

1

EA 02030
5/19/03

BOOK 1

GM621A
PE02-030

ATTACHMENT "1"

2A

GM621A
EA02-030

ATTACHMENT "2A"

PONTIAC MOTOR DIVISION
*** GM RESTRICTED ***

132106

OT23168
J01-124

CASE NO: 96281876P VIN: 1G2HK52K3T4242423
DATE OPENED: 11/18/1996 MODEL YR: 96
DATE CLOSED: *N/A*/1996 SERIES: BONNEVILLE
SOURCE: TELEPHONE CALL MILEAGE: 014000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

ITEMS OF COMPLAINT

J01 ALLEGES SMALL COMPARTMENT FIRE J74 UPPER INTAKE MANIFOLD CAMPAIGN
W02 X28 96045
E71 JOE NICOLINA/GEORGE PALMER 03396

CASE CLOSING/PROBLEM CODE COMMENTS

J01 FAILURE-ENGINE
J74 MANIFOLD/GASKET
W02 POSSIBLE SAFETY
X28 OUTSTANDING CAMPAIGN
E71 REFERRED TO DLR CONTACT PERSON

CASE COMMENTS

11/18/96 09:44:31

MR. DUFFY, DRIVER OF VEHICLE STATES HAD OIL CHANGED AT AVALINO'S TIRE & AUTO CENTER ON 11/16 THEN NOTICED SMOKE IN ENGINE, THOUGHT IT WAS OIL SPILLED ON MANIFOLD, BUT TOOK BACK TO INDEP WHO ADVISED WIRES WERE ALLEGEDLY BURNT & APPEARED TO BE A SMALL ENGINE COMPARTMENT FIRE. STATES ENGINE LIGHT STILL ON, BUT CAR IS RUNNING. STATES CLOSEST DLR CAN'T GET HIM IN FOR 2 WEEKS. SEEMS TO KNOW IF HE SHOULD DRIVE THIS TO NEXT CLOSEST DLR FOR REPAIRS. ADVISED NOT AWARE SAFE TO DRIVE, COULD CALL HAC OR CCM'S AT OTHER DLRS TO DISCUSS APPOINTMENT. ADVISED OF CCM JOE NICOLINA AT HISSLER 03187 & CCM GEORGE PALMER AT RAFFERTY/03396 FOR DIAGNOSIS & 3/96 IS FOR ANY MANUFACTURER'S DEFECTS, RELY ON DLR FOR DIAGNOSIS & WILL DOCUMENT CONCERNS. COMPUTERS CLOCKED PRIOR TO CHECKING SCB, OUTSTANDING CAMPAIGN ON UPPER INTAKE MANIFOLD, 96045. VAB73

133971 DT25041A
K30-042

PAGE: 017
PRG: SCAPHER
DATE: 08/27/1996
TIME: 21:12

CUSTOMER ASSISTANCE SYSTEM
BUICK MOTOR DIVISION - GENERAL MOTORS CORPORATION
IMAGE COPY OF COMPLAINT FILE

PROBLEM NO: 01440783
CUSTOMER: NEWA/RALPH/D

- 1. C.A.REP... BALLARD
- 2. DATE..... 08/08/96
- 3. TIME..... 16:31
- 4. SOURCE... S
- 5. CUSTOMER... NEWA/RALPH/D
- 6. STREET... 433/ROLAND/ROAD
- 7. APT #.....
- 8. CITY..... GROSSE/POINTE
- 9. STATE... MI
- 10. ZIP..... 482352809
- 11. PHONE (H)... 3136650499
- 12. PHONE (B)..
- 13. VIN..... 1G4HF52K7VH409417
- 14. YE-SER... 97H
- 15. MILEAGE... *
- 16. DEL. DATE..
- 17. STATUS (O,C,D,R,N,S)..... * C
- 18. FORM LETTER.....
- 19. EN.* 42 36. DST.* 01 37. DLR. 42211
- 20. SEV DLR.* RAY/LAETHE
- 21. SELL DLR..
- 22. DATE REPLY SENT TO ZONE-DLR.... 080796
- 23. DATE CENTER RECEIVED CLOSING... 082096
- 24. CLOSED BY (DLR,ENE,CAREP)..... D
- 25. DATE CLOSED..... 081396
- 26. EMP. ASSUMED BY (DLR,FAC,CUS)..
- 27. CUSTOMER SATISFIED (Y/N)..... Y
- 28. ARBITRATION (Y/N).....
- 29. REQUIRES DMR CONTACT.....
- 30. DATE CORPORATION CASE RECEIVED.
- 31. DATE OF FIRST CONTACT..... 081396
- 32. PROBLEM DESCRIPTION... GE 1241 - O/ ALLEGES SMALL ENGINE FIRE
- 33. TROUBLE CODES..... T80 T30

- 1. APPROVER #1 STATUS.....
- 2. APPROVER #1 USERID.....
- 3. APPROVER #2 STATUS.....
- 4. CHECK REQUEST DATE.....
- 5. CHECK AMOUNT.....
- 6. MAIL CHECK INDICATOR....
- 7. REASON FOR CHECK.....
- 8. CHECK CUT DATE.....
- 9. CHECK NUMBER.....

- 1. 3RD PARTY NAME.....
- 2. 3RD PARTY NAME #2.....
- 3. 3RD PARTY ADDRESS.....
- 4. 3RD PARTY ADDRESS #2.....
- 5. 3RD PARTY CITY.....
- 6. 3RD PARTY STATE/ZIP.....
- 7. 3RD PARTY PHONE NUM.....
- 8. DOCUMENT #1..... 19952120068
- 9. DOCUMENT #2.....
- 10. DOCUMENT #3.....
- 11. DOCUMENT #4.....

**** TEXT ****

== TUESDAY ~ 08/20/96 ==
== THURSDAY ~ 08/08/96 ==
CC: MIKE FLOTZKE

CUSTOMER ASSISTANCE SYSTEM
BUICK MOTOR DIVISION - GENERAL MOTORS CORPORATION
MERGE COPY OF COMPLAINT FILE

PAGE: 018
PROG: SCAPURE
DATE: 08/27/1986
TIME: 21:12

PROBLEM NO: 01440783
CUSTOMER: NEWA/RALFE/D

DEM: ERIC CUNNINGHAM
REC'D SURVEY FROM O/. O/ IS ALLEGING THAT HE WAS PARKED IN
A FRIEND'S DRIVEWAY AND THE VEHICLE "HAD A SMALL ENGINE
FIRE." O/ STATES THAT HE CALLED ROADSIDE AND THE VEHICLE
WAS TOWED TO A DEALER. I CALLED AND LEFT A MESSAGE ON O/'S
ANSWERING MACHINE TO CALL OUR 800#. I WILL ATTEMPT TO CALL
O/ AGAIN LATER.....AMY BALLARD, BCRC

--- FRIDAY - 08/02/96 ---

ATTEMPTED TO CALL O/, HOWEVER NO ONE WAS AVAILABLE. I WILL
ATTEMPT ONE MORE TIME ON MONDAY, THEN I WILL SEND LETTER.
AMY BALLARD, BCRC

--- MONDAY - 08/05/96 ---

OWNER: SAME

DRIVER: SAME

PASSENGERS: NONE

PUCHASED: NEW/JUNE/96

DATE OF INCIDENT: 08/18/96, SATURDAY

LOCATION OF INCIDENT: GROSS POINT SHORES MI. IN O/'S FRIEND
DRIVE WAY.

INSURANCE CO: NIC, GENERAL MOTORS.

POLICE REPORT: NO

INJURIES: NONE

VEHICLE DAMAGE: NONE DUE TO FIRE

LOCATION OF CAR: REPAIRED AND O/ HAS.

DESCRIPTION: "I TRIED TO PUT INTO REVERSE AND WAS UNABLE TO
DO. I BEGAN TO NOTICE SMOKE COMING FROM THE FRONT OF THE
VEHICLE, SO I IMMEDIATELY SHUT THE VEHICLE OFF. I OPENED
THE HOOD AND NOTICE A SMALL ENGINE FIRE. I THEN PUT THE
FIRE OUT WITH A HOSE. I CALLED ROADSIDE AND THEY TOWED IT
TO THE CLOSEST BUICK DEALER."

O/ STATES THAT DEALER REPAIRED VEHICLE AND SAID THE CAUSE
WAS "AN OIL LINE NUTS LOOSE IN THE TRANSMISSION AND OIL GOT
ON THE ENGINE BLOCK AND CAUSED THE FIRE. THEY ALSO SAID
THAT THE FIRE DID NOT CAUSE ANY DAMAGE TO THE VEHICLE."
PLEASE SUBMIT 1241.....AMY BALLARD, BCRC

--- WEDNESDAY - 08/07/96 ---

T31 AND T32 REMOVED. REPLACED WITH T30 DUE TO ABOVE COMMENT
THAT "THE FIRE DID NOT CAUSE ANY DAMAGE TO THE VEHICLE."
SHULLIVAN.

--- THURSDAY - 08/08/96 ---

* * * CASE CLOSING REJECTED 08/08/96 * * *
* * * NO VALID RESPONSE TO TROUBLE CODE * * *

--- TUESDAY - 08/20/96 ---

* * * CASE CLOSING 08/20/96 BY DEALER * * *

TSD : REVIEWED W CUST 8-13-96 - CUST VER HAPPY W DLR
REPAIR BUT WAS UNHAPPY THAT VEH BROKE DOWN IN FIRST
PLACE.

CUSTOMER ASSISTANCE SYSTEM
BUICK MOTOR DIVISION - GENERAL MOTORS CORPORATION
IMAGE COPY OF COMPLAINT FILE

PAGE: 018
PROG: SCAPDHRB
DATE: 08/27/1996
TIME: 21:12

PROBLEM NO: 01440783
CUSTOMER: NEWL/RALPH/D

TRC : REVIEWED REPAIR OF 6-17-96-REPLACED COOLER
LINE-OWNER SATISFIED, HAS HAD NO PROBLEM SINCE REPAIR.
COMMENTS: IF THE PERSON WHO OPENED THIS CASE HAD
LISTENED TO THE CUST THEY WOULD HAVE KNOWN THAT THE CAR
WAS ALREADY FIXED AND AVOIDED CASE. BJS

BUICK MOTOR DIVISION
*** GM RESTRICTED ***

138512
OT 29677

ABO 124

CLERK NO: 01446910 VIN: 2G4WB52K4T1491323
DATE OPENED: 08/22/1996 MODEL YR: 96
DATE CLOSED: 08/22/1996 SERIES: F
SOURCE: P MILEAGE: 000547
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

1. APPROVER #1 STATUS.....
2. APPROVER #1 USERID.....
3. APPROVER #2 STATUS.....
4. CHECK REQUEST DATE.....
5. CHECK AMOUNT.....
6. MAIL CHECK INDICATOR....
7. REASON FOR CHECK.....
8. CHECK CUT DATE.....
9. CHECK NUMBER.....

**** TEXT ****

--- MONDAY - 10/07/96 ---
--- SATURDAY - 09/21/96 ---
--- WEDNESDAY - 09/21/96 ---
--- FRIDAY - 08/18/96 ---
--- WEDNESDAY - 08/14/96 ---
--- WEDNESDAY - 08/14/96 ---

1. OWNER - AVIS RENTAL
2. CLAIMANT - TIM FRAWLEY - (910)215-1521
3. DAMAGES - ENGINE AREA, NO EST. NO OTHER DAMAGES.
4. INJURIES - NONE
5. LOCATION OF VEH - ADDRESS LISTED
6. DATE/TIME - 7/27/96 AT ABOUT 5:00 P.M.
7. FIRE REPORT - YES, MAILING TO HOME OFFICE ALONG WITH THEIR OWN REPORT FROM DRIVER AT THE TIME.

CLAIMANT STATED DOESN'T HAVE ABOVE INFO HANDY, BUT WILL MAIL ALL INFO TO BMD. STATES WILL NOT MOVE VEH UNTIL EXAMINED BY BMD. K.HILL BCRC

--- FRIDAY - 08/18/96 ---

WAITING FOR ADDITIONAL INFORMATION FROM OWNER. THERE MAY

BE MORE DAMAGE TO VEHICLE OTHER THAN THE ENGINE. MGVSTELLA

--- MONDAY - 08/19/96 ---

BCRC ADVISED: CONFIRMED WITH (DOUG WONG) WHO IS TAKING OVER FOR TIM FAWLEY THAT THERE WERE NO INJURIES AND THAT THE DAMAGE WAS CONTAINED UNDER THE HOOD.

TOYA JONES-BCRC.

--- MONDAY - 10/07/96 ---

PER ERIC CUNNINGHAM, BUICK SUPERVISOR, CHR WAS ADVISED TO RETRANSMIT CASE TO CLOSEST DLR. GREG BOEMLE BCRC

--- THURSDAY - 10/31/96 ---

081241K RECEIVED. **PER DSW, J. GORSKI, VEHICLE WAS INSPECTED; THE UNDERHOOD FIRE APPEARED TO START ON THE RIGHT SIDE OF THE ENGINE COMPARTMENT NEAR THE ELECTRICAL

BUICK MOTOR DIVISION
*** GM RESTRICTED ***

1241 RE PAGE #: 02

JUNCTION BLOCK. BMD ACCEPTS RESPONSIBILITY AND BOUGHT
BACK VEHICLE. RELEASE FORM SIGNED AND ATTACHED. ESULLIVAN.

CASE NO: 97-0124744 VIN: 2G4WB52K1V1432720
DATE OPENED: 08/27/1997 MODEL YR: 97
DATE CLOSED: 03/13/1998 SERIES: WB REGAL CUSTOM
SOURCE: PHONE MILEAGE: 001500
CUSTOMER:
ADDRESS:
HOME PHONE:

***** GENERAL COMMENTS *****

CC: SAM HUCKS
DSM: JIM COLIP
RECEIVED CALL FROM GENERAL MANAGER STATING THAT THE VEH IS OWNED BY THE DLR AND WAS DRIVEN BY THE OWNER'S DAUGHTER WHEN IT CAUGHT FIRE. HE CLAIMS SHE WAS IN A NEWSPAPER AGENCY AND WHEN SHE CAME OUT THE VEH WAS ON FIRE AND HAD BEEN PUT OUT. SHE CLAIMS THE VEH WAS TRYING TO START ON ITS OWN. HE CLAIMS HE CALLED THE DSM, JIM COLIP, AND HE ADVISED HIM TO CALL BMD TO GET THE CASE SET UP. I ADVISED HIM THAT A LEGAL LIAISON WOULD CALL HIM BACK.
LORI GUIZAR BCRC

OPENING CASE FOR AN NIA INVESTIGATION: ALLEGATION INVOLVE AN ALLEGED THERMAL EVENT.

PLEASE NOTE: THE VEHICLE IS LOCATED AT EDWIN WHITE BUICK THE VEHICLE IS A DEMO CAR.
DEALER CONTACTS ARE: S.M. WOODLEY GENERAL MANAGER OR SUNIE BROWN OFFICE MANAGER. PH: 803 847 4633.

MRS. KELLY WHITE LIVES IN GREENSVILLE, NC AND SAYS AN AFTER MARKET C.D. CHAMBER WAS INSTALLED IN THE TRUCK.

MRS. WHITE ALLEGES, PER A POLICE OFFICER'S COMMENTS THAT THE VEHICLE TRIED TO START ITSELF NUMEROUS TIMES DURING THE ALLEGED EVENT. PLEASE CALL 248 952 2777 GUY DIBELLA PAR FOR ANY QUESTIONS.

9/22/97 BURE FROM DLR CALLED REQUESTING TO SPEAK TO LORI G. OR GUY, TRANSFERRED CALL TO GUY AT HIS REQUEST. LORI MARRY/BCRC.

LEFT MESSAGE FOR DSM, ASKING FOR INFORMATION.
DSM JIM COLIP.
GUY DIBELLA PAR

LEFT VME FOR HUGH WORSLEY GENERAL MANAGER INFORMING HIM THAT
HIS OPEN PARTS ACCOUNT HAS BEEN CREDITED.
GUY DIBELLA PAR GROUP.

9-2-98

RECD SCRAP VERIFICATION FROM DSN JIM COLIP. LETTER FAXED TO RENEWIE
CASSELLS AT HAO TO REMOVE FROM INVENTORY. ORIG PICTURES FORWARDED
TO RUSS GILBERT IN FLINT.

SCRAP VALUE CHECK FOR \$52.70 SENT TO JUDY CARL IN FLINT FOR
PROCESSING.

PLEASE CLOSE CASE.

DJANTE BRG, XIN 2766

***** REQUEST CODE AND COMMENTS *****

CODE #	DESC	CODE COMMENTS
J11	ENGINE PERFORM	ALLEGED ENGINE CONCERN VEH SCRAPPED 2-20-98
T31	GM 1241 INVEST	G.M. PAR INVESTIGATION VEH SCRAPPED 2-20-98
T32	FIRE DAMAGE/LO	ALLEGED THERMAL EVENT VEH SCRAPPED 2-20-98

CASE NO: 97-0134556 VIN: 264WB52K3W1425185
DATE OPENED: 09/22/1997 MODEL YR: 98
DATE CLOSED: 05/15/1998 SERIES: VB REGAL LS
SOURCE: PHONE MILEAGE: 000125
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

***** GENERAL COMMENTS *****

9/22/97 CC: JOHN TACKETT DDM: STEVE GIAMMALVO VMS# 38263
CUST CALLED IN LIEU OF DLR REFERRING HIM TO CONTACT OUR OFFICE.
CUST STATES VEH IS A RENTAL VEH AND HE WORKS FOR NAT'L CAR RENTAL.
CUST STATES SOMEONE THAT WAS RENTING THIS VEH NOTICED TRANS FLUID
LEAKING OUT OF VEH AND PROCEEDED TO LEAVE VEH TO HANDLE SOME
PERSONAL BUSINESS WHEN HE CAME BACK VEH HAD CAUGHT FIRE. CUST STATES
A REPORT WAS FILED AND IT WAS DETERMINED THAT FIRE COULD HAVE
POSSIBLY BEEN CAUSED BY LOOSE TRANS COOLING LINE (CUST DIDN'T SPECIFY
WHAT TYPE OF REPORT--ASSUME THEY MEAN POLICE REPORT) CUST STATES THAT
HE WANTED TO HAVE VEH TOWED TO DLR AND SPOKE TO MICHELLE & JOHN
TACKETT AT DLR WHO REFERRED HIM TO BCRC. CUST STATES VEH IS IN HIS
POSSESSION SINCE DLR REFUSED TO ALLOW VEH TO BE TOWED THERE UNTIL
BCRC WAS CONTACTED. BCRC APOLOGIZED TO CUST FOR THE INCONVENIENCE.
GAVE CUST CASE # FOR REFERENCE, AND GAVE CASE INFO TO GUY DIBELLA FOR
FURTHER REVIEW. LORI YAHRY/BCRC.

OPENING FILE FOR NAA INSPECTION: CUSTOMER'S ALLEGATIONS INVOLVE A
INTERNAL EVENT. CUSTOMER IS CONCERNED WITH THE TRANS LINES AND FUEL
SYSTEM.

VEHICLE IS LOCATED:
NATIONAL CAR RENTAL
8393 BEAR ROAD
ORLANDO, FL 32827
CONTACT: FRANK FRATERRIGO EXT. 323

PLEASE CONTACT AND ARRANGE INSPECTION WITH MR. FRATERRIGO, CUSTOMER
IS AVAILABLE FROM 7:00 A.M. TO 5:30 P.M. M-F, MR. FRATERRIGO WILL NOT
BE AVAILABLE ON 9/25,9/26, PLEASE CONTACT THE CUFF. ON MON. 9/29/97.
THANK YOU. GUY DIBELLA PAR

10/22/97 FRANK FRATERRIGO CALLED FROM NATIONAL CAR RENTAL. FRANK
WAS CALLING FOR AN UPDATE ON SITUATION. HE WAS ALSO WONDERING

WHETHER OR NOT THEY CAN GET RID OF VEH SINCE IT HAS BEEN OVER A MONTH SINCE THE ALLEGED ACCIDENT. I TOLD FRANK I WOULD LEAVE A MESSAGE FOR GUY. FORWARDED INFORMATION TO GUY VIA AUBIE. BCSC RACHELLE RADFAN TULASHIE 38229 X2729.

SPOKE TO NATIONAL CAR REP. INFORMED THE REP. MATTER IS STILL BEING INVESTIGATED.

LEFT MESSAGE FOR SALES MANAGER AT ANGEL BUICK ASKING FOR FOLLOW UP. GUY DIBELLA PAR

SPOKE TO MR. FRATERRIGO, VEHICLE TITLE IS BEING FORWARDED TO HIS ATTN. FROM MN HEADQUARTERS, MAY TAKE SOME TIME I.E. NEW TITLE.

PAR GROUP FORWARDING RELEASE AND TO CM'S ATTN. WHEN
RELEASE AND TITLE IS RECEIVED PAR GROUP WILL PROCESS FILE
FURTHER.
GUY DIBELLA

REPURCH WILL BE PROCESSED AT 231, PER FRED TOWER AND MAO
CONTACTS. NATIONAL AGREED TO THE 231 AMOUNT.
PAR GROUP STILL WAITING FOR TITLE AND RELEASE FROM CUSTOMER.
GUY DIBELLA

1 22 98

LEFT MESSAGE WITH FRANK FRATERGIO REQUESTING CALL BACK TO DETERMINE
CASE STATUS.
PAUL ZALNEZAK HRS

ACCORDING TO INFORMATION LEFT BY GUY DIBELLA BEFORE HIS DEPARTURE TO
THE DBC:

1. WAITING FOR MINNESOTA TO MAIL THE TITLE TO NATIONAL CAR RENTAL IN
FLORIDA, CONTACT MR. FRATERGIO
2. AT THAT POINT, TITLE AND NOTARIZED RELEASE ARE TO BE SENT TO BCRC.
3. BCRC WILL REPURCHASE 231. REQUEST CHECK BE MAILED TO BCRC
4. COORDINATE SCRAP WITH RUSS GILBERT AND STEVE GIAMMALVO.

1 22 98

CONTACTED FRANK. HE STATES LINDA NIMS OF THE TAMPA OFFICE
ADMINISTERS TITLE INFORMATION 813 282 8002

CONTACTED LINDA. SHE STATES SHE HAS THE INFORMATION REQUESTED ON HER
DESK. STATES SHE WILL SEARCH FOR IT AND MAIL THE TITLE, RELEASE
AND CHECK REQUEST INSTRUCTIONS TO THE 5805 CORPORATE DR. ADDRESS.

REQUESTED SHE MAIL IT TO ME AND TO ADDRESS IT AS HRS.

PAUL ZALNEZAK HRS

2-4-98

DELETED 1241 CASE AND PRODUCED A 1241E CASE.

PLEASE REFER ANY CONTACT TO HRS.

BILL ADOMATIS B.R.G.-PAR X2777 VEH 38161

2-13-98

CONTACTED DEM STEVE GIANNALVO REGARDING SCRAPPING THE VEHICLE.

DEM STEVE STATES THAT HE WILL BEGIN THE SCRAP PROCESS AS SOON AS HE CAN, WHICH WILL BE IN THE NEXT WEEK OR TWO.

DEK STEVE WILL SEND THE PHOTOS AND MEMO TO OUR OFFICE WHEN THE VEHICLE IS SCRAPPED.

WILL WAIT FOR PHOTOS.

BILL ADONATIS B.R.G.-PAR K2777 VME 38161

2-17-98

SPOKE WITH DEK STEVE GIAMMALVO REGARDING SCRAPPING OF VEHICLE. NATIONAL WOULD NOT ACCEPT DEK STEVE'S CREDIT CARD TO PAY FOR THE \$100 SCRAP CHARGE AND \$30 TOWING. TO SCRAP THE VEHICLE AT LOCAL "AIRPORT TOWING"

SUGGESTED THAT DEK STEVE HAVE THE LOCAL DEALER MAKE OUT AN RO AND HAVE THEM BILLED FOR THOSE CHARGES.

SUGGESTED THAT DEALER CLAIM THE CHARGES UNDER K1242 CODE FOR REPAIRS.

DEK STEVE WILL MAKE THE ARRANGEMENTS AND SENT THE ENTIRE PACKET OF INFO TO HSG.

BILL ADONATIS B.R.G.-PAR K2777 VME 38161

***** REQUEST CODE AND COMMENTS *****

CODE #	DESC	CODE	COMMENTS
J37	O COOLING SYSTEM	ALLEGED	COOLING SYSTEM CONCERN SEE PAR INVESTIGATION
890	O DEALER NEFFERE	REFERRED	BY DEALER SEE PAR INVESTIGATION
T31	O GM 1241 INVEST	S.M.	PAR INVESTIGATION SEE PAR INVESTIGATION
T32	O FIRE DAMAGE/LO	ALLEGED	THERMAL EVENT SEE PAR INVESTIGATION

CASE NO: 98-0033974 VIN: 1G4KP52K5VH512481
DATE OPENED: 02/27/1998 MODEL YR: 97
DATE CLOSED: 05/16/1998 SERIES: HP LESABRE CUST
SOURCE: PHONE MILEAGE: 009176
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

***** GENERAL COMMENTS *****

2/27/98

DEALERSHIP PHONE: 864 882 4646 SERVICE MANAGER: CHARLIE EDMONDS
DIST SVC MGR: JOHN SHEPHERD VME #: 38241
RECEIVED TELEPHONE CALL FROM JOHN SHEPHERD, DSM, WHO ADVISES
CHARLIE EDMONDS, ADVISED HIM A CUSTOMER VEHICLE HAS CAUGHT FIRE
BCRC TELEPHONED THE CO TO FOLLOW-UP. HE STATES THE CUSTOMER IS
ALLEGING HE IS RESPONSIBLE FOR REPAIRS. THE VEHICLE HAS
BEEN TOWED TO DLERSHIP AND IS CURRENTLY AT THE DLERSHIP.
HAVE ADVISED PAR GROUP. WILL FORWARD THE CASE TO THEM
FOR REVIEW. JAMIE MULLINS/BCRC VME 36249 X2732

3-2-98

CONTACTED CUSTOMER TO OBTAIN PAR INFORMATION. CUSTOMER WAS NOT
SURE OF MANY OF THE DETAILS OF THE ALLEGATIONS. CUSTOMER CLAIMS
THAT HE AND HIS WIFE WERE JUST DRIVING DOWN THE ROAD WHEN THEY
NOTICED SMOKE COMING FROM THE HOOD. CUSTOMER ALLEGES THAT THEY
STOPPED, AND SOME OTHER PEOPLE HELPED PUT THE ALLEGED UNDER HOOD
FIRE OUT.

* DUE TO CUSTOMER ALLEGATIONS, INITIATING PAR INVESTIGATION WITH BAA *

PLEASE FORWARD FURTHER CONTACT TO BRC

BILL ADONATIS B.R.G.-PAR X2777 VME 38161

3/5/98

CUST CALLS FOR INFORMATION ON THE TIME FRAME FOR CONCLUSION
OF PAR INVESTIGATION. CUSTOMER IS CURRENTLY IN A RENTAL
VEHICLE. LEFT A MESSAGE FOR ED KREMER WHO WILL ADVISE OF
OF A TIME-FRAME.
JAMIE MULLINS/BCRC VME 36249 X 2732

3/5/98 TRIED TO FOLLOW-UP WITH CUSTOMER. HAVE LEARNED
FROM ED KENNAN, THIS INVESTIGATION WILL LIKELY CONCLUDE
WITHIN 5 TO 7 WORKING DAYS. CUST PHONE WAS BUSY.
WILL TRY AGAIN LATER.
JAMIE MULLINS.BCBC VME 36249 X2732

03/16/98 PER BILL ADONATIS I REQUESTED THE ORIGINALS AND WILL FORWARD
THEM TO BILL UPON RECEIPT. BCBC RACHELLE RADFAM TULASHIE 36229 X2727.

3/17/98

CUST CALLED IN. TRANSFERRED CALL TO PAR, CHRISTINE PRICE.

MARLA HULTZER BCRC EXT 2730 VEH 38521

ESSEX 3/17/98 15:27
RECEIVED CALL FROM MRS. BRYANT. ADVISED MRS. BRYANT OF PROCEDURE. INFO HAS BEEN RECEIVED FROM KBA, WE ARE WAITING FOR ESTIMATE FROM DEALER. ALSO ADVISED CUST THAT IT APPEARS VEHICLE IS REPAIRABLE. SHE WOULD BE REQUIRED TO SIGN A RELEASE OF LIABILITY. CUST WANTS DOCUMENTS FORWARDED TO HER. I ADVISED THAT IT IS NOT BUICK'S POLICY TO FORWARD INVESTIGATION DOCUMENTS. IF AGREEMENT CANNOT BE REACHED, ON AGREEMENT OR REPAIRS, CASE WILL BE TURNED OVER TO OUR INSURANCE CO. AT PRESENT, WE ARE WAITING AN ESTIMATE FROM DEALER. I CONTACTED CC: CHARLIE EDWARDS TO ADVISE HIM THAT WE MUST HAVE ESTIMATE TO MAKE FINAL DECISION. HE IS WORKING ON IT. ED KEEMAN ERG

3/17/98

RECEIVED CALL FROM MRS. BRYANT WHO STATES THAT SHE WOULD LIKE TO KNOW THE RESULTS OF THE INVESTIGATION AND ALSO STATES THAT ANYTHING LESS THAN A NEW VEHICLE WILL NOT BE ACCEPTED. ADVISED MRS. BRYANT THAT WE ARE WAITING FOR THE DEALER TO SEND AN ESTIMATE OF THE DAMAGES AND WILL PROVIDE A POSITION AT THE TIME IT IS RECEIVED. MRS. BRYANT ADVISED THAT SHE WOULD LIKE TO SPEAK WITH SUPERVISOR AND CALL HOUNED TO ED KEEMAN WHO ADVISED MRS. BRYANT THAT WE WOULD REPAIR THE VEHICLE UPON RECEIPT OF SIGNED RELEASE, OTHERWISE, WE WILL FORWARD TO ERG FOR HANDLING. MRS. BRYANT ADVISED BY ED KEEMAN THAT WE WILL BE IN CONTACT WITH HER WHEN WE RECEIVE THE ESTIMATE AND A FINAL POSITION WILL BE PROVIDED AT THAT TIME. **ANY FURTHER CONTACTS, PLEASE REFER TO ERG**
CHRISTINE PRICE, ERG-PAR, X2774, VEH: 38251

03/17/98 FORWARDED ORIGINALS TO BILL ADONATIS. BCRC RACHELLE RAUFAM TULAGNIE 38229 X2727.

3-30-98

CUSTOMER AGREED A FEW DAYS AGO TO ACCEPT BUICK'S TERMS TO PAY FOR VEHICLE REPAIRS IN EXCHANGE FOR A SIGNED RELEASE. THE RELEASE WAS FAXED ON 3-25-98 WITH BOTH SIGNATURES. DEALER IS CURRENTLY REPAIRING THE VEHICLE AND WILL FORWARD THE COST TO ERG FOR REIMBURSEMENT.

ALSO, CUSTOMER WANTED A LETTER STATING THAT THE WARRANTY WOULD STILL APPLY. BRG COMPOSED A LETTER ADVISING THAT THE WARRANTY WAS FOR 36/36 AND DOES NOT CHANGE FOR THIS REPAIR. CUSTOMER WAS SATISFIED WITH THIS LETTER.

BILL ADONATIS B.R.G-PAR X2777 VME 38181

3-31-98

RECEIVED EXECUTIVE LETTER ADDRESSED TO MR. SMITH, JR. DATED 3/5/98. PER PREVIOUS COMMENTS IN CASE, BCRC WILL TAKE NO FURTHER ACTION IN REGARDS TO LETTER RECEIVED. FORWARDING ORIGINAL TO BRG.
BRIAN K HIGON/BCRC/(248)952-2754/VME37200

4/24/98

REC'D DOCUMENT IN CORR QUE. ATTACHING AND ARCHIVING AS PER
INSTRUCTIONS ON EXECUTIVE CASH.

MARLA MELTZER BCBC EXT 2749 VME 38621

***** REQUEST CODE AND COMMENTS *****

CODE #	DESC	CODE	COMMENTS
T91	1	GM 1241 INVEST	GM PAR INVESTIGATION SEE PAR(X) INVESTIGATION
T92	0	FIRE DAMAGE/LO	ALLEGED THERMAL EVENT SEE PAR(X) INVESTIGATION

OT 49983 COPY

March 5, 1998

Mr. John F. Smith, Jr.
President, General Motors Corporation
3044 W. Grand Boulevard
Detroit, Michigan 48202

Re: Fire incident involving Buick LaSabre
on 2/27/98
VIN 1G4HP52E5VHS12481
Date Purchased and delivered 1/22/97
Mileage on 2/27/98: 9185 approx.
Customer Service Case #980033974

Model LCP

0720195

Dear Mr. Smith:

We have been satisfied owners of General
concerned about the safety and reliability
occurrence we recently experienced with a
West, Michigan, has told us that we have
investigate the event.

On February 27, 1998, we were driving at
light when we noticed smoke rising from
business parking space. Workman helped
engine using a large rag. We felt very sur-
out in the country in a less traveled area at
our loss completely.

We phoned our dealer, Ward Smith Chev
to assess the damage and tow the vehicle to
furnished us a Buick Skylark to use. The a
independent inspection before any action w

Our car has the customary General Motors
have had the required maintenance as sche-
miles, with receipts for verification.

We feel that the safety of our car has been
General Motors is to furnish us with a new

Please feel free to telephone us at [redacted]

motor automobiles for many years and we know that you are
your vehicles. We want you to know about an unusual
new Buick LaSabre. Your customer service representative in
case number above and that action will be taken to

at a reasonable rate of speed and had stopped for a signal
hood of our car. We immediately pulled over into the nearest
on the hood and then extinguished the flames engulfing the
to that their help was available, knowing that we could have been
without assistance. In that event we would have had to watch the

Buick-Gas, Inc. in Seneca (854-883-4646), who sent mechanics
air service department. Ted Smith acknowledged the incident and
vice manager at Ward Smith has told us they are waiting for an
to taken.

arranty Coverage as well as the General Motors Protection Plan. We
had in our owners manual for 3000, 6000, and most recently 9000

improved and that the only satisfactory action on the part of
standards of comparable, or better, value.

If you have questions. We will appreciate hearing from you.

Sincerely yours,

[redacted signature]

EXECUTIVE CASE HANDLING

Customer Joak & Elizabeth [redacted] Date (BCRC Ref #) 3/25/98

Ref (L.A. Smith/Wagner/Zarella) Smith

BCRC Supervisor Don Heath

Case Concern (s) 97 HP - 200 file (1241)

BCRC# 980033974

Action Taken X

Full Adjustment (Goodwill)

Partial Adjustment (Goodwill)

Facilitated Repair

Retention Certificate

GMFP Offered

Information Provided/No Assistance Requested

Customer Declined Offer

Denied Assistance

COMPLETED
3/25/98

980242

Date Closed Still Open - lwb

Brian

Satisfied (Yes/No) (No)

Please return to Arzell when done!

[REDACTED]
March 5, 1998

RECEIVED

MAR 16 1998

J. F. SMITH, JR.

Mr. John F. Smith, Jr.
President, General Motors Corporation
3044 W. Grand Boulevard
Detroit, Michigan 48202

Re: Fire Incident involving Buick Lesabre Model LCP
on 2/27/98
VIN 1G4HP32K5VE512481
Date Purchased and delivered 7/22/97
Mileage 9185 approx.
Customer Service Case #980083974

Dear Mr. Smith:

We have been satisfied owners of General Motors automobiles for many years and we know that you are concerned about the safety and reliability of your vehicles. We want you to know about an unusual occurrence we recently experienced with our new Buick Lesabre. Your customer service representative in Flint, Michigan, has told us that we have the case number above and that action will be taken to investigate the event.

On February 27, 1998, we were driving along at a reasonable rate of speed and had stopped for a signal light when we noticed smoke rising from the hood of our car. We immediately pulled over into the nearest business parking space. Workman helped open the hood and then extinguished the flames engulfing the engine using a large rug. We felt very fortunate that their help was available, knowing that we could have been out in the country in a less traveled area and without assistance. In that event we would have had to watch the car burn completely.

We phoned our dealer, Ward Smith Chevrolet-Buick-Cad, Inc. in Seneca (864-852-4646), who sent mechanics to assess the damage and tow the vehicle to their service department. Ted Smith acknowledged the incident and furnished us a Buick Skyjack to use. The service manager at Ward Smith has told us they are waiting for an independent inspection before any action will be taken.

Our car has the customary General Motors Warranty Coverage as well as the General Motors Protection Plan. We have had the required maintenance as scheduled in our owners manual for 3000, 6000, and most recently 9000 miles, with receipts for verification.

We feel that the safety of our car has been compromised and that the only satisfactory action on the part of General Motors is to furnish us with a new automobile of comparable, or better, value.

Please feel free to telephone us at [REDACTED] if you have questions. We will appreciate hearing from you.

[REDACTED]

EXECUTIVE CASE HANDLING

Customer Jacks & Highsmith [Redacted] Date (BCRC Rec'd) 3/25/98

Ref (L.A. Smith/Wagoner/Zarrella) joined

BCRC Supervisor Downheart

Cust Concern (s) A7 HP - call file (1241)

1120222

BCRC# 980033974

- Action Taken _____ Full Adjustment (Goodwill) **DISTRIBUTED** ^{WJH}
3-25-98
- _____ Partial Adjustment (Goodwill)
- _____ Facilitated Repair
- _____ Retention Certificate
- _____ GMPT Offered
- _____ Information Requested (Assistance Requested)
- _____ Customer Declined Offer
- _____ Denied Assistance

No Action Needed
Attach to file

Date Closed To Be Closed By "BEG"

980033974
Brian

Satisfied (Yes/No)

John, I spoke to Christine on BEG and she requested that we forward to them so that they will put them into car's file. Carl has accepted offer made by BEG.

Please return to Arnell when done!

[Signature]
42754

[REDACTED]
Savoy, IL 20672
March 5, 1998

RECEIVED

MAR 16 1998

J. F. SMITH, JR.

Mr. John F. Smith, Jr.
President, General Motors Corporation
3044 W. Grand Boulevard
Detroit, Michigan 48202

Re: Fire incident involving Buick LeSabre Model LCP
on 2/27/98
VIN 1G4HP32E5VH512481
Date Purchased and delivered 7/22/97
Mileage 9185 approx.
Customer Service Case #090093974

Dear Mr. Smith:

We have been satisfied owners of General Motors automobiles for many years and we know that you are concerned about the safety and reliability of your vehicles. We want you to know about an unusual occurrence we recently experienced with our new Buick LeSabre. Your customer service representative in Flint, Michigan, has told us that we have the case number above and that action will be taken to investigate the event.

On February 27, 1998, we were driving along at a reasonable rate of speed and had stopped for a signal light when we noticed smoke rising from the hood of our car. We immediately pulled over into the nearest business parking space. Workmen helped open the hood and then extinguished the flames engulfing the engine using a large rug. We felt very fortunate that their help was available, knowing that we could have been out in the country in a less traveled area and without assistance. In that event we would have had to watch the car burn completely.

We phoned our dealer, Ward Smith Chevrolet-Buick-Geo, Inc. in Savoy (854-882-4646), who sent mechanics to assess the damage and tow the vehicle to their service department. Ted Smith acknowledged the incident and furnished us a Buick Skylock to use. The service manager at Ward Smith has told us they are waiting for an independent inspection before any action will be taken.

Our car has the customary General Motors Warranty Coverage as well as the General Motors Protection Plan. We have had the required maintenance as scheduled in our owners manual for 3000, 6000, and most recently 8000 miles, with receipts for verification.

We feel that the safety of our car has been compromised and that the only satisfactory action on the part of General Motors is to furnish us with a new automobile of comparable, or better, value.

Please feel free to telephone us at [REDACTED] if you have questions. We will appreciate hearing from you.

Sincerely yours,
[REDACTED]

CASE NO: 980096859 VIN: 1G3HY52K3V4614649
DATE OPENED: 06/22/1998 MODEL YR: 97
DATE CLOSED: 06/23/1998 SERIES: LSS SEDAN
SOURCE: OWNER RPTA MILEAGE: 000000
CUSTOMER: [REDACTED] STATE: OK
ADDRESS: [REDACTED] ENID
HOME PHONE: [REDACTED] BUS. PHONE: - EXT:

***** REQUEST CODE AND COMMENTS *****

CDE # DESC CDE COMMENTS
TOL 1 (P.A.R.)-PRODU T/ STATES ENGINE CAUGHT ON FIRE
T/ GIVING H/O HEADS UP.

***** REQUEST INFORMATION *****

CONTACT TYPE : OWNER REQUEST SOURCE : H T RPA
WARRANTY : I (IN/OUT)
CASE OPEN DATE : 06 22 98 THIRD PARTIES : 2
FILE RETENTION : 00 TRANSMIT DATE :
LAST ALTERED DATE : 06 23 98

***** GENERAL COMMENTS *****

ERIC FROM ROADSIDE CALLED THIS DATE. T/ STS THAT THEY DISPATCHED A
TOW TO A LOCATION WHERE A VEH CAUGHT ON FIRE WHEN THE OIL WAS BEING
CHANGED. T/ STS IND PUT FIRE OUT. T/ STS THAT HE JUST WANTED US TO
HAVE A HEADS UP JUST IN CASE THEY CALL BACK. W/ CLOSING FILE SATISFIED
PENDING FURTHER CONTACT.
KEVIN FERGUSON/OCAX

***** CASE CLOSING INFORMATION *****

CUST SATISFY : Y (Y/N) ARBITRATION LETTER : N (Y/N)
DLR CONTACT DATE : 06 22 98 DLR CONCLUSION DATE: 06 22 98
CLOSING DATE : 06 23 98 RESPONSIBLE DEALER : 00000
NO REVIEW CLOSE : OWNDC NO REVIEWED : Y (Y/N)
EN REVIEW CLOSE : EN REVIEWED : N (Y/N)

CASE NO: 980059153 VIN: 1G3VKS2KMF383954
DATE OPENED: 06/02/1998 MODEL YR: 98
DATE CLOSED: 06/04/1998 SERIES: INTRIGUE GLS
SOURCE: OWNER SURFA MILEAGE: 000050
CUSTOMER: ADDRESS: WILLIAMSBY STATE: OH
HOME PHONE: BUS. PHONE: - EXT:

***** REQUEST CODE AND COMMENTS *****

CODE # DEFC CODE COMMENTS
T05 1 RENTAL CAR EXP O/SEEKING USE OF RENTAL VEHICLE
O/IS HAPPY

***** REQUEST INFORMATION *****

CONTACT TYPE : OWNER REQUEST SOURCE : E T RFA
WARRANTY : 1 (IN/OUT)
CASE OPEN DATE : 06 02 98 THIRD PARTIES : 1
FILE RETENTION : 00 TRANSMIT DATE :
LAST ALTERED DATE : 06 05 98

***** GENERAL COMMENTS *****

WRITER WAS CONTACTED BY GENERAL MANAGER/DAVE WOLFE OF DEALER IN BASE:
-VEHICLE WAS DELIVERED TO OWNER AFTERNOON OF 4/20/98
-OWNERS RETURNED TO THEIR HOME WITH VEHICLE
-VEHICLE WAS PARKED IN DRIVEWAY, AND OWNER WENT TO PULL VEHICLE IN
GARAGE
-OWNER NOTICED SMOKE COMING FROM UNDER HOOD
-OWNER OPENED HOOD AND OBSERVED FIRE IN ENGINE COMPARTMENT
-OWNER EXTINGUISHED FIRE WITH PAIL OF WATER
-VEHICLE WAS TOWED BACK TO DEALER IN BASE EVENING OF 4/20/98

GENERAL MANAGER ADVISED THAT INITIALLY OWNER ADVISED THEY WANT VEHICLE
REPLACED, BUT LATTER SUGGESTED THEY MAY RETAIN VEHICLE IF IT IS
REPAIRED SATISFACTORILY. OWNERS ARE ALSO SEEKING THE USE OF A RENTAL
VEHICLE UNTILL MATTER HAS BEEN RESOLVED, (OWNERS ARE NOT IN A RENTAL
AT THIS TIME). J.J.SNEOCK/R.S.C.

W/SPOKE WITH THE O/AND THE O/EXPRESSED CONCERN WITH THE FACT THE
FRON. COIL UNDER THE HOOD STARTED ON FIRE AND THE O/MENTIONED THEY
ARE WORRIED THIS WILL LEAD INTO A BIGGER PROBLEM. W/MENTIONED TO
THE O/THIS PROBLEM WILL BE TAKEN CARE OF AND H/O CAN CONSIDER A
SPECIAL POLICY LETTER FOR THE O/IF THE O/IS INTERESTED IN THIS.
W/CALLED THE RELR. AND SPOKE WITH JIM, THE SERVICE DIRECTOR AT THE
RELR. AND THE SD MENTIONED THE RELR. ORDER THE IGNITION MODULE AND
RELATED PARTS (5) FOR THIS AND THEY PUT A SPAC ORDER ON THIS FOR THE
O/AND IT MAY ARRIVE EITHER THURSDAY OR FRIDAY AND THE VEH. WILL BE
READY TO GO. W/THANKED THE HE AND MENTIONED TO THE O/THE VEH. SHOULD
BE REPAIRED EITHER FRIDAY OR ON MONDAY OF NEXT WEEK. W/MENTIONED HE
WILL FOLLOW UP WITH THE RELR. AND THE O/IN THREE DAYS FOR THIS
AND THE O/MENTIONED THAT WOULD BE GOOD AND THE O/MENTIONED CONCERN WI
TH THE SPECIAL POLICY LETTER. W/MENTIONED CONT

CONT H/O WILL ISSUE A SPECIAL POLICY LETTER FOR SIX
YEARS FOR THE O/'S VEHICLE. W/ALSO MENTIONED HE WILL
FOLLOW UP WITH THE O/IN TWO DAYS. O/UNDERSTOOD.
W/TO ISSUE SPECIAL POLICY LETTER SOON.

GORZENSKI/OCAN

I TALKED TO A LUE FROM THE SERVICE DEPARTMENT AND HE SAID THERE WERE

NO SIGNS THAT THERE WAS A FIRE IN THIS VEHICLE. HE SAID THAT THE COIL
PACK MELTED AND THERE WAS NO FIRE DAMAGE. I TOOK THE TOL OFF THE CASE
AND SENT A MESSAGE FOR JOE SMOCK TO TAKE CARE OF THE CASE.

MIKE GREGUS FOR TRAX.

W/SPOKE WITH RSC, JOE SMOCK WHO MENTIONED THE IMPORTANCE OF KEEPING
UP TO DATE ON THIS CASE AND FOLLOWING THROUGH TO ENSURE THE PROBLEM
IS RESOLVED SATISFACTORILY. RSC MENTIONED H/O MAY WANT TO CONSIDER A
SPECIAL POLICY OR A EXTENDED WARRANTY. CALL THEN ENDED.
GORENSKI/OCAN

W/REQUESTING A SPECIAL POLICY LETTER COVERING THE IGNITION MODULE,
COILS AND RELATED PARTS FOR A PERIOD OF 6/60 FOR CUSTOMER SATISFACTION
THIS IS BEING MADE BY THE REQUEST OF RSC, JOE SMOCK. O/WAS VERY
CONCERNED ABOUT THE FUTURE OF THE VEH. AND ONCE THE W/OFFERED THIS
TO THE O/THY ACCEPTED THIS AND ARE HAPPY WITH THIS. FILE TO BE
FORWARDED TO CAM DRACE FOR APPROVAL.

W/TO CONTINUE TO FOLLOW UP ON THIS CASE TO MAKE SURE THE PRESENT
CONCERN IS CORRECTLY HANDLED TO A SATISFACTORILY CONCLUSION.

GORENSKI/OCAN

W/ REVIEWED SPECIAL POLICY FORM AND AGREE WITH DECISION.
FORWARDED POLICY REQUEST TO AMBY FOX FOR PROCESSING THIS DATE.

S. DRACE/CAM

O/ CONFERENCED TO A.S. COLLEEN O'KEEFE.

ERIN FARRELL/OCAN

REC'D CALL FROM ERIN. OWNER SEEKING INFORMATION REGARDING WHEN THE
SPECIAL POLICY LETTER WILL BE SENT TO HER HOUSE. WRITER ADVISED
THE LETTER WAS REQUESTED YESTERDAY AND MAY TAKE 7-10 BUSINESS DAYS
TO ARRIVE. OWNER WAS SATISFIED WITH THIS INFORMATION

COLLEEN O'KEEFE/OCAN

W/CALLED THE RTR. AND SPOKE WITH THE SM, TREVOR AND HE MENTIONED
ALL THE PARTS HAVE NOT COME IN YET BUT THEY MAY THIS AFTERNOON.
SM MENTIONED THE VEH. MAY BE READY TO GO THIS AFTERNOON. W/
MENTIONED HE WILL CALL THE RTR. IN FOUR HOURS AND CHECK UP ON
THE SITUATION.

GORENSKI/OCAN

W/CALLED THE RTR. AND SPOKE WITH THE SM, TREVOR AND HE MENTIONED
IN FRONT OF THE EXHAUST MANIFOLD THERE WAS SOME PAPER OF PART TAG
AND THIS BECAME HOT AND STARTED ON FIRE AND CAUSED THE DAMAGE.
SM MENTIONED THE PARTS CAME IN AND THE VEH. IS READY TO GO AND
WASHED. SM MENTIONED THE RTR. GAVE THE O/A \$50.00 GIFT CERTIFICATE
TO A NICE RESTAURANT IN THE AREA AND THE RTR. IS DELIVERING THE VEH.
NOW. W/THANKED THE SM AND THE CALL ENDED.

GORENSKI/OCAN

W/ CONF CALL TO A.S. TOM GORENSKI

TIM GREEN/OCAN

W/SPOKE WITH THE O/AND THE O/MENTIONED THEY HAVE NOT RECEIVED THE
SPECIAL POLICY LETTER AND W/MENTIONED TO THE O/TO CALL H/O IF
THEY DO NOT RECEIVE THE SPECIAL POLICY LETTER WITHIN
TWO WEEKS AND THE O/UNDERSTOOD.

GURSKI/OCAM

SENT SPECIAL POLICY LETTER EXTENDING WARRANTY ON VIN WF383654 FOR THE IGNITION MODULE, IGNITION COILS, AND RELATED PARTS, TO SIX YEARS FROM THE ORIGINAL IN-SERVICE DATE OF 04/20/98 TO 04/20/2004, OR 60,000 MILES, WHICHEVER COMES FIRST. NO DEDUCTIBLE WILL APPLY. COPY OF POLICY LETTER TO BE IMAGED TO FILE.

A. FOX/OCAM

W/ CONFERENCED O/ TO B.S. LAURA HILLAKER.

ANDREW COVANT/OCAM

W RECEIVED CALL FROM ANDREW. O STD HAS NOT RECEIVED SPECIAL POLICY YET. O STD IF NOTHING HAPPENS SOON THAT O WILL HAVE TO PERSH FURTHER IN REGARDS TO ISSUE. O STD HUSBAND USE TO WORK FOR GM AND IS NOT VERY HAPPY ABOUT SITUATION. W APOLOGIZED FOR SITUATION. W TO LOOK INTO SITUATION FURTHER.

L. HILLAKER/OCAM.

LEFT MSG WITH AMBY FOR REGARDING FILE TO DETERMINE NEXT STEP.

TIM MINNIS/OCAM

W/ REQUESTED ADDITIONAL COPY OF POLICY LETTER DATED MAY 4, 1998 BE SENT TO O/. W/ ALSO REQUESTED ANOTHER COPY BE SENT TO IMAGE.

A. FOX/OCAM

W CALLED AND LEFT MESSAGE FOR O INFORMING HER THAT A SPECIAL POLICY LETTER HAS BEEN SENT OUT AND SHE SHOULD BE RECEIVING IT SHORTLY. W TO CLOSE FILE SAT. PENDING FURTHER CONTACT FROM O.

L. HILLAKER/OCAM.

***** CASE CLOSING INFORMATION *****

CUST SATISFY	: Y (Y/N)	ARBITRATION LETTER	: N (Y/N)
DLE CONTACT DATE	: 06 04 98	DLE CONCLUSION DATE	: 06 04 98
CLOSING DATE	: 06 04 98	RESPONSIBLE DEALER	: 00000
NO REVIEW CLOSE	:	NO REVIEWED	: N (Y/N)
EN REVIEW CLOSE	:	EN REVIEWED	: N (Y/N)

CASE NO:
DATE OPENED: 12/29/1997
DATE CLOSED: 03/20/1998
SOURCE: FROM
CUSTOMER:
ADDRESS:
HOME PHONE:

VIN: 1G2W782KXW7200895
MODEL YR: 98
SERIES: GRAND PRIX
MILEAGE: 006000

COMMENTS

COMPLAINT CODE:
J10 ENGINE OIL LEAK (GAS)

OPENING COMMENTS:
CUST STATES VEH HAD OIL LEAK. VEH CURRENTLY AT DLR, WAS TOWED AFTER
ENGINE FIRE. CUST SEEKS DLR TO REPLACE VEH.

CAUSE CODE: P PRODUCT QUALITY

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
FORWARDED TO REPURCHASE

COMPLAINT CODE:
T49 ALLEGED FIRE-1241 REQUESTED

OPENING COMMENTS:
CUST CLAIMS THERE WAS A FIRE IN VEH. CUST STATES VEH WAS TOWED TO DLR.
CUST SEEKS REPLACEMENT VEH.

CAUSE CODE: P PRODUCT QUALITY

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
FORWARDED VEHICLE TO REPURCHASE

SERVICING DEALER: 1618548
CHRIS MYERS, PONTIAC-GMC, INC.
P.O. BOX 1170
DAPEME AL 36526

DELIVERY DATE: 00/00/00 CASE TYPE: P
RESPONSIBLE PARTY: MCKEYBOLDS, GREG CLOSURE CODE: D
REGN CLOSE DATE: 03/20/98

GENERAL COMMENTS: 04/03/98 03:23P MANASTERSKI SUZANNE
REC'D COPY OF PAR PAPERWORK.CAC STAMPED 4/3/98.(DOCUMENT #19980935215,
CASE #97277504).CAC ASSIGNING COPY OF DOCUMENT TO FILE AND ARCHIVING.

GENERAL COMMENTS: 03/20/98 02:08P VAN WOEHT BRENDA
VEH REPURCHASED PER DSM, JERRY BARTZ. REPURCHASE COMPLETE AS OF 2/4/98 IN
THE AMOUNT OF 22,904.15

CLOSING FILE.

GENERAL COMMENTS: 01/20/98 04:00P MONROE CARRIE

.....EXECUTIVE SUMMARY.....

DECISION MAKER: GERRY BARTZ, DSMV CONCURREN: DALE VINTON, XM

TRANSACTION: REPURCHASE

DISPOSITION: DONATION

REASON: FIRE IN ENGINE COMPARTMENT

SPECIAL INSTRUCTIONS: CHARGE MINIMAL USAGE AS CUST WAS OUT OF VEHICLE
FOR ALMOST 30 DAYS AND THERE WAS LOW MILEAGE

NOTE: PER DSM VEHICLE SHOULD BE DONATED.CURRENTLY AWAITING XM

SIGNATURE

CONTACT: RICK LEGAIVE, GENERAL MANAGER

GENERAL COMMENTS: 01/20/98 03:27P MONROE CARRIE

REC'D INFORMATION FROM PRODUCT ALLEGATION COORDINATOR.CALLED GENERAL
MANAGER RICK WHO ADVISED THE CUSTOMER IS UNWARE THAT THE PONTIAC IS
REPURCHASING THE VEHICLE.STATES WILL FAX INFORMATION TO ME BUT SEEKS FOR
ME TO CALL CUSTOMER.

CALLED CUST AND ADVISED OF TRANSACTION.ADVISED THAT MILEAGE WILL BE
CHARGED BUT PER DSM GERRY BARTZ, WILL BE TAKEN INTO CONSIDERATION.

GENERAL COMMENTS: 01/20/98 09:32A VAN WOEHT BRENDA
FORWARDED INFORMATION ON TO REGION COORDINATOR, CARRIE MONROE.

GENERAL COMMENTS: 01/20/98 09:29A VAN WOEHT BRENDA
RECEIVED CALL FROM DM, GERRY BARTZ STATING HE HAS RECEIVED CONTACT FROM DLR
GENERAL MANAGER STATING A CONTACT FROM CUST INDICATING CUST WILL NOT BE
SATISFIED WITH HAVING VEH REPAIRED.

GERRY CONCURRED TO HAVE THE VEH REPURCHASED, CHARGING CUST MINIMAL USAGE AND
HAVE VEH REPAIRED AND POSSIBLY DONATED.

STATED PAR WOULD CONTACT APPROPRIATE REGION COORD. FOR REPURCHASE PROCEDURES

GENERAL COMMENTS: 01/19/98 11:04A STEWART NICOLE
CUST SEEKS UPDATE ON STATUS OF VEHICLE. SEEKS COPIES OF DSM'S REPORT SENT
TO HIM, SEEKS DSM GERRY BARTZ' NUMBER TO DISCUSS. CAC ADVISED UNABLE TO
ACCESS FOR CUST. STATES FRUSTRATED DLR HAS NOT KEPT HIM UPDATED ON STATUS OF

CASE. CMC REVIEWED W/ B. VAN WORST, ADVISED CUST PONTIAC WILL REPAIR THE VEHICLE, WAITING ON DLR TO SEND REPAIR ESTIMATE. CUST STATES WILL NOT PICK UP VEHICLE, ONLY WANTS REPURCHASE. CMC ADVISED AT THIS TIME, NOT SOMETHING PONTIAC IS CONSIDERING AS AN OPTION. ADVISED WE ARE STILL WAITING ON FURTHER INFO TO REVIEW BEFORE MAKING FINAL DECISION.

CMC CALLED DLR, SVC MGR BOB ALLEN NO LONGER WORKING AT DLR. KEN PATTON IN SERVICE ADVISED WILL FIGURE REPAIR ESTIMATE AND FAX IT TO B. VAN WORST.

GENERAL COMMENTS: 01/19/98 10:31A WILSON LANAWNA
TRANSFERRED TO NICOLE SEWERT, CSM.

GENERAL COMMENTS: 01/13/98 12:27P VAN WORST BRENDA
LEFT VEH FOR DLR SERVICE MANAGER, BOB ALLEN TO RETURN CALL. REQUESTED HE OBTAIN ESTIMATE FOR REPAIR.

GENERAL COMMENTS: 01/13/98 12:21P VAN WORST BRENDA
RECEIVED 1241 REPORT IN OFFICE. RECEIVED VEH FROM DM, JERRY BARTZ STATING HE HAD INSPECTED VEH AND CONCLUDED THERE WAS A FUEL LEAK AT THE FUEL RAIL.
JERRY DIRECTED PAR TO HAVE DLR SERVICE MANAGER OBTAIN ESTIMATE FOR REPAIR.

GENERAL COMMENTS: 01/08/98 09:59P VAN WORST BRENDA
LEFT URGENT VEH FOR DM, JERRY BARTZ STATING REPORT HAS BEEN FAXED INTO PAR OFFICE AND PAR HAS FOLLOWED UP WITH HAA REP, BILL MCCORMEY WHO STATED FIRE APPEARS TO BE A MANUFACTURER'S RESPONSIBILITY.
WAITING ON RESPONSE FROM JERRY ON RESOLUTION.

GENERAL COMMENTS: 01/06/98 11:28A VAN WORST BRENDA
RECEIVED CALL FROM DM, JERRY BARTZ REQUESTING STATUS. STATED FILE WAS ASSIGNED OUT YESTERDAY. PAR STATED TO JERRY PAR WOULD CONTACT HAA REP, MCCORMEY AND REQUEST A RUSH ON REPORT--TO BE FAXED WHEN COMPLETED.
CALLED HAA AND LEFT MESSAGE TO CALL PAR OFFICE.

GENERAL COMMENTS: 01/02/98 09:40A VAN WORST BRENDA
REVIEWED FILE AND WILL FAX TO HAA FOR ASSIGNING.

GENERAL COMMENTS: 12/30/97 05:03P HIRSHMAN LORI
INDICATED THAT HE HAD SIGNED SOME PAPERS W/THE AMERICAN ARBITRATION CO AND ASKED CMC FOR THE NUMBER. CMC ADVISED CUST DID NOT HAVE NUMBER AND THAT SOMEONE S/BE CONTACTING HIM BACK W/IN 7-10 BUSINESS DAYS.

GENERAL COMMENTS: 12/30/97 05:02P HIRSHMAN LORI
CONTINUED... 22 MILES AWAY ON TUESDAY EVENING 12/23/97 AND WERE SITTING IN THE HOUSE AFTER ARRIVING AND SOMEONE KNOCKED ON THE DOOR AND SAID THEIR CAR WAS SMOKING AND ON FIRE, CUST STATES THEY RAN OUT TO TRY TO STOP FIRE W/GARDEN HOSE, FIRST SPRAYING UNDER VEH THEN AFTER BEING ABLE TO OPEN HOOD LID SPRAYED IN UNDER HOOD FINALLY STOPPING FIRE.
CUST STATES HE THEN CONTACTED DLR TO COME PICK VEH UP THE FOLLOWING DAY WHERE IS CURRENTLY AT CHRIS MEYERS PONTIAC. CUST STATES ON FRIDAY

HE WAS CONTACTED BY RICK LEBANS STORE MANAGER INDICATING THEY WERE
WAITING TO HEAR BACK FROM THE DSR, CUST STATES HE CALLED OUR OFFICE
AFTER NOT HEARING ANYTHING FOR ABOUT A WEEK NOW.

NOTE: AFTER CAN TOOK FURTHER INFORMATION FROM CUST, HE INDICATED

GENERAL COMMENTS: 12/30/97 04:57P HIRSHMAN LORI
COMPONENT(S) ALLEGED DEFECTIVE: DLR SPECIFIED FUEL FIRE, ENGINE.
POLICE REPORT MADE: NO

CLAIMANTS DESCRIPTION OF WHAT HAPPENED:

CUST STATES TOOK VEH TO DLR ON 12/22/97 FOR 2ND OIL CHANGE, AT THAT
TIME CUST INDICATED TO SERVICE PERSONNEL HE SCOLLED OIL AND HAD A PUDDLE
IN DRIVE BOTH BRINGING VEH TO DLR. CUST STATES KEN PATTON CAME OUT TO
WAITING AREA AND INFORMED CUST HAD FOUND A MINOR LEAK IN THE VALVE COVER,
BUT WOULD NOT BE ABLE TO FIX THAT DAY, THEY WOULD NEED TO COME BACK AFTER
THE HOLIDAY AS IT WOULD TAKE ABOUT 2-3 HOURS TO FIX. CUST CLAIMS THEY
ASKED IF THE VEH WAS SAFE TO DRIVE AND WERE TOLD YES.

CUST STATES WENT TO A CHRISTMAS PARTY AT BROTHERS HOUSE ABOUT

GENERAL COMMENTS: 12/30/97 04:54P HIRSHMAN LORI
CONTINUED...

SVC DLR. 1618548 CHRIS MEYERS, PONTIAC-GMC REGION: 06 HOME: 10
CLAIMANT NAME: MR. JAMES M. DATE OF INCIDENT: 12/23/97
ADDRESS: [REDACTED]
TIME OF INCIDENT: 6-7 PM
PHONE #: [REDACTED] WK# CHECK PFL90 SCREEN
LOCATION OF INCIDENT: CUST BROTHERS HOUSE: GARY [REDACTED]
[REDACTED] MOBILE ALABAMA

PRESENT LOCATION OF VEH: CHRIS MEYERS, PONTIAC-GMC, INC.
WHO WAS DRIVING VEH: NO ONE, VEH WAS PARKED IN DRIVEWAY
NO OTHER VEH INVOLVED, NO OTHER PROPERTY DAMAGE

GENERAL COMMENTS: 12/30/97 04:50P HIRSHMAN LORI
CAN SPOKE W/SUPERVISOR LISA EOTTS, NC. SUP ADVISED CAN TO DO A 1241
INVESTIGATION ON CASE.

... CAN LEFT VEH W/WAYNE WALLACE TO ADVISE WOULD BE DOING A 1241 ON
CUST CLAIM.

... CAN THEN CONTACTED CUST BACK TO ADVISE OF THE PROCEDURE OF FAR
CRITERIA AND ALSO ADVISED IF THE FILE MEETS THE CRITERIA THE FILE
WILL BE FORWARDED TO AN INVESTIGATOR WHO WILL CONTACT THE CUST
W/IN 7-10 BUSINESS FOR FURTHER INFORMATION.

... CAN OBTAINED THE FOLLOWING INFORMATION FOR THE INVESTIGATION:
OWNER NAME: MR. JAMES M. BLACK VEH YR/MODEL: 98 PONTIAC GRAND PRIX
VIN: 1GZWP52K1W7200895 MILEAGE: 6,000

GENERAL COMMENTS: 12/30/97 01:14P HIRSHMAN LORI
CAN RECEIVED MESSAGE THAT JERRY BARTZ, DSR IS OUT UNTIL 1/6/97. CAN
WAS ALSO CONTACTED BACK BY WAYNE WALLACE, SVM AT DLR WHO ADVISED FIRE
WAS A FUEL FIRE CAUSED BY A DEFECT IN VEH AND ALSO BELIEVE CUST S/BE
PUT INTO NEW VEH AS OTHER IS BAD. DLR IS AWAITING CONTACT BACK FROM
JERRY BARTZ, DSR TO SEE HOW TO PROCEED. CAN ADVISED SVM SHE WOULD
CHECK TO SEE IF WE NEED TO DO A 1241 INVESTIGATION ALSO AND WILL
CONTACT SVM TO ADVISE AND CUST LATER TODAY AFTER SPEAKING W/REGIONAL
COORDINATOR.

GENERAL COMMENTS: 12/29/97 05:08P HIRSHMAN LORI
CONTINUED.... CAN ADVISED CUST SHE WOULD BE LEAVING AN URGENT VEH
W/DSR AGAIN AND WOULD REVIEW FURTHER AND CONTACT CUST BACK EITHER

Y W/ANY UPDATES ON 12/30/97.

. CRM LEFT VEH FOR WAYNE WALLACE, SVM AND ALSO FOR JERRY BARTZ, DGM.
CRM ALSO LEFT MESSAGE W/CALLER KEMPELIS, REGIONAL COORDINATOR, WHETHER
THIS SHOULD BE PURSUED AS A L241 INVESTIGATION OR NOT.

GENERAL COMMENTS: 12/29/97 05:05P HIRSHMAN LORI
CONTINUED.... CUST WENT OUTSIDE AND SAW THE FIRE COMING FROM BASE OF
VEH AND THEN WHEN HE WAS FINALLY ABLE TO OPEN THE HOOD AFTER HOISING
DOWN THE VEH UNDERCOAT THE ENGINE WAS BLAZING TOO. CUST CLAIMS THEY
WAS ABLE TO PUT OUT FIRE W/LAWN HOSE AND HAD VEH TOWED TO DLR THE
FOLLOWING DAY. CUST CLAIMS DLR, RICK LEHMAN, CONTACTED HIM ON FRIDAY
TO INFORM HIM THEY HAVE A CALL INTO THE DMR AND HAVE NOT HEARD BACK
YET. CUST WANTS VEH TO BE REPLACED. CUST HAS OWNED 2 OTHER PONTIAC
GRAND AM AND GRAND PRIX ALSO AND NEVER HAD ANY PROBLEMS. CUST FEELS
AT THIS POINT EVEN IF VEH COULD BE REPAIRED THE VALUE OF THE VEH
WOULD BE LOWERED DUE TO THIS INCIDENT. CUST ALSO STATED THEY HAD
JUST BEEN HIDING IN VEH 2 HOURS PRIOR TO FIRE W/THEIR 10 MONTH OLD BABY.

