

2B

ENR 02-030

5/19/03

BOOK 3

**GM621A
EA02-030**

ATTACHMENT "2B"

175269

PONTIAC / GMC
*** GM RESTRICTED ***

0269722 PAGE #: 1
J01-014

CASE NO:	982B154101	VIN:	1G2WP12K3W7324483
DATE OPENED:	12/10/1998	MODEL YR:	98
DATE CLOSED:	01/07/1999	SERIES:	GRAND PRIX
SOURCE:	PHONE	MILEAGE:	005000
CUSTOMER:	ETTER R	STATE:	NY
ADDRESS:	[REDACTED]	BROOKLYN	NY11236
HOME PHONE:	[REDACTED]	BUS. PHONE:	EXT:

COMMENTS

COMPLAINT CODE:
J07 ENGINE STALLS (GAS)

OPENING COMMENTS:
CUST ALLEGES ENGINE HESITATED, STALLED AND CAUGHT FIRE. CUST STATES VEH IS AT DLR. CUST SEEKS INVESTIGATION.

CAUSE CODE: P PRODUCT QUALITY

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
VEH BEING REPURCHASED DUE TO CUST SATISFACTION.

COMPLAINT CODE:
T49 ALLEGED FIRE-1241 REQUESTED

OPENING COMMENTS:
CUST STATED VEH COMBUSTED WHILE BEING DRIVEN.....FIRE WAS UNPROVOKED
....CUST ALLEGES WIRE DAMAGE TO VEHICLE..

CAUSE CODE: P PERFORMANCE

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
VEH BEING REPURCHASED DUE TO CUST SATISFACTION.

SERVICING DEALER: 1602074
FLAKA PONTIAC BUICK GMC
2721 HOSTRAND AVENUE
BROOKLYN NY 11210

DELIVERY DATE: 07/16/98 CASE TYPE: F
RESPONSIBLE PARTY: ██████████ CLOSURE CODE: S
REGN CLOSE DATE: 01/07/99

GENERAL COMMENTS: 01/19/99 03:40P BOWER LEE ANN
APPROVED AT LEVEL OWN.

GENERAL COMMENTS: 01/16/99 09:15A LEWANDOWSKI NICHELE
ASSIGNED DOCUMENT #199901200089.....PAR PAPERWORK.....ARCHIVING
DOCUMENT.

GENERAL COMMENTS: 01/07/99 02:39P GRABOWSKI DEBORAH
*****EXECUTIVE SUMMARY*****
DECISION MAKER-GM SUPERVISOR JIM GROSE
TRANSACTION-REPURCHASE
REASON FOR REPURCHASE-DUE TO LOW MILES, UNDERHOOD FIRE AND CUSTOMER
SATISFACTION.
DISPOSITION-RAC RECOVERY
AFTERMARKETS-NONE KNOWN
DEALER CONTACT- MIKE SCARPA

GENERAL COMMENTS: 01/07/99 02:17P VAN WORMT BRENDA
LEFT VEH FOR CUST THAT FAXES WERE RECEIVED. COMPLETED FRA FORM AND FORWARDED
ON TO REPURCHASE L. ARON.

GENERAL COMMENTS: 01/07/99 12:40P REYST RACHEL
CUST STATES JUST FAXED OVER INFORMATION. SHEKS VERIFICATION THAT BRENDA
RECEIVED ALL FOUR PAGES OF INFORMATION PLUS THE COVER SHEET. CAM ADVISED
WOULD LEAVE A MESSAGE FOR BRENDA THAT CUST IS SEEKING A CALL BACK CONFIRMING
THAT THESE ITEMS WERE RECEIVED. CUST STATES CAN BE PAGED.

GENERAL COMMENTS: 01/07/99 12:37P SCOTT SR. CLARY
TRANSFERRED CALL TO CAM RACHEL REYST.....
.....

GENERAL COMMENTS: 01/07/99 11:38A VAN WORMT BRENDA
STATED TO CUST WOULD NEED REGISTRATION AND CUST STATED HE WOULD FAX ALONG
WITH BILL OF SALE. CUST STATED VEH IS LEASED THRU GMAC.
STATED TO CUST WOULD BE CHARGING FOR USAGE. CUST STATED THAT WAS FAIR.
STATED TO CUST HE WOULD NEED TO LEAVE VEH INSURED AND PLATES ON VEH UNTIL
REPURCHASE IS COMPLETE. CUST STATED HE UNDERSTOOD.

GENERAL COMMENTS: 01/07/99 11:31A HUGHES NATASHA
CST SEEKS BRENDA.
CAC TRANSFERRED TO BRENDA.

GENERAL COMMENTS: 01/07/99 11:30A HUGHES JANICE
CAC TRANSFERRED CALL TO CAM NATASHA HUGH.....

GENERAL COMMENTS: 01/07/99 11:11A VAN WOERT BRENDA
LEFT PAGE FOR CUST TO RETURN CALL FOR UPDATED INFORMATION FROM PAR.

GENERAL COMMENTS: 01/07/99 11:10A VAN WOERT BRENDA
VERIFIED WITH REPURCHASE THAT CUST WOULD ALSO HAVE TO PROVIDE A COPY OF
THE REGISTRATION AND IF VEH IS FINANCED, FROM WHOM: ADDRESS, PHONE, ACCT.
NUMBER. ALSO, IF VEH HAS ANY AFTERMARKETS, RECEIPTS FOR AFTERMARKETS.

GENERAL COMMENTS: 01/07/99 11:05A VAN WOERT BRENDA
RELAYED TO CUST THAT PONTIAC WOULD BE REPURCHASING THE VEH. CUST STATED HE
WAS NOT INTERESTED IN A TRADE/REPURCHASE. CUST STATED HE WOULD BE OUT OF
TOWN FOR THE NEXT 3 WEEKS BEGINNING SUNDAY, HOWEVER HE WOULD BE CHECKING
HIS VOICEMAIL AND HAVE ACCESS TO HIS PAGER AND WOULD RETURN CALL FOR ANY
ADDITIONAL INFORMATION.

STATED TO CUST, PAR WOULD CHECK WITH REPURCHASE TO VERIFY IF ANY ADDITIONAL
PAPERWORK NEEDED FROM CUST OTHER THAN SALES CONTRACT.

GENERAL COMMENTS: 01/07/99 10:58A ROSETTOMY CYNTHIA
CAC TRANSFERRED CUST DIRECT TO [REDACTED], PAR. COORDINATOR.

GENERAL COMMENTS: 01/05/99 01:24P VAN WOERT BRENDA
CALLED HAA INVESTIGATOR, FRANK ALTER AND LEFT MESSAGE TO RETURN CALL TO VEH
BY WHEN REPORT WAS MAILED ALONG WITH PHOTOS.

CALLER CALLED GMAC/ROBIN AND UPDATED HER THAT REPORT AND PHOTOS HAVE NOT AS YET
BEEN RECEIVED.

GENERAL COMMENTS: 01/05/99 01:04P BEHRENDT LINDA
CHRIS FROM GMAC CALLED FOR AN UPDATE. I ADVISED HER THAT GMAC WILL BE
CONTACTED WHEN THE REPORT IS RECEIVED PER THE COMMENTS ON PF17. CHRIS
REQUESTED INFORMATION ON WHEN SHE MAY CALL BACK. I LEFT A VEH FOR BRENDA
VAN WOERT IN PAR ADVISING HER OF CUST'S CALL AND I ADVISED CUST THAT
SHE WILL BE CALLED WHEN THAT INFORMATION BECOMES AVAILABLE.

GENERAL COMMENTS: 01/05/99 12:58P SANDERS JOHN
BAC CONFERENCED CALL TO CSM....LINDA BEHRENDT.

GENERAL COMMENTS: 12/30/98 10:52A VAN WOERT BRENDA
RETURNED CALL TO ROBIN AT GMAC AND INFORMED ROBIN AS OF TODAY, PAR HAS NOT
RECEIVED PAR REPORT BACK IN OFFICE FROM HAA:

STATED TO ROBIN, THUS, NO POSITION OR DETERMINATION HAS BEEN MADE REGARDING
CAUSE OF FIRE AND RESPONSIBILITY.

STATED TO ROBIN, PAR WOULD CONTACT GMAC ONCE DECISION HAS BEEN REACHED.

GENERAL COMMENTS: 12/30/98 10:21A MARANZANO PAMELA

CAN REFERRED TIER 1 CALL TO BRENDA VAN WOEET.

GENERAL COMMENTS: 12/30/98 09:51A ROACH E YVONNE
CHRIS/ROBIN FROM GMAC SEEKS UPDATE ON THE PAR CASE. CAC ADVISED NO UPDATE
AT THIS TIME. CAC LEFT VOICE MAIL FOR PAM MARRIANO (PER MONICA) TO
CONTACT CHRIS/ROBIN FOR AN UPDATE ON FILE.

GENERAL COMMENTS: 12/28/98 09:40A KUTCHAEV NICK
OVERFLOW
CHRIS RICHARDS (GMC CUSTOMER RELATIONS) CALLED ON BEHALF OF CUST.
CUST STATES THE CAUSE OF FIRE IS MANUFACTURER'S DEFECT AND CAR IS STILL AT
DLR. CUST SEEKS COST ASSISTANCE. CAC ADVISED TO DIAGNOSE THE CAR BY DLR AND
CAN WILL CALL WITHIN 2-3 DAYS. CHRIS RICHARDS PHONE IS 1-800-441-9234.

GENERAL COMMENTS: 12/23/98 09:05A WILLIAMSON DIANNE
CUST CALLED & ADVISED THAT SVC MGR ADVISED CUST THAT VEH WAS DIAGNOSED &
IT WAS DETERMINED THAT FIRE WAS NOT CAUSED BY FACTORY DEFECT. NICK, SVC MGR
ADVISED CUST TO CONTACT HIS INSURANCE CO. FOR REPAIRS TO VEH. CUST NOT
HAPPY WITH THIS. CUST SEEKS TO KNOW IF PONTIAC IS GOING TO TAKE
RESPONSIBILITY FOR VEH DAMAGE.
CAC ADVISED CUST THAT NO UPDATE IN FILE. CAC ADVISED CUST TO CALL BACK AFTER
THE HOLIDAY IF NOT CONTACTED BY THIS OFFICE. CAC ADVISED WILL DOCUMENT CALL.

GENERAL COMMENTS: 12/23/98 08:53A HAMILTON BILLY
CAC TRANSFERRED TO DIANE WILLIAMSON.

GENERAL COMMENTS: 12/14/98 03:09P [REDACTED]
REVIEWED FILE AND WILL FAX TO HRA FOR ASSIGNING.

GENERAL COMMENTS: 12/14/98 02:42P [REDACTED]
CALLED CUST AND EXPLAINED WOULD BE SENDING OUT AN INVESTIGATOR. CUST STATED
HIS INSURANCE COMPANY CONTACTED HIM TODAY AND WOULD ALSO BE INVESTIGATING
TUESDAY OR WEDNESDAY.

STATED WOULD FOLLOWUP WITH CUST ONCE THE REPORT IS REVIEWED.

GENERAL COMMENTS: 12/14/98 12:12P [REDACTED]
CALLED DLR AND WAS ADVISED ROUGH ESTIMATE FOR REPAIR IS APPROX. \$3K-\$4K.

STATED TO SERVICE MANAGER, MIKE SCARPA, HRA WOULD BE ASSIGNED TO
INVESTIGATE.

GENERAL COMMENTS: 12/14/98 10:53A SIMONSKI RICHARD
CAN REVIEWED INFORMATION IN FILE AND SPOKE WITH SVC MGR MIKE SCARPA WHO
ADVISED THAT THEY CANNOT DETERMINE WHAT STARTED FIRE AND WERE WAITING FOR
A PAR REPRESENTATIVE TO CONTACT THEM FOR DIRECTION. CAN IS FORWARDING FILE
ON TO PAR AS CUST DOES NOT HAVE A LOANER UNTIL RESPONSIBILITY FOR FIRE IS
DETERMINED...

GENERAL COMMENTS: 12/14/98 10:36A WADN REDINA

CONFERENCE CALL TO CAM RICK SIMONSKI.

..

GENERAL COMMENTS: 12/11/98 01:20P BOOKER JUDITH
****SHOULD CUST RETURN CALL PLEASE ADVISE THAT THERE WILL BE NO
EVALUATION BY GM AND THAT THE DLR WILL EVALUATE THE VEHICLE AND ADVISE
CUST AS TO STATUS OF VEH AND POSSIBLE CAUSE OF VEH FIRE*****

...

GENERAL COMMENTS: 12/11/98 01:19P BOOKER JUDITH
CAM SPOKE WITH SM/MIKE SCARFA WHO INDICATED THAT DLR WOULD EVALUATE
CUST VEHICLE....MIKE INDICATED THAT THE FIRE WAS MINOR AND THAT THE
GREATER VEH CONCERN WAS AS A RESULT OF SUBSTANCE USED TO PUT OUT FIRE
....MIKE STATED THAT HE WOULD CORRECT VEHICLE CONCERNS...CAM WILL LEAVE
INFORMATION TO CUST THAT THERE WILL BE NO FOLLOW UP BY GM AND THAT
CUST WILL WORK WITH DLR...

...

GENERAL COMMENTS: 12/11/98 01:12P SARATE CARLOS
CUST STATES INSURANCE CO: INTERBORROW MUTUAL INDEMNITY. AGENT IS CAROL
POPPE PHONE # 718-377-0566. CUST SEEKS UPDATE.
CAM ADVISED NO UPDATE AT THIS TIME AND HE WOULD BE CONTACTED ONCE AVAILABLE.

..

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

0769722
99901200089

Division: PONTIAC GPC Ref: 98-27541 01 VRE: 162NP BK3WF 2N483
 Claimant's Name (LAST, First): [REDACTED]

Inspected By: F. A. ALVARO Organization: F.A. ASSOCIATES
 Phone: (914) 788-1117 Inspection Date: 10/12/1988 Mileage at Inspection: 13865

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations.

INTERIOR AND POWER DISTRIBUTION CENTER FUSES WERE ALL
SUSPECTED. NO FUSES WERE BLOWN. ALL ELECTRICAL COMPONENTS
FUNCTIONED PROPERLY. NO INDICATION OF RPC, 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 MDL FUNCTION

II INTERVIEW - VEHICLE HISTORY

(Note: Please indicate name, address & phone number of person being interviewed): MR. RICHARD ETTER
635 EAST 88RD STREET BROOKLYN NY 11236

1. Vehicle modifications or after-market equipment? (e.g. radio, phone, CB, fets, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, etc.)
 Item(s), date installed, and by whom (name, phone): AUTO ALARM & CHECKMATE AUTOMATIC SECURITY 07/04/1988 SYSTEM INSTALLED PRIOR TO DELV.

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 miss, etc.):

Cooling System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Dealer/Other) N
 Describe _____

A/C System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Dealer/Other) N
 Describe _____

Steering System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Dealer/Other) N
 Describe _____

Transmission (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Dealer/Other) N
 Describe _____

718-376-2499

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

Electrical Systems (Y/N) Y; Repairs (None, Satisfied, Unsatisfied) S Repaired by (GM, Non-GM, Owner/Other) GMDescribe FOG LITE BULBS, HORN, AND HEADLIGHTFuel System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other) N

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

Other (Y/N) Y; Repairs (None, Satisfied, Unsatisfied) S Repaired by (GM, Non-GM, Owner/Other) GMDescribe TRIM ARM REST

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

Maintenance records? (Y/N) Y Date/description of last maintenance/repair (by whom?) LAB. OIL FILTER7/27/98 AND 10/20/98Any other pertinent vehicle history information (from interview or GM Warranty History)? FOG LIGHT BULBS REPLACED, HORN REPAIR, HEADLIGHTName 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, DENVER TOWED TO SERVICEHow was vehicle towed? (flat bed, dolly, sling, front or rear lift) FLAT BED If towed on wheels, how far? _____

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

***** III.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) 4000
and description _____ load location _____Driver's physical description (gender, age, height, weight, disabilities) MALE UNKNOWNIf vehicle's ignition was "OFF" prior to fire, for how long was it "OFF"? IGN WAS ON Were all doors locked? (Y/N) NDrive length: (if vehicle was parked prior to fire, describe last drive): Fire 7:00 Min. Distance traveled ARRIVESIf 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) 3/8 When last fueled? THUR 10/3/98Exact incident location WEST BOUND BALT PKWY BETWEEN FLETCHER AND 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? A, D Describe: _____

Road condition: 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, unusual, etc.) GOOD

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 checked="" 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 Conditioning, 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"/> Turn 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, Fr. _____ Rr. _____ | <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, other) NORMAL

Powertrain: (any engine mis, sluggish, 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, ror, etc.) From where? FROM THROUGH 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.) SOME SMOKE SAME AREA

Any apparent malfunction 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 Light? (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 enter observations/measurements in the format

Left & right side exterior NO EXTERIOR DAMAGE
 Front & rear exterior NO EXTERIOR DAMAGE
 Hood, inner & outer panels HOOD BULTER NO DAMAGE INNER MINOR DAMAGE
 Trunk area and Decklid, inner & 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
 Ashtray(s) area NO DAMAGE ENGINE COMPARTMENT FIRE
 Left & right front seat and carpet NO DAMAGE
 Underbody & exhaust (include hangers) NOT CAUSE
 Option 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 lines/connectors GOOD NO DAMAGE TRANS FILL OF OIL
 Engine compartment engine coolant lines/hoses, connections/clamps CLAMPS IN PLACE HOSES HAVE HEAT DAMAGE MELT NOT CAUSE
 Engine compartment heater lines/hoses, connections/clamps (includes flow to thermostat body) CLAMPS IN PLACE HOSES HEAT DAMAGE MELT NOT CAUSE
 All fuel lines/hoses, filter, connections/clamps HOSES MELTED BY FIRE NOT CAUSE
 TBI, injector rail, or carburetor & fuel line connection NOT CAUSE
 Engine compartment fuel lines/hoses, connections & o-rings CLAMPS IN PLACE HOSES MELTED NOT CAUSE
 Power steering lines/hoses, connections/clamps SOME HEAT DAMAGE NOT CAUSE
 Generator & attached wiring NOT CAUSE BURNT 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 CLEARANCES NO DAMAGE

Any item which is alleged to be the cause/cause

Anything on vehicle which is after-market ALARM SYSTEM CHECK WATE 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/comments for the following as the items and to be 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

Fusible links (Identify all open) NONE

Spark plug wiring and boot condition BOOTS NOT DAMAGED SOME AREA OF WIRES BURNT

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

Location of fuel filler 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 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) THIS FIRE WAS AT TOP

ENGINE FIRE ON FRONT SIDE OF ENGINE IN THE AREA OF ENGINE OIL FILL NECK. TRUCK 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

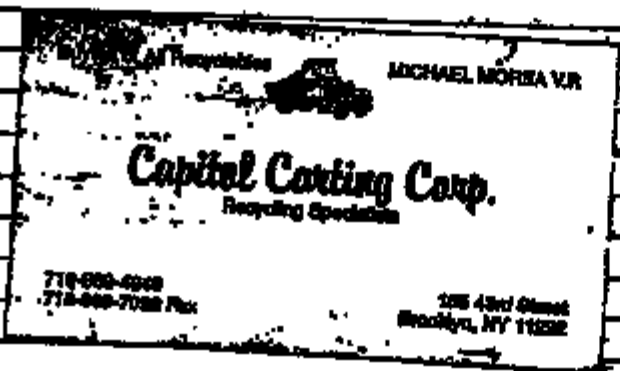
***** V SITE INSPECTION *****

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 leaks, water heaters or other flames or spark source, tall grass, dry leaves, ruts 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 BENT PARKWAY. NO STRUCTURE WAS INVOLVED.

THERE IS NO INDICATION OF MALFUNCTION OR MANUFACTURING DEFECT THAT COULD 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 DRIFTED TO THIS LOCATION.



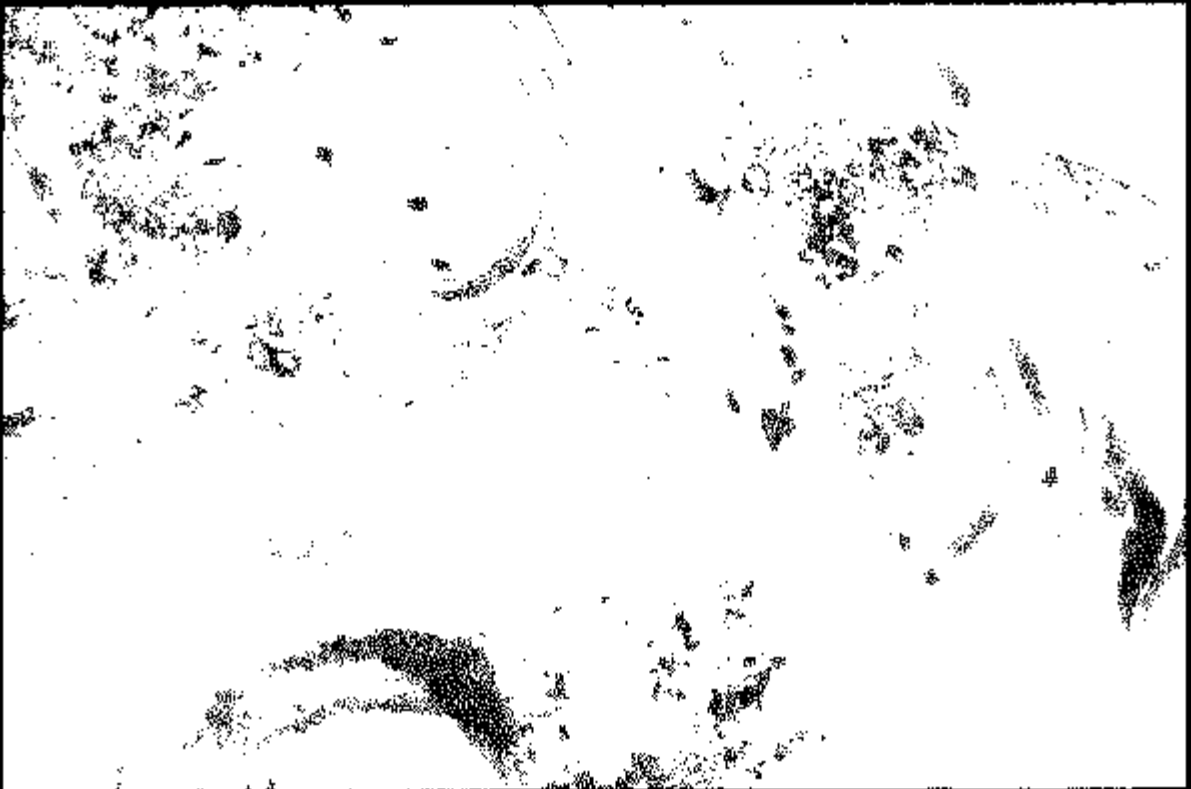
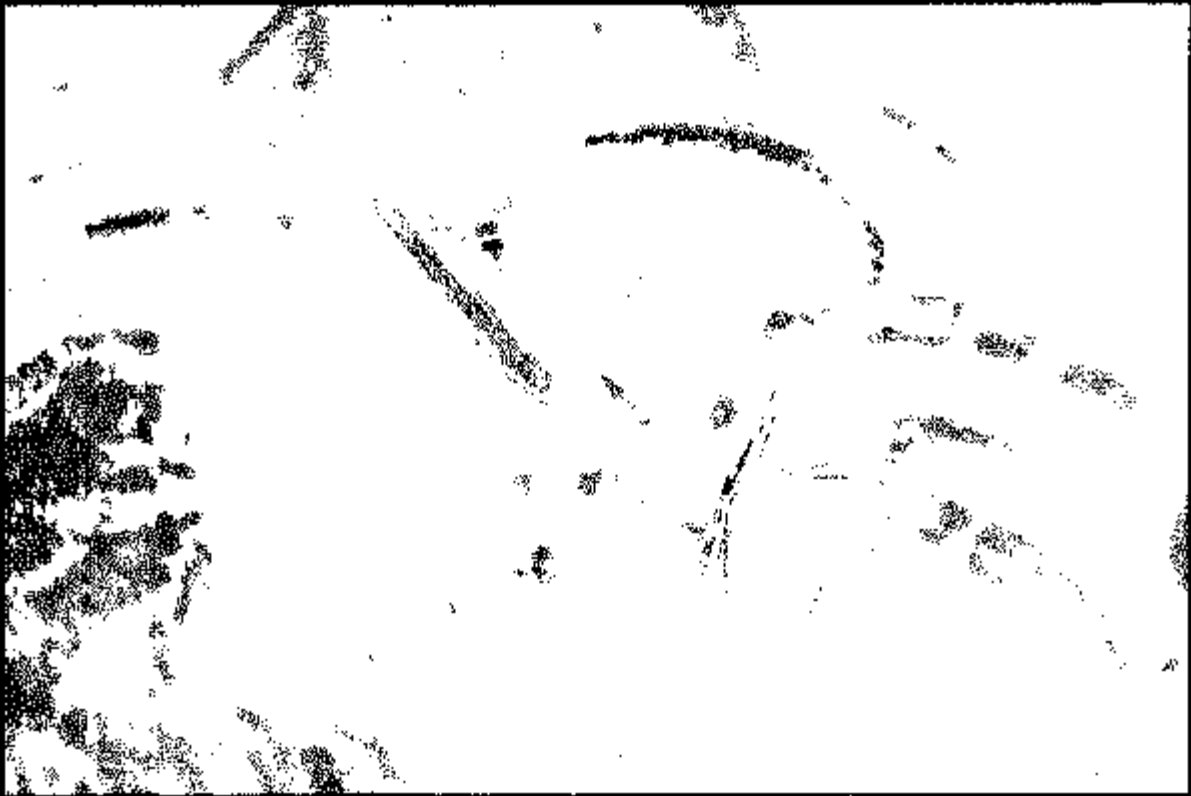
PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

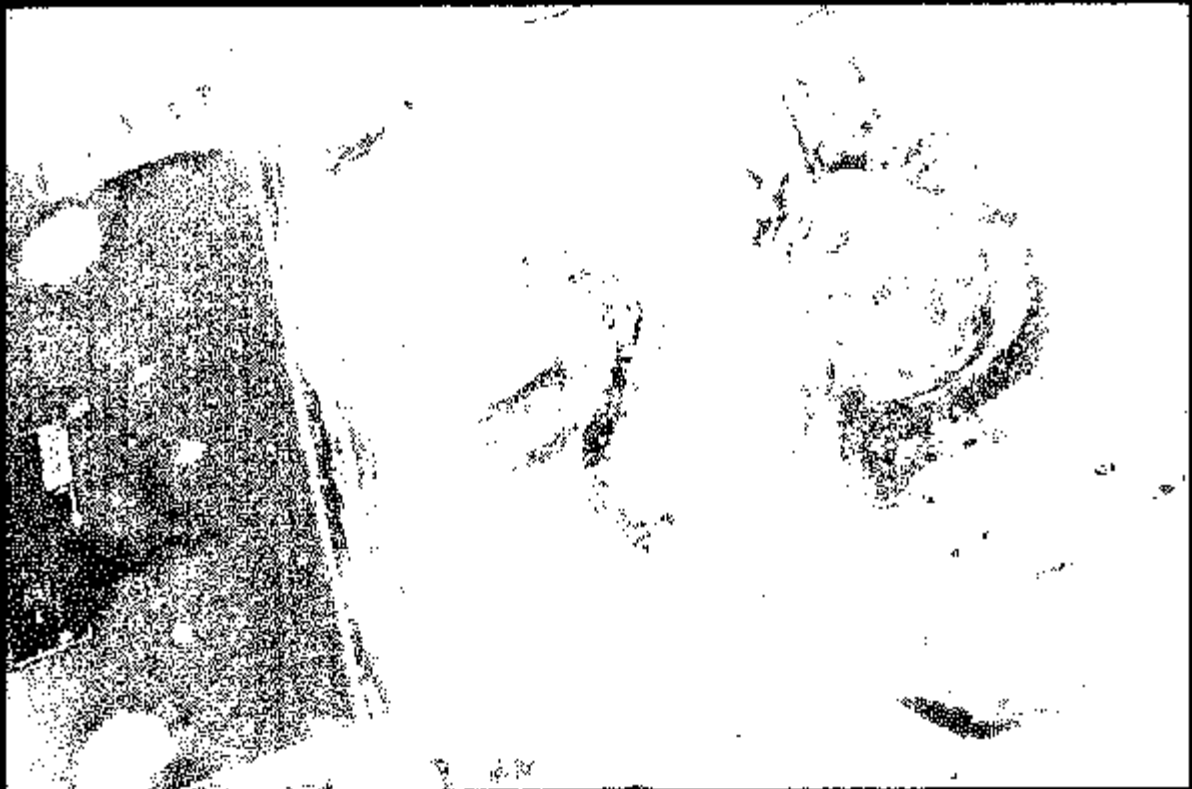
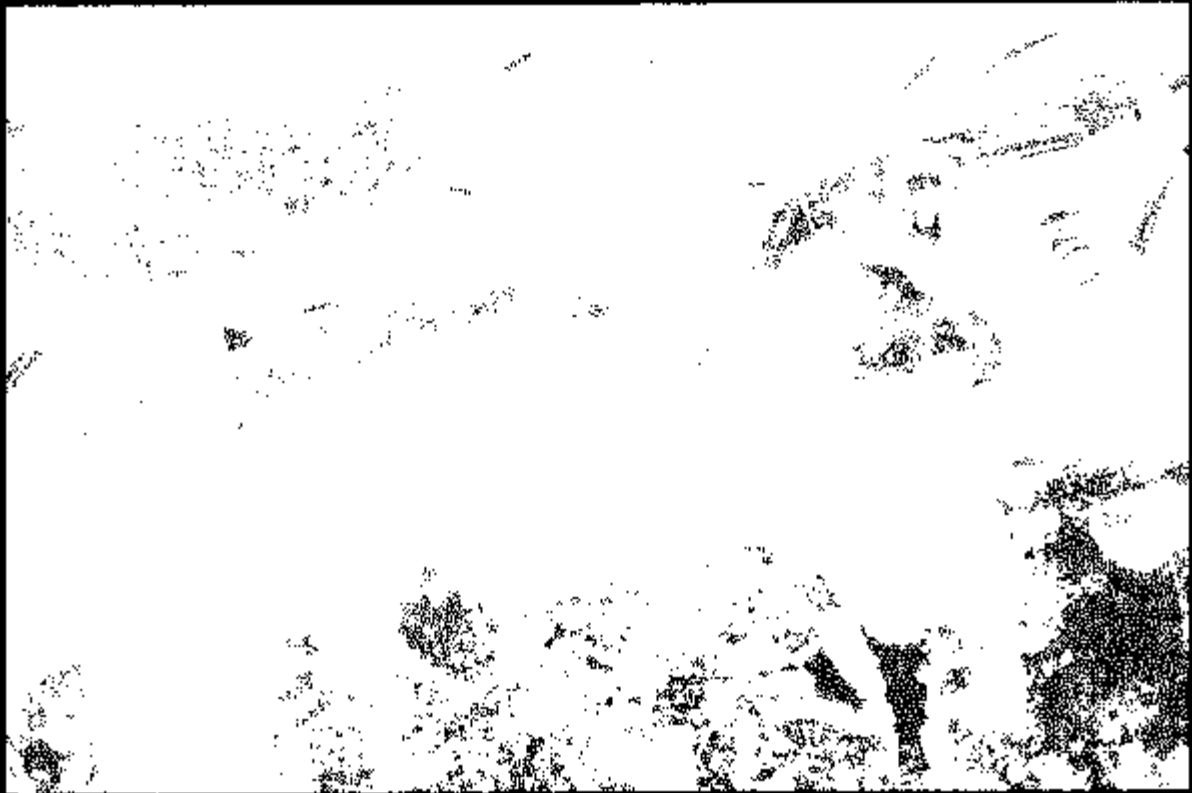
Division: <u>Partial GMC</u>	Case: <u>98881541 01</u>	VIN: <u>1G2WP12K7WF324483</u>
Client's Name (Last, First)		
Inspected By: <u>F.A. ALTER EAA II</u>	Organization: <u>E.P. ASSOCIATES</u>	
Phone: <u>911 788777</u>	Inspection Date: <u>12/21/98</u>	Mileage at Inspection: <u>5035</u>

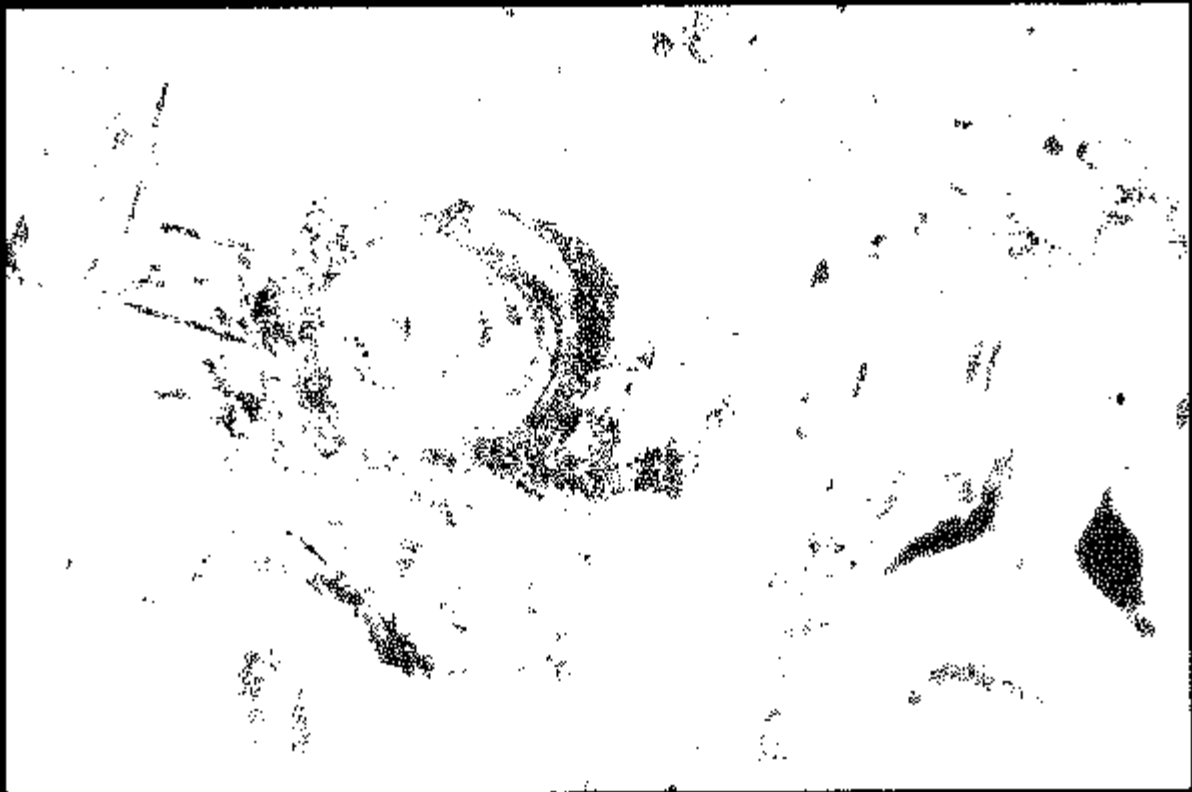
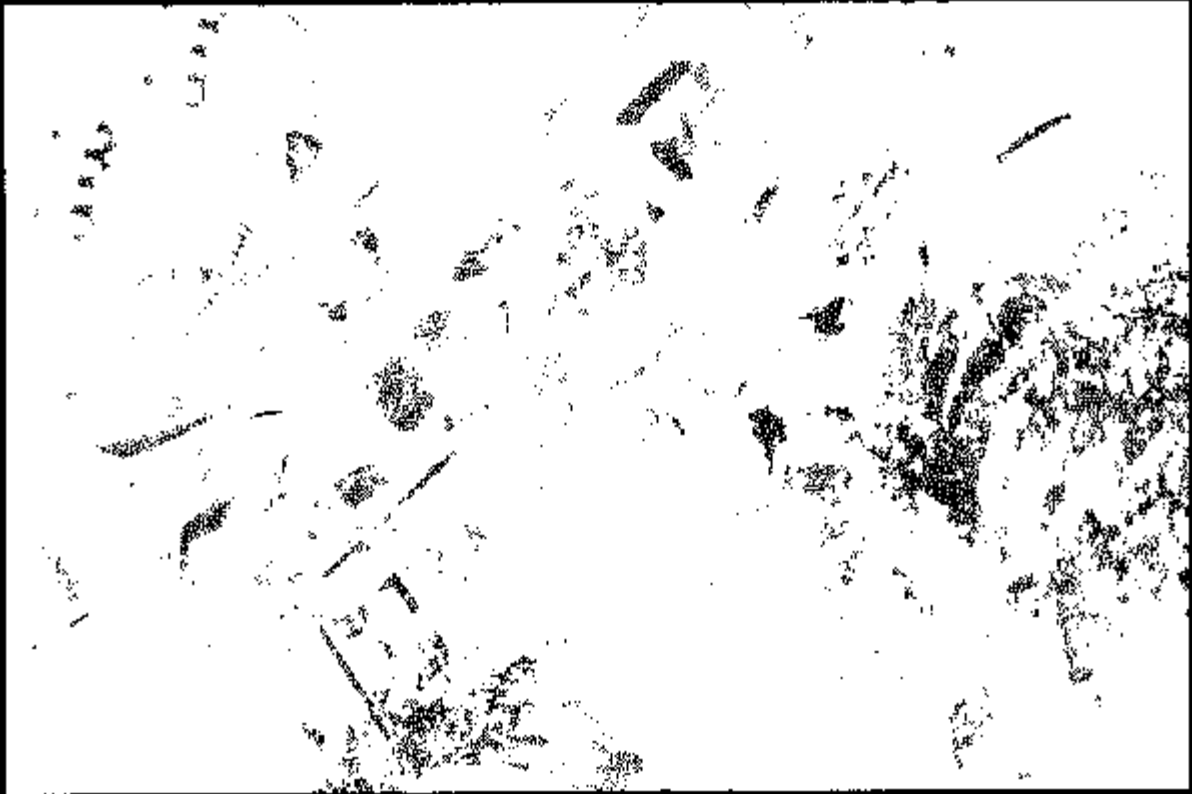
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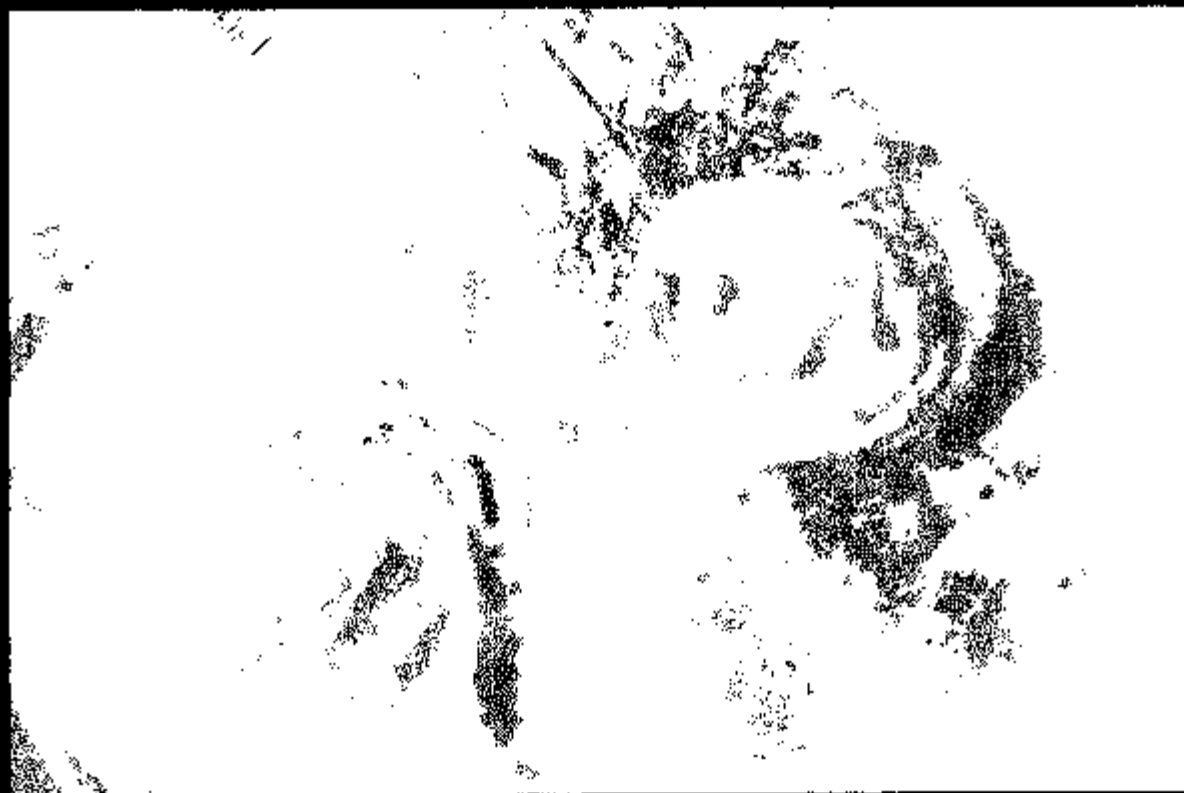
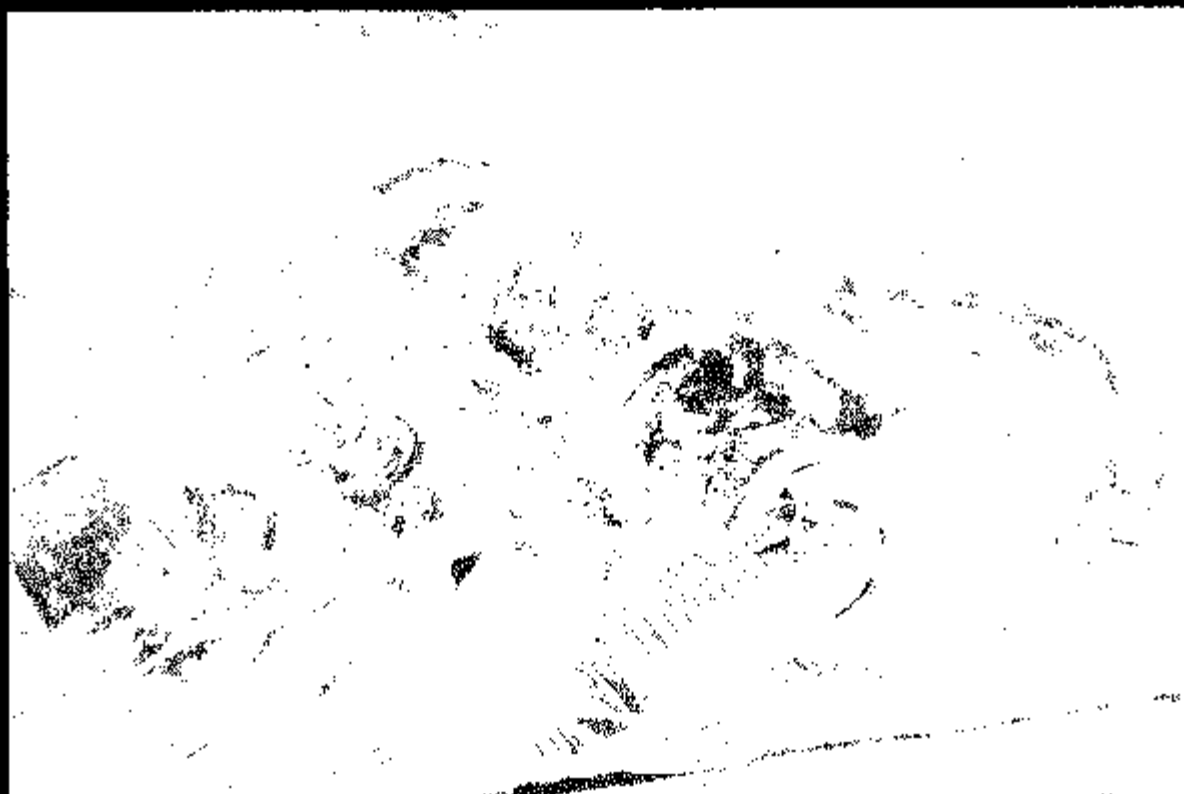
Neg.#	Description
0	<u>WINDSHIELD VIN PLATE</u>
1.	<u>WINDSHIELD VIN PLATE</u>
2	<u>WINDSHIELD NEW YORK STATE REGISTRATION STENCIL</u>
3.	<u>NEW YORK STATE SAFETY INSPECTION CERTIFICATE</u>
4.	<u>LEFT FRONT DOOR GUAR LABEL</u>
5.	<u>LEFT FRONT DOOR TIRE INFORMATION LABEL</u>
6.	<u>TRUNK SERVICE PARTS IDENTIFICATION LABEL</u>
7.	<u>TRUNK SERVICE PARTS IDENTIFICATION LABEL</u>
8.	<u>LEFT FRONT AND SIDE PHOTO</u>
9.	<u>LEFT REAR AND SIDE PHOTO</u>
10.	<u>RIGHT FRONT AND SIDE PHOTO</u>
11.	<u>RIGHT REAR AND SIDE PHOTO</u>
12.	<u>MELTED RUBBER ON LEFT FRONT FENDER AT HOOD STAMP</u>
13.	<u>FRONT TOP OF ENGINE FROM LEFT SIDE</u>
14.	<u>FRONT TOP OF ENGINE FROM RIGHT SIDE</u>
15.	<u>FRONT ENGINE OIL FILL NECK</u>
16.	<u>FRONT EXHAUST MANIFOLD AND WIRE HARNESS</u>
17.	<u>ENGINE OIL DIP STICK WIRE HARNESS ENGINE OIL FILL NECK</u>
18.	<u>BACK OF RADIATOR WIRE HARNESS OIL FILL NECK</u>
19.	<u>ENGINE WIRE HARNESS LEFT SIDE OIL FILL NECK</u>
20.	<u>ENGINE PLUG WIRES, COIL, AND WIRE HARNESS RIGHT SIDE</u>
21.	<u>BACK SIDE OF ENGINE BACK OF GENERATOR TO MASTER CYL.</u>
22.	<u>BACK SIDE OF ENGINE LOOKING FROM RIGHT TO LEFT</u>
23.	<u>LOOKING FROM THE LEFT BACK SIDE OF ENGINE AND COIL</u>
24.	<u>LOOKING AT MASTER CYLINDER TUBE DIP STICK & WIRE HARNESS</u>
25.	<u>WIRE HARNESS AND BACK OF GEN. BACK OF ENGINE</u>
26.	
27.	
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36.	
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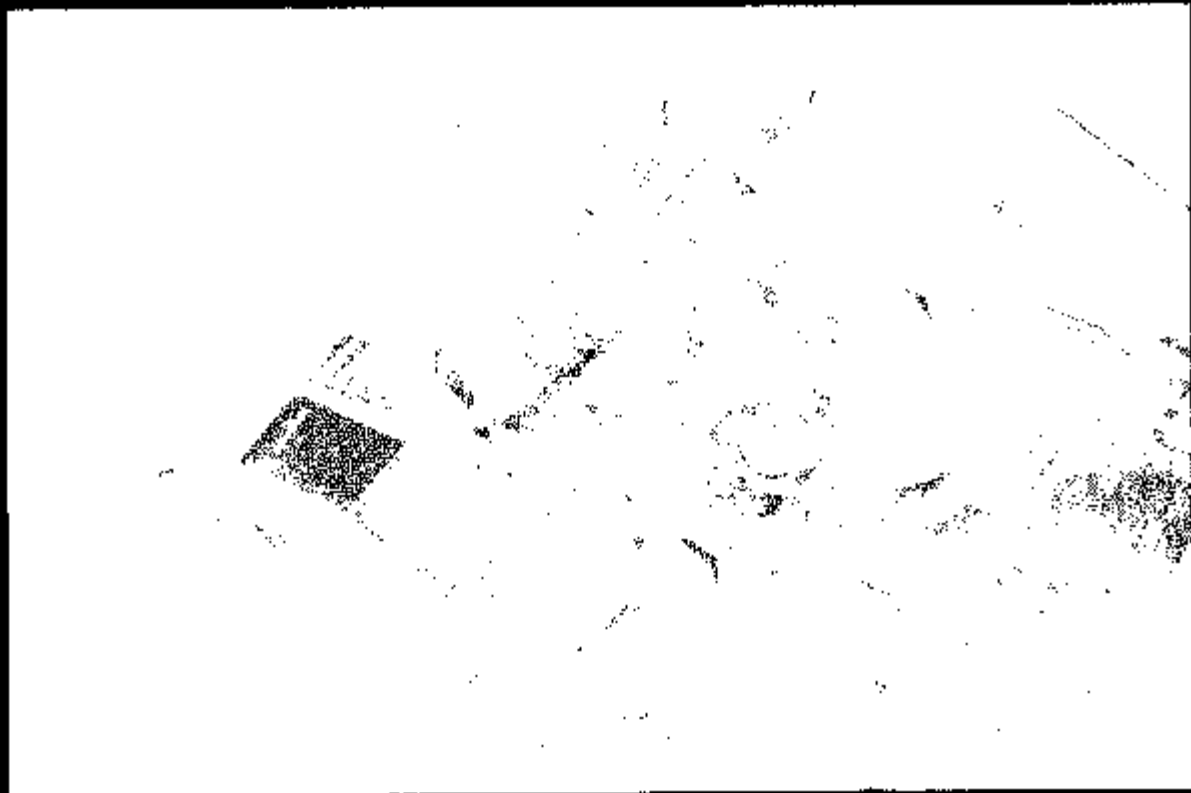
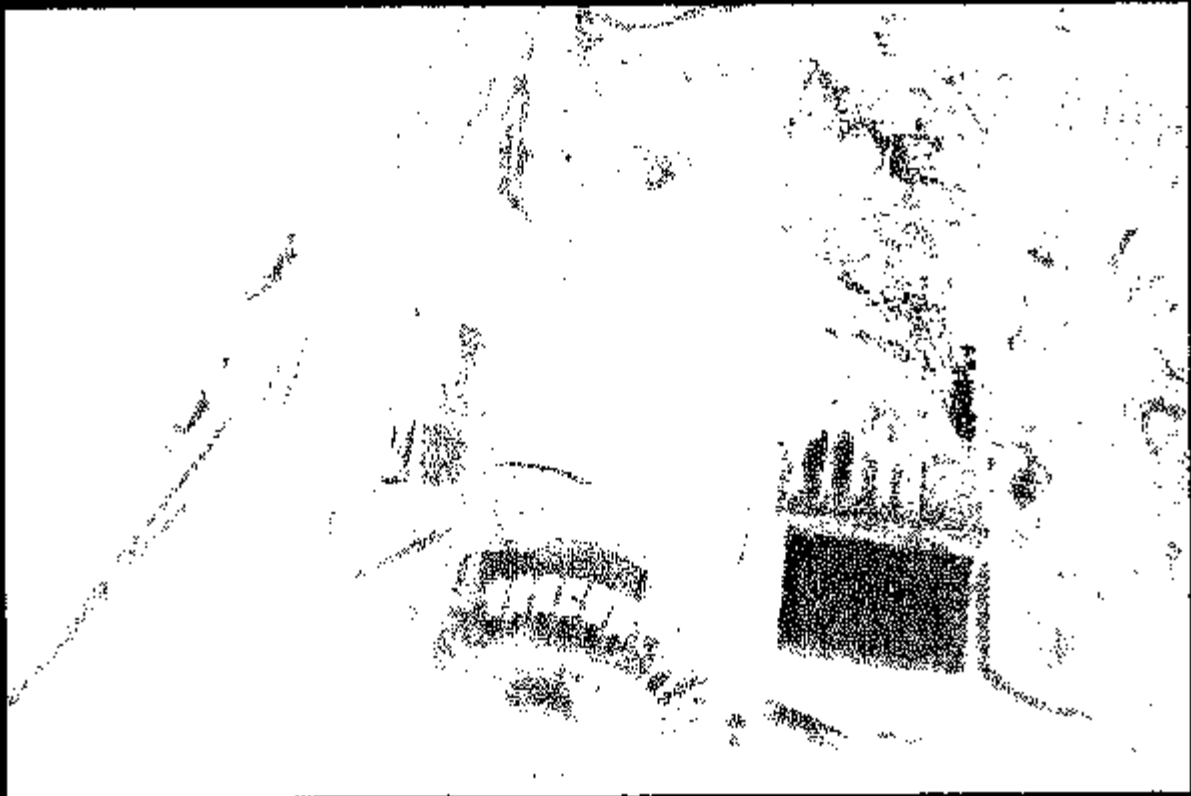
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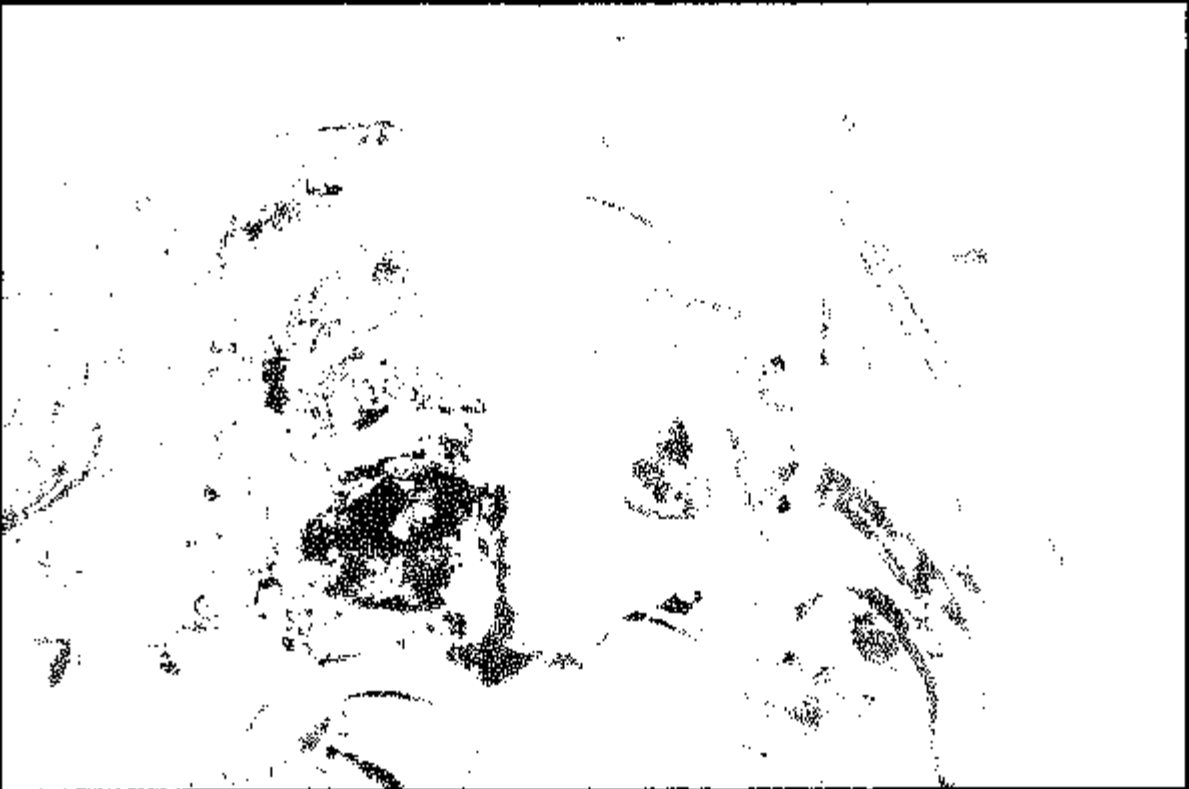
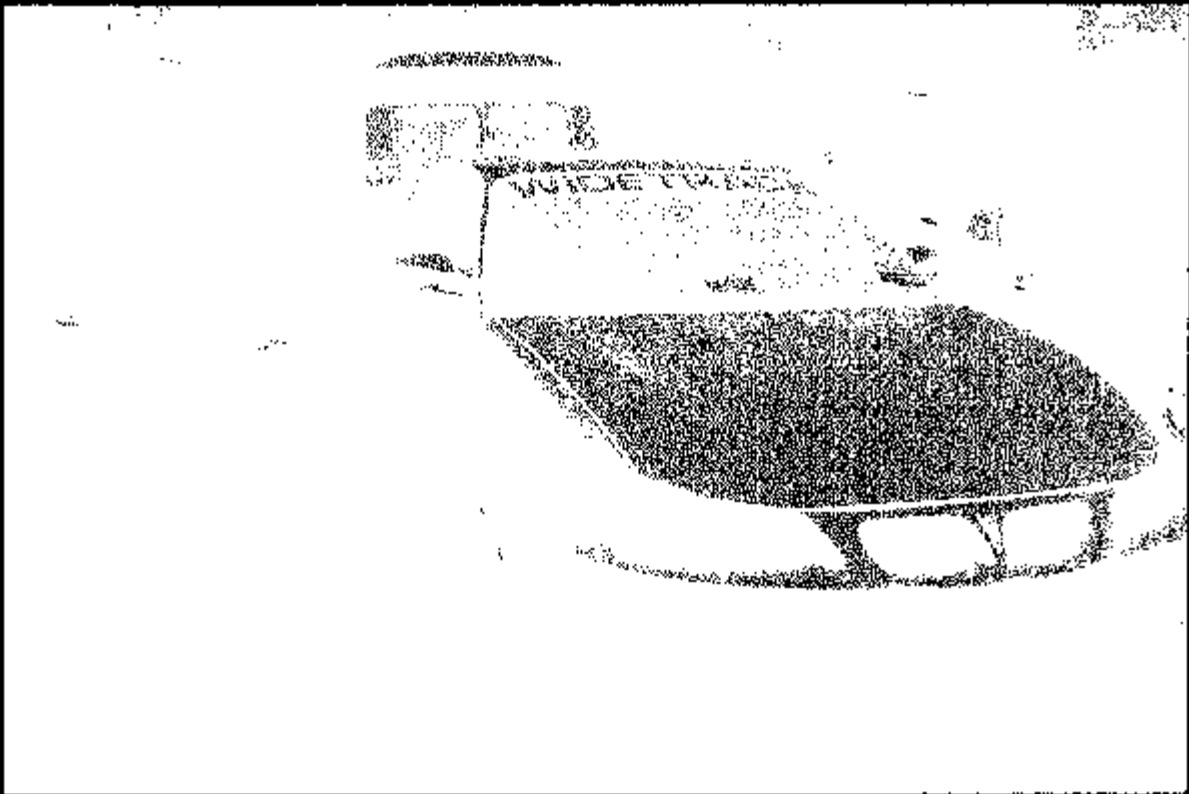


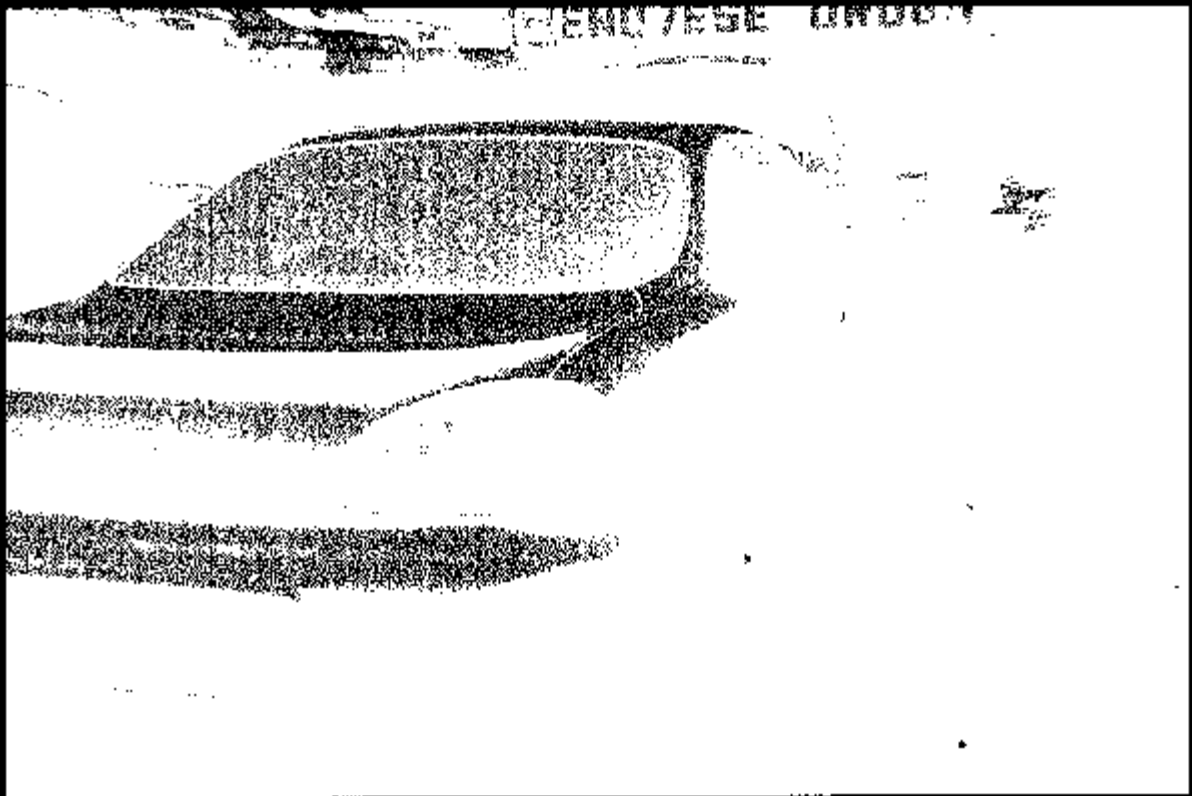


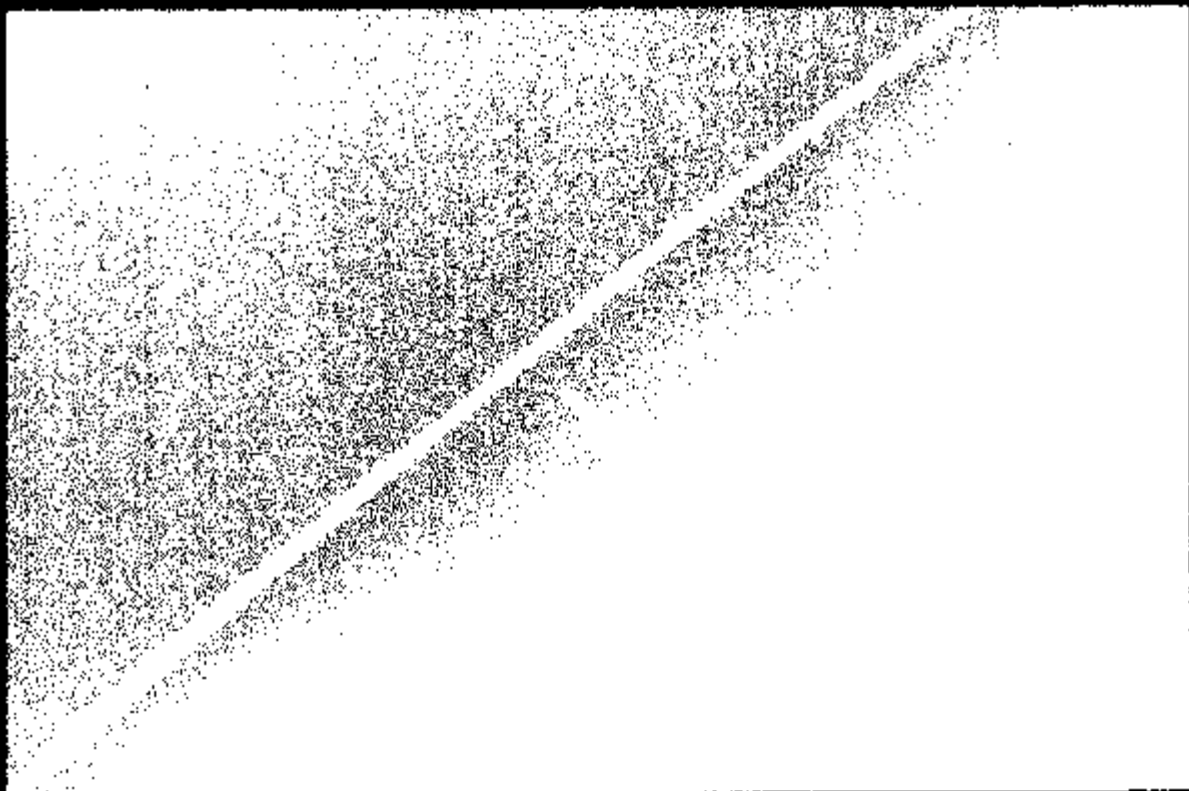


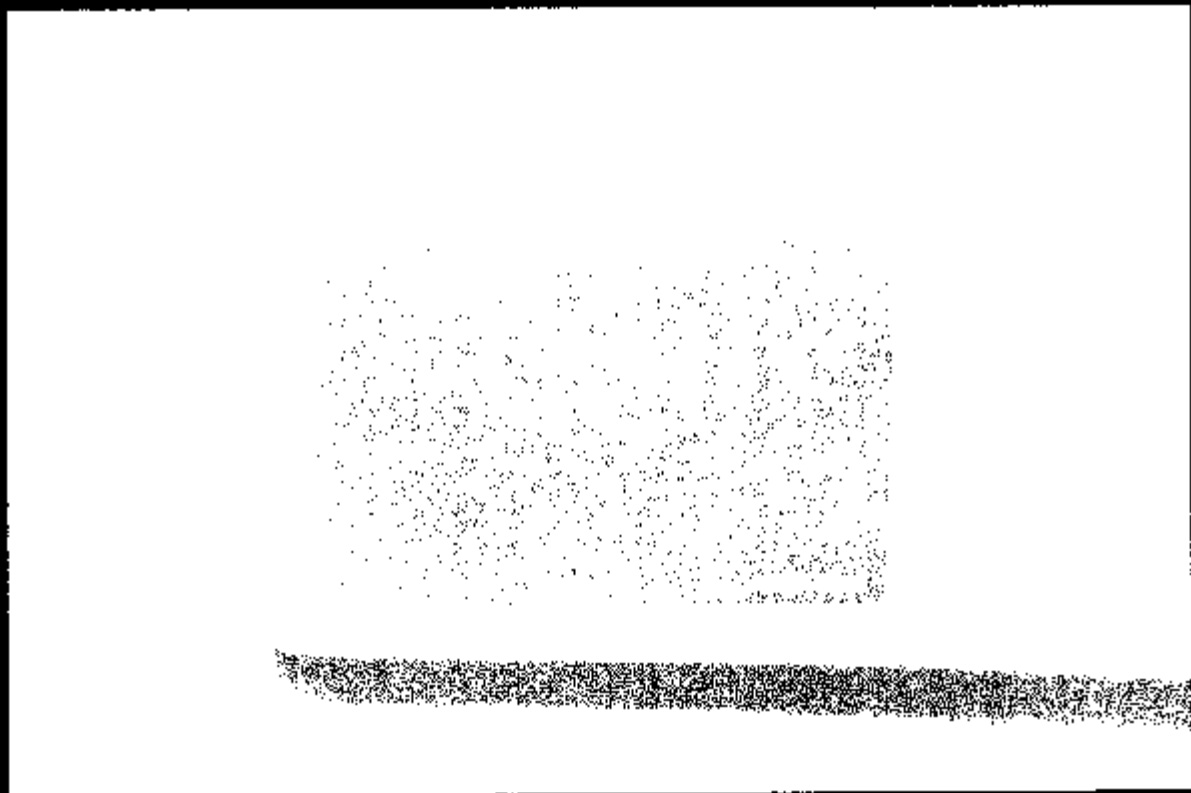
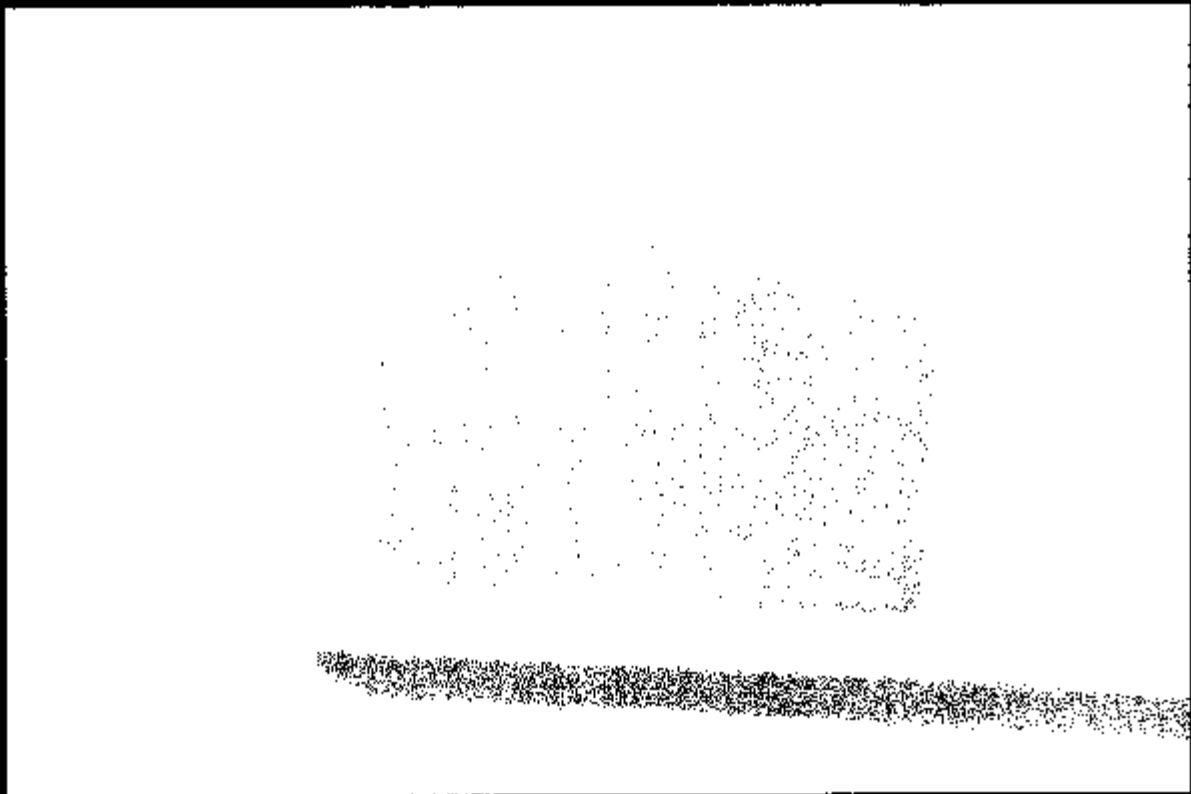


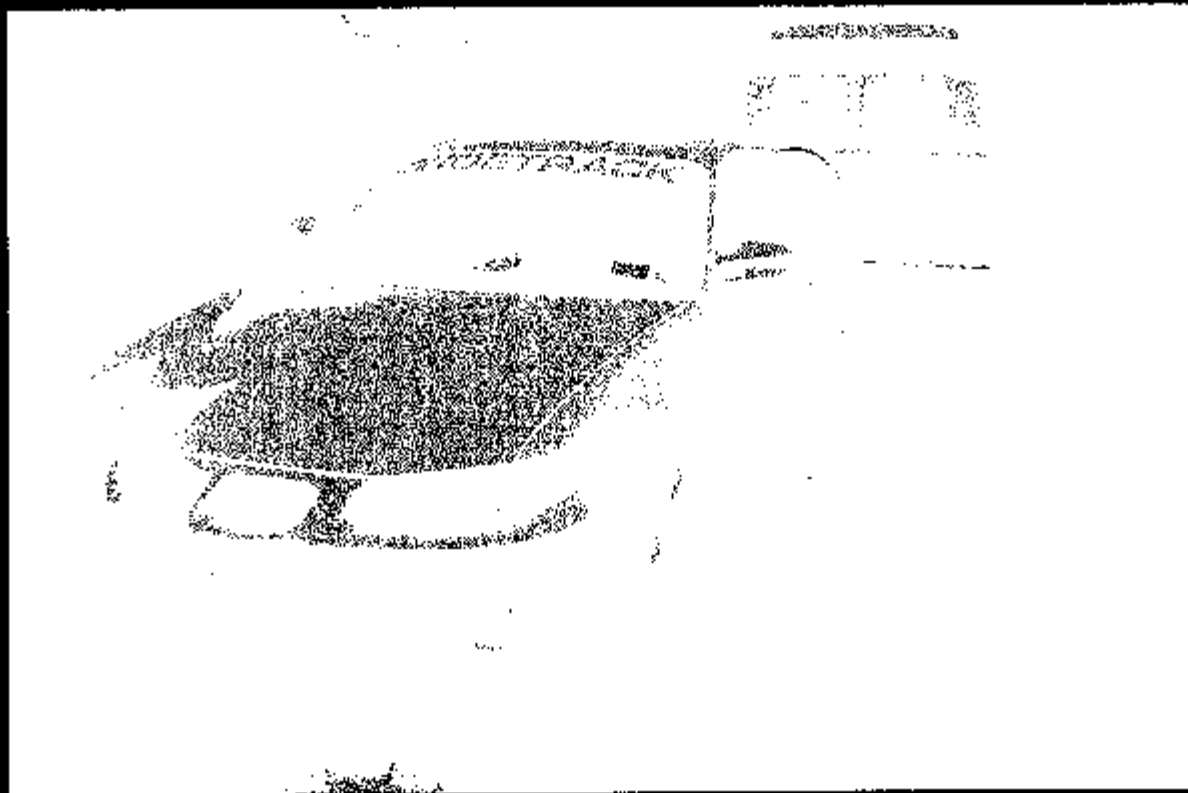
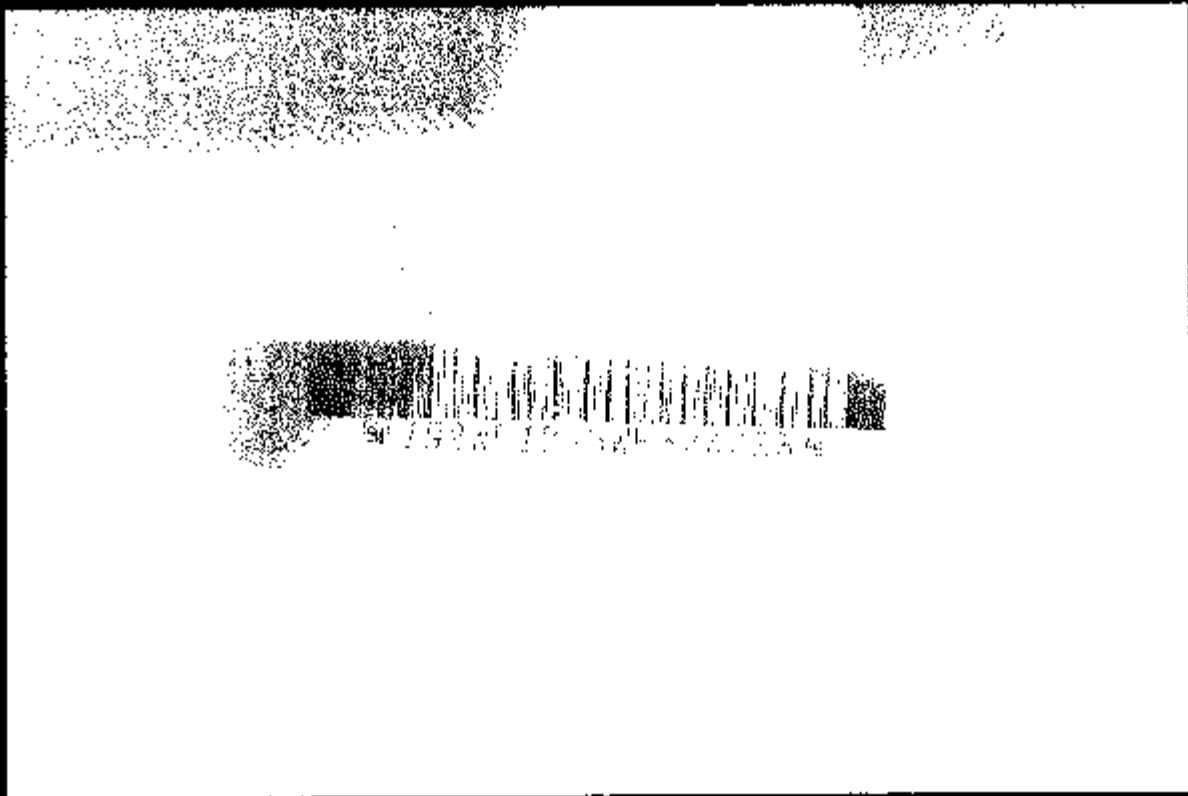


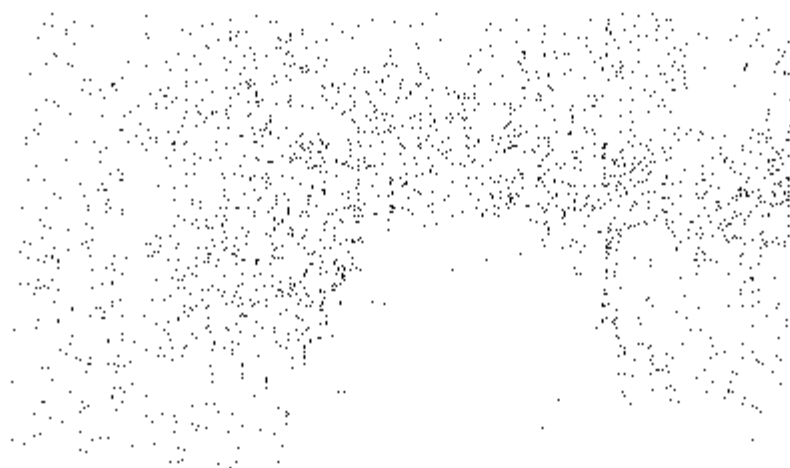


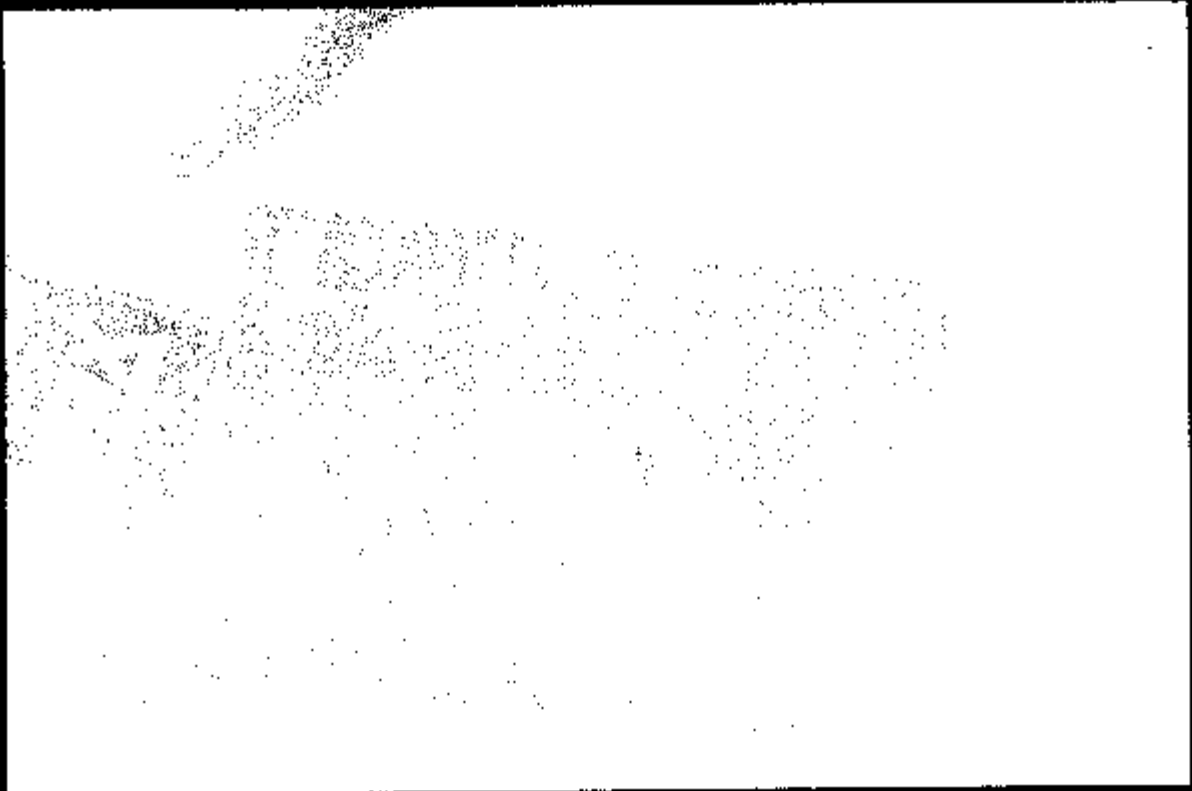
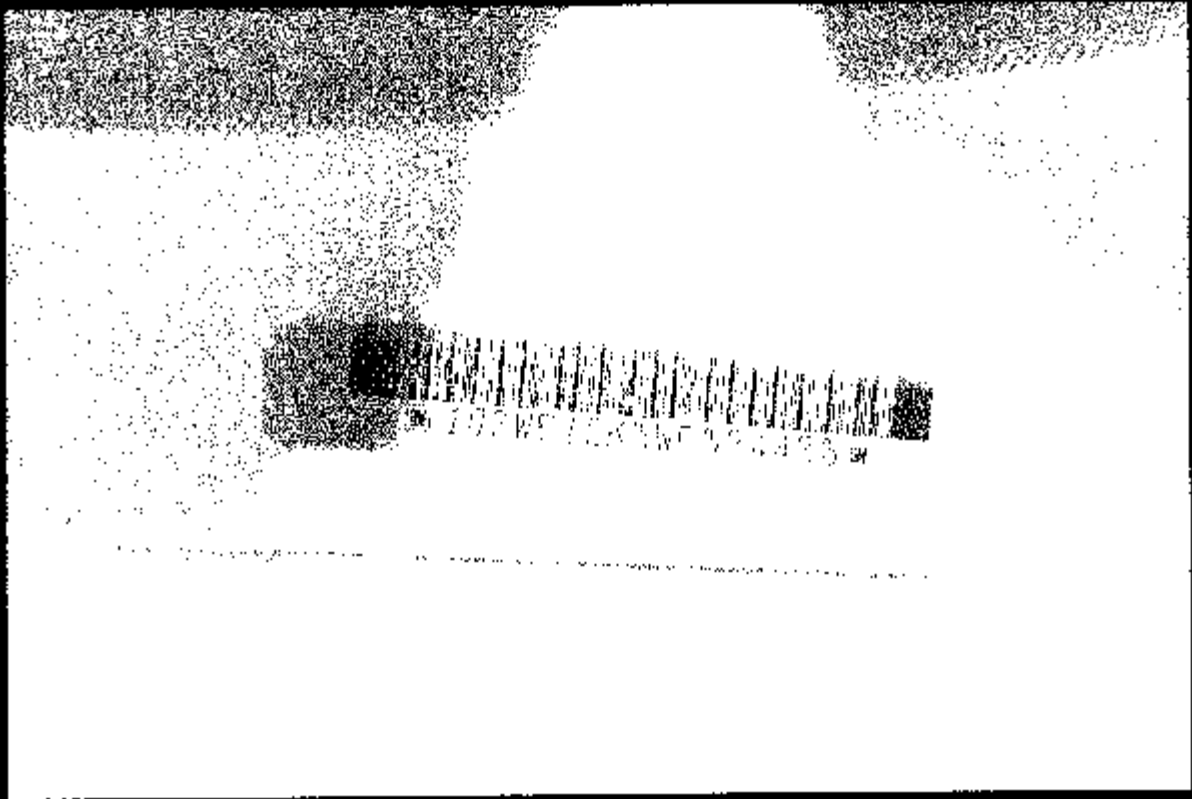


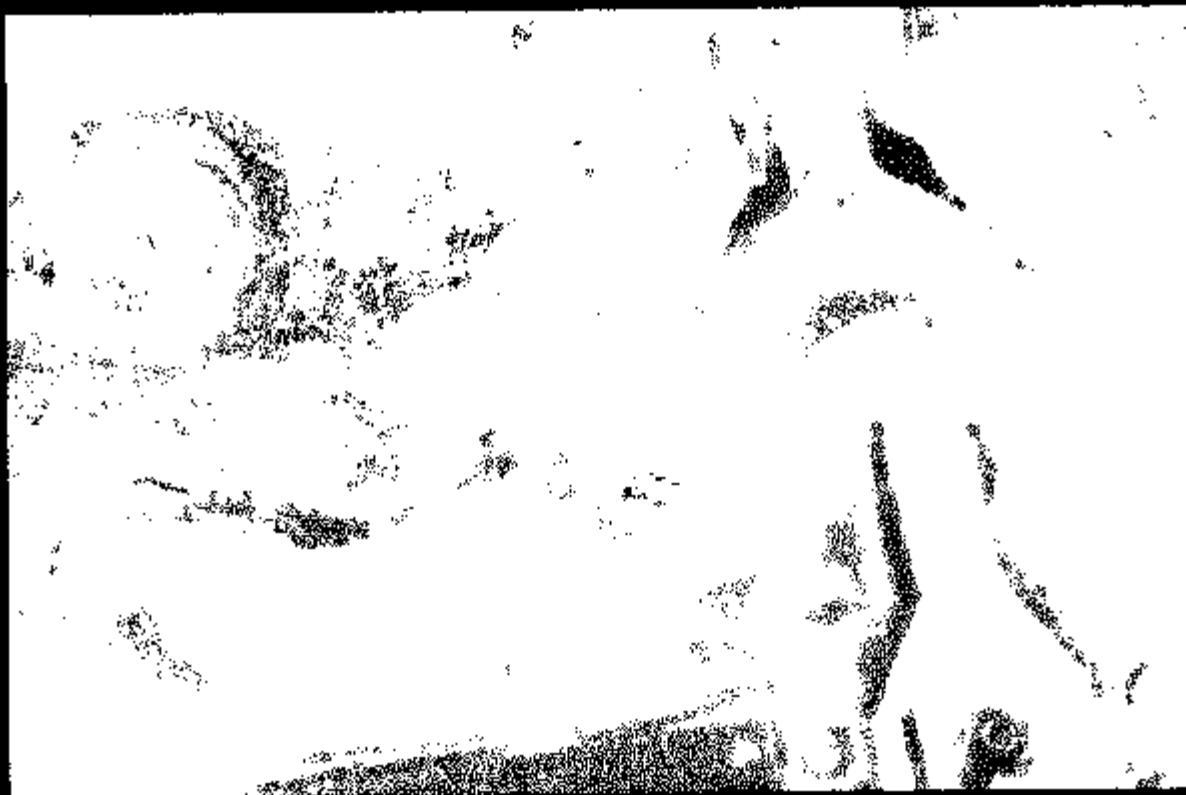












CASE NO: 9901690901
DATE OPENED: 01/25/1999
DATE CLOSED: 03/05/1999
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G2HK52K0W4226507
MODEL YR: 98
SERIES: BONNEVILLE
MILEAGE: 017000
STATE: MS
PASCAGOULA MS35981
BUS. PHONE: EXT:

COMMENTS

COMPLAINT CODE:
J01 ENGINE FAILURE (GAS)

OPENING COMMENTS:
CUST STATES FIRE STARTED UNDER HOOD. CUST SEEKS INVESTIGATION.

CAUSE CODE: P PRODUCT QUALITY

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
CUST SETTLED WITH INSURANCE COMPANY. PAR FORWARDED FILE TO EGIS.

COMPLAINT CODE:
T49 ALLEGED FIRE-1241 REQUESTED

OPENING COMMENTS:
CUST ALLEGES SPONTANEOUS FIRE...VEH TOTALLED....

CAUSE CODE: P PERFORMANCE/SAFETY

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
CUST SETTLED WITH INSURANCE COMPANY. PAR FORWARDED FILE TO EGIS.

SERVICING DEALER: 1619187
JIM ROBINSON PONTIAC, BUICK, GMC, IN
PO BOX 1648
PASCAGOULA MS 39568

DELIVERY DATE: 03/15/98 CASE TYPE: P
RESPONSIBLE PARTY: [REDACTED] CLOSURE CODE: S
REGN CLOSE DATE: 02/24/99

GENERAL COMMENTS: 03/19/99 02:31P RANVILLE MICHELLE
ASSIGN ONLY...19997600038..DOC IS ESIS PAPERWORK..ARCHIVED DOC.

GENERAL COMMENTS: 02/24/99 03:43P [REDACTED]
PAR RECEIVED LOG FROM EAA INVESTIGATOR AND REVIEWED WITH JIM GROSE.
JIM ADVISED TO OFFER REPURCHASE OF VEH TO CUST. PAR CALLED CUST WHO
ADVISED HE HAD SETTLED WITH HIS INSURANCE COMPANY. CUST STATES
ERIC REYNOLDS OF FARM BUREAU INSURANCE AT 601-264-1540.

PAR CALLED ERIC REYNOLDS AND GAVE NUMBER OF ESIS. PAR ADVISED WAIT
UNTIL 2/25 TO CALL.
CLOSING FILE.

GENERAL COMMENTS: 02/10/99 02:01P [REDACTED]
PAR RECEIVED INVESTIGATIVE REPORT FROM EAA INVESTIGATOR, EUGENE FERRIS
AND REVIEWED WITH JIM GROSE. JIM ADVISED HAVE INVESTIGATOR SEND LOG FOR
PICTURES AND COPY OF OIL CHANGE.

PAR CALLED EUGENE FERRIS AND ADVISED WILL SEND PICTURES FEDERAL EXPRESS
SO INVESTIGATOR COULD MAKE A LOG. PAR REQUESTED COPY OF OIL CHANGE.
INVESTIGATOR AGREED TO SEND INFORMATION.

PAR CALLED CUST AND ADVISED CUST DECISION ON INVESTIGATION WILL BE MADE
BY 2/15 AND PAR WILL CALL CUST WITH INFORMATION, BUT CUST SHOULD MAKE
CAR PAYMENT TO AVOID ANY CONCERN TO HIS OWN CREDIT.

