

FEB 20 2018



CL-11074817-2089

Huber Heights, Ohio

2/1/2018

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-216)
400 7th S.W. Street
Washington, DC 20590

Dear Sirs:

I am writing because on December 31, 2017 My Pontiac Grand prix caught fire in the engine compartment and my insurance company, the Nationwide General Insurance Company, concluded that the reason that it caught fire was due to a recall that I had repaired and was not properly repaired. I received a card alerting me to the possibility of an engine fire in my Grand Prix due to a recall, 15757 Under Hood Fire, and on December 12, 2016 I took the Grand Prix to White Allen Chevrolet to have the repairs performed. On December 31, 2017 the Grand prix caught fire just as I was putting on my seat belt to leave my driveway. I saw smoke coming from under my hood, and then saw flames coming from under the hood, I immediately exited the Grand Prix and called the Huber heights Fire Department who came and extinguished the fire. The Nationwide insurance company paid me for my Grand Prix except for the \$500.00 deductible on my policy and referred me to your organization to assist in recovering my losses. I am enclosing a copy of the letter from my insurance company, a copy of the repair order with the recall card, and pictures of the Grand prix after the fire that shows the damages. Please assist me with the recovery.

Thank you,



NW
2-23-18
40

2+



Nationwide

Page 1 of 2

Date prepared January 23, 2018

Claim number

Policy number

Questions?

Contact Claims Associate
Robert Opalenik
OPALENR@nationwide.com
Phone 614-854-3245
Fax 866-528-2414

HUBER HEIGHTS, OH

**Our Subrogation
Department is now
handling your claim**

Dear

We wanted to let you know your Comprehensive claim has been reassigned to our Subrogation Department for follow-up on collection of the damages we've paid on your behalf and for the deductible you've paid. We're continuing our pursuit against the responsible party to recover the losses.

If we're unsuccessful in collecting directly from the at-fault party, we may refer your file to an attorney for further action. If they succeed in their recovery efforts, we'll return your deductible on a pro-rata basis. If we decide to close the file, we will notify you of this decision.

Claim details

Insurer: Nationwide General Insurance Company
Policyholder:
Claimant: GENERAL MOTORS CORP
Claim number:
Loss date: December 31, 2017

Next steps

If you believe your claim resulted from a manufacturing defect, you may file a complaint with the National Highway Traffic Safety Administration at <http://www-odl.nhtsa.dot.gov/ivoq/index.cfm> or contact them at:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-216)
400 7th Street, S.W. Washington, DC 20590

For help when you need it

If you have any questions on this matter, please contact me at 614-854-3245 or OPALENR@nationwide.com.

CUSTOMER #:

INVOICE

White Allen

DAYTON'S DRIVING FORCE CHEVROLET

442 NORTH MAIN ST. - DAYTON, OHIO 45405
SERVICE DEPARTMENT PHONE (937) 325-8300
COLLISION CENTER PHONE (937) 220-6370

PAGE 1

DAYTON, OH
HOME
BUS:

CONT
CELL:

SERVICE ADVISOR: 677 GAGE HARNER

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|-------------|------------|--------------------|-------------------------------|---------|------------------|---------|-----------|
| | 01 | PONTIAC GRAND PRIX | 1G2WP52K61 | | 191293 / 191293 | | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 01JAN01 IS | | | 17:00 12DEC16 | | 104.00 | CASH | 12DEC16 |
| R.O. OPENED | | READY | OPTIONS: ENG:3.8_Liter_V6_MFI | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|-----------------------|--------|-------|------|--------|------|---------------|-------|
| A | RECALL | 15757 | | | | | |
| 69 RECALL CODES | | | | | | | |
| PARTS: | | | | 672 WC | 0.00 | LABOR: | 0.00 |
| 191293 Parts ordered. | | | | | | TOTAL LINE A: | 0.00 |

 PAYMENT METHOD
 CASH CHARGE CHECK NO-
 VISA MASTERCARD DISCOVER

CUSTOMER SIGNATURE

HITTLE BUICK GMC
1270 SWEITZER ST
GREENVILLE, OH 45331
(937) 548-1147

DAYTON, OH

THIS SERVICE WILL BE PERFORMED AT **NO CHARGE** TO THE OWNER.