GENERAL COMMENTS: 12/29/97 05:01P HIRSHMAN LORI
CUST STATES HE TOOK VEH IN MONDAY 12/22/97 FOR 2ND OIL CHANGE AND
AT THAT TIME ADVISED SERVICE PERSONNEL HE COULD SMELL OIL AND HAD
A PUDDLE UNDER HIS VEH. CUST STATES DLR DID THE OIL CHANGE AND REVIEWED
VEH FOR LEAK, KEN PATTON CAME OUT TO CUST RECEPTION AREA AND ADVISED
CUST THEY DID INFACT FIND A MINOR OIL LEAK IN THE VALVE COVER, BUT
THE REPAIR WOULD TAKE 2 TO 3 HOURS TO FIX AND THEY WOULD NOT HAVE
TIME THAT DAY TO FIX IF SO CUST WOULD NEED TO BRING BACK AFTER
HOLIDAY. CUST CLAIMS AT THAT POINT THEY ASKED IF THE VEH WOULD BE
SAFE TO DRIVE AND WERE TOLD YES. CUST CLAIMS THE FOLLOWING EVENING
THEY WENT TO A PARTY ABOUT 22 MILES AWAY FROM HOME AND WERE INSIDE
WHEN SOMEONE KNOCKED ON THE DOOR AND TOLD THEM THEIR CAR WAS ON FIRE.

0751390

PONTIAC

GMC

REPURCHASE WORKSHEET/CHECK REQUEST FORM

FILE NUMBER: 07 277504 02
 VIN: 1G2W P32 K X W3E 200815
 CUSTOMER NAME: _____
 CUSTOMER DAY-TIME NUMBER: _____
 YEAR, MODEL CODE/SERIES: 98 262 Grand Prix
 DELIVERY DATE: 9-11-97
 MILEAGE: 6,000
 DEALER CODE: 16-19-548
 DEALER NAME: Chris Myers
 ZONE-DISTRICT: SC 10-06

REASON FOR REPURCHASE (check what was done to the vehicle):
Fire in the engine compartment.

DECISION OF CT = STATE RUN ARI _____ SETTLEMENT OF CT OF STATE RUN ARI _____
 DECISION OF RES _____ MEDIATED X

CONTACT WITH RES _____ ATTORNEY GEN. _____ REPRESENTED BY ATTY. _____ GOODWILL X

COMPLAINT CODE(S) J10 CASE TYPE: Repurchase
 MAKE: 327650.92
 ENGINE: 3.8 liter V-6 TRANSMISSION: 4-Speed Auto.

VEHICLE GOING TO:
 TAG _____ DONATION X AUCTION _____ SCRAP _____ VRP X

*Vehicle
 Recycled?
 Program*

IS THE VEHICLE READY? YES X NO X
 IF THE VEHICLE IS NOT READY, WHAT REPAIRS NEED TO BE COMPLETED?
Submitting for donation information. Veh to go to engineering per request of Fred Tabbals.

CHECK AMOUNT: \$ 22,804.15
 MADE PAYABLE TO: Subst. Deal
 ACCOUNT # OF PAYEE: _____
 SEND CHECK TO: _____

SEND CHECK TO:
Chris Myers Int - bill
27161 Highway 98
Daphne, AL 36526

PERSON: Rick Lemaitre ATTENTION: _____
 TITLE: Gen. Mgr. TITLE: _____
 PHONE NUMBER: 334-676-2641 PHONE NUMBER: _____
 FAX NUMBER: 334-681-2252 FAX NUMBER: _____
 SERVICE MGR: JACK FOSTER

RETRIEVE SALES TAX? YES _____ NO X

PONTIAC

GMC

REPURCHASE WORKSHEET/CHECK REQUEST FORM

VEHICLE LOCATED AT REPURCHASE
DEALERY YES or NO
IF NO, WHERE? _____

CONTACT:

PHONE: _____

NUMBER: _____

FAX NUMBER: _____

~~THIS WORKSHEET IS TO BE USED ONLY FOR VEHICLES PURCHASED AT A PONTIAC/GMC DEALERSHIP~~

ORIGINAL PURCHASE PRICE:	\$ 21,675. ⁰⁰
+ ADDED OPTIONS: (if applicable)	\$ _____
+ TITLE, LICENSE, DOC FEE: (if applicable)	\$ _____
- TAX	\$ 305. ⁵⁰
- FINANCE CHARGES	\$ 828. ⁶³
- CUSTOMER REBATE(S):	\$ _____
- ADDITIONAL INCENTIVES:	\$ _____
OTHER (specify):	\$ _____

~~VEHICLE PURCHASE PRICE~~ \$ 22,804.¹⁵

USAGE DEDUCTION:

Formula used to arrive at deduction:

6000 miles \times $\frac{10}{100}$ = 600.⁰⁰ (Wanted for Terry Barta)

Exp: For DM/SR Terry Barta, Change annual usage
at cut out of year for 30 days used mileage = 300.

B. USAGE DEDUCTIONS:

\$ ~~600.00~~ 300.⁰⁰ (Wanted)

C. REPURCHASE AMOUNT (A - B = C):

\$ 22,204.¹⁵

By signing this document, I verify that I thoroughly understand all factors involved in this transaction and I have sought assistance as needed.

Prepared By:

Thomas Whitehead Date 1-22-98

Regional Supervisor's
Signature: _____

Date: _____



North Carolina
Department of
Transportation

NAO VEHICLE RECOVERY PROGRAM

SCRAP VEHICLE DISPOSAL FORM

VEHICLE TO BE SOLD AND DISMANTLED FOR SALVAGE PARTS

Corporate ID number assigned to vehicle: _____ Year: 1991

Make: Pontiac Model: Couvert 4-Dr Color: _____

VIN: See Attached sheet (1 Couvert 4-Dr C. 14162)

2 buybacks ← WF 200895
WF 217980

Authorization to scrap by: Henry King Hillman Organization: Pontiac GMC

Signature of authorizer: Henry King Hillman Date: 4/27/98

Address: 1000 W. 11th St. #113 Mail Code: 40-113

Phone: 813-7-3957 FAX: 813-7-1110

Above information to be completed by group sending the vehicle.

**CONFIRMATION OF RECEIPT
IN NAO VEHICLE RECOVERY PROGRAM**

Signature: [Signature] Linda Judith Date: 4/27/98

Vehicle Location: YPS

Form Distribution: Pink copy to relevant organization.
White & Yellow copies to Recovery.
Recovery to return yellow copy to customer.

VEHICLE RECOVERY DISPOSAL REQUEST

To: Mary Kay Kollogg, Scraping Coordinator, Mail Code 482-A13-D22
Date: 3/16/98
From: Stephanie Justice Phone: 248-574-3801
VIN: 1G2WP52KXWFZ00985
Year/Make/Model: 1998 Pontiac Grand Prix
Reason for Disposal: Fire in engine compartment

Approved by: _____
(ZM-Service signature required)

For repurchased vehicles only:

Is the repurchase the result of a formal lawsuit filed against UM (Y/N)? N

Repurchase amount: 22,804.15

Current Location of Vehicle:

Name: Milford Proving Grounds Dealer Code: _____

Address: _____

City/State/ZIP: _____

Contact Person: _____ Phone: _____

Hours of Operation: _____

You must attach the following items to this form:

- Vehicle title
- Repurchase worksheet
- ESIS report or repair estimate (if vehicle was involved in an accident)

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and or imprisonment.

I, [REDACTED], state that the odometer (of the vehicle described below) now reads 6509 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage. **WARNING - ODOMETER DISCREPANCY.**

YEAR <u>1998</u>	MAKE <u>PONTIAC</u>	MODEL <u>GRAND PRIX</u>
VEHICLE ID NUMBER <u>1G2WP52KXWFZ00395</u>		BODY TYPE <u>4dr</u>

Both

TRANSFEROR'S PRINTED NAME (SELLER) <u>[REDACTED]</u>		
CITY <u>Sorland</u>	STATE <u>AL</u>	ZIP CODE <u>36571</u>
DATE OF STATEMENT <u>2/10/98</u>	TRANSFEROR'S SIGNATURE (SELLER) <u>[REDACTED]</u>	
PRINTED NAME OF PERSON SELLING		

Both

TRANSFEREE'S PRINTED NAME (BUYER)		
STREET ADDRESS		
CITY	STATE	ZIP CODE
X TRANSFEREE'S SIGNATURE - BUYER		
X PRINTED NAME OF PERSON BUYING		

POWER OF ATTORNEY

I (We), [redacted] of (City) Searsville, in the County of Macik and the State of MI, do hereby expressly constitute and appoint Pontiac-GMC Division, General Motors Corporation, or his/her authorized designee (hereinafter "General Motors"), in the County of Oakland, State of Michigan as my (our) true and lawful attorney-in-fact regarding one General Motors vehicle, model year 1978, with Vehicle Identification Number 1G2W P52KKW E206975 the "vehicle" and its title which vehicle is today being repurchased by and returned to General Motors for good and valuable consideration, to (a) apply for a new and/or valid replacement title if such is necessary because, for example, the existing vehicle title is subsequently lost or misplaced and/or (b) make corrections and/or changes to the title if such is subsequently necessary. I (We) do hereby give said attorney-in-fact full power and authority to do everything necessary to insure that General Motors has valid title to the vehicle, as fully as I (we) could or might do if personally present, with full power of substitution and revocation, hereby confirming and ratifying all that said attorney-in-fact shall lawfully do or cause to be done hereunder.

[redacted] further agree that he/she/they will perform all acts that are necessary or convenient to enable General Motors Corporation to obtain a new Certificate of Title to the vehicle, free of all liens of whatsoever kind or nature.

Signed and sealed this 10th day of February, 1978

[redacted] Signature [redacted] Social Security No. [redacted]

STATE OF MI
COUNTY OF Macik

2-10, 1978

Then personally appeared the above named individual(s) and acknowledged the foregoing to be such individual(s)'s (free and deed).

Before me,

Armedaly Robinson
Notary Public

My Commission Expires NOVEMBER 15, 1981
NOTARY PUBLIC OF STATE OF MICHIGAN
MY COMMISSION LICENSE NO. 43821
MICHIGAN NOTARY PUBLIC

**PONTIAC-GMC CUSTOMER ASSISTANCE
REPURCHASE CHECKLIST**

CHECK IF IN THE FILE:

- REPURCHASE WORKSHEET
- INVOICE ON ORIGINAL VEHICLE
- SIGNED BILL OF SALE ON ORIGINAL VEHICLE
- INCENTIVES FROM FIRM
- DESCRIPTION OF INCENTIVES FROM FIRM
- ACT ON TRADE-IN DOCUMENTED (If Applicable)
- NED RULING/LEMON LAW RULING (If Applicable)
- RECEIPTS FOR ANY AFTER-MARKET ITEMS (If Applicable)
- SIGNED OFFER LETTER
- INVOICE FOR ANY CONVERSION PACKAGE (If Applicable)
- WARRANTY HISTORY
- CASH RESTITUTION STATEMENT(CA only)
- GM CARD EARNINGS ON BUYBACK VEHICLES FORM
- STATEMENT FROM FINANCIAL INSTITUTION INDICATING INTEREST CHARGES INCURRED/PAYOFF ETC.
- SALES TAX WAIVER(If Applicable)
- DEALER CONTACT LETTER
- RELEASE OF CLAIM(If Applicable)

PONTIAC · GMC REPURCHASE WORK/FAX RETURN SHEET

This worksheet is to be completed before proceeding with the repurchase of the following VIN:

VIN Identification LGZNP53KXW P302 R95

Customer's Name JAMES [REDACTED]

1. Does the VIN listed above match the TITLE and the VIN PLATE in the vehicle? YES NO

NOTE: If not, **STOP** contact Pontiac-GMC immediately before proceeding.

.....
Vehicle **Odometer Reading**

1. Indicate mileage here 6509

PLACE THE "OPTIONAL FINGER PICKUP" SIGN ON THE DASHBOARD, DRIVER'S SIDE.

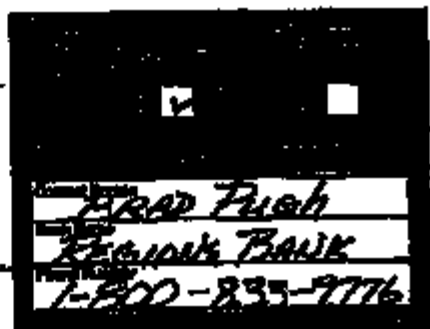
2. Have arrangements been made to have the vehicle inspected for the reasons it was repurchased?

YES NO

3. Does the vehicle show any sign of body, paint or other damage (general wear and tear)?

YES NO If yes, please list:

FRINT IN CENTER OF HOOD IS SCORCHED



4. Are all originally ordered options present (i.e., spare tire, bumper)?

YES NO If no, please list: _____

.....
Upon completion of the paperwork, fax this sheet with the front and back of the TITLE and the POWER of ATTORNEY.

FAX TRANSMITTAL MEMO

TO: Disposition Coordinator
PONTIAC · GMC
FAX : (248) 874-0121

Name JOE BUTLER

ALERT 3
George Alina
Chad Thomas Anthony
Bozart, AL
334-626-2641
Title being sent from
Regions Bank.

Included in This Fax Are:

1. Worksheet
2. TITLE
3. Power of Attorney
4. Odometer Statement

1998 PONTIAC V-11X ST BERN
 160 PAINT, ARCTIC WHITE
 025 TRIM, TRUPE CLOTH
 UNDER NO. 143814/ 2
 VIN 1G2 HPS2 KX W486690

STOCK NO.

PONTIAC/GEN DIVISION
 GENERAL MOTORS CORPORATION
 160 WEST OXFORD CENTER
 DETROIT MI 48242-1062
 VEHICLE INVOICE 8008789624

EL & FACTORY OPTIONS

DESCRIPTION	MSRP	INV AMT	NETAL - STOCK
99 MSRP PRIX ST BERN	20625.00	14941.48	DELIVER 07/28/97
261 160ZLER-REAR DECK LTD	178.00	158.75	SHIPPED 07/18/97
FED FEDERAL EMISSION CERTIFICATION	N/C	N/C	EXP 1/1 07/27/97
126 3.5 LITER 3000 SERIES I1 V-6	8.00	8.00	INT LHM 02/04/97
104 TRANSMISSION, 4-SPEED AUTOMATIC	8.00	8.00	PRE EFF 07/15/97
105 WHEELS, 16" ALUMINUM CROSSLOCK	N/C	N/C	1995 CEAS (200)
179 P.E.N.	8.00	18.00	1995 STR 02-1
107 FEE FOR PRELIMINARY INVOICE	8.00	2.00	BOOK: CHRYSLER FI
109 PREMIUM LIGHTING PACKAGE	210.00	191.25	EXP-10 18-548

- * REAR READING LAMP
- * ILLUM. VISION MIRRORS
- * FRONT DOOR COURTESY LAMP
- * ASSIST GRIPS
- * ELECTROCHROMIC REAR VIEW MIRROR

SHIP WTS 3476
 HP 34.7
 DPM 15800
 HMD 1180.00

152 RADIO, AM/FM STEREO W/COMPACT
 DISC PLAYER, GRAPHIC EQUALIZER
 5-SPEAKER PREMIUM SOUND SYSTEM
 AND REAR WINDOW ANTENNA

278.00 258.15

158 OPTION PACKAGE - 158

788.00 671.55

- * DASHBOARD CONSOLE
- * REAR SEAT PASS TRAY
- * STEERING WHEEL, LEATHER
 WAPPED W/ RADIO CONTROLS
- * POWER SEAT, DRIVER 6-WAY
- * TRUNK CARGO NET
- * REMOTE KEYLESS ENTRY

160 PAINT, ARCTIC WHITE
 025 TRIM, TRUPE CLOTH

8.00 8.00
 8.00 8.00

TOTAL MODEL & OPTIONS
 DESTINATION CHARGE
 DEALER ADVERTISING

2138.00 2024.13 NET 211 2001.13
 622.00 528.00 1174.00 642.00
 221.00 200 450 221.00

TOTAL
 END: TOTAL LESS HOLDBACK AND
 APPROX WHOLESALE FINANCE CREDIT

2429.00 22875.13 207 218 20075.13
 2288.15

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 BOUNTY, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 SALES OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

HRIS HYDRA, PONTIAC-GEN, Inc.

CHRIS MYERS

Dealership Name and Address

87181 HWY. 90 • P.O. BOX 1170
DAPHNE, ALABAMA 36528
TELEPHONE 828-6811

Retail Buyer's Order

DATE: _____
SALESMAN: _____
STOCK # _____

YEAR	MAKE	MODEL	DOOR	ENG.	COLOR	FINISH	PRICE
88	PONTIAC	GRAND PRIZ	4DR	6	WHITE	1E 1G 3W P 2E 3S 1Y 2D 0 0 0	21675.00

SARALAND AL 86671

YEAR	MAKE	MODEL	DOOR	ENG.	COLOR	FINISH	PRICE
88	PONTIAC	GRAND PRIZ	4DR	6	WHITE	1E 1G 3W P 2E 3S 1Y 2D 0 0 0	21675.00

OTHER CONDITIONS OF SALE: _____ OPTIONS INSTALLED: _____ LMT PRICE: 21675.00

AMT PRICE INCLUDING OPTIONS INSTALLED: 21675.00

Representation That Trade-In Vehicle Is Not Subject To Loans

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

TRADE-IN VEHICLE	N/A
DEALER CREDIT	21675.00
BUYER CREDIT	0.00
TITLE	16.00
AMT. DUE AT DELIVERY	N/A
BALANCE DUE	21675.16
INITIAL PAYMENT	1000.00
SALES TAX	N/A
BALANCE ON DELIVERY	21675.16

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

APPROVAL BY BUYER

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

ARBITRATION

Buyer and Dealer agree that any claims, demands, disputes and...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

Buyer agrees to pay for the trade-in vehicle...

CHRIS MYERS

Pontiac-Nissan-GMC Trucks

BIWAY DR. BOX 1170
DAFENE, ALABAMA 36828
866-222-2211

DEAL # 13836

62988

90194

7200885

98 PONTIAC GRAND PRX

1997 82KMF200885

ANTHONY WILLS

SALE TO

ADDRESS

CITY/STATE

SARALAND AL

36571

08/11/97

N

REG. (TX/PA/CA)

\$25.00 PENALTY IF TAG NOT PURCHASED WITHIN 10

DAYS FROM DATE ON BILL OF SALE

PRICE

DESCRIPTION

DATE

DEALER INSTALLED OPTIONS:

TRADE IN N/A
CASH N/A

PAYOFF TO
ADDRESS
CITY & STATE

LOAN TO
ADDRESS
CITY & STATE

REGIONS BANK
P.O. BOX 30280
NEW ORLEANS LA 70130

VEHICLE SALES

DESCRIPTION	AMOUNT	DATE	REMARKS	COST
LEADERS	400			
GRAND	401			
GRAND AC	402			
TRUCK	403			
GRAND PRX	494		21675.00	21065.13
GRAND LIFE	405			
TRUCK SPORT	406			
NEW CAR	41			
NEW TRUCK	42			
NEW TRUCK	43			
NEW TRUCK	44			
NEW TRUCK	45			
NEW TRUCK	46			
NEW TRUCK	47			
NEW TRUCK	48			
NEW TRUCK	49			
NEW TRUCK	50			
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NEW TRUCK	90			
NEW TRUCK	91			
NEW TRUCK	92			
NEW TRUCK	93			
NEW TRUCK	94			
NEW TRUCK	95			
NEW TRUCK	96			
NEW TRUCK	97			
NEW TRUCK	98			
NEW TRUCK	99			
NEW TRUCK	100			
TOTAL			27775.00	

SETTLEMENT	AMOUNT	DATE	REMARKS	AMOUNT
CASH	200			1800.00
TOTAL CASH				1800.00
FINANCING	60		446.25	26775.00
TOTAL FINANCING				26775.00
TOTAL SETTLEMENT				27775.00
NEW TRUCK	905			N/A
NEW TRUCK	906			N/A
NEW TRUCK	907			N/A
NEW TRUCK	908			N/A
NEW TRUCK	909			N/A
NEW TRUCK	910			N/A
NEW TRUCK	911			N/A
NEW TRUCK	912			N/A
NEW TRUCK	913			N/A
NEW TRUCK	914			N/A
NEW TRUCK	915			N/A
NEW TRUCK	916			N/A
NEW TRUCK	917			N/A
NEW TRUCK	918			N/A
NEW TRUCK	919			N/A
NEW TRUCK	920			N/A
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NEW TRUCK	925			N/A
NEW TRUCK	926			N/A
NEW TRUCK	927			N/A
NEW TRUCK	928			N/A
NEW TRUCK	929			N/A
NEW TRUCK	930			N/A
NEW TRUCK	931			N/A
NEW TRUCK	932			N/A
NEW TRUCK	933			N/A
NEW TRUCK	934			N/A
NEW TRUCK	935			N/A
NEW TRUCK	936			N/A
NEW TRUCK	937			N/A
NEW TRUCK	938			N/A
NEW TRUCK	939			N/A
NEW TRUCK	940			N/A
NEW TRUCK	941			N/A
NEW TRUCK	942			N/A
NEW TRUCK	943			N/A
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NEW TRUCK	945			N/A
NEW TRUCK	946			N/A
NEW TRUCK	947			N/A
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NEW TRUCK	949			N/A
NEW TRUCK	950			N/A
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NEW TRUCK	967			N/A
NEW TRUCK	968			N/A
NEW TRUCK	969			N/A
NEW TRUCK	970			N/A
NEW TRUCK	971			N/A
NEW TRUCK	972			N/A
NEW TRUCK	973			N/A
NEW TRUCK	974			N/A
NEW TRUCK	975			N/A
NEW TRUCK	976			N/A
NEW TRUCK	977			N/A
NEW TRUCK	978			N/A
NEW TRUCK	979			N/A
NEW TRUCK	980			N/A
NEW TRUCK	981			N/A
NEW TRUCK	982			N/A
NEW TRUCK	983			N/A
NEW TRUCK	984			N/A
NEW TRUCK	985			N/A
NEW TRUCK	986			N/A
NEW TRUCK	987			N/A
NEW TRUCK	988			N/A
NEW TRUCK	989			N/A
NEW TRUCK	990			N/A
NEW TRUCK	991			N/A
NEW TRUCK	992			N/A
NEW TRUCK	993			N/A
NEW TRUCK	994			N/A
NEW TRUCK	995			N/A
NEW TRUCK	996			N/A
NEW TRUCK	997			N/A
NEW TRUCK	998			N/A
NEW TRUCK	999			N/A
NEW TRUCK	1000			N/A

01/20/98 TUE 10:40 (TX/RX NO 8781)

VIN: 1G2NP52KE WF200895 OR
SELLING SOURCE(S): 16 MODEL YEAR(S): 98 ORDER NUMBER: BKJ614

E	EVENT DESC	SE/	DOCUMENT	I	INC	AMOUNT	M BL
L		SITE CD	NUMBER	S	EVENT DT CD		R NN
	INCENTIVE MEMO	16 18548	00011026784		08/13/97 WTC	15.12	
	INCTV PAYMENT	16 18548	00011026784		08/13/97 WTC	15.12	
	INCTV APPLICATION	16 18548	00011026784		08/13/97 WTC	15.12	
	DELIVERY D.O.E.	16 18548			08/12/97	0.00	
	DELIVERY TO CUB	16 18548			08/11/97	0.00	
	SETTLEMENT DATA	16 18548	20007559824		08/04/97	20,975.13	CR
	ORIGINAL INVOIC	16 18548	20007559824		07/30/97	20,975.13	
	COV/EVIS DATE	16 18548	20007559824		07/30/97	0.00	
	RAILMENT RECORDS	16 18548	20000388113	B	07/30/97	0.00	
	CATCH UP LABEL	16 18548			07/30/97	22,650.00	
	EXPIRATION TERM	16 18548	20007559824		07/30/97	0.00	

CONCORD Y MORE RECORDS
 PF01-HELP 03-PRV SCRN
 PF07-PRUP 08-PRGS 09-VES HLST 10-HISTARCH P/W:

VIN: 1G2WPS2K1 WF200895 CR
SELLING SOURCE(S): 16 MODEL YEAR(S): 98 ORDER NUMBER: BRJ514

EVENT DISC	SS/	DOCUMENT	EVENT DT CD	AMOUNT	M HL R RM
SALE DATE	16 18548	20007449787	07/15/97	0.00	
SHIPMENT DATE	16 18548		07/15/97	0.00	
PRODUCTION (OUT)	16 18548		07/15/97	0.00	
PREFERENCE TO P	16 18548		08/03/97	0.00	
GM ORDER ACCEPT	16 18548		08/30/97	0.00	
GM ORDER ACCEPT	16 18548		08/30/97	0.00	
SHIP ORDER DATE	16 18548		08/30/97	0.00	

COMMAND ==> _____ NO MORE RECORDS

PF01=HELP 03=PRV SCRIN _____

PF07=PGUP 08=PGDN 09=VHR LIST 10=HISTORY P/W:

PONTIAC · GMC

Division of General Motors Corporation

January 28, 1998

[Redacted]
Spartan, AL 36571

Subject: Repurchase of 1G3WF22KXW7200004

Dear [Redacted]:

I'm sorry you have experienced difficulty with your 1998 Pontiac Grand Prix.

Since we have not been able to resolve your vehicle concerns to your satisfaction, we are extending an offer to repurchase the vehicle. This offer is valid until February 4, 1998. The offer is arrived at by using the following figures:

Base purchase price of the vehicle	\$	21,073.00
Plus title, license, document fees	\$	503.50
Plus Taxes	\$	521.65
Less usage deduction	\$	5,000.00
Pontiac-GMC repurchase offer	\$	22,098.15

Please note, usage deduction has been waived.

The conditions of the repurchase are as follows:

- The vehicle is free from any structural damage or alterations which may impair its resale market value.
- All factory installed equipment is intact and functional.
- A free and clear title be provided at the time of repurchase.
- A "Power of Attorney" form be signed at the time of repurchase (supplied by Pontiac-GMC Division).

If the above referenced offer is acceptable to you, please sign and date the bottom of this letter and fax it back to me at 248-874-0122. After receipt of your signed acceptance letter, a check will be processed and forwarded to Chris Moore Pontiac-GMC, and they will contact you to complete the transaction. Allow 7 to 10 business days for check processing. You will be required to complete the transaction within 5 days from the dealer's notice. Please feel free to call me if you have any questions at 248-874-3704.

Sincerely,

Thomas Witbeck
Thomas Witbeck
Pontiac-GMC Repurchase Coordinator

Pontiac-GMC will repurchase the above referenced vehicle in exchange for Mr. Black's release of all liability stemming from warranties, express or implied, covering this vehicle.

James M. Black
Buyer

1-29-98
Date

01/20/98
15:56:25

----- PONTIAC CARES -----
SALES COMMUNICATION SYSTEMS
WARRANTY HISTORY INQUIRY

YFPT0010
VA20E127

TRF TRFL/CHER: WF200895 VIN: 1G2WPE2K9M200895

CLAIM NUM	REPAIR DLR/WH	WRO DATE	WRO NUMBER	WARR CYCLE	CLAIM TYPE	AUTH AA CODE	PART CREDIT	LABOR CREDIT	NET CREDIT
001	18548	07/15/97	300895	730	I		\$0.00	\$59.96	\$0.00
	10	MILES: 0		7000 PASSENGER CAR AND TRUCK NVI			\$0.00	\$59.96	\$0.00
TOTAL CLAIMS				1	COST		\$0.00	\$59.96	\$0.00

F2=BACK F5=OWNER P9=SEV MENU F10=MAIN MENU F13=PRINT
*** INQUIRY COMPLETE ***

PONTIAC PONTIAC · SERVICE

Division of General Motors Corporation

General & Administrative

Date: January 30, 1988

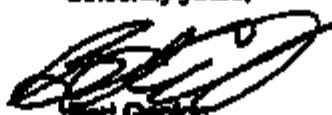
To:	Rick Lemaire
Subject:	Repurchase for Mr. James [REDACTED]
Action Required:	Please ensure completion of the transaction and paperwork
Contact Person:	Bert Ganton Fax: 248 874-0122 Phone: 248 874-3704 Joe Butler 248-874-0121 248-874-3682
make/model:	1986 Pontiac Grand Prix
VIN:	1G2WP521KWF200885

Rick,
I just wanted to follow up with our conversation regarding the above repurchase. I will be sending a check packet to your attention within the next 7 days. The packet will contain 1 check. The check will be in the amount of \$22,804.15 made payable to Chris Myers Pontiac-GMC. Please use the check to satisfy the lien on the vehicle and the remaining amount goes to Mr. Black. The packet also includes all necessary paperwork. Please ensure that the paperwork is completed in a timely manner and in its entirety. If you will not be completing the paperwork personally, please advise the responsible party of Joe Butler's phone number, and let them know that any questions regarding Division paperwork should be directed to Joe.

Upon inspection of the vehicle, if there is any damage please contact our office immediately for further handling. Most importantly, if the repurchased vehicle will be sent to auction, the Division will need to have a Final Repair Order faxed to us stating that the vehicle has been repaired and is operating to GM specs. Please advise your Service Manager. The sooner the Division receives the paperwork, the sooner the vehicle will be released from inventory and picked up by the Auction House.

Your cooperation with this Repurchase and paperwork requirement is greatly appreciated.

Sincerely yours,



Bert Ganton
Repurchase Coordinator

Pontiac-GMC Division
General Motors Corporation, P.O. Box 49008, Mail Code 483-831-730, Pontiac, MI 48348-8008

P.O. Box 49008 · Pontiac, MI 48348-8008

DONATION/SCRAP REQUEST

To: Beth Sebeckel, Donation Coordinator, Mail Code 482-A13-D22
Mary Kay Kellogg, Scrapping Coordinator, Mail Code 482-A13-D22

Date: January 20, 1998

From: Carrie Moore - Phone: 248-874-3923

VIN: 1G2WP52KXWF200896

Year / Make / Model: 1998 Pontiac Grand Prix

Reason for repair/replacement: vehicle caught on fire in engine

Compensation: _____

Is the repair/replacement the result of a formal lawsuit filed against GM (Y/N)? N

Repair/replacement Amount: _____

* Approved by: D. H. Vinton
(224 Service signature required)

file #
97277.504
02

CURRENT LOCATION:

Dealer Name: Chris Meyers Pontiac-GMC Dealer Code: 18548

Address, City, State: 2701 Highway 99 - Dothan, AL 36024

Contact Person: Rick Ferrante Phone: 334-1401-2041

DONOR INFORMATION (for donations only):

Name: _____

Address: _____

City / State / Zip: _____

Contact Person: _____ Phone: _____

You must attach the following items to this form:

- Vehicle title
- School's donation request letter (If school is an ASEP or YES school, a letter is not required)
- Repurchase worksheet
- Completed Michigan Scrap Title Application

North American Operations
 General Motors Corporation
 Warren, MI 48090-2200
 Fordia, MI 48040-2200



CHECK No. 98453498

22

DATE
02/04/98

TWENTYTHREE,804 DOLLARS

MINUS CENTS

AMOUNT
TWENTYTHREE,804.15

PAY TO THE ORDER OF



[Signature]

The Chase Manhattan Bank, N.A.
 New York, New York

ADD

⑈900453498⑈ ⑆022309379⑆ 60⑆ 2⑈82520⑈

North American Operations

General Motors Corporation
 Warren, MI 48090-2200
 Fordia, MI 48040-2200

DETACH AND RETURN TO REPORTING CHECK

CHECK NO. 98453498

DATE 02/04/98

VENUE
02/04/98

VENDOR NAME MR. JAMES H. [REDACTED]

STATEMENT / DESCRIPTION	DEBIT	CREDIT	BALANCE	AMOUNT	CUR. AMOUNT	NET AMOUNT
				22,804.15	.00	22,804.15
<i>zone 10</i> <i>Joe</i>						
TOTAL				22,804.15	.00	22,804.15

ACCEPTANCE OF CHECK CONSTITUTES FULL REGULATION FOR ENDORSEMENTS
 RELATIVE TO THE CHECK. QUESTIONS CALL 1-800-452-6788

200508215

Repurchase

Vehicle Information

Date: 2/5/98
 File No.: 97277504-01
 Customer Name: James M. [REDACTED]
 VIN: 1G2WFP821K0MF200505
 In-Service Date: 8/11/97
 Mileage: 6,108

Dealer Information

Dealer: Chris Meyers Pontiac
 Dealer Code: 18-18848
 Dealer Contact: Bob Allen

Claim Information

RO No.: 8000
 RO Date: 2/4/98
 TAC Case No.: N/A
 Labor OP(Z1242 or Z1243): Repurchase
 Claim Type: P
 Cause Code (CC): N/A
 Failure Code (FC): N/A
 Labor Hours: N/A
 Other Hours: N/A
 Net Amount: \$22,804.16
 Authorization Code: N/A
 Reviewed By: Gregory McReynolds

Keyword Reason/Additional Comments

Vehicle repurchased.

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Jeff Dealy
09/15
Page 1 of 6
Curt Gentry Director

Division: Pontiac	Rev# 97277504 - 01	VIN 1G2P52339F200895
Claimant's Name (LAST, First) XXXXXXXXXX James H.		

Inspected By: W. J. McCortney Organization: E. A. Associates
 Phone: (850) 934-6466 x Inspection Date: 01/07/98 Mileage at Inspection: 4508

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations.

Vehicle was inspected for fire damage. Damage was confined under the hood. The hottest area in the center of the engine "V" where the plastic cover was melted through exposing a fuel injection fuel rail. Many under hood plastic components including the insulation on wires engine valley cover oil filler cap. Most other plastic components were melted or distorted due to heat from the fire, including the hood insulation. Source of the fire was high in the engine compartment with no apparent damage below the top of the engine.

II INTERVIEW - VEHICLE HISTORY

(Note: Please indicate name, address & phone number of person being interviewed: Mr. James H. [REDACTED]
[REDACTED]

1. Vehicle modifications or after-market equipment? (e.g. radio, phone, CB, tires, wheels, trailer hitch, towing, trailer brake controller, hydraulic lines, alarm system, etc.)

Item(s), date installed, and by whom (name, phone) None

2. Any prior collision damage? (when, where, cause, repaired by, etc.) None

3. For the following systems, list and describe prior repairs or outstanding problems/complaints at time of incident (e.g. no start, stalls, overheating, loss of coolant, warning lights "On", strange odors, smoke, fluid leaks on driveway, engine noise, engine rattle, etc.):

- Cooling System (Y/N) N; Repairs (None, Detailed, Unrepaired) _____ Repaired by: (GM, Non-GM, Other) _____
Describe _____
- A/C System (Y/N) N; Repairs (None, Detailed, Unrepaired) _____ Repaired by: (GM, Non-GM, Other) _____
Describe _____
- Steering System (Y/N) N; Repairs (None, Detailed, Unrepaired) _____ Repaired by: (GM, Non-GM, Other) _____
Describe _____
- Transmission (Y/N) N; Repairs (None, Detailed, Unrepaired) _____ Repaired by: (GM, Non-GM, Other) _____
Describe _____

***** II INTERVIEW - VEHICLE HISTORY (Continued) *****

Electrical System (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Fuel System (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Steering System (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Major Engine (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Describe _____

Brake/ABS/TCS System (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Describe _____

Body (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Other (Y/N) Y; Repairs (None, Satisfied, Dissatisfied) None Repaired by (GM, Non-GM, Owner/Other) _____

Describe engine oil leak reported at valve cover

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other) GM

Maintenance records? (Y/N) Y Date/Description of last maintenance/repair (by whom?) 10/20/03, oil and filter Chris Myers Pontiac on 12/22/97

Any other pertinent vehicle history information (from interviews or GM Warranty History)? No

Name and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle Wilson's

How was vehicle towed? (Flat bed, dolly, sling, front or rear lift) n/a If towed on wheels, how far? _____

***** III INTERVIEW - INCIDENT DETAILS *****

***** III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE *****

If vehicle is a truck, or a carrier/trailer cargo at the time of the incident, estimated total weight of cargo and trailer (if flat) _____
load description _____ load location _____

Driver's physical description (gender, age, height, weight, disabilities) _____

If vehicle's ignition was "Off" prior to fire, for how long was it "Off"? 10/15 minutes Were all doors locked? (Y/N) N

Drive length (if vehicle was parked prior to fire, describe last drive): hrs. 1 Mins. _____ Distance traveled 22 miles

If not parked, vehicle speed estimate _____ MPH Source of estimate _____ Posted speed _____ MPH

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 1/4 When last fueled? _____

Exact incident location: [REDACTED]

Weather conditions and visibility 60-70 degrees

Approx. temperature _____ °F. Any physical visual obstructions? _____

***** III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE (Continued) *****

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? _____ Describe: residence driveway

Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? _____ Describe: _____

Road condition: Wet, Dry, Icy or Other? _____ If other, specify _____

Shoulder condition: Wet, Dry, Icy or Other? _____ If other, specify _____

Describe brake operation: (pedal feel, brake pull or grab, vibration, second, etc.) _____

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) N Describe _____

Electrical systems operation: (normal, other?) normal

Mark an "X" before all electrical systems/devices which were "On" or "Cycled" immediately prior to the incident:

- | | | |
|--|---|---|
| <input type="checkbox"/> Cruise Control | <input type="checkbox"/> Windshield Wipers | <input type="checkbox"/> Radio, Radio-in Tape/CD Player |
| <input type="checkbox"/> Traction Control Switch "On" | <input type="checkbox"/> Air Conditioner, on "Max"? (Y/N) _____ | <input type="checkbox"/> Auxiliary CD Player |
| <input checked="" type="checkbox"/> Low Beam Headlights | <input type="checkbox"/> Heater | <input type="checkbox"/> Telephone |
| <input type="checkbox"/> High Beam Headlights | <input type="checkbox"/> Windshield Defogger | <input type="checkbox"/> CB Radio |
| <input type="checkbox"/> Daytime Running Lights | <input type="checkbox"/> Windshield Defroster | <input type="checkbox"/> Power Window Controls |
| <input type="checkbox"/> Fog Lamps | <input type="checkbox"/> Rear Window Defroster | <input type="checkbox"/> Power Mirror Controls |
| <input type="checkbox"/> Turn Signal | <input type="checkbox"/> Outside Mirror Heater | <input type="checkbox"/> Power Seat Controls |
| <input type="checkbox"/> Hazard Flashers | <input type="checkbox"/> Driver Seat Heater | <input type="checkbox"/> Power Sun Roof Controls |
| <input type="checkbox"/> Map Lights, Fr. _____ Rr. _____ | <input type="checkbox"/> Passenger Seat Heater | <input type="checkbox"/> Cigar Lighter |
| <input type="checkbox"/> Other Interior Lights | <input type="checkbox"/> Auxiliary Power Outlet | <input type="checkbox"/> Other _____ |

Steering operation: (normal, other?) normal

Powertrain: (any engine misf, sluggish, surge, stall, loss of power or speed, etc.) no abnormal conditions

Any unusual noises (bump, pop, tick, grinding, metallic, rattle, etc.) From where? none

Did it appear to switch engine speed? (Y/N) _____

Describe any unusual odors. From where? none

Any smoke? (from where, color, density, etc.) none prior to incident

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? _____

***** III B INTERVIEW - AT BEGINNING & DURING THE FIRE *****

Any flames? (from where, color, density, etc.) owner states small flame at left front wheel

wall. When hood was raised, flame was nearly the entire engine compartment

Any steam or smoke? (from where, color, density, etc.) owner stated very little smoke - mostly gray in color.

Any apparent malfunctions of Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) N

Electrical System? (Y/N) N Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) N Brake System? N

(Y/N) N Other? (Y/N) Y Describe: vehicle was reported by owner to have an engine oil leak

Warning Lights? (Y/N) N Gear? (Y/N) N If so, describe: _____

What did you do after you realized something was wrong? Pull Over? (Y/N) _____ Lower Windows? (Y/N) _____ Raise

Windows? (Y/N) _____ Turn Engine Off? (Y/N) _____ Turn on Hazard Flashers? (Y/N) _____ Exit Vehicle? (Y/N) _____

Open Hood? (Y/N) Y Open Trunk? (Y/N) _____ Other? (Y/N) _____ Describe: after spraying garden through wheel wall and at front of hood, owner opened hood.

***** III B INTERVIEW - AT BEGINNING & DURING THE FIRE (Continued) *****

Any other comments or observations that have not been covered? Based upon hottest spot of fire and the estimated source, it appears that fire was fuel fed.

***** IV - VEHICLE INSPECTION *****

The vehicle inspection documents the physical evidence via color photographs and written observations. It is important to also document what does not appear to be related to the fire. This is necessary because fire cause determination often involves the process of elimination. By recording your observations in the following section, you will be following a methodical inspection format.

A. Take color photographs of the following and enter observations/comments on the form:

Left & right side exterior _____

Front & rear exterior _____

Hood, inner & outer panels _____

Trunk area and Decklid, inner & outer panels _____

Roof _____

Door interior panels _____

Left & right instrument panel & odometer _____

Airway(s) area _____

Left & right front seat and carpet _____

Underbody & exhaust (include hangers) _____

Option code label _____

Engine compartment _____

Radiator, front & rear _____

Coolant recovery bottle _____

Transmission cooler lines/connections _____

Engine compartment engine coolant hoses/boots, connections/clamps _____

Engine compartment heater lines/hoses, connections/clamps (include from to throttle body) _____

All fuel hoses/boots, filter, connections/clamps _____

TEH, injector rail, or carburetor & fuel line connection _____

Engine compartment fuel hoses/boots, connections & o-rings _____

Power steering hoses/boots, connections/clamps _____

Generator & attached wiring _____

IV - VEHICLE INSPECTION (Continued)

Battery & attached cables battery still holds a charge

Engine block (note precise location of cracks, holes, etc.) n/a

Engine oil pan n/a

Engine compartment hinge torque rods operating normally

Engine compartment exhaust system (e.g. bent, rusted, modified, out of position, clearance, etc.) n/a

Any leak which is alleged to be the cause/courses oil leak

Anything on vehicle which is after-market No

Anything on vehicle which is a modification No

Anything on vehicle which is unusual, or out-of-place, etc. No

B. Enter observation comments for the following on the form and take color photographs as necessary.

For the following fields, comment on the fluid level, smell (burned?), feel (gritty?), color (dark?), and apparent condition (corrosion, water, particles, etc.):

Engine coolant full

Engine oil oil fill/dip stick cover melted and inaccessible

Transmission fluid not checked

Power steering fluid full

Brake fluid fluid full - reservoir distorted by heat

List all driver electrical controls which are in the "On" position (include ignition) none

Fuses (Identify all open or not proper size)

Wiring insulation at fuse blocks

Fusible links (Identify all open)

Spark plug wiring and boot condition spark plug wires insulation melted

Fuel filter "Lead Free" restrictor in place? (Y/N) Describe

Location of fuel filter cap (or evidence of removal)

Catalytic converter (any discoloration or swelling?) n/a

Position of windows (if glass missing, do further inspection) n/a

C. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available):

***** SITE INSPECTION *****

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flammable or spark sources, tall grass, dry leaves, rats indicating vehicle was stuck, etc.
If significant other property damage occurred due to the fire, if possible, take pictures of the damage and make notes as necessary.

~~Comments: Owner states that no property damage or structure was involved in incident. Therefore, no site inspection was performed~~

Lined area for additional notes or comments.

1970 PONTIAC GRAND PRIX ST/20
 5.2 HP 312 K X W F 2.0 18 7.5

WORK & PARTS
 NAME: ALPHELOF
 ADDRESS: LUBE, OIL, FILTER
 REPLACE OIL, FILTER & LUBE
 TECH(S)1840
 PARTS QTY FT NUMBER DESCRIPTION UNIT PRICE
 JOB # 1 1 20010772 OIL FLTR 1.836
 JOB # 1 TOTAL PARTS
 JOB # 1 TOTAL LABOR & PARTS

S.O. & SUPPLIES
 JOB # 1 3.0 100 30/800RENCH 1.290 /UNIT TOTAL - 600

DISC CODE DESCRIPTION CONTROL NO
 JOB # 1 88 ENVIRONMENTAL DISPOSAL FEE TOTAL - MISC

TOTAL LABOR
 TOTAL PARTS
 TOTAL S.O. & SUPPLIES
 TOTAL MISC
 TOTAL TAX
 TOTAL INVOICE



 C/CARD [] CHARGE [] OTHER []
 REDUCIBLE AMOUNT [] EXT SUC CONT AMT []

CUSTOMER SIGNATURE *W.A. GOODMAN*

DEC 22 1970
 1105

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Dealer: Pontiac	Rep# 97277504 - 01	VIN: 1G2052000200895
Claimant's Name (LAST, First)		

Inspected By: M. J. McCortney Organization: H. A. Associates
 Phone: (850) 934-8487 X Inspection Date: 07 / 85 Manager/Inspector: 5309

Roll Number _____

Seq.# **Description**

- 0. overhead view of engine compartment showing melted plastic cover
- 1. engine compartment from left to right
- 2. close-up of fire damage showing exposed fuel rail
- 3. engine compartment looking from right side of vehicle
- 4. engine compartment and underside of hood
- 5. hood exterior - minor paint sings parallel to windshield
- 6. front left corner of vehicle
- 7. rear left corner of vehicle - no fire damage to vehicle exterior
- 8. rear of vehicle
- 9. right rear of vehicle
- 10. right front of vehicle
- 11. close-up of hood - yellow sings marks in paint are parallel to and
approximately one foot from the rear edge of the hood
- 12. _____
- 13. _____
- 14. _____
- 15. _____
- 16. _____
- 17. _____
- 18. _____
- 19. _____
- 20. _____
- 21. _____
- 22. _____
- 23. _____
- 24. _____
- 25. _____
- 26. _____
- 27. _____
- 28. _____
- 29. _____
- 30. _____
- 31. _____
- 32. _____
- 33. _____
- 34. _____
- 35. _____
- 36. _____
- 37. _____

MCJ/DGG

FILE NBR: 97277504 01

VIN : 1G2WPT2KXW200895 OPEN CAMPAIGNS:
MODEL YR: 98 MODEL CODE: PGP DLV DATE: DOCUMENT NBR:

OWNER: WAR ST DTE: FILE SCRAP: 01 02 99
TITLE : MR. FILE PURGE: 01 02 99

FIRST : JAMES
MIDDLE :
LAST :
COMPANY :
PHONE :
ADDRESS:
STREET :



CITY : SARALAND STATE: AL ZIP: 36571

ZNE: 10

MILEAGE: 6,000

DEALER
16 18348 CHRIS MYERS, PONTIAC-OMC, INC. DAPHNE,
WAYNE WALLACE SV C MGR 334 626 2641

Kerry Monroe
Dean Jerry Duffa Billy Ray MS
AL: Jake Foster
Leslie Hadley

COMPLAINT CODE: J10 DESC: ENGINE OIL LEAK (GAS) BY: HIRSHMAN, LORI
CUST STATES VEH HAD OIL LEAK, VEH CURRENTLY AT DLR, WAS
TOWED AFTER ENGINE FIRE. CUST SEEKS DLR TO REPLACE VEH.

12/28/97 05:01P HIRSHMAN, LORI N
CUST STATES HE TOOK VEH IN MONDAY 12/22/97 FOR 2ND OIL CHANGE AND
AT THAT TIME ADVISED SERVICE PERSONNEL HE COULD SMELL OIL AND HAD
A PUDDLE UNDER HIS VEH. CUST STATES DLR DID THE OIL CHANGE AND REVIEWED
VEH FOR LEAK, KEN PATTON CAME OUT TO CUST RECEPTION AREA AND ADVISED
CUST THEY DID INFAC T FIND A MINOR OIL LEAK IN THE VALVE COVER, BUT
THE REPAIR WOULD TAKE 2 TO 3 HOURS TO FIX AND THEY WOULD NOT HAVE
TIME THAT DAY TO FIX IT SO CUST WOULD NEED TO BRING BACK AFTER
HOLIDAY. CUST CLAIMS AT THAT POINT THEY ASKED IF THE VEH WOULD BE
SAFE TO DRIVE AND WERE TOLD YES, CUST CLAIMS THE FOLLOWING EVENING
THEY WENT TO A PARTY ABOUT 22 MILES AWAY FROM HOME AND WERE INSIDE
WHEN SOMEONE KNOCKED ON THE DOOR AND TOLD THEM THEIR CAR WAS ON FIRE.

12/28/97 05:06P HIRSHMAN, LORI N
CONTINUED... CUST WENT OUTSIDE AND SAW THE FIRE COMING FROM BASE OF
VEH AND THEN WHEN HE WAS FINALLY ABLE TO OPEN THE HOOD AFTER BOOSING
DOWN THE VEH UNDERCOAT THE ENGINE WAS BLAZING TOO. CUST CLAIMS THEN
WAS ABLE TO PUT OUT FIRE W/ A W N HOSE AND HAD VEH TOWED TO DLR THE
FOLLOWING DAY. CUST CLAIMS DLR, RICK LEMANS, CONTACTED HIM ON FRIDAY
TO INFORM HIM THEY HAVE A CALL INTO THE DSM AND HAVE NOT HEARD BACK
YET. CUST SEEKS VEH TO BE REPLACED. CUST HAS OWNED 2 OTHER PONTIAC
GRAND AM AND GRAND PRIX ALSO AND NEVER HAD ANY PROBLEMS. !

FILE NBR: 97277504 01

CUST FEELS AT THIS POINT EVEN IF VEH COULD BE REPAIRED THE VALUE OF THE VEH WOULD BE LOWERED DUE TO THIS INCIDENT. CUST ALSO STATED THEY HAD JUST BEEN RIDING IN VEH 2 HOURS PRIOR TO FIRE W/THEIR 10 MONTH OLD BABY.

12/29/97 09:58P HIRSHMAN, LORI N
CONTINUED... CAM ADVISED CUST SHE WOULD BE LEAVING AN URGENT VME W/DEM AGAIN AND WOULD REVIEW FURTHER AND CONTACT CUST BACK EITHER WAY W/ANY UPDATES ON 12/30/97. CAM LEFT VME FOR WAYNE WALLACE, SVM AND ALSO FOR JERRY BARTZ, DEM. CAM ALSO LEFT MESSAGE W/CALLIE ZAMPETER, REGIONAL COORDINATOR, WHETHER THIS SHOULD BE PURSUED AS A 1241 INVESTIGATION OR NOT.

12/30/97 01:14P HIRSHMAN, LORI N
CAM RECEIVED MESSAGE THAT JERRY BARTZ, DEM IS OUT UNTIL 1/6/97. CAM WAS ALSO CONTACTED BACK BY WAYNE WALLACE, SVM AT DLR WHO ADVISED FIRE WAS A FUEL FIRE CAUSED BY A DEFECT IN VEH AND ALSO BELIEVE CUST SHE PUT INTO NEW VEH AS OTHER IS BAD. DLR IS AWAITING CONTACT BACK FROM JERRY BARTZ, DEM TO SEE HOW TO PROCEED. CAM ADVISED SVM SHE WOULD CHECK TO SEE IF WE NEED TO DO A 1241 INVESTIGATION ALSO AND WILL CONTACT SVM TO ADVISE AND CUST LATER TODAY AFTER SPEAKING W/REGIONAL COORDINATOR.

12/30/97 04:50P HIRSHMAN, LORI N
CAM SPOKE W/SUPERVISOR LISA HOTTE, NC. SUP ADVISED CAM TO DO A 1241 INVESTIGATION ON CASE. CAM LEFT VME W/WAYNE WALLACE TO ADVISE WOULD BE DOING A 1241 ON CUST CLAIM. CAM THEN CONTACTED CUST BACK TO ADVISE OF THE PROCEDURE OF PAR CRITERIA AND ALSO ADVISED IF THE FILE MEETS THE CRITERIA THE FILE WILL BE FORWARDED TO AN INVESTIGATOR WHO WILL CONTACT THE CUST W/IN 7-10 BUSINESS FOR FURTHER INFORMATION. CAM OBTAINED THE FOLLOWING INFORMATION FOR THE INVESTIGATION: OWNER NAME: MR. JAMES [REDACTED] VEH YR/MODEL: 91 PONTIAC GRAND PRIX VIN: 1G3WPE32KXP200295 MILEAGE: 6,000

12/30/97 04:54P HIRSHMAN, LORI N
SVC DLR: 1618346 CHRIS MEYERS, PONTIAC-GMC REGION: 06 ZONE: 10
CLAIMANT NAME: MR. JAMES [REDACTED] DATE OF INCIDENT: 12/29/97
ADDRESS: [REDACTED]
TIME OF INCIDENT: 6-7 PM
PHONE #: 334-679-9972 W/RN CHECK FF130 SCREEN
LOCATION OF INCIDENT: CUST BROTHER HOUSE: GARY [REDACTED] ALABAMA
PRESENT LOCATION OF VEH: CHRIS MEYERS, PONTIAC-GMC, INC.
WHO WAS DRIVING VEH: NO ONE, VEH WAS PARKED IN DRIVEWAY
NO OTHER VEH INVOLVED, NO OTHER PROPERTY DAMAGE

12/30/97 04:57P HIRSHMAN, LORI N
COMPONENT(S) ALLEGED DEFECTIVE: DLR SPECIFIED FUEL FIRE, ENGINE.
POLICE REPORT MADE: NO
CLAIMANTS DESCRIPTION OF WHAT HAPPENED:
CUST STATES TOOK VEH TO DLR ON 12/29/97 FOR 2ND OIL CHANGE, AT THAT TIME CUST INDICATED TO SERVICE PERSONNEL HE SMELLED OIL AND HAD A PUDDLE IN DRIVE BOTH BRINGING VEH TO DLR. CUST STATES KEN PATTON CAME OUT TO WAITING AREA

FILE# NBR: 97277504 01

AND INFORMED CUST HAD FOUND A MINOR LEAK IN THE VALVE COVER,
BUT WOULD NOT BE ABLE TO FIX THAT DAY, THEY WOULD NEED TO COME BACK AFTER
THE HOLIDAY AS IT WOULD TAKE ABOUT 2-3 HOURS TO FIX. CUST CLAIMS THEY
ASKED IF THE VEH WAS SAFE TO DRIVE AND WERE TOLD YES.

CUST STATES WENT TO A CHRISTMAS PARTY AT BROTHERS HOUSE ABOUT

12/30/97 05:02P HIRSHMAN, LORI

N

CONTINUED... 22 MILES AWAY ON TUESDAY EVENING 12/23/97 AND WERE SITTING
IN THE HOUSE AFTER ARRIVING AND SOMEONE KNOCKED ON THE DOOR AND SAID
THEIR CAR WAS SMOKING AND ON FIRE, CUST STATES THEN RAN OUT TO TRY TO
STOP FIRE W/GARDEN HOSE, FIRST SPRAYING UNDER VEH THEN AFTER BEING ABLE
TO OPEN HOOD CUST SPRAYED IN UNDER HOOD FINALLY STOPPING FIRE.

CUST STATES HE THEN CONTACTED DLR TO COME PICK VEH UP THE FOLLOWING
DAY WHERE IS CURRENTLY AT CHRIS MEYERS PONTIAC. CUST STATES ON FRIDAY
HE WAS CONTACTED BY RICK LEMANS STORE MANAGER INDICATING THEY WERE
WAITING TO HEAR BACK FROM THE DSM, CUST STATES HE CALLED OUR OFFICE
AFTER NOT HEARING ANYTHING FOR ABOUT A WEEK NOW.

NOTE: AFTER CAM TOOK FURTHER INFORMATION FROM CUST, HE INDICATED

12/30/97 05:03P HIRSHMAN, LORI

N

INDICATED THAT HE HAD SIGNED SOME PAPERS W/THE AMERICAN ARBITRATION CO
AND ASKED CAM FOR THE NUMBER. CAM ADVISED CUST DID NOT HAVE NUMBER AND
THAT SOMEONE S/BE CONTACTING HIM BACK W/IN 7-10 BUSINESS DAYS.

01/02/98 09:40A VAN WOERT, BRENDA

N

REVIEWED FILE AND WILL FAX TO BAA FOR ASSIGNING.

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Pontiac
Jeff Beatty
8315
General Motors
Chrysler

Division: Pontiac | Roll: 97277504 - 01 | VBI: 1G2NE52388200895
Claimant's Name (LAST, First): [REDACTED]

Inspected By: W. J. McCortney Organization: H. A. Associates
Phone: (850) 924-8468 x Inspection Date: 01/07/98 Mileage at Inspection: 6500

I INSPECTION SUMMARY
Following the inspection, summarize the tests and observations.

~~Vehicle was inspected for fire damage. Damage was confined under the hood. The hottest area in the center of the engine "v" where the plastic cover was melted through exposing a fuel injection fuel rail. Many under hood plastic components including the insulation on wires engine valley cover oil filler cap. Most other plastic components were melted or distorted due to heat from the fire, including the hood insulation. Source of the fire was high in the engine compartment with no apparent damage below the top of the engine.~~

II INTERVIEW - VEHICLE HISTORY
(Note: Please indicate name address & phone number of person being interviewed):

SR. JAMES H. [REDACTED]

1. Vehicle modifications or after-market equipment? (e.g. radio, phone, CB, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, etc.)

None, date installed, and by whom (name, phone) none

2. Any prior collision damage? (when, where, cause, repaired by, etc.) none

W. J. McCortney
W. J. McCortney
W. J. McCortney

3. For the following systems, list and describe prior repairs or outstanding problems/complaints at time of incident (e.g. no starts, stalls, overheating, loss of coolant, warning lights "On", strange odors, smoke, fluid leaks on driveway, engine noise, engine miss, etc.):

Cooling System (Y/N) N; Repairs (None, Replaced, Identified) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

A/C System (Y/N) N; Repairs (None, Replaced, Identified) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Steering System (Y/N) N; Repairs (None, Replaced, Identified) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Transmission (Y/N) N; Repairs (None, Replaced, Identified) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Describe _____

***** II INTERVIEW - VEHICLE HISTORY (Continued) *****

Electrical Systems (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
Describe _____

Fuel System (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
Describe _____

Exhaust System (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
Describe _____

Major Engine (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
Describe _____

Brake/ABS/TCS System (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
Describe _____

Body (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
Describe _____

Other (Y/N) Y; Repairs (None, Satisfied, Dissatisfied) None Repaired by (GM, Non-GM, Owner/Other) _____
Describe engine oil leak reported at valve cover

Regular maintenance (e.g., oil changes, lube, hose, etc.) Done by: (GM, Non-GM, Owner/Other): GM

Maintenance records? (Y/N) Y Date/description of last maintenance/repair (by whom?) lube, oil and filter
Chris Myers Pontiac on 12/22/97

Any other pertinent vehicle history information (from interview or GM Warranty History)? No

Name and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle
Wilson's

How was vehicle towed? (2nd, 4th, 6th, 8th, front or rear end) n/a If towed on wheels, how far? _____

***** III INTERVIEW - INCIDENT DETAILS *****

***** IN A INTERVIEW - IMMEDIATELY BEFORE THE FIRE *****

If vehicle is a truck, or a car carrying cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) _____
load description _____ load location _____

Driver's physical description (gender, age, height, weight, disabilities) _____

If vehicle's ignition was "Off" prior to fire, for how long was it "Off"? 10/15 minutes Were all doors locked? (Y/N) N

Drive length (if vehicle was parked prior to fire, describe last drive) Hrs. 1/2 Min. _____ Distance traveled 22 miles

If not parked, vehicle speed estimate _____ MPH Source of estimate _____ Posted speed _____ MPH

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 3/4 Why not full? _____

Exact incident location _____

Weather conditions and visibility 60-70 degrees

Approx. temperature _____ °F. Any physical visual observations? _____

***** III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE (Continued) *****

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? Describe residence driveway

Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? Describe _____

Road condition: Wet, Dry, Icy or Other? If other, specify _____

Shoulder condition: Wet, Dry, Icy or Other? If other, specify _____

Describe brake operation: (pedal feel, brake pull or grab, vibration, sound, etc.) _____

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) N Describe _____Electrical systems operation: (normal, other) normal

Mark an "X" before all electrical systems/devices which were "On" or "Cycled" immediately prior to the incident:

<input type="checkbox"/> Cruise Control	<input type="checkbox"/> Windshield Wipers	<input type="checkbox"/> Radio, Built-in Tape/CD Player
<input type="checkbox"/> Traction Control Switch "On"	<input type="checkbox"/> Air Conditioner, on "blow" (Y/N) _____	<input type="checkbox"/> Auxiliary CD Player
<input checked="" type="checkbox"/> Low Beam Headlights	<input type="checkbox"/> Heater	<input type="checkbox"/> Telephone
<input type="checkbox"/> High Beam Headlights	<input type="checkbox"/> Windshield Defogger	<input type="checkbox"/> CB Radio
<input type="checkbox"/> Daytime Running Lights	<input type="checkbox"/> Windshield Deflector	<input type="checkbox"/> Power Window Controls
<input type="checkbox"/> Fog Lamps	<input type="checkbox"/> Rear Window Defogger	<input type="checkbox"/> Power Mirror Controls
<input type="checkbox"/> Turn Signal	<input type="checkbox"/> Outside Mirror Heater	<input type="checkbox"/> Power Seat Controls
<input type="checkbox"/> Hazard Flashers	<input type="checkbox"/> Driver Seat Heater	<input type="checkbox"/> Power Sun Roof Controls
<input type="checkbox"/> Map Lights, Ft. Lt. _____	<input type="checkbox"/> Passenger Seat Heater	<input type="checkbox"/> Cigar Lighter
<input type="checkbox"/> Other Interior Lights	<input type="checkbox"/> Auxiliary Power Outlet	<input type="checkbox"/> Other _____

Steering operation: (normal, other) normalPowertrain (any engine mis, stalling, stops, shift, loss of power or speed, etc.) no abnormal conditionsAny unusual noises (bang, pop, tick, grinding, metallic, rattle, etc.)? From where? none

Did it appear to match engine speed? (Y/N) _____

Describe any unusual odors. From where? noneAny smoke? (from where, color, intensity, etc.) none prior to incidentWas anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? _____

***** III B INTERVIEW - AT BEGINNING & DURING THE FIRE *****

Any flames? (from where, color, intensity, etc.) owner states small flame at left front wheelwell. When hood was raised, flame was nearly the entire engine compartmentAny steam or smoke? (from where, color, intensity, etc.) owner stated very little smoke mostly gray in color.Any apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) NElectrical System? (Y/N) N Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) N Brake System? N(Y/N) N Other? (Y/N) Y Describe: vehicle was reported by owner to have an engine oil leak.Wiring? (Y/N) N If so, describe _____

What did you do after you realized something was wrong? Pull Over? (Y/N) _____ Lower Windows? (Y/N) _____ Raise

Windows? (Y/N) _____ Turn Engine Off? (Y/N) _____ Turn on Hazard Flashers? (Y/N) _____ Exit Vehicle? (Y/N) _____

Open Hood? (Y/N) Y Open Trunk? (Y/N) _____ Other? (Y/N) _____ Describe after spraying garden-through wheel well and at front of hood, owner opened hood.

***** III B INTERVIEW - AT BEGINNING & DURING THE FIRE (Continued) *****

Any other comments or observations that have not been covered? Based upon hottest spot of fire and the estimated source, it appears that fire was fuel fed.

***** IV - VEHICLE INSPECTION *****

The vehicle inspection documents the physical evidence via color photographs and written observations. It is important to also document what does not appear to be related to the fire. This is necessary because fire cause determination often involves the process of elimination. By recording your observations in the following section, you will be following a methodical inspection format.

A. Take color photographs of the following and enter observations/comments on the form:

Left & right side exterior _____
 Front & rear exterior _____
 Hood, inner & outer panels _____
 Trunk area and Decklid, inner & outer panels _____
 Roof _____
 Door interior panels _____
 Left & right instrument panel & odometer _____
 Airbag(s) area _____
 Left & right front seat and carpet _____
 Underbody & exhaust (include hangers) _____
 Option code label _____
 Engine compartment _____
 Radiator, front & rear _____
 Coolant recovery bottle _____
 Transmission cooler lines/connections _____
 Engine compartment engine coolant hoses, connections/clamps _____
 Engine compartment heater hoses, connections/clamps (includes those to front body) _____
 All fuel hoses, filter, connections/clamps _____
 TBI, injector rail, or carburetor & fuel line connections _____
 Engine compartment fuel hoses, connections & o-rings _____
 Power steering lines/hoses, connections/clamps _____
 Generator & attached wiring _____

IV - VEHICLE INSPECTION (Continued)

Battery & attached cables battery still holds a charge

Engine block (note precise location of cracks, holes, etc.) N/A

Engine oil pan N/A

Engine compartment hinge ropes rods operating normally

Engine compartment exhaust system (e.g. heat, rust, modified, out of position, damage, etc.) N/A

Any item which is alleged to be the cause/evidence oil leak

Anything on vehicle which is after-market NO

Anything on vehicle which is a modification NO

Anything on vehicle which is unusual, or out-of-place, etc. NO

B. Enter observations/comments for the following on the forms and take color photographs as necessary.

For the following fluids, comment on the fluid level, smell (burned?), feel (gritty?), color (dark?), and apparent condition (normal, water, particles, etc.):

Engine coolant full

Engine oil oil fill/dip stick cover melted and inaccessible

Transmission fluid not checked

Power steering fluid full

Brake fluid fluid full - reservoir distorted by heat

List all driver electrical controls which are in the "On" position (include ignition) none

Fuses (Identify all open or not proper size)

Wiring insulation or fuse blocks

Possible leaks (Identify all open)

Spark plug wiring and boot condition spark plug wires - insulation melted

Fuel filter "Lead Free" restrictor in place? (Y/N) Denies

Location of fuel filter cap (or evidence of removal)

Catalytic converter (any discoloration or swelling?) N/A

Position of windows (if glass missing, do further inspection) N/A

C. Photograph any damage to defendant's vehicle relating to the allegation and comment on the nature and extent of damage and authorized cost to repair (attach copy of estimate, if available):

***** V SITE INSPECTION *****

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flammable or spark sources, tall grass, dry leaves, tires indicating vehicle was stuck, etc.
If significant other property damage occurred due to this fire, if possible, take pictures of the damage and make notes as necessary.

~~Comments: Owner states that no property damage or structure was involved in incident. Therefore, no site inspection was performed~~

Lined area for notes and observations, currently blank.

