2B

EA02030

5/19/03

Book 6

cont

281747 PRO 8695
301-013

BUICK

COMPLETED GM PAR INVESTIGATION

CASE NUMBER: 980124301 **CUSTOMER NAME:** Mr. Jon Skidmore
ZONE: 40 **INSPECTION: EAA REPRESENTATIVE:** Hank Machado
DATE OPENED: 7/23/98 **CUSTOMER NOTIFICATION DATE:** 08/17/98

ATTACHED INFORMATION

A) CORPORATE PRINT OF ENTIRE PAR CASE	☒
B) POLICE REPORTS	☒
C) PHOTOGRAPHS	☒
D) SIR DATA	☐
E) SERVICE HISTORY	☐
F) INSPECTION NOTES	☒
G) OTHER:	☐

THIS CASE HAS BEEN REVIEWED AND APPROVED BY THE BUICK BRG COORDINATOR. IT INCLUDES ALL REQUIRED INFORMATION AND ATTACHMENTS, AND ALL REQUIRED FIELDS HAVE BEEN COMPLETED. IT HAS BEEN FORWARDED TO THE PAR TEAM FOR APPROVAL. IF ADDITIONAL INFORMATION IS REQUIRED PLEASE CONTACT THE PAR SPECIALIST FOR FURTHER HANDLING.

BUICK PAR SPECIALIST
Christine Price

BUICK SUPERVISOR
E. A. Keenan

GM1241 A

GENERAL MOTORS CORPORATION
DIVISION BUICK
ZONE 40 SAN FRANCISCO
DATE 08/17/98
DESIGNATION CODE PTP 76 - 001

INSURANCE COMPANY OFFICE
STREET: P. O. BOX 02489
CITY : DETROIT

ADDRESS -

STATE: MI ZIP: 48202

RE: CLAIMANT [redacted] [redacted] DATE OF INCIDENT 04/14/98

GENTLEMEN:

FORM GM1241 (PAGES 1-3) ARE 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

WE HAVE CHECKED THE ABOVE LISTED 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 ACKNOWLEDGEMENTS TO:

(X) 1. THE UNDERSIGNED
AND/OR
(X) 2. [redacted]

FURTHER INQUIRIES REGARDING THIS CLAIM SHOULD BE DIRECTED TO:

(X) 1. THE UNDERSIGNED
AND/OR
(X) 2. [redacted]

IN ADDITION TO THE GM1241 (1), (2) AND (3) REPORT, THE FOLLOWING ENCLOSURES ARE ATTACHED (IF NONE, SO INDICATE). (WHEN ATTACHING R.O.S OR PHOTOGRAPHS, INDICATE HOW MANY.)

PHOTOS

VERY TRULY YOURS,

GENERAL MOTORS CORPORATION

[redacted]

ADDRESS: [redacted]
CITY : TROY STATE: MI ZIP: [redacted]
BY : BRC SUPERVISOR (TITLE)

	1241A,1241-1, 1241-2,1241-3	ATTACHMENTS	PHOTOGRAPHS
1. SEND TO INSURANCE OFFICE	ORIGINAL	ORIGINAL	ORIGINALS
2. SEND TO DIV CENTRAL--HOME OFFICE	2ND COPY	1 COPY	NEGATIVES
3. RETAIN IN REGIONAL OFFICE	3RD COPY	1 COPY	---------

GM 1241

CASE REF 9
988124301

AUTOMOTIVE DIVISION COMPLETING REPORT
BUICK MOTOR DIVISION
REPORT OF PRELIMINARY INVESTIGATION

DESIGNATION CODE

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

DATE OF INCIDENT 04/14/98 HOUR 18:45

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

NAME OF OWNER [redacted] AGE
ADDRESS [redacted]
CITY BURLINGAME STATE CA ZIP [redacted] PHONE NO. - -

NAME OF DRIVER [redacted] [redacted] AGE
ADDRESS UNKNOWN
CITY HAYWARD STATE CA ZIP [redacted] PHONE NO. - -

NAME OF CLAIMANT [redacted] [redacted] AGE
ADDRESS [redacted]
CITY BURLINGAME STATE CA ZIP [redacted] PHONE NO. - -

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

MAKE BUICK VIN 2G4WB52K8W1429623 YEAR 98 MODEL REGAL LS
TRANS 4T65E AXLE 2.93 ENGINE 3.8L V6 MILEAGE 019000
DATE OF DEL. 09/25/97 NEW,USED OR DEMO N LICENSE NO. STATE
DEALER PUTNAM BUICK-PONTIAC-GMC TRUCK
ADDRESS 988 PENINSULA AVENUE
CITY STATE CA ZIP 940103083
INSPECTION STICKER NO. INSPECTION STATION NBR.
EXPIRATION DATE / /
PRINCIPLE USES OF VEHICLE
RENTAL
SPECIAL VEHICLE FEATURES OR EQUIPMENT
NONE

NATURE AND EXTENT OF DAMAGES TO VEHICLE.
TOTALLED

ESTIMATE COST OF REPAIR (ATTACH COPY OF ESTIMATE)
PRODUCT CAMP : CAMP PERFORMED: N (Y/N)
IF 'Y' DESC:

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

-- NO PROPERTY DAMAGE INFORMATION ENTERED FOR THIS CASE

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

NO BODILY INJURY INFORMATION ENTERED FOR THIS CASE

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

HOW, WHEN, AND BY WHOM WAS DIVISION NOTIFIED OF INCIDENT?

NOTIFIED BCRC BY PHONE
072398
MR. [redacted]
CATION OF INCIDENT (DESIGNATE EXACT LOCATION)
AN LORENZO

XIND OF ROAD X CONCRETE GRAVEL ASPHALT CRUSHED ROCK DIRT
CONDITION OF ROAD WET X DRY ICY OTHER
KIND OF SHOULDER X CONCRETE GRAVEL ASPHALT CRUSHED ROCK DIRT
CONDITION OF SHOULDER WET X DRY ICY OTHER
NATURE OF WEATHER CLEAR
VISION OBSTRUCTION (IF ANY DESCRIBE)
NONE
NAME AND ADDRESS OF DEALER WHO TOWED (INCLUDE TOW DRIVER'S NAME), STORED AND/OR PROVIDED TEMPORARY SERVICE TO DAMAGED VEHICLE
ROADSIDE
UNKNOWN
UNKNOWN
WHERE CAN VEHICLE BE SEEN? NATIONAL CAR RENTAL
[redacted] BURLINGAME, CA 94010 ATTN: [redacted]
DID VEHICLE TURN OVER? YES X NO VEHICLE SPEED ESTIMATE 1 MPH
SOURCE OF SPEED ESTIMATE
UNKNOWN
POSTED SPEED LIMIT 01
BRAND AND SIZE TIRES NOT INSPECTED

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

OTHER (TRUCK OR SPARE).
G

ID 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)
IF 'NO' EXPLAIN NONE FOUND

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

NAMES AND ADDRESSES OF WITNESSES
NO WITNESSES
WERE PHOTOS TAKEN? X YES NO IF 'YES' HOW MANY 24 BY WHOM-NAME AND ADDRESS
[redacted]
EMA
NOTE: FURNISH PHOTOS TO INSURANCE COMPANY OFFICE WITH THIS FORM.
FORWARD NEGATIVES TO CENTRAL (HOME) OFFICE.
NAME OF INS. REPRESENTATIVE, IF PRESENT, AT THE INVESTIGATION

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

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND HIS STATEMENT OF CAUSE.
'THE RENTER CALLED AND STATED TO
NATIONAL THAT IT APPEARED THE VEHICLE WAS OVERHEATING. NATIONAL AGREED TO TOW ANOTHER VEHICLE TO HIM AND TRADE BUT THE RENTER WAS IMPATIENT AND WOULD NOT WAIT. A 2ND PHONE CALL WAS RECEIVED FROM ROADSIDE STATING THAT THE VEHICLE HAD GONE INTO FLAMES IN SAN LORENZO. THE VEHICLE WAS CONSUMED AND IS A TOTAL LOSS.'
ID YOU PERSONALLY SPEAK WITH DRIVER? YES X NO
F 'NO', GIVE SOURCE OF DRIVER'S DESCRIPTION.

[redacted]
WAS VEHICLE INSPECTED? X YES NO
IF "YES" IDENTIFY ALL PARTIES HANK MACHADO
WHAT VEHICLE COMPONENTS ARE ALLEGEDLY DEFECTIVE?
THERMAL EVENT

WHO MADE ALLEGATION OF DEFECT? [redacted]
IF THE ALLEGED DEFECTIVE PART HAS BEEN REMOVED FROM THE VEHICLE, INDICATE EXACT PART(S), PRESENT LOCATION AND WHO IS CUSTODIAN.

INFORMATION FROM FURTHER INVESTIGATION OF INCIDENT, INCLUDING EXAMINATION OF VEHICLE AND SCENE OF INCIDENT. BUICK WILL ASSUME NO RESPONSIBILITY. SOURCE OF THERMAL EVENT COULD NOT BE DETERMINED. FORWARDING MATTER TO ESIS.

GENERAL COMMENTS
8/11/98

*** INSPECTION SUMMARY ***

DRIVER ALLEGEDLY MADE SEVERAL CALLS TO NATIONAL CAR RENTAL COMPLAINING THAT HE HAD TO ADD COOLANT TO RADIATOR. RADIATOR COOLANT LEVEL WAS 6 QUARTS LOW. COOLANT RECOVERY BOTTLE HAD 3" OF COOLANT. ENGINE RUNNING IN A OVERHEATED CONDITION COULD CAUSE RUBBER AND PLASTIC TO IGNITE CREATING AN ENGINE FIRE. UNABLE TO DETERMINE WHY COOLANT LEVEL WAS SO LOW.

** VEHICLE INSPECTION **

LEFT & RIGHT SIDE EXTERIOR-DAMAGE TO RIGHT FRONT BUMPER/FENDER
FRONT & REAR EXTERIOR-RIGHT FRONT
HOOD, INNER & OUTER PANELS-HOOD PAINT PEELED FROM HEAT
TRUNK AREA AND DECKLID, INNER & OUTER PANELS-NO DAMAGE
ROOF-NO DAMAGE
DOOR INTERIOR PANELS-NO DAMAGE
LEFT & RIGHT INSTRUMENT PANEL & ODOMETER-NO DAMAGE-19,114 MILES, FUEL TANK FULL
ASHTRAYS-NO DAMAGE
LEFT & RIGHT FRONT SEAT AND CARPET-NO DAMAGE
UNDERBODY & EXHAUST-NO DAMAGE
OPTION CODE LABEL-NO DAMAGE
ENGINE COMPARTMENT-UNDERHOOD COMPONENTS BURNED AND MELTED
RADIATOR, FRONT & REAR-1 1/2 GALLONS LOW
COOLANT RECOVERY BOTTLE-APPROXIMATELY 3" OF COOLANT
TRANSMISSION COOLER LINES/CONNECTIONS-CONNECTED
ENGINE COMPARTMENT COOLER LINES/HOSES, CONNECTIONS/CLAMPS-HEATER HOSES IN TACT AND OTHER LINES/HOSES NEAR FUEL DELIVERY MELTED
ALL FUEL LINES/HOSES, FILTER, CONNECTIONS/CLAMPS-MELTED-BURNED
TBI, INJECTOR RAIL, OR CARBURETOR & FUEL LINE CONNECTIONS-MELTED AND BURNED
ENGINE COMPARTMENT FUEL LINES/HOSES, CONNECTION & O RINGS-MELTED AND BURNED. TURNED KEY ON FUEL LINE PRESSURE AND RAW FUEL LEAKING
POWER STEERING LINES/HOSES, CONNECTIONS/CLAMPS-NO
GENERATOR AND ATTACHED WIRING-REAR OF ALTERNATOR MELTED, WIRING MELTED
BATTERY & ATTACHED CABLES-MELTED, STILL ATTACHED AND FUNCTIONAL
ENGINE BLOCK (CRACKS, HOLES)-NONE NOTED, ALL DEBRIS FROM FIRE MELTED DOWN ON TOP OF ENGINE
ENGINE OIL PAN-OKAY, FULL OF OIL
ENGINE COMPARTMENT HINGE TORQUE RODS-NORMAL
ENGINE COMPARTMENT EXHAUST SYSTEM (RUSTED, MODIFIED, OUT OF POSITION)-NONE

NOTED
SOURCE-UNKNOWN
AFTER-MARKET ITEMS-NONE
MODIFICATIONS-NONE
OUT OF PLACE ITEMS-NONE

ENGINE COOLANT-1 1/2 GALLONS LOW (10" BELOW FILL OPENING)
ENGINE OIL-FULL
TRANSMISSION FLUID-FULL
POWER STEERING FLUID-N/A
BRAKE FLUID-BRAKE FLUID RESERVOIR MELTED AND BURNED
FUSES-15 AMP STOP LAMPS (OPEN) INSIDE FUSE PANEL (UNDERHOOD POWER DISTRIBUTION BOX MELTED)
WIRING INSULATION AT FUSE BLOCK-UNDERHOOD INSULATION MELTED
SPARK PLUG WIRING AND BOOT CONDITION-MELTED
FUEL FILLER "LEAD FREE" RESTRICTOR IN PLACE-YES, NO DAMAGE
LOCATION OF FUEL FILLER CAP-NO DAMAGE
CATALYTIC CONVERTER-NONE
POSITION OF WINDOWS-NO DAMAGE
HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT?
BUICK WILL ASSUME NO RESPONSIBILITY.
FORWARDING MATTER TO EBIB.

****
DATE OF INVESTIGATION 072998 PRINTED NAME HANK MACHADO
DATE SIGNED _____ SIGNED _____

DIVISIONAL REPRESENTATIVE COMPLETING INVESTIGATION - GENERAL MOTORS CORPORATION

CASE REF. # 98012430I CUSTOMER INFORMATION

TITLE : MR.
FIRST : [redacted] MI: LAST : [redacted]
STREET : [redacted]
CITY : BURLINGAME ST: CA ZIP : [redacted]
H PHONE: B PHONE:
COMPANY: NATIONAL CAR RENTAL

VEHICLE-DEALER INFORMATION

VIN : 2G4WB52K8W1429623 DEL DTE: 09 25 97
YR/MDL : 98 WB REGAL LS MILEAGE: 019000
DEALER : PUTNAM BUICK-PONTIAC-GMC TRUCK ZN/DLR : 40 47200
CITY : BURLINGAME STATE : CA

AFTER CALL INFORMATION
CUSTOMER REQUEST INFORMATION

REQUEST AREA : SERV REQUEST SOURCE : H P 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: 02
PART DELAY START: PART DELAY END :
CASE OPEN DATE : 07 23 98 SCRAP DATE :
ROUTING CODE : CAC CRS LOC: 1241
CORRES TYPE : TRANSMIT DATE :
CORP CASE # :
FILE RETENTION : 00 CENTRAL FILE : Y (Y/N)
LAST ALTERED ID : B77CP LAST ALTERED DATE : 08 17 98

CASE CLOSING INFORMATION

FILE RETENTION : 00 CENTRAL FILE : Y (Y/N)
DLR CONTACT DATE : 07 23 98 DLR CONCLUSION DATE: 08 17 98
CLOSING DATE : 08 17 98 RESPONSIBLE DLR :
CO REVIEW CLOSE : B77CP CO REVIEWED : Y (Y/N) DATE: 08 17 98
REGION REV CLOSE : REGION REVIEWED : (Y/N) DATE:

CDE #	DESC	CDE COMMENTS
A01	0 OPEN CAMPAIGN	P7022, P8001 SEE PAR INVESTIGATION
T31	0 GM 1241 INVESTI	GM PAR INVESTIGATION SEE PAR INVESTIGATION
T32	0 FIRE DAMAGE/LOS	ALLEGED THERMAL EVENT SEE PAR INVESTIGATION

GENERAL COMMENTS

USER: B77CP DATE: 7/23/98 TIME: 15:01
0001/ 1 7/23/98
0001/ 2
0001/ 3 RECEIVED NOTIFICATION FROM ED KEENAN THAT FLEET MANAGER RUSS
0001/ 4 GILBERT DID CALL IN A VEHICLE ALLEGATION, THERMAL EVENT.
0001/ 5
0001/ 6 CONTACTED [redacted] AT NATIONAL CAR RENTAL AND WAS ADVISED THAT
0001/ 7 THE RENTER, ALFONZO WATSON OF HAYWARD, CALLED ON 6/14/98 AND
0001/ 8 STATED THAT THE VEHICLE WAS OVERHEATING BUT WAS NOT WILLING TO WAIT
0001/ 9 FOR THE DELIVERY OF A DIFFERENT VEHICLE BY NATIONAL FOR A TRADE.
0001/10 JON STATES THAT THEY GOT A SECOND CALL FROM ROADSIDE WHO ADVISED THEM
0001/11 THAT THE VEHICLE WAS IN FLAMES. THE VEHICLE IS A TOTAL LOSS AND
0001/12 NATIONAL CAR RENTAL WOULD LIKE AN INVESTIGATION AS TO WHAT MAY HAVE
0001/13 OCCURED. DUE TO ALLEGATION, PAR INVESTIGATION INITIATED WITH EAA.
0001/14 *** ANY FURTHER CONTACTS, PLEASE REFER TO PAR **
0001/15 CHRISTINE PRICE, BRG, X2774, VME: 38251

USER: B77CP DATE: 8/ 6/98 TIME: 16:23
0002/ 1 8/6/98
0002/ 2
0002/ 3 RECEIVED MESSAGE FROM HANK MECHADO OF EAA AND DID RETURN CALL
0002/ 4 IN REGARDS TO THIS CASE.
0002/ 5 AWAITING CALL FROM MR. MECHADO-NO INFORMATION IN MESSAGE AS
0002/ 6 TO WHAT THE CALL WAS PERTAINING TO.
0002/ 7
0002/ 8 ** ANY FURTHER CONTACTS, PLEASE REFER TO PAR **
0002/ 9
0002/10 CHRISTINE PRICE, BRG, X2774, VME: 38251

USER: B77CP DATE: 8/11/98 TIME: 16:42
0003/ 1 8/11/98
0003/ 2
0003/ 3 ATTEMPTED TO CONTACT MR. SKIDMORE AND DID LEAVE A MESSAGE
0003/ 4 ON ANSWERING MACHINE.
0003/ 5 WILL ATTEMPT LATER.
0003/ 6
0003/ 7 ** ANY FURTHER CONTACTS, PLEASE REFER TO PAR **
0003/ 8
0003/ 9 CHRISTINE PRICE, BRG, X2774, VME: 38251

USER: B77CP DATE: 8/12/98 TIME: 14:24
0004/ 1 8/12/98
0004/ 2
0004/ 3 LEFT A 2ND MESSAGE ON ANSWERING MACHINE FOR [redacted] TO CALL
0004/ 4 REGARDING INVESTIGATION RESULTS.
0004/ 5
0004/ 6 ** ANY FURTHER CONTACTS, PLEASE REFER TO PAR **
0004/ 7
0004/ 8 CHRISTINE PRICE, BRG, X2774, VME: 38251

USER: 377CP DATE: 8/13/98 TIME: 14:28

GENERAL COMMENTS

0005/ 1 8/13/98
0005/ 2
0005/ 3 LEFT A THIRD MESSAGE FOR [redacted] THIS DATE.
0005/ 4 AWAITING RESPONSE.
0005/ 5
0005/ 6 ** ANY FURTHER CONTACTS, PLEASE REFER TO PAR **
0005/ 7
0005/ 8 CHRISTINE PRICE, BRG, X2774, VME: 38251

USER: B77CP DATE: 8/17/98 TIME: 11:41
0006/ 1 8/17/98
0006/ 2
0006/ 3 ATTEMPTED TO CONTACT MR. [redacted] AND DID LEAVE A FOURTH
0006/ 4 MESSAGE ON ANSWERING MACHINE. SENDING PARDENY CERTIFIED MAIL
0006/ 5 THIS DATE.
0006/ 6
0006/ 7 ** ANY FURTHER CONTACTS, PLEASE REFER TO ESIS AT 800-888-8164 **
0006/ 8
0006/ 9
0006/10 CHRISTINE PRICE, BRG, X2774, VME: 38251

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: BUICK | Claim: 980124301 | VIN: 2G4WB52K8W1429623

Claimant's Name (LAST, First): NATIONAL CAR RENTAL - [redacted]

Inspected By: HANK MACHADO Organization: E.A.A.

Phone: (408) 778-9555 x____ Inspection Date: 07/29/98 Mileage at Inspection: 19,114

Roll Number 1

No.	Description
0	
1.	FRONT OF VEHICLE - DAMAGE RT FRONT BUMPER
2.	" " " " " " "
3.	LEFT FRONT NO DAMAGE
4.	LEFT SIDE NO DAMAGE
5.	LEFT REAR CORNER NO DAMAGE
6.	REAR OF VEHICLE NO DAMAGE
7.	" " " " "
8.	RIGHT REAR NO DAMAGE
9.	RIGHT SIDE HOOD PAINT BURNED OFF - RIGHT SIDE BUMPER DAM
10.	RIGHT FRONT BUMPER - EXTRA DAMAGE
11.	DASH PANEL 19,114 MILES ON ODOMETER
12.	LEFT INTERIOR DRIVER AREA NO DAMAGE
13.	RIGHT FRONT INTERIOR NO DAMAGE
14.	FRONT ENGINE COMPARTMENT - FIRE DAMAGE
15.	ENGINE COMPARTMENT FIRE DAMAGE MASTER CYL RESERVOIR MELTED
16.	HOSES - WIRES - MELTED - ENGINE COVER MELTED
17.	MASTER CYL RESERVOIR MELTED - FUEL DELIVERY
18.	AUTOMATION - WIRING - MASTER CYL
19.	" "
20.	UPPER RADIATOR HOSE OVER RUBBER 1" SEPERATION
21.	LEFT SIDE UPPER CHANNEL - HOLE - SIZE OF DIME
22.	FRONT BUMPER RIGHT SIDE - DAMAGED DENTED
23.	" " " " " "
24.	FRONT HOOD PAINT BURNED FELT RENT BROKEN
25.	
26.	
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	
36.	
37.	

GM-FAR-Fire NC, Rev. 062597

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: BUICK | Ref# 980124301 | VIN: 2G4WB52K8W1429623

Claimant's Name (LAST, First): NATIONAL CAR RENTAL

Inspected By: HANK MACHADO Organization: ENGINEERING ANALYSIS ASSOCIATES

Phone: (408) 778-8835 x____ Inspection Date: 07/29/98 Mileage at Inspection: 19,114

**********I INSPECTION SUMMARY**********

Following the inspection, summarize the tests and observations.

DRIVER MADE SEVERAL CALLS TO NATIONAL CAR RENTAL COMPLAINING HE HAD TO ADD COOLANT TO RADIATOR. RADIATOR COOLANT LEVEL WAS SIX QUARTS LOW. COOLANT RECOVERY BOTTLE HAD 3" OF COOLANT. ENGINE RUNNING IN A OVERHEATING CONDITION COULD CAUSE RUBBER & PLASTIC TO IGNITE CREATING A ENGINE FIRE. UNABLE TO DETERMINE WHY COOLANT LEVEL WAS LOW.

**********II INTERVIEW - VEHICLE HISTORY**********

(Note: Please indicate name, address & phone number of person being interviewed): [redacted] BODY DAMAGE MGR NATIONAL CAR RENTAL 40 EDWARDS COURT BURLINGAME, CA 94010 (650) 340-0541

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

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

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) ____ Repaired by: (GM, Non-GM, Owner/Other) ____

Describe DRIVER COMPLAINED OF LOSS OF COOLANT OVERHEATING CONDITION

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

Describe ____

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

Describe ____

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

Describe ____

GM-PAR-Fire NC, Rev. 4/24/96 Division Ref.# 980124301 VDMI, Ref.# FI _____ Page 2 of 6

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

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

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

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

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

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

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

Other (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) ____ Repaired by (GM, Non-GM, Owner/Other) ____
Describe SVC PERFORMED BY NATIONAL CAR RENTAL

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other): NATIONAL CAR RENTAL
Maintenance records? (Y/N) Y Date/description of last maintenance/repair (by whom?) 6-1-98 minor Repairs to LEFT DOOR LATCH AT 18,531 miles

Any other pertinent vehicle history information (from Interviewee or GM Warranty History)? Daily Rental, Operator called NCR and complained of LOSS OF COOLANT

Name and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle
All City Towing 525 East 11th St. Oakland, CA 94606

How was vehicle towed? (flat bed, dolly, sling, front or rear lift) _____ 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 trailering cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) ____
load description N/A load location N/A
Driver's physical description (gender, age, height, weight, distinctive) UNABLE TO CONTACT DRIVER
If vehicle's ignition was "Off" prior to fire, for how long was it "Off"? _____ Were all doors locked? (Y/N) ____
Drive length (if vehicle was parked prior to fire, describe last drive): Hrs. ____ Min. ____ Distance traveled _____
If not parked, vehicle speed estimate _____ MPH Source of estimate _____ Posted speed ____ MPH
Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) Full When last fueled? _____
Exact incident location _____

Weather conditions and visibility CLEAR
Approx. temperature 70 °F. Any physical visual obstructions? _____

* INSPECTOR WAS UNABLE TO CONTACT DRIVER
7-31-98 SENT LETTER REQUESTING HIM CONTACT INSPECTOR BY TELEPHONE. NO RESPONSE

GM-PAR-File NC, Rev. 6/24/96 Division Roll 98042430 VDML Roll# PI _____ Page 3 of 6

********** 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? ____ If other, specify _____

Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) Master cyl L Reservoir empty / No Brakes

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

* Unable to Contact Driver of Daily Rental Vehicle

Electrical systems operation: (normal, other?) _____

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

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

Steering operation: (normal, other?) _____

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.?) _____

Any unusual noises (bang, pop, rub, grinding, metallic, roar, etc.)? From where? _____

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

Describe any unusual odors. From where? _____

Any smoke? (from where, color, intensity, etc.) _____

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

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

Any flame? (from where, color, intensity, etc.) Witnesses from Fire Report Saw Flames Coming out of Front Right Side under Vehicle

Any steam or smoke? (from where, color, intensity, etc.) _____

Any apparent malfunction of: Cooling System? (Y/N) Y Power Steering? (Y/N) ____ Auto Transmission? (Y/N) ____ Electrical System? (Y/N) ____ Fuel System? (Y/N) ____ Exhaust System? (Y/N) ____ Engine? (Y/N) ____ Brake System? (Y/N) ____ Other? (Y/N) ____ Describe: _____ Warning Lights? (Y/N) ____ Gauges? (Y/N) ____ If so, describe: Driver Had Called NR To Complain of Engine Overheat

What did you do after you realized something was wrong? Pull Over? (Y/N) ____ Lower Windows? (Y/N) ____ Raise Windows? (Y/N) ____ Turn Engine Off? (Y/N) ____ Turn on Hazard Flashers? (Y/N) ____ Exit Vehicle? (Y/N) ____ Open Hood? (Y/N) ____ Open Trunk? (Y/N) ____ Other? (Y/N) ____ Describe _____

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

Any other comments or observations that have not been covered? _____

INSPECTOR WAS UNABLE TO CONTACT DRIVER OF THIS DAILY RENTAL VEHICLE (BY TELEPHONE) SENT LETTER 7-31-98 NO RESPONSE.

********** 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: DAMAGE TO RIGHT FRONT BUMPER/FENDER

Front & rear exterior: RIGHT FRONT

Hood, inner & outer panels: HOOD PAINT PEELED FROM HEAT

Trunk area and Decklid, inner & outer panels: NO DAMAGE

Roof: NO DAMAGE

Door interior panels: NO DAMAGE

Left & right instrument panel & odometer: NO DAMAGE — 19,114 Miles/FUEL LEVEL FULL

Ashtray(s) area: NO DAMAGE

Left & right front seat and carpet: NO DAMAGE

Underbody & exhaust (include hangers): NO DAMAGE

Option code label: _____

Engine compartment: UNDER HOOD COMPONENTS BURNED & MELTED

Radiator, front & rear: 1/2 GALLONS LOW

Coolant recovery bottle: APPROX 3" OF COOLANT

Transmission cooler lines/connections: CONNECTED

Engine compartment engine coolant lines/hoses, connections/clamps: UPPER RADIATOR HOSE HAD 1" SEPERATION — FILLED RADIATOR with WATER. SEPERATION DID NOT LEAK

Engine compartment heater lines/hoses, connections/clamps (include those to throttle body): HEATER HOSES INTACT OTHER LINES HOSES NEAR FUEL DELIVERY MELTED

All fuel lines/hoses, filter, connections/clamps: MELTED — BURNED

TBI, injector rail, or carburetor & fuel line connection: MELTED BURNED

Engine compartment fuel lines/hoses, connections & o-rings: MELTED BURNED — TURNED KEY ON FUEL LINE PRESSURE — RAW FUEL LEAKING

Power steering lines/hoses, connections/clamps: NO

Generator & attached wiring: REAR OF ALTERNATOR MELTED WIRING MELTED

GM-PAR-Fire NC. Rev. 6/24/96 Division Ref.# 980124301 VDML Ref.# PI _____ Page 5 of 6

IV - VEHICLE INSPECTION (Continued)

Battery & attached cables MELTED STILL ATTACHED & FUNCTIONAL

Engine block (note precise location of cracks, holes, etc.) NONE NOTED ALL DEBRIS FROM FIRE MELTED DOWN ON TOP OF ENGINE

Engine oil pan — OK FULL OF OIL

Engine compartment hinge torque rods NORMAL

Engine compartment exhaust system (e.g. loose, missed, modified, out of position, clearance, etc.) NONE NOTED

Any item which is alleged to be the cause/source /

Anything on vehicle which is after-market NONE

Anything on vehicle which is a modification NONE

Anything on vehicle which is unusual, or out-of-place, etc. NONE

B. Enter observations/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 1 1/2 GALLONS LOW (10" BELOW FILL OPENING)

Engine oil FULL

Transmission fluid FULL

Power steering fluid —

Brake fluid BRAKE FLUID RESERVOIR MELTED — BURNED

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

Fuses (identify all open or not proper size) 15 AMP STOP LAMPS (OPEN) INSIDE FUSE PANEL (UNDER HOOD POWER DISTRIBUTION BOX MELTED)

Wiring insulation at fuse blocks UNDER HOOD INSULATION MELTED

Fusible links (identify all open) ALL UNDER HOOD COMPONENTS MELTED

Spark plug wiring and boot condition MELTED

Fuel filler "Lead Free" restrictor in place? (Y/N) Y Describe NO DAMAGE

Location of fuel filler cap (or evidence of remains) NO DAMAGE

Catalytic converter (any discoloration or swelling?) NONE

Position of windows (if glass missing, do further inspection) NO DAMAGE

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):

NO ESTIMATE WRITTEN NCR CONSIDERS VEHICLE A TOTAL LOSS

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 sources, tall grass, dry leaves, cars 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: N/A – City Street

7-31-98

MR. [redacted]

HAYWARD, CA [redacted]

PLEASE CONTACT ME BY TELEPHONE ON (408) 778-9555. MY NAME IS HANK MACHADO AND I AM A SERVICE ASSOCIATE WITH ENGINEERING ANALYSIS ASSOCIATES. WE HAVE BEEN ASKED BY BUICK TO INSPECT THE VEHICLE YOU RENTED FROM NATIONAL CAR RENTAL.

I WOULD LIKE TO OBTAIN INFORMATION FROM YOU REGARDING THE VEHICLES OPERATION AND WHAT TOOK PLACE PRIOR TO THE VEHICLE FIRE.

THANK YOU FOR YOUR ATTENTION TO THIS MATTER

HANK MACHADO

(408) 778-9555

If I am not at my office, please leave a message and telephone number that I may reach you.

Thank
HM

8/7/98
No Response

[illegible]

[illegible]

[illegible]

F631 .

RENTAL AGREEMENT

OWN	CITY#	CAR#	RA#
	099	G811786	94G65274

** RENTAL

LOC#	DATE	TIME	MILES	OP ID	DEST LOC#	RET DTE	TIME	ORIGIN
09402	061298	0940	18592	42630	09402	061598	0939	R

** RETURN

LOC#	DATE	TIME	MILES	ORIGIN	OP ID
09402	061498	1835	18692	X	92328

CHG DATE OP ID ADD DATE

National

OAKLAND INTL. 510-632-0555
RENTAL: 6/18/98 0940 09402
RETURN: 6/15/98 0930 OAKLAND INTL 09402
RES: 1567304499 PRIV

RENTAL NO 9464367-4
DUM 099 VEHICLE BB11786
LIC CA 3VFR944 MILES OUT 18242
MIN RENTAL DAYS 1
$ 3.290/GAL TX RETURN SC $.179/GAL
TAX % 8.250 RATE/MODE CLASS/M
CA VEH LIC FEE $1.14/DY

RENTER: ALFONZO WATSON

DAILY RATES FOR: LDW $ 9.00 (NT) PAI/PEC $ 3.95 (NT) SLI $ 7.95 (NT)
DECLINE LDW PAI/PEC SLI

RENTAL INFORMATION
DAYS $ 29.98/ 0 MI
HOURS $ 15.00/ 0 MI
ADDL DAYS $ 24.98

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 ME WITH THIS RENTAL DOCUMENT; A REFUELING SERVICE CHARGE APPLIES 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: MC 8741

PEX-2 SIGNATURE ON FILE _____ ADDL AUTH DRIVER: _____
PROFILE AUTH NOT CONFIRMED

COPY ONE

Supplemental
09437565600

Page 1 of 5

National

E-Mail Message Composing 4.1.C
[illegible] - Sun, Jul 14, 1996

Select Key/Command:
[illegible] Message is Not available to Recipients until you SEND it ###
Message ID: [illegible] Status: [illegible] Lines: [illegible] Chars: 0001990

San Jose received a call from Alfonso Nabuse, saying that his car was overheating. He told San Jose that he was at a Chevron station, and that he was going to put water in the car in order to drive it back to San Jose. He was advised that Oakland was closer, and so he agreed to go to Oakland. We then called Oakland to say that he was in Pleasanton, CA, and that the car was still overheating. We tried to find out where he was at in Pleasanton so that we could bring him a new car with a tow truck, but he refused to tell us his location. The only address that he would provide to my rental agent for his residence in Hayward, he kept insisting that the car be delivered there, and so the rental agent who was handling the call referred it to me. I called the phone number Mr. Hernandez provided to my rental agent, which turned out to be his home

COPY ONE

F1=Help F2=Send F3=End F4=Find F5=Verbatim F6=Spell

National

E-Mail Message Composing 4.1.C
[illegible] - Sun, Jul 14, 1996

Select Key/Command:
[illegible] Message is Not available to Recipients until you SEND it ###
Message ID: [illegible] Status: [illegible] Lines: [illegible] Chars: 0001990

provided to my rental agent, which turned out to be his home phone number. The people I spoke to stated that Mr. Nabuse was in his gray home with the vehicle!! and that he was expecting us to show up there with the car. I asked the person why Mr. Nabuse was continuing to drive a car that was overheating, and she could n not answer me. I told her that if Mr. Nabuse called her again, to please have him call me immediately. At this point, I was reluctant to dispatch a tow truck, due to not knowing exactly where Mr. Nabuse was. About 1/2 hour later, I received a phone call from National's Roadside Assistance informing us of a car that had caught on fire in San Lorenzo, CA. Sure enough, it was Mr. Nabuse. Roadside brought Mr. Nabuse on the phone, and he began crying that we had provided him with an unsafe vehicle and that his life had been endangered. I asked him why he had continued to drive a vehicle

COPY ONE

F1=Help F2=Send F3=End F4=Find F5=Verbatim F6=Spell

Page 2 of 5

National

E-Mail Message Composing 4.1.C

[illegible] - [illegible], JUN 14, 1998

Subject Key/Command:

[illegible] Message is Not available to Recipients until you [illegible] it [illegible]

Message ID: [illegible] Status: [illegible] Lines: [illegible] Chars: [illegible]

endangered. I asked him why he had continued to drive a vehicle that was obviously overheating, but he would not answer me. He kept telling me that he could have been killed, and that our cars were unsafe. I pointed out to him that we had tried to bring him a car while he was still in Pleasanton, but that he had not enabled us to help him. His rental agreement is Pg[illegible].

COPY ONE

F1-Help F2-Send F3-End F4-Find F5-Workwrap F6-Spell

Page 3 of 5

National

[redacted] E-Mail Message Composing 4.1.C
[redacted] 10:43AM - [redacted], Jul 15, 1998
Subject Key/Command:
This message was previously SENT — no updating is allowed
Message ID: [redacted] Status: SENT Lines: [redacted] Charge: [redacted]

> Roadside called at app. 1040 with a customer that had been having problems with a car. The gentleman at roadside informed us that the customer had already been in contact with someone at the San Jose location. There seemed to be some confusion about what had been arranged with the San Jose location, Roadside informed us that the customer was currently at a gas station in Pleasanton. The customer, Alfonzo Watson, was then connected to us by Roadside.
>
> Mr. Watson was very upset at this point, of which I had been advised by Roadside. I was trying to understand the situation better, so that I could get the customer what he needed. Mr. Watson told us that when he had spoken with the National rep at San Jose, he was told that he could have a car taxed to him. I was under the impression that Mr. Watson could not wait for a car to be taxed to him, and that he had opted to try and get the car to our location in Oakland. The bulk of my

F1=Help F2=Send F3=End F4=Find F5=Hardcopy F6=Spell COPY ONE

National

[redacted] E-Mail Message Composing 4.1.C
[redacted] 10:43AM - [redacted], Jul 15, 1998
Subject Key/Command:
This message was previously SENT — no updating is allowed
Message ID: [redacted] Status: SENT Lines: [redacted] Charge: [redacted]

> opted to try and get the car to our location in Oakland. The bulk of my conversation with Mr. Watson was that he was upset with our service, and that it wasn't right that he should have to drive this car. I told him that I could have a replacement car taxed to him immediately. He would not give us his location in Pleasanton, and instead gave us an address in Hayward, where he was going. I told him that if the car was not drivable he needed to stay where he was and that a car would be taxed to him. Mr. Watson insisted that he could drive the car to Hayward, and that was where he really liked to have a car taxed. Mr. Watson told us he would put gas under in the car, which I understood he had been doing for part of the day, and he would drive to Hayward. He also told us he felt the car was safe to drive, and couldn't drive all the way to our airport location in Oakland. After this, I told the customer again if the car was not drivable, he needed to stay where he

F1=Help F2=Send F3=End F4=Find F5=Hardcopy F6=Spell COPY ONE

Page 4 of 5

National

E-Mail Message Composing

[redacted]

Select Key/Command:
>>> This message was previously SENT -- an update is allowed <<<
Message ID: [illegible] Status: SENT Linear [illegible] Charge [illegible]

customer again if the car was not drivable, he wanted to stay where he was, and we would have the car towed, and a replacement towed to him. I asked for his location in Pleasanton, and again he told us his destination address in Hayward, where he would request the replacement vehicle towed. I told Mr. Hudson that we could not send a tow truck to a location to "spot" a car to be towed unless it was already there. Once again, if the car was not drivable and if he needed a replacement, he had to stay put. I asked for his location in Pleasanton, and he gave me the same address in Hayward, where he wanted to take the car to get it, and get the replacement towed. I got a contact number at his destination, and said I would call him there.

I believe that Mr. Hudson was expecting the car to be in Hayward when he arrived, but I had told him the car could not be towed for a replacement en route.

COPY ONE

F1-Help F2-Send F3-Mail F4-Find F5-Mailbrwsr F6-Spell

[redacted]

[redacted]

94G65274

[redacted]

DATE CODE VEHO ORIGIN FUEL OUT 0 / 0 ODOMAY

CLASS:CAD

CONTENTS PROFILE AUTH NOT CONFIRMED

15.00

COPY

[redacted]

[redacted]

COPY

*** TOTAL PAGE.05 ***

F631 .

REPAIR ORDER

OWN CITY#	CAR#	RO#
099	G811786	8168694

REPR CITY	DATE	TIME	MILES	PM DONE	HRS:WRNTY	NON-WRNTY
094	121197	1059	6325	A		

** REPAIR COST

MECH LBR	TIRES	LUBE	SUPPLY	SALE REC	PARTS

O/S REP	TOW	SERV VEH	MISC	OTHER	*TOTAL*

COMMENT

CHG DATE	OP ID	ADD DATE
	508	121197

F631 .
099 G811786 CAR ACTIVITY PAGE 1

	ACTV	RENT:DATE	TIME	MILES	LOC#	DOC#	RTRN:DATE	TIME	MILES	LOC#
	INVN	072898	0700		09988					
	INVN	072698	0800		09988					
03	INVN	072398	0800		09988					
04	INVN	072198	0800		09988					
05	INVN	071998	0800		09988					
06	INVN	071698	0800		09988					
07	INVN	071498	0800		09986					
08	INVN	071298	0800		09986					
09	INVN	070998	0700		09986					
10	INVN	070798	0700		09986					
11	INVN	070598	0800		09982					
12	NRIN	070298	1830	18692	09402	D12354H	070298	1900	19000	09901
13	EKIN	061298	0940	18592	09402	94G65274	061498	1835	18692	09402
14	RO	121197	1059	6325	094	8168694				

NUMBER SELECTED

F651 .
099 G811786

CAR HISTORY

	ACTV	RENT:DATE	TIME	MILES	LOC#	DOC#	RTRN:DATE	TIME	MILES	LOC#
	EXIN	061298	0940	18592	09402	94G65274	061498	1835	18692	09402
	RFRN	061098	1224	18385	09402	94G59991	061298	0842	18591	09402
03	NRIN	060998	1100	18354	09901	D74919H	060998	1130	18384	09402
04	NRIN	060498	0850	18334	09901	D74919H	060498	0908	18350	09805
05	NRIN	052798	1845	18314	09805	D07692H	052798	1915	18329	09901
06	RTRN	052098	2127	17980	09701	EB572063	052698	1739	18314	09805
07	NRIN	052098	2100	17977	09901	D79065H	052098	2110	17980	09701
08	NRIN	052098	0800	17966	09701	D74919H	052098	0810	17968	09901
09	RFRN	051898	2008	17769	09701	EB555661	052098	0733	17966	09701
10	RFRN	051498	1836	16785	09701	EB523995	051898	1611	17769	09701
11	RFRN	051098	2054	16681	09701	EB490550	051498	1640	16785	09701
12	NRIN	051098	2040	16678	09901	D79065H	051098	2050	16681	09701
13	NRIN	050798	1450	16675	09701	D07692H	050798	1500	16678	09901
14	RFRN	050698	2015	16563	09701	EB466201	050798	1357	16675	09701
15	NRIN	050698	1950	16560	09901	D79065H	050698	2000	16563	09701

NUMBER SELECTED

ALL CITY TOWING

Official Police Tow

525 East 11th Street, Oakland, CA 94606

(510) 444-2300

INVOICE NUMBER 026524

PLEASE PAY FROM THIS INVOICE

OPEN 24 HOURS

DATE 7/2/98 TIME

VEHICLE TOWED FOR: NATIONAL INTERPRIT LOCATION: 11.09 ABRAM CT-SL

TOWED TO: 80 EDWARDS - BURL

YEAR	MODEL	TROUBLE	LICENSE NO.			
[redacted]	REGAL	FIRE	3[redacted]19		XD	
			[redacted]47		[redacted]4	

OWNER TOW _____ HOURS RECOVERY _____ RECOVERY TIME _____ HOURS

NET TOW $ 92.50 SECOND TOW $ MILEAGE $ OTHER $ 92.50

REMARKS & ADDITIONAL INFORMATION

PAID OUT

SUB-TOTAL $ 96.50

CHARGES

TAX

OWED BY: KEVIN 96 RECEIVED BY:

ALL CITY TOWING COMPANY IS NOT RESPONSIBLE FOR ANY DAMAGE TO THIS VEHICLE, PERSONAL OR REAL PROPERTY.

SIGNATURE X

TERMS: NET 30 DAYS

TOTAL $ 96.50

● WHITE-OFFICE ● CANARY-ACCOUNTING ● PINK-CUSTOMER ● GOLD-CUSTOMER

ATTN: JOHN SKIDMORE

I HAVE CHECKED ALL OF THE LAST DAMAGE REPORTS. I DO NOT HAVE ONE ON FILE FOR THIS VEHICLE. THE ONLY RECORD I HAVE IS THE TOW BILL FROM ALL CITY.

GAIL

National Car

DAMAGE / LOSS

NATIONAL EMPLOYEE INVOLVED ☐ YES ☐ NO | IF APPLICABLE, CORRESPONDING ACCIDENT REPORT NUMBER | 396 2390 | 09 4 39956 5000

DATE OF ACCIDENT 6/14/98 | DAY OF WEEK | TIME OF ACCIDENT | NUMBER OF VEHICLES | REPORTED TO POLICE ☐ YES ☐ NO | CASE # DEPT NAME/CITY

LOCATION (STREET, CITY, STATE) | VEHICLE PRESENTLY LOCATED AT:

VEHICLE #1 (NATIONAL) | VEHICLE #2 (OTHER CAR)

RENTER

NAME AS SHOWN ON DRIVER'S LICENSE: RAUNDO WATSON | AGE

STREET NUMBER | RENTER HOME AREA CODE / PHONE

CITY / STATE / ZIP

RENTER'S EMPLOYER NAME

STREET OR BOX NUMBER | BUSINESS AREA CODE / PHONE

CITY/STATE ZIP

NAME OF RENTER'S OR DRIVER'S INSURANCE COMPANY AND/OR AGENT

ADDRESS, CITY, STATE, PHONE | POLICY NUMBER

PURPOSE OF RENTAL ☐ BUSINESS ☐ OTHER | RELATION OF DRIVER TO RENTER

OTHER CAR INFORMATION

OWNER JUNITA SIROY

ADDRESS

CITY, ST, ZIP

HOME / BUS PHONE

DRIVER'S LIC #

YEAR / MAKE / MODEL | LICENSE PLATE

INS COMPANY | POLICY #

OWNER

ADDRESS

CITY / ST / ZIP

HOME / BUS PHONE

DRIVER

NAME ON DRIVER'S LICENSE ☐ SAME AS RENTER | AGE

STREET NUMBER ☐ SAME AS RENTER | DRIVER HOME AREA CODE / PHONE

CITY / STATE / ZIP ☐ SAME AS RENTER

DRIVER'S LICENSE NUMBER, STATE

BUSINESS AREA CODE / PHONE | SIGNED RENTAL AGREEMENT AS ADDITIONAL DRIVER ☐ YES ☐ NO

CIRCLE NATIONAL CAR DAMAGE: FRONT / REAR

ESTIMATED COST OF REPAIRS $

OTHER - CIRCLE DAMAGE: FRONT / REAR

ESTIMATED COST OF REPAIRS $

NATIONAL VEHICLE | OTHER VEHICLE | ROADWAY ☐ DRY ☐ WET ☐ SNOW ☐ ICE

DESCRIPTION OF THE ACCIDENT OR DAMAGE

SEE ATTACHED INS LETTER

INJURED PERSONS

NAME AND ADDRESS	AREA CODE / PHONE NUMBER	EXTENT OF INJURIES	AGE	OCCUPANT OF
				☐ NAT'L ☐ OTHER ☐ PEDEST.
				☐ NAT'L ☐ OTHER ☐ PEDEST.

WITNESSES

NAME AND ADDRESS	AREA CODE / PHONE NUMBER	AGE	OCCUPANT OF
			☐ NAT'L ☐ OTHER ☐ PEDEST.
			☐ NAT'L ☐ OTHER ☐ PEDEST.

CORPORATE CITY NAME | ☐ LICENSEE (STATE FULL FRANCHISEE NAME ADDRESS AND POLICY NUMBER) | FRANCHISEE NAME

POLICY NUMBER | CITY / STATE

YEAR / MAKE | VEHICLE IDENTIFICATION NUMBER

RENTING CITY | STATION # | DRIVING CITY | UNIT NUMBER 0481786 | LICENSE PLATE / STATE 3VTA74444CA | LDW ☐ ACCEPT ☐ DECLINE | SLI ☐ ACCEPT ☐ DECLINE

RENTAL AGREEMENT NUMBER 0140052 4 | CHECK-IN MILEAGE | RAP ☐ YES ☐ NO | REPORTED TO INSURANCE COMPANY ☐ YES ☐ NO DATE

HQ USE ONLY

STATUS	TYPE	DESCRIPTION	COLLECTOR	VIOLATION	EMPLOYEE Dep Dep Dep	LOW CODE	CROSS REFV	DATE	TIME

SIGNATURE - DRIVER OF NATIONAL CAR RENTAL VEHICLE | DATE | SIGNATURE - NATIONAL CAR REPRESENTATIVE/CITY MANAGER INITIALS

FORM 360 R94

HEADQUARTERS

California State Automobile Association
Inter-Insurance Bureau

07/08/98

Karen- Claims Department
National Rental Car
40 Edgewater Court
Burlingame, CA 94010

094 3756560D

94G46274
G811786

Re: Our Insured: [redacted]
Our Claim No.: 01-8B47931
Date of Loss: 6-14-98
Your Renter: Alfonso Watson
Your Unit No: G811786
License Plate: 3VPH944

Dear Karen - Claims Department:

This is notice of our subrogation interest arising from this loss. We are in the process of settling the claim directly with our insured. We will forward copies of the repair bills as soon as they are available.

Your vehicle caught on fire and rolled into my insured's parked and unattended vehicle and damaged it.

This accident occurred on June 14, 1998 at 6:30 p.m. on Hesperian Blvd. In San Lorenzo, California. Your renter was Alfonso Watson. Please contact the undersigned with your claim information.

Sincerely,

LaTonya Hill
Claim Representative
510 784-0900 extension 271

TO WHOM IT MAY CONCERN

DATE: 7-29-98

SUBJECT: RELEASE OF POLICE AND OR FIRE REPORT

VEHICLE OWNER: NATIONAL CAR RENTAL

VEHICLE LICENSE NUMBER: 3VPH944

DATE OF INCIDENT: 6-14-98 7:00 PM
15861 HESPERIAN BLVD

REPORT NUMBER: 98000780-000

I GIVE MY PERMISSION FOR A REPRESENTATIVE OF GENERAL MOTORS CORPORATION OR E.A.ASSOCIATES TO OBTAIN A COPY OF A POLICE OR FIRE REPORT ON THIS INCIDENT.

[signature]

Body Damage Manager
National Car Rental

National

Body Damage Manager

National Car Rental System, Inc.
Northern California
40 Edwards Court
Burlingame, CA 94010

650-340-3541 Office
650-340-7207 Fax
650-607-0646 Pager

CALIFORNIA FIRE INCIDENT REPORTING SYSTEM
INCIDENT REPORT COVER SHEET
Alameda County Fire Department

Incident Number: 98007880-000

Incident Date: 06/14/1998 | Alarm Time: 1903.40 | Arrival Time: 1903.34 | Unit's Hours: 00 | Incident Type: 3441 | Station: FC106

Suppression Time: 14 | Number of Units: 6 | Number of Alarms: 7 | Type of Alarm: 1 | Aid Transmission: 070 | Property Ownership: 4

Incident Address/Location: 1894 [redacted] St., 03

Total Assessment: | Tax Value: 84830 | Owner Equity: 4287.00 | Tax Value Equity Type:

Parcel Tax Number: Owner 0083 Vol. 0000 | Map Number: Engine 001 Truck 00 Rescue Medical 00 Other 00

Owner Name: [redacted] | Telephone:

Owner Address: [redacted]

Occupant Name: [redacted] | Occupant Address: [redacted]

Occupant City: N/A | State: | ZIP:

Property Use: 96 | Structure Hazard: 982 | Structure Type: | Structure Status: | Structure Age: 1

Vehicle Involved: Type 11 | Vehicle Identification No. JW#1944 | Year: 97 | Make: Bellair

Model: Regal | T.O.C. / D.M.V. Number:

Vehicle Identification No. | Driver License No. 3JF90472 | State: CA

Type of Action(s) Taken: 15, 71 | Fire Spread: Area 03 Level ADJ | Evacuation Distance: | Number of Alarms: 17 | Fire Cause: 04

Type: 31 | Area: 60 | Construction Type: 5 | Number of Stories: 5

Estimated Property Loss: 3,000 | Estimated Contents Loss: | Fire Fatalities: | Other Fatalities:

Type: Metal | Year:

Make: | Serial No.

Construction Type: | Year Constructed: | Number of Stories: | Number of Units: Floors Units

Automatic Sprinkler System: Type Zone | Number of Sprinkler Heads: | Standpipe System: Type Water Supply Downcomers | Reason for Failure:

Automatic Detection System: Type Performance | Reason for Failure: | Alarm System: Type Method Activated

Fire Service Personnel: Injuries 000 Fatalities 000 | Civilian Casualties: Injuries 000 Fatalities 000

Number of Vehicles: | Estimated Value of Cargo Involved in Vehicle or Other: Size Other | Estimated Value of Cargo Involved in Other: Size Other

Type of Equipment Failure: | No. of Equipment Involved: Type Equip. Fuel Other

Gas Systems Shut: | Gas Line Shut: Meter Local | Electric Shut: | Electrical Shut: | Electrical Fatalities:

Gas Co. Contacted: | Type of Property Damaged: | Animal Involved: | Description of Incident:

Vehicle I.D. Number: Personal | Reference Material: | Fire Service Personnel Injuries Fatalities | Non-Fire Service Injuries Fatalities

Material Or Cargo: | DOT I.D. No. | Gas Release Type: | Gas Co.

Evacuation Type: Planned Spontaneous | Evacuees: | Date of Evacuation: | Duration of Evacuation: | Responsible Environmental Organization:

Shelters: Type Temporary Interdictions Use Persons Capacity | Cost of Shelter:

Type of Action(s) Taken: 01 02 03 04 | 1st 2nd 3rd 4th 5th 6th

SIGNATURE TITLE DATE

Alameda County Fire Department

INCIDENT REPORT

98007880-000

GENERAL SECTION	
INCIDENT DATE	SUNDAY, JUNE 14, 1998
ALARM TIME	1901.17
DISPATCH TIME	1900.40
ARRIVAL TIME	1903.34
END TIME	1923.36
RESPONSE (IN MIN)	3
FIRST IN COMPANY	3441
DISTRICT	FC106
SITUATION(S) FOUND	VEHICLE FIRE (14)
MUTUAL AID	NO AUTOMATIC/MUTUAL AID (8)
METHOD OF ALARM	TELEPHONE TIE-LINE TO FIRE DEPARTMENT (7)
WEATHER	CLEAR (1)
TEMPERATURE	70
PROPERTY MANAGEMENT	COUNTY OR SPECIAL DISTRICT GOVERNMENT PROPERTY (4)
ADDRESS/LOCATION	15661 HESPERIAN BL. SZ
ZIP CODE	94580
CENSUS TRACT	4337.00
NUMBER OF PERSONNEL	
CAREER	3
NUMBER OF APPARATUS	
ENGINE	1
GENERAL PROPERTY USE	MOTOR VEHICLE TRANSPORTATION (96)
SPECIFIC PROPERTY USE	PAVED PUBLIC STREET (962)
OCCUPIED	YES (1)
ALARM TYPE	VEHICLE FIRE (E)
STATION	Station #1 (1)
SHIFT	B
MAP NUMBER	41312
FIRE SECTION	
ACTION(S) TAKEN	EXTINGUISHMENT (15) INVESTIGATE (71)
FIRE ORIGIN	
AREA	ENGINE AREA, RUNNING GEAR, WHEEL AREA (03)
LEVEL	GRADE OR FIRST FLOOR (A01)
FORM OF HEAT	HEAT FROM LIQUID FUELED EQUIPMENT (17)
IGNITION FACTOR	OTHER PART FAILURE, LEAK, BREAK (54)
MATERIAL FIRST IGNITED	
* TYPE OF MATERIAL	RUBBER (51)
FORM OF MATERIAL	POWER TRANSFER EQUIPMENT, FUEL UNABLE TO CLASSIFY (80)
CONTRIBUTING FACTOR(S)	MALFUNCTION OF EQUIPMENT (623)
EXTINGUISHMENT METHOD	WATER CARRIED ON APPARATUS (5)
PROPERTY LOSS	$3,000
PEOPLE INVOLVED SECTION	
DRIVER	WATSON, ALFONZO
ADDRESS	26088 KAY AVE. #304 HAYWARD CA 94545
OTHER	CAVETT, J. D. CHP OFFICER
MOBILE INVOLVED SECTION	
AUTOMOBILE	97 BUICK REGAL
VEHICLE LICENSE	3VPH944 CA
DRIVERS LICENSE	A5070472 CA

Alameda County Fire Department

INCIDENT REPORT

98007880-000

[illegible]MARY	AUTO FIRE E3441, R. Anderson, G. Fisher, J. Lane
[illegible]ORTED BY	ANDERSON, RONALD D
INCIDENT NARRATIVE	At 1900 hours on Sunday, June 14, 1998 (B-Shift), we were dispatched to a vehicle fire. 3441 was the first fire unit to arrive on scene. One unit was assigned to this incident. Three personnel responded. We arrived on scene at 1903 hours and cleared at 1923 hours. The incident was reported to the fire department by a telephone tie-line. No automatic or mutual aid was provided or received. Vehicle fire. The weather was clear. The temperature was 70 degrees.

The incident occurred at 15861 HESPERIAN BL. NE in district FC106. This location is a county or special district government property. This location has a map number of 4131Z. The census tract is 4337.00. The local station is 1 (Station #1). The vehicle was occupied at the time of the incident. The general description of this property is motor vehicle transportation (paved public street).

The primary task(s) performed by responding personnel was extinguishment. "Engine area, running gear or wheel area" best describes the primary use of the room or space where the fire originated. The fire occurred on the first floor or at grade level. "Heat from liquid fueled equipment" best describes the form of heat energy that caused the ignition. The act, condition or situation that allowed the heat source to combine with the material first ignited to start the fire was a part failure, leak or break. The material first ignited was "Rubber". The use, or purpose of the material that was first ignited was "Power transfer equipment". Additional factor(s) that had an influence on the cause or outcome of the incident are classified as "Malfunction of equipment". The fire was extinguished with water carried on apparatus.

The dollar estimate of the current value of property lost in the fire is $3,000.

Alarm number 98007880 has been assigned to this incident.

Arrived to find the intersection of Hesperian and Post Office Road filled with light colored low temperature smoke. The burning car at first appeared to have been in an accident but it had caught fire and bumped a parked car when it came to a stop. The brakes had failed.
FD had to force open the hood as the release inside the cab had been disabled by the fire. Neighbors had garden hoses on the car to keep it cool and prevent the parked car from catching fire. Once the hood was up, the fire was quickly cooled down with water from the real line.

Witnesses said they saw the flame coming out from under the front right side. The only heat mark on the hood was over the right side back toward the windshield. The driver said it was a rental car he has had over the weekend and he drove it from Los Banos today. He said it over heated and when it started smoking badly he had no braking power.

FD investigation did not reveal a positive cause but did make these significant observations: 1. The brake pedal went to the floor. 2. Engine oil was full. 3. Engine coolant system was full. 4. The fuel system was basically in tact. 5. Emergency flashers were working so it would appear that the electrical system was functioning.

Alameda County Fire Department

INCIDENT REPORT

98007860-000

INCIDENT NARRATIVE

The driver, Alfonzo Watson, said that he had no indications of trouble on the guages or in the operating performance of the engine. He stated only that the engine seemed very hot even though the guage didn't indicate the problem. The system failure could have possibly been in the braking system. Many wires and surface components on the engine were melted but the fire on top of the engine did not get hot enough to burn the insulation on the hood.

CHP Officer J.D. Cavett was on scene to take a report and assist with towing. FD took no information on the parked vehicle as CHP was taking that report.

8/6/98 CHP Hayward HAS NO RECORD OF A REPORT ON THIS INCIDENT

BUICK

August 17, 1998

[redacted]
Burlingame, CA [redacted]

RE: 980124301

Dear Mr. [redacted]

Thank you for contacting Buick Motor Division regarding the concern with the 1998 Buick Regal. We have registered the case # 980124301 to document this matter. Buick has concluded that we could assume no responsibility for the allegation made regarding the thermal event. Buick has closed the file and forwarded it to our insurance carrier- ESIS.

If further contact is required, please direct your call to ESIS at 1-800-888-0164 or by mail at:

ESIS-GM Central Claims Unit
PO Box 02489
Detroit, MI 48202

Sincerely,

Christine Price

Christine Price
Business Resource Group

PR 03695

8-29-98

TO CHRISTINE PRICE FAX (248) 952-6798
BUICK / BUSINESS RESOURCE GROUP
5505 CORPORATE DRIVE
SUITE 450
TROY, MI 48098

FROM HANK MACHADO
SERVICE ASSOCIATE
ENGINEERING ANALYSIS ASSOCIATES

REFERENCE FILE # 980124301
CLAIMANT: [redacted] OF NATIONAL CAR RENTAL
RENTER: ALFONSO WATSON

MR. WATSON REPLIED TO MY LETTER OF JULY 31,1998 AND TELEPHONED ME ON AUGUST 28,1998 LEAVING A PHONE NUMBER WHERE HE COULD BE CONTACTED (510) 785-9350.

THE FOLLOWING IS MR. WATSON'S INTERVIEW INFORMATION:

THE VEHICLE WAS RENTED ON FRIDAY JUNE 12, 1998 FROM NATIONAL CAR RENTAL AT THE OAKLAND AIRPORT. MR WATSON DROVE TO FRESNO, CA. THAT SAME EVENING. ON SATURDAY, JUNE 13 IN THE EVENING THE VEHICLE SMELLED HOT. THE CHECK ENGINE LIGHT CAME ON. WHEN PUTTING THE VEHICLE INTO REVERSE, IT NEEDED MORE GAS TO BACK UP. HE CHECKED ALL FLUID LEVELS AND LEFT THE VEHICLE SIT OVER NIGHT. ON SUNDAY MORNING, JUNE 14TH HE LEFT FRESNO FOR THE OAKLAND AREA. THE VEHICLE BEGAN TO OVERHEAT NEAR LOS BANOS ON HIGHWAY 152. HE STOPPED AT MITCHELLS BAIT AND TACKLE SHOP AND WATERED THE CARS RADIATOR DOWN AND WAITED FOR IT TO COOL. HE ADDED WATER TO THE RADIATOR, ONE QUART OF FLUID TO THE TRANSMISSSION AND TWO QUARTS OF OIL TO THE ENGINE.

HE CALLED NATIONALS ROADSIDE SERVICE IN SAN JOSE TO REPORT HIS PROBLEMS. HE THEN DROVE FROM HIGHWAY 152 NORTH ON HIGHWAY 5 TO HIGHWAY

580 WEST AND STOPPED IN PLEASANTON. THE VEHICLE WAS OVERHEATING SMOKE / STEAM WAS COMING FROM UNDER THE HOOD. HE LET IT COOL DOWN ADDED WATER TO THE RADIATOR ADDED ONE HALF QUART OF FLUID TO THE TRANSMISSION. THE ENGINE OIL LEVEL WAS FULL. HE CALLED NATIONAL CAR RENTAL TO REPORT HIS LOCATION AND THEN DROVE TO SAN LEANDRO.

A PASSING MOTORIST YELLED AT HIM THAT HIS VEHICLE WAS ON FIRE. HE SAW SMOKE AND THEN FLAMES COMING FROM UNDER THE HOOD. THE BRAKES WOULD NOT STOP THE VEHICLE AND HE HASTILY EXITED THE VEHICLE GRABBING HIS BELONGINGS FROM THE BACK SEAT. THE VEHICLE COLLIDED WITH A PARKED CAR. THE FIRE DEPARMENT WAS THERE IMMEDIATELY TO EXTINGUISH THE FIRE.

MR [redacted] WAS ALONE THERE WERE NO OTHER PASSENGERS IN THE VEHICLE.

281756

PA08705
J01-124

BUICK

COMPLETED GM PAR (X) INVESTIGATION

CASE NUMBER : 980041228 CUSTOMER NAME : [redacted]
ZONE : 50 INVESTIGATOR: W.J. Bearius - EAA
DATE OPENED : 3/11/98 CUSTOMER NOTIFICATION DATE : 3/25/98

REQUIRED INFORMATION

1. ALL ATTACHMENTS:

A)	POLICE REPORTS	☐
B)	PHOTOGRAPHS	☒
C)	SERVICE HISTORY	☒
D)	RELEASE OF CLAIM	☐
E)	Copy of the actual GM PAR case	☒
F)	Copy of GM PAR 1241X case	☒

THIS CASE HAS BEEN REVIEWED AND APPROVED BY THE BUSINESS RESOURCE GROUP PAR SUPERVISOR. IT INCLUDES ALL REQUIRED INFORMATION AND ATTACHMENTS, AND ALL REQUIRED FIELDS HAVE BEEN COMPLETED. IT HAS BEEN FORWARDED TO THE BUSINESS RESOURCE GROUP FOR APPROVAL. IF ADDITIONAL INFORMATION IS REQUIRED PLEASE CONTACT THE PAR SPECIALIST FOR FURTHER HANDLING.

Buick PAR Specialist
Brian Birkey

Buick BRG Supervisor
E. A. Keenan

GENERAL [illegible] CORPORATION
[illegible] GENERAL [illegible]
[illegible] BUICK
ZONE [illegible]
DATE OF [illegible]

[illegible] I OWNER [illegible]

NAME OF OWNER JUDITH [illegible] ANDERSEN [illegible] AGE
ADDRESS [illegible] MOTORWAY
[illegible] STATE NO ZIP AREA [illegible] PHONE [illegible] AGE

NAME OF DRIVER
ADDRESS
CITY STATE ZIP PHONE NO.

NAME OF CLAIMANT JIM ANDERSEN AGE
ADDRESS [illegible] MOTORWAY
[illegible] STATE NO ZIP [illegible] PHONE NO.

[illegible] II VEHICLE [illegible]

[illegible] 100 MILEAGE [illegible] DATE OF DELIVERY [illegible]
[illegible] AXLE [illegible] [illegible] USED/DEMO [illegible]
[illegible] USE OF VEHICLE
[illegible]
[illegible] MOELLER BUICK [illegible] STATE [illegible]

[illegible]

[illegible] COST OF REPAIRS [illegible] OF ESTIMATE [illegible]

[illegible] DESCRIPTION OF CLAIM [illegible]

[illegible]

[illegible] BRIAN [illegible]

[illegible]

[illegible] LAST : [illegible]

[illegible] ZIP : [illegible]

[illegible] 248 681 [illegible] 2 PHONE:

[illegible]

VEHICLE-DEALER INFORMATION

[illegible] DEL DTE: [illegible]

[illegible] 1995 CH PARK AVENUE MILEAGE: [illegible]

[illegible] [illegible] [illegible]

[illegible] CLARKSTON STATE : MI

AFTER CALL INFORMATION

SUPPLIER REQUEST INFORMATION

REQUEST AREA	: SERV	REQUEST SOURCE	: H T ORB
[illegible] TYPE	: OWNER	IN CORA SEQ #	: [illegible]
WARRANTY	: I (IN/OUT/UNK)	THIRD PARTIES	: 001
[illegible]	: N ([illegible])	IN EMPLOYEE	: [illegible]
[illegible] DISTRICT	: 62		
[illegible] DELAY START		PART DELAY END	
[illegible] DATE	: [illegible]	SERV DATE	
[illegible] TIME	: [illegible]	[illegible]	
[illegible]		[illegible]	
[illegible]	: 91	CENTRAL FILE	[illegible]
[illegible]	: [illegible]	LAST ALTERED DATE	[illegible]

[illegible] CLOSING INFORMATION

[illegible] CENTRAL FILE

[illegible] [illegible]

[illegible] [illegible]

[illegible] [illegible]

[illegible]

[illegible]

[illegible]

GENERAL COMMENTS

[illegible] DATE: [illegible] TIME: [illegible]
[illegible]
[illegible] DEL [illegible] PICK UNE [illegible]
[illegible] ORIGINAL OWNER. NO INFO PER VOSS.
[illegible] A RECEIVED UNE FROM MARK TAYLOR REQUESTING [illegible] [illegible] FOR
[illegible] INFO.
[illegible] STATES [illegible] HAD [illegible] WITH [illegible] DAUGHTER AND [illegible]
[illegible] VEH WAS TO DRIVE AND STALLED. SMOKE WAS COMING FROM UNDER THE HOOD.
[illegible] [illegible] OF [illegible] VEH. FRONT [illegible] [illegible] BACK DOORS
[illegible] DID UNLOCK AND WE CLIMBED OUT THE BACK DOORS. FIRE DEPT CAME OUT.
[illegible] SAW NO FIRE, BUT A LOT OF SMOKE COMING FROM ENGINE. NO INJURIES.
[illegible] THIS OCCURRED ON 3/10/98.
[illegible] DLR STATES: VEH TOWED TO DLR LAST NIGHT. HAVE NOT LOOKED CLOSELY AT
[illegible] VEH. DID NOTICE THAT THE ENTIRE ENGINE COMPARTMENT IS MELTED. D/
[illegible] REQUESTED A PARK AVE LOANER VEH AND COULD ONLY [illegible] PER A RECALL. [illegible]
[illegible] IS SUPPOSED TO COME TO DLR TO THROUGHLY INSPECT VEH.

[illegible] DATE: 3/[illegible]/98 TIME: 0[illegible]
[illegible] DOWNLOAD...
[illegible] STATES [illegible]
[illegible] COLLECTED, [illegible]

[illegible]

[illegible]

[illegible] TO CONTACT CUSTOMER TO [illegible]

[illegible] CUSTOMER INFORMATION.

[illegible] LEFT MESSAGE ON CUSTOMER [illegible] TO [illegible]

[illegible] PLEASE TRANSFER CALL TO CUSTOMER [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] CALLBACK TO PROCEED.

[illegible] CUSTOMER CONTACT, PLEASE REFER TO [illegible]

[illegible]

GENERAL COMMENTS

[illegible] DATE: [illegible]/98 TIME: [illegible]
[illegible] CUST CONTACTED [illegible] TO DEAL WITH BILL.
[illegible] SPECIALIST WAS UNAVAILABLE-CONFERENCED CALL TO MEM.
[illegible] CUST FORWARD/BCRC EXT [illegible] [illegible]

[illegible] DATE: 3/13/98 TIME: 09:37
[illegible]-98
[illegible] SUE VIOLETT, PARTS & SERVICE DIRECTOR AT MITCHELL BUICK CALLED.
[illegible] STATED THAT BILL [illegible] WAS HE ED [illegible] TO CALL BACK TO [illegible]
[illegible] AND EXPEDITE CUST CONCERN. SAYS CUST ALLEGES THAT SHE IS
[illegible] GETTING "BRUSH OFF" FROM BILL. BCRC WILL FORWARD INFORMATION
[illegible] TO BILL ADAMATIS.
[illegible]
[illegible] MARGE ALLGAIER, BCRC [illegible] 37497 EXT. 2747

[illegible] 236WT DATE: 4/14/98 TIME: 11:24
[illegible] 14/98
[illegible] CUST CALLED BCRC. CUST WANTED TO KNOW THE CAUSE OF THE FIRE.
[illegible] TRANSFERRED CALL TO BILL ADAMATIS [illegible].
[illegible] WILL CONTACT BCRC [illegible] [illegible]

[illegible]

[illegible]
[illegible] FILE FROM BILL [illegible]. BILL ADVISED [illegible]
[illegible] DELOIS RAGAN EXT [illegible] - BRO

[illegible] DATE: [illegible]/98 TIME: [illegible]
[illegible] 98
[illegible]
[illegible] DELOIS RAGAN

[illegible]
[illegible]
[illegible]

vyletel buick isuzu volkswagen

(Yes - authorized repair)

#5704 warranty RTG

FACSIMILE TRANSMISSION COVER SHEET.

TO: _____
(COMPANY)

ATTENTION: Bill Adomatis

scaring on bumper face & rear bumper

NO. OF PAGES TO FOLLOW 4

38 hrs

SENDER: Brian Schneer

PLEASE CONTACT THE ABOVE SENDER IF YOU DO NOT RECEIVE ALL PAGES OR IF TRANSMISSION IS UNREADABLE.

VYLETEL SWITCHBOARD TELEPHONE NO. (313) 977-2800
FAX NO. (313) 977-2681

VYLETEL BUICK VOLKSWAGEN ESTIMATE

Bill Adomatis PHONE # (248) 952-2777

ADDRESS

DESCRIPTION		LABOR	PARTS
Hood Seal at Cowl	25605220		6.59
Hood Seal Front	25626094		8.90
RH Fender Seal	25616458		11.67
Stud 2 at	25610246		2.78
Support Rod 2 at	25636715		51.94
Engine and Under Hood Ele.			
Batt. Cable Block	25654979		13.68
Batt. Cable Block	25654980		10.76
Lug. Fuse Block Shield	25670007		10.37
Bolt 2 at	11516413		.58
Nut 2 at	11505005		1.66
Clip	25560456		.92
Shield	12193988		10.37
Cover Fuse Block	16303547		2.81
Coil 3 at	10472401		108.60
Screw 6 at	10498731		3.18
MG. MODULE	10494012		179.80
ALT.	10464069		with core 196.12
		TOTAL PARTS	619.22
		TOTAL LABOR	
		SUPPLIES	
		DISCOUNT	
		TAX	
		TOTAL	

VYLETEL BUICK VOLKSWAGEN
40555 VANDYKE
STERLING HTS., MI. 48313
PHONE: 810-977-2800

SEP 10 '98 14:14

VYLETEL BUICK VOLKSWAGEN ESTIMATE

NAME _____ PHONE # _____

ADDRESS _____

DESCRIPTION		LABOR	PARTS
Stud	24502417		1.05
Brace	24503633		3.11
Bolt	2pt 11503640		1.08
Nut	3pt 10256957		4.29
EGR Valve	17113284		117.99
EGR GSKT.	24502904		2.13
Intake and Cooling System			
Int. GSKT.	17113137		25.41
Upp. Int. manifold	17113136		202.44
Vac. manifold	24506013		2.39
Wiper motor	12365399		189.39
Cruise module	25140567		297.36
Cruise Cable	25635784		12.10
Battery	19001631		106.24
Pos. Batt. Cable	12157066		36.74
Neg. Cable	12157065		63.10
Fuse Block	12193796		120.68
Spark Plug wires	12192048		28.29
		TOTAL PARTS	1219.69
		TOTAL LABOR	
		SUPPLIES	
		DISCOUNT	
		TAX	
		TOTAL	

VYLETEL BUICK-VOLKSWAGEN
40555 VANDYKE
STERLING HTS., MI. 48313
PHONE: 810-977-2800

VYLETEL BUICK VOLKSWAGEN ESTIMATE

NAME: _____ PHONE # _____

ADDRESS _____

DESCRIPTION		LABOR	PARTS
Body side Harness	12187897		494.76
Elec. L.P. Harness	12187402		168.84
Engine Harness	12187922		538.44
Fuel Pipes			
Fuelpipe	25672867		51.24
Fuel pipe	25649387		47.25
Fuel pipe	25649394		47.25
Fuel pipe	1997278		10.95
Fuel pipe	24501640		9.66
A.C			
Accumulator	2724900		56.00
Hose Asm	25671204		78.43
Tube Evap to Cond.	25671802		43.06
Tube Acc. to Evap	25624820		87.72
Acc. Clamp	25661043		2.23
Acc. BRKT.	25676796		5.75
		TOTAL PARTS	1581.87
		TOTAL LABOR	
		SUPPLIES	
		DISCOUNT	
		TAX	
		TOTAL	

VYLETEL BUICK VOLKSWAGEN
40555 VANDYKE
STERLING HTS., MI. 48313
PHONE: 810-977-2000

SEP 18 '98 14:15

PAGE.04

VYLETEL BUICK VOLKSWAGEN ESTIMATE

NAME _____ PHONE # _____

ADDRESS _____

DESCRIPTION		LABOR	PARTS
Under Hood			
Hood Rod	25635716		25.97
Hood Ins	25681699		46.99
Under Hood Lamp	25664746		9.46
Eng. Shield	24506901		27.27
map. Sensor	16187556		40.11
PCV Kit	17113515		10.79
Res. Cap	25631814		2.52
Coolant Res.	25609577		10.32
PCM	16236757		with core 280.42
master cyl.	18029759		149.80
Strut mount	22173219		34.86
WSWA Cap	12362515		3.50
WSWA Container	12368646		29.19
Belt	24506380		23.52
trans. Dipstick	25630340		4.41
R-134A	3oz 12345922		27.39
		TOTAL PARTS	725.51
		TOTAL LABOR	GRAND TOTAL for Part 4115.09
		SUPPLIES	LABOR 14302
		DISCOUNT	
		TAX	
		TOTAL	5573.99

$5575.99

VYLETEL BUICK VOLKSWAGEN
40555 VANDYKE
STERLING HTS., MI. 48313
PHONE: 810-977-2300

Buick Motor Division
Business Resource Group
5505 Corporate Drive, Ste 450
Troy, MI 48098

F A C S I M I L E

DATE: April 30, 1996

TO: Mark Boker

FROM: Bill Adomatis

SUBJECT: 1996 Buick Park Ave, 1G4CW52K5W4609100

We are responding to your voice mail, forwarded by Leroy Hayward, about the above referenced vehicle. The vehicle was inspected per the usual PAR (1241) process and the customer (Mrs. Judith Anderson of Waterford, MI) was concurrently traded out of the vehicle into a new 1996 Park Ave. Buick has repurchased this car and we will now wait for word as to whether the vehicle can be repaired and sent to auction.

Following this cover sheet are 19 pages, including the PAR investigation field notes and the PAR screen prints. We also have photos available, if necessary. Please give me a call if you need any more information or have any questions.
Sorry if I spelled your name wrong.

Bill Adomatis
Buick Business Resource Group
(248)952-2777
8-382-2777

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: BUICK | Rslt: 9800 41228 | VIN: 1G4CW52K6W4609100

Claimant's Name (LAST, First): [redacted]

Inspected By: W. J. ECARIUS Organization: E.A. ASSOCIATES

Phone: (248) 241-0743 x____ Inspection Date: 3/17/98 Mileage at Inspection: 2015 est.

********** I INSPECTION SUMMARY **********

Following the inspection, summarize the tests and observations.

THERE WAS HEAVY FIRE DAMAGE TO THE VEHICLES ENGINE COMPARTMENT. THE "HOT" SPOT WAS CONCENTRATED ON THE R/H SIDE. DUE TO EXTENT OF DAMAGE, NO ENGINE EXAMINATION TESTING COULD BE MADE. THERE WAS NO PHYSICAL EVIDENCE THAT POINTED TO A SPECIFIC CAUSE. NO NEW DEFECTS WERE ESTABLISHED DURING THE EXAMINATION. DUE TO THE EXTENT OF DAMAGE THE CAUSE OF THE FIRE COULD NOT BE ASCERTAINED.

********** II INTERVIEW - VEHICLE HISTORY **********

(Note: Please indicate name, address & phone number of person being interviewed):

NOT REQUESTED

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

Item(s), date installed, and by whom (name, phone)

NOT REQUESTED

2. Any *prior* collision damage? (when, where, extent, repaired by, etc.)

NOT REQUESTED

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.):

NOT REQUESTED

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

NOT REQUESTED

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Maintenance records? (Y/N) _____ Date/description of last maintenance/repair (by whom?) _____

_____

Any other pertinent vehicle history information (from Interviewee or GM Warranty History)? _____

_____

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 lift) _____ If towed on wheels, how far? _____

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

NOT REQUESTED

********** 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) _____

load description _____ load location _____

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

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

Drive length (if vehicle was parked prior to fire, describe last drive): Hrs. _____ Min. _____ Distance traveled _____

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

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

Exact incident location _____

_____

_____

Weather conditions and visibility _____

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

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

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

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

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

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

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

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

Electrical systems operation: (normal, other?) _____

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

- ___ Cruise Control
- ___ Traction Control Switch "On"
- ___ Low Beam Headlights
- ___ High Beam Headlights
- ___ Daytime Running Lights
- ___ Fog Lamps
- ___ Turn Signal
- ___ Hazard Flashers
- ___ Map Lights, Ft ____ Rr ____
- ___ Other Interior Lights
- ___ Windshield Wipers
- ___ Air Conditioner, on "Max"? (Y/N) ____
- ___ Heater
- ___ Windshield Defogger
- ___ Windshield Defroster
- ___ Rear Window Defroster
- ___ Outside Mirror Heater
- ___ Driver Seat Heater
- ___ Passenger Seat Heater
- ___ Auxiliary Power Outlet
- ___ Radio, Built-In Tape/CD Player
- ___ Auxiliary CD Player
- ___ Telephone
- ___ CB Radio
- ___ Power Window Controls
- ___ Power Mirror Controls
- ___ Power Seat Controls
- ___ Power Sun Roof Controls
- ___ Cigar Lighter
- ___ Other _____

Steering operation: (normal, other?) _____

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.?) _____

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where? _____

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

Describe any unusual odors. From where? _____

Any smoke? (from where, color, intensity, etc.) _____

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

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

Any flame? (from where, color, intensity, etc.) NOT FIRE RELATED

Any steam or smoke? (from where, color, intensity, etc.) _____

Any apparent malfunction of: Cooling System? (Y/N) ____ Power Steering? (Y/N) ____ Auto Transmission? (Y/N) ____ Electrical Systems? (Y/N) ____ Fuel System? (Y/N) ____ Exhaust System? (Y/N) ____ Engine? (Y/N) ____ Brake System? (Y/N) ____ Other? (Y/N) ____ Describe: _____ Warning Lights? (Y/N) ____ Gauges? (Y/N) ____ If so, describe: _____

What did you do after you realized something was wrong? Pull Over? (Y/N) ____ Lower Windows? (Y/N) ____ Raise Windows? (Y/N) ____ Turn Engine Off? (Y/N) ____ Turn on Hazard Flashers? (Y/N) ____ Exit Vehicle? (Y/N) ____ Open Hood? (Y/N) ____ Open Trunk? (Y/N) ____ Other? (Y/N) ____ Describe _____

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

Any other comments or observations that have not been covered? NOT REQUESTED

********** 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 NO FIRE DAMAGE NOTED

Front & rear exterior NO DAMAGE to REAR - HEAT DAMAGE to HOOD

Hood, inner & outer panels PAINT DAMAGE - SCORCHED INNER PANEL

Trunk area and Deckld, inner & outer panels NO DAMAGE NOTED

Roof NO DAMAGE NOTED

Door interior panels NO DAMAGE NOTED

Left & right instrument panel & odometer NO DAMAGE NOTED

Ashtray(s) area NO EVIDENCE OF PREVIOUS SMOKING - CANDY WRAPPER IN TRAY

Left & right front seat and carpet NO DAMAGE NOTED

Underbody & exhaust (include hangers) NO DAMAGE NOTED

Option code label —

Engine compartment FIRE DAMAGE to R.H. SIDE

Radiator, front & rear FIRE DAMAGED

Coolant recovery bottle FIRE DAMAGED

Transmission cooler lines/connections FIRE DAMAGED

Engine compartment engine coolant lines/hoses, connections/clamps FIRE DAMAGED

Engine compartment heater lines/hoses, connections/clamps (include lines to throttle body) FIRE DAMAGED

All fuel lines/hoses, filter, connections/clamps FIRE DAMAGED

TBI, injector rail, or carburetor & fuel line connection FIRE DAMAGED

Engine compartment fuel lines/hoses, connections & o-rings FIRE DAMAGED

Power steering lines/hoses, connections/clamps FIRE DAMAGED

Generator & attached wiring FIRE DAMAGED

IV - VEHICLE INSPECTION (Continued)

Battery & attached cables: CABLES CUT - BATTERY FIRE DAMAGED

Engine block (note precise location of cracks, holes, etc.): NIL

Engine oil pan: NO FIRE DAMAGE

Engine compartment hinge torque rods: FIRE DAMAGED

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, closeness, etc.): NO MODIFICATIONS NOTED

Any heat which is alleged to be the causa/origin: NO ALLEGATION

Anything on vehicle which is after-market: NONE NOTED

Anything on vehicle which is a modification: NONE NOTED

Anything on vehicle which is unusual, or out-of-place, etc.: NONE NOTED

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: NORMAL

Engine oil: NORMAL

Transmission fluid: NORMAL

Power steering fluid: NORMAL

Brake fluid: NORMAL

List all driver electrical controls which are in the "On" position (include ignition): ALL ELECTRICAL CONTROLS WERE IN OFF POSITION AT TIME OF INSPECTION

Fuses (identify all open or not proper size): FUSE BLOCK DESTROYED BY FIRE

Wiring insulation at fuse blocks: FIRE DAMAGED

Fusible links (identify all open): NORMAL

Spark plug wiring and boot condition: FIRE DAMAGED

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

Location of fuel filler cap (or evidence of remains): IN PLACE

Catalytic converter (any discoloration or swelling?): NONE

Position of windows (if glass missing, do further inspection): ALL UP

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):

HEAVY ENGINE FIRE DAMAGE - NO ESTIMATE OF REPAIR AVAILABLE AT TIME OF INSPECTION

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, rats indicating vehicle was stuck, etc.

- If significant other property damage occurred due to the fire, if possible, take pictures of the damage and make notes as necessary.

Comments: Not Applicable

GM-PAR/Photo, Rev. 080297

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Vehicle: Buick | Roll: 98004128B | VIN: 1G4CW52K6W4609100

Claimant's Name (LAST, FI: [redacted]

Inspected By: W.J. Edwards | Organization: EA Associates

Phone: (770) 944-0750 | Inspection Date: 3/17/98 | Mileage at Inspection: 20465 MT

Roll Number ____

Neg.#	Description
0	Right Side - Left Side
1.	Rear
2.	Front
3.	Hood
4.	Inside Hood
5.	Rear
6.	Trunk Interior
7.	Rear
8.	Top
9.	RH Rear Inside Door
10.	RH Front Inside Door
11.	L.H. Inside Door Rear
12.	LH Inside Door Front
13.	L.H. Inst Panel
14.	R.H. Inst. Panel
15.	RH Tray
16.	L.H. Front Floor
17.	R.H Front Floor
18.	Trunk Pan
19.	Cat. Converter
20.	Frame Rail
21.	Front of Radiator
22.	Coolant Recovery Tank
23.	Exhaust System
24.	Engine Block
25.	Upper Hose Connection
26.	Lower Hose to Engine
27.	Power Steering Reservoir
28.	Washer Fluid Reservoir
29.	Engine Bay Fire Damage
30.	Engine Bay Fire Damage
31.	Engine Bay Fire Damage
32.	Battery Damage
33.	Washer Fluid Tank
34.	Spare Tire Well
35.	Inside Hood Fire Damage
36.	Inside Hood Fire Damage
37.	Inside Hood Fire Damage

PHOTO.DOC

GM-PAR-Photo, Rev. 09/30/97

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Buick | Roll: 980541228 | VIN: 1G4CW52K6W4609100

Claimant's Name (LAST, First): [redacted]

Inspected By: W. T. EDARIS | Organization: E. A. ASSOCIATES

Phone: (314) 94-0759 x____ | Inspection Date: 3/17/98 | Mileage at Inspection: 20,000 EST

Roll Number ____

No.#	Description
0	Approach Exc Condition Fire Damage
1.	Exc Cover Burned - Exc Damage
2.	Engine Damage - Fire
3.	Clock Pulleys
4.	Electrical Engine Fire Damage
5.	Battery Cables Cut
6.	Elec - Engine Damage
7.	Misc. Passenger Side w/ Hood Open
8.	Misc - Left Side w/ Hood Open
9.	Hood Heat Damage
10.	
11.	
12.	
13.	
14.	
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35.	
36.	
37.	

PHOTO.DOC

THIS: 12411 ACTION: C KEY: 980041228 CRS 04/28/98 11:00 CALG110M
NEXT: 12412 ACTION: I KEY: 980041228 ID: B47WA

GM1241 PAGE 1

INCIDENT DATE: 03 / 10 / 98 TIME: 14 : 00 (24 HR CLOCK)

OWNER TITLE : [redacted]
FIRST : MI : LAST: [redacted]
STREET :
CITY : WATERFORD ST: MI ZIP : [redacted]
H PHONE : [redacted] AGE: B PHONE:
COMPANY:

DRIVER TITLE : SAME
FIRST : MI : LAST:
STREET :
CITY : ST: ZIP :
H PHONE : AGE: B PHONE:

CLAIMANT TITLE: [redacted]
FIRST : MI : LAST: [redacted]
STREET :
CITY : WATERFORD ST: MI ZIP : [redacted]
H PHONE : AGE: B PHONE:

PF13 BASE PF14 CNTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

THIS: 12412 ACTION: C KEY: 980041228 CRS 04/28/98 11:00 CALG120M
NEXT: 12413 ACTION: I KEY: 980041228 ID: B47WA
NAME: JUDITH ANDERSON WATERFORD,MI YR/MDL: 98 CW TYPE: 10

GM1241 PAGE 2

FATALLY INJURIES : N (Y/N) NUMBER OF PEOPLE :
ANOTHER VEH INVOLVED : N (Y/N) NUMBER OF VEHICLES :
DID VEHICLE TURN OVER : N (Y/N) CLAIMANT REP BY ATTNY: N (Y/N)
WHERE CAN VEHICLE BE SEEN: RANDY HOSLER BUICK
CLARKSTON, MI (248) 625-5500 SERVICE MGR: ED MEDLIN
VIN : 1G4CW52K6W4609100 DEL DTE: 121797
YR/MDL: 98 CW MILEAGE: 2000
******** ******** ********* ******** ******** ******** ********
PRINCIPLE USE OF VEHICLE : PERSONAL
DRIVER DESCRIPTION OF INCIDENT & CAUSE: "MY WIFE DROVE TO SHOPPING CENTER IN TROY, WENT TO LUNCH, GOT IN THE CAR WHICH STARTED TO SMOKE AND THEN DIED. SHE COULD NOT GET THE DOOR OPEN AND HAD TO EXIT THROUGH THE FRONT WINDOWS. MY DAUGHTER AND GRANDSON WERE IN THE CAR."

NATURE OF WEATHER: CLEAR
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

THIS: 12413 ACTION: C KEY: 980041228 CRS 04/28/98 11:01 CALG130M
NEXT: 12414 ACTION: I KEY: 980041228 ID: B47WA
NAME: JUDITH ANDERSON WATERFORD,MI YR/MDL: 98 CM TYPE: 10

GM1241 PAGE 3

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: ENGINE COMPARTMENT

WHO MADE ALLEGATION OF DEFECT: [redacted]
WAS VEHICLE TOWED : Y (Y/N)
TOWING CO NAME : UNKNOWN
TOWING CO ADDRESS: UNKNOWN
TOW DRIVER NAME : UNKNOWN

DID YOU SPEAK TO DRIVER: N (Y/N)
IF "N" GIVE SOURCE OF DRIVER DESC: MR. ANDERSON
VEHICLE SPEED EST : 1
SOURCE OF EST : [redacted]

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

THIS: 12414 ACTION: C KEY: 980041228 CRS 04/28/98 11:01 CALG140M
NEXT: 12415 ACTION: I KEY: 980041228 ID: B47WA
NAME: [redacted] WATERFORD,MI YR/MDL: 98 CW TYPE: 10

GN1241 PAGE 4

POLICE REPORT MADE: N (Y/N) REPORT ATTACHED: N (Y/N)
IF NOT ATTACHED,GIVE STATION/OFFICER MAKING REPORT:

ANY-WITNESSES : Y (Y/N) NUMBER: 3

INCIDENT LOCATION

LOCATION OF INCIDENT: SOMERSET SHOPPING CENTER PARKING LOT IN TROY, MI

KIND OF ROAD: C KIND OF SHOULDER: C (CONCRETE/GRAVEL/DIRT/ROCK-CRUSH/ASPHALT)

ROAD CONDITION: D SHOULDER CONDITION: D (WET/DRY/ICY/OTHER)

VISION OBSTRUCTIONS : NONE
POSTED SPEED : 15 (MPH)

PF13 BASH PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

THIS: 12415 ACTION: C KEY: 980041228 CRS 04/28/98 11:01 CALG150M
NEXT: 12416 ACTION: I KEY: 980041228 ID: B47WA
NAME: [redacted] WATERFORD,MI YR/MDL: 98 CW TYPE: 10

GML241 PAGE 5 (VEHICLE)

[redacted] : 1G4CW52K6W4609100 DEL DATE: 12 17 97
[redacted]MDL: 98 CW NEW/USED/DEMO: N MILEAGE : 2000
TRANS : 4T65-E AXLE: 3.05 ENGINE : 3.8 L V-6
LICENSE # : STATE:
INSPEC STICK #: STATION # : EXP DATE:
SPECIAL EQUIP/FEATURES: NONE

NATURE AND EXTENT OF DAMAGES: ENGINE COMPARTMENT

EST COST OF REPAIR:
PRODUCT CAMP : 98003-REPROGRAM PROM CAMP PERFORMED: N (Y/N)
IF "Y" DESC:
TIRE SIZE AND BRAND: NOT INSPECTED
CONDITION OF TIRE: LF: G RF: G RR: G LR: G (GOOD/POOR/FLAT)
SPARE: G

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

THIS: 12416 ACTION: C KEY: 980041228 CRS 04/28/98 11:01 CALG160M
NEXT: 12417 ACTION: I KEY: 980041228 ID: B47WA
NAME: [redacted] WATERFORD,MI YR/MDL: 98 CW TYPE: 10
GM1241 PAGE 6 (PHOTOS/DLR/PARTS)

WERE PHOTOS TAKEN: Y (Y/N) NUMBER: 48 BY WHOM: W.J. ECARIUS
ADDRESS : EAA
VEHICLE INSPECTED: Y (Y/N) NAME : W.J. ECARIUS
NAME OF INS. REP AT INVESTIGATION:
SELLING DEALER : MITCHELL BUICK
ADDRESS : CLINTON TWP.
SERVICING DEALER : RANDY HOSLER
ADDRESS : CLARKSTON, MI
REPAIR ORDER FOUND IN VEHICLE HISTORY: Y (Y/N) HOW MANY : 4
IF "N" EXPLAIN :

ALLEGED DEFECTIVE PART(S) REMOVED : N (Y/N)
PARTS NAME : CUSTODIAN:
LOCATION :
HOW & WHEN WAS MATTER LEFT WITH CLAIMANT:

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

THIS: 12417 ACTION: A KEY: 980041228 CRS 04/28/98 11:01 CALG170M
NEXT: 12418 ACTION: KEY: 980041228 ID: B47WA
NAME: [redacted] WATERFORD,MI YR/MDL: 98 CW TYPE: 10

GM1241 PAGE 7 (PROPERTY DAMAGE)

TYPE OF DAMAGE: (VEHICLE/PROPERTY OTHER THAN VEHICLE)
OWNER NAME FIRST : MI: LAST:
ADDRESS :
DRIVER NAME FIRST: MI: LAST:
ADDRESS :
VEHICLE
MAKE,MODEL & YEAR:
ESTIMATE OF SPEED: (MPH) BY WHOM:
EXTENT OF DAMAGE :
PROPERTY
KIND :
EXTENT OF DAMAGE :
ADDITIONAL COMMENTS:

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL
*I0001 TYPE APPROPRIATE INFORMATION AND PRESS ENTER TO ADD *

THIS: 12419 ACTION: C KEY: 980041228 CRS 04/28/98 11:01 CALG250M
NEXT: 124110 ACTION: KEY: 980041228 ID: B47WA
NAME: [redacted] WATERFORD,MI YR/MDL: 98 CW TYPE: 10

GM1241 PAGE 9
GENERAL COMMENTS: TOTAL CMTS: 5
[redacted]R: B47WA DATE: 03/25/98 TIME: 10:50 COMMENT #: 1
3-25-98

** VEHICLE INSPECTION SUMMARY **

THERE WAS FIRE DAMAGE TO VEHICLE ENGINE COMPARTMENT. THE HOT SPOT WAS CONCENTRATED ON THE RIGHT SIDE. DUE TO THE EXTENT OF DAMAGE, NO ENGINE ELECTRICAL TESTING COULD BE MADE. THERE WAS NO PHYSICAL EVIDENCE THAT POINTED TO A SPECIFIC CAUSE. NO DEFECTS WERE OBSERVED DURING INSPECTION. DUE TO EXTENT OF DAMAGE, THE CAUSE COULD NOT BE ASCERTAINED.

** VEHICLE INSPECTION
LEFT AND RIGHT EXTERIOR- NO DAMAGE
MORE: Y
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL
*I0004 TOP OF DATA DISPLAYED *

THIS: 12419 ACTION: C KEY: 980041228 CRS 04/28/98 11:01 CALG250M
NEXT: 124110 ACTION: KEY: 980041228 ID: B47WA
NAME: [redacted] WATERFORD,MI YR/MDL: 98 CW TYPE: 10

GM1241 PAGE 9
GENERAL COMMENTS: TOTAL CMTS: 5

R: B47WA DATE: 03/25/98 TIME: 10:53 COMMENT #: 2

FRONT AND REAR EXTERIOR- NO DAMAGE TO REAR, HEAT DAMAGE TO HOOD
HOOD, INNER AND OUTER PANELS- PAINT DAMAGE, SCORCHED INNER PANEL
TRUNK AREA AND DECKLID, INNER AND OUTER PANELS- NO DAMAGE
ROOF- NO DAMAGE
DOOR INTERIOR PANELS- NO DAMAGE
LEFT AND RIGHT INSTRUMENT PANEL AND ODOMETER- NO DAMAG
ASHTRAY- CANDY WRAPPER IN TRAY, NO DAMAGE
LEFT AND RIGHT FRONT SEAT AND CARPET- NO DAMAGE
UNDERBODY AND EXHAUST- NO DAMAGE
ENGINE COMPARTMENT- DAMAGE TO RIGHT SIDE
RADIATOR FRONT AND REAR- FIRE DAMAGE
COOLANT RECOVERY BOTTLE- FIRE DAMAGE
TRANS COOLER LINES- FIRE DAMAGE
MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

THIS: 12419 ACTION: C KEY: 980041228 CRS 04/28/98 11:01 CALG250M
NEXT: 124110 ACTION: KEY: 980041228 ID: B47WA
NAME: [redacted] WATERFORD,MI YR/MDL: 98 CW TYPE: 10

GM1241 PAGE 9
GENERAL COMMENTS: TOTAL CMTS: 5

[redacted]R: B47WA DATE: 03/25/98 TIME: 10:56 COMMENT #: 3

ENGINE COMPARTMENT ENGINE COOLER LINES/HOSES, CONNECTIONS, CLAMPS-
FIRE DAMAGED
ENGINE COMPARTMENT HEATER LINES/HOSES, CONNECTIONS/CLAMPS- FIRE
DAMAGE
ALL FUEL LINES/HOSES, FILTER CONNECTIONS/CLAMPS- FIRE DAMAGE
TBI, INJECTOR RAIL, FUEL LINE CONNECTION- FIRE DAMAGE
ENGINE COMPARTMENT FUEL LINES/HOSES, CONNECTION AND O-RINGS- FIRE
DAMAGE
POWER STEERING LINES/HOSES, CONNECTIONS/CLAMPS- FIRE DAMAGE
GENERATOR AND ATTACHED WIRING- FIRE DAMAGE
BATTERY AND ATTACHED CABLES- CABLES CUT, BATTERY FIRE DAMAGED
ENGINE BLOCK- N/A
ENGINE OIL PAN- NO DAMAGE
MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

THIS: 12419 ACTION: C KEY: 980041228 CRS 04/28/98 11:01 CALG250M
NEXT: 124110 ACTION: KEY: 980041228 ID: B47WA
NAME: [redacted] WATERFORD,MI YR/MDL: 98 CN TYPE: 10

GM1241 PAGE 9
GENERAL COMMENTS: TOTAL CMTS: 5
[redacted]R: B47WA DATE: 03/25/98 TIME: 10:59 COMMENT #: 4

ENGINE COMPARTMENT HINGE TORQUE RODS- FIRE DAMAGE
ENGINE COMPARTMENT EXHAUST SYSTEM- NO DAMAGE OR MODIFICATIONS

NO NOTED AFTERMARKET EQUIPMENT, NOTHING UNUSUAL OR OUT OF PLACE

FLUIDS-
ENGINE COOLANT- NORMAL
ENGINE OIL- NORMAL
TRANS FLUID- NORMAL
POWER STEERING FLUID- NORMAL
BRAKE FLUID- NORMAL

DRIVER CONTROLS IN "ON" POSITION- ALL IN "OFF" POSITION
MORE: Y
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

THIS: 12419 ACTION: C KEY: 980041228 CRS 04/28/98 11:02 CALG250M
NEXT: 124110 ACTION: KEY: 980041228 ID: B47WA
NAME: [redacted] WATERFORD,MI YR/MDL: 98 CW TYPE: 10

GM1241 PAGE 9
GENERAL COMMENTS: TOTAL CMTS: 5
COMMENT #: 5

OPER: B47WA DATE: 03/25/98 TIME: 11:02
FUSES- FUSE BLOCK DAMAGED BY FIRE
WIRING INSULATION AT FUSE BLOCK- FIRE DAMAGE
FUSIBLE LINKS- NORMAL
SPARK PLUG WIRING AND BOOT- FIRE DAMAGE
FUEL FILLER "LEAD FREE" RESTRICTOR IN PLACE- YES
CATALYTIC CONVERTOR- NO DISCOLORATION OR SWELLING
POSTION OF WINDOWS- ALL UP

MORE: N
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSBL PF24 CAL
*I0005 BOTTOM OF DATA DISPLAYED *

THIS 124110 ACTION: C KEY: 980041228 CRS 04/28/98 11:02 CALG190M
NEXT: 1241A ACTION: KEY: 980041228 ID: E470A
NAME: [redacted] WATERFORD,MI YR/MDL: 98 CW TYPE: 10

GM1241 PAGE 10 (RECAP)

DIVISION NOTIFIED OF INCIDENT
[redacted] : CONTACTED BY BUICK SUPERVISOR
WHEN : 03/11/98
BY WHOM: MARK TAYLOR
ZN ASSIGNED : 29
ASSIGNMENT
INVESTIGATOR FIRST NAME: W. MI: J LAST NAME: ECARIUS
ASSIGNMENT DATE : 031198 DUE DATE : 032598
INVESTIGATION DATE : 031798 RECEIVED DATE : 032598
INFO FROM FURTHER INVESTIGATION: BUICK ACCEPTED RESPONSIBILITY AND TRADED CUSTOMER INTO NEW VEHICLE. SWAPED COLLATERAL ON GMAC LEASE.

INSURANCE CO CODE: INSMI001 DATE SENT:
REGION APPRVD BY : DATE:
CO APPROVED BY : DATE:
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

RELEASE OF CLAIM

I, Judith Anderson, residing at 4405 Matorway, Waterford, MI, in consideration of the replacement of like vehicle by General Motors Corporation, Buick Motor Division: a Delaware corporation, hereby release and discharge General Motors and its agents and employees for any and all claims for loss of vehicle caused by, arising out of or in connection with the vehicle fire which occurred on March 10, 1998. I also affirmatively state that, at the present time, I am not aware of any other claim or cause of action for any injuries, losses or damages to my person and/or property which has been caused by or may have arisen out of or in connection with the vehicle fire.

The approximate mileage was 1980 on March 10, 1998, the date of the incident.
Vehicle Identification Number: 1G4CW52K6W4609100

Date Signed: March 17, 1998

Witness: [redacted]

Claimant: [redacted]
Judith Anderson

State of Michigan)
) ss.
County of Oakland)

On this 17th day of March, 1998, before me personally appeared the individual to me known to be the person described in and who executed the foregoing instrument and acknowledged that she executed the same as her free act and deed.

ANNETTE M. HORNE
Notary Public, Macomb County, MI
My Commission Expires Aug. 4, 1999

Annette M. Horne
Notary Public

MAcomb
Oakland County, Michigan
My commission expires:

Date MARCH 17 98 (Month) (Day) (Year)

Dealer MITCHELL BUICK SALES, Inc.

Address 18600 Hall Road

City CLINTON TWP

County MACOMB | State MICHIGAN | Zip Code 48038

Dealer License A-6368 | Sales Tax License B-35-2124961 | Phone Number (810) 412-9600

Trade-In: Yes ☐ No ☐ | Year | Make | Body Style

Vehicle No. of Trade-In | Odometer Reading

Vehicle Sold: New ☐ Used ☐ Demo ☐ | Vehicle No.

THIS VEHICLE WILL BE USED OR HAS BEEN USED AS:

☐ A POLICE VEHICLE. ☐ A DRIVER EDUCATION VEHICLE.
☐ A GOVERNMENT VEHICLE. ☐ A TAXI.
☐ A SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED.

ODOMETER MILEAGE

The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or odometer mileage statement. X X X X X 5 (No Tenths)

XX actual mileage ☐ not actual mileage ☐ exceeds mechanical limits of odometer

Factory Installed Accessories ☐ Factory List Affixed to Vehicle

Installed Accessories Delivered to Purchaser TAXPAYER ID#38-3291206

REMARKS: NO MSO ISSUED BY MANUFACTURER

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division. The Seller, MITCHELL BUICK SALES, Inc., Hereby Expressly Disclaims All Warranties, Either Express Or Implied Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. Neither Assumes Nor Authorizes Any Other Person To Assume For Any Liability In Connection With The Sale Of The Vehicle. This Disclaimer By The Seller Is In No Way Affects The Terms Of The Manufacturers Warranty.

AIR Certificate No. _____

Temporary Registration No. _____

Salesman ANTHONY M NIERSON

"I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM. I HEREBY WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE."

J. GOBELL

Dealer Signature AGENT Title

PURCHASER WARNING DO NOT SIGN BLANK FORM

I STATE THAT I AM THE PURCHASER OF THE ABOVE DESCRIBED VEHICLE AND I AM THE APPLICANT FOR MICHIGAN CERTIFICATE OF TITLE AND REGISTRATION.

03 17 (DATE CONTRACT IS MADE)

Date X Purchaser/Owner's Signature(s) - Are Joint or Co-Owners

Dealer must supply purchaser with pink copy of this form.
See Reverse Side of Purchaser's Copy for Instructions
FOR RECORDER USE FORWARD TO: Reverse/Reverse
AUTHORITY GRANTED UNDER ACT 300 OF P.A. OF 1949, AS AMENDED.

PART 1 - WHITE—Sec. of State-Treas. Dept.
PART 2 - PINK—Purchaser
PART 3 - WHITE—Sec. of State
PART 4 - CANARY—Dealer's File
PART 5 - BLUE—Sec. of State
PART 6 - GOLDENROD—Secured Party
PART 7 - GREEN—Dealer's Extra Copy (If 7 Parts)
PART 8 - BUFF—Dealer's Extra Copy (If 8 Parts)

RS-1(R1) (Rev. 9/95) CLEAR FORM

CUST017199

GOODS

S.I. RECORDED

BJV 591

Year 98 | Make BUICK | Body Style PARK AVENUE | Color GRN | County 63

Vehicle No. 1G4CW52K4W4[illegible] | Engine No. 38675 | Lienor No. 00

Owner of Residence [illegible] | Tax N/A

Owner's Complete Name(s) and Address: V.A.U.L. TRUST [illegible] (LESSEE) [illegible] | Tax 11.00

Insurance Company | Policy No. or Binder No. | Tax N/A

Tax 8.00

TOTAL 19.00

Full Rights to Survivor: Yes ☐ No ☐

Filing Date First Secured Interest | Filing Date Second Secured Interest

First Secured Interest 03/17/98 GMAC

Address P.O. BOX 6117

City/State COCKEYSVILLE MD 21030

Zip

Second Secured Interest

Address

City/State

Zip

1. PURCHASE PRICE OF VEHICLE	31815.44
2. OTHER TAXABLE CHARGES	N/A
3. TOTAL TAXABLE PRICE	31815.44
4. (Above total) SALES TAX - LICENSE - TITLE	19.00
5. LABOR OR OTHER NON-TAX CHARGES	N/A
6. TOTAL DELIVERED PRICE	31834.44
7. CASH ON DEPOSIT	N/A
8. CASH DUE ON DELIVERY	N/A
9. TRADE-IN $	
10. LIEN $ N/A	N/A
11. TOTAL DOWN PAYMENT	N/A
12. UNPAID BALANCE TO BE FINANCED	31834.44
13. FINANCE CHARGE	N/A
14. INSURANCE CHARGE *	N/A
15. TOTAL AMOUNT OF FINANCE CONTRACT	31834.44

* WARNING The insurance allowed hereunder does not cover liability for injury to persons or damage to property of others.

Total Amount of Finance

Contract Date (Line 15) _____

$ 18040.04

☐ Weekly
☐ Monthly payments

36 XX

of $ 502.00

First Payment Due

04 (Month) 13 (Day) 98 (Year)

* TYPE OF INSURANCE

☐ CREDIT LIFE
☐ HEALTH & ACCIDENT N/
☐ N/
☐
☐
☐
☐

PURCHASER NOTE: IF VEHICLE TITLE IS NOT RECEIVED WITHIN 60 DAYS, CONTACT A SECRETARY OF STATE BRANCH IMMEDIATELY.

BRANCH DEALER ACCOUNT NO.

GMAC - Insurance Information Form To be completed by Branch

1 — LESSEE

LESSEE — FIRST NAME MI LAST NAME

OR LESSEE BUSINESS NAME

CITY ST ZIP CODE

AGENCY ADDRESS

Agency: KOROTKIN SCHRESHER AGENCY

Street Address: 26877 NORTHWESTERN HWY SUITE 100

City: SOUTHFIELD State: MICH Zip: 48034

INTERNAL USE ONLY

☐ Lease Assignment ☐ Flat Consolidation Replaces Lease

☐ Employee Lease Used Vehicle ☐ Multiple Leases

☐ Physical Damage Waived

Comp ____ Coll ____ ☐ Substitution of Vehicle

AGENCY CONTACT — FIRST INITIAL AND LAST NAME: CELESTE KOROTKEN

AGENCY PHONE: 248-352-5140 x 247

INSURED — MUST BE NAMED ON LEASE — FIRST NAME MI LAST NAME

INSURANCE COMPANY: TIG INS CO.

POLICY NUMBER: 33307406

EFFECTIVE DATE (MM, DD, YY): 02-28-98

EXPIRATION DATE (MM, DD, YY): 02-28-98

I agree to maintain insurance as described in the "Coverage Requirements" section below and as required by my vehicle lease agreement. I understand that coverages as described must be maintained until termination of the vehicle lease agreement, and agree that GMAC or PDP Services may request proof of such insurance. I understand that failure to keep such insurance in force will be an event of default under the vehicle lease agreement, entitling GMAC to take action under the Lease. [redacted] a copy of this Agreement and authorize the agent to place coverages as required.

Lessee Signature Date

2 — COVERAGE REQUIREMENTS

COVERAGE LIMITS

Liability:

PASSENGER CARRIAGE/LIGHT DUTY TRUCK

$100,000/300,000 Bodily Injury,
$50,000 Property Damage (minimum)
or $300,000 Combined Single Limit
$500 Deductible (maximum)

TRUCKS OF 10,000 LBS. GVW OR MORE

Combined single limit of $1,000,000 ($5,000,000 in CT, GA, PA, RI and VT) for bodily injuries and property damage for any one accident.
$1,000 Deductible (maximum)

Comprehensive/Collision:

ENDORSEMENT NAME — To Be Completed By Dealer (CHECK ONLY ONE)
"Additional Insured" and "Loss Payee" endorsements as specified in this section, with the mailing address as shown below.

☐ GMAC ☐ V.A.U.L.Trust & GMAC ☐ V.A.U.L.Trust & C.O.L.Trust ☐ _____ (specify) & V.A.U.L.Trust

ENDORSEMENT MAILING ADDRESS
It is imperative that this address be used for all insurance notifications:

c/o PDP Services
Executive Plaza IV
Hunt Valley, MD 21031-1023

3 — DEALER

VEHICLE INFORMATION

VIN

Liability Confirmed	☐ Yes ☐ No	Person Contacted at Agency: Cheryl
Comprehensive Confirmed	☐ Yes ☐ No	Dealer Verification By: [illegible] Date: 3-17-98
Collision Confirmed	☐ Yes ☐ No	Dealership Name: [illegible] Tel. No. (810) 412-9600
Endorsements Confirmed	☐ Yes ☐ No	
PDP Address Confirmed	☐ Yes ☐ No	

4 — AGENT

Please attach a Certificate of Insurance to this form, including the coverages and endorsements noted in Section 2 and as authorized by your insured in Section 1. The certificate should then be mailed to PDP Services, Executive Plaza IV, Hunt Valley, MD 21031-1023. Failure to include coverages and endorsements as required or failure to use the notification address above will result in processing delays.

GENERAL MOTORS ACCEPTANCE CORPORATION

SUBSTITUTION AGREEMENT

This Agreement relates to your Lease Agreement dated DECEMBER 16, 1997, assigned to General Motors Acceptance Corporation ("GMAC") for the vehicle with Vehicle Identification Number 1G4CW52K6W4609100.

In this Agreement, the words "you" and "your" refer to the Lessee and any Co-Lessee signing below.

The term "Original Vehicle" refers to the vehicle described in your Lease Agreement.

The term "Substitute Vehicle" refers to the vehicle described below:

NEW 1998 BUICK PARK AVENUE 1G4CW52K4W4634562 5 Miles

You and GMAC agree that the Substitute Vehicle will be substituted for the Original Vehicle in your Lease Agreement.

You agree to pay an excess mileage charge of .15 cents per mile for each mile you drive the Substitute Vehicle over 33990 miles, if you do not buy the Substitute Vehicle at the scheduled end of the Lease.

If you purchase the Substitute Vehicle at the scheduled end of the Lease, the price will be $19753.20, plus any related official fees and taxes.

All other provisions of your Lease Agreement will apply to the Substitute Vehicle as though you had originally leased the Substitute Vehicle.

General Motors Acceptance Corporation
By: BRIAN HOLMLUND

Signature: _____

Date: _____

Lessee: JUDITH A. ANDERSON

Signature: Judith A. Anderson

Date: _____

Co-Lessee: NONE

Signature: _____

Date: _____

1998 PARK AVENUE SEDAN
17U SILVERMIST METALLIC /V68
173 MEDIUM GRAY LEATHER/VINYL 55/45
ORDER NO. 8D8413/T STOCK NO. 98N650
VIN 1G4 CW52 K4 W4634562

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
902 E. HAMILTON AVE.
FLINT MI 48550-0001
VEHICLE INVOICE 4AD20194201

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
4CW69 PARK AVENUE SEDAN	30675.00	27760.88	INVOICE 02/10/98
DD7 MIRROR- AUTOMATIC REARVIEW	70.00	60.20	SHIPPED 02/10/98
FE9 FEDERAL EMISSIONS	N/C	N/C	EXP I/T 02/13/98
L36 ENGINE- 3800 SERIES II V6	N/C	N/C	INT COM 02/13/98
UP0 RADIO-POWER LOAD CD & CASSETTE W/STEERING WHEEL RADIO CONTROL (REPLACES RADIO IN OPTION PKG)	200.00	172.00	PRC EFF 02/10/98
			KEYS 1826 1826
			WFP-6 QTR OPT-1
W01 SEATING PACKAGE: INCLUDES	380.00	326.80	BANK: GMAC - 293
1SS PRESTIGE OPTION PACKAGE (SR)	890.00	765.40	CHG-TO 42-025
* INSTRUMENTATION - TEMPERATURE TACH, FUEL W/DRIVER INFORMATN CENTER (INCLUDES:TIRE PRESSUR WARNING, OIL PRESSURE, VOLTS, OIL LIFE & OIL LEVEL MONITORS LOW WASHER FLUID, LOW COOLANT & DOOR/TRUNK AJAR INDICATORS, BASIC TRIP COMPUTER(FUEL ECON MILES TO EMPTY, GALLONS USED)			SHIP WT: 3703
			HP: 34.7
			MEMO 1640.75
* MIRROR - ELECTROCHROMIC AUTO DIMMING OUTSIDE LEFT MIRROR (HEATED RIGHT & LEFT)			
* MIRROR - ELECTROCHROMIC AUTO DIMMING (INSIDE REARVIEW)			
* RADIO - POWER-LOAD CASSETTE & AUTOMATIC TONE CONTROL & CLICK &STEERING WHEEL RADIO CONTROL	1G4CW52K4W4634562 CUSTOMER NUMBER - 17199 JUDITH A. ANDERSON 4405 MOTORWAY WATERFORD MI 48328		03/17/98
* SEAT - THREE POSITION MEMORY 10-WAY POWER DRIVER'S SEAT & MEMORY MIRRORS			
* UNIVERSAL TRANSMITTER			
* WIPERS - MOISTURE SENSING			

PERSONAL CHOICE FEATURES

POSTED

17U SILVERMIST METALLIC	N/C	N/C	
173 MEDIUM GRAY LEATHER/VINYL 55/45	600.00	516.00	
87A STRIPE- BODY SIDE - PEWTER GRAY	N/C	N/C	
TOTAL MODEL & OPTIONS	32815.00	29601.28	ACT 231 29881.83
DESTINATION CHARGE	665.00	665.00	H/B 261 984.45
DEALER ADVERTISING		328.15	ADV 65A 328.15
TOTAL	33480.00	30594.43	PAY 310 30594.43
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		29149.85	

98N650

2/17

* DICE 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.

MITCHELL BUICK SALES, INC.

REMIT TO GMAC NO. 293
VIN 1G4CW52K4W4634562

2254 9538

INVOICE

RANDY HOBLER BUICK, L.L.C.
6875 Dixie Highway
Clarkston, MI 48346
(248) 625-6900

[redacted]
[redacted] MOTORWAY
WATERFORD MI [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 286 SEAN SNYDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	98	BUICK PARK AVENUE	1G4CW52K6W4609100		532/532	T3880

DEL DATE	[illegible]	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20DEC97		17:00 14JAN98		0.00		14JAN98

R.O. OPENED	READY	OPTIONS: DLR:42231
07:38 14JAN98	15:29 14JAN98	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
[redacted]			
CAUSE: IMPROPERLY SEALED			
R9301 [redacted] REMOTE MIRROR			
REPLACE LEFT			
[redacted]			
WSV94 0.60			(N/C)
FC: [redacted] COUNT: 0			
CLAIM TYPE:			
[redacted]			
N3			

PARTS: [redacted] 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

[redacted] LEFT OUTSIDE REC. REMOTE MIRROR TO RESEAL.
****
B COST REQUEST [redacted] RIDE.
CAUSE: SHUTTLE
Z7910 SHUTTLE SERVICE
99998994 0.00 (N/C)
FC: 96 [redacted]: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

LABOR TIME MAY NOT REFLECT ACTUAL HOURS SPENT, BUT ARE BASED ON RECOGNIZED INDUSTRY-WIDE TIME GUIDES. ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.
REPAIR FACILITY # F146637

DESCRIPTION	TOTALS
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 ADJUSTMENT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

- CERTIFICATION -
[redacted]

WE APPRECIATE YOUR PATRONAGE.
PLEASE COME AGAIN.

SERVICE FILE COPY

2254 10174

INVOICE

RANDY HOSLER BUICK, L.L.C.
6648 Dixie Highway
Clarkston, MI 48346
(248) 625-6800

[redacted]

WATERFORD MI [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 360 TIM REDMOND

						MILEAGE IN/OUT	TAG
GREEN	98	BUICK PARK AVENUE	1G4CW52K6W4609100			1763/1763	T1537
							INV. DATE
200BC97			WAIT		0.00		05MAR98

OPTIONS: DLR:42231

07:35 05MAR98 08:00 05MAR98

LINE OPCODE TECH DESC HOURS	LIST	NET	TOTAL
CAUSE: RECALL			
90% STEERING ID-LTCH: M119850			(N/C)
FC: 96 FAIL#: COUNT: 0			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
RECLASH FROM IN ROM PER RECALL			

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REPAIR FACILITY # F146537

[redacted] CERTIFICATION -

DESCRIPTION	TOTALS
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 ADJUSTMENT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WE APPRECIATE YOUR PATRONAGE.
PLEASE COME AGAIN.

SERVICE FILE COPY

2254 10219

INVOICE

RANDY HOBLER BUICK, L.L.C.
6555 Dixie Highway
Clarkston, MI 48346
(248) 625-6800

[redacted]

WATERFORD MI [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 360 TOM REDMOND

						MILEAGE IN/OUT	TAG
GRAND	98	BUICK PARK AVENUE	1G4CW52K6W4609100			1955/1955	07570
						PAYMENT	INV. DATE
20080297			17:00 09MAR98		0.00		09MAR98

OPTIONS: DEAL:42231

07:39 09MAR98 08:41 09MAR98

	LIST	NET	TOTAL
CAUSE: POOR CONNECTION			
PARTS			
0.50			(N/C)
CLAIM TYPE:			
OT			
0100		A1	0.00

****

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LABOR TIME MAY NOT REFLECT ACTUAL HOURS SPENT, BUT ARE BASED ON RECOGNIZED INDUSTRY-WIDE TIME GUIDES. ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.
REPAIR FACILITY # F146637

DESCRIPTION	TOTALS
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 ADJUSTMENT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

- CERTIFICATION -

[redacted]

WE APPRECIATE YOUR PATRONAGE.
PLEASE COME AGAIN.

SERVICE FILE COPY

105888

BOB ADAMS TOWING

FLATBED SERVICE • RECOVERY SPECIALISTS
LIGHT & HEAVY DUTY TOWING • 8 TRUCKS TO SERVE YOU
2499 COLE BIRMINGHAM, MICH. 48009
(248) 644-8009
ICC MC 202067 M.P.S.C. L-18888

CALL NO.

DATE

P.O.#

CASH ☐

INS. CO.

CLAIM NO.

CALLED TO

PHONE

NO

TOWED TO

UNIT

V.I.N.

OWNER

LICENSE NO.

MILEAGE ON VEHICLE

MAKE AND MODEL | YEAR | COLOR

☐ REMOVE TRANSMISSION CONTROLS TO TOW VEHICLE

TOWED FROM ☐ FRONT ☐ REAR ☐ FLATBED

KEYS ☐ YES ☐ NO

PER HRS.

TOWING CHARGE	79 75
DOLLY	
SERVICE CHARGE	
LABOR CHARGE	
STORAGE CHARGES	
PAID OUT	
FIRST TOW	
TOTAL →	77 75

NOTES

ADDRESS

Not Responsible for Equipment, Tires, Spilled Products, Etc., or Articles Left in Cars in Case of Theft or Any Other Cause Beyond Our Control.

ASAP

CUSTOMER #:2254

[redacted]

WATERFORD MI [redacted]
HOME: [redacted] BUS:

10255

WORKORDER

PAGE 1

RANDY HOSLER BUICK, L.L.C.
5585 Dixie Highway
Clarkston, MI 48346
(248) 338-8900

SERVICE ADVISOR: 360 REDMOND, TIM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	98	BUICK PARK AVENUE	1G4CW52K6W4609100		2015/	T1801

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20DEC97			17:00 11MAR98		0.00		

DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS: DLR:42231
11MAR98 10:09		

LINE OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

A [redacted] CAUGHT ON FIRE

B W8V94 TOWING

C [redacted] REQUESTED RENTAL VEHICLE

CUSTOMER LABOR CHARGES ON A RATE OF _____ PER FLAT RATE HOUR

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 case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garage lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The flat rate hour is predicated on a time study guide, and may not reflect the actual hours worked.

THANK YOU FOR YOUR ARRANGEMENTS MADE

X _____

ESTIMATE PARTS _____
LABOR _____
DIAGNOSIS _____
TOTAL _____

NOTES:

[redacted] RETURN STATUS ☐ SAVE ☐ DISCARD CUSTOMER INITIALS

[redacted] CUSTOMER VERIFICATION NO.

AUTHORIZED AT DATE TIME AMT.

AUTHORIZED SIGNATURE X

HARD COPY

FAX TRANSMISSION

TERRY LEWIS, ESQ.
440 MARCH ST.
YPSILANTI, MI 48197-2015
(734) 487-5210
FAX (734) 487-9660

To:	Tony Hirsch Bill Adomatis	Date:	March 16, 1998
Fax #:	(810) 412-8800 (248) 952-6798	Pages:	2, including this cover sheet.
From:	Terry Lewis		
Subject:	[redacted]s replacement vehicle		

CONFIDENTIALITY NOTE

The documents comprising this facsimile transmission contain information from the law offices of Terry Lewis which is confidential or privileged. The information is intended to be for the use of the individual(s) or entity named on this transmission sheet. If you are not the intended recipient, be aware that any disclosure, copying, distribution, or use of the contents of this facsimile is prohibited. If you have received this facsimile by mistake, please notify our office immediately by telephone to arrange for its destruction or retrieval at no cost to you.

COMMENTS:

My client proposes to sign the following release of claim which we believe should satisfy current requirements.

RELEASE OF CLAIM

I, [redacted], residing at 4405 Motorway, Waterford, MI, in consideration of the replacement of like vehicle by General Motors Corporation, Buick Motor Division: a Delaware corporation, hereby release and discharge General Motors and its agents and employees for any and all claims for loss of vehicle caused by, arising out of or in connection with the vehicle fire which occurred on March 10, 1998. I also affirmatively state that, at the present time, I am not aware of any other claim or cause of action for any injuries, losses or damages to my person and/or property which has been caused by or may have arisen out of or in connection with the vehicle fire.

The approximate mileage was 1980 on March 10, 1998, the date of the incident.
Vehicle Identification Number: 1G4CW52K5W4609100

Date Signed: March 17, 1998

Witness: Claimant:

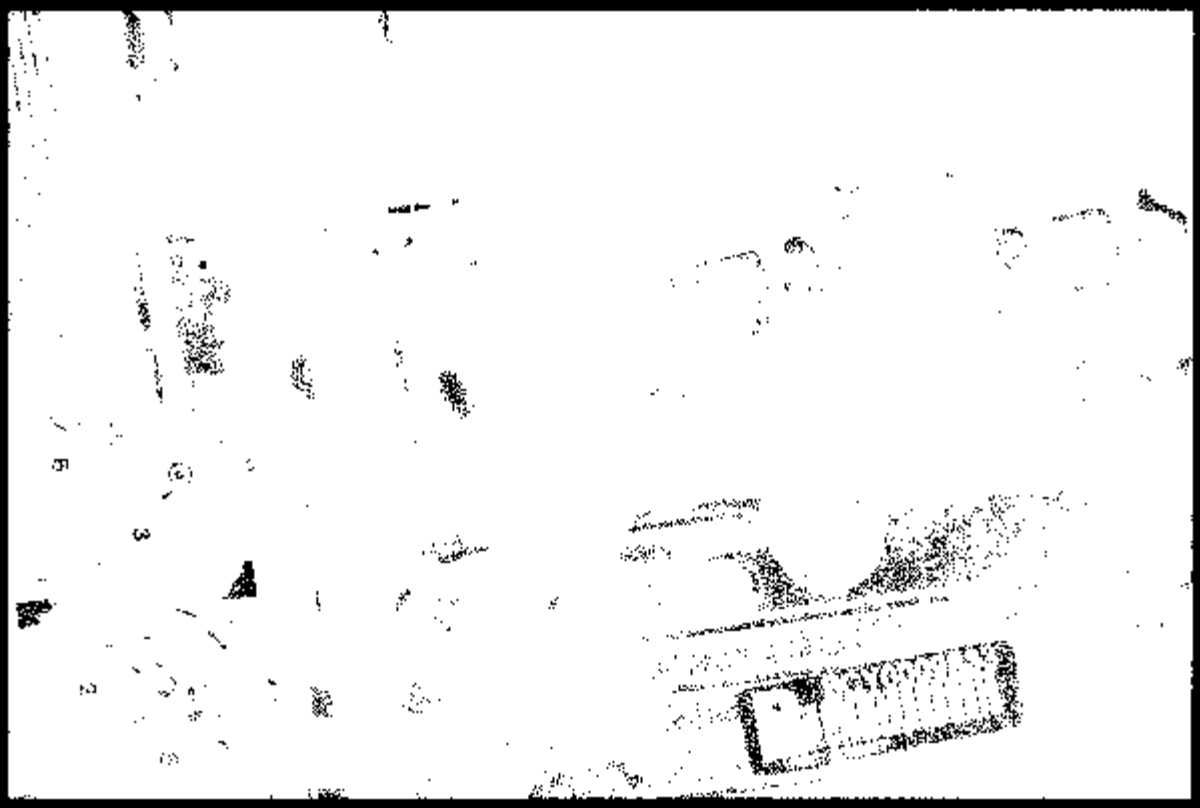
_____ [redacted]

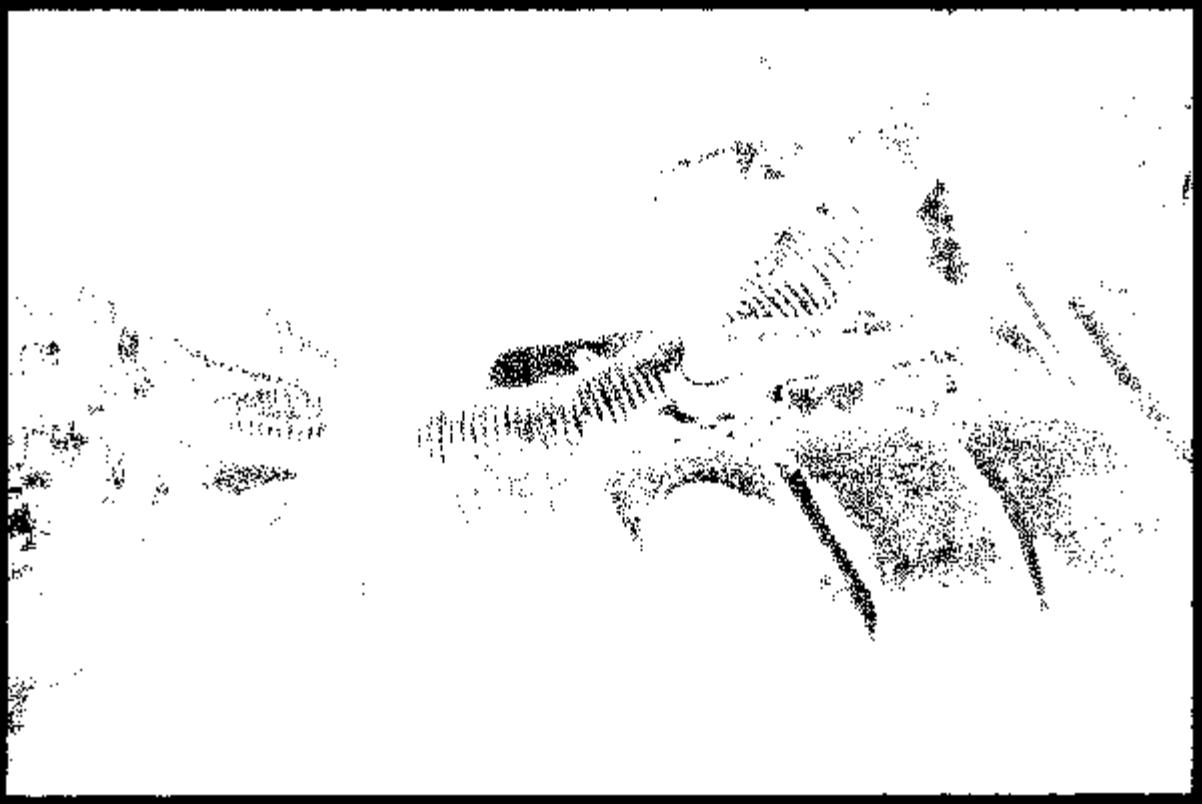
State of Michigan)
) ss.
County of Oakland)

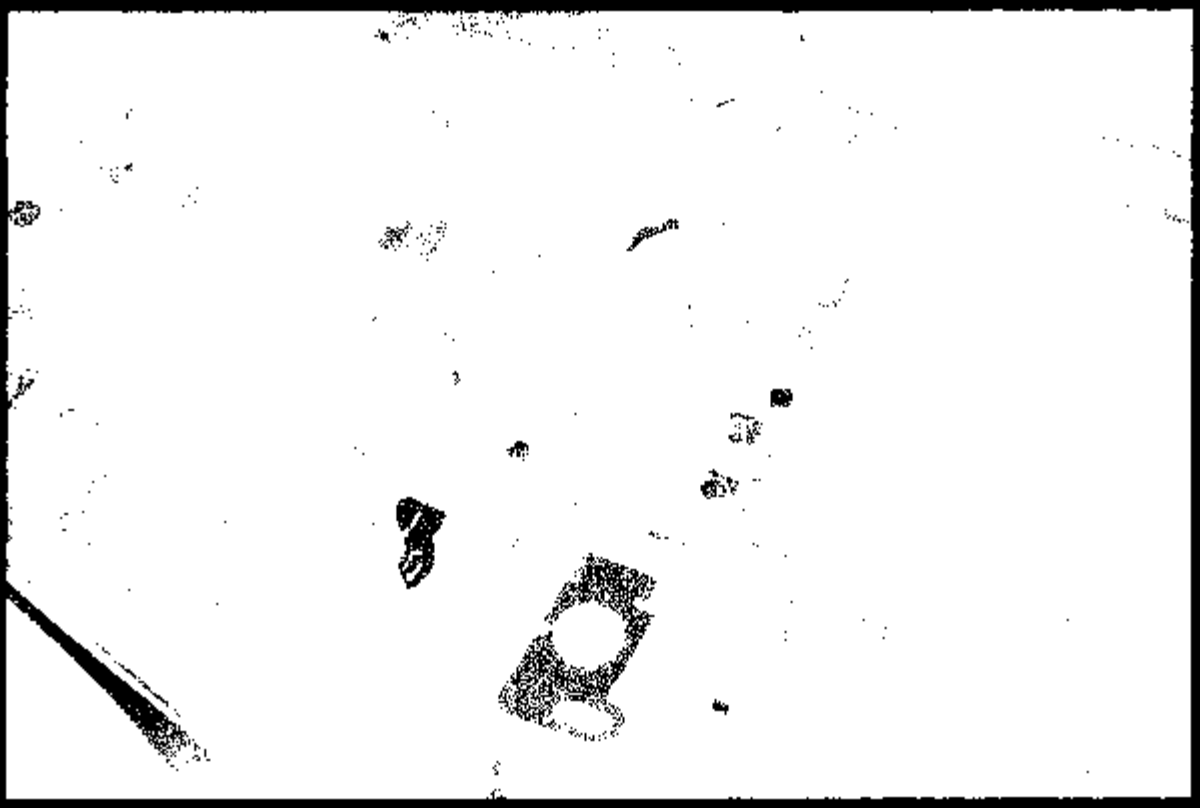
On this 17th day of March, 1998, before me personally appeared the individual to me known to be the person described in and who executed the foregoing instrument and acknowledged that she executed the same as her free act and deed.

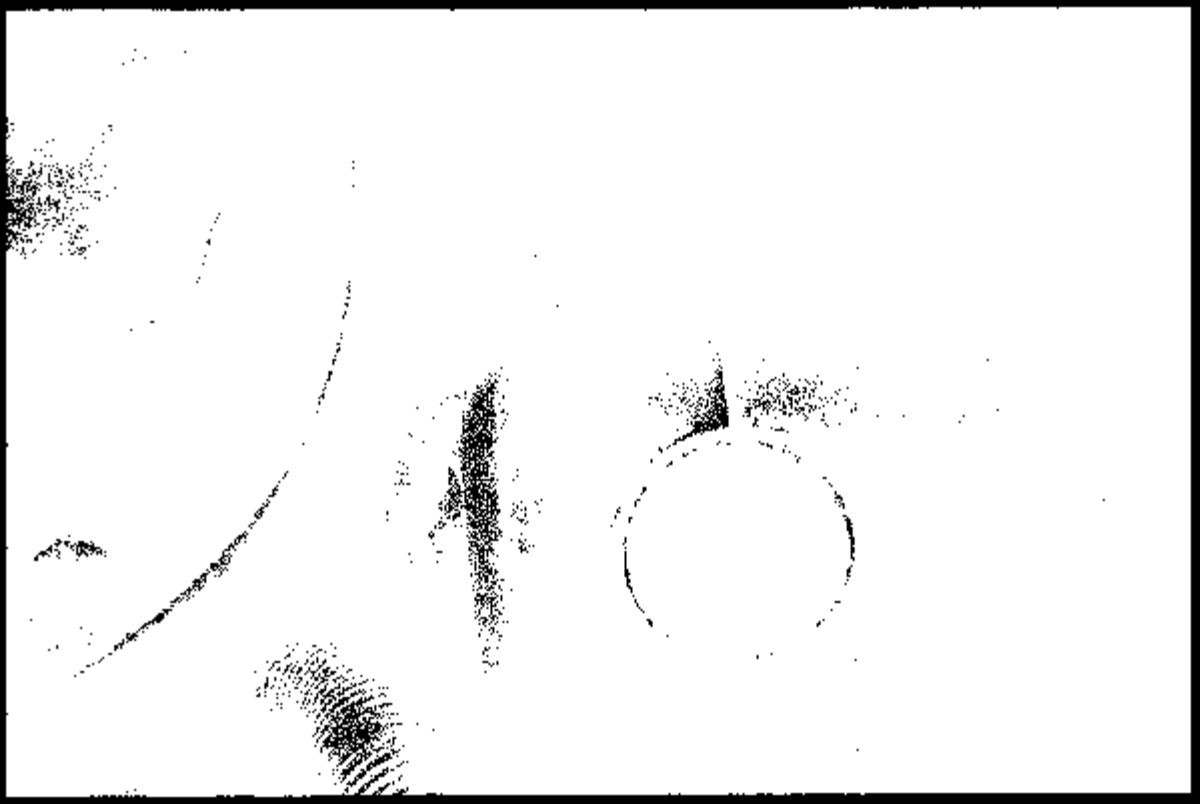
_____
, Notary Public

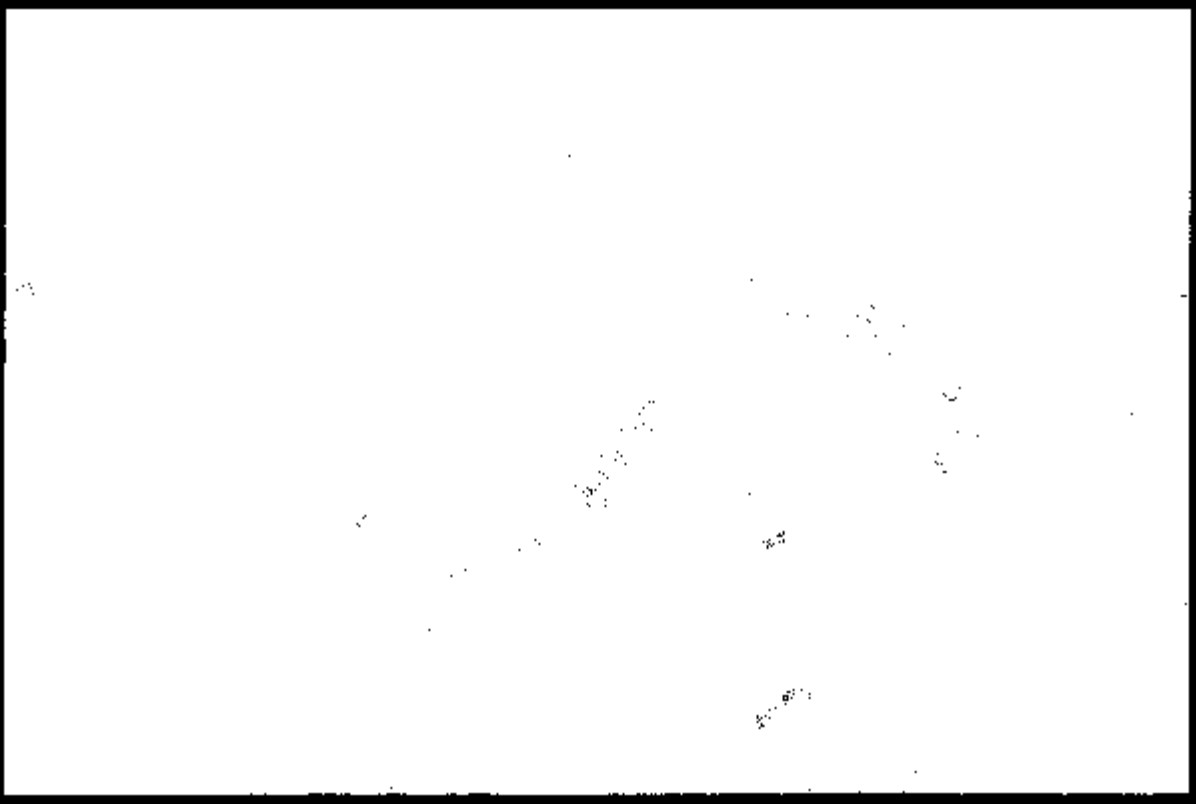
Oakland County, Michigan
My commission expires:

