.023

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Date: 6/13/2007 03:50 PM
 Estimate ID: _____
 Estimate Version: 0
 Preliminary
 Profile ID: CUSTOMIZED

49	003717	MCH	REMOVE/REPLACE	AIR COND EVAPORATOR CORE	-M	52498635	GM PART	339.90	INC #
50	001770	BDY	REMOVE/REPLACE	AIR COND FILTER		52484807	GM PART	121.03	0.5
51	001782	MCH	REMOVE/REPLACE	HEATER CORE	-M	52498633	GM PART	87.49	2.9 #
52	001772	MCH	REMOVE/REPLACE	R AIR COND ACTUATOR	-M	89018365	GM PART	203.91	0.3 #
53	001773	MCH	REMOVE/REPLACE	L AIR COND ACTUATOR	-M	89018375	GM PART	142.33	0.3 #
54	004582	MCH	REMOVE/REPLACE	AIR COND CAM	-M	16218264	GM PART	23.83	
55	000294	MCH	REMOVE/REPLACE	AIR COND BLOWER MOTOR	-M	89018747	GM PART	131.39	0.8
56	001775	MCH	REMOVE/REPLACE	AIR COND COVER	-M	N.A.	GM PART	0.00	*
57	001776	MCH	REMOVE/REPLACE	AIR COND MODULE	-M	52494707	GM PART	117.68	0.8

FRONT FENDER

58	000297	REF	REFINISH	R FENDER OUTSIDE					C 1.6
59	000298	REF	REFINISH	L FENDER OUTSIDE					C 1.6
60	000320	BDY	REMOVE/REPLACE	R FENDER LINER		** QUAL REPL PART		51.00	0.4 #
61	000321	BDY	REMOVE/REPLACE	L FENDER LINER		** QUAL REPL PART		51.00	0.4 #

ABS/BRAKES

62	001805	MCH	REMOVE/REPLACE	ABS VALVE	-M	ORDER FROM DEALER		402.96	1.0
63	001811	MCH	REMOVE/REPLACE	ABS CONTROL MODULE	-M	ORDER FROM DEALER		341.68	0.9
64	001813	MCH	REMOVE/REPLACE	BRAKE MASTER CYLINDER	-M	** QUAL REPL PART		136.85	INC
65	001817	MCH	REMOVE/REPLACE	BRAKE BOOSTER	-M	** QUAL REPL PART		154.85	1.3 #

FRONT SUSPENSION

66	002222	MCH	REMOVE/REPLACE	R ABS FRT SENSOR	-M	16168264	GM PART	84.60	0.6 #
67	002223	MCH	REMOVE/REPLACE	L ABS FRT SENSOR	-M	15168254	GM PART	84.60	0.4 #

STEERING PUMP

68	006543	MCH	REMOVE/REPLACE	STEERING POWER PUMP	-M	** QUAL REPL PART		90.98	1.8
69	004729	BDY	REMOVE/REPLACE	STEERING FLUID RESERVOIR		88983827	GM PART	65.09	
70	003095	BDY	REMOVE/REPLACE	STEERING RESERVOIR CAP		** QUAL REPL PART		14.36	
71	000519	MCH	REMOVE/REPLACE	STEERING INLET HOSE	-M	26095037	GM PART	239.96	2.2 #
72	003098	MCH	REMOVE/REPLACE	STEERING OUTLET HOSE	-M	26095038	GM PART	97.96	INC #
73	000520	MCH	REMOVE/REPLACE	STEERING COOLER HOSE	-M	** QUAL REPL PART		51.02	0.9

ENGINE/TRANS

74	000555	MCH	REMOVE/REPLACE	ENGINE CAMSHAFT HOUSING COVER	-M	12591994	GM PART	170.12	4.3
75	000556	MCH	REMOVE/REPLACE	ENGINE CAMSHAFT HOUSING GASKET	-M	89017729	GM PART	19.95	
76	001943	BDY	REMOVE/REPLACE	ENGINE OIL FILLER CAP		** QUAL REPL PART		8.48	
77	000558	MCH	REMOVE/REPLACE	ENGINE DIPSTICK	-M	12580810	GM PART	14.51	

AIR CLEANER

78	001836	BDY	REMOVE/REPLACE	UPR AIR CLEANER HOUSING		ORDER FROM DEALER		82.59	0.2 #
79	000577	BDY	REMOVE/REPLACE	AIR CLEANER ELEMENT		15036141	GM PART	0.00	INC
80	006488	BDY	REMOVE/REPLACE	AIR CLEANER DUCT		15200796	GM PART	76.20	0.1
81	000582	MCH	REMOVE/REPLACE	AIR CLEANER AIR FLOW METER	-M	15073765	GM PART	18.22	0.2
82	000584	BDY	REMOVE/REPLACE	FRT AIR CLEANER INTAKE DUCT		15149664	GM PART	6.76	0.1
83	000585	BDY	REMOVE/REPLACE	AIR CLEANER RESONATOR		15176239	GM PART	92.81	0.2