1970 PONTIAC GRAND PRIX 01/20
 1 2 3 4 5 6 7 8 9 10 11 12
 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32

WORK & PARTS
 OILSERVICE LUBE, OIL, FILTER
 REPLACE OIL, FILTER & LUBE
 TECH(S) 1840
 QTY 1 PP NUMBER 28018792 DESCRIPTION OIL FLTR 1,884 UNIT PARTS
 JOB # 1 TOTAL PARTS
 JOB # 1 TOTAL LABOR & PARTS

SUPPLIES 10W 30/GOODWRENCH 2 1.290 /UNIT TOTAL 2.580
 CODE 88 DESCRIPTION ENVIRONMENTAL DISPOSAL FEE CONTROL NO. TOTAL - MISC

TOTAL LABOR
 TOTAL PARTS
 TOTAL SUBST
 TOTAL G.S.T.
 TOTAL MISC
 TOTAL TAX
 TOTAL INVOICE



C/CARD C 3 CHARGE C 3 CHECK C 3 OTHER C 3
 EXT BVC CONT AMT C 3

CUSTOMER SIGNATURE

Mr. Goodwrench

DEC 22 1973
 MIC

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Pontiac	Asst 97277504 - 01	VIN 1G2NE52502R200893
Client's Name (LAST, First) [Redacted] James N.		

Inspected By: M. J. McGortney Organization: E. A. Associates
 Phone: (850) 934-8458 x Inspection Date: 04/07 / 88 Midget Inspector: 6509

Roll Number _____

Item# Description

- 0 overhead view of engine compartment showing melted plastic cover
- 1 engine compartment from left to right
- 2 close-up of fire damage showing exposed fuel rail
- 3 engine compartment looking from right side of vehicle
- 4 engine compartment and underside of hood
- 5 hood exterior - minor paint singe parallel to windshield
- 6 front left corner of vehicle
- 7 rear left corner of vehicle - no fire damage to vehicle exterior
- 8 rear of vehicle
- 9 right rear of vehicle
- 10 right front of vehicle
- 11 close-up of hood - yellow singe marks in paint are parallel to and approximately one foot from the rear edge of the hood
- 12 _____
- 13 _____
- 14 _____
- 15 _____
- 16 _____
- 17 _____
- 18 _____
- 19 _____
- 20 _____
- 21 _____
- 22 _____
- 23 _____
- 24 _____
- 25 _____
- 26 _____
- 27 _____
- 28 _____
- 29 _____
- 30 _____
- 31 _____
- 32 _____
- 33 _____
- 34 _____
- 35 _____
- 36 _____
- 37 _____

PHOTOLOG

FILE NBR: 97277504 01

VIN : 1G2WFSZKXWF200895 OPEN CAMPAIGN:
MODEL YR: 98 MODEL CODE: PCP DLV DATE: DOCUMENT NBR:

OWNER: WAR ST DTE: FILE SCRAP: 01 02 99
TITLE : MR. FILE PURGE: 01 02 99
FIRST : JAMES
MIDDLE : M
LAST :
COMPAN :
PHONE :
ADDRESS: [REDACTED]
STREET : [REDACTED]

CITY : SARALAND STATE: AL ZIP: 36571

ZNE: 19

MILEAGE: 6,000

DEALER

16 18548 CHRIS MYERS, PONTIAC-CMC, INC. DAPHNE AL
WAYNE WALLACE SV CMGR 334 626 2641

COMPLAINT CODE: J10 DESC: ENGINE OIL LEAK (GAS) BY: HIRSHMAN, LOBI
CUST STATES VEH HAD OIL LEAK. VEH CURRENTLY AT DLR, WAS
TOWED AFTER ENGINE FIRE. CUST SEEKS DLR TO REPLACE VEH.

12/28/97 05:01P HIRSHMAN, LOBI

N

CUST STATES HE TOOK VEH IN MONDAY 12/22/97 FOR 2ND OIL CHANGE AND
AT THAT TIME ADVISED SERVICE PERSONNEL HE COULD SMELL OIL AND HAD
A FUDDLE UNDER HIS VEH. CUST STATES DLR DID THE OIL CHANGE AND REVIEWED
VEH FOR LEAK, KEN PATTON CAME OUT TO CUST RECEPTION AREA AND ADVISED
CUST THEY DID INFACT FIND A MINOR OIL LEAK IN THE VALVE COVER, BUT
THE REPAIR WOULD TAKE 2 TO 3 HOURS TO FIX AND THEY WOULD NOT HAVE
TIME THAT DAY TO FIX IT SO CUST WOULD NEED TO BRING BACK AFTER
HOLIDAY. CUST CLAIMS AT THAT POINT THEY ASKED IF THE VEH WOULD BE
SAFE TO DRIVE AND WERE TOLD YES. CUST CLAIMS THE FOLLOWING EVENING
THEY WENT TO A PARTY ABOUT 22 MILES AWAY FROM HOME AND WERE INSIDE
WHEN SOMEONE KNOCKED ON THE DOOR AND TOLD THEM THEIR CAR WAS ON FIRE.

12/29/97 05:06P HIRSHMAN, LOBI

N

CONTINUED.....CUST WENT OUTSIDE AND SAW THE FIRE COMING FROM BASE OF
VEH AND THEN WHEN HE WAS FINALLY ABLE TO OPEN THE HOOD AFTER HOSING
DOWN THE VEH UNDERCOAT THE ENGINE WAS BLAZING TOO. CUST CLAIMS THEN
WAS ABLE TO PUT OUT FIRE W/ LAWN HOSE AND HAD VEH TOWED TO DLR THE
FOLLOWING DAY. CUST CLAIMS DLR, RICK LEMANE, CONTACTED HIM ON FRIDAY
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FILE NBR: 97277504 01

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12/29/97 09:06P HIRSHMAN, LORI

N

CONTINUED... CAM ADVISED CUST SHE WOULD BE LEAVING AN URGENT VME W/DSM AGAIN AND WOULD REVIEW FURTHER AND CONTACT CUST BACK EITHER WAY W/ANY UPDATES ON 12/30/97. CAM LEFT VME FOR WAYNE WALLACE, SVM AND ALSO FOR JERRY BARTZ, DSM. CAM ALSO LEFT MESSAGE W/CALLIE ZAMPETIS, REGIONAL COORDINATOR, WHETHER THIS SHOULD BE PURSUED AS A 1241 INVESTIGATION OR NOT.

12/30/97 01:14P HIRSHMAN, LORI

N

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12/30/97 04:50P HIRSHMAN, LORI

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12/30/97 04:54P HIRSHMAN, LORI

N

SVC DLR: 1618548 CHRIS MEYERS, PONTIAC-GMC REGION: 06 ZONE: 10
CLAIMANT NAME: MR. JAMES M. BLACK DATE OF INCIDENT: 12/23/97
ADDRESS: 103 ARROSER DRIVE, SARALAND, AL 36571
TIME OF INCIDENT: 6-7 PM
PHONE #: 254-679-9472 WKS CHECK FF130 SCREEN
LOCATION: [REDACTED]

PRESENT LOCATION OF VEH: CHRIS MEYERS, PONTIAC-GMC, INC.
WHO WAS DRIVING VEH: NO ONE, VEH WAS PARKED IN DRIVEWAY
NO OTHER VEH INVOLVED, NO OTHER PROPERTY DAMAGE

12/30/97 04:57P HIRSHMAN, LORI

N

COMPONENT(S) ALLEGED DEFECTIVE: DLR SPECIFIED FUEL FIRE, ENGINE.
POLICE REPORT MADE: NO
CLAIMANTS DESCRIPTION OF WHAT HAPPENED:
CUST STATES TOOK VEH TO DLR ON 12/22/97 FOR 2ND OIL CHANGE, AT THAT TIME CUST INDICATED TO SERVICE PERSONNEL HE SMELLED OIL AND HAD A PUDDLE IN DRIVE BOTH BRINGING VEH TO DLR. CUST STATES KEN PATTON CAME OUT TO WAITING AREA

FILE NBR: 97277504 01

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CUST STATES WENT TO A CHRISTMAS PARTY AT BROTHERS HOUSE ABOUT

12/20/97 05:27P HIRSHMAN, LORI N
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CUST STATES HE THEN CONTACTED DLR TO COME PICK VEH UP THE FOLLOWING DAY WHERE IS CURRENTLY AT CHRIS MEYERS PONTIAC. CUST STATES ON FRIDAY HE WAS CONTACTED BY RICK LEMANS STORE MANAGER INDICATING THEY WERE WAITING TO HEAR BACK FROM THE DDM, CUST STATES HE CALLED OUR OFFICE AFTER NOT HEARING ANYTHING FOR ABOUT A WEEK NOW.

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INDICATED THAT HE HAD SIGNED SOME PAPERS W/ THE AMERICAN ARBITRATION CO AND ASKED CAM FOR THE NUMBER. CAM ADVISED CUST DID NOT HAVE NUMBER AND THAT SOMEONE W/ BE CONTACTING HIM BACK W/ IN 7-10 BUSINESS DAYS.

01/02/98 09:40A VAN WORST, BRENDA N
REVIEWED FILE AND WILL FAX TO EAA FOR ASSIGNING.

CASE NO: 98-0126692 VIN: 1G4HP52K3VB533085
DATE OPENED: 07/28/1998 MODEL YR: 97
DATE CLOSED: 07/29/1998 SERIES: HP LESABRE CUST
SOURCE: PHONE MILEAGE: 023141
CUSTOMER:
ADDRESS:
HOME PHONE:

7/28/98
DEalersHIP PHONE: 860 836 2626 SERVICE MANAGER: ED DOMATE
DIST SVC MGR: DAN GIPPERT VEH #: 38214

7/29/98
DEalersHIP PHONE: 860 836 2626 SERVICE MANAGER: ED DOMATE
DIST SVC MGR: DAN GIPPERT VEH #: 38214

1ST O/ - NO GMPP - MILEAGE OBTAINED FROM WINS
RECEIVED CALL FROM O/; O/ CLAIMS THAT WHEN SHE HIT THE REMOTE STARTER
FOR HER VEH, A FIRE STARTED UNDER THE HOOD AND IN THE DASH AREA.
O/ CLAIMS THAT SHE BELIEVES THAT THE FIRE IS THE CAUSE OF THE REMOTE
STARTER. O/ ALSO CLAIMS THAT THE DLR WOULD NOT GIVE HER A RENTAL VEH.
BCRC ACTION: BCRC LET O/ KNOW THAT DUE TO THE REMOTE STARTER NOT BEING
A WARRANTY ITEM AND BECAUSE THERE HAS BEEN NO INDICATION AS TO WHAT
STARTED THE FIRE, THE DLR DOES NOT HAVE TO GIVE HER A RENTAL VEH FREE
OF CHARGE TO O/. BCRC ALSO LET DSM KNOW THAT O/ STATED THAT HER
INSURANCE COMPANY WANT TO TRANSFER THE VEH TO A PRIORITY BUICK DEalersHIP
TO DIAGNOSE THE CAUSE OF VEH. THIS TRANSFER WILL PROBABLY HAPPEN ON
WEDNESDAY.CONTINUED.....

7/29/98
BCRC LET O/ KNOW THAT HER CONCERN HAS BEEN DOCUMENTED AND GAVE O/ HER
CASE NUMBER.
**** FOR DLR INFORMATION ONLY ****

YOLANDA SPENCER, BCRC - VEH# 28273

***** REQUEST CODE AND COMMENTS *****

CDE # DESC	CDE COMMENTS
T22 0 FIRE DAMAGE/LO	O/ CLAIM REMOTE STARTER CAUSED VEH TO FIRE. BCRC LET O/ KNOW THAT HER CONCERN HAS BEEN DOCUMENTED, GAVE O/ HER CASE # AND THANKED O/ FOR CALLING.
T42 0 CAR RENTAL REP	O/ CLAIM THAT SHE WAS NOT GIVEN A RENTAL VEH. BCRC INFORMED O/ THAT A DIAGNOSES HAS'NT BEEN DETERMINED & SHE MAY NOT RECEIVE A RENTAL VEH FREE OF CHARGE TO HER

CASE NO: 96-0126692
DATE OPENED: 08/07/1998
DATE CLOSED: 08/28/1998
SOURCE: PHONE
CUSTOMER:
ADDRESS:
HOME PHONE:

VIN: 1G4KPE2K3VH533095
MODEL YR: 97
SERIES: HP LESBAGE CUST
MILEAGE: 023141

ROCKAWAY NJ 07865
BUS. PHONE: 000 000 0000 EXT:

***** GENERAL COMMENTS *****

7/28/98

DEalersHIP PHONE: 860 536 2626 SERVICE MANAGER: ED DONATH
DIST SVC MGR: DAN GIPPERT VEH #: 38214

7/29/98

DEalersHIP PHONE: 860 536 2626 SERVICE MANAGER: ED DONATH
DIST SVC MGR: DAN GIPPERT VEH #: 38214

LET O/ - NO GMFF - MILEAGE OBTAINED FROM VIN
RECEIVED CALL FROM O/: O/ CLAIMS THAT WHEN SHE HIT THE REMOTE STARTER
FOR HER VEH, A FIRE STARTED UNDER THE HOOD AND IN THE DASH AREA.
O/ CLAIMS THAT SHE BELIEVES THAT THE FIRE IS THE CAUSE OF THE REMOTE
STARTER. O/ ALSO CLAIMS THAT THE DLR WOULD NOT GIVE HER A RENTAL VEH.
BCRC ACTION: BCRC LET O/ KNOW THAT DUE TO THE REMOTE STARTER NOT BEING
A WARRANTY ITEM AND BECAUSE THERE HAS BEEN NO INDICATION AS TO WHAT
STARTED THE FIRE, THE DLR DOES NOT HAVE TO GIVE HER A RENTAL VEH FREE
OF CHARGE TO O/. BCRC ALSO LET DAN KNOW THAT O/ STATED THAT HER
INSURANCE COMPANY WANT TO TRANSFER THE VEH TO A PRIORITY BUICK DELESHP
TO DIAGNOSE THE CAUSE OF VEH. THIS TRANSFER WILL PROBABLY HAPPEN ON
WEDNESDAY.CONTINUED.....

7/29/98

BCRC LET O/ KNOW THAT HER CONCERNS HAS BEEN DOCUMENTED AND GAVE O/ HER
CASE NUMBER.

**** FOR DLR INFORMATION ONLY ****

YOLANDA SPRINGER, BCRC - VEH# 28273

8/7/98

O/ CALLED INTO BCRC: O/ STATED THAT WHEN HER VEH WAS ON FIRE, SHE
HAD TO RENT A VEH. O/ WANTED TO KNOW IF SHE COULD BE REIMBURSED
FOR THE RENTAL. BCRC LET O/ KNOW THAT IT MUST BE DETERMINED AS TO
WHY THE VEH BURNED. IF THE REMOTE STARTER CAUSED THE FIRE TO THE

VEH, THEN WE WOULD NOT BE ABLE TO REIMBURSE O/ FOR THE RENTAL
VEH. IF THE CAUSE OF THE FIRE WAS DUE TO A WARRANTY DEFECT, THEN
WOULD BE ABLE TO REIMBURSE O/ FOR RENTAL. BCRC INFORMED O/ THAT SHE
NEEDS TO EITHER CALL THE BUICK DLR OR HER INSURANCE COMPANY TO FIND
OUT WHY HER VEH BURNED.
YOLANDA SPEICER, BCRC - VMB# 28273

8/6/98

ERG-PAR GROUP HAS LEFT A MESSAGE WITH THE BISHOPS AND ASKED THEM TO
CALL THEM TO GAIN ADDITIONAL INFORMATION ABOUT THE INCIDENT.
PLEASE TRANSFER IF THE BISHOPS' CALL.

BUICK MOTOR DIVISION
*** GM RESTRICTED ***

16448

0157260
A51-124

PAGE #: 1

CASH NO: 98-0128035
DATE OPENED: 07/30/1998
DATE CLOSED: 08/28/1998
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 2G4WB52K5W1414716
MODEL YR: 98
SERIES: WE REGAL LS
MILEAGE: 015773
STATE: AR
WALNUT RIDGE AR 72476
BUS. PHONE: 000 000 0000 EXT:

***** GENERAL COMMENTS *****

7/30/98

870 886 3561 SERVICE MANAGER: HERMAN [REDACTED]
DSM: STEVEN ARCHER 1813 567 2103
ELDERHIP OWNS VEH.

CC CALLED IN STATING THAT THE VEH HAD A THERMAL EVENT. CC STATED THAT THE VEH WAS A PROGRAM VEH. CC STATED THAT A SALESMAN WAS TAKING THE VEH TO A POTENTIAL CUST THAT WANTED TO TAKE A LOOK AT THE VEH. CC STATED THAT ABOUT 10 MILES INTO THE 14 MILE TRIP THAT THE SALESMAN NOTICED SMOKE COMING FROM THE HOOD. CC STATED THAT THE SALESMAN PULLED THE VEH OVER ON THE SIDE OF THE ROAD AND OPENED THE HOOD. CC STATED THAT SALESMAN WAS NOT INJURED. CC STATED THE DLR ONLY PERFORMED AN OIL CHANGE AND A GENERAL INSPECTION ON THE VEH. CC STATED THAT THE THERMAL EVENT WAS CONFINED TO ENGINE COMPARTMENT AND THAT HE HAS ALREADY COMPLETED THE REPAIRS TO THE VEH. CONTINUED.....

CC STATED THAT HE CALLED HIS DSM: STEVEN ARCHER AND THAT THE DSM TOLD HIM TO CALL BCRC BECAUSE HE WAS NOT SURE WHETHER THE DLR SHOULD CONTACT THEIR INSURANCE COMPANY OR WHETHER THE EXPENSE OF REPAIRING BE CHARGED AS A WARRANTY ITEM.

BCRC ACTION: BCRC INFORMED CC THAT BCRC WOULD BE HAVE TO SET UP A CASE FOR THE DLR AS IF IT WAS LIKE A REGULAR CUST. BCRC INFORMED CC THAT HE WILL BE RECEIVING A CALL FROM OUR BUSINESS RESOURCE GROUP WITH THE NEXT 24 HOURS. BCRC CALLED DSM: STEVEN ARCHER TO LET HIM KNOW WHAT IS HAPPENING WITH THE CASE. BCRC TRANSFERRED CASE TO CHRISTINE PRICE IN BRG.

ALAN LANG BCRC 2726 VEH 28134

8-17-98

SPOKE TO CC HERMAN SHAW 2 WEEKS AGO (COMMENTS ENTERED LATE)
HE STATED THAT THE VEHICLE WAS BEING TEST DRIVEN WITH A SALESMAN
AND CUSTOMER WHEN SMOKE STARTED COMING FROM UNDER THE HOOD.
THE CAR WAS IMMEDIATELY BROUGHT BACK TO THE DEALER.
CC HERMAN ADVISED THAT THEY HAVE ALREADY REPAIRED THE "MINOR"
DAMAGE TO THE ENGINE COMPARTMENT. HE STATED THAT HE WAS CALLING
BY THE SUGGESTION OF HIS INSURANCE COMPANY.

BECAUSE THE VEHICLE IS ALREADY REPAIRED, AND NO INSPECTION COULD
BE PERFORMED, PAR REPORT WITH BE TAKEN WITHOUT INSPECTION.

BILL ADONIS B.R.G.-PAR X2777 VME 38151

***** REQUEST CODE AND COMMENTS *****

CODE #	DESC	CODE COMMENTS
A01	O OPEN CAMPAIGN	97022, 98001 DOCUMENTED
T31	O GM 1241 INVEST	GM PAR INVESTIGATION SEE PAR INVESTIGATION
T32	O FIRE DAMAGE/LO	ALLEGED THERMAL EVENT SEE PAR INVESTIGATION

CASE NO: 9708298801
DATE OPENED: 05/30/1997
DATE CLOSED: 10/10/1997
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G2WF12K4VF336303
MODEL YR: 97
SERIES: GRAND PRIX
MILEAGE: 003000
STATE: VA
MIDLOTHIAN VA23112
BUS. PHONE: [REDACTED] EXT: [REDACTED]

COMMENTS

COMPLAINT CODE:
NO1 ELEC. BODY & CHASSIS WIRING (GENERAL)

OPENING COMMENTS:
CUST ALLEGES FIRE OCCURRED IN HER VEHICLE.

CAUSE CODE: D DLR ADVISED CUST TO CALL

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
REPAIRED UNDER WARRANTY.

COMPLAINT CODE:
T49 ALLEGED FIRE-1241 REQUESTED

OPENING COMMENTS:
CUST STATES THERE WAS A FIRE IN HOOD OF VEHICLE.

CAUSE CODE: D DLR ADVISED CUST TO CALL & DOCUMENT INCIDENT

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
REPAIRED UNDER WARRANTY.

SERVICING DEALER: 1604180
HALSY PONTIAC-GMC TRUCK, INC.
PO BOX 38046
RICHMOND VA 23235

DELIVERY DATE: 00/00/00 CASE TYPE: P
RESPONSIBLE PARTY: VAN WOERT, BRENDA CLOSURE CODE: D
REQN CLOSE DATE: 10/10/97

GENERAL COMMENTS: 03/26/96 03:35P PITTMAN LARA
ASSIGN AND ARCHIVE DOCUMENT #199608500210...1241 PAPERWORK...ASSIGN ONLY...
NO FURTHER ACTION.

GENERAL COMMENTS: 02/12/96 02:50P SCHAFER JENNIFER
RECEIVED RO AS ASSIGN ONLY. DOC 9904200294. ARCHIVING.

GENERAL COMMENTS: 10/10/97 08:28A VAN WOERT BRENDA
CONTACTED DLR SERVICE MANAGER, WAYNE LASSITER. WAYNE STATED HE SUBMITTED
REPAIRS UNDER WARRANTY AND HAS BEEN PAID.

1241 COMPLETE. CLOSING FILE.

GENERAL COMMENTS: 08/04/97 09:15A VAN WOERT BRENDA
RECEIVED 1241 REPORT IN OFFICE. REPORT STATES DLR INSTALLED NEEDED PARTS AS
A COURTESY ADJUSTMENT AND CUST IS BACK IN VEH.

GENERAL COMMENTS: 07/09/97 03:45P VAN WOERT BRENDA
FAXED 1241 INFORMATION TO EAA 7/7. EAA ASSIGNED REP TOM SAMUELS TO
INSPECT VEH.

GENERAL COMMENTS: 07/07/97 08:32A VAN WOERT BRENDA
VEH LOCATION IS HALLY PONTIAC IN RICHMOND, VA.

GENERAL COMMENTS: 06/30/97 03:46P ABLESON ELIZABETH
CUST STATES NO ONE WAS INJURED. CUST STATES NO THIRD PARTY DAMAGE. CUST
STATES THERE WERE NO POLICE OR FIRE DEPARTMENTS INVOLVED. VEHICLE IS
CURRENTLY LOCATED AT THE DLR HALLY PONTIAC 16 04180. CCM WAYNE LASSITER
STATES VEHICLE IS DRIVEABLE AND THEY HAVE ORDERED SOME PARTS FOR IT. ADVISED
CCM THAT WE WOULD BE PROCEEDING WITH A 1241 INVESTIGATION.

CUST STATES HER INSURANCE COMPANY, STATE FARM HAS NOT BEEN NOTIFIED. CCM
ADVISED CUST TO NOTIFY THEM OF INCIDENT. CUST STATES HER COMPANY IS LOCATED
ON HOLY ROAD.

ADVISED CUST OF FILE NUMBER & CONTACT TIME OF 7-10 BUSINESS DAYS.

GENERAL COMMENTS: 06/30/97 03:39P ABLESON ELIZABETH
CUST STATES THAT WHILE DRIVING HOME YESTERDAY FROM MYRTLE BEACH, SC HER
VEHICLE HAD A FIRE IN IT. CUST STATES SHE AND HER BOYFRIEND WERE DRIVING
HOME AND SHE SMELLED SOMETHING BURNING, ESPECIALLY WHEN SHE STEPPED ON THE
BRAKES. CUST STATES SHE PULLED OVER AND OPENED THE HOOD, AS SOON AS OXYGEN
ENTERED THE HOOD AREA FLAMES CAME OUT. CUST STATES A MAN STOPPED AND AS
THEY WERE TRYING TO STOP FLAMES WITH A PILLOW, HE PUT OUT FLAMES WITH SOME
WATER. CUST STATES THIS OCCURRED NEAR CONWAY, S.C. CUST STATES THEY DROVE VE
HICLE TO AN ADVANCE AUTO PARTS STORE AND THEY ADVISED THEM TO RETAPE THE
ELECTRICAL WIRING. CUST DID THIS AND DROVE THE REST OF THE WAY HOME AND TO

CASE NO: 88-0173446
DATE OPENED: 10/20/1998
DATE CLOSED: 11/06/1998
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G4HP52K9VH535374
MODEL YR: 97
SERIES: HP LESARRE CUST
MILEAGE: 007000
STATE: FL
NORTH FORT MYERS FL 33917
BUS. PHONE: 000 000 0000 EXT:

***** GENERAL COMMENTS *****

10-20-98

WAS NOTIFIED BY VME BY DSN DOUG BRADLEY ABOUT ALLEGED THERMAL
EVENT. VEHICLE IS CURRENTLY AT DIXIE BUICK GMC TRUCK, INC.
SPOKE WITH CC STEVE GRAHAM WHO HAD SPOKE WITH THE CUSTOMER
AND CONTACTED CUSTOMER DIRECTLY.

THEY ALLEGED THAT MR. [REDACTED] WAS DRIVING FOR THE FIRST TIME
SINCE APPROX. JUNE AND WHEN HE PULLED INTO HIS BROTHER'S
DRIVEWAY HIS BROTHER ALLEGEDLY NOTICED SMOKE FROM UNDER
THE VEHICLE. THEY OPENED THE HOOD AND THE ENGINE WAS
ALLEGEDLY ON FIRE. THEY EXTINGUISHED THE FIRE QUICKLY WITH
AN EXTINGUISHER.

DUE TO CUSTOMER ALLEGATIONS, INITIATING PAR INVESTIGATION WITH
EAA.

.....CONT.....

* FURTHER CONTACT SHOULD BE FORWARDED TO HRS *

BILL ADONATIS B.R.G.-PAR/LEGAL K2777 VME 38151

10-28-98

CONTACTED MR. SUNSTROM TO ADVISE THAT BUICK WOULD NOT ASSUME
RESPONSIBILITY. ADVISED THAT THE SOURCE/CAUSE OF THE THERMAL
EVENT WAS NOT DETERMINED BY INSPECTION SO THE MATTER WOULD
BE FORWARDED TO HRS.

PROVIDED MR. SUNSTROM HRS'S 600 \$ PER HIS REQUEST.

* FURTHER CONTACT SHOULD BE FORWARDED TO BSIS AT 800-888-0164 *

ALL ADONATIS B.R.G.-PAR/LEGAL X2777 VME 38161

***** REQUEST CODE AND COMMENTS *****

CODE # DESC

CODE COMMENTS

T31 0 08 1241 INVEST ON PAR INVESTIGATION
SEE PAR INVESTIGATION

BUICK MOTOR DIVISION
*** SE RESTRICTED ***

OT63206 PAGE #: 2

T32 O FIVE DAMAGE/LO ALLEGED THERMAL EVENT
SEE PAR INVESTIGATION

CASE NO: 98-0189357
DATE OPENED: 11/16/1998
DATE CLOSED: 11/16/1998
SOURCE: LETTER
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G4HNSZK1MH400241
MODEL YR: 98
SERIES: 88 LESABRE LIMI
MILEAGE: 015333
STATE: FL
MAITLAND FL 32751
BUS. PHONE: 000 000 0000 EXT:

***** GENERAL COMMENTS *****

DEALERSHIP PHONE: 4073392100 SERVICE MANAGER: DAVE JENKINS
DIST SVC MGR: STEVE GILMOLVO VME #: 38263
11/16/98 FIRST OWNER / NO CRIP / MILEAGE PER CC
REC'D LTR DATED 10/24/98

CUST WRITES: I TOOK MY VEH TO THE DLR FOR MY REGULAR MAINTENANCE.
WHEN MY CAR WAS READY I DROVE IT HOME. THE FOLLOWING SUNDAY WE
WENT TO A RESTAURANT FOR LUNCH, DRIVING APPROXIMATELY 15 MILES ROUND
TRIP. WHILE INT THE RESTAURANT I WAS TOLD MY CAR WAS ON FIRE. A MAN WHO
HAD PARKED HIS CAR NEXT TO MINE NOTICED THAT IT WAS SMOKING. THE
RESTAURANT CALLED THE FIRE DEPARTMENT AND THE MAN HAD ME PULL UP THE
HOOD. WHEN HE DID, FLAMES SHOT UP AND HE PUT THEM OUT WITH A FIRE
EXTINGUISHER. THE FIRE DEPARTMENT ARRIVED AND WROTE UP THE REPORT. IT
WAS DISCOVERED THAT OILY RAGS HAD BEEN LEFT ON TOP OF THE MOTOR AND
THEY SMOLDERED AND BURNED. BOTH THE GENERAL MANAGER AND THE SERVICE
MANAGER...COMMENTS CONTINUED...MARLA MELTZER BCRC 8-382-5765 VME 38621

11/16/98 COMMENTS CONTINUED...

WERE VERY NICE AND APOLOGETIC. THEY WENT OVER THE CAR AS DID MY
INSURANCE ADJUSTER. THEY AGREED THERE WAS NO DAMAGE TO MY CAR AT
ALL. I WAS GIVEN A RENTAL FOR THAT TIME. I AM AFRAID OF THE CAR.
EVERYTIME I DRIVE IT I AM SCARED OF IT.

BCRC ADVISED: CONTACTED CC, CC STATED THAT THERE IS NOTHING WRONG
WITH THE CUSTOMER'S VEH, THAT IT WAS THOROUGHLY INSPECTED BY BOTH
THE DLR AND THE CUSTOMER'S INSURANCE COMPANY. THERE IS NOTHING TO
REPAIR. BCRC CONTACTED CUST BY PHONE TO DETERMINE IF THERE WAS ANY
THING THAT WE COULD DO TO ASSIST HER. CUST JUST STARTED LAUGHING
A GREAT DEAL. I APOLOGIZED TO CUST AND ADVISED THAT WE WOULD LIKE TO
TRY TO ASSIST HER. CUST JUST STARTED TO LAUGH AGAIN AND SAID THAT THE
DLR SHOULD HAVE REFUNDED HER MAINTENANCE MONEY. I ASKED CUST IF SHE
HAD SPOKEN WITH THE SERVICE MANAGER ABOUT THAT, SHE SAID SHE HAD NOT.
COMMENTS CONTINUED...MARLA MELTZER BCRC 8-382-5765 VME 38621

11/16/99 COMMENTS CONTINUED...

I ADVISED CUST THAT SINCE THE DEAR IS AN INDEPENDENT BUSINESS,
SHE SHOULD ADDRESS HER REQUEST TO THE SERVICE MANAGER SINCE THE
WORK WAS OF A MAINTENANCE NATURE. CUST LAUGHED AGAIN, SAID SHE
WOULD NEVER BUY ANOTHER BUICK AND HUNG UP.
BCRC WILL CLOSE CASE DISSATISFIED.

MARLA MELTZER BCRC 8-382-6765 VIN 38621

***** REQUEST CODE AND COMMENTS *****

CODE # DESC

CODE COMMENTS

801 0 SERVICE CUST ALLEGES DLR LEFT OIL RAGS UNDER HOOD OF VEH
DOCUMENTED CUST CONCERN

130 0 CENTRAL FILE CENTRAL FILE
CENTRAL FILE

232 0 FIRE DAMAGE/LO CUST ALLEGES VEH HAD A THERMAL EVENT
DOCUMENTED CUST CONCERN

OT 63371

October, 24, 1998

Buick Motor Division
P.O. Box 10065
Toledo, OH, 43632-4063

3130301

Attn: Mr. David E. Fleming

Dear Sir:

This letter is written in answer to your Service Satisfaction Survey. I have not filled it out because I want to relate to you my experience with my 15,000 mile check-up on my 1998 LeSabre.

I have had several LeSabres and have always been completely satisfied with them. I keep a fairly new car and have it serviced regularly. When I received a card that it was time to have this check I took my car in. I am 75 years old and do not know a thing about a car except how to start it and drive it. I am utterly dependent on the service personnel at Quality Buick. I have always received excellent service from them. When I look around the waiting room while my car is being serviced I see that 75% of the people there are like me - senior citizens, and mostly female. We are your best customers.

When my car was ready I drove it home. It never occurred to me to lift up the hood - if I did that I would not have the slightest idea if it was fixed or not.

The following Sunday, I drove the car to church - picking up my 91 yr. old aunt - and we then went to a restaurant for lunch, driving approximately 15 miles round trip. While in the restaurant and before we got our food I was told that my car was on fire. A man who had parked his car next to mine noticed that it was smoking. The restaurant called the fire department and the man had me pull up the hood. When he did flames shot up and he put them out with a fire extinguisher. The fire department arrived and wrote up the report. It was discovered that oily rags had been left on top of the motor and they smoldered and then burned.

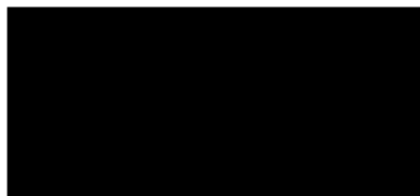
I spent two hours at the restaurant trying to get a courtesy car to come and pick me up. I had the car towed in (finally) the next morning to the Buick agency. I talked with the General Manager the Service Manager and both were courteous, apologetic and helpful to me. They went over the car as did my insurance company adjustor. They agreed that there was no damage to my car at all. I was given a free rental car for a day or so.

I paid \$367.00 to have a car checked and got oily rags stuffed in my engine. I am afraid of the car. Ever time I drive it I am scared. I was scheduled to go on a short trip and was reluctant to drive the car on the interstate straight from the Buick agency. I asked them to provide me with a rental car for this but was told "no". So I rented one myself and parked my car in the garage at my

home. Although there appears not to be any great damage I spent several days on this and was greatly inconvenienced. Now I am in a quandary as to how I can have my car serviced (I took out an extended warranty with you) but am uneasy about taking it back to Quality Buick.

Along with apologies they did detail my car. Put yourself in my place. How satisfied would you be? What can I expect at 30,000 miles -- firecrackers in the gas tank?

Sincerely,



CASE NO: 980153042 VIN: 1G3HN52K0T4856623
DATE OPENED: 10/13/1998 MODEL YE: 96
DATE CLOSED: 11/03/1998 SERIES: EIGHTY EIGHT SE
SOURCE: OWNER HUBBA MILEAGE: 052000
CUSTOMER: [REDACTED] STATE: CA
ADDRESS: [REDACTED] ILMOBA
HOME PHONE: [REDACTED] BUS. [REDACTED]

***** REQUEST CODE AND COMMENTS *****

CDE # DBSC CDE COMMENTS
J01 1 ENGINE FAILURE RSC SYS. ENGINE BLEW UP
RFLR. HANDLING
T04 1 WANTS EVALUATI O/ SERVS ASSISTANCE
SEE CMTS.

***** REQUEST INFORMATION *****

CONTACT TYPE : OWNER REQUEST SOURCE : K T RFA
WARRANTY : 0 (IN/OUT)
CASE OPEN DATE : 10 13 98 THIRD PARTIES : 1
FILE RETENTION : 00 TRANSMIT DATE :
LAST ALTERED DATE : 11 03 98

***** GENERAL COMMENTS *****

W/ SPOKE WITH RSC MARK ROMANS ON THIS DATE WHO STS. THAT O/
HAD ENGINE REPLACED AT AN OLDS RFLR. AND IT HAS SUBSEQUENTIALLY
BLOWN UP. MARK STS. THAT THERE WAS AN ENGINE FIRE AND THAT
THIS WAS REVIEWED BY O/ INSURANCE COMPANY AND WAS DETERMINED TO
HAVE BEEN AN ELECTRICAL FIRE. MARK STS. THAT THE ENGINE THEM
BLEW UP AT RFLR. WHEN THEY WERE INSPECTING IT. MARK STS. THIS IS
A POSSIBLE 1241, AND REQUESTED TO SPEAK WITH SOMEONE IN PRODUCT
LIABILITY. W/ AGREED TO CONFERENCE MARK WITH PRODUCT LIABILITY DEPT.

W/ CONFERENCED MARK WITH PAR SPECIALIST MIKE GREGUS.

L. TURNER/O CAN

O/ CONFERENCED TO PAR SPECIALIST MARY KAY KELLOGG.

TONY STEPHENS/O CAN

CUSTOMER CALLED BACK TO FOLLOW UP. SHE ADVISED VEH WAS LEFT AT DLR IN
NEVADA, AND SHE RETURNED HOME IN RENTAL. STATES DLR WHO REPLACED ENG
WILL NOT ASSIST AT THIS TIME. STATED ENGINE WAS REPLACED 2-3 WEEKS
AGO. SHE ALSO STATED RIGHT AFTER ENGINE WAS REPLACED, SHE FOUND THE
RADIATOR HAD NOT BEEN HOOKED UP, AND A NUT/BOLT WAS MISSING FROM A
MOTOR MOUNT. SHE ADVISED SHE HAS BEEN OUT OF HER VEHICLE FOR 2 WEEKS
AND PAYING FOR A RENTAL. OWNER HAS RECEIPTS AND REPAIR ORDERS FROM
THE ENGINE REPLACEMENT AND WILL FAX COPIES THIS WEEK. I ADVISED HER
MIKE GREGUS WOULD REVIEW AND CONTACT HER. OWNER CAN BE REACHED AT
THE BUSINESS NUMBER ON BASE SCREEN.

MARY KAY KELLOGG/PAR TEAM

I TALKED TO MARK ROMANS BEFORE MARY KAY TALKED TO THE OWNER. I ADVISED
MARK THAT THIS IS NOT A 1241 AND NEEDS TO BE HANDLED AS A CLAIM TYPE B
WITH THE HARNES IN NET AMOUNT. THEN I TALKED TO MARY KAY (SEE COMMENT
3). I LEFT MARK A MESSAGE THAT THIS MAY BE A SHOP COME BACK ISSUE.

MIKE GREGUS PAR TEAM.

I AM TAKING THE T01 OFF THIS CASE. IT IS BEING HANDLED BY THE RSC AND
O CAN. SEE COMMENT 3 AND 4.

MIKE GREGUS PAR TRAM.

W/ SPOKE WITH RSC M.ROMANS WHO STS. THAT SM WAYNE AT BILL FRANCE OLDS HAS CONTACTED THE REPR. WHO INSTALLED THE ENGINE AND THEY HAVE AGREED TO PARTICIPATE IN PART OF THE COST OF ENGINE REPLACEMENT, AS THERE ARE SOME WORKMANSHIP ISSUES INVOLVED. MARK STS. THAT SM IS TO CONTACT O/ TO GET MORE INFORMATION FROM HER. W/ ASKED ABOUT THE ISSUE OF THE RENTAL VEH. EXPENSE THAT O/ HAS INCURRED. MARK STS. THAT THIS WILL NOT BE COVERED BY G.M. BECAUSE THAT IS NOT SOMETHING THAT IS PROVIDED UNDER PARTS WARRANTY.

W/ CALLED SM WAYNE TO DISCUSS FURTHER. SM STS. THAT IT IS HIS OPINION THAT O/ HAS CONTRIBUTED TO THE DAMAGE, AS SHE KEPT DRIVING THE VEH. WHEN IT MUST HAVE BEEN OBVIOUS THAT THERE WAS A PROBLEM... STS. THAT THE ENGINE WOULD HAVE MADE NOISE. SM STS. THAT HE LEFT A MSG. FOR O/ BECAUSE HE WOULD LIKE TO GET DETAILED INFORMATION FROM O/ RE: WHAT HAS HAPPENED SINCE ENGINE WAS REPLACED. SM STS. THAT HE HAS ADVISED O/ INSURANCE COMPANY THAT IT IS REPR.'S OPINION THAT O/ CONTRIBUTED TO DAMAGES, AND THAT G.M. WILL NOT BE COVERING THE RENTAL VEH. EXPENSE. WAYNE STS. THAT IT IS NOT NECESSARY FOR W/ TO CONTACT O/, AS REPR. IS HANDLING.

W/ CLOSING CASE AT THIS TIME.

L.TURNER/OCAN

O/ CALLED ON THIS DATE TO SPEAK WITH MARY KAY KELLOGG OR MIKE GREGUS. W/ INFORMED O/ THEY WERE BOTH GONE FOR THE DAY BUT W/ WOULD FORWARD THE MESSAGE SHE CALLED. O/ STS SHE CAN BE REACHED AT WORK NUMBER. W/ TO FORWARD MESSAGE VIA LOTUS NOTES

KRISTEN GRACE/OCAN

O/ CALLED REQUESTING TO SPEAK TO MARY KAY KELLOGG OR MIKE GREGUS. W/ ATTEMPTED TO CONFERENCE BUT BOTH WERE OUT TO LUNCH. W/ STS A MSG WOULD BE SENT TO BOTH LETTING THEM KNOW O/ IS TRYING TO REACH THEM.

KELLY ADAMS/OCAN

O/ CALLED ON THIS DATE. W/ INFORMED O/ THAT MIKE GREGUS WAS OUT OF THE OFFICE TODAY AND WOULD RETURN TOMORROW. W/ INFORMED O/ A MESSAGE COULD BE LEFT FOR MIKE TO CONTACT O/ BACK. O/ STS HE WOULD LIKE MIKE TO CONTACT HIM TOMORROW BY 9:00 AM. W/ TO FORWARD MESSAGE VIA LOTUS NOTES.

KRISTEN GRACE/OCAN

DOCUMENTS FAXED TO E/O PAR DEPARTMENT WHICH WERE FORWARDED TO W/. O/ FAXED COPIES OF REPAIR ORDERS, TOWING CHARGES, RENTAL VEH. CHARGES, AND RELATED COSTS (E.G. LODGING).

W/ CALLED SM WAYNE WHO STS. THAT HE STILL HAS NOT SPOKEN WITH O/, AND REPR. NEEDS MORE INFORMATION TO DETERMINE WHAT HAPPENED AND WHETHER REPR. WHO DID THE ENGINE REPLACEMENT WILL BE HELD RESPONSIBLE FOR PART OF THE COST OF REPAIR. WAYNE STS. THAT O/ INSURANCE CO. WILL HAVE TO COVER THE COST OF THE RENTAL VEH. SM AGREED TO A CONFERENCE CALL WITH O/.

W/ CALLED O/ AND SPOKE WITH BOTH O/ AND O/ WIFE. W/ EXPLAINED THAT THAT W/ IS HANDLING O/ CASE AND THAT W/ RECEIVED FAX. W/ ADVISED THAT THE PARTS WARRANTY DOES NOT COVER RENTAL VEH. EXPENSES. O/ STS. THAT INSURANCE CO. COVERS ONLY \$16.00 PER DAY, AND THE LOWEST PRICE THAT O/ CAN GET IS \$29.95 PER DAY. W/ ADVISED THAT W/ IS STILL REVIEWING

O/ CASE AND CANNOT MAKE ANY PROMISES, BUT THAT SE HAS INDICATED THAT THE ENGINE WILL BE COVERED. O/ ASKED IF IT WOULD NOT BE WORTH HIS WHILE TO JUST GET ANOTHER VEH. W/ ADVISED THAT W/ CANNOT ANSWER THIS QUESTION FOR O/.

W/ CONFERENCED O/ AND O/ WIFE WITH SE WAYNE, WITH O/ PERMISSION. SE WAYNE DISCUSSED CONCERN FURTHER WITH O/. O/ STS. THAT AFTER DRIVING APPROX. 10 MILES AFTER PICKING VEH. UP FROM RFLR. THAT REPLACED THE ENGINE, O/ NOTICED THAT VEH. WAS STARTING TO GET HOT, BUT DID NOT OVERHEAT. O/ STS. THAT AT THAT TIME, IT WAS NOTICED THAT THE RADIATOR HOSE CLAMP HAD NOT BEEN REPLACED AND A MOTOR MOUNT WAS MISSING. O/ STS. THAT THESE PROBLEMS WERE CORRECTED, AND THAT O/ DID NOT NOTICE ANYTHING OUT OF THE NORM UNTIL DRIVING TOWARD HENO. O/ STS. THAT HE WAS DRIVING 60-70 MPH WHEN HE HEARD A ROARING NOISE AND AT THE SAME TIME, SAW SMOKE COMING FROM THE ENGINE. O/ STS. THAT HE THEN OPENED THE HOOD AND SAW THAT THE ENGINE WAS ON FIRE. O/ STS. THAT HE ATTEMPTED TO PUT THE FIRE OUT WITH A CASE OF PERSI.

O/ ASKED SE HOW LONG IT WILL BE BEFORE VEH. IS REPAIRED. SE STS. THAT HE CANNOT SAY AT THIS TIME, AS RFLR. IS WAITING ON PARTS. SE STS. THAT HE SHOULD BE ABLE TO DETERMINE MORE IN A WEEK. O/ ASKED IF SE IS A FACTORY MAN. SE STS. NO, AND O/ O/ STS. THAT A FACTORY MAN IS WHO HE NEEDS. W/ ADVISED THAT W/ AND RFLR. HAVE BEEN IN CONTACT WITH THE FACTORY REP.

W/ TO FOLLOW UP WITH RFLR. AND O/ NEXT WEEK. W/ SENDING DOCUMENTS TO HE LEAGED TO CASE.

L. TURNER/OCAN

W/ CONFERENCED TODD THOMAS (INSURANCE AGENT) TO M/S MARIA SHAVER. KELLY ADAMS/OCAN

W/RECEIVED CALL FROM CALL THIS DATE. TODD THOMAS FROM STATE FARM INSURANCE. MR. THOMAS STS THAT GM WAS HANDLING WARRANTY CLAIM ON ENGINE. MR. THOMAS STS THAT THE GM DOESN'T WANT TO COVER ANY RENTAL EXPENSES. W/ADVISED MR. THOMAS THAT GM WILL NOT COVER THE COST OF THE RENTAL AS THIS IS NOT UNDER PARTS WARRANTY. MR. THOMAS WANTS TO KNOW WHAT HAS CONTRIBUTED TO THE ENGINE FIRE. W/ADVISED O/ THAT W/ WOULD LEAVE A MESSAGE FOR FRH. ADVISOR THAT MR. THOMAS CALLED.

MARIA SHAVER/OCAN

MR. THOMAS # 18209-528-6929 AT STATE FARM INSURANCE.

W/ ATTEMPTED TO CONTACT MR. THOMAS AT STATE FARM, BUT HE WAS UNAVAILABLE. W/ LEFT VME. IF MR. THOMAS CALLS AND W/ IS UNAVAILABLE, PLEASE INFORM HIM THAT:

- OLDS DOES NOT HAVE COMPLETE INFORMATION AT THIS TIME REGARDING WHAT CONTRIBUTED TO THE ENGINE FAILURE...IT APPEARS THAT THERE IS A DEFECT *AND/OR* WORKMANSHIP ISSUE INVOLVED.
- REGARDLESS OF WHAT CAUSED THE FAILURE, A RENTAL VEH. IS NOT PROVIDED UNDER PARTS WARRANTY. IT IS UNLIKELY THAT OLDS WOULD BE IN A POSITION TO COVER RENTAL VEH. EXPENSES.

IF IT IS FOUND THAT PROBLEM WAS CAUSED BY DEFECT, WORKMANSHIP, OR COMBINATION THEREOF, O/ WILL NOT BE HELD RESPONSIBLE FOR

COST OF REPAIR.

L.TURNER/OCAN

W/ SPOKE WITH CAR JONES WHO STS. THAT IF WORKMANSHIP IS INVOLVED IN ENGINE FAILURE, THE RTLR. WHO REPLACED THE ENGINE SHOULD BE HELD ACCOUNTABLE FOR ALL OR PART OF THE RENTAL VEH. EXPENSE. CAR JONES ADVISED W/ THAT W/ SHOULD CONTACT RSC RE: THIS.

W/ SPOKE WITH RSC H.ROMANS WHO STS. THAT RTLR. NEEDS TO FIRST DETERMINE WHAT CAUSED THE FAILURE, AND THEN IT MAY BE DETERMINED WHETHER THE RTLR. WHO INSTALLED ENGINE SHOULD BE ASKED TO PARTICIPATE IN THE COST OF THE RENTAL VEH. MARK MENTIONED POSSIBILITY OF OLDS PAYING FOR THE RENTAL VEH. AS GOODWILL, AS WELL.

L.TURNER/OCAN

W/ ASSIGNED DOC. #199828835086 AS INSTRUCTED TO THIS FILE.

KIM BIESSE/OCAN

W/ SPOKE WITH SM WAYNE WHO STS. THAT HE WILL NOT KNOW MORE RE: CAUSE OF FAILURE UNTIL HE HAS REPLACED THE PARTS WHICH ARE ON ORDER. W/ EXPLAINED THAT RSC MARK HAD MENTIONED THE POSSIBILITY OF COVERING THE RENTAL VEH. SM STS. THAT RSC WOULD NOT CONSIDER THIS AN OPTION IF HE SAW THE VEH. SM STS. THAT PIECES JUST FLEW OFF VEH. AND THAT THERE IS DEFINITELY SOME O/ CONTRIBUTION TO THE DAMAGE. SM STS. THERE IS NO WAY THAT THE O/ COULD HAVE NOT HEARD ANY NOISES. SM STS. THAT HE ALREADY TOLD O/ INSURANCE REPRESENTATIVE THAT THE O/ CONTRIBUTED TO THE DAMAGE, AND THAT G.E. WILL NOT BE COVERING THE COST OF RENTAL VEH. W/ ASKED IF O/ INSURANCE CO. AGREED TO COVER THE COST OF THE RENTAL VEH. SM STS. THAT HE DOES NOT KNOW.

W/ TO FOLLOW UP WITH RTLR. NEXT WEEK. W/ ATTEMPTED TO CONTACT O/. BUT THERE WAS NO ANSWER.

L.TURNER/OCAN

W/ CONF O/ TO A/S LAURA HILLAKER.

REBECCA BALL/OCAN

W RECEIVED CALL FROM REBECCA. O STD WANTS TO KNOW WHEN VEH WILL BE REPAIRED. O STD HAS NOT TALKED WITH DLR SINCE LAST WEEK. W ASKED IF IT WOULD BE ALL RIGHT O PRT O ON HOLD AND CONTACT DLR. O AGREED.

W SPOKE WITH SM ALAN. ALAN STD IS VERY BUSY RIGHT NOW AND WHEN VEH IS GOING TO BE READY IS THE SAME AS ANSWER O WAS GIVEN LAST WEEK. ALAN STD IS GOING TO BE AT LEAST A WEEK. ALAN STD RIGHT NOW NEEDS TO GET ENGINE BACK INTO VEH AND DETERMINE IF THERE WAS ANY OTHER DAMAGE FROM THE FIRE. W THANKED ALAN FOR INFO.

W INFORMED O OF ABOVE INFO. O STD IS PAYING FOR A RENTAL VEH WHICH IS EXPENSIVE. O STD WOULD LIKE VEH FIXED. W EXPLAINED THAT DLRS ARE INDEPENDENTLY OWNED AND OPERATED AND W CAN'T DEMAND THAT DLR REPAIR VEH. O STD WILL GET A LAWYER INVOLVED TO GET VEH REPAIRED IF NECESSARY. W TO FORWARD MESSAGE TO PREVIOUS ADVISOR. L HILLAKER/OCAN
W/ SPOKE WITH SM WAYNE WHO STS. THAT RTLR. IS WORKING ON VEH. CURRENTLY, THOUGH HE DOES NOT KNOW AT THIS TIME WHEN VEH. WILL BE REPAIRED. SM STS. THAT ALL PARTS HAVE BEEN INSTALLED, RTLR. WILL NEED TO TEST DRIVE VEH. AND POSSIBLY DO FURTHER DIAGNOSTICS TO DETERMINE CASE OF FAILURE. WAYNE STS. THAT THERE IS A POSSIBILITY AFTER PARTS HAVE BEEN INSTALLED THAT ADDITIONAL PARTS WILL NEED TO BE ORDERED.W/ AGREED TO FOLLOW UP WITH SM NEXT WEEK.

L. TURNER/OCAN

W/ SPOKE WITH SM WAYNE AT BILL PIERCE OLDS WHO STS. THAT VEH. IS REPAIRED, AND O/ HAS BEEN CONTACTED TO PICK IT UP. WAYNE STS. THAT RYLR. FOUND THAT RYLR. WHO REPLACED THE ENGINE PREVIOUSLY USED GASKET SEALER ON THE GASKET, WHICH BOUND UP THE CHECK VALVE FOR THE OIL PUMP. WAYNE STS. THAT HERT'S OLDS HAS AGREED TO COVER THE ENTIRE COST (\$8,070) SINCE NO PARTS DEFECT WAS FOUND (THIS WAS FOUND TO BE ENTIRELY A WORKMANSHIP ISSUE). WAYNE STS. THAT HE DOES NOT BELIEVE THAT HERT'S OLDS WILL BE COVERING THE RENTAL VEH. EXPENSE.

L. TURNER/OCAN

W/ SPOKE WITH RSC MARK ROMANS WHO STS. THAT OLDSMOBILE *WILL NOT* BE OFFERING ASSISTANCE TOWARD THE RENTAL VEH. EXPENSE INCURRED BY O/, AS NO PARTS DEFECT WAS INVOLVED. MARK STS. THAT HE WAYNE TOLD HIM THAT THERE WAS CLEARLY O/ CONTRIBUTION, AS O/ MUST HAVE HEARD A LOT OF ENGINE NOISE AND YET CONTINUED DRIVING VEH. NEVERTHELESS, THIS IS A WORKMANSHIP ISSUE. MARK STS. THAT HE CANNOT FORCE HERT'S OLDS TO PAY FOR THE RENTAL VEH. SINCE HERT'S OLDS IS AN INDEPENDENTLY OWNED AND OPERATED BUSINESS....THEREFORE, THIS ISSUE WOULD BE BETWEEN O/ AND THAT FACILITY.

L. TURNER/OCAN

W/ CONTACTED SM BRIAN AT HERT'S OLDS, AND ASKED WHAT RYLR.'S POSITION IS RE: RENTAL VEH. EXPENSE INCURRED BY O/. HE STS. THAT RYLR. WILL NOT PAY THE RENTAL VEH. EXPENSE. HE STS. THAT RYLR. HAS AGREED TO PAY FOR THE ENGINE, BUT THAT IS ALL THAT RYLR. WILL BE PAYING FOR. SM STS. THAT HE IS JUST RELYING ON SM WAYNE AT BILL PIERCE OLDS' WORD THAT THIS WAS A WORKMANSHIP ISSUE.

W/ SPOKE WITH CAM JONES RE: RENTAL VEH. EXPENSES AND RYLR.'S REFUSAL TO COVER THIS FOR O/. CAM JONES ADVISED W/ THAT OLDS IS NOT ABLE TO INTERVENE IN THIS MATTER, AND WILL NOT BE COVERING THE RENTAL VEH. EXPENSES INCURRED BY O/.

W/ ATTEMPTED TO CONTACT O/ AT HOME NUMBER, BUT THERE WAS NO ANSWER. W/ LEFT MSG. ON ANSWERING MACHINE AT NUMBER LISTED AS THE BUSINESS NUMBER, ADVISING THAT W/ IS CALLING TO FOLLOW UP WITH O/ SINCE VEH. HAS BEEN REPAIRED. W/ INVITED O/ TO CALL W/ SHOULD SHE HAVE ANY OTHER CONCERNS OR QUESTIONS.

W/ CLOSING CASE DISSATISFIED TO CAM JONES.

L. TURNER/OCAN

I HAVE REVIEWED THIS FILE AND AGREE WITH CLOSING. E. JONES/OCAN

***** CASE CLOSING INFORMATION *****

CUST SATISFY	: N (Y/N)	ARBITRATION LETTER	: N (Y/N)
DLR CONTACT DATE	: 11 03 98	DLR CONCLUSION DATE	: 11 03 98
CLOSING DATE	: 11 03 98	RESPONSIBLE DEALER	: 00000
HO REVIEW CLOSE	: ONMLJ	HO REVIEWED	: Y (Y/N)
SM REVIEW CLOSE	:	SM REVIEWED	: N (Y/N)

G.M.

Enclosed is a list, and copies of receipts of 96 olds.


- 7/30/98 - ²⁻⁷⁻⁹⁸ Car overheated, stuck thermo, water pump leaked out all coolant
- 7/31/98 A+M Auto Repair - Resurface head - (1 week) 699.99
- 7/31/98 Enterprise rent a car - (7/31/98 to 8/27/98 27 days) 394.95
- 8/1/98 to 8/14/98 Bret's Auto Center (3 weeks)
 Engine knock - Replaced engine - Hole in block 3,906.31
- 8/14/98 Enterprise Rent a car (3 weeks) (to 9/1/98) 659.79
- 9/17/98 Took a trip to Dayton, Nev. for Senior Pro Rodeo
 Car caught on fire approx 3-10 miles - west
 of Truckee on I 80. Car towed to closest
 G.M. olds dealer - Bill Pierce Oldsmobile, ^{Truckee, Nev.} Towing
 Lakeside Towing, Truckee, Ca. (To Reno, Nev) 295.-
- 9/17/98 - U. S. Auto Rental, Reno, Nev. (4 days @ 29.99) 135.56
- 9/17/98 - Food + Lodging (1 day - before going on to Dayton, Nev.) 200.-
- 9/21/98 - Enterprise Rent a car - Needed a better car in
 order to make the trip back home, Orinda, Ca.
 We have had this car 3 weeks already and
 we'll probably need it 3 more weeks, until 96 olds
 has the third new motor installed.
 (6 weeks @ 179.99 week) = (charged to Visa) approx 1,155.53
- 9/21/98 - loss of work (1 day) approx 100.-
- 10/1/98 - Telephone calls approx 50.-
- 10/1/98 - Trip back to Reno, Nev. to pick up 96 olds approx 200.-
- 10/1/98 - Food, Lodging, 2 days
- 10/1/98 - Bill Pierce olds - cost of Auto Repairs (from fire) 7,897.13

We have been out lots of Time and money on this car. We feel GM is responsible for all of these expenses, since it is a lemon as a car. this is the third motor for this car. We do not want any more car trouble, or stalled by the road side.

I do not wish to go to court to settle all of these problems. We would rather negotiate with you. this is the way we feel now.

Sincerely,

Frank + Carol Blawich
 7511 Avenue 308
 Visalia, Ca. 93291
 (209) 651-0228
 or
 (209) 732-0465



LAKESIDE TOWING
 P.O. BOX 1080
 TRACY, CA 95376
 (209) 837-8888

3818

TAMHE CITY

DATE: 10-17-98 TIME: 2:00

TOWING SERVICE		
LAKESIDE TOWING TRUCK		
TOWED ON CHAMPION		
CHRYSLER - then to Bill Pava's		
SHO. RATE	150 ⁰⁰ HR.	150 ⁰⁰
OVER MILES TO R/O	35	
20 AT 6 ⁰⁰		120 ⁰⁰
15 AT 3 ⁰⁰		45 ⁰⁰
TOTAL		295 ⁰⁰

DATE: 10-17-98 TIME: 2:00

PHONE: 732-7360

Customer Signature: *Frank Blawich*

Customer Name: Frank Blawich

Enterprise

1.800.762.8282

OUT ON 7/21/98

ORIGINAL VEHICLE

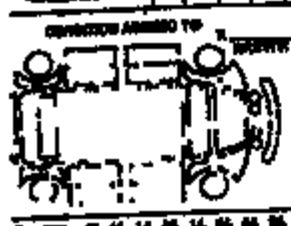
YEAR: 1997 MAKE: FORD MODEL: FORD TRUCK VIN: 1F351G8E87A010101

REPLACEMENT VEHICLE

YEAR: 1997 MAKE: FORD MODEL: FORD TRUCK VIN: 1F351G8E87A010101

PERMISSION GRANTED FOR VEHICLE TO LEAVE THE STATE

AGREEMENT: I agree to pay the amount of the bill and to hold the rental company harmless from all claims and damages...



286.95

742

67.95

1400

2367

TOTAL CHARGES 394.95

DEPOSITS REFUNDED

RECEIPT FOR GUEST RENTED

CLAIM INFORMATION

FILE OR FILE

LESS DATE

THRU DATE

ENCLOSURE

NO FILE

178 -
7/24/88

A & M AUTO REPAIR

6298 HEROLD ROAD
OAKLEY, CA. 94561
(510) 777-1688
DR & AC 1/213 EM & 11052

VEHICLE INFORMATION
SYMPTOM: OVER HEATED VEH, STUCK THROTTLE
SERVICE: REPLACE HEAD GASKET, W/POW, THE
VALVE/ME: 96 4/30/88
LICENSE: 20C9679
VIN :
MLB : 58,539

CUSTOMER NAME



DATE: 09/27/88 DELIVERED: 09/27/88 INVOICE NUMBER: 9177

(A3) HEADFACE HEAD/PRESSURE TEST HEAD (A3) LABOR FOR REPLACING HEAD GASKET, THROTTLE, W/POW WARRANTY ON ALL ABOVE PARTS AND LABOR IS 90 DAYS. NOTE VEHICLE WAS LIFTED WISE, HE PUT IN LIFTER ADJUSTIVE.	122.00	(A3) HEADGASKET 1128071940	1	176.00	176.00
	360.00	(A3) THERMOSTAT 610047200	1	11.22	11.22
		(A3) COOLANT, ANTI FREEZE	1	9.99	9.99
		(A3) WATER PUMP 6480770	1	46.00	46.00
		(A3) LIFTER ADJUSTIVE	1	4.99	4.99
		(A3) 10/30 WEIGHT OIL FOR ENGINE	6	2.00	18.00

09/27/88 10:20AM 481-0228 C. FRANK CLASSIC 699.99

ALL PARTS CHECKED AND NEW OILS REPLACED WASH-FL. WASH-FL. WASH-FL.	LABOR 300.00 SUBLET 122.00	PARTS/LUBRICANTS 256.00 SALES TAX 0.00
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REPAIR/INSPECTION DONE PROPERLY
 TECHNICIAN: ANTHONY JENNINGS STATE #:
 TECHNICIAN: ANTHONY JENNINGS STATE #:

Sub-Total 679.99
 SALES TAX 21.31
 TOTAL 699.99
 AMOUNT PAID 699.99

X. Louis Blawieck

ACCEPTANCE SIGNATURE

I accept the charges and terms of this agreement, (additional terms on company card)

The next Lubrication/Oil should be when your MLB reaches in approximately 28,539.

PAID
MCC



U-SAVE AUTO RENTAL®

1401 N.W. 4th U-SAVE AUTO RENTAL
500 Florida Lane • Ft. Lauderdale, FL 33322
(754) 323-0880 • (754) 323-8755 Fax

*An independently owned and operated franchise of U-Save Auto Rentals®

FR _____

Vehicle Make: [REDACTED] Model: [REDACTED] Year: [REDACTED] Description: [REDACTED] Mileage: [REDACTED]		Vehicle Make: MINI Model: COOPER Year: 1998 Description: COOPER Mileage: 1000	
Location City: STATIS PARK State: FL Zip: 33408 Address: [REDACTED] Phone: [REDACTED]		Location City: STATIS PARK State: FL Zip: 33408 Address: [REDACTED] Phone: [REDACTED]	
Customer Name: [REDACTED] Address: [REDACTED] City: [REDACTED] State: [REDACTED] Zip: [REDACTED] Phone: [REDACTED]		Customer Name: HERKIN, [REDACTED] Address: [REDACTED] City: [REDACTED] State: [REDACTED] Zip: [REDACTED] Phone: [REDACTED]	
Insurance Policy No: [REDACTED] Agent: [REDACTED]		Insurance Policy No: [REDACTED] Agent: [REDACTED]	

Vehicle Condition	Out	In
CLEAN	CLEAN	CLEAN

Checked Out By: _____ Checked In By: _____



Notes Do Not Include One In 1/4 1/2 3/4 Full Out 1/4 1/2 3/4 Full

Notice About Your Financial Responsibility and Optional Damage Waiver

You are responsible for all collision damage to our vehicle even if someone else caused it or the cause is unknown. You are responsible for the cost of repair up to the value of the vehicle, loss of use, and towing, storage, and impound fees. Your insurance may cover all or part of your financial responsibility for our vehicle. You should check with your insurance company.

Damage Waiver
 By initiating, Customer for the additional daily rate shown, accepts our Damage Waiver whereby Customer will not be financially responsible for any loss or damage to the Vehicle except in circumstances described in the "Damage Waiver Form" and in this Agreement.
DAMAGE WAIVER IS VOID IF YOU DO NOT SIGN AND RETURN THE TERMS OF THIS AGREEMENT.
 By initiating, Customer declines our Damage Waiver and agrees to pay 10% for all damage major less to the Vehicle.

Personal Accident Insurance
 By initiating, Customer accepts Personal Accident Insurance at the additional daily rate shown.
 By initiating, Customer declines Personal Accident Insurance.

Personal Effects Coverage
 By initiating, Customer accepts Personal Effects Coverage at the additional daily rate shown.
 By initiating, Customer declines Personal Effects Coverage.

Authorized To Drive Only In
 Local 507 _____ mile radius only or
 Outgoing State or

Rate/Year Book All PM	00-00000017201 PM
Start/Time Est All PM	09/21/98 - 9:15 PM
End/Time Est All PM	09/27/98 - 17:00 PM
Rate/Day	119.95
Insurance	0.00
Tax	0.00
License	0.00
Registration	0.00
Other	0.00
Total	119.95
Subtotal	119.95
Agency Fee	0.00
Other	0.00
Total	119.95

U-SAVE AUTO RENTAL

CASE NO: 98-0041229
DATE OPENED: 03/11/1998
DATE CLOSED: 02/05/1999
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G4CW52K5W4509100
MODEL YR: 98
SERIES: CW PARK AVENUE
MILEAGE: 002000
STATE: MI
WATERFORD MI 48238
BUS. PHONE: 000 000 0000 EXT:

***** GENERAL COMMENTS *****

3/11/98 CC RD NEELIN 246 625 5500

DLR BOB FICK VME 38114

ORIGINAL OWNER. NO OHPP PER VISS.

RECEIVED VME FROM MARK TAYLOR REGARDING CUST. CONTACTED CUST FOR INFO.

CUST STATES: WAS LEAVING HALL WITH MY DAUGHTER AND GRANDDAUGHTER. VEH WAS IN DRIVE AND STALLED. SMOKE WAS COMING FROM UNDER THE HOOD. COULD NOT GET OUT OF VEH. FRONT DOORS WOULD NOT UNLOCK. BACK DOORS DID UNLOCK AND WE CLIMBED OUT THE BACK DOORS. FIRE DEPT CAME OUT. SAW NO FIRE, BUT A LOT OF SMOKE COMING FROM ENGINE. NO INJURIES. THIS OCCURRED ON 3/10/98.

DLR STATES: VEH TOWED TO DLR LAST NIGHT. HAVE NOT LOOKED CLOSELY AT VEH. DID NOTICE THAT THE ENTIRE ENGINE COMPARTMENT IS MELTED. O/ REQUESTED A PARK AVE LOANER VEH AND COULD ONLY GIVE HER A REGAL. RMD IS SUPPOSED TO COME TO DLR TO THOROUGHLY INSPECT VEH.

3/11/98 CONTINUED...

