

B U I C K M O T O R D I V I S I O N
* * * G N . R E S T R I C T E D * * *

283062
PR10073 PAGE #: 1
JEO-124

CASE NO: 990046969
DATE OPENED: 06/18/1999
DATE CLOSED: / /
SOURCE:
CUSTOMER:
ADDRESS:
HOME PHONE:

VIN: 1G4CW5ZK6W4862038
MODEL YR: 19
SERIES: CW
MILEAGE: 006000
STATE: NJ
P
BUS. PHONE: EXT:

CR2BA - GM1241
06/19/99
00:08

AUTOMOTIVE DIVISION COMPLETING REPORT
BUICK MOTOR DIVISION

PAGE: 1

REPORT DATE: 06/18/99
PTP76- 001
DESIGNATION CODE

REPORT OF PRELIMINARY INVESTIGATION

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

REF # - 990046969

DATE OF INCIDENT: 05/11/99 14:00

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

NAME OF OWNER: [REDACTED] AGE: 0

STREET: [REDACTED]

CITY/STATE: CLIFTON NJ [REDACTED] PHONE [REDACTED]

NAME OF DRIVER: [REDACTED] AGE: [REDACTED]

STREET: [REDACTED]

CITY/STATE: CLIFTON NJ [REDACTED] PHONE NO: [REDACTED]

NAME OF CLAIMANT: [REDACTED] AGE: 0

STREET: [REDACTED]

CITY/STATE: CLIFTON NJ [REDACTED] PHONE NO: [REDACTED]

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

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

MAKE: [REDACTED] VIN: 1G4CW52K6W4662038 YEAR: 1998 MODEL: CW

TRANS: 4T65-E AXLE: [REDACTED] ENGINE: 3.6 MILEAGE: 6000

DATE OF DEL: 09/04/98 NEW, USED, OR DEMO: N LICENSE #: [REDACTED] STATE: NJ

DEALER: HART BUICK COMPANY ADDRESS: CLIFTON NJ

INSP. STICKER NUM: [REDACTED] INSP. STATION NO: [REDACTED] EXP DATE: 00/00/00

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

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

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS: 1
(ATTACH COPY OF ESTIMATE) FRONT END OF VEH SEVERELY BUMPED & WINDSHIELD
BROKEN
NO EST COST OF RPR

PRODUCT CAMP : NONE
IF "Y" INSP:

CAMP PERFORMED: (Y/N)

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

WAS ANOTHER VEHICLE INVOLVED? NO

MAKE/MODEL OF VEH.:

OTHER VEHICLE SPEED EST.: 0 MPH BY WROK:

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):

CR25A - GW1241
06/19/99
00:08

AUTOMOTIVE DIVISION COMPLETING REPORT
BUICK MOTOR DIVISION

PAGE: 2
REF # - 990046969

***** 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 BOMB NOTIFIED OF INCIDENT? PHONE 051399 CLAIMANT

LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION): ST ANDREWS AVENUE

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: DRY/SUNNY

VISION OBSTRUCTIONS: NONE

NAME AND ADDRESS OF DEALER WHO TOWED (INCLUDE TOW DRIVER'S NAME), STORED, AND/OR
PROVIDED TEMPORARY SERVICE TO DAMAGED VEHICLE: POLICE TOWING COMPANY UNK UNK

WHERE CAN VEHICLE BE SEEN? HART BUICK COMPANY—907 ALLWOOD RD—CLIFTON, NJ

DID VEHICLE TURN OVER? YES X NO VEHICLE SPEED ESTIMATE: 1 MPH
SOURCE OF SPEED EST.: CLAIMANT
TIRE SIZE/BRAND: UNK POSTED SPEED LIMIT: 40 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 CO) IF 'NO', EXPLAIN
NO RELATED R.O.'S

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

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? 66 AND BY WHOM?

PHOTOGRAPHER NAME: DAVID TAYLOR

ADDRESS: EBA

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:

CR25A - GM1241
06/19/99
00:08

AUTOMOTIVE DIVISION COMPLETING REPORT
BUICK MOTOR DIVISION

PAGE: 3
RMT # - 990046969

***** VI DESCRIPTION OF CLAIM *****
DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF
THE INCIDENT'S CAUSE: MY WIFE WAS DRIVING ON ST ANDREWS
BLVD ABOUT A 1/2 MILE FROM HOME...SHE NOTICED THE ENGINE LIGHT COME ON, &
A FEW SECONDS LATER SHE NOTICED SMOKE COMING FROM THE ENGINE...SHE PULLED
OVER ON THE SIDE OF THE ROAD, & SHUT ENGINE OFF...SHE WENT ACROSS THE STREET
& VEHICLE BURST INTO FLAMES...I/FEEL A DEFECT CAUSED THE FIRE...

DID YOU PERSONALLY SPEAK WITH DRIVER? YES X NO IF 'NO', GIVE SOURCE OF
DRIVER'S DESCRIPTION: SPOKE W/HUSBAND, WIFE WAS NOT HOME

WAS VEHICLE INSPECTED? I YES NO IF 'YES', IDENTIFY ALL
PARTIES: DAVID TAYLOR

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE? ELECTRICAL SYSTEM, ENGINE

WHO MADE ALLEGATION OF DEFECT? CLAIMANT
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? I/C/O/AND ADV FILE WILL BE SENT
TO ANOTHER DEPT FOR FURTHER HANDLING...BY PHONE 5/24/99...

DATE OF INVESTIGATION: 05/17/99 NAME: DAVID TAYLOR

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

05-13-99*****

I/C/O/...O/RESTATES INCIDENT...O/ADV HIS WIFE WAS DRIVING VEH DAY OF THE
INCIDENT W/NO PASSENGERS...O/ADV WIFE WAS ON THE WAY BACK HOME FROM HAVING
CAR WASHED...O/ADV ABOUT 1/2 MILE FROM THEIR HOME THE WIFE NOTICED THE
ENGINE LIGHT CAME ON, A FEW SECONDS LATER NOTICED SMOKE COMING FROM THE
ENGINE AREA...O/ADV WIFE PULLED OVER ON THE SIDE OF THE ROAD, SHUT VEH
OFF...O/ADV WIFE WENT ACROSS THE STREET...O/ADV BY THIS TIME, VEH WAS IN
FLAMES...O/ADV NO INJURIES...O/ADV CLIFTON FIRE DEPT PUT FIRE OUT...O/ADV
VEH AT HART BUICK...O/ADV NO PREV REPAIRS OR CONCERNS...O/ADV NON-SMOKERS...
O/ADV THERE WAS 1 WITNESS & WIFE HAS NAME & NUMBER...I/APOLOGIZED...I/ADV
O/10-14 BUSINESS DAYS FOR INSPECTION...O/ACK & THANKED...I/THANKED O/FOR
TIME...

I/FAKED INFO TO HAA.....JILL WOODS P.A.R. TEAM
05-21-99.....VEH INSPECTED ON 5/17/99, BY DAVID TAYLOR-HAA, W/5,000
MILES.....

INSPECTION SUMMARY

COMPLETE ENGINE FIRE, BOTH FRONT TIRES BURNED ALL WIRING COVERING WAS BURNED OFF...TRANSMISSION COOLER LINES WERE GONE AND THIS WAS A FUEL FED FIRE...BOTH FENDERS AND HOOD WHITE, WINDSHIELD CRACKED FROM HEAT...COULD NOT DETERMINE CAUSE...

I/WILL REV W/JENNY YURENKA & C/O/ON 5/24/99...

JILL WOODS P.A.R. TEAM

05-24-99*****

I/REV'D W/JENNY YURENKA...I/C/O/AT HOME, TO ADV OF POSITION, BUT I WAS ADV BY O/WIFE, THAT MR. O/WAS NOT HOME...O/ADV WOULD HAVE MR. O/C/B/...I/THANKED O/...O/THANKED ME...

JILL WOODS P.A.R. TEAM

05-24-99*****

I/C/SALES MGR, MARK AT HART BUICK TO FAX ORIG COPY OF LEASE AGREEMENT... MARK ADV WILL FAX M ABOUT 15 MINUTES...I/THANKED MARK...MARK THANKED ME...

JILL WOODS P.A.R. TEAM

05-25-99*****

I/C/DLR, SMOG DAVID GERNAT, BUT WAS ADV BY JOHN (ASMER) THAT SMOG OUT ILL...I/??? JOHN IF COULD FAX ME A RPR ESTIMATE...JOHN ADV ME TO C/B AT 9:30A.M. & SPEAK W/JOHN HARTMAN...I/THANKED JOHN...JOHN THANKED...

I/C/DLR BACK & SPOKE W/JOHN...JOHN ADV VEH NO LONGER THERE & THEY ARE UNABLE TO DO A RPR ESTIMATE...I/THANKED JOHN...JOHN THANKED...

JILL WOODS P.A.R. TEAM

05-25-99*****

I/C/O/AT HOME & ADV OF INSPECTION RESULTS...I/??? O/IF HE HAD SETTLED W/INSURANCE COMPANY...O/ADV HAS NOT, HE HAS NOT HEARD ANYTHING FROM ANYONE...I/ADV O/FILE WILL BE FORWARDED TO ANOTHER DEPT FOR FURTHER HANDLING...I/ADV O/HE WOULD BE CONTACTED W/IN 5 BUSINESS DAYS...O/ACK & THANKED...I/THANKED O/FOR TIME...

JILL WOODS P.A.R. TEAM

06-04-99*****

I/REC'D FILE BACK FROM REPURCHASE GROUP...I/REV'D W/JENNY YURENKA IN REGARDS TO O/REQ DOWN PAYMENT BACK...O/HAS SETTLED W/INSURANCE COMPANY & INSURANCE COMPANY HAS PAID VEH OFF...JENNY ADV THAT DUE TO O/SETTLED, FR, FOR REPURCHASE WOULD NOT BE OFFERING OR ASST ANY FURTHER W/THIS CASE...I/ADV TIM WORNIAK OF THIS INFO ALSO...

JILL WOODS P.A.R. TEAM

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Division: Buick	Ref: 990045969	VIN: 1G4CW52K6W4652038
Claimant's Name (LAST, First)		

Inspected By: David Taylor Organization: B A Associates, Inc.
 Phone: (732) 381-2533 x Inspection Date: 5/17/99 Mileage at inspection: 6,711
 ESTIMATE

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

COMPLETE ENGINE FIRE, BOTH FRONT TIRES BURNED
ALL WIRING COVERING WAS BURNED OFF. TRANSMISSION
COVER LINES WERE GONE. THIS WAS A FULL FIRE
FIRE. BOTH FENDERS AND HOOD WHITE. WINDSHIELD
CRACKED FROM HEAT.
COULD NOT DETERMINE CAUSE.

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

CLIFTON, N.J.

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 _____

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? Asphalt Describe: _____Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? Asphalt Describe: _____Road condition: Wet, Dry, Icy or Other? Dry If other, specify _____Shoulder condition: Wet, Dry, Icy or Other? Dry If other, specify _____Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) NormalAny warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Y Describe: ENGINE LIGHT

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. Br. _____	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other _____

Steering operation: (normal, other?) _____

Powertrain: (any engine misf, sluggish, surge, stall, loss of power or speed, etc.) NoneAny unusual noises (bang, pop, tick, grinding, rattles, roar, etc.)? From where? None

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

Describe any unusual odors. From where? NoAny smoke? (from where, color, intensity, etc.) FRONT FAN HOODWas 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.) OBSCURED - FRONT HOODAny steam or smoke? (from where, color, intensity, etc.) SMOKEAny apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) NElectrical Systems? (Y/N) N Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) N Brake System?

(Y/N) _____ Other? (Y/N) _____ Describe: _____ Warning Lights? (Y/N) _____

Gauges? (Y/N) _____ If so, describe: ENGINE LIGHTWhat did you do after you realized something was wrong? Pull Over? (Y/N) Y Lower Windows? (Y/N) N RaiseWindows? (Y/N) N Turn Engine Off? (Y/N) Y Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) YOpen Hood? (Y/N) N Open Trunk? (Y/N) N Other? (Y/N) Y Describe: Got my papers outof the blue box and called on a pay phone but car was on fire - front.

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

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

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

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

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

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

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

Other (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ 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 interview or GM Warranty History)? None

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, boom or over 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/trailer carrying cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) _____
load description _____ load location _____

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

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

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

If not parked, vehicle speed estimate 55 MPH Source of estimate _____ Posted speed 40 MPH

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

Exact incident location ST ANDREWS AVENUE

Weather conditions and visibility CLEAR

Aprox. temperature 60 °F. Any physical visual obstructions? None

***** 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 on the form:

Left & right side exterior #1 RIGHT SIDE TIRE BURNED HOOD CRUL #2 LEFT SIDE TIRE BURNED
 Front & rear exterior #3 FRONT HOOD CRUL NOT OPEN #30 GRILL
 Hood, inner & outer panels #25 LEFT FRONT TIRE - P.B. OVER
 Trunk area and Decklid, inner & outer panels #4 RIGHT SIDE & DECKLID #5 LEFT SIDE
 Roof #1
 Door interior panels #6 RIGHT FRONT REAR SEATS & FRONT SEAT
 Left & right instrument panel & odometer #7 LEFT & RIGHT #9
 Ashtray(s) area #5 EMPTY
 Left & right front seat and carpet #7 CARPETS WET FRONT & REAR
 Underbody & exhaust (include hangers) COULD NOT GET
 Option code label #10 #11
 Engine compartment #12 #13 FUSE BOX
 Radiator, front & rear #15 #16 FANS GONE
 Coolant recovery bottle GIVE
 Transmission cooler lines/connections BURNED GONE #22
 Engine compartment engine coolant lines/hoses, connections/clamps #14 ALL LINES BURNED
 #22
 Engine compartment heater lines/hoses, connections/clamps (include those to front body) THROTTLE BODY
 #21 #21 #23 #24 THROTTLE BODY
 All fuel lines/hoses, filter, connections/clamps #21
 TBI, injector rail, or carburetor & fuel line connection #17 THROTTLE BODY #19
 Engine compartment fuel lines/hoses, connections & rings #18
 Power steering lines/hoses, connections/clamps GIVE
 Generator & attached wiring #15 - AC #14

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

Battery & attached cables #13 ALL BURNED

Engine block (note precise location of cracks, holes, etc.) NONE

Engine oil pan OK

Engine compartment hinge torque rods BURNED (GONE)

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

Any item which is alleged to be the cause/source COULD NOT DETERMINE CAUSE.

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. NO

B. Enter observations/remarks 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 OIL STICK BURNED OFF #22

Transmission fluid OIL STICK BURNED OFF

Power steering fluid BURNED GONE

Brake fluid BURNED GONE #23

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

Fuses (Identify all open or not proper size) ALL BURNED

Wiring insulation at fuse blocks BURNED

Fastener links (Identify all open) BURNED

Spark plug wiring and boot condition BURNED #22

Fuel filler "Land Free" restrictor in place? (Y/N) Y Describe #23 #25

Location of fuel filler cap (or evidence of removal) OK LEFT REAR FENDER

Catalytic converter (any discoloration or swelling?) NONE

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

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):

#27 INSPECTION STICKER

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

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas leaks, water heaters or other flames or spark source, tall grass, dry leaves, 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.

Contents

HART BUICK CO.

907 ALLWOOD ROAD
CLIFTON, N.J. 07012
TEL. (973) 472-8630



VISA AND MASTER CARD ACCEPTED

CUSTOMER NAME		ADDRESS	
DAVID GERNAT		10	
HART BUICK		907 ALLWOOD ROAD	
CLIFTON, NEW JERSEY 07012			
DATE OF PURCHASE		FINANCING	
DAVID GERNAT		1	
LAWSON BROS		LAWSON BROS	
84.00		1	
FINANCING/TERMS		BUICK/PARK AVENUE-4DR PA	
VIN/CLERK NO.		184CW62K6W4082038	
P.T.R. NO.		NO. NO.	
COLOR		STOCK NO.	
CORONA		832	
		MO: 1	
DELIVERY DATE		DEALER'S DEALER NO.	
10			
R.O. NO.		VIN/CLERK NO.	
0802268		0802268	
FINANCING/TERMS		DELIVERY DATE	
		0804088	
		PRODUCTION NO.	

SEE REVERSE SIDE FOR WARRANTY

JOB# 1 CHARGES-----
LABOR-----
JP 1 9892 PDI HOURS: 1.60 TECH(S):11 INTERNAL
MISC-----CODE-----DESCRIPTION-----CONTROL NO.-----
PDI PP PDI TOTAL - RISC INTERNAL
0.00 0.00

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX RUCP JOB# 1 TOTAL 0.00

TOTALS-----

* PAID WITH *
* [] CASH *
* [] CHECK *
* [] MSTR CHD *
* [] VISA *
* [] CHARGE *
* [] M/C *
TOTAL LABOR 9.00
TOTAL PARTS 9.00
TOTAL RISC 9.00
TOTAL RISC DISC 9.00
TOTAL TAX 9.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

LIMITED LABOR WARRANTY

The Repair Facility guarantees the labor and General Motors Parts used in performing the repairs listed on the front of this Repair Order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed.

The Repair Facility guarantees the labor and Non-General Motors Parts used in performing the repairs listed on the front of the Repair Order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed.

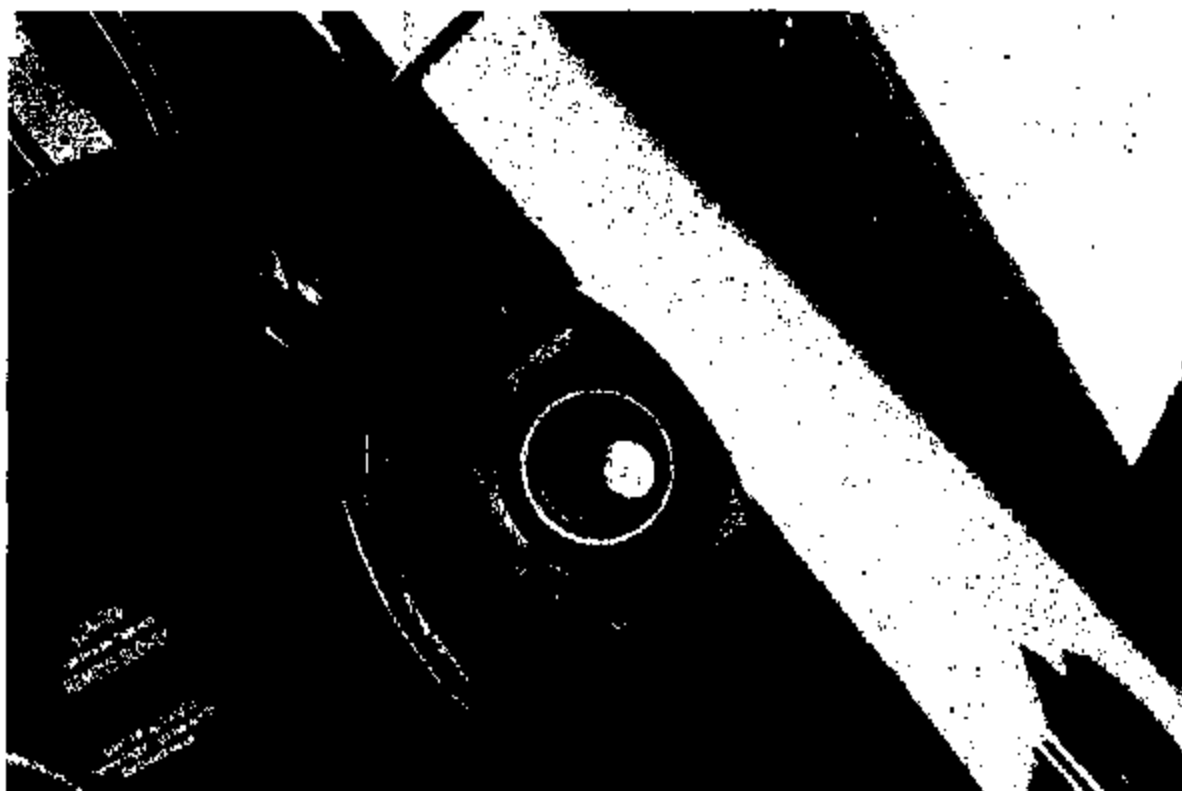
This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system—when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

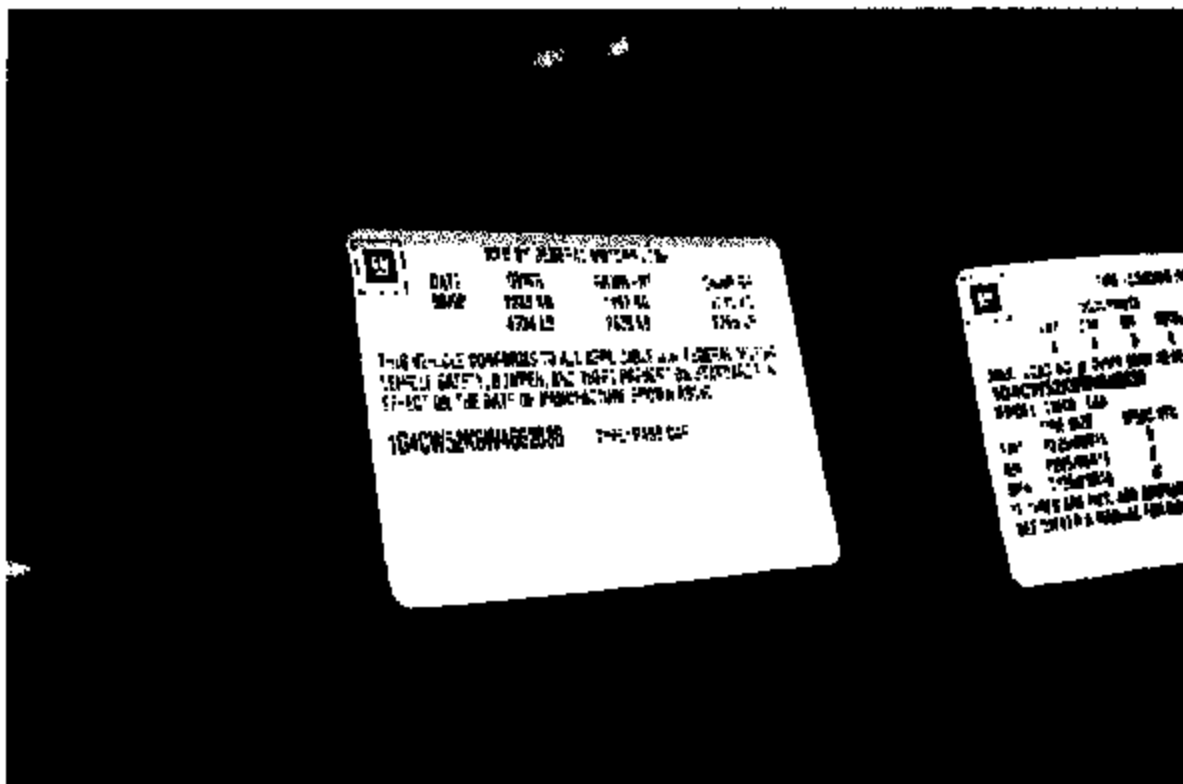
During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of the Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.

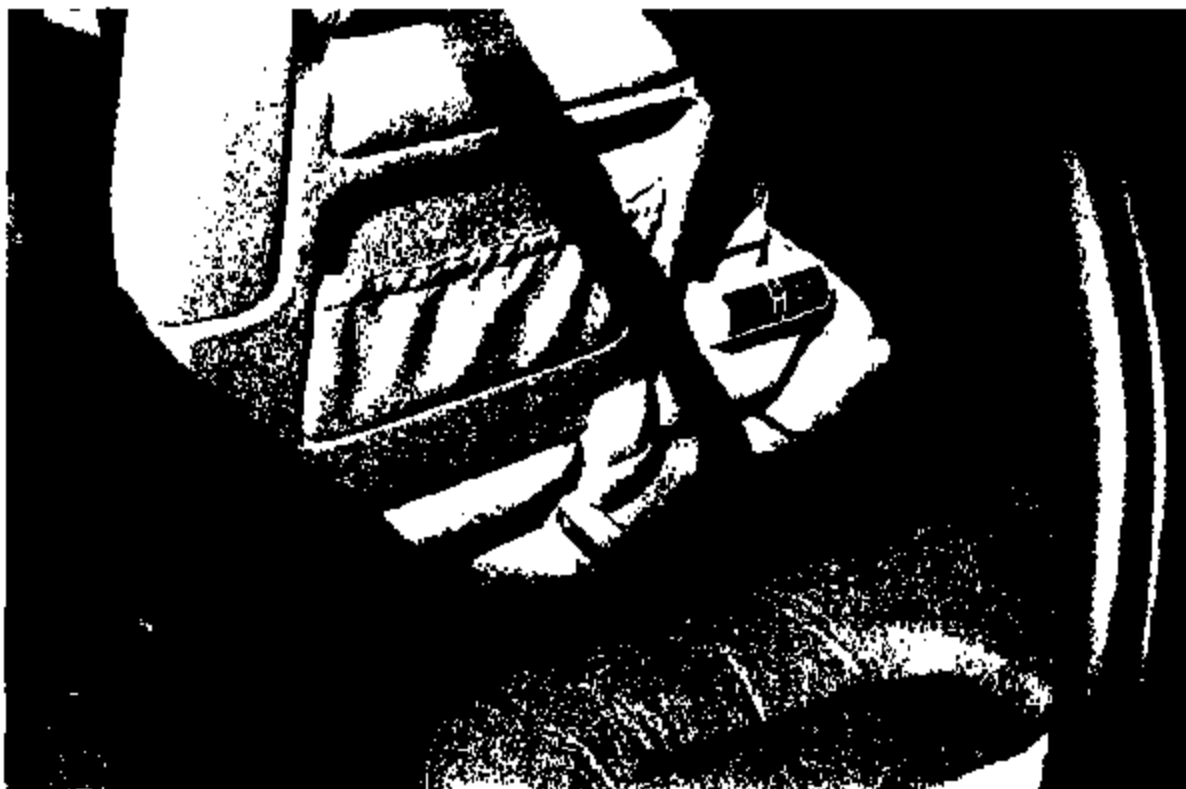
All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this Limited Warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

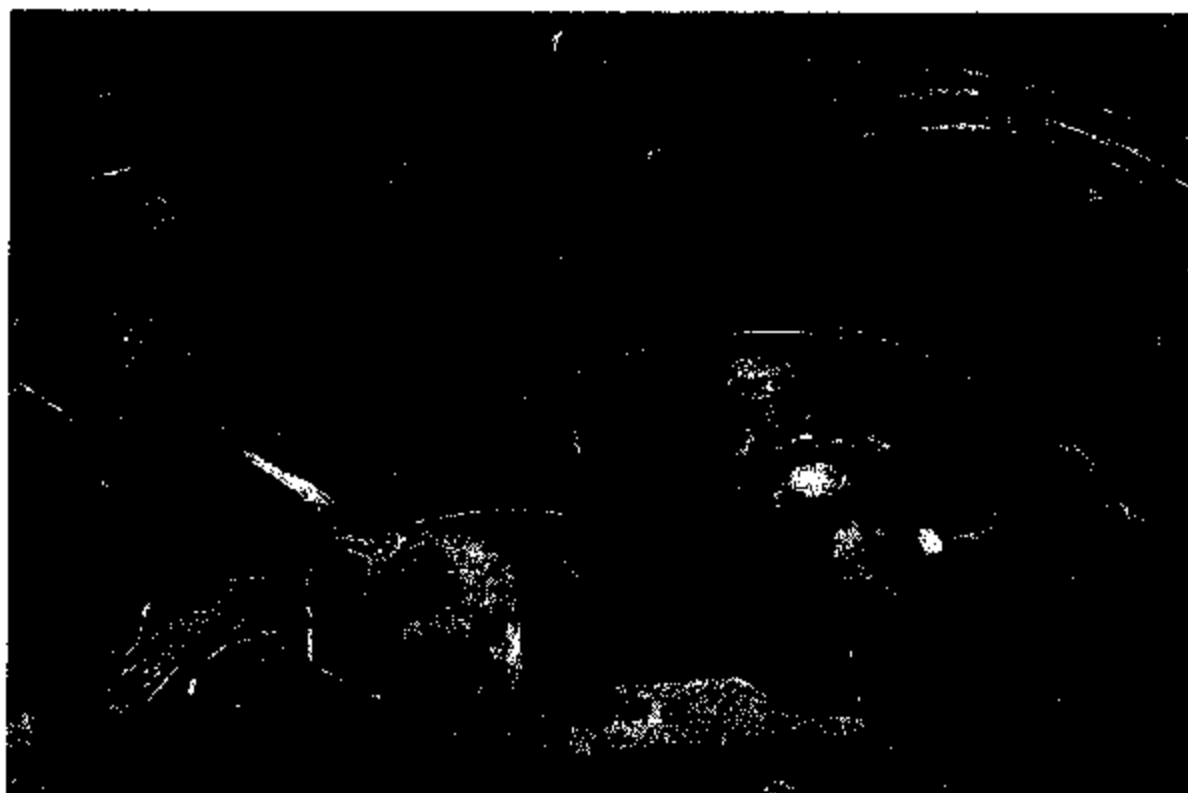
This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.





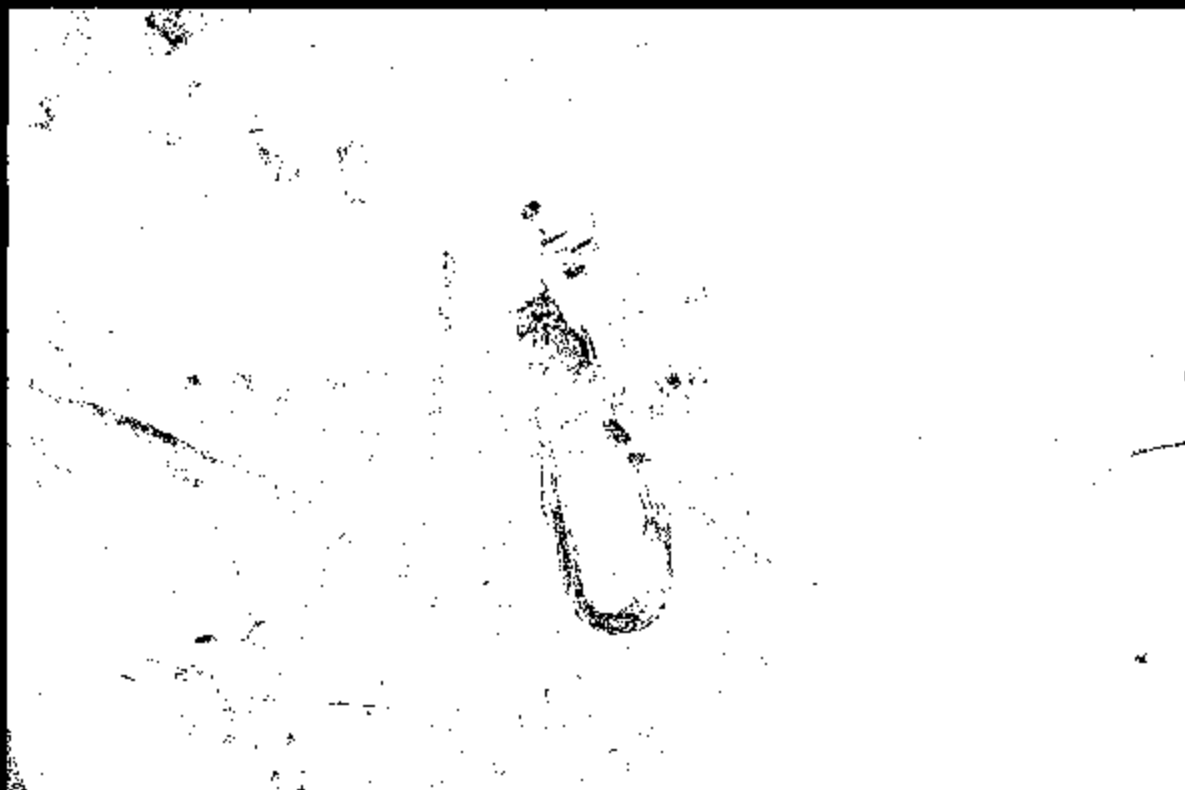






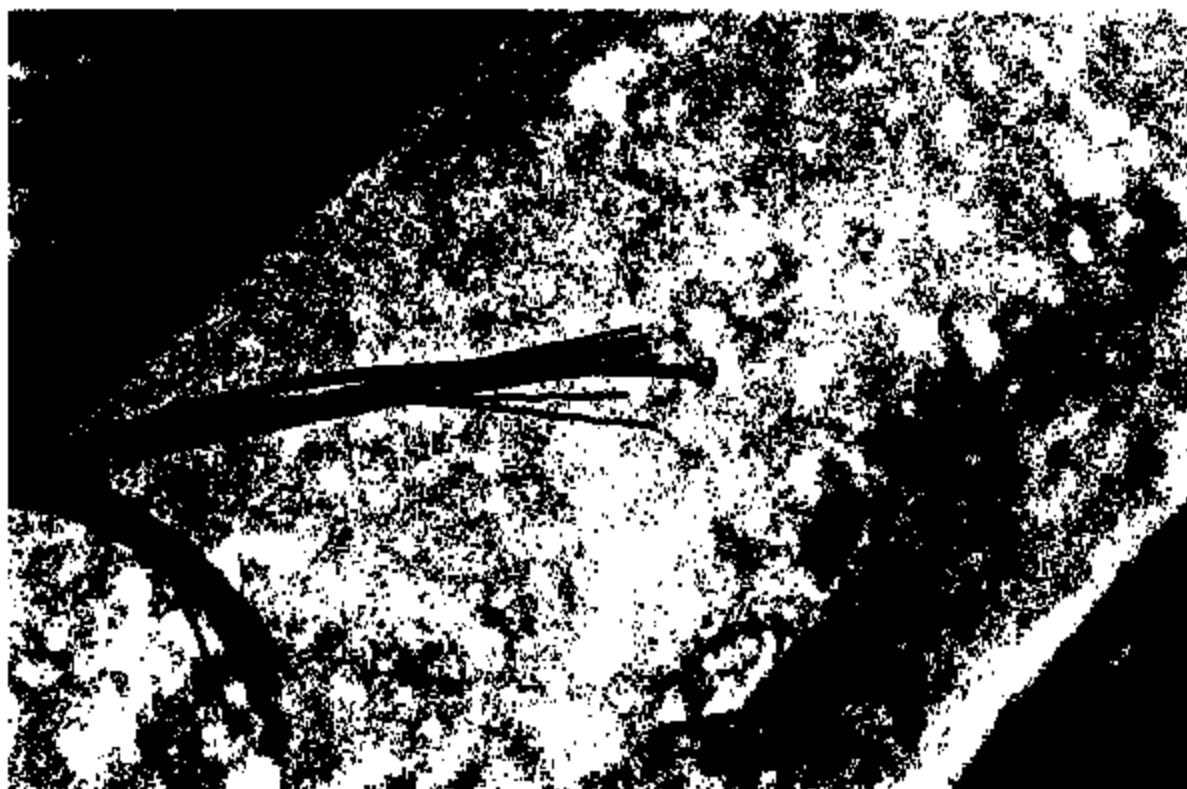




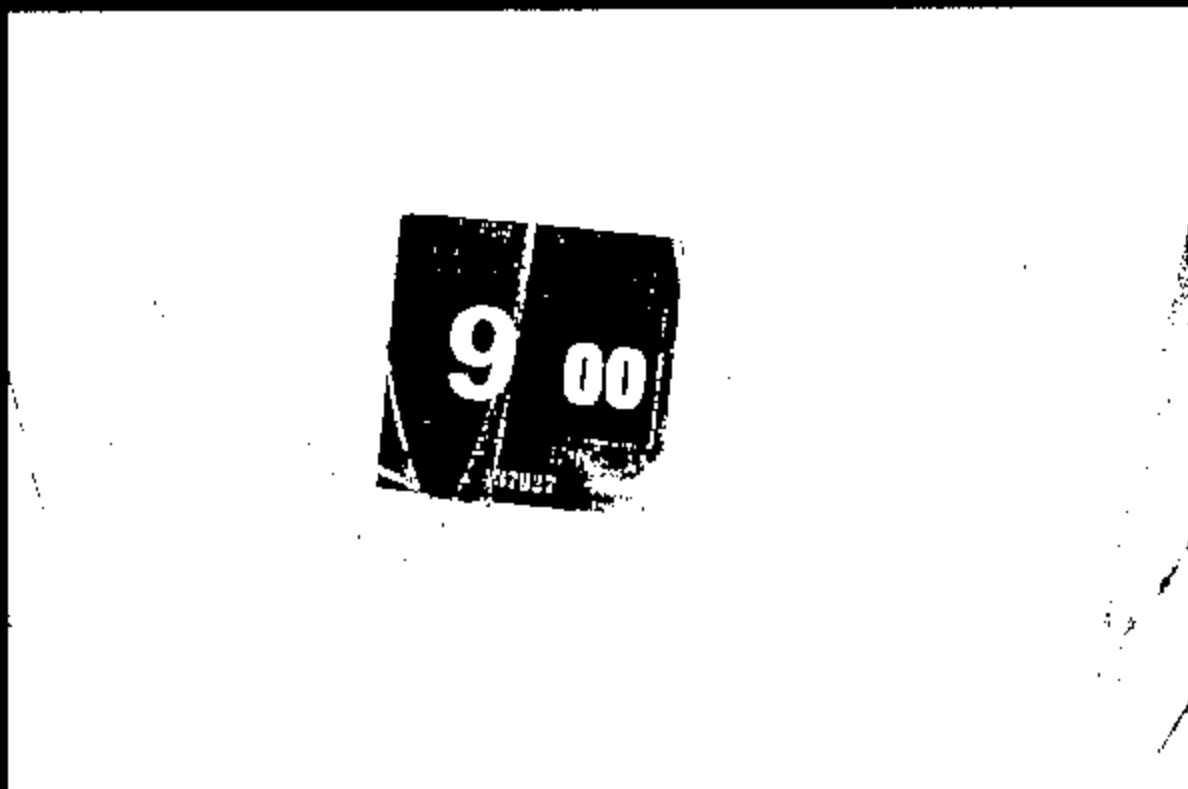


















B U I C K M O T O R D I V I S I O N
* * * G M R E S T R I C T E D * * *

283069
PR10080
JBC-124

PAGE #: 1

CASE NO: 990041446
DATE OPENED: 06/18/1999
DATE CLOSED: / /
SOURCE:
CUSTOMER:
ADDRESS:
HOME PHONE:

VIN: 1G4CW52K2V4648121
MODEL YR: 19
SERIES: CM
MILEAGE: 017000
STATE: PA
P
BUS. PHONE: EXT:

CH25A - 6X1241

05/19/99

00:08

AUTOMOTIVE DIVISION COMPLETING REPORT

BUICK MOTOR DIVISION

PAGE: 1

REPORT DATE: 05/18/99

PTP76- 001

REPORT OF PRELIMINARY INVESTIGATION

DESIGNATION CODE

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

REF # - 990041446

DATE OF INCIDENT: 04/27/99 20:10

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

NAME OF OWNER: [REDACTED] AGE: 0

STREET: [REDACTED]

CITY/STATE: WHITE OAK PA PHONE NO: [REDACTED]

NAME OF DRIVER: SAME AGE: 0

STREET: [REDACTED]

CITY/STATE: [REDACTED] PHONE NO: [REDACTED]

NAME OF CLAIMANT: SAME AGE: 0

STREET: [REDACTED]

CITY/STATE: [REDACTED] PHONE NO: [REDACTED]

IS CLAIMANT REPRESENTED BY AN ATTORNEY? YES X NO

IF YES, GIVE NAME AND ADDRESS:

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

MAKE: [REDACTED] VIN: 1G4CW52K2V4548121 YEAR: 1997 MODEL: CM

TRANS: 4 SPD AUTO AILE: UNK ENGINE: 3.8 LITRE MILEAGE: 17000

DATE OF DEL: 04/29/97 NEW, USED, OR DEMO: N LICENSE #: UNK STATE: PA

DEALER: JOHN HARRIS BUICK, INC. ADDRESS: WHITE OAK PA

INSP. STICKER NUM: UNK INSP. STATION NO: [REDACTED] EXP DATE: 00/00/00

PRINCIPLE USES OF VEHICLE: PERSONAL

SPECIAL VEHICLE FEATURES OR EQP: NONE

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

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS: 1

(ATTACH COPY OF ESTIMATE) ENGINE, HOOD, GRILL, WINDSHIELD

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):

CR25A - GWL241
06/19/99
00:06

AUTOMOTIVE DIVISION COMPLETING REPORT
BUICK MOTOR DIVISION

PAGE: 2
REF # - 990041446

***** 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 ZONE NOTIFIED OF INCIDENT? PHONE 04/29/99 CLAIMA
MT

LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION): 922 ELWEL AVENUE, PITTSBURGH

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 & WARM

VISION OBSTRUCTIONS: NONE

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

WHERE CAN VEHICLE BE SEEN? JOHN MARETTO BUICK/2900 JACKS RUN ROAD/WHITE OAK/
SERVICE MANAGER JON MURKITT PHONE 412/664-9100

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

SOURCE OF SPEED EST.: CLAIMANT

TIRE SIZE/BRAND: UNK

POSTED SPEED LIMIT: 15 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): UNK

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

'YES', ATTACH COPIES OF ALL R.O.'S (INDICATE HOW MANY DO) IF 'NO', EXPLAIN
NO RELATED WARR RFR

POLICE REPORT ATTACHED? YES ☒ 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? YES ☒ 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:

05/10/99

AUTOMOTIVE DIVISION COMPLETING REPORT

00:08

BUICK MOTOR DIVISION

REF # - 990341446

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

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF THE INCIDENT'S CAUSE: I WENT TO SEE A FRIEND OF MINE & PARKED VEH. A NEIGHBOR CAME TO THE DOOR & ADV ME THE VEH WAS ON FIRE. I SAW FLAMES COMING FROM THE FRONT OF THE VEH. THE FLAMES HAD MELTED THE HOOD. I CLAIM DEFECT CAUSED FIRE DAMAGE

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

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

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE? WIRING/ENGINE

WHO MADE ALLEGATION OF DEFECT? CLAIMANT

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: O/ADV VIA PHONE ON 5-26-99 HE HAD SETTLED W/INSURANCE COMPANY. I ADV EBIS ADDRESS.

HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT? O/ADV VIA PHONE ON 5-26-99 HE HAS SETTLED W/INSURANCE COMPANY & NO LONGER PURSUING THROUGH CMO

DATE OF INVESTIGATION: 05/12/99 NAME: ROBERT SIMS

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

5/3/99*****

O/ADV HE DROVE VEH OVER TO A FRIENDS HOUSE & PARKED VEH IN STREET IN FRONT OF HOUSE. O/STS A NEIGHBOR CAME OVER & ADV HIM HIS VEH WAS ON FIRE. O/STS HE SAW FLAMES COMING FROM HOOD. O/STS HE C/PITTSBURGH FIRE DEPT & HAD THEM COME OUT TO EXTINGUISH FIRE. O/STS ENTIRE ENGINE COMPARTMENT & FRONT OF VEH WAS DAMAGED. O/STS HE DOES NOT HAVE COPY OF FIRE REPORT. O/STS NO INJURIES & NO OTHER PROPERTY DAMAGE. O/STS HE BELIEVES FIRE CAME FROM WIRING OR ENGINE COMPARTMENT. O/STS HE HAS CALLED HIS INSURANCE COMPANY BUT HAS NOT SETTLED W/THM. O/??? RENTAL VEH. I ADV O/I WOULD NOT AUTH RENTAL VEH. I ADV O/I COULD REV FOR UP TO \$30/DAY BASED UPON INSPECTION RESULTS. I ADV O/NO GUARANTEE ON RENTAL VEH. O/ACK. I ADV O/10-14 BUSINESS DAYS FOR INSPECTION. O/ACK & THANKED. I THANKED.

MELISSA LONG P.A.R. TEAM

5-3-99*****

I DOC DLR & SPOKE W/SMGR, JOE MURETTO & ADV HIM EAA WOULD BE INSPECTING VEH. SMGR ACK & THANKED. I THANKED.

MELISSA LONG P.A.R. TEAM

5-21-99*****

I REC'D INSPECTION COMPLETED 5-12-99 BY ROBERT SIMS (RAA) MILEAGE AT TIME OF INSPECTION 17,000.

INSPECTION SUMMARY:

FIRE WAS IN FRONT UPPER OF ENGINE. UNABLE TO DETERMINE SOURCE AND LOCATION OF FIRE ORIGIN DUE TO MELTED PLASTIC & DAMAGE. SOME WIRING INSULATION HAD BEEN BURNED OFF. NO EVIDENCE OF SHORTS FOUND ON READING OR WELDING OF WIRES. HOSE CLAMPS & LINE CONNECTION WERE IN PLACE.

ALSO INCLUDED: PHOTOS

MELISSA LONG P.A.R. TEAM

5-21-99*****

I L/M/W/ CHEV NOR, LARRY DICKINSON TO REVIEW FILE W/RH.

MELISSA LONG P.A.R. TEAM

5-25-99*****

I REV FILE W/JENNIE YURENKA TO BUY VEH B/. I C/O/AT PHONE LISTED TO ADV. O/STH HE HAS SETTLED W/INSURANCE COMPANY. O/STH HE WANTS COMPENSATION FROM CMD. I ADV O/SINCE HE HAS SETTLED W/INSURANCE COMPANY THEY WOULD NEED TO PURSUE THROUGH ESI8 IF THEY WERE TO SUBROGATE. O/ACK & THANKED. I THANKED.
MELISSA LONG P.A.R. TEAM

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: BUICK Ref: 990041446 VIN: 1G4CW52K2V4648121
Claimant's Name (LAST, First) _____

Inspected By: Robert Sims Organization: EAA
Phone: (412) 563-0477 Inspection Date: 5/12/99 Mileage at Inspection: 917000

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

Following the inspection, summarize the tests and observations.

THIS WAS FRONT, UPPER ENGINE FIRE. DUE TO THE TYPE OF DAMAGE & THE MELTING OF PLASTICS ETC, THE SOURCE & LOCATION OF THE POINT OF ORIGIN COULD NOT BE DETERMINED. SOME WIRING INSULATION HAD BEEN BURNED OFF. NO EVIDENCE OF SHORTS WERE FOUND NO BONDING OR WELDING OF WIRES. ALL HOSE CLAMPS & LINE CONNECTION WERE IN PLACE

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

Owner: Please indicate name, address & phone number of person being interviewed.

_____ WHITE OAK, PA

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

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

NO

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

STOVED AT MARETTA-BUICK THEN DAVIS SALVAGE EBENSBURG PAHow was vehicle towed? (flat bed, dolly, sling, front or rear lift) FLAT BED If towed on wheels, how far? 80

***** 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) MALE AGE 66 - NO DISABILITIESIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? 10 MIN Were all doors locked? (Y/N) YDrive length (if vehicle was parked prior to fire, describe last drive): Hrs. _____ Min. 20 Distance traveled 9If not parked, vehicle speed estimate N/A MPH Source of estimate N/A Posted speed _____ MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 3/4 When last fueled? 5/24/99Exact incident location PAKED AT THE CURB - 922 ELLIOTT STPITTSBURGH PA - (LINCOLN PLACE)Weather conditions and visibility CLEAR - DRYApprox. temperature 65 °F. Any physical visual obstructions? N/A

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? As Describe: _____Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? _____ Describe: GravelRoad 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/AAny warning lights "On", high/low gauge readings, or messages displayed? (Y/N) N Describe _____Electrical systems operation: (normal, other?) Normal. No problems noted.

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

☐ Cruise Control <u>NONE</u>	☐ Windshield Wipers	☐ Radio, Built-in Tape/CD Player
☐ Traction Control Switch "On" <u>NONE</u>	☐ 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 <u>NONE</u>	☐ 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?) NormalPowertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.?) No indication ofProblem

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

NONE Did it appear to match engine speed? (Y/N) _____Describe any unusual odors. From where? NONEAny smoke? (from where, color, intensity, etc.) NONEWas anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? Never

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

Any flames? (from where, color, intensity, etc.) Edge of blue flames comingfrom the front center of the vehicleAny steam or smoke? (from where, color, intensity, etc.) BLACK SMOKEAny apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) NElectrical Systems? (Y/N) N Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) N Brake System? (Y/N) NOther? (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) N Lower Windows? (Y/N) N RaiseWindows? (Y/N) N Turn Engine Off? (Y/N) N Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) NOpen Hood? (Y/N) N Open Trunk? (Y/N) N Other? (Y/N) _____ Describe: _____Vehicle was parked

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

Any other comments or observations that have not been covered? Vehicle had been parked
about 10 min. 15W off, doors locked. A party knocked
on the door to tell us my car was on fire. We
attempted to get out the fire to no avail. Fire
dept arrived about 10 mins later & finally
wished the flames

***** 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 FROM WINDSHIELD TO THE REAR
Front & rear exterior FRONT END BURNT OFF
Hood, inner & outer panels BADLY BURNT
Trunk area and Decklid, inner & outer panels NO DAMAGE
Roof NO DAMAGE
Door interior panels NO DAMAGE
Left & right instrument panel & odometer NO DAMAGE - COULD NOT TEST
Airway(s) area NO DAMAGE
Left & right front seat and carpet NO DAMAGE
Underbody & exhaust (include hangers) ALL IN PLACE. PROPERLY INSTALLED
Option code label COULD NOT GET ACCESS TO THE TRUNK
Engine compartment BADLY BURNT
Radiator, front & rear NO EVIDENCE OF LEAKAGE
Coolant recovery bottle MELTED - SOME FLUID STILL IN BOTTLE
Transmission cooler lines/connections NO EVIDENCE OF LEAKAGE
Engine compartment engine coolant lines/hoses, connections/clamps HOSES & CLAMPS IN PLACE
UPPER HOSE HAS HOLE BURNT IN CENTER
Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) ALL CLAMPS IN
PLACE - HOSES BURNT
All fuel lines/hoses, filter, connections/clamps
TBI, injector rail, or carburetor & fuel line connection PROPERLY CONNECTED
Engine compartment fuel lines/hoses, connections & o-rings
Power steering lines/hoses, connections/clamps IN PLACE
Generator & attached wiring WIRING BURNT OFF - GENERATOR FROZEN
BELT MISSING

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

Battery & attached cables Top of CASE BURNED- INSULATION BURNED FROM CABLES
 Engine block (note precise location of cracks, holes, etc.) NONE NOTED

Engine oil pan NO DAMAGE- NO LEAKS - PAN DRY

Engine compartment hinge torque rods BURNED OFF

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) ALL INTACT
Good Condition, NOT MODIFIED

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 Empty-

Engine oil OVER FULL - WATER CONTAMINATED.

Transmission fluid FULL- CLEAN-

Power steering fluid RESERVOIR BURNED

Brake fluid RESERVOIR MISSING - BURNED

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

NONE

Fuses (Identify all open or not proper size) w/ wiper fuse open - Underhood fuse block BURNED & MOLTED

Wiring insulation at fuse blocks INTERIOR Good- underhood DAMAGED BY FIRE

Fusible links (Identify all open)

Spark plug wiring and boot condition ALL BURNED OFF

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

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

Catalytic converter (any discoloration or swelling?) Good Condition. NO DISCOLORATION

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

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

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

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other 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: DID NOT VISIT THE SITE. VEHICLE
WAS PARKED ON A CITY STREET AT THE
CURB, WITH NO DEBRIS ON THE STREET.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: <u>BUICK</u>	Ref: <u>990041446</u>	VIN: <u>1G4CW52K2V4648121</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		

Inspected By: Robert Sims Organization: EAA
 Phone: (412) 563-0477 x Inspection Date: 05/12/99 Mileage at Inspection: 017000

Roll Number 1

Neg.# Description

- 0
- 1.
- 2.
- 3.
4. UNDER GARAGE - Exhaust System, TRANSMISSION
5. CONVERSION & MUFFLER
6. TRANSMISSION & OIL PAN & LINES
7. OIL PAN - LINES LOWER RADIATOR
8. TAKEN OF FRONT FROM UNDERNEATH, WIRING & HOSES
9. FRONT OF VEHICLE
10. Left Side
11. Left Side
12. REAR OF VEHICLE
13. Right Side
14. Right Side FROM Right FRONT
15. INTERIOR - NO DAMAGE
16. CLOSE UP OF FRONT
17. UNDER SIDE OF THE HOOD
18. OVERALL PICTURE OF ENGINE COMPARTMENT FROM RT
19. OVERALL PICTURE OF ENGINE FROM ABOVE
20. FROM LEFT
21. FRONT RIGHT OF ENGINE COMPARTMENT
22. RIGHT REAR OF ENGINE COMPARTMENT
23. FRONT OF ENGINE COMPARTMENT
24. REAR OF ENGINE COMPARTMENT
25. REAR LEFT REAR OF ENGINE COMPARTMENT
- 26.
- 27.
- 28.
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.
- 36.
- 37.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: <u>BUICK</u>	Roll: <u>990041446</u>	VIN: <u>1G4CW52K2V4648121</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: Robert Sims Organization: EAP
Phone: (412) 563-0477 x Inspection Date: 05/12/99 Mileage at Inspection: 017000

Roll Number 2

Neg.# Description

- | | |
|-----|--|
| 0 | <u>V.I.N</u> |
| 1. | <u>V.I.N</u> |
| 2. | <u>PENNSYLVANIA INSPECTION STICKER</u> |
| 3. | <u>LOWER FRONT OF ENGINE COMPARTMENT</u> |
| 4. | <u>REAR OF ENGINE COMPARTMENT</u> |
| 5. | <u>LEFT SIDE OF ENGINE COMPARTMENT</u> |
| 6. | <u>REAR OF ENGINE COMPARTMENT</u> |
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PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: <u>BUICK</u>	Rate: <u>990041446</u>	VIN: <u>1G4CW52K2V4648121</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		

Inspected By: Robert Sims Organization: EAA
 Phone: (412) 563-0477 x Inspection Date: 05/12/99 Mileage at Inspection: 017000

Roll Number 2

Neg.#	Description
0	<u>V.I.N</u>
1	<u>V.I.N</u>
2	<u>Pennsylvania Inspection Sticker</u>
3	<u>Lower Front of Engine Compartment</u>
4	<u>Rear of Engine Compartment</u>
5	<u>Left Side of Engine Compartment</u>
6	<u>Rear of Engine Compartment</u>
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PRELIMINARY PAR INSPECTION
 FIELD PHOTOGRAPHIC NOTES

(page 1 of 1)

Division: <u>BUICK</u>	Ref: <u>990041446</u>	VIN: <u>1G4CW52K2V4648121</u>
Client's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: Robert Sims Organization: FAA
 Phone: (412) 563-0472 x Inspection Date: 05/12/99 Mileage at inspection: 017000

 Roll Number L

Neg.# Description

- 0
- 1.
- 2.
- 3.
4. Under Garage - Exhaust System - TRANSMISSION
5. CONVERTER & MUFFLER
6. TRANSMISSION & OIL PAN & LINES
7. OIL PAN - LINES LOWER RADIATOR
8. TANK OF FRONT FROM UNDERNEATH. WIRING & HOSES
9. FRONT OF VEHICLE
10. Left Side
11. Left Side
12. REAR OF VEHICLE
13. Right Side
14. Right Side FROM Right FRONT
15. INTERIOR - NO DAMAGE
16. CLOSE UP OF FRONT
17. UNDER SIDE OF THE HOOD
18. Overall Picture OF ENGINE COMPARTMENT FROM RT
19. Overall Picture OF ENGINE FROM ABOVE
20. From Left
21. Front Right OF ENGINE COMPARTMENT
22. Right Side OF ENGINE COMPARTMENT
23. FRONT OF ENGINE COMPARTMENT
24. REAR OF ENGINE COMPARTMENT
25. REAR LEFT REAR OF ENGINE COMPARTMENT
- 26.
- 27.
- 28.
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.
- 36.
- 37.

THIS: BASE ACTION: C KEY: 990041446 CRS 05/03/1999 10:47 CABS020M
NEXT: BASE ACTION: I KEY: 990041446 ID: H86ML
01 TITLE : CUSTOMER INFORMATION TYPE: 10
02 FIRST : 03 MI: 04 LAST :
05 STREET :
06 CITY : WHITE OAK 07 ST: PA 08 ZIP :
09 H PHONE: 10 B PHONE:
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 1G4CW52K2V4648121 ENG: 3.8L V6 MPI PLANT: ORION MI
13 YR/MDL : 1997 GM PARK AVENUE 14 DEL: 04 29 97 15 MILES: 017000
16 DEALER : JOHN HARETTO BUICK, INC. 17 SENDER: 10 36225
18 CITY : WHITE OAK 19 STATE: PA

CDE # DESC CDE COMMENTS
T31 1 GM 1241 INVESTI 20 GM PAR INVESTIGATION

21
22
23
24

PF13 BASE PF14 CHTS PF15 ATTRCL PF16 CLOSE PF17 CRESCH PF18 DIRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 SONEACT PF23 CORREL PF24 CAL
*10087 THIS IS A 1241 CASE - REFER TO 1241 PROCEDURE. *

THIS: ATRCL ACTION: C KEY: 990041446
 NEXT: ATRCL ACTION: I KEY: 990041446
 NAME: [REDACTED] WHITE OAK, PA

CRS 05/03/1999 10:51 CABS200M
 ID: H9GML
 YR/MDL: 1997 CR TYPE: 10

AFTER CALL INFORMATION
 CUSTOMER REQUEST INFORMATION

REQUEST TYPE	: (CASE/INQ)	PRODUCT CAMPAIGN	:		
REQUEST AREA	: SERV	REQUEST SOURCE	: H T 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	: 01				
PART DELAY START	:	PART DELAY END	:		
TRANSFER TO ID	:	DEM ASSIGNED	: 220		
CASE OPEN DATE	: 04 29 99	SCRAP DATE	:		
ROUTING CODE	: CPC CRS LOC: 1241	TRANSMIT	: N (Y/N)		
CORRES TYPE	:	TRANSMIT DATE	:		
FOLLOW UP DATE	:	CORR CASE #	:		
FILE RETENTION	: 00	POSSIBLE SAFETY	: Y (Y/N)		
LAST ALTERED ID	: H9GML	LAST ALTERED DATE	: 05 03 99		
REJECT CLOSE	: N (Y/N)	REOPEN CASE	: N (Y/N)		
PF13 BASE	PF14 CMFS	PF15 ATRCL	PF16 CLOSE	PF17 CSBSCN	PF18 DIRLOC
PF19 CRIS	PF20 TELIST	PF21 LITLST	PF22 SONACT	PF23 CORRSEL	PF24 CAL

THIS: CMTS ACTION: I KEY: 990041446 CRS 05/03/1999 10:51 CABS030M
NEXT: CMTS ACTION: I KEY: 990041446 ID: H96GL
GENERAL COMMENTS TOTAL CMTS: 9 TYPE: 10
SER: B75PE DATE: 04/29/99 TIME: 11:44 COMMENT #: 1

04/29/99

PHONE: 412 664 9100 SERVICE MANAGER: JOE KARETTO, AVM: ANNE FRIGHAN,
PHONE: 800-662-9704, VME: 8043
1ST OWNER, MILES FROM CUST, DELIVERY DATE FROM WINS, GMP 60/30 MAJOR
GUARD

CUST CALLED BCRC STATING HE HAD A THERMAL EVENT. CUST STATES HE WAS
VISITING A FRIEND ON TUESDAY EVENING AROUND 8:05 P.M. AND HAD BEEN
INSIDE ABOUT 5-6 MINUTES WHEN A NEIGHBOR CAME KNOCKING ON THE DOOR TO
ADVISE THEM THE VEH WAS HAVING A THERMAL EVENT. BCRC INQUIRED IF
ANYONE WAS INJURED, AND CUST STATED NO ONE WAS INJURED AND NOTHING WAS
DAMAGED IN REGARDS TO OTHER PROPERTIES. CUST STATES VEH IS NOW AT
DLRSHR. CUST STATES HE HAS BACK CONCERNS AND RIGHT NOW HAS A CANTURY,
BUT CUST STATES IT IS VERY UNCOMFORTABLE TO DRIVE. CUST STATES THAT IS
WHY HE PURCHASED A PARK AVENUE BECAUSE OF THE LUMBAR SUPPORT. BCRC
ADVISED CUST SOMEONE FROM BRC WOULD BE CONTACTING HIM. *CONTINUED*

MORE: Y

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DIRLOC
PF19 CRIS PF20 TELIST PF21 LITLIST PF22 SCHNACT PF23 CORRSEL PF24 CAL
*10004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990041446 GRB 05/05/1999 10:51 CABS030M
NEXT: CMTS ACTION: I KEY: 990041446 ID: H9GML
GENERAL COMMENTS TOTAL CMTS: 9 TYPE: 10
USER: B75PE DATE: 04/29/99 TIME: 12:00 COMMENT #: 2

04/29/99 *CONTINUED*

CUST INQUIRED AS TO WHEN HE WOULD HEAR, AND BCRC ADVISED COULD NOT
SAY BUT WOULD BE SENDING THIS OVER RIGHT AWAY. BCRC THANKED CUST FOR
CALLING BUICK.

BCRC CALLED CC AND ADVISED HIM VEH NEEDS TO REMAIN AT DLRSEP. BCRC
ADVISED CC THIS CASE WAS BEING TURNED OVER TO BRC. CC STATED HE WILL
KEEP VEH THERE UNTIL BRC STATES OTHERWISE.

BCRC: PATTI ECKHMAN, VME, 248-952-2729

USER: B35JC DATE: 04/30/99 TIME: 13:48 COMMENT #: 3
043099

CUST CALLED AND WAS CURIOUS AS TO WHEN OUR BRC WOULD BE CALLING
HIM BACK. BCRC INFORMED HIM IT TAKES UP TO 2 BUSINESS DAYS.

CUST SATISFIED.

JACCI CONLEY 248 952 2730 NO VME

NOTE: Y

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CRESCH PF18 DLRLOC
PF19 CRIS PF20 TELST PF21 LITLST PF22 HOWEACT PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 990041446

CRS 05/03/1999 10:51 CAB3030M

NEXT: CMTS ACTION: I KEY: 990041446

ID: H86ML

GENERAL COMMENTS

TOTAL CMTS: 9

TYPE: 10

USER: BA7BB DATE: 04/30/99 TIME: 13:59

COMMENT #: 4

04 30 99////

RECEIVED CALL. INSURANCE AGENT, PERRY MORGAN REQUESTED TO

SPEAK WITH THE REP WHO WAS HANDLING THIS CASE.

BCRC ADVISED GENTLEMAN THAT THERE WAS NO NAME ON THE CASE YET BUT I

COULD PASS HIS INFO ON TO A REP WHO IS HANDLING THE CASE. THE

GENTLEMAN THEN STATED THAT THIS WAS FINE.

PERRY MORGAN

CLAIM # 38J215194

BCRC BRENT BUTLER

2489522761

MORE: Y

PF13 BASE

PF14 CMTS

PF15 AFTERCL

PF16 CLOSE

PF17 CSECH

PF18 DIRLOC

PF19 CRIS

PF20 TELST

PF21 LITLST

PF22 SCHACT

PF23 CORRSEL

PF24 CAL

THIS: CMTS ACTION: I KEY: 990041446

CRS 05/03/1999 10:51 CABS030M

NEXT: CMTS ACTION: I KEY: 990041446

ID: H8GML

GENERAL COMMENTS

TOTAL CMTS: 9 TYPE: 10

COMMENT #: 8

USER: B51YM DATE: 05/03/99 TIME: 10:29

05-3-99 THE O/ CALLED FOR AN UPDATE.

BCRC ACTIONS: I TRIED TO CONTACT SUSAN TO GET MELLISA'S EXT. I TRIED TO CONTACT BRAIN TO GET MELLISA'S EXT. THEY WERE NOT AVAILABLE. MY CMTS WERE DELETED AS MELLISA WAS ENTERING CMTS AT THE SAME TIME. NO EXT IN CMTS. I TRIED BRAIN AND SUSAN AGAIN. MELLISA ENTERED NEW CMT WITH EXT. I LEFT A MESSAGE OF O/'S CALL.

BCRC YVETTE MORGAN PHONE 248 952 2711 VME 47310

USER: H8GML DATE: 05/03/99 TIME: 10:43

COMMENT #: 9

5-3-99*****

I C/OWNER AT PHONE LISTED. I COMPLETED 1241 SCREENS & ADV OWNER 10-14 BUSINESS DAYS FOR INSPECTION. O/ACK & THANKED. I THANKED. MELLISSA LONG P.A.R. TEAM

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DIRLOC

PF19 CRIS PF20 TALLST PF21 LITLST PF22 EONEACT PF23 CORRSEL PF24 CAL

*10005 BOTTOM OF DATA DISPLAYED *

THIS: 12411 ACTION: C KEY: 990041446
NEXT: 12412 ACTION: I KEY: 990041446

CR# 06/03/1999 10:51 CALGILLON
ID: H86ML

GM1241 PAGE 1

INCIDENT DATE: 04 / 27 / 99 TIME: 20 : 10 (24 HR CLOCK)

OWNER TITLE :
FIRST : MI : LAST :
STREET :
CITY : WHITE OAK ST: PA ZIP : 15131
H PHONE : AGE: B PHONE:
COMPANY:
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:
PF13 BASE PF14 CMFS PF15 AFFCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDAND PF21 12411 PF22 1241X1 PF23 CORRESP PF24 CAL

THIS: 12412 ACTION: C KEY: 990041446

CRS 05/03/1999 10:51 CALG120M

NEXT: 12413 ACTION: I KEY: 990041446

ID: HSGNL

NAME: [REDACTED] WHITE OAK, PA

YR/MDL: 1997 CR 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 ATTY: N (Y/N)

WHERE CAN VEHICLE BE SEEN: John naretto buick/2900 jacks run road/white oak/

service manager joe nuretto phone 412/664-9100

VIN : 1G4CW52K2V4648121

DEL DTE: 042997

YR/MDL: 1997 CW

MILEAGE: 17000

PRINCIPLE USE OF VEHICLE : PERSONAL

DRIVER DESCRIPTION OF INCIDENT & CAUSE: I WENT TO SEE A FRIEND OF MINE &

PARKED VEH. A NEIGHBOR CAME TO THE DOOR & ADV ME THE VEH WAS ON FIRE. I SAW

FLAMES COMING FROM THE FRONT OF THE VEH. THE FLAMES HAD MELTED THE HOOD.

I CLAIM DEFECT CAUSED FIRE DAMAGE

NATURE OF WEATHER: CLEAR & WARM

PF13 BASE PF14 CMTS PF15 APTREL PF16 CLOSE PF17 THIRD PF18 BREACH

PF19 CONTROL PF20 MDRAB PF21 12411 PF22 1241K1 PF23 CORRSMI PF24 CAL

THIS: 12413 ACTION: C KEY: 990041446

CRS 05/03/1999 10:52 CALG130M

MEET: 12414 ACTION: I KEY: 990041446

ID: H86NL

NAME: [REDACTED] WHITE OAK, PA

YR/MDL: 1997 CW TYPE: 10

051241 PAGE 3

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: WIRING/ENGINE

WHO MADE ALLEGATION OF DEFECT: CLAIMANT

WAS VEHICLE TOWED : Y (Y/N)

TOWING CO NAME : AAA

TOWING CO ADDRESS: UNK

TOW DRIVER NAME : UNK

DID YOU SPEAK TO DRIVER: Y (Y/N)

IF "N" GIVE SOURCE OF DRIVER DESC:

VEHICLE SPEED EST : 000

SOURCE OF EST : CLAIMANT

PF13 BASE PF14 CRTS PF15 ATTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARE PF21 12411 PF22 1241X1 PF23 COUNSEL PF24 CAL

THIS: 12414 ACTION: C KEY: 990041446
NEXT: 12415 ACTION: I KEY: 990041446
NAME: [REDACTED] WHITE OAK, PA

CPE 05/03/1999 10:52 CALG140K
ID: ES6ML
YR/MDL: 1997 CW TYPE: 10

GML241 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: 6

INCIDENT LOCATION

LOCATION OF INCIDENT: 922 ELWAL AVENUE, PITTSBURGH

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

THIS: 12415 ACTION: C KEY: 990041446

CRS 05/03/1999 10:52 CALG150N

NEXT: 12416 ACTION: I KEY: 990041446

ID: HSCGL

NAME: [REDACTED] WHITE OAK, PA

YR/MDL: 1997 CW TYPE: 10

GML241 PAGE 5 (VEHICLE)

VIN : 1G4CW52K2V4648121

DEL DATE: 04 29 97

YR/MDL: 1997 CW

NEW/USED/DEMO: N

MILEAGE : 17000

TRANS :

AXLE:

ENGINE :

LICENSE # : UNK

STATE: PA

INSPEC STICK #: UNK

STATION # :

EXP DATE:

SPECIAL EQUIP/FEATURES: NONE

NATURE AND EXTENT OF DAMAGES: ENGINE, HOOD, GRILL, WINDSHIELD

EST COST OF REPAIR: 1

PRODUCT CAMP : NONE

CAMP PERFORMED: (Y/N)

IF "Y" DESC:

TIRE SIZE AND BRAND: UNK

CONDITION OF TIRE: LF: G RF: G RR: G LR: G (GOOD/POOR/FLAT)

SPARE: UNK

PF13 BASE PF14 CHTS PF15 APTREL PF16 CLOS PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MADARB PF21 12411 PF22 1241X1 PF23 CORRSER PF24 CAL

THIS: 12416 ACTION: C KEY: 990041446

CRS 03/03/1999 10:52 CALG16CM

NEXT: 12417 ACTION: I KEY: 990041446

ID: HSGML

NAME: [REDACTED] WHITE OAK, PA

IR/MDL: 1997 CW TYPE: 10

GCL241 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 :

ADDRESS :

SERVICING DEALER :

ADDRESS :

REPAIR ORDER FOUND IN VEHICLE HISTORY: N (Y/N)

HOW MANY :

IF "N" EXPLAIN : NO RELATED WORK RFR

ALLEGED DEFECTIVE PART(S) REMOVED : N (Y/N)

PARTS NAME :

CUSTODIAN:

LOCATION :

HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: I ADV O/VIA PHONE ON 5-3-99 10-14

BUSINESS DAYS FOR INSPECTION

PF13 BASE PF14 CMTS PF15 AFTCL PF16 CLOSE PF17 THIRD PF18 HREACH

PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

THIS: 12419 ACTION: C KEY: 990041446

CRS 05/03/1999 10:53 CALG230M

NEXT: 124110 ACTION: KEY: 990041446

ID: H8QML

NAME: [REDACTED] WHITE OAK, VA

YR/MDL: 1997 CW TYPE: 10

GM1241 PAGE 9

GENERAL COMMENTS:

TOTAL CNTS: 1

USER: H8QML DATE: 05/03/99 TIME: 10:42

COMMENT #: 1

5/3/99*****

O/ADV HE DROVE VEH OVER TO A FRIENDS HOUSE & PARKED VEH IN STREET IN FRONT OF HOUSE. O/STS A NEIGHBOR CAME OVER & ADV HIM HIS VEH WAS ON FIRE. O/STS HE SAW FLAMES COMING FROM HOOD. O/STS HE C/FITTSBURGH FIRE DEPT & HAD THEM COME OUT TO EXTINGUISH FIRE. O/STS ENTIRE ENGINE COMPARTMENT & FRONT OF VEH WAS DAMAGED. O/STS HE DOES NOT HAVE COPY OF FIRE REPORT. O/STS NO INJURIES & NO OTHER PROPERTY DAMAGE. O/STS HE BELIEVES FIRE CAME FROM WIRING OR ENGINE COMPARTMENT. O/STS HE HAS CALLED HIS INSURANCE COMPANY BUT HAS NOT SETTLED W/THM. O/??? RENTAL VEH. I ADV O/I WOULD NOT AUTH RENTAL VEH. I ADV O/I COULD REV FOR UP TO \$30/DAY BASED UPON INSPECTION RESULTS. I ADV O/NO GUARANTEE ON RENTAL VEH. O/ACK. I ADV O/10-14 BUSINESS DAYS FOR INSPECTION. O/ACK & THANKED. I THANKED.

MELISSA LONG F.A.R. TEAM

MORE: N

PF18 BASE PF14 CNTS PF15 APTCL PF16 CLOSE PF17 THIRD PF18 BREACH

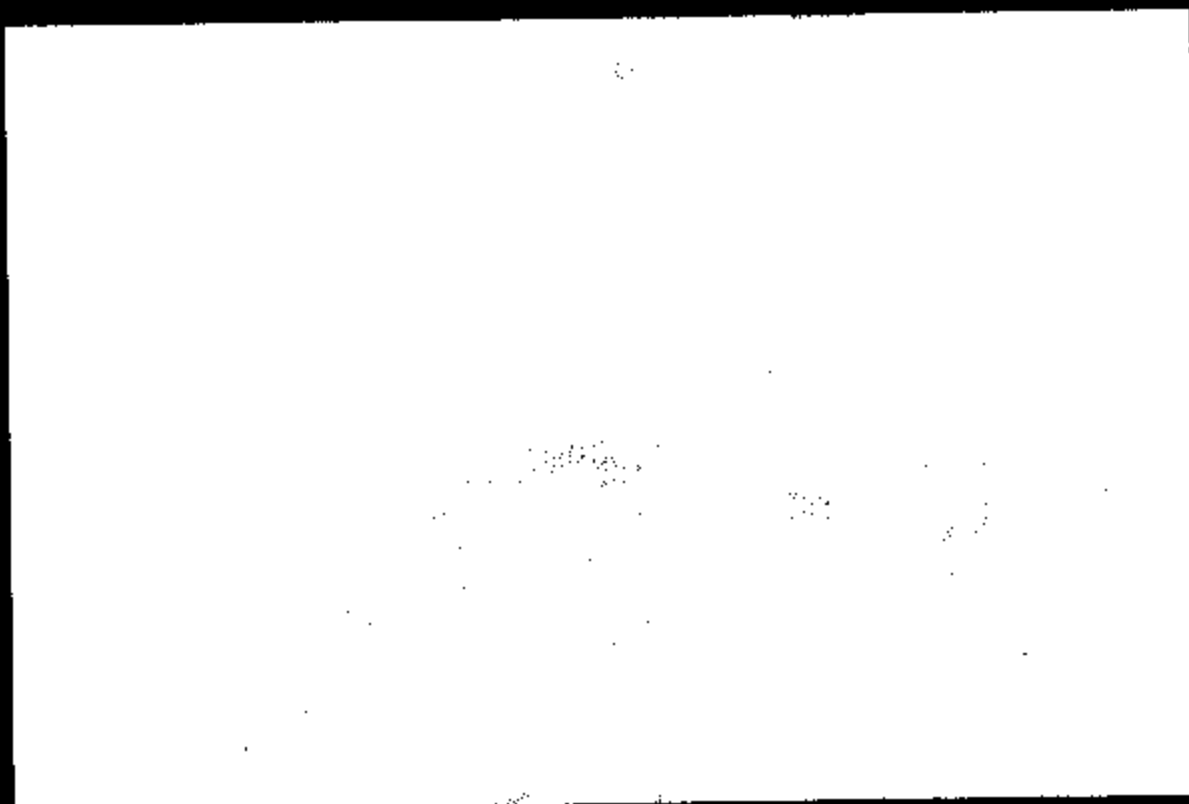
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRESL PF24 CAL

*I0004 TOP OF DATA DISPLAYED *I0005 BOTTOM OF DATA DISPLAYED *







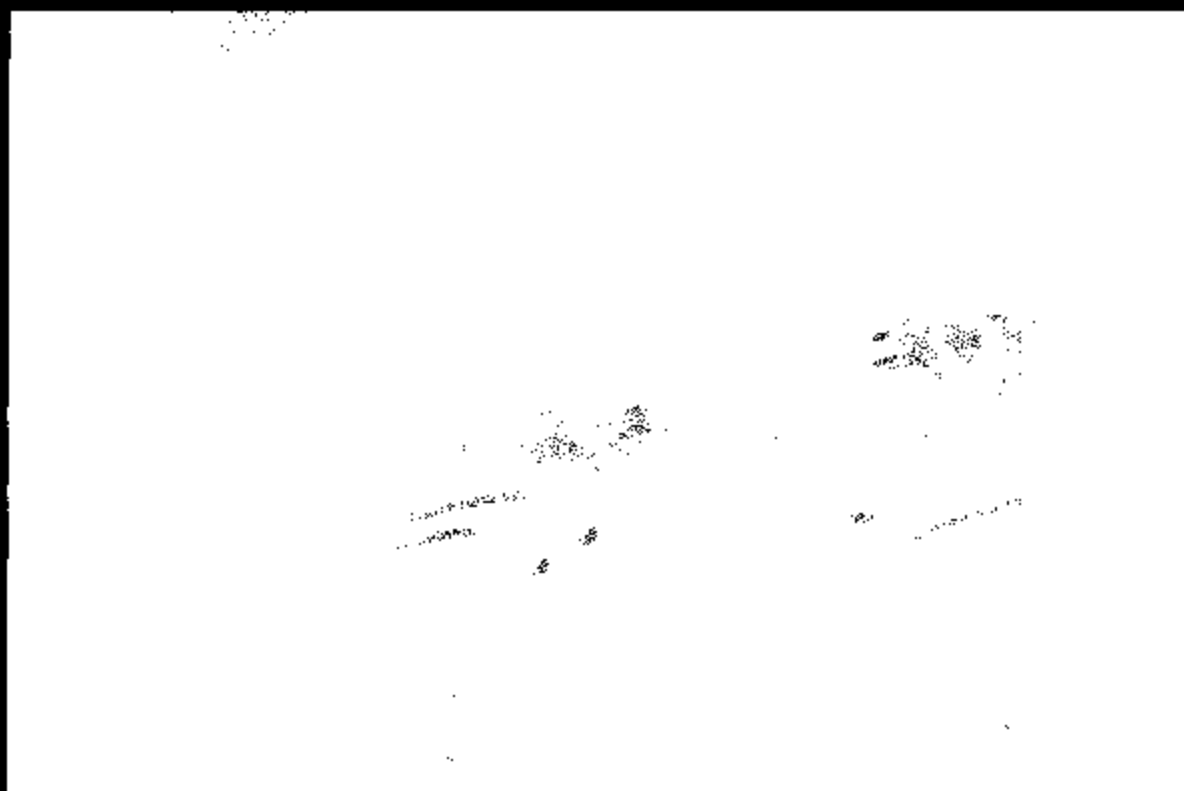


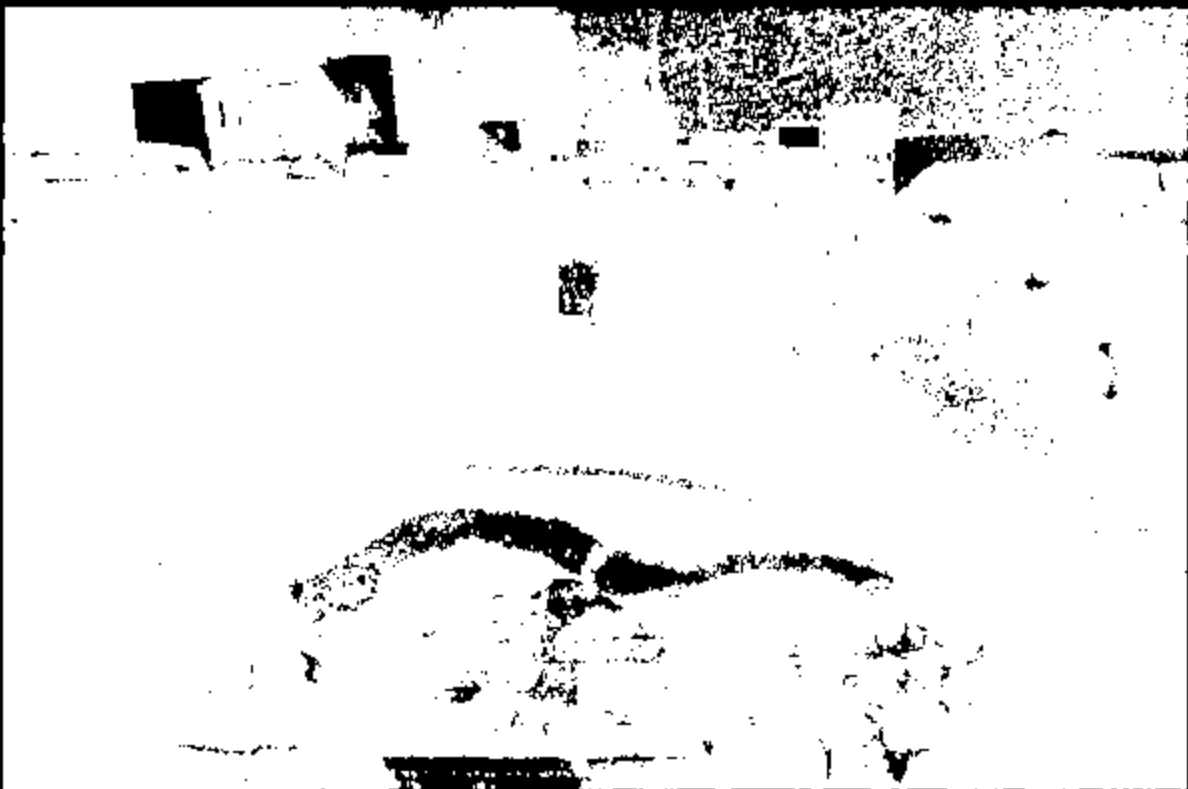


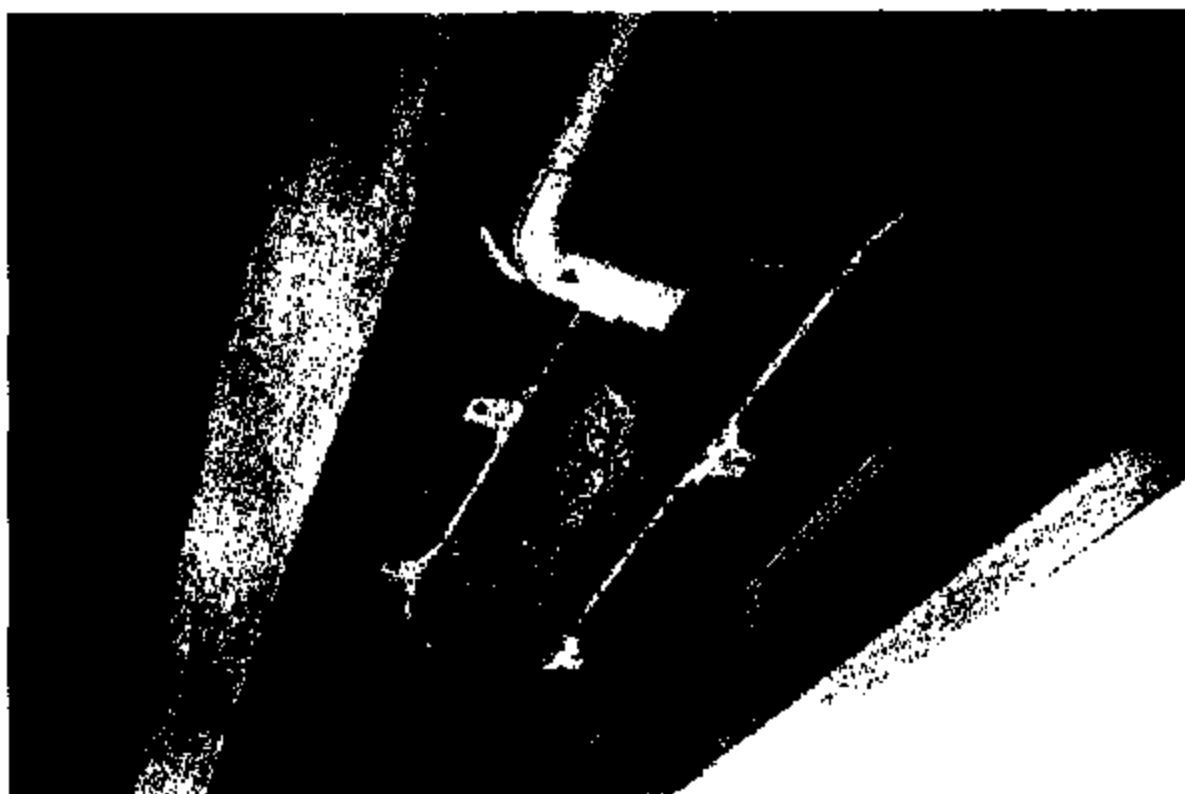
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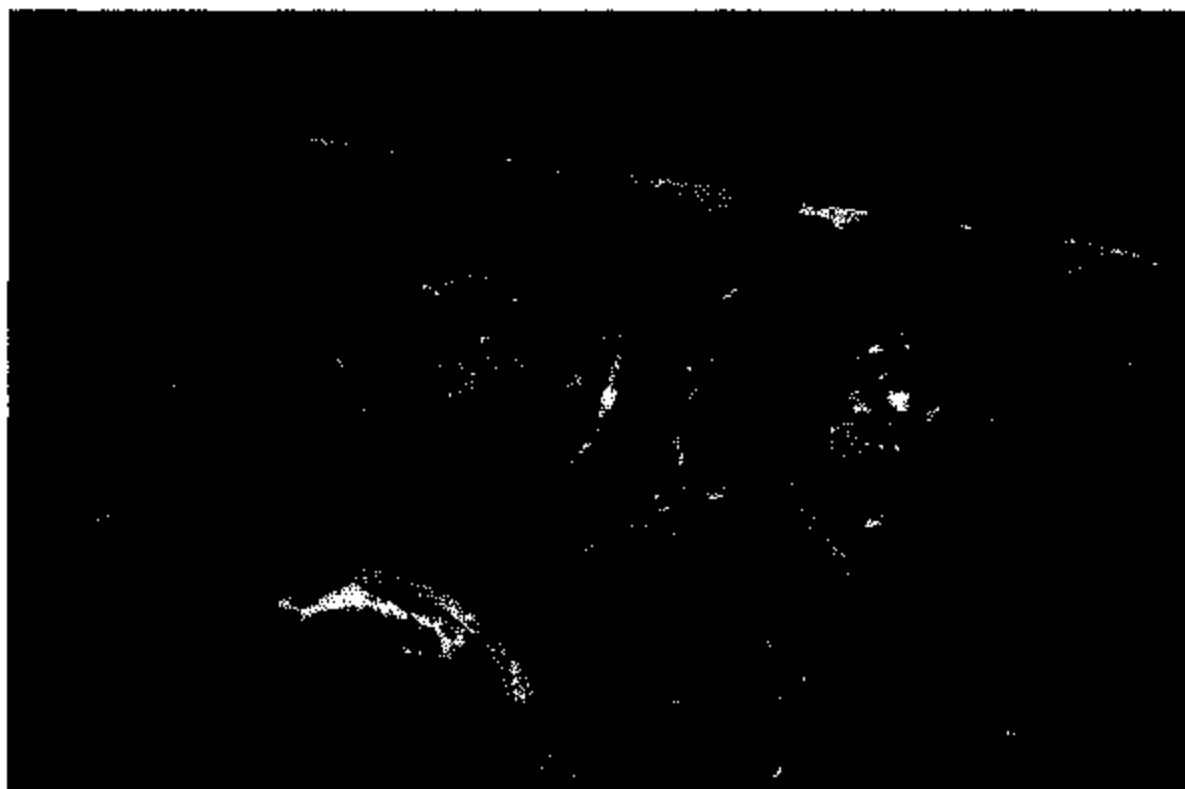


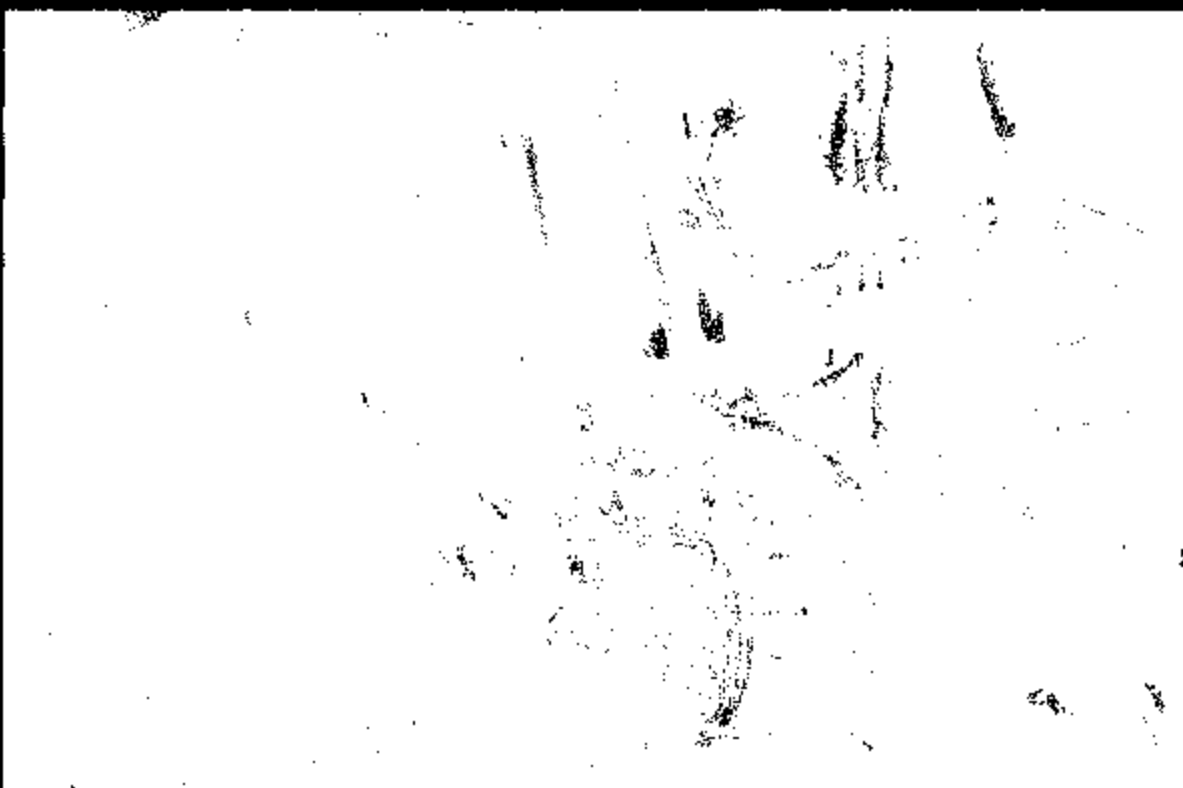
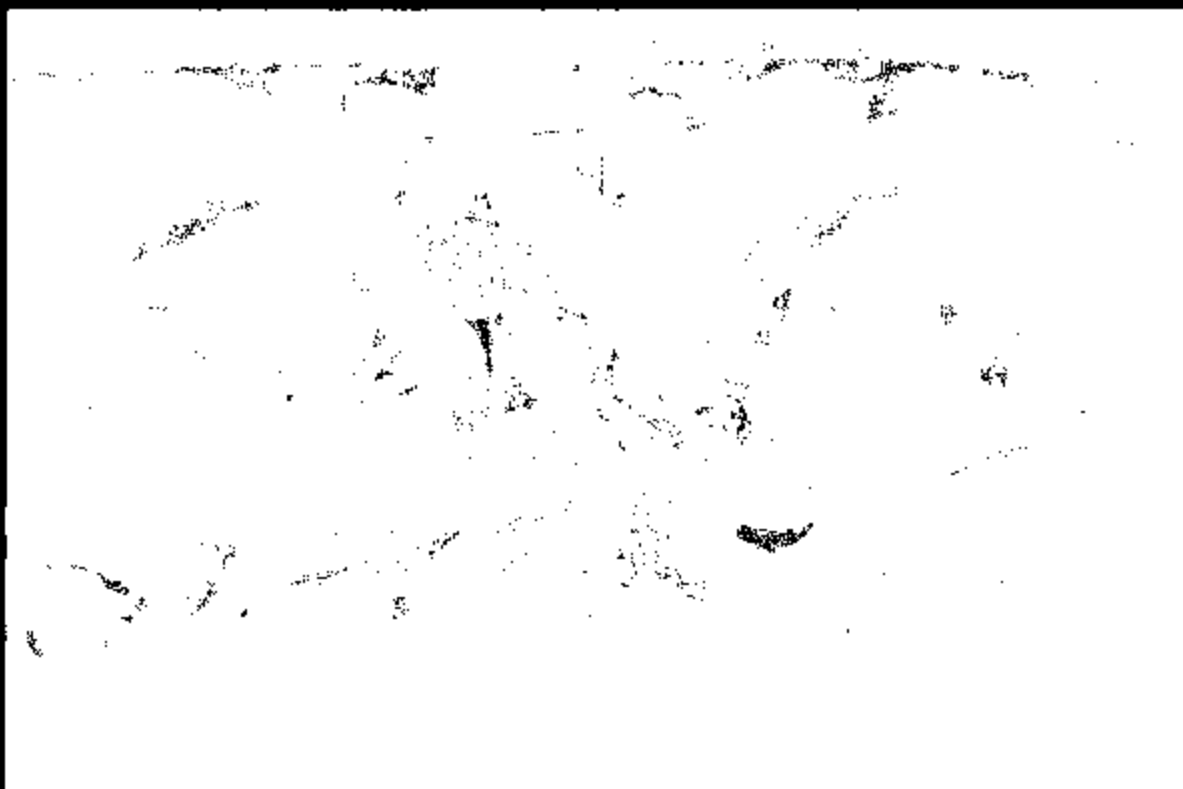


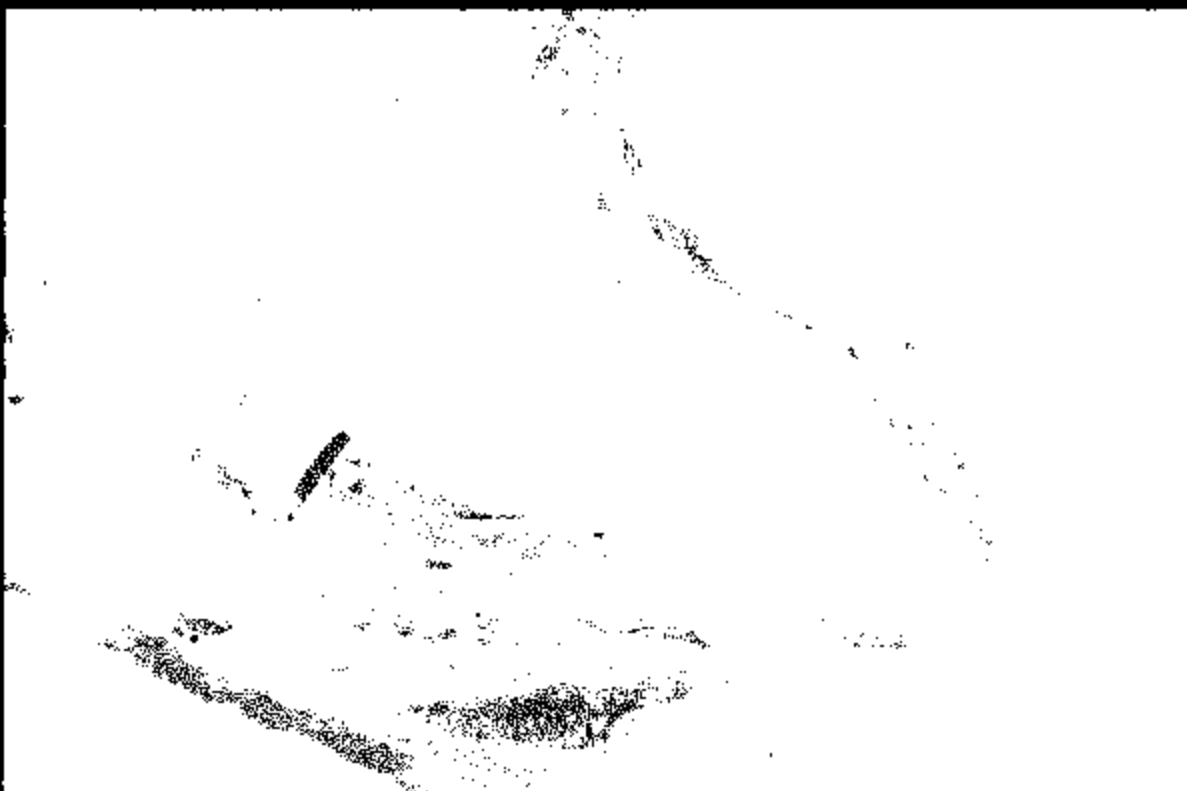


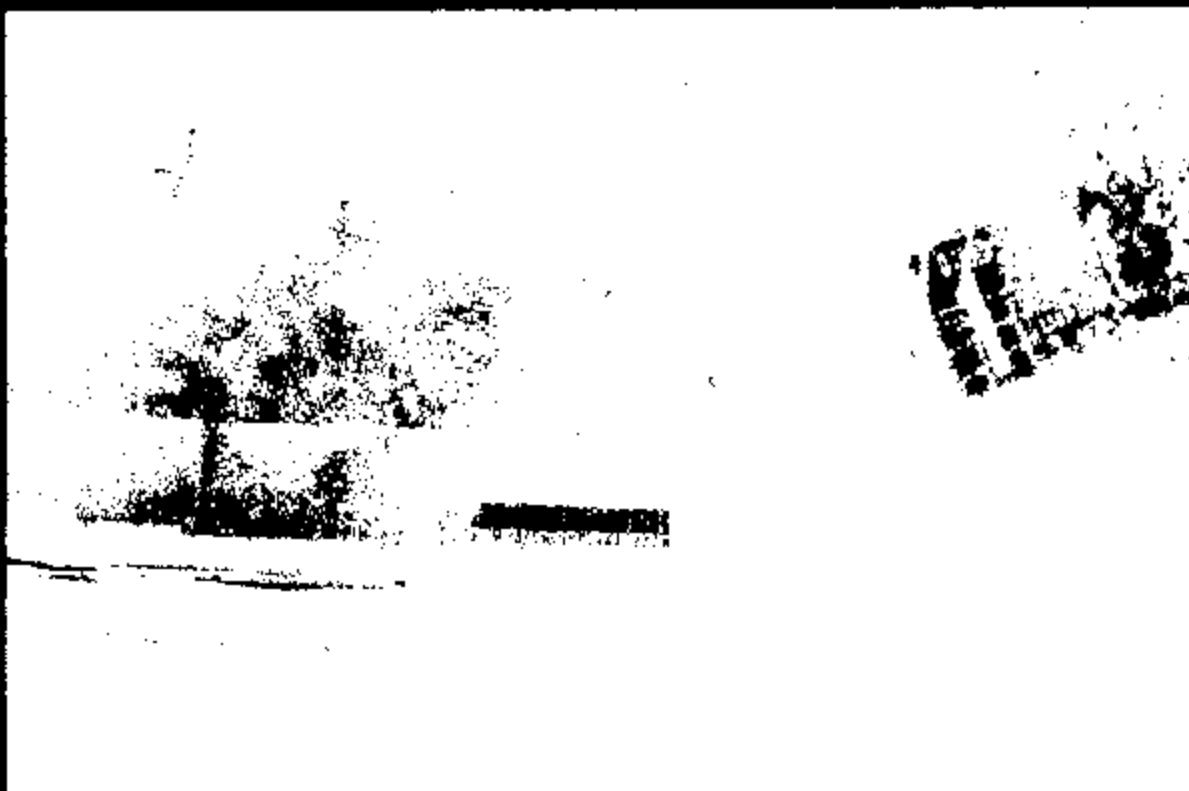














GENERAL MOTORS CORPORATION

DIVISION: PONTIAC - GMC

ZONE: 02

DATE: 07/26/99

283102

PR10113

JO1-112

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

RE: Claimant: [REDACTED]

Date of Incident: 7-6-99

CAC File No.: 99145864 01

Comments:

Attached is a FAR report with information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for the reason(s) indicated below:

1. ☒ The attached report is for your information and record.
2. ☐ We believe this claim may deserve further investigation by you.
3. ☒ Other: 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
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 Schaper P.M.

