

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 1

308564

CASE NUMBER: 000137202 VIN: 2G1WB55K0Y9265019
DATE OPENED: 05/05/00 MODEL YEAR: 00
DATE CLOSED: SERIES: WF
SOURCE: MILEAGE: 600
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] OAK RIDGE TN [REDACTED]
HOME PHONE: [REDACTED] STATE: TN
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.:

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): ILLINOIS AVE

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: OWNER CAME OUT TO START CAR NOTICED SM
OKE UNDER HOOD OPEN HOOD SAW FLAMES

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 2

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

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

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE? THERMAL EVENT

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: GM NOT ASSUMING RESPONSIBILITY

HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT? 3/27/00 LETTER SENT TO CUST GM NOT
ASSUMING RESPONSIBILITY

DATE OF INVESTIGATION: 04/21/00 NAME:NA NA
***** XI COMMENTS *****

CRM ADVISED GM NOT ASSUMING RESPONSIBILITY

GENERAL MOTORS CORPORATION

308564

DIVISION: CHEVROLET

ZONE: _____

DATE: 03/27/00

RSIS/GM Central Claims

RE: Claimant: _____

Mail Code 482 C20 D71
Detroit, MI 48265-3000Date of Incident: 3/23/00
CAC File No.: 0000137202

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
6201 E. Hillsborough Avenue
Box 2300
Tampa, FL 33610

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

Very truly yours,



James Luo
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:

THIS: 12411 ACTION: I KEY: 000137202

CAS 04/24/2000 13:58 CALG110M

NEXT: 12412 ACTION: KEY: 000137202

ID: H00ED

GM1241 PAGE 1

INCIDENT DATE: 03 / 23 / 00 TIME: 11 : 45 (24 HR CLOCK)

OWNER TITLE :

FIRST :

MI :

LAST:

STREET :

CITY : OAK RIDGE

ST: TN

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:

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

PF19 CONTROL PF20 MEDARS PF21 12411 PF22 1241X1 PF23 CORREL PF24 CAL

*I0018 INQUIRY ONLY ON SIGNED OFF GM1241 *

THIS: 12412 ACTION: I KEY: 000137202
NEXT: 12413 ACTION: KEY: 000137202
NAME: OAK RIDGE, TN

CAS 04/24/2000 13:58 CALG120M
ID: H00ED
YR/MDL: 2000 WF TYPE: 1I

GML241 PAGE 2

WAS ANY 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 ATINY: N (Y/N)
WHERE CAN VEHICLE BE SEEN: UNKNOWN

VIN : 2G1WH55K0Y9265019

DEL DTE: 021500

YR/MDL: 2000 WF

MILEAGE: 600

PRINCIPLE USE OF VEHICLE : PERSONAL

DRIVER DESCRIPTION OF INCIDENT & CAUSE: OWNER CAME OUT TO START CAR NOTICED SM
OKE UNDER HOOD OPEN HOOD SAW FLAMES

NATURE OF WEATHER: DRY

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

*10018 INQUIRY ONLY ON SIGNED OFF GML241 *

THIS: 12413 ACTION: I KEY: 000137202

CAS 04/24/2000 13:58 CALG130M

NEXT: 12414 ACTION: KEY: 000137202

ID: H00ED

NAME: OAK RIDGE, TN

YR/MDL: 2000 WF TYPE: 1I

GM1241 PAGE 3

WHICH COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: THERMAL EVENT

WHO MADE ALLEGATION OF DEFECT: CUSTOMER

WAS VEHICLE TOWED : N (Y/N)

TOWING CO NAME :

TOWING CO ADDRESS:

TOW DRIVER NAME :

WAS VEHICLE A TRUCK: N (Y/N)

GROSS PAY LOAD :

LOCATION OF LOAD :

DESC OF LOAD :

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

IF "N" GIVE SOURCE OF DRIVER DESC: CUST NOTES

VEHICLE SPEED EST : 1

SOURCE OF EST : CUST

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

PF19 CONTROL PF20 MEDARE PF21 12411 PF22 1241X1 PF23 CORSEL PF24 CAL

*I0018 INQUIRY ONLY ON SIGNED OFF GM1241 *

THIS: 12414 ACTION: I KEY: 000137202

CAS 04/24/2000 13:58 CALG140M

NEXT: 12415 ACTION: KEY: 000137202

ID: H00ED

NAME: [REDACTED] OAK RIDGE, TN

VR/MDL: 2000 WF TYPE: 1I

GM1241 PAGE 4

REPORT MADE: N (Y/N)

REPORT ATTACHED: (Y/N)

NOT ATTACHED, GIVE STATION/OFFICER MAKING REPORT:

ANY WITNESSES : N (Y/N)

NUMBER:

INCIDENT LOCATION

LOCATION OF INCIDENT: ILLINOIS AVE

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)

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORREL PF24 CAL
*10018 INQUIRY ONLY ON SIGNED OFF GM1241 *

THIS: 12415 ACTION: I KEY: 000137202

CAS 04/24/2000 13:58 CALG150M

NEXT: 12416 ACTION: KEY: 000137202

ID: B00ED

NAME: [REDACTED] OAK RIDGE, TN

YR/MDL: 2000 WF TYPE: 1I

GM1241 PAGE 5 (VEHICLE)

VIN: 2G1WH55K0Y9265019

DEL DATE: 02 15 00

YR/MDL: 2000 WF

NEW/USED/DEMO: N

MILEAGE: 600

TRANS:

AXLE:

ENGINE:

LICENSE #:

STATE:

INSPEC STICK #:

STATION #:

EXP DATE:

SPECIAL EQUIP/FEATURES:

NATURE AND EXTENT OF DAMAGES: UNKNOWN

EST COST OF REPAIR: 1

PRODUCT CAMP: NONE

CAMP PERFORMED: (Y/N)

IF "Y" DESC:

TIRE SIZE AND BRAND: UNK

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

TRUCK/SPARE:

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

PF19 CONTROL PF20 MEDARE PF21 12411 PF22 1241X1 PF23 CORRSKL PF24 CAL

*10018 INQUIRY ONLY ON SIGNED OFF GM1241 *

THIS: 12416 ACTION: I KEY: 000137202

CAS 04/24/2000 13:58 CALG160M

NEXT: 12417 ACTION: KEY: 000137202

ID: H00ED

NAME: OAK RIDGE, TN

YR/MDL: 2000 WF TYPE: 11

GM1241 PAGE 6 (PHOTOS/DLR/PARTS)

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: Y (Y/N)

HOW MANY : 3

IF "N" EXPLAIN :

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

PARTS NAME :

CUSTODIAN:

LOCATION :

HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: 3/27/00 LETTER SENT TO CUST GM NOT
ASSUMING RESPONSIBILITY

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

*T0018 INQUIRY ONLY ON SIGNED OFF GM1241 *

THIS: 12417 ACTION: A KEY: 000137202

CAS 04/24/2000 13:58 CALG170M

NEXT: 12418 ACTION: KEY: 000137202

ID: H00ED

NAME: [REDACTED] OAK RIDGE, TN

YR/MDL: 2000 WF TYPE: 11

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 APTROL PF16 CLOSE PF17 THIRD PF18 BREACH

PF19 CONTROL PF20 MHDARB PF21 12411 PF22 1241X1 PF23 CORREL PF24 CAL

*E0729 CANNOT ADD 1241/X ON A NON-OPEN CASE *

THIS: 12418 ACTION: A KEY: 000137202

CAS 04/24/2000 13:58 CALG180M

NEXT: 12419 ACTION: KEY: 000137202

ID: H00ED

NAME: [REDACTED] OAK RIDGE, TN

YR/MDL: 2000 WF TYPE: 11

GML241 PAGE 8 (BODILY INJURIES)

TIME :

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 ATTRCL PF16 CLOSE PF17 THIRD PF18 BREACH

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

*E0729 CANNOT ADD 1241/X ON A NON-OPEN CASE *

THIS: 12419 ACTION: I KEY: 000137202

CAS 04/24/2000 13:58 CALG250M

NEXT: 124110 ACTION: KEY: 000137202

ID: H00ED

NAME: [REDACTED] OAK RIDGE, TN

YR/MDL: 2000 WF TYPE: 11

GM1241 PAGE 9

GENERAL COMMENTS:

TOTAL CMTS: 1

USER: H00ED DATE: 04/24/00 TIME: 13:54

COMMENT #: 1

CRM ADVISED GM NOT ASSUMING RESPONSIBILITY

MORE: N

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

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

*Y0018 INQUIRY ONLY ON SIGNED OFF GM1241 *I0004 TOP OF DATA DISPLAYED *I0005 BOTTOM OF DATA DISPLAYED *

THIS: 124110 ACTION: C KEY: 000137202

CAS 04/24/2000 13:58 CALG190M

NEXT: 1241A ACTION: KEY: 000137202

ID: H00ED

NAME: [REDACTED] OAK RIDGE, TN

YR/MDL: 2000 WF TYPE: 11

GM1241 PAGE 10 (RECAP)

DISCUSSION NOTIFIED OF INCIDENT

HOW: PHONE

WHEN : 032300

BY WHOM: CUST

EN ASSIGNED : 00

ASSIGNMENT

INVESTIGATOR FIRST NAME: NA

MI: LAST NAME: NA

ASSIGNMENT DATE :

DUE DATE :

INVESTIGATION DATE : 042100

RECEIVED DATE :

INFO FROM FURTHER INVESTIGATION: GM NOT ASSUMING RESPONSIBILITY

INSURANCE CO CODE: INSMI001

DATE SENT: 042400

RGN APPROVED BY : E.D. THOMPSON

DATE: 042400

CO APPROVED BY : JAMES LUE

DATE: 042400

PF13 BASE PF14 CMTS PF15 AFFCL 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: 1241A ACTION: C KEY: 000137202

CAS 04/24/2000 13:58 CALG240M

NEXT: 1241A ACTION: KEY: 000137202

ID: H00ED

GM1241-A

DIVISION: CHEVROLET

ZONE: 24

DATE: 04 24 00

INSURANCE COMPANY'S (LOCAL OFFICE)

DESIGNATION CODE PTP 76- INSMI001

ADDRESS: P. O. BOX 02489

CITY: DETROIT

ST: MI ZIP: 48202

RE: CLAIMANT (FIRST):

MI:

LAST:

DATE OF INCIDENT : 03 23 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

CONTACT NAME FIRST: JAMES

LAST: LUE

MI:

CONTACT ADDRESS: 5701 HILLSBOROUGH AVE 2300

CITY: TAMPA

ST: FL ZIP: 33610

CONTACT TITLE: PAR CRM

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

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

THIS: BASE ACTION: C KEY: 000137202 CAS 03/27/2000 11:34 CABS020M
NEXT: BASE ACTION: I KEY: 000137202 ID: T3608
01 TITLE : CUSTOMER INFORMATION TYPE: GO
02 FIRST : 03 MI: 04 LAST :
05 STREET :
06 CITY : OAK RIDGE 07 ST: TN 08 ZIP :
09 H PHONE: 10 B PHONE:
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 2G1WH55K0Y9265019 ENG: 3.8L V6 MFI PLANT: OSHAWA #1 ON
13 YR/MDL : 2000 WT INPALA 14 DEL : 02 15 00 15 MILEAGE: 000600
16 DEALER : FOX CHEVROLET-OLDSMOBILE OF OA 17 ZN/DLR : 09 260
18 CITY : OAK RIDGE 19 STATE : TN

CDE #	DESC	CDE COMMENTS
A06 0	FIRE	20 THERMAL EVENT
T01 0	PRODUCT ALLEGAT	21 THERMAL EVENT, FLAMES UNDER HOOD
		22
		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

THIS: AFTRCL ACTION: C KEY: 000137202

CAS 04/24/2000 13:58 CABS200M

NEXT: AFTRCL ACTION: KEY: 000137202

ID: H00ED

NAME: OAK RIDGE, TN

YR/MOL: 2000 WF TYPE: 11

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	: JL
CASE OPEN DATE	: 03 23 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	: H00ED	LAST ALTERED DATE	: 04 24 00
REJECT CLOSE	: N (Y/N)	REOPEN CASE	: N (Y/N)
PF13 BASE	PF14 CMTS	PF15 AFTRCL	PF16 CLOSE
PF17 CSRSCN	PF18 DLRLC	PF19 CRIS	PF20 TELLST
PF21 LITLST	PF22 OPENLST	PF23 CORRSL	PF24 CAL

THIS: CLOSE ACTION: I KEY: 000137202

CAS 04/24/2000 13:58 CABS040M

WEAT: CLOSE ACTION: KEY: 000137202

ID: H00ED

NAME: OAK RIDGE, TN

YR/MDL: 2000 WF TYPE: 11

CASE CLOSING INFORMATION

RETENTION	: 00	POSSIBLE SAFETY	: Y (Y/N)
CONTACT DATE	: 03 23 00	DLR CONCLUSION DATE	: 04 21 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	THERMAL EVENT		
	FILE CLOSED		

T01 0 PRODUCT ALLEGAT THERMAL EVENT, FLAMES UNDER HOOD
FILE CLOSED

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSBSCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL
*E0448 CASE IN PROCESS, USER NOT ASSIGNED TO REVIEW *

THIS: CMTS ACTION: I KEY: 000137202 CAS 03/27/2000 11:36 CABS030M
NEXT: CMTS ACTION: I KEY: 000137202 ID: T3608

GENERAL COMMENTS TOTAL CMTS: 6 TYPE: GO
USER: A4177 DATE: 03/23/00 TIME: 13:28 COMMENT #: 1

03-23-00 TIME: AROUND 11:45AM. LOCATION: AT A FOODCITY SHOPPING
CENTER, ILLINOIS AVE, IN OAKRIDGE, TN,
ANY INJURIES? NO

SEAT BELTS? YES WHO WAS IN THE CAR, FRANK ZAPP, AND WIFE VIVIAN ZAPP
OTHER VEHICLES? NO PROPERTY DAMAGE? ELECTRICAL FIRE TO ENGINE.

ALLEGED DEFECTIVE COMPONENT? ELECTRICAL SYSTEM DEFECTIVE,
POLICE REPORT? NO

INSURANCE CO? STATE FARM, AGENT? WALLIE CULBRETH, PH 865-482-1095

PRESENT LOCATION? AT THE DEALER, AFTER MARKET ITEMS? NO FRANK WAS DRIVIN
G, DOB 7-1-21 DISABILITIES? NO, ROAD CONDITION? DRY ASPHALT, SUNNY DAY,
WHAT HAPPENED? I TRIED TO START THE CAR AND I COULDN'T. I NOTICED SMOK
E POURING OUT OF THE HOOD, I OPENED THE HOOD AND FLAMES JUMPED UP. TRIE
D TO PUT OUT THE FIRE W/O SUCCESS, AND ANOTHER GENTLEMAN CAME WITH A
FIRE EXTINGUISHER AND PUT IT OUT.