BCRC STATES: DOCUMENTED CUST CONCERN AND FORWARDED TO PAR GROUP. TRACY DILLIBERTO, BCRC 39061 K2741

3-11-98

ATTEMPTED TO CONTACT CUSTOMER TO OBTAIN PAR INFORMATION.

INITIATED PAR CASE W/OUT CUSTOMER INFORMATION.

LEFT MESSAGE ON CUSTOMER MACHINE TO HAVE THEM CALL BACK.

* PLEASE TRANSFER CALL IF CUSTOMER CALLS BACK *

BILL ADONATIS B.R.G.-PAR X2777 VME 38161

3/11/98

CUST RETURNED MESSAGE. BILL N/S. INFORMED BILL OF CUST CALL.
TRACY DILIBERTO, BCRC 39081 X2741

3/11/98

SPOKE WITH MR. ANDERSON TO OBTAIN PAR INFORMATION. PAR CASE IS
ALREADY IN PROCESS.

ANY FURTHER CONTACT, PLEASE REFER TO 883

HILL ADMATIS, B.R.G.-PAR, K2777, VME: 39161

3/11/98 CUST CONTACTED CRC REQUESTING TO SPEAK WITH HILL.
SPECIALIST WAS AVAILABLE-CONFERENCED CALL TO HIM.
LISA RICHARD/BCRC EXT 2745 VME#39501

3-13-98
BOB HOWLETT, PARTS & SERVICE DIRECTOR AT MITCHELL BUICK CALLED,
AND STATED THAT BILL YOUNG, DEN ASKED HIM TO CALL BCRC TO TRY
AND EXPEDITE CUST CONCERN. SAYS CUST ALLEGES THAT SHE IS
GETTING "BRUSH OFF" FROM BUICK. BCRC WILL FORWARD INFORMATION
TO BILL ADMATIS.

MARGE ALLGAIER, BCRC VME 39497 EXT. 2743

041498
CUST CALLED BCRC. CUST WANTED TO KNOW THE CAUSE OF THE FIRE.
BCRC TRANSFERRED CALL TO HILL ADMATIS K2777.
BILL TOMICH BCRC K2747 VME 39475.

11/2/98
REC'D FILE FROM BILL 10/30/98. HILL ADVISED FINAL RO IS ON THE WAY.
DENISE HAGAN EXT 2768 - HGG

11/16/98
VEH SENT TO TAYLOR AUCTION 11/12/98.
DENISE HAGAN

1/22/99
VEH SOLD AT AUCTION 12/31/98 - CLOSING CASE.
DENISE HAGAN

***** REQUEST CODE AND COMMENTS *****

QUE #	DESC	CODE	COMMENTS
801	O OPEN CAMPAIGN	99003	CLOSING CASE AS VEH SOLD AT AUCTION.
T31	O GM 1241 INVEST	GM PAR	INVESTIGATION

SEE ABOVE

T32 0 FIRE DAMAGE/LO ALLEGED THERMAL EVENT
SEE ABOVE

T49 0 CAR REPURCHASE STRAIGHT REPURCHASE
SEE ABOVE

174797

CASE NO: 99006244 VIN: 1G3WB52K2MF383282
DATE OPENED: 01/21/1999 MODEL YR: 98
DATE CLOSED: 01/21/1999 SERIES: INTRIGUE GL
SOURCE: OWNER HURFA MILEAGE: 009950

CUSTOMER:
ADDRESS:
HOME PHONE:



EXT:

CUE # DESC CUE COMMENTS
A01 1 OPEN CAMPAIGN 99027
O/ AWARE
ELO 1 UNSPECIFIED FR T/ STE FIRE ENG. RESULTING IN TOTAL LOSS OF VEH
DOC
E90 1 POSSIBLE SAFETY T/ SAFETY ISSUE
DOC

***** REQUEST INFORMATION *****

CONTACT TYPE : OWNER REQUEST SOURCE : H T HFA
WARRANTY : I (IN/OUT)
CASE OPEN DATE : 01 21 99 THIRD PARTIES : 2
FILE RETENTION : 00 TRANSMIT DATE :
LAST ALTERED DATE : 01 21 99

***** GENERAL COMMENTS *****

W/ CONFERENCED T/ TO A/S TOM ARDORFER.
DONNA BRIDDER/OCAN
W/ RECEIVED TRANSFER FROM DONNA. T/ (BOB HARMAN FROM O/'S INSURANCE)
ADV THAT O/ PURCHASED THE VEHICLE JAN 1, 1999 WITH 9790 MILES. T/ ADV
THAT O/'S VEHICLE CAUGHT ON FIRE. W/ TO GET 1241 QUESTIONS:

- 1) 01/12/99 8:30
- 2) CATYFILLER INC, EAST PEORIA PLANT BUILDING PARKING LOT
- 3) PARKED IN LOT, O/ WAS MOST RECENT DRIVER
- 4) ASPHALT LOT
- 5) VEHICLE WAS EMPTY
- 6) NO ONE WAS INJURED
- 7) THREE OTHER VEHICLES - TWO DOWNWIND, AND ONE NEXT TO EAST VEH
- 8) NORMAL VEHICLE CONTENTS, SOME TRAINING BINDERS
- 9) T/ ADV FEELS IT MAY BE ELECTRICAL, BUT HAS AN ENGINEERING FIRM
COMING DOWN TO LOOK AT IT

CONTINUED
CONTINUED

- 10) GREEN CHEVROLET 8017 NORTH KNOXVILLE AVENUE
PEORIA IL, 61612
309-691-00
- 11) YES - DOES NOT CURRENTLY HAVE ONE
- 12) BOUGHT FROM BASH FIFTEEN TWELVE DAYS AGO
- 13) O/ DROVE FROM HOME TO WORK (APPROX 9 MILES) AND PARKED THE
VEHICLE. O/ STE THAT WHEN SHE WAS COMING OUT TO DRIVE TO
ANOTHER BUILDING, SHE WAS INFORMED THAT HER VEHICLE WAS ON
FIRE.
- 14) T/ ADV THAT O/ DID NOT HAVE ANY AFTERMARKET ELECTRICAL
ACCESSORIES INSTALLED ON THE VEHICLE.

T/ ADV THAT HE IS CALLING ON BEHALF OF THE O/ TO GET THE FILE SET UP

CONTINUED

CONTINUED

AND GET THE BALL ROLLING. T/ ADV THAT THEY HAVE NOT DETERMINED IF THEY WILL PERSUE A PRODUCT ALLEGATION WITH OLDS OR NOT YET. T/ ADV THAT THEY HAD A PRELIMINARY INVESTIGATION DONE BY THEIR SPECIAL INVESTIGATOR, AND THEY HAVE CALLED IN AN ENGINEERING FIRM TO REVIEW THIS FURTHER. W/ AGREED TO DOCUMENT THIS, AND ADV THAT IF THEY DECIDE TO PERSUE THE PRODUCT ALLEGATION TO CALL HO BACK.

W/ REVIEWED WITH PAR MIKE HITCHCOCK WHO AGREED TO REMOVE THE TOL. MIKE ADV THAT IF T/ CALLS BACK, HE NEEDS TO HAVE O/ CALL HO TO VERIFY THE ABOVE INFORMATION AND BEGIN THE PROCESS OF PERSUING A PRODUCT ALLEGATION. W/ CLOSING FILE SAT PENDING FURTHER CONTACT.

TOM ARNDORFER/ OCMN 3-5421

I REMOVED THE TOL FROM THE CASE AT THE REQUEST OF THE AREA SPECIALIST TOM ARNDORFER.

MIKE HITCHCOCK/PAR TEAM

***** CASE CLOSING INFORMATION *****

CUST SATISFY	: Y (Y/N)	ARBITRATION LETTER	: N (Y/N)
DLR CONTACT DATE	: 01 21 99	DLR CONCLUSION DATE	: 01 21 99
CLOSING DATE	: 01 21 99	RESPONSIBLE DEALER	: 00000
NO REVIEW CLOSE	:	EO REVIEWED	: N (Y/N)
EN REVIEW CLOSE	:	EW REVIEWED	: N (Y/N)

CASE NO: 980164356 VIN: 1G3HN52FKK4819133
DATE OPENED: 11/03/1998 MODEL YR: 99
DATE CLOSED: 02/18/1999 SERIES: EIGHTY EIGHT SE
SOURCE: MILEAGE: 000005
CUSTOMER: ADDRESS: TAMPA
HOME PHONE: BUS. EXT:

***** REQUEST CODE AND COMMENTS *****

CODE # DESC CODE COMMENTS
J01 1 ENGINE FAILURE O/ STD ENGINE CAUSED VEH TO CATCH ON FIRE.
SEE ABOVE
Y01 1 (P.A.R.)-PRODU *****POSSIBLE PRODUCT ALLEGATION****
SEE ABOVE
Y30 1 POSSIBLE SAFETY O/ BUS THIS IS A SAFETY CONCERN.
SEE ABOVE

***** REQUEST INFORMATION *****

CONTACT TYPE : OWNER REQUEST SOURCE : H T KFA
WARRANTY : I (IN/OUT)
CASE OPEN DATE : 11 03 98 THIRD PARTIES : 4
FILE EXTENSION : 00 TRANSMIT DATE :
LAST ALTERED DATE : 02 18 99

***** GENERAL COMMENTS *****

W/ CONFERENCED O/ FO TO A/S TIFFANIE DEAN.

KRISTEN GRACE/OCAN

- 1) 11/2/98 4:00 PM
- 2) HOLDING LOT FOR NATIONAL CAR RENTAL.
SHUTTLE DRIVER—O/ WILL GET NAME, AGE, AND DISABILITIES OF PERSON
DRIVING
- 4) GRASS LOT/EMPTY FIELD CLEAR/DRY
- 5) 1
- 6) N
- 7) Y 2—HEAT DAMAGE
- 8) TOTALLED
- 9) ENGINE/ELECTRICAL
- 10) TAMPA INTERNATIONAL AIRPORT
- 11) N
- 12) N/A
- 13) THE VEH IS PARKED 2 MILES FROM THE BUILDING. O/ STD THE VEH WAS
PARKED IN LINE, THEY TURNED OFF THE VEH, GOT OUT OF VEH AND CONT
SAW SMOKE, THEN THE VEH CAUGHT ON FIRE. O/ STD THE DRIVER'S TRIED
GETTING THE REST OF THE VEH OUT OF THE WAY.

T. DEAN/OCAN

THE REPORT CAME BACK FROM HSA. THE VEHICLE WAS COMPLETELY DESTROYED. NO
EVIDENCE OF MISUSE TO THE VEHICLE. I CALLED NATIONAL AND OFFERED TO
REPURCHASE THE VEHICLE. THEY SENT ME THE BSO. I APPLIED FOR CHECK FOR
\$16.00 FOR A SCRAP TITLE. AND \$21,782.71 TO REPURCHASE THE CAR.

MIKE GREGUS PAR TEAM.

I REQUESTED A CHECK FOR \$16.00 TO GET A MICHIGAN SCRAP TITLE. ALSO,
ONE FOR 21,782.71 TO NATIONAL TO REPURCHASE THE VEHICLE. PLEASE BRING
BOTH CHECKS TO MIKE GREGUS AT THE PAR TEAM. THANKS.

MIKE GREGUS PAR TEAM.

CHECKS AUTHED. 1) TO MI DEPT OF ST. FOR \$16.00 FOR SCRAP TITLE. 2)
TO NATIONAL CAR RENTAL FOR \$21782.71 FOR REPURCH REPRESENTING ACCT
231 AMOUNT. ALL DOCUMENTATION TO BE RETAINED IN PAR FILE AND NOT
IMAGED. B. COMBS, PROD LIAB MGR.

PLEASE DELIVER CHECK TO MIKE GREGUS IN PAR
W/ FORWARDING CHECK NUMBERS 002143427 AND 002143426 IN THE AMOUNTS
OF \$21,782.71 AND \$16, RESPECTIVELY, TO MIKE GREGUS/PAR.
CHRIS WILLIS/OCAW 3-5423
I MAILED THE CHECK TO NATIONAL THIS DATE FOR THE REPURCHASE AMOUNT.

MIKE GREGUS PAR TEAM.
I RECEIVED A RO'S FOR THE TWO VEHICLES THAT WERE DAMAGED WHEN THIS
VEHICLE BURNED. THE TOTAL FOR THE TWO WAS \$1,618.71. I REQUESTED A
CHECK TO NATIONAL FOR THAT AMOUNT. PLEASE BRING THE CHECK TO
MIKE GREGUS ON THE PAR TEAM. THANKS.

MIKE GREGUS PAR TEAM.
CHECK REJECTED TO CORRECT REPAIR AMOUNTS. B. COMBS, PROD LIAB MGR.
CHECK AUTHED FOR REPAIR OF 2 VEHICLES DAMAGED BY BASE VEHICLE FIRE, TO
NATIONAL CAR RENTAL. ALL DOCUMENTATION TO BE RETAINED IN PAR FILE AND
NOT IMAGED. B. COMBS, PROD LIAB MGR.
W/ FORWARDING CHECK NUMBER 002149097 IN THE AMOUNT OF \$1,005.69
TO MIKE GREGUS/PAR.
CHRIS WILLIS/OCAW 3-5423
THE CHECK I REQUESTED FOR THE DAMAGE TO THE TWO VEHICLES PARKED NEAR
THIS VEHICLE WAS FOR \$1,005.69. NOT THE AMOUNT IN A COMMENT ABOVE. I
SENT THE CHECK TO NATIONAL TODAY.

MIKE GREGUS PAR TEAM.
I RECEIVED TO SCRAP TITLE FOR THIS VEHICLE. I SENT IT TO WAYNE AT
NATIONAL ALONG WITH THE SAVLAGE FORM. WAYNE WILL HAVE A SALVAGE CO.
HAUL THE CAR AWAY AND GET THE FORM SIGNED. HE WILL THEN MAIL IT TO
PAR. ONCE WAYNE SENDS US THE FORM THE CASE CAN BE CLOSED.

MIKE GREGUS PAR TEAM.
I AM CLOSING FILE SATISFIED.

MIKE HITCHCOCK/PAR TEAM

***** CASE CLOSING INFORMATION *****

CUST SATISFY	: Y (Y/N)	ARBITRATION LETTER	: N (Y/N)
DLR CONTACT DATE	: 02 18 99	DLR CONCLUSION DATE	: 02 18 99
CLOSING DATE	: 02 18 99	RESPONSIBLE DEALER	: 0000
HO REVIEW CLOSE	: OMRJH	HO REVIEWED	: Y (Y/N)
EM REVIEW CLOSE	:	EM REVIEWED	: N (Y/N)

CASE NO: 980176149 VIN: 1G3W852K4ZF344213
DATE OPENED: 02/18/1999 MODEL YR: 99
DATE CLOSED: 02/22/1999 SERIES: INTRIGUE GL SED
SOURCE: OWNER HTEFA MILEAGE: 000604
CUSTOMER: ADDRESS: ALBANY STATE: NY
HOME PHONE: BUS. PHONE: EXT:

***** REQUEST CODE AND COMMENTS *****
CIB # DESC CIB COMMENTS
K31 1 AUTO LEAKS TRAW LINE DISCONNECTED CAUSED DAMAGE.
GUPP GIVEN
B40 1 PROT PLAN-ADMI GMP SMART CARE FOR 36 MONTHS/36,000 MILES.
SEE ABOVE
T04 1 WANTS EVALUATI DLR SEEKS ASSIST WITH CUSTOMER.
SEE ABOVE
T30 1 POSSIBLE SAFETY SAFETY ITEM
SEE ABOVE

***** REQUEST INFORMATION *****
CONTACT TYPE : OWNER REQUEST SOURCE : H T RFA
WARRANTY : I (IN/OUT)
CASE OPEN DATE : 02 18 99 THIRD PARTIES : 1
FILE RETENTION : 00 TRANSMIT DATE : 02 19 99
LAST ALTERED DATE : 02 22 99

***** GENERAL COMMENTS *****
W RECEIVED CALL FROM JOE O'CONNOR AT DLR..STS THE FOLLOWING INFO
STS THAT OWNER WAS ON HIS WAY FROM A TRIP FROM NEW JERSEY BACK TO
HOME IN NEW YORK WHEN VEH BROKE DOWN...STS THAT O WAS ABOUT 160 MILES
FROM HOME...STS THAT VEH TRANSMISSION LINE QUICK CONNECTOR BECAME
LOOSE ...TRANSMISSION FLUID SPRAYED ALL OVER ENGINE AND IGNITED SOME
WIRES...CAUSED DAMAGE TO ENGINE COVERS/HOOD INSULATION....STS NO
MAJOR DAMAGE..STS INTERNAL TRANSMISSION HAD NO DAMAGE....STS THAT
ASK, DAVE BRIGER IS GOING TO BE DRIVING O VEH BACK TO O IN NEW YORK
STS THAT VEH WAS REPAIRED AT DLR CROWN OLDS IN NEW JERSEY...STS THAT
HE IS GOING TO CONTACT R/SIDE ASSIST TO SEEK REIM FOR O TRIP INTERRU-
PTION...SOME FOOD/HOTEL EXPENSE...APPROX \$200...STS THAT DAVE WOULD
LIKE H/O TO OFFER O SMARTCARE FOR 3/36 FOR THE TROUBLE OWNER EXPER-
IENCED...W STS THAT W CAN REQUEST THIS....W STS THAT W WOULD LIKE
TO MAKE P.A.R. AWARE OF CASE....W IS NOT SURE BUT FOLLOW UP MAYBE
NECESSARY....

I SPOKE TO SERVICE DIRECTOR JOE. JOE STATED THAT THE AREA SERVICE
MANAGER WANTED THE OWNER TO BE OFFERED A GMP SMART CARE. THE VEHICLE
HAS BEEN REPAIRED UNDER THE TERMS OF THE WARRANTY AND I WILL TAKE THE
1241 OFF THE FILE.

MIKE HITCHCOCK/PAR TEAM

W DISCUSSED WITH M. HITCHCOCK IN PAR...STS THAT O MAY HAVE TO SIGN A
RELEASE FORM...W STS THIS TO JOE AT DLR..STS THAT THIS MAY CAUSE
MORE PROBLEMS....O SEEMS SATISFIED WITH WHAT H/O HAS OFFERED AT THIS
TIME....W STS THAT W WILL ASK PAR TO CONTACT JOE TO DISCUSS CASE..
....W DISCUSSED WITH M. HITCHCOCK...HE STS HE WILL F/U WITH DLR
NOTE: NO ONE WAS INJURED IN CASE AND NO PERSONAL ITEMS OF O WERE
DAMAGED.....

SARA OPOLNA/OCAN/35417

W/ REQUESTING GMPP SMART CARE FOR 36 MONTHS/36,000 MILES.
OLDSMOBILE TO PICK UP THE COST.

NICOLE DAUGARD/OCAN 35423

***** CASE CLOSING INFORMATION *****

CUST SATISFY	: Y (Y/N)	ARBITRATION LETTER	: N (Y/N)
DLR CONTRACT DATE	: 02 18 99	DLR CONCLUSION DATE	: 02 18 99
CLOSING DATE	: 02 22 99	RESPONSIBLE DEALER	: 00000
EO REVIEW CLOSE	:	EO REVIEWED	: N (Y/N)
ZF REVIEW CLOSE	:	ZF REVIEWED	: N (Y/N)

CASE NO: 99-0001574 VIN: 264WBS2X0W1450398
DATE OPENED: 01/05/1999 MODEL YR: 98
DATE CLOSED: 02/05/1999 SERIES: WB REGAL LS
SOURCE: PHONE MILEAGE: 015600
CUSTOMER: [REDACTED] STATE: PA
ADDRESS: [REDACTED] MALVERN PA 19355
HOME PHONE: [REDACTED] BUS. PHONE: 000 000 0000 EXT:

***** GENERAL COMMENTS *****

01/05/99

PHONE: 610 688 4800 SERVICE MANAGER: DAVE SLOME

CUST CALLED BCRC.

CUST STATES THAT WHILE HE WAS PUTTING OIL IN HIS VEH SOME SPILLED ON THE ENGINE AND CAUSED IT TO CATCH FIRE. CUST STATES THAT HE TOOK THE VEH INTO THE DLR AND THEIR DIAGNOSIS WAS THAT THE FIRE WAS CAUSED BY CARELESSNESS NOT A DEFECT. CUST STATES HE IS UPSET DUE TO THE FACT THAT HE SPENT A LOT OF MONEY ON THIS VEH, AND THE WARRANTY COULD NOT COVER THIS CONCERN. CUST CLAIMS THAT DLR DID NOT RUN VEH THROUGH DIAGNOSTIC TEST, AND JUST CAME TO THE CONCLUSION ON THEIR OWN. CUST DEMANDS THAT WE PAY FOR RENTAL CAR, AND REPAIRS ON VEH. BCRC ATTEMPTED TO CONTACT SERVICE MANAGER DAVE SLOME. HE WAS NOT AVAILABLE, BCRC LEFT MESSAGE. BCRC TOLD CUST THAT UNTIL THE DLR CALLED BACK WE COULD NOT DO ANYTHING.
EVE HANNA EXT 2740

01/05/99

SERVICE MANAGER CONTACTED BCRC. SERVICE MANAGER CLAIMS THAT THE FIRE WAS COMPLETELY THE FAULT OF THE CUST. MR. SLOME STATES THAT THE OIL IN THE VEH MAY HAVE NEVER BEEN REPLACED PRIOR TO THIS. MR. SLOME ALSO STATES THAT HE CONTACTED BONE MANAGER TO COME TO THIS CONCLUSION. BCRC ASKED IF MR. SLOME FEELS ASSISTANCE IS NECESSARY. MR. SLOME REPLIED THAT THE COST WERE APPROXIMATELY \$400, AND WE WILL NOT BE ABLE TO ASSIST WITH ANY OF IT. BCRC ATTEMPTED TO CONTACT CUST BUT THERE WAS NO ANSWER, WILL TRY AGAIN LATER.
EVE HANNA EXT 2740

1/5/99

CUST CALLED BCRC AND ALLEGES WANTING TO SPEAK TO EVE, BCRC STATED THAT

SEE WAS N/A. CUST ALLEGES THAT WHEN POURING MOTOR OIL INTO ENGINE,
SOME SPILLED ONTO ENGINE BLOCK AND CAUGHT FIRE. CUST ALLEGES PUTTING
FIRE OUT WITH FIRE EXTINGUISHER AND ALLEGES THAT THERE IS A DEFECT IN
THAT MOTOR SHOULDN'T HAVE CAUGHT ON FIRE. CUST ALLEGES WANTING THE
MATTER RESOLVED TODAY, BCRC STATED THAT WE WOULD FORWARD TO OUR LEGAL
DEPARTMENT BUT CAN'T GUARANTEE ANY RESULTS OR TIME FRAME. CUST ALLEGES
THAT THIS IS HIS FAMILY VEH AND A BIG CORPORATION SUCH AS GM SHOULD BE
ABLE TO HANDLE THIS YET TODAY. BCRC RESTATED THAT WE WOULD FORWARD
THE MATTER TO OUR LEGAL DEPARTMENT FOR ACTION. CUST ALLEGES THAT HE IS
VERY UPSET AND WILL "BOYCOTT GM" FOREVER.

KEVIN AVERY, BCRC 8-382-2728 VEH# 48079

1/11/99

CUST CALLED REQUESTING TO SPEAK TO CHRIS. BCRC CONSULTED WITH JAMIE IN BRG. JAMIE ADVISED SHE WILL HAVE TO REVIEW THIS FURTHER AND WILL CALL THE CUST BACK.

BCRC ADVISED CUST OF THIS INFO. CUST STATED HE IS NOT AVAILABLE DURING THE DAY. CUST STATED JAMIE CAN TRY TO CONTACT HIS WIFE TODAY AS SHE IS SOMETIMES AVAILABLE AT THEIR HOME NUMBER. BCRC ADVISED CUST WE WILL FORWARD THIS INFO TO JAMIE.
DENISE BRUN BCRC X2731 VME 46333

1/15/99 O/CALLED CRC CLAIMING NOBODY HAS HAD THE COURTESY TO CALL HER BACK YET. O/SAYS IT HAS BEEN 1.5 WKS. O/SAYS HER CAR IS NOT DRIVEABLE, SHE WANTS TO KNOW WHEN RMD IS GOING TO INVESTIGATE THE CAUSE OF THIS FIRE. O/CLAIMS DLR. TOLD HER NOBODY NEEDS TO INSPECT HER VEH. CRC APOLOGIZED TO O/ NOBODY HAS CALLED HER BACK YET. CRC LEFT ANOTHER MESSAGE FOR JAMIE MULLINS IN BRG.
AMY GARTNER-CRC 6-382-2715 VME46772

1/15/99

CUSTOMER WAS ADVISED WE WILL INITIATE A PAR INVESTIGATION INTO THE CONCERNS. PLEASE FORWARD PHONE CALLS REGARDING THIS CONCERN TO BRG-PAR.

JAMIE MULLINS/BRG-PAR
VME 47329 X2770

01 18 99

RECEIVED EXECUTIVE LETTER FOR HANDLING.
BCRC MADE AN ATTEMPT TO CONTACT THE CUST. THE CUST'S LINE WAS BUSY.
BCRC WILL CONTACT THE CUST AT ANOTHER TIME.

LARRY THOMAS JR. VME# 46077 EXT: 8-382-5762 BCRC

01 20 99

O/S THAT SHE WANTED TO FIND OUT WHAT IS GOING ON WITH HER CASE.
BCRC TRIED CALLING JAMIE BUT SHE WAS NOT THERE. LEFT A MESSAGE FOR JAMIE TO CALL THE CUST. O/S THAT IS FINE.
JOHN MARTIN BCRC 47220 248 952 2733

1-20-99

CUST CALLED, ASKED FOR CHRIS, CHRIS'S NAME NOT ON CASE, TRANSFERRED
CALL TO JAMIE MULLINS.

NARSE ALGAIER, BCRC (248) 952-2730

01/20/99

C/STATES SHE CAN'T SPEAK TO A PERSON THAT CAN HELP HER. C/STATES SHE'S
A AT HOME NOW AND WILL CALL ALL DAY LONG EVERY DAY UNTILL SOMEONE
WILL LOOK AT HER VEHICLE .

BARBARA FORD BCRC NO VEH 9-382-2719 ** INFO ONLY **

1 20 99

BCRC CONTACTED THE CUST. BCRC INFORMED THE CUST THAT HER CASE IS NOW BEING HANDLED BY OUR PAR INVESTIGATIVE TEAM. THE CUST STATED THAT SHE WILL KEEP CALLING THE BCRC UNTIL SOMEONE CONTACTS HER.

BCRC INFORMED THE CUST THAT IT WOULD BE BEST TO WAIT UNTIL SOMEONE CONTACTS HER.

THE CUST STATES SHE WILL CONTINUE TO CONTACT THE BCRC.

LARRY THOMAS JR. VME# 48077 EXT: 8-3E2-6762 BCRC

1/27/99

BMD HAS CONCLUDED THE INVESTIGATION AND HAS ADVISED MS. FLAMAGAN OF THE POSITION.

THIS FILE WILL BE FORWARDED TO ESIS. SHOULD THE CUSTOMER INQUIRE FURTHER PLEASE REFER HER TO ESIS AT 1800-688-0154.

** PLEASE UNDERSTAND IT MAY TAKE SEVERAL WEEKS BEFORE ESIS HAS/ ASSIGNS THE CASE FILE.

JAMIE KULLINS/BRG
VME 47329 X2770

***** REQUEST CODE AND COMMENTS *****

CODE #	DESC	CODE	COMMENTS
801	O OPEN CAMPAIGN	98001	MAILED TO CUST
T31	O GM 1241 INVEST	PAR INVESTIGATION	SEE GM PAR INVESTIGATION.
T32	O FIRE DAMAGE/LO	ALLEGED THERMAL EVENT	SEE GM PAR INVESTIGATION.

CASE NO: 9626154102 VIN: 1G2WF1ZK3WF324483
DATE OPENED: 01/07/1999 MODEL YR: 96
DATE CLOSED: 03/02/1999 SERIES: GRAND PRIX
SOURCE: PHONE MILEAGE: 005235
CUSTOMER: [REDACTED] STATE: NY
ADDRESS: [REDACTED] BROOKLYN NY11236
HOME PHONE: [REDACTED] BUS. PHONE: EXT:

COMMENTS

COMPLAINT CODE:
J07 ENGINE STALLS (GAS)

OPENING COMMENTS:
PER JIM GROSE LEASE REPURCHASE DUE TO LOW MILES ON THE VEH, UNDERHOOD
FIRE AND COST SATISFACTION. VEH DOES NOT MEET LEMON LAW.

CAUSE CODE: P .

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
PONTIAC-GMC REPURCHASED VEH AT A COST OF \$23,769.93.

SERVICING DEALER: 1602074
PLAZA PONTIAC BUICK GMC
2721 ROSSMAN AVENUE
BROOKLYN NY 11210

DELIVERY DATE: 07/15/98 CASE TYPE: R
RESPONSIBLE PARTY: CATALLO, PAMELA CLOSURE CODE: S
REGS CLOSE DATE: 03/02/99

GENERAL COMMENTS: 03/22/99 11:58A CATALLO PAMELA
CALLED TODD HANEY, SCRAP COORDINATOR, REQUESTING HE SEND THE PAPERWORK BACK
TO ME SINCE VEH HAS BEEN REPAIRED.

GENERAL COMMENTS: 03/22/99 08:29A MARAMBANO PAMELA
SPOKE TO BOBBY IN BODY SHOP AND ADVISED TO REPAIR VEH AND SEND
RO TO PAR. PAR ADVISED WILL SEND 21242 CLAIM FOR WHEN RO IS RECEIVED.

GENERAL COMMENTS: 03/15/99 10:37A GROSE JAMES
NOTE TO THE FILE, THIS VEHICLE WAS REPURCHASED DUE TO AN UNDERHOOD FIRE THAT
OCCURE EARLY IN THE VEHICLE'S LIFE WITH LOW MILEAGE, THE VEHICLE HAD NO
AFTERMARKET EQUIPMENT. THE DECISION WAS MADE IN THE INTEREST OF CUSTOMER
SATISFACTION. NOTE THE VEHICLE WAS REPURCHASED AS GOODWILL AND THE DEALER
HAD BEEN GIVEN APPROVAL TO REPAIR BY THE INSURANCE COMPANY THIS WAS DONE WIT
OUT PONTIAC GMC BEING AWARE. THE VEHICLE IS NOW REPAIRED AND TO PAY OUR

DEALER FOR THE REPAIRS THE CLAIM CAN BE HANDLED AS A Z1242 CLAIM WITH REVIEW OF THE REPAIR INVOICES BY THE PAR TEAM MEMBER PRIOR TO SUBMISSION FOR PAYMENT. NOTE THE FILE MUST BE APPROVED BY THE PAR MGR. PRIOR TO SUBMISSION NOTE, THIS FILE WAS REVIEWED AS A COURTESY BY JIM GROSE, AND PAM CATALLO

GENERAL COMMENTS: 03/11/99 04:18P CATALLO PAMELA
CALLED DLR AND TALKED TO BOBBY, BODY SHOP. HE ADVISED ME THAT WHEN THE CUSTOMER BROUGHT THE VEH IN TO THE DLR, HE AUTHORIZED THE REPAIRS. BOBBY STATES THE AAB APPRAISAL CAME IN AND APPRAISED THE VEH FOR \$5,000. BOBBY STATES NOW HE HAD TO HAVE THE APPRAISAL COME BACK FROM A SUPPLEMENT DUE TO THE COST IS NOW \$10,000. I CALLED TOM MORAN AT AAB APPRAISAL, UNAVAILABLE. THE RECEPTIONIST REFERRED ME TO INTERBORO INSURANCE COMPANY. I TALKED WITH CHERYL GLENNER, PERSON HANDLING THE CLAIM. SHE ADVISED ME THAT THIS INSURANCE CLAIM WAS DISMISSED ON 12/9/98 BECAUSE THE DLR TOOK RESPONSIBILITY OF THE FIRE CLAIMING IT WAS A DEFECT.

GENERAL COMMENTS: 03/11/99 04:13P CATALLO PAMELA
TODD HANBY, VEP, CALLED STATING THE DLR HAS REPAIRED THE VEH AND PERHAPS IT SHOULD BE GOING TO AUCTION. I ADVISED HIM I WOULD FIND OUT WHAT HAPPEN. THIS VEH WAS SCHEDULED FOR THE VEH RECOVERY PROGRAM.

GENERAL COMMENTS: 03/02/99 09:21A CATALLO PAMELA
RECEIVED CONFIRMATION FROM TODD HANBY, NEW VEH DAMAGE, THAT VEH HAS BEEN ACCEPTED BY VEHICLE RECOVERY AS OF 2/26/99. RENNIE CASSELLS, FINANCIAL, HAS REMOVED VEH'S FROM INVENTORY. SENT FILES TO IMAGING.

GENERAL COMMENTS: 02/23/99 04:45P CATALLO PAMELA
FORWARDED VEHICLE RECOVERY REQUEST TO FERRY BORNE'S GROUP. DOCUMENTS INCLUDED: TITLE, INVOICE AND REQUEST FORM.

GENERAL COMMENTS: 02/22/99 10:35A LAUTNER TODD
HAD VEP PAPERWORK SIGNED BY J.SCHULTE AND FORWARDING FILE TO PAM CATALLO, FOR FURTHER HANDLING..

GENERAL COMMENTS: 02/19/99 05:50P LAUTNER TODD
RECEIVED TITLE VIA FEDEX. GMAC HAS SIGNED OFF AS SELLER BUT WROTE GM CORPORATION AS BUYER. PLACING INTO FILE.

GENERAL COMMENTS: 02/11/99 03:36P LAUTNER TODD
CALLED JOY AND GMAC AND OFFER TO FAX OVER COPY OF ODOMETER STATEMENT. JOY ADVISED ME TO FAX TO 516 295 3473. FAXING ODOMETER STATEMENT.

GENERAL COMMENTS: 02/11/99 03:32P LAUTNER TODD
RECEIVED VIA FAX FROM DLR, COPIES OF ODOMETER STATEMENT, PCA, AND WORKSHEET PLACING INTO FILE.

GENERAL COMMENTS: 02/10/99 10:55A LAUTNER TODD
CALLED JOY SABBATINI AT GMAC, ADVISED HER I HAVEN'T RECEIVED ANY PAPERWORK FROM THE DLR AND GAVE HER THE DLR CONTACT AND PHONE NUMBER FOR HER TO TRY TO CALL TO OBTAIN THE ODOMETER STATEMENT. JOY THANKED ME FOR CALL AND UPDATE.

GENERAL COMMENTS: 02/10/99 09:44A LAUTNER TODD
LEFT VEH FOR A HOWARD LAUSENBURG ADVISING THAT I NEEDED PAPERWORK SENT BACK
TO ME AND OF CALL FROM GMAC SEEKING ODOMETER STATEMENT. ASKED HOWARD FOR
CALLBACK.

GENERAL COMMENTS: 02/10/99 09:38A LAUTNER TODD
RECEIVED VME FROM JOY AT GMAC SEEKING ODOMETER STATEMENT FAXED TO HER.
LEFT PHONE NUMBER OF 815 296 3359

GENERAL COMMENTS: 01/29/99 10:36A MOJET ALWILDA
REC'D VME FROM JOY REQUESTING ODOMETER . CALLED GMAC TO ADVISE OF MY
MESSAGE LEFT FOR DLR.

GENERAL COMMENTS: 01/29/99 10:34A MOJET ALWILDA
CALLED MIKE SCARPA . HE STATES HOWARD LAUSENBURG IS HANDLING. LEFT DETAILED
MESSAGE FOR HOWARD. ADVISING I NEED A FAXED COPY OF THE ODOMETER STATEMENT
TO FWD TO GMAC TO RECEIVE THE TITLE IN THE NAME OF PONTIAC- GMC . LEFT
FAX AND PHONE NUMBER. REQUESTED A RETURN CALL TO CONFIRM MESSAGE WAS
REC'D.

GENERAL COMMENTS: 01/22/99 01:43P MOJET ALWILDA
REC'D CHECK AND FORWARDED DIRECTLY TO GMAC, FORWARDED CHECK TO DLR ATTN:
MIKE SCARPA. CALLED TO ADVISE OF CHECK'S ARRIVAL, EXPERIENCED PHONE
DIFFICULTIES .

GENERAL COMMENTS: 01/21/99 09:57A MOJET ALWILDA
REC'D FILE COMPLETED CHECK PACK AND FORWARDED TO FAM TO ADD TO SPREADSHEET.

GENERAL COMMENTS: 01/21/99 07:56A GRABOWSKI DEBORAH
RECEIVED LEVEL 2 AND 3 CHECK APPROVAL FORWARDING FILE TO DISPOSITION
COORDINATOR, ALWILDA MOJET FOR FURTHER HANDLING.

GENERAL COMMENTS: 01/19/99 03:48P GRABOWSKI DEBORAH
FORWARDING FILE TP GM SUPERVISOR JIM SHULKE FOR LEVEL 2 APPROVAL ON 02 AND 01
FILE, AND TO BE FORWARDED FOR LEVEL 3 APPROVAL.

GENERAL COMMENTS: 01/19/99 03:41P BOWER LEE ANN
APPROVED AT LEVEL ONE.

GENERAL COMMENTS: 01/19/99 02:34P GRABOWSKI DEBORAH
REQUESTED LEVEL ONE CHECK APPROVAL FROM RC, LEE ANN BOWER.

GENERAL COMMENTS: 01/19/99 02:31P GRABOWSKI DEBORAH
FAXED DLR CONTACT LETTER.

GENERAL COMMENTS: 01/19/99 02:18P GRABOWSKI DEBORAH
*****REPURCHASE SUMMARY*****
PER JIM GROBE LEASE REPURCHASE DUE TO LOW MILES ON THE VEH, UNDERHOOD
AND CUST SATISFACTION. VEH DOES NOT MEET LEMON LAW.
LEASE BUY OUT.....\$ 21,330.70

PLUS PAYMENTS.....\$ 1,734.00
PLUS CAP COST REDUCTION.....\$ 1,149.00
PLUS TAX & REGISTRATION.....\$ 1,263.79
LESS USAGE (5235/100000)X23078.SL.....\$- 1,208.16
LESS INCENTIVES.....\$- 500.00
TOTAL PONTIAC-GMC REPURCHASE COST.....\$ 23,759.33
*****REFF \$23,980.00*****

GENERAL COMMENTS: 01/19/99 01:42P GRABOWSKI DEBORAH
RECEIVED SIGNED OFFER LETTER VIA FAX.

GENERAL COMMENTS: 01/19/99 12:26P GRABOWSKI DEBORAH
CUST CALLED MADE VERBAL OFFER. I ADVISED WOULD FAX OFFER TO CUST.

FAKED OFFER LETTER.

GENERAL COMMENTS: 01/19/99 11:31A GRABOWSKI DEBORAH
LEFT MESSAGE FOR CUST TO CONTACT ME TO MAKE VERBAL OFFER.

GENERAL COMMENTS: 01/19/99 10:44A GRABOWSKI DEBORAH
REVIEWED FILE WITH GM SUPERVISOR JIM SKULTE IN REGARDS TO THE DIFFERENT
AMOUNTS DUE AT SIGNING, IT WAS CONCLUDED TO USE THE NUMBERS ON THE LEASE
AGREEMENT FROM GMAC.

GENERAL COMMENTS: 01/19/99 10:34A GRABOWSKI DEBORAH
LEFT VME FOR HENRY KELLY AT DLR TO CONTACT ME.

GENERAL COMMENTS: 01/19/99 08:56A GRABOWSKI DEBORAH
RECEIVED NO'S FROM DLR.

Division: <u>Painting Shop</u>	File: <u>98-284511 01</u>	VIN: <u>1G2NP BK3WF 3N483</u>
Customer's Name (LAST, First): <u>RICHARD</u>		

Inspected By: F. A. ALLEN 1448 JAC Organization: F.A. ASSOCIATES
 Phone: (813) 783-7117 x Inspection Date: 12/17/98 Mileage at Inspection: 52865

***** I INSPECTION SUMMARY *****
 Following the inspection, summarize the tests and observations.

INTERIOR AND POWER DISTRIBUTION CENTER FUSES WERE ALL INSPECTED. NO FUSES WERE BLOWN. ALL ELECTRICAL COMPONENTS FUNCTIONED PROPERLY. NO INDICATION OF ARC, WELDING OR BALLING IN WIRE HARNESS. THE INSULATION ON WIRE HARNESS IS MELTED BY FIRE. FUEL, COOLANT AND POWER STEERING HOSES MELTED BY BY FIRE ON TOP SIDE. NO INDICATION OF MRL FUNCTION.



1. Vehicle modifications or after-market equipment? (e.g. radio, yoke, CB, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, etc.)

None(s), date installed, and by whom (name, phone) AUTO ALARM & REMOTE ORBITIVE SECURITY 07/07/1998 SYSTEM INSTALLED PRIOR TO DEL.

2. Any prior collision damage? (when, where, extent, repaired by, etc.) NONE

3. For the following systems, list and describe prior repairs or outstanding problems/complaints at time of incident (e.g. no starts, stalls, overheating, loss of coolant, warning lights "On", strange odors, smoke, fluid leaks on driveway, engine noise, engine misf, etc.):

Cooling System (Y/N) N; Repairs (None, Replaced, Identified) N Repaired by: (GM, Non-GM, Other) N
 Describe _____

A/C System (Y/N) N; Repairs (None, Replaced, Identified) N Repaired by: (GM, Non-GM, Other) N
 Describe _____

Steering System (Y/N) N; Repairs (None, Replaced, Identified) N Repaired by: (GM, Non-GM, Other) N
 Describe _____

Transmission (Y/N) N; Repairs (None, Replaced, Identified) N Repaired by: (GM, Non-GM, Other) N
 Describe _____

***** II INTERVIEW - VEHICLE HISTORY (Continued) *****

Electrical Systems (Y/N) Y; Repairs (None, Satisfied, Unsatisfied) S Repaired by (GM, Non-GM, Dealer/Other) GMDescribe Fog Light Bulbs, Horn, and HeadlightFuel System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Dealer/Other) N

Describe _____

Exhaust System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Dealer/Other) N

Describe _____

Major Engine (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Dealer/Other) N

Describe _____

Brake/ABS/TCS System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Dealer/Other) N

Describe _____

Body (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Dealer/Other) N

Describe _____

Other (Y/N) Y; Repairs (None, Satisfied, Unsatisfied) S Repaired by (GM, Non-GM, Dealer/Other) GMDescribe TRIM ARM REST

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Dealer/Other): _____

Maintenance records? (Y/N) Y Date/description of last maintenance/repair (by whom?) LAB. OIL, FILTER7/27/98 AND 10/00/98Any other pertinent vehicle history information (from interview or GM Warranty History)? Fog Light BulbsREPLACED, HORN REPAIR, HEADLIGHT

Name and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle

RIDGE TOWING TOWED OFF ROAD TO BODY SHOP, DEALER TOWED TO SERVICEHow was vehicle towed? (flat bed, dolly, sling, front or rear lift) FLAT BED If towed on wheels, how flat? _____

***** III INTERVIEW - INCIDENT DETAILS *****

***** III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE *****

If vehicle is a truck, or a car trailing cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) NO LOAD

load description _____ load location _____

Driver's physical description (gender, age, height, weight, occupation) MALE UNKNOWNIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? IGN WAS ON Were all doors locked? YES NDrive length (if vehicle was parked prior to fire, describe last drive): Hrs. TWO Mins. _____ Distance traveled SEVERALIf not parked, vehicle speed estimate 50 MPH Source of estimate MR. R. ETTER Posted speed 50 MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 5/8 When last fueled? THUR 12/3/98Exact incident location WEST BOUND BELT PKWY BETWEEN FLAT BUSHAND KNAPP STREET EXITWeather conditions and visibility CLEAR DRIVEApprox. temperature 50 F. Any physical visual obstructions? NONE

***** III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE (Continued) *****

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A Describe: _____

Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? D Describe: _____

Road conditions Wet, Dry, Icy or Other? D If other, specify: _____

Shoulder condition: Wet, Dry, Icy or Other? D If other, specify: _____

Describe brake operation: (pedal feel, brake pull or grab, vibration, squeal, etc.) GOOD

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) N Describe: _____

Electrical systems operation: (normal, start) NORMAL

Mark an "X" before all electrical systems/devices which were "On" or "Cycled" immediately prior to the incident:

- | | | |
|--|---|--|
| <input type="checkbox"/> Cruise Control | <input type="checkbox"/> Windshield Wipers | <input checked="" type="checkbox"/> Radio, Built-in Tape/CD Player |
| <input type="checkbox"/> Traction Control Switch "On" | <input checked="" type="checkbox"/> Air Conditioner, on "Max"? (Y/N) <u>N</u> | <input type="checkbox"/> Auxiliary CD Player |
| <input type="checkbox"/> Low Beam Headlights | <input checked="" type="checkbox"/> Heater | <input type="checkbox"/> Telephone |
| <input type="checkbox"/> High Beam Headlights | <input type="checkbox"/> Windshield Defogger | <input type="checkbox"/> CB Radio |
| <input checked="" type="checkbox"/> Daytime Running Lights | <input type="checkbox"/> Windshield Defroster | <input checked="" type="checkbox"/> Power Window Controls |
| <input type="checkbox"/> Fog Lamps | <input type="checkbox"/> Rear Window Defroster | <input type="checkbox"/> Power Mirror Controls |
| <input type="checkbox"/> Tire Signal | <input type="checkbox"/> Outside Mirror Heater | <input type="checkbox"/> Power Seat Controls |
| <input checked="" type="checkbox"/> Hazard Flashers | <input type="checkbox"/> Driver Seat Heater | <input type="checkbox"/> Power Sun Roof Controls |
| <input type="checkbox"/> Map Lights, R. <u>N</u> | <input type="checkbox"/> Passenger Seat Heater | <input type="checkbox"/> Cigar Lighter |
| <input checked="" type="checkbox"/> Other Interior Lights | <input type="checkbox"/> Auxiliary Power Outlet | <input type="checkbox"/> Other |

Steering operation: (normal, start) NORMAL

Powertrain: (any engine rattle, stalling, surge, stall, loss of power or speed, etc.) HESITATION ENGINE

QUIT RUNNING & PARKED ON SHOULDER & OPENED HOOD

Any unusual noises (bang, pop, tick, grinding, metallic, rattle, etc.) From where? I THINK I RAN OUT

OF GAS Did it appear to match engine speed? (Y/N) N

Describe any unusual odors. From where? NONE

Any smoke? (from where, color, intensity, etc.) SAW SMOKE & FLAMES FRONT TOP OF ENGINE

AROUND ENGINE OIL FILL

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? _____

***** III B INTERVIEW - AT BEGINNING & DURING THE FIRE *****

Any flames? (from where, color, intensity, etc.) FRONT TOP OF ENGINE AROUND ENGINE OIL

FILLER COLOR UNKNOWN

Any steam or smoke? (from where, color, intensity, etc.) SAME SMOKE SAME AREA

Any apparent malfunctions of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) N

Electrical System? (Y/N) N Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) N Brake System?

(Y/N) N Other? (Y/N) N Describe: _____ Warning Lights? (Y/N) N

Gauges? (Y/N) N If so, describe: _____

What did you do after you realized something was wrong? Pull Over? (Y/N) Y Lower Windows? (Y/N) N Raise

Windows? (Y/N) N Turn Engine Off? (Y/N) Y Turn on Hazard Flashers? (Y/N) Y Exit Vehicle? (Y/N) Y

Open Hood? (Y/N) Y Open Trunk? (Y/N) N Other? (Y/N) Y Describe: WENT TO CALL 911

***** III B INTERVIEW - AT BEGINNING & DURING THE FIRE (Continued) *****

Any other comments or observations that have not been covered: A PASSING MOTORIST STOPPED AND USED HIS FIRE EXTINGUISHER TO PUT FIRE OUT

***** IV - VEHICLE INSPECTION *****

The vehicle inspection documents the physical evidence via color photographs and written observations. It is important to also document what does not appear to be related to the fire. This is necessary because fire cause determination often involves the process of elimination. By recording your observations in the following section, you will be following a methodical inspection format.

A. Take color photographs of the following and other observations/measurements on the form:

Left & right side exterior NO EXTERIOR DAMAGE
 Front & rear exterior NO EXTERIOR DAMAGE
 Hood, fender & outer panels HOOD DENTED NO DAMAGE INNER MINOR DAMAGE
 Trunk area and Decklid, fender & outer panels NO DAMAGE ENGINE COMPARTMENT ONLY
 Roof NO DAMAGE
 Door interior panels NO DAMAGE ENGINE COMPARTMENT FIRE
 Left & right instrument panel & odometer NO DAMAGE
 Airway(s) area NO DAMAGE ENGINE COMPARTMENT FIRE
 Left & right front seat and carpet NO DAMAGE
 Underbody & exhaust (include hangers) NOT CAUSE
 Optics code label PHOTO # 6 & 7
 Engine compartment FIRE ON TOP OF ENGINE AND FRONT
 Radiator, front & rear GOOD NO DAMAGE
 Coolant recovery bottle NO DAMAGE. HAS COOLANT IN IT
 Transmission cooler hoses/connections GOOD NO DAMAGE TRANS FULL OF OIL
 Engine compartment engine coolant hoses/connections/clamps CLAMPS IN PLACE HOSES HAVE HEAT DAMAGE MELT NOT CAUSE
 Engine compartment heater hoses/connections/clamps (includes from to electric body) CLAMPS IN PLACE HOSES HEAT DAMAGE MELT NOT CAUSE
 All fuel hoses/connections/clamps HOSES MELTED BY FIRE NOT CAUSE
 TBI, injector rail, or carburetor & fuel line connection NOT CAUSE
 Engine compartment fuel hoses/connections/clamps & o-rings CLAMPS IN PLACE HOSES MELTED NOT CAUSE
 Power steering hoses/connections/clamps SOME HEAT DAMAGE NOT CAUSE
 Generator & attached wiring NOT CAUSE BURNED BY FIRE

IV - VEHICLE INSPECTION (Continued)

Battery & attached cables GOOD NOT CAUSE

Engine block (note precise location of cracks, holes, etc.) NONE NOT CAUSE

Engine oil pan NO DAMAGE

Engine compartment hinge torque rods HEAT NO DAMAGE

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) PROPER CLEARANCE NO DAMAGE

Any item which is alleged to be the cause/source

Anything on vehicle which is after-market ALARM SYSTEM CHECK WIRE AUTOMOTIVE SECURITY STILL WORKS NOT CAUSE

Anything on vehicle which is a modification NO

Anything on vehicle which is unusual, or out-of-place, etc. NO

B. Enter observations/measurements for the following on the form and take color photographs as necessary.

For the following fluids, comment on the fluid level, smell (burned?), feel (gritty?), color (dark?), and apparent condition (normal, water, particles, etc.):

Engine coolant FULL NORMAL COLOR AND CONDITION

Engine oil FULL NORMAL COLOR AND CONDITION

Transmission fluid FULL NORMAL COLOR AND CONDITION

Power steering fluid FULL NORMAL COLOR AND CONDITION

Brake fluid FULL NORMAL COLOR AND CONDITION

List all driver electrical controls which are in the "On" position (include ignition) SUN ROOF OPEN DOOR WINDOWS DOWN 1 1/2 INCHES RADIO ON

Fuses (Identify all open or not proper size) ALL FUSES GOOD NOT BLOWN AND CORRECT AMPERAGE

Wiring insulation at fuse blocks NO DAMAGE

Fuelble leaks (Identify all open) NONE

Spark plug wiring and boot condition BOOTS NOT DAMAGED SOME BURN OF WIRES BURNT

Fuel filter "Lead Free" restrictor in place? (Y/N) Y Describe

Location of fuel filter cap (or evidence of removal) IN PLACE NO DAMAGE

Catalytic converter (any discoloration or swelling?) NONE

Position of windows (if glass missing, do further inspection) BOTH DOOR GLASS DOWN 1 1/2 INCHES FROM TOP

C. Photograph any damage to defendant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available) THIS FIRE WAS A TOP ENGINE FIRE ON FRONT SIDE OF ENGINE IN THE AREA OF ENGINE OIL FILL NECK. DEALER OR INSURANCE CO. HAVE NOT WRITTEN A REPAIR ESTIMATE. ENGINE WIRE HARNESS PLUG WIRES COOLANT HOSES FUEL HOSES MASTER CYLINDER RESERVOIR ENGINE COVER HOOD INSULATION ITEMS REQUIRE REPLACEMENT

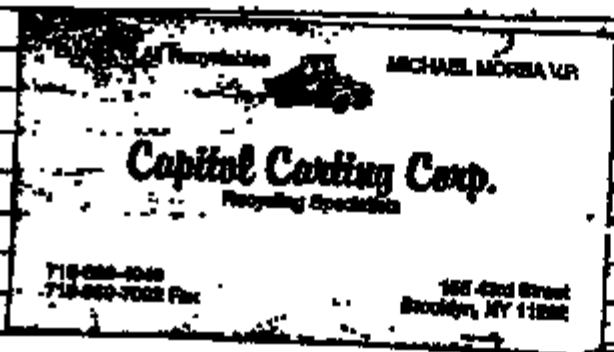
V SITE INSPECTION

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water hoses or other items or spark source, tall grass, dry leaves, rats indicating vehicle was stuck, etc. If significant other property damage occurred due to the fire, if possible, take pictures of the damage and make notes as necessary.

Comments: THIS INCIDENT HAPPENED ON WEST BOUND BELL PARKWAY NO STRUCTURE WAS INVOLVED

THERE IS NO INDICATION OF MALFUNCTION OR MANUFACTURING DEFECT THAT CAUSE THIS INCIDENT

A BUSINESS CARD WAS FOUND INSIDE THE LOWER RADIATOR SUPPORT CROSS MEMBER THIS CARD DID NOT COME OFF THE ROAD AND I COULD NOT DETERMINE HOW THIS CARD COULD HAVE DROPPED TO THIS LOCATION



PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Parital Grol No: 980815/01 V# 162WP12K30F324483
 Distinctive Name (LAST, First)

Inspected by: E.A. ALTER EDL JL Organization: E.A. ASSOCIATES
 Photos: 98-1008117x Inspection Date: 12/12/198 Mileage at inspection: 5835

Roll Number ONE

Neg.#	Description
0	WINDSHIELD VIN PLATE
1	WINDSHIELD VIN PLATE
2	WINDSHIELD NEW YORK STATE REGISTRATION STICKER
3	NEW YORK STATE SAFETY INSPECTION CERTIFICATE
4	LEFT FRONT DOOR GUNP LABEL
5	LEFT FRONT DOOR TIRE INFORMATION LABEL
6	TRUNK SERVICE PARTS IDENTIFICATION LABEL
7	TRUNK SERVICE PARTS IDENTIFICATION LABEL
8	LEFT FRONT AND SIDE PHOTO
9	LEFT REAR AND SIDE PHOTO
10	RIGHT FRONT AND SIDE PHOTO
11	RIGHT REAR AND SIDE PHOTO
12	MELTED RUBBER ON LEFT FRONT FENDER AT HOOD JOINT
13	FRONT TOP OF ENGINE FROM LEFT SIDE
14	FRONT TOP OF ENGINE FROM RIGHT SIDE
15	FRONT ENGINE OIL FILL NECK
16	FRONT EXHAUST MANIFOLD AND WIRE HARNESS
17	ENGINE OIL DIP STICK WIRE HARNESS ENGINE OIL FILL NECK
18	BACK OF RADIATOR WIRE HARNESS OIL FILL NECK
19	ENGINE WIRE HARNESS LEFT SIDE OIL FILL NECK
20	ENGINE FLY WIRE, COIL AND WIRE HARNESS RIGHT SIDE
21	BACK SIDE OF ENGINE BACK OF GENERATOR TO MASTER CYL.
22	BACK SIDE OF ENGINE LOOKING FROM RIGHT TO LEFT
23	LOOKING FROM THE LEFT BACK SIDE OF ENGINE AND COIL
24	LOOKING AT MASTER CYLINDER TRANE DIP STICK WIRE HARNESS
25	WIRE HARNESS AND BACK OF GEN. BACK OF ENGINE
26	
27	
28	
29	
30	
31	
32	
33	
34	
35	
36	
37	

PHOTOLOG

17/7/1998
11:51

SUNWAY HISTORY DISPLAY

2000

PAGE 1

CUSTOMER NAME: STORARD O [REDACTED]
MIME R/O'S: 5

DATE SPRT. DATE 16

SERIAL NO. 30204220000000000000
MAKE PN PCNTYAC

98281541 01

LINE NO.	NO. DATE	QTY	ROW/TYPE	OP	DESCRIPTION	DESCRIPTION
1	21/04/97	4000	A	1291		
			T	453	1 C 00001	OIL & FILTER
2	06/10/1998	1652	A	1291		
			T	1064	1 I 1000000	BODY
			T	1064	2 U 2000000	BODY ELECTRICAL
			T	1064	3 U 2000000	HORN
			T	1064	4 I 2000000	SEAT FT
3	07/07/1998	1203	A	1291		
			T	453	1 C 00001	OIL & FILTER
			T	453	2 U 1700000	ARMREST
			T	453	3 U 2000000	HEAD LIGHT
4	07/11/1998	521	A	1291		
			T	1064	1 U 2000000	BODY ELECTRICAL
5	07/07/1998	10	A	10000		
			T	119	1 T 00001	NEW CAR WASH COU
			T	1001	2 I 0000000	ALARM

177949

GT72443

BUICK MOTOR DIVISION

CASE NO:	99-0007700	VIN:	LG4HP52KKWE401779
DATE OPENED:	01/25/1999	MODEL YR:	98
DATE CLOSED:	04/01/1999	SERIES:	HF LEASABLE CUST
SOURCE:	PHONE	MILEAGE:	24000
CUSTOMER:	[REDACTED]		
ADDRESS:	[REDACTED]		
HOME PHONE:	[REDACTED]		

***** GENERAL COMMENTS *****

01/25/99 1ST OWNER, MILES FROM LEASING REP
 DEALERSHIP PHONE: 908 793 4623 SERVICE MANAGER: ROY BELLERS
 AVN CRAIG BAASE #NOT AVAILABLE

BERRY BAKER A REPRESENTATIVE FROM A LEASING COMPANY CALLED BCRC AND STATED THE VEH CAUGHT ON FIRE. BERRY STATED THE FIRE SEEMS TO HAVE STARTED AROUND THE BATTERY. BERRY STATED THE POWER DOOR LOCKS DID NOT WORK AT THE TIME.

BCRC CALLED THE CUST. CUST STATES HE WAS DRIVING HOME WHEN THE LIGHTS FLICKERED ON AND OFF. CUST STATED HE PULLED OVER AND TURNED THE IGNITION OFF AND ON. CUST STATES HE CONTINUED DRIVING AND THE LIGHTS FLICKERED AGAIN. CUST STATES HE PULLED OVER AGAIN AND TURNED THE ENGINE OFF. CUST STATES HE THEN TRIED TO START THE VEH ABOUT 2K. CUST STATES AT THAT TIME SMOKE STARTED COMING FROM UNDER THE HOOD.COMT

01/25/99 COMMENTS CONT

CUST STATES AT THAT TIME THERE WAS NO POWER IN THE VEH. CUST STATES THE POWER DOOR LOCKS OR THE POWER WINDOWS WOULD NOT WORK. CUST STATES HE HAD TO KICK OUT THE DRIVER SIDE WINDOW. CUST STATES WHEN THE FIRE DEPARTMENT ARRIVED THE VEH SHRINKED TO REGAIN ITS POWER.

BCRC INFORMED THE CUST AND THE LEASING REP THAT THE FILE WOULD BE TURNED OVER TO THE NECESSARY DEPARTMENT.
 ORANGE BYRS BCRC 248 952 2743.

1/25/99

CUST PHOVED BCRC FOR UPDATE ON CASE.
 INFORMED CUST THAT CASE HAS BEEN FORWARDED TO ANOTHER DEPARTMENT AND THAT DEPT WOULD BE CONTACTING HIM IN REGARD TO HIS VEH. CUST STATES HE WILL BE AT ANOTHER PHONE NUMBER THIS WEEK. NUMBER IN BUS# FIELD.

1 VERIFIED THAT CASE FORWARDED TO PAR.
 BCRC: TRACY DILIBERTO VEH 46581 248-952-2749

1.27.99

PAR CALLED MR. KRAFT AT HIS BUSINESS NUMBER, BUT THERE WAS NO ANSWER. PAR CALLED HIS HOME NUMBER AND LEFT A MESSAGE INFORMING HIM WE TRIED TO CONTACT HIM AND WILL CONTINUE TO DO SO.

***** PLEASE HEVER ANY FUTURE CALL TO PAR. THANKS!! *****

SUSAN SHEA BRG/PAR X2774

1-28-99

CUST CALLED REQUESTING TO SPEAK WITH SUSAN- SUSAN N/A. WILL

LEAVE VME TO RETURN CUST CALL. CUST CAN BE CONTACTED AT
870-225-5864 AT 8 OR 9 AM OUR TIME TOMORROW MORNING.
CHRISTINE POOLE BCRC VME#48068 248-952-2725.

1.29.99

RECEIVED MESSAGE TO CALL MR. KRAFT. PAR CALLED MR. [REDACTED] WHO STATED HE
WAS DRIVING IN TEXARKANA, AR ON THE CORNER OF DELAWARE AND BELMONT,
WHEN HIS LIGHTS WENT OUT, CAME BACK ON, AND WENT OUT AGAIN ALONG WITH
ALL POWER TO HIS CAR. HE STATES HE COASTED TO THE SIDE OF THE ROAD,
PUT THE CAR IN PARK AND TURNED THE IGNITION OFF. THEN HE STARTED THE
CAR AGAIN, DROVE ABOUT A BLOCK AND THE SAME THING HAPPENED AGAIN, ONLY
THIS TIME WHEN HE TRIED TO START THE CAR AGAIN IT WOULD NOT GO AND HE
SAW SMOKE COMING FROM THE ENGINE. HE STATES HE TRIED TO GET OUT OF THE
CAR, BUT THE DOORS WERE LOCKED, WINDOW WAS UP AND HE HAD NO POWER, SO
HE BROKE THE WINDOW AND CLIMBED OUT. HE STATES HE SAW FLAMES FROM OVER
THE RIGHT FRONT TIRE AND MELTED PLASTIC, SO HE CALLED THE FIRE DEPT.,
AND WHEN THEY ARRIVED AND LIFTED THE HOOD THE HOOD LAMP WAS STILL
WORKING SO THEY CUT SOME WIRES TO STOP THE ELECTRICITY AND PREVENT ANY
POSSIBLE FIRE. CONTINUED

1.29.99 CONTINUED

HE STATES A POLICE OFFICER CAME, BUT HE DOES NOT KNOW IF A POLICE
REPORT WAS MADE. MR. KRAFT SAID THE FIRE DEPT CALLED THOMAS BODY SHOP
AND HAD THE CAR TOWED THERE AND THEN IT WAS TOWED TO COKER BUICK. HE
STATED THE FIRE DEPARTMENT ESTIMATED THE DAMAGE AT \$5000, AND HE WOULD
LIKE BUICK TO INSPECT TO SEE IF IT WAS CAUSED BY A DEFECT. PAR
INFORMED MR. [REDACTED] WE WILL HAVE SOMEONE INSPECT THE CAR AND GET BACK
IN TOUCH WITH HIM IN A COUPLE WEEKS AFTER WE HAVE THE RESULTS AND HAVE
REVIEWED THEM. HE STATED HE CAN BE REACHED AT [REDACTED] FROM 2/9/99
TO 2/14/99. PAR CALLED ROY SELLERS, SERVICE MANAGER AT COKER BUICK,
WHO STATED HE WOULD PREFER TO HAVE BAA DO THE INSPECTION. PAR FAXED
BAA AN INSPECTION REQUEST FORM.

***** PLEASE REFER ANY FUTURE CALL TO PAR. THANKS!! *****

SUSAN SHEA BRC/PAR X2774

2/2/99

CUST CALLED, TRANSFERRED TO SUSAN IN PAR.

MATTHEW MCINTOSH EXT 2704

1 2.2.99

MR. [REDACTED] CALLED TO SEE IF THE MESSAGE I HAD LEFT FOR HIM LAST WEEK
WAS NEW OR OLD AS I HAD REQUESTED IN THE MESSAGE THAT HE CALL. PAR
INFORMED HIM IT WAS AN OLD MESSAGE AND WE WILL CONTACT HIM AFTER THE
CAR HAS BEEN INSPECTED AND WE HAVE REVIEWED THE RESULTS.

***** PLEASE TRANSFER CALLS TO PAR. THANKS!! *****
SUSAN SHEA BRC/PAR X2774

2.11.99

PAR CALLED ROY SELLERS, SERVICE MANAGER, AND INFORMED HIM BUICK WILL
COVER THE COST OF THE REPAIRS TO THE CAR. PAR ASKED THAT HE FAX US AN
ESTIMATE OF PARTS/LABOR NEEDED SO WE CAN APPROVE BEFORE HE ORDERS. PAR
WILL WAIT FOR FAX. PAR CALLED MR. KRAFT AT 870 777 4013 AND LEFT A
MESSAGE ASKING HIM TO CALL BACK.

***** PLEASE FORWARD CALLS TO PAR. THANKS!! *****
SUSAN SHEA BRC/PAR X2774

2/12/99

CUST CALLED BCRC, ASKED FOR SUSAN. BCRC ADVISED CUST SUSAN W/A. BCRC ASKED CUST IF HE WILL BE AT BUSINESS NUMBER. CUST STATES HE WILL BE IN AND OUT OF BUSINESS DURING THE DAY, AND WILL CALL BACK IF SUSAN CAN'T REACH HIM. BCRC LEFT MESSAGE ADVISING SUSAN OF CALL, CUST REQUEST THAT SHE CALL BACK.
PAUL LANGRESSER, BCRC, (248)952-2713, VEH 48062

2.12.99

PAR CALLED MR. KRAFT, BUT NO ONE ANSWERED. PAR WILL WAIT FOR MR. KRAFT TO CALL BACK AS STATED HE WOULD DO IN HIS EARLIER CONVERSATION.

***** PLEASE REFER CALLS TO PAR. THANKS!! *****
SUSAN SHEA BRC/PAR X2774

02/12/99

CUST CALLED BCRC ASKING FOR SUSAN. CUST STATED HE NEEDED TO SPEAK WITH HER. BCRC TRANSFERRED CALL TO SUSAN PER HER AND CUST'S REQUEST.
NELYASA WRIGHT, BCRC X2712 (248) 952-2712

2.12.99

RECEIVED CALL FROM MR. [REDACTED]. BND INFORMED HIM THERE WAS A LOCKING NUT MISSING FROM A BOLT TO HIS FRONT ENGINE MOUNT AND THAT BOLT RUBBED THROUGH THE POSITIVE BATTERY CABLE, BROUGHT IT OUT AND INITIATED THE THERMAL EVENT. BND INFORMED HIM WE DO NOT KNOW IF THIS NUT WAS TAKEN OFF DURING A REPAIR OR IF IT LEFT THE MANUFACTURER THAT WAY, BUT WE WILL COVER REPAIR EXPENSES FOR HIS VEHICLE. PAR INFORMED HIM HE WILL HEAR FROM THE DEALER ONCE HIS CAR IS REPAIRED.