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

Enclosures:

- ☒ CAC Case Comments
- ☒ EAA Reps Notes
- ☒ Pictures
- ☐ Estimates
- ☐ Police Report
- ☒ 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
☐ Non-collision damage and fire to subject vehicle above \$2000
☐ Personal property damage above \$1,000

Customer Information

Case Number: 99145864 01
Claimant's Last Name: [REDACTED]
VIN: 1G2WJ52K1VF262105

Incident Information

Date and Time of Incident: 07/06/1999/ 7:30 AM
Location of Incident: New Hampshire Avenue & Lockwood Drive
Description of Incident: Owner saw that there was a check oil light on.
Owner went to check oil level with dipstick.
When he took dipstick out there was a flame.
Owner put flame out with jug of water.
Current Location of Vehicle: Galaxy Pontiac
Alleged Defective Component: engine
Who Notified Division of Incident: owner

Product Allegation Resolution
Non-Collision Vehicle Damage

Case Number:

99143864 01

Claimant's Last Name:

[REDACTED]

VIN:

1G2WJ52K1VF262105

Special equipment and features:

None

Primary use of vehicle:

personal

Insurance carrier:

Geico

Weather conditions:

dry

Comments:

**Product Allegation Resolution
Summary/Closing**

Case Number:	<u>99145864 01</u>
Claimant's Last Name:	<u>[REDACTED]</u>
VIN:	<u>1G2WJ52H1VF262105</u>

Was Physical Inspection done? Y/N

Y

Inspector's name/organization:

Wayne J Arnold

Date of inspection:

07/12/1999

Mileage at inspection:

47,480

What was done at the inspection:

Inspected engine

Vehicle road-tested: Y/N:

N

Describe:

Results:

System components inspected:

engine and fuel system

Summary of facts from the investigation:

No defects were found. There was an abundance of oil on the engine. The oil level was full though. It looks like someone spilled oil on the engine.

How and when was the matter left with claimant:

Owner was told that Pontiac would do a goodwill gesture in repairing this vehicle.

FILE NBR: 99145864 01
VIN : 1G2WJ52K1VF262105

MODEL YR: 97 MODEL CODE: PGP DLV DATE: DOCUMENT NBR:

OWNER: WAR ST DTE: FILE SCRAP: 07 23 00
FILE PURGE: 07 23 00

TITLE
FIRST
MIDDLE
LAST

SUFFIX:

COMPANY NAME:

PHONE

FAX:

ADDRESS:

STREET

CITY : SILVER SPRINGS

STATE: MD ZIP:

COUNTRY : USA

MILEAGE: 47,445

COMPLAINT CODE: A06 DESC: FIRE

COMPLAINT CODE: T01 DESC: PRODUCT ALLEGATION

COMPLAINT CODE: T95 DESC: TAMPA TRANSFER TO TIER 2

07/07/99 09:42A STURGES, MICHELLE

N

*****PRODUCT ALLEGATION*****

-OWNER, DRIVER AND CLAIMANT: NORM CAYNE

-DATE OF INCIDENT: 7/6/99 TIME: 7:30 AM

-LOCATION OF INCIDENT: NEW HAMPSHIRE AVENUE & LOCKWOOD DRIVE

-CURRENT LOCATION OF THE VEHICLE: GALAXY PONTIAC

-AFTER-MARKET ITEMS: N/A

-REPAIRS OUTSIDE WARRANTY: N/A

-OWNER/DRIVER'S DATE OF BIRTH: 12/18/50

-NO DISABILITIES

-ROAD SURFACE: PAVED CONDITION: DRY

-BODILY INJURIES: NONE CONTINUED

07/07/99 09:45A STURGES, MICHELLE

N

CONTINUED.....PRODUCT ALLEGATION.....

-NO OTHER VEHICLES INVOLVED

-PROPERTY DAMAGE ONLY TO THE VEHICLE

-COMPONENTS ALLEGED DEFECTIVE: DESIGN OF THE WAY THE DIPSTICK FOR THE OIL
HANGS OVER THE MANIFOLD.

-NO POLICE REPORT MADE

-INSURANCE CO: GEICO 1 PLAZA, FREDRICKSBURG, VA 986-2500

POLICY #2249204

-CUSTOMER STATED HE HAS HAD CONCERNS W/ HIS CLUSTER (FUEL GAGE NOT
READING

PROPERLY AND SUCH AND THE OTHER DAY HE NOTICED THE LOW OIL LIGHT COME ON
SO HE STOPPED TO CHECK THE OIL IN THE VEHICLE. CUST ALLEGED.....CONTINUED...

07/07/99 09:49A STURGES, MICHELLE

N

CONTINUED.....PRODUCT ALLEGATION.....

HE WAS JUST REMOVING THE DIPSTICK WHEN ALL OF A SUDDEN THE FRONT MANIFOLD
CAUGHT FIRE. CUST SEEKS INVESTIGATION PERFORMED TO KNOW WHY THIS HAPPENED

AND FOR REPAIRS TO BE COVERED EITHER BY PONTIAC OR BY HIS 48/60 GMPP.

ADVISED CUST HE WILL BE CONTACTED IN 2-3 BUSINESS DAYS ONCE HIS FILE HAS
BEEN REVIEWED.

CALLED DEALER TO OBTAIN VIN. SPOKE TO CHRIS IN SERVICE WHO ADVISED DAMAGE

NOT THAT BAD-COUPLE WIRES THAT WERE SINGED AND THE TOP OF THE DIPSTICK
TUBE

IS MELTED BUT OTHER THAN THAT NO OTHER REAL DAMAGE. MICHELLE
STURGIS/PHOENIX

07/07/99 02:56P HITCHCOCK, MIKE N

I LEFT A MESSAGE FOR THE OWNER TO CONTACT ME BACK. IF OWNER CALLS PLEASE
CONFERENCE HIM TO ME.

248-874-0504

07/07/99 03:01P MONTGOMERY, PORSHA N

CUST CALLED RETURNING CALL FROM PAR. CAM TRANSFERRED CALL TO PAR.

07/07/99 03:19P HITCHCOCK, MIKE N

OWNER REQUESTED TO HAVE THIS VEHICLE INSPECTED. I AM SENDING EAA AN
INSPECTION REQUEST. I WILL AWAIT ANY FURTHER INFORMATION.

07/09/99 03:41P TOLBERT, JEROLYN N

CUST STATES WANTS TO SPEAK W/ MR. HITCHCOCK. CUST STATES WANTS VEH TAKEN
TO

COVINGTON DLR. CONTACT DANNY MILLER (303) 890 1800. CRM ADVISE WILL LEAVE
MESSAGE FOR MIKE TO RETURN CALL AT HOME IN 1 HOUR.

07/12/99 09:07A HITCHCOCK, MIKE N

I CALLED OWNER TO FIND OUT WHY HE HAD THE VEHICLE MOVED. OWNER WAS NOT
AVAILABLE AND I LEFT MESSAGE FOR HIM TO CONTACT ME BACK. I WILL AWAIT HIS
CALL.

248-874-0504

07/16/99 10:19A MORENO, ALBERTICO N

CAM CALLED SEEKING TO SPEAK WITH MIKE HITCHCOCK. CAM SPOKE TO MIKE HE
STATED TO ADVISE CUST HE WILL CALL HIM WHEN HE GET OUT OF HIS MEETING...

CAM ADVISED CUST THIS.....PHOENIX CENTER.....

07/19/99 12:04P SMITH, KELLY N

CUST CALLED SEEKING A COPY OF THE INSPECTION REPORT.

CRM CONTACTED MR. HITCHCOCK WHO STATED THAT A COPY OF THE REPORT WAS
CONFIDENTIAL. CRM ADVISED CUST OF THIS WHO STATED WOULD CONTACT LAWYER.

07/23/99 03:20P HITCHCOCK, MIKE N

I AUTHORIZED REPAIRS TO THE VEHICLE PRIOR TO THIS DATE. VEHICLE WAS
REPAIRED PRIOR TO TODAY. SERVICE MANAGER CHRIS STATED THAT HE WAS SENDING
COPY OF REPAIR ORDER AND THAT THE OWNER HAS PURCHASED NEW VEHICLE. I AM
CLOSING FILE SATISFIED.

MIKE HITCHCOCK/PAR TEAM/248-874-0504

07/23/99 03:22P HITCHCOCK, MIKE N

*****PAR SUMMARY*****

1. OWNER STATED THAT THERE WAS A DEFECT THAT CAUSED A THERMAL EVENT.
2. PAR OFFERED TO HAVE THE VEHICLE INSPECTED AND OWNER ACCEPTED.
3. PAR SENT INSPECTION REQUEST TO EAA.
4. INSPECTION CAME BACK INCONCLUSIVE. PAR OFFERED TO REPAIR THE VEHICLE
UNDER A GOODWILL GESTURE.
5. VEHICLE WAS REPAIRED AND NOW CASE IS CLOSED SATISFIED.

GM WARRANTY HISTORY INQUIRY

DIV: PONTIAC

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	POL-ELIG
1G2W152K1VF262105	GR.PRIX SB 4DR	M	000000	0 PAID	11	

PROD-DTE: 19961216 DELWAR-DATE: WARELK-DTE:

INV-DTE: 19961216 DELWAR-ODOM: WARELK-TYP:

INV-DLR: 1600745 SHIP-TO-DLR: 1604003

C CYCLE

AUTH AUTH

T RODLR NO. RODATE RO-NO. DOC-NO LN LBRDP LN-TOTAL ODOMETER ID CODE

001 3 1608131 900 19981012 004379 293004 01 E9050 283.24 37563 0090 GE

PUMP ASSEMBLY, P/B - REPLACE

FAIL-PART:26050488 PUMP-REM

002 3 1608131 900 19981012 004379 293003 02 N6205 48.00 37563 0090 GE

WIRE/CONN, L-FRT DR JAMBS SWITCH-RPR

003 3 1608131 900 19981012 004379 293002 03 N6420 30.00 37563 0090 G

WIRE/CONN, REAR COMPT-REPAIR

004 3 1608131 897 19980926 004017 283027 01 N6224 30.00 36829 0090 G

WIRE/CONN, R-FRT DOOR LOCK-REPAIR

005 1608131 878 19980728 002562 217015 01 C3358 46.80 34712

TRIM ASM, L-1 PC-FRT DR-R&R/REPLACE

FAIL-PART:15600382 RETAINER

006 1608131 878 19980728 002562 217014 02 C3541 42.00 34712

TRIM ASM, L-RR DOOR-R&R/REPLACE

007 1608131 878 19980728 002562 217013 03 C3540 24.00 34712

TRIM ASM, R-RR DOOR-R&R/REPLACE

008 1608131 878 19980728 002562 217012 04 J9991 18.00 34712

CUST CONCERN NOT DUPL-ENG MECHANICAL

009 1608131 878 19980728 002562 217011 05 C3348 36.00 34712

TRIM ASM, R-1 PC-FRT DR-R&R/REPLACE

010 1608131 878 19980728 002562 217010 06 Z5000 1.20 34712

DEALER TRADE PRICE DIFF REIMBURSE

011 1 1604003 704 19970102 176037 018001 01 Z7000 83.65 5

PASSENGER CAR AND TRUCK NVI

NO MORE CLAIMS FOR THIS VIN

GM WARRANTY HISTORY INQUIRY

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION

DIV: PONTIAC

VIN: 1G2WJ52K1VF262105 ORD-TYPE: 010 SERV-TYPE: 000 DEL-TYPE: 000

RPO DESCRIPTION

RPO DESCRIPTION

W BODY

HIGH MILEAGE

4 DOOR

SEDAN

PONTIAC

V6 ENGINE

L36 3.8 LITRE V6 MPI

U.S. FEDERAL EMISSIONS

MX9 AUTO TRANS W/OVERDRIVE

AUTO TRANS

M13 4T60-E AUTO ELBC TRANS

U68 INSTRUMENT CLUSTER

AK5 INFLAT RESTRAINT DE/PAS

ANTILOCK BRAKE

O60 STAND AIR CONDITIONING

UV6 HUD HEAD UP DISPLAY

U40 DIGITAL TRIP MONITOR

U68 DRIVER INFO CENTER

TRACTION CONTROL

POWER STEERING

TILT STEERING COLUMN

DG7 DE/PASS REMOTE ELBC

U56 FIXED ANTENNA

UT6 RADIO AM/FM CASS

FLOOR CONSOLE

POWER WINDOW

A90 ELECTRIC TRUNK RELEASE

KEYLESS ENTRY SYSTEM

CRUISE CONTROL

U46 THEFT DETERRANT

END OF OPTIONS

**4525 Emerson Street
Hyttsville, Maryland 20781
301-277-7274
301-277-8078**

Address Silver Spring (MD)

DATE 8/1/80
 YOUR NAME WILLIAM
 STREET 1121 W 1ST
 CITY WICHITA
 STATE KS
 ZIP 67201

[illegible]

**LIMITED EXPRESS WARRANTY LABOR & PARTS - \$0
DURING OR 3,000 MILES, WHICHEVER OCCURS FIRST.**

- ☐
- RETAIN OLD PARTS
-
- ☒
- DISPOSE OF OLD PARTS

[illegible]

07/23/99 FBI 13:40 [TX/RX HQ 7852]

Arnold

1401-
Pontiac

Facsimile Cover Sheet

EAA Contact:	Kathy Smith	
Phone/Fax:	248-642-3332	/ 248-642-4558
Subject:	P.A.R. Investigation	
File#:	09145884	
Claimant:	[REDACTED]	
Vehicle (Model-Year):	1997 Pontiac Grand Prix	
Vehicle Location:	Oshtemo Township, MI 48867	
Contact's Name/Phone:	Chris Toronto/410-308-8700	
Divisional Contact:	Miss Nickcock	
Division:	Pontiac P.A.R. Investigation	
Address:	16 E. Jackson St. PO: 488-816-830 Pontiac, MI 48042	
Phone/Fax:	248-874-0504	/ 248-874-4291
8x / EDRI Cartridge:	Version Required ☐ 6.0	Version Required ☐ 7.0
Date:	7/1/99	
Pages including this cover sheet:	4	

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 this 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.

Vehicle Use Factors

- ☐ Acceleration/Braking
- ☐ Curb/curb-side impact
- ☐ Brakes/ABS/TC System(s)
- ☐ Fire (Collision)
- ☒ Fire (Non-collision)
- ☐ Wheels & Tires

- ☐ Hood/hood latch
- ☐ Seats
- ☐ Restraints-SIR/Seatbelts
- ☐ Transmission/Throttle
- ☐ Rear Axle
- ☐ Steering/Suspension/Chassis

Special Instructions

- ☐ Do not interview Owner
 - ☒ Interview Owner
 - ☐ Remove & Return Part
 - ☒ Certified P.A.R. Team Member
 - ☐ Other
- R-54*

EAA Internal Use Only

- ☐ Chevrolet 250-_____
- ☐ Buick 645-_____

- ☒ Pontiac/Geo 308-_____
- ☐ Cadillac 277-_____

- ☐ Oldsmobile 848-_____

To: *SA Wayne Arnold*
From: *Kathy Smith*

Phone: _____
Date Filed to SA: *7/8/99*

Fax: *708-620-2573*
Due Date: *7/22/99*

EAA BA Use Only

Report Mailed USP's Priority: _____
EAA BA Case Completion Date: *7/13/99*

Date mailed: *7/14/99*

Time: *11:30* AM ☒ PM

Case Acceptance/Investigation ☒ YES ☐ NO

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

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIRE

(page 1 of 3)

Division: Pontiac	Ref:	Document ID 96148984	Date Saved: 07/12/99
VIN: 1G2WJ52K1VP262105		Claimant's Name (LAST, First)	

Division:	Ref:	Document ID	(page 1 of 3)
VIN:		Claimant's Name (LAST, First)	

Inspected By: Wayne J. Arnold
PHONE: (708) 8208037

Organization: E.A. Associates
Inspection Date: 07/12/99

Mileage at Inspection: 57,480

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:

- 58" charred area around bottom of yellow plastic dipstick handle located above exhaust manifold second port.
- Lower edge of plastic spark plug wire retainer mounted around top of valve cover was charred around dipstick tube.
- Coolant reservoir empty, coolant low in radiator.
- 8" x 8" wet oil residue around engine or filter at top front of composite engine cover.
- Wet oil residue and discoloration on underside of composite valve cover.
- Wet oil residue on center of lower front crossmember under dipstick tube area.
- Unable to verify any electrical system cause of fire.
- Excessive oil residue around and below filler cap and dipstick area.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: _____
Silver Spring, MD

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):

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.): N/A

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) :
Engine oil level light came on.

5. Repairs outside of warranty (what, when, by whom?): N/A

6. Other vehicle history information (from person being interviewed or GM Warranty History):

7. Last maintenance (date, description, by whom?): LOF by Jiffy Lube, Hyattsville, MD, March 1999

II INTERVIEW - INCIDENT DETAILS

II A BEFORE THE FIRE

This section covers vehicle usage the day of the fire.

If being driven, describe vehicle speed: 10-15 mph, drive length h 4 min, distance 1 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). Stop-and-go rush-hour traffic.

If parked, how long was it parked? 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.). Vehicle was parked overnight prior to fire when incident occurred.

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: N/A

Weather conditions: Approx. ambient temperature 80°F. General conditions (dry, rain, wind, etc.): Dry

II B AT THE FIRST INDICATION OF A PROBLEM

Ignition switch position (off, on, start, accessory): on Engine running? (Y/N) Y

Unusual odors? (Y/N) N Describe:

Smells? (from where, color, intensity, etc.) None

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Y Describe: Engine oil level light came on.

Any apparent malfunction? (Y/N) Y If yes, describe: Unable to confirm malfunction. Engine oil level lamp normal at inspection.

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) High. Blower setting High. 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, Fl <u> </u> Rr <u> </u>	☐ CB Radio	☐ Other
☐ 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?

II C DURING THE FIRE

Time 1 min and distance 100 yds between first indication of a problem and start of fire.

Time 15:20 sec between start of fire and other significant events. Describe:

Time (24 hr) 07:30 when fire was over or put out.

Describe initial location, color and intensity of smoke and flame. See below.

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Y Describe: Engine oil level light came on prior to fire.

Any malfunction? (Y/N) N If yes, describe:

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) Y, Open Hood? (Y/N) Y, Other? (Y/N) Y Describe: Instrument panel oil lamp came on while driving; stopped, turned ignition off, opened hood, did not see any smoke or flame. Located engine oil filler cap, started to remove dipstick; when dipstick was approximately 1-1 1/2" out, yellow/orange flame appeared between exhaust manifold and exposed dipstick tube opening. Also noted 8-10" flame along edge of composite engine cover adjacent to dipstick area. Secured bottle of water from trunk and extinguished fire. Called tow truck.

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? Owner's main concern appears to be location of dipstick and oil filler cap close to and immediately above exhaust manifold.

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):

Comments: No fire damage.

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

Comments: No fire damage.

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, oil 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:

- 5/8" charred area around bottom of yellow plastic dipstick handle located above exhaust manifold second port.
- Lower edge of plastic spark plug wire retainer mounted around top of valve cover was charred around dipstick tube.
- Coolant reservoir empty, coolant low in radiator.
- 8" x 8" wet oil residue around engine oil filler at top front of composite engine cover.
- Wet oil residue and discoloration on underside of composite valve cover.
- Wet oil residue on center of lower front crossmember under dipstick tube area.
- Unable to verify any electrical system cause of fire.
- Excessive oil residue around and below filler cup and dipstick 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: Reservoir empty, low level in radiator.

Engine oil: Within specifications.

Transmission fluid: 1 pint low.

Power steering fluid: Within specifications

Brake fluid: Within specifications.

E. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?):
Scrapes or impact damage on the following:
Fuel tank
Fuel filler line
Tires/Wheels

Comments: No fire damage

F. Electrical:

Generator & attached wiring
Battery & attached cables
Cooling fans

Fuses (Identify all open or not proper size):
Relay centers
Wiring insulation at fuse blocks
Fusible links (Identify all open):
Spark plug wiring and boot condition:
Modules: ABS/TCS, ECM, other

Comments: No blown fuses or electrical fire damage noted.

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: 5/8" charred area around bottom of yellow plastic engine oil dipstick handle above 2" exhaust manifold port.

Photograph and comment on the item/area which is the apparent origin of the fire: Same.

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: Wet oil residue 8" x 8" around engine oil filler cap at front top composite engine cover.

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: Site inspection not performed.

**PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Division: Pontiac/GMC	Roll#	Document ID 98145864	Date Saved: 7/12/98
VIN: 1G2WJ53J0VP282168	Claimant's Name (LAST, First)		

Division:	Roll#	Document ID	(page 1 of 1)
VIN:	Claimant's Name (LAST, First)		

Inspector Wayne J. Arnold, EAA

Number of Rolls

Roll Number

Seq.# Description

- 0
1. CASE # & VIN
2. DOOR DECAL VIN
3. FRONT VIEW
4. L/FRONT VIEW
5. R/FRONT VIEW
6. L/SIDE VIEW
7. R/SIDE VIEW
8. L/REAR VIEW
9. R/REAR VIEW
10. REAR VIEW
11. ENGINE COMPARTMENT OVERALL
12. ENGINE COMPARTMENT L/SIDE
13. ENGINE COMPARTMENT R/SIDE
14. WIRE HARNESS/CONNECTOR IN AREA OF CHARRED DIPSTICK
15. ANOTHER VIEW OF WIRE HARNESS IN AREA OF DIPSTICK
16. ANOTHER VIEW OF WIRE HARNESS IN AREA OF DIPSTICK
17. CHARRED AREA OF PLASTIC DIPSTICK HANDLE
18. COMPOSITE ENGINE COVER SHOWING WET OILY RESIDUE
19. UNDERSIDE OF COMPOSITE ENGINE COVER SHOWING OIL-SOAKED AREA
AROUND FILLER CUP OPENING
20. TOP OF ENGINE WITH COVER REMOVED
21. OILY RESIDUE ON WIRE HARNESS UNDER COVER
22. OILY RESIDUE ON FRONT FRAME CROSSMEMBER - CLOSE-UP
23. OILY RESIDUE ON BOTTOM OF A/C COMPONENT
24. OILY RESIDUE ON FRONT FRAME CROSSMEMBER IN AREA DIRECTLY UNDER OIL
FILER CAP
25. }-
26. }-
27. }- INTERIOR VIEWS - NO FIRE DAMAGE
28. }-
29. }-
- 30.
- 31.
- 32.
- 33.
- 34.

NO	DATE	Y-PLAN	CP CODE	DESCRIPTION	CP CODE	DESCRIPTION	CP CODE	DESCRIPTION
437914CC	96	37502771	45553	TRIM ASSEMBLY, 25000	45553	TRIM ASSEMBLY, 25000	45553	TRIM ASSEMBLY, 25000
4017259EP	98	34520071P	46224	TRIM ASSEMBLY, 25000	46224	TRIM ASSEMBLY, 25000	46224	TRIM ASSEMBLY, 25000
860018JUL	98	347180077	43338	TRIM ASSEMBLY, 25000	43338	TRIM ASSEMBLY, 25000	43338	TRIM ASSEMBLY, 25000

WORK ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 47460

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.



8570 McGraw Road
Columbia, MD 21045
(410) 308-9700
1-800-225-1113

EXCLUSION OF WARRANTIES
Any warranty on the parts and accessories sold hereby are made by the manufacturer. The undersigned neither warrants nor endorses the quality, performance, or reliability of any part, component, or accessory, and disclaims all warranties, express or implied, of any part, component, or accessory, sold hereby. The undersigned further disclaims all warranties, express or implied, of any part, component, or accessory, sold hereby, and disclaims all warranties, express or implied, of any part, component, or accessory, sold hereby. The undersigned further disclaims all warranties, express or implied, of any part, component, or accessory, sold hereby.

CUST. NO. 6621878		STOCK NO. P421		TAG NO. T362		COLOR BLACK		PAGE 1 OF 1	
DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DATE
06JUL1998	TG2WJ5ZK1VF862108	47460	08JUN98	TG2WJ5ZK1VF862108	47460	08JUN98	TG2WJ5ZK1VF862108	47460	08JUN98
CUSTOMER NAME		ADDRESS		CITY/STATE/ZIP		PHONE		FAX	
SILVER SPRING MD		[REDACTED]		SILVER SPRING MD		[REDACTED]		[REDACTED]	
TECHNICIAN NAME		TECHNICIAN NO.		TECHNICIAN NO.		TECHNICIAN NO.		TECHNICIAN NO.	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
1) QHPP 48/60K \$200.00 DEDUCTIBLE									

LINE	OF CODE	DESCRIPTION	AMOUNT
1		LEVEL LT OR	
2		STATES REMOVED DIPSTICK AND ENGINE CAUGHT FIRE	
3		FUEL GAUGE FLUCTUATES FROM HIGH TO LOW TOWED IN	
			
			

FOREMAN'S SIGNATURE X
TECHNICIAN COPY

AS OF: 11:34:28 12 JUL 1999

SERIAL 1B2WJ52K1VF262105

RD 31482

CLOSE-DATE 08APR98

MILEAGE 32272

SA 80 80

TECH 76

TYPE IPIUC IPIUC

OP-CODE MBIU 9999

OPERATION DESCRIPTION U/C MARYLAND STATE INSPECTION

CUSTOMER NAME [REDACTED]

FAIL

MODEL GRAND PRIX

YR 97

SERIAL 1B2WJ52K1VF262105

RD 2562

CLOSE-DATE 29JUL98

MILEAGE 34712

SA 80 80 80 80 80 80 80

TECH 77 77 77 77 77 77 77

TYPE WP4 WP4 WP4 WP4 IPPU WP4 WP4

OP-CODE C3358 C3541 C3540 J9991 RENTAL C3348 Z5000

OPERATION DESCRIPTION TRIM ASSEMBLY, FRONT DOOR - R&R OR REPLACE LEFT ONE PIE

E TRIM ASSEMBLY, REAR DOOR - R&R OR REPLACE LEFT

R TRIM ASSEMBLY, REAR DOOR - R&R OR REPLACE RIGHT CUSTOM

R CONCERN NOT DUPLICATED LOANER CAR TRIM ASSEMBL

Y, FRONT DOOR - R&R OR REPLACE RIGHT ONE PIECE PARTS F

UP CHARGE

CUSTOMER NAME CAYNE, NORMAN DEAN

FAIL

MODEL GRAND PRIX

YR 97

SERIAL 1B2WJ52K1VF262105

RD 4017

CLOSE-DATE 29SEP98

MILEAGE 36829

SA 508 508

TECH 71 71

TYPE WP4 CP

OP-CODE N6224 DIAG

OPERATION DESCRIPTION WIRING AND/OR CONNECTOR - REPAIR DOOR LOCK RIGHT FRONT

SPECIAL ORDER POWER STEERING PUMP

CUSTOMER NAME [REDACTED]

FAIL

MODEL GRAND PRIX

YR 97

SERIAL 1B2WJ52K1VF262105

RD 4379

CLOSE-DATE 14OCT98

MILEAGE 37563

SA 27 27 27 27 27

TECH 71 71 71 71 71

TYPE WP4 WP4 WP4 WP4 CP

OP-CODE E9050 E8622 N6205 N6420 DIAG

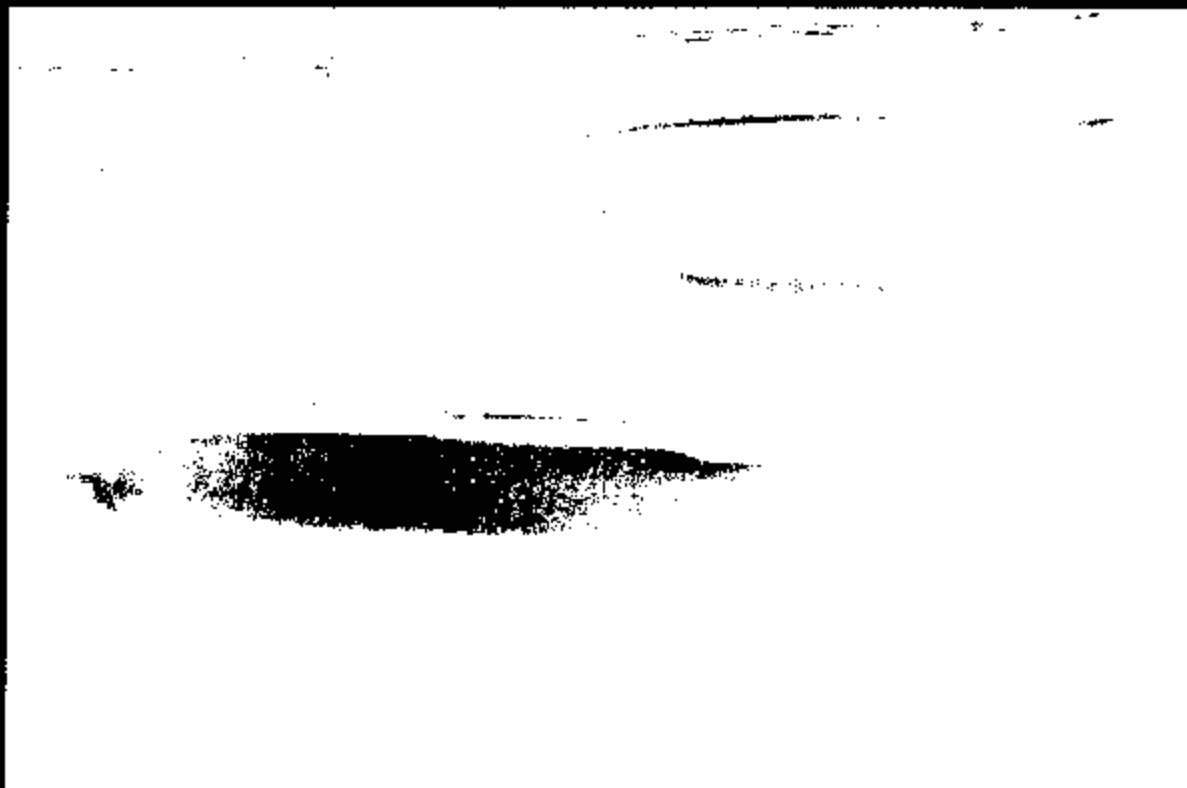
AS OF: 11:34:31 12-JUL-1999

CONNECTOR - REPAIR DOOR JAMB SWITCH LEFT FRONT WIRING
AND/OR CONNECTOR - REPAIR REAR COMPARTMENT NO RPOB
LEN FOUND AT THIS TIME

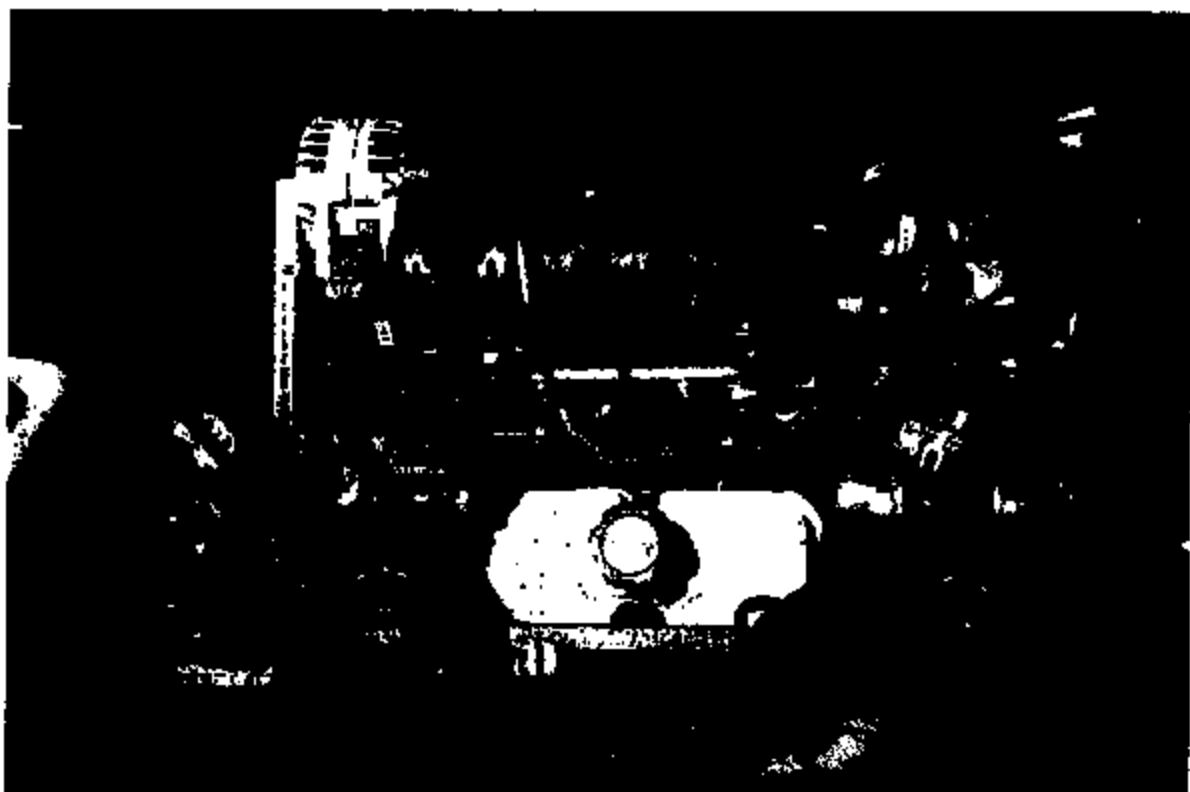
CUSTOMER NAME [REDACTED]
FAIL 260304BB 4A 2 260641B3 2L 1 7L 0
MODEL GRAND PRIX
VR 97

SERIAL ***

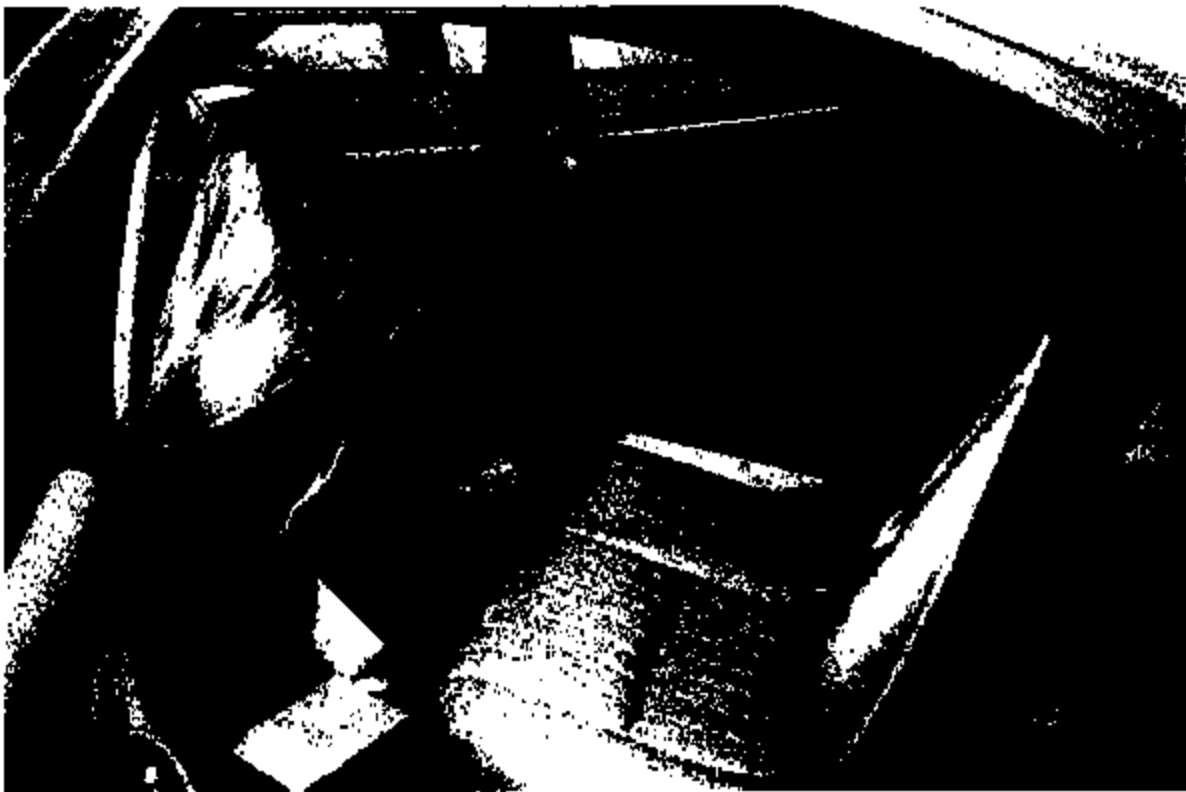
SERIAL



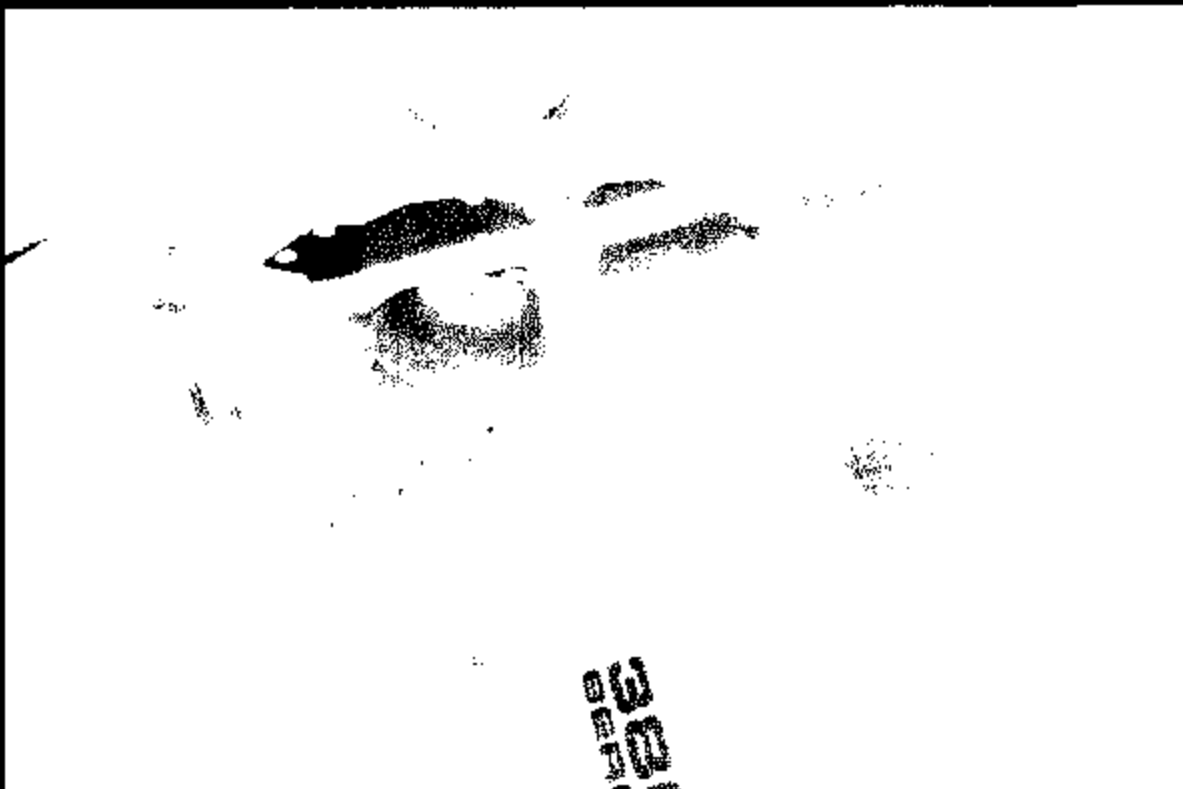


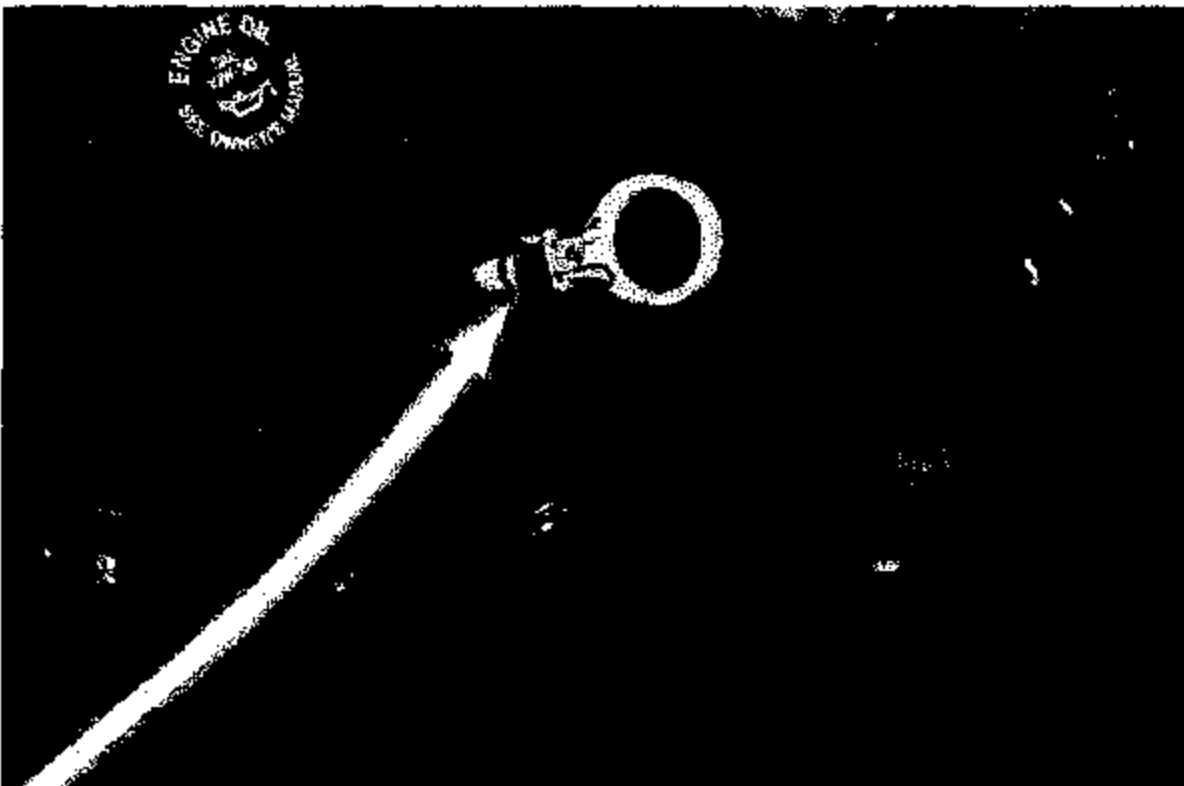


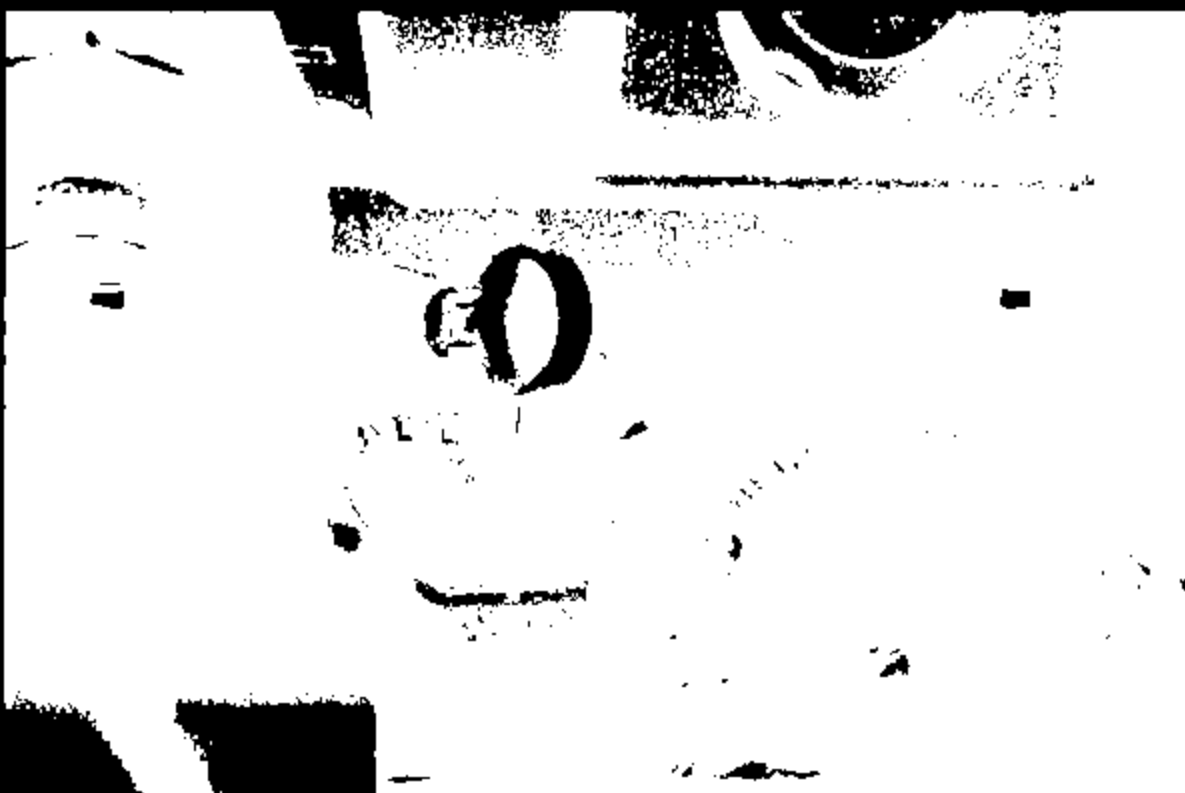




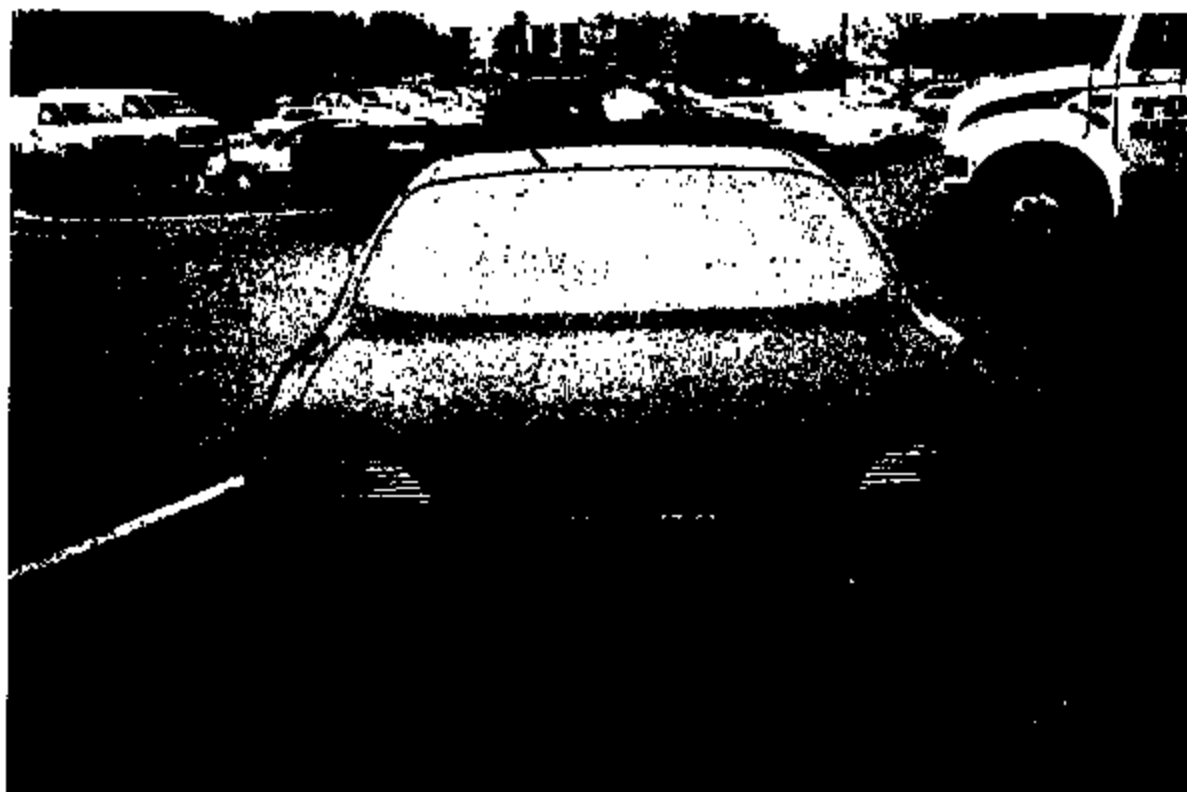


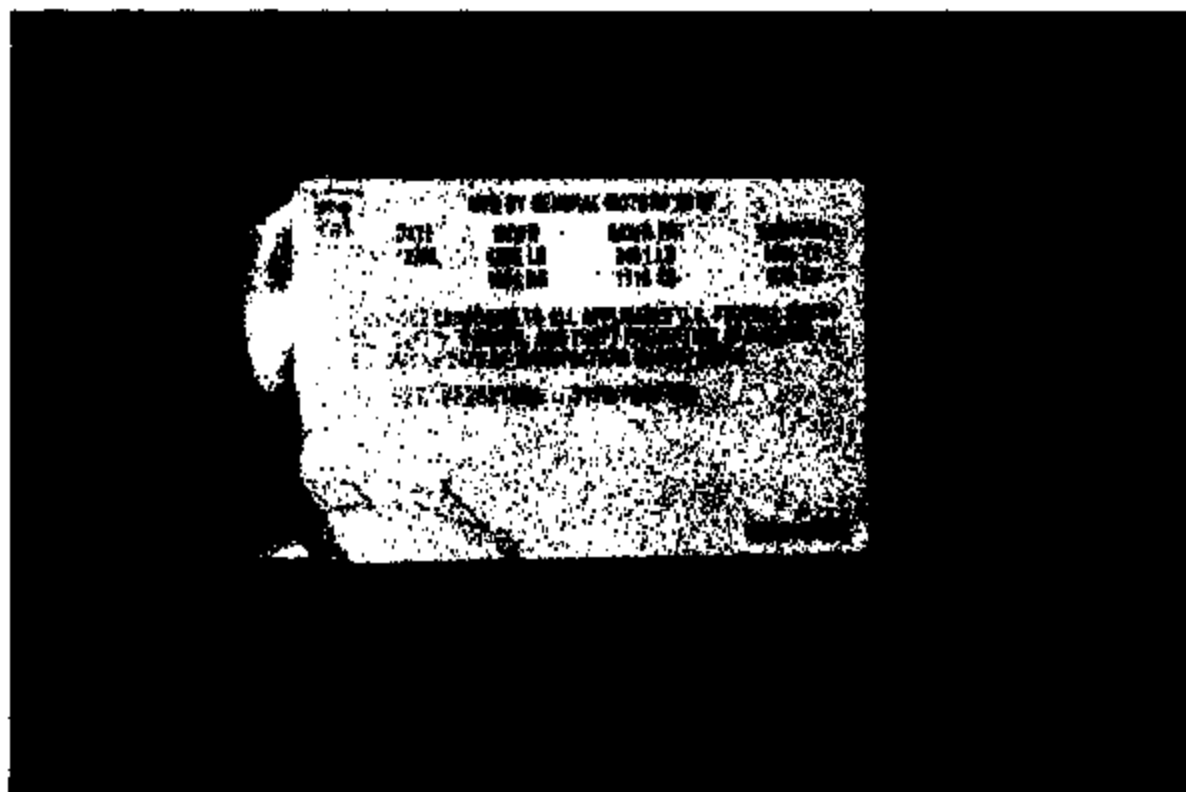






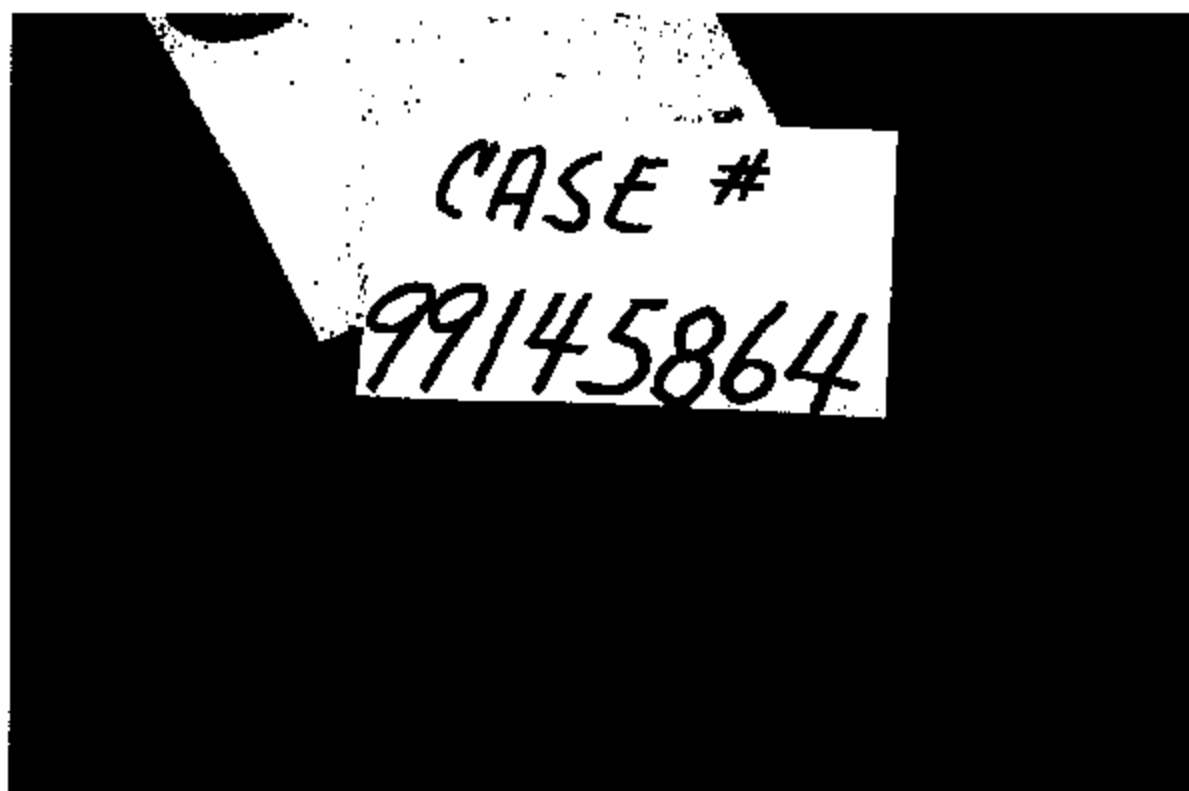






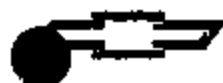
PR10113







288143

PR10156
205-053

GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

DIVISION: Pontiac-GMCDATE: 08/05/1999ESIS UNIT
GM Central Claims
P.O. Box 02489
Detroit, MI 48202RE: Claimant: [REDACTED]Date of Incident: 7/19/99CAC File No.: 9916498261PAR Specialist: Nathan Burnett

Certification:

Attached is a PAR report with information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for the reason(s) indicated below:

1. ☒ The attached report is for your information and record.
2. ☐ We believe this claim may deserve further investigation by you.
3. ☐ Other: 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
General Motors Corporation
M.C. 483-616-830
16 Judson
Pontiac, MI 48342-6008

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

Very truly yours,

General Motors Corporation

*Elmer Dean Stryker P.M.*Customer Service Center Supervisor
16 Judson
M.C. 483-616-830
Pontiac, MI 48342-6008

Enclosures:

- | | |
|--|--|
| ☒ CAC Case Comments | ☒ BAA Reps Notes |
| ☒ Photos | ☐ Estimates |
| ☒ Police/Fire Report | ☐ R.O.'s |
| ☐ Burn Tape | ☒ Warranty History |
| ☐ Other | |

Product Allegation Resolution- General

Documentation Decision Criteria

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

Case Number: 99-164982-01

Claimant's Last Name: [REDACTED]

VIN: 1G2HX52K4XH228543

Incident Information

Date and Time of Incident: 07/19/1999

Location of Incident: Bill Kahn Pontiac Cadillac GMC-Truck

Description of Incident: vehicle caught fire

Current Location of Vehicle: Bill Kahn Pontiac Cadillac GMC Truck

Alleged Defective Component: fuel line

Who Notified Division of Incident: Jeff Neibler, General Manager of dealer

**Product Allegation Resolution
Non-Collision Vehicle Damage**

Case Number:	99164982-01
Claimant's Last Name:	[REDACTED]
VIN:	1G2ZHX42KCH220543

Special equipment and features:

none

Primary use of vehicle:

new vehicle, had not been sold yet

Insurance carrier:

unknown

Weather conditions:

unknown

Comments:

**Product Allegation Resolution
Summary/Closing**

Case Number:	99164982-81
Claimant's Last Name:	[REDACTED]
VIN:	1G2HX52K6XH220543

Was Physical Inspection done? Y/N

Y

Inspector's name/organization:

Jack Rivard/EAA

Date of inspection:

07/28/1999

Mileage at inspection:

44

What was done at the inspection:

Vehicle road-tested: Y/N:

N

Describe:

road test not necessary

Results:

System components inspected:

fuel line

Summary of facts from the investigation:

inspection found a sharp kink in the fuel line to be the cause of the fire

How and when was the matter left with claimant:

file forwarded to General Motors New Vehicle Damage group.

DL: DMCR130D ID: NB7283 CONSUMER RELATIONS PF/ADS: 08/04/99
MP: DMCR130M FILE ACCESS 14:41:27
FILE NBR: 99164982 01 CORP NBR: LEGAL NBR: TYPE: SVC
ACTION: I (A)DD (U)PDATE (I)INQUIRE (D)DELETE (P)FILE PRINT
VID: 1G2HK52K4KH220543
MODEL YR: 99 MODEL CODE: PBV DLV DATE: DOCUMENT NBR:

OWNER: WAR ST DTE: FILE SCRAP: 08 04 00
FILE PURGE: 08 04 00

TITLE
FIRST
MIDDLE
LAST

SUFFIX:

COMPANY NAME:

PHONE

:

WORK:

EXT:

FAX:

ADDRESS:

STREET

:

CITY

:

NORWALK

STATE: OH ZIP:

COUNTRY

:

USA

COMMENT:

PF: 2 DL 7 INQ 8 MINI 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHCK/CHRT
INQUIRY COMPLETE.

DL: DMCRI40D ID: MH7283 CONSUMER RELATIONS PT/ADS: 08/04/99
MP: DMCRI40M CASE OPEN 14:41:34
FILE NBR: 99 164982 01 CORP NBR: LEGAL NBR:
OWNER: [REDACTED] MDL YR: 99 MDL: PBV
ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)ELETE (R)EOPEN
STATUS: OPEN RCVD DATE: 07 26 99 OPEN DATE: 07 26 99 C.O. STAFF: CJ
RESP: BURNETT, NATHAN
SVC DLR: 16 09 123 CG: 13 SECT: 56 MKT: 62 DSM: DM: ESM: CRM:
NAME: BILL KLAUS PONTIAC, CADILLAC, GMC TR CITY: NORWALK ST: OH
SLS DLR: CG: SECT: MKT: (IF DIFFERENT)
NAME: CITY: ST:
CASE TYPE: X MILEAGE: 44 TRANSMIT PROFILE:
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 :
ACTIVITY: INITIAL CONTACT DATE: 07 26 99
MAILGRAM: TELEPHONE: Y LETTER: PERSONAL CONTACT: FILE ONLY:
REVIEW CASE: FOLLOW-UP DATE: 08 10 99 OWNER DEMAND: \$0.00
GENERAL COMMENTS
PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHCK/CERT

DL: DMCR160D ID: NB7283 CONSUMER RELATIONS PF/ADS: 08/04/99
MP: DMCR160M COMPLAINT DETAIL 14:41:40
FILE NBR: 99 164982 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: FBV
ACTION: I (A)DO (U)FDATE (I)NQUIRE (D)DELETE
ALLOD SAFETY: Y FTC: N
OPEN DATE: 07 26 99 STATUS: OPEN
COMPLAINT CODES: A06 T01
COMPLAINT CODE: A06 DESC: FIRE BY: BURNETT, NATHAN
REVISED CODE: OPEN COMMENTS
VEHICLE ALLEGEDLY CAUGHT FIRE

CAUSE CODE: CAUSE COMMENT:

CLOSING COMMENTS: DEALER: SECT: X BY:

RO NBR: GENERAL COMMENTS
PF: 2 DL 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHCK/CRCT
INQUIRY COMPLETE.

DL: DMCR160D ID: NB7283 CONSUMER RELATIONS PF/ADS: 08/04/99
MP: DMCR160M COMPLAINT DETAIL 14:41:45
FILE NBR: 99 164982 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PEV

ACTN: 1 (A)DD (U)PDATE (I)NQUIRE (D)DELETE

ALLEG SAFETY: Y

FTC: N

OPEN DATE: 07 26 99

STATUS: OPEN

COMPLAINT CODES: A06 T01

COMPLAINT CODE: T01 DESC: PRODUCT ALLEGATION

BY: ROLAND, CARLA

REVISED CODE:

OPEN COMMENTS

CUST STATES A BONNEVILLE CAUGHT ON FIRE IN THE PARKING LOT OF THE DEALER
SHIP.

CAUSE CODE: P

CAUSE COMMENT: PRODUCT CONCERN

CLOSING COMMENTS: 07 26 99

DEALER:

SECT: X BY: ROLAND, CARLA

CRM ADVISED CUST SOMEONE WILL CALL HIM BACK AND LET HIM KNOW WHAT TO DO.

RO NBR:

GENERAL COMMENTS

PF: 2 DL 13 FILE ACES 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHECK/CERT
INQUIRY COMPLETE.

DL: DMCRL70D ID: NB7283 CONSUMER RELATIONS PF/ADS: 08/04/99
MP: DMCRL70M GENERAL COMMENTS 14:41:55
FILE NBR: 99 164982 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: FBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

07/26/99 03:21P ROLAND, CARLA N

DEALER STATES A BONNEVILLE CAUGHT ON FIRE IN THE LOT. DEALER STATES HE
WOULD LIKE A CALL BACK TO LET HIM KNOW WHAT TO DO NEXT. CRM ADVISED CUST
THAT SOMEONE WILL CALL HIM BACK. CARLA ROLAND/TAMPA

PF: 2 DLR LST 13 FILE ACES 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMIS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CHRT
CANNOT PAGE FORWARD, LAST AVAILABLE RECORD SHOWN.

DL: DMCRI70D ID: NB7283 CONSUMER RELATIONS PF/ADS: 08/04/99
MF: DMCRI70M GENERAL COMMENTS 14:42:00
FILE NBR: 99 164982 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PRV

ACTION: 1 (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

07/27/99 09:36A BURNETT, NATHAN N

PAR SENT VMS TO MARK KRAEMER REQUESTING CAMPAIGN INFORMATION ON THIS
VEHICLE.

NATHAN BURNETT/PART/PHOENIX/248 874 4188

PF: 2 DLB LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CNTB
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCR170D ID: NB7283 CONSUMER RELATIONS PF/ADS: 08/04/99
MP: DMCR170M GENERAL COMMENTS 14:42:04
FILE NBR: 99 164982 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PBV

ACTION: I (A)DO (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

07/27/99 10:23A BURNETT, NATHAN . N

PAR SPOKE WITH [REDACTED] GENERAL MANAGER AT DLR. [REDACTED] STATES
INCIDENT WAS SOMETIME LAST WEEK BUT HE DOESN'T REMEMBER THE EXACT
DAY. [REDACTED] STATES HIS SVM BELIEVES IT MAY HAVE BEEN CAUSED BY
A KINKED FUEL LINE. [REDACTED] STATES THAT THE SERVICE DEPT STARTED
THE VEHICLE AND SAW SMOKE, THEN OPENED THE HOOD, CLOSED IT AGAIN
AND USED A FIRE EXTINGUISHER TO PUT OUT THE FIRE. [REDACTED] STATES
THAT THERE IS A LOT OF MELTED PLASTIC AND WIRES. PAR ADVISED
[REDACTED] THAT SOMEONE WOULD BE IN CONTACT WITH HIM REGARDING THE
VEHICLE.

NATHAN BURNETT/PART/PHOENIX/248 874 4188

PF: 2 DLR LIST 13 FILE ACES 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CRK/CRT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: NB7283 CONSUMER RELATIONS PF/ADS: 08/04/99
MP: DMCRI70M GENERAL COMMENTS 14:42:07
FILE NBR: 99 164982 01 CORP NBR: LEGAL NBR: TYPE: SVC
CUMBER: [REDACTED] MDL YR: 99 MDL: PBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

07/27/99 10:26A BURNETT, NATHAN N

PAR LEFT VMS FOR JENNIFER MORFORD, GM NEW VEHICLE DAMAGE GROUP.

NATHAN BURNETT/PART/PHOENIX/248 874 4188

07/27/99 03:05P BURNETT, NATHAN N

PAR RECEIVED CALL FROM JENNIFER MORFORD. SHE ADVISED PAR TO
INVESTIGATE THE CLAIM AND CONTACT HER AT THE CONCLUSION OF THE
INVESTIGATION.

NATHAN BURNETT/PART/PHOENIX/248 874 4188

PF: 2 DLR LST 13 FILE ACCE 14 CASE OPEN 15 ADTL PRY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHER/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRL70D ID: NB7283 CONSUMER RELATIONS PF/ADS: 08/04/99
MP: DMCRL70M GENERAL COMMENTS 14:42:18
FILE NBR: 99 164982 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):
DATE TIME NAME

07/29/99 03:08P BURNETT, NATHAN N
PAR RECEIVED CALL FROM JACK RIVARD, EAA INSPECTOR. JACK STATES THAT
HE HAS CONFIRMED THAT THE FIRE WAS CAUSED BY A KINK IN THE FUEL LINE.
HE SAYS NO ESTIMATE HAS BEEN DONE ON THE DAMAGE BUT HE THINKS IT WILL
BE VERY EXPENSIVE. HE STATES THE DATE OF THE INCIDENT WAS 7/19/99.
HE ADVISED THEY HAD STARTED THE CAR FOR THE PURPOSE OF MOVING IT FROM
ONE DISPLAY AREA TO ANOTHER. HE STATES HE IS MAILING THE REPORT TODAY.

NATHAN BURNETT/PART/PHOENIX/248 874 4188

PF: 2 DLR LST 13 FILE ACCE 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: NB7283 CONSUMER RELATIONS PF/ADS: 08/04/99
MP: DMCRI70M GENERAL COMMENTS 14:42:22
FILE NBR: 99 164982 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):
DATE TIME NAME

08/04/99 02:41P BURNETT, NATHAN N
PAR RECEIVED INSPECTION REPORT FROM EAA. PAR IS FORWARDING FILE
TO JENNIFER MORFORD, GM NEW VEHICLE DAMAGE.

PAR CLOSING FILE.

NATHAN BURNETT/PART/PHOENIX/248 874 4188

PF: 2 DLR LST 13 FILE ACES 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMIS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHECK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMC180D ID: NB7283 CONSUMER RELATIONS PF/ADS: 08/04/99
MP: DMC180M CASE CLOSE 14:42:28
FILE NBR: 99 164982 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PEV

STATUS: OPEN
VIN: 1G2HK52K4XH220543 MILEAGE: 44 DLV DATE:
CONTACT GROUP: 13 RESP: BURNETT, NATHAN
SVC DLR: 16 09 123 SECT: 56 MKT: 62 DSM: DM: ZSM: CRM:
NAME: BILL KLAUS PONTIAC, CADILLAC, GMC TR CITY: NORWALK ST: OH

OWNER CLOSE : STATE RUN ARB: N SCRAP DOC : 08 04 00
DEALER CLOSE: REIMBURSEMENT: PURGE FILE: 08 04 00
SECT CLOSE : BUYBACK/TRADE OUT: ALLEGED SAFETY: Y
C.O. CLOSE : ARBITRATION OFFERED: FTC: N
VEH INSPCT : WARRANTABLE COND: CORRESPONDENCE:
CLOSING CORRESPONDENCE:

CLOSURE CODE : DATE CLOSED: BY:

DAYS TO CLOSE:

GENERAL COMMENTS

PF: 2 DLR LST 13 FILE ACCE 14 CASE OPEN 15 ADTL PRY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHECK/CERT
*****INQUIRY COMPLETE*****

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION

FIRE

Division: PONTIAC-GMC	Ref: 99164882-01	Document ID	Date Saved:
VIN: 1G2HX62KXCH20843	Claimant's Name (LAST, First)		

Division:	Ref:	Document ID	(page 1 of 5)
VIN:	Claimant's Name (LAST, First)		

Inspected By: JACK RIVARD

Organization: BAA

Phone: (215 831 8457)

Inspection Date: 07 28 99

Mileage at Inspection: 044

- x

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: VEHICLE IS NEW VEHICLE IN STOCK AND WAS SERVICED BY DEALER ON DECEMBER 16 1998. WEEKLY NEW VEHICLES ARE SWITCHED AROUND IN THE DISPLAY AREA. THIS VEHICLE WAS STARTED ON 07 19 99 AND THE ENGINE WAS LEFT RUNNING FOR FIVE MINUTES WHILE OTHER VEHICLES WERE MOVED. WHILE IDLING THE ENGINE COMPARTMENT BEGAN TO SMOKE OUT OF THE HOOD AREA. ENGINE WAS TURNED OFF. HOOD OPENED AND FOUND TO HAVE FLAMES PRESENT. HOOD WAS CLOSED AND FIRE EXTINGUISHER WAS OBTAINED AND FIRE PUT OUT. APPEARS FUEL INLET LINE TO RIGHT FUEL RAIL HAD A 90 DEGREE ANGLE WHICH HAD A SHARP KINK IN THE PLASTIC LINE WHICH LEAKED FUEL OUT AND IGNITED. ALL DAMAGE TO VEHICLE IS IN ENGINE COMPARTMENT, FUEL LINES, ELECTRICAL WIRING INSULATION, PLASTIC PARTS, CRUISE CONTROL MODULE, MASTER CYLINDER AND CONNECTORS IN THE FIRE AREA BEHIND THE ENGINE AREA. NO COSMETIC DAMAGE TO EXTERIOR FINISH OF VEHICLE OR INTERIOR.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed:

NORWALK OH

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): NONEIf 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.): N/A3. 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 miss, etc.):
NORMAL5. Repairs outside of warranty (what, when, by whom?): NONE

6. Other vehicle history information (from person being interviewed or GM Warranty History): PREPARED ON 12 18 98

7. Last maintenance (date, description, by whom?): PREPARED ON 12 18 98

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? 1 WEEK 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.). PARKED ONE WEEK. THEN STARTED AND LEFT RUNNING FOR FIVE MINUTES AND ENGINE COMPARTMENT STARTED TO SMOKE.

If vehicle is a truck, or a car transferring 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 80 °F. General conditions (dry, rain, wind, etc.): DRY

III B AT THE FIRST INDICATION OF A PROBLEM

Ignition switch position (off, on, start, accessory): ON Engine running? (Y/N) Y

Unusual odors? (Y/N) N Describe:

Smoked? (from where, color, intensity, etc.) BLACK FROM AROUND HOOD

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

Any apparent malfunctions? (Y/N) Y If yes, describe: PLASTIC FUEL KNEED, CRACKED

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) OFF 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) N How long since someone last smoked in the vehicle?

III C DURING THE FIRE

Time 1400 and distance PARKED between first indication of a problem and start of fire.

Time 1405 between start of fire and other significant events. Describe: NOTICED SMOKE

Time (24 hr) 1410 when fire was over or put out.

Describe initial location, color and intensity of smoke and flame. REAR HALF OF ENGINE COMPARTMENT

Any warning lights "On", highlow gauge readings, or messages displayed? (Y/N) N Describe:

Any malfunction? (Y/N) Y If yes, describe: FUEL LEAK

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) Y, Open Hood? (Y/N) Y,
Other? (Y/N) Y Describe: CLOSE HOOD AND OBTAIN FIRE EXTINGUISHER

When your 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
Decided outer panel
Decided inner panel
Option label
VIN
Left side
Hood outer panel
Hood inner panel
Roof
Fuel filler "Lead Free" restrictor in place? (Y/N) Describe:
Location of fuel filler cap (or evidence of remains):

Comments: HOOD INNER PANEL INSULATION BURN MARKS

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

Comments: NORMAL NO DAMAGE

G. 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: FUEL LEAK BURNS FUEL FROM INLET LINE CREASE CRACK ADJACENT TO RIGHT FUEL RAIL. FUEL LINES BURN OFF. INSULATION OF WIRING HARNESSES DAMAGED FROM FLAMES CAUSED BY FUEL LEAK. WIRING CONNECTORS BURNIT ALSO. DAMAGE IN CENTER OF ENGINE COMPARTMENT ADJACENT TO COIL. ALL DAMAGE CONFINED TO ENGINE COMPARTMENT.

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: NORMAL

Engine oil: NORMAL

Transmission fluid: NORMAL

Power steering fluid: NORMAL

Brake fluid: NORMAL

E. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?): NONE
Scrapes or impact damage on the following:
Fuel tank
Fuel filler lines
Tires/Wheels

Comments: NORMAL

F. Electrical:

Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (identify all open or not proper size):
Relay centers
Wiring insulation at fuse blocks
Fusible links (identify all open):
Spark plug wiring and boot condition:
Modules: ABS/TCS, ECM, other

Comments: WIRING IN AREA OF FUEL LINES TO REAR OF ENGINE ARE FLASH FIRE DAMAGED.

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: KINKED FUEL LINE

Photograph and comment on the item/area which is the apparent origin of the fire: INLET PLASTIC FUEL LINE TO RIGHT FUEL RAIL APPEARS TO BE TOO LONG AND KINKED IN THE CROTCH OF THE 90 DEGREE LINE CONFIGURATION CAUSING A WEAK POINT.

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: ALERTNESS OF SALESMEN SAVED VEHICLE.

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, note 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: HAPPENED IN THE DISPLAY AREA FOR NEW CARS AT THE DEALERSHIP.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: PONTIAC- INC	Ref# 98164862-01	Document ID	Date Saved: 0/0/00
VIN: 1G2HX5BK4XH220543		Claimant's Name (LAST, First)	

Division:	Ref#	Document ID	(page 1 of 1)
VIN:		Claimant's Name (LAST, First)	

Inspector JACK RIVARD EAANumber of Rolls 01

Roll Number 59060

Neg.# Description

0. OPTIONS LABEL TRUNK
1. ENGINE COMPARTMENT LEFT REAR QUADRANT. MASTER CYLINDER AT LOWER CORNER OF PHOTO. RIGHT SIDE OF ENGINE TOWARDS COWL.
2. OVER RIGHT FENDER. NOTE 90 DEGREE ANGLE OF STRAIGHT PLASTIC FUEL LINE ATTACHED TO RIGHT FUEL RAIL. LINE IS DEFORMED IN CORNER AND LEAKS.
3. OVER LEFT FENDER. NOTE BEND OR KINK IN LINE.
4. CAMERA OVER COWL POINTED FORWARD NOTE KINK IN CORNER OF LINE
5. CAMERA OVER COWL POINTED FORWARD. NOTE BURNT OFF FUEL LINE TO LEFT FUEL RAIL TO LEFT OF TRANSMISSION DIPSTICK IN PHOTO
6. OVER LEFT FENDER AT COWL. NOTE CRUISE CONTROL MODULE WIRING SEARED FROM FLAME OF FUEL
7. OVER RIGHT FENDER SHOWING AREA OF FLAME FROM FUEL FROM FUEL LINES
8. OVER RIGHT FENDER. COWL IS ON LEFT. FUEL LINE BURNT OFF
9. OVER RIGHT FENDER. FUEL LINE FOR RIGHT FUEL RAIL. KINKED. BROKEN AT CORNER. AT TOP EDGE OF PHOTO.
10. ENGINE COMPARTMENT REAR CENTER. FROM OVER RIGHT FENDER. NOTE FUEL LINE FOR RIGHT FUEL RAIL. KINK IN 90 DEGREE TURN IS BENT INWARD AND CRACKED AND HOLE IS BURNT IN TOP OF LINE.
11. CLOSE UP OF PHOTO 10
12. FLASH FIRE DAMAGE TO PARTS BEHIND FUEL LINE BREAK
13. OVER LEFT FENDER. NOTE SURFACE BURN DAMAGE IN AREA. MASTER CYLINDER RESERVOIR IS IN RIGHT HALF OF PHOTO.
14. THIS IS BOTTOM SURFACE OF ENGINE COVER SHOWING LOCATIONS OF BURN AREAS OF ENGINE.
15. DASH ODOMETER READING
16. FROM OVER RIGHT FENDER. DAMAGE WITH ENGINE COVER IN PLACE.
17. FROM OVER LEFT FENDER. DAMAGE WITH ENGINE COVER IN PLACE.
18. FROM FRONT. DAMAGE WITH ENGINE COVER IN PLACE.
19. BURN MARKS ON UNDERSIDE OF HOOD INSULATION.
20. VIN TAG
21. LEFT SIDE NO DAMAGE
22. REAR NO DAMAGE

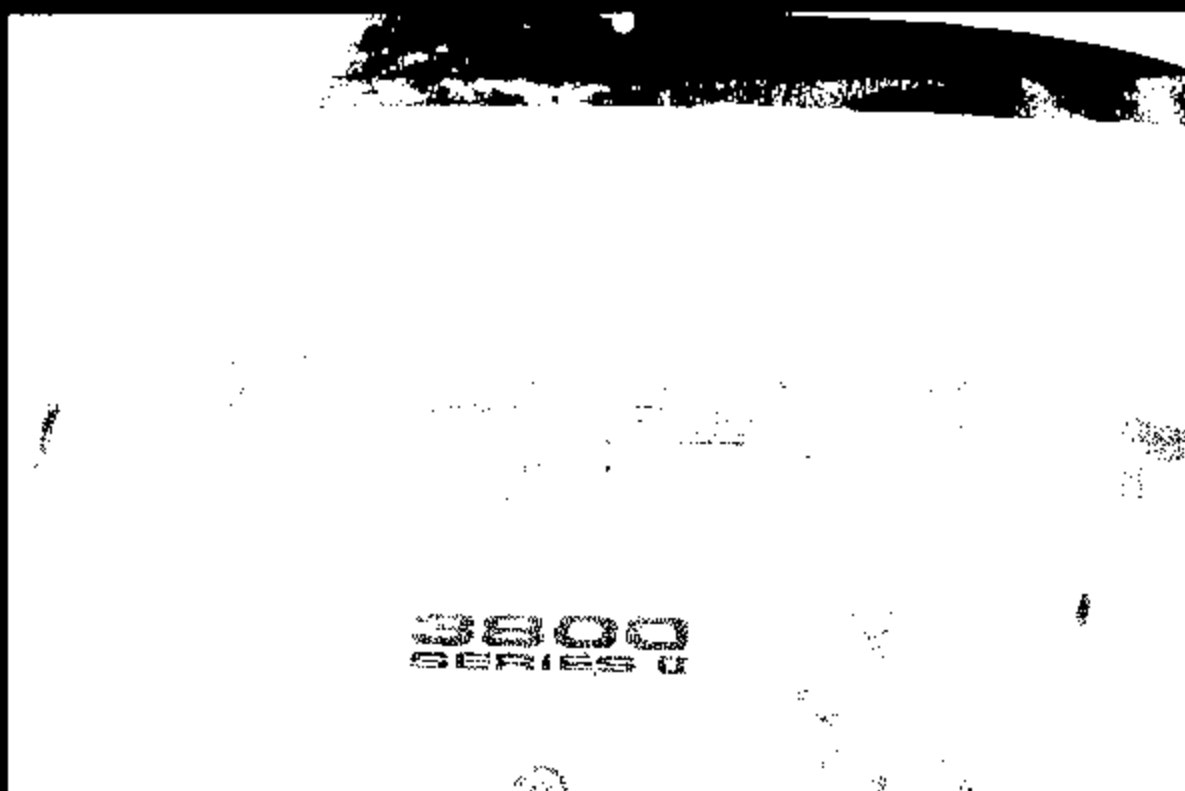
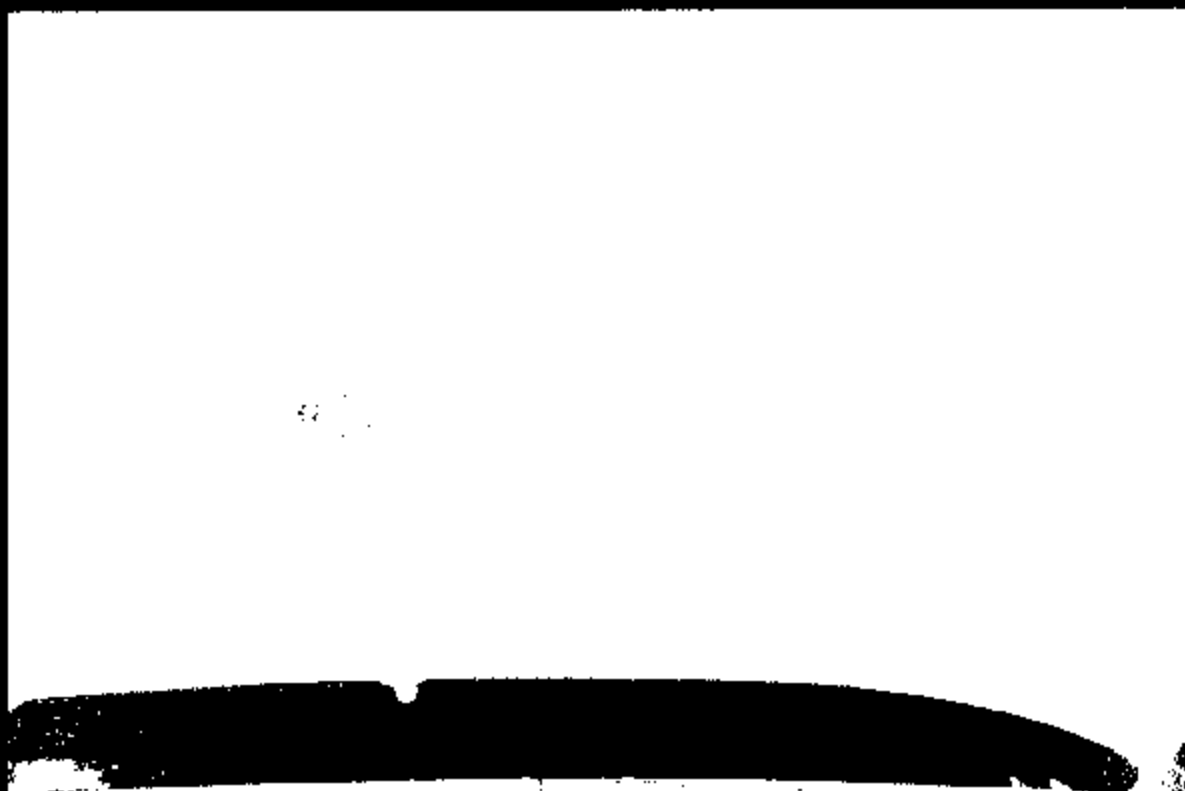
Document#

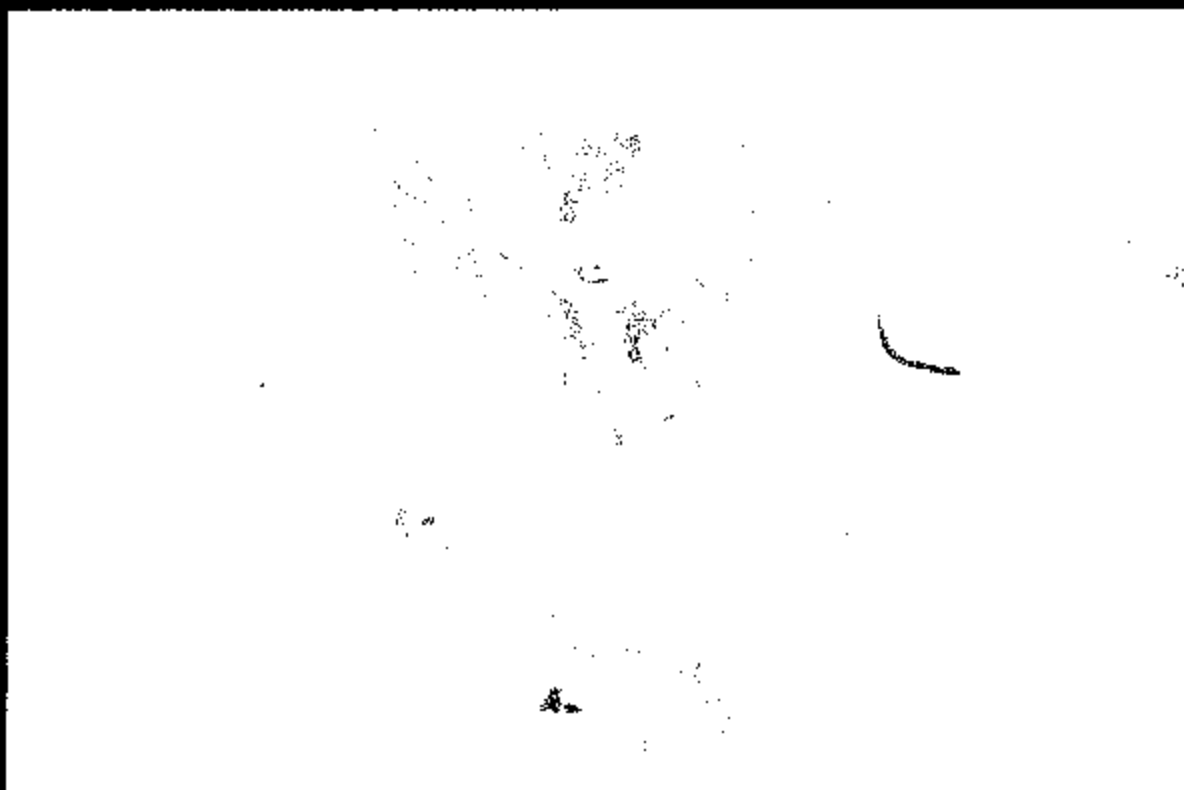
23. RIGHT SIDE NO DAMAGE
24. FRONT NO DAMAGE. TOP HOOD SURFACE PAINT OK NO DAMAGE
25.
26.
27.
28.
29.
30.
31.
32.
33.
34.
35.
36.
37.