GENERAL COMMENTS: 02/08/99 09:41A SANDERS NICOLE
CUST STATES THAT CAR NOTE IS DUE AND THE BANK IS CONTACTING HIM FOR PAYMENT.
CUST STATES THAT THE CAR HAS BEEN TOTALED AND THE DLR HAS THE CAR BUT THEY
WILL NOT PAY HIM OFF FOR HIS EXTENDED WARRANTY. CUST SEEMS TO HAVE AN
UPDATE AS SOON AS POSSIBLE. CAC ADVISED CUST CONTACT WHEN UPDATE IS
AVAILABLE.

GENERAL COMMENTS: 01/25/99 10:59A [REDACTED]
PAR CALLED CUST CUST ADVISED NO AFTER MARKET ITEMS ON VEH. CUST STATES
THAT DAY BEFORE THE UNLOCK ON THE REMOTE DID NOT WORK. CUST STATES
DLR ADVISED THAT AREA OF FIRE WAS THE BRAIN OF THE CRUISE CONTROL AREA.

PAR ADVISED CUST WILL INVESTIGATE AND TIME FRAME IS APPROXIMATELY 14
DAYS. PAR ADVISED NO LOANER DURING THAT TIME.

GENERAL COMMENTS: 01/25/99 09:32A BOOKER JUDITH
DLR: ROBINSON PONTIAC IN PAS..MISS.--PH: 228-762-2233.....BUJ
MITCHEL IS DLR SERVICE MANAGER..

.....
INSURANCE COMPANY: FARM BUREAU...AGENT: CHARLES PERSONS....ADJUTOR:
JOHN HARRIS AT 228-539-2577

.....
GENERAL COMMENTS: 01/25/99 09:26A BOOKER JUDITH
...CONT.: CUST INDICATING SPARKS....CUST PULLED OVER ON INTERSTATE
10.....

INJURIES: NO PHYSICAL INJURIES
OTHER VEH: NO OTHER VEHICLES INVOLVED
PASSENGERS: NONE
FIRE DEPARTMENT: FIRE DEPARTMENT NUMBER: 228-475-8848...REPORT
AVAILABLE.....CUST IS SEEK...
POLICE DEPT: CAME TO THE SCENE.....NO REPORT TAKEN
VEH TOWED: DANWYS' WRECKER CO.....
VEH CURRENTLY: WITH DLR ..ROBINSON PONTIAC..
....CONT....

GENERAL COMMENTS: 01/25/99 09:21A [REDACTED]
CUST RETURNED CALL AND STATED VEH FIRE STARTED UNDER VEH HOOD...CUST
ALLEGES CUST/WIFE WAS NOTIFIED BY OTHER DRIVERS THAT THERE WERE SPARKS
COMING FROM UNDER THE HOOD...CUST ALLEGES THE ENGINE/WINDSHIELD/DASH/
SCREERING WHEEL...INSURANCE APPRAISER TOTALLED THE VEHICLES. CUST
STATED VEH WAS FAULTY AND FIRE STARTED...

DATE: JAN 21, 1999 AT 6:50 A.M.
CUST: [REDACTED]...DOB: 9-12-60
WHERE: VEH BEING DRIVE TO CUST/WIFE WORK ON HIGHWAY 63..1/2 MILE SOUTH
OF INTERSTATE 10...CUST SMELLED SMOKE...OTHER DRIVERS YELLED AT
...CONTINUED...

GENERAL COMMENTS: 01/25/99 09:16A RYAN CHAUNA
CAC TRANSFERRED CALL TO CAM JUDY BOCKER.

GENERAL COMMENTS: 01/25/99 08:44A SZROJTKOWSKI JONNA
OVERFLOW ***
CUST STATES HIS WIFE WAS DRIVING ALONG AND THE VEH CAUGHT FIRE..CUST STATES
INS HAS LOOKED AT VEH AND IS UNCERTAIN THAT INS. WILL COVER..CUST STATES
VEH IS AT JIM ROBINSON PONTIAC (WHICH CAC CAN FIND NO LISTING FOR) AND
INSURANCE COMPANY HAS DETERMINED VEH IS TOTALLED...CUST STATES THAT WORKS
AT DLR WANTS TO TAKE A LOOK AND DIAGNOSE CAUSE OF FIRE...CUST SEEKS FOR
MFG TO INVESTIGATE..CUST STATES HE IS SEEKING FOR SOMEONE TO TAKE
RESPONSIBILITY AND BUY HIM A NEW VEH BECAUSE IT IS JUST LIKE THE PINTO
WHEN IT HAD FIRE PROBLEMS YEARS AGO....CAC ADVISED CAM WOULD BE IN BEST
POSITION TO DISCUSS CONCERN W/CUST.....

GENERAL MOTORS CORPORATION

OT 7M11
199907600038

DIVISION: PONTIAC - GMC

ZONE: SECT: 31 MKTY: 12

DATE: 02/25/99

BSIS UNIT 290760038

GM Capital Claims
P.O. Box 02489
Detroit, MI 48202

RE: Claimant: [REDACTED]

Date of Incident: 12/1/99

CAC File No.: 99 016999 01

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
Pontiac-GMC Division
M.C. 483-631-730
31 E. Jaden
Pontiac, MI 48342-6008

Further inquiries regarding this claim should be directed to the undersigned.

Very truly yours,

PONTIAC-GMC DIVISION
General Motors Corporation

L. D. Thompson
Customer Service Center Supervisor
31 E. Jaden
M.C. 483-631-730
Pontiac, MI 48342-6008

Enclosures:

- CAC Case Comments
- EAA Report Notes
- Photos
- Estimates
- Police Report
- RO's
- Dam Tape
- Other: Fire Report

Product Allegation Resolution- General

Documentation Decision Criteria

- Bodily Injury
 Collision
 Property damage outside the confines of the vehicle
 Non-collision damage and fire to subject vehicle above \$2000
 Personal property damage above \$1,000

Customer Information

Case Number: 99016909 01
Claimant's Last Name: [REDACTED]
VIN: 1G2HX52K1W4226907

Incident Information

Date and Time of Incident: 1/21/99 6:50 A.M.
Location of Incident: Highway 63 1/2 mile south of Interstate 10
Description of Incident: Claimant was driving to work and smelled smoke and other drivers yelled at her indicating sparks were coming from under vehicle.
Current Location of Vehicle: Jim Robinson Pontiac
Alleged Defective Component: Engine
Who Notified Division of Incident: Earl Smith

**Product Allegation Resolution
Summary/Closing**

Case Number:	20010309 01
Claimant's Last Name:	[REDACTED]
VIN:	1G2BX5K0W4226307

Was Physical inspection done? Y/N	Y
Inspector's name/organization:	Eugene Ferris
Date of inspection:	2/2/99
Mileage at inspection:	17,073
What was done at the inspection:	Pictures taken and physical inspection of vehicle.
Vehicle road-tested: Y/N:	N
Describe:	Vehicle damage did not allow road inspection
Results:	Specific cause of fire not determined
System components inspected:	Wiring, engine compartment and components
Summary of facts from the investigation:	Cause of fire undetermined.
How and when was the matter left with claimant:	Claimant had settled insurance before Pontiac had opportunity to offer buyback.

Product Allegation Resolution
Non-Collision Vehicle Damage

Case Number:	99016909.01
Claimant's Last Name:	[REDACTED]
VIN:	1G2HK32K0W4216507

Special equipment and features:

None

Primary use of vehicle:

Personal use

Insurance carrier:

Farm Bureau 228-588-2577

Weather conditions:

/

Comments:

FILE NBR: 99016909 01

VIN : 1G2HX52K0W4226507

MODEL YR: 96 MODEL CODE: PEV DLV DATE: 03 16 98
OWNER: WAR ST DTR FILE SCRAP: 01 25 00
TITLE [REDACTED] FILE PUBOR: 01 25 00
FIRST [REDACTED]
LAST [REDACTED] SUFFIX:
COMPANY NAME:
PHONE: [REDACTED] WORK: EXT: FAX:

ADDRESS:
STREET : 20800 STATE LINE ROAD
CITY : PASCAGOULA STATE: MS ZIP: [REDACTED]
COUNTRY : USA

COMMENT: 2ND @ LK
MKT: 12 MILEAGE: 17,900
SVC DLR: 16 19 187 JIM ROBINSON PONTIAC PASCAGOULA, MS
BUD MITCHEL CCM 228 762 2233
COMPLAINT CODE: J01 DESC: ENGINE FAILURE (GAS)
01/23/99 08:44 ZDRONKOWSKI, JONNA N
OVERFLOW ***

CUST STATES HIS WIFE WAS DRIVING ALONG AND THE VEH CAUGHT FIRE...CUST STATES INS HAS LOOKED AT VEH AND IS UNCERTAIN THAT INS. WILL COVER...CUST STATES VEH IS AT JIM ROBINSON PONTIAC (WHICH CAC CAN FIND NO LISTING FOR) AND INSURANCE COMPANY HAS DETERMINED VEH IS TOTALED...CUST STATES THAT MOONE AT DLR WANTS TO TAKE A LOOK AND DIAGNOSE CAUSE OF FIRE...CUST SEEKS FOR MPG TO INVESTIGATE...CUST STATES HE IS SEEKING FOR SOMEONE TO TAKE RESPONSIBILITY AND BUY HIM A NEW VEH BECAUSE IT IS JUST LIKE THE PINTO WHEN IT HAD FIVE PROBLEMS YEARS AGO...CAC ADVISED CAM WOULD BE IN BEST POSITION TO DISCUSS CONCERN W/CUST

01/25/99 09:21A BOOKER, JUDITH N
CUST RETURNED CALL AND STATED VEH FIRE STARTED UNDER VEH HOOD...CUST ALLEGES CUST/WIFE WAS NOTIFIED BY OTHER DRIVERS THAT THERE WERE SPARKS COMING FROM UNDER THE HOOD...CUST ALLEGES THE ENGINE/WINDSHIELD/DASH/ STEERING WHEEL...INSURANCE APPRAISER TOTALED THE VEHICLE. CUST STATED VEH WAS FAULTY AND FIRE STARTED...

DATE: JAN 21, 1999 AT 6:50 A.M.
CUST: MELANIE SMITH, DOB: 9-12-60
WHERE: VEH BEING DRIVE TO CUST/WIFE WORK ON HWYWAY 63, 1/2 MILE SOUTH OF INTERSTATE 10...CUST SMELLED SMOKE...OTHER DRIVERS YELLED AT CUST INDICATING SPARKS...CUST PULLED OVER ON INTERSTATE 01/21/99 09:32A
BOOKER, JUDITH N

DLR: ROBINSON PONTIAC IN PAS. MISS. - PH: 228-762-2233 - - - - - BUD MITCHEL IS DLR SERVICE MANAGER.

01/23/99 09:26A BOOKER, JUDITH N
...CONT: CUST INDICATING SPARKS...CUST PULLED OVER ON INTERSTATE 10...

INJURIES: NO PHYSICAL INJURIES
OTHER VEH: NO OTHER VEHICLES INVOLVED
PASSENGERS: NONE

FIRE DEPARTMENT: FIRE DEPARTMENT NUMBER: 228-475-8848...REPORT AVAILABLE

FILE NBR: 99 016989 01

POLICE DEPT: CAME TO THE SCENE...NO REPORT TAKEN

VEH TOWED: DANNY WRECKER CO...

VEH CURRENTLY: WITH DLR ROBINSON PONTIAC...

01/25/99 10:59A

N

PAR CALLED CUST CUST ADVISED NO AFTER MARKET ITEMS ON VEH CUST STATES THAT DAY BEFORE THE UNLOCK ON THE REMOTE DID NOT WORK. CUST STATES DLR ADVISED THAT AREA OF FIRE WAS THE BRAIN OF THE CRUISE CONTROL AREA.

PAR ADVISED CUST WILL INVESTIGATE AND TIME FRAME IS APPROXIMATELY 14 DAYS. PAR ADVISED NO LOANER DURING THAT TIME.

INSURANCE COMPANY: FARM BUREAU...AGENT: CHARLES PERSONE...ADJUSTOR: JOHN HARRIS AT 228-539-2577

WARRANTY HISTORY

001 1619187 897 19981008 062740 283011 01 B490 77.28 11766

TRANSMITTER, REMOTE DR/RR, CMPT LCK-RPL

FAIL-PART25678792 TRANSMITT

002 11671523 837 19980912 A26307 226307 01 27000 74.40 0

PASSENGER CAR AND TRUCK NV1

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: PONTIAC

VIN: 1GZHD32K0W4226907 ORD-TYPE: 050 SERV-TYPE: 008 DEL-TYPE: 020

RPO DESCRIPTION

RPO DESCRIPTION

H BODY
PONTIAC

4 DOOR
V6 ENGINE

136 3.5 LITRE V6 MFI

FEDERAL EMISSIONS

M29 AUTO TRANS W/OVERDRIVE

AUTO TRANS

M15 4 SPD AUTO TRANS 4T65-E

UB3 INSTRUMENT CSTR/TACH

FLST PROCESSING OPTION

AKS INFLAT RESTRAINT DR/PAS

ANTILOCK BRAKE

C61 ELECT AIR CONDITIONING

PASS ST BK MAN RECLINER

FRT DR ST BK MAN RECLIN

GOLD KEY INELIGIBLE

POWER STEERING

DG7 DR/PASS REMOTE ELEC

UB6 FIXED ANTENNA

UT6 RADIO AM/7M CAS

POWER WINDOW

A90 ELECTRIC TRUNK RELEASE

KEYLESS ENTRY SYSTEM



MISSISSIPPI FARM BUREAU INSURANCE
HATTIESBURG DISTRICT CLAIMS OFFICE

PO Box 17285 • Hattiesburg, Mississippi 39404-7285 • (501) 264-0530 • FAX (501) 264-0100

January 26, 1999

Jim Robinson Chevrolet
 Attn: Bud Mitchell, Service Mgr.
 2126 Hwy. 90
 Passagonis, MS 39567

**SENT VIA FACSIMILE
 AND REGULAR MAIL**

Re: Insured: Earl I. Smith
 Policy No.: A605901
 D/L: 1/21/99
 Vehicle Description: 1998 Pontiac Bonneville SE
 VIN No.: 1GZEK52EKD4226507

Dear Mr. [REDACTED]

This will serve to follow up our conversation of January 25, 1999, in reference to the above captioned vehicle. As you are aware, the insured's 1998 Pontiac Bonneville suffered a fire loss on January 21, 1999, while the owner was driving the vehicle. It is our understanding that the vehicle was purchased from Jim Robinson Chevrolet approximately three months prior to the loss.

As you are aware, we conducted a preliminary examination of the vehicle on January 25, 1999. As a courtesy, we elected not to conduct a detailed examination of the vehicle until a representative for Jim Robinson Chevrolet could be present. Consequently, you assured me that you would not allow anyone to examine the vehicle until a mutually convenient time could be arranged between your representative and Farm Bureau.

Please contact me as soon as your representative has been advised of the situation so that we can arrange a time to examine the vehicle.

Sincerely yours,

Eric Reynolds, Special Investigator

473 402 3608

**PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)**

Division: <u>PONTIAC/GMC</u>	Roll: <u>99016909 01</u>	VIN: <u>1G7HX52K00N4234587</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		

Inspected by: EUGENE FERRIS Organization: EPA
 Phone: (505)6265423x Inspection Date: 02-10-1997 Mileage at Inspection: 17073

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

HOT SPOT WERE CONCENTRATED AT FRONT END AND LEFT SIDE ENGINE -
FOUR WAYS / ON LONG FOLD LINE WAS NOT SEEN APPEAR TO BE THE SOURCE OF FIRE.
WIRING AT THE MAIN RELAY CENTER SHOWS SIGNS OF BURNING, ALSO ONE
RELAY TERMINAL HAD A HOLE IN IT (WAS SCRAPED OFF) AND BURNING WIRE HIDING
THE WIRE A SINGLE RELAY. BE CONNECTED TO OTHER RELAYS IN THE MAIN PANEL.
PHOTO #13 SHOWS MAIN TERMINAL PHOTO 14 SHOWS WIRING - WIRE WERE TIGHT BUNDLES
SHOULD BE. PHOTO 21 - FIRE MARK IN "BE" PIT AT REAR
THIS AREA WOULD SHOW FLAMES IN EARLY STAGES AT CORNER OF FRONTAL WREST CENTER DURING

II INTERVIEW - VEHICLE HISTORY
 (Note: Please indicate name, address & phone number of person being interviewed): WELBANK SMITH
2000 STRATLINE RD. PASCAGOULA MS. [REDACTED]

1. Vehicle modifications or after-market equipment? (e.g. mags, phone, CB, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lift, alarm system, etc.)
 None (s), date installed, and by whom (name, phone) NONE

2. Any prior collision damage? (when, where, extent, repaired by, etc.) NONE NOTED

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 miss, etc.):

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

II INTERVIEW - VEHICLE HISTORY (Continued)

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

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

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

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

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

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

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

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

Maintenance records? (Y/N) N Date/Description of last maintenance/repair (by whom?) DATE OF INSPECTION
ROBINSON PARK RD 45784 1-4-95 - OWNER COPY - AS ORDERED AT OWNER

Any other pertinent vehicle history information (from interviews or GM Warranty History)? NO HISTORY
PREVIOUS OWNER NATIONAL CAR RENTAL CURRENT OWNER 20 16-7-98

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

How was vehicle towed? (flat bed, dolly, sling, front or rear RR) UNKNOWN If towed on wheels, how fit? UNKNOWN

III INTERVIEW - INCIDENT DETAILS

III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE

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

Driver's physical description (gender, age, height, weight, disabilities) FEMALE 39 NO DISABILITIES

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

Drive length (if vehicle was parked prior to fire, describe last drive): Hrs. 0 Mins. 30 Distance traveled 20 MILES

If not parked, vehicle speed estimate 50-60 MPH Source of estimate DRIVER Posted speed 55 MPH

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

Exact incident location HWY 163 SOUTH IN FRONT OF CHEVROLET STATION

Weather conditions and visibility CLEAR

Approx. temperature 60 °F. Any physical visual characteristics? NONE

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: PON-FMC Roll: 99016909 01 VIN: 1E2H352K0W4224507
 Claimant's Name (LAST, First): [REDACTED]

Inspected By: EDMOND PERRE Organization: FRA
 Phone: (504) 426-5237x Inspection Date: 2-2-92 Mileage at Inspection: 17073

Roll Number 1

Seq.# Description

- 0
1. FRONT VIEW - HOOD (LEFT AND RIGHT) HAVE BUMP MARKS
2. LEFT SIDE - ALL EXTERIOR DAMAGE DONE AT DASH/SHIELD
3. RIGHT SIDE - NO EXTERIOR DAMAGE
4. REAR VIEW - NO EXTERIOR DAMAGE
5. HOOD AND IMMEDIATE "CLOSE UP" - GLASS MOUNTED
6. UNDER SIDE OF HOOD - MOST REAR LEFT SIDE
7. FRONT VIEW - ENGINE COMPARTMENT - LEFT AND RIGHT - MOST DAMAGE
8. LEFT FRONT CORNER - EXTENSIVE DAMAGE - FRONT BUMPER OFF FRONT
9. RIGHT FRONT CORNER - FRONT COMPARTMENT - VERY LITTLE DAMAGE - BATTERY AND ENGINE
10. RIGHT SIDE VIEW ENGINE AND BATTERY - MOST OF BATTERY - FRONT RADIATOR - MOUNTED
11. LEFT SIDE VIEW ENGINE AND BATTERY - BATTERY MOUNTING MOUNTED
12. ENGINE HOOD - BATTERY MOUNTING SPINDLE, COVER OFF (CLOSE UP)
13. CLOSE UP OF HOOD BATTERY COVER - MARKED WITH ARROW (TOP COVER)
14. CLOSE UP OF DAMAGE AT FRONT BUMP COVER FRONT BUMPER
15. LEFT SIDE VIEW REARVIEW MIRROR AND DAMAGE
16. FR
17. CLOSEUP VIEW OF FRONT CORNER OF ENGINE AND BATTERY - ENGINE INSIDE
18. INTERIOR VIEW OF STEERING AND SEAT BELT FROM REAR VIEW
19. DRIVER SEAT DAMAGE -
20. HEAD LINDER OVER DRIVERS SEAT
21. ODOMETER READING - 17073
22. RIGHT SIDE OF DASH
23. CAPACITOR CONTROL UNIT DETACHED - FRONT END
24. CLOSE UP OF HOOD BATTERY COVER AREA AND ALLIANCE - FRONT END OF ENGINE
25. UNDER BODY VIEW - RIGHT SIDE - BUMP MOUNTING
- 26.
27. 14 - WIRING FROM HOOD COVER - MOST REAR AT END OF WIRING - (FR)
- 28.
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.
- 36.
- 37.

PHOTO.DOC

***** 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 flame or spark source, tall grass, dry leaves, ruts 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: NO SITE INSPECTION

COPY OF FIRE REPORT ATTACHED

COPY RE: OF CHANGE ATTACHED

VEHICLE INSPECTED WITH ERIC REYNOLDS - SPECIAL INVESTIGATOR FOR MISS. ARM. BUREAU MVS. CO.

SEE ATTACHED LETTER FROM ERIC

***** IV - VEHICLE INSPECTION (Continued) *****

Battery & attached cables NOT BURNED

Engine block (note precise location of cracks, holes, etc.) NO HOLES NOTED

Engine oil pan CLEAN

Engine compartment hinge torque rods HOOD STAYED OPEN - BUT BURNED

Engine compartment exhaust system (e.g. loose, rusted, modified, out of position, clearance, etc.) NORMAL

Any item which is alleged to be the cause/source NO

Anything on vehicle which is after-market NO

Anything on vehicle which is a modification NOTHING NOTED

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.):

Engine coolant RESIDUE PARTIAL MELTED

Engine oil CLEAN

Transmission fluid NOT BURNED

Power steering fluid LEAKED OUT

Brake fluid GONE/ RESIDUE MELTED

List all driver electrical controls which are in the "On" position (include ignition) RADIO, DEFROSTER

Fuses (Identify all open or not proper size) ALL PROPER SIZES INSIDE VEHICLE

Wiring insulation at fuse blocks MOXI BODY CENTER BURNED

Pinch links (Identify all open) SPRINGER

Spark plug wiring and boot condition CHARGED ON FRONT - BURNED WIRE ON REAR

Fuel filler "Lead Free" restrictor in place? (Y/N) Y/N Condition NT

Location of fuel filler cap (or evidence of remains) NT

Catalytic converter (any dislocation or swelling?) NO HEAT EXCH. CONVERTER

Position of windows (if glass missing, do further inspection) GLASS IN UP POSITION (WINDSHIELD)

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)

TOTAL LOSS PER INSURANCE CO.

24 PHOTOS TAKEN

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

Any other comments or observations that have not been covered? OTHER: DEALER GOT IN FRONT OF OWNER TO TELL HER OF FIRE - SAH WAS NOT AWARE THAT THE CAR WAS CATCHING FROM HER VEHICLE - WHEN HER CAR WAS OPENED BY ANOTHER MOTORIST SHE SAW FLAMES AND THEY GOT BURNED IN SECONDS - THEN THEY CALLED THE HERO. SOMEONE CALLED FIRE DEPT. AND RESPONDED IN A SHORT TIME - GET FIRE REPORTS. DEALER HAD NO RECORD OF ALL DAMAGE IN TOWN. OWNER SAID HE FEEL OF DAMAGE ONLY.

***** 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 LEFT FRONT AND HOOD - MILD SCRIBES - NOT DAMAGE
 Front & rear exterior NO FIRE ON REAR - FRONT END SHOWING SOME DAMAGE
 Hood, inner & outer panels MORE HEAT ON LEFT SIDE AND REAR OF ENGINE
 Trunk area and Decklid, inner & outer panels NOT APPLICABLE
 Roof PAINT NOT BURNED - HEAD LINER BURNED
 Door interior panels WATER DAMAGE -
 Left & right instrument panel & odometer _____
 Ashtray(s) seen NOT
 Left & right front seat and carpet DAMAGED FROM HEAD LINER AND SUN MIRRORS
 Underbody & exhaust (include hangers) NO FIRE UNDER VEHICLE
 Option code label _____
 Engine compartment SEVERAL PARTS - RIGHT SIDE LOTS BURNED
 Radiator, front & rear LITTLE HEAT AT RADIATOR
 Coolant recovery bottle MELTED
 Transmission cooler lines/connections _____
 Engine compartment engine coolant lines/hoses, connections/clamps _____
 Engine compartment heater lines/hoses, connections/clamps (include those to coolant tank) _____
 All fuel lines/hoses, filter, connections/clamps CLAMPS NOT AUTO - RUBBER LINE NOT BURNED
 TBI, injector rail, or carburetor & fuel line connection BURNED
 Engine compartment fuel lines/hoses, connections & o-rings _____
 Power steering lines/hoses, connections/clamps _____
 Generator & attached wiring INSULATION BURNED

***** 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? A Describe: _____
 Road condition: 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, unusual, etc.) NORMAL
 Any warning lights "On", high/low gauge readings, or warnings 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 checked="" type="checkbox"/> Radio, Built-in Type/CD Player |
| <input type="checkbox"/> Traction Control Switch "On" | <input checked="" type="checkbox"/> Air Conditioning, on "Max" (Y/N) <u>N</u> | <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 checked="" type="checkbox"/> Windshield Defogger | <input type="checkbox"/> CB Radio |
| <input checked="" 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. & R. _____ | <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 mis, sluggish, surge, stall, loss of power or speed, etc.) NORMAL

Any unusual noises (bang, pop, tick, grinding, metallic, rattle, etc.)? From where? NO
 Did it appear to match engine speed? (Y/N) _____

Describe any unusual odors. From where? SMELL SOMETHING BURNING

Any smoke? (from where, color, intensity, etc.) NO

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? NOT AVAILABLE

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

Any flames? (from where, color, intensity, etc.) OPEN FLAME NOTED WHEN HOOD WAS OPENED
AT FIRE WERE BEHIND KNEE

Any steam or smoke? (from where, color, intensity, etc.) SAME? SMOKE COULD NOT NOTED

Any apparent malfunction 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: _____

Waying Light? (Y/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 Roll Windows? (Y/N) N Turn Engine Off? (Y/N) Y Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) Y

Open Hood? (Y/N) Y Open Trunk? (Y/N) N Other? (Y/N) N Describe: _____

Mass Point Fire Department

Alarm from Town
District CITY
Date 21 Jan 19 97

4383 McLean Ave.
Mass Point, MS 39063

COMPANY RUN REPORT

Report No 21
Unit No EP 29
Time Alarm Was Sent 0655 AM
In Quarter At 0755 AM

Insurance Company (Structure & Vehicle) FARM BUREAU IN Agent PERSONS
Insurance Company (Contents) _____ Agent _____

Type of Fire: Residential Industrial Fire in Shed or Garage Other's' Invs Commercial
Alarm Where: There Was No Fire Tobacco or Liquorery False Alarm Service Call
Insurance Status: Building Est Value Est Damage Contents Est Value Est Damage

Location of Alarm (Street Address) RDY 63 SOUTH IN FRONT OF CHURCH
Owner MR. LAMIE R. SOUTH 2000 STATE HIGH RD. P.O. BOX 6000
Occupant None Address _____ Phone # _____
General Description of Property 1295 PONTIAC ROAD, VILLAGE SE
Where Fire Occurred IN ENGINE COMPARTMENT
Cause POSSIBLY ELECTRICAL SHORT
R Vehicle File Tag No. BYX 195 99 MS Vin No 1G2 N232 HAW 499 (50)
A Appliance Involved in Fire Model No. _____ Serial No. _____

Occupant Details or Injuries		Hose Lines Used		Fire Personnel Injured
Age	Name	No.	Size	None
	<u>None</u>		<u>2000</u>	
			<u>1 1/2-inch</u>	
			<u>1 1/2-inch</u>	
			<u>Hydrant</u>	
			<u>Water</u>	
			<u>Custom Dewater</u>	
			<u>Dry Chemical</u>	
			<u>None</u>	
			<u>None</u>	

Working time of pump 2 hrs 15 min. Total amount of water used (approximate) 200 gal.
Equipment lost None
Equipment damaged or destroyed None
Duty assignments responding (names) SARGEN, MONT GARDAY, DALE
Off-duty members responding (names) ALAN SUNDLOS, ELMO

Sgt _____
Squad _____

GM 1241A
05/08/95

GENERAL MOTORS CORPORATION

258013 PI84437
J01-124

OLDSMOBILE DIVISION
ZONE 02
LETTER COMPOSURE DATE: 05/08/95
DESIGNATION CODE PTP 76-1503

SIGNA INSURANCE
COMPANY
ADDRESS:
P.O. BOX 02489

RE: CLAIMANT JOSEPH FERRANTE
DATE OF INCIDENT 04/18/95

DETROIT, MI. 48202

GENTLEMEN:

FORM GM 1241 IS ATTACHED, REPORTING 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 (X) FOR YOUR INFORMATION BUT CLAIMANT MAY PURSUE FURTHER ON THEIR OWN BEHALF.
- 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/ AND FURTHER INQUIRIES TO:
SUPERVISOR OF PRODUCT LIABILITY
920 TOWNSEND ST. MAILSTOP 1007
LANSING, MI. 48921

IN ADDITION TO THE GM 1241 (1) AND (2) REPORT, THE FOLLOWING ENCLOSURES ARE ATTACHED (IF NONE, SO INDICATE). (WHEN ATTACHING R.O.S OR PHOTOGRAPHS, INDICATE HOW MANY.)

35 PHOTOS, 35 NEGATIVES, 3 R.O.'S, VFI PRINT

TRULY YOURS,

GENERAL MOTORS CORPORATION

PETER B CUSHMAN
2500 WESTCHESTER AVE,

PURCHASE, NY. 10577

GM 1241
05/08/96

OLDSMOBILE DIVISION

CASE #: 960056961

75-1503

REPORT OF PRELIMINARY INVESTIGATION

DESIGNATION CODE

SERIOUS INCIDENTS SHOULD BE IMMEDIATELY REPORTED BY TELEPHONE TO NEAREST OFFICE OF CIGNA INSURANCE COMPANY.

DATE OF INCIDENT: 04/18/96 HOUR 08:00 PM

***** I OWNER - CLAIMANT *****

TITLE : MR. B PHONE : - -
NAME OF OWNER : [REDACTED] H PHONE : [REDACTED]
ADDRESS : [REDACTED]
CITY : SEA GIRT ST: NJ ZIP: [REDACTED] AGE: [REDACTED]
COMPANY :
TITLE : MR. B PHONE : - -
NAME OF DRIVER : [REDACTED] H PHONE : [REDACTED]
ADDRESS : [REDACTED]
CITY : SEA GIRT ST: NJ ZIP: [REDACTED] AGE: [REDACTED]
TITLE : MR. B PHONE : - -
NAME OF CLAIMANT: [REDACTED] H PHONE : [REDACTED]
ADDRESS : [REDACTED]
CITY : SEA GIRT ST: NJ ZIP: [REDACTED] AGE: [REDACTED]
IS CLAIMANT REPRESENTED BY AN ATTORNEY? YES X NO UNK
IF YES, GIVE NAME AND ADDRESS:

***** II VEHICLE *****

MAKE: OLDSMOBILE VIN: 1G3HY5ZKPT4838975 YEAR: 96 MODEL: THY5
TRANS: 4T50E AXLE: ENGINE: 3800 MILEAGE: 150
DATE OF DEL: 03/30/96 NEW,USED,OR DEMO: N LICENSE NUM: 8A293D STATE: NJ
PRODUCTION DATE : 02 02 96
SELLING RETAILER : DEFELICE OLDSMOBILE
ADDRESS : 2506 RT 88, POINT PLEASANT, NJ 08750
SERVICING RETAILER: DEFELICE OLDSMOBILE
ADDRESS : POINT PLEASANT, NJ 08750
INSP. STICKER NUM : INSP. STATION NO: REP DATE:
PRINCIPAL USES OF VEHICLE: PLEASURE
SPECIAL FEATURES/EQUIP: NONE SEEN

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS. \$12,000.00
(ATTACH COPY OF ESTIMATE) ENGINE AREA BURNT, INT DASH AREA SLIGHTLY BURNT
HOOD & FENDERS BURNT

IS VEHICLE SUBJECT TO ANY PRODUCT CAMPAIGN? YES X NO IF YES, IDENTIFY CAMPAIGN(S):

WAS CAMPAIGN PERFORMED? YES NO

***** III PROPERTY DAMAGE *****

WAS ANOTHER VEHICLE INVOLVED? NO NO. OF VEHICLES INVOLVED: 00
 MAKE, MODEL OF VEH:
 OTHER VEHICLE SPEED EST: MPH BY WHOM:
 NAME OF OWNER :
 ADDRESS :
 NAME OF DRIVER:
 ADDRESS :
 EXTENT OF DAMAGE:
 WAS PROPERTY (OTHER THAN MOTOR VEHICLE) DAMAGED? (STATE KIND, NAME OF OWNER,
 AND EXTENT OF DAMAGE): ,

WAS ANOTHER VEHICLE INVOLVED?
 MAKE, MODEL OF VEH:
 OTHER VEHICLE SPEED EST: MPH BY WHOM:
 NAME OF OWNER :
 ADDRESS :
 NAME OF DRIVER:
 ADDRESS :
 EXTENT OF DAMAGE:
 WAS PROPERTY (OTHER THAN MOTOR VEHICLE) DAMAGED? (STATE KIND, NAME OF OWNER,
 AND EXTENT OF DAMAGE):

***** IV BODILY INJURY *****

INDICATE FOLLOWING INFORMATION ON INJURIES AND WHETHER THE INJURED PERSON(S)
 WERE RIDING IN (A) OWNER'S VEHICLE, (B) OTHER VEHICLE, (C) PEDESTRIAN OR
 (D) OTHER:

OO.NAME :

H PHONE : - -
 H PHONE : - -

ADDRESS:

CITY ; ST: ZIP: - AGE:

CODE A/B/C/D: SEAT POSITION:

NATURE OF INJURY:

WHERE WERE INJURIES TREATED & BY WHOM?

***** V INVESTIGATION *****

BOWE NOTIFIED OF INCIDENT

HOW : PHONE CALL

WHEN : 4/19/96

BY WHOM: ED DEFELICE JR.

LOCATION OF INCIDENT: BROOKDALE COMMUNITY COLLEGE, LOT 4, LINCROFT NJ

KIND OF ROAD :	CONCRETE	GRAVEL	X ASPHALT	CRUSHED ROCK	DIRT	UNKNOWN
COND OF ROAD :	WET	X DRY	ICY	OTHER		UNKNOWN
KIND OF SHOULDER:	CONCRETE	X GRAVEL	ASPHALT	CRUSHED ROCK	DIRT	UNKNOWN
COND OF SHOULDER:	WET	X DRY	ICY	OTHER		UNKNOWN

NATURE OF WEATHER: CLEAR & DRY

VISION OBSTRUCTION: NONE

NAME AND ADDRESS OF RETAILER WHO TOWED (INCLUDE TOW DRIVER'S NAME), STORED, AND/OR PROVIDED TEMPORARY SERVICE TO DAMAGED VEHICLE: UNKNOWN, UNKNOWN, UNKNOWN

WHERE CAN VEHICLE BE SEEN? DEFELICE OLDS, POINT PLEASANT, NJ

DID VEHICLE TURN OVER? YES X NO UNK VEHICLE SPEED ESTIMATE: 0 MPH

SOURCE OF ESTIMATE: OWNER

POSTED SPEED LIMIT: 40 MPH

BRAND AND SIZE TIRES: GOODYEAR P225/60R16

CONDITION	R.F.	X GOOD	POOR	FLAT	UNK	R.R.	X GOOD	POOR	FLAT	UNK
OF TIRES:	L.F.	X GOOD	POOR	FLAT	UNK	L.R.	X GOOD	POOR	FLAT	UNK

SPARE: GOOD

DID YOUR SEARCH OF THE VEHICLE SERVICE HISTORY PRODUCE SERVICE REPAIR ORDERS? X YES NO

IF 'YES', ATTACH COPIES OF ALL R.O.'S (INDICATE HOW MANY 03)

IF 'NO', EXPLAIN

POLICE REPORT ATTACHED? X YES NO IF 'NO', WHAT STATION OR OFFICER MADE REPORT? : (NO REPORT FILED)

NAMES AND ADDRESSES OF WITNESSES: 2 WITNESSES - SEE THIRD PARTY INFORMATION WERE PHOTOS TAKEN? X YES NO IF 'YES', HOW MANY? 35 AND BY WHOM?

(NAME/ADDRESS): PETER CUSHMAN, 2500 WESTCHESTER AVE, PURCHASE NY 10577

NAME OF CIGNA REPRESENTATIVE, IF PRESENT, AT THE INVESTIGATION: NONE

***** VI DESCRIPTION OF CLAIM *****

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF THE INCIDENT'S CAUSE:

DROVE TO BROOKDALE COMMUNITY COLLEGE WHEN I PULLED INTO THE PARKING SPACE MY WIFE AND I NOTICED SMOKE COMING FROM THE VENTS AND THEN ALSO SAW BLACK SMOKE COMING FROM UNDER THE HOOD. I MOVED THE CAR TO A DIFFERENT SPOT, OPENED THE HOOD AND SAW FLAMES COMING FROM BETWEEN DID YOU PERSONALLY SPEAK WITH DRIVER? X YES NO IF 'NO', GIVE SOURCE OF

DRIVER'S DESCRIPTION:
 WAS VEHICLE INSPECTED? X YES NO IF 'YES', IDENTIFY ALL PARTIES:

PETER CUSHMAN
 WHAT VEHICLE COMPONENTS ARE ALLEGEDLY DEFECTIVE?
 UNKNOWN

WHO MADE ALLEGATION OF DEFECT? OWNER
 IF THE ALLEGED DEFECTIVE PART HAS BEEN REMOVED FROM THE VEHICLE, INDICATE EXACT PART(S), PRESENT LOCATION AND CUSTODIAN:

INFORMATION FROM FURTHER INVESTIGATION OF INCIDENT, INCLUDING EXAMINATION OF VEHICLE AND SCENE OF INCIDENT: INSPECTION INDICATED HOT SPOT TO BE BETWEEN ENGINE AND COWL AREA, TRANS FLUID LEVEL WAS COMPARABLE TO ANOTHER CAR WITH ENG NOT RUNNING, OIL LEVEL WAS FULL, P/S RESERVOIR MELTED, P/S PRESSURE LINE UPPER HALF MELTED, INNER METAL LINER WAS DISLOOGED FROM ORIGINAL POSITION.
 HOW & WHEN WAS MATTER LEFT WITH CLAIMANT? ADVISED OWNER 4/25 NO DEFECT FOUND BASED ON LOW MILES. OFFERED GOODWILL REPL OF VEH OR OWNERS TRADE & MONEY BACK

NO APPROVAL BY: BRIAN COMBS
 DATE OF INVESTIGATION: 04/22/96

DATE: 05/08/96

PETER B CUSHMAN
 DIVISIONAL REPRESENTATIVE
 COMPLETING INVESTIGATION
 GENERAL MOTORS CORPORATION

GM 1241
COMMENTS
05/08/96

COMMENTS FOR GM 1241
CASE NR: 960056961

PAGE 01

NAKI FUSE CENTER BURNT, NOTICED FEW POWER WIRES GOING TO WHAT USED TO BE
NAKI FUSE CENTER WERE BURNT IN HALF. COULD NOT SEE ANY TRAIL OF FLUID
ON UNDERSIDE OF VEHICLE. WHEN I SPOKE WITH OWNER HE STATED THAT THERE
WAS A TRAIL OF FLUID IN HIS DRIVEWAY, SEEMED TO HAVE REDDISH COLOR TO
IT. AT SIGHT OF FIRE I NOTICED A TRAIL OF FLUID, SEEMED TO BE SOME
TYPE OF OIL. TRAIL WAS VISIBLE GOING INTO INITIAL PARKING SPOT, SEEMED
TO BE AN OILY AREA WHERE VEHICLE SAT INITIALLY THEN COULD SEE OIL TRAIL
TO OTHER SPOT WHERE CAR WAS MOVED TO. CUSTOMER STATED THAT DID NOT SEE
ANY INDICATOR LIGHTS COME ON ON DASH, CAR PERFORMED AND STEERED FINE.
I WAS UNABLE TO DETERMINE CAUSE OF FIRE, NO DEFECT WAS FOUND.

I ADVISED OWNER ON 4/26 THAT WAS UNABLE TO DETERMINE CAUSE AND MADE A
GOODWILL OFFER TO REPLACE CAR SAME AS GUARANTEED SATISFACTION, OR RETURN
OWNERS TRADE AND MONEY PAID, DUE TO LOW MILEAGE. OWNER CALLED BY VOICE
MAIL LATER ON 4/26 AND ADVISED THAT HE DECIDED TO ACCEPT HIS INSURANCE
COMPANY'S SETTLEMENT OFFER INSTEAD. PETE CUSHMAN/ATENT

***** END OF COMMENTS FOR GM1241 CASE *****

GM 1241
3RD PARTY
05/08/96

THIRD PARTY INFORMATION
ASSOCIATED WITH GM1241
CASE NR: 960056961

PAGE 01

THIRD PARTY TYPE: CLAIMANT

NAME: [REDACTED]
ADDRESS: [REDACTED]
SEA GIRT, NJ. [REDACTED]
HOME PHONE: [REDACTED]
WORK PHONE: [REDACTED]

THIRD PARTY TYPE: DRIVER

NAME: [REDACTED]
ADDRESS: [REDACTED]
SEA GIRT, NJ. [REDACTED]
HOME PHONE: [REDACTED]
WORK PHONE: [REDACTED]

THIRD PARTY TYPE: WITNESS

NAME: [REDACTED]
ADDRESS: [REDACTED]
SEA GIRT, NJ. [REDACTED]
HOME PHONE: [REDACTED]
WORK PHONE: [REDACTED]

THIRD PARTY TYPE: WITNESS

NAME: [REDACTED]
ADDRESS: [REDACTED]
SEA GIRT, NJ. [REDACTED]
HOME PHONE: [REDACTED]
WORK PHONE: [REDACTED]

***** END OF THIRD PARTIES FOR GM1241 CASE *****

PI84437

TITLE : MR. CUSTOMER INFORMATION
 FIRST : ██████████ MI: LAST : ██████████
 ADDRESS : ██████████
 CITY : SEA GLEN ST: NY ZIP : ██████████
 PHONE: ██████████ 3 PHONE:
 COMPANY:

VEHICLE/REPAIR INFORMATION

YEAR/MAKE : 96 TRU5 LEX HEDW DEL DIR: 03 30 96 MILEAGE: 000180
 VIN : 1AHTY82G00034975
 REPAIRER : DE FELICE COMMERCIAL, INC. EST: 02183
 CITY : POINT PLASANT STATE : NY DEL DIR : Y (Y/N)
 CDE # DESC CDE COMMENT DEL LEVEL: 0
 ERI 1 AUTO LEASE POSSIBLE TRANS LEAK--FUEL. SEND LEAK WORK
 T01 1 (ON 1241) - PRO ROLLS BEARS POSSIBLE 1241 FIRE*****

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE : CASE PRODUCT CATEGORY : 00
 REQUEST AREA : SERV REQUEST SOURCE : N Y WA
 CONTRACT TYPE : OWNER THIRD PARTIES : 004
 MESSAGE : 1 (N/C/C/W/R) ON ASSIGNED : NOFC
 DIST (REV/SCALE) : 13 12 SOU CODE : T01
 TRANSFER TO ID :

CLAIM INFORMATION

CLAIM OPEN DATE : 04 18 96 SCRP DATE : 03 08 97
 REPORTING CODE : SOU CAS LOC: ADV TRANSFER : N (Y/N)
 CLAIM TYPE : TRANSFER DATE :
 WORK IN DATE : THE CLAIM # :
 DOC CODE : 311 T01 ORIGINAL FILE : Y (Y/N) LAR : N
 FILE RECEIVED : 00 LAST ASSIGNED DATE : 05 08 96
 LAST ASSIGNED ID : 0800 REOPEN CASE : N (Y/N)
 REOPEN CLERK : N (Y/N)

CLAIM CLOSING INFORMATION

CLAIM SERV:

COMMUNICATION SERV: 04 18 96 CLOSURE CASE: (Y/N)
 DEL CONTRACT DATE : 04 18 96 COMPLETION DATE: 04 18 96 CLAIM DATE: 05 08 96
 REPAIR ORDER # : NO DATE: RESPONSIBLE FILE: 02183
 CUST SATISFIED : Y (Y/N) FILE REVIEW: 00 AND SERV: N (Y/N)
 BY REVIEW CLERK : BY REVIEW: (Y/N) DATE:
 NO REVIEW CLERK : 0800 NO REVIEW: Y (Y/N) DATE: 05 08 96
 CDE # DESC COMMENTS SURVEY THIS CASE: N (Y/N)
 ERI 1 AUTO LEASE POSSIBLE TRANS LEAK--FUEL. SEND LEAK WORK
 NONE FOUND

T01 1 (ON 1241) - PRO ROLLS BEARS POSSIBLE 1241 FIRE*****
 1241 INSPECTION DONE

GENERAL COMMENTS

USER: CDFOR DATE: 04/19/96 TIME: 11:55 COMMENT #: 0001
 NO DE FELTON HE CALLED 1241 DEPT TO REPORT A SUSPENSE CAR CASSET
 LARRY NIGHT BY A COLLAGE. THE OWNER IS IN A RECALLS FEDERAL, HIS
 CAR IS BE RECALLER NEW. CAR ONLY 3 WEEKS OLD. HE SAYS TIRE IN TIRE
 ARE MISSING. NO AID-ON EQUIPMENT FOUND. SOLD/SERVISED UNDER. FIRE
 DEPT DID CALL. OWNER OPENED HOOD AND FLOOR AND/OR BACK AT BACK OF
 ENGINE COMPARTMENT.

BY PDI, A LARRY ENGINE OIL LEVEL SENSOR WAS REPLACED, A FEW DAYS
 LATER THE OWNER REPORTED IN FOR TIREW LEAK—WAS SENSO SEAL. ABOUT A
 WEEK LATER THE CAR CASSET FIRE.

WE WILL BE LEFT FOR HIS, WITH OWNER TO CALL OWNER, IMPACT CAR
 , REMOVE CASE AS NECESSARY, IMPACT CASE INTO SYSTEM. WILL RECALLS.

USER: CDFOR DATE: 04/19/96 TIME: 17:03 COMMENT #: 0002
 O/ CALLED STATING FOR THE RECORD THAT SHE WOULD NOT LIKE TO BE PUT
 INTO NEW COLUMBIA VEHICLE IF CASE IS AT FAULT ...O/ STATES THAT
 SHE WILL HAVE FULL COMPENSATION IN CASE PROCEED AGAIN...O/ WANTS
 CHECK FOR AMOUNT OF VEHICLE...WHICH ADVISED THIS WILL ALL NEED
 TO BE DETERMINED UPON INSPECTION OF THE VEHICLE...J HUNTER/COOR

USER: CHULA DATE: 04/04/96 TIME: 12:57 COMMENT #: 0003
 V/TRANSFERRED FROM BLACKHILL FROM STATE FROM JEROME TO WILL STATE.

KAREN SMITH/COOR

CASE HISTORY

DEPTID	DATE	TIME	EVENT
CDFOR	04/19/96	11:25	GENERAL CASE WAS OPENED.
CDFOR	04/19/96	11:25	START TIME HANDLING - CFC
CDFOR	04/19/96	11:28	CASE WAS OPENED WITH GENERAL FILE NO - 1.
CDFOR	04/19/96	12:02	MILEAGE CHANGED FROM 88008, TO: 000150
CDFOR	04/19/96	13:14	MOVING CODE CHANGED FROM CFC.
CDFOR	04/19/96	13:14	STOP TIME HANDLING - CFC
CDFOR	04/19/96	13:14	START TIME HANDLING - NEW
CDFOR	04/19/96	13:14	AFTER CALL INFORMATION WAS UPDATED.
CDFOR	04/19/96	13:14	CASE WAS REOPENED FOR TRANSFERANCE.
CDFOR	04/19/96	13:14	MOVING CODE CHANGED FROM NEW.
CDFOR	04/19/96	13:14	STOP TIME HANDLING - NEW
CDFOR	04/19/96	13:14	START TIME HANDLING - CFI
CDFOR	04/19/96	13:15	MOVING CODE CHANGED FROM CFI.
CDFOR	04/19/96	13:15	STOP TIME HANDLING - CFI
CDFOR	04/19/96	13:15	START TIME HANDLING - NEW
SOPND	04/24/96	11:51	041241 CASE OPENED
SOPND	04/24/96	12:02	MILEAGE
SOPND	04/24/96	10:42	CASE CONVERTED TO 1241E
SOPND	04/24/96	15:03	CASE CONVERTED TO 1241
SOPND	04/24/96	15:04	MILEAGE
SOPND	04/24/96	15:49	041241 APPROVED BY NEW.
CDFOR	04/25/96	13:25	NO MOVING CHANGED FROM 041241 TO 0000
SOPND	04/25/96	13:42	CASE WERE CHG FROM CFC TO IF PROC BY OWNER 0000
SOPND	04/25/96	13:42	STOP TIME HANDLING - NEW
CDFOR	04/08/96	11:50	CASE WAS REOPENED BY NO-DATA CDFOR



DeFelice OLDSMOBILE



"TWO NAMES YOU CAN TRUST"
1000 ROUTE 6 EAST
FONT PLEASANT, NEW JERSEY 08742
Sales (908) 992-3844
Service (908) 211-0022
Parts (908) 992-0177

SERVICE ADVISOR TOM DEVLIN

19MAR96	29MAR96	1086	1G3HY52K8T4838975			29MAR96	11256
11:08	14:52	96 OLDSMOBILE 88 ROYALE		58.00	15FEB96	5	5
6	6						

1 OIL LEAK CK OUT

N4580 SENSOR, ENGINE OIL LEVEL - REPLACE

1 25626343 SENSOR AS (N/C)

PC: 2K

COUNT: 5

GENERAL MOTORS CORPORATION

"LIMITED WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER IS LESS) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THE LIMITED WARRANTY SPECIFICALLY EXCLUDES: NIGHT AND ALIGNMENT, ELECTRICAL WORK AND SHORTS, AND FUEL SYSTEMS (DUE TO CORROSION). THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR IMPROVABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR AT NO CHARGE TO CUSTOMER FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER KNOWS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; (B) PROVIDE ADEQUATE ACCESS TO THE REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THE LIMITED WARRANTY, AS SPECIFIED ABOVE; (C) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (D) ALLOW THE REPAIR FACILITY TO MAKE THE REPAIRS NECESSARY AND TO PAY THE CHARGES FOR ANY ADDITIONAL PARTS INCLUDED TOGETHER WITH SALES TAX (IN THE STATE OF MICHIGAN).

ALL REPAIRS UNDER THIS LIMITED WARRANTY INCLUDE THE SUPPLY OF NECESSARY MATERIALS AND FITTERS FOR A REASONABLE PERIOD AND UNDER THE DURATION PERIOD OF THIS LIMITED WARRANTY, UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCURRING OR CONSEQUENTIAL LOSS.

* PRE-INVOICE *

THIS PARTS IS SOLD "AS IS". THE ONLY WARRANTY APPLICABLE TO THIS PARTS IS THAT WHICH MAY BE OFFERED BY THE MANUFACTURER. THE BUYER DEEMS HERSELF FULLY AWARE OF ALL WARRANTIES, TERMS, CONDITIONS AND EXCLUSIONS OF ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HERBY AGREES NOT TO HOLD ANY OTHER PERSON TO ACCOUNT FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS OR THE SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER, DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR DAMAGES OF ANY OTHER INCIDENTAL DAMAGES, IN ADDITION, HEREBY INCLUDED IS ANY OTHER LIABILITY FOR DEFECTS REFERENCED TO SAFETY OR PERFORMANCE BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

I hereby authorize the repair work listed on this to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any damage caused by unavailability of parts or labor in parts delivered by the supplier or transporter. I hereby grant you under your employee permission to operate the vehicle until it is repaired, replaced or otherwise for the purpose of testing after completion. An express agreement has been acknowledged on above vehicle to obtain the amount of repairs thereon.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

HOURS OF SERVICE

7:30 AM TO 4:30 PM
MONDAY THROUGH FRIDAY

CUSTOMER PICKUP HOURS

8 PM MONDAY - THURSDAY
6 PM FRIDAY
6 PM SATURDAY

CUSTOMER COPY

CUSTOMER # 4492557

11366



DeFelice OLDSMOBILE



WORKORDER

"TWO NAMES YOU CAN TRUST"
8000 ROUTE 88 EAST
PORT JERVIS, NEW YORK 09464
Phone: 518-538-2844
Fax: 518-538-2092
FORD 1000 800-8177

PAGE 1

SEA GIRT NJ
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 5 DEVLIN, TOM

96 OLDSMOBILE 88 ROYALE 1G3HY52RBT4B38975

71/

15FEB96

30MAR99

16:00 08APR96

58.00

OPTIONS: STR:1086

08APR96 15:42

LINE OR CODE TECH TYPE DESCRIPTION/INSTRUCTIONS

4 X3. 230/16 1151-16 RMI 504

C-27901

1 day service

EXCLUSION OF WARRANTIES

PRELIMINARY ESTIMATE 0

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranty of any kind, express or implied, and disclaims all warranties including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased and that in no event shall dealer be liable for incidental or consequential damages or consequential losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of acceptable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or standard.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in care of me, theft or any other cause beyond your control or for any damage caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An owner's liability is hereby acknowledged in above vehicle to cover the amount of repair charges. The dealer is not responsible for damages from loading due to lack of instructions.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE

X

TECHNICIAN COPY

② Reverse Sump. Seal Leaking
③ AR Reverse Sump O-ring seal
top abt fluid.

86 APR 8 PM 4:11

MIDDLETOWN TOWNSHIP FIRE DEPARTMENT
INCIDENT REPORT

DATE: 4/18/96 TIME IN: 1843 TIME UNDER CONTROL: 1850 TIME OUT: 1950

ADDRESS OF INCIDENT: Beacon Community Center Lot #4

INCIDENT TYPE (CHECK ONE)		OWNER INFORMATION	
STRUCTURE FIRE	<input type="checkbox"/>	NAME:	[REDACTED]
VEHICLE FIRE	<input checked="" type="checkbox"/>	ADDRESS:	[REDACTED]
WOOD/BRICK FIRE	<input type="checkbox"/>	CITY/STATE:	<u>SEA GORT NJ 08750-316</u>
RAV-MAT	<input type="checkbox"/>	PHONE #:	[REDACTED]
OTHER:	<input type="checkbox"/>		

OCCUPANT (IF OTHER THAN OWNER):

ADDRESS: _____ PHONE #: _____

PERSON REPORTING FIRE: Wall Tech Heat Control PHONE #: _____

STRUCTURE FIRE SECTION

OCCUPANCY TYPE (CHECK ONE)		OCCUPANT INFORMATION	
RESIDENTIAL SINGLE FAMILY	<input type="checkbox"/>	BUILDING VACANT / OCCUPIED	(CIRCLE)
RESIDENTIAL MULTI FAMILY	<input type="checkbox"/>	OCCUPANTS PRESENT / AWAY	(CIRCLE)
COMMERCIAL	<input type="checkbox"/>	FIRE DETECTION SYSTEM (Y/N)	
ASSEMBLY	<input type="checkbox"/>	DETECTION SYSTEM OPERATED (Y/N)	
INSTITUTIONAL	<input type="checkbox"/>	FIRE SUPPRESSION SYSTEM (Y/N)	
OTHER:	<input type="checkbox"/>	SUPPRESSION SYSTEM OPERATED (Y/N)	

REASON FOR DETECTION/SUPPRESSION SYSTEM FAILURE:

CONDITIONS ON ARRIVAL:

DETAILS OF FIRE: Control Machine - DU Fan/over
MTR MTR

DAMAGE TO FIRE BUILDING: _____

DAMAGE TO EXPOSURES: _____

POSSIBLE CAUSE: _____

TO PETE
CUSHMAN
899-0114

UNIT PREVENTION JOURNAL

VEHICLE FIRE SECTION

MAKE OF VEHICLE: OLDSMOBILE MODEL: LS5 YEAR: 96
 REGISTRATION # SA 2930 VIN # 1G3HY52K8T4Y39975
 EXTENT OF DAMAGE: ENGINE COMPARTMENT CONTENTS HEAVY
FLAME SMOKE & SOME WATER TO THE PASSENGER COYT. ^{SAFETY}
 POSSIBLE CAUSE: UNKNOWN INVESTIGATION

BRUSH / MISCELLANEOUS SECTION

TYPE OF FIRE: WOODS/BRUSH OTHER (EXPLAIN):
 MATERIAL BURNED: _____ APPROX. AREA BURNED:
 EXTENT OF DAMAGE:
 DAMAGE TO EXPOSURES:
 POSSIBLE CAUSE:

CIVILIAN INJURY REPORT

NAME	TYPE OF INJURY	TRANSPORTED	HOSPITAL

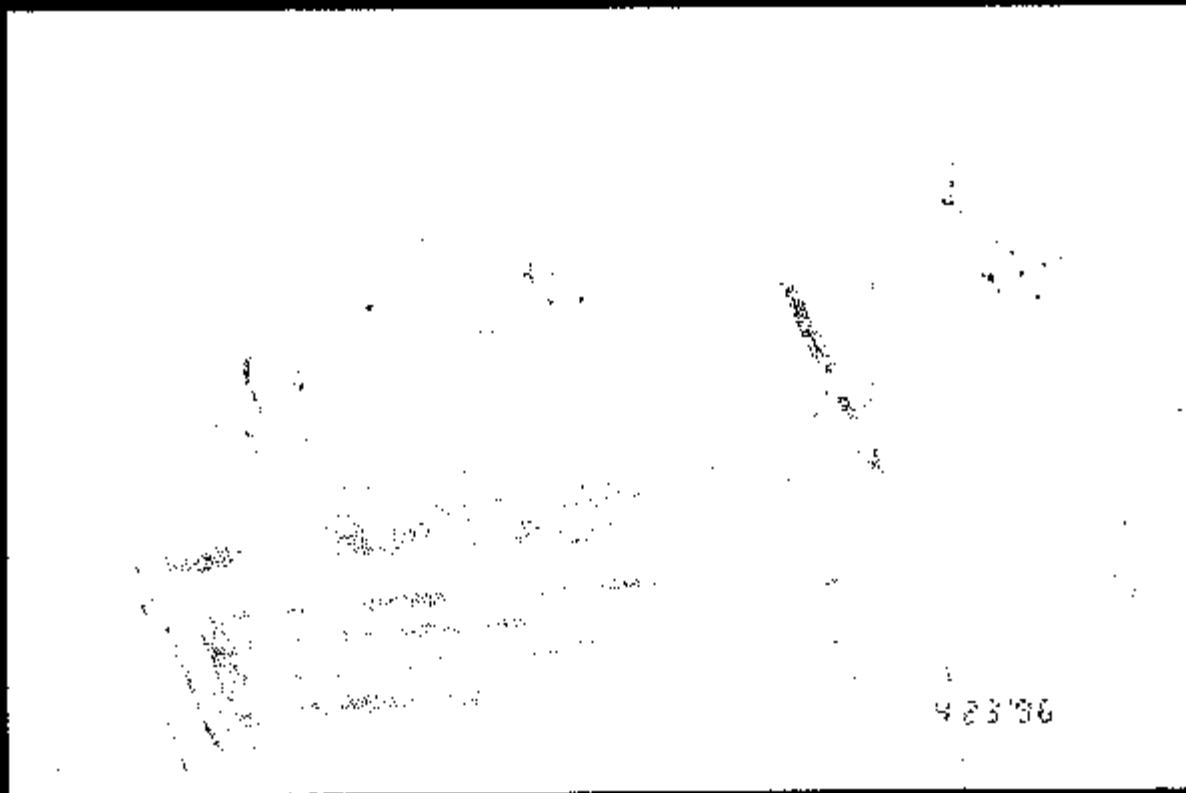
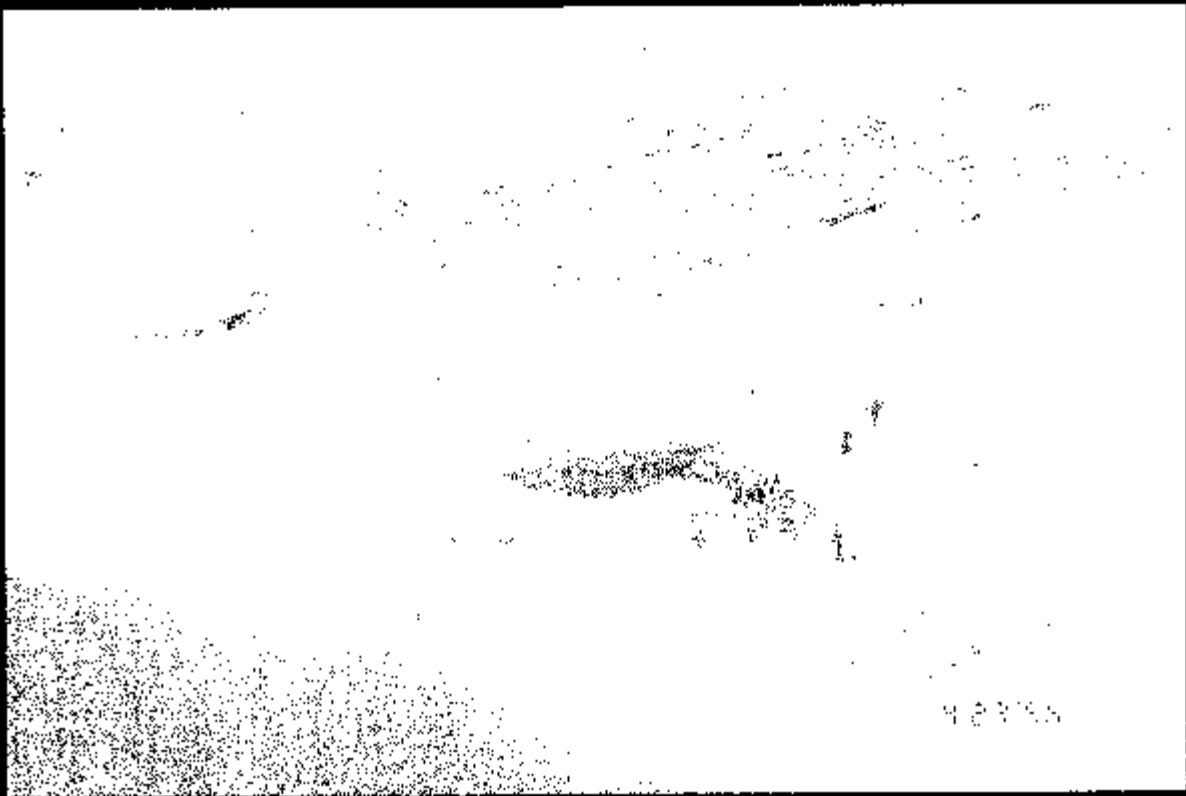
FIREFIGHTER INJURY REPORT

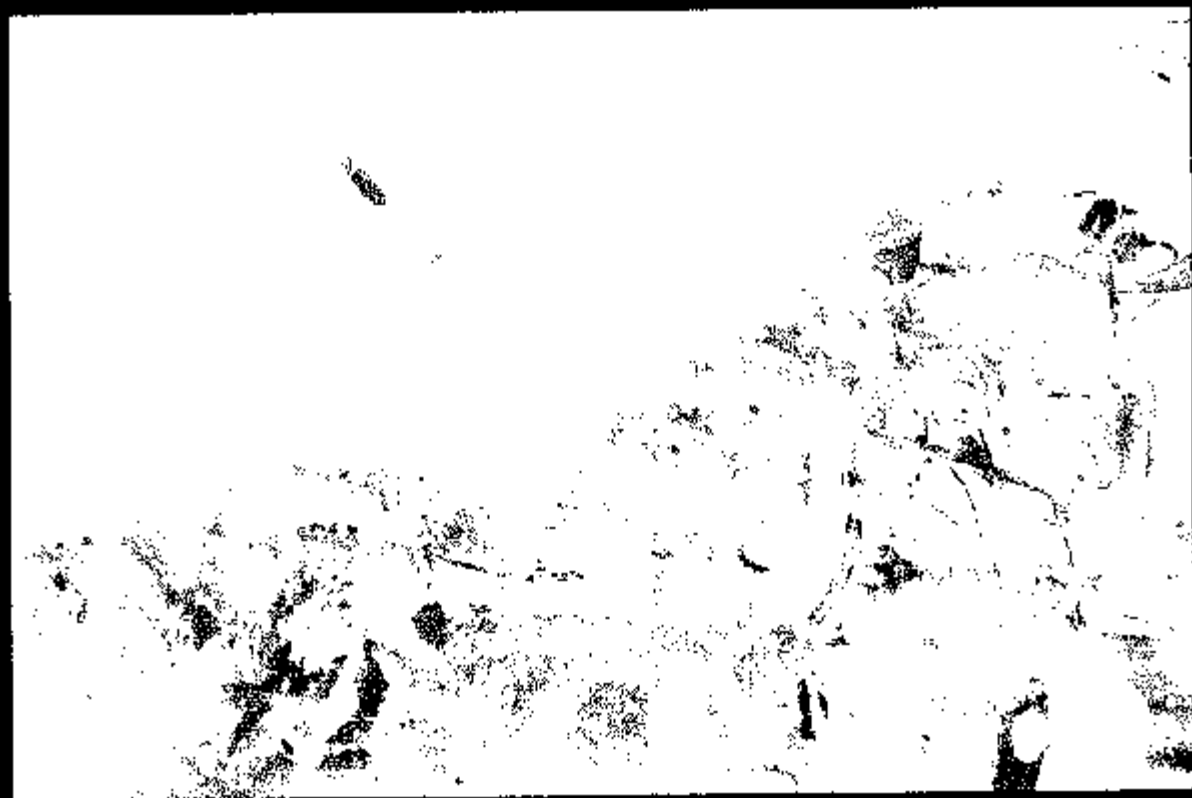
NAME	TYPE OF INJURY	TRANSPORTED	HOSPITAL

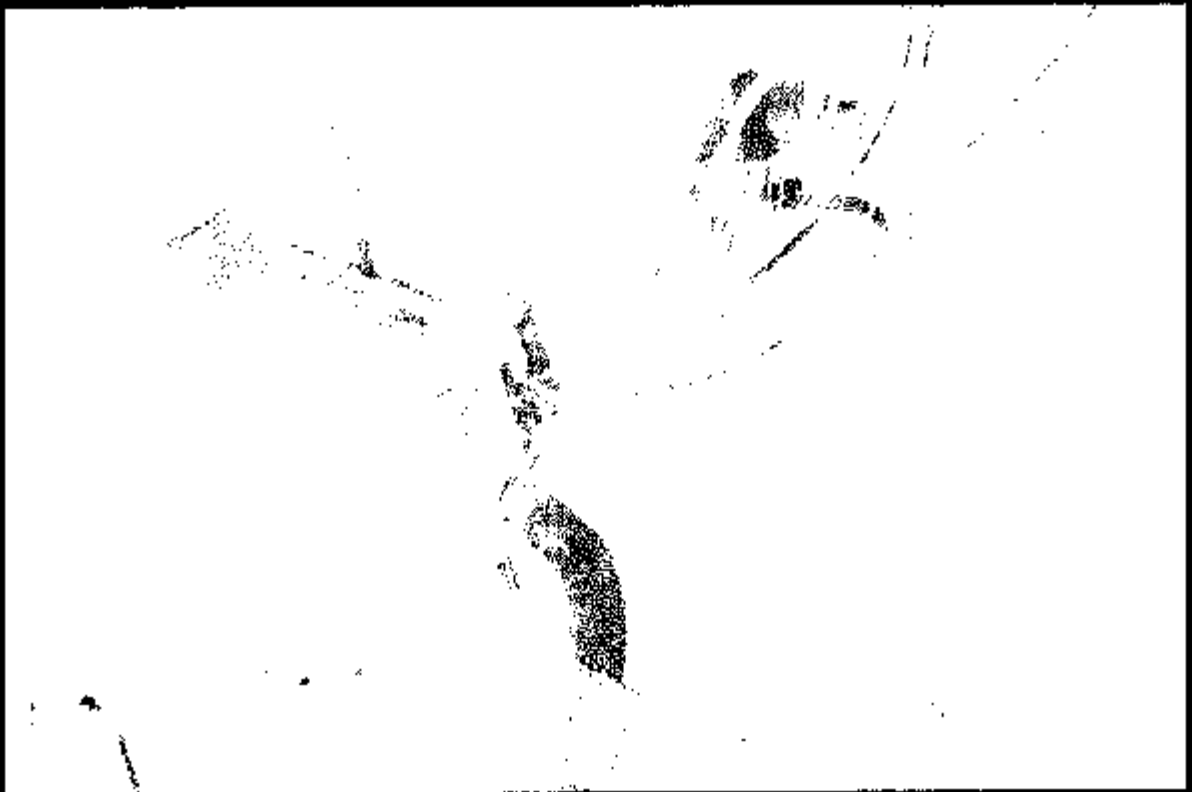
FIRE DEPARTMENT INFORMATION

RESPONDING MFD COMPANIES: STATION 10
 RESPONDING TWP. EMS: LEUCOPT FAS
 RESPONDING MUTUAL AID DEPTS: NONE
 OTHER RESPONDING AGENCIES: BROOKDALE P.D.
 # PIECES OF APPARATUS: 2 NUMBER OF FIREFIGHTERS:
 STAFFS IN ATTENDANCE (CHECK): 100 101 102 103 104
 INVESTIGATING AGENCY(S): DET EARLY GEORGE
 OFFICER IN CHARGE: 100 DW FANLOR REPORT FILED BY: DW FANLOR

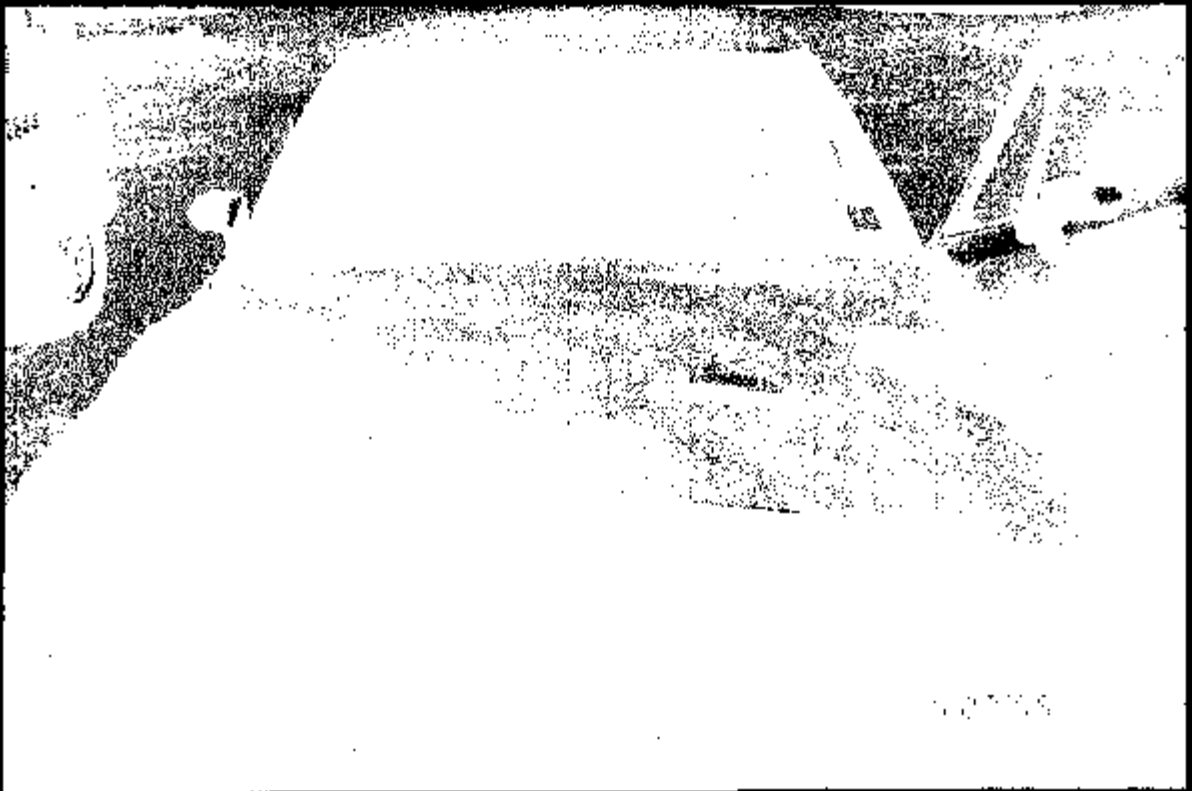
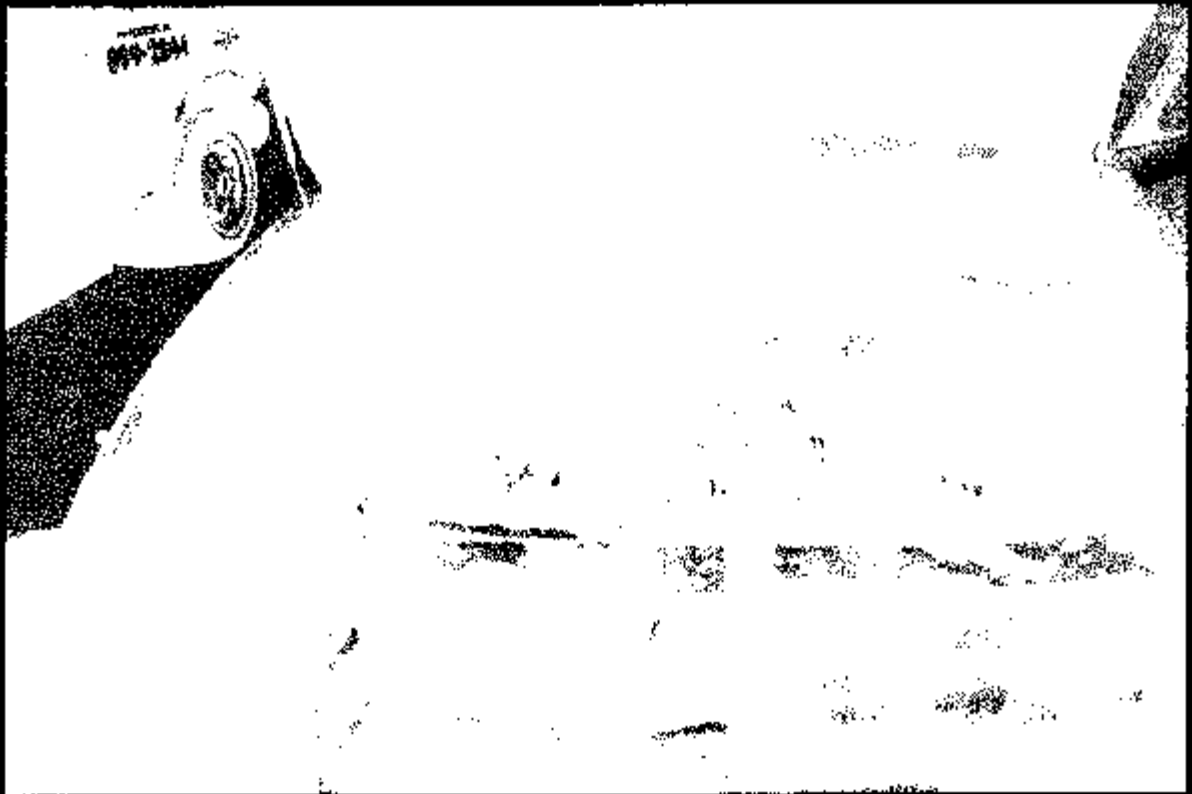
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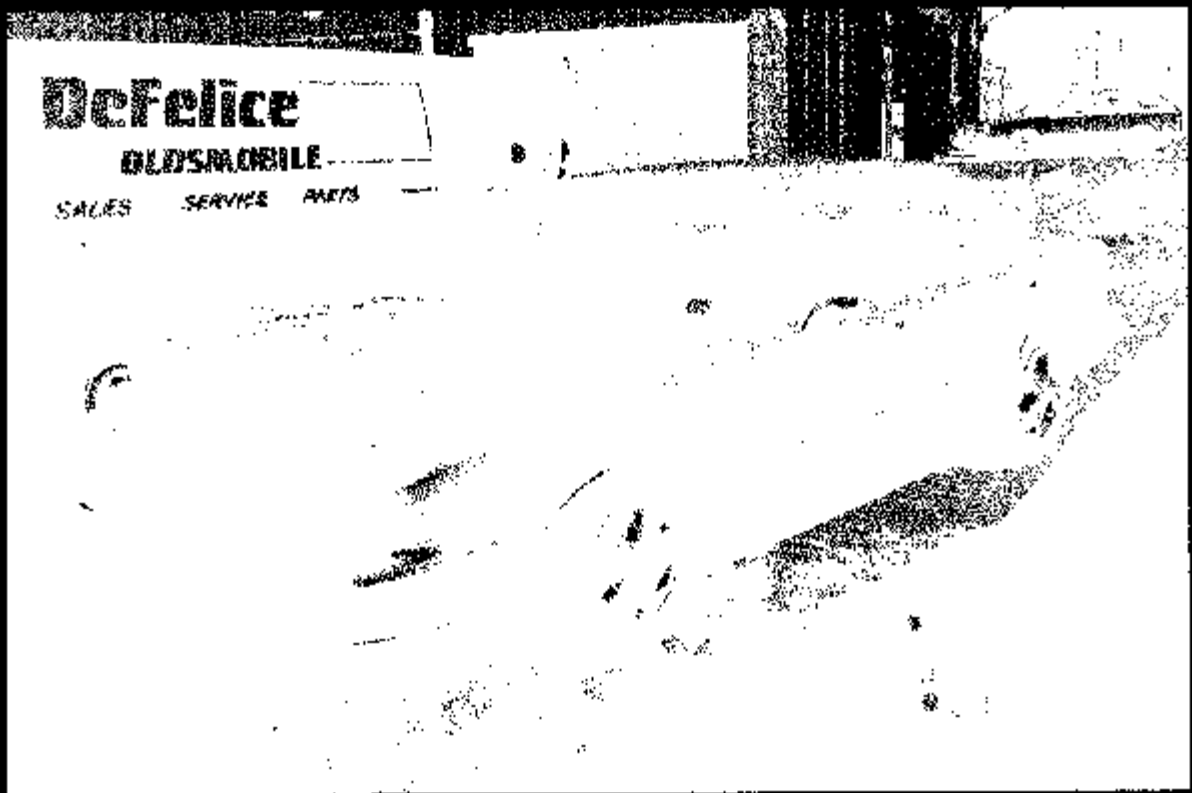
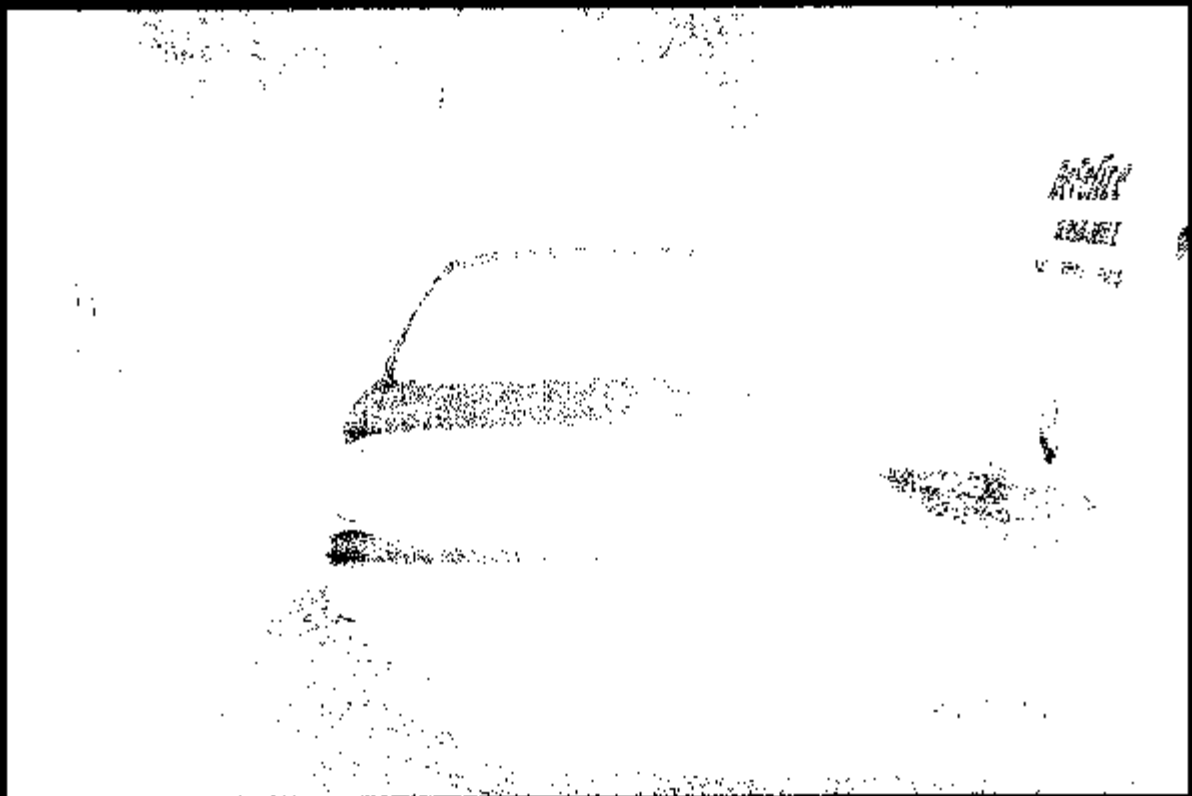


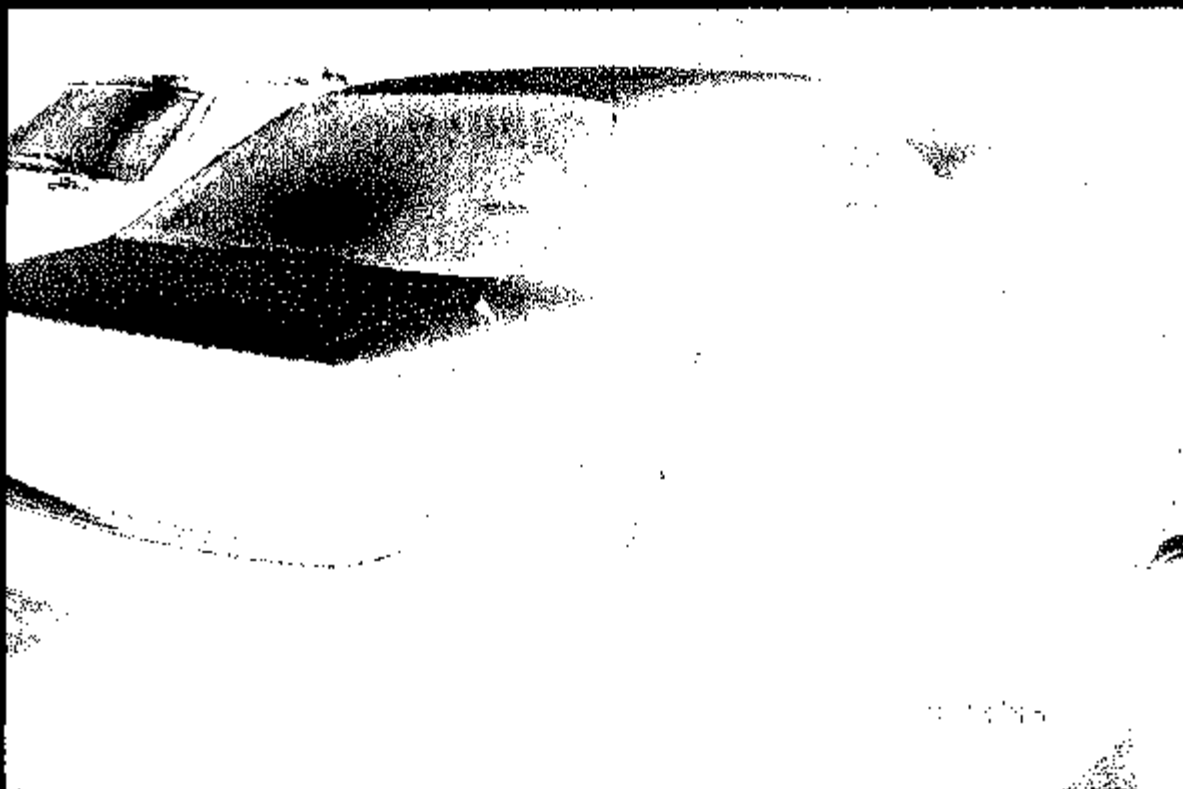


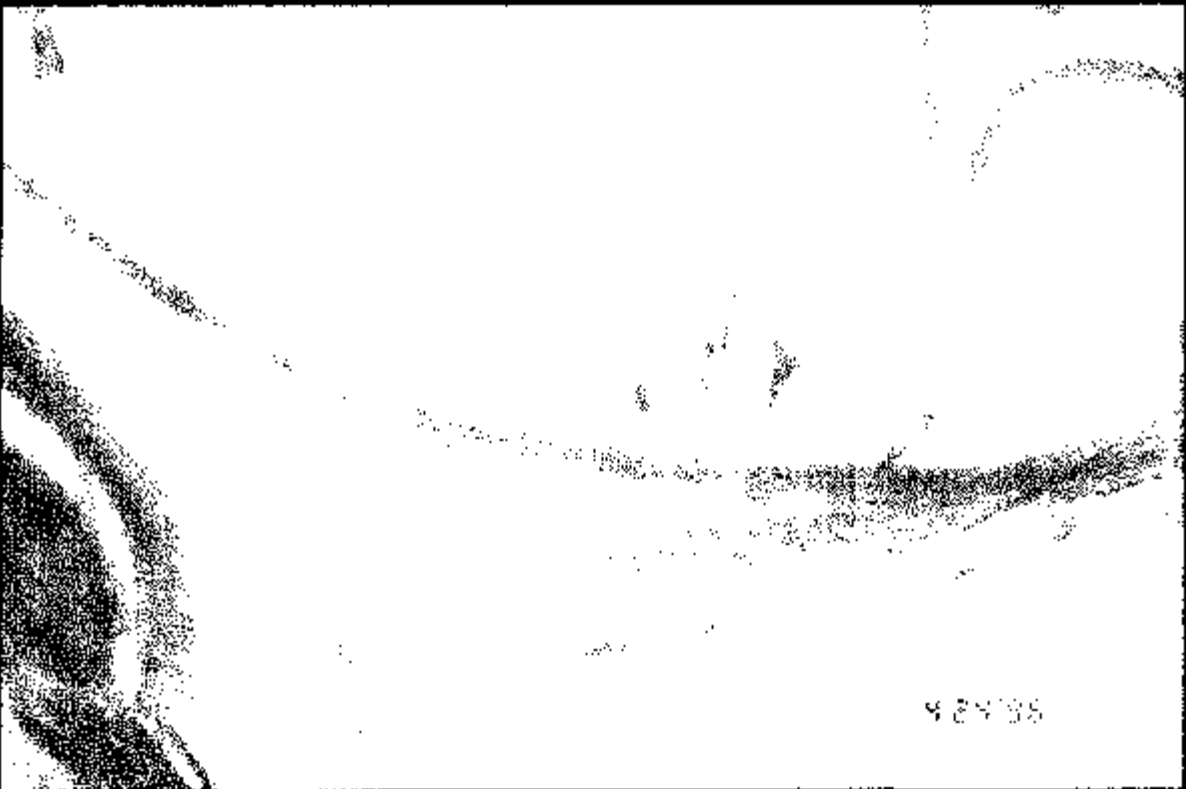


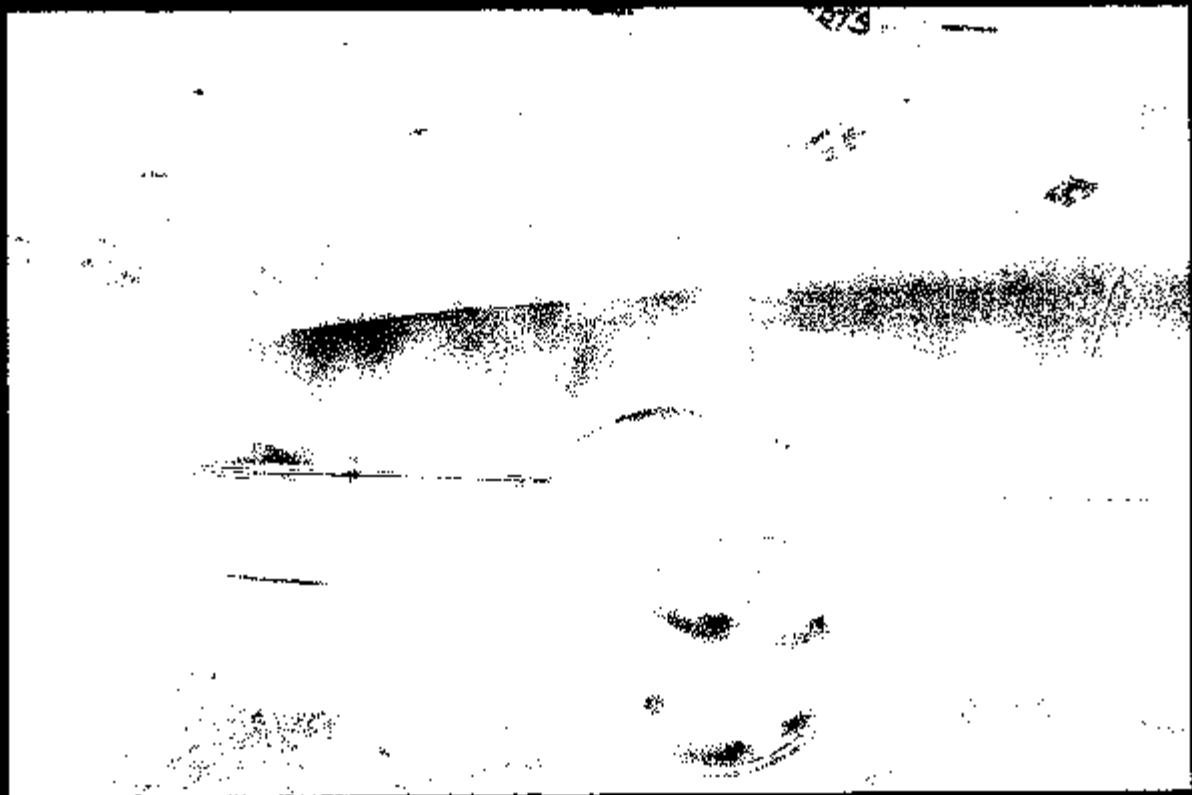
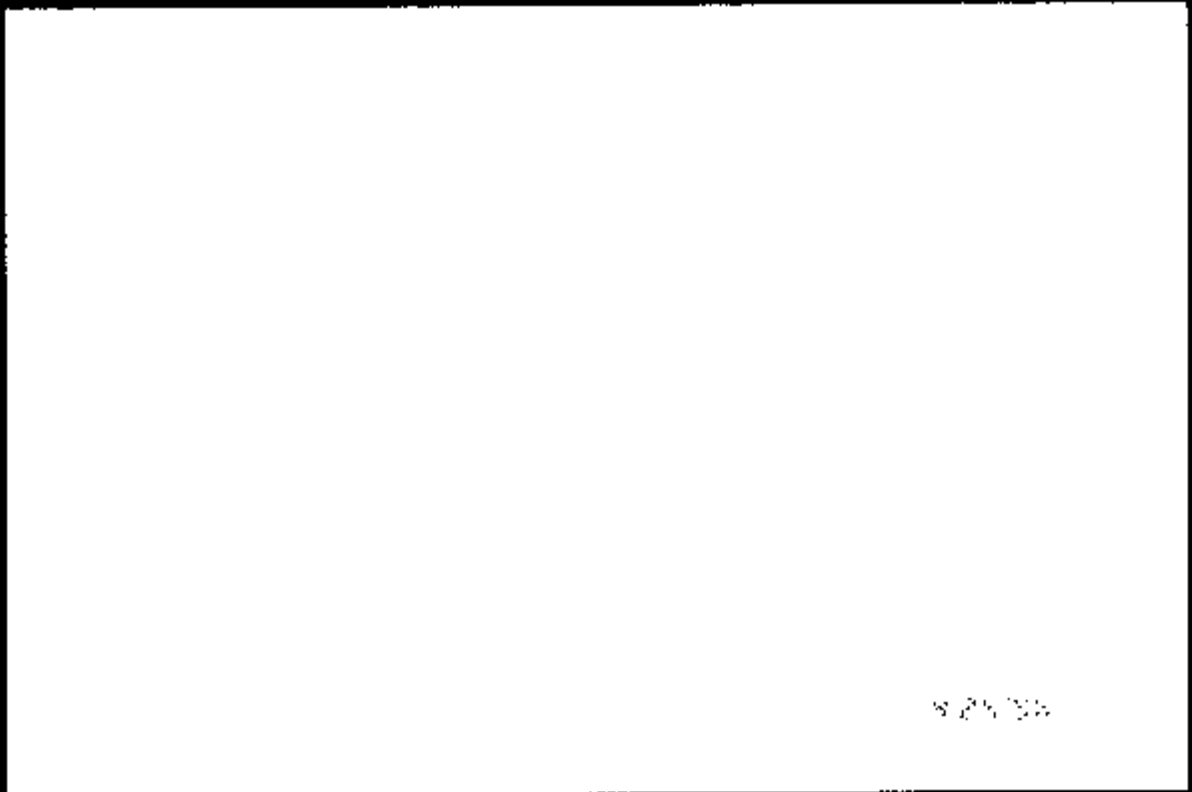