***** PLEASE FORWARD CALLS TO PAR. THANKS!! *****
SUSAN SHEA BRC/PAR X2774

2.18.99

RECEIVED ESTIMATE FROM DEALER FOR "POSSIBLE OR MORE" \$7804.49. ROY SELLERS, SERVICE MANAGER, STATED MR. KRAFT IS IN A RENTAL CAR FOR \$30 DAY. PAR AUTHORIZED RENTAL UP UNTIL 3.5.99 AND CAN REVIEW FOR ADDITIONAL TIME IF NEEDED AT THAT POINT. PAR AUTHORIZED ROY TO BEGIN REPAIRS.

***** PLEASE REFER CALLS TO PAR. THANKS!! *****
SUSAN SHEA BRC/PAR X2774

2.25.99

RECEIVED REVISED ESTIMATE OF \$10,389.64 PLUS RENTAL ON 2.22.99. PAR CALLED ROY, SERVICE MANAGER, AND OKED THE REPAIR.

***** PLEASE FORWARD CALLS TO PAR. THANKS!! *****
SUSAN SHEA BRC/PAR X2774

3.2.99

PAR CALLED ROY SELLERS, SERVICE MANAGER, WHO STATED HE WOULD HAVE MR. KRAFT SIGN THE RELEASE OF CLAIM FORM BEFORE HE PICKS UP THE CAR. PAR AUTHORIZED RENTAL EXPENSES UNTIL 3.12.99.

***** PLEASE TRANSFER CALLS TO PAR. THANKS!! *****

SUSAN SHEA HRC/PAR X2774

3.22.99

RECEIVED MESSAGE FROM ROY SELLERS ASKING PAR TO CALL REGARDING PAYMENT FOR REPAIRS. PAR CALLED ROY, BUT HE WAS NOT AVAILABLE. PAR SPOKE WITH KELLEY WHO STATED HE WOULD LET ROY KNOW WE HAD CALLED. PAR EXPLAINED TO KELLEY HOW TO PROCESS CLAIM.

***** PLEASE REFER CALLS TO PAR. THANKS!! *****

SUSAN SHEA HRC/PAR X2774

3.24.99

PAR SPOKE WITH DEC AVN CRAIG HAYS WHO STATED HE WILL OVERRIDE NET AMOUNT EXCESSIVE CHILING SO THE DEALER CAN BE PAID ON THIS CLAIM.

***** PLEASE REFER CALLS TO PAR. THANKS!! *****

SUSAN SHEA HRC/PAR X2774

4.5.99

RECEIVED CALL FROM ROY SELLERS, SERVICE MANAGER, WHO STATED MR. [REDACTED] DRIVER'S DOOR HAS A WATER/WIND LEAK IN IT AND HE WANTS TO KNOW WHAT WE WOULD ADVISE HIM TO DO ABOUT IT, AS MR. KRAFT HAD DAMAGED THE DOOR DURING THE THERMAL INCIDENT. ROY STATED HE WILL FAX US AN ESTIMATE FOR A NEW DOOR TO BE PUT ON THE CAR, AS AFTER SEVERAL REPAIR ATTEMPTS, THEY HAVE NOT BEEN ABLE TO FIX THE LEAK. PAR INFORMED HIM WE WILL REVIEW IT HERE ONCE WE RECEIVE THE ESTIMATE.

SUSAN SHEA HRC/PAR X1754

4.6.99

PAR RECEIVED MESSAGE FROM AVN STATING THE DEALER HAS NOT YET BEEN PAID ON THIS CLAIM AND HE WANTS TO KNOW WHAT IS HAPPENING WITH IT. PAR CALLED CRAIG AT 8 287 2141 AND LEFT A VBR INFORMING HIM WE UNDERSTOOD HE, CRAIG, WAS GOING TO OVERRIDE THE CHILING ON THE 2-UP SO THE DEALER WOULD BE PAID. PAR RECEIVED CALL BACK FROM CRAIG WHO STATED HE IS NOT ABLE TO OVERRIDE AND DOES NOT WANT TO DO SO EITHER. PAR INFORMED HIM WE WILL CHECK WITH THE BUICK SUPERVISOR TOMCROCK TO SEE IF SHE CAN OVERRIDE.

SUSAN SHEA HRC/PAR X1754

4.14.99

PAR HAD MARK TAYLOR, BUICK SUPERVISOR, PUT IN GMVA FOR THIS CLAIM.

SUSAN SHEA HRC/PAR X1754

0 ***** REQUEST CODE AND COMMENTS *****
0 CDE # DESC CDE COMMENTS
0 N40 1 POWER WINDOWS O/ ALLEGES POWER WINDOWS DID NOT WORK
SEE GM PAR INVESTIGATION

N42 1 POWER DOOR LOC O/ ALLEGES POWER DOOR LOCKS DID NOT WORK
SEE GM PAR INVESTIGATION

T31 1 GM 1241 INVEST GM PAR INVESTIGATION
SEE GM PAR INVESTIGATION

T32 0 FIRE DAMAGE/LO ALLEGED THERMAL EVENT
SEE GM PAR INVESTIGATION

BUICK MOTOR DIVISION

BASE NO:	99-0014790	VIN:	1G4CWE2K1W4611434
DATE OPENED:	02/16/1999	MODEL YR:	98
DATE CLOSED:	04/16/1999	SERIES:	CN PARK AVENUE
SOURCE:	PHONE	MILEAGE:	2527
CUSTOMER:	██████████ C		
ADDRESS:	UNKNOWN	UNKNOWN	FL 11111
HOME PHONE:	000 000 0000	BUS. PHONE:	000 000 0000 EXT:

***** GENERAL COMMENTS *****

02/16/99

727 787 8669 SERVICE MANAGER: DENNY CHAMBERLAIN
 DEL DATE PER WIN, MILES PER WIN & YEAR OLD, CUST DID NOT KNOW.
 CUST ATTORNEY (WAYNE PHILLIPS) CALLED BCRC STATING ON 10-31-98,
 VEH ENGINE CAUGHT FIRE AND STALLED. CUST ALLEGES ELECTRICAL SYSTEM
 DISENGAGED, WHICH TRAPPED TWO PEOPLE IN VEH. CUST STATES PASSING
 PASSENGERS FULL BOTH PEOPLE OUT OF BACK WINDOW. BCRC ASKED CUST
 WERE THERE ANY INJURIES. CUST STATES HE CAN'T SAY TO WHAT DEGREE
 OF INJURIES AT THIS TIME, HE IS NOT SURE. BCRC GAVE CUST CASE #.
 BCRC INFORMED CUST THAT THIS CASE WOULD BE FORWARDED TO OUR LEGAL
 DEPARTMENT AND INVESTIGATED. BCRC INFORMED CUST HE WOULD HEAR BACK
 FROM BCRC WITHIN 48 HOURS. (TEL # ON BASE SCREEN IS FOR WAYNE PHILLIPS).
 KIM MCLENDON BCRC 240-952-2747.

02/17/99

CALLED MR. PHILLIPS, THE ATTORNEY, TO OBTAIN PAR INFORMATION.
 LEFT MESSAGE ON ANSWERING MACHINE REQUESTING THAT MR. PHILLIPS
 CALL US BACK.

BRIAN BIRKEY B.R.C. - PAR TEAM X2777

*** FORWARD FURTHER CONTACT TO B.R.C. ***

02/23/99

LEFT ANOTHER MESSAGE FOR ATTORNEY WAYNE PHILLIPS.

BRIAN BIRKEY BRC/PAR X2777

***** PLEASE FORWARD FURTHER CONTACT TO B.R.C. *****

03/05/99

CUST ATTY MR. PHILLIPS CALLED BCRC IN REGARDS TO CASE, AND ASKED FOR
 BRIAN. BCRC CALLED BRIAN AND HE WAS N/A. BCRC LEFT MESSAGE FOR BRIAN
 TO CONTACT ATTY AT HOME NUMBER FROM BASE SCREEN ASAP. BCRC INFORMED
 ATTY THAT BRIAN WAS N/A AND WOULD CALL HIM BACK ASAP.
 MELISSA WRIGHT, BCRC X2712 (240) 952-2712

03/08/99

CALLED ATTORNEY WAYNE PHILLIP'S OFFICE. LEFT MESSAGE FOR MR. PHILLIPS.

BRIAN BIRKEY B.R.C. - PAR/LEGAL TEAM X2777 VEH46248

*** PLEASE REFER FURTHER CONTACT TO B.R.C. ***

3/18/99

ATTORNEY WAYNE PHILLIPS CALLED AND REQUESTED TO TALK WITH BRIAN.
BRCB TRANSFERRED CALL TO BRIAN.

DOX ECKEBACHER 248-952-2720 VME 29654

3/19/99

SPOKE WITH ATTORNEY PHILLIPS ON 3/18. ATTORNEY PHILLIPS CLAIMS THAT
HE REPRESENTS THE FAMILY OF [REDACTED]. ATTORNEY PHILLIPS
ALLEGES THAT MR. [REDACTED] HEALTH HAS DEGRADATED SEVERELY SINCE
10/31/98, THE DATE OF THE INCIDENT. ATTORNEY PHILLIPS ALLEGES THAT
THE INCIDENT WAS THE RESULT OF A PRODUCT DEFECT, AND ALLEGES THAT
BUICK IS LIABLE FOR MR. [REDACTED]
GIVEN THE NATURE OF THE ALLEGATIONS, THIS CASE IS BEING FORWARDED TO
BSIS FOR HANDLING.

BRIAN BIRNEY B.R.C. - PAR TEAM K2777 VME46248

*** PLEASE FORWARD FURTHER CONTACT TO BSIS - 800.888.0164 ***

0 ***** REQUEST CODE AND COMMENTS *****
0 CDE # DBSC CDE COMMENTS
0 T31 1 ON 1241 INVEST ON PAR INVESTIGATION
SEE PAR INVESTIGATION

T32 0 FIRE DAMAGE/LO ALLEGED THERMAL EVENT
SEE PAR INVESTIGATION

CASE NO: 990034625 VIN: 1G3WB52K5KF324907
DATE OPENED: 04/20/1999 MODEL YR: 99
DATE CLOSED: 05/11/1999 SERIES: INTIMIGUE SEDAN
SOURCE: OWNER HTRFA MILEAGE: 004300
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

***** REQUEST CODE AND COMMENTS *****
CDE # DESC CDE COMMENTS
T01 1 PRODUCT ALLEGE *****POSSIBLE 1241*****
SEE ABOVE
T04 1 GENERAL INFORM O/SHEETS ASK TO REVIEW THE CAUSE OF FIRE
SEE ABOVE
T10 1 COMPLIMENTARY O/SIS ENGINE CAUGHT FIRE/CAUSE UNKNOWN
SEE ABOVE
T30 1 POSSIBLE SAFETY POSSIBLE SAFETY
SEE ABOVE

***** REQUEST INFORMATION *****

CONTACT TYPE : OWNER REQUEST SOURCE : H T RFA
WARRANTY : I (IN/OUT)
CASH OPEN DATE : 04 20 99 THIRD PARTIES : 4
FILE RETENTION : 00 TRANSMIT DATE :
LAST ALTERED DATE : 05 11 99

***** GENERAL COMMENTS *****

W/CONF O/ TO M/S L. STINSON
BROWN/OCAN
ATTEMPTED TO TAKE CONFERENCE FROM MELIKIA...O/ DISCONNECTED.

BROWNIE WALKER/OCAN/SAS/35420
W/ REC'D CALL FROM ALVIN. TIM FROM [REDACTED] STATES
VEH CAUGHT ON FIRE. TIM THE DRIVER OF THE VEH STATES VEH CHECK
OIL ENGINE LIGHT CAME ON DRIVER GOT OUT OF VEH CHECK AND ADDED OIL
TO THE VEH. TIM STATES DRIVER STATES AFTER PUTTING OIL IN VEH, VEH
STARTED TO SMOKE, BEGIN TO SPARK AND THEN VEH CAUGHT ON FIRE.
TIM STATES VEH IS AT RYDELL OLD DLR WAITING FOR INSPECTION OF VEH
AS TO WHY THE VEH CAUGHT ON FIRE. W/ THANKED TIM AND STATES WILL
HAVE ASK TO COME TO OUT TO INSPECT VEH.

1. 3/23/99 TIME: 5.00 P.M.
2. OAKWOOD APT. WOODLAND HILLS, CA 91364
3. RENTER OF THE VEH
4. N/A
5. N/A
6. NO
- CONTINUES*****
7. NO
8. NO
9. ALLEGED DEFECT PROBLEM WITH VEH (ENGINE)
10. RYDELL OLDSMOBILE DLR
11. NO, BUT DID GET FIRE DEPARTMENT REPORT
12. ENDEF

O/ STATES DRIVER STATES CHECK OIL ENGINE LIGHT CAME ON AND DRIVER
GOT OUT OF VEH TO CHECK OIL LEVEL AND FOUND OIL WAS LOW. TIM STATES
DRIVER STATES ADD OIL TO ENGINE AND VEH BEGIN TO SMOKE, AND THEN

SPARK CAME AND A FIRE STARTED.

W/ CALLED O/ LEFT MESSAGE ON VOICE MAIL. IF O/ CALL BACK PLEASE FORWARD O/ TO W/. LINDA STINSON/OCCM 3-5417

I LEFT A MESSAGE ALONG WITH A PAGE FOR TIM FROM [REDACTED] TO CONTACT ME BACK. I TRIED TO CALL HIS BUSINESS #, BUT IT DIDN'T WORK. I WILL NEED TO GET A PHONE NUMBER TO GET A HOLD OF HIM. WHEN TIM CALLS PLEASE CONFERENCE HIM TO ME OR GET A NUMBER ALONG WITH A TIME TO CONTACT HIM BETWEEN 8-5 EASTERN STANDARD TIME.

MIKE HITCHCOCK/PAR TEAM

I LEFT ANOTHER MESSAGE FOR TIM TO CONTACT ME BACK. IF TIM CALLS ME PLEASE EITHER CONFERENCE HIM TO ME OR LEAVE ME A MESSAGE THAT HE DID CALL.

MIKE HITCHCOCK/PAR TEAM

W/ CONFERENCED TIM FROM ENTERPRISE TO MIKE HITCHCOCK.

BONNIE KOEPMANN/OCCM 35420

I TALKED TO TIM FROM ENTERPRISE. TIM STATED THAT HE WOULD LIKE TO HAVE THE VEHICLE INSPECTED. I WILL FAX INSPECTION REQUEST TO EAA.

MIKE HITCHCOCK/PAR TEAM

I SPOKE TO THE TIM AT ENTERPRISE AND STATED THAT OLDSMOBILE WOULD NOT ASSIST ON THIS ISSUE. TIM THANKED ME FOR MY TIME AND THE INSPECTION INFORMATION. I WILL CLOSE CASE DISSATISFIED.

MIKE HITCHCOCK/PAR TEAM

***** CASE CLOSING INFORMATION *****

CUST SATISFY	: N (Y/N)	ARBITRATION LETTER	: N (Y/N)
DLR CONTACT DATE	: 05 11 99	DLR CONCLUSION DATE	: 05 11 99
CLOSING DATE	: 05 11 99	RESPONSIBLE DEALER	: 00000
EO REVIEW CLOSE	: ONE/H	EO REVIEWED	: Y (Y/N)
EM REVIEW CLOSE	:	EM REVIEWED	: N (Y/N)

CASE NO: 99-0022448
DATE OPENED: 03/09/1999
DATE CLOSED: 05/21/1999
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G4CN52K1V4602585
MODEL YR: 97
SERIES: CW PARK AVENUE
MILEAGE: 030000
STATE: NY
SYRACUSE NY 13210
BUS. PHONE: 000 000 0000 EXT:

***** GENERAL COMMENTS *****

03-09-99 3154753181SERVICE MANAGER: DAN GULLOTTO
2ND OWNER PER VISS (MILES FROM C/) D-DATE PER WINS (O/ DID NOT STATE
PURCHASING GROUP) O/S PURCHASED VEH 8-98
THE C/ CALLED STATING SHE WAS DRIVING THE VEH AND IT STARTED TO LOSE
TRACTION. THE O/S THE VEH STARTED GOING BACKWARDS. THE O/S THE VEH
THEN CAUGHT ON FIRE. THE O/S THE VEH WAS TAKEN TO THE DLR WHICH WAS
CLOSED. THE O/S SHE CALLED THE DLR ON MON. 3-8 AND WAS TOLD BY THE
DLR THAT THE AVN WOULD BE IN AND THEY WOULD CALL HER BACK. THE O/S
THE DLR CALLED BACK AND STATED THE AVN REFERRED HER TO CALL BCRC TO
FURTHER ASSIST IN THIS CONCERN. THE O/S SHE DOES NOT FEEL SAFE IN VEH
THE O/S SHE HAS ALWAYS WENT TO THE DLR CONCERNING VEH. THE O/S SHE
NEEDED TO TOW SOME ITEMS LAST WINTER AND ASKED THE DLR IF SHE NEEDED
AN EXTRA RADIATOR THAT THE U-BALE RECOMMENDED. THE O/S CHUCK MOLVEY
STATED THIS UNIT WOULD KEEP THE CONTINUE IN COMMENT # 2
BCRC YVETTE MORGAN PHONE 248 952 2745 VME 47310

03-09-99 CONTINUED FROM COMMENT # 1
TRANSMISSION COOL. THE O/S NOW THE DLR IS STATING THE RADIATOR MAY
HAVE CAUSE THE CONCERN. THE O/S SHE FEELS THAT THEY SHOULD HAVE
ADVISED HER OF THIS WHEN SHE ASKED. THE O/ ALSO REQUEST A LOWER VEH.
THE O/S THE DLR ADVISED THE RADIATOR WOULD NOT VOID HER WARRANTY.
THE O/S FLUID WAS LEAKING OUT OF THE VEH WHEN SHE WAS GOING BACKWARDS.
BCRC ACTIONS: I ADVISED THE O/ OF THE CASE # AND THAT THE INFO.
WOULD BE FORWARDED ON TO BGR AND SHE WOULD RECEIVE A CALL IN 48 HOURS.
BCRC YVETTE MORGAN PHONE 248 952 2745 VME 47310

** SEE HRS FOR ADDITION UPDATES **

03/10/99
CALLED CUST YESTERDAY AND LEFT MESSAGE FOR HER TO CALL BACK.
CUST CALLED BACK TODAY. MR. [REDACTED] SAID THAT SHE WAS DRIVING
HOME IN THE SNOW AND CLAIMS THAT THE TRACTION CONTROL SYSTEM

INDICATOR CAME ON THE DASH. MS. GONJEN CLAIMS THAT THE VEHICLE WOULD ONLY DRIVE VERY SLOWLY AT THIS POINT. SHE CLAIMS SHE DOWNSHIFTED, ULTIMATELY DOWN TO FIRST GEAR. AFTER DRIVING A LITTLE FURTHER, SHE CLAIMS THAT THE CAR WOULD NOT GO FORWARD ANY LONGER AND BEGAN TO ROLL BACKWARD DOWN A SLIGHT INCLINE. MS. GONJET CLAIMS SHE SAW RED TRANSMISSION FLUID ON THE SNOW, AND THEN ANOTHER DRIVER STOPPED AND TOLD HER TO GET OUT OF THE VEHICLE. MS. GONJET CLAIMS SHE GOT OUT AND THEN NOTICED DROPS OF FLAME FALLING FROM UNDER THE FRONT OF THE CAR. DUE TO ALLEGATIONS, A PAR INVESTIGATION IS BEING INITIATED WITH SAA. BRIAN BIRNEY B.R.C. - PAR TEAM K2777 VMB46248
*** PLEASE REFER FURTHER CONTACT TO B.R.C. ***

03/31/99

ATTEMPTED TO CALL MRS. [REDACTED] TO ADVISE HER THAT WE HAD RECEIVED THE INFORMATION FROM THE INSPECTION OF HER VEHICLE. THERE WAS NO ANSWER. PAR TEAM WILL TRY AGAIN LATER.

BRIAN BIRKEY B.R.C. - PAR TEAM X2777 VMB46248

*** PLEASE REFER FURTHER CONTACT TO PAR TEAM ***

04/16/99

ERC HAS BEEN UNABLE TO CONTACT MS [REDACTED] BY PHONE. ERC IS SENDING LETTER TO MS. [REDACTED] ADVISING THAT THE INSPECTION OF HER VEHICLE REVEALED NO EVIDENCE OF A MANUFACTURING DEFECT, AND THEREFORE BUICK IS UNABLE TO ASSUME RESPONSIBILITY IN THIS MATTER. THE FILE IS BEING CLOSED AND FORWARDED TO ESIS.

BRIAN BIRKEY PAR TEAM X1595

***** REQUEST CODE AND COMMENTS *****

CDE #	DESC	CDE COMMENTS
F31	GM 1241 INVEST	GM PAR INVESTIGATION SEE PAR INVESTIGATION
F32	GM FIRE DAMAGE LO	ALLEGED THERMAL EVENT SEE PAR INVESTIGATION

BUICK MOTOR DIVISION
 *** GM RESTRICTED ***

CE73319 PAGE #: 1
 251-124

CASE NO: 99-0032764 VIN: 1G4HR52K9WHL6669
 DATE OPENED: 04/06/1999 MODEL YR: 98
 DATE CLOSED: 05/21/1999 SERIES: RR LESANE LIMT
 SOURCE: PHONE MILEAGE: 005000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED]

***** GENERAL COMMENTS *****

DEALERSHIP PHONE: 781 935 1111 SERVICE MANAGER: FRANK DICOSTANZO
 FIRST OWNER, MILES CUST, DD WINS, NO GMP
 SERVICE DIRECTOR, FRANK CALLED IN FOR THE CUST AND/S THAT THE CUST
 VEH HAD A THERMAL EVENT AFTER PARKING HIS VEH IN A PARKING GARAGE.
 FRANK/S CUST GOT OUT OF HIS VEH AND NOTICED SMOKE COMING FROM THE
 ENGINE. FRANK/S THE SMOKE TURNED INTO FIRE AND THE WHOLE VEH IS
 TOTALED. FRANK/S ALL THAT IS LEFT IS THE SHEET METAL OF THE VEH.
 FRANK/S NO ONE ELSE WAS INJURED BUT TWO OTHER VEH CAUGHT FIRE AND
 WERE TOTALED. FRANK/S THE GARAGE HAD DAMAGE TO IT AS WELL.
 VEH IS AT THE DLR NOW. FRANK/S OWNER IS ADAMANT ABOUT NOT PAYING
 ANYTHING TO GET INTO NEW VEH.
 BCRC ACTION: DOCUMENTED CONCERN AND TOLD FRANK SOMEONE FROM BUICK
 WILL BE CONTACTING CUST WITHIN 48 HOURS. MADE COPY OF BASE SCREEN
 AND PUT IN FOLDER.
 JOHN MARTIN BCRC 248 952 2793 47220

04/08/99

CALLED MR. [REDACTED] AND OBTAINED PAR INFORMATION. MR. [REDACTED]
 WANTED HIS CAR TO BE REPLACED IMMEDIATELY. ADVISED MR. [REDACTED] THAT
 GM IS NOT ABLE TO DETERMINE WHETHER OR NOT WE WILL ASSUME RESPONS-
 IBILITY IN THE MATTER UNTIL GM HAS HAD AN OPPORTUNITY TO REVIEW THIS
 FURTHER. ADVISED MR. [REDACTED] THAT DUE TO THE NATURE OF THE ALLEGATIONS
 THIS MATTER IS BEING FORWARDED TO BSIS (GM'S INSURANCE CARRIER.)
 BRIAN BIRKBY PAR TEAM KL595

*** PLEASE FORWARD FURTHER CONTACT TO BSIS -

BSIS - GM CENTRAL CLAIMS UNIT
 P.O. BOX 02489
 DETROIT, MI 48202

4/16/99

CUST CALLED BCR AND ASK FOR BRIAN. BCR VIEW THE CASE AND ATTEMPT TO CONTACT BRIAN. BCR ADVISED CUST BRIAN WAS WA. BCR LEFT BRIAN A MESSAGE TO RETURN CUST CALL ASAP.

LEUTICE CURRY K2708 (248) 952-2708

04/16/99

AS STATED IN COMMENT # 2, PAR TEAM IS NO LONGER HANDLING THIS CASE. IT WAS EXPLAINED TO MR. SULLIVAN THAT ESIS IS HANDLING THIS MATTER. PAR TEAM WILL NOT BE ACCEPTING OR RETURNING CALLS FROM MR. [REDACTED] WITH REGARD TO THIS

MATTER.

AGAIN, ALL FURTHER CONTACT SHOULD BE FORWARDED TO ESIS.

(MR. [REDACTED] HAS ALREADY BEEN INFORMED OF HOW TO CONTACT ESIS,
BUT THE ADDRESS IS AGAIN PROVIDED BELOW.)

ESIS - GM CENTRAL CLAIMS UNIT
PO BOX 02489 DETROIT, MI 48202

BRIAN BIRNEY PAR TEAM

4.16.99

BCRC RECEIVED A CALL FROM THE CUST. THE CUST STATED THAT
HE WANTED TO TALK TO BRIAN BIRNEY. BCRC ADVISED THAT THE
CASE HAS BEEN FORWARDED ON TO ESIS. THE CUST STATED THAT
ESIS DOES NOT WANT TO WORK WITH HIM. THE CUST STATED
THAT HE WILL SEEK LEGAL COUNSEL AND WILL NEVER BUY ANOTHER
BUICK.

BILL DODICE BCRC VME: 47843 248.952.2746.

5-4-99***

CO RECVD A LETTER ADDRESSED TO J. SMITH FROM THE O/OF THE 1988
CHEVROLET CAVALIER THAT WAS PARKED NEXT TO BASE O/VEHICLE...COVER
INCLUDES PICTURES....CO CONTACTED ESIS ON HANDLING, TO SEND TO
TO INDIVIDUAL FOR HANDLING.

BARB LAWITZKE
CCRC/REG-LITIGATION

***** REQUEST CODE AND COMMENTS *****

CODE #	DESC	CODE COMMENTS
T91 0	GM 1241 INVEST GM PAR INVESTIGATION	MATTER HAS BEEN FORWARDED TO ESIS
F32 0	FIRE DAMAGE LO ALLEGED THERMAL EVENT	MATTER HAS BEEN FORWARDED TO ESIS

CASE NO: 99-0148146 VIN: 2G1WKL2K3K9316524
DATE OPENED: 03/18/1999 MODEL YR: 98
DATE CLOSED: 03/26/1999 SERIES: WC MONTE CARLO
SOURCE: PHONE MILEAGE: 002058
CUSTOMER: [REDACTED] P STATE: MI
ADDRESS: [REDACTED] WHITTEMORE MI 48770
HOME PHONE: [REDACTED] BUS. PHONE: EXT:

***** GENERAL COMMENTS *****

03/18/99*****

ORIG O/C/STS VEH CAUGHT ON FIRE...CO ACK...CO APOLOGIZED FOR CONCERN.
..O/STS NO EXT SERV CONTRACT...O/STS NO PREV RPR HIST....O/STS DROVE A
APPROXIMATELY 2 MILES AWAY FROM HOME...O/STS VEH STARTED TO SMOKE...O/ST
S TURNED AROUND TO TAKE VEH HOME...O/STS WHEN ARRIVED AT HOUSE O/GOT
OUT THE VEH...O/STS NOTICE A FLAME DROP ON GROUND...O/STS LIFT THE HOOD
UP & FLAMES WERE COMING FROM BOTTOM OF THE ENG...CO ACK...CO ? THE
TIME ...O/STS AROUND 6:00 P.M ON 3/18/99....CO ??'S IF ANY INJURIES O
CURRED O/STS NO...CO ??'S IF ANY PROPERTY DAMAGE WAS DONE...O/STS NO..
O/STS MAYBE THE DRIVE IT'S ALL BLACK...CO ACK...CO ??'S IF A POLICE REP
ORT WAS MADE..O/STS NO...CO ACK...CO APOLOGIZED FOR CONCERN...CO ADV O
/OF FILE# & PURPOSE...CO ADV O/CO WILL BE IN CONTACT..O/ACK....CO DCC
DLR...CO REV'D W/ENGR...ENGR ADV CO THAT INSURANCE COMPANY ADV DLR NOT
TO TOUCH VEH UNTIL ADJUSTER ARRIVED...CO ACK...CO THANKED ENGR...

03-19-99****

I C/ DLR AND WENT OVER O/ CASE...I SPOKE WITH ENGR JOHN..ENGR STS THAT
THE FIRE APPEARS TO HAVE BEEN CAUSED BY A LEAKING COOLANT-LINE...
ENGR STS THAT RPR'S W/ BEGIN RIGHT AWAY AND I W/ BE NOTIFIED OF ANY
BODY WORK WHICH MIGHT NEED TO BE DONE...I C/O AND WENT OVER MY
CONVERSATION WITH ENGR...O/ STS THAT SHE DOES NOT WANT TO GET BACK
INTO VEH AGAIN...O/ FEELS LIKE VEH W/ NEVER BE THE SAME AND W/ IT BE
SAFE...I TOLD O/ THAT ALL RPR'S W/ BE WITH CHEVROLET PARTS AND VEH
W/ STILL BE WARRANTED...I TOLD O/ THAT CHD W/ NOT BUY BACK THIS VEH
DUE TO IT HAVING SUSTAINED EITHER MINOR DAMAGE...I TOLD O/ HOW SORRY
I WAS FOR THIS SITUATION...I TOLD O/ I WOULD BE IN WHEN I HAVE MORE
INFORMATION FROM THE DLR..
ED HINGELBERG / PAR TEAM EXT. 4832

03-22-99****

ENGR SERVE FROM DLR C/...ENGR STS THAT O/ DOES NOT WANT TO TAKE VEH
BACK...I TOLD ENGR OF MY CONVERSATION WITH O/ AND WARRANTY RPR...

SEGR AGREES, BUT O/ DOES NOT WANT VEH BACK AND DLR W/ NOT TAKE A
FINANCIAL HIT BY BUYING VEH BACK...I ASKED O/ TO FAX ME AN ESTIMATE
AND I W/ REVIEW WITH MY SUPERVISOR AND W/ GET BACK WITH SEGR..SEGR ACK
ED HINGELBERG / PAR TEAM EXT. 4832

03-25-99****

I C/ DLR AND SPOKE WITH SEGR JOHN...PARTS HAVE BEEN ORDERED FOR O/ VEH
AND SHOULD BE ARRIVING WITHIN A FEW DAYS...SEGR STS THAT THERE IS NO
BODY OR PAINT DAMAGE FROM FIRE...FIRE WAS CONFINED TO UNDER HOOD...
SEGR W/ LST ME KNOW WHEN RPR'S ARE COMPLETED...
ED HINGELBERG / PAR TEAM EXT. 4832

03/26/99*****

O/'S HUSBAND C/B/ REQ T/A FOR VEH.....CO CASE SCAN FOUND FILE...
CO C/ED HINGELBERG & SPOKE W/HIM....CO ADV O/CONCERN.....ED REQ TO
SPEAK TO O/ & WILL C/O/B/ IN ALLOWED X...CO ACK & THANKED...CO ADV
O/SPEC WHO HANDLING CASE W/C/B/IN APPROX 15MIN...O/ACK & THANKED...
CO THANKED & APOLOGIZED FOR CONCERN....DARREN S.BARKLEY 1502

03-26-99****

I C/O AND INFORMED HIM THAT CMD W/ NOT REPURCHASE HIS VEH...O/ STS
THAT HE DOES NOT WANT TO TAKE VEH BACK...I TOLD O/ THAT I WAS SORRY
ABOUT THE WHOLE INCIDENT BUT HE WOULD HAVE TO WORK WITH THE DLR
AND HIS FINANCIAL INSTITUTION TO GET OUT OF VEH...O/ WAS DISAPPOINTED
WITH CMD POSITION BUT THOUGHT THIS WOULD BE THE SITUATION AND W/
WORK WITH THE DLR...I TOLD O/ TO PLEASE C/B IF I COULD BE OF
ASSISTANCE IN THE FUTURE...
RD HINGELBERG / PAR TEAM EXT. 4832

***** REQUEST CODE AND COMMENTS *****

CODE # DESC

CODE COMMENTS

JOL O GAS ENGINE ON VEH CAUGHT ON FIRE
SEE COMMENTS

CASE NO: 99-0046969
DATE OPENED: 05/13/1999
DATE CLOSED: 06/18/1999
SOURCE: PHONE
CUSTOMER:
ADDRESS:
HOME PHONE:

VIN: 164CWEZK5W46E2038
MODEL YR: 98
SERIES: CW PARK AVENUE
MILEAGE: 005000
STATE: NJ
CLIFTON NJ 07012
HIS. PHONE: 000 000 0000 EXT:

***** GENERAL COMMENTS *****

5 13 99

SERVICE MANAGER: DAVID GERNAT 973 472 3630

O/: MILES PER O/, FIRST OWNER, NO GLEP.

O/S HIS WIFE WAS DRIVING THE VEH AND SMOKE STARTED COMING FROM ENGINE.
O/S HIS WIFE PULLED OVER AND GOT OUT OF THE VEH AND THE ENGINE WENT UP
IN FLAMES. O/ CALLED FROM DLR AND SALES MANAGER HARRY GOEVICK STATED
THE VEH IS TOTALED AND CUST WILL NEED RENTAL VEH LONGER THAN 5 DAYS
AND CUST INSURANCE WILL COVER FINE BUT THERE IS A \$100 DED, O/S HE
SHOULD NOT HAVE TO PAY THE DED. O/S HE WANTS RENTAL AS LONG AS HE
WILL NEED IT AT NO COST TO HIM.

BCRC: TOLD CUST A CASE WAS SET UP AND GAVE CUST CASE NUMBER AND TOLD
*****CONTINUED*****

SOMEONE FROM THE BUSINESS RESOURCE CENTER WILL CONTACT HIM IN 2
BUSINESS DAYS. BCRC THANKED CUST FOR CALLING.

BCRC LANETTE DAVIS 248 952 2722 NO VME.

05-13-99*****

I/C/O...O/ADV HE WAS ON THE PHONE HE WOULD HAVE TO GET BACK W/ME...
I/ADV O/800#...O/THANKED...I/THANKED...IF O/C/B/PLS ATTEMPT TO
TRANSFER TO ME AT X4928...

JILL WOODS P.A.R. TEAM

05-13-99*****

I/REC'D C/FROM O/...O/RESTATES INCIDENT...I/APOLOGIZED...I/ADV O/10-14
BUSINESS DAYS FOR INSPECTION...O/ACK & THANKED...I/THANKED O/FOR X...
I/COMPLETED 1241 SCREENS...

JILL WOODS P.A.R. TEAM

5-24-99*****

I/C/O/BUT WAS ADV BY WIFE THAT MR. O/WAS NOT HOME...O/ADV SHE WOULD
HAVE MR. O/C/R/...I/ADV O/OF FILE#...O/THANKED...I/THANKED O/...IF O/
C/R/PLS TRANSFER TO ME AT X4928...

JILL WOODS P.A.R. TEAM

05/25/99

CUST CALLED BACK TO TALK TO JILL, BUT SHE WAS NOT AVAILABLE.

BCRC LEFT A MESSAGE TO JILL TO CALL THE CUST BACK WHEN SHE WAS AVAILABLE.

BRUCE JONES 248 952 2757 NO VEH. AVAILABLE

05-25-99*****

I/C/O/B/...I/ADV O/CMD POSITION...O/ACK & THANKED...I/THANKED O/FOR TIME...PLS REFER TO 1241 SCREENS...

JILL WOODS P.A.R. TEAM

06/03/99 CALLED CUST AND ASKED CUST IF HE REC'D CHECK FROM INSURANCE COMPANY FOR VEH. CUST STATED THAT HIS INSURANCE HAS PAID OFF GMAC BUT QUESTIONED WHERE HIS DOWNPAYMENT MAY BE WHICH WAS AROUND \$4000 TO \$5000 ON LEASE. INFORMED CUST THAT I COULD NOT ANSWER THAT AND SOMEONE WOULD BE IN FURTHER CONTACT WITH HIM. REVIEWED FILE WITH SUSAN SENA PAR/BRC AND FILE WAS RETURNED TO JILL WOODS FOR FURTHER REVIEW.
TWOEWIAK/BHEC X4824

***** REQUEST CODES AND COMMENTS *****

CODE #	DESC	CODE COMMENTS
A05	1 FIRE	CUST STATES ENGINE CAUGHT ON FIRE FOR CAC INFO
J58	1 CHECK ENGINE L	CUST STATES CHECK ENGINE LIGHT CAME ON. FOR CAC INFO
T01	1 PRODUCT ALLEGA	PAR INVESTIGATION FOR CAC INFO

BUICK MOTOR DIVISION
 *** GE RESTRICTED ***

OT79404 PAGE #: 1
 J01-124

CASE NO: 99-0090117
 DATE OPENED: 08/18/1999
 DATE CLOSED: 08/24/1999
 SOURCE: PHONE
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED]

VIN: 1G4MP52KXKH43E528
 MODEL YR: 99
 SERIES: HP LESABER CUST
 MILEAGE: 003800
 STATE: FL
 LAKELAND FL 33801
 BUS. PHONE: 000 000 0000 EXT:

***** GENERAL COMMENTS *****

08/02/99

DEALERSHIP PHONE: 9415465051 SERVICE MANAGER: DAVE SBY

1ST OWNER, GUY M/A, MILEAGE FROM OWNER

CUSTOMER CALLED STATING THAT HIS VEHICLE CAUGHT ON FIRE WHILE AT THE DEALERSHIP. CUSTOMER STATES THAT HE WENT TO PICK THE VEHICLE UP AND NOTICED THE BURNS ON THE BUMPER. CUSTOMER STATES THAT THE DEALER THEN ADVISED HIM OF THE FIRE. CUSTOMER STATES THAT THE DEALER ADVISED THAT THEY COULD REPAINT THE BUMPER BUT AT A LATER DATE. CUSTOMER STATES THAT HE DOES NOT WANT THE VEHICLE RETURNED. CUSTOMER STATES THAT THEY ARE AFRAID OF THE VEHICLE BECAUSE IT COULD CAUSE ON FIRE WHILE IN THEIR GARAGE. CUSTOMER STATES THAT THE DEALER ADVISED THAT THEY WILL NOT PAY FOR THE CUSTOMER TO KEEP THE VEHICLE ANY LONGER. BCRC CALLED THE DEALER. DEALER ADVISED THAT THE SITUATION WAS NOT BAD AND THE VEHICLE HAS BEEN REPAIRED. DEALER ADVISED THAT THE CUSTOMER HAS TO PICK THE VEHICLE UP BY TOMORROW. ***CONTINUED*****

08/02/99

*****CONTINUED*****

BCRC ADVISED THE CUSTOMER OF THE INFO. CUSTOMER STATES THAT HE WILL NOT PICK THE VEHICLE UP AND HE WILL ALSO BE NOTIFYING A LAWYER. CUSTOMER STATES THAT THEY ARE AFRAID OF THE VEHICLE NOT ONLY BECAUSE OF THE FIRE BUT BECAUSE OF THE PREVIOUS CONCERNS WITH THE VEHICLE. CUSTOMER STATES THAT HE FEELS AS THOUGH HE PURCHASED A LEMON AND BUICK SHOULD TRADE HIM OUT OF THE VEHICLE. CUSTOMER STATES THAT THE VEHICLE SHOULD NOT BE REPERINOKING THE ISSUE THAT ARE HAPPENING WITH THE VEHICLE. CUSTOMER STATES THAT TRANSMISSION WORK AND OTHER THINGS HAVE HAD TO BE REPAIRED ON HIS VEHICLE. BCRC ADVISED THE CUSTOMER THAT A CALL WILL BE MADE TO THE AREA SERVICE MANAGER. BCRC ALSO ADVISED THE CUSTOMER THAT BCRC WILL CALL HIM WHEN MORE INFO HAS BEEN OBTAINED. BCRC THANKED THE CUSTOMER FOR CALLING AND DOCUMENTED THE CONCERNS AND GAVE THE CASE # FOR REFERENCE. BCRC CALLED THE AREA SERVICE MANAGER DEVIN FRENSE 1800-363-0083 EXT 8004. **CONT****

08/02/99 *****CONTINUED*****

BCRC LEFT A MESSAGE FOR THE AREA SERVICE MANAGER TO GIVE ME A CALL.
DEALER FOR INFO

ANTONIA JOHNSON, BCRC, 248-952-2773, NO VEH

8/3/99

CRM RECEIVED A CALL FROM THE CUSTOMER

CUST STATED THAT HE IS CURRENTLY WITHOUT A VEH AND HE NEEDS HIS
VEH. CUST STATED THAT THE VEH WAS DAMAGE WHILE AT THE DLRSHP
AND HE NO LONGER WANTS THE VEH. CRM INFORMED CUST THAT ANTONIA
HAS NOT HEARD BACK FROM THE AVE. CRM CALLED THE SERVICE MGR AT THE
DLRSHP AND HE WAS NOT AWARE OF THE SITUATION

HE ADVISED ME THAT I NEED TO SPEAK WITH DAVID REGARDING THE SITUATION DAVID WAS AT LUNCH CRM LEFT MESSAGE FOR DAVID TO CONTACT CRM ASAP. CRM WILL ALSO LEAVE ANOTHER MESSAGE WITH AVM. CECILY WHITE 248 952 6756 NO VEH BCRC TROY.

8/3/99

CRM RECEIVED A CALL FROM SVC MGR DAVID. DAVID STATED THAT THE CUST IS "MAKING A MOUNTAIN OUT OF A MOLE HILL" DAVE STATED THAT HE SHOWED THE CUST WHAT HAD HAPPENED TO THE VEH RIGHT AWAY AND INFORMED THE CUST THAT THE VEH IS FINE AND OK TO DRIVE. DAVE STATED THAT THEY WILL PUT HIM IN A RENTAL CAR WHILE THE VEH IS BEING REPAINTED. BUT BESIDE THAT THE VEH IS FINE AND HE WANTS THE CUST TO COME GET THE VEH. DAVE STATED THAT HE DID SPEAK TO THE AVM AND HE STATED THAT THE AVM IS TRYING TO REACH THE CUST TO DISCUSS THE SITUATION FURTHER. CECILY WHITE 248 952 6756 NO VEH BCRC TROY.

08/03/99

BCRC RECEIVED CALL TO SPEAK WITH CECILY. BCRC ADVISED CUST THAT CECILY WAS BUSY ON THE PHONES THAT BCRC COULD ASSIST HER. BCRC PUT CUST ON HOLD FOR A MINUTE TO READ COMMENTS AND CUST HUNG UP. BCRC KELLIN WHITE TROY 248/952/6757 NO VEH.

08/03/99

CUST CALLED BCRC. CUST WAS VERY URRATE AND RUDE TO BCRC SPECIALIST. BCRC ADVISED CUST PER PREVIOUS COMMENT THAT HIS VEH IS SAFE TO DRIVE. CUST STATES THAT HE WILL NOT ACCEPT HIS VEH THE WAY IT IS B/C IT IS NOT ACCEPTABLE. BCRC ADVISED CUST THAT DLR WILL OFFER CUST A LOANER WHILE VEH IS BEING REPAIRED BUT WE CAN NOT OFFER ONE ANY LONGER B/C HIS VEH IS OK TO DRIVE. BCRC CONFERENCECD SVC MGR AND CUST. CUST VENTED FOR MOST OF CONVERSTION. SVC MGR AND BCRC ADVISED CUST THAT SITUATION IS OUT OF BOTH OF OUR HANDS AND WE WILL HAVE TO L/M WITH THE AVM REGARDING THIS SITUATION. CUST STATES THAT HE WOULD LIKE TO SPEAK TO THE HEAD OF GM. BCRC ADVISED CUST THAT THE AVM IS THE FINAL DECISION MAKER AND WE DO NOT GIVE OUT THAT NUMBER. BCRC ADVISED CUST THAT IT WILL TAKE AVM ANYWHERE FROM 5-10 DAYS TO REVIEW CASE AND TO BACK TO US. BCRC ADVISED CUST THAT WE WILL CONTACT HIM WHEN ANY FURHER INFO IS GATHERED.COM.....

08/03/99

.....COM.....
CUST STATES THAT HE WILL CONTACT HIS LAWYER. BCRC DOC CUST CONCERN.
BCRC TROY, JEN FRATARCANGELI, 248-952-2768 NO VEH

08/03/99

08/03/99

AVM DEVINE FREESH CALLED ADVISING THAT THE VEHICLE IS NOT DANGEROUS
AND THE CUSTOMER SHOULD PICK THE VEHICLE UP. BCRC WILL CALL AND
ADVISED THE CUSTOMER OF THE INFO.
ANTONIA JOHNSON, BCRC, 249-952-2773, NO VME

08/03/99

BCRC TRIED CONTACTING THE CUSTOMER BUT ANSWERING MACHINE CAME ON. IF
CUSTOMER CALLS PLEASE INFORM THE CUSTOMER THAT THE VEHICLE IS SAFE TO
DRIVE PER THE AVM DEVINE FREESH.

ANTONIA JOHNSON, BCRC, 248-952-3773, NO VME

08/04/99

AVM CALLED BCRC BACK ON 08/04/99. AVM STATES THAT CUST VEH IS SAFE TO DRIVE. AVM STATES THAT DLB OFFERED TO REPLACE FRONT BUMPER, BUT CUST IS NOT INTERESTED. AVM STATES THAT CUST IS MAKING A BIGGER DEAL OUT OF FIRE THAN IT WAS. AVM STATES THAT FIRE WAS ONLY A SPARK "FLASH" FIRE THAT PUT ITSELF OUT. AVM IS AUTHORIZING THE EXTENDED LENGTH OF LOANER VEH RENTAL. BCRC ASKED AVM IF EITHER HE OR THE SVC MGR WILL CALL THE CUST TO INFORM HIM OF THIS INFO. AVM STATES THAT ONE OF THEM WILL DO SO. BCRC THANKED AVM FOR RETURNING CALL.

BCRC TROY, JEN FRATARCANGELI, 248-952-2768 NO VME

8/5/99 O/S IS NOT SATISFIED WITH SVC MGR SERVICE. O/S WOULD LIKE THE VEH REPURCHASED. BCRC ADVISED CUST OF BUICK'S DECISION AND ADVISED CUST HIS CONCERNS HAVE BEEN DOC/. BCRC THANKED CUST FOR CALLING BUICK.
TORY BCRC KATIE HINGST 248-267-5460 NO VME

MADE REPAIRS REPLACED FUEL REG CHANGE OIL FIL -PLGB REPL STARTER
OWNER MET WITH AMY FREAS AMY WILL ENTER COMPT--COVERAGE ON AFFECTED
COMPONENTS TO 60 MILES -CUST SATISFIED

8/18/99 BCR REC'D CALL FROM AVM: DEVIN FREAS 800 363 0083 EXT8004
DEVIN/S THAT BCR SHOULD SEND CUST COMPONENT SERVICE LETTER
DEVIN/S LETTER SHOULD COVER:

ENGINE (MECHANICAL)
SPARK PLUG WIRES
CONDENSER
COOLANT FAN
RADIATOR

DEVIN/S THAT COVERAGE IS FOR 5YEARS/60K MILES
BCR WILL SUBMIT PAPERWORK.

ANGELA L MILTON TROY CAC 248 952 2719 NO VME

***** REQUEST CODES AND COMMENTS *****

CUE # DESC

CDB COMMENTS

J01 0 ENGINE FAILURE O/STATES THAT THE ENGINE CAUGHT ON FIRE
AVM ADVISED THAT THE VEHICLE IS WORKING PROPERLY AND
THE VEHICLE IS SAFE TO DRIVE.

S01 0 SERVICE GENERAL O/STATES THAT THEY WANT TO BASE A COMPLAINT
BCRC ADVISED THE CUSTOMER THAT HIS CONCERNS WOULD
BE DOCUMENTED AND A CASE # WAS GIVEN.

T57 0 COMPONENT SERV AVM OFFERED CHEF COMP SERV LETTER 5/60K
CRC PROCESSED LETTER ON 8/18/99

BUICK MOTOR DIVISION
*** GM RESTRICTED ***

184880

GT79478

PAGE #: 1

J01-042

CASE NO: 99-0082621
DATE OPENED: 08/23/1999
DATE CLOSED: 08/23/1999
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G4KP54K3YU112234
MODEL YR: 00
SERIES: HP LESABRE CUST
MILEAGE: 001150
STATE: SC
DILLON SC 29536
HOM. PHONE: 000 000 0000 EXT:

***** GENERAL COMMENTS *****

080999

DEALERSHIP PHONE:9104229341SERVICE MANAGER:MICHAEL HUNT
FIRST OWNER AND MILES PER DLSEHP. DEL DATE PER WINS
I-PER CALL FROM MELISSA IN AUSTIN
CC, TED JOHNSON, CALLED AND CLAIMS THAT THE CUST HAD A FIRE UNDER HIS
HOOD ON 8-7-99. CC CLAIMS NO ONE OR ANY OTHER PROPERTY WAS DAMAGED.
THE CC THINKS THAT THERE WAS A LEAK IN THE MANIFOLD THAT CAUSED THE
FIRE. TED CLAIMS THAT THEY ARE CALLING FOR THE CUST BECAUSE HE IS
VERY OLD AND THEY WISH TO HANDLE THIS FOR HIM. BCRC ADVISED THE CC
THAT OUR HRC WOULD BE CALLING THE DLSEHP IN APPROX 2 BUSINESS DAYS
FOR FURTHER QUESTIONS. CC CLAIMS THAT HE'LL WAIT FOR THE CALL.
JACCI CONLEY 248 952 2730 NO VME

08/11/99

PAR CONTACTED CUST, CUST ADVISED HE WAS COMING BACK FROM GETTING HIS
CAR WASHED AND HE NOTICED SMOKE COMING FROM UNDER THE HOOD AND THEN
NOTICED A FIRE UNDER HOOD AND THE FIRE DEPT. PUT OUT FIRE. PAR
ADVISED CUST THAT THE AVM IS LOOKING AT VEH TODAY. CUST ADVISED HE
DOES NOT WANT TO TAKE VEH BACK. PAR ADVISED CUST THE AVM WILL
CONTACT HIM. PAR CONTACTED DLK, SPOKE TO AVM GEORGE, GEORGE ADVISED
TO CLOSE 1241 AND CCAC CASE AND HE WILL DEAL WITH BEST ON HIS END.
PAR WILL CLOSE CASE PER AVM REQUEST DUE TO AVM STATED HE JUST WANTED
TO HAVE 1241 SCREENS FILLED OUT.

MARTY MOLAN HRC/PAR 248 696 1596

08-23-99

AVM, GEORGE RUZANSKI CALLED TROY CAC TO UPDATE ON FINAL OUTCOME
OF OWNER'S CONCERN. THIS WAS A CONCERN REGARDING OWNER'S VEH
CATCHING ON FIRE AND BURNING UP. AVM STATED HE INSPECTED VEH ON

08-11-99. AVK STATED HE COULD NOT DETERMINE THE CAUSE OF THE FIRE.
AVK STATED HE DECIDED TO REPLACE OWNER'S VEH W/ A NEW ONE OF THE SAME
TYPE. AVK STATED HIS DECISION WAS BASED ON: THE \$3000 COST NECESSARY
TO REPAIR IT, AND THE FACT THAT OWNER HAD NO CONFIDENCE IN VEH. TROY
CAC ADVISED AVK HIS UPDATE WOULD BE DOCUMENTED.

LARRY FRIESTLY/TROY CAC/(248)952-2722/NO VEH

NOTE RELATED CASE NUMBER 990088926.....

***** REQUEST CODE AND COMMENTS *****

CDE # DESC

CDE COMMENTS

A06 0 FIRE

CUST STATES FIRE CONCERN
SEE GM PAR INVESTIGATION

T01 0 PRODUCT ALLEGE GM PAR INVESTIGATION

SEE GM PAR INVESTIGATION

CASE NO: 990030146
DATE OPENED: 04/07/1999
DATE CLOSED: 05/01/1999
SOURCE: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G3WH52K1KF328341
MODEL YR: 99
SERIES: INTRIGUE SEDAN
MILEAGE: 005742
STATE: CA
LOS ANGELES
BUS. [REDACTED] EXT:

***** REQUEST CODES AND COMMENTS *****

CUE # DESC CUE COMMENTS
J01 1 ENGINE FAILURE RENTAL COMPANY REP STS VEH CAUGHT FIRE
PER INSPECTION NO DEFECTS WERE FOUND
T01 1 PRODUCT ALLEGA *****POSSIBLE 1241*****
NOTED
T30 1 POSSIBLE SAFETY POSSIBLE SAFETY
NOTED

***** REQUEST INFORMATION *****

CONTACT TYPE : OWNER REQUEST SOURCE : H T RFA
WARRANTY : I (IN/OUT)
CASE OPEN DATE : 04 07 99 THIRD PARTIES : 3
FILE RETENTION : 00 TRANSMIT DATE :
LAST ALTERED DATE : 06 09 99

***** GENERAL COMMENTS *****

N/ RECEIVED ROLLOVER CALL THIS DATE. MIKE NYGAS FROM NATIONAL CAR
RENTAL CALLED TO REPORT THAT ONE OF THEIR RENTAL VEH HAD CAUGHT FIRE.

N/ GATHERED THE FOLLOWING INFORMATION FROM MIKE...

1. 4-5-99, AROUND 1:00 PM
2. 1025 WEST 190TH STREET, LOS ANGELES
3. TWO PEOPLE WERE IN THE VEH MIKE WAS NOT SURE WHO WAS DRIVING
THE TWO PEOPLE WERE RECBELLE BROWN AND DEAN ARCHER, NO INFORMATION
ON AGE OR DISABILITIES.
4. PAVEMENT, DRY
5. 2
6. NO
7. NO
8. ONLY THE VEH INVOLVED
9. NO SPECIFIC COMPONENT
10. NATIONAL CAR RENTAL
11. NOT THAT THEY ARE AWARE OF
12. NATIONAL CAR RENTAL
13. MIKE STS THAT THE DRIVERS WERE IN THE VEH DRIVING WHEN THE CHANGE
OIL LIGHT CAME ON AND THEN THE VEH BEGAN TO FLAKE UNDER THE HOOD. MIKE
STs THAT THE DRIVERS GOT OUT AND THE FIRE DEPARTMENT CAME AND OPENED
THE HOOD AND PUT OUT THE FIRE.

TIM GREEN/OCRA/3-5418
CALLED THE RENTAL CAR AGENCY TO SPEAK WITH THE PERSON WHO CALLED AND
REPORTED THE INCIDENT. I LEFT MY NUMBER WITH THE INVITATION TO CALL
AND DISCUSS THE FILE.

LINDA SHAW
THE CUSTOMER CALLED BACK.

STATED I HAD RECEIVED THE FILE AND WILL SEND THE FILE TO EAA TO HAVE AN INSPECTOR ASSIGNED. I STATED WE MUST GIVE THEM TWO WEEKS TO RETURN THE INSPECTION, AND AT THAT TIME I WILL CALL HIM TO LET HIM KNOW WHAT THE REPORT SHOWS. I ASKED HOW FAR THE DLRSHP IS IF THEY WOULD NEED THE VEHICLE MOVED. I STATED I WOULD ADD IN THE FILE THE VEHICLE WILL REMAIN AT THE RENTAL AGENCY AND IF THEY NEED TO HAVE IT MOVED TO CONTACT ME.

ATTENTION INSPECTOR**

VEHICLE IS AT THE RENTAL AGENCY. IF YOU FEEL YOU NEED THE VEHICLE TAKEN TO THE DEALERSHIP PLEASE CALL.

THANK YOU LINDA SHAW EXT. 4-4160

I AM FAXING THIS CASE TO EAA REQUESTING A RUSH ON THE CASE. THE FILE HAS BEEN MISPLACED FROM MY DESK AND I HAVEN'T HEARD FROM AN INSPECTOR.

I CALLED THE OWNER MIKE MYGAS TO DISCUSS THE FILE. I LEFT A MESSAGE INVITING HIM TO CALL THE SOON.

LINDA SHAW
EXT. 4-4160

W/ RECEIVED CALL FROM JOHN BALLESTEROS MIKE MYGAS'S BACK UP. JOHN STD THAT HE DID RECEIVED LINDA'S MESSAGE AND MIKE WILL BE BACK IN TOWN NEXT WEDNESDAY OR THURSDAY (3RD OR 4TH OF JUNE). W/ STD SHE WILL PROVIDE LINDA [REDACTED] WITH THE MESSAGE.

SCOLE DUGARD/OCAN 35423

RECEIVED THE INSPECTION REPORT. I HAVE NOTIFY THE [REDACTED] RENTAL LEFT A MESSAGE AND THE CONTACT WILL CALL ME THIS WEEK.

I WILL BE OUT OF THE OFFICE ON 6-3-99 AND 6-4-99. IF THE CONTACT DOESN'T CALL BEFORE THEN I WILL CALL HIM BACK WHEN I RETURN.

LINDA [REDACTED]
EXT. 4-4160

I CALLED MIKE MYGAS TO MAKE SURE THE COMPANY HAS THE INSPECTORS REPORT I STATED THE FILE HASN'T BEEN CLOSED AND I WAS CALLING TO CHECK AND MAKE SURE THEY HAD OUR POSITION.

MR. [REDACTED] STATED A MR. FINSTERBUSCH IS NOW HANDLING THE CASE. HE STATED HE HAD BEEN WORKING WITH ME AND MIKE TO GET THE VEHICLE TAKEN CARE OF.

I STATED I DIDN'T HAVE THE NAME OF MR FINSTERBUSCH IN MY FILE. I STATED I DIDN'T HAVE MR FINSTERBUSCH'S NAME IN MY FILE. I STATED JUST TO MAKE SURE THE CASE IS CLOSED WITH ALL KEY PEOPLE I WILL CALL MR. FINSTERBUSCH AND TELL HIM WHAT THE INSPECTOR STATED.

WORK # 650-340-1075- EXT. 207 CELLULAR PHONE # 612-803-3091

***** CASE CLOSING INFORMATION *****

CUST SATISFY	: Y (Y/N)	ARBITRATION LETTER	: N (Y/N)
DLR CONTACT DATE	: 06 01 99	DLR CONCLUSION DATE	: 06 01 99
CLOSING DATE	: 06 01 99	RESPONSIBLE DEALER	: 00000
HO REVIEW CLOSE	: ONLIS	HO REVIEWED	: Y (Y/N)
BY REVIEW CLOSE	:	BY REVIEWED	: N (Y/N)

187823

CHEVROLET MOTOR DIVISION
* * * GM RESTRICTED * * *

OT85769 PAGE #: 1
J01-124

CASE NO:	99-0430969	VIN:	2G1NE55K2Y9101724
DATE OPENED:	08/02/1999	MODEL YR:	00
DATE CLOSED:	08/20/1999	SERIES:	WT IMPALA
SOURCE:	PHONE	MILEAGE:	000000
CUSTOMER:	XXXXX X	SEATE:	MI
ADDRESS:	XXX	NEW BALTIMORE	MI 48051
HOME PHONE:		BUS. PHONE:	EXT:

***** GENERAL COMMENTS *****

08/02/99*****

SEGR C/STS OWNERS PURCHASED VEHICLE AND A FEW HOURS LATER CAUGHT ON FIRE...SEGR SEE NOBODY WAS HURT...SEGR STATES WANTED TO MAKE A FILE AND SEND TO 1241...CRM REVIEWED WITH MIKE RICE...CRM ADVISED SERVICE MANAGER OF FILE #...SEGR STATES BOUGHT THE VEH BACK FROM THE OWNER/S...CRM THANKED SERVICE MANAGER FOR CALLING...
PANDORA NUNA/TROY SITE

08-02-99****

I C/ SEGR MATT AT JBA CHEVROLET...SEGR STS THAT THE O/ HAD THE VEH FOR LESS THAN 24 HOURS AND THERE WAS AN ENGINE FIRE...SEGR STS THAT THEY REMOVED THE DEAL WITH O/ AND W/ BE GETTING O/ ANOTHER IMPALA... SEGR STS THAT HIS ASM BOB CAMPBELL IS W/ HE AT THE DLR TOMORROW TO INSPECT THE VEH...ASM HAS ADV SEGR TO WAIT UNTIL HE HAS SEEN VEH BEFORE ANY FURTHER DECISIONS ARE MADE...I GAVE SEGR MY NAME AND PHONE # AND REQ A C/B WHEN HE HAS FURTHER INFORMATION AS TO HOW WE W/ PROCEED...SEGR STS THAT THE O/ IS SATISFIED WITH SITUATION AND THERE IS NO NEED FOR O/ CONTACT AT THIS TIME...
ED HINGELBERG / PAR TEAM 248-696-4832

08-04-99*****

ASM KANNY SORRELL LEFT ME A VOICE MAIL MESSAGE STATING THAT ENGINEERING WANTS TO GET THE VEH AND DO THEIR OWN INSPECTION... I DON'T KNOW ANY OF THE SPECIFICS OF THIS AND TRIED TO C/ ASM BACK...I LEFT A MESSAGE REQ A C/B...I C/ DLR AND SPOKE WITH SEGR.. SEGR DOES NOT HAVE ANY FURTHER INFO AND W/C/B IF HE HEARS ANYTHING... ASM'S PHONE # IS 914-251-5140...
ED HINGELBERG / PAR TEAM 248-696-4832

08-20-99***

VEH HAS BEEN PICKED UP BY CMD ENGINEERING..THERE IS NO NEED FOR FURTHER PAR ATTENTION...

ED HINGELBERG / PAR TEAM 248-696-4832

***** REQUEST CODE AND COMMENTS *****

CDE # DESC

CDE COMMENTS

J01 0

DLR STS VEH CAUGHT ON FIRE
SEE COMMENTS

CASE NO: 99-0085330 VIN: 1G4HP54K7YU112236
DATE OPENED: 08/17/1999 MODEL YR: 00
DATE CLOSED: 09/24/1999 SERIES: HP LESABRE CUST
SOURCE: PHONE KILGAGE: 000190
CUSTOMER: [REDACTED] STATE: IA
ADDRESS: 3400 SOUTH HARRISWAY COUNCIL BLUFFS IA 51501
HOME PHONE: 000 000 0000 BUS. PHONE: [REDACTED] EXT:

***** GENERAL COMMENTS *****

08 17 99
DEALERSHIP PHONE: 7123669400 SERVICE MANAGER: DAVE BORG
BUICK RECEIVED BUMP UP CALL FROM AUSTIN.
DEALER CALLED BUICK AND STATES A CUSTOMER TEST DROVE A 2000
LESABRE WHEN THE CUSTOMER SMELLED FUEL. DEALER STATES THE
ENGINE SPUT IN PLACES. DEALER STATES THE CUSTOMER IS O.K.
DEALER STATES THE VEHICLE WAS TOWED AND IS CURRENTLY AT
THE DEALER. DEALER STATES THEY WOULD LIKE THE VEHICLE TAKEN
OFF THEIR INVENTORY AND WOULD LIKE A NEW VEHICLE.
BUICK INFORMED THE DEALER THAT SOMEONE WOULD CONTACT THE
DEALER WITHIN 2 BUSINESS DAYS.
DEALER STATES IF SOMEONE IS UNABLE TO REACH DAVE CONTACT KATHY
KACHMARZ.
BUICK TOYA RODRIGUEZ 248 952 2712 NO VME. TROY SITE.
***** BUICK ROUTED CASE CAC *****

08-18-99*****
I/CALLED DAVE [REDACTED] BACK BUT WAS ADVISED THAT HE WAS NOT AVAILABLE, I/
SPOKE WITH KATHY KACHMARZ AS STATED IN CRT #1. KATHY RESTATES
INCIDENT. I/ADV KATHY 10-14 BUSINESS DAYS FOR INSPECTION. KATHY ACK &
THANKED. I/THANKED KATHY FOR TIME.

JILL COULTER P.A.R. TEAM
248 696 4828

08-18-99*****
I/CALLED JENNIFER NORFORD AS GM NEW VEHICLE DAMAGE GROUP TO
INFORM OF THERMAL EVENT.

JILL COULTER P.A.R. TEAM
248 696 4828

08-30-99*****

PLEASE REFER TO L241 SCREENS.

WILL COULTER P.A.R. TEAM
48 896 4828

***** REQUEST CODE AND COMMENTS *****

CDE # DESC

CDE COMMENTS

A09 0 FIRE - UNKNOWN DEALER STATES THE VEHICLE CAUGHT FIRE

BUICK MOTOR DIVISION
*** GM RESTRICTED ***

OT96750 PAGE #: 2

FOR CBC INFO

TOI O PRODUCE ALLEGA GM PAR INVESTIGATION
FOR CBC INFO

CASE NO:
DATE OPENED: 09/23/1999
DATE CLOSED: 09/23/1999
SOURCE: LETTER
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G2MP52K9WF202977
MODEL YR: 98
SERIES: GRAND PRIX
MILEAGE: 032377
STATE: FL
BOCA RATON FL 33428
BUS. PHONE: [REDACTED] EXT: [REDACTED]

COMMENTS

COMPLAINT CODE:
A05 FIRE

OPENING COMMENTS:
CUST STATES VEHICLE CAUGHT FIRE.

CAUSE CODE: P PRODUCT CONCERN

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
FAR CEM ADVISED FORWARDING FILE TO EGIS.

COMPLAINT CODE:
L07 FUEL LINE CHASSIS

OPENING COMMENTS:
CUST STATES FAULTY FUEL LINE CAUSED THERMAL EVENT

CAUSE CODE: P PRODUCT CONCERN

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
FAR CEM ADVISED FORWARDING FILE TO EGIS.

COMPLAINT CODE:
T01 PRODUCT ALLEGATION

OPENING COMMENTS:
CUST STATES PRODUCT IS DEFECTIVE.

CAUSE CODE: P PRODUCT CONCERN

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
PAR CRM ADVISED FORWARDING FILE TO BSIS.