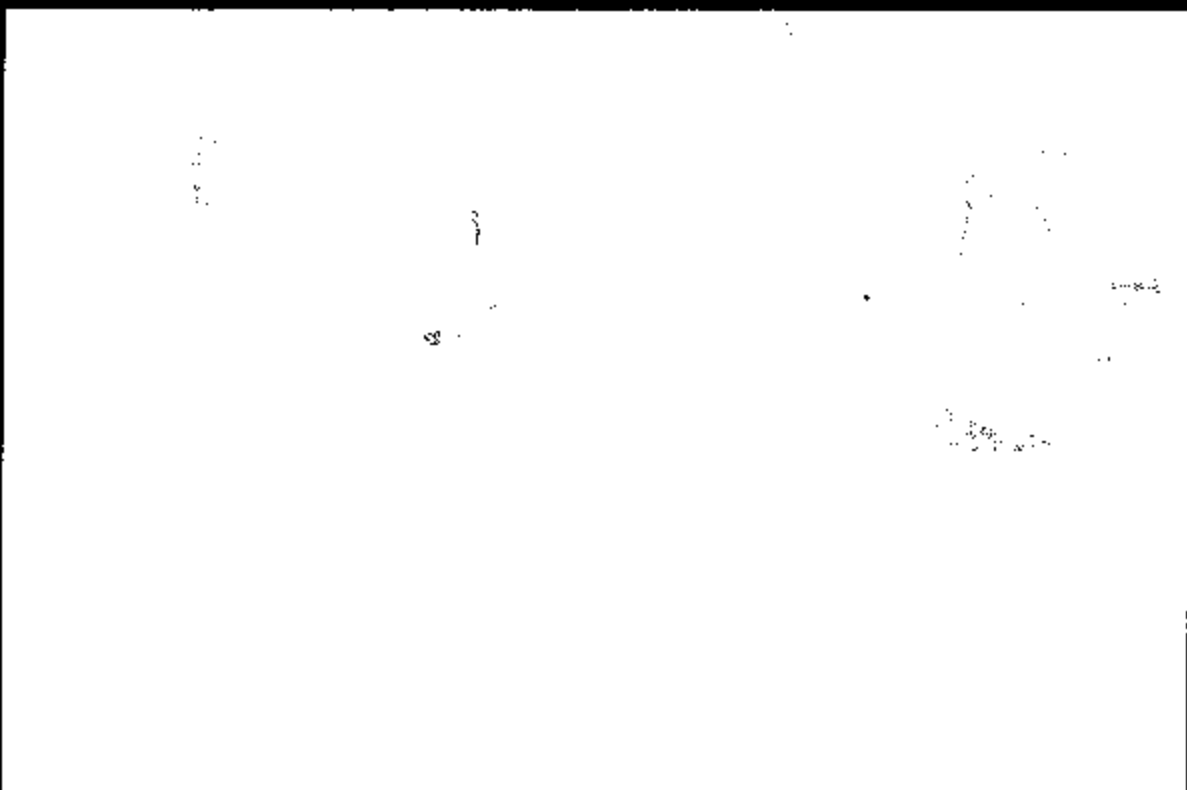
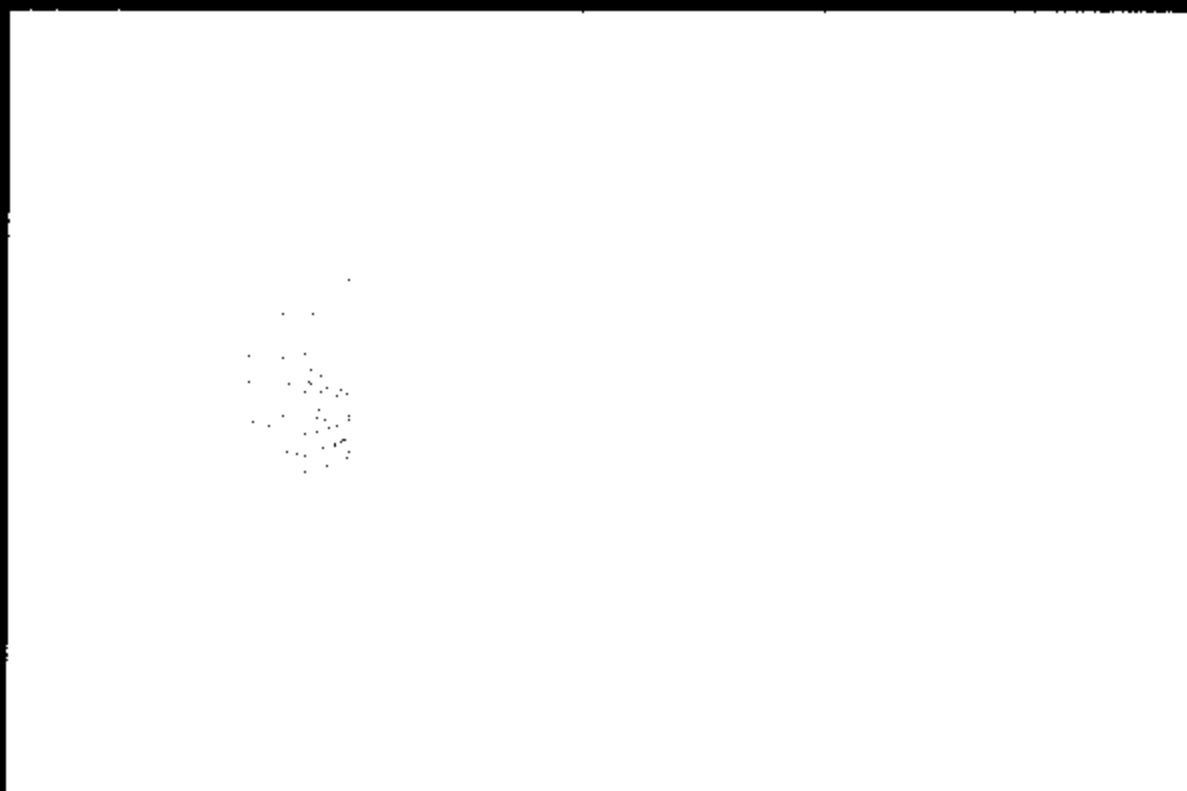




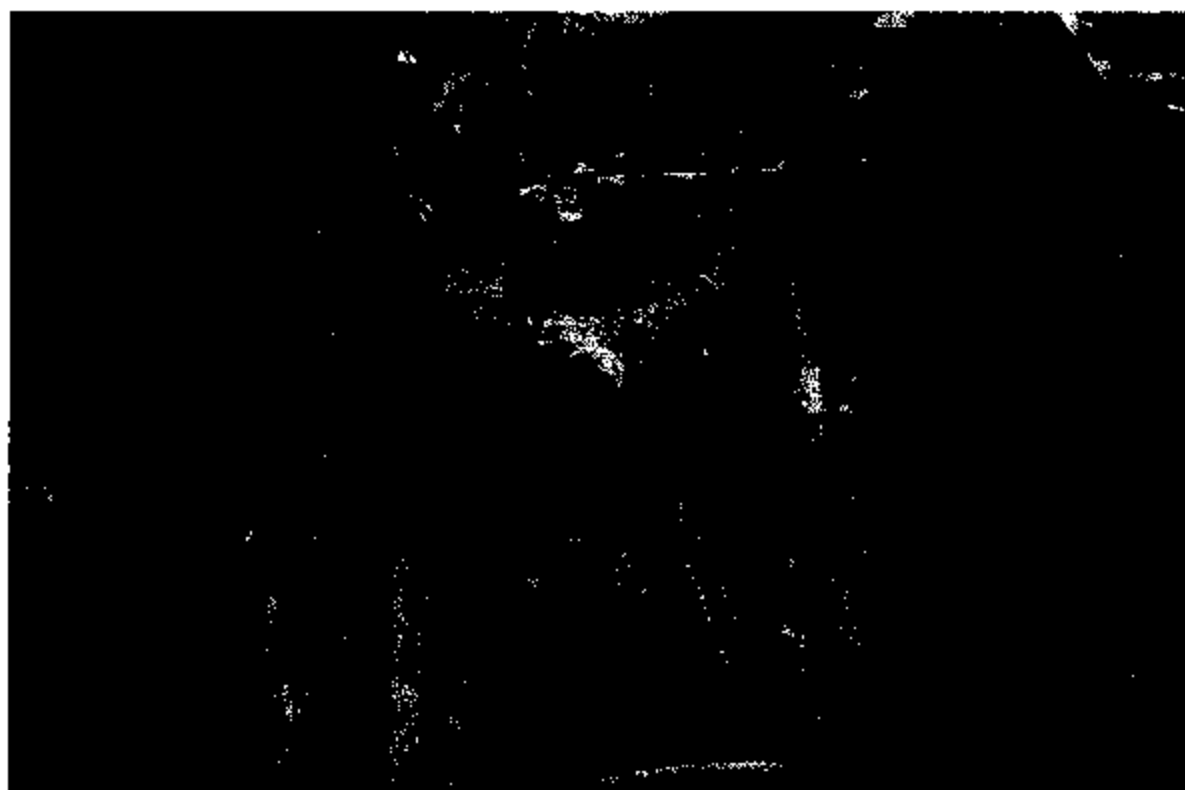




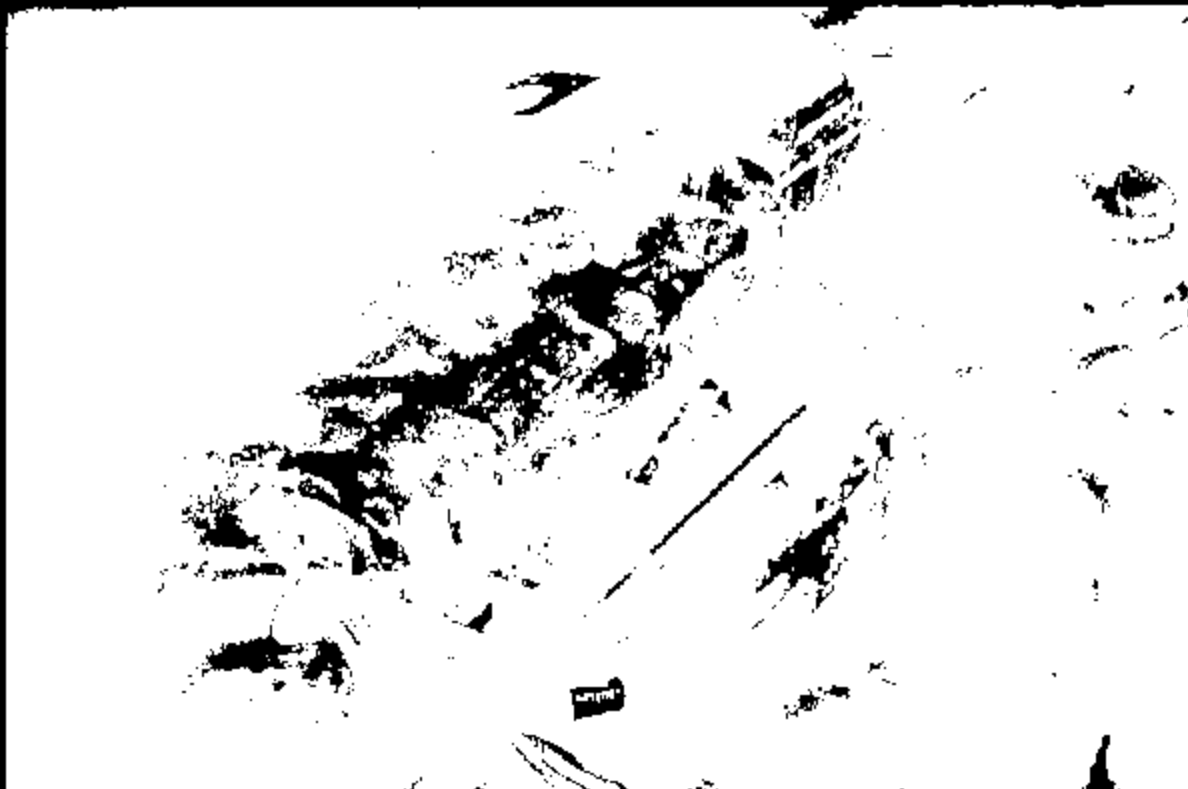


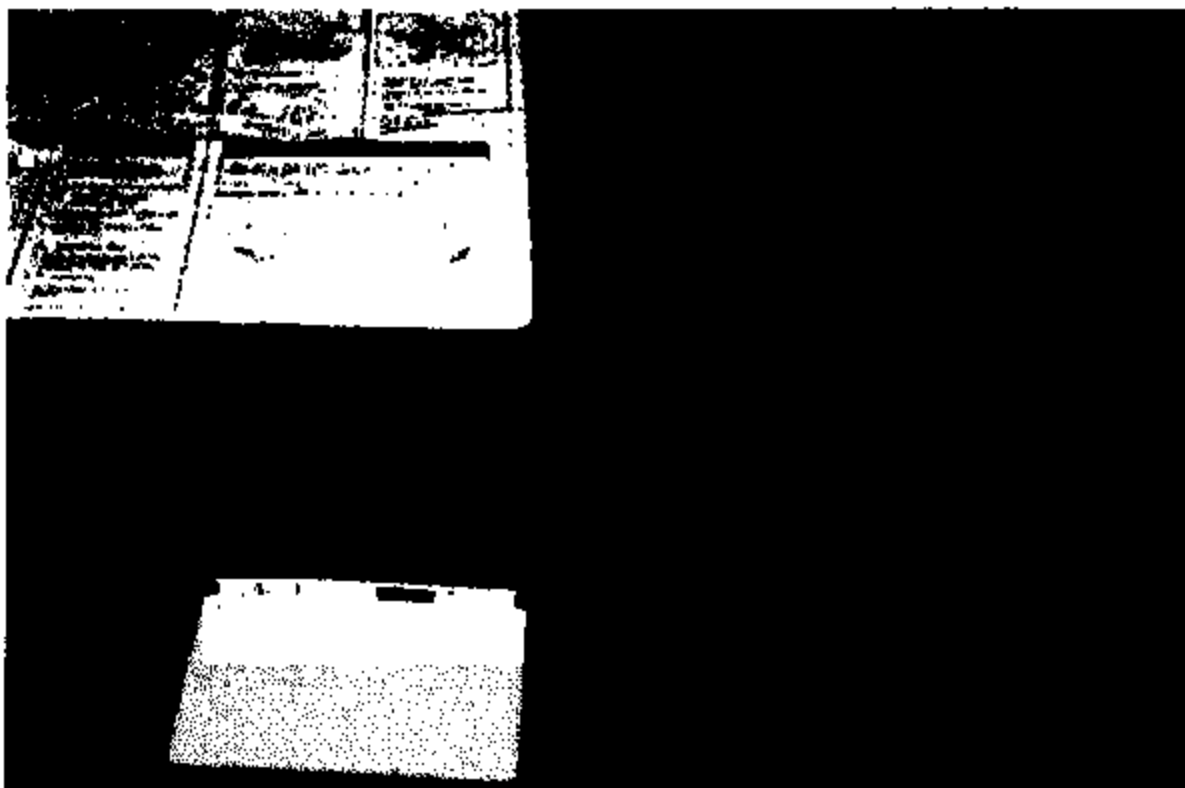
















B U I C K M O T O R D I V I S I O N
* * * G M R E S T R I C T E D * * *

283190
PH10203
J01-124

PAGE #: 1

CASE NO: 990082521

DATE OPENED: 08/20/1999

DATE CLOSED: / /

SOURCE:

CUSTOMER:

ADDRESS: DILLON SC

HOME PHONE:

VIN:

MODEL YR:

SERIES:

MILEAGE:

STATE:

BUS. PHONE:

1G4HP34K3YU112234

20

HP

001150

SC

F

EXT:

08/21/99

AUTOMOTIVE DIVISION COMPLETING REPORT

00:07

BUICK MOTOR DIVISION

REPORT DATE: 08/20/99

PTP76- 001

REPORT OF PRELIMINARY INVESTIGATION

DESIGNATION CODE

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

REF # - 990082621

DATE OF INCIDENT: 08/07/99 19:00

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

NAME OF OWNER: [REDACTED] AGE: [REDACTED]

STREET: [REDACTED]

CITY/STATE: DILLON SC [REDACTED]

PHONE NO: [REDACTED]

NAME OF DRIVER: SAME

AGE: 0

STREET:

CITY/STATE:

PHONE NO: - -

NAME OF CLAIMANT: SAME

AGE: 0

STREET:

CITY/STATE:

PHONE NO: - -

IS CLAIMANT REPRESENTED BY AN ATTORNEY? YES NO

IF YES, GIVE NAME AND ADDRESS:

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

MAKE: BUICK VIN: 1G4HP34K3YU112234 YEAR: 2000 MODEL: HP

TRANS: 4T65-E AXLE: ENGINE: 3.8L V6 MILEAGE: 1150

DATE OF DEL: 06/30/99 NEW, USED, OR DEMO: N LICENSE #: STATE: SC

DEALER: HOWLAND MOTOR COMPANY ADDRESS: HOWLAND NC

INSP. STICKER NUM: INSP. STATION NO: EXP DATE: 00/00/00

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

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

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS: 1

(ATTACH COPY OF ESTIMATE) ENGINE COMPONENTS DAMAGED

PRODUCT CAMP : NA

CAMP PERFORMED: N (Y/N)

IF "Y" DEBC:

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

WAS ANOTHER VEHICLE INVOLVED? NO

MAKE/MODEL OF VEH.:

OTHER VEHICLE SPEED EST.: MPH BY WHOM:

NAME OF OWNER:

ADDRESS OF OWNER:

NAME OF DRIVER:

ADDRESS OF DRIVER:

EXTENT OF DAMAGE:

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

***** 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 SCENE NOTIFIED OF INCIDENT? BY PHONE TO CCRAC 08/10/99 MR. TED JOHNSON

LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION): MAIN STREET, 3RD AVENUE, DILLON, SC

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: FAIR, HOT

VISION OBSTRUCTIONS: NONE

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

WHERE CAN VEHICLE BE SEEN? ROWLAND MOTOR COMPANY, ROWLAND, NC

DID VEHICLE TURN OVER? YES X NO VEHICLE SPEED ESTIMATE: 10 MPH
 SOURCE OF SPEED EST.: MR. KERRING
 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): 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 CO) IF 'NO', EXPLAIN NA

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

NAMES AND ADDRESSES OF WITNESSES:

NAMES AND ADDRESSES OF WITNESSES:

NAMES AND ADDRESSES OF WITNESSES:

WERE PHOTOS TAKEN? YES ☒ 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:

08/21/99

AUTOMOTIVE DIVISION COMPLETING REPORT

00:07

BUICK MOTOR DIVISION

REF # - 990082621

***** VI DESCRIPTION OF CLAIM *****
DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF THE INCIDENT'S CAUSE: I DROVE VEH TO CAR WASH AND THEN STARTED BACK HOME AND THEN I SAW SMOKE AND THE VEH CAUGHT FIRE. I PULLED VEH OVER AND THEN AND POLICE OFFICER CALL THE FIRE DEPARTMENT TO PUT FIRE OUT.

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

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

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE? ENGINE FIRE

WHO MADE ALLEGATION OF DEFECT? MR. HERRING
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: AVX STATES HE WILL HANDLE CASE

HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT? 08/11/99 ADVISED MR. HERRING BY PHONE AVX WILL LOOK AT VEH ON 08/11/99

DATE OF INVESTIGATION: 08/11/99 NAME: GEORGE REHENSKI

***** XI COMPLETE *****

08/11/99

PAR CONTACTED CUST, CUST ADVISED HE WAS COMING BACK FROM GETTING HIS CAR WASHED AND HE NOTICED SMOKE COMING FROM UNDER THE HOOD AND THEN NOTICED A FIRE UNDER HOOD AND THE FIRE DEPT. PUT OUT FIRE. PAR ADVISED CUST THAT THE AVX IS LOOKING AT VEH TODAY. CUST ADVISED HE DOES NOT WANT TO TAKE VEH BACK. PAR ADVISED CUST THE AVX WILL CONTACT HIM. PAR CONTACTED DLR, SPOKE TO AVX GEORGE, GEORGE ADVISED TO CLOSE 1241 AND CCAC CASE AND HE WILL DEAL WITH REST ON HIS END. PAR WILL CLOSE CASE PER AVX REQUEST DUE TO AVX STATED HE JUST WANTED TO HAVE 1241 SCREENS FILLED OUT.

Case 990082621

THIS: BASE ACTION: C KEY: 990082621 CRS 08/13/1999 09:40 CAB8020M
NEXT: BASE ACTION: KEY: 990082621 ID: H06GF
01 TITLE CUSTOMER INFORMATION TYPE: II
02 FIRST 03 MI: 04 LAST
05 STREET
06 CITY : DILLON 07 ST: SC 08 ZIP
09 H PHONE: 10 B PHONE:
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 1G4HP54K3YU112234 ENG: 3.5L V6 MFI PLANT: HAMTRAMCK MI
13 YR/MDL : 2000 HP LESABRE CUSTOM 14 DEL: 06 30 99 15 MILES: 001150
16 DEALER : ROWLAND MOTOR COMPANY 17 ZNDLR: 31 51774
18 CITY : ROWLAND 19 STATE: NC
CDE# DESC CDE COMMENTS
A06 0 FIRE 20 CUST STATES FIRE CONCERN
T01 0 PRODUCT ALLEGAT 21 GM PAR INVESTIGATION

22
23
24

THIS: CMTS ACTION: I KEY: 990082621 CRS 08/13/1999 09:41 CAB8030M
NEXT: CMTS ACTION: I KEY: 990082621 ID: HD6GF
GENERAL COMMENTS TOTAL CMTS: 2 TYPE: II
USER: B35JC DATE: 08/09/99 TIME: 15:51 COMMENT #: 1
080999

DEALERSHIP PHONE: 9104223941 SERVICE MANAGER: MICHAEL HUNT
FIRST OWNER AND MILES PER DLRSHP. DEL DATE PER WINS
X-FER CALL FROM MELISSA IN AUSTIN
CC, TED JOHNSON, CALLED AND CLAIMS THAT THE CUST HAD A FIRE UNDER HIS
HOOD ON 8-7-99. CC CLAIMS NO ONE OR ANY OTHER PROPERTY WAS DAMAGED.
THE CC THINKS THAT THERE WAS A LEAK IN THE MANIFOLD THAT CAUSED THE
FIRE. TED CLAIMS THAT THEY ARE CALLING FOR THE CUST BECAUSE HE IS
VERY OLD AND THEY WISH TO HANDLE THIS FOR HIM. BCRB ADVISED THE CC
THAT OUR BRC WOULD BE CALLING THE DLRSHPIN APPROX 2 BUSINESS DAYS
FOR FURTHER QUESTIONS. CC CLAIMS THAT HE'LL WAIT FOR THE CALL.
JACCI CONLEY 248 952 2730 NO VME

THIS: CMTS ACTION: I KEY: 990082621 CRS 08/13/1999 09:41 CAB8030M
NEXT: CMTS ACTION: I KEY: 990082621 ID: HD6GF
GENERAL COMMENTS TOTAL CMTS: 2 TYPE: II
USER: B60RN DATE: 08/11/99 TIME: 10:20 COMMENT #: 2
08/11/99

PAR CONTACTED CUST, CUST ADVISED HE WAS COMING BACK FROM GETTING HIS
CAR WASHED AND HE NOTICED SMOKE COMING FROM UNDER THE HOOD AND THEN
NOTICED A FIRE UNDER HOOD AND THE FIRE DEPT. PUT OUT FIRE. PAR
ADVISED CUST THAT THE AVM IS LOOKING AT VEH TODAY. CUST ADVISED HE
DOES NOT WANT TO TAKE VEH BACK. PAR ADVISED CUST THE AVM WILL
CONTACT HIM. PAR CONTACTED DLR, SPOKE TO AVM GEORGE, GEORGE ADVISED
TO CLOSE 1241 AND CCAC CASE AND HE WILL DEAL WITH REST ON HIS END.
PAR WILL CLOSE CASE PER AVM REQUEST DUE TO AVM STATED HE JUST WANTED
TO HAVE 1241 SCREENS FILLED OUT.

MARTY NOLAN BRC/PAR 248 696 1596

THIS: AFTCL ACTION: C KEY: 990082621
NEXT: AFTCL ACTION: I KEY: 990082621
NAME: NEIL HERRING DILLON, SC

CRS 08/13/1999 09:42 CABS200M
ID: H06GF
YR/MDL: 2000 HP TYPE: 11

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE : (CASE/INQ) PRODUCT CAMPAIGN :
REQUEST AREA : SERV REQUEST SOURCE : H T 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: 01
PART DELAY START: PART DELAY END :

TRANSFER TO ID : DGM ASSIGNED : RMN
CASH OPEN DATE : 08 09 99 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: B60RN LAST ALTERED DATE: 08 13 99
REJECT CLOSE : N (Y/N) REOPEN CASE : N (Y/N)

THIS: CLOSE ACTION: I KEY: 990082621 CRS 08/13/1999 09:42 CABS040M
NEXT: CLOSE ACTION: I KEY: 990082621 ID: H06GF
NAME: NEIL HERRING DILLON, SC YR/MDL: 2000 HP TYPE: 11

CASE CLOSING INFORMATION

FILE RETENTION : 00 POSSIBLE SAFETY : Y (Y/N)
DLR CONTACT DATE: 08 13 99 DLR CONCLUSION DATE: 08 13 99
CLOSING DATE : RESPONSIBLE DEALER :
CUST SATISFIED : N (Y/N) CLOSE CASE : (Y/N)
CO REVIEW CLOSE : CO REVIEWED : (Y/N) DATE:
REGION REV CLOSE : REGION REVIEWED : (Y/N) DATE:
CDE # DESC CDE COMMENTS
A06 6 FIRE CUST STATES FIRE CONCERN
SEE GM PAR INVESTIGATION

T01 0 PRODUCT ALLEGAT GM PAR INVESTIGATION

SEE GM PAR INVESTIGATION

THIS: THIRD ACTION: C KEY: 990082621
NEXT: THIRD ACTION: I KEY: 990082621
NAME: NEIL HERRING DILLON, SC

CRS 08/13/1999 09:42 CABS110M
ID: H06GF
YR/MDL: 2000 HP TYPE: 11

THIRD PARTY INFORMATION

THIRD PARTY TYPE: OWNER
TITLE : MR.
FIRST : NEIL
MI :
LAST : HERRING
STREET : 1637 COWARD STREET
CITY : DILLON
STATE : SC
ZIP : 29536
H PHONE: 843 774 5188
B PHONE:
COMPANY:
INDEMNIFICATION REQ. DATE: # OF REQUESTS:

INDEMNIFICATION DECISION: (ACCEPTED/REJECTED) DECISION DATE:
CORRESPONDENCE SELECTION:
THIS: 12411 ACTION: I KEY: 990082621 CRS 08/13/1999 09:42 CALG110M
NEXT: 12412 ACTION: I KEY: 990082621 ID: HD6GF

GM1241 PAGE 1

INCIDENT DATE: 08/07/99 TIME: 19:00 (24 HR CLOCK)

OWNER TITLE
FIRST : MI: LAST:
STREET :
CITY : DILLON ST: SC ZIP :
H PHONE: AGE: 72 B PHONE:
COMPANY:

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:

THIS: 12412 ACTION: I KEY: 990082621 CRS 08/13/1999 09:43 CALG120M
NEXT: 12413 ACTION: I KEY: 990082621 ID: HD6GF
NAME: NEIL HERRING DILLON, SC YR/MDL: 2000 HP TYPE: II

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 ATTY: (Y/N)
WHERE CAN VEHICLE BE SEEN: ROWLAND MOTOR COMPANY, ROWLAND, NC

VIN : 1G4HP54K3YU112234 DEL DTE: 063099
YR/MDL: 2000 HP MILEAGE: 1150

PRINCIPLE USE OF VEHICLE : PERSONAL

DRIVER DESCRIPTION OF INCIDENT & CAUSE: I DROVE VEH TO CAR WASH AND THEN
STARTED BACK HOME AND THEN I SAW SMOKE AND THE VEH CAUGHT FIRE. I PULLED
VEH OVER AND THEN AND POLICE OFFICER CALL THE FIRE DEPARTMENT TO PUT
FIRE OUT.

NATURE OF WEATHER: FAIR, HOT
THIS: 12413 ACTION: I KEY: 990082621 CRS 08/13/1999 09:43 CALG130M
NEXT: 12414 ACTION: I KEY: 990082621 ID: HD6GF
NAME: NEIL HERRING DILLON, SC YR/MDL: 2000 HP TYPE: II

GM1241 PAGE 3

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: ENGINE FIRE

WHO MADE ALLEGATION OF DEFECT: MR. HERRING
WAS VEHICLE TOWED : Y (Y/N)
TOWING CO NAME : NA
TOWING CO ADDRESS: NA
TOW DRIVER NAME : NA

DID YOU SPEAK TO DRIVER: Y (Y/N)
IF "N" GIVE SOURCE OF DRIVER DESC:

VEHICLE SPEED EST : 10
SOURCE OF EST : MR. HERRING

THIS: 12414 ACTION: I KEY: 990082621 CRS 08/13/1999 09:43 CALG140M
NEXT: 12415 ACTION: I KEY: 990082621 ID: H06GF
NAME: NEIL HERRING DILLON, SC YR/MDL: 2000 HP TYPE: II
GM1241 PAGE 4
POLICE REPORT MADE: Y (Y/N) REPORT ATTACHED: N (Y/N)
IF NOT ATTACHED, GIVE STATION/OFFICER MAKING REPORT: NA

ANY WITNESSES : Y (Y/N) NUMBER: 1

INCIDENT LOCATION
LOCATION OF INCIDENT: MAIN STREET, 3RD AVENUE, DILLON, SC
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 : 25 (MPH)
THIS: 12415 ACTION: I KEY: 990082621 CRS 08/13/1999 09:43 CALG150M
NEXT: 12416 ACTION: I KEY: 990082621 ID: H06GF
NAME: NEIL HERRING DILLON, SC YR/MDL: 2000 HP TYPE: II
GM1241 PAGE 5 (VEHICLE)
VIN : 1G4HP54K3YU112234 DEL. DATE: 06 30 99
YR/MDL: 2000 HP NEW/USED/DEMO: N MILEAGE: 1150
TRANS: 4T65-E AXLE: ENGINE : 3.0L V6
LICENSE # : STATE: SC
INSPEC STICK #: STATION # : EXP DATE:
SPECIAL EQUIP/FEATURES: NONE

NATURE AND EXTENT OF DAMAGES: ENGINE COMPONENTS DAMAGED

EST COST OF REPAIR: 1
PRODUCT CAMP : NA CAMP PERFORMED: N (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

THIS: 12416 ACTION: I KEY: 990082621 CRS 08/13/1999 09:44 CALG160M
NEXT: 12417 ACTION: I KEY: 990082621 ID: H06GF
NAME: NEIL HERRING DILLON, SC YR/MDL: 2000 HP TYPE: II
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 : ROWLAND MOTOR COMPANY
ADDRESS : ROWLAND, NC
SERVICING DEALER : ROWLAND MOTOR COMPANY
ADDRESS : ROWLAND, NC
REPAIR ORDER FOUND IN VEHICLE HISTORY: N (Y/N) HOW MANY :
IF "N" EXPLAIN : NA

ALLEGED DEFECTIVE PART(S) REMOVED : N (Y/N)

PARTS NAME : CUSTODIAN:

LOCATION :

HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: 08/11/99 ADVISED MR. HERRING BY PHONE AVM WILL LOOK AT VEH ON 08/11/99

THIS: 12419 ACTION: I KEY: 990082621 CRS 08/13/1999 09:44 CALG250M

NEXT: 124110 ACTION: KEY: 990082621 ID: HD6GF

NAME: NEIL HERRING DILLON, SC YR/MDL: 2000 HP TYPE: II

GM1241 PAGE 9

GENERAL COMMENTS: TOTAL CMTE: 1

USER: B6ORN DATE: 08/11/99 TIME: 10:18 COMMENT #: 1
08/11/99

PAR CONTACTED CUST, CUST ADVISED HE WAS COMING BACK FROM GETTING HIS CAR WASHED AND HE NOTICED SMOKE COMING FROM UNDER THE HOOD AND THEN NOTICED A FIRE UNDER HOOD AND THE FIRE DEPT. PUT OUT FIRE. PAR ADVISED CUST THAT THE AVM IS LOOKING AT VEH TODAY. CUST ADVISED HE DOES NOT WANT TO TAKE VEH BACK. PAR ADVISED CUST THE AVM WILL CONTACT HIM. PAR CONTACTED DLR, SPOKE TO AVM GEORGE, GEORGE ADVISED TO CLOSE 1241 AND CCAC CASE AND HE WILL DEAL WITH REST ON HIS END. PAR WILL CLOSE CASE PER AVM REQUEST DUE TO AVM STATED HE JUST WANTED TO HAVE 1241 SCREENS FILLED OUT.

THIS 124110 ACTION: C KEY: 990082621 CRS 08/13/1999 09:44 CALG190M

NEXT: 1241A ACTION: KEY: 990082621 ID: HD6GF

NAME: NEIL HERRING DILLON, SC YR/MDL: 2000 HP TYPE: II

GM1241 PAGE 10 (RECAP)

DIVISION NOTIFIED OF INCIDENT

HOW : BY PHONE TO CCAC

WHEN : 08/10/99

BY WHOM: MR. TED JOHNSON

ZN ASSIGNED : 31

ASSIGNMENT

INVESTIGATOR FIRST NAME: GEORGE ME LAST NAME: RESENSKI

ASSIGNMENT DATE : 081199 DUE DATE : 081199

INVESTIGATION DATE : 081199 RECEIVED DATE : 081199

INFO FROM FURTHER INVESTIGATION: AVM STATES HE WILL HANDLE CASE

INSURANCE CO CODE: INSM001 DATE SENT: 081199

REGION APPRVD BY : E.D. THOMPSON DATE: 081399

CO APPROVED BY : MARTY NOLAN DATE: 081399

PF13 BASE PF14 CMTE PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH

THIS: 1241A ACTION: C KEY: 990082621 CRS 08/13/1999 09:44 CALG240M

NEXT: 1241A ACTION: KEY: 990082621 ID: HD6GF

GM1241-A

DIVISION: BUICK ZONE: 31 DATE: 08 11 99

INSURANCE COMPANY'S (LOCAL OFFICE) DESIGNATION CODE FTP 76- INSM001

ADDRESS: P. O. BOX 02489 CITY: DETROIT ST: MI ZIP: 48202

RECLAIMANT (FIRST): NEIL ME LAST: HERRING

DATE OF INCIDENT : 08 07 99

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 FOR INQUIRIES TO: 1. X UNDERSIGNED
AND/OR 2. E.D. THOMPSON AND/OR 2. E.D. THOMPSON

ENCLOSURES :

CONTACT NAME FIRST: [REDACTED] LAST: [REDACTED] MI: [REDACTED]

CONTACT ADDRESS: [REDACTED]

CITY: TROY

ST: MI ZIP: [REDACTED]

CONTACT TITLE: PAR MGR.

BUICK MOTOR DIVISION
GM RESTRICTED

PAGE: 1

292357

CASE NUMBER: 990088335 VIN: 1G4CW52K4X4651606
DATE OPENED: 11/26/99 MODEL YEAR: 19
DATE CLOSED: SERIES: CN
SOURCE: MILEAGE: 5600
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] CLARENCE NY [REDACTED]
HOME PHONE: [REDACTED] STATE: NY
BUS. PHONE:

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS: 1

(ATTACH COPY OF ESTIMATE) TOTALLED

WAS ANOTHER VEHICLE INVOLVED? NO

MAKE/MODEL OF VEH.:

OTHER VEHICLE SPEED EST.: MPH BY WHOM:

NAME OF OWNER:

ADDRESS OF OWNER:

NAME OF DRIVER:

ADDRESS OF DRIVER:

EXTENT OF DAMAGE:

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

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

(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:

LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION): SALT AND GRINDER

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

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

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF
THE INCIDENT'S CAUSE: I WAS WAITING AT A STOP SIGN WAITING F
OR A RIGHT HAND TURN DOWN SALT ROAD (GRINDER AND SALT) AND ANOTHER
DRIVER INFORMED ME THAT MY VEH WAS ON FIRE. HE WAS THE VEH MAKING A LEFT HAND
TURN INTO GRINDER



GENERAL MOTORS BUSINESS RESOURCE CENTER

COMPLETED GM PAR (X) INVESTIGATION

CASE NUMBER : 990081335 CUSTOMER NAME [REDACTED]
ZONE : _____ INVESTIGATOR: Richard Malki
DATE OPENED : 08.27.99 CUSTOMER NOTIFICATION DATE : 10.25.99

REQUIRED INFORMATION

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

Robert Papadopoulos
PAR Specialist

Elmer Dean Thompson
General Motors BRC Supervisor
E. D. Thompson

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

(Page 1 of 2)

Division: <u>BUICK</u>	Ref# <u>990088335</u>	VIN: <u>184C W52 K4X 4651606</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: RICHARD MINAKI Organization: E.A. ASSOCIATES, INC.
 Phone: (716) 694-500x Inspection Date: 9/27/99 Mileage at inspection: UNKNOWN
BURNT

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

Following the inspection, summarize the tests and observations.

DUE TO OWNER'S LACK OF OPERATIONAL WARNING, THE FIRE HAD A FLUID
ENLARGEMENT. THE HOOD AND TOP RADIATOR SUPPORT SHOWS MAJOR HEAT AND
BURN. THE FRONT OF HOOD AND UNDER PANEL HAD MELTING. ALSO THE AREA DIRECTLY
BELOW THE MASTER CYLINDER SHOWS A HOT CLEAN BURN. THE CABLE RUNNING
FROM THE STARTER TO THE FUSE BLOCK (NEAR THE BATTERY AREA) HAD SOME
STRANDS THAT WERE BURNED.

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

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

[REDACTED], CLARENCE, NY [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) N/A

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

3. For the following systems, list and describe prior repairs or unsatisfactory 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/A; 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 LEAK IN RUFFIER HOSE ASSEMBLY - NEW HOSE ORDERED

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

Describe -

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

Describe -

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

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

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

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

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

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

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

Other (Y/N) NA; 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) _____ Date/description of last maintenance/repair (by whom?) _____

Any other pertinent vehicle history information (from interview or GM Warranty History)? None

VEHICLE HAD BETWEEN 5,000 AND 6,000 MILES

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

DANIEL J. TOWING

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

load description NA load location NA

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

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

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

If not parked, vehicle speed estimate 40 MPH Source of estimate OWNER/DRIVER Posted speed 55 MPH

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

Exact incident location ON GRINDER RD. AT INTERSECTION OF SALT RD.

CLARENCE, N.Y.

Weather conditions and visibility Clear and Day

Approx. temperature 70 F. Any physical visual obstructions? None

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

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

Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? 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?) 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) <u>N</u>	☐ 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.) POWERTRAIN FUNCTIONING WITHOUT PROBLEMS.

Any unusual noises (bang, pop, tick, grinding, metallic, rattle, etc.)? From where? NONE PER OWNER/DRIVER

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

Describe any unusual odors. From where? NONE PER OWNER

Any smoke? (from where, color, intensity, etc.) NONE PER OWNER

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

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

Any flames? (from where, color, intensity, etc.) SMOKE COMING FROM UNDER THE HOOD AND WHEEL AREA. AFTER GETTING OUT OF VEHICLE THERE WAS FLAME.

Any steam or smoke? (from where, color, intensity, etc.) SMOKE AT FIRST FOLLOWED BY FLAME. OWNER TO UPSET TO GIVE MANY DETAILS.

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) 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) Y

Open Hood? (Y/N) N Open Trunk? (Y/N) N Other? (Y/N) Y Describe: EXITED VEHICLE AND

MOVED AWAY

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

Any other comments or observations that have not been covered? OWNER THOUGHT THE VEHICLE WAS OPERATING JUST PERFECT AND HAD NO IDEA OF A PROBLEM UNTIL HE STOPPED AT AN INTERSECTION AND ANOTHER PASSING MOTORIST WARNED HIM OF A FIRE IN HIS 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 LEFT FRONT FENDER - PAINT STARTING TO CHIP
Front & rear exterior BURN AT FRONT OF HOOD AND FAN AREA - REAR NOT BURNED
Hood, inner & outer panels FRONT 1/2 OF HOOD AND LINER BURNED
Trunk area and Decklid, inner & outer panels N/A
Roof NOT BURNED
Door interior panels NOT BURNED
Left & right instrument panel & odometer HEAT NOT CLOUDED THE INSTRUMENT AREA
Ashtray(s) area CLEAN
Left & right front seat and carpet DAMAGED FROM BURNT AND MELTED HEAD LINER
Underbody & exhaust (include hangers) N/A
Option code label _____
Engine compartment TOP - FRONT AND BOTH SIDES PLUS REAR HOOD BURN
Radiator, front & rear FRONT RIGHT SIDE HAS A BIG VOID FROM TOP DOWN 7" IN 5" AND 6" 6"
Coolant recovery bottle MELTED AND STUCK TO INNER FENDER
Transmission cooler lines/connections GOOD AND SOLID
Engine compartment engine coolant lines/hoses, connections/clamps TOP RADIATOR HOSE BURNT AT OPEN AREA BETWEEN ENGINE AND RADIATOR. BOTH RADIATOR HOSES BURNT AND GAVE IN ENGINE AREA
Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) COOLANT LINES BURNED
All fuel lines/hoses, filter, connections/clamps FUEL LINES BURNED FROM FUEL & POWER TAKE OFF BURNER
THI, injector rail, or carburetor & fuel line connection COVERED WITH MELTED PLASTIC TO ENGINE
Engine compartment fuel lines/hoses, connections & o-rings FUEL LINES UNDER HOOD BURNED FROM ENGINE TO METAL TUBES ABOVE POWER TAKE OFF BURNER.
Power steering lines/hoses, connections/clamps HOSES NOT BURNED AT PUMP
Generator & attached wiring INSULATION BURNED ON SOME WIRES

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

Battery & attached cables TOP OF BATTERY BURNED AND CABLES WERE CUT.Engine block (note precise location of cracks, holes, etc.) N/AEngine oil pan N/AEngine compartment hinge torque rods BOTH DAMAGED FROM HOODEngine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) RUST ON CONNECTION OF EXHAUST MANIFOLD TO EXHAUST PIPE

Any item which is alleged to be the cause/source

Anything on vehicle which is after-market N/AAnything on vehicle which is a modification N/AAnything on vehicle which is unusual, or out-of-place, etc. AS GAE THRU 1 HOT SPOT - AREA UNDER HATCHER CYLINDER AND AREA AT GRILLE AND FRONT OF HOOD.

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, NONE TO EXAMINEEngine oil LEVEL FULL AND SOME PARTICLES. TOP OF HANDLE RUANT.Transmission fluid FULL AND CLEAN RED IN COLORPower steering fluid TOP CAP MELTED AND HOSES RUANTBrake fluid PLASTIC RESERVOIR IS GONE - TOTALLY BURNEDList all driver electrical controls which are in the "On" position (include ignition) AC ON, RADIO WAS ON PER DRIVER.Fuses (Identify all open or not proper size) COMPARTMENT UNDER HOOD WAS ALL MELTEDWiring insulation at fuse blocks RUANT ON WIRE HANDLES FROM STARTERFusible links (Identify all open) WIRES EXPOSEDSpark plug wiring and boot condition RUANT FROM COIL TO WIRESTARSFuel filter "Lead Free" restrictor in place? (Y/N) Y DescribeLocation of fuel filter cap (or evidence of removal) N/ACatalytic converter (any discoloration or swelling?) NONEPosition of windows (If glass missing, do further inspection) ALL WINDOWS SHATTERED EXCEPT RIFC. 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): VEHICLE IS 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 flames or spark sources, 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 HAPPENED ON OPEN ROAD.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Page 1 of 1

Division: <u>QUICK</u>	Rate: <u>990089335</u>	VIN: <u>1G4CW52K4X4651606</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: RICHARD MILAKI Organization: E.A. ASSOCIATES, INC.
 Phone: (716) 674-5430 x Inspection Date: 9/27/99 Mileage at Inspection: UNKNOWN
BURR

Roll Number 1

Neg.# Description

- 0
1. LEFT SIDE OF VEHICLE
2. FRONT OF VEHICLE
3. REAR OF VEHICLE
4. RIGHT SIDE OF VEHICLE
5. RIGHT FRONT OF VEHICLE
6. BATTERY AREA - RIGHT FRONT - WITH BATTERY INSIDE PASSENGER COMP.
7. CLOSE UP OF WIRET SHOWING BEADS - FUSED - END ON AMMETERS.
8. DASH AND HOLE THRU DASH FROM LEFT FRONT
9. BATTERY ON REAR SEAT AS WE FOUND AT INSPECTION
10. HEAD LAMP FROM FRONT THAT DROPPED AND MOLTED
11. DASH AREA
12. ABOUT HOLE IN CENTER OF DASH
13. VIN
14. TOP RADIATOR SUPPORT AND RADIATOR WITH A HOLE AT TOP
15. HOOD TAKEN FROM RIGHT SIDE REAR
16. INSIDE LINER OF HOOD
17. UNDER SIDE OF HOOD AS IT SEPARATED FROM LINER
18. ENGINE COMPARTMENT FROM RIGHT SIDE
19. ENGINE COMPARTMENT FROM FRONT
20. HOOD LATCH AND TOP RADIATOR SUPPORT WITH OIL DIP STICK REASSEMBLED
21. UNDERNEATH OF CAR FROM FRONT AS LIFTED BY HY LIFT
22. UNDER MOTOR AREA
23. MOLTED BODY ON STEERING CYLINDER - TAKEN FROM UNDER VEHICLE
24. EXHAUST FLANGE AND RUST FROM UNDER MOUTH
25. FROM UNDER LEFT SIDE LOOKING UP TO STEERING KNUCKLE
- 26.
- 27.
- 28.
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.
- 36.
- 37.

PHOTO.DOC

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

Information on this form must be communicated to your dealer's Business Resource Group (BRG) to initiate the Process

BUICK ☒
 CADILLAC ☐
 CHEVROLET ☐
 OLDSMOBILE ☐
 PONTIAC-GMC ☐

DATE: 10.20.00

DEALER NAME & CITY: Paul Bell Buick Inc Cheektowaga NY

DEALER CONTACT: Tony Finkel 718.701.8808

CUSTOMER NAME: [REDACTED]

CUSTOMER DAY PHONE NO: [REDACTED]

GAC CAGE NO. (if available): 000000000

VEHICLE INFORMATION:

OLD VIN: 1 8 4 0 W 5 2 K 4 X 4 8 6 1 6 0 6

CURRENT MILEAGE: Unknown (bump) Last mileage 8800

NEW VIN: [REDACTED]

TRANSACTION TYPE: Trade Repurchase ☐ Straight Repurchase ☐ Lease Repurchase ☒

Reason for Repurchase: Thermal Event car a total loss as per inspection. Fire started Under hood
 blew out windshield and all windows. Rear of vehicle is intact.

The DSM must advise the customer and the dealer that the following items will be a factor in determining the customer's financial participation. (BRG to finalize with customer/dealer)

Taxes & Fees • Negative Equity • Over Allowance

- No Rebates/Cash Incentives of any kind will be allowed on replacement vehicle.
- Special Lease Rates and Financing will be allowed on replacement vehicle.
- Current GM Card points may be applied on replacement vehicle.
- GM Card points will never be refunded in cash.

Detail your agreement with the customer on the following items:

Usage/Depreciation: _____

Upgrade/Downgrade: N/A

Aftermarket Items: N/A

Lease Termination: _____

Damage to Vehicle beyond normal wear and tear: _____

Special Instructions: refund \$1412.93 in cash and credit GM card

\$1560.44

Recommended Disposition of Repurchased Vehicle:

Donate ☐ Auction ☒ NAO Recovery ☐ Scrap ☒ Other ☐ Explain: _____

NOTE: DEALER MUST NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE RECEIVED BY THE DEALER FROM THE BRG.

Authorization: Susan A. Bue

Case 990088335

THIS: BASE ACTION: C KEY: 990088335 CRS 11/19/1999 15:59 CAB8030M

NEXT: BASE ACTION: I KEY: 990088335 ID: HD6GF

01 TITLE CUSTOMER INFORMATION TYPE: 11

02 FIRST 03 MI: 04 LAST

05 STREET

06 CITY : CLARENCE 07 ST: NY 08 ZIP :

09 H PHONE 10 B PHONE:

11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 1G4CW52E4M4651606 ENG: 3.8L V6 MPI PLANT: ORION MI

13 YR/MIL : 1999 CW PARK AVENUE 14 DEL: 04 90 99 15 MILES: 005600

16 DEALER : PAUL BATT BUICK, INC. 17 ZNLR: 24 36521

18 CITY : CHEERTOWAGA 19 STATE: NY

CDE # DBC CDE COMMENTS

T01 1 PRODUCT ALLEGAT 20 2ND PARTY CALL STATES THE OWNER VEHICLE COUGHT ON FI

T04 0 GENERAL INFORMA 21 ***REPURCHASE HANDLING***

THIS: CMTS ACTION: I KEY: 990088335 CRS 11/19/1999 15:59 CAB8030M

NEXT: CMTS ACTION: I KEY: 990088335 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 23 TYPE: 11

USER: B60CR DATE: 08/27/99 TIME: 09:19 COMMENT #: 1

08-27-99

1ST OWNER/MILEAGE PER CUSTYBS CMF/DIL PER WINE/

DEALERSHIP PHONE: 7168913993 SERVICE MANAGER: BOB MOZER

2ND PARTY CALL. THE SERVICE MANAGER BOB CONTACTED BUICK STATING HE WAS REFERRED BY HIS DBC TO CONTACT BUICK FOR A 1241 FORM. BUICK SET A CASE UP FOR THE OWNER, AND GAVE THE BOB THE NUMBER. BOB STATED THE OWNERS VEHICLE COUGHT ON FIRE UNDER THE HOOD WHILE THEY WERE DRIVING. BOB ALSO STATED THAT NO ONE WAS INJURED IN THE FIRE. BOB ALSO STATED THAT THE VEHICLE WAS TOTALED. BUICK ADVISED THAT THE CASE WILL BE TRANSFERRED TO OUR INVESTIGATION TEAM, AND SOMEONE WILL BE GIVING HIM A CALL FROM THERE.

***** ROUTED CDI *****

CARMEN ROBINSON BUICK RELATION CENTER TROY 248-952-2707 NO VME

THIS: CMTS ACTION: I KEY: 990088335 CRS 11/19/1999 15:59 CAB8030M

NEXT: CMTS ACTION: I KEY: 990088335 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 23 TYPE: 11

USER: B60CR DATE: 08/27/99 TIME: 10:33 COMMENT #: 2

08-27-99

THE OWNER CALLED BUICK. BUICK ADVISED HIM THAT THE SERVICE MANAGER CALLED PRIOR TO HIS CALL, AND A CASE WAS SET UP. THE OWNER STATED HE DOES HAVE THE CASE NUMBER. BUICK ADVISED HIM THAT SOMEONE WILL BE GIVING HIM A CALL. THE OWNER THANKED BUICK.

CARMEN ROBINSON BUICK RELATION CENTER TROY 248-952-2707 NO VME

THIS: CMTS ACTION: I KEY: 990088335 CRS 11/19/1999 15:59 CAB8030M

NEXT: CMTS ACTION: I KEY: 990088335 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 23 TYPE: 11

USER: B34AM DATE: 09/02/99 TIME: 14:38 COMMENT #: 3

9/3/99 O'CALLED/S SHE RECD VME FROM ROBERT ROPATUS IN BUSINESS

RESOURCE CENTER TO CALL BCR BACK. CUST GAVE BCR HIS EXTENSION #
BCR ATTEMPTED TO CALL HIM 2X, BUT HE WAS N/A. BCR LEFT VME FOR HIM
TO CALL CUST BACK. C/S SHE WILL CALL BACK IF SHE DOES NOT HEAR FROM
HIM BY TUESDAY.

THERE ARE NO COMMENTS IN CASE INDICATING SHE SPOKE WITH ROBERT BUT
BCR WILL ATTEMPT TO CALL HIM BACK LATER TO FIND OUT IF HE CALLED CUST
ANGELA L MILTON TROY CAC 248 952 2719 NO VME

THIS: CMTS ACTION: I KEY: 99008335 CRS 11/19/1999 16:00 CABS030M

NEXT: CMTS ACTION: I KEY: 99008335 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 23 TYPE: II

USER: B05EH DATE: 09/07/99 TIME: 13:24 COMMENT #: 4

09-07-99

GEN MGR OF DLR TONY CALLED STATING CUST IS CURRENTLY AT DLR AND IS
VERY UNHAPPY THAT BUICK IS DRAGGING OUR FEET SEEKING UPDATE.

CRM ADVISED TONY THAT I WOULD FURTHER RESEARCH FILE AND EITHER BRC OR
MYSELF WILL RETURN HIS CALL WITH SOME KIND OF FURTHER INFO.

CRM CALLED SUSAN SHERA IN BRC SHE IS GETTING WITH ROBERT TO SEE IF
HE CALL CUST AT DLR TO FURTHER HANDLE IF HE CAN NOT SHE
WILL RETURN MY CALL TO CALL DLR MYSELF.

BILLY HAMILTON, X-2717, TROY SITE

THIS: CMTS ACTION: I KEY: 99008335 CRS 11/19/1999 16:00 CABS030M

NEXT: CMTS ACTION: I KEY: 99008335 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 23 TYPE: II

USER: B75TR DATE: 09/07/99 TIME: 13:52 COMMENT #: 5

09 07 99

CRM RECEIVED CALL FROM DLR. CRM SPOKE WITH PREVIOUS CRM HILL
WHO INFORMED CRM THAT SUSAN SHERA WILL BE CALLING THE CUST
TODAY.

CRM INFORMED THE DLR OF THE ABOVE INFO.

DLR STATES TO DOCUMENT THAT ALL THE CUST GM CARD EARNINGS WERE
SPENT PURCHASING THIS VEH AND HE PUT \$3,000.00 DOWN ON THE VEH.

CRM TOYA RODRIGUEZ 248 952 2712 NO VME, TROY SITE.

THIS: CMTS ACTION: I KEY: 99008335 CRS 11/19/1999 16:00 CABS030M

NEXT: CMTS ACTION: I KEY: 99008335 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 23 TYPE: II

USER: B05EH DATE: 09/07/99 TIME: 14:26 COMMENT #: 6

09-07-99

AVM DENNIS HENSTED CALLED SEEKING ANY INFO FROM THIS FILE.

CRM ADVISED DENNIS THAT WE HAVE ADVISED DLR AND CUST THAT OUR PAR
BRC GROUP WILL CONTACT CUST TODAY TO ADVISED THEM THAT WE ARE WORKING
ON THIS CONCERN.

AVM THANKED CRM FOR INFO.

BILLY HAMILTON, X-2717, TROY SITE

THIS: CMTS ACTION: I KEY: 99008335 CRS 11/19/1999 16:00 CABS030M

NEXT: CMTS ACTION: I KEY: 99008335 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 23 TYPE: II

USER: HB1ER DATE: 09/07/99 TIME: 14:33 COMMENT #: 7

9.1.99

C/O SET UP 1241 SCREENS ADV O/ OF TIME FRAME IN MATTER O ACK AND ACK

TIMEFRAME. I THANKED O FOR TIME ADV OF MY #
ROBERT RAPADAS PAR TEAM EXT 1716

USER: B09EH DATE: 09/07/99 TIME: 14:59 COMMENT #: 8
09-7-99

I HAVE SPOKE WITH PAR ON THIS FILE, THERE WILL BE NO UPDATES ON THE
NO SOONER THAN SEPT, 15, AFTER THIS DATE SEND CUST OR DLR CALLS TO ME
AT MY DESK.

BILLY HAMILTON, X-2717, TROY SITE
THIS: CMTS ACTION: I KEY: 990088335 CRS 11/19/1999 16:01 CAR5030M
NEXT: CMTS ACTION: I KEY: 990088335 ID: HD6GF
GENERAL COMMENTS TOTAL CMTS: 23 TYPE: II
USER: B09EH DATE: 09/27/99 TIME: 14:29 COMMENT #: 9
09-27-99

DLR CALLED STATING CUST IS CALLING EVERY HOUR FOR PAR UPDATE.

CRM SPOKE WITH ROBERT IN HRC, HE STATED THEY HAVE NOT RECIEVED
INSPECTION ON VEH YET, ONCE THEY HAVE UPDATE THEY WILL CONTACT CUST.

CRM ALLOWING PAR TO HANDLE THIS IS THERE CASE.

BILL HAMILTON, X-2717, TROY SITE
THIS: CMTS ACTION: I KEY: 990088335 CRS 11/19/1999 16:01 CAR5030M
NEXT: CMTS ACTION: I KEY: 990088335 ID: HD6GF
GENERAL COMMENTS TOTAL CMTS: 23 TYPE: II
USER: B97KE DATE: 09/28/99 TIME: 09:55 COMMENT #: 10
09.28.99

CUST PHONED CRC REQUESTING INFO ON HIS CASE. CRM REVIEWED THE CMTS
AND INFORMED THE CUST THAT AS OF 9/27, THE INSPECTION REPORT HAS NOT
BEEN RECVD. CUST REQUESTED TO RECVD INFO FROM PERSON HANDLING HIS CASE.
CRM PHONED ROBERT IN CRC, AND ROBERT STATED THAT HE HAS NOT RECVD
REPORT AND AS SOON AS HE DOES HE WILL CALL THE CUST. CRM INFORMED CUST
OF INFO RECVD. CUST STATED THAT HE WILL BE LEAVING TOWN 9/29 AND RETUR
NING 10/7. CRM INFORMED CUST OF DOCUMENTATION. CRM THANKED CUST FOR CA
LLING BUICK.

CAC TROY KIMBERLY ESTELLE 248 932 2724 NO VME
THIS: CMTS ACTION: I KEY: 990088335 CRS 11/19/1999 16:01 CAR5030M
NEXT: CMTS ACTION: I KEY: 990088335 ID: HD6GF
GENERAL COMMENTS TOTAL CMTS: 23 TYPE: II
USER: H33BK DATE: 10/20/99 TIME: 13:12 COMMENT #: 11
REC'D FRA 10/19...ASSIGNED TO SONIA SNOWDEN FOR REPURCHASE HANDLING.

B.GONZALEZ

USER: H79CF DATE: 10/20/99 TIME: 13:55 COMMENT #: 12
10/20/99*****

OWNER CALLED STATES FILE #...OWNER REQUEST UPDATE OF FILE...CRM
REVIEWED FILE...CRM THANKED OWNER FOR HOLDING...CRM ADVISED OWNER FILE
JUST ASKED FOR REVIEW IN ANOTHER DEPT...CRM ADVISED OWNER CRM LEFT
MESSAGE W/ASM WHO IS HANDLING FILE...CRM NOTED MESSAGE WAS LEFT W/
SONIA SNOWDEN...OWNER THANKED CRM...CRM THANKED OWNER FOR CALL...CORA
FRAZIER/TROY

THIS: CMTS ACTION: I KEY: 990088335 CRS 11/19/1999 16:02 CAR5030M
NEXT: CMTS ACTION: I KEY: 990088335 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 23 TYPE: II
USER: HESS DATE: 10/27/99 TIME: 09:22 COMMENT #: 13

REPURCHASE OWNERSHIP FILE
SONIA SNOWDEN
248-696-7345 FILE USE ONLY

10-27-99*****
I SPOKE WITH OWNER 10-21-99...I ADVISED OWNER CONTACT # FOR ANY
?? - OWNER STATES HAS BEEN IN RENTAL VEH FOR SOME X NOW & WOULD
LIKE TO HAVE CASE RESOLVED - OWNER STATES IN PROCESS OF PURCHASING
NEW VEH & WOULD LIKE DISCOUNT ON OPTIONS FOR VEH - O/STATES
PURCHASING A 2000 BUICK - I ACKNOWLEDGE & ADVISED OWNER WILL LOOK
INTO REQUEST @ NO GUARANTEE OF ASSISTANCE - OWNER ACKNOWLEDGE & THANK
ED.

SONIA SNOWDEN
CAC REPUR

THIS: CMTS ACTION: I KEY: 990088335 CRS 11/19/1999 16:02 CABS030M
NEXT: CMTS ACTION: I KEY: 990088335 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 23 TYPE: II
USER: HESS DATE: 10/27/99 TIME: 10:30 COMMENT #: 14

10-26-99*****
FILE BEING CLOSED BY REPURCHASE - OWNER INSURANCE CO, PAID
GMAC SMARTLEASE OFF AFTER ACCIDENT TOTAL VEH - FILE FORWARDED
BACK TO P.A.R SUSAN SHEA FOR FURTHER HANDLING.
SONIA SNOWDEN
CAC REPUR

USER: HERR DATE: 10/27/99 TIME: 11:37 COMMENT #: 15
10.27.99

REC CALL FROM DEALER IT APPEARS THE THE WAS SOME MONIES NOT PAID TO OWN
ER THROUGH HIS SETTLEMENT WITH INS CO I CALLED CHRIS ROFFEY AT HES AN
D HE ADV THAT I SHOULD FAX OVER THE CASE TO GREG THRASHERS ATTN.
AND NOT CALL O GREG WOULD BE THE NEXT PERSON TO CONTACT OWNER
ROBERT RAPADAS PAR TEAMEXT 7316

THIS: CMTS ACTION: I KEY: 990088335 CRS 11/19/1999 16:02 CABS030M
NEXT: CMTS ACTION: I KEY: 990088335 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 23 TYPE: II
USER: TR364 DATE: 11/02/99 TIME: 16:05 COMMENT #: 16
CRM RECEIVED CALL FROM AVM-DENISE BENSTEAD. AVM STATES THAT THE CUST
HAS CALLED THE DLR STATING THAT HE IS NOT BEING UPDATED ON WHAT IS
GOING WITH HIS REPURCHASE OR REIMBURSEMENT OF INSURANCE, ETC. AVM
SEES THAT THE CUST RECEIVE CALL FROM US TO UPDATE HIM AS CUST IS
TRYING TO PURCHASE/LEASE NEW VEHICLE AND NEEDS TO KNOW THE STATUS.
AVM STATES THAT CUST IS ALSO CONCERNED ABOUT THE 3,000 DOWN HE PUT
ON HIS LEASE. CRM CALLED AND SPOKE TO SONIA AS SHE WAS THE LAST WITH
OWNERSHIP OF FILE. SONIA STATES THAT SHE WILL RELAY MESSAGE TO GREG
THRASHERS AS HE IS THE ONE ON THE FILE NOW. SONIA STATES THAT SHE
WILL RELAY MESSAGE FOR HIM TO CONTACT CUST, THE SALES MGR/TONY @
716-891-5595, AND THE AVM @ 1-800-336-5004 BOX# 8498, TO UPDATE
THEM ON FILE. CRM IS TIER II AND HAS KNOW KNOWLEDGE OF FILE TO
LET THEM KNOW WHAT IS GOING ON-MR. THRASHER PLEASE UPDATE THEM
AND FILE SO I KNOW THAT EVERYONE IS UPDATED. ****LINDY BANAK/TAMPA

THIS: CMTS ACTION: I KEY: 990088335 CRS 11/19/1999 16:02 CABS030M
NEXT: CMTS ACTION: I KEY: 990088335 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 23 TYPE: II

H O CALLED PAUL BATT SPOKE TO HIS PARTNER WHO ADV THAT THEY AT THE DRA
LER SHIP WERE TAKING OFF THE 2987.38 OFF THE NEW LEASE AND I WOULD GM
WA FOR THE COST....
ED THOMPSON ADV THAT I WOULD NEED TO GET BUYERS AGREEMENT, INVOICE, AL
SO THE RENTAL NO....

CALLING DEALER

ROBERT RAPADAS PAR TEAM EXT 7316

THIS: CMIS ACTION: IKEY: 990088335 CRS 11/19/1999 16:04 CABS030M

NEXT: CMIS ACTION: IKEY: 990088335 ID: HD6GF

GENERAL COMMENTS TOTAL CMIS: 23 TYPE: II

USER: EDOED DATE: 11/16/99 TIME: 14:40 COMMENT #: 23

E.D. THOMPSON, GM PAR MANAGER ADVISED MANNY SURIEL, CUSTOMER

ACTIVITIES MANAGER FOR N.E. REGION THAT DLR WOULD BE PAID

FOR \$2987 AND RENTAL VIA GMWA SYSTEM E.D. THOMPSON

THIS: AFTRCL ACTION: CKEY: 990088335 CRS 11/19/1999 16:04 CABS200M

NEXT: AFTRCL ACTION: IKEY: 990088335 ID: HD6GF

NAME: LAWRENCE LOBACCHIARO CLARENCE, NY YR/MDL: 1999 CW TYPE: II

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE : (CASE/INQ) PRODUCT CAMPAIGN :

REQUEST AREA : SERV REQUEST SOURCE : H T CRS

CONTACT TYPE : OWNER IN CORR SEQ# : N

WARRANTY : I (MOUT/DUNK) THIRD PARTIES :

STOCKHOLDER : N (Y/N) GM EMPLOYEE : N (Y/N)

SERVICE DISTRICT: 01

PART DELAY START: PART DELAY END :

TRANSFER TO ID : DSM ASSIGNED : SJS

CASE OPEN DATE : 08 27 99 SCRAP DATE :

ROUTING CODE : CDM CRS LOC: ADV TRANSMIT : N (Y/N)

CORRES TYPE : TRANSMIT DATE : 09 20 99

FOLLOW UP DATE : CORP CASE# :

FILE RETENTION : 00 POSSIBLE SAFETY : Y (Y/N)

LAST ALTERED ID: BHIR LAST ALTERED DATE: 11 18 99

REJECT CLOSE : N (Y/N) REOPEN CASE : N (Y/N)

THIS: CLOSE ACTION: IKEY: 990088335 CRS 11/19/1999 16:05 CABS040M

NEXT: CLOSE ACTION: IKEY: 990088335 ID: HD6GF

NAME: [REDACTED] NY YR/MDL: 1999 CW TYPE: II

CASE CLOSING INFORMATION

FILE RETENTION : 00 POSSIBLE SAFETY : Y (Y/N)

DLR CONTACT DATE : 08 27 99 DLR CONCLUSION DATE: 11 18 99

CLOSING DATE : RESPONSIBLE DEALER :

CUST SATISFIED : Y (Y/N) CLOSE CASE : (Y/N)

CO REVIEW CLOSE : CO REVIEWED : (Y/N) DATE:

REGION REV CLOSE : REGION REVIEWED : (Y/N) DATE:

CDE #DESC CDE COMMENTS

T01 1 PRODUCT ALLEGAT 2ND PARTY CALL STATES THE OWNER VEHICLE COUGHT ON FI
SEE COMMENTS

T04 0 GENERAL INFORMA ***REFURCHASE HANDLING***

SEE COMMENTS

THIS: THIRD ACTION: CKEY: 990088335 CRS 11/19/1999 16:05 CABS110M

NEXT: THIRD ACTION: IKEY: 990088335 ID: HD6GF

NAME: [REDACTED] CLARENCE, NY YR/MDL: 1999 CW TYPE: II

THIRD PARTY INFORMATION

THIRD PARTY TYPE: OWNER

TITLE : MR.

FIRST :
MI :
LAST :
STREET :
CITY : CLARENCE
STATE : NY
ZIP :
H PHONE :
B PHONE :
COMPANY :
INDICATION REQ. DATE: # OF REQUESTS:
INDICATION DECISION: (ACCEPTED/REJECTED) DECISION DATE:
CORRESPONDENCE SELECTION:
THIS: 12411 ACTION: I KEY: 99008335 CRS 11/19/1999 16:05 CALG110M
NEXT: 12412 ACTION: I KEY: 99008335 ID: HD6GF
GM1241 PAGE 1

INCIDENT DATE: 08/25/99 TIME: 15:00 (24 HR CLOCK)
OWNER TITLE :

FIRST : MI: LAST:
STREET :
CITY : CLARENCE ST: NY ZIP :
H PHONE : AGE: B PHONE:
COMPANY:

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:

THIS: 12412 ACTION: I KEY: 99008335 CRS 11/19/1999 16:05 CALG120M
NEXT: 12413 ACTION: I KEY: 99008335 ID: HD6GF
NAME: CLARENCE, NY YR/MDL: 1999 CW TYPE: 11

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 ATTY: N (Y/N)
WHERE CAN VEHICLE BE SEEN: UNK

VIN : 1G4CW52K4X4651606 DEL DTE: 043099
YR/MDL: 1999 CW MILEAGE: 5600

PRINCIPLE USE OF VEHICLE: PERSONAL

DRIVER DESCRIPTION OF INCIDENT & CAUSE: I WAS WAITING AT A STOP SIGN WAITING F
OR A RIGHT HAND TURN DOWN SALT ROAD (GRINER AND SALT) AND ANOTHER
DRIVER INFORMED ME THAT MY VEH WAS ON FIRE. HE WAS THE VEH MAKING A LEFT
HAND
TURN INTO GRINER

NATURE OF WEATHER: CLEAR AND DRY

THIS: 12413 ACTION: I KEY: 99008335 CRS 11/19/1999 16:06 CALG130M
NEXT: 12414 ACTION: I KEY: 99008335 ID: HD6GF

NAME: [REDACTED] CLARENCE, NY YR/MDL: 1999 CW TYPE: II

GM1241 PAGE 3

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: ENGINE FIRE

WHO MADE ALLEGATION OF DEFECT: OWNER

WAS VEHICLE TOWED : Y (Y/N)

TOWING CO NAME : UNK

TOWING CO ADDRESS: UNK

TOW DRIVER NAME : UNK

DID YOU SPEAK TO DRIVER: Y (Y/N)

IF "Y" GIVE SOURCE OF DRIVER DESC:

VEHICLE SPEED EST : 1

SOURCE OF EST : DRIVER

THIS: 12414 ACTION: I KEY: 99008335 CRS 11/19/1999 16:06 CALG140M

NEXT: 12415 ACTION: I KEY: 99008335 ID: H06GF

NAME: [REDACTED] CLARENCE, NY YR/MDL: 1999 CW TYPE: II

GM1241 PAGE 4

POLICE REPORT MADE: Y (Y/N) REPORT ATTACHED: N (Y/N)

IF NOT ATTACHED, GIVE STATION/OFFICER MAKING REPORT: COUNTY SHERIFF DEPT
94793 ERIE COUNTY

ANY WITNESSES : N (Y/N) NUMBER:

INCIDENT LOCATION

LOCATION OF INCIDENT: SALT AND GRAINER

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 : 40 (MPH)

THIS: 12415 ACTION: I KEY: 99008335 CRS 11/19/1999 16:07 CALG150M

NEXT: 12416 ACTION: I KEY: 99008335 ID: H06GF

NAME: [REDACTED] CLARENCE, NY YR/MDL: 1999 CW TYPE: II

GM1241 PAGE 5 (VEHICLE)

VIN : 1G4CW52K4K4651606 DEL DATE: 04 30 99

YR/MDL: 1999 CW NEW/USED/DEMO: N MILEAGE : 5600

TRANS : AXLE: ENGINE :

LICENSE # : STATE:

INSPEC STICK #: STATION # : EXP DATE:

SPECIAL EQUIP/FEATURES: NONE

NATURE AND EXTENT OF DAMAGES: TOTALLED

EST COST OF REPAIR: 1

PRODUCT CAMP : NONE CAMP PERFORMED: (Y/N)

IF "Y" DESC:

TIRE SIZE AND BRAND: UNK

CONDITION OF TIRE: LF: G RF: G RE: G LR: G (GOOD/POOR/FLAT)

SPARE: G

THIS: 12416 ACTION: I KEY: 99008335 CRS 11/19/1999 16:07 CALG160M

NEXT: 12417 ACTION: I KEY: 99008335 ID: H06GF

NAME: LOWRENCE LOBACCHIAIO CLARENCE, NY YR/MDL: 1999 CW TYPE: II

GM1241 PAGE 6 (PHOTOS/TLR/PARTS)

WERE PHOTOS TAKEN: Y (Y/N) NUMBER: 25 BY WHOM: RICHARD MIALKI
ADDRESS : HAA
VEHICLE INSPECTED: Y (Y/N) NAME: RICHARD MIALKI
NAME OF INR. REP AT INVESTIGATION: UNK
SELLING DEALER : LISTED
ADDRESS : LISTED
SERVICING DEALER : LISTED
ADDRESS : LISTED
REPAIR ORDER FOUND IN VEHICLE HISTORY: N (Y/N) HOW MANY:
IF 'N' EXPLAIN: NEW VEH

ALLEGED DEFECTIVE PART(S) REMOVED : N (Y/N)
PARTS NAME : COSTODIAN:
LOCATION :
HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: 10.04.99 ADV THAT AS A GOOD WILL
GHS
TURE GM WILL BE REPURCHASING THE VEH, SOMEONE WILL BE IN CONTACT IN 2 DAYS
THIS: 12419 ACTION: KEY: 990083335 CRS 11/19/1999 16:08 CALG250M
NEXT: 12410 ACTION: KEY: 990083335 ID: HD6GF
NAME: CLARENCE, NY YR/MDL: 1999 CW TYER: II

GM1241 PAGE 9

GENERAL COMMENTS: TOTAL CMTE: 1

USER: ESIR DATE: 10/04/99 TIME: 13:21 COMMENT #: 1

INSPECTION SUMMARY

THE CABLE RUNNING RUNNING FROM THE STARTER TO THE FUSE BLOCK (NEAR THE
BATTERY

AREA) HAD SOME STRANDS THAT WERE BEADED.

THIS 12410 ACTION: CKEY: 990083335 CRS 11/19/1999 16:09 CALG190M

NEXT: 1241A ACTION: KEY: 990083335 ID: HD6GF

NAME: LAWRENCE LOBACCHIARO CLARENCE, NY YR/MDL: 1999 CW TYER: II

GM1241 PAGE 10 (RECAP)

DIVISION NOTIFIED OF INCIDENT

HOW : PHONE BY CCAC

WHEN : 08.27.99

BY WHOM: OWNER

ZN ASSIGNED : 24

ASSIGNMENT

INVESTIGATOR FIRST NAME: RICHARD ME: LAST NAME: MIALKI

ASSIGNMENT DATE : 090199 DUE DATE : 091499

INVESTIGATION DATE : 092799 RECEIVED DATE : 100199

INFO FROM FURTHER INVESTIGATION: AS A GOOD WILL GESTURE GM WILL BE
REPURCHASING THE VEH

INSURANCE CO CODE: INEM001 DATE SENT: 100499

REGION APPROV BY: E.D. THOMPSON DATE: 102899

CO APPROVED BY: ROBERT RAPADAS DATE: 111899

THIS: 1241A ACTION: CKEY: 990083335 CRS 11/19/1999 16:09 CALG240M

NEXT: 1241A ACTION: KEY: 990083335 ID: HD6GF

GM1241-A

DIVISION: BUICK ZONE: 24 DATE: 10 04 99

INSURANCE COMPANY'S (LOCAL OFFICE) DESIGNATION CODE PTP 76- INR0001

ADDRESS: P. O. BOX 02489 CITY: DETROIT ST: MI ZIP: 48202

RE: CLAIMANT (FIRST) ME: LAST

DATE OF INCIDENT : 08 25 99

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 AGEN TO: 1. X UNDERIGNED FOR INQUIRIES TO: 1. X UNDERIGNED
AND/OR 2. AND/OR 2.**

ENCLOSURES : 25 PHOTOS INSPECTION SUMMARY CASE HISTORY

CONTACT NAME FIRST: [REDACTED] LAST: [REDACTED] MI:

CONTACT ADDRESS [REDACTED]

CITY: TROY

ST: MI

ZIP: [REDACTED]

CONTACT TITLE: PARMANAGER

[illegible]

THIS: BASE ACTION: C KEY: 990088335 CR# 89/01/1999 08:33 CABS020M
 NEXT: BASE ACTION: KEY: 990088335 ID: H81RR
 01 TITLE : CUSTOMER INFORMATION TYPE: GO
 02 FIRST : 03 MI: 04 LAST :
 05 STREET :
 06 CITY : CLARENCE 07 ST: NY 08 ZIP :
 09 H PHONE: 10 B PHONE:
 11 COMPANY:

VEHICLE/DEALER INFORMATION
 12 VIN : 1G4CW52K4Y4631806 ENG: 3.0L V6 MPI PLANT: ORION MI
 13 YR/MDL : 1999 CW PARK AVENUE 14 DEL: 04 30 99 15 MILES: 005600
 16 DEALER : PAUL BATT BUICK, INC. 17 ENDLR: 24 36521
 18 CITY : CHEEKTOWAGA 19 STATE: NY

CDE # DESC CDE COMMENTS
 T01 1 PRODUCT ALLEGAT 20 2ND PARTY CALL STATES THE OWNER VEHICLE COUGHY ON FI
 21
 22
 23
 24

PF13 BASE PF14 CRIS PF15 AFTRCL PF16 CLOSE PF17 CSEBCH PF18 DERLOC
 PF19 CRIS PF20 TELLST PF21 LITLST PF22 SONEACT PF23 CORREL PF24 CAL

\$ 2987.38

THIS: CMTS ACTION: I KEY: 990088335 CRS 09/01/1999 08:34 CAR8030M
NEXT: CMTS ACTION: I KEY: 990088335 ID: H81KR
GENERAL COMMENTS TOTAL CMTS: 2 TYPE: GO
USER: B8OCR DATE: 08/27/99 TIME: 09:19 COMMENT #: 1
08-27-99
1ST OWNER/MILEAGE PER CUST/YRS GMFF/DEL PER WINS/
DEALERSHIP PHONE: 7168915585 SERVICE MANAGER: BOB MOSER

2ND PARTY CALL. THE SERVICE MANAGER BOB CONTACTED BUICK STATING HE
WAS REFERRED BY HIS DEC TO CONTACT BUICK FOR A 1241 FORM. BUICK SET
A CASE UP FOR THE OWNER, AND GAVE THE BOB THE NUMBER.
BOB STATED THE OWNERS VEHICLE COUGHT ON FIRE UNDER THE HOOD WHILE THEY
WERE DRIVING. BOB ALSO STATED THAT NO ONE WAS INJURED IN THE FIRE.
BOB ALSO STATED THAT THE VEHICLE WAS TOTALED. BUICK ADVISED THAT THE
CASE WILL BE TRANSFERED TO OUR INVESTIGATION TEAM, AND SOMEONE WILL
BE GIVING HIM A CALL FROM THERE.

***** ROUTED CDI *****

CARMEN ROBINSON BUICK RELATION CENTER TROY 248-952-2707 NO VME.

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTERCL PF16 CLOSE PF17 CSESCN PF18 DLRLC
PF19 CRIS PF20 TELLSY PF21 LITLST PF22 SONEACT PF23 CORREL PF24 CAL
*10004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990088335

CRS 09/01/1999 08:34 CABS030M

NEXT: CMTS ACTION: I KEY: 990088335

ID: 881RR

GENERAL COMMENTS

TOTAL CMTS: 2

TYPE: GO

USER: B50CR DATE: 08/27/99 TIME: 10:33
08-27-99

COMMENT #: 2

THE OWNER CALLED BUICK. BUICK ADVISED HIM THAT THE SERVICE MANAGER
CALLED PRIOR TO HIS CALL, AND A CASE WAS SET UP. THE OWNER STATED
HE DOES HAVE THE CASE NUMBER. BUICK ADVISED HIM THAT SOMEONE WILL
BE GIVING HIM A CALL. THE OWNER THANKED BUICK.

CARMEN ROBINSON BUICK RELATION CENTER TROY 248-952-2707 NO VME.

MORE: N

PF13 BASE PF14 CMTS PF15 APTNCL PF16 CLOSE PF17 CSESCN PF18 DIRLOC

PF19 CRIS PF20 TELLST PF21 LITLST PF22 LONTRACT PF23 CORREL PF24 CAL

*10005 BOTTOM OF DATA DISPLAYED *

THIS: 12411 ACTION: C KEY: 990088335
 NEXT: 12412 ACTION: KEY: 990088335

CRS 09/01/1999 08:54 CALG110M
 ID: H81RR

CM1241 PAGE 1

INCIDENT DATE: 08 / 25 / 99 TIME: 18 : 00 (24 HR CLOCK)

OWNER TITLE :
 FIRST :
 STREET :
 CITY : CLARENCE ST: NY ZIP :
 H PHONE : AGE: H PHONE:

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

CLAIMANT TITLE:
 FIRST : MI : LAST:
 STREET :
 CITY : ST: ZIP :
 H PHONE : AGE: H PHONE:

PF13 BASE PF14 CHTS PF15 ATTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
 PF19 CONTROL PF20 MEDARS PF21 12411 PF22 1241X1 PF23 CORREL PF24 CAL

TRF5: 12412 ACTION: C KEY: 990088335
NEXT: 12413 ACTION: KEY: 990088335
NAME: CLARENCE, NY

CMS 09/01/1999 08:54 CA12120M
ID: H81RA
YR/MDL: 1999 CW TIER: 10

GML241 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 ATTY: N (Y/N)
WHERE CAN VEHICLE BE SEEN: UNK

VIN : 1G4CN62K4K4651606

DEL DTE: 043099

YR/MDL: 1999 CW

MILEAGE: 5600

PRINCIPLE USE OF VEHICLE : PERSONAL

DRIVER DESCRIPTION OF INCIDENT & CAUSE: I WAS WAITING AT A STOP SIGN WAITING F
OR A RIGHT HAND TURN DOWN SALT ROAD (GRINER AND SALT) AND ANOTHER
DRIVER INFORMED ME THAT MY VEH WAS ON FIRE. HE WAS THE VEH MAKING A LEFT HAND
TURN INTO GRINER

NOTURE OF WEATHER: CLEAR AND DRY

PF13 BASE PF14 CMT5 PF15 ATTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241H1 PF23 CORREL PF24 CAL

THIS: 12413 ACTION: C KEY: 990088235
NEXT: 12414 ACTION: KEY: 990088335
NAME: CLARENCE, NY

CPS 09/01/1999 08:54 CALGILSON

ID: B81RR

YR/MDL: 1999 CW TYPE: 10

GML241 PAGE 3

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: ENGINE FIRE

WHO MADE ALLEGATION OF DEFECT: OWNER

WAS VEHICLE TOWED : Y (Y/N)

TOWING CO NAME : UNK

TOWING CO ADDRESS: UNK

TOW DRIVER NAME : UNK

DID YOU SPEAK TO DRIVER: Y (Y/N)

IF "N" GIVE SOURCE OF DRIVER DESC:

VEHICLE SPEED EST : 1

SOURCE OF EST : DRIVER

PF13 BASE PF14 CHTS PF15 ATTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSSEL PF24 CAL

THIS: 12414 ACTION: C KEY: 990088835
NEXT: 12415 ACTION: KEY: 990088835
NAME: [REDACTED] CLARENCE, NY

CRS 09/01/1999 08:54 CALG140M
ID: H81RR
YR/MDL: 1999 CM TYPE: 10

GML241 PAGE 4

POLICE REPORT MADE: Y (Y/N) REPORT ATTACHED: N (Y/N)
IF NOT ATTACHED, GIVE STATION/OFFICER MAKING REPORT: COUNTY SHERIFF DEPT
947593 BRIS COUNTY
ANY WITNESSES : N (Y/N) NUMBER:

INCIDENT LOCATION

LOCATION OF INCIDENT: SALT AND GRAINER

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 : 40 (MPH)

PF13 BASE PF14 CMIS PF15 ATTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARS PF21 12411 PF22 1241X1 PF23 CORRSKL PF24 CAL

THIS: 12416 ACTION: C KEY: 990088335
NEXT: 12416 ACTION: KEY: 990088335
NAME: CLARENCE, NY

CRS 09/01/1999 08:53 CALKILSON
ID: H01ER
YR/MDL: 1999 CW TYPE: 10

GNC1241 BASE 5 (VEHICLE)

VIN : 1G4CW52K4X4651606

DEL DATE: 04 30 99

YR/MDL: 1999 CW

---NEW/USED/DMG: N

MILEAGE : 5600

TRANS :

AXLE:

ENGINE :

LICENSE # :

STATE:

INSPEC STICK #:

STATION # :

EXP DATE:

SPECIAL EQUIP/FEATURES: NONE

NATURE AND EXTENT OF DAMAGES: TOTALLED

EST COST OF REPAIR:

1

PRODUCT CAMP : NONE

CAMP PERFORMED: (Y/N)

IF "Y" DESC:

TIRE SIZE AND BRAND: UNK

CONDITION OF TIRE: LF: G RF: G RR: G LR: G (GOOD/POOR/FLAT)

SPARE: G

PF13 BASE PF14 CHTS PF15 ASTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARE PF21 12411 PF22 1241X1 PF23 CORRSSEL PF24 CAL

OCT 19 '99 16:57

716 891 4882

PAGE 82



NEW PEEL AND STICK WINDSHIELD STICKER

For use on new and used vehicles

For use on new and used vehicles

BH628770



11

1G4CWS2K4X4651606
1999 BUICK 4DOOR
EGB645 PAS 4

11/22/99

99



PEEL OFF LINE STARTING HERE

NEW YORK STATE DEPARTMENT OF TRANSPORTATION RECEIPT



PAS
EGB645
1999 BUICK NONTRANSFERABLE
4DOOR WH 1G4CWS2K4X4651606
003706 G 6 BH628770 JUN 16 1999
Vehicle Model KJH CHK235

11/22/99

24.50

CLEARANCE BY

BH628770

17.75

OCT 19 99 16:57 FROM: PHL BHTT BUICK

716-891-4882

TD: 1249567366

PAGE 02

1998

LEASE AGREEMENT

GMAC SmartLEASE® - Monthly Payment

LESSOR (and CO-LESSOR) ("You") requested address, including county:

CLARENCE, NY

LESSOR (Financed)

 PHIL BATT BUICK, INC.
 1717 WILBURN AVE. PO BOX 257
 BUFFALO, NY 14225-0257

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignees. An "assignee" is a person to whom this lease is assigned (if it is assigned).

Year/Make	Year	Make & Model	Body Style	Vehicle ID#	Mileage	Primary Use
NEW	1998	BUICK POW DUE	ATSD	1BAC122V6X44511586	2	Business, Family, or Household II Business, Agricultural, or Commercial
Dealer Installed Options:						

Amount Due at Lease
Signing or Delivery
(includes Dealer Fee)

\$ 4,322.38

Monthly Payments

 Your first monthly payment of \$ 434.48 is due on
 04/29/1998, followed by 35 payments of
 \$ 434.48, due on the 28th of each month.
 The total of all monthly payments is \$ 15,543.88.

Other Charges (not part of your monthly payment)

Depreciation fee (if you do
not purchase the vehicle)

\$ N/A

\$ N/A

Total \$ N/A

Total of Payments
(The amount you will have
paid by the end of the lease.)

\$ 20,189.18

Verification of Amount Due at Lease Signing or Delivery

Amount Due at Lease Signing or Delivery:

Capitalized cost reduction	\$ 2,500.00
First month's payment	\$ 434.48
Security deposit	\$ N/A
Registration	\$ N/A
Depreciation fee	\$ 60.00
Sales tax	\$ 1,408.90
	\$ N/A
	\$ N/A
Total	\$ 4,322.38

How the Amount Due at Lease Signing or Delivery will be paid:

Cash tender in advance	\$ N/A
Refund and renewal credit	\$ 1,545.00
Amount to be paid in cash	\$ 2,827.38

Total \$ 4,322.38

Your monthly payment is determined as shown below:

Gross capitalized cost. The agreed upon value of the vehicle (\$ 23,940.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).	\$ 23,940.00
Capitalized cost reduction. The amount of largest trade-in allowance, rebate, renewal credit, or cash you pay that reduces the gross capitalized cost.	\$ 2,500.00
Adjusted capitalized cost. The amount used to estimate your monthly payment.	\$ 20,440.00
Residual value. The value of the vehicle at the end of the lease used in calculating your lease monthly payment.	\$ 10,500.00
Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term.	\$ 11,000.00
Start charge. The amount charged in addition to the depreciation and any amortized amounts.	\$ 5,757.90
Total of base monthly payments. The depreciation and any amortized amounts plus the start charge.	\$ 15,543.88
Lease term. The number of months in your lease.	35

PAGE 03

TD-1248957366

716-681-4880

OCT-19 98 16:37 FROM: PHIL BATT BUICK

PAGE 03

716 681 4880

OCT 19 '98 16:37

8. **OPTIONAL SERVICE OR MAINTENANCE CONTRACT.** We do not have any other service or maintenance contracts available for this vehicle. We may charge you for any optional service or maintenance contract you wish to purchase. The cost of such a contract will be added to the total cost of the vehicle. We will provide you with a copy of the contract and a description of the services to be provided. You may cancel the contract at any time.

Registration fee	\$	12.00
Licenses (incl. title)	\$	12.00
Sales tax (incl. license)	\$	12.00
Other charges	\$	12.00
Total	\$	48.00

9. **LEASE CHARGE.** If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of \$10.00 for each month the payment is late.

10. **EXCESS MILEAGE CHARGE.** The maximum mileage on the vehicle is 12,000 miles.

Excess mileage charge	\$	12.00
Purchase price	\$	12.00
Total	\$	24.00

You are hereby notified that this lease is a "true lease" and we will credit you with \$10.00 per month for each month you make payments on time. There will be no credit if the lease is not paid in full by the end of the lease term.

THIS IS THE TRUE AGREEMENT. This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change in the terms of this lease must be in writing and signed by you and us. No oral changes are binding. We may delay or refuse to deliver the vehicle to you without losing them. Lessee (and Co-Lessee) initials

WARNING: Important consumer protections may not apply if this agreement indicates that you are leasing the vehicle primarily for professional, business, or commercial use.

NOTICE TO THE LESSEE: Do not sign this agreement before you read it or if it contains any blank spaces. You are entitled to a completely filled in copy of this agreement when you sign it.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT PALM BEACH, FLORIDA ON 10/19/99

LEASE AGREEMENT
LESSOR: PALL BRIT BLICK, INC. BY: [Signature] CO-LESSOR: [Signature]
TITLE: [Signature]

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the lease plus dealer agreement as in effect from time to time with the lessee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: PALL BRIT BLICK, INC. BY: [Signature] CO-LESSOR: [Signature]
TITLE: [Signature]

SEE OTHER SECTION FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROVISION OF THE STATE OF NEW YORK.

ST1 SLN NY 200 (For use in the state of New York) [Signature] [Signature] [Signature]

LEASE AGREEMENT 8
TRIPPLICATE ORIGINAL - DEALER

9. **OPTIONAL SERVICE OR MAINTENANCE CONTRACT.**

We do not have any other service or maintenance contracts available for this vehicle. We may charge you for any optional service or maintenance contract you wish to purchase. The cost of such a contract will be added to the total cost of the vehicle. We will provide you with a copy of the contract and a description of the services to be provided. You may cancel the contract at any time.

10. **EXCESS MILEAGE CHARGE.** The maximum mileage on the vehicle is 12,000 miles.

Excess mileage charge	\$	12.00
Purchase price	\$	12.00
Total	\$	24.00

You are hereby notified that this lease is a "true lease" and we will credit you with \$10.00 per month for each month you make payments on time. There will be no credit if the lease is not paid in full by the end of the lease term.

THIS IS THE TRUE AGREEMENT. This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change in the terms of this lease must be in writing and signed by you and us. No oral changes are binding. We may delay or refuse to deliver the vehicle to you without losing them. Lessee (and Co-Lessee) initials

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YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT PALM BEACH, FLORIDA ON 10/19/99

LEASE AGREEMENT
LESSOR: PALL BRIT BLICK, INC. BY: [Signature] CO-LESSOR: [Signature]
TITLE: [Signature]

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the lease plus dealer agreement as in effect from time to time with the lessee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: PALL BRIT BLICK, INC. BY: [Signature] CO-LESSOR: [Signature]
TITLE: [Signature]

SEE OTHER SECTION FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROVISION OF THE STATE OF NEW YORK.

ST1 SLN NY 200 (For use in the state of New York) [Signature] [Signature] [Signature]

LEASE AGREEMENT 8
TRIPPLICATE ORIGINAL - DEALER

File Number		Customer Name		Worksheet filled out by:	
880548888		[REDACTED]		Sonia Snowden	
Old Vehicle VIN:		New Vehicle VIN:		Date:	
3GN0K3LE2G0120882				10/28/09	
1 Replacement Vehicle Costs		1 Base Price	\$43,187.43	1 Dealer Buyout Price	13,903.36
2 Conversion Cost		2 Conversion Price		2	
3		3		3 Payments (opt)	\$434.48
4 Tax/Reg./Lic./Title (opt)		4 Tax/Reg./Lic./Title (opt)		4 Pre-Payment(s) (Pre-ride)	
5 Aftermarket Items		5 Aftermarket Items	\$2,421.82	5 Cap Cost Reduction	\$2,895.00
6 Other		6 Other		6	
7		7 Incentives (deduct)		7 Tax/Reg./Lic./Title (opt)	
8 Total Replacement Price	\$0.00	8 Total Purchase Price	\$45,589.35	8 Other	
9		9		9 Total Additions	\$3,429.48
10 Usage/Depreciation		10 Usage/Depreciation	\$2,421.82	10 Usage/Depreciation	\$0.00
11 Damage		11 Damage		11 Damage	
12 Upgrade		12 Over Allowance	\$2,895.00	12 Over Allowance	
13 Add-Ons		13 Negative Equity		13 Negative Equity	N/A
14 Downgrade (deduct)		14		14 Security Deposit	
15		15 Total Deductions	\$5,311.82	15 Incentives	
16 Total Customer Cost	\$0.00	16		16 Total Deductions	\$0.00
17		17		17	
18		18		18	
19		19		19	
20 Trade Repurchase Amount	\$0.00	20 Total Repurchase Amount	\$40,277.43	20 Total Repurchase Amount	\$3,429.48
21		21		21	
22		22		22 Total Refund to Customer	#VALUE!
23		23		23	
24		24		24	
25 Estimated Auction Price		25 Estimated Auction Price	\$31,506.98	25 Estimated Auction Price	
26 Projected Loss	\$0.00	26 Projected Loss	\$8,871.07	26 Projected Loss	\$3,429.48

PAYMENT METHOD					
	Payee(s)	Amount	Contact(s)	Dealer BAC	Address(s)
A	Credit to Dealership		Steven Marley Service Director	Dealer BAC	114680
B	Check to Customer			Dealer Name	Thomson Chevrolet
C	Check to Lienholder & Customer				2121 N. Arizona Ave.
D	Check to Lienholder	\$29,729.33			Chandler Az. 85224
E	Check to Attorney (1099 Info)				
F	Customer Cost				

Case File # : 990088335

Lienholder

name: GMAC Smartlease
*acct #: 059-6104-43413
*ph #: 800-200-GMAC
pay off = paid in full
per diem =
good til date =
* address =
Fax # 8

~~Insurance Company~~
~~Debt Repayment~~
~~Assignment~~
~~Statement~~

Dealer

name = Paul Batt Buick, Inc.
contact person = Tony Finaldi
ph # 716-791-5595
Fax #

address = 1717 Walden Ave. Cheektowaga Ny 14225
BAC Code =
Delivery Date : 4-30-99

Owner

name = [REDACTED]
ph # [REDACTED]
Fax # N/A
address = [REDACTED]
Clarence NY [REDACTED]

General Motors
Business Resource Center

Facsimile Cover Sheet

Date: October 27, 1999

Number of pages including cover sheet: A bunch

To: Greg Thrasher
Company: Esia Department: Claims
Telephone: 313.665.3369 Fax: 313.665.0911

From: Robert Rapadas
Telephone: 248.696.7316

Subject: The case I spoke to Chris Roffey about @ 11:00 am 10.27.99 As adv by Mr Roffey I
am NOT contacting The owner.

Robert Rapadas
Par Team

Greg Please Call Owner
Thank

The information contained in this facsimile may contain privileged and/or confidential information intended only for the use of the individual listed above. If the reader of this transmission is not the intended recipient, you are hereby notified that any dissemination or copying of this transmission is strictly prohibited. If you have received this transmission in error, please immediately notify this sender by telephone and return the original of this transmission to the sender at the above address via regular United States Mail without making a copy. Thank you.

THIS: CMTS ACTION: C KEY: 990088335 CRS 11/15/1999 15:03 CABS030M
NEXT: CMTS ACTION: C KEY: 990088335 ID: H81RR
GENERAL COMMENTS TOTAL CMTS: 20 TYPE: LO
USER: T0934 DATE: 11/15/99 TIME: 08:38 COMMENT #: 17
11-15-99 E.D. THOMPSON, GM PAR MANAGER RECEIVED MESSAGE FROM MAMMY
SURIEL, CUSTOMER ACTIVITIES MANAGER FOR N.E. REGION REQUESTING UPDATE.
E.D. THOMPSON TO CALL GREG THOMASER AT 815 TO INQUIRE REGARDING
STATUS OF FILE AND REPORT TO MAMMY SURIEL AS SOON AS POSSIBLE.
E.D. THOMPSON MAY BE CONTACTED AT [REDACTED]THIS NUMBER IS NOT
FOR CUSTOMER USE*****.

MORE: Y
PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CHESCH PF18 DIRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 IONHACT PF23 CORREL PF24 CAL

THIS: CMES ACTION: I KEY: 990088335 CRS 11/15/1999 15:04 CABS030M
RENT: CMES ACTION: I KEY: 990088335 ID: H81RR
GENERAL COMMENTS TOTAL CMES: 20 TYPE: 10
USER: H81RR DATE: 11/15/99 TIME: 14:48 COMMENT #: 10
- I CALLED AVM SPOKE TO HIM ABOUT POSSIBLY PUTTING O INTO ANOTHER
LEASE WITH THE AMOUNT 2987.38 TAKEN OFF AND IS THIS IN HIS POWERS TO
DO HE SAID HE WOULD LOOK INTO IT

-THIS TAKES US TO THE PRESENT WHERE ELMER DEAN THOMPSON CALLED ME AND
ASKED ME TO CALL AVM AND FIND OUT WHAT HAS HAPPEND SINCE

ROBERT PAPADAS PAR TEAM EXT 7316

MORE: Y

PF13 BASE PF14 CMES PF15 ATTACH PF16 CLOSE PF17 CSESCH PF18 DIALOG
PF19 CRIS PF20 TELLST PF21 LIST PF22 BOMBACT PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 990088335 CRS 11/03/1999 11:34 CABS030M
 NEXT: CMTS ACTION: I KEY: 990088335 ID: B06GF
 GENERAL COMMENTS TOTAL CMTS: 16 TYPE: 10
 USER: T6564 DATE: 11/02/99 TIME: 16:05 COMMENT #: 16
 CRM RECEIVED CALL FROM AVM-DENNIS BENSTEAD. AVM STATES THAT THE CUST
 HAS CALLED THE DLR STATING THAT HE IS NOT BEING UPDATED ON WHAT IS
 GOING WITH HIS REPURCHASE OR REIMBURSEMENT OF INSURANCE, ETC. AVM
 STATES THAT THE CUST RECEIVE CALL FROM US TO UPDATE HIM AS CUST IS
 TRYING TO PURCHASE/LEASE NEW VEHICLE AND NEEDS TO KNOW THE STATUS.
 AVM STATES THAT CUST IS ALSO CONCERNED ABOUT THE 3,000 DOWN HE PUT
 ON HIS LEASE. CRM CALLED AND SPOKE TO SONJA AS SHE WAS THE LAST WITH
 OWNERSHIP OF FILE. SONJA STATES THAT SHE WILL RELAY MESSAGE TO GREG
 THOMPSON AS HE IS THE ONE ON THE FILE NOW. SONJA STATES THAT SHE
 WILL RELAY MESSAGE FOR HIM TO CONTACT CUST, THE SALES MGR/TONY @
 716-891-8595, AND THE AVM @ 1-800-356-5004 BOX# 8498, TO UPDATE
 THEM ON FILE. CRM IS TIER II AND HAS KNOW KNOWLEDGE OF FILE TO
 LET THEM KNOW WHAT IS GOING ON--MR. THOMPSON PLEASE UPDATE THEM
 AND FILE SO I KNOW THAT EVERYONE IS UPDATED.***MINDY HANAK/TAMPA

NOTE: N
 PF13 BASE PF14 CMTS PF15 ASTRCL PF16 CLOSE PF17 CHESCH PF18 DELLOC
 PF19 CRIS PF20 TELIST PF21 LITLIST PF22 SCHENCT PF23 CORREL PF24 CAL
 *10005 BOTTOM OF DATA DISPLAYED *

THIS: BASE ACTION: C KEY: 990088335 CRS 09/01/1999 08:33 CAB020M
 NEXT: BASE ACTION: KEY: 990088335 ID: H81RR
 01 TITLE : [REDACTED] CUSTOMER INFORMATION [REDACTED] GO
 02 FIRST : [REDACTED] 03 MI: 04 LAST : [REDACTED]
 05 STREET : [REDACTED]
 06 CITY : CLARENCE 07 ST: NY 08 ZIP : [REDACTED]
 09 H PHONE: [REDACTED] 10 B PHONE: [REDACTED]
 11 COMPANY: [REDACTED]

VEHICLE/DEALER INFORMATION
 12 VIN : 1G4CW52KAX4651606 ENG: 3.8L V6 MPI PLANT: ORION MI
 13 YR/MDL : 1999 CW PARK AVENUE 14 DEL: 04 30 99 15 MILES: 005600
 16 DEALER : PAUL BAYT BUICK, INC. 17 ENDR: 24 36521
 18 CITY : CHEEKTOWAGA 19 STATE: NY

CDE # DESC CDE COMMENTS
 T01 1 PRODUCT ALLEGAT 20 2ND PARTY CALL STATES THE OWNER VEHICLE BOUGHT ON FI
 21
 22
 23
 24

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DELOC
 PF19 CRIS PF20 TELST PF21 LITLST PF22 SOWACT PF23 CORRSL PF24 CAL

THIS: CMTS ACTION: I KEY: 990088335 CRS 09/01/1999 08:34 CAB8030M
NEXT: CMTS ACTION: I KEY: 990088335 ID: H01RR
GENERAL COMMENTS TOTAL CMTS: 2 TYPE: GO
USER: B60CR DATE: 08/27/99 TIME: 09:19 COMMENT #: 1
08-27-99
1ST OWNER/MILEAGE PER CMT/YES UNFF/DEL PER WINS/
DEALERSHIP PHONE: 7168913595 SERVICE MANAGER: BOB MOXER

2ND PARTY CALL. THE SERVICE MANAGER BOB CONTACTED BUICK STATING HE
WAS REFERRED BY HIS DBC TO CONTACT BUICK FOR A 1241 FORM. BUICK SET
A CASE UP FOR THE OWNER, AND GAVE THE BOB THE NUMBER.
BOB STATED THE OWNERS VEHICLE COUGHT ON FIRE UNDER THE HOOD WHILE THEY
WERE DRIVING. BOB ALSO STATED THAT NO ONE WAS INJURED IN THE FIRE.
BOB ALSO STATED THAT THE VEHICLE WAS TOTALED. BUICK ADVISED THAT THE
CASE WILL BE TRANSFERRED TO OUR INVESTIGATION TEAM, AND SOMEONE WILL
BE GIVING HIM A CALL FROM THERE.