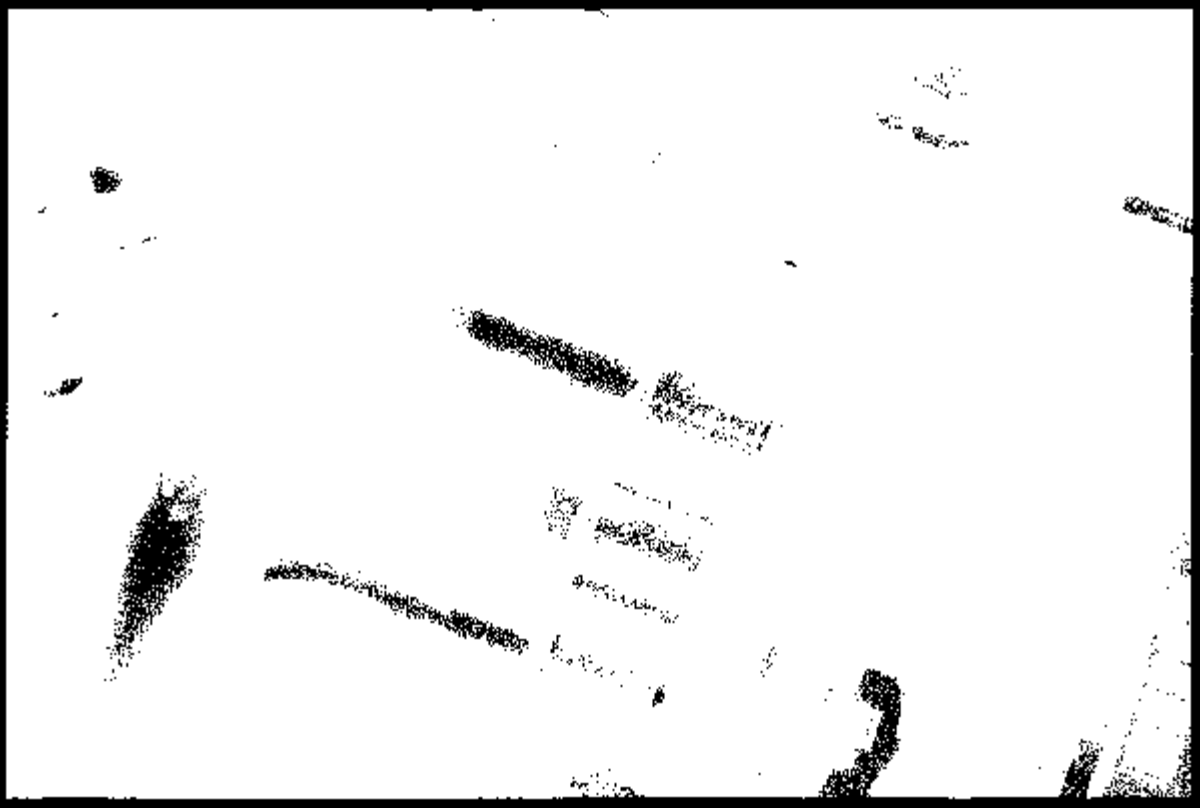


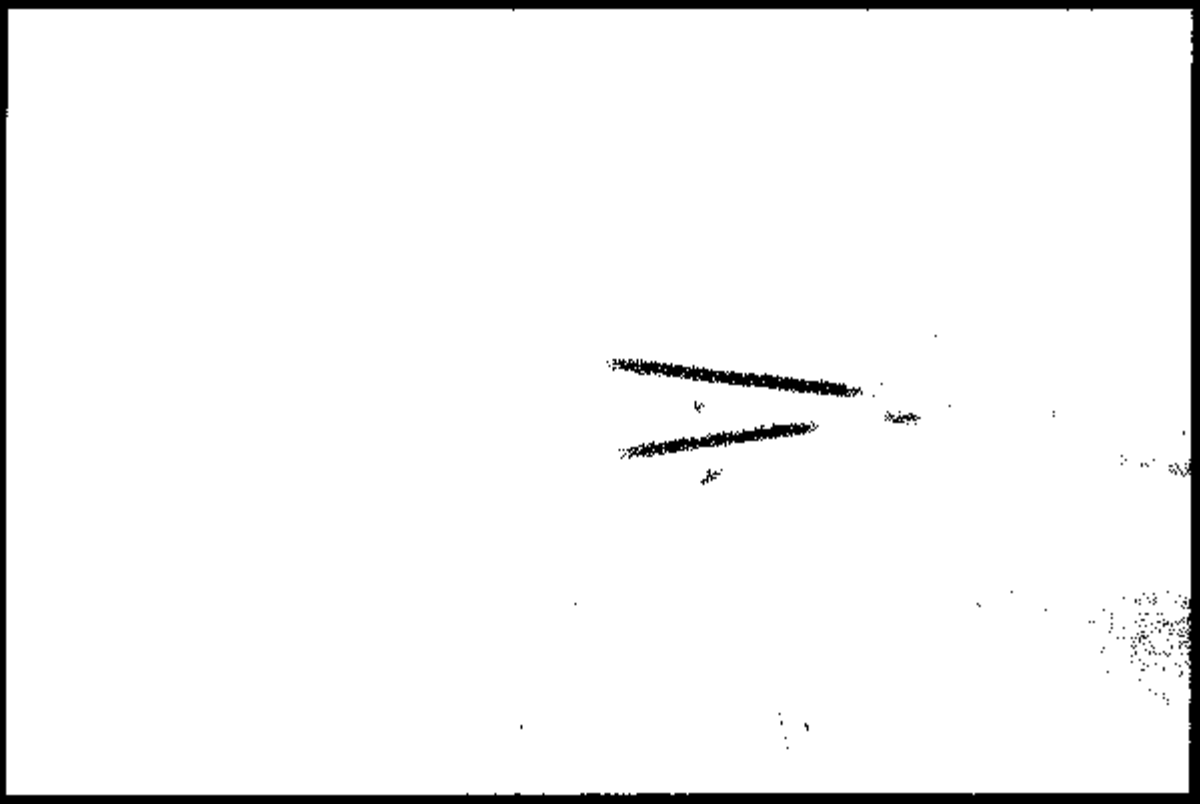


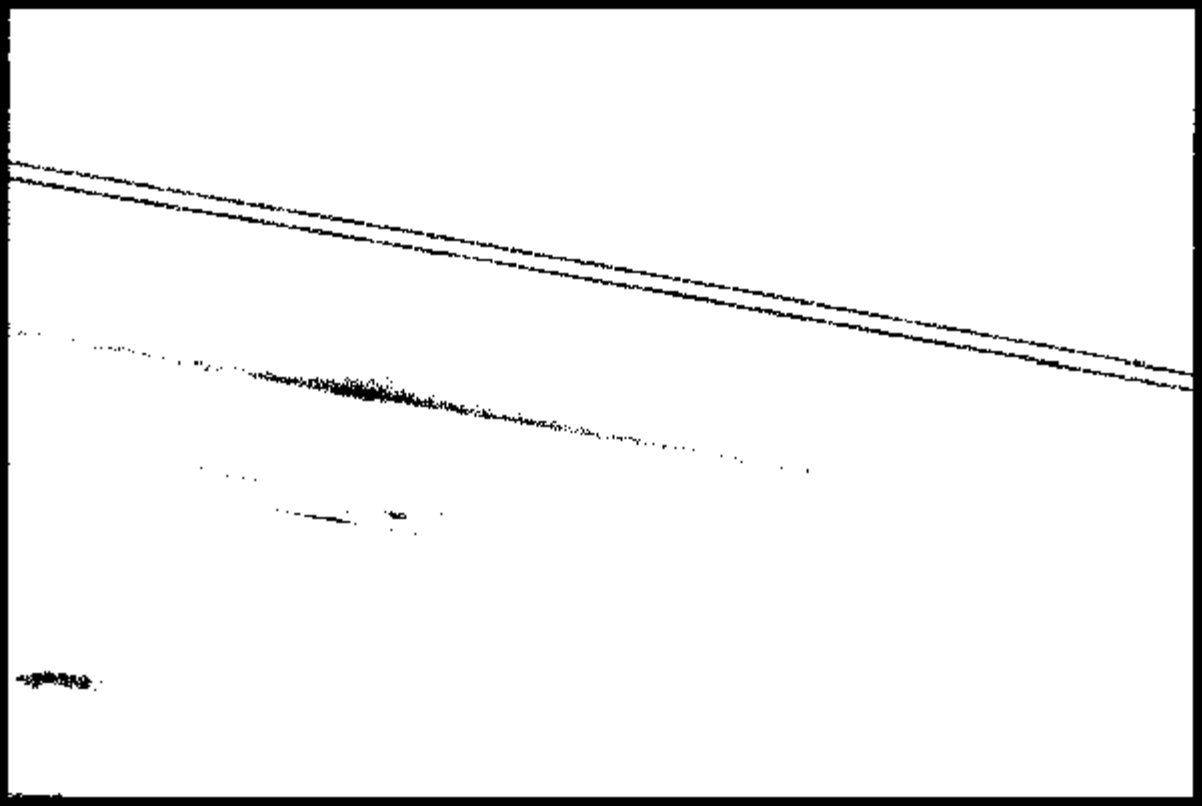


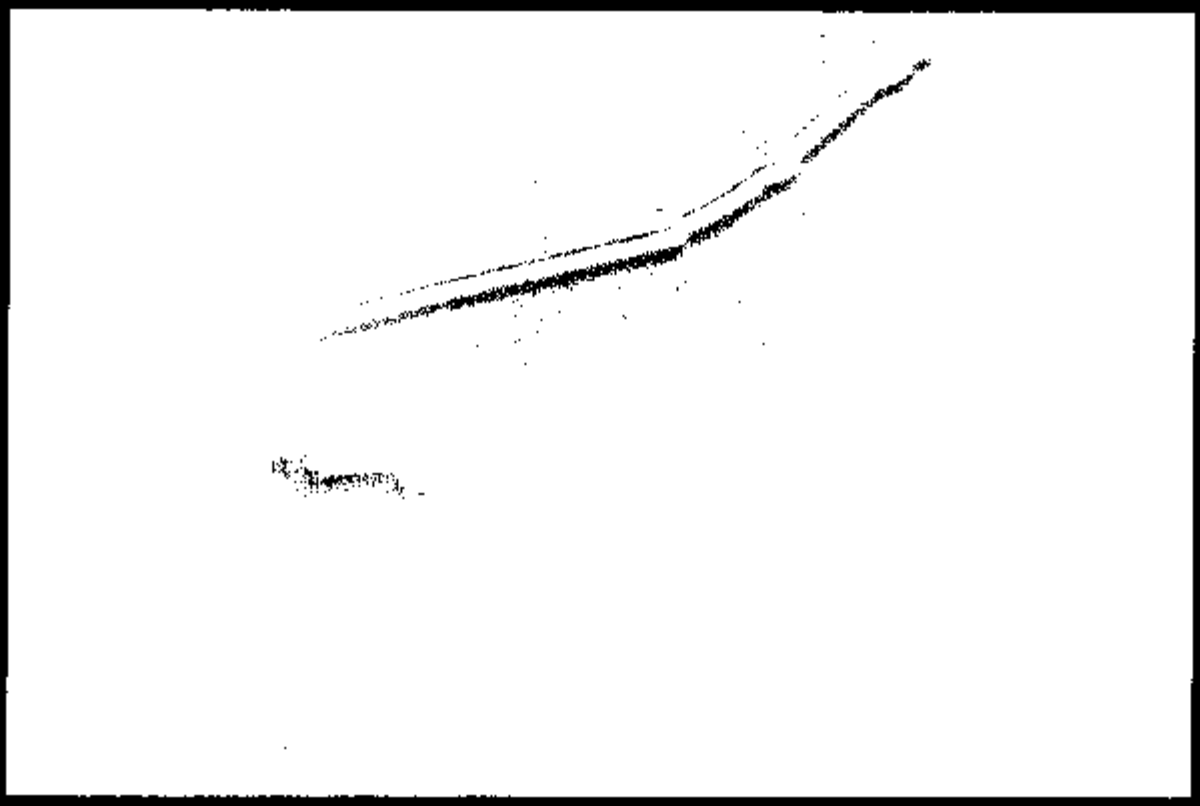


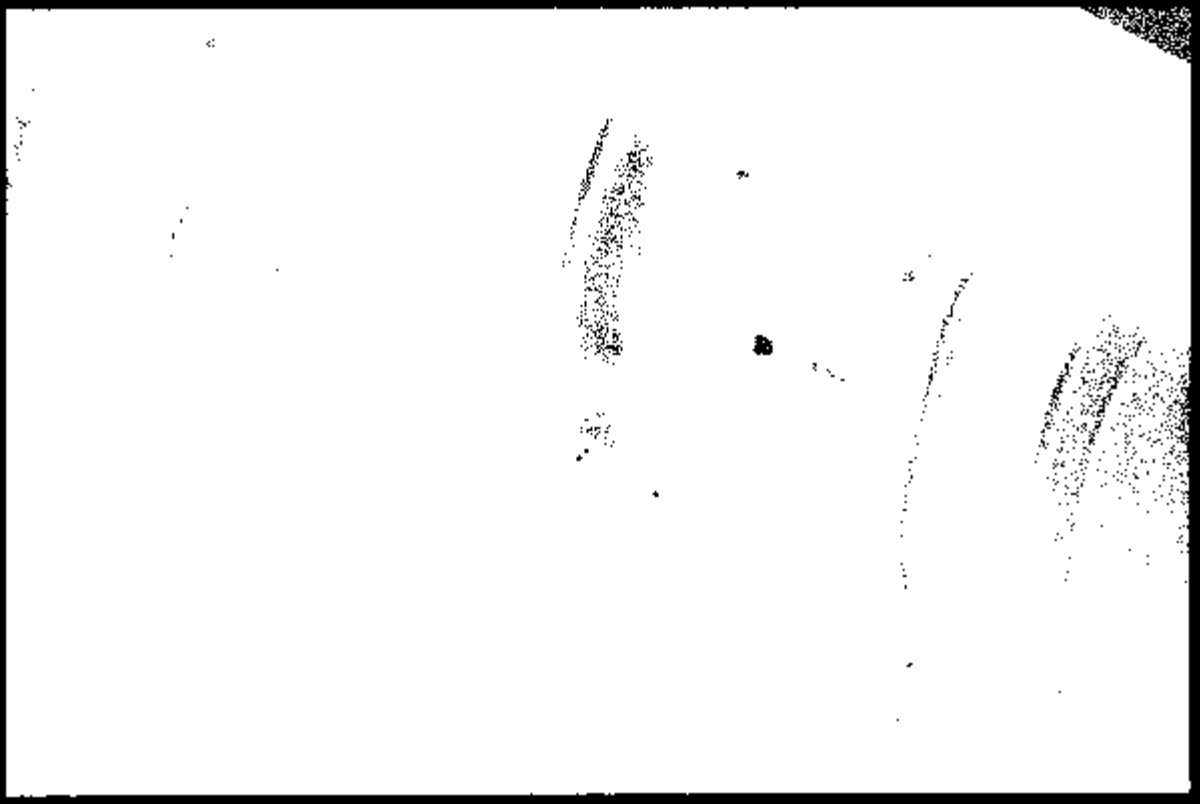


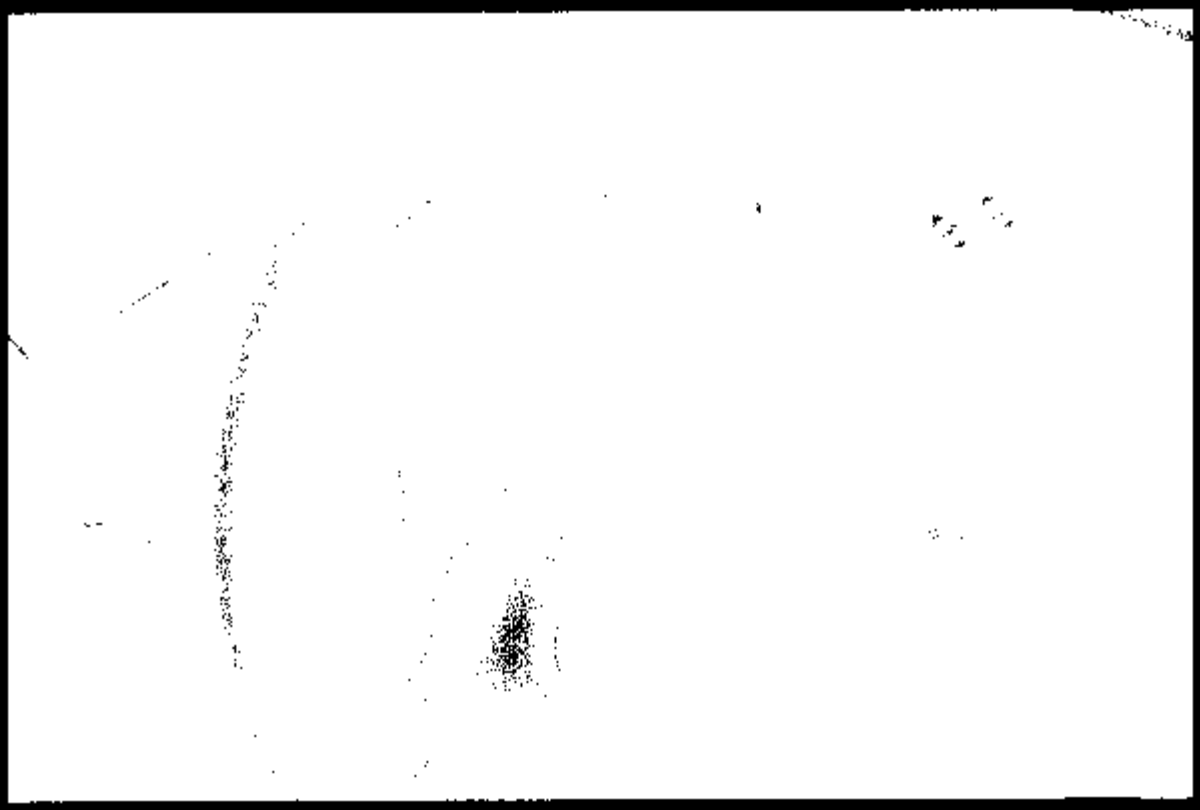


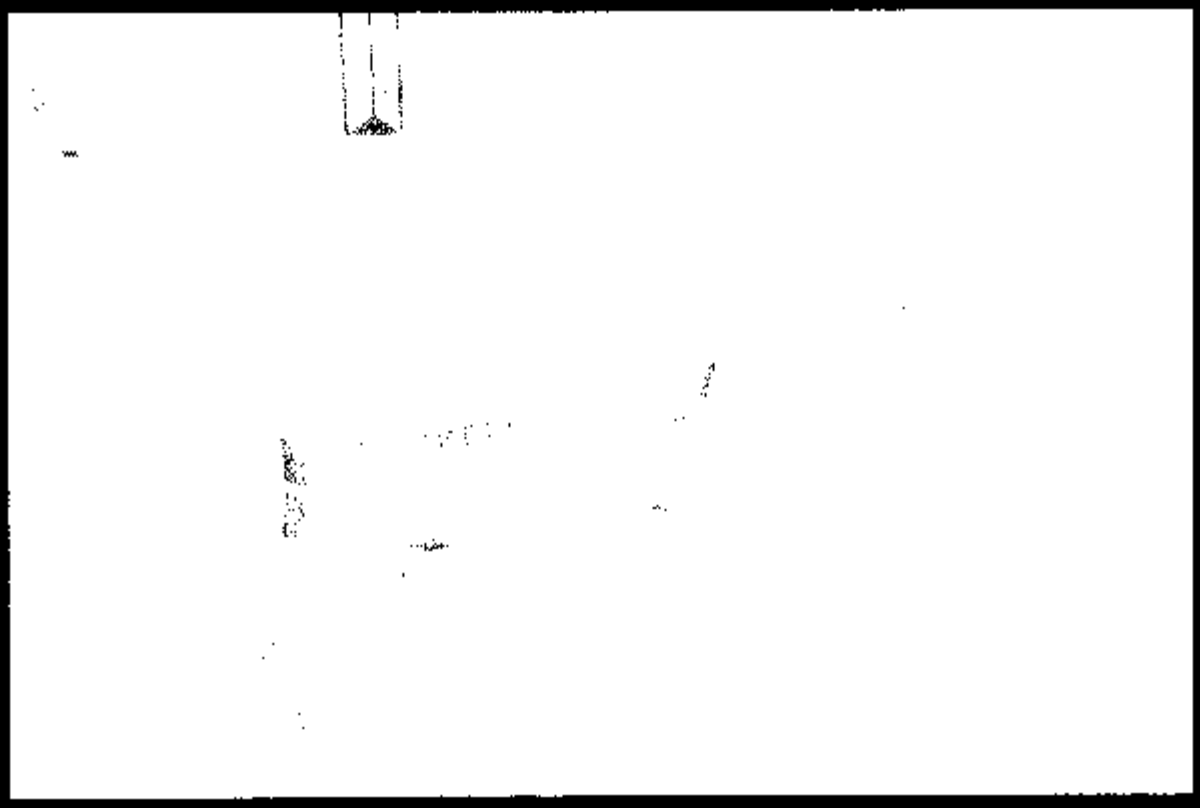


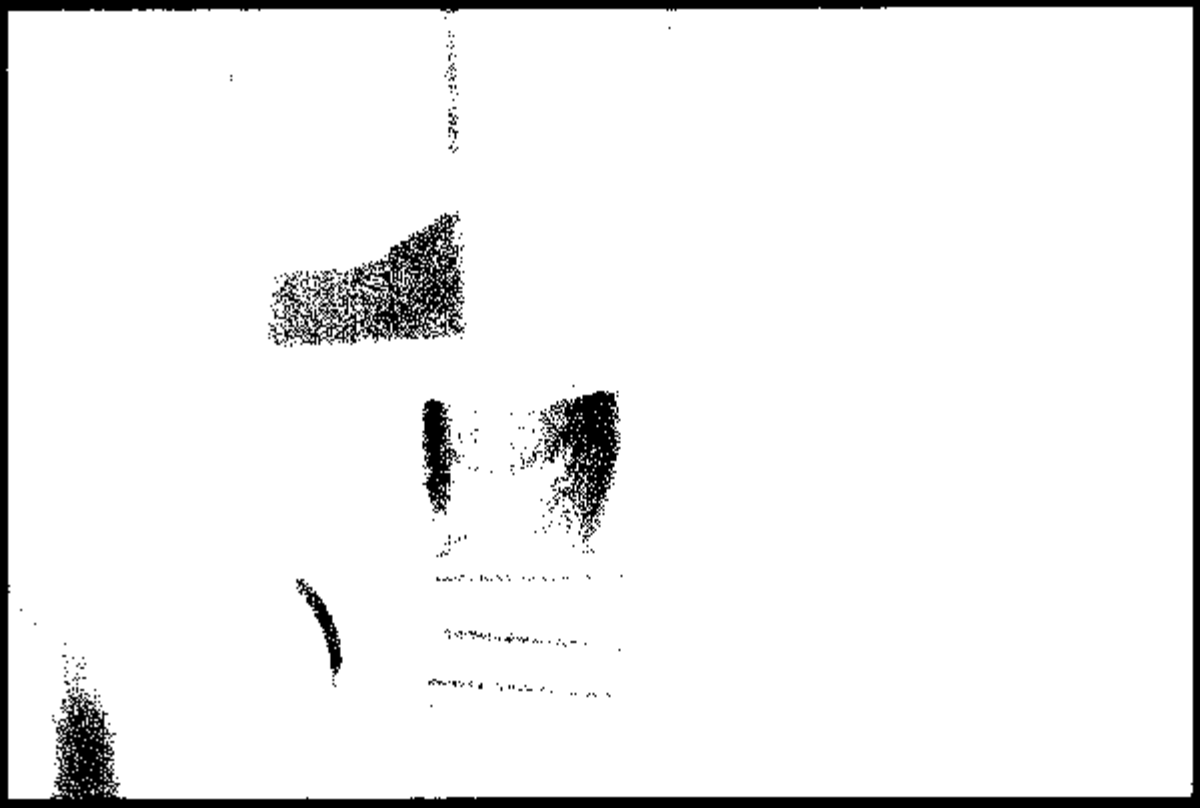


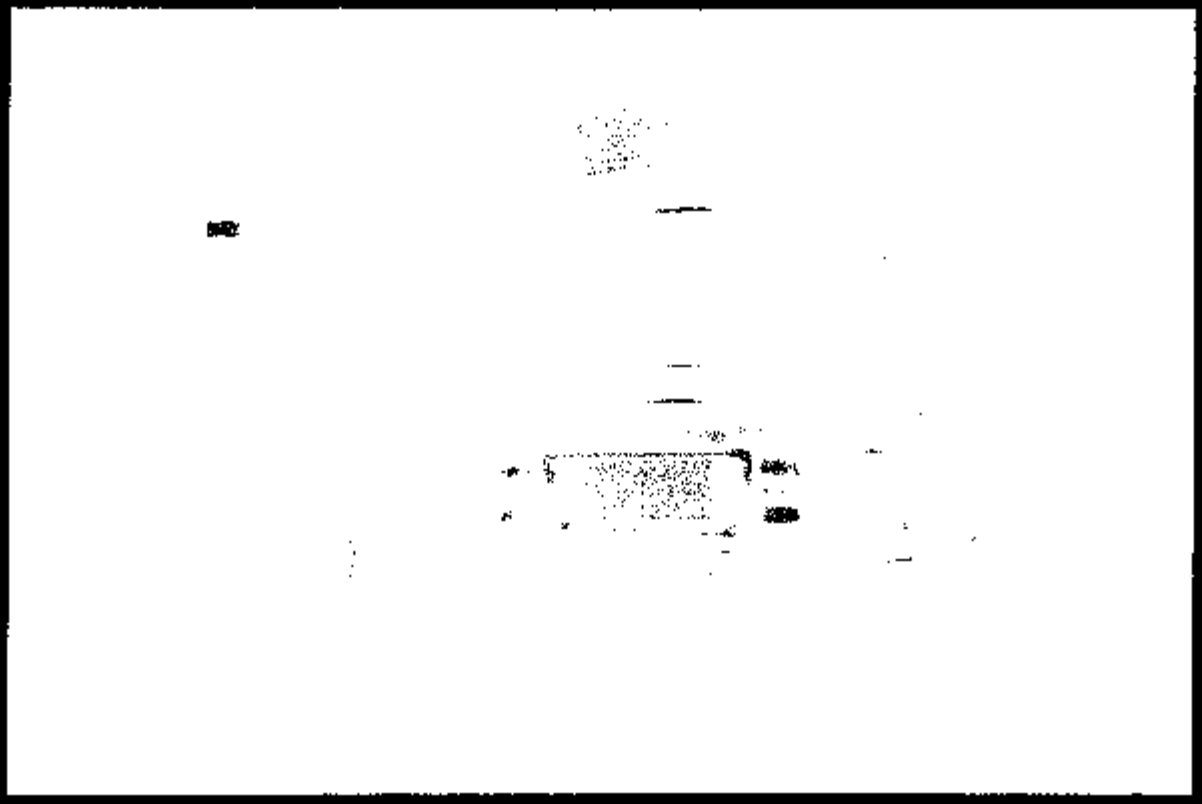


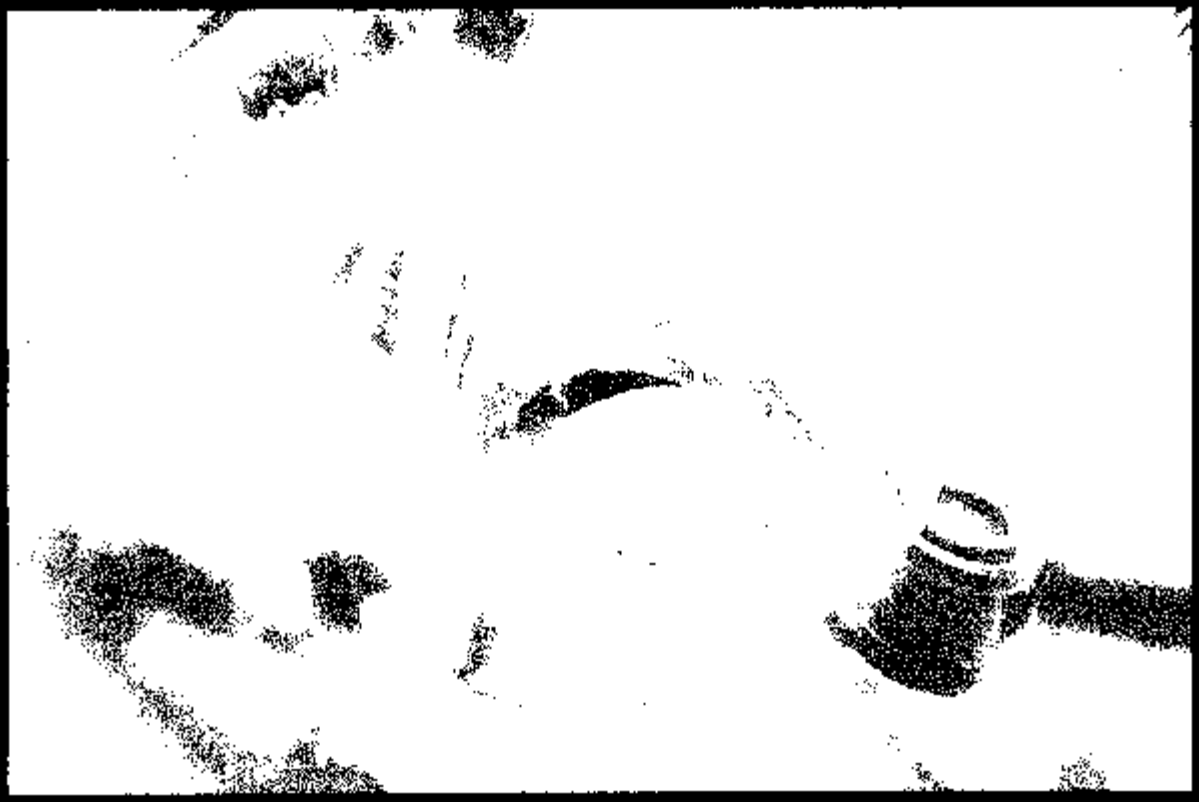


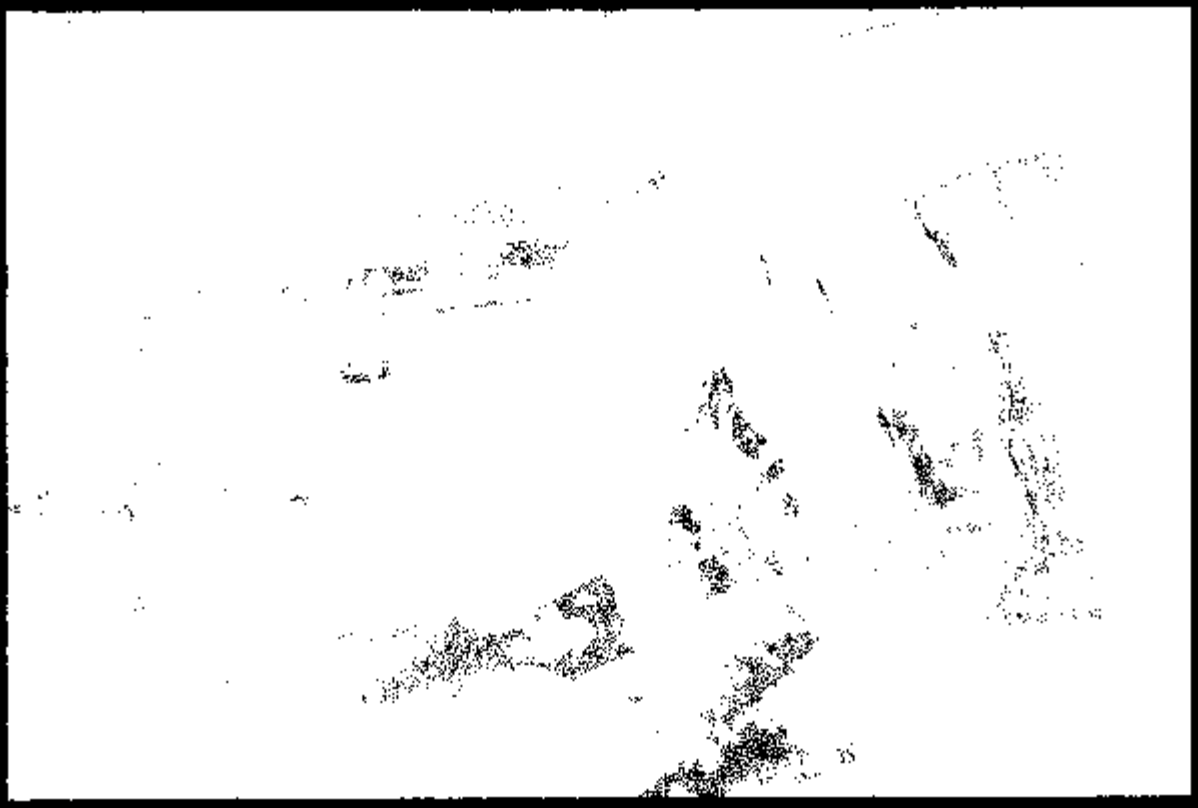


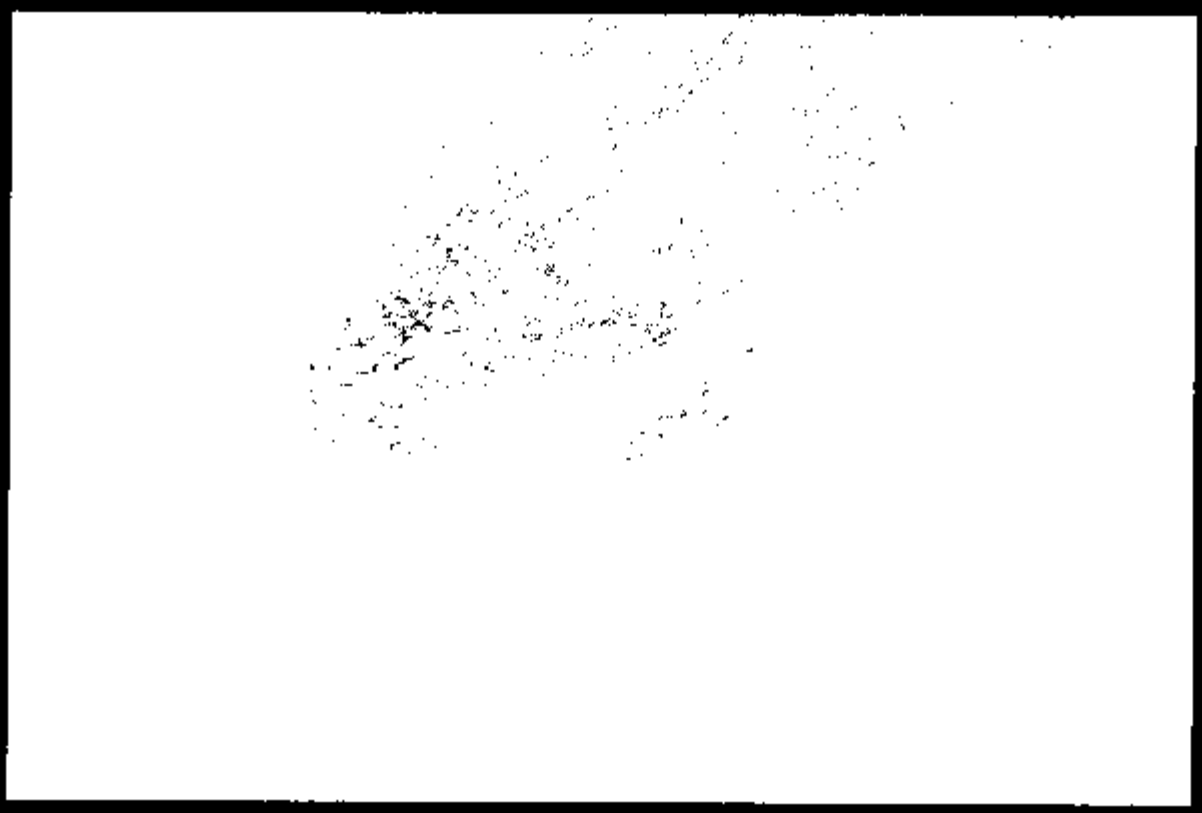


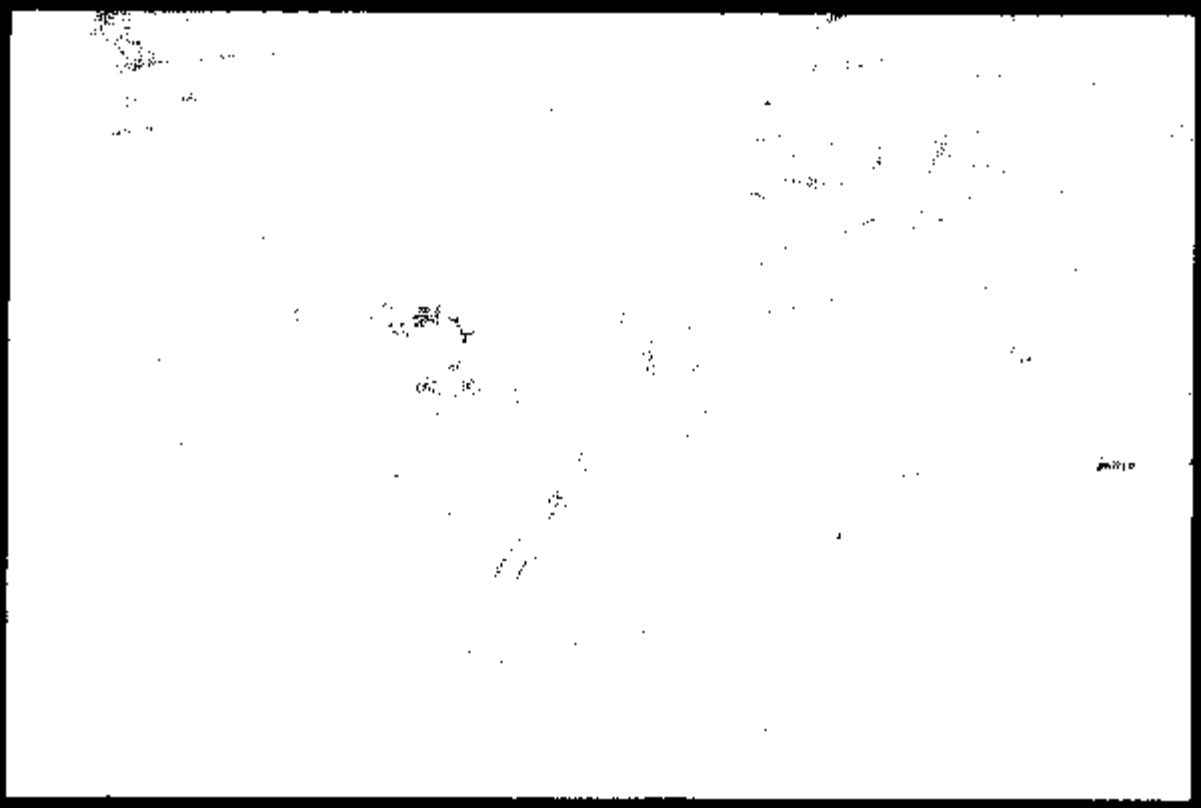


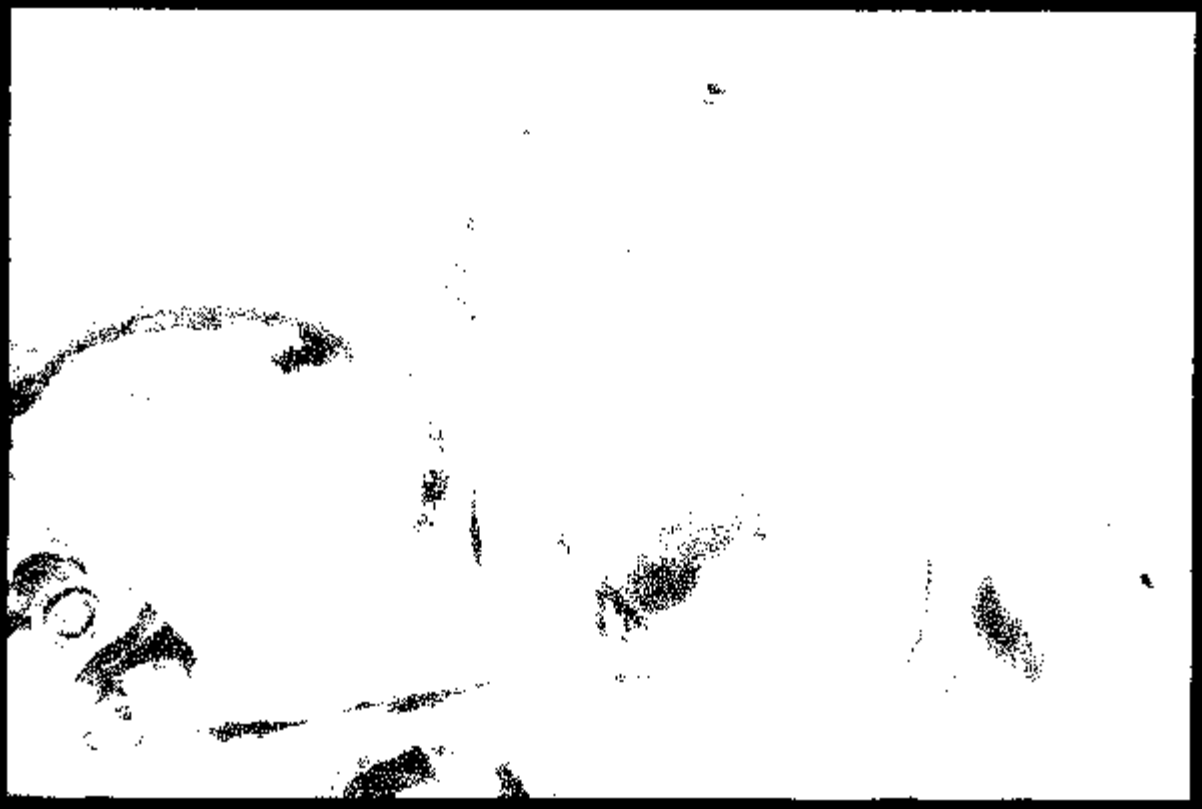


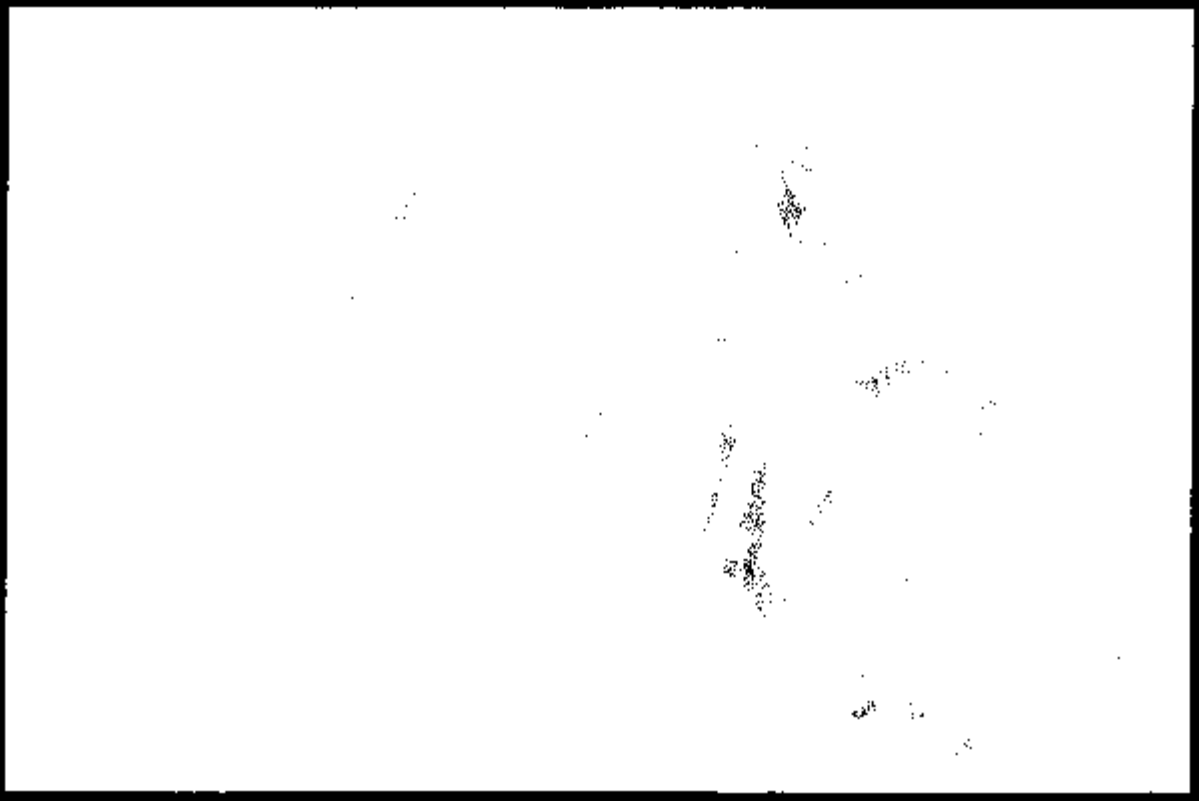


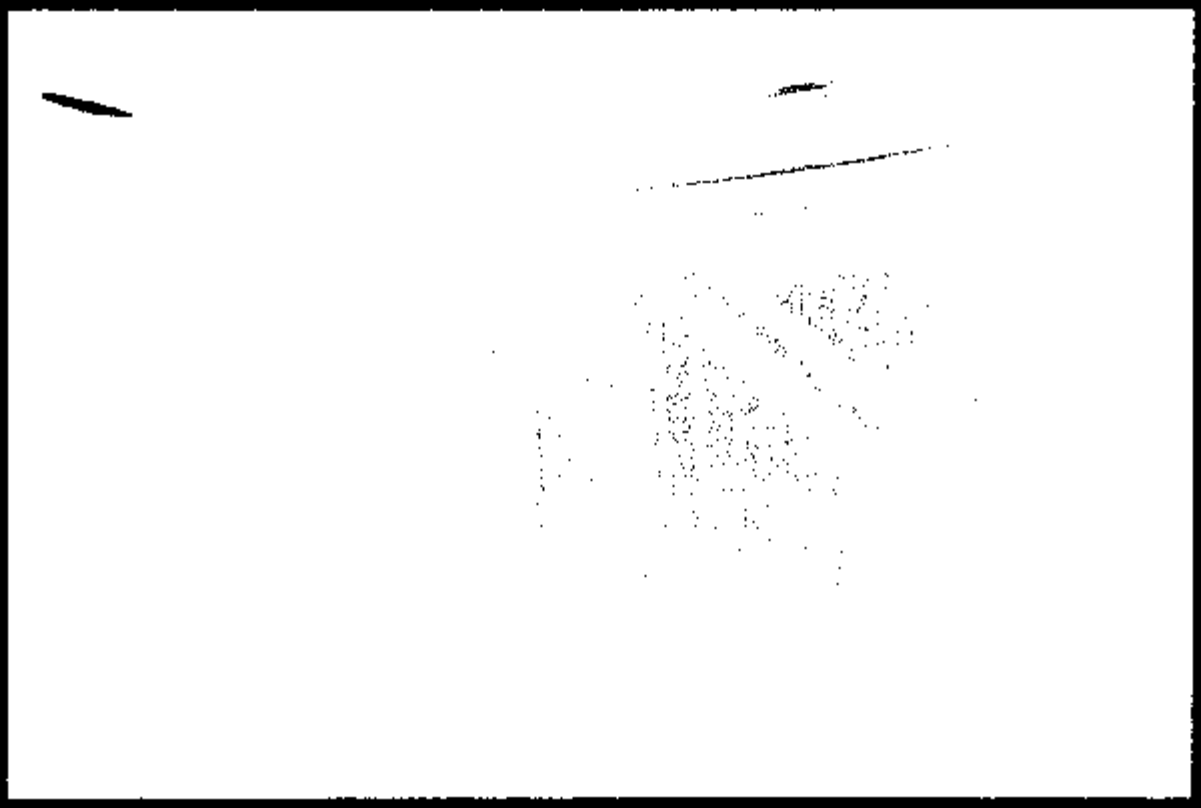


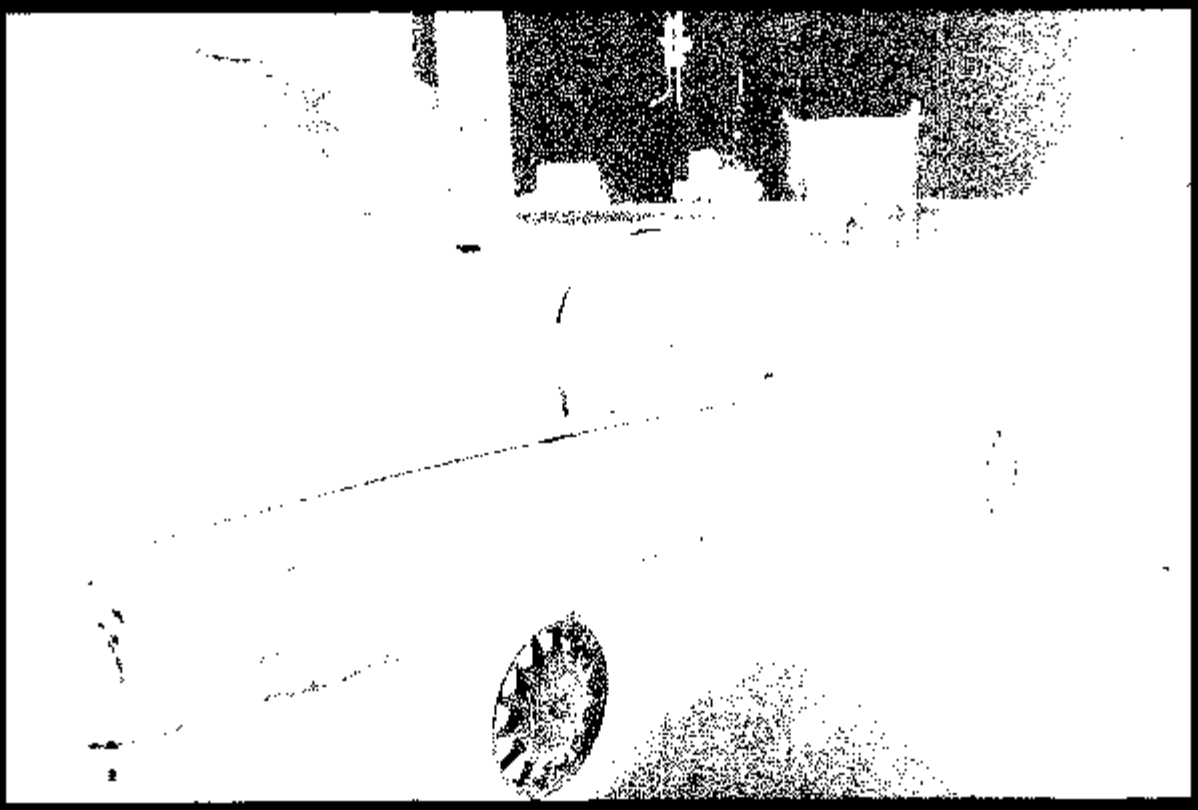


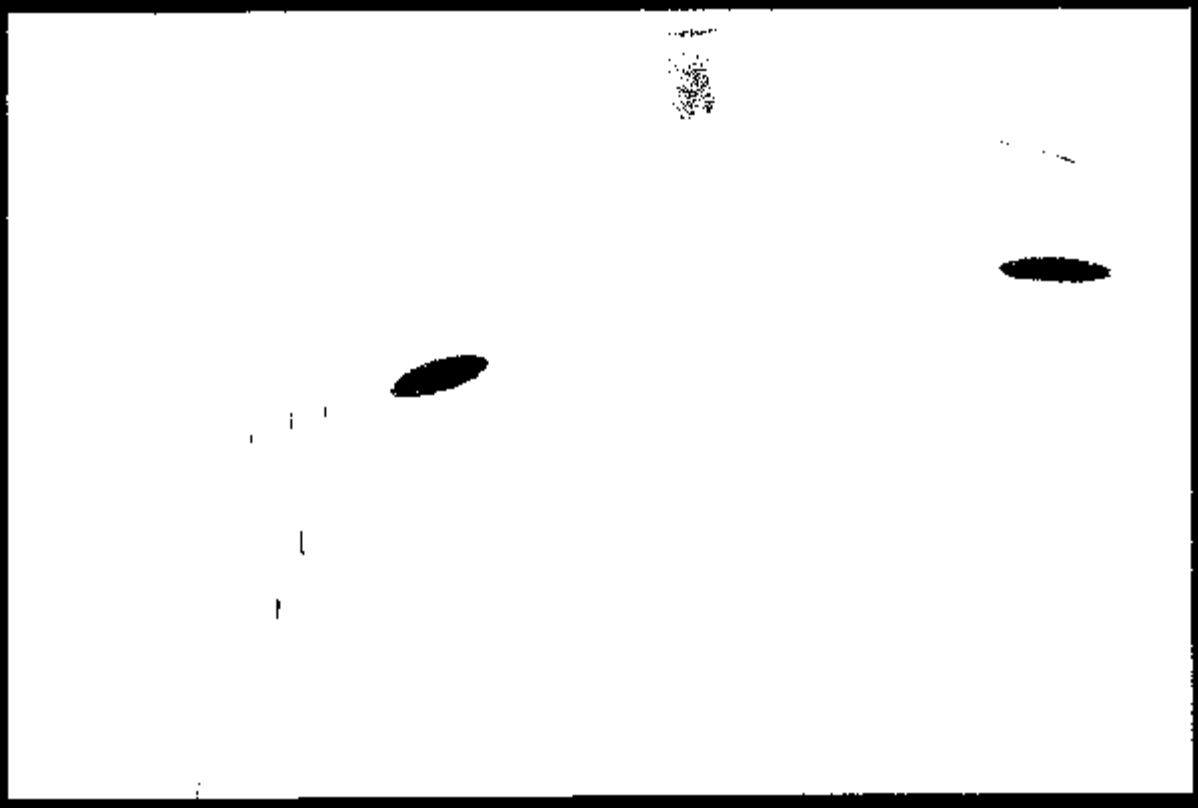


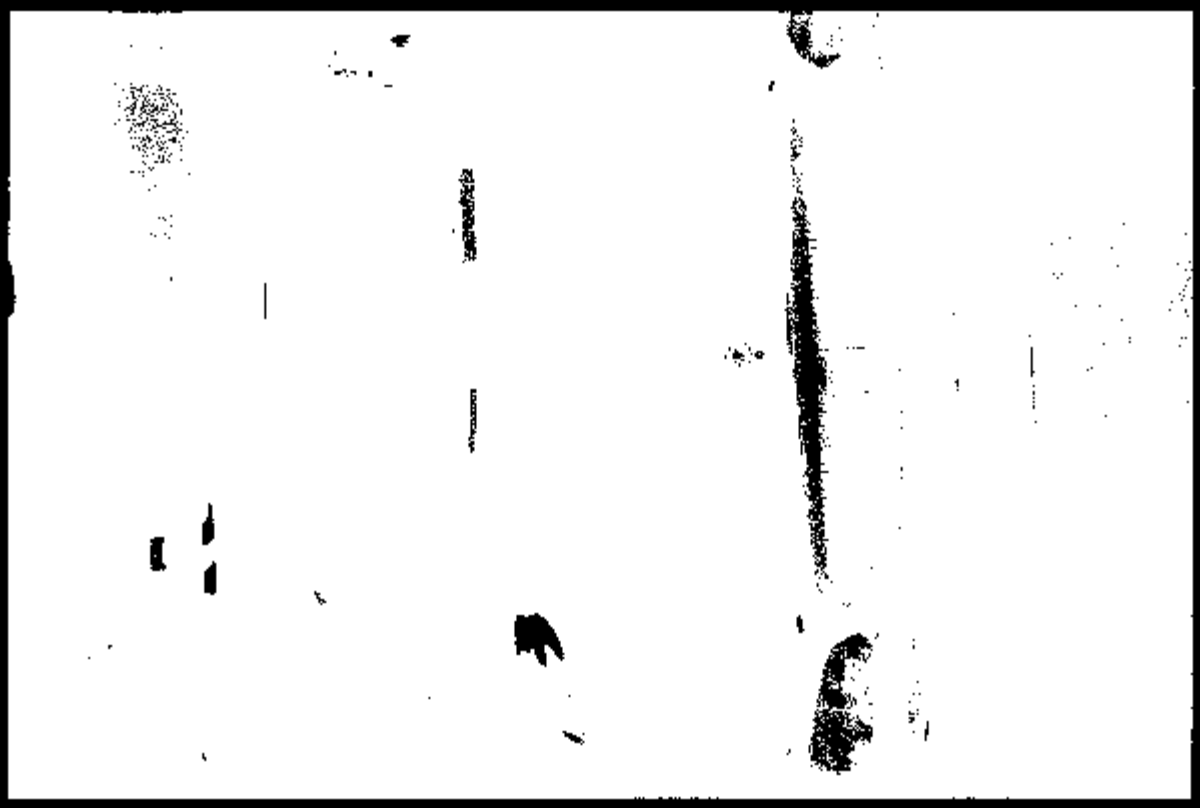


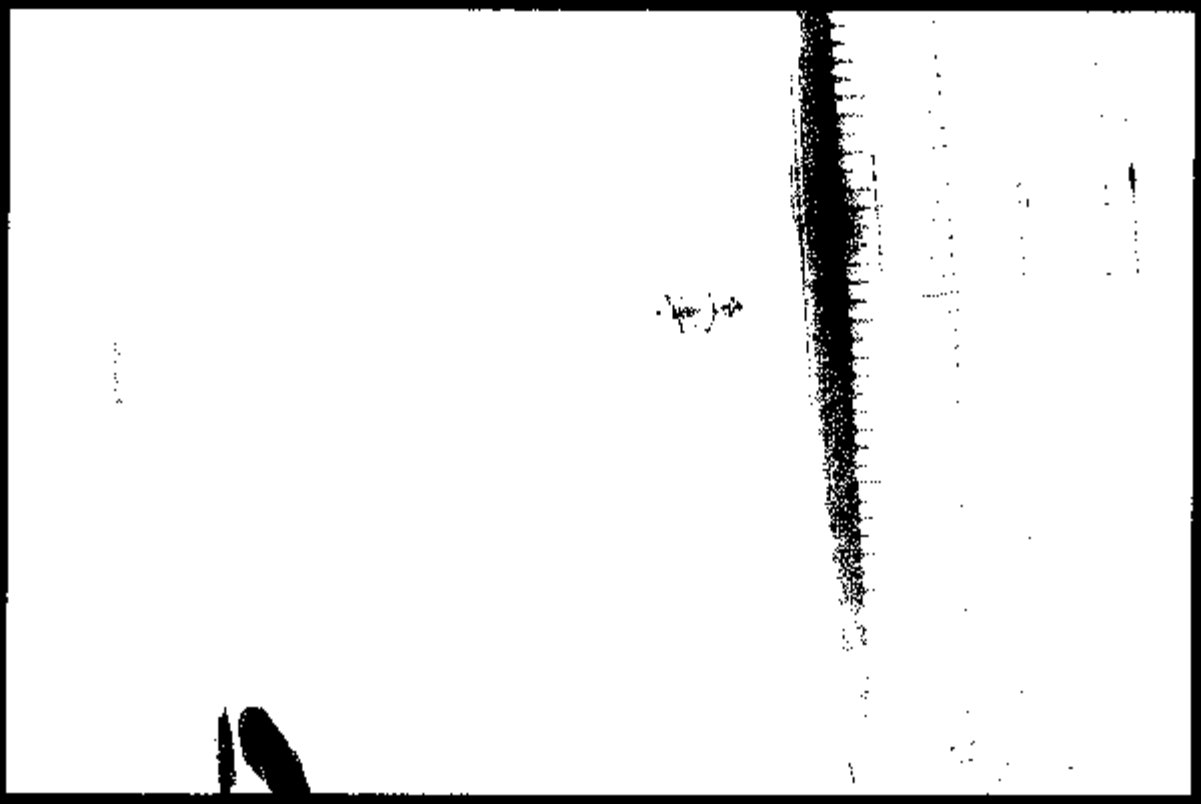












281757 PR08 706
J01-012

BUICK

COMPLETED GM PAR INVESTIGATION

CASE NUMBER:980175319 CUSTOMER NAME:[redacted]
ZONE: 13 INSPECTION: EAA REPRESENTATIVE:J.L. Sasse
DATE OPENED: 102398 CUSTOMER NOTIFICATION DATE:020299

ATTACHED INFORMATION

A) CORPORATE PRINT OF ENTIRE PAR CASE	☒
B) POLICE REPORTS	☒
C) PHOTOGRAPHS	☒
D) SIR DATA	☐
E) SERVICE HISTORY	☐
F) INSPECTION NOTES	☐
G) OTHER:	☐

THIS CASE HAS BEEN REVIEWED AND APPROVED BY THE BUICK BRG COORDINATOR. IT INCLUDES ALL REQUIRED INFORMATION AND ATTACHMENTS, AND ALL REQUIRED FIELDS HAVE BEEN COMPLETED. IT HAS BEEN FORWARDED TO THE PAR TEAM FOR APPROVAL. IF ADDITIONAL INFORMATION IS REQUIRED PLEASE CONTACT THE PAR SPECIALIST FOR FURTHER HANDLING.

Jamie R. Mullins
BUICK PAR SPECIALIST
Jamie R. Mullins

E. D. Thompson
BUICK SUPERVISOR
E. D. Thompson

GM 241 A

GENERAL MOTORS CORPORATION
DIVISION BUICK
ZONE 13 GM FRESNO/MODES
DATE 02/10/99
DESIGNATION CODE FOR TE - 001

INSURANCE COMPANY OFFICE
STREET P. O. BOX 02489
CITY DETROIT

ADDRESS -
STATE: MI ZIP: 48290

RE: CLAIMANT [redacted]

DATE OF INCIDENT 10/22/98

GENTLEMEN:

FORM GM1241 (PAGES 1-3) ARE 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.

WE HAVE CHECKED THE ABOVE LISTED ITEMS BASED UPON THE INFORMATION WE HAVE AT THIS TIME. IF YOU DO NOT AGREE, OR IF SUBSEQUENT FACTS COME TO YOUR ATTENTION WHICH MODIFY THE ADVISABILITY OF A DIFFERENT APPROACH, WE WOULD APPRECIATE BEING ADVISED PROMPTLY.

FUTURE CLAIM ACKNOWLEDGEMENTS TO:

( ) 1. THE UNDERSIGNED
ADJUSTOR
[illegible]

FURTHER INQUIRIES REGARDING THIS CLAIM SHOULD BE DIRECTED TO:

(X) 1. THE UNDERSIGNED
ADJUSTOR
[illegible]

[illegible] TO THE BY [illegible] (2) AND (3) REPORT, THE FOLLOWING ENCLOSURES [illegible] INCLUDE 14 MANY.

VERY TRULY YOURS,

GENERAL MOTORS CORPORATION

E.D. THOMPSON
ADDRESS: [illegible] DRIVE SUITE 450
CITY : TROY STATE: MI ZIP 48098 3600
BY : BAD SUPERVISOR (TITLE:

	1241A,1241-1, 1241-2,1241-3	ATTACHMENTS	PHOTOGRAPHS
1. SENT TO INSURANCE OFFICE	ORIGINAL	ORIGINAL	ORIGINALS
2. SENT TO GM CENTRAL OFFICE	2ND COPY	1 COPY	VERIFIED
3. SENT TO REGIONAL OFFICE	3RD COPY	1 COPY	----------

CASE REF #
9801753[illegible]

AUTOMOTIVE DIVISION COMPLETING REPORT

REPORT OF PRELIMINARY INVESTIGATION

DESIGNATION CODE

SERIOUS INCIDENTS SHOULD BE IMMEDIATELY REPORTED BY TELEPHONE TO THE NEAREST [illegible]

DATE OF INCIDENT [illegible]/22/[illegible] HOUR [illegible]:03

I OWNER - CLAIMANT

NAME OF OWNER [redacted] [redacted] AGE [illegible]
ADDRESS 261 WEST SUSSEX
CITY SEWELL STATE NJ ZIP [redacted] PHONE NO. [redacted]

NAME OF DRIVER SAME AGE
ADDRESS
CITY STATE ZIP PHONE NO. - -

NAME OF CLAIMANT SAME AGE
ADDRESS
CITY STATE ZIP PHONE NO. -

II VEHICLE

MAKE BUICK VIN [illegible]1V[illegible]8923 YEAR [illegible] MODEL LESABRE LIMITED
TAG # STATE AXLE 2.54 ENGINE 3.8L V6 MILEAGE [illegible]
DATE OF ACC. [illegible]/[illegible]/97 REPORTED OR DEMO ? LICENSE NO. STATE
[illegible] BUICK-PONTIAC-GMC, INC.
[illegible]
STATE NJ ZIP [illegible]
[illegible]

[illegible] DESC OF VEHICLE

[illegible] VEHICLE REPAIRED OR TO BE REPAIR

[illegible] AMOUNT OF [illegible] TO VEHICLE.
[illegible]

ESTIMATE COST OF REPAIR [illegible] COPY OF ESTIMATE.
PROBLEM CAUSE [illegible] TAMP PERFORMED: Y/N:
[illegible]

III PROPERTY DAMAGE

NO PROPERTY DAMAGE INFORMATION ENTERED FOR THIS CASE

IV BODILY INJURY

NO BODILY INJURY INFORMATION ENTERED FOR THIS CASE

INVESTIGATION

[illegible] BY [illegible] AND INVESTIGATOR NOTIFIED OF INCIDENT

CALL TO SCRC
[illegible]
[illegible]
LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION)
[illegible] ROAD IN HURTVILLE

[illegible] ROAD CONCRETE X GRAVEL ASPHALT CRUSHED [illegible] DIRT
CONDITION OF ROAD WET X DRY ICY OTHER
[illegible] OF SHOULDER CONCRETE X GRAVEL ASPHALT [illegible] DIRT
CONDITION OF SHOULDER WET X DRY ICY OTHER
NATURE OF WEATHER DRY AND CLEAR
[illegible] OBSTRUCTION (IF ANY DESCRIBE)
NONE
NAME AND ADDRESS OF DEALER WHO TOWED (INCLUDE TOW DRIVER'S NAME), STORED
[illegible] PROVIDED TEMPORARY SERVICE TO DAMAGED VEHICLE
[illegible]
NA
[illegible]
[illegible] VEHICLE BE DRIVEN ONCE'S BODY IS NECESSARY

[illegible] OVER [illegible] ESTIMATE [illegible] MPH
[illegible] ESTIMATE

[illegible]
[illegible] TIRES [illegible]
[illegible] FLAT [illegible] X GOOD FLAT
[illegible] X GOOD POOR FLAT [illegible] X GOOD POOR FLAT
[illegible] TRUCK OR SPARE?
[illegible]

[illegible] OF THE VEHICLE [illegible] ACTION, PROVIDE FOR THE REPAIR OF [illegible]
[illegible]
[illegible] ATTACH COPIES TO ALL R.C.M.P. INVOICES YOU HAVE
[illegible]

[illegible]
[illegible]
[illegible] ADDRESS OF WITNESSES
[illegible]
[illegible] THAT [illegible] OF THE [illegible] MAY BE [illegible]
[illegible]
[illegible]
[illegible] PHOTOS TO A INSURANCE COMPANY OFFICE WITH THIS FORM.
[illegible] NEGATIVES TO CENTRAL HOME OFFICE.
[illegible] REPRESENTATIVE, IF PRESENT, AT THE INVESTIGATION

**********[illegible] VI DESCRIPTION OF CLAIM **********

[illegible] DESCRIPTION AS TO THE INCIDENT [illegible] AND THE STATEMENT OF CAUSE.
[illegible] THAT WHILE I TOOK TO [illegible]
[illegible] FOR A CLEANING AND THE [illegible] IN THERE SAID EVERYTHING WAS O.K.
[illegible] DRIVE FOR LESS THAN 10 MILES AND GOT OUT OF IT AT THE [illegible] MARKET.
[illegible] ON THE [illegible] I GOING. [illegible] THE ROAD
[illegible] STARTED TOWARD [illegible]

[illegible] SPEED [illegible]
[illegible] DOUBLE OF [illegible] DESCRIPTION.

[illegible] INSPECTED? [illegible]
[illegible] IDENTIFY ALL PARTIES [illegible]
[illegible] VEHICLE COMPONENTS ARE ALLEGEDLY DEFECTIVE?
[illegible] COMPONENT

[illegible] ALLEGATION OF DEFECT [illegible]
IF THE ALLEGED DEFECTIVE PART HAS BEEN REMOVED FROM THE VEHICLE, INDICATE EXACT [illegible], PRESENT LOCATION AND WHO IS CUSTODIAN.

INFORMATION FROM FURTHER INVESTIGATION OF INCIDENT, INCLUDING EXAMINATION OF VEHICLE AND SCENE OF INCIDENT. BMD DOES NOT ASUME RESPONSIBILITY FOR THE INCIDENT. THE INVESTIGATION DID NOT SUPPORT A MANUFACTURING DEFECT. CASE WILL BE FORWARDED TO ESIS FOLLOWING THE APPROVED CLOSE.

GENERAL COMMENTS
*** VEHICLE INSPECTION ****

FIRE DAMAGE SPREAD TOWARD BULKHEAD PRIOR TO PARKING. AREA (HOT SPOT) [illegible] PLENUM COVERAGE [illegible] AND PLASTIC [illegible].
[illegible] MATERIAL [illegible] INTAKE AND CYCLE WEARD AREA. HOT SPOT [illegible] INSIDE. INVESTIGATOR CLEAN EXTERIORS. MELTED PLASTIC INDICATES 3 MONTHS [illegible] INSULATION. UNDERCOVER IS MELTED. UNABLE TO DETERMINE IF ACCIDENT PIERCED [illegible] OR HOSE.

*** VEHICLE INSPECTION ***
LEFT AND RIGHT SIDE EXTERIOR: NO DAMAGE
FRONT AND REAR EXTERIOR: NO DAMAGE
[illegible] INNER & OUTER PANELS: NO PAINT DAMAGE.
[illegible] STEP AND DECKLID, INNER AND OUTER PANELS: NO DAMAGE.
[illegible] USED [illegible] WEIGH [illegible].
[illegible] FILTER, [illegible] LEVEL/HOSE, CONNECTIONS & O-RINGS: YES BURN.
[illegible] TO [illegible] YES, LIGHT.

[illegible] TO [illegible] BATTERY [illegible]
[illegible]
[illegible] ALL: OK, NOT AFFECTED.
[illegible] SYSTEM. NORMAL.
[illegible] WITH IS ALLEGED TO BE DAMAGE: AREA OF FORWARD ENGINE -INJECTORS [illegible].
[illegible] ON VEHICLE WHICH IS ARE AFTER-MARKET: NONE
[illegible] OF VEHICLE WHICH IS A MODIFICATION: NO
[illegible] ON VEHICLE WHICH IS UNLEGAL, IF OUT-OF-PLACE ETC:
[illegible] LEAVES AND PAPER [illegible] UNDER PLENUM COVER.

ENGINE COOLANT: FULL
[illegible] FULL TO [illegible] ACCORDING TO SERVICE STICKER.
TRANSMISSION FLUID: FULL
POWER STEERING FLUID: FULL
BRAKE FLUID: FULL
[illegible] ELECTRICAL CONTROLS WHICH ARE IN THE ON POSITION [illegible] OF OTHER [illegible], BATTERY [illegible].

[illegible] ALL WIRE AND SPKT PLUGS TIED, ENGINE BLOWN.

WIRING INSULATION AT FUSE BLOCKS: GOOD.
FUSIBLE LINKS: GOOD
SPARK PLUG WIRING AND BOOT CONDITION: PART OF PLUG WIRES UNDER PLENUM COVER
[illegible].
FUEL FILLER NECK FREE: RESTRICTOR IN PLACE YES
LOCATION OF FUEL FILLER CAP: ON VEHICLE
[illegible] ENTER: NO TAMPER.
POSITION OF WINDOWS: ALL IN UP POSITION.
[illegible] WAS MATTER LEFT WITH CLAIMANT?
INSPECTOR ADVISED NO DEFECT WAS FOUND
AND GMC WILL NOT ASSUME RESPONSIBILITY FOR THE INCIDENT. J. MULLINS

****

DATE OF INVESTIGATION. 102795 PRINTED NAME J. L SASSS
DATE SIGNED _____ SIGNED _____

DIVISIONAL REPRESENTATIVE COMPLETING INVESTIGATION - GENERAL MOTORS CORPORATION

CASE REF. # [illegible] CUSTOMER INFORMATION

TITLE : MR.
FIRST : [redacted] MI: LAST : [illegible]
STREET : [redacted]
CITY : SEWELL ST: NJ ZIP : [redacted]
H PHONE: [redacted] B PHONE:
COMPANY:

VEHICLE-DEALER INFORMATION

VIN : 1G4HR52K1VH618723 DEL DTE: 08 12 97
YR MDL : 1997 HR LESABRE LIMITED MILEAGE: 21941
DEALER : O'NEIL BUICK-PONTIAC-GMC, INC. IN/DLR : 15 35582
CITY : WOODBURY STATE : NJ

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 : 001
STOCKHOLDER : N (Y/N) GM EMPLOYEE : N (Y/N)
DLR SVC DISTRICT: 01
PART DELAY START: PART DELAY END :
DATE OPEN DATE : 10 22 98 SCRAP DATE :
FAULT AR CODE : DAD CRS LOC: 1241
[illegible] [illegible] DATE
CORP CASE # :
FILE RETENTION : 00 CENTRAL FILE Y (Y/N)
LAST ALTERED ID : BCEES LAST ALTERED DATE 10 22 98

CASE CLOSING INFORMATION

FILE RETENTION : 00 CENTRAL FILE : Y (Y/N)
DLR CONTACT DATE : 02 22 99 DLR CONCLUSION DATE: 02 22 99
CLOSING DATE : 02 22 99 RESPONSIBLE DLR :
CO REVIEW CLOSE : 377LR CO REVIEWED : (Y/N) DATE:
REGN REV CLOSE : REGION REVIEWED : (Y/N) DATE:

[illegible] CSE COMMENTS
[illegible] INVESTIGATION
SEE FIR INVESTIGATION

[illegible] FIRE HAZARDLESS / ELECTRICAL THERMAL EVENT
SEE FIR INVESTIGATION

GENERAL COMMENTS

USER: [illegible] DATE: 10/22/98 TIME: 11:53
0001/ 1 10/22/98
0001/ 2 CC:MIKE CARTY 609 456 7807
0001/ 3 CSR: BILL KING [illegible]
0001/ 4 ORIGINAL OWNER NO GMPP PER VIBB MILEAGE PER DLR
0001/ 5 BCRC RECEIVED CALL FROM CC AT O'NEIL BUICK [illegible] OWNERS VEH
0001/ 6 TOWED TO DLR WEDNESDAY, 10/21/98, AT APPROX 10:53 A.M. OWNER WAS IN
0001/ 7 A STORE WHEN SOMEONE ADVISED HIM HIS PARKED VEH HAD BROKE COMING FROM
0001/ 8 UNDER THE HOOD. VEH IS CURRENTLY AT DLR. CC DOES NOT BELIEVE ANYONE
0001/ 9 WAS INJURED. IT APPEARS SOMEONE PUT OUT A FIRE IN VEH ENGINE COMPART-
0001/10 MENT WITH A FIRE EXTINGUISHER. CC STATES FUEL INJECTORS, FUEL INJEC-
0001/11 TION RAIL, FUEL INJECTION WIRING, ENGINE WIRING HARNESS, THROTTLE
0001/12 BODY, AND UPPER INTAKE MANIFOLD WERE DAMAGED BY FIRE. CUST IS CURR-
0001/13 ENTLY IN A RENTAL VEH.
0001/14 BCRC ADVISED: COMMENTS DOCUMENTED. INFO WILL BE FORWARDED TO BRC
0001/15 AND SOMEONE FROM BRC WILL BE IN TOUCH WITH CUST *CONT*

USER: BSCCB DATE: 10/22/98 TIME: 11:58
0002/ 1 10/22/98*CONT*
0002/ 2 [illegible] DLR WITHIN THE NEXT 24/48 HRS. CC ASKED WHAT HE SHOULD DO WITH
0002/ 3 THE VEH UNTIL THEN. BCRC SUGGESTED LEAVING THE VEH ALONE UNTIL CC
0002/ 4 [illegible] FROM BRC.
0002/ 5 EDDIE LENTON/DENISE BRUN X2747 VMS 39927

USER: [illegible] DATE: 10/22/98 TIME: 12:04
0003/ 1 10-22-98
0003/ 2 BCRC RECEIVED CALL FROM CUST STATING DLR TOLD HIM HE SHOULD CALL &
0003/ 3 GIVE US ANY NECESSARY INFORMATION. CUST STATES HE WAS AT DLR YESTERDAY
0003/ 4 FOR [illegible] CUST STATED DLR [illegible]
0003/ 5 CONDITION WAS IN [illegible]. CUST STATED DLR [illegible]
0003/ 6 THAT CUST THEN LEFT WITH VEH. CUST STATES HE DROVE APPX 10 MILES TO
0003/ 7 [illegible]
0003/ 8 DLR IS WAITING FOR BRC RESPONSE. BCRC ADVISED CUST OF DOCUMENTATION
0003/ 9 [illegible]
0003/10 BCRC BETHANY KING 8-282-2771 X2713

USER: [illegible] DATE: [illegible] TIME: [illegible]
0004/ 1 [illegible]
0004/ 2 [illegible] GROUP HAS [illegible] TO THE CUSTOMER. BASED ON THE
0004/ 3 ALLEGATIONS A FAR INVESTIGATION HAS BEEN INITIATED.
0004/ 4
0004/ 5 PLEASE REFER ALL COMPLAINT RELATED [illegible] THIS CASE TO THE
0004/ 6 BRC FAR GROUP.
0004/ 7
0004/ 8 DAVID MULLINS BRC/FAR [illegible]

USER: [illegible] DATE: 10/29/98 TIME: 09:39
0005/ 1 [illegible] 98

GENERAL COMMENTS

0002/ 2 CUST CALLED INTO CRC ASKING FOR AN UPDATE
0002/ 3 [illegible] MULLINS VOICE MAIL
0002/ 4 CUST THANKED CRC FOR ASSISTANCE
0002/ 5 MICHAEL SEBASTIAN VME 36163 8382 2731

USER: B3[illegible]KA DATE: 10/29/98 TIME: 15:11
[illegible] 10/29/98
0002/ 2
0002/ 3 CUST CALLED BCRC AND ASKED FOR AN UPDATE. BCRC TRANSFERRED THE
0002/ 4 CALL TO JANIE.
0002/ 5
0002/ 6 KEVIN AVERY, BCRC 8-382-2728 VME# 29603

USER: B6[illegible]KB DATE: 11/ 2/98 TIME: 10:20
0007/ 1 11 02 98
0007/ 2 CUST CALLED INTO CRC ASKING FOR AN UPDATE, CALL WAS
0007/ 3 TRANSFERED TO BILL IN BRG, DUE TO JAMIE MULLINS TDY STATUS
0007/ 4 IN THE MORNING.
0007/ 5 MICHAEL SEBASTIAN VME 36163 8382 2731

USER: [illegible] DATE: 11/ 2/98 TIME: 16:34
0002/ 1 11-2-98
0002/ 2 [illegible] MYSELF AND INTERCEDED KEENAN BRAME TO MR. HYDE
0002/ 3 [illegible] ADVISED THAT THE REPORT WILL BE HANDLED AS SOON AS
0002/ 4 IT ARRIVES. MR. HYDE EXPRESSED HIS DISSATISFACTION AT
0002/ 5 THE TIME IT TOOK TO COMPLETE THE REPORT.
0002/ 6 WE ADVISED THAT WE WOULD TRY TO GET AN ORAL REPORT,
0002/ 7 IF POSSIBLE, AND GIVE HIM THE CURRENT STATUS.
0002/ 8
0002/ 9
0002/ 1 BILL ADDRESS [illegible] VME [illegible]

USER: [illegible] DATE: [illegible] TIME: 15:33
[illegible] 11 07 98

[illegible] CALLED IN TO CRC ASKING FOR AN UPDATE AND [illegible]
[illegible] FRIGHT [illegible] CASE.
[illegible] JAMIE MULLINS AND SHE WAS NOT AVAILABLE
[illegible] LEFT MESSAGE ON BILL ADDMATTS VOICE MAIL
[illegible] MICHAEL SEBASTIAN VME [illegible] 382 2772.

USER: B6[illegible]M DATE: [illegible] TIME: 11:4[illegible]
[illegible] 11 98
[illegible] 2 C/S STATED HE WANTED TO KNOW THE UPDATE OF THE CASE. C/S HE HAS BEE
[illegible] 3 WAITING 2 WEEKS.
[illegible] 4 BCRC ACTION: CALLED BILL IN BRG WHO INFORMED ME THAT THEY ARE
[illegible] 5 RESEARCHING HIS SITUATION AND WILL CALL THE CUST EARLY THIS AFTERNOON.
[illegible] 6 BCRC INFORMED CUST OF THIS. JOHN MARTIN BCRC 38260 X2737

USER: B3[illegible]KA DATE: 1[illegible] 6/98 TIME: 12:35

GENERAL COMMENTS

9911/ 1 11/4/98
9911/ 2
9911/ 3 CUST CALLED BCRC ALLEGING THAT HE WANTS AN UPDATE TO HIS CASE. BCRC
9911/ 4 STATED THAT THE DEPT INVOLVED IS PLANNING ON CONTACTING HIM LATER THIS
9911/ 5 AFTERNOON. CUST ALLEGES WANTING TO KNOW WHO WILL MAKE THE FINAL
9911/ 6 DECISION AND WHY IT IS TAKING SO LONG. BCRC STATED THAT WE DIDN'T
9911/ 7 HAVE THE SPECIFIC DETAILS OF THE CASE. CUST ALLEGES WAITING TO HAVE
9911/ 8 AN UPDATE TODAY.
9911/ 9
9911/ 10 KEVIN AVERY, BCRC 8-382-2728 VME# 29608

USER: B24KA DATE: 11/ 4/98 TIME: 16:02
9912/ 1 11/4/98
9912/ 2
9912/ 3 CUST CALLED BCRC AND ASKED FOR AN UPDATE, BCRC TRANSFERRED CALL TO
9912/ 4 BILL.
9912/ 5
9912/ 6 KEVIN AVERY, BCRC 8-382-2728 VME# 29608

USER: B77JM DATE: 11/ 5/98 TIME: 11:07
9913/ 1 5/96
9913/ 2
9913/ 3 THE INVESTIGATION HAS BEEN COMPLETED. PLEASE RETURN
9913/ 4 TO BRG-PAR WHEN HE PHONES. A MESSAGE HAS BEEN LEFT ON HIS MACHINE
9913/ 5 ASKING HIM TO PHONE.
9913/ 6
9913/ 7 JANICE MULLINS/BRG-PAR VME 36249 X2776

USER: B44JD DATE: 11/ 5/98 TIME: 12:32
9914/ 1 11/05/98
9914/ 2 BCRC RECEIVED CALL FROM CUST. C/ SEEKS UPDATE AS TO STATUS OF
9914/ 3 CASE.
9914/ 4 BCRC ACTION:
9914/ 5 ATTEMPTED TO CONTACT JANICE MULLINS. ADVISED CUST THAT MESSAGE
9914/ 6 HAS BEEN LEFT WITH JANIS, REGARDING HIS REQUEST FOR AN UPDATE.
9914/ 7 [illegible] BRG-PAR.

[illegible] DATE: [illegible] TIME: [illegible]
[illegible] 11.05.98
[illegible]
[illegible] 3 INSPECTION OF CUSTOMER'S VEHICLE DID NOT PRODUCE ANY EVIDENCE
[illegible] OF A MANUFACTURING DEFECT. BUICK IS UNABLE TO ASSUME
[illegible] RESPONSIBILITY IN THIS MATTER. MATTER HAS BEEN FORWARDED TO ESIS
[illegible]
[illegible] *** PLEASE FORWARD FURTHER CONTACT TO ESIS - 909.338.0164 ***

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: Buick	File: 980175319	VIN: 1G4HR52K1V618923
Claimant's Name (LAST, First)	[redacted]	

Inspected By: J.L. SASSA, SA Organization: EA Associates

Phone: (609) 627 x7403 Inspection Date: 10/27/98 Mileage at Inspection: 19411

********** I INSPECTION SUMMARY **********

Following the inspection, summarize the tests and observations.

Fire Damage spread toward bulkhead prior to parking - Area (Hot Spot) below Plenum cover packed with leaves, tape and plastics shredded - Radiator WEST - material Dented on intake side and area - Hot Spot Area of Radiator WEST - interior wiring burned due to Fire - Hoses melted Due to Fire - Interior cleaned & trimmed - melted plastic indicates overlite as insulation Soldier Cover is melted - Unable to determine if Radiator pinned against Hoses.

********** II INTERVIEW - VEHICLE HISTORY **********

(Note: Please indicate name, address & phone number of person being interviewed): MR. Lloyd Hyde 861 WEST SUSSEX, SKEWEN, NJ 08080 609-468-1712

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

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

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, Owner/Other) ____

Describe ____

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

Describe ____

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

Describe ____

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

Describe ____

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

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

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

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

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

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

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

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

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other): G Arnold Buick Inc.
Maintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) L of.

Any other pertinent vehicle history information (from Interviews or GM Warranty History)? a RO
NVI And Rear Bumper Repair External

Name and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle
owner had towed by Glasburg. no other information

How was vehicle towed? (flat bed, dolly, sling (front) or rear lift) FRONT 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 trailering cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) ____
load description NA load location _____
Driver's physical description (gender, age, height, weight, disabilities) MALE, 76, Slight - Lightweight.
If vehicle's ignition was "Off" prior to fire, for how long was it "Off"? _____ Were all doors locked? (Y/N) N
Drive length (if vehicle was parked prior to fire, describe last drive): Hrs. ____ Min. 25 Distance traveled 9.8 miles
If not parked, vehicle speed estimate _____ MPH Source of estimate _____ Posted speed ____ MPH
Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 1/4 plus When last fueled? _____
Exact incident location Zimmermans Farm market, Selina Road, Hackettsville N.J.

Weather conditions and visibility Day + clear.
Approx. temperature 75 °F. Any physical visual obstructions? N/A

********** 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? G 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, normal, etc.) Parked.

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:

___ Cruise Control	___ Windshield Wipers	___ Radio, Built-in Tape/CD Player
___ Traction Control Switch "On"	X Air Conditioner, or "Max"? (Y/N) N	___ Auxiliary CD Player
___ Low Beam Headlights	___ Heater	___ Telephone
___ High Beam Headlights	___ Windshield Defogger	___ CB Radio
X Daytime Running Lights	___ Windshield Defroster	___ Power Window Controls
___ Fog Lamps	___ Rear Window Defroster	___ Power Mirror Controls
___ Turn Signal	___ Outside Mirror Heater	___ Power Seat Controls
___ Hazard Flashers	___ Driver Seat Heater	___ Power Sun Roof Controls
___ Map Lights, Ft ___ Rr ___	___ Passenger Seat Heater	___ Cigar Lighter
___ Other Interior Lights	___ Auxiliary Power Outlet	___ Other _____

Steering operation: (normal, other?) Normal

Powertrain: (any engine noise, sluggish, surge, stall, loss of power or speed, etc.?) Normal

Any unusual noises (bang, pop, click, grinding, metallic, roar, etc.)? From where? Speedometer - Tachometer NOT SET - Reset by dealer - Now gone Did it appear to match engine speed? (Y/N) N

Describe any unusual odors. From where? None

Any smoke? (from where, color, intensity, etc.) Yes Engine Compartment - black - white Vehicle parked.

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

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

Any flame? (from where, color, intensity, etc.) Lifted Hood - Flame + Smoke.

Any steam or smoke? (from where, color, intensity, etc.) Smoke black - Sooty

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) ___ Describe: _____ Warning Lights? (Y/N) N Gauges? (Y/N) N If so, describe: _____

What did you do after you realized something was wrong? Pull Over? (Y/N) ___ Lower Windows? (Y/N) ___ Raise Windows? (Y/N) ___ Turn Engine Off? (Y/N) ___ Turn on Hazard Flashers? (Y/N) ___ Exit Vehicle? (Y/N) ___ Open Hood? (Y/N) Y Open Trunk? (Y/N) ___ Other? (Y/N) ___ Describe Vehicle parked - when A Lady At Farm market call attend to Smoke From owners car.

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

Any other comments or observations that have not been covered? Owner stated he had no Problem with vehicle.

********** 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 YES no damage.

Front & rear exterior YES no DAMAGE

Hood, inner & outer panels YES NO PAINT DAMAGE.

Trunk area and Decklid, inner & outer panels YES NO DAMAGE.

Roof no separation

Door interior panels YES.

Left & right instrument panel & odometer YES.

Ashtray(s) area NOT used - Cigar butt or tip never used

Left & right front seat and carpet YES.

Underbody & exhaust (include hangers) NA.

Option code label YES. - Very difficult to get a clear picture.

Engine compartment YES.

Radiator, front & rear YES.

Coolant recovery bottle YES.

Transmission cooler lines/connections YES.

Engine compartment engine coolant lines/hoses, connections/clamps YES.

Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) YES

All fuel lines/hoses, filter, connections/clamps YES. Burnt.

TBI, injector rail, or carburetor & fuel line connection YES.

Engine compartment fuel lines/hoses, connections & o-rings YES. Burnt.

Power steering lines/hoses, connections/clamps YES

Generator & attached wiring YES Burnt.

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

Battery & attached cables Disconnected - Battery Gassed Eye.

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

Engine oil pan N/A.

Engine compartment hinge torque rods OK. NOT Affected.

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

Any item which is alleged to be the cause/source Area of Forward Impact - interior area

Anything on vehicle which is after-market none

Anything on vehicle which is a modification NO

Anything on vehicle which is unusual, or out-of-place, etc. Abrasion leaves and debris (Crust) under Plenum cover.

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 Full

Engine oil FULL - Due for Service According to Service Sticker

Transmission fluid Full

Power steering fluid Full

Brake fluid Full

List all driver electrical controls which are in the "On" position (include ignition) Twilight Sentinal - set Unknown of other accessories - Battery Disconnected. not needed.

Fuses (identify all open or not proper size) All main + main Fuses Good none Blown:

Wiring insulation at fuse blocks good

Fusible links (identify all open) good

Spark plug wiring and boot condition part of plug wires under Plenum drawn burnt

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

Location of fuel filler cap (or evidence of remains) ON Vehicle

Catalytic converter (any discoloration or swelling?) none.

Position of windows (if glass missing, do further inspection) up position

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):

See photo list. No Estimate available material + time type of Repair - due to Area Damaged. No Paint Damage to Hood - Clean under Surface - insulation and unbundled harness other items Harness and Small Related parts.

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, rats indicating vehicle was stuck, etc.

If significant other property damage occurred due to the fire, if possible, take pictures of the damage and make notes as necessary.

Comments: N/A

GM-PAR-Photo, Rev. 05/20/97

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Buick	Refl: 980175319	VIN: 1G4HR52K1VH618923
Claimant's Name (LAST, First): [redacted]		

Inspected By: J.L. SASSA, SR. Organization: EA Associates

Phone: 609 627 x0403 Inspection Date: 10/27/98 Mileage at Inspection: 19411

Roll Number 1 of 1

Neg.#	Description
0	
1.	Front of Vehicle
2.	Rear of Vehicle
3.	Left Side View
4.	Right Side View
5.	Left Side Driver Area
6.	Right Side Passenger View
7.	Right Side Engine Compartment
8.	Left Side Engine Compartment
9.	Center Front - Engine Compartment
10.	Center Top of Engine
11.	Left Side View of Engine
12.	Right Side View of Engine
13.	Under Side of Hood
14.	Upper Surface of Hood
15.	Under Side of Trunk lid
16.	Upper Surface of Trunk lid
17.	Optional Data Label
18.	Optional Data Label
19.	Close up of Hot Spot - Engine
20.	Close up Damage to Header, Mass - Air Flow
21.	Close up of Heat Shield Labels & Decal on top of catalytic Shell
22.	Upper Heat Shield of Plenum Outlet Toward Bulkhead
23.	Close up of Center Heat Shield Toward Bulkhead
24.	Burn Area of EGR Valve and Fuel Hoses
25.	
26.	
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	
36.	
37.	

PHOTO.DOC

FIRE REPORT

Washington Township Fire District No. 1 — Print Date 10/27/98

Buffville Vol. Fire Co. - Station 10-3

Incident #: 98370 County #: 98-034376 Incident Date: 10/21/98 District: 103

Location: Salina Rd. near Zimmerman Farms Type: D Beat: T1

Alarm Time: 09:40 Responding: 09:42 On Location: 09:45 Under Control: 09:48

Available: 09:48 Station Secure: 10:00

Time in Service: 00:08 On Location In: 00:03 Response Time 00:02

Mutual Aid: ☐ Recieved ☐ Given # of Alarms: 1

Notifications: ☐ WTPD ☐ FM-1 ☐ CTY PROC ☐ FM 10 ☐ FI 10 ☐ Health ☐ EM 10

Road Conditions: ☒ Dry ☐ Wet ☐ Ice ☐ Snow ☐ Fog Category of Call:

Owner Information Car

Name: [redacted] Tel #: ( ) -

Addre[redacted] Zip: [redacted]

Est. Value Structure: 26000 Est. Value Contents: 0 Est. Loss: 1000

Insure By:

Occupant Information Name: Mr. [redacted] Telephone: ( ) -

Vehicle Information

Make: Buick Model: LeSabre Year: 1997 Tag: [redacted]

Vin: 1G4HR52K1VH618923 Owner: [redacted]

☐ Equipment Lost/Damaged List Equipment:

Firefighter Fatalities: 0 Injured Firefighters: 0

Civilian Fatilities: 0 Injured Civilian: 0

Remarks: ☐ Send Copy To Fire District Office

Engine 10 Crew: J.Morgan, E.Hoffman, S.Finn, J.McCoo. Fire in engine compartment ext. upon FD arrival, appears to be plastic above fuel injectors and wires, unknown exact cause. Occupant stated car was turned off, then noticed smoke coming from under hood.

Preparer: B.Hoffman

10-3 Officer In Charge: E.Hoffman

SERVICE WORKORDER

WAIT

O'NEIL BUICK
PONTIAC, GMC, INC.
203 S. BROAD ST.
WOODBURY, NJ 08096
(609) 845-3020 (609) 468-7807 Fax (609) 845-5445

97 Buick	LEGACY IN	1G4HR52K1VH618923		10	08-12-97	13:09		1552
4 DR SEDAN	4DR69	LIGHT ADVANT	1741					08-12-97 WAIT

	50000				RICH	
					Y	N
NC/I	XXXXX		52.00			N

OWNER: ONEIL BUICK BTCK

CPL: 50000
REM:
DUE:
CAR:

ORIGINAL ESTIMATE
REVISED ESTIMATE

HTK. TO:
OPERATOR:
CONTACT:

This Visit:
Last Visit:
Constant:

SIGNATURE X

KIND OF CODE	TYP	CUSTOMER REQUEST	DETAIL/NOTES
AJ	I	RVRD	
		CLOSE BO AS IOK	

RO No. 1552 1G4HR52K1VH618923 618923

Technician Copy

SERVICE WORKORDER

Need By Fri 8-8-97

O'NEIL BUICK
PONTIAC, GMC, INC.
[illegible] S. BROAD ST.
WOODBURY, NJ 08096
(609) 845-2020 (856) 456-7807 Fax (609) 845-5445

PAGE 1 OF 1

97 Buick	LESABRE LT	1G4HR52K1VH618923		47	08-05-97 12:52		1413
4 DR SEDAN	4HR69	LIGHT MORAIN	1741				08-05-97

	50000				MIKE	
MC/I	XXXXX		52.00		N	N

OWNER: ONEIL BUICK STOCK

CEL: 50000
RES:
BUS:
CAR:

ORIGINAL ESTIMATE
REVISED ESTIMATE

DATE
TIME

BILL TO:
OPERATOR:
CONTACT:

This Visit:
Last Visit:
Constant:

DATE/TIME CUSTOMER NOTIFIED

CUSTOMER SIGNATURE X

NUM OF CODE	TYP	CUSTOMER REQUESTS	DETAIL/NOTES
A)	I	REPAIR REAR BUMPER (CCT)	

RO No. 1413 1G4HR52K1VH618923 618923

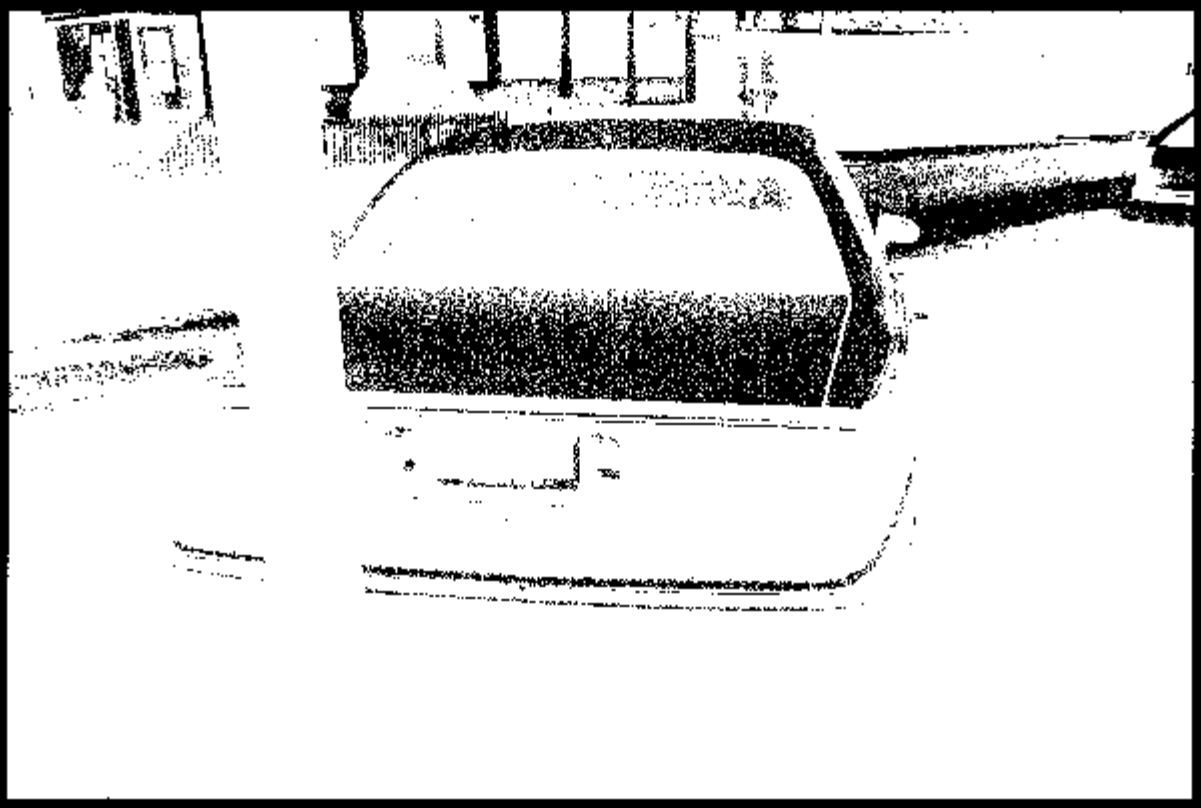
CCT 8651

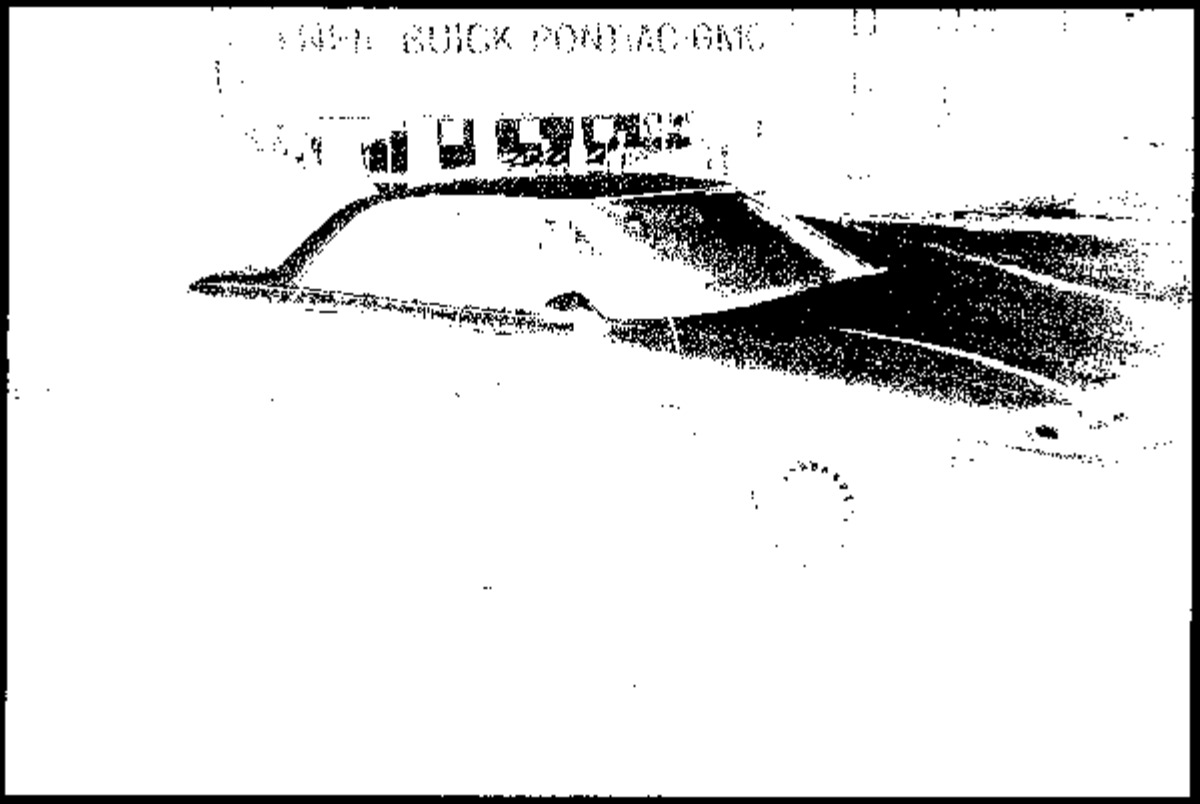
25645007
2-25620549
25641040

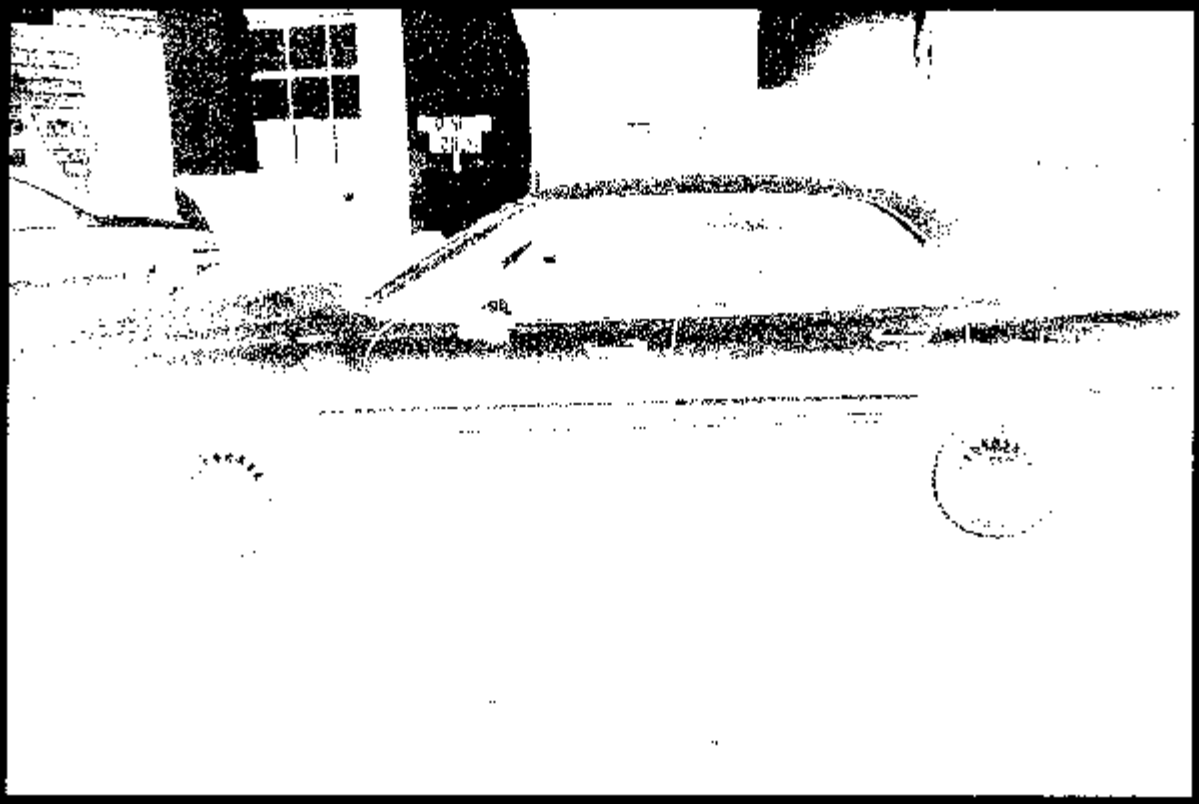
Parts ordered 8-6-97

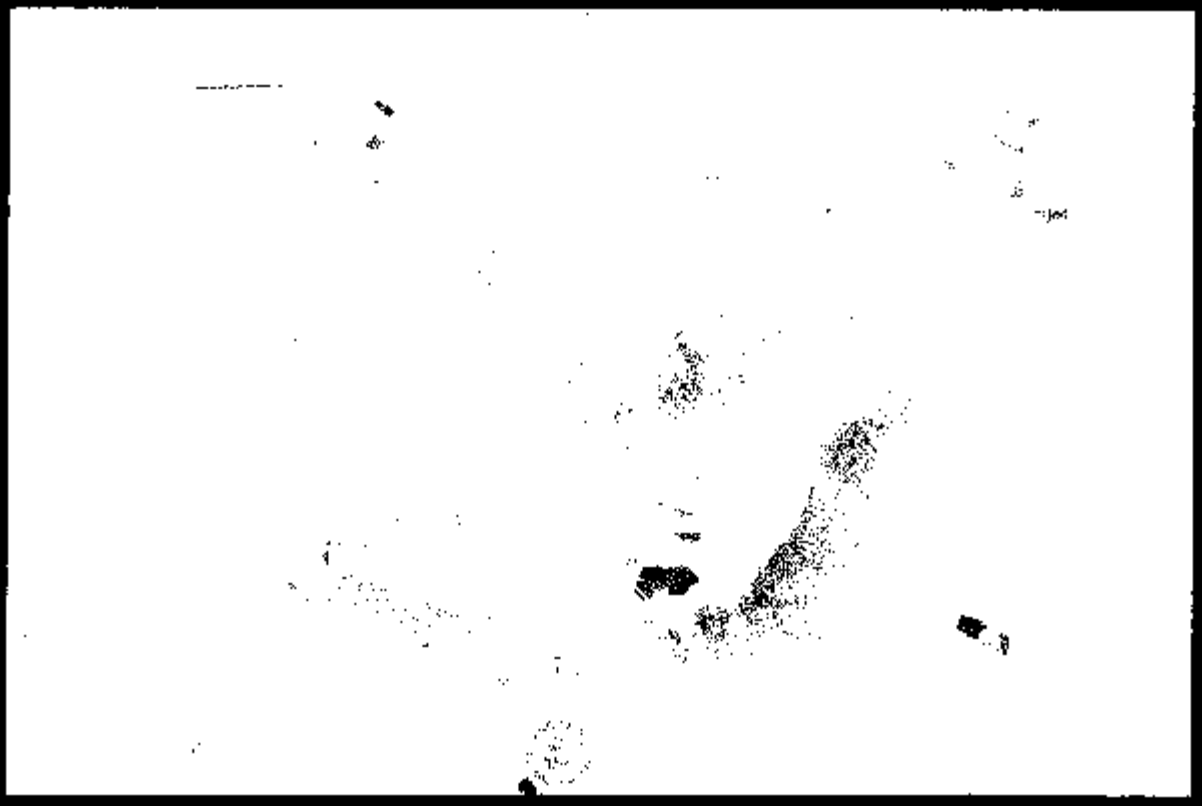
Replace Rear Cover
B6608 - 1.4
Refinish - 1.6
Area AR 5122 - .3

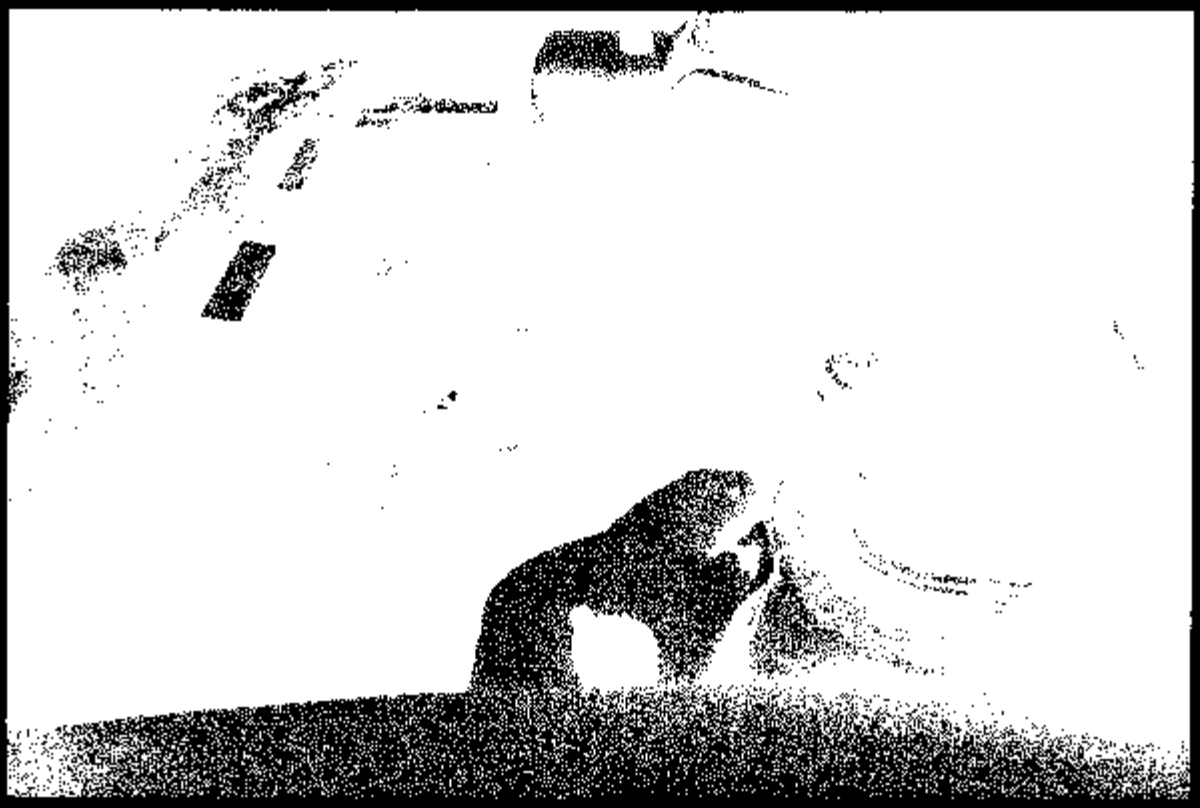
Technician Copy

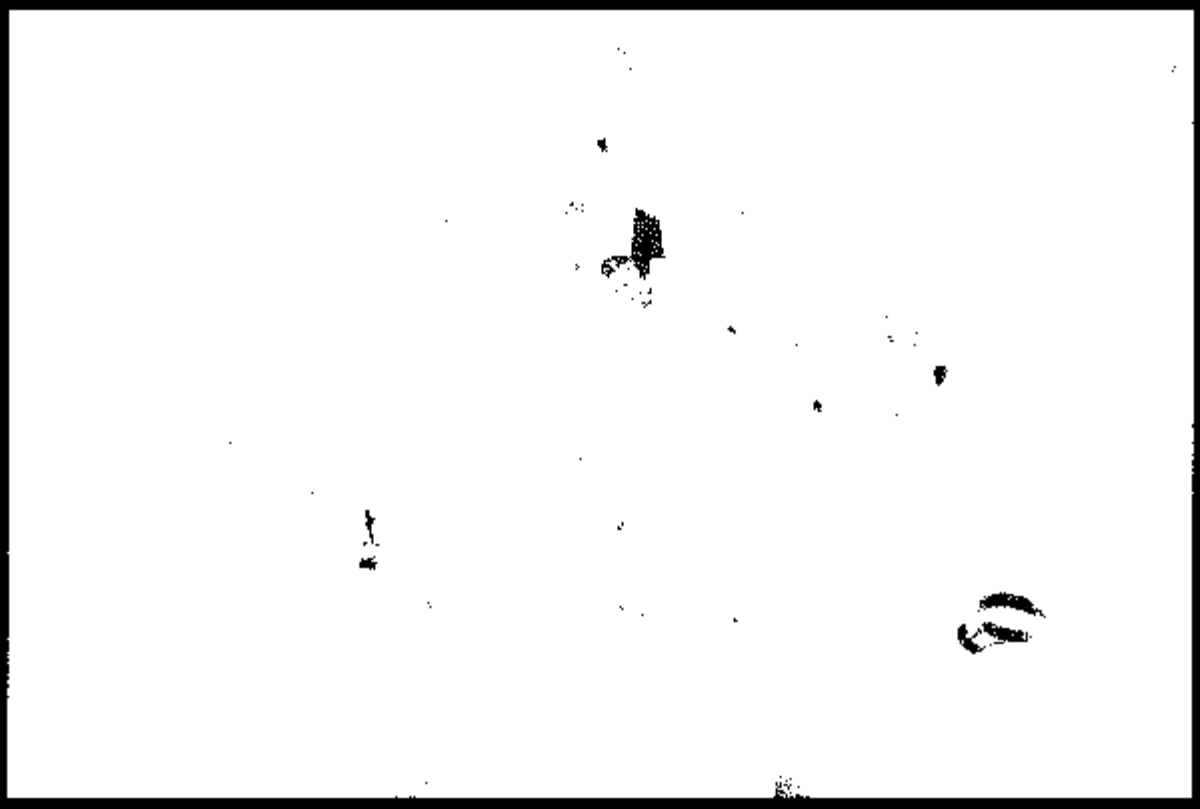



BUICK PONTIAC GMC

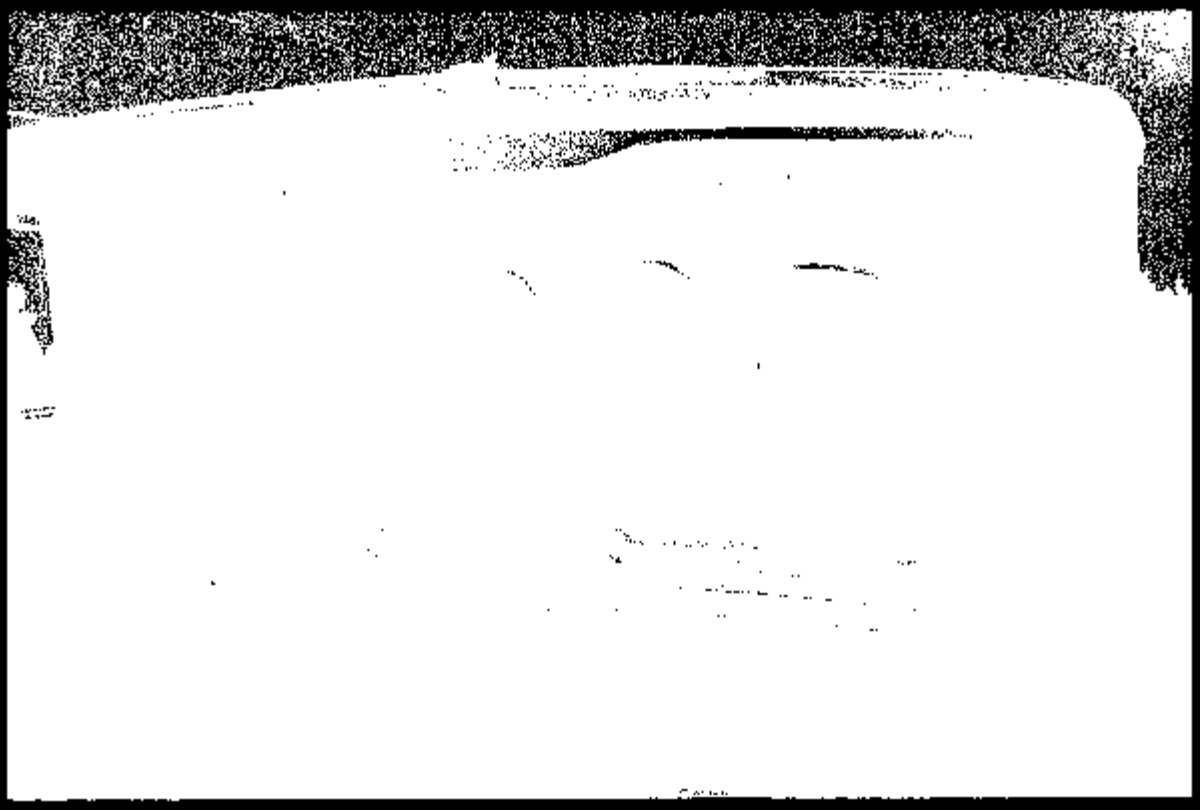


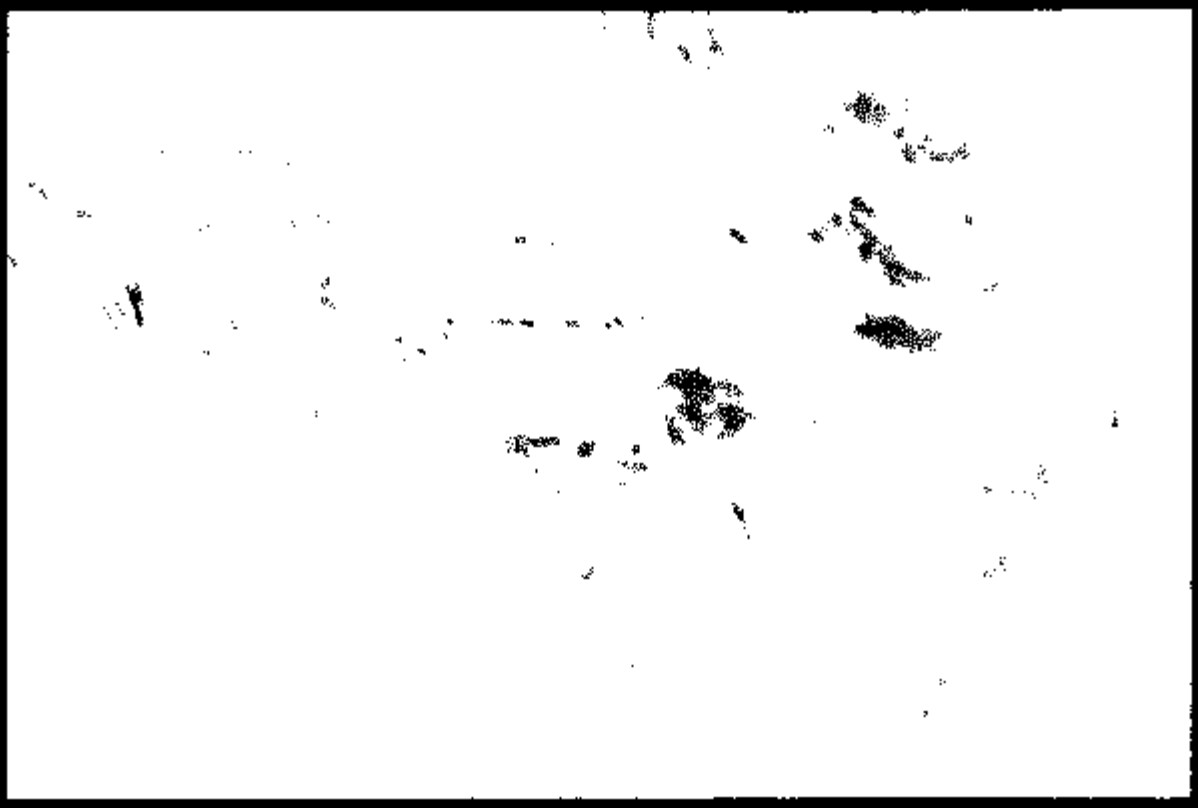


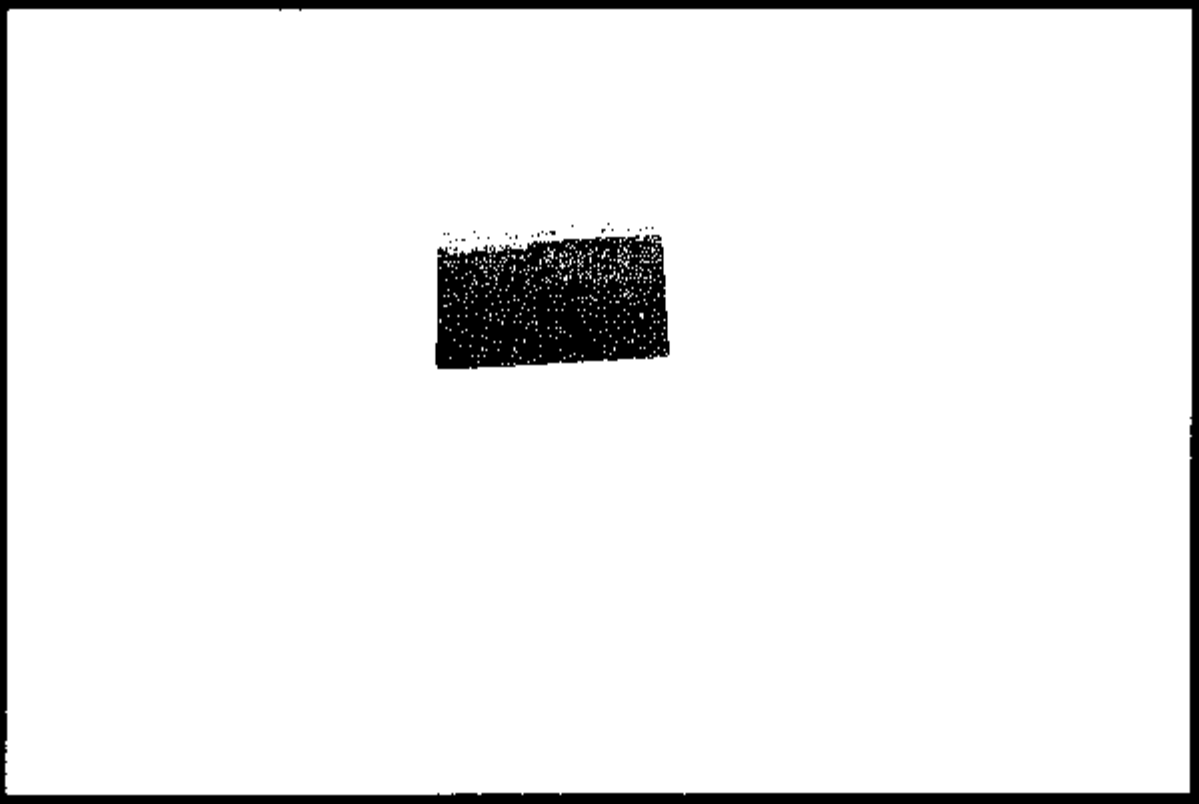


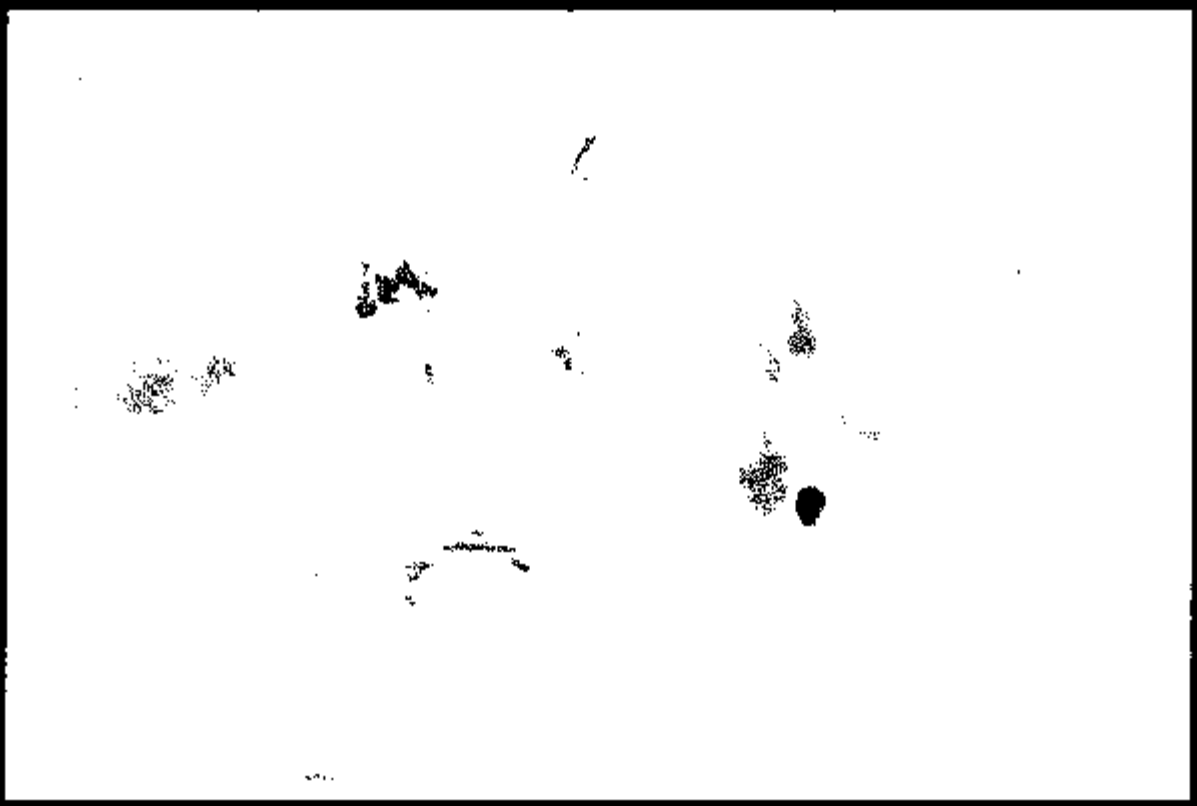


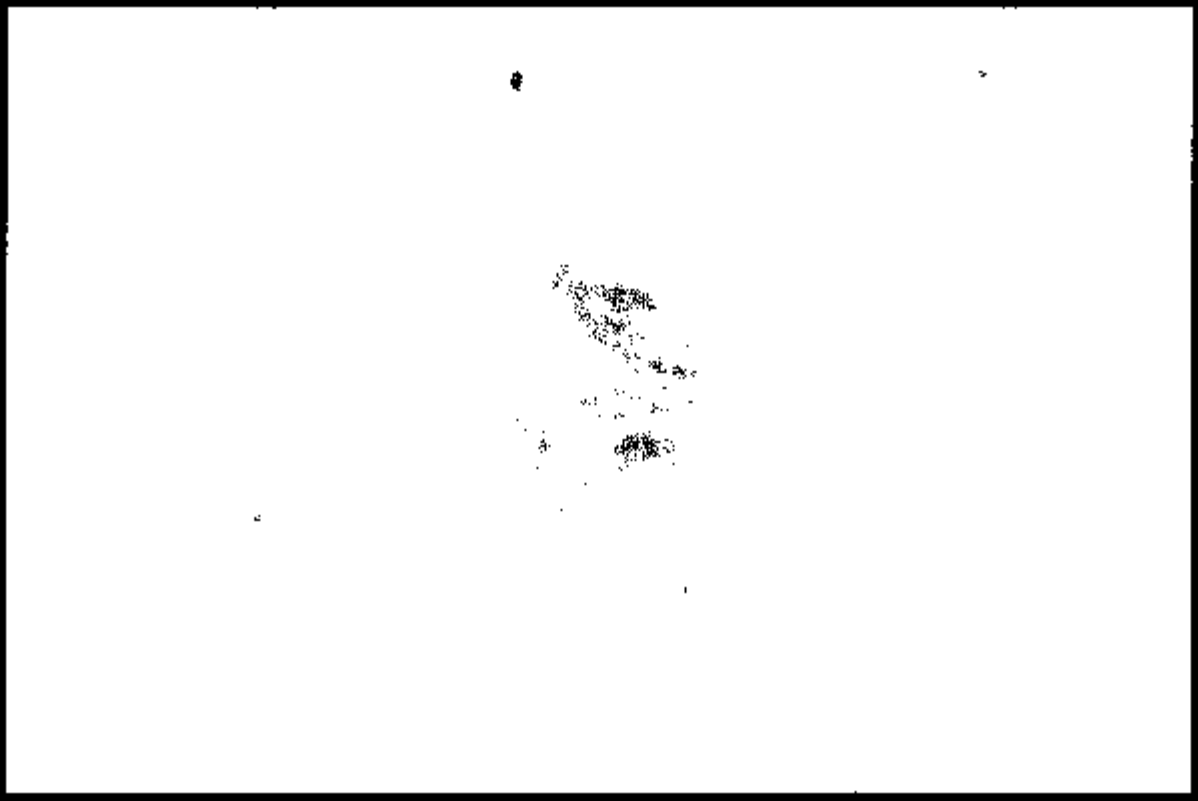
ACG4240
Garden State

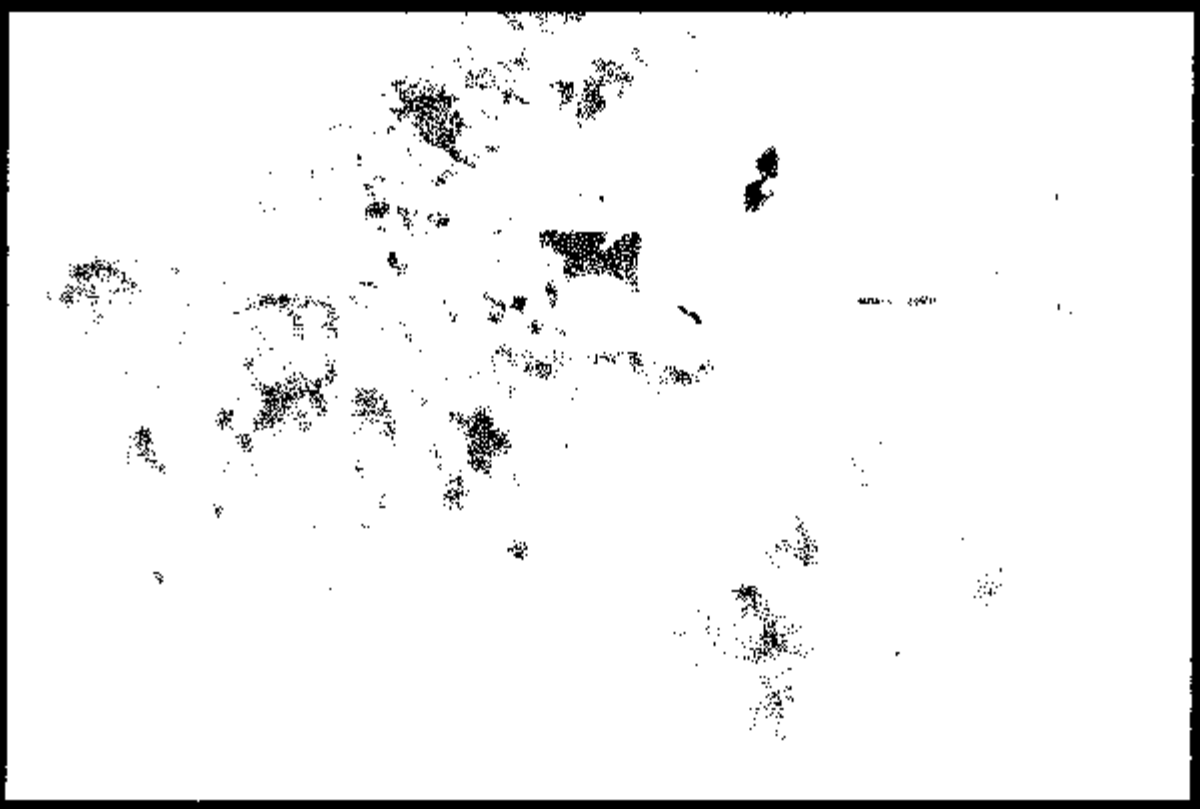


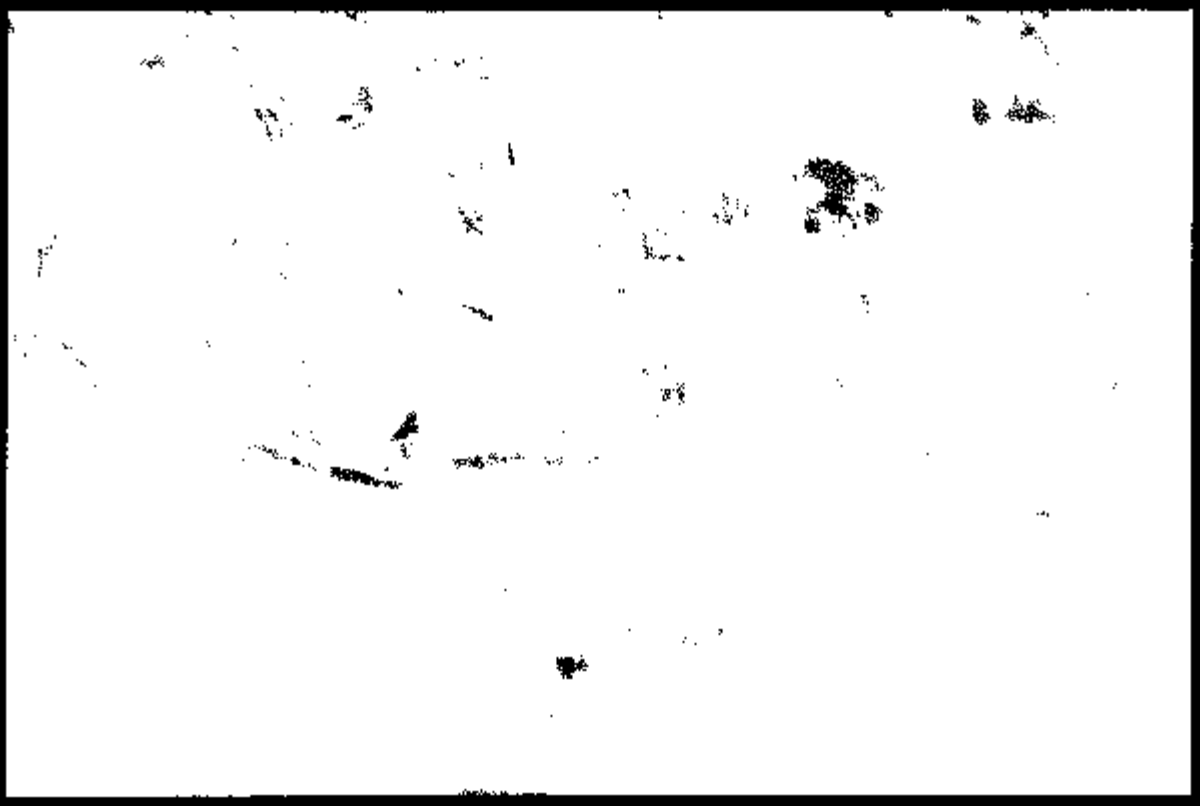












281894 PR08847 J01-124

GENERAL MOTORS CORPORATION

DIVISION: PONTIAC - GMC

ZONE: #7

DATE: 05/19/99

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

RE: Claimant: Kellogg Corp.

Date of Incident: 5/3/99

CAC File No.: 99097195

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. (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. 483-631-730
31 E. Judson
Pontiac, MI 48342-6008

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

Very truly yours,

PONTIAC-GMC DIVISION
General Motors Corporation

Customer Service Center Supervisor
31 E. Judson
M.C. 483-631-730
Pontiac, MI 48342-6008

Enclosures:
- [x] CAC Case Comments
- [x] EAA Reps Notes
- [x] Pictures
- [x] Estimates
- [ ] Police Report
- [ ] RO's
- [ ] Dorm Tape
- [ ] Other:

Product Allegation Resolution- General

Documentation Decision Criteria

0 Bodily Injury

0 Collision

0 Property damage outside the confines of the vehicle

1 Non-collision damage and fire to subject vehicle above $2000

0 Personal property damage above $1,000

Customer Information

Case Number:	00-990971-95
Claimant's Last Name:	Kellogg Corp.
VIN:	1G2WP52K6WF319673

Incident Information

Date and Time of Incident:	5/3/99
Location of Incident:	ROUTE 28 IN SALEM NEW HAMPSHIRE
Description of Incident:	ENGINE THERMAL EVENT
Current Location of Vehicle:	Reading Auto Body, Reading, MA
Alleged Defective Component:	Engine
Who Notified Division of Incident:	Greg Cofield

Product Allegation Resolution
Non-Collision Vehicle Damage

Case Number:	990971-95
Claimant's Last Name:	Kellogg Corp.
VIN:	1G2WP52K4WF319675

Special equipment and features:	None
Primary use of vehicle:	Business
Insurance carrier:	Self insured
Weather conditions:	unknown
Comments:	Pontiac is going to do a good will gesture.

Product Allegation Resolution
Summary/Closing

Case Number:	[illegible]
Claimant's Last Name:	Kellogg Corp.
VIN:	[illegible]

Was Physical inspection done? Y/N	Y
Inspector's name/organization:	Michael Gigante/EAA
Date of inspection:	5/1/99
Mileage at inspection:	13,931
What was done at the inspection:	Inspected for thermal Event
Vehicle road-tested: Y/N:	N
Describe:	Engine was not useable.
Results:	
System components inspected:	Engine
Summary of facts from the investigation:	Inspection was inconclusive.
How and when was the matter left with claimant:	Sent file to repurchase team for handling.

FILE NBR: 99097195

VIN : 1G2WP52K6WF319673

MODEL YR: 98 MODEL CODE: PGP DLV DATE: DOCUMENT NBR:
OWNER: WAR ST DTE: FILE SCRAP: 05 19 00
TITLE : MR. FILE PURGE: 05 19 00
FIRST [redacted]
MIDDLE :
LAST : [redacted] SUFFIX:
COMPANY NAME: KELLOGG
PHONE : [redacted] WORK: [redacted] EXT: FAX:
ADDRESS:
STREET : [redacted]

CITY : BATTLE CREEK STATE: MI ZIP [redacted]
COUNTRY : USA
COMMENT: THIRD CALLING ON BEHALF OF CUSTOMER/FLEET VEH.
MILEAGE: 13,000
COMPLAINT CODE: J11 DESC: ENGINE PERFORMANCE (GAS)
COMPLAINT CODE: T49 DESC: ALLEGED FIRE-1241 REQUEST
05/10/99 04:09P JOSEPH, SHAWTHL N
CUST STATES VEH CAUGHT ON FIRE.
CUST STATES VEH IS AT REDING AUTO BODY.
CUST STATES DOES NOT KNOW IF ANYONE WAS HURT
CUST STATES DOES NOT KNOW IF VEH HAD BEEN IN AN ACCIDENT.
CUST STATES THE PERSON DRIVING THE VEH MAY HAVE BEEN RICHARD CARFANQNA
.....
CAM ADVISED WOULD NEED MORE INFORMATION TO SET UP A PAR CASE.
CAM ADVISED CALL CAC BACK WITH THIS INFORMATION.
05/10/99 04:52P SCOTT, NICOLE E. N
RICHARD CARFAGNA
1G2WP52K6WF319673
13K
VEH. CURRENTLY AT INDEPENDENT
ACCIDENT OCCURED: MAY 3, 1999
TIME: 6:00 P.M.
ACCIDENT HAPPENED ON ROUTE 28 IN SALEM NEW HAMPSHIRE
NO AFTER-MARKETS
NO REPAIRS DONE OUTSIDE OF WARRANTY
RICHARD CARFAGNA WAS DRIVING VEH. AT TIME OF ACCIDENT
DIDN'T INDICATE ROAD CONDITION.
05/10/99 04:54P SCOTT, NICOLE E. N
NO BODILY INJURIES
NO OTHER VEH. INVOLVED
POLICE REPORT WAS MADE
THIRD STATES WHILE CUST WAS DRIVING VEH. STATES SMOKE CAME FROM UNDER THE HOOD, STATES CUST PULLED OVER AND VEH. CAUGHT ON FIRE.
CUST SEEKING FOR VEH. TO BE FURTHER INSPECTED FOR ANY DEFECTS.
05/10/99 04:59P SCOTT, NICOLE E. N
CONTINUED.....
CAM TOOK INFORMATION FOR CAM SHANTEL WHO IS HANDLING FILE...
05/10/99 04:59P SCOTT, NICOLE E. N
CONTINUED.....
CAM TOOK INFORMATION FOR CAM SHANTEL WHO IS HANDLING FILE...

05/11/99 01:02P [redacted] N
CAM LEFT MESSAGE FOR THIRD TO CALL BACK REGARDING CUST FILE
WHEN THIRD CALLS BACK PLEASE GET THE FOLLOWING INFORMATION:
NAME OF INDEPENDENT? LOCATION AND NUMBER?
NAME OF INSURANCE COMPANY?
DATE OF BIRTH OF DRIVER?
THANKS!
05/11/99 01:02P [redacted] N
CAM LEFT MESSAGE FOR THIRD TO CALL BACK REGARDING CUST FILE
WHEN THIRD CALLS BACK PLEASE GET THE FOLLOWING INFORMATION:
NAME OF INDEPENDENT? LOCATION AND NUMBER?
NAME OF INSURANCE COMPANY?
DATE OF BIRTH OF DRIVER?
THANKS!
05/11/99 01:21P [redacted] N
GREG COFIELD RETURNED CAM CALL. GREG STATED THAT NEEDED INFORMATION WOULD
HAVE TO BE OBTAINED BY CALLING [redacted] AT KELLOG. [redacted] CAN BE REACHED AT 616-961-6279.
VEH. IS CURRENTLY LOCATED AT READING AUTO BODY SHOP AT 1719 HIGH STREET IN READING, MA. PHONE NUMBER IS 781-944-0033 AND CONTACT PERSON IS [redacted]
05/11/99 03:34P HITCHCOCK, MIKE N
I LEFT A MESSAGE WITH [redacted] THAT I WILL HAVE AN INSPECTION DONE ON THIS VEHICLE. IF SHE IS NOT ASKING OR WANTING AN INSPECTION SHE IS TO CALL ME WITHIN 24 HOURS OF OUR CALL. I WILL FAX EAA THE INSPECTION REQUEST. MY EXTENSION FOR A CONFERENCE IS 4-40504.
05/17/99 08:39A [redacted] N
I LEFT MESSAGE FOR [redacted] TO CONTACT ME BACK. I ALSO UPDATED THE FAX # AT MY OFFICE DUE TO THE FACT THAT I PROVIDED HER WITH THE WRONG NUMBER. I WILL BE WAITING FOR HER CALL BACK.
05/12/99 06:45A [redacted] N
I SPOKE TO [redacted] FROM KELLOG. [redacted] STATED THAT SHE IS THE CONTACT FOR THIS VEHICLE. [redacted] STATED THAT SHE WOULD SEND IN THE FIRE REPORT AND ANY MISC. INFORMATION. I STATED THAT ONCE I RECEIVE THIS INFORMATION I WILL CONTACT HER WITH OUR VERDICT ON THIS ISSUE.
05/12/99 08:37A [redacted] N
[redacted] CALLED FOR MIKE, CONFERENCED CALL AT HIS REQUEST...
05/19/99 02:01P [redacted] N
**********PAR FILE DETAILS**********

1. CUSTOMER REPORTED THERMAL EVENT AND ASKED TO HAVE THE VEHICLE INSPECTED.
2. PAR OFFERED OWNER TO HAVE THE VEHICLE INSPECTED. PAR THEN SENT FILE TO EAA FOR A REQUEST TO HAVE THE VEHICLE INSPECTED.
3. INSPECTION INFORMATION WAS RECEIVED
4. CUSTOMER WAS TOLD CAUSE OF THERMAL EVENT WAS UNDETERMINED AND GM WILL REPURCHASE VEH AS GOOD WILL. PAR FORWARDED TO REPURCHASE TEAM.
5. PAR IS CLOSING FILE SATISFIED.

GM WARRANTY HISTORY INQUIRY
(UPDATED THRU 19990517) DIV: PONTIAC

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
1G2WP52K6WF319673	GR PRIX GT 4DR	M	1604150	19980515	6	PAID	3

PROD-DTE: 19980507 DELWAR-DATE: WARBLK-DTE:
INV-DTE : N/A DELWAR-CDOM: WARBLK-TYP:
INV-DLR : 1604150 SHIP-TO-DLR: 1601027

C T	CYCLE RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	AUTH ID	AUTH CODE
001	1612014	955	19990429	131481	119023	01	J0301	77.54	13626	0090	E
	COVER/GASKET, L-BANK ROCKER-REPLACE										
	FAIL-PART:25532619 GASKET-VL										
002	1601027	861	19980601	085271	156005	01	Z6999	3.08	1		
	FLUID FILL - PDI										
	FAIL-PART:01051515 OPTIKLEEN										
003	I 1601027	853	19980507	A19673	319673	01	Z7000	71.04	0		
	PASSENGER CAR AND TRUCK NVI										

NO MORE CLAIMS FOR THIS VIN

GM WARRANTY HISTORY INQUIRY

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: PONTIAC

VIN: 1G2WP52K6WF319673 ORD-TYPE: 050 SERV-TYPE: 000 DEL-TYPE: 014

RPO	DESCRIPTION	RPO	DESCRIPTION
W	BODY	4	DOOR
SEDAN		PONTIAC	
V6	ENGINE	L36	3.8 LITRE V6 MFI
FEDERAL	EMISSIONS	MX0	AUTO TRANS W/OVERDRIVE
AUTO	TRANS	M15	4 SPD AUTO TRANS 4T65-E
UH8	INSTRUMENT CLUSTER		FLEET PROCESSING OPTION
AK5	INFLAT RESTRAINT DR/PAS		ANTILOCK BRAKE
C60	STAND AIR CONDITIONING	DG7	DR/PASS REMOTE ELEC
US6	FIXED ANTENNA	UN6	RADIO AM/FM CASS CDM
FLOOR	CONSOLE		KEYLESS ENTRY SYSTEM
UK3	STEERING WHEEL CONT		

END OF OPTIONS

Facsimile Cover Sheet

EAA Contact :	Kathy Smith
Phone/Fax:	248-642-3232 / 248- 642-4558
Subject:	P.A.R. Investigation
File#:	99097195
Claimant:	[redacted]
Vehicle (Model-Year):	1995 Pontiac Grand Prix
Vehicle Location:	READING AUTO BODY SHOP AT 1719 HIGH STREET,READING, MA.
Contact's (Name/Phone):	STEVIE /781-944-0033
Divisional Contact:	Mike Hilchcock
Division:	Pontiac GMC / PAR Investigations
Address:	16 E. Judson St. MC: 483-616-630 Pontiac, MI 48342
Phone/Fax:	248-874-0504 / 248-874-4291
Sir / EDRU Cartridge:	Version Required ☐6.0 Version Required ☐7.0
Date	6/11/99
Pages including this cover page:	4

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Please Use Forms:

- ☐ Accelerator/throttle
- ☐ Crashworthiness-Side Impact
- ☐ Brake/ABS/TC System(s)
- ☐ Fire (Collision)
- ☑ Fire (Non-collision)
- ☐ Wheels & Tires
- ☐ Hood/Hood Latch
- ☐ Seats
- ☐ Restraint-SIR/Seatbelts
- ☐ Transmission/Transaxle
- ☐ Rear Axle
- ☐ Steering/Suspension/Chassis

Special Instructions:

- ☐ Do not interview Owner
- ☐ Interview Owner
- ☐ Remove & Return Part
- ☐ Contact PAR Team Member
- ☑ Other

Contact PAR once inspection is done

EAA Internal Use Only

☐ Chevrolet 250-_____ ☐ Pontiac/GMC 385-_____ ☐ Oldsmobile 849-_____
☐ Buick 648-_____ ☐ Cadillac 277-_____

To: SA:_____ Phone:_____ Fax:_____
From: Kathy Smith Date Faxed to SA:__/__/__ Due Date:__/__/__

EAA SA Use Only

Report Mailed USPS Priority: Date mailed:__/__/__ Time:_____ ☐AM ☐PM
EAA SA Case Completion Date: __/__/__

Case Acceptance/Investigati ☐ YES ☐ NO

*Please acknowledge your acceptance of this case by Fax or Phone. * Case Completion Date Recorded by SA.*

GM-PAR-Photo, Rev. 06/20/97

PRELIMINARY PAR-INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: PONTIAC	Ref# 99097195	VIN: 1G2WP52K6WF319673
Claimant's Name (LAST, First): [redacted]		(KELLOGG CORP)

Inspected By: MANNER GIGNATE Organization: EAA

Phone: (734) 2375463 Inspection Date: 10/1/99 Mileage at Inspection: 13931

Roll Number 1

Neg.#	Description
0	
1.	MOTOR COMPARTMENT
2.	HOOD (INTERIOR)
3.	" (EXTERIOR)
4.	" "
5.	LINER-HOOD FUSE BOX (FRONT VIEW)
6.	" " " " (LEFT REAR)
7.	" " " " (COVER REMOVED)
8.	INTERIOR FUSE BOX
9.	" " "
10.	RIGHT IP
11.	" FLOOR & CARPET
12.	LEFT IP
13.	" FLOOR & CARPET
14.	ODOMETER
15.	DOOR ID TAG
16.	VIN
17.	GAS TANK - DOOR OPEN
18.	OIL DIPSTICK
19.	TRANS "
20.	BATTERY
21.	MELTED P/S RESERVOIR
22.	" WINDSHIELD WASHER RESERVOIR
23.	R.F. DOGBONE BUSHING
24.	RESIDUE OF OIL/GAS/P.S. FLUID - FRONT OF BLOCK
25.	
26.	
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	
36.	
37.	

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: PONTIAC	Rail: 99097195	VIN: 1G2WP52K6WF319623
Claimant's Name (LAST, First) KELLOGG CORP		

Inspected By: MICHAEL GIGANTE Organization: EAA

Phone: (781) 237-5463 x____ Inspection Date: 05/14/99 Mileage at Inspection: 13984

********** I INSPECTION SUMMARY **********

Following the inspection, summarize the tests and observations.

- FIRE IN VEHICLE LIMITED TO MOTOR COMPARTMENT –
- POINT OF ORIGIN APPEARS TO BE TOP OF ENGINE BLOCK
- CAUSE APPEARS TO BE LEAKING FLUID (P/S OIL OR RAW FUEL) COLLECTING @ ENGINE GALLEY
- SOURCE OF IGNITION UNSURE (EITHER EXH. MANIFOLD OR ELECTRICAL ARC) – SEE COURT LETTER FOR DETAILS

********** II INTERVIEW - VEHICLE HISTORY **********

(Note: Please indicate name, address & phone number of person being interviewed): _____

NO INTERVIEW OF OWNER

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

Item(s), date installed, and by whom (name, phone) _____

2. Any *prior* collision damage? (when, where, extent, repaired by, etc.) _____

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) _____; Repairs (None, Satisfied, Unsatisfied) ____ Repaired by: (GM, Non-GM, Owner/Other) ____

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Maintenance records? (Y/N) ____ Date/description of last maintenance/repair (by whom?) _____

Any other pertinent vehicle history information (from interviewee or GM Warranty History)? _____

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 lift) _____ 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 trailering cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) ____

load description _____ load location _____

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

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

Drive length (If vehicle was parked prior to fire, describe *last drive*): Hrs. ____ Min. ____ Distance traveled _____

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

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

Exact incident location _____

_____

_____

Weather conditions and visibility _____

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

INTERVIEW

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

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

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

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

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

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

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

Electrical systems operation: (normal, other?) _____

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

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

Steering operation: (normal, other?) _____

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.?) _____

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where? _____

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

Describe any unusual odors. From where? _____

Any smoke? (from where, color, intensity, etc.) _____

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

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

Any flame? (from where, color, intensity, etc.) _____

Any steam or smoke? (from where, color, intensity, etc.) _____

Any apparent malfunction of: Cooling System? (Y/N) ____ Power Steering? (Y/N) ____ Auto Transmission? (Y/N) ____ Electrical Systems? (Y/N) ____ Fuel System? (Y/N) ____ Exhaust System? (Y/N) ____ Engine? (Y/N) ____ Brake System? (Y/N) ____ Other? (Y/N) ____ Describe: _____ Warning Lights? (Y/N) ____ Gauges? (Y/N) ____ If so, describe: _____

What did you do after you realized something was wrong? Pull Over? (Y/N) ____ Lower Windows? (Y/N) ____ Raise Windows? (Y/N) ____ Turn Engine Off? (Y/N) ____ Turn on Hazard Flashers? (Y/N) ____ Exit Vehicle? (Y/N) ____ Open Hood? (Y/N) ____ Open Trunk? (Y/N) ____ Other? (Y/N) ____ Describe _____

INTERVIEW

NO INTERVIEW

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

Any other comments or observations that have not been covered? _____

********** 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	NO VISIBLE EXTERIOR DAMAGE				
Front & rear exterior	"	"	"	"	
Hood, inner & outer panels	TWO "FALSE" HOT SPOTS				
Trunk area and Decklid, inner & outer panels	NO VISIBLE EXTERIOR DAMAGE				
Roof	"	"	"	"	
Door interior panels	"	"	"	"	
Left & right instrument panel & odometer	"	"	"	"	
Ashtray(s) area	"	"	"	"	CLEAN
Left & right front seat and carpet	"	"	"	"	
Underbody & exhaust (include tailpipe)	"	"	"	"	
Option code label	✓ OK				
Engine compartment	SEE PHOTO LOG SHEET				
Radiator, front & rear	"	"	"	"	
Coolant recovery bottle	"	"	"	"	
Transmission cooler lines/connections	"	"	"		
Engine compartment engine coolant lines/hoses, connections/clamps	"				
Engine compartment heater lines/hoses, connections/clamps (include those to throttle body)	"				
All fuel lines/hoses, filter, connections/clamps	SEE PHOTO LOG SHEET				
TBI, injector rail, or carburetor & fuel line connection	"	"	"		
Engine compartment fuel lines/hoses, connections & o-rings	"	"	"		
Power steering lines/hoses, connections/clamps	"	"	"		
Generator & attached wiring	"	"	"		

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

Power steering lines/hoses, connections/clamps See PHOTO LOG

Generator & attached wiring " " "

Battery & attached cables " " "

Engine block (note precise location of cracks, holes, etc.) " " "

Engine oil pan " Engine oil filter "

Engine compartment hinge torque rods "

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

Any item which is alleged to be the cause/source FUEL / OIL LEAK @ TOP OF BLOCK

Anything on vehicle which is after-market NO

Anything on vehicle which is a modification NO

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

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

For the following fluids, comment on the fluid level, smell (burned?), feel (gritty?), color (dark?), and apparent condition (normal, water, particles, etc.). In addition, photograph reservoirs, caps, and dipstick positions prior to removal:

Engine coolant >MT

Engine oil OK

Transmission fluid OK

Power steering fluid MT

Brake fluid APPEARS OK (PART OF RESERVOIR MELTED

List all driver electrical controls which are in the "On" position (include ignition) ALL OFF

Fuses (identify all open or not proper size) ALL PROPERLY SIZED / ALL 'CLOSED'

Wiring insulation at fuse blocks OK

Fusible links (identify all open) OK

Spark plug wiring and boot condition ALL HEAVY DAMAGE

Fuel filler "Lead Free" restrictor in place? (Y/N) Describe OK - SEE PHOTO

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

Catalytic converter (any discoloration or swelling?) NO

Position of windows (if glass missing, do further inspection) ALL CLOSED

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):

NO SITE INSPECTION

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, note indicating vehicle was stock, etc.
If significant other property damage occurred due to the fire, if possible, take pictures of the damage and make notes as necessary.

Comments: _____

CSC AUTOMOBILE LOSS NOTICE

05/04/1999

CONSOLIDATED SERVICE CORP.
1200 DEVON AVENUE
ELK GROVE VILLAGE IL 60007

800 323 5844 | 8885 X07618 | 98180

TRAVELERS INS. PC CLAIM | NWZ2 17831

04/01/1994 | 04/01/1994 | 5/03/1989 16:00 Mon

KELLOGG CO. (EG-84721-A)
P.O. BOX 3599
BATTLE CREEK, MI

49016

1-721

(A/C.NO..EXT.)

CSSC 1607272A

Intersection
SALEM,NH

1996 PONT GRAND PRIX | MILEAGE 11000 | 2G2WP52K9T1118679

ER/FLEET AMERICA,307 INTERNATIONAL CIRCLE,HUNT VALLEY,MD,21030

RICHARD CARTAGNA | 978874 0289

GRANDVILLE LANE,NORTH ANDOVER,MA,01845

Employee-RICHARD | 11/01/46 | 016284446 | BUSINESS

AR KIRK | 5 | FORD TRA PONTIAC

NONE

NONE

NONE

FRE BEDFORD,NH

RICHARD CARTAGNA | TERRELL ADDEY

EXTRA PAGE 88!

RICHARD CARTAGNA | TERRELL ADLER

CSC AUTOMOBILE LOSS NOTICE

05/04/1999

Intersection

ROUTE 28 SALEM, NH

0842 X07518 SALEM

VEHICLE #1 WAS TRAVELING ON ROUTE 28. DRIVER STATES THAT THE VEHICLE HAD JUST BEEN REPAIRED FOR AN OIL LEAK. THE DRIVER WAS DRIVING AND THE VEHICLE BEGAN TO SMOKE AND CAUGHT ON FIRE. THE SALEM POLICE AND FIRE DEPARTMENT WERE CONTACTED.

YES NO

POLICY NO.

$

YES NO

POLICY NO.

$

YES NO

POLICY NO.

$

YES NO

POLICY NO.

$

BEDFORD, NH

EXTRA PAGE 002

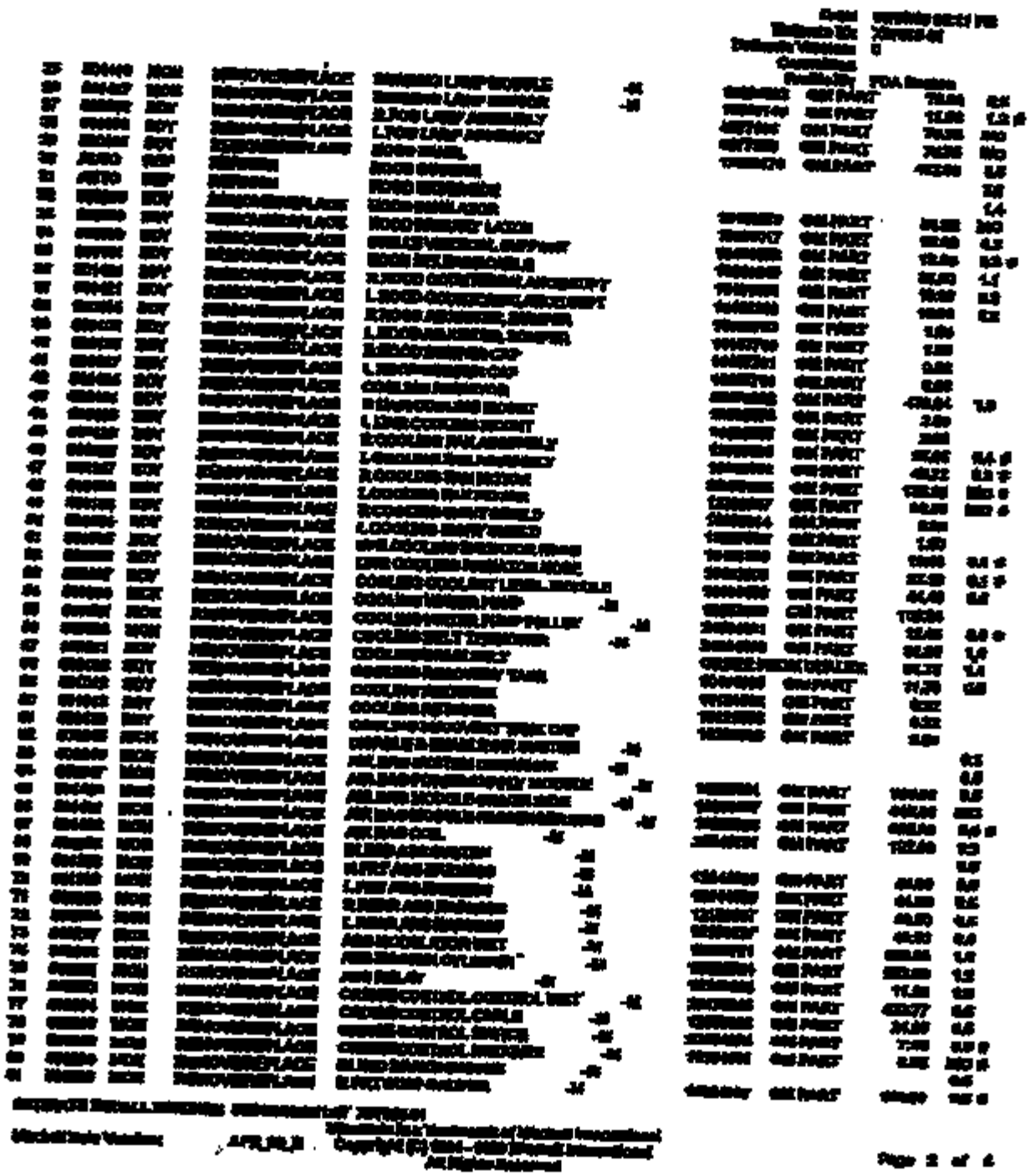
[redacted]

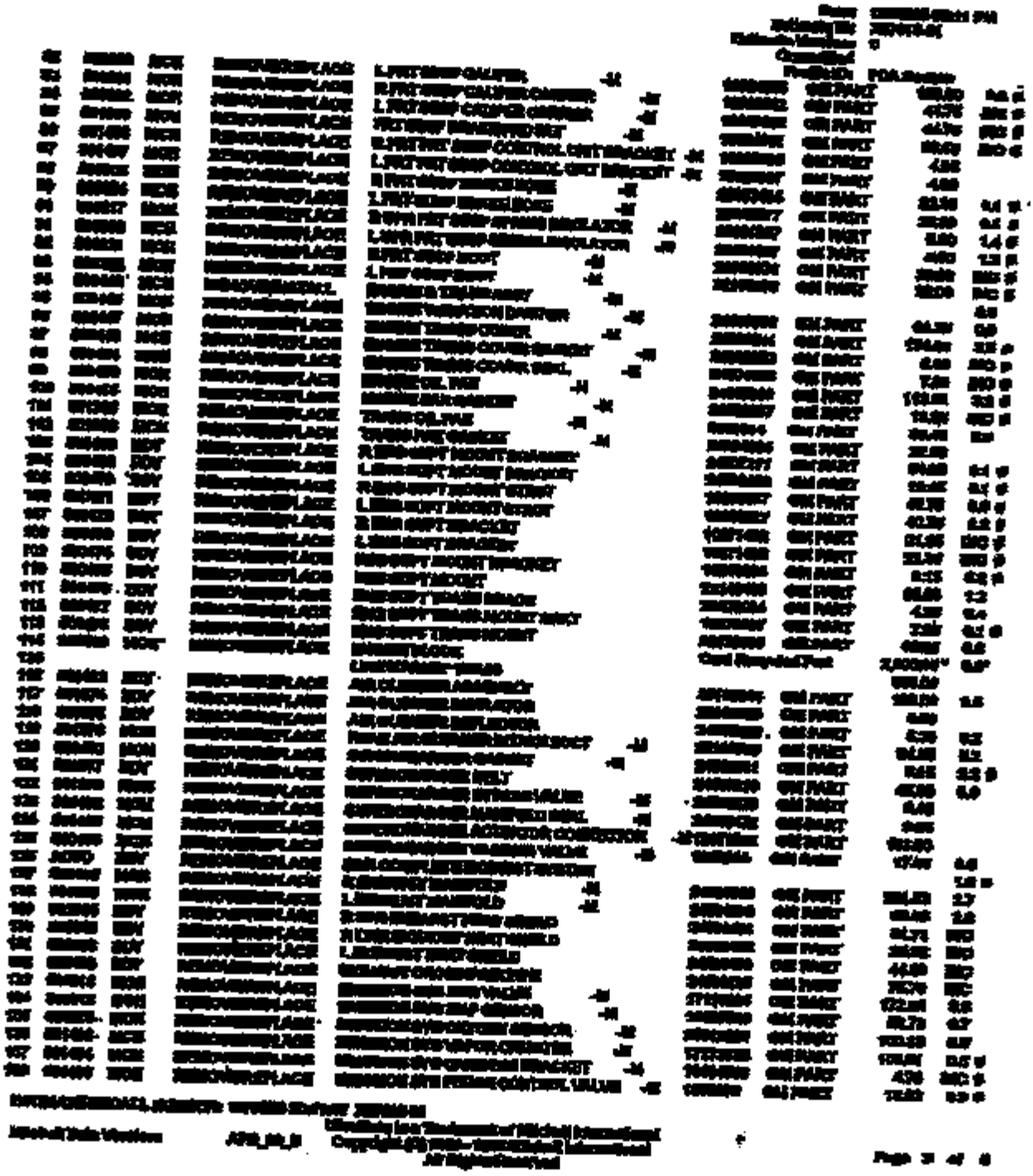
MAY 14 '99 12:55 988 323 8844 PAGE.009

May 09 99 08:37p [redacted] [redacted] p.1

[redacted]

TOTAL LOSS





[redacted]

[redacted]

[redacted]

TOTAL LOSS

Insurance Co. Code

Repairing Shop: [redacted]
Address: [redacted]
Telephone: [redacted]

Your repair estimate/approval may be prepared based on the use of one or more aftermarket sheet and/or other parts supplied by a source other than the manufacturer of your motor vehicle. Parts used in the repair of your vehicle by other than the original manufacturer are required to be at least equal in life kind and quality in terms of fit, quality and performance to the replacement parts available from the original manufacturer. Warranties applicable to these aftermarket sheet and or other parts are provided by the parts manufacturer or distributor rather than your car motor vehicle manufacturer.

# of Days to repair _____

Approved _____ [redacted]

LIC. 013187

[illegible] Copyright [illegible] All Rights Reserved

TOTAL LOSS REPORT

[illegible]	[illegible]	[illegible]
[illegible]	CSO	[illegible]
KELLOGG CO.	[illegible]	[illegible]
[illegible] AUTO BODY CLINIC, [illegible] ST., [illegible] MA	[redacted]	[illegible] / [illegible]

VEHICLE DESCRIPTION

[illegible] Pontiac Grand Prix GT 4-Door		[illegible] / 2/4DT	[illegible] / [illegible]
VIN 1G2WP52K1WF319573		SOLD	[illegible]
[illegible] 3.8L V6 OHV	[illegible] GOODYEAR	[illegible]	
19,[illegible]	[illegible] / [illegible]		

EQUIPMENT/ACCESSORIES

DECOR/BODYSTYLE/TRIM	COMFORT/CONVENIENCE OPTIONS	POWER OPTIONS
4-Door	Air Conditioning Door Mirror Bar Dimmer Bar	Power Seating Power Brakes Power Steering Power Door Locks
ROOF OPTIONS		AUDIO/TRACK OPTIONS
		AM/FM Stereo Cassette Tape Player Alarm

[illegible]

TOTAL LOSS

CONDITION

	Above Avg	Avg	Below Avg
INTERIOR:			
Seats:			
Carpeting:			
Glass:			
Dash:			
Headliner:			
EXTERIOR:			
Sheet Metal:			
Paint:			
Trim:			
MECHANICAL:			
Engine:			
Transmission:			

PRIOR DAMAGE: ☐ Yes ☒ No Estimate Written: ☐ Yes ☒ No Amount: _____ Damage Location: F

OVERALL CONDITION: ☐ Above Avg. ☒ Avg. ☐ Below Avg.

Salvage Will Be: ☐ Rebuilt ☒ Sold for parts ☐ Scrapped

KURT KADEN 8-013187 05/08/98

TOTAL LOSS SETTLEMENT

Method used to determine base price (Check one): ☐ Computerized Evaluation ☐ Comparable Vehicles ☒ Book Value

Vendor Name: _____ Amount: _____

Did you pay the computerized evaluation amount? ☐ Yes ☐ No If no, explain:

Adjusted Amount: _____

☐ 1. ☐ 2. ☐ 3.

Explain any adjustments (mileage, equipment, condition, prior damage, etc.

Adjusted Amount: _____

Book(s) used: NADA - Washington Wholesale

List additions or deductions for equipment, mileage, etc; and prior damage: NADA BOOK PRICE CD-ROM - Mega & RCD

BOOK VALUE FOR PRIOR YEARS

Base Book Price: $10,972.00

Did you pay this amount? ☐ Yes ☒ No If no, explain

Adjusted Amount: $10,967.00

Base Price	$	10967.00
Tax	+	548.07
Fees	+	0.00
Actual Cash Value	=	11515.07
Owner Retained Salvage	-	0.00
Deductible	-	0.00
Lienholder Payoff	-	0.00
Amount Paid Owner	$	10515.07
Date Sailed		

Salvage Disposition | Purchaser: HARBOR AUTO WHOLESALE PORTSMOUTH

Date Sold		
Date Received/Inspected		
High Salvage Bid	$	1500.00
Towing Service	-	207.00
Storage Charges	-	35.00
Miscellaneous Expense	-	0.00
Net Salvage Return	$	1258.00

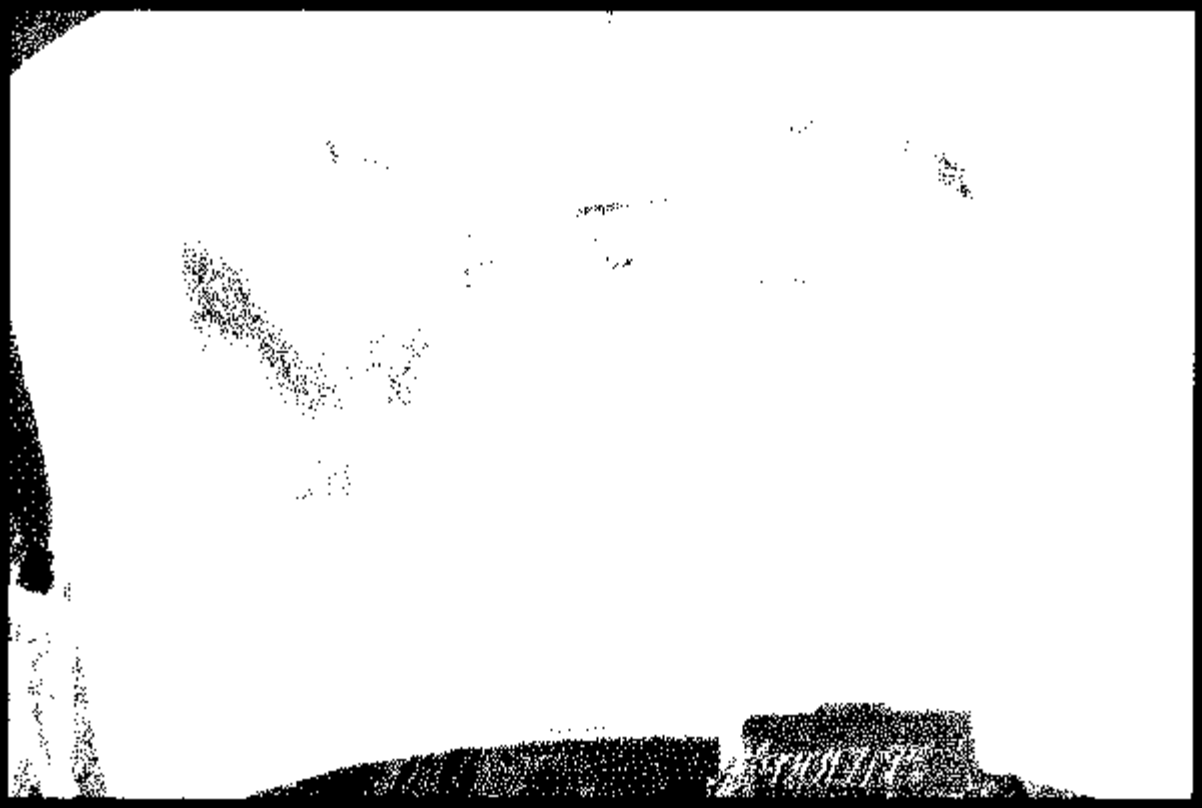
Remarks: HARBOR AUTO WHOLESALE

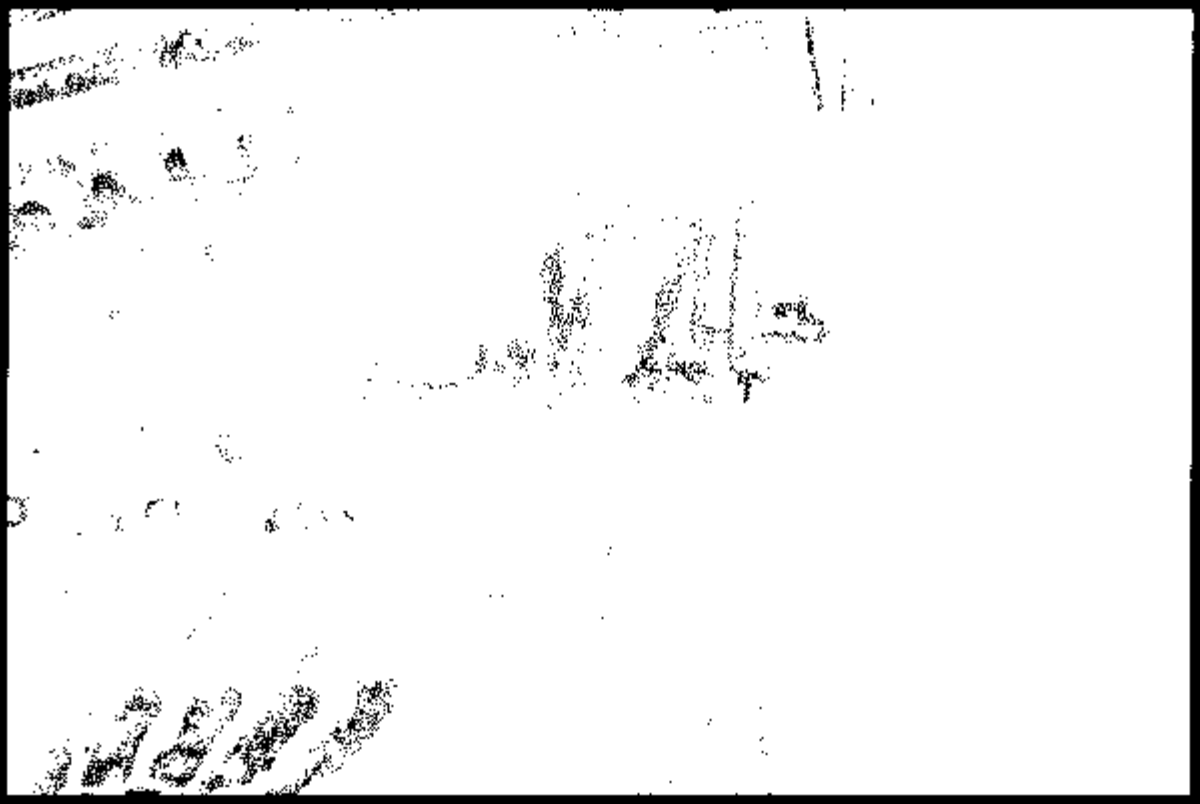
REPORT AUTO WHOLESALE

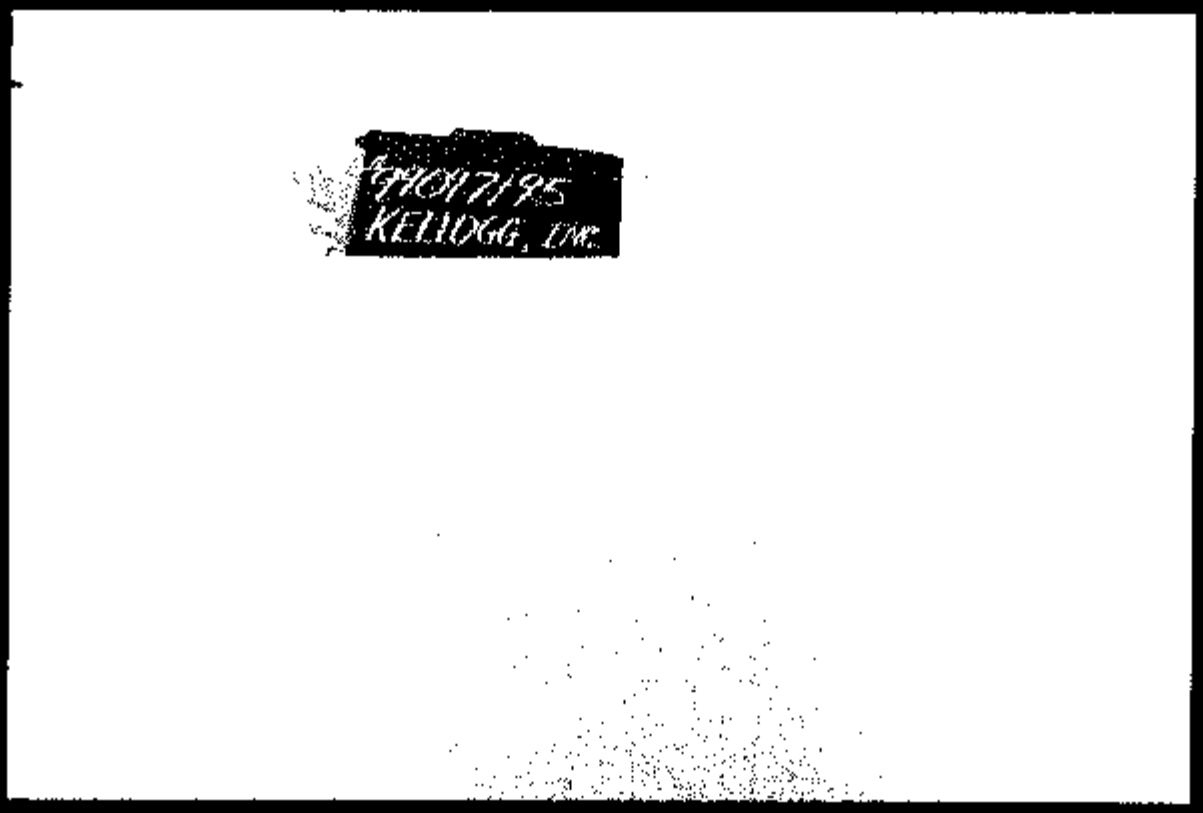
Disposition of Title:

Date: _____

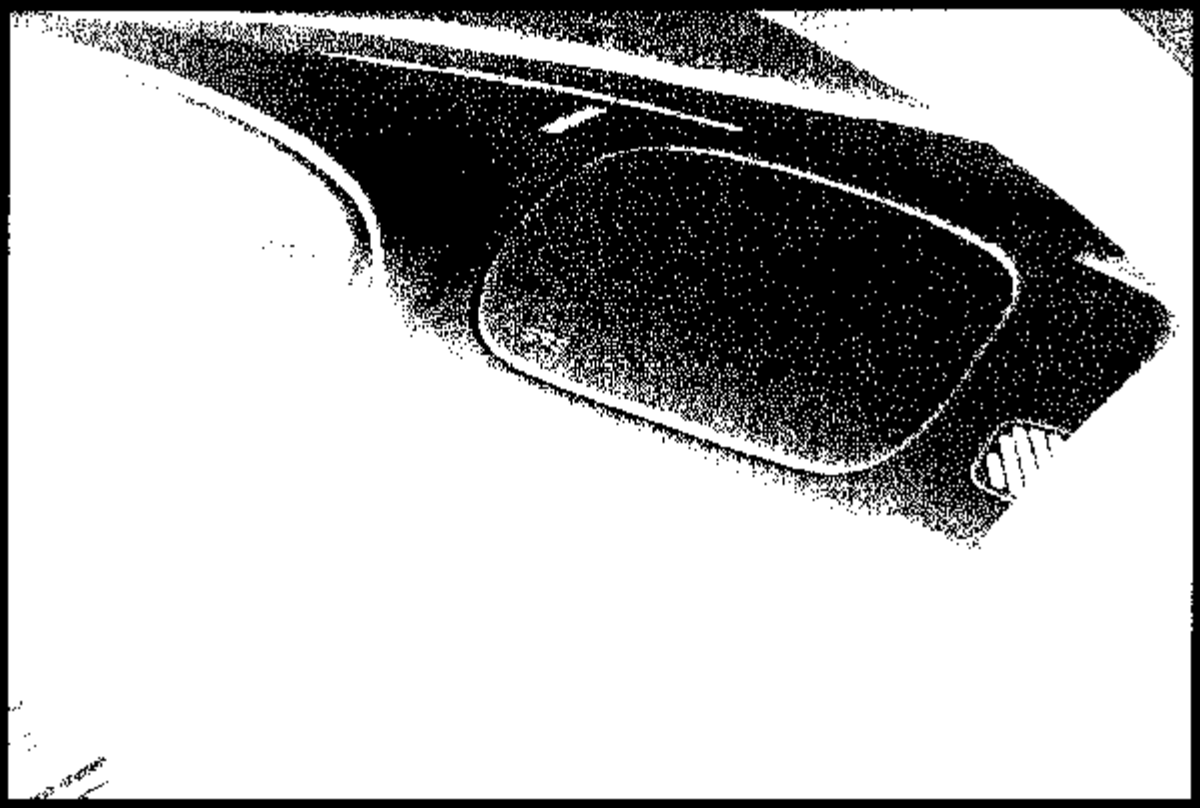
PRO8847

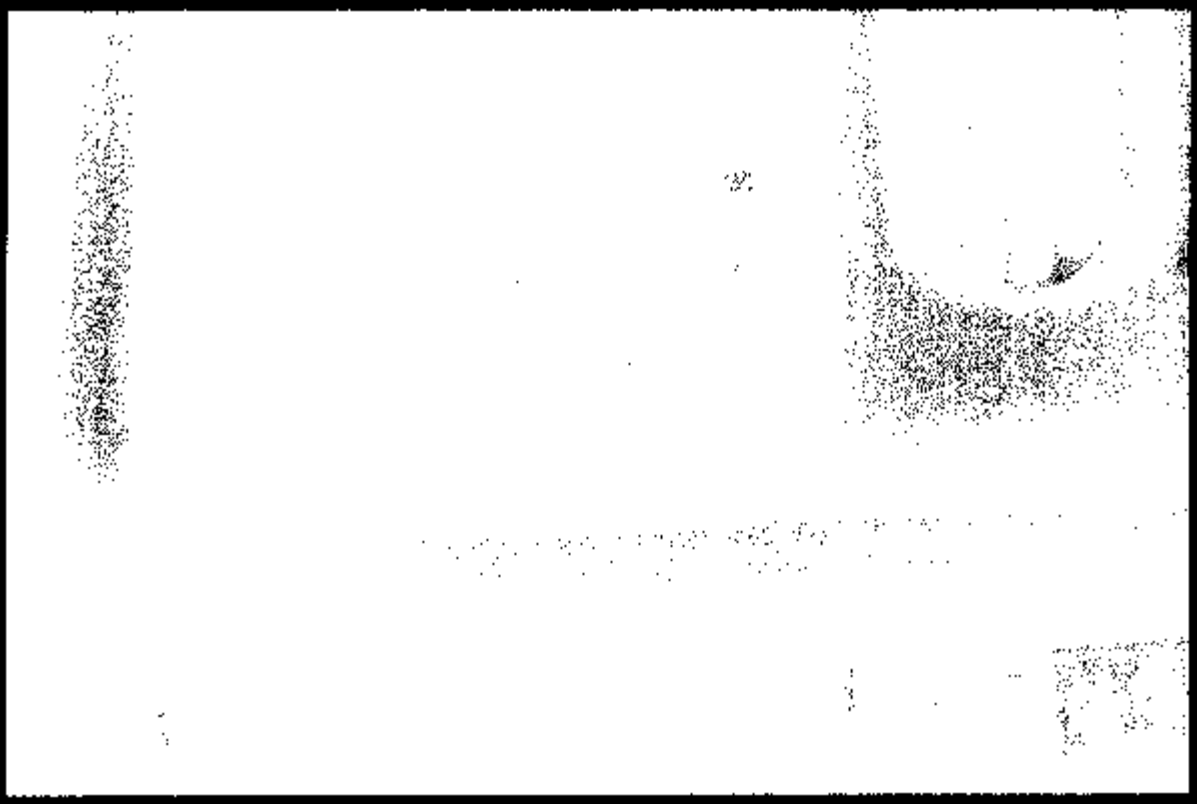


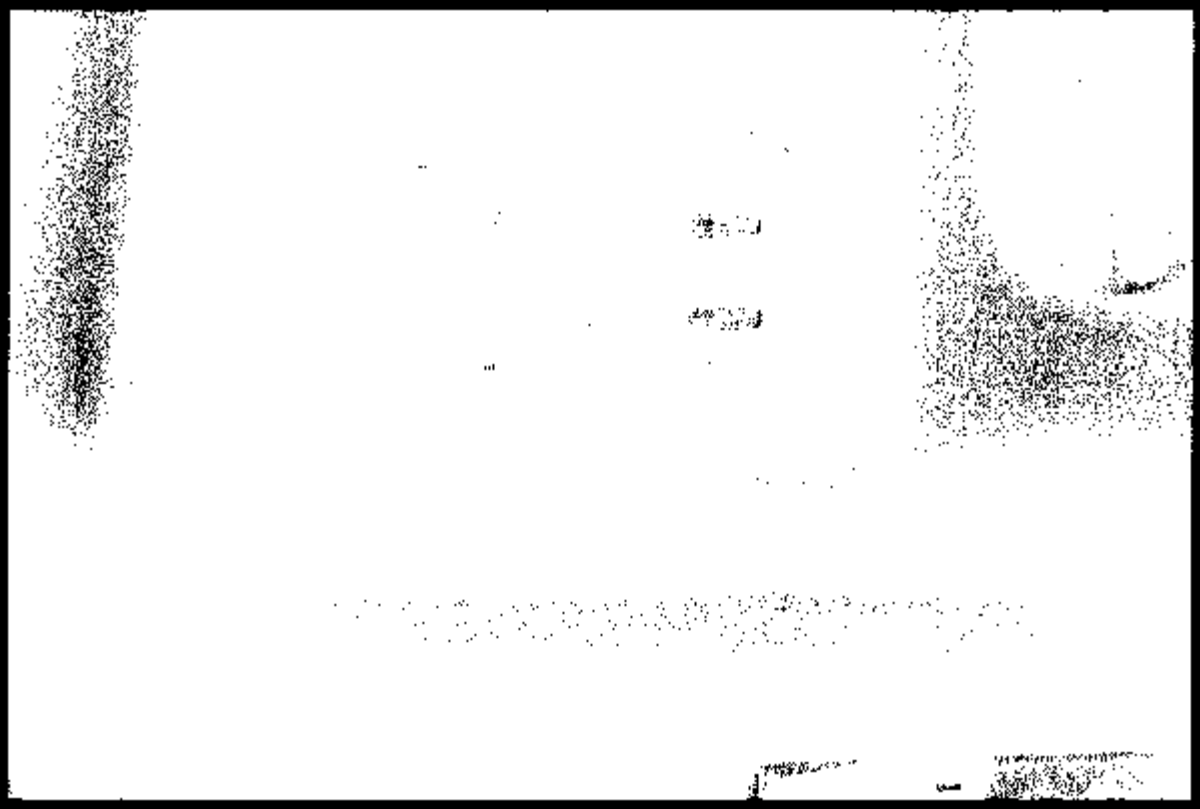


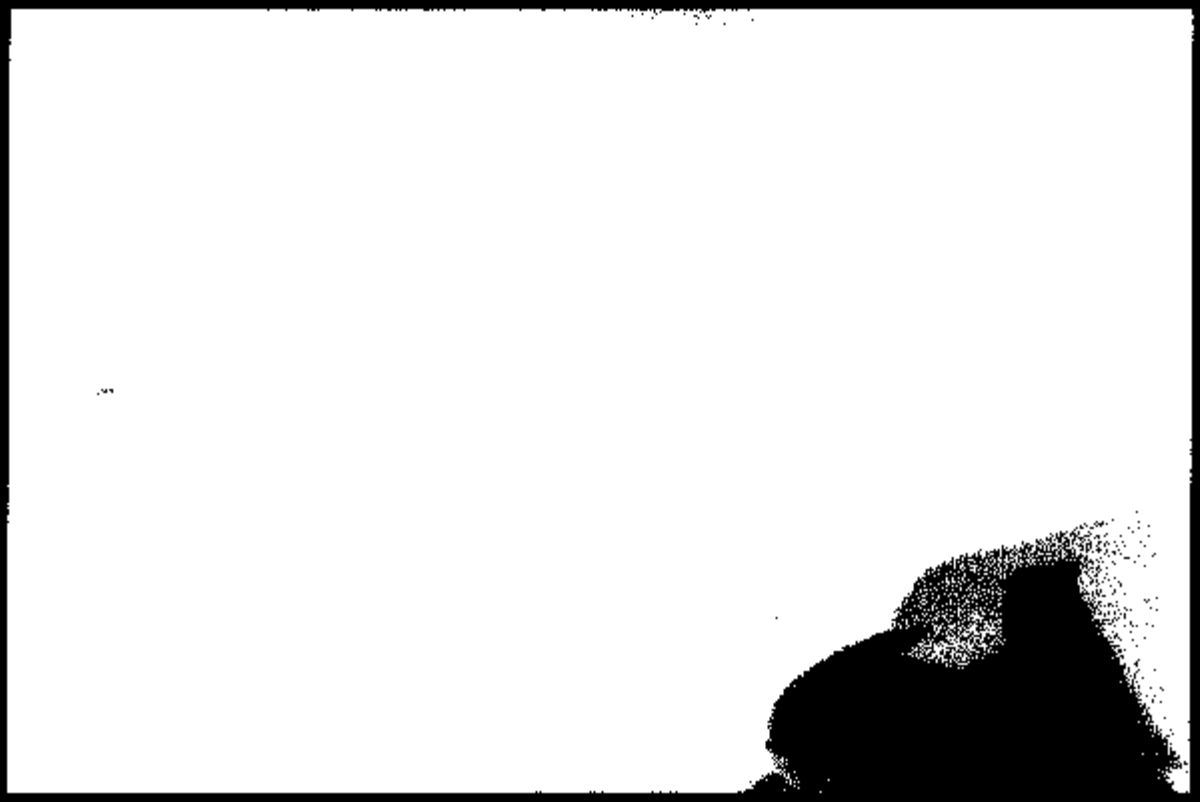

9H017195
KELLOGG, INC.