SERVICING DEALER: 1517259
SHEWAN PONTIAC-GMC, INC.
2900 N. FEDERAL HIGHWAY
LIGHTHOUSE POINT FL 33064

DELIVERY DATE: 09/25/97 CASE TYPE: X
RESPONSIBLE PARTY: ~~XXXXXXXXXXXXXXXXXXXX~~ CODE: S
EVEN CLOSE DATE: 09/23/99

GENERAL COMMENTS: 09/23/99 03:52P BLACKMAN SHARRONDA
PAR CRM IS FORWARDING FILE TO BSIS BECAUSE OF SUBROGATION./SHARRONDA
BLACKMAN/TAMPA

GENERAL COMMENTS: 09/23/99 03:48P BLACKMAN SHARRONDA
PAR CRM SPOKE WITH CUSTOMER'S OFFICE AND RELAYED MESSAGE THAT FILE WILL BE
FORWARDED TO BSIS AND GAVE THE ADDRESS AND PHONE NUMBER. PAR CRM WILL CLOSE
FILE./SHARRONDA BLACKMAN

GENERAL COMMENTS: 09/23/99 02:42P KERSEY ANGELA
FORWARDING FILE TO TAMPA PAR CRM, SHARRONDA BLACKMAN EXT. 59112, FOR
REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

GENERAL COMMENTS: 09/23/99 02:20P WILSON PAULINE
CUSTOMER CALLED BACK WITH THE REST OF THE INFO NEEDED:
8. PROPERTY DAMAGE: ENGINE COMPONENTS/ CAR TOTALED
11. POLICE REPORT MADE? NO, FIRE REPORT MADE
13. INSURANCE? YES/ PROGRESSIVE INS
ADDRESS/ WEST PALM BEACH FL, CUSTOMER DID NOT KNOW COMPLETE ADDRESS
AGENT NAME- LOU WORTH CROW
PHONE NUMBER# 1-800-274-4499/CLAIM DEPT.
PHONE NUMBER#305-662-8000

GENERAL COMMENTS: 09/22/99 12:25P ATIYEH JASON
CRM ATTEMPTED TO CONTACT CUST TO GET ALL INFORMATION FOR PRODUCT ALLEGATION
THAT WAS NOT INCLUDED IN DOCUMENT. CRM LEFT MESSAGE TO ADVISE CUST INFO IS N
EEDED. ***NOTE TO CRM WHO RECEIVES CALL***PLEASE FILL IN INFORMATION ON PREV
IOUS COMMENTS THAT IS MISSING AND FORWARD TO PAR BY CHANGING STAFF CODE TO
EX. PLEASE ADVISE CUST PAR WILL REVIEW HIS CASE AND GET BACK IN TOUCH WITH H
IM IN A SOON AS POSSIBLE. JASON ATIYEH/TAMPA.

GENERAL COMMENTS: 09/22/99 12:15P ATIYEH JASON
LO: PRESENT LOCATION OF VEHICLE: SANISCO SALVAGE YARD (375 KELLY DRIVE,

WEST PALM BEACH, FL)

11: POLICE REPORT MADE:

12: WHERE DID OWNER HAVE MAINTENANCE PERFORMED: NO MAINTENANCE PERFORMED,
VEHICLE WAS TOTALED.

13: OWNER'S DESCRIPTION OF WHAT HAPPENED: OWNER STATES THAT VEHICLE HAD BEEN
PARKED AT ANOTHER LOCATION ALL WEEKEND. OWNER STATED HE DROVE VEHICLE BACK F
ROM LOCATION AND DID NOT NOTICE ANYTHING WRONG WITH CAR MECHANICALLY. CUSTOMER
STATES THAT APPROXIMATELY 5 MINUTES AFTER ARRIVING HOME DAUGHTER NOTICED SMOKE
COMING FROM VEHICLE'S ENGINE COMPARTMENT. CUSTOMER STATES MADE ATTEMPT TO EXTING
UISH FIRE BUT ENDED UP HAVING TO CALL FIRE DEPARTMENT.

GENERAL COMMENTS: 09/22/99 12:07P ATIYEH JASON
PRODUCT ALLEGATION:

- 1: INCIDENT DATE: 5/9/99 TIME:
- 2: LOCATION OF INCIDENT: DRIVEWAY OF CUSTOMER RESIDENCE (21146 SHADY VISTA LANE,
BOCA RATON, FL 33428)
- 3: WHO WAS DRIVING AT THE TIME: NO ONE (VEHICLE WAS PARKED IN DRIVEWAY)
- 4: ROAD SURFACE: CONDITION:
- 5: NUMBER OF PEOPLE IN VEHICLE: NONE BODILY INJURIES: NO
- 7: WERE OTHER VEHICLES INVOLVED: NO
- 8: PROPERTY DAMAGE:
- 9: COMPONENT ALLEGED DEFECTIVE: FUEL LINE

GENERAL COMMENTS: 09/22/99 12:04P ATIYEH JASON

GENERAL COMMENTS: 09/22/99 11:57A ATIYEH JASON
CUSTOMER STATES VEHICLE CAUGHT FIRE CAUSING VEHICLE TO BE DAMAGED BEYOND REPAIR.
CUSTOMER SEEKS REIMBURSEMENT OF \$2600 DOLLAR LEASE DOWN PAYMENT AND \$34 FOR AUDIO
CD THAT WAS UNABLE TO BE RECOVERED FROM HIS AUDIO SYSTEM DUE TO THERMAL EV
ENT. CRM ADVISED WILL DOCUMENT FILE AND FORWARD TO P&R FOR REVIEW. JASON ATI
YEH/TAMPA. ALL ABOVE IS IN REFERENCE TO DOCUMENT# 9926500285.

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

September 23, 1999

[REDACTED]

RE: File No. 99215350
VIN: 1G2WPS2K9WF202377

Dear Mr. Peter [REDACTED]

This will have further reference to your product investigation claim involving a 1998 Pontiac Grand Prix and the alleged fire.

We are turning the file over to our claims processing unit, ERES. You may reach ERES at the address and phone number below. Thank you for your time.

ERES Unit
GM Central Claims
P.O. Box 03489
Detroit, MI 48202
Tel: 800/858-0164

Sincerely,

Sharronda F. Blackman
Product Allegation Resolution Team
PONTIAC-GMC DIVISION
General Motors Corporation

General Motors Division
16 East Jackson Street, Mail Code 483-616-830, Pontiac, Michigan 48342

DL: DMCR130D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 09/23/99
MP: DMCR130M FILE ACCESS 15:52:57
FILE NBR: 99225350 01 CORP NBR: LEGAL NBR: TYPE: SVC
ACTION: I (A)ID (U)PDATE (I)INQUIRE (D)DELETE (P)FILE PRINT
V# : 1G2NPS2K9WF202377
MODEL YR: 98 MODEL CODE: PGP DLV DATE: 09 25 97 DOCUMENT NBR: 9926500285

OWNER: WAR ST DTE: FILE SCRAP: 09 23 00
TITLE : MR FILE FORGE: 09 23 00
FIRST : PETER
MIDDLE :
LAST : [REDACTED] SUFFIX:
COMPANY NAME:
PHONE : WORK: [REDACTED] EXT: FAX:
ADDRESS:
STREET : [REDACTED]
CITY : BOCA RATON STATE: FL ZIP: 33428
COUNTRY : USA

COMMENT: ORIGINAL OWNER

PF: 2 DL 7 INQ 8 MINI 14 CASE OPEN 15 ADTL PRY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SEPTL 20 LIST 21 OTE CASE TYP 22 CR MAIN 23 CORRES 24 CHK/CHRT
INQUIRY COMPLETE.

DL: DMCR140D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 09/23/99
MP: DMCR140M CASE OPEN 15:53:17

FILE NBR: 99 225350 01 COMP NBR: LEGAL NBR: MDL YR: 98 MDL: PGP

OWNER: MR FITZGERALD
ACTION: I (A)DD (U)PDATE (I)INQUIRE (D)DELETE (R)REOPEN

STATUS: CLOSED RCVD DATE: 09 22 99 OPEN DATE: 09 22 99 C.O. STAFF: G1
RESP: BLACKMAN, SHARONDA

SVC DLR: 16 17 269 CG: 13 SECT: 31 MKT: 02 DSM: DM: ZSM: CRM:
NAME: SHEEHAN FORTIAC-GMC, INC. CITY: LIGHTHOUSE POINT ST: FL

SLS DLR: CG: SECT: MKT: (IF DIFFERENT)
NAME: CITY: ST:
TRANSMIT PROFILE: N

CASE TYPE: X MILEAGE: 32,377
ORIGIN : L SOURCE : 00 SPECIAL:
ROUTING: SUPPORT DOCUMENTS TO FOLLOW:

C.O. TO SECT/DEALER: C.O. TO SECT : C.O. ONLY: Y C.O. FYI SECT/DLR:
C.O. TO DEALER : SECT TO DEALER: SECT ONLY: TRANSMIT : Y

ACTIVITY: INITIAL CONTACT DATE: 09 22 99
MAILGRAM: TELEPHONE: LETTER: Y PERSONAL CONTACT: FILE ONLY:
REVIEW CASE: FOLLOW-UP DATE: OWNER DEMAND: \$0.00

GENERAL COMMENTS
PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CANCEL DTL 17 GENL CMDS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHECK/CERT

DL: DMCR160D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 09/23/99
MP: DMCR160M COMPLAINT DETAIL 15:53:37
FILE NBR: 99 225350 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MR PETER [REDACTED] MDL YR: 98 MDL: EGP

ACTION: I (A)DD (U)PDATE (I)INQUIRE (D)DELETE

ALGD SAFETY: Y FTC: N

OPEN DATE: 09 22 99 STATUS: CLOSED

COMPLAINT CODES: A06 L07 T01

COMPLAINT CODE: A06 DESC: FIRE BY: ATIYEH, JASOM

REVISED CODE: OPEN COMMENTS

CUST STATES VEHICLE CAUGHT FIRE.

CAUSE CODE: P CAUSE COMMENT: PRODUCT CONCERN

CLOSING COMMENTS: 09 23 99 DEALER: SECT: X BY: BLACKMAN, BEARRONDA
FAR CRM ADVISED FORWARDING FILE TO HBIS.

NO NBR: GENERAL COMMENTS

PF: 2 DL 13 FILE ACES 14 CASE OPEN 15 ADTL PRY 16 CMPLT DTL 17 GENL CRTS
18 CASE CLS 19 SHTTL 20 LIST 21 OTH CASE TYP 22 CR MALE 23 CORRES 24 CHECK/CERT
INQUIRY COMPLETE.

DL: DMCR160D ID: TAM4129 CONSUMER RELATIONS FF/ADS: 09/23/99
MP: DMCR160M COMPLAINT DETAIL 15:54:02
FILE NBR: 99 225350 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MR PETER [REDACTED] MDL YR: 98 MDL: PGP
IGN: I (A)DD (U)FDATA (I)INQUIRE (D)ELITE
ALLEGED SAFETY: Y FTC: N
OPEN DATE: 09 22 99 STATUS: CLOSED
COMPLAINT CODES: A06 L07 T01
COMPLAINT CODE: L07 DBSC: FUEL LINE CHASSIS BY: ATIYEH, JASON
REVISED CODE: OPEN COMMENTS
CUST STATES FAULTY FUEL LINE CAUSED THERMAL EVENT

CAUSE CODE: P CAUSE COMMENT: PRODUCT CONCERN

CLOSING COMMENTS: 09 23 99 DEALER: SECT: X BY: BLACKMAN, SHARRONDA
BAR CRM ADVISED FORWARDING FILE TO RSIS.

BO NBR: GENERAL COMMENTS
FF: 2 DL 13 FILE ACCH 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DPL 17 GENL CMPS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHCK/CERT
INQUIRY COMPLETE.

DL: DMCR160D ID: TAM4129 CONSUMER RELATIONS PF/ADH: 09/23/99
MP: DMCR160M COMPLAINT DETAIL 15:54:14
FILE NBR: 99 225350 01 CORP NBR: LEGAL NBR: TYPE: SVC
CUST NBR: MR. PETER [REDACTED] MDL YR: 98 MDL: PGP
ACCHN: I (A)ID (U)PDATE (I)EQUIRE (D)ELERE
ALLEGD SAFETY: Y FTC: N
OPEN DATE: 09 22 99 STATUS: CLOSED
COMPLAINT CODES: A06 L07 T01
COMPLAINT CODE: T01 DESC: PRODUCT ALLEGATION BY: ATTYEE, JASON
REVISED CODE: OPEN COMMENTS
CUST STATES PRODUCT IS DEFECTIVE.

CAUSE CODE: P CAUSE COMMENT: PRODUCT CONCERN

CLOSING COMMENTS: 09 23 99 DEALER: SECT: X BY: BLACKMAN, SHARRONDA
FAR CEM ADVISED FORWARDING FILE TO BSIS.

RO NBR: GENERAL COMMENTS
PF: 2 DL 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SUPPL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRIS 24 CHEK/CERT
INQUIRY COMPLETE.

DL: IMCR170D ID: TAM4129 CONSUMER RELATIONS FF/ADS: 09/23/99
MP: IMCR170M GENERAL COMMENTS 15:54:52
FILE NBR: 99 225350 01 COMP NBR: LEGAL NBR: TYPE: SVC
OWNER: MR PETER [REDACTED] MDL YR: 98 MDL: PGP

ACTION: I (A)ID (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

09/22/99 11:57A ATIYEH, JASON N

CUST STATES VEHICLE CAUGHT FIRE CAUSING VEHICLE TO BE DAMAGED BEYOND REPAIR.
CUST SEEKS REIMBURSEMENT OF \$2600 DOLLAR LEASE DOWN PAYMENT AND \$34 FOR AUDI
O CD THAT WAS UNABLE TO BE RECOVERED FROM HIS AUDIO SYSTEM DUE TO THERMAL HV
EST. CRM ADVISED WILL DOCUMENT FILE AND FORWARD TO PAR FOR REVIEW. JASON ATI
YEH/TAMPA. ALL ABOVE IS IN REFERENCE TO DOCUMENT# 9926500285.

PF: 2 CLR LST 13 FILE ACSS 14 CASE OPEN 15 ADTL PRNT 16 CMPLT DEL 17 GENL CRES
18 CASE CLS 19 SHFTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRBS 24 CHK/CHRT
PAGE NOT FORWARDED, LAST AVAILABLE RECORD SHOWN.

DL: INCR170D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 09/23/99
MP: INCR170M GENERAL COMMENTS 15:55:08
FILE NBR: 99 225350 01 CORP NBR: LEGAL NBR: TYPE: SVC
CMMR: MR PETER [REDACTED] MDL YR: 98 MDL: PGP

ACTION: I (A)ID (I)INQUIRE (U)UPDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

09/22/99 12:07P ATIYEH, JASON N

PRODUCT ALLEGATION:

- 1: INCIDENT DATE: 5/9/99 TIME:
- 2: LOCATION OF INCIDENT: DRIVEWAY OF CUST RESIDENCE (21146 SHADY VISTA LANE,
BOCA RATON, FL 33428)
- 3: VEH WAS DRIVING AT THE TIME: NO ONE (VEHICLE WAS PARKED IN DRIVEWAY)
- 4: ROAD SURFACE: CONDITION:
- 5: NUMBER OF PEOPLE IN VEHICLE: NONE BODILY INJURIES: NO
- 7: WERE OTHER VEHICLES INVOLVED: NO
- 8: PROPERTY DAMAGE:
- 9: COMPONENT ALLEGED DEFECTIVE: FUEL LINE

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SFTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRNS 24 CHCK/CHRT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: INCR170D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 09/23/99
MP: INCR170M GENERAL COMMENTS 15:55:28
FILE NBR: 99 225350 01 COMP NBR: LEGAL NBR: TYPE: SVC
OWNER: MR PETER [REDACTED] MDL YR: 98 MDL: PGP

ACTION: I (A)ID (I)INQUIRE (U)UPDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

09/23/99 12:19P ATIYEH, JASON N

10: PRESENT LOCATION OF VEHICLE: RADISCO SALVAGE YARD (375 KELLY DRIVE,
WEST PALM BEACH, FL)

11: POLICE REPORT MADE:

12: WHERE DID OWNER HAVE MAINTENANCE PERFORMED: NO MAINTENANCE PERFORMED,
VEHICLE WAS TOTALED.

13: OWNER'S DESCRIPTION OF WHAT HAPPENED: OWNER STATES THAT VEHICLE HAD BEEN
PARKED AT ANOTHER LOCATION ALL WEEKEND. OWNER STATED HE DROVE VEHICLE BACK F
ROM LOCATION AND DID NOT NOTICE ANYTHING WRONG WITH CAR MECHANICALLY. CUST ST
ATES THAT APPROXIMATELY 5 MINUTES AFTER ARRIVING HOME DAUGHTER NOTICED SMOKE
COMING FROM VEHICLE'S ENGINE COMPARTMENT. CUST STATES MADE ATTEMPT TO EXTING
UISH FIRE BUT ENDED UP HAVING TO CALL FIRE DEPARTMENT.

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRIS 24 CHCK/CHST
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCR170D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 09/23/99
MP: DMCR170M GENERAL COMMENTS 15:55:34
FILE NBR: 99 225350 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MR PETER [REDACTED] MDL YR: 98 MDL: PGP

ACTION: I (A)DD (I)NQUIRE (U)DATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

09/22/99 12:29P ATIYEH, JASON N

CRM ATTEMPTED TO CONTACT CUST TO GET ALL INFORMATION FOR PRODUCT ALLEGATION THAT WAS NOT INCLUDED IN DOCUMENT. CRM LEFT MESSAGE TO ADVISE CUST INFO IS NEEDED. ***NOTE TO CRM WHO RECEIVES CALL***PLEASE FILL IN INFORMATION ON PREVIOUS COMMENTS THAT IS MISSING AND FORWARD TO PAR BY CHANGING STAFF CODE TO XX. PLEASE ADVISE CUST PAR WILL REVIEW HIS CASE AND GET BACK IN TOUCH WITH H IM A SOON AS POSSIBLE. JASON ATIYEH/TAMPA.

PF: 2 CLR LST 13 FILE ACCH 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DETL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRDS 24 CHK/CHRT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 09/23/99
MP: DMCRI70K GENERAL COMMENTS 15:55:42
FILE NBR: 99 225350 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MR PETER [REDACTED] MDL YR: 98 MDL: PCP

ACTION: I . (A)ID (I)INQUIRE (U)UPDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

09/23/99 02:20P WILSON, PAULINE N

CUSTOMER CALLED BACK WITH THE REST OF THE INFO NEEDED:

8. PROPERTY DAMAGE: ENGINE COMPONENTS/ CAR TOTALED

11. POLICE REPORT MADE? NO, FIRE REPORT MADE

13. INSURANCE? YES/ PROGRESSIVE INS

ADDRESS/ WEST PALM BEACH FL, CUSTOMER DID NOT KNOW COMPLETE ADDRESS

AGENT NAME- LOU WORTH CROW

PHONE NUMBER# 1-800-274-4499/CLAIM DEPT.

PHONE NUMBER#305-659-6000

09/23/99 02:42P KERSEY, ANGELA N

FORWARDING FILE TO TAMPA PAR CRM, SHARRONDA BLACKMAN EXT. 58112, FOR

REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

PF: 2 DLR LST 13 FILE ACCE 14 CASE OPEN 15 ADTL PRFY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRCS 24 CHECK/CRRT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCR170D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 09/23/99
MP: DMCR170M GENERAL COMMENTS 13:55:55
FILE NBR: 99 225350 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MR PETER [REDACTED] MDL YR: 98 MDL: PGP

ACTION: I (A)ID (I)INQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

09/23/99 02:42P KERSEY, ANGELA N
FORWARDING FILE TO TAMPA PAR CRM, SHARRONDA BLACKMAN EXT. 58112, FOR
REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.
09/23/99 03:46P BLACKMAN, SHARRONDA N
PAR CRM SPOKE WITH CUSTOMER'S OFFICE AND DELAYED MESSAGE THAT FILE WILL BE
FORWARDED TO HHS AND GAVE THE ADDRESS AND PHONE NUMBER. PAR CRM WILL CLOSE
FILE./SHARRONDA BLACKMAN
09/23/99 03:52P BLACKMAN, SHARRONDA N
PAR CRM IS FORWARDING FILE TO HHS BECAUSE OF SUBROGATION./SHARRONDA
BLACKMAN/TAMPA

PF: 2 DLR LST 13 FILE ACOS 14 CASE OPEN 15 ADVL PRY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHNK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

2

[REDACTED]

September 9, 1999

[REDACTED]

Pontiac Motor Division
General Motors Corporation
P.O. Box 436008
Pontiac, MI 48343

Re: Automotive Lease
Pontiac Grand Prix
Vin No. 1G2WRF52K9WF202377

To Whom It May Concern:

On September 25, 1997, I leased a 1998 Pontiac Grand Prix GT from Sheehan Pontiac in Pompano Beach, Florida (see attached lease). On May 9, 1999, the car was destroyed as a result of a serious fire in the engine compartment. Although there was some initial doubt as whether the nature of the fire stem from an electrical defect or a defect in the fuel system, a detailed and thorough investigation by my automobile insurance company suggests that the most likely cause of the engine fire was a fuel line leak.

Since the day I originally took possession of the vehicle, I complied with General Motors' standard protocol for vehicle maintenance. A local automotive service company provided all of the standard and regular maintenance. In accordance with the Owner's Handbook, none of the standard maintenance involved the fuel line.

Virtually from the first day I took possession of this vehicle, I did suffer electrical problems in connection with the electric windows. During the course of my possession of the vehicle, no fewer than two motors were replaced regarding the electric windows. At the time of the car fire, neither of the rear windows were operational. One of the service riders for the Pontiac Dealership in Delray had previously advised me that any number of Pontiac Grand Prix's had suffered a similar fate regarding electric window motor replacement.

As a result of the fire, the vehicle was declared a total loss by my insurance company. Although the insurance company paid to the leasing company sufficient proceeds to insulate me from any financial exposure under the lease, I have still suffered a loss

September 9, 1999
Page Two

of \$2,634. This loss represents my down payment on the lease of \$2,600 (which was paid by way of GM Dollars earned on my General Motors credit card) and a \$34 C.D. which could not be retrieved from the audio system due to the complete and utter destruction of the car's electric system.

I am hereby making a formal request for the immediate refund of my \$2,600 deposit and payment of \$34 representing the cost of replacement for the audio C.D. Reluctantly, I am prepared to accept a return of \$2,634 as GM Dollars into my General Motors credit card account in lieu of cash if that will expedite the resolution of this matter.

Although the vehicle was lost by fire on Mother's Day, I have waited until August to write you in order to afford my insurance company ample opportunity to investigate the nature and cause of the fire and to determine whether they would be instituting an action to collect the entire value of the vehicle. I am not prepared to wait any longer prior to being reimbursed the economic losses I have suffered.

I am enclosing a copy of the report prepared by the Fire Investigative firm hired by my insurer.

I am hereby extending to General Motors and the Pontiac Motor Division twenty (20) days in which to review this matter and to process a refund in the amount of \$2,634 in cash or as additional/reimbursement GM Dollars to my credit card account. If I do not receive a favorable response to this demand within twenty (20) days from the date of this letter, I intend to file a Statement of Claim in the small claims division in and for Broward County, Florida asserting the sale and distribution by the Pontiac Motor Division and General Motors of a defective vehicle. My first preference is to avoid the institution of legal proceedings. I have been a loyal customer of General Motors for the vast majority of my driving life. I trust that General Motors will do the right thing by promptly processing a refund of my deposit and lost C.D.

Thank you in advance for your prompt and anticipated favorable response.

[Handwritten signature]


Enclosure.





RICHARD SCHWARTZ INVESTIGATIONS INC. Investigative Services

RMS Investigative Engineering Inc. Investigative Services
4800 S.W. 84th Avenue Suite 107
Davie, FL 33314

(954) 827-8909 • 1-800-FIRE-1000 • Tele Fax (954) 827-8986
<http://www.rsiinc.com> e-mail: ts@rsi.com

Mr. Kevin Chevier, SUJ
PROGRESSIVE INSURANCE COMPANY
4619 Okeechobee Blvd.
West Palm Beach, Florida 33417

Re: Insured: Peter [REDACTED]
1998 Pontiac Grand Prix
Claim No.:
D.O.L.: 05/09/99
Our File: 99137

FIRE INVESTIGATION REPORT

Date of Report: July 15, 1999

Investigator: Richard M. Schwartz, CFBI, CFBII
Florida Licensed Investigator #CB300879

This report is provided as a CONFIDENTIAL AND PRIVILEGED DOCUMENT between the addressee and the author. Any other use or reproduction without the expressed written consent of the addressee is expressly forbidden. Any misuse of this report, including but not limited to quotation in part without written consent of the addressee and author is forbidden. This report is based upon the information contained within the report and known to the investigator at the time of the writing of the report. Any additional facts and/or circumstances which are discovered after the above date of report, could result in the amending of the conclusion(s) rendered in the report.

Table of Contents

- I. Origin and Cause Report
- II. Photographic Documentation
- III. Fire Department Report

L. Origin and Cause Report



RICHARD SCHWARTZ INVESTIGATIONS INC.

Agency License No. J0002020

RMS Investigative Engineering Inc. (formerly RSI)
4900 B.V. 64th Avenue Suite 107
Davie, FL 33314

(954) 927-9909 • 1-800-FIRE-1011 • Tele Fax (954) 327-9988
<http://www.raifire.com> e-mail: raifire@aol.com

Mr. Kevin Chevrier, SUI
PROGRESSIVE INSURANCE COMPANY
4519 Okeechobee Blvd.
West Palm Beach, Florida 33417

Re: Insured: Peter [REDACTED]
1998 Pontiac Grand Prix
Claim No.:
D.O.L.: 05/09/99
Our File: 99137

July 15, 1999

Dear Mr. Chevrier:

PURPOSE OF THE ASSIGNMENT

This assignment was received to inspect the 1998 Pontiac Grand Prix, passenger automobile, to determine the origin and cause for the fire occurrence. The assignment included instructions to limit our inspection to non-destructive and non-invasive examinations.

The following are the results of our inspection.

PRELIMINARY REMARKS

An inspection of the vehicle was conducted at Safeco Salvage Yard, 375 Kelly Drive, West Palm Beach, Florida, on June 29th, 1999. The receptionist informed the inspector that control number WP178163.

The following are the results of the investigation.

Insured: [REDACTED] Peter
Our File: 99137

DESCRIPTION OF THE VEHICLE

The vehicle was a white, four door, 1998 Pontiac, Grand Prix. The vehicle was identified further by a vehicle identification number: 1G1WPSZK9WF200377. The vehicle did not carry a license plate, at the time of our inspection. The vehicle was manufactured by General Motors Pontiac Division. The odometer reading at the time of the inspection was 32,977.7 miles.

INSPECTION OF THE EXTERIOR

Overall examinations of the exterior of the vehicle revealed it exhibited evidence of heavy fire damage, with external signs of fire emanating from the engine compartment and communicating into the passenger compartment. The vehicle is equipped with front and rear plastic coated bumpers.

All four tires were inspected and found to exhibit the following:

Left Front: General Ameri Tour GT steel belted radial tire size P225/60R15
The tire exhibited no evidence of damage.

Right Front: General Ameri Tour GT steel belted radial tire size P225/60R15
The tire exhibited no evidence of damage.

Right Rear: General Ameri Tour GT steel belted radial tire size P225/60R15
The tire exhibited no evidence of damage.

Left Rear: General Ameri Tour GT steel belted radial tire size P225/60R15
The tire exhibited no evidence of damage.

The window glass exhibited evidence of damage caused from the fire occurrence.

The fuel filler opening was located at the left rear quarter panel and exhibited no evidence of damage from the fire occurrence. The vehicle was also equipped with left and right side view mirrors.

Insured: [REDACTED], Peter
Our File: 99137

Overall examinations of the exterior of the vehicle, revealed fire and smoke damage gradient lines emanated from within the engine compartment. Burn damage to the exterior of the automobile indicated the area of lowest burn estimated from the engine compartment.

INSPECTION OF THE INTERIOR

Inspection of the interior of the passenger compartment, revealed that it was equipped with two bucket seats in the front and a rear seat. The automatic transmission used a floor mounted shift lever that was located between both of the front bucket seats.

The vehicle is equipped with an AM/FM CD stereo radio by Delco. The vehicle is also equipped with power windows and power door locks. The drivers pod area was inspected and this revealed that the steering wheel is a tilt design and the car was equipped with factory air conditioning and cruise control.

No evidence of fire induced damage was noted to have occurred within the passenger compartment.

ENGINE COMPARTMENT

The vehicle is equipped with a V-6 fuel injected engine. The vehicle is also equipped with an automatic transmission. The vehicle battery was located in the front right corner of the engine compartment. Examinations of the battery revealed evidence of slight heat induced damage occurring to the top of the battery.

The fiberglass front quarter panels and the hood were heavily damaged from the fire occurrence. The major engine compartment components were present.

Fire patterns exhibited indicate that the fire originated at the center of the engine compartment in an area where the fuel system lines were located. Examination of the metal fuel lines revealed that they were in place but the flexible portion of the fuel lines were consumed in this area of the vehicle. No evidence of leakage was noted to the fuel injectors and the portion of the fuel system connecting to the fuel injectors.

Insured: ██████████, Peter
Our File: 99137

Overall observations made of the center area of the engine compartment revealed that this was the area of origin. Analysis of the burn patterns exhibited in this area indicates that the fire originated at or near the top center area of the engine compartment. Fire patterns indicate an avenue of travel from this point of origin vertically upwards communicating to the remainder of the combustibles within the engine compartment.

OTHER RELEVANT INFORMATION

Information provided through the attached copy of the fire department report indicates that the vehicle was parked at the residence within five (5) minutes of the discovery of the fire occurrence.

Review of the attached invoices from Sherwood Partsco indicates repairs to the power windows which were not involved in this fire occurrence. The Great Bear oil and lube receipts attached are also not relative to the fire occurrence.

CONCLUSION

Based upon our inspection and investigation, it is the opinion of this investigator, that the fire was the result of a fuel leak from the vehicles fuel system. This leak allowed atomized fuel to come in contact with the vehicles hot exhaust system where it was then ignited by either the exhaust system or any of the other hot engine compartment surfaces at the time of the fire occurrence.

Damage was so extensive in the area of origin, we were unable to determine which part of the fuel system failed first. We will however, advise that since the vehicle did not catch fire while driver was in the vehicle operating it, it is reasonable to expect that the most probable failure was on the fuel return line.

COMMENTS AND RECOMMENDATIONS

The remains of the vehicle should be preserved to allow for additional inspections by this firm and/or other interested parties.

Insured: ██████, Peter
Our File: 99137

The vehicle repair history should be reaffirmed and reviewed to determine if there were any recent repairs or modifications made to the vehicle. As this information is developed, it should be forwarded to our office for our review and comment.

Once the above information has been reconfirmed, a follow up inspection should be scheduled with this firm and all potential interested parties. That test will involve some invasive and destructive examinations and therefore should not be performed until the interested parties are present.

RICHARD SCHWARTZ INVESTIGATIONS INC. reserves the right to amend and/or modify the findings listed in this report, based upon the discovery of additional information and evidence. Should any additional information be discovered, it should be forwarded to our office for our review and comment.

II. Photographic Documentation



Photograph #1 **View of the left side of the vehicle**



Photograph #2 **View of the rear of the vehicle**



Photograph #3 View of the right side of the vehicle



Photograph #4 View of the front of the vehicle



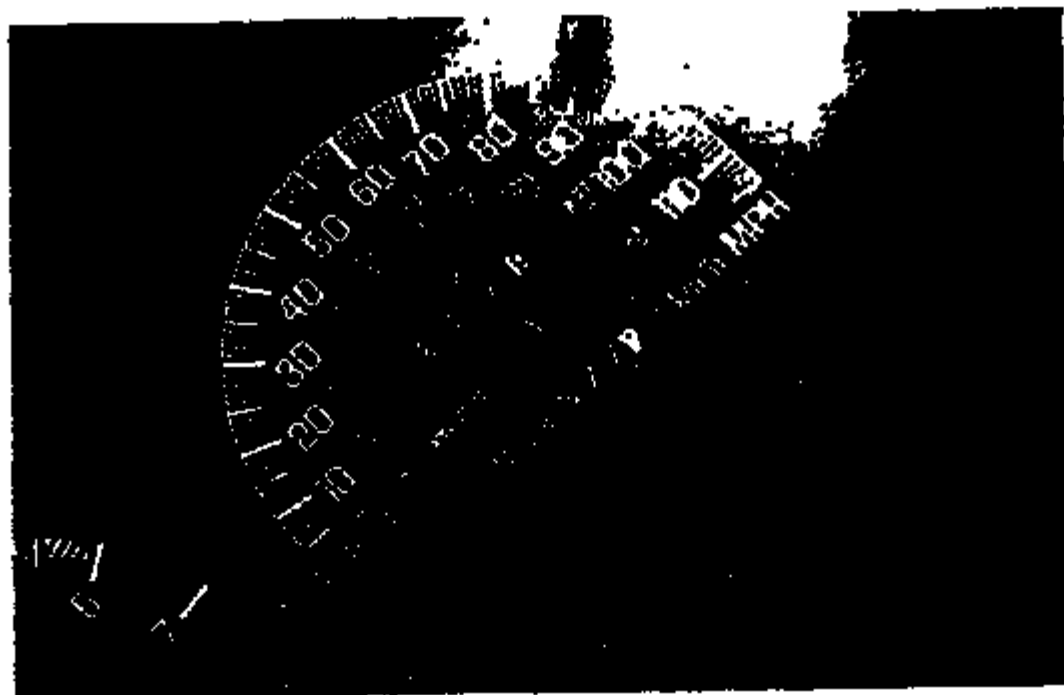
Photograph #5 View of the manufacturer's identification label



Photograph #6 View of the front of the passenger compartment



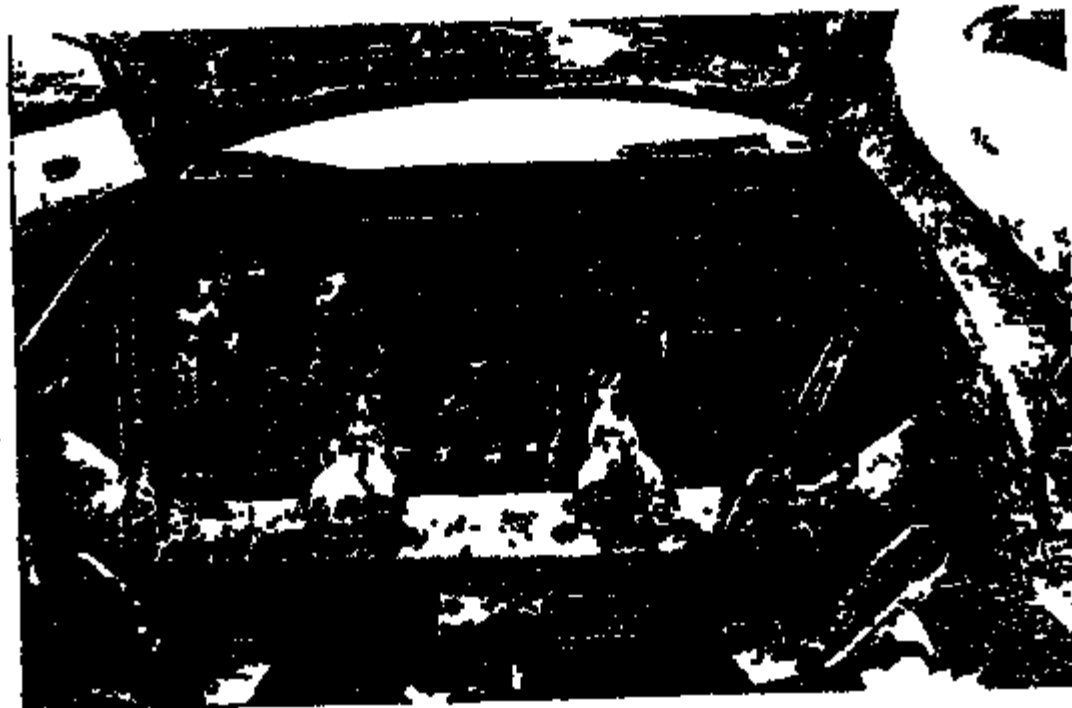
Photograph #7 View of the rear of the passenger compartment



Photograph #8 View of the vehicle odometer



Photograph #9 View of the underside area of the hood



Photograph #10 View of the engine compartment



Photograph #11 View of the engine compartment from the left side



Photograph #12 View of the engine compartment from the right side



Photograph #13 View of the rear of the engine compartment



Photograph #14

View of the Area of Origin



Photograph #15 **Another view of the area of origin**

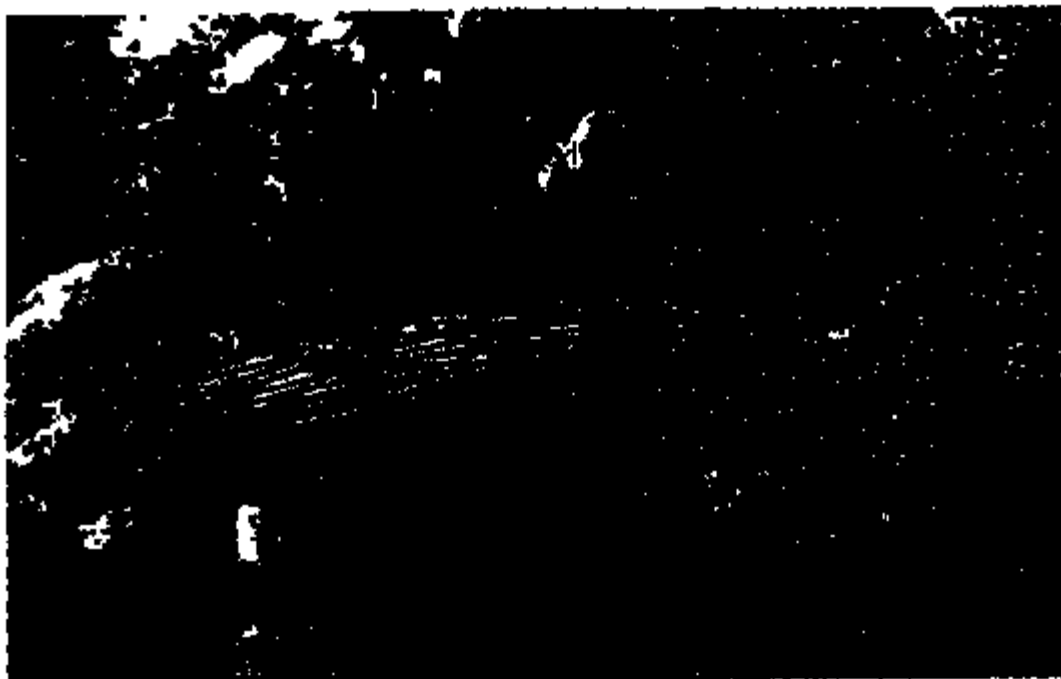


Photograph #16 **Close up view of the fuel line connections**



Photograph #17

View of the front side of the engine and fuel connections



Photograph #16 Another view photograph #17

III. Fire Department Report

FIRNF010

F
FIELD INCIDENT REPORTPage #
06/08/99

DISPATCHED INCIDENT

Agcy F Incident # 99030161 Incident Date 05/09/1999 Time 16:09:43
 Location 21140 SHADY VISTA LN, BOCA RATON, FL 33434 Map 117-M42
 Development Name LOGGERS RUN Call Priority 2
 Census TRS Dist Grid 474123 Coord: X 0224062 Y 6360951
 EMS Number
 Jurisdictional Station 51 Alarm Method 9 Alarm Level 1
 Dispatch Date 05/09/1999 Time 16:09:43
 Enroute Date 05/09/1999 Time 16:11:08
 Arrival Date 05/09/1999 Time 16:16:51
 Clear Date 05/09/1999 Time 16:53:43

Response Time: Minutes 5 Sec 43 Incident Duration: Hours 0 Min 44

ALL INCIDENTS

Exp #: 0 Location: 21140 SHADY VISTA LN, BOCA RATON, FL 33434
 Development Name LOGGERS RUN
 Map: 117-M42 Census: TRS Dist: Grid: 474123
 Coord: X: 0224062 Y: 6360951 Shift: A City Code
 Police on Scene ? N ESN 64 Agency Code PBCFR Ba

Type of Situation Found:

Vehicle Fire

Type of Action Taken:

Extinguishant

Type of Aid:

Aid Agency:

General Property Dam:

Road complex

Number Responding:

Fire Personnel: 5

Aerial Apparatus:

Fix Property Use:

Uncovered parking area

Engines: 1

Other Vehicles: 1

Number of Injuries:

Fire Service: 0

Other: 0

Number of Fatalities:

Fire Service: 0

Other: 0

Special Studies: 1 2 3 4 5 6

KRMPP010

Palm Beach County Live System
FIELD INCIDENT REPORTPage # :
06/08/99

ALL FIRMS

Complex: No complex

Area of Fire Origin: Engine area, running gear, wheel area of transp eqmt

Ignition Factor: Ignition Factor undeter/not reported

Form of Heat of Ignition: Form of heat of ignition undeter

Material Ignited: Type of: Type of Material not class

Form of: Form of Material not class

Method of Extinguish: Preconnected hose line water carried

Level of Fire Origin: Grade level to 9 ft. above grade

Property Value: \$26000.00

Loss: \$26000.00

Insured Loss: \$26000.00

Contents Value: \$0.00

Loss: \$0.00

Insured Loss: \$0.00

Type Equip Involved in Ignition: Vehicle

Year: 1998 Make: PONTIAC

Model: GRAND PRIX

Serial No:

MOBILE PROPERTY

Role: Involved in a Fire

Type: Automobile

License #: XDA65F

State: Florida

Year: 1998

Make: PONTIAC

Model: GRAND PRIX

ICC/DOT Permit:

Vehicle ID Number: 1GZWDK2K9WF202377

Driver's License #: WE36-652-58-212-0

State: Florida

Note: VEHICLE HAD 32,000MI- PROGRESSIVE INS POLICY#35387625-0-02962

ACTIVITY

Action Date/ Action	DID	Rank	Name	Assignment
05/09/99 Individual filling out In	66471		PAMPLONA, SEAN E	
05/09/99 Incident Review Blocked	66471		PAMPLONA, SEAN E	
05/09/99 Incident Closed - Statist	66471		PAMPLONA, SEAN E	
05/09/99 Company Officer Review	66471		PAMPLONA, SEAN E	

OTHER INVOLVED PERSON INFORMATION

NRH010

Palm Beach County Live System
FIELD INCIDENT REPORT

Page 5 of 4
06/08/99

NON-FIRE SERVICE FIRE CASUALTY

FIRE SERVICE CASUALTY

UNIT INFORMATION

Unit ID: B51
Assignment/Function: First In Unit

CREW ACTION TAKEN
1 Extinguishment
2

PERSONNEL

DID/ ROLE	NAME	CONDITION
66471 IC	PAMPLONA, SEAN R	
354 Driver	DOBOSCHIE, GEORGE F	
44606 Crew	HUGH, RICHARD C	

EQUIPMENT

Type	Qty	Unit of Measure	REQ	MIT

Unit Narrative

Unit ID: B51
Assignment/Function: Support.

CREW ACTION TAKEN
1 Extinguishment
2

07/07/99 WED 08:18 FAX 561 712 2888

0905

010

Palm Beach County Live System
FIELD INCIDENT REPORT

Page # 5
06/08/99

PERSONNEL

ID/ROLE	NAME	CONDITION
686 dia	COMBOLIN, DAVID B	
9806 dia	DURAN, ALEX	

EQUIPMENT

Type	Qty	Unit of Measure	HRS	MIN
------	-----	-----------------	-----	-----

Unit Narrative

Incident Narrative

DISPATCHED TO A VEHICLE FIRE; UPON ARRIVAL FOUND 1 VEHICLE PARKED IN DRIVEWAY OF OWNERS RESIDENCE W/ ENGINE COMPARTMENT FULLY INVOLVED VEHICLE WAS PARKED APPROX 25 FT FROM RESIDENCE, HOWEVER NO EXTENSIVE OR FIRE DAMAGE WAS NOTED TO RESI UPON INVESTIGATION. OWNER STATED VEHICLE HAD BEEN PARKED AT ANOTHER LOCATION XALL WEEKEND. OWNER STATED HE DROVE VEHICLE BACK FROM LOCATION AND DID NOT NOTICE ANYTHING WRONG W/ CAR MECHANICALLY. OWNER STATED THAT APPROX 5 MIN AFTER ARRIVING HOME, DAUGHTER NOTICED SMOKE COMING FROM VEHICLE'S ENGINE COMPARTMENT. AN ATTEMPTED WAS MADE TO EXTINGUISH FIRE BY OWNER UNSUCCESSFULLY BEFORE PD WAS NOTIFIED. FIRE SUPPRESSION WAS INITIATED VIA E51, E51 W/ SUCCESSFUL KNOCK-DOWN. VEHICLE OVERHUL CONDUCTED, NO DAMAGE TO PASSENGER COMPARTMENT WAS NOTED. INFO EXCHANGE CONDUCTED- NO INJURIES TO CIVILIANS OR FIRE PERSONNEL. SCENE TOT OWNER FOR FURTHER PROCESSING. ALL UNITS CLEARED. -SP

We would like to thank you for the opportunity to be of assistance to you and your staff. If you have any further questions on this or any other matter, please do not hesitate to contact our office.

Respectfully submitted,

RICHARD SCHWARTZ INVESTIGATIONS, INC.

Richard M. Schwartz
Richard M. Schwartz, President
CFPI #3637-4971
Florida Licensed Investigator #C8600579

Steven G. Lowman
Steven G. Lowman, Intern
Florida Licensed Investigator Intern #CC8700543

John A. Kinsey
John A. Kinsey, Intern
Florida Licensed Investigator Intern #CC8900533

Enclosure
Invoice

World Omni Financial Corp.
CLOSED END MOTOR VEHICLE LEASE AGREEMENT
PLR #24742



LESSOR (and CO-LESSOR, if any): Name and Address (Include County and Zip Code)
LESSOR (Dealer Name and Address)
SHEEHAN PONTIAC GMC, INC.
2800 NORTH FEDERAL HIGHWAY
LIGHTHOUSE POINT FL 33064

This is an agreement to lease (the "Lease") the vehicle described below ("Vehicle"). Lessor gives the Vehicle throughout the term of the Lease. Dealer is assigning this Lease and Vehicle to VI, L.P., AS 15200 NORTH FEDERAL HWY, L.P. ("Assignee"), and you agree to this assignment. In this Lease, "you" and "your" refers to any person signing this Lease as Lessor or Co-Lessor. "Lessor", "we", "us" and "our" refers to Dealer and any Assignee. The customer takes delivery of the Vehicle on 08/26/87. The address for Assignee and WOFC is P.O. Box 4000, Deltona, Florida 32744-0000.

Table with 7 columns: Year or Lease, Year, Make & Model, Body Style, Vehicle Identification Number, Primary Use, Storage or Outdoors. Includes checkboxes for Air Cond., CD Player, Stereo, Power Windows, Locking, ABS, Cruise Control, Other Equipment.

Federal Consumer Lending Act Disclosures
1. Amount Due at Lease Signing or Delivery: \$ 2621.39
2. Monthly Payments: Your first Monthly Payment of \$ 344.00 is due on 08/26/87 followed by 36 payments of \$ 342.00 due on the 25th of each month. Total of your Monthly Payments is \$ 12412.00
3. Other Charges (not part of your Monthly Payments): Disposition Fee if you do not purchase the Vehicle \$ 250.00
4. Total of Payments (The amount you will have paid by the end of the Lease): \$ 14939.39

Itemization of Amount Due at Lease Signing or Delivery
A. Amount Due At Lease Signing or Delivery:
a. Capitalized cost reduction \$ 1617.00
b. First Monthly Payment 344.00
c. Refundable security deposit N/A
d. Title fees 10.75
e. Registration fees 89.25
f. Sales/Tax tax 123.00
g. N/A
h. FL FEES/TITLE 60.00
i. DEALER FEES 260.00
Total \$ 2621.39
B. How the Amount Due at Lease Signing or Delivery will be paid:
a. Not made-in-advance \$ N/A
b. Finance and merchant credit N/A
c. Amount to be paid in cash 2621.39
d. N/A
Total \$ 2621.39

Your monthly payment is determined as shown below
7. Gross capitalized cost. The agreed upon value of the Vehicle (\$ 21422.68) and any taxes you pay over the Lease term (such as service contract, insurance, and any outstanding prior credit or lease balances) \$ 22107.63
8. Capitalized cost reduction. The amount of any not made-in-advance, rebate, merchant credit, or cash you pay that reduces the gross capitalized cost \$ 1617.00
9. Adjusted capitalized cost. The amount used in calculating your lease Monthly Payment \$ 20490.63
10. Residual Value. The value of the Vehicle at the end of the Lease used in calculating your lease Monthly Payment \$ 12949.20
11. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other taxes paid over the Lease term \$ 7641.43
12. Rent Charge. The amount charged in addition to the depreciation and any amortized amounts \$ 4068.72
13. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge \$ 11710.15
14. Lease term. The number of months in your Lease \$ 36
15. Base Monthly Payment \$ 325.28
16. Monthly maintenance fee \$ 19.52
17. Luxury tax \$ N/A

option fee of \$ 250.00

24. Other important items, from your Lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

25. TOTAL PRICE AND TAXES. The total estimated amount you will pay for the vehicle and license fees, registration, title, and taxes over the term of your Lease, included with your Monthly Payments or increased otherwise is \$ 7196.91

26. LATE PAYMENT CHARGES AND RETURNED CHECK CHARGES. If any payment is not made in full within 10 days after it is due, you will owe a late charge of 5% of the past due payment that is late. You also agree to pay a fee of \$15 for any check that is returned or dishonored for any reason.

27. WARRANTIES AND EXCLUSIONS OF WARRANTIES. This vehicle is only covered by the warranties and service contracts checked below:

- A warranty of description of the Vehicle and a warranty against interference with your interest under this Lease.
- To the extent of your interest under this Lease, the benefit of the standard manufacturer's warranty if the Vehicle is a new vehicle, or the benefit of the remaining balance of the standard manufacturer's warranty if the Vehicle is not a new vehicle.
- Extended Warranty or Service Contract. Describe: _____

EXCEPT AS EXPRESSLY PROVIDED IN THIS LEASE, Lessor MAKES NO EXPRESS WARRANTIES COVERING THE VEHICLE IN PARTICULAR, Lessor MAKES NO IMPLIED WARRANTIES OF VEHICLE CONDITION, MERCHANTABILITY, DURABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE COVERING THE VEHICLE, AND Lessor EXPRESSLY DISCLAIMS ANY SUCH IMPLIED WARRANTIES. UNLESS PROVIDED BY LAW, Lessor MAKES NO IMPLIED WARRANTIES OF VEHICLE CONDITION, MERCHANTABILITY, DURABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE COVERING THE VEHICLE, AND Lessor EXPRESSLY DISCLAIMS ANY SUCH IMPLIED WARRANTIES.

28. OPTIONAL LIFE ANNOYANCE DISABILITY INSURANCE. LIFE ANNOYANCE DISABILITY INSURANCE COVERING YOUR LEASE PAYMENT OBLIGATION IS NOT REQUIRED TO ENTER INTO THIS LEASE. If you sign below, we will try to get the coverage(s) checked for the term of this Lease. The premium cost is shown below and will be included in the Base Monthly Payment (see Paragraph 14). The terms of the coverage(s) will be described in the notice or insurance agreement given to you when you sign this Lease. If we cannot get the coverage(s) for you, or if any coverage is canceled, we'll credit your account with any refunds we receive.

Insured Name _____ Coverage under this policy is listed in § _____ N/A

Life Insurance (Lessee _____ Co-Lessee _____) Coverage under this policy is listed in § _____ N/A Premium § _____ N/A

Disability, Accident and Health Insurance (Lessee only) Coverage under this policy is listed in § _____ N/A Premium § _____ N/A

Lessee's signature _____ Age _____

Co-Lessee's signature _____ Age _____

FLORIDA LEASE DISCLOSURES

THIS IS A LEASE AGREEMENT.
THIS IS NOT A PURCHASE AGREEMENT.

PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.

CAPITALIZED COST (YOUR TOTAL COST OF GOODS, SERVICES, & FEES.)	\$ 22107.63
CAPITALIZED COST REDUCTION (YOUR TOTAL CREDITS.)	\$ 1617.00
ADJUSTED NET CAPITALIZED COST (YOUR NET COST OF GOODS, SERVICES & FEES.)	\$ 20490.63

Trade-In Vehicle Year _____ Make _____ Model _____

29. ARBITRATION. Except for an action to obtain possession of the vehicle or other property covered by this Lease, the parties agree that any unresolved Dispute (as defined in Paragraph 27 on the reverse side of this Lease) shall be submitted to arbitration in accordance with the terms of Paragraph 27. By signing this Paragraph, you are confirming that you have read and understand this Paragraph 29 and Paragraph 27 and that you agree to the terms of these arbitration Paragraphs. Lessee (and Co-Lessee) hereby.

THIS LEASE CONTAINS THE ENTIRE AGREEMENT BETWEEN YOU AND US. There are no other agreements between you and us except those included in writing in this Lease. No change of this Lease, an oral agreement and no other agreement between you and us will be binding unless in writing and signed by you and us. Lessee (and Co-Lessee) hereby

NOTICE: (1) BY SIGNING BELOW, YOU AGREE TO ALL THE PROVISIONS ON BOTH SIDES OF THIS LEASE. (2) IF THIS LEASE CONTAINS ANY BLANK SPACES, HAVE THEM FILLED IN. (3) YOU ARE ENTITLED TO A COMPLETELY FILLED-IN COPY OF THIS LEASE AND OF ANY OTHER AGREEMENTS, POLICIES OR CONTRACTS THAT YOU SIGNED OR AGREED TO PURCHASE.

NOTICE: PRIOR TO SIGNING THIS LEASE, READ THE REVERSE SIDE FOR OTHER DISCLOSURES REQUIRED BY LAW AND OTHER TERMS AND CONDITIONS OF THIS LEASE.

YOU SIGNED THIS LEASE AND RECEIVED A COPY AT: LIGHTHOUSE POINT FL on 09/25/97

LESSEE: _____ (CITY) (STATE) (MO.) (DAY) (YR.)

CO-LESSEE: _____

BY: _____ BY: _____

Dealer accepts this Lease and hereby assigns all of its right, title and interest in and to this Lease and to the Vehicle described herein to Assignee under the terms of the WCPG Customer Lease Plan Dealer agreement.

BY: SHEEHAN PORTALAC INC.

CASE NO: 990044772 VIN: 1G3WH5ZK0WF363077
DATE OPENED: 06/01/1999 MODEL YR: 99
DATE CLOSED: 10/28/1999 SERIES: INTRIGUE
SOURCE: OWNER HTRFA MILEAGE: 012500
CUSTOMER: STATE: PA
ADDRESS: BROOK HAVEN
HOME PHONE: BUS. PHONE: - EXT:

***** REQUEST CODE AND COMMENTS *****

CDE # DRSC CDE COMMENTS
A04 1 POSSIBLE SAFETY POSSIBLE SAFETY ISSUE
FILE BEING CLOSED PER GM DISPOSITION MGR DAVID VANDERWAL
L
S13 1 REIMBURSEMENT REIMBURSEMENT
FILE BEING CLOSED PER GM DISPOSITION MGR DAVID VANDERWAL
L
T01 1 PRODUCT ALLEGE POSSIBLE FAR CASE.
FILE BEING CLOSED PER GM DISPOSITION MGR DAVID VANDERWAL
L
T10 1 COMPLIMENTARY O/STS THAT VEH CAUGHT FIRE.
O/WILLCONTACT H.O.

***** REQUEST INFORMATION *****

CONTACT TYPE : OWNER REQUEST SOURCE : H T RFA
WARRANTY : 1 (IN/OUT)
CASE OPEN DATE : 06 01 99 THIRD PARTIES : 3
FILE RETENTION : 00 TRANSMIT DATE : 06 02 99
LAST ALTERED DATE : 10 28 99

***** GENERAL COMMENTS *****

O/CALLED THIS DATE. O/ IS THE O/ O/.O/STS THAT VEH CAUGHT FIRE
WHILE DRIVING. O/STS THAT VEH IS BEING REPAIRED AT THIS POINT .O/STS T
HAT SHE CALL BACK IF THERE IS ANY OTHER CONCERNS .O/STS THAT SHE
WILL CONTACT H.O. DUE TO VEH BEING TOWED AT THIS MOMENT.
PATRICIA JOHNSON/O/CAN

O/ CALLED THIS DATE AND STATES THAT SHE CALLED ABOUT TWO WEEKS AGO AND
THOUGHT SOMEONE WAS GOING TO LOOK AT HER VEH. W/ RECEIVED FILE AND SET
UP AS A FAR CASE.

1. 5/15/99 2:30 P.M.
2. PENEL ROAD IN ASTON PA.
3. 50 NO
4. PAVEMENT DRY
5. 1
6. NO INJURIES
7. NO OTHER VEH INVOLVED
8. NO PROPERTY DAMAGE
9. SOMETHING UNDER THE HOOD
10. VEH IS AT BASE DLR
11. YES
12. THOMAS CHEVY *****CONTINUED*****

O/ STATES SHE WAS DRIVING VEH FOR ABOUT FIVE MINUTES AND SHE STOPPED
THE VEH. O/ STATES SHE NOTICED SMOKE COMING FROM UNDER THE HOOD. O/
STATES THAT SHE PULLED INTO A WAWA FOOD STORE PARKING LOT AND OPENED
THE HOOD. O/ STATES THAT THERE WERE FLAMES COMING FROM THE ENGINE
COMPARTMENT. O/ STATES SOMEONE PUT THE FIRE OUT WITH A FIRE
EXTINGUISHER. O/ STATES SHE HAD VEH TOWED TO BASE DLR. O/ STATES SHE
CALLED THIS OFFICE AND WAS TOLD OLDS WOULD LOOK INTO THIS. W/

LOGICED TO O/. W/ TOLD O/ THAT THIS OFFICE WILL LOOK INTO THIS AND
CALL HER BACK.

ANN VANASSENE/OCCAY

PAR CONTACTED DEALER TO REVIEW CASE BUT THE SVC MGR. WAS NOT AVAILABLE
PAR LEFT VME FOR SVC MGR.

NICOLE BESSEAU EXT: 4-4172

PAR CALLED THE DEALERSHIP AGAIN AND STAN (SVC MGR) INFORMED PAR THAT
HE HAD TRIED TO CALL BACK BUT MOORE KNEW HOW TO TRANSFER HIS CALL.
PAR APOLOGIZED AND INQUIRED ABOUT THE CUSTS VEH. STAN STATED THAT THE
VEH IS IN THE BODY SHOP AND FROM NOW ON I WOULD NEED TO CONTACT WAYNE
BRANDT IN THE BODY SHOP AT EXT. 180.

PAR LEFT A VME FOR WAYNE AND HE RETURNED THE CALL IMMEDIATELY. WAYNE
STATES THAT HE TOLD THE CUST THAT THEY NEEDED TO HAVE THE VEH
INSPECTED THROUGH HER INSURANCE CO BEFORE HE WOULD DO ANYTHING TO THE
VEH. WAYNE ALSO STATED THAT THE CAR IS IN THE BODY SHOP BUT HAS NOT
YET BEEN REPAIRED. HE ALSO BELIEVES THAT THE INSURANCE CO HAS HIRED
AN INSPECTOR TO COME LOOK AT THE VEH.

NICOLE BESSEAU EXT: 4-4172

PAR TRIED TO CONTACT CUST BUT GOT THE ANSWERING MACHINE SO, PAR LEFT A
MESSAGE FOR THE CUST STATING THE CASE NUMBER, AND THE OLDSMOBILE 1-800
NUMBER WITH THE PAR'S EXTENSION AND NAME.

NICOLE BESSEAU EXT: 4-4172

CUST CONTACTED PAR VIA CADILLAC LINE. CUST STATED THAT SHE WANTS HER
VEH INSPECTED. PAR ADVISED THAT WE WOULD CONTACT EAA AND GET AN
INSPECTOR ASSIGNED TO HER FILE. CUST AGREED. CUST ALSO STATED THAT
SHE IS HAVING THE CAR INSPECTED THROUGH HER INSURANCE CO. PAR ADVISED
THAT WE WOULD STILL LIKE TO DO OUR OWN INVESTIGATION. CUST AGREED.
PAR ADVISED THAT AN INSPECTION TAKES 10-14 DAYS TO COMPLETE AND DURING
THAT TIME FRANK MOORE CAN TOUCH OR MOVE THE VEH. CUST AGREED. CUST
STATED THAT SHE WANTS THE DEALER TO BE CONTACTED SO THAT THEY KNOW NOT
TO TOUCH THE VEH DURING THE INSPECTION PERIOD.

CUST STATES THAT SHE AND HER HUSBAND HAVE DISCUSSED THE MATTER AND SHE
DOES NOT FEEL SAFE IN HER VEH AND SHE DOES NOT FEEL THAT SHE SHOULD
HAVE TO DRIVE AND PAY FOR A VEH THAT HAS MORE THAN 12000 WORTH OF EST.
DAMAGE IF OLDS IF FOUND RESPONSIBLE. PAR ADVISED THAT WE WILL TAKE
THIS UNDER CONSIDERATION BUT, THAT WE CAN NOT MAKE ANY PROMISES TO THE
CUST. PAR STATED THAT THE INVESTIGATION WILL HAVE TO BE CONDUCTED
BEFORE WE CAN EVEN DISCUSS THE FUTURE OF THE VEH, AND THAT WE HAVE THE
CUSTS CONCERNS DOCUMENTED AND WE WILL KEEP THEM UNDER CONSIDERATION.

CUST THANKED PAR AND SAID SHE WOULD SPEAK TO US AFTER THE INSPECTION
IS COMPLETED. PAR ADVISED THAT IF SHE HAD ANY QUESTIONS TO CALL THE
OLDSMOBILE LINE AND GET TRANSFERRED TO PAR'S EXT.

NICOLE BESSEAU EXT: 4-4172

OWNER CALLED PAR INDICATING THAT THE INVESTIGATION HAS TAKEN TOO LONG
AND HER LOANER VEH IS DUE BACK SOMETIME THIS WEEK. SHE INDICATED THAT
THE INSPECTOR HAD INFORMED HER OF THE POSSIBILITY OF THE FIRE BEING
CAUSED BY THE FUEL INJECTOR. PAR ADVISED THAT I DID NOT HAVE THE
RESULTS OF THE INVESTIGATION YET DUE TO THE FACT THAT I DO NOT HAVE
ANY OF THE PICTURES YET. CUST WAS NOT HAPPY. PAR STATED THAT I WOULD
CONTACT THE INSPECTOR AND ASK WHEN THE RESULTS WERE MAILED PAR ALSO
ADVISED THAT I WOULD CONTACT MRS. HEPTON AS SOON AS I HAD ANY ANSWERS
REGARDING HER CLAIM. CUST AGREED AND WE ENDED THE CALL.

NICOLE BESSEAU EXT: 4-4172

REVIEWED FILE AND DECIDED TO REPURCHASE THE VEH DUE TO THE FIRE
DAMAGE BEING STATED AS THE FUEL INJECTOR. PAR CONTACTED CUST AND
ADVISED CUST THAT WE WOULD BE REPURCHASING HER VEH AND GIVING HER A
LOANER VEH DURING THE REPURCHASING PERIOD. PAR ALSO ADVISED THAT WE
ENTITLED THE CUST TO 30 DOLLARS PER DAY PER SPECIFIED IN WARRANTY FOR
HER LOANER VEH. PAR THEN ADVISED THAT WE WOULD TRADE THE CUST INTO A
VEH SIMILAR TO HER LAST VEH. PAR ALSO ADVISED THAT WE WOULD MAKE THE
MONTHLY PAYMENT ON HER OLD VEH FOR HER. CUST SEEMED HAPPY AND AGREED
TO THE DEAL PRESENTED BY PAR. PAR FORWARDING FILE TO THE REPURCHASING
TEAM. NICOLE BUREAU EXT: 4-4172

*****EXECUTIVE SUMMARY*****
DECISION MAKER: NICOLE BUREAU, PAR
REASON FOR REPURCHASE: FIRE ORIGIN DUE TO FUEL LEAK, VEH HAS \$10,000-
\$12,000 WORTH OF DAMAGE.
TYPE: TRADE REPURCHASE
DLR CONTACT: TONY (SVC MGR) @ SIGNATURE OLDS
SPECIAL INSTRUCTION: USAGE- NORMAL AMOUNT STATE LAW, UPGRADE-CUST
RESPONSIBLE, REIMBURSE OWNER FOR HER MAY PAYMENT AND COVER THE JUNE
PAYMENT SINCE THE CUST HAS NOT MADE IT.
DISPOSITION: NAO RECOVERY

GINA BONNIS/REPURCHASE/44273
CALLED DLR CONTACT TONY AND REQUESTED HE CALL GINA TO GIVE HER THE
REPLACEMENT VEH'S VIN.

I LEFT A MESSAGE FOR THE OWNER TO CONTACT ME.

GINA BONNIS/REPURCHASE X44273
SPOKE WITH THE OWNER TODAY. THE OWNER STATED THEY HAD LOOKED
AT A COUPLE OF REPLACEMENT VEHICLES BUT HAD NOT YET MADE A DECISION.
I ADVISED THE OWNER THAT I HAD BEEN IN CONTACT WITH THE DLRSHIP AND
ONCE A REPLACEMENT VEHICLE IS SELECTED THEY WILL FAX ME THE NEW
INVOICE AND I WILL GENERATE THE OFFER LETTERS FOR THE OWNER TO
SIGN.

GINA BONNIS/REPURCHASE 248-874-4273
THE DLRSEF FAXED AN INVOICE FOR THE REPLACEMENT VEHICLE. PAT OLIVETO,
SM, ASKED ME TO CONTACT HIM TO DISCUSS THE REPURCHASE.
I CONTACTED PAT AND HE STATED THAT THE OWNER'S ARE NOT AWARE THAT
THEY ARE RESPONSIBLE FOR THE MSRP UPGRADE.
I ADVISED PAT THAT I WOULD CONTACT THEM AND GO OVER THE TERMS
OF THE TRADE REPURCHASE.

I LEFT A MESSAGE ON THE OWNER'S HOME ANSWERING MACHINE.

GINA BONNIS/REPURCHASE 248-874-4273
I SPOKE WITH MR. REPTON THIS MORNING. THE OWNER WAS NOT PLEASED WITH
THE FACT THAT HE WOULD BE RESPONSIBLE FOR USAGE AND THE MSRP UPGRADE
ON THE REPLACEMENT VEHICLE.
I ADVISED THE OWNER THAT DUE TO THE CIRCUMSTANCES I WOULD WAIVE THE
USAGE BUT HE WOULD BE RESPONSIBLE FOR THE MSRP UPGRADE. THE OWNER
STATED THAT HE DID NOT WANT MORE EQUIPMENT ON HIS VEHICLE.
I ADVISED THE OWNER THAT IT WOULD BE DIFFICULT TO FIND ANOTHER BRAND
NEW 1998 VEHICLE WITH THE EXACT SAME MSRP.
I ADVISED THE OWNER THAT IF HE DID NOT WANT TO DO A TRADE REPURCHASE
HE COULD TERMINATE HIS LEASE INSTEAD.
THE OWNER SAID THAT HE WOULD DISCUSS THE MATTER WITH HIS WIFE AND

ALL MR RACK.

THANKED THE OWNER FOR HIS TIME.

GINA BONNIS/REPURCHASE 248-874-4273

I RECEIVED A MESSAGE FROM MR. HEPTON STATING THAT HE WOULD LIKE ME TO TERMINATE HIS LEASE.

I ALSO SPOKE WITH PAT AT SIGNATURE OLDSMOBILE WHO STATED THAT THEY HAS SELECTED A BUICK.

I ADVISED PAT THAT I WOULD BE SENDING THE REPURCHASE PAPERWORK TO HIS ATTENTION.

I SPOKE WITH THE OWNER'S WIFE AND ADVISED HER THAT I WOULD BE SENDING THE PAPERWORK TO THE DLSEHP.