VALUED PONTIAC OWNER, WE WANT TO LET YOU KNOW THAT GM IS COMMITTED TO QUALITY PRODUCTS AND CUSTOMER SATISFACTION.

ACCORDING TO OUR RECORDS, AS OF NOVEMBER 2017, SERVICE HAS NOT BEEN COMPLETED ON THE FOLLOWING OPEN RECALL(S) FOR YOUR PONTIAC GRAND PRIX.

15757 UNDER HOOD FIRE

Performed by White Allen Chevrolet 12/12/16



GMRPCUB14L 00084108D BAO-00000115847

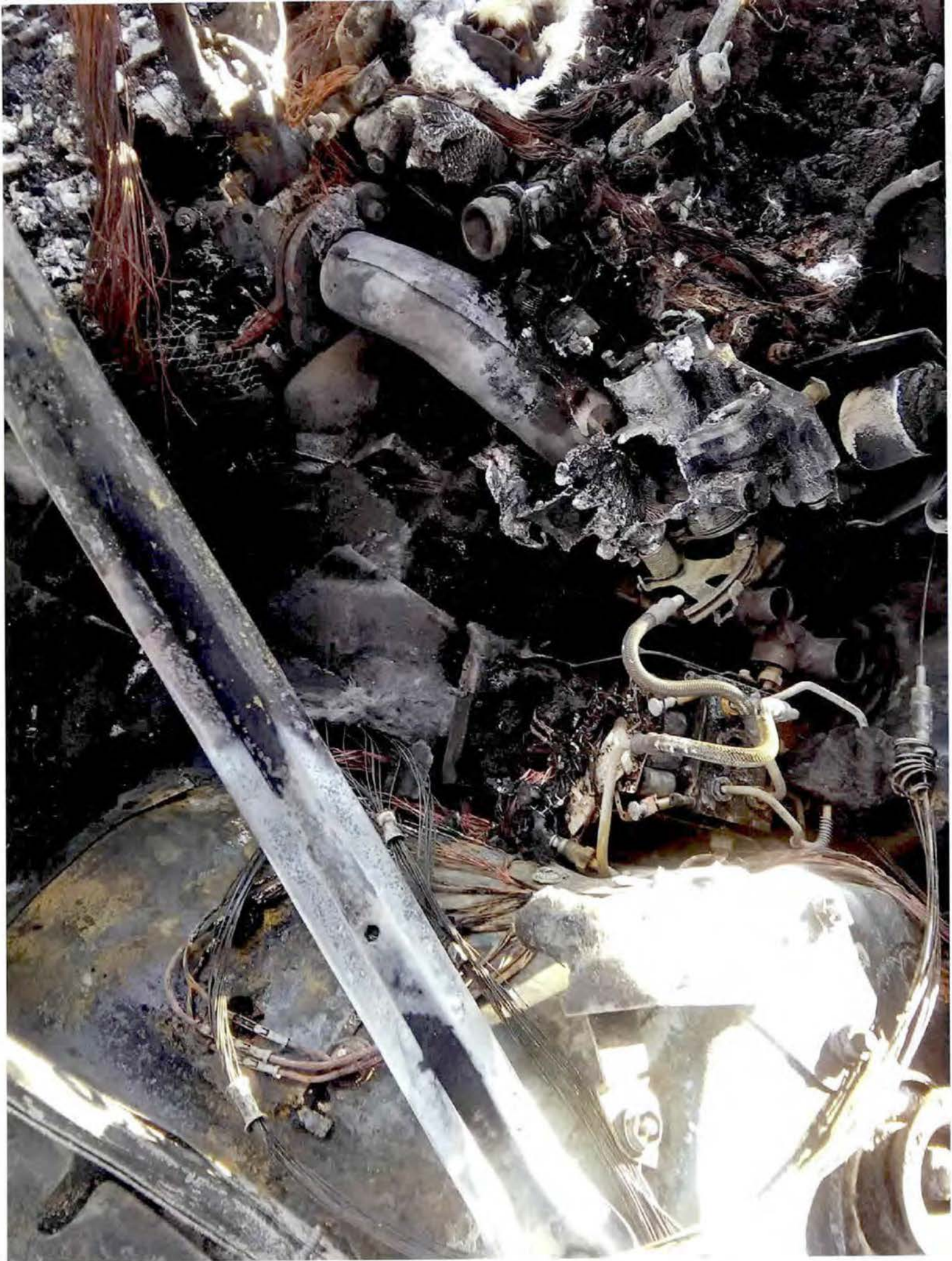


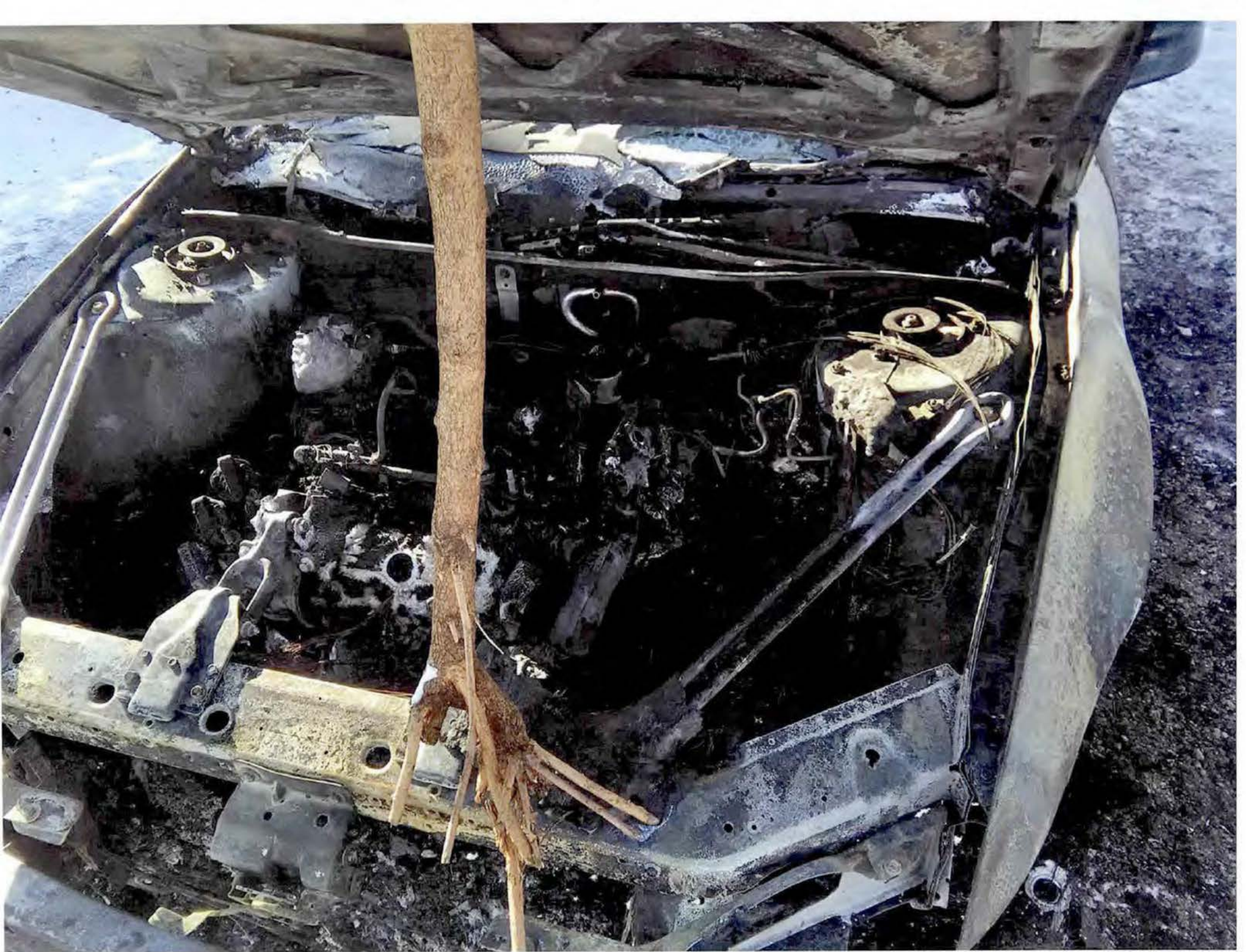
1G2WP52K61F116309

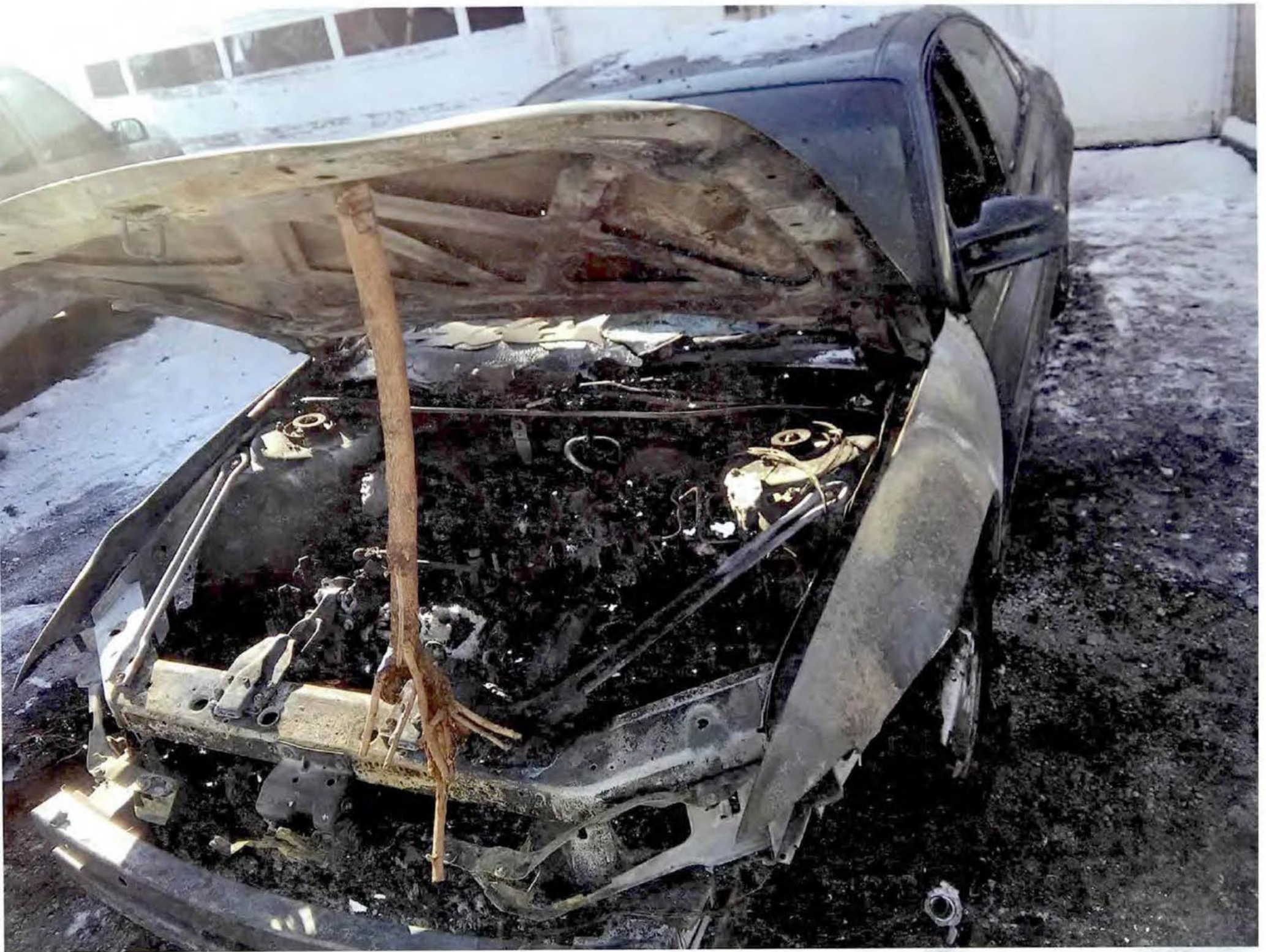
By signing below, you acknowledge that you were...
Dealership to perform the services/repairs itemized in this invoice...
(or had the opportunity to inspect) any replaced parts as requested...
is being returned to you in exchange for your payment of the amount due.

