

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) 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		AGENCY USE ONLY 100148 Date Received 05-AUG-2015 Repository ☐ Reference No. 10746467	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
MATTITUCK	NY				
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
2G4WD582291		BUICK		LACROSSE	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
				No: Cylinders	
Original Owner		Dealer's City		State	
				Zip Code	
Transmission Type		Powertrain		Incident Date(s)	
☐ Antilock Brakes ☐ Cruise Control				02-JUL-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage	
				96000	
				Failure Speed	
				55	
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: DOTM19ABC036)		☐ 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), crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☒ Yes ☐ No		0	
				Number of Deaths	
				0	
				Reported to Police	
				N	
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).					
I WAS DRIVING ON PARKWAY IN NASSAU COUNTY AT 11:30 AM ON 7/2/15 ON A SUNNY DAY AND THE WINDSHIELD WIPERS STARTED GOING UP AND DOWN SLOWLY, I HAD NOT PUT THEM ON. WHILE DRIVING I TRIED TO STOP THE WIPERS TO NO AVAIL. THE COMPUTER ON DASHBOARD STATED 'OPEN HOOD' BUT AS I WAS DRIVING THE HOOD WAS DEFINITELY NOT OPEN. I LATER REALIZED THE COMPUTER WAS SAYING... OPEN THE HOOD. A FEW MOMENTS LATER I SAW SMOKE COMING OUT OF THE PASSENGER SIDE OF THE HOOD AND THE COMPUTER SAID SOMETHING LIKE 'SYSTEM FAILURE'. I IMMEDIATELY PULLED OVER, TURNED OFF THE CAR AND TOOK THE KEYS. THE WINDSHIELD WIPERS WERE STILL MOVING EVEN THOUGH THE CAR WAS OFF AND KEYS WERE OUT OF THE IGNITION. A VOLUNTEER FIREFIGHTER FROM LOCAL AREA SAW MY CAR, PULLED OVER, OPENED THE HOOD AND USED AN EXTINGUISHER ON THE FUSE BOX WHICH WAS SMOKING BADLY ALTHOUGH WE DIDNT SEE FLAMES. HE DISCONNECTED THE CABLES ON THE FUSE BOX, LOCAL FIRE DEPARTMENT AND NY STATE TROOPER ARRIVED. MY CAR WAS TOWED TO MY MECHANICS GARAGE. WE HAVE SINCE FOUND OUT THAT THE FUSE BOX WAS DESTROYED WITH MOST DAMAGE TO THE HDM RELAY AS POSITION #35 IS SEVERELY DAMAGED. I BELIEVE THIS IS ALSO NEXT TO THE WINDSHIELD WIPER RELAY WHICH IS WHY THEY WENT ON. ALSO 3 MAJOR WIRING HARNESSSES WERE MELTED AND DESTROYED. WE DONT KNOW IF THE COMPUTER OR ANY OTHER FEATURE UNDER THE HOOD IS AFFECTED AT THIS TIME. THE DAMAGE AT THIS POINT IS ESTIMATED					
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 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.					



**COLUMBIA UNIVERSITY
MEDICAL CENTER**

Anesthesiology Services of CPMC

*1 Executive Boulevard
4th Floor, Suite 460
Yonkers, New York 10701
(646) 317-3150 ☎
(646) 317-3190 📠*

Facsimile

<i>6/1/16</i>		<i>34 w/ cover</i>	
Date:		Pages:	
<i>NHTSA Office of Defects Investigation</i>			
To:		From:	
<i>202 366-1767</i>			
Fax No:		Phone No:	
cc:		Fax No	
Re:	<i>Doc. # 10746467</i>		
Notes / Comments:			

This message is intended only for the addressee and may contain information that is confidential or privileged. Unauthorized use is strictly prohibited and may be unlawful. If you are not the addressee, you should not read, copy, disclose or otherwise use this message, except for the purpose of delivery to the addressee. If this fax is incomplete or illegible, or has been received in error, please call [646-317-3150]

June 1, 2016

Reference No. 10746467

Please see attached information. The description of what happened is complete per my submission to NHTSA August 2015. I have since had the car totaled by the insurance company because the wiring harness parts that were burned are not available from GM any longer and they believed that the dashboard components and possibly the computer were destroyed by the fire. The fire was in the fuse box and started with the HDM module. The new official recall that I just received in May 2016 states that parts are now available to fix the HDM module which 'may not operate properly in the thermal environment of the underhood electrical center'. But GM never comes out and says malfunction may cause fire, which it did in my case and with other owners who have made complaints to NHTSA and on various websites. Please contact me if you have any questions about this material.

[REDACTED] Mattituck, NY [REDACTED]
[REDACTED]



Buick
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL



14291 2G4WD582291 [REDACTED] 11 0016834

MATTITUCK, NY [REDACTED]



May 2016

This notice applies to your vehicle, VIN: 2G4WD582291 [REDACTED].

Dear [REDACTED]

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

Previously, you were notified that your 2009 model year Buick LaCrosse was involved in GM recall 14291. This letter is to inform you that parts are now available to repair your vehicle.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2009 model year Buick LaCrosse vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 14291.
- Schedule an appointment with your Buick dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps. Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

What will we do?

Your Buick dealer will replace the headlamp driver module (HDM) with a new design HDM. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 25 minutes.

GM

What should you do?

You should contact your Buick dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by May 31, 2017, unless state law specifies a longer reimbursement period.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Buick Customer Assistance Center at 1.800.521.7300 (TTY 1.800.832.8425).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., 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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V755.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall 14291



14291

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____
(17 Characters)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files



Buick
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL



14291 2G4WD582291 11 0012139

MATTITUCK, NY



January 2015

This notice applies to your vehicle, VIN: 2G4WD582291

Dear

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

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2009 model year Buick LaCrosse vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 14291.
- If your vehicle has a condition indicating the headlamp driver module (HDM) is not functioning properly, schedule an appointment with your Buick dealer. Your dealer will install the current HDM service part to correct the condition. This is not a permanent repair. When the revised service part is available, you will receive a second letter advising you to return your vehicle to the dealer for the permanent correction.
- This service will be performed for you at no charge.

Why is your vehicle being recalled?

The headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps. Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE. The permanent service repair is currently under development. When parts are available, we will send you another letter asking you to take your vehicle to your Buick dealer to have your vehicle serviced. You can also check the status of this recall at www.recalls.gm.com.