SHE ASKED ME ABOUT THE RENTAL BILL. SHE CLAIMS THAT THE DLSEHP PROMISED HER THAT THEY WOULD TAKE CARE OF THE RENTAL BILL.

I ADVISED THE OWNER THAT I HAD SPOKEN WITH THE DLSEHP EARLIER AND THEY WERE ASKING ME HOW TO GET REIMBURSED FOR THE RENTAL BILL.

GINA BONNIS/REPURCHASE 248-874-4273

THE FIGURES FOR THE REPURCHASE ARE AS FOLLOWS:

DLR BUYOUT PRICE: \$17,923.90

TOTAL ADDITIONS: \$17,923.90

TOTAL REPURCHASE AMOUNT: \$17,923.90

I WILL REQUEST A CHECK FOR \$17,923.90 AND ALSO A CHECK FOR \$1829.61 FOR THE RENTAL BILL.

GINA BONNIS/REPURCHASE 248-874-4273

RVDC APPROVED BOTH REPURCHASE CHECK REQ FORM AND MISC CHECK REQ FORM. FORWARDING FILE TO GM MANAGEMENT FOR REVIEW.

JUSTIN LEE

GM RVDC

RECEIVED CALL FROM RUTH ANN AT RVDC. SHE ADVISED THAT THE NEW VEHICLE DAMAGE GROUP SENT A SCRAP PICKUP TRUCK TO THIS DEALERSHIP BUT THE DLR WOULD NOT RELEASE THE VEHICLE AS THEY SAID THERE WAS A STORAGE FEE OF APPROXIMATELY 3 - 4 THOUSAND DOLLARS DUE. I CONTACTED CATHY CORVAGLIA ASST BODY SHOP MGR. WHO IS THE PERSON RESPONSIBLE FOR THIS MATTER. SHE HAS BEEN WORKING WITH THE GENERAL MGR. RAY MARCINI AND WAS TOLD TO HANDLE THIS MATTER FROM THE BEGINNING.

THIS VEHICLE ORIGINALLY WAS AT THOMAS CHEVROLET. ONCE THE 1241 (PAR) INVESTIGATION BEGAN, SIGNATURE OLDS PICKED THE VEHICLE UP FROM THERE BUT WAS CHARGED \$300.00 STORAGE AND A 65.00 WRECKER FEE. ONCE SIGNATURE OLDS WAS IN POSSESSION OF THIS VEHICLE THE GENERAL MGR. WANTED STORAGE WHILE THE 1241 INVESTIGATION TOOK PLACE AND UNTIL THE VEHICLE WAS TAKEN FROM HIS LOT TO BE SALVAGED.

I ADVISED CATHY I WOULD CUT A CHECK FOR THE \$365.00 BUT WOULD NOT PAY FOR STORAGE. SHE DISCUSSED THIS WITH THE GENERAL MGR. RAY MARCINI, WHO WAS NOT HAPPY WITH THE ARRANGEMENT. I ADVISED CATHY I WOULD ADD \$100.00 TO THE DEAL AND TREAT THIS MATTER LIKE A STRAIGHT REPURCHASE DEAL WHERE WE GIVE THE DEALER A 100.00 ADMINISTRATION FEE. THAT SEEMED TO QUELL THE SITUATION. CATHY FAX'D ME THE BILLS THEY RECEIVED FROM THOMAS CHEVROLET/STORAGE/TOWING AND THE PAID RECEIPT.

FORWARDING DOCUMENTS AND THIS FILE TO A CHECK REQUESTER.

PLEASE ISSUE A CHECK TO SIGNATURE OLDSMOBILE (BASE SCREEN DEALER)
FOR \$465.00. (ATTENTION CATHY CORVAGLIA)

DAVID VANDERWALL BUSINESS RESOURCE CENTER DISPOSITION MGR. TAMPA FL
CONTACTED RVDC, RUTH ANN, 248 824-8358, TO ADVISE HER TO CONTACT
THE NEW VEHICLE DAMAGE GROUP TO MAKE ANOTHER ATTEMPT TO PICK UP
THIS VEHICLE FOR SCRAP.

DAVID VANDERWALL BRC TAMPA FL
CHECK REQUEST R0095168 FOR \$465. ENTERED. THIRD PARTY CHECK.
LYN MATTESON/BRC/ADR/TAMPA/58199.
APPROVED CHECK.

MINNIS/ADR

***** CASE CLOSING INFORMATION *****

CUST SATISFY	: Y (Y/N)	ARBITRATION LETTER	: N (Y/N)
DLR CONTACT DATE	: 10 28 99	DLR CONCLUSION DATE	: 10 28 99
CLOSING DATE	: 10 28 99	RESPONSIBLE DEALER	: 00000
NO REVIEW CLOSE	: ONRD	NO REVIEWED	: Y (Y/N)
2M REVIEW CLOSE	:	2M REVIEWED	: N (Y/N)

CASE NO: 990063648 VIN: 1G3W882K0W365882
DATE OPENED: 08/10/1999 MODEL YR: 98
DATE CLOSED: 10/29/1999 SERIES: INTRIGUE GL
SOURCE: OWNER HERVA MILEAGE: 012000
CUSTOMER: [REDACTED] STATE: MI
ADDRESS: [REDACTED] GRAND RAPIDS
HOME PHONE: [REDACTED] US. PHONE: - RET:

***** REQUEST CODES AND COMMENTS *****

CODE #	DESC	CODE COMMENTS
BD4 1	POSSIBLE SAFETY	POSSIBLE SAFETY ISSUE INSPECTED VEHICLE
J51 1	ALTERNATOR	ALTERNATOR STARTED ON FIRE AND TOTALLED CAR VEHICLE IS IN REPURCHASING
TOL 1	PRODUCT ALLEGA	CUSTOMER WANTS VEHICLE TO BE VIEWED BY GM VEHICLE IS IN REPURCHASING

***** REQUEST INFORMATION *****

CONTACT TYPE	: OWNER	REQUEST SOURCE	: H T HVA
WARRANTY	: I (IN/OUT)		
CASH OPEN DATE	: 08 10 99	THIRD PARTIES	: 1 1
FILE REFERENCE	: 00	TRANSIT DATE	: 08 13 99
		LAST ALTERED DATE	: 10 29 99

***** GENERAL COMMENTS *****

CUSTOMER STATES THERE WAS SMOKE COMING FROM UNDER THE HOOD SO THEY PULLED OVER AND LIFTED THE HOOD AND AT THAT TIME THE ALTERNATOR WAS ON FIRE AT THE CONTACT POINTS AND THEN IT ENGULFED THE WHOLE ENGINE TOTALING THE VEHICLE, CUSTOMER HAS BEEN WAITING AT THE DEALERSHIP FOR A GM REPRESENTATIVE TO LOOK AT IT. CRM WILL CONTACT DEALERSHIP

JERRY GRISSEL TAMPA

CUSTOMER SEEKS SOMEONE FROM GM TO VIEW VEHICLE, DEALERSHIP CALLED IN ON 6-15-99 TO REQUEST THIS AND NO ONE HAS COME. DEALERSHIP AND CUSTOMER WANT IT VIEWED, CUSTOMERS INSURANCE COMPANY HAS ALREADY VIEWED.

JERRY GRISSEL TAMPA

CRM HAS TURNED THE FILE OVER TO REPURCHASING. ALSO NOTE ORIGINAL FILE #990063648. PLEASE REFER ALL QUESTIONS TO NUMBER BELOW

ROBERT HEINDEL/TAMPA RET 88161

CUSTOMER CALLED. CRM TRANSFERRED HIM TO BOB HEINDEL AT THE LISTED RET.

HARLENE ST. JOHN/TAMPA.

***** CASE CLOSING INFORMATION *****

CUST SATISFY	: Y (Y/N)	ARBITRATION LETTER	: N (Y/N)
DLR CONTACT DATE	: 09 14 99	DLR CONCLUSION DATE	: 09 14 99
CLOSING DATE	: 10 29 99	RESPONSIBLE DEALER	: 00000
HO REVIEW CLOSE	: OPEN	HO REVIEWED	: Y (Y/N)
BY REVIEW CLOSE	:	BY REVIEWED	: N (Y/N)

CASE NO: 99-0101055 VIN: 2G4WB52K9K1413853
 DATE OPENED: 10/21/1999 MODEL YR: 99
 DATE CLOSED: 10/21/1999 SERIES: WB REGAL LS
 SOURCE: PHONE MILEAGE: 022723
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED]

***** GENERAL COMMENTS *****

CUSTOMER STATES THAT ON OCT 20, 1999 SHE WAS DRIVING TO DOCTORS APPT ABOUT 20 MILES AWAY FROM CUSTOMER S HOME. SHE WAS STOPPED AT A RED LIGHT. CUSTOMER NOTICED SMOKE AND FIRE WERE COMING FROM UNDER THE HOOD. BEFORE THIS HAD HAPPENED CUSTOMER CHECKED HER DASH AND EVERYTHING LOOKED OK. THE TIME WAS AROUND 3:55 TO 4:00 IN THE AFTERNOON. NO INJURIES, CUSTOMER AND PASSENGER HAD SEAT BELTS ON, NO OTHER VEHICLE WAS INVOLVED, FIRE DEPARTMENT REPORT PHONE #601-289-9163, ROAD CONDITION: DRY. DRIVER: GOLD [REDACTED] 8-1-65, PASSENGER: [REDACTED] 1-29-25 INCIDENT HAPPENED AT AMERICAS HWY 12 KOSCIUSKO MS. 39090. CUSTOMER ALSO STATES THAT SHE INHALED A LOT OF SMOKE BUT OTHER THAN THAT SHE IS OK. CRM KRINDA MCCLAIN/AUSTIN FIRE2

***** REQUEST CODE AND COMMENTS *****

CODE #	DESC	CODE COMMENTS
A01	O OPEN CAMPAIGN	99033 ADVISED CUSTOMER
T01	O PRODUCT ALLEGE	THERMAL EVENT PAR FILE

CRM SENDING EAA TO INSPECT VEHICLE. DEANNA HOLDEN/TAMPA PAR

11/15/99*****

CRM RECEIVED THE CORR ON LISTED DATE...CUSTOMER STATES THAT HER VEHICLE CAUGHT ON FIRE....CRM CASE SCANNED...CRM SEE THAT THE FILE HAS BEEN ASSIGNED FOR SOMEONE IN PAR.....BLANCA [REDACTED] ECRM

RECEIVED INSPECTION REPORT, REPORT SHOWS THAT THERE WAS NO EVIDENCE OF WIRING SHORTAGE, HOWEVER THERE WAS RAT POISONING UNDER THE HOOD INDICATING THE PROBLEM WITH RATS THAT THE CUST HAD PREVIOUSLY STATED CRM SPOKE WITH CUST TO STATE OUR POSITION, CRM ADVISED CUST TO CONTACT HER INSURANCE COMPANY. DEANNA HOLDEN/TAMPA/PAR

.....CASE SUMMARY.....

1. 1999 BUICK REGAL
 2. 22798 MILES
 3. VIN 2G4WE52K9X1413853
 4. PRODUCT ALLEGATION - THERMAL EVENT
 5. FINAL RESOLUTION - INSPECTION REPORT SHOWS NO WIRING SHORTAGES
 6. FORWARDING FILE TO BSIS
 7. SENDING LETTER TO CUSTOMER
 8. CLOSING FILE
- DEANNA HOLDEN/TAMPA/PAR

***** REQUEST CODE AND COMMENTS *****

CDR 9 DEEC	CDR COMMENTS
A01 0 OPEN CAMPAIGN	99033 ADVISED CUSTOMER
W01 0 PRODUCT ALLEGA THERMAL EVENT	PAR FILE

Buick

October 25, 1999

Pontiac/GMC
P. O. Box 436008
Pontiac, MI 48343-6008

18090081

ALL

RE: File # 990 100 105 5

Dear Sirs:

My 1999 Buick Regal LS (vin # 2G4WB52K9X1413853) burned on 102099 at approximately 3:55pm in front of Amerigas in Kosciusko, MS.

I was sitting at the red light when smoke and flames started coming from under the car hood. I pulled into the Amerigas parking lot where Amerigas employees used fire extinguishers to put out the fire. Kosciusko Fire Dept. did come to the scene to disable the battery, etc.

I purchased this car on 080999 with 20145 miles. The day of the fire the car had approximately 22723 miles. I have had no problems or work done on this car since the date of purchase. Trace GM (Kosciusko) changed the oil etc. when the car was purchased.

Enclosed you will find a fire report from the Kosciusko Fire Dept.

I appreciate any assistance you can give in resolving the matter at hand. (was this fire due to the anti-lock brake system recall or other.)

Sincerely,



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Handwritten notes at the top of the page, possibly a title or header.

Handwritten notes in the middle of the page.

Handwritten notes at the bottom of the page.



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DEMOGRAPHIC INFORMATION

Year	1999	Make	Buick	Model	Regal/LS	VIN	364WB521K1814	License #	KBM 387	Owner	Loake
Street Address	Hwy 12 W.			City	Kosciusko	State	MS	Zip Code	39090	MI	
Last Name	Johnson			First Name	Golda	Phone	() 627-6197	MI			
Date of Birth		Social Security Number									
Last Name	SAME			First Name		Phone	()	MI			
Date of Birth		Social Security Number									
Last Name	Certhage			First Name		Phone		MI			
Date of Birth		Social Security Number									

NARRATIVE

Received a call via 911 from KPD to respond to a car fire at Ameri Gas on Hwy 12 W. Responded E-10 with two personnel + unit -1 with one person to the scene. Upon arrival the fire was out. An Ameri Gas employee used a fire ext. on the fire. Disabled the battery to the vehicle when we got on scene. The cause was electrical wires by the front of the engine compartment. Unit -1 on scene. A-1 took Mrs. Johnson's mother to the clinic for a doctor's appointment. Mrs. Johnson + her mother were the only two occupants. Took fire photo's of the engine compartment + gave one to the owner. The owner contacted a wrecker service, insurance co., + the dealer where the vehicle was purchased. Got the report information + then cleared scene.

Box Ins. Co. | 267-0065

OFFICER IN CHARGE

CREW MEMBER COMPLETING REPORT

Signature	<i>Jackie Yackie</i>	Signature	<i>Paul E. Boutwell, Jr.</i>
Printed Name	Fuller Jackie	Printed Name	Paul E. Boutwell, Jr.
Date	10-20-99	Date	10-20-99

ADDITIONAL PERSONNEL

Reg. Fireman
 Meek Himmer
 Jackie Fuller

EQUIPMENT USED

DIAGRAM

Blank area for equipment used.

Blank area for diagram.



Carthage, MS 39051



10-25-88 13:55 RCVD

Pontiac/GBC
P.O. BOX 43608
Pontiac, MI 48343-6008

48343-6008



BUICK MOTOR DIVISION
GM RESTRICTED

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297942

CASE NUMBER: 99-0105246 VIN: 2G4WB52KRW1429400
DATE OPENED: 11/12/99 MODEL YEAR: 98
DATE CLOSED: 01/07/00 SERIES: WB REGAL LS
SOURCE: PHONE MILEAGE: 21000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] A 18621
HOME PHONE: [REDACTED] STATE: PA
WORK PHONE: 000 000 0000

***** GENERAL COMMENTS *****

* NOSTIC DOUGLIALLO
* 1998 REGAL LS
* 2G4WB52KRW1429400
* 21,000
* MAUREEN ALEXANDER CHEVROLET, 20 50568
* NOSTIC [REDACTED]
* [REDACTED]
* 11-10-99
* 5:00 PM
* HUNLOCK, PA
* MAIN HWY DUNDY, MANTICOK PA
* AUTOMATIC STARTER/JOHN MAY AUTO GARAGE, HUNLOCK CREEK PA/
* NOSTIC DOUGLIALLO/S-14-30/YES (HEART & FVD & ARTHRITIS)
* BLACK TOP
* DRY

* 2
* NO BODILY INJURIES, BUT DOROTHY DOUGLIALLO AND NOSTIC DOUGLIALLO WENT
TO DOCTORS FOR A CHECK UP BECAUSE THEY WERE ALL SHOOKED-UP.....
* NO
* JUST VEHICLE
* ENGINE
* NO
* ITT HEARTFORD/PO BOX 5556, HEARTFORD, CT, 800-624-5578/SAMUELS INS.AGEN
* OWNER STATES WAS DRIVING DOWN THE ROAD AND WIFE STATED SHE SMELLED
SMOKEOWNER STATES HE SMELLED SMOKE SO THEY PULLED OVER AND A
BY STANDER POINTED TO HIM THAT HIS VEHICLE WAS ON FIRE...OWNER STATES
OPEN HOOD AND THERE WAS FIRE, A DRIVER PULLED OVER AND TRIED TO PUT
FIRE OUT WITH WATER BUT IT DIDN'T GO OUT.....OWNER STATES ANOTHER
DRIVER PULLED OVER AND PUT FIRE OUT WITH FIRE EXTINGUISHER AND PUT
FIRE OUT....OWNER STATES FIRE DEPARTMENT CAME OUT TO MAKE SURE FIRE
WAS COMPLETELY OUT.....
*NONE

OWNER STATES VEHICLE WAS TOWED TO DEALER AND DEALER ADVISED HIM TO
CONTACT US ABOUT ISSUE.....CRM DID ADVISED OWNER OF FILE # AND
ADVISED HIM THAT HIS ISSUE WOULD BE FURTHER RESEARCHED.....
MELISSA MELANDREZ TIER 2/AUSTIN

FORWARDING FILE TO TAMPA PAR CRM, LATASHA HAWKINS EXT. 58042, FOR

REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

CRM RCVD CALL FROM AVM...AVM REQUESTING STATUS ON FILE.
DUE TO VEH AT DEALER AND INSPECTOR HASN'T BEEN OUT.
CUST INS CO HAS BEEN OUT TO LOOK AT VEH.

LATASHA HAWKINS/TAMPA PAR 58042

CRM RECEIVED INSPECTION REPORT AND THE FINDINGS DO NOT SUPPORT
GM RESPONSIBILITY.

*****BUSINESS SUMMARY*****

1. CRM REVIEWED FILE AND CONTACTED CUST.
2. CRM CALLED DLR FOR ADDITIONAL INFORMATION.
3. CRM FAXED INSPECTION REQUEST TO EAA.
4. CRM RECEIVED INSPECTION REPORT...
REPORT FINDINGS DO NOT SUPPORT GM RESPONSIBILITY.
5. CRM CALLED CUST TO ADVISE.
6. CRM CLOSING FILE.
7. CRM SENDING COPIES TO ESIS, MSI, AND CENTRAL FILE.

LATASHA HAWKINS/TAMPA PAR 58042

MARSHA [REDACTED] (DAUGHTER OF CUST MORTIC [REDACTED]) CALLED TO INQUIRE
AS TO WHAT SHE NEEDED TO DO TO ASSIST HER PARENTS. SHE STATED THEY ARE
TOO UPSET TO TALK WITH ANY REP RIGHT NOW DUE TO THEIR 1998 BUICK
ENGINE CATCHING ON FIRE. MARSHA STATED SHE DOES NOT KNOW WHAT TO DO
OR WHERE TO GO TO RESOLVE THE ISSUE. SHE STATED THAT THE VEH WAS TOWED
TO MAURKIN ALEXANDER DLRSHIP AND HAS BEEN THERE SINCE NOV 10, 1999.
SHE STATED THAT DLRSHIP WAS GOING TO HAVE A GM REP LOOK AT THE VEH
AND WLD GET IN TOUCH WITH THEM AS SOON AS VEH WAS INSPECTED.
MARSHA STATED THAT THERE WAS A MSG LEFT ON THE ANSWERING MACHINE
BUT WAS VERY GARBLED AND HARD TO UNDERSTAND EXCEPT FOR A STATE-
MENT THAT SAID THEY WLD HAER FROM GM IN WRITING. MARSHA STATED THAT
THE [REDACTED] RCVD A LETTER BUT CLD NOT REMEMBER EXACTLY WHAT
WAS STATED IN IT. I ADV THAT MARSHA GET THE LTR AND CALL US BACK
SO THAT WE CLD DOCUMENT THE FILE WITH THE CONTENTS IN THAT LTR.
CUST STATED THAT SHE WLD DO THAT AND GIVE US A CALL THIS EVENING.

I ADV MARSHA WE WLD UPDATE THE FILE AND THEN DECIDE HOW WE COULD
BETTER ASSIST HER. ADV MARSHA TO GIVE INFO TO THE NEXT CRM TO
UPDATE. HADDE/AUSTIN

CUST CALLED IN, HAS A LETTER FROM GM SRC, LATASHA Y. HAWKINS, LETTER
STATES: INVESTIGATION REVIEW RESULTED IN NO SUPPORT FOR CUST CLAIM, UN
ABLE TO ASSUME RESPONSIBILITY (GM) FOR DAMAGES, SUGGEST CUST RESOLVE T
HRO INSURANCE CARRIER. FILE FORWARDED TO ESIS.
CUST SEEKS: WHERE TO GO NEXT, REASONING BEHIND GM DECISION (EXPLANATIO
N WHY CUST WAS DENIED)

CRM ADV: CONTACT ESIS THRU ADDRESS PROVIDED ON LETTER FOR ANY QUESTION
S, SEEK RESOLUTION THRU INSURANCE CARRIER. APOLOGIZED FOR INCONVENIEN
CES DECISION MAY CAUSE, HOWEVER THAT IS THE STANCE OF GM @THIS TIME.

*** PAR REP: CUST SEEKS EXPLANATION, PLEASE RESPOND TO CUST IF THIS IS
A GRANTABLE REQUEST *** (I DID NOT STATE I WOULD FORWARD BACK TO PAR)
CUST STATES WILL GET ATTYWY INVOLVED AT THIS POINT. FEELS POOR CUST SVC
TO NOT EVEN EXPLAIN WHY.
BLAKE HURST///T2///AUSTIN

BUICK MOTOR DIVISION
GM RESTRICTED

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297942

CORRESPONDENCE DOC# 993499084

LATASHA HAWKINS/PAR 58042

***** REQUEST CODE AND COMMENTS *****

CDE #	DESC	CDE COMMENTS
AD1 0	OPEN CAMPAIGN	98001 SEE DEALER
T01 0	PRODUCT ALLEGA	FIRE IN ENGINE GM NOT ASSUMING RESPONSIBILITY

GENERAL MOTORS
PRODUCT ALLEGATION RESOLUTION TEAM

FACSIMILE TRANSMITTAL SHEET

TO: MSK	FROM: Latasha Hawkins
DATE: 12/9/99	
FAX NUMBER: 313-381-2617	TOTAL NO. OF PAGES INCLUDING COVER: 32
PHONE NUMBER:	SENDER'S TELEPHONE NUMBER: # 9401052416
RE: Nastic	YOUR REFERENCE NUMBER:

URGENT FOR REVIEW PLEASE CONFIDENT PLEASE REPLY PLEASE RECYCLE

NOTIFY/COMMENT

[CLICK HERE AND TYPE RETURN ADDRESS]

THIS: BASE ACTION: C KEY: 990105246
NEXT: BASE ACTION: KEY: 990105246 ID: TA310
01 TITLE : NA. CUSTOMER INFORMATION TYPE: GO
02 FIRST : NOSTIC 03 MI: 3 04 LAST : ██████████
05 STREET : ██████████
06 CITY : ██████████ 07 ST: PA 08 ZIP : 10621
09 H PHONE: ██████████ 10 B PHONE:
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 264WD52K0M1429400 ENG: 3.8L V6 MPI PLANT: OSHANA OH
13 YR/MDL : 1998 WB REGAL LS 14 DEL: 06 03 98 15 MILES: 021000
16 DEALER : MAUREEN ALEXANDER CHEVROLET, P 17 ENCL: 20 50568
18 CITY : WANTONKE 19 STATE: PA

CODE # DESC CODE COMMENTS
R01 0 OPAN CAMPAIGN 20 98001
T01 0 PRODUCT ALLEGAT 21 FIRE IN ENGINE
22
23
24

PF13 BASE PF14 CNTS PF15 AFFNCL PF16 CLOSE PF17 CERSGN PF18 DLXLOC
PF19 CRIS PF20 TESTST PF21 LITLST PF22 HOMEACT PF23 COMSEL PF24 CAT.

DEC 09 1999 14:03 FR BUSINESS RES CNTR #4 8136354871 TO 913133812617 P.83/32
 THIS: APTCL ACTION: C KEY: 990105246 CMB 11/15/99 10:56
 NEXT: APTCL ACTION: KEY: 990105246 ID: TAB10
 NAME: NOSTIC J [REDACTED] HUNLOCK CREEK, IA YR/MT: 1998 W8 TYPE: GO

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE	: (CASH/IMP)	PRODUCT CAMPAIGN	: 01		
REQUEST AREA	: MERV	REQUEST SOURCE	: H T CRB		
CONTACT TYPE	: OWNER	IN CORR REQ #	: N		
WARRANTY	: I (IN/OPP/WRK)	THIRD PARTYS	:		
STOCKHOLDER	: N (Y/N)	SN EMPLOYEE	: N (Y/N)		
SERVICE DISTRICT	: 01				
PART DELAY START	:	PART DELAY END	:		
TRANSFER TO ID	:	DSN ASSIGNED	: LH		
CASE OPEN DATE	: 11 12 99	SCRAP DATA	:		
ROUTING CODE	: CAC CRB LOC: 1241	TRANSMIT	: N (Y/N)		
CORRUS TYPE	:	TRANSMIT DATE	:		
FOLLOW UP DATE	:	COMP CASE #	:		
FILE RETENTION	: 00	POSSIBLE SAFETY	: Y (Y/N)		
LAST ALTERED ID	: T6780	LAST ALTERED DATE	: 11 15 99		
REJECT CLOSE	: N (Y/N)	REOPEN CASE	: N (Y/N)		
PF13 BASE	PF14 CNTS	PF15 APTCL	PF16 CLOSE	PF17 CSECON	PF18 DIALOC
PF19 CHR	PF20 TELLST	PF21 LITLST	PF22 CONTACT	PF23 CORRSHL	PF24 CAL

THIS: CMTS ACTION: I KEY: 990105246
NEXT: CMTS ACTION: I KEY: 990105246

GENERAL COMMENTS TOTAL CMTS: 4 TYPE: GO
COMMENT #: 1

USER: A9711 DATE: 11/12/99 TIME: 11:56

- * NOSTIC DOUGIALLO
- * 1998 REGAL LS
- * 2G4WB52KXW1429400
- * 21,000
- * MATTHEW ALEXANDER CHEVROLET, 20 50560
- * NOSTIC [REDACTED]
- * [REDACTED]
- * 11-10-98
- * 5:00 PM
- * HUNGOLA, PA
- * MAIN HWY DOWDEE, WANTICORE PA
- * AUTOMATIC STARTER/JOHN MAY AUTO GARAGE, HUNLOCK CREEK PA/
- * NOSTIC [REDACTED] 8-14-30/YES (HEART & PVD & ARCHITIS)
- * BLACK TOP
- * DRY

MORE: Y

PF19 HARR PF14 CMTS PF15 APTCL PF16 CLOSE PF17 CSECON PF18 RTALOC
 PF19 CRID PF20 TELST PF21 LITST PF22 SONEACT PF19 CORRST. PF24 CAL
 *10004 TOP OF DATA DISPLAYED *

GENERAL COMMENTS TOTAL CNTM: 4 TYPE: GO
USER: R9711 DATE: 11/12/99 TIME: 12:05 COMMENT #: 2

- * 2
- * NO BODILY INJURIES, BUT DOROTHY DOBELLO AND MOSTIC [REDACTED] WENT TO DOCTORS FOR A CHECK UP BECAUSE THEY WERE ALL BROOKED-UP.....
- * NO
- * JUST VEHICLE
- * ENGINE
- * NO
- * ITT HEARTFORD/PO BOX 5556, HEARTFORD, CT, 800-624-5578/SAMUELS INS.AGEN
- * OWNER STATES WAS DRIVING DOWN THE ROAD AND WIFE STATED SHE SMELLED SMOKEOWNER STATES HE SMELLED SMOKE SO THEY PULLED OVER AND A BY STANDER STATED TO HIM THAT HIS VEHICLE WAS ON FIRE...OWNER STATES OPEN HOOD AND THERE WAS FIRE, A DRIVER PULLED OVER AND TRIED TO PUT FIRE OUT WITH WATER BUT IT DIDN'T GO OUT.....OWNER STATES ANOTHER DRIVER PULLED OVER AND PUT FIRE OUT WITH FIRE EXTINGUISHER AND PUT FIRE OUT....OWNER STATES FIRE DEPARTMENT CAME OUT TO MAKE SURE FIRE

MONK: Y
PF13 BARR PF14 CNTR PF15 ASTRCL PF16 CHASE PF17 CSESCN PF18 DT:LOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 BOMERAT PF23 CORSEL PF24 CAL

DEL 09 1999 14:04 FR BUSINESS RES CNTR H4 B136354871 TO 913133812617 P.06/32
THIS: CMTS ACTION: I KEY: 990105246
NEXT: CMTS ACTION: I KEY: 990105246

GENERAL COMMENTS TOTAL CMTS: 4 TYPE: CO
ID: TAY10
COMMENT #: 3

USER: A9711 DATE: 11/12/99 TIME: 12:09

NAS COMPLETELY OUT.....

*NONE

OWNER STATES VEHICLE WAS TOWED TO DEALER AND DEALER ADVISED HIM TO
CONTACT US ABOUT ISSUE.....CUM HAD ADVISED OWNER OF PTL# 8 AND
ADVISED HIM THAT HIS ISSUE WOULD BE FURTHER RESEARCHED.....
MELISSA MELLENBERG TLEM 2/AUSTIN

USER: T6780 DATE: 11/15/99 TIME: 13:27 COMMENT #: 4
FORWARDING FILE TO TAMPA PAR CMM, LATASHA HANNYNS EXT. 58042, FOR
REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

MORE: N

PF11 MASE PF14 CMTS PF15 APTXCL PF16 CLOSE PF17 CSECON PF18 DLRLCK
PF19 CRIS PF20 TRLLT PF21 LITLST PF22 SOMEXCT PF23 CORRSL PF24 CAL

*10005 BOTTOM OF DATA DISPLAYED *

THIS: CRCS ACTION: I KEY: 990108246
NEXT: CRCS ACTION: I KEY: 990108246

TR: TA310

GENERAL COMMENTS TOTAL CRTS: 6 TPR: 10
COMMENT #: 5

USER: TA310 DATE: 11/24/99 TIME: 09:47
CWN RWD CALL FROM AVN...AVN REQUESTING MUTE ON PTT.
DUE TO VEH AT DEALER AND INSPECTION HASN'T BEEN CMT.
CUST IRS CO HAS BEEN CMT TO LOOK AT VEH.

YANTARA HANDLING/TAMPA BAR 98082

NOTE: Y

PF13 BASE PF14 CRCS PF15 APENCL PF16 CLOSE PF17 CRSCN PF18 DLLOC
PF19 CRIS PF20 TELST PF21 LITEST PF22 CONTACT PF23 CORREL PF24 CAL

THIS: CMTH ACTION: 1 KEY: 990105246 ID: TR310

NEXT: CMTH ACTION: 1 KEY: 990105246 ID: TR310

UNHM: TR310 DATE: 12/06/99 TIME: 16:42 COMMENT #: 6
CMR RECEIVED INSPECTION REPORT AND THE FINDINGS DO NOT SUPPORT
GM RESPONSIBILITY.

*****BUSINESS SUMMARY*****

1. CMR REVIEWED FILE AND CONTACTED CUST.
2. CMR CALLED DLH FOR ADDITIONAL INFORMATION.
3. CMR FAXED INSPECTION REQUEST TO WAA.
4. CMR RECEIVED INSPECTION REPORT...
REPORT FINDINGS DO NOT SUPPORT GM RESPONSIBILITY.
5. CMR CALLED CUST TO ADVISE.
6. CMR CLOSING FILE.
7. CMR SENDING COPIES TO THIS, MEX. AND CENTRAL FILE.

LARASHA HAWKINS/TAMPA PAR 64042

NOTE: N

PF13 BASE PF14 CMTH PF15 AFENCL PF16 CLOSE PF17 GSDCN PF18 DLHLOC
 PF19 CRTN PF20 TELST PF21 LITLST PF22 BOMBAOC PF23 COARSEL PF24 CAL
 *10005 BOTTOM OF DATA DISPLAYED *

(UPDATED THRU 19991112)

DIV: BUICK

VEHICLE-ID NUMBER DESCRIPTION ODM DEL-ULR DEL-DATE DEL-CDOM PDI-ELIG CLM
 264NBS2K0W1429400 REGAL CUSTOM SED M 1150568 19980603 30 PAID 8

PROG-DTE: 19970912 DELMAR-DATE: WARRBK-DTE:
 INV-DTR: 19970912 DELMAR-ODOM: WARRBK-TYP:
 INV-ULR: 1150568 SHIP-TO-DTR: 1150568

C	CYCLE						ROUTA	AUTH			
T	RODLA	NU.	RODATE	RO-WO.	DOC-WO	LN	LRDP	LN-TOTAL	ODOMETER	ID	CODE
001	1150568	010	19991102	017321	300001	02	22034	3.00	21524		
			GLASS CLEANER, BUICK REGAL								
002	1150568	010	19991102	017321	300002	01	27450	30.00	21524		
			98 REGAL INCENTIVE-OIL, LUBE W								
003	1150568	039	19990909	011787	054009	01	22640	72.01	10476		
			PEDAL/BURNING, BRAKE LHM/REPLACE PAIL-PAINT:10273697 LEVER								

CONTINUED

PF1:HELP PF2:OPT PF3:CHG-DIV PF4:MAIN MENU PF5:DISC PF6:PRINT
 PF7:BACK PF8:WORD PF9:GOTO PF10:LOGOFF
 RECORD FOUND

C	CYCLE	T	MODEL NO.	RODATE	NO-MO.	DOC-MO	LN	TRDP	LN-TOTAL	ODOMETER	ID	CONF
004	1150568	914	19981204	010127	341006	01	C2745		107.96	8274		
	COP HOLDER, CONSOLE-FRT-REPLACE FAIL-PART:10423860 PLATE											
005	1150568	906	19981110	009664	314003	01	N1530		9.44	7180		
	LAMP ASM, REAR COMPARTMENT-REPLACE											
006	1150568	879	19980805	007662	219004	01	Z7450		30.00	3071		
	98 REGAL INCENTIVE-OIL,LUBE W											
007	1150568	865	19980611	006270	171002	01	V0039		43.59	697		
	HVAC SWITCH AND MOTOR-REPLACE 97022 FAIL-PART:10413904 SWITCH											
008	I 1150568	738	19970512	A29400	429400	01	Z7000		64.27	0		
	PASSENGER CAR AND TRUCK NVI											
----- NO MORE CLAIMS FOR THIS VIN -----												

PF1:HELP PF2:OPT PF3:CHG-DEV PF4:MAIN MENU PF5:DESC PF6:PRINT
 PF7:BACK PF8:FWRD PF9:QVVO PF10:LOGOFF

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: BUICK

VIN: 2G4MB52K0N1629400 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 010

RPO DESCRIPTION

RPO DESCRIPTION

M15 4 SPD AUTO TRANS 4T65-E

UHS INSTRUMENT CLUSTER

SEDAN

BUICK

A65 INFLAT RESTRAINT DR/PAS

MX0 AUTO TRANS W/OVERDRIVE

FEDERAL EMISSIONS

ANTILOCK BRAKE

LES DR/PASS SWR HTD FOLDING

U77 REAR WINDOW ANTENNA

ULD RADIO 2001-AM/FM, CAS8

97022 EVAC MODE BELCIUM

96001 HDLMP-OWNER MANUAL

END OF OPTIONS

PF1:HELP

PF2:OPT

PF3:CHG-DIV

PF4:MAIN MENU

PF5:DNCK

PF6:FLINE

PF7:BACK

PF8:FRWD

PF9:GOTO

PF10:LOGOFF

CRIS DESCRIPTION MAINTENANCE

CAMPAIGN NUMBER: 98001 TYPE: P (PRODUCT/EMISSIONS)
CAMPAIGN DESC: CERTAIN 1997-98 BUICK REGAL AND CENTURY MODEL
VEHICLES FAIL TO CONFORM TO FEDERAL MOTOR VEHICLE
SAFETY STANDARD 108, LAMPS, REFLECTIVE DEVICES AND
ASSOCIATED EQUIPMENT. THE OWNER MANUALS FOR THESE
VEHICLES DO NOT CONTAIN THE REQUIRED INFORMATION
PERTAINING TO THE VEHICLES HEADLAMP AIMING DEVICE.

TO CORRECT THIS CONDITION AN OWNERS MANUAL INSERT
CONTAINING THIS INFORMATION WILL SENT TO THE OWNER
OF RECORD. DEALERS WILL INSTALL FOR ANY UNSOLD
VEHICLES.

MORE: N

PF13 MODEL PF14 CODE PF15 BULLET PF16 CURRENT PF17 CURRLST PF18
PF19 CRIBASC PF20 MASTER PF21 MENU PF22 PRG/INFO PF23 BYC/CONT PF24 USER/PRO
*10004 TOP OF DATA DISPLAYED *10005 BOTTOM OF DATA DISPLAYED *

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: <u>Bald</u>	File # <u>990105246</u>	VIN <u>ZG4W852X2W1429400</u>
Claimant's Name (LAST, First) _____		

Inspected By: William B. Smith Organization: EAA
 Phone: 015 364 4210 Ext 61 Inspection Date: 4/30/99 Mileage at Inspection: 22012

I INSPECTION SUMMARY

Following the inspection, summarize the facts and observations.

This is a fuel fire - Original fuel line connection at front fuel rail. Fuel ignited on hot engine. The evidence of any tampering or disassembly. List of major fuel damaged components attached. There is evidence of a pressure vessel front fuel rail that may have been chipped or cut fuel lines.

II REPAIRS - VEHICLE HISTORY

On _____

1. Vehicle modifications or after-market equipment? (e.g. radio, phone, CB, tires, wheels, halter hitchhiking, trailer brake controller, hydraulic floor, alarm system, etc.)
 Item(s), date installed, and by whom (name, phone) none

2. Any prior collision damage? (when, where, cause, repaired by, etc.) none

3. For the following systems, list and describe prior repairs or outstanding problems/complaints at time of incident (e.g. no starts, stalls, overheating, loss of coolant, warning light "On", strange odors, smoke, fluid leaks on driveway, engine noise, engine rattle, etc.):

- Cooling System (Y/N) N; Repairs (None, Partial, Identified) _____ Repaired by: (GM, Non-GM, Dealer/Other) _____ Describe: _____
- A/C System (Y/N) N; Repairs (None, Partial, Identified) _____ Repaired by: (GM, Non-GM, Dealer/Other) _____ Describe: _____
- Starting System (Y/N) N; Repairs (None, Partial, Identified) _____ Repaired by: (GM, Non-GM, Dealer/Other) _____ Describe: _____
- Transmission (Y/N) N; Repairs (None, Partial, Identified) _____ Repaired by: (GM, Non-GM, Dealer/Other) _____ Describe: _____

CHICAGO PD 142, 24, 42424

Division No. 990105246

VDOL No. CP 1

Page 2 of 6

II INTERVIEW - VEHICLE HISTORY (Continued)

Electrical Systems (Y/N) Y; Repairs (None, Satisfactory, Unsatisfactory) _____ Repaired by (GM, Non-GM, Other) _____

Describe Pro related to engine compartment fire

Fuel System (Y/N) Y; Repairs (None, Satisfactory, Unsatisfactory) _____ Repaired by (GM, Non-GM, Other) _____

Describe _____

Exhaust System (Y/N) N; Repairs (None, Satisfactory, Unsatisfactory) _____ Repaired by (GM, Non-GM, Other) _____

Describe _____

Major Engine (Y/N) N; Repairs (None, Satisfactory, Unsatisfactory) _____ Repaired by (GM, Non-GM, Other) _____

Describe _____

Brake/ABS/TCS System (Y/N) Y; Repairs (None, Satisfactory, Unsatisfactory) _____ Repaired by (GM, Non-GM, Other) _____

Describe Pro related to engine compartment fire

Body (Y/N) Y; Repairs (None, Satisfactory, Unsatisfactory) _____ Repaired by (GM, Non-GM, Other) _____

Describe Pro related

Other (Y/N) N; Repairs (None, Satisfactory, Unsatisfactory) _____ Repaired by (GM, Non-GM, Other) _____

Describe _____

Register maintenance (e.g., oil changes, belts, hoses, etc.) Done by (GM, Non-GM, Other) Self driver

Maintenance records? (Y/N) Y Date/Description of last maintenance/repair (by whom) Pro - 11/2-99 mile 21524

Any other pertinent vehicle history information (from interview or GM Warranty History)? Pro - 11/2-99 mile 21524

Name and address of service who towed (include tow driver's name), street and/or provided temporary service to the vehicle Chicago Fire Dept, Service Kingston Rd, Park Ridge

How was vehicle towed? (As tow, dolly, sling, boom or hoist etc.) Flat Bed If towed on wheels, how far? 20

III INTERVIEW - INCIDENT DETAILS

III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE

If vehicle is a truck, or a car pulling cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) _____

Load description None Load location _____

Driver's physical description (gender, age, height, weight, disabilities) Male no disabilities

If vehicle's ignition was "ON" prior to fire, for how long was it "ON"? N/A Were all doors locked? (Y/N) Y

Drive length (if vehicle was parked prior to fire, describe how driven): From _____ Mile 45 Distance traveled 50

If not parked, vehicle speed estimate 60 MPH Source of estimate Queen Posted speed 55 MPH

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 1/2 When last filled? N/A

Exact incident location Latitude 80 off ramp to Kingston Rd

Weather conditions and visibility _____

Approx. temperature 50 °F. Any physical visual obstructions? None

***** I/A INTERVIEW - IMMEDIATELY BEFORE THE FIRE (Continued) *****

Road: Concrete Asphalt, Gravel, Crushed Rock, Dirt, or Other? _____ Describe: _____
 Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? _____ Describe: _____
 Road condition: Wet or Other? _____ If other, specify: _____
 Shoulder condition: Wet or Other? _____ If other, specify: _____
 Describe brake operation: (pedal feel, brake pull or grab, vibration, sound, etc.) normal
 Any warning lights "On", high-low gear warnings, or messages displayed? (Y/N) Y Describe: _____

Electrical systems operation: (normal, silent) _____

Mark an "X" below all electrical systems/devices which were "On" or "Cycled" immediately prior to the incident

<input type="checkbox"/> Cruise Control	<input type="checkbox"/> Windshield Wipers	<input checked="" type="checkbox"/> Radio, Built-in Tape/CD Player
<input type="checkbox"/> Traction Control Switch "On"	<input type="checkbox"/> Air Conditioner, on "Max" (Y/N) _____	<input type="checkbox"/> Auxiliary CD Player
<input type="checkbox"/> Low Beam Headlights	<input checked="" type="checkbox"/> Heater	<input type="checkbox"/> Telephone
<input type="checkbox"/> High Beam Headlights	<input type="checkbox"/> Windshield Defogger	<input type="checkbox"/> CB Radio
<input type="checkbox"/> Daytime Running Lights	<input type="checkbox"/> Windshield Defroster	<input type="checkbox"/> Power Window Controls
<input type="checkbox"/> Fog Lamps	<input type="checkbox"/> Rear Window Defogger	<input type="checkbox"/> Power Mirror Controls
<input type="checkbox"/> Turn Signal	<input type="checkbox"/> Outside Mirror Heater	<input type="checkbox"/> Power Seat Controls
<input type="checkbox"/> Horn/Flashes	<input type="checkbox"/> Delay Start Heater	<input type="checkbox"/> Power Sun Roof Controls
<input type="checkbox"/> Map Light, P. _____	<input type="checkbox"/> Passenger Seat Heater	<input type="checkbox"/> Cigar Lighter
<input type="checkbox"/> Other Interior Lights	<input type="checkbox"/> Auxiliary Power Outlet	<input type="checkbox"/> Other _____

Steering operation: (normal, silent) _____

Powertrain: (any engine mis, stalling, surge, stall, loss of power or speed, etc.) None

Any unusual noises (bump, rattle, ruck, grinding, screech, ruz, etc.)? From where? None

Did it appear to match engine speed? (Y/N) _____

Describe any unusual odors. From where? Smelled smoke

Any smoke? (from where, color, intensity, etc.) Saw smoke after I stopped and opened hood

Was anyone smoking? (Y/N) Y How long since someone last smoked in the vehicle? _____

***** I/B INTERVIEW - AT BEGINNING & DURING THE FIRE *****

Any flames? (from where, color, intensity, etc.) Open hood and that was all fire

Any steam or smoke? (from where, color, intensity, etc.) Saw smoke and flames under hood

Was hood open? Yes

Any apparent malfunctions of: Cooling System? (Y/N) N Power Steering? (Y/N) Y Axle Transaxle? (Y/N) N

Electrical System? (Y/N) Y Fuel System? (Y/N) N Exhaust System? (Y/N) N Clutch? (Y/N) N Brake System? (Y/N) N Other? (Y/N) N Describe: _____ Warning Light? (Y/N) _____

Gauges? (Y/N) N If so, describe: None

What did you do after you realized something was wrong? Pull Over? (Y/N) Y Lower Windows? (Y/N) _____ Roll Windows? (Y/N) _____ Turn Engine Off? (Y/N) _____ Turn on Hazard Flashers? (Y/N) _____ Exit Vehicle? (Y/N) _____

Open Hood? (Y/N) Y Open Trunk? (Y/N) _____ Other? (Y/N) _____ Describe: _____

***** III B INTERVIEW - AT BEGINNING & DURING THE FIRE (Continued) *****
Any other comments or observations that have not been covered? 9/25

***** IV - VEHICLE INSPECTION *****

The vehicle inspection documents the physical evidence via color photographs and written observations. It is important to also document what does not appear to be related to the fire. This is necessary because fire cause determination often involves the process of elimination. By recording your observations in the following section, you will be following a methodical inspection format.

* not related to fire
A. Take color photographs of the following and enter observations on the form:

- Left & right side exterior
- Front & rear exterior
- Hood, inner & outer panels
- Trunk area and Decklid, inner & outer panels
- Roof
- Door interior panels
- Left & right instrument panel & odometer
- Ashtory(O) area rust/damage
- Left & right front seat and carpet
- Underbody & exhaust (includes bumper)
- Option code label
- Engine compartment
- Radiators, front & rear
- Coolant recovery bottle
- Transmission cooler lines/connections
- Engine compartment engine coolant hoses, connections/clamps
- Engine compartment heater hoses, connections/clamps (include those in trunk tank)
- All fuel hoses, filter, connections/clamps check fuel line around upper fuel rail
- TBI, injector rail, or carburetor & fuel line connections check fuel supply filter fuel line connections
- Engine compartment fuel hoses, connections & wiring fuel rail
- Power steering hoses, connections/clamps
- Generator & attached wiring

***** TV - VEHICLE INSPECTION (Continued) *****

Battery & attached cables ✓
Engine block (note precise location of cracks, holes, etc.) ✓
Engine oil pan ✓
Engine compartment hinge torque rods ✓
Engine compartment exhaust system (e.g. leak, rusted, modified, use of padding, clearance, etc.) ✓
Any item which is alleged to be the cause/source: Fuel line connection at fuel fuel rail
Anything on vehicle which is after-market: None
Anything on vehicle which is a modification: None
Anything on vehicle which is unusual, or out-of-place, etc.: None

B. Enter observations/inspections for the following on the form and take color photographs as necessary.

For the following fluids, examine on the fluid level, smell (burnt?), feel (sticky?), color (dark?), and apparent condition (normal, water, particles, etc.): * ✓ Fluid level and condition good

Engine coolant ✓
Engine oil ✓
Transmission fluid ✓
Power steering fluid ✓
Brake fluid ✓

List all driver side foot controls which are in the "On" position (include ignition) Radio

Fuses (Identify all open or not proper size) One open fuse dash or engine compartment location

Wiring inspection at fuse blocks No damage
Fusible links (Identify all open) None open
Spark plug wiring and heat condition Damaged by fuel fire
Fuel filler "Lock Fuel" reverser in place? (VVO) ✓ None
Location of fuel filler cap (or evidence of removal) in place
Catalytic converter (any discoloration or swelling?) None
Condition of windows (if glass missing, do further inspection) Left side glass open

C. Photograph any damage to or items on vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available):

MAKE Buick REPN 770105246 VIN# 2G4W05217W1429400

CLAIMANTS NAME (LAST, FIRST) [REDACTED]

INSPECTED BY Yaron Smith ORGANIZATION FAA

Form 210-364-0260 Inspection date 11-30-99 Malaga 22012

Roll Number
Description

- 1 Vehicle & Case F.D
- 2 Right Side Dash Cluster Mileage 28012
- 3 Left Side Dash Cluster
- 4 THROTTLE W/ DAMAGE
- 5 FRONT
- 6 Right Side
- 7 Left Side
- 8 REAR
- 9 ENGINE COMPARTMENT
- 10 UNDER HOOD PAD
- 11 ENGINE COMPARTMENT VIEW FROM RIGHT
- 12 ENGINE COMPARTMENT VIEW FROM LEFT
- 13 ENGINE FIRE DAMAGE VIEWED WITH COVER OFF
- 14 VIEW OF IDENTICAL ENGINE UNDAMAGED
- 15 CLOSE UP VIEW OF FIRE'S ORIGINAL RIMING
- 16 WIRE CONNECTION AT FRONT FUEL PUMP
- 17 SAME VIEW UNDAMAGED ENGINE
- 18 EVIDENCE OF MOUSE NESTING MATERIAL BETWEEN INJECTOR FRONT COVER
- 19 FIRE DAMAGE BACK OF CLIPPING IN BELT HOUSING
- 20 NO FIRE DAMAGE IN THROTTLE BODY OR UPPER INTAKE CHAMBER
- 21 NO OPEN FUSES DASH BOX
- 22 NO OPEN FUSES ENGINE COMPARTMENT MOUNTED FUSE BOX
- 23 TEST TO READING - P118 TP SENSOR CIRCUIT INTERMITTENT HIGH VOLTAGE

NO	YEAR	MODEL	PRICE
LIST OF SELECTED ASSETS			
VALUES EFFECTIVE OCT 31, 1993			
UNIT #	QUANTITY	DESCRIPTION	UNIT PRICE
12171573	02.125	W 3.0K (1.36) MISC KIT, 2PCS (NO-DISCO) #7163	46.86
12198287	02.505	W 3.0K (1.36) KAWAISO, 2MG WED	448.00
24501599	01.758	W 3.0K (1.36) COP, OIL, PTL (SHE 100-30) (NO-DISCO) #7176	1.70
21503816	01.745	W 3.0K (1.36) TORN, OTC PTL	7.85
24580434	03.200	W 3.0K (1.36) KAWAISO, 7/1000 STWRT	32.75
14887230	03.715	W 3.0K (1.36) KAWAISO, 7/1000 (24587230)	615.10
91506813	03.270	W 3.0K (1.36) KAWAISO, 7/1000	2.80
17113134	03.285	W 3.0K (1.36) KAWAISO, 7/1000	248.00
17113515	03.745	W 3.0K (1.36) KAWAISO, 7/1000 (545, 547, 548, 549, 560)	16.42
20087281	01.150	W 3.0K (1.36) KAWAISO, 7/1000 (NO-DISCO) (2) BLADE	17.90
12148899	02.100	W 3.0K (1.36) KAWAISO, 7/1000	30.00
12198596	21.556	EXC, 2 (W3 50) KAWAISO, 7/1000 (NO-DISCO) OR CLIENT	410.00
18023764	04.050	W 3.0K (1.36) KAWAISO, 7/1000 (NO-DISCO)	282.86
18023876	04.005	W 3.0K (1.36) KAWAISO, 7/1000 (NO-DISCO) (NO-DISCO) OR CLIENT	304.00
18023876	04.001	W 3.0K (1.36) KAWAISO, 7/1000 (NO-DISCO) (NO-DISCO) OR CLIENT	304.00
18023764	04.050	W 3.0K (1.36) KAWAISO, 7/1000 (NO-DISCO) (NO-DISCO) OR CLIENT	292.86

QTY	UNIT	DESCRIPTION	DATE	PRICE	TOTAL
12100219	08.480	N 3.0K(L36),A/C(C33) WOMEN, LFF MLI	91-98	01	
10400772	02.276	N 3.0K(L36), 105 AMP(T80) GENERATOR, DIESEL (AC-DELCO 1321-1420)	98-98	01	136.00
25100785	03.417	N 3.0K(L36) WOMEN, HP TRF AIR	97-98	01	31.60
12100744	03.602	N GENERATOR, DIESEL (AC-DELCO 1213-243)	97-98	01	14.22
25100814	03.402	N 3.0K(L36) CLEANER, AIR	98-98	01	100.00
25000719	03.410	N 3.0K(L36) ELEMENT, A/C (AC-DELCO 1A1700C)	97-98	01	
10400239	01.156	N(T47) WOMEN, RND TRF	97-98	01	19.00

Total for Displayed Quantities: 4874.09

Labor Rate 78.04
Estimate for 40

TRIGGER DATE: 11 / 10 / 99 TIME: 17 : 00 (24 HR CLOCK)

OWNER TITLE : MR.
FIRST : NOSTIC MI : J LAST: DOUGIALLO
STREET : P O BOX 93
CITY : HUNLOCK CREEK ST: PA ZIP : 18621
H PHONE : 570 256 3265 AGE: 69 B PHONE:
COMPANY:

RIVER TITLE : MR.
FIRST : NOSTIC MI : LAST: DOUGIALLO
STREET : P O BOX 93
CITY : HUNLOCK CREEK ST: PA ZIP : 18621
H PHONE : 570 256 3265 AGE: 69 B PHONE:

LAURENT TITLE: MR.
FIRST : NOSTIC MI : LAST: DOUGIALLO
STREET : P O BOX 93
CITY : HUNLOCK CREEK ST: PA ZIP : 18621
H PHONE : 570 256 3265 AGE: 69 B PHONE:

PF3 BACK PF14 CHECK PF15 APPROV PF16 CLOSE PF17 INDEX PF18 MESSAGE
PF9 CONTROL PF20 NEWARR PF21 12411 PF22 1241X1 PF23 COUNSEL PF24 CAL

CR1241 PAGE 2

LOCAL INTEREST : N (Y/N) NUMBER OF PEOPLE :
WAS ANOTHER VEH INVOLVED : N (Y/N) NUMBER OF VEHICLES :
DID VEHICLE TURN OVER : N (Y/N) CLAIMANT REF BY AGENT: N (Y/N)
WHERE CAN VEHICLE BE SEEN: MAUREN ALEXANDER CHEVROLET IN HURLOCK, PA

VIN : 2G4WB52E0M1429400 DEL DTE: 060398
TR/DEL: 1996 WB MILEAGE: 21000

PRINCIPAL USE OF VEHICLE : PERSONAL
DRIVER DESCRIPTION OF INCIDENT & CAUSE: CUST STATED TRAVELLING DOWN MAIN
ROAD IN HURLOCK....WIFE SEATED SEEN SKILLED SEEMS.

NATURE OF WEATHER: N/A

PF13 BASE PF14 CONT PF15 APTROL PF16 CLOS PF17 TCKED PF18 BRACK
PF19 CONT PF20 HOURS PF21 12411 PF22 12411 PF23 CORRECT PF24 CAL

PLS: 12413 ALARM: LTR BUSINESS RES CNTR #4 8136354871 TO 913133812617 P.24/32
NEXT: 12414 ACTION: JURY: 990105248
NAME: HOSPICE J [REDACTED] BUNLOCK CREEK, PA TR/VAL: 1998 WB TYPE: 10

QML241 PAGE 3

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: UNKNOWN

WHO MADE ALLEGATION OF DEFECT: CUSTOMER
WAS VEHICLE TOWED : Y (Y/N)
TOWING CO NAME : FALCON'S TOWING SERVICE
TOWING CO ADDRESS: KINGSTON, PA
TOW DRIVER NAME : BOB

DID YOU SPEAK TO DRIVER: Y (Y/N)
IF "N" GIVE SOURCE OF DRIVER INFO:
VEHICLE SPEED EST : 60
SOURCE OF EST : CUSTOMER

PF13 NAME PF14 CHAS PF15 APPROX PF16 CLOSE PF17 TOLRD PF18 BRNCK
PF19 CONTROL PF20 MORGAN PF21 12411 PF22 1241X1 PF23 CONTROL PF24 CAL

BRIS: 12414 ASSAULT: L BUSINESS RES CNTR #4 8136354871 TO 913133912617 P.25/32
NEXT: 12415 ACTION: KEY: 990105246
NAME: NORTON J HUNLOCK CREEK, PA YR/MD: 1998 WY TYPE: 10

OH1241 INCH 4
POLICE REPORT MADE: N (Y/N) REPORT ATTACHED: N (Y/N)
IF NOT ATTACHED, GIVE SECTION/OFFICER NUMBER REPORT:

ANY WITNESSES : Y (Y/N) NUMBER: 2

INCIDENT LOCATION

LOCATION OF INCIDENT: ENTRANCE 80 OFF RAMP TO KINGSTON, PA

KIND OF ROAD: A KIND OF SHOULDER: N (CONCRETE/GRAVEL/DIRT/ROCK CURB/ASPHALT)

ROAD CONDITION: D SHOULDER CONDITION: D (WET/DRY/ICE/OTHER)

VISIBILITY OBSTRUCTIONS : NONE
POSTED SPEED : 55 (MPH)

FF15 BASE FF14 CHEN FF13 APRIL FF16 CLOS FF17 TRID FF18 SPRACK
FF19 CORREL FF20 MORGAN FF21 12411 FF22 12412L FF23 CORREL FF24 CAL

INVESTIGATION

1998

REG: 12415 ACCOUNT L. REG. BUSINESS NES CNTR H4 B136354871 TO 913133812617 P.26/32
REG: 12416 ACTION: REG: 990105246
NAME: MORTIC [REDACTED] HENLOCK CREEK, PA YE/MDL: 1998 WB TYPE: 10

Q11241 PAGE 5 (VEHICLE)
VIN : 2G4MB52KDM1429400 REG. DATE: 06 03 98
YE/MDL: 1998 WB MSN/USED/DEMO: N MILEAGE : 21000
PLANT : 48RD AUTO AXLE: ENGINE :
LICENSE # : STATE: REP DATE:
INSPECTION # : SEATING # :
SPECIAL EQUIP/FEATURES: N/A

REPAIR AND NATURE OF DAMAGES: N/A

EST COST OF REPAIR: _____
CAMF PERFORMED: N (Y/N)

PROOF OF CAMF :
IF *Y* DEF:

TIRE SIZE AND BRAND: N/A

CONDITION OF TIRE: LF: RF: RR: LR: (GOOD/POOR/FLAT)
SPARE:

PF13 HORN PF14 CHAS. - PF15 APTRCL PF16 CLOS PF17 THIRD PF18 MBRCH
PF19 CONTRL PF20 MBRCH PF21 12411 PF22 1241M PF23 COWREL PF24 CAL

THIS: 12416 BUSINESS RES CNTR #4 8136354871 TO 913133812617 P.27/32
SERIAL: 12417 ACTUAL: KEY: 390105246
NAME: MORTIC J MURLOCK GREEN, MA TR/WFL: 1999 NR TYPE: 10

GM1241 PAGE 6 (PHOTOS/DLS/PARTS)

WREN PHOTOS TAKEN: N (Y/N) NUMBER: NY WREN:

ADDRESS :

VEHICLE IMPROVED: N (Y/N) MARK :

NAME OF INS. REP AT INVESTIGATION:

RELATING DEALER : MAUREEN ALANZANO CHEVROLET

ADDRESS : HARTFORD, CT

SERVICING DEALER : SAME

ADDRESS : SAME

REPAIR ORDER FOUND IN VEHICLE HISTORY: N (Y/N)

HOW MANY :

IF "N" EXPLAIN : NOT RELATED TO ALLOCATION

ALLEGED DEFECTIVE PART(S) RECEIVED : N (Y/N)

PARTS NAME :

CORRECTION:

LOCATION :

HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: ON NOT ASSUMING RESPONSIBILITY

FF13 BASE FF14 CASE FF15 ATTACH FF16 CLOSE FF17 INDEX FF18 SEARCH
FF19 CONTACT FF20 MESSAGE FF21 12411 FF22 124111 FF23 CORRECT FF24 CAL

THIS: 12417 ACTION: FR BUSINESS RES CNTR #4 8136354871 TO 913133812617 P.28/32
REPT: 12418 ACTION: KEY: 99010R246
NAME: MORTIC J [REDACTED] HUNLOCK CREEK, PA YR/MDL: 1998 WB TYPE: 10

081241 PAGE 7 (PROPERTY DAMAGE)

TYPE OF DAMAGE: V (VEHICLE/PROPERTY OTHER THAN VEHICLE)
OWNER NAME FIRST: MORTIC MI: LAST: DOUGIALLO
ADDRESS: PO BOX 93, HUNLOCK CREEK, PA 18621
DRIVER NAME FIRST: MORTIC MI: LAST: DOUGIALLO
ADDRESS: PO BOX 93, HUNLOCK CREEK, PA 18621

VEHICLE
MAKE, MODEL & YEAR: BUICK REGAL 1998
ESTIMATE OF SPEED: 50 (MPH) BY WHOM: CUSTOMER
EXTENT OF DAMAGE: FIRE IN ENGINE
PROPERTY
KIND
EXTENT OF DAMAGE:
ADDITIONAL COMMENTS:

PF13 NAME PF14 CODE PF15 APPROX PF16 CLOS PF17 THIRD PF18 BRANCH
PF19 CONTROL PF20 MISC PF21 12411 PF22 12412 PF23 CORRECT PF24 CAL

SEIS: 12419 BUSINESS RES CNTR #4 8136354871 TO 913133812617 P.29/32
SECT: 124110 ACQUIS: KEY: 990105266
NAME: MORTON J HUNLOCK CREW, EA YR/MDL: 1998 NB TYPE: 10

(M1241 PAGE 9
GENERAL COMMENTS: TOTAL CNTS: 0
TIME: COMMENT #1

NOTE:
FF13 BASE FF14 CREW FF15 APTRCL FF16 CLOSM FF17 TESTD FF18 BRDACH
FF19 CONTRL FF20 MCDANE FF21 12411 FF22 12411 FF23 CONTRL FF24 CAL
*1000 INFORMATION AND PRESS BUREAU TO AID *

THIS 124120 ACTION: C KEY: 990105246 B136354871 TO 913133812617 P.30/32
SUBJ: 1241A ACTION: KEY: 990105246 ID: 10350
NAME: BOSTIC J HULLOCK CREEK, PA YR/MIL: 1998 WB TYPE: 10
041341 PAGE 10 (RUCAP)

DIVISION NOTIFIED OF INCIDENT

HOW : PHONE
WHEN : 11/12/99
BY WHOM: CUBT
IN ASSIGNED : 20
ASSIGNMENT

INVESTIGATOR FIRST NAME: H. VERNON MI: LAST NAME: SMITH JR
ASSIGNMENT DATE : DUE DATE :
INVESTIGATION DATE : 113089 RECEIVED DATE : 120399
INFO FROM FURTHER INVESTIGATION:

INSURANCE CO CODE: DATE SUBM:
REGION APPROV BY : DIST:
CO APPROVED BY : DATE:
PF13 NAME PF14 CHIEF PF15 SPECIAL PF16 CHIEF PF17 SERVD PF18 SUREACH
PF19 CONTROL PF20 INSURE PF21 12411 PF22 12411 PF23 COMBREL PF24 CAL

GM1241-A
DIVISION: BUICK WORK: DATE:
INSURANCE COMPANY'S (LOCAL OFFICE) DESTINATION CODE PTP 75-
ADDRESS: CITY: ST: ZIP:
EX: CLAIMANT (FIRST): MI: LAST:

DATE OF INCIDENT :
REASON FOR SUBMISSION OF PRIMARY REPORT: (1/2/5)
1. THE ATTACHED REPORT IS FOR YOUR INFORMATION AND RECORD.
2. WE BELIEVE THIS CLAIM MAY DESERVE FURTHER INVESTIGATION BY YOU.
3. OTHER:

FORWARDED ACKN TO: 1. UNDESIGNED FOR INQUIRIES TO: 1. UNDESIGNED
AND/OR 2. AND/OR 2.

ENCLOSURES :
CONTACT NAME FIRST: LAST: MI:
CONTACT ADDRESS:
CITY: ST: ZIP: CONTACT TITLE:
PF13 BASE PF14-CMTE PF15 APPEAL PF16 CLOS PF17 THIRD PF18 BREACH
PF19 CONFID PF20 MEDARE PF21 12411 PF22 1241EL PF23 CERRHEL PF24 CAL
IDOC: [REDACTED] AND OTHER INFO TO ADU -"



GENERAL MOTORS BUSINESS RESOLUTION CENTER

November 29, 1999



RE: File No: 990103246
VIN#: 2G4WB3320K71429400

Dear Mr. [Redacted]

Thank you for allowing us the opportunity to review the product allegation involving your 1998 Buick Regal.

Our investigation revealed no evidence to support your product allegation. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

In conclusion, we have forwarded your file B518. If you have any questions or concerns, you may contact B518 at the address listed below.

J518
Resolution Center
Mail Code 402 CPO 1991
P.O. Box 300
Detroit, MI 48265-300

Sincerely,

Leticia J. Hawkins
Customer Relationship Manager
Product Allegation Resolution Team
Buick Division
General Motors Corporation

ANGELA KERSEY/TAMPA PAR.

INSPECTOR MET WITH JERRY HARRIS OF SUTTON BUICK-POFTIAC, AND WAS INFORMED THAT SEVERAL WEEKS PRIOR TO THE LOSS THE INSURED HAD BROUGHT THE VEHICLE IN FOR A NEW BATTERY.

...
WHILE INSTALLING THE NEW BATTERY, THEY DISCOVERED THE ALTERNATOR WAS NOT PRODUCING ENOUGH ELECTRICAL POWER TO KEEP THE BATTERY CHARGED.

...
A NEW ALTERNATOR WAS INSTALLED, AND WHEN THE VEHICLE LEFT THE DEALERSHIP THEY KNEW OF NO OTHER PROBLEMS UNTIL THE VEHICLE WAS RETURNED AFTER THE FIRE.

...
THE FINAL SUMMARY IS THAT THE FIRE IS ACCIDENTAL IN ORIGIN RESULTING FROM A MALFUNCTION IN THE ALTERNATOR.

CONF.....NEXT PAGE.....

THE ALTERNATOR MALFUNCTIONED ON THE INTERIOR, THEREFORE OVERHEATING AND STARTING THE FIRE.

...
ALL OTHER CAUSES WERE ELIMINATED....

...
FORWARDING FILE TO TAMPA PAR CRM, AMY DRURY EXT. 58242, FOR REVIEW AND FOLLOWUP. AMY, THIS FILE DOES NOT HAVE A 1241 BECAUSE I GOT IT FROM MEX, SO DO THE BEST YOU CAN. ANGELA KERSEY/TAMPA PAR.