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTCL PF16 CLOSE PF17 CSESCN PF18 DLRLC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORREL PF24 CAL

*I0004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000137202 CAS 03/27/2000 11:36 CABS030M
NEXT: CMTS ACTION: I KEY: 000137202 ID: T3608
GENERAL COMMENTS TOTAL CMTS: 6 TYPE: GO
USER: A4177 DATE: 03/23/00 TIME: 13:31 COMMENT #: 2

COMER STATES:

I DO NOT WANT THIS CAR ANYMORE, IT IS A LEMON, I DON'T FEEL SAFE DRIVING THIS VEHICLE.

CRM STATED:

THANK YOU FOR YOUR COOPERATION WITH THIS, WE APPRECIATE YOU CALLING AND LETTING US KNOW WHAT HAPPENED, SOME OTHER PEOPLE FROM GM MAY BE CONTACTING YOU ABOUT THIS,
CRM, MIKE WILLIAMS, AUSTIN, TX

USER: T6780 DATE: 03/24/00 TIME: 09:43 COMMENT #: 3
FILE ASSIGNED TO TAMPA PAR CRM, JAMES LUE FOR REVIEW AND FOLLOWUP.

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTCL PF16 CLOSE PF17 CSESCN PF18 DLRLC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 000137202 CAS 03/27/2000 11:36 CABS030M
NEXT: CMTS ACTION: I KEY: 000137202 ID: T3608

GENERAL COMMENTS

TOTAL CMTS: 6 TYPE: GO

USER: T3608 DATE: 03/27/00 TIME: 11:24 COMMENT #: 4
CONTACTED DEALERSHIP. SVC MGR, BOB, VERIFIED VEHICLE LOCATION.
SVC MGR STATED THAT THE VEHICLE IS BEING REPAIRED. THERMAL EVENT INVOLVED A SMALL FIRE AROUND THE BATTERY AREA. MGR STATED THAT HE CLEARED THE PROCESS WITH HIS AVM.
CRM DISCUSSED THE CASE WITH TEAM LEADER. CRM ADVISED TO CLOSED THE CASE. JAMES LUE/TAMPA PAR X58064

USER: T3608 DATE: 03/27/00 TIME: 11:26 COMMENT #: 5
CRM CALLED CUSTOMER. CRM ADVISED CUSTOMER THAT VEHICLE IS BEING REPAIRED AND THE DEALERSHIP WILL CONTACT HIM TO COLLECT VEHICLE. CUSTOMER STATED THAT HE WAS AWARE THAT THE VEHICLE WAS BEING REPAIRED. CRM ADVISED CUSTOMER THAT FILE IS BEING CLOSED. JAMES LUE/TAMPA PAR X58064

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: 000137202 CAS 03/27/2000 11:36 CABS030M
NEXT: CMTS ACTION: I KEY: 000137202 ID: T3608
GENERAL COMMENTS TOTAL CMTS: 6 TYPE: GO
USER: T3608 DATE: 03/27/00 TIME: 11:34 COMMENT #: 6

BUSINESS SUMMARY :

1. ALLEGATION : THERMAL EVENT
2. INCIDENT DATE : 3/23/00 TIME : 1:28PM
3. VEHICLE : CHEVROLET IMPALA 2000 600 MILES
VIN # 2G1WH55K0Y9265019
4. RESOLUTION : VEHICLE REPAIRED BY DEALERSHIP WHEN THE LATTER WAS
CONTACTED. SVC MGR STATED HE CLEARED PROCESS WITH HIS AVM.
5. CLOSING :
CRM CALLED CUSTOMER AND ADVISED CUSTOMER VEHICLE WAS BEING REPAI
RED. SVC MGR WILL CONTACT CUSTOMER TO COLLECT VEHICLE. CRM ADVIS
ED CUSTOMER THE FILE IS BEING CLOSED. COPIES TO BE FORWARDED TO
ESIS.
JAMES LUE/TAMPA PAR X58064

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRILOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORREL PF24 CAL
*I0005 BOTTOM OF DATA DISPLAYED *

308666
308666

GENERAL MOTORS CORPORATION

DIVISION: Pontiac

ZONE: _____

DATE: 04/13/00

BSIS/GM Central Claims
Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

RE: Claimant: [REDACTED]

Date of Incident: 2/18/00

CAC File No.: 00048617

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. (x) 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
- ☒ FAA Reps Notes
- ☒ Photos
- ☐ Estimates
- ☒ Police Report (File)
- ☐ RO's
- ☐ Dam Tape
- ☐ Other

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Page 1 of 6

Division: <u>Portia</u>	Ref: <u>0048617</u>	VIN: <u>1G2HX52K4XH218436</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: WV [REDACTED] Organization: EAA
 Phone: (215) 364-6260 Ext 61 Inspection Date: 3/6/00 Mileage at inspection: 24,500
401 215 208-1583 FWB.com

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

Following the inspection, summarize the tests and observations.

Vehicle was total loss. Origin of fire: the top of engine assembly
at side facing the front of vehicle. Most likely cause of fire was
leakage from fuel injection components leading to the front three
cylinders. Fuel ignited on hot engine exhaust manifold.
All engine compartment combustible body damaged or destroyed
Fire spread through firewall and caused combustible interior
components.

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

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

[REDACTED] Byrd Haven PA [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.) Leasee R. [REDACTED] no

Inspection possible had replacement not relevant

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Maintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) Repaired on repairs last oil change local independent oil change 18000 miles

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

N/A not relevant

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 none load location _____

Driver's physical description (gender, age, height, weight, disabilities) male 36 no disabilities

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

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

If not parked, vehicle speed estimate 20 MPH Source of estimate driver Posted speed 35 MPH

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

Exact incident location 210 River Rd York Haven Pa in driveway just outside of garage

Weather conditions and visibility Snowing 4" on the ground

Approx. temperature 28 °F. Any physical visual obstructions? Snowing

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

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

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

Road condition: Wet, Dry, Icy or Other? If other, specify Snow covered 4"

Shoulder condition: Wet, Dry, Icy or Other? If other, specify Snow covered 4"

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) Y Describe Check engine

light on just prior to fire

Electrical systems operation: (normal, other?)

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

☐ Cruise Control
☐ Traction Control Switch "On"
☐ Low Beam Headlights
☐ High Beam Headlights
☒ Daytime Running Lights
☐ Fog Lamps
☐ Turn Signal
☐ Hazard Flashers
☐ Map Lights, Ft. Rr.
☐ Other Interior Lights

☐ Windshield Wipers
☐ Air Conditioner, on "Max"? (Y/N)
☒ Heater
☒ Windshield Defogger
☒ Windshield Defroster
☒ Rear Window Defroster
☐ Outside Mirror Heater
☐ Driver Seat Heater
☐ Passenger Seat Heater
☐ Auxiliary Power Outlet

☐ Radio, Built-in Tape/CD Player
☐ Auxiliary CD Player
☐ Telephone
☐ CB Radio
☐ Power Window Controls
☐ Power Mirror Controls
☐ Power Seat Controls
☐ Power Sun Roof Controls
☐ Cigar Lighter
☐ Other

Steering operation: (normal, other?) normal

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.) engine ran rough and missing

just prior to fire

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? none

Any smoke? (from where, color, intensity, etc.) First white smoke coming from left front wheel

well, then thick black smoke coming from around all sides of hood

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? never smoker

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

Any flame? (from where, color, intensity, etc.) after hood was opened by fire department

the engine compartment was completely engulfed in flames

Any steam or smoke? (from where, color, intensity, etc.) no

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) Y

Gauges? (Y/N) N If so, describe:

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

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

Open Hood? (Y/N) N Open Trunk? (Y/N) N Other? (Y/N) N Describe: no able to open hood

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

Any other comments or observations that have not been covered? The driver problem opening
hood. Driver stated he never experienced any
engine performance problems until just seconds before
fire.

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

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

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

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

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

Battery & attached cables ✓

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

Engine oil pan ✓

Engine compartment hinge torque rods ✓

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

Any item which is alleged to be the cause/source Paul's car

Anything on vehicle which is after-market no

Anything on vehicle which is a modification no

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

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

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

Engine coolant depleted

Engine oil full

Transmission fluid full

Power steering fluid depleted

Brake fluid Master Cyl. depleted

List all driver electrical controls which are in the "On" position (include ignition) Not possible to photograph

Fuses (identify all open or not proper size) Depleted

Wiring insulation at fuse blocks

Fusible links (identify all open) depleted

Spark plug wiring and boot condition cracked in transmission area, master cylinder area, depleted

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

Location of fuel filler cap (or evidence of remains) in place

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

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

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

***** 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 dept report attached

MAKE Pontiac REP# 00048617 VIN# 1G2HX52K4XH218436

CLAIMANTS NAME (LAST, FIRST) [REDACTED]

INSPECTED BY: Vernon Smith

ORGANIZATION: EAA

Phone 215-344-6260

Inspection date: 3-6-00

Roll Number

Description:

1. Vehicle + case J.D
2. Front
3. Right side
4. Left side
5. Rear
6. Outside of hood
7. Inside of hood
8. Left fender + fender
9. Right fender + fender
10. Dash - no characters reading possible
11. different view of fender
12. different view of fender
13. ash tray
14. ash tray full of money - not used for smoking
15. headlight
16. rear seat
17. different view of 15
18. view of identical undamaged engine
19. different view of 18 - red arrow points to fuel lines coming from tank
20. damaged engine viewed from left
red arrow pointing to area that is most likely origin of fuel leak
21. engine viewed from right
22. engine viewed from front
23. front side of engine. Hot spot of burn
24. exhaust manifold most likely cause of fuel ignition
25. different view of 24.

DEPARTMENT OF TRANSPORTATION CERTIFICATE OF TITLE FOR A VEHICLE

114591

98334 0040000132-001

VEHICLE IDENTIFICATION NUMBER		YEAR	MAKE OF VEHICLE	TITLE NUMBER
001		1987	BUICK	001
VEHICLE TYPE	CLASS	SEAT CLASS	WEIGHT CLASS	COOL. PROOF DATE
001	001	001	001	001
DATE OF TITLE	DATE OF BIRTH	DATE OF DEATH	DATE OF BIRTH	DATE OF DEATH
001	001	001	001	001

EDEN PRAIRIE MN

OWNER'S ADDRESS:

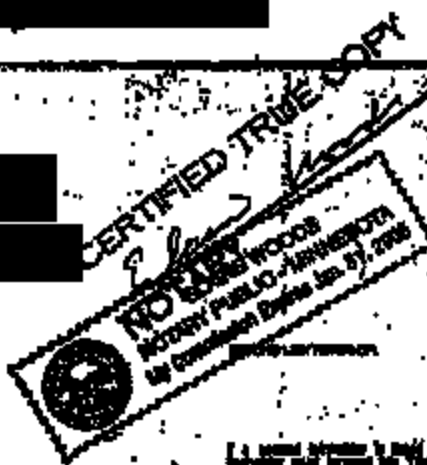
GE CAPITAL CORP

FIRST NAME RELEASED

DATE

MAILING ADDRESS

MINNEAPOLIS MN



OCCUPANT STATUS ☐ - OCCUPANT IN STATE ☐ - OCCUPANT OUTSIDE THE STATE ☐ - OCCUPANT OUTSIDE THE STATE ☐ - OCCUPANT OUTSIDE THE STATE ☐ - OCCUPANT OUTSIDE THE STATE	
THE FOLLOWING ☐ - OCCUPANT IN STATE ☐ - OCCUPANT OUTSIDE THE STATE ☐ - OCCUPANT OUTSIDE THE STATE ☐ - OCCUPANT OUTSIDE THE STATE ☐ - OCCUPANT OUTSIDE THE STATE	

BRADLEY L. HALLORY

Secretary of Transportation

D. APPLICATION FOR TITLE AND LIEN INFORMATION

SIGNATURE AND ADDRESS OF APPLICANT SIGNATURE AND ADDRESS OF SELLER SIGNATURE AND ADDRESS OF LESSOR SIGNATURE AND ADDRESS OF LESSEE	SIGNATURE AND ADDRESS OF APPLICANT SIGNATURE AND ADDRESS OF SELLER SIGNATURE AND ADDRESS OF LESSOR SIGNATURE AND ADDRESS OF LESSEE
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SIGNATURE AND ADDRESS OF APPLICANT SIGNATURE AND ADDRESS OF SELLER SIGNATURE AND ADDRESS OF LESSOR SIGNATURE AND ADDRESS OF LESSEE	SIGNATURE AND ADDRESS OF APPLICANT SIGNATURE AND ADDRESS OF SELLER SIGNATURE AND ADDRESS OF LESSOR SIGNATURE AND ADDRESS OF LESSEE
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00355180

(TYPE OF EVENT) Certificate of Title must be submitted within 30 days. Unless the purchaser is a registered dealer holding the vehicle for resale.

WARNING - This document is subject to the provisions of the Uniform Gifts to Minors Act (UGMA) and the Uniform Transfers to Minors Act (UTMA).