What should you do?

If your vehicle has a condition indicating the HDM module is not functioning properly, schedule an appointment with your Buick dealer to perform the repair. Do not operate your vehicle at night without functioning low-beam headlamps. If your vehicle suddenly loses low-beam headlamps while you are operating the vehicle at night, turn on the vehicle's high-beam headlamps as necessary to safely drive the vehicle to the nearest location at which you can safely park and exit the vehicle, then arrange for the vehicle to either be towed to a Buick dealership or driven to a Buick dealership during daytime hours. Your dealer will install the current HDM service part to correct the condition. This is not a permanent repair. When the revised service part is available, you will receive a second letter advising you to return your vehicle to the dealer for the permanent correction.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs once the revised service part is available. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by January 31, 2016, unless state law specifies a longer reimbursement period.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Buick Customer Assistance Center at 1.800.521.7300 (TTY 1.800.832.8425).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., 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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V-755.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall #14291



14291

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____
(17 Characters)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Please provide this request form and the required documents to your General Motors dealer for processing. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

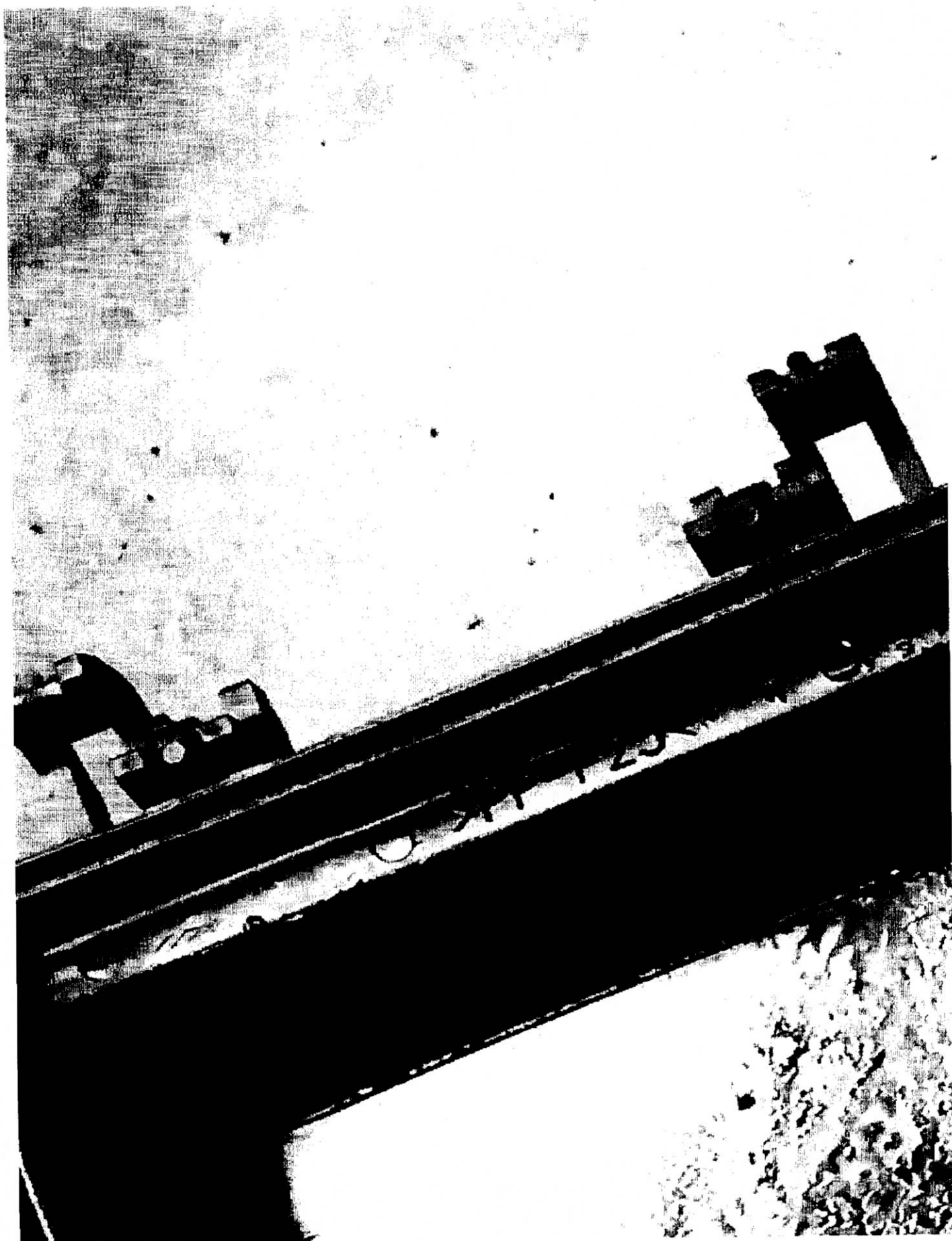
If denied, please provide a copy of this form to the customer and retain original for your files

From:
Sent:
To:
Subject:

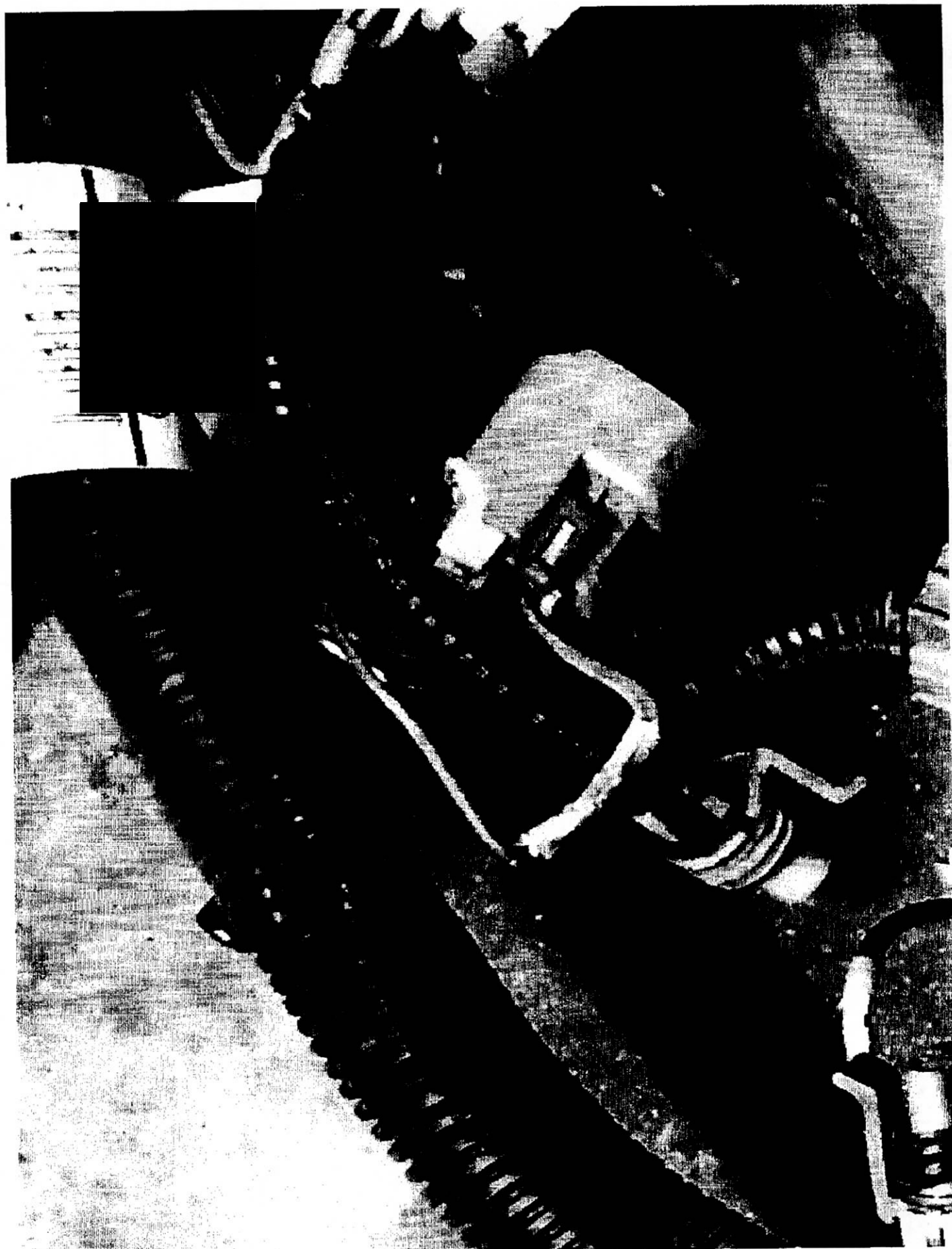
Thursday, August 13, 2015 6:30 PM

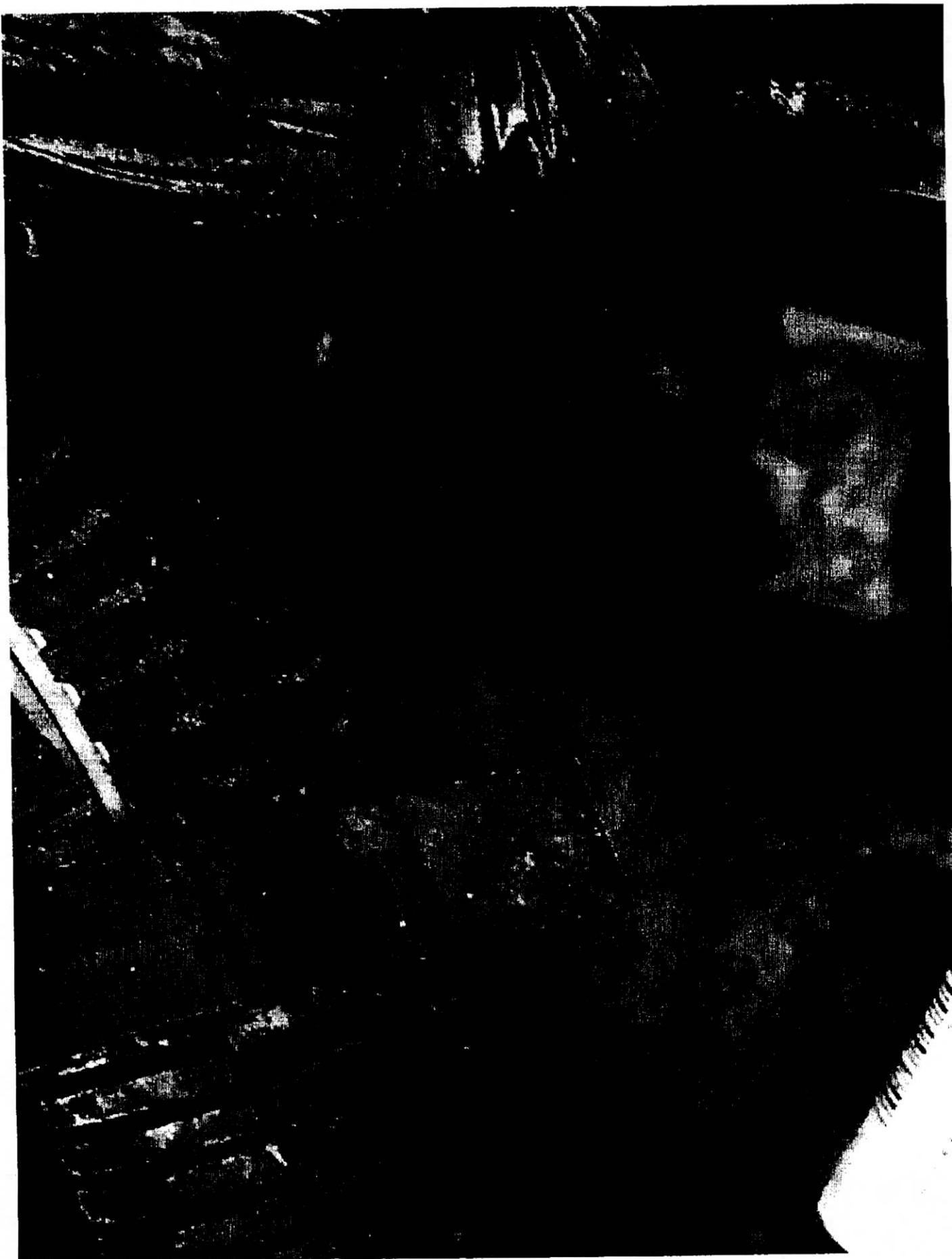
Re: SR # [REDACTED] for [REDACTED]