***** ROUTED CDT *****

CARMEN ROBINSON BUICK RELATION CENTER TROY 248-952-2707 NO VME.

MORE: Y

PF13 BASE PF14 CMTS PF15 AFFCL PF16 CLOSE PF17 CSESON PF18 DIRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 RCHACT PF23 CORRSEL PF24 CAL
*10004 TOP OF DATA DISPLAYED *

THIS: CMPS ACTION: I KEY: 990088335

CRS 09/01/1999 08:34 CARS030M

NEXT: CMPS ACTION: I KEY: 990088335

ID: HS1RR

GENERAL COMMENTS

TOTAL CMPS: 2

TYPE: 60

USER: B60CR DATE: 08/27/99 TIME: 10:33

COMMENT #: 2

08-27-99

THE OWNER CALLED BUICK. BUICK ADVISED HIM THAT THE SERVICE MANAGER
CALLED PRIOR TO HIS CALL, AND A CASE WAS SET UP. THE OWNER STATED
HE DOES HAVE THE CASE NUMBER. BUICK ADVISED HIM THAT SOMEONE WILL
BE GIVING HIM A CALL. THE OWNER THANKED BUICK.

CARMEN ROBINSON BUICK RELATION CENTER TROY 248-932-2707 NO VMA.

MORE: N

PF13 PAGE PF14 CMPS PF15 APTREL PF16 CLOSE PF17 CSMSCM PF18 DISLOC

PF19 CRIS PF20 TELLST PF21 LITLST PF22 SONEACT PF23 CORREL PF24 CAL

*10005 BOTTOM OF DATA DISPLAYED *

THIS: 12411 ACTION: C KEY: 990088335
NEXT: 12412 ACTION: KEY: 990088335

CRS 09/01/1999 08:54 CALG110M
ID: H81RM

CM1241 PAGE 1

INCIDENT DATE: 08 / 25 / 99 TIME: 18 : 00 (24 HR CLOCK)

OWNER TITLE :

FIRST :

MI :

LAST :

STREET :

CITY :

CLARENCE

ST: NY

ZIP : 14031

H PHONE :

AGE:

B PHONE:

COMPANY:

DRIVER TITLE :

FIRST :

MI :

LAST:

STREET :

CITY :

ST:

ZIP :

H PHONE :

AGE:

B PHONE:

CLAIMANT TITLE:

FIRST :

MI :

LAST:

STREET :

CITY :

ST:

ZIP :

H PHONE :

AGE:

B PHONE:

PF13 BASE PF14 CMFS PF15 APTDCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORREL PF24 CAL

THIS: 12412 ACTION: C KEY: 990088335
NEXT: 12413 ACTION: KEY: 990088335
NAME: CLARENCE, NY

CRS 09/01/1999 08:54 CALG120M
ID: HSLR
YR/MDL: 1999 CW 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 ATTY: N (Y/N)
WHERE CAN VEHICLE BE SEEN: UNK

VIN : 1G4CW52K4K4651606

DEL DTE: 043099

YR/MDL: 1999 CW

MILEAGE: 5600

PRINCIPLE USE OF VEHICLE : PERSONAL

DRIVER DESCRIPTION OF INCIDENT & CAUSE: I WAS WAITING AT A STOP SIGN WAITING F
OR A RIGHT HAND TURN DOWN SAINT ROAD (GRINER AND SAINT) AND ANOTHER
DRIVER INFORMED ME THAT MY VEH WAS ON FIRE. HE WAS THE VEH MAKING A LEFT HAND
TURN INTO GRINER

NATURE OF WEATHER: CLEAR AND DRY

PF13 BASE PF14 CMES PF15 AFTCL PF16 CLOSE PF17 THIRD PF18 HREACH
PF19 CONTROL PF20 MEDARE PF21 12411 PF22 1241KL PF23 CORBSKL PF24 CAL

THIS: 12413 ACTION: C KEY: 990088335
NEXT: 12414 ACTION: KEY: 990088335
NAME: CLARENCE, NY

CRS 09/01/1999 08:54 CALG130M
ID: HS1RR
YR/MDL: 1999 CW TYPE: 10

GM1241 PAGE 3

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: ENGINE FIRE

WHO MADE ALLEGATION OF DEFECT: OWNER

WAS VEHICLE TOWED : Y (Y/N)

TOWING CO NAME : UNK

TOWING CO ADDRESS: UNK

TOW DRIVER NAME : UNK

DID YOU SPEAK TO DRIVER: Y (Y/N)

IF "N" GIVE SOURCE OF DRIVER DESC:

VEHICLE SPEED EST : 1

SOURCE OF EST : DRIVER

PF13 BASE PF14 CMIS PF15 ATTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORREL PF24 CAL

THIS: 12414 ACTION: C KEY: 990088335
NEXT: 12415 ACTION: KEY: 990088335
NAME: [REDACTED] CLARENCE, NY

CRS 09/01/1999 08:54 CALG140M
ID: H81RR
YR/MDL: 1999 CM TYPE: 10

GML241 PAGE 4

POLICE REPORT MADE: Y (Y/N) REPORT ATTACHED: N (Y/N)
IF NOT ATTACHED, GIVE STATION/OFFICER MAKING REPORT: COUNTY SHERIFF DEPT.
947593 ESSE COUNTY
ANY WITNESSES : N (Y/N) NUMBER:

INCIDENT LOCATION

LOCATION OF INCIDENT: SALT AND GRAINER

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 : 40 (MPH)

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

THIS: 12415 ACTION: C KEY: 990088335
 NEXT: 12416 ACTION: KEY: 990088335
 NAME: CLARENCE, NY

CRS 09/01/1999 09:55 CAL03150M
 ID: H81ER
 YR/MDL: 1999 CW TYPE: 10

VIN : 1G4CH52K4X4651606

GMI241 PAGE 5 (VEHICLE)

DEL DATE: 04 30 99

YR/MDL: 1999 CW

NEW/USED/DEMO: N

MILEAGE : 5600

TRANS :

AXLE:

ENGINE :

LICENS # :

STATE:

INSPEC STICK #:

STATION # :

KRP DATE:

SPECIAL EQUIP/FEATURES: NONE

NATURE AND EXTENT OF DAMAGES: TOTALLED

EST COST OF REPAIR: 1
 CAMP PERFORMED: (Y/N)

PRODUCE CAMP : NONE

IF "Y" DESC:

TIRE SIZE AND BRAND: UNE

CONDITION OF TIRE: LF: G RF: G RR: G LR: G (GOOD/POOR/FLAT)

SEARS: G

PF13 BASH PF14 CMTS PF15 APTROL PF16 CLOSE PF17 THIRD PF18 BREACH
 PF19 CONTROL PF20 MEDARE PF21 12411 PF22 1241X1 PF23 CORSEL PF24 CAL

EAA Contact :	Kathy Smith
Phone/Fax:	248-642-3232 / 248-642-4558
Subject:	P.A.R. Investigation
File#:	990088338
Claimant:	[REDACTED]
Vehicle (Model-Year):	[REDACTED]
Vehicle Location:	CALL [REDACTED] AND CONFIRM
Contact's (Name/Phone):	
Divisional Contact:	Robert Rapadas
Division:	Business Resource Center
Address:	5555 Corporate Drive Suite 480 Troy, MI 48068
Phone/Fax:	248-696-1716 248-696-7352
Sir / EDRU Cartridge:	Mass Cartridge ☐ 6.0v ☐ 7.0v ☐ ** OBD II Cable & VIM **98 U-Vans, Venture, Trans Sport, Silhouette requirements **Buick, Cadillac requirements for '97-'98 OBD II
Date	9/1/99
Pages including this cover page:	11
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 this 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 For:

- ☐ Accelerator/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-_____
☐ Buick 648-_____

☐ Pontiac/GMC 365-_____
☐ Cadillac 277-_____

☐ Oldsmobile 649-_____
 # of Pages Transmitted: _____

To: SA: _____

Phone: _____

Fax: _____

From: Kathy Smith

Date Faxed to SA: ____/____/____

Due Date: ____/____/____

EAA SA Use Only

Case Acceptance/Investigation:

☐ YES

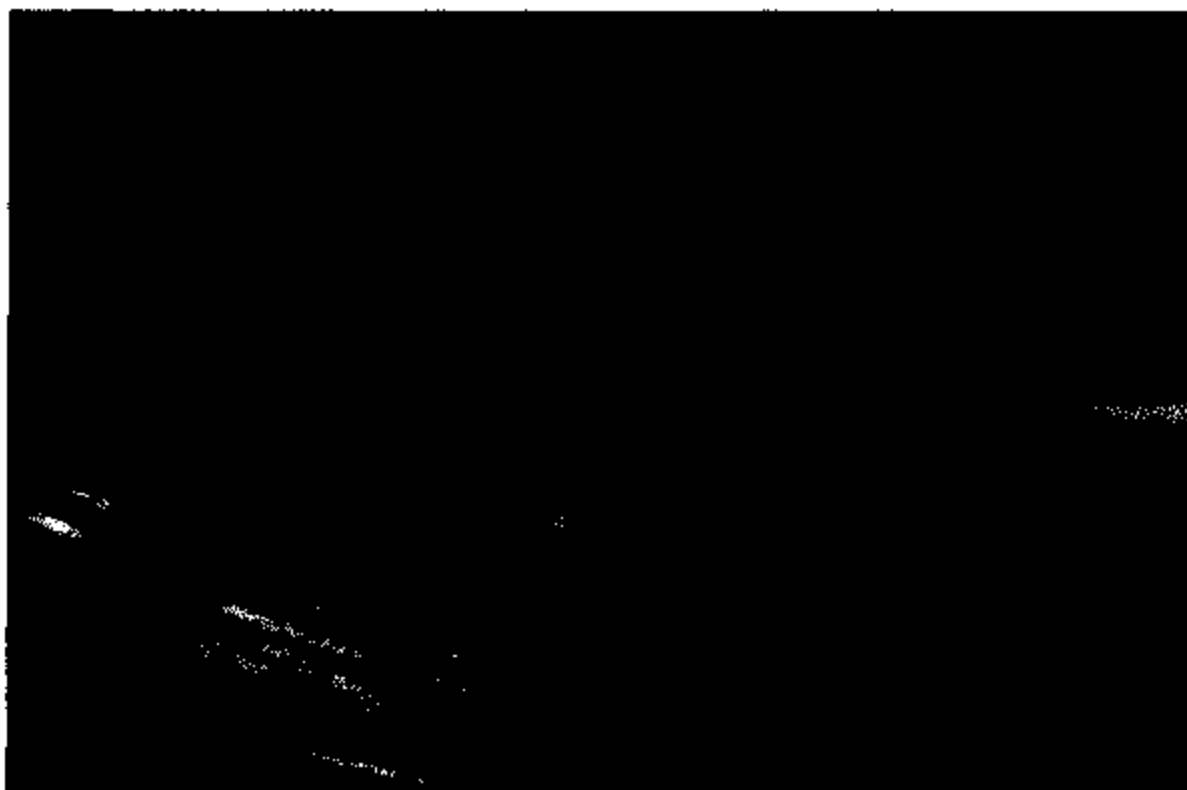
☐ NO

Please acknowledge acceptance of this case promptly by phone or fax.

Report Mailed USPS Priority:

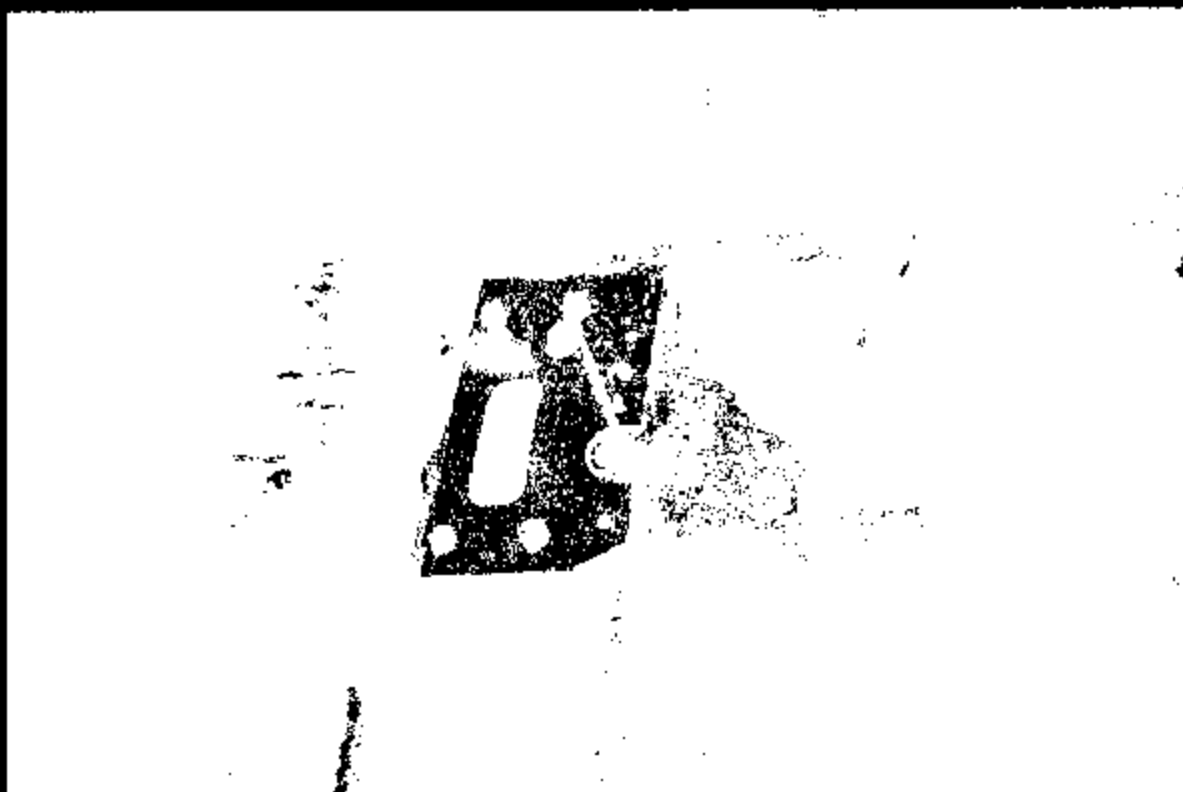
Date mailed: ____/____/____

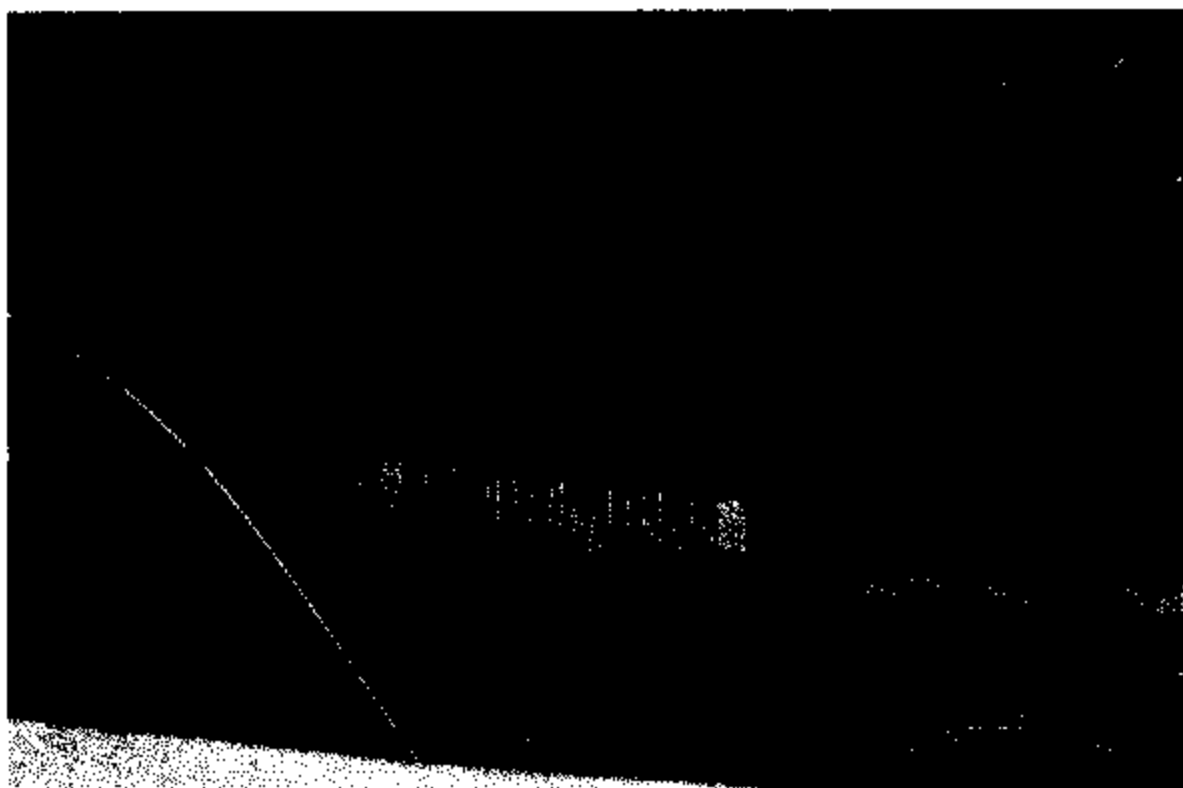
Please report completion date by phone or fax.



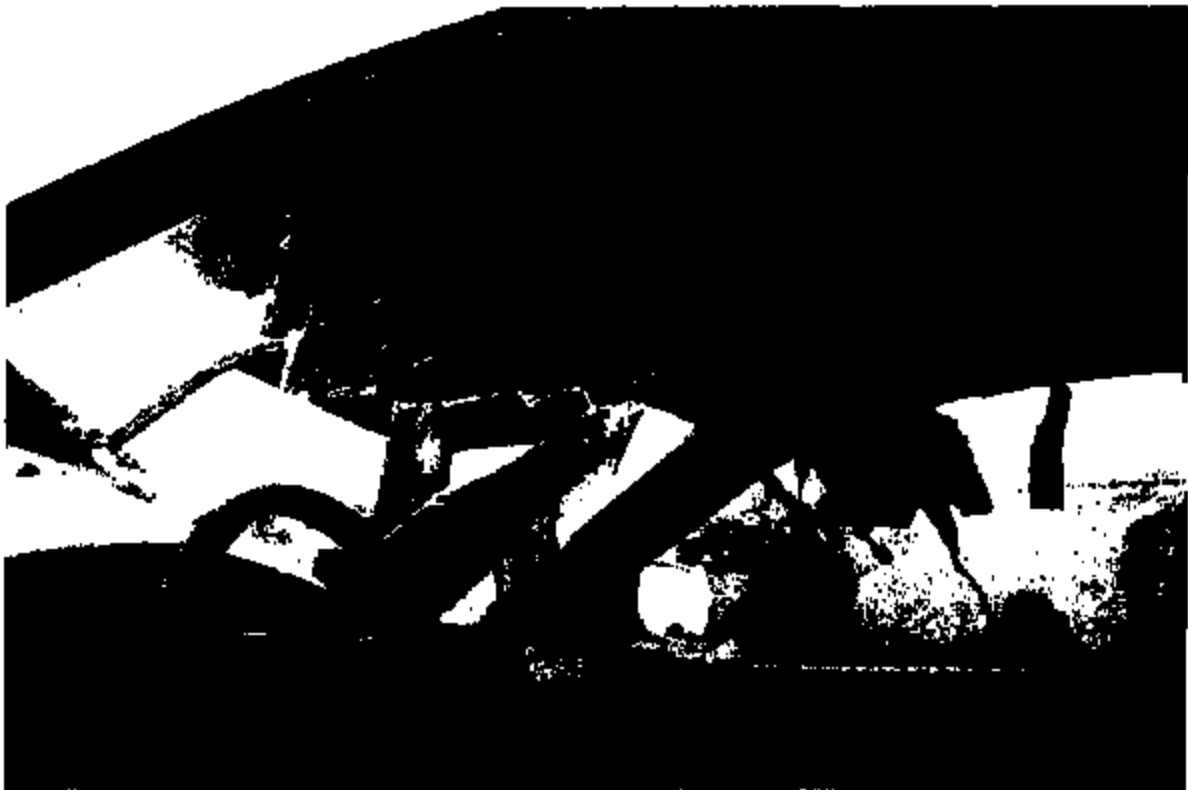








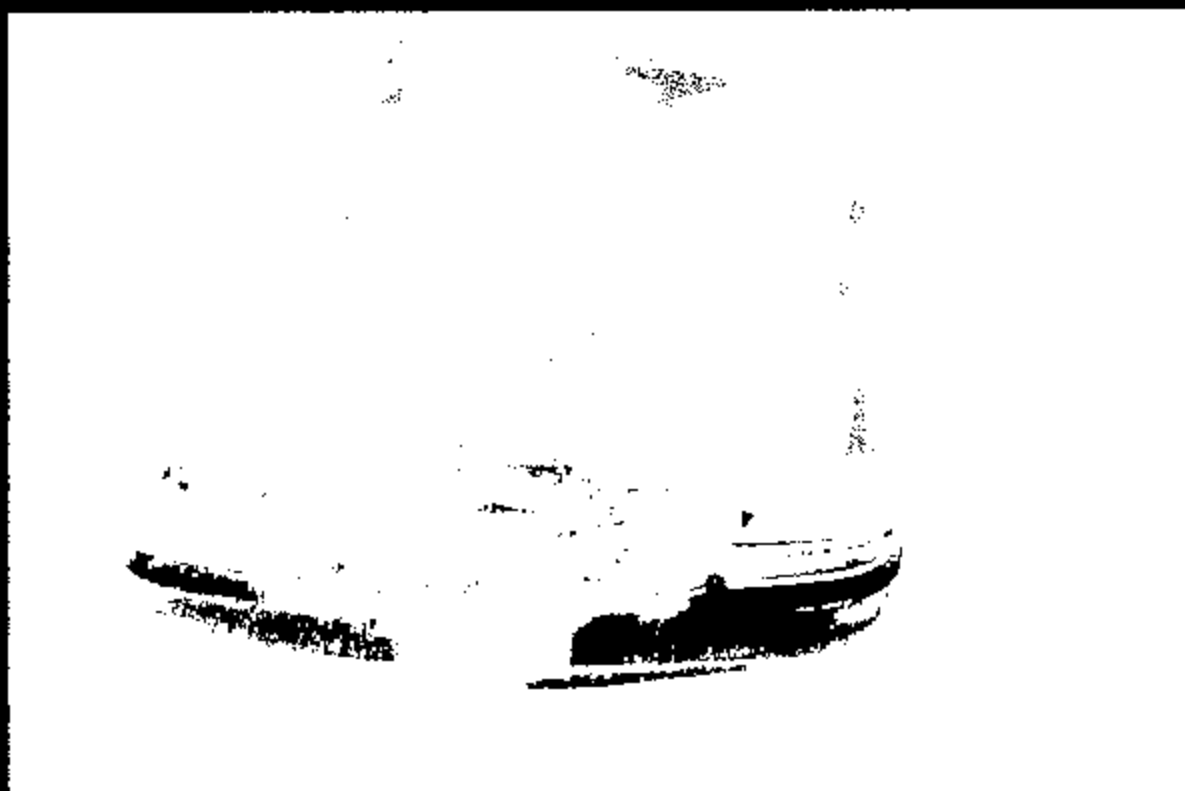


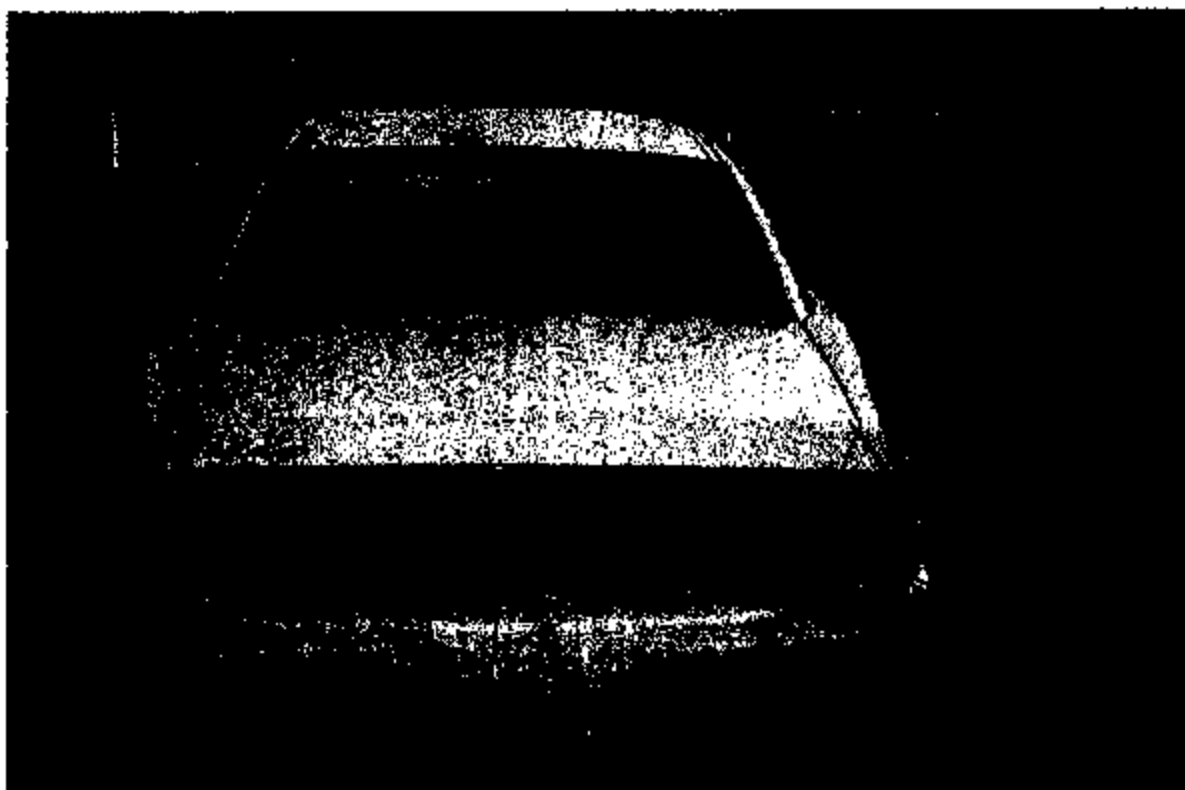
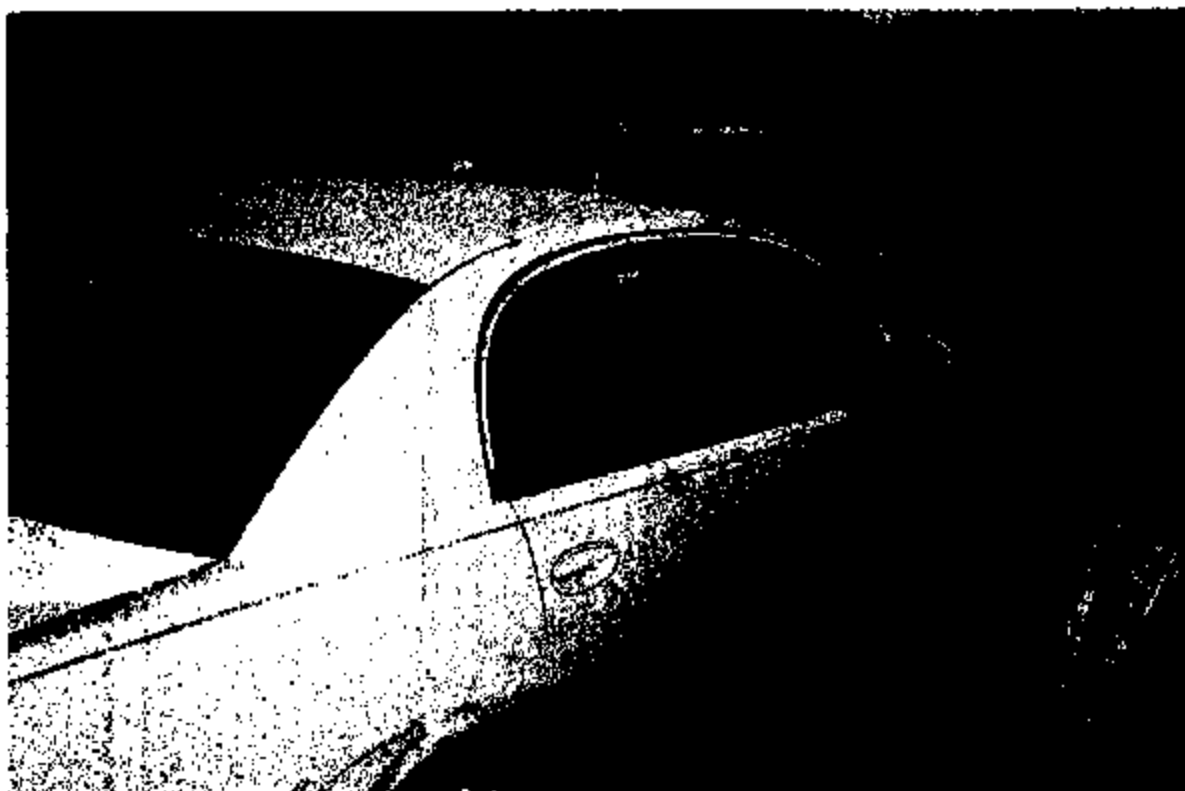


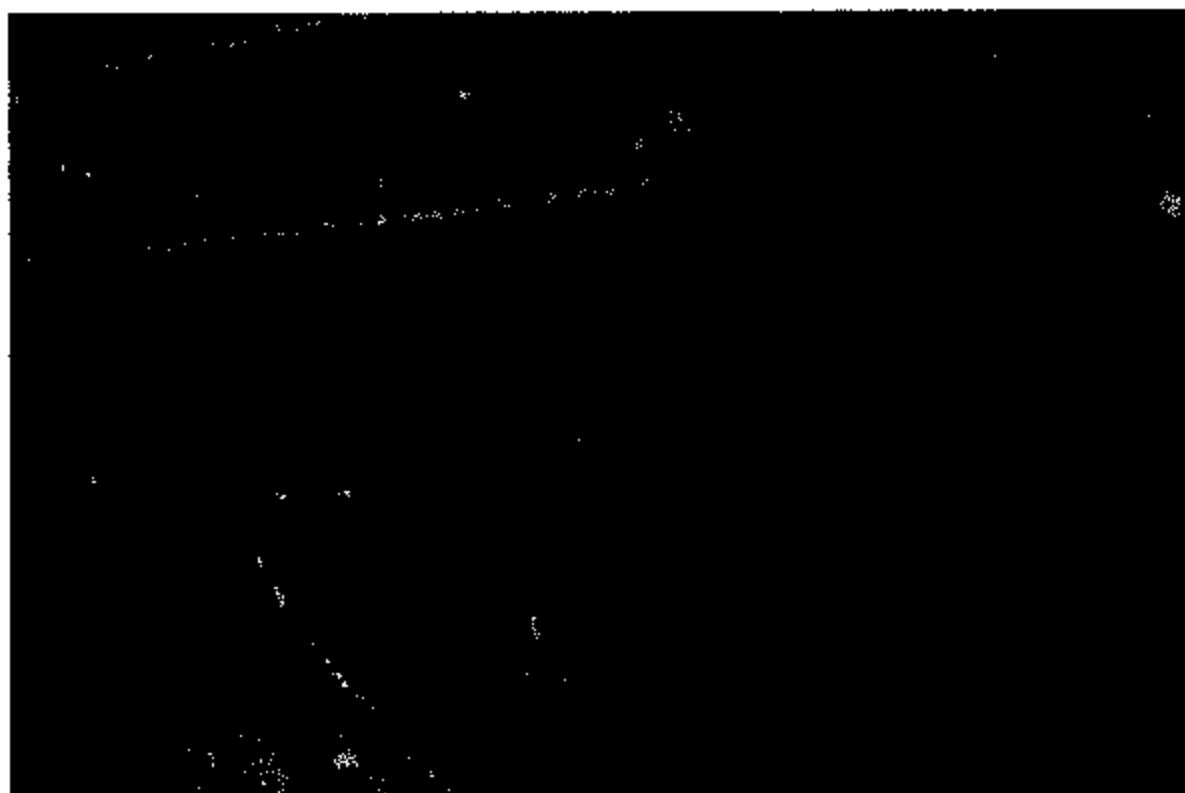












Year	Number of cases	Number of deaths	Number of survivors
1990	100	10	90
1991	110	11	99
1992	120	12	108



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

COMPLETED GM PAR INVESTIGATION

CASE NUMBER: 97023003 CUSTOMER NAME: [REDACTED]
ZONE: 3 INSPECTION: PAR REPRESENTATIVE [REDACTED]
DATE OPENED: 4/28 CUSTOMER NOTIFICATION DATE: 1-24-02

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:

☒ A
☒ B
☒ C
☒ D
☒ E
☒ F
☐ G

THIS CASE HAS BEEN REVIEWED AND APPROVED BY THE GM BRC 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.

PAR SPECIALIST
Keith Wilde

SUPERVISOR
R. D. Thompson

SECRET

Joseph J. Lofgren, Jr. (1914-1994)

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED EXCEPT WHERE SHOWN OTHERWISE BY A DATE AND AUTHORITY

Received 10th July 1991; accepted 28th July 1991

Figure 1. Schematic diagram of the experimental setup. The sample is placed in a vacuum chamber, and the chamber is evacuated to a pressure of 10^{-6} Torr. The sample is heated by a resistive heater, and the temperature is monitored by a thermocouple. The sample is irradiated by a ^{60}Co source, and the dose rate is monitored by a dosimeter. The sample is cooled by a liquid nitrogen cooling system, and the temperature is monitored by a thermocouple. The sample is irradiated by a ^{60}Co source, and the dose rate is monitored by a dosimeter. The sample is cooled by a liquid nitrogen cooling system, and the temperature is monitored by a thermocouple.

[illegible]

INSPECTION STATION NAME

1. The following information was obtained from the records of the FBI, New York City Office, dated 10/10/68, and 10/11/68, and 10/12/68, and 10/13/68, and 10/14/68, and 10/15/68, and 10/16/68, and 10/17/68, and 10/18/68, and 10/19/68, and 10/20/68, and 10/21/68, and 10/22/68, and 10/23/68, and 10/24/68, and 10/25/68, and 10/26/68, and 10/27/68, and 10/28/68, and 10/29/68, and 10/30/68, and 10/31/68, and 11/1/68, and 11/2/68, and 11/3/68, and 11/4/68, and 11/5/68, and 11/6/68, and 11/7/68, and 11/8/68, and 11/9/68, and 11/10/68, and 11/11/68, and 11/12/68, and 11/13/68, and 11/14/68, and 11/15/68, and 11/16/68, and 11/17/68, and 11/18/68, and 11/19/68, and 11/20/68, and 11/21/68, and 11/22/68, and 11/23/68, and 11/24/68, and 11/25/68, and 11/26/68, and 11/27/68, and 11/28/68, and 11/29/68, and 11/30/68, and 12/1/68, and 12/2/68, and 12/3/68, and 12/4/68, and 12/5/68, and 12/6/68, and 12/7/68, and 12/8/68, and 12/9/68, and 12/10/68, and 12/11/68, and 12/12/68, and 12/13/68, and 12/14/68, and 12/15/68, and 12/16/68, and 12/17/68, and 12/18/68, and 12/19/68, and 12/20/68, and 12/21/68, and 12/22/68, and 12/23/68, and 12/24/68, and 12/25/68, and 12/26/68, and 12/27/68, and 12/28/68, and 12/29/68, and 12/30/68, and 12/31/68.

The FBI said it expects the investigation of the White House's alleged efforts to influence the Justice Dept. to take several months.
 The FBI said it will not release the results of the probe until it has completed its investigation.

[illegible][illegible]

ALL GROUP, DEPT. HUMAN RESOURCES INFORMATION ENTERPRISE FOR THIS CASE

地址：北京市昌平区北环路118号 邮编：102206 电话：010-69541111 传真：010-69541112

ON HIGHWAY TRAFFIC INFORMATION REPORT FOR THIS CASE

DATE AND BY WHOM THIS REPORT WAS RECEIVED DATE OF INCIDENT

REPORT

LOCATION

LOCATION OF INCIDENT (STREET, AVENUE, ROAD, HIGHWAY)

AT OR NEAR STREET OR HIGHWAY NO. (E.G. 101)

TYPE OF ROAD (SURFACE) GRAVEL, ASPHALT, CRACKED ROAD, DIRT
 CONDITION OF ROAD (WET, DRY, OIL, OTHER)
 TYPE OF SURFACE (GRAVEL, ASPHALT, CRACKED ROAD, DIRT)
 CONDITION OF SURFACE (WET, DRY, OIL, OTHER)
 NUMBER OF LANE(S) OPEN AND CLOSED
 VEHICLE DESCRIPTION (IF ANY DESCRIBE)

NAME AND ADDRESS OF PERSON WHO CARRIED OUT THE REPAIR WORK, WITHED
 AND/OR PROVIDED TRANSPORT SERVICE TO DAMAGED VEHICLE

NAME
 ADDRESS
 PHONE NO. (AREA CODE) NO. (LOCAL) NO. (EXT.)
 NAME AND ADDRESS OF PERSON AT ROADSIDE (IF ANY) NO. (LOCAL) NO. (EXT.)

DOES VEHICLE TURN OVER? YES X NO VEHICLE SPEED ESTIMATE 1 MPH

NUMBER OF VEHICLE OCCUPANTS

NAME

REPORTED SPEED (MPH) IS

BRAND AND SIZE TIRE	DIRT	FLAT	OK	X GOOD	POOR	FLAT
FRONT LEFT	DIRT	FLAT	OK	X GOOD	POOR	FLAT
FRONT RIGHT	DIRT	FLAT	OK	X GOOD	POOR	FLAT

IF TIRE IS FLAT, GIVE REASON

OK

DOES THIS VEHICLE OR THE VEHICLE CARRIED BEFORE REPAIR SERVICE REPAIR UNDER
 X YES NO

IF YES, GIVE REASON FOR THIS (E.G. IT IS A REPAIR SHOP) NO. (LOCAL) NO. (EXT.)

DOES THIS VEHICLE HAVE A LICENSE? YES X NO IF YES, GIVE LOCATION OF LICENSE NO. (LOCAL) NO. (EXT.)

NAME AND ADDRESS OF PERSON WHO CARRIED

NO. (LOCAL) NO. (EXT.)

IF YES, GIVE REASON FOR THIS (E.G. IT IS A REPAIR SHOP) NO. (LOCAL) NO. (EXT.)

NAME AND ADDRESS OF PERSON WHO CARRIED

NO. (LOCAL) NO. (EXT.)

NAME AND ADDRESS OF PERSON WHO CARRIED

NO. (LOCAL) NO. (EXT.)

DOES THIS VEHICLE HAVE A LICENSE? YES X NO IF YES, GIVE LOCATION OF LICENSE NO. (LOCAL) NO. (EXT.)

IF YES, GIVE REASON FOR THIS (E.G. IT IS A REPAIR SHOP) NO. (LOCAL) NO. (EXT.)

NAME AND ADDRESS OF PERSON WHO CARRIED

NO. (LOCAL) NO. (EXT.)

THAT THE STREET LIGHT WAS OFF. THE VEHICLE WENT FROM THE FRONT END
AND ON TO THE REAR END. THE DRIVER STATED THAT HE WAS NOT IN THE VEHICLE
AT THE TIME THE ACCIDENT OCCURRED. HE FELT A STRONG IMPRESSION THAT THE
VEHICLE WAS DRIVEN BY A PERSON WHO WAS NOT THE DRIVER. THE DRIVER
STATED THAT THE SOURCE OF THE IMPRESSION WAS THE DRIVER'S DESCRIPTION.

THE VEHICLE WAS DRIVEN BY A PERSON WHO WAS NOT THE DRIVER. THE DRIVER
STATED THAT THE SOURCE OF THE IMPRESSION WAS THE DRIVER'S DESCRIPTION.

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STATED THAT THE SOURCE OF THE IMPRESSION WAS THE DRIVER'S DESCRIPTION.

[illegible]

DEL. DATE: 07/20/98
 DEL. TYPE: 604002
 ZN. IN: 05 544
 STATE: 00

REQUEST SOURCE	IS T CAS
TO CORP A/C #	00
THRU MAILING	0000
LAST MAIL DATE	00 00 00
DATE FOLLOW UP MAIL	
LAST DATE	
TRANSMIT DATE	
CORP CODE #	
OFFICIAL FILE	00 00 00
LAST MAIL DATE	00 00 00

TRANSMIT DATE
CONT. NO.:
OFFICIAL FILE
DATE OF ENTRY FILE

[illegible]

(CH₃)₂C=CHCO₂H
O=C(CH₃)C(=O)OH + H₂O
HOOC-CH₂-CH₂-COOH

UNITED STATES DEPARTMENT OF COMMERCE
BUREAU OF ECONOMIC ANALYSIS

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: <u>CHEVROLET</u>	Ref: <u>990230050</u>	VIN: <u>2G1WX12K6W9282657</u>
Claimant's Name (LAST, F.I.R.): <u>[REDACTED]</u>		

Inspected By: ROBERT K. GAMACHE Organization: E.A.A.
 Phone: (214) 227-3987 x Inspection Date: 4/20/99 Mileage at Inspection: 13282

Roll Number 1

Seq.# Description

0. _____
1. VIN
2. FRONT VIEW
3. RIGHT SIDE - NOTE SMOKE ON HOOD, RT. FRONT
4. REAR VIEW
5. LEFT SIDE
6. HEAT DAMAGE TO HOOD & FENDER
7. " " " FENDER
8. RIGHT END OF ENGINE COMPARTMENT
9. LEFT END OF ENGINE COMPARTMENT
10. ENGINE COMPARTMENT
11. UNDER SIDE OF HOOD
12. FRONT UNDER SIDE OF HOOD
13. FRONT OF ENGINE COMPARTMENT
14. LEFT PASSENGER COMPARTMENT
15. RIGHT " "
16. CELL WALL, PLUS WIRES
17. _____
18. _____
19. _____
20. _____
21. _____
22. _____
23. _____
24. _____
25. _____
26. _____
27. _____
28. _____
29. _____
30. _____
31. _____
32. _____
33. _____
34. _____
35. _____
36. _____
37. _____

PHOTO.DOC

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Division: <u>CHEVROLET</u>	Ref# <u>990230030</u>	VIN <u>2G1VX12K0W9282657</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		

Inspected By: ROBERT K. GAMACHE Organization: ELR ASSOCIATES
 Phone: (314) 282-3754 x- Inspection Date: 4/30/99 Mileage at inspection: 13286

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

ENTIRE ENGINE COMPARTMENT DESTROYED. ALL RUBBER, PLASTIC BURNED OR MELTED. NO ALUMINUM MELTED. ALL WIRING/LIGATION DESTROYED. BATTERY PARTIALLY MELTED BUT STILL OUTPUTS CURRENT. FUSE #23 - STOP LAMPS WAS ONLY FUSE IN 1 P FUSE PANEL BLOWN. ENGINE COULD STILL BE CRANKED. NO HUMMS. NO HEADLAMP OPERATION. GREATEST CONCENTRATION OF HEAT BEHIND RADIATOR AND AT RIGHT FRONT CORNER. DUE TO EXTENT OF DAMAGE CAUSE OR SOURCE OF FIRE COULD NOT BE DETERMINED.

***** II INTERVIEW - VEHICLE HISTORY ***** (Note: Please indicate name, address & phone number of person being interviewed): OWNER WAS NOT INTERVIEWED

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.) NONE NOTED

3. For the following systems, list and describe prior repairs or outstanding problems/complaints at time of incident (e.g. no starts, stalls, overheating, loss of coolant, warning lights "On", strange odors, cracks, fluid leaks on driveway, engine noise, engine misfire, 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) Y; Repairs (None, Satisfied, Dissatisfied) S Repaired by (GM, Non-GM, Owner/Other) GDescribe REPLACE WIPER MOTOR @ 240 MILESFuel System (Y/N) N; Repairs (None, Satisfied, Dissatisfied) Repaired by (GM, Non-GM, Owner/Other)

Describe

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

Describe

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

Describe

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

Describe

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

Describe

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

Describe

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other) GMaintenance records? (Y/N) Y Date/description of last maintenance/repair (by whom?) OIL/FILTER CHANGE2/24/99. LARRY HOGGARD CHEV. OLDSAny other pertinent vehicle history information (from interview or GM Warranty History)? NA

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

BESSINGER AUTOMOTIVE, 1901 OSAGE, PACIFIC, MO

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 *****

NO INTERVIEW

If vehicle is a truck, or a car trailing cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs)

load description NA 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 OSAGE AT TOWN, PACIFIC, MOWeather conditions and visibility DRY, CLEARApprox. temperature 45 °F. Any physical visual obstructions? NO

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A Describe: _____Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A Describe: _____Road condition: Wet, Dry, Icy or Other? D If other, specify _____Shoulder condition: Wet, Dry, Icy or Other? D If other, specify _____Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) N/AAny warning lights "On", high/low gauge readings, or messages displayed? (Y/N) N Describe _____Electrical systems operation: (normal/other) RADIO, BLOWER, SUN ROOF, WIPERS, GAUGES, LOCKS, WASHERS

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

☐ Cruise Control	☐ Windshield Wipers	☐ Radio, Bulk-In Tape/CD Player
☐ Traction Control Switch "On"	☒ Air Conditioner, on "Max"? (Y/N) <u>Y</u>	☐ 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) PREVIOUSLY INSPECTED BY SAFECO INSURANCE.

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

Any unusual noises (bang, pop, tick, grinding, metallic, rattle, 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 flames? (from where, color, intensity, etc.) NO INTERVIEW

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 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: _____

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? NO INTERVIEW - SEE OWNER COMMENTS.

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

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

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

Left & right side exterior ☒

Front & rear exterior ☒

Hood, inner & outer panels ☒

Trunk area and Decklid, inner & outer panels N.A.

Roof N.A.

Door interior panels N.A.

Left & right instrument panel & odometer ☒

Ashtray(s) area CIGARETTE BUTTS IN ASHTRAY

Left & right front seat and carpet N.A.

Underbody & exhaust (include hangers) N.A.

Option code label N.A.

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 those 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 BATTERY PARTIALLY MELTED, BUT STILL OUT PUTS POWEREngine block (note precise location of cracks, holes, etc.) NONE NOTEDEngine oil pan N.A.Engine compartment hinge torque rods N.A.Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) N.A.Any item which is alleged to be the cause/source UNABLE TO DETERMINE SOURCE.Anything on vehicle which is after-market NONE NOTEDAnything on vehicle which is a modification NONE NOTEDAnything 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 LOSTEngine oil N.A.Transmission fluid N.A.Power steering fluid LOSTBrake fluid LOSTList all driver electrical controls which are in the "On" position (include ignition) NONEFuses (Identify all open or not proper size) OPEN - #23 - STOP LAMPS.Wiring insulation at fuse blocks MELTEDFuse/bite links (Identify all open) MELTEDSpark plug wiring and boot condition INSULATION MELTEDFuel filler "Lead Free" restrictor in place? (Y/N) X Describe _____Location of fuel filler cap (or evidence of remains) IN PLACECatalytic converter (any discoloration or swelling?) NO DAMAGEPosition of windows (if glass missing, do further inspection) 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 ESTIMATE MADE -TOTAL.

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

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flammable or spark 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: NA.

LARRY HOGLAND
2027 W. OSAGE
PACIFIC, MO 63069
OFFICE: 314-271-5700 FAX: 314-271-2819
FED ID #43-1577168
CD LOG NO 0001951 DATE 05/07/99

SHOP CONTACT: ROBERT STRAYHORN

INSP DATE 05/07/99

OWNER [REDACTED]
ADDRESS [REDACTED]
CITY STATE PACIFIC MO
ZIP [REDACTED]

HOME PHONE [REDACTED]
WORK PHONE [REDACTED]

POINT OF IMPACT 3

TYPE OF LOSS /

LIC# ARTI-RN
BODY COLOR RED
CONDITION GOOD

VIN 2G1WXL2K0W9282657
MILEAGE 13282
ACCT'NG CTL#

E=NEW PART
EP=SEE FX REPORT
L=REFINISH
ET=LABOR/PARTIAL REPLACE
RP=RELATED PRIOR DAMAGE

EO=ECONOMY PART
P=CHECK
N=ADDN'L LABOR OPERATION
IT=LABOR/PARTIAL REPAIR
UP=UNRELATED PRIOR DAMAGE

EU=SALVAGE PART
I=REPAIR/ALIGN/SUBLET
TE=PART/PARTIAL REPLACE
AA=APPEARANCE ALLOWANCE
*=USER ENTERED VALUE

THE 1998 MONTE CARLO BELONGING TO [REDACTED] HAS EXTENSIVE FIRE DAMAGE TO THE ENGINE COMPARTMENT. THE INTERIOR OF CAR HAS SMOKE DAMAGE. THIS VEHICLE SHOULD BE A TOTAL LOSS DUE TO COST OF REPAIR AND THE UNCERTAINTY OF WHY THE FIRE STARTED.

1998 CHEVROLET MONTE CARLO Z34 2DR CPE U2432C/D OPTNS K/3B3CG

OPTIONS: TWO-STAGE - EXTERIOR SURFACES POWER DOOR LOCKS
POWER WINDOWS HEATED BACK GLASS
CRUISE CONTROL

OP GDE	MC DESCRIPTION	MFG. PART NO.	PRICE	AJX	HOURS	R
P	TOTAL LOSS	CHECK				*1*
1 ITEMS						

FINAL CALCULATIONS & ENTRIES

GROSS PARTS
OTHER PARTS
PAINT MATERIAL

PARTS TOTAL

TAX ON PARTS & MATERIAL

@ 6.475%

LABOR
1-SHEET METAL 43.00
2-MECH/ELEC 55.00
3-FRAME 43.00
4-REFINISH 43.00
5-PAINT MATERIAL 22.00

REPLACE HRS REPAIR HRS

LABOR TOTAL
TAX ON LABOR
SUBLET REPAIRS
TOWING

@ .000%

40.00

MAY 87 '99 15:05

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PAGE.02

05-07-1999 01:21PM

LARRY HOLLAND CHEVY

3142712819 P.03

STORAGE
GROSS TOTAL

40.00

NET TOTAL

40.00

SHOPLINK U4423

ES LOG 0001951 DATE 05/07/99 13:14:20 RA.2 CD 04/99

FXN:NN/00/00/00/00 CUM:00/00/00/00

Copyright, 1999 Automatic Data Processing

MAY 07 '99 15:09

3142712819

TOTAL P.03
PAGE.03

**PACIFIC FIRE PROTECTION DISTRICT
INCIDENT REPORT
99-327**

FIRE DEPARTMENT: PACIFIC FIRE PROTECTION DISTRICT		☐ 1-DELETE ☐ 2-CHANGE		☐ COPY TO FBI ☐ COPY TO		☐ INSURED ☐ YES ☐ NO INJURED'S NAME SARECONBC PACIFIC																																			
FDID: SERVICE 03601	INCIDENT NUMBER 99-327	EXP. NO.	MONTH 04	DAY 25	YEAR 99	WEEK SUN	ALARM TIME 20:04	ARRIVAL TIME 20:06	TIME IN 20:22																																
CORRECT ADDRESS THIRD STREET AND ORAGE ST.					ZIP CODE 93069		CENSUS TRACT ---																																		
OCCUPANT'S NAME (FIRST LAST MIDDLE) KEN HUTCHINGS					TELEPHONE		ROOM OR APARTMENT																																		
OWNERS NAME					ADDRESS		TELEPHONE																																		
METHOD OF ALARM FROM PUBLIC: ☒ 1 TELEPHONE - DIRECT ☐ 4 RADIO FD/VD VEHICLE ☐ 5 MUNICIPAL SYSTEM ☐ 2 MUNICIPAL PULL BOX ☐ 6 DIRECT/VEHICLE ☐ 9 NOT CLASSIFIED ☐ 3 PRIVATE ALARM SYSTEMS ☐ 7 TIE LINE (911)																																									
TYPE OF SITUATION FOUND: ☐ 11 STRUCTURE FIRE ☒ 12 VEHICLE FIRE ☐ 14 RUBBER, GLASS FIRE ☐ 15 TRASH, KITCHEN FIRE ☐ 16 EXPLOSION-NO FIRE ☐ 18 EMERGENCY MEDICAL CALL ☐ 19 EXTORTION ☐ 41 SPILL, LEAK WITHOUT IGNITION ☐ 44 POWER LINE DOWN ☐ 45 ARCING ELECTRICAL EQUIPMENT ☐ 47 CHEMICAL EMERGENCY ☐ 51 LOCK OUT ☐ 53 SMOKE, ODOR REMOVAL ☐ 55 ARREST POLICE ☐ 56 UNAUTHORIZED BURNING ☐ 61 SMOKE SCARE ☐ 63 CONTROLLED BURN ☐ 71 MALICIOUS FALSE ☐ 73 SYSTEM MALFUNCTION ☐ 74 UNINTENTIONAL FALSE ☐ OTHER (SPECIFY)																																									
<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td colspan="2">TYPE OF ACTION TAKEN:</td> <td colspan="2">DISTRICT</td> <td colspan="2">NUMBER OF ALARMS</td> <td colspan="2">SHIFT</td> </tr> <tr> <td colspan="2"> ☒ 1. EXTINGUISHMENT ☐ 2. RESCUE ONLY ☐ 3. INVESTIGATION ONLY ☐ 4. REMOVE HAZARD ☐ 5. STAND BY </td> <td colspan="2"> ☐ 6. SALVAGE ☐ 7. AMBULANCE ☐ 8. FILL IN/MOVE UP ☐ 9. NOT CLASSIFIED ☐ 10. UNDETERMINED </td> <td colspan="2">61-01</td> <td colspan="2">STILL</td> </tr> <tr> <td colspan="2"></td> <td colspan="2">MUTUAL AID</td> <td colspan="2"> ☐ REC'D ☐ GIVEN </td> <td colspan="2">FIRE MARSHAL REQUESTED YES NO NO</td> </tr> <tr> <td colspan="2">NO. FIRE SERVICE PERSONNEL RESPONDED 05</td> <td colspan="2">NO. ENGINES RESPONDED 00</td> <td colspan="2">NO. AERIAL APPARATUS RESPONDED 01</td> <td colspan="2">NO. OTHER VEHICLES RESPONDED 00</td> </tr> </table>										TYPE OF ACTION TAKEN:		DISTRICT		NUMBER OF ALARMS		SHIFT		☒ 1. EXTINGUISHMENT ☐ 2. RESCUE ONLY ☐ 3. INVESTIGATION ONLY ☐ 4. REMOVE HAZARD ☐ 5. STAND BY		☐ 6. SALVAGE ☐ 7. AMBULANCE ☐ 8. FILL IN/MOVE UP ☐ 9. NOT CLASSIFIED ☐ 10. UNDETERMINED		61-01		STILL				MUTUAL AID		☐ REC'D ☐ GIVEN		FIRE MARSHAL REQUESTED YES NO NO		NO. FIRE SERVICE PERSONNEL RESPONDED 05		NO. ENGINES RESPONDED 00		NO. AERIAL APPARATUS RESPONDED 01		NO. OTHER VEHICLES RESPONDED 00	
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INCIDENT-RELATED INJURIES		FIRE SERVICE		OTHER		INCIDENT-RELATED FATALITIES		FIRE SERVICE		OTHER																															
AREA OF FIRE ORIGIN: ☐ 31 SLEEPING ROOM ☐ 34 KITCHEN/COOKING AREA ☐ 47 GARAGE ☐ 57 CHIMNEY ☐ 61 VEHICLE PASSENGER AREA		☒ 63 ENGINE/TURNING GEAR AREA ☐ 64 LAWN/FIELD/VACANT LOT ☐ 95 WOODS ☐ 99 UNDETERMINED ☐ OTHER (LIST NO.)		COMPLEX: ☐ 40 BUSINESS WITH RESIDENTIAL ☐ 41 DWELLING/TOWNHOUSE ☐ 42 APARTMENT ☐ 47 MOBILE HOME PARK ☐ 59 OFFICE ☐ 66 ROAD (LIST NO.) ☐ 67 AIRPORT ☐ 99 NO COMPLEX ☐ OTHER (LIST NO.)																																					

FIXED PROPERTY USE (OCCUPANCY)

☐ 411 ONE FAMILY
☐ 414 2 FAMILY, YEAR ROUND
☐ 421 1&2 UNIT APT. W/WHL
☐ 515 VACANT PROPERTY
☐ 931 OPEN LAND, FIELD
☐ OTHER N/A

IGNITION FACTOR:

☐ 11 INCENDIARY
☐ 21 SUSPICIOUS
☐ 34 UNCONT. OPEN FIRE
☐ 35 CUTTING, WELDING
☐ 36 CHILDREN PLAYING
☐ 41 FUEL-S-SPILLED
☐ 45 IMPROVED FUELING
☐ 47 IMPROPER STORAGE
☐ 54 SHORT CIRCUIT
☐ 57 BACKFIRE
☐ 71 COLLISION
☐ 84 LIGHTING
☐ 92 REKINDLED
☐ 94 UNDER INVESTIGATION
☐ 99 OTHER
☐ 00 UNDETERMINED

IF MOBILE PROPERTY	YEAR	MAKE	MODEL	SERIAL NUMBER	LICENSE NUMBER (IF ANY)
11	98	CHEV	MONTE CARO		NO ART-LRN

IF EQUIPMENT INVOLVED IN IGNITION	YEAR	MAKE	MODEL	SERIAL NUMBER	LICENSE NUMBER (IF ANY)
N/A					

FORM OF HEAT OF IGNITION (HEAT SOURCE)

☐ 24 SHORT CIRCUIT
☐ 31 CIGARETTES
☐ 45 MATCH
☐ 46 FURNACES
☐ 73 LIGHTING
☐ 00 OTHER 18

TYPE OF MATERIAL KNITTED (COMPOSITION)

☐ 31 RUBBER
☐ 34 GRASS, LEAVES
☐ 43 BAWN WOOD
☐ 47 PAPER
☐ 49 OTHER

FORM OF MATERIAL KNITTED:

☐ 31 UNINSULATED ROFA, CHAIR
☐ 44 PAPERS, MAGAZINES

☐ 74 GRASS
☐ 75 RUBBER-TRASH

(LIES)

☐ 76 COOKING MATERIAL
☐ OTHER 40

NUMBER OF STORIES

☐ 1 STORY
☐ 2 2 STORY
☐ 3 3 TO 4 STORIES
☐ 4 5 TO 6 STORIES
☐ 5 7 TO 12 STORIES
☐ 6 13 TO 24 STORIES
☐ 7 25 TO 49 STORIES
☐ 8 50 STORIES OR MORE
☐ 0 UNDETERMINED

N/A

CONSTRUCTION TYPE

☐ 1 FIRE RESISTIVE
☐ 2 HEAVY TIMBER
☐ 3 PROTECTIVE NON-COMBUSTIBLE
☐ 4 UNPROTECTED NON-COMBUST
☐ 5 PROTECTED ORDINARY
☐ 6 UNPROTECTED ORDINARY
☐ 7 PROTECTED WOOD FRAME
☐ 8 UNPROTECTED WOOD FRAME
☐ 9 NOT CLASSIFIED ABOVE
☐ 0 UNDETERMINED

N/A

EXTENT OF DAMAGE

	FLAME	SMOKE		FLAME	SMOKE
CONFINED TO OBJECT OF ORIGIN	☐ 1	☐ 1	CONFINED TO STRUCTURE OF ORIGIN	☐ 4	☐ 4
CONFINED TO AREA OF ORIGIN	☐ 2	☐ 2	EXTENDED BEYOND STRUCTURE	☐ 5	☐ 5
CONFINED TO ROOM OR ORIGIN	☐ 3	☐ 3	UNDETERMINED OR NOT REPORTED	☐ 6	☐ 6
CONFINED TO THE FIRE-RATED COMP.	☐ 4	☐ 4	NO DAMAGE OF THIS TYPE (N/A)	☐ 0	☐ 0
CONFINED TO FLOOR OF ORIGIN	☐ 5	☐ 5			

FLAME SMOKE N/A

DETECTOR PERFORMANCE

☐ 1 DET. IN ROOM OR SPACE OF FIRE ORIGIN-OPER.
☐ 2 DET. NOT IN ROOM OR SPACE OF FIRE ORIGIN-OPER.
☐ 3 DET. IN ROOM OR SPACE OF ORIGIN-NO OPER.
☐ 4 DET. NOT IN ROOM OR SPACE OF ORIGIN-NO OPER.
☐ 5 DET. IN ROOM OR SPACE OF FIRE ORIGIN BUT FIRE TOO SMALL TO OPER.
☐ 6 NO DETECTORS PRESENT (N/A)
☐ 0 UNDETERMINED

N/A

SPRINKLER PERFORMANCE

- ☐ 1 EQUIPMENT OPERATED
☐ 2 EQUIPMENT SHOULD HAVE OPERATED - DID NOT
☐ 3 EQUIPMENT PRESENT BUT FIRE TOO SMALL TO OPER.
☐ 4 NO EQUIPMENT PRESENT (N/A)

- ☐ 5 NOT CLASSIFIED ABOVE
☐ 6 UNDERMINED

N/A

TYPE OF MATERIAL GENERATING MOST SMOKE

- ☐ 51 RUBBER
☐ 54 GRASS
☐ 53 SAWN WOOD
☐ 67 PAPER
☐ OTHER

N/A

FORM OF MATERIAL GENERATING MOST SMOKE

- ☐ 21 UPHOLSTERED FURNITURE
☐ 44 PAPER, MAGAZINES
☐ 74 GLASS
☐ 75 RUBBER, TRASH

- ☐ 76 COOKING MATERIAL
☐ OTHER

N/A

AVENUE OF SMOKE TRAVEL

- ☐ 1 AIR HANDING DUCT
☐ 2 CORRIDOR
☐ 3 ELEVATOR SHAFT
☐ 4 STAIRWELL

- ☐ 5 OPENING IN CONSTRUCTION
☐ 6 UTILITY OPENING IN WALL
☐ 7 UTILITY OPENING IN FLOOR
☐ 8 NO AVENUE OF SMOKE TRAVEL (N/A)

- ☐ 9 UNDETERMINED OR NOT REPORTED

N/A

METHOD OF EXTINGUISHMENT

- ☐ 1 SELF EXTINGUISHED
☐ 2 MAKE SHIFT AIDS
☐ 3 PORTABLE EXTINGUISHER
☐ 4 AUTOMATIC EXTINGUISHING SYSTEM

- ☐ 5 PRE-CONNECT HOSE/TANK ONLY
☐ 6 PRE-CONNECT HOSE/HYDRANT, DRAFT, STANDPIPE
☐ 7 HAND-LAID HOSE/HYDRANT, STANDPIPE
☐ 8 MASTER STREAM DEVICE

N/A

 ESTIMATED TOTAL
DOLLAR LOSS
\$0.00

 ESTIMATED
VALUE
\$23,000.00

 PLACE OF
OCCURRENCE ☐ 1-RURAL ☒ 2-URBAN

 TOTAL ACRES
BURNED N/A

ACRES

 SIZE CLASS
COST

SUPPRESSION

 NUMBERS OF
VOLUNTEERS

 ACRES GRASS LAND
N/A

ACRES FORESTLAND

ACRES CROPS

NAME OF RAILROAD (RIGHT-OF-WAY, ETC.)

RAILROAD MILEPOST

TO

REMARKS

VEHICLE FIRE / ENGINE COMPARTMENT EXTINGUISHED WITH JIFFY

 OFFICER IN CHARGE (NAME, POSITION, ASSIGNMENT)
LT. HAWKINS

DATE

4/25/99

MEMBER MAKING REPORT (IF DIFFERENT FROM ABOVE)

DATE

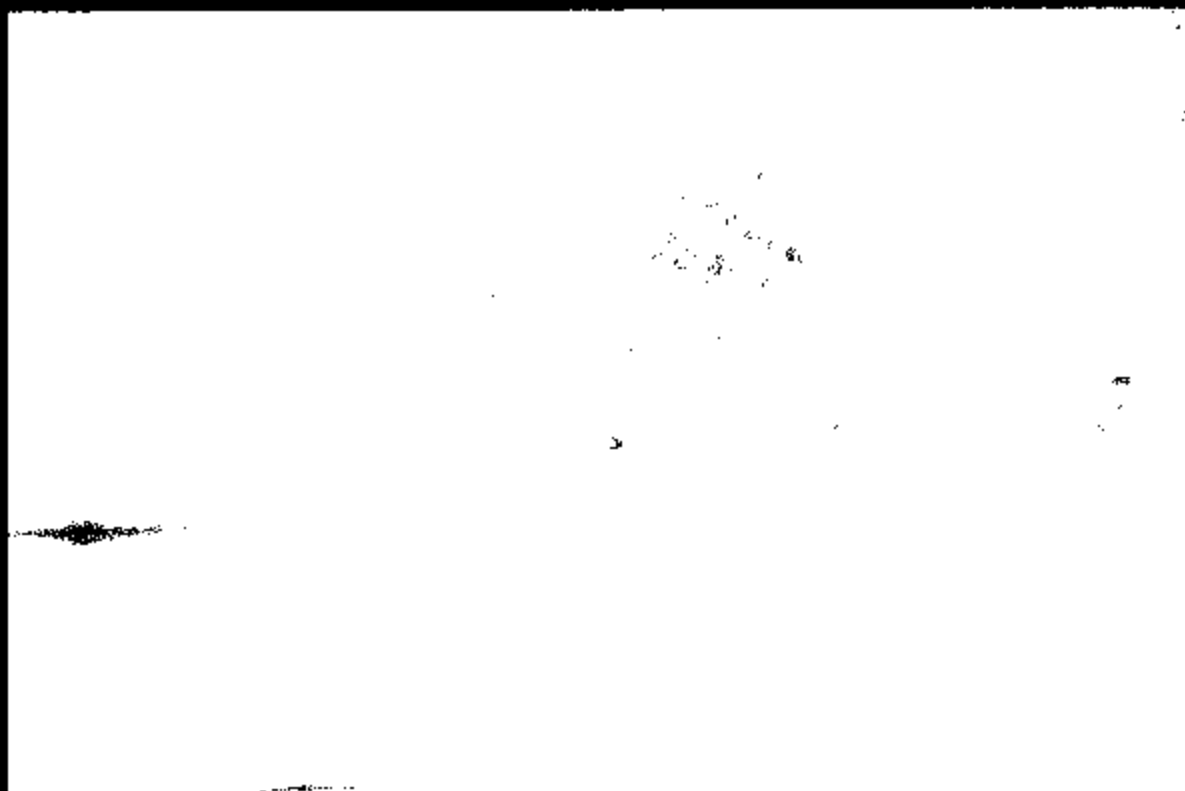
 QUALITY CONTROL BY
RICK FRIEDMANN CHIEF 6100

DATE

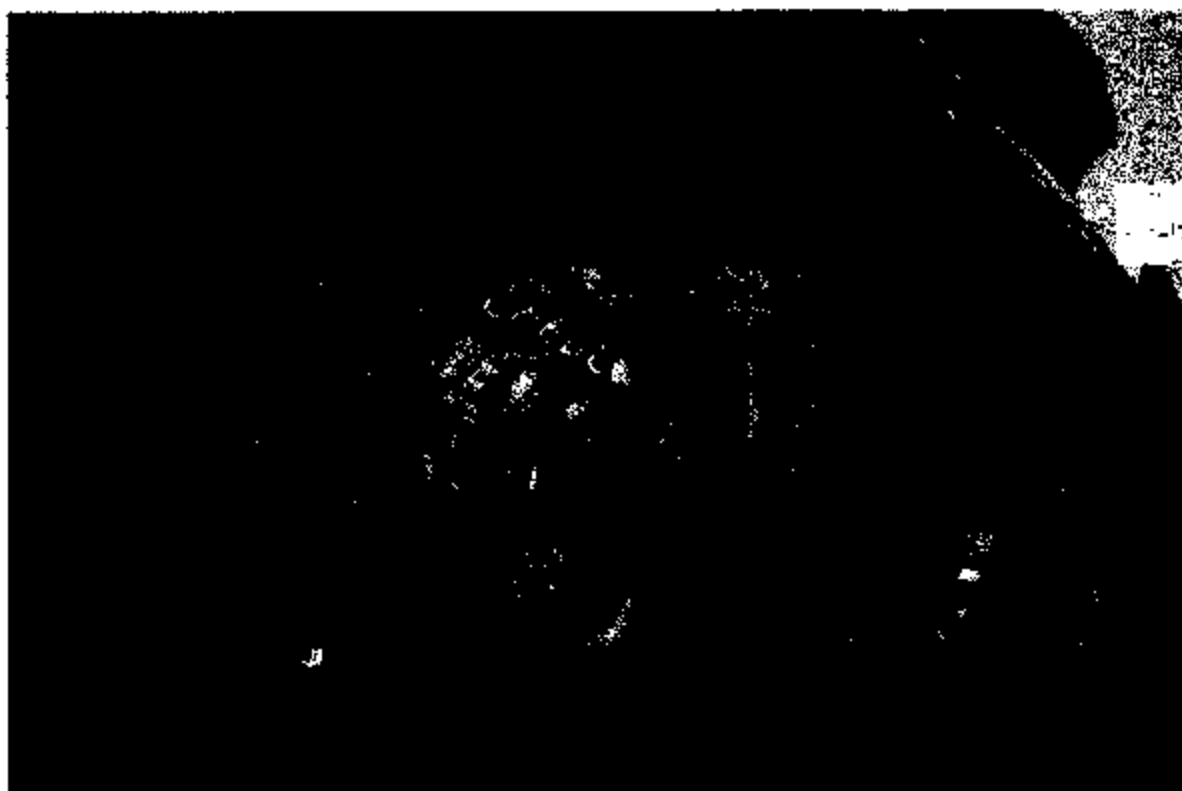
4/27/99

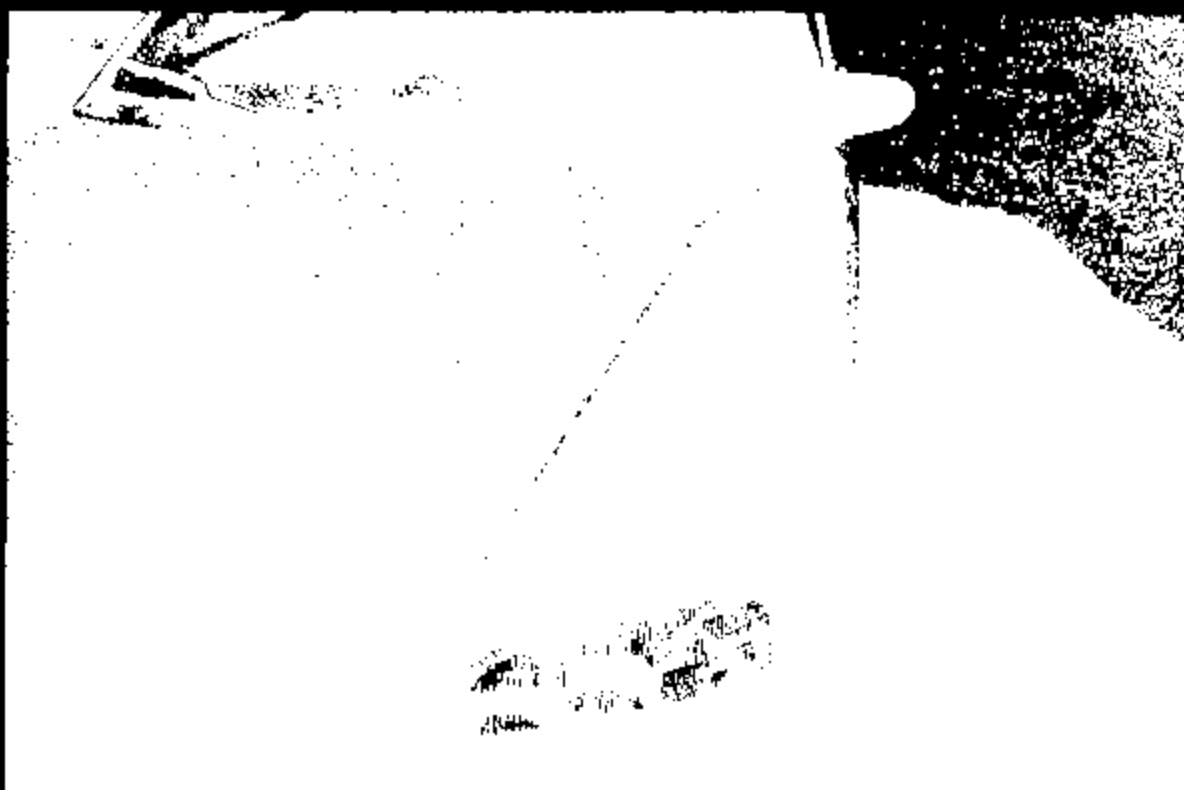
Chief Friedman

PACIFIC FIRE DISTRICT



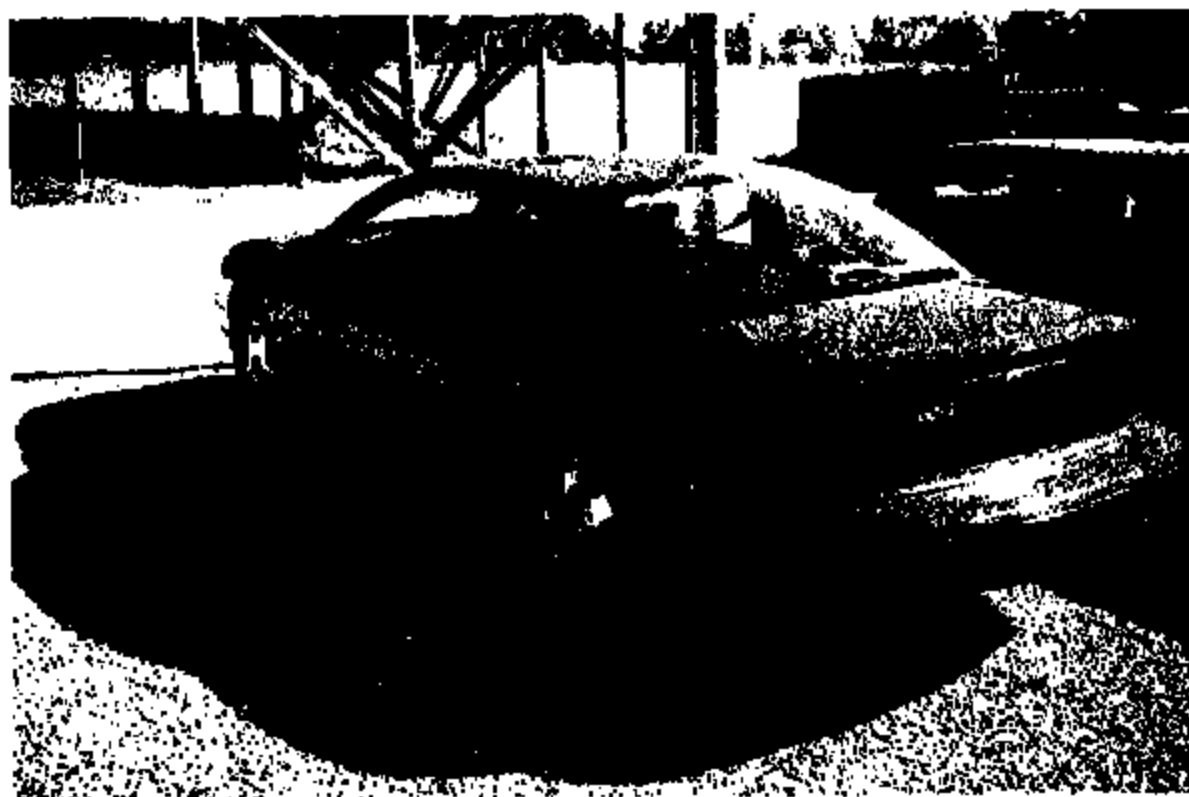


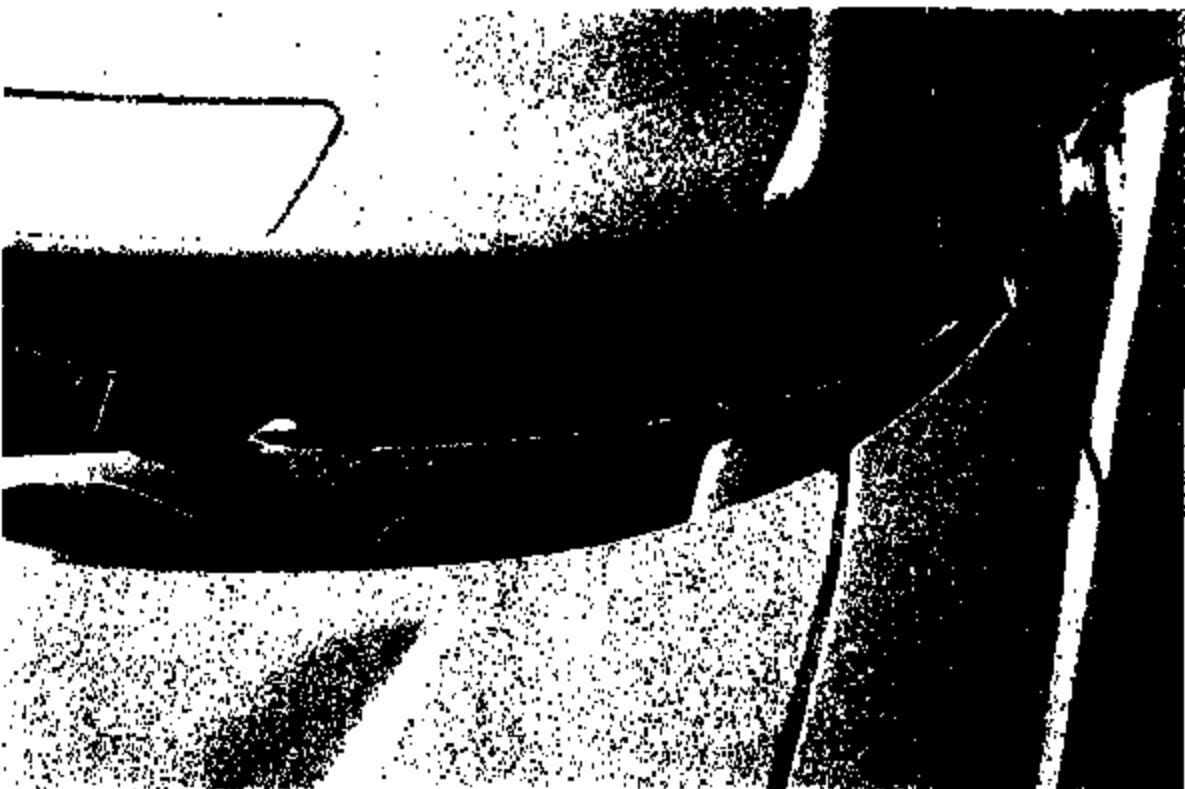














BUICK MOTOR DIVISION
GM RESTRICTED

PAGE: 1

295827

CASE NUMBER: 990088555 VIN: 2G4WB52KAX1553017
DATE OPENED: 02/04/00 MODEL YEAR: 19
DATE CLOSED: SERIES: WB
SOURCE: MILEAGE: 15844
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] NORFOLK VA [REDACTED]
HOME PHONE: [REDACTED] STATE: VA
BUS. PHONE:

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS: 1

(ATTACH COPY OF ESTIMATE) TOTALED

WAS ANOTHER VEHICLE INVOLVED? YES

MAKE/MODEL OF VEH.: 1998 BUICK LESABRE

OTHER VEHICLE SPEED EST.: 1 MPH BY WHOM: TONY WALKER

NAME OF OWNER: NATIONAL

ADDRESS OF OWNER: [REDACTED]

NAME OF DRIVER:

ADDRESS OF DRIVER:

EXTENT OF DAMAGE: EXTENSIVE DAMAGE

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

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

(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:

LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION): 3645 N. MILITARY HIGHWAY NATION
AL RENT A CAR WASH LOT

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

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

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF
THE INCIDENT'S CAUSE: THE VEHICLE CAME OFF RENT AND

WAS TAKEN TO BASE YARD AND BETWEEN 2-3 AM THE VEHICLE WENT UP IN
FLAMES AND TOOK OUT ANOTHER '98 BUICK LESABRE THAT WAS SITTING NEXT
TO IT ALSO. I FEEL THAT THIS WAS AN ELECTRICAL DEFECT WITH VEHICLE
WHICH CAUSED DAMAGE TO THIS VEHICLE AND VEHICLE SITTING NEXT TO IT.

BUICK MOTOR DIVISION
GM RESTRICTED

PAGE: 2

295827

DO YOU PERSONALLY SPEAK WITH DRIVER? YES X NO IF 'NO', GIVE SOURCE OF
DRIVER'S DESCRIPTION: TONY WALKER MAINTENANCE MANAGER
WAS VEHICLE INSPECTED? X YES NO IF 'YES', IDENTIFY ALL
PARTIES: KAA
WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE? ELECTRICAL SYSTEM

WHO MADE ALLEGATION OF DEFECT? TONY WALKER MAINTENANCE MANAGER
IF THE ALLEGED DEFECTIVE PART HAS BEEN REMOVED FROM THE VEHICLE, INCLUDING
EXACT PART(S), PRESENT LOCATION AND WHO IS CUSTODIAN:

VEHICLE AND SCENE OF INCIDENT:

HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT? I ADVISED 10-14 WORKING DAYS TO
INVESTIGATE

DATE OF INVESTIGATION: 09/20/99 NAME: WAYNE ARNOLD
***** XI COMMENTS *****

9/14/99****

I REC'D CALL BACK FROM [REDACTED] AT NATIONAL RENT A CAR..
ADVISED DETAILS OF FIRE..I ADVISED 10-14 WORKING DAYS TO
INVESTIGATE AND THEN I WILL CALL BACK. [REDACTED] THANKED..
I THANKED..ELAINE BONO, PAR TEAM 248-696-1596

9/29/99*****INSPECTION RESULTS*****

LOCATION AND SIZE OF MOLTEN WIRE BEADS AT WIRE HARNESS CONNECTOR TO
ABS CONTROL MODULE, BURN DAMAGE AT BASE OF MODULE, FUSED WIRE STRANDS.
SPECIFIC OPEN FUSE LINK FUSES AND MINI FUSES AS PREVIOUSLY NOTED,
DEGREE OF PAINT BURN AND OXIDATION IN AREA, BURNED OFF FLEX FUEL
LINES, A/C LINES MELTED, L/SIDE A/C MUFFLER MELTED, RUBBER ENGINE
MOUNT BUSHINGS BURNED OUT, WINDSHIELD HEAT CRACKED, L/SIDE AND ACROSS
BOTTOM TO CENTER. OTHER OXIDATION-RADIATOR TO STRUT TOWER TOP BRACES,
L/SIDE TO CENTER BUMPER REINF. BAR, L/SIDE OF BODY BRACE BETWEEN STRUT
TOWERS, HOOD RELEASE ASSY, L/SIDE INNER FENDER PANEL.
MOLTEN WIRE CONDITION ON 2 WIRES AT ABS CONNECTOR, ONE VERY HEAVY MOLTEN
CONDITION AND ONE CONSIDERABLY LESS (PHOTO#28) MOLTEN WIRE END AND TWO
WIRE STRANDS FUSED TOGETHER WHERE ROUTED ACROSS TOP OF>>>>>
>>>>OF TRANSMISSION (PHOTO#27& 28)...FIRE DAMAGE TO 1998 LASAREE PARKED
ADJACENT TO THE REGAL; RIGHT FRONT FENDER AND WHEEL SPLASH SHIELD, HEAD
LAMP ASSY, RIGHT SIDE WRAP AROUND SECTION OF BUMPER COVER, RIGHT FRONT
WHEEL AND TIRE, RIGHT FRONT FENDER AND DOOR PLASTIC DOOR MOULDING PARTIAL
MELT, BLACK SMOKE DAMAGE TO RIGHT SIDE UNDERSIDE HOOD AND INSULATION PAD.
VIN#1G4KP52KBM549264, LIC OHIO EXK-953, MILEAGE 20,513.
WAYNE ARNOLD, KAA

9/30/99*****

I CALLED TIM PERRY, SERV MGR AT PERRY BUICK...I REQUESTED COPIES OF
ESTIMATES ON BOTH VEHICLES..TIM ADVISED WOULD GET OUT TO ME PROBABLY
TODAY OR TOMORROW..I THANKED..

ELAINE BONO, PAR TEAM 248-696-1596

10/1/99*****

I CALLED BACK TIM PERRY WHO ADVISED THAT BODY SHOP WER FINISHING
UP ESTIMATES AND I SHOULD HAVE TODAY..I THANKED..



BUICK

COMPLETED GM PAR INVESTIGATION

990088555
CASE NUMBER: _____ CUSTOMER NAME: [REDACTED]
ZONE: _____ INSPECTION: EAA REPRESENTATIVE: 0
DATE OPENED: _____ CUSTOMER NOTIFICATION DATE: _____

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.

Brian Birkey
PAR SPECIALIST
~~Signature of Brian Birkey~~
BRIAN BIRKEY

SUPERVISOR
E. D. Thompson

PRODUCT ALLEGATION RESOLUTION

PRELIMINARY INSPECTION

FIRE

Page 1 of 5

Division: Buick	Ref# 990088555	Document ID	Date Recd: 9/22/99
VIN: 2G4WB52K4X1683017	Claimant's Name (LAST, First)		

Division:	Ref#	Document ID	Page 1 of 5
VIN:	Claimant's Name (LAST, First)		

Inspected By: Wayne J. ArnoldPhone: (703) 630-5037Organization: E.A. AssociatesInspection Date: 9/20/99Mileage at inspection: 15,844

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: Location and size of molten wire ends at wire harness connector to ABS Control Module, burn damage at base of module, fused wire strands, specific open fuse link fuses and mini fuses as previously noted, degree of paint burn and oxidation in area, burned off flex fuel lines.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: Tony Walker (National Car Rental)

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): NoneIf 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.): No3. Prior collision damage? (date, description, etc.): None noted by claimant

Repaired by: _____

4. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine miss, etc.): Incident occurred at 2:00 AM (parked in rental lot) (unknown)5. Repairs outside of warranty (what, when, by whom?): Claimant to check Rental service history and advise and/or fax copy. (as of 8/24/99 have not received)6. Other vehicle history information (from person being interviewed or GM Warranty History): None7. Last maintenance (date, description, by whom?): Same

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.). not being driven

If parked, how long was it parked? Est. 4 hrs 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.). Unknown: Claimant was to check rental file and advise/ fax file of #24/99 no info. Received.

If vehicle is a truck, or a car trailer carrying 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 11/25°F. General conditions (dry, rain, wind, etc.): dry
Same status as above.

III B AT THE FIRST INDICATION OF A PROBLEM

Note: Information for section III B unknown. Vehicle had been parked overnight in storage lot and fire occurred around 2:00 am. Police dept. noticed fire and called fire dept.

Ignition switch position (off, on, start, accessory): off Engine running? (Y/N) N

Unusual odors? (Y/N) _____ Describe:

Smokes? (from where, color, intensity, etc.)

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

Any apparent malfunction? (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	☐ 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) Ukn How long since someone last smoked in the vehicle? Ukn
(no cigarette ashes or butts found in ash tray)

III C DURING THE FIRE

Time _____ and distance _____ between first indication of a problem and start of fire.

Time _____ between start of fire and other significant events. Describe:

Time (24 hr) _____ when fire was over or put out.

Describe initial location, color and intensity of smoke and flame.

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? Information for section G is unknown. Vehicle had been parked overnight in storage lot and fire occurred at 2:00 am. Police dept. noticed fire and called fire dept.

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	Bumper cover burned off left side to wrap around right side wrap around section, Grille & headlamp assemblies melted, Radiator & A/C condenser melted inside center.
Right side	Headlamp/parklamp assembly melted.
Rear	No fire damage
Trunk area	No fire damage
Decklid outer panel	No fire damage
Decklid inner panel	No fire damage
Option label	
VIN	
Left side	Paint burn and oxidation
Hood outer panel	Paint burn and minor oxidation on 88% of hood (L/side more than right)
Hood inner panel	
Roof	No fire damage
Fuel filler "Lead Free" restrictor in place? (Y/N) <u>Y</u>	Describe:
Location of fuel filler cap (or evidence of remains):	<u>Intact</u>

Comments:

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: Severe "brown" stains on RF seat back & cushions (cause not determined)
List all driver electrical controls which are in the "On" position (include Ignition):
Position of windows (if glass is missing, do further inspection): Right & left front door glass shattered, apparently by fire dept.

Comments: No other interior fire damage

C. Underhood:

Engine compartment: Total burn out
Radiator, front & rear: Melted
Coolant recovery bottle: melted
Engine coolant lines/hoses, connections: Charred/burned
Heater lines/hoses, connections/clamps (include those to throttle body): Minor heat damage at firewall, Burned off otherwise.

TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections : Throttle body partially melted, flex fuel lines burned off.

Engine block (note precise location of cracks, holes, etc.): None noted

Engine: dipstick, oil cooler lines/connections, filter, oil pan: Plastic dip stick end burned off, filter cap melt

Transmission: dipstick, oil cooler lines/connections, oil pan: Plastic dip stick melt

Master cylinder and brake fluid reservoir : Plastic reservoir melted off.

Brake lines and hoses: Burn damage but not burned off.

ABS/TCS Modulator

Power steering lines/hoses, connections/clamps, pump : Pump intact, partial charred condition on hoses.

Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): Intact, no fire damage noted

Other: A/C alum. lines melted. L/Slide A/C muffler melted, rubber engine mount bushings burned out, windshield heat cracked L/Slide & across bottom to center. Other oxidation - radiator to strut tower top braces. L/Slide to center bumper reinf. Bar. L/Slide of body brace between strut towers, hood release assembly. L/Slide inner fender panel

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: None visible, radiator and hoses melted/burned off.

Engine oil: Level within specifications, burned debris from fire in dip stick tube & probably in engine.

Transmission fluid: Fluid level appear to be within specifications, burn debris in dip stick tube & and probably in transmission.

Power steering fluid: Fluid level within specifications.

Brake fluid: No fluid visible, M/C reservoir burned off.

E. Underbody:

Underbody & exhaust (include hangers):

Catalytic converter (any discoloration or swelling?): None noted.

Scrapes or impact damage on the following:

Fuel tank

Fuel filler line

Tires/Wheels : L/Front tire flat (Partial tire burn, Mag wheel heavy smoke damage.

Comments: No fire damage noted except for discoloration from fire.

F. Electrical:

Generator & attached wiring : insulation burned off wiring. Alt. housing intact but rear covered with melted plastic

Battery & attached cables : insulation burned off cables and battery melted.

Cooling fans: Burned out and fell off, remains still at elements business.

Fuses (Identify all open or not proper size): Interior fuse panel - No blown fuses. Engine compartment power panel - Four fuses appear to be open (positive verification difficult due to degree of burn.

Relay centers : TOPS OF RELAY CENTERS MELTED SEVERELY.

Wiring insulation at fuse blocks: Insulation burned off.

Fusible links (Identify all open): Engine compartment main fuses - #7 (60 amp) battery #1 open : #1 (60 amp) ABS - open.

Spark plug wiring and boot condition: disintegrated.

Modules: ABS/TCS, ECM, other ABS module burned/charred at harness connector; PCM burned out, PDP panel cover melted & covered with melted plastic and fuses partially melted.

Comments: Complete engine engine compartment burn out. Insulation burned off most all wiring

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: Sparking caused not alleged by claimant.

Photograph and comment on the item/area which is the apparent origin of the fire: Molten wire condition on 2 wires at ABS connector, one very heavy molten condition and one considerably less (photo # 28, exhibit C); molten wire end and two (2) wire strands fused together where routed across top of transmission (photo 27 & 28 (exhibit A & B))

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.: No

Other relevant information: Fire damage to 1988 LaSalle (another Nat'l Car rental unit) parked adjacent to the Regal. Right front fender and wheel well splash shield, head lamp assembly. Right wrap around section of bumper cover. R/front wheel and tire. R/Front fender and door plastic door moulding partial melt. Black smoke damage to R/side underside hood and insulation pad. VIN: 1G4HP82K6N1549204

Lic.: Ohio (XXX-663)

Mileage: 20,813

No estimate of repair at inspection

Photos enclosed

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: Only burned spot and burned debris on asphalt where vehicle was parked.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

(page 1 of 1)

Division: Buick	Ref# 880086555	Document ID	Date Saved: 9/20/99
VIN: 2G4WB52G4X1853017	Claimant's Name (LAST, First)		

Division:	Ref#	Document ID	(page 1 of 1)
VIN:	Claimant's Name (LAST, First)		

Inspector Wayne J. Arnold EA AssociatesNumber of Rolls 2

Roll Number

Neg.# Description

- 0
1. Case #
2. VIN
3. Front
4. R/front
5. R/rear
6. R/side
7. Rear
8. L/rear
9. L/side
10. L/front
11. Engine compartment - front
12. " " - R/side
13. " " - L/side
14. Hood under side
15. Engine compartment fuse/power panel
16. Coil pack and spark plug wires
17. Spark plug wires
18. Brake master cylinder (reservoir melted off)
19. Battery
20. Engine compartment fuse/power panel (after removal of melted plastic cover)
21. Eng. Oil dip stick
22. Trans. Dip stick
23. Injector rail fuel line connections (flex line burned off)
- 24.
25. Heater hoses at fire wall
26. Melted wire ends and fused wire strands (routed across top of transmission)
27. Melted wire end and 2 wires fused together at front side of transmission
28. Melted wire ends (2) at ABS connection
29. ABS controller
30. Cooling fan remains (had been retained at Nat'l Car Rental for inspection)
- 31.
32. L/front frame oxidation
33. L/side interior
34. R/side interior
35. R/front door interior
36. R/rear door interior

Case 990088555

THIS: BASE ACTION: CKEY: 990088555 CRS 11/30/1999 14:26 CAB8020M
NEXT: BASE ACTION: IKEY: 990088555 ID: H06GF
01 TITLE CUSTOMER INFORMATION TYPE: 10
02 FIRST 03 MI: L 04 LAST
05 STREET
06 CITY : NORFOLK 07 ST: VA 08 ZIP
09 H PHONE: 10 B PHONE: 703 903 7694
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 2G4WB52K4X1533017 ENG: 3.5L V6 MPI PLANT: OSHAWA ON
13 YR/MO/L: 1999 WB REGAL LS 14 DEL: 03 18 99 15 MILES: 015844
16 DEALER : PERRY BUICK COMPANY 17 ZNDLR: 41 37736
18 CITY : NORFOLK 19 STATE: VA

CDS # DESC CDS COMMENTS

ADD # FIRE - UNKNOWN 20 OWNER CLAIMS TWO VEHICLES DAMAGED IN FIRE
T01 0 PRODUCT ALLEGAT 21 GM PAR INVESTIGATION

THIS: CMTS ACTION: IKEY: 990088555 CRS 11/30/1999 14:27 CAB8030M
NEXT: CMTS ACTION: IKEY: 990088555 ID: H06GF

GENERAL COMMENTS TOTAL CMTS: 17 TYPE: 10

USER: A3563 DATE: 08/27/99 TIME: 14:39 COMMENT #: 1
CUSTOMER STATES THAT HE HAS VEHICLE THAT CAUGHT FIRE AFTER IT WAS RET
URNED FROM BEING RENTED...HE TOOK IT TO THE DEALERSHIP AN THEY SAID TH
AT IT WAS AN ELECTRICAL PROBLEM IN THE COOLANT SYSTEM...THEY DIRECTED
HIM TO CREATE A FILE AND TO HAVE SOMEONE GOOUT AND CHECK THE DAMAGE OF
THE VEHICLE...CRM ADVISED TRANSFER TO TIRRI; WAITING TIME 15 MINUTES.
...CUSTOMER WOULD LIKE A CALL BACK...
VERONICA SANCHEZ/AUSTIN

USER: TIER2 DATE: 08/27/99 TIME: 19:11 COMMENT #: 2
8/27/99

FORWARDED TO MONIQUE REYNOLDS FOR HANDLING.