A. ASSIGNMENT OF TITLE ☒ I am the owner of the vehicle and I am assigning the title to the purchaser. ☐ I am the owner of the vehicle and I am assigning the title to the purchaser as a gift. ☐ I am the owner of the vehicle and I am assigning the title to the purchaser as a loan. ☐ I am the owner of the vehicle and I am assigning the title to the purchaser as a lease. ☐ I am the owner of the vehicle and I am assigning the title to the purchaser as a sale. ☐ I am the owner of the vehicle and I am assigning the title to the purchaser as a transfer. ☐ I am the owner of the vehicle and I am assigning the title to the purchaser as a gift. ☐ I am the owner of the vehicle and I am assigning the title to the purchaser as a loan. ☐ I am the owner of the vehicle and I am assigning the title to the purchaser as a lease. ☐ I am the owner of the vehicle and I am assigning the title to the purchaser as a sale. ☐ I am the owner of the vehicle and I am assigning the title to the purchaser as a transfer. SUBSCRIBER AND SPONSOR TO SIGN HERE _____ NAME ADDRESS CITY STATE ZIP	CO-PURCHASER _____ NAME ADDRESS CITY STATE ZIP
DO NOT NOTARIZE UNLESS SIGNED IN PRESENCE OF A NOTARY AND PURCHASER'S NAME IS LISTED	_____ NAME ADDRESS CITY STATE ZIP
B. ASSIGNMENT OF TITLE BY REGISTERED DEALER ☒ I am a registered dealer and I am assigning the title to the purchaser. ☐ I am a registered dealer and I am assigning the title to the purchaser as a gift. ☐ I am a registered dealer and I am assigning the title to the purchaser as a loan. ☐ I am a registered dealer and I am assigning the title to the purchaser as a lease. ☐ I am a registered dealer and I am assigning the title to the purchaser as a sale. ☐ I am a registered dealer and I am assigning the title to the purchaser as a transfer. ☐ I am a registered dealer and I am assigning the title to the purchaser as a gift. ☐ I am a registered dealer and I am assigning the title to the purchaser as a loan. ☐ I am a registered dealer and I am assigning the title to the purchaser as a lease. ☐ I am a registered dealer and I am assigning the title to the purchaser as a sale. ☐ I am a registered dealer and I am assigning the title to the purchaser as a transfer. SUBSCRIBER AND SPONSOR TO SIGN HERE _____ NAME ADDRESS CITY STATE ZIP	CO-PURCHASER _____ NAME ADDRESS CITY STATE ZIP
DO NOT NOTARIZE UNLESS SIGNED IN PRESENCE OF A NOTARY AND PURCHASER'S NAME IS LISTED AND SELLER IS A DEALER	_____ NAME ADDRESS CITY STATE ZIP
C. ASSIGNMENT OF TITLE BY REGISTERED DEALER ☒ I am a registered dealer and I am assigning the title to the purchaser. ☐ I am a registered dealer and I am assigning the title to the purchaser as a gift. ☐ I am a registered dealer and I am assigning the title to the purchaser as a loan. ☐ I am a registered dealer and I am assigning the title to the purchaser as a lease. ☐ I am a registered dealer and I am assigning the title to the purchaser as a sale. ☐ I am a registered dealer and I am assigning the title to the purchaser as a transfer. ☐ I am a registered dealer and I am assigning the title to the purchaser as a gift. ☐ I am a registered dealer and I am assigning the title to the purchaser as a loan. ☐ I am a registered dealer and I am assigning the title to the purchaser as a lease. ☐ I am a registered dealer and I am assigning the title to the purchaser as a sale. ☐ I am a registered dealer and I am assigning the title to the purchaser as a transfer. SUBSCRIBER AND SPONSOR TO SIGN HERE _____ NAME ADDRESS CITY STATE ZIP	CO-PURCHASER _____ NAME ADDRESS CITY STATE ZIP
DO NOT NOTARIZE UNLESS SIGNED IN PRESENCE OF A NOTARY AND PURCHASER'S NAME IS LISTED AND SELLER IS A DEALER	_____ NAME ADDRESS CITY STATE ZIP
D. ASSIGNMENT OF TITLE BY REGISTERED DEALER ☒ I am a registered dealer and I am assigning the title to the purchaser. ☐ I am a registered dealer and I am assigning the title to the purchaser as a gift. ☐ I am a registered dealer and I am assigning the title to the purchaser as a loan. ☐ I am a registered dealer and I am assigning the title to the purchaser as a lease. ☐ I am a registered dealer and I am assigning the title to the purchaser as a sale. ☐ I am a registered dealer and I am assigning the title to the purchaser as a transfer. ☐ I am a registered dealer and I am assigning the title to the purchaser as a gift. ☐ I am a registered dealer and I am assigning the title to the purchaser as a loan. ☐ I am a registered dealer and I am assigning the title to the purchaser as a lease. ☐ I am a registered dealer and I am assigning the title to the purchaser as a sale. ☐ I am a registered dealer and I am assigning the title to the purchaser as a transfer. SUBSCRIBER AND SPONSOR TO SIGN HERE _____ NAME ADDRESS CITY STATE ZIP	CO-PURCHASER _____ NAME ADDRESS CITY STATE ZIP
DO NOT NOTARIZE UNLESS SIGNED IN PRESENCE OF A NOTARY AND PURCHASER'S NAME IS LISTED AND SELLER IS A DEALER	_____ NAME ADDRESS CITY STATE ZIP

ALL SELLERS' SIGNATURES ON THIS SIDE MUST BE NOTARIZED. SIGN ONLY IN THE PRESENCE OF AN OFFICER EMPLOYED TO ADMINISTER OATHS.

DRIVERS: ROBERT

TARGET:

ASSISTANT: Bob Gage

SEVERE

Final wording

CHIEFS: Clint Lukway

Brian Gross

NUMBER OF PERSONS LIST BELOW



WEATHER ON DATE/TIME:
NAME

ADDRESS

AGE

DURBY

N/A

NO. OF PERSONNEL RESPONDING

TOTAL MAX HOURS

FORMS COMPLETED [] STATE [] NHTA

Don't know

C-28-2

REMARKS:

Vehicle Fire: 1999 Pontiac Bonneville
destroyed by fire. Cause of fire unknown.
Fire started in front of car, probably the
engine. Vehicle was totally engulfed
by the fire. Responded to the scene.
The owner of the car and his father
tried to extinguish the fire with two
extinguishers and then threw snow on
the car to keep the flames from spreading.

FOR ADDITIONAL DETAILS, SEE PLANE FILE ATTACHED

February 27, 2000

GM File #
00048617

To: D.L. Dobbin
From: [REDACTED]
Subject: 1999 Pontiac Bonneville Fire Report
0000 8533
Personal and Urgent

Good morning D.L. hope all is well. Attached is a copy of the fire report that you requested. I also included a list of the personal items that were lost in the car fire. Please keep informed as to the progress.

Tom

Item	Replacement Cost
Evenflo Car seat	\$ 119.00
20 C.D.'s	\$ 260.00
Gargoyles Sunglasses	\$ 120.00
Remote Garage Door Opener	\$ 35.00
Leather Trifold Wallet	\$ 35.00
Nokia 6160 Cell Phone	\$ 199.00
Power Adapter Cell	\$ 25.00
Leather Case for Cell	\$ 35.00
Power Converter Computer	\$ 65.00
First Aid Kit	\$ 100.00
Total Loss	\$ 993.00

04/12/2058 00:02 7172569400

• **Large network**

PENNSYLVANIA TOWNSHIP FIRE DEPARTMENT
 BILLING OFFICE TIN: 23-4275490
 P.O. BOX 726
 NEW CUMBERLAND, PA 17070-0726

PATIENT NAME: [REDACTED]
DATE OF SERVICE: 02/17/00 1:51 pm
Dx: [REDACTED]
INVOICE DATE: 04/03/00 INVOICE NUMBER: 41

FROM: RESERVE SERVICES ONLY
TO:

Address Service Requested

AMOUNT ENCLOSED: \$ _____

CHARGE TO: ☐ VISA ☐ MC ☐ DISCOVER

YORK HAVEN, PA.

1.21.59.510.65

References

CONCLUSIONS

2004

1 CHECK HERE FOR ADDRESS CORRECTION: Local: (717) 214-6018
 ON BACK OF THIS FORM Toll Free: 1 (877) 214-6018

Fax: (717) 314-6020

Keywords: child sexual abuse; disclosure; disclosure strategies

QUANTITY	DESCRIPTION OF SERVICE	UNIT PRICE	AMOUNT
1.0	RESCUE SERVICES/CLASS 3	200.00	200.00
	Late Pay Charge		0.00
	TOTAL CHARGES THIS CALL		\$ 200.00

Thank you for using our rescue service. Please complete the back of the invoice with your insurance information and return it to us. If you have questions, please call 1-877-214-6018.

DESCRIPTION OF PAYMENT	REFERENCE	PAYMENT DATE	AMOUNT
	TOTAL PAYMENTS THIS CALL		\$ 0.00
41 -73 (PL)	PAY THIS AMOUNT		300.00

DL: DMCRI30D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 04/13/00
DMCRI30M FILE ACCESS 15:34:37
FILE NBR: 00048617 01 CORP NBR: LEGAL NBR: TYPE: SVC
ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)DELETE (P)FILE PRINT
VIN : 1G2HX52K4XH218436
MODEL YR: 99 MODEL CODE: PBV DLV DATE: 11 23 98 DOCUMENT NBR:

OWNER: WAR ST DTE: FILE SCRAP: 04 13 01
TITLE : FILE PURGE: 04 13 01

FIRST :
MIDDLE :
LAST :

SUFFIX:

COMPANY NAME:

PHONE : WORK: EXT: FAX:

ADDRESS:

STREET :

CITY : EDEN PRAIRE

STATE: MN ZIP:

COUNTRY : USA

COMMENT: ORIGINAL OWNER

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

DL: DMCR180D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 04/13/00
: DMCR180M CASE CLOSE 15:50:59
FILE NBR: 00 048617 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MDL YR: 99 MDL: PBV
STATUS: CLOSED

VIN: 1G2HX52K4XH218436 MILEAGE: 24,400 DLV DATE: 11 23 98
CONTACT GROUP: 13 RESP: BLACKMAN, SHARRONDA
SVC DLR: 16 03 244 SECT: 42 MKT: 17 DSM: DM: LSM: CRM:
NAME: JACK GIAMBALVO MOTOR CO., INC. CITY: YORK ST: PA

OWNER CLOSE : 04 13 00 STATE RUN ARB: N SCRAP DOC : 04 13 01
DEALER CLOSE: REIMBURSEMENT: PURGE FILE: 04 13 01
SECT CLOSE : BUYBACK/TRADE OUT: ALLEGED SAFETY: Y
C.O. CLOSE : 04 13 00 ARBITRATION OFFERED: N FTC: N
VEH INSPEC : WARRANTABLE COND: CORRESPONDENCE:
CLOSING CORRESPONDENCE:

CLOSURE CODE : S DATE CLOSED: 04 13 00 BY: BLACKMAN, SHARRONDA
DAYS TO CLOSE: 0034

GENERAL COMMENTS SEND ORIGINAL OWNER LETTER TO C.O.

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
CASE CLOSE COMPLETE

DL: DMCRI60D ID: TAM4129 CONSUMER RELATIONS FF/ADS: 04/13/00
DMCRI60M COMPLAINT DETAIL 15:37:15
FILE NBR: 00 048617 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PSV

ACTION: I (A)DD (U)PDATE (I)INQUIRE (D)DELETE

ALLGD SAFETY: Y

FTC: N

OPEN DATE: 02 28 00 STATUS: OPEN

COMPLAINT CODES: A06 T01

COMPLAINT CODE: A06 DESC: FIRE

BY: BLACKMAN, SHARRONDA

REVISED CODE: OPEN COMMENTS

CUSTOMER STATES VEHICLE CAUGHT ON FIRE

CAUSE CODE: P CAUSE COMMENT: PRODUCT CONCERN

CLOSING COMMENTS: 04 13 00 DEALER: SECT: X BY: BLACKMAN, SHARRONDA
PAR CRM ADVISED GM ASSUMING RESPONSIBILITY FORWARDED TO REPURCHASE

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
ADD COMPLETE.

DL: DMCRI60D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 04/13/00
DMCRI60M COMPLAINT DETAIL 15:42:22
FILE NBR: 00 048617 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MDL YR: 99 MDL: PEV

ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)DELETE

ALLGD SAFETY: Y

ETC: N

OPEN DATE: 02 28 00 STATUS: OPEN

COMPLAINT CODES: A06 T01

COMPLAINT CODE: T01 DESC: PRODUCT ALLEGATION BY: BAETSLE, ROBERT

REVISED CODE: OPEN COMMENTS

LEASING CO. CALLED AND STATED A CUST HAD A THERMAL EVENT WITH THE VEHICLE.
E. LEASING CO. WANTED TO REPORT THERMAL EVENT.

CAUSE CODE: P CAUSE COMMENT: PRODUCT CONCERN

CLOSING COMMENTS: 04 13 00 DEALER: SECT: X BY: BLACKMAN, SHARRONDA
PAR CRM ADVISED GM ASSUMING RESPONSIBILITY FORWARDING FILE TO REPURCHASE.

RO NBR: GENERAL COMMENTS

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
UPDATE COMPLETE.

DL: DMC170D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 04/13/00
DMC170M GENERAL COMMENTS 15:42:40
FILE NBR: 00 048617 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

02/28/00 11:04A BAETSLE, ROBERT N

1. 2-18-00 2:15 PM

2. [REDACTED] YORK HAVEN, PA, [REDACTED]

3. [REDACTED]

4. SNOWY PAVEMENT.

5. NO, 1 PERSON 6. N/A

7. NO OTHER VEHICLES INVOLVED

8. ALL ITEMS WERE IN THE VEHICLE. BABY CAR SEAT \$119, 20 CDS \$260, SUNGLASSES \$120, REMOTE GARAGE DOOR OPENER \$35, WALLAT \$35, CELL PHONE \$199, CELL PHONE ADAPTOR \$25, CELL PHONE LEATHER CASE \$35, POWER CONVERTER FOR LAP TOP \$65, AND FIRST AID KIT \$100. CONTINUED.....

PF: 2 DLR LST 13 FILE ACOS 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
CANNOT PAGE FORWARD, LAST AVAILABLE RECORD SHOWN.

DL: DMCRI70D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 04/13/00
DMCRI70M GENERAL COMMENTS 15:42:55
FILE NBR: 00 048617 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

02/28/00 11:07A BAETSLE, ROBERT N

9. FIRE DEPT. STATED THERMAL EVENT STARTED IN ENGINE COMPARTMENT

10. JACK GIAMBALVO MOTORS 717-755-1098

11. NO POLICE REPORT, BUT A FIRE DEPT REPORT

12. MAINTENANCE IS DONE AT JACK GIAMBOLVO MOTORS

13. INSURANCE...SCOTT WETZEL SERVICES, POLICY

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: TAM4129 CONSUMER RELATIONS PF/ADS: 04/13/00
DMCRI70M GENERAL COMMENTS 15:44:58
FILE NBR: 00 048617 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

02/28/00 11:11A BAETSLE, ROBERT N

13. INSURANCE...SCOTT WETZEL SERVICES, POLICY # DRE3002982300, 800-446-7052

14. THOMAS WAS DRIVING HOME IN THE EVENING. CUST PULLED INTO DRIVEWAY. CUST
DECIDED TO BACK CAR INTO GARAGE. WHEN [REDACTED] WAS BACKING INTO THE GARAGE
HE NOTICED THE CHECK ENGINE LIGHT ON AND SPOKE COMING FROM UNDER THE
HOOD. THOMAS SHUT OFF CAR, AND OPENED THE HOOD. SMOKE POORED FROM ENGIN
E. THOMAS TRIED TO EXTINGUISH THERMAL EVENT BUT COULD NOT.