2015-12-23 16:52

NYSP FARMINGDALE

6317563316 >>

P 1/1

1. Agency LI TROOP L - ZONE I	2. Div/Preinct LI21	New York State INCIDENT REPORT		3. ORI NY1290300	5. Case No.	6. Incident No. [REDACTED]
7,8,9. Date Reported (Day, Date, Time) THURSDAY 07/02/2015 11:25		10,11,12. Occurred On/From (Day, Date, Time) THURSDAY 07/02/2015 11:25		13,14,15. Occurred To (Day, Date, Time) THURSDAY 07/02/2015 11:25		
16. Incident Type VEHICLE-DISABLED VEHICLES				17. Business Name		
19. Incident Address (Street Name, Bldg. No., Apt. No.) [REDACTED]						
20. City/State/Zip NORTH HEMPSTEAD NEW YORK						
21. Location Code (TSLED) NORTH HEMPSTEAD TOWN 3051		23. No. of Victims 0	24. No. of Suspect 0	26. Victim also Complainant?		
Location Type STREET						

ASSOCIATED PERSONS

25. TYPE	Name (Last, First, Middle, Title)	DOB	Street Name Bldg., Apt./No., City, State, Zip	Res Phone Bus Phone
VEHICLE OPERATOR	[REDACTED]	[REDACTED]	MATITUCK NY [REDACTED]	[REDACTED]

VEHICLE

59. Vehicle Status	60. License Plate No. [REDACTED]	61. State NY	62. Exp. Yr. 2017	64. Value
63. Plate Type PASSENGER AUTOMOBILE (REGULAR PLATES)	65. Year 2009	66. Make 67. Model BUICK LACROSSE		
68. Style	69. VIN 2G4WD582291 [REDACTED]	70. Color(s) GRAY		
71a. Towed By SABRE TOWING	71b. Towed To SABRE TOWING			
72. Vehicle Notes				

NARRATIVE

Date of Action 07/02/2015	Date Written 07/02/2015	Officer Name & Rank PIACQUADIO, ANTHONY (TPR)
Narrative While on patrol I was dispatched to NSP w/b at exit 26N for a report of a disabled vehicle. I responded to that location and interviewed the operator who stated that she required a tow. Sabre Towing responded to the scene and towed the vehicle without incident. No further SP actions warranted at this time. CBI		

ADMINISTRATIVE

74. Inquiries	75. NYSPIN Message No.	76. Complainant Signature	
77. Reporting Officer Signature (Include Rank) TPR ANTHONY PIACQUADIO	78. ID No. 703	79. Supervisor Signature (Include Rank) SGT RANDY SMITH	80. ID No. 1050
81. Status CLOSED BY INVESTIGATION	82. Status Date 07/02/2015	83. Notified/TOT	
Solvability Total			0

[REDACTED]

From: Carol McMahan (C) <carol.mcmahan@gm.com>
Sent: Monday, August 10, 2015 4:54 PM
To: [REDACTED]
Subject: SR # [REDACTED] for [REDACTED]

Dear [REDACTED],

Thank you for speaking with me today. In order to move forward I will need the following pictures:

1. Picture of all four sides of the vehicle (far enough back that the whole side of the vehicle can be seen)
2. Picture showing the entire engine compartment
3. Individual pictures of each affected component.

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

Best regards,

Carol McMahan
BRC PAC Specialist
General Motors Product Assistance Claims
866-446-6963, extension 5921660
FAX: 866-255-3840
carol.mcmahan@gm.com



Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

[REDACTED]

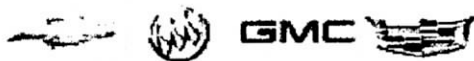
From: Carol McMahan <carol.mcmahan@gm.com>
Sent: Friday, August 14, 2015 9:40 AM
To: [REDACTED]
Subject: RE: SR # [REDACTED] for [REDACTED]

Dear [REDACTED]

Thank you for sending the photos. I have forwarded them to our fire consultant for review. I will reach back out to next with any next steps that are required.

Best regards,

Carol McMahan
BRC PAC Specialist
General Motors Product Assistance Claims
866-446-6963, extension 5921660
FAX: 866-255-3840
carol.mcmahan@gm.com



From: [REDACTED]
Sent: Thursday, August 13, 2015 6:50 PM
To: Carol McMahan (C)
Subject: FW: SR # [REDACTED] for [REDACTED]

Please give me feedback upon review of these photos and advise if you need any additional pictures.

[REDACTED]

From: [REDACTED]
Sent: Thursday, August 13, 2015 6:42 PM
To: [REDACTED]
Subject: Re: SR # [REDACTED] for [REDACTED]

[REDACTED]

From: Agnello, John <John.Agnello@Encompassins.com>
Sent: Monday, August 24, 2015 2:01 PM
To: [REDACTED]
Subject: 2009 buick lacrosse
Attachments: Summary, [REDACTED].pdf


CCC ONE®

MARKET VALUATION REPORT

CLAIM INFORMATION

Owner:	[REDACTED]	Report Reference Number:	[REDACTED]
	Mattituck, NY [REDACTED]	Claim Reference:	[REDACTED]
Insured:	[REDACTED]	Adjuster:	Unkown, Unkown
Loss Vehicle:	2009 Buick Lacrosse Cxl 4 Door Sedan	Claim Submitted Date:	08/07/2015
VIN:	2G4WD582291 [REDACTED]	Date/Time Last Updated:	Original
Odometer:	88,681	Policy Number:	US [REDACTED]
Location:	Mattituck, NY 11952	Appraiser:	Agnello, John
Loss Incident Date:	07/02/2015		

VALUATION SUMMARY

Base Vehicle Value		\$ 8,887.00
Condition Adjustment		+ 80.00
Adjusted Vehicle Value		\$ 8,967.00
Vehicular Sales Tax	8.625%	\$ 773.41
Sales Tax reflects all applicable state, county, and municipal taxes.		
License/Fees (if applicable)		\$ _____
Total		\$ 9,740.41

This CCC ONE™ Market Valuation Report was prepared for Encompass Insurance by CCC Information Services Inc. The CCC ONE™ Market Valuation Report reflects CCC's opinion as to the value of the loss vehicle. CCC has been preparing market value reports for the insurance industry since 1981.