9H017195
KELLOGG, INC.









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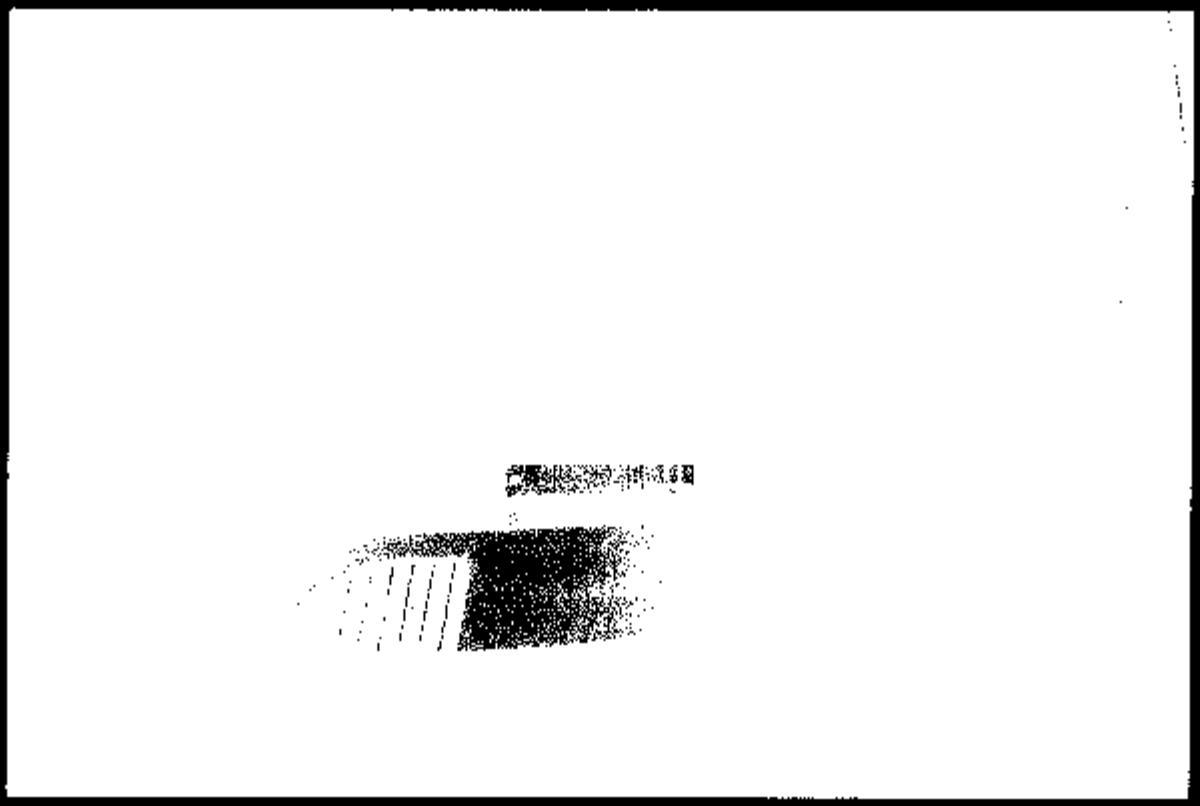

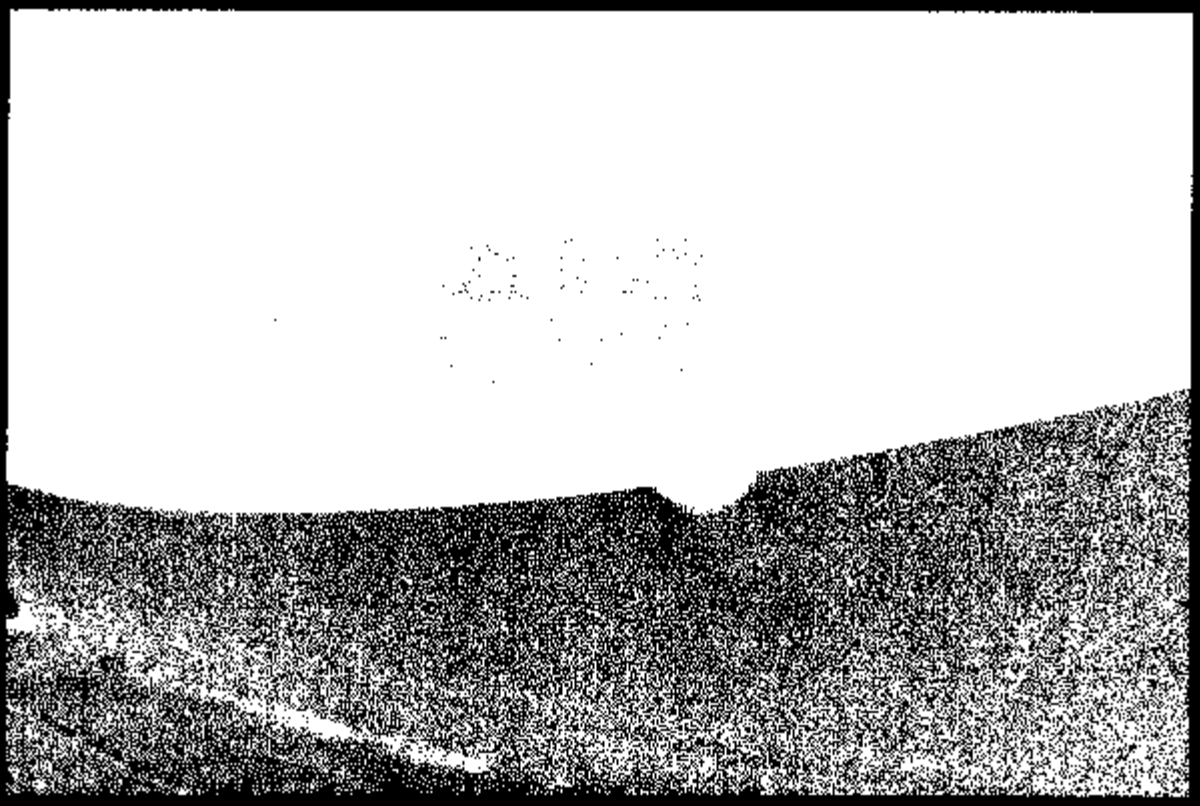

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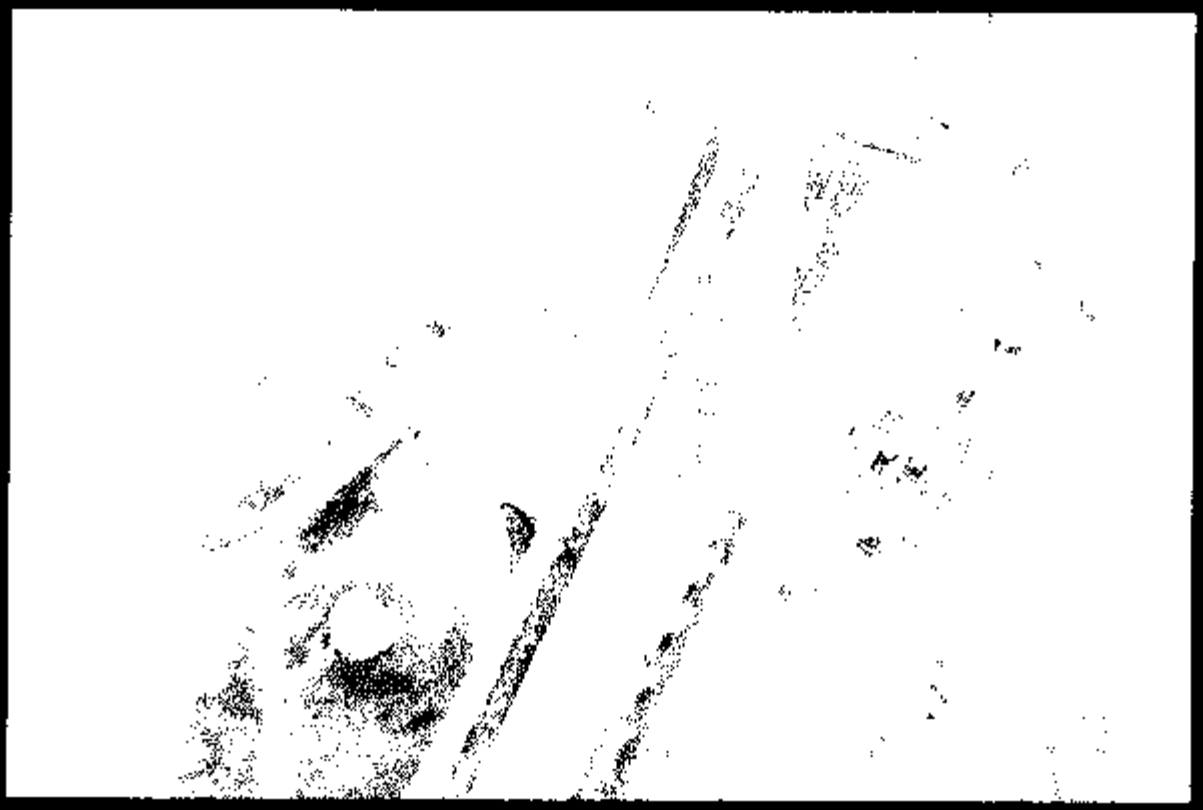
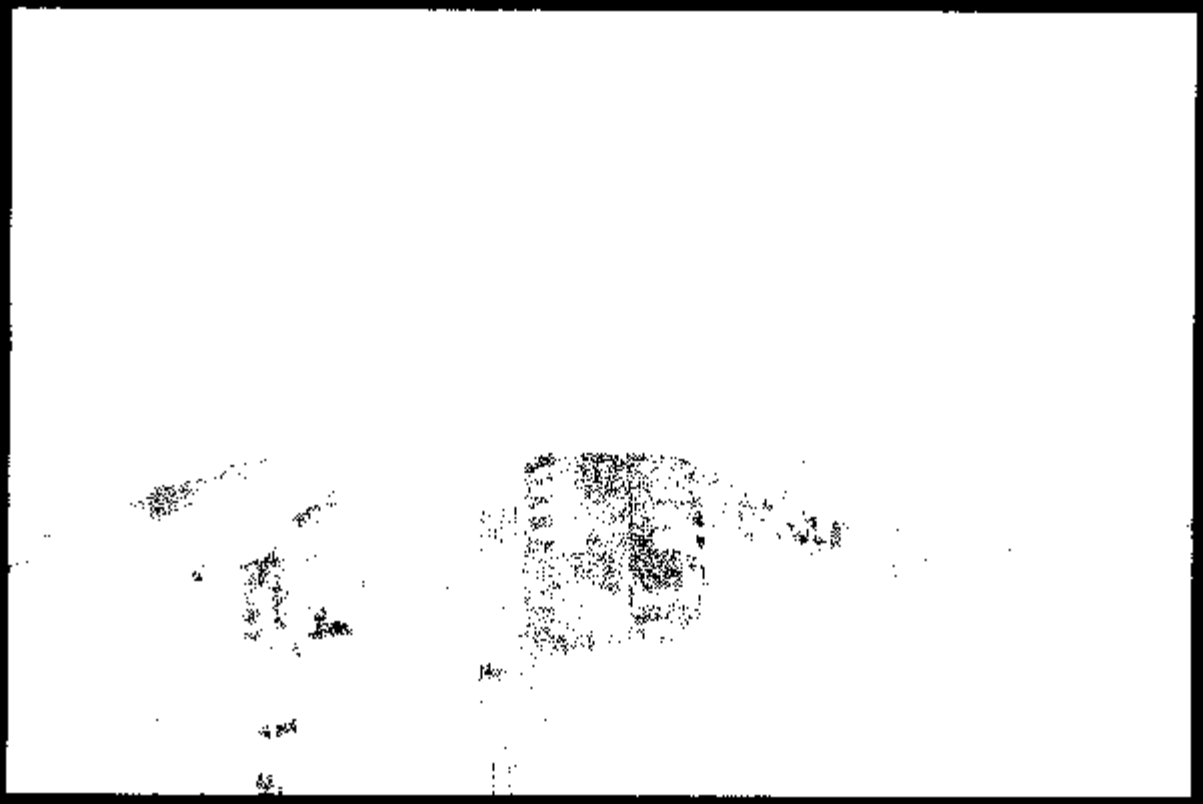
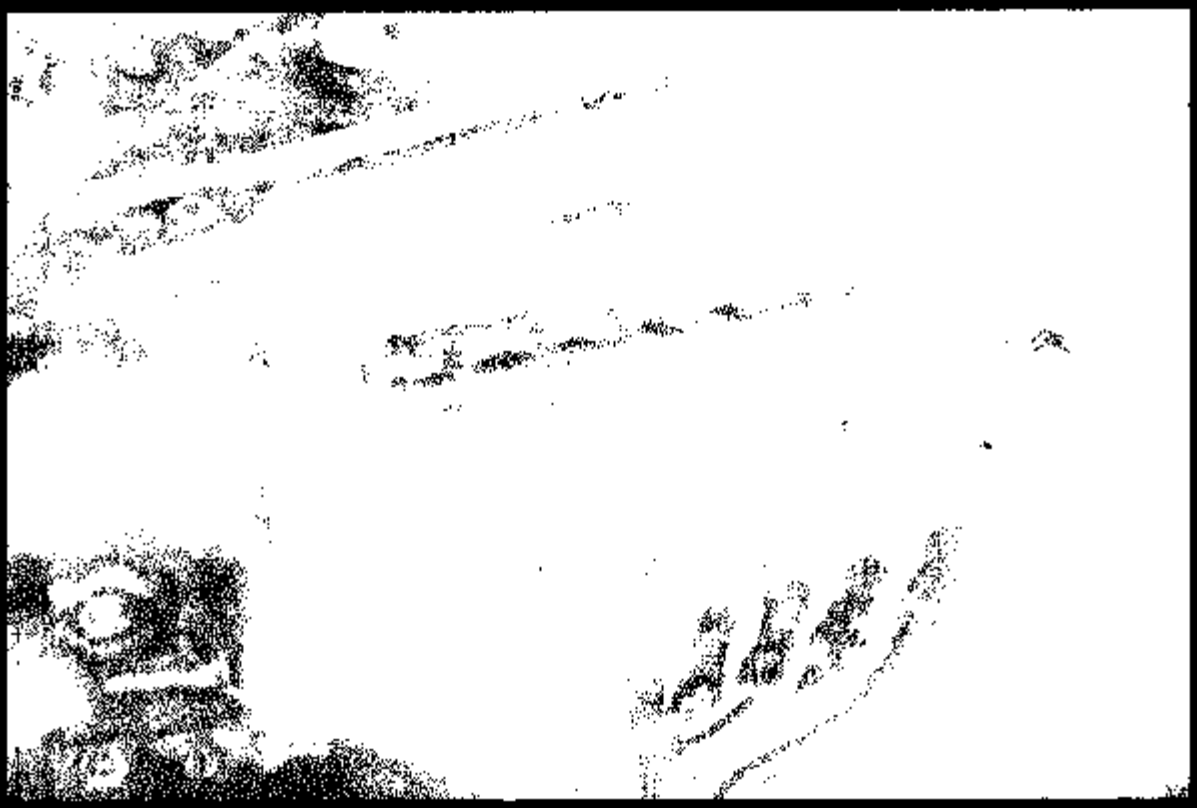
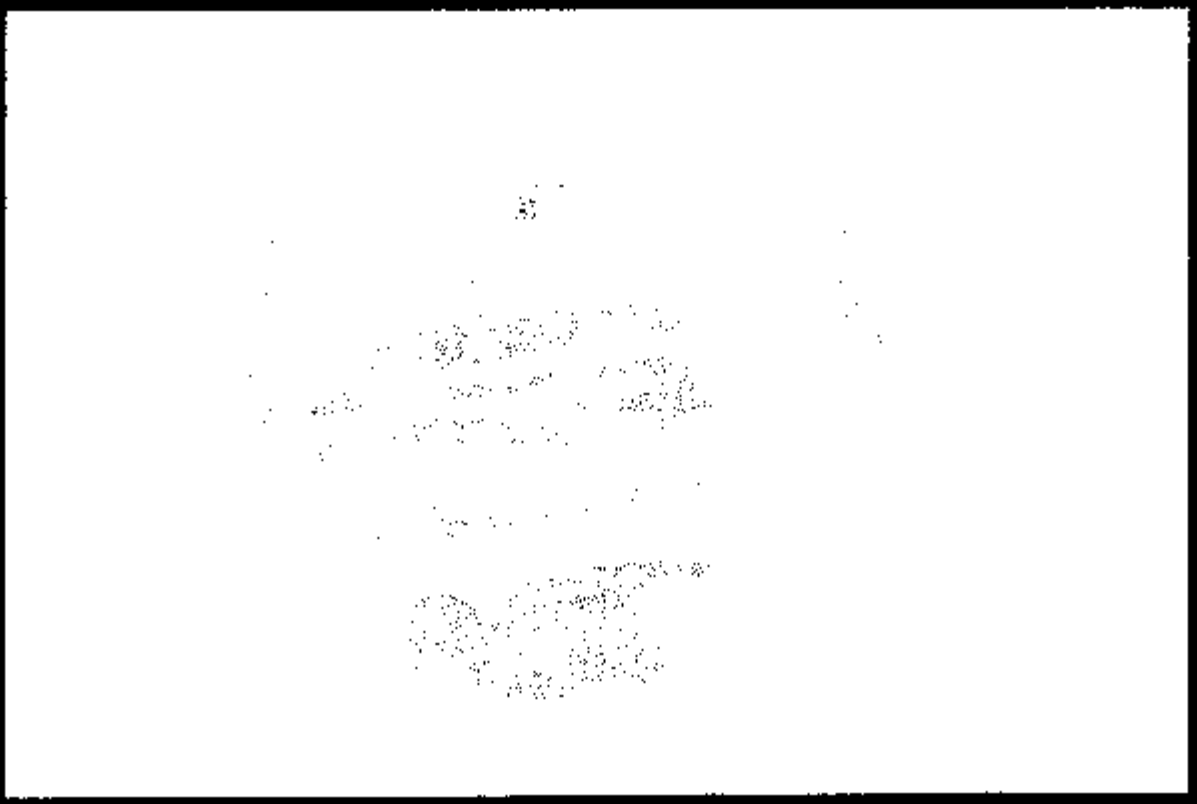








281958 PR08913
A51-124

BUICK

COMPLETED GM PAR INVESTIGATION

CASE NUMBER: 980128035 **CUSTOMER NAME:** Cavenaugh Auto World
ZONE: 56 **INSPECTION: PAR REPRESENTATIVE:** William Adomatis
DATE OPENED: 8-3-98 **CUSTOMER NOTIFICATION DATE:** 8-3-98

ATTACHED INFORMATION

A) CORPORATE PRINT OF ENTIRE PAR CASE	☒
B) POLICE REPORTS	☐
C) PHOTOGRAPHS	☐
D) SIR DATA	☐
E) SERVICE HISTORY	☐
F) INSPECTION NOTES	☐
G) OTHER:	☐

THIS CASE HAS BEEN REVIEWED AND APPROVED BY THE BUICK BRG COORDINATOR. IT INCLUDES ALL REQUIRED INFORMATION AND ATTACHMENTS, AND ALL REQUIRED FIELDS HAVE BEEN COMPLETED. IT HAS BEEN FORWARDED TO THE PAR TEAM FOR APPROVAL. IF ADDITIONAL INFORMATION IS REQUIRED PLEASE CONTACT THE PAR SPECIALIST FOR FURTHER HANDLING.

BUICK PAR SPECIALIST
William Adomatis

BUICK SUPERVISOR
E. A. Keenan

GM1241 A

GENERAL MOTORS CORPORATION
DIVISION BUICK
ZONE 56 SOUTHWEST BRANCH
DATE 08/17/98
DESIGNATION CODE FTP 76 - 001

INSURANCE COMPANY OFFICE
STREET: P. O. BOX 02489
CITY : DETROIT

ADDRESS -
STATE: MI ZIP: [redacted]

RE: CLAIMANT [redacted]

DATE OF INCIDENT 06/23/98

GENTLEMEN:

FORM GM1241 (PAGES 1-3) ARE 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

WE HAVE CHECKED THE ABOVE LISTED 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 ACKNOWLEDGEMENTS TO:

(X) 1. THE UNDERSIGNED
AND/OR
(X) 2. ED KEENAN

FURTHER INQUIRIES REGARDING THIS CLAIM SHOULD BE DIRECTED TO:

(X) 1. THE UNDERSIGNED
AND/OR
(X) 2. ED KEENAN

IN ADDITION TO THE GM1241 (1), (2) AND (3) REPORT, THE FOLLOWING ENCLOSURES ARE ATTACHED (IF NONE, SO INDICATE). (WHEN ATTACHING R.O.S OR PHOTOGRAPHS, INDICATE HOW MANY.)

VERY TRULY YOURS,

GENERAL MOTORS CORPORATION

ED A KEENAN
ADDRESS: 5503 CORPORATE DRIVE SUITE 450
CITY : TROY STATE MI ZIP: 48098 0000
BY : BRC SUPERVISOR (TITLE)

	1241A,1241-1, 1241-2,1241-3	ATTACHMENTS	PHOTOGRAPHS
1. SEND TO INSURANCE OFFICE	ORIGINAL	ORIGINAL	ORIGINALS
2. SEND TO DIV CENTRAL--HOME OFFICE	2ND COPY	1 COPY	NEGATIVES
3. RETAIN IN REGIONAL OFFICE	3RD COPY	1 COPY	---------

GM 1241

CASE REF :
980128035

AUTOMOTIVE DIVISION COMPLETING REPORT
BUICK MOTOR DIVISION
REPORT OF PRELIMINARY INVESTIGATION

DESIGNATION CODE

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

DATE OF INCIDENT 06/23/98 HOUR 12:00

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

NAME OF OWNER [redacted] AGE
ADDRESS HIGHWAY [redacted]
CITY WALNUT RIDGE STATE AR ZIP [redacted] PHONE NO. [redacted]

NAME OF DRIVER AGE
ADDRESS
CITY STATE ZIP PHONE NO. - -

NAME OF CLAIMANT SAME AGE
ADDRESS
CITY STATE ZIP PHONE NO. - -

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

MAKE BUICK VIN 2G4WB52K6W1414716 YEAR 98 MODEL REGAL LS
TRANS 4T60-E AXLE 3.05 ENGINE 3.8L V6 MILEAGE 015773
DATE OF DEL. 09/02/97 NEW,USED OR DEMO U LICENSE NO. STATE
DEALER CAVENAUGH AUTO WORLD, INC.
ADDRESS HWY 67 N
CITY STATE AR ZIP [redacted]
INSPECTION STICKER NO. INSPECTION STATION NBR.
EXPIRATION DATE / /
PRINCIPLE USES OF VEHICLE
SALES LOT
SPECIAL VEHICLE FEATURES OR EQUIPMENT
NONE

NATURE AND EXTENT OF DAMAGES TO VEHICLE.
FRONT ENGINE AREA

ESTIMATE COST OF REPAIR (ATTACH COPY OF ESTIMATE) 9999
PRODUCT CAMP : CAMP PERFORMED: N (Y/N)
IF "Y" SEED:

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

NO PROPERTY DAMAGE INFORMATION ENTERED FOR THIS CASE

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

NO BODILY INJURY INFORMATION ENTERED FOR THIS CASE

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

HOW WHEN, AND BY WHOM WAS DIVISION NOTIFIED OF INCIDENT?

CALL TO BCRC
7-30-98
HERMAN SHAW, SERVICE MANAGER
LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION)
UNKNOWN

KIND OF ROAD X CONCRETE GRAVEL ASPHALT CRUSHED ROCK DIRT
CONDITION OF ROAD WET X DRY ICY OTHER
KIND OF SHOULDER X CONCRETE GRAVEL ASPHALT CRUSHED ROCK DIRT
CONDITION OF SHOULDER WET X DRY ICY OTHER
NATURE OF WEATHER CLEAR
VISION OBSTRUCTION (IF ANY DESCRIBE)
NONE
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? CAVENAUGH AUTO WORLD, WALNUT RIDGE AR

DID VEHICLE TURN OVER? YES X NO VEHICLE SPEED ESTIMATE 99 MPH
SOURCE OF SPEED ESTIMATE
NONE
POSTED SPEED LIMIT 99
BRAND AND SIZE TIRES NOT INSPECTED
CONDITION R.F. X GOOD POOR FLAT R.R. X GOOD POOR FLAT
OF TIRES: L.F. X GOOD POOR FLAT L.R. X GOOD POOR FLAT
OTHER (TRUCK OR SPARE).
G

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)
IF 'NO' EXPLAIN NO PERTINANT REPAIRS

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

NAMES AND ADDRESSES OF WITNESSES
NO WITNESSES
WERE PHOTOS TAKEN? X YES NO IF 'YES' HOW MANY 05 BY WHOM-NAME AND ADDRESS
HERMAN SHAW
CAVENAUGH AUTO WORLD
NOTE: FURNISH PHOTOS TO INSURANCE COMPANY OFFICE WITH THIS FORM.
FORWARD NEGATIVES TO CENTRAL (HOME) OFFICE.
NAME OF INS. REPRESENTATIVE. IF PRESENT, AT THE INVESTIGATION

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

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND HIS STATEMENT OF CAUSE.
"THE SALESMAN WAS SHOWING THE
CAR TO A POTENTIAL CUSTOMER WHEN SMOKE STARTED COMING OUT OF THE HOOD."

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

HERMAN SHAW, SERVICE MANAGER
WAS VEHICLE INSPECTED? X YES NO
IF 'YES' IDENTIFY ALL PARTIES CAVENAUGH AUTO WORLD
WHAT VEHICLE COMPONENTS ARE ALLEGEDLY DEFECTIVE?
THERMAL EVENT

WHO MADE ALLEGATION OF DEFECT? HERMAN SHAW, SERVICE MANAGER
IF THE ALLEGED DEFECTIVE PART HAS BEEN REMOVED FROM THE VEHICLE, INDICATE EXACT PART(S), PRESENT LOCATION AND WHO IS CUSTODIAN.

INFORMATION FROM FURTHER INVESTIGATION OF INCIDENT, INCLUDING EXAMINATION OF VEHICLE AND SCENE OF INCIDENT.

GENERAL COMMENTS
8-17-98

CASE WAS CREATED TO DOCUMENT DEALER VEHICLE.

ALLEGATIONS- THERMAL EVENT BEGAN AROUND COOLANT FAN.
DAMAGE WAS MINIMAL AND REPAIRS HAVE BEEN COMPLETED.
THE VEHICLE WAS DRIVABLE IMMEDIATELY FOLLOWING THE INCIDENT
NO INSPECTION IS POSSIBLE AT THIS POINT. MATTER IS
REFERRED TO INSURANCE COMPANIES FOR HANDLING.
(CC HERMAN SHAW HAS PHOTOS OF THE DAMAGED VEHICLE, NOT
IN POSSESSION OF BRG)
HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT?
BUICK IS UNABLE TO ASSUME
RESPONSIBILITY.

****
DATE OF INVESTIGATION 180398 PRINTED NAME HERMAN SHAW
DATE SIGNED _____ SIGNED _____

DIVISIONAL REPRESENTATIVE COMPLETING INVESTIGATION - GENERAL MOTORS CORPORATION

CASE REF. # 980128035 CUSTOMER INFORMATION

TITLE :
FIRST : [redacted] MI: LAST : [redacted]
STREET : HIGHWAY [redacted]
CITY : WALNUT RIDGE ST: AR ZIP : [redacted]
H PHONE: [redacted] B PHONE:
COMPANY: CAVENAUGH AUTO WORLD

VEHICLE-DEALER INFORMATION

VIN : 2G4WB52K6W1414716 DEL DTE: 09 02 97
YR/MDL : 98 WB REGAL LS MILEAGE: 015773
DEALER : CAVENAUGH AUTO WORLD, INC. ZN/DLR : 56 56876
CITY : WALNUT RIDGE STATE : AR

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST AREA : SERV
CONTACT TYPE : OWNER
WARRANTY : I (IN/OUT/UNK)
STOCKHOLDER : N (Y/N)
DLR SVC DISTRICT: 70
PART DELAY START:
CASE OPEN DATE : 07 30 98
ROUTING CODE : CAC CRS LOC: 1241
CORRES TYPE :
FILE RETENTION : 00
LAST ALTERED ID : B47WA

REQUEST SOURCE : H T CRS
IN CORR SEQ # : N
THIRD PARTIES :
GM EMPLOYEE : N (Y/N)
PART DELAY END :
SCRAP DATE :
TRANSMIT DATE :
CORP CASE # :
CENTRAL FILE : Y (Y/N)
LAST ALTERED DATE : 08 17 98

CASE CLOSING INFORMATION

FILE RETENTION : 00
DLR CONTACT DATE : 07 30 98
CLOSING DATE : 08 17 98
[illegible] REVIEW CLOSE : B47WA
REGION REV CLOSE :

CENTRAL FILE : Y (Y/N)
DLR CONCLUSION DATE 08 17 98
RESPONSIBLE DLR :
CO REVIEWED : Y (Y/N) DATE: 08 17 98
REGION REVIEWED : (Y/N) DATE:

CDE #	DESC	CDE COMMENTS
491	3 CPEI CAMPAIGN	97022, 98691 DOCUMENTED
731	, IN 1241 INVESTI	GM PAR INVESTIGATION SEE PAR INVESTIGATION
732	9 FIRE DAMAGE/LOS	ALLEGED THERMAL EVENT SEE PAR INVESTIGATION

GENERAL COMMENTS

USER: B65AL DATE. 7/30/98 TIME: 12:42
0001/ 1 7/30/98
0001/ 2 870 686 3561 SERVICE MANAGER: HERMAN SHAW
0001/ 3 DSM: STEVEN ARCHER 1313 667 2101
0001/ 4 DLRSHIP OWNS VEH.
0001/ 5
0001/ 6 CC CALLED IN STATING THAT THE VEH HAD A THERMAL EVENT. CC STATED THAT
0001/ 7 THE VEH WAS A PROGRAM VEH. CC STATED THAT A SALESMAN WAS TAKING THE
0001/ 8 VEH TO A POTENTIAL CUST THAT WANTED TO TAKE A LOOK AT THE VEH. CC
0001/ 9 STATED THAT ABOUT 10 MILES INTO THE 14 MILE TRIP THAT THE SALESMAN
0001/10 NOTICED SMOKE COMING FROM THE HOOD. CC STATED THAT THE SALESMAN
0001/11 PULLED THE VEH OVER ON THE SIDE OF THE ROAD AND OPENED THE HOOD.
0001/12 CC STATE THAT SALESMAN WAS NOT INJURED. CC STATED THE DLR ONLY
0001/13 PERFORMED AN OIL CHANGE AND A GENERAL INSPECTION ON THE VEH. CC STATED
0001/14 THAT THE THERMAL EVENT WAS CONFINED TO ENGINE COMPARTMENT AND THAT
0001/15 HE HAS ALREADY COMPLETED THE REPAIRS TO THE VEH. CONTINUED.....

USER: B65AL DATE: 7/30/98 TIME: 12:58
0002/ 1 CC STATED THAT HE CALLED HIS DSM:STEVEN ARCHER AND THAT THE DSM TOLD
0002/ 2 HIM TO CALL BCRC BECAUSE HE WAS NOT SURE WHETHER THE DLR SHOULD
0002/ 3 CONTACT THEIR INSURANCE COMPANY OR WHETHER THE EXPENSE OF REPAIRING
0002/ 4 BE CHARGED AS A WARRANTY ITEM.
0002/ 5
0002/ 6 BCRC ACTION: BCRC INFORMED CC THAT BCRC WOULD BE HAVE TO SET UP A
0002/ 7 CASE FOR THE DLR AS IF IT WAS LIKE A REGUALR CUST. BCRC INFORMED CC
0002/ 8 THAT HE WILL BE RECEIVING A CALL FROM OUR BUSINESS RESOURCE GROUP
0002/ 9 WITH THE NEXT 24 HOURS. BCRC CALLED DSM: STEVEN ARCHER TO LET HIM
0002/10 KNOW WHAT IS HAPPENING WITH THE CASE. BCRC TRANSFERED CASE TO
0002/11 CHRISTINE PRICE IN BRG.
0002/12
0002/13 ALAN LANG BCRC 2726 VME 28134

USER: B47WA DATE: 8/17/98 TIME: 10:32
0003/ 1 8-17-98
0003/ 2
0003/ 3 SPOKE TO CC HERMAN SHAW 2 WEEKS AGO (COMMENTS ENTERED LATE)
0003/ 4 HE STATED THAT THE VEHICLE WAS BEING TEST DRIVEN WITH A SALESMAN
0003/ 5 AND CUSTOMER WHEN SMOKE STARTED COMING FROM UNDER THE HOOD.
0003/ 6 THE CAR WAS IMMEDIATELY BROUGHT BACK TO THE DEALER.
0003/ 7 CC HERMAN ADVISED THAT THEY HAVE ALREADY REAPARIED THE "MINOR"
0003/ 8 DAMAGE TO THE ENGINE COMPARTMENT. HE STATED THAT HE WAS CALLING
0003/ 9 BY THE SUGGESTION OF HIS INSURANCE COMPANY.
0003/10
0003/11 BECAUSE THE VEHICLE IS ALREADY REPAIRED, AND NO INSPECTION COULD
0003/12 BE PERFORMED, PAR REPORT WITH BE TAKEN WITHOUT INSPECTION.
0003/13
0003/14 BILL ADGMATIS B.R.G.-PAR X2777 VME 38161

END OF PRINT FOR CASE # 980125035

282001

PRO 8956

J01-124

BUICK

COMPLETED GM PAR INVESTIGATION

CASE NUMBER: 980111263 **CUSTOMER NAME:** Mrs. Betty Chapman-Orders
ZONE: 52 **INSPECTION: EAA REPRESENTATIVE:** L. M. Watts
DATE OPENED: 7/8/98 **CUSTOMER NOTIFICATION DATE:** 7/27/98

ATTACHED INFORMATION

A) CORPORATE PRINT OF ENTIRE PAR CASE	☒
B) POLICE REPORTS	☒
C) PHOTOGRAPHS	☒
D) SIR DATA	☐
E) SERVICE HISTORY	☐
F) INSPECTION NOTES	☒
G) OTHER:	☐

THIS CASE HAS BEEN REVIEWED AND APPROVED BY THE BUICK BRG COORDINATOR. IT INCLUDES ALL REQUIRED INFORMATION AND ATTACHMENTS. AND ALL REQUIRED FIELDS HAVE BEEN COMPLETED. IT HAS BEEN FORWARDED TO THE PAR TEAM FOR APPROVAL. IF ADDITIONAL INFORMATION IS REQUIRED PLEASE CONTACT THE PAR SPECIALIST FOR FURTHER HANDLING.

BUICK PAR SPECIALIST
Christine Price

BUICK SUPERVISOR
E. A. Keenan

GM1241 A

GENERAL MOTORS CORPORATION
DIVISION BUICK
ZONE 32 SOUTHEAST BRANCH
DATE 07/31/98
DESIGNATION CODE PTP 76 - 001

INSURANCE COMPANY OFFICE ADDRESS -
STREET: P. O. BOX 02489
CITY : DETROIT STATE: MI ZIP: 48192

RE: CLAIMANT BETTY CHAPMAN-ORDERS DATE OF INCIDENT 06/28/98

GENTLEMEN:

FORM GM1241 (PAGES 1-3) ARE 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

WE HAVE CHECKED THE ABOVE LISTED 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 DESIRABILITY OF A DIFFERENT APPROACH, WE WOULD APPRECIATE BEING ADVISED PROMPTLY.

FORWARD CLAIM ACKNOWLEDGE NOTE TO:

(X) THE UNDERSIGNED AND/OR
(X) T. EL KEENAN

FURTHER INQUIRIES REGARDING THIS CLAIM SHOULD BE DIRECTED TO:

(X) T. THE UNDERSIGNED AND/OR
(X) T. EL KEENAN

IN ADDITION TO THE GM1241 (1), (2) AND (3) REPORT, THE FOLLOWING ENCLOSURES ARE ATTACHED (IF DONE, AS INDICATED). (WHEN ATTACHING SCALE IN PHOTOGRAPHS, INDICATE HOW MANY.)

VERY TRULY YOURS,

GENERAL MOTORS CORPORATION

ED A KEENAN
ADDRESS 3000 CORPORATE DRIVE SUITE 450
CITY TROY STATE MI ZIP 48084 0000
BY BRG SUPERVISOR (TITLE)

	1241A,1241-1, 1241-2,1241-3	ATTACHMENTS	PHOTOGRAPHS
SEND TO INSURANCE OFFICE	ORIGINAL	ORIGINAL	ORIGINALS
SEND TO GMC CENTRAL--HOME OFFICE	2ND COPY	1 COPY	NEGATIVES
RETAIN A REGIONAL OFFICE	3RD COPY	1 COPY	----------

GM 1241

CASE REF #
980111263

AUTOMOTIVE DIVISION COMPLETING REPORT
BUICK MOTOR DIVISION
REPORT OF PRELIMINARY INVESTIGATION

DESIGNATION CODE

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

DATE OF INCIDENT 06/28/98 HOUR 06:30

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

NAME OF OWNER [redacted] CHAPMAN-ORDERS AGE 063
ADDRESS [redacted]
CITY HILDEBRAN STATE NC ZIP [redacted] PHONE NO. [redacted]

NAME OF DRIVER SAME AGE
ADDRESS
CITY STATE ZIP PHONE NO. - -

NAME OF CLAIMANT SAME AGE
ADDRESS
CITY STATE ZIP PHONE NO. - -

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

MAKE BUICK VIN 1G4HP52K3VH599936 YEAR 97 MODEL LESABRE CUSTOM
TRANS 4T60E AXLE 3.06 ENGINE 3.8L V6 MILEAGE 006500
DATE OF DEL. 03/13/97 NEW,USED OR DEMO N LICENSE NO. STATE
DEALER ELLER BUICK-PONTIAC, INC.
ADDRESS [redacted]
CITY STATE NC ZIP [redacted]
INSPECTION STICKER NO. INSPECTION STATION NBR.
EXPIRATION DATE / /
PRINCIPLE USES OF VEHICLE
PERSONAL
SPECIAL VEHICLE FEATURES OR EQUIPMENT
NONE

NATURE AND EXTENT OF DAMAGES TO VEHICLE.
TOTALLED

ESTIMATE COST OF REPAIR (ATTACH COPY OF ESTIMATE)
PRODUCT CAMP : CAMP PERFORMED: (Y/N)
IF 'Y' DESC:

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

WAS ANOTHER VEHICLE INVOLVED? N
STATE MAKE AND MODEL OF VEHICLE

OTHER VEHICLE SPEED ESTIMATE 00 MPH BY WHOM
NAME OF OWNER [redacted]
OWNER ADDRESS [redacted] HILDERBRAN, NC
NAME OF DRIVER
DRIVER ADDRESS

WAS PROPERTY (OTHER THAN A MOTOR VEHICLE) DAMAGED - IF SO STATE:
KIND [illegible] CARPORT DAMAGED
NAME OF OWNER [redacted]
EXTENT OF DAMAGE 1600

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

NO BODILY INJURY INFORMATION ENTERED FOR THIS CASE
********** V INVESTIGATION **********

HOW, WHEN, AND BY WHOM WAS DIVISION NOTIFIED OF INCIDENT?
CONTACTED BY PHONE CALL TO CRC
063098
MS. [redacted]
LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION)
[redacted] ORDERS STREET AT THE BACK OF THE HOUSE

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 OBSTRUCTION (IF ANY DESCRIBE)
NONE
NAME AND ADDRESS OF DEALER WHO TOWED (INCLUDE TOW DRIVER'S NAME), STORED
AND/OR PROVIDED TEMPORARY SERVICE TO DAMAGED VEHICLE
UNKNOWN
UNKNOWN
UNKNOWN
WHERE CAN VEHICLE BE SEEN? RIMER MOTORS 5100 MERLE ROAD CONCORD, NC
@ 704 788 4421 OR 704 795 3908 CONFIRMATION #NW39087
DID VEHICLE TURN OVER? YES X NO VEHICLE SPEED ESTIMATE 0 MPH
SOURCE OF SPEED ESTIMATE
MS. ORDERS
POSTED SPEED LIMIT 01
BRAND AND SIZE TIRES NOT INSPECTED
CONDITION R.F. X GOOD POOR FLAT R.R. X GOOD POOR FLAT
OF TIRES: L.F. X GOOD POOR FLAT L.R. X GOOD POOR FLAT
OTHER (TRUCK OR SPARE).
G

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)
IF 'NO' EXPLAIN NONE FOUND

POLICE REPORT ATTACHED? YES X NO IF 'NO', WHAT STATION OR OFFICER MADE
REPORT ICHARD TOWNSHIP
FIRE DEPARTMENT
NAMES AND ADDRESSES OF WITNESSES
NO WITNESSES
WERE PHOTOS TAKEN? X YES NO IF 'YES' HOW MANY 54 BY WHOM-NAME AND ADDRESS
L. M. WATTS
EAA
NOTE: FURNISH PHOTOS TO INSURANCE COMPANY OFFICE WITH THIS FORM.
FORWARD NEGATIVES TO CENTRAL (HOME) OFFICE.
NAME OF INS. REPRESENTATIVE, IF PRESENT, AT THE INVESTIGATION

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

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND HIS STATEMENT OF CAUSE.
"I CAME INTO THE KITCHEN AND
SAW SMOKE COMING FROM THE CARPORT THROUGH THE WINDOW. SMOKE WAS
COMING FROM THE FRONT OF THE CAR. I CALLED FIRE DEPARTMENT AND
BY THE TIME THEY GOT TO MY CAR IT WAS IN FLAMES ALONG WITH THE CARPORT.
THE FIRE DEPARTMENT PUT THE FIRE OUT."

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 L. M. WATTS
WHAT VEHICLE COMPONENTS ARE ALLEGEDLY DEFECTIVE?
THERMAL EVENT

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

INFORMATION FROM FURTHER INVESTIGATION OF INCIDENT, INCLUDING EXAMINATION OF VEHICLE AND SCENE OF INCIDENT. BUICK WILL ASSUME NO RESPONSIBILITY. NO EVIDENCE OF A MANUFACTURING DEFECT. THE RADIATOR CAP WAS NOT ON PROPERLY WHICH ALLOWED THE ANTIFREEZE TO SPRAY OUT. FORWARDING MATTER TO ESIS.

GENERAL COMMENTS
7/27/98

*** INSPECTION SUMMARY ***

ELECTRICAL TEST. BATTERY VOLTAGE AT 12.3 VOLTS. FUSIBLE LINKS BURNED BY FLAMES. "PDC" BOXES DESTROYED BY FLAME. NO BLOWN INTERIOR FUSES. NO FLUID LEAKS UNDER THE VEHICLE. RADIATOR CAP WAS LOOSE ON THE RIGHT SIDE CAUSING A POSSIBLE ANTIFREEZE SPRAY IN THE FRONT EXHAUST MANIFOLD. FILLER NECK WAS BURNED ON RIGHT SIDE AND CAP COULD NOT BE FORCED BACK ON DUE TO MELTED PLASTIC AT THE TOP OF THE FILLER NECK. (CAP HAD TO BE LOOSE PRIOR TO FIRE FOR THIS TO BE EVIDENT).

** VEHICLE INSPECTION **
LEFT & RIGHT SIDE EXTERIOR-NO FIRE DAMAGE EXCEPT EDGE OF LEFT FRONT FENDER AT HOOD
FRONT & REAR EXTERIOR-FRONT FASCIA, HOOD AND TOP OF ONE HOOD LAMP AND GRILLE HAD FIRE DAMAGE
HOOD, INNER & OUTER PANELS-BURNED BADLY. INNER & OUTER
TRUNK AREA AND DECKLID, INNER & OUTER PANELS-NO DAMAGE
ROOF-NO DAMAGE
DOOR INTERIOR PANELS-NO DAMAGE
LEFT & RIGHT INSTRUMENT PANEL & ODOMETER-NO DAMAGE
ASHTRAY AREA-NO EVIDENCE OF ASHES EVER BEING IN THE ASHTRAY
LEFT & RIGHT FRONT SEAT AND CARPET-NO DAMAGE
UNDERBODY & EXHAUST-NOT INVOLVED
OPTION CODE LABEL-COULD NOT BE FOUND
ENGINE COMPARTMENT-FIRE STARTED AT FRONT OF ENGINE
RADIATOR, FRONT & REAR-NO DAMAGE TO RADIATOR CORE OR A/C CONDENSER
COOLANT RECOVERY BOTTLE-HEAT CAUSED BOTTLE TO SHRINK DOWN BUT IT DID NOT BURN
TRANSMISSION COOLER LINES/CONNECTIONS-ALL CONNECTIONS APPEARED TO BE

RMAL
GINE COMPARTMENT HEATER LINES/HOSES, CONNECTIONS/CLAMPS-TOP RADIATOR HOSE BURNED ON TOP AND HAD A SMALL BURN THROUGH ON TOP. ALL CLAMPS IN PLACE. RADIATOR CONTAINED 13 INCHES OF COOLANT
ENGINE COMPARTMENT HEATER LINES/HOSES, CONNECTIONS/CLAMPS-HEATER HOSES WERE NOT BURNED THROUGH AND ALL CLAMPS IN PLACE
ALL FUEL LINES/HOSES,CONNECTIONS & O-RINGS-BURNED BEYOND PROPER DIAGNOSIS
ENGINE COMPARTMENT FUEL LINES/HOSES, CONNECTIONS & O-RINGS-BURNED BEYOND PROPER DIAGNOSIS
POWER STEERING LINES/HOSES, CONNECTIONS/CLAMPS-POWER STEERING PUMP WAS FULL. HOSES NOT BURNED
GENERATOR AND ATTACHED WIRING-TERMINAL AT ALTERNATOR B+ WAS TIGHT. (NUT). WIRING WAS NOT FUSED AND WAS NOT 'BALLED OR BEADED'
BATTERY AND ATTACHED CABELS-ATTACHMENT BOLTS WERE TIGHT BUT CABLES CUT BY FIRE DEPARTMENT
ENGINE BLOCK-NOT INVOLVED
ENGINE OIL PAN-NOT INVOLVED
ENGINE COMPARTMENT HINGE TORQUE RODS-RADIATOR CAP WAS NOT SECURED ON ITS LEFT SIDE
ANYTHING ON VEHICLE WHICH IS AFTER-MARKET-NOTHING NOTED
ANY MODIFICATIONS-NOTHING NOTED
UNUSUAL OR OUT OF PLACE ITEMS-RADIATOR CAP WAS NOT SECURED ON ITS LEFT SIDE (RIGHT SIDE ACROSS RADIATOR TANK AND TO THE LEFT).

ENGINE COOLANT-ENGINE COOLANT WAS 13 INCHES HIGH IN RADIATOR
ENGINE OIL-ENGINE OIL WAS FULL
TRANSMISSION FLUID-TRANSMISSION FLUID WAS FULL-PINK-AND NOT BURNED
POWER STEERING FLUID-POWER STEERING FLUID RESEVOIR WAS FULL
BRAKE FLUID-BRAKE FLUID RESEVOIR WAS COMPLETELY BURNED OFF
ALL CONTROLS IN THE 'ON' POSITION-NONE
FUSES-FUSIBLE LINK BURNED IN FIRE. 'PDC' BOXES ALSO BURNED BEYOND PROPER DIAGNOSIS.
WIRING INSULATION AT FUSE BLOCKS-NO DAMAGE
FUSIBLE LINKS-MAIN FUSIBLE LINK WAS BURNED IN FIRE. (OPEN)
[illegible] WIRING AND BOOT CONDITION-ALL WERE BURNED
FUEL FILLER 'LEAD FREE' RESTRICTOR IN PLACE-YES
[illegible] OF FUEL FILLER CAP-CAP ON FILLER NECK AND TIGHT
CATALYTIC CONVERTER-NORMAL COLOR. NOT SWELLED OR OVERHEATED
POSITION OF WINDOWS-OWNER REPORTED ALL WERE UP
DAMAGED AND ESTIMATE OF REPAIRS-NO WRITTEN ESTIMATE. INSURANCE COMPANY CLASSED AS A 'TOTAL LOSS'. THE ENGINE COMPARTMENT WAS ALMOST FULLY GUTTED BY FLAMES. STRUT TOWER WERE HEAT DAMAGED. NO DAMAGE TO ENGINE DOOR EVIDENT INSIDE VEHICLE. FIRE DID NOT PENETRATE THE FIREWALL.

ADDITIONAL COMMENTS. THE RADIATOR CAP WAS ESSENTIALLY UNDAMAGED ON ITS INNER SEALING SURFACES BECAUSE THE ORIGIN OF PROFUSING FLUID CAUSED IT TO SELF PROTECT. THE LEFT SIDE OF THE RADIATOR FILLER NECK WAS BURNED TO THE EXTENT THAT THE CAP COULD NOT BE FORCED ON THAT SIDE. (THE LEFT SIDE OF THE FILLER NECK WAS MELTED BEYOND THE CAPS PERIMETER AND THE MELTED PLASTIC REVEALED NON SECUREMENT OF THE CAP ON ITS LEFT SIDE DURING THE BURNING CYCLE). THERE WAS NO ELECTRICAL DISTRESS NOTED IN THE UNDERHOOD WIRING. THE BATTERYS TOP SURFACE HAD BEEN PENETRATED BY FLAME AND THE ELECTROLYTE WAS VISIBLE, BUT IT RETAINED 12.3 VOLTS. ALL OF THE INTERIOR FUSES WERE UNBLOWN. THE PHOTOS OF THE 'SERPENTINE' ACCESSORY DRIVE BELT PROVIDES EVIDENCE THAT THE VEHICLE WAS NOT RUNNING AT THE TIME OF EVENT. THE FRONT EXHAUST MANIFOLD WITNESS MARKS TEND TO ISOLATE THE FLASH POINT AT ITS RIGHT SIDE AND COOLANT DISCHARGE FROM THE RADIATOR FILLER NECK WAS THE [illegible] FUELS INVOLVED IN THE ORIGINATION OF THE FIRE. THE FIRES PATH APPEARED TO START ON THE RIGHT FRONT OF THE ENGINES FROM EXHAUST MANIFOLD-

TRAVERSE TO THE PLASTIC ENGINE COVER-TRAVEL FRONT TO THE REAR ACROSS THE ENGINE-CONTINUED TO REAR OF THE ENGINE-TRAVEL AROUND THE LEFT SIDE OF THE ENGINE TOWARD THE FRONT-EXIT AT THE LEFT FRONT HEAD LAMP. LEFT FRONT PLASTIC FENDER INNER SHIELD, BOTTOM PLASTIC FILLER UNDER THE RADIATOR. FOUND NOTHING TO SUPPORT ANY MANUFACTURING IMPROPERTIES.

BUICK WILL ASSUME NO RESPONSIBILITY.
HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT?
BUICK WILL ASSUME NO RESPONSIBILITY.
FORWARDING MATTER TO ESIS.

****
DATE OF INVESTIGATION 071698 PRINTED NAME L. M WATTS
DATE SIGNED _____ SIGNED _____

DIVISIONAL REPRESENTATIVE COMPLETING INVESTIGATION - GENERAL MOTORS CORPORATION

CASE REF. # 9801112E3 CUSTOMER INFORMATION

TITLE : MS.
FIRST : [redacted] MI. LAST : [redacted]
STREET : [redacted]
CITY HILDEBRAN ST: NC ZIP : [redacted]
H PHONE [redacted] B PHONE:
COMPANY

VEHICLE-DEALER INFORMATION

VIN : 1G4HP52K5VH509936 DEL DTE: 03 13 97
YR/MDL : 97 HP LESABRE CUSTOM MILEAGE: 006500
DEALER : ELLER BUICK-PONTIAC, INC. ZN/DLR : 52 37221
CITY : CONOVER STATE : NC

AFTER CALL INFORMATION
CUSTOMER REQUEST INFORMATION

REQUEST AREA : SERV
CONTACT TYPE : OTHER
WARRANTY : I (IN/OUT/UNK)
STOCKHOLDER N (Y/N)
DLR SVC DISTRICT. 67
PART DELAY START.
CASE OPEN DATE : 06 30 98
ROUTING CODE : CAC CRS LOC. 1241
CORRES TYPE .
FILE RETENTION : 00
LAST ALTERED ID 377C2

REQUEST SOURCE : H T CRS
IN CORR SEQ # : N
THIRD PARTIES :
GM EMPLOYEE : N (Y/N)
PART DELAY END :
SCRAP DATE :
TRANSMIT DATE :
CORP CASE # .
CENTRAL FILE . : Y (Y/N)
LAST ALTERED DATE 07 31 98

CASE CLOSING INFORMATION

FILE RETENTION : 00
DLR CONTACT DATE : 06 30 98
CLOSING DATE : 07 31 98
CO REVIEW CLOSE 377CP
REGION REV CLOSE

CENTRAL FILE : Y (Y/N)
DLR CONCLUSION DATE: 07 31 98
RESPONSIBLE DLR :
CO REVIEWED : Y (Y/N) DATE: 07 31 98
REGION REVIEWED : (Y/N) DATE

[illegible] SEE COMMENTS
[illegible] INVESTIGATION SEE PAR INVESTIGATION
SEE PAR INVESTIGATION

[illegible] FIRE DAMAGE/LOS ALLEGED THERMAL EVENT
SEE PAR INVESTIGATION

GENERAL COMMENTS

USER: B50JB DATE: 6/30/98 TIME: 15:36
0001/ 1 6/30/98 DLR CALL
0001/ 2 DEALERSHIP PHONE: 704 464 0621 SERVICE MANAGER: TOM WRINGLER
0001/ 3 DSM AT DBC - EUGENE SNOWDEN - VME#7-2067
0001/ 4 1ST OWNER. MILES FROM DLR. NO GMPP.
0001/ 5 MR. MICKY HERMAN CALLED FROM ELLER BUICK STATING CUST HAS A '97
0001/ 6 LESABRE THAT CUST ALLEGES CAUGHT ON FIRE SUNDAY MORNING (JUNE 28,
0001/ 7 1998) AT 6:00 A.M. SITTING IN HER CAR PORT AND HADN'T BEEN DRIVEN
0001/ 8 SINCE THAT PREVIOUS FRIDAY (MAY 26, 1998). CUST ALLEGES THE FIRE
0001/ 9 DEPT. TOLD HER THAT THE FIRE STARTED IN COMPUTER OF HER VEH. CUST
0001/10 ALLEGES $8,000 DOLLARS WORTH OF DAMAGE TO HER CAR PORT AND ALLEGES
0001/11 THE VEH IS TOTALLED. MR. HERMAN STATES HER INSURANCE CO. CALLED
0001/12 YESTERDAY INQUIRING ABOUT ANY RECALLS ON VEH AND MR. HERMAN STATES
0001/13 THERE ARE NONE. MR. HERMAN STATES THE ONLY THE THING THE CUST HAS
0001/14 ASKED FOR FROM US (SO FAR) IS A RENTAL VEH AND DLR TOLD HER THAT IS
0001/15 ...CONTINUED...

USER: B50JB DATE 6/30/98 TIME: 17:01
0002/ 1 6/30/98 ...CONTINUED....
0002/ 2 SHE WOULD HAVE TO TAKE UP WITH HER INSURANCE COMPANY. MR. HERMAN
0002/ 3 WANTS TO KNOW WHAT HIS NEXT STEP IS? SHOULD HE CALL CUST AND ADVISE
0002/ 4 HER THAT HE HAS CONTACTED US? CUST HAS NOT CALLED US YET.
0002/ 5 BCRC ADVISED DLR WE WILL LOOK INTO THIS AND CALL HIM BACK.
0002/ 6 BCRC CALLED MR. HERMAN BACK AND ADVISED HIM WE HAVE SET UP A CASE AND
0002/ 7 ARE FORWARDING INFORMATION TO OUR CONTACT IN BUISINESS RESOURCE GROUP
0002/ 8 WHO WILL BE HANDLING THE CASE.
0002/ 9 BCRC FORWARDED A COPY OF BASE SCREEN TO BILL ADOMATIS AND LOGGED PAR
0002/10 CASE INTO HIS RED BINDER.
0002/11 MR. HERMAN CALLED BACK TO INFORM US CUST CALLED AND HER INSURANCE CO.
0002/12 NATIONWIDE INSURANCE IS HAVING VEH TOWED SOMEWHERE IN CONCORD (CITY)
0002/13 TO A PLACE WHERE THEY INSPECT THE VEH'S AND CUST TOLD MR. HERMAN THAT
0002/14 INSURANCE CO. SAID IT WAS A TOTAL LOSS. BCRC ADVISED MR. HERMAN WE
0002/15 WOULD ADD THIS TO THE CASE. JEN BUTLER, BCRC-EXT.2751 VME#38107

USER: B2CMP DATE 7/ 1/98 TIME: 12:10
0003/ 1 7/1/98 CUSTOMER CALLED FOR A UPDATE ON THE ALLEGED CONCERN.
0003/ 2 TOLD THE CUSTOMER THAT THE ALLEGED CONCERN IS BEING
0003/ 3 LOOKED INTO. THE CUSTOMER SAID THAT A PAYMENT IS COMING
0003/ 4 UP. TOLD THE CUSTOMER THAT I WOULD NOTE THAT SHE HAD CALLED.
0003/ 5 MATT SWAN BCRC EXT#2753 VME#38348

USER: B77CP DATE 7/ 1/98 TIME: 16:51
0004/ 1 7/1/98
0004/ 2
0004/ 3 CONTACTED MS. ORDERS WHO STATES
0004/ 4 SHE WOKE UP IN THE MORNING, LOOKED OUT THE WINDOW AND SAW HER
0004/ 5 VEHICLE WAS SMOKING. SHE CALLED THE FIRE DEPARTMENT AND IN
0004/ 6 THE MEANTIME TRIED TO MOVE THE CAR OUT OF THE CARPORT AND
0004/ 7 COULD NOT DUE TO THE SMOKE. THE VEHICLE WAS IN FLAMES BY THE
0004/ 8 TIME THE FIRE DEPARTMENT ARRIVED ALONG WITH THE CARPORT. THE

GENERAL COMMENTS

0004/ 9 FIRE DEPARTMENT PUT THE FIRE OUT.
0004/10 DUE TO ALLEGATION, PAR INVESTIGATION INITIATED.
0004/11
0004/12 ** ANY FURTHER CONTACTS, PLEASE REFER TO PAR **
0004/13
0004/14 CHRISTINE PRICE, BRG, X2774, VME: 38251

USER: B78DB DATE: 7/ 7/98 TIME: 11:32
0005/ 1 7/7/98-CUST CALLED FOR CHRISTINE PRICE. I LEFT MSG FOR HER ON
0005/ 2 AUIX, AND ADVISED CUST SHE WILL CALL BACK. CUST STATES THAT WILL BE
0005/ 3 FINE. DAN STRAYER/X2759/VME37286/BCRC.

USER: B35JW DATE: 7/ 7/98 TIME: 15:32
0006/ 1 07/07/98 CUST CALLED BCRC REQUESTING CHRIS. PER PREVIOUS COMMENT
0006/ 2 BCRC TRANSFERRED CUST TO CHRIS.
0006/ 3 JENNIFER WILLIAMS, BCRC, (248)-952-2756, VME#28256.

USER: B77CP DATE: 7/ 9/98 TIME: 10:55
0007/ 1 7/8/98
0007/ 2
0007/ 3 RECEIVED RETURN CALL FROM MR. THOMAS BRITT OF NATIONWIDE
0007/ 4 INSURANCE WHO HAS ADVISED THAT THE VEHICLE HAS BEEN TOWED TO
0007/ 5 RIMER MOTORS 5100 MERLE ROAD CONCORD, NC 28025. PHONE #[redacted]
0007/ 6 OR 704 795 3908,CONFIRMATION #NW39087.
0007/ 7 PAR INVESTIGATION INITIATED THIS DATE WITH EAA.
0007/ 8 DID CONTACT MRS. CHAPMAN-ORDERS AND ADVISED OF THE ABOVE.
0007/ 9 ** ANY FURTHER CONTACTS, PLEASE REFER TO PAR **
0007/10
0007/11 CHRISTINE PRICE, BRG, X2774, VME: 38251

USER: B77CP DATE: 7/27/98 TIME: 15:18
0008/ 1 7/27/98
0008/ 2
0008/ 3 CONTACTED MRS. [redacted] AND ADVISED THAT THERE IS NO
0008/ 4 MANUFACTURING DEFECT AND THAT THE RADIATOR CAP WAS NOT ON
0008/ 5 PROPERLY. MRS. [redacted] DID ADVISE THAT SHE WANTED THE
0008/ 6 NAME AND NUMBER OF ESIS AND WILL PURSUE THROUGH THEM.
0008/ 7
0008/ 8 ** ANY FURTHER CONTACTS, PLEASE REFER TO ESIS AT 800-838-0164 **
0008/ 9
0008/10 CHRISTINE PRICE, BRG, X2774, VME: 38251

END OF PRINT FOR CASE # 980111263

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: Buick	Ref# 980111263	VIN: 1G4HP52X5VH509936
Claimant's Name (LAST, First) Orders, [redacted]		

Inspected By: L. M. Watts Organization: (EAA)

Phone: (704) 596-6637 x____ Inspection Date: 07 / 16 / 98 Mileage at Inspection: 6,591

********** I INSPECTION SUMMARY **********

Following the inspection, summarize the tests and observations.

Electrical tests. battery voltage at 12.3 volts. Fusible link burned by flames. "FDC" boxes destroyed by flame. No blown interior fuses. No fluid leaks under the vehicle. Radiator cap was loose on the right side causing a possible antifreeze spray on the front exhaust manifold.Filler neck was burned on right side and ~~was~~ cap could not be forced back on due to melted plastic at the top of the filler neck. (Cap had to be loose prior to fire for this to be evident.) Eller's Service Manager said the last service visit to his department was on 10-15-97 for an A/C switch.

********** II INTERVIEW - VEHICLE HISTORY **********

(Note: Please indicate name, address & phone number of person being interviewed): Mrs. [redacted]-3284 Orders Ln.-704-327-4247

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

Item(s), date installed, and by whom (name, phone) Nothing noted. Mrs. [redacted] said none.

2. Any *prior* collision damage? (when, where, extent, repaired by, etc.) "NO."

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) ____ Repaired by: (GM, Non-GM, Owner/Other) ____

Describe n/a

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

Describe Wouldn't cool.

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

Describe n/a

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

Describe n/a

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

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

Describe n/a

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

Describe n/a

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

Describe n/a

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

Describe n/a

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

Describe Brake pedal pulsation. Turned front rotors.

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

Describe n/a

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

Describe n/a

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

Maintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) "Eller Buick."
"Lube-oil-filter."

Any other pertinent vehicle history information (from Interviewee or GM Warranty History)? "Nobody but Eller Buick has worked on the car."

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 lift) _____ 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 trailering cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) ____

load description Nothing towed. No load on vehicle Location _____

Driver's physical description (gender, age, height, weight, disabilities) W/F-62-5'3" tall-no disabilities.

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

Drive length (if vehicle was parked prior to fire, describe last drive): Hrs. 0 Min. 10 Distance traveled "6 mi."

If not parked, vehicle speed estimate n/a MPH Source of estimate Claimant Posted speed n/a MPH

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) "Abt.1/2" When last fueled? "Two or three weeks."

Exact incident location "In a Carport- seperate from house."

Weather conditions and visibility "Clear."

Approx. temperature "Abt 70F" Any physical visual obstructions? "No."

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? n/a Describe: _____

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

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

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

Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) Vehicle was reported to be parked.

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

Claimant said there were no warning lights on when last driven.

Electrical systems operation: (normal, other?) "Yes."

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

Don't know

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

Steering operation: (normal, other?) Note: Above describes Claimant's last drive.Strg. ok.

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.?) "NO. Nothing."

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where? "No. I didn't."

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

Describe any unusual odors. From where? "Nothing noted during last drive."

Any smoke? (from where, color, intensity, etc.) "Light colored at first-then it intensified and turned dark."

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? "No one smokes in mycar."

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

Any flame? (from where, color, intensity, etc.) "Regular flame then black smoke.I first noticed it coming from the driver's side out of the fender area."

Any steam or smoke? (from where, color, intensity, etc.) "Gray smoke at first-then heavy black smoke. Didn't see any steam."

Any apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) N Electrical Systems? (Y/N) N Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) N Brake System? N (Y/N) N Other? (Y/N) N Describe: _____ Warning Lights? (Y/N) N Gauges? (Y/N) N If so, describe: "NO lights came on."

What did you do after you realized something was wrong? Pull Over? (Y/N) n/a Lower Windows? (Y/N) n/a Raise Windows? (Y/N) n/a Turn Engine Off? (Y/N) n/a Turn on Hazard Flashers? (Y/N) n/a Exit Vehicle? (Y/N) n/a Open Hood? (Y/N) N Open Trunk? (Y/N) N Other? (Y/N) Y Describe "Called Fire department."

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

Any other comments or observations that have not been covered? "No."

********** 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 No fire damage except edge of l.f. fender at hood,Photos 2&4.

Front & rear exterior Front fascia, hood,and top of l. hdlp. fire damaged.Also grille

Hood, inner & outer panels Burned badly. Inner and outer.Photos 6-10-&12.

Trunk area and Deckld, inner & outer panels No damage.

Roof No damage.

Door interior panels No damage.

Left & right instrument panel & odometer No damage.

Ashtray(s) area No evidence of ashes ever being in ashtray.

Left & right front seat and carpet No damage.

Underbody & exhaust (include hangers) No involvement whatsoever.

Option code label Couldn't find label.

Engine compartment Many photos. Fire started at front of engine.Roll 1.

Radiator, front & rear No damage to radiator core or a/c condenser.Roll 1.

Coolant recovery bottle Heat caused bottle to shrink down but it didn't burn

Transmission cooler lines/connections All connections appeared to be normal.

Engine compartment engine coolant lines/hoses, connections/clamps Top radiator hose burned on top and had a small burn through on top. All clamps in place. Radiator contained 13 inches of coolant.Photo 25 -roll 2. (She wet marks on stick)

Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) Heater hoses were not burned through and all clamps were in place.(Hoses were singed on top.)

All fuel lines/hoses, filter, connections/clamps All neoprene fuel lines were burned.

TBI, injector rail, or carburetor & fuel line connection Burned beyond proper diagnosis.

Engine compartment fuel lines/hoses, connections & o-rings Burned beyond proper diagnosis.

Power steering lines/hoses, connections/clamps Power steering pump was full. Hoses not burned.

Generator & attached wiring Terminal at alternator B+ was tight. (NUT.) Wiring was not fused and was not "balled or beaded."

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

Battery & attached cables Attachment bolts were tight but cables were cut by Fire Dpt.

Engine block (note precise location of cracks, holes, etc.) Not involved.

Engine oil pan Not involved.

Engine compartment hinge torque rods Heat damaged but would still hold the hood up.

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) None of this involved.

Any item which is alleged to be the cause/source Radiator cap was not secured on its left side. (See photos of left side of radiator filler neck. (Burned.) Photos 11-15-212:

Anything on vehicle which is after-market Nothing noted. Claimant said: "None."

Anything on vehicle which is a modification Nothing noted. Claimant said:"None."

Anything on vehicle which is unusual, or out-of-place, etc. Radiator cap was not secured on its left side.(Right side across radiator tank and to the left.)

If other observations/comments for the following on this 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 Engine coolant was 13 inches high in radiator.(See photo 25-roll 2

Engine oil Engine oil was full. (See photo 43-roll 2.)

Transmission fluid Transmission fluid was full-pink-and not burned.(photo 43-roll 2

Power steering fluid Power steering fluid reservoir was full.

Brake fluid Brake fluid reservoir was completely burned off.

List all driver electrical controls which are in the "On" position (include ignition) None were on when I inspected vehicle on 7-16-98. L.H. Watts (EAA)

Fuses (identify all open or not proper size) Fusible link burned in fire. "PDC" boxes also burned beyond proper diagnosis. (All interior fuses were unblowned.)

Wiring insulation at fuse blocks Like new. (No damage.)

Fusible links (identify all open) Main fusible link was burned in fire.(Open!!)

Spark plug wiring and boot condition All were burned.

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

Location of fuel filler cap (or evidence of remains) Cap was on filler neck and tight.

Catalytic converter (any discoloration or swelling?) Normal color. Not swelled or overheated.

Position of windows (if glass missing, do further inspection) Claimant reported that all were up.This appeared to be the case when I inspected the car.(No smoke odor in car!!)

If applicable, any damage to claimant's vehicle, including the damage that had occurred as the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available)

No estimate written. Ins. Co. classed vehicle as a "Total loss."

The engine compartment was almost fully cutted by flames.Strut towers were heat damaged and repairs would not be feasible. No damage and/or smoke odor was evident within vehicle.Fire did not penetrate the firewall!!!

********** 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: (Site was not inspected because Claimant had already allowed the repairmen to repair the carport.) Repair bill is included. The radiator cap was essentially undamaged on its inner sealing surfaces because the origin of profusing fluid caused it to self protect.The left side of the radiator filler neck was burned to the extent that the cap could not be forced on on that side. (That left side of the filler neck was melted beyond the cap's perimeter and that melted plastic revealed non-securement of the cap on its left side during the burning cycle.) See photos 11-15-21-A23 of roll # 2.) There was no electrical distress noted in the underhood wiring. The battery's top surface had been penetrated by flame and the electrolyte was visible; but it retained 12.3 volts and this would rule out a long term duration of discharge due to any electrical malfunction event. All of the interior fuses were unblown and this would corroborate a static motion of the vehicle at the time of the event. The photos of the "Serpentine" accessory drive belt also provides evidence that the engine was not running at the time of the event. All investigative procedures ruled out electrical origin and there were no fluid paths under the vehicle which would have indicated prior fluid leaks.The front exhaust manifold witness marks tend to isolate the flash point at its right side and coolant discharge from the radiator filler neck was the only probable combustible involved in the origination of the fire. (Antifreeze will ignite when it comes in contact with a hot exhaust component.)The fire's path appeared to start on the right front of the engine's front exhaust manifold-traverse to the plastic engine cover-travel front to rear across the engine-continue to rear of the engine-travel around the left side of the engine toward the front- exit at the l.f. headlamp.l.f. plastic fender inner shield, bottom plastic filler under the radiator, etc. I found nothing to support any Manufacturing improprieties. (The event exactly duplicates many such event investigated that involved antifreeze spray onto hot engine components. (Almost always exhaust components because they provide the highest degree of heat to initiate combustion of any fluid used in the engine compartment!!!)

STATEMENT

Helas Construction

TO [redacted]

Long Island N.Y. [redacted]

TERMS _____ DATE 7-10-98

		paid			$1250	00
		balance			$350	00
		total			$1600	00

TOPS 3409-D MADE IN U.S.A.

PROPERTY ESTIMATE
NATIONWIDE INSURANCE
COLUMBUS • OHIO

DATE PREPARED	CONTACT DATE	INSPECTION DATE
7-1	6-30	7-1

NO	SP	PRE	CLAIM NUMBER	LOSS DATE	SUFF	SUP
61	32	140	456 942	6-29-98	01	

INSURED: Harold & Betty Anders

OWNER'S ADDRESS:
3484 Anders St
Hilliary OK 28401

ADJUSTER/STAMP:
ST Sutt
345-6610

DESCRIPTION OF DAMAGE OR ADJUSTMENT	UNIT AGE	UNIT PRICE	TOTAL	DEPRECIATION	AMOUNT CLAIMED
Garage 21×21					
Tile & replace vinyl ceiling	520#				
4mil	5 lbs	200	1000.00		
Paint steel wall	100#	.38	38.00		
Pressure wash brick	1	—	125.00		
Clean up & Debris Removal	1	—	75.00		
Clean ceiling	160#	.12	19.20		
			1257.20		
Ded			(250)		
			1007.20		
Mark Helms - Contractor					
# 465 0063					
* Check coming from Raleigh					
Please "Call me" upon receipt of my					
quotation					
Steve					
PS: Hold off sending my est.					
to G.N. until you've spoken					
with contractor					

A COPY OF THIS ESTIMATE WAS LEFT WITH THE OWNER OR THE OWNER'S REPRESENTATIVE. ☐ YES ☐ NO

TOTAL → 1007.20

FIRE 1214-C 7

POLICY HOLDER

NORTH CAROLINA FIRE REPORT

FDID: 8/2/64 | Department Name: Jewell Township Fire Rescue Inc | County: 012 | Sta.: 01 | Incident No.: 186371

No.	Day	Yr.	Day of Week	Alarm Time	Time Out	Arr. Time	Time In	Tot. Time Out
06	25	98	01	0647	0649	0657	0747	1000

FIRE SERVICE RESPONSE

Personnel	10/18
Apparatus	64/1991
Aerial	1900
Tankers	642 1991
Other Vehicles	1990

Hazardous Materials Involved: 1 [ ] Yes 2 [X] No

Mutual Aid (check one): 1 [X] Received 2 [ ] Given 3 [ ] Not Apply

Street Address or Location: [redacted]
City: Hebron | State: NC | Zip: [redacted] | Apt. No.:

Occupant Name: [redacted] | Phone: [redacted]
Owner Name: [redacted] | Phone: [redacted]
Owner Address: [redacted]
City: Hebron | State: NC | Zip: [redacted]

ALL CALLS

HUMAN FIRE AND NON-FIRE CODE NUMBER IN BOX FOR EACH CATEGORY

Method of Alerted Fire Public: 1 Telephone; 2 Manual alarm system; 3 Automatic alarm system; 4 Radio; 5 Verbal; 6 Siren/whistle; 7 Tone alert; 8 Voice alarm; 9 Other; 0 None — [1]

Type of Situation Found: 11 Structure fire; 12 Any fire outside a structure where the material burning has a value; 13 Vehicle fire; 14 Brush, forest, grass fire; 15 Rubbish fire (material burning has no value); 16 Explosion, no other fire; 17 Overheat, hot, smoke fire; 18 Pressurization not established; 20 Overpressure rupture (no combustion); 30 Hazardous condition; 40 Hazardous condition; 50 Service call; 60 False call; 71 False malicious; 73 False malfunction; 74 False unintentional; 80 Other situation found — [11]

Type of Action Taken: 1 Extinguishment; 2 Rescue; 3 Investigation; 4 Removal hazard; 5 Standby; 6 Salvage; 7 Medical Aid; 8 Fill in, move up; 9 Controlled burning; 0 Water supply — Primary: [1]; Secondary: [3]

Insurance Completion of Injury & Fatality Report: No. resident-related injuries: Fire Dir. 00 Other 00; No. resident-related fatalities: Fire Dir. 00 Other 00

Is parade suspected in ignition? 1 [ ] Yes 2 [X] No

Is property abandoned or vacant? 1 [ ] Yes 2 [X] No

FILL IN ONE SUBSEQUENT TYPE OF SITUATION FOUND IN 11, 12, 13, 14, 17, 18 ONLY (14, Optional) (Refer to coding sheet)

Fuel Property Use	Residential				411
Ignition Factor	Equipment	49	Area of Fire Origin	Engine Compartment	47
Equipment Involved in Ignition	Vehicle				96
Type of Heat of Ignition	Hot from vehicle fire	89	Type of Material Ignited	Wiring Insulation	43
Form of Material Ignited	Carbon				16

Equipment Involved, Type of Fuel Used: 1 Gasoline; 2 LPG; 3 Diesel; 4 Wood; 5 Coal; 6 Oil; 7 Natural Gas; 8 Electrical; 9 Other; 0 Not Apply — [0]

Property Damage Classifications: 1 $1–49; 2 $50–99; 3 $100–249; 4 $250–499; 5 $500–999; 6 $1,000–1,499; 7 $1,500–2,499; 8 $2,500–4,999; 9 $5,000–9,999; 0 $10,000 or more; 8 NO DOLLAR LOSS — Value: [6]; Checked: [3]

Estimated Value: 25010
Estimated Insured Damage: 19000
Estimated Dollar Damage: 0

Condition Upon Arrival: 1 Controlled; 2 Smoldering; 3 Flash fired; 4 Out on arrival — [1]

Mobile Property Type: 10 Passenger vehicle; 11 Truck; 12 Motor home; 13 Travel trailer; 14 Mobile home; 15 Freight road transport; 16 Rail transport; 17 Water transport; 18 Air transport; 19 Heavy equipment; 20 Recreational vehicle, snowmobile; 21 Other mobile property known; 0 Not Apply — [10]

Mobile Property	Yr.	Make	Model	Lic. Number	Serial Number/VIN

Equipment Involved in Ignition	Yr.	Make	Model	Serial Number

No. of Stories: 1 Single story; 2 Two stories; 3 Three stories; 4 Four stories; 5 Five stories; 6 Six stories; 7 Seven stories; 8 Eight stories; 9 Nine stories; 0 Ten stories or more — Height: [1]; Level of Fire Origin: [1]

Extent of Damage: 1 Confined to fire object of origin; 2 Confined to room of origin; 3 Confined to floor of origin; 4 Confined to structure of origin; 5 Extended beyond structure of origin; 6 No damage of this type — Flame: [2]; Smoke: [4]; Water: [9]

Construction Type: 1 Fire resistive; 2 Noncombustible; 3 Heavy timber; 4 Ordinary; 5 Frame; 6 Other — [3]

Sprinkler Performance: 1 Equipment operated; 2 Equipment operated, did not extinguish; 3 Equipment present, but too small to operate; 4 No equipment present; 5 Equipment not in service — [8]

Detector Performance: 1 [X] Present; 2 [ ] Not Present

If Present, Type of Detector Used: 1 [ ] Smoke; 2 [ ] Heat; 3 [ ] Battery; 4 [ ] A/C

Power Supply: 1 In room of fire operated; 2 Not in room of fire operated; 3 In room of fire did not operate; 4 Not in room of fire did not operate; 5 In room of fire too small to operate; 6 Not operated after fire — [4]

Fire Referred for Investigation for: 1 [ ] Yes 2 [X] No

Officer in Charge (Investigation): B.A. Fogelfelt Chief
Officer Making Report: B.A. Fogelfelt

DUPLICATE COPY

FIRE REPORT

FDID: 01261 | Department Name: Jordan Township Fire Rescue Inc. | County: 01 | Exp.: 00 | Incident No.: 1816311

Mo.	Day	Yr.	Day of Week	Alarm Time	Time Out	Arr. Time	Time In	Tot. Time Out
06	28	98	01	0647	0649	0652	0717	1100

FIRE SERVICE RESPONSE: Personnel 01/18; Engines 641 0011; Aerials 0000; Tankers 642 0011; Other Vehicles 0000

ALL CALLS

Address of Incident: [redacted]; Apt.: —; City: Hickory; State: NC; Zip: [redacted]

Occupant Name: [redacted]; Phone: [redacted]

Owner Name: [redacted]; Phone: [redacted]

Owner Address: [redacted]; City: Hickory; State: N.C.; Zip: [redacted]

Mutual Aid (check one): 1 [X] Received; 2 [ ] Given; 3 [ ] Not Apply

Hazardous Materials Involved: 1 [ ] Yes 2 [X] No

PLEASE PUT APPROPRIATE CODE NUMBER IN BOX FOR EACH CATEGORY

Method of Alarm from Public: 1 Telephone; 2 Municipal alarm system; 3 Private alarm system; 4 Radio; 5 Verbal; 6 Home alarm; 7 911 call; 8 Voice signal, not alarm system; 9 Other — [1]

Type of Situation Found: 11 Structure fire; 12 Any fire outside a structure where fire material burning has a value; 13 Vehicle fire; 14 Grass, brush, grass fire; 15 Rubbish fire (material burning has no value); 16 Explosion, no other fire; 17 Chemical spill, leak with fire; 19 Fire/explosion not classified; 20 Overpressure rupture (no combustion); 30 Rescue; 32 EMS only; 40 Hazardous condition; 50 Service call; 60 False alarm call; 71 False malicious; 73 False authorized; 74 False unintentional; 80 Other situation found — [13]

Type of Action Taken: 1 Extinguishment; 2 Rescue; 3 Investigation; 4 Remove hazard; 5 Standby; 6 Salvage; 7 Medical Aid; 8 Fill in, move up; 9 Controlled burning; 0 Water supply — Primary [1]; Secondary [5]

Requires Completion of Injury & Mortality Report: No. Incident-related injuries: Fire Ins. 00 Other 00; No. Incident-related fatalities: Fire Ins. 00 Other 00

Is juvenile suspected in ignition? 1 [ ] YES 2 [X] NO

Is property abandoned or vacant? 1 [ ] Yes 2 [X] No

FIRE

Fill in the number of "TYPE OF SITUATION FOUND" in 11, 12, 13, 14, 17, 19 ONLY (14, Optional) (Refer to coding sheet): vehicle fire

Head Property Use: vehicle — 000

Ignition Factor: elec. failure — 55

Area of Fire Origin: Engine — 83

Equipment involved in ignition: vehicle — 96

Point of Origin of Ignition: Alert current Arc — 24

Type of Material Ignited: not Ascertained — 99

Form of Material Ignited: Power Transfer — 61

If Heating Equipment Involved, Type of Fuel Used: 1 Kerosene; 2 LPG; 3 Electric; 4 Wood; 5 Coal; 6 Oil; 7 Natural Gas; 8 Solar; 9 Other; 0 Not Apply — [0]

Property Damage Classifications: 1 $1-99; 2 $100-999; 3 $1,000-9,999; 4 $10,000-49,999; 5 $50,000-99,999; 6 $100,000-499,999; 7 $500,000-999,999; 8 $1,000,000 or more; 9 NO DOLLAR LOSS. Value [5]; Coverage [4]

Estimated Value: Structure $16000; Contents $1200; Damage Classes 12

Condition Upon Arrival: 1 Confined; 2 Controlled; 3 Spread; 4 Out on arrival — [3]

Mobile Property Type: 10 Passenger road transport; 11 Automobile; 12 Bus; 13 Light truck; 14 Heavy truck; 15 Truck trailer; 16 Mobile home; 20 Rail transport; 21 Water transport; 22 Air transport; 23 Heavy equipment; 24 Special vehicle, combination; 25 Other mobile property type; 00 Not Apply — [11]

If Mobile Property	Yr.	Make	Model	St.	Lic. Number	Serial Number/VIN
	97	Ford	Taurus	NC	KPN-4969	1FAFP53U5VA209236

If Equipment Involved in Ignition	Yr.	Make	Model	Serial Number

No. of Stories: 1 Single story; 2 Two stories; 3 2 to 5; 4 6 to 10; 5 11 to 20; 6 21 to 30; 7 Over 30; 8 Below Grade

Extent of Damage: 1 Confined to the object of origin; 2 Confined to part of room or area of origin; 3 Confined to room of origin; 4 Confined to floor of origin; 5 Confined to floors of origin; 6 Extended beyond floor of origin; 7 No damage at this time

Flame [ ]; Smoke [ ]; Water [ ]

Building Height [ ]; Level of Fire Origin [ ]

Combustion Type: 1 Flame; 2 Smoldering; 3 Glowing; 4 Flash; 5 Other

Sprinkler Performance: 1 Sufficiently operated; 2 Sufficiently operated, did not operate; 3 Insufficient pressure, too low/small to operate; 4 No sprinkler system; 5 Equipment not in service — [ ]

Detector Performance: 1 [ ] Present; 2 [ ] Not Present

If Present, Type of Detector: 1 [ ] Smoke; 2 [ ] Heat

Power Supply: 1 [ ] Battery; 2 [ ] A/C

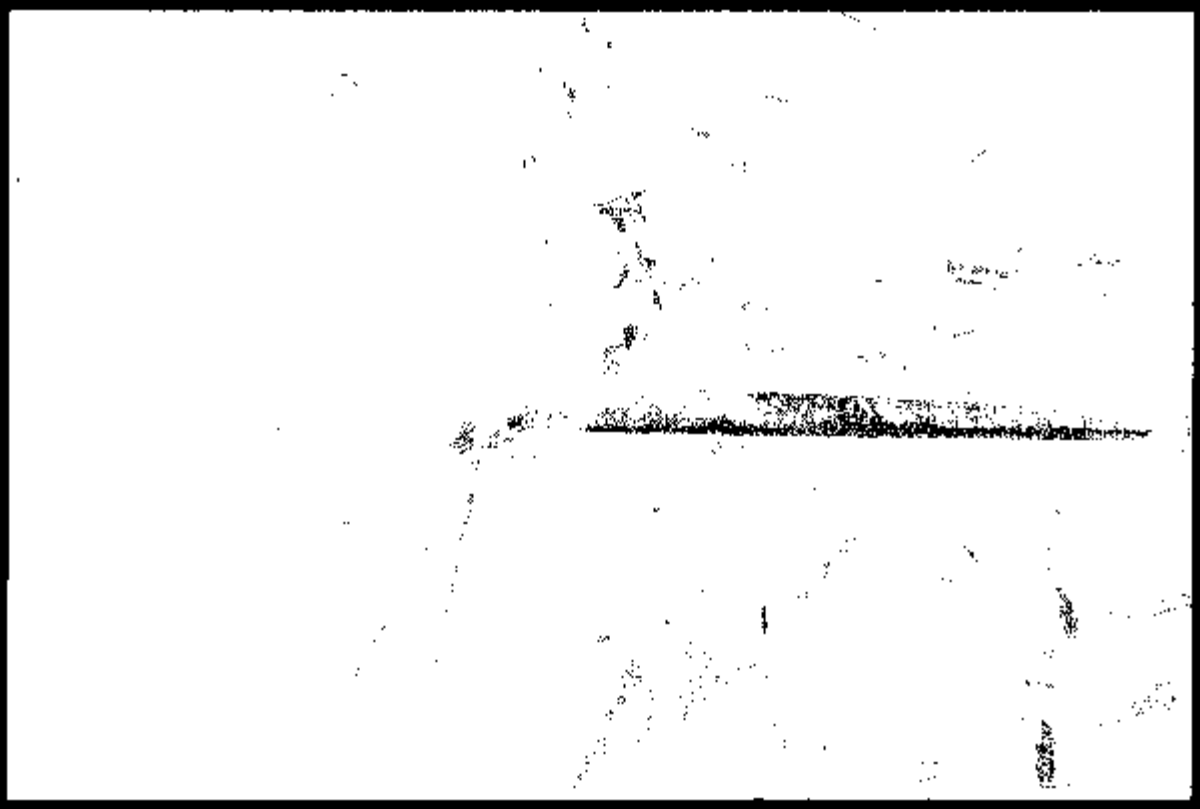
1 In room of fire, operated; 2 Not in room of fire, operated; 3 In room of fire, did not operate; 4 Not in room of fire, did not operate; 5 In room, but too small to operate; 6 Not checked, Not Apply — [ ]

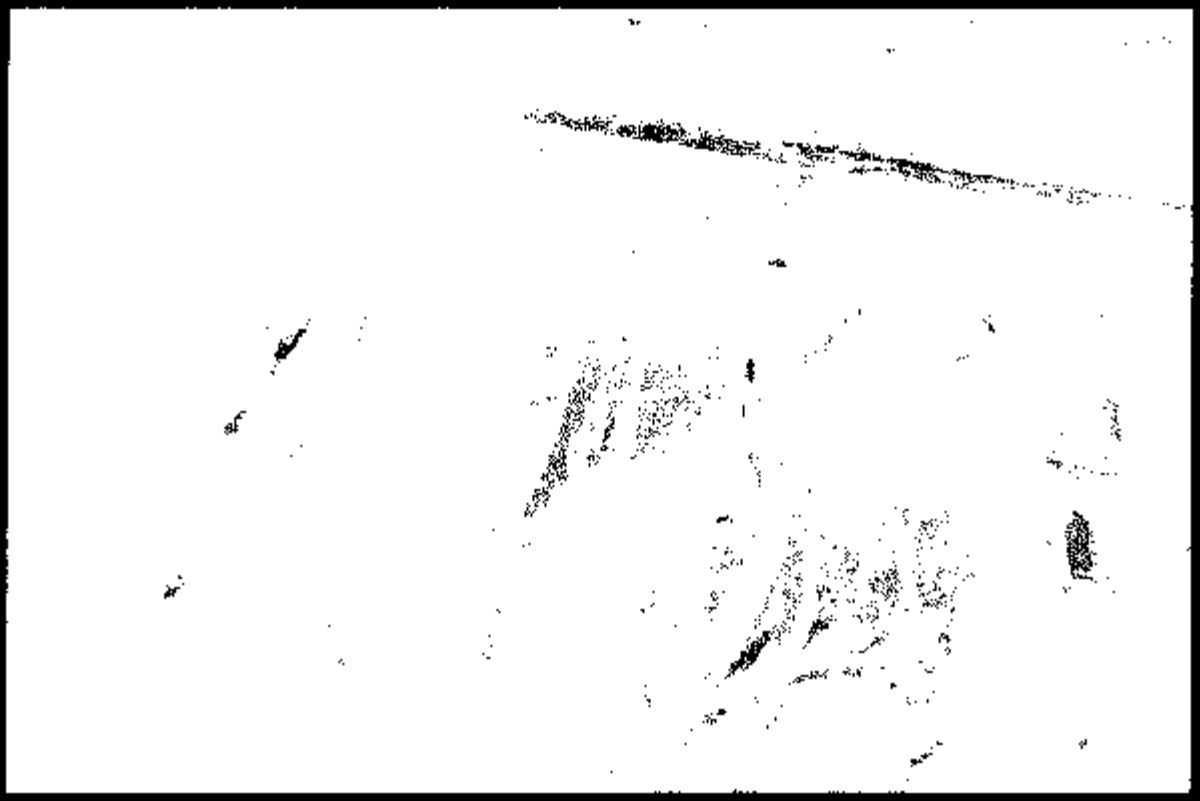
Fire Referred for Investigation to: 1 [ ] Yes 2 [ ] No

Officer in Charge (Name, Signature): B.A. Forquilla Chief

Member Making Report: B.A. Forquilla

DUPLICATE COPY





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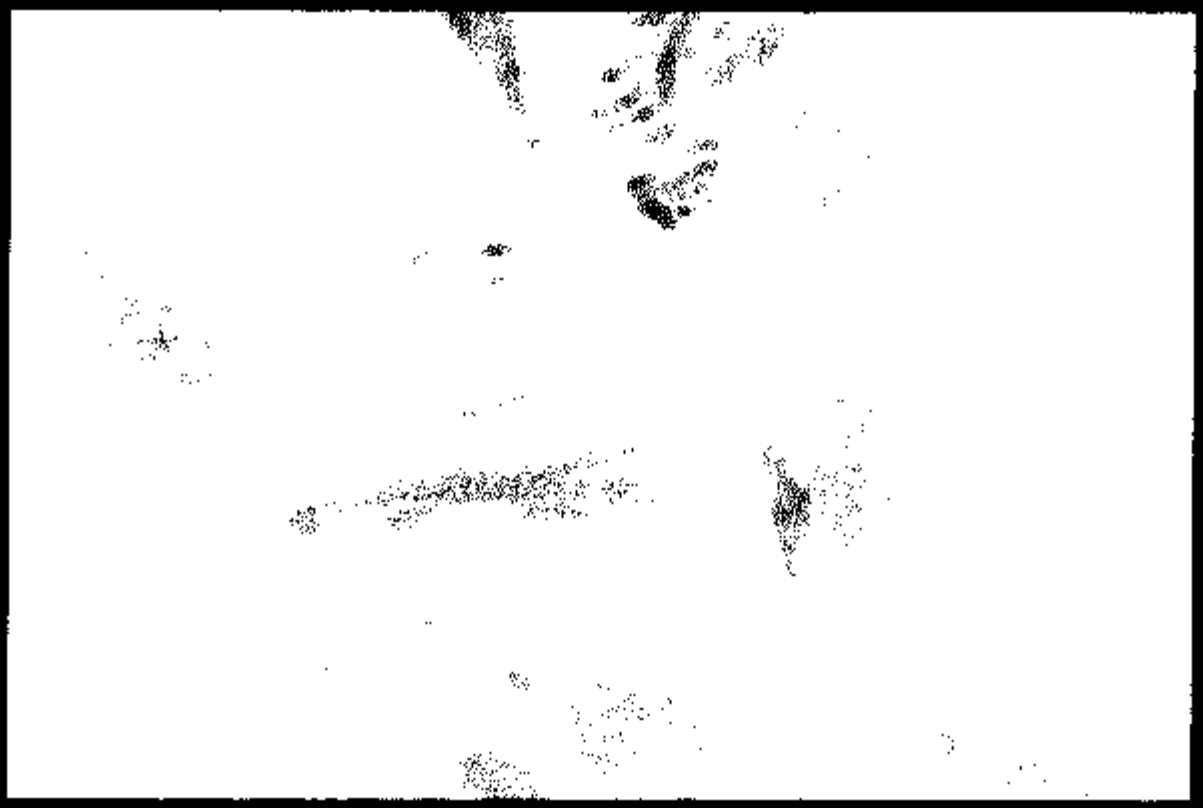

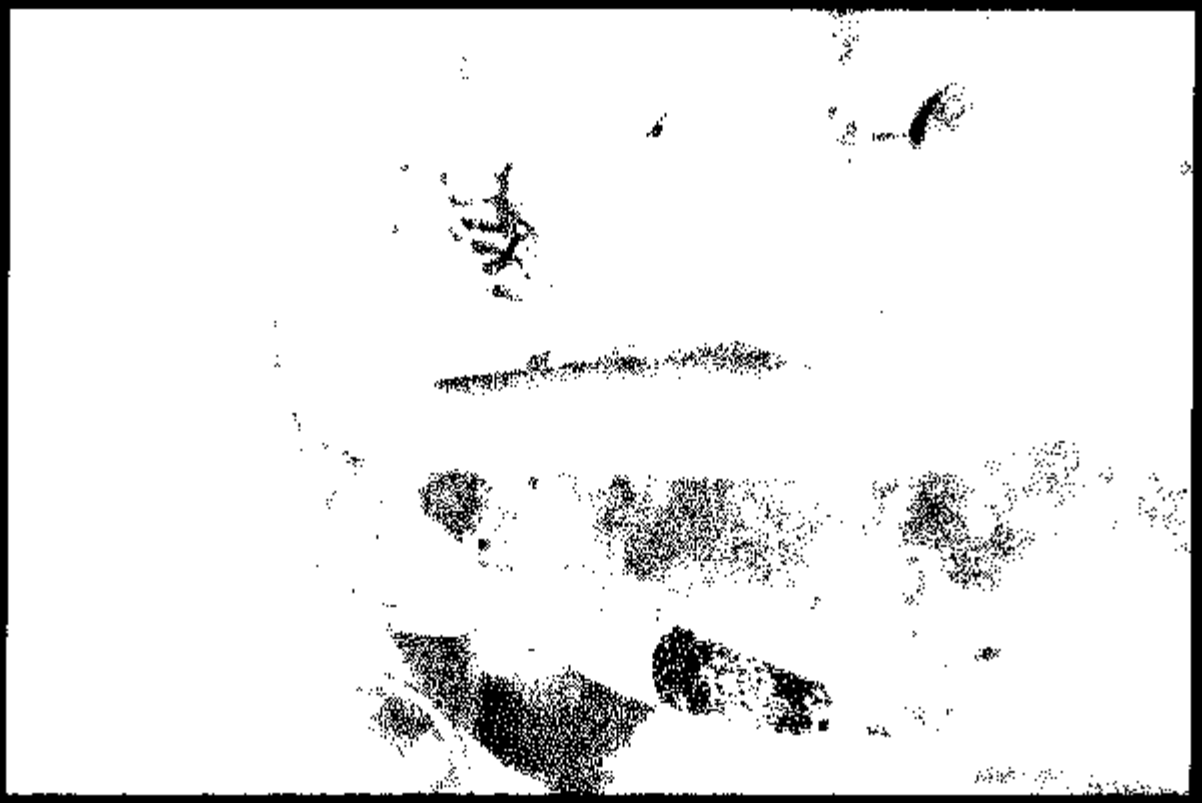

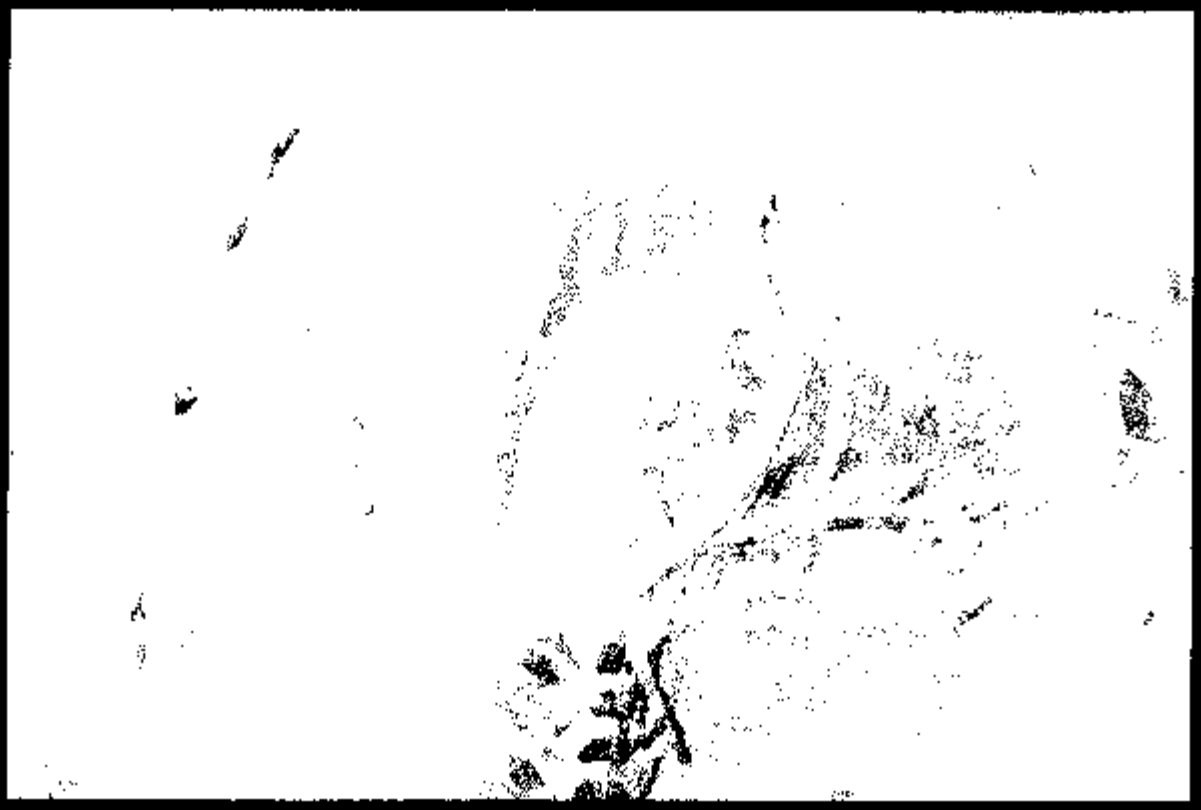

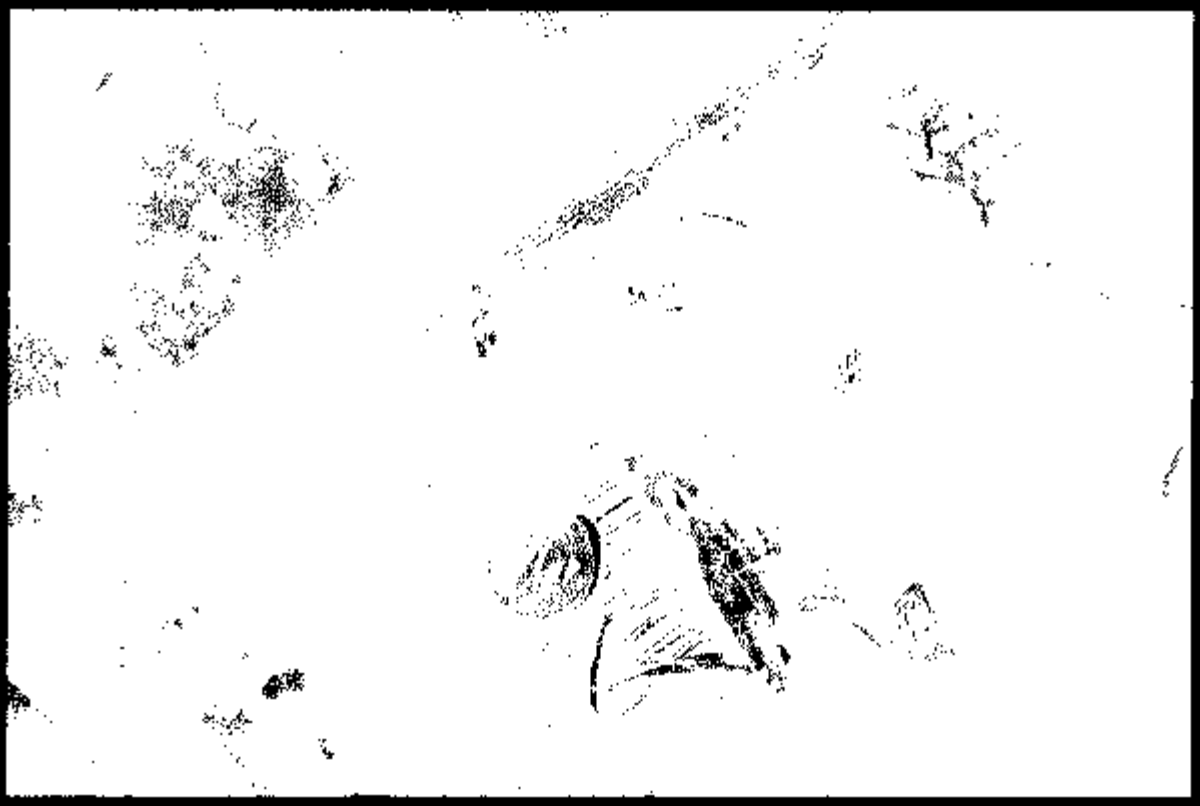

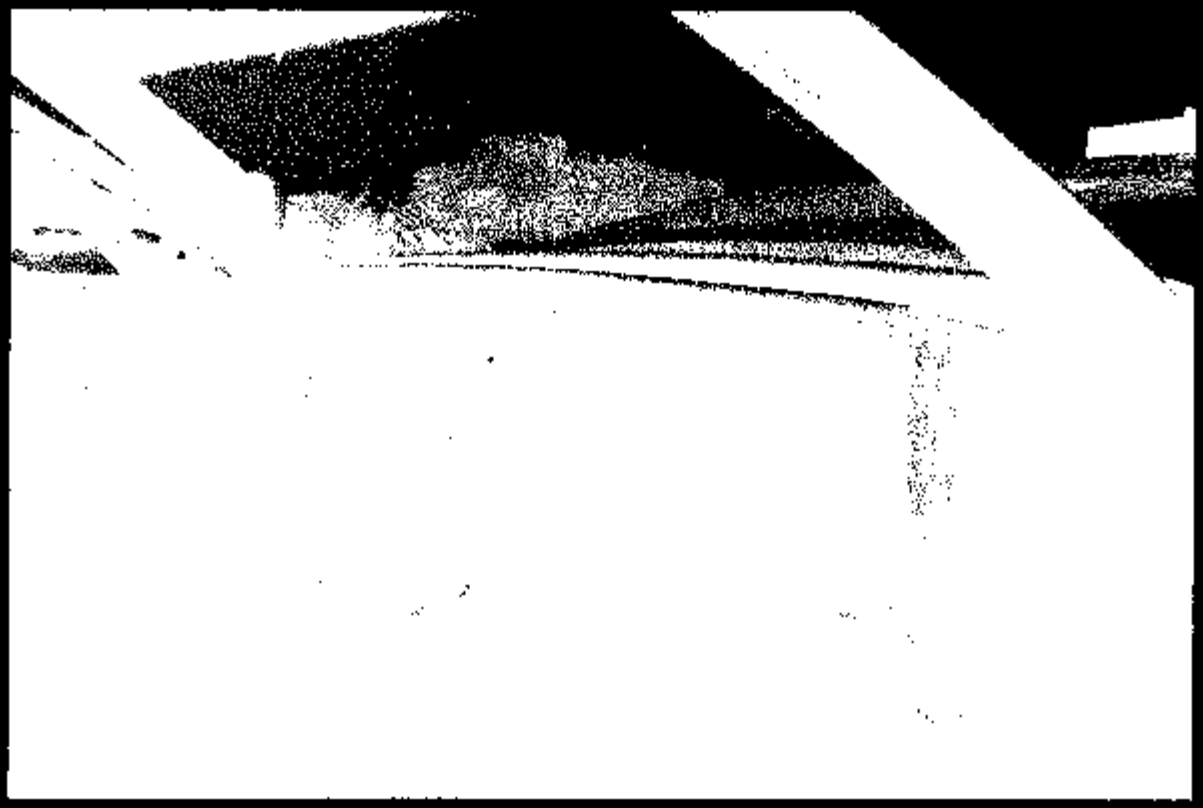

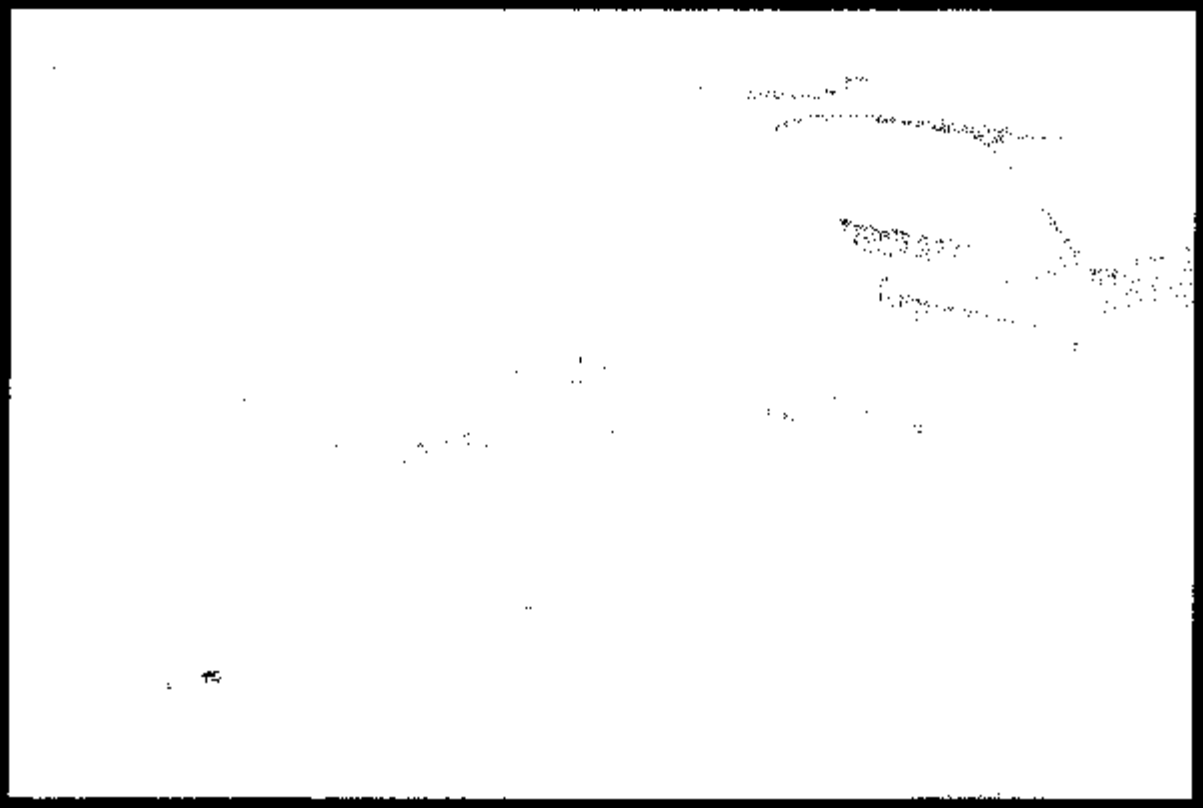

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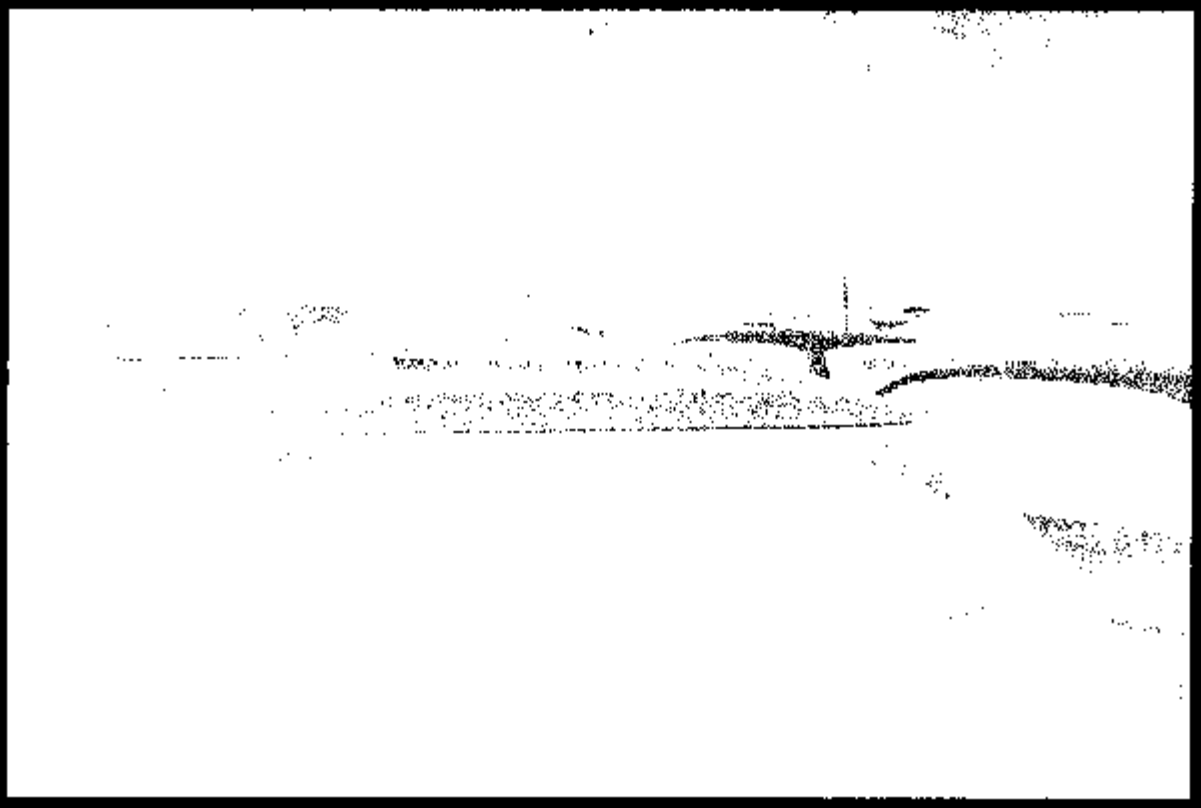

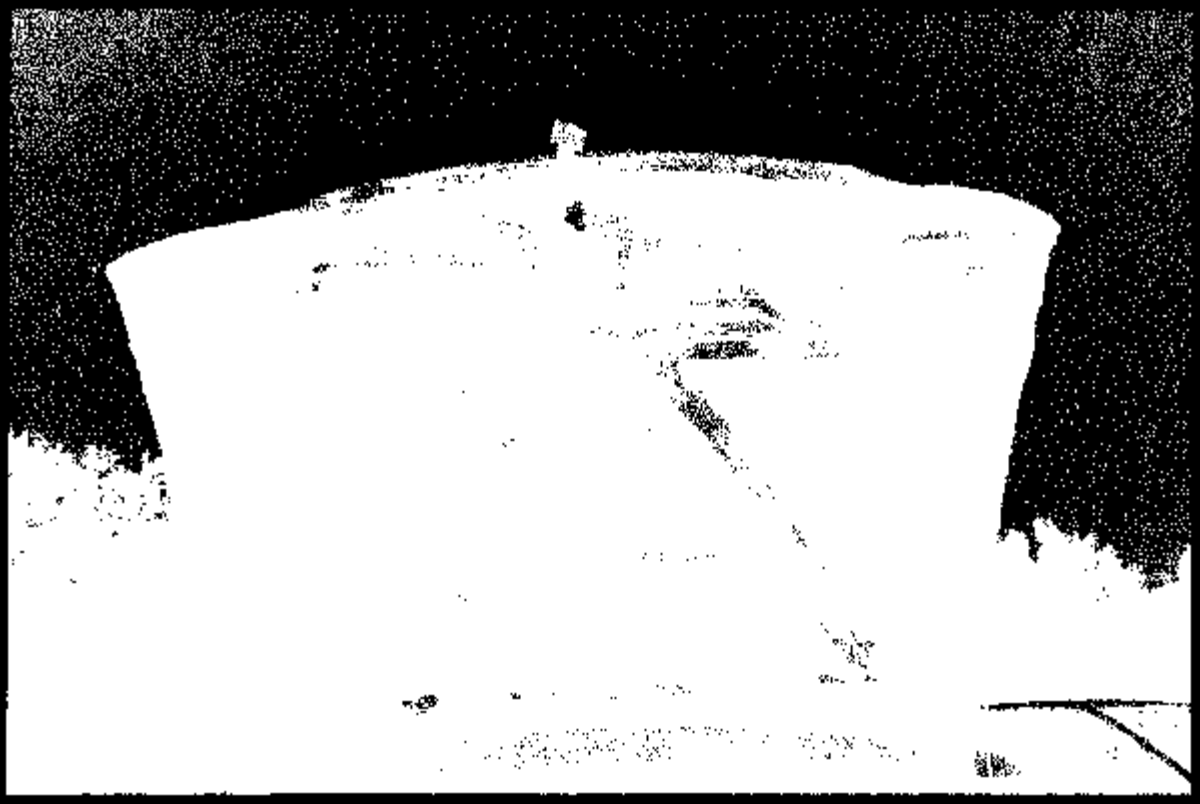

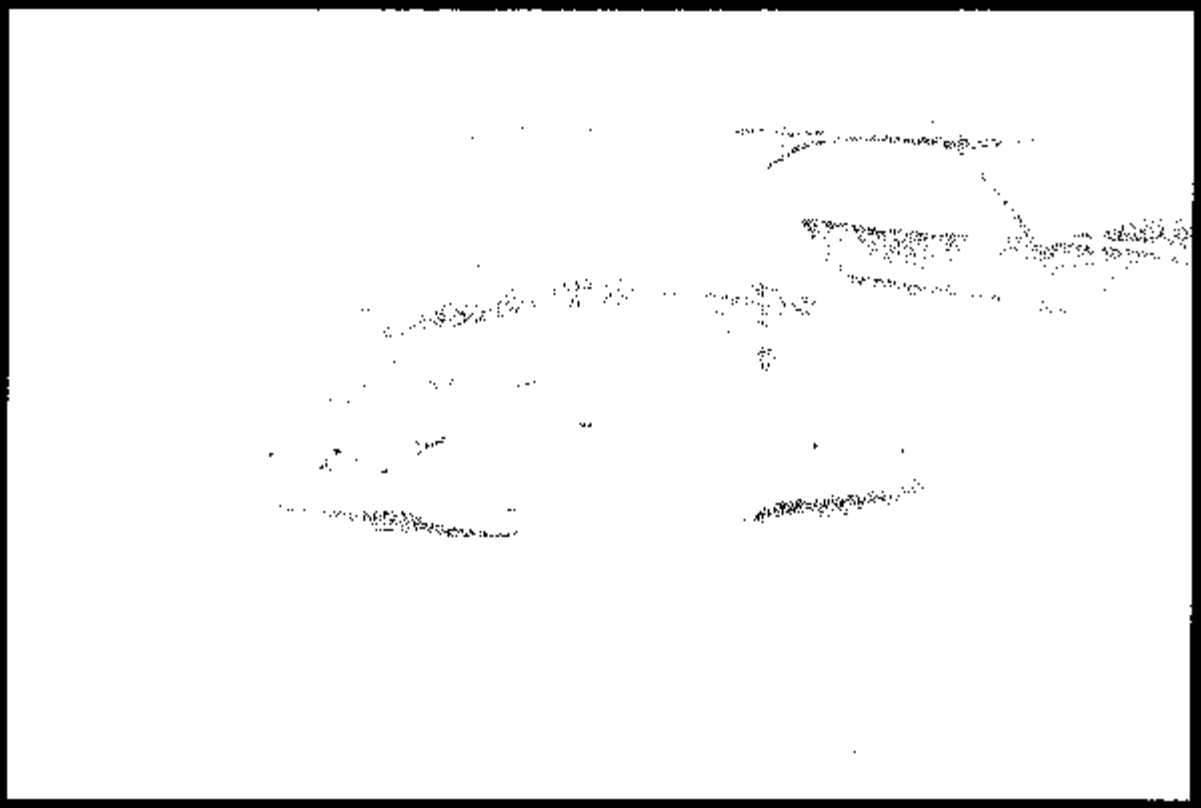

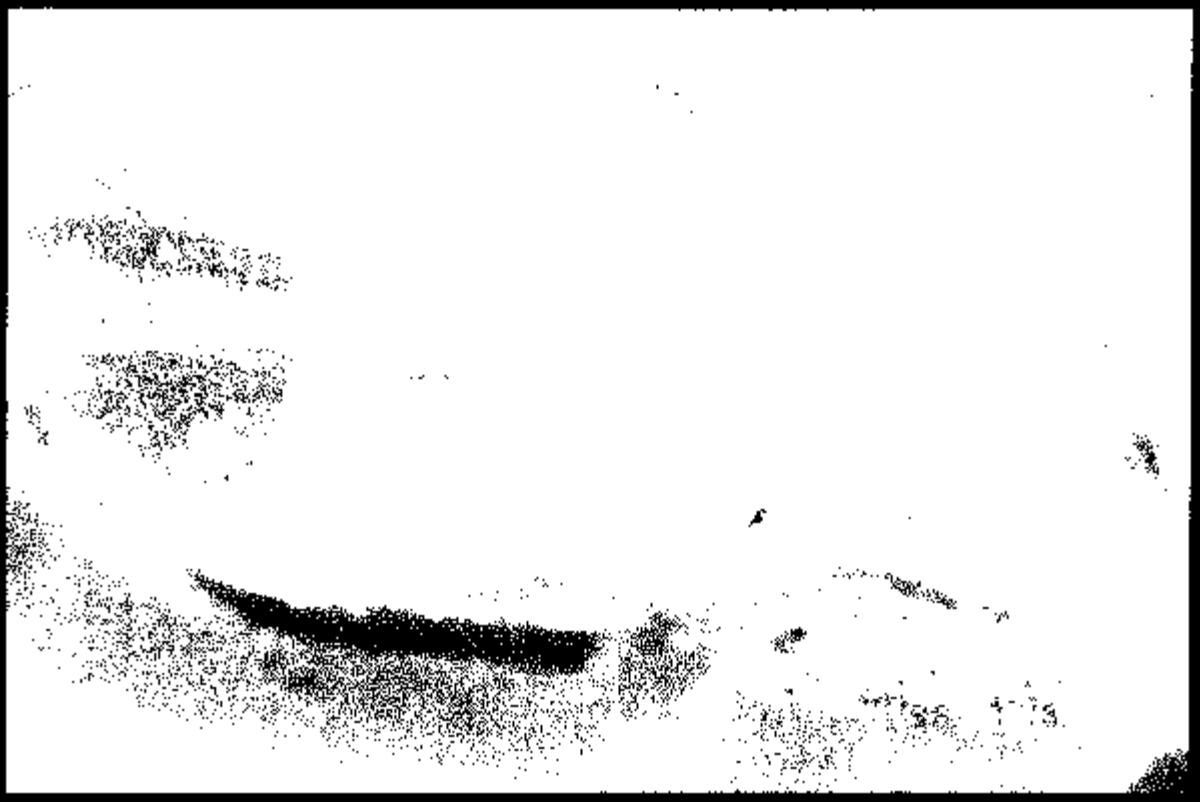

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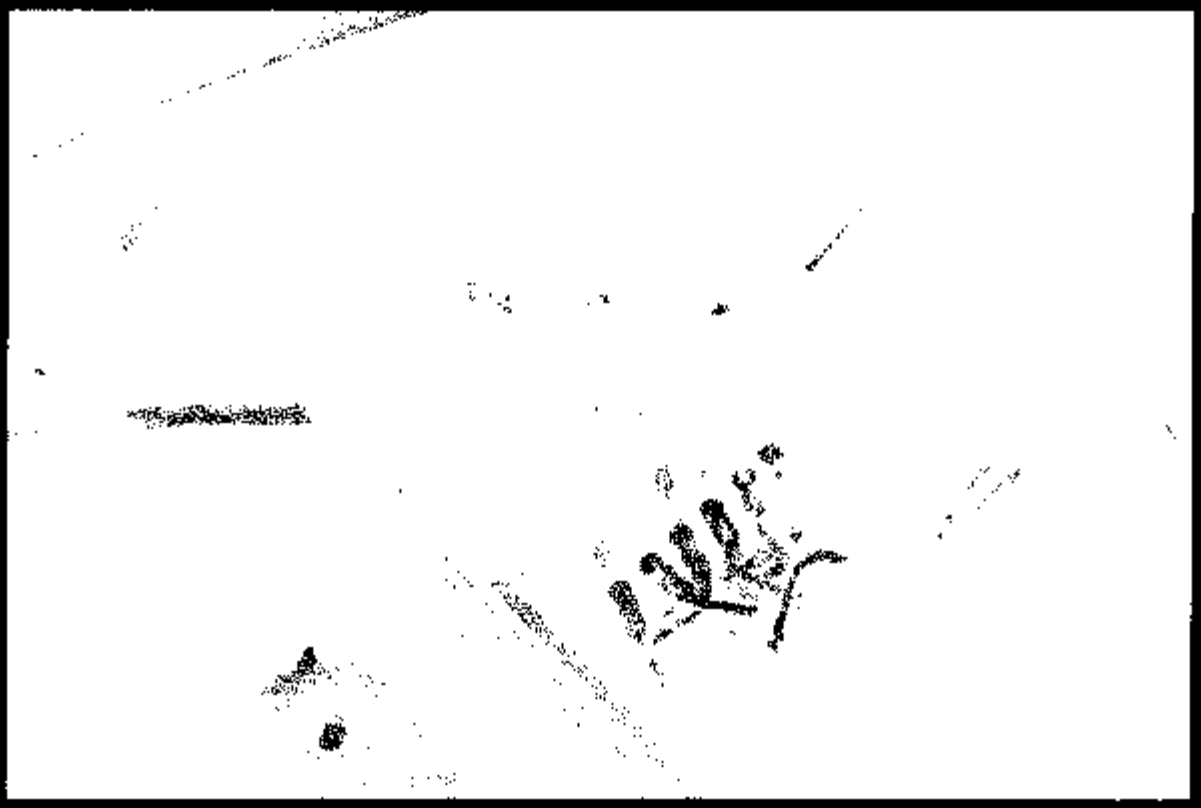

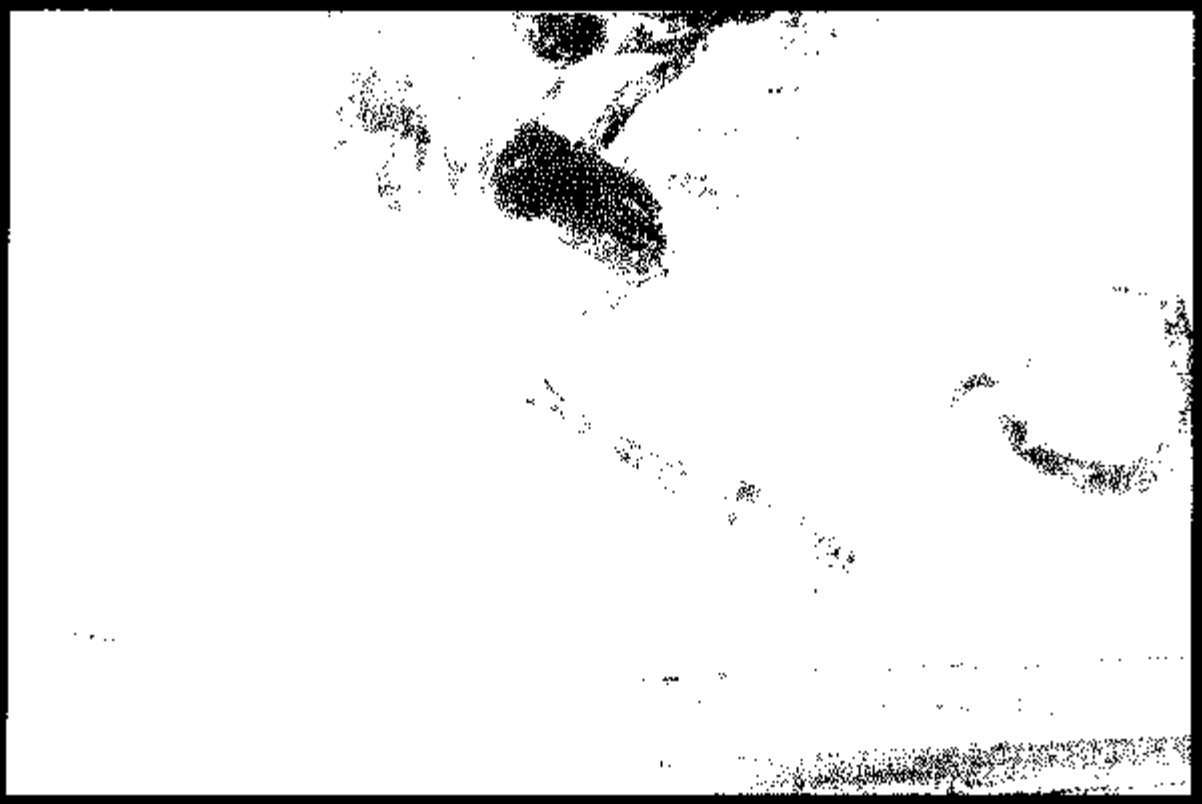

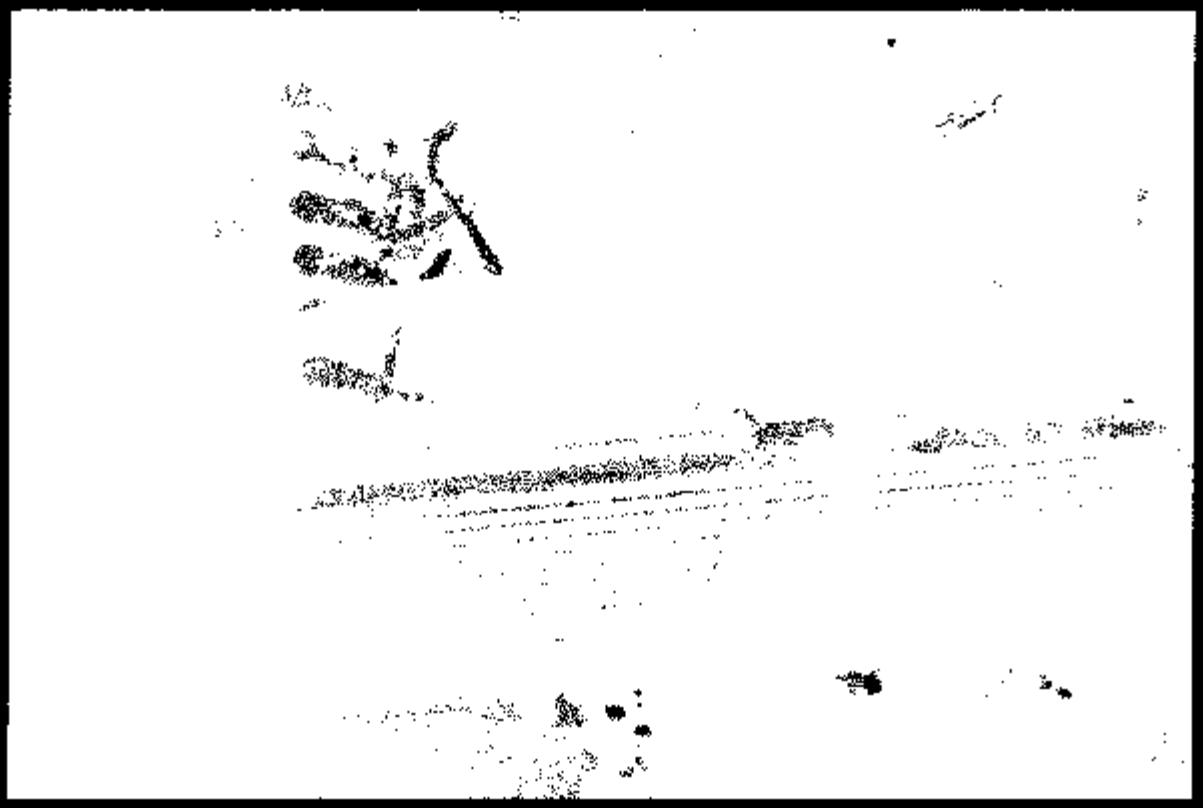

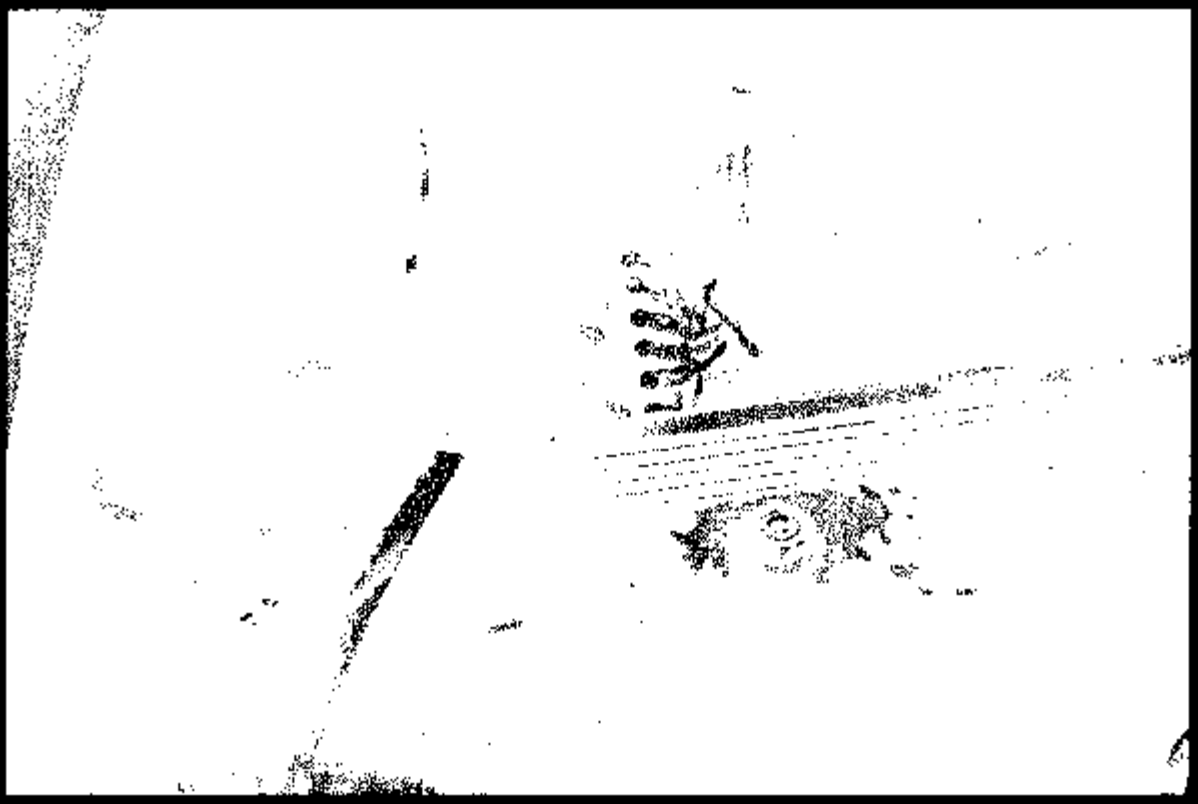

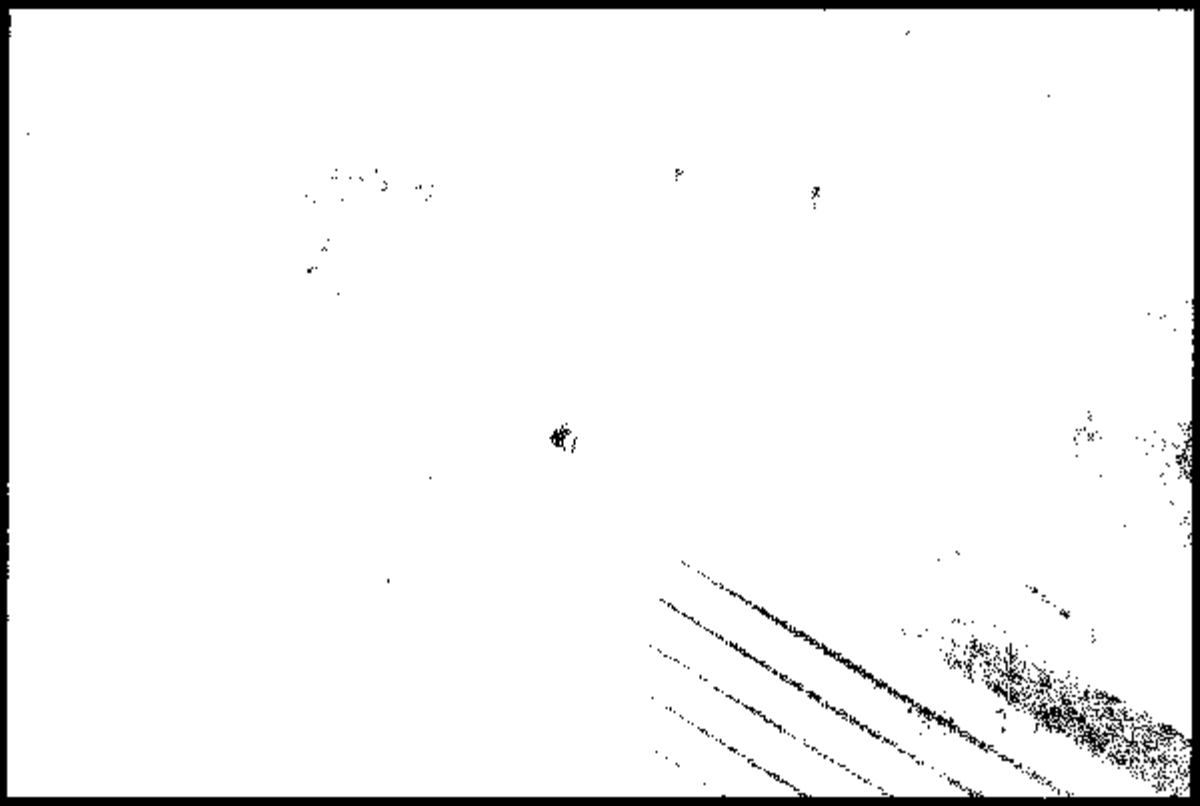

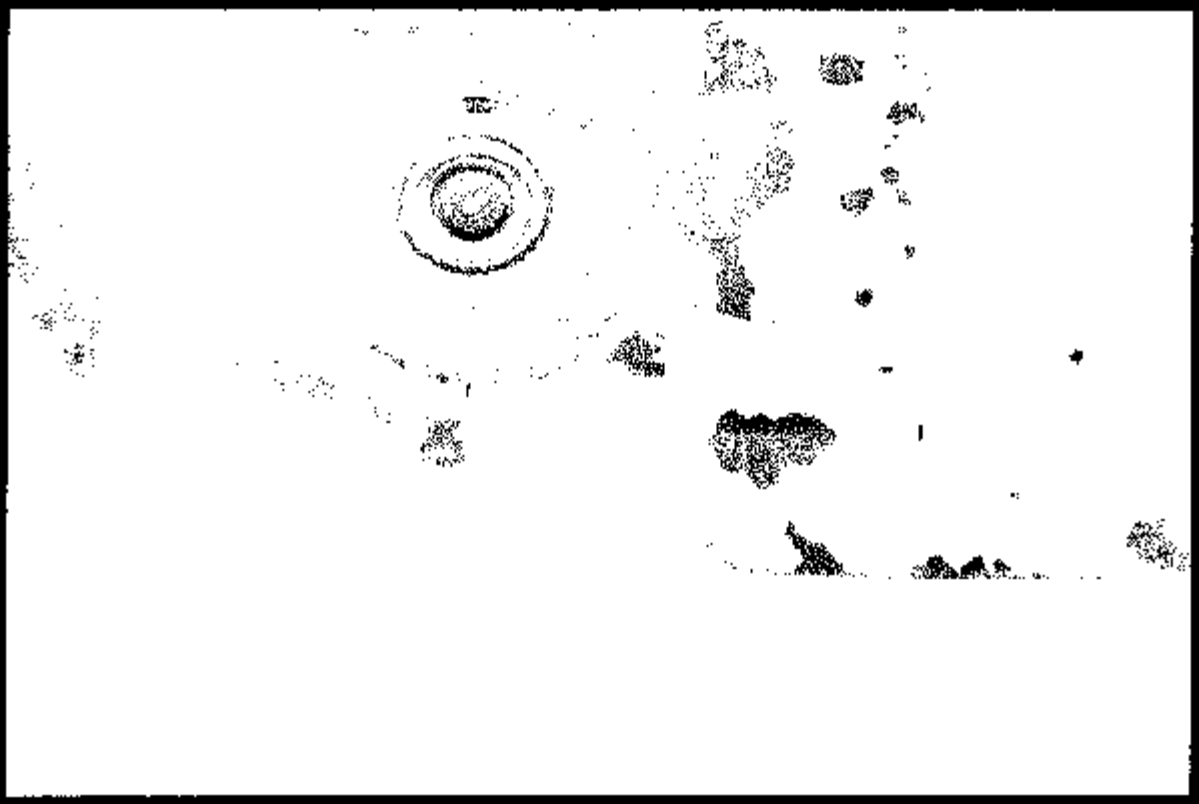

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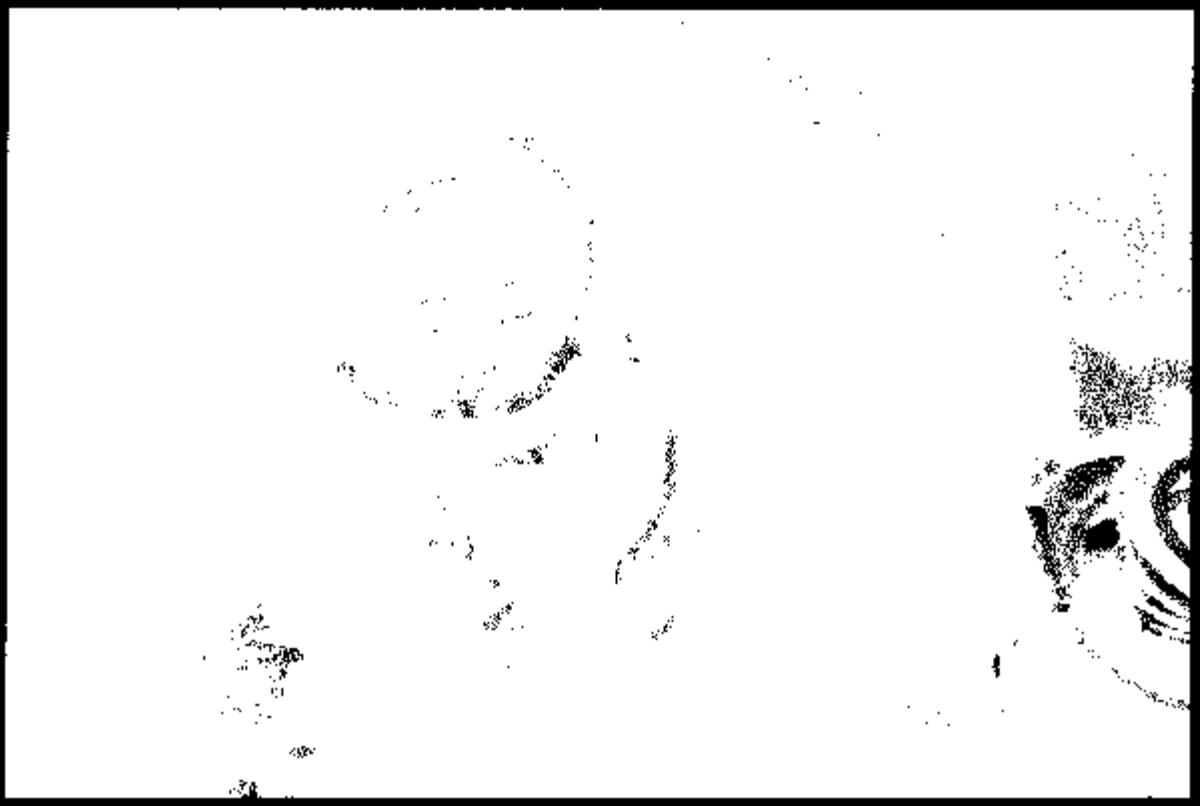

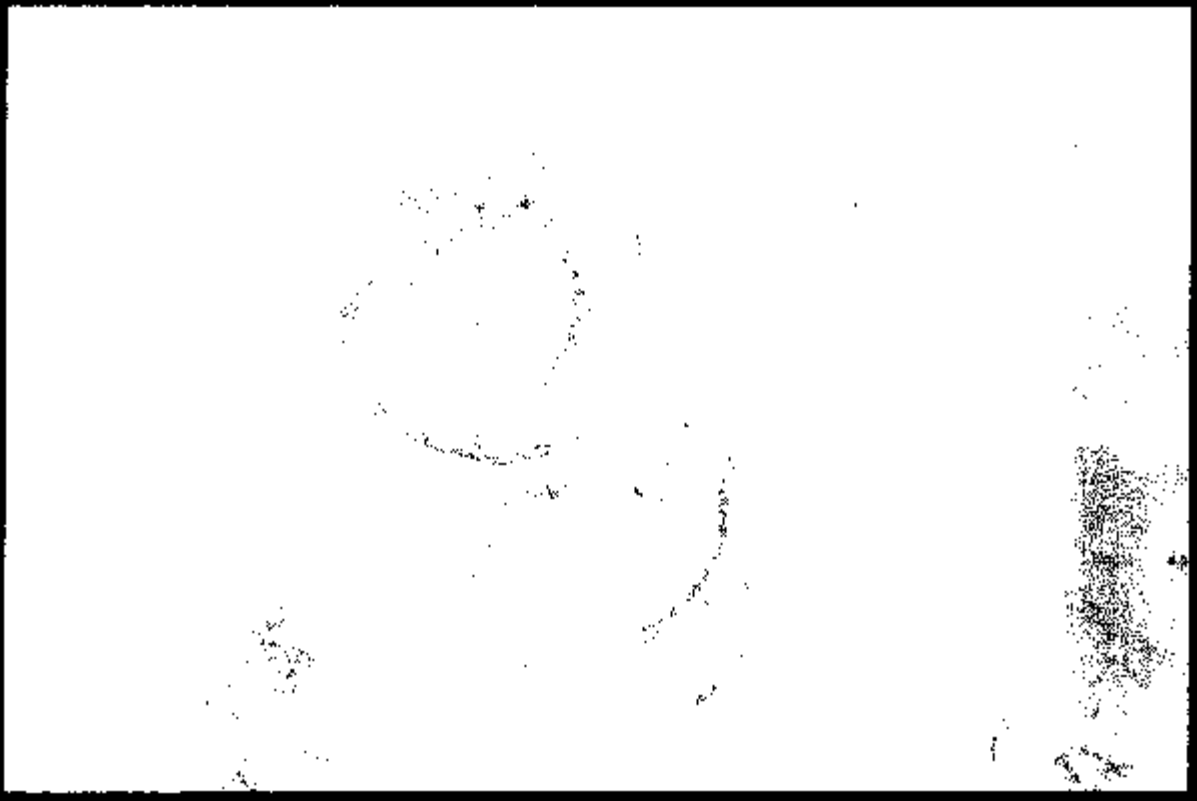

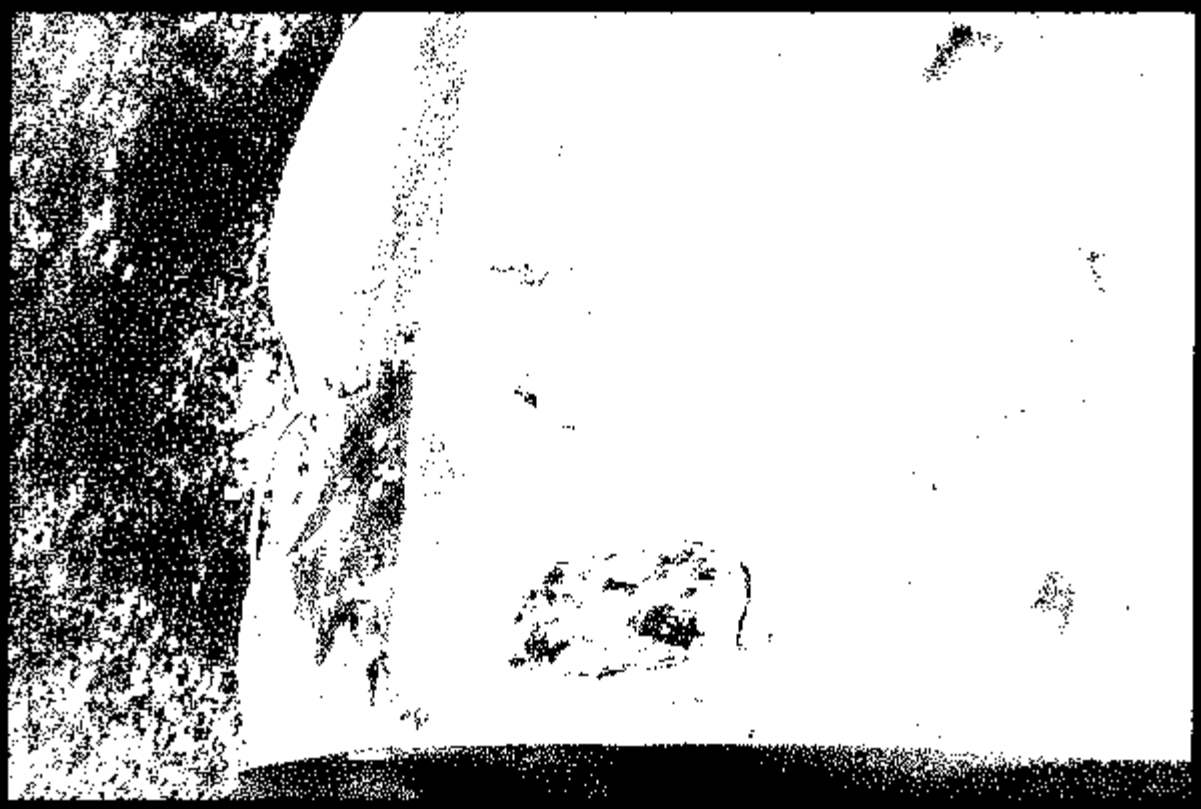

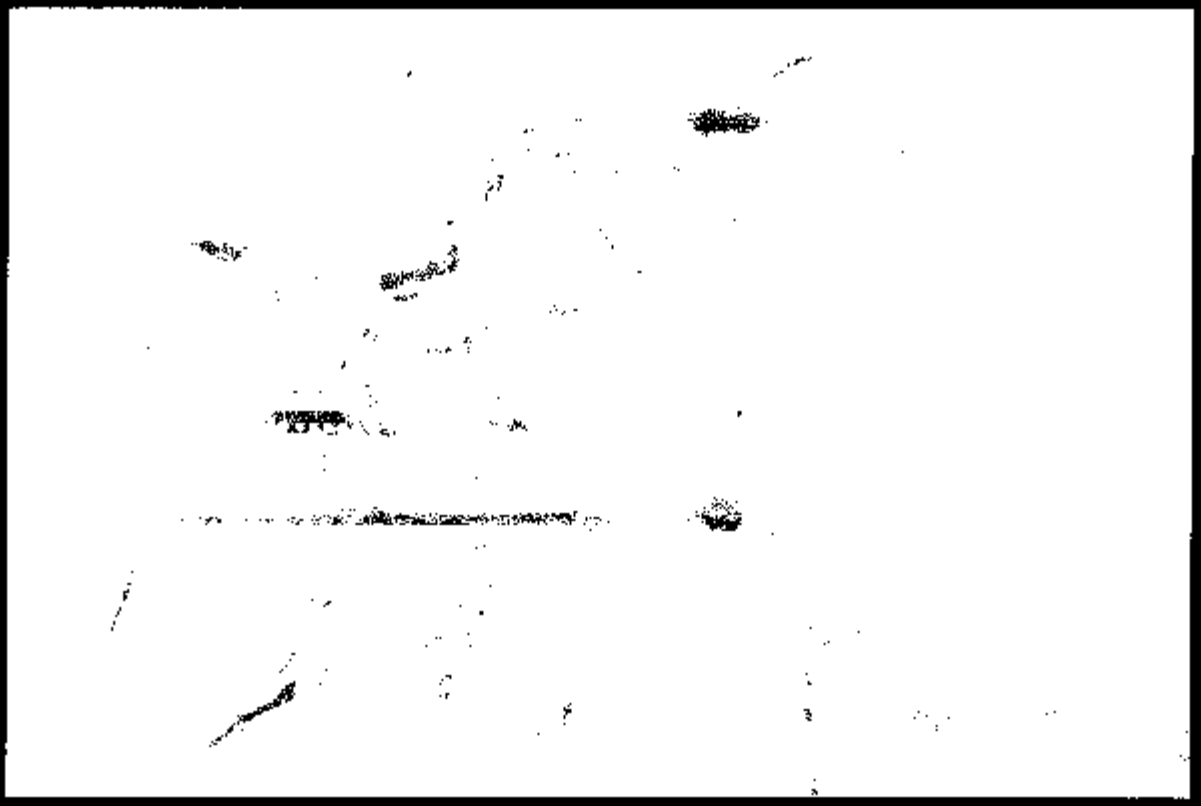

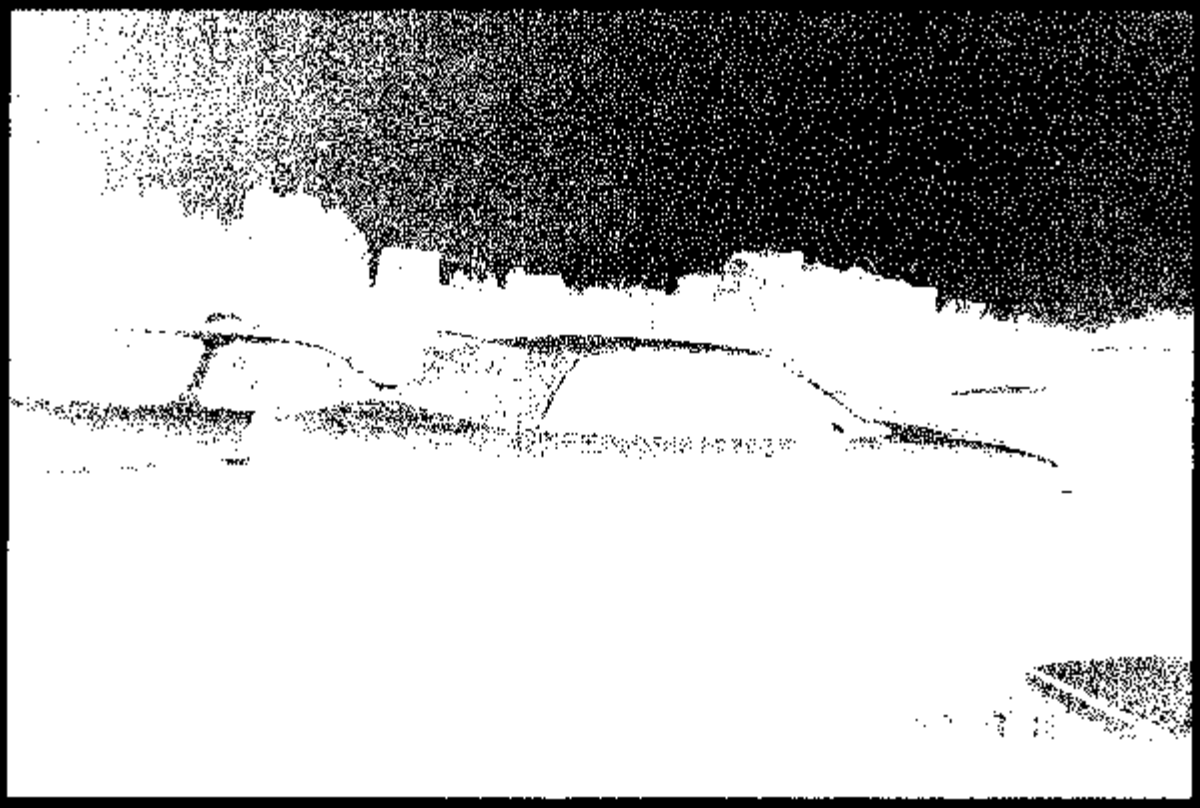

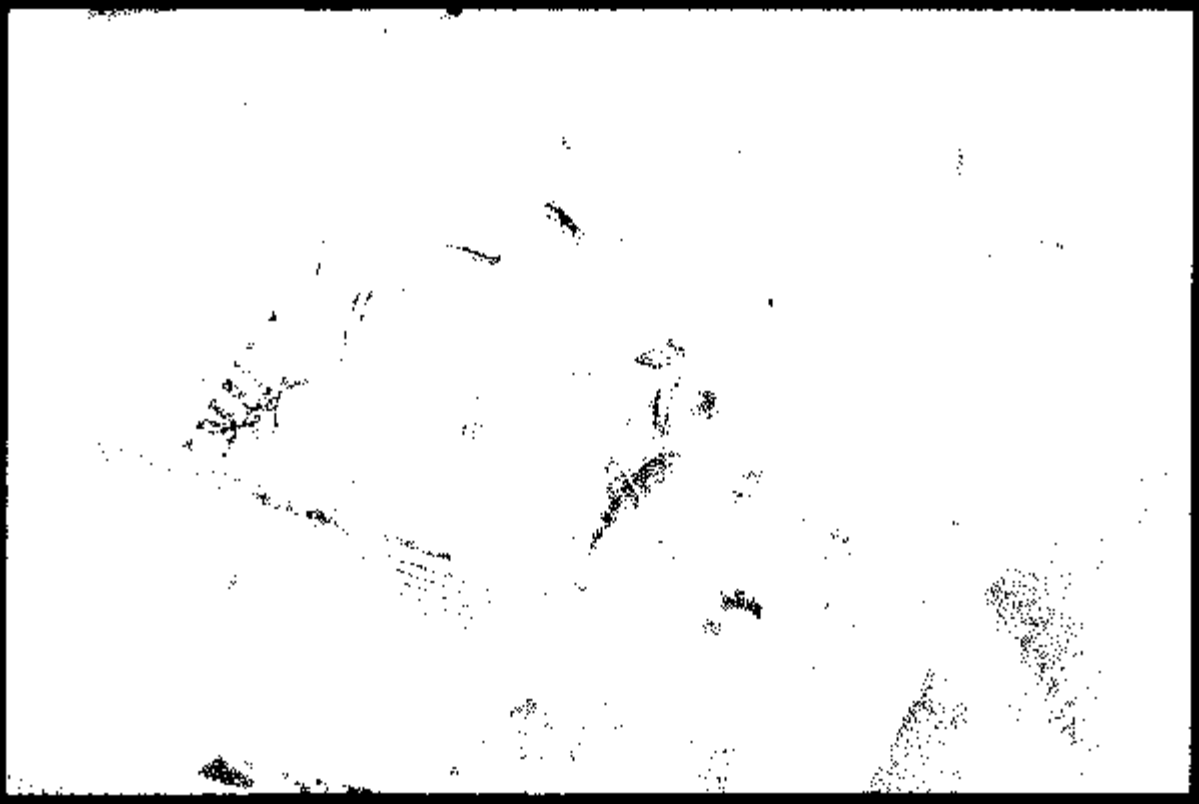

282031

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J55-018

BUICK

COMPLETED GM PAR INVESTIGATION

CASE NUMBER: 980126692 **CUSTOMER NAME:** [redacted]
ZONE: 22 **INSPECTION: EAA REPRESENTATIVE:** W.L. King
DATE OPENED: 8-7-98 **CUSTOMER NOTIFICATION DATE:** 8-20-98

ATTACHED INFORMATION

A) CORPORATE PRINT OF ENTIRE PAR CASE	☒
B) POLICE REPORTS	☐
C) PHOTOGRAPHS	☒
D) SIR DATA	☐
E) SERVICE HISTORY	☐
F) INSPECTION NOTES	☐
G) OTHER:	☒

Field Notes

THIS CASE HAS BEEN REVIEWED AND APPROVED BY THE BUICK BRO COORDINATOR. IT INCLUDES ALL REQUIRED INFORMATION AND ATTACHMENTS, AND ALL REQUIRED FIELDS HAVE BEEN COMPLETED. IT HAS BEEN FORWARDED TO THE PAR TEAM FOR APPROVAL. IF ADDITIONAL INFORMATION IS REQUIRED PLEASE CONTACT THE PAR SPECIALIST FOR FURTHER HANDLING.