BCRC: TRACY DELIBERTO VME 46581 248-932-6758

THIS: CMTS ACTION: IKEY: 990088555 CRS 11/30/1999 14:27 CAB8030M
NEXT: CMTS ACTION: IKEY: 990088555 ID: H06GF

GENERAL COMMENTS TOTAL CMTS: 17 TYPE: 10

USER: B04WW DATE: 09/13/99 TIME: 13:59 COMMENT #: 3
9.13.99

75746188336 SERVICE MANAGER: TIM PERRY

FIRST OWNER, NOCOMP, MILES PER CST

OWNER STATES:

- THE VEH CAME OFF RENTAL BET 10 & 11 AM, BET 2 & 3 PM
- THE VEH JUST CAUGHT ON FIRE.
- THE VEH NEXT TO IT CAUGHT ON FIRE ALSO.
- VIN OF SECOND VEH THAT WAS DAMAGED AS A RESULT. 1G4HP52K4WH549204

BCRC FORWARDED CASE TO PAR FOR INVESTIGATION.

BCRC ADV OWNER SOMEONE FROM PAR WILL CALL HIM WITHIN TWO BUSINESS
DAYS.

BCRC TROY, WENDILL WALKER 248.952.2716 NO VME.

THIS: CMTS ACTION: IKEY: 990088555 CRS 11/30/1999 14:27 CAB8030M

NEXT: CMTS ACTION: I KEY: 990083555 ID: HD6GF
GENERAL COMMENTS TOTAL CMTS: 17 TYPE: 10
USER: H66EB DATE: 09/14/99 TIME: 08:07 COMMENT #: 4
9/14/99*****
I RECEIVED CALL. I CALLED CALLS LISTED AND RECEIVED VML. I LEFT
MESSAGE REQUESTING CALL BACK TO MY #. ELAINE BONO, PAR TEAM
248-696-1596

NOTE: TO NEXT SPECIALIST, IF OWNER CALLS BACK, NOT TO MY EXTENSION,
PLEASE CONFERENCE TO MY EXT 1596, THANKS

USER: H66EB DATE: 09/14/99 TIME: 12:31 COMMENT #: 5
9/14/99*****
I CALLED BACK [REDACTED] BUT NOT IN. I LEFT MESSAGE
W/ [REDACTED] REQUESTING CALL BACK. ELAINE BONO, PAR TEAM 248-696-1596
THIS: CMTS ACTION: I KEY: 990083555 CRS 11/30/1999 14:27 CABS030M
NEXT: CMTS ACTION: I KEY: 990083555 ID: HD6GF
GENERAL COMMENTS TOTAL CMTS: 17 TYPE: 10
USER: H66EB DATE: 10/14/99 TIME: 11:10 COMMENT #: 6
10/14/99*****
I ATTEMPTED TO CALL BACK [REDACTED] AT # LISTED, BUT RECEIVED
VOICE MAIL # AND WANTED MAILBOX #. I WAS NOT ABLE TO LEAVE MESSAGE.
ELAINE BONO, PAR TEAM 248-696-7310

USER: A5929 DATE: 10/26/99 TIME: 14:24 COMMENT #: 7
REPRESENTATIVE FROM [REDACTED] WHO IS THE INSURANCE CO
CALL IN FOR STATUS. PREVIOUS CONTACT NO LONGER WORKS PER MS SMITH
FILE WILL BE RE-ASSIGN AND NEXT PERSON WILL BE IN CONTACT...
REPRESENTATIVE ASKED THAT NEXT PERSON TO NOT BE IN CONTACT W/ [REDACTED]
THAT SHE BE CONTACTED DIRECT AT [REDACTED]
REF CLAIM # [REDACTED] CRM TO FORWARD FILE TO PAR FOR
FOLLOW-UP. JESSICA WEBB/AUSTIN TX.

THIS: CMTS ACTION: I KEY: 990083555 CRS 11/30/1999 14:28 CABS030M
NEXT: CMTS ACTION: I KEY: 990083555 ID: HD6GF
GENERAL COMMENTS TOTAL CMTS: 17 TYPE: 10
USER: T0884 DATE: 11/02/99 TIME: 10:25 COMMENT #: 8
[REDACTED] OF THE RENTAL COMPANY CALLED FOR UPDATE. CRM SHARED INFO
IN FILE AND ADVISED THAT HE WOULD TRY TO GET A HOLD OF SOMEONE AT PAR.
CRM TRIED THAT BUT COULD NOT REACH ANYONE. CRM TALKED TO TEAM MANAGER
WHO REMINDED CRM THAT PAR IS IN TRANSITION AND THAT OWNERSHIP OF FILES
IS BEING DONE PIECEMEAL. CRM ADVISED CUSTOMER THAT HE AND TEAM LEADER
WILL BE ACTIVELY TRYING TO GET SOMEONE TO CLAIM OWNERSHIP BUT TO GIVE
US A WEEK BEFORE CALLING BACK FOR STATUS. CUSTOMER SATISFIED WITH
THAT. PETE KOENIG/TAMPA

USER: T0885 DATE: 11/05/99 TIME: 08:11 COMMENT #: 9
AVM LEFT VOICE MAIL, STATING THAT THE PROCESS FOR THE \$300 INCENTIVE
HAD BEEN STARTED. AVM STATED THAT HE WILL CALL CUSTOMER WITH THAT
INFORMATION. PETE KOENIG/TAMPA
THIS: CMTS ACTION: I KEY: 990083555 CRS 11/30/1999 14:28 CABS030M
NEXT: CMTS ACTION: I KEY: 990083555 ID: HD6GF
GENERAL COMMENTS TOTAL CMTS: 17 TYPE: 10
USER: T0885 DATE: 11/05/99 TIME: 08:12 COMMENT #: 10
NOTE FOR FILE: MR. PETER KUSHMAN IS STILL AVM FOR THIS FILE. SEE
PREVIOUS NOTES FOR VOICE MAIL NUMBER IN CASE FURTHER ASSISTANCE FOR
CUSTOMER IS REQUIRED. PETE KOENIG/TAMPA

USER: T0815 DATE: 11/03/99 TIME: 08:39 COMMENT #: 11
NOTE: COMMENTS 9 AND 10 WERE ADDED IN ERROR -- THEY BELONG TO ANOTHER
FILE. PETE KOENIG/TAMPA

THIS: CMTS ACTION: I KEY: 990081555 CRS 11/30/1999 14:28 CABS030M
NEXT: CMTS ACTION: I KEY: 990081555 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 17 TYPE: 10

USER: T0815 DATE: 11/10/99 TIME: 08:46 COMMENT #: 12

CRM LEFT VOICE MESSAGE WITH [REDACTED] CRM
EXPLAINED THAT HE IS STILL TRYING TO GET SOMEONE WITHIN BUCK PAR
TO ACCEPT OWNERSHIP OF FILE. CRM EXPLAINED THAT BUCK PAR IS IN
TRANSITION AND THAT THIS IS THE CAUSE FOR THE DELAY. CRM ADVISED
[REDACTED] THAT HE HAS ELEVATED THIS SITUATION TO TWO LEVELS OF
MANAGEMENT ABOVE HIM. CRM ADVISED [REDACTED] THAT HE WOULD GET IN
CONTACT WITH HER AS SOON AS HE GOT AN ANSWER. PETE KOENIG/TAMPA

USER: T0815 DATE: 11/19/99 TIME: 14:36 COMMENT #: 13
CRM GOT ON CONTACT WITH SUPERVISOR OF BRC AND PASSED FILE NUMBER ON TO
HER. SHE ASSURED ME THAT SOMEONE WILL LOOK FOR FILE AND CONTACT
[REDACTED] ABOUT THE CASE. CRM CALLED [REDACTED] AND TOLD HER SOMEONE
WOULD BE GETTING WITH HER WITHIN A WEEK. PETE KOENIG/TAMPA

THIS: CMTS ACTION: I KEY: 990081555 CRS 11/30/1999 14:29 CABS030M
NEXT: CMTS ACTION: I KEY: 990081555 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 17 TYPE: 10

USER: B12BB DATE: 11/23/99 TIME: 13:25 COMMENT #: 14
11/23/99

I REVIEWED THE FILE WHICH WAS PREVIOUSLY BEING HANDLED BY ELAINE
BONO. ELAINE HAD MADE AN OFFER TO REPURCHASE THE REGAL AND REPAIR
THE LESABRE. IN ORDER TO BE ABLE TO MOVE AHEAD WITH THIS COURSE
OF ACTION, ELAINE HAD ADVISED [REDACTED] THAT HE WOULD NEED TO
SIGN A RELEASE OF CLAIM ON BEHALF OF [REDACTED]
APPARENTLY THERE WAS SOME DISPUTE OVER THE WORDING OF THE RELEASE
STATEMENT. [REDACTED] WAS GOING TO REVIEW THE RELEASE WITH HIS LEGAL
ADVISORS. ONCE THE SIGNED RELEASE WAS SENT BACK, IF THERE WAS
ANY CHANGE IN THE WORDING OF THE RELEASE, ELAINE WAS GOING TO REVIEW
THE RELEASE WITH MIKE MCNAMEE, A LEGAL CONTACT AT THE TROY SITE.
TO DATE, THE PAR TEAM HAS NOT RECEIVED THE SIGNED RELEASE (MODIFIED OR
UNMODIFIED) BACK FROM [REDACTED]

THIS: CMTS ACTION: I KEY: 990081555 CRS 11/30/1999 14:29 CABS030M
NEXT: CMTS ACTION: I KEY: 990081555 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 17 TYPE: 10

USER: B12BB DATE: 11/23/99 TIME: 13:28 COMMENT #: 15

>>>>>>> CONTINUED FROM # 14 >>>>>>>

PAR TEAM CALLED [REDACTED] (WHO IS APPARENTLY AN INSURANCE
REPRESENTATIVE FOR [REDACTED] IN THIS MATTER) ON 11/19/99.
PAR TEAM CALLED THE NUMBER PROVIDED IN COMMENT # 7 OF THIS CASE,
[REDACTED] AND MADE REFERENCE TO HER FILE NUMBERS, [REDACTED] AND
[REDACTED] IN THE MESSAGE I LEFT. I WAS GOING TO LET HER KNOW THAT
WE HAVE NOT RECEIVED THE SIGNED RELEASE OF CLAIM FROM [REDACTED]
[REDACTED] YET. MS. NELSON DID NOT ANSWER, SO A MESSAGE WAS LEFT. I
HAVE NOT YET HEARD BACK FROM HER.

BRIAN BIRKEY PAR TEAM/TROY

THIS: CMTS ACTION: I KEY: 990081555 CRS 11/30/1999 14:29 CABS030M
NEXT: CMTS ACTION: I KEY: 990081555 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 17 TYPE: 10

USER: B12BB DATE: 11/24/99 TIME: 09:33 COMMENT #: 16

*****CASH STALANBY*****

THIS: CM18 ACTION: I KEY: 99003553 CRS 11/30/1999 14:30 CAR9030M

GENERAL COMMENTS TOTAL CMTS: 17 TYPE: 10

>>> CONTINUED FROM # 16 >>>>>>>>>>>>>>

<<< PLEASE REVIEW PREVIOUS COMMENTS FOR MORE DETAILS >>>

THUR: AFTNCL. ACTION: C KEY: 99008555 CR# 11/30/1999 14:30 CARS700M

NAME: [REDACTED] NORTH VA YR/MDL: 1999 WB TYPE: 10

```

AFTER CALL INFORMATION
CUSTOMER REQUEST INFORMATION
REQUEST TYPE : (CASE/INQ)      PRODUCT CAMPAIGN : 01
REQUEST AREA : MISC             REQUEST SOURCE : H T CRS
CONTACT TYPE : OWNER            IN CORR SEQ # : N
WARRANTY : I (INVOITUNE)        THIRD PARTIES :
STOCKHOLDER : N (Y/N)          GM EMPLOYEE : N (Y/N)
SERVICE DISTRICT: 01
PART DELAY START:
TRANSFER TO ID :                PART DELAY END :
CASE OPEN DATE : 08 27 99       DSM ASSIGNED : ECB
ROUTING CODE : CAC CRS LOC: 1241 SCRAP DATE :
CORES TYPE :                    TRANSMIT : N (Y/N)
FOLLOW UP DATE :                TRANSMIT DATE :
FILE RETENTION : 00             CORP CASE # :
LAST ALTERED ID : R2ZBS         POSSIBLE SAFETY : Y (Y/N)
REJECT CLOSE : N (Y/N)          LAST ALTERED DATE : 11 24 99
REOPEN CASE : N (Y/N)
THIS CLOSE ACTION: C KEY: 990088553 CRS 11/30/1999 14:30
NEXT: CLOSE ACTION: I KEY: 990088553 ID: B06GF
NAME : NORFOLK VA YR/MDL: 1999 V

```


CASE CLOSING INFORMATION

FILE RETENTION : 00 POSSIBLE SAFETY : Y (Y/N)
 DLR CONTACT DATE : 08 27 99 DLR CONCLUSION DATE: 08 27 99
 CLOSING DATE : RESPONSIBLE DEALER :
 CUST SATISFIED : Y (Y/N) CLOSE CASE : (Y/N)
 CO REVIEW CLOSE : CO REVIEWED : (Y/N) DATE:
 REGION REV CLOSE : REGION REVIEWED : (Y/N) DATE:
 CDE # DESC CDE COMMENTS
 A08 0 FIRE - UNKNOWN OWNER CLAIMS TWO VEHICLES DAMAGED IN FIRE

T01 0 PRODUCT ALLEGAT COMPAR INVESTIGATION

THIS: THIRD ACTION: CKEY: 990088335 CRS 11/30/1999 14:30 CABS110M
 NEXT: THIRD ACTION: IKEY: 990088335 ID: HD6CF
 NAME: NORFOLK, VA YR/MDL: 1999 WB TYPE: 10

THIRD PARTY INFORMATION

THIRD PARTY TYPE: OWNER

TITLE

FIRST

MI

LAST

ST

CITY : NORFOLK

STATE : VA

ZIP :

H PHONE:

B PHONE:

COMPANY:

INDEMNIFICATION REQ. DATE:

OF REQUESTS:

INDEMNIFICATION DECISION (ACCEPTED/REJECTED) DECISION DATE:

CORRESPONDENCE SELECTION:

THIS: 12411 ACTION: CKEY: 990088335

CRS 11/30/1999 14:31 CALG110M

NEXT: 12412 ACTION: IKEY: 990088335

ID: HD6CF

GM1241 PAGE 1

INCIDENT DATE: 08 / 20 / 99 TIME: 03 : 00 (24 HR CLOCK)

OWNER TITLE

FIRST

M

LAST: WALKER

STREET

CITY : NORFOLK

ST: VA

ZIP

H PHONE:

AGE:

B PHONE:

COMPANY:

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:

THIS: 12412 ACTION: CKEY: 990088335

CRS 11/30/1999 14:31 CALG120M

NEXT: 12413 ACTION: IKEY: 990088335

ID: HD6CF

NAME: NORFOLK, VA

YR/MDL: 1999 WB TYPE: 10

GM1241 PAGE 2

BODILY INJURIES : N (Y/N) NUMBER OF PEOPLE :

WAS ANOTHER VEH INVOLVED : Y (Y/N) NUMBER OF VEHICLES : 1
DID VEHICLE TURN OVER : N (Y/N) CLAIMANT REP BY ATTY: (Y/N)
WHERE CAN VEHICLE BE SEEN: FERRY BUICK NORFOLK VA

VIN : 2G4WB52K4X153017 DEL DTE: 031899

YR/MDL: 1999 WB MILEAGE: 15844

PRINCIPLE USE OF VEHICLE : BUSINESS RENTAL VEHICLE

DRIVER DESCRIPTION OF INCIDENT & CAUSE: THE VEHICLE CAME OFF RENT AND
WAS TAKEN TO BASE YARD AND BETWEEN 2-3 AM THE VEHICLE WENT UP IN
FLAMES AND TOOK OUT ANOTHER '98 BUICK LESABRE THAT WAS SITTING NEXT
TO IT ALSO. I FEEL THAT THIS WAS AN ELECTRICAL DEFECT WITH VEHICLE
WHICH CAUSED DAMAGE TO THIS VEHICLE AND VEHICLE SITTING NEXT TO IT.

NATURE OF WEATHER: DRY/CLEAR

THIS: 12413 ACTION: C KEY: 990088555

CRS 11/30/1999 14:31 CALG130M

NEXT: 12414 ACTION: I KEY: 990088555

ID: H06GF

NAME: TONY L WALKER NORFOLK, VA

YR/MDL: 1999 WB TYPE: 10

GM1241 PAGE 3

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: ELECTRICAL SYSTEM

WHO MADE ALLEGATION OF DEFECT: [REDACTED] MAINTENANCE MANAGER

WAS VEHICLE TOWED : Y (Y/N)

TOWING CO NAME : N/A

TOWING CO ADDRESS: N/A

TOW DRIVER NAME : N/A

DID YOU SPEAK TO DRIVER: N (Y/N)

IF "N" GIVE SOURCE OF DRIVER DESC: TONY WALKER MAINTENANCE MANAGER

VEHICLE SPEED EST : 1

SOURCE OF EST : [REDACTED] MAINTENANCE MANAGER

THIS: 12414 ACTION: C KEY: 990088555

CRS 11/30/1999 14:32 CALG140M

NEXT: 12415 ACTION: I KEY: 990088555

ID: H06GF

NAME: [REDACTED] NORFOLK, VA

YR/MDL: 1999 WB TYPE: 10

GM1241 PAGE 4

POLICE REPORT MADE: Y (Y/N) REPORT ATTACHED: N (Y/N)

IF NOT ATTACHED, GIVE STATION/OFFICER MAKING REPORT: NORFOLK POLICE
AND FIRE DEPARTMENT

ANY WITNESSES : N (Y/N)

NUMBER:

INCIDENT LOCATION

LOCATION OF INCIDENT: [REDACTED]

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 : 1 (MPH)

THIS: 12415 ACTION: C KEY: 990088555

CRS 11/30/1999 14:32 CALG150M

NEXT: 12416 ACTION: I KEY: 990088555

ID: H06GF

NAME: TONY L WALKER NORFOLK, VA

YR/MDL: 1999 WB TYPE: 10

GM1241 PAGE 5 (VEHICLE)

VIN : 2G4WB52K4X153017

DEL DATE: 03 18 99

YR/MDL: 1999 WB NEW/USED/DEMO: N MILAGE: 15844
TRANS: 4T65-E AUTOMAT AXLE: N/A ENGINE: 3.8L V6
LICENSE #: STATE:
INSPEC STICK #: STATION #: EXP DATE:
SPECIAL EQUIP/FEATURES: NONE

NATURE AND EXTENT OF DAMAGES: TOTALED

EST COST OF REPAIR: 1
PRODUCT CAMP: N CAMP PERFORMED: N (Y/N)
IF "Y" DESC:
TIRE SIZE AND BRAND: N/A
CONDITION OF TIRE: LF: P RF: P RR: P LR: P (GOOD/POOR/FLAT)
SPARE: P
THIS: 12416 ACTION: C KEY: 99008355 CRS 11/30/1999 14:32 CALG16GM
NEXT: 12417 ACTION: I KEY: 99008355 ID: H06GF
NAME: [REDACTED] NORFOLK, VA YR/MDL: 1999 WB TYPE: 10
GM1241 PAGE 6 (PHOTOS/IDLE/PARTS)
WHERE PHOTOS TAKEN: Y (Y/N) NUMBER: 45 BY WHOM: WAYNE ARNOLD
ADDRESS : BAA
VEHICLE INSPECTED: Y (Y/N) NAME: BAA
NAME OF INS. REP AT INVESTIGATION:
SELLING DEALER : N/A
ADDRESS :
SERVICING DEALER: PERRY BUICK
ADDRESS : NORFOLK VA
REPAIR ORDER FOUND IN VEHICLE HISTORY: N (Y/N) HOW MANY :
IF "N" EXPLAIN : PDH ONLY

ALLEGED DEFECTIVE PART(S) REMOVED : N (Y/N)
PARTS NAME : CUSTODIAN:
LOCATION :
HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: I ADVISED 10-14 WORKING DAYS TO INVESTIGATE

THIS: 12417 ACTION: C KEY: 99008355 CRS 11/30/1999 14:32 CALG17GM
NEXT: 12418 ACTION: I KEY: 99008355 ID: H06GF
NAME: TONY L WALKER NORFOLK, VA YR/MDL: 1999 WB TYPE: 10

GM1241 PAGE 7 (PROPERTY DAMAGE)
TYPE OF DAMAGE: V (VEHICLE/PROPERTY OTHER THAN VEHICLE)
OWNER NAME FIRST: [REDACTED] MI: LAST:
ADDRESS :
DRIVER NAME FIRST: MI: LAST:
ADDRESS :

VEHICLE
MAKE/MODEL & YEAR: 1998 BUICK LESABRE
ESTIMATE OF SPEED: 1 (MPH) BY WHOM: [REDACTED]
EXTENT OF DAMAGE: EXTENSIVE DAMAGE

PROPERTY

KIND :

EXTENT OF DAMAGE :

ADDITIONAL COMMENTS: THIS VEHICLE IS ALSO AT PERRY BUICK

THIS: 12419 ACTION: C KEY: 99008355 CRS 11/30/1999 14:33 CALG15GM
NEXT: 124110 ACTION: KEY: 99008355 ID: H06GF
NAME: [REDACTED] NORFOLK, VA YR/MDL: 1999 WB TYPE: 10

GM1241 PAGE 9

GENERAL COMMENTS: TOTAL CMIS: 9

USER: H663B DATE: 09/14/99 TIME: 14:42
9/14/99***

COMMENT #: 1

I RECD CALL BACK FROM [REDACTED]

[REDACTED] ADVISED DETAILS OF FIRE. I ADVISED 10-14 WORKING DAYS TO
INVESTIGATE AND THEN I WILL CALL BACK. [REDACTED] THANKED.

I THANKED ELAINE BOND, PAR TEAM 248-696-1596

THIS 124110 ACTION: C KEY: 990082335

CRS 11/30/1999 14:33 CALG190M

NEXT: 1241A ACTION: KEY: 990082335

ID: H06GF

NAME: [REDACTED] NORFOLK, VA

YR/MOL: 1999 WB TYPE: 10

GM1241 PAGE 10 (RECAP)

DIVISION NOTIFIED OF INCIDENT

HOW : CALL TO CAC

WHEN : 9/13/99

BY WHOM: [REDACTED]

ZN ASSIGNED : 41

ASSIGNMENT

INVESTIGATOR FIRST NAME: WAYNE MR. LAST NAME: ARNOLD

ASSIGNMENT DATE : 091499 DUE DATE : 100299

INVESTIGATION DATE : 092099 RECEIVED DATE : 100299

INFO FROM FURTHER INVESTIGATION:

INSURANCE CO CODE: INSMID01

DATE SENT: 112299

REGION APPROV BY :

DATE:

CO APPROVED BY :

DATE:

THIS: 1241A ACTION: C KEY: 990082335

CRS 11/30/1999 14:33 CALG240M

NEXT: 1241A ACTION: KEY: 990082335

ID: H06GF

GM1241-A

DIVISION: BUICK ZONE: 41 DATE: 11 22 99

INSURANCE COMPANY'S (LOCAL OFFICE) DESIGNATION CODE PTP 76- INSMID01

ADDRESS: P. O. BOX 12489 CITY: DETROIT ST: MI ZIP: 48202

RE-CLAIMANT (FIRST): [REDACTED] MR. LAST: [REDACTED]

DATE OF INCIDENT : 08 20 99

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 UNDER SIGNED FOR INQUIRIES TO: 1. X UNDER SIGNED
AND/OR 2. E.D. THOMPSON AND/OR 2. E.D. THOMPSON

ENCLOSURES : PHOTOS

CONTACT NAME FIRST: E LAST: THOMPSON MR: D

CONTACT ADDRESS: 5505 CORPORATE DRIVE

CITY: TROY ST: MI ZIP: 48066 CONTACT TITLE: PAR SUPERVISOR

09/13/99 08:54 FAX

SEP 14 '99 15:15 FR

SAM 000 1553 YD BPR

P.02/13

2002

Page: 1 Document Name: UNCLASS

THIS: NAME ACTION: C KEY: 990088888 CBS 09/13/1999 13:15 CABS020M
 NAME: NAME ACTION: C KEY: 990088888 ID: 805W
 01 TITLE : CUSTOMER INFORMATION TYPE: GO
 02 FIRST : 03 MI: 04 LAST :
 05 STREET :
 06 CITY : NORFOLK 07 ST: VA 08 ZIP :
 09 B PHONE: 10 B PHONE:
 11 COMPANY: NATIONAL CAR RENTAL
 VEHICLE/DEALER INFORMATION
 12 VIN : 2G4W532K4L552017 MAKE: 3.8L V6 MTI PLANT: OSHAMA ON
 13 YR/MO : 1999 WB REGAL LS 14 DEL: 15 MILES: 015846
 16 DEALER : FERRY BOYCK COMPANY 17 ENDER: 41 37736
 18 CITY : NORFOLK 19 STATE: VA
 CDE & DSC CDE COMMENTS
 A05 0 PRODUCT ALLEGAT 20 BAR 1241
 A06 0 FIRE - UNKNOWN 21 owner states: THERMAL EVENT
 22
 23
 24

PF13 BASE PF14 CMTS PF15 ATTRL PF16 CLOSE PF17 CSEDCN PF18 DLKLOC
 PF19 CUIS PF20 TELAST PF21 LITLST PF22 SOWRACT PF23 CORREL PF24 CAL

Date: 9/13/99 Time: 02:02:29 PM

09/14/99 THU 16:00 [TL/RX NO 8288] 2002

09/16/99 09:55 FAX
SEP 14 '99 15:15 FR

240 696 1553 TO EFR

2008
P.05/13

Page 1 Document Name: Unbilled

THIS: 12411 ACTION: C KEY: 990088855
NEXT: 12412 ACTION: KEY: 990088855

CMS 09/14/1999 14:48 CASHION
ID: 24628

091241 PAGE 1

INCIDENT DATE: 09 / 20 / 99 TIME: 03 : 00 (24 HR CLOCK)

OWNER TITLE :
FIRST : MI : I LAST :
STREET :
CITY : ROCHESTER ST: VA. ZIP :
H PHONE : AGE: B PHONE: PAGEK

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

CLIENT TITLE: NAME
FIRST : MI : LAST:
STREET :
CITY : ST: ZIP :
H PHONE : AGE: B PHONE:

PF13 NAME PF14 CMTS PF15 APPROV PF16 CLOSE PF17 TRIND PF18 BREACH
PF19 CONTROL PF20 MEDARS PF21 12411 PF22 14411 PF23 CORRESP PF24 CAL

Date: 9/14/99 Time: 02:45:33 PM

09/14/99 TUE 10:00 [TX/RX NO 0255] 2008

Page: 1 Document Name: untitled

THIS: 12413 ACTION: C KEY: 990088555
 NAME: 12413 ACTION: KEY: 990088555
 NAME: [REDACTED] NORFOLK, VA

CRM 09/14/1999 14:43 CALGISON
 ID: H8888
 YR/MO: 1999 WB TYPE: 10

ONLY41 PAGE 2
 BODILY INJURIES : N (Y/N) NUMBER OF PEOPLE :
 WAS ANOTHER VEH INVOLVED : Y (Y/N) NUMBER OF VEHICLES : 1 (1998 BUICK LACRUS)
 DID VEHICLE TURN OVER : N (Y/N) CLAIMANT REP BY ATTORNEY : (Y/N) SALKAS ATTORNEY
 WHERE CAN VEHICLE BE SEEN: PERRY BUICK NORFOLK VA TO ALLEGED DEFECTIVE
 VEHICLE

VIN : 2G4W58KXCL565017

DEL DTE: 021899

YR/MO: 1999 WB

MILEAGE: 15844

PRINCIPLE USE OF VEHICLE : BUSINESS RENTAL VEHICLE

DRIVER DESCRIPTION OF INCIDENT & CAUSE: THE VEHICLE CAME OFF HUME AND
 WAS TAKEN TO PARK YARD AND BETWEEN 2-3 AM THE VEHICLE WENT UP IN
 FLAMES AND TOOK OUT ANOTHER '88 BUICK LEXARINE THAT WAS SITTING NEXT
 TO IT ALSO. I FEEL THAT THIS WAS AN ELECTRICAL DEFECT WITH VEHICLE
 WHICH CAUSED DAMAGE TO THIS VEHICLE AND VEHICLE SITTING NEXT TO IT.

NATURE OF WEATHER: DRY/CLEAR

FF13 BASE FF14 CHYS FF15 ATTACH FF16 CLOSE FF17 THIRD FF18 BREACH
 FF19 CONTROL FF20 MEDALS FF21 12413 FF22 124131 FF23 CORRECTION FF24 CAL

Date: 9/14/99 Time: 02:45:37 PM

09/16/99 08:55 FAX

SEP 14 '99 15:15 FR

246 696 1533 TO EPA

P.07/13

1007

Page: 1 Document Name: untitled

TRK: 12412 ACTION: C KEY: 990088555
MKT: 12414 ACTION: KNT: 990088555
KNT: 12414 ACTION: KNT: 990088555
KNT: 12414 ACTION: KNT: 990088555

CS 09/14/1999 14:43 CALM120

ID: N0000

YR/MDL: 1999 WB TYPE: 10

091241 PAGE 3

WENT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: ELECTRICAL SYSTEM

WHO MADE ALLEGATION OF DEFECT: [REDACTED]

MAINTENANCE MANAGER

WAS VEHICLE TOWED : Y (Y/N)

TOWING CO NAME : N/A

TOWING CO ADDRESS: N/A

TOW DRIVER NAME : N/A

DID YOU SPEAK TO DRIVER: N (Y/N)

IF "N" GIVE SOURCE OF DRIVER INFO: [REDACTED]

MAINTENANCE MANAGER

VEHICLE SPEED EST : PARKED

SOURCE OF EST : [REDACTED] MAINTENANCE MANAGER

FF15 BASE FF16 CHTS FF18 APRCL FF19 CLOS FF17 THIR FF18 BREACH
FF19 CONTROL FF20 MEDAR FF21 12411 FF22 1241X1 FF23 CORREL FF24 CAL

Date: 9/14/99 Time: 02:48:40 PM

09/14/99 TUE 15:08 ITX/RK NO 2292 1007

09/14/99 08:58 FAX

SEP 14 '99 15:15 WR

248 696 1553 TO EPA

0909 0909 0909
P.09/13

Page: 1 Document Name: untitled

THIS: 12414 ACTION: C XRT: 990086555
NEXT: 12415 ACTION: XRT: 990086555
NAME: NORFOLK, VA

CBS 09/14/1999 14:43 CALS: 40M

ID: 88888

YR/MO: 1999 WR TYPE: 10

091241 PAGE 4

POLICE REPORT MADE: Y (Y/N)

REPORT ATTACHED: N (Y/N)

IF NOT ATTACHED, GIVE STATION/OFFICER MAKING REPORT: NORFOLK POLICE
AND FIRE DEPARTMENT

ANY WITNESSES: N (Y/N)

NORFOLK

INCIDENT LOCATION

LOCATION OF INCIDENT: 3445 N. MILITARY HIGHWAY NATIONAL RENT A CAR RASE LOT

KIND OF ROAD: A KIND OF SHOULDER: A (CONCRETE/GRAVEL/DIRT/ROCK-CRUISE/ASPHALT)

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

VISION OBSTRUCTIONS: NONE

POSTED SPEED: 1 DASH

PF13 BASE PF14 CRTS PF15 ARTCL PF16 CLONE PF17 THIN PF18 BREACH
PF19 CONTROL PF20 MEDARS PF21 12411 PF22 12412 PF23 CORRECT PF24 CAL

Date: 9/14/99 Time: 02:45:42 PM

09/14/99 THU 14:00 [TX/RI NO 0255] 0909

Page: 1 Document Name: untitled

FILE: 12415 ACTION: C KEY: 990088555
 NEXT: 12416 ACTION: KEY: 990088555
 NAME: [REDACTED] NORFOLK, VA

CRS 09/14/1999 14:43 CALIFORNIA
 ID: H6666
 YR/MO: 1999 WB TYPE: 10

VIN : 2G4W852KAR153017 GC1241 PAGE 5 (VEHICLE)

YR/MO: 1999 WB NEW/USED/DEMO: N
 TRANS : 4755-N AUTOMAT AXLE: N/A
 LICENSE : 9571 : A/M STATE: TENN.
 INSPEC STICK #: N/A STATION 6 : N/A
 SPECIAL EQUIP/FEATURES: NONE

DEL DATE: 03 IN 80
 MILEAGE : 15844
 ENGINE : 3.0L V6

EXP DATE:

NATURE AND EXTENT OF DAMAGES: TOTALLED

EST COST OF REPAIR:
 COPS PERFORMED: N (Y/N)

Total: 42.4

PRODUCT CODE : N
 IF "Y" INSC:

TIRE SIZE AND BRAND: N/A P225/60R16 Good Year Eagle LS
 CONDITION OF TIRE: LF: F RF: F RR: F LR: F (GOOD/POOR/FLAT)
 SEARCH: F

PF15 NAME PF16 CHGS PF17 ATTACH PF18 CLOSE PF19 THIRD PF20 BODYPAN
 PF21 CONTROL PF22 MESSAGE PF23 12411 PF24 12412 PF25 CORREL PF26 CAL

Date: 9/14/99 Time: 02:45:45 AM

09/14/99 TUE 15:06 ITX/RX NO 02451 0000

Page: 1 Document Name: untitled

TXID: 12416 ACTION: C RY: 9900000005
NEXT: 12417 ACTION: RY: 9900000005
NAME: [REDACTED] NORFOLK, VACRS 09/14/1999 14:43 CALISCOM
ID: H000000000000
YR/MO, 1999 09 TYPE: 10G01241 PAGE 5 PHOTOS/DLR/REPORTS
WHERE PHOTOS TAKEN: Y (Y/N) NUMBER: 62 BY WHOM: WAYNE J. ARNOLD EAAADDRESS :
VEHICLE INSPECTED: Y (Y/N) NAME: WAYNE J. ARNOLD EAA

NAME OF INS. FIRM AT INVESTIGATION:

SELLING DEALER : N/A

ADDRESS :

SERVICING DEALER : FARMER BUICK

ADDRESS : NORFOLK VA

REPAIR ORDER FOUND IN VEHICLE HISTORY: N (Y/N)

HOW MANY :

IF "N" EXPLAIN : EDIT ONLY

ALLEGED DEFECTIVE PART(S) REMOVED : N (Y/N)

PARTS NAME :

LOCATION :

CUSTODIAN:

HOW & WHEN WAS MASTER LEFT WITH CLAIMANT: I ADVISED 10-14 WORKING DAYS TO INVESTIGATE

FF13 NAME FF14 CSES FF15 AFFRCL FF16 CLOSSE FF17 THIRD FF18 HREACH
FF19 CONTROL FF20 MEDANS FF21 12411 FF22 12412L FF23 CORUSKL FF24 CAL

Date: 9/14/99 Time: 02:45:47 PM

08/18/98 08:58 FAX

REF 14 '98 13:16 FR

245 626 1553 TO 644

P.11/13

0011

Page: 1 Document Name: untitled

THIS: 12417 ACTION: C KEY: 990088555

CVE 08/14/1998 14:43 CALIFORNIA

WENT: 12418 ACTION: KEY: 990088555

ID: H66ED

NAME: [REDACTED] NORFOLK, VA

YR/MOL: 1998 WE TYPE: 10

081241 PAGE 7 (PROPERTY DAMAGE)

TYPE OF DAMAGE: V (VEHICLE/PROPERTY OTHER THAN VEHICLE)

OWNER NAME FIRST: [REDACTED] MI: LAST:

ADDRESS

DRIVER NAME FIRST: [REDACTED] MI: LAST:

ADDRESS :

VEHICLE

MAKE, MODEL & YEAR: 1998 BUICK LESABRE

ESTIMATE OF SPEED: 1 (MIL) BY WHOM: [REDACTED]

EXTENT OF DAMAGE : EXTENSIVE DAMAGE

PROPERTY

KIND

EXTENT OF DAMAGE :

ADDITIONAL COMMENTS: THIS VEHICLE IS ALSO AT FERRY BUICK

PF13 BASE PF14 CONT PF15 AFFROL PF16 CLOS PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MECHAS PF21 12411 PF22 1241X1 PF23 CORRESEL PF24 CAL

Date: 8/14/98 Time: 02:45:50 PM

08/14/98 TUE 18:08 FAX/EX NO 02001 0011

Page: 1 Document Name: untitled

THIS: 12418 ACTION: A KEY: 99008855 CTS 09/14/1989 14:43 CALGLOCK
 NEXT: 12419 ACTION: KEY: 99008855 ID: K0828
 NAME: [REDACTED] NORFOLK, VA TX/MOL: 1989 WB WYPR: 10
 GCL241 PAGE 2 (BODILY INJURIES)

TITLE :
 FIRST : MI : LAST:
 STREET:
 CITY : ST : ZIP :
 HOME PHONE: BUNK PHONE: JOB:
 LOCATION CODE: (A-OWNER'S VEH/B-OTHER VEH/C-PEDESTRIAN/D-OTHER)
 IF "B", GIVE DRIVER NAME:
 NATURE OF INJURIES :
 WHERE WERE INJURIES SUSTAINED & BY WHOM:

SEATING POSITION:
 ADDITIONAL COMMENTS:

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSSE PF17 THIRD PF18 DAMAGE
 PF19 CENTRAL PF20 MENARS PF21 12411 PF22 1241K1 PF23 CORRESP PF24 CAL
 *10001 TYPE APPROPRIATE INFORMATION AND PRESS ENTER TO ADD *

Date: 9/14/89 Time: 02:45:42 PM

09/14/89 THU 15:08 [TX/RX NO MSG] 2012

09/15/99 08:56 FAX

SEP 14 199 15:17

248 686 1553

U ERM

SEP 13 13

Page: 1 Document Name: untitled

THIS: 12419 ACTION: C KEY: 990008855
NEXT: 12410 ACTION: KEY: 990008855
NAME: [REDACTED] MONTICELLO, VA

09/14/1999 14:43 CALHOUN
ID: H0000

TR/001: 1999 ER TYPE: 10

GENERAL COMMENTS:

TOTAL CITE: 1
COMMENT #: 1

USER: H0000 DATE: 09/14/99 TIME: 14:42
9/14/99----

I REC'D CALL BACK FROM [REDACTED]
[REDACTED] ADVISED DETAILS OF TIME..I ADVISED 10-14 WORKING DAYS TO
INVESTIGATE AND THEN I WILL CALL BACK. [REDACTED] THANKED..
I THANKED..RELATIVE MORG, EAR TERM 248-686-1595

MEMO: N

PF10 BASE PF14 CITE PF15 ARTICLE PF16 CLOSURE PF17 THIRD PF18 SEARCH
PF19 CONTROL PF20 MESSAGE PF21 12411 PF22 1241X1 PF23 COUNSEL PF24 CRI
*20004 TOP OF DATA DISPLAYED *20008 BOTTOM OF DATA DISPLAYED *

Date: 9/14/99 Time: 02:45:55 PM

09/14/99 THU 15:06 [TEL/RX NO 02401] 0013
** TOTAL PAGE: 13 **



PERRY BUICK CO.

6883 Virginia Beach Blvd.
Norfolk, Virginia 23508
401-8855

Fax 408-248-6867
E-mail: [redacted]

ESTIMATE OF REPAIR

NAME: [redacted] ADDRESS: [redacted] PHONE: [redacted] DATE: 10-7-99

YEAR: 1999 MAKE: Buick MODEL: Regal LICENSE NO. [redacted] SPEEDOMETER: [redacted] VIN: [redacted] SER. NO. [redacted]

RE-PAIR	RE-PLACE	COLOR MATCH NOT GUARANTEED OPERATIONS	LAB	PARTS	TOTAL SUBLET
		Total loss			
		replace all front sheet metal bumper, headlights, rad., condenser cooler	450	5000.00	
		replace engine, disassemble and replace all gauges			3000.00
		replace interior, clean and replace water			500.00
		refinish all over			1200.00
		replace front wiring harness		850.00	5000.00
		replace w/s, l. and R. front door glass			800.00
		replace all rubber linings on front suspension			350.00

NOTICE:
WHENEVER IT BECOMES NECESSARY FOR THIS ESTIMATOR TO APPEAR AND/OR TESTIFY IN COURT, A FEE OF \$100.00 WILL APPLY.

This is an estimate based on our inspection, and does not cover additional parts or labor which may be required after the work has been opened up. Consequently, after work has started, worn, broken or damaged parts are discovered which are not evident on first inspection. Quotation on parts and labor are current and subject to change.

EST. MADE BY: Barney

TOTALS	
LAB RATE \$	TOT HRS
PARTS - NET	
SUBLET & MATERIALS - NET	
SALES TAX	
ADV. TOWING & STORAGE	
TOTAL OF ESTIMATE	

ALL JOBS INCLUDING INSURANCE DUE AND PAYABLE ON DELIVERY.



PERRY BUICK CO.

2828 Virginia Beach Blvd.
Norfolk, Virginia 23508
401-0835

Fax 248-696-7352

Alt. Email: [redacted]

ESTIMATE OF REPAIR

NAME [redacted]		ADDRESS [redacted]		PHONE [redacted]	DATE 10-6-99	
YEAR 1999	MAKE Buick	MODEL Lesabre	LICENSE NO. Ohio VXK-953	SPEEDOMETER 20573	DOI SER. NO.	
REPAIR	PLAC	COLOR MATCH NOT GUARANTEED OPERATIONS		LAB	PARTS	SUBLET
✓		front bumper cover p. 2.0		1	374.00	12
✓		front bumper cover molding r.		3	16.20	
✓		front bumper air dam		3	20.65	
✓		front bumper turn signal		2	42.00	
✓		h. head light assy.		2	251.00	
✓		front bumper rubber r. end		—	2.11	
✓		r. fender p. 2.2 p. 5		2	276.00	
✓		r. fender w/o mold.		3	38.00	
✓		r. fender molding rear (4 panels) p. 3		3	42.00	
✓		r. fender splash shield		5	32.04	4
✓		r. front door p. 2.2		1	—	117
✓		r. front door molding (insert and strip) p. 3		4	97.70	11
✓		r. front door molding name plates		—	17.75	
✓		w/s		2	523.90	
✓		upper molding		—	51.25	
✓		r. rear door p. 2.1		5	0.00	
✓		r. rear panel p. 3.0		7	0.00	
✓		r. front wheel alum.		—	331.15	18.00
✓		r. front wheel center cap		—	24.30	
✓		r. front tire General / 165/70/15		—	59.00	
		valve stem		—	1.89	
		aim headlights		6	—	
✓		r. fender sand abuser		2	12.81	

NOTICE:

WHENEVER IT BECOMES NECESSARY FOR THIS ESTIMATOR TO APPEAR AND/OR TESTIFY IN COURT, A FEE OF \$100.00 WILL APPLY.

The above is an estimate based on our inspection, and does not cover additional parts or labor which may be required after the work has been started. Occasionally, after work has started, worn, broken or damaged parts are discovered which are not covered on this inspection. Quantities on parts and labor are current and subject to change.

EST. MADE BY

TOTALS

LAB. RATE \$ TOT. HRS

PARTS - NET

SUBLET & MATERIALS - NET

SALES TAX

ADV. TOWING & STORAGE

TOTAL OF ESTIMATE

ALL JOBS INCLUDING INSURANCE DUE AND PAYABLE ON DELIVERY.

NO Repairs - Repairs

DATE

OCT 07 '99 11:38

PAGE 01

General Motors
Business Response Center

Facsimile Cover Sheet

Date: October 5, 1999

Number of pages including cover sheet: 2

To:
Company:
Telephone:

Department:

Fax:

From: Elaine Bono
Telephone: 248-696-1596

Subject: Release agreement for repurchase of 1999 Regal and repair of 1998 LeSabre

The information contained in this facsimile may contain privileged and/or confidential information intended only for the use of the individual listed above. If the reader of this transmission is not the intended recipient, you are hereby notified that any dissemination or copying of this transmission is strictly prohibited. If you have received this transmission in error, please immediately notify this sender by telephone and return the original of this transmission to the sender at the above address via regular United States Mail without making a copy. Thank you.

Brick Customer Relations Center • 5505 Corporate Drive • Suite 450 • Troy, Michigan 48098
Fax # 248-388-0798

696-7852

BUICK MOTOR DIVISION
GM RESTRICTED

PAGE: 1

295082

CASE NUMBER: 990108966 VIN: 1G4HR54K6YU193854
DATE OPENED: 02/04/00 MODEL YEAR: 20
DATE CLOSED: SERIES: HR
SOURCE: MILEAGE: 84
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] DEERFIELD BEACH FL [REDACTED]
HOME PHONE: [REDACTED] STATE: FL
BUS. PHONE: [REDACTED]

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS: 1

(ATTACH COPY OF ESTIMATE) THERMAL EVENT

WAS ANOTHER VEHICLE INVOLVED? NO

MAKE/MODEL OF VEH.: BUICK LESABRE 2000

OTHER VEHICLE SPEED EST.: 35 MPH BY WHOM: WIFE

NAME OF OWNER: [REDACTED]

ADDRESS OF OWNER: [REDACTED]

NAME OF DRIVER: [REDACTED]

ADDRESS OF DRIVER: [REDACTED]

EXTENT OF DAMAGE: THERMAL EVENT

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

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

(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:

LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION): FESTIVAL MALL, FT LAUDERDALE

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

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

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF
THE INCIDENT'S CAUSE: NEW 2000 BUICK LESABRE CAUGHT FIRE.

BUICK MOTOR DIVISION
GM RESTRICTED

PAGE: 2

295882

DO YOU PERSONALLY SPEAK WITH DRIVER? YES X NO IF 'NO', GIVE SOURCE OF
DRIVER'S DESCRIPTION: CUSTOMER
WAS VEHICLE INSPECTED? X YES NO IF 'YES', IDENTIFY ALL
PARTIES: INSPECTOR
WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE? ENGINE COMPARTMENT

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

VEHICLE AND SCENE OF INCIDENT:

HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT? REPURCHASE

DATE OF INVESTIGATION: 01/26/00 NAME: NA NA
***** XI COMMENTS *****

CUSTOMER STATES WIFE PULLED INTO PARKING LOT OF LOCAL MALL AND SAW SMOKE
AND A GENTLEMAN POPPED THE HOOD AND FLAMES JUMPED OUT. CUSTOMER STATES
OWNED VEHICLE 4 DAYS AND HAD 84 MILES. VEHICLE WAS REPURCHASED.

295882

GENERAL MOTORS CORPORATION

DIVISION: _____

ZONE: _____

DATE: 01/05/00

ESIS/GM Central Claims
 Renaissance Center
 Mail Code 482 C20 D71
 P.O. Box 300
 Detroit, MI 48265-3000

RE: Claimant: _____

Date of Incident: 11/28/99

CAC File No.: 990108966

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
 General Motors Corporation
 5701 E. Hillsborough Avenue
 Suite 2300
 Tampa, FL 33610

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

Sincerely,

Sharronda F. Blackman
 General Motors Corporation



Customer Relationship Manager
 Product Allegation Resolution Team

Enclosures:

- ☒ CAC Case Comments
- ☒ EAA Reps Notes
- ☐ Pictures
- ☐ Estimates
- ☐ Police Report
- ☒ RO's
- ☐ Derm Tape
- ☐ Other: Negatives

GM-PAT-PHA NO. Rev. 06/20/97

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Page 1 of 6

Division: BUICK	Ref# 990108966	VIN# 1G4HR54K6YU193854
Claimant's Name (LAST, First) _____		

Inspected By: **H. SECKEL EPA** Organization: **ENGINEERING ANALYSIS ASSOCIATES**
 Phone: **(561) 488 3760** Inspection Date: **12/07/99** Mileage at Inspection: **UNKNOWN**

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

SEE ATTACHED ADDENDUM.

***** II INTERVIEW - VEHICLE HISTORY *****
 (Note: Please indicate name, address & phone number of person being interviewed):
THE DRIVER & ONLY OCCUPANT. DECAR.

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

(Date(s), date installed, and by whom (name, phone)) **NO AFTER-MARKET EQUIPMENT**

2. Any prior collision damage? (when, where, extent, repaired by, etc.) **NO**

3. For the following systems, list and describe prior repairs or encumbrance 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.): **NO PRIOR REPAIRS**

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 _____

GM-PAR-Fin NC, Rev. 6/24/96

Division Ref# 990108966

VDMC Ref# P1

Page 2 of 6

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other) NONE VERY LOW MILEAGEMaintenance records? (Y/N) N Date/Description of last maintenance/repair (by whom?) _____Any other pertinent vehicle history information (from interview or GM Warranty History)? NO

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

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 _____ Load location _____

Driver's physical description (gender, age, height, weight, disfigurement) FEMALE - 71 YEARS - 5'4 - 180 LBS - NONEIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? _____ Were all doors locked? (Y/N) XDrive length (if vehicle was parked prior to fire, describe last drive): Hrs. _____ Mins. 5 Distance traveled VERY SHORTIf not parked, vehicle speed estimate 45 MPH Source of estimate DRIVER Posted speed _____ MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) _____ When last fueled? AT TIME OF NEW CAR DELIVERYExact incident location PARKING LOT - FESTIVAL MALL - SAMPLE ROADFT. LAUDERDALE FL.Weather conditions and visibility CLEARApprox. temperature 75 °F. Any physical visual obstructions? NO

***** 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? N/A Describe: _____Road condition: Wet, Dry, Icy or Other? D 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.) NORMALAny 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) <u>?</u>	☐ 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?) NORMALPowertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.) NOAny unusual noises (bang, pop, tick, grinding, metallic, rattle, etc.)? From where? NO

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

Describe any unusual odors. From where? NOAny smoke? (from where, color, intensity, etc.) DRIVER STATED SHE SAW SMOKE IN BACK OF CAR WHILE SHE WAS DRIVING.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 flames? (from where, color, intensity, etc.) AFTER CAR WAS STOPPED THERE WAS SMOKE FROM UNDER HOOD.Any steam or smoke? (from where, color, intensity, etc.) BLACK SMOKE - BY-STANDER OPENED HOOD & EXTINGUISHED FLAMES WITH EXTINGUISHER.Any apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) NElectrical 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: DRIVER STATED NO PROBLEMS Warning Lights? (Y/N) NGauges? (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) _____ RaiseWindows? (Y/N) _____ Turn Engine Off? (Y/N) Y Turn on Hazard Flashers? (Y/N) _____ Exit Vehicle? (Y/N) YOpen Hood? (Y/N) Y Open Trunk? (Y/N) N Other? (Y/N) N Describe SPW FIRE UNDER HOODCALLED 911 - BYSTANDER EXTINGUISHED FIRE WITH EXTINGUISHER

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

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

***** 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 SEE PHOTOS & PHOTOGRAPHIC NOTES - NO EXTERIOR DAMAGE

Front & rear exterior 11

Hood, inner & outer panels NO DAMAGE TO OUTER PANEL - HOOD LINER HEAT DAMAGED

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 NO DAMAGE - ASH TRAY CLEAN

Left & right front seat and carpet NO DAMAGE

Underbody & exhaust (include hangers) NO HEAT DAMAGE - WET FROM TRANSMISSION FLUID

Option code label _____

Engine compartment SEE DETAILED PHOTOGRAPHIC NOTES & PHOTOS

Radiator, front & rear NO DAMAGE TO RADIATOR

Coolant recovery bottle PARTIALLY MELTED BUT FULL

Transmission cooler lines/connections UPPER COOLER LINE SEPARATED FROM RADIATOR FITTING

Engine compartment engine coolant lines/hoses, connections/clamps NO DAMAGE

Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) NO DAMAGE

All fuel lines/hoses, filter, connections/clamps SEE DETAILED PHOTOGRAPHIC NOTES & PHOTOS

TBI, injector rail, or carburetor & fuel line connection u u u

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

Power steering lines/hoses, connections/clamps NO LEAKS

Generator & attached wiring GENERATOR WIRING ATTACHED. INSULATION MELTED NEAR TERMINAL.

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

Battery & attached cables NO DAMAGE - BATTERY CABLE DISCONNECTED AT TIME OF INSPECTIONEngine block (note precise location of cracks, bolts, etc.) NO DAMAGEEngine oil pan NO DAMAGE. OIL LEVEL FULL.Engine compartment hinge torque rods NO DAMAGEEngine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) INTACT PROPERLY POSITIONEDAny item which is alleged to be the cause/source NO ALLEGATIONS MADEAnything on vehicle which is after-market NOAnything on vehicle which is a modification NOAnything on vehicle which is unusual, or out-of-place, etc. NO - EXCEPT FOR TRANSMISSION COOLER LINE

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 NORMALEngine oil NORMAL. LEVEL FULL.Transmission fluid CHECKS LOW ON DIPSTICK. COLOR NORMAL.Power steering fluid NORMAL NO LEAKSBrake fluid NORMAL - LEVEL AT FULL MARK. SEE PHOTOGRAPHIC NOTESList all driver electrical controls which are in the "On" position (includes ignition) NONEFuses (identify all open or see proper size) ALL FUSES IN ENGINE COMPARTMENT AND UNDER REAR SEAT UNDAMAGED & PROPER SIZE.Wiring insulation at fuse blocks UNDAMAGEDFusible links (identify all open) NONE VISIBLESpark plug wiring and boot condition BURNT UP TO BOOTS AT COILS.Fuel filler "Lead Free" restrictor in place? (Y/N) Y DescribeLocation of fuel filler cap (or evidence of removal) IN PLACE - UNDAMAGEDCatalytic converter (any discoloration or swelling?) NOPosition of windows (if glass missing, do further inspection) ALL WINDOWS CLOSED - NONE DAMAGEDC. Photograph any damage to claimant's vehicle relating to the allegations and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available). NO ESTIMATE AVAILABLE AT THIS TIME. SEE DETAILED PHOTOGRAPHIC NOTES AND ADDENDUM.

***** 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 flames or spark source, tall grass, dry leaves, ruts indicating vehicle was stuck, etc.
If significant other property damage occurred due to the fire, if possible, take pictures of the damage and make notes as necessary.

Comments: SITE NOT INSPECTED.

THIS: BASE ACTION: C KEY: 990108966 CRS 12/02/1999 08:38 CABS020M

NEXT: BASE ACTION: I KEY: 990108966 ID: T4129

01 TITLE CUSTOMER INFORMATION TYPE: GO

02 FIRST 03 MI: 04 LAST

05 STREET

06 CITY : DEERFIELD BEACH 07 ST: FL 08 ZIP :

09 H PHONE: 10 B PHONE:

11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 1G4HR34K6YU193834 ENG: 3.8L V6 MFI PLANT: HAMTRAMCK MI

13 YR/MDL : 2000 HR LESABRE LIMITED 14 DEL: 15 MILES: 000084

16 DEALER : RALPH BUICK, INC. 17 ZNDLR: 02 39203

18 CITY : DELRAY BEACH 19 STATE: FL

CDE # DESC CDE COMMENTS

J70 0 ENGINE BLOCK 20 CAUGHT ON FIRE.

T01 0 PRODUCT ALLEGAT 21 FIRE

22

23

24

GENERAL COMMENTS TOTAL CMTS: 5 TYPE: GO

USER: A2393 DATE: 11/29/99 TIME: 12:03 COMMENT #: 1

*****DRIVER INFO*****

DATE OF INCIDENT: 11/28/99

LOCATION: SAMPLE RD, (FESTIVAL MALL)

FL

PRESENT LOCATION: RALPH BUICK

2501 S FEDERAL HWY, DELRAY BEACH FL 33483

561-278-3292

AFTERMARKET PARTS: NO

NUMBER OF PEOPLE IN VEHICLE: ONE

BODILY INJURIES: NO

ADDRESS: ON BASE SCREEN

FIRE DEPT REPORT: YES

MORE: Y

GENERAL COMMENTS TOTAL CMTS: 5 TYPE: GO

USER: A2393 DATE: 11/29/99 TIME: 12:07 COMMENT #: 2

CUST CALLED STATING THAT HIS NEW 2000 CAUGHT ON FIRE.

O/STATES THAT WIFE WAS DRIVING VEH TO LOCAL MALL AND SAW SMOKE AND PULLED INTO PARKING LOT WHERE 911 WAS CALLED.

O/STATES THAT A GENTLEMAN AT MALL WENT TO POP HOOD AND FLAMES JUMPED OUT...O/STATES THEY USE FIRE EXTINGUISHER ON VEH.

O/STATES FIRE DEPT WROTE UP A REPORT ON INCIDENT.

O/STATES THAT WIFE IS REAL SHAKENED UP AND CRYE EVERYTIME SHE THINKS ABOUT INCIDENT.

O/STATES WIFE DOES NOT WANT CAR FIXED..O/STATES HE FEELS THE CAR WAS DEFECTIVE..O/STATES THEY PICKED UP VEH FROM DLRSHIP ON 11/24/99 W WITH 3 MILES AND AT TIME OF ACCIDENT IT HAD 84MILES.

O/STATES HE HAS OWNED 30 BUICKS IN HIS LIFETIME.

O/STATES HE NEEDS RENTAL CAR.

CRM CONTACTED SVC MGR WHO IS GOING TO HAVE RENTAL CAR PROVIDED.

CRM WILL TRANSFER FILE TO PAR.

MORE: Y

GENERAL COMMENTS TOTAL CMTS: 5 TYPE: GO

USER: T0885 DATE: 11/30/99 TIME: 09:58 COMMENT #: 3

CRM RECEIVED EMAIL FROM CUST WHICH BASICALLY REHASHES THE COMMENTS MADE TO PREVIOUS CRM. THIS CRM ALSO NOTES THAT PAR HAS NOT YET PICKED UP FILE. THIS CRM WILL WORK WITH TEAM LEADER IN TRYING TO ANSWER QUESTION ABOUT REPURCHASE SINCE CUST NO LONGER WANTS ANY PART OF THE BURNED VEH. PETE KOENIG/TAMPA

USER: A6984 DATE: 12/01/99 TIME: 08:23 COMMENT #: 4

CUSTOMER STATES:

CUSTOMER CALLED TO SEE IF THERE WAS AN UPDATE TO HIS FILE AND THE CUSTOMER REQUESTS TO SPEAK W/ CATHY..I INFORMED THE CUSTOMER THAT I WILL MEMOPAD THE PREVIOUS CRM THAT IS CURRENTLY WORKING ON HIS FILE. THE CUSTOMER STATES SOMEONE FROM GM WAS TO CONTACT HIM AND HE HASN'T RECEIVED A CALL AS OF YET..CUSTOMER STATES HE WOULD APPRECIATE A CALL A/S/A/P.

SHERRY SMITH/AUSTIN T2

MORE: Y

GENERAL COMMENTS TOTAL CMTS: 5 TYPE: GO

USER: T6780 DATE: 12/01/99 TIME: 15:39 COMMENT #: 5

FORWARDING FILE TO TAMPA PAR CRM. SHARRONDA BLACKMAN EXT. 58112. FOR REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

MORE: N

NEXT: GM WARRANTY HISTORY INQUIRY PAGE 01 OF 02

(UPDATED THRU 19991126) DIV: BUICK

VEHICLE-ID-NUMBER DESCRIPTION ODM DEL-DLR DEL-DATE DEL-ODOM FDI-ELIG CLM

1G4HR54K6YU193854 LESABRE LIMITED M 000000 19991124 12 PAID 1

PROD-DTE: 19991030 DELWAR-DATE: WARBLK-DTE:

INV-DTE: N/A DELWAR-ODOM: WARBLK-TYP:

INV-DLR: 1134450 SHP-TO-DLR: 1139205

C CYCLE AUTH AUTH

T RODLR NO. RODATE RO-NO. DOC-NO LN1 BROF LN-TOTAL ODOMETER ID CODE
001 [1139205 012 1999103] U93854 193854 01 Z7000 104.78 0

PASSENGER CAR AND TRUCK NVI

NO MORE CLAIMS FOR THIS VIN

NEXT: GM WARRANTY HISTORY INQUIRY PAGE 02 OF 02
WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: BUICK
VIN: 1G4HR54K6YU193854 ORD-TYPE: 020 SERV-TYPE: 000 DEL-TYPE: 000
RPO DESCRIPTION RPO DESCRIPTION

H BODY	4 DOOR
BUICK	V6 ENGINE
L36 3.8 LITRE V6 MFI	FEDERAL EMISSIONS
AUTO TRANS	MN3 4 SPD AUTO TRANS 4T65-E
UB7 INSTRUMENT CLSTR	UC2 INSTRUMENT PANEL
U19 INSTRUMENT PANEL	U18 INSTRUMENT PANEL
A17 INFLT RES DR/PAS-FRT/SD	ANTILOCK BRAKE
HEATED SEAT	CI2 AIR CONDITIONING
TRACTION CONTROL	DR2 REMOTE ELEC MIRROR
UV7 WEHLDRR WINDOW ANTENNA	UP0 RADIO AM/FM CASS.CD
UK3 STEERING WHEEL CONT	
-----END OF OPTIONS-----	

THIS: DLRPRO ACTION: I KEY: 39205 CRS 12/02/1999 09:05 CAB080M
NEXT: BASE ACTION: I KEY: 990108966 ID: T4129
NAME: DEERFIELD BEACH FL YR/MDL: 2000 HR TYPE: GO

DEALER PROFILE INFORMATION

DEALER NAME: RALPH BUICK, INC ZONE: 02
STREET : 2501 S FEDERAL HWY REGION: 31
CITY : DELRAY BEACH ST: FL ZIP: 33483 3297
DLR LOCATE :

DEALERSHIP PHONE: 561 278 3292 SERVICE MANAGER: TIM STEINER/SCOTT STANLEY
SERVICE DEPT PHONE:
PARTS DEPT PHONE:
BODY SHOP PHONE: RENTAL DEPT: N (Y/N) PHONE:
FAX PHONE: 561 655 9411

DEALER STATUS : ACT1 SERVICE DIST: 02 DCS: Y (Y/N) SPC ACT: N (Y/N)
NEW DEALER: DLR CDE:

COMMENTS :

USER: T4129 DATE: 12/02/99 TIME: 09:21 COMMENT #: 6
PAR CRM SPOKE WITH THE SERVICE DIRECTOR, CRAIG BRANT. HE STATES THE
THERMAL EVENT APPEARED TO HAVE STARTED AROUND THE INJECTORS ON THE
LEFT SIDE. HE STATES HIS AVM RICHARD BOYCE WILL BE AT THE DEALERSHIP
TODAY AND THE SERVICE MANAGER IS TIM STEINER. MR. BRANT STATES THE
FUEL LINE IS MELTED AND THEY DISCONNECTED THE BATTERY. PAR CRM
ADVISED VEHICLE WILL BE REPURCHASED./SHARRONDA BLACKMAN/TAMPA

GENERAL COMMENTS TOTAL CMTS: 7 TYPE: GO
USER: T4129 DATE: 12/02/99 TIME: 10:13 COMMENT #: 7
PAR CRM SPOKE WITH CUSTOMER HE STATES THE VEHICLE HAD NOT BEEN
REGISTERED AND HE HAD NOT PUT GAS IN VEHICLE. CUSTOMER STATES HIS
CONCERN IS HIS WIFE IS SAFE. PAR CRM ADVISED VEHICLE WILL BE
REPURCHASED AND SOMEONE FROM REPURCHASE WILL CONTACT HIM WITHIN 24
TO 48 HOURS /SHARRONDA BLACKMAN TAMPA

USER: T4129 DATE: 12/06/99 TIME: 08:53 COMMENT #: 8
PAR CRM SPOKE WITH THE SERVICE DIRECTOR, CRAIG BRANT, HE STATES THE VEHICLE WAS NOT PURCHASED THERE, HOWEVER IT WAS A COURTESY DELIVERY. RALPH BUICK DOES NOT HAVE THE ORIGINAL SIGNED BILL OF SALE. PAR CRM CALLED THE CUSTOMER AND HE WILL FAX HIS COPY. PAR CRM RECEIVED A VOICE MAIL MESSAGE FROM BRAND QUALITY MANAGER, FRANK JUSTICE, HE STATES TO HAVE AN EAA INSPECTION AND AT THE MOMENT GM DOES NOT WANT THE VEHICLE FOR TESTING/SHARRONDA BLACKMAN/TAMPA

MORE: Y

USER: T4129 DATE: 12/06/99 TIME: 13:22 COMMENT #: 9
PAR CRM RECEIVED A FAXED COPY OF THE SIGN BILL OF SALE FROM THE CUSTOMER. PAR CRM LEFT A VOICE MAIL MESSAGE FOR MR. BRANT TO INQUIRE WHETHER OR NOT THE VEHICLE IS REPAIRABLE. PAR CRM HAS FORWARDED THE FILE TO REPURCHASE/SHARRONDA BLACKMAN/TAMPA

USER: A9648 DATE: 12/13/99 TIME: 08:55 COMMENT #: 10
CUST CALLED VERY UPSET BECAUSE NO ONE HAS BEEN IN CONTACT W/ HIM TO LET HIM KNOW WHAT IS GOING ON. DEALERSHIP TELLS HIM THEY HAVE A NEW CAR WAITING FOR HIM. PLZ TRY TO CALL CUST BEFORE 9:30AM.

TAMARA SHANEYFELT CRM AUSTIN

USER: T4129 DATE: 01/05/00 TIME: 09:40 COMMENT #: 11
*****BUSINESS SUMMARY*****

1. PAR CRM REVIEWED FILE.
2. PAR CRM CONTACTED CUSTOMER AND AGREED TO AN EAA INSPECTION.
3. EAA INSPECTION COMPLETE.
4. INSPECTION RESULTS GM WILL ASSUME RESPONSIBILITY FOR THERMAL EVENT
5. CUSTOMER WAS PUT IN RENTAL
6. FILE WENT TO REPURCHASE.
7. REPURCHASE COMPLETE.
8. PAR CRM COMPLETED Z1242 LABOR OF.
9. PAR CRM CLOSE FILE, MAIL TO BBS AND FAX TO MSX/SHARRONDA BLACKMAN/TAMPA

**HENRY SECKEL
20949 BOCA RIDGE DRIVE SOUTH
BOCA RATON, FL 33428
561 488 3760
FAX 561 883 9444**

REF: G012592A

**GM P.A.R. INVESTIGATIONS
5701 EAST HILLSBORO AVENUE
SUITE 2300
TAMPA, FL 33610
ATTENTION: SHARRONDA F. BLACKMAN**

DATE: 12-08-99

CASE #: 990108966

NAME [REDACTED]

ATTACHED PLEASE FIND:

**GM P. A. R. INSPECTION REPORT FIRE (NON-COLLISION)
30 PHOTOS (2 SETS OF PRINTS) WITH LAST 6 DIGITS OF VIN & NEGATIVE # MARKED ON BACK
DETAILED PHOTOGRAPHIC NOTES**

ADDENDUM TO PRODUCT ALLEGATION INSPECTION REPORT

VEHICLE INSPECTED AT RALPH BUICK IN DELRAY FL. ON 12-07-99. THE FIRE DAMAGED WAS
CONTAINED TO THE ENGINE COMPARTMENT ONLY. THERE WAS NO DAMAGE TO ANY EXTERIOR
PAINT OR GLASS. NONE OF THE WHEELS OR TIRES WERE DAMAGED. THE PASSENGER
COMPARTMENT HAD NO VISIBLE DAMAGE FROM FIRE OR SMOKE. THE BATTERY WAS
DISCONNECTED. NONE OF THE FUSES IN THE ENGINE COMPARTMENT OR IN THE PASSENGER
COMPARTMENT WERE BLOWN. THE ENGINE COMPARTMENT WIRING HAD SOME SLIGHT HEAT
DAMAGE TO THE OUTER CONDUITS EXCEPT FOR SOME BARE WIRING TO THE UNDER HOOD
LIGHT AND NEAR THE BRAKE MASTER CYLINDER AREA AND UNDER THE PLASTIC ENGINE TOP
COVER NEAR THE IGNITION COILS AREA. FOR DETAILS SEE PHOTOGRAPHIC NOTES. ALSO FOR
FUEL LINE DAMAGE IN THE ENGINE COMPARTMENT SEE PHOTOS AND PHOTOGRAPHIC NOTES.
THE ENGINE OIL LEVEL MEASURES FULL ON DIP STICK. TRANSMISSION FLUID LEVEL WAS LOW
BARELY REGISTERED ON DIP STICK. THE HOT SPOT IN THE ENGINE COMPARTMENT WAS UNDER
THE TOP ENGINE PLASTIC COVER FORWARD OF THE GENERATOR. THE TOP TRANSMISSION OIL
COOLER LINE WAS SEPARATED FROM THE RADIATOR FITTING. THE FASTENER OF THE LINE TO
RADIATOR FITTING WAS MISSING ALLOWING THE LINE TO JUMP OUT OF THE FITTING. SEE
PHOTOS # 23 & 24. EVIDENCE OF THE TRANSMISSION FLUID LEAK COULD BE SEEN ON THE
UNDERBODY OF THE CAR. THE FLUID COVERED THE RIGHT SIDE ALL THE WAY TO THE RIGHT
REAR WHEEL. THE ENGINE ALSO HAD SOME FLUID SPLASHED ON THE SURFACES NEXT TO THE
RADIATOR. THE HOT SPOT ON THE ENGINE IS IN LINE WITH THE DISCONNECTED TRANSMISSION
COOLER LINE.

PRELIMINARY PAR INSPECTION

FIELD PHOTOGRAPHIC NOTES

Division: BUICK

Ref# 990108966

Vin: 1G4HR54E6YU193854

Client's Name (LAST First)

Inspected By: H. Seckel

Organization: Engineering Analysis Associates, Inc.

Phone: (561) 488 3760

Inspection Date: 12 / 07 / 99

Mileage at Inspection: UNKNOWN

Roll Number 1

PAGE 1 OF 2

Neg.# Description:

0. FRONT VIEW NO EXTERIOR BODY OR GLASS DAMAGE
1. R/F CORNER "
2. RIGHT SIDE "
3. RIGHT REAR "
4. REAR VIEW "
5. RIGHT SIDE "
6. R/F CORNER "
7. DASH VIN PLATE
8. DOOR VIN LABEL
9. UNDER HOOD INSULATOR WITH MOST HEAT CONCENTRATION ON THE RIGHT FRONT
NOTE: THERE WAS NO PAINT DAMAGE TO OUTER HOOD PANEL
10. LEFT SIDE OF ENGINE COMPARTMENT. NO DAMAGE TO AIR CLEANER OR BELLOW
TUBING OF AIR INTAKE BETWEEN AIR CLEANER AND THROTTLE BODY.
11. CLOSE UP PHOTO OF BRAKE MASTER CYLINDER RESERVOIR AND FUEL LINES. RESERVOIR
FLUID LEVEL AT FULL MARK. PLASTIC RESERVOIR HOUSING NOT MELTED OR LEAKING,
BUT HAS SOME HEAT DISCOLORATION. SEE PEN POINTING TO HOLE IN FUEL LINE
12. CLOSE UP OF HOLE BURNT INTO FUEL LINE OVER RED HANDLED TRANSMISSION DIP
STICK. THIS LINE CONNECTS TO THE FRONT FUEL RAIL.
13. RIGHT SIDE OF ENGINE AND ENGINE COMPARTMENT. HEAT PARTIALLY MELTED
PLASTIC TOP ENGINE COVER NEAR GENERATOR AND IGNITION COILS.
14. CLOSE UP OF FUEL LINES AT COWL NEAR BRAKE MASTER CYLINDER.
15. COMPARISON PHOTO OF ANOTHER NEW 2000 BUICK WITH TOP ENGINE COVER
REMOVED.
16. CLOSE UP OF FUEL LINES AND RETAINER BRACKET
17. SAME AS # 16
18. VIEW OF THREE FUEL LINES REMOVED FROM COWL BRACKET. NOTE THAT ONE LINE IS
BURNT EVEN WITH BRACKET. BURNT END IS SHOWN TOUCHING THE POINTER PEN.
19. VIEW OF INJECTOR RAIL, WIRING AND PURGE CANISTER SOLENOID VALVE WITH PLASTIC
TOP ENGINE COVER PARTIALLY REMOVED AND PROPPED OPEN WITH A SCREWDRIVER.
20. HEAT DAMAGED WIRING AT RIGHT END (FRONT OF ENGINE NEAR R/F FENDER) OF
FRONT VALVE COVER. THIS IS THE AREA UNDER MELTED AND HEAT DAMAGED
PART OF THE TOP ENGINE COVER. SEE PHOTO # 13.
21. PHOTO OF FUEL LINES SHOWING UNDAUNAGED FUEL LINE TO FRONT FUEL INJECTOR
RAIL, DAMAGED FUEL LINE TO VAPOR CANISTER SOLENOID. THIS LINE IS PARTIALLY
MELTED NEAR FUEL RAIL. FUEL LINE FROM SOLENOID TO CANISTER, ALSO DAMAGED
NEAR FUEL INJECTOR RAIL.

- 22. WIRING NEAR GENERATOR. WIRING HARNESS HAS PARTIALLY MELTED INSULATION BUT IS STILL ATTACHED TO GENERATOR. ROTOR TURNS FREELY. SPARK PLUG WIRING ALSO BURNT NEAR COIL BOOTS.
- 23. STEERING WHEEL AND DASH TOP. THERE IS NO VISIBLE DAMAGE TO ANY PART OF THE PASSENGER COMPARTMENT.
- 24. RIGHT SIDE OF DASH
- 25. CLOSE UP OF TRANSMISSION OIL COOLER LINE AND RADIATOR FITTING. THIS SHOWS THE COOLER LINE SEPARATED FROM THE RADIATOR FITTING CAUSING TRANSMISSION LUBRICATING OIL TO SPILL UNDER THE RIGHT SIDE OF THE UNDERBODY OF THE CAR AND TO THE SIDE OF THE ENGINE FACING THE RADIATOR.
- 26. SAME AS # 25
- 27. RADIATOR SUPPORT AND UNDERBODY OF VEHICLE SHOWING RED FLUID DROPS COVERING THE UNDERSIDE OF THE POWER TRAIN AND RIGHT FRONT SUSPENSION.
- 28. RIGHT SIDE OF UNDERBODY. THE TRANSMISSION FLUID SPLASHED ALONG THE RIGHT SIDE ALL THE WAY TO THE REAR WHEEL.
- 29. RIGHT SIDE FRONT SUSPENSION AS VIEWED FROM THE REAR.

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

Information on this form must be completed to your dealer's Business Resource Center (BRC) to initiate the Process

BUICK ☒
 CADILLAC ☐
 CHEVROLET ☐
 OLDSMOBILE ☐
 PONTIAC-GMC ☐

DATE: December 2, 1999
 DEALER NAME & CITY: Ralph Buick, Delray Beach
 DEALER CONTACT: Chris Bennett
 CUSTOMER NAME: [REDACTED]
 CUSTOMER DAY PHONE NO.: [REDACTED]
 CAC CASE NO. (if available): 990108966

VEHICLE INFORMATION:

OLD VIN: 1G4HR54K6VU193854

CURRENT MILEAGE: 84

NEW VIN: [REDACTED]

TRANSACTION TYPE: Trade Repurchase ☐ Straight Repurchase ☒ Lease Repurchase ☐

Reason for Repurchase: Thermal Event

The AVM must advise the customer and the dealer that the following items will be a factor in determining the customer's financial participation. (BRC to finalize with customer/dealer)

Taxes & Fees • Negative Equity • over Allowance

- No Rebates/Cash Incentives of any kind will be allowed on replacement vehicle.
- Special Lease Rates and Financing will be allowed on replacement vehicle.
- Current GM Card points may be applied on replacement vehicle.
- GM Card points will never be refunded in cash.

Detail your agreement with the customer on the following items:

Usage/Depreciation: N/A

Upgrade/Downgrade: N/A

Aftermarket Items: N/A

Lease Termination: [REDACTED]

Damage to Vehicle beyond normal wear and tear: [REDACTED]

Special Instructions: Customer has only owned vehicle for (4) days. Vehicle has not been registered by the customer.

Recommended Disposition of Repurchased Vehicle:

Donate ☐ Auction ☐ NAO Recovery ☐ Scrap ☐ Other ☐ Explain: [REDACTED]

NOTE: DEALER MUST NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE RECEIVED BY THE DEALER FROM THE BRC

Authorization: Sharon F. Blackman 58112 12/4/99
 (Print Name) VUE Node/Method Date



2901 SOUTH FEDERAL HIGHWAY • DELRAY BEACH, FLORIDA 33483-3817
 DELRAY (800) 876-3885 • BROWARD 429-0041 • PALM BEACH 732-8823
Palm Beach County's Official Buick Dealership

MV-08552

ACCOUNT NO. A1558	NAME THOMAS MITCHELL JR	AGE 3177	DOB 01/04/60	PHONE 732-882-1428
	LAST NAME MITCHELL	ADDRESS 34		
	TELEPHONE 00000000000000000000			
	18488484848484848484			
DEERFIELD BEACH, FL			11/20/99	
REGISTRATION				

JOB 1 CHARGES

SUBLET	PO#	VENO	IN#	TY	DATE	DESCRIPTION	AMOUNT
53486	8215				01/04/00	RENTAL	400.00
53486							1850.00
TOTAL - SUBLET							1850.00

JOB 1 TOTALS

SUBLET	1850.00
JOB 1 JOURNAL PREFIX BLAS JOB 1 TOTAL	1060.00

COMMENTS

CAR WAS TOWED IN TO RALPH BUICK.
 THERE WAS BEEN NO MORE PROGRESS ON THE CAR AT THIS TIME.
 THERE IS A FACTORY CASE ON THE CAR. A SENSITIVE
 SENSITIVE A PERSON FROM PRODUCT ALLOCATION RESOLUTION DEPT. CONTACTED
 IN 12/22/99 AND SAID THEY WERE PLANNING TO REPAIR THE
 CAR. THE NISSAN ARRANGEMENTS TO TOW THE CAR BACK.
 NISSAN BLADON CAN BE REACHED @ 1-800-381-1841 EXT. 3812

NO TAX
 NO TOTALS 1850.00

MINORITY CLAIM DETAIL TOTALS

CLAIMS	TOTAL
1850.00	1850.00
CLAIM TOTALS	1850.00

APPROVED BY SIGNATURE

HOURS OF OPERATION

MONDAY - FRIDAY

8:00 A.M. to 5:00 P.M.

WE OFFER:

- Valet Service
- Shuttle Service
- Low Cost Rentals
- We Gladly Accept:

- ☐ Mastercard
- ☐ Visa
- ☐ Discover Card
- ☐ American Express
- ☐ Diner's Club
- ☐ Carte Blanche
- ☐ GMPP Card
- ☐ Checks
- ☐ Cash

DROP OFF
SERVICE AVAILABLE

PARTS DESIGNATED WITH AN ASTERISK (*)
 INDICATE A LIFETIME WARRANTY FOR AS
 LONG AS YOU OWN YOUR VEHICLE. THIS
 APPLIES ONLY FOR CUSTOMER PAID REPAIRS.

Z1242 & Z1243 Claim Tracking

**Z1242 / Z1243 Warranty Claim Tracking
Pre-Approval Documentation**

Vehicle Information

Date: January 5, 2000
File No.: 990108908
Customer Name: XXXXXXXXXX
VIN: 1G4HR54K6YU163854
In-Service Date: November 24, 1999
Mileage: 84

Dealer Information

Dealer: Ralph Buick
Dealer Code: 89205
Dealer Contact: Craig Brant, Service Director

Claim Information

RO No.: BUW8142838
RO Date: 11/29/99
TAC Case No.:

Labor OP(Z1242 or Z1243): Z1242

Claim Type:
Cause Code (CC): MJ
Failure Code (FC): 98

Labor Hours:
Other Hours:

Net Amount: \$1060.00

Authorization Code:
Reviewed By: Sharronda F. Blackman

Retain copy with dealer repair order.

Keyword Reason/Additional Comments

BUICK MOTOR DIVISION
GM RESTRICTED

PAGE: 1

299778

CASE NUMBER: 990113497 VIN: 1G4HP54K4YU192238
DATE OPENED: 02/18/00 MODEL YEAR: 20
DATE CLOSED: SERIES: MP
SOURCE: MILEAGE: 0
CUSTOMER: [REDACTED]
ADDRESS: CHICAGO IL [REDACTED]
HOME PHONE: [REDACTED] STATE: IL
BUS. PHONE: [REDACTED]

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS: 1

(ATTACH COPY OF ESTIMATE) UNKNOWN

WAS ANOTHER VEHICLE INVOLVED? NO

MAKE/MODEL OF VEH.: 2000 LESABRE

OTHER VEHICLE SPEED EST.: 25 MPH BY WHOM: CUSTOMER

NAME OF OWNER: [REDACTED]

ADDRESS OF OWNER: [REDACTED]

NAME OF DRIVER:

ADDRESS OF DRIVER:

EXTENT OF DAMAGE: UNKNOWN

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

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

(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:

LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION): NAPLETON BUICK DEALERSHIP

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

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

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

CAR WAS TAKEN OUT FOR TEST DRIVE AND THEN CAUGHT FIRE

GENERAL MOTORS CORPORATION

299778

DIVISION: Buick

ZONE: _____

DATE: 01/28/00

ESIS/GM Central Claims
Renaissance Center
Mail Code 482 C20 D71
P.O. Box 300
Detroit, MI 48265-3000

RE: Claimant: [REDACTED]

Date of Incident: 12-99

CAC File No.: 990113497

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
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Very truly yours,

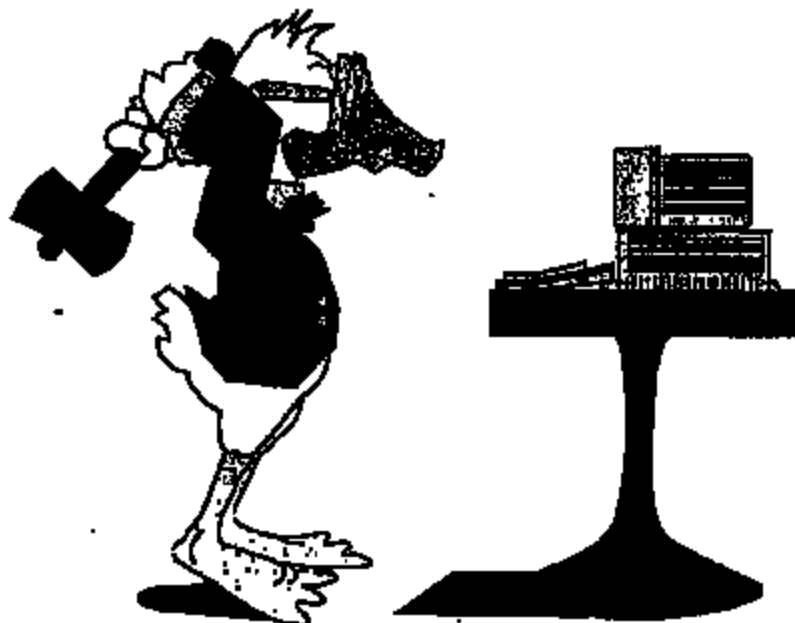
Erika Kirton

Erika Kirton
General Motors Corporation

Customer Relationship Manager
Product Allegation Resolution Team

Enclosures:

- ☒ CAC Case Comments
- ☒ EAA Reps Notes
- ☒ Pictures
- ☐ Estimates
- ☐ Police Report
- ☐ RO's
- ☐ Demo Tape
- ☐ Others:



FAX COVER SHEET

ATTENTION: TERRY BORN
FILE #990113497 [REDACTED]

FROM: ERICKA KIRTON
PRODUCT ALLEGATION RESOLUTION TEAM
1-800-231-1841 EXT. 58057

FIELD PHOTOGRAPHIC NOTES

Division: BUICK

Roll# 990113497

VIN: 1G4HP54E4YU192238

Claimant's Name: [REDACTED]

Inspector JOHN A. PITT Number of Rolls 1

Roll Number 1

Neg. # Description

- 0 BLANK
1. FRONT OF VEHICLE
2. LEFT FRONT FENDER
3. RIGHT FRONT FENDER
4. FUEL FILLER NECK
5. FUEL FILLER CAP
6. REAR OF VEHICLE
7. RIGHT SIDE OF VEHICLE
8. LEFT SIDE OF VEHICLE
9. RIGHT FRONT DOOR TRIM PANEL
10. STEERING WHEEL AND INSTRUMENT PANEL
11. LEFT FRONT DOOR TRIM PANEL
12. HOOD AND WINDSHIELD
13. LEFT FRONT FENDER
14. RIGHT FRONT FENDER
15. UNDERSIDE OF HOOD
16. ENGINE COMPARTMENT
17. ENGINE COMPARTMENT
18. BURNED TRANSMISSION COOLER LINES AT TRANSMISSION
19. CATALYTIC CONVERTOR
20. ENGINE EXHAUST PIPE
21. BURNED OUT LEFT FRONT WHEEL WELL
22. BURNED OUT LEFT FRONT WHEEL WELL
23. BURNED OUT TRANSMISSION COOLER LINES AT RADIATOR END
24. BURNED OUT TRANSMISSION COOLER LINES AT RADIATOR END
25. BURNED TRANSMISSION COOLER LINES AT TRANSMISSION
26. INTERIOR FUSE PANEL
27. BATTERY
28. VEHICLE IDENTIFICATION DECAL
29. _____
30. _____
31. _____
32. _____
33. _____
34. _____
35. _____
36. _____
37. _____

GM-PAR-FER, Rev. 08/20/97 **PRODUCT ALLEGATION RESOLUTION** (page 1 of 3)
PRELIMINARY INSPECTION

FIRE

Division: BUICK Ref# 990113497

VIN:1G4HP54E4YU192238 Claimant's Name: [REDACTED]

Inspected By: JOHN A. PITT Organization: BAA

Phone: 847-682-3411 Inspection Date: 12/18/99 Mileage at Inspection: DUE TO FIRE DAMAGE IT WAS NOT POSSIBLE TO READ THE ODOMETER. DRIVER OF VEHICLE STATED THAT THE VEHICLE HAD ONLY ACCUMULATED SOME SIX OR SEVEN MILES.

I INSPECTION SUMMARY

Type: Non Collision

Fire Origin: Engine Compartment X, Undershield, Other Interior, Trunk, Unknown, Other specify, Component:

Following the inspection, summarize the observations: Fire originated in the engine compartment. It subsequently damaged the hood, front doors, front fenders, front tires and grille. Transmission dip stick indicated that transmission was completely empty. Transmission cooler lines were burned away at the radiator. Transmission cooler lines were fire damaged at the transmission. See photographs for clarification.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: Charles J. Bonnis, 7634 W. 159th Pl., Tinley Park, Illinois, 6047...Telephone 708-802-9821. Mr. Bonnis is the sales manager at Napleton Buick.

The following is a description of the incident as related to the writer by Charles Bonnis on 12/18/99:
The incident occurred 12/9/99 in Chicago, Illinois. I was demonstrating the vehicle to a potential customer. At approximately 1150 hours as we approached the corner of 76th and Artesian (about two blocks from the dealership) I noticed a burning smell. I stopped the car, got out, and walked around to the front. I now observed gray smoke coming out from under the hood. At this point, I decided to return to the Dealership for help. By the time I returned to vehicle, the Chicago Fire Department was on the scene putting down the fire.

2. Vehicle modifications or after-market equipment? None. (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? No. (date, description, etc.)

Repaired by:

4. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine mis, etc): The vehicle was not exhibiting any abnormal conditions.

5. Repairs outside of warranty No. (what, when, by whom?):

6. Other vehicle history information (from person being interviewed or GM Warranty History): None.

7. Last maintenance (date, description, by whom?): N/A. Subject vehicle is brand new.

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: 20 mph, drive length 0 to 2 min, distance 2 blocks, and type of drive, city traffic.

If parked, how long was it parked? Was the ignition off or was the engine running? Describe drive prior to parking: drive length 1 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: N. Load description: Load location: Height and description of front shape of trailer:

Weather conditions: Sunny Approx. ambient temperature 40 °F, General conditions: dry

III B AT THE FIRST INDICATION OF A PROBLEM

Ignition switch position (off, on, start, accessory): On Engine running? Y

Unusual odor? Y Describe: Burning smoke.

Smoke? (from where, color, intensity, etc.) Heater ducts. Does not recall color or intensity

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Describe: Driver does not recall.

Any apparent malfunctions? N If yes, describe:

Position of HVAC controls (off, automatic X, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.), Blower setting Does not recall, Temperature setting Hot

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

X 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, Rt. Rr CB Radio Other

Other Interior Lights

If any of the above were cycled, describe:

Was anyone smoking? N How long since someone last smoked in the vehicle? No one has ever smoked in this vehicle.

III C DURING THE FIRE

Time and distance between first indication of a problem and start of fire: two minutes, 1/2 block.

Time between start of fire and other significant events. Describe: Does not recall any other significant events.

Time (24 hr) when fire was over or put out. Unknown. Have not been able to obtain a copy of the fire report.

Describe initial location, color and intensity of smoke and flames. Intensive gray smoke coming out from under the front of the hood. Did not see any flame.

Any warning lights "On", high/low gauge readings, or messages displayed? N Describe:

Any malfunctions? N If yes, describe:

What did you do after you realized something was wrong? Turn Engine Off? Y , Open Hood? N ,

Other? Y Describe: Went to the Dealership for help.

When you left vehicle: Ignition switch position off: Windows open? Y , Doors open? Y 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 Burned.

Right side Right front fender and door burned.

Rear Good condition.

Trunk area Good condition.

Decklid outer panel Good condition.

Decklid inner panel Good condition.

Option label Good condition.

VIN Burned.

Left side Left front fender and door burned.

Hood outer panel Burned.

Hood inner panel Burned.

Roof Good condition.

Fuel filler "Lead Free" restrictor in place? Y Describe:

Location of fuel filler cap (or evidence of remains): In place.

Comments:

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s) All panels in good condition.

Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray All of these components are in good condition.

Floor: Left, Right, Rear Right front floor carpeting burned adjacent to the fire wall.

Seats: LF, RF, Rear Seats All seats are 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): Both front windows are in the down position.

Comments:

C. Underhood:

Engine compartment Burned.

Radiator, front & rear Burned.

Coolant recovery bottle Burned.

Engine coolant lines/hoses, connections Burned.

Rester lines/hoses, connections/clamps (include those to throttle body) Burned.

TEI/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 Burned.

Transmiskur: dipstick, oil cooler lines/connections, oil pan Burned.

Master cylinder and brake fluid reservoir Burned.

Brake lines and hoses Burned.

ABS/ICS Modulator Burned.

Power steering lines/hoses, connections/clamps, pump Burned.

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: Due to fire, unable to evaluate.

Engine oil: Full...Gritty.

Transmission fluid: Empty

Power steering fluid: Due to fire, unable to evaluate.

Brake fluid: Due to fire, unable to evaluate.

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.

Cooling fans Burned.

Fuses (identify all open or not proper size): All under-hood fuses destroyed by fire. Interior fuses # 10, 10 amp LP PKL, # 13 10 amp LP PKL, # 15 10 amp-, # 25 10 amp PASSMDL, AND # 36 15 AMP TSIG/HAZ are open. All other interior fuses are in serviceable condition, and are properly ranged.

Relay centers Burned.

Wiring insulation at fuse blocks Under-hood fuse block destroyed by fire. Interior fuse block wiring is in good condition.

Possible leaks (identify all open): All destroyed by fire.

Spark plug wiring and boot condition: Burned.

Modules: ABS/TCS, BCM, other Burned.

Comments:

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: Transmission cooler lines burned away at radiator.

Photograph and comment on the item/area which is the apparent origin of the fire: Transmission cooler lines are fire damaged at the transmission.

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.: *N/O*

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: Interior of vehicle was not damaged.

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: Chicago Fire and Police Department reports are not available at this time. Upon their availability, the writer will forward copies to PAR investigations.

BUSINESS REG CNTR #4

DATE	TIME	TO/FROM	MODE	MTN/SEC	PBS	JOSH	STATUS
19	12/13 14:37	912485424508	EC-B	81*11"	889	151	OK

Facsimile Cover Sheet

EAA Contact:	Kathy Smith
Phone/Fax:	248-642-3232 / 248-642-4558 Fax
Subject:	EAA Assignment
File #:	892113497
Claimant:	[REDACTED]
Vehicle (Model-Year):	2000 HP Lesabre Custom
Vehicle Location:	7061 S Western Avenue Chicago, IL 60638/Mapleton Buick, Inc
Contact's Phone/Fax:	Dean Telle(service manager)/773-778-0500
PAR Team Contact:	Erica Kirtan
Division:	QMS PAR Investigations
Address:	8781 E. Hillside Ave. Suite 2500 Tampa, Florida 33610
Phone/Fax:	800-231-1841 Press 7813-635-4071 Fax 1,4 then Ext. 58057
Str / EDRU Cartridge:	None Cartridge ☐ 16.0v ☐ 7.0v ☐ CMO II Cable & VM
Date:	12/10/99
Pages including this cover:	8
page:	
The information contained in this facsimile is confidential and may also be subject to litigation. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient, or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copy of this communication is strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone, and delete the original message from all of the address above via the U.S. Postal Service. Thank You.	

Please Use Form:

- ☐ Acceleration/Brake
☐ Brake/ABS/TC System(s)
☐ Steering/Suspension/Tires & Wheels
☐ Side Impact
☐ Power Sliding Door
☐ Fire (Collision)

- ☒ Fire (Non-collision)
☐ Hood/Hood Latch
☐ Restraint-GBS/Seatbelts
☐ Seats
☐ Transmission/Transaxle
☐ Other

Special Instructions

- ☐ Do not interview Owner
☐ Interview Owner
☐ Remove & Return Part
☐ Contact PAR Team Member
☐ Before ☒ After Inspection
☐ Other

EAA Internal Use Only

0001

of Pages (including cover sheet)

To: SA:

Phone:

Fax:

From: Kathy Smith

Date Faxed to SA:

Due Date:

EAA RA 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.

Facsimile Cover Sheet

EAA Contact: Kathy Smith
Phone/Fax: 248-642-3232 / 248-642-4558 Fax
Subject: EAA Assignment
File #: 990113497
Claimant: [REDACTED]
Vehicle (Model-Year): 2000 HP Lesabre Custom
Vehicle Location: 7051 S Western Avenue
 Chicago, IL 60638/Napleton Buick, Inc
Contact's (Name/Phone): Dean Tails(service manager)773-778-0500
PAR Team Contact: Ericka Kirton
Division: GM PAR Investigations
Address: 5701 E. Hillsborough Ave.
 Suite 2300
 Tampa, Florida 33619
Phone/Fax: 800-231-1841 Press /813-635-4071 Fax
 1,4 then Ext. 58057
Sir / EDRU Cartridge: Mass Cartridge ☐ 5.0v ☐ 7.0v ☐ OBD II Cable & VM
Date: 12/10/99
Pages including this cover page: 9

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Please Use Form:

- ☐ Accelerator/throttle
- ☐ Brake/ABS/TC System(s)
- ☐ Steering/Suspension/Tires & Wheels
- ☐ Side Impact
- ☐ Power Sliding Door
- ☐ Fire (Collision)

- ☒ Fire (Non-collision)
- ☐ Hood/Hood Latch
- ☐ Restraint-SIR/Seatbelts
- ☐ Seats
- ☐ Transmission/Transaxle
- ☐ Other

Special Instructions:

- ☐ Do not interview Owner
- ☐ Interview Owner
- ☐ Remove & Return Part
- ☐ Contact PAR Team Member
 - ☐ Before
 - ☒ After Inspection
- ☐ Other

EAA Internal Use Only

G001 _____

of Pages (including cover sheet)

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.