The Base Vehicle Value is derived from comparable vehicle(s) available or recently sold in the marketplace at the time of valuation, with adjustments made to reflect the loss vehicle configuration.

4 comparable vehicle(s) were utilized in this report.

The loss vehicle has been valued in the Northeast region where it was garaged as a newer passenger car with 2% less than average mileage of 90,300.



MARKET VALUATION REPORT

Owner [REDACTED]

Claim Reference: [REDACTED]

VEHICLE ALLOWANCES

Allowances are factors influencing the value of the loss vehicle when compared to a typical vehicle. The typical vehicle is a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard and predominant equipment. These allowances are displayed for illustrative purposes only.

The Base Vehicle Value is calculated from the comparable vehicles with adjustments to reflect the loss vehicle configuration.

Vehicle Allowances

Odometer	88,681	+ 115.00
Options		
Power Passenger Seat	Reported	+ 83.00
Home Link	Reported	+ 41.00
Front Side Impact Air Bags	Reported	+ 124.00
Parking Sensors	Reported	+ 88.00

VEHICLE HISTORY SUMMARY

CCC VINguard®	1 Collision Estimates	07/07/2015
Experian® AutoCheck®	No Title Problem Found	
Insurance Services Organization/ National Insurance Crime Bureau	4 Records Found	
National Highway Traffic Safety Administration	1 Recall	



MARKET VALUATION REPORT

Owner: [REDACTED]

Claim Reference: [REDACTED]

LOSS VEHICLE COMPONENTS

2009 BUICK LACROSSE CXL 4 DOOR SEDAN — MATTITUCK, NY 11952

VIN: 2G4WD582291 [REDACTED]

Below are the components of the loss vehicle, provided to CCC by Encompass Insurance, included in this valuation.

Odometer	88,681	Leather Seats	Standard
		Heated Seats	Standard
Transmission		Radio	
Automatic Transmission	Standard	AM Radio	Standard
Overdrive	Standard	FM Radio	Standard
Power		Stereo	Standard
Power Steering	Standard	Search/Seek	Standard
Power Brakes	Standard	CD Player	Standard
Power Windows	Standard	Steering Wheel Touch Controls	Standard
Power Locks	Standard	Satellite Radio	Standard
Power Mirrors	Standard	Wheels	
Power Driver Seat	Standard	Aluminum/Alloy Wheels	Standard
Power Passenger Seat		Safety/Brakes	
Power Trunk/Gate Release		Drivers Side Air Bag	Standard
Decor/Convenience		Passenger Air Bag	Standard
Air Conditioning	Standard	Anti-Lock Brakes (4)	Standard
Climate Control	Standard	4-Wheel Disc Brakes	Standard
Tilt Wheel	Standard	Front Side Impact Air Bags	Standard
Cruise Control	Standard	Head/Curtain Air Bags	Standard
Rear Defogger	Standard	Parking Sensors	Standard
Intermittent Wipers	Standard	Communications System	Standard
Memory Package	Standard	Hands Free	Standard
Keyless Entry	Standard	Alarm	Standard
Telescopic Wheel	Standard	Traction Control	Standard
Message Center	Standard	Exterior/Paint/Glass	
Home Link		Dual Mirrors	Standard
Remote Starter	Standard	Heated Mirrors	Standard
Seating		Body Side Moldings	Standard
Bucket Seats	Standard	Tinted Glass	Standard
Reclining/Lounge Seats		Clearcoat Paint	Standard



MARKET VALUATION REPORT

Owner: [REDACTED]

Claim Reference: [REDACTED]

VEHICLE CONDITION

Encompass Insurance uses condition inspection guidelines to determine the condition of key components of the loss vehicle. These guidelines are based upon geographic region, age, and vehicle type. The guidelines describe physical characteristics for the major vehicle components. Based on these guidelines, Encompass Insurance has determined the condition of the vehicle prior to the loss. Inspection Notes reflect additional observations from the appraiser regarding the loss vehicle's condition. CCC makes dollar adjustments that reflect the impact the reported condition has on the value of loss vehicle. These dollar adjustments are based upon interviews with dealerships across the United States.

COMPONENT	CONDITION	VALUE IMPACT	
Interior			
Seats	Private owner	\$0	INSPECTION NOTES: Private Owner - Lightly soiled, faded and/or discolored. No significant bare spots.
Carpets	Private owner	\$0	INSPECTION NOTES: Private Owner - Lightly soiled and/or stained.
Dashboard	Private owner	\$0	INSPECTION NOTES: Private Owner - Minimal damage to components. Light wear.
Headliner	Dealer	\$60	INSPECTION NOTES: Private Owner - Few small scratches and/or gouges. Minimal damage to components. Light wear.
Exterior			
Sheet Metal	Private owner	\$0	INSPECTION NOTES: Private Owner - Few dents and/or numerous dings. No significant surface rust.
Trim	Private owner	\$0	INSPECTION NOTES: Private Owner - Minimal damage to components. Few dents and/or numerous dings.



MARKET VALUATION REPORT

Owner: [REDACTED]

Claim Reference: [REDACTED]

VEHICLE CONDITION (CONTINUED)

Paint	Private owner	\$0	INSPECTION NOTES:
			Private Owner - Few small deep chips and/or scratches. No significant peeling and/or flaking. Minor swirl marks. Slight Fading.

Glass	Private owner	\$0	INSPECTION NOTES:
			Private Owner - Light surface scratches and/or pitting. Few chips.

Mechanical

Engine	Private owner	\$0	INSPECTION NOTES:
			Private Owner - Minor seepage. Belts and hoses firm, show minimal wear. Minimal dirt and grease in engine compartment.

Transmission	Private owner	\$0	INSPECTION NOTES:
			Private Owner - Fluid slightly discolored. A few areas of seepage.

Tires

Front Tires	Private owner	\$0	INSPECTION NOTES:
			Private Owner - 41% to 68% of new. Example: Typical new car tires are 11/32, loss measures at 5/32 = 46% (5/11)

Rear Tires	Dealer	\$20	INSPECTION NOTES:
			Dealer - 69% to 90% of new. Example: Typical new car tires are 11/32, loss measures at 8/32 = 73% (8/11)

Total Adjustments:	\$80
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**MARKET VALUATION REPORT**

Owner: [REDACTED]

Claim Reference: [REDACTED]

VINGUARD® VEHICLE IDENTIFICATION

2009 BUICK LACROSSE CXL 4 DOOR SEDAN — MATTITUCK, NY 11952
VIN: 2G4WD582291 [REDACTED]

Vehicles sold in the United States are required to have a manufacturer assigned Vehicle Identification Number (VIN). This number provides certain specifications of the vehicle. Decoding the VIN, using VINGuard®, identifies the vehicle for which vehicle value will be determined.