Jamie R. Mullins
BUICK PAR SPECIALIST
Jamie R. Mullins

E.A. Keenan
BUICK SUPERVISOR
E. A. Keenan

GM1241 A

GENERAL MOTORS CORPORATION
DIVISION BUICK
ZONE 22 NEW JERSEY
DATE 08/20/98
DESIGNATION CODE PTP 72 - 001

INSURANCE COMPANY OFFICE ADDRESS -
STREET: P. O. BOX 02489
CITY : DETROIT STATE: MI ZIP: [redacted]

RE: CLAIMANT [redacted] DATE OF INCIDENT 07/26/98

GENTLEMEN:

FORM GM1241 (PAGES 1-3) ARE 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

WE HAVE CHECKED THE ABOVE LISTED 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 ACKNOWLEDGEMENTS TO:

(X) 1. THE UNDERSIGNED
AND/OR
(X) 2. ED KEENAN

FURTHER INQUIRIES REGARDING THIS CLAIM SHOULD BE DIRECTED TO:

(X) 1. THE UNDERSIGNED
AND/OR
(X) 2. ED KEENAN

IN ADDITION TO THE GM1241 (1), (2) AND (3) REPORT, THE FOLLOWING ENCLOSURES ARE ATTACHED (IF NONE, SO INDICATE). (WHEN ATTACHING R.O.S OR PHOTOGRAPHS, INDICATE HOW MANY.)

VERY TRULY YOURS,

GENERAL MOTORS CORPORATION

[redacted]
ADDRESS: [redacted]
CITY : TROY STATE: MI ZIP: [redacted] 9000
BY : BRG SUPERVISOR (TITLE)

	1241A,1241-1, 1241-2,1241-3	ATTACHMENTS	PHOTOGRAPHS
1. SEND TO INSURANCE OFFICE	ORIGINAL	ORIGINAL	ORIGINALS
2. SEND TO DIV CENTRAL--HOME OFFICE	2ND COPY	1 COPY	NEGATIVES
3. RETAIN IN REGIONAL OFFICE	3RD COPY	1 COPY	---------

GM 1241

CASE REF #
980126692

AUTOMOTIVE DIVISION COMPLETING REPORT
BUICK MOTOR DIVISION
REPORT OF PRELIMINARY INVESTIGATION

DESIGNATION CODE

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

DATE OF INCIDENT 07/26/98 HOUR 09:30

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

NAME OF OWNER [redacted] [redacted] AGE
ADDRESS [redacted]
CITY ROCKAWAY STATE NJ ZIP [redacted] PHONE NO. [redacted]

NAME OF DRIVER [redacted] BISHOP AGE [redacted]
ADDRESS [redacted]
CITY ROCKAWAY STATE NJ ZIP [redacted] PHONE NO. [redacted]

NAME OF CLAIMANT [redacted] [redacted] AGE
ADDRESS [redacted]
CITY ROCKAWAY STATE NJ ZIP [redacted] PHONE NO. [redacted]

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

MAKE BUICK VIN 1G4HP52K3VH533085 YEAR 97 MODEL LESABRE CUSTOM
TRANS 4T60E AXLE 2.84 ENGINE 3.8L V6 MILEAGE 023141
DATE OF DEL. 01/11/97 NEW,USED OR DEMO N LICENSE NO. STATE
DEALER JIM SALERNO PONTIAC-BUICK-GMC,
ADDRESS [redacted]
CITY STATE NJ ZIP [redacted]
INSPECTION STICKER NO. INSPECTION STATION NBR.
EXPIRATION DATE / /
PRINCIPLE USES OF VEHICLE
PERSONAL
SPECIAL VEHICLE FEATURES OR EQUIPMENT
REMOTE STARTER

NATURE AND EXTENT OF DAMAGES TO VEHICLE.
DASH BOARD MELTED, SMOKE DAMAGE.

ESTIMATE COST OF REPAIR (ATTACH COPY OF ESTIMATE)
PRODUCT CAMP : CAMP PERFORMED: (Y/N)
IF 'Y' DESC:

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

NO PROPERTY DAMAGE INFORMATION ENTERED FOR THIS CASE

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

NO BODILY INJURY INFORMATION ENTERED FOR THIS CASE

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

HOW, WHEN, AND BY WHOM WAS DIVISION NOTIFIED OF INCIDENT?

CALL TO BCRC
7/29/98
MR. BISHOP
LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION)
B&B PARKING LOT (ABBEY LATERN HILL. BED AND BREAKFAST IN
LEDYARD, CT.
KIND OF ROAD CONCRETE X GRAVEL ASPHALT CRUSHED ROCK DIRT
CONDITION OF ROAD WET X DRY ICY OTHER
KIND OF SHOULDER CONCRETE X GRAVEL ASPHALT CRUSHED ROCK DIRT
CONDITION OF SHOULDER WET X DRY ICY OTHER
NATURE OF WEATHER DRY AND CLEAR
VISION OBSTRUCTION (IF ANY DESCRIBE)
NONE
NAME AND ADDRESS OF DEALER WHO TOWED (INCLUDE TOW DRIVER'S NAME), STORED
AND/OR PROVIDED TEMPORARY SERVICE TO DAMAGED VEHICLE
ROADSIDE SENT TOW
NA
NA
WHERE CAN VEHICLE BE SEEN? MJ SULLIVAN BUICK, 452 BROAD STREET, NEW LONDON,
CT, 06032-2599 860-443-8432
DID VEHICLE TURN OVER? YES X NO VEHICLE SPEED ESTIMATE 0 MPH
SOURCE OF SPEED ESTIMATE
00
POSTED SPEED LIMIT 01
BRAND AND SIZE TIRES NA
CONDITION R.F. X GOOD POOR FLAT R.R. X GOOD POOR FLAT
OF TIRES: L.F. X GOOD POOR FLAT L.R. X GOOD POOR FLAT
OTHER (TRUCK OR SPARE).
G

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)
IF 'NO' EXPLAIN NA

POLICE REPORT ATTACHED? YES X NO IF 'NO', WHAT STATION OR OFFICER MADE
REPORT
LEDYARD, CT FIRE DEPARTMENT RESPONDED.
NAMES AND ADDRESSES OF WITNESSES
NO WITNESSES
WERE PHOTOS TAKEN? X YES NO IF 'YES' HOW MANY 23 BY WHOM-NAME AND ADDRESS
W.L. KING
EAA
NOTE: FURNISH PHOTOS TO INSURANCE COMPANY OFFICE WITH THIS FORM.
FORWARD NEGATIVES TO CENTRAL (HOME) OFFICE.
NAME OF INS. REPRESENTATIVE, IF PRESENT, AT THE INVESTIGATION

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

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND HIS STATEMENT OF CAUSE.
"STARTED CAR IN THE MORNING, THEN
IT WAS RUNNING & IT JUST STOPPED, IT TRIED TO START AGAIN BUT WOULDN'T CATCH.
I WENT INSIDE AND THE HORN GOES OFF .... IT WAS OUR CAR AND THIS SMOKE IS
COMING OUT.... WE GOT A FIRE EXTINGUISHER FROM THE B&B WHERE WE WERE. THE
B&B PEOPLE PUT IT OUT...BUT THE FIRE DEPARTMENT CAME OUT TOO. THEY WOULD
NOT LET IT BE TOWED BECAUSE THERE WERE 'HOT SPOTS'."
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 W.L. KING
WHAT VEHICLE COMPONENTS ARE ALLEGEDLY DEFECTIVE?
IGNITION/ELECTRICAL

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

INFORMATION FROM FURTHER INVESTIGATION OF INCIDENT, INCLUDING EXAMINATION OF VEHICLE AND SCENE OF INCIDENT. BMD DOES NOT ACCEPT REBPONSIBILITY FOR THE INCIDENT AS THERE IS NO EVIDENCE OF A MANUFACTURE DEFECT AS THE CAUSE OF THE THERMAL INCIDENT. MRS. BISHOP REQUESTING A LETTER WHICH DOCUMENTS BMD'S POSITION; THE SAME WAS MAILED. JAMIE MULLINS
GENERAL COMMENTS
8/20/98

**** VEHICLE INSPECTION *****

THE THERMAL EVENT APPEARS TO HAVE ORIGINATED IN THE IMMEDIATE VICINITY OF THE WIRING HARNESS WHICH IS DIRECTLY CONNECTED TO AN AFTERMARKET INSTALLATION OF A REMOTE STARTING SYSTEM.

LEFT AND RIGHT SIDE EXTERIOR: UNDAMAGED.
FRONT AND REAR EXTERIOR: UNDAMAGED.
HOOD, INNER, AND OUTER: UNDAMAGED.
TRUNK AREA AND DECKLID, INNER AND OUTER: UNDAMAGED.
ROOF: UNDAMAGED.
DOOR INTERIOR PANELS: SMOKE DAMAGE.
LEFT AND RIGHT INSTRUMENT PANEL AND ODOMETER: HEAT/FIRE DAMAGED.
ASHTRAY(S) AREA: CLEAN.
LEFT AND RIGHT FRONT SEAT AND CARPET: LEFT FLOOR MAT AND CARPETING DAMAGE, MELTED PLASTIC.
UNDERBODY & EXHAUST(INCLUDE HANGERS): UNDAMAGED.
OPTIC, CODE LABEL: UNDAMAGED.
ENGINE COMPARTMENT: UNDAMAGED.
RADIATOR, FRONT & REAR: UNDAMAGED.
COOLANT RECOVERY BOTTLE: UNDAMAGED.
TRANSMISSION COOLER LINER/CONNECTIONS: UNDAMAGED.
ENGINE COMPARTMENT ENGINE COOLANT LINES/HOSES, CONNECTIONS/ CLAMPS: UNDAMAGED.
ENGINE COMPARTMENT HEATR LINES/HOSES, CONNECTIONS/CLAMPS (INCLUDING TO THROTTLE BODY). UNDAMAGED
ALL FUEL LINES/HOSES, CONNECTIONS & O-RINGS. UNDAMAGED.
TBI, INJECTOR RAIL, OR CARBURETOR & FUEL LINE CONNECTION: UNDAMAGED.
ENGINE COMPARTMENT FUEL LINES/HOSES, CONNECTIONS & O-RINGS: UNDAMAGED.
POWER STEERING LINES/HOSES, CONNECTIONS/CLAMPS: UNDAMAGED.
GENERATOR & ATTACHED WIRING: UNDAMAGED.
BATTERY AND ATTACHED CABLES: UNDAMAGED.
ENGINE BLOCK: UNDAMAGED.
ENGINE OIL PAN: UNDAMGED.
ENGINE COMPARTMENT HINGE TORQUE RODS: UNDAMAGED.
ENGINE COMPARTMENT EXHAUST SYSTEM : UNDAMAGED.
ANY ITEM WHICH IS ALLEGED TO BE THE CAUSE/ SOURCE (THERMAL EVENT): REMOTE STARTER SYSTEM.
AFTER-MARKET EQUIPMENT ON VEHICLE: REMOTE STARTER SYSTEM.
ANY MODIFICATION ON THE VEHICLE: REMOTE STARTER SYSTEM.
ANYTHING ON VEHICLE WHICH IS UNUSUAL, OR OUT-OF-PLACE: NO.

ENGINE COOLANT: NORMAL.
ENGINE OIL: NORMAL.
TRANSMISSION FLUID: NORMAL.
POWER STEERING FLUID: NORMAL.
BRAKE FLUID: NORMAL.

FUSES, IDENTIFIED TO TO BE OPEN: INSTRUMENT PANEL FUSE BLOCK. #6B 20 AMP, #5A 10 AMP, #1B 20 AMP, 1 20 AMP FUSE (IN LINE) FOR REMOTE STARTED SYSTEM.
WIRING INSULATION: GENERALLY GOOD CONDITION. 2. WIRES INSLUATION DAMAGE.

FUSIBLE LNKS: COULD NOT IDENTIFY.
SPARK PLUG WIRING AND BOOT CONDITION: GOOD.
FUEL FILLER 'LEAD FREE' RESTRICTOR IN PLACE? Y AND NORMAL.
LOCATIONS OF FUEL FILLER CAP: NORMAL POSITION.
CATALYTIC CONVERTER: NORMAL.
POSITION OF WINDOWS: CLOSED AT TIME OF INSPECTION.
HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT?
8-20-99: MRS. BISHOP WAS ADVISED BMD
DOES NOT ASSUME RESPONSIBILITY; CASE CLOSED/FORWARDED TO ESIS. JAMIE MULLINS

****
DATE OF INVESTIGATION 081998 PRINTED NAME W. L KING
DATE SIGNED _____ SIGNED _____

DIVISIONAL REPRESENTATIVE COMPLETING INVESTIGATION - GENERAL MOTORS CORPORATION

CASE REF. # 980126693 CUSTOMER INFORMATION

TITLE : MR
FIRST : [redacted] MI : [redacted] LAST : [redacted]
STREET : [redacted]
CITY : ROCKAWAY ST: NJ ZIP : [redacted]
H PHONE [redacted] B PHONE:
COMPANY

VEHICLE-DEALER INFORMATION

VIN : 1G4HP52K3VH533085 DEL DTE: 01 11 97
YR/MDL 97 HP LESABRE CUSTOM MILEAGE 023141
DEALER : JIM SALERNO PONTIAC-BUICK-GMC, ZN/DLR : 22 34752
CITY : RANDOLPH STATE : NJ

AFTER CALL INFORMATION
CUSTOMER REQUEST INFORMATION

REQUEST AREA : SERV
CONTACT TYPE : OWNER
WARRANTY : I (IN/OUT/UNK)
STOCKHOLDER : N (Y/N)
DLR SVC DISTRICT: 01
PART DELAY START:
CASE OPEN DATE : 08 07 98
ROUTING CODE : CAC CRS LOC LEGL
CORRES TYPE :
FILE RETENTION : 00
LAST ALTERED ID : B77JM

REQUEST SOURCE : H T LEG
IN CORR SEQ # : N
THIRD PARTIES : 002
GM EMPLOYEE : N (Y/N)
PART DELAY END :
SCRAP DATE :
TRANSMIT DATE : 08 03 98
CORP CASE # :
CENTRAL FILE : Y (Y/N)
LAST ALTERED DATE : 08 21 98

CASE CLOSING INFORMATION

FILE RETENTION : 00
DLR CONTACT DATE : 07 29 98
CLOSING DATE : 08 21 98
CO REVIEW CLOSE : B77JM
REGION REV CLOSE :

CENTRAL FILE : Y (Y/N)
DLR CONCLUSION DATE: 08 20 98
RESPONSIBLE DLR :
CO REVIEWED : Y (Y/N) DATE: 08 21 98
REGION REVIEWED : (Y/N) DATE:

CDE	DESC	CDE COMMENTS
T3:	0 GM (24) INVESTI	PAR INVESTIGATION PAR INVESTIGATION COMPLETED
T3:	7 FIRE DAMAGE/LOS	ALLEGED THERMAL EVENT SEE PAR INVESTIGATION

GENERAL COMMENTS

USER: B37YS DATE: 7/28/98 TIME: 15:35
0001/ 1 7/28/98
0001/ 2 DEALERSHIP PHONE: 860 536 2626 SERVICE MANAGER. ED DONATH
0001/ 3 DIST SVC MGR: DAN GIPPERT VME #: 38214

USER: B37YS DATE: 7/29/98 TIME: 08:23
0002/ 1 7/29/98
0002/ 2 DEALERSHIP PHONE: 860 536 2626 SERVICE MANAGER: ED DONATH
0002/ 3 DIST SVC MGR: DAN GIPPERT VME #: 38214
0002/ 4 1ST O/ - NO EMPP - MILEAGE OBTAINED FROM WINS
0002/ 5 RECIEVED CALL FROM O/: O/ CLAIMS THAT WHEN SHE HIT THE REMOTE STARTER
0002/ 6 FOR HER VEH, A FIRE STARTED UNDER THE HOOD AND IN THE DASH AREA.
0002/ 7 O/ CLAIMS THAT SHE BELIEVES THAT THE FIRE IS THE CAUSE OF THE REMOTE
0002/ 8 STARTER. O/ ALSO CLAIMS THAT THE DLR WOULD NOT GIVE HER A RENTAL VEH.
0002/ 9 BCRC ACTION: BCRC LET O/ KNOW THAT DUE TO THE REMOTE STARTER NOT BEING
0002/10 A WARRANTY ITEM AND BECAUSE THERE HAS BEEN NO INDICATION AS TO WHAT
0002/11 STARTED THE FIRE, THE DLR DOES NOT HAVE TO GIVE HER A RENTAL VEH FREE
0002/12 OF CHARGE TO O/. BCRC ALSO LET DSM KNOW THAT O/ STATED THAT HER
0002/13 INSURANCE COMPANY WANT TO TRANSFER THE VEH TO A PRIORITY BUICK DLRSHIP
0002/14 TO DIAGNOSE THE CAUSE OF VEH. THIS TRANSFER WILL PROBABLY HAPPEN ON
0002/15 WEDNESDAY. .....CONTINUED.....

USER: B37YS DATE: 7/29/98 TIME: 08:26
0003/ 1 7/29/98
0003/ 2 BCRC LET O/ KNOW THAT HER CONCERNS HAS BEEN DOCUMENTED AND GAVE O/ HER
0003/ 3 CASE NUMBER.
0003/ 4 **** FOR DLR INFORMATION ONLY ****
0003/ 5
0003/ 6 YOLANDA SPENCER, BCRC - VME# 28273

USER: B37YS DATE: 8/ 7/98 TIME: 08:25
0004/ 1 8/7/98
0004/ 2 O/ CALLED INTO BCRC: O/ STATED THAT WHEN HER VEH WAS ON FIRE, SHE
0004/ 3 HAD TO RENT A VEH. O/ WANTED TO KNOW IF SHE COULD BE REIMBURSED
0004/ 4 FOR THE RENTAL. BCRC LET O/ KNOW THAT IT MUST BE DETERMINED AS TO
0004/ 5 WHY THE VEH BURNED. IF THE REMOTE STARTER CAUSED THE FIRE TO THE
0004/ 6 VEH, THEN WE WOULD NOT BE ABLE TO REIMBURSE O/ FOR THE RENTAL
0004/ 7 VEH. IF THE CAUSE OF THE FIRE WAS DUE TO A WARRANTY DEFECT, THEN
0004/ 8 WOULD BE ABLE TO REIMBURSE O/ FOR RENTAL. BCRC INFORMED O/ THAT SHE
0004/ 9 NEEDS TO EITHER CALL THE BUICK DLR OR HER INSURANCE COMPANY TO FIND
0004/10 OUT WHY HER VEH BURNED.
0004/11 YOLANDA SPENCER, BCRC - VME# 28273

USER: 377JM DATE: 8/ 7/98 TIME: 13:55
0005/ 1 8/6/98
0005/ 2
0005/ 3 BRG-PAR GROUP HAS LEFT A MESSAGE WITH THE BISHOPS AND ASKED THEM TO
0005/ 4 CALL THEM TO GAIN ADDITIONAL INFORMATION ABOUT THE INCIDENT.
0005/ 5 PLEASE TRANSFER IF THE BISHOPS' CALL.
0005/ 6

GENERAL COMMENTS

0005/ 7 JAMIE MULLINS/BRG-PAR VME 36249 X2770

USER: B37YS DATE: 8/ 7/98 TIME: 14:12
0006/ 1 8/7/98
0006/ 2 O/ CALLED INTO BCRC ASKING FOR JAMIE MULLINS. BCRC LET O/ KNOW THAT
0006/ 3 MS. MULLINS WAS AWAY FROM HER DESK AT THIS TIME BUT I WOULD LEAVE A
0006/ 4 MESSAGE ON HER VOICE MAIL STATING THAT THE O/ IS RETURNING HER CALL.
0006/ 5 YOLANDA SPENCER, BCRC - VME # 28273

USER: B77JM DATE: 8/ 7/98 TIME: 15:26
0007/ 1 8/7/98
0007/ 2
0007/ 3 HAVE INITIATED A PAR INVESTIGATION INTO THE ALLEGATIONS.
0007/ 4 PLEASE REFER NFRUTHER CONTACT REGARDING THIS CASE TO BRG.
0007/ 5
0007/ 6 JAMIE MULLINS/BRG -PAR VME 36249 X2770

USER: B77JM DATE: 8/20/98 TIME: 14:58
0008/ 1 8/20/98
0008/ 2
0008/ 3 [redacted] WAS PHONED AND ADVISED THAT BMD DOES NOT ASSUME
0008/ 4 RESPONSIBILITY FOR THE INCIDENT. THE CASE IS CLOSED AND FORWARDED TO
0008/ 5 ESIS.
0008/ 6
0008/ 7 PLEASE REFER ANY FURTHER INQUIRIES REGARDING THIS MATTER TO ESIS
0008/ 8 AT 1-800-888-012.
0008/ 9
0008/10 JAMIE MULLINS/BRG-PAR VME 36249 X2770

AUGUST 11, 1998

TO: JAMIE MULLINS, BUICK/BUSINESS RESOURCE GROUP

FROM: W. L. KING, EAA

SUBJECT: PAR INVESTIGATION, THOMAS BISHOP

FILE#: 980126692

VIN#: 1G4HP52K3VH533085

ON MONDAY AUGUST 10, 1998 THE SUBJECT VEHICLE WAS INSPECTED. SAID INSPECTION WAS MADE RELATIVE TO ALLEGATIONS OF DEFECTIVE IGNITION AND/OR ELECTRICAL FUNCTION IN CONNECTION WITH AN ALLEGED THERMAL EVENT DATED JULY 26, 1998. THE SUBJECT INSPECTION WAS PERFORMED AT M. J. SULLIVAN BUICK LOCATED IN NEW LONDON, CT. I WAS UNASSISTED DURING SAID VEHICLE INSPECTION. A DEALER REPAIR ORDER WAS NOT GENERATED.

THE ALLEGED THERMAL EVENT APPEARS TO HAVE ORIGINATED IN THE IMMEDIATE VICINITY OF A WIRING HARNESS THAT IS DIRECTLY CONNECTED TO AN AFTERMARKET INSTALLATION OF A REMOTE STARTING SYSTEM. THE ELECTRONIC CONTROL PANEL AND CIRCUIT BOARD FOR THE REMOTE STARTER SYSTEM WERE HOUSED UNDER THE LEFT SIDE OF THE I.P. IN THE IMMEDIATE VICINITY OF THE I.P. FUSE BLOCK AND "HOT SPOT" OF THE ALLEGED THERMAL EVENT.

NOTE: THE VEHICLE OWNER STATED THAT THE REMOTE STARTER WAS USED TO START THE VEHICLE THAT MORNING JUST PRIOR TO THE ALLEGED THERMAL EVENT. SHE FURTHER STATED THAT THE VEHICLE STARTED BUT STALLED IMMEDIATELY THEREAFTER. SHE THEN STATED THAT THEY ATTEMPTED TO RESTART IT WITHOUT SUCCESS. "IT JUST WENT PUFF, PUFF AND DID NOT CATCH." THEY THEN OBSERVED BLACK SMOKE IN THE INTERIOR OF THE VEHICLE.

A 20 AMP FUSE THAT WAS INSTALLED IN CONNECTION WITH THE WIRING HARNESS INSTALLATION WAS FOUND TO BE "OPEN" WHEN CHECKED.

A SMALL TOGGLE SWITCH AND SPRING (BELIEVED TO BE THE RESET SWITCH FOR THE REMOTE ENGINE STARING SYSTEM) WAS FOUND EMBEDDED (MELTED PLASTIC) IN THE DRIVER SIDE FLOOR MAT.

THREE (3) FUSES (LOCATED IN THE I.P. FUSE BLOCK) WERE FOUND TO BE "OPEN" #6B 20 AMP, #6A 15 AMP AND #1B 20 AMP. REFER TO ATTACHED I.P. FUSE BLOCK DETAILS.

NOTE: CONSIDERABLE WIRING DAMAGE MAY HAVE RESULTED DURING SUBSEQUENT FIRE MARSHALL INVESTIGATION AT THE DEALERSHIP, AS STATED BY A DEALER TECHNICIAN.

THE EXTENT OF ALLEGED VEHICLE FIRE DAMAGE WAS CONTAINED TO THE INTERIOR OF THE VEHICLE, I.E. INSTRUMENT PANEL, WINDSHIELD, REMOTE STARTER SYSTEM COMPONENTS/WIRING, RELATED I.P. WIRING HARNESS' AND ELECTRICAL COMPONENTS HOUSED IN AND BELOW THE I.P. INCLUDING THE DRIVER SIDE FLOOR MAT, CARPETING AND BRAKE AND ACCELERATOR PAD MATERIAL. OTHER INTERIOR DAMAGE APPEARED LIMITED TO RESIDUE DEPOSITS FOLLOWING THE USE OF A CHEMICAL EXTINGUISHER. THE ENGINE COMPARTMENT AND OUTER BODY SHEET METAL AND GLASS ETC. DID NOT SHOW EVIDENCE OF FIRE DAMAGE.

THE PROBABLE CAUSE OF THE ALLEGED THERMAL EVENT APPEARS RELATED TO THE FUNCTION OF THE REMOTE STARTING SYSTEM.

IF I CAN BE OF FURTHER ASSISTANCE, PLEASE ADVISE.

SINCERELY,

W. L. KING, EAA

ATTACHMENTS

P.S. A COPY OF THE FIRE DEPARTMENT REPORT HAS BEEN REQUESTED AND WILL BE FORWARDED FOR YOUR FILE AND INFORMATION WHEN RECEIVED.

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: BUICK	Refl# 980126692	VIN: 1G4HP52K3VH533085
Claimant's Name (LAST, First) [redacted]		

Inspected By: W.L KING Organization: EHA

Phone: (973) 746-3353 x — Inspection Date: 8/10/98 Mileage at Inspection: 25000 ES ODOMETER FIRE DAMAGED

********** I INSPECTION SUMMARY **********

Following the inspection, summarize the tests and observations.

THE ALLEGED THERMAL EVENT APPEARS TO HAVE ORIGINATED IN THE IMMEDIATE VICINITY OF A WIRING HARNESS THAT IS DIRECTLY CONNECTED TO AN AFTERMARKET INSTALLATION OF A REMOTE STARTING SYSTEM. THE PROBABLE CAUSE OF THE THERMAL EVENT APPEARS RELATED TO THE FUNCTION AND/OR WIRING FOR THE REMOTE STARTING SYSTEM.

********** II INTERVIEW - VEHICLE HISTORY **********

(Note: Please indicate name, address & phone number of person being interviewed): MRS [redacted] ON 8-12-98

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

Item(s), date installed, and by whom (name, phone) REMOTE STARTING SYSTEM. INSTALLED BY SOLOMON BUICK, RANDOLF N.J.

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) ____ Repaired by: (GM, Non-GM, Owner/Other) ____

Describe ____

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

Describe ____

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

Describe ____

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

Describe ____

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Maintenance records? (Y/N) Y Date/description of last maintenance/repair (by whom?) 7-1-98 @ 22,500 MI

A/C REPAIR (WARRANTY) OIL CHANGE ETC. 25000 MI SERVICE

Any other pertinent vehicle history information (from Interviewee or GM Warranty History)? NO

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

AUSTIN'S GARAGE, NORWALK CONN.

How was vehicle towed? (flat bed, dolly, sling, front or rear hit) UNK If towed on wheels, how far? UNK

********** 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) ____

load description NONE load location NONE

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

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

Drive length (If vehicle was parked prior to fire, describe last drive): Hrs. ____ Min. 10 Distance traveled 3 MILES

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

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

Exact incident location ABBEY LATERN HILL (BED & BREAKFAST) LEDYARD CT.

Weather conditions and visibility GOOD

Approx. temperature 70 °F. Any physical visual obstructions? NO

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? G Describe: GRAVEL

Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? G 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, normal, etc.) NORMAL

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

Electrical systems operation: (normal, other?) OWNER CANNOT RECALL DEVICES THAT MAY HAVE BEEN ON. SHE STATED THAT SHE DID N BELIEVE ANYTHING THAT ANYTHING WAS ON.

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

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

Steering operation: (normal, other?) NORMAL

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.?) STALLED AFTER BEING STARTED BY THE REMOTE STARTER. "DIDN'T CATCH" WHEN TRYING TO RESTART WITH REMOTE STARTER.

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where? NO - EXCEPT THAT ENGINE STARTED BRIEFLY Did it appear to match engine speed? (Y/N) N

Describe any unusual odors. From where? NONE

Any smoke? (from where, color, intensity, etc.) BLACK SMOKE — VEHICLE INTERIOR

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? NO SMOKERS

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

Any flames? (from where, color, intensity, etc.) VEHICLE INTERIOR — LEFT SIDE DASH OPEN FLAMES OBSERVED, LOW INTENSITY.

Any steam or smoke? (from where, color, intensity, etc.) VEHICLE INTERIOR — BLACK

Any apparent malfunction of: Cooling System? (Y/N) Y Power Steering? (Y/N) N Auto Transmission? (Y/N) N Electrical Systems? (Y/N) Y Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) N Brake System? (Y/N) N Other? (Y/N) N Describe: REMOTE STARTER USED TO START VEHICLE BUT WHEN TRY TO RESTART IT DIDN'T. ENGINE WENT, BRIEFLY, "PAST" STALLED. Warning Lights? (Y/N) N Gauges? (Y/N) N If so, describe: _____

What did you do after you realized something was wrong? Pull Over? (Y/N) N Lower Windows? (Y/N) N Raise Windows? (Y/N) N Turn Engine Off? (Y/N) Y Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) N Open Hood? (Y/N) N Open Trunk? (Y/N) N Other? (Y/N) N Describe _____

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

Any other comments or observations that have not been covered? NONE

********** 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: Undamaged

Front & rear exterior: Undamaged

Hood, inner & outer panels: Undamaged

Trunk area and Decklid, inner & outer panels: Undamaged

Roof: Undamaged

Door interior panels: Smoke Damage

Left & right instrument panel & odometer: Heat/Fire Damaged

Ashtray(s) area: Clean

Left & right front seat and carpet: Left Front Heat (Driver) and Carpet Damage — Metal Plate

Underbody & exhaust (include hangers): Undamaged

Option code label: Undamaged

Engine compartment: Undamaged

Radiator, front & rear: Undamaged

Coolant recovery bottle: Undamaged

Transmission cooler lines/connections: Undamaged

Engine compartment engine coolant lines/hoses, connections/clamps: Undamaged

Engine compartment heater lines/hoses, connections/clamps (include those to throttle body): Undamaged

All fuel lines/hoses, filter, connections/clamps: Undamaged

TBI, injector rail, or carburetor & fuel line connection: Undamaged

Engine compartment fuel lines/hoses, connections & o-rings: Undamaged

Power steering lines/hoses, connections/clamps: Undamaged

Generator & attached wiring: Undamaged

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

Battery & attached cables: UNDAMAGED

Engine block (note precise location of cracks, holes, etc.): UNDAMAGED

Engine oil pan: UNDAMAGED

Engine compartment hinge torque rods: UNDAMAGED

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): UNDAMAGED

Any item which is alleged to be the cause/source: REMOTE STARTER SYSTEM

Anything on vehicle which is after-market: REMOTE STARTER SYSTEM

Anything on vehicle which is a modification: REMOTE STARTER SYSTEM

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: NORMAL

Engine oil: NORMAL

Transmission fluid: NORMAL

Power steering fluid: NORMAL

Brake fluid: NORMAL

List all driver electrical controls which are in the "On" position (include ignition): _____

Fuses (identify all open or not proper size): I.P. Fuse Block Lab 20 AMP, #59 10AMP #16 20AMP (1) 20AMP FUSE (IN LINE) FOR REMOTE STARTER SYSTEM.

Wiring insulation at fuse blocks: GENERALLY GOOD COND. — (2) WIRES INSULATION DAMAGE

Fusible links (identify all open): COULD NOT IDENTIFY.

Spark plug wiring and boot condition: GOOD

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

Location of fuel filler cap (or evidence of remains): NORMAL POSITION

Catalytic converter (any discoloration or swelling?): NORMAL

Position of windows (if glass missing, do further inspection): CLOSED AT TIME OF INSPECTION

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):

ESTIMATE NOT AVAIL.

********** 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: SITE INSPECTION NOT MADE

William L. King, I.C.
Service Associate

E A ASSOCIATES
30700 Telegraph Road - Suite 4566
Bingham Farms, Michigan 48025

DATE: 8-11-98

TO: Ledyard Fire Marshal's Off.
PO Box 130
11 Lorenz Parkway, Ledyard CT. 06339

TO WHOM IT MAY CONCERN: (860) 464-6858

MY NAME IS WILLIAM L. KING. I AM AN INDEPENDENT SERVICE ASSOCIATE FOR ENGINEERING ANALYSIS ASSOCIATES, INC. I PERFORM PRELIMINARY INVESTIGATIONS FOR NEW VEHICLE MANUFACTURERS RELATIVE TO ALLEGATIONS OF PRODUCT RELATED INCIDENTS. I AM REQUESTING YOUR ASSISTANCE IN THIS REGARD AND WOULD LIKE TO OBTAIN A COPY OF AN ACCIDENT REPORT AS FOLLOWS:

~~ACCIDENT~~ FIRE REPORT #: UNK

REPORTING OFFICER: UNK

OWNER/OPERATOR: THOMAS BISHOP

VEHICLE DESCRIPTION: 1997 BUICK LESABRE

INCIDENT DATE & LOCATION: ABBEY LATERNHILL, BED & BREAKFAST LEDYARD CT.

I HAVE ENCLOSED A CHECK IN THE AMOUNT OF NONE ALONG WITH A SELF-ADDRESSED RETURN ENVELOPE.

THANK YOU FOR YOUR COURTESY AND ASSISTANCE.

SINCERELY,

WILLIAM L. KING, I.C.
SERVICE ASSOCIATE
EAA, INC.

201 STONEY WAY
NEW FAIRFIELD, CT. 06812
(203) 746-3553

ENCLOSURES

FILE# 980126692

BUICK

August 20, 1998

[redacted]
Rockaway, NJ[redacted]

RE: 980126592

Dear [redacted]

Thank you for contacting Buick Motor Division regarding your concern with your 1997 Buick LeSabre Custom. We have registered the case # 980126592 to document this matter. Buick has concluded that we could assume no responsibility for the thermal incident regarding your vehicle. Buick has closed the file and forwarded it to our insurance carrier- ESIS.

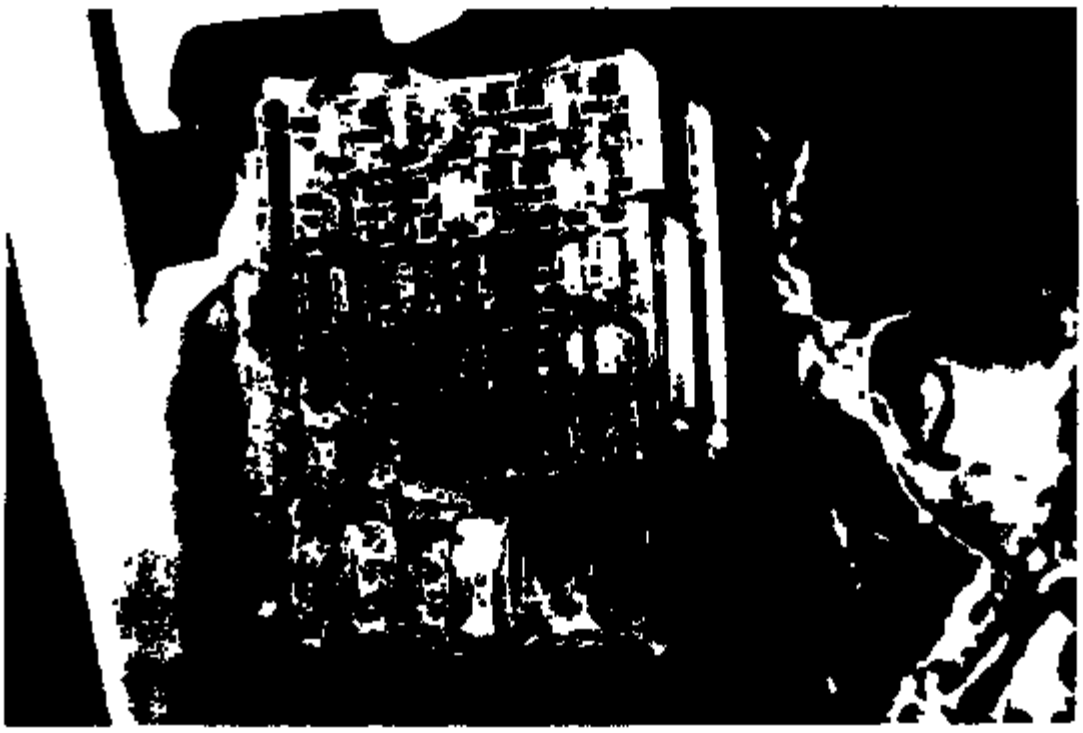
If further contact is required, please direct your call to ESIS at 1-800-888-0164 or by mail at:

ESIS-GM Central Claims Unit
PO Box 02459
Detroit, MI 48202

Sincerely,

Jamie R. Mullins
Business Resource Group

GALPHIL, THOMAS BISHOP
FILE# 930126690.



VEHICLE: I.P. FUSE BLOCK
(3) FUSES FOUND OPEN (ENCIRCLED IN BLUE)
BELIEVED TO BE #'S 24 IGNITION, 18 DOME AND
18 20AMP.

THE FUSE BLOCK APPEARS AS IT WAS FOUND UPON FIRST INSPECTION.

GM-PAR, THOMAS BISHOP
CASE # 980126692

DEPICTED:

EXPOSED PART OF TOGGLE SW. AND SMALL SPRING APPEARS TO BE PARTS OF REMOTE STARTER SYSTEM (AFTER MARKET).

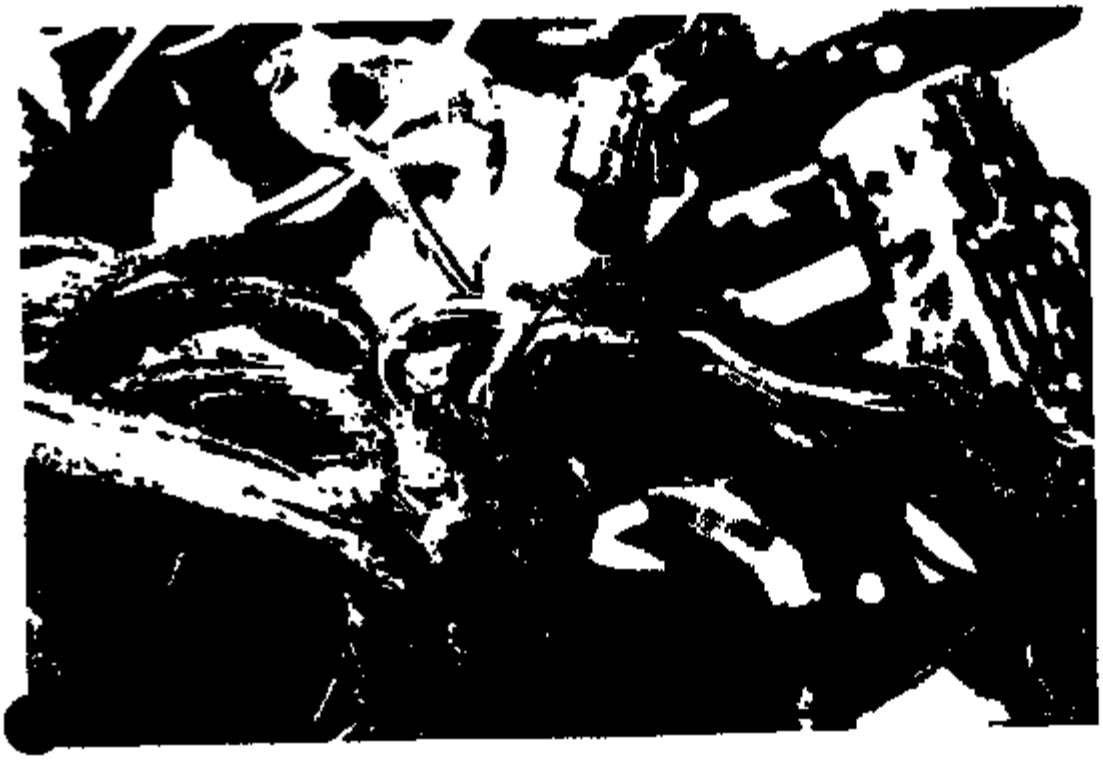
PARTS WERE FOUND EMBEDDED IN MELTED PLASTIC ON DRIVER SIDE FLOOR MAT.

SAME PARTS AFTER REMOVAL FROM MELTED PLASTIC.

GMPAR, THOMAS BISHOP
FILE# 980126692

DEPICTED:

YELLOW 20 AMP FUSE (BLOWN) CONNECTED TO AFTER MARKET REMOTE STARTER.



GUI-DAR, THOMAS BISHOP
FILE# 980126692

DEPICTED:
REMOTE STARTER WIRING HARNESS

GIM-PAR, THOMAS BISHOP
FILE # 980126692

DEPICTED:
ALLEGED
THERMAL EVENT
"HOT SPOT".
I.P.
FUSE BLOCK
AND
REMOTE
STARTER
EQUIP. & WIRING

GM-PAR, THOMAS BISHOP
FILE# 980126692

DEPICTED:

BACK SIDE OF FUSE BLOCK.

DEPICTED:

REMOTE STARTER ELEC. CONTROL & CIRCUIT BOARD ASSY.

August 24, 1998

[redacted]
Rockaway, NJ [redacted]

RE: 980126892

Dear [redacted]

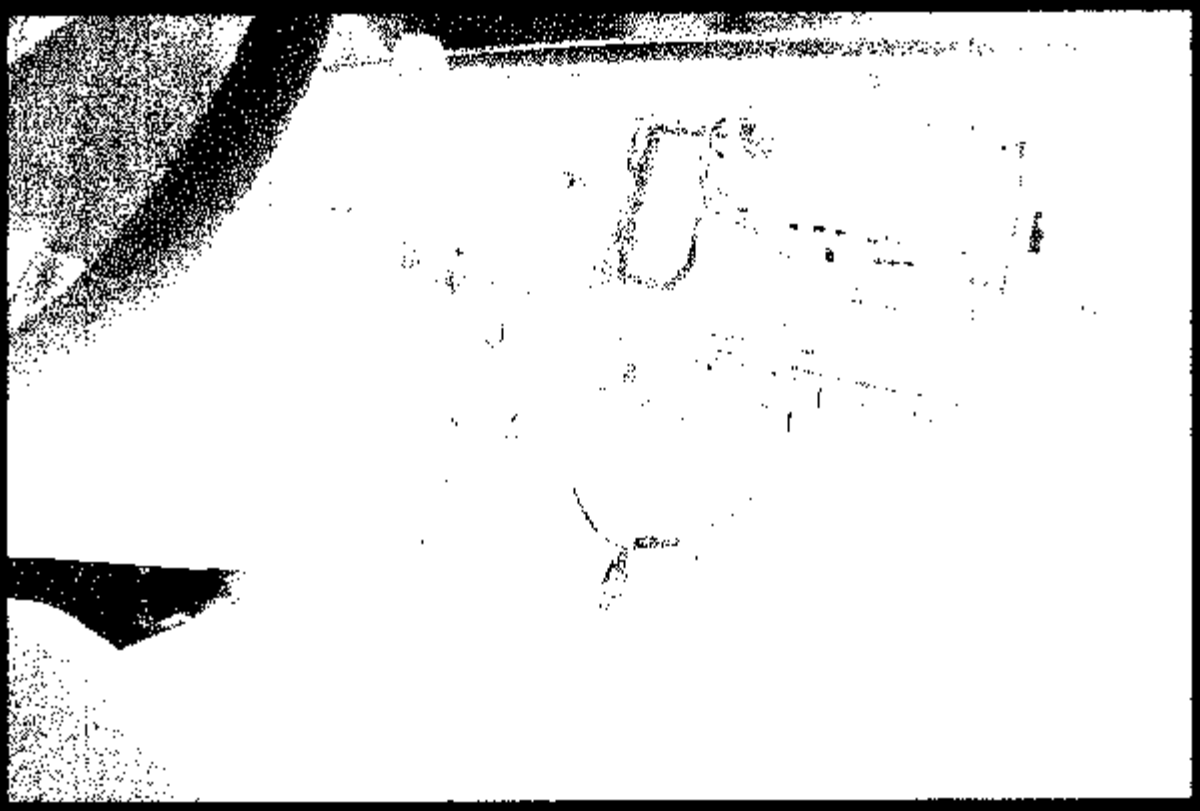
Thank you for contacting Buick Motor Division regarding your concern with your 1997 Buick LeSabre. We have registered the case # 980126892 to document this matter. Buick has concluded that we could assume no responsibility for the allegation made regarding the thermal event. Buick has closed the file and forwarded it to our insurance carrier- ESIS.

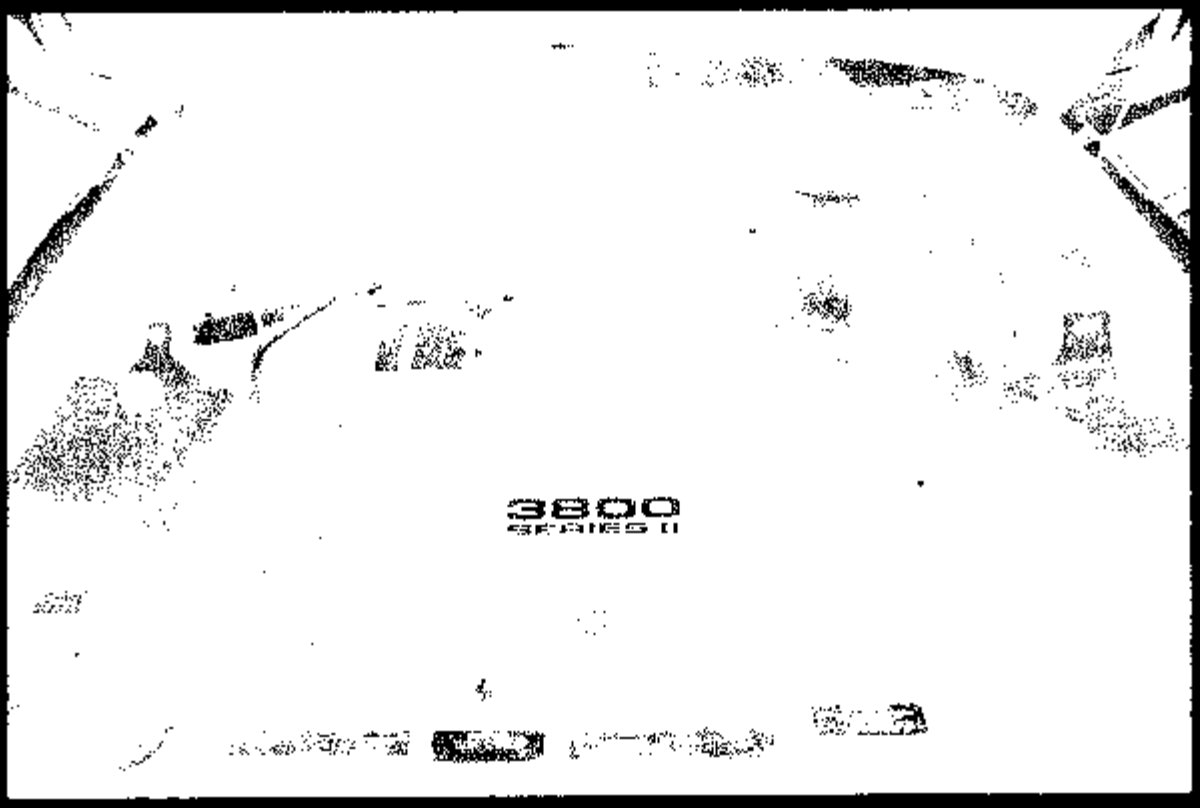
If further contact is required, please direct your call to ESIS at 1-800-888-0164 or by mail at:

ESIS-GM Central Claims Unit
PO Box 02469
Detroit, MI 48202

Sincerely,

William G. Adomatis
Business Resource Group

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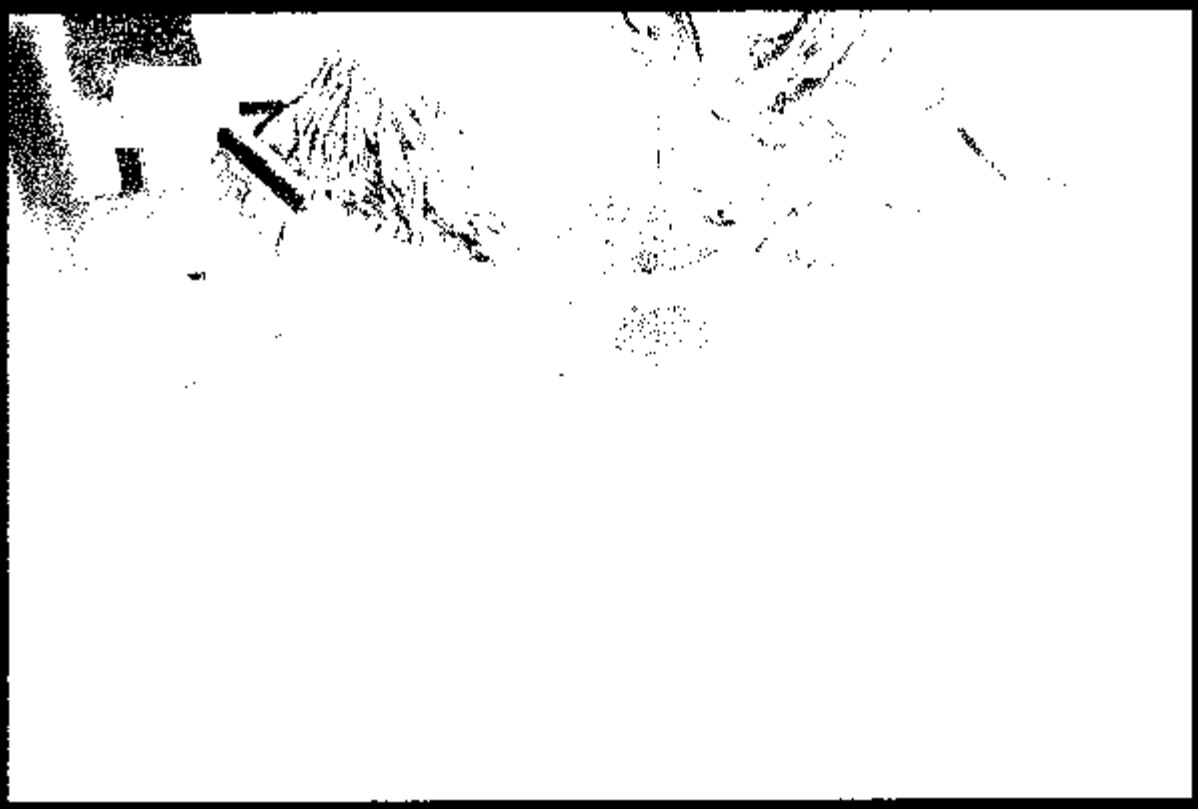
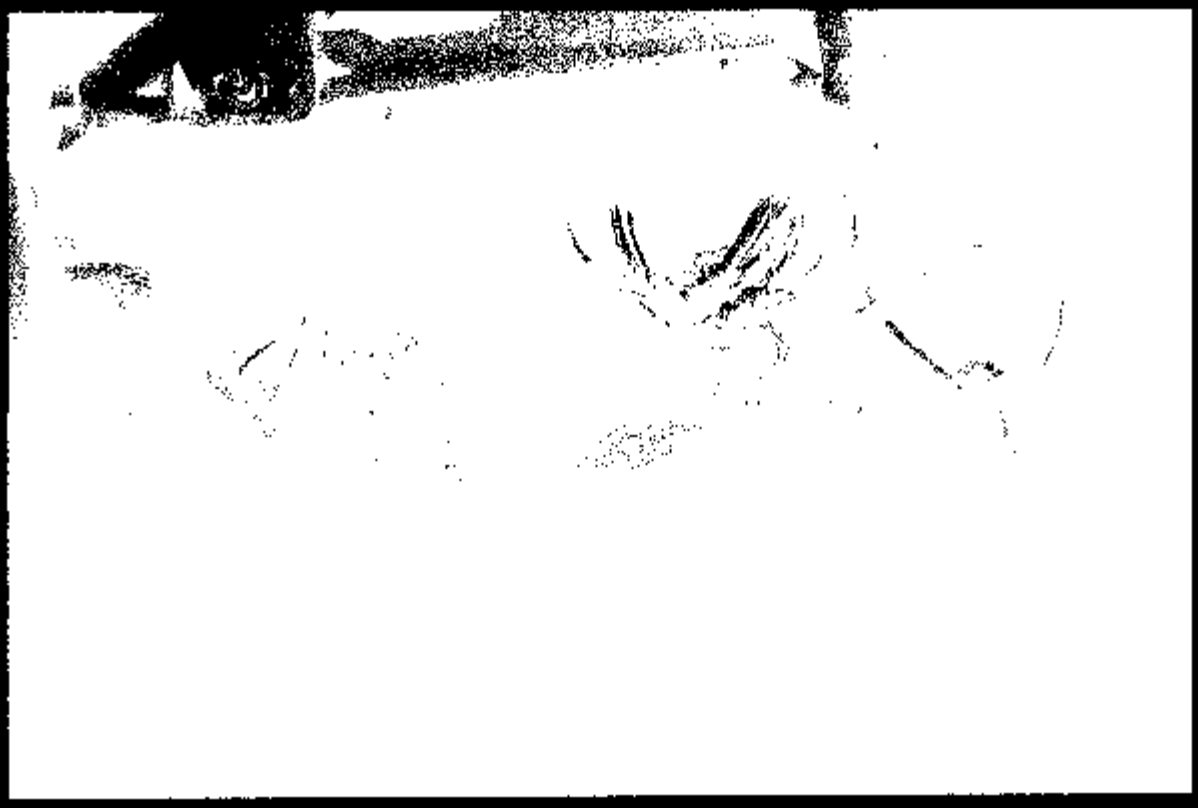
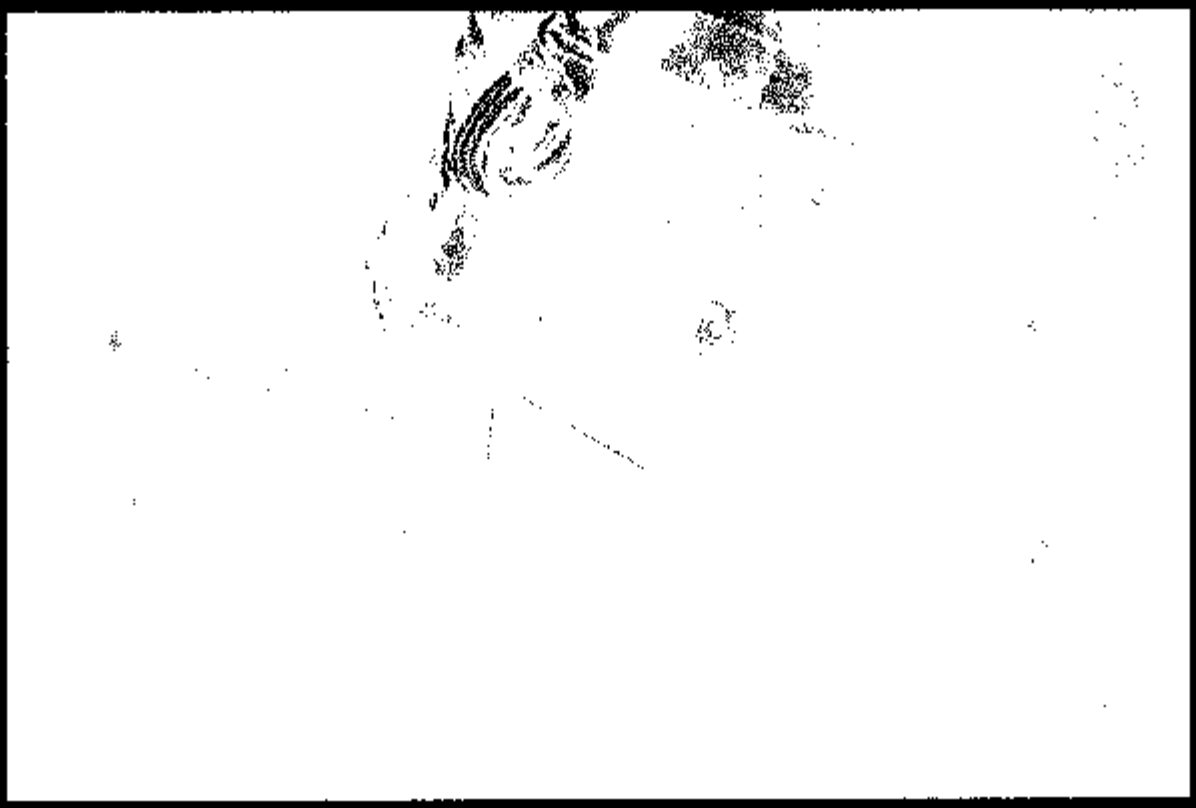
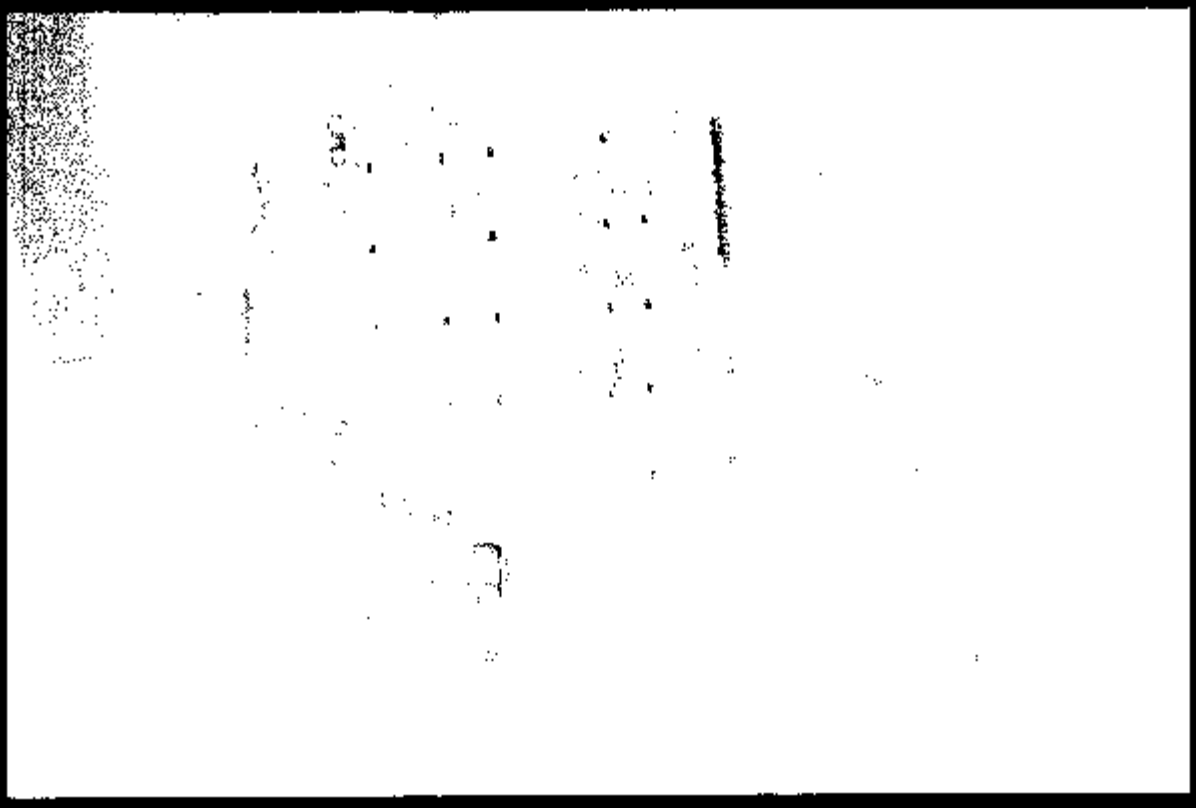
SERIES II

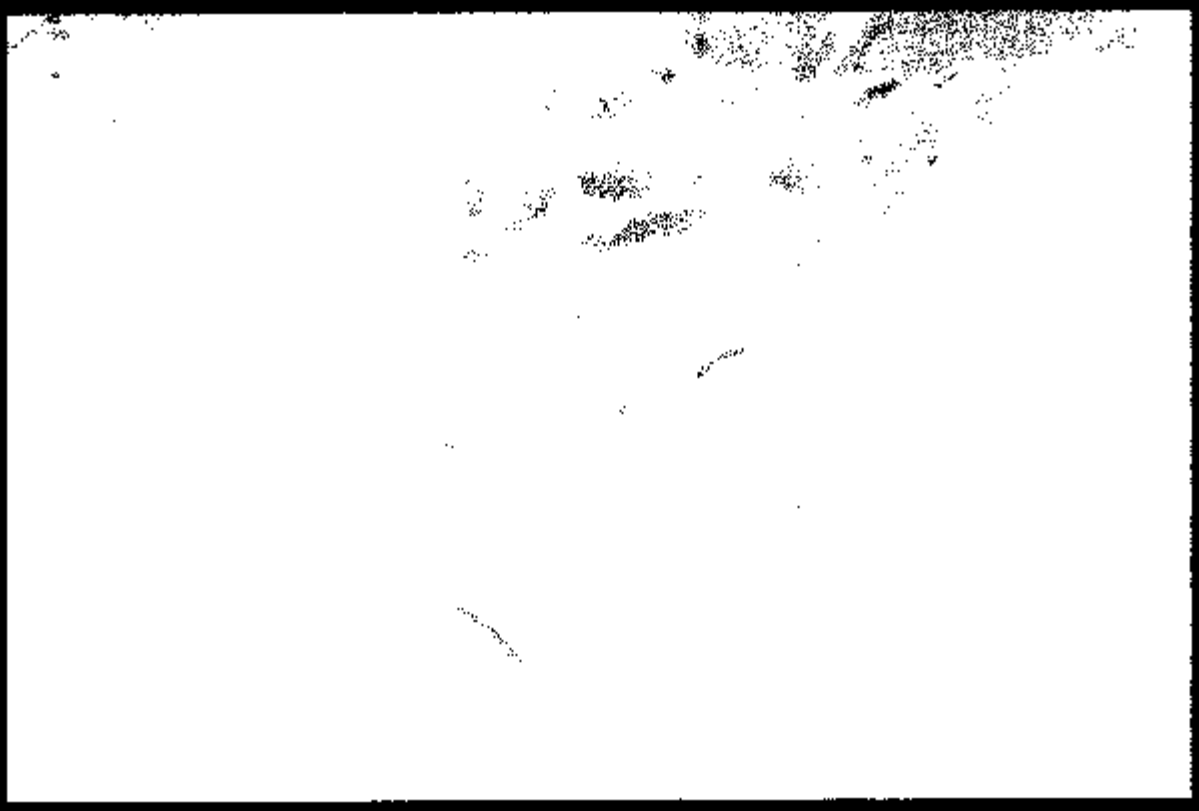


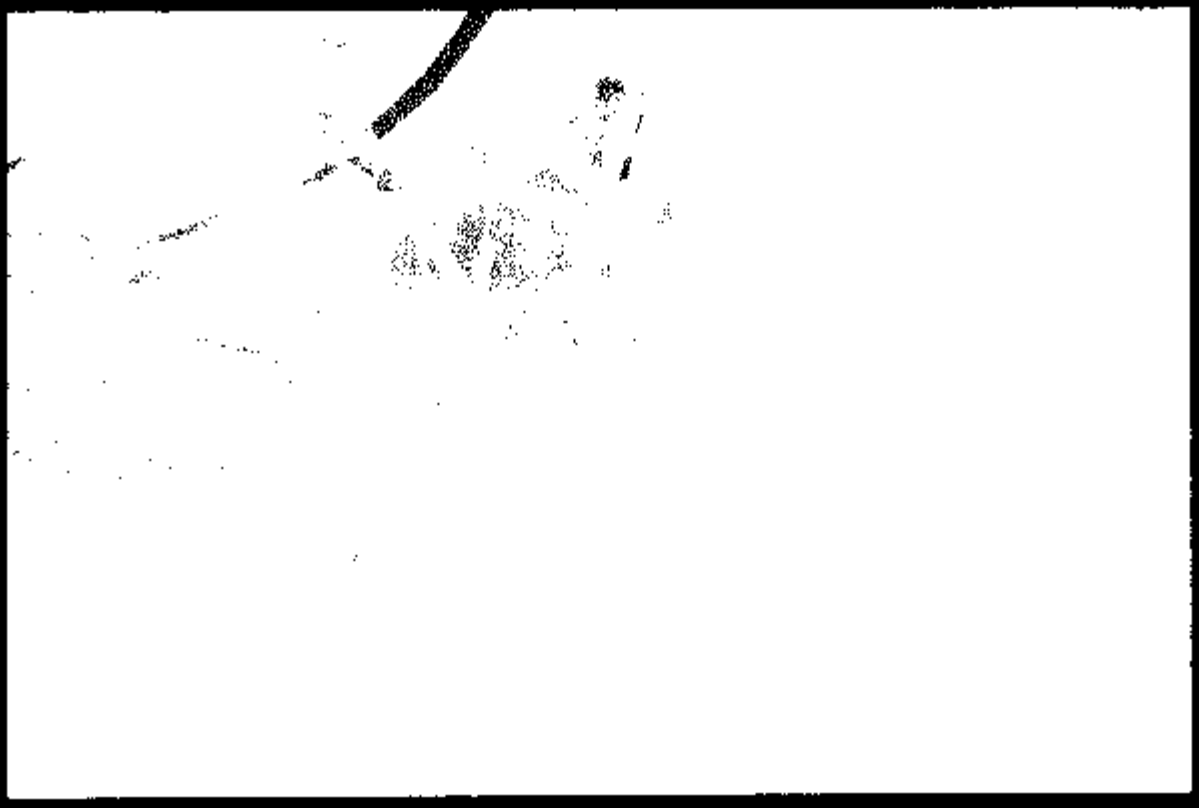






pro8986





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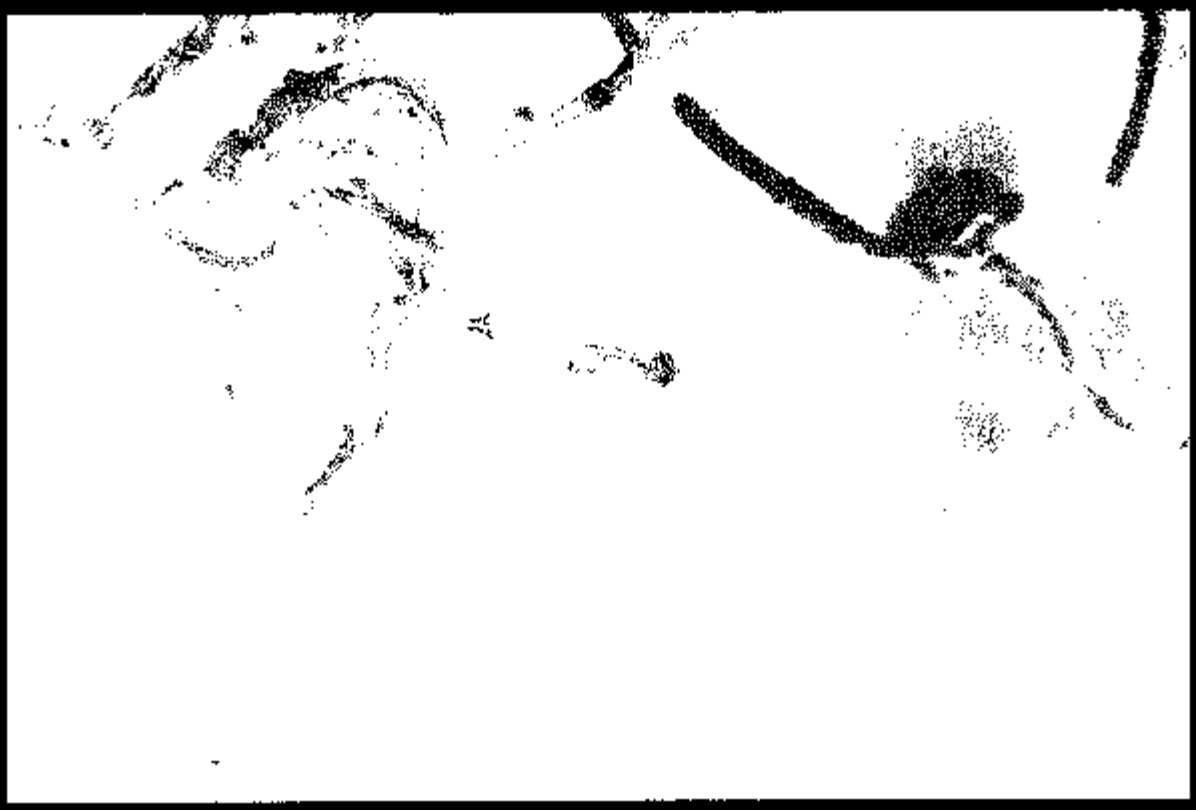

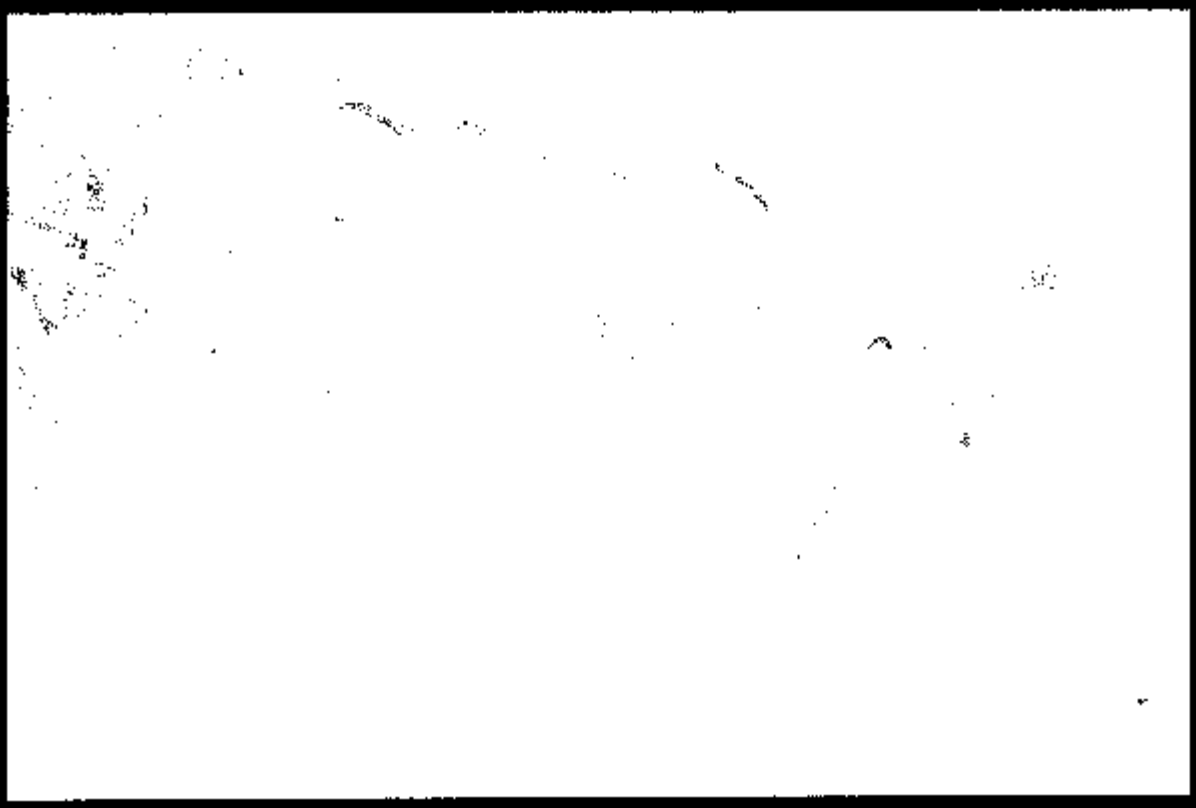

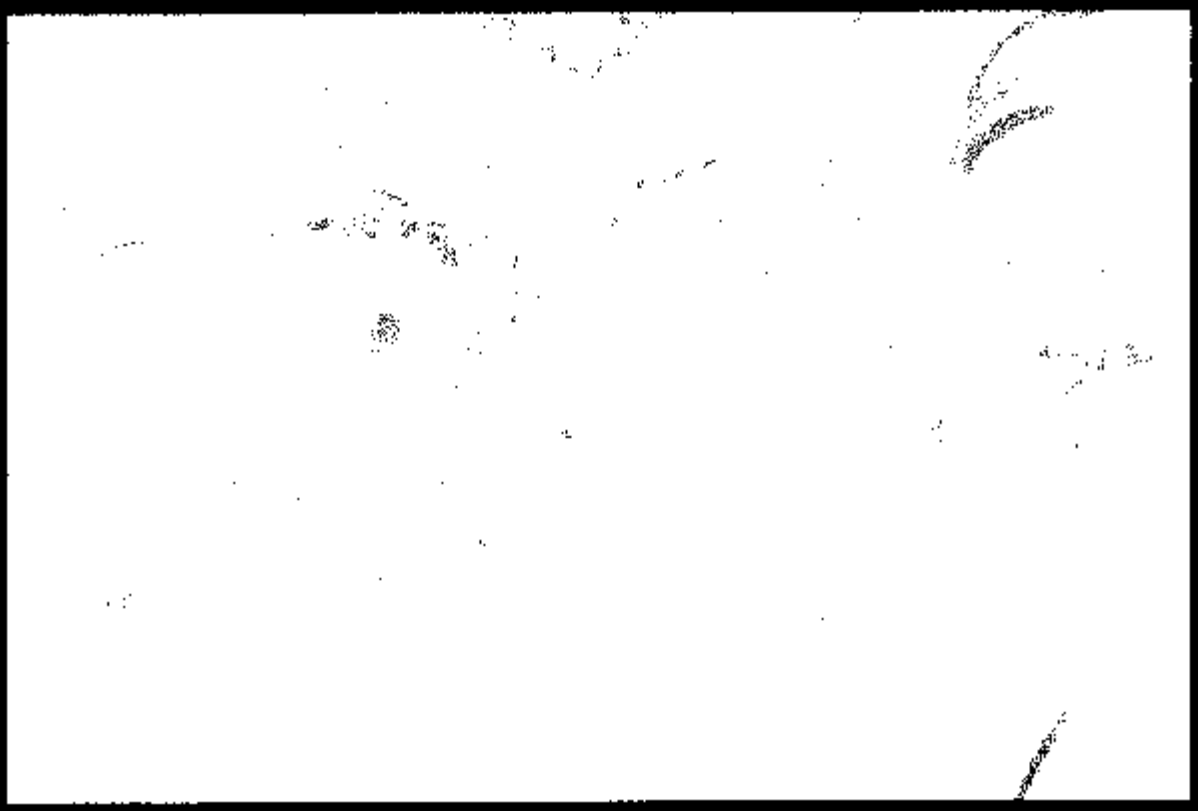

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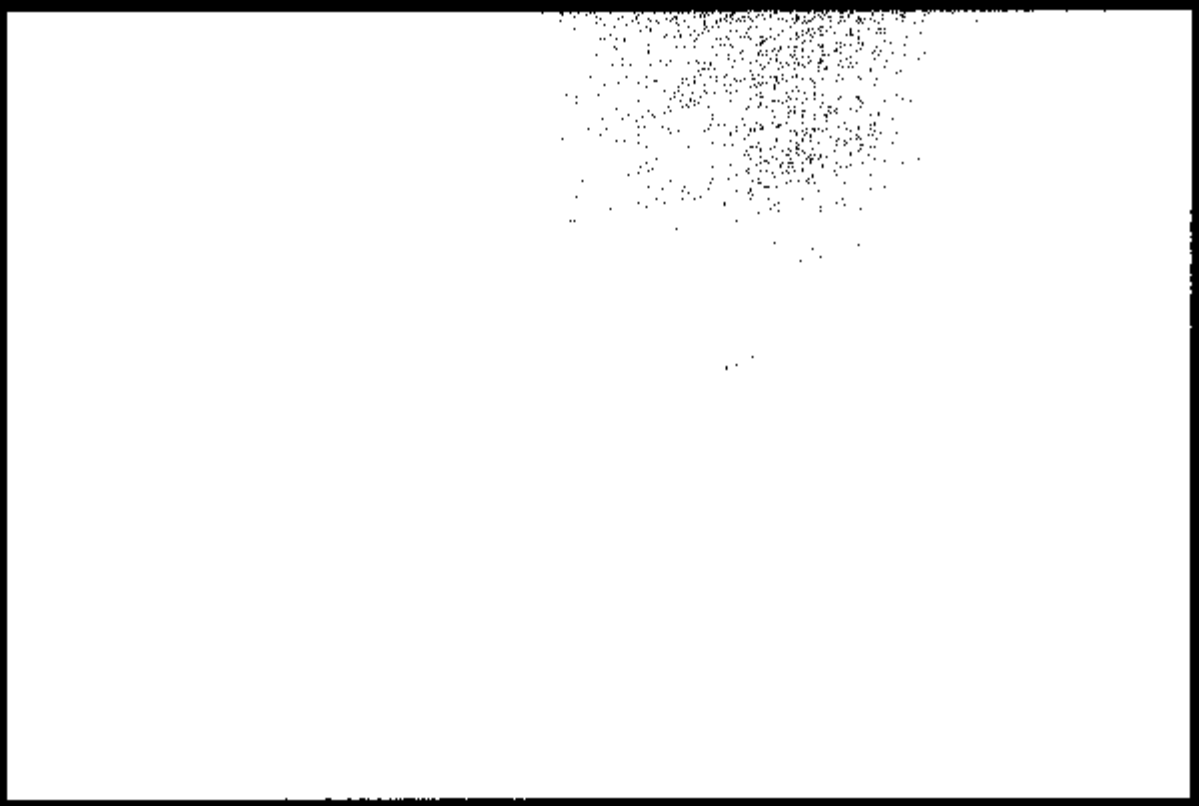
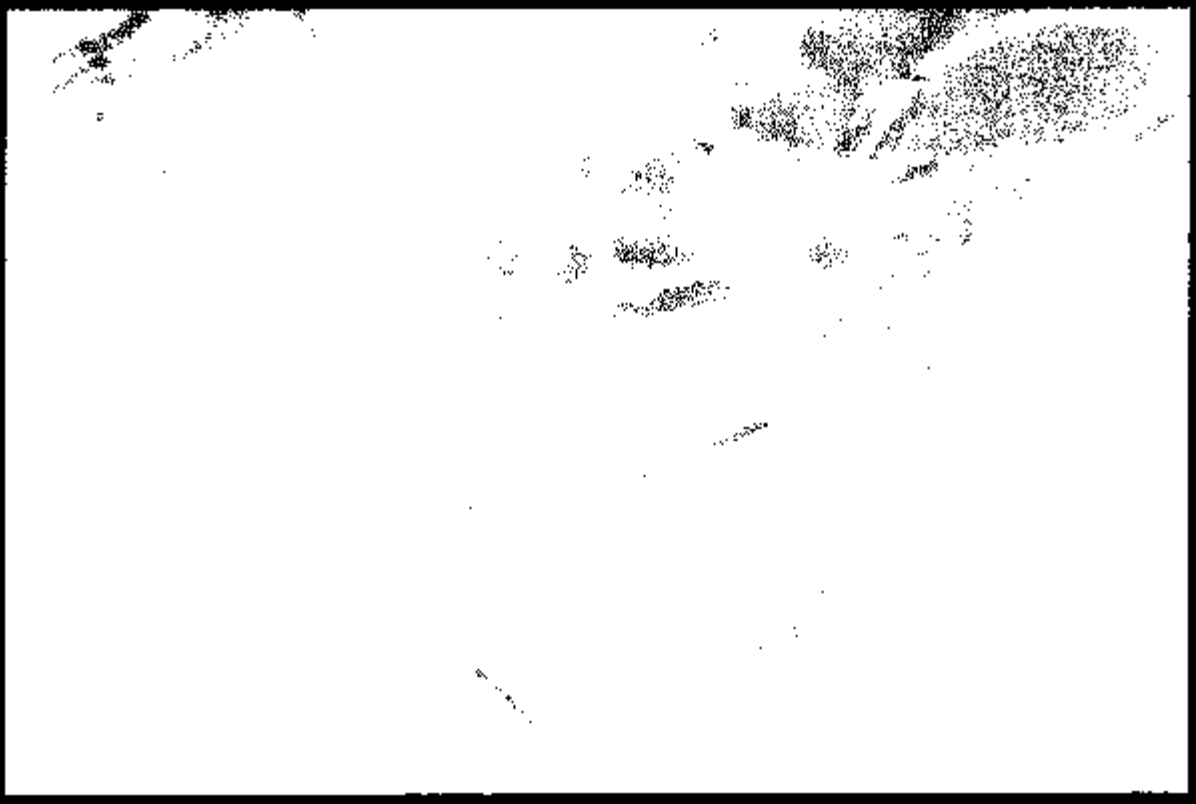
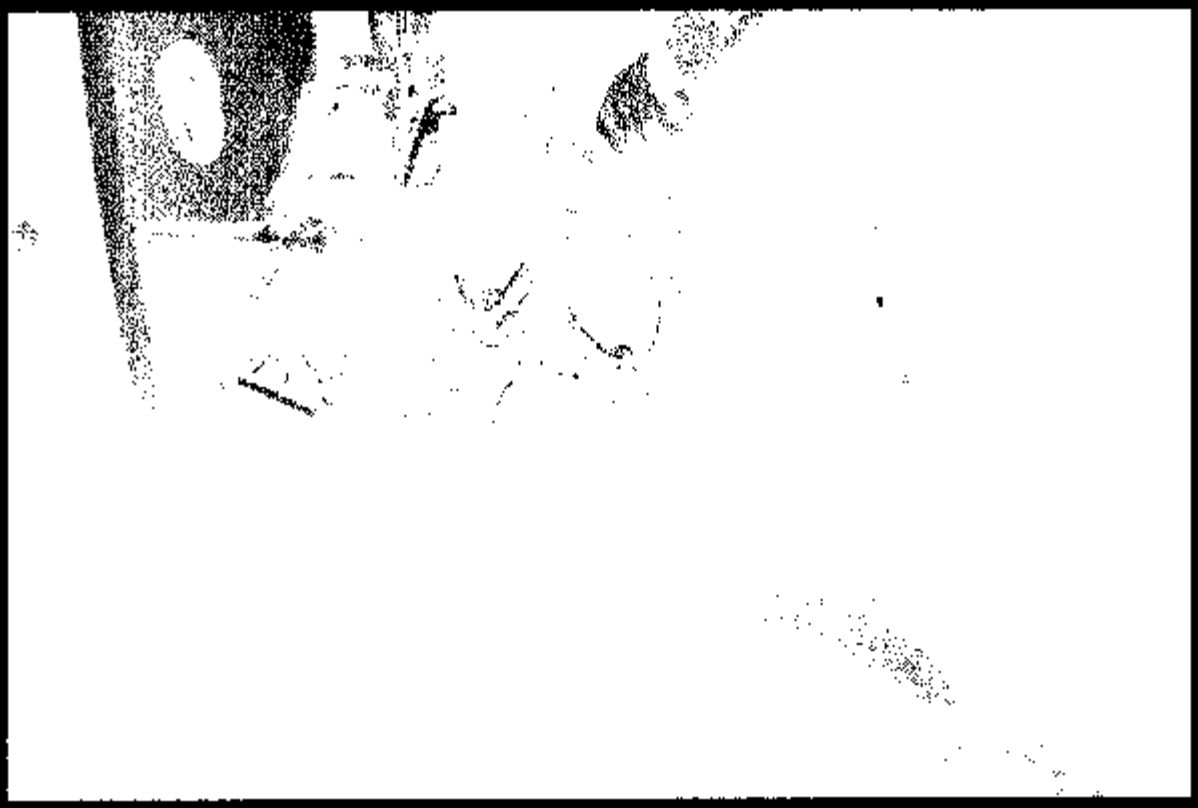
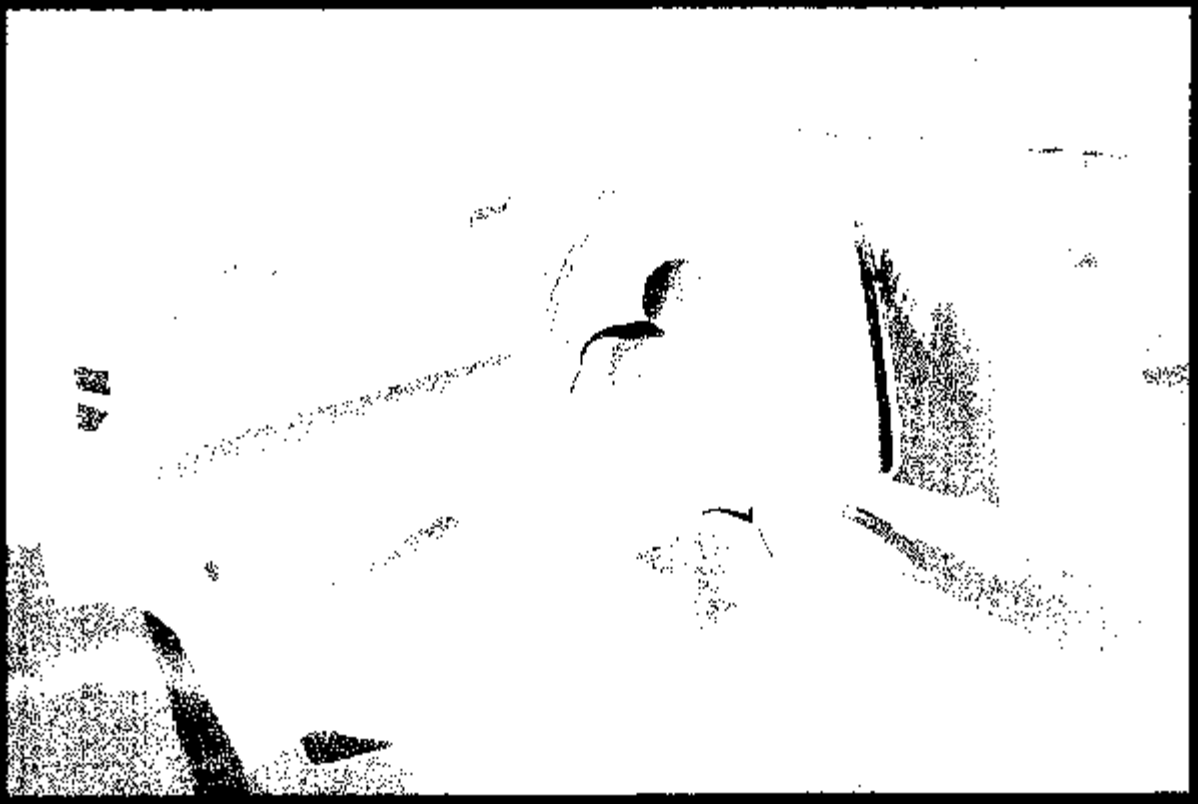
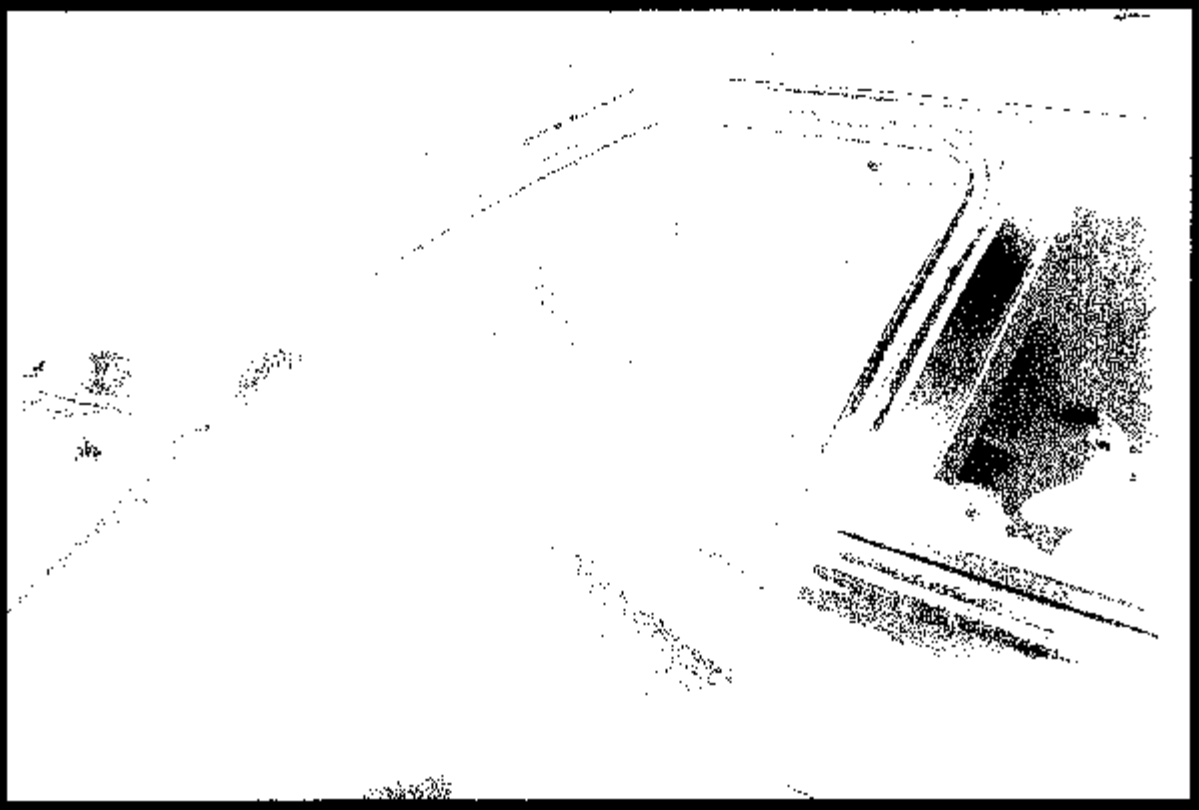
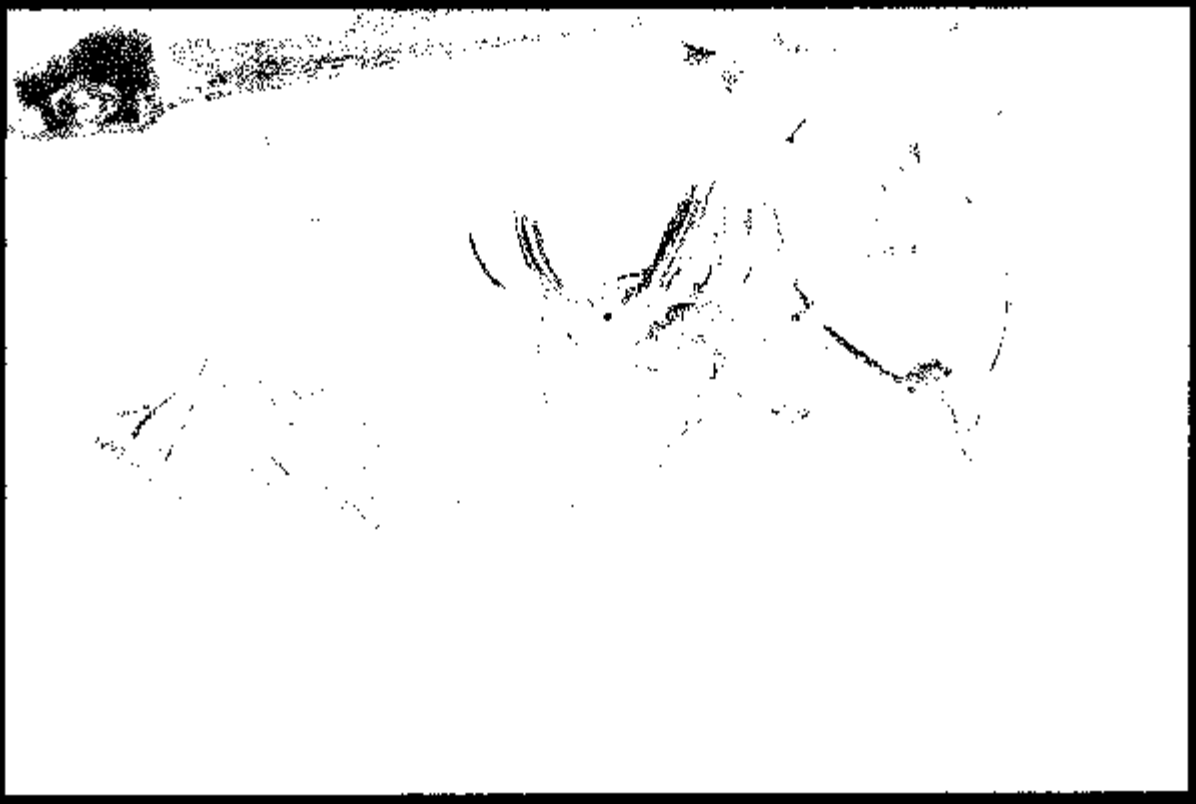


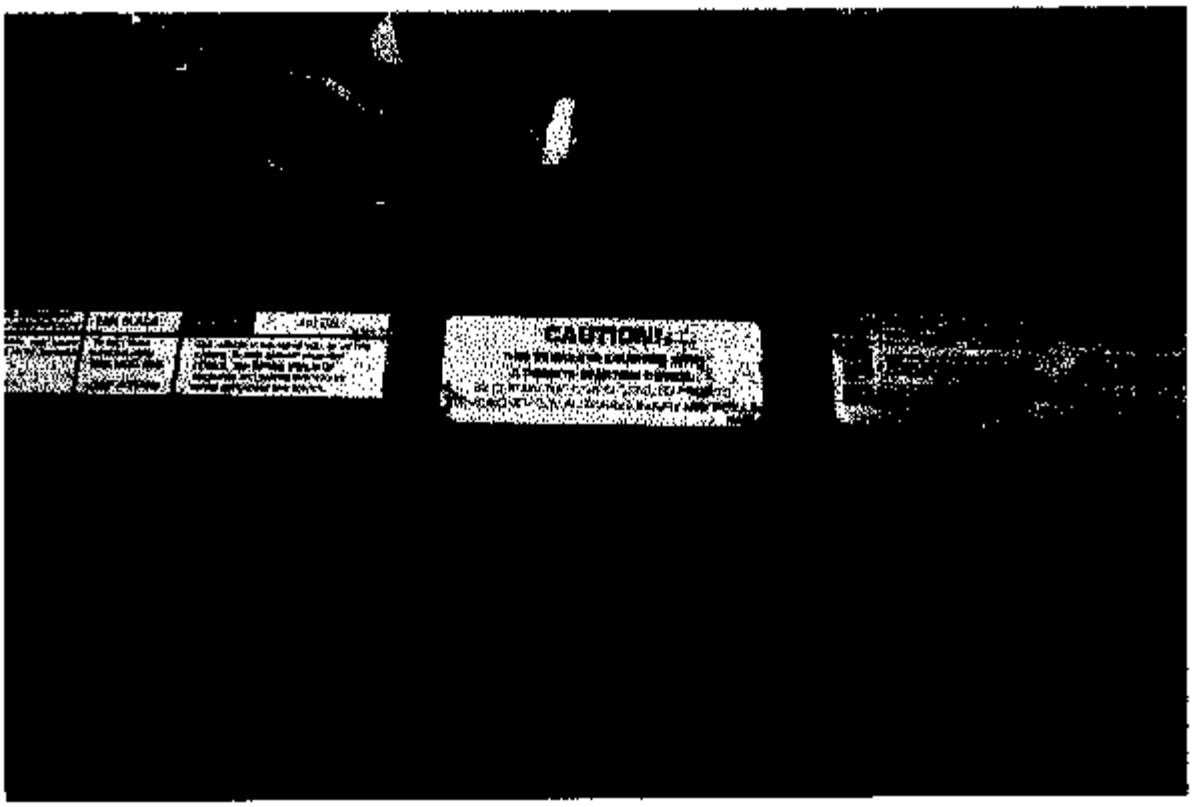











CAUTION

182650

BUICK MOTOR DIVISION
*** GM RESTRICTED ***

PR09658 PAGE #: 1
J01-124

CASE NO: 990007700
DATE OPENED: 04/02/1999
DATE CLOSED: / /
SOURCE:
CUSTOMER: [redacted]
ADDRESS: [redacted], TEXARKANA, AR
HOME PHONE: [redacted]

VIN: 1G4HP52KXWH401779
MODEL YR:
SERIES:
MILEAGE: 024000
STATE: TX
BUS. PHONE: EXT:

GENERAL COMMENTS

USER: 3670E DATE: 1/25/99 TIME: 15:23
0001/ 1 01/25/99 1ST OWNER, MILES FROM LEASING REP
0001/ 2 DEALERSHIP PHONE: 555 555 4623 SERVICE MANAGER: ROY SELLERS
0001/ 3 AND CRAIG HARSE NOT AVAILABLE
0001/ 4
0001/ 5 BERRY BAKER A REPRESENTATIVE FROM A LEASING COMPANY CALLED BCRC
0001/ 6 AND STATED THE VEH CAUGHT ON FIRE. BERRY STATED THE FIRE SEEMS
0001/ 7 TO HAVE STARTED AROUND THE BATTERY. BERRY STATED THE POWER DOOR
0001/ 8 LOCKS DID NOT WORK AT THE TIME.
0001/ 9
0001/10 BCRC CALLED THE CUST. CUST STATES HE WAS DRIVING HOME WHEN THE
0001/11 LIGHTS FLICKERED ON AND OFF. CUST STATED HE PULLED OVER AND TURNED
0001/12 THE IGNITION OFF AND ON. CUST STATES HE CONTINUED DRIVING AND THE
0001/13 LIGHTS FLICKERED AGAIN. CUST STATES HE PULLED OVER AGAIN AND TURNED
0001/14 THE ENGINE OFF. CUST STATES HE THEN TRIED TO START THE VEH ABOUT 3X.
0001/15 CUST STATES AT THAT TIME SMOKE STARTED COMING FROM UNDER THE HOOD.CONT

USER: 3670E DATE: 1/25/99 TIME: 15:23
0001/ 1 01/25/99 COMMENTS CONT
0001/ 2 CUST STATES AT THAT TIME THERE WAS NO POWER IN THE VEH. CUST
0001/ 3 STATES THE POWER DOOR LOCKS OR THE POWER WINDOWS WOULD NOT
0001/ 4 [illegible] CUST STATES HE [illegible] KICK OUT THE DRIVER SIDE WINDOW.
0001/ 5 CUST STATES WHEN THE FIRE DEPARTMENT ARRIVED THE VEH SEEMED TO
0001/ 6 [illegible] POWER.
0001/ 7 BCRC INFORMED THE CUST AND THE LEASING REP THAT THE FILE WOULD
0001/ 8 BE TURNED OVER TO THE NECESSARY DEPARTMENT.
0001/ 9 DEANNE AVERS BCRC 248 552 2747.

USER: 3[illegible]70 DATE: 1/26/99 TIME: 12:56
0001/ 1 CUST PHONED BCRC FOR UPDATE ON CASE.
0001/ 2 INFORMED CUST THAT CASE HAS BEEN FORWARDED TO ANOTHER
0001/ 3 DEPARTMENT AND THAT DEPT WOULD BE CONTACTING HIM IN
0001/ 4 REGARD TO HIS VEH. CUST STATES HE WILL BE AT ANOTHER
0001/ 5 PHONE NUMBER THIS WEEK. NUMBER IN BUS# FIELD.
0001/ 6 VERIFIED THAT CASE FORWARDED TO PAR.
0001/ 7 [illegible] TRACY [illegible] 248-552-2747

USER: 3[illegible]36 DATE: 1/27/99 TIME: [illegible]:06
0001/ 1 1-27-99
0001/ 2 PAR CALLED MR. KRAFT AT HIS BUSINESS NUMBER, BUT THERE WAS NO ANSWER.
0001/ 3 PAR CALLED HIS HOME NUMBER AND LEFT A MESSAGE INFORMING HIM WE TRIED
0001/ 4 TO CONTACT HIM AND WILL CONTINUE TO DO SO.
0001/ 5
0001/ 6 ********** PLEASE REFER ANY FUTURE CALL TO PAR. THANKS!! **********
0001/ 7
0001/ 8 SUSAN SHEA 555/PAR X2774

USER: B76CP DATE: 1/29/99 TIME: 16:52
0001/ 1 1-29-99

GENERAL COMMENTS

0005/ 2 CUST CALLED REQUESTING TO SPEAK WITH SUSAN- SUSAN N/A. WILL
0005/ 3 LEAVE VME TO RETURN CUST CALL. CUST CAN BE CONTACTED AT
0005/ 4 870-226-5864 AT 8 OR 9 AM OUR TIME TOMORROW MORNING.
0005/ 5 CHRISTINE FOGLE 3060 W [illegible] 248-932-2723.

USER: 85186 DATE: 1/29/99 TIME: 09:17
0006/ 1 1.29.99
0006/ 2 RECEIVED MESSAGE TO CALL MR. KRAFT. PAR CALLED MR. KRAFT WHO STATED HE
0006/ 3 WAS DRIVING IN TEKARCANA, AR ON THE CORNER OF DELAWARE AND BELMONT,
0006/ 4 WHEN HIS LIGHTS WENT OUT, CAME BACK ON, AND WENT OUT AGAIN ALONG WITH
0006/ 5 ALL POWER TO HIS CAR. HE STATES HE COASTED TO THE SIDE OF THE ROAD,
0006/ 6 PUT THE CAR IN PARK AND TURNED THE IGNITION OFF. THEN HE STARTED THE
0006/ 7 CAR AGAIN, DROVE ABOUT A BLOCK AND THE SAME THING HAPPENED AGAIN, ONLY
0006/ 8 THIS TIME WHEN HE TRIED TO START THE CAR AGAIN IT WOULD NOT GO AND HE
0006/ 9 SAW SMOKE COMING FROM THE ENGINE. HE STATES HE TRIED TO GET OUT OF THE
0006/10 CAR, BUT THE DOORS WERE LOCKED, WINDOW WAS UP AND HE HAD NO POWER, SO
0006/11 HE BROKE THE WINDOW AND CLIMBED OUT. HE STATES HE SAW FLAMES FROM OVER
0006/12 THE RIGHT FRONT TIRE AND MELTED PLASTIC, SO HE CALLED THE FIRE DEPT.,
0006/13 AND WHEN THEY ARRIVED AND LIFTED THE HOOD THE HOOD LAMP WAS STILL
0006/14 WORKING SO THEY CUT SOME WIRES TO STOP THE ELECTRICITY AND PREVENT ANY
0006/15 POSSIBLE FIRE. CONTINUED .....

USER: 85186 DATE: 1/29/99 TIME: 09:22
0007/ 1 1.29.99 ..... CONTINUED
0007/ 2 HE STATES A POLICE OFFICER CAME, BUT HE DOES NOT KNOW IF A POLICE
0007/ 3 REPORT WAS MADE. MR. [redacted] SAID THE FIRE DEPT CALLED THOMAS BODY SHOP
0007/ 4 AND HAD THE CAR TOWED THERE AND THEN IT WAS TOWED TO COKER BUICK. HE
0007/ 5 STATED THE FIRE DEPARTMENT ESTIMATED THE DAMAGE AT $5000, AND HE WOULD
0007/ 6 LIKE BUICK TO INSPECT TO SEE IF IT WAS CAUSED BY A DEFECT. PAR
0007/ 7 INFORMED MR. KRAFT WE WILL HAVE SOMEONE INSPECT THE CAR AND GET BACK
0007/ 8 [illegible] REVIEWED THEM. HE STATED HE CAN BE REACHED AT 870 777 [illegible] FROM 2/9/99
0007/10 TO 2/14/99. PAR CALLED ROY BELLERS, SERVICE MANAGER AT COKER BUICK,
0007/11 WHO STATED HE WOULD PREFER TO HAVE SAM DO THE INSPECTION. PAR FAXED
0007/12 SAM AN INSPECTION REQUEST FORM.
0007/13 ********** PLEASE REFER ANY FUTURE CALL TO PAR. THANKS!! **********
0007/14
0007/15 [illegible]

USER: 85186 DATE: 2/ 2/99 TIME: 09:47
0008/ 1 2.2.99
0008/ 2
0008/ 3 CUST CALLED, TRANSFERRED TO SUSAN IN P.M.
0008/ 4
0008/ 5 MATTHEW HEINTOSH 248 2724

USER: 85186 DATE: 2/ 2/99 TIME: 15:49
0009/ 1 2.2.99
0009/ 2 MR. KRAFT CALLED TO SEE IF THE MESSAGE I HAD LEFT FOR HIM LAST WEEK
0009/ 3 WAS NEW OR OLD AS I HAD REQUESTED IN THE MESSAGE THAT HE CALL. PAR
0009/ 4 INFORMED HIM IT WAS AN OLD MESSAGE AND WE WILL CONTACT HIM AFTER THE

GENERAL COMMENTS

0009/ 5 CAR HAS BEEN INSPECTED AND WE HAVE REVIEWED THE RESULTS.
0009/ 6
0009/ 7 ********** PLEASE TRANSFER CALLS TO PAR. THANKS!! **********
0009/ 8 SUSAN SHEA BRC/PAR X2774

USER: B5123 DATE: 2/11/99 TIME: 15:07
0010/ 1 2.11.99
0010/ 2 PAR CALLED ROY SELLERS, SERVICE MANAGER, AND INFORMED HIM BUICK WILL
0010/ 3 COVER THE COST OF THE REPAIRS TO THE CAR. PAR ASKED THAT HE FAX US AN
0010/ 4 ESTIMATE OF PARTS/LABOR NEEDED SO WE CAN APPROVE BEFORE HE ORDERS. CAR
0010/ 5 WILL WAIT FOR FAX. PAR CALLED MR. KRAFT AT 870 777 4913 AND LEFT A
0010/ 6 MESSAGE ASKING HIM TO CALL BACK.
0010/ 7
0010/ 8 ********** PLEASE FORWARD CALLS TO PAR. THANKS!! **********
0010/ 9 SUSAN SHEA BRC/PAR X2774

USER: B63FL DATE: 2/12/99 TIME: 09:18
0011/ 1 2/12/99
0011/ 2 CUST CALLED BCRC, ASKED FOR SUSAN. BCRC ADVISED CUST SUSAN N/A.
0011/ 3 BCRC ASKED CUST IF HE WILL BE AT BUSINESS NUMBER. CUST STATES
0011/ 4 HE WILL BE IN AND OUT OF BUSINESS DURING THE DAY, AND WILL CALL
0011/ 5 BACK IF SUSAN CAN'T REACH HIM.
0011/ 6 [illegible] LEFT MESSAGE [illegible] SUSAN OF CALL, CUST REQUEST [illegible]
0011/ 7 CALL BACK.
0011/ 8 PAUL LANGNESSER, BCRC, [illegible]

USER: 25123 DATE: 2/12/99 TIME: 11:15
0012/ 1 2.12.99
0012/ 2 PAR CALLED MR. KRAFT, BUT HE WAS NOT ANSWERED. PAR WILL [illegible] FOR [illegible]
0012/ 3 TO CALL BACK AS STATED HE WOULD DO IN HIS EARLIER CONVERSATION.
0012/ 4
0012/ 5 ********** PLEASE REFER CALLS TO PAR. THANKS.. **********
0012/ 6 SUSAN SHEA BRC/PAR X2774

USER: [illegible] DATE: 2/12/99 TIME: [illegible]
0013/ 1 02/12/99
0013/ 2 CUST CALLED BCRC ASKING FOR SUSAN. CUST STATES HE NEEDED TO SPEAK
0013/ 3 WITH BCRC TRANSFERED CALL TO SUSAN PER AGR AND CUST'S REQUEST.
0013/ 4 VELETTA WRIGHT, BCRC [illegible]

USER: 35123 DATE: 2/12/99 TIME: 16:26
0014/ 1 2.12.99
0014/ 2 RECEIVED CALL FROM MR. KRAFT, AND INFORMED HIM THERE WAS A LOCKNUT NOT
0014/ 3 MISSING FROM A BOLT TO HIS FRONT ENGINE MOUNT AND THAT BOLT RUBBED
0014/ 4 THROUGH THE POSITIVE BATTERY CABLE, BURNED IT OUT AND INITIATED THE
0014/ 5 THERMAL EVENT. AND INFORMED HIM WE DO NOT KNOW IF THIS NUT WAS TAKEN
0014/ 6 OFF DURING A REPAIR OR IF IT EVER WAS THERE. [illegible]
0014/ 7 WILL COVER REPAIR EXPENSES FOR HIS VEHICLE. PAR INFORMED HIM HE WILL
0014/ 8 HEAR FROM THE DEALER SINCE HIS CAR IS REPAIRED.
0014/ 9
0014/ 0 ********** PLEASE FORWARD CALLS TO PAR. THANKS. **********

GENERAL COMMENTS

6014/11 SUSAN SHEA BRC/PAR X2774

USER: 33188 DATE: 2/16/99 TIME: 11:34
2/16.99
RECEIVED ESTIMATE FROM DEALER FOR "PCESIBLE OR NORE" $7804.49. ROY
SELLERS, SERVICE MANAGER, STATED MR. KRAFT IS IN A RENTAL CAR FOR $30
W.. PAR AUTHORIZED RENTAL UP UNTIL 3.5.99 AND CAN REVIEW FOR
ADDITIONAL TIME IF NEEDED AT THAT POINT. PAR AUTHORIZED ROY TO BEGIN
REPAIRS.

********** PLEASE REFER CALLS TO PAR. THANKS!! **********

SUSAN SHEA BRC/PAR X2774

USER: 33188 DATE: 2/25/99 TIME: 08:28
2.25.99
RECEIVED REVISED ESTIMATE OF $10,383.64 PLUS RENTAL ON 2.22.999. PAR
CALLED ROY, SERVICE MANAGER, AND OKED THE REPAIR.

********** PLEASE FORWARD CALLS TO PAR. THANKS!! **********

SUSAN SHEA BRC/PAR X2774

USER: 33188 DATE: 3/ 2/99 TIME: 15:10
3.1.99
PAR CALLED ROY SELLERS, SERVICE MANAGER, WHO STATED HE WOULD HAVE MR.
KRAFT SIGN THE RELEASE OF CLAIM FORM BEFORE HE PICKS UP THE CAR. PAR
AUTHORIZED RENTAL EXPENSES UNTIL 3.12.99.

********** PLEASE TRANFER CALLS TO PAR. THANKS!! **********

SUSAN SHEA BRC/PAR X2774

USER: 33188 DATE: 3/22/99 TIME: 10:20
3.22.99
RECEIVED MESSAGE FROM ROY SELLERS ASKING PAR TO CALL REGARDING PAYMENT
FOR REPAIRS. PAR CALLED ROY, BUT HE WAS NOT AVAILABLE. PAR SPOKE WITH
WILLIE AND STATED HE WOULD GET ROY KNOW HE HAD CALLED. PAR EXPLAINED
TO WILLIE HOW TO PROCESS CLAIM.

********** PLEASE REFER CALLS TO PAR. THANKS!! **********

SUSAN SHEA BRC/PAR X2774

USER: 33188 DATE: 3/24/99 TIME: 11:52
3.24.99
PAR SPOKE WITH JEO WHITE PAUL WHO STATED HE WILL CLEARIDE THE
AMOUNT EXCESSIVE CEILING SO THE DEALER CAN BE PAID ON THIS CLAIM.

********** PLEASE REFER CALLS TO PAR. THANKS!! **********

GENERAL CONTENTS

0019/ 7 SUSAN SHEA BRC/PAR X2774

Release of Claim

I (we), [redacted] residing at [redacted], Texarkana, AR, in consideration of repair of the engine compartment which experience a thermal event on January 24, 1999, and concurrent rental car expenses, paid for by General Motors Corporation, Buick Motor Division: a Delaware corporation, hereby release and discharge General Motors and its agents and employees from any and all claims and causes of action for any injuries, losses and damages to my (our) person(s) and/or property which may have been caused by, or which may at any time arise out of, or in connection with the aforesaid engine compartment thermal event.

The approximate mileage was 24,000 on January 25, 1999.
Vehicle Identification Number: 1G4HP52KXW[illegible]401779.

Date Signed 3-9-99

Witness

[redacted]

[redacted]

Claimant

Claimant

In the STATE OF Texas, COUNTY OF Bowie, ss.

On this 9 day of March 1999, before me personally appeared to me known to be the person(s) described in and who executed the foregoing instrument and acknowledged that he (she) (they) executed the same as his (hers) (their) free act and deed.

Notary Public

Bowie

County

My Commission Expires: [redacted]

** TOTAL PAGE.02 **

THANK YOU FOR YOUR BUSINESS FROM OUR SERVICE DEPT. STAFF
4411 NORTH STATE LINE • TEXARKANA, TEXAS [redacted] • PHONE: (903) [redacted]

COKER BUICK, INC.
TEXARKANA, TEXAS [redacted]

[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

DATE	QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]
			JOB # 1 TOTAL PARTS		[redacted]
			JOB # 1 TOTAL LABOR & PARTS		[redacted]

MOBILE	CODE	WORK ORDER	DATE	DESCRIPTION	
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
				TOTAL - MOBILE	[redacted]

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	02	PAINT MATERIAL			[redacted]
				TOTAL - MISC	[redacted]

TOTALS

TOTAL LABOR....	[redacted]
TOTAL PARTS....	[redacted]
TOTAL MOBILE....	[redacted]
TOTAL M.I.S....	[redacted]
TOTAL MISC CHG.	[redacted]
TOTAL MISC DISC	[redacted]
TOTAL TAX.....	[redacted]
TOTAL INVOICE $	[redacted]

Dennis J. Kraft
CUSTOMER SIGNATURE

PAGE 2 OF 2 END OF INVOICE 3

THANK YOU FOR YOUR BUSINESS FROM OUR SERVICE DEPT. STAFF
4411 NORTH STATE LINE • TEXARKANA, TEXAS [illegible] • PHONE: [illegible]

COKER SAWS, INC.
TEXARKANA, TEXAS 7[illegible]

LOOKING COMPANY
PO BOX 6482

[illegible], NC 4[illegible]

MAINTENANCE

PARTS | QTY | DESCRIPTION | UNIT PRICE

THANK YOU FOR YOUR BUSINESS FROM OUR SERVICE DEPT. STAFF
4411 NORTH STATE LINE • TEXARKANA, TEXAS [illegible] • PHONE [illegible]

COKER BUICK, INC.
TEXARKANA, TEXAS [illegible]

X

PO BX 5483

T BILLING 5

2A247

PERKINH481779

DCS AUDIT SLIP

DCS DATA FILE: [illegible].DAT
[illegible]
WARRANTY NEW CLAIM

W/ NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[illegible]	01/25/1999	1B[illegible]H481779	1	[illegible]	2A247	[illegible]

CUSTOMER NAME: FIRST:
DAVIS LEASING CORPORATION

MIDDLE:
PHONE/WORK:

HOME: 870-772-0632

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	PC	LABOR TIME	LINE	DESC	NET-UNIT	LAB-TOT.
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

[illegible] TECH [illegible] DATE [illegible] AUTH. AUTHOR.
[illegible] WE HAVE [illegible] BE BILLED WARRANTY EXPENSE CHARGED TO ASE
WORKSHOP FOR THIS REPAIR.

R.O. TOTAL: [illegible]

THANK YOU FOR YOUR BUSINESS FROM OUR SERVICE DEPT. STAFF
4491 NORTH STATE LINE • TEXARKANA, TEXAS [illegible] • PHONE: [illegible]

COKER BUICK, INC.
TEXARKANA, TEXAS [illegible]

61[illegible]

LEBRONS CORPORATION
PO BX 6465

[illegible], MI 4[illegible]

1 3 4 H P 5 2 K X E K 4 8 1 7 7 9

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
[illegible]								
JOB # 1 COST TOTAL								
JOB # 1 TOTAL PARTS								4[illegible]
JOB # 1 TOTAL LABOR & PARTS								6[illegible]

SUBLET	POS	MAKE	INVO	INV. DATE	DESCRIPTION	
[illegible]						
TOTAL - SUBLET						[illegible]

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	02	PAINT MATERIAL		[illegible]
JOB # 1	03	MINT CHK		[illegible]
			TOTAL - MISC	[illegible]
			B/O TAX	[illegible]
			B/O TOTALS	10499.

WARRANTY CLAIM DETAIL TOTALS

CLAIM	TOTAL
[illegible]	10499.15
CLAIM TOTALS	10499.15

APPROVED BY SIGNATURE

COKER BUICK, INC.
Jeep-Eagle

4441 NORTH STATE LINE • TEXARKANA, TEXAS 75503-9166 • PHONE: (903) 793-4095

COKER BUICK, INC.
TEXARKANA, TEXAS 75503

X

PO BX 5403

1B7HB22X1H481779

LABOR & PARTS

MAINTENANCE

HOURS: 44.00 TECH(8):19 4

MAR - 9 1999

PARTS	QTY			DESCRIPTION	U/COST	E/COST	U/PRICE	

CONTINUED ON NEXT PAGE

COKER BUICK 4411 NORTH STATE LINE BOX 1666 TEXARKANA, TEXAS (903) 793-4625

LEASING CORPORATION
PO BX 6483

GRAND RAPIDS, MI 49516

STATE RCH 8

01/25/99

CONTINGENCY FIRE DAMAGE 21241

#19-39

PM
Roll

25.00			32296	3-9-99
			4	

Z 1242
CC MJ
FC 98
PUT ON NET

Sheridan, AR
WEEK of 2/2-2/7/99
870-699-5015

- SUSAN SHEA
248-952-2774
FAX 248-952-6798

COKER BUICK, INC.
4411 STATE LINE AVE. — P.O. BOX 1986 — PH. 903-793-4923
TEXARKANA, TEXAS 75503

[redacted] DATE 4 MAR 99

OWNER Lone Star PHONE

ADDRESS P.O. Box 6403 Greenville Tx. SERIAL NO. 1G4HP52K4YU400172

YEAR MAKE MIL. 24,347 LIC. NO. 775CM6

REPAIR	REPLACE	SUPPLEMENT TO EST. OF 20 FEB 99 DESCRIPTION OF REPAIRS AND REPLACEMENTS	HOURS LABOR	PARTS		SUBLET AND NET ITEMS	
	X	L.F. Door GLASS	1.1	278	64		
		ENGINE COVER " 3800		28	25		
		R. HOOD ASSIST STRUT		38	17		

___ HRS. OF LABOR @ $_____ PER HOUR $_____
___ HRS. FRAME LABOR @ $_____ PER HOUR $_____
___ HRS. MECH. LABOR @ $_____ PER HOUR $_____
PARTS $_____
PAINT MATERIALS $_____
SHOP MATERIALS $_____
SUBLET $_____
SALES TAX $_____
ESTIMATE TOTAL $_____

GRAND TOTAL $_____

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL, HIDDEN OR LATER DAMAGE THAT MAY BE DISCOVERED AFTER THE WORK HAS BEEN OPENED UP. OCCASIONALLY, AFTER THE WORK HAS STARTED, SHORTAGE OF BROKEN PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE FIRST INSPECTION. BECAUSE OF THIS, THE PRICES ARE NOT GUARANTEED.

COKER BUICK, INC.

[redacted] 1411 STATE LINE AVE. — P.O. BOX [illegible] — PH. [illegible]
TEXARKANA, TEXAS 75503

DATE 2-20 99

OWNER Lansing Cole PHONE

ADDRESS [redacted] SERIAL NO. 1G4HP52KXWH40779

YEAR 98 MAKE Buick LeSabre MI 24347 U.O. NO. 225CMG

page #1

REPAIR	REPLACE	DESCRIPTION OF REPAIRS AND REPLACEMENTS		HOURS LABOR	PARTS		SUBLET AND NET ITEMS	
	X	RAD. SUPPORT ASS'Y 25660243		8.1	[illegible]			
		AIR TEMP SENSOR 12160244	L	.4	10	02		
		R.UP SIDE RAIL 25660310	L	3.5	178	92		
		" " " RELIEF 25655061	L	3.5	14	91		
		R. APRON ASS'Y 25660100	L	8.2	201	61		
		" " FRONT PANEL	L	6.2	59	50		
		R. LOW SIDE RAIL 25660320	L	10.0	178	92		
		RE FINISH	L	4.5			395	00
		Hlamp 16525010		-	180	66		
		Grill 25625903	L	.4	108	49		
		Hood 25672454	L	1.6	391	39		
		Slmaster 5977563	L	.3	35	28		
		Hood Ins 25651922	L	.3	46	99		
		A/C Hose 25665518	B	1.4	79	80		
		Evap Tube 25663761	B	1.0	30	99		
		Dryer 2724977	B	.6	66	32		
		Condenser 52962563	B	1.1	170	52		
		Hlamp 25661746	L	.2	9.	66		
		Rad 52466360	L	1.4	283	79		
		fender 25662584	L	2.5	215	28		
		liner 25657842	L	.5	26	41		
		L/O mold 12539832	L	.3	31	92		
		Battery	L	.3	91	00		

___ HRS. OF LABOR @ $ ___ PER HOUR	$
___ HRS. FRAME LABOR @ $ ___ PER HOUR	$
___ HRS. MECH. LABOR @ $ ___ PER HOUR	$
PARTS	$
PAINT MATERIALS	$
SHOP MATERIALS	$
SUBLET	$ [redacted]
SALES TAX	$
ESTIMATE TOTAL	$

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN GIVEN BY OCCASIONALLY, AFTER THE WORK HAS STARTED, DAMAGED OR BROKEN PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE FIRST INSPECTION. BECAUSE OF THIS, THE PRICES ARE NOT GUARANTEED.

GRAND TOTAL $

COKER BUICK, INC.

[redacted] 311 STATE LINE AVE. — P.O. BOX 1000 — PH. 903-793-4005
TEXARKANA, TEXAS 75505

DATE 2-20-99

OWNER Lensing Corp. PHONE

ADDRESS SERIAL NO.

YEAR MAKE MIL. LIC. NO.

page # 2

REPAIR	REPLACE	DESCRIPTION OF REPAIRS AND REPLACEMENTS		HOURS LABOR	PARTS		SUBLET AND NET ITEMS
	•	Bat Tray 25660322	L	.5	16	30	
		Insul. 10246636		—	3	53	
		Ret. 356668	J	.2	4	79	
		Neg Cable 1215 7212	B	.8	14	58	
		Pos " 1215 7414	B	.8	19	77	
		" " 1215 7211	B	.5	35	91	
		Hood seal ft 25635176	L	.2	10	01	
		" " Rr 2060 1471	L	.2	27	93	
		C/Hose 25641167	B	.5	10	35	
		Coil x3 10473401	B	.5	110	02	
		Bolt 2450 4193	B	—	23	48	
		Tens 2450 4818	B	1.3	64	25	
		Stat 22113666	B	1.6	105	00	
		" mount 22196561	B	[illegible]	77	24	
		" cover 1626925		.	2	35	
		mount 22146624	B	1.0	[illegible]	74	
		" bracket 22145826	B	1.0	45	98	
		Gen. 10464076	B	.7	171	50	
		harn 1499161	B	.3	22	40	
		C/Reservoir 25636628	J	.3	10	50	
		w/ Blades 25689175 x2			26	96	
		Evap Tube 25669883	B	1.0	26	10	
		ECM 16236757	B	1.0	104	05	
		Ign/Trans module 10194612	B	.5	179	30	

HRS. OF LABOR @ $ PER HOUR $

HRS. FRAME LABOR @ $ PER HOUR $

HRS. MECH. LABOR @ $ PER HOUR $

PARTS $

PAINT MATERIALS $

SHOP MATERIALS $

SUBLET $

SALES TAX $

ESTIMATE TOTAL $

GRAND TOTAL $

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS OR LABOR THAT MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED UP, ADVANCEFULLY. AFTER THE WORK HAS STARTED, DAMAGE OR WORN PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE FIRST INSPECTION, BEYOND OF THIS, THE PRICES ARE NOT GUARANTEED.

COKER BUICK, INC.

[redacted] STATE LINE AVE. — P.O. BOX 1089 — PH. 806-792-4622
TEXARKANA, TEXAS 75503

DATE 2-23-99

OWNER Leasing Corp
ADDRESS [redacted]
PHONE
SERIAL NO. 1G4HP52K4XH401779
YEAR 98 MAKE Buick Lesabre MI 24347 LIC. NO. 725LMG

page # 3

REPAIR	REPLACE	DESCRIPTION OF REPAIRS AND REPLACEMENTS		HOURS LABOR	PARTS		SUBLET AND NET ITEMS	
		harness 1218 2836	R	2.0	54	96		
		shield 2553 5538			19	56		
		Relay center 2560 1552	R	1.0	10	54		
		R 134	R	.7	20	50		
		Clean Fire Damage	L	4.0			44	00
X		L. F. Door	L	4.5				
		Trim Gonnell			84	00		
		mount + balance		.5				
		wrecker fee					75	00
		20 OLH. OR MORE	R	20.0				
		OPEN ESTIMATE						
		Plus Rent car.						

___ HRS. OF LABOR @ $ ___ PER HOUR	$ 5075.00
___ HRS. FRAME LABOR @ $ ___ PER HOUR	$
___ HRS. MECH. LABOR @ $ ___ PER HOUR	$
PARTS	$ 4373.58
PAINT MATERIALS	$
SHOP MATERIALS	$
SUBLET	$ 512.00
SALES TAX	$ 403.06
ESTIMATE TOTAL	$ 10363.64
GRAND TOTAL	$

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED UP. OCCASIONALLY, AFTER THE WORK HAS STARTED, DAMAGE OR BROKEN PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE PRIOR INSPECTION. BECAUSE OF THIS, THE PRICES ARE NOT GUARANTEED.

1998 Buick Lesabre

(20)

1) Replaced Rt Frt. Strut Assembly & upper Bearing & Bumper & Cover Assembly -
2) Replaced Belt
3) Replaced Belt Tensioner & Transfered heater core tubes
4) Replaced Waterpump -
5) Replaced A.C. hose Assembly
6) Replaced A.C. Accumulator
7) Replaced Steel Line from condenser to Evaporator
8) Replaced Electrical Center Relay Box & covers -
9) Replaced Both Bt Battery cables -
10) Replaced Battery Ground wire -
11) Added conduit & 2 clamps for All hoses
12) Replaced Alternator
13) Replaced Purge hose from Metal line to Canister Purge Tank
14) Replaced Coolant Recovery TANK & hose
15) Added 2 gallons coolant
16) Replaced Radiator
17) Replaced A.C. Condenser
18) Replaced Front Engine Mount, Bracket - Bolt & Nut.

(over)

Repaired Wiring harness 19) Repaired 6' to 8' of wire from 8 wipes total from Rt A Pillar (Bulkhead) to grounding stud - & Rt head lite Assembly —

20) Replaced PCM & Reflashed

21) Replaced Air filter

(harness) 22) Replaced Computer wiring harness from Bulkhead to All Injectors, to All PCM sensors, & Rear O2 sensor connector

23) Replaced Rt front Splash shield (in front of the Balancer

24) Repaired wire to [redacted] head Lite & Replaced 2 terminals

25) Replaced Coils [redacted] & Module Assembly for Ignition

4411 NORTH LINE AVE
Texarkana, Texas
214-792-4623

№ 1762

RENTAL EXTENDED
TO BY DATE

	76.99
	158.07
	118.92
	42.00

1:00 3-9-99

10:00 1-26-99

504			
100	42	27.27	145.34

Jenna Christian

SUBTOTAL	145.34
	145.34
10	14.46
TOTAL CHARGES	120.00

3595 Blk AR
10-1-02
Jennifer Kraft
3002 E. 4th
Texarkana Ok 74854

Kendra

ROH 3299

RENTAL AGREEMENT NO.

THIS RENTAL AGREEMENT NO. MUST APPEAR ON ALL PAYMENTS AND CORRESPONDENCE

LEMAY'S TOWING

Road Service

7-25-99

[redacted]

Cole Bird

Thomas + Son Wrecker Service

98 Buick

TA 77 [illegible] 1G4HR52K7WH400729

Vehicle pick out from the ditch

Type of Tow: Flat Bed

Towed for: Owner

Vehicle Towed To:

Storage Fees: Mileage 24347

Paid By: Cash / Credit Card

Towing Charge	75 00
Mileage Charge	
Extra Person	
Special Equipment	
Labor Charge	
Storage	
Sub-Total	
Tax	
Total	75 00

7-25-99

Thank You

WILSONS TIRE CENTER

601 NORTH STATE LINE AVENUE
PHONE (903) 793-4000
TEXARKANA, TEXAS 75501

8556

DATE 3-4 99

SOLD TO Coker Bruce

ADDRESS

VEHICLE YEAR LICENSE NO.

SALESMAN PHONE MILEAGE

CUSTOMER ORDER NO. CASH ☐ CHARGE ☐ TIME PROMISED

QTY.	DESCRIPTION	PRICE		AMOUNT	
2	Mount Tire			5	00
	Po # 8025				
	STATE SALES TAX				
	TOTAL			5	00

RECEIVED BY [signature]

CUSTOMER INVOICE

Continental GENERAL TIRE

PACKING LIST

022599 030199 EL 18706571

[redacted]

1 42606 00000000 IA Standard Order Telesales

2

7413684

CONTINENTAL GENERAL TIRE
NAPERVILLE, IL 60566
PHONE 630-637-1980

COKER BUICK-JEEP-EAGLE-BMW
4411 NORTH STATE LINE AVE
TEXARKANA TX 75503

COKER BUICK-JEEP-EAGLE-BMW
4411 NORTH STATE LINE AVE
TEXARKANA TX 75503

[redacted]

UPS SHIPMENT

[redacted]

022599 p/31350 UPSH

[redacted]

010 0093868 P205/70R15 95S AMERI*GAS GEN TL SL142 PB PW75 20.0 20
15445940000

TOT 1 TIRE WGT 20

THIS INCL D/N: 20124737
ADJUSTMENT TIRE ORDER
31350 TAG/ADJ ATTN:RDY ********PAYMNT N
FULL**********

1800 847 3349

39.69

MAR 18 '99 18:39 PAGE.17

05/10/99 10:11 FAX 708 8703 BY COKER #017

Continental General Tire, Inc.

STATEMENT

Remit to: Continental General Tire, Inc.

CONER BUICK-JEEP-EAGLE-DOD
#66285
4411 NORTH STATE LINE AVE
TEXARKANA TX 75503

Page: 1
Date: 03/18/1999
Account: 7413684
Credit Mgr: CHY Accounts
Phone: 704-583-8925
Fax: 704-583-3974
Current-Qtr: 0NO

Doc. Date	Document Number	Trans Code	Reference Information	Past Due Amount	Current Amount	Discount Available	Future Due	Date Del e
[illegible]	[illegible]	30	[illegible]		[illegible]	4.20		[illegible]
				4.00	[illegible]	0.20	0.00	

30 Invoice
06 Credit Memo
08 Chargeback/On account
05 Invoice/Credit Memo
07 Invoice/Credit Memo
40 Invoice
40 Invoice
40 Invoice
40 Invoice
40 Chargeback/On account

Total Debits	39.69
Total Credits	0.00
Statement Balance	39.69
Less Items Not Due	0.00
Total Amount Due	39.69
Less Cash Discount	0.79
Amount due if paid according to terms	38.90

Continental General Tire, Inc.

Remit to: Continental General Tire, Inc.

CONER BUICK-JEEP-EAGLE-DOD
#66285
4411 NORTH STATE LINE AVE
TEXARKANA TX 75503

1
03/31/1999
7413684

Due Date	Document Number	Due Amount
[illegible]	[illegible]	[illegible]
		[illegible]

Total Debits	[illegible]
Total Credits	[illegible]
Statement Balance	[illegible]
Less Items Not Due	[illegible]
Total Amount Due	[illegible]
Less Cash Discount	[illegible]
Amount due if paid according to terms	[illegible]

Remit this side for proper credit

RENTALS & SALES

FAX 903 831-4782

RENTED TO:	ADDRESS AT WHICH EQUIPMENT WILL BE USED.	CONTRACT / TICKET NO.
CONER BUICK P.O. BOX 1966 TEXARKANA, TX. 75504		Read 1:11 Cont Pumps

PRIMARY I.D.	DOB	OTHER I.D.	PHONE		DATE	TIME
DR-454			[illegible] 793 4523	OUT	03/01/99	4:13 PM [illegible]

I.D. NUMBER(S)	P.O. #	RECEIVED BY		
0	7997		RETURNED	03/01/99 10:22 AM PM

**FINAL

Charge for 1.0 Day(s) Page: 1

Qty	Item	MIN	Day	Week	4 Wk	Ext Amt	Net Amt
1	1868 GRINDER,ANGLE POT	$35.00/D	35.00	140.00	350.00	35.00	35.00
	Actual In Date: 03/01/99 10:22 AM						
1	1879 GRINDER,ANGLE-HEAD	$7.50/D	7.50	22.50	45.00	7.50	7.50
	Actual In Date: 03/01/99 10:22 AM						
2	GRINDER #3 GRIND-ABRASIVE,DISC				4.50	9.00	9.00

—— Payments ——

1. CHARGES ARE FROM TIME OUT TO TIME IN- NOT TIME USED.
2. CREDIT REPLACEMENT OR ADJUSTMENTS WILL BE MADE FOR ITEMS FOUND DEFECTIVE ONLY IF WE ARE NOTIFIED WITHIN ONE-HALF HOUR OF OCCURENCE.
3. ALL EQUIPMENT REQUIRING FUEL WILL BE RETURNED FULL OR LEVIED FUEL CHARGES.
4. RENTER'S SIGNATURE BELOW BINDS RENTER TO THE TERMS AND CONDITIONS ON THE BACK SIDE OF THIS CONTRACT.
5. ITEMS LISTED ABOVE CAN ONLY BE RETURNED DURING OUR REGULAR BUSINESS HOURS AND YOU MUST RECEIVE A RECEIPT THAT ITEM WAS RETURNED.
6. PAST DUE SERVICE CHARGE 1-18% PER MONTH PAST 30 DATE (18% PER YEAR).

CUSTOMER RESPONSIBLE FOR ANY TIRE DAMAGE OR REPAIR.

Rent	42.50		
Sales	9.00		
Other	0.00		
D.H.	0.00		
SHE Tax	0.00		
Sales Tax	4.[illegible]		
Deposit	0.00		
TOTAL DUE	55.[illegible]	AMT BILLED	55.

CUSTOMER X [illegible]

03-18-99 10:22:40

HARMON AUTOGLASS

HARMON GLASS COMPANY
2021 TEXAS BOULEVARD
TEXARKANA, TX 75501

F.I.N. 41-0683646

03/05/99 09:16

903-794-5232

CUSTOMER NUMBER: 80834

DATE: 03/05/99 WORK ORDER 3020062017

TO COKER BUICK
P O BOX 1988
TEXARKANA, TX 75504

CLIENT: COKER BUICK BODY SHOP

DLR4 Required Customer & Billing info, TAX6, VIN, & Signature
PH:(903)793-4623
CSR: PENNY

INVOICE — NET PAYABLE ON RECEIPT OF HARMON STATEMENTS SENT ONLY UPON REQUEST.

DOMESTIC PORTFOLIO STATE	YEAR	MANUFACTURER MODEL	V.I.N.
	98	BUICK LESABRE	

ADJUSTER NUMBER	STYLE	CLAIM NUMBER	VERIFIED BY
	4DSD		LARRY

POLICY NUMBER	UNIT NUMBER	DEPRECIATION	DRIVER'S NAME	MILEAGE

QUANTITY	PART NUMBER	COLOR	DESCRIPTION	UNIT PRICE	AMOUNT
1	DD06059	BT B	Door (Left)(Front)X2 Hole	275.75	187.50
1					

THANK YOU FOR DOING BUSINESS WITH HARMON GLASS!

*** COMPLETE VIN REQUIRED: _____ ***

Subtotal 187.50

THIS IS A WORKORDER - DO NOT PAY

PAY THIS AMOUNT 187.50

LOSS REPORT You are hereby authorized to pay the sum designated as "INVOICE TOTAL" to HARMON AUTOGLASS COMPANY in full settlement of the loss under the policy and upon such payment being made all claim and demand against above sum be hereby released. Glass part or all of the loss not be covered by warranty, guarantee payment at repair of damage. In the event of default in payment which causes the holder to be placed in the hands of an attorney/collector, or a collection agency, the client agrees to pay all of collection including reasonable attorney's fees. We accept that we are and provide in Minneapolis, MN. In the event of litigation, venue will be Hennepin County Minnesota.

DATE OF LOSS | PLACE AND BRIEF OF LOSS | SIGNATURE X

CUSTOMER

GM-PAR-File NO, Rev. 05/20/97

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: Buick | Ref#: 990087760 | VIN: 1G4HP52KXWH401779

Claimant's Name (LAST, First): [redacted]

Inspected By: Cal Compe Organization: CA Associates, Inc.

Phone: (501) 922-5852 Inspection Date: 03/02/99 Mileage at Inspection: 27,347

********** I INSPECTION SUMMARY **********

Following the inspection, summarize the tests and observations.

With making the inspection with technician Robt. we discovered that the front engine mount bolt had slipped out of the bracket and apparently rubbed through the positive battery cable and shorted out the battery which caused the fire. The bolt and cables were melted together. The threads on the bolt are not stripped. It is evident that the locking nut was never put on as it was taken off when warranty repairs were done & not put back on. A locking nut would not just fall up & come off.

********** II INTERVIEW - VEHICLE HISTORY **********

(Note: Please indicate name, address & phone number of person being interviewed): [redacted] Texarkana, AR [redacted]

Phone: [redacted]

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

Item(s), date installed, and by whom (name, phone) None - other than window tint

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) ____ Repaired by: (GM, Non-GM, Owner/Other) ____

Describe ____

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

Describe ____

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

Describe ____

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

Describe Replaced Valve Body - Ferguson Buick Norman OK - 3/6/98

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Maintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) 10/2006 - Lo-F - Oil-Filter + Lube 2600 Cross, Hot Springs, AR - 870-624-2598

Any other pertinent vehicle history information (from Interviewee or GM Warranty History)? N

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

Thomas Body Shop, Inc 617 East St. Texarkana, AR 71854 — 870-772-2018

How 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 trailering cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) ____

load description N/A load location ____

Driver's physical description (gender, age, height, weight, disabilities) Male - 40 yr - 5'10" - 225 lb. No disabilities.

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

Drive length (if vehicle was parked prior to fire, describe last drive): Hrs. 3 Min. — Distance traveled Approx. 150 MILE

If not parked, vehicle speed estimate 55 MPH Source of estimate ____ Posted speed 55 MPH

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

Exact incident location Delaware + Belmont St. Texarkana, AR

Weather conditions and visibility Good.

Approx. temperature 50 °F. Any physical visual obstructions? N

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A Describe: Dry

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, normal, etc.) N

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

Electrical systems operation: (normal, other?) N

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

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

Steering operation: (normal, other?) N

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.?) None

Any unusual noises (bang, pop, tick, grinding, metallic, rust, etc.)? From where? None

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

Describe any unusual odors. From where? None

Any smoke? (from where, color, intensity, etc.) None

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? Never

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

Any flame? (from where, color, intensity, etc.) None

Any steam or smoke? (from where, color, intensity, etc.) From underhood on Right passenger side

Any apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) N Electrical System? (Y/N) Y Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) Y Brake System? (Y/N) N Other? (Y/N) N Describe: Lights went out + engine stalled Warning Lights? (Y/N) N Gauges? (Y/N) N If so, describe: everything cut off like a total loss of power

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

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

Any other comments or observations that have not been covered? DRIVING WEST ON 9 HWY IN TEXARKANA, AR AT ABOUT 50 MPH AND AS I WAS GOING TO TURN LEFT INTO SEARS ON THE LIGHTS FLICKERED, BOTH HEADLAMPS & DASH AND THEN THE ENGINE DIED. I PULLED UNDER THE SEARS AND STOPPED - TURNED THE IGNITION OFF, PUT THE TRANSMISSION IN PARK AND THEN ATTEMPTED TO START THE ENGINE. THE ENGINE STARTED & THE LIGHTS COME ON. I DROVE ABOUT A BLOCK AND AS I WENT TO TURN A CORNER THE LIGHTS ALL WENT OFF AGAIN & THE ENGINE STALLED. SO I PULLED OVER AGAIN - TRIED TO START ENGINE & IT WOULD NOT START & THEN I SAW SMOKE COMING FROM UNDER HOOD (RIGHT)

********** 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 NO DAMAGE

Front & rear exterior

Hood, inner & outer panels

Trunk area and Decklid, inner & outer panels NO DAMAGE

Roof NO DAMAGE

Door interior panels NO DAMAGE

Left & right instrument panel & odometer NO DAMAGE

Ashtray(s) area CLEAN - NEVER USED

Left & right front seat and carpet NONE

Underbody & exhaust (include hangers) NONE

Option code label

Engine compartment

Radiator, front & rear NO DAMAGE - FRONT & REAR - TANK MELTED AT FILLER

Coolant recovery bottle GONE - MELTED

Transmission cooler lines/connections NO DAMAGE

Engine compartment engine coolant lines/hoses, connections/clamps AIR CONDITIONER - INSULATION ON BOTH HIGH & LOW PRESS MELTED OR BURNED OFF

Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) NO DAMAGE - EXCEPT FOR EVAPORATIVE EMISSION TO CANISTER

All fuel lines/hoses, filter, connections/clamps NO DAMAGE

TBI, injector rail, or carburetor & fuel line connection NO DAMAGE

Engine compartment fuel lines/hoses, connections & o-rings NO DAMAGE

Power steering lines/hoses, connections/clamps NO DAMAGE

Generator & attached wiring NO DAMAGE

(4A)

Comments (Con't)

No warning lights came on - ~~[illegible]~~ then door locks so I could get out of car, but no power. In panic I broke window and crawled out window - Never thought of opening door manually. A passerby asked if I needed help - I told him to call fire dept. which he did. Fire dept. arrived shortly and put the fire out. After they had the fire out and were standing around I heard a sound like door locks opening & the power back light came on when I opened the door. The firemen then cut the battery cables until the lights went out

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

Battery & attached cables Melted Down Insulation burned off. No short

Engine block (note precise location of cracks, holes, etc.) No DAMAGE EVIDENT

Engine oil pan No DAMAGE

Engine compartment hinge torque rods ~~No~~ FRONT Mount Bolt LOOSE -

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

Any item which is alleged to be the cause/source FRONT MOUNT TO ENGINE attaching bolt

Anything on vehicle which is after-market No - except window tint

Anything on vehicle which is a modification No

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

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

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

Engine coolant Normal

Engine oil Normal

Transmission fluid Normal

Power steering fluid Normal

Brake fluid Normal

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

Fuses (identify all open or not proper size) No open fuses

Wiring insulation at fuse blocks NOTE DAMAGE

Fusible links (identify all open) NONE

Spark plug wiring and boot condition DIS MODULE DAMAGED from Heat (Melted)

Fuel filler "Lead Free" restrictor in place? (Y/N) ~~Yes~~ NO Describe

Location of fuel filler cap (or evidence of remains) ON, NECK

Catalytic converter (any discoloration or swelling?) NORMAL

Position of windows (if glass missing, do further inspection) Up

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).

SEE photo # 19-20-21 - FRONT ENGINE MOUNTING bolt CAME PARTIALLY out of MOUNT AND AGAINST positive battery cable. The bolt rubbed through the cable and shorted the battery out. Resulting in the fire. The bolt is supposed to have a LOCKING nut on it. The threads are not stripped, so therefore the nut was either never on the bolt or was taken off when transmission repairs were done & not put back on.

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: N/A

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Buick	Roll: 990007700	VIN: 1G4HP52KXWH 401779
Claimant's Name (LAST, First): [redacted]		

Inspected By: CAL Compie Organization: EA Associates

Phone: (801) 922-5800 x____ Inspection Date: 02/02/99 Mileage at Inspection: 24,34

Roll Number 9945

Neg.#	Description
0	Front view
1.	I.D. number
2.	Instrument panel & left tray
3.	Right front
4.	Right side
5.	Rear view
6.	Left rear
7.	Left side
8.	Trunk
9.	Engine compartment
10.	Engine compartment
11.	Engine compartment (battery) fuel concentration line
12.	Engine compartment right front fender
13.	Right front turn signal housing
14.	Right front tire wheel - fender skirt
15.	Trunk under carpet
16.	" " " " from right side
17.	Catalytic converter & exhaust
18.	Rear of engine
19.	Front engine mount bolt where battery cable was found to it
20.	" " " " " " " " " " "
21.	Heat concentration line (battery)
22.	Right fender
23.	" Tire pattern
24.	" Right of engine compartment
25.	Left front door & hinge to upper frame & door
26.	
27.	
28.	
29.	Note: photo # 21A - white centerline mark shows
30.	ENGINE MOUNT BOLT PART # 11516459 PARTIALLY OFF OF
31.	THE MOUNT BRACKET. IT IS SUPPOSED TO BE SECURED
32.	THROUGH THE BRACKET WITH A LOCKING NUT - PART # 11502813.
33.	
34.	
35.	
36.	
37.	

- Note -

Customer is leasing the vehicle from

Credit Leasing Corporation
P.O. Box 6403
5460 33rd St. S.E.
Grand Rapids, MI 49516-6403
James Engelking - Operations Manager
Phone - 1-800-557-6454 - 616-940-2000

Customers Insurance -
Property + Casualty Insurance
P.O. Box 21675
Brooklyn, N.Y. 1202-1615
Phone - 1-800-862-5168-

Customer can be reached. 2-2-2-7-99
at 810-699-5015
late at the Tuesday number.

ARKANSAS FIRE INCIDENT REPORTING SYSTEM

FIRE DEPT. NAME: [illegible]

10	DOD 1/6/6/0/0	INCIDENT NO. 9 9 0 0 4 8	BOX 0 0 0 1	DIST.	DAY 2 4	YEAR 9 9	DAY OF WEEK		ALARM TIME 1 1 5 2	ARRIVAL TIME 1 1 5 5	TIME IN SERVICE 2 0 1 5

B — SITUATION FOUND: 13

ACTION TAKEN: 1 — MUTUAL AID: Not

C — FIXED PROPERTY USE (Occupancy): Public Street 9162 — IGNITION FACTOR: Battery Shorted out 54

D — CORRECT ADDRESS (Up to maximum of 21 characters): Delaware + Belmont — ZIP CODE: 72116 — CENSUS TRACT:

E — 11 OCCUPANT NAME: [redacted] — TELEPHONE: [redacted] — ROOM or APT.: Kia

F — 12 OWNER NAME (Last, First, MI): Circuit Leasing Corp. — ADDRESS: P.O. Box 6403, Little Rock, Ark. 72216-6403 — TELEPHONE: 732-5832

G — 13 METHOD OF ALARM: 7 — OCC. INSPECTION DISTRICT: 0 0 4 — SHIFT: C — NO. ALARMS: 1

H — NO. FIRE SERVICE PERSONNEL RESPONDED: 0 0 4 — NO. ENGINES RESPONDED: 0 0 1 — NO. AERIAL APPARATUS RESPONDED: 0 0 0 — NO. OTHER VEHICLES RESPONDED: 0 0 1

I — 20 NUMBER OF INJURIES: FIRE SERVICE 0 0 0 — OTHER 0 0 0 — NUMBER OF FATALITIES: FIRE SERVICE 0 0 0 — OTHER 0 0 0

J — COMPLEX - GENERAL PROPERTY USE: No Complex 98 — MOBILE PROPERTY TYPE (Complete Line 9): Automobile 111

L — AREA OF FIRE ORIGIN: Engine Compartment 83 — EQUIPMENT INVOLVED IN IGNITION (Complete Line 1): No Equipment Involved 98

L — FORM OF HEAT IGNITION: Short Circuit 24 — TYPE OF MATERIAL IGNITED: Multiple 97 — FORM OF MATERIAL IGNITED: Multiple 97

M — METHOD OF EXTINGUISHMENT: 5

LEVEL OF FIRE ORIGIN: 1 — ESTIMATED TOTAL DOLLAR LOSS: 0 0 0 0 0 1 0 0 0

Reported cycles are for the sole use of the State Fire Data Center. The validity or accuracy of report conditions outside the Data Center, is neither intended nor implied.

NFIRB1 Version 4.1 Revised 1-95

N — NUMBER OF STORIES: 1 story — CONSTRUCTION TYPE: 1 Fire resistive

O — EXTENT OF DAMAGE: 1 Confined to the object of origin — FLAME: 1 — SMOKE: 1

P — DETECTOR PERFORMANCE: 1 Det. in room or space of fire origin - operated — SPRINKLER PERFORMANCE: 1 Equipment operated

Q — TYPE OF MATERIAL GENERATING MOST SMOKE: 1 — AVENUE OF SMOKE TRAVEL: 1 Air handling duct

R — FORM OF MATERIAL GENERATING MOST SMOKE: 1

S — 30 IF MOBILE PROPERTY — YEAR — MAKE — MODEL — SERIAL NO. — LICENSE NO.

T — 40 IF EQUIPMENT INVOLVED IN IGNITION — YEAR — MAKE — MODEL — SERIAL NO.

COMPLETE FOR ALL INCIDENTS

COMPLETE FOR ALL FIRES

COMPLETE IF STRUCTURE FIRE

ARKANSAS FIRE ACADEMY FIRE DATA CENTER P.O. Box 8408 Little Rock, Arkansas 72101 (501) 374-1981

U — PERSON MAKING REPORT: [illegible] — DEPT. O.C. — DATE: 1-24-99

COKER BUICK, INC.

[redacted] 911 STATE LINE AVE. — P.O. BOX 1969 — PH. 903-792-4003
TEXARKANA, TEXAS 75503

DATE 2-20-99

OWNER Leasing Corp. PHONE

ADDRESS SERIAL NO.

YEAR MAKE MIL. LIC. NO.

page # 2

REPAIR	REPLACE	DESCRIPTION OF REPAIRS AND REPLACEMENTS	HOURS LABOR	PARTS		SUBLET AND NET ITEMS	
		Bat Tray 25660322	.5	16	30		
		Insul 10246636	—	3	53		
		Ret. 356668	.2	4	79		
		Neg Cable 1215 7212	.8	14	58		
		Pos " 1215 7414	.8	19	77		
		" " 1215 7211	.5	35	91		
		Hood seal ft 25635176	.2	10	21		
		" " Rr 20601471	.2	27	83		
		L/ Hose 25641167	.5	10	35		
		Coil x3 10472401	.5	110	08		
		Belt 2450 4193		23	48		
		Trans 2450 4818	1.3	64	25		
		Strut 2211 3666	1.6	105	00		
		" mount 22146561	[illegible]	77	28		
		" cover 1626325		2	35		
		mount 22146624	1.0	35	74		
		" bracket 22145826	1.0	25	88		
		Gas 10464076	.7	171	30		
		hose 1999161	.3	22	40		
		C/Reservoir 25636628	.3	10	50		
		w/ Blades 25689175 x2		23	96		
		Evap Tube 25669853	1.0	23	10		
		ECM 16236757	1.0	104	05		
		Instrument panel 10194012	.5	179	30		

HRS. OF LABOR @ $	PER HOUR	$
HRS. FRAME LABOR @ $	PER HOUR	$
HRS. MECH. LABOR @ $	PER HOUR	$
	PARTS	$
	PAINT MATERIALS	$
	SHOP MATERIALS	$
	SUBLET	$
	SALES TAX	$
	ESTIMATE TOTAL	$

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT BINDER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP. SECONDARILY, AFTER THE WORK HAS STARTED, DAMAGE OR BROKEN PARTS ARE DISCOVERED WHICH ARE NOT BROUGHT ON THE FIRST INSPECTION, REGARDLESS OF THIS, THE PRICES ARE NOT GUARANTEED.

GRAND TOTAL $

COKER BUICK, INC.

[redacted] 411 STATELINE AVE. — P.O. BOX 1985 — PH. 903-792-4539
TEXARKANA, TEXAS 75503

DATE 2-21-99

OWNER Lessing Corp PHONE
ADDRESS [redacted] SERIAL NO. 1G4HP52K5XU414779
YEAR 98 MAKE Buick Lesabre MILES 24347 LIC. NO. [redacted]

REPAIR	ADVICE	DESCRIPTION OF REPAIRS AND REPLACEMENTS	HOURS LABOR	PARTS		SUBLET AND NET ITEMS	
		page # 3					
	-	harness 12K 2836	2.0	529	26		
		shield 2553 5538		19	36		
		Relay center 2560 1552	1.0	10	34		
		R 134	.7	22	50		
		Clean Fire Damage	4.0			44	00
X		L.F. Door	4.5				
		Trim Gonner		84	00		
		mount + balance	.5				
		wrecker fee				75	00
		20 O.L.H. OR MORE	20.0				
		OPEN ESTIMATE					
		PLUS RENT CAR.					

THE ABOVE IS AN ESTIMATE SUBJECT ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP. OCCASIONALLY, AFTER THE WORK HAS STARTED, DAMAGE OR BROKEN PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE FIRST INSPECTION. BECAUSE OF THIS, THE PRICES ARE NOT GUARANTEED.

___ HRS. OF LABOR @ $ ___ PER HOUR	$ 1895.00
___ HRS. FRAME LABOR @ $ ___ PER HOUR	$
___ HRS. MECH. LABOR @ $ ___ PER HOUR	$
PARTS	$ 4373.58
PAINT MATERIALS	$
SHOP MATERIALS	$
SUBLET	$ 512.00
SALES TAX	$ 402.06
ESTIMATE TOTAL	$ 10283.64

GRAND TOTAL $

ESTIMATE

COKER BUICK, INC.