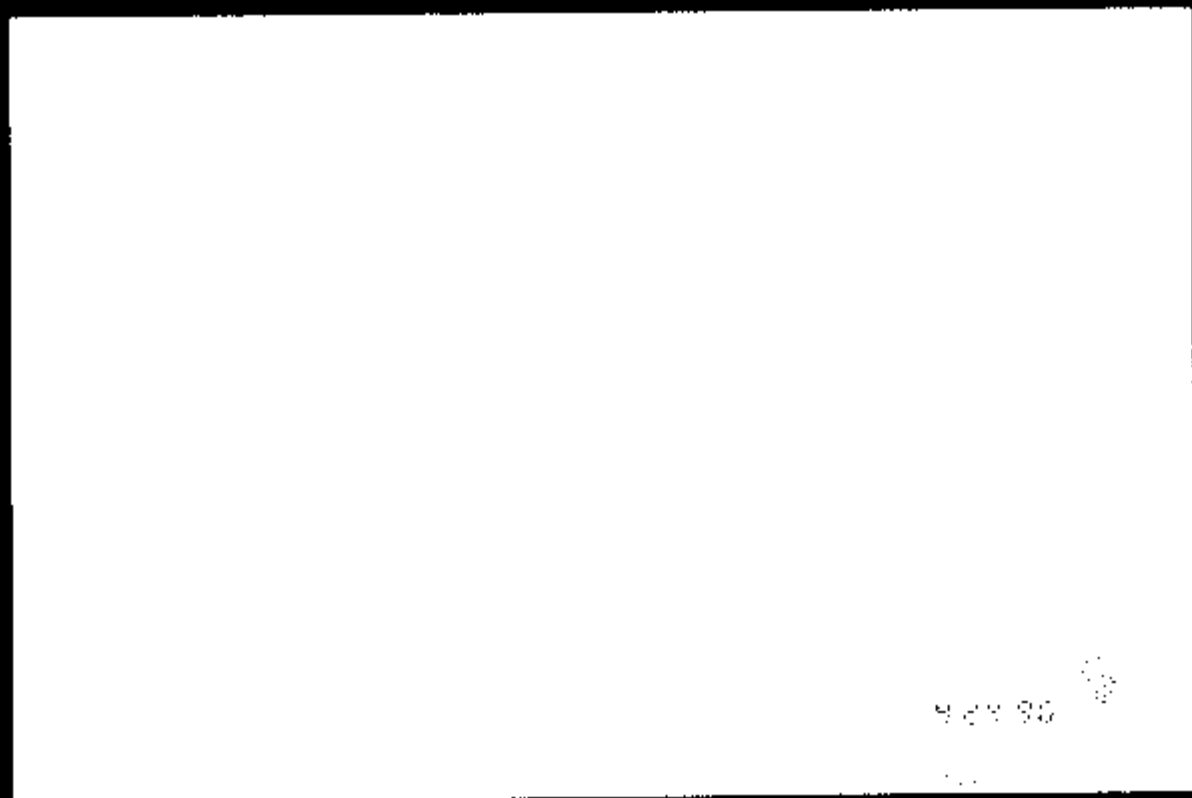
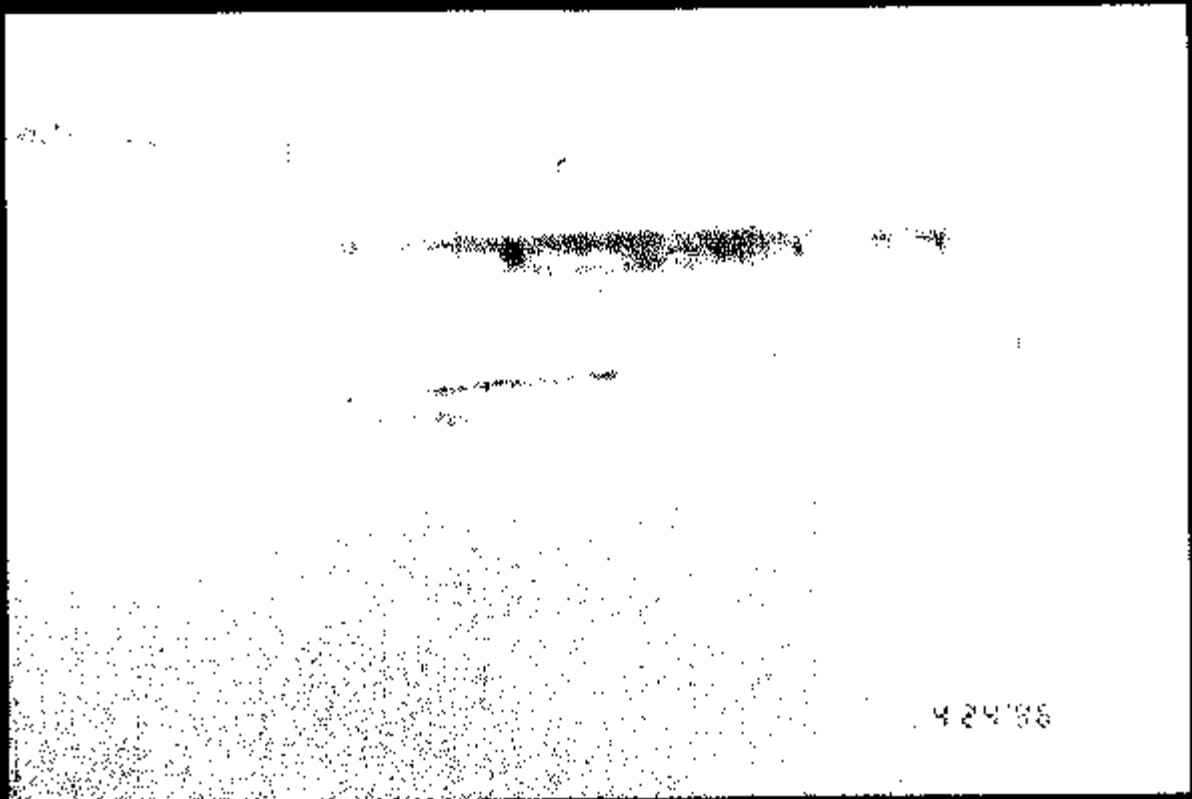


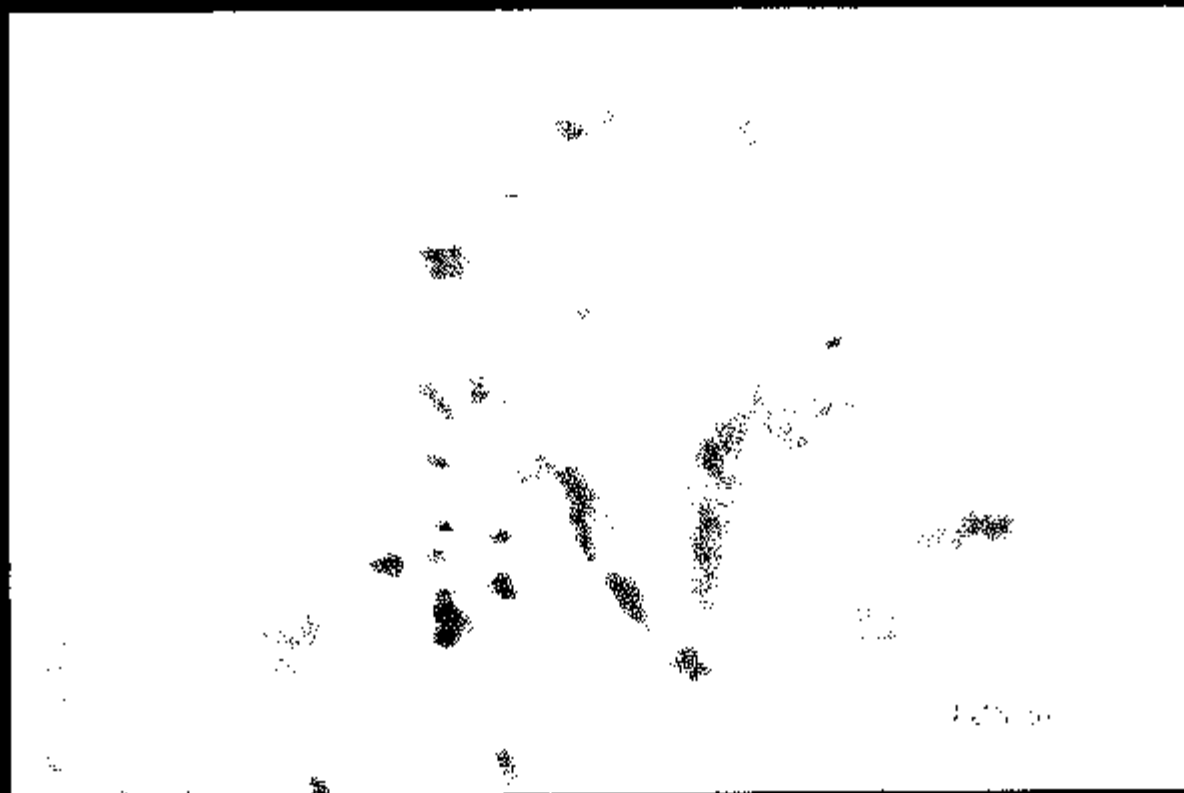
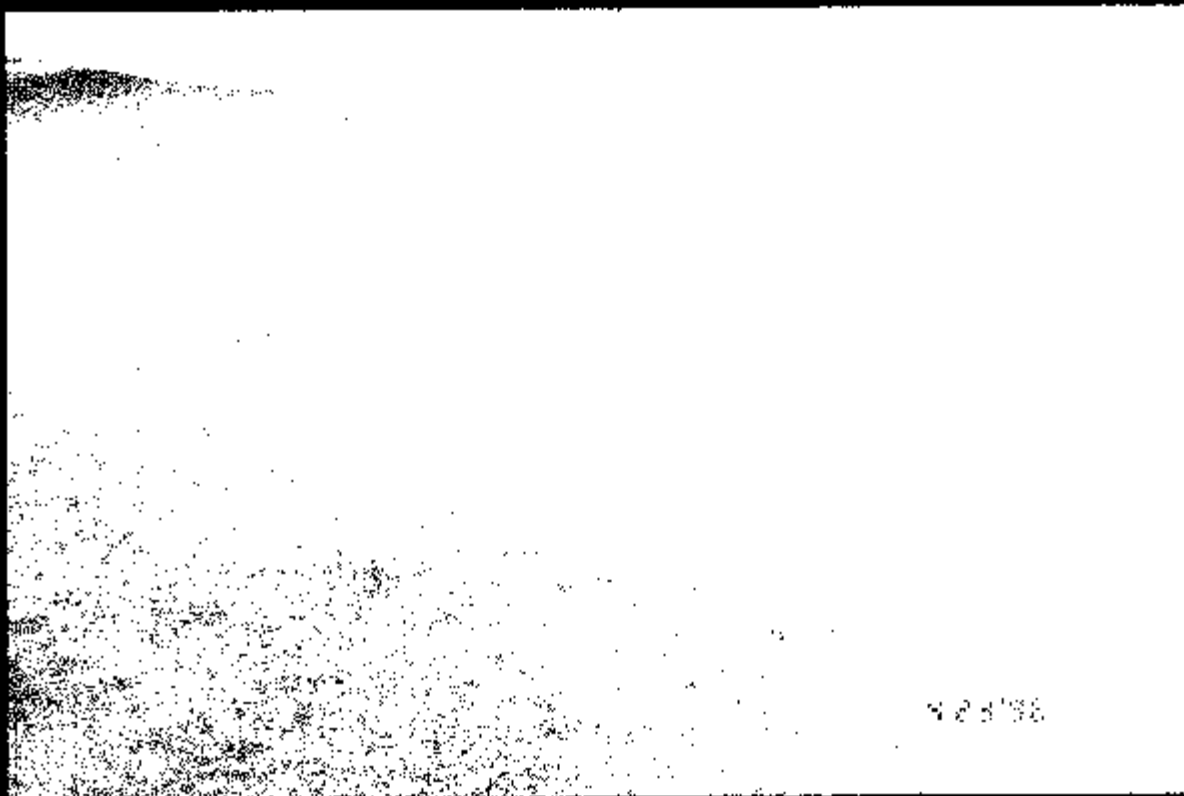


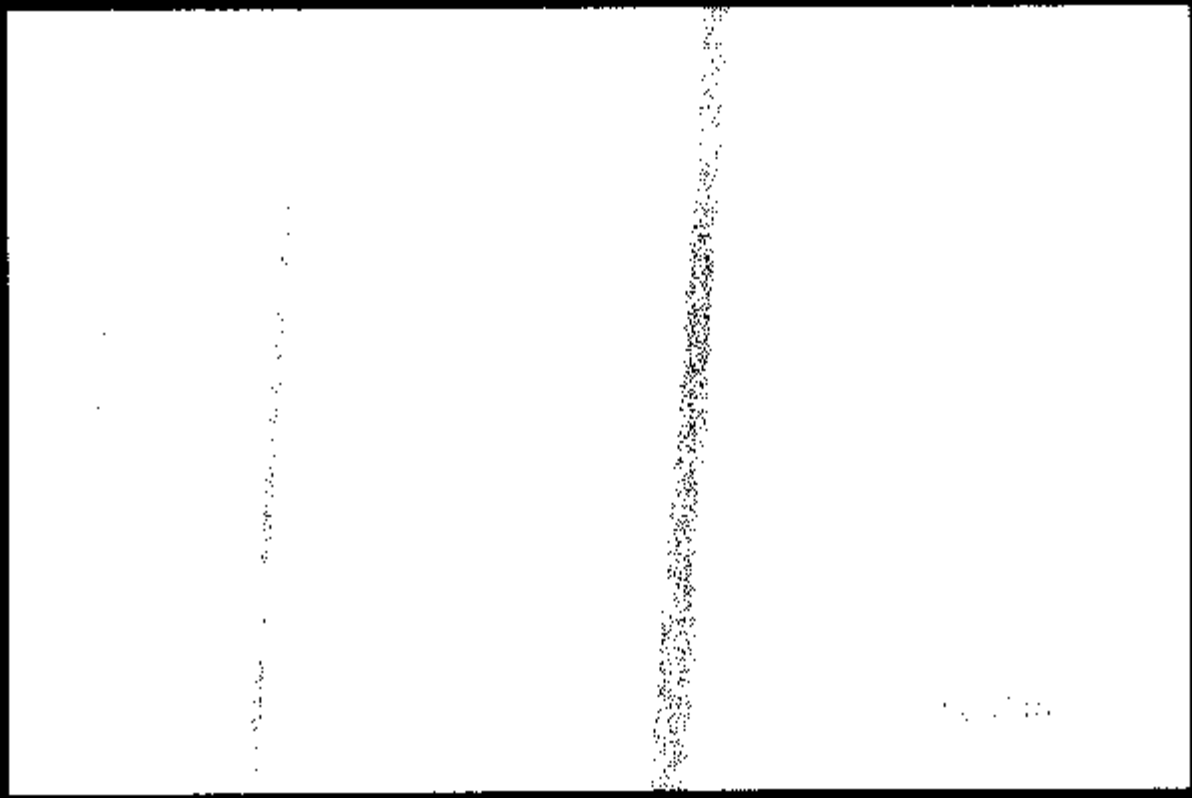


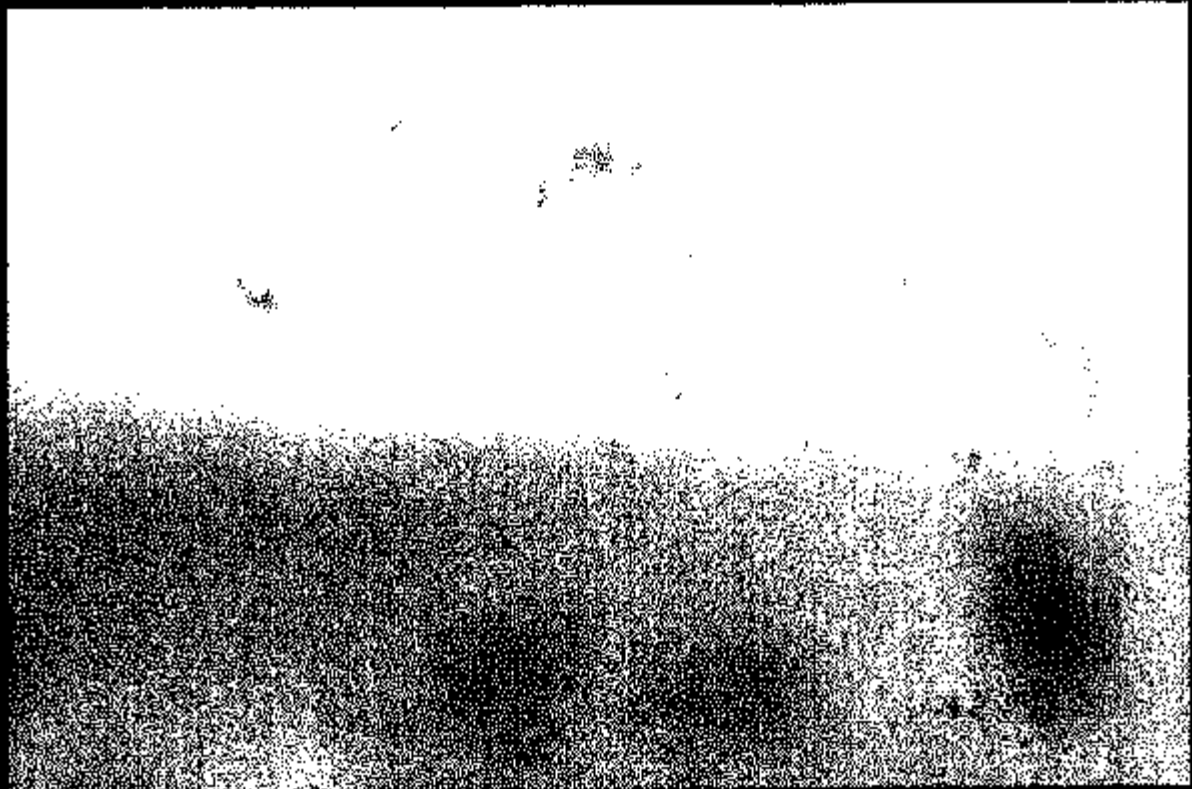
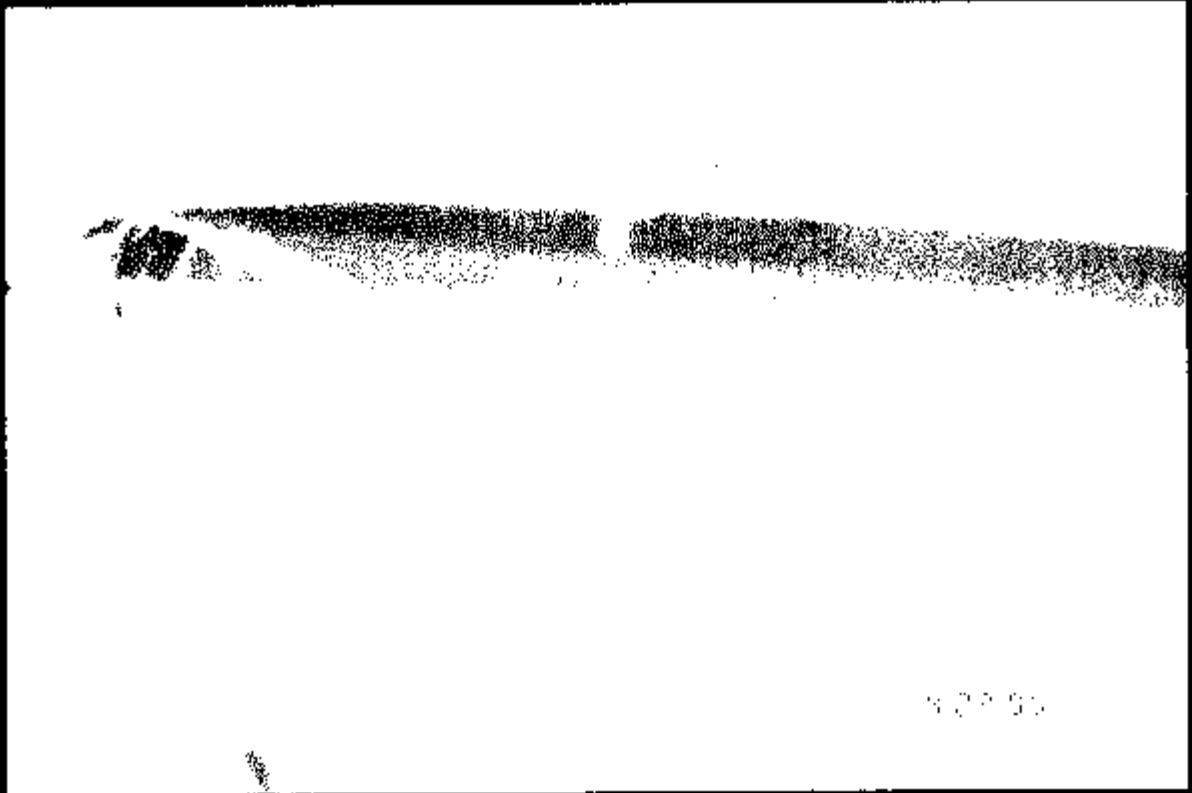






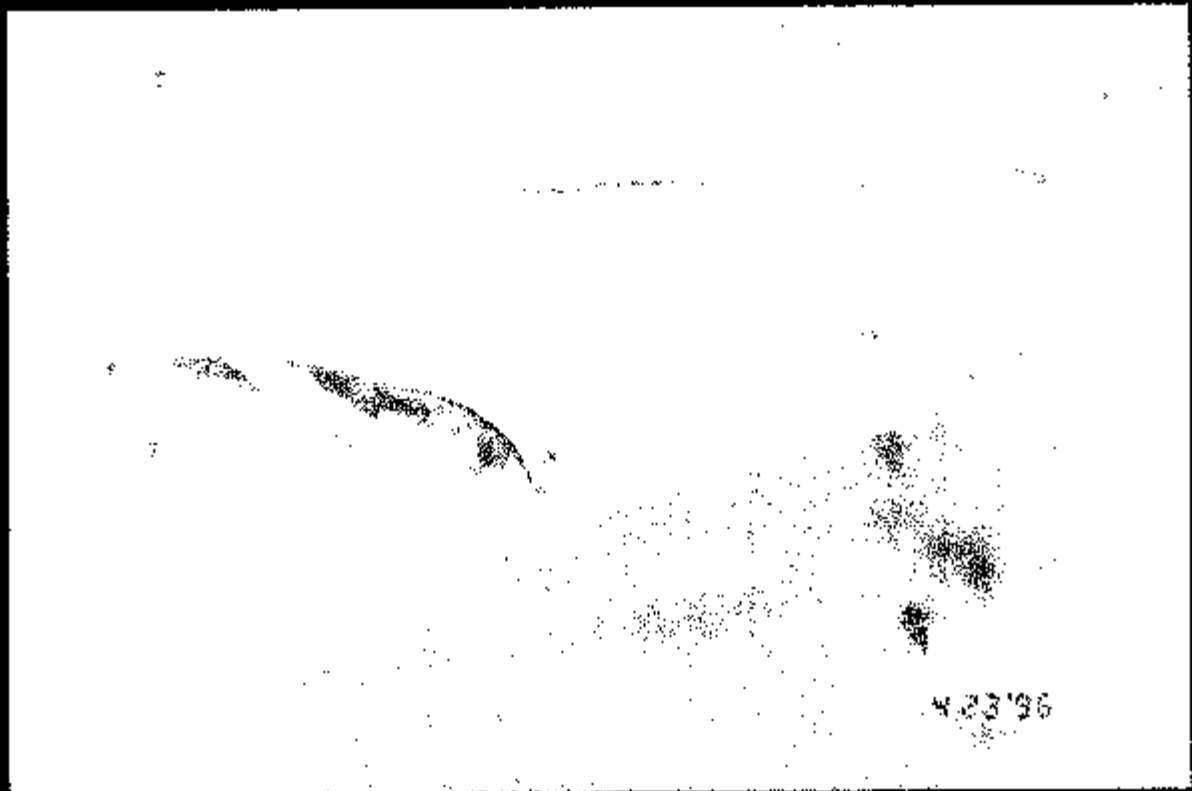




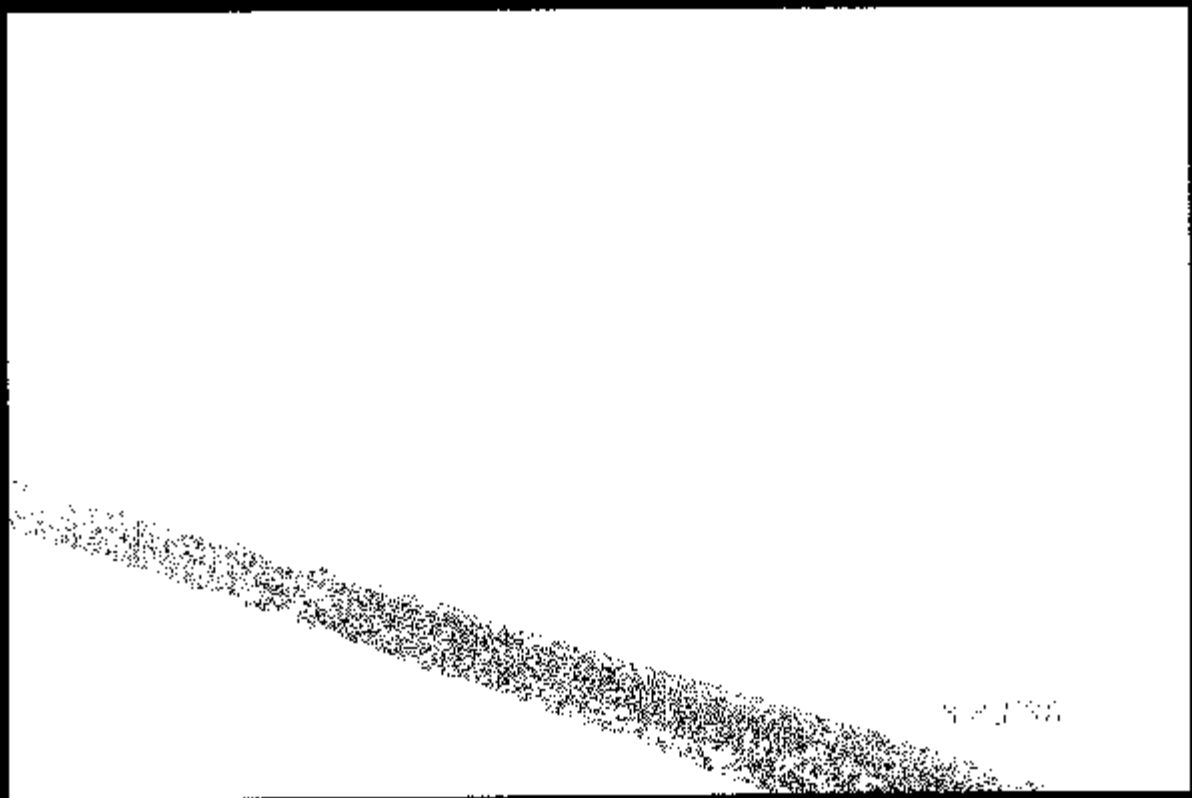
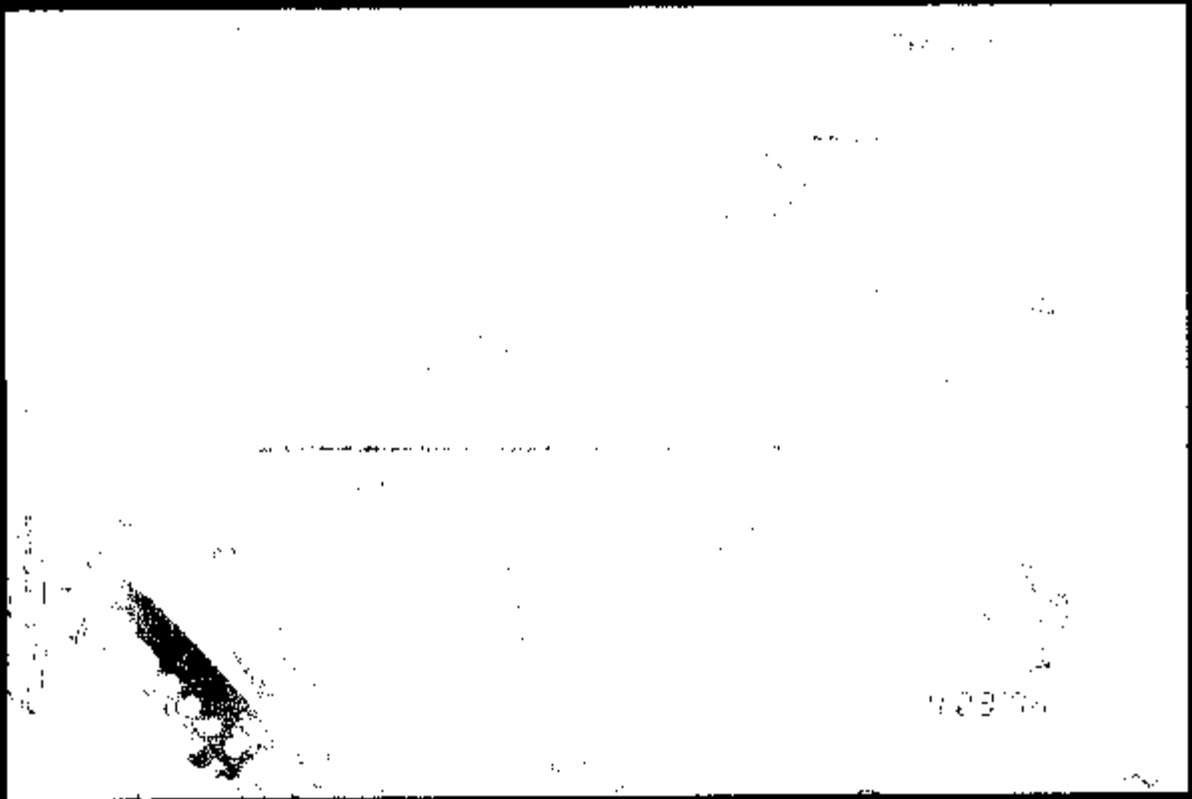


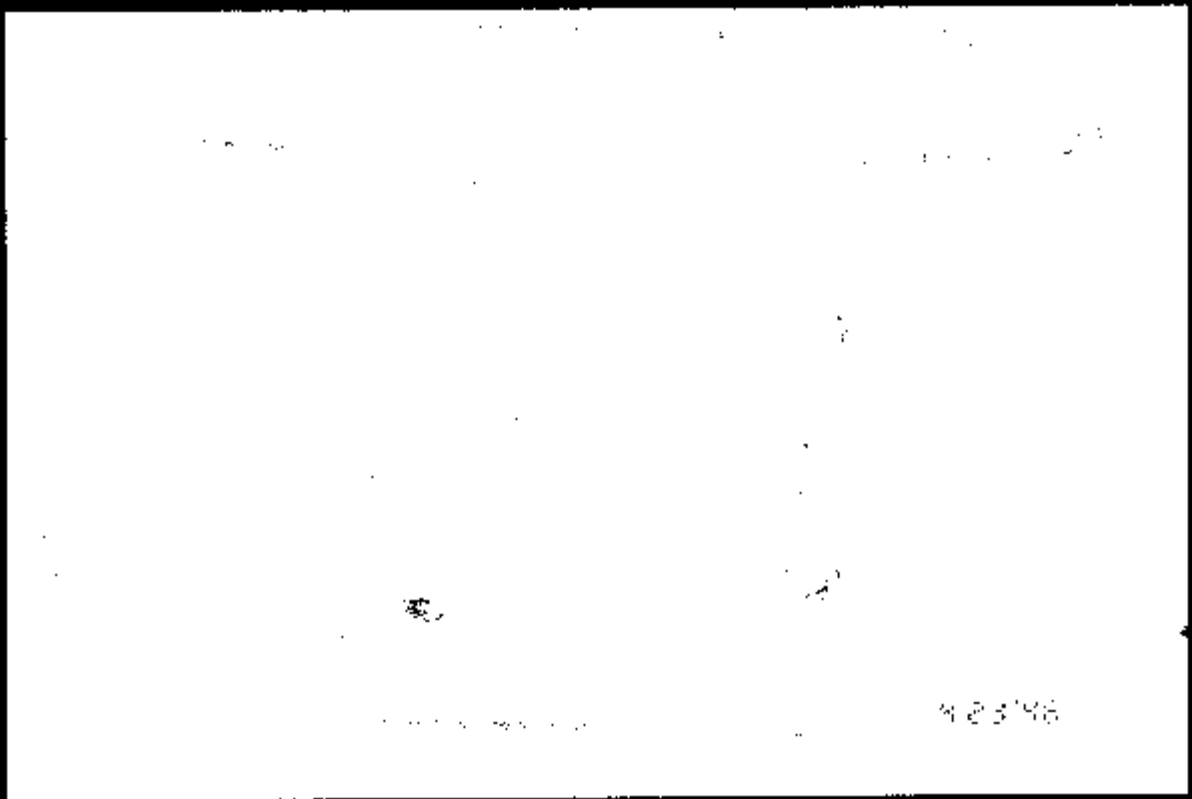


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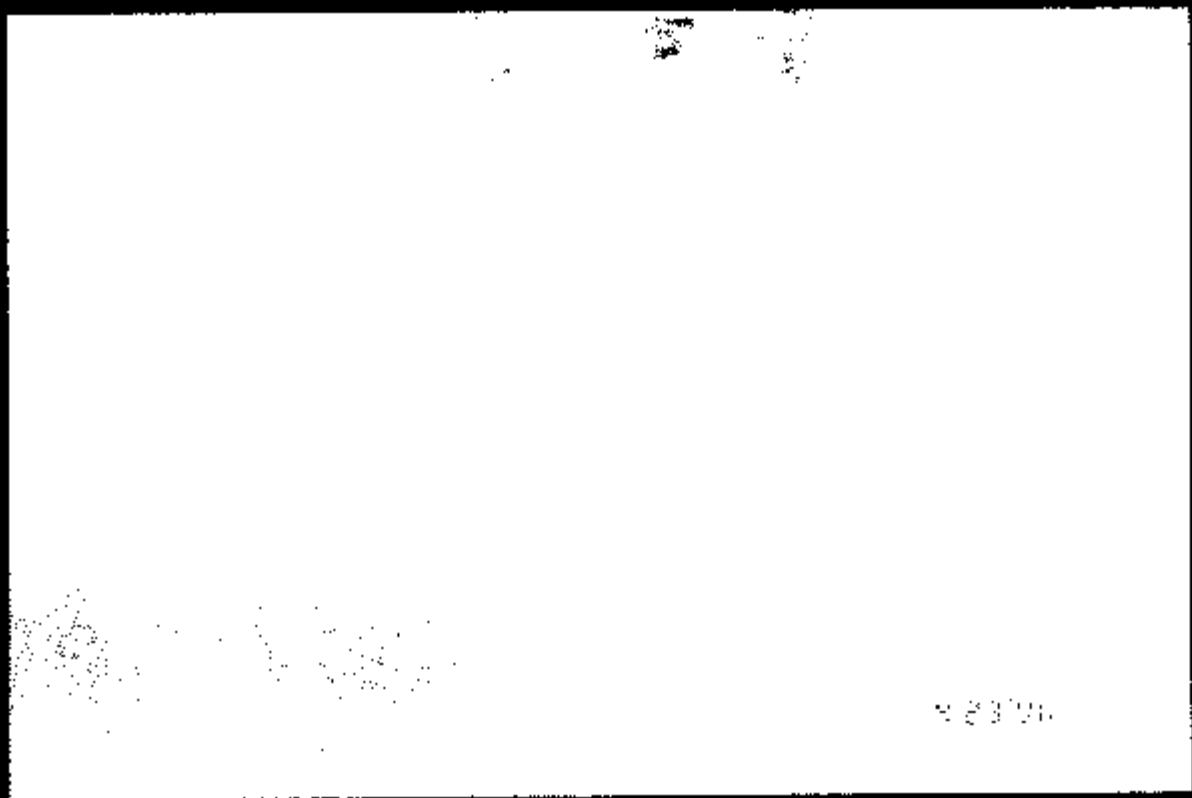


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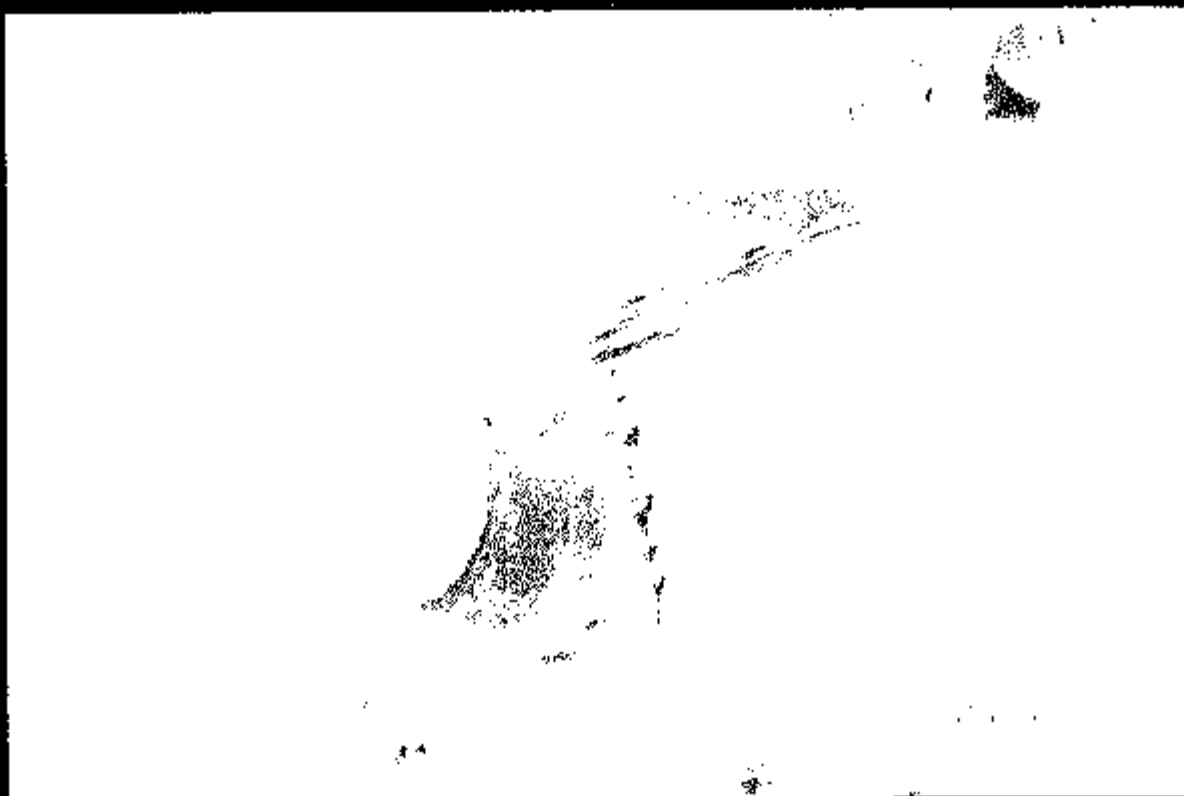




8 23 '96



8 23 '96



OLDSMOBILE MOTOR DIVISION
 *** GM RESTRICTED ***

259948

PI 86389

CASE NO: 960103471
 DATE OPENED: 07/15/1996
 DATE CLOSED: 07/16/1996
 SOURCE:
 CUSTOMER:
 ADDRESS:
 HOME PHONE: 319

VIN: 1G3HN52K6T4845271
 MODEL YR: 96
 SERIES: EIGHTY EIGHT SE
 MILEAGE: 000028
 STATE: IA
 DECORAH
 BUS. PHONE: - EXT:

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

CDE # DESC CDE COMMENTS
 JEO 1 ENGINE ELECTRI WIRING HARNESS CAUGHT FIRE--MINOR DAMAGE.
 RETAILER TO REPAIR. PGR
 TO1 1 (GM 1241) - PR POSSIBLE 1241*** CALLED IN BY DTLR SM!
 SEE COMMENTS. PGR

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

CONTACT TYPE : OWNER REQUEST SOURCE : H T RFA
 WARRANTY : I (IN/OUT)
 CASE OPEN DATE : 07 15 96 THIRD PARTIES : 3
 FILE RETENTION : 00 TRANSMIT DATE :
 LAST ALTERED DATE : 07 16 96

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

HE SAYS CAR WAS TOWED FRIDAY A.M. SINCE OWNER HAD A SMALL FIRE
 THAT THE OWNER PUT OUT IN FRONT OF HIS HOUSE AS HE CAME TO A STOP.
 HE WAS DIRECTED TO OUR DEPT. BY TAB. RETAILER LOOKING FOR GUIDANCE
 IN REPAIRING HARNESS TO KNOCK, OIL PSI SWITCH, OX SENSOR ETC. NEAR
 ALTERNATOR. HE ADVISED IT DIDN'T DO MUCH OTHER DAMAGE OTHER THAN TO
 THE HARNESS ITSELF. ADVISED HIM TO REPAIR UNDER WARRANTY AND I
 TRANSFERRED TO TAB TO OBTAIN SOME ADVICE. NO FUSES BLOWN. CODES NOT
 CHECKED. CUSTOMER JUST PURCHASED VEH.

A SIMPLE P.Y.I. 1241 CASE NEEDS TO BE FILLED OUT. PHIL RACE/OLDS

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

CUST SATISFY : Y (Y/N) ARBITRATION LETTER : N (Y/N)
 DLR CONTACT DATE : 07 15 96 DLR CONCLUSION DATE: 07 16 96
 CLOSING DATE : 07 16 96 RESPONSIBLE DEALER : 13182
 HO REVIEW CLOSE : ONPGR HO REVIEWED : Y (Y/N)
 SM REVIEW CLOSE : SM REVIEWED : N (Y/N)

GM 1241A
07/16/96

GENERAL MOTORS CORPORATION

PI86389
J50-124

OLDSMOBILE DIVISION
ZONE 00
LETTER COMPOSURE DATE: 07/16/96
DESIGNATION CODE PTP 76-1803

SIGNA INSURANCE
COMPANY
ADDRESS:
P.O. BOX 02489

RE: CLAIMANT ROBERT PINS
DATE OF INCIDENT 07/11/96

DETROIT, MI. 48202

GENTLEMEN:

FORM GM 1241 IS ATTACHED, REPORTING INFORMATION ON THE ABOVE CAPTIONED INCIDENT. THIS REPORT OF PRELIMINARY INVESTIGATION IS SUBMITTED TO YOU FOR THE REASON(S) INDICATED BELOW:

- 1 (X) THE ATTACHED REPORT IS FOR YOUR INFORMATION AND RECORD.
- 2 () FOR YOUR INFORMATION BUT CLAIMANT MAY PURSUE FURTHER ON THEIR OWN BEHALF.
- 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/ AND FURTHER INQUIRIES TO:
SUPERVISOR OF PRODUCT LIABILITY
920 TOWNSEND ST. HALLSTOP 1007
LANSING, MI. 48921

IN ADDITION TO THE GM 1241 (1) AND (2) REPORT, THE FOLLOWING ENCLOSURES ARE ATTACHED (IF NONE, SO INDICATE). (WHEN ATTACHING R.O.S OR PHOTOGRAPHS, INDICATE HOW MANY.)

VPI/UPC/WARR. SHEETS

TRULY YOURS,

GENERAL MOTORS CORPORATION

PHIL RACE
OLDSMOBILE DIVISION, 920 TOWNSEND

LANSING, MI. [REDACTED]

GK 1241
07/16/96

OLDSMOBILE DIVISION

CASE #: 960103471

76-1503

REPORT OF PRELIMINARY INVESTIGATION

DESIGNATION CODE

SERIOUS INCIDENTS SHOULD BE IMMEDIATELY REPORTED BY TELEPHONE TO NEAREST OFFICE OF CIGNA INSURANCE COMPANY.

DATE OF INCIDENT: 07/11/96 HOUR 07:00 PM

***** I OWNER - CLAIMANT *****

TITLE : [REDACTED] B PHONE : - -
 NAME OF OWNER : [REDACTED] H PHONE : [REDACTED]
 ADDRESS : [REDACTED]
 CITY : DECORAH ST: IA ZIP: [REDACTED] AGE:
 COMPANY :
 TITLE : MR. B PHONE : - -
 NAME OF DRIVER : [REDACTED] H PHONE : [REDACTED]
 ADDRESS : [REDACTED]
 CITY : DECORAH ST: IA ZIP: [REDACTED] AGE:
 TITLE : MR. B PHONE : - -
 NAME OF CLAIMANT: [REDACTED] H PHONE : [REDACTED]
 ADDRESS : [REDACTED]
 CITY : DECORAH ST: IA ZIP: [REDACTED] AGE:
 IS CLAIMANT REPRESENTED BY AN ATTORNEY? YES X NO UNK
 IF YES, GIVE NAME AND ADDRESS:

***** II VEHICLE *****

MAKE: OLDSMOBILE VIN: 1G3FN52K6T4B45271 YEAR: 96 MODEL: TRN5
 TRANS: 4T60E AXLE: F17 ENGINE: L36 MILEAGE: 28
 DATE OF DEL: 07/11/96 NEW,USED,OR DEMO: N LICENSE NUM:
 PRODUCTION DATE : 04 11 96 STATE:
 SELLING RETAILER : DAHLY MOTORS, INC.--CODE: 13-182
 ADDRESS : DECORAH IA
 SERVICING RETAILER:
 ADDRESS :
 INSP. STICKER NUM : INSP. STATION NO: EXP DATE:
 PRINCIPAL USES OF VEHICLE: PERSONAL
 SPECIAL FEATURES/EQUIP: UNKNOWN

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS.
(ATTACH COPY OF ESTIMATE) UNKNOWN--VERY MINOR--WARRANTABLE.

IS VEHICLE SUBJECT TO ANY PRODUCT CAMPAIGN? X YES NO IF YES, IDENTIFY
CAMPAIGN(S): 97-C-02, UPPER INTAKE MANIFOLD FRACTURE

WAS CAMPAIGN PERFORMED? YES X NO

***** III PROPERTY DAMAGE *****

WAS ANOTHER VEHICLE INVOLVED? NO NO. OF VEHICLES INVOLVED: 00

MAKE, MODEL OF VEH:

OTHER VEHICLE SPEED EST: MPH BY WHOM:

NAME OF OWNER :

ADDRESS :

NAME OF DRIVER:

ADDRESS :

EXTENT OF DAMAGE:

WAS PROPERTY (OTHER THAN MOTOR VEHICLE) DAMAGED? (STATE KIND, NAME OF OWNER, AND EXTENT OF DAMAGE): ,

WAS ANOTHER VEHICLE INVOLVED?

MAKE, MODEL OF VEH:

OTHER VEHICLE SPEED EST: MPH BY WHOM:

NAME OF OWNER :

ADDRESS :

NAME OF DRIVER:

ADDRESS :

EXTENT OF DAMAGE:

WAS PROPERTY (OTHER THAN MOTOR VEHICLE) DAMAGED? (STATE KIND, NAME OF OWNER, AND EXTENT OF DAMAGE):

***** IV BODILY INJURY *****

INDICATE FOLLOWING INFORMATION ON INJURIES AND WHETHER THE INJURED PERSON(S) WERE RIDING IN (A) OWNER'S VEHICLE, (B) OTHER VEHICLE, (C) PEDESTRIAN OR (D) OTHER:

CL. NAME : H PHONE : - - B PHONE : - -

ADDRESS: CITY : ST: ZIP: - AGE:

CODE A/B/C/D: SEAT POSITION:

NATURE OF INJURY:

WHERE WERE INJURIES TREATED & BY WHOM?

***** V INVESTIGATION *****

ZONE NOTIFIED OF INCIDENT

HOW : CALL TO PRODUCT INVESTIGATIONS (1241 DEPT)

WHEN : 7-15-96

BY WHOM: DON RUDE, RTLA SERV MGR.

LOCATION OF INCIDENT: OWNERS RESIDENCE

KIND OF ROAD :	CONCRETE	GRAVEL	ASPHALT	CRUSHED ROCK	DIRT	X UNKNOWN
COND OF ROAD :	WET	DRY	ICY	OTHER		X UNKNOWN
KIND OF SHOULDER:	CONCRETE	GRAVEL	ASPHALT	CRUSHED ROCK	DIRT	X UNKNOWN
COND OF SHOULDER:	WET	DRY	ICY	OTHER		X UNKNOWN

NATURE OF WEATHER: UNKNOWN

VISION OBSTRUCTION:

NAME AND ADDRESS OF RETAILER WHO TOWED (INCLUDE TOW DRIVER'S NAME), STORED, AND/OR PROVIDED TEMPORARY SERVICE TO DAMAGED VEHICLE: UNKNOWN, UNK., UNK/

WHERE CAN VEHICLE BE SEEN? OWNERS POSSESSION.

DID VEHICLE TURN OVER? YES X NO UNK VEHICLE SPEED ESTIMATE: 0 MPH

SOURCE OF ESTIMATE: SERVICE MANAGER

POSTED SPEED LIMIT: 0 MPH

BRAND AND SIZE TIRES:

CONDITION	R.F.	GOOD	POOR	FLAT	UNK	R.R.	GOOD	POOR	FLAT	UNK
OF TIRES:	L.F.	GOOD	POOR	FLAT	UNK	L.R.	GOOD	POOR	FLAT	UNK

SPARE:

DID YOUR SEARCH OF THE VEHICLE SERVICE HISTORY PRODUCE SERVICE REPAIR ORDERS? YES X NO

IF 'YES', ATTACH COPIES OF ALL R.O.'S (INDICATE HOW MANY CO)

IF 'NO', EXPLAIN NO FILE OBTAINED.

POLICE REPORT ATTACHED? YES NO IF 'NO', WHAT STATION OR OFFICER MADE REPORT? : (X NO REPORT FILED)

NAMES AND ADDRESSES OF WITNESSES: WITNESSES - SEE THIRD PARTY INFORMATION

WERE PHOTOS TAKEN? YES X NO IF 'YES', HOW MANY? AND BY WHOM?

(NAME/ADDRESS):

NAME OF CIGNA REPRESENTATIVE, IF PRESENT, AT THE INVESTIGATION:

***** VI DESCRIPTION OF CLAIM *****

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF THE INCIDENT'S CAUSE: SERVICE MANAGER SAID OWNER BOUGHT CAR AND TOOK HOME. /HAD ARRIVED HOME AND SAW SOME SMOKE UNDERHOOD. OWNER GOT A FIRE EXTINGUISHER AND LIFED HOOD AND PUT OUT. FIRE NEAR RIGHT FRONT AT THE ALTERNATOR. LITTLE DAMAGE TO ANYTHING ELSE UNDERHOOD. CAR TOWED FRIDAY-7/12 TO DEALER.

DID YOU PERSONALLY SPEAK WITH DRIVER? YES X NO IF 'NO', GIVE SOURCE OF DRIVER'S DESCRIPTION: DON RUDE, MTLR SERVICE MANAGER
WAS VEHICLE INSPECTED? X YES NO IF 'YES', IDENTIFY ALL PARTIES: RETAILER
WHAT VEHICLE COMPONENTS ARE ALLEGEDLY DEFECTIVE?
ENGINE WIRING HARNESS

WHO MADE ALLEGATION OF DEFECT? OWNER
IF THE ALLEGED DEFECTIVE PART HAS BEEN REMOVED FROM THE VEHICLE, INDICATE EXACT PART(S), PRESENT LOCATION AND CUSTODIAN:

INFORMATION FROM FURTHER INVESTIGATION OF INCIDENT, INCLUDING EXAMINATION OF VEHICLE AND SCENE OF INCIDENT: ENGINE WIRING HARNESS NEAR ALTERNATOR THAT GOES TO OXYGEN SENSOR, OIL PRESSURE SWITCH, KNOCK SENSOR WAS DAMAGED. SERV MGR WILL WORK WITH TECH. ASSISTANCE TO PROPERLY DIAGNOS, REPAIR, AND REPLACE PROPER PARTS.

HOW & WHEN WAS MATTER LEFT WITH CLAIMANT? ADVISED SERVICE MANAGER THAT SINCE DAMAGE IS MINOR, TO WARRANTY IT AND REF. THIS CASE# AND TAB #.

NO APPROVAL BY: PHIL RACE
DATE OF INVESTIGATION:

DATE: 07/15/96

PHIL RACE
DIVISIONAL REPRESENTATIVE
COMPLETING INVESTIGATION
GENERAL MOTORS CORPORATION

GN 1241
COMMENTS
07/18/96

COMMENTS FOR GN 1241
CASE NBR: 950103471

PAGE 01

***** END OF COMMENTS FOR GNL241 CASE *****

GM 1241
3RD PARTY
07/16/96

THIRD PARTY INFORMATION
ASSOCIATED WITH GM1241
CASE NBR: 960103471

PAGE 01

THIRD PARTY TYPE: CLAIMANT

NAME: [REDACTED]
ADDRESS: [REDACTED]
DECORAH, IA. [REDACTED]
HOME PHONE: [REDACTED]
WORK PHONE: [REDACTED]

THIRD PARTY TYPE: DRIVER

NAME: [REDACTED]
ADDRESS: [REDACTED]
DECORAH, IA. [REDACTED]
HOME PHONE: [REDACTED]
WORK PHONE: [REDACTED]

***** END OF THIRD PARTIES FOR GM1241 CASE *****

TITLE : ██████████ CONTINUED INFORMATION
 FIRST : ██████████ MI: LAST : ██████████
 SECOND : ██████████
 CITY : BROOKHAVEN MI: IA ZIP : ██████████
 PHONE: ██████████ 3 PHONES:
 COMPANY:

VEHICLE/REPAIRER INFORMATION

YR/DEL : 88 TRUCK KIMBERLY KIGHT STEER DEL DATE: 07 11 86 MILEAGE: 00000
 VIN : 1G34WU6K2P4448371
 REPAIRER : DANNY MOWERS, INC. MAKE : 13182
 CITY : BROOKHAVEN STATE : IA REG. NO. : X (Y/N)
 CND # DESC CND COMMENT RYL LEVEL: C
 JOB 1 ENGINE ELECTRIC WIRING REPAIRS CRACKY FIRE--MOTOR DAMAGE.
 TOL 1 (ON 1241) - PRO POSSIBLE 1241*** CALLED IN BY KYLE SM

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE : CASE PRODUCT CATEGORY : 00
 REQUEST AREA : SERV REQUEST NUMBER : X X X X
 CONTACT TYPE : OTHER THIRD PARTIES : 002
 WARRANTY : X (IN/OUT/YES) IN ASSURED : EMPER
 DIST SERV/MAIL : 71 71 HOME CDR : TOL
 TRANSFER TO ID :

CASE INFORMATION

CASE OPEN DATE : 07 15 86 SCRAP DATE : 07 16 87
 ROUTING CODE : CND CND LOC: SERV TRANSMIT : X (Y/N)
 WORK STEPS : TRANSPORT DATE :
 FOLLOW UP DATE : YEAR CASE # :
 BUS CODES : 050 TOL ORIGINAL FILE : Y (Y/N) LHM : Y
 FILE SUSPENSION : NO LAST ALIGNED DATE : 07 16 86
 LAST ALIGNED TO : OWNER PROBLEM CASE : X (Y/N)
 SUBJECT CODES : X (Y/N)

CASE CLOSING INFORMATION

CASE# SERV#

COMMUNICATION SERV: 07 16 86 CLOSE CASE: (Y/N)
 TEL CONTACT DATE : 07 15 86 CONCLUSION DATE: 07 16 86 CLOSE DATE: 07 16 86
 REPAIR ORDER # : NO DATE: WORKSHEET# DATE: 13182
 CND REVIEWED : Y (Y/N) FILE NUMBER: 00 AKA SERV: X (Y/N)
 IN REVIEW CODE : IN REVIEWED: (Y/N) DATE:
 NO REVIEW CODE : OWNER NO REVIEWED: Y (Y/N) DATE: 07 16 86
 CND # DESC COMMENT SERVICE THIS CASE: X (Y/N)
 JOB 1 ENGINE ELECTRIC WIRING REPAIRS CRACKY FIRE--MOTOR DAMAGE.
 REPAIRER TO REPAIR. FOR

TOL 1 (ON 1241) - PRO POSSIBLE 1241*** CALLED IN BY KYLE SM
 SEE COMMENTS. FOR

GENERAL COMMENTS

USER: CNPGR DATE: 07/15/96 TIME: 14:00 COMMENT #: 0001
 ON SATS CAR WAS TOWED FRIDAY A.M. CIVIC CENTER HAD A SMALL FIRE
 THE OWNER PUT OUT IN FRONT OF HIS HOUSE AS HE CAME TO A STOP.
 HE WAS DIRECTED TO CIVIC DEPT. BY TOL. SPECIALIST ASKING FOR EVIDENCE
 IN REGARDING HAZARD TO BLOKE, OIL PAN BOTTLE, OR BATTERY ETC. HENR
 ALTERNATE. HE ADVISED IT DIDN'T DO MUCH OTHER DAMAGE OTHER THAN TO
 THE BATTERY ITSELF. ADVISED HIM TO REPAIR UNDER WARRANTY AND I
 TRANSFERRED TO HIM TO OBTAIN MORE ADVISE. NO FURTHER INFO. OWNER NOT
 CHECKED. CUSTOMER JUST PURCHASED NEW.

A SIMPLE F.Y.I. 1241 CASE NEEDS TO BE FILED OUT. PHIL BACE/KIDN

CASE HISTORY

USERID	DATE	TIME	EVENT
CNPGR	07/15/96	12:00	GENERAL CASE WAS OPENED.
CNPGR	07/15/96	12:05	START TIME HANDLING - CAC
CNPGR	07/15/96	12:08	CASE WAS OPENED WITH GENERAL FILE IND = F.
CNPGR	07/15/96	12:17	ATTENEE CHANGED FROM HENR, TO: 000020
CNPGR	07/15/96	12:17	ISSUE CODE CHANGED FROM: TUL
CNPGR	07/15/96	12:51	ISSUE CODE CHANGED FROM CAC.
CNPGR	07/15/96	13:51	STOP TIME HANDLING - CAC
CNPGR	07/15/96	13:51	START TIME HANDLING - HEN
CNPGR	07/15/96	13:51	AFTER CALL INFORMATION WAS UPDATED.
CNPGR	07/15/96	13:52	ISSUE CODE CHANGED FROM HEN.
CNPGR	07/15/96	13:52	STOP TIME HANDLING - HEN
CNPGR	07/15/96	13:52	START TIME HANDLING - CAC
CNPGR	07/15/96	13:52	AFTER CALL INFORMATION WAS UPDATED.
CNPGR	07/15/96	14:01	1241 CASE OPENED
CNPGR	07/15/96	14:23	1241 APPROVED BY HENR.
CNPGR	07/15/96	14:24	1241 APPROVED BY HENR OFFICE.
CNPGR	07/15/96	14:25	NO REVISIONS CHANGED FROM HENR TO CNPGR
CNPGR	07/15/96	14:25	CASE SENT OVER FROM OVER TO IN STAGE BY USER CNPGR
CNPGR	07/15/96	14:25	STOP TIME HANDLING - CAC
CNPGR	07/15/96	14:26	NO REVISIONS CHANGED FROM CNPGR TO CNPGR
CNPGR	07/15/96	14:26	CASE WAS REVIEWED BY NO-USER HENR
CNPGR	07/15/96	14:26	CASE WAS CLOSED BY USER CNPGR

268974 PI95676

GENERAL MOTORS CORPORATION

DISTRIBUTION	TRKs	ATTACHMENTS
Retain in Zone Office:	Original	1 Copy
Send to Dir. Control Office:	3 Copies	Original & 2 Copies

GM1X

DIVISION: Public Motor

BRANCH: LOS ANGELES / THOUSAND OAKS, CA

Date of Incident: 7-29-88 Time 8:00 A.M. P.M.
Mo/Da/Yr

750-124

* Attach copy

I. OWNER - CLAIMANT

Name of Owner: AVIS CAR RENTAL
 Address: 6721 WEST 86TH STREET LOS ANGELES, CA 90045
 Name of Driver: BRYAN G. JAWORSKI
 Address: 3028 N. 95TH STREET MILWAUKEE, WI 53210
 Name of Claimant: AVIS CAR RENTAL
 Address: _____

Age _____ Phone No. _____
 Age _____ Phone No. _____
 Age _____ Phone No. _____

II. VEHICLE

VIN: 1G1MBWHEM1T1094339 MSRP: \$48 Date Deliv: 7-10-88 Year, Used or Date NEW
 Trans: AUTO Make: AUTO Principal use of vehicle: CAR RENTAL SERVICE
 Dealer: COMMUNITY PONTIAC-BUICK 48-887

Nature and extent of damage to vehicle and estimated cost of repairs. (Attach copy of estimate.)
EXTENSIVE UNDERHOOD FIRE DAMAGE
VEHICLE IS A TOTAL LOSS

III. DESCRIPTION OF CLAIM

Driver's description as to how incident happened and his/her statement of the cause.
DRIVER STOPPED AT A FREEWAY EXIT RAMP TO LOOK AT A MAP. LOOKED AT THE FRONT OF THE VEHICLE AND SAW SMOKE COMING FROM AROUND THE HOOD.

Did you personally speak with driver? Yes No If "No," give source of driver's description

Did you personally inspect vehicle? Yes No

What vehicle components are allegedly defective? UNDERHOOD ELECTRICAL FIRE

Who made allegation of defect? AVIS CAR RENTAL

Information from further investigation of incident, including description of vehicle and cause of incident.
THE UNDERHOOD FIRE APPEARED TO START ON THE RIGHT SIDE OF THE ENGINE COMPARTMENT NEAR THE ELECTRICAL FUSION BLOCK.

IV. CLAIM HANDLING

TYPE OF LOSS: Fire Damage Property Damage - Vehicle/Property Damage - Other

If "Property Damage - Other" complete the following: Description of property, including age and condition
VEHICLE IS A TOTAL LOSS.

Original purchase price: \$11,134.00 Amount claimed: \$18,124.00 Amount paid: \$18,124.00

Articles obtained from owner? Yes No If "No," give reason

Disposition of article: VEHICLE IS TO BE SOLD FOR SCRAP - SALVAGE NOT RECEIVED FROM LAKENOR AUTO SANTA FE SPRING, CA IN THE AMOUNT OF \$4,800.00

Payment/offer of \$18,124.00 made (to be made) to: AVIS RENT A CAR 3721 W. 96TH STREET LOS ANGELES, CA 90045

Release form signed (to be signed) by claimant? Yes No If "No," give reason

This claim was handled to a conclusion with the claimant by: JOEL GORSEKI ID# DEM

Date of investigation: 8-3-88

Person making investigation: JOEL GORSEKI

Zone/branch approval by LA: Craig J. [Signature]

Date: Asst. Zone Mgr - Serv. Date: 10/15/96

Dir. Control Office review by: _____

Date: _____

AVIS RENT A CAR SYSTEM / GRAND RENT A CAR CORP., 8721 W. 89TH STREET, LOS ANGELES, CA 90048

AVIS
LICENSEE

Dad,

Please direct check to:

Grand Rent A Car

Mike Gaddaway

360 N. Sepulveda Bl #3000

El Segundo Bl., Ca 90245

Thanks,

Dad

Contacted Doug Wong and requested a copy of the
 Police or fire dept. report and also services file
 Called again 10/8/96
 Called again 10/8/96

Left message 10/11/96

Discussed with SDFD 10/14

Left message 10/15 (CD)

San Diego Fire Dept.
 (619) 533-4300

Request through 533-4413



Ask license fee
 State Dept.




BUICK

Buick Motor Division, General Motors Corporation
515 Main Street, Suite #215
P.O. Box 5003
Thousand Oaks, California 91320-5003

RELEASE OF CLAIM

I, Avis Rent A Car RESIDING AT 5721 W 96th ST
Los Angeles, Ca 90045 FOR AND IN CONSIDERATION OF
PAYMENT OF \$18,124.40 BY BUICK MOTOR DIVISION DO HEREBY
RELEASE BUICK MOTOR DIVISION (GENERAL MOTORS CORPORATION) AND ITS
AGENTS AND EMPLOYEES FROM ANY AND ALL CLAIMS AND DEMANDS FOR,
UPON OR BY REASON OF ANY INJURIES, LOSSES AND DAMAGES TO MY (OUR)
PERSON(S) AND/OR PROPERTY WHICH HAVE BEEN CAUSED, OR WHICH MAY AT
ANY TIME ARISE OUT OF OR IN CONNECTION WITH
V.I.N. 2G4WB52KAT1A91323

EXECUTED ON THIS 10 DAY OF Sep., 1996.

CLAIMANT: 
John Slama, Fleet Maintenance Manager

WITNESS: _____

REF: 1241REL


**PREMIUM AMERICAN
MOTORCARS**

AVIS ACCIDENT/INCIDENT REPORT

Please complete and mail or bring to Avis location shown on your Rental Agreement

ACCOUNT CLASS # **7-14360**

70187772

RENTAL AGREEMENT NO. [REDACTED] CITY MILWAUKEE WIS PHONE NO. 414-271-4756 NAME JOHN J. GRIFFIN JR. ADDRESS 23120 9 CR CITY WISCONSIN STATE WI ZIP CODE 53209	DATE OF REPORT 7-10-84 DATE OF ACCIDENT 7-1-84 TIME OF ACCIDENT 1:20 PM ACCIDENT/INCIDENT OCCURRED AT 4 miles from Airport CITY WISCONSIN STATE WI ZIP CODE 53209 POLICE AGENCY REPORTED TO NO REPORT NUMBER NO
TYPE OF VEHICLE 9-4-57 MAKE Studebaker MODEL Asst. Manager YEAR 1957 LICENSE NO. NO LICENSE STATE NO LICENSE EXPIRES NO	"X" IN AREA OF AVE VEHICLE DAMAGE  DAMAGE TO AVE VEHICLE NO DAMAGE TO OTHER VEHICLE NO DAMAGE TO PROPERTY NO DAMAGE TO PERSONS NO
FOR RENT AND FOR WHAT PURPOSE <input type="checkbox"/> PERSONAL <input type="checkbox"/> BUSINESS <input type="checkbox"/> TRAVEL WAS AND BY <input type="checkbox"/> SALES <input type="checkbox"/> TRAVEL AGENCY <input type="checkbox"/> OTHER AND OPERATOR NO OPERATOR'S ADDRESS NO OPERATOR'S CITY NO STATE NO ZIP CODE NO OPERATOR'S LICENSE NO. NO OPERATOR'S EXPIRES NO	OPERATOR'S SIGNATURE [Signature] OPERATOR'S TITLE Asst. Manager OPERATOR'S PHONE NO. NO OPERATOR'S ADDRESS NO OPERATOR'S CITY NO STATE NO ZIP CODE NO OPERATOR'S LICENSE NO. NO OPERATOR'S EXPIRES NO

Duplicate Claim

DAMAGE TO AVE VEHICLE NO DAMAGE TO OTHER VEHICLE NO DAMAGE TO PROPERTY NO DAMAGE TO PERSONS NO	OPERATOR'S SIGNATURE [Signature] OPERATOR'S TITLE Asst. Manager OPERATOR'S PHONE NO. NO OPERATOR'S ADDRESS NO OPERATOR'S CITY NO STATE NO ZIP CODE NO OPERATOR'S LICENSE NO. NO OPERATOR'S EXPIRES NO
---	--

PLEASE COMPLETE ON ATTACHED SEPARATE PAGE North West East South	COMPLETE DESCRIPTION OF OCCURRENCE INCLUDING DIRECTION TRAVELING BY VEHICLE AND ALL TRAFFIC CONTROL DEVICES 1 for program caught fine due to electrical problem
WAS TICKET ISSUED <input type="checkbox"/> OTHER OPERATOR <input type="checkbox"/> AVE OPERATOR <input type="checkbox"/> SIGNATURE OF OPERATOR (OUTSIDE) SIGNATURE OF EMPLOYEE (INSIDE)	EMPLOYEE SIGNATURE [Signature] EMPLOYEE TITLE Asst. Manager REPORT NUMBER 022200270

NOTE: IF ADDITIONAL SPACE IS REQUIRED TO COMPLETE THIS REPORT USE SEPARATE SHEET OF PAPER & ATTACH

[REDACTED]

[REDACTED]

Observed F-4A Agent 20 miles
flying 5000 ft. 1 mile off
East to look at map.

CAK STEW Funnels - saw
smoke coming from hood -
opened and flames shot out,
observed "SPARKS" was already

To be ELECTRIC coming
from underneath CAK.

CAK
C

NO 1016 6806	NO 212
NO 9600 57	NO 960000
	NO 960000

FIRE Dept Rep

3960 Normal Street

07/26/96 07:50:10 MINT REQUESTED BY TERMINAL FWD
 INCIDENT HISTORY TOP: 96036349
 Incident Number: 96036349

Received 07/26/96 15:02:04 BY NO3 F00135
 Verified 07/26/96 15:03:21 BY NO3 F00135
 Entered 07/26/96 15:03:33 BY NO3 F00135
 Dispatched 07/26/96 15:04:37 BY NO3 F00135
 VOICES 07/26/96 15:04:10
 Enroute 07/26/96 15:05:04
 Unscene 07/26/96 15:12:14
 Closed 07/26/96 15:01:57

Initial Types V Initial Alarm Level: 0 Final Alarm Level: 0
 Panel Types V (VEHICLE FIRE; Pri) 3 (Tank 1K -11)
 Fire BLK: 2117 EMS BLK: 2117 Map Pages 2034M groups 00 Brs: 4
 Eng Dist: 000 TR Map Pages: 12905
 Loc: 3960 Normal St near BLAINE AV & LINCOLN AV (000)

Loc info:

Name:
 Addr: NO RL DEPARTMENT OF MOTOR VEH Phone: 574-8717

150504 (F00135) ENTRY VEHICLE FIRE wife BULCK NEBAL ON BY5561 1
 IN FRONT OF DRV
 150517 (F00135) HELP 05 COST: 9000 MIN: 1.0 PRG: R/YK -1L PUC:
 100V
 0762448 STEVEN, JAMES L
 150537 (F00135) DISPATCH 05
 150533 (F00135) DISPATCH 05
 150510 (F00135) VOICE 05
 150504 (F00135) RESPOND 05
 150504 (F00135) ANSWER 05
 151218 (J50448) REFUSE 05
 151218 (J50448) ANSWER 05
 151218 (J50448) REFUSE 05
 152454 (J50448) ANSWER 05
 153711 (F00137) FWR 05
 150182 (F00137) FWR 05

Address: 3960 Normal St Call Type: V
 Type: CTR Street Cause: ELECTRICAL
 PA time: 10.000

PLATE NO 1877712	PLATE ST 30	VIN 7-4-96 386L9879AN	MAKE / MODEL TOYOTA	YEAR / MAKE TOYOTA	VEHICLE ID 468811	ISSUE NO
DATE 9-9-96	LOCATION FAN DEAD 0220	DATE	DATE	DATE	DATE	DATE

CHECK, INSPECT AND PERFORM THE FOLLOWING OPERATIONS
(REFER TO REVERSE SIDE OF THIS FORM FOR ADDITIONAL DETAILS)

1 UNDERHOOD

- All components for operation and function as determined by sight, feel and sound.
- Fuel control operation.
- All fluid levels.
- Adjust belt tension (check engine only).
- Battery test indicators.
- (Owner not to be visible.)

2 BODY - CHASSIS

- Interior and exterior lights for proper operation.
- Headlamp aim (adjust if necessary to conform with local specifications.)
- Doors, hood and compartment lids for proper operation and adjust hinges or latches if necessary. (Includes checking all locks for proper operation.)
- Install missing parts of standard and optional accessories.

3 UNDER CAR

- Adjust tire pressure to specifications (including spare).
- Install license brackets, wheel covers, tire caps, etc.
- All fluid lines and couplings for leaks. Tighten as necessary.
- Visually inspect vehicle undercarriage for damage, loose or protruding, and/or missing hardware such as bolts, nuts, cotter keys, etc. Tighten as necessary.
- All fluid levels.

4 ROAD TEST & INSPECT FOR PROPER OPERATION

- Steering column ignition lock.
- Manual shift.
- Instruments and gauges.
- Brakes (including parking brake and warning lights.)
- Throttle controls for free operation.
- Engine and transmission performance (including downshift.)
- Steering and handling.
- Windows wipers and washers. Adjust wiper arm as necessary.
- Heater and / or air conditioning.
- Horn.
- Radio equipment and trim antenna.
- Factory installed options and accessories.
- Remove squeaks and rattle.

5 APPEARANCE

- Wash car and detail clean-up as required.
- Remove exterior shipping protective materials.
- Exterior trim, moldings and paint finish. Touch up paint as required (brush or aerosol spray can.) Hand polish surface finishes.
- Remove protective covers, inspect interior trim and moldings, and detail clean-up as required.
- Remove key number tags and place with spare keys.

INSTALL PROCESS ITEMS:

LICENSE PLATE NO
 NEW LICENSE #
 NEW TIRE (INCLUDE MAKE/TYPE/DATE)
 CITY LOCAL
 STATE REGISTRATION (GROUP)
 BOOK OR OTHER (GROUP)
 SEARCH KEY #
 TITLE KEY #

V 386L987
V 1877712
V
V 9910-82
6422

After Only

7-4-96

REWORK

DATE

TOTAL P.01

TOTAL P.03

18 P. 81



15788 ARROW HIGHWAY
FONTANA, CA 92335
(909) 356-8688

WORK ORDER

DATE
TIME

Buick Motor Division
all. bel

FAX#
805-
523-2275

DATE	QUANTITY	COB	RDA	CREDIT	PHONE	ORDER BY	DEPT	ORDER	DATE ORDERED
									9-9-96
ORDER	COLLECT	CUR TRUCK	CRU TIME	SHIP DUTY	SALES PERSON	SHIPPING DATE			
		1000							

in bid on
96 Regal
w/cond hood fire
for the amount
of \$3950⁰⁰

Thank you

NOTES



BUS TO
SALES
SHIP
STAMP

P. 81

ALL AUTO PARTS CO.

11/10/10
LAKENOR

SALVAGE BID

(310) 844-8493

10 21500 Custom 1967 Buick Wildcat
Motor Co. Joe Gorski (805) 523-2215



DATE	TIME	LOCATION	ATTENTION
11/10/10	11:15	LAKEVIEW AUTO	
1000 Mile / 1500 Mile / 4th Drive			
AMERICA'S #1 PARTS RECYCLING TEAM			

5845518 **AVIS** • VEHICLE TRANSFER CONTRACT

CAR NUMBER: 187777-2		VEHICLE STATE NUMBER: 37E2887		VEHICLE MAKE/MODEL: REGAL		COLOR: GRN	
OWNER LOCATION:		MILEAGE AT DELIVERY: 238		MILEAGE AT RETURN: 1504		RETURN BY PHONE:	
<p>YOW 96TH</p> <p>ENGINE CAUGHT FIRE</p>						DATE IN:	
						DATE OUT: 7-27-76	
DATE IN:						DATE OUT:	
TIME IN:						TIME OUT:	

OUT OF SERVICE:

<input type="checkbox"/> AIR CONDITIONING	<input type="checkbox"/> TIRE DAMAGE	<input type="checkbox"/> BODYPANEL DAMAGE	<input type="checkbox"/> SCUFFS	<input type="checkbox"/> PAINT DAMAGE	<input type="checkbox"/> WINDOW DAMAGE	<input type="checkbox"/> GRADED TIRE	<input type="checkbox"/> FRONT END DAMAGE	<input type="checkbox"/> REAR END DAMAGE
<input type="checkbox"/> AID NEXT DAMAGE	<input type="checkbox"/> HUBBLES DAMAGE	<input type="checkbox"/> OVERHAUL DAMAGE	<input type="checkbox"/> TRANSMISSION DAMAGE	<input type="checkbox"/> ENGINE DAMAGE	<input type="checkbox"/> EXHAUST DAMAGE	<input type="checkbox"/> OTHER DAMAGE	<input type="checkbox"/> NEWSPAPER DAMAGE	<input type="checkbox"/> OTHER DAMAGE

		DAMAGE IN		GLASS	
RIGHT	LEFT	<input type="checkbox"/> SCRATCH	<input type="checkbox"/> DENT	<input type="checkbox"/> CRACKED	<input type="checkbox"/> LEFT SIDE WINDOW
		<input type="checkbox"/> LEAK	<input type="checkbox"/> HOLE	<input type="checkbox"/> REAR GLASS	<input type="checkbox"/> REAR SIDE WINDOW

Contractor acknowledges that he received the vehicle described above from Owner or Owner's Authorized Representative in good appearance and safe mechanical condition, and agree to deliver it at the time and place for the fee designated above, in the same condition as received, ordinary wear and tear excepted. Contractor agrees not to use said vehicle for any purpose other than for delivery as described herein, nor to transport any person or property therein. It is agreed that this contract in no way constitutes Contractor as an agent, servant or employee of the Owner of said vehicle or of Avis Rent A Car System, Inc., any of its affiliates, agencies or Licensees.

CONTRACTOR'S SIGNATURE: Walt AUTHORIZED BY: [Signature] VTC

RECEIVING STATION - COMPLETE AND FORWARD TO BENDING STATION 1



Buick-Oldsmobile-Cadillac Group
Flint Site

AUTHORIZATION FOR CHECK
(must be made out legibly in ink or typewritten)

Date: 11/14/96

Duns Number (if known): _____

Social Security Number (if for individual): _____

Name of Payee: Avis Rent-A-Car

Address of Payee: 5721 W. 96th Street

City, State, Zip Code: Los Angeles, CA 90045 Attn: Dong Wong

Group Code	General Ledger	Gr. Suffix or Fact/Disc	Sub Account	Sub Account Extension	Product Line	MEMO: General Work Order	Amount
52	8877	000000	000000	000000	000000	0000000000	18,124.40

Total: 18,124.40

* Group Codes: B7 - Engine Division 52 - Buick 53 - FAD 61 - Hydraulic

Reason for Disbursement: To reimburse Avis for fire loss on VIN #
2G4WB52K4T1491326, involved in 1241X case # 1446910.



Check Mailing Instructions:

- _____ MCA = Mail
- _____ MWA = Mail with Attachment
- _____ MFT = Return to Flint
- _____ = 1099 Required

Requested by: Joel Gorski
(Please print or type)

Phone: 8-620-9732

Approved by: Chris D. [Signature]

Financial Approval: _____

102046 CK # 2231728
11-25-96

Buick Motor Division 515 Marin St., Suite 305, Thousand Oaks, Ca. 91360

FAX

Date: 11/14/96

Number of pages including cover sheet: 2

To: CHRIS AUSTIN
CUSTOMER RELATIONS - LEGAL

Phone: _____

Fax phone: _____

CC: _____

From: CRAIG SHANTZ
LOS ANGELES ZONE

Phone: 805-373-9730

Fax phone: 805-373-8468

REMARKS: Urgent For your review Reply ASAP Please comment

FOLLOWING IS THE CHECK REQUEST FOR GMI 241X CASE #1446910, AVIS RENT A CAR.

North American Operations
 General Motors Corporation
 Disbursements (0484)
 Warren, MI 48090-8020



CHECK NO. 002231728

21

DATE
 11/23/96

XXXXXXXXXXXX18,124 DOLLARS

XXXX40 CENTS

AMOUNT
 XXXXXXXXXXXX18,124.48

NOT VALID AFTER
 90 DAYS FROM DATE

AVIS RENT A CAR
 XX

North American Operations
 General Motors Corporation
 Disbursement Account

PAY
 TO THE
 ORDER
 OF

[Signature]

Followed Bank of Detroit-Overland
 Detroit, Michigan

AUG 97

⑆002231728⑆ ⑆092462927⑆

01024646⑆

VENDOR
 NAME NO. BJ 00000007

North American Operations
 General Motors Corporation
 Disbursements (0484)
 Warren, Michigan 48090-8020

CHECK BEFORE DEPOSITED CHECK
 CHECK NO. 002231728
 PAYMENT DATE 11/23/96

ENDOR NAME AVIS RENT A CAR

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	\$ DED.	INVOICE AMOUNT	DEND. AMOUNT	NET AMOUNT
2000000014-11-23-96	11/22/96	EE 100000000019817	00.0000	18,124.48	.00	18,124.48
TOTAL				18,124.48	.00	18,124.48

GM WILL NOT ISSUE CHECKS FOR HOLIDAY PERIODS 12/23/96-1/1/97

UTECAPA07099701858983-P185570

ZN/DLR 46/

DIST 00

OWNER INFORMATION

THIRD PARTY INFORMATION

AVIS RENTAL
5721 WEST 96TH STRE
LOS ANGELES CA 90045

HOME PHONE:
WORK PHONE: (310)215-1521 EXT.

V.I.N. 204MB2K4T1491523
MILEAGE 547

YR/SERIES 96/W
DEL. DATE 06/28/96

REQUEST IS A RESULT OF A PHONE CALL TO HOME OFFICE
THEY HAVE BEEN ADVISED THAT A FURTHER INVESTIGATION AND HANDLING
WILL OCCUR THROUGH THE DEALERSHIP

ASSISTANCE CODE: 130 CENTRAL FILE

RESOLUTION

CUSTOMER RELATIONS CENTER GENERAL COMMENTS

TEXT FOR PROBLEM # 01446910

FRIDAY - 08/16/96
WEDNESDAY - 08/14/96
WEDNESDAY - 08/14/96

- 1. OWNER - AVIS RENTAL
- 2. CLAIMANT - TIM FANLEY - (310)215-1521
- 3. DAMAGES - ENGINE AREA, NO BST, NO OTHER DAMAGES
- 4. INJURIES - NONE
- 5. LOCATION OF VEH - ADDRESS LISTED
- 6. DATE/TIME - 7/27/96 AT ABOUT 5:00 P.M.

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. HEIL BCRB

FRIDAY - 08/16/96

WAITING FOR ADDITIONAL INFORMATION FROM OWNER. THERE MAY
BE MORE DAMAGE TO VEHICLE OTHER THAN THE ENGINE. MQUASTELLA
MONDAY - 08/19/96

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

TOYA JONES-BCRB

9-5 Thursday inspection

Research & Development Center

North American Operations



BAY BUICK GMC TRUCK
TORRANCE I.

BUICK MOTOR DIVISION
CUSTOMER ASSISTANCE SYSTEM
CA NEW CASE SERVICE REQUEST

CASE# 01446910
DATE: 08/22/96
ZONE COPY

TEXT FOR PROBLEM → = 01446910 CONTINUED

PER ERIC CUNNINGHAM, BUICK SUPERVISOR, CBR WAS ADVISED TO
RETRANSMIT CASE TO CLOSEST DLR. GREG HOENLE BCR

North American Operations
Research & Development Center



DAY SUICK GMC TRUCK
TOMORROW
ZN/DLR 42/44355

BUICK MOTOR DIVISION
CUSTOMER ASSISTANCE SYSTEM
NEW CASE SERVICES REQUEST
DIST 02

CASE# 01446910
DATE: 08/22/96
ZONE COPY

OWNER INFORMATION

THIRD PARTY INFORMATION

HOME PHONE:
WORK PHONE: (310)215-1521 EXT.