CRM SENDING FILE TO ESIS. THIS IS FOR A CLAIM OF MONEY ALREADY PAID.
CRM CLOSING FILE.
AMY DRURY/TAMPA PAR

***** REQUEST CODE AND COMMENTS *****

CODE #	DESC	CODE	COMMENTS
A01	0 OPEN CAMPAIGN		FIRE STARTED IN ALTERNATOR CLOSING FILE
T01	0 PRODUCT ALABAMA		CLAIMS FIRE STARTED IN ALTERNATOR CLOSING FILE

ADVISED CUSTOMER I WILL STATE WORKING THE FILE.
JIM JEFFRIS/TAMPA PAR

PAR CRM SENT THE REPURCHASE PACKET TO THE REPURCHASE DEPARTMENT FOR
A DIFFERENT VEHICLE THAT WAS LISTED ON THE PREVIOUS COMMENTS.
THE NEW VEHICLE ID IS 2G4WB55K7Y1138545.

PAR CRM RECEIVED AND REVIEWED PAR FILE.
PAR CRM CONTACTED DEALER AND AVM AND REVIEWED FILE.
PAR CRM CONTACTED CUSTOMER AND REVIEWED FILE.
PAR CRM REQUESTED RA INSPECTIONS.
PAR CRM RECEIVED RA INSPECTION.
PAR CRM CONTACTED CUSTOMER AND ADVISED GM POSITION.
PAR CRM FORWARDING FILE TO ESIS AND GM/SAFETY AND CLOSING FILE.
JIM JEFFRIS/TAMPA PAR

INDEX DOCUMENT FILE NUMBER #000119030
JIM JEFFRIS/TAMPA PAR

AVM STEVE JOHANNSEN (313 667 6601) CALLED IN. AVM STATES HE WOULD
LIKE PAR CRM TO CONTACT DEALERSHIP, AND ADVISE DEALERSHIP IN WHAT
TO DO WITH VEHICLE. AVM ADVISED IF PAR CRM HAS ANY QUESTIONS, PLS
CALL AVM. CRM ADVISED WOULD MEMOPAD PAR CRM...MATT BARTOLOMEO/AVM/
TAMPA

REFER TO FILE 000012580 FOR REPURCHASE INFORMATION. PAT DILLON/BRC/TAMP
A

***** REQUEST CODE AND COMMENTS *****

CDE #	DESC	CDE COMMENTS
T01	0	PRODUCT ALLEGA CUSTOMER STATES CAR HAD A THERMAL EVENT CLOSING FILE



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

FAX COVER LETTER

Date: 1/7/00

To: MSX
Fax: 313-381-2617

From: Jim Jeffris, Product Allegation Resolution
Phone: 800-231-1841 ext. 58496
Fax: 813-635-4071

**Pages including
this cover page:** 37

File Number: 990109199
Customer Name: Richard [REDACTED]
V.I.N.: 2G4WB52K3X1432352
DIVISION: BUICK

Comments: For your Records.

THIS: BASE ACTION: C KEY: 990109199 CRS 12/01/1999 16:16 CABS020M

NEXT: BASE ACTION: I KEY: 990109199 ID: T2425

01 TITLE : MR. CUSTOMER INFORMATION TYPE: GO

02 FIRST : RICHARD 03 MI: 04 LAST : [REDACTED]

05 STREET : [REDACTED]

06 CITY : [REDACTED] 07 ST: NY 08 ZIP : 14221

09 H PHONE: [REDACTED] 10 B PHONE: [REDACTED]

11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 2G4WB52K3X1432382 ENG: 3.8L V6 MFI PLANT: OSHAWA ON

13 YR/MDL : 1999 WB REGAL LS 14 DEL: 03 01 99 15 MILES: 004000

16 DEALER : TOWNE BUICK, INC. 17 ZNDLR: 23 36516

18 CITY : WILLIAMSVILLE 19 STATE: NY

CDE # DESC CDE COMMENTS

T01 0 PRODUCT ALLEGAT 20 CUSTOMER STATES CAR HAD A THERMAL EVENT

21

22

23

24

--->

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC

PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: C KEY: 990109199,9 CRS 01/07/2000 09:24 CAB5030M
NEXT: CMTS ACTION: C KEY: 990109199,9 ID: T2425
GENERAL COMMENTS TOTAL CMTS: 9 TYPE: GO
SER: T2425 DATE: 12/01/99 TIME: 16:11 COMMENT #: 4
PAR CRM LEFT MESSAGE ON CUSTOMER BUSINESS PHONE TO RETURN MY CALL.
JIM JEFFRIS/TAMPA PAR

MORE: Y

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: C KEY: 990109199,9 CRS 01/07/2000 09:24 CAB5030M
NEXT: CMTS ACTION: C KEY: 990109199,9 ID: T2425

GENERAL COMMENTS TOTAL CMTS: 9 TYPE: GO
USER: T2425 DATE: 12/14/99 TIME: 15:21 COMMENT #: 5

LEFT MESSAGE FOR THE CUSTOMER TO RETURN MY CALL. WIFE STATED HUSBAND
IS OUT OF TOWN.

JIM JEFFRIS/TAMPA PAR

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: C KEY: 990109199,9 CRS 01/07/2000 09:24 CABS030M
NEXT: CMTS ACTION: C KEY: 990109199,9 ID: T2425

GENERAL COMMENTS TOTAL CMTS: 9 TYPE: GO

USER: T2425 DATE: 12/14/99 TIME: 15:23 COMMENT #: 6

PAR CRM ADVISED DEALER WE WILL ASSUME RESPONSIBILITY HOWEVER WE WERE
NOT ABLE TO FIND ANY PROBLEMS WITH THE VEHICLE.
JIM JEFFRIS/TAMPA PAR

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 RONEACT PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: C KEY: 990109199,9

CRS 01/07/2000 09:24 CAHSUJUM

NEXT: CMTS ACTION: C KEY: 990109199,9

ID: T2425

GENERAL COMMENTS

TOTAL CMTS: 9 TYPE: GO

USER: T2425 DATE: 12/16/99 TIME: 09:26

COMMENT #: 7

PAR CRM ADVISED CUSTOMER THE INSPECTION WAS COMPLETE AND WE DID NOT HAVE CONCLUSIVE INFORMATION. PAR CRM OFFERED THE CUSTOMER A TRADE AND REPURCHASE. CUSTOMER STATED HE WOULD LIKE TO DISCUSS THIS WITH HIS WIFE AND ADVISED ME TOMORROW WHAT HE WOULD LIKE TO DO.
JIM JEFFRIS/TAMPA PAR

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: C KEY: 990109199,9 CRS 01/07/2000 09:24 CABSUJUM
NEXT: CMTS ACTION: C KEY: 990109199,9 ID: T2425

GENERAL COMMENTS TOTAL CMTS: 9 TYPE: GO

USER: T2425 DATE: 12/29/99 TIME: 14:33 COMMENT #: 8

CUSTOMER STATED HE FOUND A SIMILIAR VEHICLE IN THE SHOW ROOM. CUSTOMER STATED HE WILL NOT PAY A PENNY MORE FOR THE 2000 YEAR MODEL. CUSTOMER STATED THE VEHICLE HE FOUND WAS VIN #2G4WB55K2Y1112211. PAR CRM ADVISED CUSTOMER I WILL STATE WORKING THE FILE.

JIM JEFFRIS/TAMPA PAR

MORE: Y

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: C KEY: 990109199,9 CRS 01/07/2000 09:24 CAB9030M
NEXT: CMTS ACTION: C KEY: 990109199,9 ID: T2425

GENERAL COMMENTS TOTAL CMTS: 9 TYPE: GO

USER: T2425 DATE: 01/07/00 TIME: 09:24 COMMENT #: 9

PAR CRM SENT THE REPURCHASE PACKET TO THE REPURCHASE DEPARTMENT FOR
A DIFFERENT VEHICLE THAT WAS LISTED ON THE PREVIOUS COMMENTS.
THE NEW VEHICLE ID IS 2G4WB55K7Y1138545.

PAR CRM RECEIVED AND REVIEWED PAR FILE.
PAR CRM CONTACTED DEALER AND AVM AND REVIEWED FILE.
PAR CRM CONTACTED CUSTOMER AND REVIEWED FILE.
PAR CRM REQUESTED EAAINSPECTIONE.
PAR CRM RECEIVED EAA INSPECTION.
PAR CRM CONTACTED CUSTOMER AND ADVISED GM POSITION.
PAR CRM FORWARDING FILE TO ESIS AND GM/SAFETY AND CLOSING FILE.
JIM JEFFRIS/TAMPA PAR

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

*I0005 BOTTOM OF DATA DISPLAYED *

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

Information on this form must be communicated to your division's Business Resource Center (BRC) to initiate the Process

- BUICK
- CADILLAC
- CHEVROLET
- OLDSMOBILE
- PONTIAC-GMC

DATE: 12-29-99
 DEALER NAME & CITY: TOWNE Buick Inc.
 DEALER CONTACT: [REDACTED]
 CUSTOMER NAME: [REDACTED]
 CUSTOMER DAY PHONE NO.: [REDACTED]
 GAC CASE NO. (if available): 990109199

VEHICLE INFORMATION:

OLD VIN:

2	6	4	W	B	5	2	K	3	X	1	4	3	R	3	P	2
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

CURRENT MILEAGE: _____

NEW VIN:

2	6	4	W	B	5	5	K	7	Y	1	1	3	P	5	4	5
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

TRANSACTION TYPE: Trade Repurchase Straight Repurchase Lease Repurchase

Reason for Repurchase: PAR - Thermal Event

The AVM must advise the customer and the dealer that the following items will be a factor in determining the customer's financial participation. (BRC to finalize with customer/dealer)

Taxes & Fees + Negative Equity + over Allowance

- No Rebates/Cash incentives of any kind will be allowed on replacement vehicle.
- Special Lease Rates and Financing will be allowed on replacement vehicle.
- Current GM Card points may be applied on replacement vehicle.
- GM Card points will never be refunded in cash.

Detail your agreement with the customer on the following items:

Usage/Depreciation: Waive Usage Fees

Upgrade/Downgrade: LS w/TSO Package

Aftersales Items: None

Lease Termination: _____

Damage to Vehicle beyond normal wear and tear: PAR - Thermal Event (see picture)

Special Instructions: Do not charge Sales Tax

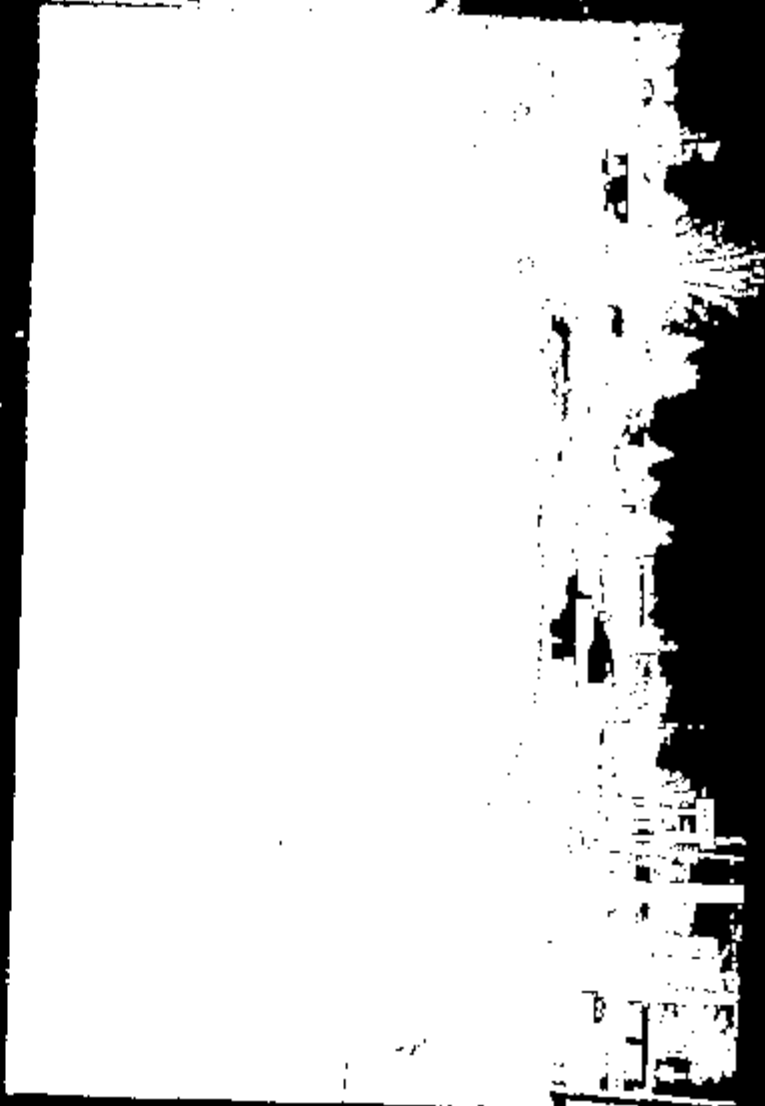
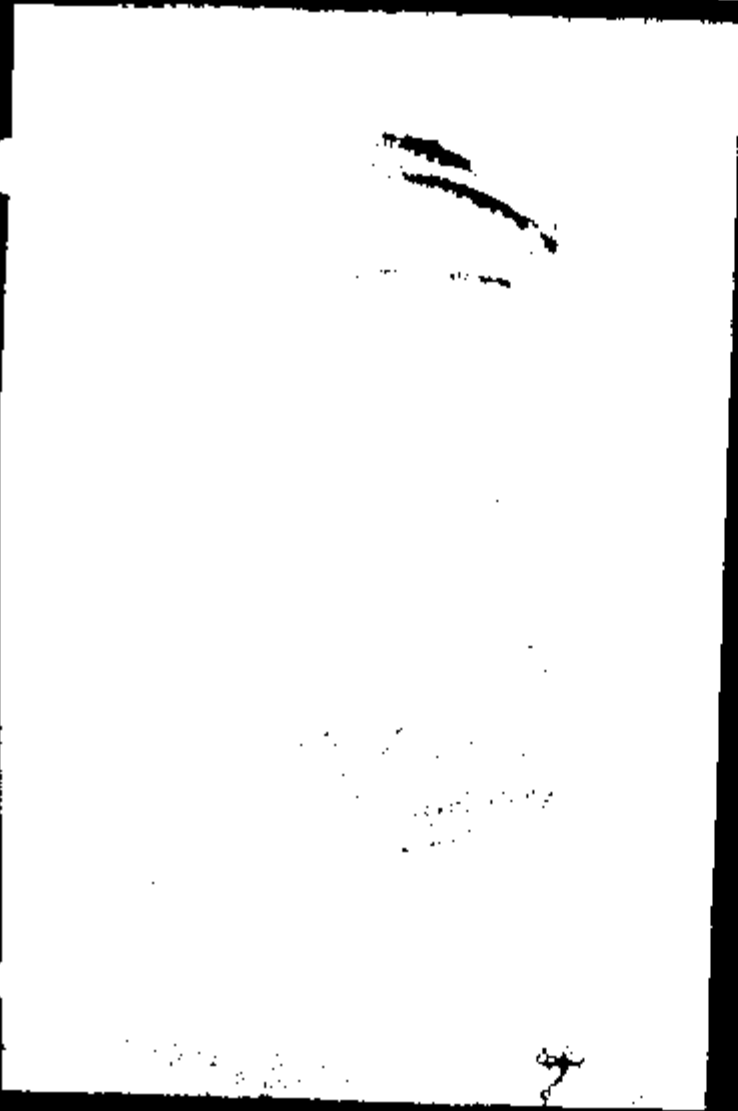
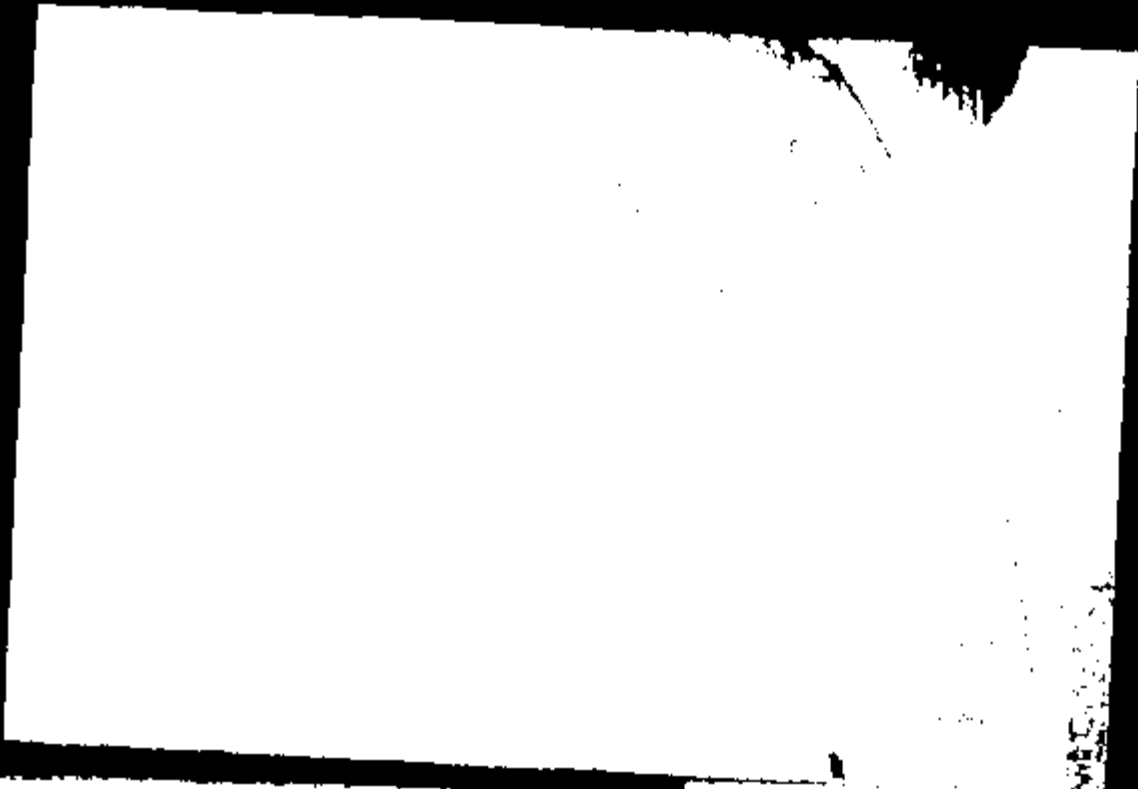
Recommended Disposition of Repurchased Vehicle:

- Donate
- Auction
- NAO Recovery
- Scrap
- Other

Explain: Thermal event

NOTE: DEALER MUST NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE RECEIVED BY THE DEALER FROM THE BRC

Authorization: _____
 (Print Name) VMI Node/Mailbox Date



1999 REGAL LS SEDAN
 54U JASPER GREEN PEARL
 523 TAUPE LEATHER/VINYL BUCKET
 ORDER NO. B90NFO/TRE STOCK NO.
 VIN 2G4 N852 K5 X1432302

1/468

BUICK MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 902 E. HAMILTON AVE. 4603
 FLINT MI 48580-0001
 VEHICLE INVOICE 40007582894

MODEL & FACTORY OPTIONS	MBRP	INV AMT	RETAIL - STOCK
40849 REGAL LS SEDAN	21495.00	17850.95	INVOICE 10/02/98
L36 ENGINE- 2500 SERIES II V6	N/C	N/C	SHIPPED 10/02/98
MN3 TRANSMISSION AUTO 4SP 4T65-E	N/C	N/C	EXP I/T 10/09/98
NG1 NORTHEAST STATES EMISSIONS	N/C	N/C	INT COM 10/09/98
Y06 GRAN TOURING SUSPENSION	600.00	516.00	PRC EFF 10/02/98
INCLUDES 16" ALUMINUM WHEELS AND P225/60R BLACKHALL TIRES			KEYS NA00 KMB1 WFP-S 9TR OPT-1
15C PRETIGE PACKAGE (EC)	1162.00	999.32	BANK: MANUFACTURE CHE-TO: 36-516
* CARPET SAVERS - FRONT & REAR			SHIP WT: 3265
* SEAT - 6-WAY POWER (DRIVER SIDE)			HP: 34.7
* TRUNK CONVENIENCE NET			GMS: 21762.04
* VIGNO VANITY MIRRORS - DUAL ILLUMINATED WITH EXTENDABLE SUNSHADES (INCLUDES: COURTESY AND READING LIGHTS AND REAR RAIL READING & COURTESY LIGHTS AND ASSIST STRAPS) CONTROL			MEMO 1205.35
* MIRRORS - INSIDE/OUTSIDE REARVIEW ELECTROCHROMIC WITH AUTOMATIC DIMMING			
* RADIO CONTROL - STEERING WHEEL MOUNTED			
* RADIO - POWER LOADING CD & CASSETTE PLAYER W/NEXT/LAST CD TRACK SELECTOR AND ETR AM-FM STEREO W/SEEK/SCAN, AUTOMATIC TONE CONTROL AND CLOCK			
523 TAUPE LEATHER/VINYL BUCKET	480.00	589.00	
56U JASPER GREEN PEARL	N/C	N/C	

TOTAL MODEL & OPTIONS	24107.00	21925.25	ACT 291 21762.04
DESTINATION CHARGE	560.00	560.00	H/B 261 723.21
DEALER ADVERTISING		120.54	ADV 65A 120.54

TOTAL	24667.00	22605.79	PAY 310 22605.79
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		21887.15	

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

TOWNE, BUICK, INC.

LEASE AGREEMENT
GMAC SMARTLEASE

LESSOR (and CO-LESSOR) ("You") name and address, including county

[Redacted]

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the "we," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to

VEHICLE INFORMATION

Year	Make & Model	Body Style	Vehicle
1999	BUICK REGAL	4DR LS SED	254N8524X1

Dealer Reported Odometer: N/A

MONTHLY PAYMENTS

Amount Due at Lease Signing or Delivery (Amount Due)	Monthly Payments
\$ <u>2450.00</u>	Your first monthly payment of \$ <u>335.24</u> is due on <u>03/01/99</u> followed by <u>24</u> payments of \$ <u>335.24</u> due on the <u>1st</u> of each month. The total of your monthly payments is \$ <u>12242.96</u> .

RECONCILIATION OF AMOUNT DUE

Amount Due at Lease Signing or Delivery:	
Capitalized cost reduction	\$ <u>951.00</u>
First monthly payment	\$ <u>335.24</u>
Refundable security deposit	\$ <u>N/A</u>
Tire fees	\$ <u>00.00</u>
Registration fees	\$ <u>54.00</u>
Signature fee	\$ <u>1005.00</u>
<u>N/A</u>	\$ <u>N/A</u>
OTHER LESSEE COSTS	\$ <u>10.00</u>
Total	\$ <u>2450.00</u>

Your monthly payment is \$ 335.24 and any (once capitalized cost. The agreed upon value of the vehicle, insurance, and any outstanding prior credit or lease balances).

Capitalized cost reduction. The amount of any net trade-in allowance, rebate, non-cash credit, adjusted capitalized cost. The amount used in calculating your base monthly payment.

Refundable security deposit. The amount used in calculating your base monthly payment.

Tire fees. The amount charged for the vehicle's tires in the lease term.

Registration fees. The amount charged in addition to the depreciation and any amortized amounts plus the net lease term. The number of months in your lease.

Signature fee. The amount charged for the vehicle's engine in the lease term.

Monthly maintenance fee (optional) N/A

Total monthly payment 335.24

Early Termination. You may have to pay a substantial charge if you end the lease before the agreed upon term. The actual charge will depend on when the lease is terminated. The

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use. You have an option to buy the vehicle at the end of the lease term. See your lease documents for additional information on early termination charges, and insurance.

1. RECONCILIATION OF GROSS CAPITALIZED COST.

Agreed upon value of the vehicle	\$ <u>23500.00</u>
GMAC administrative fee	\$ <u>400.00</u>
LT and registration fees	\$ <u>N/A</u>
Sales tax	\$ <u>N/A</u>

Monthly Payment

LESSOR (Retailer)
TOWNE BUCK, INC.
 8411 TOWNHIT RD
 WILLIAMSVILLE NY 14221

Vehicle. By signing this lease, you agree to everything on the front and back, which this lease is assigned (if it is assigned).

DEFINITIONS

1. LEASE TERM	2. Mileage	3. Primary Use
36	31	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Business, Agricultural, or Commercial

INITIAL COSTS

Other Charges (not part of your monthly payment)	Total of Payments (The amount you will have paid by the end of the lease.)
Disposition fee (if you do not purchase the vehicle) <u>N/A</u>	<u>\$ 14127.12</u>
<u>N/A</u>	
Total <u>N/A</u>	

2. Lease Signing or Delivery.
 How the Amount Due at Lease Signing or Delivery will be paid:

Net trade-in allowance	\$	<u>N/A</u>
Refunds and rebates credits	\$	<u>N/A</u>
Amount to be paid in cash	\$	<u>2458.28</u>
Total	\$	<u>2458.28</u>

Services as shown below:
 Items you pay for over the lease term (such as service contracts):

	\$	<u>2466.00</u>
or cash you pay that reduces the gross capitalized cost:	\$	<u>993.00</u>
	\$	<u>2373.00</u>
Monthly payments	\$	<u>12846.07</u>
Less through federal tax and for other items paid over	\$	<u>7938.13</u>
	\$	<u>4114.11</u>
Charge	\$	<u>12872.84</u>
	\$	<u>36</u>
	\$	<u>2458.28</u>
	\$	<u>N/A</u>
	\$	<u>N/A</u>
	\$	<u>12872.84</u>

This lease ends. The amount due by us to correct any amount default, earlier you end the lease, the greater the charge is likely to be.

at use and for mileage in excess of 12000 miles per year at the rate of \$0.20 per mile.
 the lease term for 12000.00, plus excess wear and tear.
 before, purchase options and maintenance responsibilities, warranties, fees and default

The excess mileage charge is \$0.20 per mile for each mile beyond 12000 miles. If the lease ends early, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

6. CHANGE FOR FEES. If the government places a tax on the vehicle and you do not pay it promptly, we may pay it. Each time we pay it for you, you will pay us the fee plus \$20.

RCMPR029

FORMATTED INVOICE DATA INQUIRY

01/06/00

13:51:42

PROCESSING SOURCE: BARS

PAGE NO: 01

1999 REGAL LS SEDAN

BUICK MOTOR DIVISION

560 JASPER GREEN PEARL

/V6G

GENERAL MOTORS CORPORATION

523 TAUPE LEATHER/VINYL BUCKET

200 RENAISSANCE CENTER

ORDER NO. RDONFO/TRE

STOCK NO.

DETROIT MI 48243-1300

VIN 2G4 WB52 K3 X1432382

VEHICLE INVOICE 40007582394

*****g

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
4WB69 REGAL LS SEDAN	21695.00	19850.93	INVOICE 10/02/98
L36 ENGINE- 3800 SERIES II V6	N/C	N/C	SHIPPED 10/02/98
MN3 TRANSMISSION AUTO 4SP 4T65-E	N/C	N/C	EXP I/T 10/09/98
NG1 NORTHEAST STATES EMISSIONS	N/C	N/C	INT COM 10/09/98
Y55 GRAN TOURING PACKAGE	600.00	516.00	PRC EFF 10/02/98
19C PRESTIGE PACKAGE (5C)	1162.00	999.32	KEYS SECURED
* CARPET SAVERS - FRONT & REAR			WFP-S QTR OPT-1
* SEAT - 6-WAY POWER (DRIVER SIDE)			BANK: MANUFACTURE
* TRUNK CONVENIENCE NET			CHG-TO 36-516
* VISOR VANITY MIRRORS - DUAL			SHIP WT: 3365

COMMAND ==>

MORE RECORDS

F01=HELP

02=INV SEL

03=PRV SCRN

04=VEHEVENT

06=AR EVENT

F07=PGUP

08=PGDN

09=INV ERR

10=PRINT

P/W:

RCMPRO29
13:51:58

FORMATTED INVOICE DATA INQUIRY
PROCESSING SOURCE: BARS

01/06/00
PAGE NO: 02

ILLUMINATED WITH EXTENDABLE
SUNSHADES (INCLUDES: COURTESY
AND READING LIGHTS AND REAR
RAIL READING & COURTESY
LIGHTS AND ASSIST STRAPS)
CONTROL

HP: 34.7
GMS: 21762.04
MEMO 1205.35

- * MIRRORS - INSIDE/OUTSIDE
REARVIEW ELECTROCHROMIC WITH
AUTOMATIC DIMMING
- * RADIO CONTROLS - STEERING
WHEEL MOUNTED
- * RADIO - POWER LOADING CD &
CASSETTE PLAYER W/NEXT/LAST
CD TRACK SELECTOR AND ETR
AM-FM STEREO W/SEEK/SCAN,
AUTOMATIC TONE CONTROL AND
CLOCK

523 TAUPE LEATHER/VINYL BUCKET 650.00 559.00

COMMAND ==> MORE RECORDS

PF01-HELP	02-INV SEL	03-PRV SCRN	04-VEHEVENT	06-AR EVENT
PF07-PGUP	08-PGDN	09-INV ERR	10-PRINT	R/W:

RCNPRO29

FORMATTED INVOICE DATA INQUIRY

01/06/00

13:56:14

PROCESSING SOURCE: HARS

PAGE NO: 03

56U JASPER GREEN PEARL

N/C

N/C

TOTAL MODEL & OPTIONS	24107.00	21925.25	ACT 231	21762.04
DESTINATION CHARGE	560.00	560.00	H/B 261	723.21
DEALER ADVERTISING		120.54	ADV 65A	120.54

TOTAL	24667.00	22605.79	FAY 310	22605.79
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		21557.15		

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO

COMMAND ==> MORE RECORDS
 PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT
 PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

RCNPRO29

FORMATTED INVOICE DATA INQUIRY

01/06/00

13:56:20

PROCESSING SOURCE: BARS

PAGE NO: 04

DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

TOWNE BUICK, INC.

PO BOX 9069

WILLIAMSVILLE

NY 14231-9069

COMMAND ==>

PF01=HELP

02=INV SEL

03=PRV SCRN

04=VEHEVENT

06=AR EVENT

NO MORE RECORDS

PF07=PGUP

08=PGDN

09=INV ERR

10=PRINT

P/W:

NEXT: GM WARRANTY HISTORY INQUIRY PAGE 01 OF 02
 (UPDATED THRU 20000104) DIV: BUICK

VEHICLE-ID-NUMBER DESCRIPTION ODM DEL-DLR DEL-DATE DEL-ODOM PDI-ELIG CIM
 2G4WB52K3X1432382 REGAL CUSTOM SED M 1136516 19990301 31 PAID 3

PROD-DTE: 19981002 DELWAR-DATE: WARBLK-DTE:
 INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:
 INV-DLR : 1136516 SHIP-TO-DLR: 1136516

C	CYCLE								AUTH	AUTH	
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	1190524	018	19991125	539507	330558	01	T2020	33.27	26262	0200	
			TOWING								
002	1136516	992	19990902	047801	240015	01	V0348	21.70	3748		
			INSTALL GROUND CABLE W CAR 99033								
			FAIL-PART:15358498 WIRE								
003	I 1136516	898	19981002	A32382	432382	01	E7000	81.26	0		
			PASSENGER CAR AND TRUCK NVI								

----- NO MORE CLAIMS FOR THIS VIN -----

PF1:HELP PF2:OPT PF3:CHG-DIV PF4:MAIN MENU PF5:DESC PF6:PRINT
 PF7:BACK PF8:FWRD PF9:GOTO PF10:LOGOFF
 RECORD FOUND

NEXT: GM WARRANTY HISTORY INQUIRY PAGE 02 OF 02

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: BUICK

VIN: 2G4WB52K3X1432382 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 015

RPO DESCRIPTION

RPO DESCRIPTION

W BODY
SEDAN
V6 ENGINE
CALIFORNIA EMISSION
AUTO TRANS
UH8 INSTRUMENT CLUSTER
ANTILOCK BRAKE
DR2 REMOTE ELEC MIRROR
UP0 RADIO AM/FM CASS,CD
POWER WINDOW
99033 ABS MOTOR SHORTS

4 DOOR
BUICK
L36 3.8 LITRE V6 MFI
MX0 AUTO TRANS W/OVERDRIVE
MN3 4 SPD AUTO TRANS 4T65-E
AK5 INFLAT RESTRAINT DR/PAS
CJ2 AIR CONDITIONING
U77 REAR WINDOW ANTENNA
FLOOR CONSOLE
UX3 STEERING WHEEL CONT

----- END OF OPTIONS -----

PF1:HELP PF2:OPT PF3:CHG-DIV PF4:MAIN MENU PF5:DESC PF6:PRINT
PF7:BACK PF8:FWRD PF9:GOTO PF10:LOGOFF

GENERAL MOTORS BUSINESS RESOURCE CENTER TRADE-REPURCHASE CHECKLIST

- RVDC SHEET & CALCULATION WORKSHEET
- PRA FORM
- INVOICE ON ORIGINAL VEHICLE
- SIGNED BILL OF SALE ON ORIGINAL VEHICLE
- INVOICE ON REPLACEMENT VEHICLE
- SIGNED OFFER LETTER - SIGNED BY CUSTOMER
- RELEASE AGREEMENT- SIGNED BY CUSTOMER
- TRADE REPURCHASE AGREEMENT - SIGNED BY DEALERSHIP
- DEALER CONTACT LETTER
- INCENTIVE SHUT-OFF REQUEST
- COPY OF TITLE OR REGISTRATION FOR ORIGINAL VEHICLE
- WARRANTY HISTORY
- DOCUMENTATION OF ANY ADDITIONAL DEALER PROFIT
OTHER THAN ADMINISTRATION FEE (If Applicable)
- INVOICE FOR ATTORNEY FEES (If Applicable)
- REPAIR ORDERS RELATED TO REASON FOR TRADE-
REPURCHASE - NOT NEEDED IF PRA IS FROM AMSV

GENERAL MOTORS BUSINESS RESOURCE CENTER TRADE-REPURCHASE CHECKLIST

- Legal REPURCHASE WORKSHEET & CALCULATION WORKSHEET
- ✓ Legal, ADR, PAR PRA FORM
- ✓ Legal, ADR, PAR INVOICE ON ORIGINAL VEHICLE
- ✓ Legal, ADR, PAR SIGNED BILL OF SALE ON ORIGINAL VEHICLE
- Legal INVOICE ON REPLACEMENT VEHICLE
(PAR & ADR should make cust aware to work with dlr to find a replacement veh.)
- _____ SIGNED OFFER LETTER - SIGNED BY CUSTOMER
- _____ RELEASE AGREEMENT- SIGNED BY CUSTOMER
- _____ TRADE REPURCHASE AGREEMENT- SIGNED BY
DEALERSHIP
- _____ INCENTIVE SHUT-OFF REQUEST
- ADR COPY OF TITLE OR REGISTRATION FOR ORIGINAL VEHICLE
- ✓ Legal, ADR, PAR WARRANTY HISTORY
- _____ DOCUMENTATION OF ANY ADDITIONAL DEALER PROFIT
OTHER THAN ADMINISTRATION FEE (If Applicable)
- Legal INVOICE FOR ATTORNEY FEES (If Applicable)
- PAR, ADR REPAIR ORDERS RELATED TO REASON FOR TRADE-
REPURCHASE - NOT NEEDED IF PRA IS FROM AMSV

Facsimile Cover Sheet

Please Expedite Inspection

6001-2043 Buick

JIM JEFFRIES

EAA Contact: Kathy Smith
 Phone/Fax: 248-642-2232 1248-642-4555
 Subject: EAA Assignment
 File #: 000109199
 Claimant: [Redacted]
 Vehicle (Model-Year): 1999 Buick Regal
 Vehicle Location: Gilks Motor
 116 Courthouse Road
 Princeton, NJ 08940
 Contact's (Name/Phone): [Redacted] John M. Latham
 304-485-2160
 Divisional Director: Jim Jeffries
 Division: General Motors Forensic Investigations
 Address: 300 E. Eisenhower Ave.
 Suite 2000
 Tampa, Florida 33610
 Phone/Fax: 813-291-1841 813-291-4077
 Phone Prompt: 4
 Then 4-Ext. 2496
 Mail / EDRU Cartridge: Mass Cartridge Rev 7.5+ OBD II Cable & VSN
 Date: 12/10/99
 Pages including this cover page: 5

The information contained in this facsimile is confidential and may also be attorney privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient, or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copy of this communication is strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone, and return all original messages in an e-mail to the address shown on the U.S. Postal Service "Return To" tag.

Thanks

4

Please Use Pencil

Special Instructions:

- Accelerator/Throttle
- Brake/ABS/TC System(s)
- Steering/Suspension/Tires & Wheels
- Side Impact
- Fire (Collision)
- Power Sliding Door

- Fire (Non-collision)
- Hood/Neck Latch
- Restraint/Seatbelts
- Seats
- Transmission/Transaxle
- Other

- Do not interview Owner
- Interview Owner
- Remove & Return Part
- Contact FIA: Team Member
- Before After Inspection
- Other

EAA Internal Use Only

All Vehicles are coded 6001

of Pages (including cover sheet)

To: SAC Bob Burtney
From: Kathy Smith

Phone: _____
Date Forwarded to SAC: 12-2

Fax: 304-384-9609
Due Date: 12-16

EAA Internal Use Only

Case Acceptance/Investigation: YES NO
Please acknowledge acceptance of this case promptly by phone or fax.

Report Mailed USPS Priority
Please report completion date by phone or fax.

Date mailed: 12/10/99

GM-PAR-File Col, Rev. 08/20/87

PRODUCT ALLEGATION RESOLUTION
FIRE (COLLISION)

(page 1 of 6)

Division: <u>BUICK</u>	Rate: <u>990109199</u>	VIN: <u>2G4WB52K3X1432382</u>
Claimant's Name (LAST, First)		

Inspected By: BOB BAKER Organization: ISAR
 Phone: (304) 324 9669 x - Inspection Date: 12/03/99 Mileage at inspection: 605679

***** I INSPECTION SUMMARY *****

Following the inspection, summarize the facts and observations.

FIRE INSPECTION AT GIAB'S MOTOR SALES (BUICK DEALER) AT
WILMINGTON, W.V. JIMMY MITCHEM SERVICE MANAGER. ARRIVED AT WORK TO
FIND THE SUVING ON TRUCK KEY IN. HENSA NOTICED ANYTHING. TRIED TO START
CAR IT CRANKED, NOTICED NO GASOLINE. HAD 2 GALLON (WATER), TRIED TO START
AGAIN. RAW FUEL STARTED APPEARING UNDER FRONT AIR FUEL SMELL. X
MIEMO

***** II INTERVIEW - VEHICLE HISTORY *****

[REDACTED]

1. Vehicle modifications or after-market equipment? (e.g. radio, phone, CB, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, etc.) NOTE

Make(s), date installed, and by whom (name, phone) _____

2. Any prior collision damage? (when, where, extent, repaired by, etc.) NOTE

3. For the following systems, list and describe prior repairs or externally reported problems/complaints at time of incident (e.g. no starts, stalls, overheating, loss of coolant, warning lights "On", strange odors, smoke, fluid leaks on driveway, engine noise, engine rattle, etc.):

- Cooling System (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____
Describe _____
- A/C System (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____
Describe NO PRIOR REPAIRS
- Steering System (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____
Describe _____
- Transmission (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____
Describe _____
- Electrical Systems (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____
Describe _____

GM-FPB-Fire Col. Rev. 6/24/96

Division Ref.# 99R109199

VDMC Ref.# FI _____

Page 2 of 6

II INTERVIEW - VEHICLE HISTORY (Continued)

Fuel System (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
 Describe _____

Exhaust System (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
 Describe _____

Major Engine (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____
 Describe NONE

Brake/ABS/TCS System (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____
 Describe _____

Body (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
 Describe _____

Other (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
 Describe _____

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other) DRIVE REGULAR
 Maintenance records? (Y/N) _____ Date/description of last maintenance/repair (by whom?) REGULAR SERVICE ABOUT
 A MONTH AGO AT THE SELLING DEALER.
 Any other pertinent vehicle history information (from interview or GM Warranty History)? N/A

Name and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle
N/A

How was vehicle towed? (the bed, dolly, sling, front or rear lift) N/A If towed on wheels, how far? N/A

III INTERVIEW - INCIDENT DETAILS

III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE

If vehicle is a truck, or a car trailing cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) _____
 load description _____ load location _____

Driver's physical description (gender, age, height, weight, disabilities) _____

If vehicle's ignition was "Off" prior to fire, for how long was it "Off"? 10-15 MINUTES Were all doors locked? (Y/N) N

Drive length (if vehicle was parked prior to fire, describe last drive): Yrs. 4 Min. 30 Distance traveled 60 MILES

Time duration between parking and collision _____ If not parked, vehicle speed estimate _____ MPH
 Source of estimate _____ Posted speed _____ MPH Speed of other involved vehicles _____ MPH

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) Empty When last fueled? ON 30 MILE TRIP

Exact incident location SISTERS RESIDENCE - EVANSTON, ILLINOIS
THURSDAY DAY 11/29/99 ARRIVED APPROX 2:30-3:00 PM. FROM 30 MILE TRIP
AREA (EVANSTON) - 65-70 MPH SECONDARY ROAD 60 MILES APPROX 45-55 MPH.

Weather conditions and visibility HAZY RAINY

Wind speed/direction ?

Approx. temperature 50 °F. Any physical visual obstructions? NO

III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE (Continued)

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? Describe: _____
Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt or Other? Describe: _____
Road condition: Wet, Dry, Icy or Other? If other, specify _____
Shoulder condition: Wet, Dry, Icy or Other? If other, specify _____
Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) _____
Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Describe: _____

*DRIVEWAY
PARKED
11:00*

Electrical systems operation: (normal, other) ON TAIP RADIO HAD BEEN ON AND WITH LIGHTS

- Mark an "X" before all electrical systems/devices which were "On" or "Cycled" immediately prior to the incident:
- | | | |
|---|--|---|
| <input type="checkbox"/> Cruise Control | <input type="checkbox"/> Windshield Wipers | <input type="checkbox"/> Radio, Built-in Type/CD Player |
| <input type="checkbox"/> Traction Control Switch "On" | <input type="checkbox"/> Air Conditioner, on "Max" (Y/N) | <input type="checkbox"/> Auxiliary CD Player |
| <input type="checkbox"/> Low Beam Headlights | <input type="checkbox"/> Heater | <input type="checkbox"/> Telephone |
| <input type="checkbox"/> High Beam Headlights | <input type="checkbox"/> Windshield Defogger | <input type="checkbox"/> CB Radio |
| <input type="checkbox"/> Daytime Running Lights | <input type="checkbox"/> Windshield Defroster | <input type="checkbox"/> Power Window Controls |
| <input type="checkbox"/> Fog Lamps | <input type="checkbox"/> Rear Window Defroster | <input type="checkbox"/> Power Mirror Controls |
| <input type="checkbox"/> Turn Signal | <input type="checkbox"/> Outside Mirror Heater | <input type="checkbox"/> Power Seat Controls |
| <input type="checkbox"/> Hazard Flashers | <input type="checkbox"/> Driver Seat Heater | <input type="checkbox"/> Power Sun Roof Controls |
| <input type="checkbox"/> Map Lights, Ft. Rr. | <input type="checkbox"/> Passenger Seat Heater | <input type="checkbox"/> Cigar Lighter |
| <input type="checkbox"/> Other Interior Lights | <input type="checkbox"/> Auxiliary Power Outlet | <input type="checkbox"/> Other |

Steering operation: (normal, other?) _____

Powertrain: (any engine mis., sluggish, surge, stall, loss of power or speed, etc.) _____

Any unusual noises (bang, pop, tick, grinding, metallic, rarr, etc.)? From where? _____

Did it appear to match engine speed? (Y/N) _____

Describe any unusual odors. From where? SUBTLE GASOLINE NORMAL

Any smoke? (from where, color, intensity, etc.) NO NOISE HISS OR ODOOR SMELL OR ANY KIND.

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? _____

III B INTERVIEW - AT BEGINNING & DURING THE FIRE

Any flames? (from where, color, intensity, etc.) COULD SEE UNDERNEATH ENGINE AREA FIRE

Any steam or smoke? (from where, color, intensity, etc.) FIRE COMING DOWN - BEHIND TRUCK GET COMPLETENLY OUT QUICK - I WAS NOT UP UNDERNEATH OF ENGINE - GOT UPON MY FEET IMMEDIATELY

Any apparent malfunction of: Cooling System? (Y/N) Power Steering? (Y/N) Auto Transmission? (Y/N)

Electrical Systems? (Y/N) Fuel System? (Y/N) Exhaust System? (Y/N) Engine? (Y/N) Brake System?

(Y/N) Other? (Y/N) Describe: _____ Warning Lights? (Y/N) _____

Gauges? (Y/N) If so, describe LAR ENGINE - NO WARNING LIGHTS ON DASH TO KNOW PARKED.

What did you do after the alarm? Pull Over? (Y/N) Lower Windows? (Y/N) Raise Windows? (Y/N)

Turn Engine Off? (Y/N) Turn on Hazard Flashers? (Y/N) Exit Vehicle? (Y/N) Open Hood? (Y/N)

Open Trunk? (Y/N) Other? (Y/N) Describe: _____

***** III B INTERVIEW - AT BEGINNING & DURING THE FIRE (Continued) *****

Time sequence of events (24h): Time of collision? NO Time between collision and start of fire? _____ Time between start of fire and other significant fire events? _____ Describe _____ Describe _____ Time when fire was over or put out? 2-3 minutes

Any other comments or observations that have not been covered? NO

MEMO, THE HOOD WAS OPENED NOW, AFTER SEEING THE BURNT HOOD ON THE HOOD.

***** IV - VEHICLE INSPECTION *****

The vehicle inspection documents the physical evidence via color photographs and written observations. It is important to also document what does not appear to be related to the fire. This is necessary because fire cause determination often involves the process of elimination. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following and enter observations/comments on the form:

- Left & right side exterior
- Front & rear exterior
- Hood, inner & outer panels
- Trunk area and Decklid, inner & outer panels
- Roof
- Door interior panels
- Left & right instrument panel & odometer
- Ashtray(s) area
- Left & right front seat and carpet
- Underbody & exhaust (include hangers)
- Option code label
- Engine compartment
- Radiator, front & rear
- Coolant recovery bottle
- Transmission cooler lines/connections
- Engine compartment engine coolant lines/hoses, connections/clamps
- Engine compartment heater lines/hoses, connections/clamps (include hose to throttle body)
- All fuel lines/hoses, filter, connections/clamps
- TBI, injector rail, or carburetor & fuel line connection
- Fuel storage tank, fuel filler system, and fuel vapor canister and lines/hoses/connections

***** IV - VEHICLE INSPECTION (Continued) *****

Power steering lines/hoses, connections/clamps STILL INTACT BURNT.

Generator & attached wiring FIRE DAMAGE

Battery & attached cables FIRE DAMAGE

Engine block (note precise location of cracks, bolts, etc.) NONE DETECTED

Engine oil pan Engine oil filter

Engine compartment hinge torque rods

Engine compartment exhaust system (e.g. bent, rusted, modified, out of position, clearance, etc.)

Any item which is alleged to be the cause/source FIRE NO ITEM ALLEGED.

Anything on vehicle which is after-market NONE DETECTED

Anything on vehicle which is a modification NO

Anything on vehicle which is unusual, or out-of-place, etc. NO

B. Enter observations/comments for the following on the form and take color photographs as necessary.

For the following fluids, comment on the fluid level, smell (burned?), feel (gritty?), color (dark?), and apparent condition (normal, water, particles, etc.). In addition, photograph reservoir, caps, and dipstick positions prior to removal:

Engine coolant HOSES MELTED - COOLANT LAST

Engine oil MAINTAINED BY DIP STICK OK.

Transmission fluid COLOR AND FLUID ON DIP STICK OK.

Power steering fluid

Brake fluid LEVEL COULD BE SEEN THRU PLASTIC RESERVOIR - CAP BURNT.

List all driver electrical controls which are in the "On" position (include ignition) CAR RADIO KEYS OUT OF IGNITION SWITCH.

Fuses (identify all open or not proper size) NONE DETECTED

Wiring insulation at fuse blocks ORIGINAL? INSIDE CAR NOT DAMAGED BY FIRE

Fusible links (identify all open) NONE DETECTED.

Spark plug wiring and boot condition DESTROYED BY FIRE

Fuel filter "Lead Free" restrictor in place? (Y/N) Y Describe

Location of fuel filter cap (or evidence of remains) IN PLACE NOT BURNT. A O.K.

Catalytic converter (any discoloration or swelling?) NORMAL CONDITION.

Position of windows (if glass missing, do further inspection) ALL WINDOWS CLOSED ANY O.K.

C. Photograph any damage to chairman's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available): NO ESTIMATE OF REPAIR AVAILABLE. \$679 MILLS POSSIBLE # TOTAL.

***** Y SITE INSPECTION *****

Take pictures of the site and enter comments below to document the condition of the environment. Especially indicate the road slope, terrain, elevation changes, etc.

If significant other property damage occurred due to the collision or fire, if possible, take pictures and make notes as necessary.

Comments: _____

M/A

**PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Division: BUICK	Roll: 990109199	VIN: 264WB52K3X1432382
Inspector's Name (LAST, First)		

Inspected By: BOB BARBERY Organization: E.A.H.
 Phone: 204 384 9669 Inspection Date: 12/3/99 Mileage at Inspection: 005679

Roll Number 1

Seq. #	Description
0	GENERAL PHOTO OF VEHICLE LEFT SIDE
1	" " " " RIGHT "
2	" " " " LEFT FRONT CORNER
3	" " " " REAR
4	" " " " SERIAL NUMBER PLATE
5	" " " " UNDER SIDE OF HOOD
6	" " " " TOP OF HOOD
7	" " " " FRONT END DAMAGE.
8	" " " " REAR
9	" " " " TRUNK INTERIOR
10	" " " " ROOF PANEL
11	" " " " LEFT FRONT DOOR TRIM AND INTERIOR
12	" " " " RIGHT " " "
13	" " " " LEFT FRONT INTERIOR
14	" " " " RIGHT " " "
15	" " " " ODOMETER
16	" " " " ASH TRAY
17	" " " " LEFT FRONT INTERIOR AND DASHBOARD
18	" " " " RIGHT " " " "
19	" " " " MUFFLER, PAIL EYES.
20	" " " " EXHAUST SYSTEM DAMAGE
21	" " " " TRANSMISSION PAN
22	" " " " INFORMATION DECAL
23	" " " " UNDERHOOD FIRE DAMAGE.
24	" " " " RADIATOR AND A/C CONDENSER.
25	" " " " "
26	" " " " ALTERNATOR
27	" " " " TRANSMISSION CASE
28	" " " " RADIATOR HOSE
29	" " " " HEATER HOSES ETC.
30	" " " " ENGINE COMPARTMENT BATTERY PARTS
31	" " " " " " INTAKE MANIFOLD
32	" " " " " " FUEL PUMP
33	" " " " " " FUEL TANK
34	" " " " " " FILLER AREA.
35	" " " " " " ODOMETER
36	" " " " " " END
37	

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Owner: <u>BUICK</u>	Roll: <u>990109199</u>	VIN: <u>2G4N152K3X1432032</u>
Claimant's Name (LAST, FIRST)		

Inspected By: ROB BARBER Organization: E.P.A.
 Phone: (304) 314 969 Inspection Date: 12/03/99 Mileage at Inspection: 005679

Roll Number 2

Seq #	Description
0	GENERAL PHOTO OF VEHICLE UNDER HOOD DRIVE'S AREA.
1	" " " " " " GENERATOR AREA.
2	" " " " " " BATTERY "
3	" " " " " " ENGINE #2 PRT.
4	" " " " " " FILTER
5	" " " " " " HOOD STRUT RIGHT SIDE
6	" " " " " " LEFT "
7	" " " " " " UNDER HOOD RADIATOR HOSE AND EXHAUST PIPE
8	" " " " " " BEARING MASTER CYLINDER
9	" " " " " " UNDER HOOD FILLER CAP AND WASHERS
10	" " " " " " MOUNTED PLATES
11	" " " " " " WIRELESS AND HARMS
12	" " " " " " BATTERY - FUSE BOX - MANIFOLD
13	" " " " " " " "
14	" " " " " " " "
15	" " " " " " FUSE PANEL
16	" " " " " " HOOD BURNT PAINT AREA.
17	" " " " " " UNDER HOOD AT FILLER AREA.
18	" " " " " " " "
19	" " " " " " CAMBON HOSE AND SHROUD NOT PROVIDED. (DND)
20	" " " " " " " " " " " " " " (DND)
21	" " " " " " EXHAUST PIPE
22	" " " " " " UNDERHOOD AT FLOOR PRT.
23	" " " " " " UP AT REAR OF ENGINE RIGHT SIDE
24	" " " " " " UNDER HOOD GENERAL FUSE DAMAGE.
25	== ETCO ==
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PHOTO.DOC

Make: BUICK Year: 990109199 VIN: 264WB52K3X1432382
 Owner's Name (LAST, F.W.): XXXXXXXXXX
 Inspected by: BOB BAURELY Organization: E.A.H.
 Phone: 301 384 9669 Inspection Date: 12/3/99 Mileage at Inspection: 005679

Roll Number 1

No.	Description
0	GENERAL PHOTO OF VEHICLE LEFT SIDE
1	" " " " RIGHT "
2	" " " " LEFT FRONT CORNER
3	" " " " REAR
4	" " " " SERIAL NUMBER PLATE
5	" " " " UNDER SIDE OF HOOD
6	" " " " TOP OF HOOD
7	" " " " FRONT FEND DAMAGE
8	" " " " REAR
9	" " " " TRUNK INTERIOR
10	" " " " REAR PANEL
11	" " " " LEFT FRONT BUMP BUM AND INTERIOR
12	" " " " FRONT "
13	" " " " LEFT FRONT INTERIOR
14	" " " " RIGHT "
15	" " " " ODOMETER
16	" " " " ASH TRAY
17	" " " " LEFT FRONT INTERIOR AND DASHBOARD
18	" " " " RIGHT " " "
19	" " " " MUFFLER TAIL PIPE
20	" " " " EXHAUST EQUIPMENT BRACKET
21	" " " " TRANSMISSION PAN
22	" " " " INFORMATION DECAL
23	" " " " UNDERHOOD FRONT DAMAGE
24	" " " " RADIATOR AND W/C CONDENSER
25	" " " " "
26	" " " " ALTERNATOR
27	" " " " TRANSMISSION LINES
28	" " " " BATTERY HOLE
29	" " " " HEATER HOSES ETC.
30	" " " " ENGINE COMPARTMENT BUMP BUM
31	" " " " " " INTAKE MANIFOLD
32	" " " " " " FUEL PIPE
33	" " " " " " FUEL TANK
34	" " " " " " FILLER AREA
35	" " " " " " ODOMETER
36	" " " " " " END
37	

PHOTO DOC

FIELD PHOTOGRAPHIC NOTES

Owner: BUICK Reg: 940W9199 VIN: 2G4WB52K3K1432832
 Claimant's Name (LAST, First): _____
 Inspected By: ROB BARBON Organization: E.P.A.
 Phone: (304) 522-9209 Inspection Date: 12/03/99 Mileage at Inspection: 005679

Roll Number 2

No.	Description
0	GENERAL PHOTO OF VEHICLE UNDER HOOD PANELS AREA.
1	" " " " " " " " INTERMEDIATE PANEL.
2	" " " " " " " " BATTERY " "
3	" " " " " " " " ENGINE OIL PAN.
4	" " " " " " " " FILTER
5	" " " " " " " " HOOD STRUT RIGHT SIDE
6	" " " " " " " " LEFT "
7	" " " " " " " " UNDER HOOD (FRONT) HOLES AND BENTON PIPE
8	" " " " " " " " ENGINE MOUNT CYLINDER
9	" " " " " " " " UNDER HOOD FILTER CASE AND WASHING
10	" " " " " " " " FLOOR BRACKET
11	" " " " " " " " WRENCH AND HOLES
12	" " " " " " " " BATTERY CASE BOLTS - REMOVED
13	" " " " " " " " " "
14	" " " " " " " " " "
15	" " " " " " " " FLOOR BRACKET
16	" " " " " " " " HOOD BRIGHT PAINT AREA.
17	" " " " " " " " UNDER HOOD AT JUNCTION AREA.
18	" " " " " " " " " "
19	" " " " " " " " CRANK HOLES AND SHOULD NOT BE REMOVED. (DAD)
20	" " " " " " " " " " (DAD)
21	" " " " " " " " EXHAUST PIPE
22	" " " " " " " " MOUNTING OF FLOOR PAN.
23	" " " " " " " " UP IT REAR OF ENGINE FRONT SIDE
24	" " " " " " " " UNDER HOOD GENERAL FINE DAMAGE.
25	END
26	
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DIVISION: Beick
ZONE: _____
DATE: 01/07/00

SIS/GM Central Claims
00 Renaissance Center
4th Code 482 C20 D71
Detroit, MI 48265-3000

RE: Claimant: _____
Date of Incident: 11/24/99
CAC File No.: 990109199

Gentlemen:

Attached is a PAR report with information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for the reason(s) indicated below:

1. The attached report is for your information and record.
2. We believe this claim may deserve further investigation by you.
3. Other:

We have checked the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Forward claim acknowledgments to:

Product Investigation Coordinator
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

Further inquiries regarding this claim should be directed to the undersigned.

Sincerely,

James H. Jeffis
General Motors Corporation
Customer Relationship Manager
Product Allegation Resolution Team

Enclosures:

- CAC Case Comments
- EAA Reps Notes
- Pictures
- Estimates
- Police Report
- RO's
- Demo Tapes
- Other: Repurchase Reports

GENERAL MOTORS CORPORATION

DIVISION: HUICK

ZONE: _____

DATE: 01/07/00

RE: Claimant: [REDACTED]

GM Central Claims

**Resolutions Center
P.O. Box 02489
Detroit, MI 48202**

Date of Incident: 11/26/99

CAC File No.: 990109199

Gentlemen:

Attached is a PAR report with information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for the reason(s) indicated below:

- 1. The attached report is for your information and record.
- 2. We believe this claim may deserve further investigation by you.
- 3. Other:

We have checked the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Forward claim acknowledgments to:

General Motors
Product Allegation Resolution Team
5701 E. Hillsborough Ave.
Suite 2300
Tampa, Florida 33610
Attn: Jim Jeffris
Customer Relationship Manager

Further inquiries regarding this claim should be directed to the undersigned.

Sincerely,

James H. Jeffris
General Motors Corporation
Customer Relationship Manager
5701 E. Hillsborough Ave.
Suite 2300
Tampa, Florida 33610

Enclosures:

- CAC Case Comments
- EAA Steps Notes
- Pictures
- Estimates
- Police Report
- RO's
- Derm Tape
- Other: Warranty History, Repurchase Packet

** TX STATUS REPORT **

* PG DF JAN 05 2000 16:07 PAGE 01

BUSINESS RES CNTR 04

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	JOB#	STATUS
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The information provided in this transmittal may contain privileged and/or confidential information intended only for the use of the individual listed below. If the reader of this transmittal is not the intended recipient, you are hereby notified that any dissemination or copying of this transmittal is strictly prohibited. If you have received this transmittal in error, please immediately notify this sender by telephone and return the original of this transmittal to the sender at the address below via regular United States Mail without making a copy. Thank you.

To: Mr. Rick Gordon or Tommy Girok
 Department: Service
 Phone: 804-248-1830
 Fax: 804-263-0555

From: Jim Jeffis
 Phone: 800-281-1841 ext. 68496
 Fax: 813-836-4071

DATE: January 6, 2000
 Pages including this cover page: 2
 File No.: 80027219
 Vehicle Identification No.: 1G1NP43B7Y1110004
 Owner's Name: Mr. Gotland

The following Material is being forwarded to aid in obtaining facts, measurements, and photo documentation that will assist General Motors in a product investigation. Please use the enclosed section(s) from the GM PAR Investigation Form.

If you have a question, before or during the inspection, please contact the individual sending this document at the number listed. Please call when you have completed the inspection, before the vehicle is removed from the shop, for final review. Do not under any circumstances, remove or replace parts from this vehicle unless instructed to do so.

No opinions or conclusions should be drawn or communicated to the customer. It will be GM's responsibility to give a position directly to the claimant.

Using 2-Day Priority Mail, please return completed investigation packet to:

General Motors
 Product Allegation Resolution Team
 5701 East Hillsborough Avenue
 Suite 2300
 Tampa, FL 33610
 Attn: Jim Jeffis

GM appreciates your assistance in this matter, as our greatest concern is the safety and satisfaction of our owners.

THIS: BASE ACTION: C KEY: 990109199 CRS 12/01/1999 16:16 CABS020M
NEXT: BASE ACTION: I KEY: 990109199 ID: T2425
01 TITLE : MR. CUSTOMER INFORMATION TYPE: GO

02 FIRST :
03 STREET :
06 CITY :
09 H PHONE:
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 2G4WB52K3K1432382 ENG: 3.8L V6 MFI PLANT: OSHAWA ON
13 YR/MDL : 1999 WB REGAL LS 14 DEL: 03 01 99 15 MILES: 004000
16 DEALER : TOWNE BUICK, INC. 17 ENDLR: 23 36516
18 CITY : WILLIAMSVILLE 19 STATE: NY

CDE # DESC CDE COMMENTS
201 0 PRODUCT ALLEGAT 20 CUSTOMER STATES CAR HAD A THERMAL EVENT
21
22
23
24

PF13 BASE PF14 CMT'S PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 EONEACT PF23 CORRSEL PF24 CAL

JAN 07 2000 15:26 FR BUSINESS RES CNTR #3 8136354861 TO 913133812617 P.37/39
THIS: CMTS ACTION: I KEY: 990109199 CAS 12/02/1999 10.20
NEXT: CMTS ACTION: I KEY: 990109199 ID: T2425

GENERAL COMMENTS TOTAL CMTS: 4 TYPE: GO

USER: T8826 DATE: 11/29/99 TIME: 17:11 COMMENT #: 1

CUSTOMER CALLED IN ADVISING THAT THERE HAD BEEN A THERMAL EVENT IN HIS VEHICLE. CRM TOOK INFORMATION FOR PRODUCT ALLEGATION FORM:

1) 11-25-99 AT 3:30PM 2) PRINCETON, WV
3) N/A 4) N/A 5) N/A 7) NO 8) FRONT END OF VEHICLE COMPLETELY BURNED AND MELTED.

9) UNKNOWN AT THIS TIME 10) GIBBS MOTORS IN PRINCETON WV

11) NO 12) TOWNE BUICK

13) ELECTRIC INSURANCE (800)227-2757

14) CUSTOMER STATES WAS VISITING SISTER FOR THE HOLIDAY AND HAD PULLED INTO THE DRIVEWAY, TURNED OFF THE VEHICLE, AND IT HAD BEEN SITTING FOR ABOUT FIVE MINUTES WHEN HIS SISTER LOOKED OUT THE WINDOW AND NOTICED THE VEHICLE EXPERIENCING A THERMAL EVENT.

NOTE*CRM HAD DIFFICULTY GETTING INFORMATION FROM CUSTOMER DUE TO HIM BEING VERY IRATE AND UPSET, CRM GOT AS MUCH INFORMATION AS POSSIBLE.

STEPHANIE ERWIN/TAMPA

MORE: Y

PF13 BASE PF14 CMTS PF15 AETRCL PF16 CLOSE PF17 CSESCN PF18 DLRLC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORREL PF24 CAL

*I0004 TOP OF DATA DISPLAYED *

GENERAL COMMENTS TOTAL CMTS: 4 TYPE: GO

USER: T6780 DATE: 12/01/99 TIME: 15:48 COMMENT #: 2

FORWARDING FILE TO TAMPA PAR CRM, JIM JEFFERIS EXT. 58496, FOR REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

USER: T2425 DATE: 12/01/99 TIME: 16:08 COMMENT #: 3

USER: T2425 DATE: 12/01/99 TIME: 16:11 COMMENT #: 4

PAR CRM LEFT MESSAGE ON CUSTOMER BUSINESS PHONE TO RETURN MY CALL. JIM JEFFERIS/TAMPA PAR

MORE: N

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORREL PF24 CAL
*1005 BOTTOM OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990586539 ID: T2431
NEXT: CMTS ACTION: I KEY: 990586539

GENERAL COMMENTS TOTAL CMTS: 3 TYPE: GO

USER: T6780 DATE: 12/01/99 TIME: 11:35 COMMENT #: 2

FORWARDING FILE TO TAMPA PAR CRM, TRELIS THOMAS EXT. 58445, FOR REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

USER: T2431 DATE: 12/01/99 TIME: 16:27 COMMENT #: 3

CRM CONTACTED CUSTOMER AND ADVISED THAT I WILL BE HANDLING HER FILE FROM THIS POINT, CRM ADVISED CUST THAT I WOULD HAVE TO HAVE THE VEHICLE INSPECTED TO DETERMINE WHY THE AIR BAG DID NOT DEPLOY AT THE TIME OF THE INCIDENT. CRM ADVISED THAT IT USUALLY TAKES 12 TO 14 DAYS TO INSPECT VEHICLE, COLLECT DATA AND FORWARD TO ME, THEN I WILL ADVISE CUST OF GM'S POSITION. CUST STATES THAT VEHICLE IS CURRENTLY AT SIRUM TOWING I N SONDERLAND, MA PHONE#413-665-8888. TRELIS THOMAS/TAMPA PAR.

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRILOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL
*10005 BOTTOM OF DATA DISPLAYED *

BUICK MOTOR DIVISION
GM RESTRICTED

PAGE: 1

299247

CASE NUMBER: 00-0018233 VIN: 1G4HR54X2YU197884
DATE OPENED: 02/28/00 MODEL YEAR: 00
DATE CLOSED: 02/28/00 SERIES: HR LESABRE LIMI
SOURCE: PHONE MILEAGE: 0
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] TX
BUS. PHONE: 000 000 0000

***** GENERAL COMMENTS *****

CUST STATES HE WANTED TO REPORT A SAFETY DEFECT. CUST STARTED CAR IN HIS GARAGE AND SMOKE WAS COMING FROM UNDER THE HOOD. CUST LIFTED HOOD AND AREA BY ALTERNATOR WAS ON FIRE. CUST DOUSED FIRE WITH WATER AND NO FURTHER DAMAGE OCCURED. CUST CALLED DLRSHP AND THEY TOWED CAR TO SVC DEPT WHERE THEY ARE WORKING ON PROBLEM. DLRSHP ASSURED CUST THE CAR WILL BE IN MEN COND WHEN RETURNED. CUST STATED HE IS MECH ENGR & IN HIS OPINION THERE WAS A LOOSE BOLT AT THE POSITIVE LEAD TO ALT THAT ARCED AND CAUSED WIRES TO START ON FIRE. CRM GAVE CUST FILE# AND EXPLAINED THAT HE SHOULD CALL BACK IF ANY FURTHER PROBLEMS EXIST. CUST & DLRSHP ARE IN CLOSE CONTACT.
FOREST LAROCK/PDM

***** REQUEST CODE AND COMMENTS *****

CDE # DESC CDE COMMENTS
ND1 0 ELECTRICAL GEN ALTERNATOR CAUGHT FIRE UNDERHOOD
DLRSHP WORKING ON ALT/WIRES AND IN CLOSE CONTACT W/CUST