[redacted] 411 STATE LINE AVE. — P.O. BOX 1095 — PH. 903-793-4525
TEXARKANA, TEXAS 75503

DATE 2-20 99

OWNER Leasing Corp. PHONE

ADDRESS PO Box 6903 Grand Rapids SERIAL NO. 1G4HP52K5XU H40779

YEAR 98 MAKE Buick LeSabre No. 24347 I.D. NO. [redacted]

page #1

SERVICE	REPLACE	DESCRIPTION OF REPAIRS AND REPLACEMENTS	HOURS LABOR	PARTS		SUBLET AND NET ITEMS	
	X	RAD. Support Assy 25662063	8.1	[illegible]			
		Air Temp Sensor 12160244	.4	10	02		
		R.UP Side Rail 25660310	3.5	178	92		
		" " " Reinf 25655081	3.5	14	91		
		R Apron Assy 25660100	8.2	201	61		
		" " Front Panel	6.2	59	50		
		R Rdw Side Rail 25660310	10.0	178	92		
		Refinish	4.5			595	00
		Hl lamp 16525220	—	180	66		
		Grill 25625903	.4	107	49		
		Hood 25672454	1.6	391	29		
		Slmarker 5977563	.3	35	28		
		Hood Ins 25651922	.3	46	99		
		AC Hose 25665518	1.4	79	50		
		Evap tube 25663761	1.0	30	99		
		Dryer 2724977	.6	66	32		
		condenser 52462563	1.1	170	52		
		Hl lamp 25664746	.2	9.	66		
		Rad 52468360	1.4	283	79		
		fender 25662584	2.5	315	28		
		liner 25657342	.5	26	91		
		L/U mold 12539532	.3	31	92		
		Battery	.3	91	00		

___ HRS. OF LABOR @ $ ___ PER HOUR	$
___ HRS. FRAME LABOR @ $ ___ PER HOUR	$
___ HRS. MECH. LABOR @ $ ___ PER HOUR	$
PARTS	$
PAINT MATERIALS	$
SHOP MATERIALS	$
SUBLET	$ [illegible]
SALES TAX	$
ESTIMATE TOTAL	$

GRAND TOTAL $

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP. SECONDARILY, AFTER THE WORK HAS STARTED, DAMAGE OR BROKEN PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE FIRST INSPECTION. BECAUSE OF THIS, THE PRICES ARE NOT GUARANTEED

March 2, 1999

TO: Roy Sellers, Colter Buick Inc.

FROM: Susan Shea, Buick PAR Specialist

RE: [redacted]
VIN 1G4HP52KXWH401779

Roy,

Please have Mr[redacted] sign the enclosed "Release of Claim" form when he comes to pick up his 1998 Buick LeSabre. Then fax it back to me at 248 952 6798.

Thank you for your assistance. If you have any questions you can reach me at 248 952 2774.

Sincerely,

Susan A. Shea

Susan A. Shea
PAR Specialist

EAA Contact :	Kathy Smith
Phone/Fax:	248-642-3232 / 248-642-4558
Subject:	P.A.R. Investigation
File#:	990007700
Claimant:	[redacted]
Vehicle (Model-Year):	1998 Buick LeSabre
Vehicle Location:	1G4HP52KXWH401779
Contact's (Name/Phone):	Roy Sellers - Service Mgr. 903 793 4623
Divisional Contact:	Susan Shea
Division:	Buick / Business Resource Group
Address:	5505 Corporate Drive Suite 450 Troy, MI 48098
Phone/Fax:	248-952-2774 / 248-952-5796
Sir / EDRU Cartridge:	Mass Cartridge ☐6.0v ☐* 7.0v ☐** OBD II Cable & VIM ***98 U-Vans, Venture,Trans Sport, Silhouite requirements **Buick, Cadillac requirements for '97-'98 OBD II
Date	1/29/99
Pages including this cover page:	3

The information contained in this facsimile is confidential and may also be client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient, or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copy of this communication is strictly prohibited. If you have received the facsimile in error, please immediately notify us by telephone, and return the original message to us at the address above via the U. S. Postal Service. Thank You.

Please Use Forms:

- ☐ Acceleration/throttle
- ☐ Brake/ABS/TC System(s)
- ☐ Steering/Suspension/Tires & Wheels
- ☐ Side Impact
- ☐ Fire (Collision)
- ☒ Fire (Non-collision)
- ☐ Hood/Hood Latch
- ☐ Restraint-SIR/Seatbelts
- ☐ Seats
- ☐ Transmission/Transaxle

Special Instructions:

- ☐ Do not Interview Owner
- ☐ Interview Owner
- ☐ Remove & Return Part
- ☐ Contact PAR Team Member
- ☐ Other_____

EAA Internal Use Only

☐ Chevrolet 250-_____ ☐ Pontiac/GMC 365-____ ☐ Oldsmobile 649-_____

☐ Buick 648-_____ ☐ Cadillac 277-____ # of Pages Transmitted:_____

To: SA:_____ Phone:_____ Fax:_____

From: Kathy Smith Date Faxed to SA:___/___/__ Due Date:___/___/___

EAA SA Use Only

Case Acceptance/Investigation: ☐ YES ☐ NO

Please acknowledge acceptance of this case promptly by phone or fax.

Report Mailed USPS Priority: Date mailed:___/___/___

Please report completion date by phone or fax.

NEXT: 12412 ACTION: KEY: 990007700 ID: B51SS
GM1241 PAGE 1
INCIDENT DATE: 01 / 24 / 99 TIME: 19 : 00 (24 HR CLOCK)
OWNER TITLE : MR.
FIRST : [redacted] MI : LAST: [redacted]
STREET [redacted]
CITY : TEXARKANA ST: AR ZIP : [redacted]
H PHONE : [redacted] AGE: [redacted] B PHONE [redacted]
COMPANY: BUS# IS WHERE CUST CAN BE REACHED THIS WEEK.
DRIVER TITLE : SAME
FIRST : MI : LAST:
STREET :
CITY : ST: ZIP :
H PHONE : AGE: B PHONE:
CLAIMANT TITLE: SAME
FIRST : MI : LAST:
STREET :
CITY : ST: ZIP :
H PHONE : AGE: B PHONE:
NEXT: 12413 ACTION: KEY: 990007700 ID: B51SS
NAME: DENNIS KRAFT TEXARKANA,AR YR/MDL: 1998 HP TYPE: 10
GM1241 PAGE 2
BODILY INJURIES : N (Y/N) NUMBER OF PEOPLE :
WAS ANOTHER VEH INVOLVED : N (Y/N) NUMBER OF VEHICLES :
DID VEHICLE TURN OVER : N (Y/N) CLAIMANT REP BY ATTNY: N (Y/N)
WHERE CAN VEHICLE BE SEEN: COKER BUICK IN TEXARCANA, AR

VIN : 1G4HP52KXWH401779 DEL DTE: 072597
YR/MDL: 1998 HP MILEAGE: 24000
******** ******** ********* ******** ******** ******** ********
PRINCIPLE USE OF VEHICLE : BUSINESS, TRAVELING MINISTER
DRIVER DESCRIPTION OF INCIDENT & CAUSE: MR. KRAFT STATES HE WAS TURNING AROUND AND THE LIGHTS WENT OUT, CAME ON AGAIN, THEN WENT OUT AGAIN, AND THE ENGINE DIED (HE COASTED TO THE SIDE OF THE ROAD). HE STATES HE PUT THE CAR IN PARK, TURNED THE IGNITION AND THE CAR STARTED UP, AND WENT HE PUT IT IN DRIVE & DROVE 1 BLOCK, LIGHTS WENT OUT AGAIN, ENGINE STOPPED AND HE STOPPED, COULD NOT GET POWER OR GET OUT OF CAR, SMOKE CAME FROM ENGINE & HE BROKE THE WINDOW.
NATURE OF WEATHER: DRY AND MILD
NEXT: 12414 ACTION: KEY: 990007700 ID: B51SS
NAME: DENNIS KRAFT TEXARKANA,AR YR/MDL: 1998 HP TYPE: 10
GM1241 PAGE 3
WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: BATTERY POSSIBLY

WHO MADE ALLEGATION OF DEFECT: [redacted]
WAS VEHICLE TOWED : Y (Y/N)
TOWING CO NAME : THOMAS BODY SHOP, INC.
TOWING CO ADDRESS: 617 EAST STREET, TEXARCANA, AR 71854 P 870 772 2018
TOW DRIVER NAME : UNKNOWN

DID YOU SPEAK TO DRIVER: Y (Y/N)
IF "N" GIVE SOURCE OF DRIVER DESC:
VEHICLE SPEED EST : 5
SOURCE OF EST : [redacted]

NEXT: 12415 ACTION: KEY: 990007700 ID: B51SS
NAME: DENNIS KRAFT TEXARKANA,AR YR/MDL: 1998 HP TYPE: 10
GM1241 PAGE 4
POLICE REPORT MADE: Y (Y/N) REPORT ATTACHED: N (Y/N)
IF NOT ATTACHED,GIVE STATION/OFFICER MAKING REPORT: CIY OF TEXARCANA POLICE DEPARTMENT
ANY WITNESSES : N (Y/N) NUMBER:

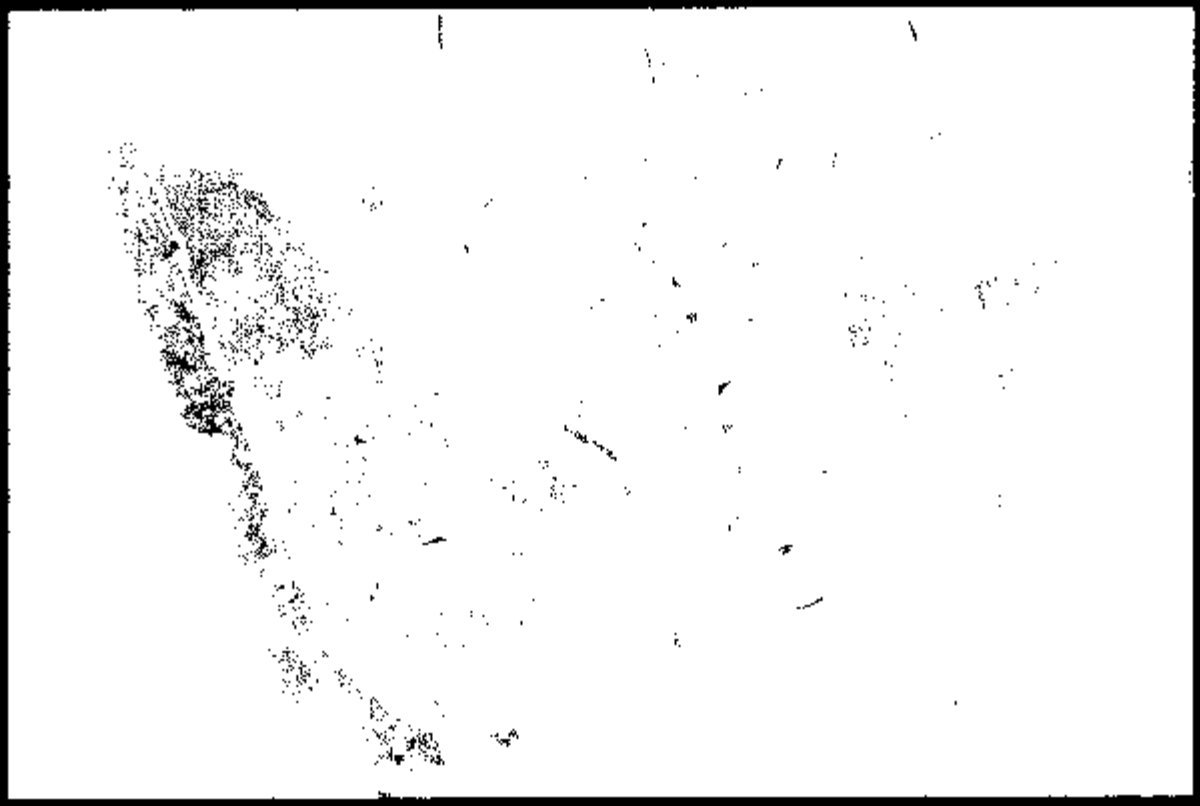
INCIDENT LOCATION
LOCATION OF INCIDENT: CORNER OF DELAWARE AND BELMONT IN TEXARCANA, AR

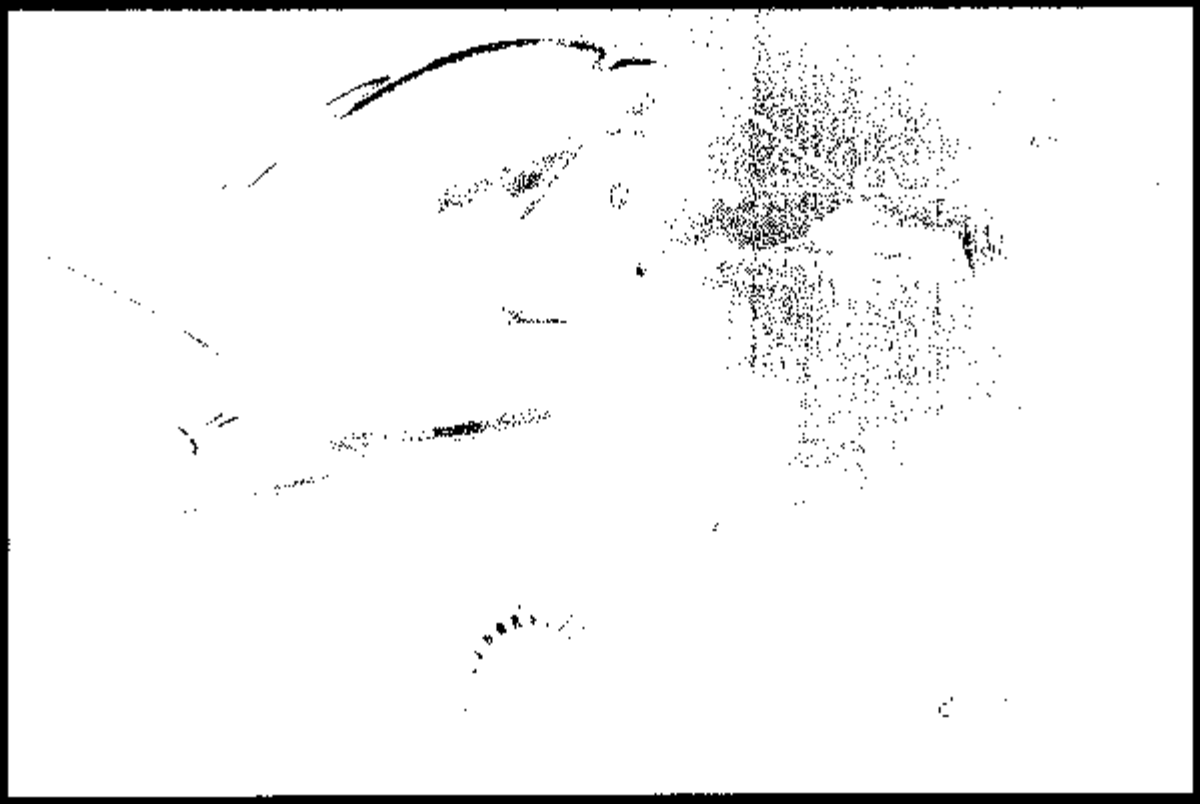
KIND OF ROAD: A KIND OF SHOULDER: A (CONCRETE/GRAVEL/DIRT/ROCK-CRUSH/ASPHALT)

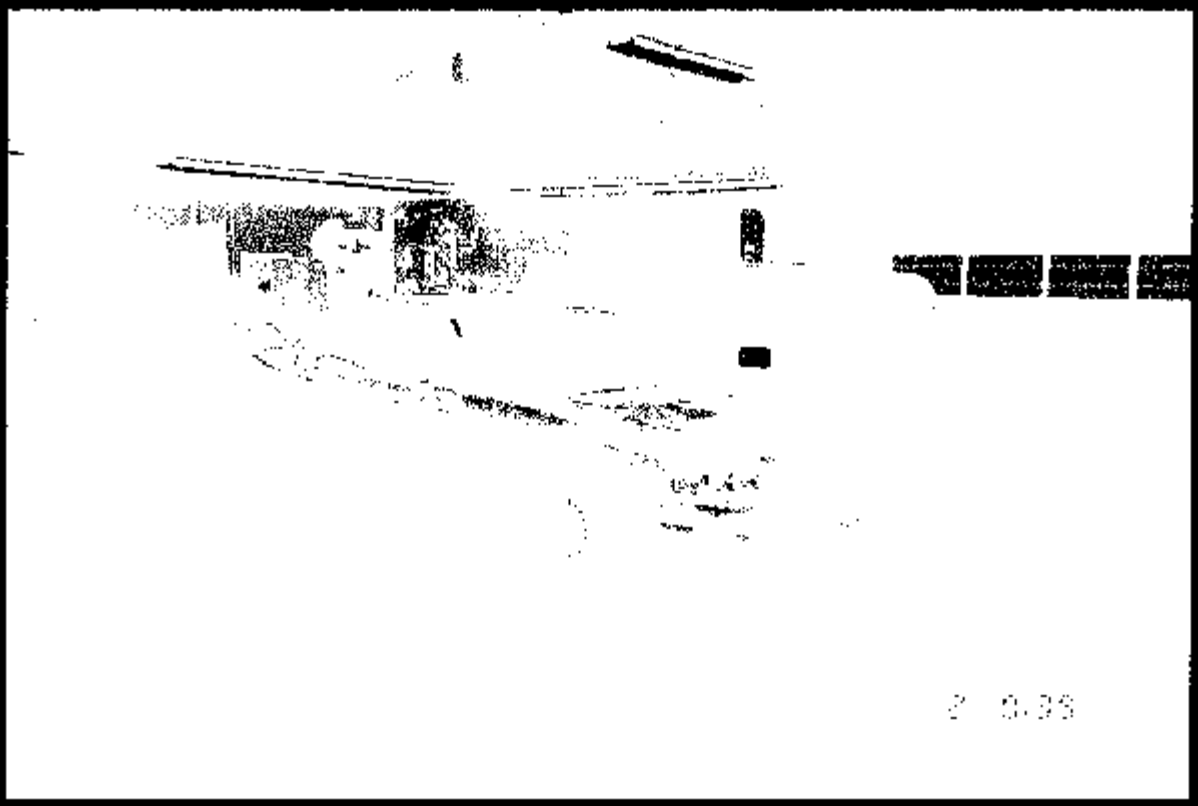
ROAD CONDITION: D SHOULDER CONDITION: D (WET/DRY/ICY/OTHER)

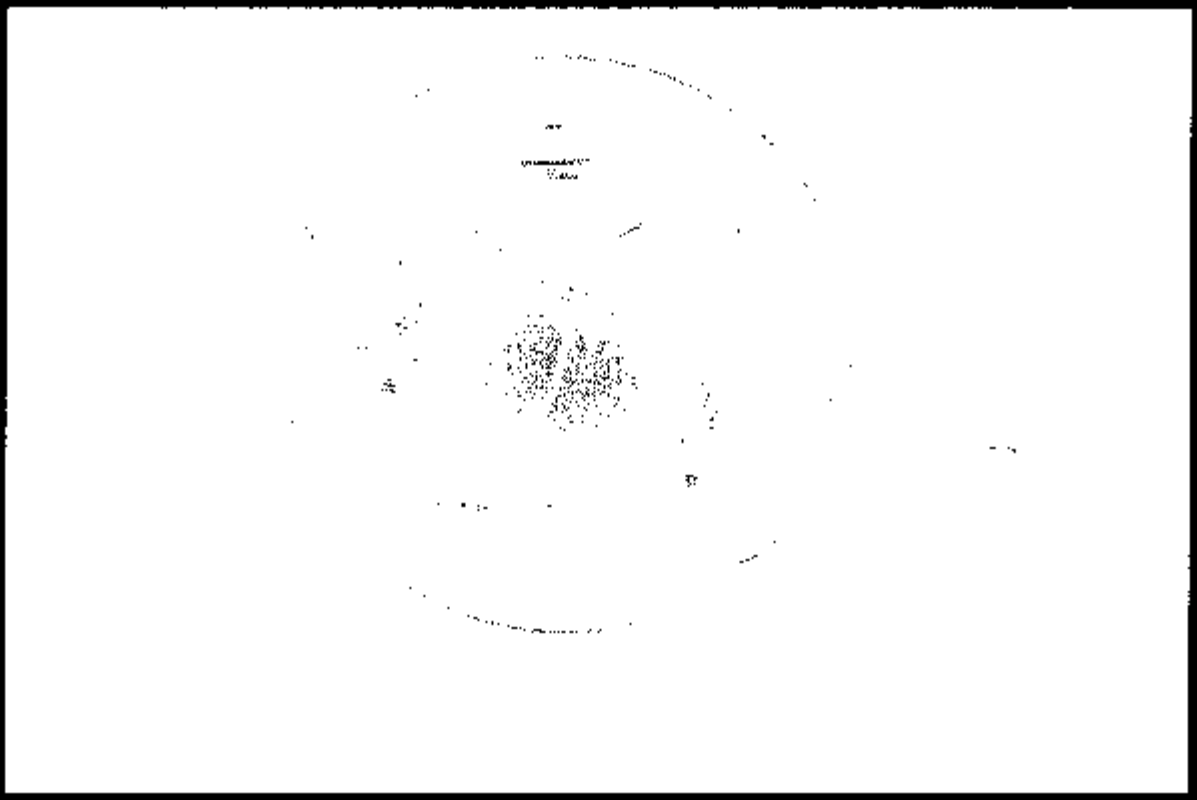
VISION OBSTRUCTIONS : NONE
POSTED SPEED : 30 (MPH)
NEXT: 12416 ACTION: KEY: 990007700 ID: B51SS
NAME: DENNIS KRAFT TEXARKANA,AR YR/MDL: 1998 HP TYPE: 10
GM1241 PAGE 5 (VEHICLE)
VIN : 1G4HP52KXWH401779 DEL DATE: 07 25 97
YR/MDL: 1998 HP NEW/USED/DEMO: N MILEAGE : 24000
TRANS : AXLE: ENGINE :
LICENSE # : STATE:
INSPEC STICK #: STATION # : EXP DATE:
SPECIAL EQUIP/FEATURES: NONE

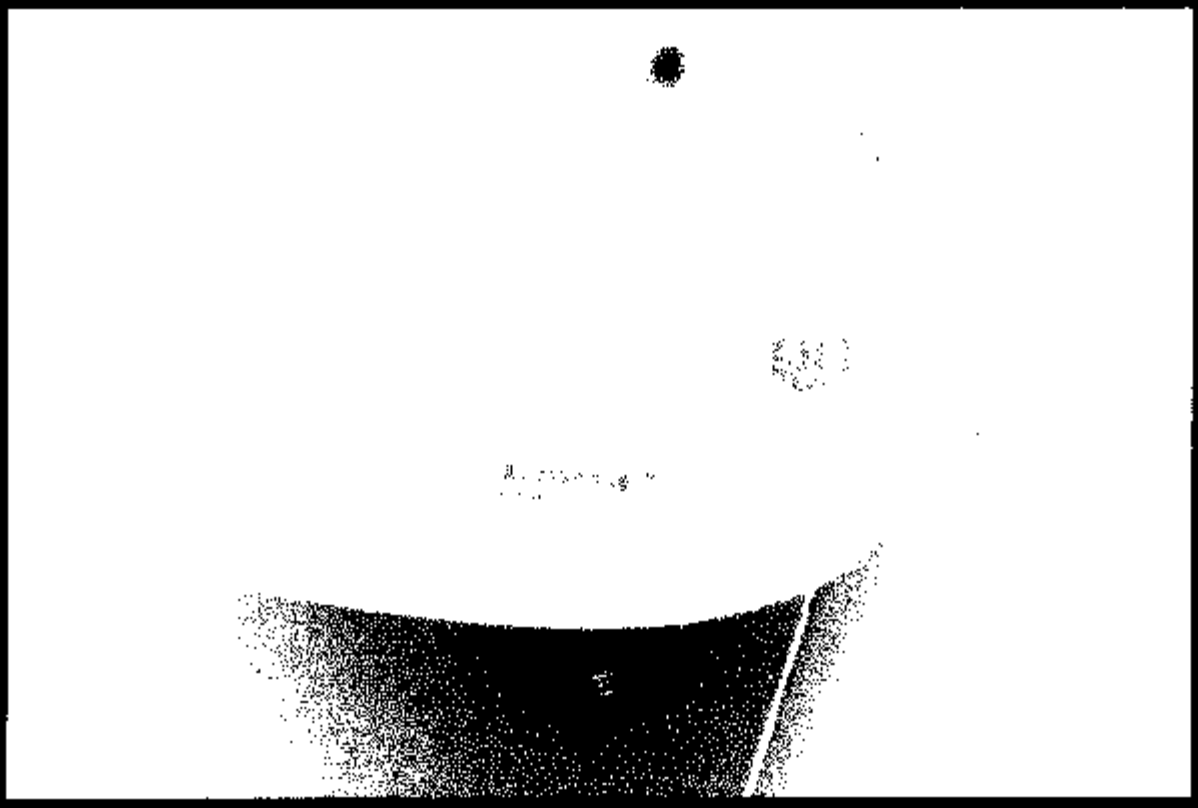
NATURE AND EXTENT OF DAMAGES: BATTERY BURNT, WIRES, HOOD AND RIGHT FENDER BODY
DAMAGE, PLASTIC ON ENGINE HOSING BURNT
EST COST OF REPAIR:
PRODUCT CAMP : NONE CAMP PERFORMED: (Y/N)
IF "Y" DESC:
TIRE SIZE AND BRAND: NA
CONDITION OF TIRE: LF: G RF: P RR: G LR: G (GOOD/POOR/FLAT)
SPARE: G

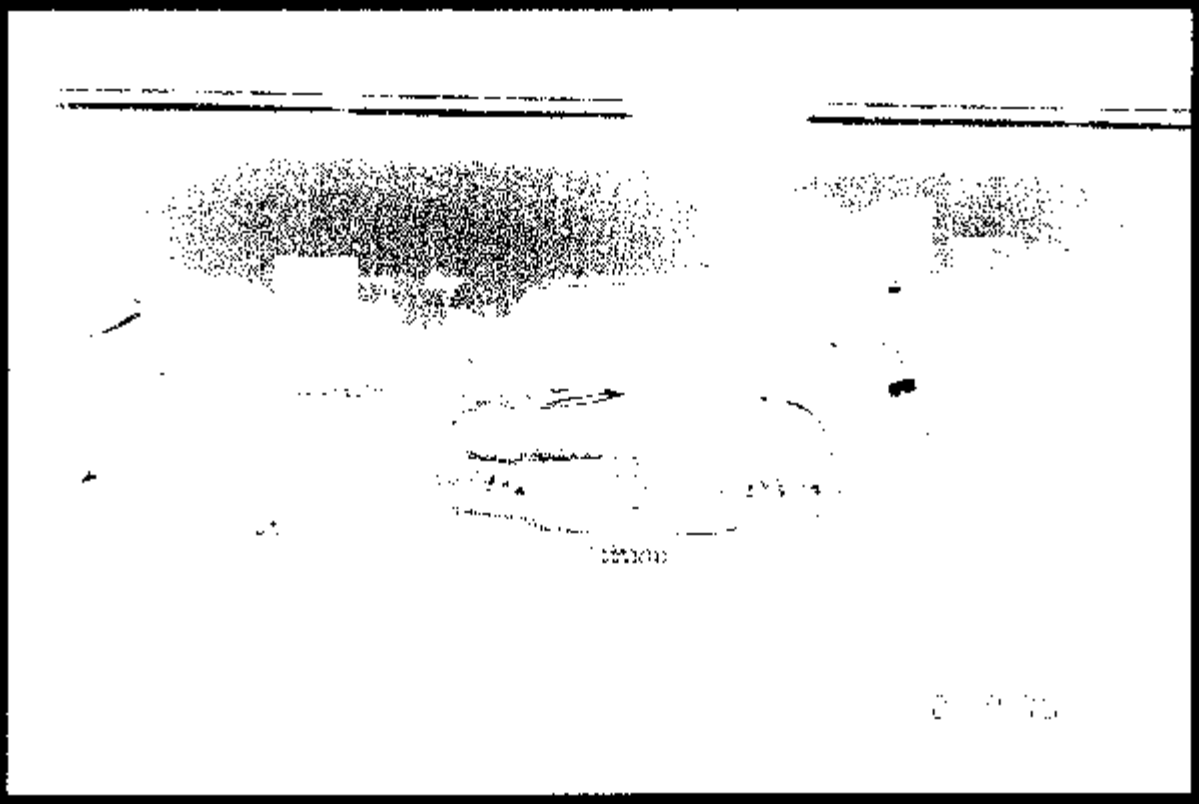


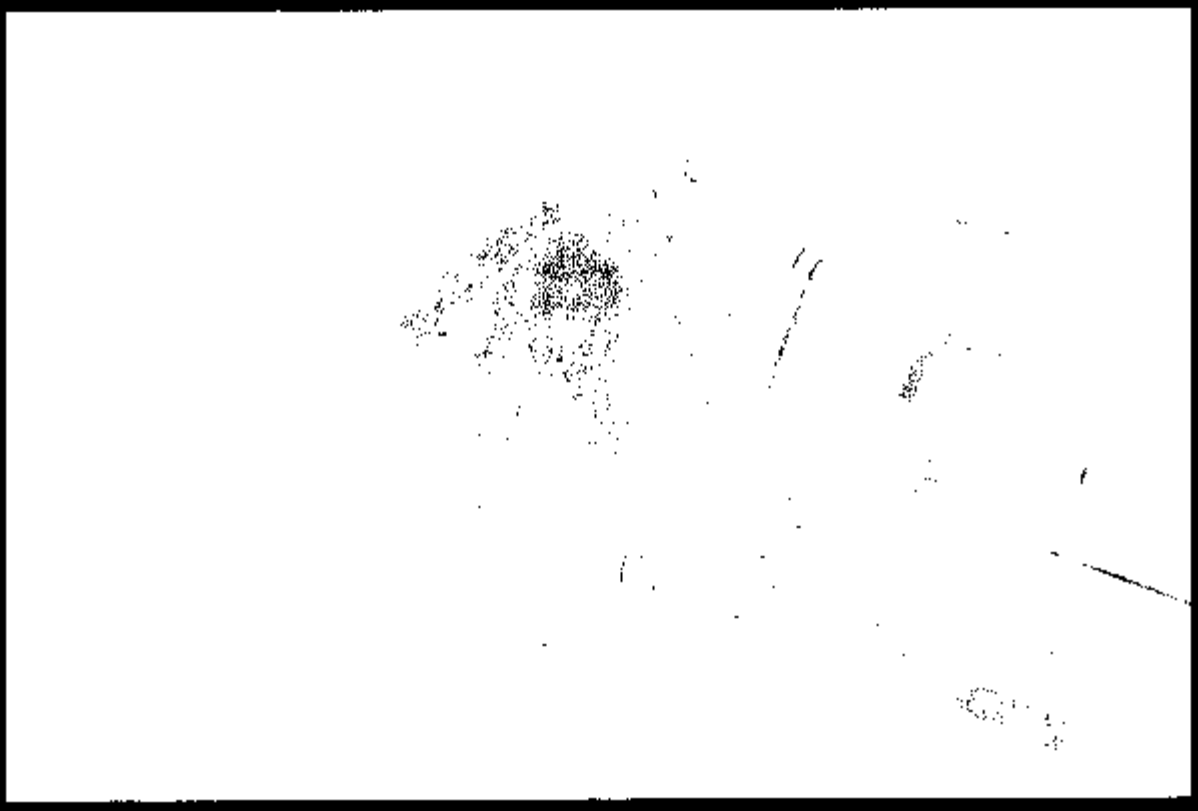


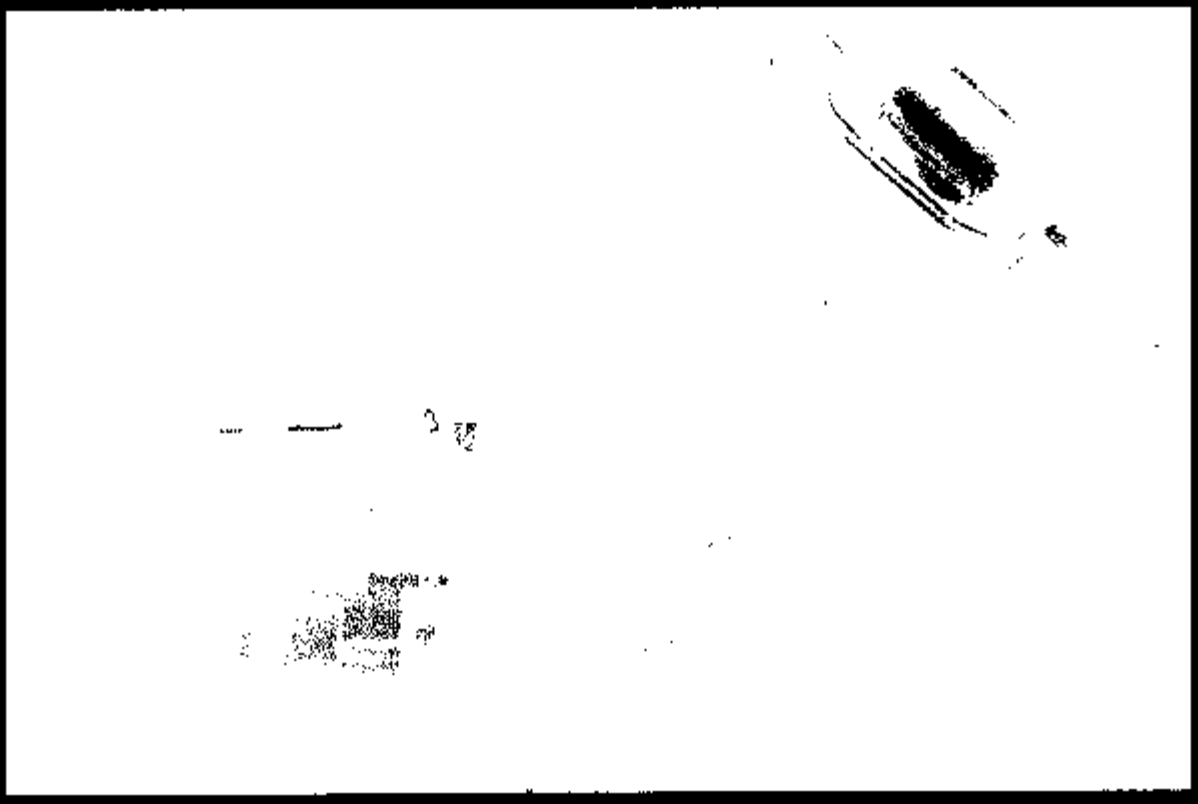




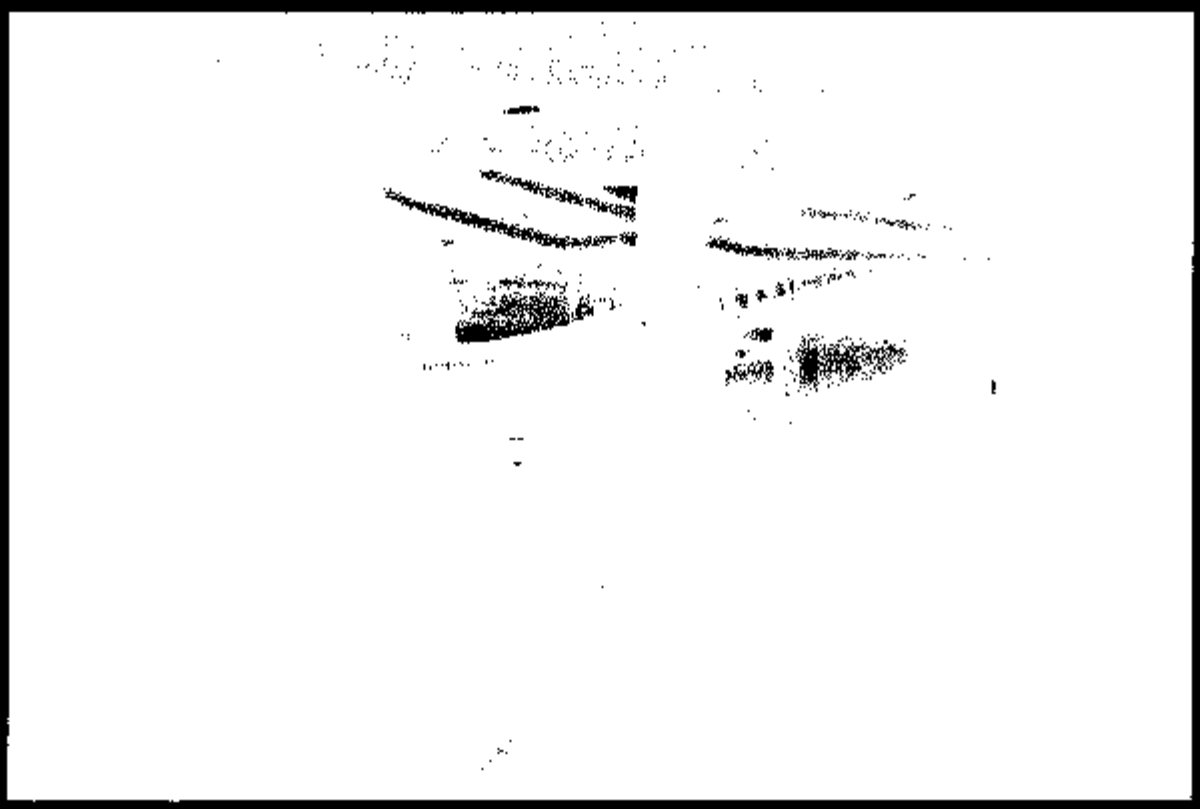


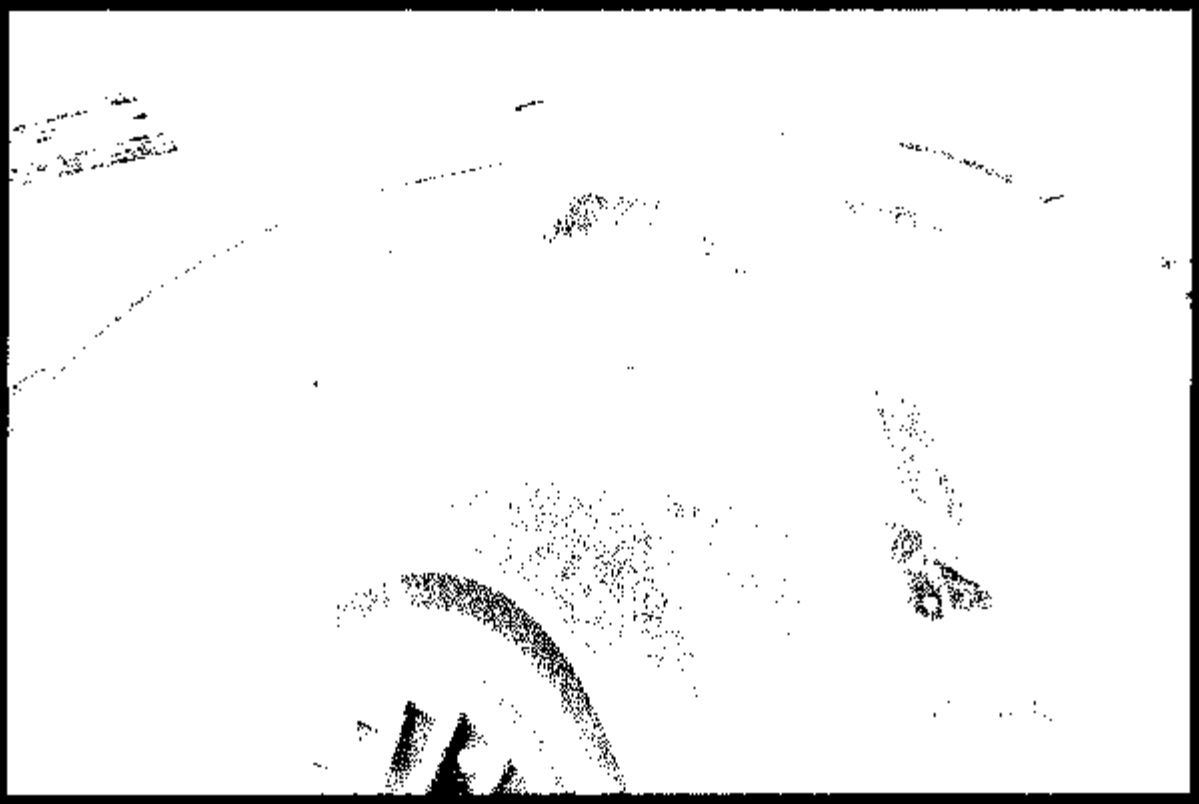


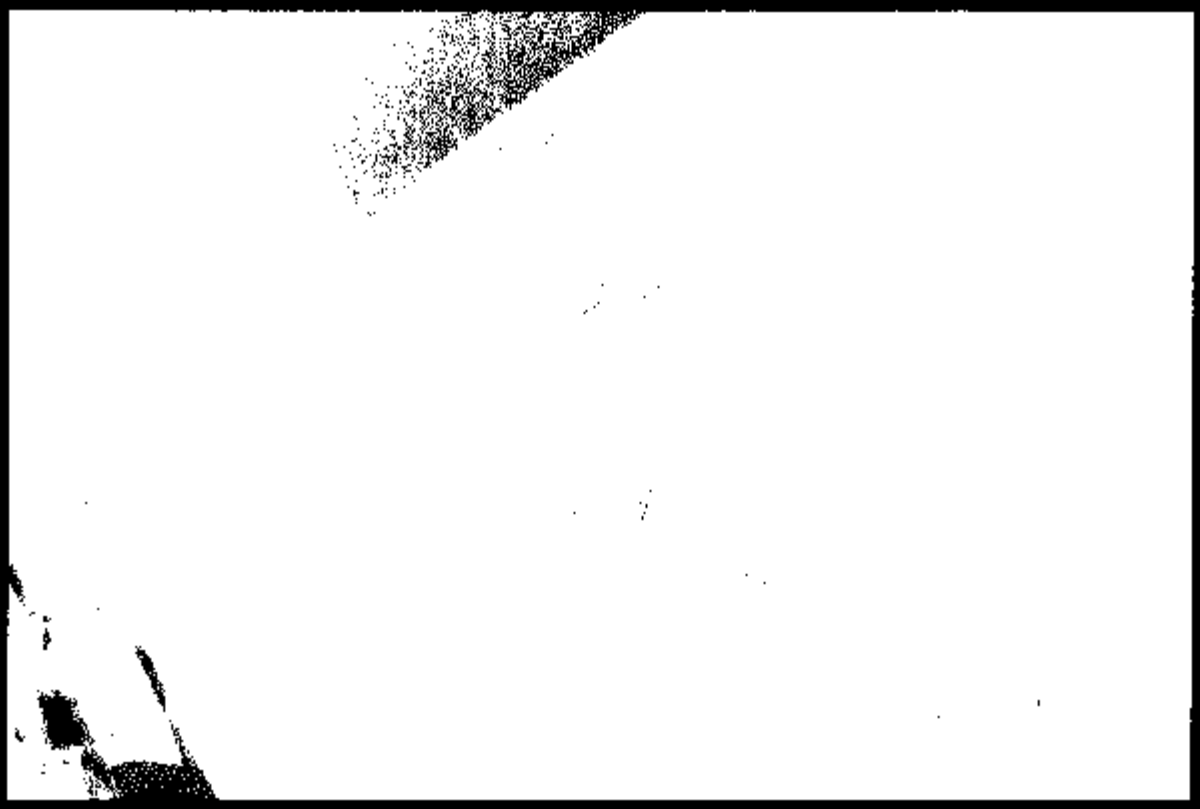


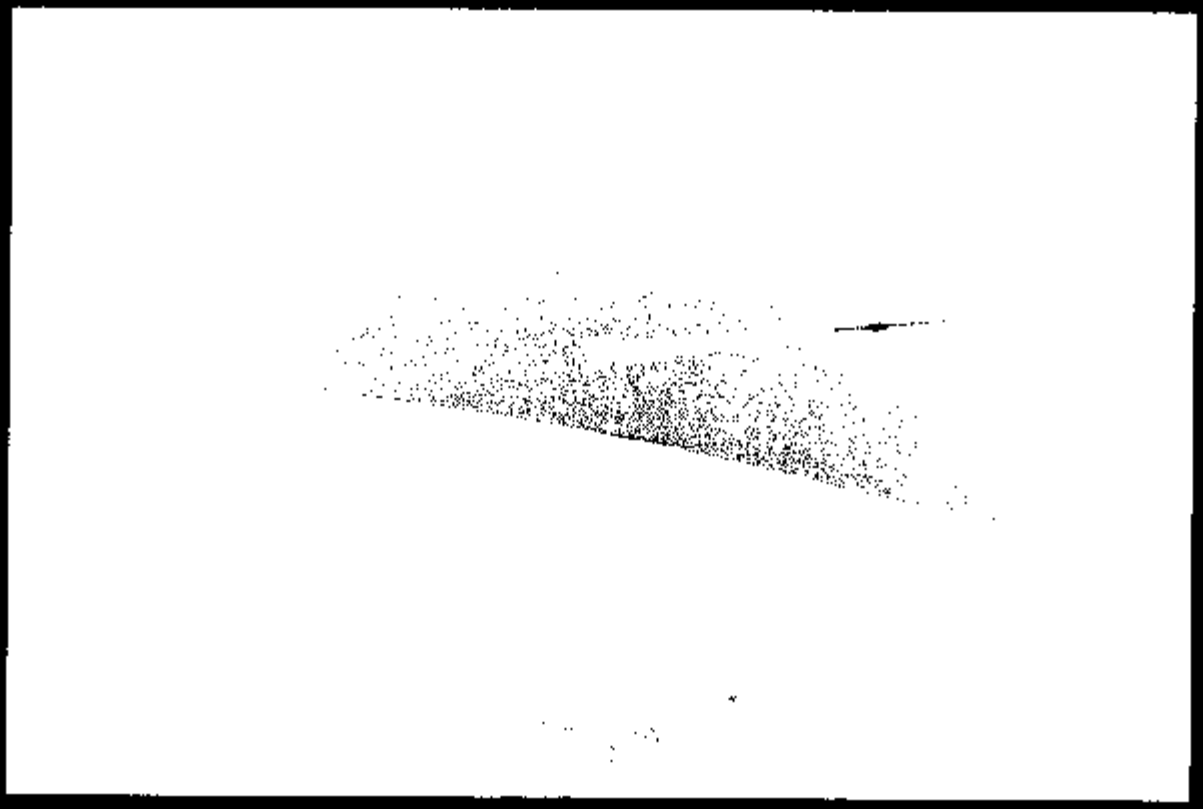


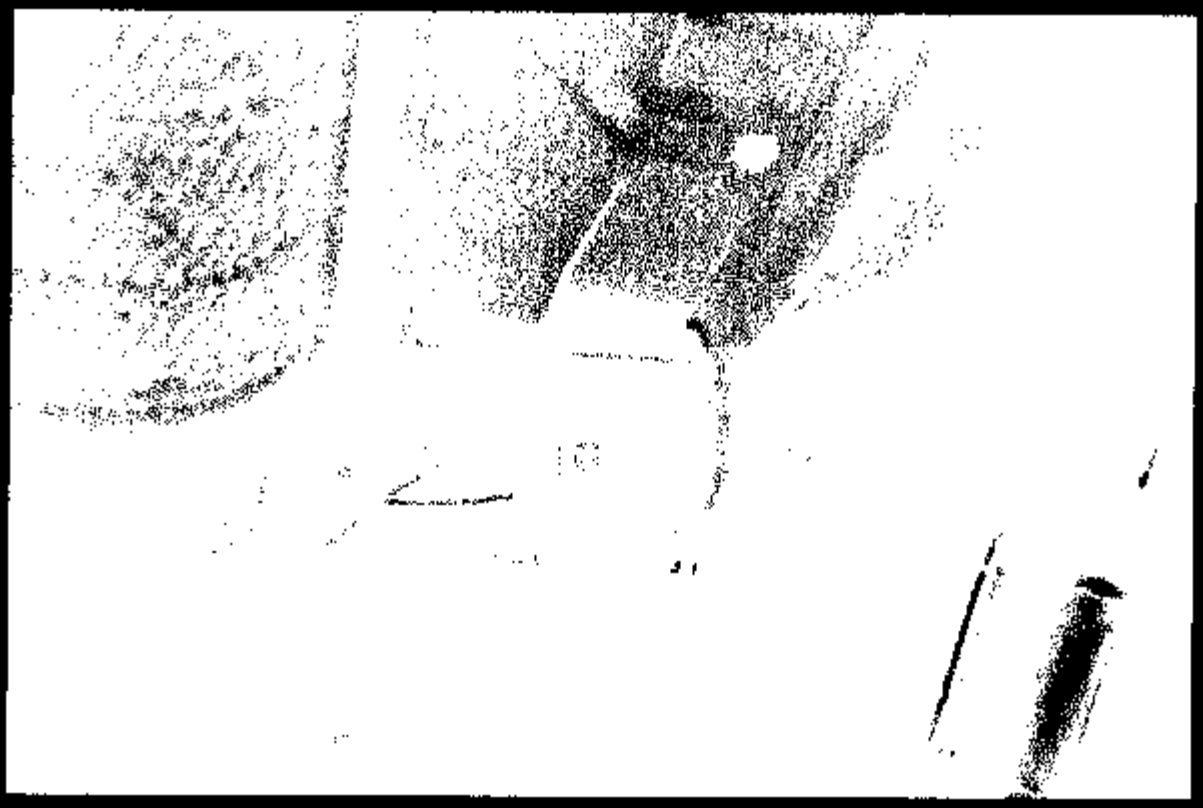
pro9658

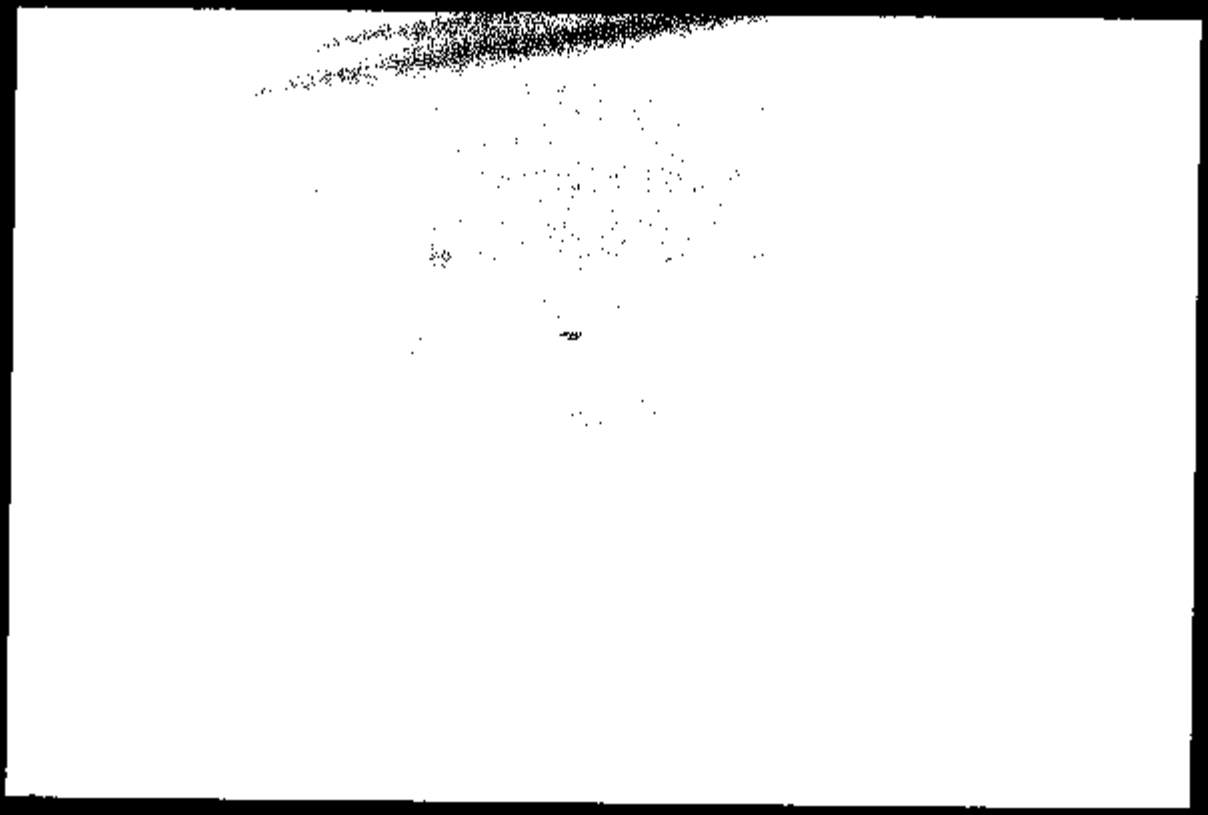


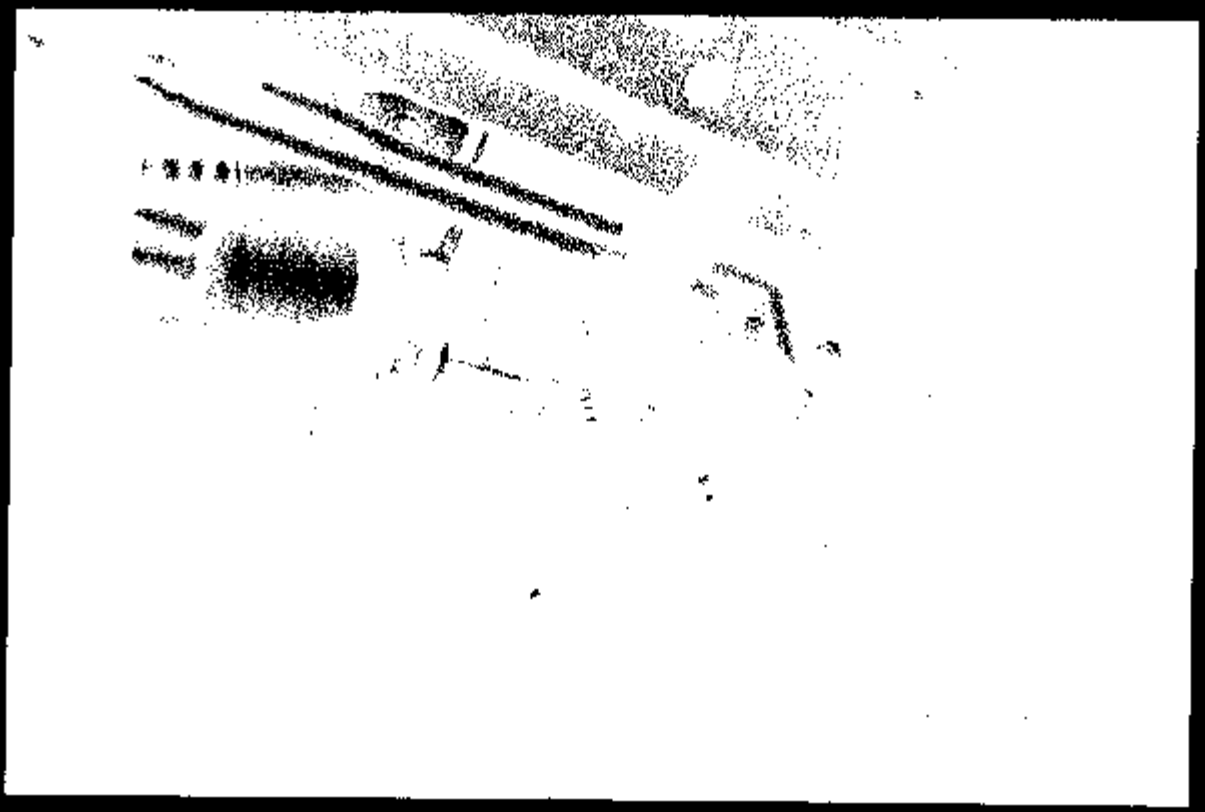




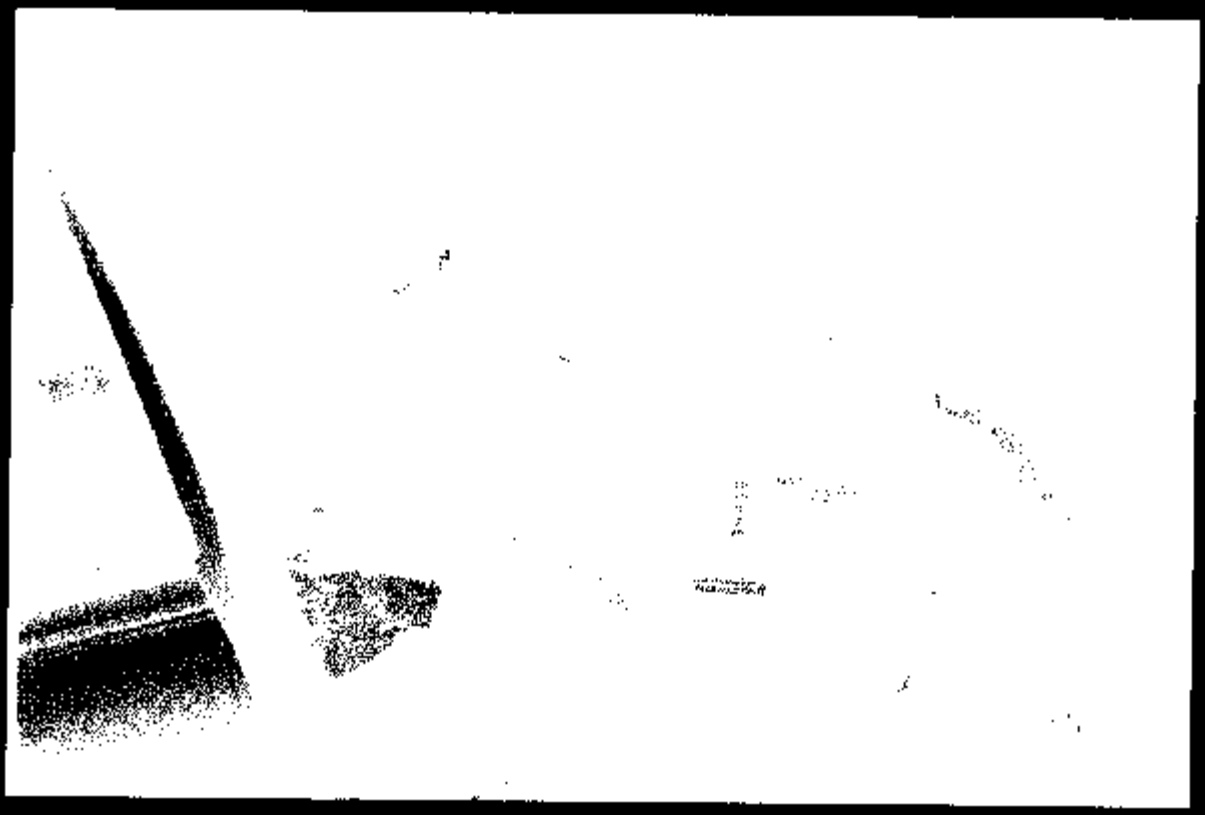


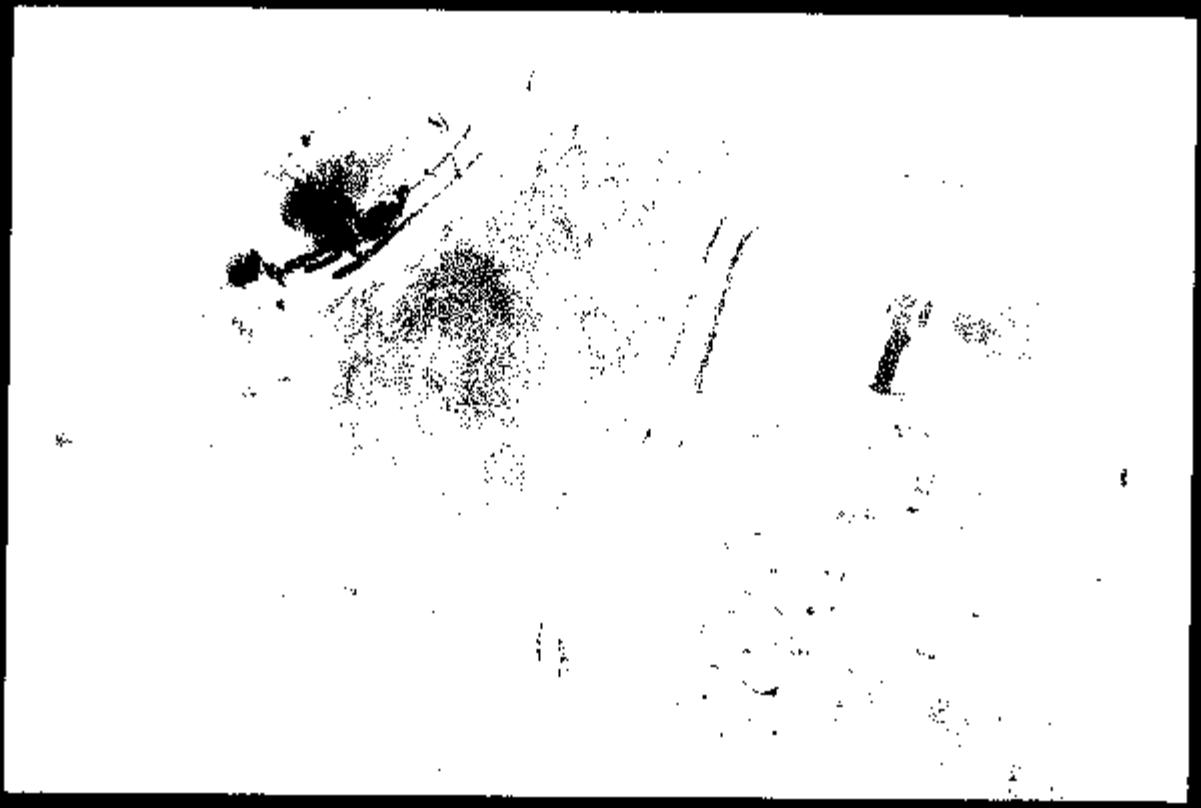


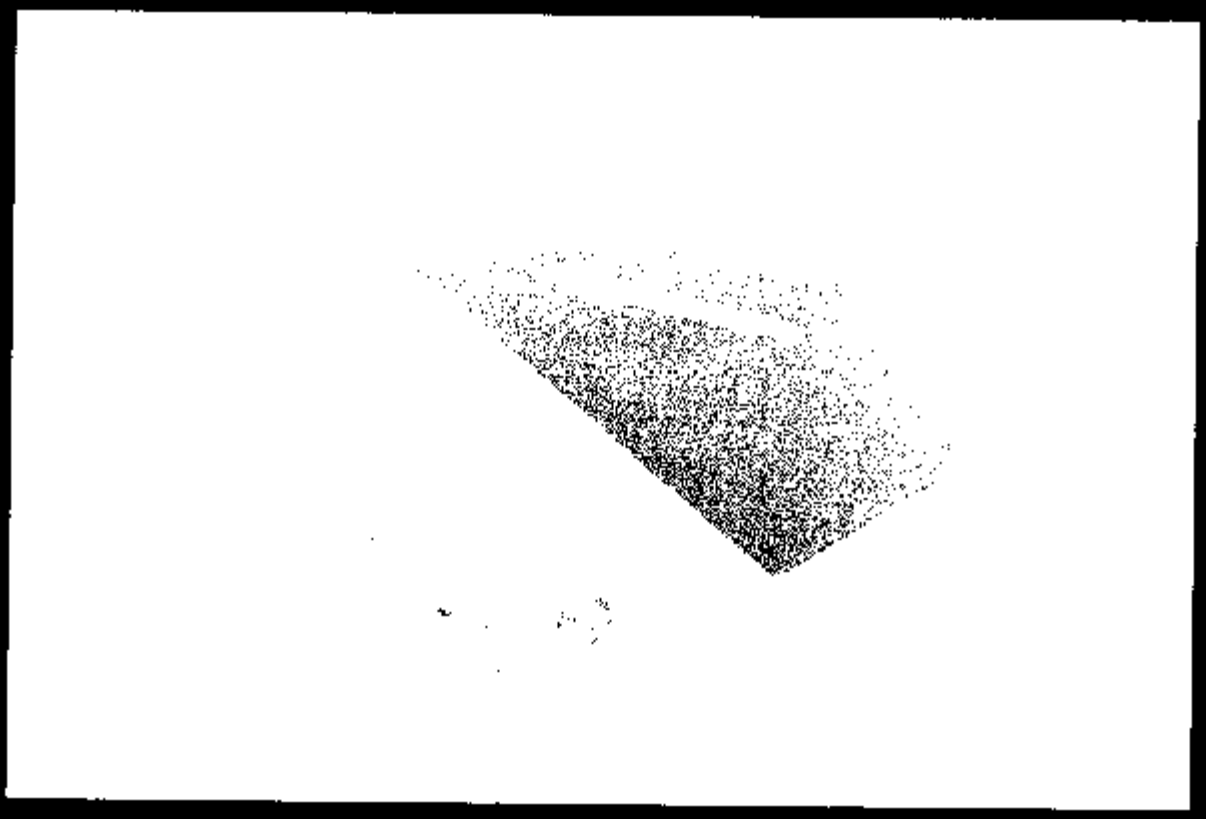


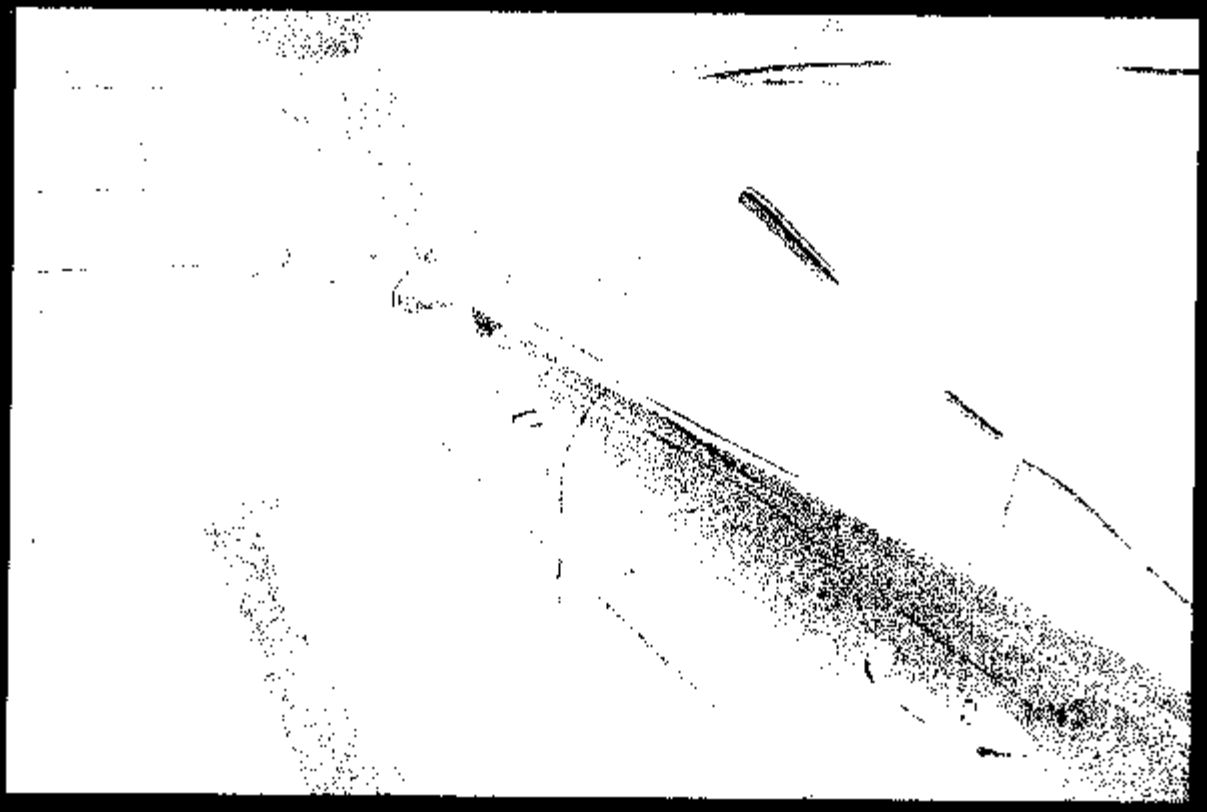


pro9658









pro8956

282661

BUICK MOTOR DIVISION
*** GM RESTRICTED ***

PR09669 PAGE #: 1
J01-L24

CASE NO: 990014790
DATE OPENED: 04/16/1999
DATE CLOSED: / /
SOURCE:
CUSTOMER: [redacted]
ADDRESS: CLEARWATER FL [redacted]
HOME PHONE: [redacted]

VIN: 1G4CW52K1W4611434
MODEL YR: 19
SERIES: CW
MILEAGE: 002627
STATE: FL
P
BUS. PHONE: EXT:

CR25A - GM1241 PAGE: 1
04/17/99 AUTOMOTIVE DIVISION COMPLETING REPORT
00:00 BUICK MOTOR DIVISION REPORT DATE: 04/16/99
PTF76- 001
REPORT OF PRELIMINARY INVESTIGATION DESIGNATION CODE

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

REF # - 990014790 DATE OF INCIDENT: 10/31/98 12:00

********** I OWNER - CLAIMANT **********
NAME OF OWNER: [redacted] AGE: 0
STREET: UNKNOWN
CITY/STATE: UNKNOWN FL 11111 0000 PHONE NO:

NAME OF DRIVER: SHERRY WHITE AGE: 0
STREET: UNKNOWN
CITY/STATE: PRINCETON WV PHONE NO:

NAME OF CLAIMANT: [redacted] AGE: 0
STREET: 116 NORTH JEFFERSON
CITY/STATE: CLEARWATER FL [redacted] PHONE NO: 727 799 2505

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

********** II VEHICLE **********
MAKE: VIN: 1G4CW52K1W4611434 YEAR: 1998 MODEL: CW
TRANS: 4T65-E AXLE: ENGINE: 3.8L V-6 MILEAGE: 2627

DATE OF DEL: 10/17/97 NEW,USED,OR DEMO: N LICENSE #: STATE:
DEALER: STONE BUICK GMC TRUCK, INC. ADDRESS: PALM HARBOR FL
INSP. STICKER NUM: INSP. STATION NO: EXP DATE: 00/00/00

PRINCIPLE USES OF VEHICLE: PERSONAL
SPECIAL VEHICLE FEATURES OR EQP: UNKNOWN

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: 1
(ATTACH COPY OF ESTIMATE) UNKNOWN

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.: 0 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):

********** 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: [redacted] CODE: A (A/B/C/D) AGE: 0
ADDRESS: [redacted]
CITY/STATE: CLEARWATER FL[redacted]0000
SEATING POSITION: FRONT PASSENGER
INJURY DESC: EXTENT OF INJURIES UNKNOWN
(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:
WERE TREATED AND BY WHOM? 1 UNKNOWN

********** V INVESTIGATION **********
HOW, WHEN AND BY WHOM WAS THE ZONE NOTIFIED OF INCIDENT?CALL TO BCRC 2/16/99 ATTORNEY PHILLIPS

LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION):UNKNOWN LOCATION IN WEST VIRGIN IA

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

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

WHERE CAN VEHICLE BE SEEN? UNKNOWN

DID VEHICLE TURN OVER? YES X NO VEHICLE SPEED ESTIMATE: 1 MPH
SOURCE OF SPEED EST.: NO ESTIMATE GIVEN
TIRE SIZE/BRAND: UNKNOWN POSTED SPEED LIMIT: 99 MPH

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

OTHER (TRUCK OR SPARE): 0

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 DO) IF 'NO', EXPLAIN WHY NONE OBTAINED

POLICE REPORT ATTACHED? YES X NO IF 'NO', WHAT STATION OR OFFICER MADE REPORT? : UNKNOWN IF POLICE REPORT WAS MADE, BUT THERE WAS PROBABLY A FIRE REPORT MADE

NAMES AND ADDRESSES OF WITNESSES:

NAMES AND ADDRESSES OF WITNESSES:

NAMES AND ADDRESSES OF WITNESSES:

WERE PHOTOS TAKEN? YES X NO IF 'YES', HOW MANY? 0 AND BY WHOM?
PHOTOGRAPHER NAME:
ADDRESS:
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:

********** VI DESCRIPTION OF CLAIM **********
DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF THE INCIDENT'S CAUSE: "UNDERHOOD AREA CAUGHT ON FIRE WHILE MS. [redacted] WAS DRIVING MR. [redacted] IN VEHICLE. VEHICLE CAME TO A STOP AND ELECTRICAL SYSTEMS DIED. [redacted] AND [redacted] WERE NOT ABLE TO USE POWER DOOR LOCK ACTUATORS, AND BELIEVED THEY WERE STUCK IN THE VEHICLE. A PASSERBY STOPPED AND KNOCKED OUT A WINDOW AND PULLED THE TWO OCCUPANTS OUT OF THE VEHICLE. [redacted] HEALTH HAS SERIOUSLY DETERIORATED SINCE THE INCIDENT"

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

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

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE? UNDERHOOD FIRE

WHO MADE ALLEGATION OF DEFECT? ATTORNEY PHILLIPS
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: MATTER HAS BEEN FORWARDED TO ESIS FOR HANDLING.

HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT? 3/18/99 ADVISED ATTORNEY PHILLIPS THAT MATTER HAS BEEN FORWARDED TO ESIS FOR HANDLING

****
DATE OF INVESTIGATION: 03/18/99 NAME:BRIAN BIRKEY

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

ATTORNEY PHILLIPS HAD LIMITED INFORMATION REGARDING THE INCIDENT.
ATTORNEY PHILLIPS WAS NOT ABLE TO ADVISE AS TO THE CURRENT LOCATION OF THE VEHICLE.
BECAUSE OF THE INVOLVEMENT OF AN ATTORNEY, AND BECAUSE OF THE NATURE OF THE ALLEGATIONS, THIS MATTER IS BEING FORWARDED TO ESIS FOR HANDLING.

CASE REF. # 99001479 CUSTOMER INFORMATION

TITLE : MR.
FIRST : [redacted] MI: LAST : [illegible]
STREET : UNKNOWN
CITY : UNKNOWN ST: FL ZIP : [illegible]
HANDLE: B PHONE:
[illegible]

VEHICLE-DEALER INFORMATION

VIN : 1G4CW52K1W4611434 DEL DTE: 10 17 97
YR/MDL : 1998 CW PARK AVENUE MILEAGE: 39261
DEALER : STONE BUICK GMC TRUCK, INC. ZN/DLR : 07 29310
CITY : PALM HARBOR STATE : FL

AFTER CALL INFORMATION
CUSTOMER REQUEST INFORMATION

REQUEST AREA : SERV
WARRANTY TYPE : DONEY
WARRANTY : I (IN/OUT/UNK)
STOCK-PLUS : N (Y/N)
DLR SVC DISTRICT: 01
PART DELAY START:
CASE OPEN DATE : 02 16 99
ROUTING CODE : CAC CRS LOC: 1241
CARRIER TYPE :
FILE RETENTION : 06
LAST ALTERED ID : B2C26

REQUEST SOURCE : H T CRS
IN CORR SEQ # : N
THIRD PARTIES : 003
GM EMPLOYEE : N (Y/N)
PART DELAY END :
SCRAP DATE :
TRANSMIT DATE :
DOAS CASE #
CENTRAL FILE : Y (Y/N)
LAST ALTERED DATE : 04 07 99

CASE CLOSING INFORMATION

FILE RETENTION : 04
DLR CONTACT DATE : 04 07 99
CLOSING DATE : 04 07 99
QA REVIEW CLOSE : B2E23
REGION REV CLOSE :

CENTRAL FILE : Y (Y/N)
DLR CONCLUSION DATE : 04 07 99
RESPONSIBLE DLR :
DE REVIEWED : Y (Y/N) DATE: 04 07 99
REGION REVIEWED : (Y/N) DATE:

CDE	DESC	CDE COMMENTS
[illegible]	CA 1241 INVESTI	CA PAR INVESTIGATION [illegible] PAR INVESTIGATION
[illegible]	[illegible]	[illegible]

GENERAL COMMENTS

USER: B54NM DATE: 2/16/99 TIME: 16:32
0001/ 1 02/16/99
0001/ 2 727 787 2693 SERVICE MANAGER: DENNY CHAMBERLAIN
0001/ 3 DSL DATE PER WIN, MILES PER WIN A YEAR OLD, CUST DID NOT KNOW.
0001/ 4 CUST ATTORNEY (WAYNE PHILLIPS) CALLED BCRC STATEDT TO 13-31-99.
0001/ 5 VEH ENGINE CAUGHT FIRE AND STALED. CUST ALLEGES ELECTRICAL SYSTEM
0001/ 6 DISENGAGED, WHICH TRAPPED TWO PEOPLE IN VEH. CUST STATES PASSING
0001/ 7 PASSENAGERS PULL BOTH PEOPLE OUT OF BACK WINDOW. BCRC ASKED CUST
0001/ 8 WERE THERE ANY INJURIES . CUST STATES HE CAN'T SAY TO WHAT DEGREE
0001/ 9 OF INJURIES AT THIS TIME, HE IS NOT SURE. BCRC GAVE CUST CASE #.
0001/10 BCRC INFORMED CUST THAT THIS CASE WOULD BE FORWARDED TO OUR LEGAL
0001/11 DEPARTMENT AND INVESTIGATED. BCRC INFORMED CUST HE WOULD HEAR BACK
0001/12 FROM BCRC WITHIN 48 HOURS.(TEL # ON BASE SCREEN IS FOR WAYNE PHILLIPS).
0001/13 KIM MCLENDON BCRC 248-952-2747.

USER: B223B DATE: 2/17/99 TIME: 16:03
0002/ 1 02/17/99
0002/ 2
0002/ 3 CALLED MR. PHILLIPS,.THE ATTORNEY, TO OBTAIN PAR INFORMATION.
0002/ 4 LEFT MESSAGE ON ANSWERING MACHINE REQUESTING THAT MR. PHILLIPS
0002/ 5 CALL US BACK.
0002/ 6
0002/ 7 BRIAN BIRKEY B.R.C. - PAR TEAM XBTTT
0002/ 8
0002/ 9
0002/10 *** FORWARD FURTHER CONTACT TO B.R.C. ***

USER: B22E1 DATE: 2/22/99 TIME: 11:13
0003/ 1 02/22/99
0003/ 2 LEFT ANOTHER MESSAGE FOR ATTORNEY WAYNE PHILLIPS.
0003/ 3
0003/ 4 BRIAN BIRKEY PARALEGAL XBTTT
0003/ 5
0003/ 6
0003/ 7 ********** PLEASE FORWARD FURTHER CONTACT TO B.R.C. ********** ****

USER: [illegible] DATE: 2/ 2/99 TIME: 14:[illegible]
0004/ 1 02/02/99
0004/ 2 ATTY MR. PHILLIPS CALLED BCRC IN REGARDS TO DATE, AND MILES PER
0004/ 3 BRIAN. BCRC CALLED BRIAN AND HE WAS N/A. BCRC LEFT MESSAGE FOR BRIAN
0004/ 4 TO CONTACT ATTY AT WAYNE NUMBER FROM BASE SCREEN ASAP. BCRC INFORMED
0004/ 5 ATTY THAT BRIAN WAS N/A AND WOULD CALL HIM BACK ASAP.
0004/ 6 (SHEREE WRIGHT, BCRC XBTTC (248) 952-2713

USER: B22B6 DATE: 3/ 2/99 TIME: 15:04
0005/ 1 03/02/99
0005/ 2
0005/ 3 CALLED ATTORNEY WAYNE PHILLIPS OFFICE. LEFT MESSAGE FOR MR. PHILLIPS.
0005/ 4
0005/ 5 BRIAN BIRKEY B.R.C. - PAR/LEGAL TEAM XBTTT [illegible]

GENERAL COMMENTS

0005/ 6
0005/ 7 *** PLEASE REFER FURTHER CONTACT TO B.R.C. ***

USER: 239DM DATE: 3/18/99 TIME: 16:33
0006/ 1 3/18/99
0006/ 2 ATTORNEY WAYNE PHILLIPS CALLED AND REQUESTED TO TALK WITH BRIAN.
0006/ 3 BCRC TRANSFERRED CALL TO BRIAN.
0006/ 4
0006/ 5 DON MCKERCHER 248-952-2729 VME 29654

USER: 82288 DATE: 3/19/99 TIME: 09:39
0007/ 1 3/19/99
0007/ 2 SPOKE WITH ATTORNEY PHILLIPS ON 3/18. ATTORNEY [redacted] CLAIMS THAT
0007/ 3 HE REPRESENTS THE FAMILY OF [redacted]. ATTORNEY [redacted]
0007/ 4 ALLEGES THAT MR. [redacted] HEALTH HAS DETERIORATED SEVERELY SINCE
0007/ 5 10/21/98, THE DATE OF THE INCIDENT. ATTORNEY PHILLIPS ALLEGES THAT
0007/ 6 THE INCIDENT WAS THE RESULT OF A PRODUCT DEFECT, AND ALLEGES THAT
0007/ 7 BUICK IS LIABLE FOR MR. [redacted] HEALTH.
0007/ 8 GIVEN THE NATURE OF THE ALLEGATIONS, THIS CASE IS BEING FORWARDED TO
0007/ 9 ESIS FOR HANDLING.
0007/10 BRIAN BIRKEY B.R.C. - PAR TEAM X2777 VME-82-8
0007/11
0007/12 *** PLEASE FORWARD FURTHER CONTACT TO ESIS - 800.835.3144 ***

BCRC Case Number 990014790

GM1241 PAGE 1
INCIDENT DATE: 10 / 31 / 98 TIME: 12 : 00 (24 HR CLOCK)
OWNER TITLE : MR.
FIRST : [redacted] MI : LAST: [redacted]
STREET : [redacted]
CITY : CLEARWATER ST: FL ZIP : [redacted]
H PHONE : AGE: B PHONE:
COMPANY:
DRIVER TITLE :
FIRST : [redacted] MI : LAST: [redacted]
STREET : UNKNOWN
CITY : PRINCETON ST: WV ZIP :
H PHONE : AGE: B PHONE:
CLAIMANT TITLE: ATTORNEY
FIRST : [redacted] MI : LAST: [redacted]
STREET : .
CITY : . ST: FL ZIP :
H PHONE : [redacted] AGE: B PHONE:

GM1241 PAGE 2
BODILY INJURIES : Y (Y/N) NUMBER OF PEOPLE : 1
WAS ANOTHER VEH INVOLVED : N (Y/N) NUMBER OF VEHICLES :
DID VEHICLE TURN OVER : N (Y/N) CLAIMANT REP BY ATTNY: Y (Y/N)
WHERE CAN VEHICLE BE SEEN: UNKNOWN

VIN : 1G4CW52K1W4511434 DEL DTE: 101797
YR/MDL: 1998 CW MILEAGE: 2627
******* ******* ******** ******** ******* ******* *******

PRINCIPLE USE OF VEHICLE : PERSONAL
DRIVER DESCRIPTION OF INCIDENT & CAUSE: "UNDERHOOD AREA CAUGHT ON FIRE WHILE MS. WHITE WAS DRIVING MR. FRANCIS IN VEHICLE. VEHICLE CAME TO A STOP AND ELECTRICAL SYSTEMS DIED. MS WHITE AND MR FRANCIS WERE NOT ABLE TO USE POWER DOOR LOCK ACTUATORS, AND BELIEVED THEY WERE STUCK IN THE VEHICLE. A PASSERBY STOPPED AND KNOCKED OUT A WINDOW AND PULLED THE TWO OCCUPANTS OUT OF THE VEHICLE. MR FRANCIS'S HEALTH HAS SERIOUSLY DETERIORATED SINCE THE INCIDENT"

NATURE OF WEATHER: UNKNOWN

GM1241 PAGE 3
WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: UNDERHOOD FIRE

WHO MADE ALLEGATION OF DEFECT: ATTORNEY PHILLIPS
WAS VEHICLE TOWED : Y (Y/N)
TOWING CO NAME : UNKNOWN
TOWING CO ADDRESS: UNKNOWN
TOW DRIVER NAME : UNKNOWN

DID YOU SPEAK TO DRIVER: N (Y/N)
IF "N" GIVE SOURCE OF DRIVER DESC: ATTORNEY PHILLIPS
VEHICLE SPEED EST : 1
SOURCE OF EST : NO ESTIMATE GIVEN

GM1241 PAGE 4
POLICE REPORT MADE: Y (Y/N). REPORT ATTACHED: N (Y/N)
IF NOT ATTACHED,GIVE STATION/OFFICER MAKING REPORT: UNKNOWN IF POLICE REPORT WAS MADE, BUT THERE WAS PROBABLY A FIRE REPORT MADE
ANY WITNESSES : Y (Y/N) NUMBER: 2

INCIDENT LOCATION
LOCATION OF INCIDENT: UNKNOWN LOCATION IN WEST VIRGINIA

KIND OF ROAD: A KIND OF SHOULDER: A (CONCRETE/GRAVEL/DIRT/ROCK-CRUSH/ASPHALT)

ROAD CONDITION: O SHOULDER CONDITION: O (WET/DRY/ICY/OTHER)

VISION OBSTRUCTIONS : UNKNOWN
POSTED SPEED : 99 (MPH)

GM1241 PAGE 5 (VEHICLE)
VIN : 1G4CW52K1W4611434 DEL DATE: 10 17 97
YR/MDL: 1998 CW NEW/USED/DEMO: N MILEAGE : 2527
TRANS : 4T65-E AXLE: ENGINE : 3.8L V-6
LICENSE # : STATE:
INSPEC STICK # STATION # : EXP DATE:
SPECIAL EQUIP/FEATURES: UNKNOWN

NATURE AND EXTENT OF DAMAGES: UNKNOWN

EST COST OF REPAIR: 1
PRODUCT CAMP : NONE CAMP PERFORMED: (Y/N)
IF "Y" DESC:
TIRE SIZE AND BRAND: UNKNOWN
CONDITION OF TIRE: LF: G RF: G RR: G LR: G (GOOD/POOR/FLAT)
SPARE: G

GM1241 PAGE 6 (PHOTOS/DLR/PARTS)
WERE PHOTOS TAKEN: N (Y/N) NUMBER: BY WHOM:
ADDRESS :
VEHICLE INSPECTED: N (Y/N) NAME :
NAME OF INS. REP AT INVESTIGATION:
SELLING DEALER : UNKNOWN
ADDRESS :
SERVICING DEALER : UNKNOWN
ADDRESS :
REPAIR ORDER FOUND IN VEHICLE HISTORY: N (Y/N) HOW MANY :
IF "N" EXPLAIN : NONE OBTAINED

ALLEGED DEFECTIVE PART(S) REMOVED : N (Y/N)
PARTS NAME : CUSTODIAN:
LOCATION :
HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: 3/18/99 ADVISED ATTORNEY PHILLIPS THAT MATTER HAS BEEN FORWARDED TO EBIS FOR HANDLING

GM1241 PAGE 8 (BODILY INJURIES)
TITLE : MR.
FIRST : [redacted] MI : LAST: [redacted]
STREET: [redacted]
CITY : CLEARWATER ST : FL ZIP : [redacted]
HOME PHONE: BUSI PHONE: AGE:
LOCATION CODE: A (A=OWNER'S VEH/B=OTHER VEH/C=PEDESTRIAN/D=OTHER)
IF "B", GIVE DRIVER NAME:
NATURE OF INJURIES : EXTENT OF INJURIES UNKNOWN
WHERE WERE INJURIES TREATED & BY WHOM: UNKNOWN

SEATING POSITION: FRONT PASSENGER
ADDITIONAL COMMENTS: ATTORNEY PHILLIPS IS NOT ALLEGING THAT MR. FRANCIS SUFFERED INJURIES AT THE SCENE OF THE INCIDENT, BUT THAT THE TRAUMA OF THE INCIDENT LED TO THE DETERIORATION OF MR. FRANCIS'S HEALTH

GM1241 PAGE 9
GENERAL COMMENTS: TOTAL CMTS: 1
USER: B22BB DATE: 03/19/99 TIME: 09:47 COMMENT #: 1
ATTORNEY PHILLIPS HAD LIMITED INFORMATION REGARDING THE INCIDENT.
ATTORNEY PHILLIPS WAS NOT ABLE TO ADVISE AS TO THE CURRENT LOCATION OF THE VEHICLE.
BECAUSE OF THE INVOLVEMENT OF AN ATTORNEY, AND BECAUSE OF THE NATURE OF THE ALLEGATIONS, THIS MATTER IS BEING FORWARDED TO ESIS FOR HANDLING.

GM1241 PAGE 10 (RECAP)
DIVISION NOTIFIED OF INCIDENT
HOW : CALL TO BORC
WHEN : 2/16/99
BY WHOM: ATTORNEY PHILLIPS
ZN ASSIGNED : 07
ASSIGNMENT
INVESTIGATOR FIRST NAME: BRIAN MI: LAST NAME: BIRKEY
ASSIGNMENT DATE : 031899 DUE DATE : 040199
INVESTIGATION DATE : 031899 RECEIVED DATE : 031899
INFO FROM FURTHER INVESTIGATION: MATTER HAS BEEN FORWARDED TO ESIS FOR HANDLING.

INSURANCE CO CODE: INSM001 DATE SENT: 031999

GM1241-A
DIVISION: BUICK ZONE: 07 DATE: 03 19 99
INSURANCE COMPANY'S (LOCAL OFFICE) DESIGNATION CODE PTP 76- INSM001
ADDRESS: P. O. BOX 02489 CITY: DETROIT ST: MI ZIP: 48202
RECLAIMANT (FIRST): WAYNE MI: LAST: PHILLIPS
DATE OF INCIDENT : 10 31 98

REASON FOR SUBMISSION OF PRIMARY REPORT: 1 (1/2/3)
1. THE ATTACHED REPORT IS FOR YOUR INFORMATION AND RECORD.
2. WE BELIEVE THIS CLAIM MAY DESERVE FURTHER INVESTIGATION BY YOU.
3. OTHER:

FORWARD ACKN TO: 1. X UNDERSIGNED AND/OR 2. E.D. THOMPSON
FOR INQUIRIES TO: 1. X UNDERSIGNED AND/OR 2. E.D. THOMPSON

ENCLOSURES :
CONTACT NAME FIRST: E LAST: THOMPSON MI: D
CONTACT ADDRESS: 5505 CORPORATE DRIVE
CITY: TROY ST: MI ZIP: 48098 CONTACT TITLE: PAR SUPERVISOR

282682

BUICK MOTOR DIVISION
*** GM RESTRICTED ***

PRO9890 PAGE #: 1
K30-042 J43-124

CASE NO: 990022448
DATE OPENED: 05/21/1999
DATE CLOSED: / /
SOURCE:
CUSTOMER: [redacted] P
ADDRESS: SYRACUSE NY [redacted]
HOME PHONE: [redacted]

VIN: 1G4CW52K1V4602595
MODEL YR: 19
SERIES: CW
MILEAGE: 030000
STATE: NY
P
BUS. PHONE: EXT:

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):

********** 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 HOME NOTIFIED OF INCIDENT?CALL TO BCRC 03/09/99
MS. GOTJEN

LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION):WESTCOTT STREET NEAR EAST GENESS
NE STREET SYRACUSE, NY

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

NATURE OF WEATHER: SNOWY
VISION OBSTRUCTIONS: NONE
NAME AND ADDRESS OF DEALER WHO TOWED (INCLUDE TOW DRIVER'S NAME),STORED,AND/OR
PROVIDED TEMPORARY SERVICE TO DAMAGED VEHICLE: UNKNOWN UNKNOWN UNKNOWN

WHERE CAN VEHICLE BE SEEN? JOE ROMANO BUICK, 960 HIAWATHA BLVD., SYRACUSE,
NY. CONTACT: MIKE FAGAN, SERVICE MGR. 315.597.6776
DID VEHICLE TURN OVER? YES X NO VEHICLE SPEED ESTIMATE: 1 MPH
SOURCE OF SPEED EST.: MS. GOTJEN
TIRE SIZE/BRAND: UNKNOWN POSTED SPEED LIMIT: 25 MPH

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

OTHER (TRUCK OR SPARE): G

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 01) IF 'NO', EXPLAIN

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

NAMES AND ADDRESSES OF WITNESSES:

NAMES AND ADDRESSES OF WITNESSES:

NAMES AND ADDRESSES OF WITNESSES:

WERE PHOTOS TAKEN? X YES NO IF 'YES', HOW MANY? 23 AND BY WHOM?
PHOTOGRAPHER NAME: J.E. BURKHOLDER
ADDRESS: ÈAÀ
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:

********** VI DESCRIPTION OF CLAIM **********
DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF THE INCIDENT'S CAUSE: "I WAS DRIVING ON A SNOWY STREET AND TRACTION CONTROL INDICATOR CAME ON THE DASH. THE CAR BEGAN TO GO MORE AND MORE SLOWLY. I DOWNSHIFTED TO 1ST GEAR, BUT THE CAR KEPT SLOWING. FINALLY, THE CAR STARTED TO ROLL BACKWARD DOWN A SLIGHT GRADE. I TURNED OFF THE CAR AND GOT OUT AND THERE WAS RED TRANS FLUID ON THE SNOW, AND THERE WERE DROPS OF FIRE FALLING UNDER THE CAR. THE FIRE DEPT CAME AND PUT OUT THE FIRE."

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: J. E. BURKHOLDER

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE? TRANSMISSION, TRACTION CONTROL SYSTEM, UNDERHOOD FIRE
WHO MADE ALLEGATION OF DEFECT? MS. GOTJEN
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:

HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT? 4/19/99 ADVISED MRS. GOTJEN THAT BUICK IS UNABLE TO ASSUME RESPONSIBILITY IN THIS MATTER.

****
DATE OF INVESTIGATION: 03/22/99 NAME:J E BURKHOLDER

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

*** INSPECTION SUMMARY ***
ONLY VISUAL TESTS COULD BE CONDUCTED
ADD-ON OIL COOLER LINES HAD BEEN CUT AND SPLICED USING RUBBER HOSE AND CLAMPS. WHILE DRIVING, THE SPLICED PIPES SEPARATED CAUSING ALL OIL TO BE PUMPED OUT OF THE TRANSMISSION AND ONTO THE ENGINE.

** VEHICLE INSPECTION **
BATTERY AND ATTACHED CABLES - NA
ENGINE BLOCK - NA
ENGINE OIL PAN - NA
ENGINE COMPARTMENT HINGE TORQUE RODS - NA
ENGINE COMPARTMENT EXHAUST SYSTEM - NA
ANY ITEM WHICH IS ALLEGED TO BE CAUSE/SOURCE - TRANSMISSION COOLER
ANYTHING ON VEHICLE WHICH IS AFTER-MARKET - OIL COOLER, INSTALLED BY U-HAUL.
ANYTHING ON VEHICLE WHICH IS A MODIFICATION - OIL COOLER AND TRAILER HITCH

TRANSMISSION FLUID - EMPTY
FUSES - NA
ADDITIONAL COMMENTS - FIRE CAUSED EXTENSIVE DAMAGE TO THE ENGINE COMPARTMENT. PLASTIC, WIRE INSULATION, AND HOSES BURNED.

REQUEST SOURCE

THIRD PARTIES
IN INVOLVED

CASE NUMBER INFORMATION

FURTHER ASSURE [illegible] THIS CONCERN. THE D/S SHE DOES NOT FEEL SAFE IN [illegible]
[illegible] D/S SAE [illegible] SENT TO THE [illegible] PROCESSING [illegible]. THE S.R. [illegible]
[illegible] REDEC TO TOW [illegible] STEPS LAST CENTER AND AGAIN THE [illegible] OF SHE [illegible]
[illegible] AN EXTRA ADAPTER THAT THE [illegible] RECOMMENDED. THE [illegible] CHUCK MOLVEY
[illegible] CONTINUE [illegible] TO CONVERT [illegible]
[illegible] WAYNE MORGAN PHONE 248 852 2745 VME [illegible]

[illegible] DATE: [illegible] TIME: 09:27
[illegible] 09-19-98 COMMENT FROM COMMENT # [illegible]
[illegible] CAUSE THE [illegible]. THE D/S SAE FEELS THAT THE [illegible]
[illegible] THE [illegible] THE ADAPTER [illegible]
[illegible] D/S [illegible]
[illegible] 248 852 2745 [illegible]

[illegible] PAR [illegible] [illegible] UPDATED [illegible]

[illegible] DATE [illegible]
[illegible]
[illegible] BELIEVE THAT [illegible]
[illegible] THE [illegible] THAT THE [illegible]
[illegible] PLANS TO PAR [illegible]
[illegible] SPATTER FLAME FALLING FROM UNDER THE
[illegible] PAR [illegible] ACCESSIBLE, A PAR INVESTIGATION [illegible]
[illegible] BREAK [illegible] PAR TEAM [illegible]
[illegible] PLEASE REFER FURTHER CONTACT TO S.R.C. ###

[illegible] DATE: [illegible] TIME: [illegible]
[illegible] 08/31/99
[illegible]

[illegible]

[illegible] ENGLER, [illegible]

[illegible]

PLEASE REFER FURTHER CONTACT TO [illegible]

[illegible] DATE: 4/18/99 TIME: 12:19

[illegible]

[illegible] UNABLE TO CONTACT [illegible]

[illegible] LETTER TO MR. BUTCHER ADVISING THAT THE INSPECTION OF [illegible] VEHICLE REVEALED NO EVIDENCE OF A MANUFACTURING DEFECT, [illegible] THEREFORE BUICK IS UNABLE TO ASSUME RESPONSIBILITY IN THIS MATTER. THE FILE IS BEING CLOSED AND FOR [illegible] TO LGIS.

[illegible]

END OF PRINT FOR CASE # [illegible]

April 16, 1999

[redacted]
Syracuse, NY [redacted]

RE: 990022448

Dear Mrs. [redacted]

Thank you for contacting Buick Motor Division regarding your concern with your 1997 Buick Park Avenue. Case #990022448 has been registered to document this matter. We are sorry that our attempts to reach you by phone have been unsuccessful.

The inspection performed on your vehicle did not reveal any evidence of a manufacturing defect. For this reason, Buick has concluded that we cannot assume responsibility for the damage sustained in connection with your vehicle's thermal event. The case is closed and will be forwarded shortly to our insurance carrier - ESIS.

Any further contact regarding the matter should be referred to ESIS at:

ESIS-GM Central Claims Unit
PO Box 02489
Detroit, MI 48202

Sincerely,

Brian Birkey
Business Resource Center

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: Buick	Ref# 9900 2244 8	VIN: 1G4CW52K1V4602585
Claimant's Name (LAST, First)		

Inspected By: J E Burkholder Organization: Engineering Analysis
Phone: (315 252-6448 Inspection Date: 3/22/99 Mileage at Inspection: 31000

********** I INSPECTION SUMMARY **********

Following the inspection, summarize the tests and observations.

Only visual inspection could be conducted.

Add on oil cooler lines had been cut and spliced using rubber hose and clamps. While driving the spliced pipe separated causing all oil to be pumped out of the transmission and onto the engine.

********** II INTERVIEW - VEHICLE HISTORY **********

(Note: Please indicate name, address & phone number of person being interviewed):

1- Dealer Service manager Mike Fagan
2- Tim Doyle TNP Investigations Inc

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

Item(s), date installed, and by whom (name, phone) Trailer hitch + transmission oil cooler — installed by U-Haul

2. Any *prior* collision damage? (when, where, extent, repaired by, etc.) No

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) ____ Repaired by: (GM, Non-GM, Owner/Other) ____

Describe ____

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

Describe ____

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

Describe ____

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

Describe ____

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe Bulletin 73-16-14A Special clips

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

Maintenance record? (Y/N) Y Date/description of last maintenance/repair (by whom?) 2-22-99

_____

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

trailer hitch + Transmission oil cooler - By U-Haul.

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

unknown

How was vehicle towed? (flat bed, dolly, sling, front or rear lift) _____ 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 trailering cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) ____

load description No load location _____

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

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

Drive length (If vehicle was parked prior to fire, describe *last* drive): Hrs. ____ Min. ____ Distance traveled _____

If not parked, vehicle speed estimate _____ MPH Source of estimate _____ Posted speed 30 MPH

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

Exact incident location _____

N A

_____

Weather conditions and visibility Snow

Approx. temperature 30 °F. Any physical visual obstructions? N A

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

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

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

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

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

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

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

Electrical systems operation: (normal, other?) _____

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

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

Steering operation: (normal, other?) Normal

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.?) _____

Loss of power + speed

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where? No

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

Describe any unusual odors. From where? No

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

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? None

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

Any flame? (from where, color, intensity, etc.) _____

Any steam or smoke? (from where, color, intensity, etc.) _____

Any apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) Y Electrical Systems? (Y/N) N Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) N Brake System? (Y/N) N Other? (Y/N) N Describe: _____ Warning Lights? (Y/N) ____ Gauges? (Y/N) N If so, describe: _____

What did you do after you realized something was wrong? Pull Over? (Y/N) ____ Lower Windows? (Y/N) ____ Raise Windows? (Y/N) N Turn Engine Off? (Y/N) Y Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) Y Open Hood? (Y/N) N Open Trunk? (Y/N) N Other? (Y/N) N Describe _____

Driver alerted by a pedestrian

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

Any other comments or observations that have not been covered? Loss of power + speed, gradual to finally car would not move

********** IV – VEHICLE INSPECTION **********

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

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

Left & right side exterior ✓

Front & rear exterior ✓

Hood, inner & outer panels ✓

Trunk area and Deckld, inner & outer panels ✓

Roof

Door interior panels

Left & right instrument panel & odometer

Ashtray(s) area

Left & right front seat and carpet

Underbody & exhaust (include hangers) ✓

Option code label

Engine compartment ✓

Radiator, front & rear ✓

Coolant recovery bottle ✓

Transmission cooler lines/connections ✓

Engine compartment engine coolant lines/hoses, connections/clamps ✓

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

All fuel lines/hoses, filter, connections/clamps ✓

TBI, injector rail, or carburetor & fuel line connection ✓

Engine compartment fuel lines/hoses, connections & o-rings ✓

Power steering lines/hoses, connections/clamps ✓

Generator & attached wiring ✓

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

Battery & attached cables N A

Engine block (note precise location of cracks, holes, etc.) NA

Engine oil pan NA

Engine compartment hinge torque rods NA

Engine compartment exhaust system (e.g. intact, rusted, modified/out of position, clearance, etc.) NA

Any item which is alleged to be the cause/source Transmission Cooler

Anything on vehicle which is after-market

Oil cooler, installed by U-Haul

Anything on vehicle which is a modification oil cooler + trailer hitch

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 photograph 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

Engine oil

Transmission fluid empty

Power steering fluid

Brake fluid

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

Fuses (identify all open or not proper size) N A

Wiring insulation at fuse blocks

Fusible links (identify all open)

Spark plug wiring and boot condition

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

Location of fuel filler cap (or evidence of remains)

Catalytic converter (any discoloration or swelling?)

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

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):

Fire caused by transmission fluid.

********** 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: Fire caused extensive damage to the engine compartment, plastic, wiper insulation + hood burned

[redacted]

SYRACUSE [redacted]
HOME: [redacted] BUS: [redacted] SERVICE ADVISOR: [redacted]

TAG [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
04DEC199[redacted]	[redacted]	[redacted]	WAIT	0.00	CASH	[redacted]1999

OPTIONS: STK:6930A DLR:36660.
ENG:3.8_Liter_MFI_FLT

11:07 22[redacted]99 12:27 22[redacted]99

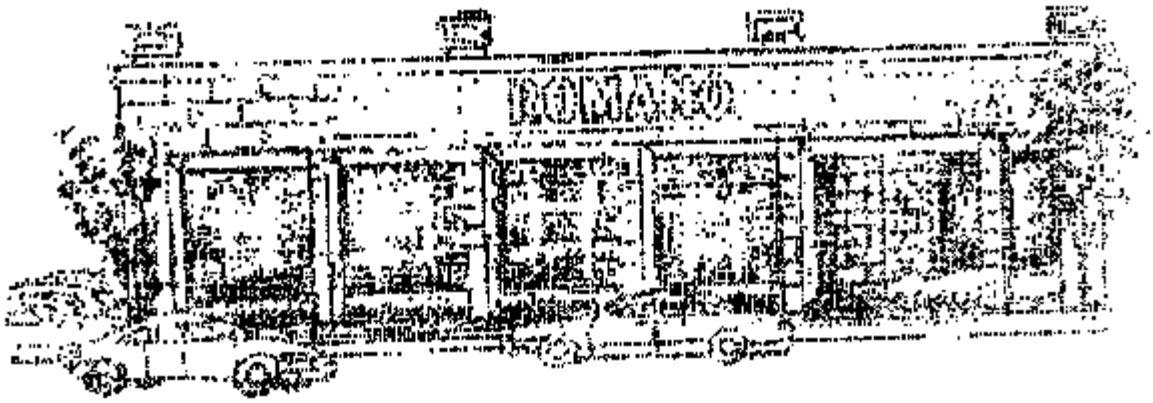
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES: POWER SEAT CONTROLS OUT OF PLACE (CHECK FOR SOP)
CAUSE: BULLETIN
C6489 RAR LEFT POWER SEAT SWITCH PLATE TO INSTALL
SPECIAL CLIPS PER BULLETIN 73-16-14A (N/C)
121 WP40 0.40
FC: 93 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
ON

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

REFERENCE RO #[redacted] WHEN IN THE NEAR FUTURE YOU MAY RECEIVE A [redacted]. PREBILLED BUT [redacted] SURVEY. IF FOR ANY REASON YOU ARE NOT TODAY-DATE 2/10/99-MILEAGE 29869. ABLE TO ANSWER COMPLETELY SATISFIED, PLEASE CONTACT OUR SERVICE DEPARTMENT



LAST INVOICE #/DATE:

PARTS SALES
10% HANDLING CHARGE ON RETURNED ITEMS.
NO RETURNS ON ELECTRICAL PARTS.
NO REFUNDS
WITHOUT THIS INVOICE.

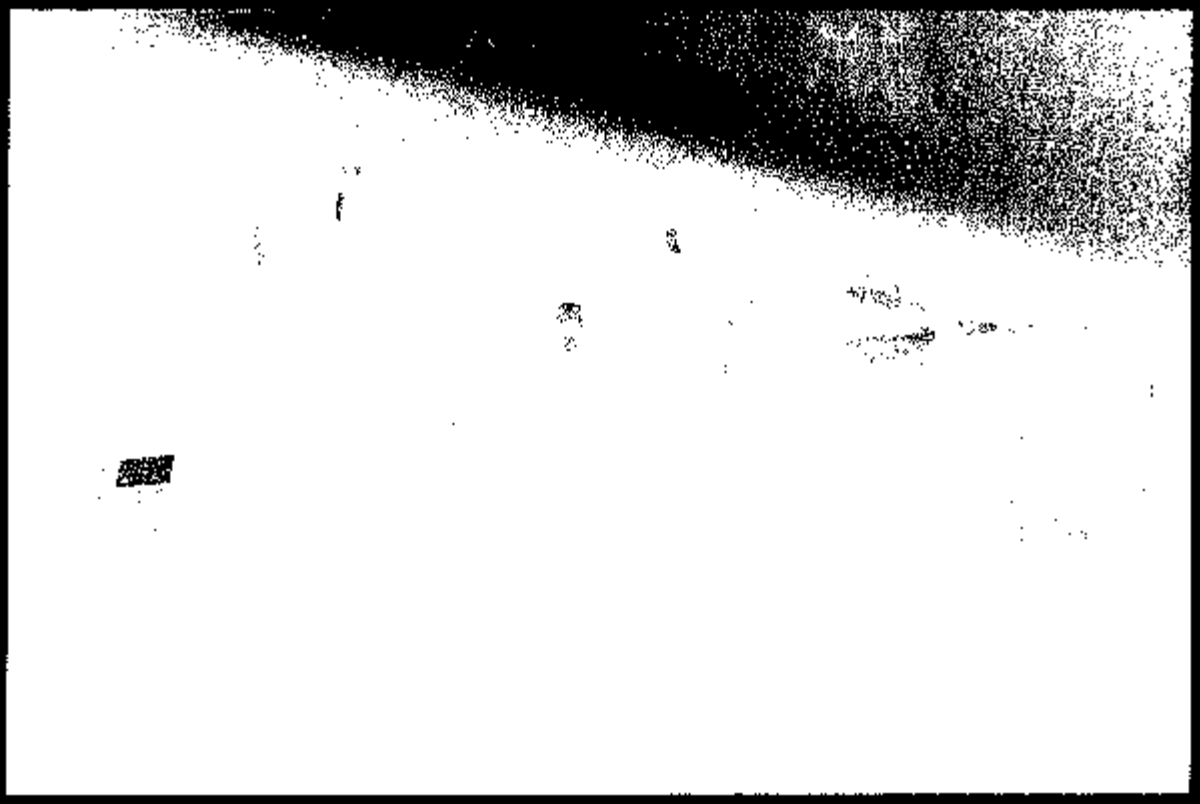
RETAIL VARIABLE
Labor rate $40.00 to $58.00 per/hour
SHOP SALES
LIMITED EXPRESS WARRANTY
Labor and parts are warranted for 30 days or 4000 miles whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

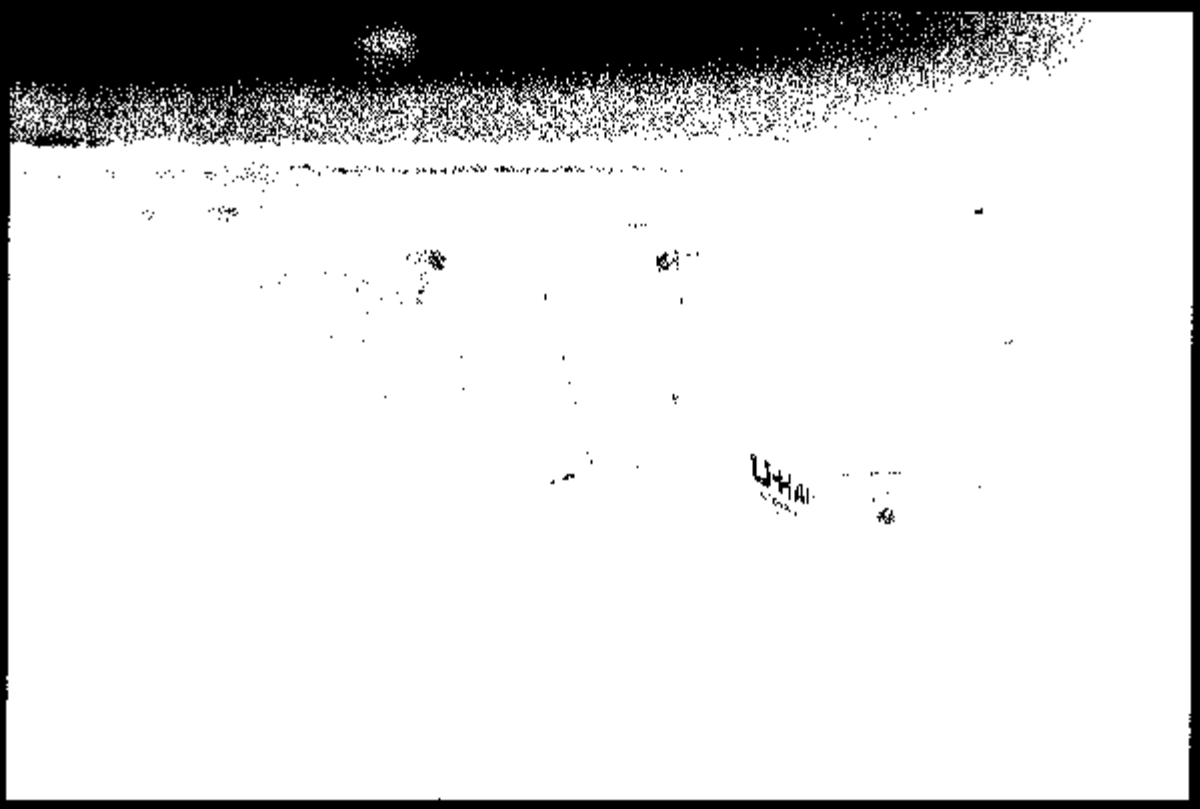
IF THIS ACCOUNT IS NOT PAID BUT IS PLACED IN THE HANDS OF AN ATTORNEY FOR COLLECTION THEN THE SAID OWNER OR HIS AGENT OF THE BEFORE MENTIONED AUTOMOBILE AGREES TO BE RESPONSIBLE AND TO PAY REASONABLE ATTORNEY FEES FOR THE COLLECTION OF THIS ACCOUNT.

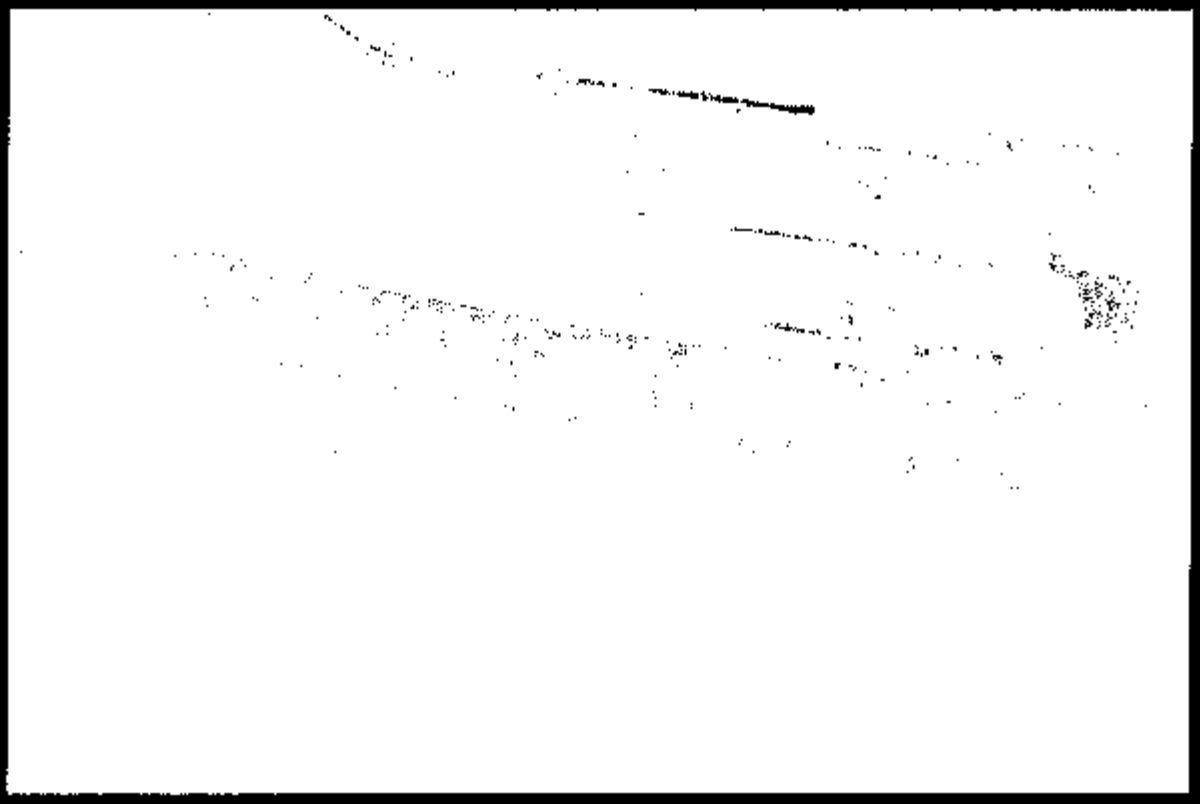
X [redacted]

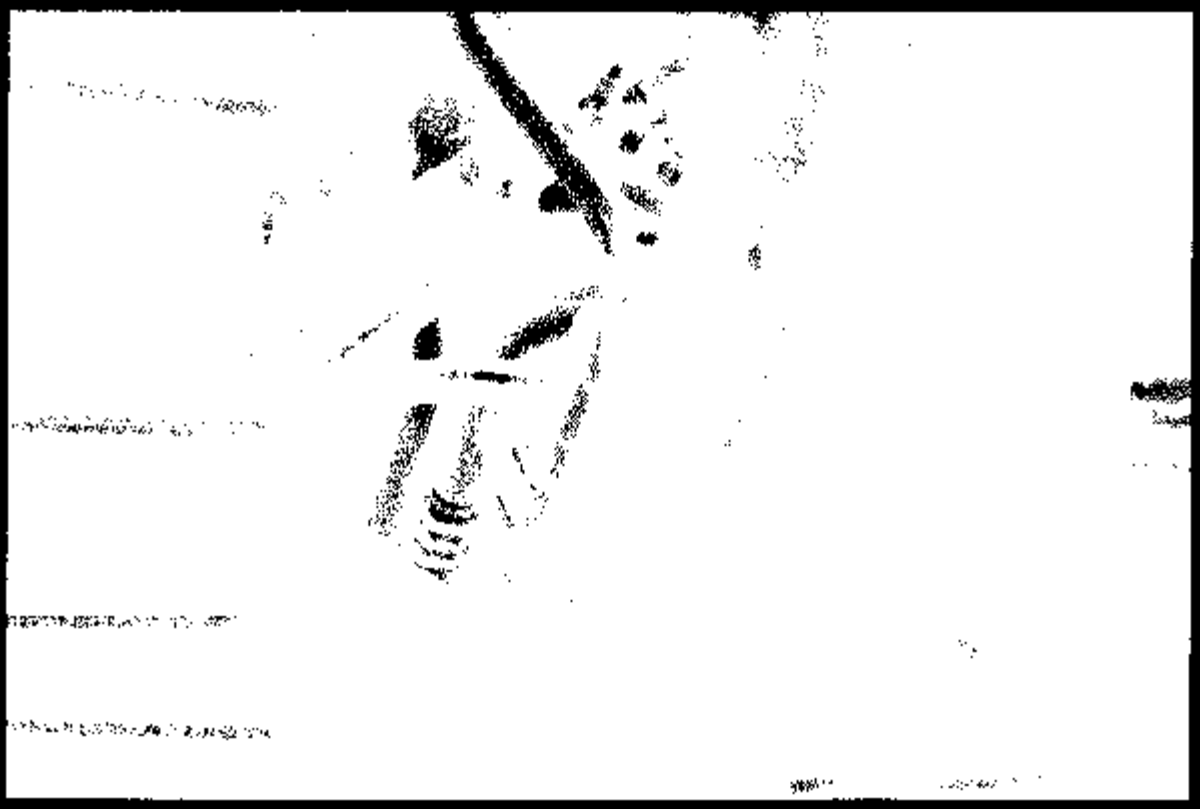
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

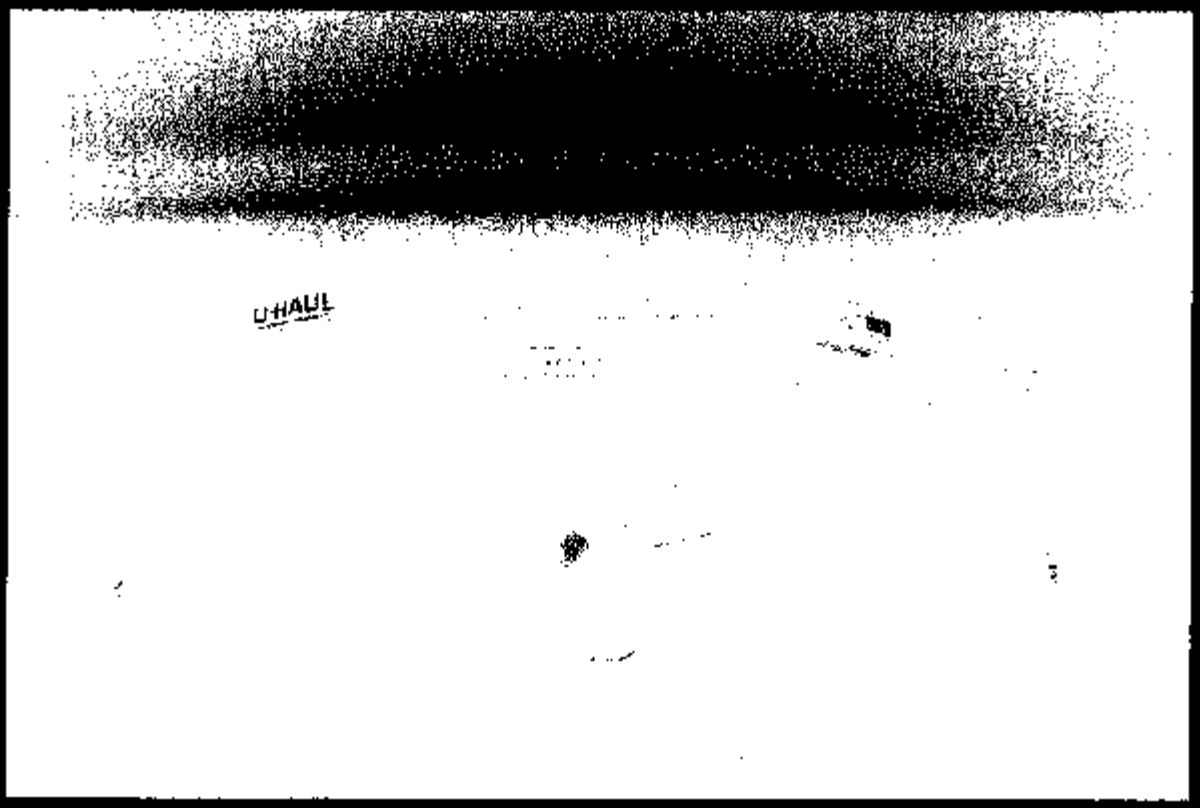
BUICK SERVICE FILE COPY

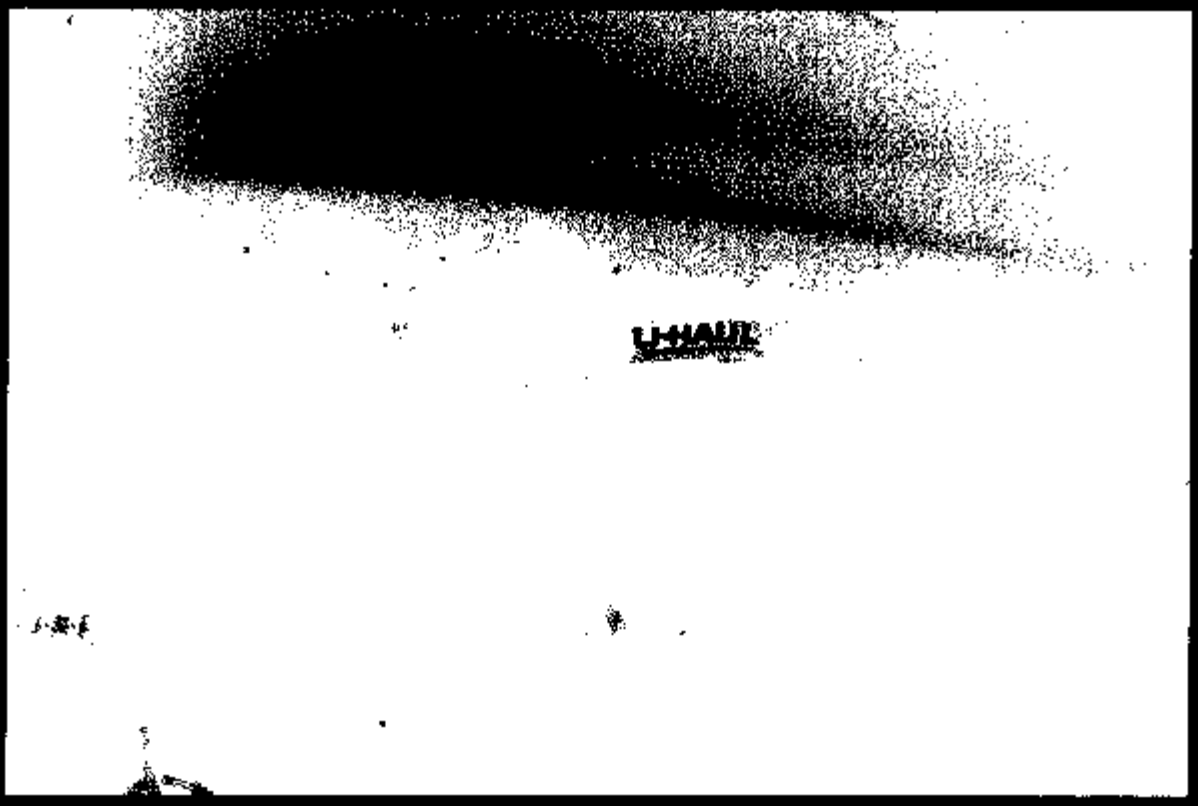


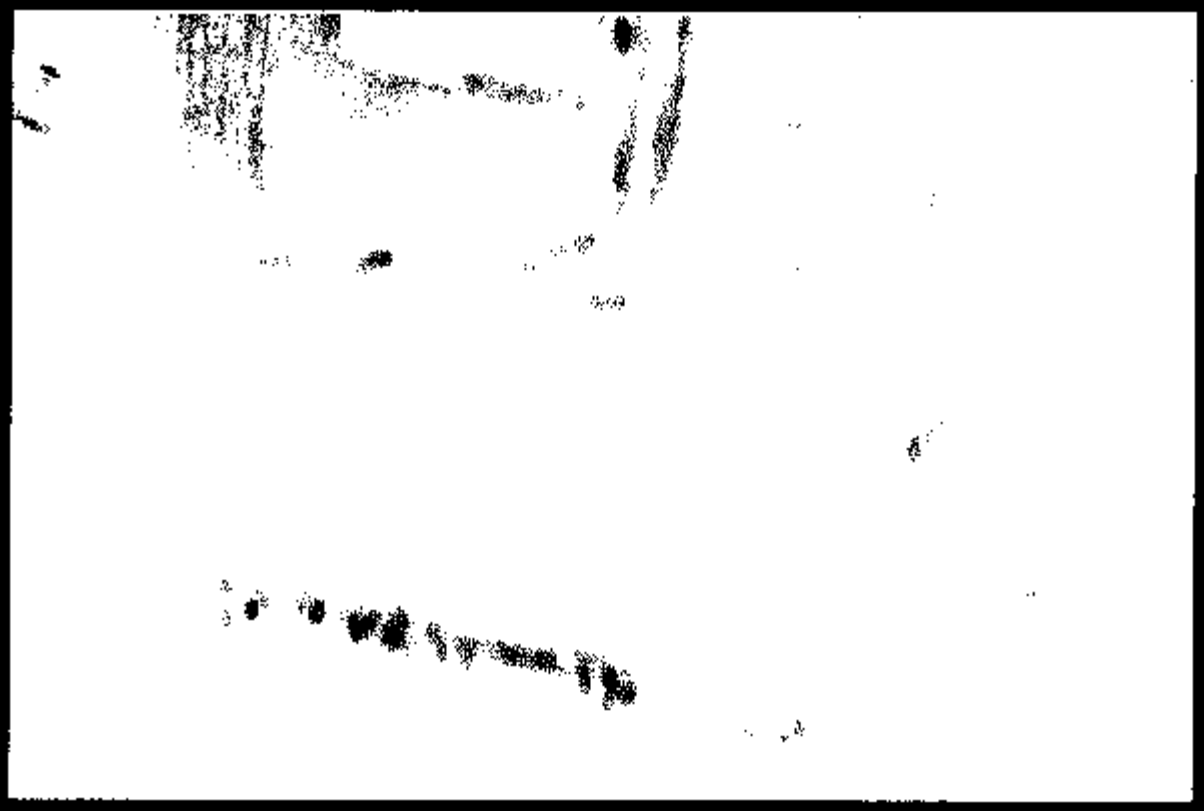


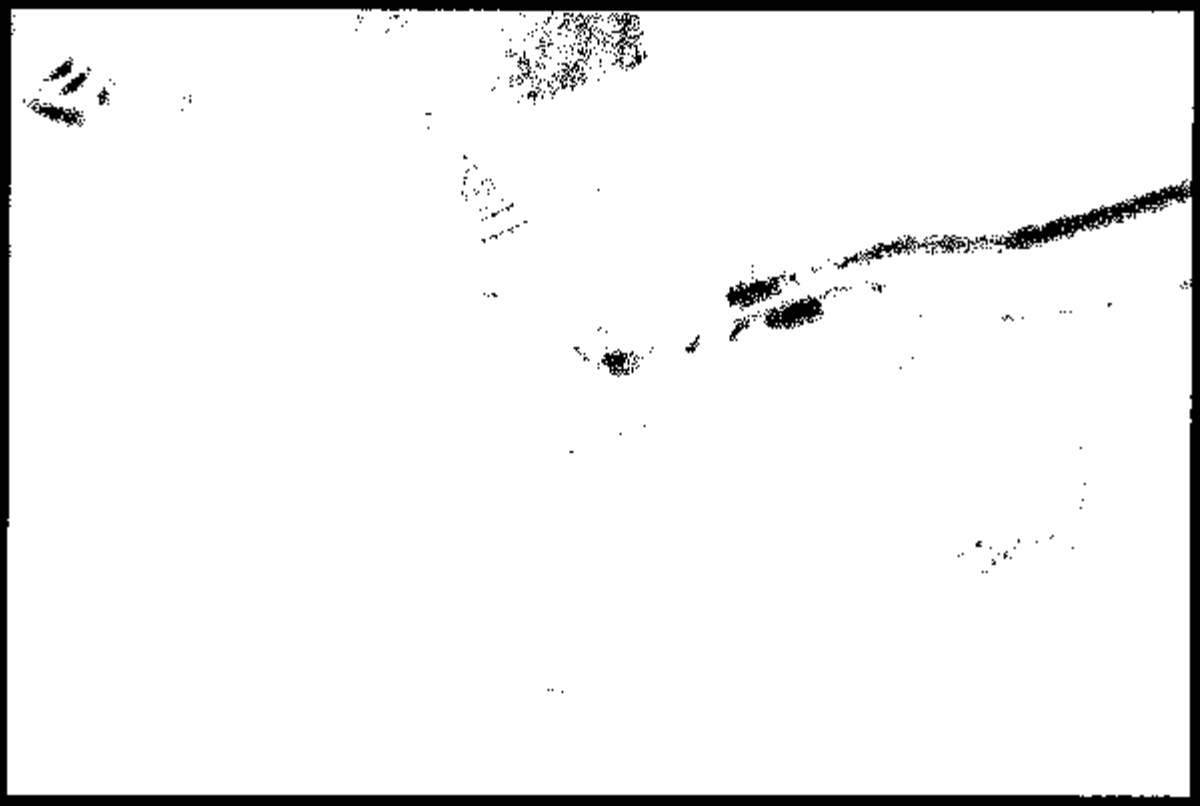


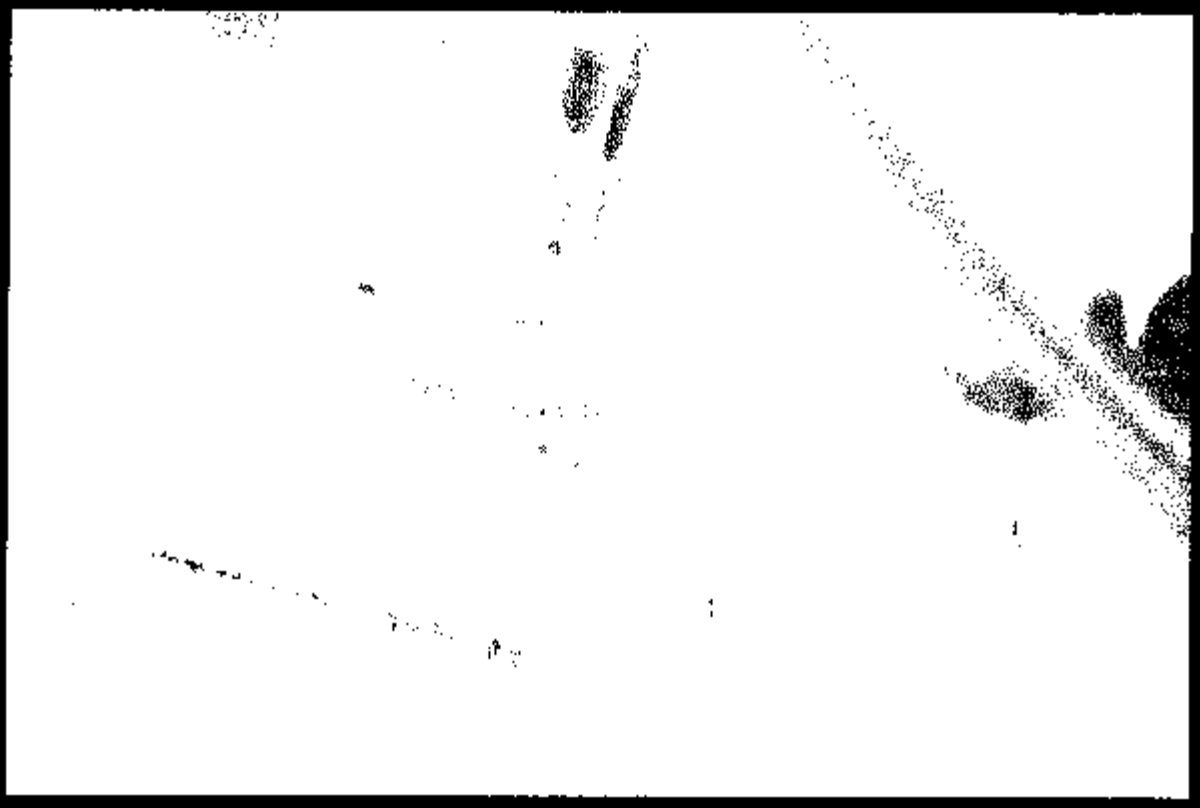


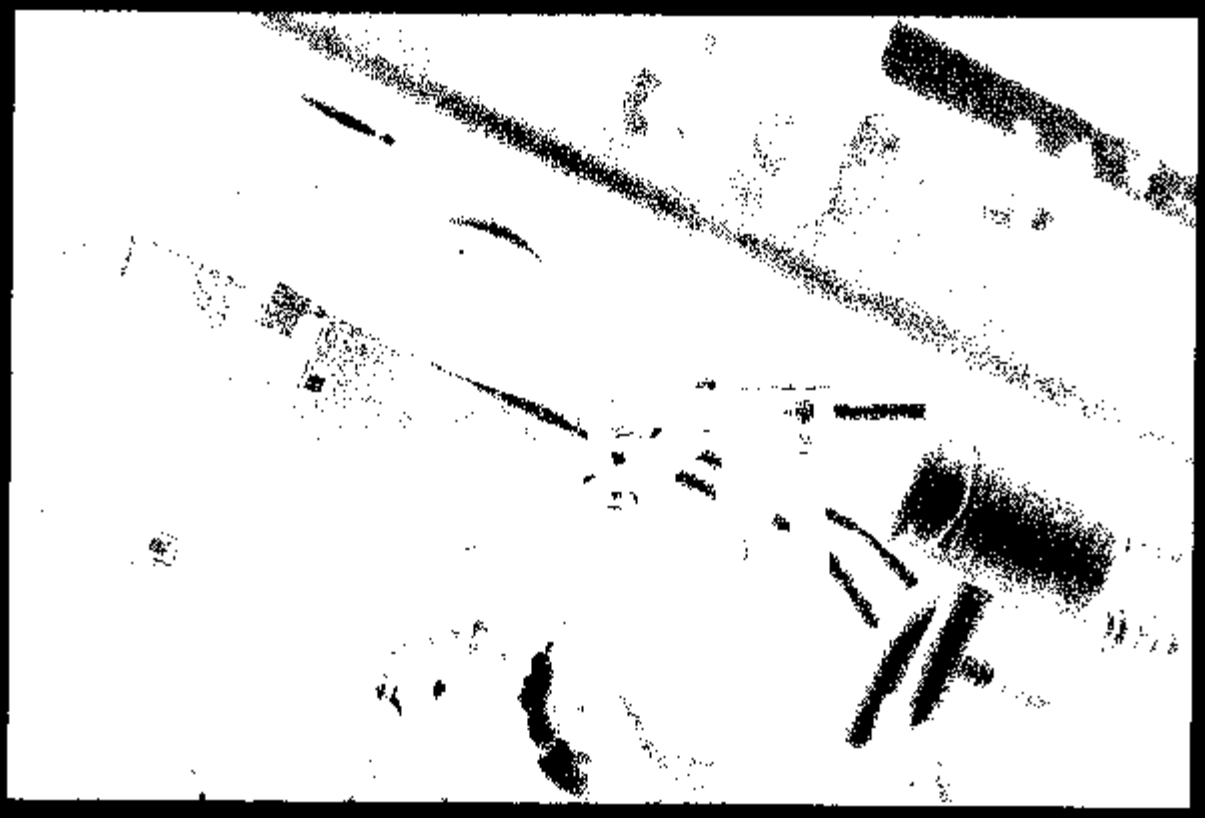

U-HAUL

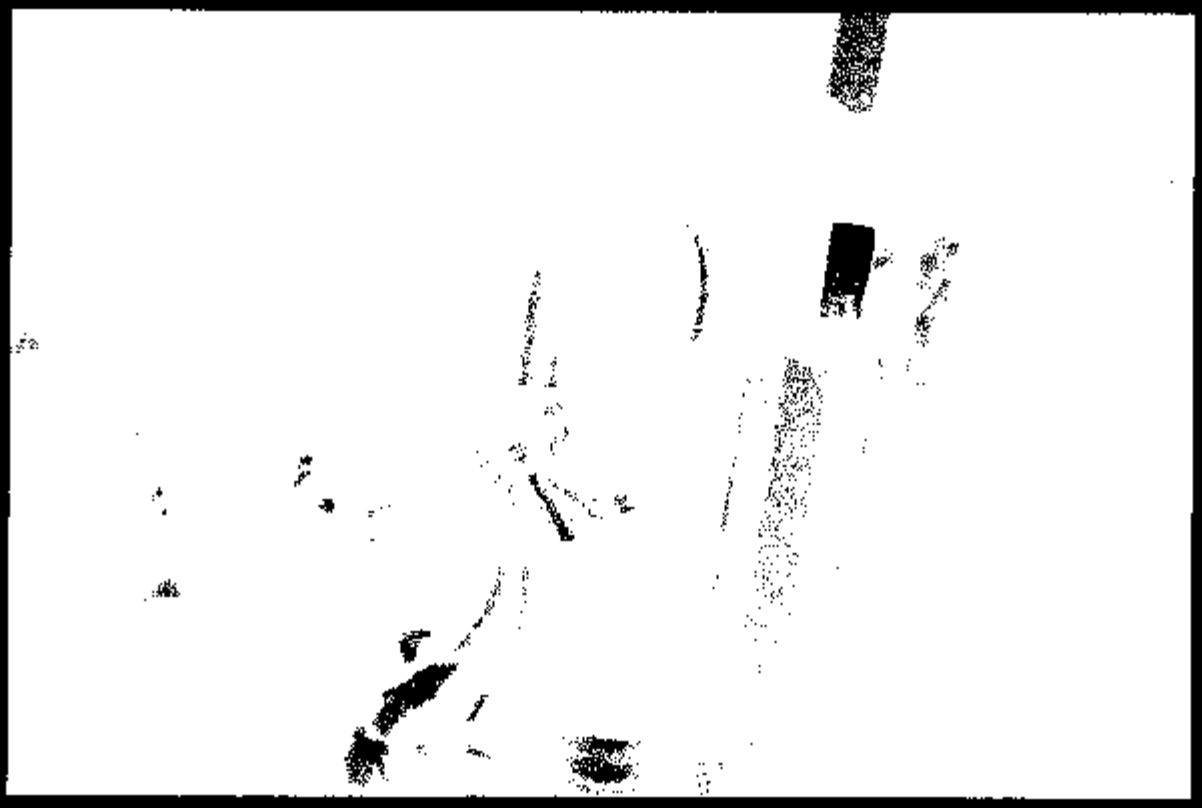

U-HAUL

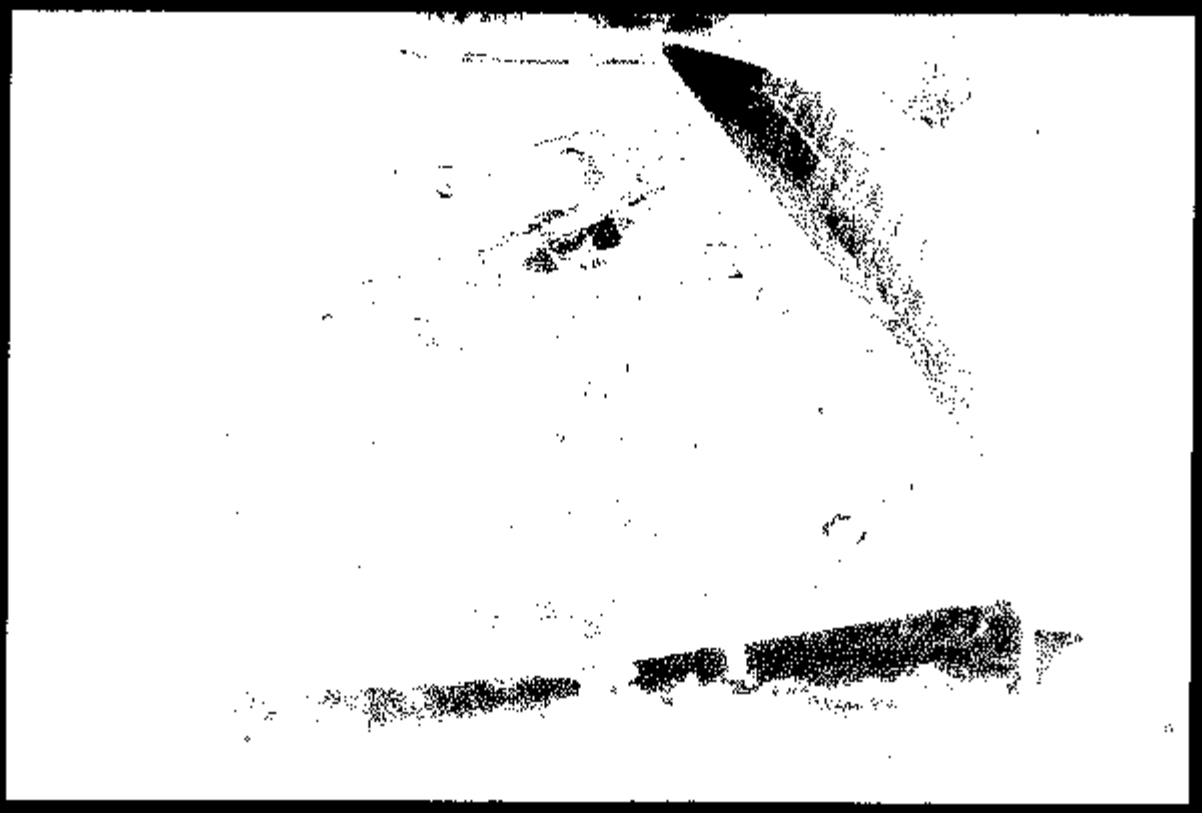


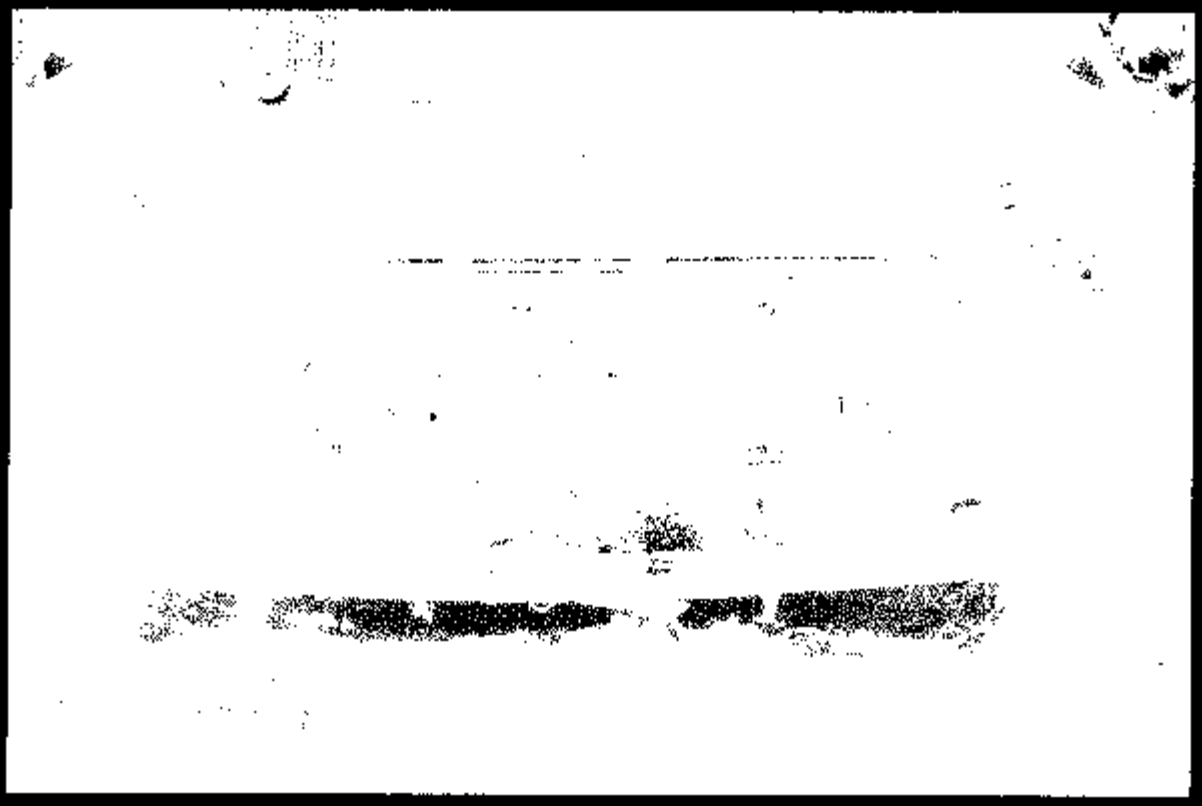




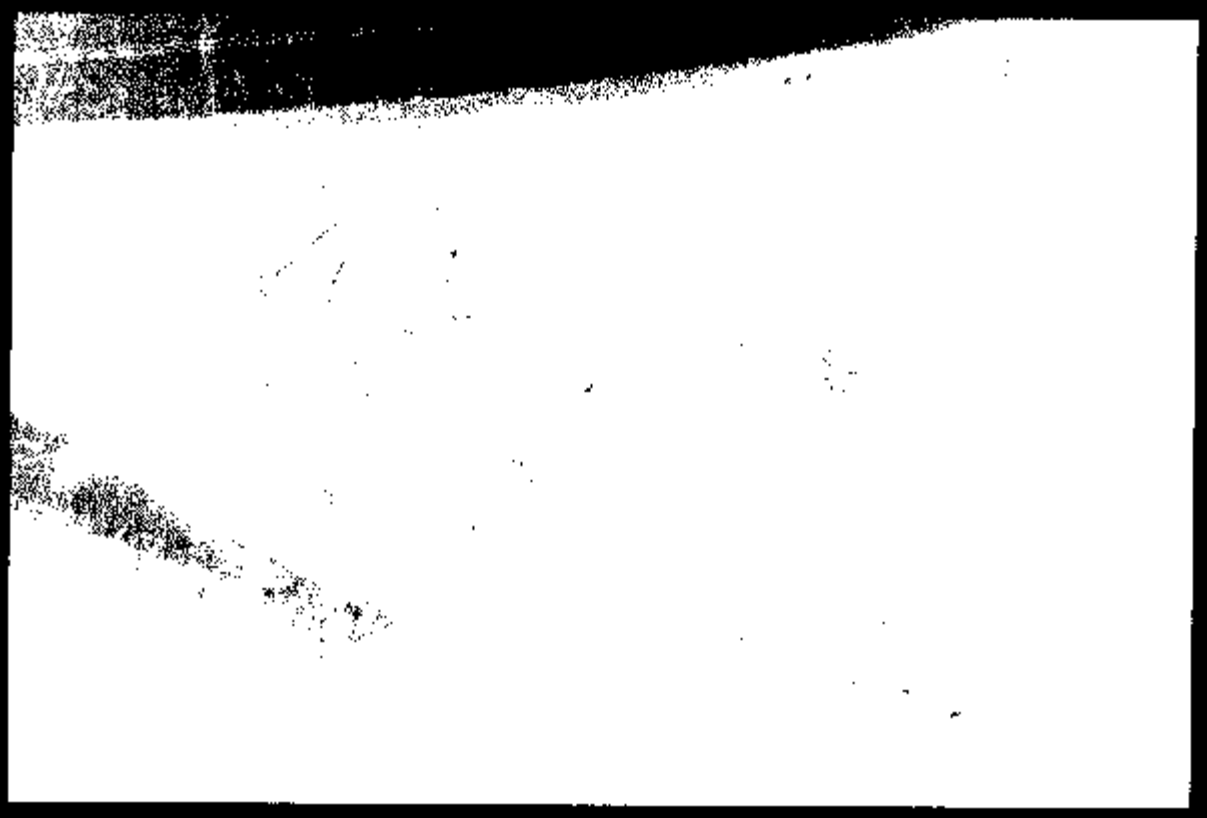


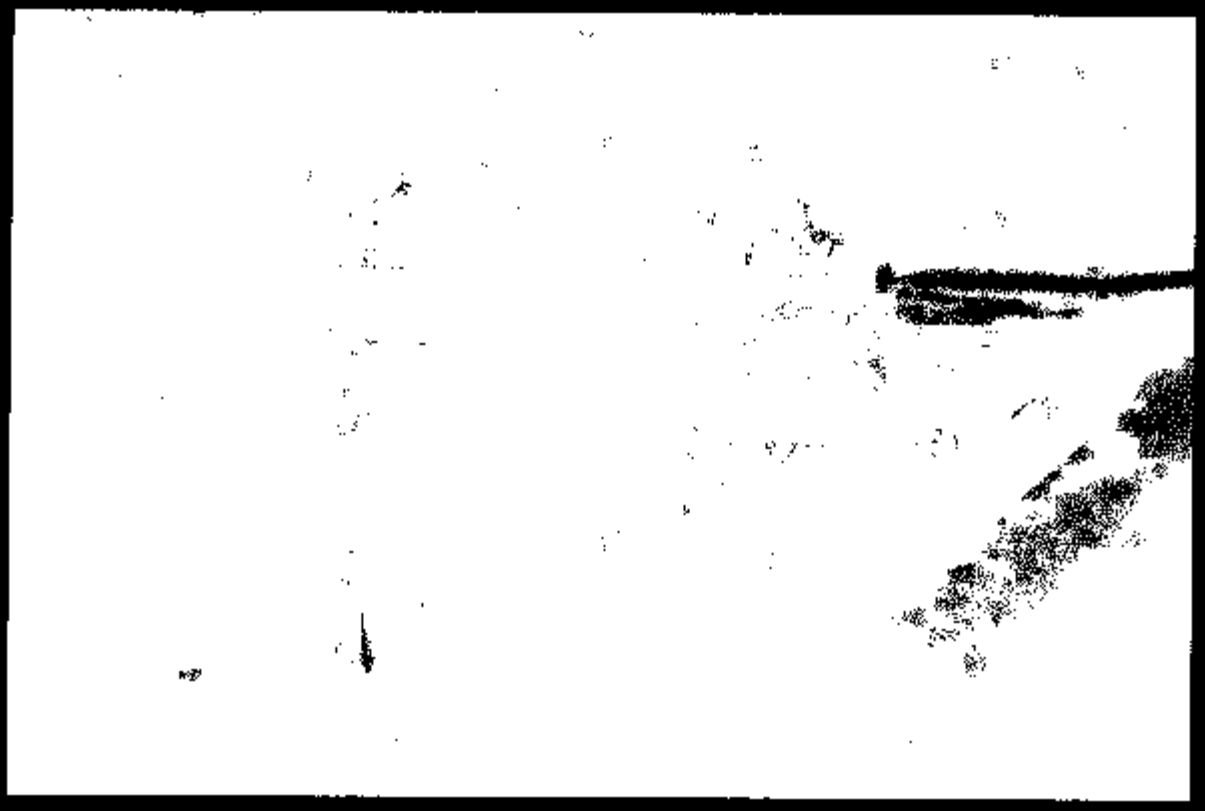


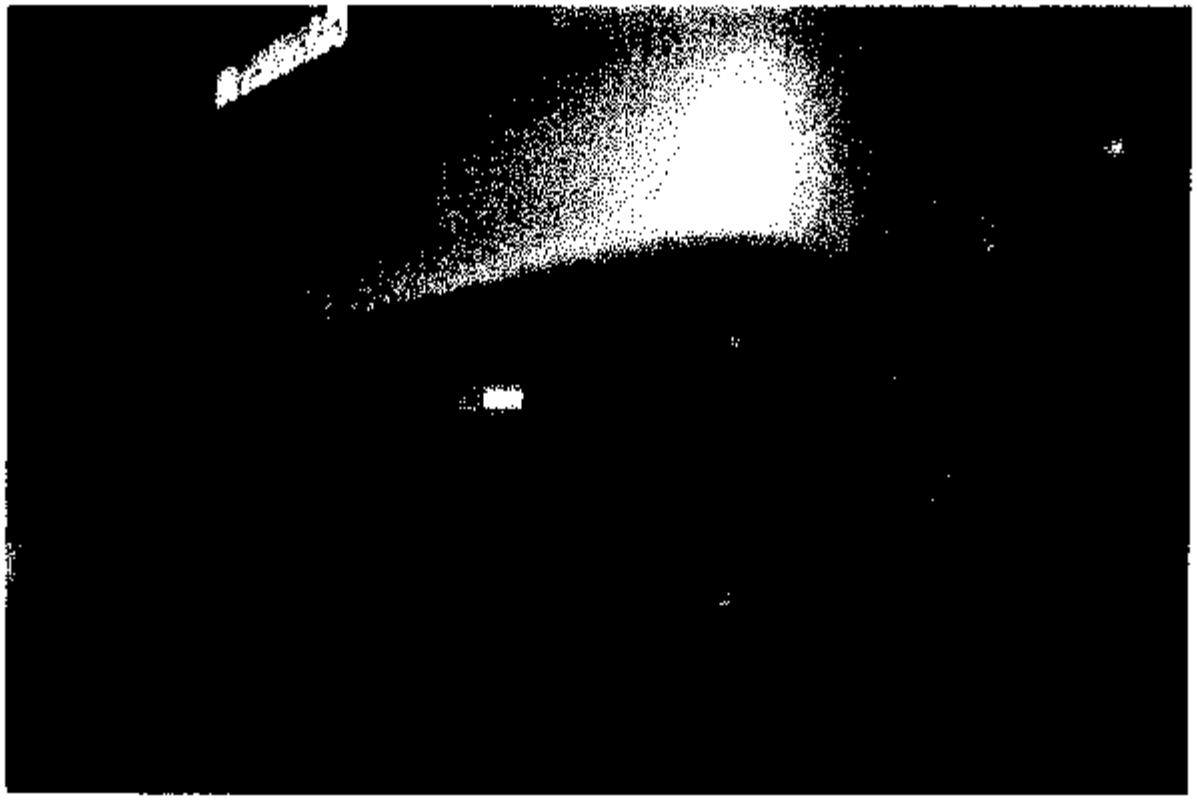




PRO9690







282696 PR09704

CR26A 1241-K
05/28/99
23:33

PAGE: 1 JST-124

GENERAL MOTORS CORPORATION REPORT DATE: 05/28/99
TO: DIVISIONAL GENERAL SERVICE MANAGER
DIVISION: BUICK
ZONE: GE GTR LANCASTR

REF # - 980155564 DATE OF INCIDENT: 08/21/98 09:99

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

NAME OF OWNER: [redacted] AGE: 0
ADDRESS: [redacted], CHADDS FORD, PHONE NO: [redacted]
NAME OF DRIVER: AGE:
ADDRESS: PHONE NO: - -
NAME OF CLAIMANT: AGE:
ADDRESS: PHONE NO: - -

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

VIN: 1G4HP52K3WH526784 MILEAGE: 7595 DEL DATE:04/29/98 NEW/USED/DEMO:N
TRANS: 4T65E AXLE: 2.86
PNCPL
USES:
RENTAL FLEET
DLR #: 1735680 DLR NAME: FAULKNER PONTIAC BUICK, GMC ER
CITY: WEST CHESTER STATE: PA
NATURE AND EXTENT OF DAMAGES:
CAR IS COMPLETELY CONSUMED BY THERMAL EVENT

ESTIMATED COST OF REPAIRS: $17,785.91

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

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND STATEMENT OF THE CAUSE:
VEHICLE WAS MAKING AN UNUSUAL NOISE AND THE DRIVER PULLED OFF...THE VEHICLE PROCEEDED TO BURN UNTIL COMPLETELY CONSUMED BY FIRE.

DID YOU PERSONALLY SPEAK WITH DRIVER: YES X NO IF 'NO', GIVE SOURCE OF DESC:
ENTERPRISE REP JOANNE SCHMIDT
DID YOU PERSONALLY INSPECT THE VEHICLE: YES X NO
WHAT COMPONENTS ARE ALLEGEDLY DEFECTIVE: ENGINE COOLANT FAN
WHO MADE ALLEGATION OF DEFECT: [redacted]
INFO FROM FURTHER INVESTIGATION: GMC ACCEPTS REIMBURSEMENT RESPONSIBILITY FOR THE VALUE OF THE VEHICLE.

GENERAL MOTORS CORPORATION
TO: DIVISIONAL GENERAL SERVICE MANAGER
DIVISION: BUICK
ZONE: GM GTR LANCASTER
REF # - 960155564 - CONTINUED DATE OF INCIDENT: 08/21/98 09:99

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

TYPE OF LOSS: F (FIRE/VEHICLE/OTHER)
IF "OTHER", THEN DESCRIBE THE PROPERTY INCLUDING AGE AND CONDITION:

ORIG PURCH PRICE: $19,682.16 AMT CLAIMED: $17,785.91 AMT PAID: $17,785.91
ARTICLES OBTAINED FROM OWNER: N (Y/N) IF "N", GIVE REASON: NA

ARTICLES DISPOSITION:
PAYMENT/CREDIT AMT: $17,785.91 TO BE MADE TO: ENTERPRISE RENT-A-CAR
RELEASE FORM TO BE SIGNED BY CLAIMANT: Y (Y/N) IF "N", GIVE REASON:

CLAIM HANDLED TO CONCLUSION BY: JAMIE MULLINS TITLE: MR.
ASM ASSIGNED: JRM ASSIGN DTE: 09/17/98 DUE DATE: 10/02/98 RCVD DTE: 10/05/98
INVESTIGATION DATE: 10/20/98 INVESTIGATOR: HARRY L. ANNIS
M APPROVED BY: E.D. THOMPSON DATE: 05/13/99
CO APPROVED BY: SUSAN SHEA DATE: 05/17/99

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] I OWNER - CLAIMANT [illegible]

[illegible] ADDRESS AGE

[illegible] STATE PA ZIP [illegible] PHONE NO. - -

[illegible] NAME AGE

[illegible] STATE ZIP PHONE NO. - -

[illegible] NAME AGE

[illegible] STATE ZIP PHONE NO. - -

[illegible] II VEHICLE [illegible]

[illegible] VIN [illegible] YEAR 98 MODEL LESABRE CUSTOM

[illegible] AXLE 2.8 ENGINE 3.8L V6 MILEAGE [illegible]

[illegible] NEW,USED OR DEMO N LICENSE NO. STATE

[illegible] BUICK, GMC TR

[illegible]

[illegible] STATE PA ZIP [illegible]

[illegible] NO. INSPECTION STATION NO.

[illegible] DATE / /

[illegible] OF VEHICLE

[illegible] VEHICLE

[illegible] VEHICLE FEATURES OR EQUIPMENT

[illegible]

[illegible] DAMAGE TO VEHICLE.

[illegible] ENGINE/FRONT END COMPONENT

[illegible]

[illegible] COST OF REPAIR (ATTACH COPY OF ESTIMATE) 1

[illegible] DAMP PERFORMED (Y/N)

[illegible]

[illegible] III PROPERTY DAMAGE [illegible]

[illegible] PROPERTY DAMAGE INFORMATION ENTERED FOR THIS CASE

[illegible] IV BODILY INJURY [illegible]

[illegible] BODILY INJURY INFORMATION ENTERED FOR THIS CASE

[illegible] INVESTIGATION [illegible]

[illegible] AND BY WHOM WAS DECISION VERIFIED OF INCIDENT

[illegible] CONCRETE GRAVEL ASPHALT [illegible] OTHER
[illegible] OTHER
[illegible] CONCRETE [illegible] OTHER
[illegible] DRY AND CLEAR
[illegible] (IF ANY DESCRIBE)

[illegible] OF DEALER AND TOWER (INCLUDE [illegible] DRIVER'S NAME) [illegible]
[illegible] PROVIDED TEMPORARY SERVICE TO DAMAGED VEHICLE

[illegible] CAN VEHICLE BE SEEN? [illegible]ORT AUTOBODY, 26 E KEARNEY STREET IN
[illegible]EDGEWATER, NJ 732-469-3295
[illegible] VEHICLE TURN OVER? YES X NO VEHICLE SPEED ESTIMATE 55 MPH
[illegible] OF SPEED ESTIMATE
[illegible] DRIVER VIA MS. SCHMIDT
[illegible] SPEED LIMIT 55
[illegible] AND SIZE TIRES NA
[illegible] R.F. GOOD X POOR FLAT R.R. GOOD X POOR FLAT
[illegible] L.F. GOOD X POOR FLAT L.R. GOOD X POOR FLAT
[illegible] OF STORED?