REQUEST IS A RESULT OF A PHONE CALL TO HOME OFFICE
THEY HAVE BEEN ADVISED THAT A FURTHER INVESTIGATION AND HANDLING

ASSISTANCE CODE: 730 CENTRAL FILE

RESOLUTION

CUSTOMER RELATIONS CENTER GENERAL COMMENTS

TEXT FOR PROBLEM # 01446910

- SATURDAY - 09/21/96 ---
- WEDNESDAY - 08/21/96 ---
- FRIDAY - 08/16/96 ---
- WEDNESDAY - 08/14/96 ---
- WEDNESDAY - 08/14/96 ---

1. OWNER - AVIS RENTAL
2. CLAIMANT - TIM FRISLEY - (310)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 BND. STATES WILL NOT MOVE VEH UNTIL EXAMINED BY

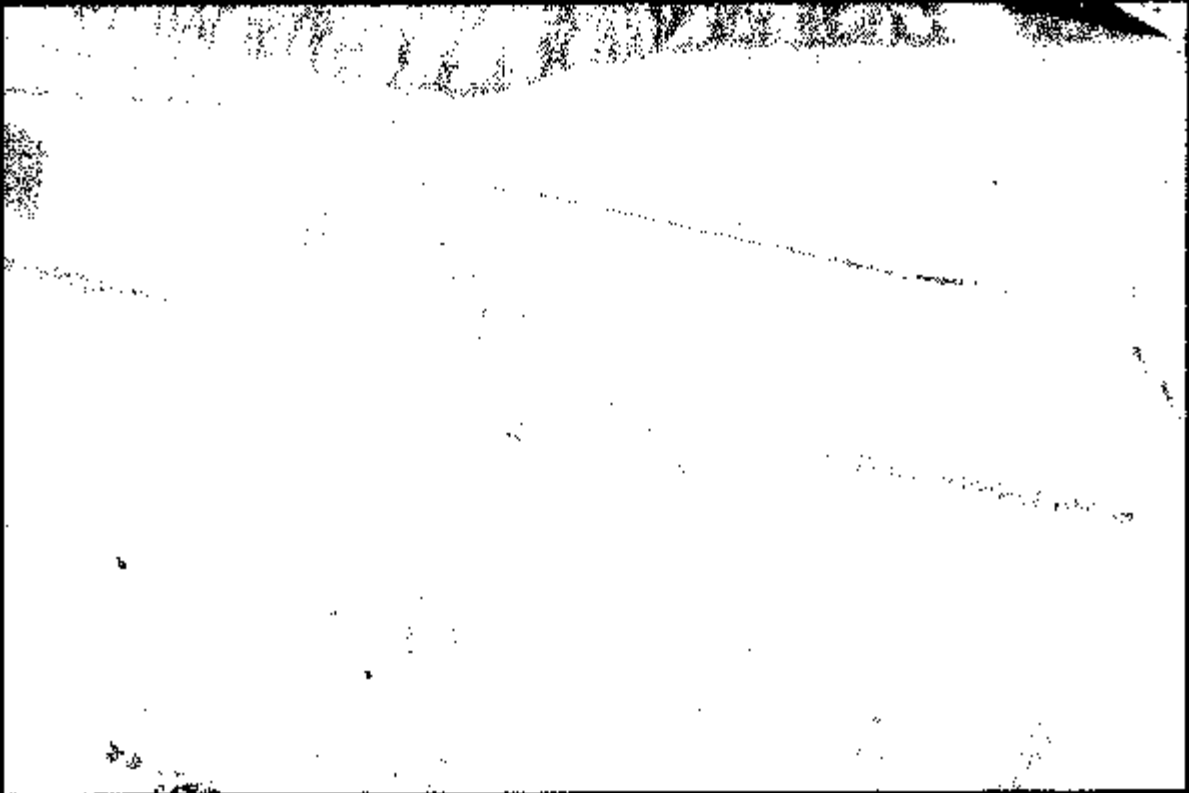
FRIDAY - 08/16/96
WAITING FOR ADDITIONAL INFORMATION FROM OWNER. THERE MAY
BE MORE DAMAGE TO VEHICLE OTHER THAN THE ENGINE. AGOSTELLA
MONDAY - 08/19/96

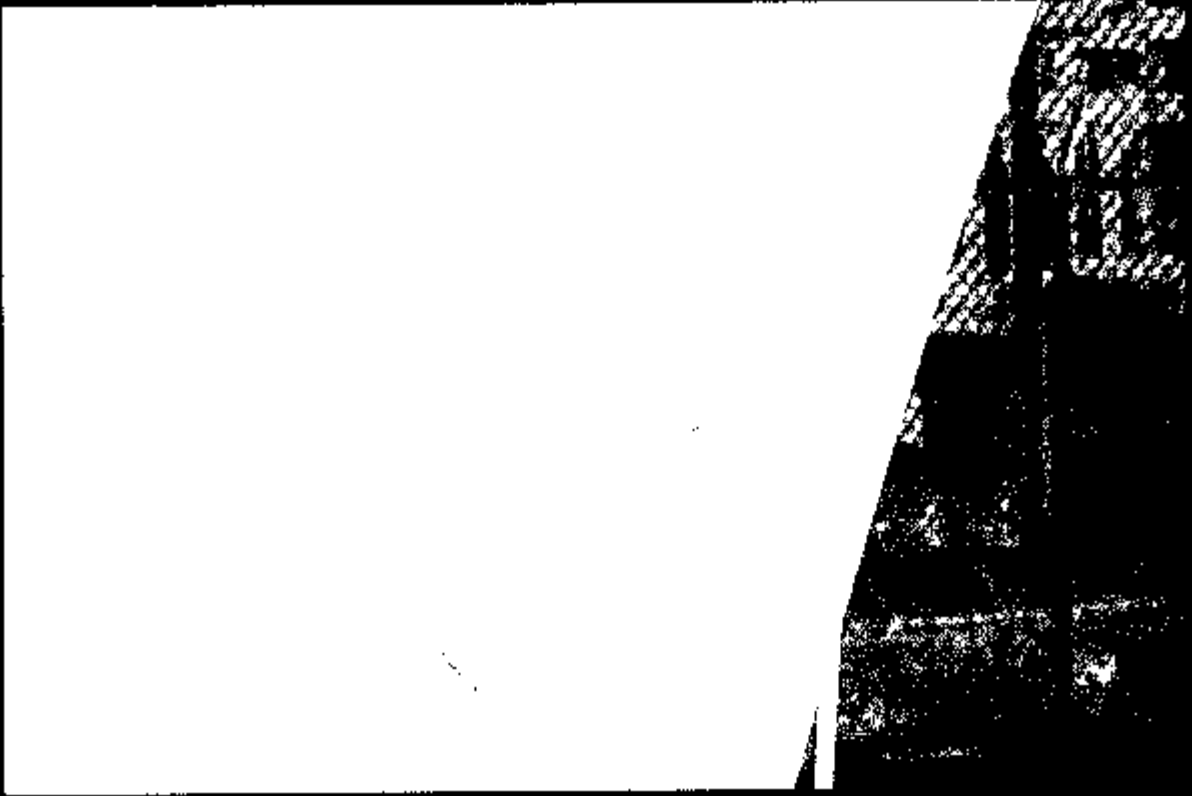
BND ADVISED: CONFIRMED WITH (DOLG WONG) WHO IS TAKING
LOOK FOR TIM FRISLEY THAT THERE WERE NO INJURIES AND THAT
THE DAMAGE WAS CONTAINED UNDER THE HOOD

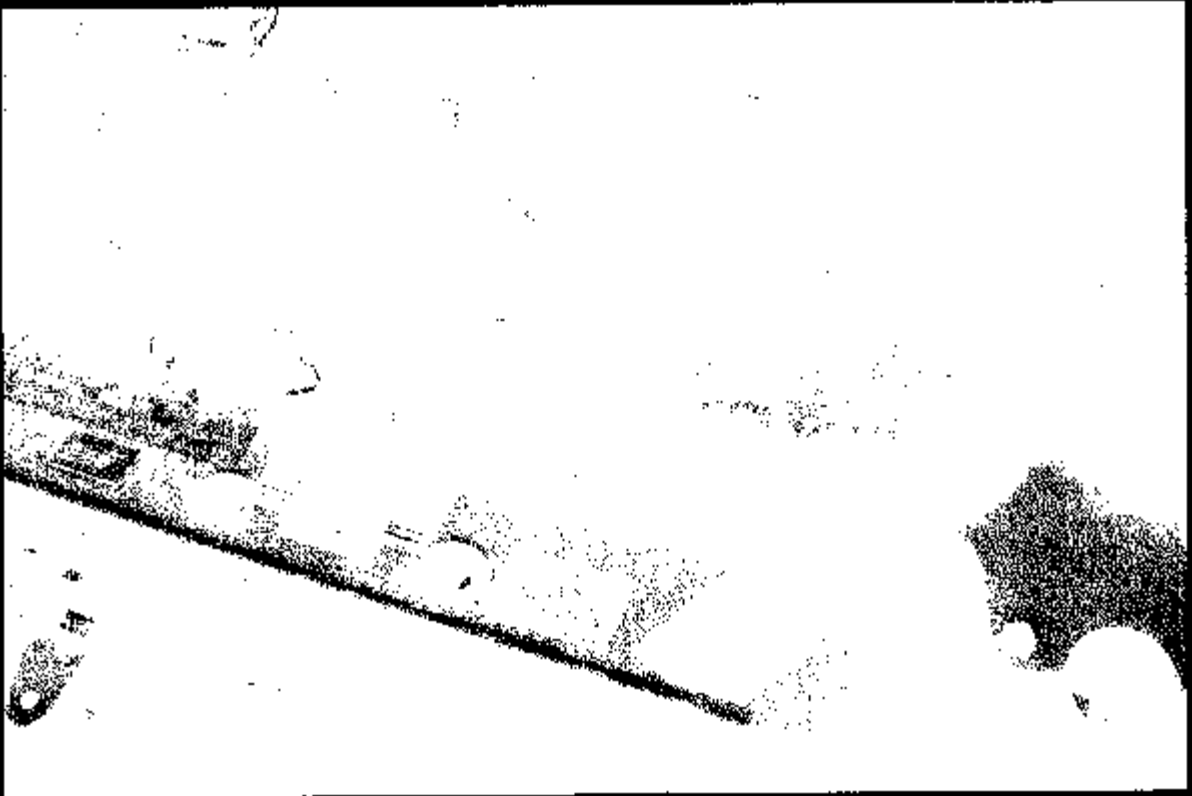
MONDAY - 10/07/96

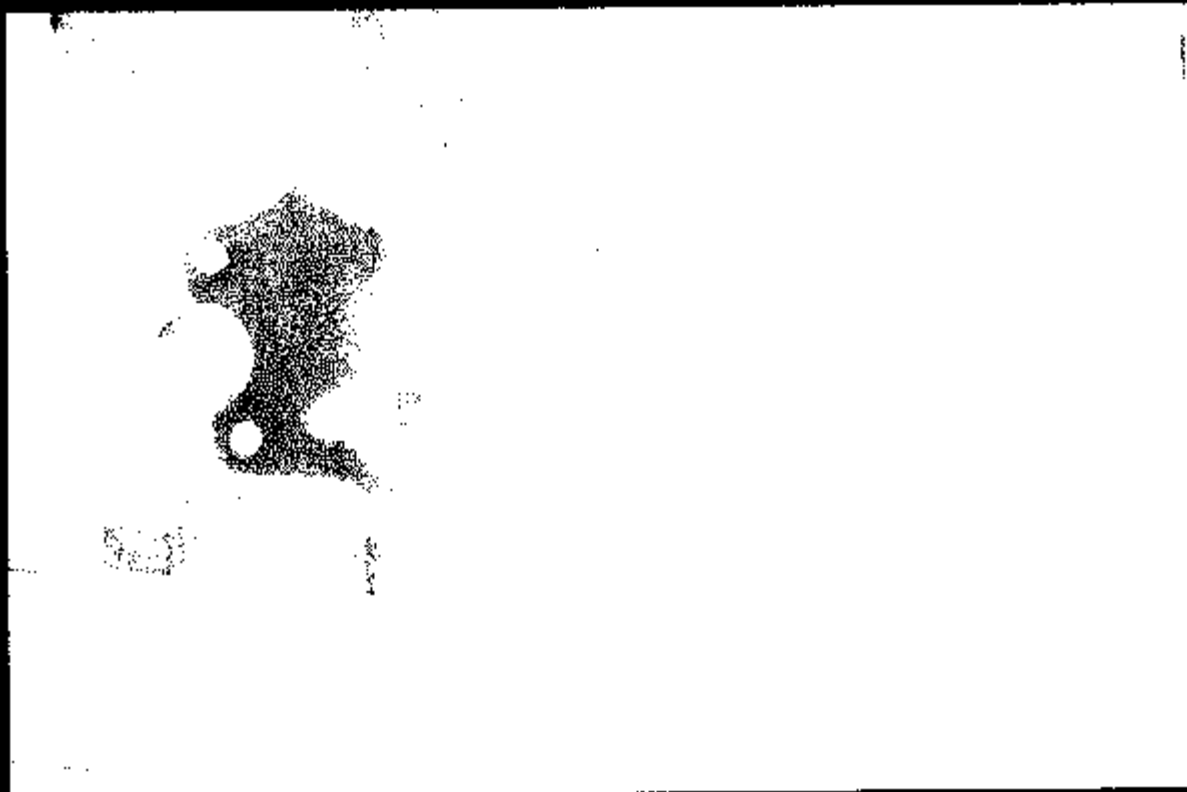
Research & Development Center
North American Operations

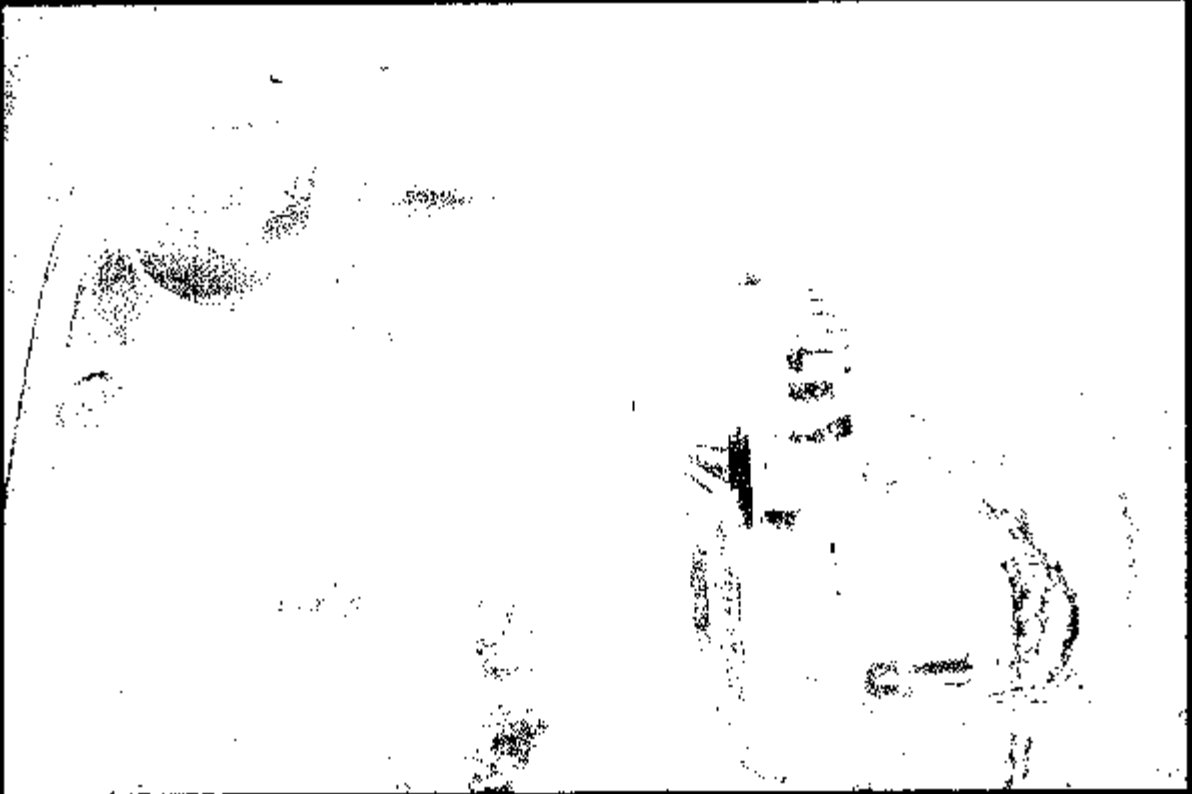


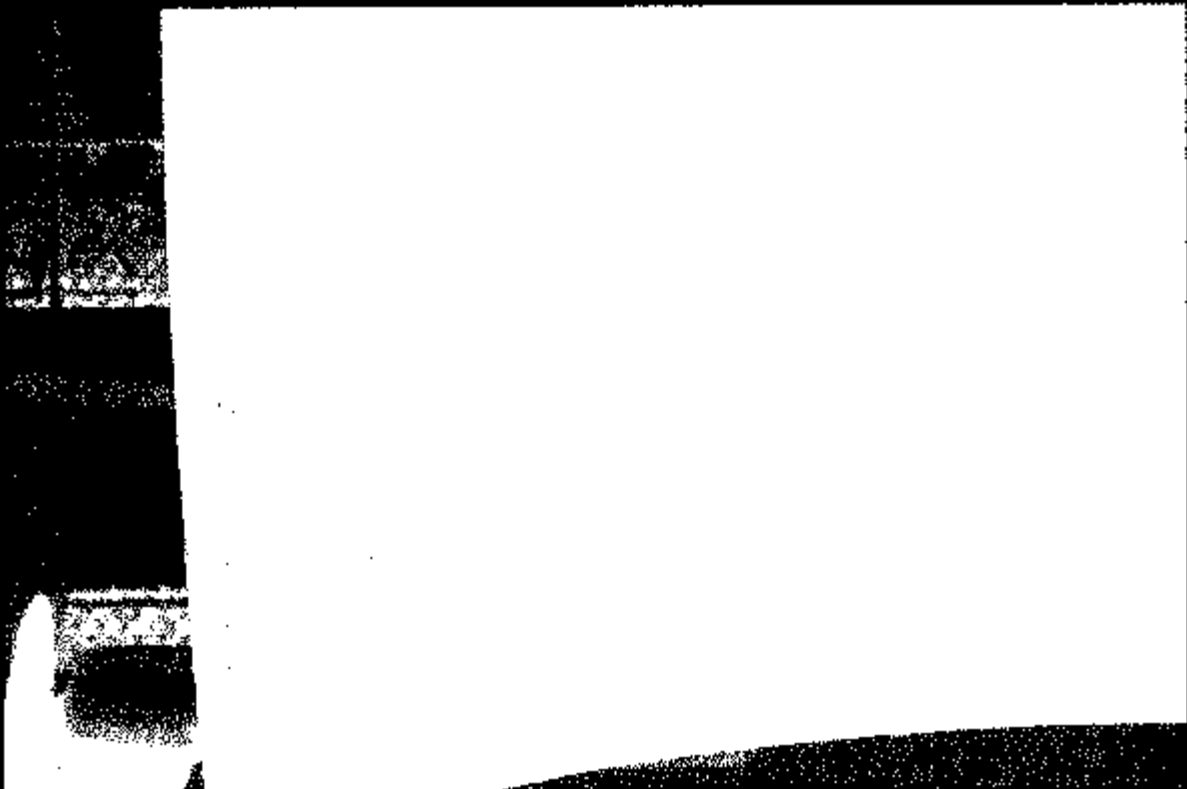
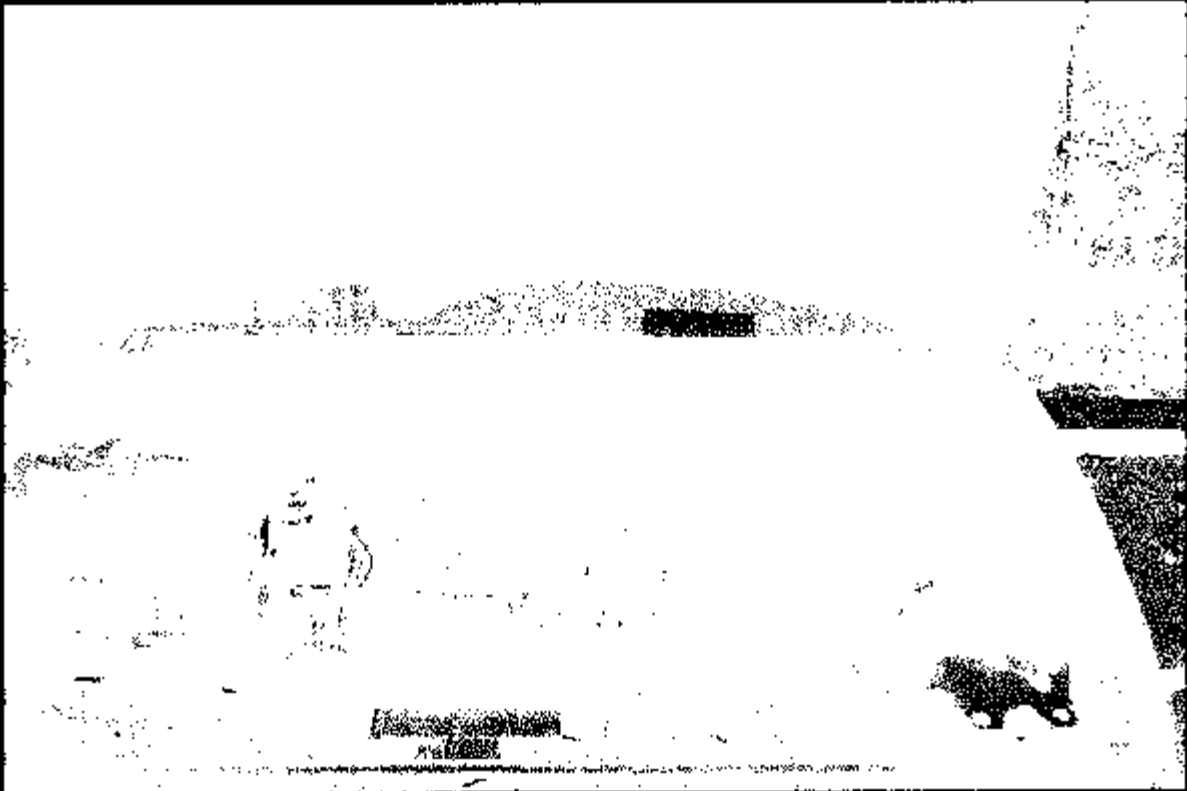


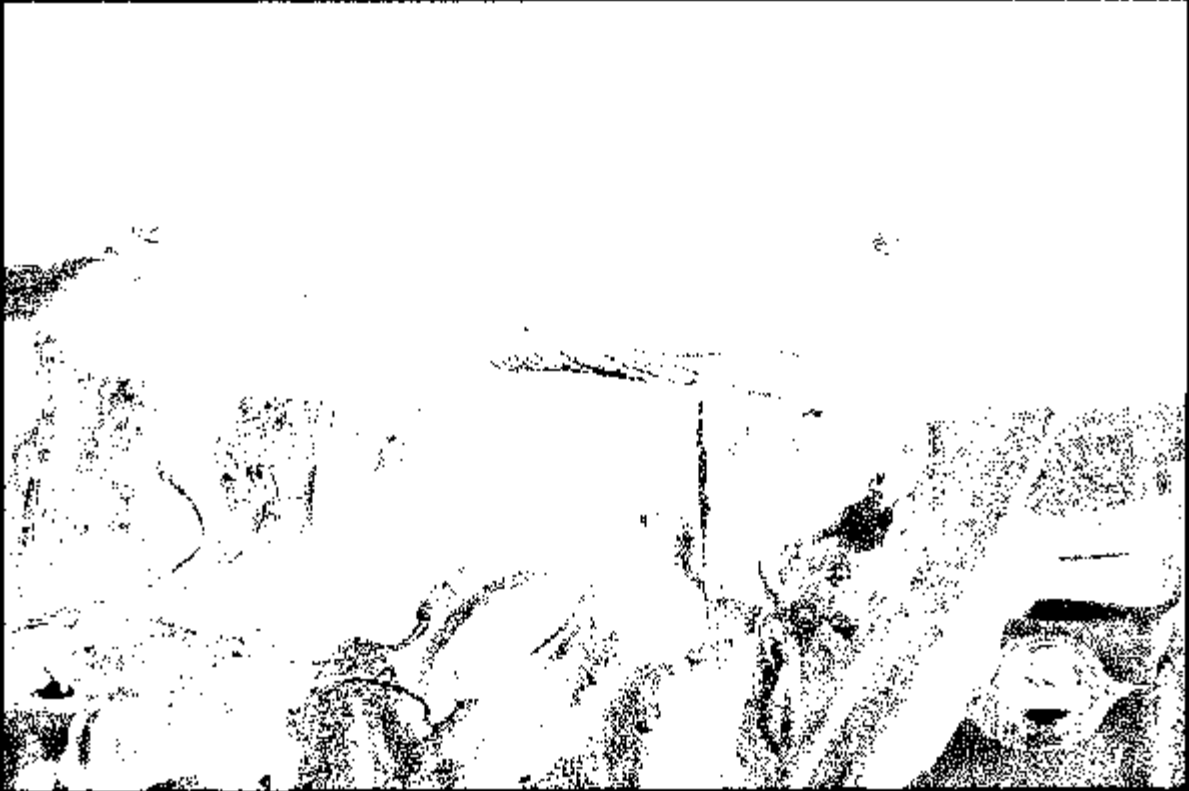


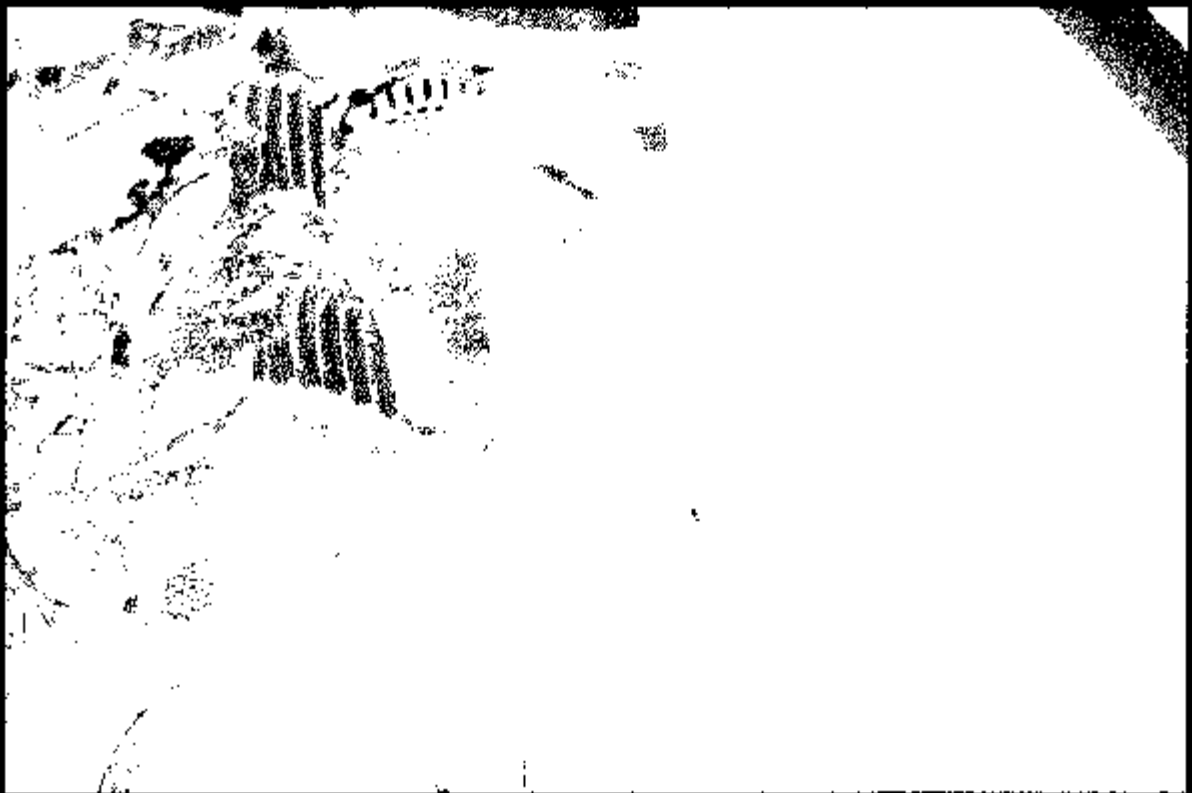
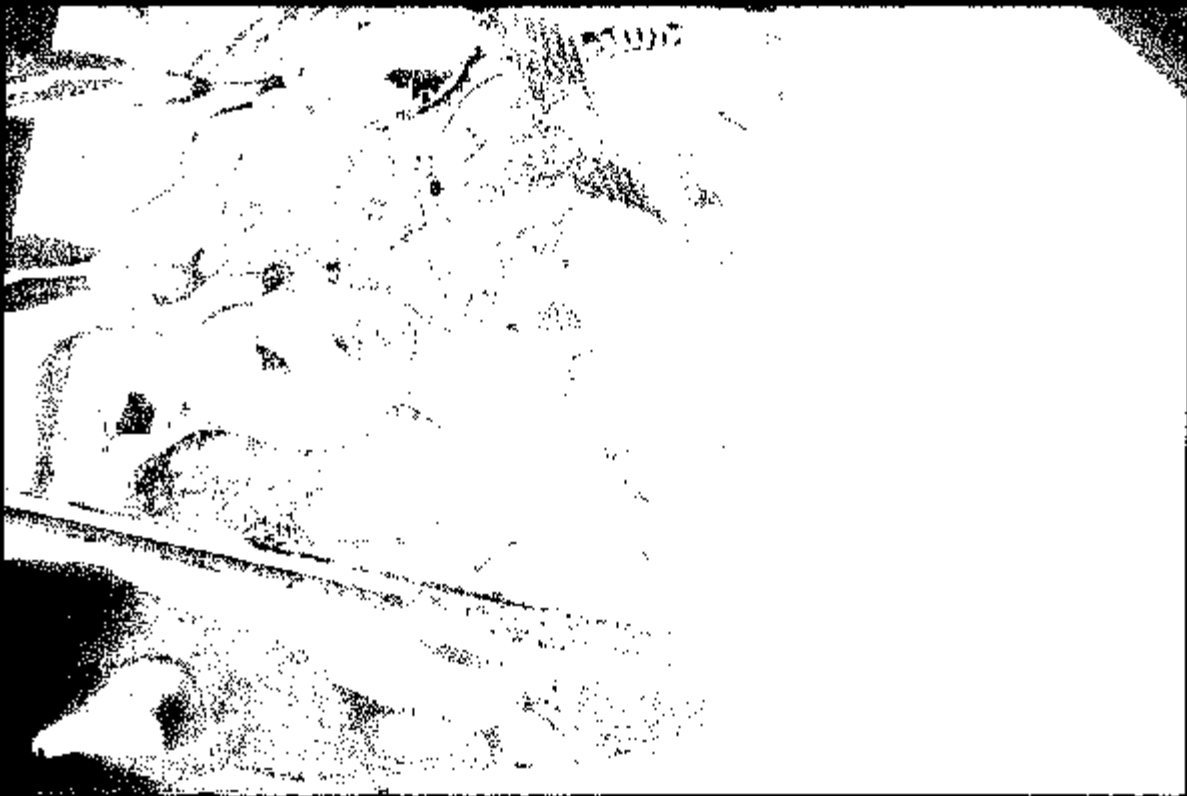


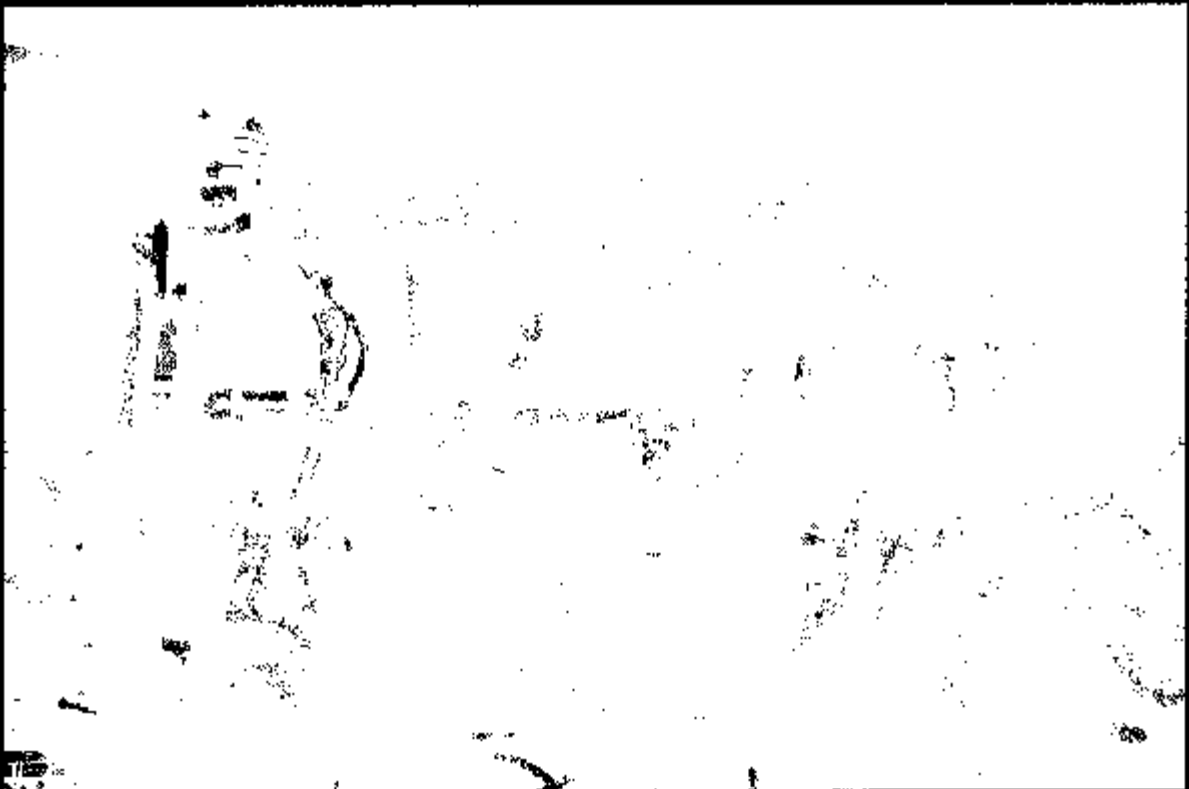
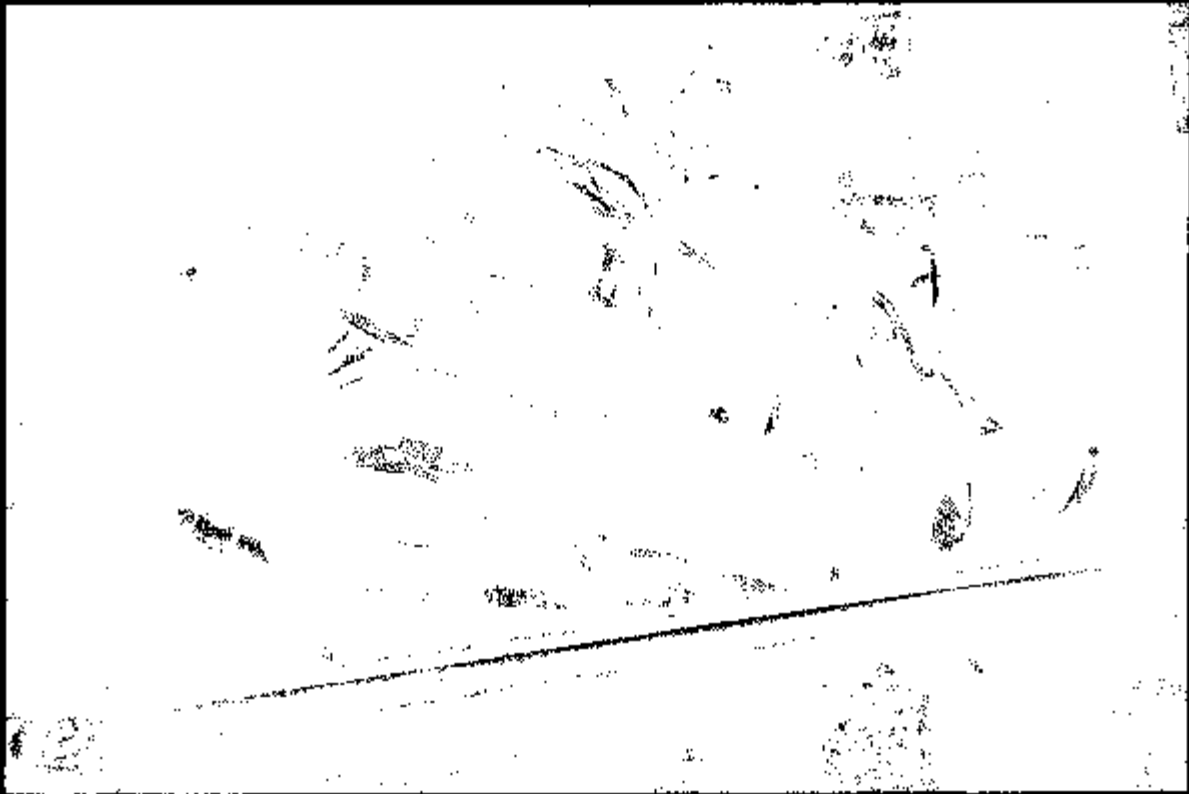




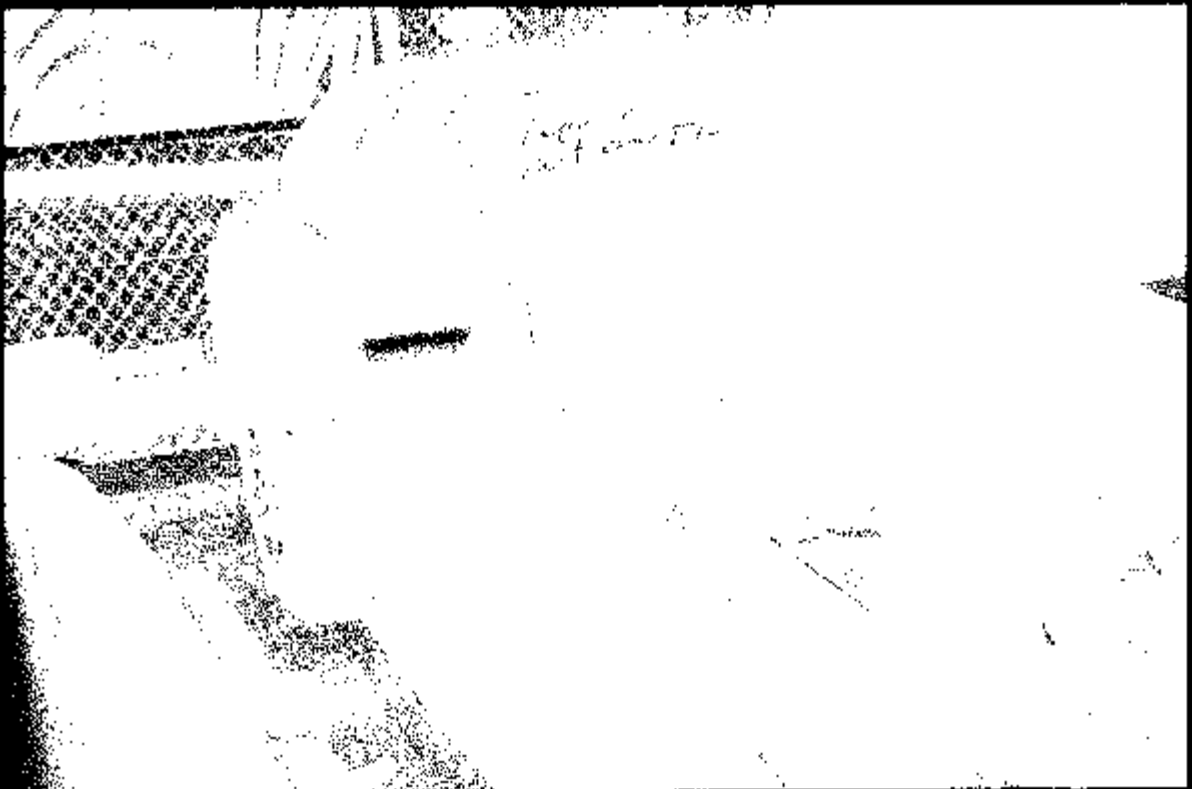
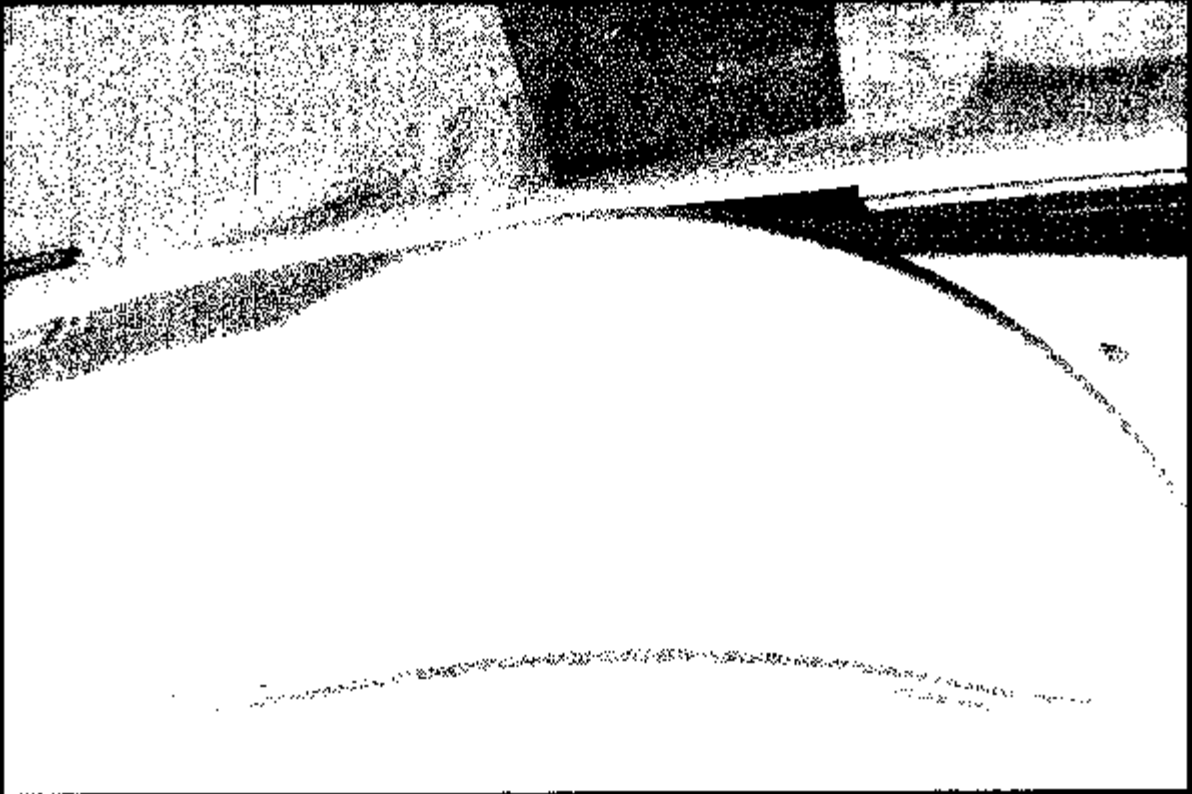


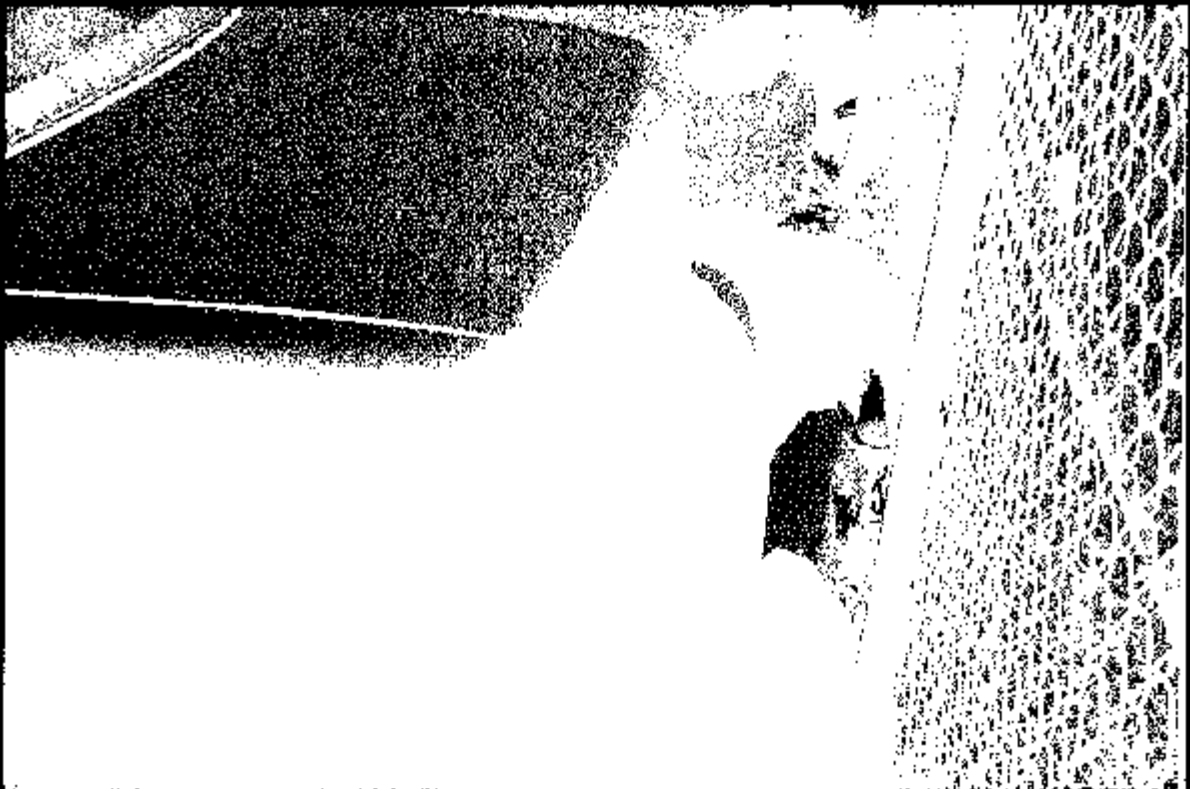
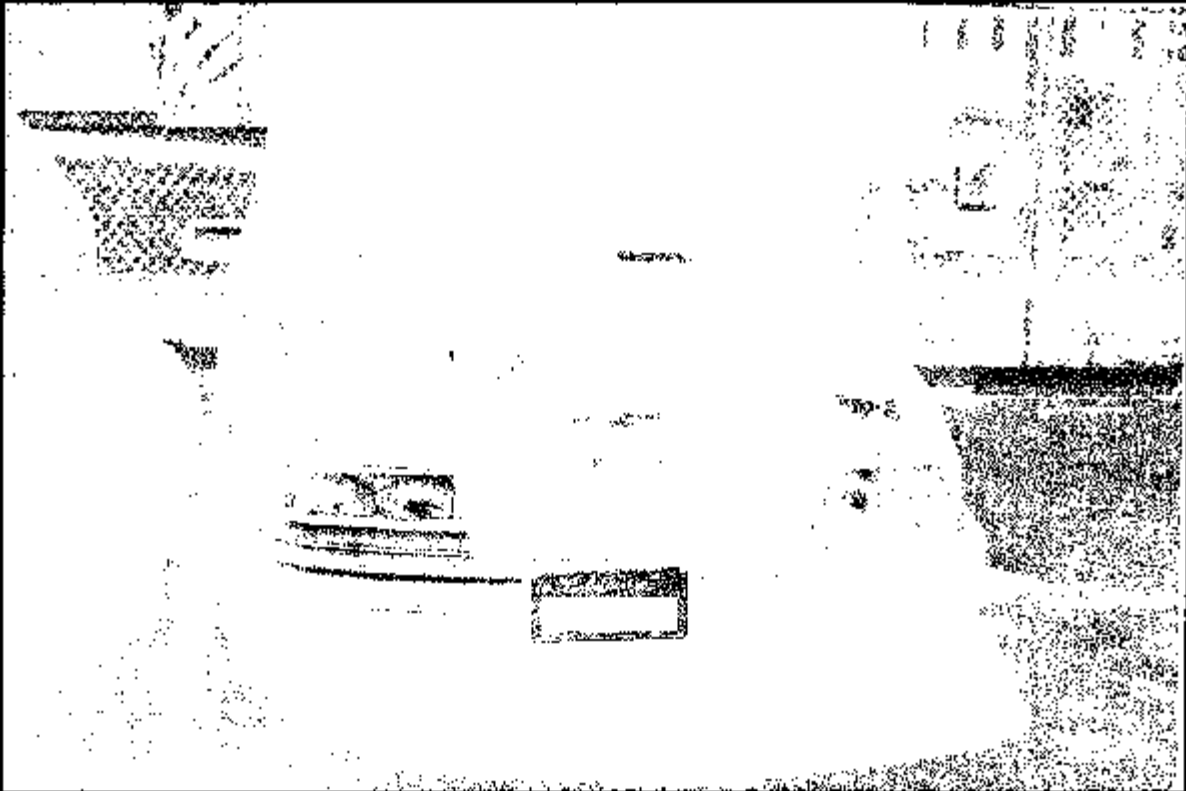














269792

BUICK MOTOR DIVISION
*** OF RESTRICTED ***

PI96494 PAGE #: 1
JCI-124

CASE NO: 970029421
DATE OPENED: 04/25/1997
DATE CLOSED: / /
SOURCE:
CUSTOMER: RENTAL A
ADDRESS: FORT MYERS FL 33916
HOME PHONE: 941 768-0920

VIN: 2G4WB52KITL477847
MODEL YR: 95
SERIES: WB
MILEAGE: 026327
STATE: FL
P
BUS. PHONE: EXT:

04/26/97

AUTOMOTIVE DIVISION COMPLETING REPORT

00:03

BUICK MOTOR DIVISION

REPORT DATE: 04/25/97

PTP76- 001

REPORT OF PRELIMINARY INVESTIGATION

DESIGNATION CODE

SERIOUS INCIDENTS SHOULD BE IMMEDIATELY REPORTED BY TELEPHONE TO NEAREST INSURANCE COMPANY OFFICE.

RNF # - 970029421

DATE OF INCIDENT: 01/27/97 00:00

***** I OWNER - CLAIMANT *****

NAME OF OWNER: ALAMO RENTAL ALAMO RENTAL AGE: 0
STREET: 13281 TREELINE AVENUE
CITY/STATE: FORT MYERS FL 33916 0000 PHONE NO: [REDACTED]

NAME OF DRIVER: [REDACTED] AGE: 0
STREET: [REDACTED]
CITY/STATE: MIDLAND TX [REDACTED] PHONE NO: [REDACTED]

NAME OF CLAIMANT: ALAMO RENTAL RENTAL AGE: 0
STREET: 13281 TREELINE AVE
CITY/STATE: FORT MYERS FL 33916 PHONE NO: [REDACTED]

IS CLAIMANT REPRESENTED BY AN ATTORNEY? YES X NO
IF YES, GIVE NAME AND ADDRESS:

***** II VEHICLE *****

MAKE: BUICK VIN: 2G4WB52K1T1477847 YEAR: 95 MODEL: WB
TRANS: 4SHD AUTO AXLE: TRANSAXLE ENGINE: 3800 V6 MILEAGE: 26327

DATE OF DEL: 05/24/95 NEW,USED,OR DEMO: N LICENSE #: 2K25374 STATE: VA
DEALER: PERCOCK BUICK, INC. ADDRESS: MC LEAN VA
INSP. STICKER NUM: INSP. STATION NO: EXP DATE: 00/00/00

PRINCIPLE USES OF VEHICLE: RENTAL
SPECIAL VEHICLE FEATURES OR EQP: NONE

IF VEHICLE IS A TRUCK, STATE GROSS PAYLOAD AND LOCATION AND DESCRIPTION OF LOAD AT TIME OF INCIDENT:

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS: \$.00
(ATTACH COPY OF ESTIMATE) FRONT END, DOOR AND DASH DAMAGED. ENGINE AREA AND INSTRUMENT PANEL DESTROYED BY FIRE. VEHICLE IS A TOTAL LOSS

PRODUCT CAMP : NONE CAMP PERFORMED: (Y/N)
IF "Y" DESC:

***** III PROPERTY DAMAGE *****

WAS ANOTHER VEHICLE INVOLVED? NO
MAKE/MODEL OF VEH.:
OTHER VEHICLE SPEED EST.: MPH BY WHOM:

NAME OF OWNER:

ADDRESS OF OWNER:

NAME OF DRIVER:

ADDRESS OF DRIVER:

EXTENT OF DAMAGE:

WAS PROPERTY (OTHER THAN MOTOR VEHICLE) DAMAGED? (STATE KIND, NAME OF OWNER,
AND EXTENT OF DAMAGE): MAKE DRIVERS CAMERA ,JACKETS AND HATS DAMAGED DID NOT A
PPEAR DAMAGED - SEE PHOTOS CAMERAS WERE NOT AVAILABLE FOR INSPECTION.

***** IV BODILY INJURY *****
INDICATE FOLLOWING INFORMATION ON INJURIES AND WHETHER THE INJURED PERSON(S)
WERE RIDING IN (A) OWNER'S VEHICLE, (B) OTHER VEHICLE, (C) PEDESTRIAN OR
(D) OTHER:

- (1) NAME: CODE: (A/B/C/D) AGE: 0
ADDRESS:
CITY/STATE:
SEATING POSITION:
INJURY DESC:
- (2) NAME: CODE: (A/B/C/D) AGE: 0
ADDRESS:
CITY/STATE:
SEATING POSITION:
INJURY DESC:
- (3) NAME: CODE: (A/B/C/D) AGE: 0
ADDRESS:
CITY/STATE:
SEATING POSITION:
INJURY DESC:

WHERE TREATED AND BY WHOM?

***** V INVESTIGATION *****
HOW, WHEN AND BY WHOM WAS THE BUREAU NOTIFIED OF INCIDENT? PHONECALL TO BCRC/MAL.
INI MANTA 9:00 02/19/97 TED GARLOW

LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION): SOUTH ON HIGHWAY 41, NORTH OF B
RIARCLIFF RD IN FT. MEYERS, FL

KIND OF ROAD	:	CONCRETE	GRAVEL	X ASPHALT	CRUSHED ROCK	DIRT
CONDITION OF ROAD	:	WET	X DRY	ICY	OTHER	
KIND OF SHOULDER	:	CONCRETE	GRAVEL	X ASPHALT	CRUSHED ROCK	DIRT
CONDITION OF SHOULDER:		WET	X DRY	ICY	OTHER	

NATURE OF WEATHER: CLEAR

VISION OBSTRUCTIONS: NONE

NAME AND ADDRESS OF DEALER WHO TOWED (INCLUDE TOW DRIVER'S NAME), STORED, AND/OR
PROVIDED TEMPORARY SERVICE TO DAMAGED VEHICLE: AMERICAN SOUTH CENTRAL 4036 EDI
SON AVENUE, FORT MEYERS, FL 33916 DOYLM

WHERE CAN VEHICLE BE SEEN? 13281 TREELINE AVE, FORT MEYERS, FL

DID VEHICLE TURN OVER? YES X NO VEHICLE SPEED ESTIMATE: 0 MPH
SOURCE OF SPEED EST.: 00
TIRE SIZE/BRAND: GOOD YEAR INVICTA GS 205/70 R145 POSTED SPEED LIMIT: 45 MPH

CONDITION	R.F.	GOOD	POOR	X FLAT	R.R.	X GOOD	POOR	FLAT
OF TIRES:	L.F.	GOOD	POOR	X FLAT	L.R.	X GOOD	POOR	FLAT

OTHER (TRUCK OR SPARE): N/A

DID YOUR SEARCH OF THE VEHICLE SERVICE HISTORY PRODUCE SERVICE
REPAIR ORDERS? YES X NO

IF 'YES', ATTACH COPIES OF ALL R.O.'S (INDICATE HOW MANY 00) IF 'NO', EXPLAIN
NO REPAIR ORDERS ON FILE WITH ALAMO AND NO WARRANTY HISTORY FOR CAR

POLICE REPORT ATTACHED? YES NO IF 'NO', WHAT STATION OR OFFICER MADE REPORT? :

NAMES AND ADDRESSES OF WITNESSES:

NAMES AND ADDRESSES OF WITNESSES:

NAMES AND ADDRESSES OF WITNESSES:

WERE PHOTOS TAKEN? YES NO IF 'YES', HOW MANY? 12 AND BY WHOM?

PHOTOGRAPHER NAME: JAMES F. DAUGHERTY

ADDRESS: 3967 INVERARY BLVD WEST FT LAUDERDALE, FL 33319

NOTE: FURNISH PHOTOS TO LOCAL INSURANCE COMPANY OFFICE WITH FORM. FORWARD NEGATIVES TO CENTRAL (HOME) OFFICE.

NAME OF INS. REPRESENTATIVE, IF PRESENT, AT THE INVESTIGATION: NONE

04/26/97

AUTOMOTIVE DIVISION COMPLETING REPORT

BUICK MOTOR DIVISION

REF # - 970029421

00:03

***** VI DESCRIPTION OF CLAIM *****

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF THE INCIDENT'S CAUSE: TED GARLOW ALLEGES THAT "THE VEH WAS TRAVELLING SOUTH ON HIGHWAY 41 WHEN THE VEH LOST POWER STEERING AND THE ENGINE CUT OFF." TED ALLEGES THAT THE DRIVER "PULLED THE VEH OVER TO THE SHOULDER AND WHEN THE DRIVER APPLIED THE BRAKES, FLAMES STARTED SHOOTING OUT OF THE VEH." TED ALLEGES " THAT THE PASSENGER HAD TO GET OUT OF THE DRIVER SIDE DOOR AS THE PASSENGER SIDE DOOR HANDLE HAD MELTED DUE TO THE FIRE.

DID YOU PERSONALLY SPEAK WITH DRIVER? YES X NO IF 'NO', GIVE SOURCE OF DRIVER'S DESCRIPTION: TED GARLOW

WAS VEHICLE INSPECTED? X YES NO IF 'YES', IDENTIFY ALL PARTIES: [REDACTED]

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE? PRODUCT FAILURE

WHO MADE ALLEGATION OF DEFECT? ALAMO RENT A CAR IF THE ALLEGED DEFECTIVE PART HAS BEEN REMOVED FROM THE VEHICLE, INCLUDING EXACT PART(S), PRESENT LOCATION AND WHO IS CUSTODIAN:

INFORMATION FROM FURTHER INVESTIGATION OF INCIDENT, INCLUDING EXAMINATION OF VEHICLE AND SCENE OF INCIDENT: CASE REVIEWED BY DEN/KERRY STASCH WHO CONTACTED OWNER AND ADVISED CAUSE OF FIRE UNDETERMINED AND FILE WOULD BE FORWARDED TO GM INSURANCE CARRIER. SMD WILL NOT ASSUME LIABILITY.

HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT? ADVISED CAUSE OF FIRE WAS UNDETERMINED. REPORT WILL BE FILED WITH GM INSURANCE CARRIER.

***** DATE OF INVESTIGATION: 03/11/97 NAME: JAMES T DAUGHERTY *****

***** XI COMMENTS *****

ENGINE OIL AND TRANSMISSION APPEARED NORMAL AND DID NOT HAVE A BURNED ODOR. A/C COMPRESSOR, ALTERNATOR, AND IDLER PULLEY WERE FROZEN. POWER STEERING PUMP AND WATER PUMP PULLEYS WERE FREE TO ROTATE. RADIATOR AND CONDENSER WERE MELTED. HOT POINT OF FIRE APPEARED TO HAVE BEEN IN FRONT OF ENGINE COMPARTMENT. CAUSE OF FIRE IS UNDETERMINED. WIRING IN ENGINE COMPARTMENT WAS COMPLETELY BURNT AWAY BY FIRE.

CASE REF. # 970029421

CUSTOMER INFORMATION

TITLE :
 FIRST : ALAMO RENTAL MI: LAST : ALAMO RENTAL
 STREET : 13281 TREELINE AVENUE
 CITY : FORT MEYERS ST: FL ZIP : 33916
 H PHONE: 941 768 8920 B PHONE:
 COMPANY: TED GARLOW

VEHICLE-DEALER INFORMATION

VIN : 2G4WB52K1T1477847 DEL DTE: 05 24 96
 YR/MDL : 96 WB REGAL CUSTOM MILEAGE: 026327
 DEALER : DIXIE BUICK GMC TRUCK, INC. ZN/DLR : 28 39320
 CITY : FORT MYERS STATE : FL

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST AREA : SERV	REQUEST SOURCE : H T CRS
CONTACT TYPE : OWNER	IN CORR SEQ # : N
WARRANTY : I (IN/OUT/UNK)	THIRD PARTIES : 002
STOCKHOLDER : N (Y/N)	GM EMPLOYEE : N (Y/N)
DLR SVC DISTRICT: 03	
PART DELAY START:	PART DELAY END :
CASE OPEN DATE : 02 18 97	SCRAP DATE :
ROUTING CODE : DZP CRS LOC: 1241	
CORRES TYPE :	TRANSMIT DATE :
	CORP CASE # :
FILE RETENTION : 00	CENTRAL FILE : Y (Y/N)
LAST ALTERED ID : 867MM	LAST ALTERED DATE : 04 15 97

CASE CLOSING INFORMATION

FILE RETENTION : 00	CENTRAL FILE : Y (Y/N)
DLR CONTACT DATE : 02 19 97	DLR CONCLUSION DATE: 04 08 97
CLOSING DATE :	RESPONSIBLE DLR : 28 39320
CO REVIEW CLOSE : 867MM	CO REVIEWED : (Y/N) DATE:
REGION REV CLOSE :	REGION REVIEWED : (Y/N) DATE:

CDE #	DESC	CDE COMMENTS
T31	GM 1241 INVESTI	1241 INVESTIGATION 1241 COMPLETED
T32	FIRE DAMAGE/LDS	ALLEGED FIRE IN VEH 1241 COMPLETED

GENERAL COMMENTS

USER: C75CK DATE: 2/18/97 TIME: 16:27

0001/ 1 CC: FRED DOWNER DSM: BEN YATES
0001/ 2 TED FROM ALAMO RENTAL CALLED STATING THE CAR STARTED ON FIRE AS THE
0001/ 3 OCCUPENTS WERE TRAVELING SOUTH ON US41. THEY LOST POWER STEERING FIRST
0001/ 4 AND THEN THE ENGINE DIED. THE RENTERS VERED TO THE SHOULDER OF THE
0001/ 5 ROAD AND THE PASSENGER HAD TO EXIT THE DRIVERS DOOR. THERE WAS FIRE
0001/ 6 MOSTLY FROM THE RIGHT SIDE. THIS INCIDENT OCCURED ON 1/27/97.
0001/ 7 I WILL SEND THIS CASE INFO TO MALINI.
0001/ 8 CARL KRAFT**BCRC**

USER: B67MM DATE: 2/19/97 TIME: 09:29

0002/ 1 I CALLED AND SPOKE WITH TED GARLOW AN EMPLOYEE OF ALAMO-RENT-A-CAR
0002/ 2 WHO IS ALLEGING THAT THE VEH CAUGHT ON FIRE DUE TO PRODUCT FAILURE
0002/ 3 OR MALFUNCTION. TED GARLOW ALLEGES THAT THE VEH WAS RENTED OUT AND
0002/ 4 THAT WHILE DRIVING THE VEH LOST POWER STEERING AND THE ENGINE CUT OFF.
0002/ 5 TED ALLEGES THAT THE DRIVER OF THE VEH PULLED THE VEH OVER TO THE
0002/ 6 SHOULDER, AND WHEN HE APPLIED THE BRAKES, FLAMES STARTED TO SHOOT
0002/ 7 OUT OF THE VEH. TED ALLEGES THAT THERE WERE NO INJURIES. SET UP
0002/ 8 CASE FOR 1241 INVESTIGATION AND LEFT VME FOR DSM.
0002/ 9 MALINI MEHTA,BCRC

USER: Z24KS DATE: 4/ 8/97 TIME: 12:27

0003/ 1 UNABLE TO DETERMINE CAUSE OF FIRE. DBM KERRY STASCH ADVISED
0003/ 2 TED GARLOW OF ALAMO IN FORT MEYERS THAT CAUSE WAS UNDETERMINED AND
0003/ 3 FILE WOULD BE FORWARDED TO GM INSURANCE CARRIER. PER PHONE CALL ON
0003/ 4 4-8-97 AT 11:25 AM

REPORT DATE: 01-27-97 : TIME: 12:00 :
 INCIDENT TYPE: 13 : INC DATE FROM: 01-27-97 : TH: 11 : DS: TO: 01-27-97 : TH: 11 : 13 :
 OFFENSE #1: INFORMATION (VEH. FINE) : ATT/COMP: N/A : FSS#: :
 OFFENSE #2: : ATT/COMP: : FSS#: :
 INC LOCATION: US 44 / N. OF BRUNNITT RD.
 AREA NAME: ROADWAY : CITY: FOOT MYSIS, AL : ZIP: 33912 :
 ZONE: S43 : GRID: 64405 : WEAPON: 00 : FORCED ENTRY Y/N: N/A : OCCUPANCY: 0 :
 LOCATION TYPE: 26 : #OFFENDERS: N/A : #VICTIMS: N/A : #ENTRIES: N/A : #OFFENSES: 0 :

#1 LAST NAME: : FIRST: : MIDDLE: : DOB: :
 RACE: N/A : TYPE: OT : RESIDENCY: 4 : STATUS: 3 : INJURY: N/A : REL TO OFFENDER: :
 ADDRESS: : CITY: MOBILE - : ST: TX : ZIP: :
 HN PHONE: : WK-PHONE: NONE - : EMPLOYER: NONE :

#2 LAST NAME: RENT A CAR : FIRST: ALAN : MIDDLE: : DOB: BUSINESS :
 RACE: N/A : TYPE: OT : RESIDENCY: 2 : STATUS: 1 : INJURY: N/A : REL TO OFFENDER: 00 :
 ADDRESS: 5301 NW 33RD AVE : CITY: Ft. Lauderdale : ST: FL : ZIP: 33309 :
 HN PHONE: N/A - : WK PHONE: (954) - : EMPLOYER: N/A :

#1 LAST NAME: N/A : FIRST: : MIDDLE: :
 DOB: : RACE: : RESIDENCY: : STATUS: :
 ADDRESS: : CITY: : ST: : ZIP: :
 HN PHONE: - - : WK PHONE: - - : EMPLOYER: :
 EMP ADD: : CITY: : ST: : ZIP: :
 PHY HGT: : WGT: : EYES: : HAIR: : STYLE: : SKIN: :
 SMT: : FACIAL: : CLOTHING: :
 ID Y/N: : TYPE: : NUMBER: : ST: : PICTURE Y/N: :

SUSPECT WORDS:
 SUSPECT ACTIONS:

#2 LAST NAME: : FIRST: : MIDDLE: :
 DOB: : RACE: : RESIDENCY: : STATUS: :
 ADDRESS: : CITY: : ST: : ZIP: :
 HN PHONE: - - : WK PHONE: - - : EMPLOYER: :
 EMP ADD: : CITY: : ST: : ZIP: :
 PHY HGT: : WGT: : EYES: : HAIR: : STYLE: : SKIN: :
 SMT: : FACIAL: : CLOTHING: :
 ID Y/N: : TYPE: : NUMBER: : ST: : PICTURE Y/N: :

SUSPECT WORDS:
 SUSPECT ACTIONS:

PROPERTY #1 TYPE: N/A : STATUS: : QUANTITY: :
 BRAND: : MODEL: : DATE RECEIVED: - : COST: \$:
 SERIAL#: : PERSONAL#: : VALUE: \$:
 DESCRIPTION: :
 PROPERTY #2 TYPE: : STATUS: : QUANTITY: :
 BRAND: : MODEL: : DATE RECEIVED: - : COST: \$:
 SERIAL#: : PERSONAL#: : VALUE: \$:
 DESCRIPTION: :

REPORTING DEPUTY: DRE D. SCHLAF : BADGE# 93176 : DISTRICT: SOUTH :
 REPORT REVIEWED BY: : BADGE#: : DISTRICT: : APPROVED Y/N: :
 CORRECTIONS: :

81005

NARRATIVE:

ON DATE/TIME LISTED THE COMPLAINANT WAS SOUTHBOUND ON US 44 JUST NORTH OF CLEVELAND. THE COMPLAINANT WAS OPERATING A 1996 BUICK FOUR DOOR WHICH WAS RENTED BY ALAMO RENTAL AND NOTICED SMOKE COMING FROM THE ENGINE COMPARTMENT. THE COMPLAINANT THEN PULLED THE VEHICLE TO THE SHOULDER AND SUMMONED THE FIRE DEPT VIA OFF DUTY DEPUTY PALACZK WHO WAS PASSING BY. SOUTH TRAIL FIRE DEPARTMENT RESPONDED AND EXTINGUISHED THE FIRE WHICH DAMAGED THE FRONT END OF THE VEHICLE AND FRONT DASH AREA. THERE WERE NO INJURIES TO THE COMPLAINANT OR PUBLIC SERVICE PERSONNEL. SOUTH TRAIL F.D. RELEASED THE VEHICLE FOR TOW (OWNER'S REQUEST). AMERICAN SOUTH CENTRAL TOWED THE VEHICLE TO ALAMO RENTAL-LOCATED AT SWEET REGIONAL AIRPORT. SOUTH TRAIL F.D. ADVISED THE FIRE WAS NOT ARMOR RELATED.

REPORTING DEPUTY:	DPC D. SCHLAF	:BADGE# 9376:	DISTRICT-SOUTH :
A REPORT REVIEWED BY:		:BADGE#:	DISTRICT: :APPROVED Y/N: :
D CORRECTIONS:			:
M CLEARANCE TYPE:	: DATE CLEARED:		: EXCEPTION TYPE: :
Z #ARRESTED:	: #ADULTS:	: #JUV:	:
N FORWARD TO:		:DISTRICT/COMPONENT:	:

FL0360000

OFFENSE/INCIDENT REPORT
LEE COUNTY SHERIFF'S OFFICE

CR# 97-014862

PROPERTY#3 TYPE: *N/A* STATUS: : QUANTITY: :
 R BRAND: : MODEL: : DATE RECEIVED: - : COST:\$:
 O SERIAL#: : PERSONAL#: : VALUE:\$:
 P DESCRIPTION: :
 E PROPERTY#4 TYPE: : STATUS: : QUANTITY: :
 R BRAND: : MODEL: : DATE RECEIVED: - : COST:\$:
 T SERIAL#: : PERSONAL#: : VALUE:\$:
 Y DESCRIPTION: :
 P PROPERTY#5 TYPE: : STATUS: : QUANTITY: :
 R BRAND: : MODEL: : DATE RECEIVED: - : COST:\$:
 O SERIAL#: : PERSONAL#: : VALUE:\$:
 P DESCRIPTION: :
 E PROPERTY#6 TYPE: : STATUS: : QUANTITY: :
 R BRAND: : MODEL: : DATE RECEIVED: - : COST:\$:
 T SERIAL#: : PERSONAL#: : VALUE:\$:
 Y DESCRIPTION: :

VEHICLE/VESSEL YEAR: *1996* : MAKE: *Buick* : MODEL: *Lasalle* : STYLE: *4DR* :
 V REG: *ZLA-5374* : STATE: *VA* : YEAR: *97* : VIN: *2644N852K11477847* :
 E CONDITION: *FRONT DAMAGE* : COLOR: *Bronze* :
 H ACCESSORIES: *UNK* :
 I INSURANCE: *UNK* : LIEN HOLDER: :
 C ADDRESS: : ADDRESS: :
 L PHONE: : PHONE: :
 E POLICY#: : ORIGINAL AGENCY: *N/A* :
 ORIGINAL CR#: *N/A* : NOT: : STRIPED Y/N: *N/A* : DAMAGE: *FRONT DAMAGE* :

DRUGS ACTIVITY: *N/A* :
 DESCRIPTION: : QTY: : UNIT: : EST STRT VAL:\$:
 U DESCRIPTION: : QTY: : UNIT: : EST STRT VAL:\$:
 G DESCRIPTION: : QTY: : UNIT: : EST STRT VAL:\$:
 S DESCRIPTION: : QTY: : UNIT: : EST STRT VAL:\$:

E EVIDENCE FINGERPRINTS Y/N: *N* : QTY: : PHOTOS Y/N: *N* : QTY: :
 V STATEMENTS VICTIM Y/N: *N* : WITNESS Y/N: *N* : SUSPECT Y/N: *N* :
 I PHYSICAL EVID DESCRIPTION: *NONE* :

MODUS OPERANDI LOC TYPE: *26* : VICTIM'S ACTIVITY: *01* : SECURITY TYPE: *01* :
 POENTRY: *01* : MOE: *01* : TARGET: *01* : APPARENT MOTIVE: *01* : POEKIT: *01* :
 N SOLVABILITY FACTOR 1: *44* : SOLVABILITY FACTOR 2: : SOLVABILITY FACTOR 3: :
 SUSPECT'S ACTIONS BEFORE OFFENSE: *01* : DURING OFFENSE: *01* : AFTER OFFENSE: *01* :
 O WEAPON/INSTRUMENT/TOOL TYPE: *00* : SEXUAL ACTIONS: *N/A* :
 ORDER OF SEXUAL ACTIONS 1: : 2: : 3: :
 NO REMARKS:

A REPORTING DEPUTY: *DC D. SCHLAF* : BADGE# *93176* : DISTRICT: *SO07A* :
 D REPORT REVIEWED BY: : BADGE#: : DISTRICT: : APPROVED Y/N: :
 K CORRECTIONS: :
 I :
 M :

FIRST RETAIL OWNER : P H SHUTZER
CURRENT OWNER : P H SHUTZER
TOTAL # OWNERS : 1
SERVICE CONTRACTS : NONE

YOU ARE NOW LEAVING THE VEHICLE INFORMATION SERVICE SYSTEM

ENTER APPLICATION SELECTION OR 'ME' FOR MENU

==> 88

WELCOME TO THE VEHICLE INFORMATION SERVICE SYSTEM

ENTER 1 VIN PER LINE (UP TO 20 VINS) IF LESS THAN 20, HIT ENTER TO SEND
OR TYPE <END> TO EXIT

01==> 2G4WB52KIT1477847

02==>

VIN : 2G4WB52KIT1477847 INQUIRY DATE : 03/11/97

SALES DATE : 05/24/96 SALES MILEAGE : 10

OPEN CAMPAIGNS : NONE

VEHICLE WARRANTIES :

3/36 BUMPER TO BUMPER - NO DEDUCTIBLE

3/50 EMISSIONS (CALIF STANDARDS)

7/70 EMISS SPECIFIC COMPONENTS (CALIF ST

8/80 EMISSIONS (CATYL CONVERTER/PCM)

3/36 EMISS (EXTENDED FROM 2/24 FRD STDS)

6/100 SHEET METAL RUST-THROUGH

3/36 SHEET METAL CORROSION

TYPE OF SALE : FLEET

FIRST RETAIL OWNER : ALAMO RE N T A CAR, IN

CURRENT OWNER : ALAMO RE N T A CAR, IN

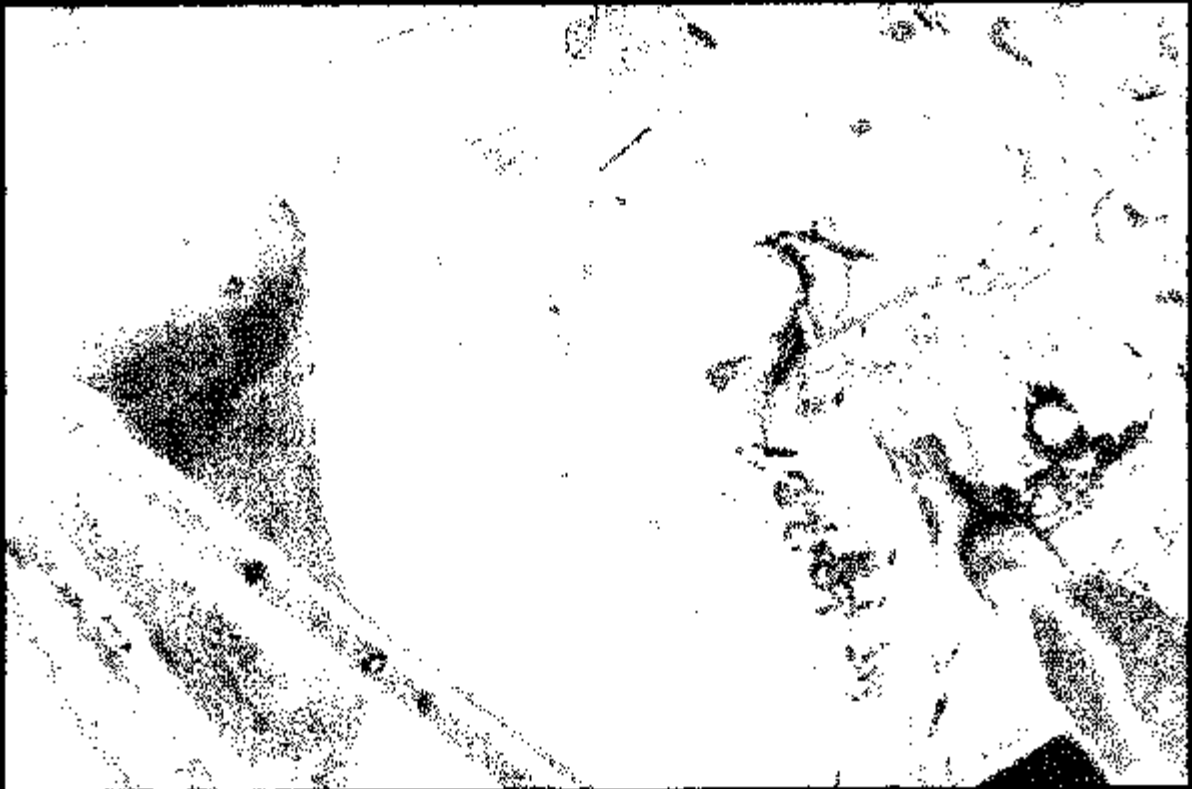
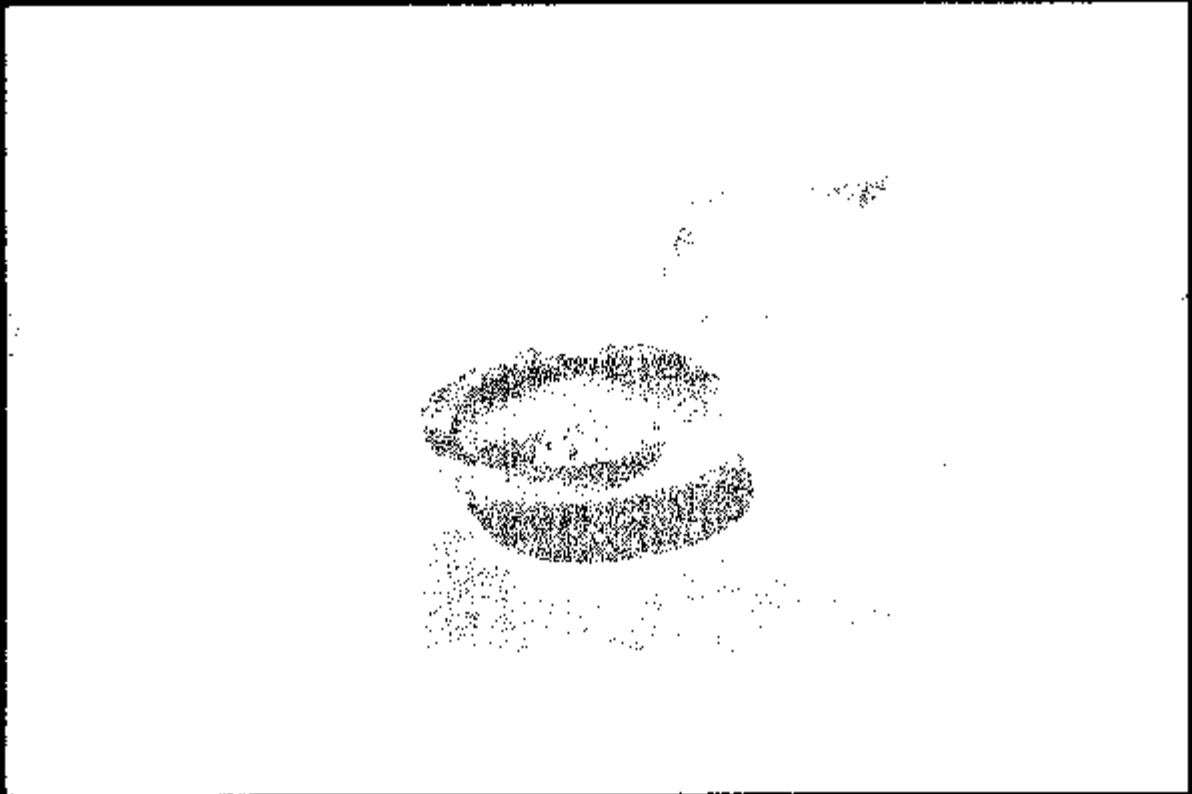
TOTAL # OWNERS : 1

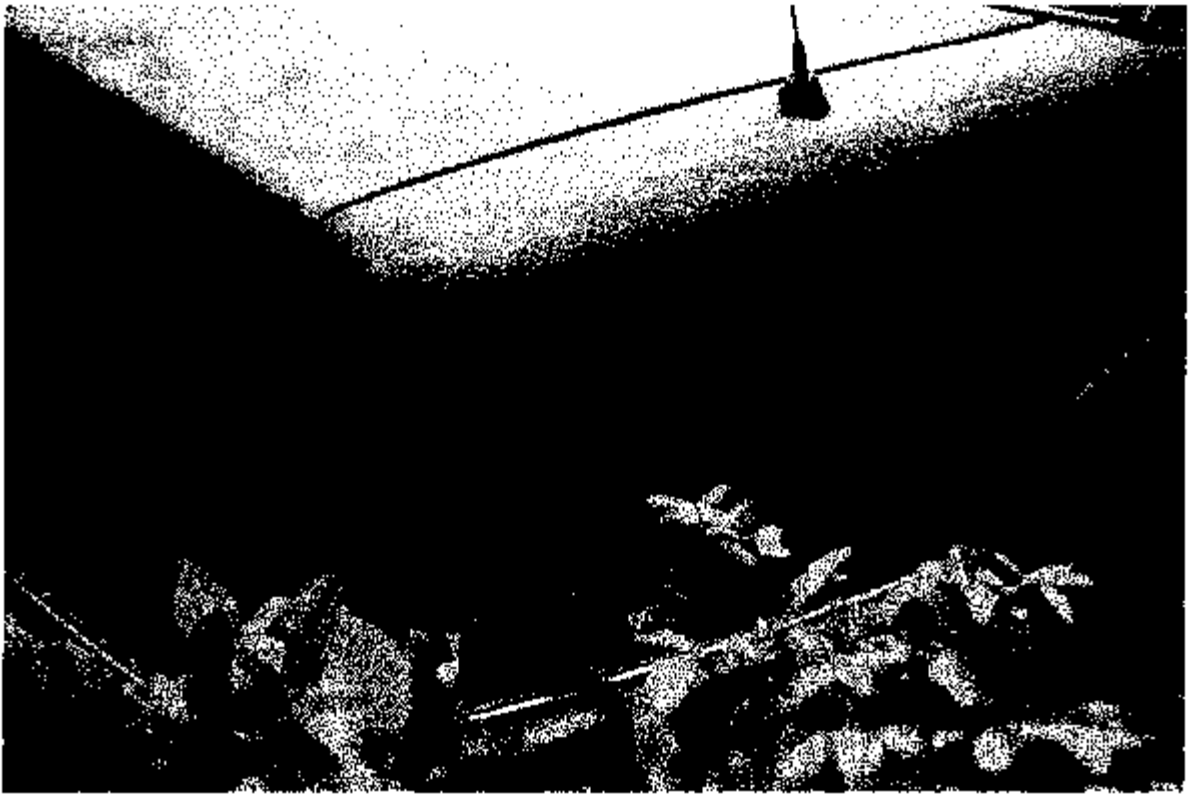
SERVICE CONTRACTS : NONE

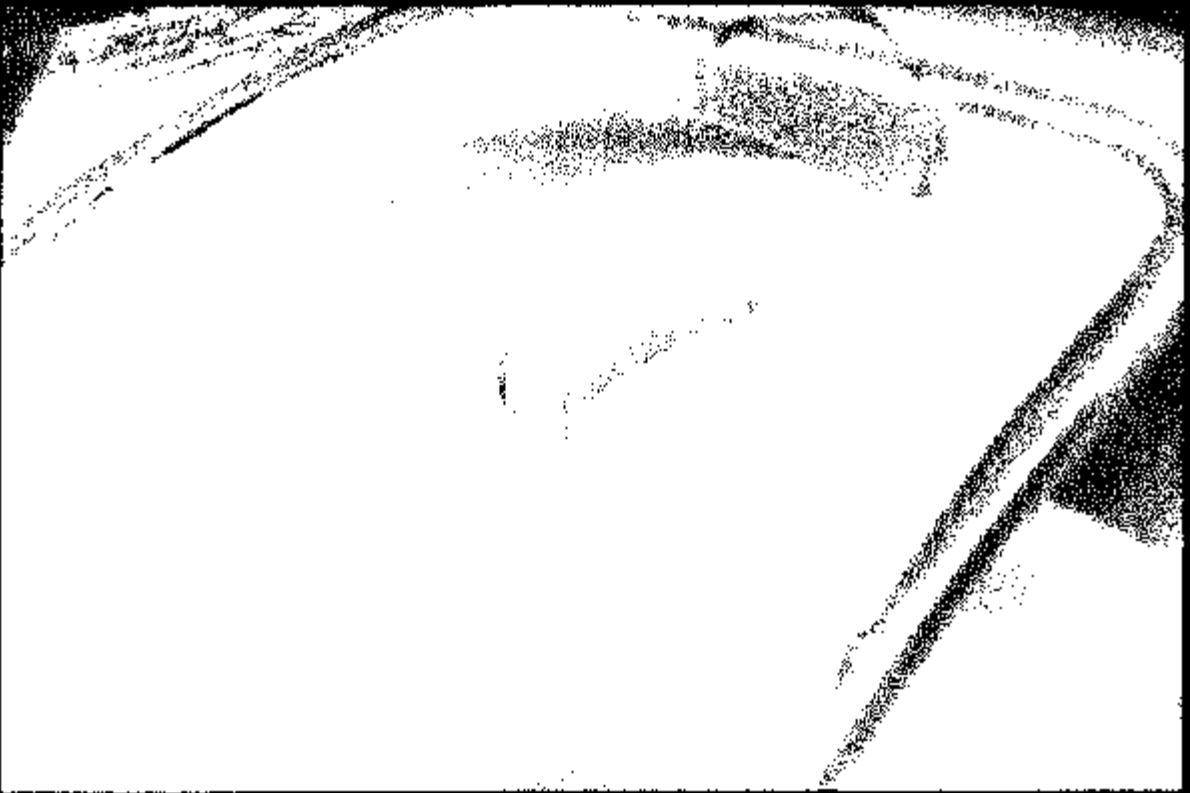
YOU ARE NOW LEAVING THE VEHICLE INFORMATION SERVICE SYSTEM

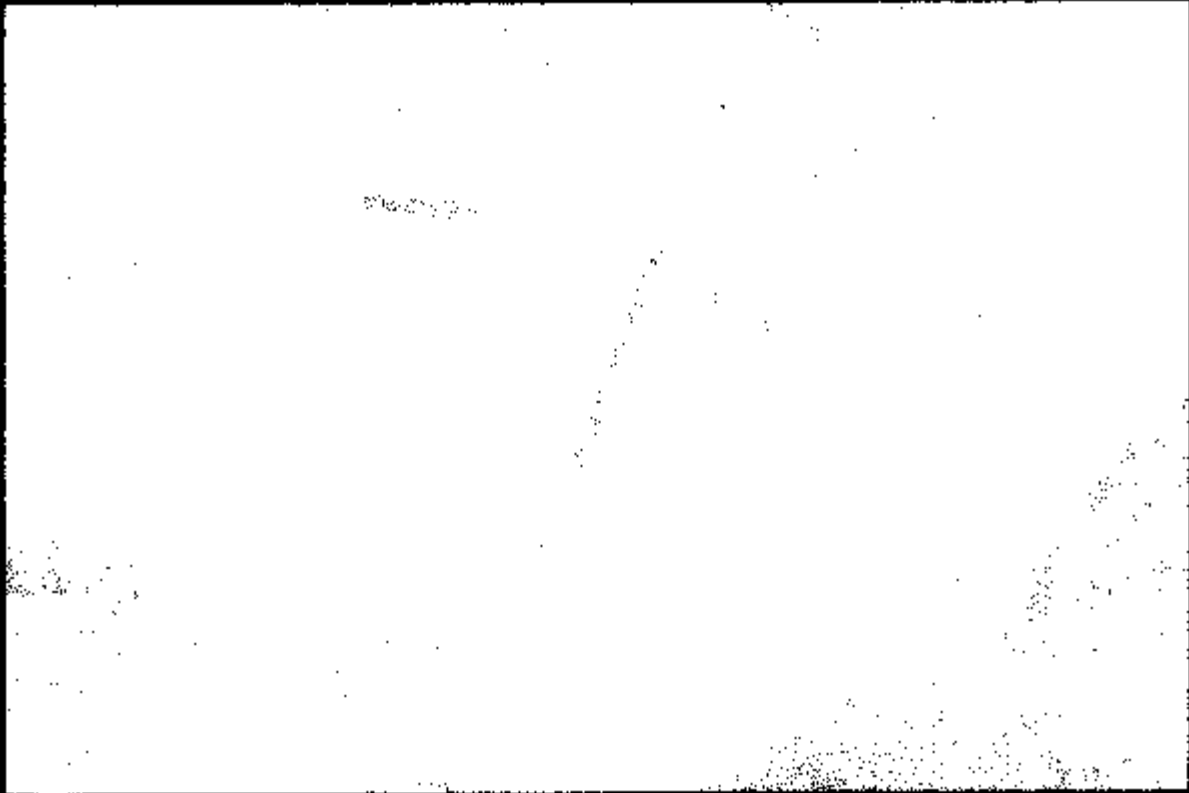
ENTER APPLICATION SELECTION OR 'ME' FOR MENU

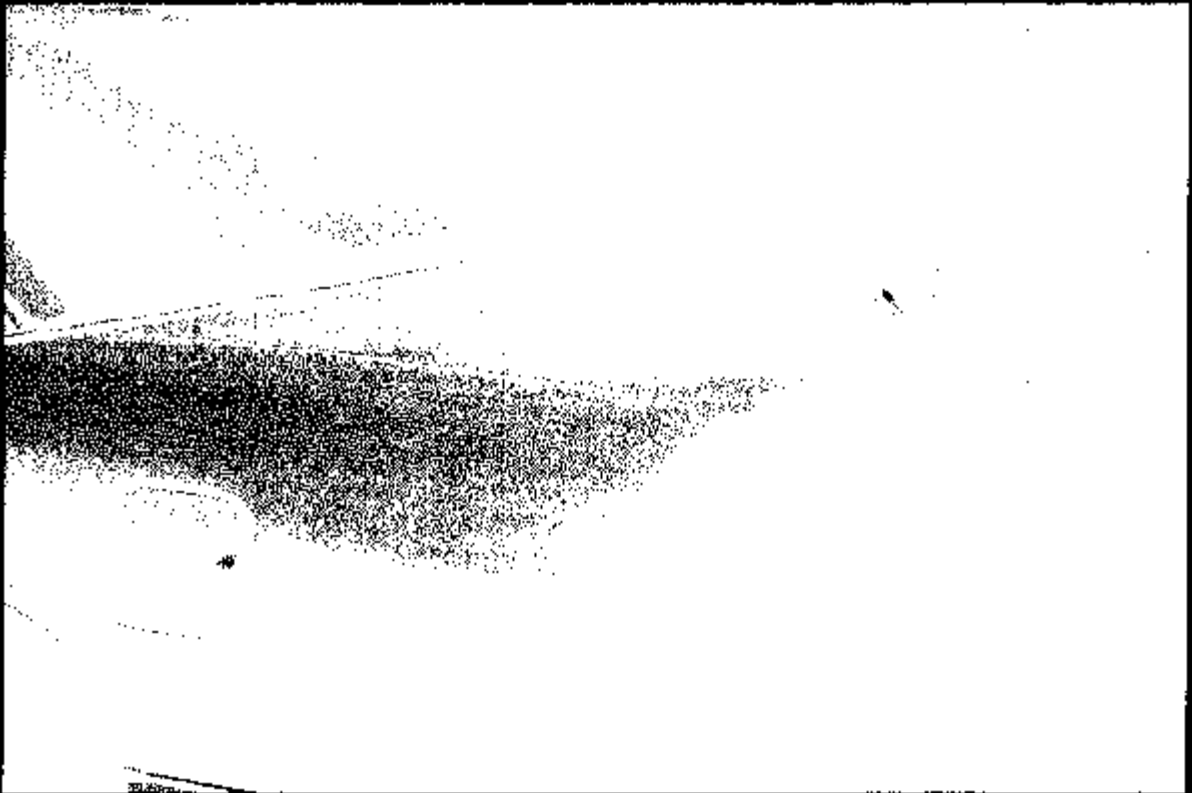
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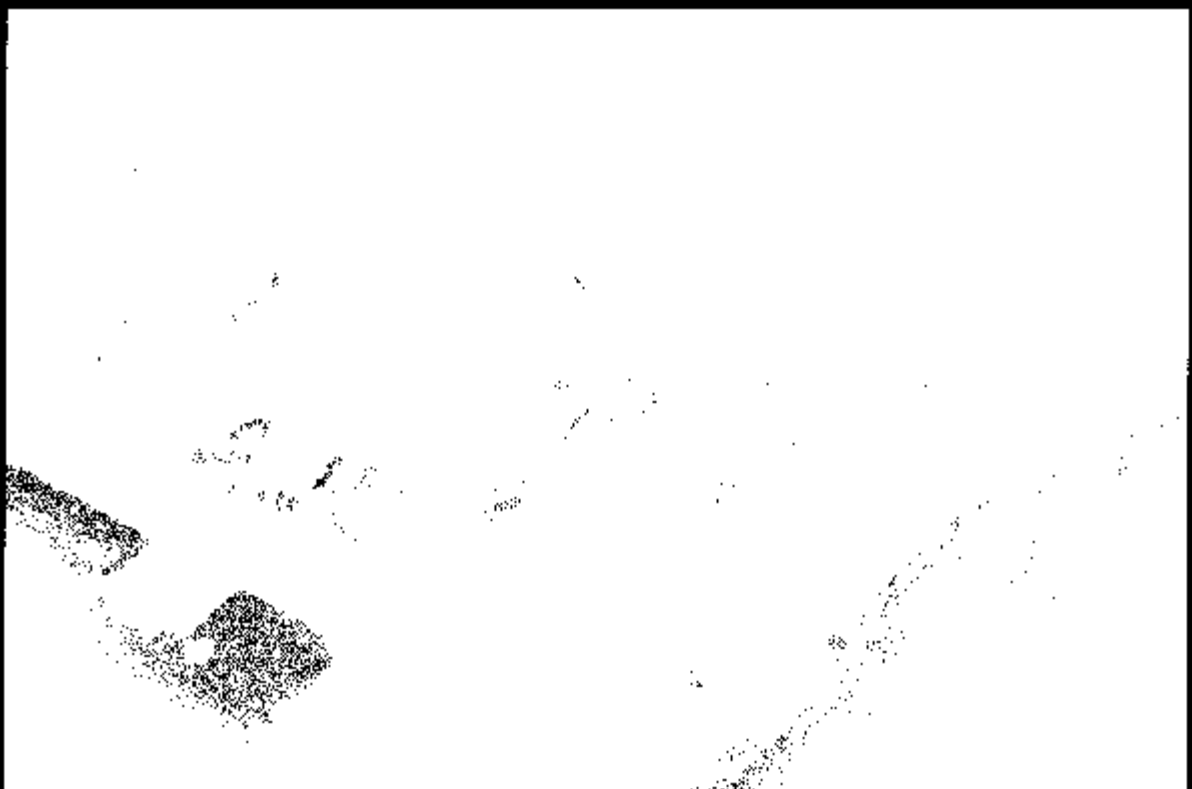












GENERAL MOTORS CORPORATION

271900
PI98410
J01-124DIVISION: PONTIAC - GMCZONE: Mid AtlanticDATE: 04/22/97RE: Claimant: National Car RentalDate of Incident: 1/24/97CAC File No.: 97057229PBBS UNIT
GM Central Claims
P.O. Box 02489
Detroit, MI 48202

Gentlemen:

Form GM 1241 (Pages 1 & 2 is attached, reporting 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. (x) Other: Undetermined cause of fire.