15. ESTIMATE ON REPAIRS NO INCLUDING PROPERTY DAMAGE IS \$21,793.19

ROB BAETSLE/TAMPA

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: TAM4129 CONSUMER RELATIONS PF/ADS: 04/13/00
DMCRI70M GENERAL COMMENTS 15:45:39
FILE NBR: 00 048617 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: [REDACTED] MDL YR: 99 MDL: PSV

ACTION: I (A)DD (I)NQUIRE (U)PDATE COMMENTS TO DEALER (Y/N):
DATE TIME NAME
02/29/00 09:21A KERSEY, ANGELA N
FILE ASSIGNED TO TAMPA PAR CRM, SHARRONDA BLACKMAN FOR REVIEW AND
FOLLOWUP. ANGELA KERSEY/TAMPA PAR.
03/01/00 10:21A BLACKMAN, SHARRONDA N
PAR CRM LEFT A VOICE MESSAGE FOR CUSTOMER TO CALL./SHARRONDA BLACKMAN/TAMPA

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: TAM4129 CONSUMER RELATIONS PF/ADS: 04/13/00
: DMCRI70M GENERAL COMMENTS 15:46:01
FILE NBR: 00 048617 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MDL YR: 99 MDL: PBV

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

DATE TIME NAME

03/01/00 10:21A BLACKMAN, SHARRONDA N

PAR CRM LEFT A VOICE MESSAGE FOR CUSTOMER TO CALL./SHARRONDA BLACKMAN/TAMPA

03/01/00 02:12P BLACKMAN, SHARRONDA N

PAR CRM SPOKE WITH CUSTOMER AND HE STATES HE IS THE LEASING COMPANY THAT
LEASED THE VEHICLE TO THE COMPANY THE DRIVER WORKS FOR. PAR CRM CALLED
THE DEALERSHIP AND THE VEHICLE IS CURRENTLY AT THE BODY SHOP. PAR CRM
SPOKE WITH THE ASSISTANT BODY MANAGER, MIKE ELLIOT HE STATES THE VEHICLE
IS THERE AT THE BODY SHOP. THE ADDRESS IS 1793 WHITEFORD ROAD, YORK, PA
17403 AND THE BODY SHOP MANAGER IS MAURICE CLINTON AND THE DEALERSHIP IS
JACK GIAMBOLVO MOTORS./SHARRONDA BLACKMAN/TAMPA

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: DMCR170D ID: TAM4129 CONSUMER RELATIONS PT/ADS: 04/13/00
DMCR170M GENERAL COMMENTS 15:46:21
FILE NBR: 00 048617 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

03/01/00 02:12P BLACKMAN, SHARRONDA N

PAR CRM SPOKE WITH CUSTOMER AND HE STATES HE IS THE LEASING COMPANY THAT
LEASED THE VEHICLE TO THE COMPANY THE DRIVER WORKS FOR. PAR CRM CALLED
THE DEALERSHIP AND THE VEHICLE IS CURRENTLY AT THE BODY SHOP. PAR CRM
SPOKE WITH THE ASSISTANT BODY MANAGER, MIKE ELLIOT HE STATES THE VEHICLE
IS THERE AT THE BODY SHOP. THE ADDRESS IS 1793 WHITEFORD ROAD, YORK, PA
17403 AND THE BODY SHOP MANAGER IS MAURICE CLINTON AND THE DEALERSHIP IS
JACK GIAMBOLVO MOTORS./SHARRONDA BLACKMAN/TAMPA

03/16/00 03:16P MYERS, MONICA N

CUST CALLED WOULD LIKE TO KNOW IF VEHICLE HAS BEEN INSPECTED YET.
CRM ADVISED CUST WILL TRANSFER HIM TO PAR. MONICA MYERS/TAMPA

PF: 2 DLR 1ST 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: DMC170D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 04/13/00
DMC170M GENERAL COMMENTS 15:46:44
FILE NBR: 00 048617 01 CORP NBR: LEGAL NBR: TYPE: SVC
OWNER: MDL YR: 99 MDL: PBV

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

DATE TIME NAME

03/16/00 03:16P MYERS, MONICA N

CUST CALLED WOULD LIKE TO KNOW IF VEHICLE HAS BEEN INSPECTED YET.

CRM ADVISED CUST WILL TRANSFER HIM TO PAR. MONICA MYERS/TAMPA

03/29/00 02:26P GREEN, KIMBERLY N

CRM RECEIVED CALL FROM CUST LISA NICKERSON. CUST ADVISED CRM THAT SHE
WOULD LIKE TO UPDATE THE FILE WITH CURRENT OWNER INFORMATION. CRM
UPDATED FILE AND FORWARDED CALL TO SHARRONDA BLACKMAN/PAR. CUST STATES
SHE WOULD LIKE TO SPEAK WITH MS. BLACKMAN CONCERNING PAPERWORK SHE NEEDS
TO FAX. CRM FORWARDED CALL TO EXT. 58112.//KIMBERLY GREEN//TAMPA

PF: 2 DLR LIST 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, MORE COMMENTS AVAILABLE THRU PF7 OR PF8.

DL: DMCRI70D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 04/13/00
DE: DMCRI70M GENERAL COMMENTS 15:47:08
FILE NBR: 00 048617 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
03/30/00 12:19P BLACKMAN, SHARRONDA N
PAR CRM INFORMED CUSTOMER THAT GM IS ASSUMING RESPONSIBILITY FOR THERMAL
EVENT. CUSTOMER FAXED TITLE OF VEHICLE. PAR CRM CALLED CUSTOMER AND HER
VOICE MESSAGE STATES SHE WILL BE OUT OF THE OFFICE UNTIL TUESDAY, APRIL 4,
2000./SHARRONDA BLACKMAN/TAMPA 58112
04/06/00 10:12A BETHIA, LEONARD N
REPURCHASE CASE WAS OPENED AND ASSIGNED TO CYNTHIA SAUNDERS ON SUFFIX "02".
LEONARD BETHIA/TAMPA

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: TAM4129 CONSUMER RELATIONS PF/ADS: 04/13/00
: DMCRI70M GENERAL COMMENTS 15:47:19
FILE NBR: 00 048617 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

04/13/00 03:33P BLACKMAN, SHARRONDA

N

PAR CRM RECEIVED FROM REPURCHASE DOCUMENTS REQUESTING REIMBURSEMENT FOR LOSS
OF PROPERTY CAUSED BY THE THERMAL EVENT.

*****BUSINESS SUMMARY*****

1. PAR CRM REVIEWED FILE.
2. PAR CRM SPOKE WITH CUSTOMER AND AGREED TO AN EAA INSPECTION.
3. INSPECTION COMPLETE.
4. GM IS ASSUMING RESPONSIBILITY AND FORWARDED FILE TO REPURCHASE.
5. PAR CRM RECEIVED DOCUMENTS FROM CUSTOMER REQUESTING REIMBURSEMENT FOR
DRIVER.
6. PAR CRM CLOSE FILE, MAIL TO ESIS AND MSX./SHARRONDA BLACKMAN/TAMPA 58112

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.

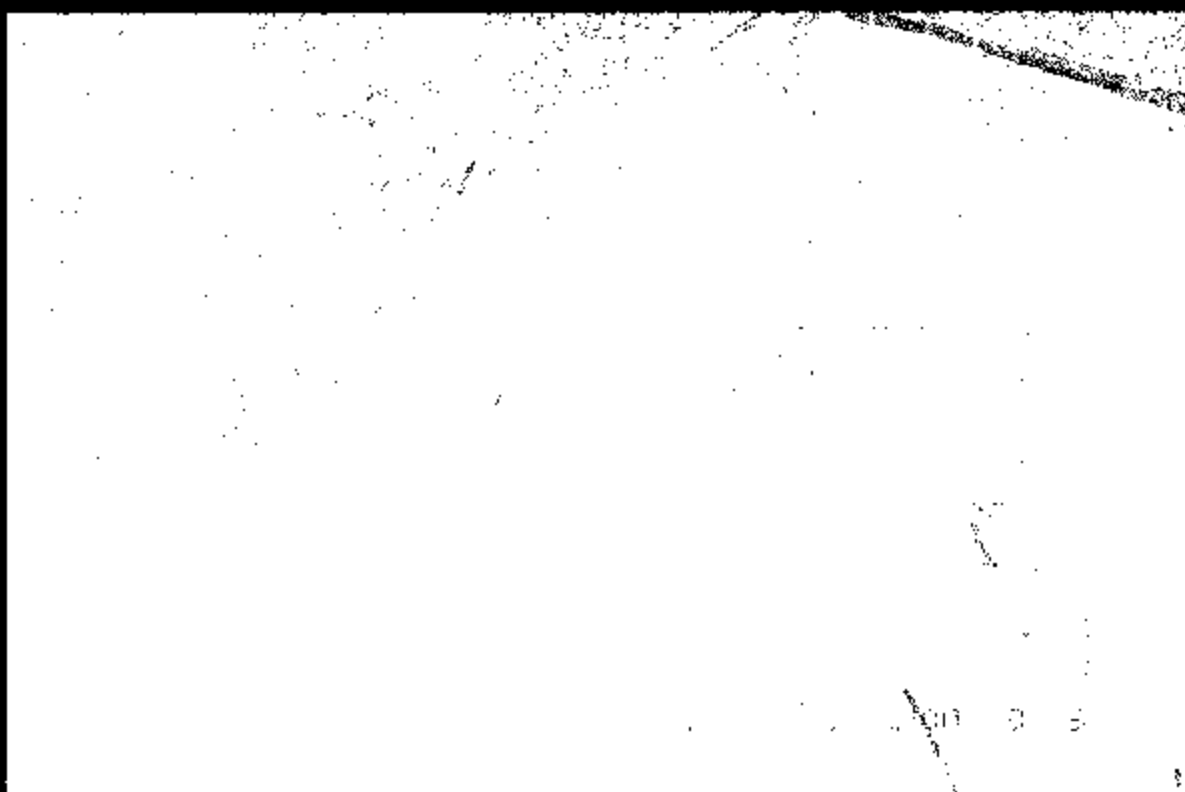
DL: DMCRI40D ID: TAM4129 CONSUMER RELATIONS PF/ADS: 04/13/00
: DMCRI40M CASE OPEN 15:50:20
FILE NBR: 00 048617 01 CORP NBR: LEGAL NBR:
OWNER: MDL YR: 99 MDL: PBV
ACTION: I (A)DD (U)PDATE (I)NQUIRE (D)DELETE (R)EOPEN
STATUS: OPEN RCVD DATE: 02 28 00 OPEN DATE: 02 28 00 C.O. STAFF: G1
RESP: BLACKMAN, SHARRONDA
SVC DLR: 16 03 244 CG: 13 SECT: 42 MKT: 17 DSM: DM: ZSM: CRM:
NAME: JACK GIAMBALVO MOTOR CO., INC. CITY: YORK ST: PA
SLS DLR: CG: SECT: MKT: (IF DIFFERENT)
NAME: CITY: ST:
CASE TYPE: X MILEAGE: 24,400 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 28 00
MAILGRAM: TELEPHONE: Y LETTER: PERSONAL CONTACT: FILE ONLY:
REVIEW CASE: FOLLOW-UP DATE: OWNER DEMAND: 90.00
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 CHECK/CERT