[illegible] SEARCH OF THE VEHICLE SERVICE HISTORY [illegible] REPAIR ORDERS?
[illegible] NO
[illegible] ATTACH COPIES OF ALL R.O.'S. [illegible]
[illegible] EXPLAIN NA

[illegible] REPORT ATTACHED? X YES NO IF "NO", WHAT STATION OR [illegible]
[illegible]

[illegible] ADDRESSES OF WITNESSES
[illegible]
[illegible] PHOTOS TAKEN? X YES NO IF "YES" HOW MANY [illegible] BY WHOM-NAME AND ADDRESS
[illegible]

[illegible] FORWARD PHOTOS TO INSURANCE COMPANY OFFICE WITH THIS FORM.
FORWARD NEGATIVES TO CENTRAL (HOME) OFFICE.
[illegible] REPRESENTATIVE, IF PRESENT, AT THE INVESTIGATION

[illegible] DESCRIPTION OF CLAIM [illegible]

[illegible] AS TO HOW INCIDENT HAPPENED AND HIS STATEMENT OF CAUSE
[illegible] DRIVING THE VEHICLE AND
[illegible] WE SAW SMOKE AND A VEHICLE [illegible]
[illegible] WE PULLED OVER AND THE VEHICLE [illegible]
[illegible]

[illegible] PERSONALLY SPEAK WITH DRIVER? YES NO
[illegible] SOURCE OF DRIVER'S DESCRIPTION.

[illegible]

[illegible]

[illegible] FROM FURTHER INVESTIGATION OF INCIDENT, INCLUDING EXAMINATION OF [illegible] FOLLOW UP INCIDENT.

[illegible] COMPLETE
[illegible]

INSPECTION SUMMARY:

[illegible] COOLANT FAN CAME OFF HITTING THE RADIATOR SPRAYING COOLANT ON THE [illegible] CREATING IGNITION AND THE HOT SPOT MELTING THE THROTTLE BODY [illegible] FIRE TOOK OFF.

[illegible] INSPECTION: DECKLID PANEL, COULD NOT OPEN.
[illegible] "LEAD FREE" RESTRICTOR IN PLACE: YES.
[illegible] FUEL FILLER CAP: INSTALLED ON VEHICLE
[illegible] VEHICLE WAS COMPLETELY BURNED.
[illegible] INSPECTION:

[illegible] FRONT, REAR, UPPER PORTION OF RUG WAS BURNED.

[illegible], REAR SEATS: BURNED.

[illegible] DRIVER ELECTRICAL CONTROLS WHICH ARE ON: DESTROYED

[illegible] OF [illegible]: BLOWN-OUT

[illegible] COMPLETELY BURNED
[illegible] ENGINE COMPARTMENT: SEVERELY BURNED.

[illegible] FAULT AND REAR: DAMAGED

[illegible] RECOVERY BOTTLE: BURNED

[illegible] COOLANT [illegible], HOSES, CONNECTIONS/CLAMPS (INCLUDING THROTTLE BODY.

[illegible] OF [illegible], CONNECTIONS/CLAMPS (INCLUDE THOSE TO THROTTLE BODY)

[illegible] FUEL PRESSURE, [illegible] FUEL LINES/HOSES, FILTER, OR [illegible] [illegible] PRECISE LOCATION OF CRACKS, HOLES, ETC. BURNT.

[illegible] OIL COOLER LINES/CONNECTIONS, FILTER, [illegible]

[illegible] INSPECTION, OIL COOLER LINES, CONNECTIONS OIL [illegible]

[illegible]

[illegible]

[illegible] BURNED
[illegible] (BOTTOM, LIP OF PERIMETER, ETC)

[illegible]
[illegible] GRAY
[illegible] FULL
[illegible] BURNED
[illegible] BURNED

[illegible] BODY
[illegible] CONVERTER: NO SWELLING OR DISCOLORATION
[illegible] WHEELS: BURNED
[illegible] EXHAUST OK

[illegible]
[illegible] BURNED
[illegible] WIRING AND BOOT CONDITION: BURNED
[illegible] BURNED

[illegible] COMPLETELY BURNED

[illegible] OF VEHICLE [illegible] IS AFTERMARKET

[illegible] BY THE [illegible]
[illegible] OR PLACE ON THE VEHICLE.
[illegible] MATTER LEFT WITH CLAIMANT?

[illegible] INVESTIGATION [illegible] PRINTED NAME HARRY [illegible] L. ARNIS
[illegible] _____ SIGNED _____

[illegible] REPRESENTATIVE COMPLETING INVESTIGATION - GENERAL MOTORS CORPORATION

[illegible] CUSTOMER I[illegible]

[illegible] WESTMORELAND/WEST CHESTER [illegible]

[illegible] RENTAL

[illegible] DEALER [illegible]

[illegible] PONTIAC BUICK, GMC TR [illegible]

WEST CHESTER [illegible] STATE : PA

AFTER SALE INFORMATION

CUSTOMER REQUEST INFORMATION

[illegible] AREA	: [illegible]	REQUEST SOURCE	: [illegible]
[illegible] TYPE	: [illegible]	[illegible]	[illegible]
[illegible]	: I (IN/OUT/UNK)	THIRD PARTIES	:
[illegible]	: N (Y/N)	BY EMPLOYEE	N (Y/N)
[illegible] SVC DISTRICT	: 05		
[illegible] DELAY START	:	PART DELAY END	:
[illegible] OPEN DATE	: 07 15 92	SCRAP DATE	:
[illegible] CODE	: CAC CRS LOC: 1241		
[illegible] TYPE	:	TRANSMIT DATE	:
		[illegible] CASE #	:
[illegible] RETENTION	: 00	CENTRAL FILE	: Y (Y/N)
[illegible]	: [illegible]	LAST [illegible] DATE	: [illegible]

CASE CLOSING INFORMATION

[illegible]	: 00	CENTRAL FILE	[illegible]
[illegible] CONTACT DATE	:	DLR CONCLUSION DATE	:
[illegible]		RESPONSIBLE DLR	:
[illegible] CLOSE	: B26[illegible]	CO REVIEWED	[illegible] DATE
[illegible] CLOSED	:	REGION REVIEWED	: [illegible] DATE

[illegible] DIE COMMENTS

[illegible] INVESTI [illegible] INVESTIGATION

[illegible] DAMAGE/[illegible] ALLEGED THERMAL EVENT

[illegible]

[illegible] DATE 9/18/98 TIME [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] DATE: 9/18/98 TIME: 10:30

[illegible] 9/18/98

[illegible]

[illegible] SPOKE WITH MR. SCHMIDT IN REFERENCE TO THE REPORTED INCIDENT.

[illegible] BASED ON THE NATURE OF THE CONCERNS A PAR INVESTIGATION HAS BEEN

[illegible] INITIATED.

[illegible]

[illegible] PLEASE REFER ALL CONTACT REGARDING THIS MATTER TO THE ATTENTION

[illegible] OF THE DOD PAR TEAM.

[illegible]

[illegible] JANIE MULLINS \ME 38349 X2770

[illegible] DATE: DATE: 10/14/98 TIME: [illegible]

[illegible]

[illegible] CALL RECEIVED CALL DOPO TRANSFERRED CALL TO [illegible]

[illegible]

[illegible] [illegible] SWITCHER PHONE [illegible] [illegible] \ME [illegible]

BRG - PAR TEAM - COVER SHEET

Case #: 980155564
Customer: [redacted]/Enterprise
Address: [redacted]
Chadds Ford, PA [redacted]
Phone: [redacted]

Check #'s: 2509616

This vehicle is to be scrapped

GM Disclosure Repurchase Reasons

- ○ Decision of the court proceeding or state run arbitration (excluding BBB Arbitration)
- ○ Settlement of court proceeding or state run arbitration (excluding BBB arbitration)
- ○ Decision of BBB arbitration
- ● Mediated or Customer Satisfaction
- ○ 1341X - Reason: _____

Old Vin#: 1G4HP52K3WH526744
Mileage: [illegible]
New Vin#: [illegible]

In Service Date: 4/29/98
Out of Service Date: 8/21/98
Total Price Paid: $17,785.91

Vehicle Location

Dealer: CORT AUTO BODY
Address: 208 KEARNEY STREET
BRIDGEWATER, NJ [illegible]
Contact: [illegible]
Phone: 732-469-[illegible]
Code: [illegible]

Local Counsel Contact: [illegible]

Vehicle Nonconformity:
Thermal System Total loss [illegible]

Final Repair and Repair Orders:
NA [illegible]

:\bu_legal\par_team\parcvr.xls

Team Specialist: Jarvis Mullen

BUICK MOTOR DIVISION

Location: CUSTOMER ASSISTANCE CENTER
Telephone: (248) 952-2769
System Address: 5505 Corporate Drive Ste. 450 Troy, MI 48098

INTER-ORGANIZATION LETTER

TO: DBC DONATION/SCRAP COORD. LOCATION: DBC-NEW VEH.DAMAGE DEPT.

FROM: Lori Mabry

SUBJECT: [redacted] DATE: 1/4/98

The following vehicle(s) is available for Donate/Scrap

YEAR/MAKE/MODEL: 1998 Buick LeSabre

VIN: 1G4HP52K3WH526784

DEALER CODE:
DEALER NAME: Cort Auto Body

VEHICLE LOCATION: 26E Kearney Street
Bridgewater, NJ 08807

CONTACT PERSON: Jay Habola

PHONE NUMBER: 732 469-3285

PROPERLY EXECUTED TITLE ATTACHED: ☒
LIENHOLDER RELEASE OF LIEN ATTACHED: ☐
INVOICE ATTACHED: YES ☒ NO ☐
IS VEHICLE DRIVEABLE: YES ☐ NO ☒

DISCLOSE REASON FOR BUYBACK: (i.e. Engine Failure) Fire Damage
NADA "WHOLESALE" AMOUNT $17,225.00
REPURCHASE AMOUNT $17,759.91

COMMENTS:

If you have any questions please contact the writer.

Sincerely,

Revised 3/17/98

Attachments

DEPARTMENT OF TRANSPORTATION

CERTIFICATE OF TITLE FOR A VEHICLE

366

96303001000031A7-001

ENTERPRISE LSG CO OF
PHILA
100 NATSONFORD RD
BLD 2 STE 200
RADNOR PA 19087

CERTIFICATE OF SALVAGE NOTARIZATION IS NOT REQUIRED
REGISTRATION NOT TO BE ISSUED
CERTIFICATE OF SALVAGE NOTARIZATION IS NOT REQUIRED
REGISTRATION NOT TO BE ISSUED
CERTIFICATE OF SALVAGE NOTARIZATION IS NOT REQUIRED
REGISTRATION NOT TO BE ISSUED

003250

ENTERPRISE LSG CO OF
PHILA
100 NATSONFORD RD
BLD 2 STE 200
RADNOR PA 19087

SIGN IN PRESENCE OF A NOTARY

(TYPE OR PRINT) Certificate of Title must be submitted within 20 days, unless the purchaser is a registered dealer holding the vehicle for resale.

WARNING — [illegible]

A. ASSIGNMENT OF TITLE

[illegible] X [illegible]

☐ [illegible] ☐ [illegible]

[illegible]

SUBSCRIBED AND SWORN TO BEFORE ME 11 13 98

[illegible]

DO NOT NOTARIZE UNLESS SIGNED IN PRESENCE OF A NOTARY AND PURCHASER'S NAME IS LISTED AND SELLER IS A DEALER

Buick Motor Division

3500 Corporate Drive

Troy MI 48098

Estepes Lost Title of Title

Troy

B. [illegible]

[illegible] X [illegible]

☐ [illegible] ☐ [illegible]

[illegible]

SUBSCRIBED AND SWORN TO BEFORE ME

[illegible]

DO NOT NOTARIZE UNLESS SIGNED IN PRESENCE OF A NOTARY AND PURCHASER'S NAME IS LISTED AND SELLER IS A DEALER

[illegible] X [illegible]

☐ [illegible] ☐ [illegible]

[illegible]

SUBSCRIBED AND SWORN TO BEFORE ME

[illegible]

DO NOT NOTARIZE UNLESS SIGNED IN PRESENCE OF A NOTARY AND PURCHASER'S NAME IS LISTED AND SELLER IS A DEALER

[illegible] X [illegible]

☐ [illegible] ☐ [illegible]

[illegible]

SUBSCRIBED AND SWORN TO BEFORE ME

[illegible]

DO NOT NOTARIZE UNLESS SIGNED IN PRESENCE OF A NOTARY AND PURCHASER'S NAME IS LISTED AND SELLER IS A DEALER

C. ☐ CHECK HERE IF APPLICATION FOR DEALER TITLE AND COMPLETE SECTION D. TITLING FEES $ [illegible]

ALL SELLERS SIGNATURES ON THIS SIDE MUST BE NOTARIZED. SIGN ONLY IN THE PRESENCE OF AN OFFICER EMPOWERED TO ADMINISTER OATHS.

POWER OF ATTORNEY

I, [redacted] of [illegible], in the County of [illegible], and the State of [illegible],

do hereby expressly constitute and appoint Christine R. Austin, Trade/Repurchase Coordinator for Buick Motor Division, General Motors Corporation, or his/her authorized designee (hereinafter "General Motors"), in the County of Oakland, Michigan, as my true and lawful attorney-in-fact regarding one 98 Buick, with the Vehicle Identification Number 1G4HP52K5WU[illegible] and its title, which is being repurchased by and returned to General Motors for good and valuable consideration, to (a) apply only if required by law for a new and/or valid replacement title when, for example, the existing vehicle title is subsequently lost or misplaced and/or (b) make only those corrections and/or changes to the title that are required by law to transfer valid title. I do hereby give said attorney-in-fact full power and authority to do only what is legally required to insure that General Motors has valid title to the vehicle, as fully as I could or might do if personally present, with full power of substitution and revocation, hereby confirming and ratifying all that said attorney-in-fact shall lawfully do or cause to be done hereafter. Signed and sealed this 13 day of Nov, 1998.

(Consumer)

STATE OF Pennsylvania
COUNTY OF Chester

12/13/98, 1998.

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

NOTARY PUBLIC

My Commission Expires: _____

Notarial Seal
Diane Dillingham Alderson, Notary Public
West Goshen Twp., Chester County
My Commission Expires Oct. 9, 2000
Member, Pennsylvania Association of Notaries

orth American Operations
neral Motors Corporation
bursements (0484)
E Judson
ntiac, MI 48342-2230

CHECK No. 882599616

DATE 8/22/98

17,785 DOLLARS 91 CENTS

AMOUNT 17,785.91

NOT VALID AFTER 6 DAYS FROM DATE

PAY TO THE ORDER OF

ENTERPRISE RENT-A-CAR
268 WILMINGTON-WEST CHESTER
PIKE
CHADDS FORD PA 19317-0000

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

Chase Bank of Texas, N.A.
Houston, Texas

AGENT

⑈00259961⑈ ⑆072412927⑆ 010246⑈

North American Operations
General Motors Corporation
Disbursements (0484)
16 E Judson
Pontiac, Michigan 48342-2230

DETACH BEFORE DEPOSITING CHEC

CHECK NO. 882599616

PAYMENT DATE 10/22/98

VOR NO. 00[illegible]97

VOR NAME ENTERPRISE RENT-A-CAR

REFERENCE NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
[illegible]	10/22/98	[illegible]	[illegible]	17,785.91	.00	17,785.9
		TOTAL		17,785.91	.00	17,785.

QUESTIONS? CALL CUSTOMER ASSISTANCE AT (810)[illegible]-2944

POWER OF ATTORNEY

I, _____ of _____, in the County of _____, and the State of _____,

do hereby expressly constitute and appoint Christina R. Austin, Trade/Repurchase Coordinator for Buick Motor Division, General Motors Corporation, or his/her authorized designee (hereinafter "General Motors"), in the County of Oakland, Michigan, as my true and lawful attorney-in-fact regarding one _____, with the Vehicle Identification Number _____ and its title, which is being repurchased by and returned to General Motors for good and valuable consideration, to (a) apply only if required by law for a new and/or valid replacement title when, for example, the existing vehicle title is subsequently lost or misplaced and/or (b) make only those corrections and/or changes to the title that are required by law to transfer valid title. I do hereby give said attorney-in-fact full power and authority to do only what is legally required to insure that General Motors has valid title to the vehicle, as fully as I could or might do if personally present, with full power of substitution and revocation, hereby confirming and ratifying all that said attorney-in-fact shall lawfully do or cause to be done hereafter. Signed and sealed this ____ day of _____, 1998.

_____
(Consumer)

STATE OF _____

COUNTY OF _____

_____, 1998.

Then personally appeared the above named individual and acknowledged the foregoing to be such individual's free act and deed,

_____
NOTARY PUBLIC

My Commission Expires: _____

** COMMUNICATIONS REPORT ** AS OF OCT 27 '98 15:57 PAGE.01

BCRC LEGAL

TOTAL PAGES

SEND : 0022
RECEIVE : 0020

TOTAL TIME

SEND : 00°00'00"
RECEIVE : 00°00'32"

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
01	10/27	12:03		EC—R	00'30"	001	054	OK
02	10/27	12:12	CBBB	EC—S	00'34"	001		OK
03	10/27	12:37	CBBB	EC—R	00'35"	002	055	OK
04	10/27	12:44	1 810 236 1553	EC—S	00'38"	001		OK
05	10/27	13:09		EC—R	03'06"	006	058	OK
06	10/27	13:18	810 736 6389	EC—S	01'34"	005		OK
07	10/27	13:26	917246549025	EC—S	01'35"	005		OK
08	10/27	13:35	16123995528	EC—R	01'29"	002	061	OK
09	10/27	13:43	9167818635	EC—R	01'12"	003	062	OK
10	10/27	13:48	CBBB	EC—S	00'35"	001		OK
11	10/27	14:24	7084498087	EC—S	00'44"	002		OK
12	10/27	14:27	530 666 9878	EC—S	01'56"	006		OK
13	10/27	15:28	4124562739	EC—R	00'21"	001	066	OK
14	10/27	15:36	313 236 6534	EC—R	00'22"	001	067	OK
15	10/27	15:41	CBBB	EC—R	00'57"	004	068	OK
16	10/27	15:44	616 436 5783	EC—S	00'24"	001		OK

BUICK

October 20, 1998

[redacted]
Enterprise Rent-A-Car
[redacted]Wilmington West Chester Park
Chadds Ford, PA [redacted]

RE: 980155584

Dear Ms. [redacted]

This letter is to provide a record of the how the figure of $17,785.91 made payable to "Enterprise Rent-A-Car" was reached.

The last documented vehicle mileage is 7585 miles. We multiplied the 7585 mileage figure with .25 cents per mile to calculate a $1896.25; which established the vehicle usage fee. The $1896.25 amount was then subtracted from the total invoice amount of $19682.16.

19682.16
- 1896.25
$17,785.91 (the amount of the check Buick Motor Division has forwarded)

Sincerely,

Jamie R. Mullins
Business Resource Group
Buick Motor Division

BUICK

October 20, 1998

[redacted]
Enterprise Rent-A-Car
265 Wilmington West Chester Park
Chadds Ford, PA [redacted]

RE: 980155584

Dear Ms. [redacted]

This letter is to provide a record of the how the figure of $17,785.91 made payable to "Enterprise Rent-A-Car" was reached.

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19682.16
- 1896.25
$17,785.91 (the amount of the check Buick Motor Division has forwarded)

Sincerely,

Jamie R. Mullins

Jamie R. Mullins
Business Resource Group
Buick Motor Division

NEW CAR OR TRUCK SALES ORDER FORM

DEALER'S NAME: FAULKNER PONTIAC-BUICK, Inc. (610) 436-6600 DATE: 4/28/98

ADDRESS: 708 Auto Park Blvd. WEST CHESTER, PA. ZIP: 19380

BUYER'S NAME: ENTERPRISE LEA CO OF PHILADELPHIA SOCIAL SECURITY:

ADDRESS: 100 HANSCHFORD RD. BLDG 3 SUITE 300 TELEPHONE: HOME / 610 254 9311 WORK

CITY: RADNOR / PA STATE / 19087 ZIP SALESMAN:

YEAR: 98 MAKE: BUICK MODEL: REGAL TYPE: SEDAN STOCK #: 83286 VIN: 1G4HR52K3WH526784

EXTERIOR COLOR: RED BLUMINON METALLIC TOP COLOR: INTERIOR COLOR:

TRADE-IN INFORMATION

Year: Make: Model:

Mfg. or VIN:

Color: Mileage:

License Plate #:

Trade-In Allowance $ NA

Bal. Owed on Trade-In $ NA

Net Allowance on Trade-In $ NA

Name of Encumbrance Holder:

Date Payoff Good to:

IMPORTANT: (Please Read)

The trade-in value of the vehicle will be changed if the vehicle has suffered damage or serious mechanical deterioration since the date of this order and prior to its delivery to the dealer, or if parts or accessories, or both, including tires, have been removed or replaced with parts or accessories of inferior quality. Since the trade-in will continue to be driven by the owner after the order date, the normal use of any vehicle will cause it to decrease in value. Accordingly, a charge of ____ cents per mile or a dollar amount of $ ____ per month, prorated daily will be deducted from the trade-in value at the time of delivery.

Buyer's Signature

Total Price of Vehicle & Equipment From Reverse Side	$ 19,592.16
Service Contract or Insurance Contract	$ NA
Dealer Installed Accessories or Service Item	
a)	
b)	
c)	
d)	
e)	
f)	
Total	$ 19,592.16
Total Contract Price	$ 19,592.16
Trade-In Allowance (Net)	$ NA
Balance	$ 19,592.16
Sales Tax TIRE TAX	$ 6.00
Notary & Application Fee	$ 16.50
Licenses	$ 10.00
License Transfer Fee	$ 36.00
Title Registration Fee	$ 22.50
Buyer's Deposit	$ NA
Cash Due at Delivery	$ NA
Balance Financed	$ 19,692.16

TERMS & CONDITIONS

WARRANTY: "THE PRINTED NEW VEHICLE WARRANTY OF THE MANUFACTURER DELIVERED TO THE BUYER WITH THE SALE OF THIS VEHICLE, AND WHICH THE BUYER ACKNOWLEDGES IS THE ONLY WARRANTY APPLICABLE TO THE SALE OF THIS VEHICLE. ADDITIONAL COPIES OF THE MANUFACTURER'S WARRANTY MAY BE OBTAINED FROM THE MANUFACTURER OR THE DEALER BY REQUESTING COPIES OF THE SAME."

DISCLAIMER: THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE MADE BY THE SELLER HEREIN EXCEPT THE WARRANTIES OF THE MANUFACTURER. THE MANUFACTURER'S WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED; AND ANY DISPUTE ARISING UNDER THE TERMS OF SAID WARRANTY SHALL BE DETERMINED SOLELY BY THE BUYER AND THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLING DEALER SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. Some states do not allow the exclusions or limitation of incidental or consequential damages, so the preceding limitation or exclusion may not apply to you.

Buyer's Signature

LIQUIDATED DAMAGES IN THE EVENT OF CANCELLATION OR BREACH OF THIS AGREEMENT BY THE BUYER, THE DEALER SHALL BE ENTITLED TO RETAIN AS LIQUIDATED DAMAGES THE SUM OF $ ____. BUYER HEREBY ACKNOWLEDGES THE ABOVE PROVISION.

Buyer's Signature

INSURANCE INFORMATION

Name of Insurance Co.:

Policy #: Code #:

Amount of Deductible Comprehensive Coverage $ NA

Amount of Deductible Collision $ NA

BINDING CONTRACT: "This Contract is not binding upon either the dealer or the Buyer until signed by an authorized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO THE DEALER."

Buyer agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof. This order cancels and supersedes any prior agreement and as of the date hereof comprises the entire Agreement relating to the subject matter covered hereby. Buyer certifies that he/she is 18 years of age or older and of full legal capacity to enter into this Contract. Buyer acknowledges receipt of a copy of this Sales Order Form and the Manufacturers Warranty.

BUYER'S SIGNATURE

ACCEPTED BY

AUTHORIZED DEALER REPRESENTATIVE

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Division: BUICK	Ref# 940155584	Document ID	Date Saved: 10/29/96
VIN: 1G4HP52K3WH525754	Claimant's Name (LAST, First)		

Division:	Ref#	Document ID	(page 1 of 8)
VIN:	Claimant's Name (LAST, First)		

Inspected By: HARRY L. ANNIS Organization: EAA
Phone: (732) 262 -8881 x Inspection Date: 10-9-96 Mileage at Inspection: NA

I INSPECTION SUMMARY

Type Non Collision X, Collision ☐

Fire Origin Engine Compartment X, Underdash ☐, Other Interior ☐, Trunk ☐, Unknown ☐, Other ☐ specify __, Component: ____,

Following the inspection, summarize the observations: THE ENGINE COOLANT FAN CAME OFF HITTING THE RADIATOR SPAYING COOLANT ON THE EXHAUST MANIFOLD CREATING IGNITION AND THE HOT SPOT MELTING THE THROTTLE BODY AND THEN THE FIRE TOOK OFF.

II INTERVIEW - VEHICLE HISTORY

1. *Name, address, and phone number* of person being interviewed: JOANNE SCHMIDT, 295 WILMINGTON -WEST PIKE,CHADDS FORD,PA. 19317 -610-459-5909 THE OWNER WAS DRIVING ON THE NJ TURNPIKE ROUTE # 95 , HE HEARD A NOISE AND SAW SMOKE COMING FROM THE HOOD. HE PULLED OVER AND GOT AWAY FROM THE FIRE

2. *Vehicle modifications* or *after-market equipment*? (e.g., radio, phone, CB, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, etc.) NONE

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

If this vehicle is used for *trailering*, describe *trailering usage* (height and front shape of trailer, weight, percent of time or miles that trailer is towed, etc.): NO

3. *Prior collision damage*? (date, description, etc.) NO

Repaired by:

4. Describe *existing vehicle conditions* at the time of the incident (e.g. warning lights "On", engine miss, etc) : NA

5. *Repairs* outside of warranty (what, when, by whom?): NA

6. Other *vehicle history* information (from person being interviewed or GM Warranty History): NA

7. *Last maintenance* (date, description, by whom?): NA

III INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

This section covers vehicle usage the day of the fire.

If being driven, describe: vehicle speed: NA mph, drive length __ h __ min, distance _____ miles, and type of drive (e.g. city traffic, highway, long grades, etc.). HIGHWAY

If parked, how long was it parked? NA Was the ignition off ☐ or was the engine running ☐ ? Describe drive prior to parking: drive length __ h __ min, distance _____ miles, and type of drive (e.g. city traffic, highway, long grades, etc.).

If vehicle is a *truck*, or a *car trailering cargo* at the time of the incident, estimated total weight of cargo and trailer: NO lb, Load description: _____ Load location: _____ Height and description of front shape of trailer:

Weather conditions: Approx. ambient temperature ___°F, General conditions (dry, rain, wind, etc.): DRY CLEAR

III B AT THE FIRST INDICATION OF A PROBLEM

Ignition switch position (off, on, start, accessory): ___ Engine running? (Y/N) Y

Unusual *odors*?. (Y/N) NA Describe: NA

Smoke? (from where, color, intensity, etc.) ENGINE

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

Any apparent *malfunction*? (Y/N) NO If yes, describe:

Position of *HVAC controls* (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) NA. Blower setting _____, Temperature setting

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

_ Cruise Control	_ Windshield Wipers	_ 2 Way/Communication Radio
_ Traction Control Switch "On"	_ Driver Seat Heater	_ Power Window Controls
_ Low Beam Headlights	_ Passenger Seat Heater	_ Power Mirror Controls
_ High Beam Headlights	_ Auxiliary Power Outlet	_ Power Seat Controls
_ Fog Lamps	_ Radio, Built-in Tape/CD Player	_ Power Sun Roof Controls
_ Turn Signal	_ Auxiliary CD Player	_ Cigar Lighter
_ Hazard Flashers	_ Telephone	_ HVAC
_ Map Lights, Ft_ Rr	_ CB Radio	_ Other
_ Other Interior Lights		

If any of the above were cycled, describe:

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

III C DURING THE FIRE

Time _____ and *distance* _____ between first indication of a problem and start of fire.

Time 1212 between start of fire and other significant events. Describe: FROM POLICE REPORT

Time (24 hr) 1213 when fire was over or put out. FIRE REPORT

Describe initial location, color and intensity of *smoke and flame*. NA

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

Any malfunction? (Y/N) ___If yes, describe:

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) ___, Open Hood? (Y/N) ___, Other? (Y/N) _ Describe:

When you left vehicle: Ignition switch position (off, on, accessory): ___ Windows open? (Y/N) ___, Doors open? (Y/N) ___ Describe:

Any other comments that have not been covered?

IV VEHICLE INSPECTION

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

Take color photographs of the following:

A. Exterior:

Front
Right side
Rear
Trunk area
Decklid outer panel
Decklid inner panel : COULD NOT OPEN
Option label
VIN
Left side
Hood outer panel
Hood inner panel
Roof
Fuel filler "Lead Free" restrictor in place? (Y/N) Y Describe: Y
Location of fuel filler cap (or evidence of remaining): INSTALLED ON VEHICLE

Comments: VEHICLE WAS COMPLETELY BURNED

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s)
Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray
Floor: Left, Right, Rear-UPPER SURFACE OF RUG WAS BURNED
Seats: LF, RF, Rear Seats BURNED
List all driver electrical controls which are in the "On" position (include ignition): DESTROYED
Position of windows (if glass is missing, do further inspection): BLOWN OUT

Comments:INTERIOR WAS COMPLETELY BURNED

C. Underhood:

Engine compartment SEVERELY BURNED
Radiator, front & rear DAMAGED
Coolant recovery bottle BURNED
Engine coolant lines/hoses, connections BURNED
Heater lines/hoses, connections/clamps (include those to throttle body) BURNED
TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections BURNED
Engine block (note precise location of cracks, holes, etc.): BURNED
Engine: dipstick, oil cooler lines/connections, filter, oil pan BURNED
Transmission: dipstick, oil cooler lines/connections, oil pan BURNED
Master cylinder and brake fluid reservoir BURNED
Brake lines and hoses BURNED
ABS/TCS Modulator

Power steering lines/hoses, connections/clamps, pump BURNED
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): OK
Other:

Comments: ENGINE COMPARTMENT WAS SEVERELY BURNED

D. Fluids (comments only):

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

Engine coolant: BURNED

Engine oil: FULL-GREY

Transmission fluid FULL OK

Power steering fluid: BURNED

Brake fluid: BURNED

E. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?): NO
Scrapes or impact damage on the following:
Fuel tank OK
Fuel filler lines OK
Tires/Wheels RT. FRT., LEFT FRT. RR -BURNED

Comments: UNDERBODY & EXHAUST OK

F. Electrical:
Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (identify all open or *not* proper size): BURNED
Relay centers
Wiring insulation at fuse blocks
Fusible links (identify all open): BURNED
Spark plug wiring and boot condition: BURNED
Modules: ABS/TCS, ECM, other BURNED

Comments: COMPLETELY BURNED

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: ENGINE

Photograph and comment on the item/area which is the apparent origin of the fire: COOLANT FAN-HIT RADIATOR -SPRAYING ENGINE WITH COOLANT.

Anything on vehicle which is after-market: NO

Anything on vehicle which is a modification: NO

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

Other relevant information: NONE

H. Vehicle Contents: NONE

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage:

V SITE INSPECTION (If applicable)

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, take pictures of the damage and make notes as

Comments: THE POLICE AND FIRE REPORT LIST TWO SEPARATE LOCATION FOR THE FIRE .
THE FIRE WAS IN THE AREA OF THE 83 MILE MARKER ON THE NJ TURNPIKE ROUTE # 95
BLACKTOP, SPEED LIMIT 65 MPH .

Inspector HARRY L ANNIS

Roll Number 2

Neg.#	Description
0	1998- BUICK LESABRE
1.	ENGINE COMPARTMENT
2.	ENGINE FROM RIGHT SIDE-
3.	ENGINE FROM LEFT SIDE -MELTED THROTTLE BODY- LOWER- THROTTLE BODY MELTED OVER EXHAUST-HOT SPOT
4.	THOTTLE BODY
5.	TOP OF ENGINE -THROTTLE BODY
6.	RADIATOR AND AC CONDENSER
7.	RADIATOR - HOLE MADE BY FAN (FAN COULD NOT BE LOCATED) CAUSE OF FIRE- FLUID HITTING ENGINE EXHAUST MANTIFOLD -MELTING THROTTLE BODY.
8.	RADIATOR -HOLE TORN OUT
9.	BATTERY- RIGHT SIDE OF ENGINE COMPARTMENT-BURNED ON TOP
10.	FRT OF ENGINE
11.	UNDERBODY-RIGHT FRT. CORNER
12.	UNDERBODY-LEFT FRT.CORNER
13.	THIS IS NOT LOCATION -POLICE REPORT AND FIRE REPORT GIVE TWO
14.	DIFERENT LOCATIONS- PICTURE TAKEN AT 83 MILE MARKER. NO EVIDENCE AT MILE MARKER 83.1 OR 83.3
15.	
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37.	

FIELD PHOTOGRAPHIC NOTES

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: BUICK	Ref# 98015554	Document ID	Date Saved: 7/25/98
VIN: 1G4HP52K3WH426754	Claimant's Name (LAST, First)		

Division:	Ref#	Document ID	(page 1 of 5)
VIN:	Claimant's Name (LAST, First)		

Inspector HARRY L ANNIS

Number of Rolls 2

Roll Number 1

Neg.#	Description
0	1998 -BUICK
1.	FRT.END
2.	HOOD-HOT SPOT
3.	RIGHT FRT.CORNER
4.	RIGHT SIDE
5.	RIGHT REAR QUARTER
6.	REAR
7.	LEFT QUARTER
8.	TRUNK
9.	LEFT SIDE
10.	SERIAL NUMBER
11.	LEFT FRT. CORNER
12.	ROOF
13.	ROOF
14.	INTERIOR
15.	INTERIORD
16.	DASH & INTERIOR
17.	INTERIOR -RIGHT SIDE
18.	INTERIOR
19.	DASH- RIGHT SIDE
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NEW JERSEY STATE POLICE

OPERATIONS REPORT

CRANBURY	D010	8-95R	8-21-98	12:12
VEHICLE FIRE		FRIDAY	NJTP SMT 83.1	
—	—	EAST BRUNSWICK	MIDDLESEX	
1998	BUICK LESABRE	4 DOOR	BEIGE	BLE962S (PA)
1G4HP52K3WH526784				
OWEN M. WALLACE JR.		(302)322-5994	1108606 (DE)	
141 FARADAY CT, LAKESIDE, DE				
11-23-63	34	M	2B	5'9
145	BLK	BRN	DARK	195-58-1814
ENTERPRISE LEASING COMPANY			(302)292-0524	
430 NEWARK SHOPPING CENTER, NEWARK, DE 19711				

8-21-98:

ON THIS DATE, I WAS DETAILED TO A VEHICLE FIRE ON THE NJT TURNPIKE SMT ROADWAY. UPON MY ARRIVAL, I OBSERVED AN UNOCCUPIED BEIGE BUICK, PA REG. (BLE962S), ON THE RIGHT SHOULDER AT MILEPOST 83.1. THE FRONT OF THE VEHICLE WAS ENGULFED IN FLAMES. MILLTOWN FIRE DEPARTMENT, NJ REG. (M6,5H29) RESPONDED TO THE SCENE AND EXTINGUISHED THE FIRE. CHIEF JOEL CALASSO ADVISED ME THAT THE CAUSE OF THE FIRE WAS PROBABLY MECHANICAL FAILURE. GUARANTEED TOWING (ACD # 112) RESPONDED TO THE SCENE AND REMOVED THE CAR. THE MACADAM WAS SCORCHED UNDER AND AROUND THE CAR. THERE WAS ALSO TWO SHALLOW HOLES FROM WHERE THE FRONT TIRES MELTED.

I MET WITH THE OPERATOR, MR. WALLACE, WHO TOLD ME THAT WHILE HE WAS DRIVING HE HEARD A POP. HE ADDED THAT THE VEHICLE LOST POWER AND STARTED TO SMOKE. HE PULLED THE VEHICLE TO THE SHOULDER AND GOT HIS FAMILY, TRACY (34 YOA), TARYN (16), ASHA (11), OUT OF THE CAR. THE FIRE WAS NOT OF SUSPICIOUS NATURE.

12:12	12:19	12:52	1 of 1	8-21-98
TPR. J. EMRY		5762		
Signature: X Tpr.		5762		

MILLTOWN FIRE DEPARTMENT
ENGINE COMPANY

☐ IN TOWN FIRE ☒ OUT OF TOWN FIRE

☐ UNDER INVEST. ☐ MALICIOUS FALSE
☐ ACCIDENTAL ☒ UNDETERMINED
☐ SUSPICIOUS ☐ ALARM MALFUCTION
☐ FALSE ☐ DISPATCH ERROR

ALARM No.: 980078
DATE: 8-21-98
DAY: FRI
TIME IN: 1317
TIME OUT: 1317
WEATHER: WARM

☐ DEPT. DRILL ☐ COMPANY DRILL ☐ DRIVERS DRILL ☐ VOL. DRILL ☐ PARADE

Topic: _____

STRUCTURAL ☐ Injuries (attach report) ☐ Fatalities (attach report)

Name of Occupant: _____ Address of Alarm: _____ Phone: _____

Name of Owner: _____ Address of Owner: _____ Phone: _____

Type of Situation Found: _____ Type of Action Taken: _____

Area of Origin of Fire: _____ Method of Extinguishment: _____

Type of Structure: _____ Property Use: _____

Extent of Damage: _____ Other Notes: _____

AUTOMOBILE ☐ Injuries (attach report) ☐ Fatalities (attach report)

Location of Alarm: NJ Turnpike 83.3 SNJ

Name of Owner: N/A Address of Owner: N/A Phone: N/A

Year/Make/Model: Buick LeSabre License No.: BQE-925 Vehicle I.D. No. 1G4HP52K3WH516984

Method of Extinguishment: 1½ & Booster Extent of Damage: Total

OTHER ☐ Injuries (attach report) ☐ Fatalities (attach report)

Location of Alarm: _____ Name of Property Owner: _____ Phone: _____

Type of Situation Found: _____ Type of Action Taken: _____

Area of Origin of Fire: _____ Method of Extinguishment: _____

Property Use: _____ Extent of Damage: _____

☒ ROBERT BALACHICK	☐ GEORGE KUEMA	☐ MICHAEL WOLF
☐ PETER BELONIS	☒ CHRIS LEHMAN	☐
☐ JULES DENOVICE	☐ ALLEN MILLER	☐
☒ GEORGE J. GARTNER	☐ DAVID C. PETRY	☐
☐ CHRIS GROTHOFF	☐ JOHN E. PULDA	☐
☒ DREW J. HARTO	☐ CHRIS RILEY	☐
☐ EDWARD S. HARTO	☐ JAMES RILEY	☐
☐ GARY HIPKO	☒ JACK A. SHANABROOK	☐
☐ DONALD R. KANE	☐ RYAN SHANABROOK	☐
☐ MICHAEL P. KANE	☐ KENNETH L. STEERER	☐
☐ ANTHONY KOROBEINYK	☐ RICHARD VAN DEURSEN	☐
☐ JOHN B. KOZAK	☐ WILLIAM M. VISOKAY	

Chief in Charge: Calasso Manpower: 5

Officer: _____ Approx. Manhours: 5

Driver of 82: SHANABROOK Approx. Time Pump Used: 20 MIN

Driver of 83: _____ Approx. Time Generator Used: _____

BUICK

Facsimile Cover Sheet

EAA Contact :	Tina Martin
Phone/Fax:	248-642-3232 / 248-642-4558
Subject:	P.A.R. Investigation
File#:	980185564
Claimant:	Entreprise Rental
Vehicle (Model-Year):	98 Buick LeSabre
Vehicle Location:	Cort Autobody Repair-734-469-3285
Contact's (Name/Phone):	Joanne Schmidt 810-558-5808
Divisional Contact:	Jamie Mullins
Division:	Buick / Business Resource Group
Address:	5505 Corporate Drive Suite 450 Troy, MI 48098
Phone/Fax:	248-952-2770 / 248-952-6798
Sir / EDRU Cartridge:	Mass Cartridge ☐6.0v ☐7.0v ☐ ** OBD II Cable & VIM **'96 U-Vans, Venture, Trans Sport, Silhouette requirements **Buick, Cadillac requirements for '97-'98 OBD II
Date	9/16/98
Pages including this cover page:	3

The information contained in this facsimile is confidential and may also be client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient, or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copy of this communication is strictly prohibited. If you have received the facsimile in error, please immediately notify us by telephone, and return the original message to us at the address above via the U.S. Postal Service. Thank You.

Please Use Forms:

- ☐ Acceleration/throttle
- ☐ Brake/ABS/TC System(s)
- ☐ Steering/Suspension/Tires & Wheels
- ☐ Side Impact
- ☐ Fire (Collision)
- ☒ Fire (Non-collision)
- ☐ Hood/Hood Latch
- ☐ Restraint-SIR/Seatbelts
- ☐ Seats
- ☐ Transmission/Transaxle

Special Instructions:

- ☐ Do not Interview Owner
- ☐ Interview Owner
- ☐ Remove & Return Part
- ☐ Contact PAR Team Member
- ☐ Other_____

EAA Internal Use Only

☐ Chevrolet 250-_____ ☐ Pontiac/GMC 355-_____ ☐ Oldsmobile 649-_____

☐ Buick 648-_____ ☐ Cadillac 277-_____ # of Pages Transmitted:_____

To: SA:_____ Phone:_____ Fax:_____

From: Tina Martin Date Faxed to SA:___/___/___ Due Date:___/___/___

EAA SA Use Only

Case Acceptance/Investigation: ☐ YES ☐ NO

Please acknowledge acceptance of this case promptly by phone or fax.

Report Mailed USPS Priority: Date mailed:___/___/___

Please report completion date by phone or fax.

INCIDENT DATE: 08 / 21 / 98 TIME: 13 : 00 (24 HR CLOCK)
OWNER TITLE :
FIRST : [redacted] MI : LAST: [redacted]
STREET [redacted]
CITY : CHADDS FORD ST: PA ZIP : [redacted]
H PHONE : AGE: B PHONE: [redacted]
COMPANY: ENTERPRISE RENTAL
DRIVER TITLE : SAME
FIRST : MI : LAST:
STREET :
CITY : ST: ZIP :
H PHONE : AGE: B PHONE:
CLAIMANT TITLE: SAME

BODILY INJURIES : N (Y/N) NUMBER OF PEOPLE :
WAS ANOTHER VEH INVOLVED : N (Y/N) NUMBER OF VEHICLES :
DID VEHICLE TURN OVER : N (Y/N) CLAIMANT REP BY ATTNY: N (Y/N)
WHERE CAN VEHICLE BE SEEN: CURT AUTOBODY, 25 E KEARNEY STREET IN
BRIDGEWATER, NJ 732-469-3285
VIN : 1G8HP52K3WH528784 DEL DTE: 042994
YR/MDL: 96 HP MILEAGE: 7385
******** ******** ******** ******** ******** ******** ********

note veh. location

PRINCIPLE USE OF VEHICLE : FLEET RENTAL VEHICLE
DRIVER DESCRIPTION OF INCIDENT & CAUSE: THEY WERE DRIVING THE VEHICLE AND THEY HEARD A BAH-BAH-BAH NOISE.... HE SAW SMOKE AND A VEHICLE DRIVE BY AND ADVISED HE WAS ON FIRE. HE PULLED OVER AND THE VEHICLE BECAME ENGULFED IN FLAMES.

NATURE OF WEATHER: DRY AND CLEAR

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: ENGINE

WHO MADE ALLEGATION OF DEFECT: MS. SCHMIDT
WAS VEHICLE TOWED : Y (Y/N)
TOWING CO NAME : NA
TOWING CO ADDRESS: NA
TOW DRIVER NAME : NA

DID YOU SPEAK TO DRIVER: N (Y/N)
IF "N" GIVE SOURCE OF DRIVER DESC: MS. SCHMIDT
VEHICLE SPEED EST : 65
SOURCE OF EST : THE DRIVER VIA MS. SCHMIDT

POLICE REPORT MADE: Y (Y/N) REPORT ATTACHED: N (Y/N)
IF NOT ATTACHED,GIVE STATION/OFFICER MAKING REPORT:
NEW BRUNSWICK F.D.
ANY WITNESSES : N (Y/N) NUMBER:

INCIDENT LOCATION
LOCATION OF INCIDENT: NEW JERSEY TURNPIKE IN NEW BRUNSWICK

KIND OF ROAD: C KIND OF SHOULDER: C (CONCRETE/GRAVEL/DIRT/ROCK-CRUSH/ASPHALT)

ROAD CONDITION: D SHOULDER CONDITION: D (WET/DRY/ICY/OTHER)

VISION OBSTRUCTIONS : NONE
POSTED SPEED : 65 (MPH)

VIN : 1G4HP52K3WH526784 DEL DATE: 04 29 98
YR/MDL: 98 HP NEW/USED/DEMO: N MILEAGE : 7585
TRANS : 4T65E AXLE: 2.86 ENGINE : 3.8L V6
LICENSE # : STATE:
INSPEC STICK #: STATION # : EXP DATE:
SPECIAL EQUIP/FEATURES: NONE

NATURE AND EXTENT OF DAMAGES: INTERIOR AND ENGINE/FRONT END CONSUMED BY FIRE.

LLING DEALER : FLEET
ADDRESS :
SERVICING DEALER : FLEET VEHICLE
ADDRESS : ENTREPRISE

```
THIS: BASE    ACTION: C KEY: 980155564            CRS   09/15/98 11:52 CABS020M
NEXT: BASE    ACTION: C KEY: 980155564                                 ID: B48EI
01 TITLE  :                  CUSTOMER INFORMATION                      TYPE: GO
02 FIRST  : [redacted]                 03 MI:     04 LAST   : [redacted]
05 STREET : [redacted]
06 CITY   : CHADDS FORD              07 ST: PA  08 ZIP    : [redacted]
09 H PHONE:                                     10 B PHONE: [redacted]
11 COMPANY: ENTERPRISE RENTAL
                           VEHICLE/DEALER INFORMATION
12 VIN    : 1G4HP52K3WH526784  ENG: 3.8L V6 MFI   PLANT: FLINT MI
13 YR/MDL : 98 HP LESABRE CUSTOM       14 DEL DTE: 04 29 98 15 MILES: 007585
16 DEALER :                                                 17 ZNDLR: 00 00000
18 CITY   :                                                 19 STATE:
CDE # DESC                 CDE COMMENTS
T31 0 GM 1241 INVESTI  20 PAR 1241 INVESTIGATION
T32 0 FIRE DAMAGE/LOS  21 ALLEGED THERMAL EVENT
                       22
                       23
                       24
--->
PF13 BASE    PF14 CMTS    PF15 APTRCL  PF16 CLOSE   PF17 CSESCN  PF18 DLRLOC
PF19 CRIS    PF20 TELLST  PF21 LITLST  PF22 ZONEACT PF23 CORRSEL PF24 CAL
```

Jay Cartfiel
732-469-3285

.25¢ per mile
off invoice
@ $900.00

THIS: AFTRCL ACTION: C KEY: 980155564 CRS 09/15/98 11:53 CABS200M
NEXT: AFTRCL ACTION: C KEY: 980155564 ID: B48EI
NAME: [redacted] CHADDS FORD, PA YR/MDL: 98 HP TYPE: GO

AFTER CALL INFORMATION
CUSTOMER REQUEST INFORMATION

REQUEST TYPE	: (CASE/INQ)	PRODUCT CAMPAIGN	:
REQUEST AREA	: SERV	REQUEST SOURCE	: H W CRS
CONTACT TYPE	: OWNER	IN CORR SEQ #	: N
WARRANTY	: I (IN/OUT/UNK)	THIRD PARTIES	:
STOCKHOLDER	: N (Y/N)	GM EMPLOYEE	: N (Y/N)
SERVICE DISTRICT:			
PART DELAY START:		PART DELAY END	:
TRANSFER TO ID	:	DSM ASSIGNED	:
CASE OPEN DATE	: 09 15 98	SCRAP DATE	:
ROUTING CODE	: CAC CRS LOC: 1241	TRANSMIT	: N (Y/N)
CORRES TYPE	:	TRANSMIT DATE	:
FOLLOW UP DATE	:	CORP CASE #	:
FILE RETENTION	: 00	POSSIBLE SAFETY	: Y (Y/N)
LAST ALTERED ID	: B48EI	LAST ALTERED DATE	: 09 15 98
REJECT CLOSE	: N (Y/N)	REOPEN CASE	: N (Y/N)

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCE PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: C KEY: 980155564 CRS 09/15/98 11:53 CABS030M
NEXT: CMTS ACTION: C KEY: 980155564 ID: B48EI
GENERAL COMMENTS TOTAL CMTS: 1 TYPE: GO
USER: B48EI DATE: 09/15/98 TIME: 11:52 COMMENT #: 1
[illegible]5-98 CUST DID NOT HAVE DLR INFO.
CUST CALLED REPRESENTING ENTERPRISE RENTAL CAR. CUST STATES VEH LISTED ABOVE "CAUGHT ON FIRE" AND IS CONSIDERED A "TOTAL LOSS." CUST STATES VEH IS CURRENTLY AT CORT AUTO BODY, 26E KEARNEY STREET IN BRIDGEWATER, NJ. BODY SHOP TEL# IS 732-469-3285. CUST STATES NO INJURIES TOOK PLACE AND SHE IS CALLING TO PUT BMD ON NOTICE OF THIS OCCURRENCE. CUST STATES THE VEH'S OIL WAS CHANGED PRIOR TO THIS EVENT TAKING PLACE AND THE PARTY WHO PERFORMED OIL CHANGE HAS ALSO BEEN NOTIFIED. CUST STATES EVENT TOOK PLACE ON 8-21-98. BCRC THANKED CUST FOR NOTIFYING BMD AND ADVISED CUST THAT INFO WILL BE FORWARDED TO PROPER DEPTS. WITHIN BMD. BCRC ADVISED CUST SHE WILL BE CONTACTED WITHIN A FEW DAYS REGARDING THIS EVENT BY SOMEONE FROM BMD. BCRC GAVE CUST CASE#. BCRC WILL FORWARD THIS CASE TO JAMIE MULLINS IN BRG FOR FURTHER HANDLING.
BCRC ERNEST J. ILARDE VME#38143 8-382-2729

MORE: N
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL
*I0004 TOP OF DATA DISPLAYED *I0005 BOTTOM OF DATA DISPLAYED *

OWNER SCREEN FOR VIN 1G4HP52K3WH526784
DIVISION SALES OWNER : ENTERPRI S E LEASING
SALES DATE : 04 / 29 / 98 MILEAGE : _____
SELLING DEALER : 1135580 TYPE OF SALE: F FLEET
POLK 1ST REGISTRATION : _____
REGISTRATION DATE : __/__/__ TITLE CODE : _____
PHOTO TRANSFER : _____
TRANSFER DATE : __/__/__ MILEAGE : _____
POLK 2ND REGISTRATION : _____
REGISTRATION DATE : __/__/__ TITLE CODE : _____
TRANSFER EXPIRE DATE : __/__/__
CURRENT OWNER : ENTERPRI S E LEASING
PURCHASE/REG. DATE : 04 / 29 / 98 SOURCE : S
CURRENT ADDRESS : 8850 LADUE ROAD
: ST LOUIS MO
: 63124
NUMBER OF OWNERS : 1
WARRANTY REDUCED : _
RESTRICTED STATE : _ LAST DATE MAINT : 6/ 2/98

WARRANTY/CAMPAIGN SCREEN FOR VIN 1G4HP52K3WH526784

OPEN CAMPAIGNS: NONE ____ ____ ____ ____
____ ____ ____ ____ ____
WARRANTY EXCEPTIONS:
__ NONE _____
_____
STANDARD WARRANTIES:
AW 3/36 BUMPER TO BUMPER - NO DEDUCTIB CL 3/36 EMISS (EXTENDED FROM 2/24 FED
EA 6/100 SHEET METAL RUST-THROUGH _____
EO 3/36 SHEET METAL CORROSION _____
CI 3/50 EMISSIONS (CALIF STANDARDS) _____
CJ 7/70 EMISS SPECIFIC COMPONENTS (CAL _____
CK 8/80 EMISSIONS (CATYL CONVERTER/PCM _____
SERVICE CONTRACTS:
_____ _____
OPT. EXTEND WARRANTY START DATE __/__/__ MILEAGE _____
OPT. EXTEND WARRANTY EXPIRATION DATE __/__/__ MILEAGE _____

DEALER SCREEN FOR VIN 1G4HP52K3WH526784
SALES DATE : 04 / 29 / 98 SALES MILEAGE :
OPEN CAMPAIGNS : NONE

VEHICLE WARRANTIES:
3/36 BUMPER TO BUMPER - NO DEDUCTIBLE
6/100 SHEET METAL RUST-THROUGH
3/36 SHEET METAL CORROSION
3/50 EMISSIONS (CALIF STANDARDS)
7/70 EMISS SPECIFIC COMPONENTS (CALIF
8/80 EMISSIONS (CATYL CONVERTER/PCM)
3/36 EMISS (EXTENDED FROM 2/24 FED STD

TYPE OF SALE : FLEET
FIRST RETAIL OWNER : ENTERPRI S E LEASING

SECOND OWNER :
TRANSFER DATE : / /
ELIGIBILITY FOR TRANSFER EXPIRES : / /
CURRENT OWNER : ENTERPRI S E LEASING
TOTAL NO. OWNERS : 1
SERVICE CONTRACTS :
OPT. EXTEND WARRANTY EXPIRATION DATE : / / MILEAGE

BRANDED SCREEN FOR VIN 1G4HP52K3WH526784

VIN DIVISION

YEAR

MAKE

REPORTING SOURCE CODE

REPORTING STATE

TITLE NUMBER

BRAND NO REPORTED BRANDS

SOURCE RECORD DATE

VISS RECORD DATE

1G4HP52K3WH526784 LESABRE CUSTOM M 1135680 19980429 10 PAID 1

PROD-DTE: 19980427 DELWAR-DATE: WARBLK-DTE:
INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:
INV-DLR : 1135680 SHIP-TO-DLR: 1135680

C T	CYCLE RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	AUTH ID	AUTH CODE
001	I	1135680	850	19980427	A26784	526784	01	Z7000	94.99	0	

PASSENGER CAR AND TRUCK NVI

—— NO MORE CLAIMS FOR THIS VIN ——

VIN: 1G4HP52K3WH526784 ORD-TYPE: 050 SERV-TYPE: 000 DEL-TYPE: 020

RPO DESCRIPTION	RPO DESCRIPTION
H BODY	4 DOOR
SEDAN	BUICK
V6 ENGINE	L36 3.8 LITRE V6 MFI
FEDERAL EMISSIONS	MX0 AUTO TRANS W/OVERDRIVE
AUTO TRANS	MN3 4 SPD AUTO TRANS 4T65-E
U23 INSTRUMENT CLST/TRIP	AK5 INFLAT RESTRAINT DR/PAS
ANTILOCK BRAKE	C67 AIR CONDITIONING
PASS ST BK MAN RECLINER	FRT DR ST BK MAN RECLIN
DG7 DR/PASS REMOTE ELEC	U77 REAR WINDOW ANTENNA
UN6 RADIO AM/FM CASS CDM	POWER WINDOW

—— END OF OPTIONS ——

BUICK

October 20, 1998

[redacted]
Enterprise Rent-A-Car
265 Wilmington West Chester Park
Chadds Ford, PA 19317

Dear Ms. [redacted]

RE: 980155564

As discussed, Buick Motor Division will forward a check in the of $17, 785.91 made payable to "Enterprise Rent-A-Car" so the matter in reference to the 1998 Buick LeSabre VIN # 1G4HP52K3WH526784, can be concluded.

We require the vehicle title and release of claim form be properly executed at Faulkner Buick. The arrangements will occur at the following address:

Faulkner Buick, Inc.
705 Autopark Blvd.
West Chester, PA 19382-4976
Phone # 610-436-5600

Dealer Contact is Sales Manager Dean Zampana.

Mr. Zampana will execute an odometer statement, power of attorney and provide the settlement check. Buick Motor Division will obtain the vehicle from its current location in Bridgewater, New Jersey, once we are in receipt of the properly executed title.

BUICK

All parties should forward their documentation via certified mail (return receipt requested) to the following address:

Buick Motor Division
Business Resource Group
5505 Corporate Drive, Suite 450
Troy MI, 48098
Attn: Lori Mabry

If any further assistance is required, please feel free to contact me at 248-952-2760.

Truly yours,

E. A. Keenan
Supervisor
Business Resource Group
Buick Motor Division

EAK/cmp
Enclosure

cc: Michael McNamee
Faulkner Buick, Inc. (Dean Zampana)
file

Jeanne Schmidt
95C153564
17 36650

VEHICLE SCRAPPING CERTIFICATION

Region: 40

On 01/25/99 (month) (day) (year), the following vehicle(s):

VIN	MAKE	MODEL YEAR	COLOR
1G4HP53K3WH536784	BUICK	LESABRE 1998	BEIGE

Was scrapped at the following location:
SALVAGE COMPANY NAME: ABSOLUTE AUTO/TRUCK SALVAGE

NAME OF SALVAGE COMPANY REPRESENTATIVE: FRANK SATTA

STREET ADDRESS: [illegible]

CITY: MIDDLESEX STATE: N.J. ZIP CODE: 08846

TELEPHONE NUMBER: (732) 469-3802

SALVAGE COMPANY EMPLOYEE SIGNATURE

I hereby certify that I was present at the above named salvage company and certify that I witnessed the total mutilation of the vehicle(s) listed above, including the vehicle identification plate and G.V.W. plate, all accessories and options, to render them destroyed beyond further use.

GM EMPLOYEE WITNESS SIGNATURE DATE

REGION LOCATION

GM APPROVED WITNESS SIGNATURE DATE 01/25/99

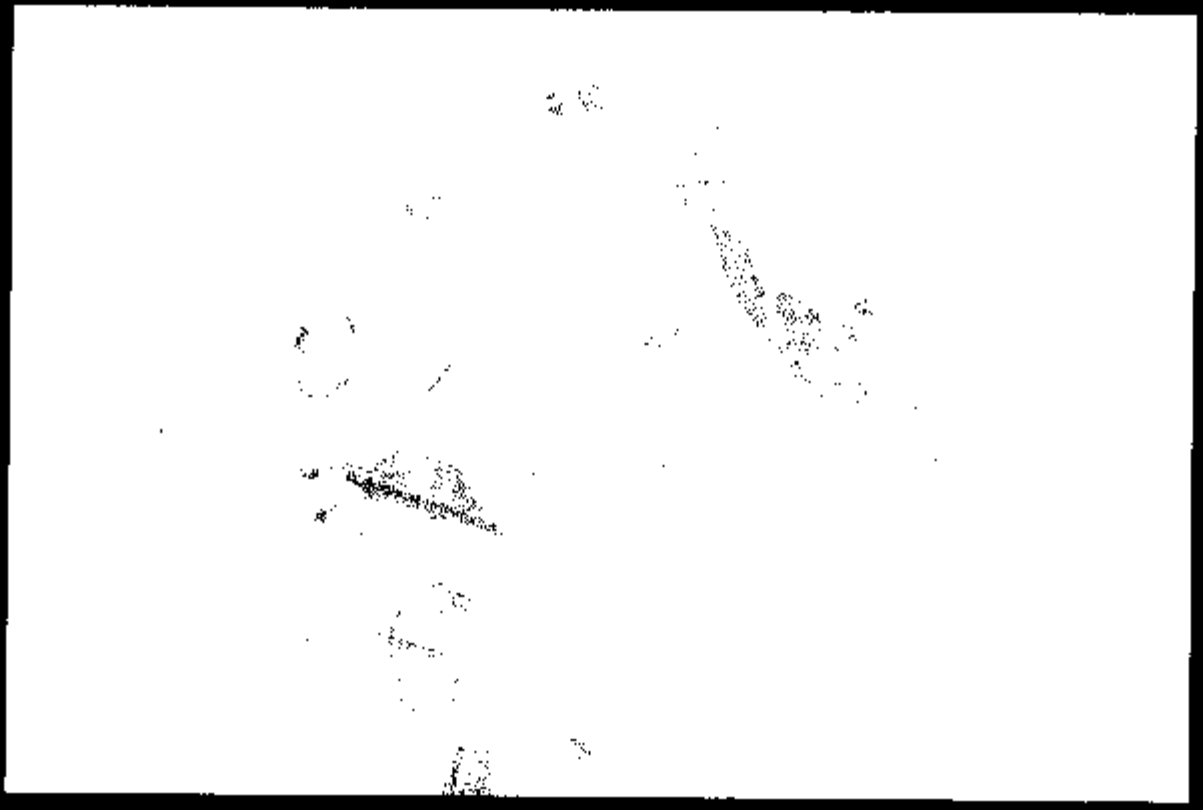
GM APPROVED AGENT COMPANY NAME: ITS

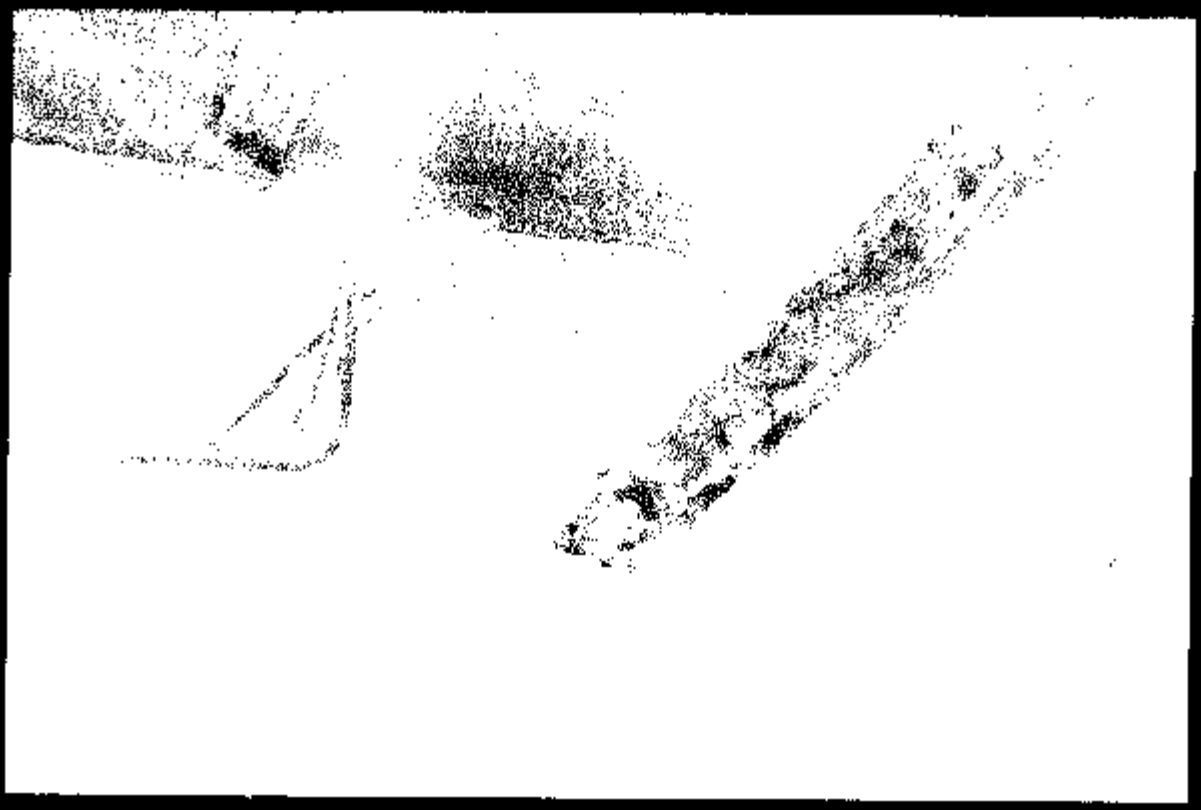
STREET ADDRESS: 906 SHEFFIELD ST. SUITE 103

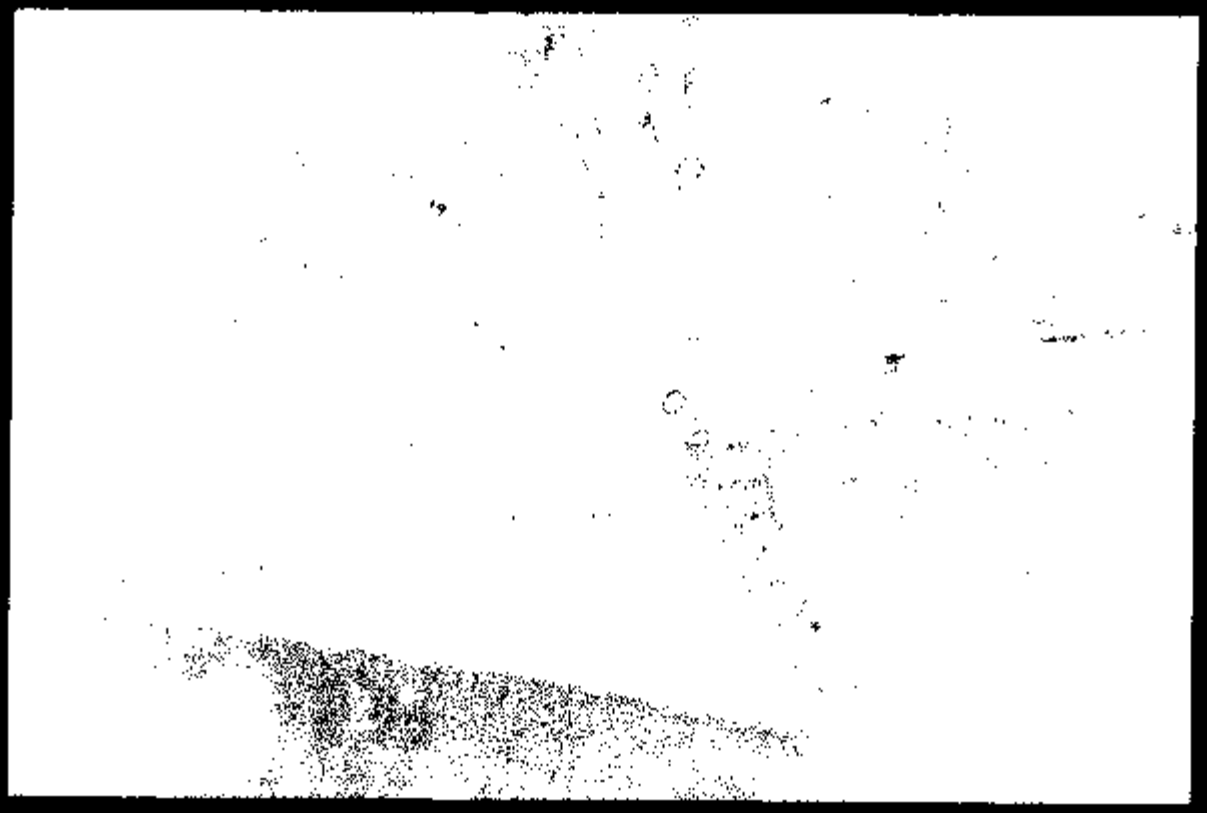
CITY: MOUNTAINSIDE STATE: N.J. ZIP CODE: 07092

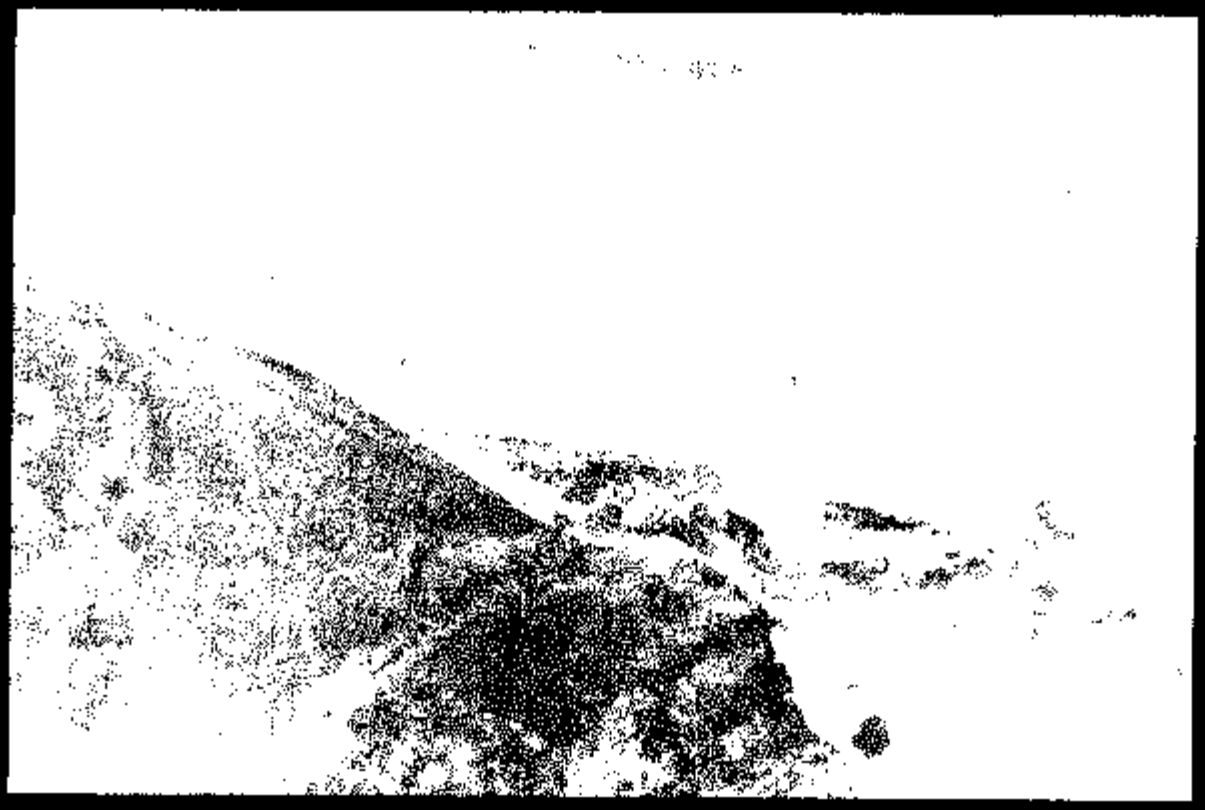
TELEPHONE NUMBER: [illegible]

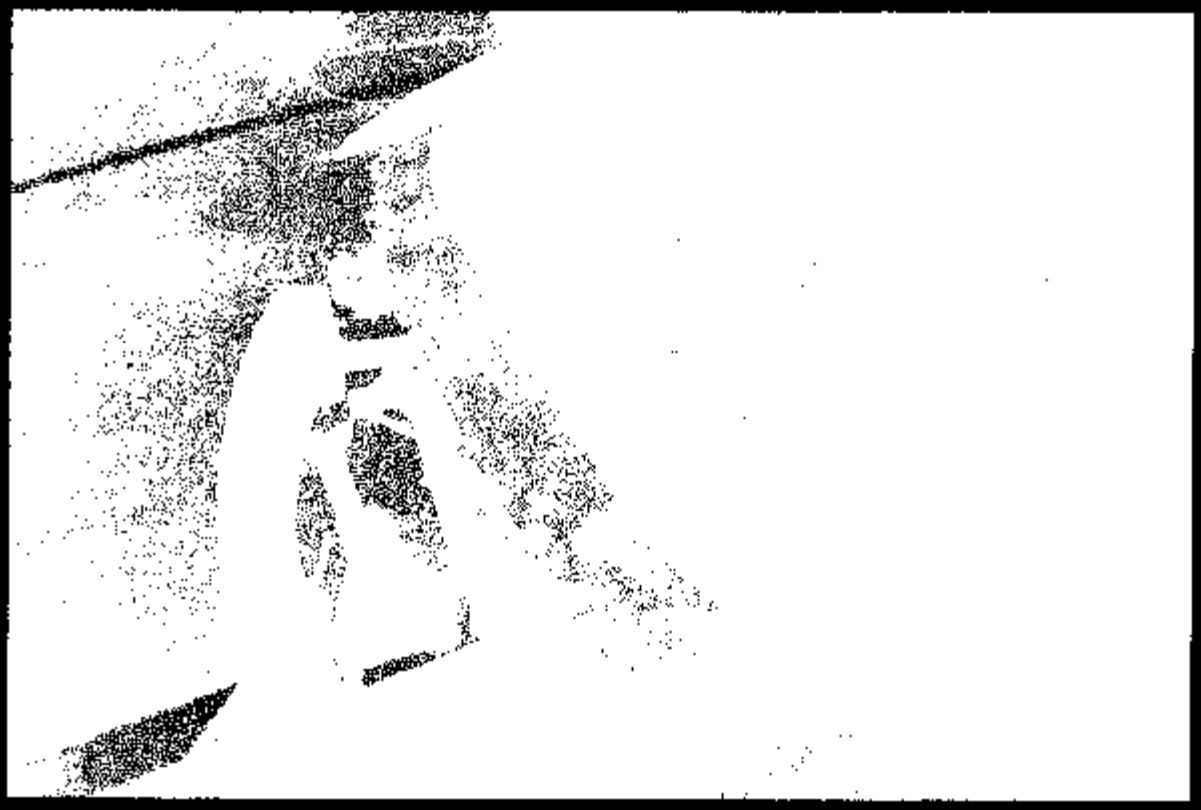
ISSUE: 298

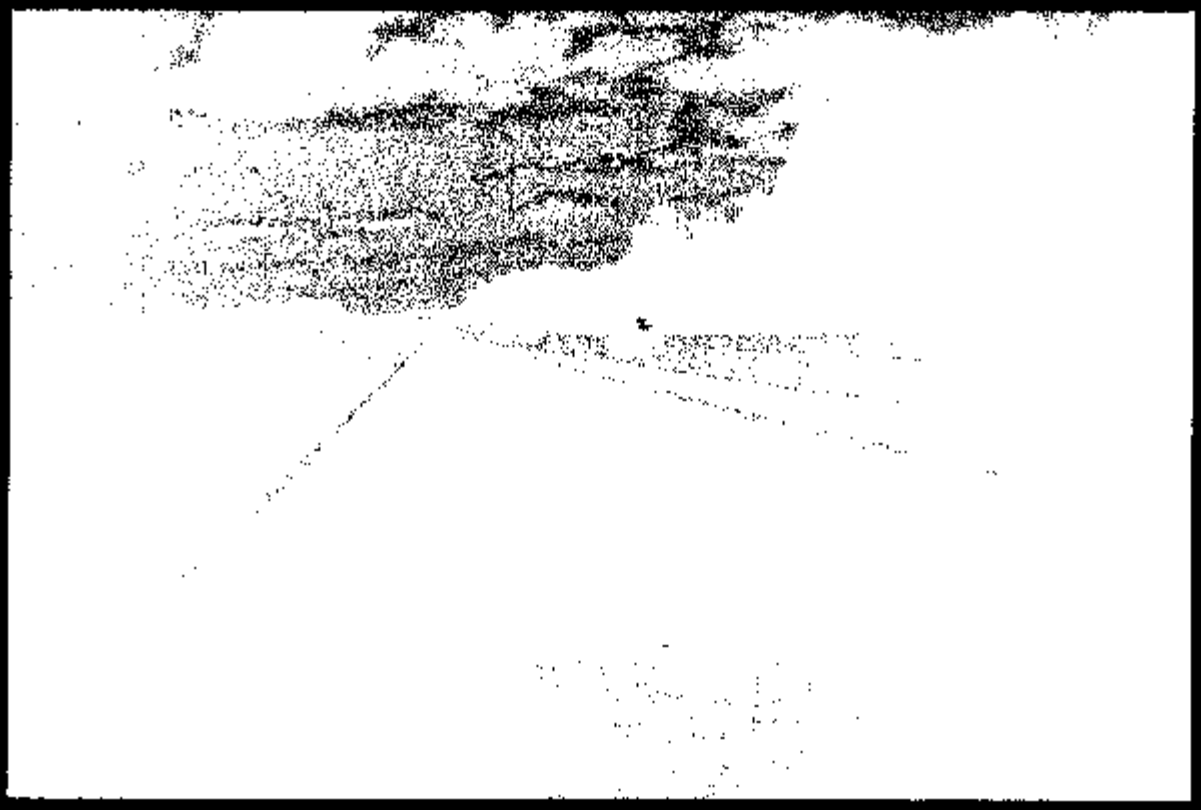


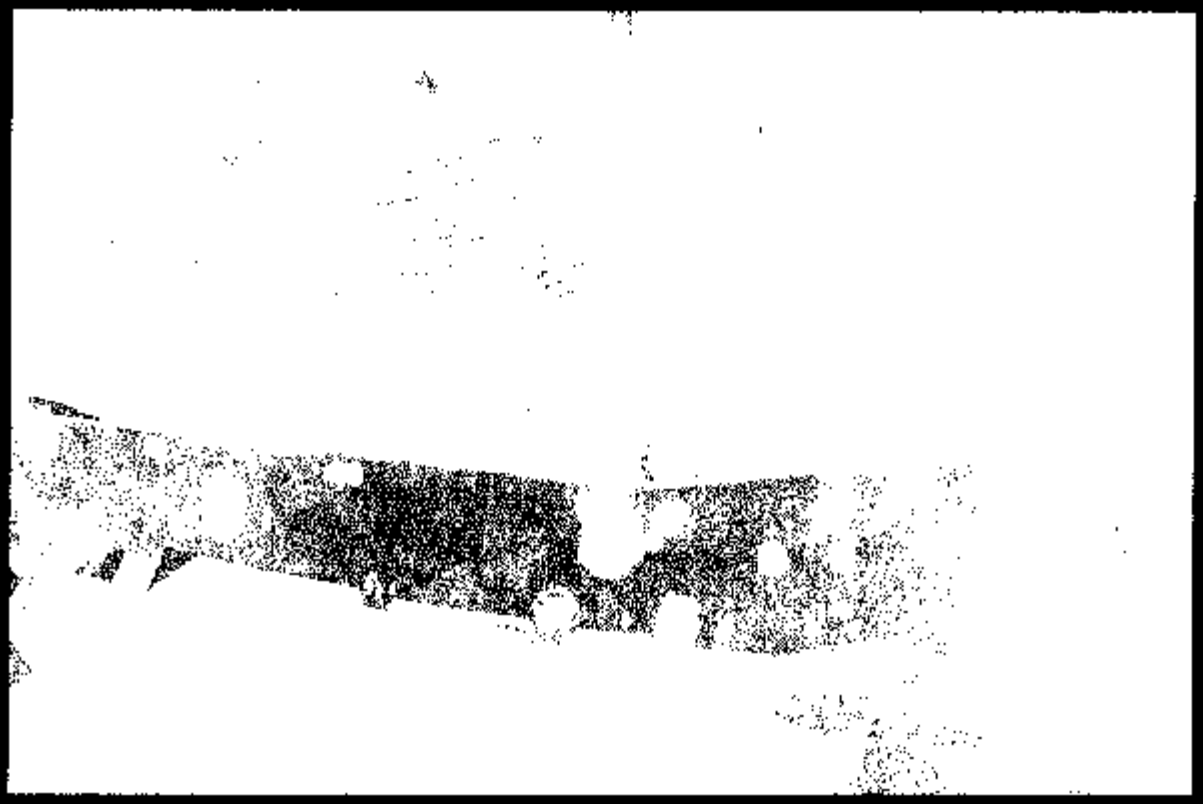












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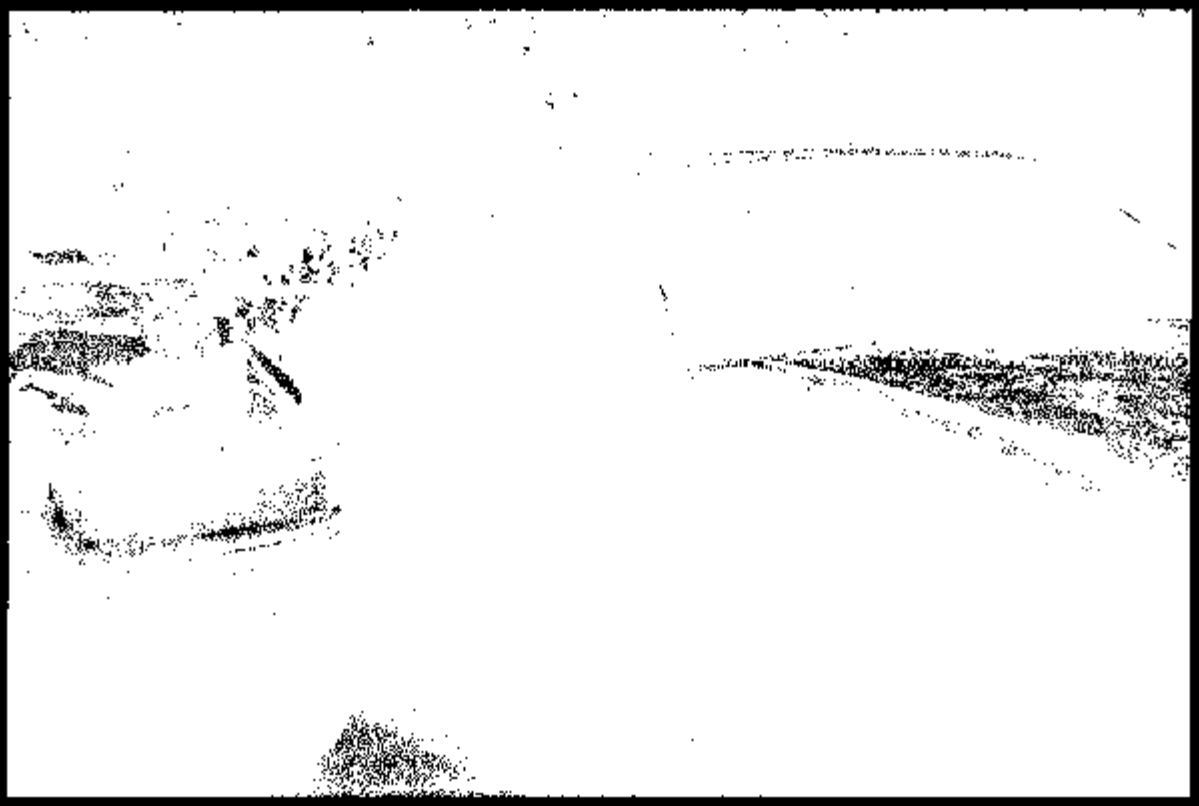
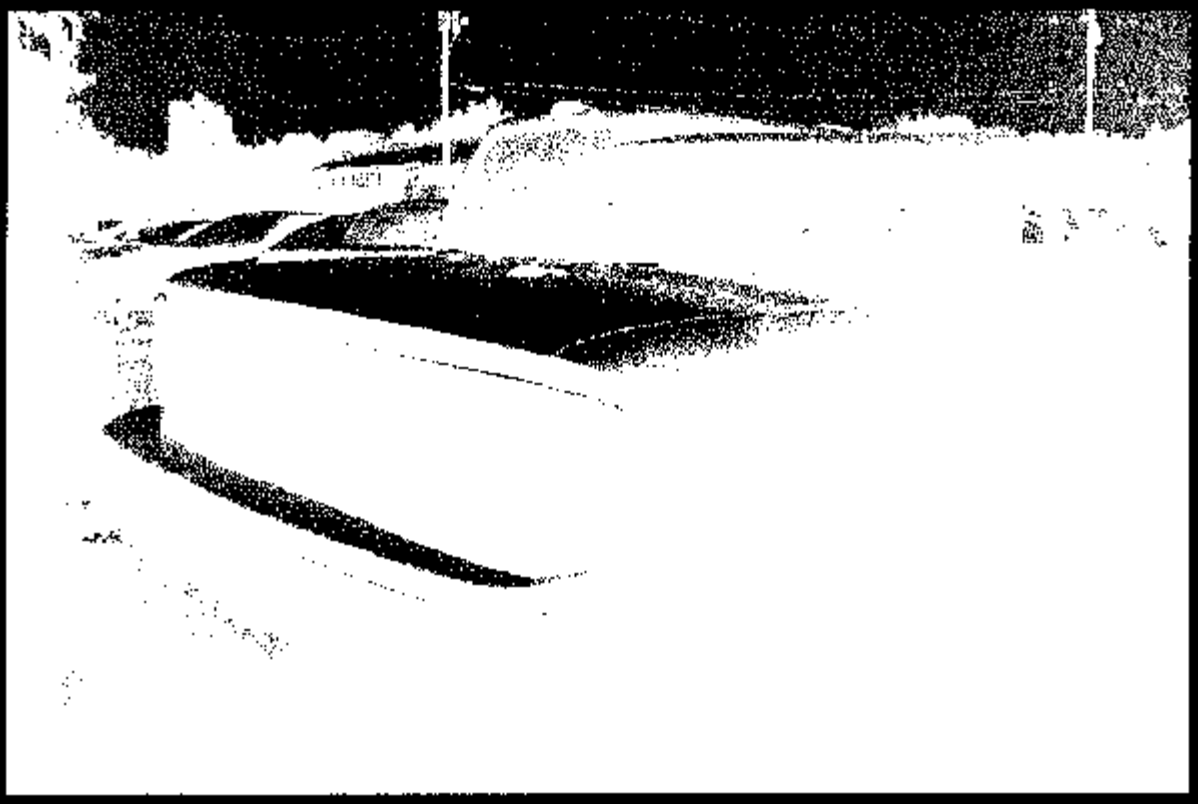
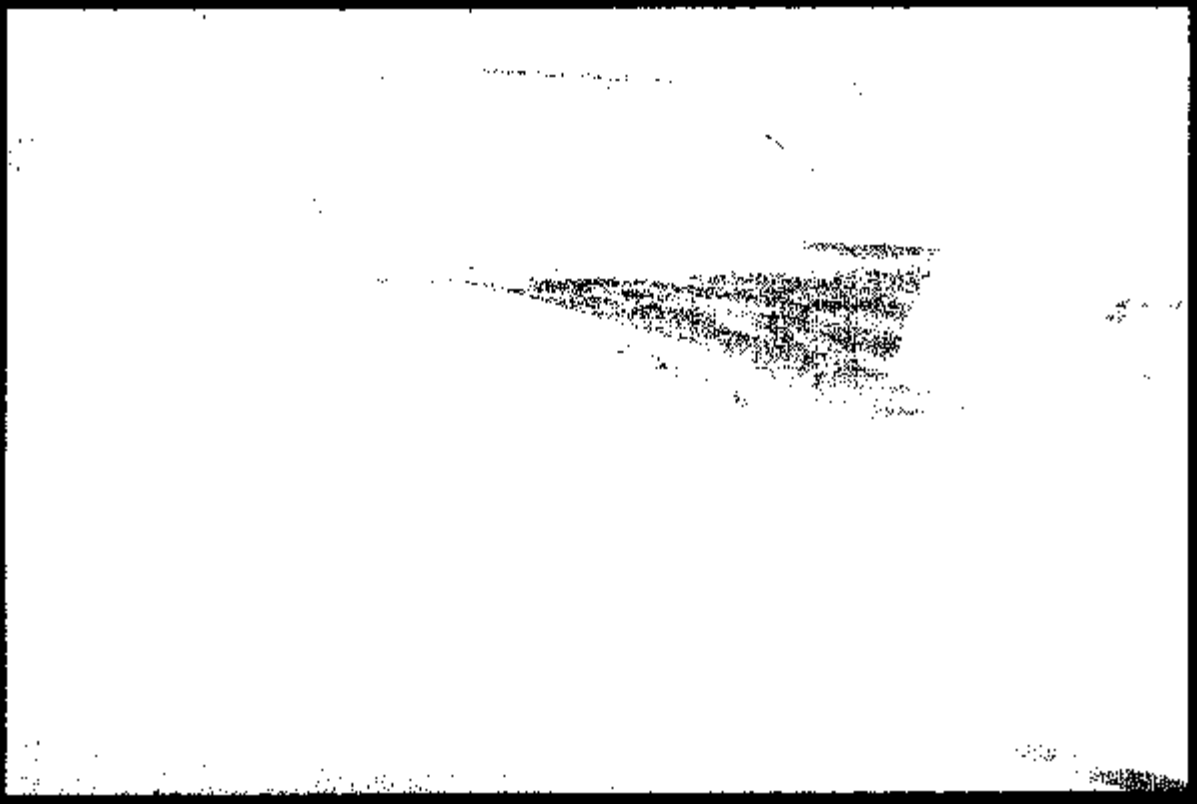
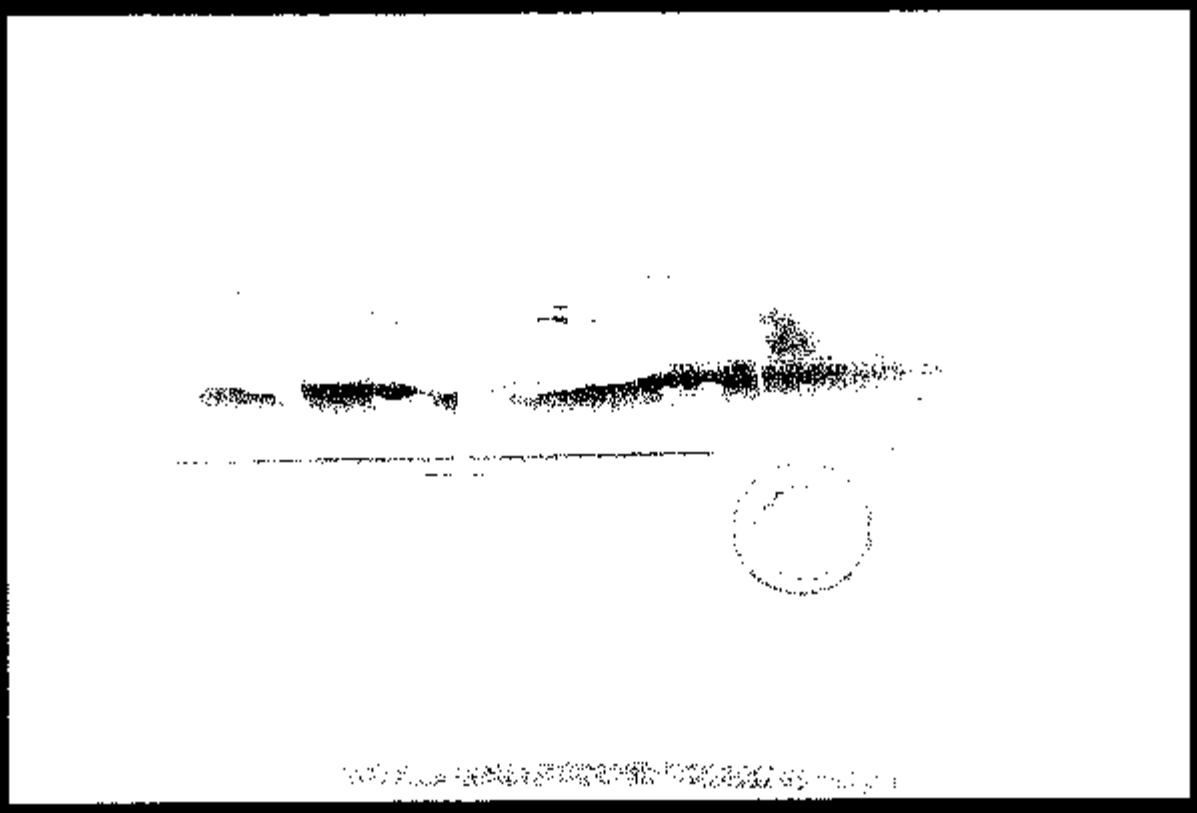
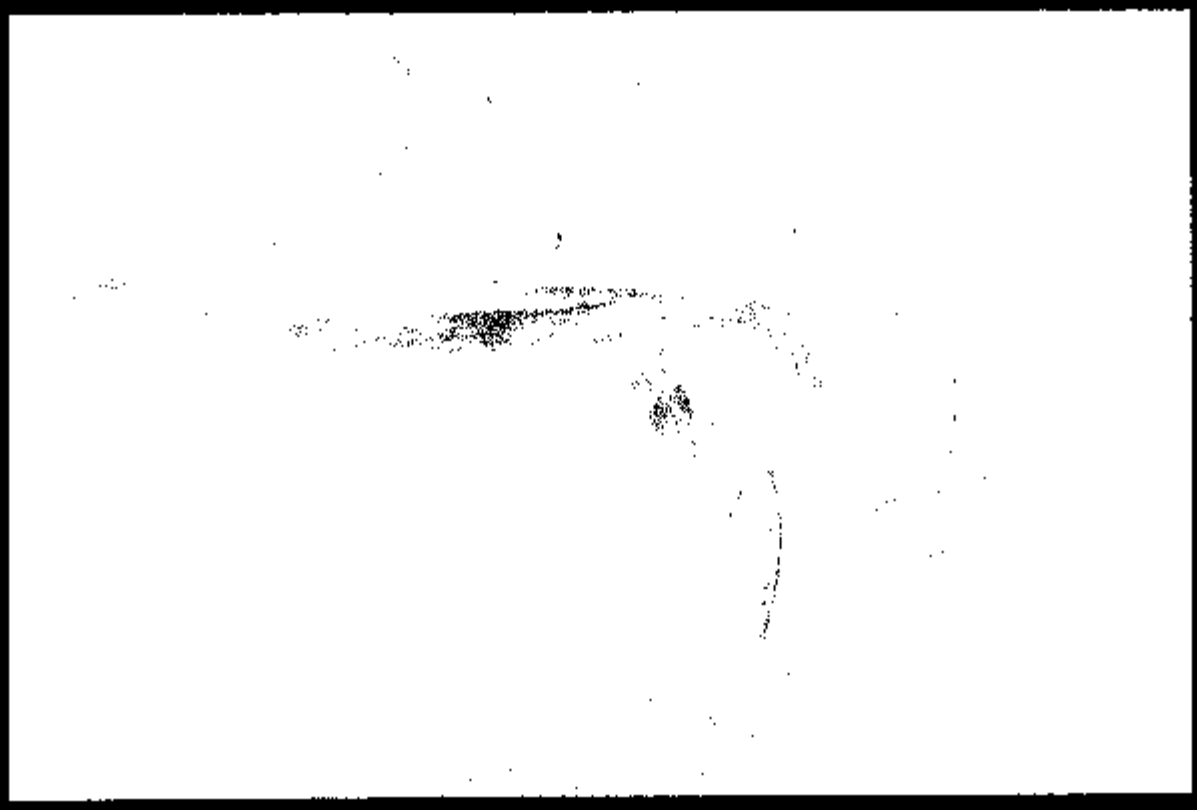
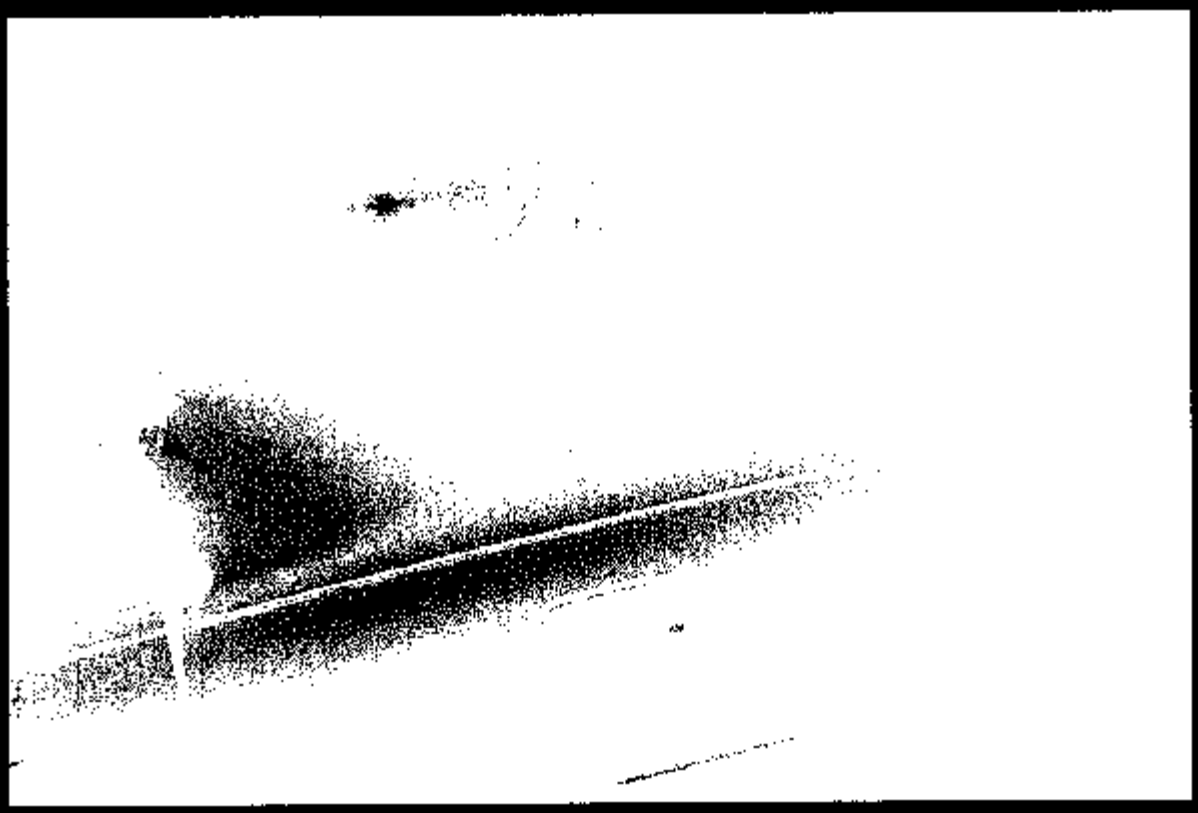


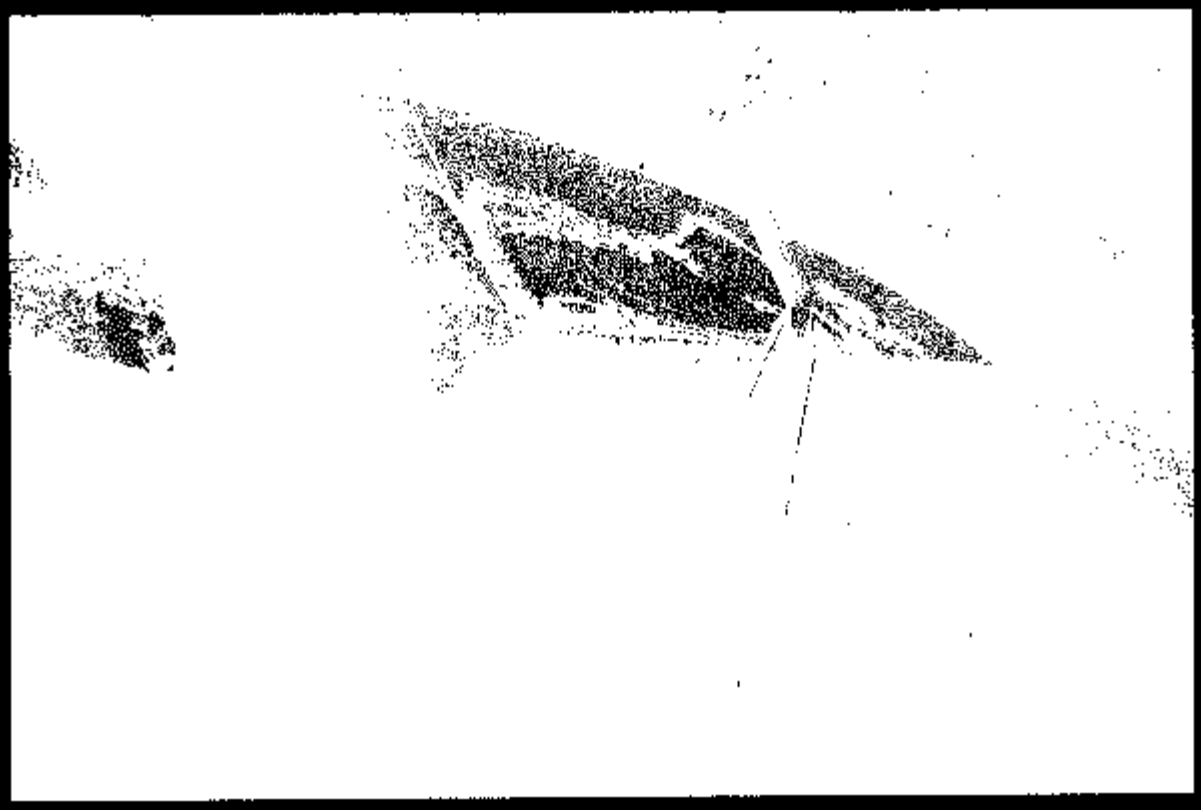


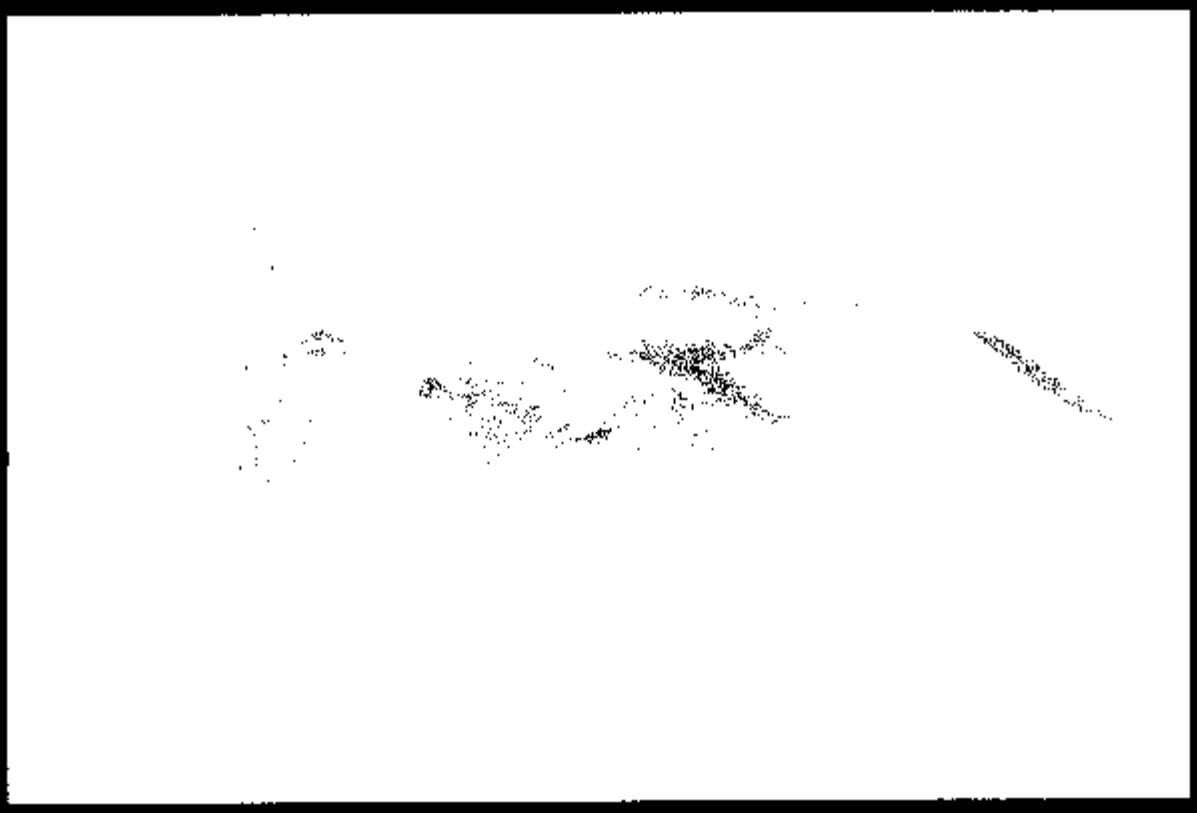


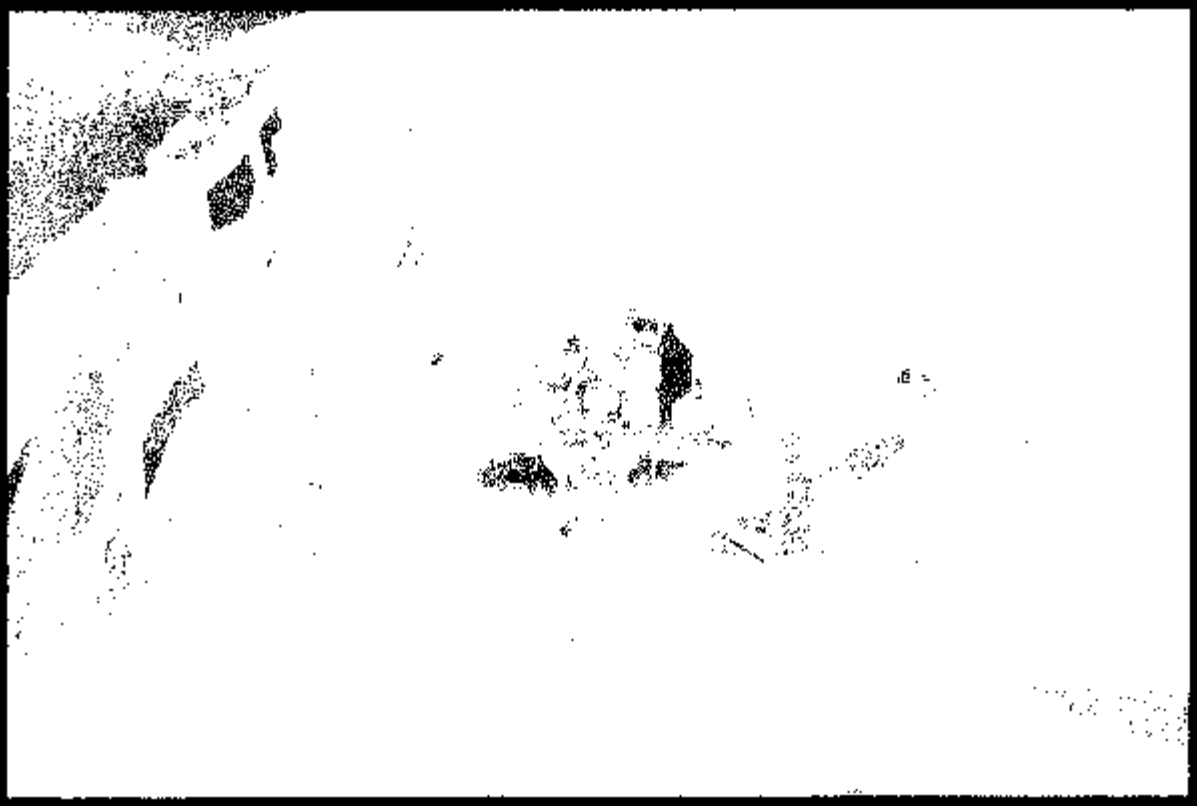


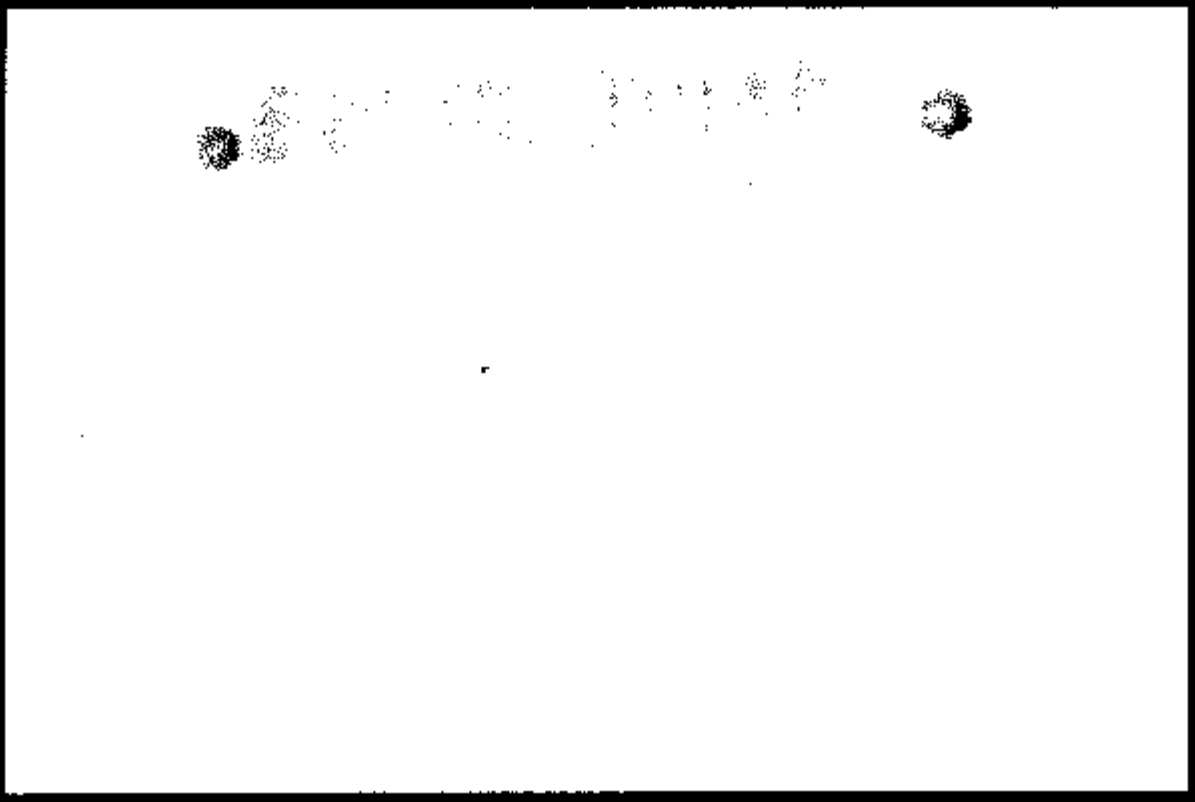


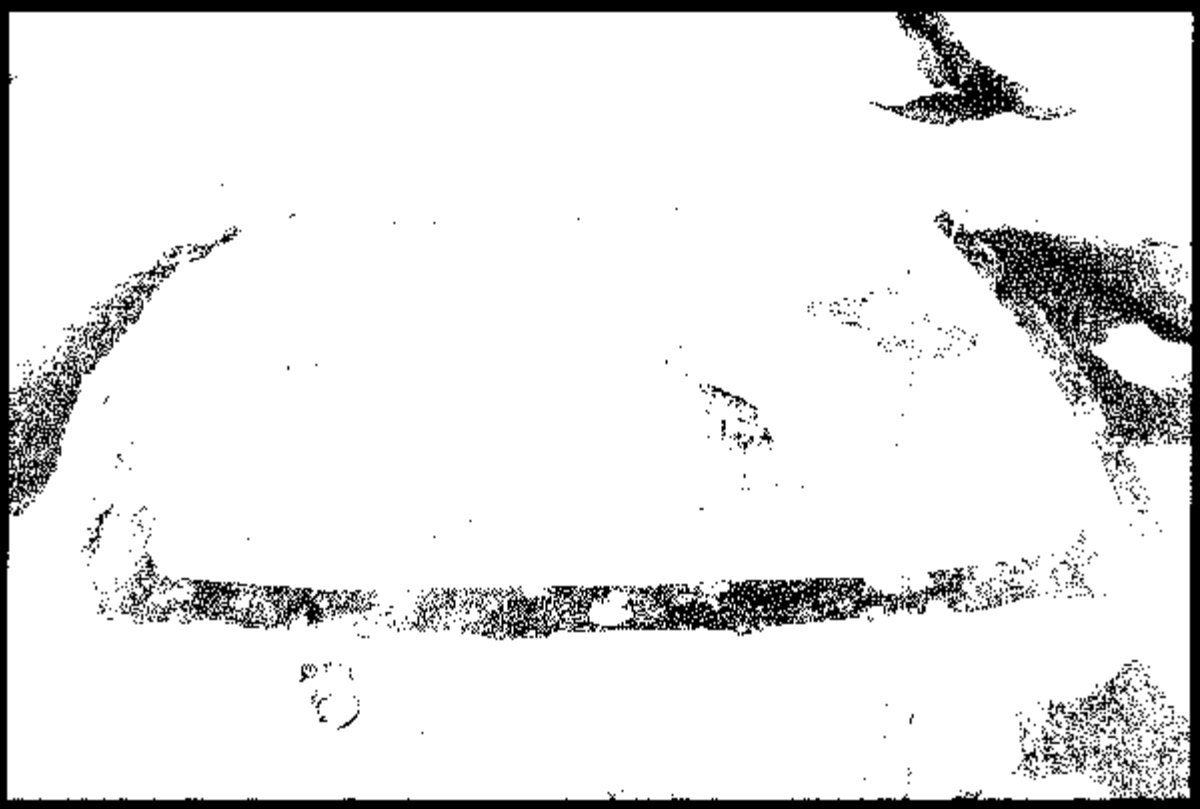


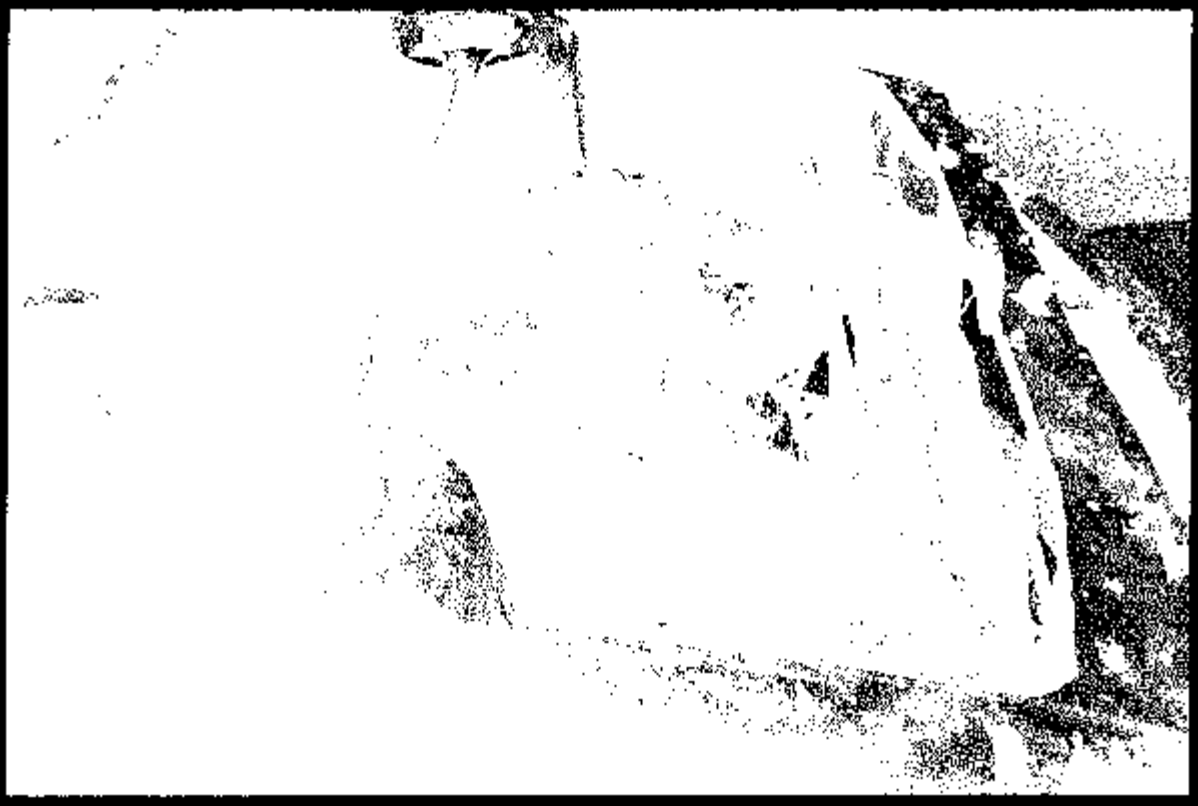


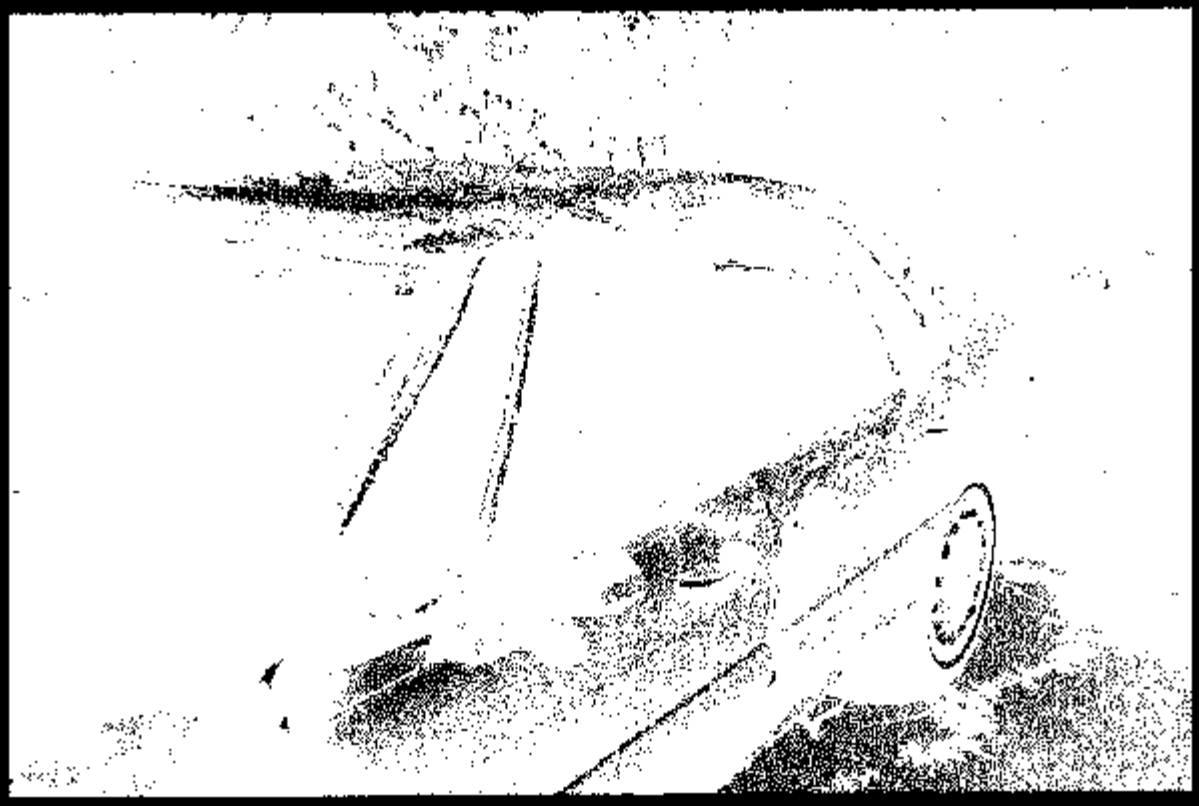


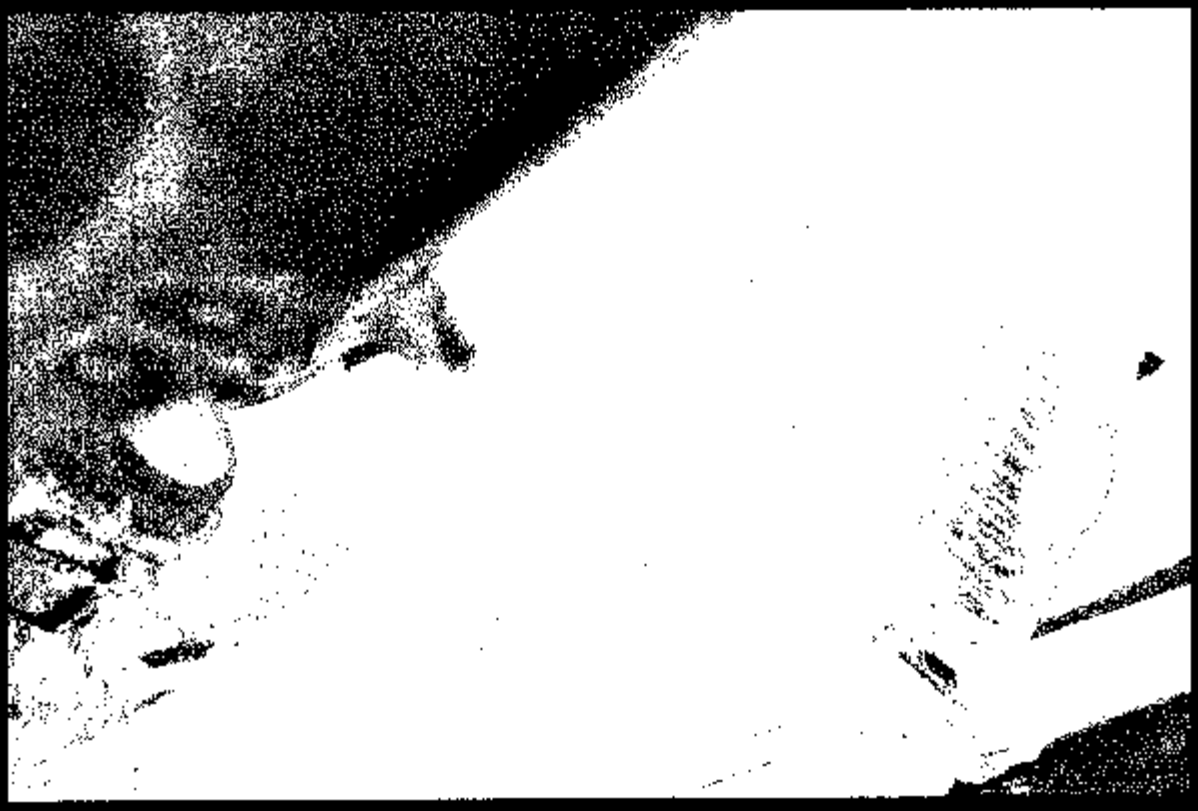


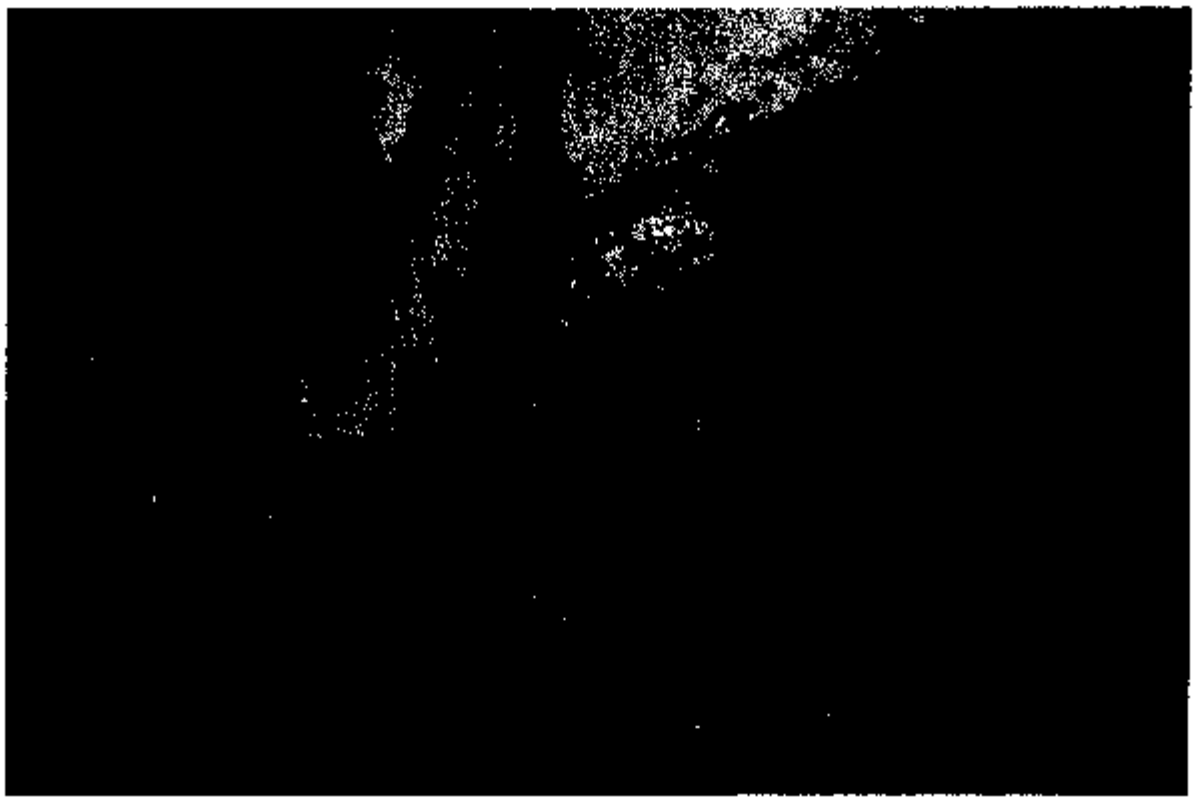












282707

PR09715
NO2-124

GENERAL MOTORS CORPORATION

DIVISION: PONTIAC-GMC

ZONE: 6

DATE: 05/27/99

RE: Claimant: AVIS RENTAL

Date of Incident: 4/6/99

CAC File No.: 99 076291 01

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

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. (X) The attached report is for your information and record.
2. (X) 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. 483-631-730
31 E. Judson
Pontiac, MI 48342-6008

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

Very truly yours,

PONTIAC-GMC DIVISION
General Motors Corporation

Elmer Dean Thompson P.E.

Customer Service Center Supervisor
31 E. Judson
M.C. 483-631-730
Pontiac, MI 48342-6008

Enclosures:
- ☐ CAC Case Comments
- ☒ EAA Rags Notes
- ☒ Pictures
- ☐ Estimates
- ☒ Police Report
- ☐ RO's
- ☐ Dorm Tape
- ☐ Other:

Product Allegation Resolution- General

Documentation Decision Criteria

- [ ] Bodily Injury
- [x] 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:	99076291 01
Claimant's Last Name:	AVIS
VIN:	1G2HX52K4XH226407

Incident Information

Date and Time of Incident:	4/6/99
Location of Incident:	WEST LANE IN MISSISSIPPI
Description of Incident:	CST ALLEGES SMELLED BURNING SMELL, STATES HE PULLED OVER AND VEH CAUGHT FIRE
Current Location of Vehicle:	NEW ORLEANS NATIONAL AIRPORT
Alleged Defective Component:	ENGINE COMPONENT
Who Notified Division of Incident:	BRUCE CLESI

Product Allegation Resolution
Non-Collision Vehicle Damage

Case Number:	**99076291 01**
Claimant's Last Name:	**AVIS**
VIN:	**1G2HX52K4XH226407**

Special equipment and features:	NO
Primary use of vehicle:	RENTAL VEHICLE
Insurance carrier:	SELF INSURED
Weather conditions:	CLEAR, DRY
Comments:	

Product Allegation Resolution
Summary/Closing

Case Number:	**99076291 01**
Claimant's Last Name:	**AVIS**
VIN:	**1G2HX52K4XH226407**

Was Physical inspection done? Y/N	YES
Inspector's name/organization:	EUGENE FERRIS
Date of inspection:	4/15/99
Mileage at inspection:	UNKNOWN

What was done at the inspection:

Vehicle road-tested: Y/N:	NO
Describe:	NOT DRIVEABLE

Results:

System components inspected:	BATTERY/CABLES, ENGINE WIRING FUEL LINES
Summary of facts from the investigation:	STATES POSITIVE BATTERY CABLE WAS REMOVED FROM VEH BE ENTERPRISE INSPECTOR.
How and when was the matter left with claimant:	ADVISED TO CONTACT ESIS FOR FURTHER REVIEW

GM-PAR-Photo, Rev. 09/20/97

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: PON - GMC | Refs: 99076291 01 | VIN: 1G2HX52K4XH 204607

Claimant's Name (LAST, First): AVIS RENTAL CAR

Inspected By: EUGENE FERRIS Organization: EAA

Phone: (504) 296-0204 x___ Inspection Date: 04/15/99 Mileage at Inspection: UNKNOWN

Roll Number ____

Neg.#	Description
0	FRONT LEFT CORNER VIEW
1.	FRONT RIGHT CORNER VIEW
2.	RIGHT SIDE VIEW
3.	
4.	REAR VIEW
5.	LEFT SIDE VIEW
6.	INTERIER VIEW OF STEERING AND DASH
7.	VIEW OF DASH THRU WINDSHIELD OPENING
8.	FRONT END / ENGINE COMPARTMENT
9.	UNDER SIDE OF HOOD
10.	LEFT FRONT VIEW - ENGINE COMPARTMENT
11.	RIGHT FRONT VIEW ENGINE COMPARTMENT / BATTERY
12.	FRONT VIEW OF ENGINE
13.	TOP OF ENGINE - FIRE WALL
14.	LEFT SIDE OF ENGINE
15.	LEFT FRONT LOWER PART OF ENGINE COMPARTMENT
16.	FIRE WALL VIEW FROM RIGHT SIDE
17.	TOP OF ENGINE
18.	LEFT SIDE OF ENGINE
19.	CLOSE UP - LEFT SIDE OF ENGINE
20.	CLOSE UP - CENTER OF FIREWALL
21.	FRONT OF ENGINE - PINCHED CABLE BELOW A/C COMPRESSOR
22.	INTERIOR FRONT SEAT (DRIVER SIDE)
23.	RIGHT SIDE ENGINE - CLOSEUP
24.	ALTERNATOR + BRACKET -
25.	RADIATOR SUPPORT - RAMMER MELTED
26.	
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	
36.	
37.	

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: Pon/GMC	Ref# 99076291 01	VIN: 1G2HX52K4XH 226467
Claimant's Name (LAST, First) AVIS RENTAL CAR		

Inspected By: EUGENE FERRIS Organization: ERA

Phone: (561) 796 0784x Inspection Date: 04/15/99 Mileage at Inspection: UNKNOWN

********** I INSPECTION SUMMARY **********

Following the inspection, summarize the tests and observations.

AFTER MY INSPECTION WAS ALMOST FINISHED - TED KOPLIN - FIRE INVESTIGATOR HIRED BY AVIS CAME UP AND TOLD ME HE REMOVED THE POSITIVE CABLE FROM BATTERY TO STARTER AS IT SHOWED SIGNS OF ARCING PINCHED IN THE CROSS MEMBER DIRECTLY BELOW THE ALTERNATOR. THE WIRES WERE NEWLY TELEFLEX (ABOUT 6 STRANDS). ALSO SIGNS OF ARCING WERE NOTED ON THE METAL CROSS BRACE. THIS WOULD SUPPORT WHY HOSE WAS ALREADY IN FRONT OF ENGINE.

********** II INTERVIEW - VEHICLE HISTORY **********

(Note: Please indicate name, address & phone number of person being interviewed): BRUCE CLEST - AVIS RENTAL 561 615-4895

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

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

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) ____ Repaired by: (GM, Non-GM, Owner/Other) ____

Describe ____

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

Describe ____

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

Describe ____

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

Describe ____

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Maintenance records? (Y/N) ____ Date/description of last maintenance/repair (by whom?) _____

Any other pertinent vehicle history information (from interviewee or GM Warranty History)? _____

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

UNKNOWN

How was vehicle towed? (flat bed, dolly, sling, front or rear lift) UNKNOWN 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 trailering cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) ____

load description NONE load location _____

Driver's physical description (gender, age, height, weight, disabilities) UNKNOWN EXCEPT MALE DRIVER

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

Drive length (if vehicle was parked prior to fire, describe last drive): Hrs. ____ Min. ____ Distance traveled _____

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

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

Exact incident location UNKNOWN

Weather conditions and visibility CLEAR

Approx. temperature 65 °F. Any physical visual obstructions? NONE

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

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

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

Road condition: Wet, Dry, Icy or Other? 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, normal, etc.) _____

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

Electrical systems operation: (normal, other?) NORMAL

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

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

Steering operation: (normal, other?) NORMAL

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.?) NORMAL

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where? NO

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

Describe any unusual odors. From where? COULD SMELL SOMETHING BURNING

Any smoke? (from where, color, intensity, etc.) NONE INDICATED

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.) NOT FROM ENGINE

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

Any apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) N Electrical Systems? (Y/N) N Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) N Brake System? (Y/N) N Other? (Y/N) N Describe: _____ Warning Lights? (Y/N) ___ 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) N Exit Vehicle? (Y/N) Y Open Hood? (Y/N) ~~Y/N~~ Open Trunk? (Y/N) ~~N~~ Other? (Y/N) N Describe _____

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

Any other comments or observations that have not been covered? _____

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

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

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

Left & right side exterior FRONT HALF OF VEHICLE BURNED

Front & rear exterior NO FIRE AT REAR

Hood, inner & outer panels BURNED

Trunk area and Decklid, inner & outer panels OK

Roof BURNED

Door interior panels BURNED

Left & right instrument panel & odometer BURNED

Ashtray(s) area MELTED

Left & right front seat and carpet BURNED

Underbody & exhaust (include hangers) NOT INSPECTED

Option code label BURNED

Engine compartment BURNED - TOTAL - MOST HEAT IN FRONT OF ENGINE

Radiator, front & rear MELTED - "

Coolant recovery bottle MELTED

Transmission cooler lines/connections _____

Engine compartment engine coolant lines/hoses, connections/clamps SAME MELTED OR BURNED

Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) BURNED

All fuel lines/hoses, filter, connections/clamps BURNED OR MELTED

TBI, injector rail, or carburetor & fuel line connection —

Engine compartment fuel lines/hoses, connections & o-rings —

Power steering lines/hoses, connections/clamps BURNED OR MELTED

Generator & attached wiring WIRING BURNED

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

Battery & attached cables POSITIVE CABLE TO STARTER MISSING AT INSPECTION

Engine block (note precise location of cracks, holes, etc.) —

Engine oil pan —

Engine compartment hinge torque rods —

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

Any item which is alleged to be the cause/source

Anything on vehicle which is after-market

Anything on vehicle which is a modification

Anything on vehicle which is unusual, or out-of-place, etc.

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 GONE

Engine oil SMELLED BURNT

Transmission fluid NOT NOTED -

Power steering fluid GONE

Brake fluid GONE

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

BURNED

Fuses (identify all open or *not* proper size) BURNED

Wiring insulation at fuse blocks BURNED

Fusible links (identify all open) BURNED

Spark plug wiring and boot condition BURNED

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

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

Catalytic converter (any discoloration or swelling?) NOT INSPECTED

Position of windows (if glass missing, do further inspection) —

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):

AFTER PHOTOS TAKEN AND INSPECTION ALMOST COMPLETE INSPECTOR FOR AVIS INFORMED ME HE HAD TAKEN THE CABLE (+) FROM BATTERY TO STARTER FROM VEHICLE.

********** 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, rats indicating vehicle was stock, 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

04/07/99 17:06 FAX 9907629 1.01. 002

APR.-07'99 WED 08:52 AVIS NEW ORLEANS APO TEL:504 465 4882 P.001

[redacted]

DATE OF REPORT 04/07/99 WEATHER CONDITION clear

DATE OF INCIDENT 04/06/99 TIME OF INCIDENT A.M. P.M.

LOCATION OF INCIDENT

CITY Houston STATE TX [redacted]

[redacted]

CITY STATE ZIP CODE

POLICE DEPT. ASSIGNED REPORTED TO/HAS CITY STATE

[redacted]

[redacted] Houston TX [redacted]

"X" IN AREA OF ANY VEHICLE DAMAGE CIRCLE

DRIVER'S LICENSE NO.

BY WHOM EMPLOYED Transocean Offshore, Inc. TEL. NO. 713 671 7643

ADDRESS OF EMPLOYER 4 Greenway Plaza #C190 CITY Houston STATE Tx ZIP CODE 77046

DESCRIPTION & EXTENT OF DAMAGE burned

VEHICLE OWNED: PERSONAL BUSINESS

DRIVER HAS LICENSE AND HAS: YES NO

CAR VEHICLE TRANSPORTED FROM Sam Young

AUTO OPERATOR'S MALPRACTICE COMPANY NAME ADDRESS POLICY NUMBER

NAME OF OWNER ADDRESS CITY/STATE AREA CODE/TELEPHONE NO.

OPERATOR'S NAME (If different than above) ADDRESS CITY/STATE AREA CODE/TELEPHONE NO.

VEHICLE MODEL DESCRIPTION OF PROPERTY DAMAGE WAS CAR DRIVABLE YES NO OPERATOR'S LICENSE NO.

INSURANCE CO. NAME/ADDRESS POLICY NO. LICENSE PLATE NO. STATE

[redacted]

[redacted]

CONDITIONS OF OTHER VEHICLE

DESCRIBE HOW THE ACCIDENT HAPPENED, INCLUDING DIRECTION OF TRAVEL AND TRAFFIC CONTROLS

No traffic. Started smelling faint burnin smell. Kept driving and the smell got worse so he pulled over and got out of the car and the engine caught on fire. A nearby resident called the police for assistance

WAS TICKET ISSUED NO REASON

OFFICER OPERATOR

AVIS OPERATOR

SIGNATURE OF AVIS REPRESENTATIVE

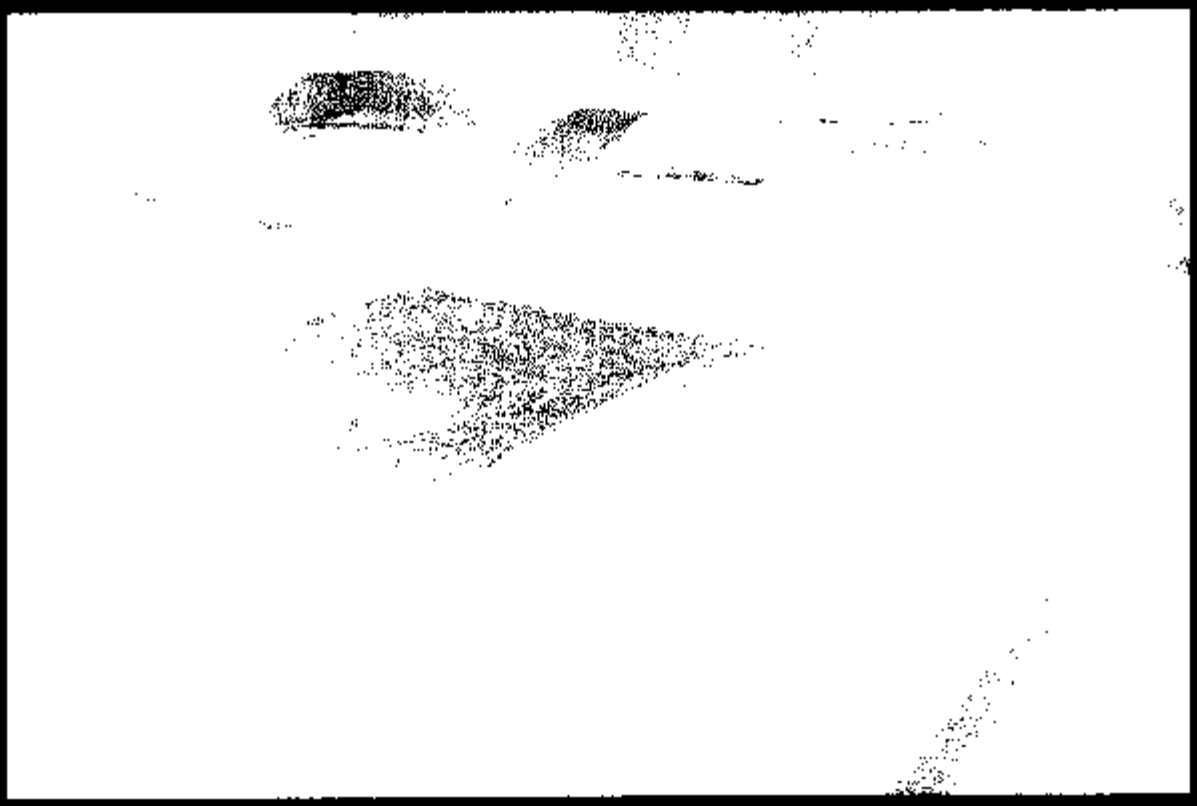
Counter

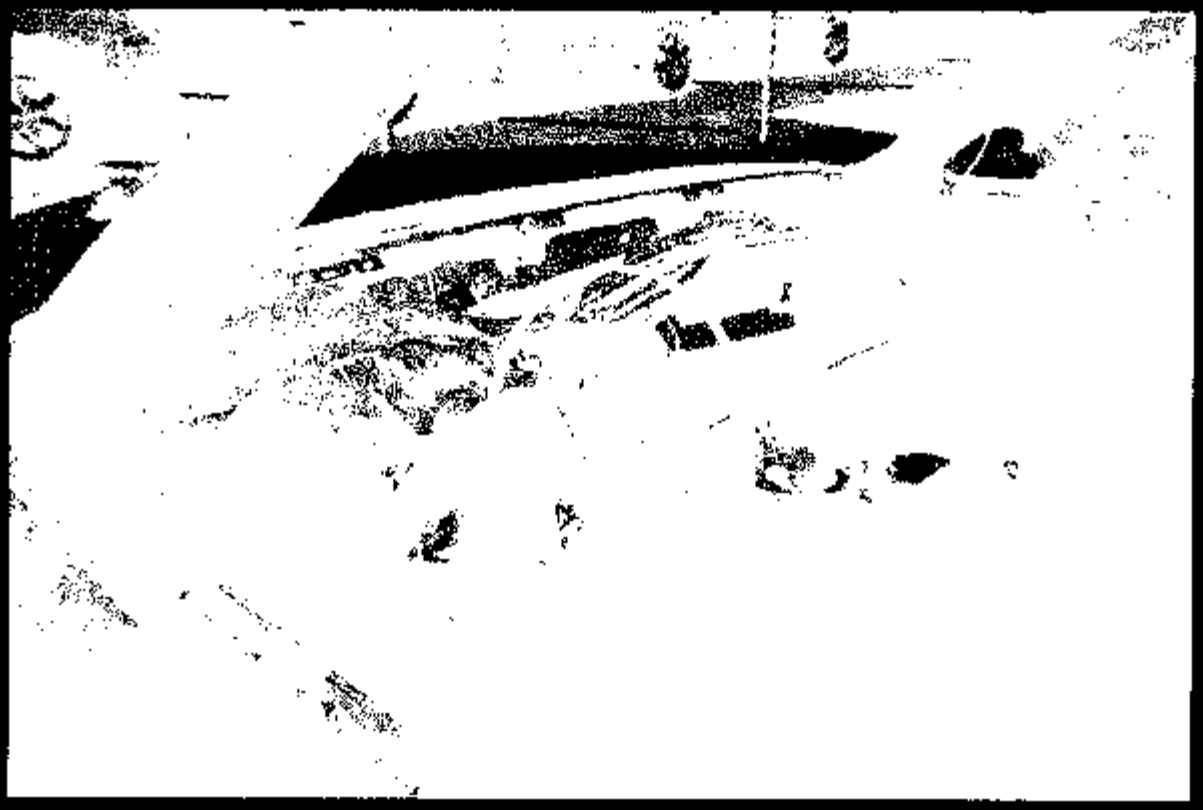
AVIS ACCIDENT REPORT NO. 4 6 3 1 4 4 9 4 D

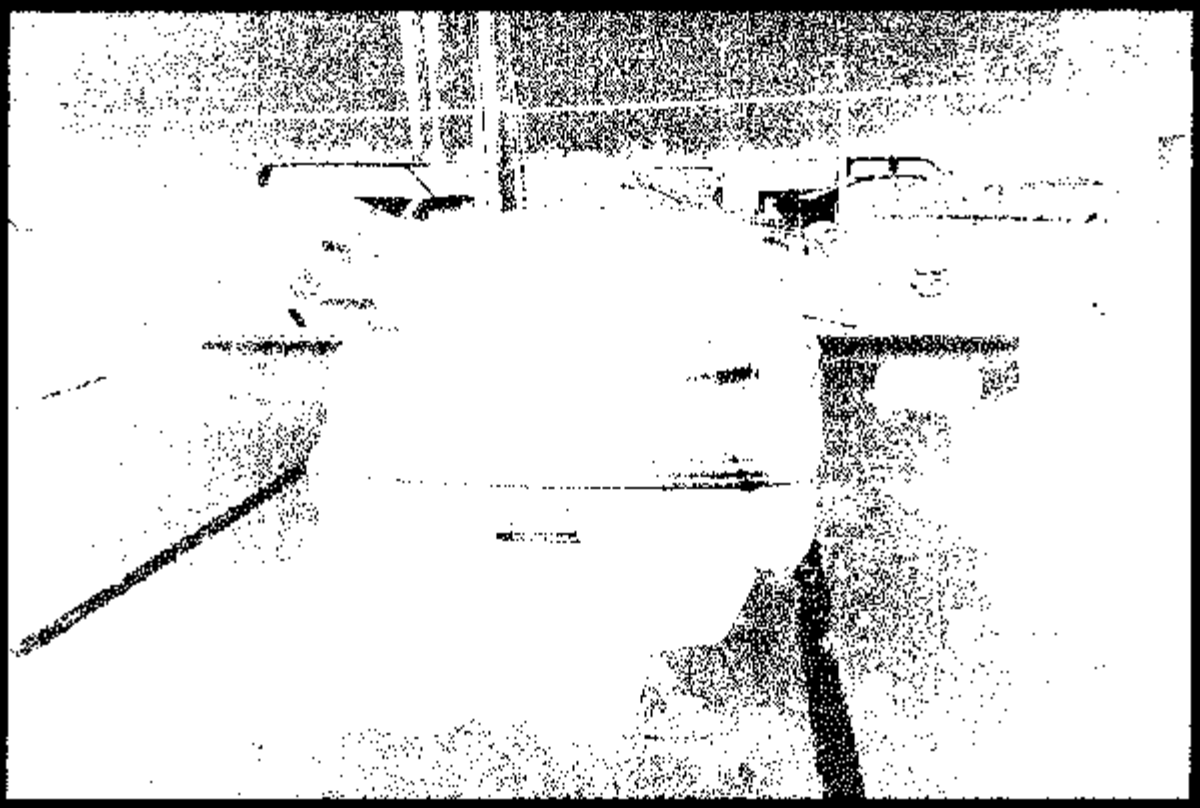
ATTACH ADDENDUM AND/OR ADDITIONAL DRIVER FORM IF APPLICABLE.

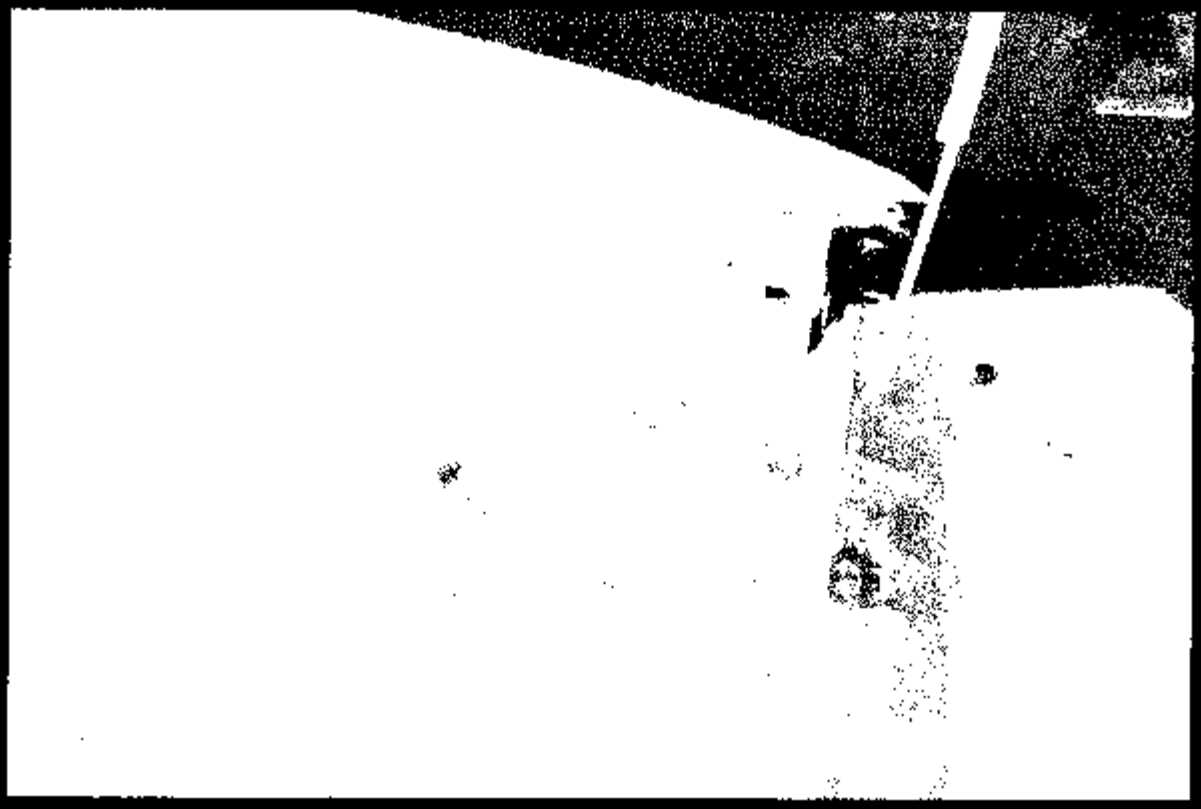
SIGNATURE OF SUPERVISOR REVIEWING REPORT

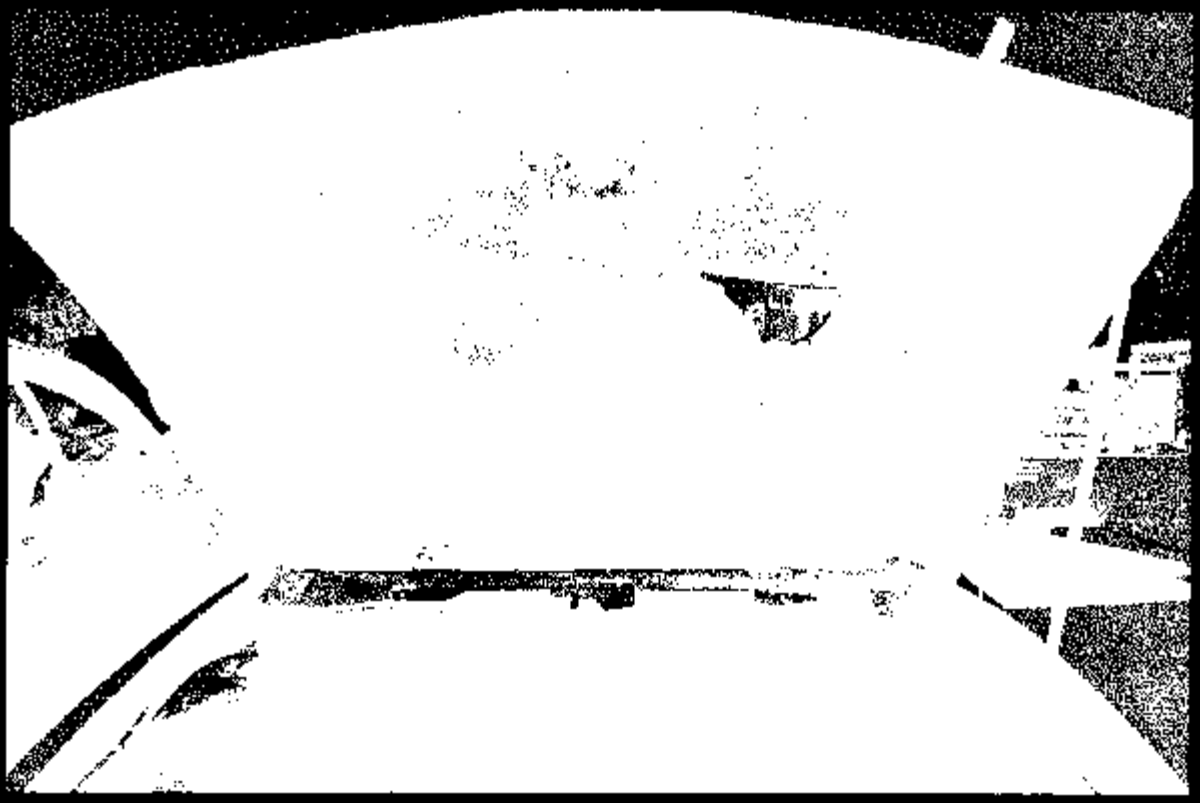
NOTE: IF ADDITIONAL SPACE IS REQUIRED TO COMPLETE THIS REPORT USE SEPARATE SHEET OF PAPER & ATTACH.