THIS: BASE ACTION: C KEY: 990113497 CRS 12/10/1999 15:58 CABS020M
NEXT: BASE ACTION: I KEY: 990113497 ID: T6955
01 TITLE : CUSTOMER INFORMATION TYPE: GO
02 FIRST : 03 MI: 04 LAST :
STREET :
06 CITY : CHICAGO 07 ST: IL 08 ZIP :
09 H PHONE: 10 B PHONE:
11 COMPANY: NAPLETON BUICK

VEHICLE/DEALER INFORMATION

12 VIN : 1G4HP54K4YU192238 ENG: 3.8L V6 MFI PLANT: HAMTRAMCK MI
13 YR/MDL : 2000 HP LESABRE CUSTOM 14 DEL: 15 MILES:
16 DEALER : 17 ZNDLR: 15 43230
18 CITY : CHICAGO 19 STATE: IL

CDE # DESC

CDE COMMENTS

T01 0 PRODUCT ALLEGAT 20 THERMAL EVENT DURING TEST DRIVE
21
22
23
24

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 ILRLOC
PF19 CRIS PF20 TELLS PF21 LITLST PF22 ZONEACT PF23 CORREL PF24 CAL

THIS: ATRCL ACTION: C KEY: 990113497
NEXT: ATRCL ACTION: I KEY: 990113497
NAME: JERRY MAPLETON CHICAGO, IL

CRS 12/10/1999 15:58 CABS200M
ID: T6955
YR/MDL: 2000 HP TYPE: GO

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE	:	(CASE/INQ)	PRODUCT CAMPAIGN	:	
REQUEST AREA	:	SERV	REQUEST SOURCE	:	H T 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:		02			
PART DELAY START:			PART DELAY END	:	
TRANSFER TO ID	:		DSM ASSIGNED	:	EK
CASE OPEN DATE	:	12 10 99	SCRAP DATE	:	
ROUTING CODE	:	CAC CRS LOC: 1241	TRANSMIT	:	N (Y/N)
CORRES TYPE	:		TRANSMIT DATE	:	
FOLLOW UP DATE	:		CORP CASE #	:	
FILE RETENTION	:	12	POSSIBLE SAFETY	:	Y (Y/N)
LAST ALTERED ID	:	T6955	LAST ALTERED DATE	:	12 10 99
REJECT CLOSE	:	N (Y/N)	REOPEN CASE	:	N (Y/N)
PF13 BASE	PF14 CMTS	PF15 ATRCL	PF16 CLOSE	PF17 CSDESCN	PF18 DLRLOC
PF19 CRIS	PF20 TELLST	PF21 LITLST	PF22 ZONEACT	PF23 CORRSEL	PF24 CAL

THIS: CMTS ACTION: I KEY: 990113497
NEXT: CMTS ACTION: I KEY: 990113497

CRS 12/10/1999 15:58 CABS030M

ID: T6955

GENERAL COMMENTS

TOTAL CMTS: 6 TYPE: GO

COMMENT #: 1

REF: A7353 DATE: 12/10/99 TIME: 10:31

AN TSILIS, SVC MGR FOR DLR INVOLVED CALLED IN TO REPORT SITUATION.

CUST STATES THAT DURING TEST DRIVE THERMAL EVENT OCCURRED AND

VEH IS NOW INOPERABLE. WOULD LIKE FILE BEGUN. BECAUSE OF THERMAL EVE
NT, PROCESSING AS PAR FILE. LORRY ABEL T2 AUSTIN

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

*Y0004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990113497

CRS 12/10/1999 15:58 CABS030M

NEXT: CMTS ACTION: I KEY: 990113497

ID: T6955

GENERAL COMMENTS

TOTAL CMTS: 6 TYPE: GO

USER: A7353 DATE: 12/10/99 TIME: 10:42

COMMENT #: 2

DATE OF INCIDENT: 12-09-99
11:57 PER POLICE REPORT

LOCATION OF INCIDENT: 72ND STREET AT ARTESIAN STREET
ILLINOIS

PRESENT LOCATION: DEALERSHIP

AFTERMARKET PARTS, REPAIRS OUT OF WARRANTY: NO

DRIVER: DAVE COOPER

11-15-99

ROAD CONDITION: DRY

INJURIES: NO

PASSENGER: CHUCK BONNER, NARLETON DLRSHIP SALES DEPT
6-21-61

INSURANCE CO: UNIVERSAL UNDERWRITERS, CHICAGO

PHONE: 847-698-6700

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSDESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 990113497

CRS 12/10/1999 15:58 CAB9030M

NEXT: CMTS ACTION: I KEY: 990113497

ID: T6955

GENERAL COMMENTS

TOTAL CMTS: 6

TYPE: GO

USER: A7353 DATE: 12/10/99 TIME: 10:44

COMMENT #: 3

COMPONENT ALLEGED DEFECTIVE- UNKNOWN, THERMAL EVENT OCCURRED

USER: T6780 DATE: 12/10/99 TIME: 11:17

COMMENT #: 4

FORWARDING FILE TO TAMPA PAR CRM, ERICKA KIRTON EXT. 58057, FOR
REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

USER: T6955 DATE: 12/10/99 TIME: 11:49

COMMENT #: 5

PAR CRM SPOKE WITH SERVICE MANAGER THIS IS NOT A PAR FILE VEHICLE
DID NOT HAVE COLLISION AND NO ONE WAS HURT CLOSE A TIER 11. PAR CRM
ADVISE SM TO SPEAK WITH HIS DSM. ERICKA KIRTON/PAR/TAMPA/58057

MORE: Y

PF13 BASE

PF14 CMTS

PF15 AFTRCL

PF16 CLOSE

PF17 CSESCN

PF18 DLRLOC

PF19 CRIS

PF20 TELLST

PF21 LITLST

PF22 ZONEACT

PF23 CORREL

PF24 CAL

THIS: CMTS ACTION: I KEY: 990113497 CRS 01/11/2000 14:57 CABS030M
NEXT: CMTS ACTION: I KEY: 990113497 ID: T6955

GENERAL COMMENTS

TOTAL CMTS: 7 TYPE: GO

USER: T6955 DATE: 12/10/99 TIME: 15:58 COMMENT #: 6

PAR CRM CALL SERVICE MANAGER BACK AND ADVISE HIM THAT PAR CRM
REVIEWED FILE WITH TEAM MANAGER AND WAS ADVISE TO DO THE INSPECTION.
SM SAID O.K AND ADVISE HIM I WOULD USE HIM AS THE CONTACT PERSON FOR THE
HE EAA INSPECTOR. ERICKA KIRTON/PAR/58057

USER: T6955 DATE: 01/11/00 TIME: 14:56 COMMENT #: 7

PAR CRM RECEIVED INSPECTION RESULTS BACK FROM EAA INSPECTOR. PAR
SPOKE WITH THE SERVICE MANAGER AND ADVISE HIM OF THE RESULTS. PAR
CRM TOLD THE MANAGER I WOULD CALL HIM BACK ONCE CRM FOUND OUT WHAT HE
NEEDS TO DO WITH THE CAR. PAR SPOKE WITH TERRY BORN WHO ADVISE ME
TO SEND HIM THE FILE AND WOULD TAKE OVER FROM THE POINT THAT THE FILE
IS RECEIVED. PAR CRM WILL BE FAXING FILE TO MR. BORN OFFICE TODAY.
ERICKA KIRTON/PAR/58057

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

*I0005 BOTTOM OF DATA DISPLAYED *

Dec. 31, 1999

Erika Kirton

5701 E. Hillsborough Ave.

Tampa, Florida, 33610

John A. Pitt

1116 S. Lincoln

Park Ridge IL 60068

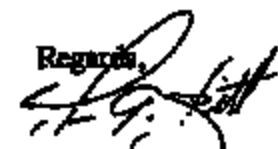
Subject: [REDACTED] # 990113497

Dear Erika:

The city of Chicago finally conjured up the fire report for the subject file. They have yet to come up with the police incident report. My apologies for the lengthy delay.

Questions? Call me at 847-698-3421.

Regards,


John A. Pitt BAA/SA

CHICAGO FIRE INCIDENT REPORTING SYSTEM

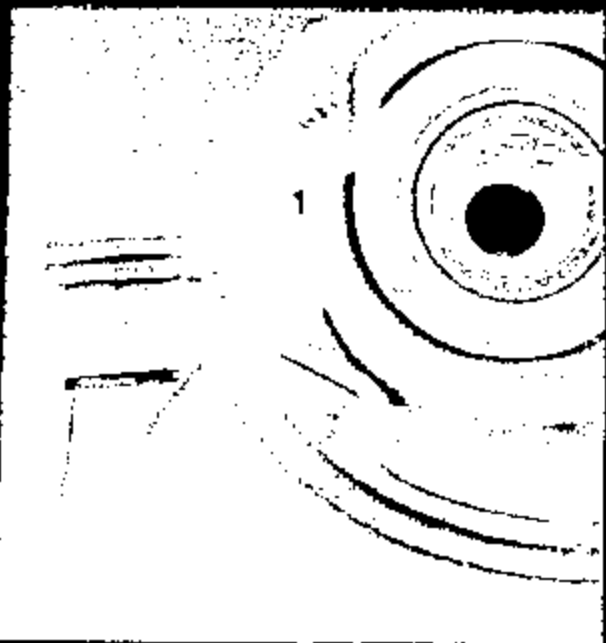
OFFICIAL USE ONLY

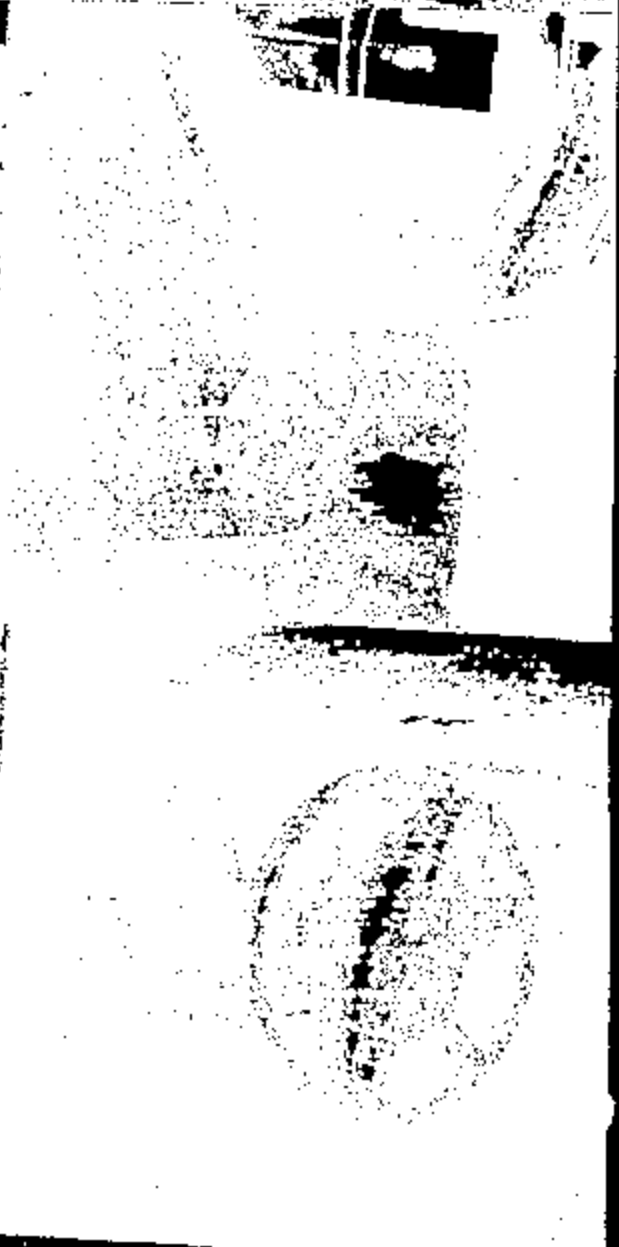
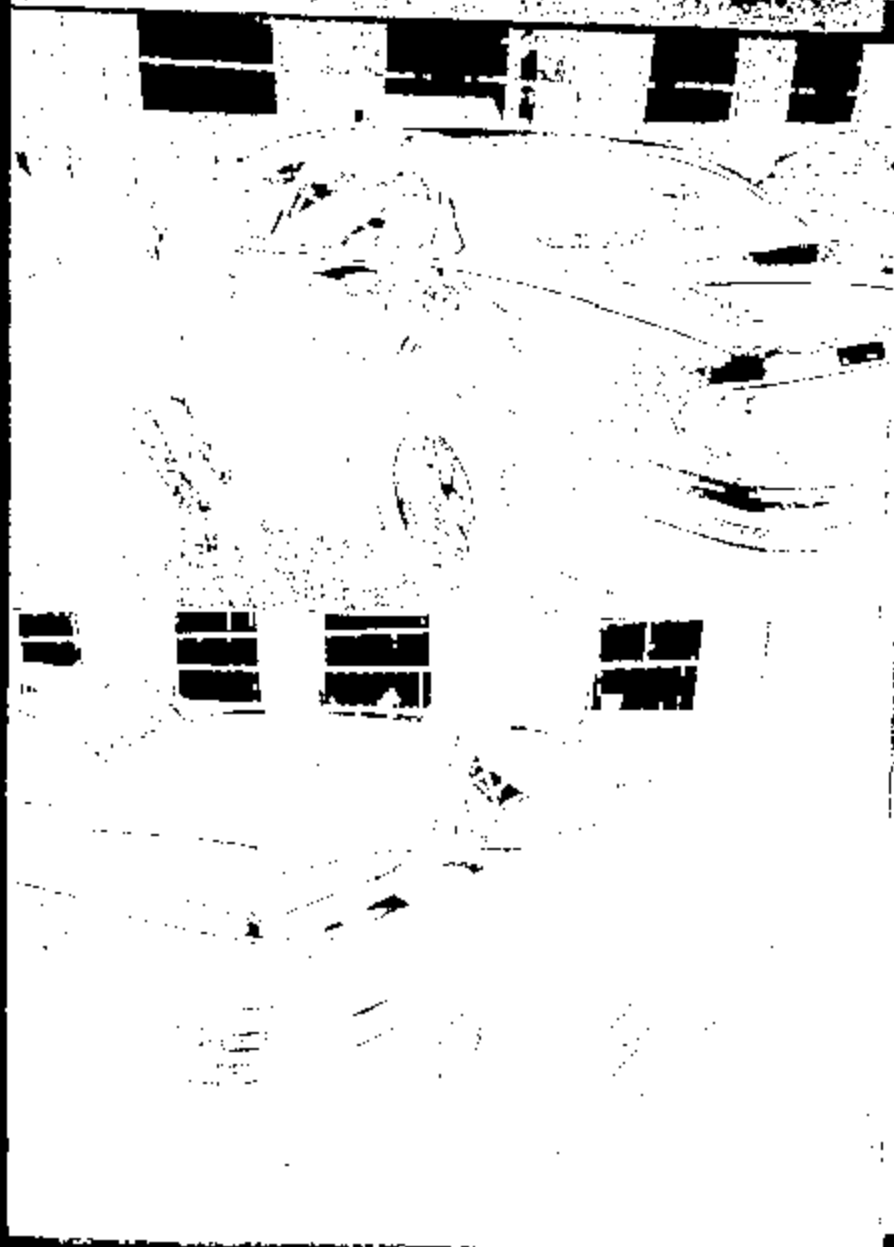
10		FEDS		INCIDENT AREA		DATE		DAY OF WEEK		TIME		CITY		STATE		ZIP	
11		SITUATION FOUND		12		13		14		15		16		17		18	
19		ACTION TAKEN		20		21		22		23		24		25		26	
27		28		29		30		31		32		33		34		35	
36		37		38		39		40		41		42		43		44	
45		46		47		48		49		50		51		52		53	
54		55		56		57		58		59		60		61		62	
63		64		65		66		67		68		69		70		71	
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81		82		83		84		85		86		87		88		89	
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108		109		110		111		112		113		114		115		116	
117		118		119		120		121		122		123		124		125	
126		127		128		129		130		131		132		133		134	
135		136		137		138		139		140		141		142		143	
144		145		146		147		148		149		150		151		152	
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324		32															

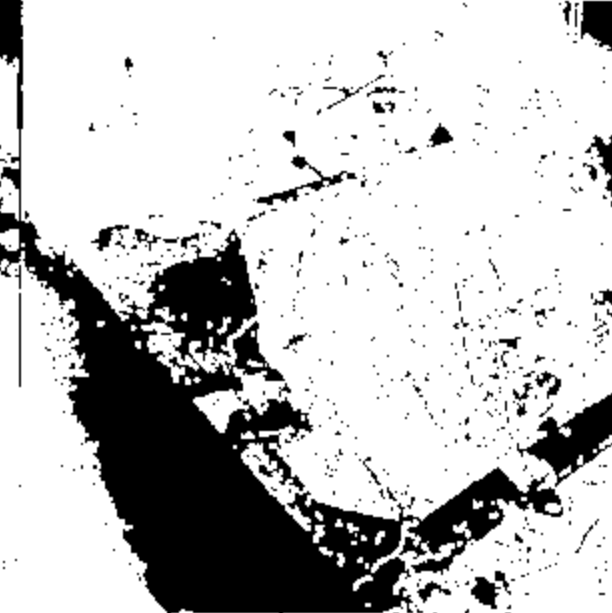
**COMPENSATION FOR ALL
MEMBERSHIP**

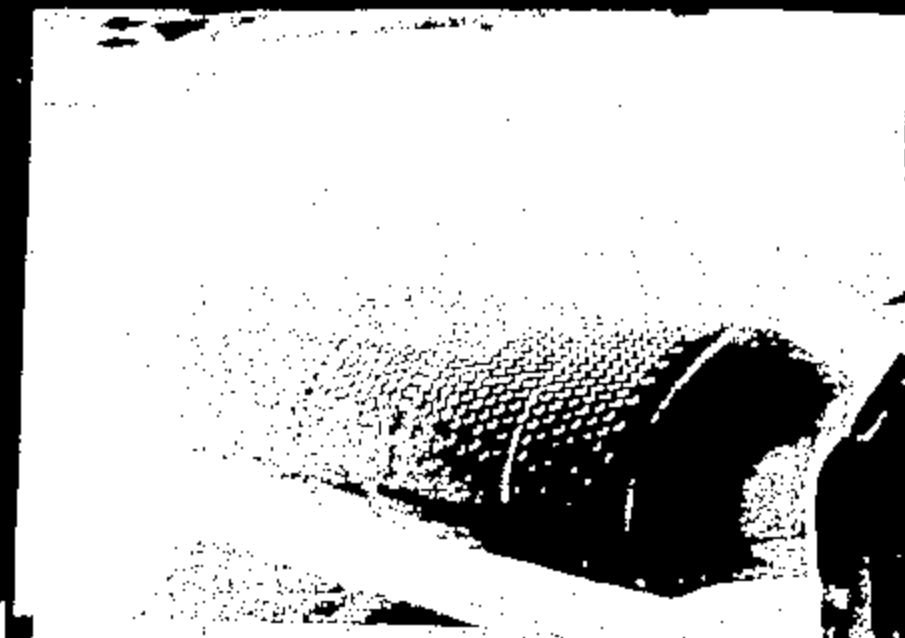
**PRODUCT QUALITY
MEETS COST**

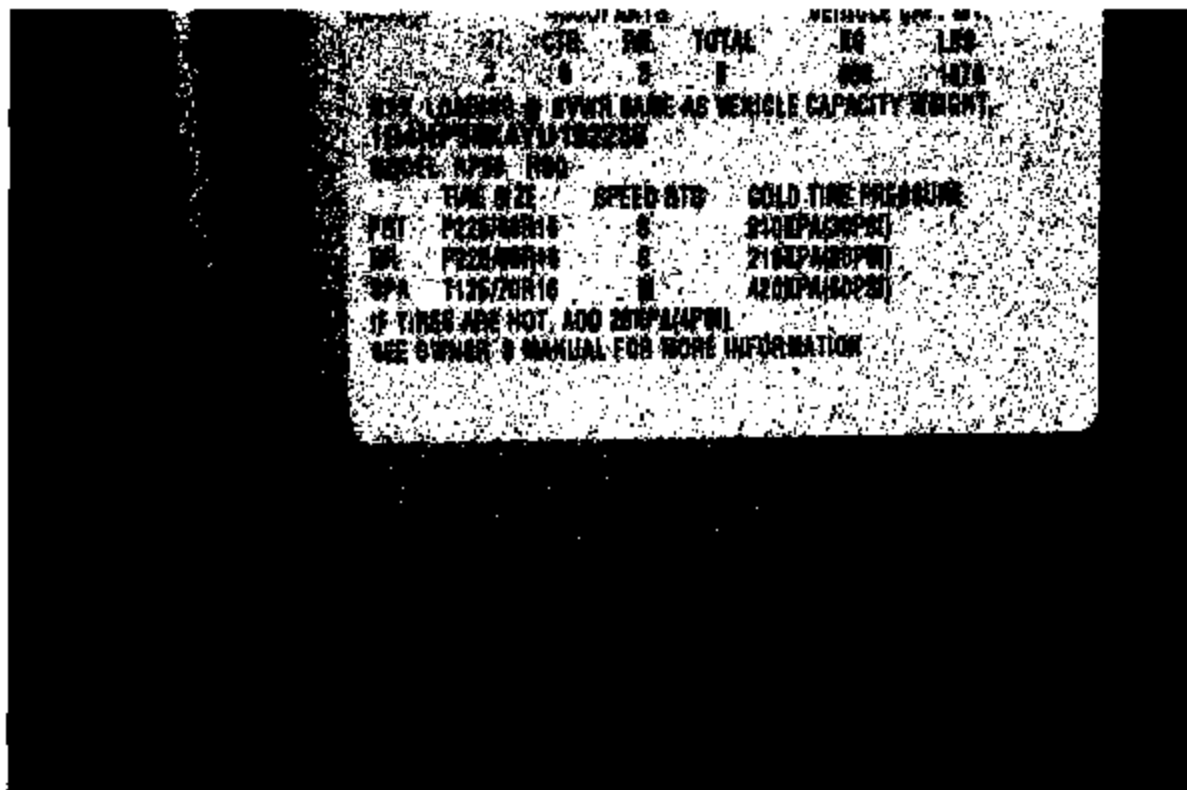
प्रमाणपत्र



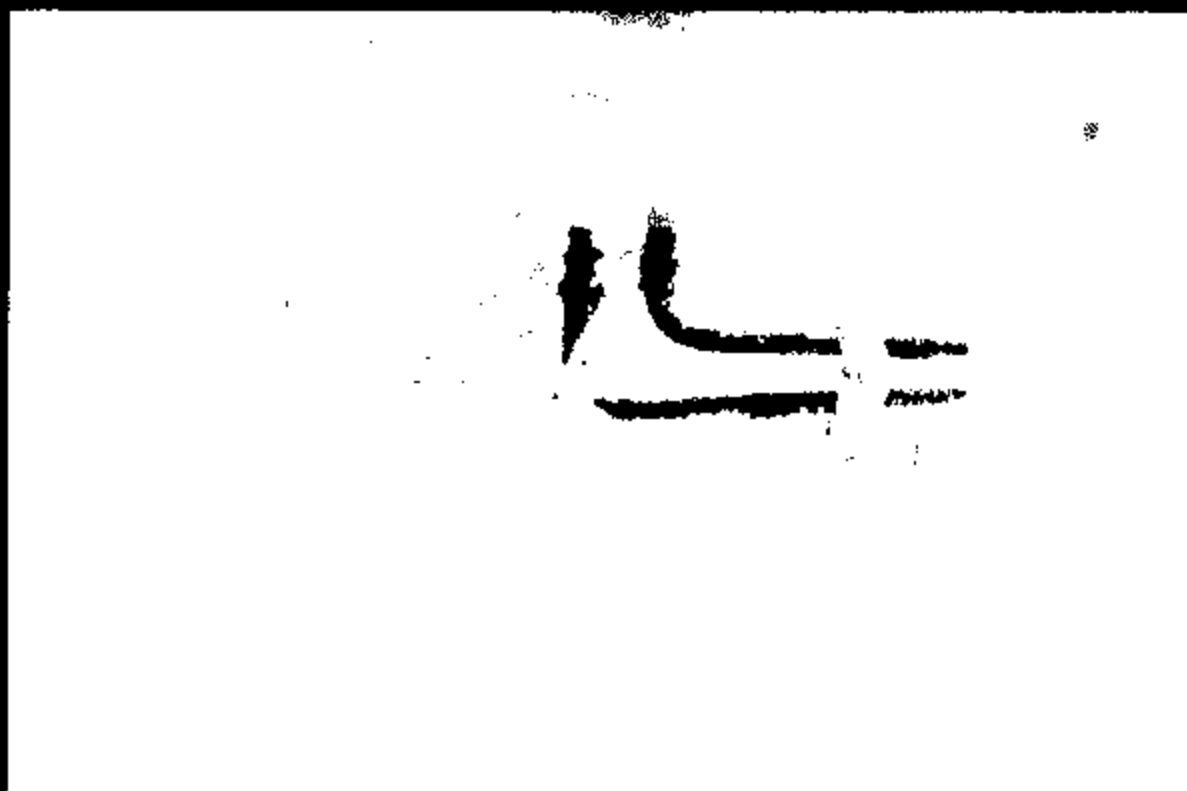


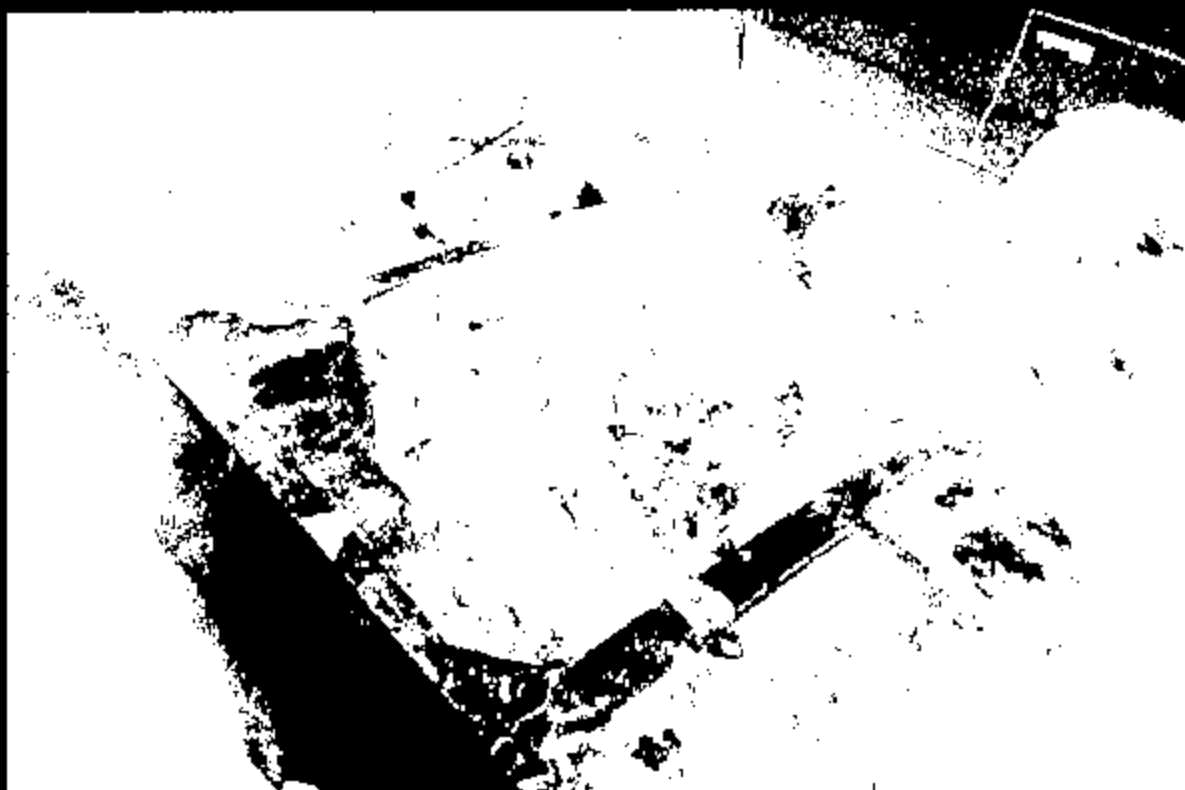
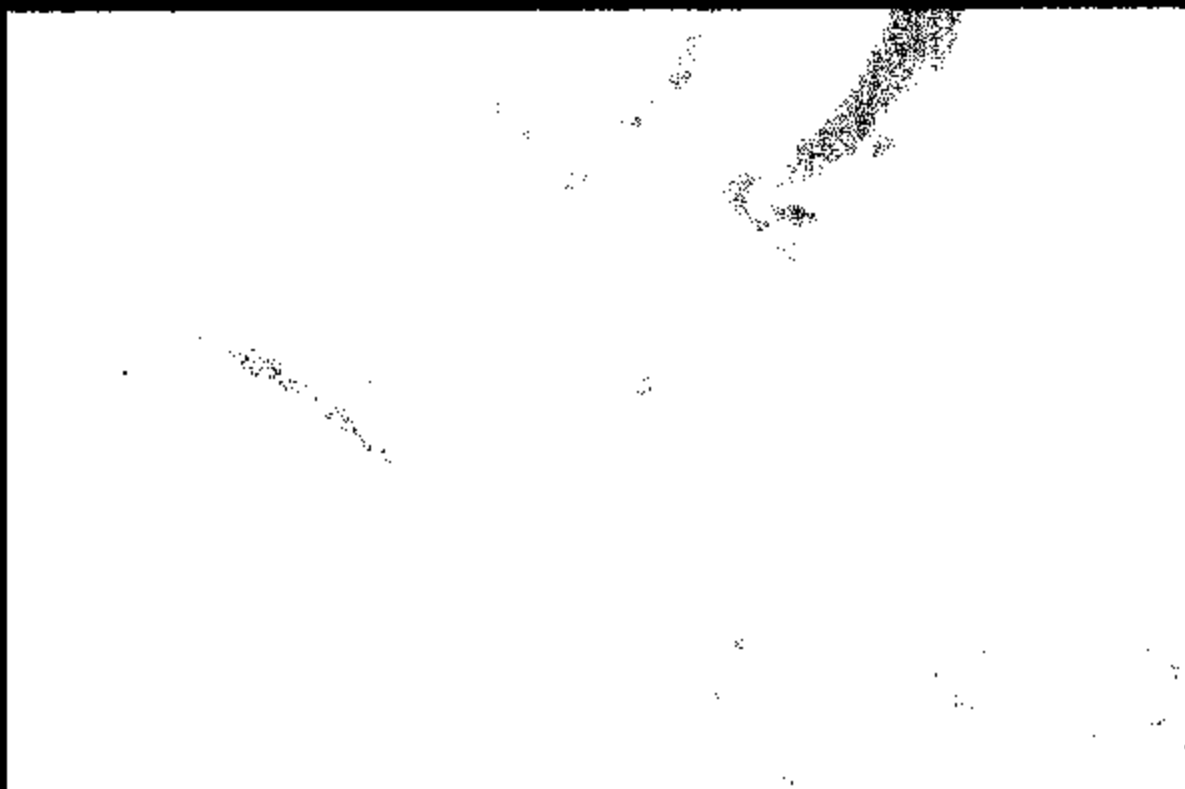






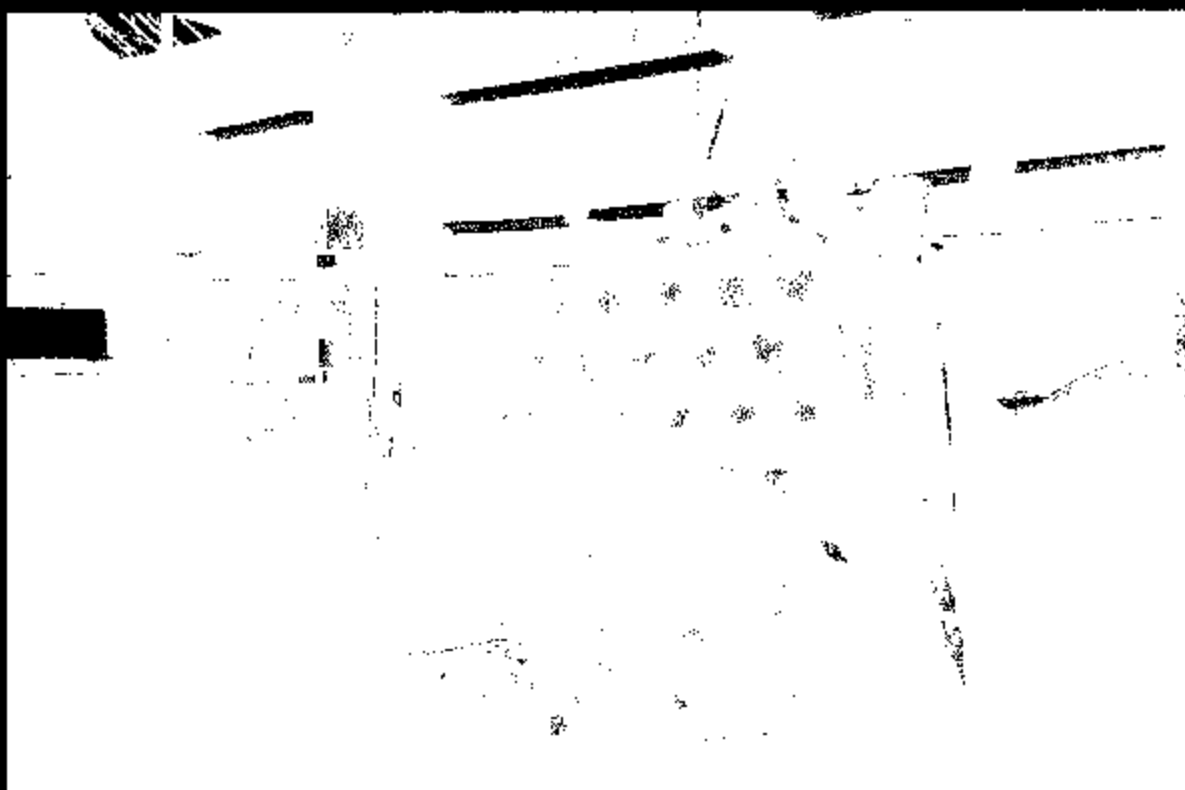




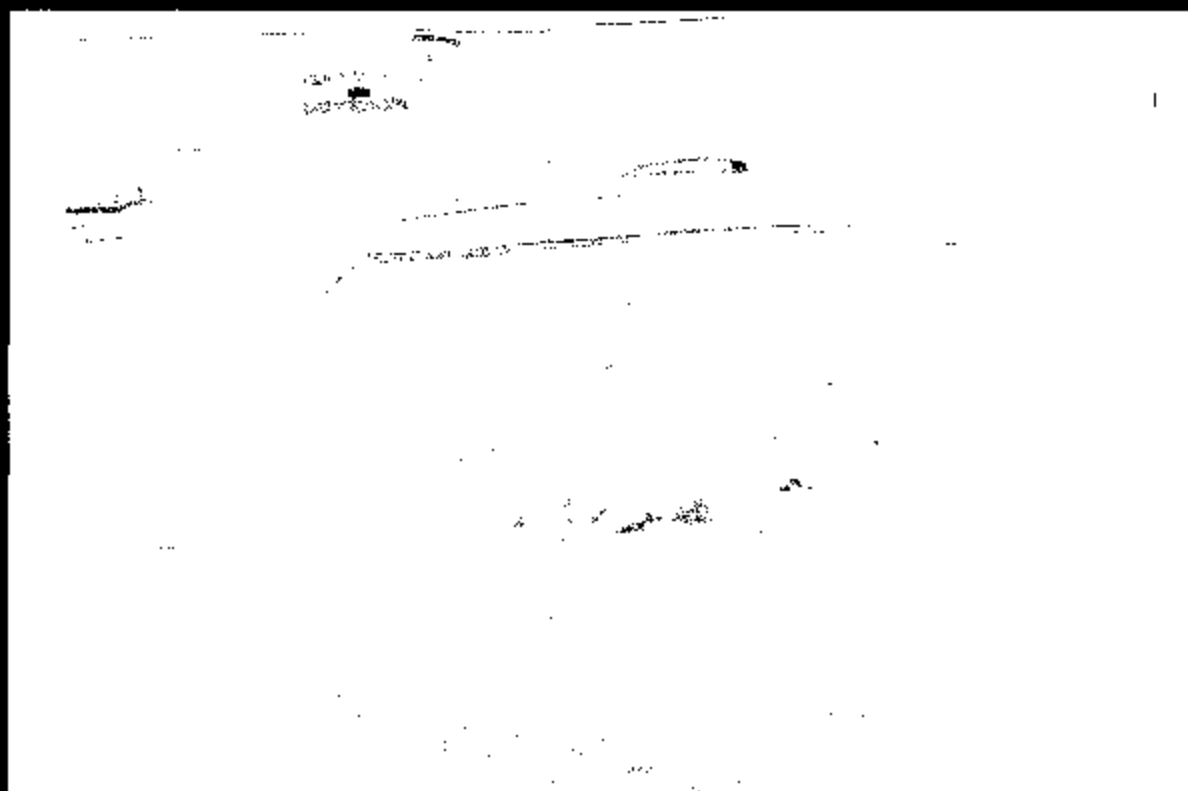


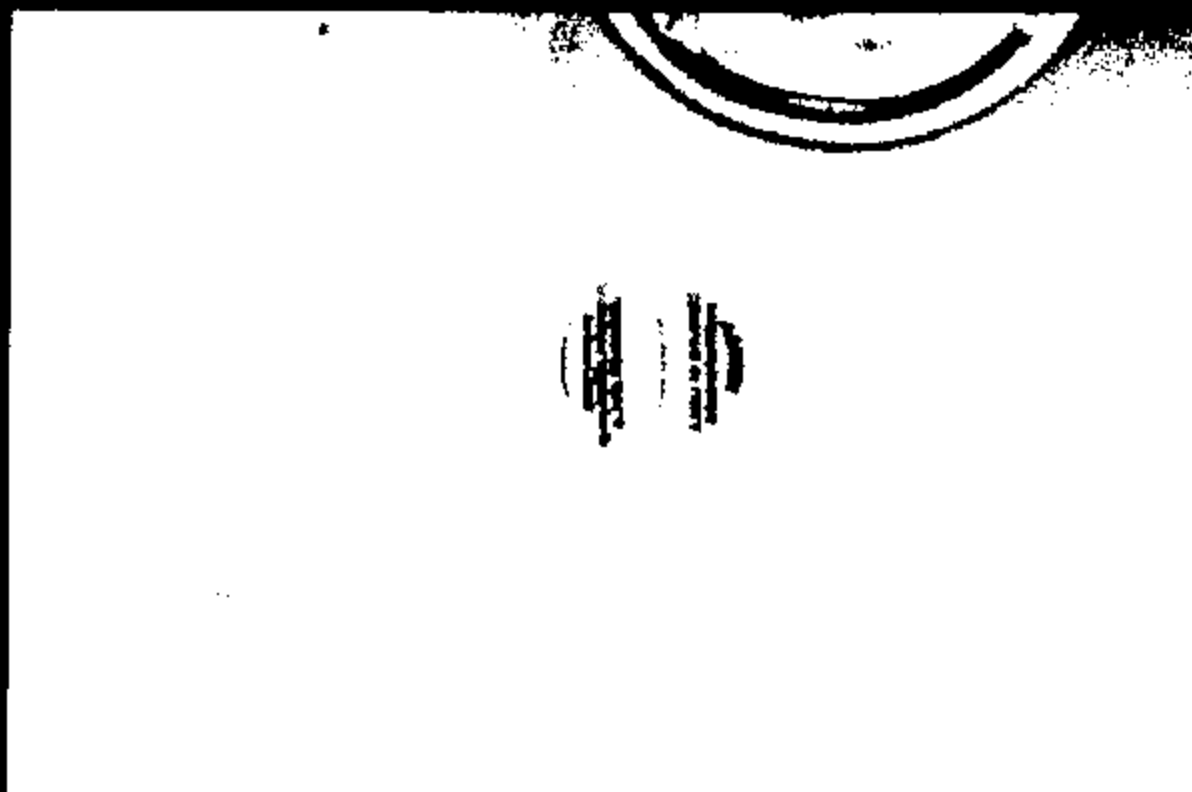
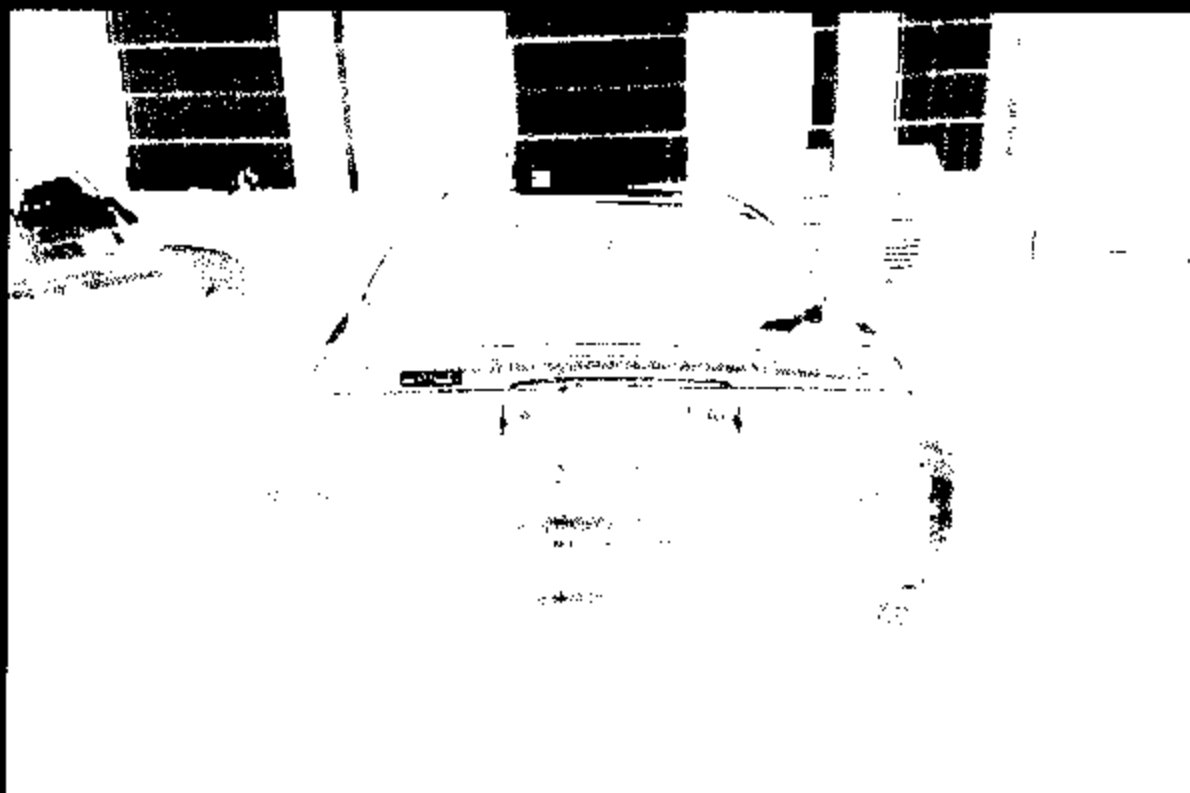




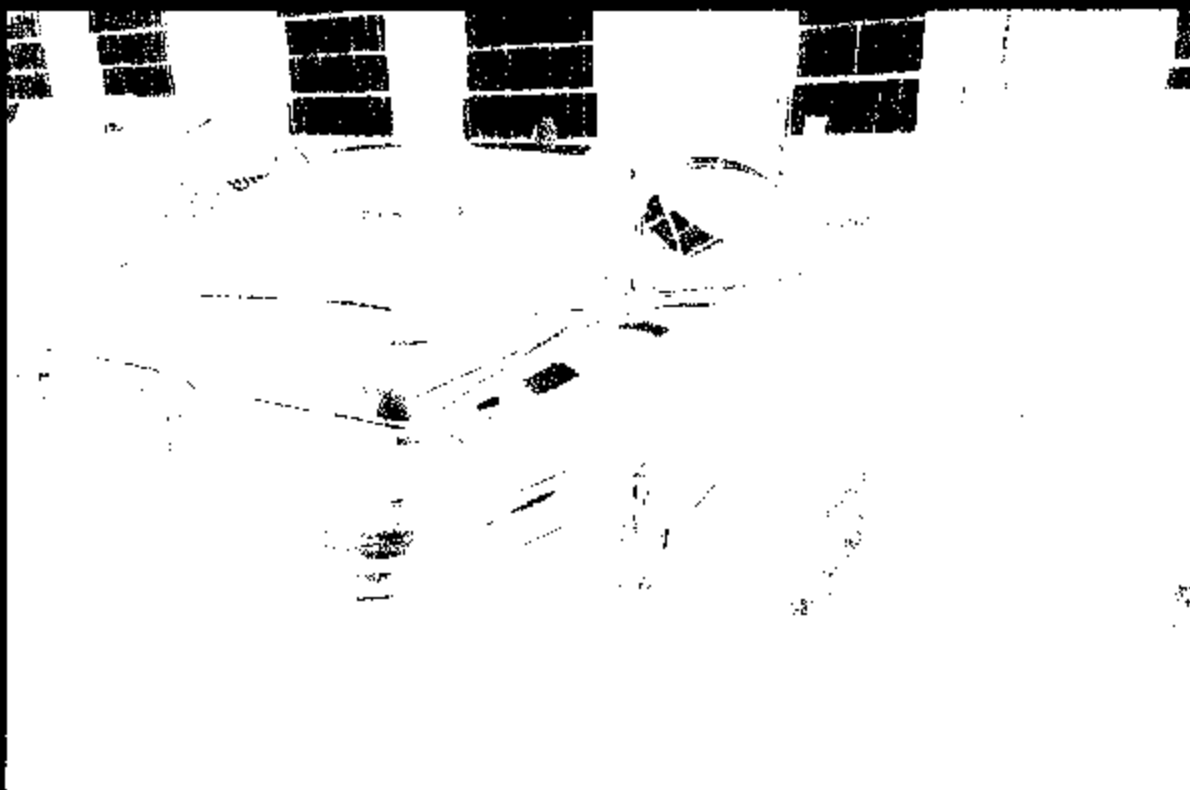
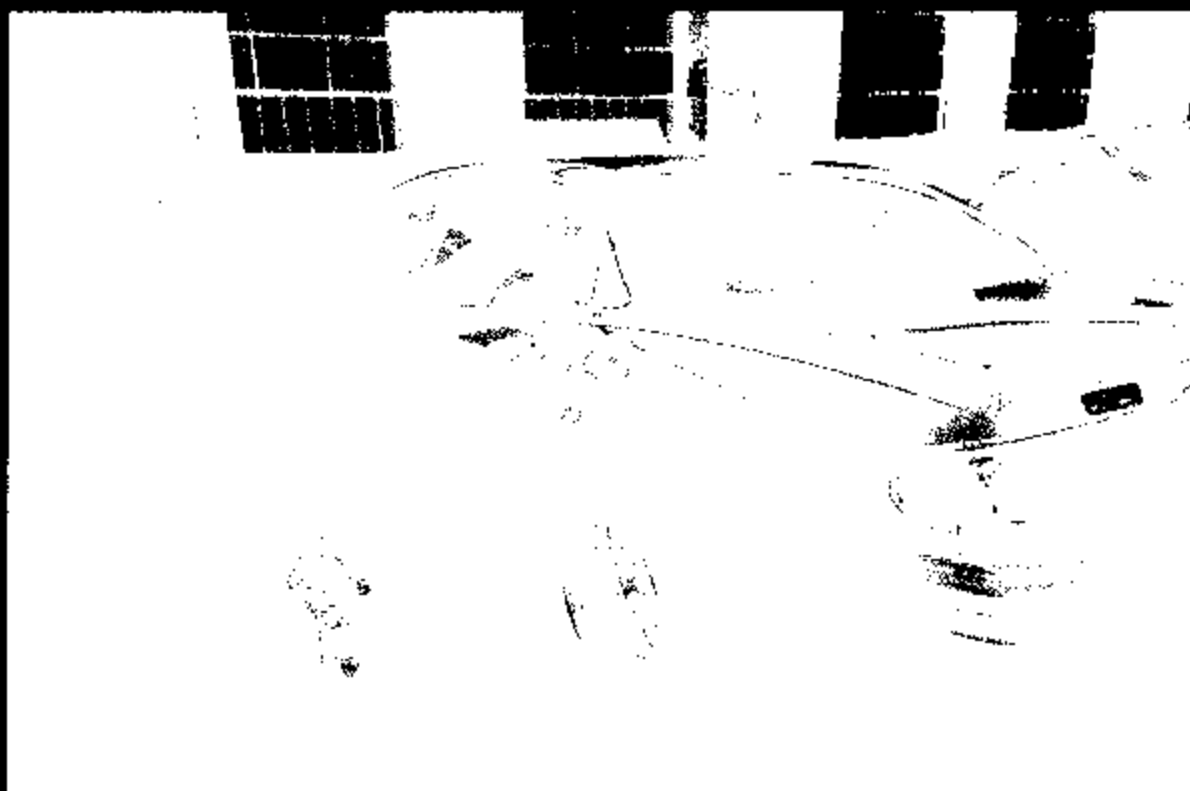




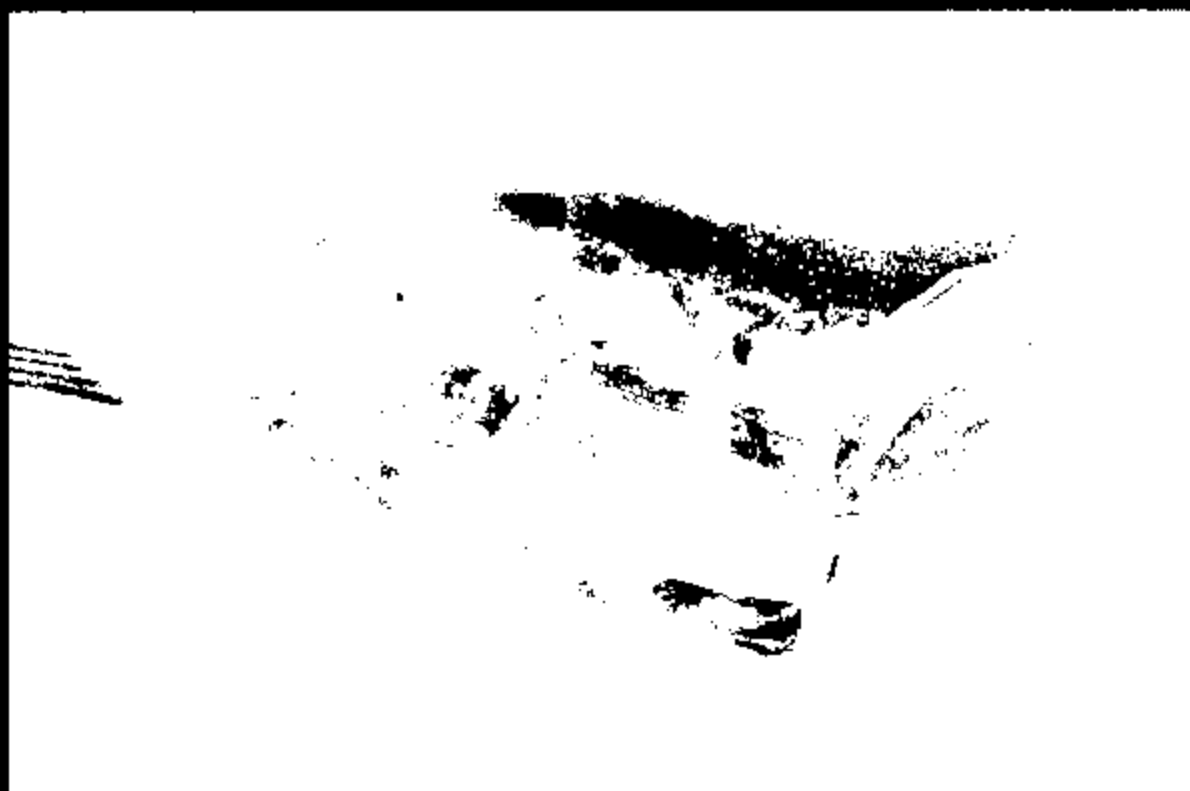


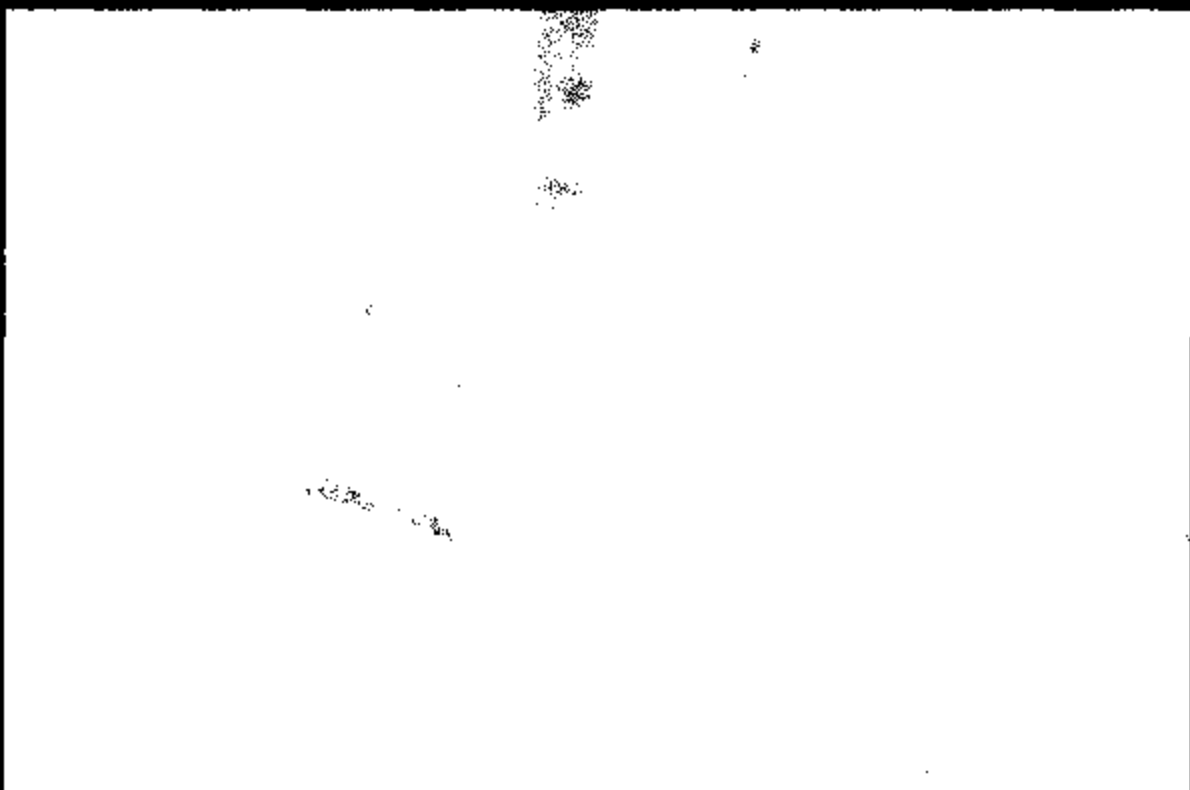


299778









GENERAL MOTORS CORPORATION

303774

DIVISION: Pontiac

ZONE:

DATE: 03/27/00

8

BSIS/GM Central Claims
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

RE: Claimant: [REDACTED]

Date of Incident: 02/18/00

CAC File No.: 99047771

Gentlemen:

Attached is a FAR report with information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for the reason(s) indicated below:

1. (☒) The attached report is for your information and record.
2. (☐) We believe this claim may deserve further investigation by you.
3. (☐) Other:

We have checked the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Forward claim acknowledgments to:

Product Investigation Coordinator
General Motors Corporation
701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Very truly yours,


Amy Drury
General Motors Corporation
Customer Relationship Manager
Product Allegation Resolution Team

Enclosures:

- ☒ CAC Case Comments
- ☒ EAA Reps Notes
- ☒ Pictures
- ☐ Estimates
- ☐ Police Report
- ☒ RO's
- ☐ Demo Tape
- ☒ Other - Notarized Release of Claim

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: PONTIAC | Ref: 00047771 | VIN: 1G2HZ52K5WH218857
Claimant's Name (LAST, First): [REDACTED]

Inspected By: MR. MICHAEL C. SLATER | Organization: ENGINEERING ANALYSIS ASSOCIATES
Phone: (252) 357-2576 x | Inspection Date: 03/04/00 | Mileage at Inspection: 26,420
(see owner)

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

Following the inspection, summarize the tests and observations.

THE CAUSE OF THE FIRE WAS THE POSITIVE BATTERY CABLE
WIRE TO THE GENERATOR WAS "RUBBED" THROUGH THE
INSULATION ALLOWING BARE WIRE TO TOUCH METAL AT THE
GENERATOR CAUSING AN ELECTRICAL SHORT MELTING "AN"
THE INSULATION OFF THE POSITIVE CABLE THEN THE "HOT" WIRE
STARTED IGNITING THE OTHER MATERIALS WHICH IT TOUCHED
STARTING A FIRE.

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

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

[REDACTED] ADDEVILLE, GA [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

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) *****

SEE ATTACHMENT #1
TO DELIVERYElectrical Systems (Y/N) Y; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____Describe THE GENERATOR WAS REPLACED "AT" PURCHASE DATE PRIOR.Fuel System (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

Other (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ 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) N Date/description of last maintenance/repair (by whom?)OWNER'S HAVE ONLY
MAINTAINED THIS VEHICLE FOR
SLIGHTLY OVER 6 MONTHS.

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

(SEE ATTACHMENT #1)

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

TOWED FROM OWNERS HOME BY DR. TOWING CO. "MIDDLE GA. TOWING INC."

How was vehicle towed? (Flat bed, dolly, snag, 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 trailing cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) N/ALoad description N/A Load location N/A

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

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

Drive length (if vehicle was parked prior to fire, describe last drive): Fire _____

Mile. 10Distance traveled 4 MILESIf not parked, vehicle speed estimate 35 MPHSource of estimate MS. PERSONALPost fire speed 35 MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 3/4When last fueled? FUEL DAYS PRIOR TO FIREExact incident location Highway 129 IN CITY OF HARRISVILLE, GA.Weather conditions and visibility Clear / DayApprox. temperature 45-50 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: DryShoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? C Describe: DryRoad 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.) NORMALAny warning lights "On", high/low gauge readings, or messages displayed? (Y/N) 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☐ Windshield Wipers☒ Radio, Built-in Tape/CD Player☒ Parking 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?) NORMALPowertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.) NORMALAny unusual noises (bang, pop, tick, grinding, rattle, ror, etc.)? From where? N/A

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

Describe any unusual odors. From where? N/AAny smoke? (from where, color, intensity, etc.) N/AWas 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.) YES YELLOW - SMOKE GREY/WHITEON RIGHT FRONT OF ENGINE COMP.Any steam or smoke? (from where, color, intensity, etc.) GREY/WHITE RIGHT FRONTOF ENGINE COMP.Any apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) NElectrical Systems? (Y/N) Y Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) N Brake System? (Y/N) NOther? (Y/N) N Describe: SAW POSITIVE BATTERY CABLE SMOKING Warning Light? (Y/N) NGauges? (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 RaiseWindows? (Y/N) N Turn Engine Off? (Y/N) Y Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) YOpen Hood? (Y/N) Y Open Trunk? (Y/N) N Other? (Y/N) N Describe: DRIVE LOCKS WEREINOPERABLE SINCE NO POWER - MANUALLY UNLOCKEDDRIVERS DASH AND PARLOR PLACEMENT - MRS. ANGELA BLOOMINGGOT OUT OF THE VEHICLE QUICKLY + OPENED HOOD.

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

Any other comments or observations that have not been covered?

YES - AS

GOT OUT OF THE VEHICLE A PASSING MOTORIST A
A VOLUNTEER FIREMAN STOPPED AND HE
HAD A COUPLE OF "COKE" TYPE DRINKS WHICH WERE USED
TO PUT THE FIRE OUT. THE FIRE DEPARTMENT ARRIVED
BUT THE FIRE HAD BEEN EXTINGUISHED BY THE TIME THEY
ARRIVED.

***** 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

DONE

Front & rear exterior

DONE

Hood, inner & outer panels

DONE

Trunk area and Decklid, inner & outer panels

DONE

Roof

DONE

Door interior panels

DONE

Left & right instrument panel & odometer

DONE

Ashtray(s) area

N/A

Left & right front seat and carpet

DONE

Underbody & exhaust (include hangers)

N/A

Option code label

DONE

Engine compartment

DONE

Radiator, front & rear

DONE

Coolant recovery bottle

DONE

Transmission cooler lines/connections

N/A

Engine compartment engine coolant lines/bores, connections/clamps

DONE

Engine compartment heater lines/bores, connections/clamps (include those to front body)

DONE

All fuel lines/bores, filter, connections/clamps

DONE

TBI, injector rail, or carburetor & fuel line connection

DONE

Engine compartment fuel lines/bores, connections & o-rings

DONE

Power steering lines/bores, connections/clamps

DONE

Generator & attached wiring

DONE

(CAUSE OF FIRE)

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

Battery & attached cables DON'T POSITIVE BATTERY CABLE CAUSE OF FIREEngine block (note precise location of cracks, holes, etc.) N/AEngine oil pan N/AEngine compartment hinge torque rods N/AEngine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) N/AAny item which is alleged to be the cause/source MANY CLOSE UP PHOTOS IF DAMAGE/CAUSEAnything on vehicle which is after-market NOAnything on vehicle which is a modification NOAnything 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 FULL CLEANEngine oil FULL DIRTYTransmission fluid FULL CLEANPower steering fluid FULL CLEANBrake fluid FULL CLEANList all driver electrical controls which are in the "On" position (include ignition) HEATERFuses (Identify all open or not proper size) ALL FUSES PROPER AMP + "WAKE DOWN"Wiring insulation at fuse blocks NO DAMAGEFusible links (Identify all open) NO DAMAGESpark plug wiring and boot condition SPARK PLUG WIRING DAMAGED BY POSITIVE BATTERY CABLEFuel filter "Load Free" restricter in place? (Y/N) Y Describe NO PROBLEMLocation of fuel filter cap (or evidence of removal) PROPERLY ON VEHICLECatalytic converter (any discoloration or swelling?) NO PROBLEM / NO DAMAGEPosition of windows (if glass missing, do further inspection) WINDOWS WERE ALL "UP"

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

THE OWNER STATED THEY WERE DRIVING VEHICLE WHICH
SUDDENLY LOST ALL POWER (ENGINE LIGHTS ETC) AND
THEY COASTED TO A STOP ON THE SHOULDER, THEN SAW
SMOKE COMING FROM ENGINE COMP. RAISED HAND
& PUT OUT FIRE!

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

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flammable or spark sources, tall grass, dry leaves, note 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:

DUE TO "TYPE" OF DAMAGE WE
DID NOT MAKE A SITE INSPECTION
SINCE IT WOULD NOT BE OF ANY VALUE:

PRELIMINARY PARK INSPECTION
FIELD PHOTOGRAPHIC NOTES

(PAGE 1 OF 1)

Division: PONTIAC Reg: 00047771 VIN: 1G2HZ52K5WH218857
Claimant's Name (LAST, First) [REDACTED]

Inspected By: MR. MICHAEL C. SLATER Organization: ENGINEERING ANALYSIS ASSOCIATES
Phone: (256) 357-2518 Inspection Date: 03/06/00 Mileage at Inspection: 26,000
(17000)

Roll Number 1568

PHOTO
Seq. #

Description

0. 2
1. FRONT OF VEHICLE
2. LEFT FRONT OF VEHICLE
3. LEFT SIDE OF VEHICLE
4. RIGHT FRONT OF VEHICLE
5. RIGHT SIDE OF VEHICLE
6. RIGHT REAR OF VEHICLE
7. REAR OF VEHICLE
8. LEFT FRONT INTERIOR OF VEHICLE
9. LEFT REAR INTERIOR OF VEHICLE
10. RIGHT REAR INTERIOR OF VEHICLE
11. RIGHT FRONT INTERIOR OF VEHICLE
12. RIGHT SIDE OF THE INSTRUMENT PANEL
13. LEFT SIDE OF THE INSTRUMENT PANEL
14. PHOTO OF THE UNDERSIDE OF THE "ENGINE COVER" BURNED ON RIGHT SIDE
15. PHOTO OF THE ENGINE COMPARTMENT "ENGINE COVER-ON"
16. PHOTO OF THE ENGINE COMPARTMENT "ENGINE COVER-OFF"
17. PHOTO OF THE DAMAGE TO WIRING ON THE FRONT/RIGHTSIDE OF ENGINE
18. PHOTO OF THE BATTERY CABLE WIRE (POSITIVE) SEVERE OVERHEATING (WHITE COKE)
19. PHOTO OF POSITIVE BATTERY CABLE WIRE BURNED EDGES ON THE "TOP" OF ENGINE
20. PHOTO OF POSITIVE BATTERY CABLE WIRE BURNED "UNDER" PLUG WIRES (CLOSE-UP)
21. PHOTO OF POSITIVE BATTERY CABLE WIRE AT "FRONT" OF ENGINE UNDER PLUG-
22. CLOSE-UP OF POSITIVE BATTERY CABLE WIRE TOP OF ENGINE BURNED AT
23. OVER ALL VIEW OF FIRE DAMAGE FROM ALTERNATOR/GENERATOR TO BATTERY
24. VEHICLE VIN NUMBER DECAL
25. _____
26. _____
27. _____
28. _____
29. _____
30. _____
31. _____
32. _____
33. _____
34. _____
35. _____
36. _____
37. _____

DL:-DMCR130D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 03/27/00
MP: DMCR130M FILE ACCESS 19:09:58
FILE NBR: 00047771 01 CORP NBR: LEGAL NBR: TYPE: SVC
ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)DELETE (P)FILE PRINT
: 1G2HZ52K5WH218857
MODEL YR: 98 MODEL CODE: PBV DLV DATE: 03 07 98 DOCUMENT NBR:

OWNER: WAR ST DTE: FILE SCRAP: 03 27 01
TITLE : FILE PURGE: 03 27 01
FIRST :
MIDDLE :
LAST : SUFFIX:
COMPANY NAME:
PHONE : 2 WORK: EXT: FAX:
ADDRESS:
STREET :
CITY : ABBEVILLE STATE: GA ZIP:
COUNTRY : USA

COMMENT: SECOND OWNER PURCHASED 1/17/00

PF: 2 DL 7 INQ 8 MINI 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHK/CERT
INQUIRY COMPLETE.

DL: DMCRI40D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 03/29/00
MP: DMCRI40M CASE OPEN 7:22:24
FILE NBR: 00 047771 01 CORP NBR: LEGAL NBR:
OWNER: MDL YR: 98 MDL: PBV
ACTION: I (A) DO (U) PDATE (I) NQUIRE (D) ELITE (R) EOPEN
STATUS: CLOSED RCVD DATE: 02 25 00 OPEN DATE: 02 25 00 C.O. STAFF: Z7
RESP: THOMAS, AMY
SVC DLR: 16 08 176 CG: 13 SECT: 32 MKT: 20 DSM: DM: ZSM: CRM:
NAME: PERFORMANCE AUTOMOTIVE GROUP, LLC CITY: WARNER ROBINS ST: GA
SLS DLR: CG: SECT: MKT: (IF DIFFERENT)
NAME: CITY: ST:
CASE TYPE: P MILEAGE: 25,000 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 :
ACTIVITY: INITIAL CONTACT DATE: 02 25 00
MAILGRAM: TELEPHONE: Y LETTER: PERSONAL CONTACT: FILE ONLY:
REVIEW CASE: FOLLOW-UP DATE: 02 25 00 OWNER DEMAND: \$0.00
GENERAL COMMENTS
PF: 2 DLR 1ST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHECK/CERT

DL:-DMCR160D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 03/27/00
MF: DMCRI60M COMPLAINT DETAIL 19:09:52
FILE NBR: 00 047771 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 98 MDL: PBV
ACTION: I (A)DD (U)PDATE (I)INQUIRE (D)DELETE
ALLEGD SAFETY: Y FTC: N
OPEN DATE: 02 25 00 STATUS: OPEN
COMPLAINT CODES: A06 T01
COMPLAINT CODE: A06 DESC: FIRE BY: THOMAS, AMY
REVISED CODE: OPEN COMMENTS
THERMAL EVENT

CAUSE CODE: CAUSE COMMENT:

CLOSING COMMENTS: 03 27 00 DEALER: SECT: X BY: THOMAS, AMY
GM ASSUMED RESPONSIBILITY AND HAD VEHICLE REPAIRED.

RO NBR: GENERAL COMMENTS
PF: 2 DL 13 FILE ACOS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE.

DL: DMCRI60D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 03/27/00
MP: DMCRI60M COMPLAINT DETAIL 19:09:55
FILE NBR: 00 047771 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MDL YR: 98 MDL: PBV

ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)DELETE

ALGD SAFETY: Y

FTC: N

OPEN DATE: 02 25 00

STATUS: OPEN

COMPLAINT CODES: A06 T01

COMPLAINT CODE: T01 DESC: PRODUCT ALLEGATION

BY: GARVIN, DANIELLE

REVISED CODE:

OPEN COMMENTS

CUST SEEKS TO KNOW WHAT TO DO

CAUSE CODE: P

CAUSE COMMENT: PRODUCT CONCERN

CLOSING COMMENTS: 03 27 00

DEALER:

SECT: X BY: THOMAS, AMY

GM ASSUMED RESPONSIBILITY AND HAD VEHICLE REPAIRED.

RO NBR:

GENERAL COMMENTS

PF: 2 DL 13 FILE ACCS 14 CASE OPEN 15 ADTL PRY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHK/CERT
INQUIRY COMPLETE.

DL: DMCRI70D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 03/27/00
MP: DMCRI70M GENERAL COMMENTS 19:14:26
FILE NBR: 00 047771 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MDL YR: 98 MDL: PRV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

02/25/00 10:54A

N

1)2/18/00, 6:30PM

2)LOC: GEORGIA 112 INSIDE CITY LIMITS OF HAWKINS GEORGIA

3) OLD NO DISABILITIES

4)ASPHALT, DRY

5)2

6)N/A

7)N/A

8)N/A

9)WIRES, AND MAYBE THE WIRE FROM THE ALTERNATOR WAS THE CULPRIT, IT WAS
BURNED THE WORSE

10)EDDY WIGGINS PONTIAC

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADYL PRY 16 CMPLT DTL 17 GENL CNTS
18 CASE CLS 19 SEPTL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHCK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCR170D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 03/27/00
MP: DMCR170M GENERAL COMMENTS 19:14:23
FILE NBR: 00 047771 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 98 MDL: PBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

02/25/00 11:00A GARVIN, DANIELLE

N

11)N/A

12)HAD THE VEHICLE LESS THAT A MONTH, BUT A NEW ALTERNATOR WAS PUT ON THE VEHICLE BY EDDY WIGGINS THE DAY THE VEHICLE WAS PURCHASED

13)YES, GEORGIA FARM MUTUAL INSURANCE COMPANY

PO BOX 428 ROCHELLE, GA 31079 PH# 912 365-2228 CUST IS HIS OWN AGENT HE WORKS FOR THE INSURANCE COMPANY

14)CUST DRIVING ALONG DOING ABOUT 30-40MPH THE LIGHTS INTERIOR AND EXTERIOR WENT OUT AND THE CUST COULD SEE A GLOW FROM UNDER THE HOOD THE CUST PANICED AND COULD NOT RELEASE THE ELECTRIC LOCK AND IT TOOK A FEW MOMENTS TO MANUELLY UNLOCK THE DOORS AND ROLL OFF TO THE SIDE OF THE ROAD. THE WIRES UNDER THE HOOD CADGET FIRE.--DANIELLE GARVIN/TAMPA

PF: 2 DLR 1ST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CNTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL:-DMCR170D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 03/27/00
MP: DMCR170M GENERAL COMMENTS 19:14:21
FILE NBR: 00 047771 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 98 MDL: PBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

02/29/00 04:01P THOMAS, AMY N

CRM CONTACTED CUSTOMER ON THIS DATE AND LEFT A MESSAGE.

CRM REVIEWED FILE AND AWAITING CUSTOMER CONTACT.

AMY DRURY/TAMPA PAR 58242

02/28/00 12:52P KERSEY, ANGELA N

FILE ASSIGNED TO TAMPA PAR CRM, AMY DRURY FOR REVIEW AND FOLLOWUP.

ANGELA KERSEY/TAMPA PAR.

PF: 2 DLR LST 13 FILE ACES 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 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: TAM4379 CONSUMER RELATIONS PF/ADS: 03/27/00
MP: DMCR170M GENERAL COMMENTS 19:14:18
FILE NBR: 00 047771 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MDL YR: 98 MDL: PBV

ACTION: I (A) DD (I) INQUIRE (U) PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

03/01/00 03:31P THOMAS, AMY N

CRM CONTACTED CUSTOMER AT HIS WORK NUMBER ON THIS DATE
CUSTOMER STATES THAT VEHICLE IS LOCATED AT EDDIE WIGGINS PONTIAC.
CUSTOMER STATES THAT THERMAL APPEARED TO HAVE STARTED AROUND THE
ALTERNATOR AREA AND THAT WHEN HE PURCHASED THE CAR FROM THE DEALERSHIP
THAT THE ALTERNATOR WAS MAKING A LOUD NOISE AND WAS REPLACED AT THAT TIME
UNDER WARRANTY.

CRM SENDING EAA INSPECTOR TO DEALERSHIP FOR INSPECTION.

AMY DRURY/TAMPA PAR 58242

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 03/27/00
MP: DMCRI70M GENERAL COMMENTS 19:14:15
FILE NBR: 00 047771 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 98 MDL: PBV

ACTION: I (A)DO (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

03/13/00 02:12P THOMAS, AMY N

CRM CONTACTED SVC ADVISOR KENNY ON THIS DATE TO CHECK STATUS OF REPAIRS.
KENNY STATES THAT HE FED EXED THE RELEASE OF CLAIM FORM TO THE CUSTOMER
AND WILL BEGIN REPAIRS AFTER THE RECEIPT OF CLAIM.

AMY DRURY/TAMPA PAR 58242

03/08/00 08:49A THOMAS, AMY N

EAA(MR. SLATER) CONTACTED PAR CRM ON THIS DATE TO GIVE INFORMATION
REGARDING INSPECTION. AFTER REVIEW OF INSPECTION, GM IS ASSUMING RESPONSIBIL
ITY AND CRM CONTACTED SVC MANAGER(KENNY) AT EDDIE WIGGINS PONTIAC TO BEGIN
REPAIRS OF VEHICLE. PRELIMINARY ESTIMATE OF REPAIRS IS 783.00.

CRM CONTACTED CUSTOMER TO INFORM OF GM'S DECISION.

AMY DRURY/TAMPA PAR 58242

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMPS
18 CASE CLS 19 SEPTL 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: TAM4379 CONSUMER RELATIONS PF/ADS: 03/27/00
MP: DMCR170M GENERAL COMMENTS 19:14:12
FILE NBR: 00 047771 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MDL YR: 98 MDL: FBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

03/27/00 02:49P THOMAS, AMY N
CRM CONTACTED SERVICE MANAGER ON THIS DATE. KENNY (SVC MGR) STATES THAT
REPAIRS ARE COMPLETE AND RO WILL BE FAXED ON THIS DATE. CRM CLOSING FILE.
AMY DRURY/TAMPA PAR 58242

03/20/00 01:26P THOMAS, AMY N
CRM CONTACTED KENNY IN SERVICE ON THIS DATE. KENNY STATES THAT CAR IS
ALMOST COMPLETE, THAT HE WAITING ON 1 MORE PART AND THAT SHOULD BE IN
TODAY. KENNY STATED THAT HE MAILED THE RELEASE OF CLAIM ON THURSDAY
AND PAR CRM SHOULD HAVE IT SOON.
AMY DRURY /TAMPA PAR 58242

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHECK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 03/27/00
MP: DMCRI70M GENERAL COMMENTS 19:14:09
FILE NBR: 00 047771 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 98 MDL: PBV

ACTION: I (A)DD (I)INQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

03/27/00 07:09P THOMAS, AMY N

BUSINESS SUMMARY:

98 PONTIAC BONNEVILLE WITH 25,000 MILES

ALLEGATION: THERMAL

EAA SENT ON 03/01/00.

GM ASSUMING RESPONSIBILITY.

VEHICLE REPAIRED.

RO TO BE PROCESSED UPON RECEIPT

CLOSING FILE AND SENDING COPY TO ESIS.

AMY DRURY/TAMPA PAR 58242

PF: 2 DLR LST 13 FILE ACES 14 CASE OPEN 15 ADTL PRY 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 PFS.

DL: DMCRI80D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 03/29/00
MF: DMCRI80M CASE CLOSE 7:22:27
FILE NBR: 00 047771 01 CORP NBR: LEGAL NBR: TYPE: GMR
OWNER: MDL YR: 98 MDL: PEV

STATUS: CLOSED
VIN: 1G2H252K5WH218857 MILEAGE: 25,000 DLV DATE: 03 07 98
CONTACT GROUP: 13 RESP: THOMAS, AMY
SVC DLR: 16 08 176 SECT: 32 MKT: 20 DSM: DM: ZSM: CRM:
NAME: EDDIE WIGGINS BUICK-PONTIAC-GMC CITY: WARNER ROBINS ST: GA

OWNER CLOSE : 03 28 00 STATE RUN ARB: N SCRAP DOC : 03 28 01
DEALER CLOSE: REIMBURSEMENT: FORGE FILE: 03 28 01
SECT CLOSE : BUYBACK/TRADE OUT: ALLEGED SAFETY: Y
C.O. CLOSE : 03 28 00 ARBITRATION OFFERED: N FTC: N
VEH INSPEC : WARRANTABLE COND: CORRESPONDENCE:
CLOSING CORRESPONDENCE:

CLOSURE CODE : S DATE CLOSED: 03 28 00 BY: THOMPSON, ELMER D.
DAYS TO CLOSE: 0023

GENERAL COMMENTS SEND ORIGINAL OWNER LETTER TO C.O.

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE. CLOSURE OF THIS CASE TYPE ALLOWED ONLY BY LEGAL COORDINATOR.

813-635-4071 161043

PERFORMANCE

PONTIAC-BUICK

CUSTOMER #: M8206

WORKORDER
REPRINT
PAGE 2741 BIRMINGHAM
WARRIOR, AL 38068
WORK ORDER NO. 0077

SHEVILL, GA

The Mark of Excellence

SERVICE ADVISOR: 37 KENNEDY, KENNETH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG	
WHI	1998	PONTIAC BONNEVILLE	1C2H252K5M1218857		25678/	1786	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	AMOUNT	REV. DATE
23 JAN 1998			** WATTER **		60.00	CASH	
R.O. OPENED		READY	OPTIONS: STK:8206 DJR:18096				

25 FEB 2000 09:23

NAME OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS
A WPONT CUST STATES VEHICLE STOPPED RUNNING AND THEN SMOKE
LEAKED OUT OF THE HOOD / /

Part Part# Cost
PDS Battery Cable - 1215211 - \$42.84
Alt. - 10464076 - 204.58
Socks Plug wires - 12192048 - 34.42
Connector male - 12117271 - 56.84
" Female - 12117270 - 53.91

#392.59

TAX 27.48

Subs \$420.07

Labor \$363.58

EST. TOTAL \$783.65

BROCHURE OF WARRANTIES

The dealer hereby warrants that all workmanship, labor, material, and parts used in the repair of this vehicle shall be done in accordance with the manufacturer's recommendations and that the dealer will be responsible for any damage to the vehicle or its contents caused by the repair work.

X CUSTOMER SIGNATURE

AUTOMATION FOR SERVICE

I hereby authorize the dealer to use the information provided in this document for the purpose of processing my claim and to use the information for any other purpose that may be required for the processing of my claim. I understand that the dealer is not responsible for any damage to the vehicle or its contents caused by the repair work.

X CUSTOMER SIGNATURE

TECH/HARD COPY

PRIMARY ESTIMATE

AUTHORIZED BY X

REVISION	DATE	TIME	BY
ESTIMATE (1)			
ESTIMATE (2)			

I HEREBY ACKNOWLEDGE THAT I HAVE NOTED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE

X

INVESTIGATION SUMMARY

To: Ms. Amy Drury

GM PAR Team

Subject: [REDACTED]

File # 00047771

The following information was gathered during our investigation for this report:

- **We have attached the following:**
 - a) **PAR "Fire (Non-Collision) Report"**
 - b) **Attachment 1 (Dealer Service Records)**
 - c) **Hawkinsville Fire Dept. Report**
 - d) **PAR Field Photographic Notes Report**
 - e) **24 Photo's (2 copies each) & Neg's of vehicle**
- **We have asked for the Dealership "Performance Pontiac" Mr. Kenneth Tennison to make an "Estimate For Repairs" and send it to us, and we will forward it to you when received (Their Phone # 912-929-0222)**
- **This vehicle had been owned by the "Bloodworth's" for only a few weeks. When they purchased the vehicle they noticed a "Noise" in the "Generator" on their test-drive, and the dealership agreed to replace the generator, which was handled under "Warranty".**
- **The "Cause" of the fire was the "Positive" battery cable to the "Generator" rubbed through the insulation causing a metal to metal "Short Circuit" which got the positive battery cable so hot it melted the insulation off the entire length of the cable and as it did the hot wire started the other materials next to it on fire. There was "No" blown fuses since this wire has no way to blow a fuse from the battery to the generator.**
- **Should you have any questions please telephone us at 256-357-2518.**
- **Investigator: Mr. Michael C. Slater**
- **Company: Engineering Analysis Associates**
- **Date: 03/07/00**

ATTACHMENT #1

CUSTOMER #: N8206

161043

PERFORMANCE

PONTIAC - BUICK
GMCWORKORDER
REPRINT
PAGE 1741 HURST PARKWAY
P.O. BOX 708
WARREN, GEORGIA 31086
PHONE 678 628-0222

ABBEVILLE, GA

The Mark of Excellence

SERVICE ADVISOR: 37 TENNISON, KENNETH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG	
WHI	1998	PONTIAC BONNEVILLE	1G2H252K9W218857		25678/	T786	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	BATE	PAYMENT	INV. DATE
23 JAN 1998			** WAITER **		60.00	CASH	
R.O. OPENED		READY		OPTIONS: STK:8206 DIR:18096			
25 FEB 2000 09:23							

VEHICLE SERVICE HISTORY

BO#	S/A	MI/AGE	DR. CODE	TECH	TYPE	DESCRIPTION
159997	37	24625	18JAN00			
			J4100	885	WPON	GENERATOR ASSEMBLY - REPLACE
156060	583	21460	11AUG99			
			27906	100	WPON	RENTAL BILL
			9999		WPON	SUBLET REPAIRS
155741	803	21458	06AUG99			
			K7000	860	WPON	TRANSAKLE ASSEMBLY - REPLACE
			Z8011	100	WPON	TOWING
			9999		WPON	SUBLET REPAIRS
155439	803	21014	20JUL99			
			N9995	200	WPON	CUSTOMER CONCERN NOT DUPLICATED
			V0264	200	WPON	PERFORMED RECALL
154860	803	219436	28JUN99			
			J6355	860	WPON	PROM - REPROGRAMMING ON CAR
			24D	902	CEC	ELECTRONIC WHEEL BALANCE, ROTATE, AND INSPE
			3KS	902	CEC	LUBE OIL AND FILTER SPECIAL**\$19.95(UP TO 5
153063	803	16523	16APR99			
			15K	200	CEC	15,000 OR 45,000 MILE SERVICE \$89.00.
150458	803	12637	09DEC98			
			J6355	696	WPON	PROM - REPROGRAMMING ON CAR
			27902	696	WPON	2DAY RENTAL
			9999		WPON	SUBLET REPAIRS

DISCLAIMER OF WARRANTIES

The Seller hereby expressly disclaims all warranties, either written 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 merchandise. TERMS: STRICTLY CASH OR MAJOR CREDIT CARD

PRELIMINARY ESTIMATE \$

X

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to examine the vehicle herein described on street, highways or elsewhere for the purpose of testing and/or repair. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of \$.