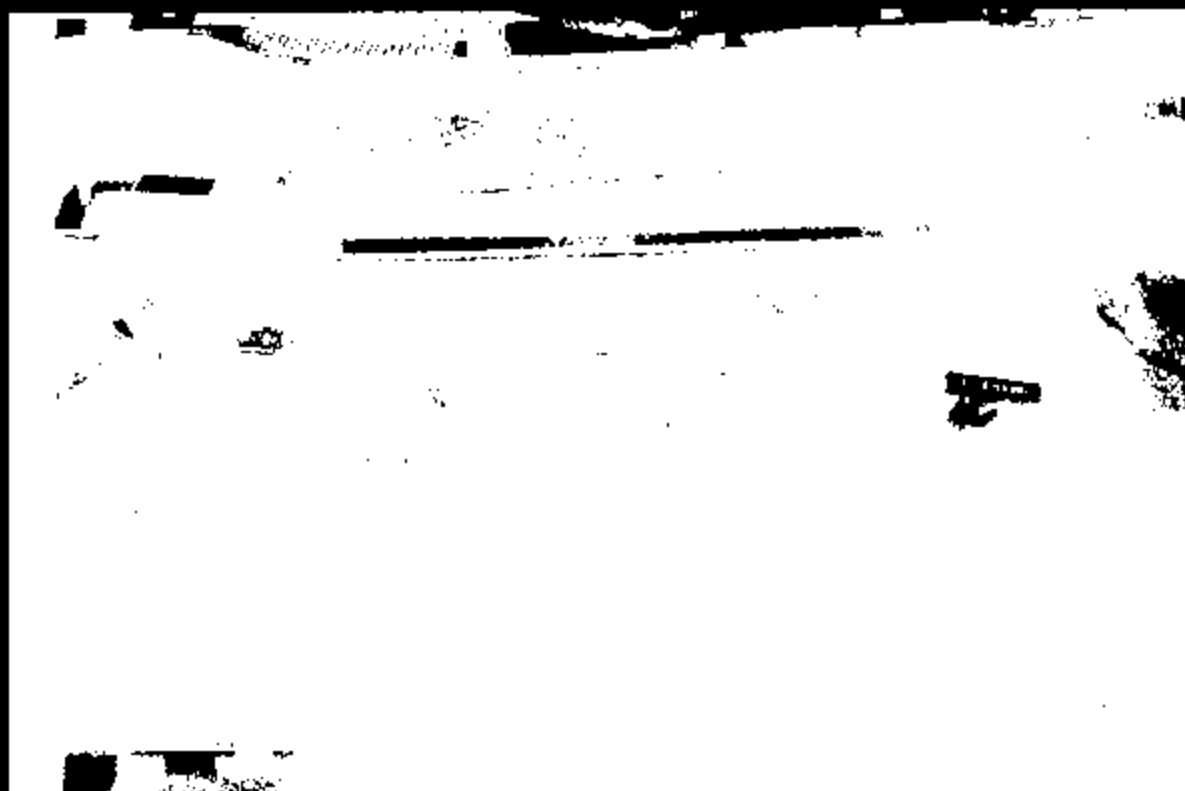




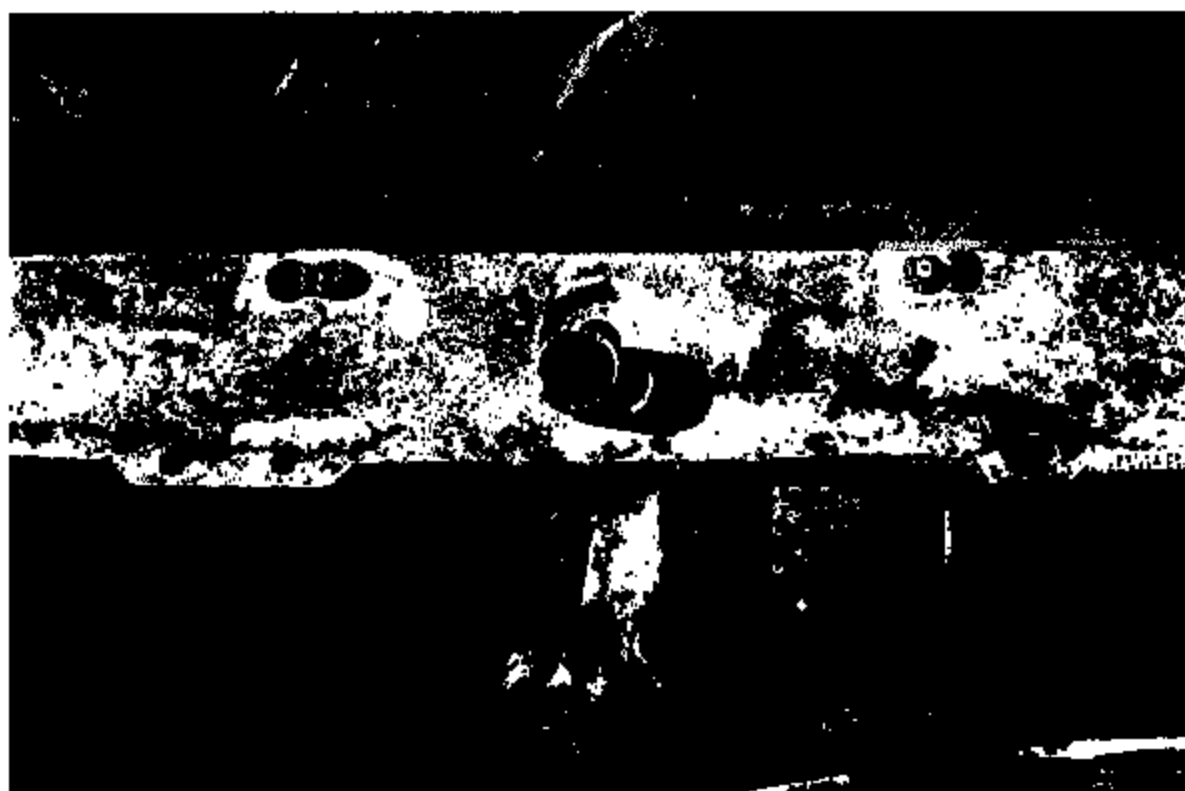


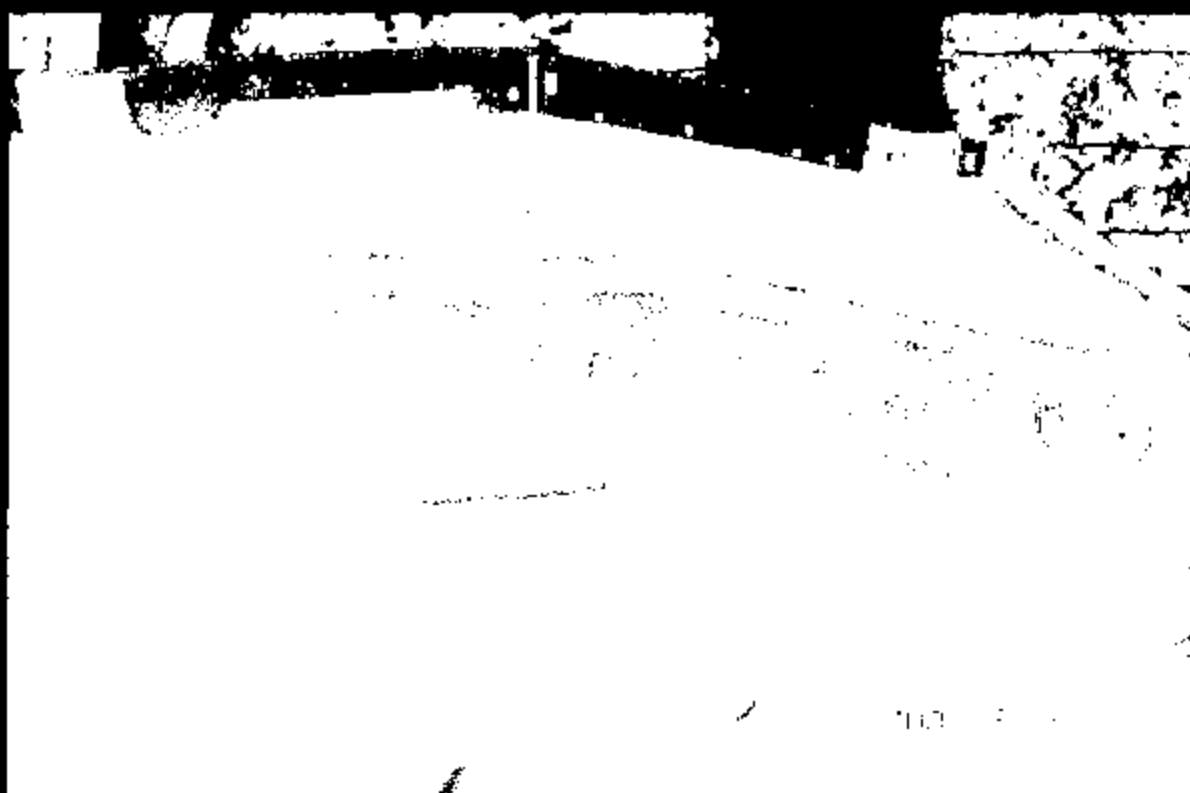


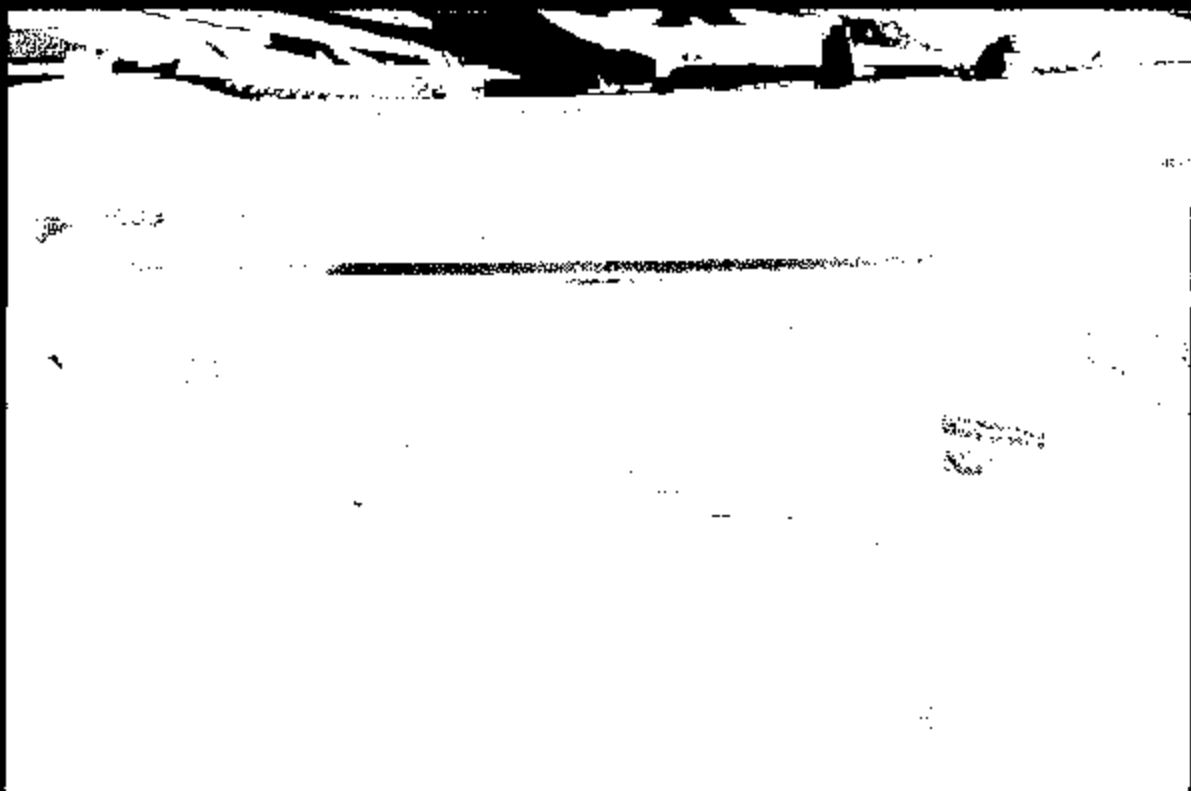




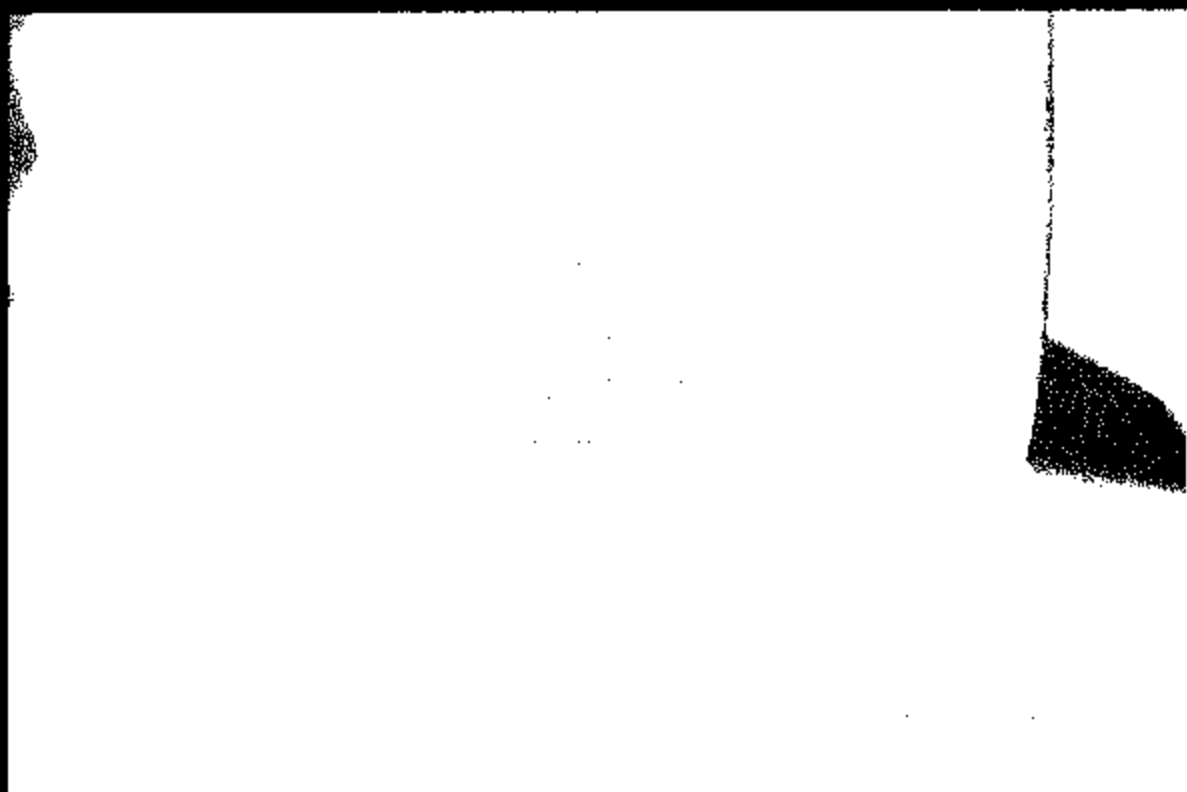
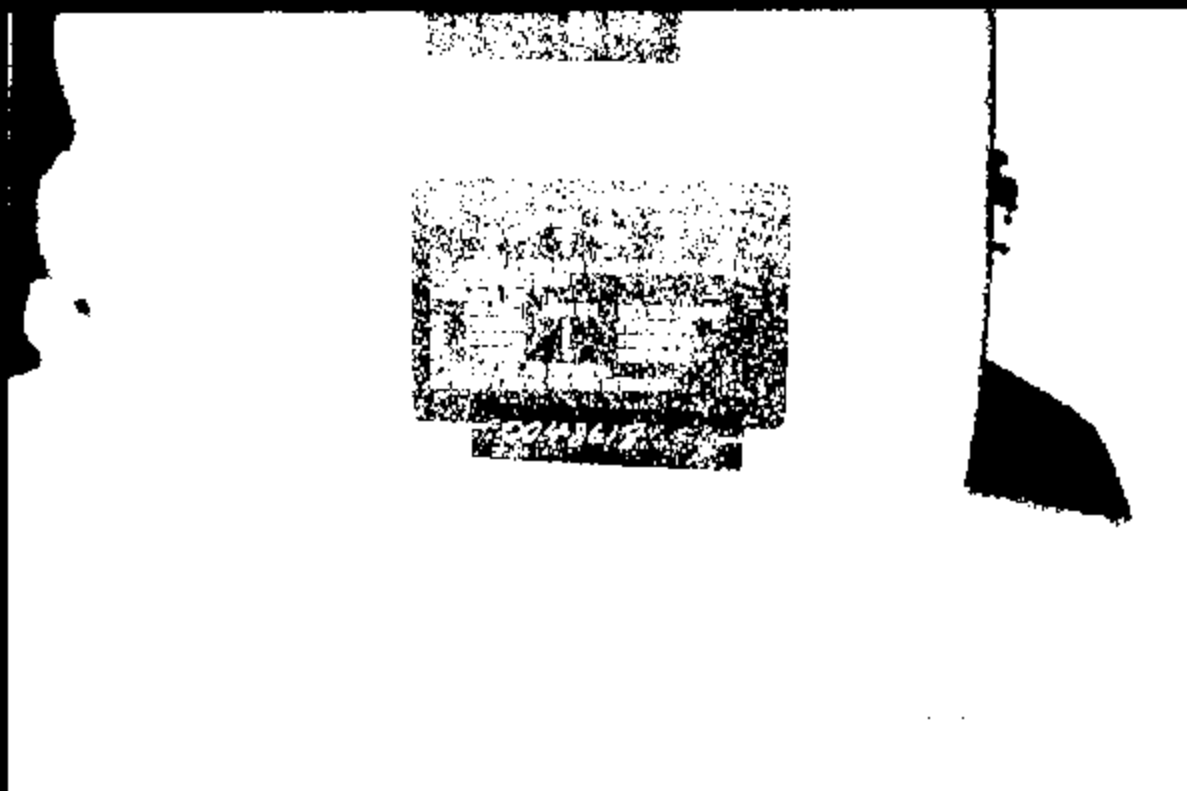