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
Pontiac-GMC Division
M.C. 483-050-376
One Pontiac Plaza
Pontiac, MI 48340-2952

Further inquiries regarding this claim should be directed to the undersigned.

Very truly yours,

PONTIAC-GMC DIVISION
General Motors Corporation

Cathleen Hackett

Customer Service Center Supervisor
One Pontiac Plaza
M.C. 483-050-376
Pontiac, MI 48340-2952

Enclosures:

- CAC Case Comments
- EAA Reps Notes
- Pictures
- Estimates
- Police Report
- RO's
- Dem Tape
- Other:

**PONTIAC DIVISION
REPORT OF PRELIMINARY INVESTIGATION**

Serious incidents should be immediately reported by telephone to Central Office, Product Compliance.

Date of Incident: 01/24 19 97 Hour 10:25 AM

----- I OWNER CLAIMANT -----

Name of Owner: NATIONAL CAR RENTAL D.O.B.: _____ Home Phone: 216/267-4679
 Address: 6900 RIVERSIDE DRIVE, CLEVELAND, OH 44135 Bus. Phone: _____
 Name of Driver: NA D.O.B.: _____ Home Phone: _____
 Address: _____ Bus. Phone: _____
 Name of Claimant: SAFE D.O.B.: _____ Home Phone: _____
 Address: _____ Bus. Phone: _____

Is claimant represented by an attorney? Yes No

If "Yes", give name and address: _____

----- II VEHICLE -----

Make: PONTIAC V.I.N. 1B2W5SK17BDM485 Year: 1996 Model: BURNVILLE
 Trans.: 4T60E Axle: NA Engine: 3800 EPIS Mileage: 1032
 Date of Del.: 10/09/95 New, Used or Demo: NEW License No.: None State: None
 Dealer: 16831 Address: _____
 Inspection Station No.: BURNED Inspection Station No.: BURNED Expiration Date: BURNED
 Principal use of vehicle: RENTAL
 Special vehicle features or equipment: NONE
 Nature and extent of damages to vehicle and estimated cost of repairs. (Attach copy of estimate): NA

Insurance Company's name and address: NO INFO

Agent's Name: _____ Phone Number: _____
 Adjuster's Name: _____ Phone Number: _____
 Policy Number: _____ Claim Number: _____

Is vehicle subject to any product campaign(s)? Yes No If "yes", identify campaign(s): _____

1996 DEALER 17-236 Ref: 47833 2/19/96

Was campaign performed? Yes No

----- III PROPERTY DAMAGE -----

Property Damage: None or LIST ALL VEHICLES INVOLVED
 Was another vehicle involved? YES State make and model of vehicle: 1996 BUICK
 Other vehicle speed estimate: _____ MPH By whom: _____
 Name and address of owner: _____
 Name and address of driver: _____
 Extent of damage: _____
 Was property (other than a motor vehicle) damaged? (state kind, name of owner and extent of damage): _____

----- IV BODILY INJURY -----

ANY INJURED PARTY MAY FILE A CLAIM OR LAWSUIT INDEPENDENTLY OF THE OWNER, DRIVER OR BODILY INJURY: None CLAIMANT. ALL INJURED PARTIES MUST BE IDENTIFIED BELOW.
 Indicate following information on injuries and whether the injured person(s) were riding in (A) owner's vehicle, (B) other vehicle, (C) pedestrian or (D) other.

(1) Name and address: _____
 Age: _____ Code A, B, C, or D: _____ Seating position: _____
 Nature of injuries: _____
 Where were injured treated and by whom? _____
 (2) Name and address: _____
 Age: _____ Code A, B, C, or D: _____ Seating position: _____
 Nature of injuries: _____
 Where were injured treated and by whom? _____
 (3) Name and address: _____
 Age: _____ Code A, B, C, or D: _____ Seating position: _____
 Nature of injuries: _____
 Where were injured treated and by whom? _____

V INVESTIGATION

How, when, and by whom was zone notified of incident? CAC 97867229PLocation of incident (Designate exact location) BALTIMORE AUTO AUCTION, BALTIMORE, MD MARGIE HARRISON, CONTACT PERSONKind and Condition of road: (or not relevant)

Kind of road:	<input type="checkbox"/> concrete	<input type="checkbox"/> gravel	<input type="checkbox"/> asphalt	<input type="checkbox"/> crushed rock	<input type="checkbox"/> dirt
Condition of road:	<input type="checkbox"/> wet	<input type="checkbox"/> dry	<input type="checkbox"/> icy	<input type="checkbox"/> other	
Kind of shoulder:	<input type="checkbox"/> concrete	<input type="checkbox"/> gravel	<input type="checkbox"/> asphalt	<input type="checkbox"/> crushed rock	<input type="checkbox"/> dirt
Condition of shoulder:	<input type="checkbox"/> wet	<input type="checkbox"/> dry	<input type="checkbox"/> icy	<input type="checkbox"/> other	

Nature of weather: _____

Vision obstruction (if any, describe) _____

Name and address of dealer who towed (include tow driver's name), stored and/or provided temporary service to damaged vehicle: _____

WAS NOT TOWED

Where can vehicle be seen? BALTIMORE AUTO AUCTIONDid vehicle turn over? Yes NoVehicle speed estimate _____ MPH PARKEDSource of speed estimate PARKED

Posted speed limit _____ MPH

Brand and size tires GOODYEAR EAGLE SA P225/60R16

Condition of tires:	R.F.	<input type="checkbox"/> Good	<input type="checkbox"/> Poor	<input checked="" type="checkbox"/> Flat	R.R.	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Poor	<input type="checkbox"/> Flat
	L.F.	<input type="checkbox"/> Good	<input type="checkbox"/> Poor	<input checked="" type="checkbox"/> Flat	L.R.	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Poor	<input type="checkbox"/> Flat

Other (truck or spare) _____

Did your search of the vehicle service history produce service repair orders: Yes No

If "Yes", attach copies of all R.O.s. (Indicate how many) _____ If "No", explain _____

Police report attached? Yes No If "No", what station or officer made report? No report filedKENARD COUNTY FIRE DEPARTMENT RESPONDED ON BMAE SECURITY INCIDENT REPORTNames and address of witnesses: (or None) _____Were photos taken? Yes No If "Yes", how many: 12 By whom (name and address): _____V. BRIDGES; 8716 DELCROS DRIVE; GAITHERSBURG, MD 20879 301/859-0727

If "No", explain _____

Note: Develop three(3) sets of prints. Forward two sets of prints and negatives to Central Office, Product Compliance. Retain third set of prints in zone files.

VI DESCRIPTION OF CLAIM

Driver's description as to how incident happened and his statement of the cause. ENGINE WAS RUNNING FOR 15 MINUTES. NO ONE IN VEHICLE. SAW WHITE SMOKE COMING FROM UNDER THE HOOD, THEN TURNED TO BLACK SMOKE THEN FLAMES. STARTED IN ENGINE COMPARTMENT FIRE WAS PUT OUT BY S/O CORNELL AND CPL. HELMAN WITH FIRE EXTINGUISHERS.Did you personally speak with driver? Yes No If "No", give source of driver's description. MARGIE HARRISON, BALTIMOREWASHINGTON AUTO AUCTION, BALTIMORE, MDWas vehicle inspected? Yes No If "Yes", identify all parties V. BRIDGESWhat vehicle components are allegedly defective? DO NOT KNOWWho made allegation of defect? BMAE

If the alleged defective part has been removed from the vehicle, indicate exact parts, present location and who is custodian. _____

NOTHING REMOVED

Information from further investigation of incident, including examination of vehicle and scene of incident. _____

VEHICLE TO BE BADLY DAMAGED TO DETERMINE CAUSE OF FIRE, BUT THE HOT SPOT SEEMS TO BE IN THE REAR OF ENGINE COMPARTMENT TOWARD THE FIRE WALL.3/31/97Date matter was concluded with claimant? 3/31/97How and when was matter left with claimant? WOULD BE FORWARDED TO PONTIAC AND ESIS FOR FURTHER HANDLING.DATE OF INVESTIGATION 3/31/97

DATE SIGNED _____

PRINTED NAME V. BRIDGES

SIGNED _____

Divisional Representative Completing Investigation
General Motors Corporation

Note: Continue answers on another sheet if necessary.)

635048

24

BWAE SECURITY INCIDENT REPORT

SET I

<input checked="" type="checkbox"/> ORIGINAL REPORT	<input type="checkbox"/> FOLLOW UP	<input type="checkbox"/> INVESTIGATION	<input type="checkbox"/> INCIDENT	PAGE 1 OF 1
INCIDENT TYPE: <u>Vehicle Fire</u>		TRANSDIAGRAM: <u>16</u>		INCIDENT DATE: <u>10/25/97</u>
INCIDENT LOCATION: <u>Upper Factory Rd</u>		SECTION: <u>166</u>		INCIDENT TIME: <u>1:25</u>
REPORTING OFFICER: <u>Sgt Cockhill</u>		SIGNATURE: <u>[Signature]</u>		

SET II

1. NAME	2. NAME
ADDRESS	ADDRESS
CITY, STATE, ZIP	CITY, STATE, ZIP
DRIVERS LIC #	DRIVERS LIC #
COMPANY/DEPT.	COMPANY/DEPT.
VEHICLE #1 YEAR: <u>96</u> MAKE: <u>Pontiac</u> MODEL: <u>Trans Am</u> VIN (LAST 5): <u>16G35048</u>	
VEHICLE #2 YEAR: <u>96</u> MAKE: <u>Pontiac</u> MODEL: <u>Bonneville</u> VIN (LAST 5): <u>16G35003</u>	

SET III

SYNOPSIS OF INCIDENT: While vehicle #4 was running a fire started from under hood of cockpit and Cpl Helms requested with fire extinguisher. The extinguisher was used for a short time. VEH 2 RECEIVED DAMAGE FROM THIS INCIDENT. ROAD TO CLOSURE.

SET IV

ACTION TAKEN (IF ANY): Harris County Fire Department requested, report taken. Crew Arriving notified.

SECURITY MANAGER USE ONLY

SECURITY MANAGER: <u>[Signature]</u>	DATE: <u>10/24/97</u>	TIME: <u>1436</u>	
COPIES TO: 1. GEN MGR	2. GEN BUS MGR	3. GEN SALES MGR	4. SAC MGR
FACILITY MANAGER USE ONLY			
SAC MGR: <u>[Signature]</u>	DATE/TIME: <u>2/23/97 1405</u>	FOLLOW UP REQUIRED: YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	SA <input type="checkbox"/> SA-1 <input checked="" type="checkbox"/>
SAC MGR NO: <u>1214</u>	APPROX TOTAL LOSS: <u>1500</u>	PERSONAL IDENTITY SECURITY: YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	

REVERSE (LAST) FOR VEHICLE HISTORY CONSULT

DATE: 1/24/97

ADDRESS:

INSPECTOR:

1340201

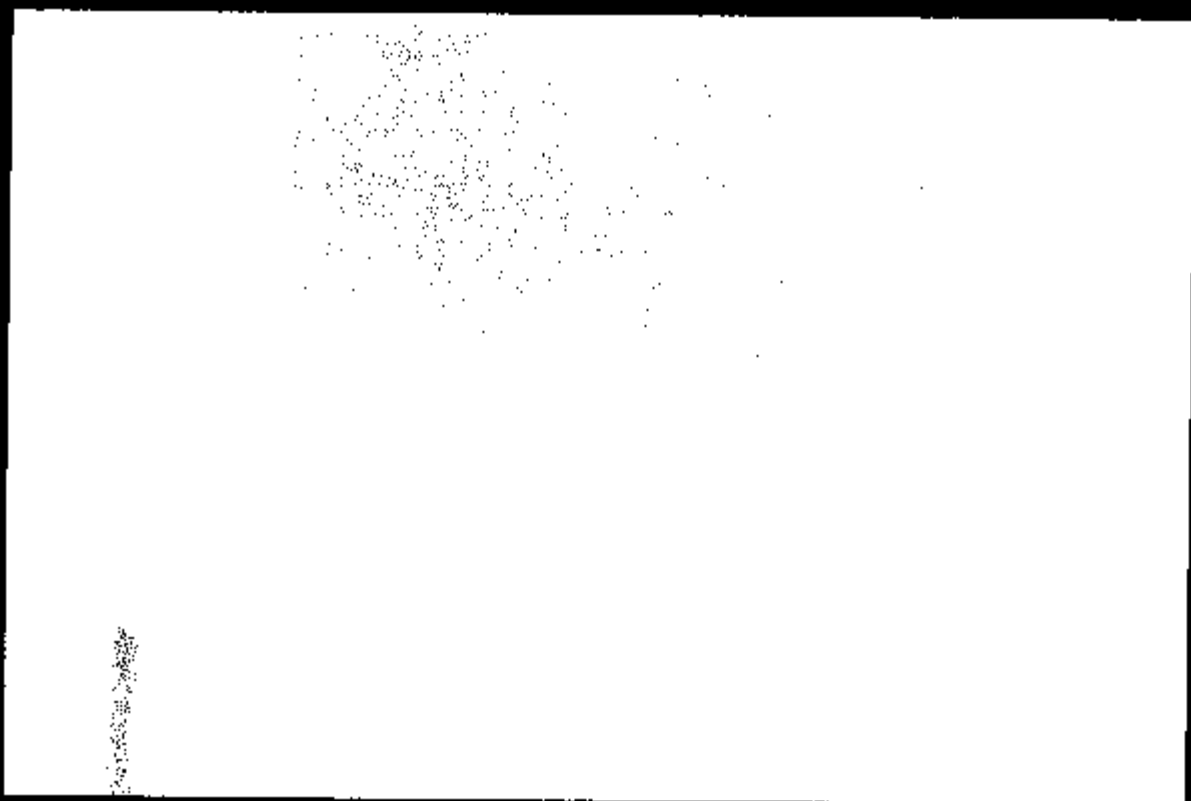
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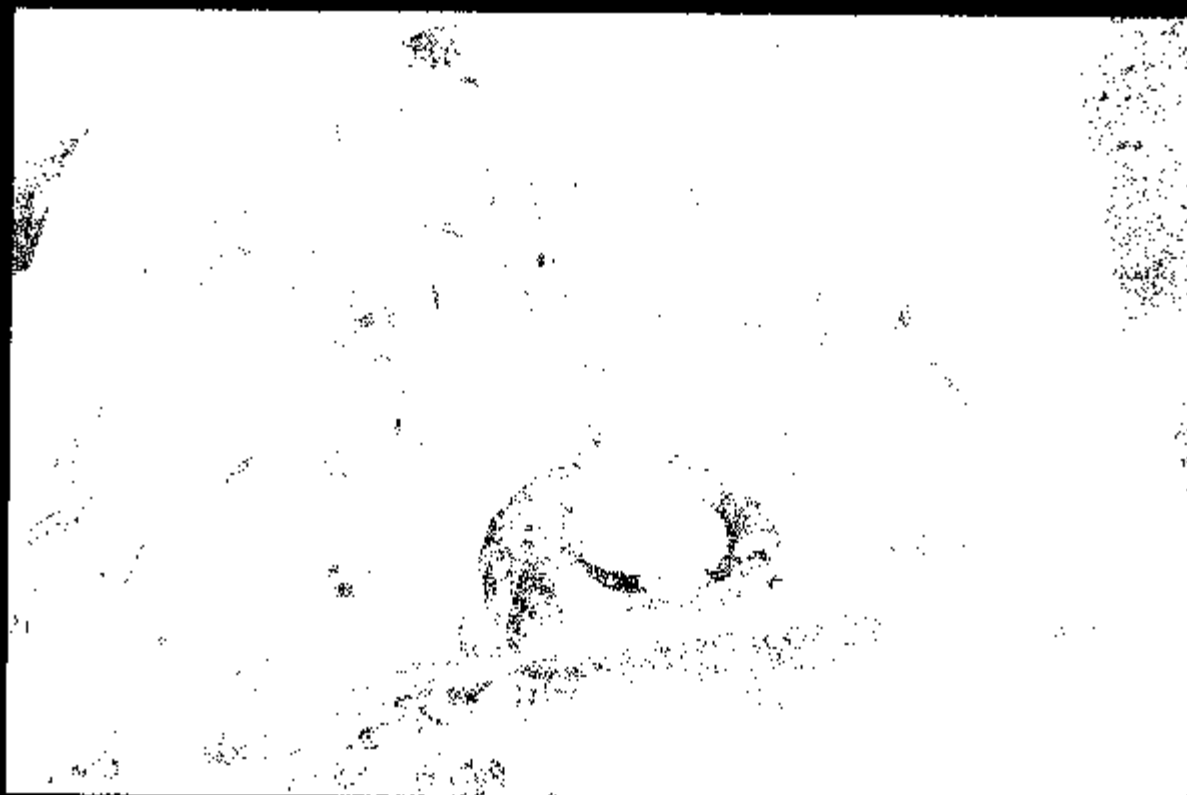
APR - 01 97 (TUE) 09:26 BALTO WASH AUTO XCE

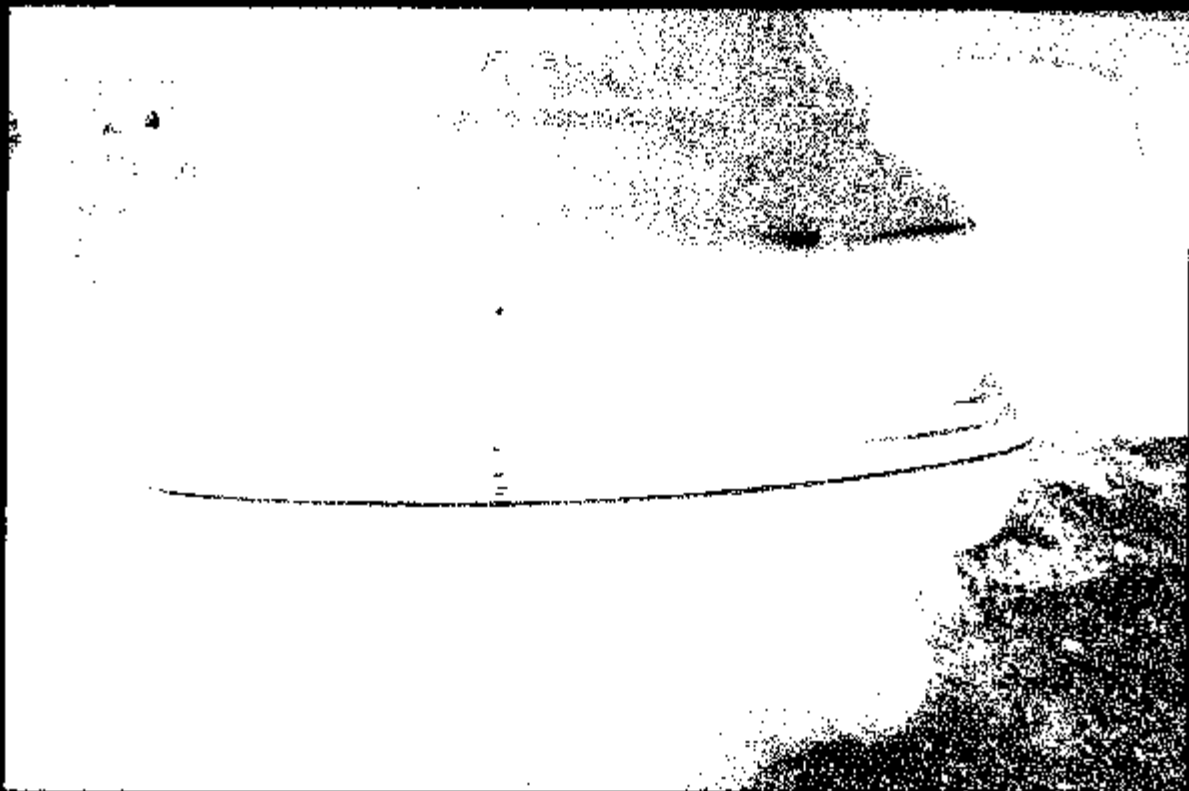
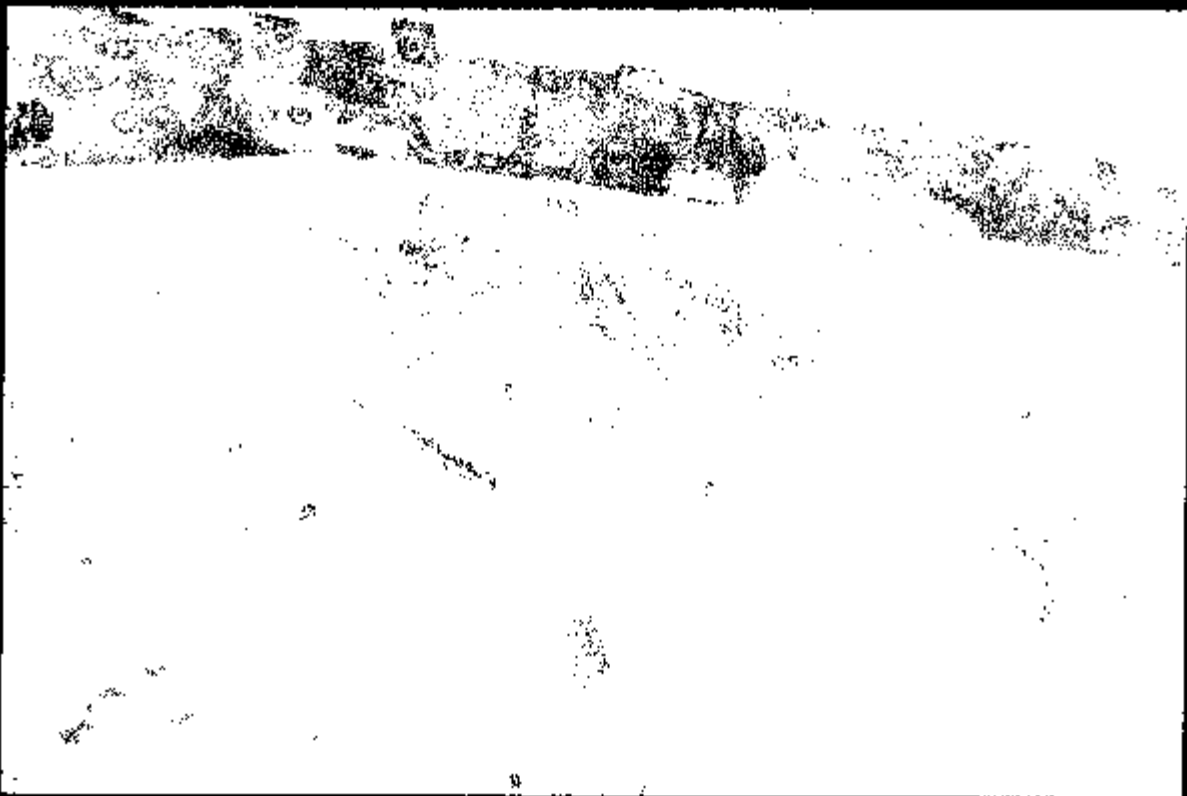
TEL: 410-796-189

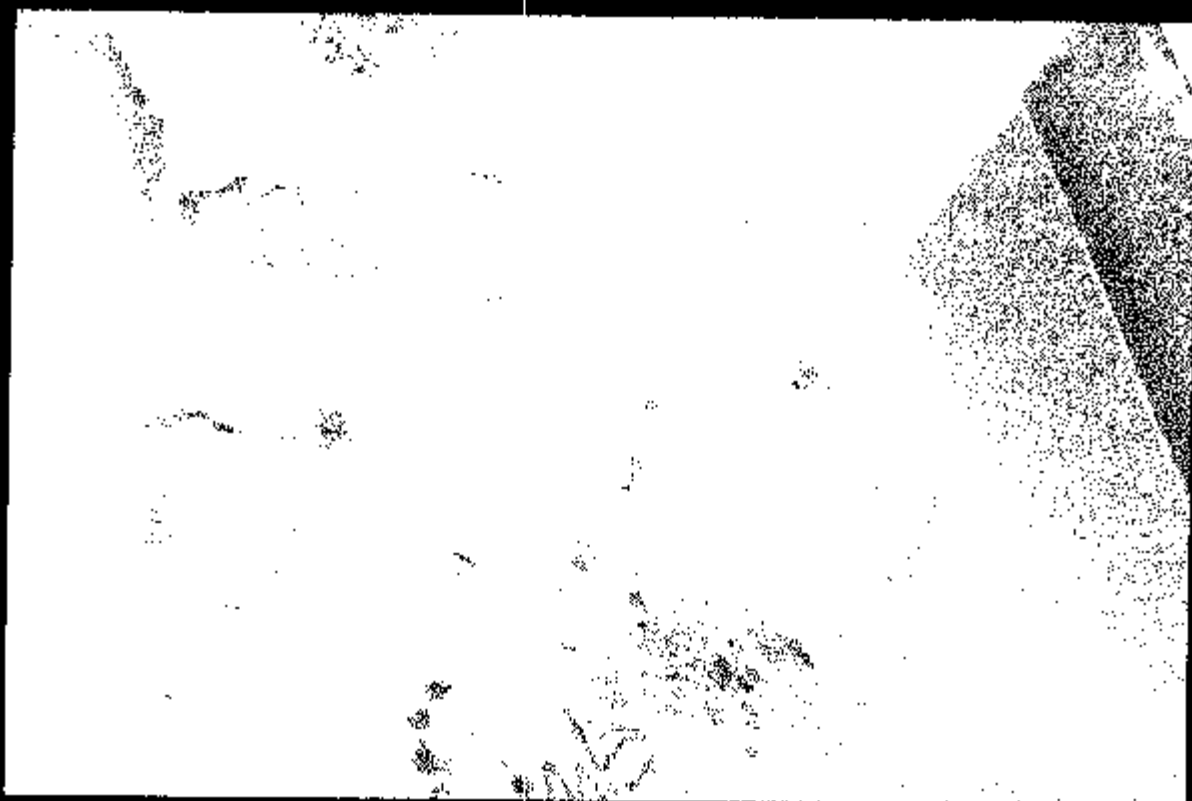
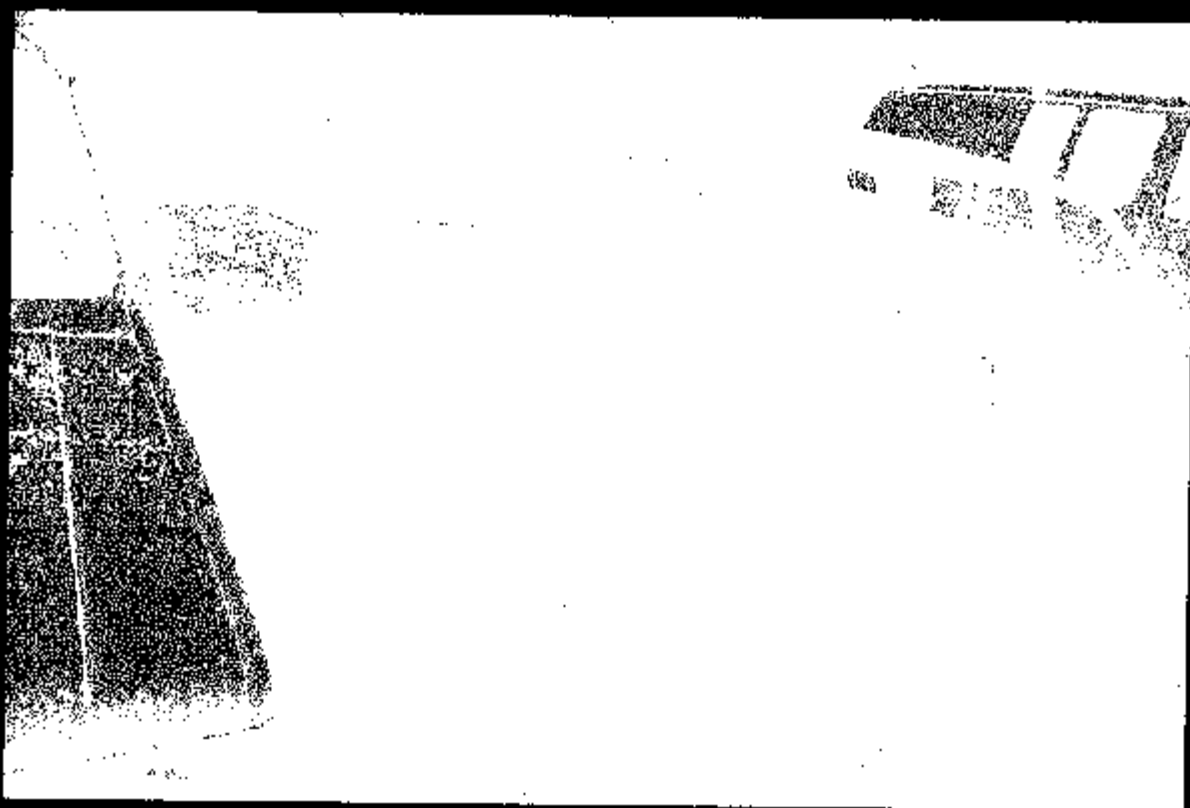
P. 003

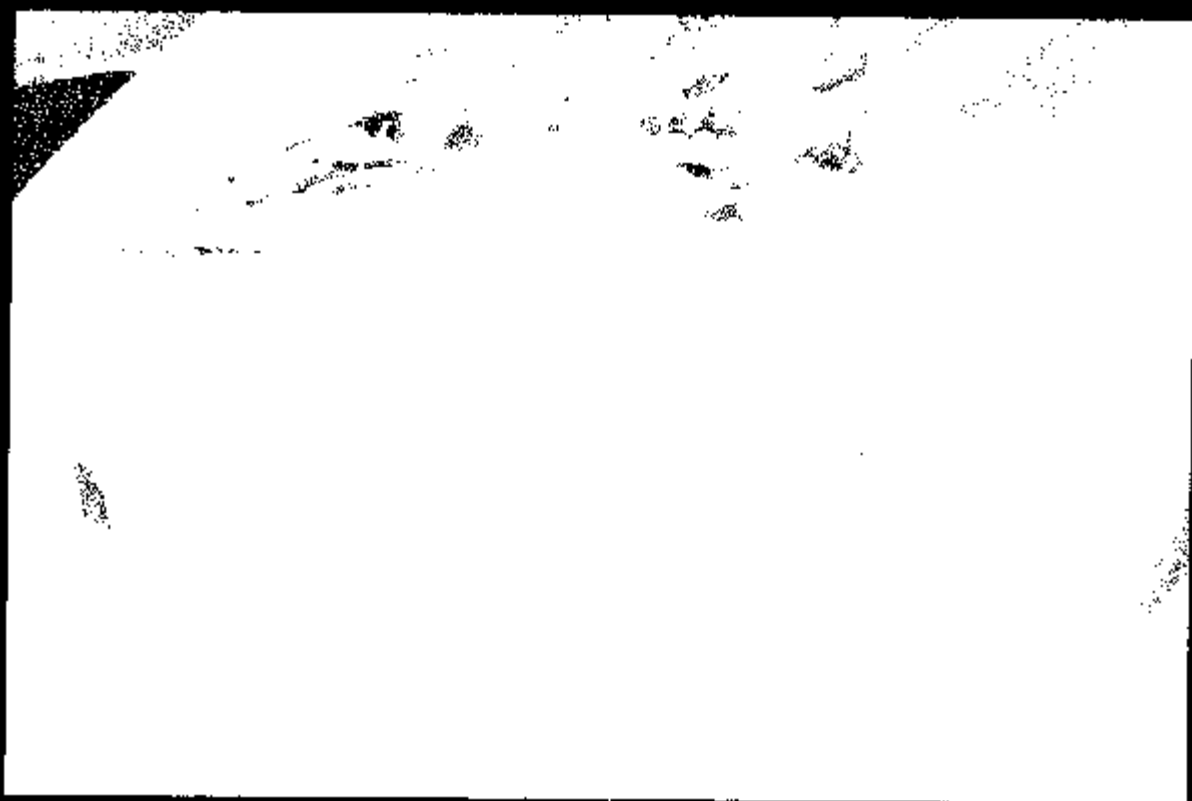
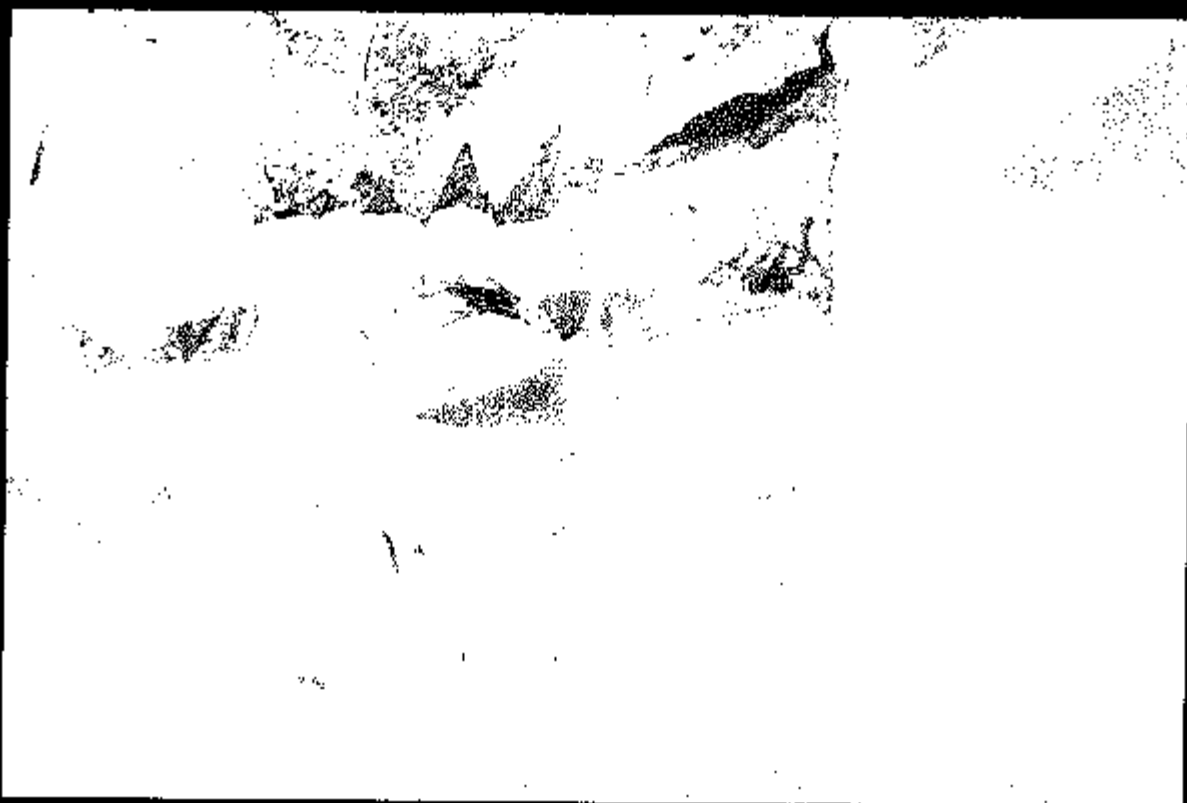
QTY	QTY	COMPANY NAME	UNIT #	STOCK #	CONTROL #																																																
1	(M) C Body 122-	FIRE DAMAGE		GM3503																																																	
PART CODE			MILEAGE																																																		
		YEAR	MAKE	MODEL	COLOR																																																
		96	BUICK	REGAL	WHITE																																																
		DESCRIPTION			SERIAL																																																
		WORN T/S LRP			05																																																
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		TOTAL PAINT AND ACCESSORIES @																																																			
		TOTAL MECHANICAL PARTS @																																																			
QTY	QTY	PARTS		QTY	QTY																																																
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		TOTAL PAINT AND ACCESSORIES @																																																			
		TOTAL MECHANICAL PARTS @																																																			
		TOTAL OTHER SHOP																																																			
NO FURTHER CHANGES APPLICABLE AND ALL WORK IS TO BE COMPLETED BY THE TIME THE VEHICLE IS DELIVERED TO THE CUSTOMER				<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>BODY SHOP LABOR</td> <td></td> <td>60</td> <td></td> </tr> <tr> <td>BODY PAINT</td> <td></td> <td>15</td> <td></td> </tr> <tr> <td>BODY FINISH-LABOR</td> <td></td> <td>15</td> <td></td> </tr> <tr> <td>BODY FINISH</td> <td></td> <td></td> <td></td> </tr> <tr> <td>OTHER EXPENSE</td> <td></td> <td></td> <td></td> </tr> <tr> <td>CUSTOMER DROP-LABOR</td> <td></td> <td></td> <td></td> </tr> <tr> <td>TOTAL</td> <td></td> <td>90</td> <td></td> </tr> <tr> <td>WARRANTY</td> <td></td> <td></td> <td></td> </tr> <tr> <td>INSTRUMENTS</td> <td></td> <td></td> <td></td> </tr> <tr> <td>REPAIR SHOP PARTS</td> <td></td> <td></td> <td></td> </tr> <tr> <td>TOTAL</td> <td></td> <td>90</td> <td></td> </tr> <tr> <td>TOTAL CHARGE</td> <td></td> <td>90</td> <td></td> </tr> </table>		BODY SHOP LABOR		60		BODY PAINT		15		BODY FINISH-LABOR		15		BODY FINISH				OTHER EXPENSE				CUSTOMER DROP-LABOR				TOTAL		90		WARRANTY				INSTRUMENTS				REPAIR SHOP PARTS				TOTAL		90		TOTAL CHARGE		90	
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BODY FINISH-LABOR		15																																																			
BODY FINISH																																																					
OTHER EXPENSE																																																					
CUSTOMER DROP-LABOR																																																					
TOTAL		90																																																			
WARRANTY																																																					
INSTRUMENTS																																																					
REPAIR SHOP PARTS																																																					
TOTAL		90																																																			
TOTAL CHARGE		90																																																			

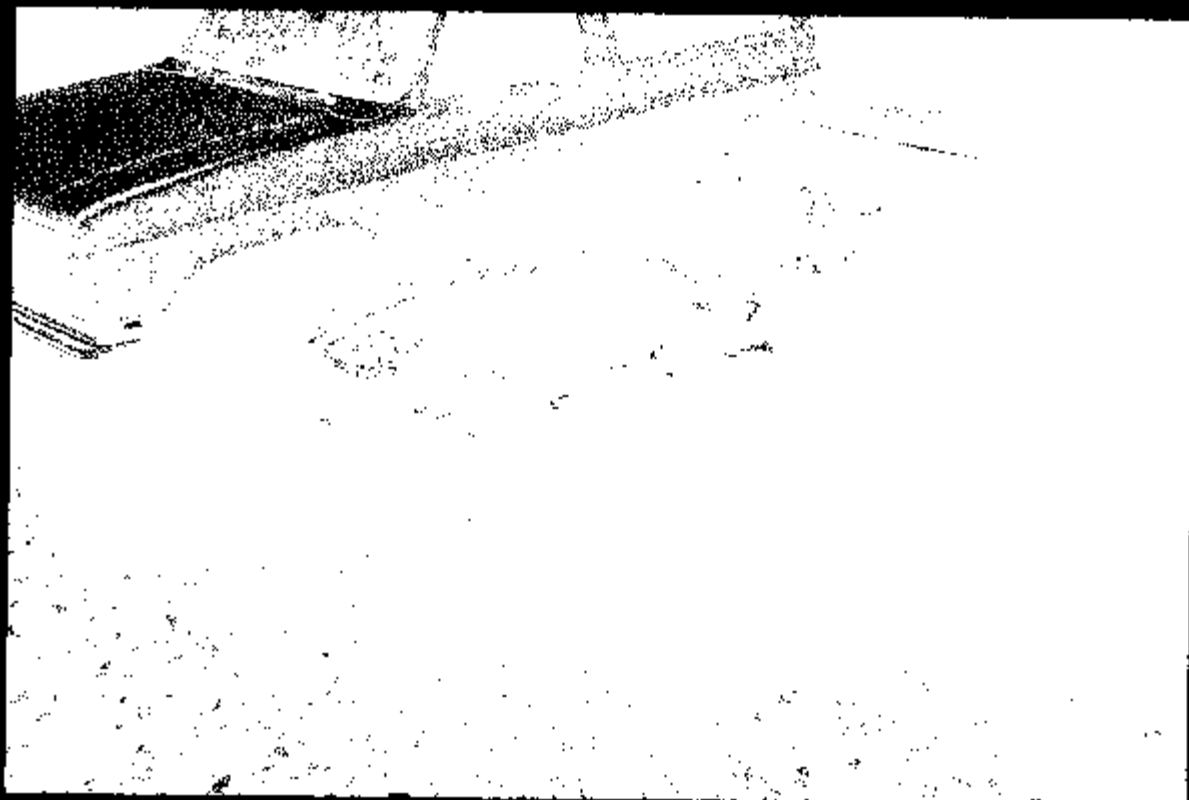
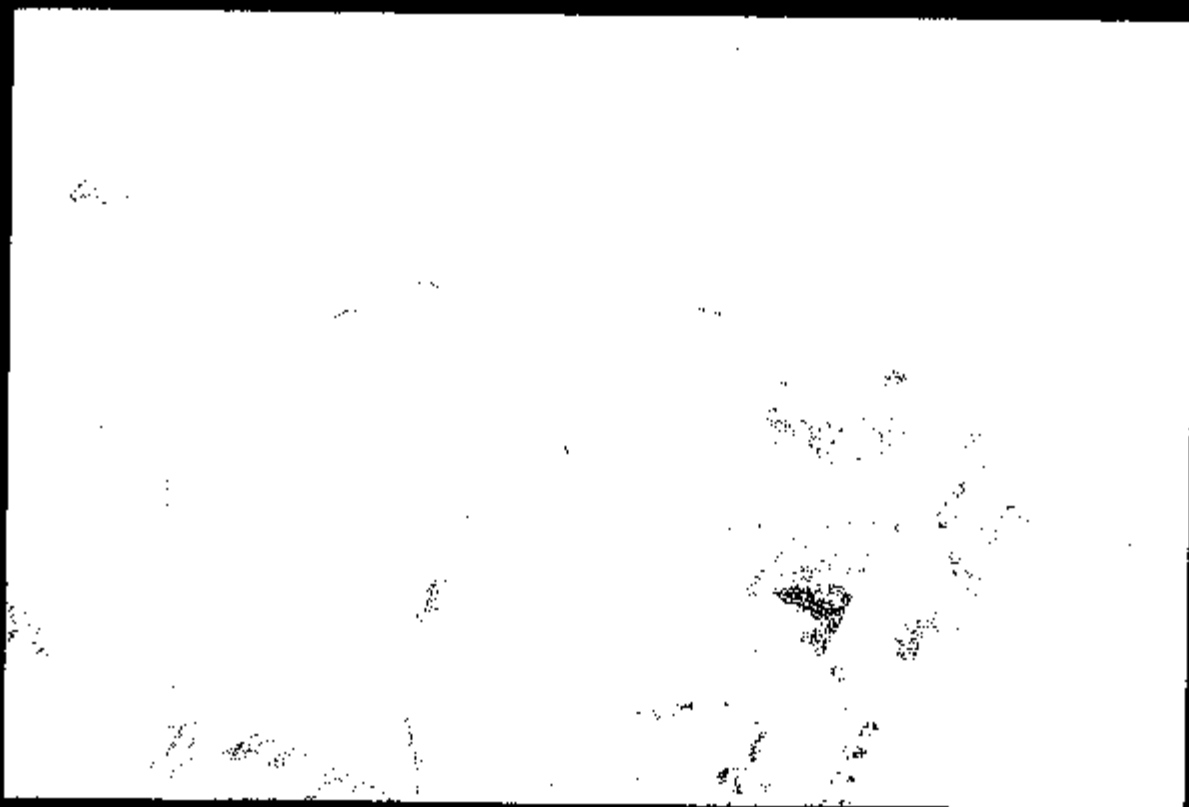














PONTIAC/GMC DIVISION

*** GM RESTRICTED ***

273085

PI 99801
SUPPLEMENTAL

CASE NO: 5710474801 VIN: 1B2WJ52K6VF24867C
DATE OPENED: 05/28/1997 MODEL YR: 97
DATE CLOSED: 06/30/1997 SERIES: GRAND PRIX
SOURCE: PHONE MILEAGE: 009523
CUSTOMER: ENTERPRISE R STATE: AZ
ADDRESS: 4145 W. INA RD SOUTH 151 MESA AZ85202
HOME PHONE: BUS. PHONE: 602-345-7676 EXT:

COMMENTS

COMPLAINT CODE:
B01 ELEC. BODY & CHASSIS WIRING (GENERAL)

OPENING COMMENTS:
ALLEGED ELECTRICAL FIRE

CAUSE CODE: F PRODUCT DEFECT

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
1241 INVESTIGATION COMPLETE. UNDETERMINED CAUSE OF FIRE, FORWARDING FILE TO
EHS FOR FURTHER REVIEW.

COMPLAINT CODE:
T25 PS MERGE-CUSTOMER REQUESTS ASSISTANCE

OPENING COMMENTS:
W/REPLACING VEHICLE

CAUSE CODE: F PRODUCT DEFECT

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
1241 INVESTIGATION COMPLETE. UNDETERMINED CAUSE OF FIRE, FORWARDING FILE TO
EHS FOR FURTHER REVIEW. CLOSING FILE.

COMPLAINT CODE:
10 ALLEGED ACCIDENT-1241 REQUESTED

OPENING COMMENTS:

ALLEGED ELECTRICAL FIRE

* * * G M R E S T R I C T E D * * *

CAUSE CODE: P 1241 INVESTIGATION

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:

1241 INVESTIGATION COMPLETE. UNDETERMINED CAUSE OF FIRE, FORWARDING FILE TO EHS FOR FURTHER REVIEW. CLOSING FILE.

SERVICING DEALER: 1607892
PONTIAC-GMC DIVISION
PO BOX 33110
DETROIT MI 48232DELIVERY DATE: 00/00/00 CASE TYPE: P
RESPONSIBLE PARTY: ██████████ CLOSURE CODE: D
REGN CLOSURE DATE: 06/30/97GENERAL COMMENTS: 05/21/98 04:15P JANCUSKI CINDY
REC'D DOC # 199814100218.....REPURCHASE DOCUMENTS.....ASSIGN ONLY.
ARCHIVING.GENERAL COMMENTS: 05/20/98 02:30P VALERI-CRONK LISA
REC'D VEH SCRAP CERTIFICATION DATED 5/7/98. SALVAGE COMPANY: AMCHP INC. IN Y
TUCSON, AZ. FORWARDED COPY TO KENNIE CASSELLS, WAO DLR ACCOUNTING TO REMOVE FR
OM INVENTORY. CLOSED CASE.GENERAL COMMENTS: 04/28/98 10:50A VALERI-CRONK LISA
FORWARDED SCRAP REQUEST TO ELENA BROOKS-DANIELS VIA INTER-OFFICE MAIL. DOCUMENTS
WAS INCLUDED: SCRAP REQUEST FORM, REPURCHASE WORKSHEET, TITLE, INVOICE.GENERAL COMMENTS: 04/23/98 10:27A HEILSTEDT JILL
FORWARDED SCRAP REQUEST, TITLE, INVOICE TO STEPHANIE FOR DISPOSAL OF
VEH.GENERAL COMMENTS: 04/23/98 09:52A HEILSTEDT JILL
REC'D TITLE, POA AND ODOMETER STATEMENT. DLR SIGNED TITLE ON BACK AS
BUYER OF VEH.

GENERAL COMMENTS: 04/22/98 11:48A AIXON LYNDIA

I DID RECEIVE RETURN CALL FROM ANDY JOHNSON WHO ADVISED HE HAD JUST SPOKE
JOEY AT FAMILY AUTO BODY AND THERE WILL BE NO STORAGE CHARGES DUE WHEN
PONTIAC-GMC GO TO PICK VEHICLE UP. I DID AGAIN ASK IF THIS INFORMATION IS
CORRECT EVEN IF VEHICLE IS NOT PICKED-UP FOR 3-4 WEEKS. ANDY ADVISED HE

WOULD LIKE VEHICLE PICKED-UP BEFORE THAT BUT EVEN IF THAT IS PERIOD OF TIME

*** GM RESTRICTED ***

THERE WILL BE NO STORAGE FEES PAYABLE BY PONTIAC-GMC.

GENERAL COMMENTS: 04/22/98 11:46A AXSON LYNDA

I DID LEAVE VEH FOR ANDY JOHNSON SEEKING UPDATE TO FAMILY AUTO STORAGE FEE.

I DID SPEAK TO JOSEY SORCE AT FAMILY AUTO BODY AND HE ADVISED THAT IF VEH IS PICKED-UP THIS WEEK THERE WOULD BE NO STORAGE FEE, HOWEVER, AFTER THAT POINT THERE WOULD BE \$7.50 A DAY CHARGE.

I THEN DID CALL ANDY JOHNSON BACK AND LEFT VEH SEEKING CLARIFICATION.

GENERAL COMMENTS: 04/22/98 11:25A HELLSTEDT JILL
SPOKE TO YOLANDA AND ADVISED CAN HAVE OUR SALVAGE PICK VEH UP AT FAMILY AUTO BODY AND THEREFORE DLR DOES NOT NEED TO TOW VEH THERE. ADVISED WILL BEHIND ENTERPRISE OF THIS.GENERAL COMMENTS: 04/22/98 09:52A HELLSTEDT JILL
REC'D VEH FROM YOLANDA AT DLR STATING ANDY JOHNSON FROM ENTERPRISE RENTAL TOLD DLR THEY NEEDED TO TOW VEH TO DLR FROM FAMILY AUTO BODY. STATED LIN GRANGER DID NOT AGREE TO THIS. SEEKS CALL BACK. REVIEWED WITH RP, LINDA AXSON WHO STATED ENTERPRISE WAS ADVISED VEH DID NOT NEED TO BE MOVED ANDQ WE WOULD PAY NO STORAGE FEES.GENERAL COMMENTS: 04/21/98 03:50P HELLSTEDT JILL
LEFT VEH FOR YOLANDA TO CONTACT RE.GENERAL COMMENTS: 04/21/98 03:48P HELLSTEDT JILL
REC'D MESSAGE FROM YOLANDA AT DLR REQUESTING I CONTACT HER.GENERAL COMMENTS: 04/20/98 03:54P FROMBLAY JENNIFER
RECEIVED CHECK. FORWARD VIA FED BK TO QUEBEC/SAUX PONTIAC, ATTN: LIN GRANGER. FORWARD FILE BACK TO JILL AS THIS IS HER REGION.

GENERAL COMMENTS: 04/20/98 03:32P AXSON LYNDA

ANDY JOHNSON'S ASSISTANT DID CALL ME AND VERIFIED THAT THERE IS NO STORAGE CHARGES ON VEHICLE AND PONTIAC-GMC WILL BE FREE TO TAKE VEHICLE AFTER FINAL TRANSACTION. I THEN JAY, ANDY'S ASSISTANT FOR UPDATE.

GENERAL COMMENTS: 04/20/98 10:45A JUSTICE STEPHANIE
RECEIVED FILE AND PLACED IN CHECK PENDING.

GENERAL COMMENTS: 04/20/98 10:37A AXSON LYNDA

I DID IDENTIFY ZONE AND DISTRICT, HOWEVER, IT WAS ORIGINALLY APPROVED BY GM SUPERVISOR JIM GROSS AND OUT OF ST. LOUIS, MO. I DID PASS FILE BACK TO

STEPHANIE JUSTICE.

*** G M R E S T R I C T E D ***

GENERAL COMMENTS: 04/20/98 10:29A JUSTICE STEPHANIE
RETURNED FILE TO LINDA AXSON TO COMPLETE ZONE AND DISTRICT ON CHECK REQUEST
FORM.

GENERAL COMMENTS: 04/17/98 02:41P HEILSTEDT JILL
REC'D FILE. COMPLETED CHECK PACK AND FORWARDED TO STEPHANIE TO ADD TO
SPREADSHEET AND FILE IN CHECK PENDING.

GENERAL COMMENTS: 04/17/98 11:11A AXSON LYNDA

I DID PASS FILE TO JILL HEILSTEDT FOR FURTHER HANDLING. I DID CHANGE CO
SEAFF CODE TO GI.

GENERAL COMMENTS: 04/17/98 11:02A AXSON LYNDA

I DID LEAVE VME FOR ANDY JOHNSON SEEKING INFORMATION MAKING SURE THAT NO
STORAGE FEE WILL BE CHARGED, NO NOTIFY HIM OF CONTACT PERSON AT DLR AND TO
MAKE HIM AWARE OF MY PHONE NUMBER IF HE HAS QUESTIONS.

GENERAL COMMENTS: 04/17/98 10:58A AXSON LYNDA

DID FAX DEALER CONTACT LETTER TO LYNH GRANGER WHO AGREED TO HANDLE FINAL
TRANSACTION. I ATTEMPTED TO CONTACT ANDY JOHNSON, HE WAS N/A UNTIL 4/21/98.

GENERAL COMMENTS: 04/16/98 03:02P AXSON LYNDA

I DID LEAVE VME FOR LARRY DELPIER TO APPROVE AT LEVEL THREE.

GENERAL COMMENTS: 04/16/98 01:00P AXSON LYNDA

FILE HAS RECEIVED LEVEL TWO APPROVAL.

GENERAL COMMENTS: 04/16/98 10:34A AXSON LYNDA

I DID REQUEST CHECK AND PASSED FILE TO JOEY BERNDT, RC FOR LEVEL ONE
APPROVAL.

GENERAL COMMENTS: 04/16/98 10:22A AXSON LYNDA

REPURCHASE SUMMARY.....MSRP \$ 20,038.00
REPURCHASE FOR JIM GEORGE, GM SUPERVISOR. REASON; FAR CLAIM WITH VEHICLE FIRE.
PURCHASE PRICE OF VEHICLE.....\$ 16,838.71
LESS USAGE & 3RD REPAIR 9,523 MILES.....\$ 1,603.58
TOTAL PONTIAC-GMC REPURCHASE AMOUNT.....\$ 15,235.16
TOTAL PONTIAC-GMC REPURCHASE AMOUNT AFTER DLR ADMIN FEE.....\$ 15,335.16

*** GM RESTRICTED ***

GENERAL COMMENTS: 04/15/98 04:24P AXSON LYNDIA

LINDY GRANGER FROM DLR DID CALL BACK AND WILL HANDLE FINAL TRANSACTION.

GENERAL COMMENTS: 04/15/98 03:55P AXSON LYNDIA

I DID CALL DLR, WAS TRANSFERRED THREE TIMES THEN PUT INTO LINDY GRANGERS' VEH. I DID LEAVE VEH FOR LINDY TO CONTACT ASAP TO IDENTIFY DLR CONTACT PERSON. I WILL REQUEST CHECK WHEN CONFIRMATION OF DLR PERSON IS MADE.

GENERAL COMMENTS: 04/15/98 03:29P AXSON LYNDIA

TOM ADVISED ALSO THAT REPRESENTATIVE FROM ENTERPRISE WILL BE ANDY JOHNSON

3913 EAST SPEEDWAY

TUCSON, AZ 85716

PHONE NUMBER 520-323-6545

FAX NUMBER 520-323-6675

TOM ADVISED ALSO THAT ANDY JOHNSON DOES HAVE TITLE OF VEH AND WILL BRING TO FINAL TRANSACTION. I THANKED TOM FOR INFORMATION AND UPDATE.

GENERAL COMMENTS: 04/15/98 03:27P AXSON LYNDIA

I DID RECEIVE CALL FROM TOM GIBBINKING ADVISING THAT PONTIAC DEALER WOULD BE;

~~UNREDEEMED PONTIAC~~

3566 EAST SPEEDWAY

TUCSON, AZ 85716 520-795-5550

VEHICLE PRESENT LOCATION;

FAMILY AUTO BODY CONTACT PERSON JOEY SCORCE

3340 N. ROSSMAN ROAD

TUCSON, AZ 85706 PHONE 520-889-2777

GENERAL COMMENTS: 04/15/98 02:38P AXSON LYNDIA

I DID LEAVE VEH FOR TOM GIBBINKING SEEKING DLR AND CONTACT PERSON FROM ENTERPRISE TO BE AT FINAL TRANSACTION AND TO PROVIDE TITLE OF VEHICLE.

GENERAL COMMENTS: 04/15/98 11:58A AXSON LYNDIA

I DID RECEIVE SIGNED FAX OF OFFER FROM TOM GIBBINKING.

GENERAL MOTORS CORPORATION

PI 99801

J01-124

DIVISION: PONTIAC - GMCZONE: WesternDATE: 08/04/97

ESIS UNIT
GM Central Claims
P.O. Box 02489
Detroit, MI 48202

RE: Claimant: Enterprise RentalDate of Incident: 5-16-97CAC File No.: 97104748P

Gentlemen:

Form GM 1241 (Pages 1 & 2 is attached, reporting 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. (x) We believe this claim may deserve further investigation by you.
3. (x) Other: Undetermined cause of fire.

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
Pontiac-GMC Division
M.C. 483-050-376
One Pontiac Plaza
Pontiac, MI 48340-2952

Further inquiries regarding this claim should be directed to the undersigned.

Very truly yours,

PONTIAC-GMC DIVISION
General Motors Corporation



Customer Service Center Supervisor
One Pontiac Plaza
M.C. 483-050-376
Pontiac, MI 48340-2952

Enclosures:

- CAC Case Comments
- RAA Reps Notes
- Pictures
- Estimates
- Police Report
- RO's
- Demo Tape
- Other: Position letter

**PONTIAC-GMC DIVISION
REPORT OF PRELIMINARY INVESTIGATION**

Serious incidents should be immediately reported by telephone to Central Office, Product Compliance.

Date of Incident: 5-16 19 97 Hour 1:17 P.M.

I OWNER CLAIMANT

Name of Owner: Enterprise Rental Age: _____ Home Phone: () _____
 Address: 4481 Ina Rd Ste 161 Bus. Phone: 520-323-6545
 City: Tucson State: AZ Zip Code: 85702
 Name of Driver: Andrew White Age: _____ Home Phone: _____
 Address: 1624 Del Sol Tucson AZ Bus. Phone: _____
 Name of Claimant: Same as owner Age: _____ Home Phone: _____
 Address: Same as above Bus. Phone: None

Is claimant represented by an attorney? Yes No
 If "Yes", give name and address: _____

II VEHICLE

Make: Pontiac V.I.N. 1G3WJ52K6VF248678 Year: 1997 Model: Grand Prix
 Trans.: Auto 4 spd Axle: _____ Engine: L36 36L Mileage: 2573
 Date of Del.: 12-4-96 New, Used or Demo: New License No.: 856ACZ State: AZ
 Dealer: Quebedeaux Pont Address: 3566 E Speedway Tucson AZ
 Inspection Sticker No.: _____ Inspection Station No.: _____ Expiration Date: _____
 Principal uses of vehicle: Business
 Special vehicle features or equipment: None
 If vehicle is a truck, state gross pay load & location and description of load at time of incident: _____

Nature and extent of damages to vehicle and estimated cost of repairs. (Attach copy of estimate.): Totalled

Insurance Company's name and address: Enterprise Rental 4145 W Ina
Tucson AZ

Agent's Name: Merrit Knapp Phone Number: 520-323-6545 X214
 Adjuster's Name: Andy Johnson Phone Number: 602-943-7474
 Policy Number: _____ Claim Number: _____

Is vehicle subject to any product campaign(s)? Yes No Was campaign performed? Yes No
 If "yes", identify campaign(s): _____

III PROPERTY DAMAGE

Property Damage: None or LIST ALL VEHICLES INVOLVED
 Was another vehicle involved? _____ State make and model of vehicle: _____
 Other vehicle speed estimate: _____ MPH By whom: _____
 Name and address of owner: _____
 Name and address of driver: _____
 Extent of damage: _____
 Was property (other than a motor vehicle) damaged? (state kind, name of owner and extent of damage): _____

IV BODILY INJURY

ANY INJURED PARTY MAY FILE A CLAIM OR LAWSUIT INDEPENDENTLY OF THE OWNER, DRIVER OR
 Bodily Injury: None CLAIMANT. ALL INJURED PARTIES MUST BE IDENTIFIED BELOW.
 Indicate following information on injuries and whether the injured person(s) were riding in (A) owner's vehicle, (B) other vehicle,
 (C) pedestrian or (D) other.

(1) Name and address: _____
 Age: _____ Code A, B, C, or D: _____ Seating position: _____
 Nature of injuries: _____
 Where were injured treated and by whom? _____
 (2) Name and address: _____
 Age: _____ Code A, B, C, or D: _____ Seating position: _____
 Nature of injuries: _____
 Where were injured treated and by whom? _____
 (3) Name and address: _____
 Age: _____ Code A, B, C, or D: _____ Seating position: _____
 Nature of injuries: _____
 Where were injured treated and by whom? _____

V INVESTIGATION

How, when, and by whom was zone notified of incident? Enterprise Rental called cust assist.

Location of incident (Designate exact location) W Valencia Rd @ S Santa Cruz La Tucson AZ

Kind and Condition of road: (or not relevant)

Kind of road: concrete wet gravel dry asphalt icy crushed rock dirt
Condition of road: wet dry icy other
Kind of shoulder: concrete gravel asphalt crushed rock dirt
Condition of shoulder: wet dry icy other

Nature of weather: Vision obstruction (if any, describe)

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

Frontier Towing Tucson AZ

Where can vehicle be seen? Family Auto Body 3340 E Mountain Tucson AZ

Did vehicle turn over? Yes No Vehicle speed estimate MPH

Source of speed estimate Posted speed limit MPH

Brand and size tires Goodyear 225 68 R16

Condition of tires: R.F. Good Poor Flat L.R. Good Poor Flat

Other (truck or spare)

Did your search of the vehicle service history produce service repair orders: Yes No

If "Yes", attach copies of all R.O.s. (indicate how many) If "No", explain

Police report attached? Yes No If "No", what station or officer made report? (No report filed)

Report #9705168456 attached

Names and address of witnesses (or None)

Were photos taken? Yes No If "Yes", how many: 24 By whom (name and address): JG Smith EAA

22105 N Lobo La San City West AZ

If "No", explain:

VI DESCRIPTION OF CLAIM

Driver's description as to how incident happened and his statement of the cause.

Did you personally speak with driver? Yes No If "No", give source of driver's description.

Statement given Enterprise by driver

Was vehicle inspected? Yes No If "Yes", identify all parties

What vehicle components are allegedly defective? See attached memo

Who made allegation of defect? Owner

If the alleged defective part has been removed from the vehicle, indicate exact parts, present location and who is custodian.

Information from further investigation of incident, including examination of vehicle and scene of incident.

See attached memo

Date matter was concluded with claimant?

How and when was matter left with claimant?

DATE OF INVESTIGATION 6-10-97
DATE SIGNED 6-15-97

PRINTED NAME JG Smith EAA
SIGNED J.G. Smith EAA

Divisional Representative Completing Investigation
General Motors Corporation

(Note: Continue answers on another sheet if necessary.)

Case: 97104748 - P
Name: Enterprise Rental

06/18/97


Memo

Vehicle #1G2WJ52K6VF248670 was inspected and photographed at Family auto Body on 06/10/97.

The vehicle is a total loss due to fire damage. The engine compartment was completely consumed by fire. The fire was most intense at L.F. corner of engine compartment. See photos #1 through #14. The passenger compartment was also fire damaged at L.F. door and at left side of instrument panel. The fuse block was totally destroyed. See photos #16 through #21.

Battery voltage measured 0 and the alternator was seized.

The cause and/or source of fire was not determined.



J. G. Smith E.A.A.

attachments: 1 Set of 24 photos
Tucson Police report

POLICE REPORT

FORM NO. 1 (REV. 10-1-77) REPORT NO. 99041042
 COUNTY OF LOS ANGELES CITY OF LOS ANGELES

DOES THIS INCIDENT REQUIRE VICTIM REGISTRATION OR A WAIVER OF RIGHTS? YES NO

I CHOOSE "upon request" rights in this case. DATE OF BIRTH: _____

I WAIVE "upon request" rights in this case. RESIDENCE OF VICTIM: _____

REQUEST/WAIVER registration per A.P.C. 113-448(B) and § 8-398(D) NAME OF EMPLOYER: _____

ALL INFORMATION IS PROVIDED BY _____ DATE OF INCIDENT: 5-16-97

REPORT MADE BY: 9/3 DATE OF REPORT: 5-16-97

REPORT MADE AT: 9/3 DATE OF REPORT: 5-16-97

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REPORT MADE BY: 9/3 DATE OF REPORT: 5-16-97

AIRTEL
 TELETYPE
 TELETYPE UNIT
 TELETYPE UNIT

TO	FROM	SUBJECT

DATE	TIME	LOCATION	STATUS	REMARKS

REPORT MADE BY: _____ DATE: _____
 BY: _____

AT APPROX. 1417 HRS. I OBSERVED A TV 1987 BUICK (ESC. ACC.)
 FULL WITH THE DRIVER AT 42 VILLAGE / S. SANTA ANNE AVE.
 I COULD NOT HEAR ANYTHING FROM INSIDE THE CAR. TWO
 BLACK MALES EXITED THE VEHICLE AND OPENED THE HOOD.
 FLAMES SPURT OUT FROM THE FRONT. I THEN CALLED FOR
 T.F.D. TO RESPOND. I THEN MADE CONTACT WITH THE DRIVER
 ANDREW WHITE (7-7-76) 1626 DEL SOL, [REDACTED] THE PASSENGER
 RAN OFF TO HOME & PHONE CALL AND DID NOT RETURN. WHITE
 IDENTIFIED THE PASSENGER AS "WILLIE" WHITE EXPLAINED THE VEHICLE
 WAS RENTED FROM "ENTERPRISE RENTAL" BY A FRIEND WHOSE NAME
 SAID HE RECALLED THE VEHICLE FROM FOLLOWS ALONG CHRIS WHITE
 TO VISIT ANOTHER FRIEND. ENTERPRISE RENTAL WAS ADVISED THAT
 THEIR VEHICLE WAS DESTROYED BY THE FIRE, THEY REQUESTED
 THE VEHICLE BE REMOVED BY ENTERPRISE RENTAL.

05/02/97

PONTIAC CARES

YACT0170

11:54:18 CUSTOMER SATISFACTION SYSTEM

TAHAAA4AE

* CASE COMMENT UPDATE/INQUIRY *

CASE NUMBER: 97104748P

ENTERPRISE RENTAL

4145 W. INA RD SUITE 161

MEGA

AZ 85202

SELECTION

COMMENTS

05/27/97 14:21:14

001

MERRITT FROM ENTERPRISE RENTAL CONTACTED CAC ALLEGING ELECTRICAL FIRE AND
 SEEKING PRODUCT INVESTIGATION. CST STATES IS CLAIMANT AND OWNER, ADDRESS
 AND PHONE ON FACE OF FILE. DRIVER AT TIME OF INCIDENT EDWARD BELL (RENT)
 944 E. 31ST, TUSCON AZ 85713 PHONE #520-388-9214 OR BUSINESS #520-670-
 3786. STATES TUSCON POLICE AND FIRE DEPT AT SCENE. STATES ENTERPRISE IS
 SELF-INSURED. VEHICLE CURRENTLY LOCATED AT FAMILY AUTOCODY, 3340 EAST
 MOSSMAN RD, TUSCON AZ 85706 PHONE #520-889-2777 (JONK). STATES INCIDENT
 OCCURRED ON 5/16/97, CST DRIVING (UNSURE OF ROAD) WHEN VEHICLE BEGAN
 SMOCKING, FIRE DEPT CALLED AND WHEN ARRIVED LIFTED HOOD, AND ALLEGEDLY
 VEHICLE WENT UP IN FLAMES. STATES ESTIMATE OF \$24,244.45 INCLUDING 30%
 DISCOUNT ON PARTS. STATES NO INJURIES. CAC ADVISED CST TO CALL BACK WITH
 ADDRESS AND PHONE #S FOR BOTH POLICE AND FIRE DEPT, AS WELL AS POLICE

002
003
004
005
006
007
008
009
010
011
012
013

ENTER VALID ACTION CODES: A-ADD C-CHANGE D-DEL S-TIME STAMP T-TRENT I-INFOR

PF1=> FORWARD PF2=> BACKWARD PF3=> RFA MSG PF4=> DLR SCAN PFS=> LAST LINE

PF6=> RESOLUTION CMNT PF7=> CASE RESOLUTION PFS=> CASE UPDT

PFS=> CASE MENU PF10=> MASTER MENU PF11=> PHONE TALLY PFS=> I/A MAIN MENU

06/02/97

PONTIAC CARES

YACT0170

11:54:22

CUSTOMER SATISFACTION SYSTEM

TAHAA42E

* CASE COMMENT UPDATE / INQUIRY *

CASE NUMBER: 971047482

ENTERPRISE RENTAL

4145 W. IMA RD SUITE 161

MESA

AZ 85202

SELECTION

COMMENTS

ADDRESS AND PHONE #S FOR BOTH POLICE AND FIRE DEPT, AS WELL AS POLICE	013
REPORT #. WHEN CST CALLS BACK, PLEASE OBTAIN INFORMATION AND REMOVE	014
276 CODE FROM FACE OF FILE. THANKS JTRONBLEY/CS	015
05/29/97 10:54:33	016
REVIEWED FILE AND EVEN WITHOUT MISSING INFO...WILL ASSIGN CASE TO HAA REP	017
WITHIN 7-10 BUSINESS DAYS.HOWEVER,IF CUSTOMER CALLS W/MISSING INFO...	018
PLEASE ADD TO FILE.THANKS.WENDY ALA-1241	019

PF1-> FORWARD PF2-> BACKWARD PF3-> RFA MSG PF4-> CLR SCRN PF5-> LAST LINE
 PF6-> RESOLUTION CMNT PF7-> CASE RESOLUTION PF8-> CASE UEDT
 PF9-> CASE MENU PF10-> MASTER MENU PF11-> PHONE TALLY PF15-> L/A MAIN MENU

PONTIAC · GMC

Division of General Motors Corporation

June 27, 1997

Merik Knapp
Enterprise Rental
4151 Inn Road Suite 161
Mesa, AZ 85202

RE: File No.: 97104748P

Dear Mr. Knapp:

This will have further reference to your product investigation claim involving a 1997 Pontiac Grand Prix.

We have completed our investigation into this matter, due to the severity of damage, Pontiac-GMC Division is unable to determine the cause of the alleged incident. Therefore, we suggest that you contact your insurance carrier, if you have not already done so.

All information will be reported to our insurance administrator, for further review. Any questions or concerns you may have should be directed to:

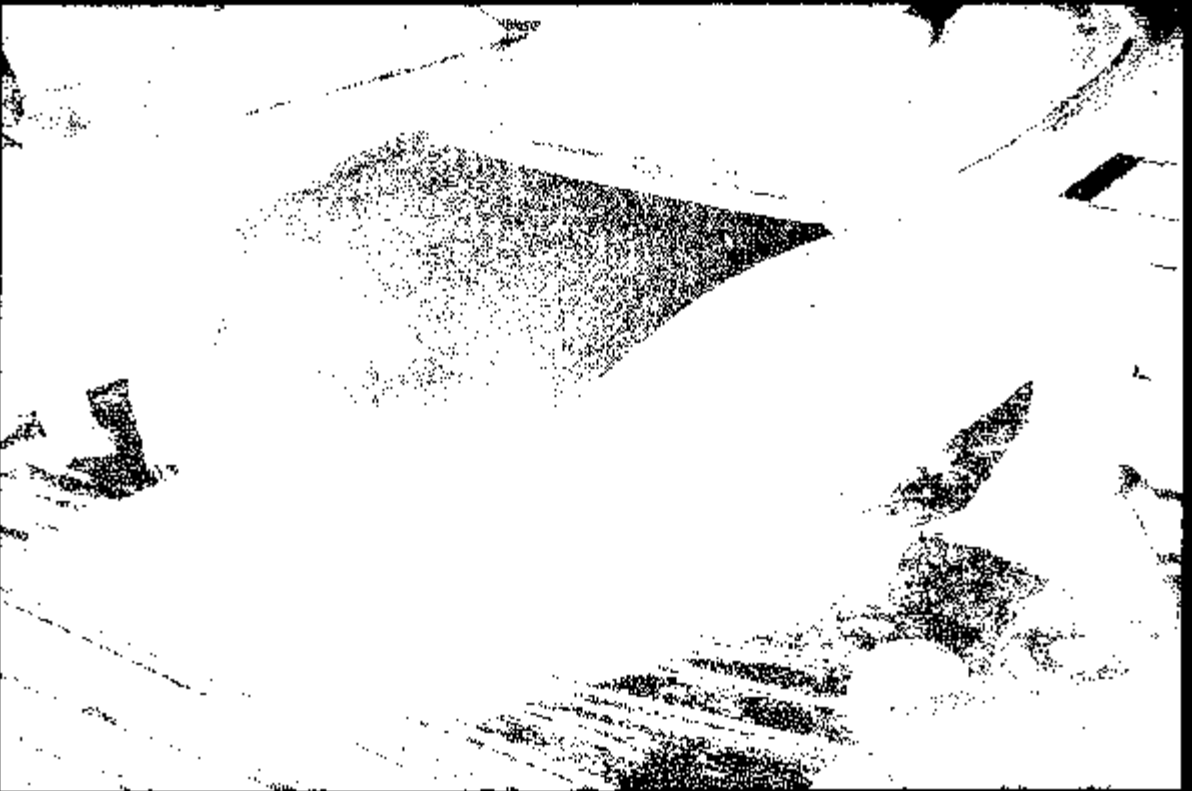
ESIS Unit
GM Central Claims
P.O. Box 02489
Detroit, MI 48202

Tel: 800/888-0164

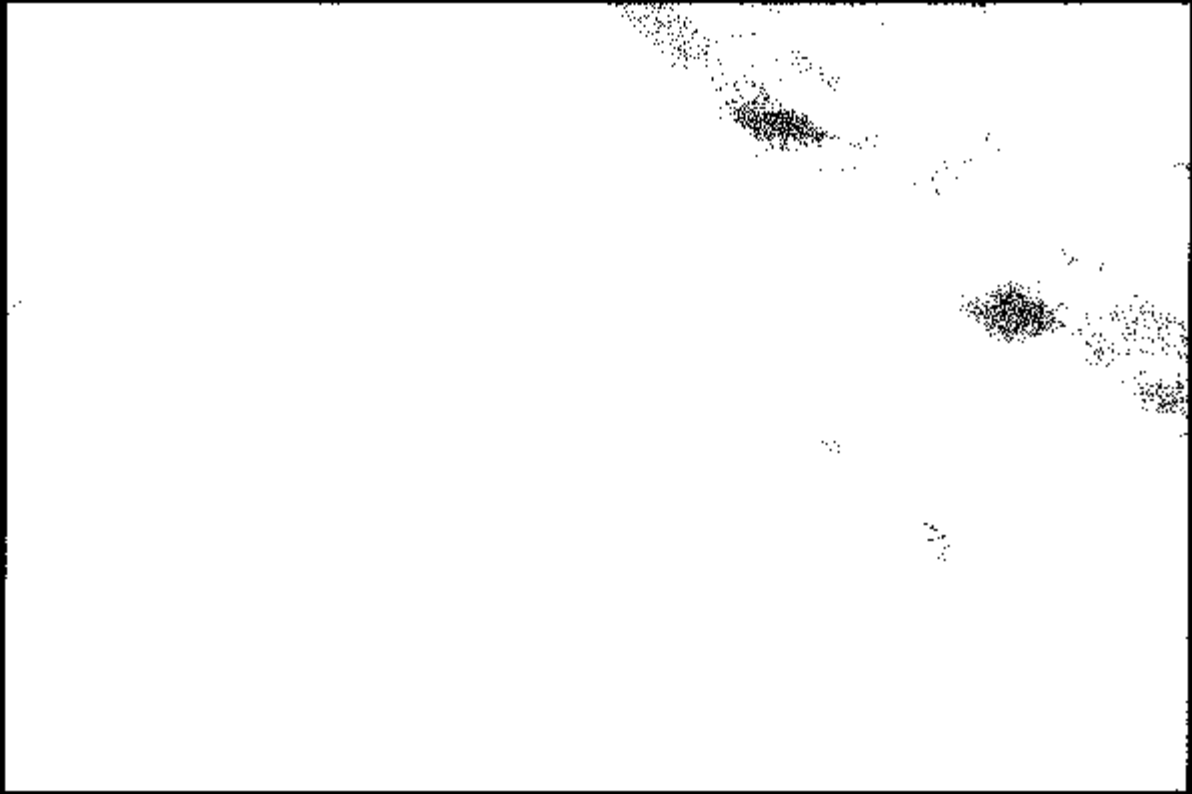
Sincerely,

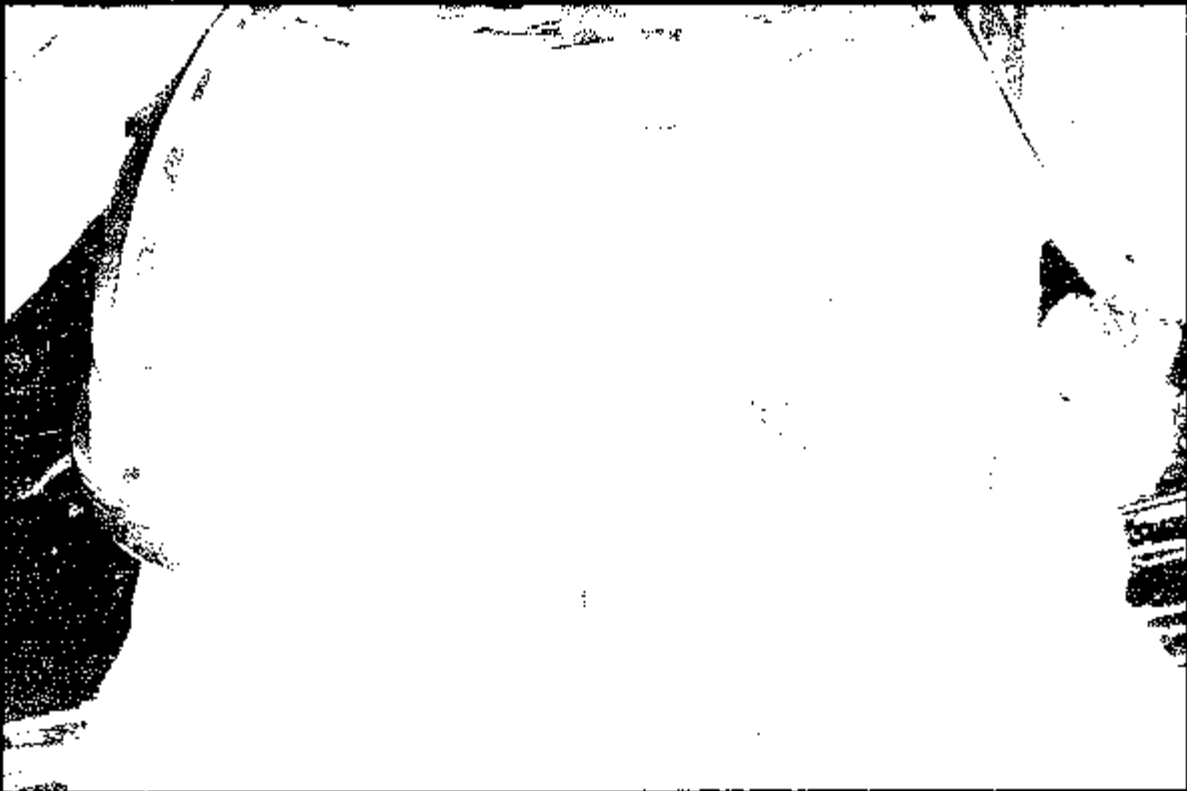

Judy Yeager
Product Allegation Resolution Coordinator
Pontiac-GMC Division
General Motors Corporation

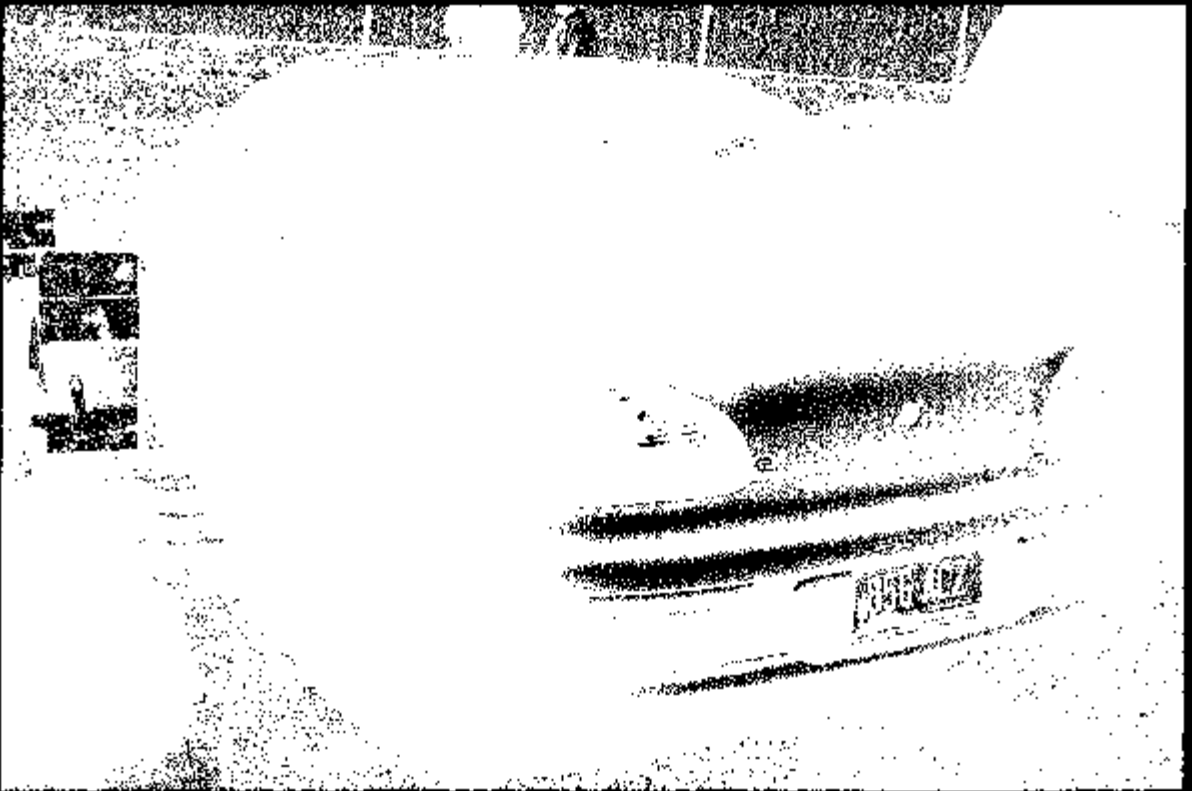


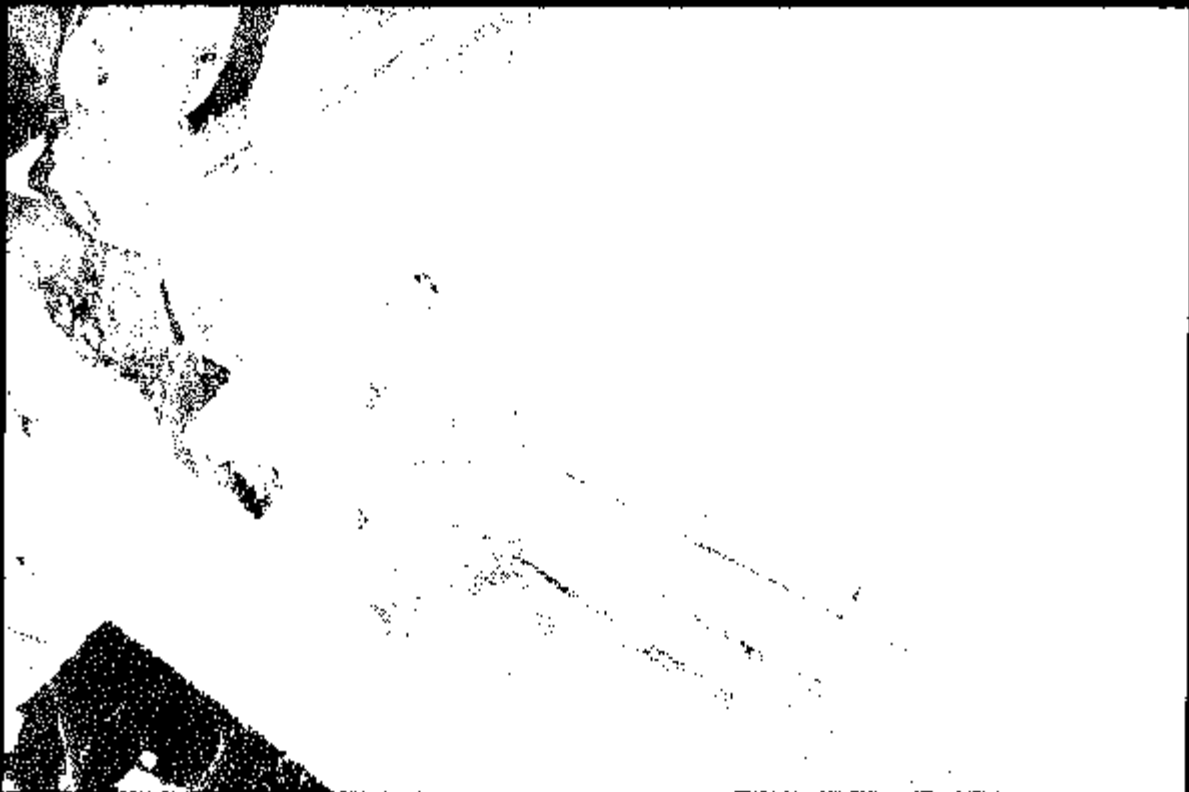
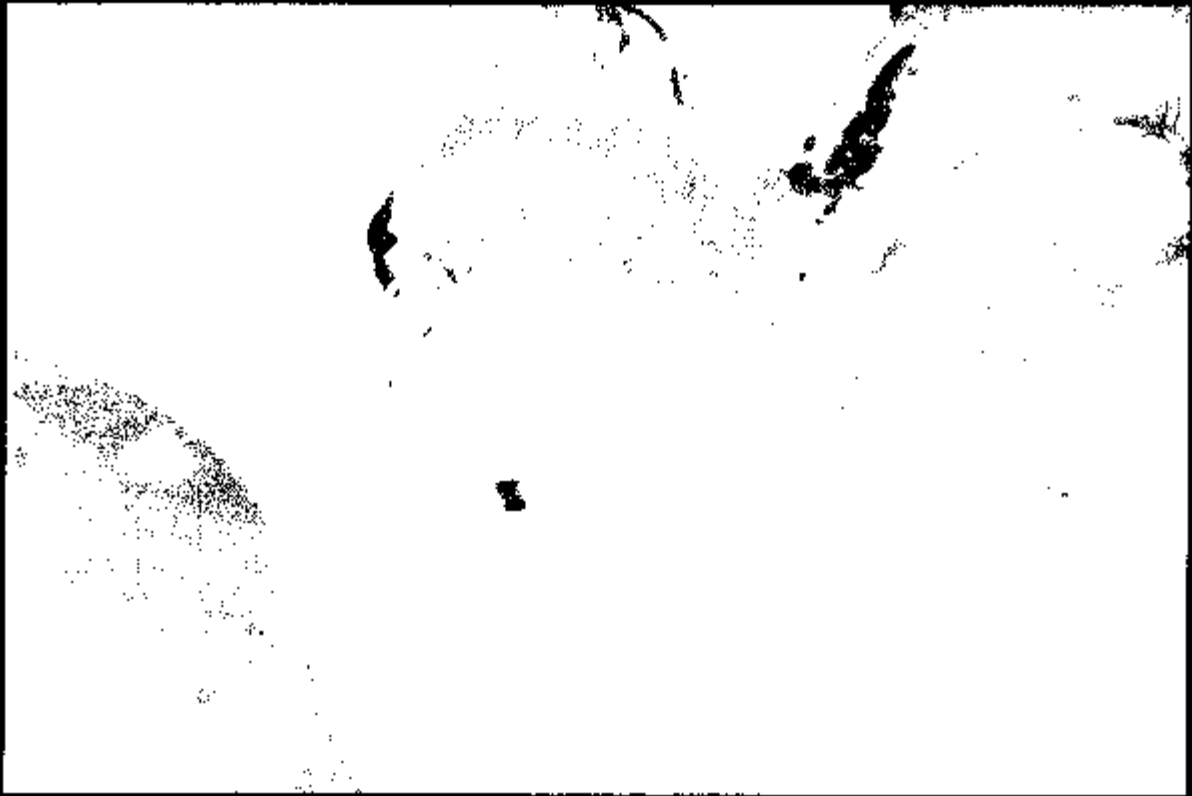