Insurer Description

Year	2009
Make	Buick
Model/Trim	Lacrosse Cxl
Model Number	WD5
Body Style	4 Door Sedan
Engine	6-3.8L-Fi
Transmission	Automatic Transmission Overdrive
Restraints	Air Bags (Driver+Pass.)
Curb Weight	

This vehicle was assembled in OSHA

VINGuard® Analysis

2009
Buick
Lacrosse Cxl
WD5
4 Door Sedan
6-3.8L-Fi
Air Bags(Dr.+Pass.+Side)
3,495

VINGUARD® VEHICLE HISTORY INFORMATION

Using the VIN for this vehicle, VINGuard® detected discrepancies or prior history requiring additional research. Please review the information detailed below.

VINGuard® Messages: VINGuard has decoded this VIN without any errors.

ISO Vehicle History:

Number of times reported to ISO: 4

ISO's file number [REDACTED]

Activity Reported: **Collision Estimate**

Loss date: **07/02/2015**

Insurance company: **Continental Casualty Company**

Phone: **(000) 000-0000**

Claim ref: [REDACTED]

Coverage: **Comprehensive**

Point of Impact:

Mileage: **UNKNOWN**

ISO notified: **07/07/2015**

Activity Reported: **Property & Casualty**

Loss date: **07/02/2015**

Insurance company: **Encompass Insurance Company**



MARKET VALUATION REPORT

Owner: [REDACTED]

Claim Reference: [REDACTED]

Phone: [REDACTED]

Claim ref: [REDACTED]

Point of Impact:

Activity Reported: **Property & Casualty**

Loss date: **07/02/2015**

Insurance company: **Encompass Insurance Company**

Phone: **(678) 475-6036**

Claim ref: [REDACTED]

Point of Impact:

Activity Reported: **Property & Casualty**

Loss date: **09/08/2011**

Insurance company: **Allstate Insurance Company**

Phone: **(800) 262-7255**

Claim ref: [REDACTED]

Point of Impact:

Collision History Information:

COLLISION INCIDENT REPORTED BY ENCOMPASS INSURANCE ON 07/07/2015.

Claim #: [REDACTED] **E3-011 IN MATTITUCK, NY**

Repair Estimate: **\$1,911 Miles: 88681**

Damage **ENGINE BURN.**

Location:

CCC ONE®

MARKET VALUATION REPORT

Owner [REDACTED]

Claim Reference: [REDACTED]

EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT

CCC provides Encompass Insurance Information reported by Experian® regarding the loss vehicle. This data is provided for informational purposes. Unless otherwise noted in this Market Valuation Report, CCC does not adjust the value of the loss vehicle based upon this information.

REPORT RUN DATE: 08/07/2015 KEY: = No Event Found

= Event Found

= Information Needed

TITLE CHECK

AutoCheck's result for this 2009 Buick Lacrosse Cxl (2G4WD582291 [REDACTED]) show no significant title events. When found, events often indicate automotive damage or warnings associated with the vehicle.

EVENTS CHECKED	RESULTS FOUND
Abandoned	No Abandoned Record Found
Damaged	No Damaged Record Found
Fire Damage	No Fire Damage Record Found
Grey Market	No Grey Market Record Found
Hail Damage	No Hail Damage Record Found
Insurance Loss	No Insurance Loss Record Found
Junk	No Junk Record Found
Rebuilt	No Rebuilt Record Found
Salvage	No Salvage Record Found

EVENT CHECK

AutoCheck's result for this 2009 Buick Lacrosse Cxl (2G4WD582291 [REDACTED]) show no historical events that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

EVENTS CHECKED	RESULTS FOUND
NHTSA Crash Test Vehicle	No NHTSA Crash Test Vehicle Record Found
Frame Damage	No Frame Damage Record Found
Major Damage Incident	No Major Damage Incident Record Found
Manufacturer Buyback/Lemon	No Manufacturer Buyback/Lemon Record Found
Odometer Problem	No Odometer Problem Record Found
Recycled	No Recycled Record Found
Salvage Auction	No Salvage Auction Record Found
Water Damage	No Water Damage Record Found

VEHICLE INFORMATION

INFORMATION FOUND. AutoCheck found additional information on this vehicle. These records will provide more history for this 2009 Buick Lacrosse Cxl (2G4WD582291 [REDACTED]).

EVENTS CHECKED	RESULTS FOUND
Accident	Accident Record(s) Found
Corrected Title	No Corrected Title Record Found
Driver Education	No Driver Education Record Found
Duplicate Title	No Duplicate Title Record Found
Emissions Safety Inspection	No Emissions Safety Inspection Record Found
Fire Damage Incident	No Fire Damage Incident Record Found
Lease	No Lease Record Found
Lien	No Lien Record Found
Livery Use	No Livery Use Record Found
Government Use	No Government Use Record Found
Police Use	No Police Use Record Found
Fleet	No Fleet Record Found
Rental	No Rental Record Found
Fleet and/or Lease	No Fleet and/or Lease Record Found
Fleet and/or Rental	No Fleet and/or Rental Record Found
Repossessed	No Repossessed Record Found
Taxi use	No Taxi use Record Found
Theft	No Theft Record Found



MARKET VALUATION REPORT

Owner: [REDACTED]

Claim Reference: [REDACTED]

EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT (CONTINUED)

ODOMETER CHECK

THIS VEHICLE CHECKS OUT For this 2009 Buick Lacrosse Cxl (2G4WD582291 [REDACTED]) no indication of odometer rollback or tampering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tampering, or possible odometer breakage.

DATE REPORTED

2009-07-13

ODOMETER READING

32

FULL HISTORY

REPORT RUN DATE: 08/07/2015 Below are the historical events for this vehicle listed in chronological order.