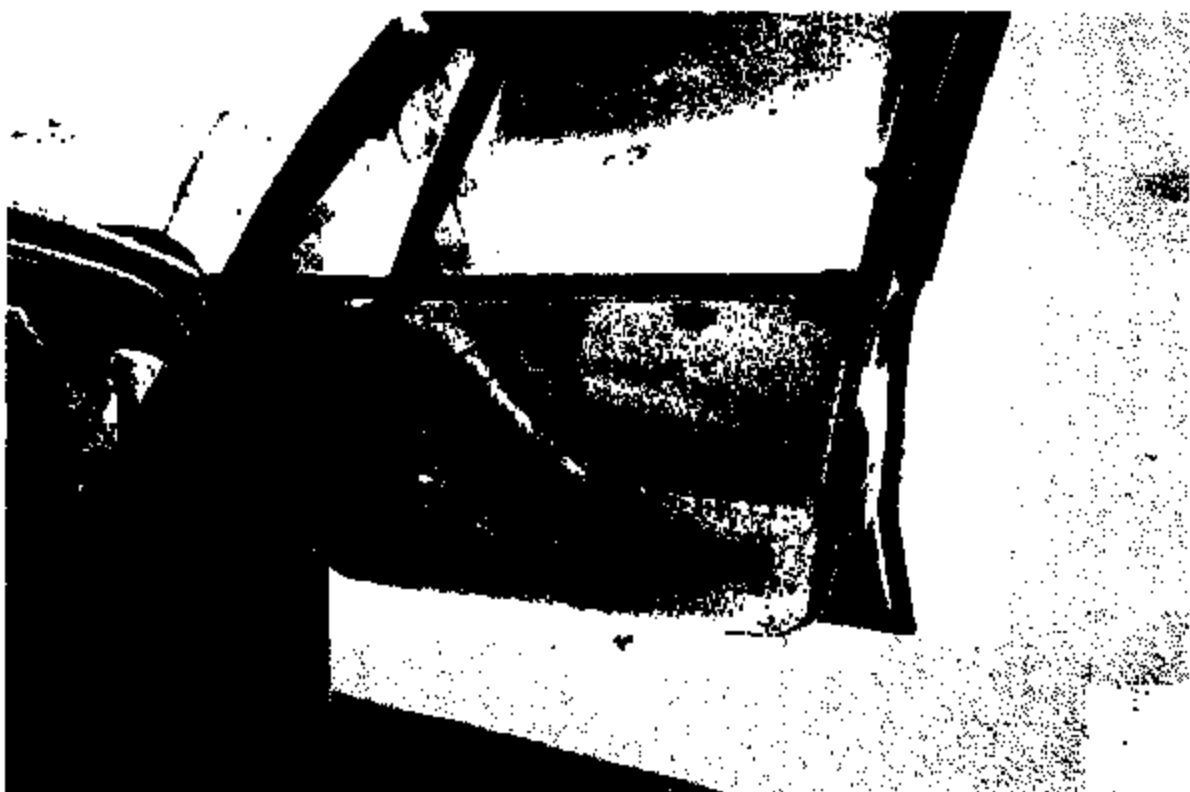








308666





308666









BUICK MOTOR DIVISION
GM RESTRICTED

PAGE: 1

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CASE NUMBER: 990092232 VIN: 1G4HP52K92M453373
DATE OPENED: 05/05/00 MODEL YEAR: 19
DATE CLOSED: SERIES: HP
SOURCE: MILEAGE: 10081
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: CA
BUS. PHONE: [REDACTED]

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

(ATTACH COPY OF ESTIMATE) VEHICLE BURNED BEYOND RECOGNITION

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 HOODLY 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): THIRD PARTY'S HOME

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:

BRUCE RENANT WAS COMING OVER FOR
DINNER. BRUCE AND COMPANY PARKED CAR IN THE FRONT OF MY HOUSE. WHEN HE GOT
OUT OF THE CAR HE OPENED THE HOOD. THERE WERE FLAMES COMING OUT OF THE HOOD.
THE FLAMES WERE COMING FROM THE PASSENGER SIDE OF THE ENGINE. THE FIRE WENT
FROM THE HOOD TO THE ENTIRE CAR. I BELIEVE THE VEHICLE IS DEFECTIVE DUE TO THE
FACT THAT IT JUST CAUGHT ON FIRE ALL OF SUDDEN IN FRONT OF MY HOUSE!

BUICK MOTOR DIVISION
GM RESTRICTED

PAGE: 2

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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: RE JENKINS
WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE? ELECTRICAL SYSTEM

WHO MADE ALLEGATION OF DEFECT? THIRD PARTY
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: UNDETERMINED CAUSE OF FIRE.
GM NOT ACCEPTING RESPONSIBILITY, REFERRED ADVIS TO INS-CO

HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT? I ADV CLAIMANT 10.19.99 NO ASST FOR
ACCIDENT BASED ON INSPECTION OF VEH BY PHONE.

DATE OF INVESTIGATION: 10/06/99 NAME: KJ WIKLE
***** XI COMMENTS *****

10.18.99 I HAVE REC EAA REPORT FOR TM AND INSPECTOR RE JENKINS
HAS SUMMARIZED THE FOLLOWING OBSERVATIONS.
EXTERIOR HEAT SIGNATURES INDICATE GENERAL BURN PATTERN FROM VEH RIGHT FRONT
TO CENTER AND REAR. FLAME FRONT ENTERED PASS CABIN AT "FIREWALL" BULKHEAD
RIGHT AND CENTER REAR OF ENGINE BAY. FIRE'S FUEL LOAD CONSISTED MAINLY OF
ENGINE COOLANT, P/S FLUID, BRAKE FLUID, PLASTICS, WIRING INSULATION. CONSPICU
OUSLY OUT OF PLACE WAS ENGINE RADIATOR PRESSURE CAP. PRESSURE CAP BEARS NO SI
GNATURE MARKS OF BEING REMOVED POST FIRE. COLLISION TO LEFT REAR Q-PANEL
ABOVE AND REAR OF FUEL FILL DOOR.

DUE TO UNDETERMINED CAUSE OF FIRE. GM TO REFER COST TO E&S AND THEIR INS-CO
KEITH WIKLE/PARTTEAM

309 192



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

COMPLETED GM PAR INVESTIGATION

CASE NUMBER: 990092232 CUSTOMER NAME: AVIS-RENT-A-CAR [Kebiccsian]
ZONE: 00 INSPECTION: EAA REPRESENTATIVE: R.M. Jenkins
DATE OPENED: 10.04.99 CUSTOMER NOTIFICATION DATE: 10.12.99

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 GENERAL MOTORS BUSINESS RESOURCE CENTER 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.

Keith Wickle

PAR SPECIALIST
K.J. Wickle

Elmer Dean Thompson

GENERAL MOTORS SUPERVISOR
E. D. Thompson

Case 990092232

THIS: BASE ACTION: C KEY: 990092232 CRS 10/18/1999 15:00 CABS020M

NEXT: BASE ACTION: KEY: 990092232 ID: HD6GF

01 TITLE CUSTOMER INFORMATION TYPE: 10

02 FIRST 03 MI: 04 LAST

05 STREET

06 CITY : LOS ANGELES 07 ST: CA 08 ZIP

09 H PHONE: 10 H PHONE:

11 COMPANY: AVIS RENTAL CAR

VEHICLE/DEALER INFORMATION

12 VIN : 1G4HP52K9XEM453373 ENG: 3.0L V6 MPI PLANT: FLANT MI

13 YR/MO: 1999 HP LESABRE CUSTOM 14 DEL: 11 30 98 15 MILES: 010081

16 DEALER: 17 ZNHLR: 00 00000

18 CITY : 19 STATE:

CDS # DESC CDS COMMENTS

A06 0 FIRE 20 THERMAL EVENT

T01 0 PRODUCT ALLEGAT 21 GM PAR INVESTIGATION

22

THIS: CMTS ACTION: I KEY: 990092232 CRS 10/18/1999 15:01 CABS030M

NEXT: CMTS ACTION: I KEY: 990092232 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 9 TYPE: 10

USER: B91SH DATE: 09/13/99 TIME: 13:45 COMMENT #: 1

9-13-99 CUST IS MAINTENANCE AND DAMAGE MANAGER AT AVIS RENTAL CAR AT

ADDRESS NOTED, MILEAGE PER CUST, CUST STATES HE A MANAGER OF A

WARRANTY SHOP

CUST STATES THIRD PARTY, VEH RENTER, REPORTED THERMAL EVENT BETWEEN 8-14-99 AND 8-19-99

CUST STATES RENTER CLAIMS DAMAGES UNSPECIFIED TO CUST

CUST REFERS CRC TO ROGER BOYD, AVIS CLAIMS, 516-222-3200 X 3636

CUST SEEKS BUICK INSPECTION OF VEHICLE WHICH IS BEING HELD AT CUST'S ADDRESS

STEVE HEUSSENER/TROY BCRC 248-952-2727

THIS: CMTS ACTION: I KEY: 990092232 CRS 10/18/1999 15:01 CABS030M

NEXT: CMTS ACTION: I KEY: 990092232 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 9 TYPE: 10

USER: HLFTM DATE: 09/16/99 TIME: 17:42 COMMENT #: 2

9/16/99, I SPOKE TO [REDACTED] AT AVIS RENTAL CAR TODAY. HE

INFORMED ME THAT AVIS WOULD LIKE FOR BUICK TO INSPECT THE THERMAL

EVENT. HE ALSO STATES THAT THIS IS NOT THE FIRST CAR THAT HAS HAD A

THERMAL EVENT. [REDACTED] WAS NOT ABLE TO GIVE ME ANY DETAILED INFORMATION

ABOUT THE INCIDENT IN QUESTION. HE FORWARDED ME TO BUICK'S CLAIM

ADJUSTOR ROGER BOYD AT (516)222-3200, EXT-3636. HE STATES THAT ROGER

WILL BE ABLE TO ASSIST ME WITH THE NECESSARY INFORMATION IN REGARDS

TO THE THERMAL EVENT. I CALLED ROGER BOYD AND RECEIVED THE AVIS

VOICEMAIL STATING THAT THE OFFICE WILL BE CLOSED UNTIL TOMORROW. I

WILL CALL BACK TOMORROW IN REGARDS TO THIS FILE.....

T.K.MCINNON.PARTHAM.248-696-7924

THIS: CMTS ACTION: I KEY: 990092232 CRS 10/18/1999 15:01 CABS030M

NEXT: CMTS ACTION: I KEY: 990092232 ID: HD6GF

GENERAL COMMENTS TOTAL CMTS: 9 TYPE: 10

USER: H12TM DATE: 09/17/99 TIME: 15:35 COMMENT #: 3
9/17/99, I LEFT A VOICEMAIL MESSAGE FOR ROGER BOYD IN REGARDS TO THE
FACTUAL ACCOUNT OF THE THERMAL EVENT. T.K.MCKINNON, PARTEAM.....
(248)696-7924.....

USER: H12TM DATE: 09/21/99 TIME: 15:39 COMMENT #: 4
9/21/99, I LEFT A VOICEMAIL MESSAGE FOR ROGER BOYD IN REGARDS TO
SETTING UP THIS FILE. MR. BOYD IS ON VACATION UNTIL 9/23/99.....
THIS: CMTS ACTION: I KEY: 990092232 CRS 10/18/1999 15:02 CABS030M
NEXT: CMTS ACTION: I KEY: 990092232 ID: HD6GF
GENERAL COMMENTS TOTAL CMTS: 9 TYPE: 10

USER: H12TM DATE: 09/27/99 TIME: 11:47 COMMENT #: 5
9/27/99, I FINALLY SPOKE TO ROGER BOYD TODAY. HE STATES THAT THE THIRD
PARTY IS ACTUALLY THE CLAIMANT IN THIS FILE. [REDACTED] AND HER
HUSBAND ARE REQUESTING A INSPECTION OF THIS VEHICLE. THE VEHICLE WAS
PARKED IN FRONT OF THEIR HOUSE. [REDACTED] ALLEGEDLY SPENT THE NIGHT
AT THEIR HOME WHEN THE VEHICLE CAUGHT ON FIRE AS HE WAS SLEEPING.
ROGER BOYD HAS AGREED TO FAX ME CERTAIN INFORMATION IN REGARDS TO THIS
FILE AS OF TODAY.....T.K.MCKINNON, PARTEAM (248)696-7924.....