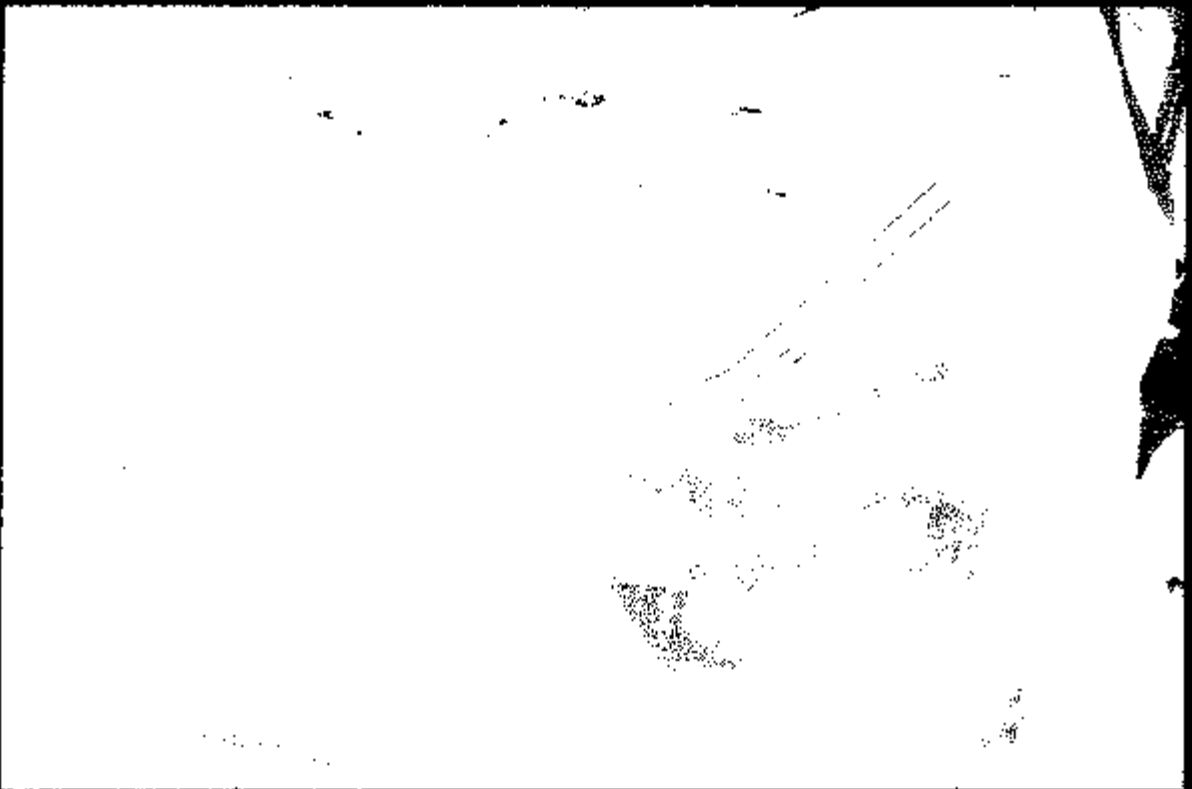
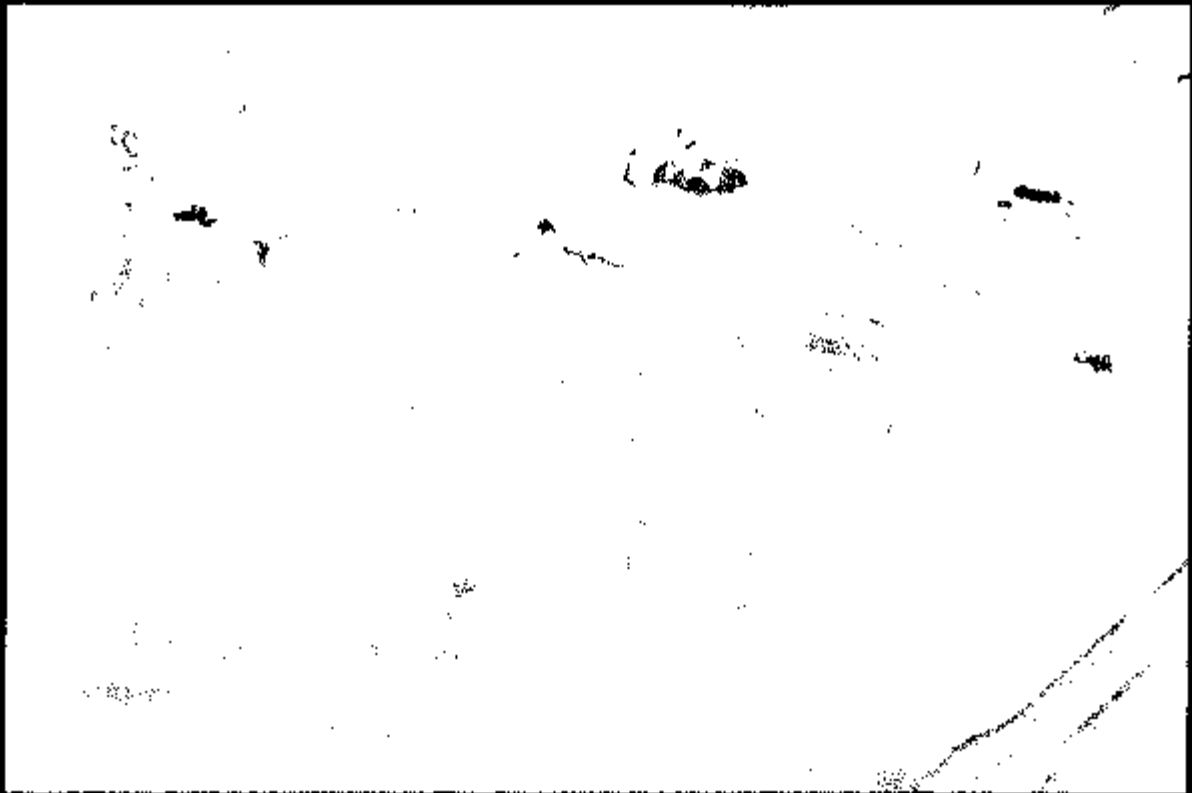




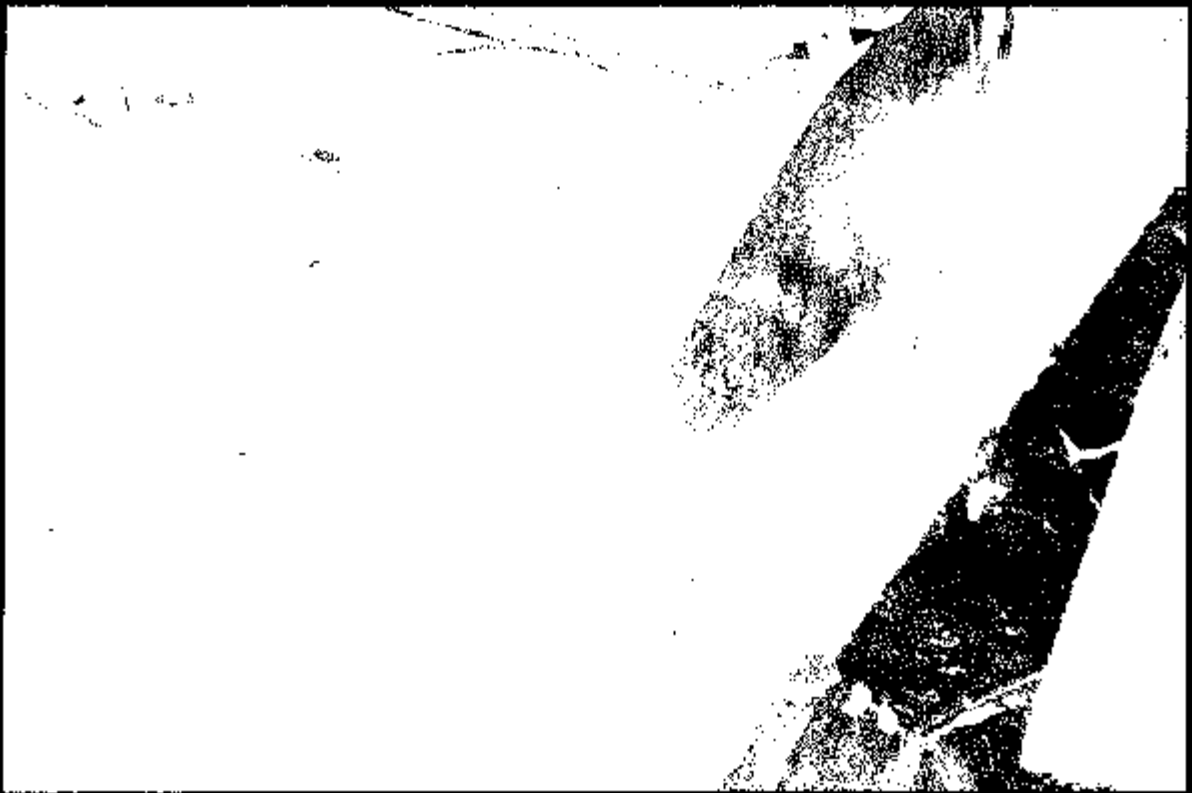
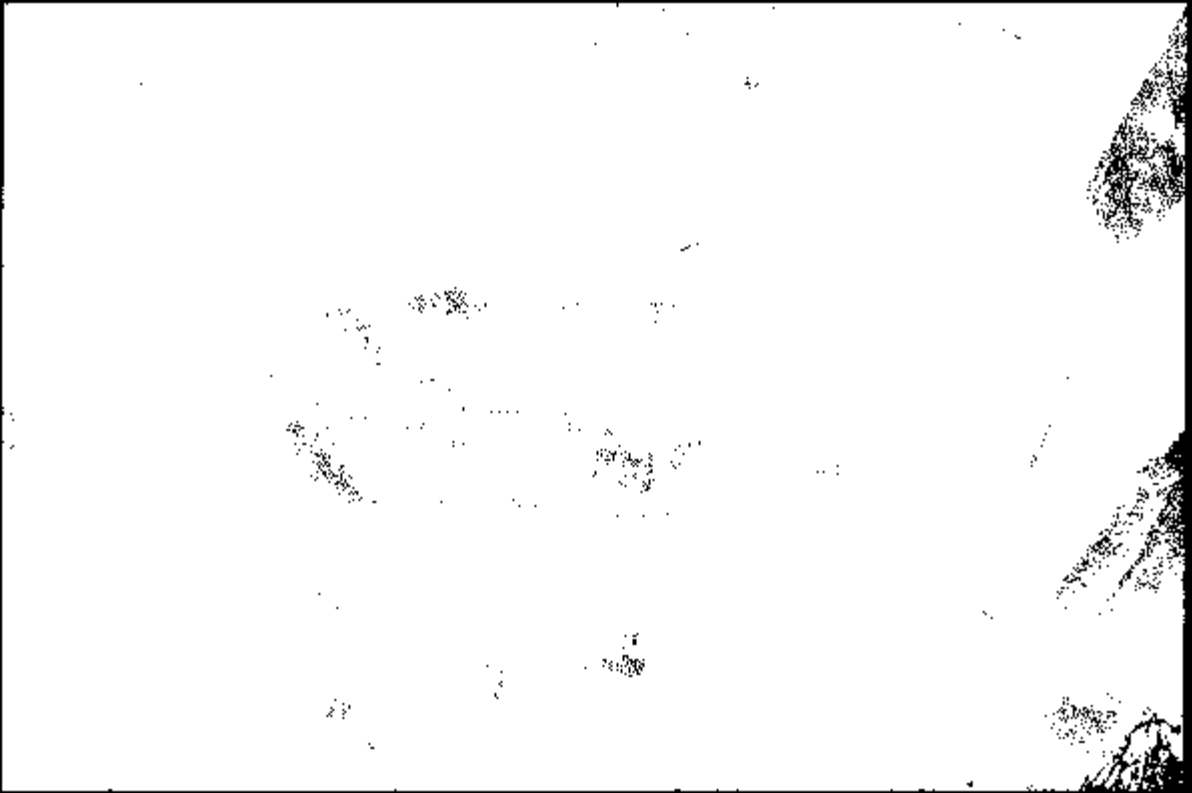














GENERAL MOTORS CORPORATION

273161

PI 99877

J50-106

DIVISION: PONTIAC - GMC
ZONE: South Central
DATE: 05/12/97

ESIS UNIT
GM Central Claims
P.O. Box 02489
Detroit, MI 48202

RE: Claimant: Enterprise Rentals
Date of Incident: 1-28-97
CAC File No.: 97053895P

Gentlemen:

Form GM 1241 (Pages 1 & 2 is attached, reporting information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for the reason(s) indicated below:

- 1. (x) The attached report is for your information and record.
- 2. () We believe this claim may deserve further investigation by you.
- 3. () Other: Undetermined cause of fire.

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
Pontiac-GMC Division
M.C. 483-050-376
Attn: One Pontiac Plaza
P.O. Pontiac, MI 48340-2952

Further inquiries regarding this claim should be directed to the undersigned.

Very truly yours,

PONTIAC-GMC DIVISION
General Motors Corporation



Customer Service Center Supervisor
One Pontiac Plaza
M.C. 483-050-376
Pontiac, MI 48340-2952

Enclosures:

- CAC Case Comments
- EAA Reps Notes
- Pictures
- Estimates
- Police Report
- RO's
- Dem Tape
- Other:

V INVESTIGATION

How, when, and by whom was zone notified of incident? Please call by Enterprise Home office Franklin, TN.

Location of incident (Designate exact location) Jackson, TN Exact location not available.

Kind and Condition of road: (or not relevant) [X] asphalt, [] concrete, [] gravel, [] crushed rock, [] dirt. Condition of road: [] wet, [] dry, [] asphalt, [] crushed rock, [] dirt. Kind of shoulder: [] concrete, [] gravel, [] asphalt, [] crushed rock, [] dirt. Condition of shoulder: [] wet, [] dry, [] asphalt, [] crushed rock, [] dirt. Nature of weather: [] wet, [] dry, [] asphalt, [] crushed rock, [] dirt.

Name and address of dealer who towed (include tow driver's name), stored and/or provided temporary service to damaged vehicle: Doan's Body Shop & Towing Murray, KY.

Where was vehicle seen? Dardom Motors Murray, KY. Did vehicle turn over? [] Yes [X] No. Vehicle speed estimate: [] MPH. Posted speed limit: [] MPH.

Brand and size tires: Goodyear Eagle GA P215-65 R15. Condition of tires: R.F. [X] Good, [] Poor, [] Flat; L.F. [X] Good, [] Poor, [] Flat. Other (truck or spare): [] Yes [X] No.

Did your search of the vehicle service history produce service repair orders? [] Yes [X] No. If "No", explain: Servicing dealer in another city.

Police report attached? [] Yes [] No. If "No", what station or officer made report? [X] No report filed.

Names and address of witnesses: (or None) [X] None.

Were photos taken? [X] Yes [] No. If "Yes", how many: 23. By whom (name and address): Curtis Patton 385 Shady Pine Memphis, TN 38120. If "No", explain:

VI DESCRIPTION OF CLAIM

Driver's description as to how incident happened and his statement of the cause. For Enterprise, car was serviced by Exxon Sta in Jackson, TN and was being driven back to Enterprise office in Jackson, when fire was detected in engine compartment. This statement provided by Kathleen Mikulak with Enterprise 615-771-8699.

Did you personally speak with driver? [] Yes [X] No. If "No", give source of driver's description: See above.

Was vehicle inspected? [X] Yes [] No. If "Yes", identify all parties: Curtis Patton-EAA Ray Yearry Tech Dardom Motors-Murray, KY.

What vehicle components are allegedly defective? Engine wiring. Who made allegation of defect? Owner. If the alleged defective part has been removed from the vehicle, indicate exact parts, present location and who is custodian: Not removed.

Information from further investigation of incident, including examination of vehicle and scene of incident: #1 plug wire laying against exhaust manifold. #3 plug wire chafed, with fire arcing against engine wiring harness. Wiring insulation was melted by arcing of exposed plug wire core. Creating fire.

Date matter was concluded with claimant? 4-11-97. How and when was matter left with claimant? I advised Mary Daly with Enterprise of my findings concerning the plug wires. I advised her, the vehicle didn't leave factory in this condition and that PMD shouldn't be responsible for the carelessness of previously used service facilities. I advised her that I wasn't pointing my finger at any facility. However, I fail to see where PMD has any responsibility. Ms Daly said, "Based on the information you have provided I agree".

DATE OF INVESTIGATION 4-8-97. DATE SIGNED 4-11-97. PRINTED NAME Curtis Patton-EAA. SIGNED Curtis Patton EAA. Divisional Representative Completing Investigation General Motors Corporation.

(Note: Continue answers on another sheet if necessary.)

ST

TO: CURTIS PATONRE: Enterprise

FROM: Andrew Wykes

ZONE: South Central

PHONE: (810) 253-6923

CASE #: 97053595P

FAX: (810) 253-7343

ADDRESS:

PONTIAC-GMC DIVISION

ATTN: Andrew Wykes

M.C. 483-050-376

1 Pontiac Plaza

Pontiac, MI 48340

* Please include date of contact in "How was zone notified." This can be found on the information sent from me.

* In "Info from further investigation," describe what you did (i.e. test drive, inspect brake pads, Tech 1 info-any codes, etc.) during inspection.

* Please include city and state in "Location of Incident" section

* Please present only the facts of an investigation

* Please provide info on where any parts removed from vehicle can be located.

→ CURTIS - I AM GOING TO ASSIGN THIS CASE TO YOU AS WELL. IF YOU HAVE ANY QUESTION

PLEASE RETURN BY **PRIORITY MAIL:**

Feel Free to Give
ME A CALL. THANKS
Andrew

* 1 set of photos and negatives, 1241 form with attachments (R.O.s, police report, R.O. for inspection, if needed, etc.)

* If air bag 1241, please include 2 copies of DERM readout

* Please advise claimant if no defect found with vehicle.

* If concern found with vehicle, please call me to discuss.

PROCESS.DOC

3/25/97

03/24/97

PONTIAC CARES

YACT0170
TANAKBR

15:45:34 CUSTOMER SATISFACTION SYSTEM

CASE COMMENT UPDATE/INQUIRY

CASE NUMBER: 97053598P

ENTERPRISE RENTAL

284 MALLOY STATION RD

FRANKLIN

IN 37067

SELECTION

COMMENTS

03/14/97 17:06:39

SERVICE MANAGER (BOBBYE BYNUM) ADVISED CAC THAT ONE OF ENTERPRISE'S
 CST'S WAS DRIVING THE VEHICLE IN FEBRUARY. ENTERPRISE ALLEGES THAT ONE
 OF THEIR CST'S WAS DRIVING THE VEHICLE BACK IN FEBRUARY, WHEN THE CST'S
 ALLEGES THAT SMOKE STARTED TO COME FROM UNDER THE HOOD. ENTERPRISE CST'S
 ALLEGES PULLING OVER AND LIFTED UP THE HOOD AND THE ENGINE WAS ON FIRE.
 CST'S ALLEGES PUTTING FIRE OUT. IMMEDIATELY SERVICE MANAGER ADVISED CAC THAT
 THE VEHICLE DAMAGE IS TO THE FAN, SLUGS AND WIRES ARE ALL BURNED UP.
 SERVICE MANAGER DID ADVISED CAC THAT THE VEHICLE ENGINE IS NOT LOCKED UP
 AND IS STILL IN RUNNING CONDITION. THE VEHICLE IS CURRENTLY AT PURDON
 MOTORS, 1309 HWY. 122 BY-PASS, MURRAY, KY 42021 DLR CONTACT - BOBBYE
 BYNUM. SERVICE MANAGER ADVISED THAT ALL OTHER INFORMATION WOULD NEED
 TO BE OBTAINED FROM ENTERPRISE RENTAL COMPANY. BREALIK/AS

001
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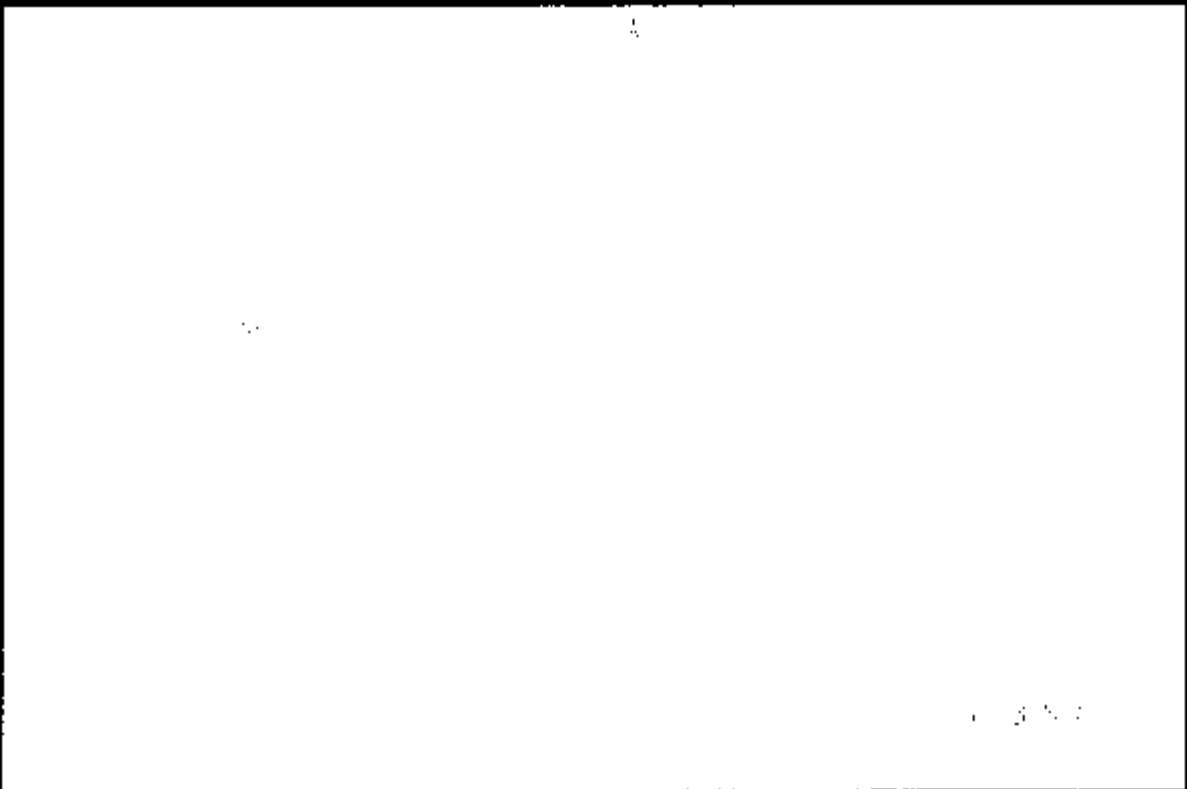
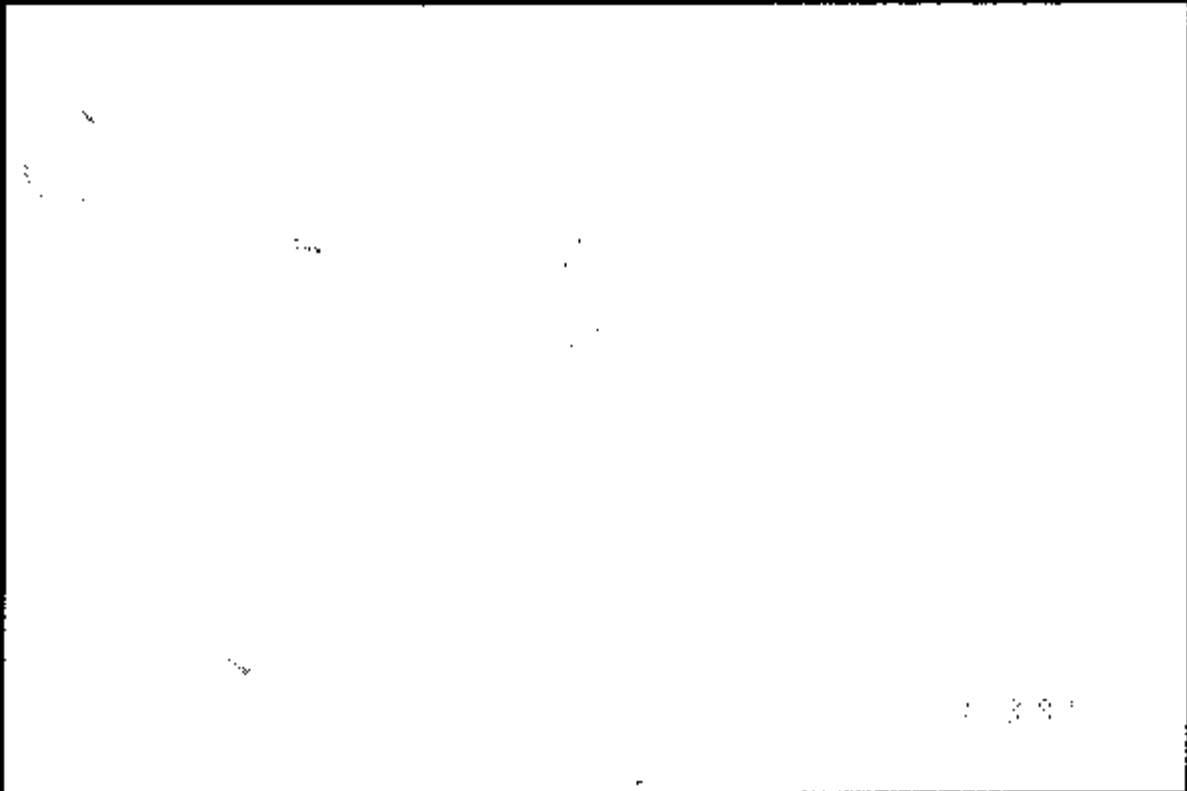
ENTER VALID ACTION CODES: A-ADD C-CHANGE D-DEL S-TIME STAMP T-TENANT I-INFO

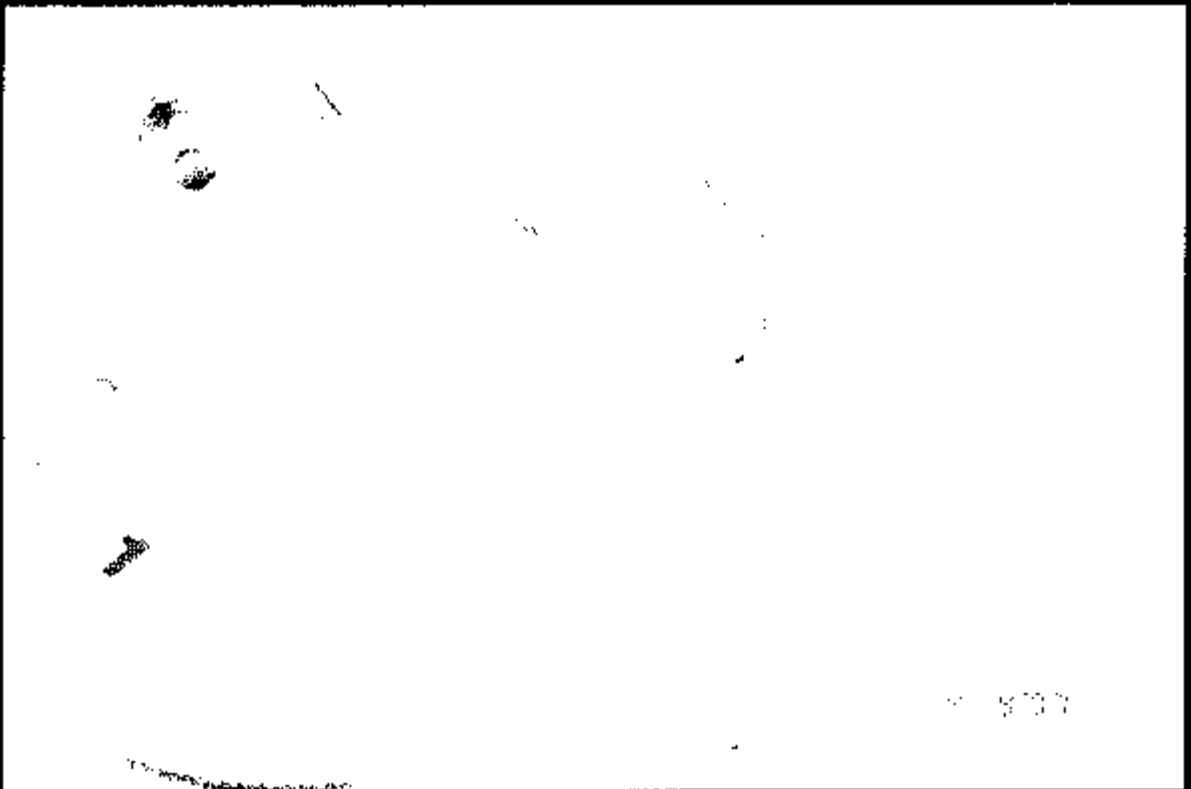
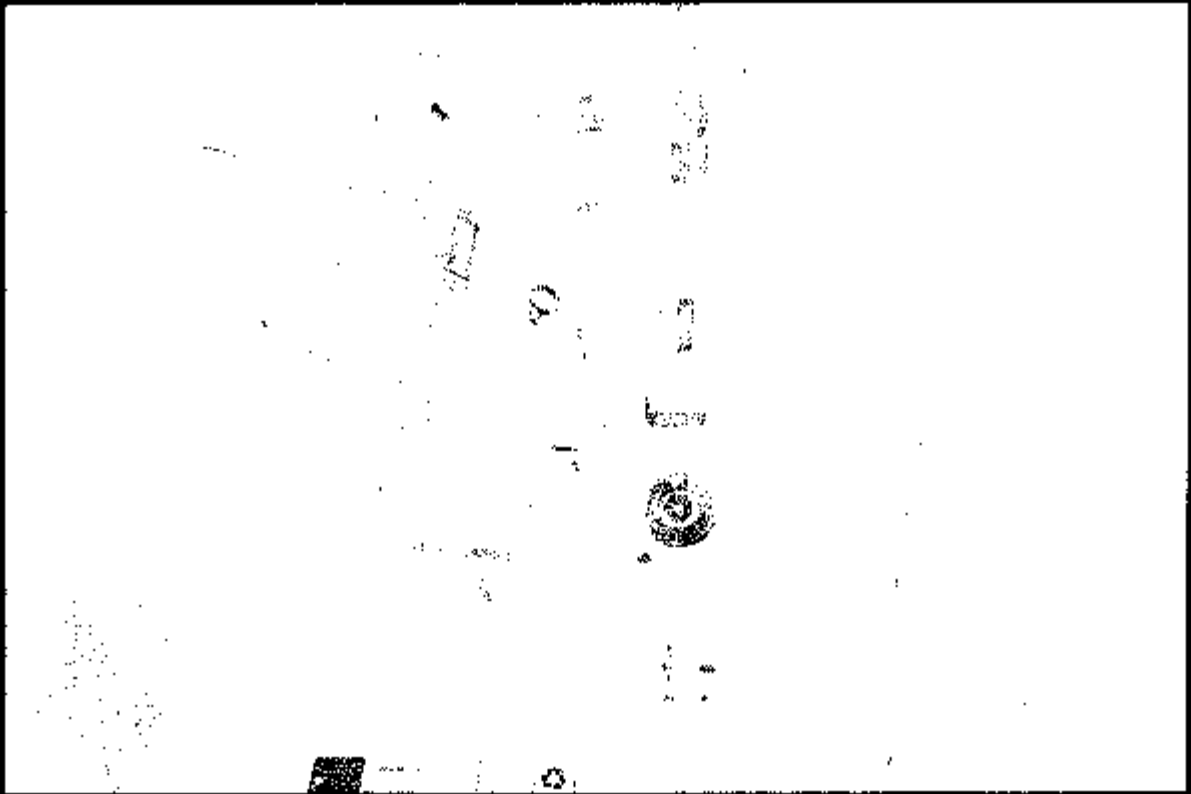
PF1=> FORWARD PF2=> BACKWARD PF3=> REA MSG PF4=> DLR SCAN PF5=> LAST LINE
 PF6=> RESOLUTION COST PF7=> CASE RESOLUTION PF8=> CASE UDDT
 PF9=> CASE MENU PF10=> MASTER MENU PF11=> PHONE TALLY PF15=> C/A MAIN MENU

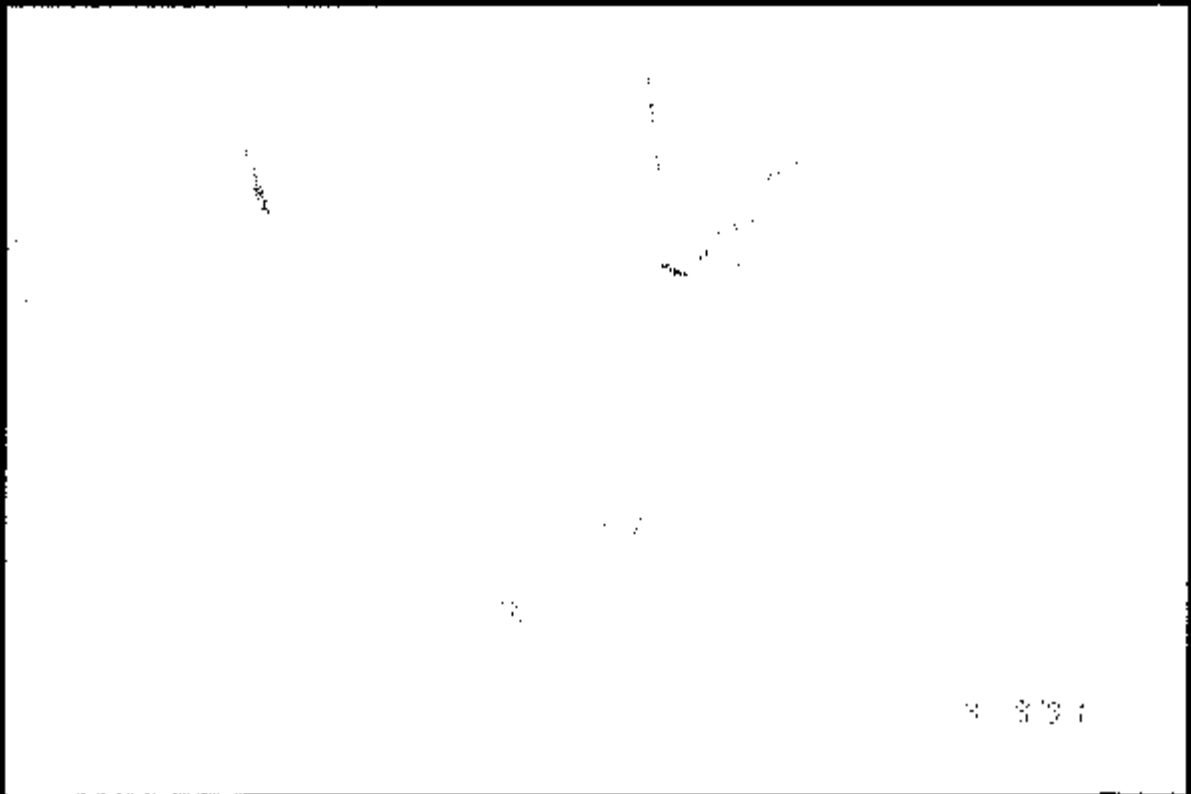
*# 1 plug wire coming
against manifold*

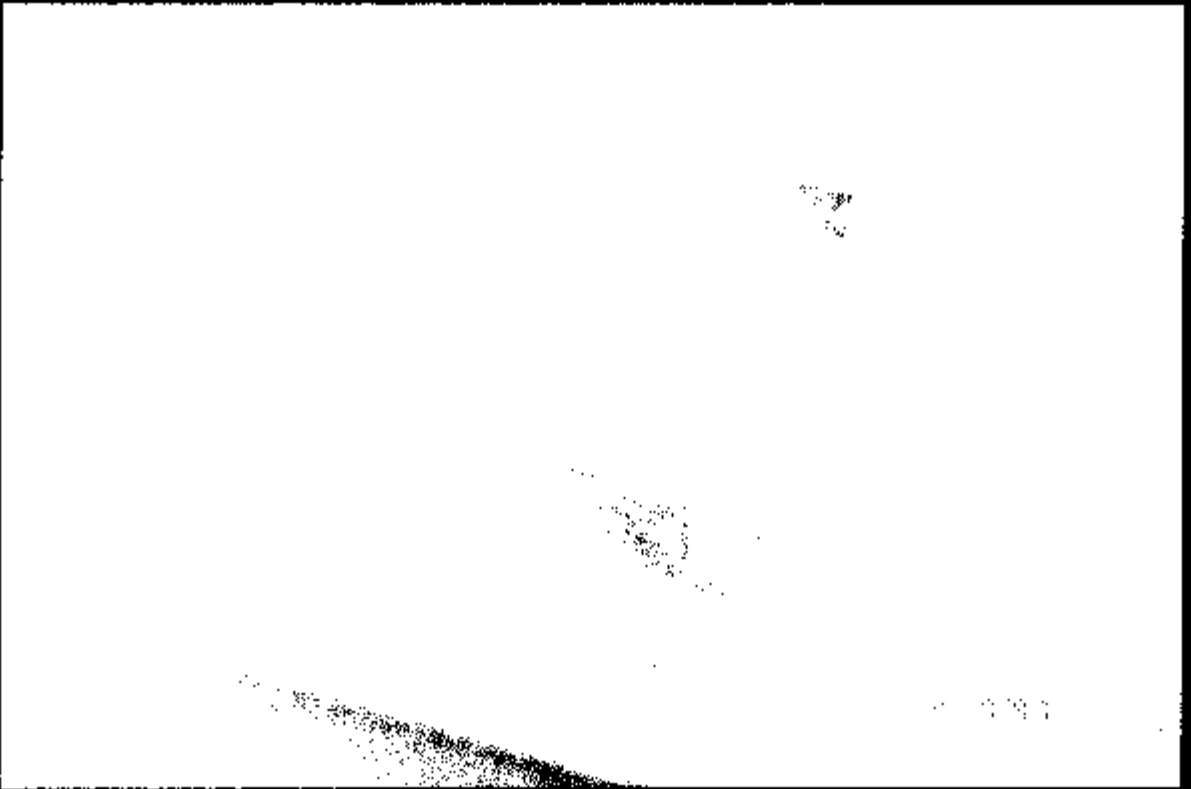
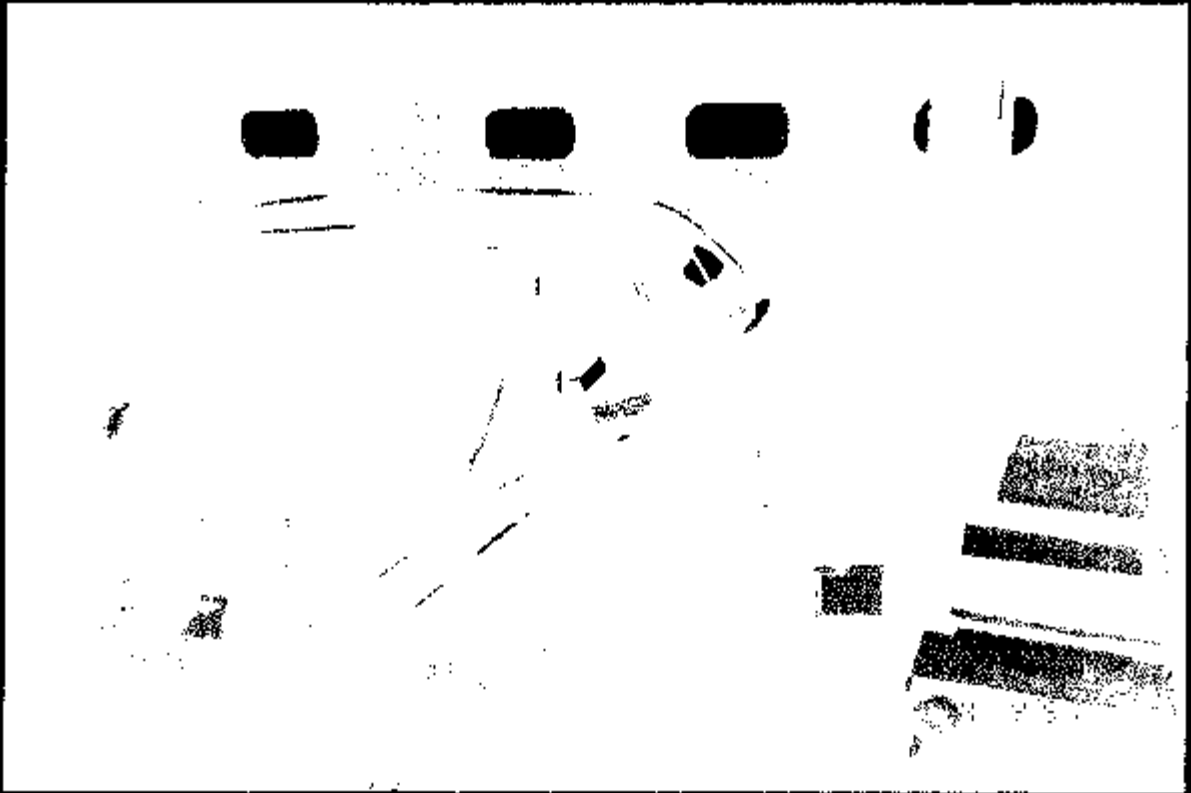
*# 3 plug wire - Chopped
at wiring harness*

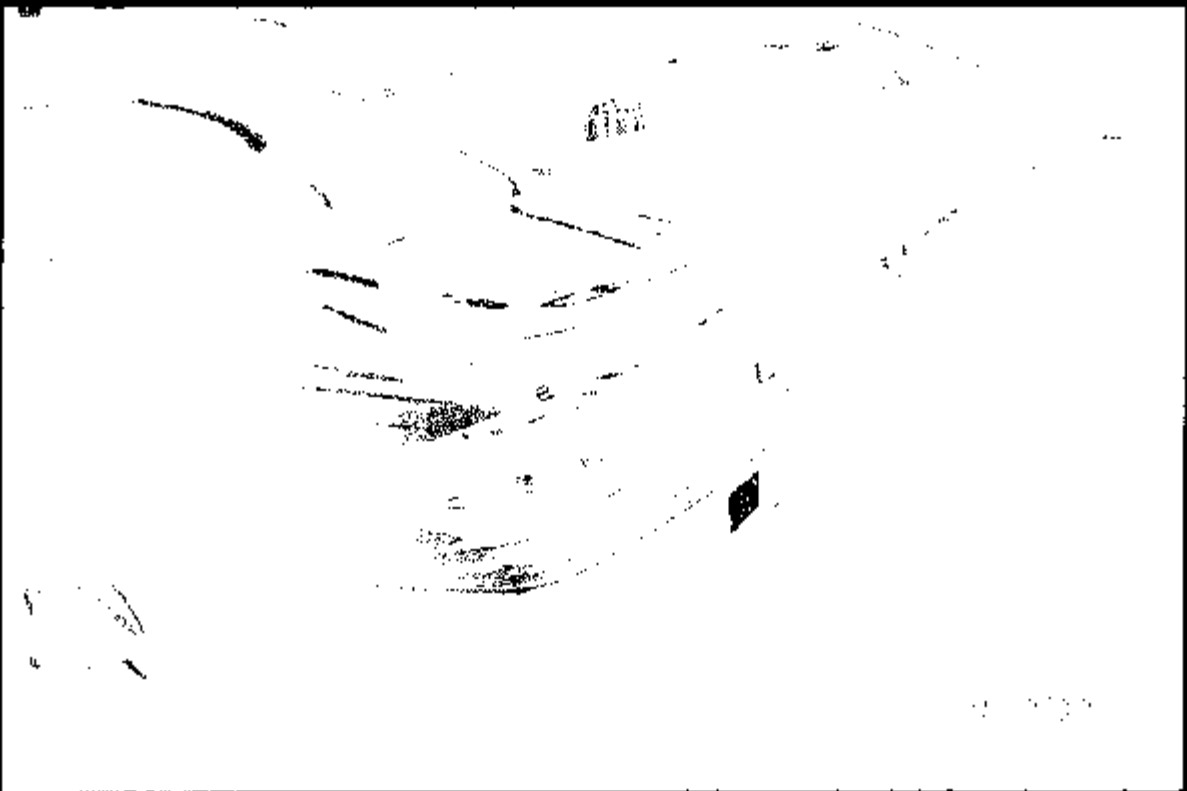
*DAVID - w/enter pass
Kiddan Mitchell
MARY-DALY*

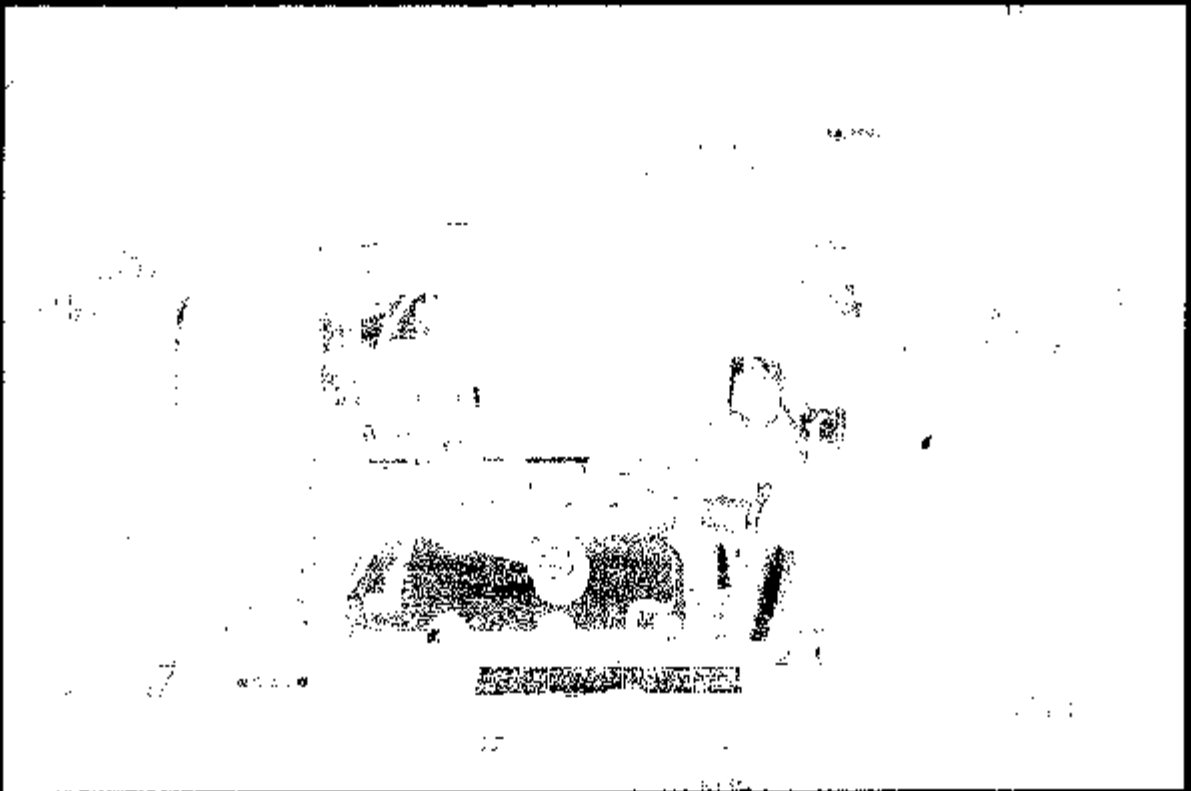
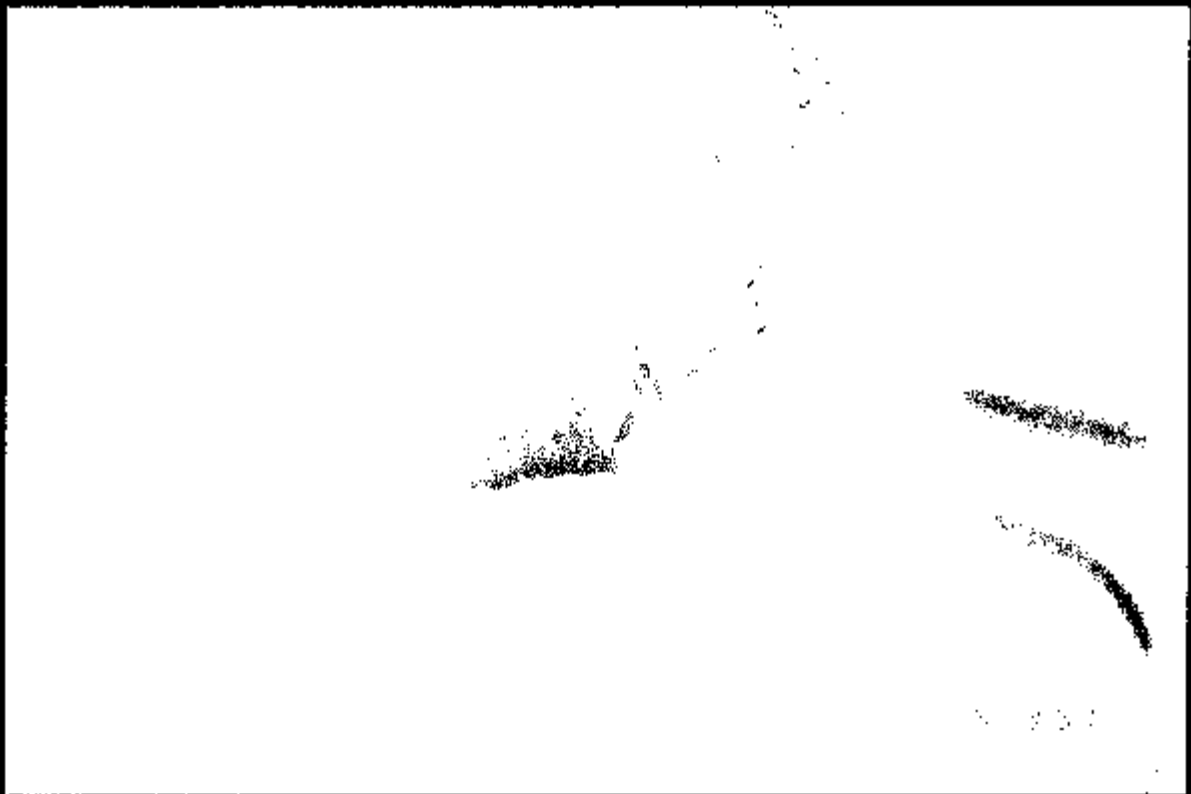


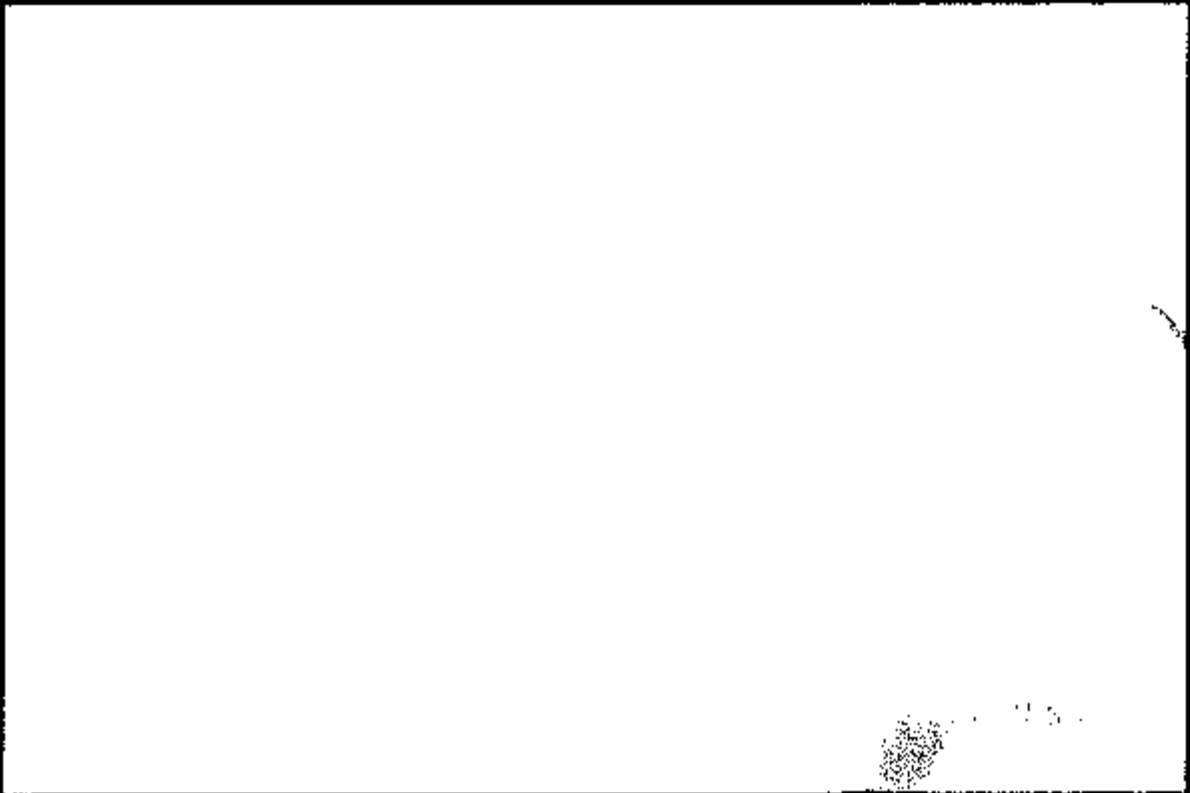


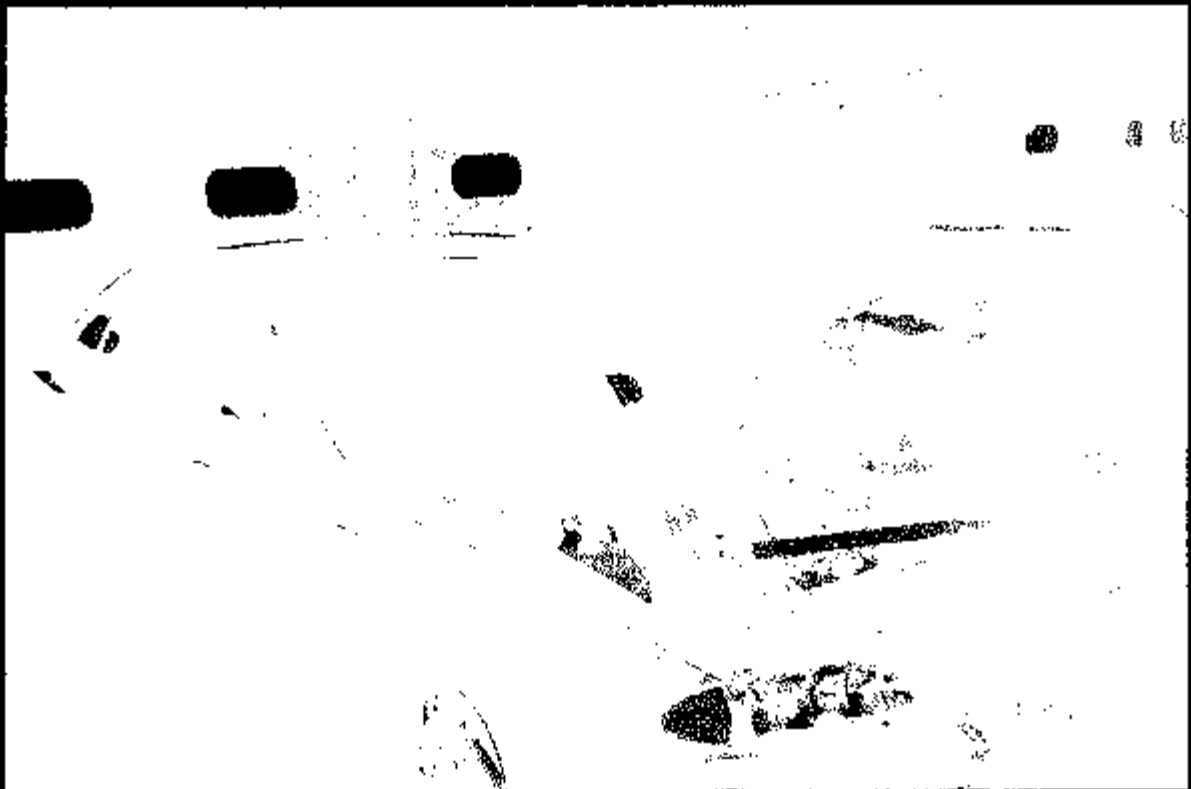
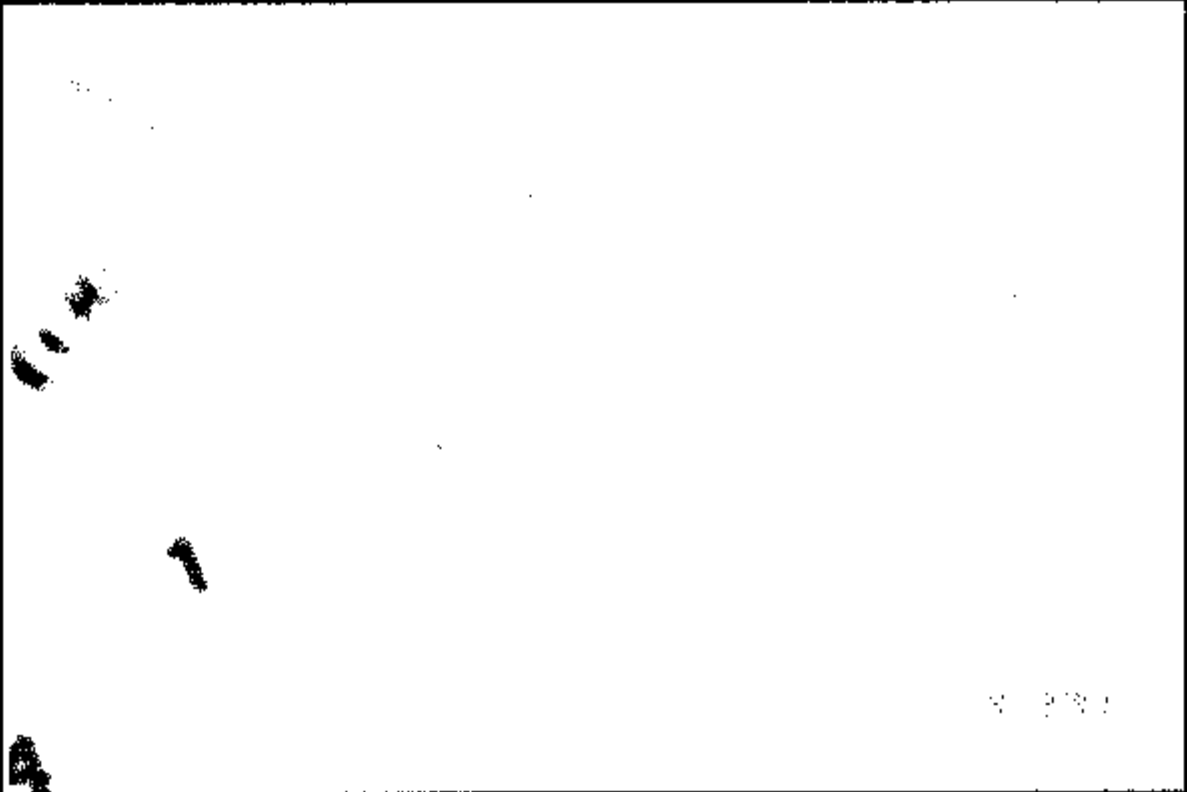


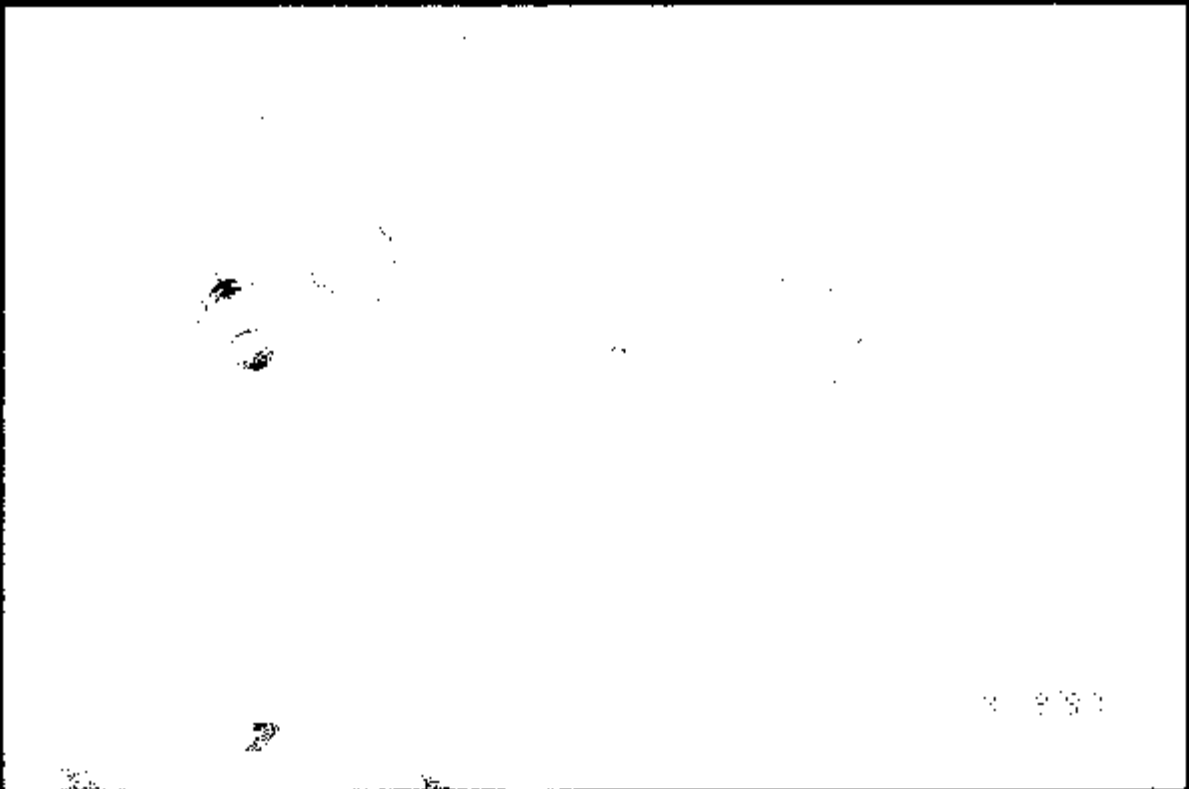
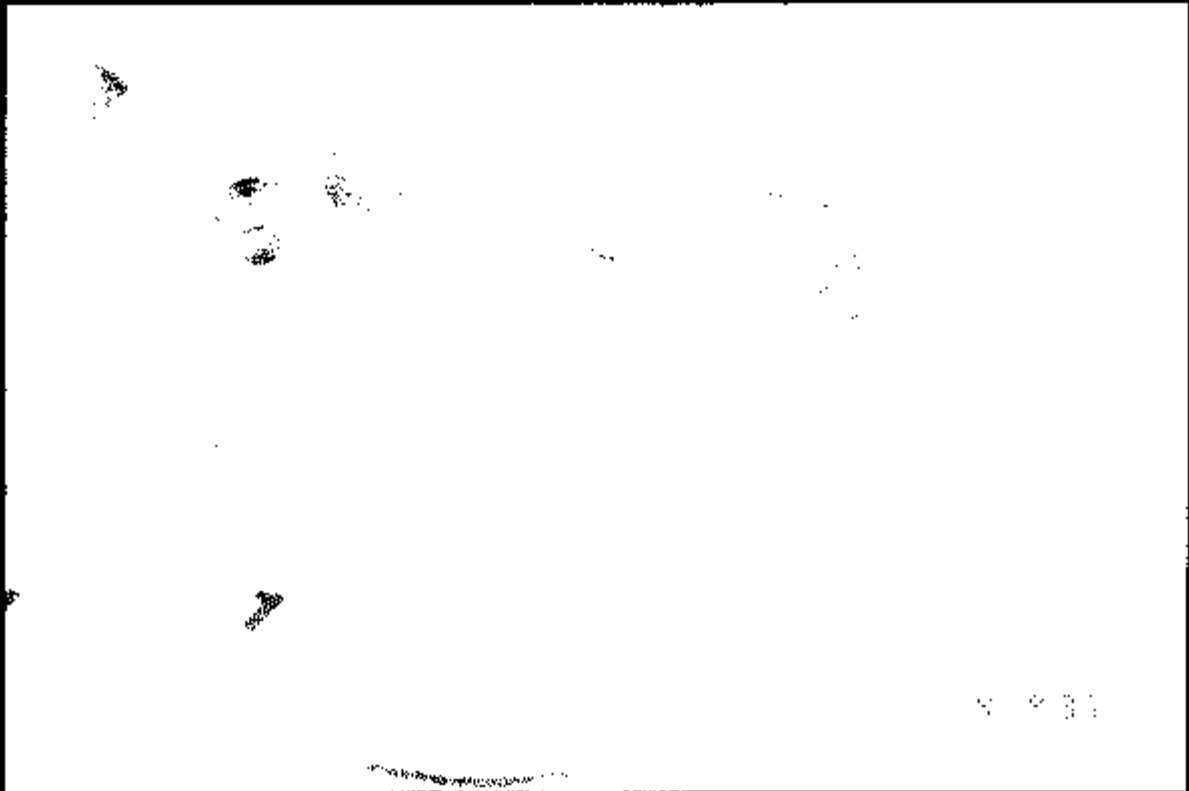


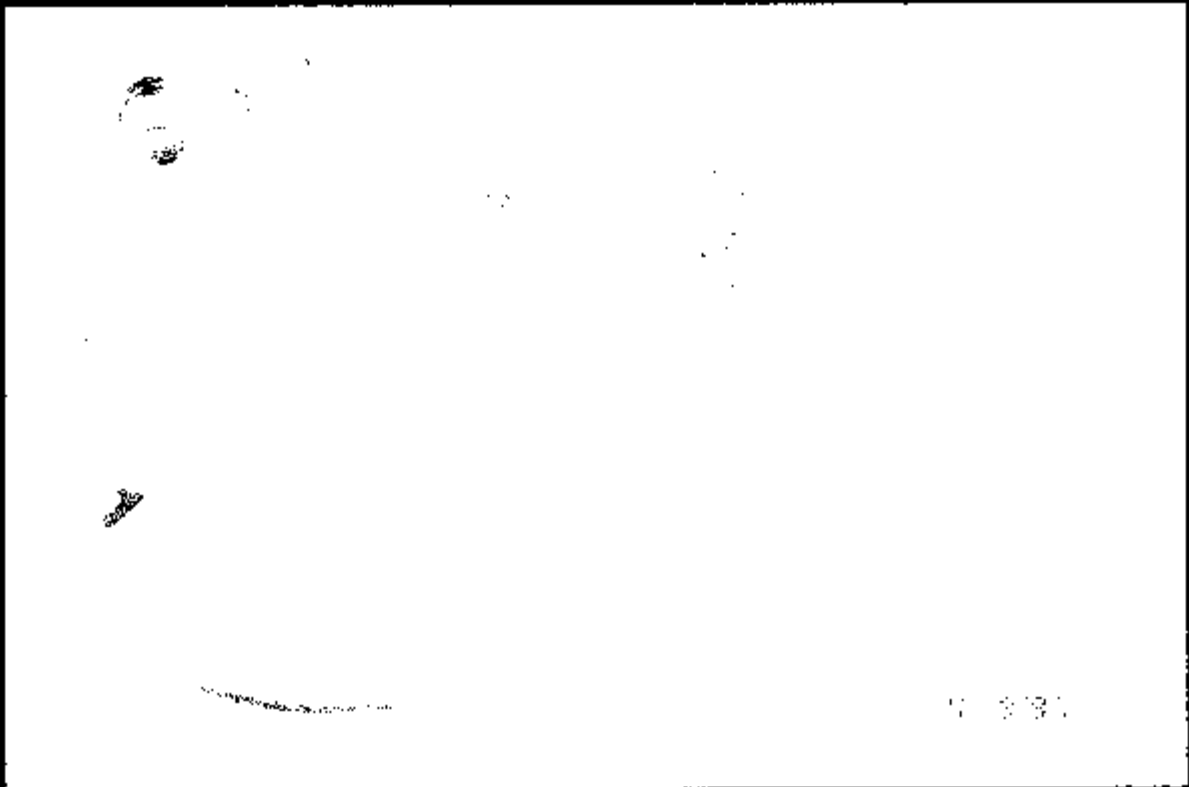


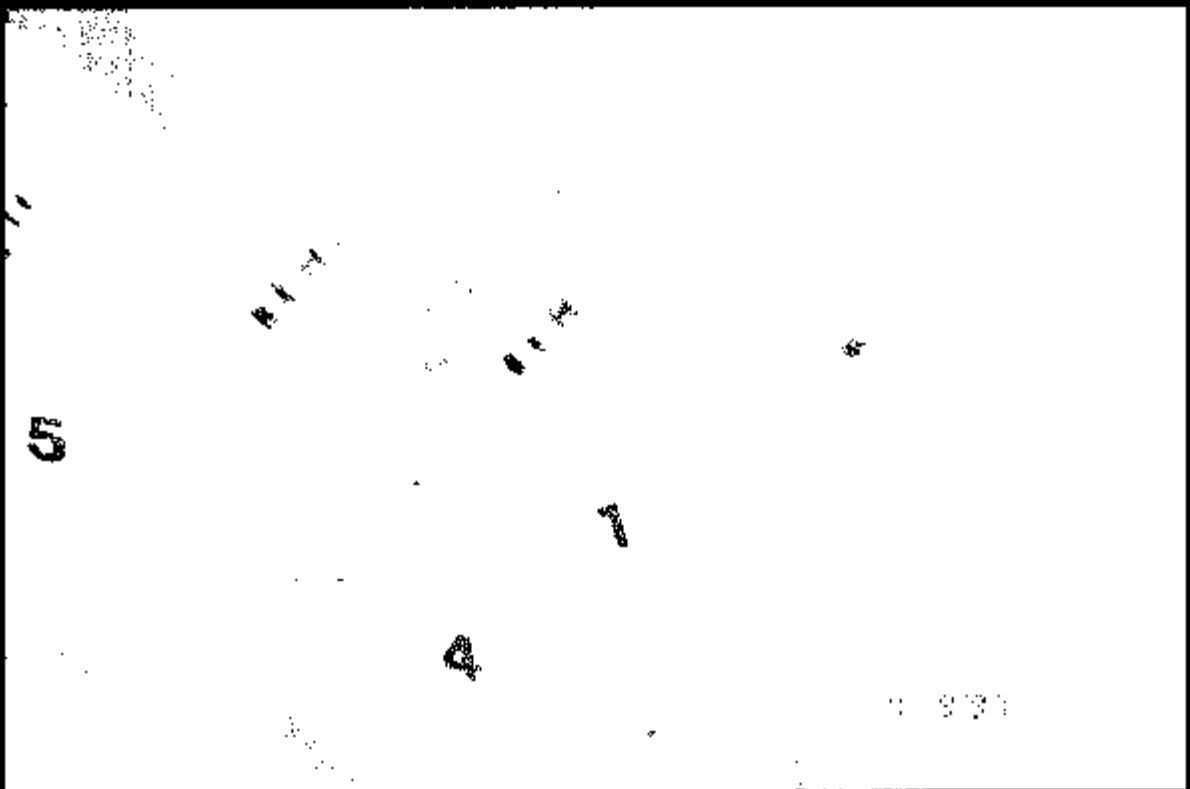
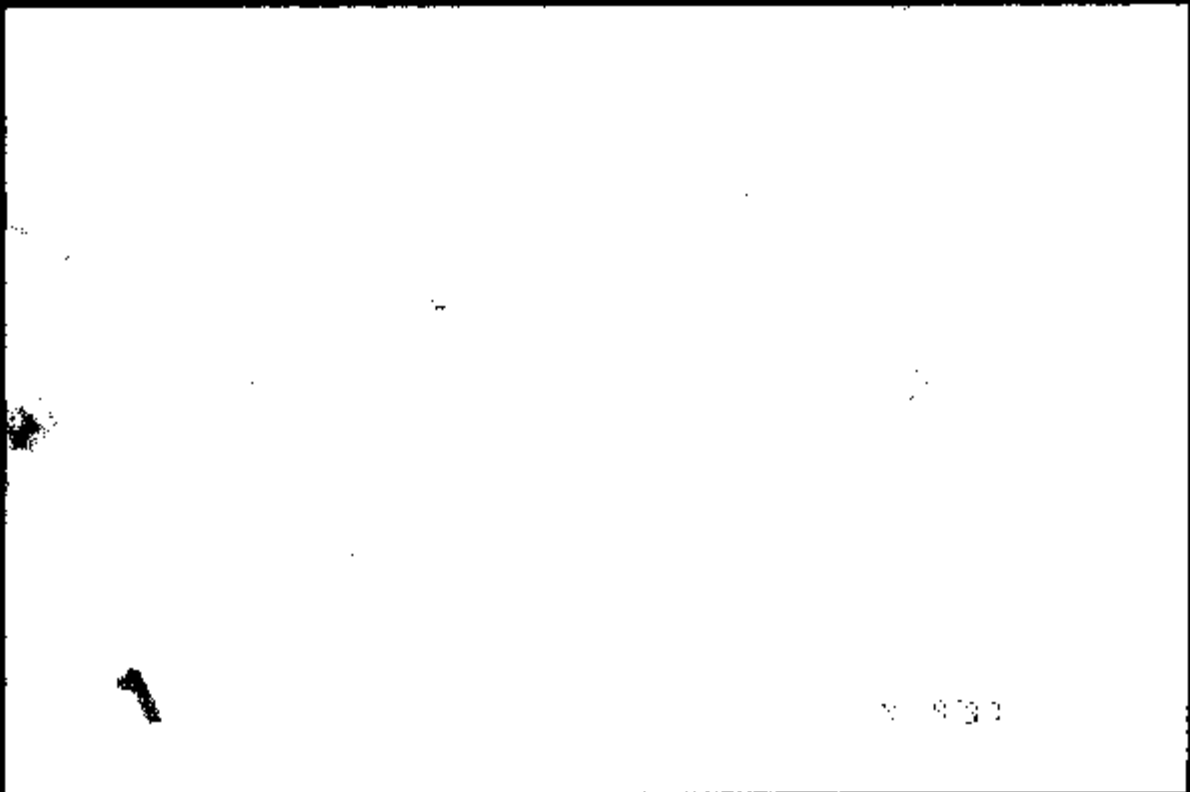


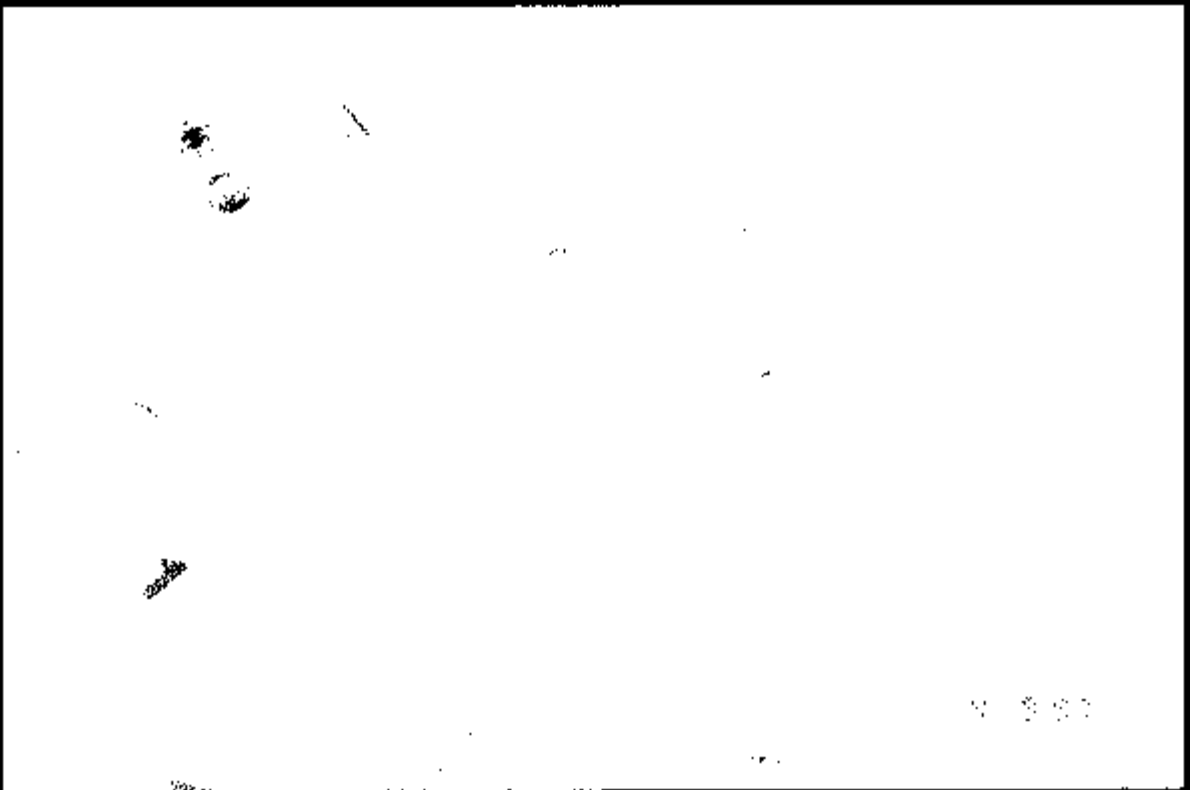
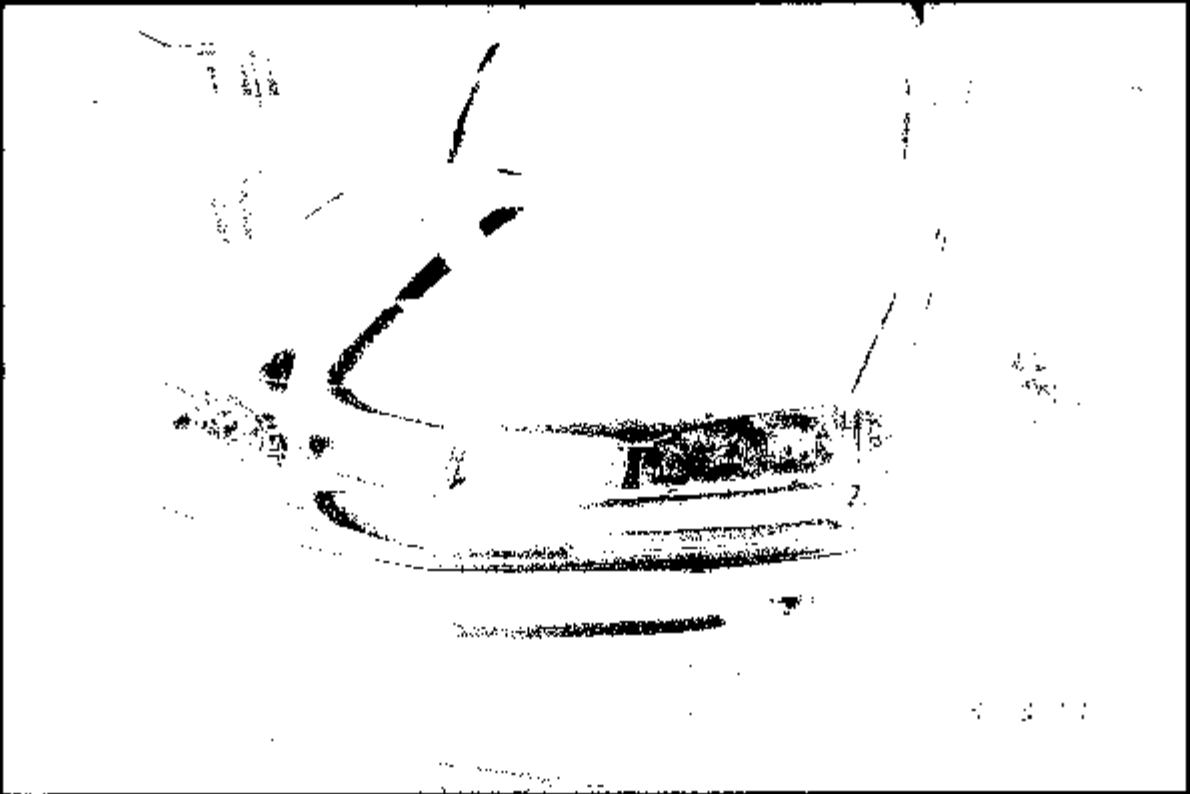












GENERAL MOTORS CORPORATION

273941 PRO0658

DIVISION: PONTIAC - GMC

J01-112

ZONE: 08DATE: 09/10/97RE: Claimant: [REDACTED]

ESIS UNIT
 GM Central Claims
 P.O. Box 02489
 Detroit, MI 48202

Date of Incident: 7/31/97CAC File No.: 97124046

Gentlemen:

Form GM 1241 (Pages 1 & 2 is attached, reporting 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: Vehicle unavailable for inspection.

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.

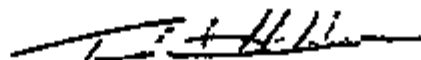
Forward claim acknowledgments to:

Product Investigation Coordinator
 Pontiac-GMC Division
 M.C. 483-050-376
 One Pontiac Plaza
 Pontiac, MI 48340-2952

Further inquiries regarding this claim should be directed to the undersigned.

Very truly yours,

PONTIAC-GMC DIVISION
 General Motors Corporation



Customer Service Center Supervisor
 One Pontiac Plaza
 M.C. 483-050-376
 Pontiac, MI 48340-2952

Enclosures:

- CAC Case Comments
 - EAA Reps Notes
 - Photos
 - Estimates
 - Police Report
 - RO's
 - Demo Tapes
 - Other:
- Position letter

PONTIAC-GMC DIVISION
REPORT OF PRELIMINARY INVESTIGATION
 Serious incidents should be immediately reported by telephone to Central Office, Product Compliance.
 Date of Incident: _____ 19____ Hour _____

----- I OWNER CLAIMANT -----

Name of Owner: _____ Age: _____ Home Phone: _____
 Address: _____ Bus. Phone: _____
 City: Lynnfield State: MA Zip Code: _____
 Name of Driver: _____ Age: _____ Home Phone: _____
 Address: _____ Bus. Phone: _____
 Name of Claimant: _____ Age: _____ Home Phone: _____
 Address: _____ Bus. Phone: _____

Is claimant represented by an attorney? Yes No
 If "Yes", give name and address: _____ Claimant is an Attorney

----- II VEHICLE -----

Make: Pontiac V.I.N. 1G2WJ52K2VF243871 Year: 1997 Model: Grand Prix
 Type: _____ Axle: _____ Engine: _____ Mileage: _____
 Date of Del.: _____ New, Used or Demo: New License No.: _____ State: _____
 Dealer: _____ Address: _____
 Inspection Sticker No.: _____ Inspection Station No.: _____ Expiration Date: _____
 Principal use of vehicle: Pleasure
 Special vehicle features or equipment: _____
 If vehicle is a truck, state gross pay load & location and description of load at time of incident: _____
 Vehicle not impacted-see cover letter
 Nature and extent of damages to vehicle and estimated cost of repairs. (Attach copy of estimate.): _____

Insurance Company's name and address: _____
 Agent's Name: _____ Phone Number: _____
 Adjuster's Name: _____ Phone Number: _____
 Policy Number: _____ Claim Number: _____
 Vehicle subject to any product campaign(s)? Yes No Was campaign performed? Yes No
 If "Yes", identify campaign(s): _____

----- III PROPERTY DAMAGE -----

Property Damage: None or LIST ALL VEHICLES INVOLVED
 Was another vehicle involved? _____ State make and model of vehicle: _____
 Other vehicle speed estimate: _____ MPH By whom: _____
 Name and address of owner: _____
 Name and address of driver: _____
 Extent of damage: _____
 Was property (other than a motor vehicle) damaged? (state kind, name of owner and extent of damage): _____

----- IV BODILY INJURY -----

ANY INJURED PARTY MAY FILE A CLAIM OR LAWSUIT INDEPENDENTLY OF THE OWNER, DRIVER OR CLAIMANT. ALL INJURED PARTIES MUST BE IDENTIFIED BELOW.
 Indicate following information on injuries and whether the injured person(s) were riding in (A) owner's vehicle, (B) other vehicle, (C) pedestrian or (D) other.
 (1) Name and address: _____ Seating position: _____
 Age: _____ Code A, B, C, or D: _____
 Nature of injuries: _____
 Where were injured treated and by whom? _____
 (2) Name and address: _____ Seating position: _____
 Age: _____ Code A, B, C, or D: _____
 Nature of injuries: _____
 Where were injured treated and by whom? _____
 (3) Name and address: _____ Seating position: _____
 Age: _____ Code A, B, C, or D: _____
 Nature of injuries: _____
 Where were injured treated and by whom? _____

V INVESTIGATION

How, when, and by whom was zone notified of incident? Unable to contact owner.

Location of incident (Designate exact location) _____

Kind and Condition of road: (or not relevant)

Kind of road:	<input type="checkbox"/> concrete	<input type="checkbox"/> gravel	<input type="checkbox"/> asphalt	<input type="checkbox"/> crushed rock	<input type="checkbox"/> dirt
Condition of road:	<input type="checkbox"/> wet	<input type="checkbox"/> dry	<input type="checkbox"/> icy	<input type="checkbox"/> other	
Kind of shoulder:	<input type="checkbox"/> concrete	<input type="checkbox"/> gravel	<input type="checkbox"/> asphalt	<input type="checkbox"/> crushed rock	<input type="checkbox"/> dirt
Condition of shoulder:	<input type="checkbox"/> wet	<input type="checkbox"/> dry	<input type="checkbox"/> icy	<input type="checkbox"/> other	

Nature of weather: _____ Vision obstruction (if any, describe) _____

Name and address of dealer who towed (include tow driver's name), stored and/or provided temporary service to damaged vehicle: _____

Where can vehicle be seen? _____

Did vehicle turn over? Yes No

Vehicle speed estimate MPH _____

Posted speed limit _____ MPH

Source of speed estimate _____

Brand and size tires _____

Condition of front:	R.F.	<input type="checkbox"/> Good	<input type="checkbox"/> Poor	<input type="checkbox"/> Flat	R.R.	<input type="checkbox"/> Good	<input type="checkbox"/> Poor	<input type="checkbox"/> Flat
	L.F.	<input type="checkbox"/> Good	<input type="checkbox"/> Poor	<input type="checkbox"/> Flat	L.R.	<input type="checkbox"/> Good	<input type="checkbox"/> Poor	<input type="checkbox"/> Flat

Other (truck or spare) _____

Did your search of the vehicle service history produce service repair orders: Yes No

If "Yes", attach copies of all R.O.s. (indicate how many) _____ If "No", explain _____

Police report attached? Yes No If "No", what station or officer made report? (No report filed)

None filed

Names and addresses of witnesses: (or None) _____Were photos taken? Yes No If "Yes", how many: 12 By whom (name and address): M. Gigante EAAIf "No", explain: Photos of fire damaged components

VI DESCRIPTION OF CLAIM

Claimant's description as to how incident happened and his statement of the cause. Check engine light came on, added oil, engine caught fireDid you personally speak with driver? Yes No If "No", give source of driver's description. Service manager @

Northshore Pontiac/GMC (Jamie Vasquez)

Was vehicle inspected? Yes No If "Yes", identify all parties _____What vehicle components are allegedly defective? Engine??Who made allegation of defect? Owner

If the alleged defective part has been removed from the vehicle, indicate exact parts, present location and who is custodian. _____

Information from further investigation of incident, including examination of vehicle and scene of incident. Inspected fire damaged components. Fire caused by oil spilled on block valley, ignited by exhaust manifold. No product defect.