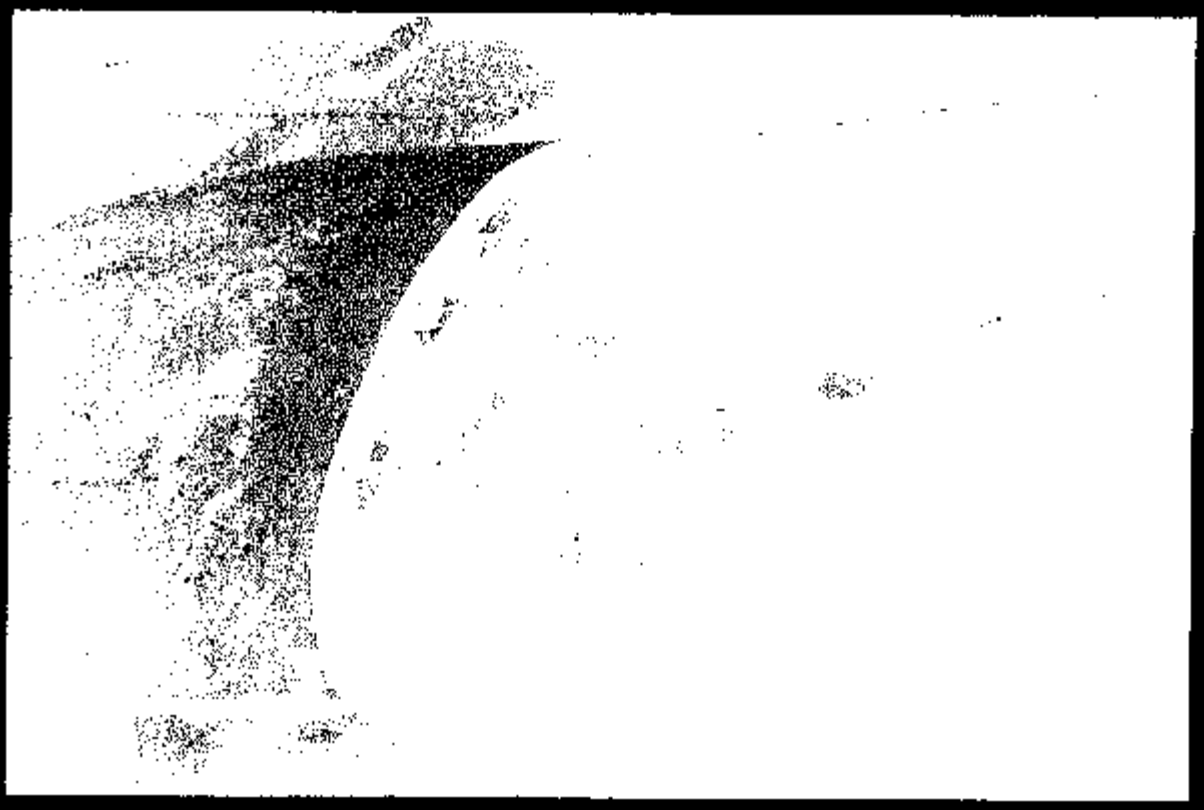


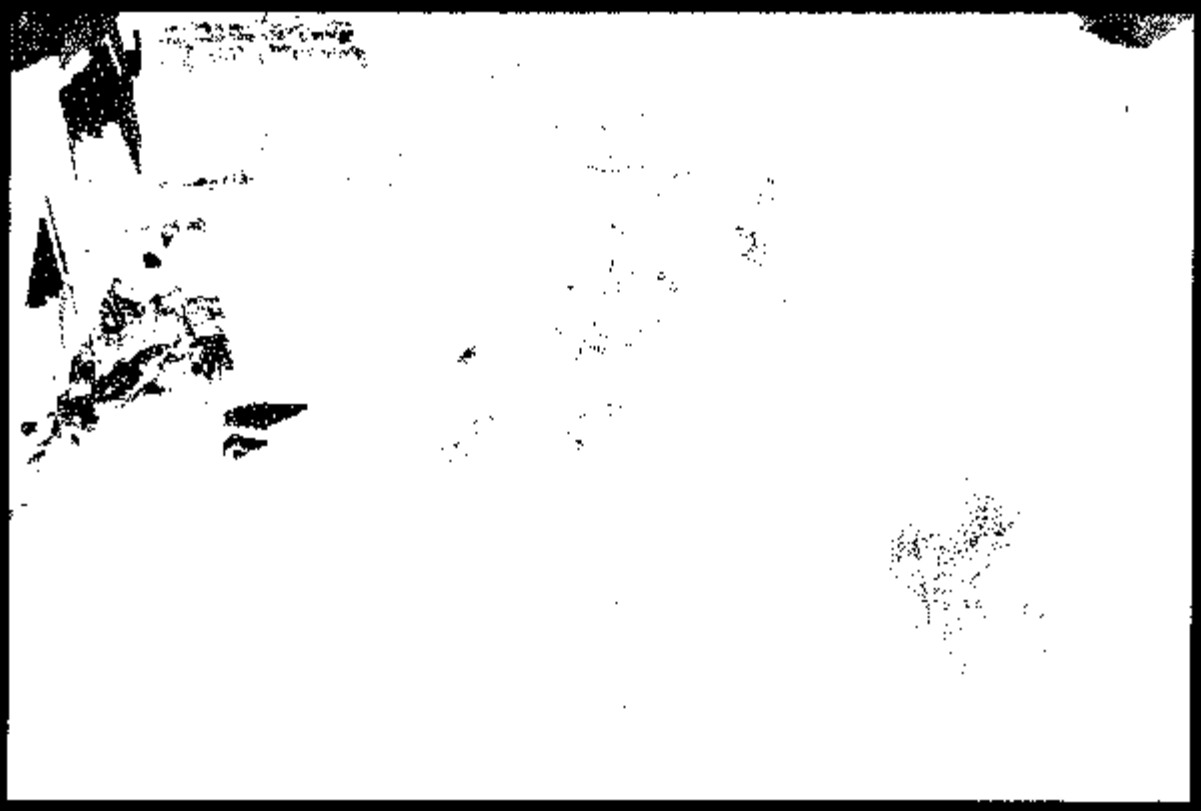


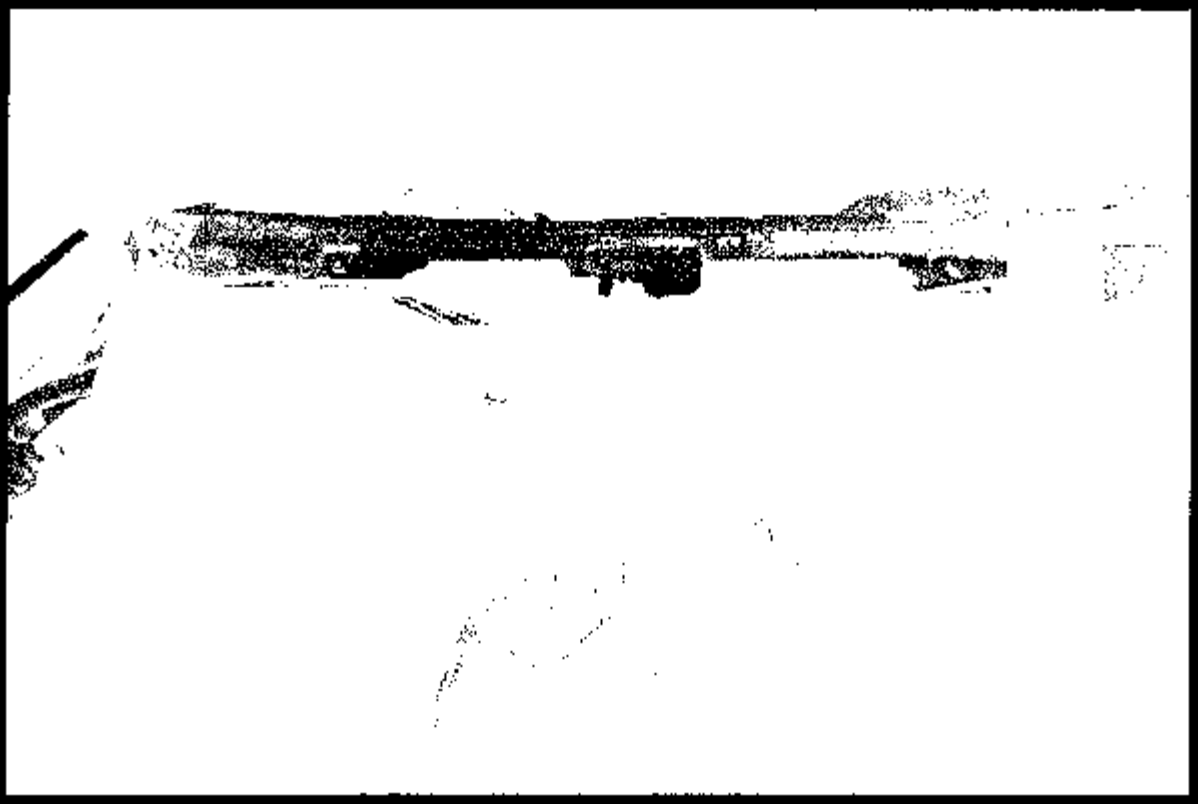


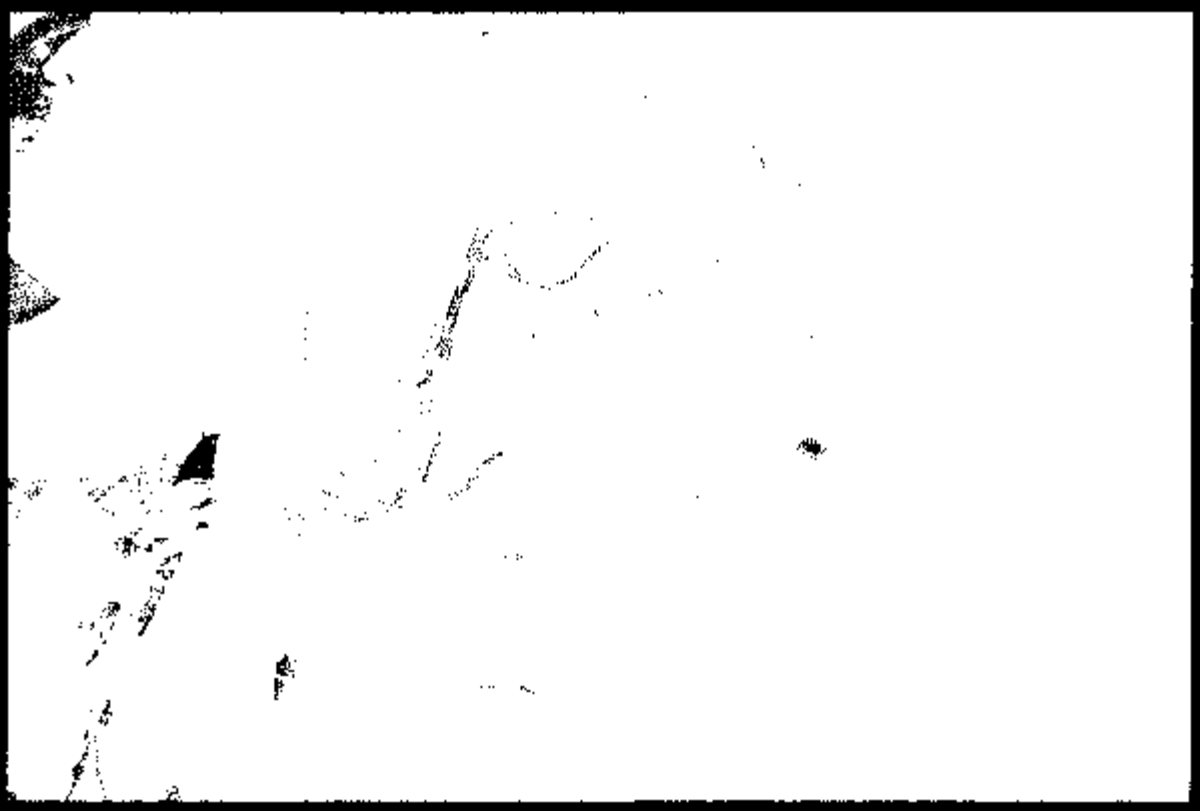


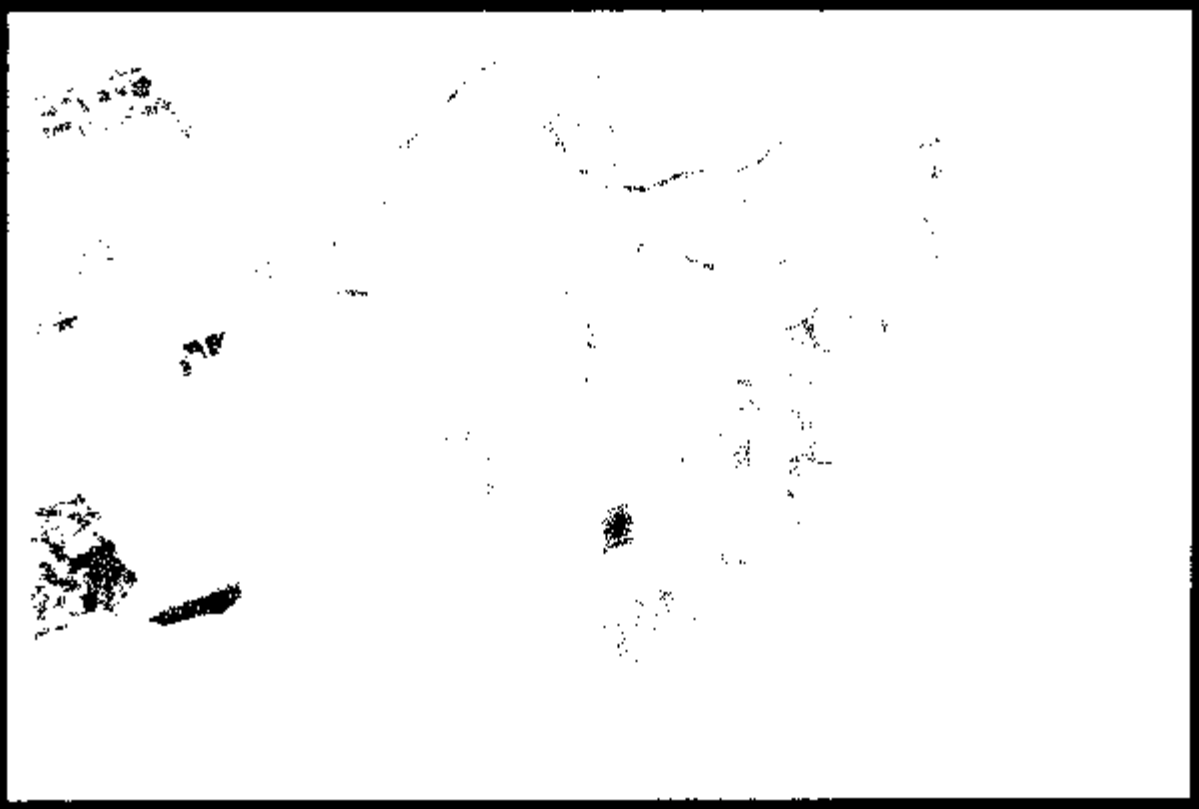


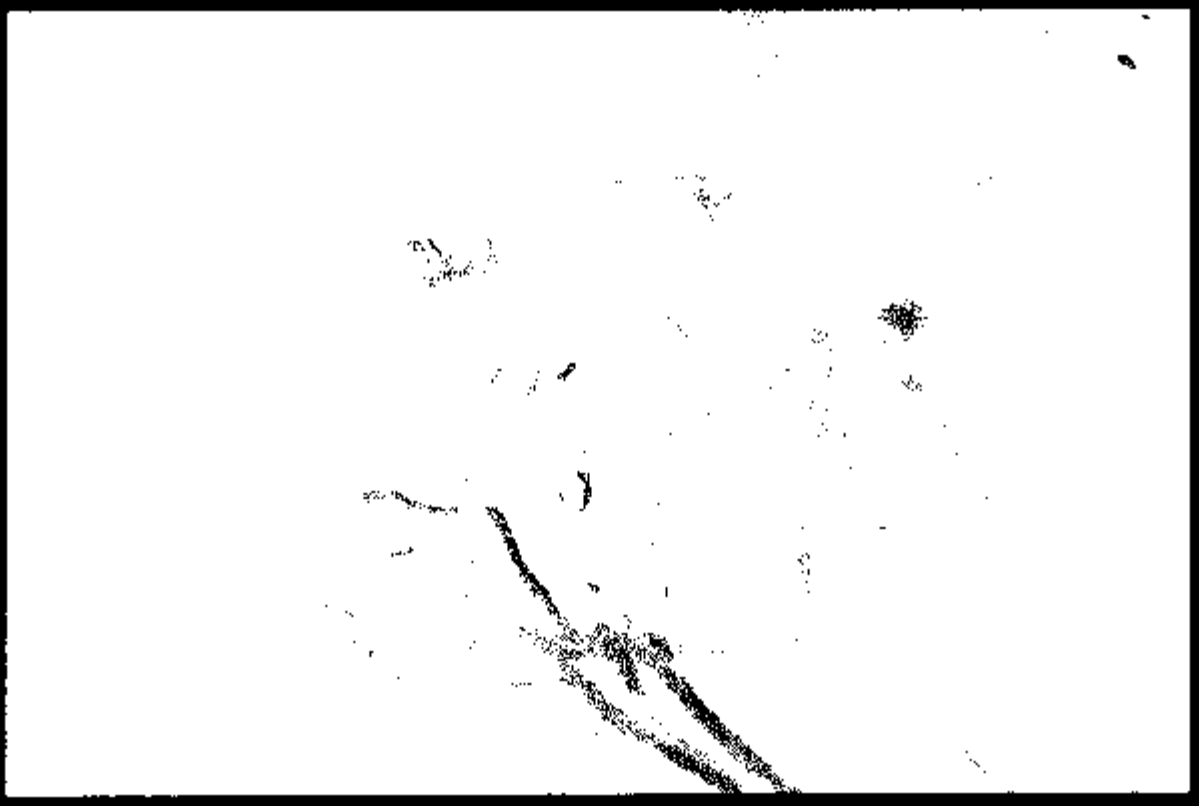


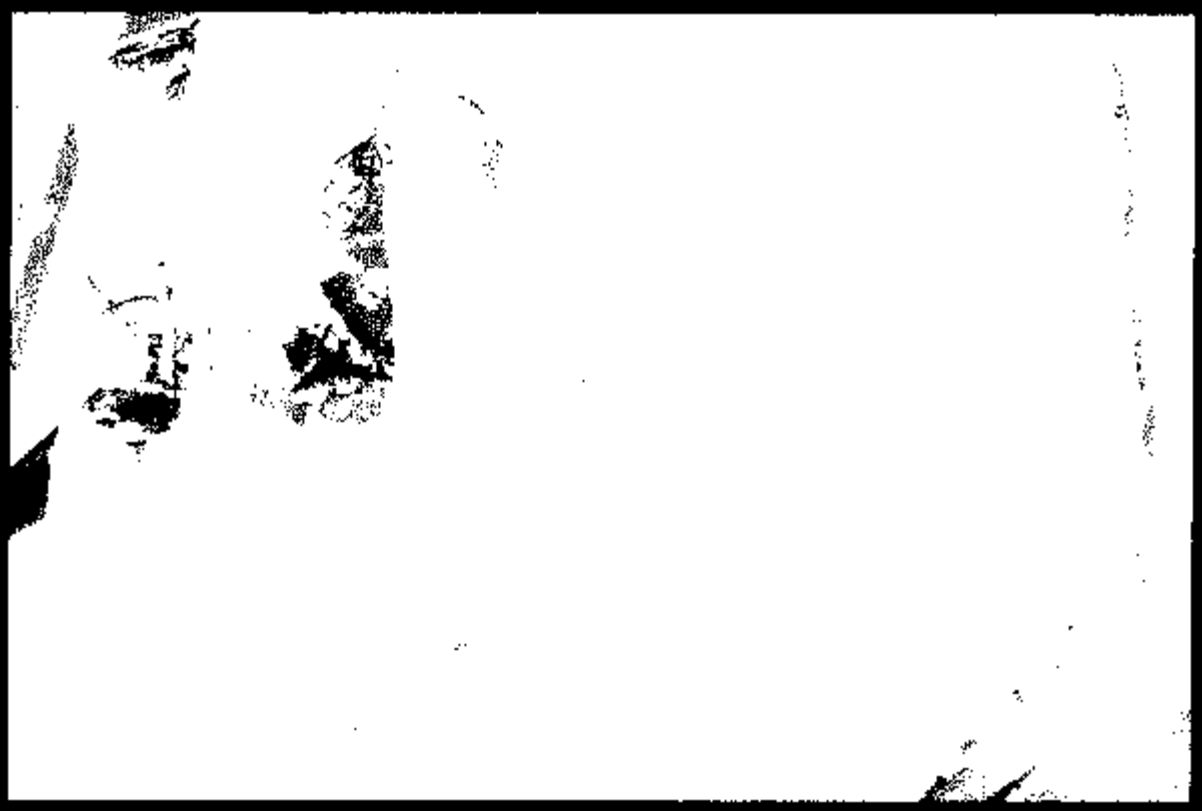


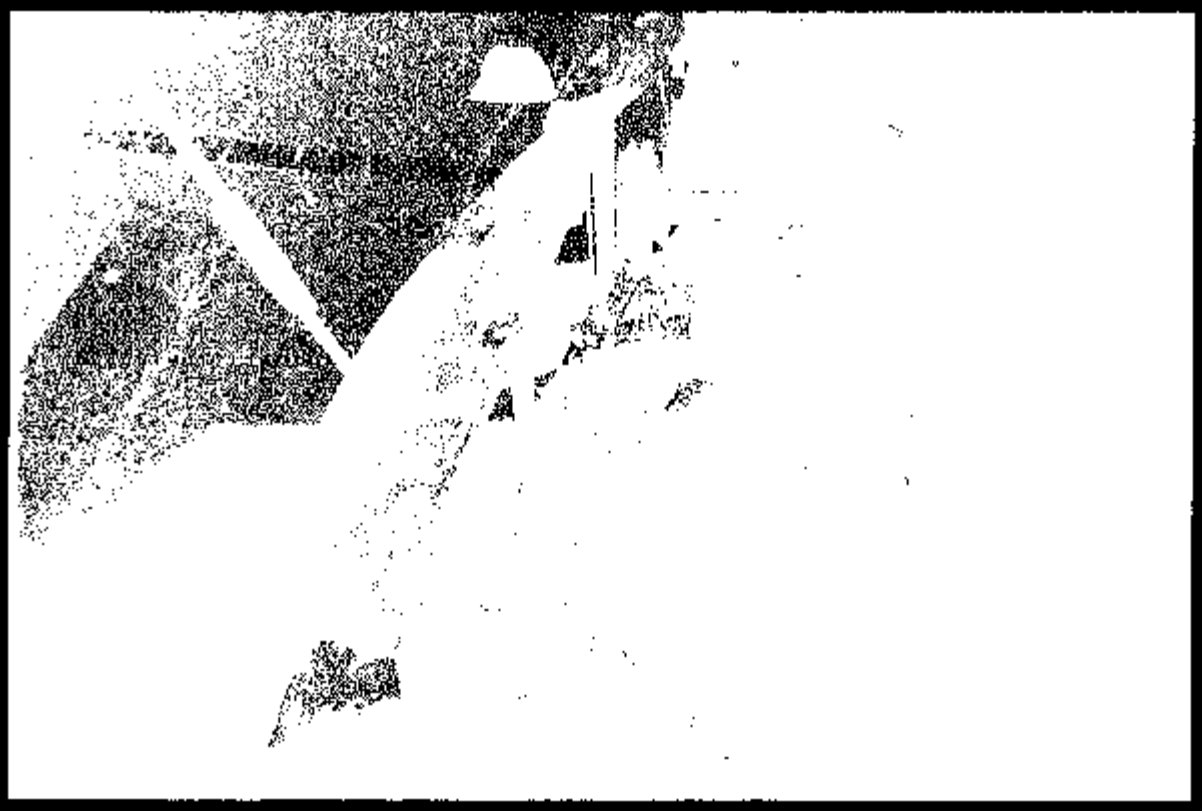


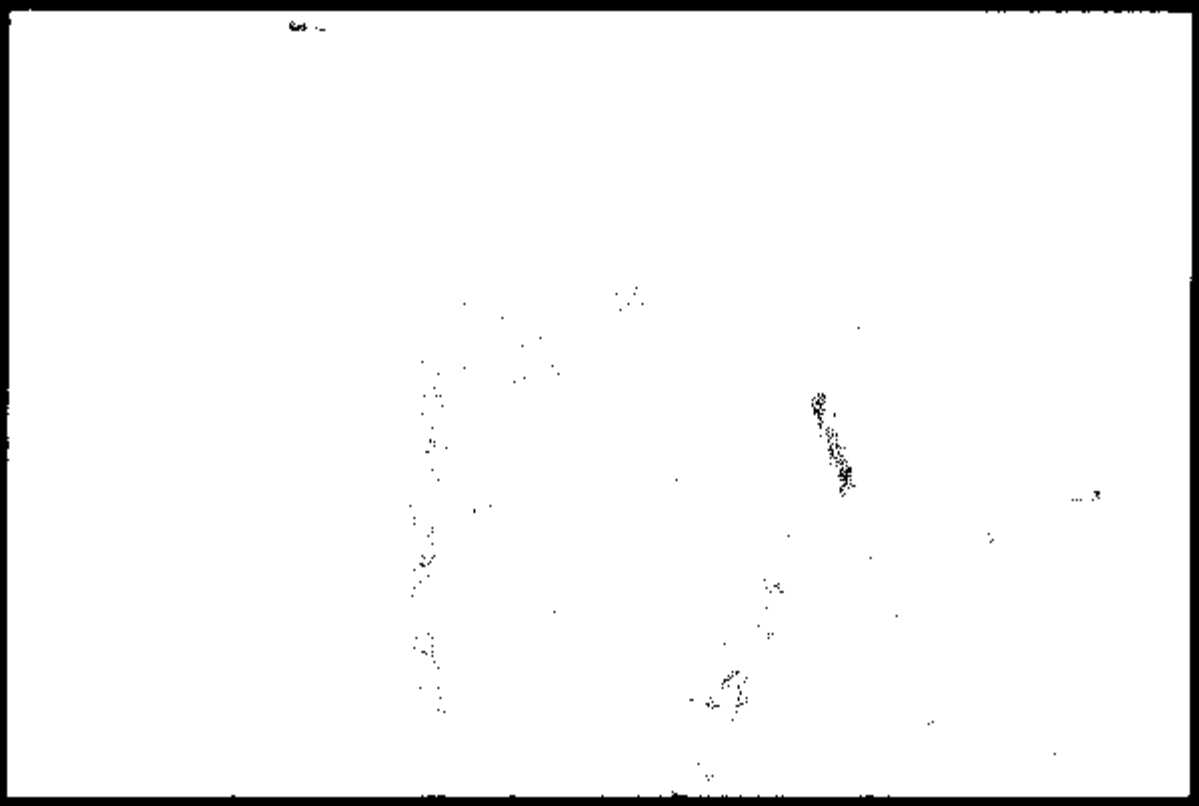












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PK09733
J55-018

GENERAL MOTORS CORPORATION

DIVISION: PONTIAC - GMC
ZONE: 01 WASHINGTON
DATE: 06/10/99

RE: Claimant: NATIONAL CAR RENTAL
Date of Incident: 4/08/99
CAC File No.: 99 [illegible]

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

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. (X) 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. Judson
Pontiac, MI 48342-6008

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

Very truly yours,

PONTIAC-GMC DIVISION
General Motors Corporation

Elmer Dean Thompson P.M.

Customer Service Center Supervisor
31 E. Judson
M.C. 483-631-730
Pontiac, MI 48342-6008

Enclosures:
- [x] CAC Case Comments
- [x] RAA Reps Notes
- [x] Pictures
- [ ] Estimates
- [ ] Police Report
- [ ] RO's
- [ ] Dorm Tape
- [ ] Other:

Product Allegation Resolution- General

Documentation Decision Criteria

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

Customer Information

Case Number:	99075452 #2
Claimant's Last Name:	NATIONAL CAR RENTAL
VIN:	1G2HX52K3XH210554

Incident Information

Date and Time of Incident:	4/8/99
Location of Incident:	PASCO INTERNATIONAL AIRPORT
Description of Incident:	RECKER DRIVER TURN IGNITION TO ON POSITION TO PUT VEH IN NEUTRAL ENGINE BEGAN SMOKING THEN CAUGHT FIRE.
Current Location of Vehicle:	VALLEY PONTIAC, AUBURN, WA
Alleged Defective Component:	IGNITION SYSTEM(WIRING/SWITCH)
Who Notified Division of Incident:	SCOTT HARRIS

Product Allegation Resolution
Non-Collision Vehicle Damage

Case Number:	**99075452 02**
Claimant's Last Name:	**NATIONAL CAR RENTAL**
VIN:	**1G2HX52K3XH210554**

Special equipment and features:	NONE
Primary use of vehicle:	FLEET
Insurance carrier:	NATIONAL CAR RENTAL
Weather conditions:	DRY
Comments:	

Product Allegation Resolution
Summary/Closing

Case Number:	99075452 02
Claimant's Last Name:	NATIONAL CAR RENTAL
VIN:	1G2HX52K3XH210554

Was Physical inspection done? Y/N	Y
Inspector's name/organization:	TOM GREEN/EAA
Date of inspection:	4/21/99
Mileage at inspection:	14,005
What was done at the inspection:	PHOTOS TAKEN AND PHYSICAL INSPECTION.
Vehicle road-tested: Y/N:	N
Describe:	N/A
Results:	N/A
System components inspected:	IGNITION SYSTEM(WIRING/SWITCH)
Summary of facts from the investigation:	EXTREME ENGINE COMPARTMENT DAMAGE DUE TO WIRING SHORT WHICH WAS FEED WITH GASOLINE FROM MELTED FUEL LINES.
How and when was the matter left with claimant:	OWNER ADVISED GM WOULD REPURCHASE VEHICLE, MINUS USEAGE EXPENSES.

FILE NBR: 99075452 02
VIN : 1G2HX52K3XH210554

MODEL YR: 99 MODEL CODE: PBV

OWNER:
COMPANY NAME: NATIONAL CAR RENTAL
PHONE : 206 433 3940
ADDRESS:
STREET : 19707 PACIFIC HIGHWAY SOUTH
CITY : SEATTLE STATE: WA ZIP: 98188

VEHICLE LOCATION:
SVC DLR: 16 23 828 CO: 13 SECT: 11 MKT: 01 DGM: DM: ZSM: CRM:
NAME: VALLEY PONTIAC-BUICK-GMC TRUCK, INC. CITY: AUBURN ST: WA
contact:
Rob Schlover SVC ADV 253 852 2243

MILEAGE: 14,000

COMPLAINT CODE: N03 DESC: IGNITION SYSTEM (WIRING & BY: WEBBER, JANELLE

OPEN COMMENTS
CUST ALLEGES VEH NO START CONDITION.CUST CALLED RECKER TO TOW VEH TO PONTIAC DLR.CUST ALLEGES IGNITION ON POSITION ENGINE START SMOKING AND CAUGHT ON FIRE.

04/09/99 01:12P WEBBER, JANELLE
**********PAR INFORMATION**********
OWNER.....NATIONAL CAR RENTAL
VEH YEAR AND MODEL.....1999 PONTIAC BONNEVILLE
VIN.....1G2HX52K3XH210554
MILEAGE.....14000 MILES
SERVICE DEALER.....VALLEY PONTIAC
REGION.....NORTH WEST
ZONE.....SEATTLE ZONE 11
CLAIMANT NAME.....SCOTT HARRIS
ADDRESS.....19707 PACIFIC HIGHWAY SOUTH, SEATTLE,WA
****

04/09/99 01:25P WEBBER, JANELLE
**********PAR INFORMATION CONTINUE**********
PHONE NUMBER.....(206)433-3940
LOCATION OF INCIDENT.....PASCO INTERNATIONAL AIRPORT
PRESENT LOCATION OF VEHICLE.....VALLEY PONTIAC, AUBURN,WA
AFTER MARKET ITEMS.....NONE
REPAIRS OUTSIDE OF WARRANTY.....NONE
DRIVER AT TIME OF INCIDENT.....NO ONE
ROAD SURFACE.....PAVED PARKING LOT
ROAD CONDITION.....DRY
NUMBER OF PEOPLE IN VEHICLE.....1 (RECKER DRIVER)
****

FILE NBR: 99075452 02
VIN : 1G2HX52K3XH210554

04/09/99 01:37P WEBBER, JANELLE
**********PAR INFORMATION CONTINUED**********
BODILY INJURIES.....NO
COMPONENT(S) ALLEGED DEFECTIVE.....IGNITION SYSTEM(WIRING/SWITCH)
POLICE REPORT MADE.....NO
INSURANCE COMPANY.....NATIONAL CAR RENTAL
ADDRESS.....
19707 PACIFIC HIGHWAY SOUTH
SEATTLE, WA 98188
(206) 433-3940'
AGENT.....SELF INSURED
****

04/09/99 01:44P WEBBER, JANELLE
**********PAR INFORMATION CONTINUED**********
CLAIMANT DESCRIPTION - CUST STATES VEH WAS PARKED AT NATIONAL CAR RENTAL PARKING LOT NEAR PASCO INTERNATIONAL AIRPORT IN PASCO TEXAS.CUST STATES VEH NO START CONDITION CALLED RECKER TO TOW VEH TO NEAREST PONTIAC DLR. RECKER DRIVER TURN IGNITION TO ON POSITION TO PUT VEH IN NEUTRAL ENGINE BEGAN SMOKING THEN TAUGHT FIRE.CUST STATES HAD VEH TOWED FROM PASCO TEXAS TO VALLEY PONTIAC FOR INVESTIGATION.CUST SEEKS INVESTIGATION AND NEW VEH.
PROPERTY DAMAGE.....VEHICLE
****

VEHICLE HISTORY:

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
1G2HX52K3XH210554	NOT AVAILABLE	M	0000000	19981026	10	PAID	1

PROD-DTE: 19980928 DEL/WAR-DATE: WARBLK-DTE:
INV-DTE : N/A DEL/WAR-ODOM: WARBLK-TYP:
INV-DLR : 1623682 SHIP-TO-DLR: 1675909

C T	CYCLE RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	AUTH ID	AUTH CODE
001	I	1671190	894	19980928	A10554	210554	01	Z7000	74.40	0	

PASSENGER CAR AND TRUCK NVI
———————— NO MORE CLAIMS FOR THIS VIN ————————

VEHICLE OPTIONS:

RPO	DESCRIPTION	RPO	DESCRIPTION
	H BODY		4 DOOR
	PONTIAC		V6 ENGINE
L36	3.8 LITRE V6 MFI		CALIFORNIA EMISSION
MX8	AUTO TRANS W/OVERDRIVE		AUTO TRANS
M15	4 SPD AUTO TRANS 4T65-E	UC2	INSTRUMENT PANEL
U19	INSTRUMENT PANEL	U18	INSTRUMENT PANEL

FILE NBR: 99075452 02
VIN : 1G2HX52K3XH210554

UB3	INSTRUMENT CSTR/TACH		FLEET PROCESSING OPTION
AK5	INFLAT RESTRAINT DR/PAS		ANTILOCK BRAKE
C61	ELECT AIR CONDITIONING		PASS ST BK MAN RECLINER
	FRT DR ST BK MAN RECLIN		GOLD KEY INELIGIBLE
DG7	DR/PASS REMOTE ELEC	U56	FIXED ANTENNA
UP3	RADIO CDM-AM/FM CD		POWER WINDOW
A59	ELECTRIC TRUNK RELEASE		KEYLESS ENTRY SYSTEM

END OF OPTIONS

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Division: PONTIAC	Ref#: [illegible]	Document ID	Date Saved: 10/28/96
VIN: 1G2HX52K3XH[illegible]	Claimant's Name (LAST, First): NATIONAL CAR RENTAL		

Division:	Ref#	Document ID	(page 1 of 8)
VIN:	Claimant's Name (LAST, First)		

Inspected By: TOM GREEN Organization: EAA
Phone: (503) 645-6429 x Inspection Date: 042199 Mileage at Inspection: 14905

I INSPECTION SUMMARY

Type Non Collision X☐, Collision ☐

Fire Origin Engine Compartment X☐, Underdash ☐, Other Interior ☐, Trunk ☐, Unknown ☐, Other ☐ specify ____, Component: ____,

Following the inspection, summarize the observations: EXTREME ENGINE COMPARTMENT DAMAGE DUE TO WIRING SHORT AND FEED WITH GASOLINE FROM MELTED FUEL LINES.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: SCOTT HARRIS 18707 PACIFIC HIGHWAY SOUTH, SEATTLE WA, 206 433-3848

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

Item(s), date installed, and by whom (name, phone):

If this vehicle is used for trailering, describe trailering usage (height and front shape of trailer, weight, percent of time or miles that trailer is towed, etc.):

3. Prior collision damage? (date, description, etc.) NONE

Repaired by:

4. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine rates, etc) : PARKED

5. Repairs outside of warranty (what, when, by whom?): NONE

6. Other vehicle history information (from person being interviewed or GM Warranty History): NA

7. Last maintenance (date, description, by whom?): [illegible] LOF 12503 MILES NCR BURBANK CA.

III INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

This section covers vehicle usage the day of the fire.

If being driven, describe: vehicle speed: _____ mph, drive length __ h __ min, distance _____ miles, and type of drive (e.g. city traffic, highway, long grades, etc.).

If parked, how long was it parked? 4 DAYS ____ Was the ignition off X☐X or was the engine running ☐ ?
Describe drive prior to parking: drive length 2 h 30 min, distance 120 ___ miles, and type of drive (e.g. city traffic, highway, long grades, etc.). MOUNTAIN HIGHWAY/FREEWAY

If vehicle is a *truck*, or a *car trailering cargo* at the time of the incident, estimated total weight of cargo and trailer: ____ lb, Load description: _____ Load location: _____ Height and description of front shape of trailer:

Weather conditions: Approx. ambient temperature 55 °F, General conditions (dry, rain, wind, etc.): WINDY

■ B AT THE FIRST INDICATION OF A PROBLEM

Ignition switch position (off, on, start, accessory): ON Engine running? (Y/N) NO

Unusual *odors*?. (Y/N) NO Describe:

Smoke? (from where, color, intensity, etc.) IN DRIVER'S AREA, COLOR UNKNOWN

Any *warning lights* "On", *high/low gauge readings*, or *messages* displayed? (Y/N) NO Describe:

Any apparent *malfunction*? (Y/N) Y If yes, describe: LOUD " POP" IN FIREWALL AS I STEPPED ON BRAKE PEDAL AND MOVED TRANS. SHIFT LEVER FROM PARK TO NETURAL.

Position of *HVAC controls* (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) OFF, Blower setting LOW, Temperature setting COLD

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

_ Cruise Control	_ Windshield Wipers	_ 2 Way/Communication Radio
_ Traction Control Switch "On"	_ Driver Seat Heater	_ Power Window Controls
_ Low Beam Headlights	_ Passenger Seat Heater	_ Power Mirror Controls
_ High Beam Headlights	_ Auxiliary Power Outlet	_ Power Seat Controls
_ Fog Lamps	_ Radio, Built-in Tape/CD Player	_ Power Sun Roof Controls
_ Turn Signal	_ Auxiliary CD Player	_ Cigar Lighter
_ Hazard Flashers	_ Telephone	_ HVAC
_ Map Lights, Ft _ Rr	_ CB Radio	X Other TWILIGHT SENTINEL CONTROL MIDWAY MAX AND MIN.

_ Other Interior Lights

If any of the above were cycled, describe:

Was anyone *smoking*? (Y/N) N How long since someone last smoked in the vehicle? UNKNOWN. ASH TRAY LOCKS NEVER USED.

■ C DURING THE FIRE

Time 20 SECONDS and *distance* NA between first indication of a problem and start of fire.

Time 5-6 MINS between start of fire and other significant events. Describe: TOW DRIVER TRIED TO OPEN HOOD BUT COULD NOT FIND SECONDARY LATCH RELEASE. TOO MUCH SMOKE. WENT TO HIS TOW TRUCK AND CALLED HIS DISPATCHER. HE SAID MOVE THE TOW TRUCK AND THEN CALLED THE PARGO AIRPORT FIRE DEPT. THEY ARRIVED APPROX 3-5 MINS LATER. THEY OPENED HOOD AND FLAMES WERE APPR

Time (24 hr) 1235 when fire was over or put out.

Describe initial location, color and intensity of smoke and flame. ENGINE COMPARTMENT,DARK SMOKE,FLAME INTENSITY UNKNOWN

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

Any malfunction? (Y/N) N If yes, describe:

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) ___, Open Hood? (Y/N) Y, Other? (Y/N) Y Describe: TURNED KEY OFF, LEFT SHIFT LEVER IN NEUTRAL

When you left vehicle: Ignition switch position (off, on, accessory): OFF Windows open? (Y/N) N, Doors open? (Y/N) N Describe:

Any other comments that have not been covered?

IV VEHICLE INSPECTION

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

Take color photographs of the following:

A. Exterior:
- Front
- Right side
- Rear
- Trunk area
- Decklid outer panel
- Decklid inner panel
- Option label
- VIN
- Left side
- Hood outer panel
- Hood inner panel
- Roof
- Fuel filler "Lead Free" restrictor in place? (Y/N) Y Describe:
- Location of fuel filler cap (or evidence of remains): IN PLACE

Comments: FIRE DAMAGE TO INNER AND OUTER HOOD PANEL, WINDSHIELD CRACKED IN LOWER CENTER FROM HEAT.

B. Interior:
- Door interior panels: LF, LR, RF, RR, Rear Door(s)
- Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray
- Floor: Left, Right, Rear
- Seats: LF, RF, Rear Seats
- List all driver electrical controls which are in the "On" position (include ignition): NONE
- Position of windows (if glass is missing, do further inspection): CLOSED

Comments: NO APPARENT DAMAGE TO INTERIOR.

C. Underhood:
- Engine compartment
- Radiator, front & rear
- Coolant recovery bottle

Engine coolant lines/hoses, connections
Heater lines/hoses, connections/clamps (include those to throttle body)
TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections
Engine block (note precise location of cracks, holes, etc.):
Engine: dipstick, oil cooler lines/connections, filter, oil pan
Transmission: dipstick, oil cooler lines/connections, oil pan
Master cylinder and brake fluid reservoir
Brake lines and hoses
ABS/TCS Modulator
Power steering lines/hoses, connections/clamps, pump
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.):
Other:

Comments: HOT SPOT LOCATED AT LEFT CENTER OF ENGINE COMPARTMENT. MASTER CYL. RESEVOIR FRONT SECTION BROKEN IN HALF. FITTINGS SWING IN RESVOIR HOUSING. HOWEVER LINES ARE LOOSE IN FITTINGS FROM EXTREME HEAT.

D. Fluids (comments only):

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

Engine coolant: UNABLE TO REMOVE RADIATOR CAP, IS WELDED TO NECK OF RADIATOR.

Engine oil: LEVEL AT FULL NORMAL SMELL

Transmission fluid: NORMAL SMELL

Power steering fluid: UNKNOWN

Brake fluid: UNKNOWN

E. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?): NO
Scrapes or impact damage on the following:
Fuel tank
Fuel filler lines
Tires/Wheels

Comments: INSPECTION FOUND NO FOREIGN MATERIAL OR ANY COMPONENTS DAMAGED OR OUT OF PLACE.

F. Electrical:
Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (identify all open or not proper size): AL FUSIBE WIRE OF THE PROPER SIZE. FOUND 2 OPEN 4WD TCC AND #86 WIPER/WASHER.
Relay centers
Wiring insulation at fuse blocks
Fusible links (identify all open): UNABLE TO LOCATE
Spark plug wiring and boot condition:
Modules: ABS/TCS, ECM, other

Comments: BATTERY CABLES CUT BY FIREMAN. MOST WIRING ABOVE CENTER OF ENGINE COMPARTMENT BURNED.

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: ELECTRICAL WIRING SHORTED IN ENGINE COMPARTMENT WHEN IGNITION KEY TURNED ON. FLAMES FROM WIRING DAMAGED FUEL LINES AND THEN EXTREME HEAT FROM LEAKING FUEL.

Photograph and comment on the item/area which is the apparent origin of the fire: UNABLE TO DETERMINE SOURCE OF ELECTRICAL SHORT DUE TO EXTENT OF FIRE DAMAGE

Anything on vehicle which is after-market: NO

Anything on vehicle which is a modification: NO

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

Other relevant information: TELEPHONE INTERVIEW WITH VEHICLE DRIVER FOUND NO PROBLEMS UNTIL HE HAD JUST FILLED THE GAS TANK IN WENATCHEE WA. HE HAD DRIVEN FROM LOS ANGELES TO VISIT HIS MOTHER WHO WAS ILL. AS HE HEADED HOME HE STATED THE ENGINE WAS NOT RUNNING SMOOTH. IT WAS "SURGING" ABOUT 2000 RPM AND WOULD STALL. WHEN HE SLOWED DOWN, HE WOULD RESTART IT AND CONTINUE ON. HE THOUGHT HE HAD GOTTEN SOME BAD GAS, SO HE PULLED INTO A SERVICE STATION IN WAPATO WA (120 MILES FROM WENATCHEE) AND THE ENGINE DIED AS HE PULLED IN. HE COULD NOT RESTART IT. HE CALLED THE 800# AT NCR FOR HELP. THEY BROUGHT HIM A REPLACEMENT RENTAL AND HE CONTINUED ON HOME TO LA WITH NO MORE PROBLEMS. THE CAR WAS TOWED TO PASCO AIRPORT ON 040100 AND PARKED IN NCR STORAGE LOT UNTIL 040919. SAME TOW TRUCK DRIVER WAS CALLED TO MOVE TO NCR SHOP FOR REPAIR WHEN INCIDENT OCCURRED.

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: NONE

V SITE INSPECTION (If applicable)

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, rats indicating vehicle was stuck, etc. If significant other property damage occurred due to the fire, take pictures of the damage and make notes as necessary. Comments: NA

GM-PAR-PHOTO, Rev. 06/20/97

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: PONTIAC	Roll# 99075452 02	Document ID	Date Saved: 6/0/99
VIN: 1G3HX53K3XH316554	Claimant's Name (LAST, First) NATIONAL CAR RENTAL		

Division:	Roll#	Document ID	(page 1 of 1)
VIN:	Claimant's Name (LAST, First)		

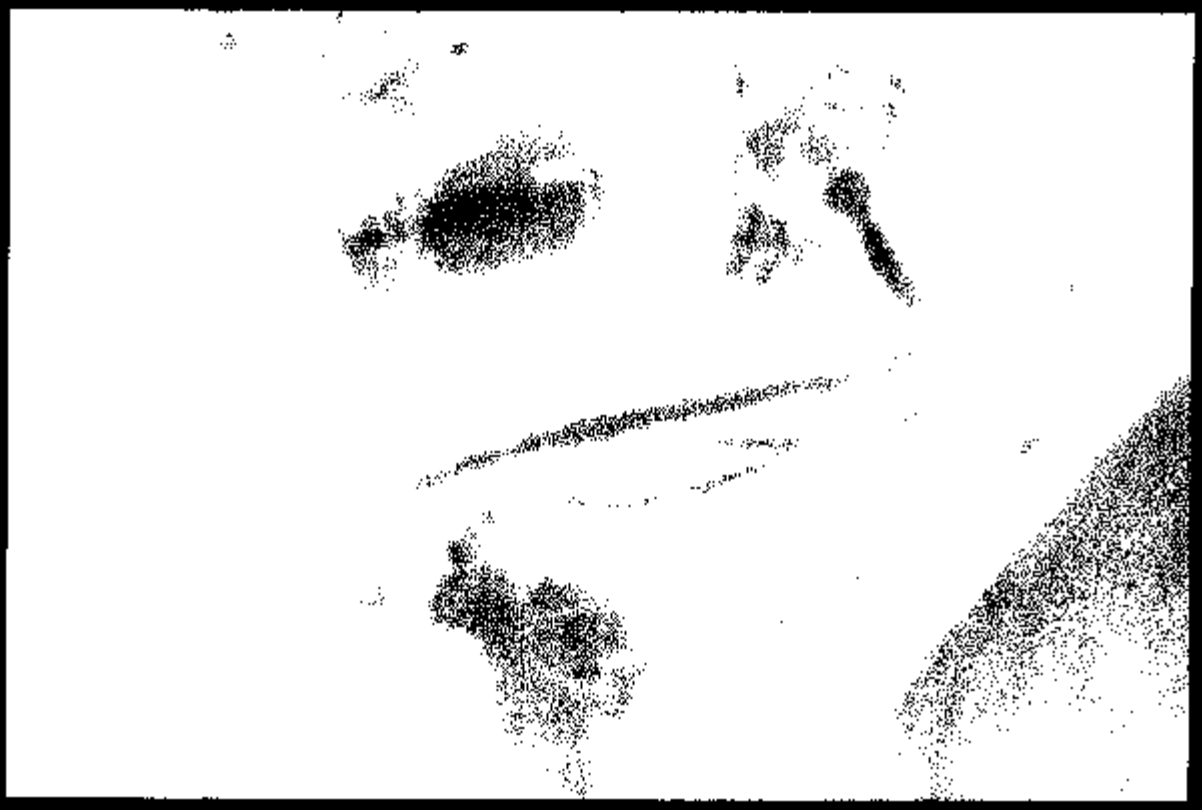
Inspector TOM GREEN

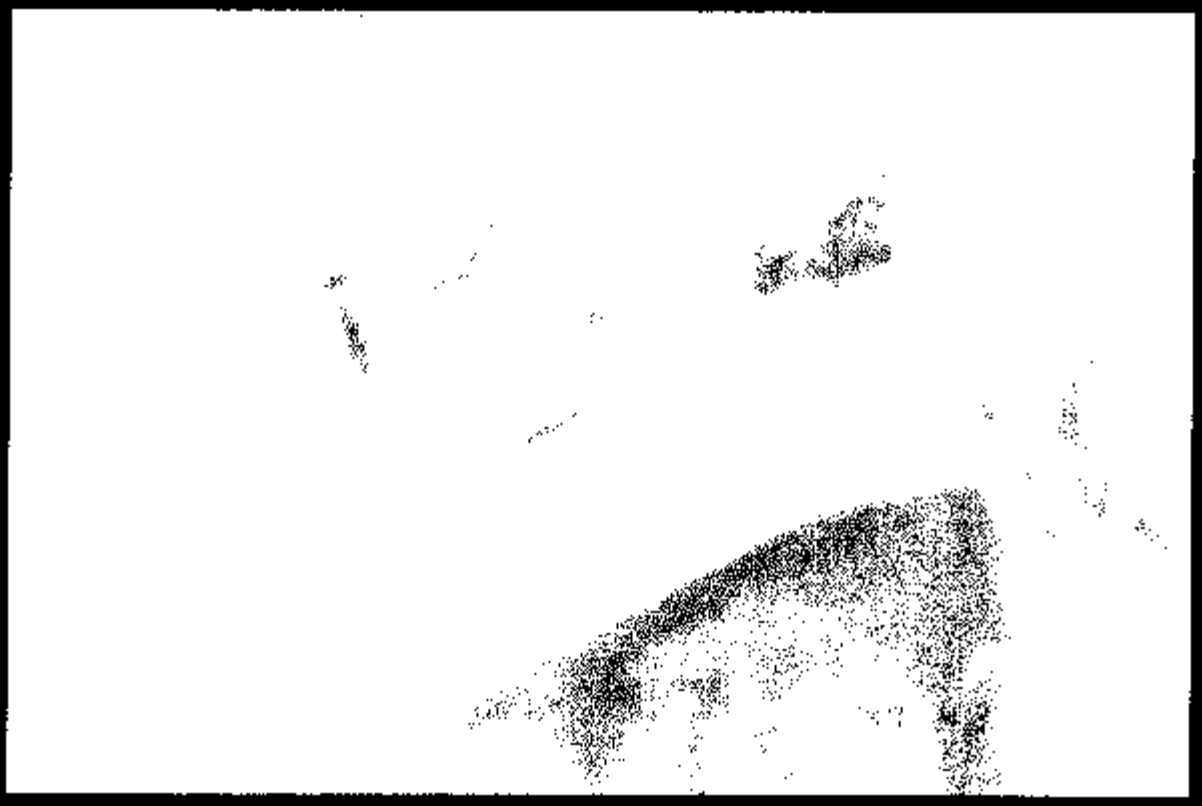
Number of Rolls ONE

Roll Number 1

Neg.#	Description
0	FRONT VIEW
1.	LEFT FRONT VIEW
2.	LEFT REAR VIEW
3.	REAR VIEW
4.	RIGHT REAR VIEW
5.	RIGHT FRONT VIEW
6.	RF HOOD/GRILLE
7.	LF HOOD/GRILLE
8.	OUTSIDE HOOD BURN
9.	REAR HOOD/W/S BURN AND CRACK IN GLASS
10.	UNDERSIDE HOOD BURN
11.	OVERALL ENGINE COMPARTMENT
12.	SAME AS #11
13.	HOT SPOT LEFT REAR
14.	HOT SPOT RIGHT REAR
15.	DRIVE PULLEYS/BELTS
16.	BATTERY CUT CABLES
17.	M/CYL RESEVIOR AS I FOUND IT
18.	M/CYL RESEVIOR EXTENDED FOR PHOTO
19.	SAME AS #18
20.	HOOD PADDING UNDER EXHAUST PIPE
21.	REAR CENTER ENGINE COMPARTMENT
22.	INTERIOR W/S GLASS
23.	CRACKS IN W/S
24.	TWILIGHT SENITIAL CONTROL AT MID POINT.
25.	HVAC CONTROLS IN OFF POSITION
26.	SMALL AMOUNT BURN DEBRIS FRONT FLOOR
27.	TRUNK AREA CLEAN
28.	VIN PLATE
29.	
30.	
31.	
32.	
33.	
34.	
35.	

PR09733





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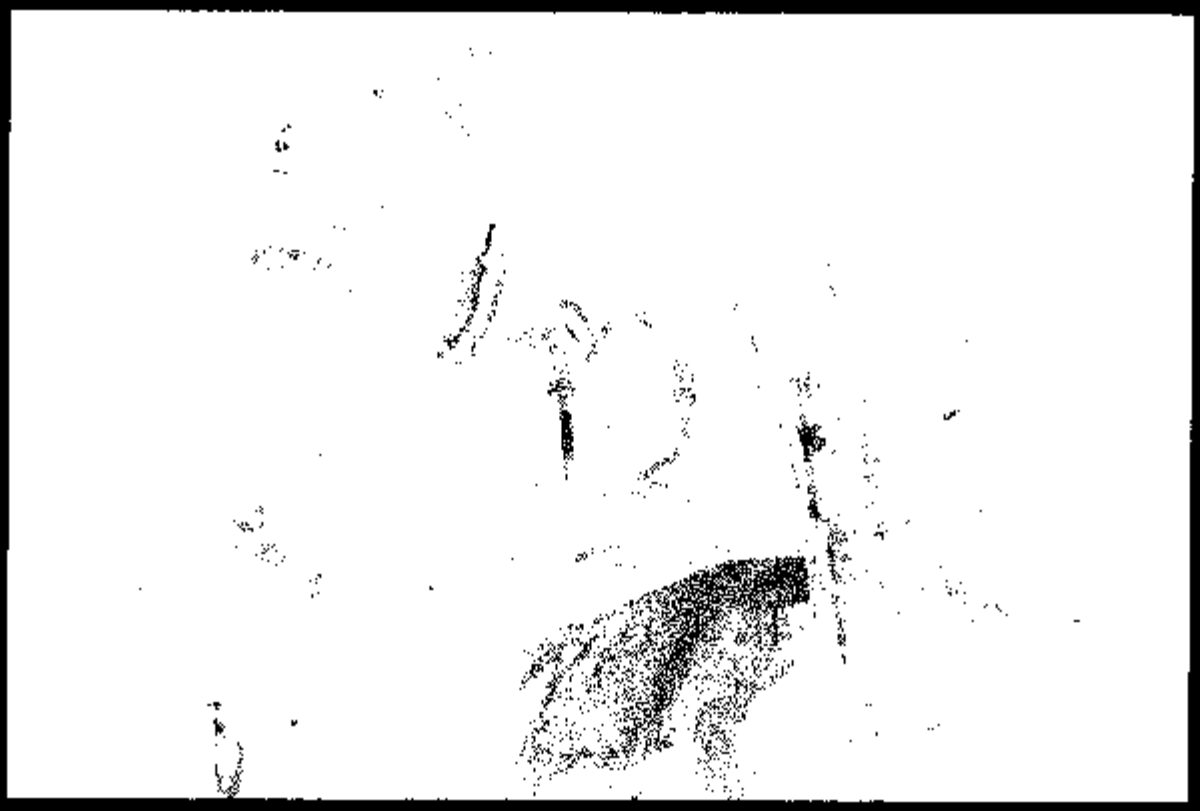

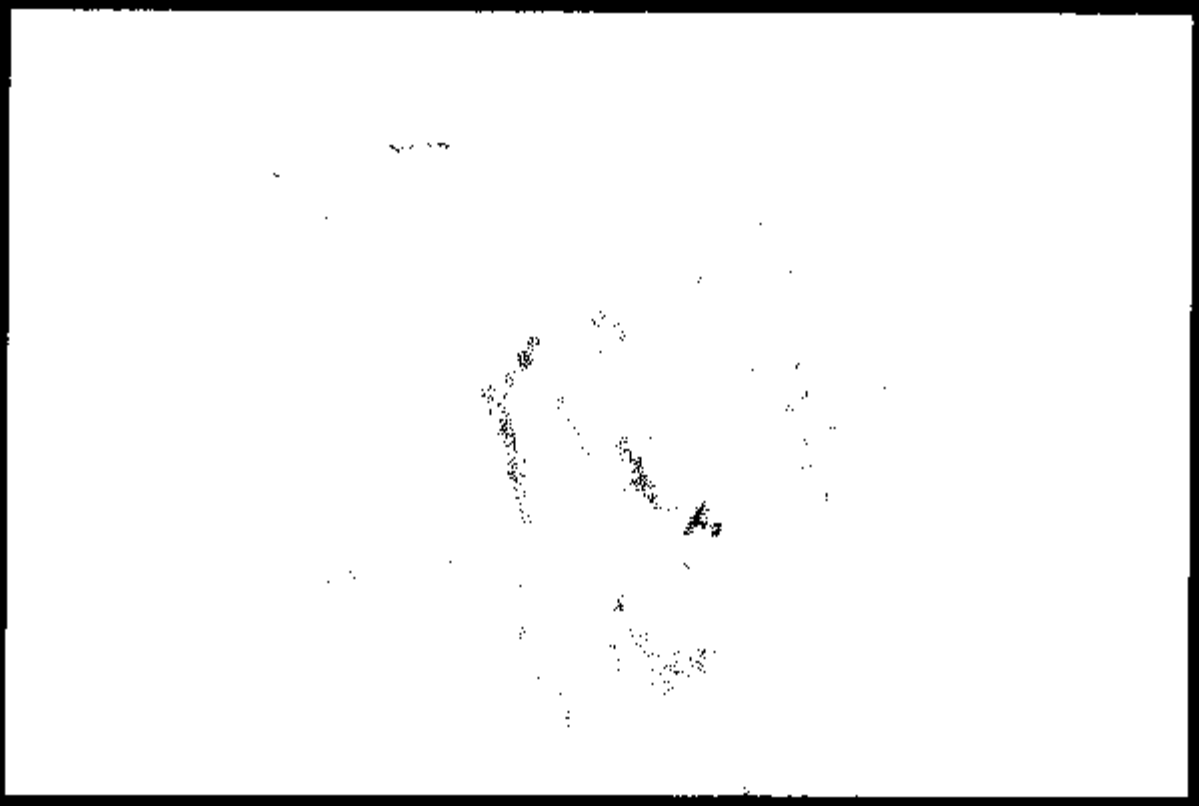

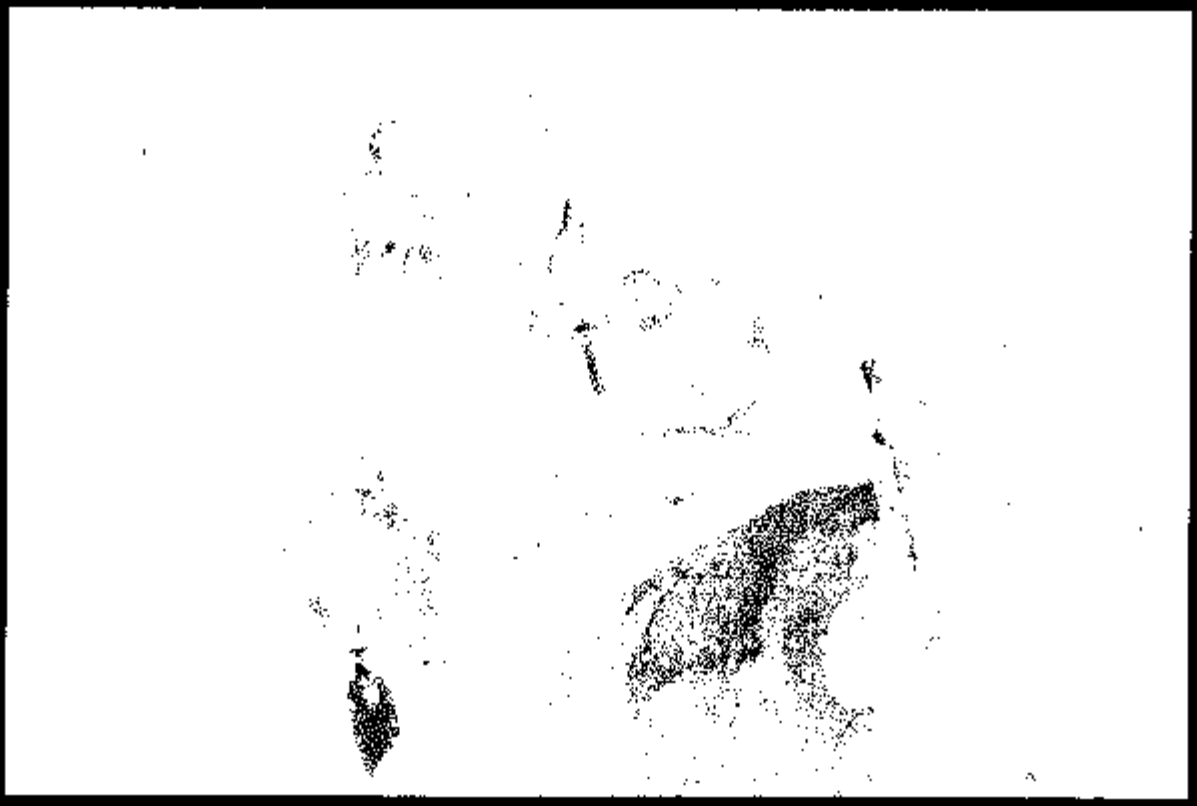

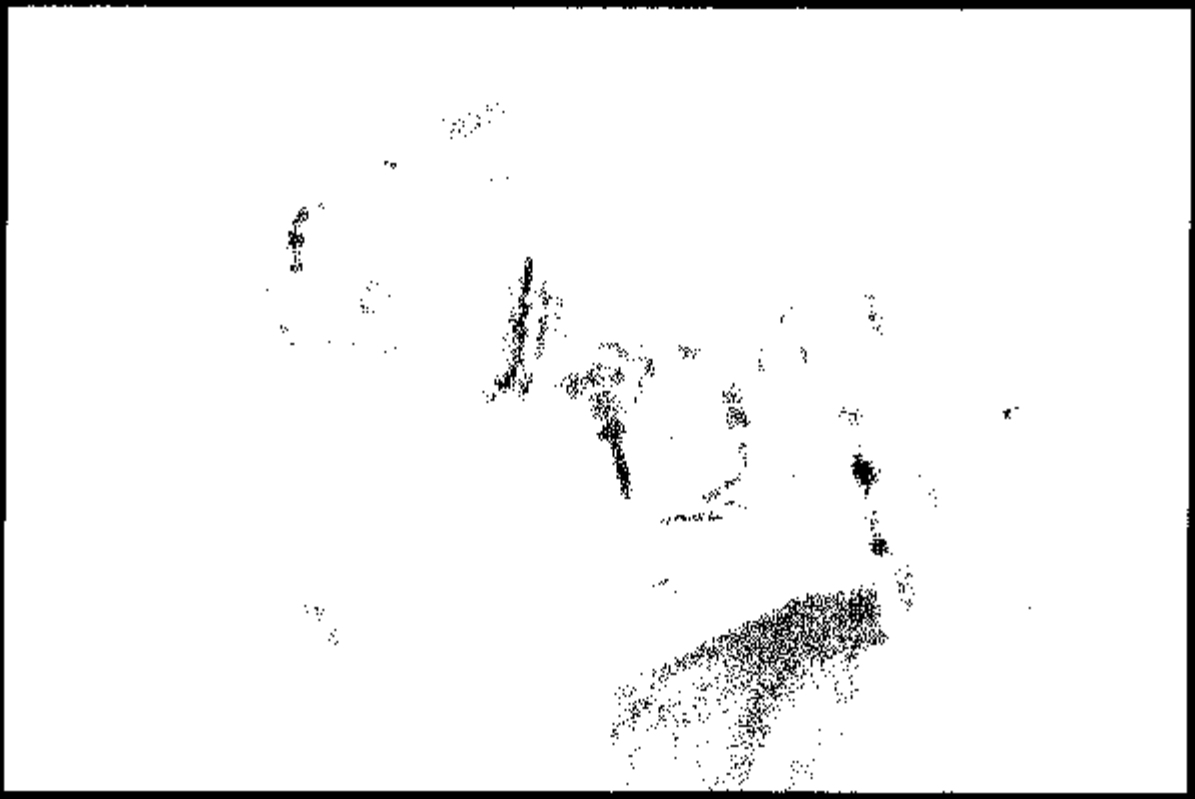

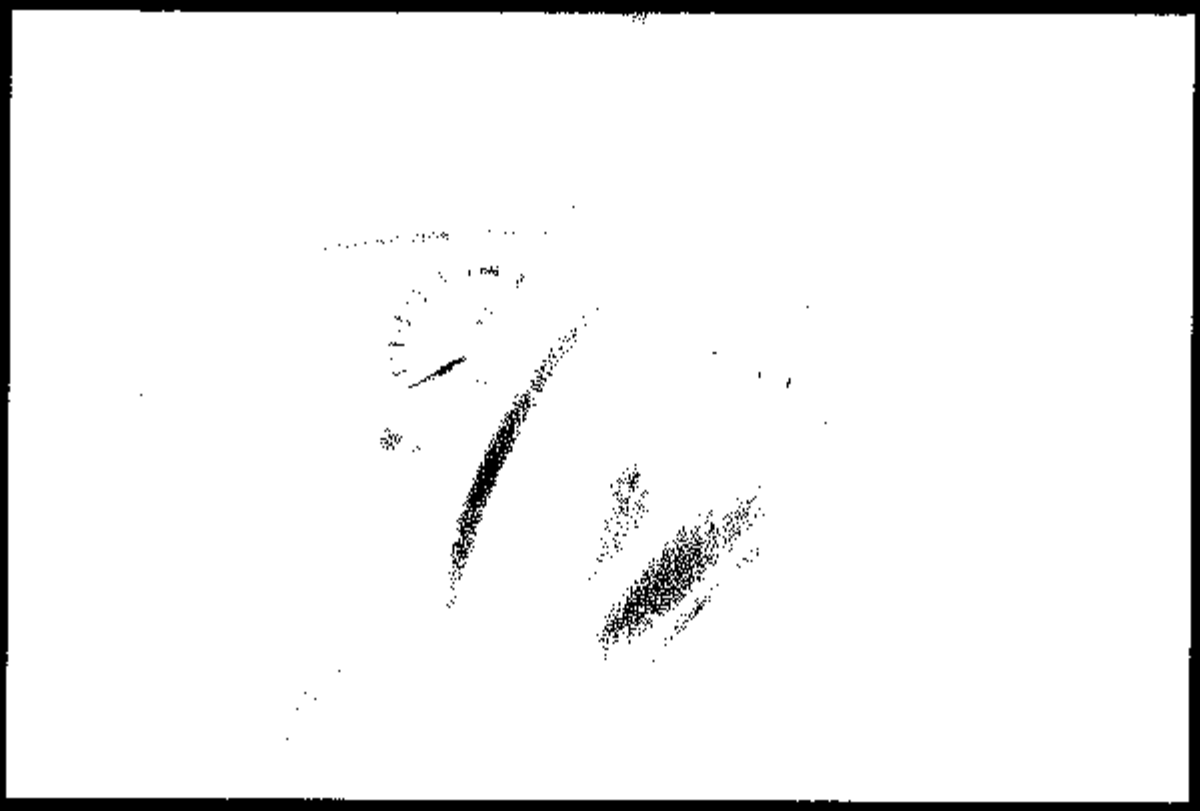

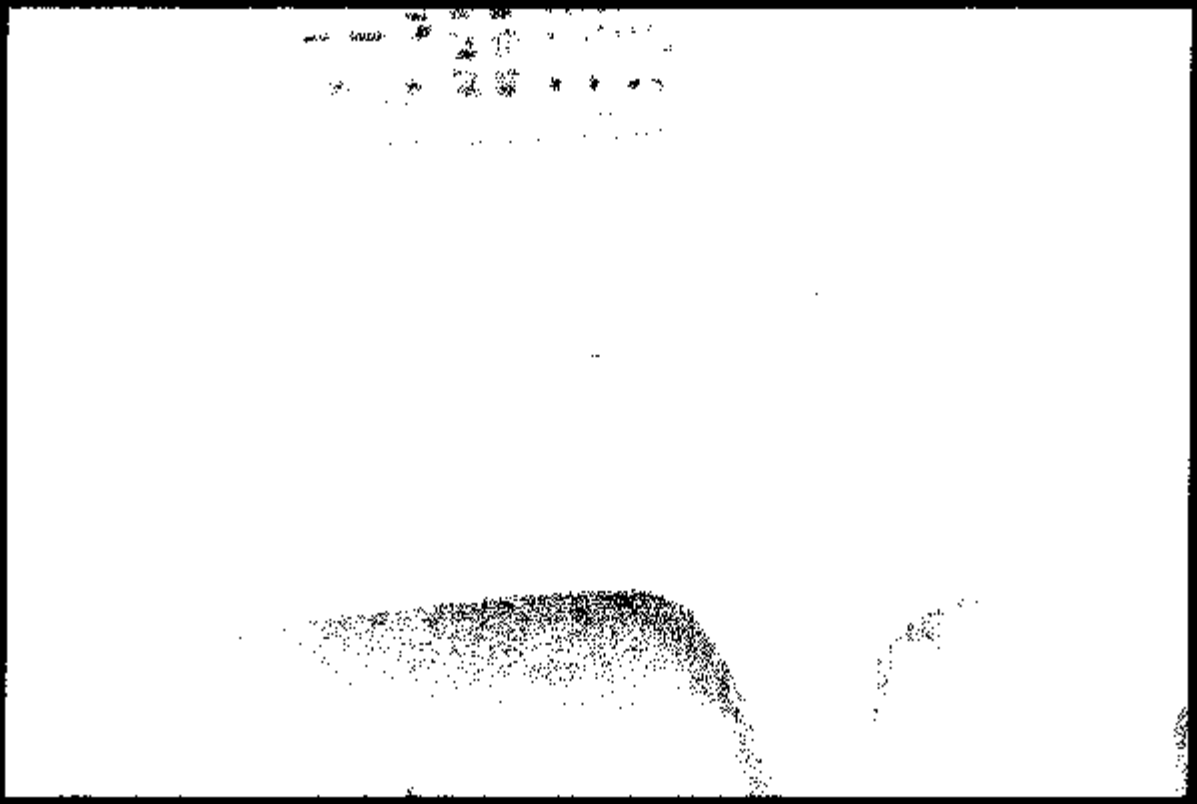

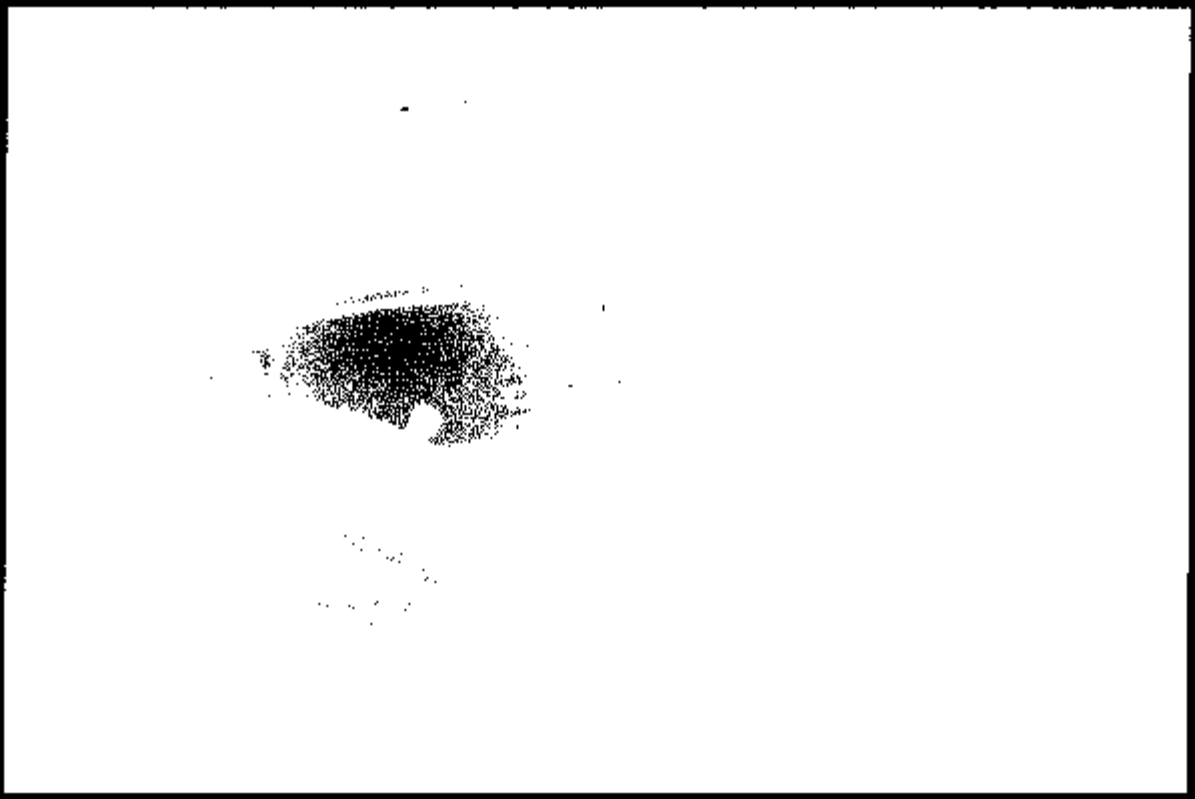

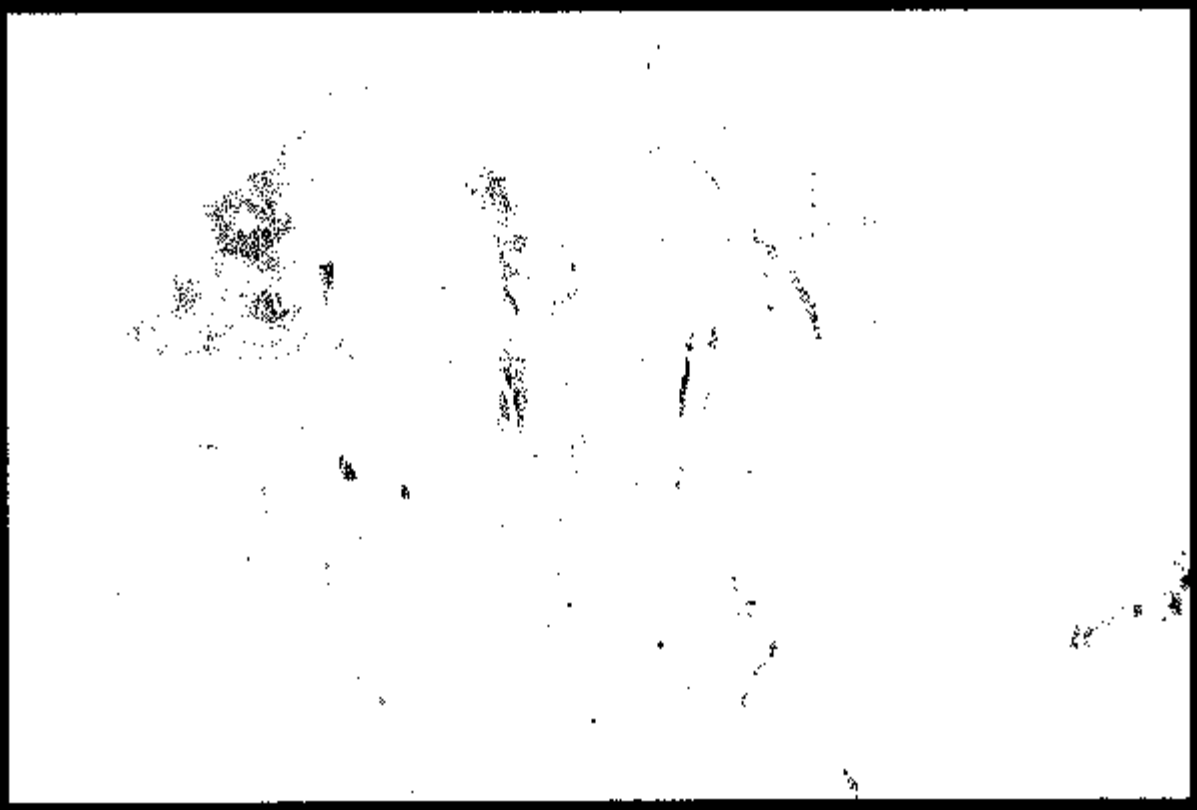

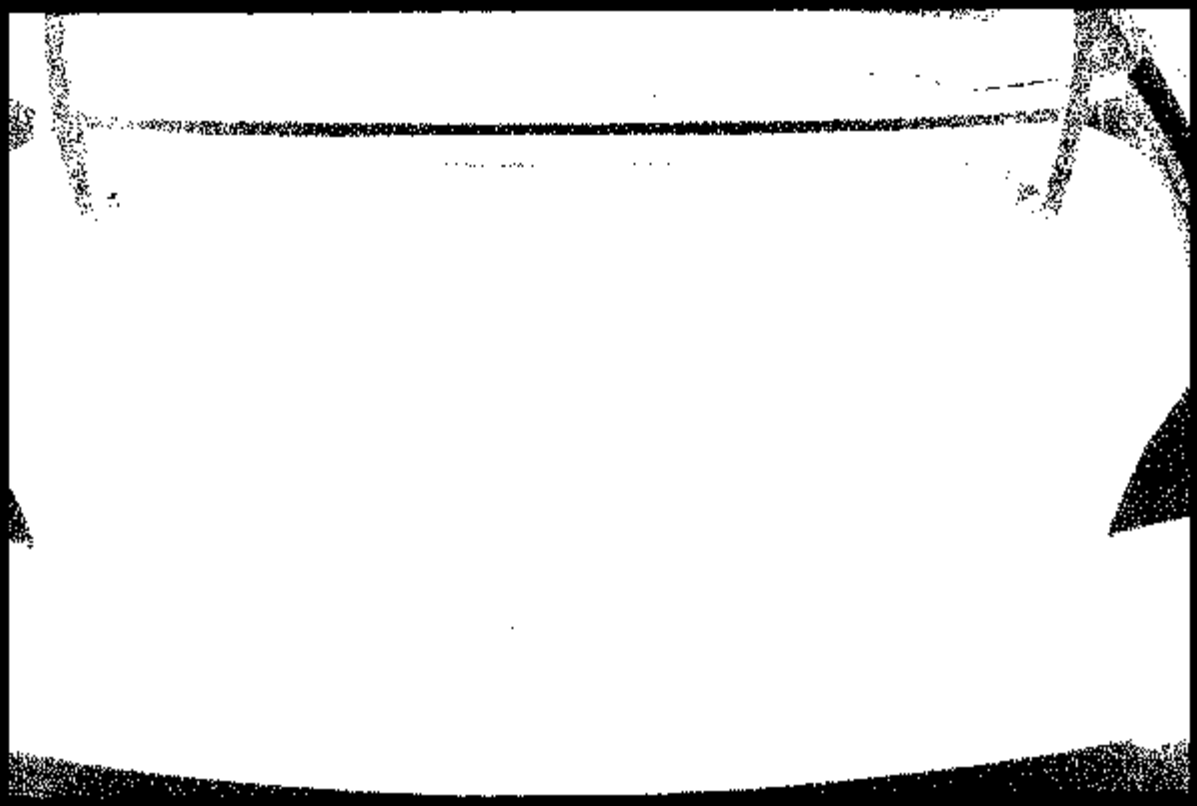

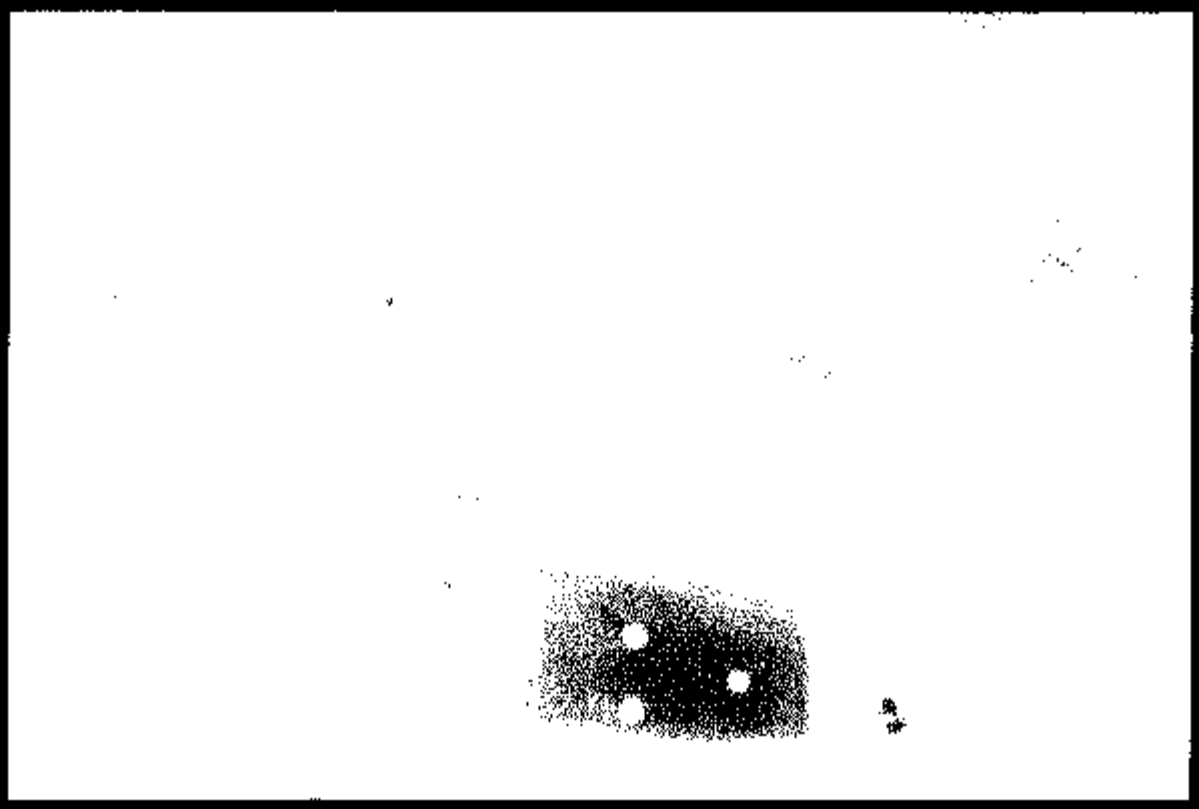

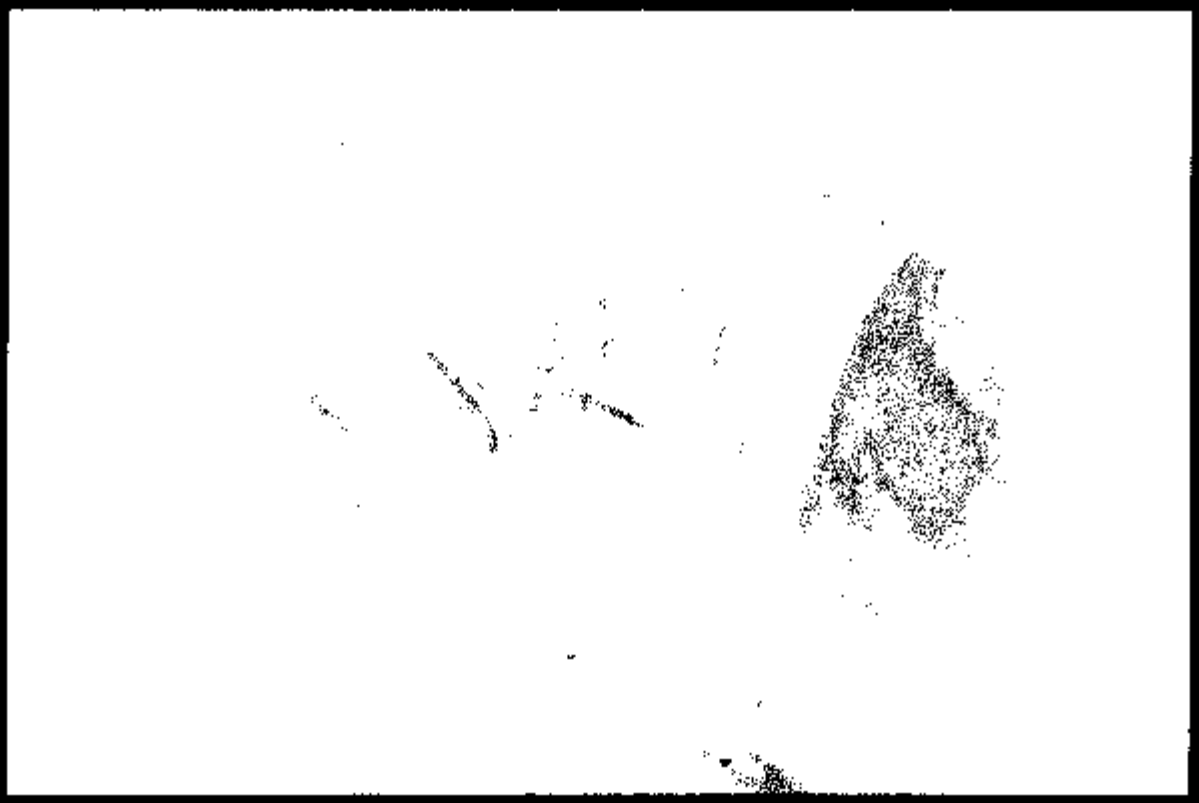

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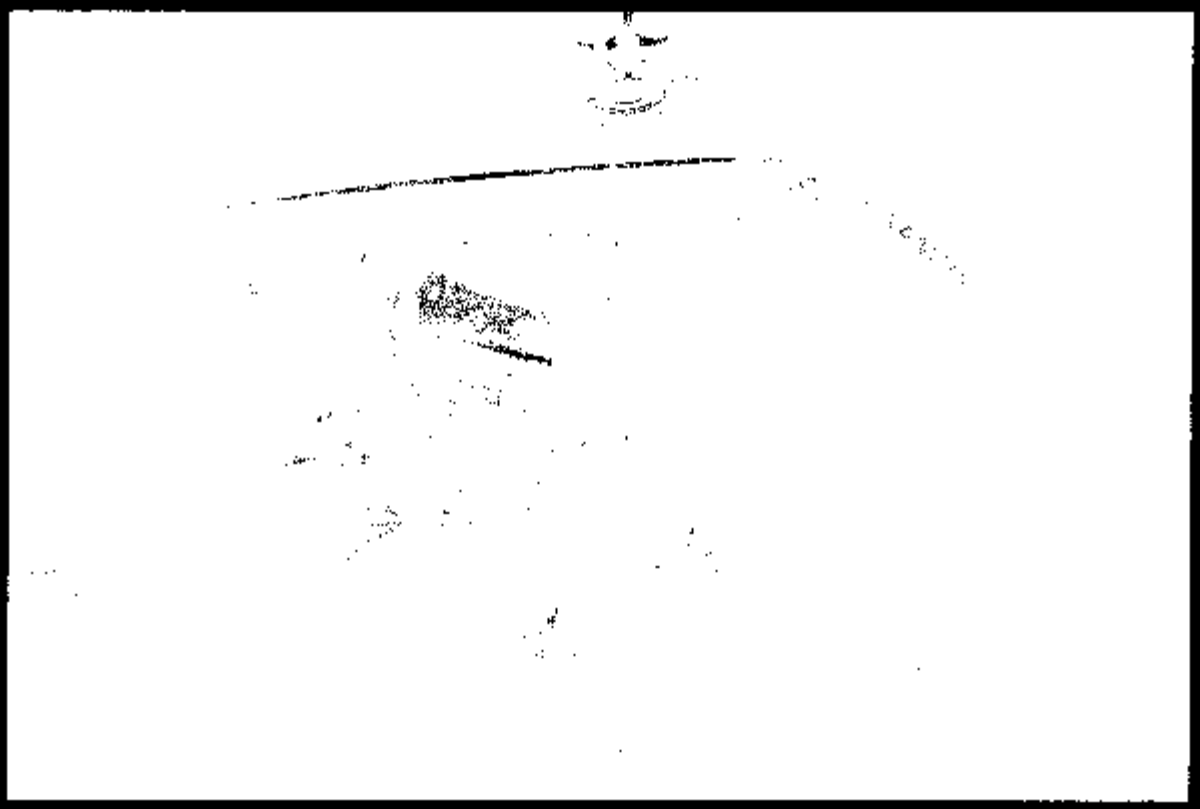

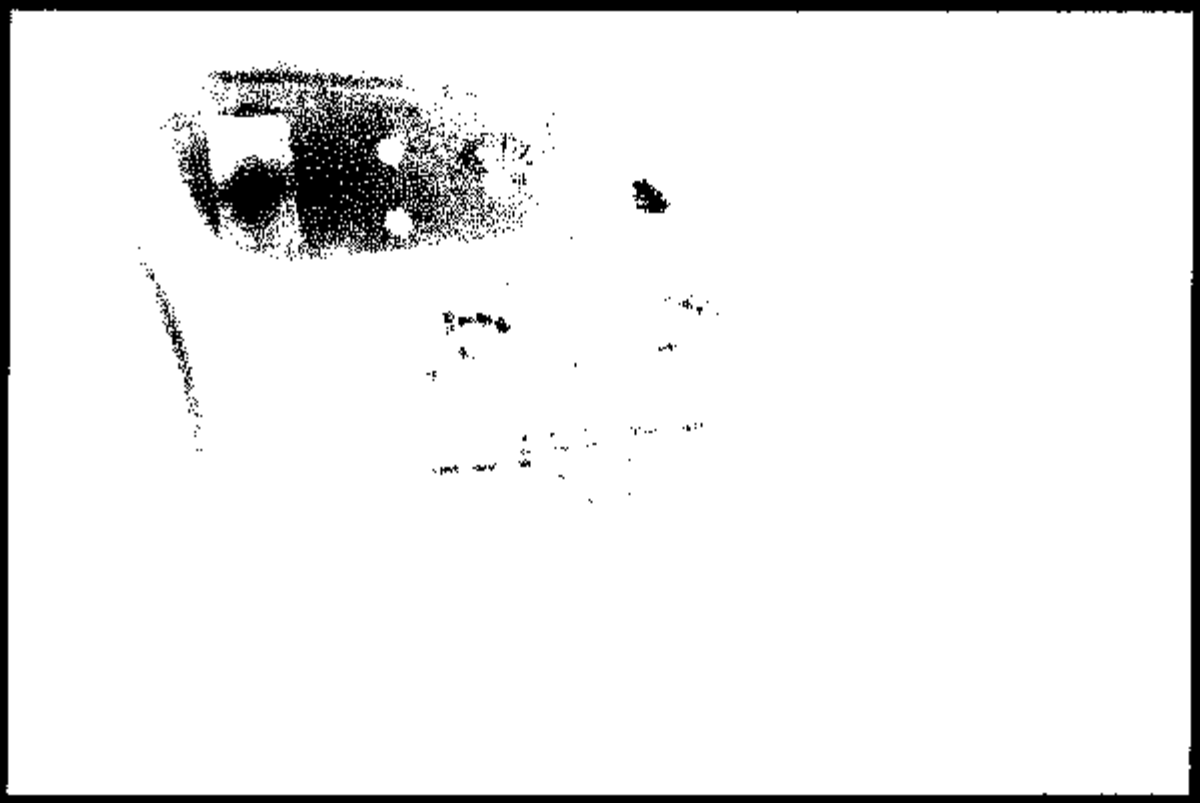

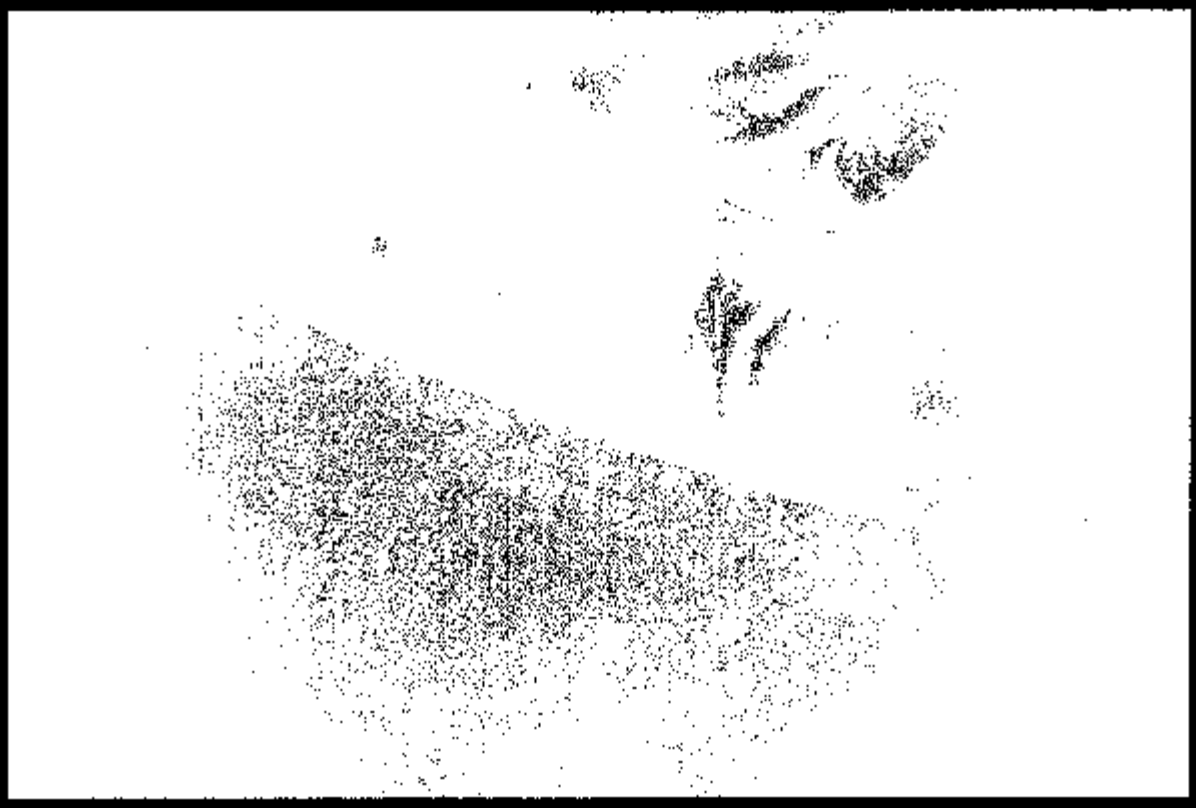

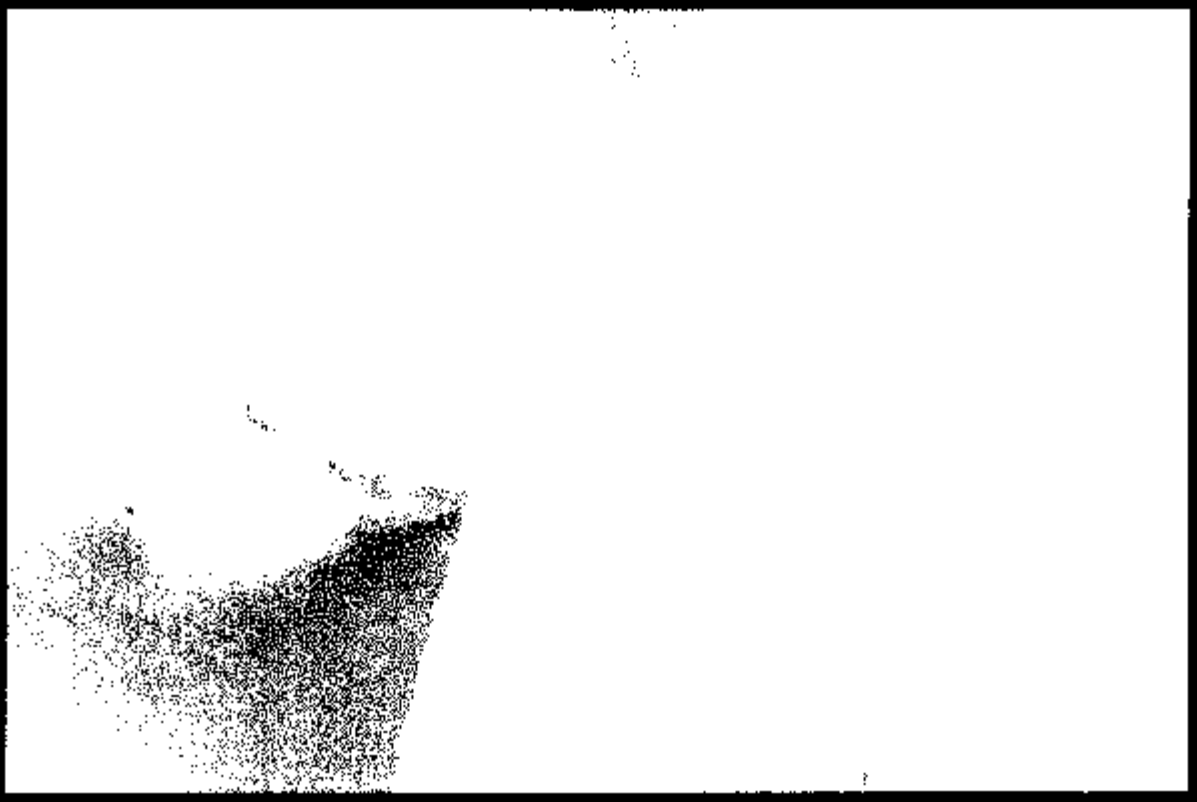

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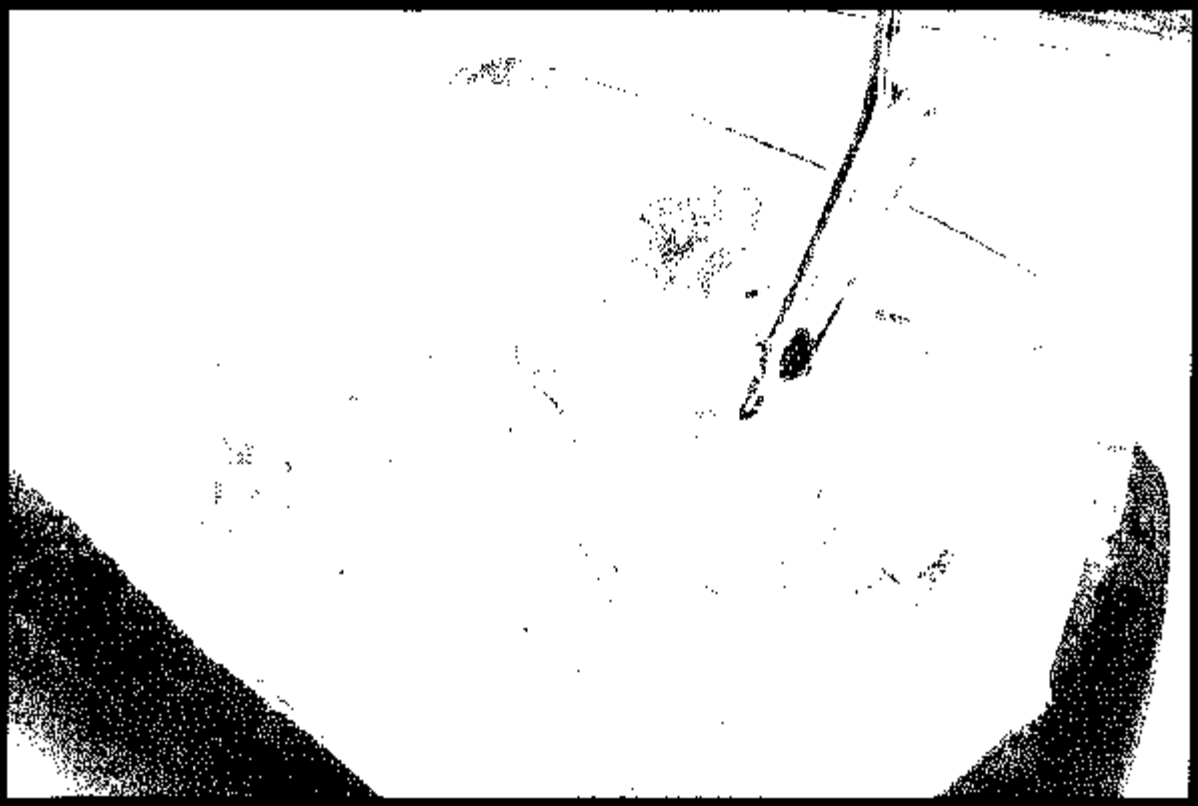

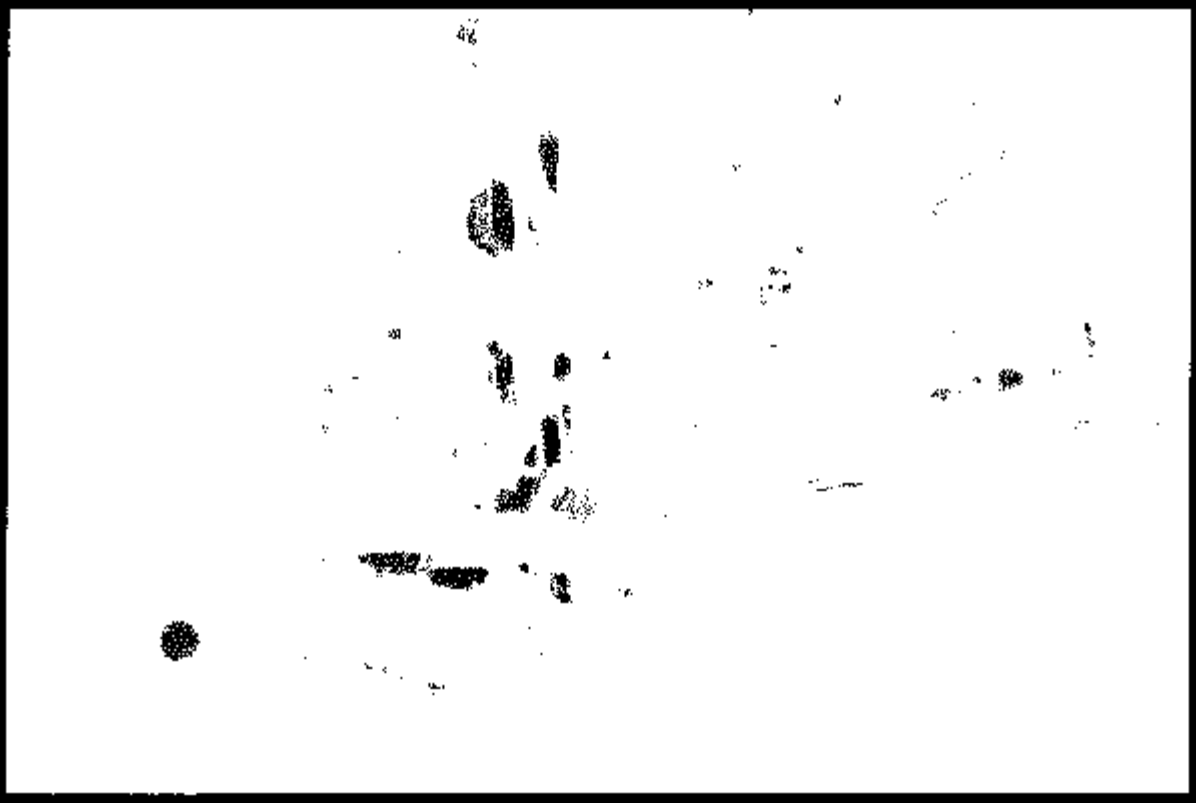

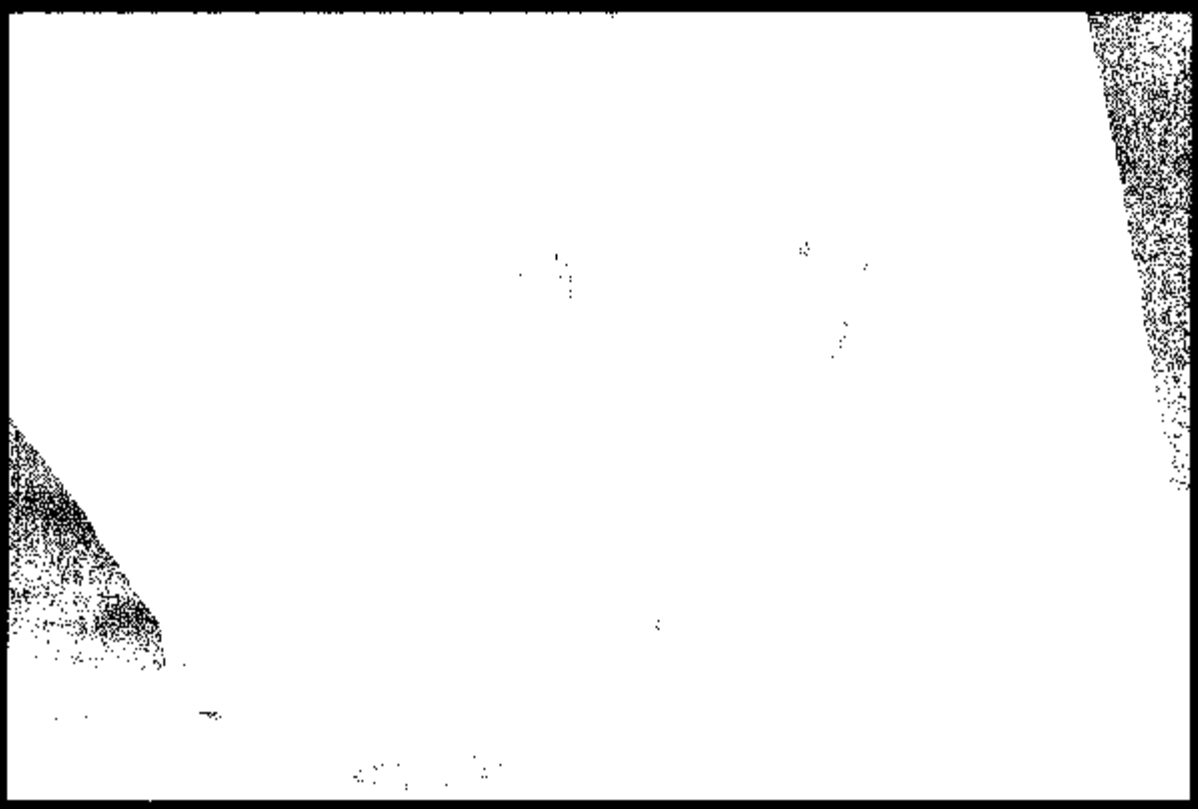

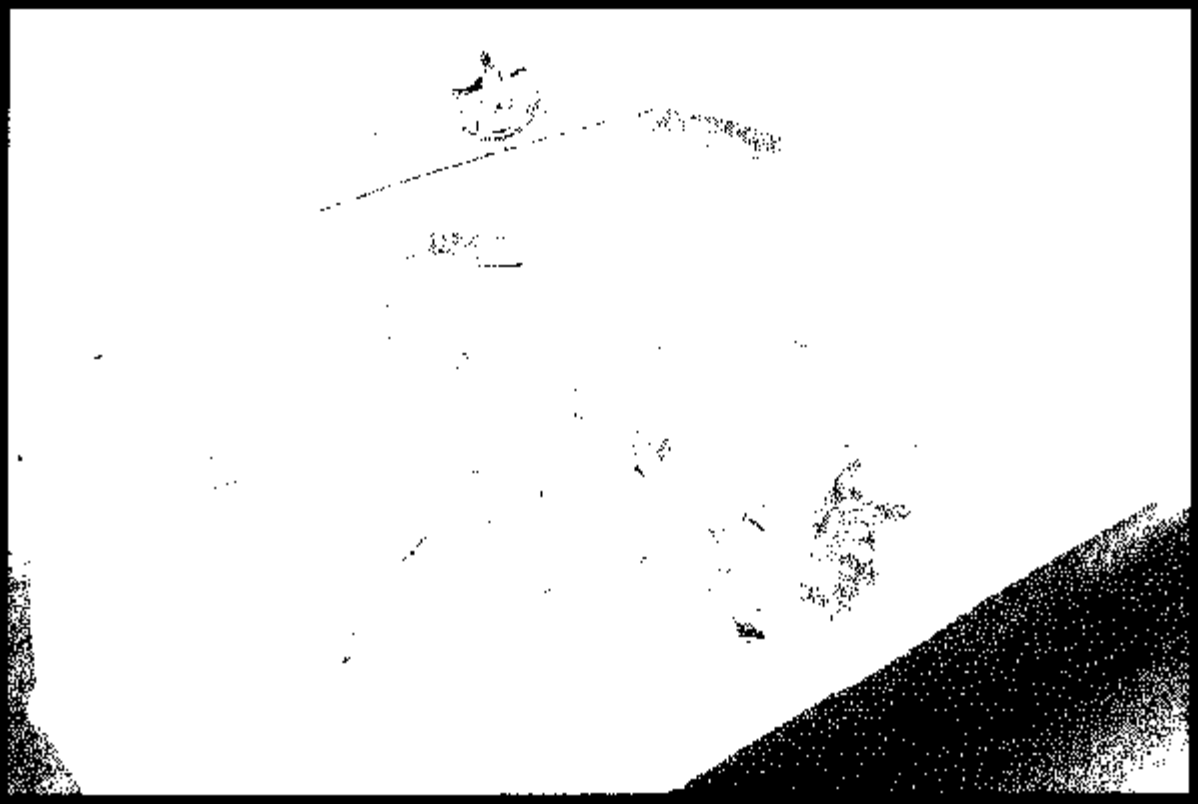

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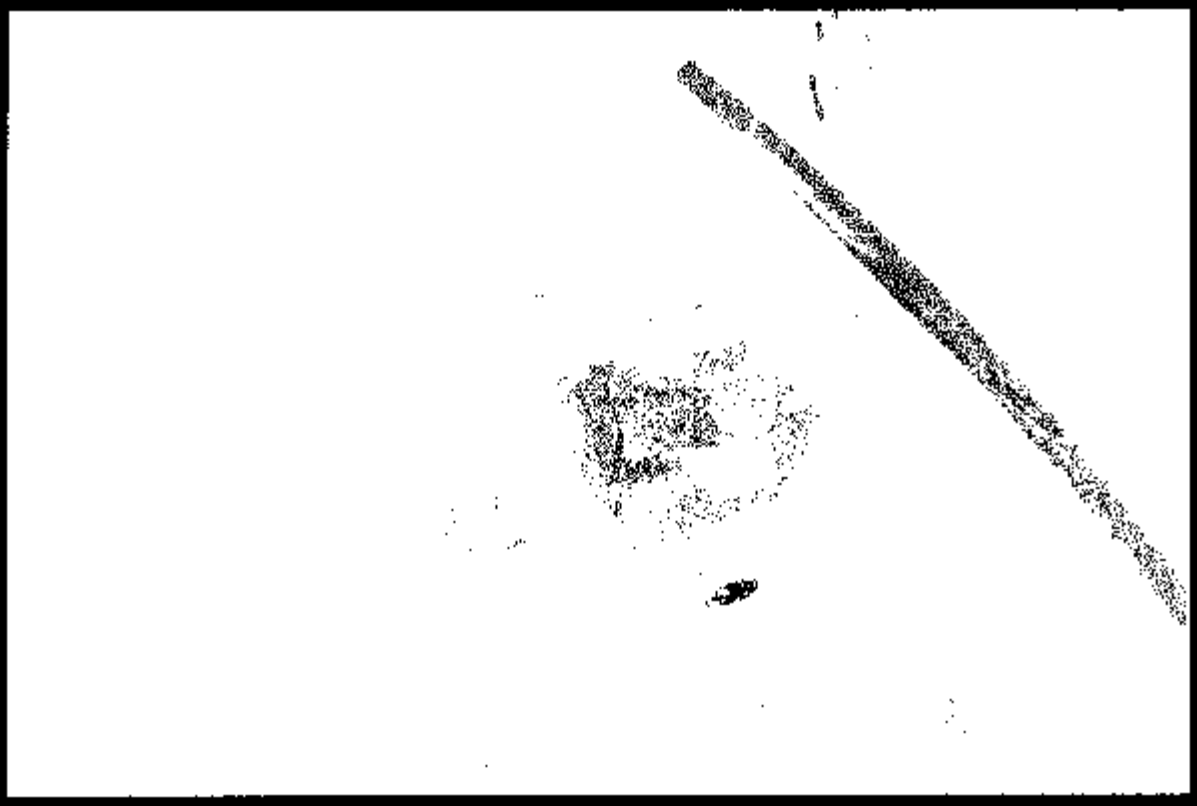

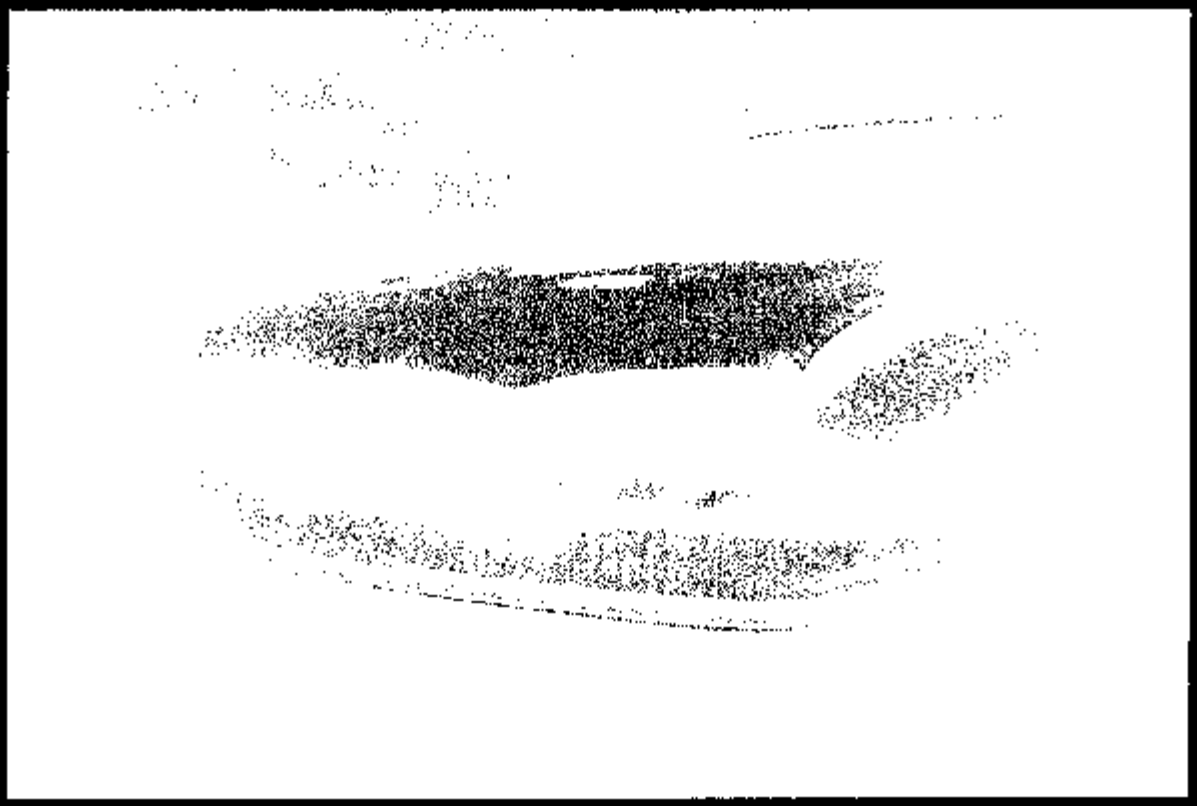

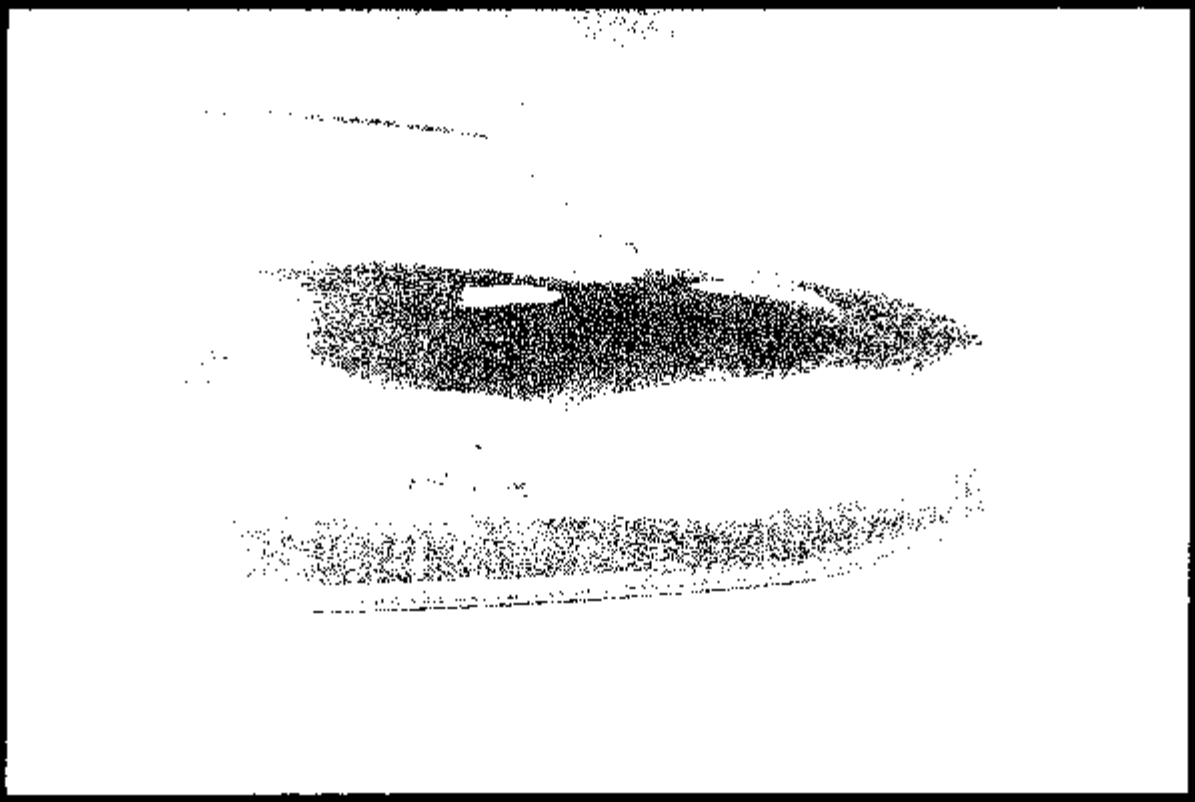

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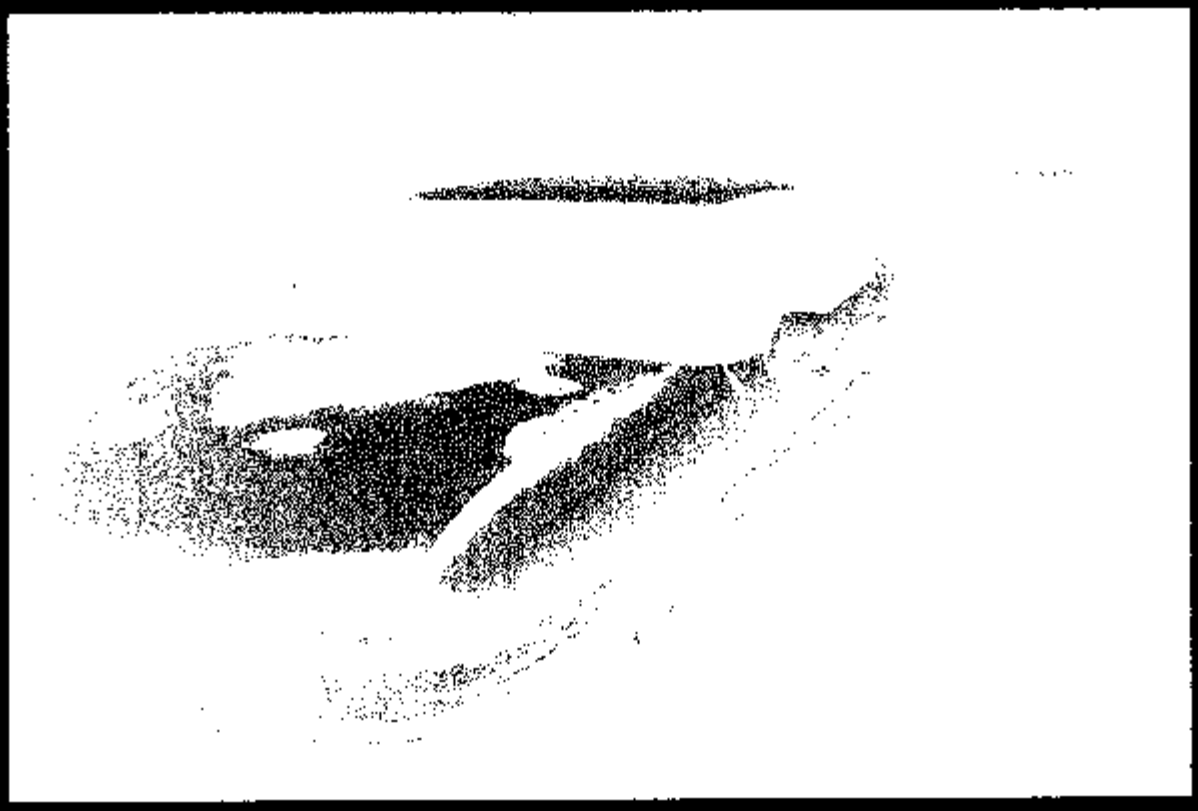

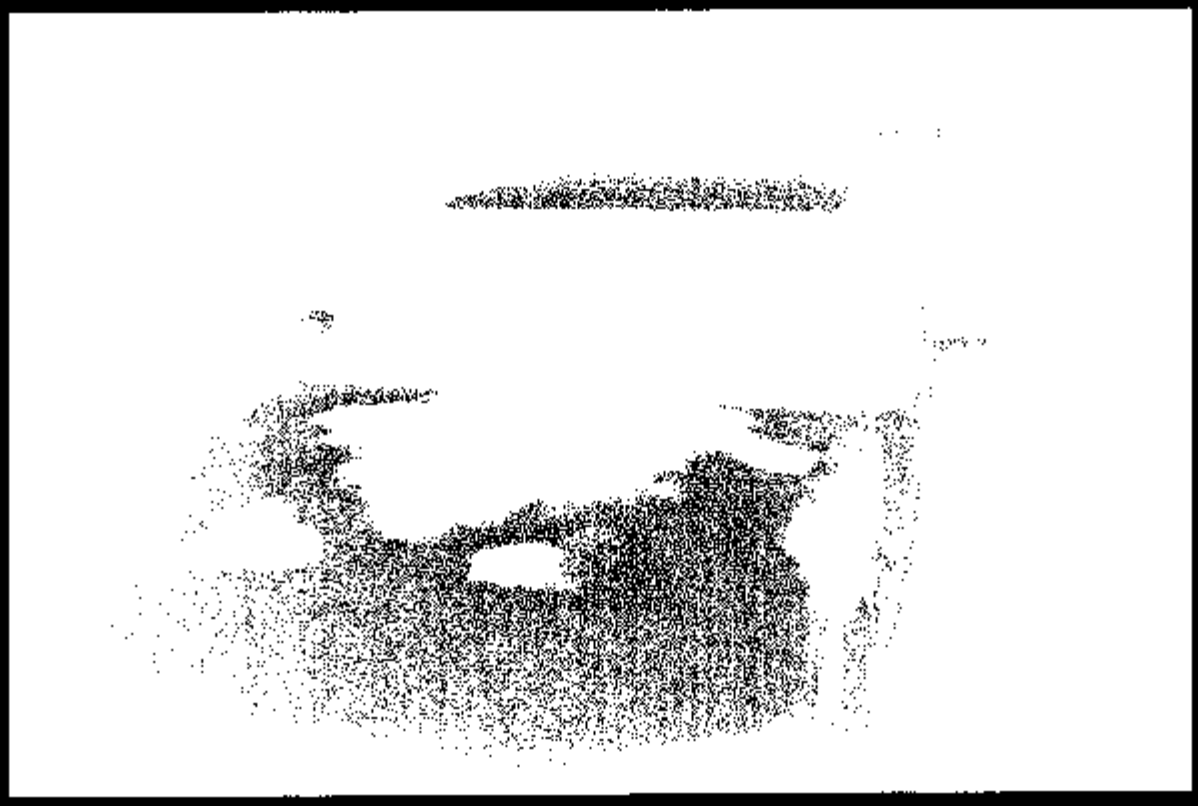

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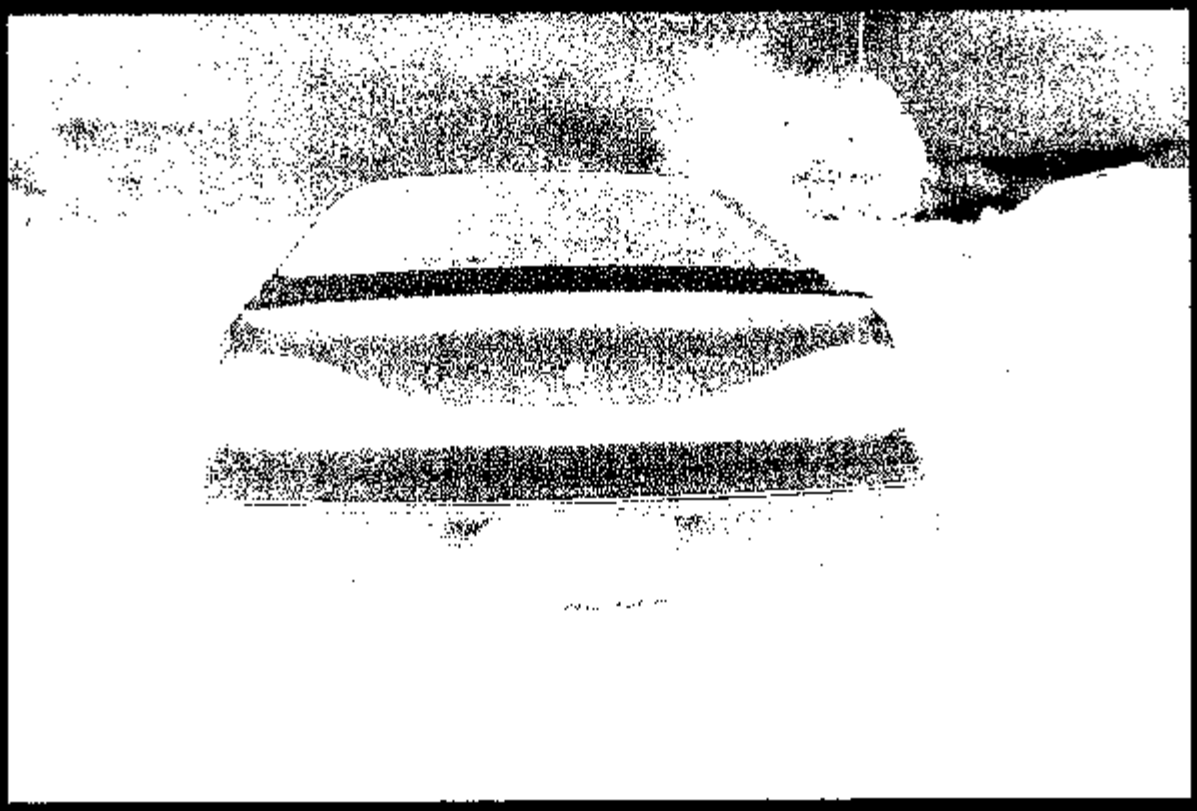

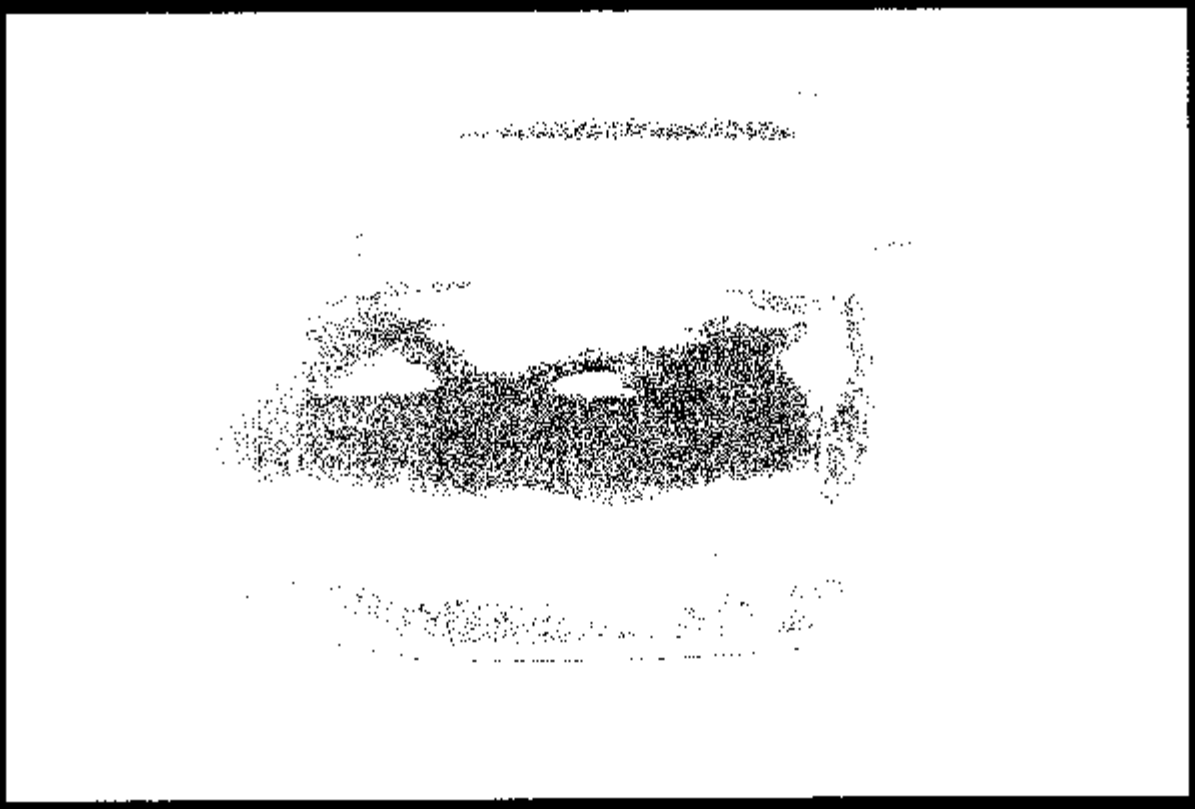

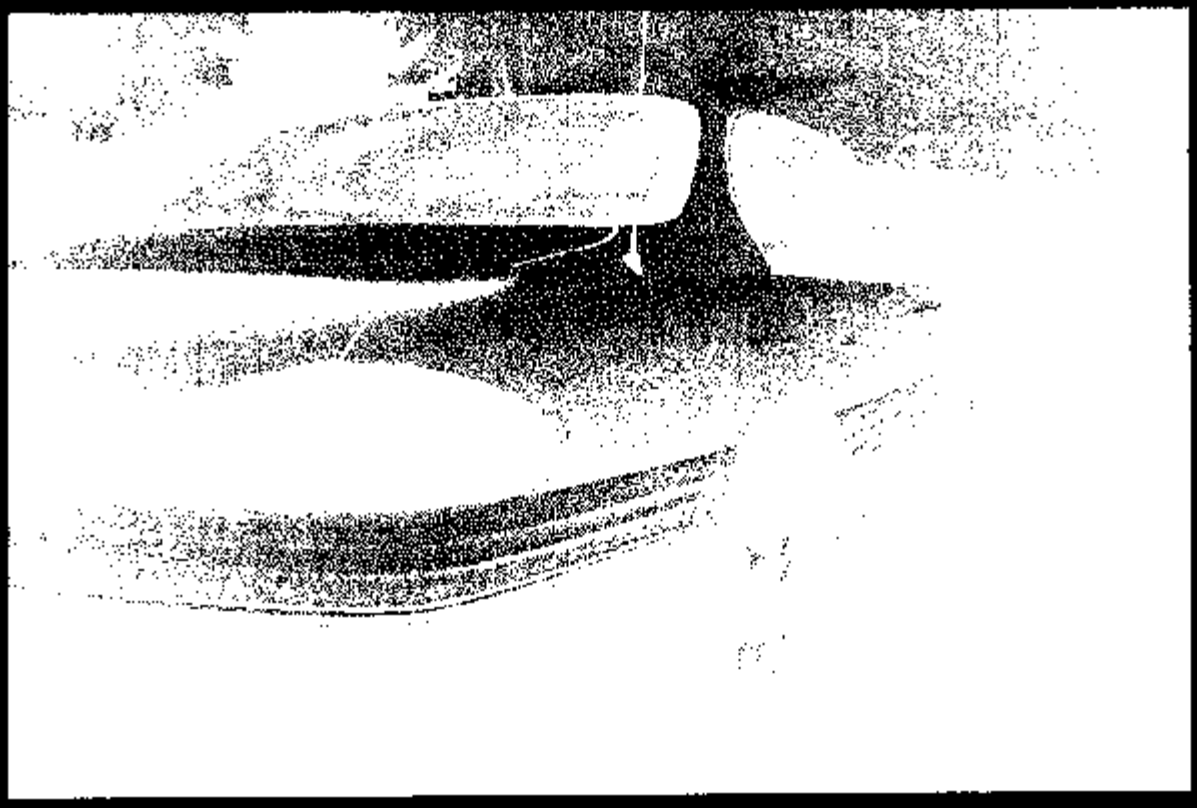

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GENERAL MOTORS CORPORATION

DIVISION: PONTIAC - GMC

ZONE:

DATE: 06/18/99

RE: Claimant: [redacted]

Date of Incident: 5-3-99

CAC File No.: 99094996

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

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. (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. 483-631-730
31 E. Judson
Pontiac, MI 48342-6008

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

Very truly yours,

PONTIAC-GMC DIVISION
General Motors Corporation

Elmer Dean Thompson

Customer Service Center Supervisor
31 E. Judson
M.C. 483-631-730
Pontiac, MI 48342-6008

Enclosures:
- [x] CAC Case Comments
- [x] EAA Reps Notes
- [x] Pictures
- [ ] Estimates
- [ ] Police Report
- [x] RO's
- [ ] Dara Tape
- [ ] Other:

Product Allegation Resolution- General

Documentation Decision Criteria

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

Customer Information

Case Number:	08-990949-96
Claimant's Last Name:	BRONGEL
VIN:	1G2WP12K4XF202491

Incident Information

Date and Time of Incident:	5/3/99 11:30PM
Location of Incident:	91ST AND MEAD STREET OAK LAWN, IL
Description of Incident:	OUTSIDE OF VEHICLE BEGAN TO SMOKE. CUSTOMER STATED HE TRIED TO HOSE IT DOWN, THEN CALLED THE FIRE DEPARTMENT
Current Location of Vehicle:	DEALERSHIP TO BE REPURCHASED
Alleged Defective Component:	ENGINE
Who Notified Division of Incident:	OWNER

Product Allegation Resolution
Summary/Closing

Case Number:	990949-96
Claimant's Last Name:	[redacted]
VIN:	1G2WP12K4XF282491

Was Physical inspection done? Y/N	YES
Inspector's name/organization:	PITT, JOHN - EAA
Date of inspection:	5/12/99
Mileage at inspection:	6,733
What was done at the inspection:	INTERVIEW, INSPECTED THE INTERIOR, UNDERHOOD, FLUIDS, UNDRERBODY, ELECTRICAL,
Vehicle road-tested: Y/N:	NO
Describe:	VEHICLE COULDN'T BE DRIVEN AT THE TIME
Results:	WE OFFERED TO REPURCHASE THE CAR.
System components inspected:	YES
Summary of facts from the investigation:	FUEL LINES BURNED OFF. NO EVIDENCE OF FLUID LEAKS, NO EVIDENCE OF ELECTRICAL FAILURE, FIRE DEPARTMENT BELIEVES FIRE WAS THE RESULT OF A BACK FIRE.
How and when was the matter left with claimant:	WE ARE REPURCHASING THE VEHICLE

GM-PAR-PHOTO, Rev. 08/20/97 PRELIMINARY PAR INSPECTION (page 1 of 1)

FIELD PHOTOGRAPHIC NOTES

Division: PONTIAC Ref# 99054896 Document ID Date faxed: 7/26/96

VIN: 1G2WP12K4XF282491 Claimant's Name BRONGEL, RONALD

Division: PONTIAC Ref# 99054896 Document ID (page 1 of 3)

VIN: 1G2WP12K4XF282491 Claimant's Name BRONGEL, RONALD

Inspector JOHN A. PITT Number of Rolls 1

Roll Number 1

Neg.# Description

0 BLANK

1. BURNED ENGINE COMPARTMENT. NOTE BRACKET AT FIRE WALL. PART OF ALARM SYSTEM?
2. BURNED ENGINE COMPARTMENT.
3. BURNED ENGINE COMPARTMENT. NOTE BRACKET AT FIRE WALL. PART OF AFTER-MARKET ALARM SYSTEM?
4. BURNED ENGINE COMPARTMENT. NOTE GOOD CONDITION OF BATTERY AND BURNED UNDER-HOOD FUSE PANEL.
5. BURNED ENGINE COMPARTMENT.
6. BURNED ENGINE COMPARTMENT.
7. BURNED UNDER-SIDE OF HOOD.
8. BURNED ENGINE COMPARTMENT.
9. BURNED ENGINE COMPARTMENT.
10. BURNED ENGINE COMPARTMENT.
11. INSTRUMENT PANEL AND STEERING WHEEL.
12. INSTRUMENT PANEL AND STEERING WHEEL.
13. RIGHT FRONT DOOR TRIM PANEL.
14. LEFT FRONT DOOR TRIM PANEL.
15. HOOD. NOTE BURN PATTERN.
16. FRONT OF VEHICLE.
17. RIGHT SIDE OF VEHICLE.
18. LEFT SIDE OF VEHICLE.
19. REAR OF VEHICLE.
20. HOOD. NOTE BURN PATTERN.
21. BURNED ENGINE COMPARTMENT.
22. BURNED ENGINE COMPARTMENT.
23. BURNED ENGINE COMPARTMENT.
24. BURNED ENGINE COMPARTMENT.
25. _____
26. _____
27. _____
28. _____
29. _____
30. _____
31. _____
32. _____
33. _____

BRONPHO.WPD

GM-PAR-FIRE, Rev. 04/20/97 **PRODUCT ALLEGATION RESOLUTION** (page 1 of 5)
PRELIMINARY INSPECTION

FIRE

Division: PONTIAC Ref# 99094896 Document ID Date Recvd: 10/28/96

VIN: 1G2WP12K4XF202491 Claimant's Name [redacted]

Division: PONTIAC Ref# 99094896 Document ID (page 1 of 5)

VIN: 1G2WP12K4XF202491 Claimant's Name BRONGEL, RONALD

Inspected By: JOHN A. PITT Organization: EAA

Phone: 847-698-3431 Inspection Date: 5/12/99 Mileage at Inspection: 6,733

I INSPECTION SUMMARY

Type Non Collision X , Collision

Fire Origin Engine Compartment X , Underdash , Other Interior , Trunk , Unknown , Other specify , Component: .

Following the inspection, summarize the observations: Engine compartment fire. Fuel lines burned off. No evidence of fluid leaks. No evidence of electrical failure. Fire Department believes fire was the result of a back-fire. Owner description of the incident is consistent with a back-fire.

II INTERVIEW - VEHICLE HISTORY

1. *Name, address, and phone number* of person being interviewed: Ronald Brongel, 9731 S. Major Avenue, Oak Lawn, Illinois, 60453...Telephone 708-424-7371.

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

Item(s), date installed, and by whom (name, phone): Ronald Brongel's Uncle. Ronald Brongel does not recall date of installation.

If this vehicle is used for trailering, describe *trailering usage* (height and front shape of trailer, weight, percent of time or miles that trailer is towed, etc.):

3. *Prior collision damage?* No. (date, description, etc.)

Repaired by:

4. Describe *existing vehicle conditions* at the time of the incident (e.g. warning lights "On", engine miles, etc) : None

5. *Repairs* outside of warranty (what, when, by whom?): None.

6. Other *vehicle history* information (from person being interviewed or GM Warranty History): None.

7. *Last maintenance* (date, description, by whom?): Splash Car Wash, Oakland, Illinois, 4/1/99.

III INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

This section covers vehicle usage the day of the fire. The following is a description of the incident as related to the writer by Ronald Brongel on 5/13/99:

The fire occurred about 2300 hours on 5/3/99 in Oak Lawn, Illinois. I had been driving around town for approximately 15 minutes at an average speed of 25 mph. I stopped for approximately 2 minutes to visit with some friends. I did not shut off the engine. Following the visit, I shifted into drive, and started to accelerate. At this point, I noticed a puff of black smoke coming from the rear section of the hood. I shut off the engine, took out the key, and got out of the vehicle. By this time, flames and smoke were coming out from the left side of the hood and grille. The fire department was called. They arrived in short order, and put out the fire.

If being driven, describe: vehicle speed: mph, drive length h min, distance miles, and type of drive (e.g. city traffic, highway, long grades, etc.). See above.

If parked, how long was it parked? See above. Was the ignition off or was the engine running ? Describe drive prior to parking: drive length h min, distance miles, and type of drive (e.g. city traffic, highway, long grades, etc.).

If vehicle is a *truck*, or a *car trailering cargo* at the time of the incident, estimated total weight of cargo and trailer: lb,
Load description: Load location: Height and description of front shape of trailer:

Weather conditions: Approx. ambient temperature °F, General conditions (dry, rain, wind, etc.): Does not recall.

III B AT THE FIRST INDICATION OF A PROBLEM

Ignition switch position (off, on, start, accessory): On. Engine running? Y (Y/N)

Unusual *odors*? N. (Y/N) Describe:

Smoke? Yes. (from where, color, intensity, etc.) Black from rear of the hood.

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

Any apparent *malfunctions*? N (Y/N) If yes, describe:

Position of *HVAC controls* (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) , Blower setting , Temperature setting

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

Cruise Control Windshield Wipers 2 Way/Communication Radio

Traction Control Switch "On" Driver Seat Heater Power Window Controls

Low Beam Headlights Passenger Seat Heater Power Mirror Controls

High Beam Headlights Auxiliary Power Outlet Power Seat Controls

Fog Lamps X Radio, Built-in Tape/CD Player Power Sun Roof Controls

Turn Signal Auxiliary CD Player Cigar Lighter

Hazard Flashers Telephone HVAC

Map Lights, Ft Rr CB Radio Other Headlights.

Other Interior Lights

If any of the above were cycled, describe:

Was anyone *smoking?* N (Y/N) How long since someone last smoked in the vehicle? Never.

III C DURING THE FIRE

Time and distance between first indication of a problem and start of fire. 30 seconds....less than a tenth of a mile.

Time between start of fire and other significant events. Describe: Within one minute flames were coming out from under the hood.

Time (24 hr) when fire was over or put out. 2231 hours.

Describe initial location, color and intensity of *smoke and flame* Black smoke. Rear of hood..

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

Any malfunctions? N. (Y/N) If yes, describe:

What did you do after you realized something was wrong? Turn Engine Off? Y (Y/N) , Open Hood? N. (Y/N) , Other? (Y/N) Describe:

When you left vehicle: Ignition switch position (off, on, accessory): Off Windows open? N. (Y/N) , Doors open? Y (Y/N) Describe:

Any *other comments* that have not been covered? No.

IV VEHICLE INSPECTION

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

Take color photographs of the following:

A. Exterior:

Front Good condition.

Right side Good condition.

Rear Good condition.

Trunk area Good condition.

Decklid outer panel Good condition.

Decklid inner panel Good condition.

Option label Good condition.

VIN Good condition.

Left side Good condition.

Hood outer panel Burned.

Hood inner panel Burned

Roof. Good condition.

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

Location of fuel filler cap (or evidence of removal): In place.

Comments:

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s) All panels were found to be in good condition.

Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray All found to be in good condition.

Floor: Left, Right, Rear All found to be in good condition.

Seats: LF, RF, Rear Seats All found to be in good condition.

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

Position of windows (if glass is missing, do further inspection): Up.

Comments:

C. Underhood:

Engine compartment Burned.

Radiator, front & rear Good condition.

Coolant recovery bottle Burned.

Engine coolant lines/hoses, connections Burned.

Heater lines/hoses, connections/clamps (include hose to throttle body) Burned.

TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections Burned.

Engine block (note precise location of cracks, holes, etc.): Good condition.

Engine: dipstick, oil cooler lines/connections, filter, oil pan Good condition.

Transmission: dipstick, oil cooler lines/connections, oil pan Good condition.

Master cylinder and brake fluid reservoir Burned.

Brake lines and hoses Good condition.

ABS/TCS Modulator Good condition.

Power steering lines/hoses, connections/clamps, pump Good condition.

Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): Good condition.

Other:

Comments:

D. Fluids (comments only):

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

Engine coolant: Full. Good condition.

Engine oil: Full. Good condition.

Transmission fluid: Full. Good condition.

Power steering fluid: Full. Good condition.

Brake fluid: Due to fire damage unable to evaluate brake fluid.

E. Underbody:

Underbody & exhaust (include hangers): Good condition.

Catalytic converter (any discoloration or swelling?): No.

Scrapes or impact damage on the following:

Fuel tank No.

Fuel filler lines No.

Tires/Wheels No.

Comments:

F. Electrical:

Generator & attached wiring Burned.

Battery & attached cables Good condition. 12.2 Volts.

Cooling fans: Burned.

Fuses (identify all open or *not* proper size): #27 10 amp back up lamp open. All other interior fuses found to be in serviceable condition, and properly ranged. Due to fire damage it was not possible to evaluate under-hood fuse panel.

Relay centers: Good condition.

Wiring insulation at fuse blocks: Good condition.

Fusible links (identify all open): Good condition.

Spark plug wiring and boot condition: Good condition.

Modules: ABS/TCS, ECM, other: Good condition.

Comments: All dash warning lights and fuel pump found to be in working order.

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire:

Photograph and comment on the item/area which is the apparent origin of the fire: Burned fuel lines.

Anything on vehicle which is after-market: Alarm/Remote Starter.

Anything on vehicle which is a modification:

Anything on vehicle which is unusual, or out-of-place, etc.:

Other relevant information:

H. Vehicle Contents

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: Owner did not claim any injury or loss of personal property.

V SITE INSPECTION (If applicable)

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, nets indicating vehicle was stuck, etc. If significant other property damage occurred due to the fire, take pictures of the damage and make notes as necessary.
Comments:

Attachment: Oak Lawn Illinois Fire Department NIFRS report. Oak Lawn Police Department did not write a report on the fire.

OAK LAWN FIRE DEPARTMENT
INCIDENT REPORT

FDID	Incident number	Date	Day	Alarm	Arrival	In-service
CE111	01-99-002334-000	5/03/99	MON.	22:16	22:22	22:31

B	Situation found: VEHICLE/FIRE	Action taken: INVESTIGATION ONLY	Mutual aid: NONE RECEIVED
C	Fixed property use: PAVED STREET PUBLIC	Ignition factor: BACKFIRE.	
D	Incident address: 00890[illegible] MEADE AV, OAK LAWN, IL, 60453		Census tract: 8223
E	Occupant name: [redacted]	Telephone: [redacted]	Room or apartment
F	Owner name: [redacted]	Address: , OAK LAWN, IL, [redacted]	Telephone: [redacted]
G	Method of alarm: PUBLIC CALL / DIRECT PHONE CALL	District: 002	Shift: 001 / No. alarms: 1.
H	No. fire personnel: 13	No. engines: 1	No. aerials: 0 / No. other vehicles: 4
I	Number of injuries: Fire service: 0 Civilian: 0	Number of fatalities: Fire service: 0 Civilian: 0	
J	Complex: ROAD / ROAD COMPLEX	Mobile property type: AUTOMOBILE	
K	Area of fire origin: ENGINE AREA, RUNNING GEAR, WHEEL AREA	Equipment involved in ignition: VEHICLE.	
	Form of heat ignition: INTERNAL COMBUSTIO	Type material ignited: GASOLINE	Form material ignited: FUEL.
N	Method of extinguishment: SELF-EXTINGUISHED	Level of fire origin: GRADE - 9 FEET ABOVE	Est. loss: 15000

	Year	Make	Model	Serial number	License no.
S	1999	PONTIAC	GRAND PRIX	1G2WP12K4XF202491	84008 PO
T	1999	PONTIAC	GRAND PRIX	1G2WP12K4XF202491	

	Officer in charge: BUTLER, JOHN	Date: 5/03/99
	Member making report: BRACE, VERNE	Date: 5/03/99

NARRATIVE:
Title — Entered by employee — Entry date
Description

Dispatch Remarks
101230035
72 SR/S

REMARKS — BRACE, VERNE — 5/03/99
OWNER EXTINGUISHED FIRE WITH GARDEN HOSE. CAR VALUE 26000, TOTAL LOSS 15000 DOLLARS.

RESPONDING PERSONNEL:
Unit number — Employee name

DL: DMCRI30D ID: LS9326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCRI30M FILE ACCESS 9:52:40
FILE NBR: 99094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)ELETE (P)FILE PRINT
[redacted] : 1G2WP12K4XF202491
MODEL YR: 99 MODEL CODE: PGP DLV DATE: DOCUMENT NBR:

OWNER: WAR ST DTE: FILE SCRAP: 05 05 00
FILE PURGE: 05 05 00
TITLE : [redacted]
FIRST :
MIDDLE :
LAST : SUFFIX:
COMPANY NAME:
PHONE : [redacted] WORK: [redacted] EXT: FAX:
ADDRESS:
STREET : [redacted]

CITY : OAK LAWN STATE: IL ZIP: [redacted]
COUNTRY : USA
COMMENT: PF-15 STEPFATHER-CONTACT AT WORK
PF: 2 DL 7 INQ 8 MINI 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE.

Dealer - Mike Haggerty Pontiac
708-423-5000
Service Manager - Jim Ellis

Jim

DL: DMCR140D ID: LS9326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCR140M CASE OPEN 8:37:48
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR:
OWNER: [redacted] MDL YR: 99 MDL: PGP
ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)ELETE (R)EOPEN
STATUS: OPEN RCVD DATE: 05 04 99 OPEN DATE: 05 04 99 C.O. STAFF: OC
RESP: SHAW, LINDA
SVC DLR: 16 10 037 CG: 13 SECT: 52 MKT: 15 DSM: DM: ZSM: CRM:
NAME: MIKE HAGGERTY PONTIAC-GMC TRUCK, INC CITY: OAK LAWN ST: IL
SLS DLR: CG: SECT: MKT: (IF DIFFERENT)
NAME: CITY: ST:
CASE TYPE: X MILEAGE: 16,733 TRANSMIT PROFILE: N
ORIGIN : P SOURCE : 00 SPECIAL:
ROUTING: SUPPORT DOCUMENTS TO FOLLOW:
C.O. TO SECT/DEALER: C.O. TO SECT : C.O. ONLY: Y C.O. FYI SECT/DLR:
C.O. TO DEALER : SECT TO DEALER: SECT ONLY: TRANSMIT : Y
ACTIVITY: INITIAL CONTACT DATE: 05 04 99
MAILGRAM: TELEPHONE: LETTER: PERSONAL CONTACT: FILE ONLY:
REVIEW CASE: FOLLOW-UP DATE: 05 06 99 OWNER DEMAND: $0.00
GENERAL COMMENTS OTHER PARTIES
PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHNK/CERT

DL: DMCR150D ID: LS9326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCR150M ADDITIONAL PARTY INFORMATION 8:38:02
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MR. [redacted] MDL YR: 99 MDL: PGP

ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)ELETE
PARTY TYPE: R (T)HIRD (L)OCAL COUNSEL (P)LAINTIFF ATTORNEY (C)LAIMANT
(D)EALER CONTACT (G)M COUNSEL CROSS (R)EFERENCE
TITLE: [redacted]
FIRST:
MIDDLE:
LAST: SUFFIX:
COMPANY:
STREET:

CITY:
ST: ZIP:
HOME PHONE:
WORK PHONE: [redacted] EXT:
FAX NUMBER:

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
FIRST ADDITIONAL PARTY TYPE DISPLAYED.

DL: DMCR160D ID: LS9326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCR160M COMPLAINT DETAIL 9:38:13
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
MDL YR: 99 MDL: PGP
OWNER: [redacted]
ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)ELETE
FTC: N
ALLEGD SAFETY: Y
OPEN DATE: 05 04 99 STATUS: OPEN
COMPLAINT CODES: J01 T49 T50
COMPLAINT CODE: J01 DESC: ENGINE FAILURE (GAS) BY: WARREN, ARTHUR
REVISED CODE: OPEN COMMENTS
CUST STATES WHILE SITTING IN VEH IT BEGAN TO SMOKE AND THEN CAUGHT FIRE.CUST SEEKS INVESTIGATION.

CAUSE CODE: P CAUSE COMMENT: QUALITY

CLOSING COMMENTS: DEALER: SECT: X BY:

RO NBR: GENERAL COMMENTS OTHER PARTIES
PF: 2 DL 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS 18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE.

DL: DMCR170D ID: LS9326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCR170M GENERAL COMMENTS 8:39:02
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [redacted] MDL YR: 99 MDL: PGP

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE	TIME	NAME	
05/05/99	11:15A	CLARK, STACIE L.	N

CAM TRYED TO CONTACT THE CUST.....THE PHONE # IN THE FILE IS WRONG.
IF CUST CALLS PLEASE FIND OUT WHAT HIS CONCERNS ARE AND BUMP TO TEIR 2.

05/05/99	08:33A	TOEPEL, JULIE	N

ASSIGNING CASE TO UNIVERSAL AGENT, STACIE CLARK, FOR FURTHER HANDLING
***

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE AVAILABLE THRU PF7.

DL: DMCR170D ID: L89326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCR170M GENERAL COMMENTS 8:38:57
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MR. [redacted] MDL YR: 99 MDL: PGP

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE	TIME	NAME	
05/05/99	04:18P	COOPER, DENITRA	N

**********PAR**********

1.OWNER NAME * DEBRA CUMMINS AND RONALD BRONGEL
2.CLAIMANT INFO ON 13 SCREEN
3.DATE OF INCIDENT * 5/3/99 AT 11:30 P.M
4.LOCATION OF INCIDENT * 91ST AND MEAD STREET
5.PRESENT LOCATION OF VEH * MIKE HAGERTY PONTIAC
6.AFTER-MARKET ITEMS * ALARM * INSTALLED BY A FRIEND
7.REPAIRS OUTSIDE OF WARRANTY * N/A
8.WHO WAS DRIVING * [redacted] * D.O.B. 5/21/79 * NO DISABILITIES
9.ROAD SURFACE * PAVED
10.CONDITION * DRY

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS 18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHRK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCR170D ID: LS9326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCR170M GENERAL COMMENTS 8:38:51
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MR. [redacted] MDL YR: 99 MDL: PGP

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE	TIME	NAME	
05/05/99	04:23P	COOPER, DEMITRA	N

.....CONTINUED

11.BODILY INJURIES * NONE
12.NUMBER OF PEOPLE IN VEH * 1
13.OTHER VEH INVOLVED * NO
14.PROPERTY DAMAGE * NONE
15.COMPONENTS ALLEGED DEFECTIVE * SOMETHING IN ENGINE
16.POLICE REPORT MADE * NO
17.INSURANCE COMPANY * STATE FARM * 708 598 1941* AGENT * GREG SCHEINER
18.CLAIMANT'S DESCRIPTION OF WHAT HAPPENED
CUST STATES WHILE SITTING IN VEH TALKING WITH A FRIEND STANDING

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS 18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCR170D ID: LS9326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCR170M GENERAL COMMENTS 8:38:43
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [redacted] MDL YR: 99 MDL: PGP

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE	TIME	NAME	
05/05/99	04:26P	COOPER, DEMITRA	N

.....CONTINUED

OUTSIDE OF VEH IT BEGAN TO SMOKE.CUST STATES HE THEN GOT OUT
OPENED HOOD AND SAW FLAMES.CUST STATES HE TRIED TO HOSE IT DOWN
THEN CALLED FIRE DEPARTMENT.
19.CUST SEEKING INVESTIGATION

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF8.

DL: DMCR170D ID: LS9326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCR170M GENERAL COMMENTS 8:39:10
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [redacted] MDL YR: 99 MDL: PGP

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE	TIME	NAME	
05/05/99	08:33A	TOEPEL, JULIE	N

ASSIGNING CASE TO UNIVERSAL AGENT, STACIE CLARK, FOR FURTHER HANDLING
***

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS 18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
CANNOT PAGE FORWARD, LAST AVAILABLE RECORD SHOWN.

DL: DMCR170D ID: LS9326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCR170M GENERAL COMMENTS 10:15:48
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MR. [redacted] MDL YR: 99 MDL: PGP

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE	TIME	NAME	
05/06/99	10:14A	SHAW, LINDA	N

I CALLED THE DLR AND SPOKE TO THE SERVICE MANAGER, JIM ELLIS ASKING IF HE HAS SEEN THE VEHICLE AND IF HE HAD ANY DIAGNOSIS. I STATED I WOULD SEND THE REQUEST TO RAA FOR AN INSPECTOR AND I WOULD REQUEST A RUSH. I GAVE HIM MY NUMBER AND STATED IF HE HAD ANY INFORMATION OR QUESTIONS TO PLEASE CALL.

JIM STATED THE VEHICLE WAS THERE BUT HE HASN'T LOOKED AT IT DUE TO HE DIDN'T WANT TO COMPROMISE A POSSIBLE INSPECTION. HE STATED THIS IS A NEW VEHICLE AND THE OWNER IS A 19 YEAR OLD MAN WITHOUT TRANSPORTATION. HE STATED THE OWNER EXPRESSED CONCERN ABOUT BEING WITHOUT A VEHICLE DUE TO HE CAN'T RENT AND HE STILL HAS TO GET TO WORK. JIM TOOK THE # AND THANKED

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS 18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

BL: DMCR170D ID: LS9326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCR170M GENERAL COMMENTS 10:15:21
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [redacted] MDL YR: 99 MDL: PGP

ACTION: A (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N): _
DATE TIME NAME

ME.

I AM FAXING THE CASE TO EAA.

LINDA SHAW
PAR TEAM EXT. 4-4160

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS 18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
COMMENTS TO DEALER MUST BE (Y)ES OR (N)O.

DL: DMCR170D ID: LS9326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCR170M GENERAL COMMENTS 10:34:45
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [redacted] MDL YR: 99 MDL: PGP

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE	TIME	NAME	
05/06/99	10:30A	SHAW, LINDA	N

I CALLED THE OWNER, BUT RECEIVED THE OWNER'S STEP FATHER, [redacted]. HE STATED HIS STEP SON WORKS FOR COKE AND IS NOT ABLE TO GET TO PHONES AND HAS ASKED HIM TO TAKE THE CALLS, INFORMATION AND MAKE DECISIONS THAT NEED IMMEDIATE ATTENTION. HE ASKED WHAT WOULD HAPPEN IF THERE WAS A DEFECT FOUND, AND IF THE INSPECTION WAS INCONCLUSIVE. HE STATED HE UNDERSTOOD THE PROCESS AND WOULD APPRECIATE HAVING THE INSPECTION AS SOON AS POSSIBLE. HE THANKED ME FOR CALLING.

I STATED IF HIS SON WOULD LIKE HIM TO SPEAK FOR HIM THATS FINE BUT AT SOME POINT WE WILL NEED TO SPEAK WITH HIM. I STATED I WOULD MARK THE FILE AS A RUSH, HOWEVER DUE TO THE COMPANY WHO WILL BE DOING THE

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS 18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

BL: DMCR170D ID: LS9326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCR170M GENERAL COMMENTS 10:34:53
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [redacted] MDL YR: 99 MDL: PGP

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE	TIME	NAME	
05/06/99	10:34A	SHAW, LINDA	N

THE INSPECTION ISNN'T A PART OF GM AND I CAN ONLY REQUEST. I STATED
THE INSPECTION FIRM REQUEST TWO WEEKS FOR A COMPLETED INSPECTION,
HOWEVER I HAVE BEEN FORTUNATE TO USUALLY GET THEM BACK EARLIER THAN THAT.
I STATED IF A DEFECT IS FOUND GM WILL STAND BEHIND THE VEHICLE, AND IF
THE INSPECTION IS INCONCLUSIVE I WILL TURN THE FILE OVER TO OUR CLAIMS
ADJUSTOR AND HIS INSURANCE COMPANY WOULD WORK WITH THEM TO SETTLE.
I THANKED HIM FOR HIS TIME AND WOULD GET THE FILE FAXED TODAY.

LINDA SHAW

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHRK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCR170D ID: LS9326 CONSUMER RELATIONS PF/ADS: 06/02/99
MP: DMCR170M GENERAL COMMENTS 10:43:32
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [redacted] MDL YR: 99 MDL: PGP

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME N

06/01/99 09:32A SHAW, LINDA

I RECEIVED THE INSPECTION REPORT AND CALLED THE OWNER TO DISCUSS THE INFORMATION ON THE REPORT. I LEFT A MESSAGE INVITING THE OWNER TO CALL AND DISCUSS.

****** ATTENTION ADVISORS ********

PLEASE ASK THE OWNER IF THERE IS ANOTHER NUMBER HE CAN BE REACHED AT IN CASE I AM ON THE PHONE OR AWAY FROM MY DESK.

THANK YOU,
LINDA SHAW EXT. 4-4150

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS 18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

BL: DMCR170D ID: LS9326 CONSUMER RELATIONS PF/ADS: 06/02/99
MP: DMCR170M GENERAL COMMENTS 10:43:40
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [redacted] MDL YR: 99 MDL: PGP

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE	TIME	NAME	
06/01/99	09:53A	JEFFERSON, DANA	N

CRM ADVISED CUST LINDA SHAW WOULD RETURN HIS CALL.
****

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS 18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCR170D ID: LS9326 CONSUMER RELATIONS PF/ADS: 06/02/99
MP: DMCR170M GENERAL COMMENTS 10:43:47
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MR. [redacted] MDL YR: 99 MDL: PGP

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE	TIME	NAME	
06/02/99	10:35A	SHAN, LINDA	N

I CALLED THE OWNER'S FATHER AND STATED I HAD RECEIVED THE INSPECTORS REPORT. I STATED DUE THE THE REPORT BEING INCONCLUSIVE I WOULD LIKE TO OFFER TO REPURCHASE THE VEHICLE IF HIS SON WOULD BE HAPPY WITH THIS I STATED I WOULD BEGIN THE PAPER WORK TO FORWARD TO THE APPROPIATE DEPARTMENT. I STATED I CAN'T TELL HIM WHAT AMOUNT WOULD BE OFFERED. I STATED THERE WILL BE USEAGE FEES AND TAXES AREN'T REFUNDED. I STATED WE WILL HAVE TO GAIN PAPER WORK FROM THE BANK AND THE DLRSHP HE PURCHASED THE VEHICLE FROM BEFORE AN OFFER IS MADE. I STATED I WILL BE HERE UNTIL 4:30 TODAY IF HE HAS ANY QUESTIONS.

MORE====>

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS 18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

BL: DMCR170D ID: LS9326 CONSUMER RELATIONS PF/ADS: 06/02/99
MP: DMCR170M GENERAL COMMENTS 10:43:52
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [redacted] MDL YR: 99 MDL: PGP

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

06/02/99 10:42A SHAW, LINDA N

OWNER'S FATHER STATED HE AND HIS SON HAVE TALKED ABOUT THIS CAR AND HE HAS ALREADY SAID HE DIDN'T WANT THE CAR BACK. THE FATHER CLIAMED HE WAS SPEAKING FOR HIS SON, WITH HIS PERMISSION. HE STATED HE WILL GIVE HIS SON THIS INFORMATION AND IF POSSIBLE THE SON WOULD CALL ME TODAY. HE STATED HIS SON IS A DRIVER FOR COKE AND ISN'T ABLE TO TAKE AND MAKE CALLS DURING THE DAY. THE FATHER ASKED WHAT KIND OF OFFER WILL BE MADE. HE STATED HIS SON HAD PUT $7000 ON THIS CAR AND HW WOULD WANT TO RECOVER MOST OF IT. HE THANKED ME.