Event Date	Event Location	Odometer Reading	Data Source	Event Detail
2009-06-01	MATTITUCK, NY	32	Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2009-07-13	MATTITUCK, NY		Motor Vehicle Dept.	TITLE
2011-04-26	MATTITUCK, NY		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2011-09-08	NASSAU COUNTY, NY		State Agency	COLLISION WITH ANOTHER VEHICLE
2013-04-24	MATTITUCK, NY		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2015-05-05	MATTITUCK, NY		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL

AUTOCHECK TERMS AND CONDITIONS: Experian's Reports are compiled from multiple sources. It is not always possible for Experian to obtain complete discrepancy information on all vehicles; therefore, there may be other title brands, odometer readings or discrepancies that apply to a vehicle that are not reflected on that vehicle's Report. Experian searches data from additional sources where possible, but all discrepancies may not be reflected on the Report.

These Reports are based on information supplied to Experian by external sources believed to be reliable, BUT NO RESPONSIBILITY IS ASSUMED BY EXPERIAN OR ITS AGENTS FOR ERRORS, INACCURACIES OR OMISSIONS. THE REPORTS ARE PROVIDED STRICTLY ON AN "AS IS WHERE IS" BASIS, AND EXPERIAN FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING THIS REPORT.

YOU AGREE TO INDEMNIFY EXPERIAN FOR ANY CLAIMS OR LOSSES, INCLUDING COSTS, EXPENSES AND ATTORNEYS FEES, INCURRED BY EXPERIAN ARISING DIRECTLY OR INDIRECTLY FROM YOUR IMPROPER OR UNAUTHORIZED USE OF AUTOCHECK VEHICLE HISTORY REPORTS.

Experian shall not be liable for any delay or failure to provide an accurate report if and to the extent which such delay or failure is caused by events beyond the reasonable control of Experian, including, without limitation, "acts of God", terrorism, or public enemies, labor disputes, equipment malfunctions, material or component shortages, supplier failures, embargoes, rationing, acts of local, state or national governments, or public agencies, utility or communication failures or delays, fire, earthquakes, flood, epidemics, riots and strikes.

These terms and the relationship between you and Experian shall be governed by the laws of the State of Illinois (USA) without regard to its conflict of law provisions. You and Experian agree to submit to the personal and exclusive jurisdiction of the courts located within the county of Cook, Illinois.

**MARKET VALUATION REPORT**

Owner: [REDACTED]

Claim Reference: [REDACTED]

NHTSA VEHICLE RECALL

The National Highway Traffic Safety Administration has issued 1 safety related recall notices that may apply to the above valued vehicle.

NHTSA ID: 14V355000**ISSUED:****NO. OF VEHICLES: 3,141,731**

Electrical System: Ignition this defect can affect the safe operation of the airbag system. Until this recall is performed, Customers should remove all items from their key rings, leaving only the ignition key. The key fob (if applicable), should also be removed from the key ring. General Motors LLC (GM) is recalling certain model year 2005-2009 Buick Lacrosse, 2006-2011 Buick Lucerne, 2000-2005 Cadillac Deville, 2006-2011 Cadillac DTS, 2006-2014 Chevrolet Impala, and 2006-2007 Chevrolet Monte Carlo Vehicles. In the affected Vehicles, the weight on the key ring and road conditions or some other jarring event may cause the ignition switch to move out of the run position, turning off the Engine. If the key is not in the run position, the air bags may not deploy if the Vehicle is involved in a crash, increasing the risk of injury. Additionally, a key knocked out of the run position will cause loss of Engine power, power steering, and power braking, increasing the risk of a Vehicle crash. GM will notify owners, and Dealers will install two 13mm key rings and key insert into the Vehicle's Ignition keys, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact General Motors Customer service at 1-800-521-7300 (Buick), 1-800-458-8006 (Cadillac), and 1-800-222-1020 (Chevrolet). GM's number for this recall is 14299.



MARKET VALUATION REPORT

Owner: [REDACTED]

Claim Reference: [REDACTED]

COMPARABLE VEHICLES

LOSS VEHICLE - 2009 BUICK LACROSSE CXL 4 DOOR SEDAN — MATTITUCK, NY 11952
 VIN: 2G4WD582291 [REDACTED]

	LOSS VEHICLE 2009 BUICK LACROSSE CXL 4 DOOR SEDAN 6-3.8L-FI	DEALER VEHICLE COMPARABLE 1 2009 BUICK LACROSSE CX 4 DOOR SEDAN 6-3.8L	DEALER VEHICLE COMPARABLE 2 2009 BUICK LACROSSE CXL 4 DOOR SEDAN 6-3.8L	DEALER VEHICLE COMPARABLE 3 2009 BUICK LACROSSE CXL 4 DOOR SEDAN 6-3.8L
Options				
Automatic Transmission	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Mirrors	✓	✓	✓	✓
Power Driver Seat	✓	✓	✓	✓
Power Passenger Seat	✓	✓	✓	✓
Power Trunk/Gate Release	✓	✓	✓	✓
Air Conditioning	✓	✓	✓	✓
Climate Control	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Console/Storage	x	x	✓	x
Memory Package	✓	✓	✓	✓
Keyless Entry	✓	✓	✓	✓
Telescopic Wheel	✓	✓	✓	✓
Message Center	✓	✓	✓	✓
Home Link	✓	x	✓	✓
Remote Starter	✓	✓	✓	✓
Wood Interior Trim	x	x	✓	x
Cloth Seats	x	✓	x	x
Bucket Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	✓	✓	✓
Leather Seats	✓	x	✓	✓
Heated Seats	✓	x	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓


CCC ONE®
MARKET VALUATION REPORT

Owner: [REDACTED]

Claim Reference: [REDACTED]

COMPARABLE VEHICLES (CONTINUED)