Date matter was concluded with claimant? _____

How and when was matter left with claimant? I did not speak to owner, according to service manager Vasquez, owner had vehicle repaired & paid balance of bill. (\$256.97)DATE OF INVESTIGATION 8/14/97DATE SIGNED 8/15/97PRINTED NAME Michael Gigante EAA

SIGNED _____

Divisional Representative Completing Investigation
General Motors Corporation

(Note: Continue answers on another sheet if necessary.)

THE WELLESLEY CONSULTING GROUP

AUTOMOTIVE FIELD ENGINEERING

August 14, 1997

M.A. Gigante

PONTIAC-GMC DIVISION
Ms. Brenda Van Woert
M.C. 483-050-376
1 Pontiac Plaza
Pontiac, MI 48340

RE: FILE # 97124046

Dear Ms. Van Woert

Enclosed is the completed 1241 for case # 97124046, (BRADY). I did not inspect this vehicle as the repairs have been completed prior to receiving the file.

However, I was able to photograph the fire damaged components which the dealer (NORTH SHORE BUICK-PONTIAC-GMC) saved.

As you can see from the photos, it would appear that when oil was added by the owner, some was spilled on top of the motor, ignited on the exhaust manifold, and caused the damage shown.

You will note that there is no oil filler cap. According to James Vasquez, Service Mgr @ NORTSHORE, the original oil cap was 'pristine'. In other words, if the cap was in position when the fire occurred, it would have also been fire damaged as the engine shroud was.

The only logical conclusion to be drawn is that the operator spilled some of the oil as he was attempting to add it to the engine.

While at the dealership, I noted my observations to Mr. Pat Wellinski, District Manager for Pontiac-GMC.

As of this date, I have been unable to contact the owner regarding this incident, however it is my understanding that:

- * no Fire Dept. report was filed
- * no injuries were involved
- * Mr. Brady has paid for repairs to his vehicle

I have included copies of the RO and a copy of the part numbers of components which were damaged and appear in the enclosed photographs.

If you have any questions regarding this file, or if I can be of further assistance, please call me. (617) 237-5463

Sincerely,


Michael Gigante (EAA)

39 FULLER BROOK ROAD, WELLESLEY, MA 02181
FAX: (617) 239-0902

NORTH SHORE BUICK PONTIAC, GMC, Inc.

700 Broadway
MALDEN, MA 02148
617-321-8000

DATE 8-1-77

TECH. 47310
X F.O. # _____

PHONE # _____

7213 = 

QTY	PART NUMBER	DESCRIPTION
1	245C4939	LAUSONS
1	12132234	LAUSONS
1	245C4939	LAUSONS
1	12132234	SPB
1	12132234	SPB
1	12132234	LAUSONS
1	12132234	LAUSONS

YEAR	MAKE	MODEL	V.I.N NUMBER	TRIM NUMBER

PART REQUESTED BY _____ DEPT. _____
 PART ORDERED BY _____ DATE _____
 PART CLASSIFICATION ZONE FACTORY VENDOR
 PART RECEIVED DATE _____ INVOICE # _____
 PART BACK ORDERED DATE _____ INVOICE # _____
 CUSTOMER NOTIFIED 1st _____ LETTER _____ PART RETURNED TO STOCK _____

NORTH SHORE BUICK PONTIAC GMC

700 BROADWAY, MALDEN, MA 02148

(617) 321-5000

CUSTOMER NO. 3734	ADDRESS JAMER R. VASQUEZ 0020	PHONE 8576	INVOICE DATE 080897
	LABOR RATE	LEASER NO.	INVOICE NO. PNC847310
	YEAR / MAKE / MODEL 87/PONTIAC GRAND PRIZME SEDAN		COLOR SECRET RHYT
	VIN 1G2WJ82K2YE242871		DELIVERY DATE 04/22/97
	A.T.E. NO.		DEALER DEALER NO.
	P.O. NO.		PRODUCTION DATE
	R.C. NO. 078187		

LABOR & PARTS	DESCRIPTION	UNIT PRICE
LABOR	ENGINE WORK HOURS: 2.51 TECH(C)-9016	137.50
CHECK CAR CAUGHT ON FIRE FRONT VALVE COVER MISS OIL LEAKING OIL SPILLED REMOVED. COAST RAMPED REPLACED ENGINE COVER & T. S. & SPARK PLUG WIPES SPARK PLUG WIRE HOLDER AND OIL OIL STRIP. CLEANED OFF ENGINE OIL BURNT CRUST AS BEST AS POSSIBLE. CHECK FOR CODES. OK		
PARTS	FIELD 2.300	31.25
	INDICATOR 1.535	18.75
	CLEVER-S 8.800	107.50
JOB # 1 TOTAL PARTS		157.50
JOB # 1 TOTAL LABOR & PARTS		244.72

NISC CODE	DESCRIPTION	CONTROL NO.	
JOB # A	ENVIRONMENTAL CHARGE		6.85
TOTAL - NISC			6.85

TOTALS		
CASH () CHECK () M/C () VISA () OTHER () -- SPECIFY	TOTAL LABOR	137.50
	TOTAL PARTS	120.00
	TOTAL TAX	1.00
	TOTAL INVOICE \$	258.50

THANK YOU FOR COMING TO NORTH SHORE FOR ALL YOUR AUTOMOTIVE NEEDS. ALL OF OUR EMPLOYEES ARE TRAINING FOR YOUR CUSTOMER SATISFACTION. IN THE NEXT FEW WEEKS YOU SHOULD RECEIVE A SERVICE CALL FROM A SATISFACTION SURVEYOR. IF YOU HAVE ANY COMMENTS OR FEEDBACK PLEASE CALL US AT 321-5000. COMPLETELY SATISFIED CALL NR SERVICE NUMBER JAMER VASQUEZ 321-5000

CUSTOMER SIGNATURE _____

PAID

P O S T E D

AUG - 7 1997

DECAD0031501214108-PR00088

VEHICLE NO. 820J52K2VF243871	YEAR/MAKE/MODEL 77/PONTIAC/BU	PRICE/VEH. BEDAN	FRONT/REAR DR. FRONT	BOOKING NO.	LICENSE NO. 47310
COMPONENTS 3724	COLOR BRIGHT WHITE/TRIN	DELIVERY DATE 04/23/77	DELIVERY MILE 116	SALES DEALER	REG. DATE 07/21/77
SALES OCCASION	CONTRACT NO.	REGISTRATION DATE	REGISTRATION MILE	ADVISOR	9028
LYNNFIELD, MA	I hereby authorize the repair work to be performed on this vehicle with the necessary materials and equipment and I understand that I am responsible for the cost of the work. I understand that the repair work may be delayed by the unavailability of parts or delays in parts shipment by the supplier or transportation. I understand that the repair work may be delayed by the unavailability of parts or delays in parts shipment by the supplier or transportation. I understand that the repair work may be delayed by the unavailability of parts or delays in parts shipment by the supplier or transportation.		PARTS & LABOR		QUOTE NO. 1416
STATE REBN 1313	DATE/TIME PROVIDED 07/31/77 08:00pm	LABOR RATE	REPAIRS TO DO		REPAIR NO. 5575
					APPROVED
					UNDO
					PA

1 @ 4:10PM ENGINE HINDER
CHECK CAR CAUGHT ON FIRE FRONT VALVE COVER POSS OIL LEAKING

GET CST ON ALL PARTS 9016

COST STATES CAR CAUGHT ON FIRE WHILE
DRIVING OPENED HOOD THOUGHT ENG WAS GOING
TO SIEGE ADDED OIL THEN THROUGH RIFT ON
ENG TO PUT OUT FIRE THEN ANTI-FREEZE

By the codes of eng comp. COST ADDED oil +
spilled over eng to with caused fire not part responsibility

SUE COST OF WORK
for Bumper Holes
+ FIRE
MAKER MESS. AT 12:20

COST Hung up on me while
speaking with him

\$325.00
TO REPAIR
PARTS + LABOR

GILLESPIE & ASSOCIATES
ATTORNEYS AT LAW
BRIAN W. BRADY

800 BROADWAY, SUITE 100
U.S. RTE. 1, BOURN
LYNNFIELD, MA 01940-2014

TELEPHONE 817-681-1700
TELEX OPEN 817-680-2844

18007622737

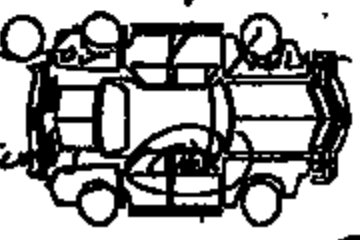
ADDITIONAL ESTIMATE		E.O. NO. 47310	
QUANTITY	DESCRIPTION	PRICE	TOTAL
1	engine cover		
3	spark plug wires #1, 3, 5		
1	spark plug wire holder		
1	Dip stick		
(90%)			
2.5			
TOTALS			

① RATIOV OEL TEST
 Ccr for engine compartment fire
 FRONT REAR

found oil splatter on motor, oil on
 exhaust manifold caught on fire melted

WORK PERFORMED	PLACE TIME TICKETS HERE									
	START	STOP	TIME	DATE	TIME	DATE	TIME	DATE	TIME	DATE
1 engine cover, spark plug wires #1, #3, #5										
2 evap purge plus, spark plug retainers, dip stick										
3 Set code P0300 for engine misfire in PCM customer states check										
4 change oil, switch light came on customer										
5 added oil, oil caught fire on hot manifold. Replaced engine cover, 3 wires										
6 spark plug retainers at dip stick. clean off										
7 brush crevices of under hood and painted										

TURN IN AND TAG WASHANTS PAINT
 Let car run
 Techs test (90%) checks for
 TECHNICALS INITIALS PARTS DEPT. INITIALS



CLIENT'S SIGNATURE: _____

TECAP031887164109-PROD052

PONTIAC · GMC

Division of General Motors Corporation

August 28, 1997

[REDACTED]
Lynnfield, MA [REDACTED]

RE: File No.: 97124046-01

Dear Mr. [REDACTED]

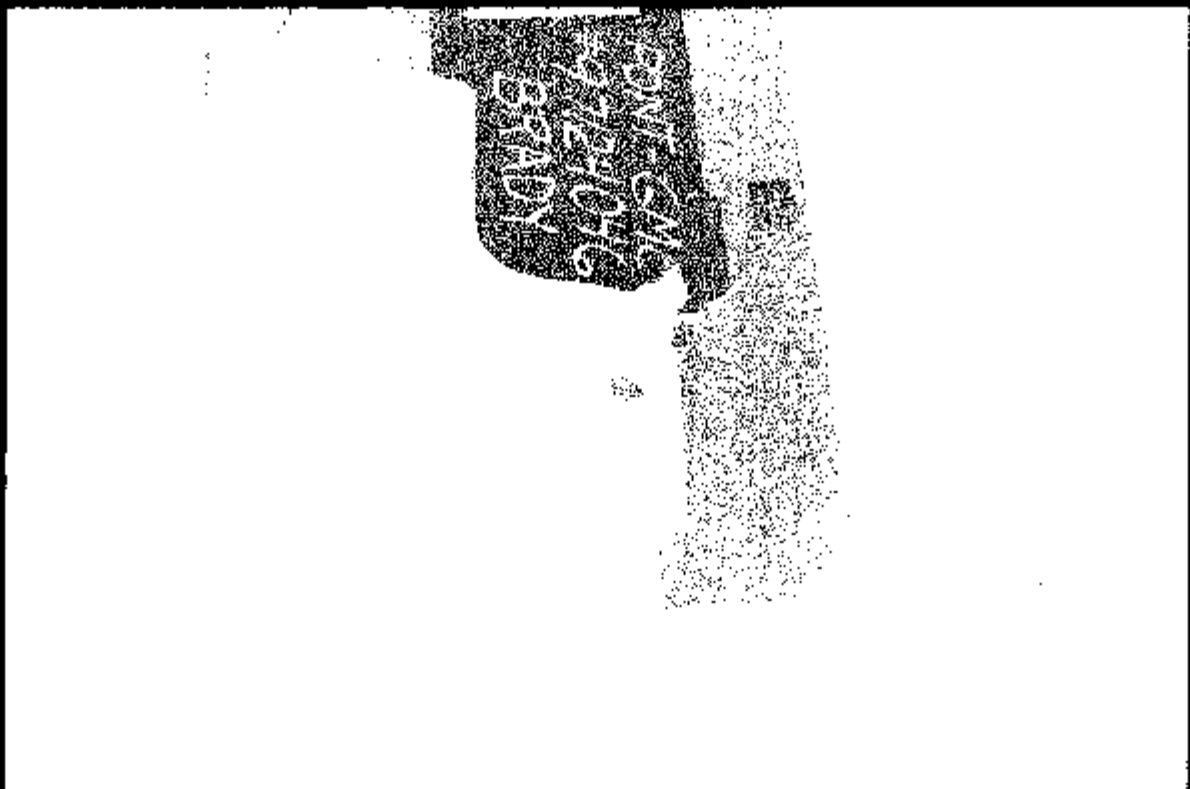
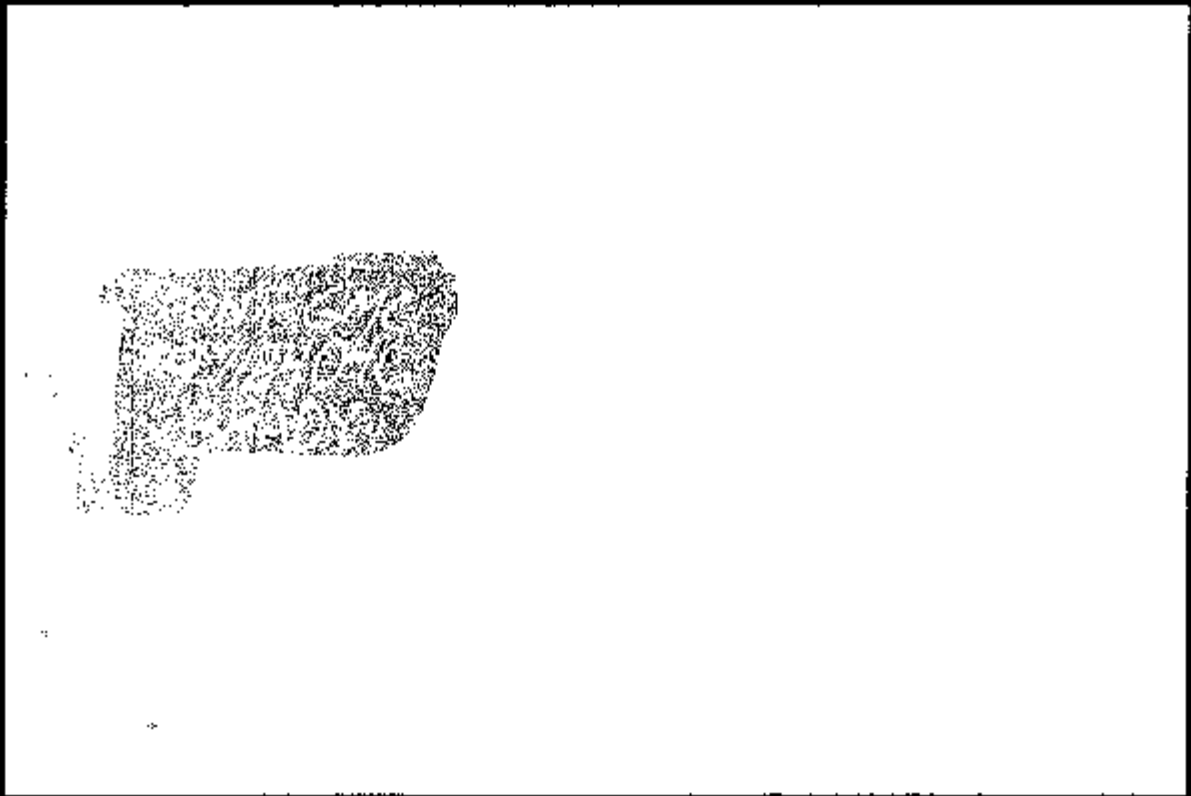
This will have further reference to your product investigation claim involving a 1997 Pontiac Grand Prix.

Our investigation has revealed no evidence to support your claim that a product failure in your vehicle was the cause of the incident. Therefore, Pontiac-GMC Division will not assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

We regret any inconvenience you encountered and hope you will understand our position.

Sincerely,

Brenda VanWoert
Product Allegation Resolution Coordinator



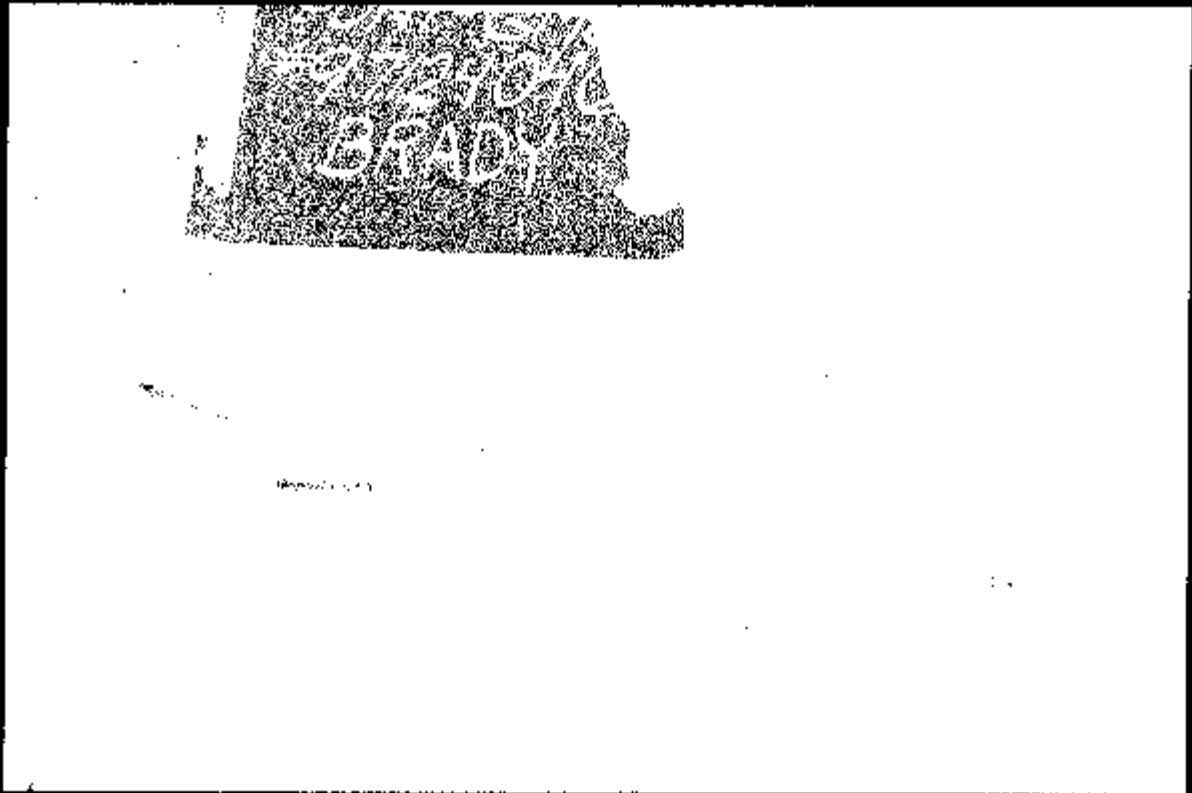
ONT GNC
7724046
BRADY

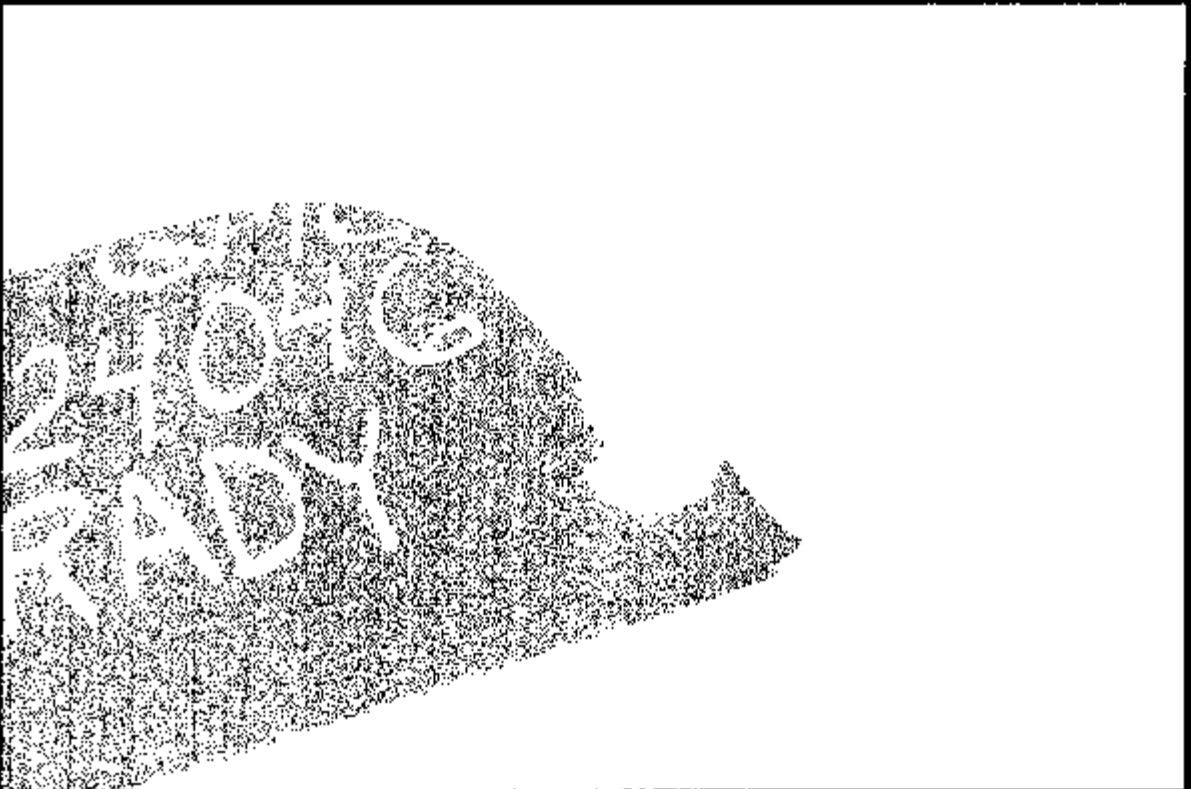
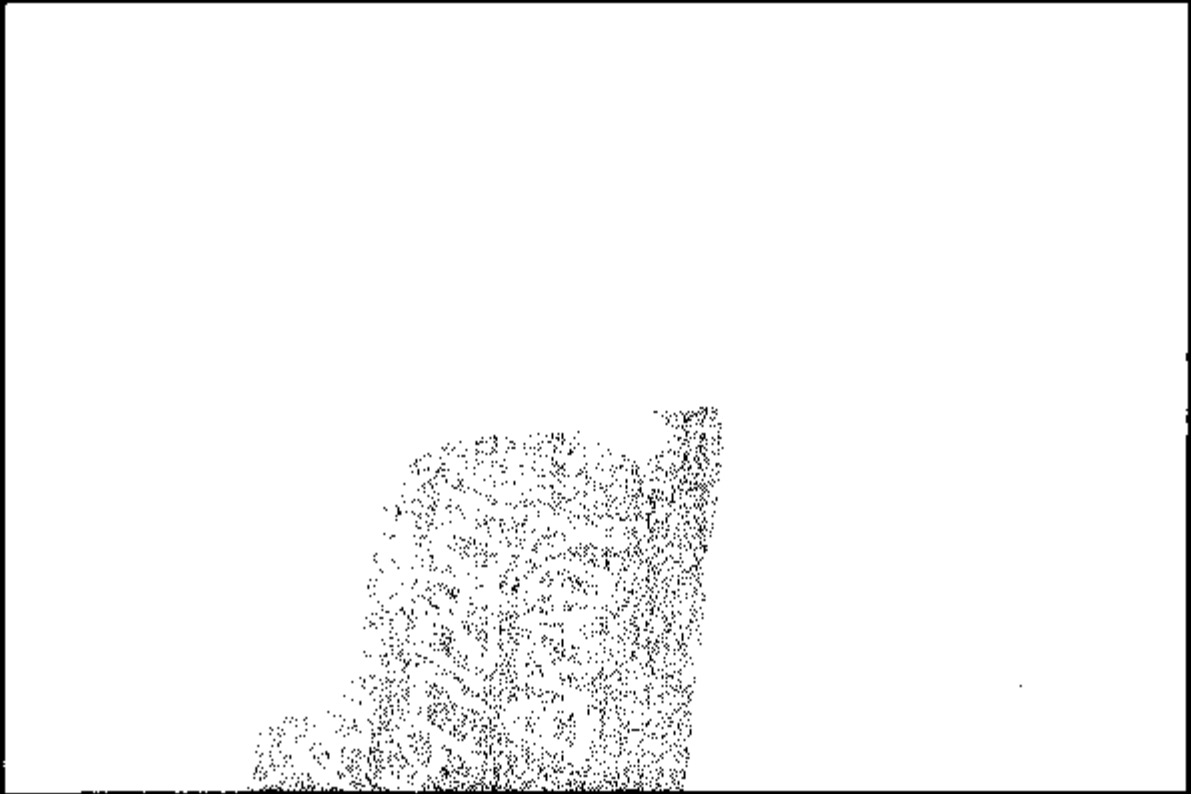
ONT GNC
7724046
BRADY

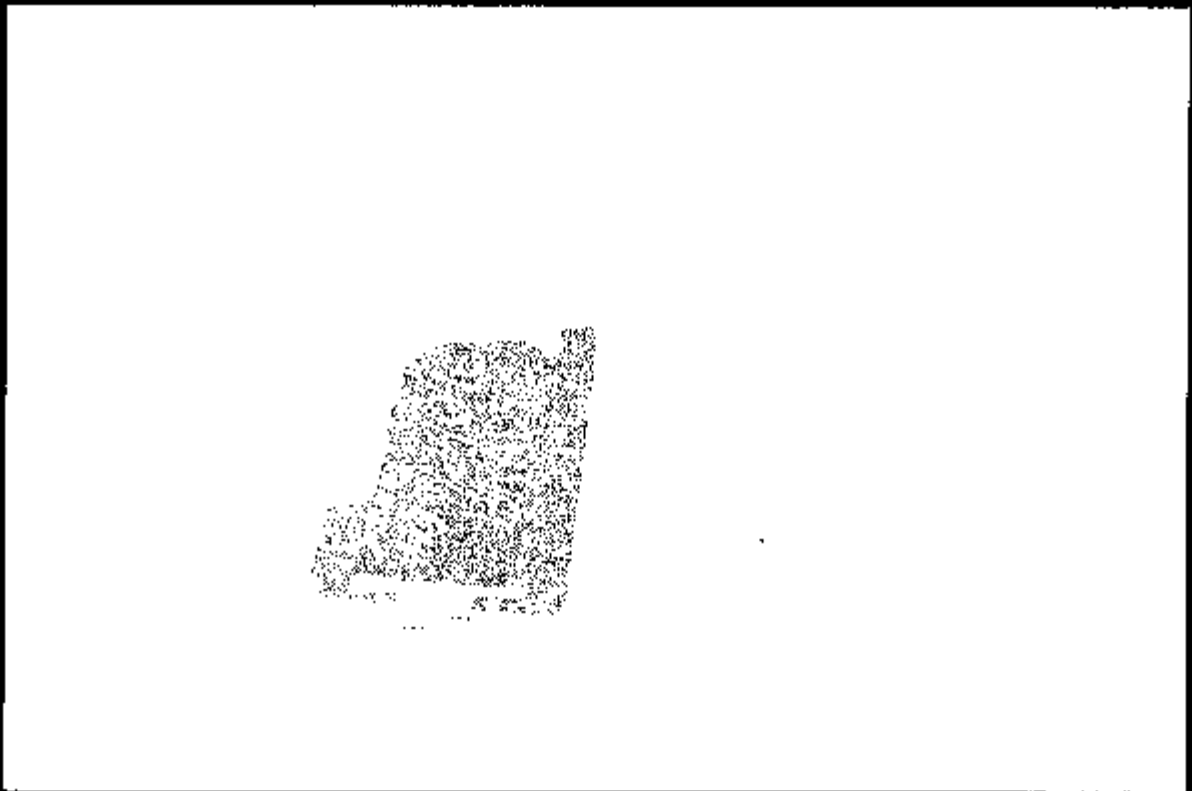
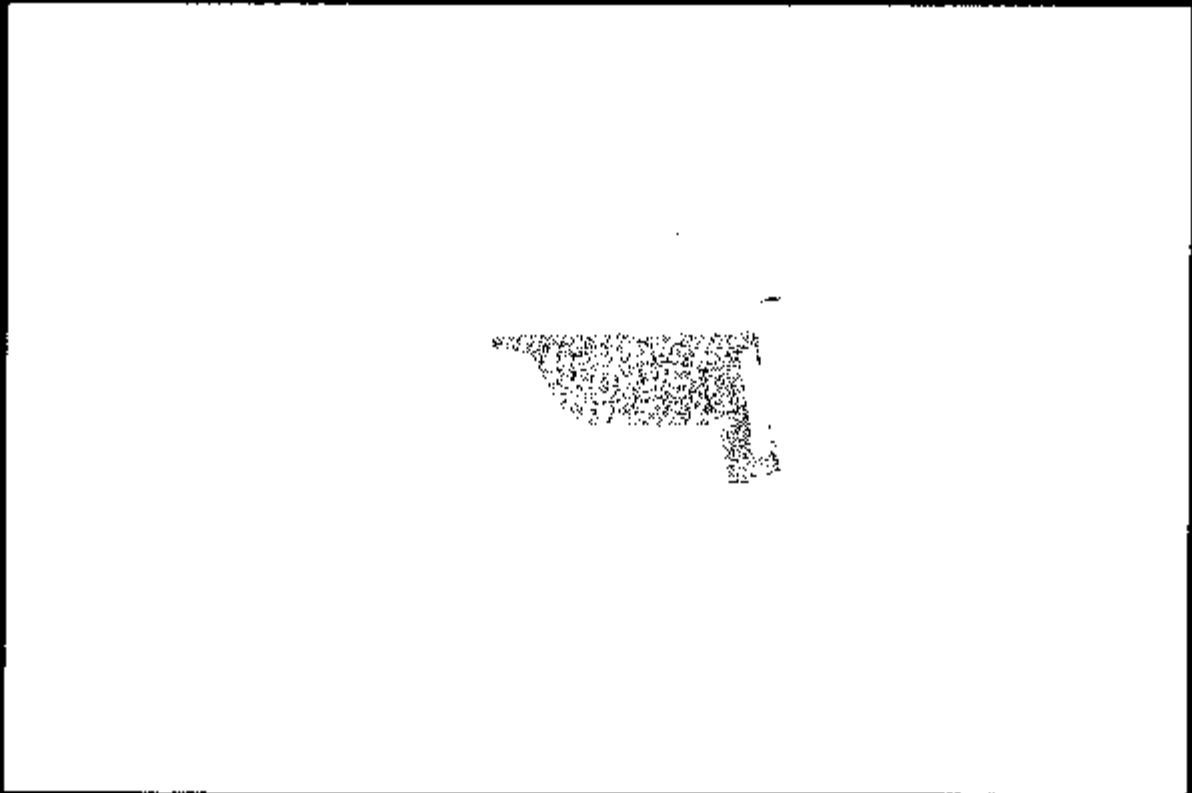
3300
3300

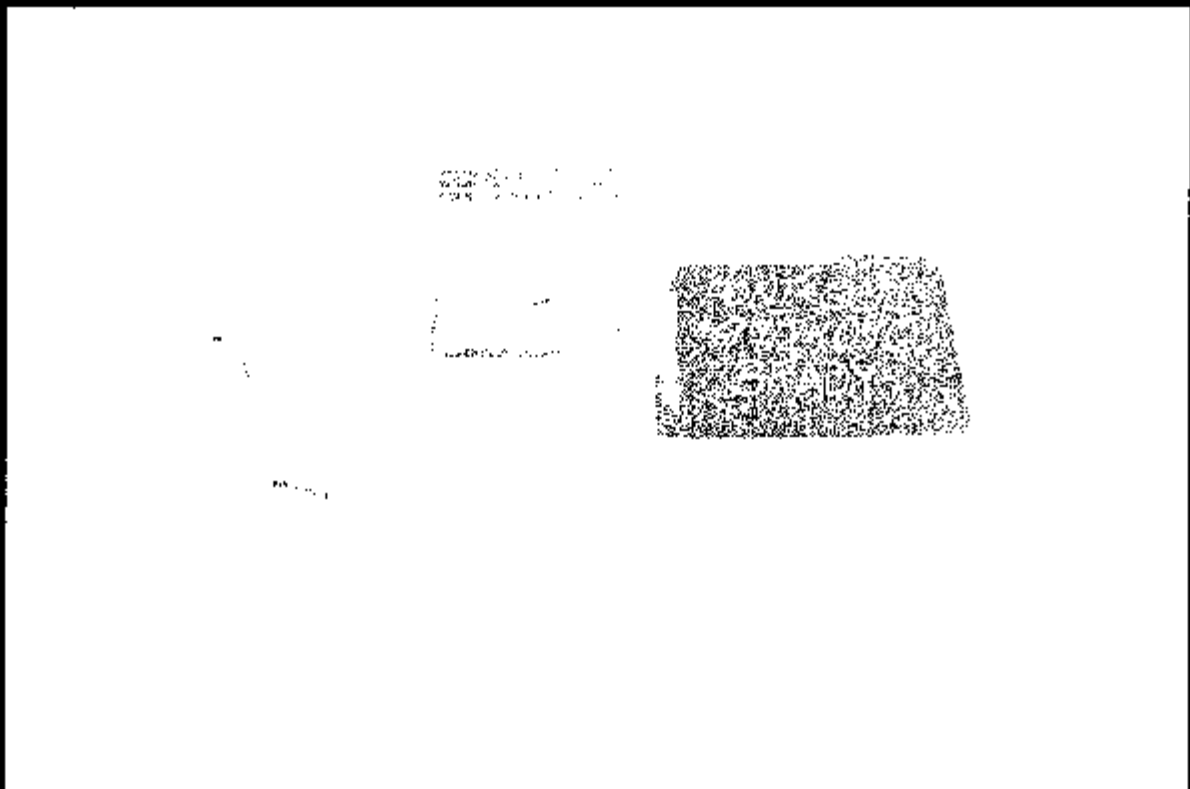
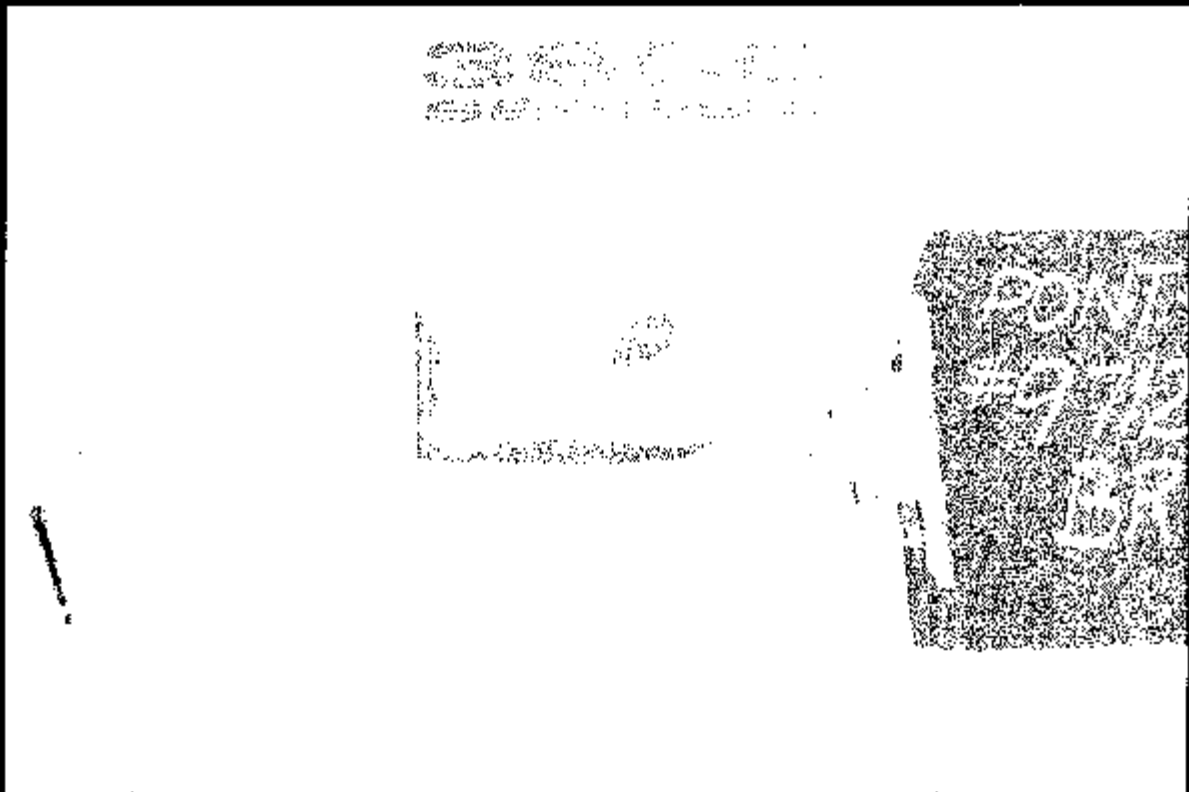
3/1
7/24/04
RADY

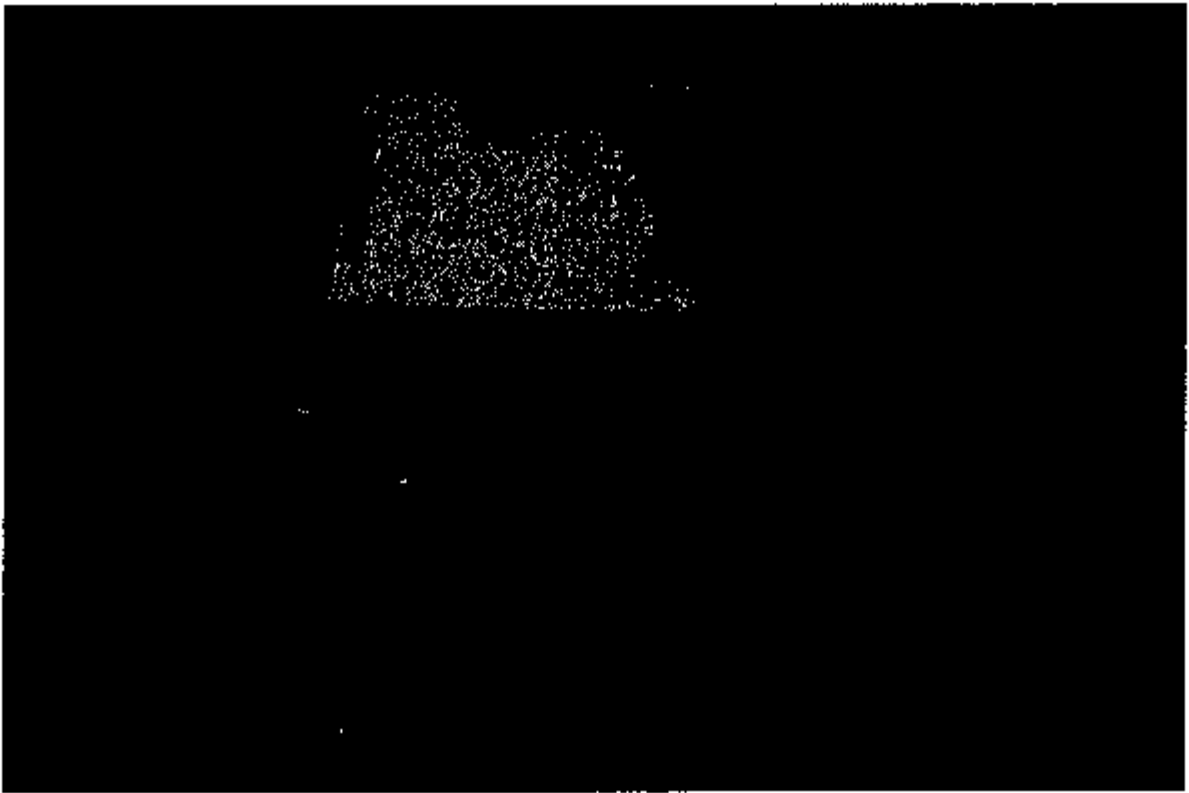
3300
3300











27493

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

PR01134 PAGE #: 1
K30-042

CASH NO: 970553771

DATE OPENED: 10/24/1997

DATE CLOSED: / /

SOURCE:

CUSTOMER:

ADDRESS: , CORONA, CA

HOME PHONE:

VIN: 2G1WZL2KXW9114038

MODEL YR: 97

SERIES: FB

MILEAGE: 000008

STATE: CA

BUS. PHONE:

EXT:

CR28A 1241-X

10/25/97

01:15

GENERAL MOTORS CORPORATION

TO: DIVISIONAL GENERAL SERVICE MANAGER

DIVISION: CHEVROLET

ZONE: LOS ANGELES

PAGE: 3

REPORT DATE: 10/24/97

REF # - 970553771

DATE OF INCIDENT: 08/29/97 15:30

***** I OWNER - CLAIMANT *****

NAME OF OWNER: [REDACTED]	AGE: 0
ADDRESS: [REDACTED], CORONA, CA	PHONE NO: [REDACTED]
NAME OF DRIVER: [REDACTED]	AGE: 0
ADDRESS: [REDACTED] CORONA CA	PHONE NO: - -
NAME OF CLAIMANT: ** SAME **	AGE: 0
ADDRESS: [REDACTED] CORONA CA	PHONE NO: - -

***** II VEHICLE *****

VIN: 2G1WL2KKWLL4038 MILEAGE: 8 DEL DATE:00/00/00 NEW/USED/DEMO:N
 TRANS: AUTO AXLE: TRANSAXLE
 PRCP: [REDACTED]
 USRG: [REDACTED]
 DEALER IN STOCK
 DLR #: 20131 DLR NAME: CORONA CHEVROLET, GEO AND OLDS
 CITY: CORONA STATE: CA
 NATURE AND EXTENT OF DAMAGES:
 FIRE DAMAGE UNDER HOOD, PAINT HOOD AND FRONT FENDER IS DAMAGED

ESTIMATED COST OF REPAIRS: \$1.00

***** III DESCRIPTION OF CLAIM *****

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND STATEMENT OF THE CAUSE:
 VEH WAS BEING DRIVEN TO GAS STATION BY TECH FROM DLR 20131 RIGHT AFTER PDI
 INSPECTION. I WAS DRIVING DOWN THE ROAD WHEN I SAW WHITE SMOKE COMING FROM UND
 ER THE HOOD. I PULLED OVER, CRACKED THE HOOD AND FLAMES CAME OUT. I GOT A FIRE S
 XTINGUISHER FROM A BUSH TO TRY TO PUT OUT THE FIRE. FIRE DEPT ARRIVED AND PUT IT
 OU COMPLETELY. THERE WERE NO INJURIES. I FEEL A DEFECT CAUSED THIS
 DID YOU PERSONALLY SPEAK WITH DRIVER: YES X NO IF 'NO', GIVE SOURCE OF DESC:
 EAA REP
 DID YOU PERSONALLY INSPECT THE VEHICLE: YES X NO
 WHAT COMPONENTS ARE ALLEGEDLY DEFECTIVE: UPPER COOLING LINE
 WHO MADE ALLEGATION OF DEFECT: CLAIMANT
 INFO FROM FURTHER INVESTIGATION:

CE26A 1241-K
10/25/97
01:15

GENERAL MOTORS CORPORATION
TO: DIVISIONAL GENERAL SERVICE MANAGER
DIVISION: CHEVROLET
HOME: LOS ANGELES

PAGE: 4
REPORT DATE: 10/24/97

REF # - 970553771 - CONTINUED

DATE OF INCIDENT: 08/29/97 15:30

***** IV CLAIM HANDLING *****

TYPE OF LOSS: F (FIRE/VEHICLE/OTHER)

IF "OTHER", THEN DESCRIBE THE PROPERTY INCLUDING AGE AND CONDITION:

ORIG PURCH PRICE: \$0.00 AMT CLAIMED: \$0.00 AMT PAID: \$0.00
ARTICLES OBTAINED FROM OWNER: N (Y/N) IF "N", GIVE REASON: ON VEHICLE

ARTICLES DISPOSITION: ON VEHICLE

PAYMENT/CREDIT AMT: \$0.00 TO BE MADE TO:

RELEASE FORM TO BE SIGNED BY CLAIMANT: Y (Y/N) IF "N", GIVE REASON:

CLAIM HANDLED TO CONCLUSION BY: LINEA LANDRY

TITLE: ARSN

ASN ASSIGNED: LML ASSIGN DTE: 09/05/97 DUE DATE: 10/05/97 ECVD DTE: 09/15/97

INVESTIGATION DATE: 09/09/97 INVESTIGATOR: RON JENKINS

RGN APPROVED BY: LANDRY

DATE: 10/14/97

CO APPROVED BY: DRISCHULIZ

DATE: 10/14/97

AGE NO: 97-0553771
DATE OPENED: 09/03/1997
DATE CLOSED: 10/24/1997
SOURCE: PHONE
CUSTOMER:
ADDRESS:
HOME PHONE:

VIN: 2G1WK12K911403B
MODEL YR: 98
SERIES: WC MONTE CARLO
MILEAGE: 000008
CIBOMA CA
BUS. PHONE: 000 000 0000 EXT:

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

OWNERSHIP FILE MICHAEL DINAN
EXTENSION 7913
FOR DLR USE ONLY 1-800-CHEV-007

.....09-03-97.....JOHN WHO IS LISTED AS O/ WORKS AT LISTED DLR...
JOHN STS THAT ON INITIAL TEST DRIVE OF THIS VEH THAT VEH CAUGHT
FIRE AND IS SEVERELY DAMAGED...O/STS OWNER OF DLR NO LONGER WANTS
VEH BUT WANTS CMD TO TAKE VEH BACK.....JOHN STS THAT NO INJURIES OR PR
PROPERTY DAMAGE.....CO ? IF DLR HAS CONTACTED DAC.....O/STS THAT
CONTACTED ZONE REP AND WAS ADV TO CONTACT CCAC AND SET UP 1241...
CO ADV THAT 1241 GROUP HAS WENT HOME FOR DAY BUT WILL AT LEAST
HAVE THEM LOOK AT TOMORROW TO SEE WHAT THEY THINK OR CAN ADV...
CO SENT FILE TO 1241...CO ADV THAT IF DOES NOT HEAR BACK FROM CMD
THAT CAN ALWAYS C/S AND REF CASE #.....MIKE DINAN

9/4/97

I SPOKE TO LISTED O/. O/ STS VEH IS DLR STOCK UNIT. I ADV O/ OF
10-14 BUSINESS DAYS FOR REGIONAL REV. O/ ACK.
JEFF LINDQUIST CHEVROLET P.A.R. TEAM

1241 TO BE DELETED AS REQUESTED BY LINNA L. REGIONAL OFFICE TO CONCLUD
E AS 1241K. SEE

10/14/97 *** CO REC'D COMPLETED SCRAP INFO FROM REGION...ENCLOSED IS A
COVER LETTER, SCRAP APPROVAL FROM BUDDY BORDER, SCRAP CERTIFICATION,
TOW BILL, & PHOTOS OF THE VEH DESTRUCTION....CO TO FILE DOCS & SEND
COPY OF SCRAP CERT TO BUDDY BORDER/FINANCIAL....

DON SCHULTE
CHEV INVENTORY

***** REQUEST CODES AND COMMENTS *****

CODE # DESCR CODE COMMENTS
J01 O GAS ENGINE GEN O/ CLAIMS VEHICLE CAUGHT FIRE
SEE 1241 SCREENS
T09 O POSS. GM 1241 O/ CLAIMS VEHICLE DAMAGE
SAME

274479

OLDSMOBILE MOTOR DIVISION
*** GM RESTRICTED ***

PR01220 PAGE #: 1
MO4-042

CASE NO: 970120165
DATE OPENED: 10/20/1997
DATE CLOSED: / /
SOURCE:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G3EM52K7V4828532
MODEL YR: 97
SERIES:
MILEAGE: 014074
STATE: OK
TELEPHONE: [REDACTED], OK [REDACTED]
BUS. PHONE: [REDACTED] EXT: [REDACTED]

GM 1241A
10/20/97

GENERAL MOTORS CORPORATION

OLDSMOBILE DIVISION
ZONE 13
LETTER COMPOURE DATE: 10/20/97
DESIGNATION CODE PTP 76-1503

CIGNA INSURANCE
COMPANY
ADDRESS:
P.O. BOX 02489

RE: CLAIMANT NATIONAL CAR RENTAL
DATE OF INCIDENT 07/24/97

DETROIT, MI. 48202

GENTLEMEN:

FORM GM 1241 IS ATTACHED, REPORTING INFORMATION ON THE ABOVE CAPTIONED INCIDENT. THIS REPORT OF PRELIMINARY INVESTIGATION IS SUBMITTED TO YOU FOR THE REASON(S) INDICATED BELOW:

- 1 (X) THE ATTACHED REPORT IS FOR YOUR INFORMATION AND RECORD.
- 2 () FOR YOUR INFORMATION BUT CLAIMANT MAY PURSUE FURTHER ON THEIR OWN BEHALF.
- 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 YOUR BEING ADVISED PROMPTLY.

FORWARD CLAIM ACKNOWLEDGEMENTS/ AND FURTHER INQUIRIES TO:
SUPERVISOR OF PRODUCT LIABILITY
920 TOWNSEND ST. MAILSTOP 1007
LANSING, MI. 48921

IN ADDITION TO THE GM 1241 (1) AND (2) REPORT, THE FOLLOWING ENCLOSURES ARE ATTACHED (IF NONE, SO INDICATE). (WHEN ATTACHING R.O.S OR PHOTOGRAPHS, INDICATE HOW MANY.)

46 PHOTOS, VFI, ESTIMATE, FIRE RPT.

TRULY YOURS,
GENERAL MOTORS CORPORATION
TOM C CLAPHAM
920 TOWNSEND
LANSING, MI. 48921-1007

GM 1241
10/20/97

OLDSMOBILE DIVISION

CASE #: 970120165

REPORT OF PRELIMINARY INVESTIGATION

75-1503
DESIGNATION CODE

SERIOUS INCIDENTS SHOULD BE IMMEDIATELY REPORTED BY TELEPHONE TO NEAREST OFFICE OF CIGNA INSURANCE COMPANY.

DATE OF INCIDENT: 07/24/97 HOUR 02:25 PM

***** I OWNER - CLAIMANT *****

TITLE : * B PHONE : 816-243-5771
NAME OF OWNER : NATIONAL CAR RENTAL E PHONE : - -
ADDRESS : 888 TELAVIV RD
CITY : KANSAS CITY ST: MO ZIP: 64183- AGE:
COMPANY : ASK FOR KEVIN BRICK
TITLE : MR. B PHONE : 847-559-0014
NAME OF DRIVER : JAMES LOVETT E PHONE : - -
ADDRESS : 814 BERHURST
CITY : HIGHLAND PARK ST: IL ZIP: 60088- AGE:
TITLE : * B PHONE : 816-243-5771
NAME OF CLAIMANT: NATIONAL CAR RENTAL E PHONE : - -
ADDRESS : 888 TELAVIV RD.
CITY : KANSAS CITY ST: MO ZIP: 64183- AGE:
IS CLAIMANT REPRESENTED BY AN ATTORNEY? YES X NO UNK
IF YES, GIVE NAME AND ADDRESS:

***** II VEHICLE *****

MAKE: OLDSMOBILE VIN: 1G3HN5ZK7V4628532 YEAR: 97 MODEL: VHM5
PLANS: 41608 AXLE: TRANSAXLE ENGINE: L36 MILEAGE: 14074
DATE OF DEL: 11/25/96 NEW,USED,OR DEMO: X LICENSE NUM: 644CLF STATE: MO
PRODUCTION DATE : 11/19/96
SELLING RETAILER : NATIONAL CAR RENTAL
ADDRESS : KANSAS CITY, MO
SERVICING RETAILER: NATIONAL CAR RENTAL
ADDRESS : KANSAS CITY, MO
INSP. STICKER NUM : INSP. STATION NO: EXP DATE:
PRINCIPAL USES OF VEHICLE: DAILY RENTAL
SPECIAL FEATURES/EQUIP: NONE NOTED

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS. \$13,000-18
(ATTACH COPY OF ESTIMATE) UNDERWOOD FIRE DAMAGE

IS VEHICLE SUBJECT TO ANY PRODUCT CAMPAIGN? YES X NO IF YES, IDENTIFY CAMPAIGN(S):

WAS CAMPAIGN PERFORMED? YES NO

***** III PROPERTY DAMAGE *****

WAS ANOTHER VEHICLE INVOLVED? NO NO. OF VEHICLES INVOLVED: 00

MAKE, MODEL OF VEH:
OTHER VEHICLE SPEED EST: MPH BY WHOM:
NAME OF OWNER :
ADDRESS :
NAME OF DRIVER:
ADDRESS :

EXTENT OF DAMAGE:

**WAS PROPERTY (OTHER THAN MOTOR VEHICLE) DAMAGED? (STATE KIND, NAME OF OWNER,
AND EXTENT OF DAMAGE): ,**

WAS ANOTHER VEHICLE INVOLVED?

TYPE, MODEL OF VEH:

OTHER VEHICLE SPEED EST: MPH BY WHOM:

NAME OF OWNER :

ADDRESS :

NAME OF DRIVER:

ADDRESS :

EXTENT OF DAMAGE:

WAS PROPERTY (OTHER THAN MOTOR VEHICLE) DAMAGED? (STATE KIND, NAME OF OWNER, AND EXTENT OF DAMAGE):

***** IV BODILY INJURY *****

INDICATE FOLLOWING INFORMATION ON INJURIES AND WHETHER THE INJURED PERSON(S) WERE RIDING IN (A) OWNER'S VEHICLE, (B) OTHER VEHICLE, (C) PEDESTRIAN OR (D) OTHER:

OO.NAME :

H PHONE : - -

B PHONE : - -

ADDRESS:

CITY : ST: ZIP: - AGE:

CODE A/B/C/D: SEAT POSITION:

NATURE OF INJURY:

WHERE WERE INJURIES TREATED & BY WHOM?

***** V INVESTIGATION *****

WHO NOTIFIED OF INCIDENT

HOW : PHONE CALL TO OLDSMOBILE

WHEN : 8-1-97

BY WHOM: KEVIN BECK

LOCATION OF INCIDENT: 1208 ARMOUR ROAD, KANSAS CITY, MO WENDY'S HAMBURGERS

KIND OF ROAD : CONCRETE GRAVEL X ASPHALT CRUSHED ROCK DIRT UNKNOWN
 COND OF ROAD : WET X DRY ICY OTHER UNKNOWN
 KIND OF SHOULDER: X CONCRETE GRAVEL ASPHALT CRUSHED ROCK DIRT UNKNOWN
 COND OF SHOULDER: WET X DRY ICY OTHER UNKNOWN
 NATURE OF WEATHER: CLEAR
 VISION OBSTRUCTION: NONE
 NAME AND ADDRESS OF RETAILER WHO TOWED (INCLUDE TOW DRIVER'S NAME), STORED, AND/O
 PROVIDED TEMPORARY SERVICE TO DAMAGED VEHICLE: UNKNOWN, UNKNOWN, UNKNOWN

WHERE CAN VEHICLE BE SEEN? NATIONAL CAR RENTAL, KANSAS CITY, MO

DID VEHICLE TURN OVER? YES X NO UNK VEHICLE SPEED ESTIMATE: 0 MPH

SOURCE OF ESTIMATE:

POSTED SPEED LIMIT: 40 MPH

BRAND AND SIZE TIRES: UNKNOWN

CONDITION R.F. X GOOD POOR FLAT UNK R.R. X GOOD POOR FLAT UNK
 OF TIRES: L.F. X GOOD POOR FLAT UNK L.R. X GOOD POOR FLAT UNK

SPARE: UNKNOWN

DID YOUR SEARCH OF THE VEHICLE SERVICE HISTORY PRODUCE SERVICE

REPAIR ORDERS? YES X NO

IF 'YES', ATTACH COPIES OF ALL R.O.'S (INDICATE HOW MANY CO)

IF 'NO', EXPLAIN IN RENTAL SERVICE

POLICE REPORT ATTACHED? YES X NO IF 'NO', WHAT STATION OR OFFICER MADE
 REPORT? : (X NO REPORT FILED)

NAME AND ADDRESSES OF WITNESSES: 1 WITNESSES - SEE THIRD PARTY INFORMATION

WERE PHOTOS TAKEN? X YES NO IF 'YES', HOW MANY? 46 AND BY WHOM?

(NAME/ADDRESS): TOM CLAPHAM, RSC, 920 TOWNSEND, LANSING, MI

NAME OF CIGNA REPRESENTATIVE, IF PRESENT, AT THE INVESTIGATION: NOT PRESENT

***** VI DESCRIPTION OF CLAIM *****

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF THE INCIDENT'S CAUSE:

I HAD JUST LEFT THE RENTAL AGENCY AND HAD BEEN DRIVING THE CAR 20 MINUTES WHEN I STOPPED AT WENDY'S HAMBURGER. THE MANAGER OF WENDY'S CAME IN AND SAID HIS CAR WAS SMOKING AND WAS ON FIRE. THE FIRE DEPT. WAS CALLED AND RESPONDED WITH 2 TRUCKS.

DID YOU PERSONALLY SPEAK WITH DRIVER? YES NO IF 'NO', GIVE SOURCE OF DRIVER'S DESCRIPTION:

WAS VEHICLE INSPECTED? YES NO IF 'YES', IDENTIFY ALL PARTIES: TOM CLAPHAM

WHAT VEHICLE COMPONENTS ARE ALLEGEDLY DEFECTIVE? UNKNOWN

WHO MADE ALLEGATION OF DEFECT? CLAIMANT

IF THE ALLEGED DEFECTIVE PART HAS BEEN REMOVED FROM THE VEHICLE, INDICATE EXACT PART(S), PRESENT LOCATION AND CUSTODIAN:

INFORMATION FROM FURTHER INVESTIGATION OF INCIDENT, INCLUDING EXAMINATION OF VEHICLE AND SCENE OF INCIDENT: TOOK PHOTOS AND INSPECTED 2 SPARK PLUGS (CLEAN) ENGINE OIL VERY DIRTY BUT FULL. TRANS FLUID CLEAN AND FULL. NO VISIBLE FLUID LEAKS. NO SIGNS OF STRESSED ELECTRICAL WIRING UNDERHOOD. NO SIGNS OF OVERHEATING OF TRANS, ENGINE, OR COOLANT. APPEARS HIGH PRESSURE P/S HOSE CAUSED FIRE. HOW & WHEN WAS MATTER LEFT WITH CLAIMANT? 8/15/97 AGREED TO REPURCHASE VEHICLE.

APPROVAL BY: BRIAN COBBS

DATE: 10/20/97

DATE OF INVESTIGATION: 08/11/97

TOM C. CLAPHAM RSC
DIVISIONAL REPRESENTATIVE
COMPLETING INVESTIGATION
GENERAL MOTORS CORPORATION

GM 1241
COMMENTS
10/20/97

COMMENTS FOR GM 1241
CASE NBR: 970120165

PAGE 01

CAR HAD TWO MAIN HOT SPOTS...ONE UNDER CAR ON RIGHT SIDE FLOOR PAN
NEAR P/STEERING HOSES. WHITE HOT AREA ON END OF HIGH PRESSURE P/S
HOSE CAUSING LOW FIRE MELTING RIGHT FRONT WHEEL HOUSING AND ETC.
(SEE PHOTOS) THIS WAS THE PRIMARY SOURCE OF FIRE.
SECONDARY HOT SPOT WAS AT ALONG THE REAR AND CENTER OF BULKHEAD
I BELIEVE THIS WAS THE PRESSURIZED NYLON FUEL LINE WHEN IT BURNED
THROUGH AND CAUSED A "BLOW TORCH" AFFECT.

CAR HAD BEEN RUN FOR ABOUT 10 MINUTES AT HWY. SPEED AND THEN 10 MIN.
IN BUMPER TO BUMPER TRAFFIC BEFORE SHUT OFF. (HOT SOAK)

DRIVER STATED HE NOTICED NO UNUSUAL OPERATION, PERFORMANCE, TELLTALE
LIGHTS OR ODORS. STEERING WAS NORMAL ACCORDING TO THE DRIVER.

SPEAK PLUGS AND TAILPIPE CLEAN.

8/18/97 SETTLED FOR \$17,720.37 WITH KEVIN BECK THIS DATE.
PROCESSING REPURCH. TOM CLAPHAM RSC MIDWEST REGION #13
VME 47834.

***** END OF COMMENTS FOR GM1241 CASE *****

GM 1241
3RD PARTY
10/20/97

THIRD PARTY INFORMATION
ASSOCIATED WITH GM1241
CASE NR: 970120155

PAGE 01

THIRD PARTY TYPE: CLAIMANT
NAME: * NATIONAL CAR RENTAL
ADDRESS: 866 TELAVIV RD.
KANSAS CITY, MO. 64153
HOME PHONE:
WORK PHONE: (816)243-5771

THIRD PARTY TYPE: DRIVER
NAME: [REDACTED]
ADDRESS: [REDACTED]
HIGHLAND PARK, IL. [REDACTED]
HOME PHONE:
WORK PHONE: [REDACTED]

THIRD PARTY TYPE: OTHER
NAME: MICHIGAN DEPARTMENT OF STATE
ADDRESS: P. O. 30330
LANSING, MI. 48909-7830
HOME PHONE:
WORK PHONE:

THIRD PARTY TYPE: WITNESS
NAME: [REDACTED]
ADDRESS: [REDACTED]
NORTH KANSAS CITY, MO.
HOME PHONE:
WORK PHONE: [REDACTED]

***** END OF THIRD PARTIES FOR GM1241 CASE *****

TITLE : * CUSTOMER INFORMATION
 FIRST : MI: LAST : NATIONAL CAR RENTAL
 CITY : KANSAS CITY ST: MO ZIP :
 PHONE: PHONE:
 COMPANY: ASK FOR KEVIN BECK

VEHICLE/RETAILER INFORMATION

YR/MO : 97 VHS EIGHTY EIGHT SEDAN DEL DTE: 11 26 96 MILAGE: 014074
 VIN : 1G3DSE227W4228532
 RETAILER : JACK HILLER OLDMOBILE, INC. RTLR : 1241S
 CITY : NORTH KANSAS CITY STATE : MO REL RTL : Y (Y/N)
 RTL LEVEL: 0
 COE # 0000 COE COMMENT
 NO4 1 STEERING HOSES FIRE IN ENGINE COMPARTMENT-
 T01 1 (ON 1241) - PRO POSSIBLE 1241
 T30 1 POSSIBLE SAFETY POSSIBLE SAFETY
 T34 1 VEHICLE REPURCH VEHICLE REPURCH

AFTER CALL INFORMATION
 CUSTOMER REQUEST INFORMATION

REQUEST TYPE : CASH PRODUCT CAMPAIGN : 00
 REQUEST AREA : SERV REQUEST SOURCE : S T RTA
 CONTACT TYPE : OWNER THIRD PARTIES : 004
 WARRANTY : I (IN/OUT/LINE) ON ASSIGNED : 207CC
 DIST SERV/SALR : 02 02 BONE CODE : T01
 TRANSFER TO ID : DOCUMENT # :

CASE INFORMATION

CASE OPEN DATE : 08 01 97 SCRAP DATE : 10 20 98
 WORKING CODE : 20K CAS LOC: ADV TRANSMIT : N (Y/N)
 CASE TYPE : TRANSMIT DATE :
 FOLLOW UP DATE : TAX CASE # :
 UCC CODES : NO4 T01 T30 T34 CENTRAL FILE : Y (Y/N) LTR : N
 FILE RETENTION : 00 LAST ALTERED DATE : 10 20 97
 LAST ALTERED ID : 0000 REOPEN CASE : N (Y/N)
 REJECT CLOSE : N (Y/N)

CASE CLOSING INFORMATION

CLAIM RECY:

COMMUNICATION RECV: 08 01 97 CLOSE CASE: (Y/N)
 RTL CONTACT DATE : 08 01 97 CONCLUSION DATE: 10 23 97 CLOSE DATE: 10 20 97
 REPAIR ORDER # : NO DATE: RESPONSIBLE RTLR:
 CUST SATISFIED : Y (Y/N) FILE RETENT: 00 AHS WRT: N (Y/N)
 2N REVIEW CLOSE : 2N REVIEWED: (Y/N) DATE:
 NO REVIEW CLOSE : 0000 NO REVIEWED: Y (Y/N) DATE: 10 20 97
 COE # 0000 COMMENTS SURVEY THIS CASE: N (Y/N)

NO4 1 STEERING HOSES FIRE IN ENGINE COMPARTMENT-
 1241 COMPLETED

T01 1 (ON 1241) - PRO POSSIBLE 1241
 1241 COMPLETED

T30 1 POSSIBLE SAFETY POSSIBLE SAFETY
 1241 COMPLETED

T34 1 VEHICLE REPURCH VEHICLE REPURCH
 1241 COMPLETED

GENERAL COMMENTS

USER: ZOTCC DATE: 08/01/97 TIME: 10:14 COMMENT #: 0001
 THE MANAGER OF NATIONAL CAR RENTAL CALLED AND REPORTED THAT THIS
 VEHICLE STARTED ON FIRE IN THE ENGINE COMPARTMENT ON JULY 24, 1997 AT
 2:30 PM. THE RENTER STATED HE DROVE THE CAR A FEW MILES TO A WENDY'S
 AND WAS EATING WHEN SOMEONE CAME IN AND SAID THERE WAS A CLOSMOBILE ON
 ON FIRE IN THE PARKING LOT. THE FIRE DEPARTMENT CAME AND PUT THE FIRE
 OUT.

VEHICLE IS AT THE K.C. AIRPORT AT THE NATIONAL CAR RENTAL AREA.
 CASE IS BEING ASSIGNED TO TOM CLAPHAM PER BRIAN COMBS.

MIKE BRUSHN PAR TENR.

USER: COMBQ DATE: 08/01/97 TIME: 11:19 COMMENT #: 0002
 I TURNED THIS CASE OVER TO TOM CLAPHAM PER BRIAN COMBS.

MIKE BRUSHN PAR TENR.

USER: ZOTCC DATE: 08/01/97 TIME: 19:25 COMMENT #: 0003
 HAVE 2 OTHER 1241'S WHICH HAVE INJURIES IN OKLAHOMA AND IBERAMA. MIKE
 ASKED THAT THIS ONE HAS LEAD PRIORITY. WILL GET TO ON THE WEEK OF
 8/16. TOM CLAPHAM RSC

USER: ZOTCC DATE: 08/01/97 TIME: 19:22 COMMENT #: 0004
 CALLED AND LEFT MESSAGE FOR KEVIN BECK THIS DATE. TOM CLAPHAM RSC
 MIDWEST #13.

USER: ZOTCC DATE: 08/12/97 TIME: 19:36 COMMENT #: 0005
 PERFORMED 1241 INVESTIGATION ON 8/11AND12/97 AT NATIONAL CAR RENTAL KC
 1, MO. WORKED WITH MR KEVIN BECK. TOM CLAPHAM RSC #13 W/ 47824.

USER: ZOTCC DATE: 08/15/97 TIME: 13:10 COMMENT #: 0006
 TALKED WITH KEVIN BECK THIS DATE AND HE STATES THAT HE SHOWS THE
 VALUE \$17,720.37 FROM HIS DEPRICIATION SCHEDULE FROM HIS HOME OFFICE.

THAT IS ABOUT \$50.00 LESS THAN THE NUMBER THAT SCOTT MOOR CAME UP WITH
 FROM HIS '97 BOOK FOR AVERAGE CAR. OF COURSE I AGREED ON THAT AMOUNT.

PLEASE PROVIDE REPAIRS AND I WILL GET TITLE FROM KEVIN. THOM WILL NEED
 TO PROVIDE LIABILITY FOR SALVAGE TITLE. ASKED THOM MIKE BRUSHN PRODUC
 T LIABILITY. BRIAN COMBS ON VACATION. TOM CLAPHAM RSC MIDWEST REGION
 W/ 47824.

USER: COMBQ DATE: 08/18/97 TIME: 10:45 COMMENT #: 0007
 CHECK AUTHED TO PAY CAR RENT FOR \$17720.37 FOR REPAIRS OF FIRE DAMAGED
 VEHICLE. ALL DOCUMENTATION TO BE RETAINED IN 1241 FILE AND NOT
 ISSUED. B. COMBS, PROD LIAB MGR.

***** DO NOT MAIL CHECK *****

PLEASE DELIVER CHECK TO B. COMBS IN PROD LIAB

GENERAL COMMENTS

USER: SNLJ DATE: 08/20/97 TIME: 10:29 COMMENT #: 0008
W/FORWARDING CHECK#001677274 IN THE AMT. OF \$17720.37 TO BRIAN COMBS IN
PRODUCT LIABILITY ON THIS DATE.

SNELLI MENDOZA/OCM
USER: ONSC DATE: 08/29/97 TIME: 09:05 COMMENT #: 0009
SUPPLEMENTAL CHECK REQUESTED TO PAY CAR RENTAL FOR \$1000.00 FOR
SHORTAGE ON CHECK #001677274. ONSM TO CONFIRM AMT ON REPURCH SCREEN
WHEN COMPLETED. B. COMBS, PROD LIAB MGR.

***** DO NOT MAIL CHECK *****

PLEASE DELIVER CHECK TO B. COMBS IN PROD LIAB

USER: ZOTCC DATE: 08/29/97 TIME: 17:22 COMMENT #: 0010
SORRY FOR THE FUDGE FINNERS ON PRICE AMT. I INPUT THE AMT. EXACTLY
1000. SHORT IN COMMENTS AND COPIED THE SAME MISTAKE INTO REPURCH AND
CHECKER.....SORRY FOR THE SCREEN LP. THANKS TO THE POLICE WHO HELP
FIX IT. TOM CLAPMAN REC.

USER: ONSC DATE: 09/03/97 TIME: 10:06 COMMENT #: 0011
W/FORWARDED CHECK #001688786 IN THE AMOUNT OF \$1000.00 TO BRIAN COMBS
ON THIS DATE.

KRISTEN MCGOWAN/OCM
USER: ONSM DATE: 09/15/97 TIME: 17:56 COMMENT #: 0012
NOTIFIED REPURCH SCREEN-DELETED THE NECESSARY SCREENS TO ENABLE
CORRECTION OF U.O. MMSOOL/OTA

USER: ONSC DATE: 08/19/97 TIME: 11:36 COMMENT #: 0013
CHECK FOR \$16.00 AUTED TO MI DEPT OF ST. FOR SCRAP TITLE FEE. ALL
DOCUMENTATION TO BE RETAINED IN 1241 FILE AND NOT INRANED.
B. COMBS, PROD LIAB MGR

***** DO NOT MAIL CHECK *****

PLEASE DELIVER CHECK TO B. COMBS, IN PROD LIAB

USER: ONSM DATE: 09/25/97 TIME: 11:19 COMMENT #: 0014
W/FORWARDING CHECK#001697058 IN THE AMT. OF \$16.00 TO BRIAN COMBS IN
PRODUCT LIABILITY ON THIS DATE.

SNELLI MENDOZA/OCM

GENERAL COMMENTS

USER: DTCC DATE: 10/15/97 TIME: 21:13 COMMENT #: 0015
 DRUG CODES NEXT SCRAP TITLE ON 10/09/97-RECEIVED 10/14/97. RECEIVED
 CHECK FOR \$2,000. FROM BIRMINGHAM AUTO PARTS AND GAVE TITLE THIS DATE.
 TON CLAPMAN REC.

CASE HISTORY

USERID	DATE	TIME	EVENT
OMDC	08/01/97	10:16	GENERAL CASE WAS OPENED.
OMDC	08/01/97	10:16	START TIME HANDLING - CAC
OMDC	08/01/97	10:16	CASE WAS OPENED WITH CENTRAL FILE IND = Y.
OMDC	08/01/97	11:18	AFTER CALL INFORMATION WAS UPDATED.
OMDC	08/01/97	15:32	ROUTING CODE CHANGED FROM CAC.
OMDC	08/01/97	15:32	STOP TIME HANDLING - CAC
OMDC	08/01/97	15:32	START TIME HANDLING - ZON
ZOTCC	08/12/97	15:34	BASIC CASE INFORMATION CHANGED
ZOTCC	08/12/97	16:39	WH1241 CASE OPENED
ZOTCC	08/12/97	18:18	WITNESS
ZOTCC	08/12/97	18:11	WITNESS
ZOTCC	08/13/97	13:19	TROUBLE CODES CHANGED FROM: M01,T01,T30
ZOTCC	08/13/97	13:19	BASIC CASE INFORMATION CHANGED
ZOTCC	08/13/97	17:00	REPURCHASE INFORMATION ADDED TO CASE
ZOTCC	08/13/97	17:13	CASE CONVERTED TO 1241X
ZOTCC	08/13/97	17:13	CASE CONVERTED TO 1241
OMDC02	08/19/97	02:31	CHECK # 001877274, REQUEST # R0086014 PRINTED BY DACOR
OMDC	08/23/97	19:52	REPURCHASE INFORMATION HAS BEEN UPDATED
OMDC	08/23/97	19:52	RESTART TIME HANDLING - DISP NOT 'A' & NO AUCTION DATE
OMDC	08/23/97	08:34	REPAIR INFO ADDED
OMDC	08/23/97	08:57	REPAIR INFO CHANGED
OMDC	08/23/97	08:59	REPAIR INFO CHANGED
OMDC	08/28/97	02:30	CHECK # 001888786, REQUEST # R0086227 PRINTED BY DACOR
OMDC	09/15/97	17:43	REQ NBR R0086014, CHECK NBR 001877274 DELETED (VOID)
OMDC	09/15/97	17:43	REQ NBR R0086227, CHECK NBR 001888786 DELETED (VOID)
OMDC	09/15/97	17:43	REPAIR RECORD DELETED
OMDC	09/15/97	17:54	REPURCHASE INFORMATION HAS BEEN UPDATED
OMDC	09/15/97	17:54	CHECK REQUEST DATE CHANGED
OMDC	09/15/97	17:54	REPURCHASE INFORMATION HAS BEEN UPDATED
OMDC	09/15/97	17:55	REPURCHASE INFORMATION HAS BEEN UPDATED
OMDC	09/19/97	11:51	REPAIR INFO ADDED
OMDC	09/19/97	11:52	OTHER
OMDC02	09/20/97	02:30	CHECK # 001897063, REQUEST # R0086225 PRINTED BY DACOR
OMDC	10/20/97	14:31	TROUBLE CODES CHANGED FROM: M04,T01,T30
OMDC	10/20/97	14:32	REPURCHASE INFORMATION HAS BEEN UPDATED
OMDC	10/20/97	14:33	REPURCHASE INFORMATION HAS BEEN UPDATED
OMDC	10/20/97	14:38	DELIVERY DATE CHANGED FROM: 11-26-96
OMDC	10/20/97	15:08	WH1241 APPROVED BY ZONE.
OMDC	10/20/97	15:09	SOME CLOSING INFORMATION WAS CHANGED.
CLONE	10/20/97	15:09	NO REVIEWER CHANGED FROM SPACES TO OMDC
OMDC	10/20/97	15:09	CASE STAT CHGD FROM OPEN TO IN PROG BY USER OMDC
OMDC	10/20/97	15:09	STOP TIME HANDLING - ZON
OMDC	10/20/97	15:09	CASE WAS REVIEWED BY NO-USER OMDC
OMDC	10/20/97	15:09	CASE WAS CLOSED BY USER OMDC

9272034

STATE OF MISSOURI

CERTIFICATE OF TITLE ORIGINAL

03418FJ155

TITLE NUMBER 82146673



VEHICLE IDENTIFICATION NUMBER
1G3EN32K7V4028532

YEAR
97

MAKE
OLDS
MODEL
88

MODEL

BODY STYLE
FWDOR

FUEL

DR
6

HT
34

PREVIOUS STATE

MILEAGE AT TIME OF TRANSFER
98

TAX
EX 12

PURCHASE DATE
11/21/96

DATE ISSUED
12/18/96

OWNER NATIONAL CAR RENTAL FIN LP
868 TEL AVIV
KANSAS CITY MO 64155

MAIL TO

CITIBANK NA AS AGENT
PO BOX 4452 GCS
NEW YORK NY 10165

VEHICLE SUBJECT TO FOLLOWING LIEN(S)

FIRST LIEN
CITIBANK NA AS AGENT
PO BOX 4452 GCS
NEW YORK
NY 10165

LIEN DATE
11/21/96

NAME OF FIRM

SIGNATURE OF AUTHORIZED AGENT

DATE RELEASED

NAME OF FIRM

SIGNATURE OF AUTHORIZED AGENT

DATE RELEASED

BUYER ON REVERSE SIDE MUST TITLE IN 30 DAYS TO AVOID PENALTY

MILEAGE STATEMENT

ACTUAL MILEAGE.

ANNUAL ODOMETER UPDATES MAY BE AVAILABLE FROM THE
DEPARTMENT OF REVENUE.

James H. Johnson
DIRECTOR OF REVENUE



DOMS7 00-00

MO 880-0001 00-00

C22505258

SCRAP CERTIFICATE OF TITLE

YEAR 1997	MAKE OLDSMOBILE	MODEL 88	VEHICLE IDENTIFICATION NO 1G3HN52K7V4828532
BODY STYLE FOUR DOOR	WL. FEE CAT. 15	ODOMETER 10701797	TITLE NO. 298K2720263 F

MAILING ADDRESS

OLDSMOBILE DIVISION OF GMC
920 TOWNSEND MC489-010-007
LANSING MI 48921

NON-SALVAGEABLE
PARTS
COLOR-BLU
HOOD

OWNER'S NAME AND ADDRESS

OLDSMOBILE DIVISION OF GMC
920 TOWNSEND MC489-010-007
LANSING MI 48921

SCRAP VEHICLE

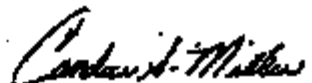
CANNOT BE REGISTERED OR RETITLED

THIS VEHICLE CAN ONLY BE USED FOR PARTS OR SCRAP METAL

I, Charles S. Miller, Secretary of State of the State of Michigan, do certify that this scrap certificate of title is given in compliance with the laws of the State of Michigan.

T0075058

Secretary of State



IDENTIFICATION NUMBERS SHOWING ANY REVISIONS OR VARIATIONS OF IDENTIFICATION

The Michigan Vehicle Code requires that a scrap certificate of title be assigned only to a SCRAP METAL PROCESSOR, AN AUTOMOTIVE RECYCLER, USED OR SECONDHAND VEHICLE PARTS DEALER, or a FOREIGN SALVAGE VEHICLE DEALER. No other assignments are permitted. IF ANY ALTERATIONS OR ERASURES ARE MADE, THIS SCRAP CERTIFICATE OF TITLE IS VOID.

TITLE ASSIGNMENT BY SELLER	As the seller I certify this vehicle has been transferred to the following licensed dealer:	
	Dealer License No. _____	Salvage Vehicle Agent License No. _____
	Printed Name of Dealer and Agent _____	
	Address _____	
	Signature of Agent <u>X</u> _____	
ANY FALSE STATEMENT, ALTERATION, FORGERY, OR FRAUD IN CONNECTION WITH THIS TITLE TRANSACTION IS A CRIME.		
Signature of Seller(s) <u>X</u> _____		
Date of Sale _____		

THIS TITLE CAN BE REASSIGNED ONLY TO A SCRAP METAL PROCESSOR

TITLE REASSIGNMENT BY SCRAP METAL DEALER	As the selling dealer I certify this vehicle has been transferred to the following scrap metal processor.	
	Dealer License No. _____	
	Printed Name of Scrap Metal Processor _____	
	Address _____	
	Signature of Agent <u>X</u> _____	
Dealer License No. _____		
Printed Name of Selling Dealer and Agent _____		
Date of Sale _____		

A scrap metal processor must surrender or forward this title to the Secretary of State within 30 days.

**SCRAP VEHICLE
NO FURTHER REASSIGNMENTS ALLOWED.
THIS VEHICLE CANNOT BE RETITLED**

APPLICATION FOR AN ORIGINAL MICHIGAN

PLEASE PRINT IN INK OR TYPE
(See Instructions On Reverse Side)

(Check one)

SALVAGE TITLE
 SCRAP TITLE

made
9/23/87

DESCRIPTION:

FRONT
 FRONT FRONT
 FRONT SIDE
 FRONT REAR
 REAR
 LEFT SIDE
 LEFT REAR
 LEFT FRONT
 BURNED
 ROLL OVER
 STRIPPED
 FLOOD

FRONT
LEFT SIDE
RIGHT SIDE
REAR

YEAR 1977	MAKE Oldsmobile	MODEL Eighty-Eight	BODY STYLE 4 door
VEHICLE IDENTIFICATION NUMBER 163HN52KTV4828532		VEHICLE OR VIN#	COLOR (TOP/BOTTOM) BL URB L U
OWNER NAME Oldsmobile Division of GMC			
STREET ADDRESS 920 Townsend MC 489-010-007			
CITY Lansing		STATE MI	ZIP CODE 48921-1007
FIRST OCCURRED IN MICHIGAN			PLATE DATE

MAJOR COMPONENT PARTS NOT SALVAGEABLE

A. <input type="checkbox"/> FRONT BUMPER	M. <input type="checkbox"/> LEFT REAR DOOR
B. <input checked="" type="checkbox"/> HOOD	N. <input type="checkbox"/> LEFT FRONT DOOR
C. <input type="checkbox"/> ENGINE	O. <input type="checkbox"/> LEFT FENDER
D. <input type="checkbox"/> TRANSMISSION	P. <input type="checkbox"/> FRAME OR SUPPORTING STRUCTURE WHICH SERVES AS A FRAME
E. <input type="checkbox"/> RIGHT FENDER	Q. <input type="checkbox"/> PASSENGER VEHICLE BODY
F. <input type="checkbox"/> RIGHT FRONT DOOR	R. <input type="checkbox"/> TROCKERS
G. <input type="checkbox"/> RIGHT REAR DOOR	S. <input type="checkbox"/> PICKUP TRUCK CARGO BOX
H. <input type="checkbox"/> RIGHT REAR QUARTER PANEL	T. <input type="checkbox"/> VAN BACK DOOR
I. <input type="checkbox"/> REAR BUMPER	
J. <input type="checkbox"/> DECK LID, TAIL GATE, HITCHBACK	
K. <input type="checkbox"/> TRUNK FLOOR PAN	
L. <input type="checkbox"/> LEFT REAR QUARTER PANEL	

U. ALL PARTS SALVAGEABLE

STREET ADDRESS

CITY STATE ZIP CODE

CORRECTED TITLE*

STATE REASON

VEHICLE PURCHASED FROM PURCHASE DATE

STREET ADDRESS

CITY STATE ZIP CODE

ADJUST RECEIVED CHANGE

HAS THIS VEHICLE BEEN USED AS A

Police Vehicle Government Vehicle Taxi

USE TAX RETURN—USE THIS SECTION FOR TAX CALCULATION*

1. Full purchase price or retail value whichever is greater	\$	
2. 6% (.06)	\$	
3. Credit for tax paid to a reciprocal state (proof attached)	\$	
4. Amount of tax being paid	\$	

USE THIS SECTION IF CLAIMING TAX ABSTENTION*

STATE REASON

Any false statement, alteration, forgery, or fraud in connection with this title transaction is a crime.

TITLE FEE \$

I (we) certify I (we) own this vehicle and all information shown on this application is correct to the best of my (our) knowledge. I (we) further certify this vehicle qualifies for a salvage title or scrap title according to the standards on the reverse side.

OWNER'S SIGNATURE *[Signature]* PRINTED NAME OF OWNER

ESTIMATED COST OF REPAIR	PRE-DAMAGED FOR MARKET VALUE	PERCENT DAMAGED
Scrapped Per Manufacturer's Request		%

SEE REVERSE SIDE FOR DAMAGE INFORMATION

A LICENSE PLATE CANNOT BE PURCHASED FOR OR DISPLAYED ON THIS VEHICLE

See Instructions on back
TR-12 (7/84)

Not valid under Public Act 202 of 1980 as amended.
RICHARD H. AUSTIN, Secretary of State

Secretary of State
Deputy Secretary of State

C22505256

<p>REPAIRMENT BY FREIGHT-BORNE DEALER</p>		
PURCHASER'S NAME		SHIPMENT 3
ADDRESS		CITY OF SALE
LICENSED STATE		DESCRIPTION
ADDRESS		MODEL
CODIMETER READING (NO TESTER)	<p>I certify that the odometer has been inspected and found to be accurate and correct. I warrant the accuracy of the odometer reading. Where one of the odometer readings is shown:</p>	<input type="checkbox"/> RELEASE IN GOOD FAITH OF ITS MECHANICAL LIMITS <input type="checkbox"/> RELEASE IN GOOD FAITH OF NOT ACTUAL ODOMETER READING (UNLAWFUL)
SIGNATURE OF ALL PURCHASERS		SIGNATURE OF ALL SELLERS
NAME PRINTED (NAME) BY PURCHASER(S) (PRINT POSITION)		NAME PRINTED (NAME) BY SELLER(S) (PRINT POSITION)
		DEALER NO
<p>REPAIRMENT BY FREIGHT-BORNE DEALER</p>		
PURCHASER'S NAME		SHIPMENT 3
ADDRESS		CITY OF SALE
LICENSED STATE		DESCRIPTION
ADDRESS		MODEL
CODIMETER READING (NO TESTER)	<p>I certify that the odometer has been inspected and found to be accurate and correct. I warrant the accuracy of the odometer reading. Where one of the odometer readings is shown:</p>	<input type="checkbox"/> RELEASE IN GOOD FAITH OF ITS MECHANICAL LIMITS <input type="checkbox"/> RELEASE IN GOOD FAITH OF NOT ACTUAL ODOMETER READING (UNLAWFUL)
SIGNATURE OF ALL PURCHASERS		SIGNATURE OF ALL SELLERS
NAME PRINTED (NAME) BY PURCHASER(S) (PRINT POSITION)		NAME PRINTED (NAME) BY SELLER(S) (PRINT POSITION)
		DEALER NO
<p>REPAIRMENT BY FREIGHT-BORNE DEALER</p>		
PURCHASER'S NAME		SHIPMENT 3
ADDRESS		CITY OF SALE
LICENSED STATE		DESCRIPTION
ADDRESS		MODEL
CODIMETER READING (NO TESTER)	<p>I certify that the odometer has been inspected and found to be accurate and correct. I warrant the accuracy of the odometer reading. Where one of the odometer readings is shown:</p>	<input type="checkbox"/> RELEASE IN GOOD FAITH OF ITS MECHANICAL LIMITS <input type="checkbox"/> RELEASE IN GOOD FAITH OF NOT ACTUAL ODOMETER READING (UNLAWFUL)
SIGNATURE OF ALL PURCHASERS		SIGNATURE OF ALL SELLERS
NAME PRINTED (NAME) BY PURCHASER(S) (PRINT POSITION)		NAME PRINTED (NAME) BY SELLER(S) (PRINT POSITION)
		DEALER NO

MC 890-028 (3-82)

DOT 87 2028

Attn:
Tom Clapham

Birmingham Auto Parts

4th & Spruiley
Birmingham, Missouri 64161
2 ML E. of I-435 on 210 N. of River
(816) 454-0018



September 18, 1997

We, Birmingham Auto Parts, bid \$2,000 for a 1997 Olds 88.

Sherry Doyle
Office Mgr.

To: Brian Combs
From: Tom Clapham

Here is the bid on Scamp VIN V4828532
CAS# 9701 20165
National Rent A Car.