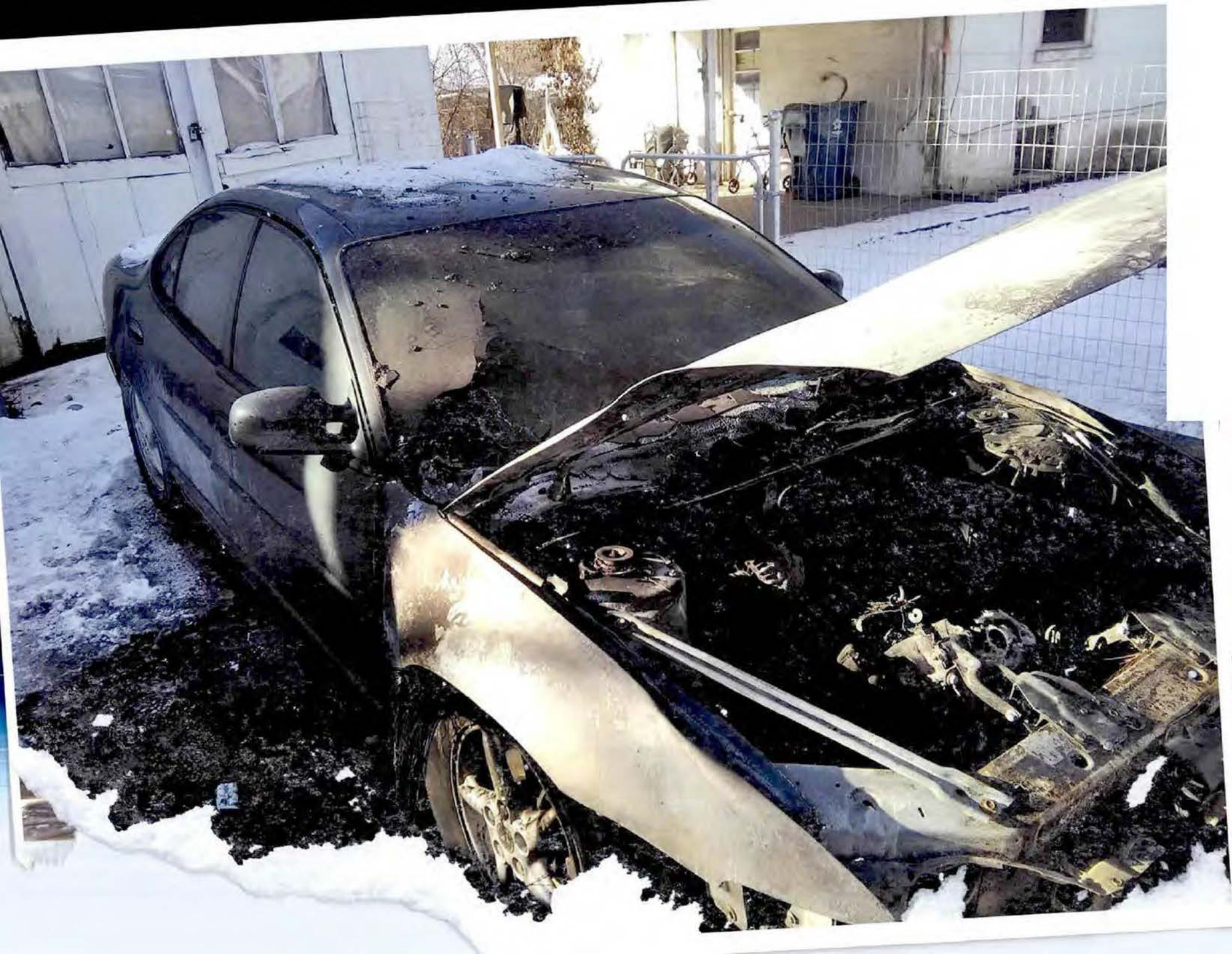
DATE CUSTOMER SIGNATURE

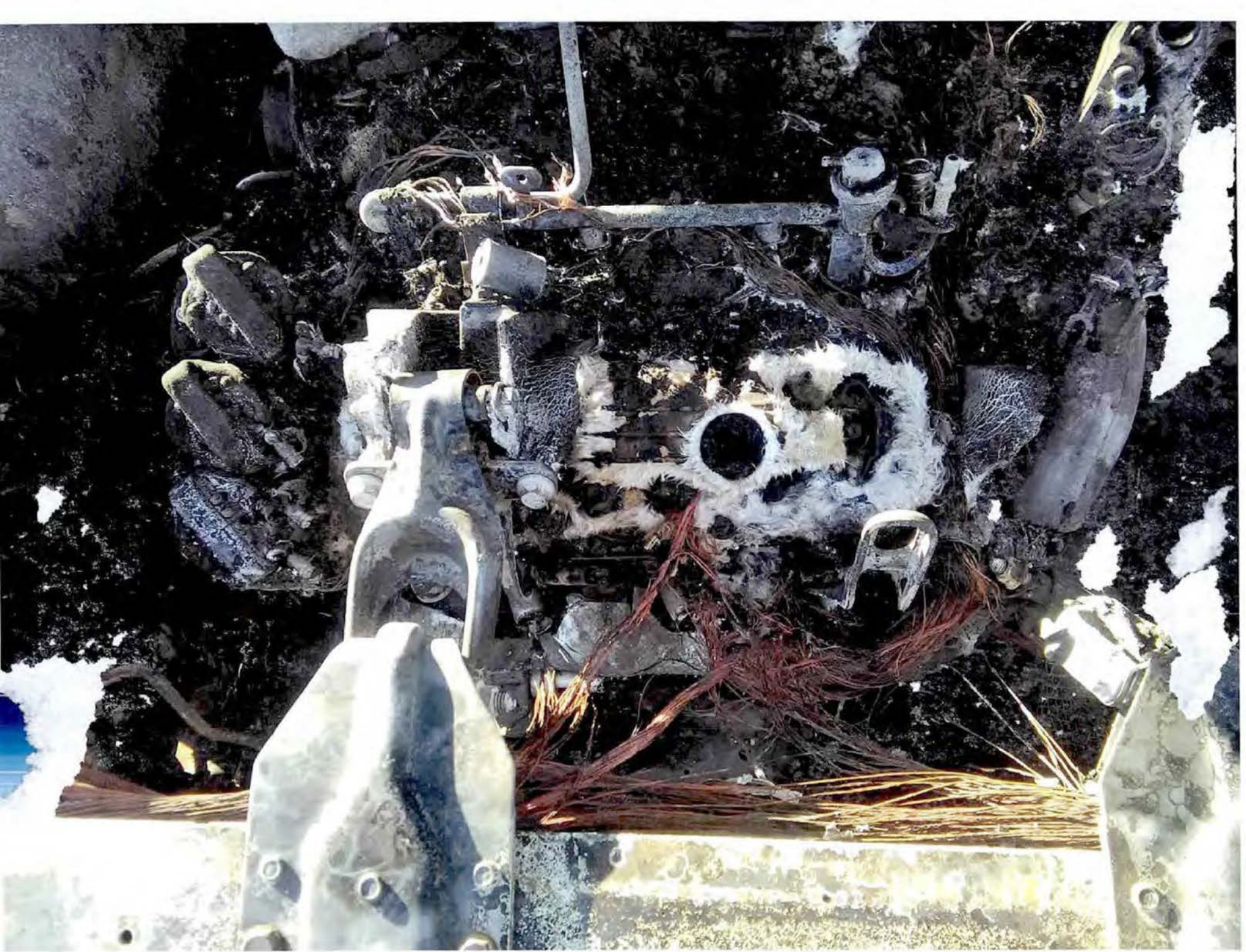
PLEASE PAY THIS AMOUNT













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