USER: H12TM DATE: 09/29/99 TIME: 11:54 COMMENT #: 6
9/29/99, I LEFT A MESSAGE ON [REDACTED] ANSWERING MACHINE AT WORK
IN REGARDS THE THERMAL EVENT. [REDACTED] WAS THE ACTUAL DRIVER OF
THIS VEHICLE!!!!!! T.K.MCKINNON, PARTEAM (248)696-7924!!!!!!
THIS: CMTS ACTION: I KEY: 990092232 CRS 10/18/1999 15:02 CABS030M
NEXT: CMTS ACTION: I KEY: 990092232 ID: HD6GF
GENERAL COMMENTS TOTAL CMTS: 9 TYPE: 10

USER: H12TM DATE: 10/05/99 TIME: 10:40 COMMENT #: 7
10/5/99, I SPOKE TO THIRD PARTY TODAY. [REDACTED] RESTATED THE
THERMAL EVENT. SHE ALSO GAVE ME DETAILED INFORMATION IN REGARDS TO THE
THERMAL EVENT. THE DRIVER, [REDACTED] HAS NOT RETURNED MY CALL. I
INFORMED [REDACTED] THAT THE R.A.A. INSPECTION WILL TAKE 10-14
BUSINESS DAYS. SHE ACKNOWLEDGED. I LEFT A VOICEMAIL MESSAGE FOR
[REDACTED] AT AVIS RENTAL CAR IN REGARDS TO THE START OF THE
INSPECTION. THIS FILE WAS INITIALLY DELAYED FOR INSPECTION DUE TO THE
LACK OF INFORMATION FROM ALL PARTIES INVOLVED. I HAVE NOT HEARD FROM
THE DRIVER HIMSELF IN REGARDS TO THIS THERMAL EVENT!!!!!!
T.K.MCKINNON, PARTEAM (248)696-7924!!!!!!
THIS: CMTS ACTION: I KEY: 990092232 CRS 10/12/1999 15:02 CABS030M
NEXT: CMTS ACTION: I KEY: 990092232 ID: HD6GF
GENERAL COMMENTS TOTAL CMTS: 9 TYPE: 10

USER: H12TM DATE: 10/11/99 TIME: 12:48 COMMENT #: 8
10/11/99, I RECEIVED A VOICE MAIL MESSAGE FROM [REDACTED] TODAY.
[REDACTED] WAS THE DRIVER OF THE VEHICLE. I CALLED HIM TWO WEEKS
AGO IN REGARDS TO THE SPECIFIC DETAILS INVOLVED WITH THE THERMAL EVENT
I HAVE ALL OF THE INFORMATION I NEED AT THIS TIME IN REGARDS TO THE
INFLECTION!!!!!! T.K.MCKINNON, PARTEAM (248)696-7924!!!!!!

USER: H93KW DATE: 10/18/99 TIME: 14:06 COMMENT #: 9
10.18.99 I HAVE TAKEN OVER PAR FILE FOR TKM, CALLED CUST AVIS
ROGER BOYD.
AWAIT RETURN CALL AT 248.696.7315
KEITH WIKLE/PARTEAM
THIS: AFTACL ACTION: C KEY: 990092232 CRS 10/18/1999 15:03 CABS200M
NEXT: AFTACL ACTION: I KEY: 990092232 ID: HD6GF
NAME: GRIGOR KEHKEJIAN LOS ANGELES, CA YR/MDL: 1999 HF TYPE: 10

AFTER CALL INFORMATION
CUSTOMER REQUEST INFORMATION

REQUEST TYPE : (CASH/NO) PRODUCT CAMPAIGN :
REQUEST AREA : MISC REQUEST SOURCE : H T CBS
CONTACT TYPE : OWNER IN CORR SEQ # : N
WARRANTY : I (IN/OUTLINE) THIRD PARTIES : 002
STOCKHOLDER : N (Y/N) GM EMPLOYEE : N (Y/N)
SERVICE DISTRICT:
PART DELAY START: PART DELAY END :
TRANSFER TO ID : DSM ASSIGNED : 223
CASE OPEN DATE : 09 13 99 SCRAP DATE :
ROUTING CODE : CAC CRS LOC: 1241 TRANSMIT : N (Y/N)
CORRESP TYPE : TRANSMIT DATE :
FOLLOW UP DATE : CORP CASE # :
FILE RETENTION : 00 POSSIBLE SAFETY : Y (Y/N)
LAST ALTERED ID : H93KW LAST ALTERED DATE : 10 18 99
REQUEST CLOSE : N (Y/N) REOPEN CASE : N (Y/N)
THIS: THIRD ACTION: C KEY: 990092232 CRS 10/18/1999 15:03 CABS11084
NEXT: THIRD ACTION: I KEY: 990092232 ID: HD6GF
NAME: GREGOR KREKELIAN LOS ANGELES, CA YRMDL: 1999 HP TYPE: 10

THIRD PARTY INFORMATION

THIRD PARTY TYPE: CLAIMANT

TITLE :
FIRST :
MI :
LAST :
STREET :
CITY : LOS ANGELES
STATE : CA

ZIP :

H PHONE:

B PHONE:

COMPANY:

INDEMNIFICATION REQ. DATE: # OF REQUESTS:
INDEMNIFICATION DECISION: (ACCEPTED/REJECTED) DECISION DATE:
CORRESPONDENCE SELECTION:

THIS: THIRD ACTION: C KEY: 990092232 CRS 10/18/1999 15:03 CABS11084
NEXT: THIRD ACTION: I KEY: 990092232 ID: HD6GF
NAME: GREGOR KREKELIAN LOS ANGELES, CA YRMDL: 1999 HP TYPE: 10

THIRD PARTY INFORMATION

THIRD PARTY TYPE: DRIVER

TITLE :
FIRST :
MI :
LAST :
STREET :
CITY : NY
STATE : NY

ZIP :

H PHONE:

B PHONE:

COMPANY:

INDEMNIFICATION REQ. DATE: # OF REQUESTS:
INDEMNIFICATION DECISION: (ACCEPTED/REJECTED) DECISION DATE:
CORRESPONDENCE SELECTION:
THIS: CLOSE ACTION: C KEY: 990092232 CRS 10/18/1999 15:04 CABS04084

NEXT: CLOSE ACTION: I KEY: 990092232
NAME: [REDACTED] LOS ANGELES, CA

ID: H06GF
YR/MDL: 1999 HP TYPE: 10

CASE CLOSING INFORMATION

FILE RETENTION : 00 POSSIBLE SAFETY : Y (Y/N)
DLR CONTACT DATE : 09 00 00 DLR CONCLUSION DATE:
CLOSING DATE : RESPONSIBLE DEALER :
CUST SATISFIED : (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 0 FIRE THERMAL EVENT

T01 0 PRODUCT ALLEGAT GM PAR INVESTIGATION

THIS: 12411 ACTION: C KEY: 990092232 CRS 10/18/1999 15:04 CALG1130M

NEXT: 12412 ACTION: I KEY: 990092232 ID: H06GF

GM1241 PAGE 1

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

OWNER TITLE :

FIRST [REDACTED] MI: [REDACTED] LAST: [REDACTED]
STREET [REDACTED]
CITY : LOS ANGELES ST: CA ZIP: [REDACTED]
H PHONE: [REDACTED] AGE: [REDACTED] B PHONE: [REDACTED]
COMPANY: AVE RENTAL CAR

DRIVER TITLE :

FIRST [REDACTED] MI: [REDACTED] LAST: [REDACTED]
STREET [REDACTED]
CITY : NY ST: NY ZIP: [REDACTED]
H PHONE: [REDACTED] AGE: [REDACTED] B PHONE: [REDACTED]

CLAIMANT TITLE:

FIRST [REDACTED] MI: [REDACTED] LAST: [REDACTED]
STREET [REDACTED]
CITY : LOS ANGELES ST: CA ZIP: 90049
H PHONE: [REDACTED] AGE: [REDACTED] B PHONE: [REDACTED]

THIS: 12412 ACTION: C KEY: 990092232 CRS 10/18/1999 15:04 CALG120M

NEXT: 12413 ACTION: I KEY: 990092232 ID: H06GF

NAME: [REDACTED] LOS ANGELES, CA YR/MDL: 1999 HP TYPE: 10

GM1241 PAGE 2

BODILY INJURIES : N (Y/N) NUMBER OF PEOPLE :
WAS ANOTHER VEH INVOLVED : N (Y/N) NUMBER OF VEHICLES :
DID VEHICLE TURN OVER : N (Y/N) CLAIMANT REP BY ATTNY: N (Y/N)
WHERE CAN VEHICLE BE SEEN:

VIN : 1G4HP52K9X5453373 DEL DTE: 119008

YR/MDL: 1999 HP MILEAGE: 10081

PRINCIPLE USE OF VEHICLE : BUSINESS

DRIVER DESCRIPTION OF INCIDENT & CAUSE: BRUCE REKANT WAS COMING OVER FOR
DINNER. BRUCE AND COMPANY PARKED CAR IN THE FRONT OF MY HOUSE. WHEN HE
GOT

OUT OF THE CAR HE OPENED THE HOOD. THERE WERE FLAMES COMING OUT OF THE
HOOD.

THE FLAMES WERE COMING FROM THE PASSENGER SIDE OF THE ENGINE. THE FIRE WENT
FROM THE HOOD TO THE ENTIRE CAR. I BELIEVE THE VEHICLE IS DEFECTIVE DUE TO THE
FACT THAT IT JUST CAUGHT ON FIRE ALL OF A SUDDEN IN FRONT OF MY HOUSE!

NATURE OF WEATHER: SUNNY AND DRY

THIS: 12413 ACTION: C KEY: 990092232 CRS 10/18/1999 15:04 CALG130M
NEXT: 12414 ACTION: I KEY: 990092232 ID: HD6GF
NAME: [REDACTED] LOS ANGELES, CA YR/MDL: 1999 HP TYPE: 10
GM1241 PAGE 3

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: ELECTRICAL SYSTEM

WHO MADE ALLEGATION OF DEFECT: THIRD PARTY

WAS VEHICLE TOWED : N (Y/N)

TOWING CO NAME :

TOWING CO ADDRESS:

TOW DRIVER NAME :

DID YOU SPEAK TO DRIVER: (Y/N)

IF "N" GIVE SOURCE OF DRIVER DESC:

VEHICLE SPEED EST : 25

SOURCE OF EST : THIRD PARTY

THIS: 12414 ACTION: C KEY: 990092232 CRS 10/18/1999 15:05 CALG140M

NEXT: 12415 ACTION: I KEY: 990092232 ID: HD6GF

NAME: [REDACTED] LOS ANGELES, CA YR/MDL: 1999 HP TYPE: 10

GM1241 PAGE 4

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

IF NOT ATTACHED, GIVE STATION OFFICER MAKING REPORT:

ANY WITNESSES : N (Y/N) NUMBER:

INCIDENT LOCATION

LOCATION OF INCIDENT: THIRD PARTY'S HOME

KIND OF ROAD: A 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: C KEY: 990092232 CRS 10/18/1999 15:05 CALG150M

NEXT: 12416 ACTION: I KEY: 990092232 ID: HD6GF

NAME: [REDACTED] LOS ANGELES, CA YR/MDL: 1999 HP TYPE: 10

GM1241 PAGE 5 (VEHICLE)

VIN : 1G4HF52K9XB433573 DEL DATE: 11 30 98

YR/MDL: 1999 HP NEW/USED/DEMO: N MILEAGE : 10081

TRANS : 4L60 AXLE: ENGINE : 3.5L V6

LICENSE # : STATE: CA

INSPEC STICK # : STATION # : EXP DATE:

SPECIAL EQUIP/FEATURES: NONE

NATURE AND EXTENT OF DAMAGES: VEHICLE BURNT BEYOND RECOGNITION

EST COST OF REPAIR: 1

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

IF "Y" DESC:

TIRE SIZE AND BRAND: UNKNOWN

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

SPARE: P

THIS: 12416 ACTION: C KEY: 990092232 CRS 10/18/1999 15:05 CALG160M

NEXT: 12417 ACTION: I KEY: 990092232 ID: HD6GF

NAME: [REDACTED] LOS ANGELES, CA YR/MDL: 1999 HP TYPE: 10
GM1241 PAGE 6 (PHOTOS/DLR/PARTS)
WERE PHOTOS TAKEN: (Y/N) NUMBER: BY WHOM:
ADDRESS :
VEHICLE INSPECTED: (Y/N) NAME:
NAME OF INS. REP AT INVESTIGATION:
SELLING DEALER :
ADDRESS :
SERVICING DEALER :
ADDRESS :
REPAIR ORDER FOUND IN VEHICLE HISTORY: (Y/N) HOW MANY :
IF "N" EXPLAIN:

ALLEGED DEFECTIVE PART(S) REMOVED : (Y/N)
PARTS NAME : CUSTODIAN:
LOCATION :
HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: 10/5/99. I SPOKE WITH THIRD PARTY
AND CLAIMANT. E.A.A. WILL INSPECT 10-14 BUSINESS DAYS.
THIS: 12419 ACTION: C KEY: 990092132 CRS 10/18/1999 15:05 CALG250M
NEXT: 124110 ACTION: KEY: 990092232 ID: HD6GF
NAME: [REDACTED] LOS ANGELES, CA YR/MDL: 1999 HP TYPE: 10

GM1241 PAGE 9
GENERAL COMMENTS: TOTAL CMTS: 1
USER: H93KW DATE: 10/18/99 TIME: 14:04 COMMENT #: 1
10.18.99 I HAVE REC HAA REPORT FOR TKM AND INSPECTOR RE JENKINS
HAS SUMMARIZED THE FOLLOWING OBSERVATIONS.
EXTERIOR HEAT SIGNATURES INDICATE GENERAL BURN PATH FROM VEH RIGHT FRONT
TO CENTER AND REAR. FLAME FRONT ENTERED PASS CABIN AT "FIREWALL" BULKHEAD
RIGHT AND CENTER REAR OF ENGINE BAY. FIRE'S FUEL LOAD CONSISTED MAINLY OF
ENGINE COOLANT, P/S FLUID, BRAKE FLUID, PLASTICS, WIRING INSULATION. CONSPICU
OUSLY OUT OF PLACE WAS ENGINE RADIATOR PRESSURE CAP. PRESSURE CAP BEARS NO
SI
GNATURE MARKS OF BEING REMOVED POST FIRE. COLLISION TO LEFT REAR Q-PANEL
ABOVE AND REAR OF FUEL FILL DOOR.

DUE TO UNDETERMINED CAUSE OF FIRE. GM TO REFER CUST TO ESIS AND THEIR INS-CO
KEITH WIKLE/PARTTEAM
THIS 124110 ACTION: C KEY: 990092132 CRS 10/18/1999 15:06 CALG190M
NEXT: 1241A ACTION: KEY: 990092132 ID: HD6GF
NAME: GREGOR KEHEKIAN LOS ANGELES, CA YR/MDL: 1999 HP TYPE: 10
GM1241 PAGE 10 (RECAP)

DIVISION NOTIFIED OF INCIDENT
HOW : PHONE
WHEN : 093099
BY WHOM: CLAIMANT
ZN ASSIGNED : 00
ASSIGNMENT
INVESTIGATOR FIRST NAME: KY MT LAST NAME: WIKLE
ASSIGNMENT DATE : 101399 DUB DATE : 101899
INVESTIGATION DATE : 100699 RECEIVED DATE : 101599
INFO FROM FURTHER INVESTIGATION: UNDETERMINED CAUSE OF FIRE

INSURANCE CO CODE: INSM001 DATE SENT: 101899
REGION APPROVD BY: DATE:

CO APPROVED BY :
THIS: 1241A ACTION: C KEY: 990092232
NEXT: 1241A ACTION: KEY: 990092232
GM1241-A

DATE:
CRS 10/18/1999 15:06 CALQ240M
ID: B06GF

DIVISION: BUICK ZONE: 00 DATE: 10 18 99
INSURANCE COMPANY'S (LOCAL OFFICE) DESIGNATION CODE PIP 76- INRM001
ADDRESS: P. O. BOX 02489 CITY: DETROIT ST: MI ZIP: 48202
RE-CLAIMANT (FIRST): JILL MI: G LAST: CALCATERRA
DATE OF INCIDENT : 08 18 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. AND/OR 2.