Steve is owner
of Birmingham

Tom

THIS: REPURCH ACTION: L KEY: 2/1120165 OCM 10/20/97 15:11 OBLUL070
 NEXT: REPURCH ACTION: KEY: 970120165 GM CONFIDENTIAL ID: OMBDC
 NAME: NATIONAL CAR RENTAL KANSAS CITY, MO YR/MDL: VHS5 TYPE: 1C
 TRADE/REPURCHASE
 TRADE OUT: STR/REPURCH: X ZONE#: 13 SURVEY: VIN: 1G3HN52K7V4828532
 SCN: 1 GSF RETURN DATE: COMMENTS: 1241X

MAJOR CAUSE:

CDE	#	DESC	CDE COMMENT
M04	1	STEERING HOSES	FIRE IN ENGINE COMPARTMENT-

CR DATE: 08 15 97 ACCT#-PARTS: 879230102 AMT: 18720.37

ACCT#-LABOR: AMT:

CR DATE: 08 19 97 REPURCH CHECK #: 1877274 CHECK AMOUNT: 18720.37

DISPOSITION : S (AUCTION/SCRAP/DONATE/RTLR) RECOVERED AMT: 2000.00

POSSESS DATE: 08 15 97 AUCTION HOUSE: WASHOUT AMT: -16720.37

DATE TO AUCTION: DATE VEH. DISPOSED OF: 10 15 97

REPLACEMENT VIN: ORDER#:

COMMENTS : ** TWO CHECKS ** #1877274/\$17720.37

SOLD FOR SCRAP TO: BIRMINGHAM AUTO PARTS, BIRMINGHAM, MO #1888786/\$ 1000.00

PF13 BASE	PF14 CMTS	PF15 AFTRCL	PF16 CLOSE	PF17 CHECKN	PF18 BRACK
PF19 MED	PF20 ARB	PF21 PRODLIB	PF22 1241X1	PF23 CORREL	PF24 CAL

BIRMINGHAM AUTO PARTS
 8TH & SPENCER ST. P.O. BOX 204-0818
 BIRMINGHAM, MO 64101

VIN 1G3HN52K7V4828532
 CAS# 970120165

30078

DATE 10-15-97

PAY TO THE ORDER OF

Oldsmobile Division of GM

\$ 2000.00

THE SUM 2000 DOLLARS 00 CTS

DOLLARS



PONY EXPRESS BANK
 BIRMINGHAM, MO 64101

NOT VALID AFTER 90 DAYS

Mike Shaw

FOR 97 Olds purchase

⑈030078⑈ ⑆101905004⑆ ⑆180 528 0⑆

1997 EIGHTY EIGHT LS SEDAN
 30U MEDIUM BLUE METALLIC
 30I BLUE
 ORDER NO. D2M206/FAF
 VIN 1G3HN52K7V4828532

OLDSMOBILE DIVISION
 GENERAL MOTORS CORPORATION
 920 TOWNSEND STREET
 LANSING MI 48921-0001
 VEHICLE INVOICE 3A010145974

/V6G
 STOCK NO. **73055**

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
3HN69 EIGHTY EIGHT LS SEDAN	23795.00	20820.63	INVOICE 11/19/96
AM6 55/45 DIVIDED BENCH WITH STORAGE ARMREST & COLUMN SHIFT	0.00	0.00	SHIPPED 11/19/96
BF9 FLOOR MAT DELETE	0.00	0.00	EXP I/T 11/28/96
BQ0 NATIONAL CAR RENTAL	0.00	0.00	INT COM 12/05/96
FE9 FEDERAL EMISSION EQUIPMENT	0.00	0.00	PRC EFF 11/19/96
L36 3800 SERIES II V6 ENGINE	0.00	0.00	KEYS 34J5 44L7
R7B *** OTHER CONTENT INCLUDED ***	0.00	0.00	WFP-S QTR OPT-1
*(3) PASSENGER ASSIST HANDLES			FAN: R45720
*DELUXE TRUNK TRIM WITH JACK-IN-THE-BOX TOOL KIT			BANK: GMAC - 007
*DR/PASS LIGHTED VISOR MIRRORS			CHG-TO 15-389
*FRONT/REAR CARPETED FLOOR MATS			SHIP-TO 13-991
*STAINLESS STEEL EXHAUST SYSTEM			NATIONAL CAR RENT
*WARNING CHIMES FOR HEADLAMPS ON, TURN SIGNAL ON, LOW COOLANT, AND PARKING BRAKE SET			KANSAS CITY MO
VN9 FLEET-GUARANTEE 100% REPURCHASE	0.00	0.00	SHIP WT: 3373
V2Q DELETE FULL FUEL FILL	0.00	16.64-	HP: 34.7
30I BLUE	N/C	N/C	CUST PO NUMBER: 97021831
30U MEDIUM BLUE METALLIC	N/C	N/C	DANI 02183
			MEMO 1189.75

STOCK # 730055 NCMS PO# 97021831
 INV DATE 11/21/96 NCMS LOC KANSAS CITY, MO
 INVOICE AMT (LESS HOLDBACK) 21408.99
 ADD HANDUP 14.00
 AMOUNT DUE DEALER: 21422.99

INV # 730055
 8220F + 21422.99 1900
 8316F - 21408.99 828532 12/05/96
 83018 - 5.50 76642
 85895 - 21422.99
 8589C + 21414.49
 81526A- 21422.99

9272034

TOTAL MODEL & OPTIONS 23795.00 20803.99 ACT 231 21408.99
 DESTINATION CHARGE 605.00 605.00

TOTAL 24400.00 21408.99 PAY 310 21408.99

 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.

 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

JOHN HIRSCH'S CAMBRIDGE MOTORS/NATIO

REMIT TO GMAC NO. 007
 VIN 1G3HN52K7V4828532
 \$ 21408.99 INV 3A010145974
 DUE 12/05/96 DEALER 15-389

092 3258 6400



K C I AIRPORT 814-243-5770
RENTAL: 7/24/97 1851 09202
RETURN: 7/28/97 1850 K C I AIRPORT 09202
RES: 1403986801 BEERBROOK TRAVEL AGENCY 7202151

RENTAL BA 92C7902-4
CAR 092 VEHICLE 9272804
LIC NO 64401P MILES OUT 14672
MIN RENTAL DAYS 2
\$ 3.290/DAL TX REFUEL BC \$.173/MI
TAX \$ 6.054 RATE/USDO CLASS/B

RENTER: JAMES A LOWETT

DAILY RATES FOR: LDW \$ 14.99 (TX) PAI/PEC \$ 3.95 (TX) SLI \$ 8.95 (TX)
DECLINE LDW PAI/PEC SLI

RENTAL INFORMATION
DAYS \$ 25.90/ \$ NI
HOURS \$ 13.00/ \$ NI
ADDL DAYS \$ 58.90

BY INITIALS I ACCEPT OR DECLINE THE OPTIONS SHOWN ABOVE _____

I UNDERSTAND AND AGREE THAT ANY LDW AND LIABILITY PROVISIONS CONTAINED
IN A SEPARATE COMMERCIAL AGREEMENT DO NOT APPLY TO THIS RATE. _____

I HAVE RECEIVED AND AGREE TO: ALL TERMS AND CONDITIONS OF THIS RENTAL
AGREEMENT INCLUDING THE SEPARATE FOLDER DELIVERED TO BE WITH THIS RENTAL
DOCUMENT; A REFUELING SERVICE CHARGE APPLIED IF I RETURN THE VEHICLE
WITH LESS FUEL; ONLY I AND AUTHORIZED DRIVER MAY DRIVE THE VEHICLE;
PENALTY AND RATE CHANGE IF NOT RETURNED TO LOCATION/DATE/TIME ABOVE.

PAY METHOD: AX 1012

PEX-2 SIGNATURE ON FILE _____ ADDL AUTH DRIVER: _____

COPY ONE



MISSOURI DEPARTMENT OF PUBLIC SAFETY
OFFICE OF THE STATE FIRE MARSHAL
FIRE INCIDENT REPORT

THIS REPORT IS TO BE FILED IN THE OFFICE OF THE STATE FIRE MARSHAL AND IN THE OFFICE OF THE FIRE MARSHAL OF THE JURISDICTION WHERE THE FIRE OCCURRED.

<input type="checkbox"/> 1 - ORIGINAL <input type="checkbox"/> 2 - CHANGE		<input type="checkbox"/> COPY TO DIV <input type="checkbox"/> COPY TO		<input type="checkbox"/> YES <input type="checkbox"/> NO	
A	DATE	TIME	LOCATION	CITY	COUNTY
B	ADDRESS				CITY
C	OWNER				TEL. NO.
D	TYPE OF STRUCTURE				USE
E	TYPE OF ALARM		<input type="checkbox"/> 1. Telephone alarm	<input type="checkbox"/> 2. Photo alarm system	<input type="checkbox"/> 3. Manual alarm
F	TYPE OF EXTINGUISHING FORT		<input type="checkbox"/> 1. Water	<input type="checkbox"/> 2. Foam	<input type="checkbox"/> 3. Dry chemical
G	FIRE FIGHTING TACTICS		<input type="checkbox"/> 1. Direct attack	<input type="checkbox"/> 2. Indirect attack	<input type="checkbox"/> 3. Combination
H	FIRE CAUSE		<input type="checkbox"/> 1. Electrical	<input type="checkbox"/> 2. Heating equipment	<input type="checkbox"/> 3. Other
I	FIRE RELATED INJURIES		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
J	FIRE RELATED DEATHS		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
K	FIRE RELATED PROPERTY DAMAGE		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
L	FIRE RELATED BUSINESS INTERRUPTION		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
M	FIRE RELATED OTHER DAMAGE		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
N	FIRE RELATED OTHER INFORMATION		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
O	FIRE RELATED OTHER INFORMATION		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
P	FIRE RELATED OTHER INFORMATION		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
Q	FIRE RELATED OTHER INFORMATION		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
R	FIRE RELATED OTHER INFORMATION		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
S	FIRE RELATED OTHER INFORMATION		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
T	FIRE RELATED OTHER INFORMATION		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
U	FIRE RELATED OTHER INFORMATION		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
V	FIRE RELATED OTHER INFORMATION		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
W	FIRE RELATED OTHER INFORMATION		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
X	FIRE RELATED OTHER INFORMATION		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
Y	FIRE RELATED OTHER INFORMATION		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major
Z	FIRE RELATED OTHER INFORMATION		<input type="checkbox"/> 1. None	<input type="checkbox"/> 2. Minor	<input type="checkbox"/> 3. Major

COMPLETE ON ALL INCIDENTS

ALL INCIDENTS

COMPLETE IF FIRE

ALL

COMPLETE ON ALL INCIDENTS

903 + 905 Extinguished Car fire

NAME OF RAILROAD (RIGHT-OF-WAY RAILS ONLY)	RAILROAD REPORT	TO
SIGNATURE OF FIRE MARSHAL		
DATE		

North Kansas City Fire Dept.
710 E. 18th
North Kansas City, MO 64116

STATEMENT

DATE
8-11-97

TO JAMES Lovett

AMOUNT ENCLOSED \$

~~FOR THE PAYEE'S USE ONLY. THIS INFORMATION IS NOT TO BE REPRODUCED OR TRANSMITTED IN ANY MANNER WITHOUT THE WRITTEN PERMISSION OF THE ISSUING AGENCY.~~

~~REASON FOR CANCELLATION~~ ~~REASON FOR CANCELLATION~~ ~~REASON FOR CANCELLATION~~ ~~REASON FOR CANCELLATION~~

REASON FOR CANCELLATION	REASON FOR CANCELLATION	REASON FOR CANCELLATION	REASON FOR CANCELLATION
Rept. # 970928			13.50
Car fire			

THIS PORTION IS FOR YOUR RECORDS.
YOUR CHECK IS YOUR RECEIPT.

THIS PORTION IS FOR YOUR RECORDS.
YOUR CHECK IS YOUR RECEIPT.

No. 8-11 097

Received from BTM Chapman Oldsmobile
three & 50/100 Dollars

Rept. # 970928
\$ 3.50 L. Phillips

© 1997, 1998

Printed on Recycled Paper - 100% Recycled Paper

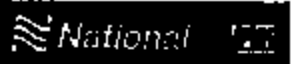
PERSONAL EMPLOYER(S) INVOLVED CITY AND		IF APPLICABLE, CORRESPONDING ACCIDENT REPORT NUMBER		AVIS #	ACCIDENT REPORT NUMBER	
DATE OF ACCIDENT Feb 24	CITY OF WORK Mesa	TIME OF ACCIDENT 2:30 AM	NUMBER OF VEHICLES 1	REPORTED TO POLICE Fire Dept	CWIS # DEPT HAZARDOUS	
ADDRESS OF WORKER (STREET, CITY, STATE) 1208 Avonok NKC MO 64116					VEHICLE PRESENTLY LOCATED AT:	
NAME AS SHOWN ON DRIVER'S LICENSE		AGE	DRIVER			
STREET NUMBER 614 Barbary		CITY HOME AREA CODE / PHONE 947 573-0000	ADDRESS			
CITY / STATE / ZIP Highland Park IL 60035		HOME / BUS PHONE			OTHER CAR INFORMATION	
RENTAL LICENSE NUMBER 285		LICENSE PLATE				
LICENSE OR TAG NUMBER 601 46416		BUSINESS AREA CODE / PHONE 947 573-0044		YEAR / MAKE / MODEL		
CITY / STATE / ZIP Northbrook IL 60062		BUSINESS PHONE				
NAME OF RENTER OR LEASER (BUSINESS NAME OR COMPANY AND/OR INDUSTRY) A. Williams		RIDER'S				
ADDRESS / CITY / STATE / PHONE		POLICY NUMBER				
PURPOSE OF RENTAL		RELATION OF DRIVER TO RENTER		HOME / BUS PHONE		
MAKE / MODEL / LICENSE Ford		DRIVER HOME AREA CODE / PHONE 947		NATIONAL CAR DAMAGE EXTENDED COVEY OF REPAIRS OTHER - CIRCLE DAMAGE ESTIMATED COST OF REPAIRS		
STREET NUMBER		DRIVER HOME AREA CODE / PHONE				NATIONAL VEHICLE <input checked="" type="checkbox"/> ROADWAY OTHER VEHICLE <input type="checkbox"/> CITY <input type="checkbox"/> WET <input type="checkbox"/> SNOW <input type="checkbox"/> ICE
CITY / STATE / ZIP		DRIVER HOME AREA CODE / PHONE				
DRIVER'S LICENSE NUMBER / STATE LI 304416 7258		ISSUED RENTAL AGREEMENT OR ADDITIONAL DRIVER <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO				
BUSINESS AREA CODE / PHONE		ISSUED RENTAL AGREEMENT OR ADDITIONAL DRIVER <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO				

Drove straight from Airport to Wendy's
 Parked and went inside
 Car over heated and caught fire in parking lot

NAME AND ADDRESS	AREA CODE / PHONE NUMBER	EXTENT OF DAMAGES	AGE	OCCUPANT OF <input type="checkbox"/> DRIV. <input type="checkbox"/> OTHER <input type="checkbox"/> GUEST.	
NAME AND ADDRESS Chuck Morrison Wendy's Manager 1208 Avonok N NKC MO 64116	AREA CODE / PHONE NUMBER	AGE	OCCUPANT OF <input checked="" type="checkbox"/> DRIV. <input type="checkbox"/> OTHER <input type="checkbox"/> GUEST.		
CITY/STATE/CITY NAME	<input type="checkbox"/> LICENSE STATE FULL RENTERS NAME ADDRESS AND POLICY NUMBER	FRANCHISE NAME	CITY / STATE		
97 OLDS 88			VEHICLE IDENTIFICATION NUMBER 1G3HN52K7Y4828532		
STATION # 111	CREDIT CITY 111	MEMBER # 9272034	LICENSE PLATE / STATE 6440W MO	LOW <input type="checkbox"/> ACCEPT <input type="checkbox"/> DECLINE <input type="checkbox"/> COMPT <input type="checkbox"/> DECLINE	
REPORTED TO INSURANCE COMPANY 92C 1344	REPORTED TO INSURANCE COMPANY <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	DATE			
EMPLOYEE	TYPE	DESCRIPTION	COLLECTOR	VIOLATION	
SIGNATURE OF NATIONAL OR LOCAL VEHICLE		DATE	SIGNATURE OF NATIONAL CAR REPRESENTATIVE CITY MANAGER DETAILS M. Mitchell		

INSURANCE COMPANY

LTFCAP004/2888021 71726-PR01220

RO. NUMBER 7243549	DATE 4/14/97	VEHICLE IDENTIFICATION NUMBER 1G3HN5217748283329272034580							PLATE 580	WRITER BY 871
MAKE OLs	MODEL 4	TYPE S	YEAR 97	DELIVERY DATE 97	LICENSE NUMBER 96F5M04	OWNERS CITY # 092	FAC NUMBER 7243549			

REPAIR ORDER

NATIONAL CAR RENTAL SYSTEM, INC.
2228 FAIRFIELD COURT
OMAHA, NE 68104

	MAINTENANCE MANAGER'S SIGNATURE	PREPARE FOR MAINTENANCE	INSURANCE	NON-PRIORITY	DEBIT	CERT. AUTHORITY
		<input checked="" type="checkbox"/>	A B C D E			
1	CITY	PAFF NUMBER	DESCRIPTION	COST	SUBJECT MECHANICAL SHOW/COMMENTS	

TIME STAMP

COMPLAINT: *A P M*

CAUSE: *IMPACT ASSURANCE CHECKLIST*

CORRECTION: *O/C*

COMPLAINT: *[Signature]*

CAUSE: *[Signature]*

CORRECTION: *[Signature]*

TOTAL		
ITEM	ACCT NUMBER	AMOUNT
MECHANICAL LABOR &		
TIRES	875	
LUBRICANT	825	
SUPPLIES	825	
SALES RECONDITIONING	875	
PARTS (Service Attached C)	099	
OUTSIDE REPAIRS (Service Attached C)	025	
TOWING (Service Attached C)	875	
SERVICE VEHICLES	825	
MISCELLANEOUS	825	
GLASS (Service Attached C)	825	
OTHER		
TOTAL AMOUNT		

COMPLAINT: *[Signature]*

CAUSE: *[Signature]*

CORRECTION: *[Signature]*

9272034

LS 163n 5LK7v4q2b53: 07 a 1317

JACK COOPER TRANSPORT CO., INC.
 3501 MANCHESTER • KANSAS CITY, MO 64120
 TELEPHONE (816) 321-2222

ORDER NO.	BILL TO	SHIP TO CODE	ORDER MODEL	COLOR	CODE
C2M206	15	RJ5LS	313991	3LD 286	3C
RAIL CAR NO.	RAIL WTB NO.	PLT. SHIP DATE	CARL. DATE REC'D.		
ETTX9D4319 LS		11-20-96	11-25-96		
BAY NUMBER	ORIGIN	LOAD NO.			
H63	STEVE OLSON	536535041			

4800 N. SANTA FE • P.O. BOX 10447
 OKLAHOMA CITY, OKLA. 73124
 TELEPHONE (405) 322-7521

ITEMS CONSIGNED TO

NATIONAL CAR RNTL
 368 TEL AVIV
 KANSAS CITY MO
 316-243-3770 64195

SPECIAL INSTRUCTIONS

NO DELIVERIES ON SATURDAY--SEE NATIONAL PERSONNEL BEFORE UNLOADING 7:00 TO 3:00 PM MON THRU FRI

AREA DESCRIPTION	DT	S	AREA DESCRIPTION	DT	S	AREA DESCRIPTION	DT	S	AREA DESCRIPTION	DT	S
LEFT/DRIVER SIDE:			PICKUP BOX (Cont'd.)			FRONT END			INTERIOR		
Cab-Rear Corner, Left	48		Quarter Panel - Left	16		Air Cleaner/Filter	88		Carpet - Front	85	
Cab Side - Left	78		Quarter Panel - Right	17		Antenna	01		Carpet - Rear	87	
Door - Left Front	10		Rail Bump/Flts	85		Bumper/Cover - Front	05		CEL Meter/Tachometer	86	
Door - Left Rear	11		TRUNK/CARGO			Bumper Guard/Strip - Front	05		Cigarette Lighter	87	
Exhaust - Roof Left	74		Antenna	01		Door/Inlet Panel	80		Dash/Instrument Panel	88	
Fender - Left Front	14		Floor Mats - Front	18		Filter - Above Bumper	41		Headliner	28	
Mirror - Outside Left	30		Floor Mats - Rear	19		Grille	32		Keys	20	
Pillar - Whitehd, Left Front	72		Licenses - Bracket	82		Header Panel/Lead Bolts	33		Mirror - Inside	29	
Pillar - Left Center	70		Luggage Rack	88		Hood	27		Radio Speaker	89	
Quarter Panel - Left	16		Thru/Wheel - Spare	46		Lamp - Head/Turn Signal	24		Radio/Tape Player/CS	39	
Rocker Panel - Left	35		Tools/Jack	84		Lamp - Fog/Driving	25		Seat - Front Left	84	
Rearley Board/Step - Left	33		Wheel Covers	57		Panel - Below Bumper	42		Seat - Front Right	86	
Sleeper Box Door - Left	73		Cargo Area - Other	85		Wardhead	20		Seat - Rear	85	
REAR END			RIGHT/PASSENGER SIDE			UNDERHOOD			UNDERCARRIAGE		
Bumper/Cover - Rear	04		Cab - Rear Corner, Right	61		Battery/Box	08		Interior - Other	88	
Bumper Guard/Strip - Rear	08		Cab Side - Right	75		Engine Compartment - Other	39		UNDERCARRIAGE		
Bumper/Mirror/Filter - Rear	49		Door - Cargo, Right	89		ROOF			Catalytic Converter	82	
Chassis Panel	77		Door - Right Front	12		Drp Rails - Roof	44		Exhaust System	91	
Chock Off/Target	83		Door - Right Rear	18		Extensor - Roof Left	74		Frame	80	
Door - Back Cargo, Left	88		Exhaust - Roof Right	73		Extensor - Roof Right	73		Fuel Cap/Cover/Tank	81	
Door - Back Cargo, Right	07		Fender - Right Front	19		Luggage Rack (strip)	85		Suspension System	83	
End Panel - Rear	34		Mirror - Outside Right	61		Rail	87		Thru/Wheel-mount Spax	47	
Glass - Back	81		Pillar - Whitehd, Right Front	71		Spacer/Deflector - Rear	84		Undercarriage - Other	84	
Lamp - Rear	45		Pillar - Right Center	68		Washer/W-T-Top	38				
Panel - Rear Corp. Front	87		Quarter Panel - Right	17		Vinyl/Convertible Top	38				
Roof/Deflector - Rear	84		Rocker Panel - Right	38		NOTE MULTIPLE DAMAGES/ITEMS APPLICABLE TO THE SAME AREA BELOW.					
PICKUP BOX			Rearley Board/Step - Right	33							
Box, Pickup - Interior	81		Sleeper Box Door - Right	73							
Fender - Rear Left	22										
Fender - Rear Right	23										

IMPORTANT TO AVOID NOTATING ERRORS

- Enter accurate DAMAGE TYPE CODE in column "DT" and SEVERITY CODE in column "S" from below.
- Damage "Front" & "Left" are filling in driver's seat. Also be careful in selecting "Front" & "Rear," etc.

- Multiple damages or items applicable to the same area must be noted using the blank grid spaces provided above.
- The "Special Damage Type Code/Forms" must be used when applicable.
- Use remarks area only for clarifications.
- Shaded areas - Tracks only.

DAMAGE TYPE CODES (COLUMN "DT")		SEVERITY CODE (COLUMN "S")
SPECIAL OCCURRENCES 04 - CRIPPED PANEL SPRING 05 - DENTALPART STRIKE DAMAGE 06 - FLARE SPILLAGE - INTERIOR 07 - GLASS - BROKEN 08 - GLASS - CRIPPED 09 - GLASS - CRACKED 10 - GLASS - SCATCHED 11 - HARDWARE INTERIOR - DAMAGED 12 - HARDWARE EXTERIOR - LOOSE, MISSING 13 - INTERIOR - SCATCHED/SCORCHED 14 - LAMP/ORN LIGHT - DAMAGED 15 - MOLDING/STRIP - WEATHERSTRIP - DAMAGED 16 - MOLDING/STRIP - WEATHERSTRIP - LOOSE, MISSING 17 - PART/OPTION - NOT AS INVOICED	OTHER THAN SPECIAL OCCURRENCES 01 - BENT 02 - BROKEN (EXCEPT GLASS) 03 - CRIPPED (EXCEPT GLASS & PANEL SCORCH) 04 - CRACKED (EXCEPT GLASS) 05 - CLIT 06 - DENTED 07 - DENTED - PAINT/CHROME NOT DAMAGED 08 - DISCURED 09 - MISSING (EXCEPT MOLDING/STRIP) 10 - PUNCTURED 11 - SCATCHED (EXCEPT GLASS) 12 - SCUFFED 13 - TORN	SEVERITY CODE (COLUMN "S") LENGTH OR DIAMETER 1 - LESS THAN 1" 2 - 1" UP TO 6" 3 - OVER 6" UP TO 12" 4 - OVER 12" UP TO 18" 5 - OVER 18" 6 - ITEM MAY REQUIRE REPLACEMENT/WIRE DAMAGING

REMARKS: *[Signature]*

REMARKS:

DATE: _____

DRIVER SIGNATURE: _____ DATE: _____

CARRIER SIGNATURE: _____ DATE: _____



NEW VEHICLE IN-SERVICE/REPAIR ORDER REPORT

V.I.N. 1G3HN52K7V4828532

UNIT NO. 9272034

LICENSE NO. FSMold 497 MAKE Olds

MODEL 88 MODEL CODE 4DR 1 YEAR 97
COLOR: EXTERIOR BLUE INTERIOR BLUE STYLE CLOTH
KEY CODE-IGNITION 3455 PASS# 11 KEY CODE-DOORS 4427 TRUNK 4427
DELIVERY DATE _____ ENGINE TYPE V-6 DATE IN SERVICE _____

OPTIONS: AB AT BS FR LB MT PS RD SU TW VS WW
AC BC CC FS LT PB FW SC SW VR VS
AR BK CS FW MP PL PX SS TT VS WS

DEALER JOHN HENSENS

MILEAGE 3

CHECK LIST

CHECK, INSPECT AND PERFORM THE FOLLOWING OPERATIONS
(REFER TO REVERSE SIDE OF THIS FORM FOR ADDITIONAL DETAILS)
STATE CORRECTIVE ACTION IN 'REMARKS' BELOW

Time In	_____
Time Out	_____
Time In	_____
Time Out	_____

- 1 UNDER HOOD:
 - All components for operation and function as determined by sight, feel and sound
 - Test coolant protection
 - All fluid levels
 - Battery test indicator (Green dot should be visible)
- 2 BODY-CHASSIS:
 - Interior and exterior lights for proper operation
 - Headlamp aim (adjust if necessary to conform with local specifications)
 - Doors, hood and compartment lids for proper operation and adjust strikers or latches if necessary (includes checking all locks for proper operation)
 - Install shipped parts of standard and optional accessories
- 3 UNDER VEHICLE:
 - Adjust tire pressure to specifications (including spare)
 - Install license brackets, wheel covers, trim rings, etc.
 - All fluid lines and couplings for leaks tighten as necessary
 - Visually inspect vehicle undercarriage for damage, loose, cross threaded, and/or missing fasteners, such as bolts, nuts, cotter keys, etc. tighten as necessary
 - All fluid levels
- 4 ROAD TEST & INSPECT FOR PROPER OPERATION
 - Steering column ignition lock
 - Neutral switch
 - Instruments and gauges
 - Brakes (including parking brake and warning light)
 - Throttle controls for free operation
 - Engine and transmission performance (including down shift)
 - Steering and handling
 - Windshield wipers and washers (Adjust washer aim as necessary)
 - Heater and/or air conditioning
 - Horn
 - Radio equipment and trim antenna
 - Factory installed options and accessories
 - Remove squeaks and rattles
- 5 APPEARANCE:
 - Wash car and detail clean-up as required
 - Remove exterior shipping protective materials
 - Exterior trim, moldings and paint finish. Touch up paint as required. (Brush or aerosol spray car) Hand polish surface blemishes
 - Remove protective covers, inspect interior trim and moldings, and detail clean-up as required
 - Remove key number slugs and place with spare keys

INSPECTED BY _____ INSPECTION DATE _____

REMARKS

EXCEPTIONS/ACTION TAKEN _____

P.O./SPECS LICENSE PLATES RE: R.O. NO. _____
 KEYS INSP. STICKERS CITY NO. _____
 I.D. STICKERS MAINT. JACKET AUTHORIZED SIGNATURE _____

FORM 123 Rev. 784

NATIONAL WARRANTY CLAIM CENTER

SERVICE INVOICE 97A08436

JAMES M. WOLFE
WOLFE APPRAISALS
1897 S. 105 TERR
EDWARDSVILLE, KS 66111
(913) 422-1549 • FAX: (913) 422-1633

Date: 02/06/97

NATIONAL CAR RENTAL SYSTEMS
838 TEL AVIV
KANSAS CITY, MO. 64153
ATT: KEVIN BECK

WA FILE #97A08436	CLAIM#092-937203-4	D/L: 07/27/97
INSURED: NATIONAL CAR RENTAL SYSTEMS INC		CLAIMANT

SERVICES

AUTO & MILEAGE

TELEPHONE & FAX

PHOTOGRAPHS

APPRAISALS

TOTAL LOSS ACV

OFFICE EXPENSE

PHOTOCOPIES

OFFICIAL RECORDS

MISC:

1

72.00	
TOTAL OTHER EXPENSE	
SUB-TOTAL THIS BILL	
TAX	
TOTAL BILL	572.00

TAX ID. # 448-38-768

DATE: 08/06/97
TIME: 11:25:21
SUPP: 000WOLFE APPRAISALS
1807 S. 108TH TERR
EDWARDSVILLE 65111
(913) 422-1349

APPRAISAL REPORT

DAMAGE ASSIGNED BY: JAMES WOLFE

FILE NUMBER: 97A00636
CLAIM NUMBER: 092-927203-4
DATE OF LOSS: 07/27/97
TYPE OF LOSS: FireASSIGNMENT DATE: 08/04/97
CONTACT DATE: 08/04/97
INSPECTION DATE: 08/04/97
POINT OF IMPACT: ROE COLLISION

INSURED: NATIONAL CAR RENTAL SYSTEMS, INC.

CLAIMANT: none

OWNER: NATIONAL CAR RENTAL SYSTEMS, INC.

REPAIR FACILITY: none

APPRAISED

FOR: NATIONAL CAR RENTAL SYSTEMS, INC
858 TEL AVIV
KANSAS CITY, MO 64153
(816) 243-5770

INSPECTION

SITE: 858 TEL AVIV
K C, MOOEM RECYCLED PARTS: NO
AFTERMARKET PARTS: NO
VEHICLE DRIVABLE: NO

PRIOR DAMAGE: NONE

REMARKS: TIRMS P206/70R15 L F10 R F10 LR11 RR11
DAYS TO REPAIR 24POSSIBLE ADDITIONAL HIDDEN DAMAGE TO ENGINE AND TRANSMISSION, IF
ENGINE AND TRANSMISSION ARE DAMAGED, IN MY OPINION REPAIR COST COULD BE
AN ADDITIONAL \$4000.00 TO \$5000.00.

REPAIR FACILITY ESTIMATE:	0.00	TOWING:	0.00	APPRAISAL FEE:	0.00
ADJUSTER ESTIMATE:	13,000.00	STORAGE:	0.00	TRAVEL EXPENSES:	0.00
AGROSS ESTIMATE:	0.00	DEDUCTIBLE:	0.00	PHOTO EXPENSES:	0.00
				MIQC. EXPENSES:	0.00
				TOTAL CHARGES:	0.00

WOLFE APPRAISALS
 1897 S. 103TH TERR EDWARDSVILLE 66111
 (913) 422-1349

Damage Assessed By: JAMES WOLFE Appraised For: NATIONAL CAR RENTAL SYSTEMS, INC
 (816) 243-5770

Condition Code: Good Type of Loss: Fire
 Date of Loss: 07/27/97 Arrival Date: 06/04/97 Accident Date: 07/27/97
 Claim Number: 062-927805-4
 Insured: NATIONAL CAR RENTAL SYSTEMS, INC.
 Address: 868 TEL AVIV K C MO 66153
 Telephones: Work Phone: (816) 243-5770 Home Phone: (816) 243-5770
 Mitchell Service: 912490

Description: 1997 OLDSMOBILE DELTA 66 4D SEDAN
 VIN: 1G3NLS2K7V4628332 License: 646CLP MS Mileage: 14,072

Color: BLUE
 Options: V-6 ENGINE, AUTOMATIC OVERDRIVE, ANTI-LOCK BRAKE SYSTEM, AIR CONDITIONING, CRUISE CONTROL, DRIVER SIDE AIRBAG, ELECTRIC DEFROGGER, POWER ANTENNA, POWER BRACKS, PASSENGER SIDE AIRBAG, AM RADIO, FM RADIO, CASSETTE, POWER DOOR LOCK, POWER STEERING, POWER WINDOW, SPECIAL WHEELS/COVERS, TILT COLUMN, POWER REMOTE MIRROR.

Line	Entry	labor	Line	Item	Part Type/ Part Number	Dollar Amount	Labor Unit	CRS Unit
1	200895	BODY	REMOVE/REPLACE	INFORM LABEL CAUTION LABEL	25655060	GM PART 7.50		T
	200712	BODY	REMOVE/REPLACE	INFORM LABEL A/C REFRIGERANT	25636789	GM PART 7.50		T
	200896	BODY	REMOVE/REPLACE	INFORM LABEL	ORDER FROM DEALER	7.50		T
4	200900	BODY	REMOVE/REPLACE	INFORM LABEL SHOCK/STABILIZER CONTROL	ORDER FROM DEALER	7.50		T
5	200494	REFIN	REFINISH	FRT BUMPER COVER			C 2.2	2.2
6	200496	BODY	OVERHAUL	FRT COVER ASSY			2.5 #	2.5
7	200922	BODY	REMOVE/REPLACE	R GRILLE	25622144	GM PART 21.50	INCL	0.4T
8	200923	BODY	REMOVE/REPLACE	L GRILLE	25622143	GM PART 21.50	INCL	0.4T
9	200925	BODY	REMOVE/REPLACE	GRILLE HEADER PANEL	25644211	GM PART 147.00	INCL	1.4T
10	AUTO	REFIN	REFINISH	HEADER PANEL			C 1.4	1.4
11	AUTO	BODY	CHECK/ADJUST	HEADLAMPS				0.4 0.4
12	200957	BODY	REMOVE/REPLACE	R R/LAMP ASSEMBLY	16520696	GM PART 239.00	INCL	0.4T
13	200958	BODY	REMOVE/REPLACE	L R/LAMP ASSEMBLY	16520695	GM PART 239.00	INCL	0.4T
14	200525	BODY	REMOVE/REPLACE	R R/LAMP BULB	9441732	GM PART 11.25	INCL	0.3T
15	200529	BODY	REMOVE/REPLACE	L R/LAMP BULB	9441732	GM PART 11.25	INCL	0.3T
16	200530	BODY	REMOVE/REPLACE	R R/LAMP BULB	9441733	GM PART 11.25	INCL	0.3T
17	200531	BODY	REMOVE/REPLACE	L R/LAMP BULB	9441733	GM PART 11.25	INCL	0.3T
18	200532	BODY	REMOVE/REPLACE	R PARKLAMP BULB	9438848	GM PART 1.05	INCL	0.3T
19	200533	BODY	REMOVE/REPLACE	L PARKLAMP BULB	9438848	GM PART 1.05	INCL	0.3T
20	202620	BODY	REMOVE/REPLACE	HOOD PANEL	25650960	GM PART 437.00	1.2	1.2T
21	AUTO	REFIN	REFINISH	HOOD OUTSIDE			C 2.8	3.2
22	AUTO	REFIN	REFINISH	HOOD UNDERSIDE			C 1.4	1.6
23	200952	BODY	REMOVE/REPLACE	HOOD INSULATOR	25645795	GM PART 56.25	INCL	0.3T
24	202548	BODY	REMOVE/REPLACE	HOOD INSULATOR RETAINER	3078511	GM PART 7.92*	INCL	T
25	202570	BODY	REMOVE/REPLACE	R HOOD HINGE	25894474	GM PART 21.10	0.3 #	0.3T
26	AUTO	REFIN	REFINISH	R HINGE			0.2	0.2
27	202580	BODY	REMOVE/REPLACE	L HOOD HINGE	25414475	GM PART 21.10	0.3 #	0.3T

QTY	PN	DESC	UNIT	PRICE	DISC	TAX	AMT	EXT
		200000 AUTO REFIN REFINISH	L STRIP				0.2	0.2
29	202700	BODY REMOVE/REPLACE	R HOOD PRIMARY LATCH	14039229	GM PART		16.90	0.3 0.3T
30	202710	BODY REMOVE/REPLACE	HOOD PRIMARY LATCH	25619178	GM PART		10.75	INCL 0.2T
31	202720	BODY REMOVE/REPLACE	HOOD POP-UP SPRING	14073313	GM PART		2.75	INCL T
32	202740	BODY REMOVE/REPLACE	HOOD RELEASE CABLE	25642196	GM PART		22.35	0.4 0.6T
33	202750	BODY REMOVE/REPLACE	R HOOD ASSIST STRUT	25620650	GM PART		30.50	0.2 # 0.2T
34	202760	BODY REMOVE/REPLACE	L HOOD ASSIST STRUT	25620650	GM PART		30.50	INCL 0.2T
35	202834	BODY REMOVE/REPLACE	R LWR OTR HOOD SEAL	25615010	GM PART		5.05	INCL 0.1T
36	202842	BODY REMOVE/REPLACE	L LWR OTR HOOD SEAL	25615011	GM PART		5.05	INCL 0.1T
37	200034	BODY REMOVE/REPLACE	R FRT HOOD STOP BUMPER	14060250	GM PART		2.20	INCL T
38	200035	BODY REMOVE/REPLACE	L FRT HOOD STOP BUMPER	14069250	GM PART		2.20	INCL T
39	200036	BODY REMOVE/REPLACE	R REAR HOOD STOP BUMPER	12337963	GM PART		0.47	INCL T
40	200039	BODY REMOVE/REPLACE	L REAR HOOD STOP BUMPER	12337963	GM PART		0.47	INCL T
41	200040	BODY REMOVE/REPLACE	R HOOD LATCH STUD	25526456	GM PART		2.20	INCL T
42	200041	BODY REMOVE/REPLACE	L HOOD LATCH STUD	25526456	GM PART		2.20	INCL T
43	202860	BODY REMOVE/REPLACE	HOOD LAMP	25536936	GM PART		10.95	INCL 0.2T
44	204044	BODY REMOVE/REPLACE	COOLING RADIATOR	32468360	GM PART		291.00	INCL 1.4T
45	203070	BODY REMOVE/REPLACE	COOLING RADIATOR FILLER CAP	4410785	GM PART		9.78	INCL T
46	203090	BODY REMOVE/REPLACE	R UPR COOLING INSULATOR	14046385	GM PART		1.55	INCL T
47	203100	BODY REMOVE/REPLACE	L UPR COOLING INSULATOR	14046385	GM PART		1.55	INCL T
48	203160	BODY REMOVE/REPLACE	COOLING MOUNTING PANEL	25635189	GM PART		41.00	INCL 0.4T
49	203180	BODY REMOVE/REPLACE	R COOLING RADIATOR BAFFLE	25528677	GM PART		4.85	INCL 0.1T
50	203190	BODY REMOVE/REPLACE	L COOLING RADIATOR BAFFLE	25528677	GM PART		4.85	INCL 0.1T
51	200954	BODY REMOVE/REPLACE	R COOLING RADIATOR BAFFLE	25631443	GM PART		4.85	INCL 0.1T
52	200955	BODY REMOVE/REPLACE	L COOLING RADIATOR BAFFLE	25631443	GM PART		4.85	INCL 0.1T
53	200045	BODY REMOVE/REPLACE	COOLING RETAINER	10121502	GM PART		1.32*	INCL T
54	200956	BODY REMOVE/REPLACE	COOLING TEMP SENSOR	16169194	GM PART		16.02	INCL T
55	203210	BODY REMOVE/REPLACE	R COOLING ELECTRIC FAN BLADE	22098794	GM PART		47.04	0.3 # 0.5T
56	203220	BODY REMOVE/REPLACE	L COOLING ELECTRIC FAN BLADE	22098795	GM PART		47.04	0.3 # 0.5T
57	203230	BODY REMOVE/REPLACE	R COOLING FAN MOTOR	22105177	GM PART		89.14	INCL 0.5T
58	203257	BODY REMOVE/REPLACE	L COOLING FAN MOTOR	22137037	GM PART		101.40	INCL 0.5T
59	203360	BODY REMOVE/REPLACE	COOLING FAN BRACKET	22088373	GM PART		37.96	INCL 0.5T
60	203270	BODY REMOVE/REPLACE	COOLING FAN BRACKET	22088373	GM PART		37.96	INCL 0.5T
61	200054	BODY REMOVE/REPLACE	UPR COOLING RADIATOR NOSE	25640063	GM PART		15.95	0.1 # 0.4T
62	202858	BODY REMOVE/REPLACE	COOLING DRIVE BELT	ORDER FROM DEALER			32.76	0.3 0.5T
63	203390	BODY REMOVE/REPLACE	COOLING RECOVERY TANK	25636028	GM PART		12.05	0.3 0.5T
64	203890	MECH REMOVE/REPLACE	EVACUATE & RECHARGE AIR CONDITIONING				1.4	1.4
65	203900	MECH REMOVE/REPLACE	AIR COND REFRIGERANT RECOVERY				0.3	0.3T
66	203925	MECH REMOVE/REPLACE	AIR COND CONDENSER	52462543	GM PART		279.80	INCL 1.1T
67	203940	BODY REMOVE/REPLACE	R UPR AIR COND INSULATOR	25523210	GM PART		1.55	INCL T
68	203950	BODY REMOVE/REPLACE	L UPR AIR COND INSULATOR	25523210	GM PART		1.55	INCL T
69	203970	BODY REMOVE/REPLACE	R UPR AIR COND BRACKET	25523864	GM PART		1.15	INCL T
70	203980	BODY REMOVE/REPLACE	L UPR AIR COND BRACKET	25523865	GM PART		1.15	INCL T
71	200942	MECH REMOVE/REPLACE	AIR COND COMPRESSOR ASST	1139282	GM PART		515.71	0.8 0.8T
72	204134	BODY REMOVE/REPLACE	AIR COND SHELLOID	25621132	GM PART		10.00	0.2 0.2T
73	200074	BODY REMOVE/REPLACE	AIR COND SPLASH SHIELD	25622924	GM PART		7.50	0.2 0.2T
74	200964	MECH REMOVE/REPLACE	AIR COND MOTOR V/BRAKINGS	25668818	GM PART		133.72	0.9 0.9T
75	200077	MECH REMOVE/REPLACE	AIR COND RECEIVER/DRYER	2724900	GM PART		106.46	0.6 0.6T
76	200967	MECH REMOVE/REPLACE	AIR COND CLAMP	25638178	GM PART		1.40	INCL T
77	204196	MECH REMOVE/REPLACE	AIR COND EVAPORATOR TUBE & LINE	25609783	GM PART		38.00	0.6 0.6T
78	204574	MECH REMOVE/REPLACE	AIR COND VACUUM RESERVOIR	25622374	GM PART		17.16	0.3 0.3T
79	204220	MECH REMOVE/REPLACE	AIR COND EVAPORATOR CORE	92463867	GM PART		257.52	INCL 3.5T

80	204230	MECH	REMOVE/REPLACE	AIR COND SEAL	-N	52456168	GM PART	3.00	INCL	3.2T
81	204240	MECH	REMOVE/REPLACE	AIR COND FILTER	-N	52456560	GM PART	4.20	INCL	3.2T
82	204268	MECH	REMOVE/REPLACE	HEATER CORE	-N	52462733	GM PART	71.50	2.5 #	2.5T
83	204270	MECH	REMOVE/REPLACE	HEATER COVER	-N	52456162	GM PART	26.25	INCL	2.5T
84	200081	MECH	REMOVE/REPLACE	AIR COND EVAPORATOR HOUSING	-N	52460910	GM PART	46.00	5.5 #	5.5T
85	204328	MECH	REMOVE/REPLACE	AIR COND BLOWER CASE	-N	52457479	GM PART	36.00		T
86	200968	MECH	REMOVE/REPLACE	AIR COND GASKET	-N	52472290	GM PART	7.15		T
87	200969	MECH	REMOVE/REPLACE	AIR COND BLOWER CASE	-N	52472895	GM PART	54.25		T
88	204360	MECH	REMOVE/REPLACE	AIR COND BLOWER MOTOR	-N	52460055	GM PART	81.70	1.0	1.0T
89	200970	BODY	REMOVE/REPLACE	R FENDER PANEL		25620748	GM PART	166.00	2.3 #	2.5T
90	AUTO	REFIN	REFINISH	R FENDER OUTSIDE					C	2.3 2.7
91	AUTO	REFIN	REFINISH	R FENDER EDGE					C	0.5 0.5
92	200971	BODY	REMOVE/REPLACE	L FENDER PANEL		25620749	GM PART	166.00	2.3 #	2.5T
93	AUTO	REFIN	REFINISH	L FENDER OUTSIDE					C	2.3 2.7
94	AUTO	REFIN	REFINISH	L FENDER EDGE					C	0.5 0.5
95	200577	BODY	REMOVE/REPLACE	R FENDER SKIRT		25624466	GM PART	32.75	8.5	0.5T
96	204748	BODY	REMOVE/REPLACE	R FENDER FRT WING SPLASH SHIELD		25634788	GM PART	12.55	0.2	0.2T
97	200974	BODY	REMOVE/REPLACE	R FENDER WHEEL OPENING MOLD		12537752	GM PART	34.75	INCL	0.5T
98	AUTO	REFIN	REFINISH	R OTR FENDER MOLDING					C	0.3 0.3
99	200985	BODY	REMOVE/REPLACE	FRONT BODY RADIATOR SUPPORT	-S	25662085	GM PART	96.75	9.8 #	9.8T
100	AUTO	REFIN	REFINISH	RADIATOR SUPPORT COMPLETE						1.5 1.5
101	205630	BODY	REMOVE/REPLACE	FRONT BODY VERTICAL SUPPORT		25630768	GM PART	6.71	INCL	0.3T
102	205810	BODY	REMOVE/REPLACE	R UPFR FRONT BODY APRON RAIL	-S	25631317	GM PART	109.00	3.5 #	5.5T
103	AUTO	REFIN	REFINISH	R APRON/LOWER SIDERAIL COMPLETE						1.5 1.5
104	205820	BODY	REMOVE/REPLACE	L UPFR FRONT BODY APRON RAIL	-S	25631318	GM PART	109.00	3.5 #	5.5T
105	AUTO	REFIN	REFINISH	L APRON/LOWER SIDERAIL COMPLETE						1.5 1.5
106	205930	BODY	REMOVE/REPLACE	R UPFR FRONT BODY RAIL REINF	-S	25635081	GM PART	16.85	INCL	3.5T
107	205940	BODY	REMOVE/REPLACE	L UPFR FRONT BODY RAIL REINF	-S	25635082	GM PART	14.90	INCL	3.5T
108	200988	BODY	REMOVE/REPLACE	R FRONT BODY APRON ASBY	-S	25660100	GM PART	234.00	6.2 #	8.2T
109	200989	BODY	REMOVE/REPLACE	L FRONT BODY APRON ASBY	-S	25660070	GM PART	234.00	6.2 #	8.2T
110	200600	BODY	REMOVE/REPLACE	FRONT BODY BATTERY TRAY		25660322	GM PART	18.30	0.9 #	0.5T
111	204436	MECH	REMOVE/REPLACE	BLEED AIR SYSTEM	-N					0.5 0.5T
112	200972	MECH	REMOVE/REPLACE	R FRT ABS HARNESS	-N	12120079	GM PART	42.00		T
113	200973	MECH	REMOVE/REPLACE	L FRT ABS HARNESS	-N	12120079	GM PART	42.00		T
114	200975	MECH	REMOVE/REPLACE	ABS MASTER CYLINDER	-N	18829854	GM PART	278.15	1.0	1.0T
115	200895	MECH	REMOVE/REPLACE	ABS VALVE	-N	25641265	GM PART	915.80	2.2	2.2T
116	200110	MECH	REMOVE/REPLACE	ABS RESERVOIR	-N	25621013	GM PART	21.55	0.8	0.8T
117	200398	MECH	REMOVE/REPLACE	UPR ABS MODULATOR BRACKET	-N	25629389	GM PART	3.40		T
118	200979	MECH	REMOVE/REPLACE	LWR ABS MODULATOR BRACKET	-N		ORDER FROM DEALER	4.25		T
119	200600	MECH	REMOVE/REPLACE	ABS CONTROL MODULE	-N	16235379	GM PART	343.00	0.7	0.7T
120	200602	MECH	REMOVE/REPLACE	ABS BRACKET	-N	N.A.	GM PART			T
121	200604	MECH	REMOVE/REPLACE	ABS SWITCH	-N		ORDER FROM DEALER	8.89	0.6	0.6T
122	200605	MECH	REMOVE/REPLACE	REAR ABS HARNESS	-N	12165486	GM PART	98.00	0.7	0.7T
123	220073	MECH	REMOVE/REPLACE	DISABLE & ENABLE AIR SYSTEM	-N					0.3 0.3
124	226074	MECH	REMOVE/REPLACE	AIR BAG SYSTEM DIAGNOSTIC	-N					0.5 0.5
125	200115	MECH	REMOVE/REPLACE	FRT AIR BAG SENSOR	-N	14156899	GM PART	150.00	INCL	0.7T
126	200116	MECH	REMOVE/REPLACE	FRT AIR BAG SENSOR BRKT	-N	25612722	GM PART	15.05	INCL	0.7T
127	200626	MECH	REMOVE/REPLACE	CRUISE CONTROL MODULE	-N	25140567	GM PART	347.00	0.7 #	0.7T
128	200627	MECH	REMOVE/REPLACE	CRUISE CONTROL BRACKET	-N	25630074	GM PART	4.20	INCL	0.7T
129	200628	MECH	REMOVE/REPLACE	CRUISE CONTROL CABLE	-N	25648400	GM PART	14.10	0.3 #	0.3T
130	200629	BODY	REMOVE/REPLACE	CRUISE CONTROL BRACKET	-N	24906517	GM PART	6.15	INCL	0.5T
131	200630	MECH	REMOVE/REPLACE	CRUISE CONTROL SWITCH	-N	12450036	GM PART	4.40	0.7 #	0.7T

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132	200652	MECH	REMOVE/REPLACE	STEERING POWER PUMP	-M	26043343	GM PART	320.00	INCL	0.97
133	201044	MECH	REMOVE/REPLACE	STEERING FLUID RESERVOIR	-M	26053383	GM PART	48.75	0.9	0.97
134	201047	MECH	REMOVE/REPLACE	STEERING HIGH PRESSURE HOSE	-M	26056764	GM PART	62.87	0.9	0.97
135	200653	MECH	REMOVE/REPLACE	STEERING RETURN HOSE	-M	26045897	GM PART	9.67	0.7	0.77
136	211150	MECH	REMOVE/INSTALL	ENGINE ASBY	-M				8.1	0.6
137	200678	BODY	REMOVE/REPLACE	AIR CLEANER ASSEMBLY		25099617	GM PART	134.64	0.4	0.47
138	200680	BODY	REMOVE/REPLACE	AIR CLEANER DUCT		24504753	GM PART	8.12	INCL	0.27
139	200681	BODY	REMOVE/REPLACE	AIR CLEANER CLAMP		24501711	GM PART	4.85	INCL	0.27
140	200682	BODY	REMOVE/REPLACE	AIR CLEANER SENSOR		12110319	GM PART	16.42	0.3	0.37
141	200683	BODY	REMOVE/REPLACE	AIR CLEANER CONNECTOR		12103620	GM PART	28.95		T
142	200497	MECH	REMOVE/REPLACE	EMISSION SVS VAPOR CANISTER	-M	17113068	GM PART	69.11	0.5 #	0.57
143	201080	MECH	REMOVE/REPLACE	ELECTRICAL MODULE	-M	16217050	GM PART	133.62	0.9	0.97
144	201083	MECH	REMOVE/REPLACE	EMISSION SVS OXYGEN SENSOR	-M	25164488	GM PART	108.12	0.8	0.87
145	201085	MECH	REMOVE/REPLACE	ELECTRICAL ALTERNATOR	-M	ORDER FROM DEALER		253.75	0.8	0.87
146	201087	MECH	REMOVE/REPLACE	ELECTRICAL ALTERNATOR PULLEY	-M	10457238	GM PART	13.45	INCL	0.47
147	201089	MECH	REMOVE/REPLACE	ELECTRICAL ALTERNATOR FAN	-M	19780226	GM PART	19.00	INCL	0.47
148	212520	BODY	REMOVE/REPLACE	ELECTRICAL BATTERY		N.A.	GM PART	72.00*	INCL	0.27
149	200715	BODY	REMOVE/REPLACE	ELECTRICAL POSITIVE BATTERY CABLE		12156805	GM PART	54.00	0.8	0.87
150	200865	BODY	REMOVE/REPLACE	ELECTRICAL NEGATIVE BATTERY CABLE		12156671	GM PART	36.38	0.5	0.87
151	900500	MECH	*REMOVE/REPLACE	RAIN WIRING HARNESS		NEW		785.98*	8.0*	T
152	900500	MECH	*REMOVE/REPLACE	ENGINE WIRING HARNESS		NEW		329.36*	2.0*	T
153	200866	MECH	REMOVE/REPLACE	ELECTRICAL RELAY	-M	12077867	GM PART	16.05	0.3	0.37
154	201093	MECH	REMOVE/REPLACE	ELECTRICAL IGNITION COIL	-M	10472401	GM PART	42.86	0.9	0.97
155	212710	MECH	REMOVE/REPLACE	ELECTRICAL MODULE	-M	10475225	GM PART	212.34	0.7	0.77
156	212840	GLASS	REMOVE/INSTALL	WINDSHIELD					2.8 #	2.8
157	212960	GLASS	REMOVE/REPLACE	W/WSHIELD INSTALLATION KIT		12346284	GM PART	44.25	INCL	T
158	201096	BODY	REMOVE/REPLACE	OPR W/WSHIELD REVEAL MOLDING		25659795	GM PART	50.50	INCL	T
159	201097	BODY	REMOVE/REPLACE	R W/WSHIELD REVEAL MOLDING		25650672	GM PART	47.75	INCL	0.27
160	201098	BODY	REMOVE/REPLACE	L W/WSHIELD REVEAL MOLDING		25650673	GM PART	47.75	INCL	0.27
161	213480	BODY	REMOVE/REPLACE	R W/WSHIELD WIPER BLADE		25643031	GM PART	13.05	INCL	0.17
162	213480	BODY	REMOVE/REPLACE	L W/WSHIELD WIPER BLADE		25643031	GM PART	13.05	INCL	0.17
163	213480	BODY	REMOVE/REPLACE	R W/WSHIELD WIPER BLADE ARM		25646216	GM PART	26.83	INCL	0.27
164	213480	BODY	REMOVE/REPLACE	L W/WSHIELD WIPER BLADE ARM		25646217	GM PART	19.45	INCL	0.27
165	200719	BODY	REMOVE/REPLACE	R W/WSHIELD WIPER ARM STOP		ORDER FROM DEALER		2.20		T
166	200721	BODY	REMOVE/REPLACE	L W/WSHIELD WIPER ARM STOP		ORDER FROM DEALER		2.20		T
167	201107	BODY	REMOVE/REPLACE	W/WSHIELD WIPER LINK		12362562	GM PART	59.96	0.8	0.87
168	203490	BODY	REMOVE/REPLACE	W/WSHIELD WIPER MOTOR		22110671	GM PART	173.31	0.9	0.97
169	201109	BODY	REMOVE/REPLACE	W/WSHIELD WASHER RESERVOIR		22159095	GM PART	9.25	0.3 #	0.57
170	213540	BODY	REMOVE/REPLACE	W/WSHIELD WASHER PUMP		22127883	GM PART	29.70	INCL	0.57
171	201111	BODY	REMOVE/REPLACE	W/WSHIELD RESERVOIR CAP		12343335	GM PART	3.24		T
172	213580	BODY	REMOVE/REPLACE	R W/WSHIELD WASHER NOZZLE		25340674	GM PART	5.38	0.2	0.27
173	213590	BODY	REMOVE/REPLACE	L W/WSHIELD WASHER NOZZLE		25340674	GM PART	5.38	0.2	0.27
174	201114	BODY	REMOVE/REPLACE	COIL/DASH VENT SCREEN		25447310	GM PART	43.58		T
175	213728	BODY	REMOVE/REPLACE	UPR COIL/DASH EXTENSION		25438899	GM PART	34.50		T
176	900500	BODY	*REMOVE/REPLACE	DASH PANEL		NEW		258.00*	8.0*	T
177	REFIX	REFINISH/REPAIR		DASH PANEL					2.0*	
178	200292	BODY	REMOVE/REPLACE	INST PANEL DEFROSTER GRILLE		ORDER FROM DEALER		35.75	INCL	0.37
179	201115	BODY	REMOVE/REPLACE	UPR INST PANEL PAD		ORDER FROM DEALER		328.00	INCL	0.87
180	201116	MECH	REMOVE/REPLACE	INST PANEL ASBY	-M	ORDER FROM DEALER		1,085.00	6.3	6.37
181	214850	REFIN	BLEND	R FRT DOOR OUTSIDE					C 1.0	2.3
182	214850	REFIN	BLEND	L FRT DOOR OUTSIDE					C 1.0	2.3
183	214890	BODY	REMOVE/INSTALL	R FRT DOOR PLDG					0.3	0.3

184	217000	BODY	REMOVE/INSTALL	L FRT DOOR MLDG		0.3	0.3	
185	201149	BODY	REMOVE/INSTALL	R FRT DOOR POWER MIRROR		0.4 #	0.4	
186	201152	BODY	REMOVE/INSTALL	L FRT DOOR POWER MIRROR		0.4 #	0.4	
187	216020	BODY	REMOVE/INSTALL	R FRT DOOR OUTSIDE HANDLE		0.7 #	0.7	
188	218050	BODY	REMOVE/INSTALL	L FRT DOOR OUTSIDE HANDLE		0.7 #	0.7	
189	218460	BODY	REMOVE/INSTALL	R FRT OTR BELT MLDG		0.3	0.3	
190	218470	BODY	REMOVE/INSTALL	L FRT OTR BELT MLDG		0.3	0.3	
191	AUTO	REFIN	ADD'L LABOR OPR	CLEAR COAT		3.6*		
192	933003	REFIN	ADD'L LABOR OPR	TINT COLOR		0.5*		
193	933005	BODY	ADD'L LABOR OPR	RESTORE CORROSION PROTECTION		1.0*		
194	933018	REFIN	ADD'L LABOR OPR	MASK FOR OVERSPRAY		0.5*		
195	936000		ADD'L COST	FRESH & OIL	75.00*			T
196	936003		ADD'L COST	COOLANT	12.00*			T
197	936006		ADD'L COST	RUST COATING	20.00*			T
198	936010		ADD'L COST	DETAIL/CLEANUP	16.00*			T
199	936013		ADD'L COST	SPCL PAINT MATERIALS	12.00*			T
200	AUTO		ADD'L COST	PAINT MATERIALS	497.30*			T
201	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL	2.96*			

* Judgment Item
 # Labor Note Applies
 C Included in Clear Coat Calc

Remarks

TIRES #205/70R15 LF10 RF10 LR11 RR11
 DAYS TO REPAIR 34
 POSSIBLE ADDITIONAL HIDDEN DAMAGE TO ENGINE AND TRANSMISSION, IF
 ENGINE AND TRANSMISSION ARE DAMAGED, IN MY OPINION REPAIR COST COULD BE
 ADDITIONAL \$4000.00 TO \$6000.00.

Equip Damage

NONE

		Add'l				II. Part Replacement Summary	
		Labor	Sublet			AMOUNT	
I. Labor Subtotal	Units	Rate	Amount	Amount	Totals	Amount	Amount
Body	59.3	22.00			1,304.60	12,333.60	
Refinish	27.4	22.00			602.80		
Glass	2.8	22.00			61.60		
Mechanical	34.9	30.00			1,047.00		
			Labor Subtotal		3,016.00		
Labor Summary Totals	144.4				3,016.00		
						Parts Adjustment 30.00C	3,766.40-
						Total Replacement Parts Amounts	8,788.92

III. Additional Costs	<u>AMOUNT</u>	IV. Adjustments	<u>AMOUNT</u>
Taxable Costs	592.30	Customer Responsibility:	0.00
Non-Taxable Costs	2.96		
Total Additional Costs:	595.26		
		I. Total Labors	3,616.00
		II. Total Replacement Parts:	8,788.92
		III. Total Additional Costs:	595.26
		Gross Total:	13,000.18
		IV. Total Adjustments:	0.00
		Net Total:	13,000.18

Point of Impact: 16 SIDE COLLISION

THIS INSTRUMENT IS NOT AN AUTHORIZATION TO REPAIR-- REPAIRS MUST BE AUTHORIZED BY OWNER.
 NO ADDITIONAL PAYMENTS UNLESS APPROVED BY COMPANY REPRESENTATIVE IN WRITING.
 THIS REPAIR ESTIMATE MAY BE BASED UPON THE USE OF ONE OR MORE AFTERMARKET CRASH AND/OR OTHER PARTS SUPPLIED BY SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE.

Date: 08/06/97 11:20 A.M.
 Estimate ID: 97A08636
 Committed
 Profile ID: NATIONAL CAR RENTAL

WOLFE APPRAISALS
 1807 N. SOUTH TERR EDWARDSVILLE 65111
 (913) 422-1549

Damage Assessed By: JAMES WOLFE Appraised For: NATIONAL CAR RENTAL SYSTEMS, INC
 (816) 243-5770

Condition Code: Good Type of Loss: Fire
 Date of Loss: 07/27/97 Arrival Date: 08/04/97 Accident Date: 07/27/97

Claim Number: 092-927203-4
 Insured: NATIONAL CAR RENTAL SYSTEMS, INC.
 Address: 868 TEL AVIV K C MO 64153
 Telephone: Work Phones (816) 243-5770 Home Phone: (816) 243-5770
 Mitchell Services 912490

Description: 1997 CHEVROLET DELTA 25 4D SEDAN
 VIN: 1G3HD52K7V4828532 License: 644CLP MO Mileage: 14,072

Color: BLUE
 Options: V-6 ENGINE, AUTOMATIC OVERDRIVE, ANTI-LOCK BRAKE SYSTEM, AIR CONDITIONING, CRUISE CONTROL, DRIVER SIDE AIRBAG,
 ELECTRIC DEFROGGER, POWER ANTENNA, POWER BRACES, PASSENGER SIDE AIRBAG, AM RADIO, FM RADIO, CASSETTE,
 POWER DOOR LOCK, POWER STEERING, POWER WINDOW, SPECIAL WHEELS/COVERS, TILT COLUMN, POWER REMOTE MIRROR.

Line	Entry	Item	Labor	Description	Part Type/ Part Number	Dollar Amount	Unit	Est
1	200895	BODY	REMOVE/REPLACE	INFOCN LABEL CAUTION LABEL	25605080 GM PART	7.50		Y
	200712	BODY	REMOVE/REPLACE	INFOCN LABEL A/C REFRIGERANT	25636789 GM PART	7.50		Y
	200896	BODY	REMOVE/REPLACE	INFOCN LABEL	ORDER FROM DEALER	7.50		Y
	200900	BODY	REMOVE/REPLACE	INFOCN LABEL EMISSION CONTROL	ORDER FROM DEALER	7.50		Y
5	200494	REFIN	REFINISH	PRT BUMPER COVER			C 2.2	2.2
6	200496	BODY	OVERHAUL	PRT COVER ARBY			2.5 #	2.5
7	200922	BODY	REMOVE/REPLACE	R GRILLE	25622144 GM PART	21.50	INCL	0.4T
8	200923	BODY	REMOVE/REPLACE	L GRILLE	25622143 GM PART	21.50	INCL	0.4T
9	200925	BODY	REMOVE/REPLACE	GRILLE HEADER PANEL	25644211 GM PART	147.00	INCL	1.4T
10	AUTO	REFIN	REFINISH	HEADER PANEL			C 1.4	1.4
11	AUTO	BODY	CHECK/ADJUST	HEADLAMPS				0.4
12	200927	BODY	REMOVE/REPLACE	R H/LAMP ASSEMBLY	16520656 GM PART	259.00	INCL	0.4T
13	200928	BODY	REMOVE/REPLACE	L H/LAMP ASSEMBLY	16520655 GM PART	259.00	INCL	0.4T
14	200525	BODY	REMOVE/REPLACE	R H/LAMP BULB	9441732 GM PART	11.25	INCL	0.3T
15	200529	BODY	REMOVE/REPLACE	L H/LAMP BULB	9441733 GM PART	11.25	INCL	0.3T
16	200530	BODY	REMOVE/REPLACE	R H/LAMP BULB	9441733 GM PART	11.25	INCL	0.3T
17	200531	BODY	REMOVE/REPLACE	L H/LAMP BULB	9441733 GM PART	11.25	INCL	0.3T
18	200532	BODY	REMOVE/REPLACE	R PARKLAMP BULB	9438846 GM PART	1.05	INCL	0.3T
19	200533	BODY	REMOVE/REPLACE	L PARKLAMP BULB	9438848 GM PART	1.05	INCL	0.3T
20	202620	BODY	REMOVE/REPLACE	HOOD PANEL	25630940 GM PART	437.00	1.2	1.2T
21	AUTO	REFIN	REFINISH	HOOD OUTSIDE			C 2.8	2.8
22	AUTO	REFIN	REFINISH	HOOD UNDERSIDE			C 1.6	1.6
23	200952	BODY	REMOVE/REPLACE	HOOD INSULATOR	25445799 GM PART	56.25	INCL	0.3T
24	202440	BODY	REMOVE/REPLACE	HOOD INSULATOR RETAINER	3078511 GM PART	7.92*	INCL	Y
25	202670	BODY	REMOVE/REPLACE	R HOOD HINGE	25414674 GM PART	21.10	0.3 #	0.3T
26	AUTO	REFIN	REFINISH	R HINGE				0.2
27	202680	BODY	REMOVE/REPLACE	L HOOD HINGE	25414675 GM PART	21.10	0.3 #	0.3T

TELEPHONE NUMBER: 08/06/97 11:18:34 97A08636
 Mitchell Data Version: AUG_97_A

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QTY	ALTO	REFIN	REFINISH	L XINGE				0.2	0.2
29	202700	BODY	REMOVE/REPLACE	R HOOD PRIMARY LATCH	14039229	GM PART	16.50	0.3	0.3T
30	202710	BODY	REMOVE/REPLACE	HOOD PRIMARY LATCH	25619178	GM PART	10.75	INCL	0.2T
31	202720	BODY	REMOVE/REPLACE	HOOD POP-UP SPRING	14073215	GM PART	2.75	INCL	T
32	202740	BODY	REMOVE/REPLACE	HOOD RELEASE CABLE	25642196	GM PART	22.35	0.4	0.6T
33	202750	BODY	REMOVE/REPLACE	R HOOD ASSIST STAUT	25628650	GM PART	30.50	0.2 #	0.2T
34	202760	BODY	REMOVE/REPLACE	L HOOD ASSIST STAUT	25628650	GM PART	30.50	INCL	0.2T
35	202836	BODY	REMOVE/REPLACE	R LHR OTR HOOD SEAL	25615010	GM PART	5.05	INCL	0.1T
36	202842	BODY	REMOVE/REPLACE	L LHR OTR HOOD SEAL	25615011	GM PART	5.05	INCL	0.1T
37	200034	BODY	REMOVE/REPLACE	R FRNT HOOD STOP BUMPER	14069250	GM PART	2.20	INCL	T
38	200035	BODY	REMOVE/REPLACE	L FRNT HOOD STOP BUMPER	14069250	GM PART	2.20	INCL	T
39	200038	BODY	REMOVE/REPLACE	R REAR HOOD STOP BUMPER	12337963	GM PART	0.47	INCL	T
40	200039	BODY	REMOVE/REPLACE	L REAR HOOD STOP BUMPER	12337963	GM PART	0.47	INCL	T
41	200040	BODY	REMOVE/REPLACE	R HOOD LATCH STUD	25526486	GM PART	2.20	INCL	T
42	200041	BODY	REMOVE/REPLACE	L HOOD LATCH STUD	25526486	GM PART	2.20	INCL	T
43	202840	BODY	REMOVE/REPLACE	HOOD LAMP	25336936	GM PART	10.95	INCL	0.2T
44	200044	BODY	REMOVE/REPLACE	COOLING RADIATOR	52468360	GM PART	291.80	INCL	1.4T
45	203070	BODY	REMOVE/REPLACE	COOLING RADIATOR FILLER CAP	6410785	GM PART	9.78		T
46	203090	BODY	REMOVE/REPLACE	R UPR COOLING INSULATOR	14046385	GM PART	1.55	INCL	T
47	203100	BODY	REMOVE/REPLACE	L UPR COOLING INSULATOR	14046385	GM PART	1.55	INCL	T
48	203160	BODY	REMOVE/REPLACE	COOLING MOUNTING PANEL	25635109	GM PART	41.00	INCL	0.4T
49	203180	BODY	REMOVE/REPLACE	R COOLING RADIATOR BAFFLE	25328877	GM PART	4.85	INCL	0.1T
50	203190	BODY	REMOVE/REPLACE	L COOLING RADIATOR BAFFLE	25328877	GM PART	4.85	INCL	0.1T
51	200954	BODY	REMOVE/REPLACE	R COOLING RADIATOR BAFFLE	25631463	GM PART	4.85	INCL	0.1T
52	200955	BODY	REMOVE/REPLACE	L COOLING RADIATOR BAFFLE	25631463	GM PART	4.85	INCL	0.1T
53	200045	BODY	REMOVE/REPLACE	COOLING RESTAINER	10121502	GM PART	1.32*		T
54	200956	BODY	REMOVE/REPLACE	COOLING TEMP SENSOR	16169194	GM PART	16.02		T
55	203210	BODY	REMOVE/REPLACE	R COOLING ELECTRIC FAN BLADE	22098794	GM PART	47.04	0.3 #	0.5T
56	203220	BODY	REMOVE/REPLACE	L COOLING ELECTRIC FAN BLADE	22098795	GM PART	47.04	0.3 #	0.5T
57	203230	BODY	REMOVE/REPLACE	R COOLING FAN MOTOR	22105177	GM PART	89.14	INCL	0.5T
58	200957	BODY	REMOVE/REPLACE	L COOLING FAN MOTOR	22137037	GM PART	101.40	INCL	0.5T
59	203240	BODY	REMOVE/REPLACE	COOLING FAN BRACKET	22088373	GM PART	37.96	INCL	0.5T
60	203270	BODY	REMOVE/REPLACE	COOLING FAN BRACKET	22088373	GM PART	37.96	INCL	0.5T
61	200954	BODY	REMOVE/REPLACE	UPR COOLING RADIATOR NOSE	25640065	GM PART	19.95	0.1 #	0.6T
62	200956	BODY	REMOVE/REPLACE	COOLING DRIVE BELT	ORDER FROM DEALER		32.75	0.3	0.3T
63	203390	BODY	REMOVE/REPLACE	COOLING RECOVERY TANK	25636829	GM PART	12.05	0.3	0.3T
64	203890	MECH	REMOVE/REPLACE	EVACUATE & RECHARGE AIR CONDITIONING				1.4	1.4
65	203980	MECH	REMOVE/REPLACE	AIR COND REFRIGERANT RECOVERY				0.3	0.3T
66	203928	MECH	REMOVE/REPLACE	AIR COND CONDENSER	52462363	GM PART	279.80	INCL	1.1T
67	203940	BODY	REMOVE/REPLACE	R UPR AIR COND INSULATOR	25523210	GM PART	1.89		T
68	203950	BODY	REMOVE/REPLACE	L UPR AIR COND INSULATOR	25523210	GM PART	1.89		T
69	203970	BODY	REMOVE/REPLACE	R UPR AIR COND BRACKET	25523864	GM PART	1.15		T
70	203980	BODY	REMOVE/REPLACE	L UPR AIR COND BRACKET	25523865	GM PART	1.15		T
71	200962	MECH	REMOVE/REPLACE	AIR COND COMPRESSOR ASBY	1135282	GM PART	513.71	0.8	0.8T
72	204134	BODY	REMOVE/REPLACE	AIR COND SHIELD	25621132	GM PART	10.80	0.2	0.2T
73	200074	BODY	REMOVE/REPLACE	AIR COND SPLASH SHIELD	25622926	GM PART	7.50	0.2	0.2T
74	200964	MECH	REMOVE/REPLACE	AIR COND MOTOR W/BEARING	25665518	GM PART	133.72	0.9	0.9T
75	200077	MECH	REMOVE/REPLACE	AIR COND RECEIVER/DRYER	2724900	GM PART	186.46	0.6	0.6T
76	200967	MECH	REMOVE/REPLACE	AIR COND CLAMP	25638178	GM PART	1.40		T
77	204198	MECH	REMOVE/REPLACE	AIR COND EVAPORATOR TUBE & LINE	25609783	GM PART	35.00	0.6	0.6T
78	200974	MECH	REMOVE/REPLACE	AIR COND VACUUM RESERVOIR	25622374	GM PART	17.16	0.3	0.3T
79	204228	MECH	REMOVE/REPLACE	AIR COND EVAPORATOR CORE	52463867	GM PART	257.52	INCL	3.2T

80	204230	MECH	REMOVE/REPLACE	AIR COND SEAL	-M	52456133	GM PART	3.00	INCL	3.2T
81	204240	MECH	REMOVE/REPLACE	AIR COND FILTER	-M	52456560	GM PART	4.20	INCL	3.2T
82	204265	MECH	REMOVE/REPLACE	HEATER CORE	-M	52462735	GM PART	71.90	2.5 #	2.5T
83	204270	MECH	REMOVE/REPLACE	HEATER COVER	-M	52456162	GM PART	28.25	INCL	2.5T
84	200081	MECH	REMOVE/REPLACE	AIR COND EVAPORATOR HOUSING	-M	52465910	GM PART	46.00	5.5 #	5.5T
85	204328	MECH	REMOVE/REPLACE	AIR COND BLOWER CASE	-M	52457679	GM PART	36.00		T
86	200966	MECH	REMOVE/REPLACE	AIR COND CASSETT	-M	52472290	GM PART	7.15		T
87	200969	MECH	REMOVE/REPLACE	AIR COND BLOWER CASE	-M	52472695	GM PART	54.25		T
88	204360	MECH	REMOVE/REPLACE	AIR COND BLOWER MOTOR	-M	52466053	GM PART	81.70	1.0	1.0T
89	200970	BODY	REMOVE/REPLACE	R FENDER PANEL		25620760	GM PART	166.00	2.3 #	2.5T
90	AUTO	REFIN	REFINISH	R FENDER OUTSIDE				C	2.3	2.7
91	AUTO	REFIN	REFINISH	R FENDER EDGE				C	0.5	0.5
92	200971	BODY	REMOVE/REPLACE	L FENDER PANEL		25620749	GM PART	166.00	2.3 #	2.5T
93	AUTO	REFIN	REFINISH	L FENDER OUTSIDE				C	2.3	2.7
94	AUTO	REFIN	REFINISH	L FENDER EDGE				C	0.5	0.5
95	200577	BODY	REMOVE/REPLACE	R FENDER SKIRT		25624466	GM PART	32.75	0.5	0.5T
96	204760	BODY	REMOVE/REPLACE	R FENDER FRNT END SPLASH SHIELD		25636788	GM PART	12.55	0.2	0.2T
97	200974	BODY	REMOVE/REPLACE	R FENDER MOLD, OPENING MLDG		12537752	GM PART	54.75	INCL	0.3T
98	AUTO	REFIN	REFINISH	R OUT FENDER MOLDING				C	0.3	0.3
99	200980	BODY	REMOVE/REPLACE	FRONT BODY RADIATOR SUPPORT	-S	25662083	GM PART	96.75	9.8 #	9.8T
100	AUTO	REFIN	REFINISH	RADIATOR SUPPORT COMPLETE					1.5	1.5
101	205490	BODY	REMOVE/REPLACE	FRONT BODY VERTICAL SUPPORT		25630768	GM PART	6.71	INCL	0.3T
102	205810	BODY	REMOVE/REPLACE	R UPFR FRONT BODY APRON RAIL	-S	25631317	GM PART	105.00	3.5 #	3.5T
103	AUTO	REFIN	REFINISH	R APRON/LOWER SIDERRAIL COMPLETE					1.5	1.5
104	205820	BODY	REMOVE/REPLACE	L UPFR FRONT BODY APRON RAIL	-S	25631318	GM PART	105.00	3.5 #	3.5T
105	AUTO	REFIN	REFINISH	L APRON/LOWER SIDERRAIL COMPLETE					1.5	1.5
106	205830	BODY	REMOVE/REPLACE	R UPFR FRONT BODY RAIL REINF	-S	25655081	GM PART	16.85	INCL	3.5T
107	205840	BODY	REMOVE/REPLACE	L UPFR FRONT BODY RAIL REINF	-S	25655082	GM PART	14.90	INCL	3.5T
108	200984	BODY	REMOVE/REPLACE	R FRONT BODY APRON ASSY	-S	25660100	GM PART	236.00	6.2 #	8.2T
109	200989	BODY	REMOVE/REPLACE	L FRONT BODY APRON ASSY	-S	25655070	GM PART	236.00	6.2 #	8.2T
110	206000	BODY	REMOVE/REPLACE	FRONT BODY BATTERY TRAY		25660822	GM PART	16.30	0.5 #	0.5T
111	204456	MECH	REMOVE/REPLACE	BLEED ASS SYSTEM	-M				0.5	0.5T
112	204592	MECH	REMOVE/REPLACE	R FRNT ABS WARNERS	-M	12120079	GM PART	42.00		T
113	200598	MECH	REMOVE/REPLACE	L FRNT ABS WARNERS	-M	12120079	GM PART	42.00		T
114	200993	MECH	REMOVE/REPLACE	ABS MASTER CYLINDER	-M	18029856	GM PART	278.15	1.0	1.8T
115	200595	MECH	REMOVE/REPLACE	ABS VALVE	-M	25641265	GM PART	915.20	2.2	2.2T
116	208110	MECH	REMOVE/REPLACE	ABS RESERVOIR	-M	25621013	GM PART	21.55	0.8	0.8T
117	200596	MECH	REMOVE/REPLACE	UPR ABS MODULATOR BRACKET	-M	25625389	GM PART	3.40		T
118	200599	MECH	REMOVE/REPLACE	LWR ABS MODULATOR BRACKET	-M		ORDER FROM DEALER	4.25		T
119	206600	MECH	REMOVE/REPLACE	ABS CONTROL MODULE	-M	16233579	GM PART	343.00	0.7	0.7T
120	206602	MECH	REMOVE/REPLACE	ABS BRACKET	-M	N.A.	GM PART			T
121	206604	MECH	REMOVE/REPLACE	ABS SWITCH	-M		ORDER FROM DEALER	8.80	0.6	0.6T
122	206605	MECH	REMOVE/REPLACE	REAR ABS WARNERS	-M	12163408	GM PART	95.00	0.7	0.7T
123	226073	MECH	REMOVE/REPLACE	DISABLE & ENABLE SIB SYSTEM	-M				0.3	0.3
124	226074	MECH	REMOVE/REPLACE	AIR BAG SYSTEM DIAGNOSIS	-M				0.5	0.5
125	206115	MECH	REMOVE/REPLACE	FRNT AIR BAG SENSOR	-M	16156899	GM PART	150.00	INCL	0.7T
126	206116	MECH	REMOVE/REPLACE	FRNT AIR BAG SENSOR BRKT	-M	25618722	GM PART	15.05	INCL	0.7T
127	206626	MECH	REMOVE/REPLACE	CRUISE CONTROL MODULE	-M	25140567	GM PART	347.00	0.7 #	0.7T
128	206627	MECH	REMOVE/REPLACE	CRUISE CONTROL BRACKET	-M	25630074	GM PART	4.30	INCL	0.7T
129	206628	MECH	REMOVE/REPLACE	CRUISE CONTROL CABLE	-M	25648400	GM PART	16.10	0.3 #	0.5T
130	206629	BODY	REMOVE/REPLACE	CRUISE CONTROL BRACKET	-M	24504517	GM PART	6.15	INCL	0.5T
131	206630	MECH	REMOVE/REPLACE	CRUISE CONTROL SWITCH	-M	12450036	GM PART	4.60	0.7 #	0.7T

132	200652	MECH	REMOVE/REPLACE	STEERING POWER PUMP	-H	26043563	GM PART	320.00	INCL	0.9T
133	201044	MECH	REMOVE/REPLACE	STEERING FLUID RESERVOIR	-H	26053393	GM PART	68.75	0.9	0.9T
134	201047	MECH	REMOVE/REPLACE	STEERING HIGH PRESSURE HOSE	-H	26056764	GM PART	42.87	0.9	0.9T
135	200653	MECH	REMOVE/REPLACE	STEERING RETURN SOLE	-H	26045097	GM PART	9.67	0.7	0.7T
134	211150	MECH	REMOVE/INSTALL	ENGINE ARRY	-H				8.1	8.6
137	200678	BODY	REMOVE/REPLACE	AIR CLEANER ASSEMBLY		25099617	GM PART	134.64	0.4	0.4T
134	200690	BODY	REMOVE/REPLACE	AIR CLEANER DUCT		24504752	GM PART	8.12	INCL	0.2T
139	200681	BODY	REMOVE/REPLACE	AIR CLEANER CLAMP		24301711	GM PART	4.85	INCL	0.2T
140	200682	BODY	REMOVE/REPLACE	AIR CLEANER SENSOR		12113819	GM PART	16.42	0.3	0.3T
141	200683	BODY	REMOVE/REPLACE	AIR CLEANER CONNECTOR		12102620	GM PART	20.95		T
142	200697	MECH	REMOVE/REPLACE	EMISSION SYS VAPOR CANTITER	-H	17113085	GM PART	69.11	0.5 #	0.5T
143	201080	MECH	REMOVE/REPLACE	ELECTRICAL MODULE	-H	16217058	GM PART	133.62	0.9	0.9T
144	201083	MECH	REMOVE/REPLACE	EMISSION SYS OXYGEN SENSOR	-H	25164468	GM PART	168.12	0.8	0.8T
143	201085	MECH	REMOVE/REPLACE	ELECTRICAL ALTERNATOR	-H	ORDER FROM DEALER		253.75	0.8	0.8T
146	201087	MECH	REMOVE/REPLACE	ELECTRICAL ALTERNATOR PULLEY	-H	10457258	GM PART	13.45	INCL	0.4T
147	201089	MECH	REMOVE/REPLACE	ELECTRICAL ALTERNATOR FAN	-H	1978026	GM PART	19.00	INCL	0.4T
148	212520	BODY	REMOVE/REPLACE	ELECTRICAL BATTERY		N.A.	GM PART	72.00*	INCL	0.2T
149	200715	BODY	REMOVE/REPLACE	ELECTRICAL POSITIVE BATTERY CABLE		12156805	GM PART	56.00	0.8	0.8T
150	200665	BODY	REMOVE/REPLACE	ELECTRICAL NEGATIVE BATTERY CABLE		12156671	GM PART	36.50	0.5	0.5T
151	900500	MECH	*REMOVE/REPLACE	MAIN WIRING HARNESS		NEW		765.98*	8.0*	T
152	900500	MECH	*REMOVE/REPLACE	ENGINE WIRING HARNESS		NEW		329.34*	2.0*	T
153	200266	MECH	REMOVE/REPLACE	ELECTRICAL RELAY	-H	12077867	GM PART	16.05	0.3	0.3T
154	201093	MECH	REMOVE/REPLACE	ELECTRICAL IGNITION COIL	-H	10472401	GM PART	42.86	0.9	0.9T
155	212710	MECH	REMOVE/REPLACE	ELECTRICAL MODULE	-H	10475223	GM PART	212.34	0.7	0.7T
156	212840	GLASS	REMOVE/INSTALL	WINDSHIELD					2.8 #	2.8
157	212940	GLASS	REMOVE/REPLACE	W/WHIELD INSTALLATION KIT		12346284	GM PART	44.25	INCL	T
158	201096	BODY	REMOVE/REPLACE	UPR W/WHIELD REVEAL MOULDING		25459795	GM PART	50.50	INCL	T
159	201097	BODY	REMOVE/REPLACE	R W/WHIELD REVEAL MOULDING		25450672	GM PART	47.75	INCL	0.2T
159	201098	BODY	REMOVE/REPLACE	L W/WHIELD REVEAL MOULDING		25450673	GM PART	47.75	INCL	0.2T
161	213400	BODY	REMOVE/REPLACE	R W/WHIELD WIPER BLADE		25443031	GM PART	13.05	INCL	0.1T
162	213410	BODY	REMOVE/REPLACE	L W/WHIELD WIPER BLADE		25443031	GM PART	13.05	INCL	0.1T
163	213420	BODY	REMOVE/REPLACE	R W/WHIELD WIPER BLADE ARM		25446216	GM PART	26.23	INCL	0.2T
164	213430	BODY	REMOVE/REPLACE	L W/WHIELD WIPER BLADE ARM		25446217	GM PART	19.45	INCL	0.2T
165	200719	BODY	REMOVE/REPLACE	R W/WHIELD WIPER ARM STOP		ORDER FROM DEALER		2.20		T
166	200721	BODY	REMOVE/REPLACE	L W/WHIELD WIPER ARM STOP		ORDER FROM DEALER		2.20		T
167	201107	BODY	REMOVE/REPLACE	W/WHIELD WIPER LINK		12362162	GM PART	59.96	0.8	0.8T
168	213490	BODY	REMOVE/REPLACE	W/WHIELD WIPER MOTOR		22110871	GM PART	173.31	0.9	0.9T
169	201109	BODY	REMOVE/REPLACE	W/WHIELD WASHER RESERVOIR		22155035	GM PART	9.25	0.5 #	0.5T
170	213540	BODY	REMOVE/REPLACE	W/WHIELD WASHER PUMP		22127653	GM PART	29.70	INCL	0.5T
171	201111	BODY	REMOVE/REPLACE	W/WHIELD RESERVOIR CAP		12363335	GM PART	3.26		T
172	213580	BODY	REMOVE/REPLACE	R W/WHIELD WASHER NOZZLE		25340674	GM PART	5.30	0.2	0.2T
173	213590	BODY	REMOVE/REPLACE	L W/WHIELD WASHER NOZZLE		25340674	GM PART	5.30	0.2	0.2T
174	201114	BODY	REMOVE/REPLACE	COOL/DASH VENT SCREEN		25447310	GM PART	43.50		T
175	213738	BODY	REMOVE/REPLACE	UPR COOL/DASH EXTENSION		25626899	GM PART	34.50		T
176	908500	BODY	*REMOVE/REPLACE	DASH PANEL		NEW		239.00*	8.0*	T
177		REFIN	REFINISH/REPAIR	DASH PANEL					2.8*	
178	200292	BODY	REMOVE/REPLACE	INST PANEL DEFROSTER GRILLE		ORDER FROM DEALER		35.75	INCL	0.3T
179	201115	BODY	REMOVE/REPLACE	UPR INST PANEL PAD		ORDER FROM DEALER		328.00	INCL	0.8T
180	201116	MECH	REMOVE/REPLACE	INST PANEL ASST	-H	ORDER FROM DEALER		1,065.00	6.3	6.3T
181	216350	REFIN	BLEND	R FRT DOOR OUTSIDE					1.0	2.3
182	216360	REFIN	BLEND	L FRT DOOR OUTSIDE					1.0	2.3
183	216990	BODY	REMOVE/INSTALL	R FRT DOOR SLDR					0.3	0.3

184	217000	BODY	REMOVE/INSTALL	L FRT DOOR HLDG		0.3	0.3
185	201149	BODY	REMOVE/INSTALL	R FRT DOOR POWER MIRROR		0.4 #	0.4
186	201152	BODY	REMOVE/INSTALL	L FRT DOOR POWER MIRROR		0.4 #	0.4
187	218020	BODY	REMOVE/INSTALL	R FRT DOOR OUTSIDE HANDLE		0.7 #	0.7
188	218030	BODY	REMOVE/INSTALL	L FRT DOOR OUTSIDE HANDLE		0.7 #	0.7
189	218460	BODY	REMOVE/INSTALL	R FRT OTR BELT HLDG		0.3	0.3
190	218470	BODY	REMOVE/INSTALL	L FRT OTR BELT HLDG		0.3	0.3
191	AUTO	REFIN	ADD'L LABOR OPR	CLEAR COAT		3.6*	
192	933005	REFIN	ADD'L LABOR OPR	TINT COLOR		0.3*	
193	933005	BODY	ADD'L LABOR OPR	RESTORE CORROSION PROTECTION		1.8*	
194	933016	REFIN	ADD'L LABOR OPR	WAX FOR OVERSPRAY		0.5*	
195	936000		ADD'L COST	FRESH & OIL	75.00*		T
196	936003		ADD'L COST	COOLANT	12.60*		T
197	936006		ADD'L COST	RUST COATING	28.80*		T
198	936010		ADD'L COST	DETAIL/CLEANUP	16.80*		Y
199	936013		ADD'L COST	W/PL PAINT MATERIALS	12.60*		T
200	AUTO		ADD'L COST	PAINT MATERIALS	457.30*		Y
201	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL	2.96*		

* Judgment Item
 # Labor Note Applies
 C Included in Clear Coat Calc

Remarks

TIRES P205/70R15 LP10 RFT0 LR11 BR11
 DAYS TO REPAIR 24
 POSSIBLE ADDITIONAL HIDDEN DAMAGE TO ENGINE AND TRANSMISSION, IF
 ENGINE AND TRANSMISSION ARE DAMAGED, IN MY OPINION REPAIR COST COULD BE
 AN ADDITIONAL \$4000.00 TO \$5000.00.

Paint Summary

YONE

I. Labor Subtotals	Units	Rate	Add'l		Totals	II. Part Replacement Summary	Amount
			Labor	Sublet			
Body	99.3	22.00			1,304.60	Totable Parts	12,935.60
Refinish	27.4	22.00			602.80	Parts Adjustment 30.085	3,766.60-
Glass	2.8	22.00			61.60	Total Replacement Parts Amount:	8,788.92
Mechanical	54.9	30.00			1,647.00		
					Labor Subtotal	3,616.00	
Labor Summary Totals	144.4				3,616.00		

III. Additional Costs	<u>Amount</u>	IV. Adjustments	<u>Amount</u>
Taxable Costs	592.30	Customer Responsibility:	0.00
Non-Taxable Costs	2.96		
Total Additional Costs:	595.26		
		I. Total Labor:	3,616.00
		II. Total Replacement Parts:	8,788.92
		III. Total Additional Costs:	595.26
		Gross Total:	13,000.18
		IV. Total Adjustments:	0.00
		Net Total:	13,000.18

Point of Impact: 16 NON COLLISION

THIS INSTRUMENT IS NOT AN AUTHORIZATION TO REPAIR-- REPAIRS MUST BE AUTHORIZED BY OWNER.
 NO ADDITIONAL PAYMENTS UNLESS APPROVED BY COMPANY REPRESENTATIVE IN WRITING.
 THIS REPAIR ESTIMATE MAY BE BASED UPON THE USE OF ONE OR MORE AFTERMARKET CRASH AND/OR OTHER PARTS SUPPLIED BY SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE.