I WILL FORWARD THIS FILE TO VEHICLE TRADE REPURCHASE TEAM.
LINDA SHAW EXT. 44160

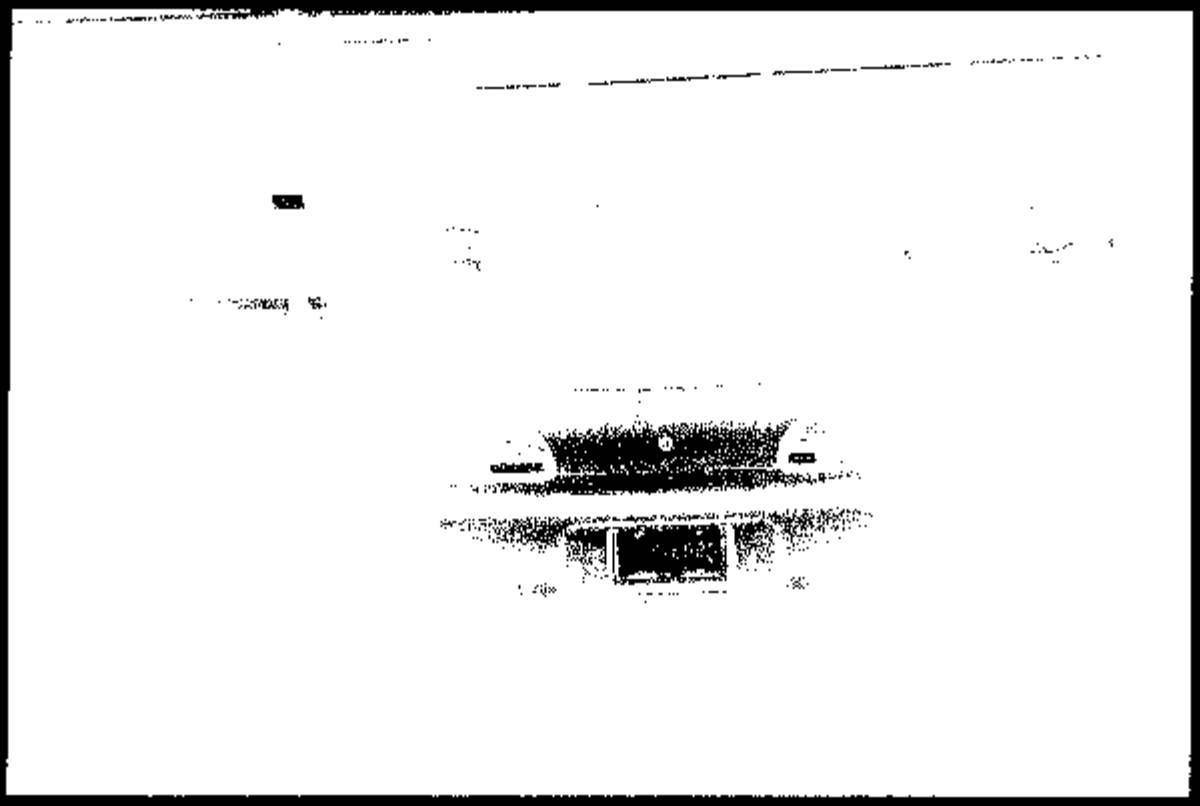
PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS 18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHRK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

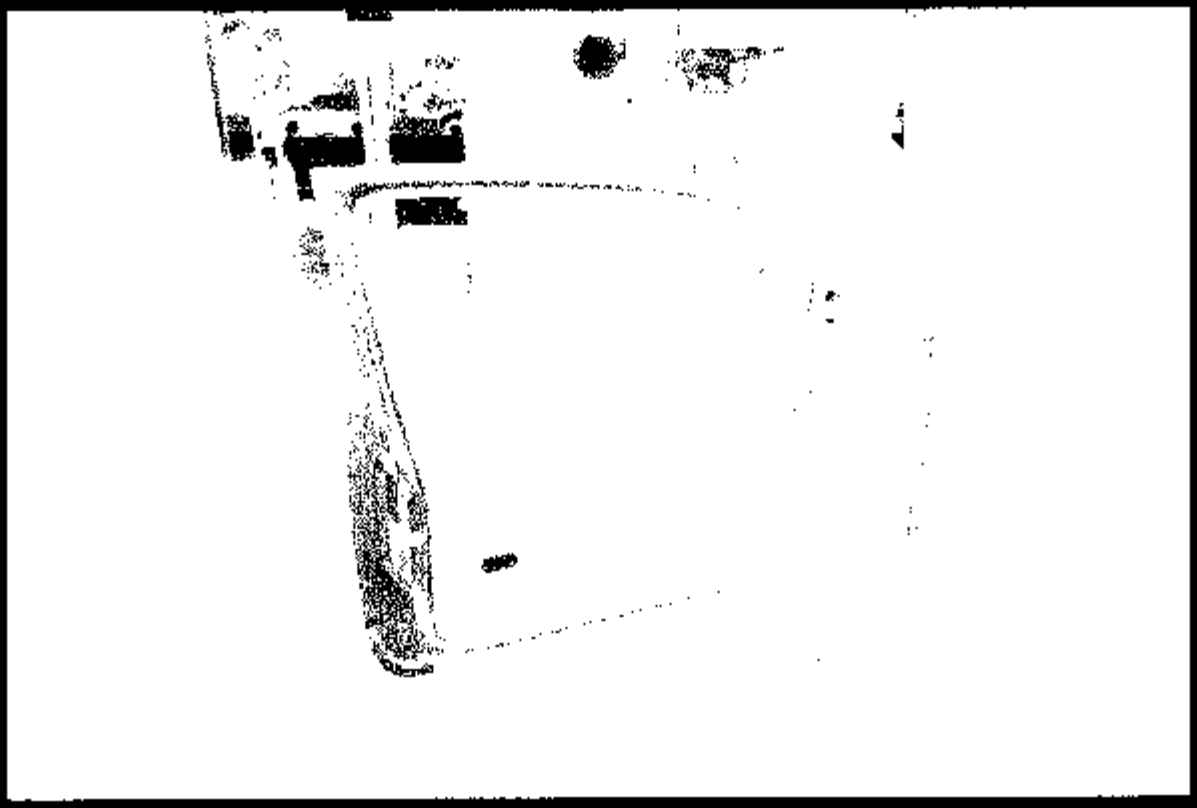
DL: DMCR180D ID: LS9326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCR180M CASE CLOSE 8:39:20
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MR. [redacted] MDL YR: 99 MDL: PGP
STATUS: OPEN
VIN: 1G2WP12K4XF202491 MILEAGE: 6,733 DLV DATE:
CONTACT GROUP: 13 RESP: SHAW, LINDA
SVC DLR: 16 10 037 SECT: 52 MKT: 15 DSM: DM: ZSM: CRM:
NAME: MIKE HAGGERTY PONTIAC-GMC TRUCK, INC CITY: OAK LAWN ST: IL

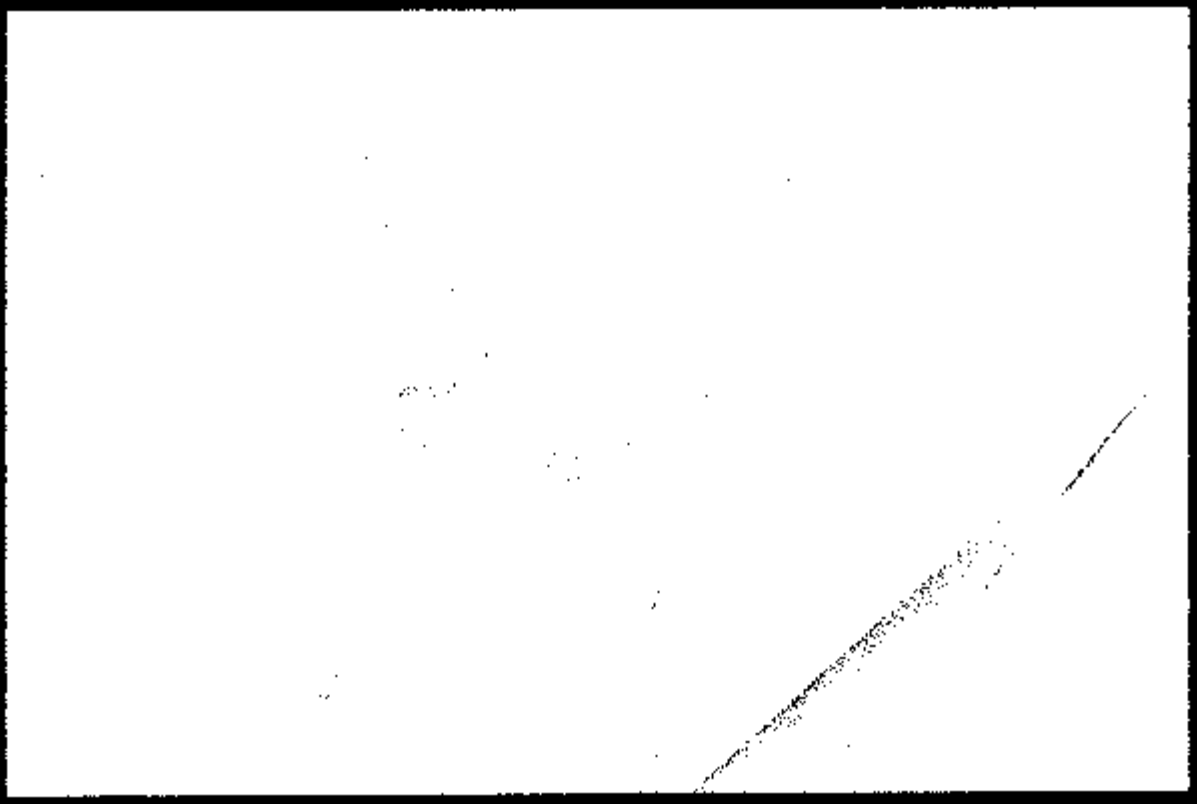
OWNER CLOSE : STATE RUN ARB: N SCRAP DOC : 05 05 00
DEALER CLOSE: REIMBURSEMENT: PURGE FILE: 05 05 00
SECT CLOSE : BUYBACK/TRADE OUT: ALLEGED SAFETY: Y
C.O. CLOSE : ARBITRATION OFFERED: FTC: N
VEH INSPEC : WARRANTABLE COND: CORRESPONDENCE:
CLOSING CORRESPONDENCE:

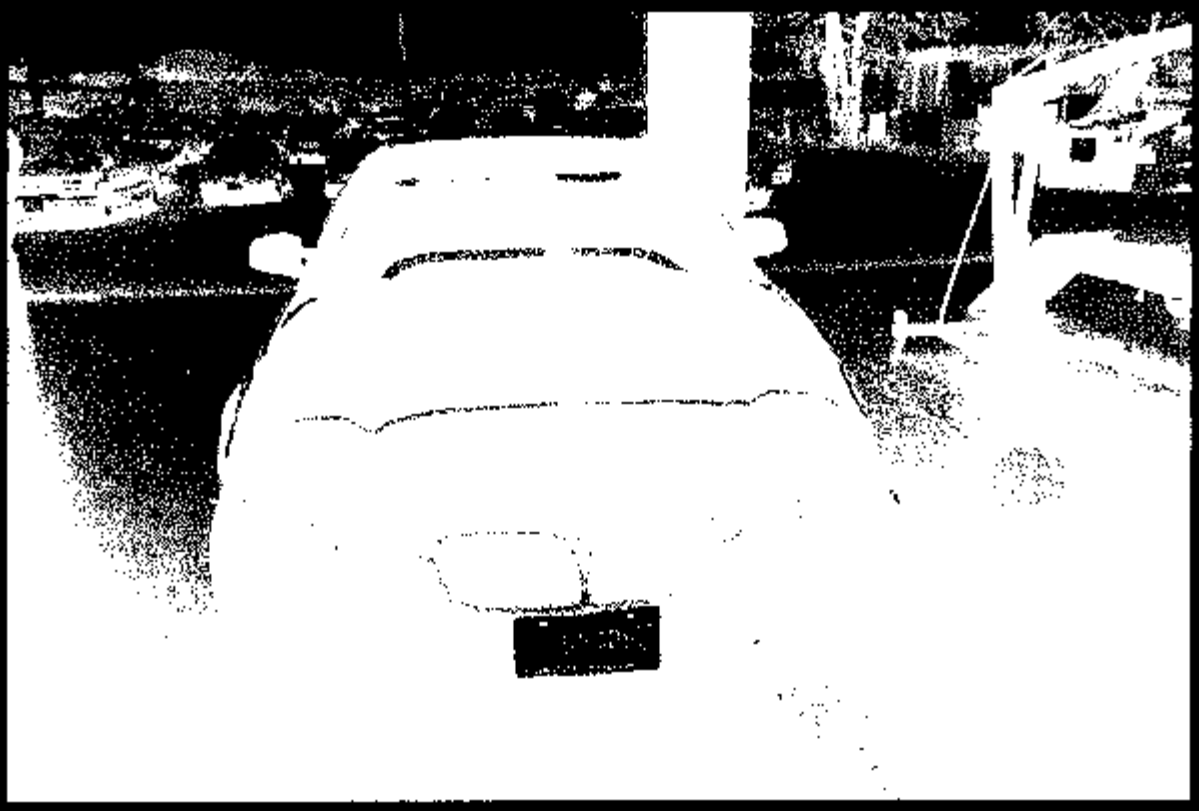
CLOSURE CODE : DATE CLOSED: BY:
DAYS TO CLOSE:
GENERAL COMMENTS OTHER PARTIES
PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
*****INQUIRY COMPLETE*****

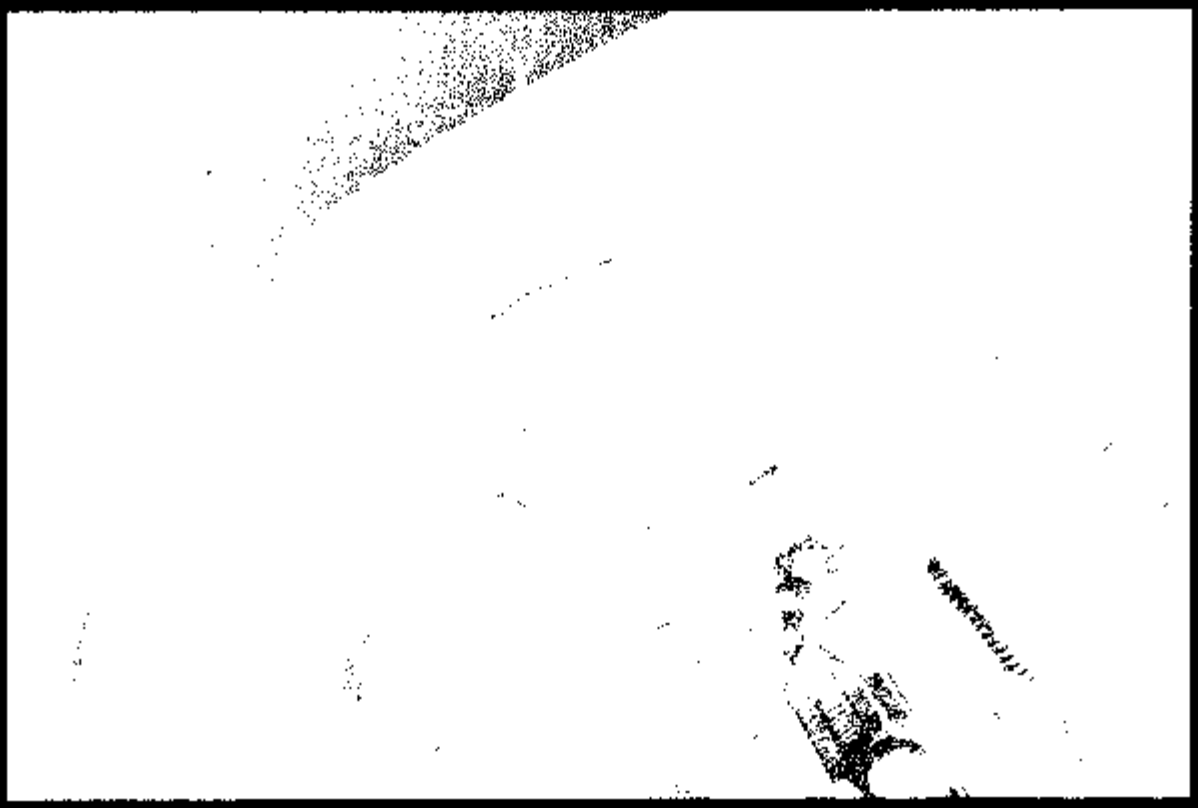
DL: DMCR190D ID: LS9326 CONSUMER RELATIONS PF/ADS: 05/06/99
MP: DMCR190M SETTLEMENT COST 8:39:32
FILE NBR: 99 094996 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [redacted] MDL YR: 99 MDL: PGP
VIN: 1G2WP12K4XF202491 MILEAGE: 6,733 DLV DATE:
CONTACT GROUP: 13 RESP: SHAW, LINDA
SVC DLR: 16 10 037 SECT: 52 MKT: 15 DSM: DM: ZSM: CRM:
NAME: MIKE HAGGERTY PONTIAC-GMC TRUCK, INC CITY: OAK LAWN ST: IL
ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)ELETE CASE OPEN DATE: 05/04/99
OWNER DEMAND: $0.00
COST TO: DIVISION: $0.00 DEALER: $0.00 OWNER: $0.00
CHECK INFO:
REQ DATE: AMOUNT: $0.00 NUMBER: CHECK SENT:
DEALER CREDIT:
DLR: REQUEST DATE: AMOUNT: $0.00
BUYBACK/DIT DISPOSITION:
AUCTION: DONATION: SALE: SCRAP: COMPANY USE:
DISPOSITION DATE:
RECOVERED AMOUNT: $0.00 NET LOSS: $0.00
GENERAL COMMENTS OTHER PARTIES
PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
NO REIMBURSEMENT INFORMATION FOUND FOR THIS CASE RECORD.

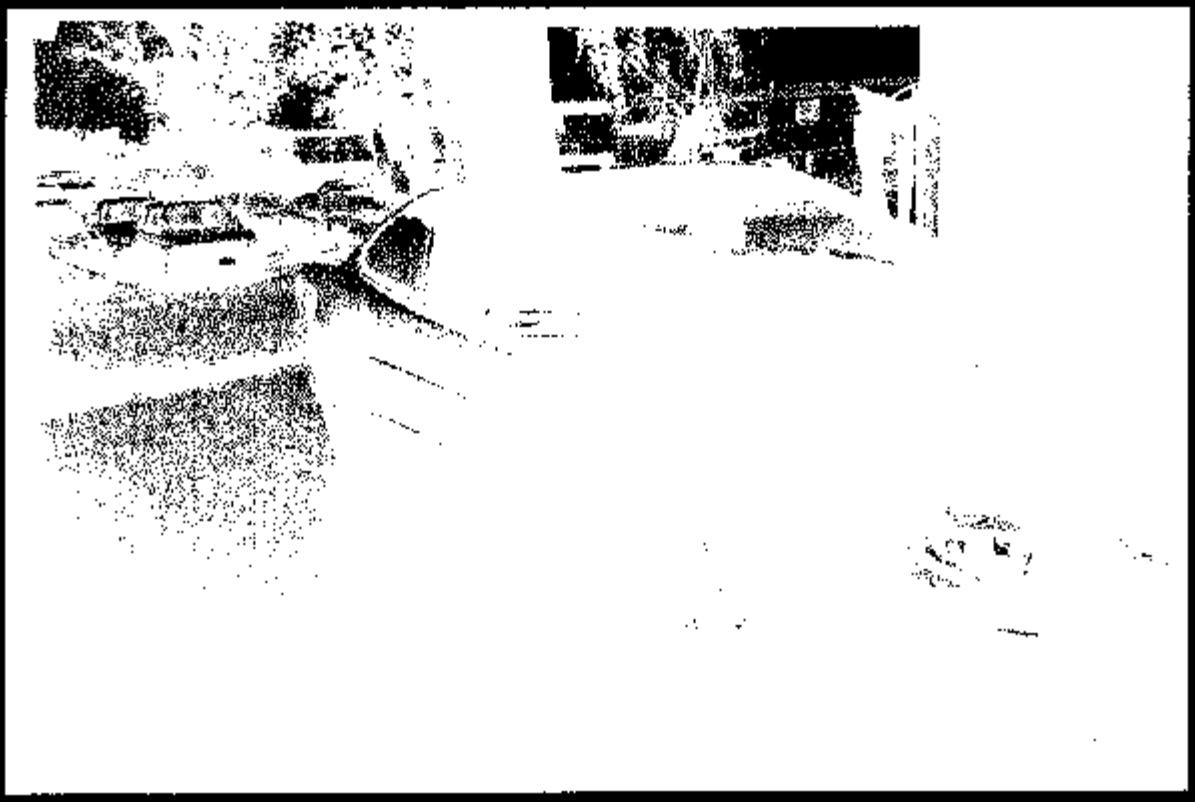


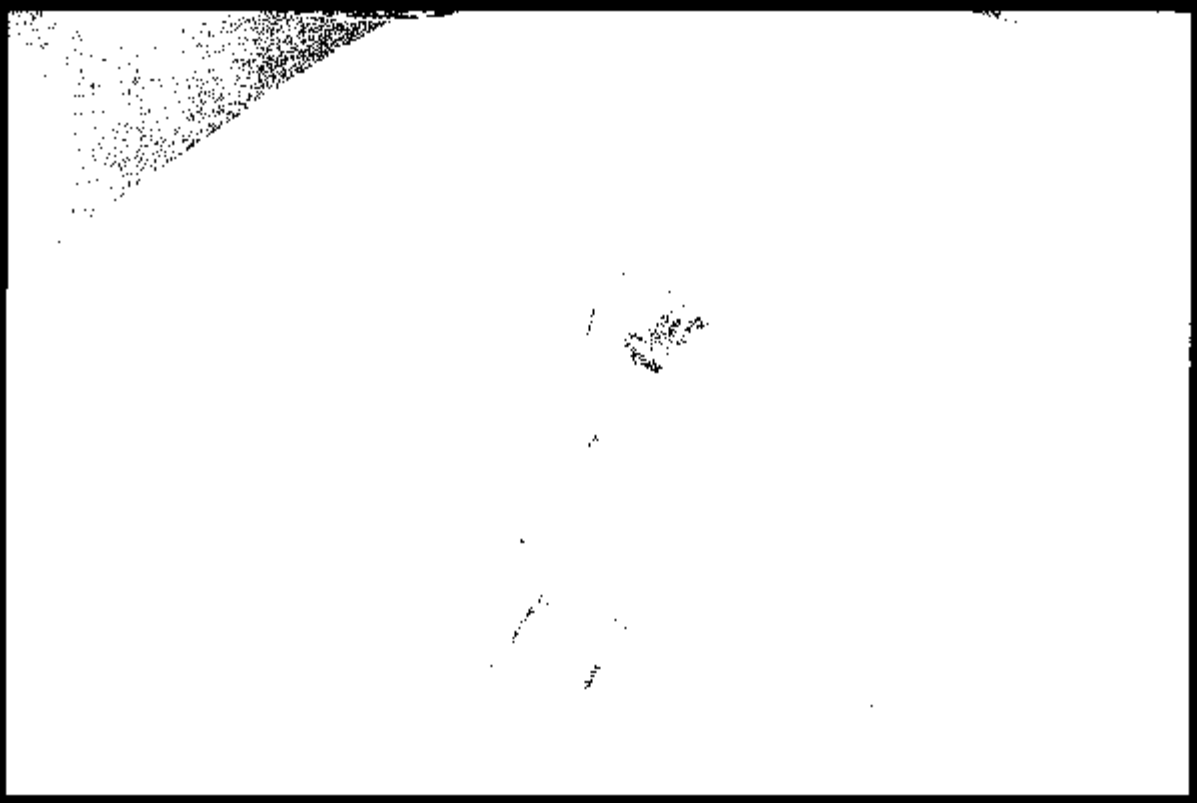


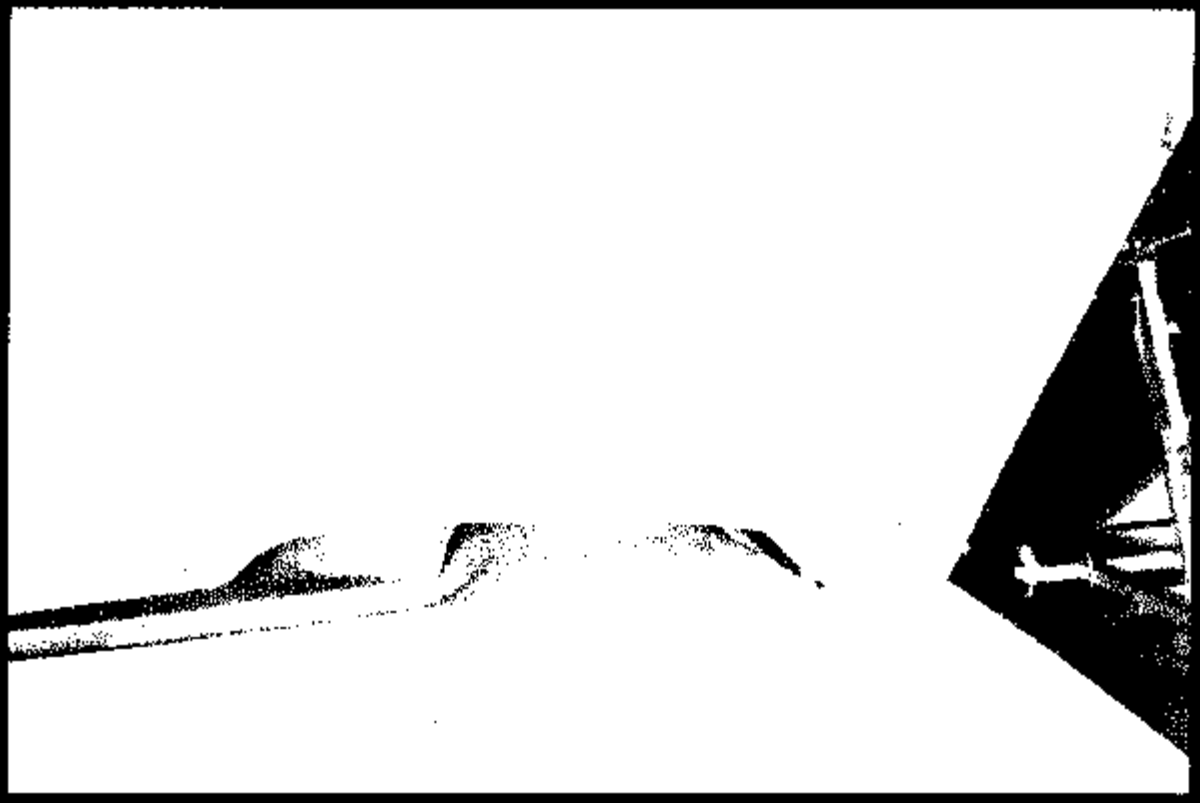


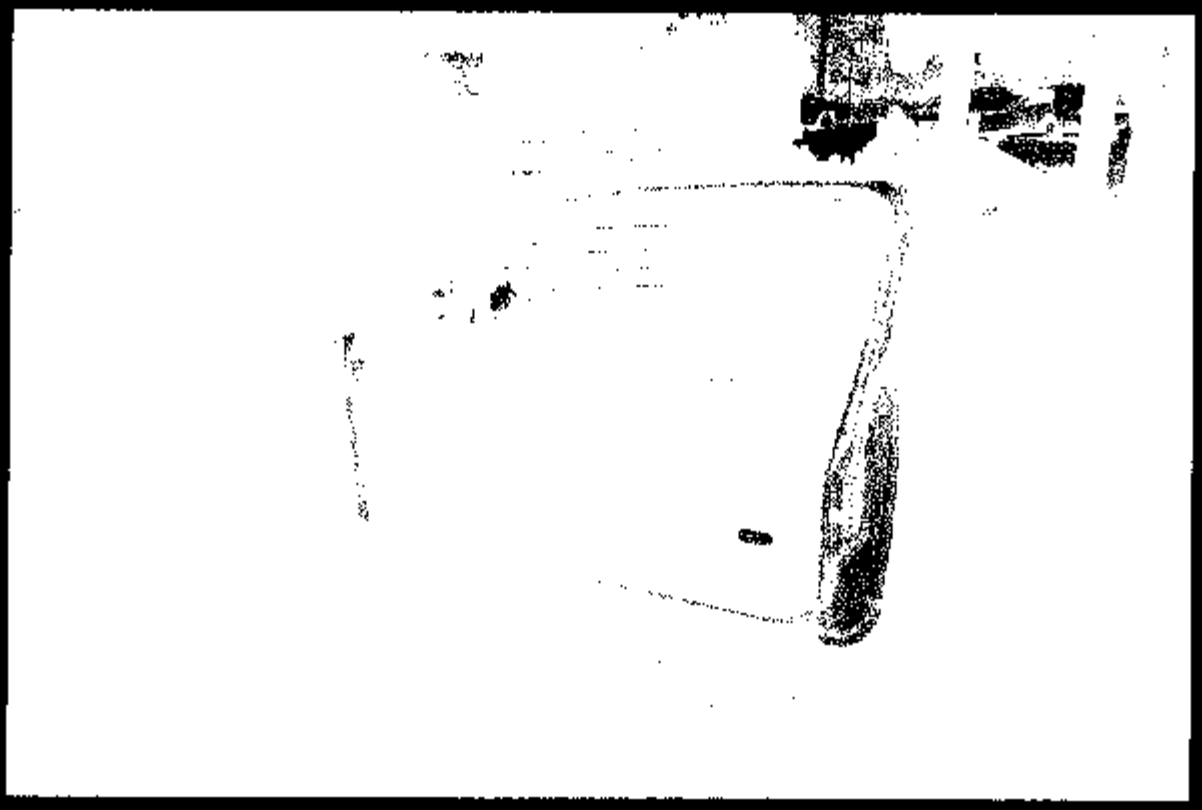


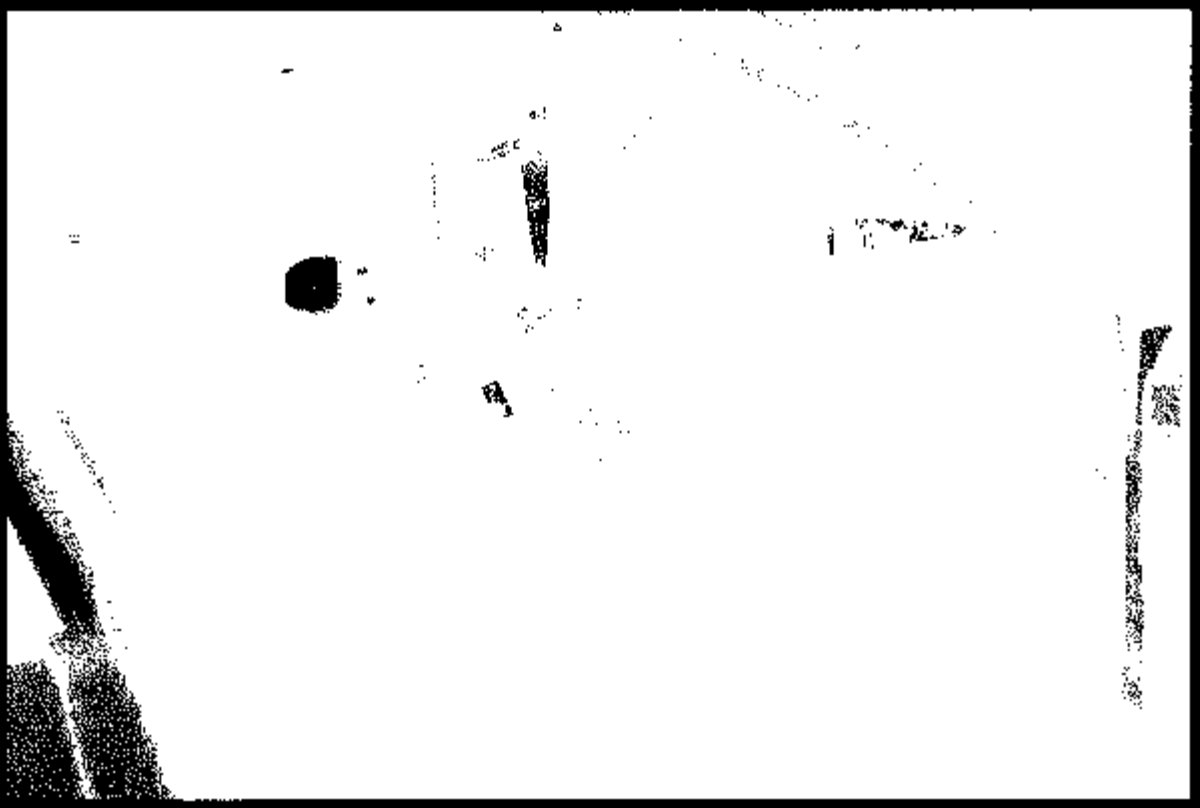


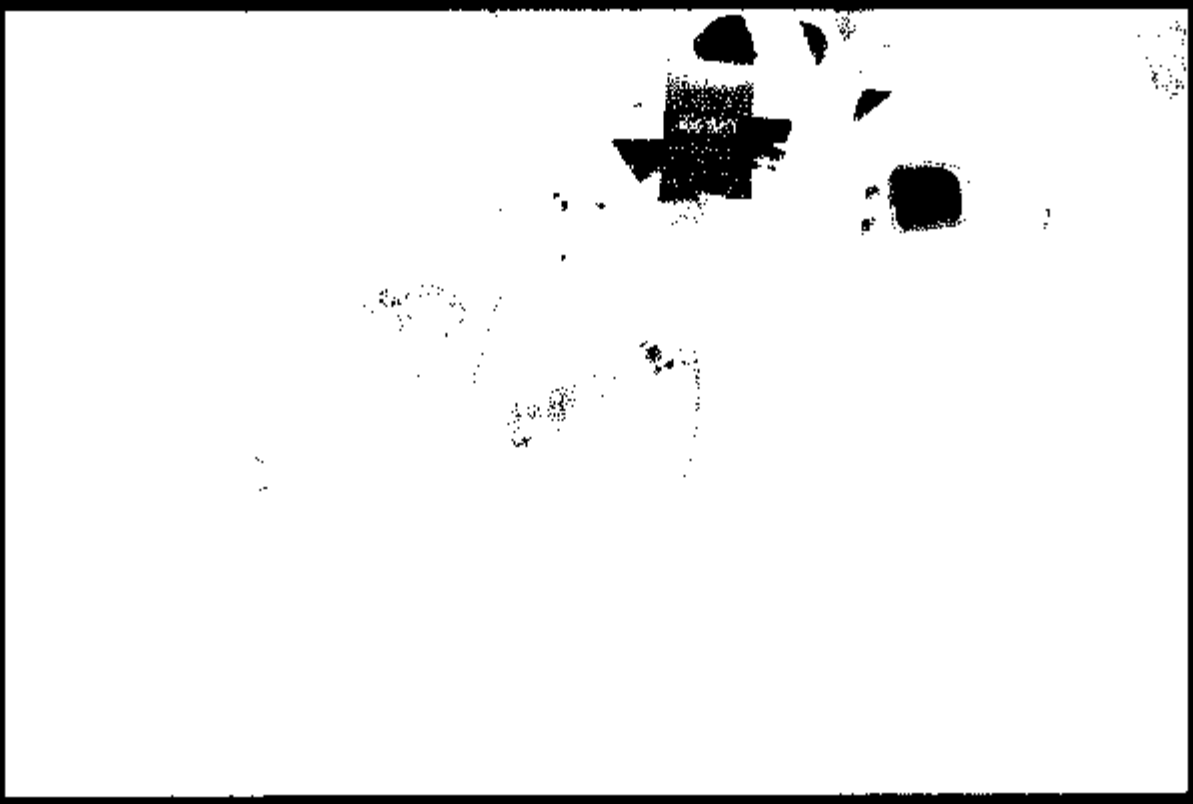


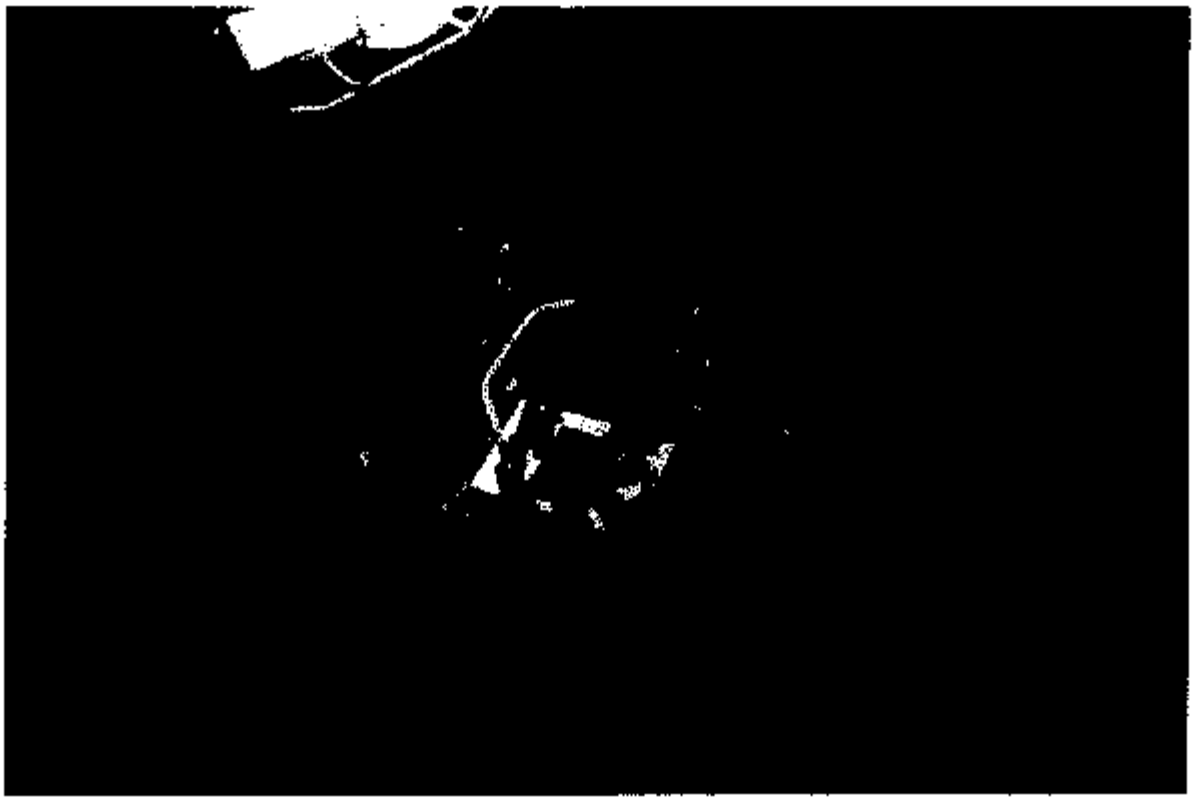












282788 PR09796
J01-124

GENERAL MOTORS CORPORATION

DIVISION: PONTIAC - GMC

ZONE: 19

DATE: 07/22/99

RE: Claimant: Hertz Corp.

Date of Incident: 5-15-99

CAC File No.: 99105980 01

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

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. (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. 483-631-730
31 E. Judson
Pontiac, MI 48342-6008

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

Very truly yours,

PONTIAC-GMC DIVISION
General Motors Corporation

P. 9n

Elmer Dean Thompson

Customer Service Center Supervisor
31 E. Judson
M.C. 483-631-730
Pontiac, MI 48342-6008

Enclosures:
- [x] CAC Case Comments
- [x] EAA Rape Notes
- [x] Pictures
- [x] Estimates
- [x] Police Report
- [x] RO's
- [ ] Data Tape
- [ ] Other: Release form

Product Allegation Resolution- General

Documentation Decision Criteria

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

Customer Information

Case Number:	99105980 01
Claimant's Last Name:	Hertz Corp.
VIN:	1G2HX52K3W4238716

Incident Information

Date and Time of Incident:	05/15/1999
Location of Incident:	Parking garage in downtown San Diego
Description of Incident:	Thermal event
Current Location of Vehicle:	Hertz facility at San Diego Airport
Alleged Defective Component:	Unknown
Who Notified Division of Incident:	Owner

Product Allegation Resolution
Non-Collision Vehicle Damage

Case Number:	99105980 01
Claimant's Last Name:	Hertz Corp.
VIN:	1G2HX52K3W4238716

Special equipment and features:	None
Primary use of vehicle:	Fleet
Insurance carrier:	Self Insured
Weather conditions:	dry
Comments:	

Product Allegation Resolution
Summary/Closing

Case Number:	99105980 01
Claimant's Last Name:	Hertz Corp.
VIN:	1GZHX52K3W4238716

Was Physical inspection done? Y/N	Y
Inspector's name/organization:	F. H. Muraglie JR.
Date of inspection:	07/02/1999
Mileage at inspection:	13,676
What was done at the inspection:	Inspected the vehicle
Vehicle road-tested: Y/N:	N
Describe:	Not possible
Results:	
System components inspected:	Engine, and other components
Summary of facts from the investigation:	Inconclusive
How and when was the matter left with claimant:	Claimant is having vehicle repurchased

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Division: Pontiac	Ref# 99105960 cv	Document ID	Date Saved: 7/7/99
VIN:	Claimant's Name (LAST, First)		

Division:	Ref#	Document ID	(page 1 of 5)
VIN:	Claimant's Name (LAST, First)		

Inspected By: F.H.Moraglia, Jr. Organization: E.A.A.
Phone: (619) 299-700 x Inspection Date: 7/2/99 Mileage at inspection: 19,675

I INSPECTION SUMMARY

Type Non Collision ☒, Collision ☐

Fire Origin Engine Compartment ☒, Underdash ☐, Other Interior ☐, Trunk ☐, Unknown ☐, Other ☐ specify ___, Component: ____.

Following the inspection, summarize the observations: Fire damage originating in engine compartment

II INTERVIEW - VEHICLE HISTORY

1. *Name, address, and phone number of* person being interviewed: Driver not interviewed

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

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

If this vehicle is used for trailering, describe *trailering usage* (height and front shape of trailer, weight, percent of time or miles that trailer is towed, etc.): no hitch

3. *Prior collision* damage? (date, description, etc.) N/A

Repaired by:

4. Describe *existing vehicle conditions* at the time of the incident (e.g. warning lights "On", engine miss, etc) : Parked

5. *Repairs* outside of warranty (what, when, by whom?): N/A

6. Other *vehicle history* information (from person being interviewed or GM Warranty History): none

7. *Last maintenance* (date, description, by whom?): Hertz Corp daily rental. No records available

III INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

This section covers vehicle usage the day of the fire.

If being driven, describe: vehicle speed: parked mph, drive length __ h __ min, distance _____ miles, and type of drive (e.g. city traffic, highway, long grades, etc.).

If parked, how long was it parked? unk Was the ignition off ☒ or was the engine running ☐ ? Describe drive prior to parking: drive length ? h ? min, distance ? miles, and type of drive (e.g. city traffic, highway, long grades, etc.). unk

If vehicle is a *truck*, or a *car trailering* cargo at the time of the incident, estimated total weight of cargo and trailer: ____ lb. Load description: _____ Load location: _____ Height and description of front shape of trailer:

Weather conditions: Approx. ambient temperature unk°F, General conditions (dry, rain, wind, etc.): dry

III B AT THE FIRST INDICATION OF A PROBLEM

Ignition switch position (off, on, start, accessory): Off Engine running? (Y/N) No

Unusual *odors*?. (Y/N) ___ Describe: unk

Smoke? (from where, color, intensity, etc.) unk

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

Any apparent malfunction? (Y/N) Unk If yes, describe:

Position of *HVAC controls* (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) unk Blower setting _____, Temperature setting

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

_ Cruise Control	_ Windshield Wipers	_ 2 Way/Communication Radio
_ Traction Control Switch "On"	_ Driver Seat Heater	_ Power Window Controls
_ Low Beam Headlights	_ Passenger Seat Heater	_ Power Mirror Controls
_ High Beam Headlights	_ Auxiliary Power Outlet	_ Power Seat Controls
_ Fog Lamps	_ Radio, Built-in Tape/CD Player	_ Power Sun Roof Controls
_ Turn Signal	_ Auxiliary CD Player	_ Cigar Lighter
_ Hazard Flashers	_ Telephone	_ HVAC
_ Map Lights, Fr _ Rr	_ CB Radio	_ Other
_ Other Interior Lights		

If any of the above were cycled, describe:

Was anyone *smoking*? (Y/N) No How long since someone last smoked in the vehicle?

III C DURING THE FIRE

Time unk and *distance* unk between first indication of a problem and start of fire.

Time unk between start of fire and other significant events. Describe: unk

Time (24 hr) unk when fire was over or put out.

Describe initial location, color and intensity of *smoke and flame*. underhood flames

Any *warning lights* "On", *high/low gauge readings*, or *messages displayed*? (Y/N) No Describe:

Any malfunction? (Y/N) No If yes, describe:

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) ___, Open Hood? (Y/N) ___, Other? (Y/N) _ Describe:

When you left vehicle: Ignition switch position (off, on, accessory): ___ Windows open? (Y/N) ___, Doors open? (Y/N) ___, Describe:

Any *other comments* that have not been covered? Driver NOT interviewed

IV VEHICLE INSPECTION

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

Take color photographs of the following:

A. Exterior:
- Front
- Right side
- Rear
- Trunk area
- Decklid outer panel
- Decklid inner panel
- Option label
- VIN
- Left side
- Hood outer panel
- Hood inner panel
- Roof
- Fuel filler "Lead Free" restrictor in place? (Y/N) Y Describe:
- Location of fuel filler cap (or evidence of remains): on vehicle

Comments: No apparent street metal damage to doors, body, roof, fenders or hood. Trunk lid bent in at key lock. Key lock punched out. Unable to open deck lid. Opened rear seat access panel to check trunk contents. Spare tire still in well. Floor mats for front and rear seats inside trunk area. Flame damage to paint on hood and both front fenders. Hood deformed over battery area. No apparent hot spot. Windshield cracked from heat at driver vision area. Both front door glasses broken out. Front bumper fascia burned off. Most flame damage to bottom right side. Fascia placed in rear seat area for transport. Engine compartment gutted. Both radiator and a/c condenser consumed at left front area. Grill destroyed from flames.

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s)
Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray
Floor: Left, Right, Rear
Seats: LF, RF, Rear Seats
List all driver electrical controls which are in the "On" position (include ignition): unk
Position of windows (if glass is missing, do further inspection): All closed. Both front windows broken.

Comments: Front windows broken. Presume done by fire dept. in putting out the fire. Soot marks on interior of windshield over left defroster nozzle. Both defroster nozzles deformed from heat. No visible signs of ignition tampering. Ignition locked. Keys missing. Center a/c outlet partially melted. Other outlets not damaged. I/P lens smoked. Minor smoke damage to interior trim. Plastic trim and a/c ducting starting to melt down onto gas pedal

C. Underhood:

Engine compartment
Radiator, front & rear
Coolant recovery bottle
Engine coolant lines/hoses, connections
Heater lines/hoses, connections/clamps (include those to throttle body)
TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections
Engine block (note precise location of cracks, holes, etc.): none
Engine: dipstick, oil cooler lines/connections, filter, oil pan
Transmission: dipstick, oil cooler lines/connections, oil pan
Master cylinder and brake fluid reservoir
Brake lines and hoses
ABS/TCS Modulator
Power steering lines/hoses, connections/clamps, pump
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): normal
Other:

Comments: Engine compartment gutted and destroyed. Radiator and A/C condenser consumed at left side of engine compartment. All grill trim consumed. Coolant recovery, windshield , brake reservoir and radiator overflow tanks consumed. All hoses and aluminum piping for : fuel, coolant, power steering, a/c and transmission systems destroyed and consumed. Throttle body melted and separated. Plenum consumed with some melted down onto intake. Fuel rail and injectors intact. All flexible fuel lines and vacuum hoses consumed. Engine oil and transmission dip sticks show slightly overfill from water intrusion during fire fighting. Engine oil was clean. Transmission fluid was pink and clean. Master cylinder reservoir consumed. Brake lines from master cylinder to ABS modulator not damaged. Power steering pump reservoir and flexible hoses all consumed. Only the steel lines are intact. Air cleaner and ducting consumed. A/C accumulator has flame damage to upper, outer side. Bottom not damaged. Paint burned off down to bare metal at blower motor and housing area.

D. Fluids (comments only):

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

Engine coolant: consumed, nothing left

Engine oil: full, some water on dipstick from fire department

Transmission fluid: full, pink and clean

Power steering fluid: consumed, no pump reservoir or hoses

Brake fluid: consumed, reservoir destroyed

E. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?): not damaged
Scrapes or impact damage on the following:
Fuel tank
Fuel filler lines
Tires/Wheels

Comments: none

F. Electrical:
Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (identify all open or not proper size): not tested
Relay centers
Wiring insulation at fuse blocks
Fusible links (identify all open): none
Spark plug wiring and boot condition: consumed
Modules: ABS/TCS, ECM, other

Comments: Alternator has minor flame damage but no evidence of electrical overheating. Wiring still connected. Battery too melted. Battery cables still attached from battery to starter. Starter not damaged. Both cooling fans show extensive flame damage. Relay center at engine bulkhead completely destroyed. All wiring harnesses and battery cables are all soft and flexible. No evidence of any shorts, pinched area, twists, loose connections, etc. All harnesses still connected properly. Wiring coatings burned off by flames. No evidence of wires melting together from shorting or fusing.

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: engine compartment

Photograph and comment on the item/area which is the apparent origin of the fire: Right front of engine between engine and firewall

Anything on vehicle which is after-market: none

Anything on vehicle which is a modification: no

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

Other relevant information: nothing

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: none

V SITE INSPECTION (If applicable)

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, take pictures of the damage and make notes as necessary. Comments: N/A

Incident Detail Listing

05/15/1999 05/15/1999

Jurisdiction: San Diego

Incident Date: 05/15/1999

Incident No.	Location	Incident Class	Description
FS99035381	225 Broadway	Fire	Structure Highrise/Hospital

Incident Comments

entrance on broadway or will meet

Unit	Disp	At Scene	Avail
B1	14:24:38.00	14:29:33.00	15:22:08.00
T5	14:24:38.00	14:34:22.00	15:23:11.00
E3	14:24:38.00	14:32:18.00	14:44:54.00
B5	14:24:38.00	14:31:57.00	14:45:33.00
E1	14:24:38.00	UNKNOWN	14:43:29.00
E11	14:24:38.00	14:29:03.00	15:33:47.00
La1	14:24:38.00	UNKNOWN	14:43:16.00
T1	14:29:03.00	14:32:28.00	15:22:30.00
R4	14:26:20.00	14:29:46.00	15:21:46.00
CU1	14:26:06.00	UNKNOWN	14:43:21.00
B4	14:24:38.00	14:30:30.00	14:42:24.00
T20	14:24:38.00	UNKNOWN	14:32:06.00

veh in parking structure 22 stys

E11 ATS SMK SHOWING FRM UNDGRD PLOT

PER CMD VEHICLE FIRE OUT A LOT OF SMKUNITS ON SCENE AWILE

PER CMD INC UNCONTRL E11 T1 T5 R4 B1 CAN HANDLE

CMD TERMINATED E11 WILL HANDLE ALL OTHER UNITS AVAILABLE

S-C PARKING GARAGE BROKEN FUEL LINE $20,000
VEHICLE FIRE INSIDEPARKING STRUCTURE

Confidential Patient Information. Not to be disclosed to the public unless all references to medi[redacted]ds and ambulance responses have been deleted. See Emergency Medical Program Manuar for details.

Post-it® Fax Note 7671	Date 6-30 Pages ▶ 10
To Joseph Douglas	From Jim Ball
Subject	Co.
Phone #	Phone #
Fax #	Fax #

D SECURITY
GUARD CORPORATION
San Diego, CA 92121 800 1 USE
(619) 299-1014 (800) 499-4873

INCIDENT REPORT ☒ SAFETY HAZARD REPORT ☐

DATE 5/16/99

CLIENT Santa Fe Partners

NATURE OF INCIDENT Burning vehicle.

TYPE OF SAFETY HAZARD Smoke / Fire

EXACT LOCATION OF INCIDENT OR HAZARD Pal Parking Area.

WHO REPORTED IT? SDS Employee ☒ Non-employee ☐ Client Employee ☐

Name Leslie Sullivan
Address 101 W Broadway
Console (Post 32)
Telephone # (619) 825-2266

DATE OBSERVED: 5/15/99 TIME: 1935 DATE REPORTED: 5/15/99 TIME: 1935

DESCRIPTION OF INCIDENT/HAZARD

On 5-15-99 at 1935 I Officer [illegible] received a phone call from 101 W. Broadway Console Officer Sullivan. Sullivan told me that a car was on fire on the Broadway on pal level and the Fire Dept. was on their way. When I arrived there was a crowd by the pal entrance. People (Witness) Thought I took control of the situation & had approximately [illegible] to gain control. Also to keep people from the zone when the Fire Dept was there put the fire out & left. [illegible] (Witness) to [illegible] (witness).

PERSONS INVOLVED AND WITNESSES

Name	Address	Telephone #
[redacted]	[redacted]	[redacted]

PROPERTY INVOLVED

3 vehicles (1) 88 Bonneville LT license (2) red Toyota 1990 LT [illegible] (3) white Toyota Camry LT [illegible]

ACTION TAKEN

All proper steps were taken. SDPD was called. D/S Security was called. Escort control all people that were available. And safeguard fire control.

DESCRIPTION OF INJURIES

n/a

WHAT WAS DONE FOR INJURED PERSON?

n/a

VEHICLES OR EQUIPMENT INVOLVED

Make Pontiac Model Bonneville Year 93

License # [illegible] Color white

POLICE/FIRE DEPARTMENT NOTIFIED? Yes ☒ No ☐ Type 1430

Officer's name _____ Badge # _____

NOTIFIED Yes ☒ No ☐ Time 1150 Who? Sgt. [illegible] (Fire Marshal)

CLIENT NOTIFIED Yes ☒ No ☐ Time 1450 What? Sentry Management Trouble Shooter, Kansas City

ADDITIONAL INFORMATION & FOLLOW-UP NEEDED

I told Tenants we opened up the stairwells and gave them an invite soon as to exit the place and out the building. I (Tenant) showed the fire chief where to shut off the gas the head water valve. The fire chief told us that we acted real good. Yes, the fire chief said that the apartment complex did not contain the fire it would have spread to other vehicles in the parking area with the other vehicle that were damaged (Minor) due to the smoke & heat.

The owner of the damaged vehicle received ticket to leave outside city limits. The Tenant (Non-Sent) was towed by vehicle towing.

SIGNED [redacted]

FOR OFFICE USE ONLY — ACTION TAKEN

DATE _____ SIGNED _____

DESCRIPTION OF INJURIES

[illegible]

WHAT WAS DONE FOR INJURED PERSONS?

n/a

VEHICLES OR EQUIPMENT INVOLVED

Make Pontiac Model Bonneville Year

License # CA [illegible] Color White

POLICE/FIRE DEPARTMENT NOTIFIED? Yes ☐ No ☐ Time

Officer's name Badge #

NOTIFIED? Yes ☐ No ☐ Time What?

CLIENT NOTIFIED Yes ☑ No ☐ Time What? [illegible]

ADDITIONAL INFORMATION & FOLLOWUP NEEDED

[illegible]

SIGNED [illegible]
SHOPPER

FOR OFFICE USE ONLY — ACTION TAKEN

DATE SIGNED

SAFEGUARD SECURITY
[illegible]
[illegible] Valley Road, San Diego, CA 92121 (619) 671-1581
Tel (619) [illegible] Fax (619) [illegible] (800) [illegible]

INCIDENT REPORT ☑ SAFETY HAZARD REPORT ☐

CLIENT SENTRY PARTNERS DATE 5/16/99

NATURE OF INCIDENT CAR FIRE

TYPE OF SAFETY HAZARD N/A

EXACT LOCATION OF INCIDENT OR HAZARD PARKING LEVEL 1
HOME SAVINGS TOWER, 225 BROADWAY SD 92101

WHO REPORTED IT?
SGS Employee ☑
Non-employee ☐
Client Employee ☐

Name ABO OLI LAZAREV
Address HST
Telephone # ( )

DATE OBSERVED: 5/15/99 TIME: 1540 DATE REPORTED: 5/15/99 TIME: 1540

DESCRIPTION OF INCIDENT/HAZARD + ACTIONS
ABO LAZAREV OBSERVES SMOKE COMING FROM UNDERGROUND
HOOD OF CAR ON P1 AND REMOVES SOME BE RECORDED /
ABO SUMMONS CALLS 911 AND FIRE TRUCKS ARE DISPATCHED
— ALSO RADIO SOUND ABO LEARNS (1st) FIRE ARRIVE / ABO
LAZAREV AND LEARNS USE FIRE EXTINGUISHERS IN ATTEMPTS
TO EXTINGUISH/CONTROL THE PROBLEM / ABO SUPERVISOR
CALLS FACILITY MANAGER, HST HEAD BUSINESS, AND
DUTY ENGINEER / ABO SULLIVAN ASSISTS AND

PERSONS INVOLVED AND WITNESSES
Name: [illegible] Address: [illegible] Telephone #: [illegible]

CALLS DOS RESCUE / DOS ESCORT ARRIVES — WORKS
WITH AND KEEPS INFORMED BY FOREMAN AT THE SCENE,
DIRECTS SECURITY ACTIONS, INFORMS CLIENT MGMT, AND
INFORMS AND ANSWERS TENANTS ABOUT THE SITUATION
(CONT. BELOW)

PROPERTY INVOLVED

ACTION TAKEN
(CONT.) — DIRECTS FIREFIGHTERS TO SPRINKLER BUILDING —
SHUTS OFFER FIRE EXTINGUISHER AND REQUEST ASSIST
IN EXTINGUISHING IT. GATHERS INFORMATION AND ANSWERS
(CONT.) →

SAFEGUARD SECURITY
A PROFESSIONAL GUARD ORGANIZATION
10021 Scripps Valley Road, San Diego, CA 92121 PO 11361
Tel (619) 558-1012 Fax (619) 558-1084 (800) 499-1072

INCIDENT REPORT ☒ SAFETY HAZARD REPORT ☐

DATE 5/15/99

CLIENT SENTRE PARTNERS

NATURE OF INCIDENT VEHICLE FIRE

TYPE OF SAFETY HAZARD

EXACT LOCATION OF INCIDENT OR HAZARD PARKING LEVEL P-1 AT 225 BROADWAY, SAN DIEGO CA. 92101

WHO REPORTED IT?

SGS Employee ☐
Non-employee ☐
Client Employee ☐

Name BASE 4
Address 225 BROADWAY
Telephone # (619) 235-2326

DATE OBSERVED: 5/15/99 TIME: 1420 DATE REPORTED: 05/15/99 TIME: 1420

DESCRIPTION OF INCIDENT/HAZARD

I AND LESNIK RECEIVED A CALL FROM AND LAZARE THERE WAS A FIRE ON P-1. I RESPONDED IN 1 MINUTE. AND LAZARE WAS ALREADY TRYING TO CONTAIN THE FIRE. I IMMEDIATELY BROKE OPEN A FIRE EXTINGUISHER AND ROTATED WITH AND LAZARE ON THE FIRE. WHILE OLI LAZARE KEPT THE PEOPLE BACK I CONTINUED TO SPRAY THE TWO VEHICLES NEXT TO THE BURNING VEHICLE. THE FIRE STILL WOULD NOT GO OUT. WE HAD NO ACCESS TO THE ROAD TO WHERE THE FIRE WAS CONTAINED. I REPEATEDLY SPRAYED THE BOTTOM OF THE CHASSIS. →

PERSONS INVOLVED AND WITNESSES

Name	Address	Telephone #
[redacted]	[redacted]	[redacted]

PROPERTY INVOLVED

WHITE PONTIAC BONNEVILLE, CA, LIC # 4BIGL42

ACTION TAKEN

I AND FAILED IN PUTTING FIRE OUT, BUT FIRE WAS CONTAINED UNTIL FIRE DEPARTMENT ARRIVED.

DESCRIPTION OF INJURIES

NO INJURIES REPORTED.

WHAT WAS DONE FOR INJURED PERSONNEL

N/A

VEHICLES OR EQUIPMENT INVOLVED

Make PONTIAC Model BONNEVILLE Year 1998

License # 4BLG-412 Color WHITE

POLICE/FIRE DEPARTMENT NOTIFIED? Yes ☒ No ☐ Time 14:25

Officer's name _____ Badge # _____

MOTIFIED? Yes ☐ No ☐ Time _____ When? _____

CLIENT NOTIFIED Yes ☐ No ☐ Time _____ When? _____

ADDITIONAL INFORMATION & FOLLOWUP NEEDED

THE FIRE BEGAN TO DRIP TO THE CONCRETE FLOOR. ARO LAPPE AND I CONTROLED THE FIRE UNTIL WE FELT OUR LIVES WERE AT RISK. FIRE DEPARTMENT ARRIVED IN MINUTES AFTER WE LEFT DUE TO SMOKE AND WE CLEARED OUT AREA FOR FIRE DEPARTMENT. ARO BEGAN, MIKE ESQUIRE AND ARO ARRIVED OPENED ALL STAIRWELLS, WHILE ARO SHRIVER MANNED THE TELEPHONE. ARO DOUGAS CONTROLED THE CROWD AND DELT WITH ASSISTANCE OFFD.

SIGNED [redacted]

FOR OFFICE USE ONLY — ACTION TAKEN

DATE _____ SIGNED _____

SAFEGUARD SECURITY
A PROFESSIONAL SELLED CORPORATION
10121 Scripps Ranch Road, San Diego, CA 92131 PO 31881
Telephone 858-693-0972 Fax (619) 635-0884 (858) 693-0972

INCIDENT REPORT ☒ SAFETY HAZARD REPORT ☐

CLIENT SENTRE · PARTNERS DATE 5/15/99

NATURE OF INCIDENT BURNING CAR

TYPE OF SAFETY HAZARD SMOKE + FIRE

EXACT LOCATION OF INCIDENT OR HAZARD 755 BROADWAY / HOME BANKING TOWER / P1 LEVEL PARKING

WHO REPORTED IT?

Site Employee ☐
Non-employee ☒
Client Employee ☐

Name [redacted]
Address [redacted]

Telephone # [redacted]

DATE OBSERVED: 5/15/99 TIME: 1445 DATE REPORTED: 5/15/99 TIME: 1420

DESCRIPTION OF INCIDENT/HAZARD

I (APS MICHAEL BEGAN) WAS COMING TO WORK AND FOUND S.D.F.D. HAD BLOCKED OFF BROADWAY CIRCLE (DUE TO CAR FIRE IN HOME BANKING TOWER). AT 1400 SITE MANAGER BERNICE GRAVES ME WHERE CAR WAS ON P1 PARKING LEVEL AT THE SAME TIME PEOPLE WERE ALLOWED COMPUTERS TO THEIR CARS. AT 1500 FIRE CAPTAIN GAVE THE OK TO ALLOW PEOPLE TO GET THE CARAGE. APS BEGAN AND AND ARMAR BLOCKED OFF FIRE DAMAGED CAR FROM PEOPLE. AT 1600, BANKING CREW ARRIVED ON SCENE.

PERSONS INVOLVED AND WITNESSES

Name	Address	Telephone #
[redacted]		

PROPERTY INVOLVED

BANK BANKING TOWER FIRE EXTINGUISHERS (2) AND SPRINKLER SYSTEM (1 HEAD).

ACTION TAKEN

S.D.F.D. PUT OUT FIRE. APS LEGAUE + LAZARE REDUCE FIRE FROM SPREADING TO OTHER CARS.

DESCRIPTION OF INJURIES

NONE.

WHAT WAS DONE FOR INJURED PERSONS?

VEHICLES OR EQUIPMENT INVOLVED

Make: PONTIAC Model: GRAND PRIX Year: 98

License #: [redacted] Color: WHITE

POLICE/FIRE DEPARTMENT NOTIFIED? Yes ☒ No ☐ Time: 11:25

Officer's name: Badge #:

NOTIFIED? Yes ☒ No ☐ Time: 11:50 What: MICHAEL BERGER

CLIENT NOTIFIED Yes ☒ No ☐ Time: 11:50 What: LARRY SKATES
*TANAKA RICHARDSON

ADDITIONAL INFORMATION FOLLOWING NEEDED

AT 1725 EMPLOYEE GIL ARRIVED ON SITE (SEE T.O.'S MANUAL). AT 1750 WESTERN TOWING TOOK FIRE DAMAGED CAR FROM PARKING. AT 1805 EMPLOYEE GIL DAMAGED SPRINKLER HEAD, DRAINED ON SOUTH PARKING. SPRINKLER WATER AND EFFECT OF FIRE TOOK AND FIRE ALARMS WITH ADT REGARD SYSTEM TOOK EFFECT. FINISHED AT 1935.

SIGNED [redacted]

FOR OFFICE USE ONLY — ACTION TAKEN

DATE SIGNED

SAFEGUARD SECURITY
10961 Sorrento Valley Road, San Diego, CA 92121 PO 11361
Tel (619) 558-1002 Fax (619) 558-1004 (800) 498-1002

INCIDENT REPORT ☑ SAFETY HAZARD REPORT ☐

DATE 5/15/99

CLIENT SENTRE PARTNERS

NATURE OF INCIDENT AUTOMOBILE FIRE

TYPE OF SAFETY HAZARD

EXACT LOCATION OF INCIDENT OR HAZARD PARKING LEVEL P1 AT 325 BROADWAY, SAN DIEGO, CA.

WHO REPORTED IT? SGS Employee ☑ Non-employee ☐ Client Employee ☐

Name [redacted]

Address [redacted]

Telephone # [redacted]

DATE OBSERVED: 5/15/99 TIME: [redacted] DATE REPORTED: 5/15/99 TIME: [redacted] P.M.

DESCRIPTION OF INCIDENT/HAZARD

ONE WHITE, BONNEVILLE, PONTIAC CAUGHT FIRE. THE FIRE ORIGINATED IN THE ENGINE. I ATTEMPTED TO EXTINGUISH THE FIRE WITH A FIRE EXTINGUISHER. I CONTACTED WHAT IS YEA PARTS FOR ASSISTANCE. I CONTACTED SAS & TO CALL THE SAN DIEGO FIRE DEPARTMENT. RAYMOND LEGAUX ATTEMPTED TO EXTINGUISH THE FIRE.

PERSONS INVOLVED AND WITNESSES

Name	Address	Telephone #
[redacted]	[redacted]	[redacted]

PROPERTY INVOLVED

WHITE PONTIAC BONNEVILLE, CA LIC # 4R16642

ACTION TAKEN

I ATTEMPTED TO EXTINGUISH THE FIRE.
I REQUESTED THAT THE FIRE DEPARTMENT BE CALLED.
I TALKED TO FIRE FIGHTERS ON WHERE TO LOCATE FIRE.

Incident Detail Listing

[illegible] [illegible]

Jurisdiction: San Diego

Incident Date: [illegible]

Incident No.	Location	Incident Class	Incident Comments	Resolution
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

[illegible]

Report Name: [illegible]

[illegible]

Hertz

Vehicle Accident Report

Primary Coverage
Secondary Coverage

[redacted]

DIKROW KHONANA — [illegible] OF [illegible] OF THE STATE
VEHICLES INVOLVED

FILE NBR: 99105980 01
VIN : 1G2HX52K3W4238716
MODEL YR: 98 MODEL CODE: PBV DLV DATE: 09 02 98 DOCUMENT NBR:

OWNER: WAR ST DTE: FILE SCRAP: 07 07 00
TITLE : FILE PURGE: 07 07 00
FIRST :
MIDDLE :
LAST : SUFFIX:
COMPANY NAME: HERTZ CORPORATION
PHONE : WORK: 310 568 5190 EXT: FAX:
ADDRESS:
STREET : 9000 AIRPORT BOULEVARD

CITY : LOS ANGELES STATE: CA ZIP: 90045
COUNTRY : USA
MILEAGE: 13,675
COMPLAINT CODE: J46 DESC: FUEL INJECTOR AND NOZZLE
COMPLAINT CODE: T01 DESC: PRODUCT ALLEGATION
COMPLAINT CODE: T49 DESC: TECHNICAL QUESTION
05/20/99 03:35P EMRICH, LORI A. N
CUST, REPRESENTATIVE OF HERTZ CAR RENTAL COMPANY, CALLED AND ALLEGED THAT
DEFECTIVE FUEL INJECTION SYSTEM ON VEH CAUSED VEH TO CATCH FIRE. CUST
STATES THE VEH WAS RENTED OUT AT THE TIME. CUST STATES AT THIS TIME THEY
ONLY HAVE A BRIEF DESCRIPTION OF THE ALLEGED INCIDENT:
THIRD PARTY ALLEGES THEY RENTED VEH AND TOOK VEH TO THE MALL, WHERE THEY
PARKED IN A PARKING DECK. THIRD ALLEGES WHEN THEY CAME OUT OF THE MALL
THE PARKING DECK WAS CLOSED DUE TO A VEH FIRE. THIRD ALLEGES THAT VEH
TURNED OUT TO BE RENTAL VEH. THIRD ALLEGES SURROUNDING VEHS WERE DAMAGED
BY FIRE AS WELL.
CUST STATES DOES NOT HAVE ANY FURTHER INFO, BUT WANTED TO GET FILE
ESTABLISHED. CUST STATES HERTZ IS SELF INSURED. CUST STATES WILL GATHER>>
05/20/99 03:37P EMRICH, LORI A. N
>>> ALL NECESSARY INFO AND CONTACT CAC BACK.

CAM WENT OVER ALL PAR INFO THAT WAS NEEDED FROM CUST -- INCLUDING ALL
NECESSARY INFO ABOUT OTHER VEHS ALLEGEDLY DAMAGED BY FIRE.

CUST THANKED CAM FOR TIME.

** NOTE: CUST STATES FIRE DEPT RESPONDED, BUT IS NOT SURE WHICH ONE. CUST
STATES WILL FORWARD A COPY OF FIRE REPORT ETC, WHEN POSSIBLE.
05/20/99 03:38P EMRICH, LORI A. N
CURRENT LOCATION OF VEH IS:
HERTZ RENTAL FACILITY AT SAN DIEGO AIRPORT
3202 NORTH HARBOR ROAD
SAN DIEGO, CA
06/14/99 01:42P CHASE, GALA N
CUST STATES THAT CAM NEEDED THE FOLLOWING INFORMATION: FIRE REPORT NUMBER.

CAD INCIDENT LBT-001-002 BY CITY OF SANDIAGO FILE AND LIFE SECTION.
STATES THAT PERSON DRIVING VEH. WAS [redacted] AND HE CAN BE REACHED
AT [redacted]
CUST CAN FAX COPY OF FIRE REPORT IF NECCESSARY.
ADVISED THAT I HAD DOCUMENTED.
06/16/99 12:33P CRIFACI, CATHLEEN N
CUST CALLED STATING WOULD LIKE TO SPEAK W/LORI EMRICH..N/A.

..
CAM UNSURE IF LORI IS STILL ON MATERNITY LEAVE.

..
CUST STATES VEH WAS RENTED OUT AT TIME OF FIRE. STATES FUEL INJ
SYSTEM DEFECTIVE AND FIRE TOTALED THE VEH. STATES TWO VEHS PARKED
NEXT TO VEH IN PARKING GARAGE ALSO SUSTAINED DAMAGE. CUST SEEKING
REFUND OF VEH DUE TO DEFECT. STATES WILL FAX CAM REPORTS FROM FIRE
DEPT, INTERNAL (HERTZ) AND FROM CUST (WHO WAS RENTING VEH AT TIME).

..
ADVISED CUST CAM WOULD REVIEW DOCUMENTS AND RESPOND.
06/16/99 12:38P CRIFACI, CATHLEEN N
RECD FAXES.

..
FIRE REPORT INDICATES INCIDENT OCCURRED 5/15/99 AT PARKING GARAGE IN
DOWNTOWN SAN DIEGO. CUST PARKED VEH AND WENT ACROSS STREET TO SHOP.
VEH CAUGHT ON FIRE WHILE CUST OUT OF VEH; FIRE REPORT STATES FUEL
INJ LEAKING FUEL THAT CAUSED FIRE.
.. LEAVES CONTACT NAME OF MICHAEL ESQUER FROM PKG STRUCTURE BUT NO #
LISTED.

..
CUST STATED VEH CURRENTLY AT HERTZ LOCATION AT 3202 NORTH HARBOR DRIVE,
SAN DIEGO. PHONE # 619-220-5222 EXT 128 CONTACT PERSON JOSEPH DOUGLAS.
06/16/99 12:42P CRIFACI, CATHLEEN N
SPOKE W/PAM MARANZANO IN PAR AND FAXED OVER COPY OF REPORTS CUST SENT
IN. PAM STATES THAT CUST WILL BE CONTACTED TODAYS DATE.

...
06/16/99 02:22P HITCHCOCK, MIKE N
I LEFT A MESSAGE FOR THE REGIONAL MANAGER JIM BELLE AT HERTZ. HE IS OUT OF
THE OFFICE UNTIL TOMORROW. I WILL AWAIT HIS CALL BACK.
06/16/99 02:30P WOODS, REGINALD N
CUST STATES HE WANTS TO RECEIVE A CALL FROM MIKE HITCHCOCK.
CRM ADVISED NOT AWARE OF WHO HE IS REQUESTING TO SPEAK W/, BUT WILL
DOCUMENT
FILE SO ONCE HE IS AVAILABLE HE WILL LOOK IN FILE, AND SEE THE DOCUMENTATION
JIM BELL STATES HE CAN BE REACHED IN THE MORNING FROM 7:30AM TO 10:30AM,
WESTERN TIME.
06/17/99 02:41P HITCHCOCK, MIKE N
I LEFT A MESSAGE FOR JIM TO CONTACT ME BACK. MY EXTENSION IS 4-0504 AND I
NEED TO SPEAK TO HIM.
06/17/99 04:11P BRADFIELD, CAROLYN N
CRM TRIED TO CONFERENCE CALL TO MIKE.N/A LEFT VME THAT CUST WAS RETURNING
HIS CALL.WILL BE AT OFFICE NUMBER TIL 6PM CALIF TIME.
06/18/99 07:54A HITCHCOCK, MIKE N
I LEFT ANOTHER MESSAGE ON JIM'S VOICE MAIL. I ASKED A FEW QUESTIONS ON HIS
VOICE MAIL. IF JIM CALLS PLEASE TRY TO CONFERENCE HIM TO ME. IF I AM NOT
AVAILABLE ASK THE FOLLOWING QUESTIONS.
1. EXACT LOCATION OF THE VEHICLE.

2. IF HE WOULD LIKE TO HAVE THE VEHICLE INSPECTED
3. CONTACT PERSON FOR THE INSPECTOR ALONG WITH PHONE NUMBER
06/18/99 11:18A JOHNSON, HUGH N
JIM BELL CALLED SEEKING A CONFERENCE WITH,MIKE HITCHCOCK.MR. BELL STATES THAT TODAY HE IS AT THE SAN DIEGO OFFICE(619)220-5222.MR. BELL STATES

1) VEH IS LOCATED AT THE SAN DIEGO OFFICE : 3202 NORTH HARBOR DRIVE
SAN DIEGO, CA 92101
(619)220-5222
2)PLEASE INSPECT VEHICLE.

3)CONTACT IS: JOSEPH DOUGLAS AT EXT.128
CONTACT FOR NEXT WEEK ONLY IS: BILL BROWN AT EXT.165
06/18/99 11:55A HITCHCOCK, MIKE N
I SPOKE TO JIM AND HE DID REQUEST THE INSPECTION. I STATED THAT I WOULD SEND A REQUEST TODAY FOR THE INSPECTION. I STATED THAT ONCE THE INFORMATION
IS RECEIVED I WILL CONTACT HIM BACK.
06/29/99 04:38P MONTE, REBEKAH N
CUST CALLED CAC SEEKING UPDATE AND STATES HAS MORE INFORMATION TO GIVE TO MIKE HITCHCOCK, BUT DOES NOT HAVE CLEARANCE TO GIVE THE INFORMATION
TO CAC, BUT SHOULD BE ABLE TO GIVE THE INFORMATION IN A DAY OR TWO. CUST SEEKS MIKE TO CALL CUST. STATES NO INVESTIGATOR HAS BEEN OUT TO INSPECT THE VEH YET. CAM ATTEMPTED TO TRANSMFER CALL TO MIKE, MIKE NOT AVAILABLE. CAM LEFT A VME FOR MIKE. CAM ADVISED CUST THAT MIKE WOULD CONTACT WITH WHEN AN UPDATE IS AVAILABLE. ADVISED CUST THAT INSPECTION WAS REQUESTED ON 6/18/99. ADVISED IF INSPECTION IS APPROVED, IT USUALLY TAKES 10 BUSINESS DAYS TO COMPLETE AND AT THIS POINT IT HAS ONLY BEEN 7 BUSINESS DAYS.
06/30/99 10:49A HITCHCOCK, MIKE N
JIM BELLE FROM HERTZ STATED THAT HE HAD A 10 PAGE REPORT FROM THE PARKING STRUCTURE THAT HELD THE VEHICLE. I ASKED FOR HIM TO FAX ME A COPY AND ALSO GIVE A COPY TO THE INSPECTOR WHEN HE ARRIVES. I WILL WAIT FOR THE INFORMATION.
07/07/99 09:53A HUESSNER, STEVEN N
CONFERENCED CUSTOMER WITH MIKE HITCHCOCK.
STEVE HEUSSNER/PHOENIX CENTER.
07/07/99 09:53A HUESSNER, STEVEN N
CONFERENCED CUSTOMER WITH MIKE HITCHCOCK.
STEVE HEUSSNER/PHOENIX CENTER.
07/22/99 02:17P HITCHCOCK, MIKE N
I SPOKE TO HERTZ ON THIS CASE. I STATED THAT I WOULD DO A GOODWILL GESTURE OF REPURCHASING THIS VEHICLE. I STATED THAT THE THERMAL EVENT WAS INCONCLUSIVE AFTER THE INSPECTION. JIM WAS VERY HAPPY AND WOULD AWAIT FURTHER CONTACT FROM OUR OFFICE.

MIKE HITCHCOCK/PAR TEAM/248-874-0504
07/22/99 02:20P HITCHCOCK, MIKE N
**********PAR SUMMARY**********
1. OWNER CALLED AND STATED THAT THERE WAS A THERMAL EVENT BECAUSE OF THE VEHICLE.
2. I CONTACTED JIM BELLE FROM HERTZ AND OFFERED AN INSPECTION. JIM ACCEPTED.

3. I SENT INSPECTION INFORMATION TO BAA FOR REQUEST.
4. INSPECTION CAME INTO OFFICE AND I SPOKE TO ART WISSISKI FROM FLEET AND THERE WILL BE A REPURCHASE AS A GOODWILL GESTURE.
5. CLOSING CASE AND OPENING ANOTHER CASE FOR TRADE REPURCHASE TO HANDLE FURTHER.
MIKE HITCHCOCK/PAR TEAM/248-874-0504

GM WARRANTY HISTORY INQUIRY

DIV: PONTIAC

VEHICLE-ID-NUMBER DESCRIPTION ODM DEL-DLR DEL-DATE DEL-ODOM PDI-ELIG CLM
1G2HX52K3W4238716 BONNEVILLE SSE M 0000000 19980902 12 PAID 1

PROD-DTE: 19980820 DELWAR-DATE: WARBLK-DTE:
INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:
INV-DLR : 1624007 SHIP-TO-DLR: 1675629

C T	CYCLE RODLR	NO.	RCDATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	AUTH ID	AUTH CODE
001	I	1671058	883	19980820	A38716	238716	01	Z7000	58.88	0	

PASSENGER CAR AND TRUCK NVI

NO MORE CLAIMS FOR THIS VIN

GM WARRANTY HISTORY INQUIRY

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION

DIV: PONTIAC

VIN: 1G2HX52K3W4238716 ORD-TYPE: 050 SERV-TYPE: 000 DEL-TYPE: 000

RPO	DESCRIPTION	RPO	DESCRIPTION
H	BODY	4	DOOR
	PONTIAC	V6	ENGINE
L36	3.8 LITRE V6 MFI		CALIFORNIA EMISSION
MX0	AUTO TRANS W/OVERDRIVE		AUTO TRANS
M15	4 SPD AUTO TRANS 4T65-E	U83	INSTRUMENT CSTR/TACH
	FLEET PROCESSING OPTION	AK5	INFLAT RESTRAINT DR/PAS
	ANTILOCK BRAKE	C61	ELECT AIR CONDITIONING
	PASS ST BK MAN RECLINER		FRT DR ST BK MAN RECLIN
	POWER STEERING	DG7	DR/PASS REMOTE ELEC
U56	FIXED ANTENNA	UT6	RADIO AM/FM CASS
	FLOOR CONSOLE		POWER WINDOW
A90	ELECTRIC TRUNK RELEASE		KEYLESS ENTRY SYSTEM
	98068 EMISSION LABEL		

END OF OPTIONS

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Pontiac	Ref# 98106960 01	Document ID	Date Saved: 7/7/98
VIN: 1G2HX52K3W4285716	Claimant's Name (LAST, First) Hertz Corp		

Inspector F. H. Muraglia, Jr., E.A.A.

Number of Rolls 2

Roll Number 3513

Neg.#	Description
0	
1.	Rear of hood and cracked windshield
2.	Soot on interior of windshield
3.	Odometer reading
4.	Engine and transmission dip sticks
5.	Front of engine area
6.	Accessory belt place. Belt was operational
7.	Underside of belt section
8.	Charcoal canister
9.	Close up of charcoal canister
10.	Right rear area of engine compartment. A/C accumulator flame damage
11.	Left rear area of engine compartment. Master cylinder reservoir destroyed
12.	Rear of engine detail showing throttle body details and wiring harnesses
13.	Front of engine area. All wiring soft and flexible
14.	Top of battery. Cables soft and flexible
15.	Under shot of hood
16.	Close up of throttle body and harnesses
17.	Intake manifold/plenum area with fuel rail and harness detail
18.	Same as 17
19.	Area between right front of engine and body cowl area
20.	Bumper fascia
21.	Close up of bumper fascia
22.	Front of vehicle
23.	Picture of fuel line section from right rear of engine compartment
24.	Picture of same model undamaged engine compartment for comparison purposes
25.	Same as 24 and showing fuel line placement
26.	
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	
36.	
37.	

Hertz

The Hertz Corporation
5202 North Harbor Drive, San Diego, CA 92101
Telephone (619) 220-6222

July 7, 1999

via facsimile
(248) 874-4291

Mr. Mike Hitchcock
General Motors Corporation
Pontiac Division
Re: 98 Bonneville
VIN No. 1G2HX52K3W4235716
Claim no. 99105980

Mr. Hitchcock,

Per Jim Bell's direction, included in this transmission you will find a copy of the Certificate of title along with a copy of the factory invoice for the above referenced vehicle.

If you have any questions, I can be reached at (619) 220-6222 x128

Thank you for your assistance in this matter.

Sincerely,

Joseph Douglas
City Maintenance Manager

cc. J. Bell

Hertz rents Fords and other fine cars

STATE OF CALIFORNIA

8833282

CERTIFICATE OF TITLE

Y3198090904

TOMOBILE

VEHICLE NUMBER
1G2HX52K3N4238716

YR MODEL 1995 MAKE PONT

PLATE NUMBER 4BL6642

BODY TYPE/MODEL 4D

AT FRONT FUEL G

TRANSFER DATE FEES PAID $460

REGISTRATION EXPIRATION 09/10/1999

YR EST 1995 CLASS ET TX DN SUPPORTING DOCUMENT NUMBER 8833282

REGISTER 09/16/98

VEHICLE OWNER NAME

COUNTER DATE 09/09/1998

DOCUMENT PROOF 1E MI

ACTUAL MILEAGE

REGISTERED OWNER
HERTZ CORP*
3202 N HARBOR DR
SAN DIEGO CA 92101

I certify under penalty of perjury under the laws of the State of California, that THE MANUFACTURER'S BELOW MILEAGE INTENDED IN THE VEHICLE.

TO _____ DATE _____ X _____ SIGNATURE OF TRANSFERRING OWNER

TO _____ DATE _____ X _____ SIGNATURE OF TRANSFERRING OWNER

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

The odometer now reads [ ][ ][ ][ ][ ][ ] (no tenths) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING ☐ Odometer reading is not the actual mileage. ☐ Mileage exceeds the odometer mechanical limits.

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

	X		X

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDERS

1. X _____ Signature required (owner to initial). (Company stamp shall be unacceptable)

Release Date _____

005218 CA35107943

SAFEGUARD SECURITY

INCIDENT REPORT ☑ SAFETY HAZARD REPORT ☐

CLIENT SENTRE PARTNERS DATE 5/15/99

NATURE OF INCIDENT AUTOMOBILE FIRE

TYPE OF SAFETY HAZARD

EXACT LOCATION OF INCIDENT OR HAZARD PARKING LEVEL P1 AT 225 BROADWAY, SAN DIEGO, CA

WHO REPORTED IT? Safe Employee ☑ Non-employee ☐ Client Employee ☐

Name [redacted]

Address [redacted]

Telephone # [redacted]

DATE OBSERVED: 5/15/99 TIME: [redacted] DATE REPORTED: 5/15/99 TIME: [redacted]

DESCRIPTION OF INCIDENT/HAZARD

ONE WHITE, BONNEVILLE, PONTIAC CAUGHT FIRE. THE FIRE ORIGINATED IN THE ENGINE. I ATTEMPTED TO EXTINGUISH THE FIRE WITH A FIRE EXTINGUISHER. I CONTACTED UNIT 16 VIA RADIO FOR ASSISTANCE. I CONTACTED SAM 4 TO CALL THE SAN DIEGO FIRE DEPARTMENT. RAYMOND LEGAUX ATTEMPTED TO EXTINGUISH THE FIRE.

PERSONS INVOLVED AND WITNESSES

Name	Address	Telephone #
[redacted]	[redacted]	[redacted]

PROPERTY INVOLVED

WHITE PONTIAC BONNEVILLE, CA LIC. # 4R16642

ACTION TAKEN

I ATTEMPTED TO EXTINGUISH THE FIRE. I REQUESTED THAT THE FIRE DEPARTMENT BE CALLED. I TALKED TO FIRE FIGHTERS ON WHERE TO LOCATE FIRE.

DESCRIPTION OF INJURIES

THERE WERE NO INJURIES

WHAT WAS DONE FOR INJURED PERSONS?

N/A

VEHICLES OR EQUIPMENT INVOLVED

Make PONTIAC Model BONNEVILLE Year 1990

License # [redacted] Color WHITE

POLICE/FIRE DEPARTMENT NOTIFIED? Yes ☑ No ☐ Time 2:35 P.M.

Officer's name _____ Badge # _____

NOTIFIED? Yes ☐ No ☐ Time _____ Who? _____

CLIENT NOTIFIED Yes ☐ No ☐ Time _____ Who? _____

ADDITIONAL INFORMATION & FOLLOW-UP NEEDED

RAYMOND LEGARE AND I WERE UNABLE TO EXTINGUISH THE FIRE. PARKING LEVEL 2 WAS EVACUATED.

SIGNED [redacted]

FOR OFFICE USE ONLY — ACTION TAKEN

DATE

DESCRIPTION OF INJURIES

NO INJURIES REPORTED.

WHAT WAS DONE FOR INJURED PERSONS?

N/A

VEHICLES OR EQUIPMENT INVOLVED

Make PONTIAC Model BONNEVILLE Year 1998

License # [redacted] Color WHITE

POLICE/FIRE DEPARTMENT NOTIFIED? Yes ☒ No ☐ Time 14:25

Officer's name _____ Badge # _____

NOTIFIED? Yes ☐ No ☐ Time _____ Who? _____

CLIENT NOTIFIED Yes ☐ No ☐ Time _____ Who? _____

ADDITIONAL INFORMATION & FOLLOWUP NEEDED

THE FIRE BEGAN TO DRIP TO THE CONCRETE FLOOR, AND LARRY AND I CONTROLED THE FIRE UNTIL WE FELT OUR LIVES WERE AT RISK. FIRE DEPARTMENT ARRIVED 15 MINUTES AFTER WE LEFT DUE TO SMOKE AND WE CLEARED OUT AREA FOR FIRE DEPARTMENT. APO'S BEGAN, MIKE ESQUIRE AND APO ARRIVE OPENED ALL STAIRWELLS, WHILE APO SUPERVISOR MANNED THE TERRACE. APO DOLANS CONTROLLED THE CROWD AND DELT WITH ASSISTING OFFD.

Post-it® Fax Note 7671	Date 6-30 # of pages ▶ 9+10
To Mike Hitchcock	From Jim Bell
Co./Dept.	Co.
Phone #	Phone #
Fax #	Fax #

SIGNED [redacted]

DATE _____ SIGNED _____

SAFEGUARD SECURITY
A FORT STANFORD GUARD CORPORATION
10981 Scripps Ranch Blvd, San Diego, CA 92131 PO 11363
(619) 558-1092 Fax (619) 558-1094 (800) 499-1222

INCIDENT REPORT ☒ SAFETY HAZARD REPORT ☐

DATE 5/15/99

CLIENT SENTRI PARTNERS

NATURE OF INCIDENT VEHICLE FIRE

TYPE OF SAFETY HAZARD

EXACT LOCATION OF INCIDENT OR HAZARD PARKING LEVEL P-1 AT 225 BROADWAY, SAN DIEGO CA. 92101

WHO REPORTED IT?
- Base Employee ☐
- Non-employee ☐
- Client Employee ☐

Name BASE 4
Address 225 BROADWAY
Telephone # (619) 235-2326

DATE OBSERVED: 5/15/99 TIME: 1420 DATE REPORTED: 05/15/99 TIME 1420

DESCRIPTION OF INCIDENT/HAZARD

I APO LEGRUK RECEIVED A CALL FROM APO LAZARE THERE WAS A FIRE ON P-1, I RESPONDED IMMEDIATELY. APO LAZARE WAS ALREADY TRYING TO CONTAIN THE FIRE. I IMMEDIATELY GRABBED A FIRE EXTINGUISHER AND ROTATED WITH APO LAZARE ON THE FIRE. WHILE CPL LAZARE KEPT THE PEOPLE BACK I CONTINUED TO SPRAY THE TWO VEHICLES NEXT TO THE BURNING VEHICLE. THE FIRE STILL WOULD NOT GO OUT. WE HAD NO ACCESS TO THE HOOD TO WHERE THE FIRE WAS CONTAINED. I PERSONALLY SPRAYED THE BOTTOM OF THE ENGINE. →

PERSONS INVOLVED AND WITNESSES

Name	Address	Telephone #
[redacted]	[redacted]	[redacted]

PROPERTY INVOLVED
WHITE PONTIAC BONNEVILLE, CA, LIC # 4BLG442

ACTION TAKEN
I APO FAILED IN PUTTING FIRE OUT, BUT FIRE WAS CONTAINED UNTIL FIRE DEPARTMENT ARRIVED.

Post-it® Fax Note 7671	Date 6-30	# of pages ▶ 10
To Mike Hildebrand	From Tim Bell	
Co./Dept.	Co.	
Phone #	Phone #	
Fax #	Fax #	

SAFEGUARD
10951 Sorrento Valley Road, Ste
San Diego, CA 92121

INCIDENT REPORT ☒ SAFETY HAZARD REPORT ☐

DATE 5/15/99

CLIENT Centre Partners

NATURE OF INCIDENT Burning vehicle.

TYPE OF SAFETY HAZARD Smoke / fire

EXACT LOCATION OF INCIDENT OR HAZARD P-1 Parking area.

WHO REPORTED IT? Client Employee ☒ Non-employee ☐ Client Employee ☐

Name [redacted]

Address [redacted]

Telephone # [redacted]

DATE OBSERVED: 5/15/99 TIME: 1425 DATE REPORTED: 5/15/99 TIME: 1425

DESCRIPTION OF INCIDENT/HAZARD

On 5-15-99 at 1425 I Bill Hildebrand received a phone call from [illegible] Sullivan that one of a car was on fire at 225 Broadway on P-1 level and the Fire Dept & security were there. When I arrived there was a crowd by the P-1 entrance. People (confused, panic & upset) it took control of the situation & had approximately 20 people control due to people trying to go down the ramp when the Fire Dept was putting out the fire. [illegible] (smoking).

Name [redacted] Address [redacted] Telephone # [redacted]

PROPERTY INVOLVED

3 vehicles (1) 98 Bonneville LT [illegible] (2) Red Toyota 1990 LT [illegible] (3) white Toyota Camry LT [illegible]

ACTION TAKEN

All proper steps were taken. 5960 was called. D/A [illegible] was called. Engine [illegible] all stages. Stay that was available, and safeguard was contacted.

DESCRIPTION OF INJURIES

n/a

WHAT WAS DONE FOR INJURED PERSON?

n/a

VEHICLES OR EQUIPMENT INVOLVED

Make Pontiac Model Bonneville Year 93

License # MBL 965 Color white

POLICE/FIRE DEPARTMENT NOTIFIED? Yes ☑ No ☐ Time 1450

Officer's name _____ Badge # _____

NOTIFIED? Yes ☑ No ☐ Time 1450 What (FE Manager) Southwest Fire

CLIENT NOTIFIED Yes ☑ No ☐ Time 1450 What Southwest Transportation Kansas

ADDITIONAL INFORMATION & FOLLOW-UP NEEDED

I told people we opened up the stairwells and could see no visible smoke to exit the floor and outside building. I (Deputy) showed the fire chief where to shut off the sprinkler head under water. The fire chief told me that we accomplished a good job. The fire chief said that we may leave capo [illegible] did after arriving the fire, he would have spoken to other vehicles in the parking other than the other vehicle that were damaged. (Minor) Due to the smoke & heat.

The owners of the damaged vehicle requested tows to Hertz Enterprise Claim Division. The Bonneville (car shot) was towed by western towing.

SSN/ID [redacted]

FOR OFFICE USE ONLY — ACTION TAKEN

DATE _____ SIGNED _____

SAFEGUARD SECURITY
[illegible]
[illegible] Sorrento Valley Road, San Diego, CA 92121 PO Box [illegible]
Telephone [illegible] Fax [illegible]

INCIDENT REPORT ☒ SAFETY HAZARD REPORT ☐

CLIENT CENTRE PARTNERS DATE 5/15/99

NATURE OF INCIDENT BURNING CAR

TYPE OF SAFETY HAZARD SMOKE + FIRE

EXACT LOCATION OF INCIDENT OR HAZARD 225 BROADWAY / HOME SAVINGS TOWER / P1 LEVEL PARKING

WHO REPORTED IT?

SGS Employee ☐
Non-employee ☒
Client Employee ☐

Name [redacted]
Address [redacted]

Telephone # [redacted]

DATE OBSERVED: 5/15/99 TIME: 1445 DATE REPORTED: 5/15/99 TIME: 1420

DESCRIPTION OF INCIDENT/HAZARD

I (APO MICHAEL REGAN) WAS COMING TO WORK AND FOUND S.O.E.D. HAD BLOCKED OFF BROADWAY CIRCLE (DUE TO CAR FIRE IN HOME SAVINGS TOWER). AT 1400 SITE MANAGER ERNESTO ADVISED ME WHERE CAR WAS ON P1 PARKING LEVEL AT THIS TIME PEOPLE WERE ALLOWED DOWNSTAIRS TO THEIR CARS. AT 1500 FIRE CAPTAIN GAVE THE OK. TO ALLOW PEOPLE TO EXIT THE GARAGE. APO REGAN AND APO ARMAR BLOCKED OFF FIRE DAMAGED CAR FROM PEOPLE. AT 1600, OWNER CARL ARRIVED ON SCENE.

PERSONS INVOLVED AND WITNESSES

Name	Address	Telephone #
[redacted]		

PROPERTY INVOLVED

HOME SAVINGS TOWER FIRE EXTINGUISHERS (2), AND SPRINKLER SYSTEM (1 HEAD).

ACTION TAKEN

S.O.E.D PUT OUT FIRE. APO'S REGAN + LAZARUS REDUCE FIRE FROM SPREADING TO OTHER CARS.

DESCRIPTION OF INJURIES

NONE.

WHAT WAS DONE FOR INJURED PERSONS?

VEHICLES OR EQUIPMENT INVOLVED

Make PONTIAC Model GRANDVILLE Year 98

License # [redacted] Color WHITE

POLICE/FIRE DEPARTMENT NOTIFIED? Yes ☒ No ☐ Time 1125

Officer's name -- Badge #

NOTIFIED? Yes ☒ No ☐ Time 1130 What MANAGER ARRIVED

CLIENT NOTIFIED Yes ☒ No ☐ Time 1150 What LINDA STATON TAMARA RICHARDSON

ADDITIONAL INFORMATION & FOLLOWUP NEEDED

AT 1125 ENGINEER OIL ARRIVED ON SITE (SEE TOM REPORT). AT 1150 WESTERN TOWING TOOK FIRE DAMAGED CAR FROM PARKING. AT 1205 ENGINEER OIL REPLACED REMAINING HEAD, TURNED ON SOUTH PARKING SPRINKLER WATER AND RESET FE FIRE TANK AND FI FIRE SYSTEMS WITH ADT PARKING SYSTEM TOOK RESET, FINISHED AT 1235.

SIGNED [redacted]

FOR OFFICE USE ONLY — ACTION TAKEN

DATE

SIGNED

SAFEGUARD SECURITY
A Subsidiary of Hertz Corporation
10931 Scripps Ridge Road, San Diego, CA 92131 #011591
Tel (619) 271-1093 Fax (619) 693-3364 (800) 499-1002

INCIDENT REPORT ☑ SAFETY HAZARD REPORT ☐

CLIENT Semtex Partners DATE 5/16/99

NATURE OF INCIDENT Car fire

TYPE OF SAFETY HAZARD n/a

EXACT LOCATION OF INCIDENT OR HAZARD Parking Level 1
Hyatt Regency Tower, 225 Broadway SD 92101

WHO REPORTED IT?
SGS Employee ☑
Non-employee ☐
Client Employee ☐

Name APO Gil Lizarraga
Address HST

Telephone # ( )

DATE OBSERVED: 5/15/99 TIME: 1440 DATE REPORTED: 5/15/99 TIME: 1620

DESCRIPTION OF INCIDENT/HAZARD + ACTIONS
APO Lizarraga observed smoke coming from underground parking level 1 and requested it be dispatched / APO Sullivan calls 911 and fire trucks are dispatched — also radio board APO Lizarraga (101) for assist / APO's Lizarraga and Lagaux use fire extinguishers in attempts to extinguish/control the problem / APO Sullivan calls facility manager, HST head engineer, and city engineers / APO Sullivan assists and

PERSONS INVOLVED AND WITNESSES Name: Sgt. Jones, APO / DOS Angelique: Response. Address Telephone #

calls DOS Esquer / DOS Esquer arrives to work with and scene interviewed by firefighters at the scene, directs security actions, interacts client mgmt, and informs and assures tenants about the situation — (cont. below)

PROPERTY INVOLVED

ACTION TAKEN
(cont.) — directs firefighters to sprinkler shutoff valve after fire extinguished and proceeds about building to gather information and procedures (cont.) →

DESCRIPTION OF INJURIES

None reported.

WHAT WAS DONE FOR INJURED PERSONS?

N/A

VEHICLES OR EQUIPMENT INVOLVED

Make *Pontiac* Model *Bonneville* Year _____

License # *44 YBL0642* Color *White*

POLICE/FIRE DEPARTMENT NOTIFIED? Yes ☐ No ☐ Time _____

Officer's name _____ Badge # _____

NOTIFIED? Yes ☐ No ☐ Time _____ What? _____

CLIENT NOTIFIED Yes ☑ No ☐ Time _____ What? *Took report.*

ADDITIONAL INFORMATION & FOLLOW-UP NEEDED

Not the owner driving on this date. I are gray Avenue description subject to P Lewis and Accurate Security Director. On P1, with Are Avenue, Restaurant Security/ Safety Tables in accessible or fire lane car towed. When manager arrives, are gray Property Clerk assistance. At Greenbrier Terrace Area, Duke, system to a safety situation. I are Police also provided assist. Witness were after reason arrangements to P Lewis.

SIGNED [redacted]

FOR OFFICE USE ONLY — ACTION TAKEN

DATE _____ SIGNED _____

Incident Detail Listing

05/15/1999 05/15/1999

Jurisdiction: San Diego

Incident Date: 05/15/1999

Incident No.				Location	Incident Class	Description
Unit	Time	At Scene	Avail		Incident Comments	
[illegible]				525 Broadway		Structure (eight-story hospital)
34	14:24:51.00	14:29:01.00	15:22:00.00		Fire smoke on hallway w/ all rest	
T3	14:44:51.00	14:54:22.00	15:22:11.00			
33	14:31:00.00	14:32:53.00	14:44:59.00		wk in parking structure T2 ap	
35	14:34:01.00	14:35:17.00	14:44:01.00		E11 A/S SMK SHOVED FOR UNKNOWN PURP	
31	14:34:30.00	UNKNOWN	14:44:29.00		HER CHO VEHICLE FILL OUT A LOT OF INCIDENTS ON SCENE AWAI	
311	14:34:30.00	14:38:01.00	15:31:47.00		. PER CHO BIG INCIDENT, 311 T1 T3 34 IN CHO HANDLE	
341	14:34:30.00	UNKNOWN	14:40:16.00		CHO TERMINATED 311 WILL HANDLE ALL OTHER UNITS AVAILABLE	
T1	14:35:30.00	14:42:28.00	15:32:30.00		2-C PARKING GARAGE BROADWAY FUEL LIST 525,000 VEHICLE FIRE BURNING STRUCTURE	
34	14:35:30.00	14:36:46.00	15:31:46.00			
CH1	14:36:30.00	UNKNOWN	14:40:21.00			
31	14:36:30.00	14:38:31.00	14:40:31.00			
T2B	14:38:30.00	UNKNOWN	14:31:46.00			

Report Number: CAD-INCIDENT-LIST-SDFD-[illegible]
Produced By: City of San Diego, Fire and Life Safety Services, Information Systems and Support Section

Confidential Patient Information. Not to be disclosed in the public release of information to medical aids and ambulance managers have been deleted. See Emergency Medical Services Manager for details.

Jun-16-99 12:46P Perry Inc. GMC
SEN.11.1999 01:58PM HOLTZ CLARK HART (619)234 4798 P.03
NO.138 P.2P.2/4
06/18/99 WED 11:44 [TX/RX NO 7810]
99105989

Hertz

☐ Primary Coverage
☐ Secondary Coverage

Vehicle Accident Report

☐ Rental (Attach Copy of Rental Agreement)
☐ Other (Attach Copy of Title Transfer Other Documentation)

[redacted]

[redacted]

[redacted]

CUSTOMER HAD HIS PARKING BRAKE ON THE CAR AT THAT TIME. THE CUSTOMER IS A TRUCKING TRUCK DRIVER AND ALSO TRAVELING IN THE MOUNTAINS. WHEN HE RETURNED TO PARKING TRUCK HE HAD TRUCK ON A HILL AND EVERY WHEN THE TRUCK WAS RELEASING THE BRAKE THE CAR CAME TO THE CONCLUSION THAT TRUCK INTENTIONALLY WAS MOVING.

☐ Undamaged ☐ Light
☐ Heavy ☐ Other Damage

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

DIKRON KHOYANA — OWNER OF (1) OF THE OTHER VEHICLES INVOLVED

Q.

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

AFTER CALL INFORMATION
CUSTOMER REQUEST INFORMATION

[illegible] AREA : [illegible]
[illegible] TYPE : [illegible]
[illegible] : [illegible]
[illegible] : [illegible]
[illegible] D/C DISTRICT : [illegible]
[illegible] START
[illegible] DATE : [illegible]
[illegible]
[illegible]

REQUEST SOURCE : H T CRS
[illegible]
THIRD PARTIES : [illegible]
CX EMPLOYEE : [illegible] /N)
[illegible]
[illegible]
[illegible]
[illegible]
[illegible]

FILE RETENTION : [illegible]
[illegible] ALTERED ID : [illegible]

CENTRAL FILE : Y (Y/N)
LAST ALTERED DATE : 03 25 99

CASE CLOSING INFORMATION

FILE RETENTION : [illegible]
[illegible] CONTACT DATE : [illegible]
[illegible] DATE
[illegible] IED CLOSE : [illegible]
[illegible] KEY CLOSE :

CENTRAL FILE
[illegible] CC [illegible] DATE: [illegible]
RESPONSIBLE [illegible]
CO REVIEWED : [illegible] DATE:
REGION REVIEWED : [illegible] DATE:

[illegible] DESC	CODE CONTENTS
[illegible] STAT	CUST STATES ENGINE CAUGHT ON FIRE

[illegible] ENTER [illegible] CHECK [illegible]

[illegible] PRODUCT RELEASE [illegible] INVESTIGATION

ENGIN..
WENT
CH STATEI
5 DAYS
0.'S HE
AS HE.

AND TOLD

IN 2

CK W/ME...
F O/C'S FILE ATTEMPT TO

DATE
ADV O/10-1
D/FOR X...

DATE
SHE WOULD
D/...IF O.

WCCTS FLA.A. TEAM

DATE 5/25/79 TIME 07:15

I CUST CALLED BACK TO TALK TO STALL, BUT SHE WAS NOT AVAILABLE.

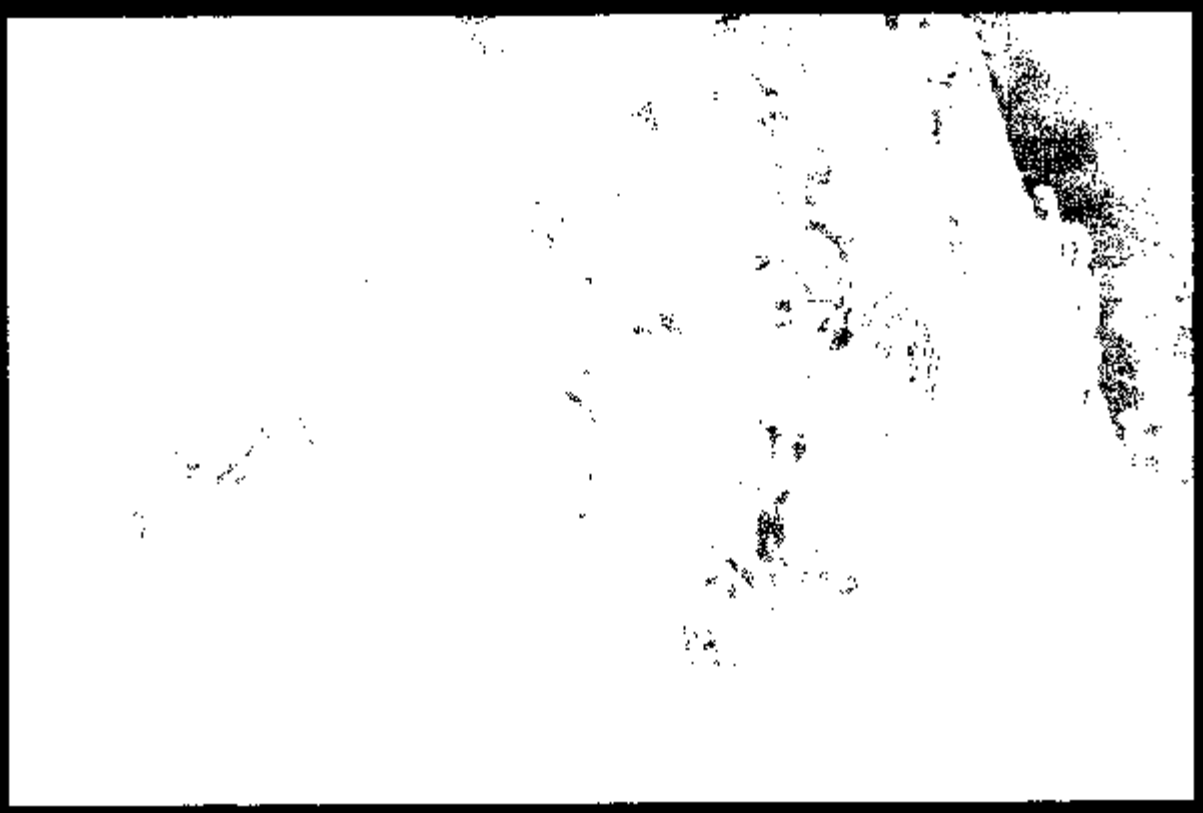
[illegible]

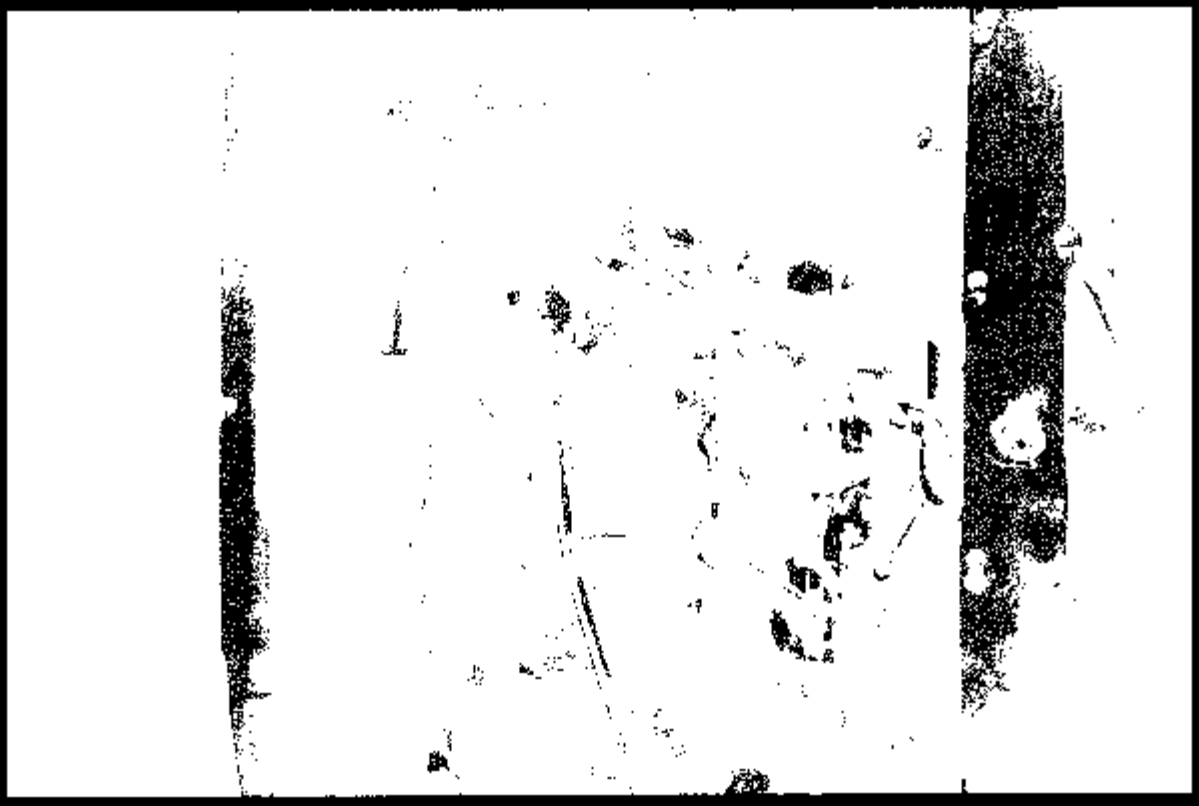
[illegible]

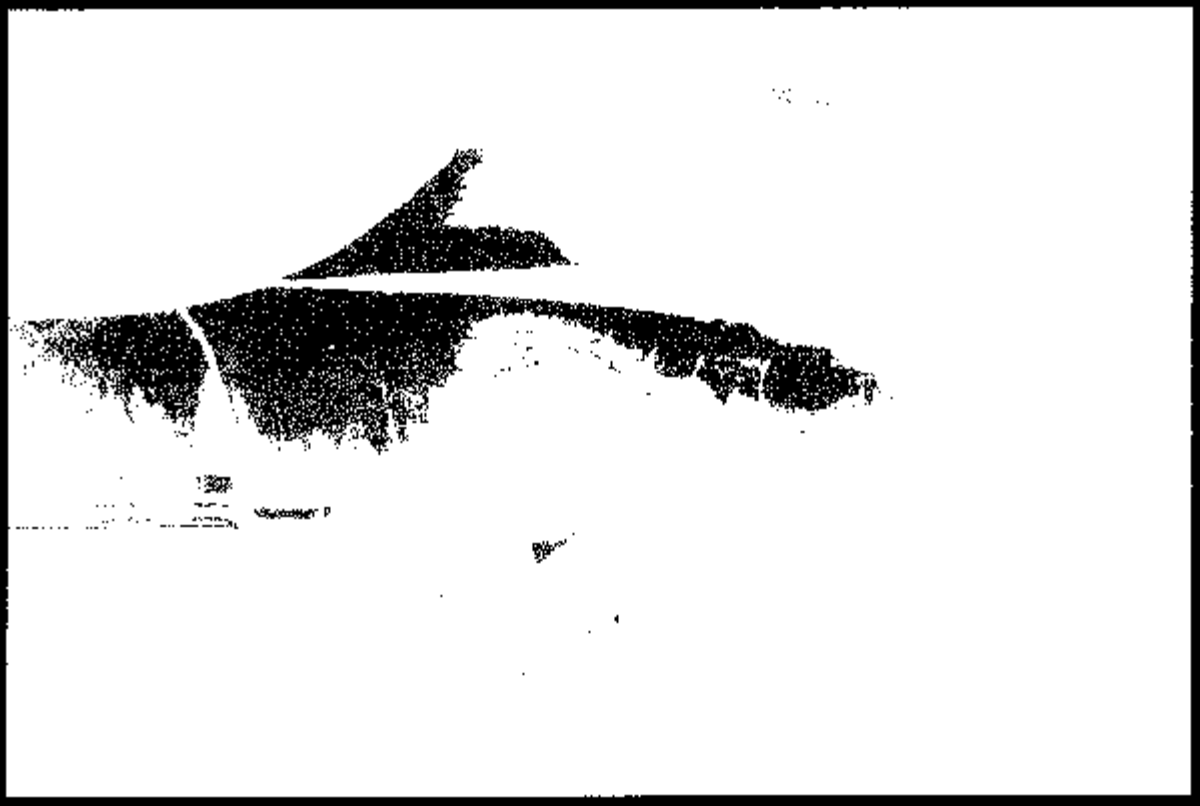
[illegible]

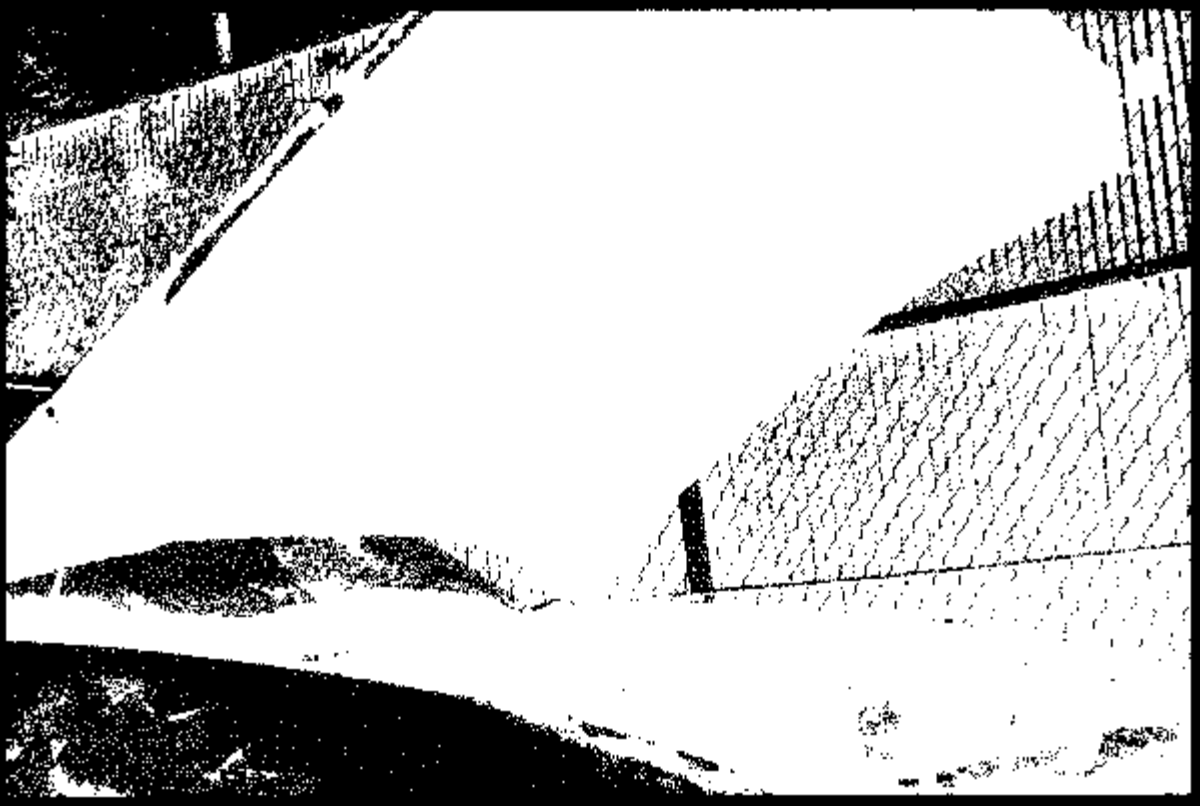
[illegible]

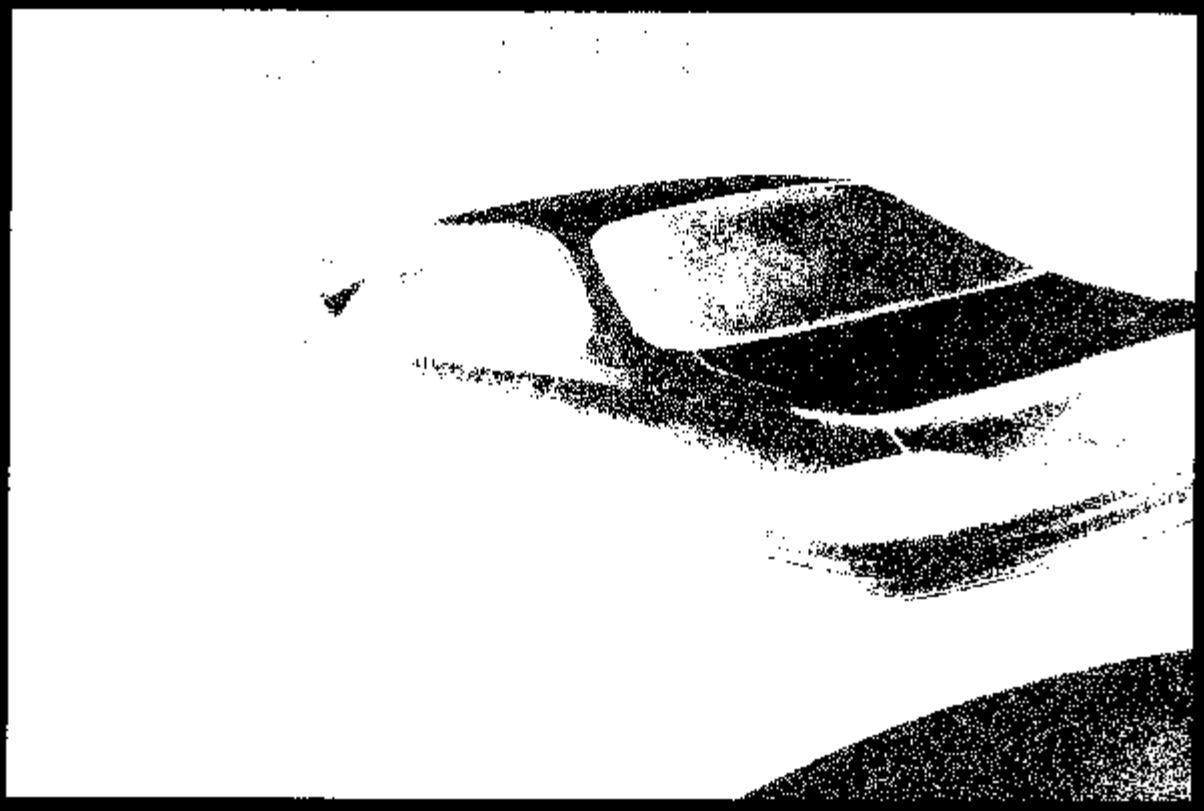
[illegible]

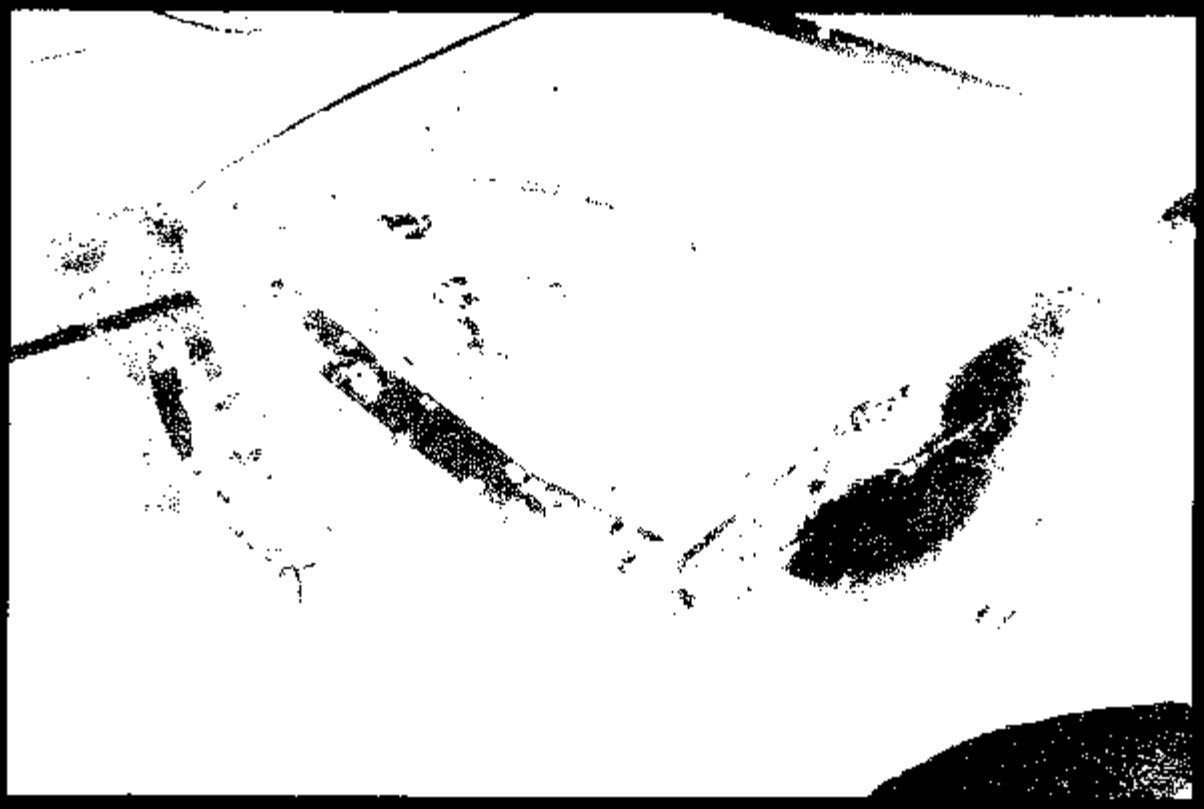


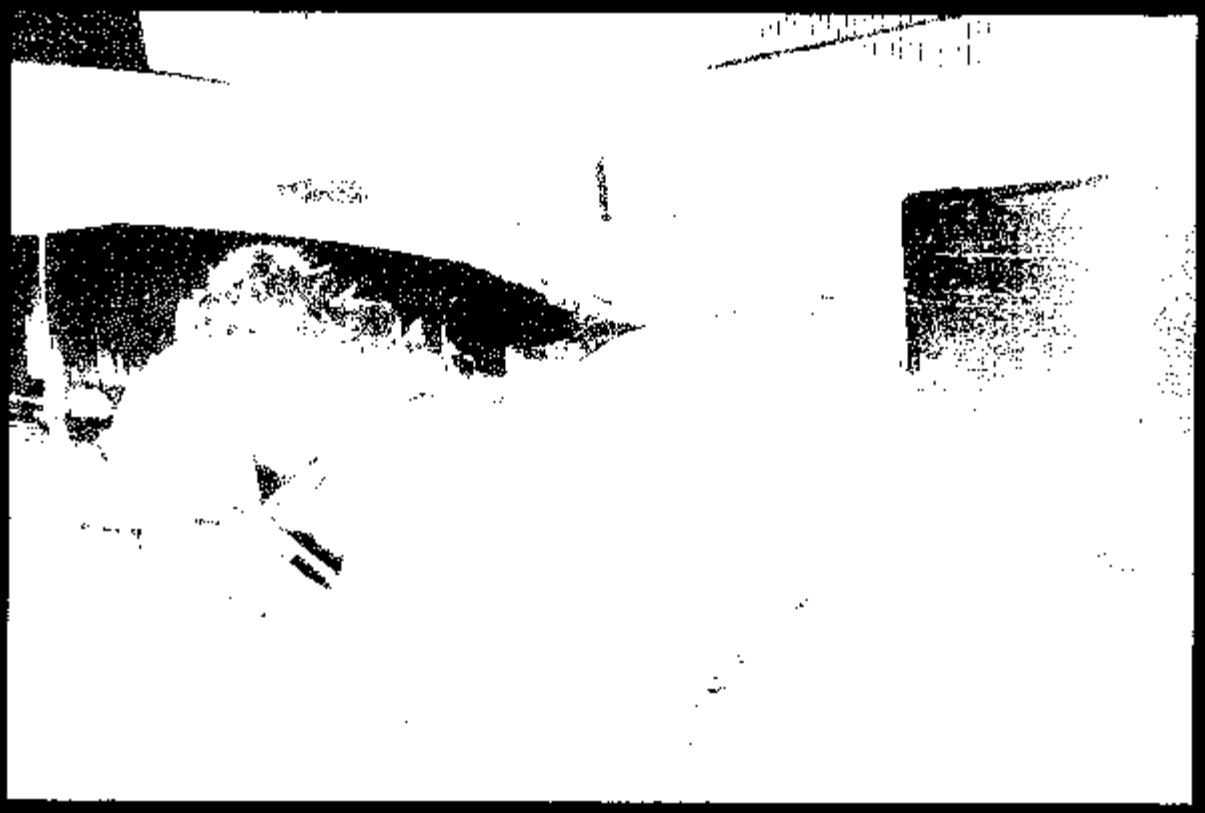


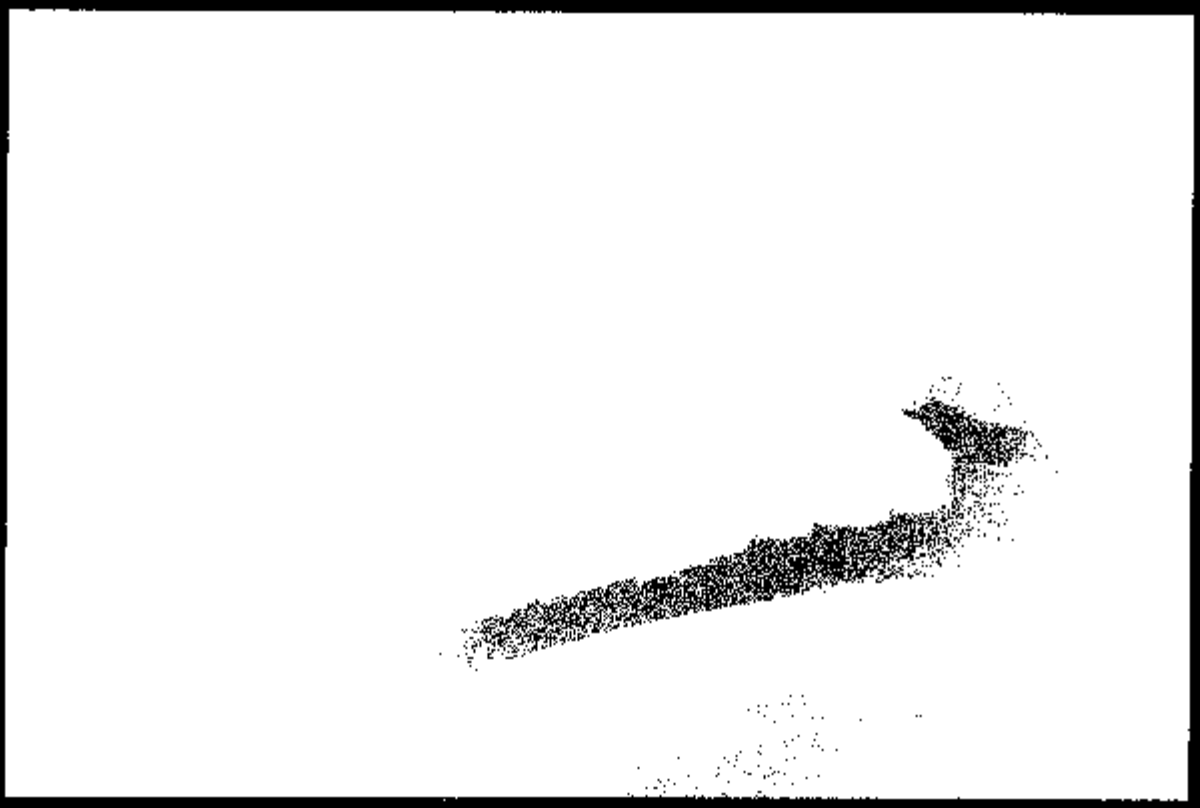


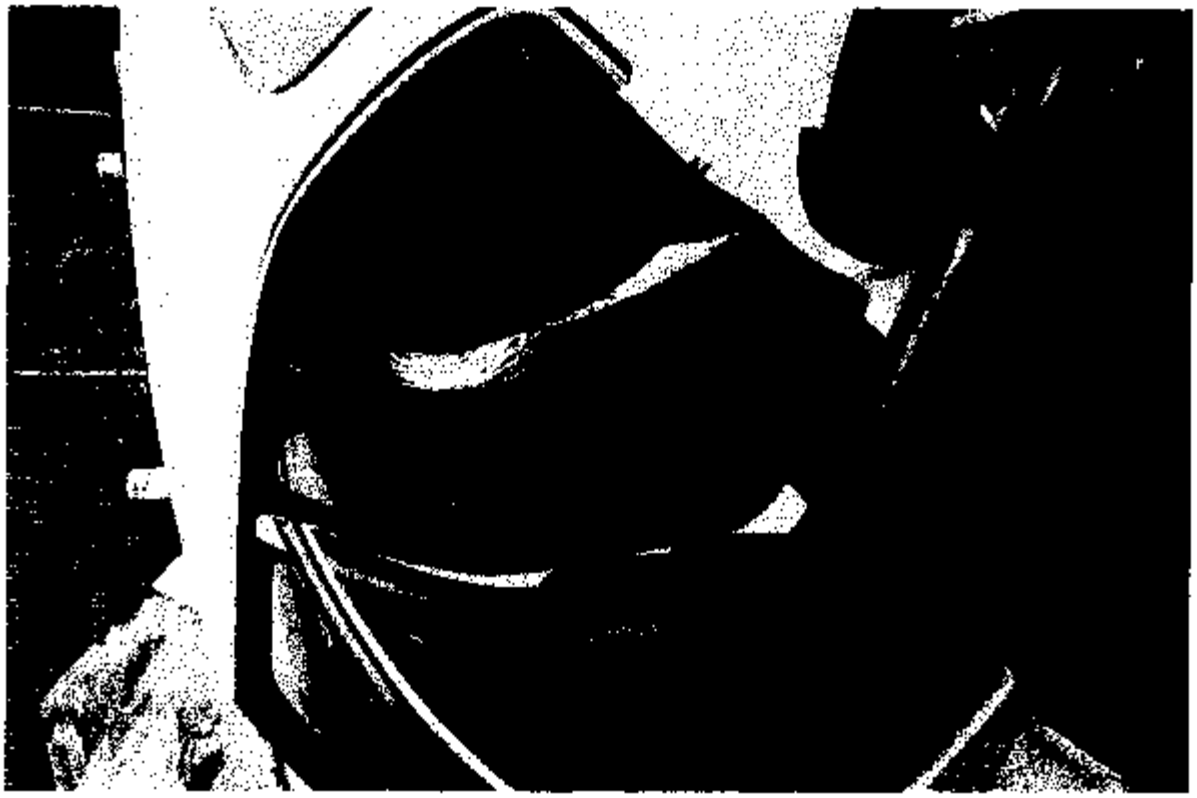


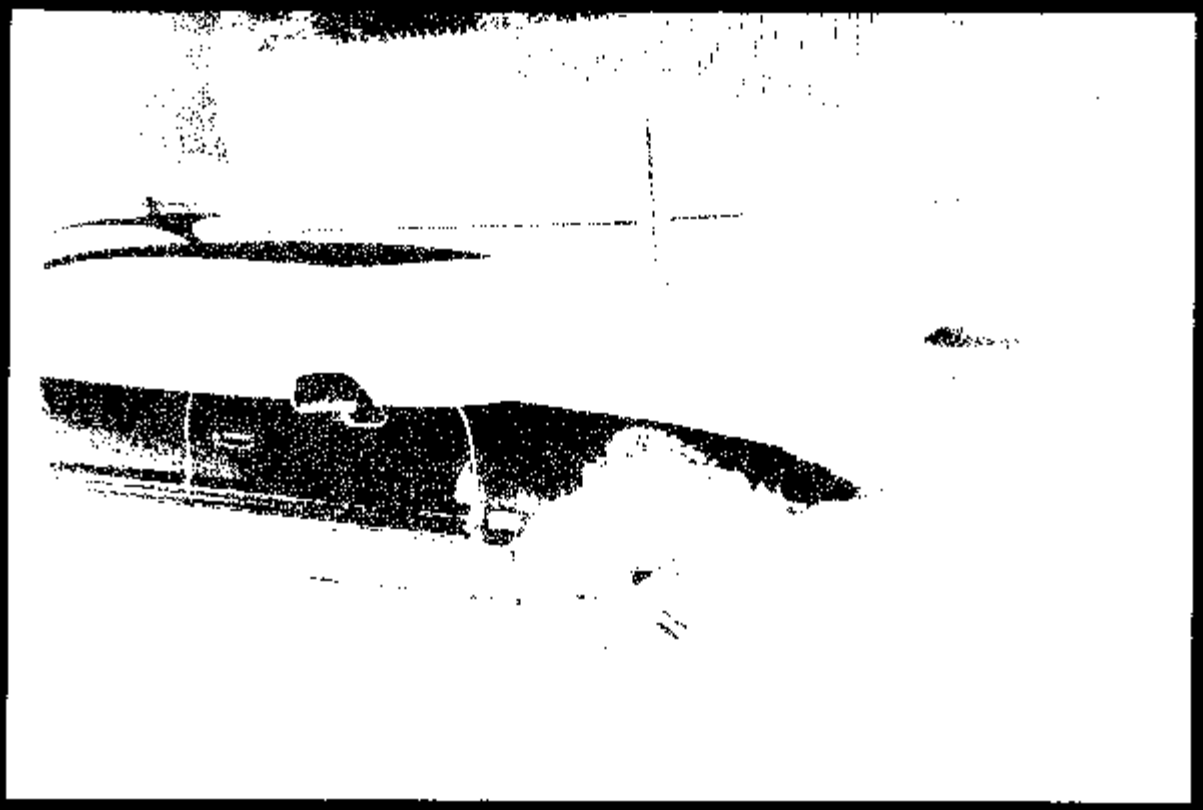


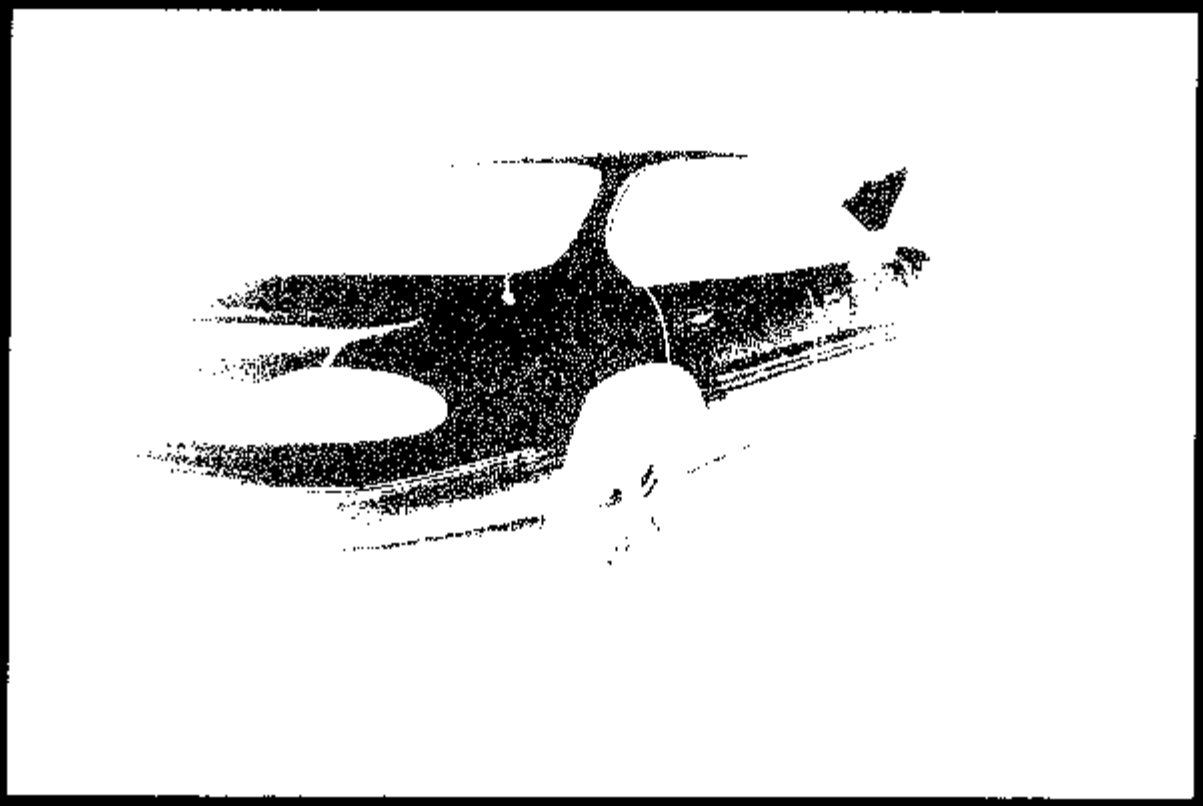


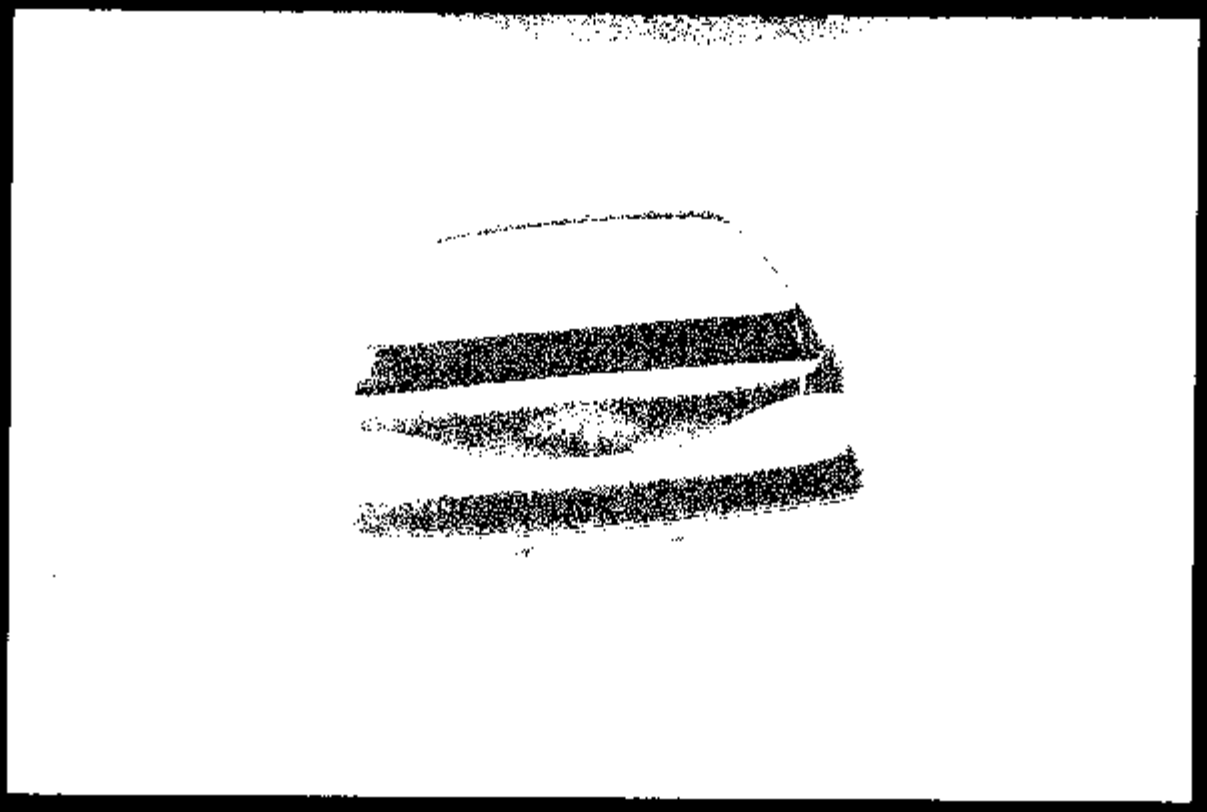


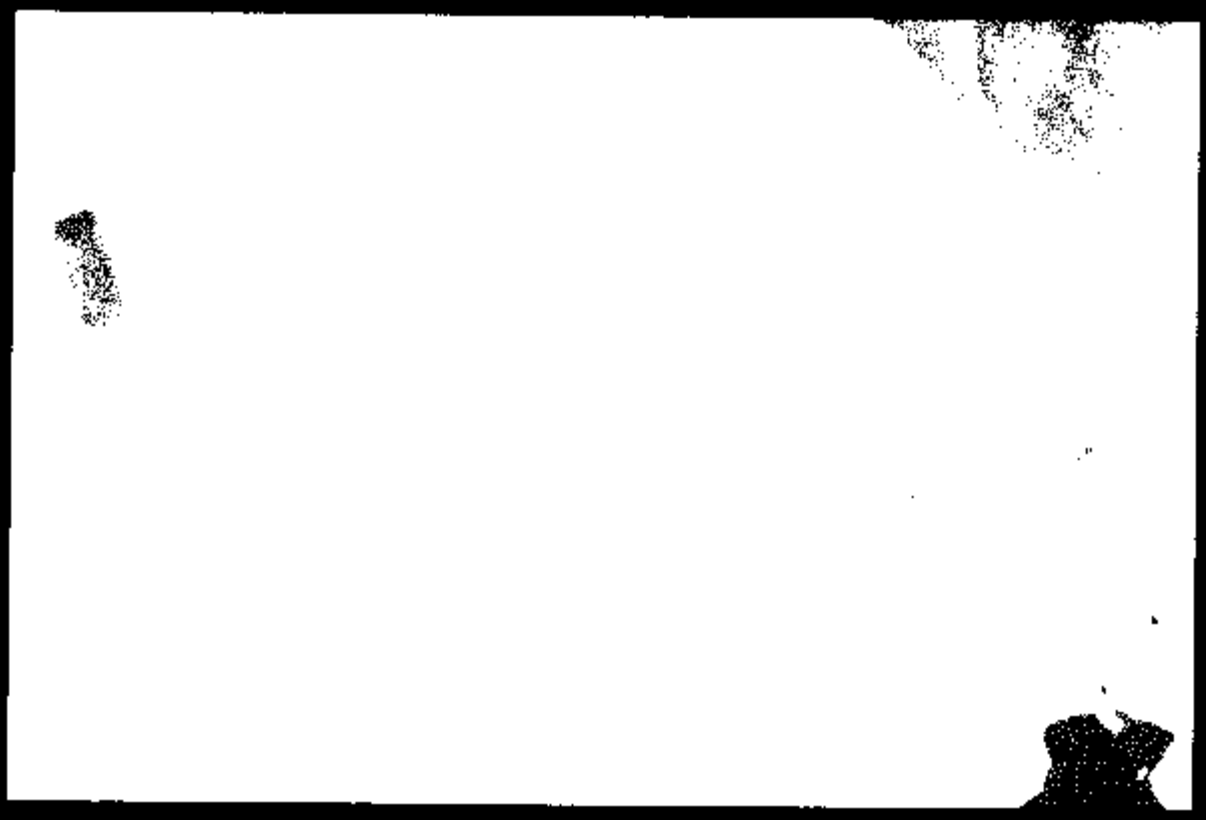


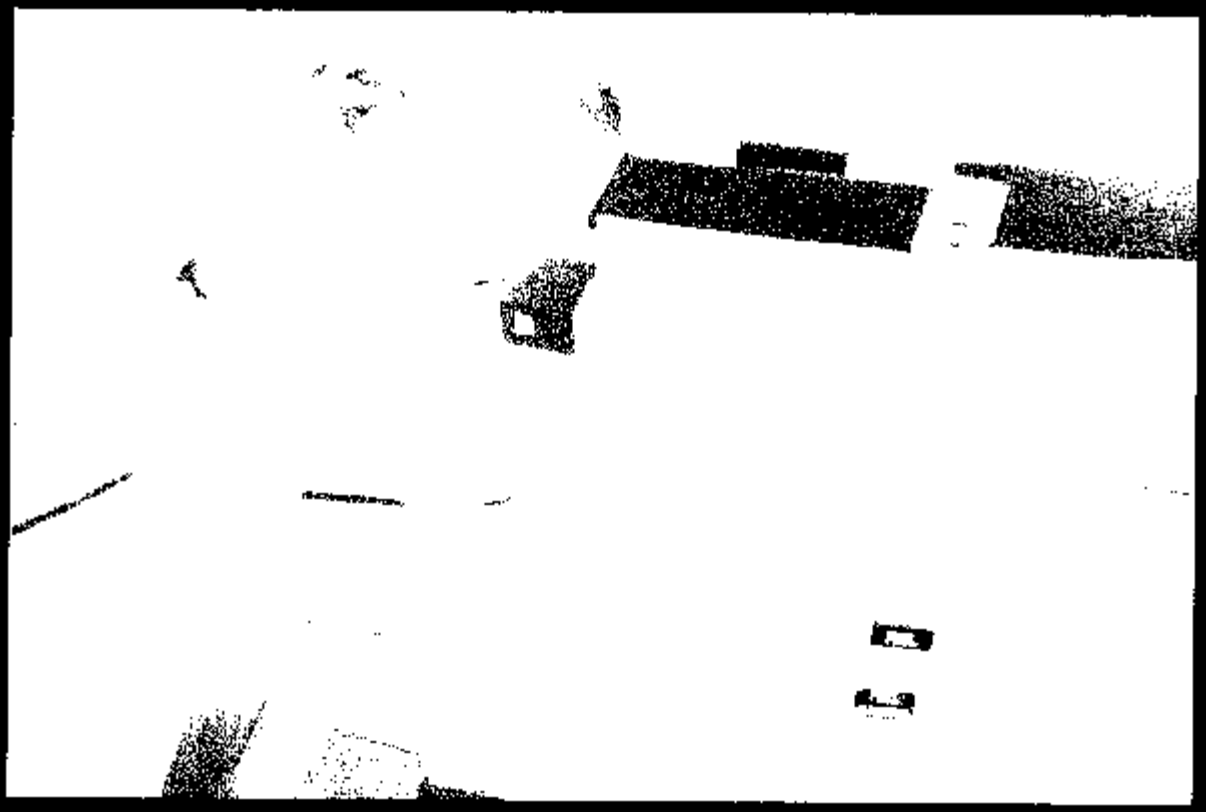












3800
SERIES II

pro9796

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

Battery & attached cables POSITIVE/NEGATIVE Battery cables need Replacing

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

Engine oil pan N/A

Engine compartment hinge torque rods IN working order

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) NONE

Any item which is alleged to be the consultant's NO

Anything on vehicle which is after-market NONE

Anything on vehicle which is a modification NONE

Anything on vehicle which is unusual, or out-of-place, etc. NONE

B. Enter observations/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 Low - OVERFLOW BOTTLE Empty (MELTED)

Engine oil FULL - CLEAN

Transmission fluid PINK - CLEAN, FULL (cold)

Power steering fluid CLEAN, FULL

Brake fluid FULL - Normal TINT color

List all driver electrical controls which are in the "On" position (include ignition) Radio, AC, Blower motor

Fuses (identify all open or not proper size) ALL FUSES OF proper SIZE #11 IGNITION 2 Blown #16 INSTRUMENT 2 Blown

Wiring insulation at fuse blocks Good - Slight chafing of conduit

Fusible links (identify all open) NONE

Spark plug wiring and boot condition #'s 1-3-5 burnt boots insulation, coil Pack

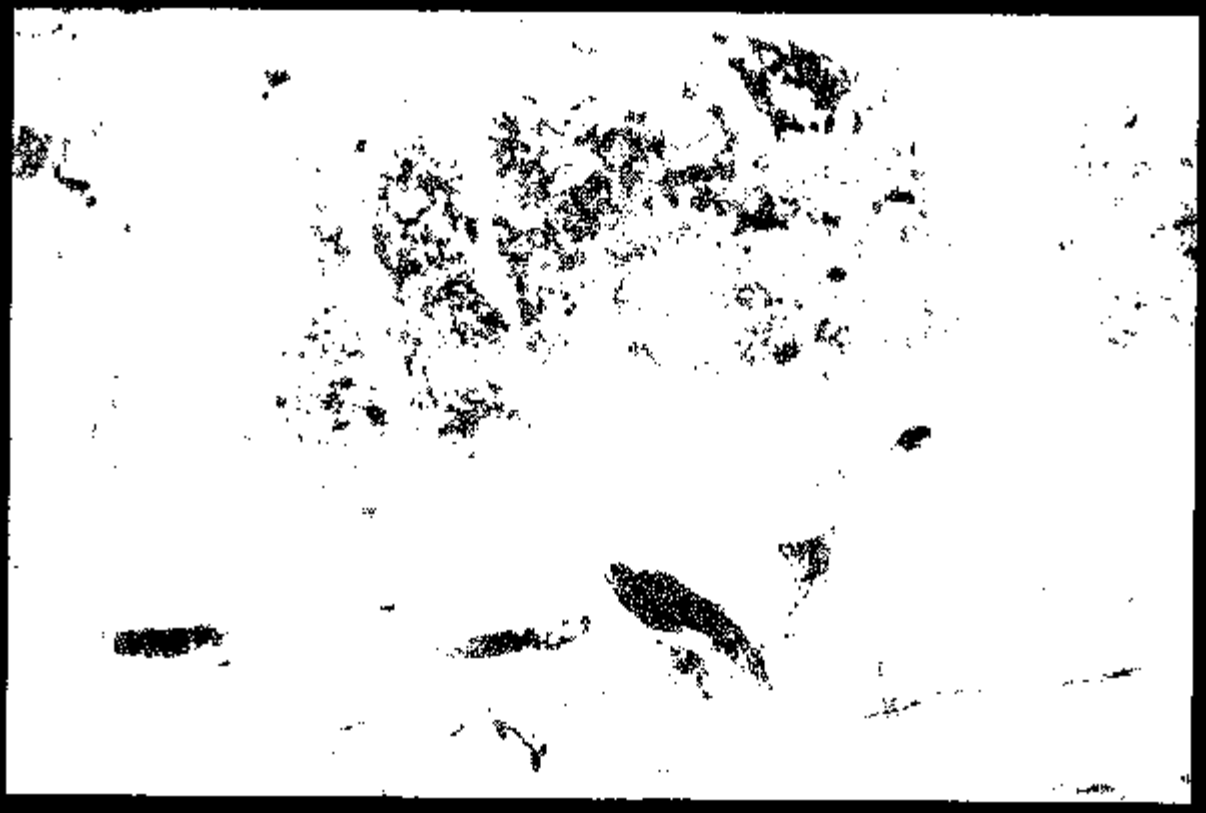
Fuel filler "Lead Free" restrictor in place? (Y/N) Y Describe N/A #2, 4, 6 INSULATION

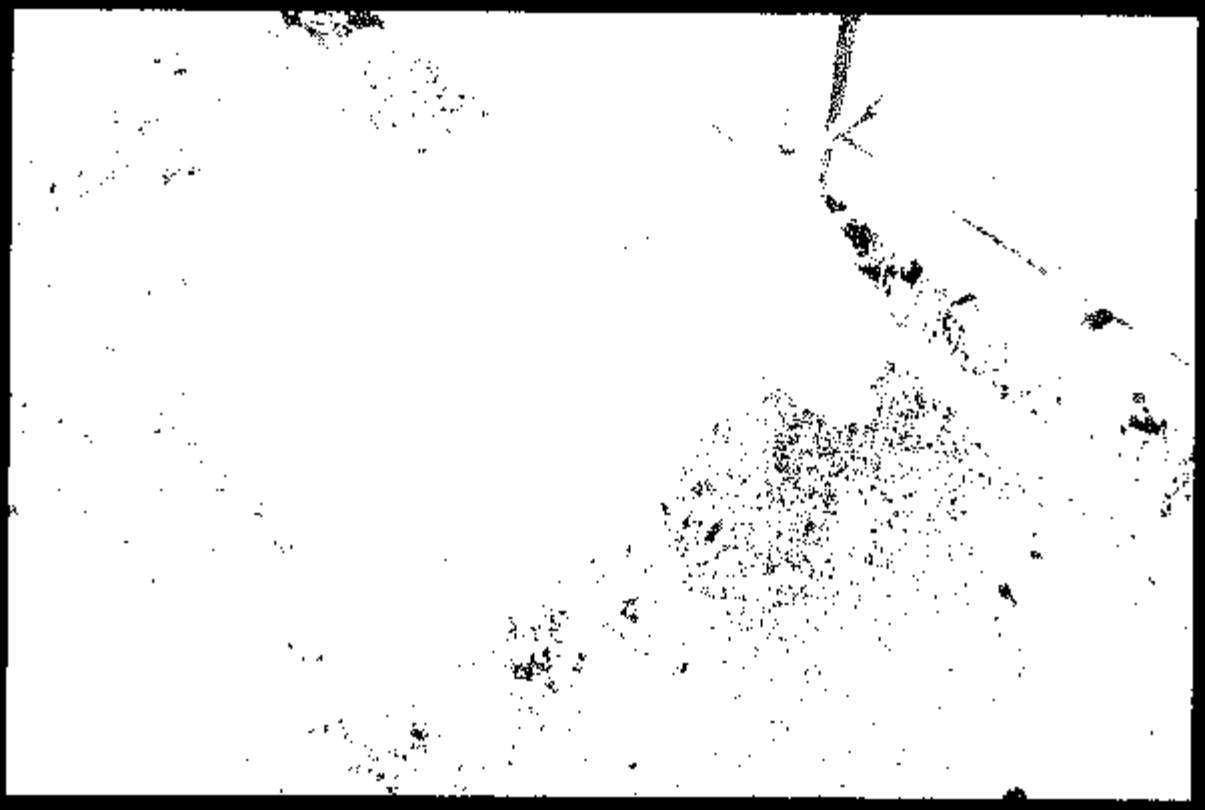
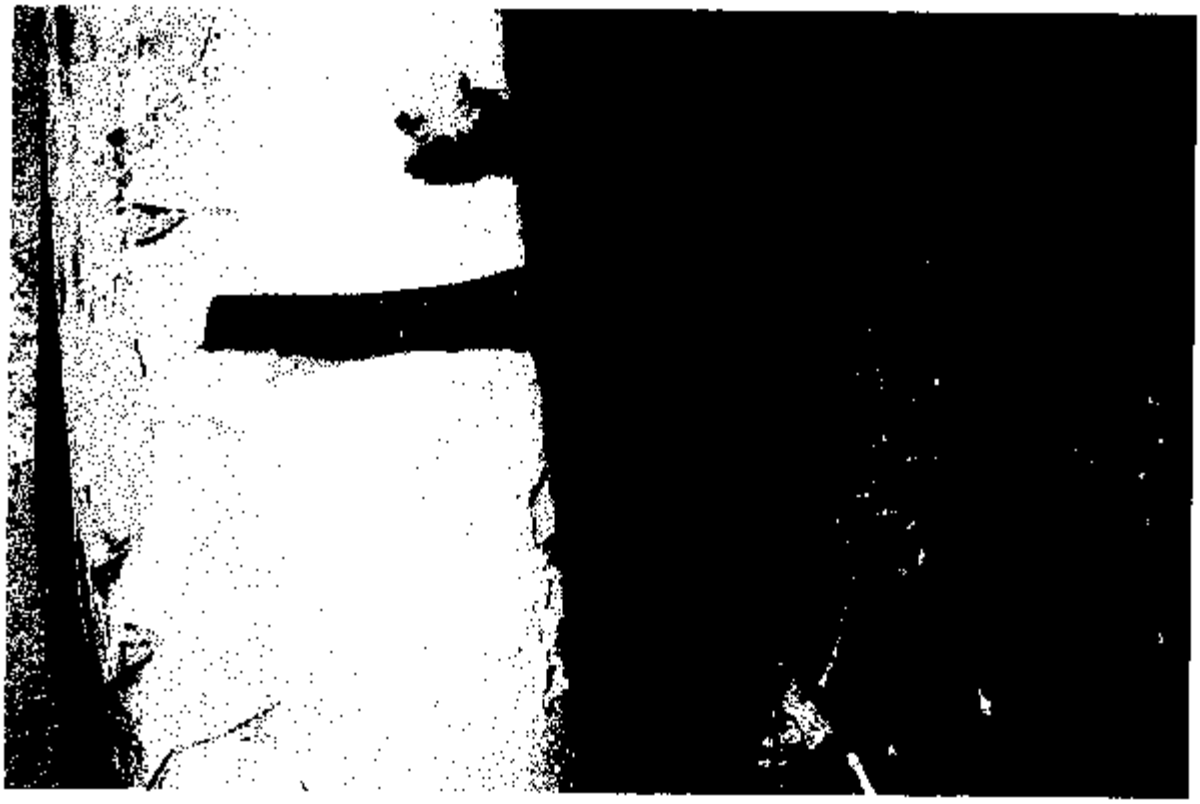
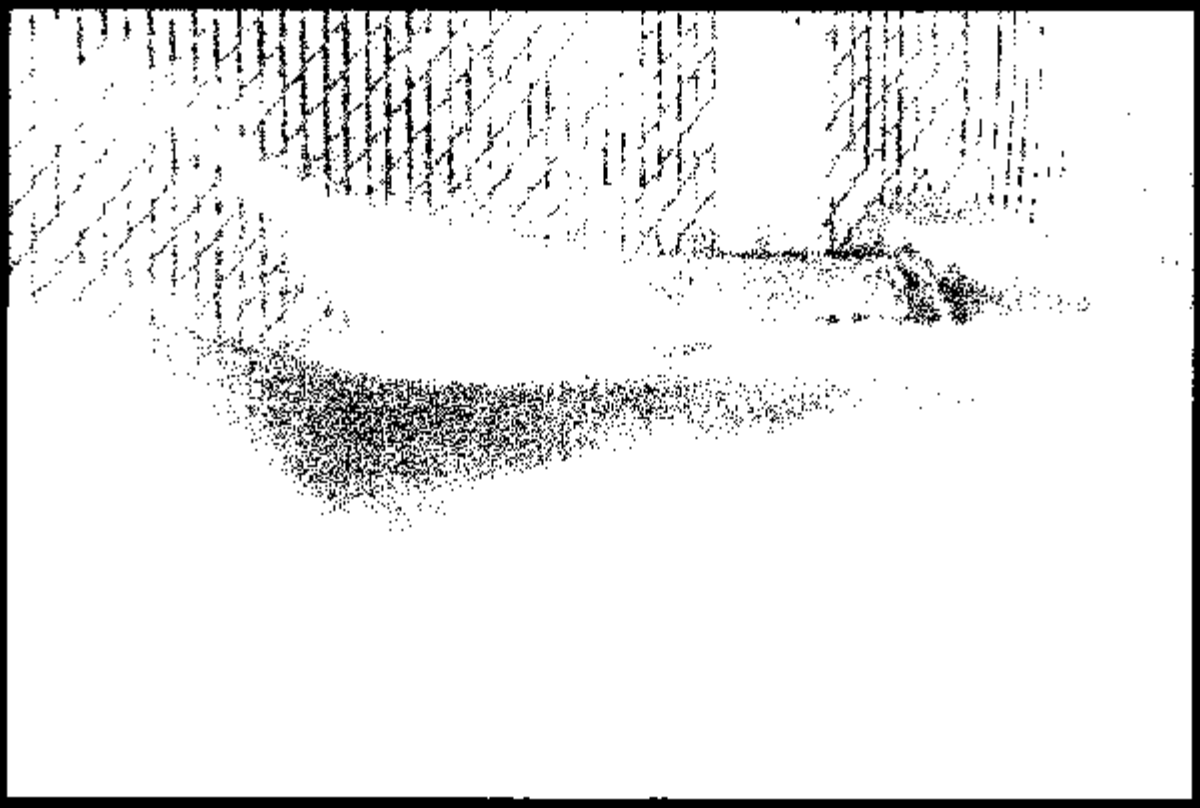
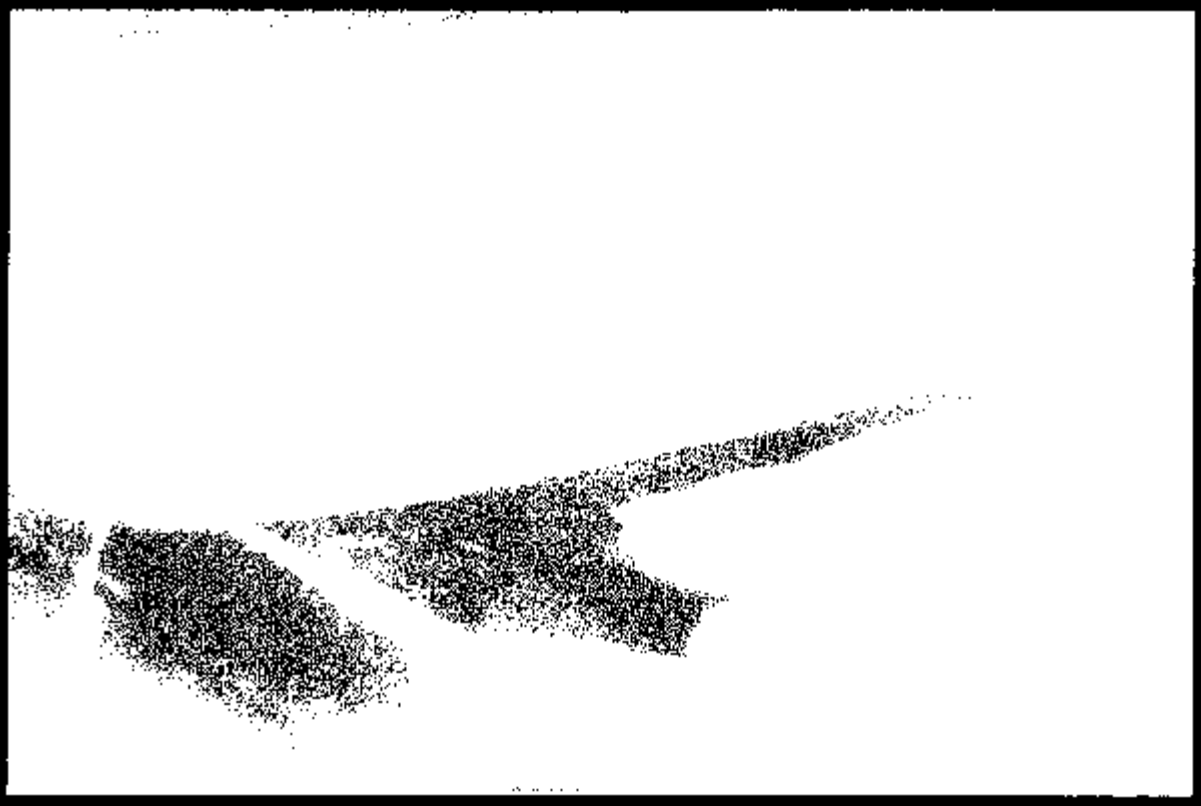
Location of fuel filler cap (or evidence of remain) N/A

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

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

C. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available): PARTS COST APPROX 3,109.00 Labor unknown (ATTACHED)

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