EMISSION SYSTEM

84	006501	MCH	REMOVE/REPLACE	EMISSION SYS VAPOR CANISTER	-M	** QUAL REPL PART		179.00	0.3 #
85	006515	BDY	REMOVE/REPLACE	EMISSION SYS CANISTER BRACKET		15772454	GM PART	4.54	
86	007173	MCH	REMOVE/REPLACE	EMISSION SYS PURGE CONTROL VALVE	-M	1997278	GM PART	23.76	0.3
87	000696	MCH	REMOVE/REPLACE	EMISSION SYS BRACKET	-M	24577194	GM PART	4.82	
88	001933	MCH	REMOVE/REPLACE	EMISSION SYS VALVE	-M	25658328	GM PART	19.46	
89	000697	MCH	REMOVE/REPLACE	EMISSION SYS MAP SENSOR	-M	** QUAL REPL PART		71.49	0.5
90	001936	MCH	REMOVE/REPLACE	FRT EMISSION SYS OXYGEN SENSOR	-M	12586996	GM PART	57.90	0.6
91	000699	MCH	REMOVE/REPLACE	REAR EMISSION SYS OXYGEN SENSOR	-M	12578624	GM PART	59.00	0.8
92	004923	MCH	REMOVE/REPLACE	EMISSION SYS AIR PUMP	-M	12574379	GM PART	217.64	
93	004924	BDY	REMOVE/REPLACE	EMISSION SYS BRACKET		88983115	GM PART	35.00	
94	004925	BDY	REMOVE/REPLACE	EMISSION SYS HOSE		15240704	GM PART	95.46	
95	004927	BDY	REMOVE/REPLACE	EMISSION SYS CHECK VALVE		12575655	GM PART	118.86	
96	004913	MCH	REMOVE/REPLACE	EMISSION SYS PCM MODULE	-M	12574976	GM PART	593.11	0.9
97	001941	BDY	REMOVE/REPLACE	EMISSION SYS BRACKET		15198307	GM PART	18.93	
98	001942	BDY	REMOVE/REPLACE	EMISSION SYS PROTECTION COVER		15768930	GM PART	7.46	

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<u>ELECTRICAL</u>							
99	000601	MCH	REMOVE/REPLACE	ALTERNATOR	-M	** QUAL REPL PART	267.38 0.7
100	000803	BDY	REMOVE/REPLACE	BATTERY		N.A. GM PART	85.00 * 0.4 #
101	001913	BDY	REMOVE/REPLACE	BATTERY COVER		15083436 GM PART	7.14 INC #
102	001914	BDY	REMOVE/REPLACE	DUCT		16763553 GM PART	7.89 INC #
103	001916	BDY	REMOVE/REPLACE	BRACKET		15159822 GM PART	10.11 INC #
104	001915	BDY	REMOVE/REPLACE	BATTERY HOLD DOWN BRKT		15839150 GM PART	10.11 INC #
<u>MANUAL ENTRIES</u>							
105	900500	BDY *	REMOVE/REPLACE	FREON MATERIALS		New	45.00 * 0.0*
<u>ELECTRICAL</u>							
106	000806	BDY	REMOVE/REPLACE	POSITIVE BATTERY CABLE		88986186 GM PART	57.70 0.6
107	000607	BDY	REMOVE/REPLACE	NEGATIVE BATTERY CABLE		68987108 GM PART	49.20 0.6
108		MCH	REMOVE/REPLACE	IGNITION COILS	-M		0.6
109	000610	MCH	REMOVE/REPLACE	IGNITION COIL MODULE	-M 6@13.00	** QUAL REPL PART	78.00 INC #
<u>WINDSHIELD</u>							
110	003151	BDY	REMOVE/REPLACE	W/SHIELD WASHER RESERVOIR ASSY		88983020 GM PART	168.98 0.3
<u>COWL & DASH</u>							
111	001904	BDY	REMOVE/REPLACE	COWL/DASH COWL TOP GRILLE		15221927 GM PART	147.66 0.6 #
<u>ADDITIONAL OPERATIONS</u>							
112		REF	ADD'L OPR	CLEAR COAT			2.4
<u>ADDITIONAL COSTS & MATERIALS</u>							
113			ADD'L COST	PAINT/MATERIALS			275.60 *