X

CUSTOMER SIGNATURE

TECH/HARD COPY

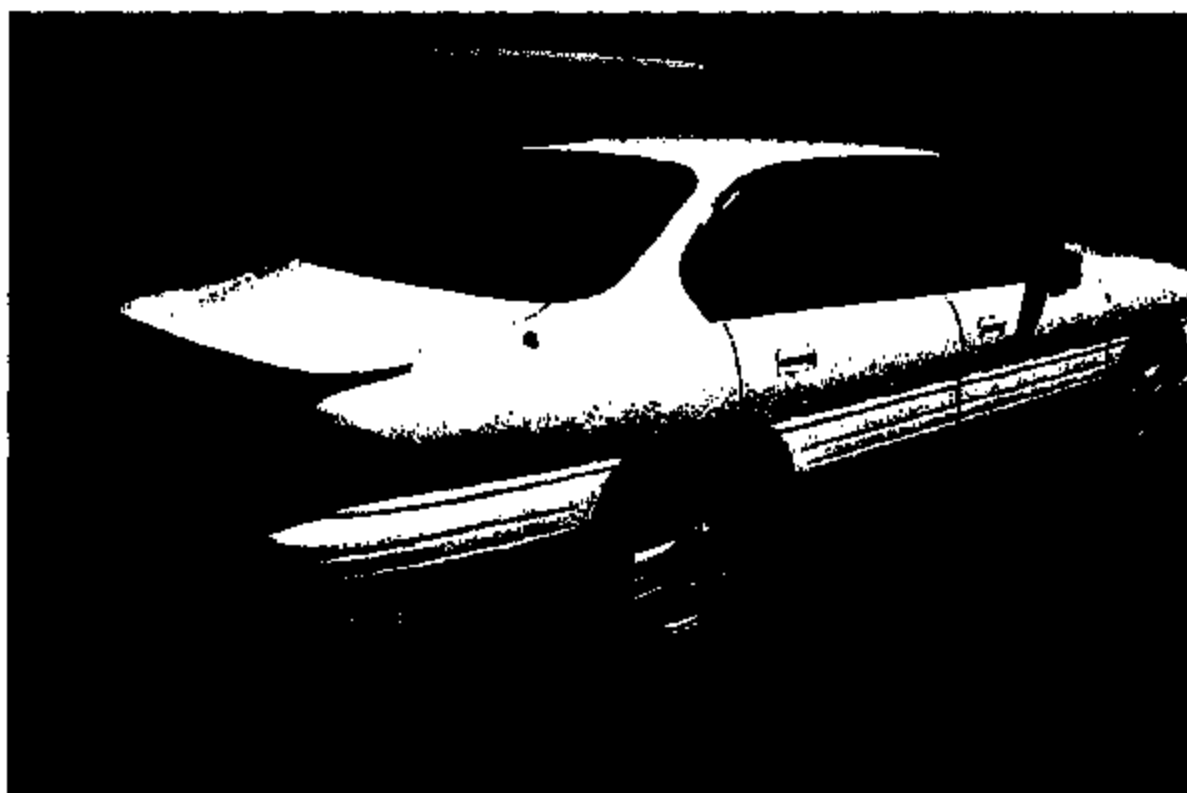
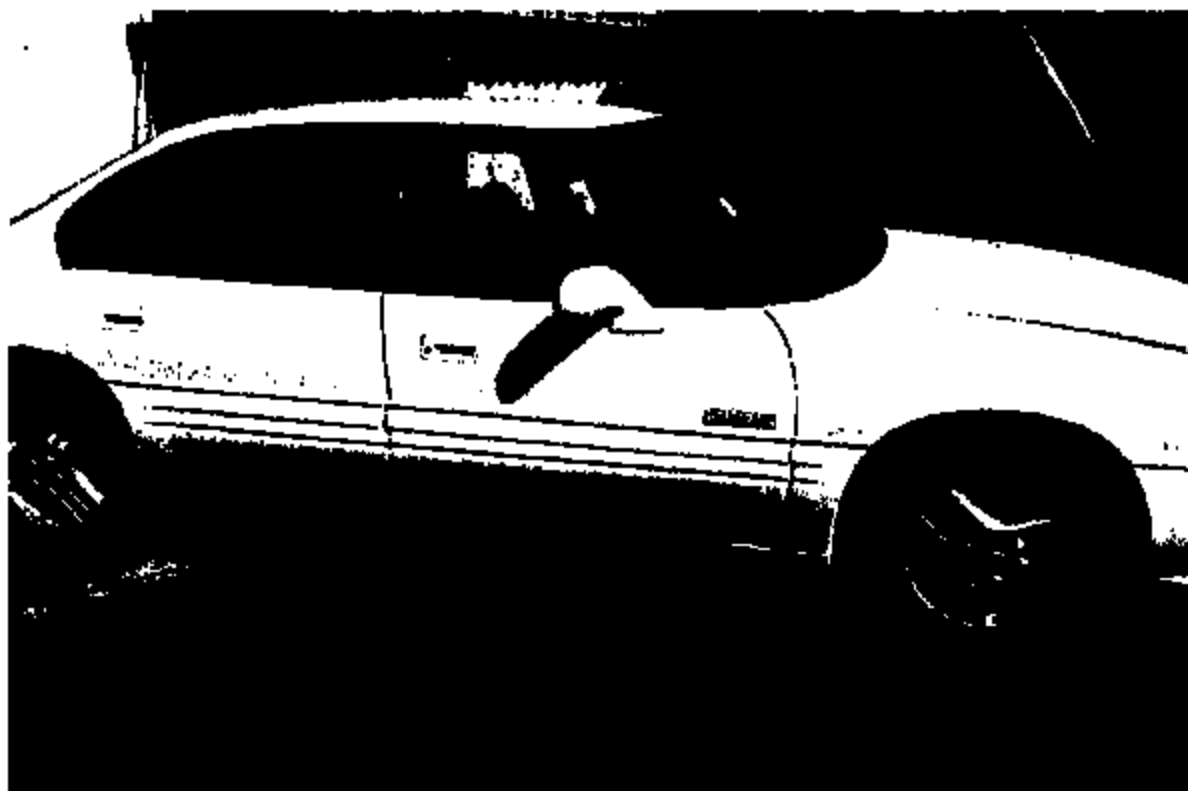
AUTHORIZED BY X

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

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

X

303774

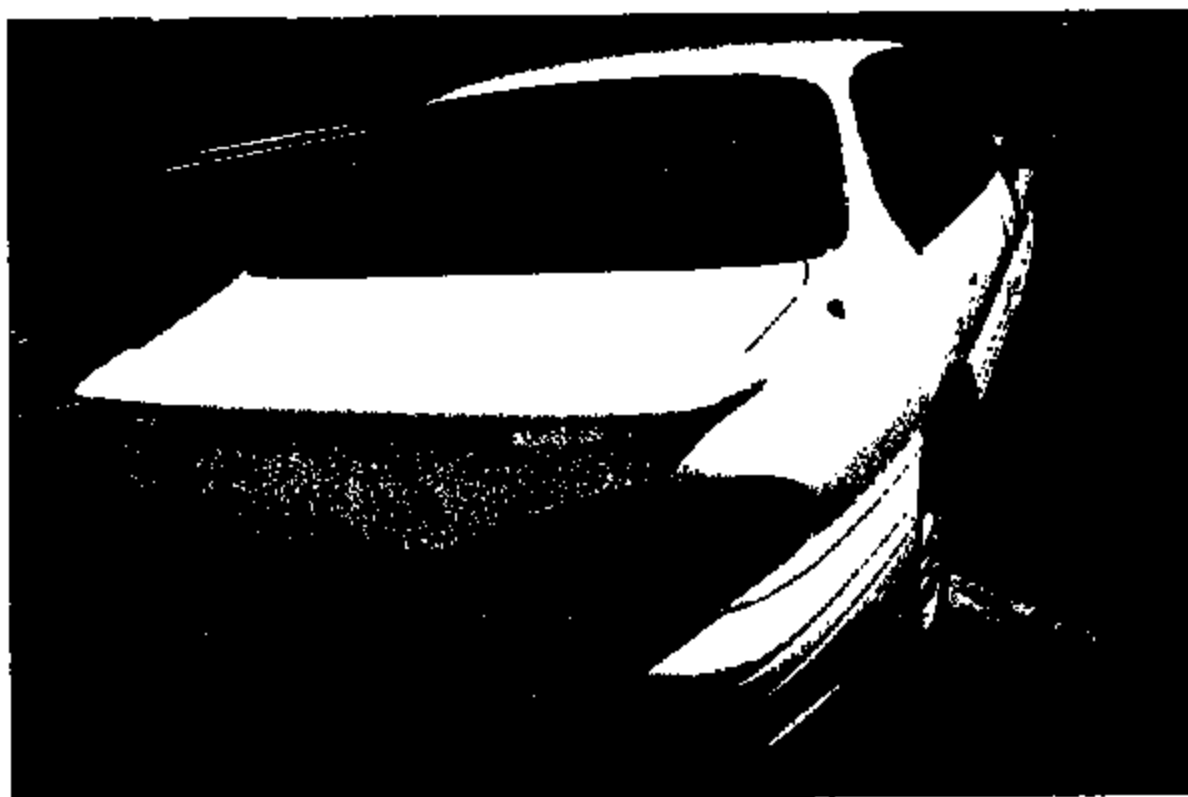


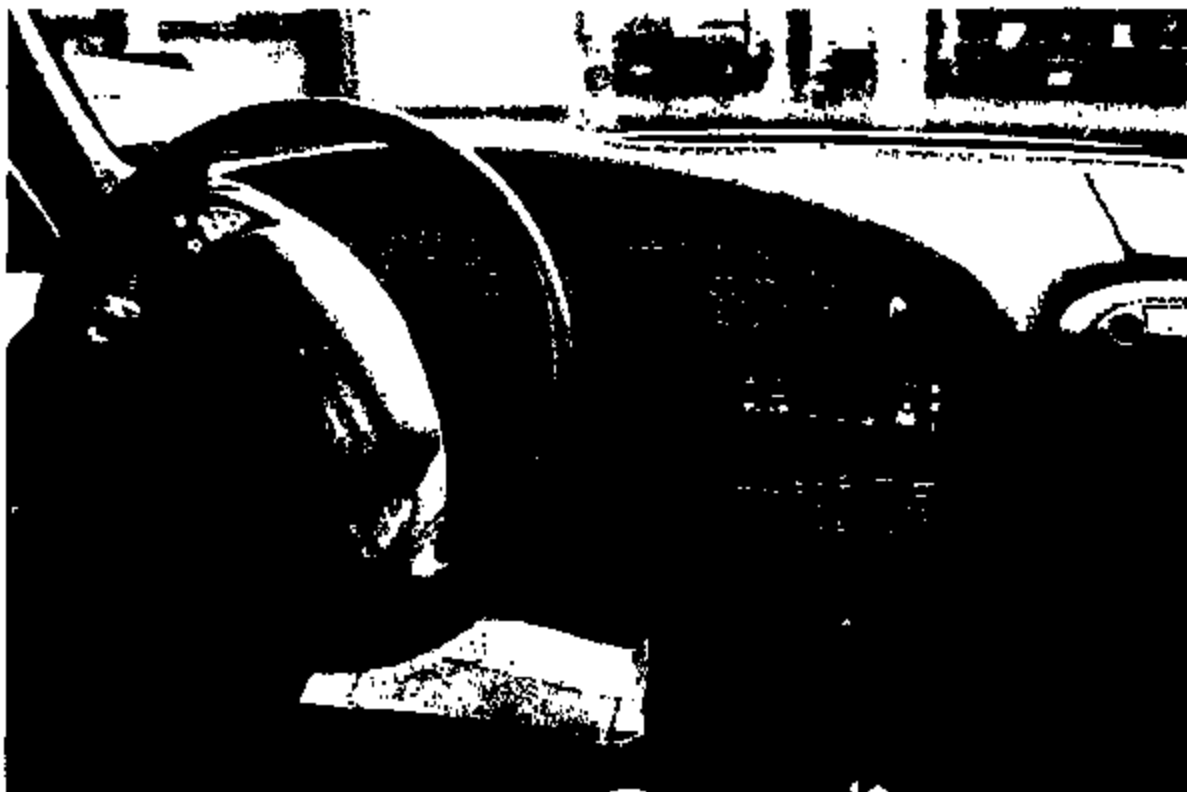
303774



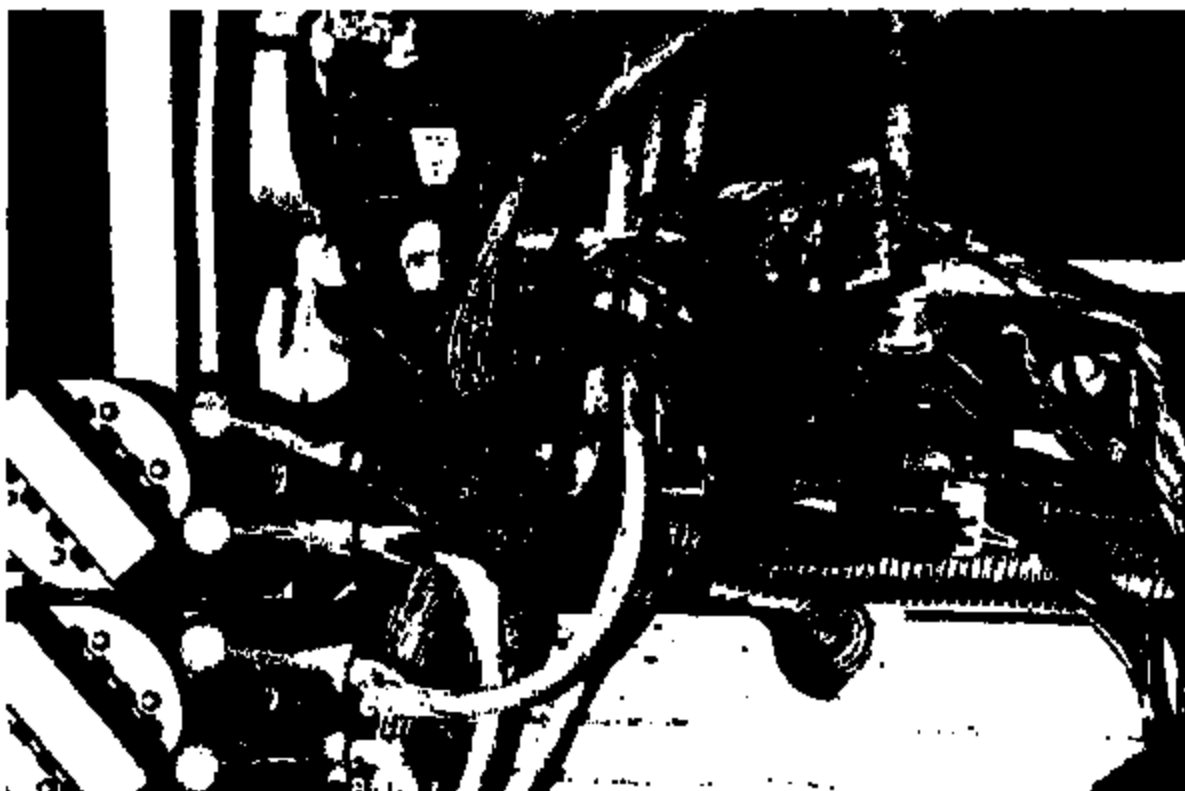
303774

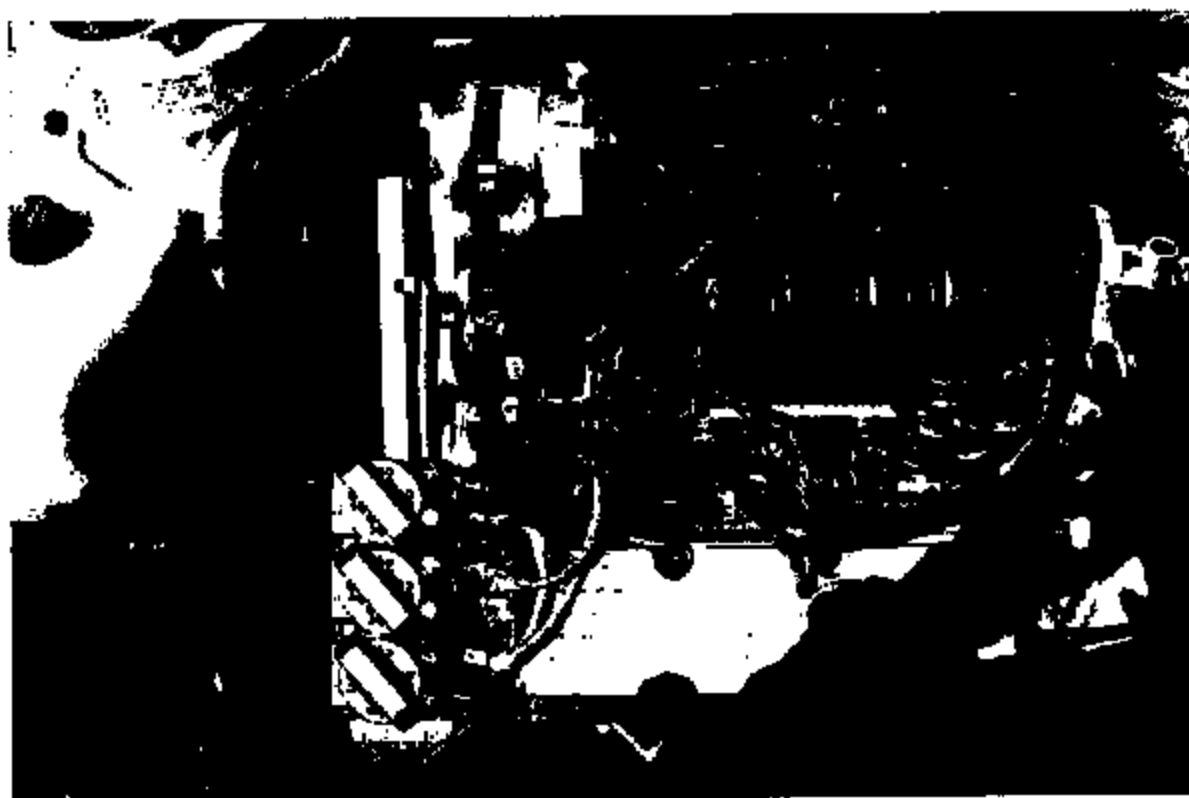
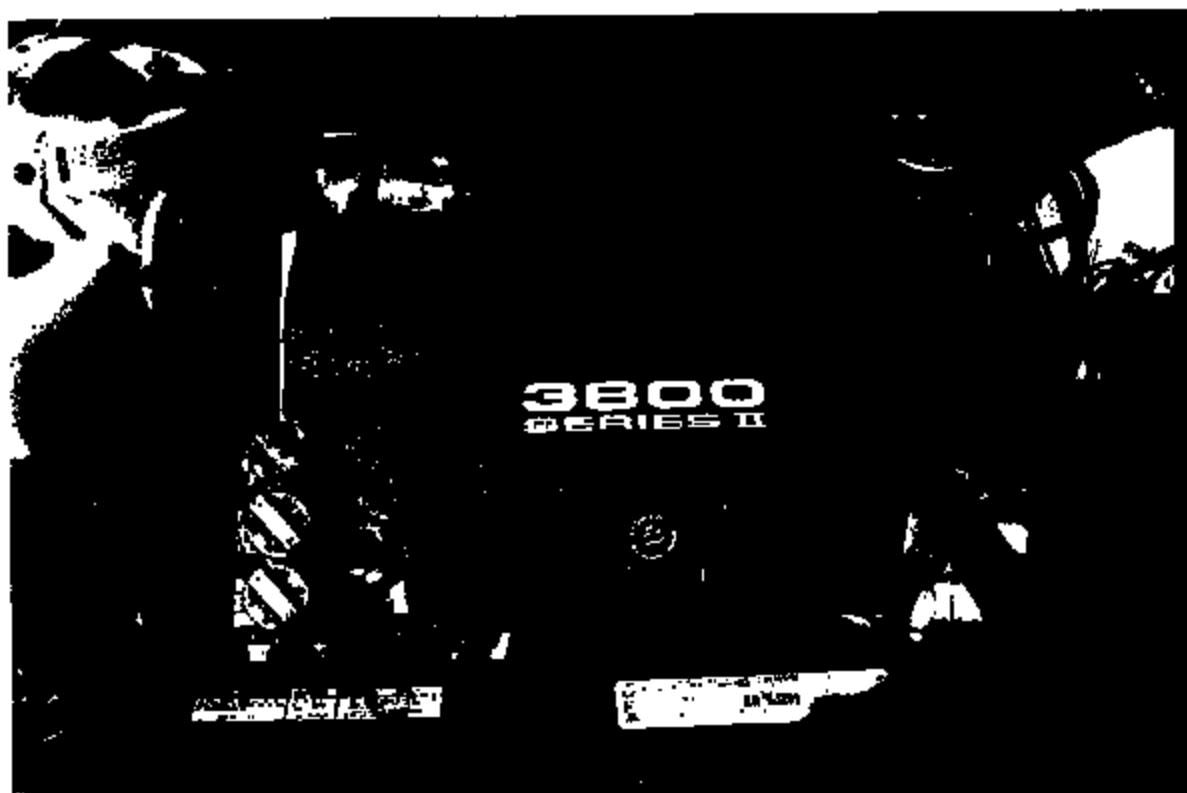


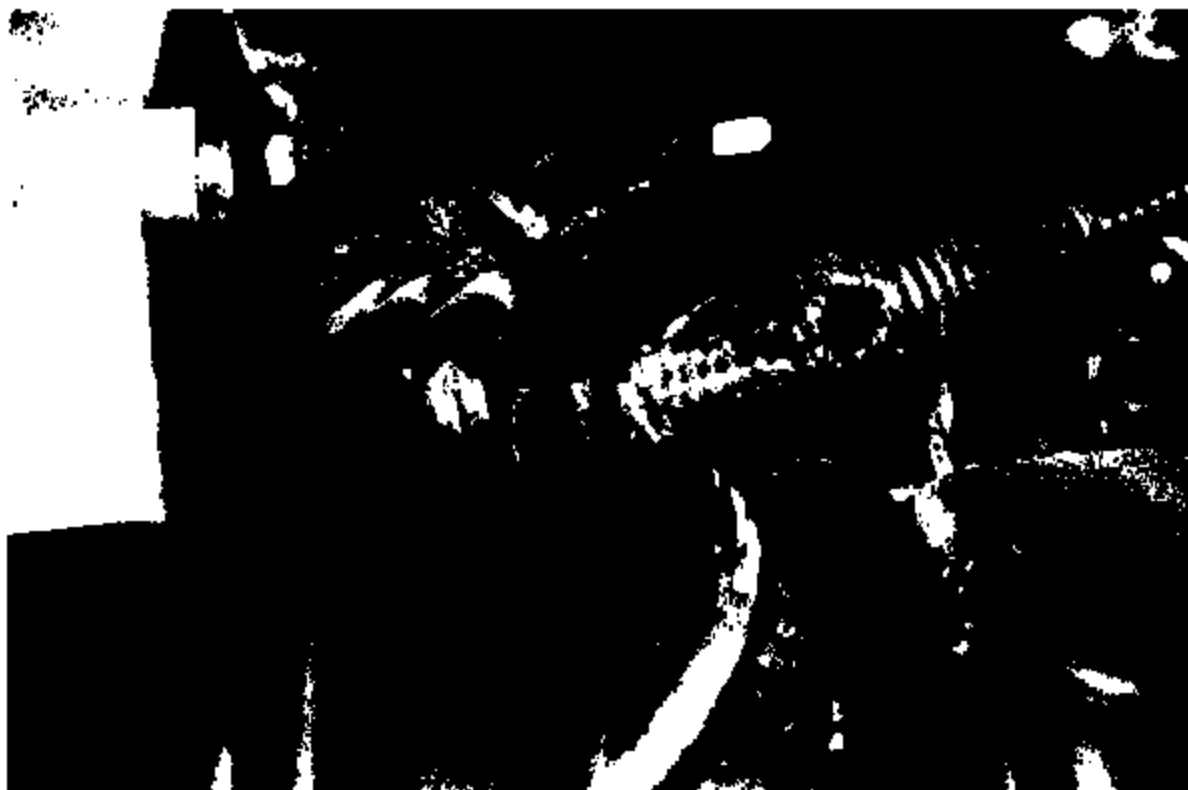






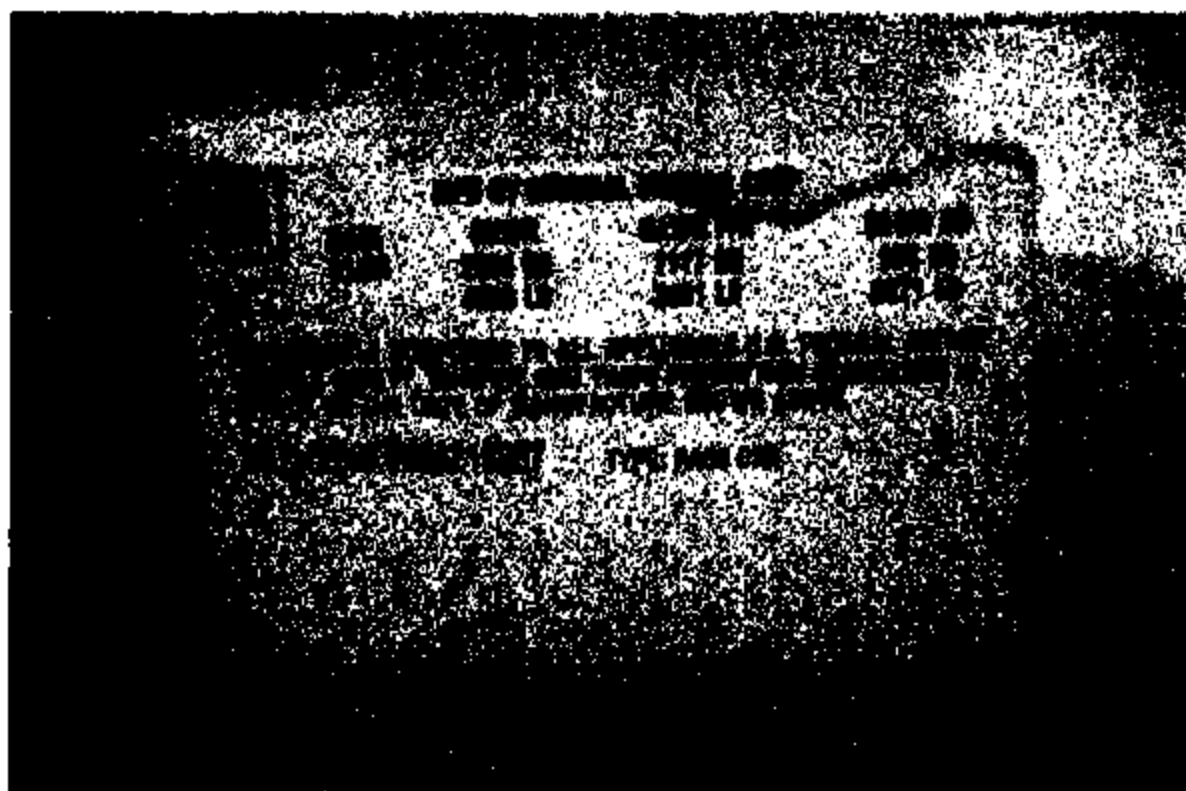


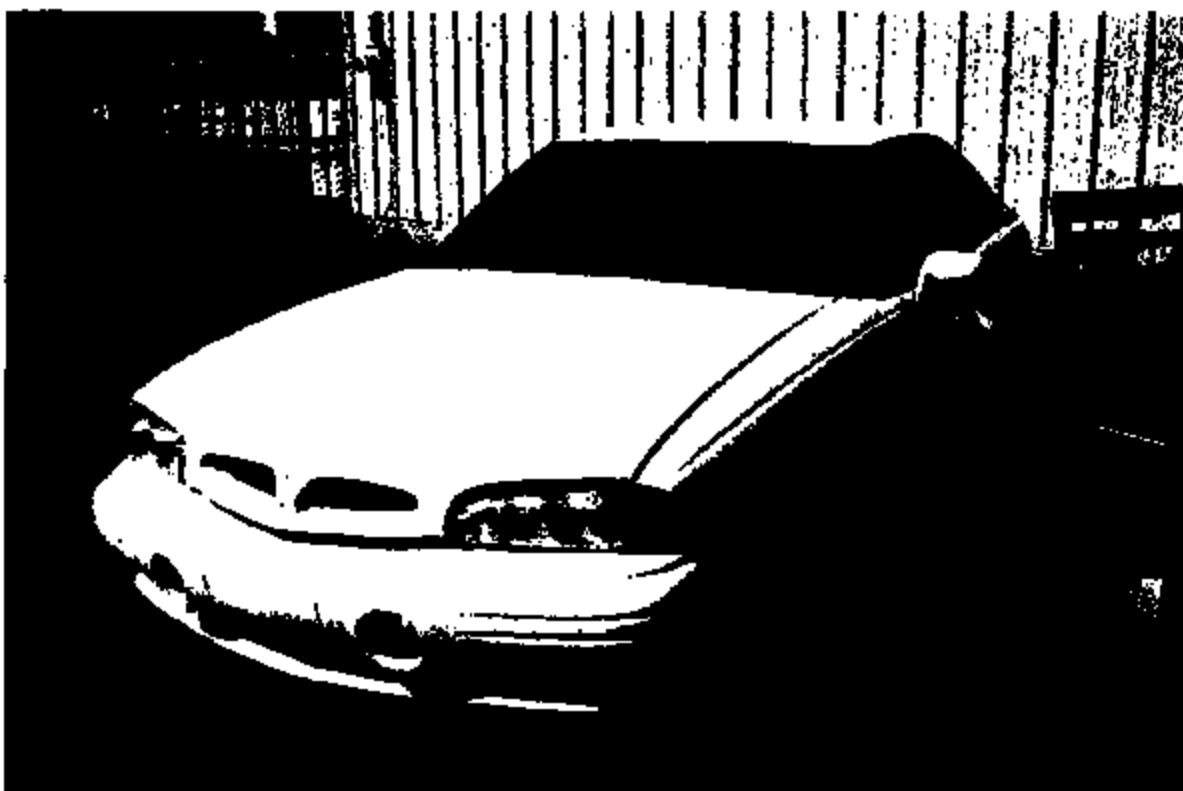




303774







PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

302942

 Page 1 of 6
+ A Tech.
sheet B.

Division: <u>PONTIAC</u>	Roll# <u>File #00003865</u>	VIN: <u>1G2HX52K3XH 213705</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		

Inspected By: Paul Osborn Organization: EAF
 Phone: (248) 642-3232x Inspection Date: 02/11/00 Mileage at Inspection: 21129

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

Following the inspection, summarize the tests and observations.

See Attachment - B

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

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

[REDACTED] / [REDACTED] / [REDACTED] / [REDACTED]

[REDACTED] / [REDACTED] / [REDACTED] / [REDACTED]

1. Various 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, etc.; see 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) Y; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____Describe GM warranty, Hitting - page 4 - LEFT Back Cylinder Head Replace -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) No Maintenance doneMaintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) at Home on Dodge

Any other pertinent vehicle history information (from interview 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

SIERRA Towing Service - 801-544-0903How 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 trailing cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) _____

load description _____ load location _____

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

If vehicle's ignition was "Off" prior to fire, for how long was it "Off"? 10-15 Min. Were all doors locked? (Y/N) NDrive length (if vehicle was parked prior to fire, describe last drive): Hrs. _____ Min. 1 Distance traveled 10-15 Feet

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

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

Exact incident location _____

UTah _____Weather conditions and visibility clear / cold / snow on the groundApprox. temperature 30 °F. Any physical visual obstructions? _____

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? Asphalt Describe: Asphalt - parking lot

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

Road condition: Wet, Dry, Icy or Other? 0 If other, specify Snow packed

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

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

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Y 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
☐ 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. Ar. _____	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other _____

Steering operation: (normal, other?) Normal

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

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

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? checked ash tray - no sign of smoking

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

Any flames? (from where, color, intensity, etc.) Reactive personnel noticed flames after opening hood in order to extinguish fire

Any steam or smoke? (from where, color, intensity, etc.) personnel noticed "white" smoke coming from cowl area

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) N Brake System?

(Y/N) N Other? (Y/N) N Describe: _____ Warning Lights? (Y/N) N

Gauges? (Y/N) N If so, describe: _____

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

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

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

File # 0000 3805

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

Any other comments or observations that have not been covered? Hertz personnel were cleaning parking lot of snow. They pulled the car forward so they could snow plow behind the car. They started car again and placed back in original position. Turned car off. Later noticed smoke coming from the car's hood. They opened hood and extinguished with fire extinguisher.

***** 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 Normal
 Front & rear exterior Normal
 Hood, inner & outer panels Hood - inner panel has a "white" burn spot above Alternator Area and a blackish color burn area melted wiring. Trunk area and Decklid, inner & outer panels - burners - mounted on the car -
 Roof Normal
 Door interior panels Normal
 Left & right instrument panel & odometer Normal
 Ashtray(s) area No evidence of smoking - ashtrays - clean
 Left & right front seat and carpet Normal
 Underbody & exhaust (include hangers) Normal
 Option code label -
 Engine compartment Fire contained in Alternator area -
 Radiator, front & rear Normal
 Coolant recovery bottle Normal
 Transmission cooler lines/connections Normal
 Engine compartment engine coolant lines/bores, connections/clamps Normal
 Engine compartment heater lines/bores, connections/clamps (include those to throttle body) Normal
 All fuel lines/bores, filter, connections/clamps Normal
 TBI, injector rail, or carburetor & fuel line connection Normal
 Engine compartment fuel lines/bores, connections & o-rings Normal
 Power steering lines/bores, connections/clamps Normal
 Generator & attached wiring Fire contained in Alternator Area appears that Alternator output wire shorted to the rear alternator bracket - starting fire.

File # 00003865
IV - VEHICLE INSPECTION (Continued)

Battery & attached cables Battery & cables look normal - ground cable
detached by technician.Engine block (note precise location of cracks, holes, etc.) NormalEngine oil pan NormalEngine compartment hinge torque rods NormalEngine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) NormalAny item which is alleged to be the cause/source Alleged output wire shooting against
Anything on vehicle which is after-market. No - Rear Bumper.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 Full - normalEngine oil Full - normalTransmission fluid Full - normalPower steering fluid Full - normalBrake fluid Full - normalList all driver electrical controls which are in the "On" position (include ignition) Heater / DefrosterFuses (Identify all open or not proper size) Under dash - All Fuses - OK -Wiring insulation at fuse blocks Wiring insulation intact

Fusible links (Identify all open)

Spark plug wiring and boot condition Burned where wires pass under A/T bracketFuel filler "Lead Free" restrictor in place? (YN) Describe

Location of fuel filler cap (or evidence of removal)

Catalytic converter (any discoloration or swelling?) NoPosition of windows (if glass missing, do further inspection) All in 'up' positionC. 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 writtenby Dealership

File # 00008863

***** 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: I drove To [redacted] Car Sales at [redacted] Layton, Utah. I talked to [redacted] who is in charge of the shop there. I also inspected parking lot where car caught on fire. I could detect no outside influences which would have caused fire.

Paul Osborn - EAF.

February 12, 2000

Attachment A. INSPECTION SUMMARY - File # 00003865 [REDACTED]

Results of Inspection: Fire was centered in the alternator area, the main indication was the "white" burnt spot on the hood insulating pad, and the wiring that was burnt to a white color that was located directly behind the alternator. I found the alternator output wire apparently had grounded against the top rear alternator support bracket, causing a direct short. The spark plug wires routed directly under the alternator bracket caught on fire, as well as the main engine electrical harness that also is routed under the alternator bracket.

From there, it appears that the main harness started burning and shorting out, and the heat/fire damage migrated to the cowl area, where the insulation was burned off of the main harness wiring, and the heat/fire also melted the underhood fuse box cover and base (mounted on cowl) and various plastic cowl pieces.

I noticed that the GM Service History file detailed a "Left bank - cylinder head replacement", that was performed at 4508 miles. I don't know if output wire was removed during that repair, and reinstalled incorrectly, or if the positioning of the output wire was done in production. I asked both the Dealer Service Manager (Jim Astell) and the [REDACTED] shop manager [REDACTED] if they had any service history on file, both stated "No".

DL: DMCR130D ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
MP: DMCR130M FILE ACCESS 8:50:08
FILE NBR: 00003865 01 CORP NBR: LEGAL NBR: TYPE: SVC
ACTION: I (A)DD (U)PDATE (I)INQUIRE (D)DELETE (P)FILE PRINT
MIN : 1G2HX52K6XH212705
MODEL YR: 99 MODEL CODE: FBV DLV DATE: 10 22 98 DOCUMENT NBR:

OWNER: WAR ST DTE: FILE SCRAP: 02 24 01
TITLE : FILE PURGE: 02 24 01
FIRST :
MIDDLE :
LAST : SUFFIX:
COMPANY NAME :
PHONE : WORK: EXT: FAX:
ADDRESS:
STREET :
CITY : LAYTON STATE: UT ZIP:
COUNTRY : USA

COMMENT: ORIGINAL OWNER

PF: 2 DL 7 INQ 8 MINI 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE.

DL: DMCRL40D ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
MP: DMCRL40M CASE OPEN 8:52:40
FILE NBR: 00 003865 01 CORP NBR: LEGAL NBR:
OWNER: MDL YR: 99 MDL: PBV
ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)DELETE (R)EOPEN
STATUS: CLOSED RCVD DATE: 01 05 00 OPEN DATE: 01 05 00 C.O. STAFF: 5M
RESP: HANKINS, LATASHA
SVC DLR: 16 23 426 CG: 13 SECT: 13 MKT: 27 DSM: DM: ESM: CRM:
NAME: YOUNG PONTIAC, CADILLAC, GMC TRUCK C CITY: LAYTON ST: UT
SLS DLR: CG: SECT: MKT: (IF DIFFERENT)
NAME: CITY: ST:
CASE TYPE: X MILEAGE: 21,129 TRANSMIT PROFILE:
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 :
ACTIVITY: INITIAL CONTACT DATE: 01 05 00
MAILGRAM: TELEPHONE: Y LETTER: PERSONAL CONTACT: FILE ONLY:
REVIEW CASE: FOLLOW-UP DATE: OWNER DEMAND: \$0.00
GENERAL COMMENTS OTHER PARTIES
PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT

DL: DMCRI60D ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
MP: DMCRI60M COMPLAINT DETAIL 8:52:51
FILE NBR: 00 003865 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PBV

ACTION: I (A)DO (U)PDATE (I)NQUIRE (D)DELETE

ALLGD SAFETY: Y

FTC: N

OPEN DATE: 01 05 00

STATUS: CLOSED

COMPLAINT CODES: #36 T01

COMPLAINT CODE: A06 DESC: FIRE

BY: STARKS, ROBYN

REVISED CODE: OPEN COMMENTS

S/M STATES ALTERNATOR WIRES CAUSED FIRE.

CAUSE CODE: CAUSE COMMENT:

CLOSING COMMENTS: 02 23 00 DEALER: SECT: X BY: DEPALMA, GIOVANNI
GM AUTHORIZED STRAIGHT REPURCHASE

RO NBR:

GENERAL COMMENTS

OTHER PARTIES

PF: 2 DL 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMIS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE.

DL: DMCRI60D ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
MP: DMCRI60M COMPLAINT DETAIL 8:52:56
FILE NBR: 00 003865 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PBV
ACTION: I (A)DD (U)PDATE (I)MODIFY (D)DELETE
ALGD SAFETY: Y FTC: N
OPEN DATE: 01 05 00 STATUS: CLOSED
COMPLAINT CODES: A06 T01
COMPLAINT CODE: T01 DESC: PRODUCT ALLEGATION BY: STARKS, ROBYN
REVISED CODE: OPEN COMMENTS
THERMAL EVENT.

CAUSE CODE: CAUSE COMMENT:

CLOSING COMMENTS: 02 23 00 DEALER: SECT: X BY: DEPALMA, GIOVANNI
FILE FORWARDED TO ESI5

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 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHECK/CERT
INQUIRY COMPLETE.

DL: DMCRI70D ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
MP: DMCRI70M GENERAL COMMENTS 8:54:20
FILE NBR: 00 003865 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

01/05/00 12:40P STARKS, ROBYN N

AVM STEVE ROBINSON STATES VEHICLE WAS BROUGHT INTO THE DEALERSHIP
DUE TO A THERMAL EVENT. S/M STATES THE ALTERNATOR WIRES CAUSED THE
CONCERN. S/M, JIM STATES THE VEHICLE IS OWNED BY [REDACTED]
CRM CONTACTED [REDACTED] AND SPOKE WITH [REDACTED] CRM OBTAINED THE
FOLLOWING INFORMATION FOR PAR:

1. INCIDENT DATE: 01/03/00. TIME: 9:30 A.M.
2. LOCATION OF INCIDENT: ON THE LOT AT 1573 N. MAIN STREET.
3. WHO WAS DRIVING AT THE TIME: N/A. AGE: N/A. DISABILITIES: N/A.
4. ROAD SURFACE: N/A.
5. NUMBER OF PEOPLE IN VEHICLE: N/A. BODILY INJURIES: NONE.
6. N/A.

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETIL 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
CANNOT PAGE FORWARD, LAST AVAILABLE RECORD SHOWN.

DL: DMCRI70D ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
MP: DMCRI70M GENERAL COMMENTS 8:54:31
FILE NBR: 00 003865 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: FEV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):
DATE TIME NAME

01/05/00 12:45P STARKS, ROBYN N

CONTINUATION.....

7. WERE OTHER VEHICLES INVOLVED? NO
8. PROPERTY DAMAGE? ONLY TO VEHICLE.
9. COMPONENTS ALLEGED DEFECTIVE? ALTERNATOR WIRES.
10. PRESENT LOCATION OF VEHICLE? DEALERSHIP, YOUNG PONTIAC.
11. POLICE REPORT MADE? NO.
12. WHERE DID OWNER HAVE MAINTENANCE DONE? ON SITE.
13. INSURANCE? NO.
14. OWNERS DESCRIPTION OF WHAT HAPPENED? THEY HAD JUST MOVED THE CARS FOR THE SNOW PLOW. THE CAR HAD BEEN PARKED FOR APPROXIMATELY 15 MINUTES AND ONE OF THE OIL GUYS WAS WALKING BY AND SMELLED SMOKE. HE OPENED THE

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CNTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
MP: DMCRI70M GENERAL COMMENTS 8:54:34
FILE NBR: 00 003865 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MDL YR: 99 MDL: PBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

01/05/00 12:46P STARKS, ROBYN N

CONTINUATION..... HOOD AND THE CAR WAS ON FIRE. THE CAR
WAS TOWED TO THE DEALERSHIP. ROBYN STARKS/TAMPA.

01/05/00 12:52P STARKS, ROBYN N

S/M STATES HE WILL WAIT FOR CONTACT FROM THE PAR DEPT. BEFORE MAKING
REPAIRS. S/M NAME IS JIM ASTLE. ROBYN STARKS/TAMPA.

01/06/00 08:39A KERSEY, ANGELA N

FORWARDING FILE TO TAMPA PAR CEN, LATASHA HANKINS EXT. 58042, FOR
REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

PF: 2 DLR LST 13 FILE ACES 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
MP: DMCRI70M GENERAL COMMENTS 8:54:40
FILE NBR: 00 003865 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

01/11/00 11:35A HAWKINS, LATASHA

N

CRM SPOKE WITH [REDACTED].

MR. BUTTARS GAVE AUTHORIZATION FOR INSPECTION.

MR. BUTTARS STATED VEH LOCATED AT YOUNG PONTIAC.

MR. BUTTARS STATED THAT IT IS TOO EARLY TO TELL WHAT IS EXPECTED FROM PONTIAC.

CRM ADVISED [REDACTED] OF HOW TO REACH CRM AND THAT INSPECTION WILL BE PERFORMED.

MR. BUTTARS STATED NOONE WAS DRIVING VEH AT THE TIME....THAT VEH HAD JUST BEEN MOVED FOR SNOW FLOW...

MR. BUTTARS STATED FIRE STARTED UNDER HOOD.

CRM CALLED DEALER TO ADVISED OF INSPECTION....LATASHA HAWKINS/PAR 56042

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
#P: DMCRI70M GENERAL COMMENTS 8:54:44
FILE NBR: 00 003865 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

01/11/00 11:35A HAWKINS, LATASHA

N

CRM SPOKE WITH MARTY ISAKSON (ASST. SERVICE MANAGER).

CRM FAXING INSPECTION REQUEST TO EAA.

LATASHA HAWKINS/PAR 58042

02/08/00 11:44A DEPALMA, GIOVANNI

N

GM MANAGER REQUESTED PAR CRM GIOVANNI DEPALMA TO REVIEW AND POSSIBLY
ACQUIRE FILE.

GIOVANNI DEPALMA/TAMPA PAR/EXT 58312

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: DMCRI70D ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
MP: DMCRI70M GENERAL COMMENTS 8:54:49
FILE NBR: 00 003865 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MDL YR: 99 MDL: PBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

02/08/00 11:45A DEPALMA, GIOVANNI

N

CRM CALLED SERVICE MANAGER AND AVM TO REVIEW AND ADVISE FIL WILL BE
HANDLED BY PRESENT CRM.

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI700 ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
MP: DMCRI70M GENERAL COMMENTS 8:54:52
FILE NBR: 00 003865 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

02/08/00 11:58A THOMPSON, ELMER D. N

2-8-00 E.D. THOMPSON, GM PAR MANAGER RECEIVED VOICE MAIL MESSAGE FROM [REDACTED]

[REDACTED] AVM IN SALT LAKE CITY REGARDING STATUS OF INSPECTION THAT HE AND SERVICE MANAGER PREVIOUSLY REPORTED ON 1-5-00. EDT ASKED GIO DIPALMA TO TAKE OWNERSHIP OF FILE AND REPORT STATUS OF FINDINGS. PER KATHY SMITH AT EAA NO INSPECTION WAS REQUESTED. E.D. THOMPSON, GM PAR MANAGER REQUESTED THAT M. RIGGERI, LEGAL TEAM MANAGER ASSIST WITH COACHING AND COUNSELING SESSION HELD WITH L. HAWKINS, CRM REGARDING STATUS OF FILE. MEETING WAS HELD AT E.D. THOMPSON'S DESK AT 11:45 A.M. WITH LATASHA HAWKINS AND MICHELLE RUGGIERE.

NOTE: GIO DIPALMA IS NOW WORKING THIS FILE DUE TO THE SERIOUSNESS OF ALLEGATION AND NEED FOR INSPECTION TO BE EXPEDITED. E.D. THOMPSON

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRY 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: DMCRI70D ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
MP: DMCRI70M GENERAL COMMENTS 8:54:56
FILE NBR: 00 003865 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MDL YR: 99 MDL: PBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):
DATE TIME NAME
02/08/00 11:59A DEPALMA, GIOVANNI N
CRM FAXING INSPECTION REQUEST TO EAA.
GIOVANNI DEPALMA/TAMPA PAR/EXT 58312
02/08/00 01:21P DEPALMA, GIOVANNI N
CRM CALLED HERTZ SERVICE MANAGER TRENT BOTTARS TO ADVISE INSPECTION HAD
BEEN RESCHEDULED.
GIOVANNI DEPALMA/TAMPA PAR/EXT 58312

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
MP: DMCRI70M GENERAL COMMENTS 8:55:01
FILE NBR: 00 003865 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

02/17/00 12:20P DEPALMA, GIOVANNI

N

CRM CALLED [REDACTED] SERVICE MANAGER [REDACTED] TO ADVISE

GM WILL ACCEPT RESPONSIBILITY.

[REDACTED] ADVISED THAT [REDACTED] STORE MANAGER GARY GREEN WILL CALL PAR
AT A LATER TIME.

CRM ADVISED DEALER AND AVM WILL BE CONTACTED.

GIOVANNI DEPALMA/TAMPA PAR/EXT 58312

02/17/00 06:05P THOMPSON, ELMER D.

N

E.D. THOMPSON, GM PAR TEAM MANAGER RECEIVED CALL FROM STEVE ROBINSON, AVM
ON 2-17-00 AT 5:45 PM ADVISING THAT G. DEPALMA, CRM HANDLING FILE IS DOING
AN EXCELLENT JOB, VERY RESPONSIVE AND WANTED TO LET US KNOW FILE BEING
HE THINKS FILE BEING HANDLED VERY WELL. EDT

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
MP: DMCRI70M GENERAL COMMENTS 8:55:13
FILE NBR: 00 003865 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: TRENT BOTTARS MDL YR: 99 MDL: PBV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

02/18/00 01:06P DEPALMA, GIOVANNI

N

CRM CALLED

CRM ADVISED GM WILL AUTHORIZE A REPURCHASE.

N STATES HE WILL DISCUSS MATTER FURTHER WITH THE OWNER

OF AND HE WILL CALL PAR AT A LATER TIME.

GIOVANNI DEPALMA/TAMPA PAR/EXT 58312

02/23/00 06:05P DEPALMA, GIOVANNI

N

CALLED PAR TO ADVISE HE WILL ACCEPT

A STRAIGHT REPURCHASE.

CRM ADVISED IT WILL BE SUBMITTED.

GIOVANNI DEPALMA/TAMPA PAR/EXT 58312

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM1063 CONSUMER RELATIONS PF/ADS: 03/02/00
MP: DMCRI70M GENERAL COMMENTS 8:55:20
FILE NBR: 00 003865 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PBV

ACTION: I (A)DO (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

02/23/00 06:09P DEPALMA, GIOVANNI

N

CRM RECEIVED AND REVIEWED PAR FILE.

CRM CONTACTED CUSTOMER AND DEALER TO REVIEW FILE.

CRM REQUESTED AND RECEIVED EAA INSPECTION.

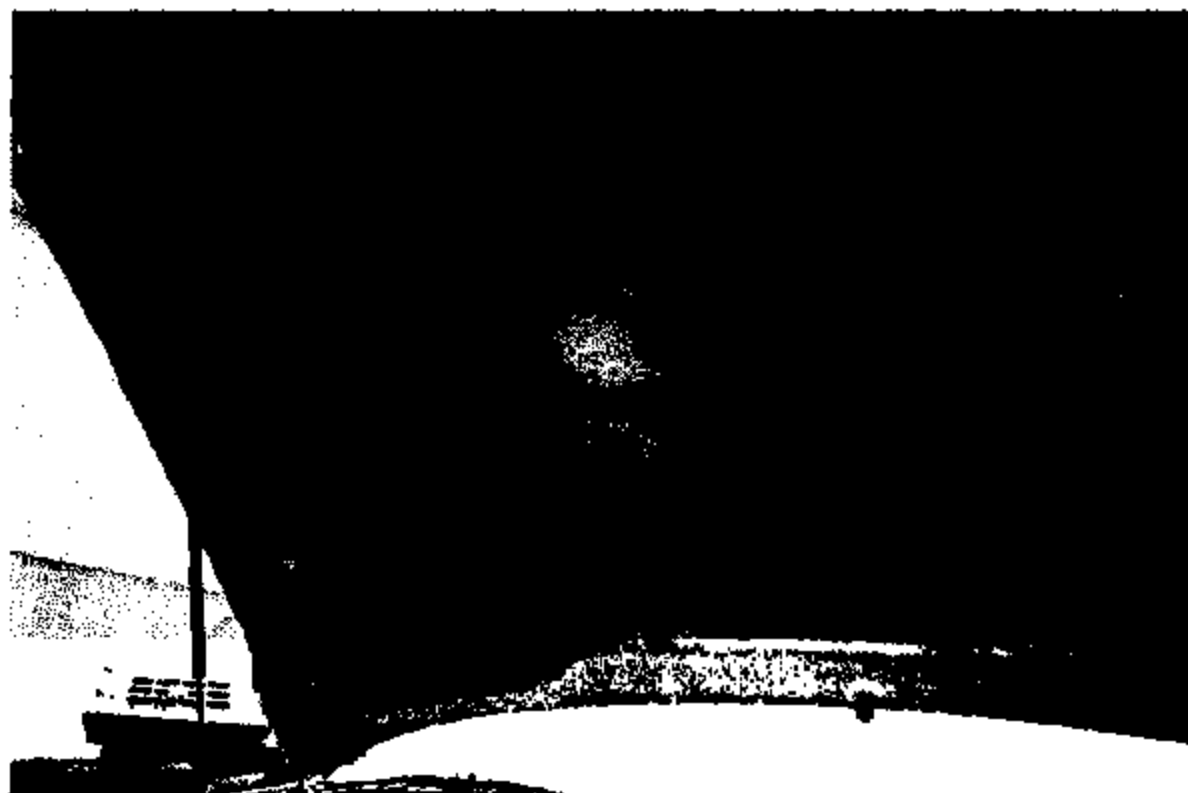
CRM CONTACTED CUSTOMER AND ADVISED GM WILL AUTHORIZE A STRAIGHT REPURCHASE.

CRM FORWARDING FILE TO ESIS, GM/SAFETY AND CLOSING FILE.

GIOVANNI DEPALMA/TAMPA PAR/EXT 58312

PF: 2 DLR 1ST 13 FILE ACES 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CNTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

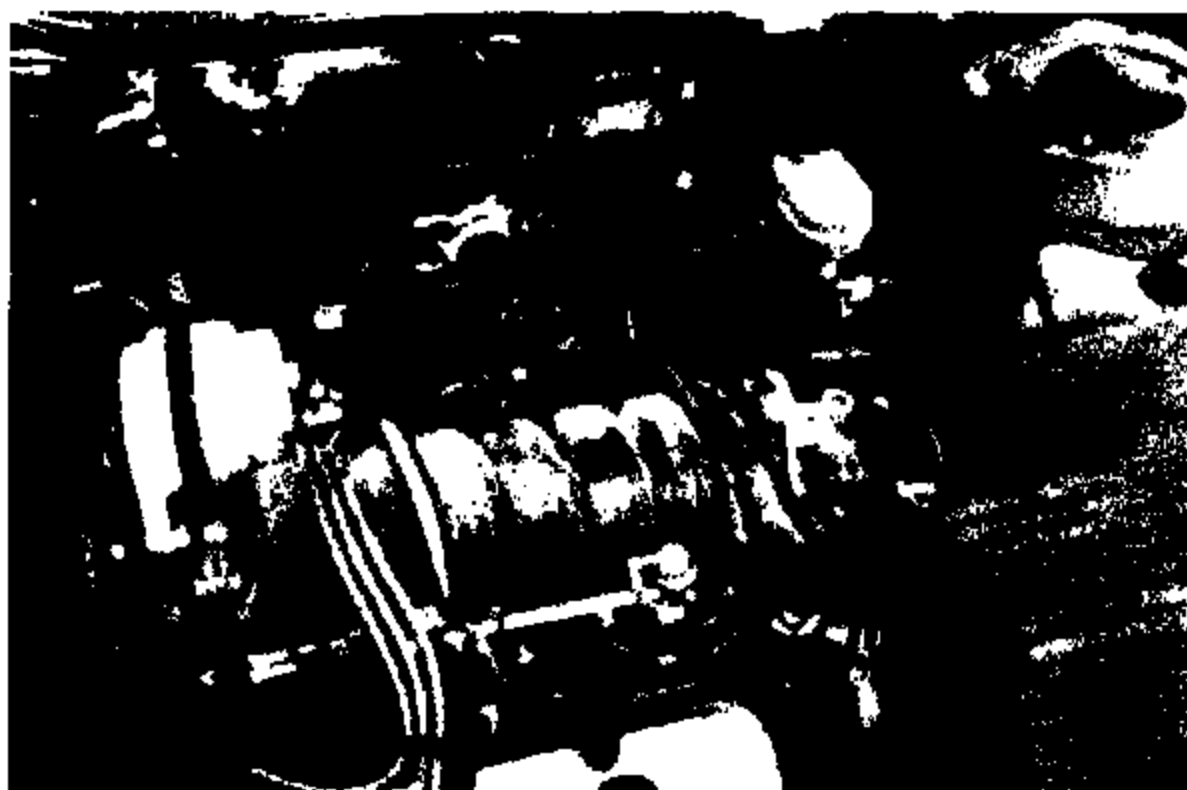
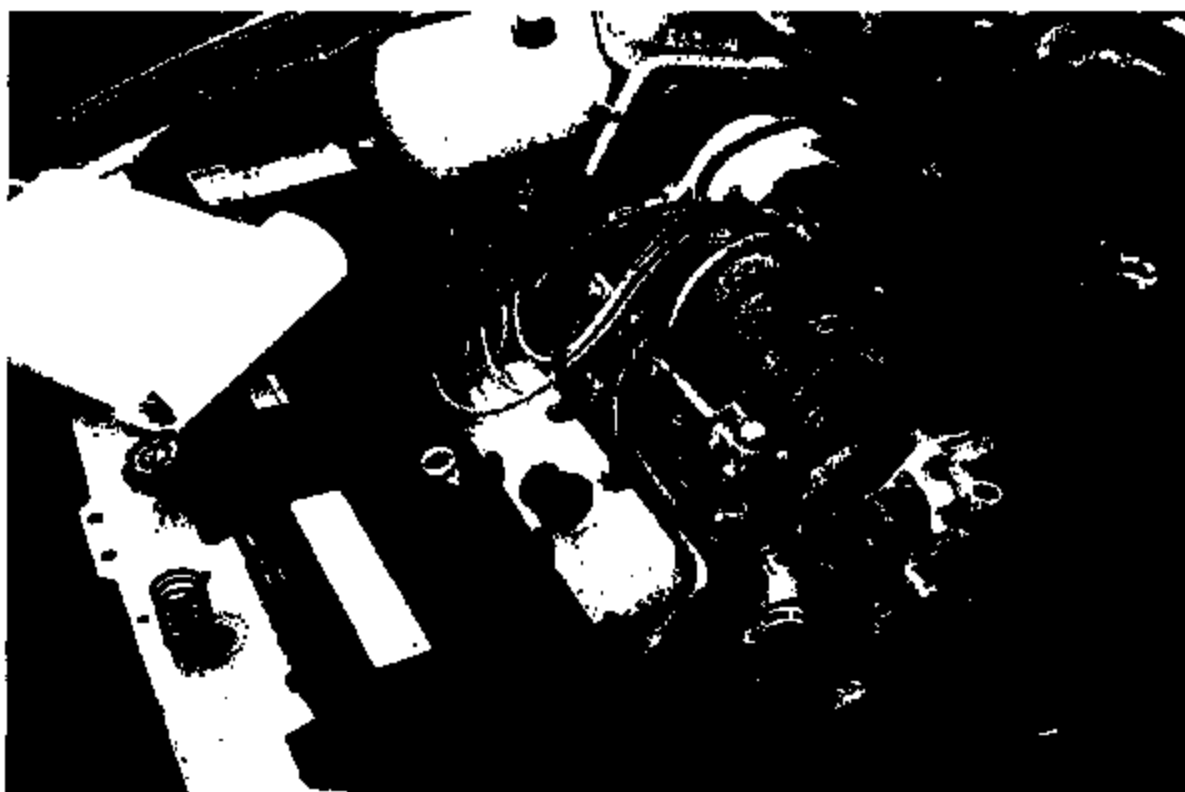
303942

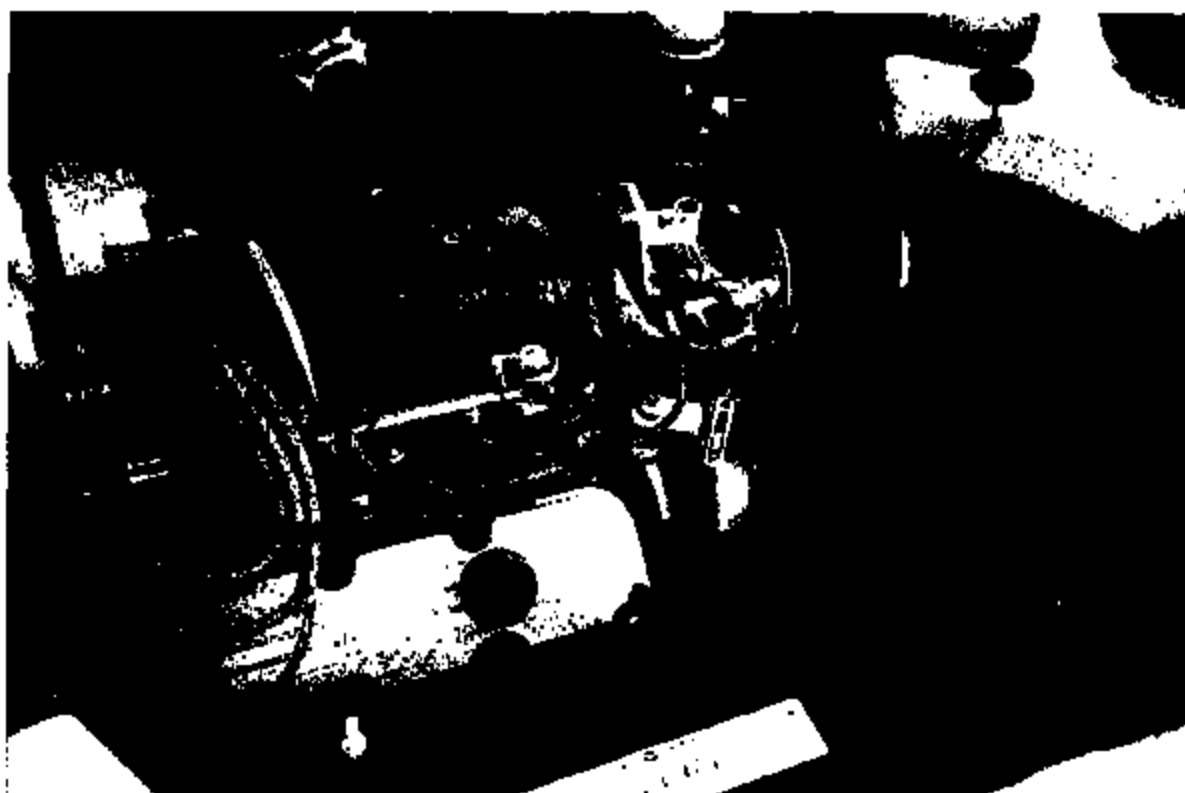


303942



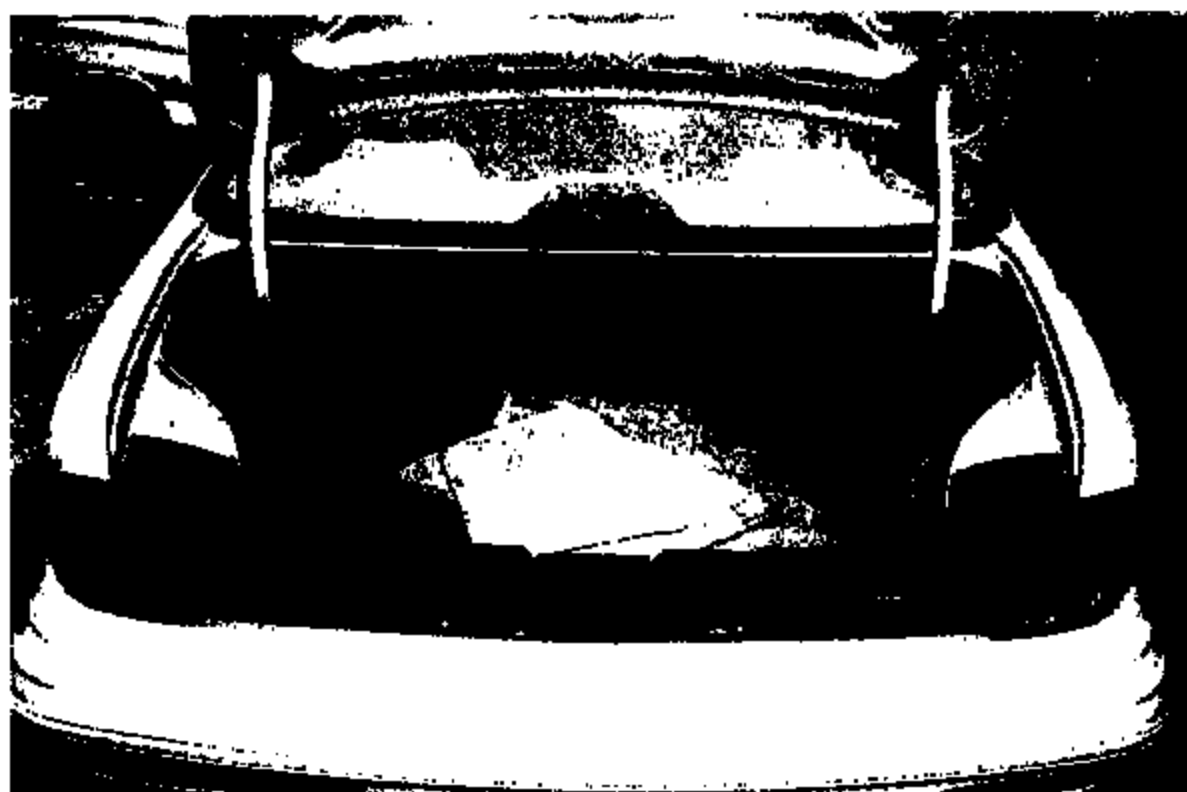
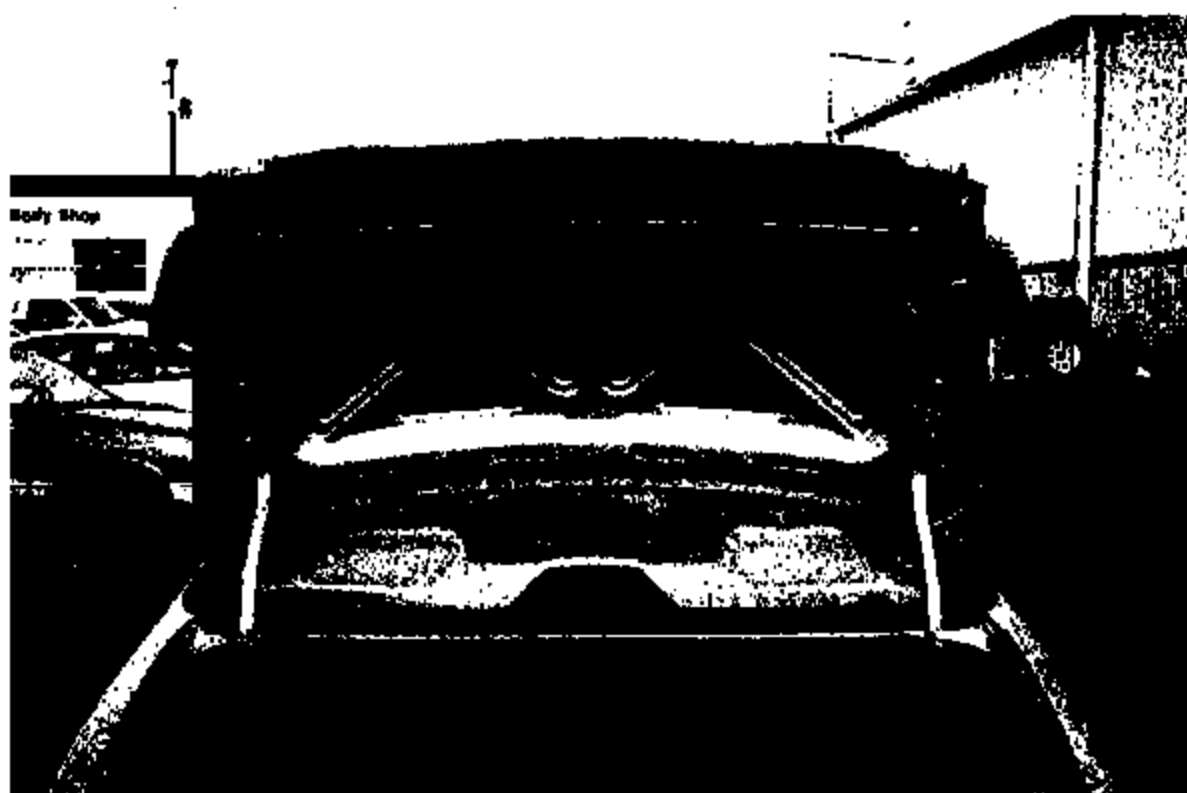
303942







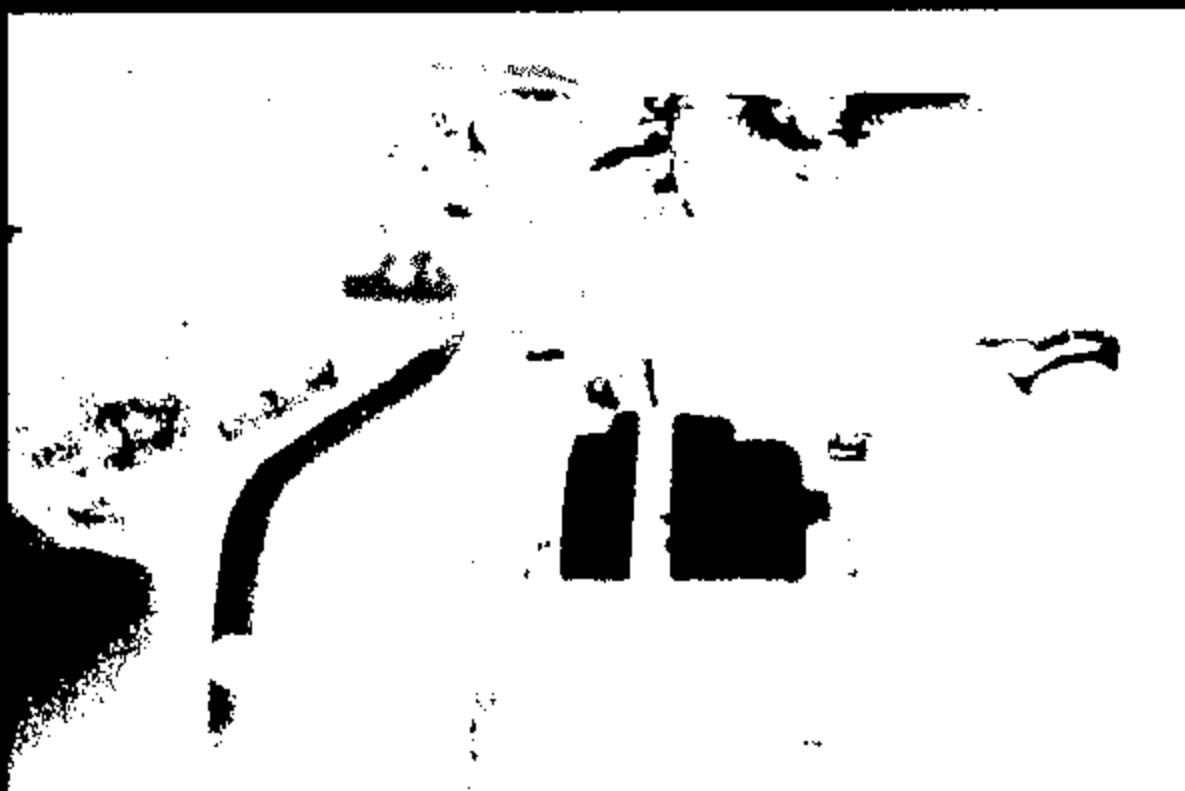


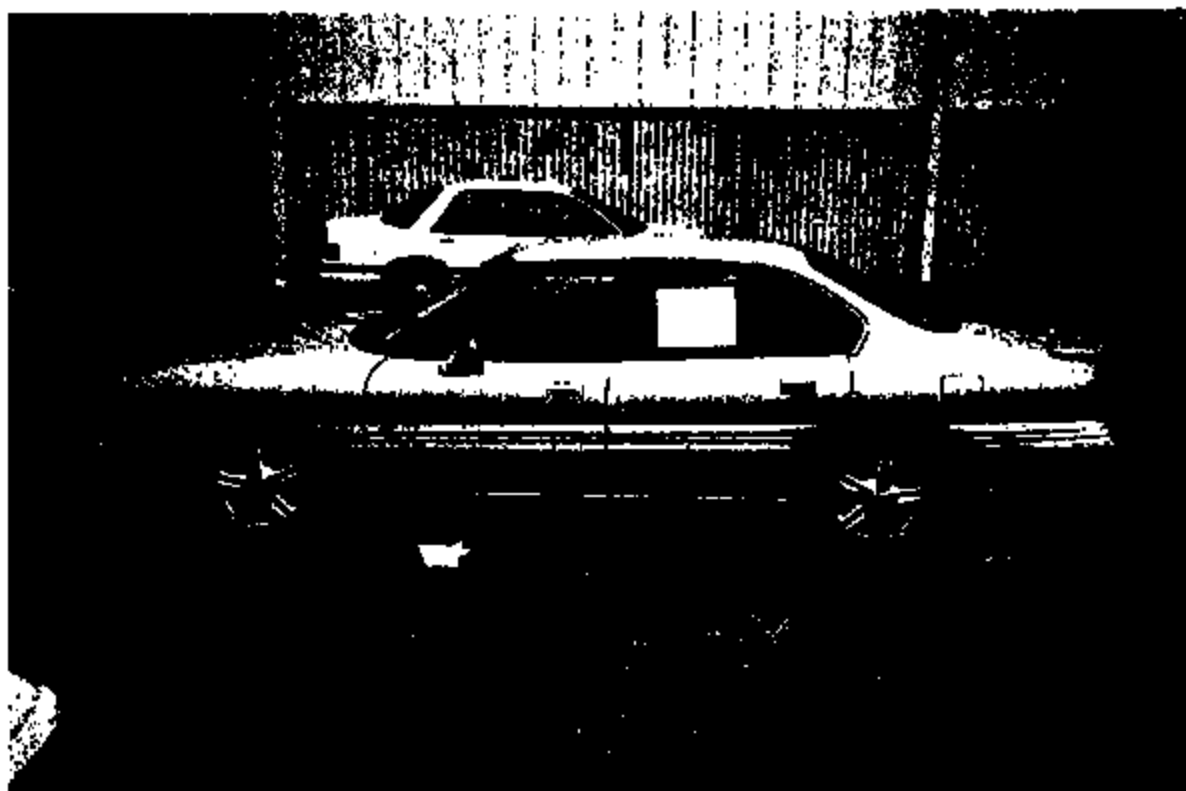




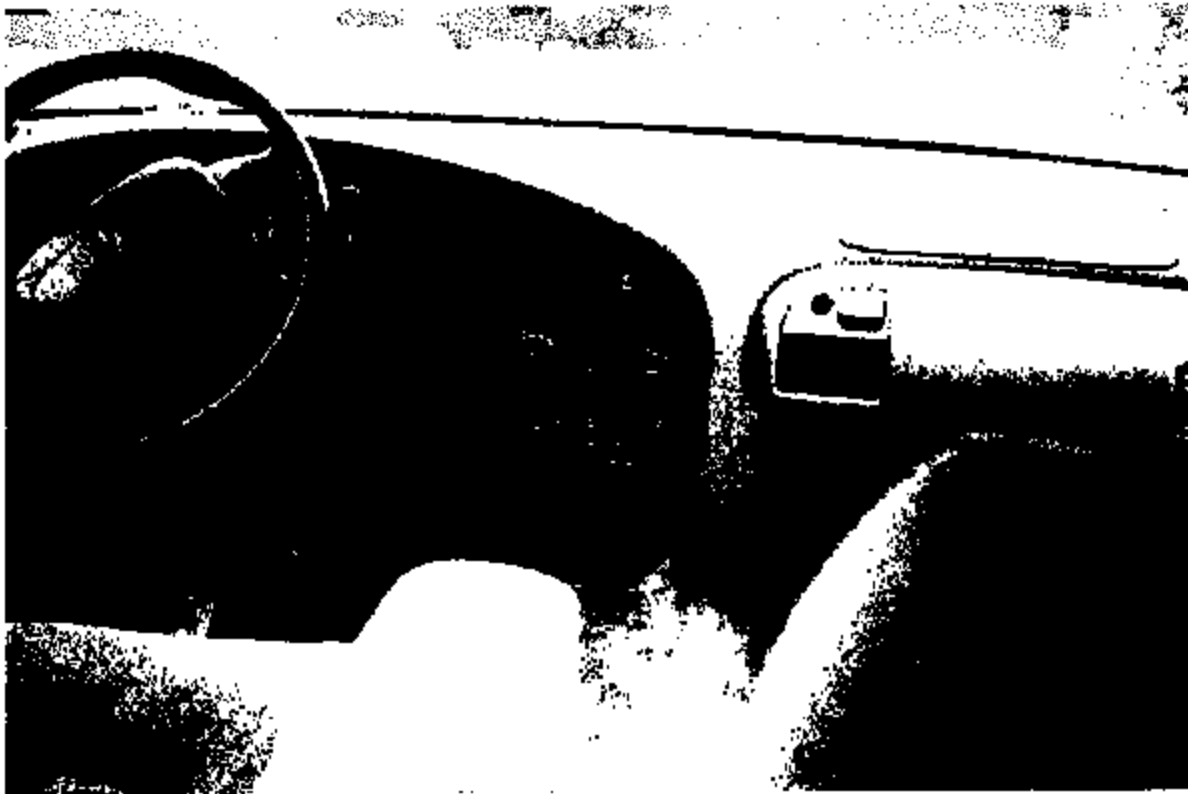








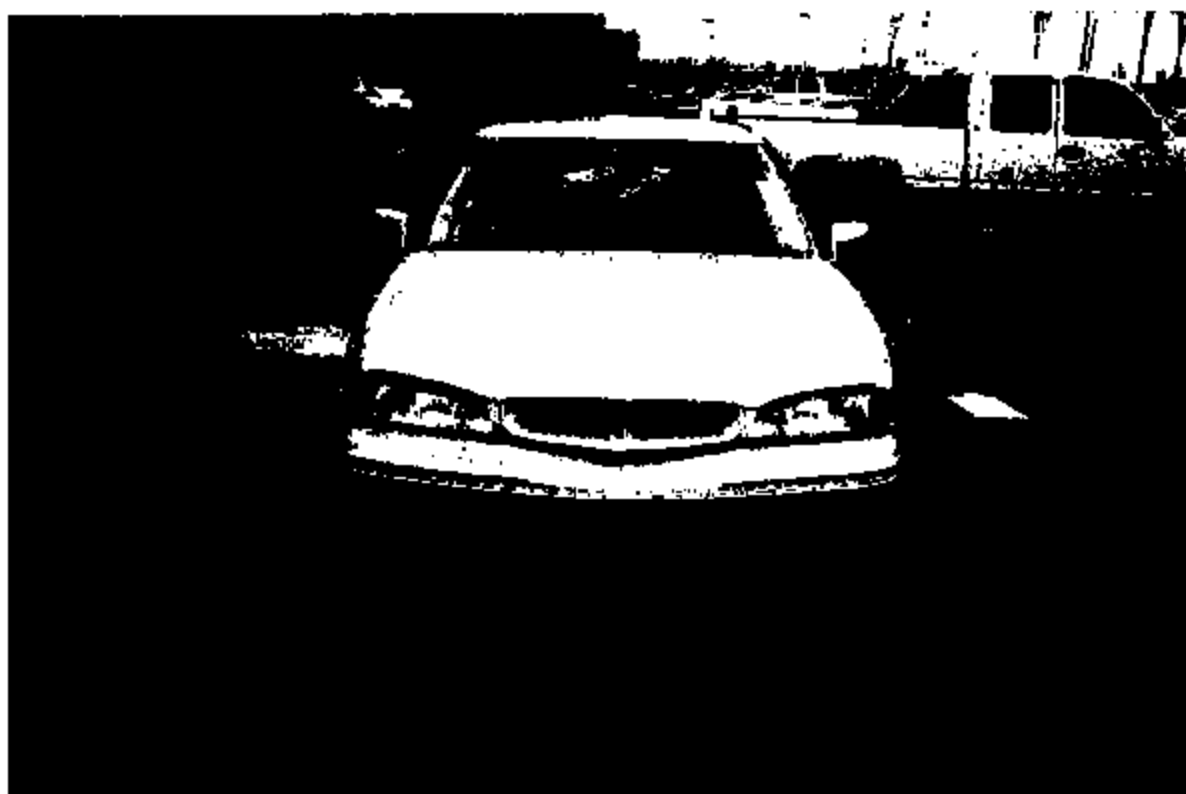
303942

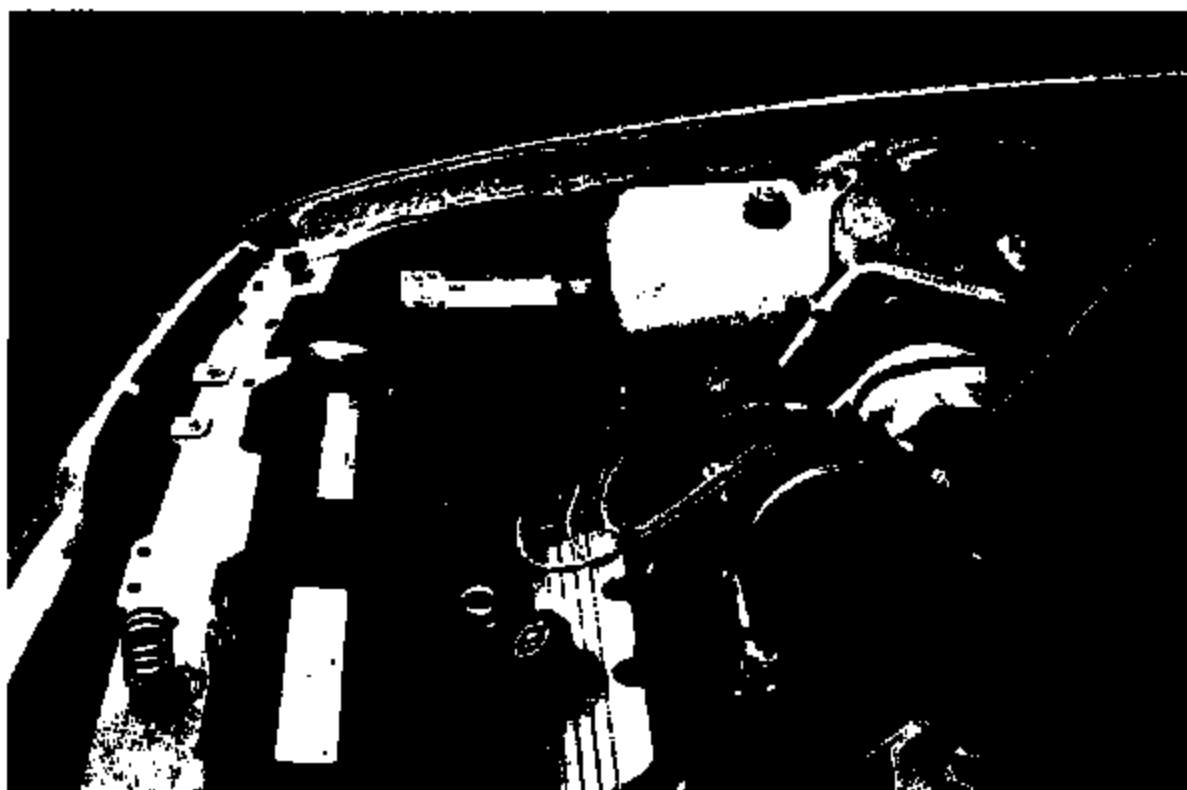
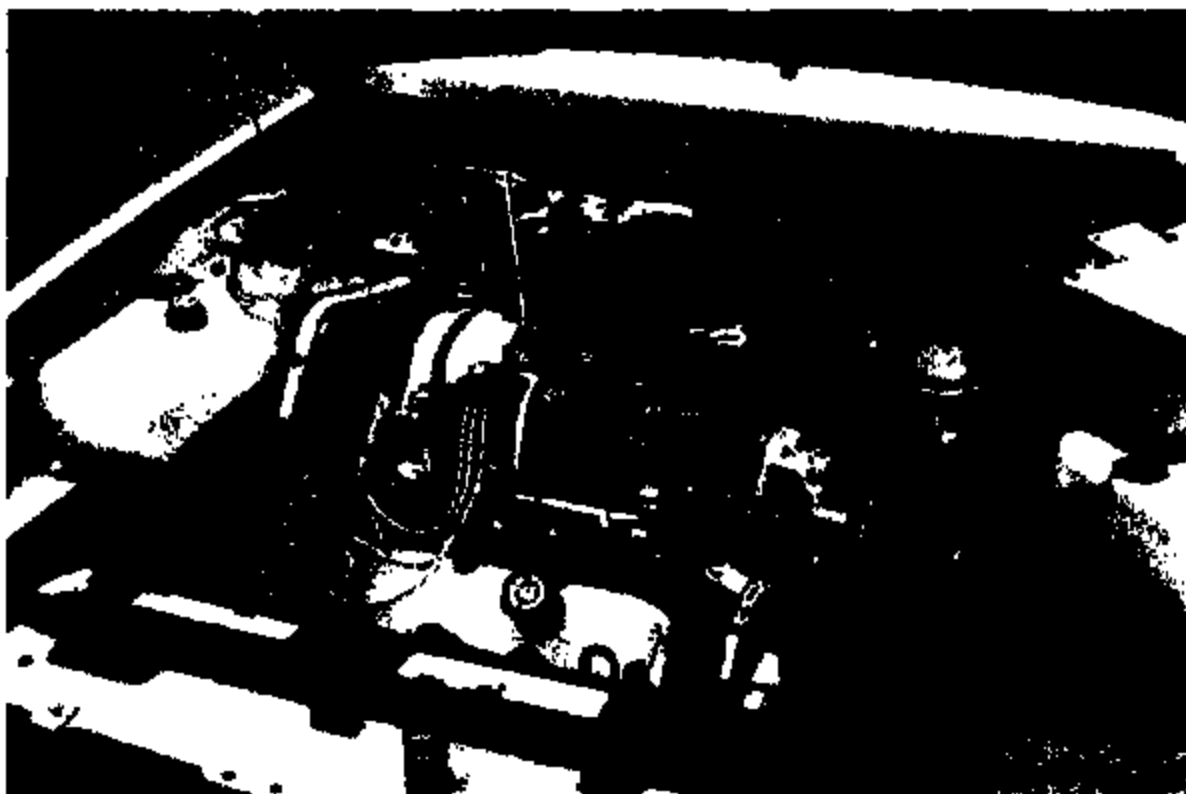




303942















GENERAL MOTORS CORPORATION

304044

DIVISION: Pontiac

ZONE:

DATE: 02/09/00

ESIS

300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

RE: Claimant: [REDACTED]

Date of Incident: 01/12/00

CAC File No.: 00021378

Gentlemen:

Attached is a PAR report with information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for the reason(s) indicated below:

1. (☒) The attached report is for your information and record.
2. (☐) We believe this claim may deserve further investigation by you.
3. (☐) Other:

We have checked the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Forward claim acknowledgments to:

Product Investigation Coordinator
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Very truly yours,

Amy Drury
Amy Drury
Customer Relationship Manager
Product Allegation Resolution Team
General Motors Corporation

Enclosures:

- ☒ CAC Case Comments
- ☒ KAA Reps Notes
- ☒ Pictures
- ☐ Estimates
- ☐ Police Report
- ☐ RO's
- ☐ Demo Tape

Other: Fire Report to be sent at later date.

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

D.O.F. 1-12-00 AM

(page 1 of 4)

Division: <u>DETROIT</u>	Ref: <u>00021378</u>	VIN: <u>1G2WJ52K1E263357</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		

Inspected By: W.L. KING Organization: GM, INC.
 Phone: 203-746-8083 Inspection Date: 02/08/00 Mileage at inspection: 20783

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

REFER TO ATTACHED
COVER LETTER DETAILED REPORT.

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

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 _____

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

NOT TOWED by ELDIE'S AUTO BODY, WINDSOR LOCKS CT.How was vehicle towed? (flat bed, dolly, sling, front or rear lift) FLAT BED If towed on wheels, how far? 1 MILE

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

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

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

load description NONE load location NONEDriver's physical description (gender, age, height, weight, disabilities) VEHICLE UNOCCUPIED AT TIMEIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? ENG. RUNNING Were all doors locked? (Y/N) NDrive length (if vehicle was parked prior to fire, describe last drive): Hrs. 0 Min. 0 Distance traveled 0 (PARKED)If not parked, vehicle speed estimate 0 MPH Source of estimate OWNER Posted speed 00 MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) UNK When last fueled? UNKExact incident location PARKING LOTELLA GRAYSON HIGHWAY, 9 RTE 75 WINDSOR LOCKS CT.Weather conditions and visibility CLEARApprox. temperature 30'S °F. Any physical visual obstructions? NONE

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A Describe: _____Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A 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.) NORMALAny warning lights "On", high/low gauge readings, or messages displayed? (Y/N) 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	☐ 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. _____ R. _____	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other _____

Steering operation: (normal, other?) NORMALPowertrain: (any engine mis, sluggish, surge, stall, loss of power or speed, etc.) NONEAny unusual noises (bang, pop, tick, grinding, metallic, rattle, etc.)? From where? NONEDid it appear to match engine speed? (Y/N) XDescribe any unusual odors. From where? NONE

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

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

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

Any flames? (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) NElectrical 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) NGauges? (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 RaiseWindows? (Y/N) N Turn Engine Off? (Y/N) Y Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) NOpen Hood? (Y/N) _____ Open Trunk? (Y/N) N Other? (Y/N) N Describe _____

NOTE: CAR WAS PARKED AT TIME OF FIRE. ENG. WERE RUNNING.

***** 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 FRONT HEAVY THERMAL DAMAGE - REAR UNDAMAGED.Hood, inner & outer panels HEAVY THERMAL DAMAGE.Trunk area and Docket, inner & outer panels NO DAMAGERoof NO DAMAGEDoor interior panels NO DAMAGELeft & right instrument panel & odometer SOME HEAVY DAMAGE TOP/RIGHT PANEL - ODOMETER OKAshtray(s) area CLEAN - NOT INVOLVEDLeft & right front seat and carpet NO DAMAGEUnderbody & exhaust (include hangers) NO APPARENT DAMAGE - (VEHICLE NOT ON LIFT.)Option code label UNDAMAGED.Engine compartment HEAVILY DAMAGED - FULLY INVOLVED IN THERMAL EVENT.Radiator, front & rear DAMAGED - EXTENSIVE EXPOSURECoolant recovery bottle CONSUMED BY FIRETransmission cooler lines/connections DAMAGED - FULLY EXPOSED TO THERMAL ACTIVITYEngine compartment engine coolant lines/hoses, connections/clamps HEAVY FIRE DAMAGE - CONSUMED, FULLY INVOLVEDEngine compartment heater lines/hoses, connections/clamps (include those to firewall body) HEAVY FIRE DAMAGE CONSUMED, FULLY INVOLVED.All fuel lines/hoses, filter, connections/clamps CONSUMED - FULLY INVOLVED.TBI, injector rail, or carburetor & fuel line connection HEAVY DAMAGE - FULLY INVOLVED.Engine compartment fuel lines/hoses, connections & o-rings HEAVY DAMAGE - FULLY INVOLVED.Power steering lines/hoses, connections/clamps CONSUMED - FULLY INVOLVED.Generator & attached wiring HEAVY DAMAGE, FULLY INVOLVED.

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

Battery & attached cables HEAVILY DAMAGED - FULLY EXPOSED/INVOLVED
 Engine block (note position location of cracks, holes, etc.) NO CRACKS OR HOLES APPARENT

Engine oil pan NOT CHECKED - NO DAMAGE INDICATED (NOVEMBER 1971)

Engine compartment hinge torque rods HEAVILY DAMAGED - NON-FUNCTIONAL

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) INTACT, NO MODIFICATIONS, MISPOSITIONING NO SIGNS OF GAS WITNESS MARKS

Any item which is alleged to be the cause/source ALLEGATION UNSPECIFIED - ENG. COMP. ONLY

Anything on vehicle which is after-market NONE APPARENT

Anything on vehicle which is a modification NONE APPARENT

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

B. Under 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 CONSUMED

Engine oil LOW - FULL BURNED FROM EXPOSURE, SMELL

Transmission fluid LOW - FULL APPEARS UNHARMED

Power steering fluid CONSUMED - FULLY INVOLVED

Brake fluid CONSUMED - FULLY INVOLVED

List all driver electrical controls which are in the "On" position (includes ignition) IGNITION SW. "OFF" KEY REMOVED

Fuses (Identify all open or not proper etc.) NONE OPEN - SIZE PLATE FOR

Wiring insulation at fuse blocks GOOD - NO SIGNS OF OVERHEATING/THERMAL ACTIVITY

Fusible links (Identify all open) CONSUMED - TOTALLY INVOLVED (ENG. COMP.)

Spark plug wiring and boot condition SEVERELY FIRE DAMAGED - FULLY INVOLVED

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

Location of fuel filler cap (or evidence of removal) INTACT - PROPER POSITION

Catalytic converter (any discoloration or swelling?) UNABLE TO CK. - NO LIFE NO INDICATIONS OF EXHAUSTION?

Position of windows (if glass missing, do further inspection) CLOSED - WINDSHIELD HEAT CRACKED RIGHT SIDE

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) DAMAGE: TOTAL

EST. NOT AVAIL.

ALLEGATION UNSPECIFIED - ENGINE COMP. ONLY

***** 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, 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:

INCIDENT SITE NOT INSPECTED.

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

Information on this form must be communicated to your division's Business Resource Center (BRC) to initiate the Process

BUICK ☐
DILLAC ☐
CHEVROLET ☐
OLDSMOBILE ☐
PONTIAC-GMC ☒

DATE: 02/09/00

DEALER NAME & CITY: Lynch Motors Inc.

DEALER CONTACT: NA

CUSTOMER NAME: [REDACTED]

CUSTOMER DAY PHONE NO.: [REDACTED]

CAC CASE NO. (if available): 00021378

VEHICLE INFORMATION:

OLD VIN: 1 G 2 W J 8 2 K 1 X F 2 8 9 7 5 7

CURRENT MILEAGE: 20,738

NEW VIN: [REDACTED]

TRANSACTION TYPE: Trade Repurchase ☐ Straight Repurchase ☒ Lease Repurchase ☐

Reason for Repurchase: For customer goodwill due to thermal event

The AVM must advise the customer and the dealer that the following items will be a factor in determining the customer's financial participation. (BRC to finalize with customer/dealer)

Taxes & Fees + Negative Equity + over Allowance

- No Rebates/Cash Incentives of any kind will be allowed on replacement vehicle.
- Special Lease Rates and Financing will be allowed on replacement vehicle.
- Current GM Card points may be applied on replacement vehicle.
- GM Card points will never be refunded in cash.

Settle your agreement with the customer on the following items:

Usage/Depreciation: Charge usage according to Florida BBB guidelines. GM and Enterprise Rental have an Agreement to use Florida's guidelines.

Upgrade/Downgrade: no

Aftermarket Items: none

Lease Termination: NA

Damage to Vehicle beyond normal wear and tear: NA

Special Instructions:

Recommended Disposition of Repurchased Vehicle:

Donate ☐ Auction ☐ NAO Recovery ☐ Scrap ☒ Other ☐ Explain:

NOTE: DEALER MUST NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE RECEIVED BY THE DEALER FROM THE BRC

Authorization: Sent to Repurchase on 2-9-00

(Print Name)

VIN

Node/Address

Date

DL: DMCRI30D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 01/27/00
MP: DMCRI30M FILE ACCESS 13:17:21
FILE NBR: 00021378 01 CORP NBR: LEGAL NBR: TYPE: SVC
ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)DELETE (P)FILE PRINT
IN : 1G2WJ52K1XF263757
MODEL YR: 99 MODEL CODE: POP DLV DATE: DOCUMENT NBR:

OWNER: WAR ST DTE: FILE SCRAP: 01 27 01
TITLE : FILE PURGE: 01 27 01
FIRST :
MIDDLE :
LAST : SUFFIX:
COMPANY NAME:
PHONE : WORK: EXT: FAX:

ADDRESS:
STREET : 100 CORPORATE DRIVE
SUITE 101
CITY : WINSER STATE: CT ZIP: 06095
COUNTRY : USA

COMMENT: ORIGINAL OWNER/20000

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.

DL: DMCRI40D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 01/27/00
MP: DMCRI40M CASE OPEN 13:19:18
FILE NBR: 00 021378 01 CORP NBR: LEGAL NBR:
OWNER: MDL YR: 99 MDL: PGP
ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)ELETE (R)EOPEN
STATUS: OPEN RCVD DATE: 01 26 00 OPEN DATE: 01 26 00 C.O. STAFF: Z?
RESP: THOMAS, AMY
SVC DLR: 16 01 453 CG: 13 SECT: 44 MKT: 42 DSM: DM: ZSM: CRN:
NAME: LYNCH MOTORS, INC. CITY: MANCHESTER ST: CT
SLS DLR: CG: SECT: MKT: (IF DIFFERENT)
NAME: CITY: ST:
CASE TYPE: X MILEAGE: 20,000 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: 01 26 00
MAILGRAM: TELEPHONE: Y LETTER: PERSONAL CONTACT: FILE ONLY:
REVIEW CASE: FOLLOW-UP DATE: OWNER DEMAND: \$0.00
GENERAL COMMENTS
PF: 2 DLR 1ST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CNTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT

DL: DMCRI60D ID: TAN4379 CONSUMER RELATIONS PF/ADS: 01/27/00
MP: DMCRI60M COMPLAINT DETAIL 13:19:21
FILE NBR: 00 021378 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MDL YR: 99 MDL: PGP

ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)DELETE

ALLGD SAFETY: Y

ETC: N

OPEN DATE: 01 26 00 STATUS: OPEN

COMPLAINT CODES: T01

COMPLAINT CODE: T01 DESC: PRODUCT ALLEGATION BY: WALTERS, SHERENA

REVISED CODE: OPEN COMMENTS

CUSTOMER STATES ENGINE CAUGHT FIRE. CUSTOMER WANTS TO FILE COMPLAINT.

CAUSE CODE: F CAUSE COMMENT: PRODUCT CONCERN

CLOSING COMMENTS: DEALER: SECT: X BY:

RO NBR: GENERAL COMMENTS

PF: 2 DL 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE.

DL: DMCRI60D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 02/10/00
MP: DMCRI60M COMPLAINT DETAIL 7:55:33
FILE NBR: 00 021378 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PGP
ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)DELETE
ALLGD SAFETY: Y FTC: N

OPEN DATE: 01 26 00 STATUS: OPEN
COMPLAINT CODES: D06 T01
COMPLAINT CODE: D06 DESC: CONTROLS (HVAC) BY: THOMAS, AMY
REVISED CODE: OPEN COMMENTS
THERMAL EVENT

CAUSE CODE: P CAUSE COMMENT:

CLOSING COMMENTS: 02 10 00 DEALER: SECT: X BY: THOMAS, AMY
GM ASSUMING RESPONSIBILITY/REPURCHASE

RO NBR: GENERAL COMMENTS
PF: 2 DL 13 FILE ACES 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
ADD COMPLETE.

DL: DMCRI70D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 01/27/00
MP: DMCRI70M GENERAL COMMENTS 13:19:32
FILE NBR: 00 021378 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: FGP

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

01/26/00 10:17A WALTERS, SHERENA

N

*****PRODUCT ALLEGATION*****

1. 1/22/00 DURING MORNING BUSINESS HOURS.
2. 12 ELLA GRASSO AND ROUTE75; WINDSOR LOCKS, CT 06096
3. NA
4. NA
5. NA
6. NA
7. NO
8. YES
9. VEHICLE CAUGHT FIRE

10. EDDIE BRADLY AUTO BODY; 42 KINGS SPRING ROAD

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMIS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 01/27/00
MP: DMCRI70M GENERAL COMMENTS 13:19:30
FILE NBR: 00 021378 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

01/26/00 10:25A WALTERS, SHERENA

N

*****PRODUCT ALLEGATION*****

11. NO

12. LYNCH MOTORS

13. ENTERPRISE (SELF INSURED)

14. CUSTOMER STATES A [REDACTED] EMPLOYEE ATTEMPTED TO START VEHICLE
SEVERAL TIMES BUT, VEHICLE DID NOT START. CUSTOMER STATES THE
EMPLOYEE WENT INSIDE OF THE [REDACTED] BUILDING AND WHEN HE LOOKED
OUTSIDE THE OF THE WINDOW HE SAW THE FRONT OF THE VEHICLE ON FIRE.
CUSTOMER STATES THE ENGINE IS COMPLETELY BURNED. CUSTOMER STATES
THE FRONT BUMPER, FRONT FENDER, TIRES, AND WINDSHIELD WIPER IS
DAMAGED.

PF: 2 DLR LST 13 FILE ACOS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHER/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PPS.

DL: DMCRI70D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 01/27/00
MP: DMCRI70M GENERAL COMMENTS 13:19:27
FILE NBR: 00 021378 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

01/26/00 10:29A WALTERS, SHERENA

N

*****PRODUCT CONCERN*****

14. CONTINUED...CUSTOMER STATES THE FRONT TIRES WERE DAMAGED.
CUSTOMER STATES THE INSIDE OF THE VEHICLE ONLY HAVE
SMOKE DAMAGE. CUSTOMER STATES THE BACK OF THE VEHICLE IS
NOT DAMAGED...

15. NA

CRM ADVISED CUSTOMER OF FILE NUMBER. CRM ADVISED CUSTOMER SOMEONE WILL
CONTACT HIM WITHIN 24 TO 48 HRS. SHERENA WALTERS/TAMPA.

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CNTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PFB.

DL: DMCRI70D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 01/27/00
MP: DMCRI70M GENERAL COMMENTS 13:19:24
FILE NBR: 00 021378 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

01/27/00 09:07A KERSEY, ANGELA N

FILE ASSIGNED TO TAMPA PAR CRM, AMY DROXY EXT. 58242, FOR REVIEW AND
FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CNTS
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 PFS.

DL: DMCRI70D ID: TAM4379 CONSUMER RELATIONS PT/ADS: 01/31/00
MP: DMCRI70M GENERAL COMMENTS 10:43:33
FILE NBR: 00 021378 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

01/31/00 10:42A THOMAS, AMY N
CRM CONTACTED CUSTOMER ON THIS DATE. ALL INFORMATION PUT INTO FILE BY
CAC IS ACCURATE. CUSTOMER STATES THAT CAR IS LOCATED AT EDDIES BRADLEY
AUTOMOTIVE & 42 KINGSRING RD. IN WINSORLOCKS, CT 06096 860-627-5168.
CRM SENDING EAA INSPECTOR.
AMY DRURY/TAMPA PAR 58242

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
CANNOT PAGE BACKWARD, FIRST AVAILABLE RECORD SHOWN.

DL: DMCRI70D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 02/09/00
MP: DMCRI70M GENERAL COMMENTS 16:19:17
FILE NBR: 00 021378 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MDL YR: 99 MDL: RGP

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

02/07/00 01:28P THOMAS, AMY N

CRM CONTACTED ART WISBISKI TO GO OVER FILE WITH HIM. CRM LEFT MESSAGE
FOR A RETURN CALL FROM MR. WISBISKI.

AMY DRURY/TAMPA PAR 58242

02/08/00 11:03A THOMAS, AMY N

MR. WISBISKI CONTACTED PAR ON THIS DATE. HE STATES TO REPURCHASE CAR
FROM [REDACTED] BY DOING A STRAIGH REPURCHASE. CRM GATHERING PAPERWORK
FOR REPURCHASE.

MR. WISBISKI STATES THAT GM HAS A DEAL WITH ENTERPRISE ON HOW MUCH THE
REPURCHASE SHOULD BE FOR. PAR CRM WILL GIVE REPURCHASE CRM THE NAME
AND NUMBER FOR THIS.

AMY DRURY/TAMPA PAR 58242

PF: 2 DLR LST 13 FILE ACOS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMIS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 02/09/00
MP: DMCRI70M GENERAL COMMENTS 16:19:24
FILE NBR: 00 021378 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

02/08/00 11:03A THOMAS, AMY N

MR. WISBISKI CONTACTED PAR ON THIS DATE. HE STATES TO REPURCHASE CAR
FROM [REDACTED] BY DOING A STRAIGH REPURCHASE. CRM GATHERING PAPERWORK
FOR REPURCHASE.

MR. WISBISKI STATES THAT GM HAS A DEAL WITH ENTERPRISE ON HOW MUCH THE
REPURCHASE SHOULD BE FOR. PAR CRM WILL GIVE REPURCHASE CRM THE NAME
AND NUMBER FOR THIS.

AMY DRURY/TAMPA PAR 58242

02/08/00 11:06A THOMAS, AMY N

CRM CONTACTED CUSTOMER AND WAITING FOR BILL OF SALE AND INVOICE.

CUSTOMER FAXING TO PAR CRM.

AMY DRURY/TAMPA PAR 58242

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 02/09/00
MP: DMCRI70M GENERAL COMMENTS 16:19:28
FILE NBR: 00 021378 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

02/08/00 11:06A THOMAS, AMY N

CRM CONTACTED CUSTOMER AND WAITING FOR BILL OF SALE AND INVOICE.

CUSTOMER FAXING TO PAR CRM.

AMY DRURY/TAMPA PAR 58242

02/09/00 01:52P THOMAS, AMY N

CRM RECEIVED ALL DOCUMENTS NEEDED FOR REPURCHASE. CRM WAITING ON
FORMULA USED FOR ENTERPRISE TO BE GIVEN. MR. WISBISKY STATED THAT
GM AND ENTERPRISE HAVE A FORMULA THAT REPURCHASE USES AND HE DIRECTED ME
TO CONTACT MR. BOB AGNEW (CORP CONTACT FOR [REDACTED])
CRM CONTACTED [REDACTED] AND AWAITING REPLY.

AMY DRURY/TAMPA PAR 58242

PF: 2 DLR LST 13 FILE ACCS 14 CASE OPEN 15 ADVL PRY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 02/09/00
MP: DMCRI70M GENERAL COMMENTS 16:19:32
FILE NBR: 00 021378 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

02/09/00 01:52P THOMAS, AMY N

CRM RECEIVED ALL DOCUMENTS NEEDED FOR REPURCHASE. CRM WAITING ON
FORMULA USED FOR ENTERPRISE TO BE GIVEN. MR. WISBISKY STATED THAT
GM AND [REDACTED] HAVE A FORMULA THAT REPURCHASE USES AND HE DIRECTED ME
TO CONTACT [REDACTED] (CORP CONTACT FOR [REDACTED]) AT [REDACTED].
CRM CONTACTED [REDACTED] AND AWAITING REPLY.
AMY DRURY/TAMPA PAR 58242

PF: 2 DLR LST 13 FILE ACES 14 CASE OPEN 15 ADTL PRY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM4379 CONSUMER RELATIONS PF/ADS: 02/09/00
MP: DMCRI70M GENERAL COMMENTS 16:19:37
FILE NBR: 00 021378 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PGP

ACTION: I (A)DD (I)INQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):

DATE TIME NAME

02/09/00 04:02P THOMAS, AMY N

[REDACTED] CONTACTED PAR ON THIS DATE. HE STATES THAT GM AND ENTERPRISE
USE THE FLORIDA HEB GUIDELINES. ANY FURTHER CONTACTS REGARDING THIS FILE
NEED TO BE ADDRESSED TO [REDACTED]

PAR CRM SENDING FILE TO REPURCHASE.

CRM CLOSING FILE AND SENDING COPY TO ESIS.

GM ASSUMING RESPONSIBILITY.

AMY DRURY.TAMPA PAR 58242

PF: 2 DLR LST 13 FILE ACES 14 CASE OPEN 15 ADTL PRTY 16 CMPLT DTL 17 GENL CMTS
18 CASE CLS 19 SETTLE 20 LIST 21 OTH CASE TYP 22 CR MAIN 23 CORRES 24 CHEK/CERT
INQUIRY COMPLETE, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

FEBRUARY 2, 2000

TO: AMY DEURY, GM PAR INVESTIGATIONS

FROM: W. L. KING, BAA

SUBJECT: GM PAR [REDACTED]

FILE #: 00021378

VIN #: 1G2W52K1XF263757

ON WEDNESDAY FEBRUARY 2, 2000 THE SUBJECT VEHICLE WAS INSPECTED. SAID INSPECTION WAS MADE RELATIVE TO ALLEGATIONS OF UNSPECIFIED DEFECTS IN THE VEHICLE ENGINE COMPARTMENT IN CONNECTION WITH AN ALLEGED THERMAL EVENT DATED JANUARY 22, 2000. THE SUBJECT INSPECTION TOOK PLACE AT EDDIE'S BRADLEY AUTO BODY LOCATED IN WINDSOR LOCKS, CT.