Steering Wheel Touch Controls	✓	✓	✓	✓
Premium Radio	x	x	✓	x
Satellite Radio	✓	✓	✓	✓
Clad Wheels	x	x	✓	x
Aluminum/Alloy Wheels	✓	✓	x	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Front Side Impact Air Bags	✓	✓	✓	✓
Head/Curtain Air Bags	✓	✓	✓	✓
Parking Sensors	✓	x	✓	✓
Communications System	✓	✓	✓	✓
Hands Free	✓	✓	✓	✓
Alarm	✓	✓	✓	✓
Traction Control	✓	✓	✓	✓
Stability Control	x	✓	x	x
Dual Mirrors	✓	✓	✓	✓
Heated Mirrors	✓	✓	✓	✓
Body Side Moldings	✓	✓	✓	✓
Tinted Glass	✓	✓	✓	✓
Clearcoat Paint	✓	x	x	x
Miles	88,681	26,232	140,329	31,547
List Price		\$12,777	\$8,995	\$11,885
Adjustments				
Model/Trim/Year		+750		
Options		-45	-42	
Mileage		-3,373	+1,984	-3,101
Comparable Vehicle condition adjustment		-963	-963	-963
Adjusted Value		\$9,146	\$8,995	\$7,821
Dealership		Wallingford Buick GMC	Autos By Joseph Inc	Vail Buick GMC
Telephone		203-269-8741	845-795-4058	914-666-7537
Stock ID		Stock: 186018T		Stock: [REDACTED]
VIN		2G4WC582191 [REDACTED]	2G4WD582591 [REDACTED]	2G4WD582091 [REDACTED]
Type/Date		Pub Date 7/26/2015	Pub Date 7/19/2015	Pub Date 7/11/2015
Distance from Mattituck, NY		35 Miles - Wallingford, CT	87 Miles - Milton, NY	62 Miles - Bedford Hills, NY

> Comparable vehicles used in the determination of the Base Vehicle Value are not intended to be replacement vehicles but are reflective of the market value.

**MARKET VALUATION REPORT**

Owner: [REDACTED]

Claim Reference: [REDACTED]

COMPARABLE VEHICLES (CONTINUED)

- > List Price is the sticker price of an inspected dealer vehicle and the advertised price for the advertised vehicle. Take Price is the amount that the dealership has stated it will accept to sell the inspected dealer vehicle. For advertised vehicles, the Advertised Price is the same as List Price.
- > Take Price or List Price displayed above (as applicable) may differ from the advertised price where CCC obtains different price information from the seller.
- > The Comparable Vehicle Condition Adjustment sets that vehicle to a common condition baseline. To see how the condition of the loss vehicle impacts the valuation, see the Vehicle Condition section of this report.
- > Comparable vehicles used in the determination of the Base Vehicle Value are not intended to be replacement vehicles but rather are included because they are reflective of the market value.
- > The Adjusted Value represents the price of the comparable vehicle with the adjustments displayed above. Dollar adjustments are based upon market research.
- > Distances displayed indicate approximate miles between loss and comparable vehicle locations. Distances are based upon a straight line between these locations.
- > Some comparable vehicles that were recently available may no longer be available.



MARKET VALUATION REPORT

Owner: [REDACTED]

Claim Reference: [REDACTED]

ADDITIONAL COMPARABLE VEHICLES

The following comparable vehicles support the Base Vehicle Value of the loss vehicle.

Local Advertisement

Source	Vehicle	List Price	Adjusted Value
Paragon Honda Ad Date: 06/02/2015 (800) 466-8038 Woodside NY 74 Miles From Mattituck	2009 Buick Lacrosse Cxl Odometer: 98,200 VIN: 2G4WD582791 [REDACTED]	\$ 8,691	\$ 8,343

VALUATION METHODOLOGY

Encompass Insurance has provided CCC the VIN (Vehicle Identification Number) of the loss vehicle and the vehicle owner's zip code, which determine the market(s) that CCC used in the valuation. Using this information, CCC searches its databases to find comparable vehicles in these markets. CCC's database includes vehicles for sale at dealerships that CCC has physically inspected, as well as dealer and private party advertised vehicle information from numerous resources including AutoTrader.com®. Encompass Insurance has also provided CCC with the configuration of the loss vehicle, including equipment, odometer, condition, maintenance, etc. Vehicles located are compared to the loss vehicle, and adjustments are made for differences such as model/trim, equipment, and odometer. The comparable vehicles are also adjusted for condition to a common condition baseline. Using the adjusted values of the comparable vehicles, CCC calculates the Base Vehicle Value.

The Base Vehicle Value is the weighted average of the adjusted values of the comparable vehicles based on the following factors:

- > Source of the data (such as inspected versus advertised)
- > Similarity (such as equipment, odometer, and year)
- > Proximity to the loss vehicle's primary garage location
- > Recency of information
- > Comparable vehicles used in the determination of the vehicle value are not intended to be replacement vehicles, but are reflective of the market value.

The Adjusted Vehicle Value is determined by adjusting the Base Vehicle Value to account for the actual condition of the loss vehicle and its other reported attributes, if any, such as refurbishments, after factory equipment, and unrelated prior damage.

Please review the information in this Valuation Detail to confirm the reported mileage, condition and to verify there are no missed options, added equipment or refurbishments, or other aspects of the loss vehicle that may impact the value.

VALUATION NOTES

Regulations concerning vehicle value include New York Regulation 11 NY ADC 216.7, Regulation 64.



MARKET VALUATION REPORT

Owner: [REDACTED]

Claim Reference: [REDACTED]

MARKET DEFINITION

The loss vehicle has been identified to CCC as a 2009 Buick Lacrosse Cxl 4 Door Sedan garaged in the ZIP code 11952 - Mattituck, NY. Details of the specific markets searched based upon that information follow.

THE STATE OF NEW YORK is subdivided by CCC into 12 markets. The following 9 markets were used in the preparation of this vehicle Market Valuation Report.

SUFFOLK COUNTY NY - In this market, CCC maintains a database of 1,397 inspected dealer vehicles located at 6 dealerships, and 2,207 dealer advertised, and 105 privately advertised vehicles taken from 12 local papers or magazines.

NASSAU COUNTY NY - In this market, CCC maintains a database of 6,105 inspected dealer vehicles located at 26 dealerships, and 37,724 dealer advertised, and 1,484 privately advertised vehicles taken from 40 local papers or magazines.

NEW YORK CITY NY - In this market, CCC maintains a database of 910 inspected dealer vehicles located at 11 dealerships, and 36,815 dealer advertised, and 2,303 privately advertised vehicles taken from 44 local papers or magazines.

Other markets searched - Hudson Valley, Hartford/New Britain, North New Jersey, New Haven/Bridgeport, Providence and Central New Jersey. In these markets, CCC maintains a database of 24,487 inspected dealer vehicles located at 121 dealerships and 225,284 vehicles taken from 227 local newspapers or magazines.

From these 9 markets, comparable vehicles were selected based on the year, make, model/trim and body style of the loss vehicle.