* - Judgment Item
 # - Labor Note Applies
 ** QRP CAPA - Quality Replacement Parts CAPA Certified
 ** QUAL REPL PART - Quality Replacement Parts
 C - Included in Clear Coat Calc

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

DAR COLLISION PARTS
 5803 MACCORKLE AVE S.W.
 ST. ALBANS
 WV 25177
 (800) 767-8185 (304) 768-0751

KEYSTONE AUTOMOTIVE
 4170 PERIMETER DR.
 COLUMBUS
 OH 43228
 (800) 820-3962 (614) 272-8600

(800) 538-6272							
22	** 7031390		9.73	21	** R2468	290.00	6 ** GM1230318PP 209.00
27	** 9285		10.09				60 ** GM1249127 51.00
28	** 9284		21.29				61 ** GM1248127 51.00
34	** 38006		19.69				
39	** 254427		414.75				
41	** 408822		54.06				
64	** 390697		136.85				
65	** 8474821		154.85				
68	** 20990		90.98				
70	** 7031538		14.36				
73	** 73484		51.02				
76	** 7031344		8.48				
84	** 228967		179.00				
89	** 216451		71.49				
99	** 134816G		267.38				
108	** 727423		78.00				

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BDY=BODY, BDS=BODY STRUCTURE, REF=REFINISH, GLS=GLASS, FRM=FRAME,
 MCH=-MECHANICAL, FRT=FRONT, RR=REAR, L=LEFT, R=RIGHT, UP=UPPER,
 LWR=LOWER, OTR=OUTER, INR=INNER, ASSY=ASSEMBLY, SUSP=SUSPENSION,
 EXT=EXTENSION, BRKT=BRACKET, INST=INSTRUMENT, ATG=ASSEMBLY TIME GUIDE,
 ADD'L COST= ADDITIONAL COST, ADD'L OPR=ADDITIONAL OPERATION, QUAL
 REPL PART=QUALITY REPLACEMENT PART, QUAL RECYCLED PART=QUALITY
 RECYCLED PART, H/LAMP=HEADLAMP, W/SHIELD=WINDSHIELD, MLDG=MOULDING,
 D=DISCONTINUED, A=APPROXIMATE PRICE, B=BODY LABOR, D=DIAGNOSTIC LABOR,
 E=ELECTRICAL LABOR, F=FRAME LABOR, G=GLASS LABOR, M=MECHANICAL LABOR,
 P=PAINT LABOR, S=STRUCTURAL LABOR, T=TAXED, ADJ=ADJACENT, ALGN=ALIGN,
 A/M=AFTERMARKET, BLND=BLEND, CAPA=CERTIFIED AUTO PARTS ASSOCIATION,
 EST=ESTIMATE, INCL=INCLUDED, R&I=REMOVE AND INSTALL, R&R=REMOVE AND
 REPLACE, LKQ=LIKE KIND AND QUALITY PARTS (USED OEM OR NON-OEM [A/M]),
 O/H=OVERHAUL, B=BETTERMENT.

IF AT ANY TIME YOU DO NOT UNDERSTAND A PARTICULAR SYMBOL OR
 ABBREVIATION, CONTACT THE INSURER FOR AN EXPLANATION.

I. Labor Subtotals		Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary		Amount
Body		12.7	40.00	0.00	0.00	508.00 T	Taxable Parts		9,584.35
Refinish		10.6	40.00	0.00	0.00	424.00 T	Sales Tax @ 6.000%		575.05
Mechanical		28.8	70.00	0.00	0.00	2,016.00 T	Total Re placement Parts Amount		10,159.41
	Taxable Labor					2,948.00			
	Labor Tax @ 6.000 %					176.88			
Labor Summary	52.1					3,124.88			
III.A Additional Costs						Amount	IV. Adjustments		Amount
	Taxable Costs					275.60	Insurance Deductible		0.00
	Sales Tax @ 6.000%					16.54	Customer Responsibility		0.00
Total Additional Costs						292.14			
							I. Total Labor:		3,124.88
							II. Total Re placement Parts:		10,159.41
							III. Total Additional Costs:		292.14
							Gross Total:		13,576.43
							IV. Total Adjustments:		0.00
							Net Total:		13,576.43
									TOTAL LOSS

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

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Point(s) of Impact
16 Non-Collision (P)

Insurance Co: GENERAL CASUALTY
INDIANAPOLIS, IN

Inspection Date: 6/12/2007

Body Shop: UNDECIDED

COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE OWNER.

THERE IS NO REQUIREMENT TO USE ANY SPECIFIED REPAIR FACILITY.

INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT IS AVAILABLE FROM THE INSURER. THE APPRAISAL SHALL INCLUDE A DESCRIPTION OF REPAIRS, KNOWN AT THE TIME OF THE APPRAISAL, NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION, INCLUDING LABOR INVOLVED, COST OF ALL PARTS, NECESSARY PAINTING OR REFINISHING, AND ALL SUBLET WORK TO BE DONE. THIS APPRAISAL MAY INCLUDE THE USE OF AFTERMARKET CRASH PARTS. AN AFTERMARKET CRASH PART=NONORIGINAL EQUIPMENT MANUFACTURER (NON-OEM) REPLACEMENT PART, EITHER NEW OR USED, FOR ANY OF THE NONMECHANICAL PARTS THAT GENERALLY CONSTITUTE THE EXTERIOR OF THE MOTOR VEHICLE, INCLUDING INNER AND OUTER PANELS. IF THE USE OF AFTERMARKET CRASH PARTS VOIDS THE EXISTING WARRANTY ON THE PART BEING REPLACED OR ANY OTHER PART, THE AFTERMARKET CRASH PART SHALL HAVE A WARRANTY EQUAL TO OR BETTER THAN THE REMAINDER OF THE EXISTING WARRANTY. THE AFTERMARKET CRASH PARTS CAN BE IDENTIFIED BY THE FOLLOWING SYMBOLS: A/M, QUALITY REPLACEMENT PART (QRP) AND DOUBLE ASTERISK ** ITEMS. DEDUCTIBLES MAY NOT BE LISTED ON THE APPRAISAL. ALL DEDUCTIBLES & BETTERMENTS MUST BE COLLECTED FROM THE OWNER PRIOR TO RELEASE OF THE VEHICLE. *****THIS IS NOT AN AUTHORIZATION TO REPAIR.***** APPRAISERS DO NOT HAVE THE AUTHORITY TO GUARANTEE PAYMENT. APPRAISALS ARE SUBJECT TO REVIEW BY THE INSURANCE COMPANY FOR FINAL APPROVAL. AUTHORIZATION TO ORDER PARTS OR START REPAIRS IS THE SOLE RESPONSIBILITY OF THE VEHICLE OWNER. NO CLAIM, SUPPLEMENT OR OTHERWISE, WILL BE HONORED WITHOUT PRIOR INSPECTION AND APPROVAL. WE RESERVE THE RIGHT TO INSPECT ANY AND ALL DAMAGES PRIOR TO REPAIR. ANY INCIDENTAL CHARGES KNOWN AT THE TIME OF THE APPRAISAL SUCH AS TOWING, BETTERMENT, STORAGE, ETC. ARE CONTAINED IN THE APPRAISAL. ALL REPAIRS MUST BE COMPLETED IN STRICT ACCORDANCE TO THE MANUFACTURER'S SPECIFICATIONS AND RECOMMENDATIONS. IT IS UNDERSTOOD THAT THE BODY SHOP LISTED ON THE ESTIMATE, IF ONE IS LISTED, AGREES TO COMPLETE AND GUARANTEE ALL REPAIRS LISTED ON THE ESTIMATE FOR THE AMOUNT LISTED ON THE ESTIMATE.

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THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS THAT ARE NOT MANUFACTURED BY THE ORIGINAL MANUFACTURER OF THE VEHICLE OR BY A MANUFACTURER AUTHORIZED BY THE ORIGINAL MANUFACTURER TO USE ITS NAME OR TRADEMARK. THE USE OF AN AFTERMARKET CRASH PART MAY INVALIDATE ANY REMAINING WARRANTIES OF THE ORIGINAL MANUFACTURER ON THE CRASH PART.

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Handley V.F.D.

Po Box 87

Handley Wv 25102

Attended
See Hitchens

Owner#1 _____ Occupant#1 _____
 Address _____ Address _____
 Phone _____ Fishers Phone _____

Owner#2 _____ Occupant#2 _____
 Address _____ Address _____
 Phone _____ Phone _____

Vehicle #1 _____
 Make ENVY Model GMC Year 2004
 License# _____ VIN 1GKDT135642
 Insurance Homeowners INSURANCE Policy# _____
 Truck _____ Trailer# _____
 Agency Brownsville Wv

Vehicle #2 _____
 Make _____ Model _____ Year _____
 License# _____ VIN _____
 Insurance _____ Policy# _____
 Truck _____ Trailer# _____

Detailed Summary:

Call out for car fire at 75 m/m

Fire Assist Cabin (not used)

Address of Call: 75 m/m 177 South

Person Billing Out Report: Baldwin