SUMMARY OF INSPECTION OBSERVATIONS:

- THE ORIGIN OF THE THERMAL EVENT APPEARS TO HAVE OCCURRED IN THE ENGINE COMPARTMENT AREA. THE ENGINE COMPARTMENT WAS FULLY INVOLVED.
- BURN CHARACTERISTICS AND PATTERNS OBSERVED ON THE OUTER AND INNER PANELS OF THE HOOD ASSEMBLY AND RIGHT FRONT FENDER PURPORT THE POINT OF THERMAL ORIGIN TO BE THE TOP CENTER AREA OF THE ENGINE ASSEMBLY FOLLOWED BY PROGRESSION TO THE RIGHT SIDE OF THE ENGINE COMPARTMENT. THE RIGHT SIDE OF THE ENGINE COMPARTMENT APPEARED TO BE THE AREA OF GREATEST THERMAL INTENSITY. THIS IS EVIDENCED BY THE THERMAL CONSUMPTION OF THE RIGHT FRONT TIRE, RIGHT FRONT BUMPER FASCIA COVER ETC. AND HEAT DAMAGE TO THE RIGHT SIDE OF THE WINDSHIELD.
- THE LOWEST BURNING POINT OF THE FIRE APPEARED TO BE THE TOP OF THE ENGINE COMPARTMENT.
- THE OWNER REPORTED THAT THE FIRE BURNED FOR ABOUT 15 MINUTES FROM THE TIME IT WAS FIRST NOTICED TO THE TIME THE FIRE DEPARTMENT ARRIVED TO EXTINGUISH.
- ENGINE AND TRANSMISSION OIL/FLUID LEVELS RECORDED FULL ON THE DIPSTICKS RESPECTIVELY.
- OTHER LIQUID COMBUSTIBLES AND PLASTICS, LOCATED IN THE ENGINE COMPARTMENT, WERE FULLY CONSUMED AND/OR HEAVILY DAMAGED BY THE THERMAL ACTIVITY.
- THE PRIMARY ACCELERANT APPEARED TO BE ENGINE FUEL. THE INTENSITY OF THE FIRE CAUSED MELTING OF VARIOUS ALUMINUM COMPONENTS INCLUDING THE TWO FRONT ENGINE MOUNTS.
- THE APPEARANCE OF THE FIRE DAMAGE TO THE ENGINE IGNITION SYSTEM (RIGHT SIDE OF ENGINE) PURPORTED INVOLVEMENT AS A POSSIBLE IGNITION SOURCE.
- NO DISCERNIBLE EVIDENCE OF OIL OR FLUID MARKINGS WERE OBSERVED ON THE EXHAUST MANIFOLD OR PIPE ASSEMBLY.
- NO I.P. FUSES WERE FOUND TO BE OPEN.
- NO DISCERNIBLE EVIDENCE OF ELECTRICAL INVOLVEMENT (CAUSATIVE) WAS OBSERVED.

- THE INTERIOR OF THE VEHICLE WAS SMOKE DAMAGED. MINOR HEAT DAMAGE WAS OBSERVED ON THE TOP OF THE INSTRUMENT PANEL, MAINLY THE RIGHT SIDE.

THE OWNER STATED THAT THE FIRE STARTED SHORTLY AFTER SEVERAL UNSUCCESSFUL ATTEMPTS TO START THE VEHICLE.

THE EXACT CAUSE OF THE FIRE IS INDETERMINABLE. THE EXTENT OF FIRE CONSUMPTION ELIMINATED ANY CLEAR CAUSE.

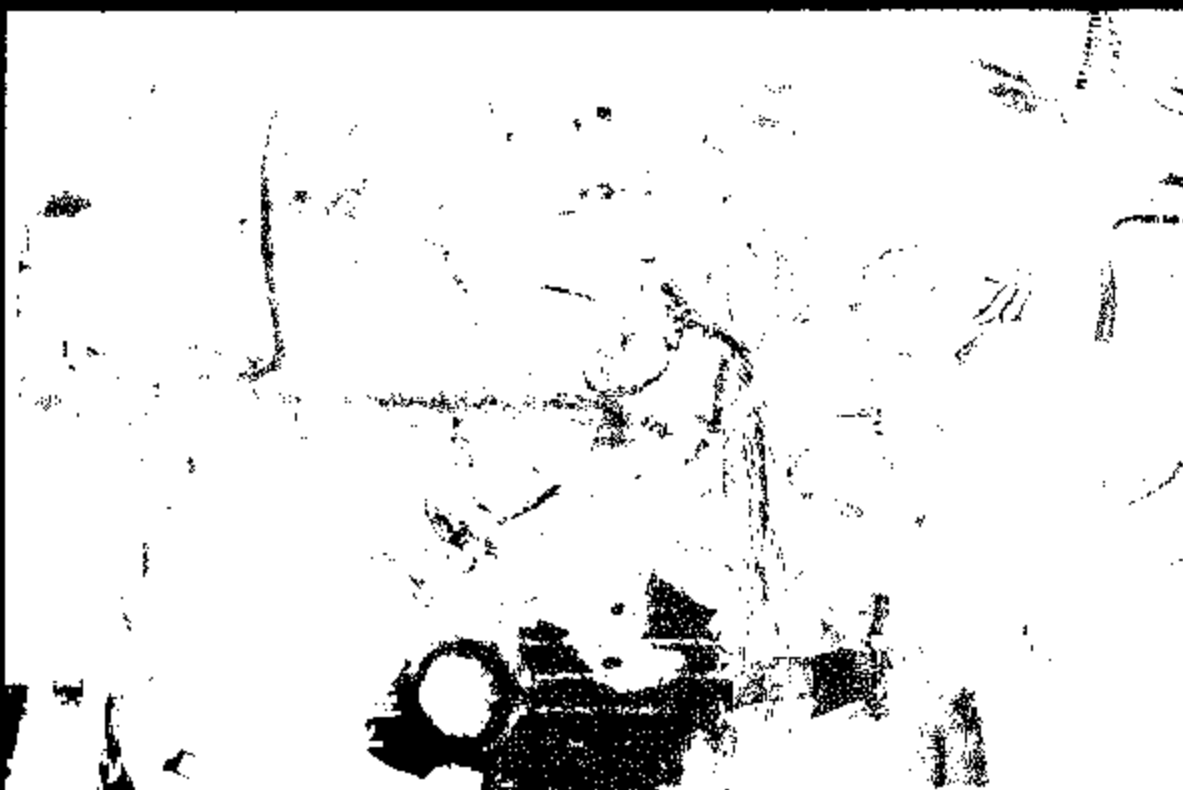
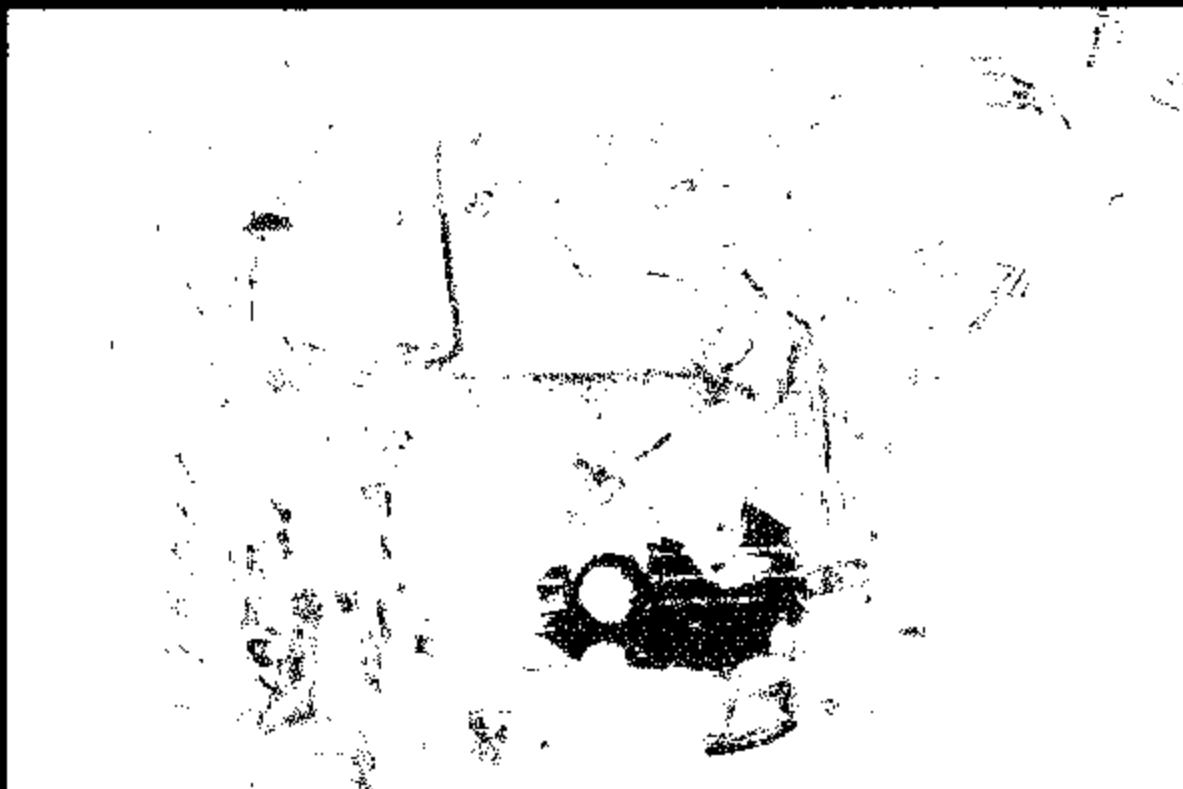
IF I CAN BE OF FURTHER ASSISTANCE, PLEASE ADVISE.

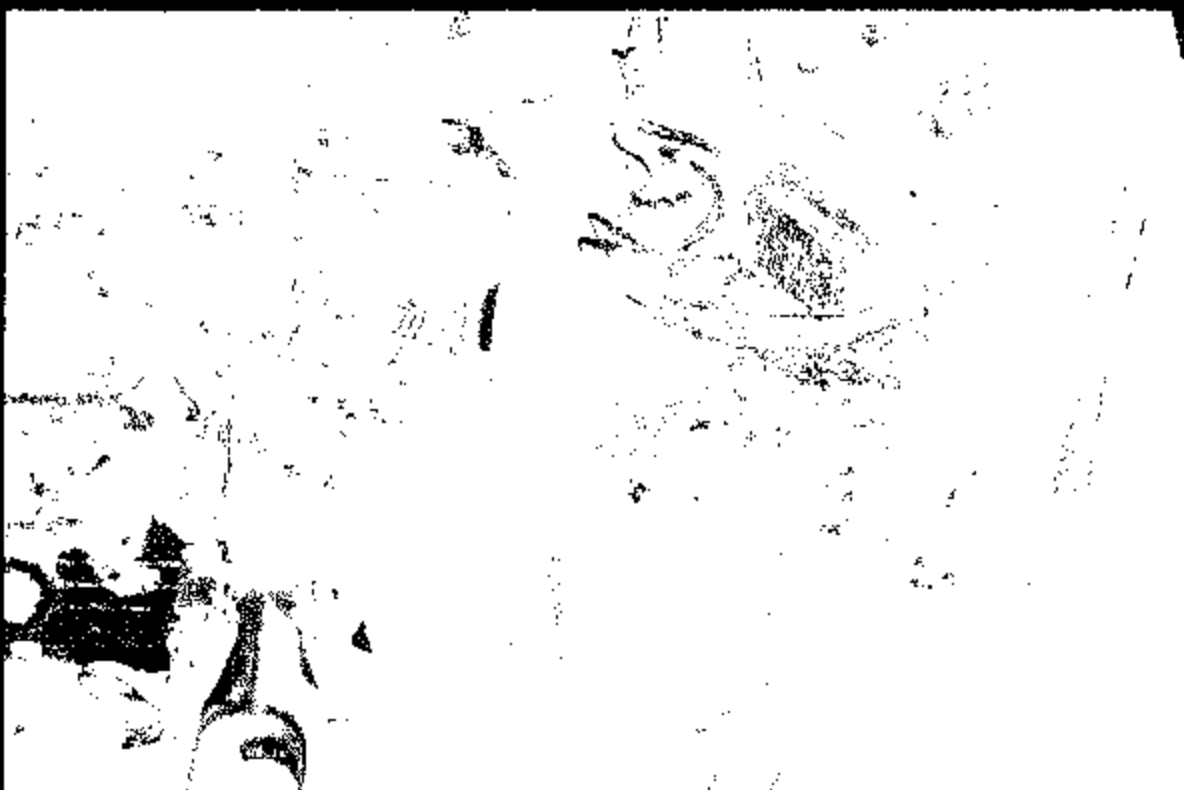
SINCERELY,

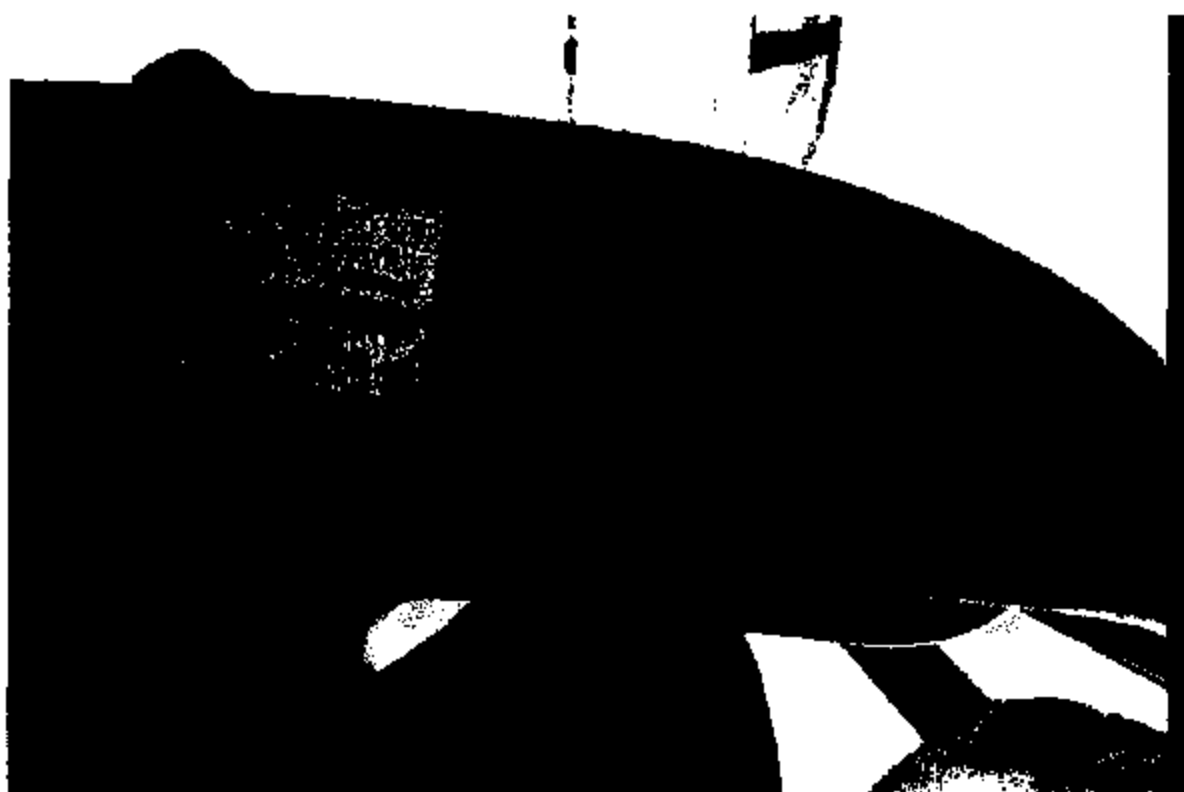

W. L. KING, BAA

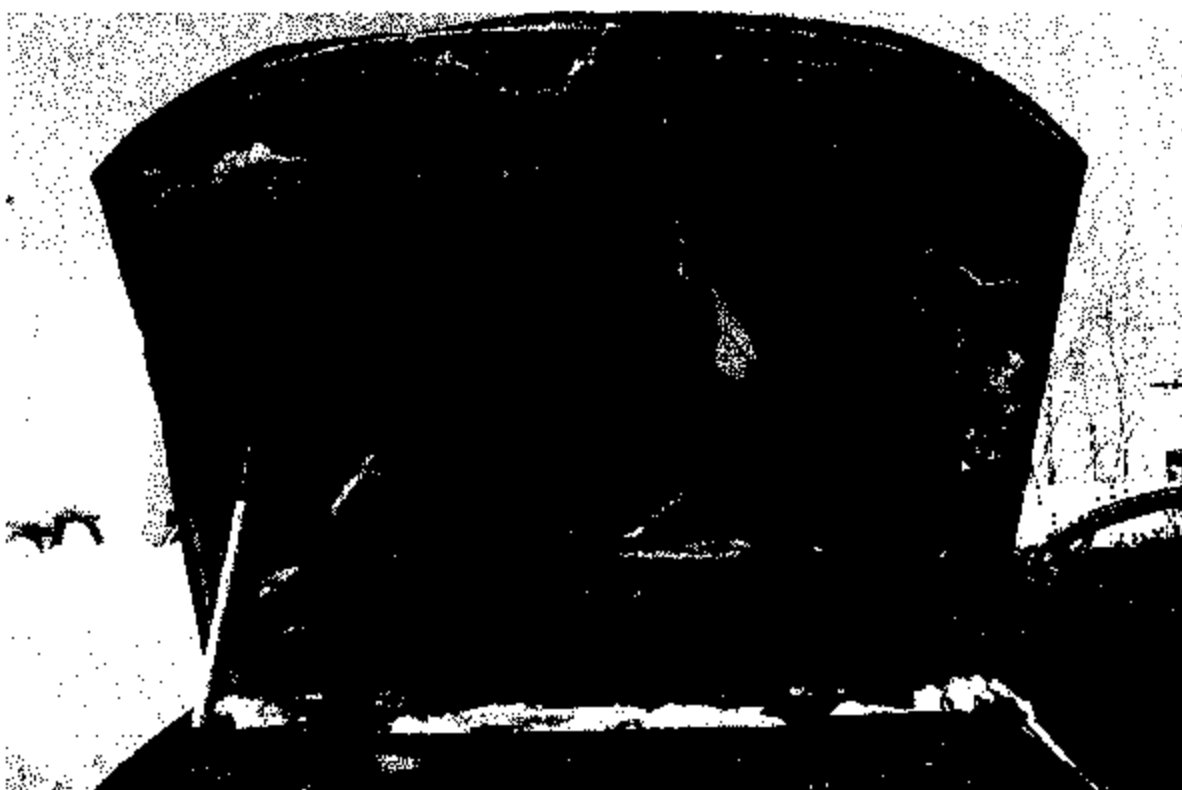
ATTACHMENTS

FIRE REPORT BEING SEARCHED AND REQUESTED

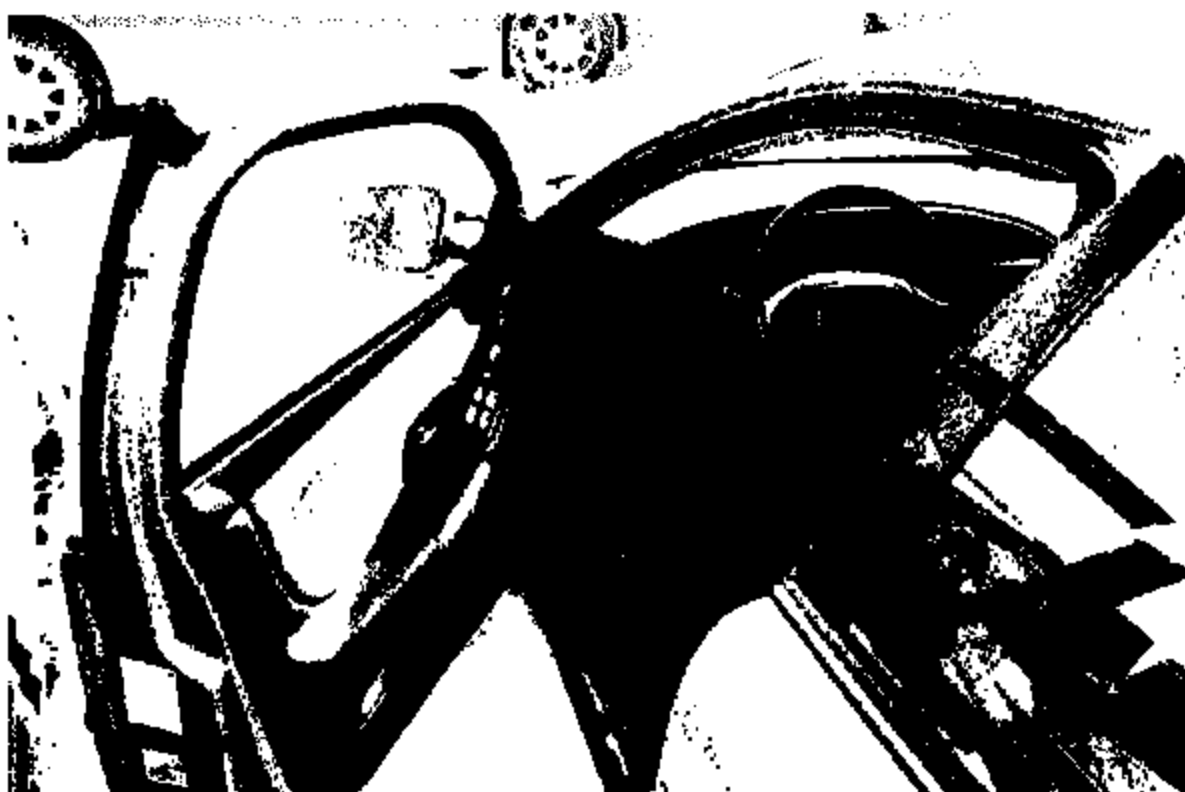
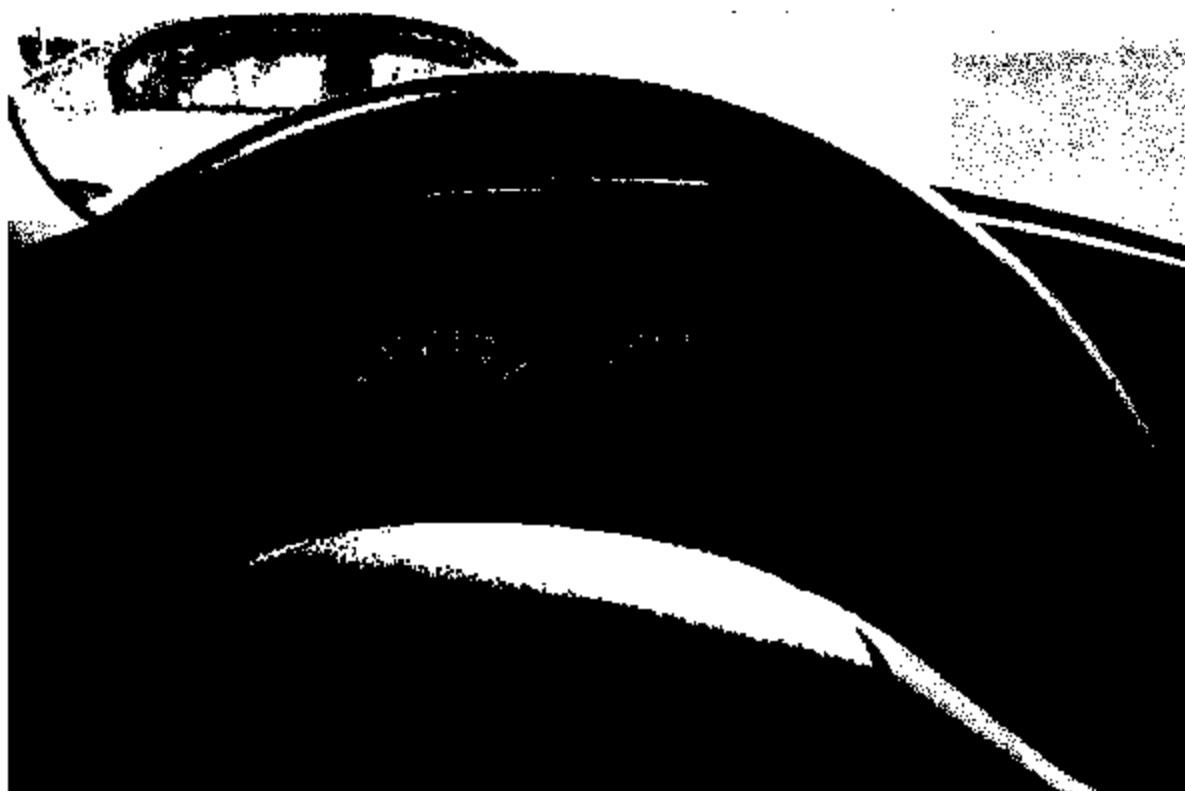












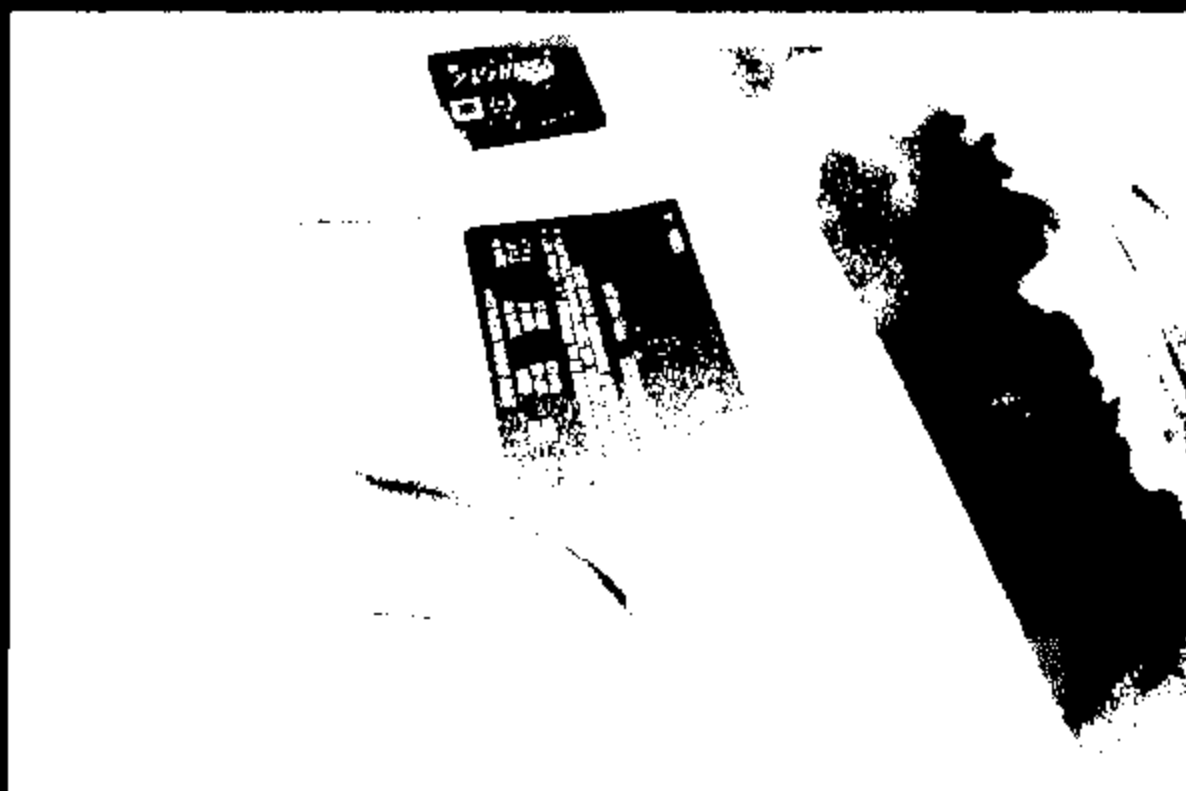
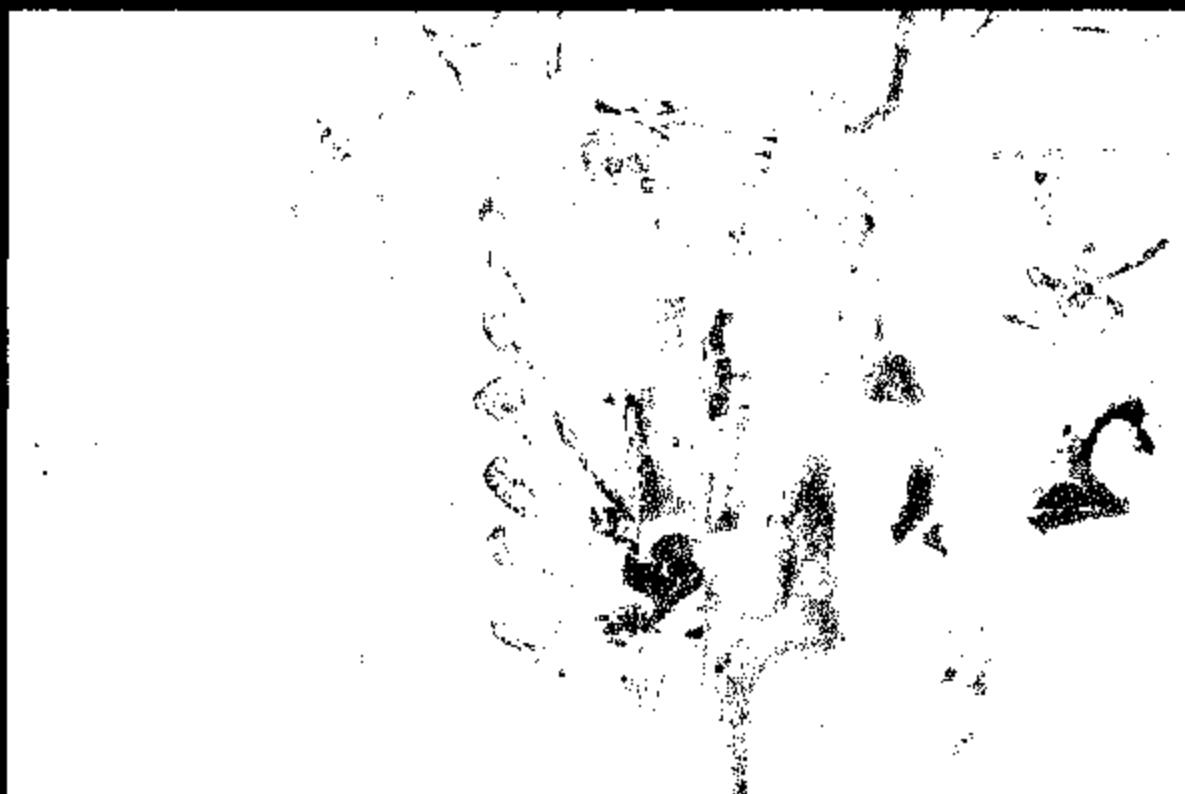












CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 1

306309

CASE NUMBER: 000089275 VIN: 2G1WKL2K3X9165611
DATE OPENED: 04/21/00 MODEL YEAR: 99
DATE CLOSED: SERIES: WC
SOURCE: MILEAGE: 19762
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] SPRINGFIELD MO 65807
HOME PHONE: [REDACTED] STATE: MO
BUS. PHONE:

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS: 1

(ATTACH COPY OF ESTIMATE) TOTALLED

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 *****

- (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:

LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION): 23RD AVENUE

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

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

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF
THE INCIDENT'S CAUSE: CUST DRIVING DOWN 23RD AVENUE AND THE
VEHICLE DID NOT WANT TO GO. CUSTOMER STATES THEY PUSHED THE VEHICLE OFF THE
ROAD AND WHEN SHE POPPED THE HOOD THE VEHICLE WAS ON FIRE. CUSTOMER THEM
SHOO ON THE VEHICLE TO PUT OUT FIRE. NO INJURIES SUSTAINED

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 2

306309

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: N/A

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE? THERMAL EVENT/EMORY

WHO MADE ALLEGATION OF DEFECT? CUSTOMER

IF THE ALLEGED DEFECTIVE PART HAS BEEN REMOVED FROM THE VEHICLE, INCLUDING
EXACT PART(S), PRESENT LOCATION AND WHO IS CUSTODIAN:

VEHICLE AND SCENE OF INCIDENT: FURTHER REVIEW REVEALED GM WILL ASSUME
RESPONSIBILITY FOR DAMAGES DUE TO FUEL ASSEMBLY AND REPURCHASE THIS
VEHICLE FROM CUSTOMER.

HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT? CRM ADVISED CUST VIA PHONE 3/20@1PM
GM ASSUMING RESPONSIBILITY FOR DAMAGES AND REPURCHASE. SENT TO REPURCHASE 3/22

DATE OF INVESTIGATION: 03/09/00 NAME: N/A N/A
***** XI COMMENTS *****

PAR CRM REVIEWED CASE FILE AND CONTACTED CUSTOMER FOR ADDITIONAL INFORMATION
AND PERMISSION TO INSPECT VEHICLE. PAR CRM SENT EAA TO INSPECT VEHICLE.
PAR CRM REVIEWED INSPECTION REPORT AND DETERMINED GM ASSUMING RESPONSIBILITY
DUE TO FUEL ASSEMBLY FAULTY AND THERMAL EVENT DUE TO NO FAULT OF CUSTOMER.
PAR CRM ADVISED CUSTOMER OF REPURCHASE AND OF ITEMS NEEDED TO DISCUSS WITH
CUSTOMER AND ALSO ITEMS NEEDED TO FULFILL REPURCHASE PROCESS. CUSTOMER SENT
ALL REQUIRED DOCUMENTS AND FORWARDED CASE FILE TO REPURCHASE DEPT.
CASE CLOSED IN PAR AND FORWARDED ALL NECESSARY PAPER TO REPURCHASE DEPT.
MICHELLE SMITH/PAR/TAMPA

GENERAL MOTORS CORPORATION

DIVISION: Chevrolet

ZONE: _____

DATE: 3/22/00

ESIS/GM Central Claims
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

RE: Claimant: [REDACTED]

Date of Incident: 2/19/00

CAC File No.: 040089275

Gentlemen:

Attached is a PAR report with information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for the reason(s) indicated below:

1. ☒ The attached report is for your information and record.
2. ☐ We believe this claim may deserve further investigation by you.
3. ☐ Other:

We have checked the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Forward claim acknowledgments to:

Product Investigation Coordinator
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,

Michelle Smith

Michelle Smith
General Motors Corporation
Customer Relationship Manager
Product Allegation Resolution Team

Enclosures:

- ☒ CAC Case Comments
- ☒ EAA Notes
- ☒ Pictures
- ☒ Estimates
- ☒ Police Report
- ☒ RO's
- ☒ Demo Tape
- ☒ Other: Warranty History, Letter

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Division: Chevrolet	Rate: 000089275	VIN: ZG1WX12K3 19165611
Claimant's Name (LAST, First)		

Inspected By: Chuck Barnard Organization: EAA
 Phone: (815) 538-2008 x Inspection Date: 03/09/00 Mileage at Inspection: 19612

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

Fluid levels for brake, transmission, coolant, and washer fluid verified for correct level. No leaks detected. Engine oil level not verifiable (due to inoperative dipstick). No leaks detected. Fuel lines checked for leaks by pressurizing fuel system through vehicle fuel pump. Fuel system maintained 38-40 pounds of pressure with no leaks noted. Damage to engine wiring results of engine fire. Operation of vehicle electrical system caused no further wiring damage. No damage to undercarriage. Fire damage concentrated in the evap purge solenoid area.

***** II INTERVIEW - VEHICLE HISTORY ***** Name, Title, Address, & phone number of person being interviewed: Springfield, MO Phone

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

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

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

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

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

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

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

Describe _____

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

Describe _____

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

Describe _____

Major Engine (Y/N) None; 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): G.M.Maintenance records? (Y/N) Y Date/description of last maintenance/repair (by whom?) Reliable ChevroletSpringfield, MO. Approximately two weeks prior to incident, oil was changed.Any other pertinent vehicle history information (from interviewee or GM Warranty History)? NoName and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle
See fire report mailed by claimant.How was vehicle towed? (flat bed, dolly, sling, front or rear lift) see above 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 trailing 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) Female, 35 years old, no disabilitiesIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? NA Were all doors locked? (Y/N) NDrive length (if vehicle was parked prior to fire, describe last drive): Hrs. 8 Min. _____ Distance traveled 400 milesIf not parked, vehicle speed estimate 65 MPH Source of estimate driver Posted speed 65 MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 1/2 When last fueled? approximately 2 hours priorExact incident location Interstate 74 and 23rd Ave.Weather conditions and visibility snow covered and clearApprox. temperature 45 °F. Any physical visual obstructions? None

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? C Describe: _____Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? C Describe: _____Road condition: Wet, Dry, Icy or Other? 0 If other, specify SlushShoulder condition: Wet, Dry, Icy or Other? 0 If other, specify SlushDescribe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) normalAny warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Y Describe Engine temperature gauge reading hotElectrical systems operation: (normal, other?) normal

Mark an "X" before all electrical systems/devices which were "On" or "Cycled" immediately prior to this 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?) normalPowertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.) Engine stalled at stop sign, restarted and loss of power on acceleration.Any unusual noises (bang, pop, tick, grinding, metallic, rattle, etc.)? From where? none

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

Describe any unusual odors. From where? Smell of smoke, not sureAny smoke? (from where, color, intensity, etc.) noWas anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? NA

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

Any flames? (from where, color, intensity, etc.) Yes engine compartment, flames blackish tint. from top of engine to underside of hood opening.Any steam or smoke? (from where, color, intensity, etc.) NoAny apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) NElectrical 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) NGauges? (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 RaiseWindows? (Y/N) N Turn Engine Off? (Y/N) Y Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) YOpen Hood? (Y/N) Y Open Trunk? (Y/N) N Other? (Y/N) N Describe After engine stalled vehicle was pushed off side of road and hood opened.

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

Any other comments or observations that have not been covered? Flames immediately shot upward upon opening of hood. Flames were extinguished by using roadside snow. Fire was out at time of fire truck arrival. Approximate time from engine stalling to extinguishing of fire was approximately five minutes per [REDACTED]

***** 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 No damage
Hood, inner & outer panels No damage
Trunk area and Decklid, inner & outer panels No damage
Roof No damage
Door interior panels No damage
Left & right instrument panel & odometer No damage
Airbag(s) area clear
Left & right front seat and carpet No damage
Underbody & exhaust (include hangers) No damage
Option code label No damage
Engine compartment No damage
Radiator, front & rear No damage
Coolant recovery bottle No damage Top of bottle melted by fire.
Transmission cooler lines/connections No damage
Engine compartment engine coolant lines/hoses, connections/clamps No damage
Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) No damage
All fuel lines/hoses, filter, connections/clamps Evap hoses and solenoid melted in fire as is TBI, injector rail, or carburetor & fuel line connection. Right front injectors melted by fire.
Engine compartment fuel lines/hoses, connections & o-rings No damage. No leaks.
Power steering lines/hoses, connections/clamps No damage
Generator & attached wiring No damage

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

Battery & attached cables No damageEngine block (note precise location of cracks, holes, etc.) No damageEngine oil pan No damageEngine compartment hinge torque rods No damageEngine compartment exhaust system (e.g. intact, rusted, modified, out of position, clamped, etc.) No damageAny item which is alleged to be the cause/source Evap purge solenoid canister hose found off of purge solenoid with minimal damage to connector end.Anything on vehicle which is after-market None
Purge solenoid extensively damaged.Anything on vehicle which is a modification NoneAnything 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 full, normal conditionEngine oil dip stick inoperative due to heat damage from fire. No apparent oil leaks
NOTED.Transmission fluid FullPower steering fluid FullBrake fluid FullList all driver electrical controls which are in the "On" position (include ignition) NoneFuses (identify all open or not proper size) NoneWiring insulation at fuse blocks No damageFusible links (identify all open) NoneSpark plug wiring and boot condition Heat damage from fireFuel filler "Lead Free" restrictor in place? (Y/N) Y Describe Location of fuel filler cap (or evidence of remains) On filler neck, no damageCatalytic converter (any discoloration or swelling?) No damagePosition of windows (if glass missing, do further inspection) Up/ closedC. 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 attached pictures of engine compartment. Writer estimate to repair \$1500.-\$2000.

***** 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 flames or spark sources, tall grass, dry leaves, runs 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 relevant to incident.

PRELIMINARY PAR INSPECTION FIELD PHOTOGRAPHIC NOTES

Division: Chevrolet	Ref# 000089275	VIN: 2G1WX12K3Z9165611
Claimant's Name (LAST, First) [REDACTED]		

Inspected By: Onuok Baumann Organization: EAA
 Phone: (815) 538-2008 x. Inspection Date: 03 / 09 / 00 Mileage at inspection: 19612

Roll Number 1

Neg.# Description

- 0
1. Front, right front
2. Front, left front
3. Front
4. Rear
5. Rt fender with smoke damage
6. Dash control instrument panel
7. Underside of hood
8. Engine area front to back
9. Engine area front to back
10. Engine left to right
11. Engine left to right
12. Close up engine cover and evap purge solenoid
13. Close up engine cover and evap purge solenoid
14. Engine cover underside
15. Evap purge solenoid
16. Evap purge solenoid
17. Evap purge solenoid
18. Evap purge solenoid
19. Engine from right to left
20. Engine from right to left
21. Fuel pressure gauge testing for leaks
22. Canister to purge solenoid evap hose with purge solenoid mating end still intact
- 23.
- 24.
- 25.
- 26.
- 27.
- 28.
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.
- 36.
- 37.

[REDACTED]
Springfield, Mo.

[REDACTED]
Chevrolet
P.O. Box 33170
Detroit, Mich.

48232-5170

48232-5170



INCIDENT REPORT

NFIRS-1

Moline Fire

1 DELETE
1 CHANGE

A	PCID RC271	INCIDENT NO 09-000489	EXP NO 09	MO 02	DAY 19	YR 09	DAY OF WEEK Saturday	7	ALARM TIME 14:36:00	ARRIVAL TIME 14:42:00	IN SERVICE 14:48:00	
B	TYPE OF SITUATION FOUND Vehicle Fire						TYPE OF ACTION TAKEN Investigation Only			MUTUAL AID 1 Recd / 1 Gm		
C	FIXED PROPERTY USE Exhibition Hall Reception Hall						IGNITION FACTOR Overloaded			74		
D	CORRECT ADDRESS 1800 23 AV Moline, IL								CO. R5	TWN	ZIP CODE 61205	CENSUS TRACT 0217.00
E	OCCUPANT NAME								TELEPHONE		ROOM/ST NO	
F	OWNER NAME								ADDRESS Moline, IL		TELEPHONE 662-200-1000	
G	METHOD OF ALARM FROM PUBLIC Telephone Direct						TYPE OF ALARM Bell Alarm		DISTRICT 109	SHEFT 2	STATION 1	NO. ALARMS 1
H	P11 USED E911		PERSONNEL RESPONDED 2		ENGINEER RESPONDED 003		AERIAL APPARATUS 000		OTHER VEHICLES 000			

I	NUMBER OF INJURED FIRE SERVICE 000		OTHER 000		NUMBER OF FATALITIES FIRE SERVICE 000		OTHER 000	
---	---------------------------------------	--	-----------	--	--	--	-----------	--

J	COMPLEX Road Corridor		MOBILE PROPERTY TYPE Automobile		11	
K	AREA OF FIRE ORIGIN Engine Area, Running Gear		EQUIPMENT INVOLVED IN IGNITION No Equipment Involved		00	
L	FORM OF HEAT OF IGNITION Heat from Fuel-fired Object		TYPE OF MATERIAL IGNITED Gas		10	
M	METHOD OF EXTINGUISHMENT Self-extinguished		LEVEL OF FIRE ORIGIN Grade to +V		1	
			ESTIMATED LOSS 3,000		ESTIMATED VALUE 17,000	

N	NUMBER OF STORIES		CONSTRUCTION TYPE			
O	EXTENT OF FLAME DAMAGE		EXTENT OF SMOKE DAMAGE			
P	DETECTOR PERFORMANCE		SPRINKLER PERFORMANCE			
Q	IF SMOKE SPREAD BEYOND ROOM OF ORIGIN		TYPE OF MATERIAL GENERATING MOST SMOKE		AVENUE OF SMOKE TRAVEL	
R			FORM OF MATERIAL GENERATING MOST SMOKE			

S	IF MOBILE PROPERTY		YEAR 09	MAKE Chevrolet	MODEL	SERIAL NO. 201W121C00010	LICENSE NO. 040K08B
T	IF EQUIPMENT INVOLVED IN IGNITION		YEAR	MAKE	MODEL	SERIAL NO.	

[X] CHECK IF COMMENTS

U	OFFICER IN CHARGE (NAME, POSITION, ASSIGNMENT) Robert Boden Jr.		DATE 02/19/2009
	MEMBER MAKING REPORT (IF DIFFERENT FROM ABOVE) R02033		DATE 02/19/2009

'THIS: BASE ACTION: C KEY: 000089275 CAS 03/23/2000 15:26 CABS020M
NEXT: BASE ACTION: KEY: 000089275 ID: T4987
01 TITLE [REDACTED] CUSTOMER INFORMATION TYPE: 10
02 FIRST [REDACTED] 03 MI: 04 LAST : [REDACTED]
05 STREET : [REDACTED]
06 CITY : SPRINGFIELD 07 ST: MO 08 ZIP : [REDACTED]
09 H PHONE: [REDACTED] 10 B PHONE: [REDACTED]
11 COMPANY: [REDACTED]

VEHICLE/DEALER INFORMATION

12 VIN : 2G1WX12K3X9165611 ENG: 3.8L V6 MFI PLANT: OSHAWA #1 ON
13 YR/MDL : 1999 WC MONTE CARLO 14 DEL : 12 24 98 15 MILEAGE: 019762
16 DEALER : RELIABLE CHEVROLET, INC. 17 ZN/DLR : 03 690
18 CITY : SPRINGFIELD 19 STATE : MO

CDE #	DESC	CDE COMMENTS
A06	0 FIRE	20 FIRE
N01	0 ELECTRICAL GENE	21 CAR CAUGHT FIRE
T01	0 PRODUCT ALLEGAT	22 THERMAL EVENT
		23
		24

==>

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL
*I0087 THIS IS A 1241 CASE - REFER TO 1241 PROCEDURE. *

THIS: AFTRCL ACTION: C KEY: 000089275
NEXT: AFTRCL ACTION: I KEY: 000089275
NAME: [REDACTED] SPRINGFIELD, MO

CAS 03/01/2000 12:06 CRES200M

ID: T4987

YR/NDL: 1999 WC TYPE: GO

AFTER CALL INFORMATION
CUSTOMER REQUEST INFORMATION

REQUEST TYPE	: (CASE/INQ)	PRODUCT CAMPAIGN	:
REQUEST AREA	: SERV	REQUEST SOURCE	: H T CAS
CONTACT TYPE	: OWNER	IN CORR SEQ #	: N
WARRANTY	: I (IN/OUT/UNK)	THIRD PARTIES	:
STOCKHOLDER	: N (Y/N)	GM EMPLOYEE	: N (Y/N)
DEALER AREA	: 02		
PART DELAY START:		PART DELAY END	:
TRANSFER TO ID	:	ASM ASSIGNED	: MS
CASE OPEN DATE	: 02 28 00	SCRAP DATE	:
ROUTING CODE	: CAC CAS LOC: 1241	TRANSMIT	: N (Y/N)
CORRES TYPE	:	TRANSMIT DATE	: 00
FOLLOW UP DATE	:	CORP CASE #	:
FILE RETENTION	: 00	POSSIBLE SAFETY	: Y (Y/N)
LAST ALTERED ID	: T4987	LAST ALTERED DATE	: 03 01 00
REJECT CLOSE	: N (Y/N)	REOPEN CASE	: N (Y/N)
PF13 BASE	PF14 CMTS	PF15 AFTRCL	PF16 CLOSE
PF19 CRIS	PF20 TELLST	PF21 LITLST	PF22 OPENLST
		PF23 CORRSEL	PF24 CAL

THIS: CMTS ACTION: I KEY: 000089275

CAS 03/01/2000 12:06 CABS030M

NEXT: CMTS ACTION: I KEY: 000089275

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 10 TYPE: GO

USER: A6507 DATE: 02/24/00 TIME: 09:53

COMMENT #: 1

JUST CALLED STATING THAT HE OWNS A 1999 MONTE CARLO AND HIS KEYS AND WIFE WENT OUT OF TOWN AND THE CAR CAUGHT FIRE. CUST STATES THEY HAVE BEEN UP THERE SINCE MONDAY AND THE DEALERSHIP IS STATING THAT THEY DON'T KNOW WHAT IS GOING ON WITH THE VEHICLE CUST STATES HE WOULD LIKE FOR THEM TO FURNISH A RENTAL CAR BECAUSE HE KIDS NEED TO GET HOME THEY HAVE TO GO TO SCHOOL ON MONDAY. CRM WILL CALL THE DEALERSHIP AND SEE WHAT THE PROBLEM IS.

TOINETTE GODWIN/AUSTIN

MORE: Y

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL

*I0004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000089275
NEXT: CMTS ACTION: I KEY: 000089275

CAS 03/01/2000 12:06 CAB8030M

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 10 TYPE: GO

USER: A6507 DATE: 02/24/00 TIME: 10:15

COMMENT #: 2

CRM TO START PAR CASE AND WOULD HAVE TO CALL CUST WIFE SINCE SHE HAS A
LL THE INFO.

TOINETTE GODWIN/AUSTIN

USER: A6507 DATE: 02/24/00 TIME: 10:20

COMMENT #: 3

CRM CALLED WIFE TO START PAR CASE BUT WIFE WAS NOT THERE CRM WILL
CALL BACK LATER.

TOINETTE GODWIN/AUSTIN

MORE: Y

PF13 BASE	PF14 CMTS	PF15 AFTRCL	PF16 CLOSE	PF17 CSESCN	PF18 DLRLOC
PF19 CRIS	PF20 TELLST	PF21 LITLST	PF22 OPENLST	PF23 CORRSEL	PF24 CAL

THIS: CMTS ACTION: I KEY: 000089275
NEXT: CMTS ACTION: I KEY: 000089275

CAS 03/01/2000 12:07 CABS030M

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 10 TYPE: GO

USER: A6507 DATE: 02/25/00 TIME: 14:57

COMMENT #: 4

RM CALLED CUST TO START PAR CASE AND CUST WAS NOT IN LEFT MESSAGE
THAT I CALLED AND I WILL CALL HER BACK LATER.

TOINETTE GODWIN/AUSTIN

USER: A5548 DATE: 02/25/00 TIME: 17:23

COMMENT #: 5

NOTE:

TOINETTE GODWIN, THE CUST IS TRYING TO
GET IN CONTACT WITH YOU, SO THAT A PAR
CASE CAN GET STARTED IMMEDIATELY. SHE
IS WAITING PATIENTLY AT [REDACTED]
PLEASE, CALL CUST ASAP!

JM//AUSTIN.

MORE: Y

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORREL PF24 CAL

TRIS: CMTS ACTION: I KEY: 000089275

CAS 03/01/2000 12:07 CASS030M

NEXT: CMTS ACTION: I KEY: 000089275

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 10 TYPE: GO

USER: A3949 DATE: 02/25/00 TIME: 18:11

COMMENT #: 6

ALLED TO SPEAK W/PREV. CRM WHO HAD LEFT FOR DAY...PLS CALL WIFE ON
MONDAY.../ALBERTA DEACON, AUSTIN

MORE: Y

PF13 BASE	PF14 CMTS	PF15 ATTRCL	PF16 CLOSE	PF17 CSESCN	PF18 DLRLOC
PF19 CRIS	PF20 TELLST	PF21 LITLST	PF22 OPENLST	PF23 CORREL	PF24 CAL

THIS: CMTS ACTION: I KEY: 000089275
NEXT: CMTS ACTION: I KEY: 000089275

CAS 03/01/2000 12:07 CAB030M

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 10 TYPE: GO

COMMENT #: 7

USER: A7095 DATE: 02/28/00 TIME: 11:13

OWNER'S NAME: [REDACTED]

VEH YEAR & MODEL: 1999 MONTE CARLO 234

VIN#: 2G1WX12K3X9165611

CURRENT MILEAGE: 18000

SERVICE DLRSH: RELIABLE CHEVROLET

CLAIMANT NAME: [REDACTED]

ADDRESS: [REDACTED]

SPRINGFIELD MO, [REDACTED]

PHONE NUMBER: [REDACTED]

DATE OF INCIDENT: 2/19/00

TIME OF INCIDENT: 2:45 P.M.

LOCATION OF INCIDENT: 23RD AVE.

PRESENT LOCATION OF VEH: GREENS CHRYSLER PLYMOTH

1703 42ND AVE.

EAST MOLINE, IL

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESC N PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 000089275
NEXT: CMTS ACTION: I KEY: 000089275

CAS 03/01/2000 12:07 CABS030M

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 10 TYPE: GO

COMMENT #: 8

USER: A7095 DATE: 02/28/00 TIME: 11:17

AFTER-MARKET ITEMS: NONE

REPAIRS OUTSIDE OF WARR: NONE

WHO WAS DRIVING: [REDACTED]

11/30/65

DISABILITIES: NONE

ROAD SURFACE: PAVEMENT

ROAD CONDITIONS: SNOW/SLUSH

NUMBER OF PEOPLE IN VEH: 4

BODILY INJURIES: NONE

SEAT BELT: YES

OTHER VEH'S INVOLVED: NONE

PROPERTY DAMAGE: NO

COMPONENTS ALLEGED DAMAGE: FUEL SYSTEM

POLICE REPORT: YES

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 000089275

CAS 03/01/2000 12:07 CABS030M

NEXT: CMTS ACTION: I KEY: 000089275

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 10 TYPE: GO

USER: A7095 DATE: 02/28/00 TIME: 11:19

COMMENT #: 9

CLAIMANT'S DESCRIPTION OF WHAT HAPPENED:

CUST STATES THAT SHE DRIVING DOWN 23RD AVE AND THE VEH DID NOT WANT TO GO.....CUST STATES THAT THEY PUSHED THE VEH OFF OF THE ROAD AND WHEN SHE POPPED THE HOOD THE VEH WAS ON FIRE.....CUST STATES THAT SHE THE N THREW SNOW ON THE VEH TO PUT THE FIRE OUT.....CUST STATES THAT SHE AND EVERYONE ELSE WERE NOT INJURED.....

IRISGARNER/ATX.CORR

USER: T6780 DATE: 02/29/00 TIME: 15:06

COMMENT #: 10

FILE ASSIGNED TO TAMPA PAR CRM, MICHELLE SMITH FOR REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

MORE: N

PF13 BASE PF14 CMTS PF15 AFTTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CHRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORREL PF24 CAL
*10005 BOTTOM OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000089275

CAS 03/08/2000 15:13 CABS030M

NEXT: CMTS ACTION: I KEY: 000089275

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 16 TYPE: GO

USER: T4987 DATE: 03/01/00 TIME: 15:23

COMMENT #: 11

PAR CRM CONTACTED CUSTOMER BUT RECEIVED MACHINE. CRM LEFT MESSAGE FOR
CUSTOMER TO RETURN CALL TO PAR CRM TO DISCUSS CASE FILE.
MICHELLE SMITH/PAR/TAMPA

USER: A1133 DATE: 03/02/00 TIME: 14:33

COMMENT #: 12

1

MORE: Y

PF13 BASE	PF14 CMTS	PF15 ATTRCL	PF16 CLOSE	PF17 CSESCN	PF18 DLRLOC
PF19 CRIS	PF20 TELLST	PF21 LITLST	PF22 OPENLST	PF23 CORRSEL	PF24 CAL

THIS: CMTS ACTION: I KEY: 000089275
NEXT: CMTS ACTION: I KEY: 000089275

CAS 03/08/2000 15:13 CABS030M

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 16 TYPE: GO

USER: A1133 DATE: 03/02/00 TIME: 14:50

COMMENT #: 13

CUSTOMER STATES THAT THE POLICE OR THE FIRE DEPARTMENT DID NOT MAKE A REPORT. CUSTOMER STATES THAT THE DEALERSHIP WILL NOT TOUCH THE VEHICLE UNTIL CHEVROLET SENDS OUT A REP. CUSTOMER STATES THAT CHEVROLET WILL NOT SEND OUT A REP UNTIL WE RECEIVE A POLICE OR FIRE DEPT REPORT. CRM ADVISES TO SPEAK TO TEAM LEAD. CRM TEAM LEAD WAS NOT AVAILABLE. CRM GOT BACK ON THE LINE AND CUSTOMER STATES THAT THE FIRE DEPT CALLED. CUSTOMER STATES THAT THE FIRE DEPARTMENT SAID THAT THEY WILL SEND HER A REPORT FOR \$5.00. CUSTOMER STATES THAT SHE WILL CALL BACK AFTER SHE GETS THE REPORT.
CANDICE WHALON/AUSTIN

MORE: Y

PF13 BASE PF14 CMTS PF15 ATRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 000089275

CAS 03/08/2000 15:13 CABS030M

NEXT: CMTS ACTION: I KEY: 000089275

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 16 TYPE: GO

USER: T4987 DATE: 03/08/00 TIME: 14:55

COMMENT #: 14

PAR CRM CONTACTED CUSTOMER TO ONCE AGAIN DISCUSS CASE FILE BUT
RECEIVED ANSWERING MACHINE, CRM LEFT MESSAGE FOR CUSTOMER TO RETURN
CALL ASAP.

MICHELLE SMITH/PAR/TAMPA

USER: T4987 DATE: 03/08/00 TIME: 15:10

COMMENT #: 15

PAR CRM RECEIVED CALL BACK FROM CUSTOMER WIFE JANET. SHE STATES VEHICLE
IS SITTING AT GREENS CHEVROLET. CUSTOMER STATES HER INSURANCE CO IS
AMERICAN FAMILY INSURANCE AT 417-831-3699 AND THE ADJUSTER IS ROBERT
SMITH. PAR CRM DOCUMENTED THIS AND WILL PROCEED TO CONTACT DLR TO
INFORM THEM OF THIS INSPECTION. CUSTOMER THANKED CRM AND CRM ADVISED
ONCE THE INSPECTION REPORT COMES BACK CRM WILL CONTACT CUSTOMER WITH
THE DECISION.

PAR CRM WILL CONTACT DLR.

MICHELLE SMITH/PAR/TAMPA

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSDESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 000089275

CAS 03/22/2000 15:05 CAB8030M

NEXT: CMTS ACTION: I KEY: 000089275

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 24 TYPE: GO

USER: T4987 DATE: 03/08/00 TIME: 15:12 COMMENT #: 16

PAR CRM CONTACTED SRV MGR, M. CORKEN, BUT RECEIVED VM SO LEFT DETAILED MESSAGE OF INTENTIONS TO INSPECT CUSTOMER VEHICLE AND IF SRV MGR NEEDS TO REACH CRM, CRM LEFT NUMBER. CRM THEN PRESSED ZERO AND THE OPERATOR STATED THAT SRV MGR SHOULD GET THAT MESSAGE AND TO PROCEED WITH INSPECTION.

PAR CRM WILL SEND INSPECTOR TO INSPECT VEHICLE.

MICHELLE SMITH/PAR/TAMPA

USER: T4987 DATE: 03/20/00 TIME: 14:57 COMMENT #: 17

PER INSPECTION SUMMARY RECEIVED DOES SUPPORT GM RESPONSIBILITY WITH REGARDS TO CUSTOMER ALLEGATION THEREFORE, GM WILL ASSUME RESPONSIBILITY FOR DAMAGES AND TRADE/REPURCHASE CUSTOMER OUT OF VEHICLE. PAR CRM WILL PROCEED TO CONTACT CUSTOMER AND ADVISE OF GM DECISION TO TRADE/REPURCHASE CUSTOMER OUT OF VEHICLE.

MICHELLE SMITH/PAR/TAMPA

MORE: Y

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 000089275

CAS 03/22/2000 15:05 CABS030M

NEXT: CMTS ACTION: I KEY: 000089275

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 24 TYPE: GO

USER: T4987 DATE: 03/20/00 TIME: 14:58

COMMENT #: 18

PAR CRM CONTACTED CUSTOMER BUT RECEIVED VOICE MAIL SO LEFT DETAILED
MESSAGE FOR CUSTOMER TO CONTACT CRM ASAP TO DISCUSS CASE FILE.

MICHELLE SMITH/PAR/TAMPA

MORE: Y

PF13 BASE	PF14 CMTS	PF15 ATTRCL	PF16 CLOSE	PF17 CSESON	PF18 DLRLOC
PF19 CRIS	PF20 TELLST	PF21 LITLST	PF22 OPENLST	PF23 CORREL	PF24 CAL

THIS: CMTS ACTION: I KEY: 000089275

CAS 03/22/2000 15:05 CABS030M

NEXT: CMTS ACTION: I KEY: 000089275

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 24 TYPE: GO.

USER: T4987 DATE: 03/20/00 TIME: 15:23

COMMENT #: 19

PAR CRM RECEIVED CALL BACK FROM CUSTOMER AND CRM ADVISED CUSTOMER OF
GM DECISION TO TRADE REPURCHASE CUSTOMER OUT OF VEHICLE AND INTO A
NEW ONE. PAR CRM ADVISED CUSTOMER OF ITEMS TO BE COVERED ONCE FILE
GOES OVER TO REPURCHASE AND CUSTOMER UNDERSTOOD THESE. PAR CRM ADVISED
CUSTOMER TO OBTAIN NEW VEHICLE IDENTIFICATION NUMBER AND PROVIDE THIS
TO CRM AS SOON AS CAN. ALSO DISCUSSED WITH CUSTOMER THE NEED FOR
ORIGINAL INVOICE FROM VEHICLE THAT WAS TRADED AND THE ORIGINAL BILL
OF SALE ON TRADE/REPURCHASE VEHICLE. CUSTOMER STATES HER HUSBAND WORKS
AT RELIABLE DLRSHF AND IS A SALESMAN AND COULD PROVIDE THESE ITEMS TO
CRM. CRM ADVISED CUSTOMER WILL CONTACT HUSBAND AT WORK FOR THESE ITEMS.
CUSTOMER WILL CALL BACK WITH NEW VIN NUMBER AS SOON AS ANOTHER VEHICLE
IS FOUND. PAR CRM DISCONNECTED CALL AND CONTACTED DLR AND SPOKE WITH
HUSBAND AND ADVISED HIM OF PAPERWORK NEEDED TO COMPLETE CASE FILE
BEFORE GOING TO REPURCHASE. HE STATES WILL CALL CRM BACK WITH THIS
INFORMATION. PAR CRM WAITING FOR HIS RETURN CALL. MICHELLE SMITH/PAR/TPA
MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 000089275

CAS 03/22/2000 15:05 CAB5030M

NEXT: CMTS ACTION: I KEY: 000089275

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 24 TYPE: GO

USER: T4987 DATE: 03/20/00 TIME: 15:47

COMMENT #: 20

PAR CRM RECEIVED CALL FROM HUSBAND CALLING BACK WITH INFORMATION ON INVOICE ON ORIGINAL VEHICLE AND SIGNED BILL OF SALE ON VEHICLE.

HE STATES WILL FAX OVER WHAT HE HAS IN THE FILE ON THE WORKSHEET FOR THE TRADED VEHICLE AND THE BILL OF SALE ON ORIGINAL VEHICLE. HE STATES THIS SHOULD GET TO CRM WITHIN THE NEXT 10 MINUTES FOR CRM TO SUBMIT WITH CASE FILE AS NEEDED. PAR CRM WILL WAIT FOR THIS INFORMATION AND THEN PROCEED WITH SENDING CASE FILE TO REPURCHASE DEPARTMENT. MICHELLE SMITH/PAR/TAMPA

USER: T4987 DATE: 03/20/00 TIME: 16:02

COMMENT #: 21

HUSBAND NUMBER AT WORK IS 18007255800 EXT 212.

USER: T4987 DATE: 03/20/00 TIME: 16:38

COMMENT #: 22

RECEIVED DOCUMENT# 000761138.MSX

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORASEL PF24 CAL

THIS: CMTS ACTION: I KEY: 000089275 CAS 03/22/2000 15:05 CAB9030M
NEXT: CMTS ACTION: I KEY: 000089275 ID: T4987
GENERAL COMMENTS TOTAL CMTS: 24 TYPE: GO
USER: T4987 DATE: 03/22/00 TIME: 09:00 COMMENT #: 23
RECEIVED DOCUMENT NUMBER 000761138.MSX

USER: AB280 DATE: 03/22/00 TIME: 10:38 COMMENT #: 24

CRM ADVISED:

THE SERVICE ADVISOR A.J. CALLED. SHE WANTED TO KNOW TH STATUS OF THE N
OTES ON THE FILE SHE WANTED TO KNOW WHAT SHE SHOULD DO WITH THE VEHICL
E. SPOKE TO MS. MICHELLE SMITH. SHE SAYS THE INFORMATION WILL BE SENT
O THE REPURCHASE DEPARTMENT AND THEY WILL GET IN CONTACT WITH THE DEALE
RHIP AND THE CUST. INFORMED THE SERVICE ADVISOR OF THE NOTES ON THE FI
LE. SHE WILL WAIT FOR A CALL BACK ABOUT THE VEHICLE.

ROSLYN THOMPSON/ AUSITM TX

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELIST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL

*10005 BOTTOM OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000089275

CAS 03/22/2000 15:13 CABS030M

NEXT: CMTS ACTION: I KEY: 000089275

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 26 TYPE: GO

USER: T4987 DATE: 03/22/00 TIME: 15:08

COMMENT #: 25

PAR CRM CONTACTED HUSBAND, MR STOTTIER, AND HE STATES HE HAS A NEW VIN FOR THE VEHICLE HE AND WIFE HAVE CHOSEN. HE STATES THIS IS A USED 1998 VEHICLE THAT THEY ARE SEEKING. PAR CRM ADVISED HIM THAT A TRADE REPURCHASE CAN NOT BE ON A USED VEHICLE BUT THAT THE VEHICLE HAS TO BE A NEW VEHICLE. HE STATES WELL THIS IS WHAT HE SEEKS AND PREFERENCES TO DO A STRAIGHT REPURCHASE SO THAT THEY MAY BUY THE VEHICLE OF THEIR CHOICE. PAR CRM ADVISED WILL PLACE THIS AS A STRAIGHT REPURCHASE AND WILL GO AHEAD AND FORWARD TO REPURCHASE DEPT FOR HANDLING FROM THIS POINT FORWARD.

PAR CRM FORWARDING TO REPURCHASE GROUP.

MICHELLE SMITH/PAR/TAMPA

MORE: Y

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 000089275

CAS 03/22/2000 15:13 CAB8030M

NEXT: CMTS ACTION: I KEY: 000089275

ID: T4987

GENERAL COMMENTS

TOTAL CMTS: 26 TYPE: GO

USER: T4987 DATE: 03/22/00 TIME: 15:12

COMMENT #: 26

*****BUSINESS SUMMARY*****

1. PAR CRM REVIEWED CASE FILE ON THIS THERMAL EVENT AND DISCUSSED CASE FILE WITH CUSTOMER AND RECEIVED PERMISSION TO INSPECT VEHICLE.
2. PAR CRM SENT EAA TO INSPECT THE THERMAL EVENT IN WHICH THIS VEHICLE WAS INVOLVED IN.
3. PAR CRM REVIEWED INSPECTION REPORT AND DETERMINED THIS WAS NO CAUSE ON CUSTOMER BEHALF BUT A DEFECT WITHIN THE FUEL ASSEMBLY WHICH REQUIRES GM TO ASSUME RESPONSIBILITY FOR DAMAGES AND REPURCHASE THIS VEHICLE FROM CUSTOMER. PAR CRM ADVISED CUSTOMER OF GM POSITION AND TO LOCATE A NEW VEHICLE SO CRM CAN SEND TO REPURCHASE DEPT. CUST CHOSE A USED VEHICLE, IN WHICH A TRADE REPURCHASE IS NOT FEASIBLE, BUT INSTEAD CRM ADVISED CUST WILL DO A STRAIGHT REPURCHASE AND CUST AGREED. PAR CRM SENT ALL PERTINENT INFORMATION TO REPURCHASE DEPT.
4. CRM FILLED IN 1241 SCREENS AND FORWARDED TO ESIS, CENTRAL AND MSX.

MICHELLE SMITH/PAR/TAMPA

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCM PF18 DLRLC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL

*I0005 BOTTOM OF DATA DISPLAYED *

THIS: 124110 ACTION: C KEY: 000089275

CAS 04/12/2000 09:16 CALG190M

NEXT: 1241A ACTION: KEY: 000089275

ID: T4987

NAME: [REDACTED] SPRINGFIELD, MO

YR/MDL: 1999 WC TYPE: 11

GM1241 PAGE 10 (RECAP)

DIVISION NOTIFIED OF INCIDENT

HOW: TELEPHONE

WHEN : 022900

BY WHOM: CUSTOMER

ZN ASSIGNED : 00

ASSIGNMENT

INVESTIGATOR FIRST NAME: N/A

MI: LAST NAME: N/A

ASSIGNMENT DATE : 022900

DUE DATE : 031200

INVESTIGATION DATE : 030900

RECEIVED DATE : 032100

INFO FROM FURTHER INVESTIGATION: FURTHER REVIEW REVEALED GM WILL ASSUME RESPONSIBILITY FOR DAMAGES DUE TO FUEL ASSEMBLY AND REPURCHASE THIS VEHICLE FROM CUSTOMER.

INSURANCE CO CODE: INSMI001

DATE SENT: 032400

RGN APPROVED BY : E.D. THOMPSON

DATE: 032400

CO APPROVED BY : MICHELLE SMITH

DATE: 041200

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

*I0024 MAY SIGN OFF OR ERASE RGN APPROVED NAME TO PERMIT MODIFICATION OF THIS 12

41 *

THIS: 12411 ACTION: C KEY: 000089275
NEXT: 12412 ACTION: KEY: 000089275

CAS 03/22/2000 15:36 CALG110M
ID: T4987

GML241 PAGE 1

INCIDENT DATE: 02 / 19 / 00 TIME: 02 : 45 (24 HR CLOCK)

OWNER TITLE : [REDACTED]
FIRST : [REDACTED] MI : [REDACTED] LAST: [REDACTED]
STREET : [REDACTED]
CITY : SPRINGFIELD ST: MO ZIP : [REDACTED]
H PHONE : [REDACTED] AGE: [REDACTED] B PHONE: [REDACTED]
COMPANY: [REDACTED]
DRIVER TITLE : [REDACTED]
FIRST : [REDACTED] MI : [REDACTED] LAST: [REDACTED]
STREET : [REDACTED]
CITY : SPRINGFIELD ST: MO ZIP : [REDACTED]
H PHONE : [REDACTED] AGE: [REDACTED] B PHONE: [REDACTED]
CLAIMANT TITLE: [REDACTED]
FIRST : [REDACTED] MI : [REDACTED] LAST: [REDACTED]
STREET : [REDACTED]
CITY : SPRINGFIELD ST: MO ZIP : [REDACTED]
H PHONE : [REDACTED] AGE: [REDACTED] B PHONE: [REDACTED]
PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORSEL PF24 CAL

THIS: 12412 ACTION: C KEY: 000089275
NEXT: 12413 ACTION: KEY: 000089275
NAME: SPRINGFIELD, MO

CAS 03/22/2000 15:36 CALG120M
ID: T4987
YR/MDL: 1999 WC TYPE: 10

GM1241 PAGE 2

ODILY 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 ATTN: N (Y/N)
WHERE CAN VEHICLE BE SEEN: RELIABLE CHEVROLET

VIN : 2G1WX12K3X9165611 DEL DTE: 122498
YR/MDL: 1999 WC MILEAGE: 19762

PRINCIPLE USE OF VEHICLE : PERSONAL

DRIVER DESCRIPTION OF INCIDENT & CAUSE: CUST DRIVING DOWN 23RD AVENUE AND THE
VEHICLE DID NOT WANT TO GO. CUSTOMER STATES THEY PUSHED THE VEHICLE OFF THE
ROAD AND WHEN SHE POPPED THE HOOD THE VEHICLE WAS ON FIRE. CUSTOMER THREW
SNOW ON THE VEHICLE TO PUT OUT FIRE. NO INJURIES SUSTAINED

NATURE OF WEATHER: SNOWY

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

THIS: 12413 ACTION: C KEY: 000089275
NEXT: 12414 ACTION: KEY: 000089275
NAME: [REDACTED] SPRINGFIELD,MO

CAS 03/22/2000 15:36 CALG130M

ID: T4987

YR/NDL: 1999 WC TYPE: 10

GM1241 PAGE 3

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: THERMAL EVENT/SNOWY

WHO MADE ALLEGATION OF DEFECT: CUSTOMER

WAS VEHICLE TOWED : Y (Y/N)

TOWING CO NAME : UNKNOWN

TOWING CO ADDRESS: UNKNOWN

TOW DRIVER NAME : UNKNOWN

WAS VEHICLE A TRUCK: N (Y/N)

GROSS PAY LOAD :

LOCATION OF LOAD :

DESC OF LOAD :

DID YOU SPEAK TO DRIVER: Y (Y/N)

IF "N" GIVE SOURCE OF DRIVER DESC:

VEHICLE SPEED EST : 1

SOURCE OF EST : DRIVER

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

THIS: 12414 ACTION: C KEY: 000089275

CAS 03/22/2000 15:36 CALG140M

NEXT: 12415 ACTION: KEY: 000089275

ID: T4987

NAME: [REDACTED] SPRINGFIELD, MO

YR/MDL: 1999 WC TYPE: 10

GM1241 PAGE 4

POLICE REPORT MADE: Y (Y/N)

REPORT ATTACHED: N (Y/N)

IF NOT ATTACHED, GIVE STATION/OFFICER MAKING REPORT: UNKNOWN

ANY WITNESSES : N (Y/N)

NUMBER:

INCIDENT LOCATION

LOCATION OF INCIDENT: 23RD AVENUE

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

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

VISION OBSTRUCTIONS : NONE

POSTED SPEED : 1 (MPH)

PF13 BASE PF14 CMT8 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: 000089275
NEXT: 12416 ACTION: KEY: 000089275
NAME: SPRINGFIELD,MO

CAS 03/22/2000 15:36 CALG150M
ID: T4987
YR/MDL: 1999 WC TYPE: 10

GM1241 PAGE 5 (VEHICLE)

IN : 2G1MX12K3X9165611

DEL DATE: 12 24 98

YR/MDL: 1999 WC

NEW/USED/DEMO: N

MILEAGE : 19762

TRANS :

AXLE:

ENGINE :

LICENSE # :

STATE:

INSPEC STICK #:

STATION # :

EXP DATE:

SPECIAL EQUIP/FEATURES: NONE

NATURE AND EXTENT OF DAMAGES: TOTALED

EST COST OF REPAIR: 1
CAMP PERFORMED: N (Y/N)

PRODUCT CAMP : NONE

IF "Y" DESC:

TIRE SIZE AND BRAND: UNKNOWN

CONDITION OF TIRE: LF: RF: RR: LR: (GOOD/POOR/FLAT)

TRUCK/SPARE:

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

THIS: 12416 ACTION: C KEY: 000089275

CAS 03/22/2000 15:36 CALG160M

NEXT: 12417 ACTION: KEY: 000089275

ID: T4987

NAME: SPRINGFIELD, MO

YR/MDL: 1999 WC TYPE: 10

GM1241 PAGE 6 (PHOTOS/DLR/PARTS)

WERE PHOTOS TAKEN: Y (Y/N) NUMBER: 22 BY WHOM: N/A

ADDRESS : N/A

VEHICLE INSPECTED: Y (Y/N) NAME : N/A

NAME OF INS. REP AT INVESTIGATION:

SELLING DEALER : RELIABLE CHEVROLET

ADDRESS : SPRINGFIELD, MO

SERVICING DEALER : NONE

ADDRESS :

REPAIR ORDER FOUND IN VEHICLE HISTORY: N (Y/N)

HOW MANY :

IF "N" EXPLAIN : NONE RELATED TO ALLEGATION

ALLEGED DEFECTIVE PART(S) REMOVED : N (Y/N)

PARTS NAME :

CUSTODIAN:

LOCATION :

HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: CRM ADVISED CUST VIA PHONE 3/20@1PM

GM ASSUMING RESPONSIBILITY FOR DAMAGES AND REPURCHASE. SENT TO REPURCHASE 3/22

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 THIRD PF18 BREACH

PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

THIS: 12417 ACTION: A KEY: 000089275
NEXT: 12418 ACTION: KEY: 000089275
NAME: [REDACTED] SPRINGFIELD, MO

CAS 03/22/2000 15:36 CALG170M
ID: T4987
YR/MDL: 1999 WC 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: 12418 ACTION: A KEY: 000089275

CAS 03/22/2000 15:36 CALG180M

NEXT: 12419 ACTION: KEY: 000089275

ID: T4987

NAME: [REDACTED] SPRINGFIELD, MO

YR/MDL: 1999 WC TYPE: 10

GM1241 PAGE 8 (BODILY INJURIES)

TITLE :

FIRST : MI : LAST:

STREET:

CITY : ST : ZIP :

HOME PHONE: BUSI PHONE: AGE:

LOCATION CODE: (A-OWNER'S VEH/B-OTHER VEH/C-PEDESTRIAN/D-OTHER)

IF "B", GIVE DRIVER NAME:

NATURE OF INJURIES :

WHERE WERE INJURIES TREATED & BY WHOM:

SEATING POSITION:

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: 000089275
NEXT: 124110 ACTION: KEY: 000089275
NAME: [REDACTED] SPRINGFIELD, MO

CAS 03/22/2000 15:36 CALG250M
ID: T4987
YR/MDL: 1999 WC TYPE: 10

GM1241 PAGE 9

GENERAL COMMENTS:

TOTAL CMTS: 1

USER: T4987 DATE: 03/22/00 TIME: 15:33

COMMENT #: 1

PAR CRM REVIEWED CASE FILE AND CONTACTED CUSTOMER FOR ADDITIONAL INFORMATION AND PERMISSION TO INSPECT VEHICLE. PAR CRM SENT EAA TO INSPECT VEHICLE.

PAR CRM REVIEWED INSPECTION REPORT AND DETERMINED GM ASSUMING RESPONSIBILITY DUE TO FUEL ASSEMBLY FAULTY AND THERMAL EVENT DUE TO NO FAULT OF CUSTOMER.

PAR CRM ADVISED CUSTOMER OF REPURCHASE AND OF ITEMS NEEDED TO DISCUSS WITH CUSTOMER AND ALSO ITEMS NEEDED TO FULFILL REPURCHASE PROCESS. CUSTOMER SENT ALL REQUIRED DOCUMENTS AND FORWARDED CASE FILE TO REPURCHASE DEPT.

CASE CLOSED IN PAR AND FORWARDED ALL NECESSARY PAPER TO REPURCHASE DEPT.

MICHELLE SMITH/PAR/TAMPA

MORE: N

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

*I0004 TOP OF DATA DISPLAYED *I0005 BOTTOM OF DATA DISPLAYED *

THIS: CLOSE ACTION: I KEY: 000089275
NEXT: CLOSE ACTION: KEY: 000089275
NAME: [REDACTED] SPRINGFIELD, MO

CAS 04/12/2000 09:16 CAB9040M
ID: T4987
YR/MDL: 1999 WC TYPE: 1I

CASE CLOSING INFORMATION

FILE RETENTION : 00 POSSIBLE SAFETY : Y (Y/N)
DLR CONTACT DATE : 03 22 00 DLR CONCLUSION DATE: 03 22 00
CLOSING DATE : RESPONSIBLE DEALER :
CUST SATISFIED : Y (Y/N) CLOSE CASE : (Y/N)
CO REVIEW CLOSE : CO REVIEWED : (Y/N) DATE:
RGN REVIEW CLOSE : RGN REVIEWED : (Y/N) DATE:

CDE # DESC CDE COMMENTS
A06 0 FIRE FIRE

CASE FILE FORWARDED TO REPURCHASE GROUP.CASE ALSO
FORWARDED TO ESIS.

N01 0 ELECTRICAL GENE CAR CAUGHT FIRE

CASE FILE FORWARDED TO REPURCHASE GROUP.CASE ALSO
FORWARDED TO ESIS.

T01 0 PRODUCT ALLEGAT THERMAL EVENT

CASE FILE FORWARDED TO REPURCHASE GROUP.CASE ALSO
FORWARDED TO ESIS.

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSDESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL

*E0448 CASE IN PROCESS, USER NOT ASSIGNED TO REVIEW *

THIS: 1241A ACTION: C KEY: 000089275
NEXT: 1241A ACTION: KEY: 000089275

CAS 03/22/2000 15:36 CALG240M
ID: T4987

GM1241-A
DIVISION: CHEVROLET ZONE: 28 DATE: 03 22 00
INSURANCE COMPANY'S (LOCAL OFFICE) DESIGNATION CODE PTP 76- INSMI001
ADDRESS: CITY: DETROIT ST: MI ZIP:
RE: CLAIMANT (FIRST) MI: LAST:

DATE OF INCIDENT : 02 19 00

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.

FOR INQUIRIES TO: 1. X UNDERSIGNED
AND/OR 2.

ENCLOSURES : CASE FILE/COMMENTS, PICTURES, INSPECTION REPORT

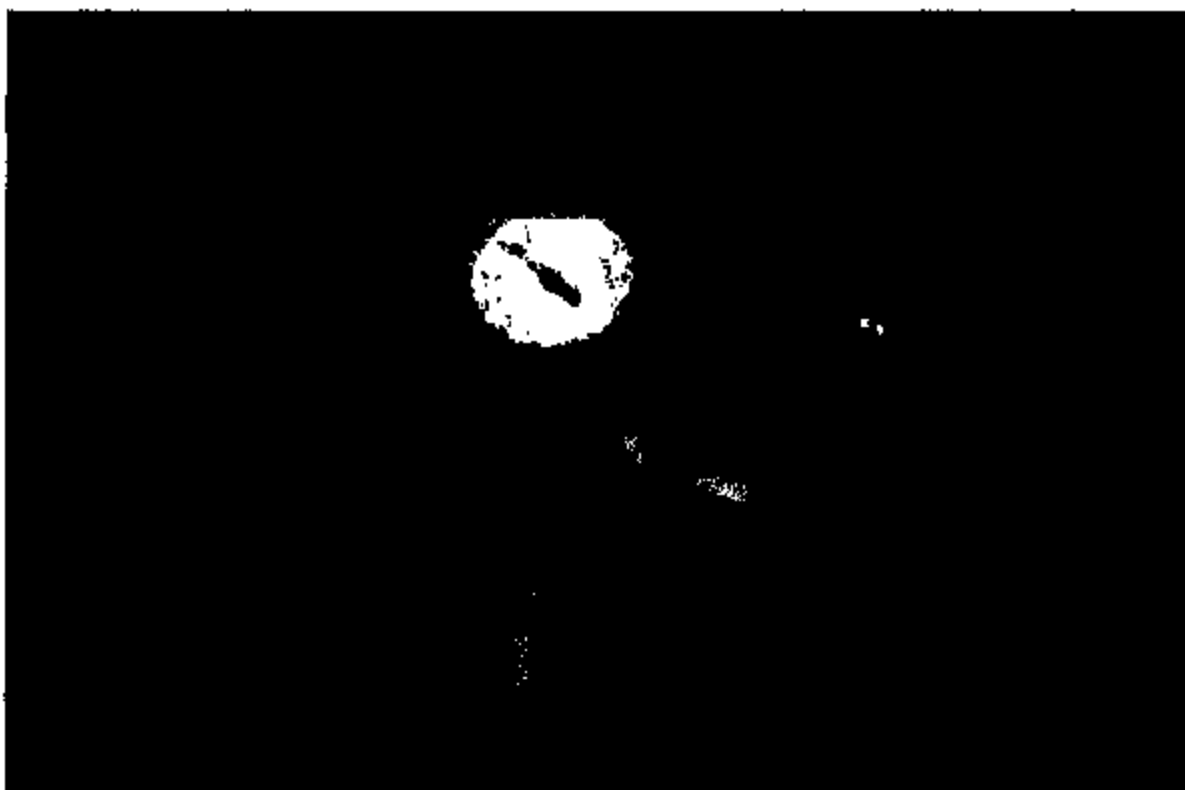
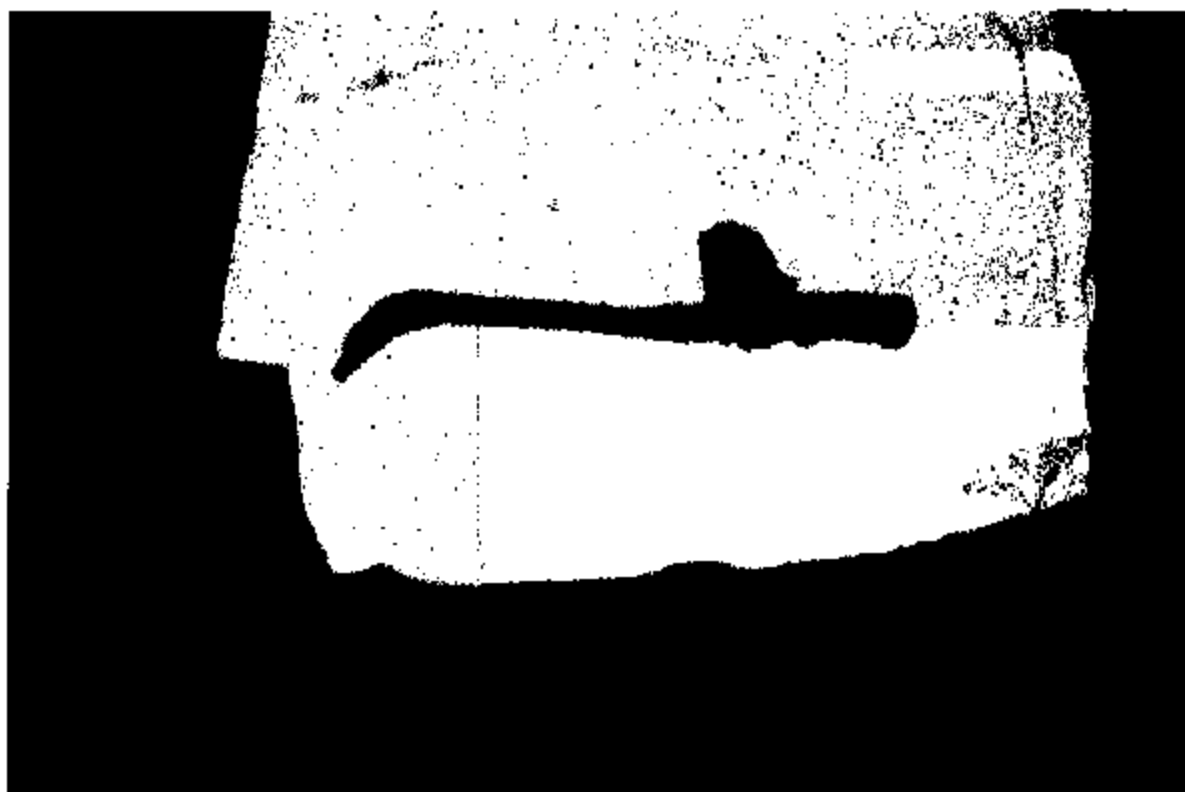
CONTACT NAME FIRST: MICHELLE LAST: SMITH MI:

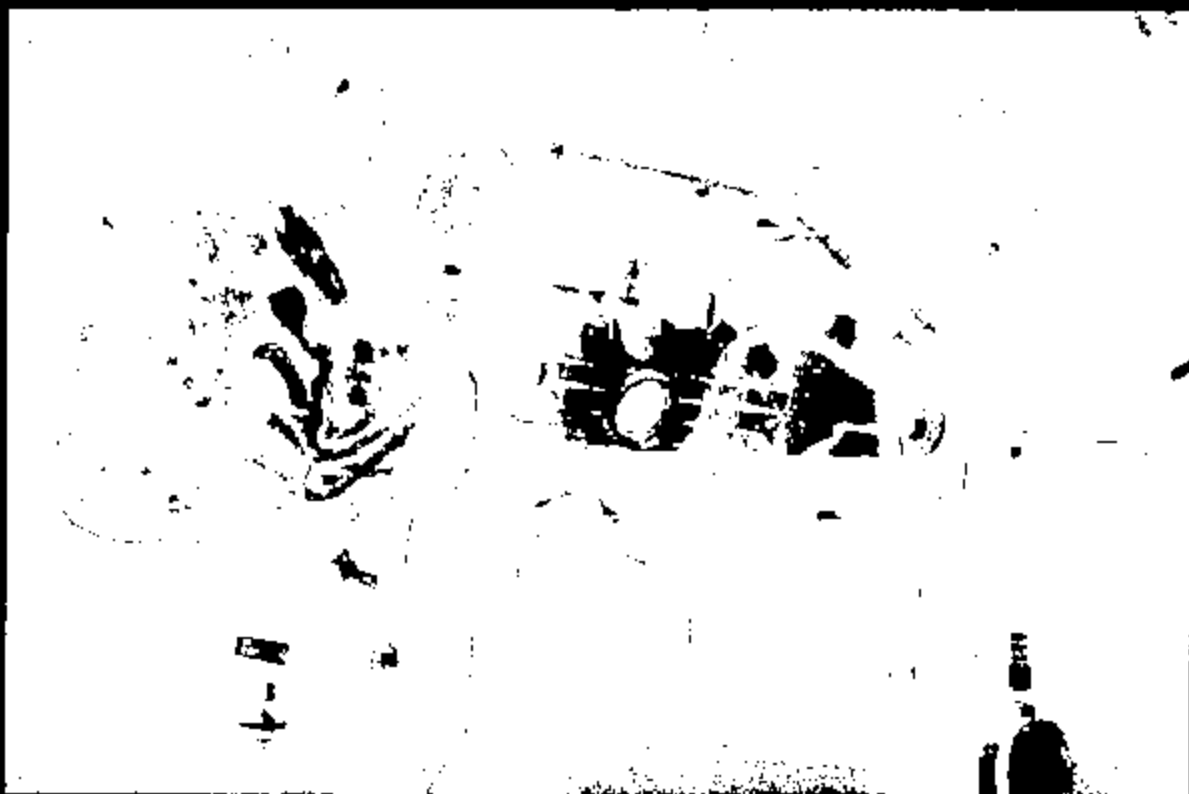
CONTACT ADDRESS: 5701 E HILLSBOROUGH AVENUE SUITE 2300

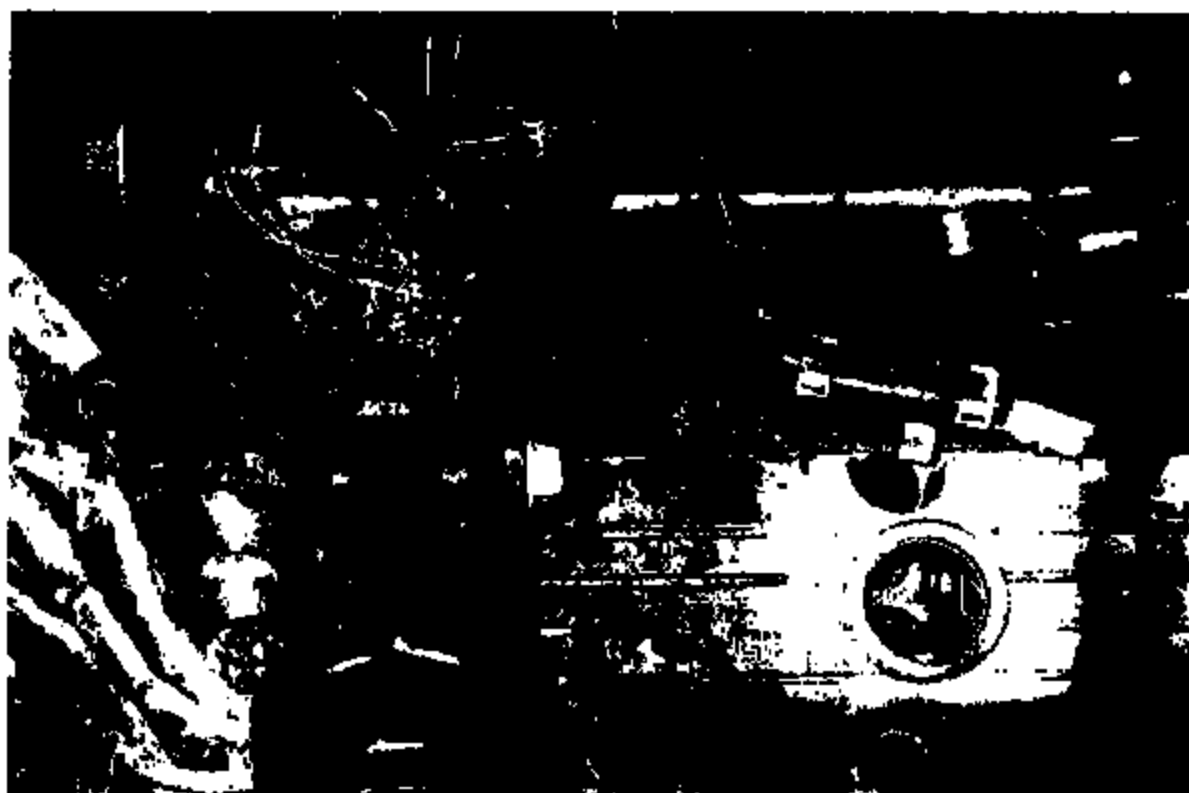
CITY: TAMPA ST: FL ZIP: 33610 CONTACT TITLE: CRM

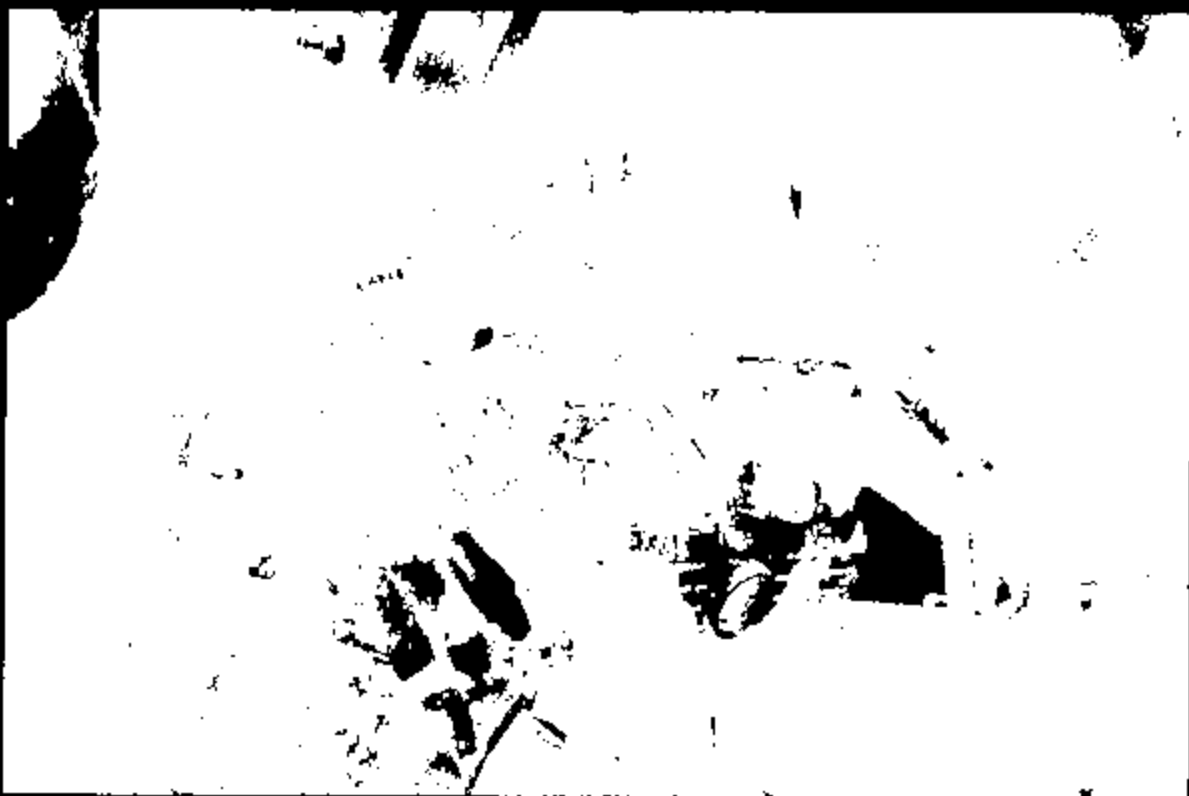
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORREL PF24 CAL











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