ENCLOSURES : PHOTOS, CSEPT, WARGHIST
CONTACT NAME FIRST: E D LAST: THOMPSON MI:
CONTACT ADDRESS: PO BOX 7047
CITY: TROY ST: MI ZIP: 48007 CONTACT TITLE: PARMGR

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIRE

Division: Buick	Ref: 0890092232	Document ID: 100DH430	Date Saved: 10/6/99
VIN: 1G4HP52090H483373		Claimant's Name (Last, First):	

Inspected By: **R.E. Jenkins**
Phone: **(909) 628-7640 x**

Organization: **Engineering Analysis Associates**
Inspection Date: **10/06/99** Mileage at Inspection: **10,081**

I INSPECTION SUMMARY

Type Non Collision ☒ Collision ☐

Fire Origin Engine Compartment ☒ Underdash ☐ Other Interior ☐ Trunk ☐ Unknown ☐ Other ☐ specify
____ Component: Specific component undetermined.

Following the inspection, summarize the observations: Inspected subject vehicle at Avis Rent Car storage lot, 5721 W. 95th Street, Los Angeles, CA 90045. Subject vehicle identified by documented VIN and bearing California license plate 4DCP811. Exterior heat signatures indicate general burn path from vehicle right front to center and rear. Flame front entered passenger cabin at firewall bulkhead right and center. Right front tire is lone tire with significant burn damage between 9:30 & 3:00 o'clock positions with 6:00 o'clock position undamaged and assumed in contact with ground. Lowest level of burn damage is right rear and center rear of engine bay. Fire's fuel load consisted largely of engine coolant, power steering fluid, brake fluid, plastic, rubber, and wiring insulation. Conspicuously out of place was the radiator pressure cap. Radiator cap was found lying between forward side of battery case and radiator core support bulkhead. Exposed radiator neck bears no post-fire witness marks, suspected if removed post fire. Claimant states vehicle was untouched prior to subject inspection. Underhood is heat signatured above and rear of radiator neck position, with majority burn rear and right. Claimant states he has no record of routine maintenance interval; suspected considering last known mileage listed above. City of Los Angeles Fire Incident report requested by mail as required 10/6/99; will forward same when available.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: Grigor Kahlilian of Avis Rent Car, 5721 W. 95th Street, Los Angeles, CA 90045 (310) 915-1521

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): N/A

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.) Dent seen on left rear quarter panel, above and rear of fuel filler door. No other collision damage claimed or identified.

Repaired by: N/A

4. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine miss, etc) : No existing conditions claimed or identified.

5. Repairs outside of warranty (what, when, by whom?): No documentation offered or repairs identified.

6. Other vehicle history information (from person being interviewed or GM Warranty History): No relevant history identified.

7. Last maintenance (date, description, by whom?): Claimant stated he was unaware of any maintenance performed, despite his admission that Ave performs own maintenance at 7,800 mile intervals.

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: Unknown mph, drive length h 15 min, distance Unknown miles, and type of drive (e.g. city traffic, highway, long grades, etc.). Fire scene is residential area, accessed by city surface streets and some 15 minutes from nearest freeway.

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.).

If vehicle is a truck, or a car hauling cargo at the time of the incident, estimated total weight of cargo and trailer: N/A lb, Load description: N/A Load location: N/A Height and description of front shape of trailer: N/A

Weather conditions: Approx. ambient temperature 76°F, General conditions (dry, rain, wind, etc.): Clear & Dry

III B AT THE FIRST INDICATION OF A PROBLEM

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

Unusual odors?: (Y/N) Yes Describe: "Wood" burning smell

Smoke? (from where, color, intensity, etc.) Intensity and color unknown. Smoke initially rose from hood area

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) No Describe: No alarm

Any apparent malfunction? (Y/N) No If yes, describe: None apparent or identified

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield delogger, rear window defogger, rear A/C, etc.) Unknown. Blower setting Unknown. Temperature setting Unknown

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: Accessory load and cycling unknown

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

III C DURING THE FIRE

Time 15 minutes and distance Unknown between first indication of a problem and start of fire.

Time Immediately between start of fire and other significant events. Describe: Smoke within hood area and flame witnessed at engine bay right.

Time (24 hr) 18:00 when fire was over or put out.

Describe initial location, color and intensity of smoke and flame. Smoke rising from below hood surface, flames witnessed on hood opening at engine right

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) No Describe: No statement of warning lights lit

Any malfunction? (Y/N) No If yes, describe: No malfunction identified or claimed

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) Unk Open Hood? (Y/N) Yes Other? (Y/N) No Describe:

When you left vehicle: Ignition switch position (off, on, accessory): Unknown Windows open? (Y/N) No Doors open? (Y/N) No Describe: Door glass heat shattered with visible portions of regulators in no position and door latches unburned

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
- 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) Yes Describe: In place in filler neck
- Location of fuel filler cap (or evidence of remains): In place on filler neck

Comments: Exterior burn signatures dominate right front at hood to center rear. Right front fender is bare and oxidized. Right front wheel house is bare with gray/white surface appearance. Right front tire burned and disfigured between 9:00 & 3:00 o'clock.

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): Interior controls damaged beyond useful recognition

Position of windows (if glass is missing, do further inspection): Windshield and all door glass have shattered, with shards strewn throughout interior.

Comments: Most severe interior burn damage at center front and right.

C. Underhood:

Engine compartment

Radiator, front & rear

Coolant recovery bottle

Engine coolant lines/hoses, connections

Heater lines/hoses, connections/clamps (include those to throttle body)

TBI/Injector rail/carburetor, all fuel lines/hoses, filter, connections

Engine block (note precise location of cracks, holes, etc.): None detected

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.): No exhaust system anomalies detected.

Other: None

Comments: Radiator cap found out of place, lying in recess between battery and radiator core support bulkhead. No post fire witness marks seen on radiator neck indicating post fire removal. Subject burn appears to have charred radiator neck opening.

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 present

Engine oil: Full to 3rd of 5 graduation marks in operating range. Dark brown in color.

Transmission fluid: No engine start possible for damage present. Light pink fluid color registers some 3 inches above operating range.

Power steering fluid: None present

Brake fluid: None present - master cylinder and reservoir missing in burn area.

E. Underbody:

Underbody & exhaust (include hangers):

Catalytic converter (any discoloration or swelling?): None detected

Scrapes or impact damage on the following:

Fuel tank

Fuel filler lines
Tires/Wheels

Comments: Underbody involvement isolated to right front

F. Electrical:

Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (Identify all open or not proper size): Interior panel only: "Open" fuses - Position BA 15 amp "Qty / Per Mtr" - # 1B 20 amp "Sig / BU Lamps" - # 8C 10 amp "Park Lamps" - # 7D 10 amp "TCG" -
No oversized fuses detected.
Relay carriers
Wiring insulation at fuse blocks
Fusible links (Identify all open): Damage too extensive to identify
Spark plug wiring and boot condition: Burned, portions ash like
Modules: ABS/TCS, ECM, other

Comments: No welded, fused, or balled bare wire strands detected. No evidence of electrical ignition source in burn area.

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: Claimed "electrical" ignition source not detected.

Photograph and comment on the item/area which is the apparent origin of the fire: Suspected point of origin at engine bay right front centers on radiator filler neck. Hood panel is heat singed and bare above. Radiator pressure cap is out of place with no detectable evidence of post fire removal. Burn damage radiates outward from engine bay right front. Bare metal present on right front fender, associated wheel house, and hood exterior and underside at right front and side. Right inner fender apron is bare and oxidized. Lowest point of burn was seen at right lower rear of engine bay near power steering pump and rack assembly.

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.: Radiator pressure cap noted above.

Other relevant information: None

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: Listed claimant states driver has suffered loss to undetermined personal effects transported in vehicle. No content loss was detected during inspection.

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, rules 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: No site relevance claimed or identified.

PRELIMINARY PAR INSPECTION FIELD PHOTOGRAPHIC NOTES

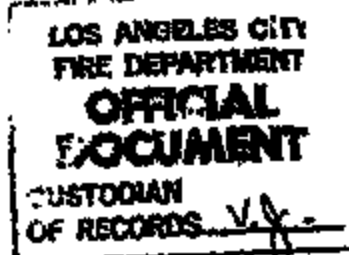
Division: Buick	Roll# 0990082232	Document ID 10GDH420	Date Saved: 10/8/89
VIN: 1G4HP82R90H463373		Claimant's Name (Last, First)	

Inspector R.E. Jenkins - E.A.A.Number of Rolls 01Roll Number 01Seq.# Description

- 0
1. Left front door MVSS label for identification
2. Subject vehicle frontal view
3. Exterior right front quarter view
4. Available right side view - note majority exterior burn damage stops at "A" pillar
5. Exterior right rear quarter view
6. Exterior left rear quarter view - note dented quarter panel
7. Fuel tank cap and restricter found in place
8. Left side view
9. Exterior left front quarter view
10. Interior left front seen through door opening
11. Interior seen through right rear door glass opening - Heat and flame damage most acute forward and high in passenger cabin and less so at lower rear.
12. Hood panel exterior - note heating patterns with highest temperatures at center right
13. Right front seen from above for perspective
14. Underside of hood panel - note heat signature at right front above radiator filler neck
15. Engine bay view - right front to left rear
16. Engine bay right front - note position of radiator pressure cap between battery and core support bulkhead
17. Engine bay left front to right rear
18. Engine bay rear and central point of fire entry to interior. Majority of engine main wiring harness is seen here. No welded, fused, or balled wire strands detected.
19. Lowest point of detected burn damage: seen from right front wheel house. Fire involved power steering pump and rack.
20. Right front tire and road wheel
21. Interior fuse panel
22. Top down view of IP from above windshield opening
23. Right front viewed from right front door forward for perspective on heat signatures
24. Alternate view of engine bay right front above suspected point of origin
25. Radiator neck - note appearance. Radiator pressure cap found at photo lower right (out of frame).
- 26.
- 27.
- 28.
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.

DATE 10/12/99

CITY OF LOS ANGELES

FIRE DEPARTMENT
FIELD INCIDENT REPORTINCIDENT NUMBER: 0878
EXPOSURE NUMBER: 000
INCIDENT DATE: 08/18/99TIME OF ALARM: 1756
INCIDENT LOCATION: [REDACTED]FLOOR OF ORIGIN:
OWNERS NAME:
CORPORATION:
OCCUPANTS NAME:
DOING BUSINESS AS:TYPE OF INCIDENT: FIRE MOBILE PROP OUTSIDE STRUCTURE
PROPERTY USE: ROAD OR PARKING AREA
ORIGIN OF FIRE: ENGINE, GEAR, WHEEL AREA
FORM OF HEAT: UNSPECIFIED SHORT CIRCUIT ARC
IGNITION FACTOR: SHORT CIRCUIT
MATERIAL 1ST IGNITED
TYPE: FLEXIBLE PLASTICS
FORM: ELECTRICAL WIRE, CABLE INSULATIONMOBIL EQUIPMENT: AUTOMOBILE
MAKE BUIC LIC/VIN 4DCP011
EST PROPERTY LOSS: 20,000
EST CONTENT LOSS:

INFORMATION CONTAINED IN THIS REPORT IS INTENDED FOR THE SOLE USE OF THE LOS ANGELES FIRE DEPARTMENT. ESTIMATIONS AND EVALUATIONS MADE HEREIN REPRESENT 'MOST LIKELY' AND 'MOST PROBABLE' CAUSE AND EFFECT. ANY REPRESENTATION AS TO VALIDITY OR ACCURACY OF DATA CONTAINED IN THIS REPORT, EXCEPT WHERE IT PERTAINS TO THE STATISTICAL DATA BASE OF THE CITY OF LOS ANGELES, IS WRITER INTENDED OR IMPLIED.

THIS: 12412 ACTION: C KEY: 990092232
NEXT: 12413 ACTION: KEY: 990092232
NAME: LOS ANGELES, CA

CRS 10/05/1999 10:27 CALG120M
ID: HL2TM
YR/MDL: 1999 HP TYPE: 10

CR1241 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 ATTENT: N (Y/N)
WHERE CAN VEHICLE BE SEEN:

VIN : 1G4HP52K9KH459373

DEL DTE:

YR/MDL: 1999 HP

MILEAGE: 10081

PRINCIPLE USE OF VEHICLE : BUSINESS

DRIVER DESCRIPTION OF INCIDENT & CAUSE: BRUCE BREANT WAS COMING OVER FOR
DINNER. BRUCE AND COMPANY PARKED CAR IN THE FRONT OF MY HOUSE. WHEN HE GOT
OUT OF THE CAR HE OPENED THE HOOD. THERE WERE FLAMES COMING OUT OF THE HOOD.
THE FLAMES WERE COMING FROM THE PASSENGER SIDE OF THE ENGINE. THE FIRE WENT
FROM THE HOOD TO THE ENTIRE CAR. I BELIEVE THE VEHICLE IS DEFECTIVE DUE TO THE
FACT THAT IT JUST CAUGHT ON FIRE ALL OF SUDDEN IN FRONT OF MY HOUSE!

NATURE OF WEATHER: SUNNY AND DRY

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















309192











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GENERAL COMMENTS

DO NOT WRITE IN THESE SPACES

ALMA OLOND/AUST

DATE OF BIRTH: NOT AVAILABLE
ROAD SURFACE: PAVED PARKING LOT
ROAD CONDITION: DRY
NUMBER OF PEOPLE IN VEHICLE: ONE
DRIVER AT TIME OF INCIDENT: OFFICER SALVADOR VASQUEZ
BODILY INJURIES: NONE
CONTINUED

PAR FORM CONTINUED =====>>>>>>>>>>>>
OTHER VEHICLE INVOLVED: NO
PROPERTY DAMAGE: ONLY VEHICLE
COMPONENT ALLEGED DEFECTIVE: ADD ENGINE OIL LIGHT

CHEVROLET MOTOR DIVISION
GM RESTRICTED

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POLICE REPORT: NO BUT THERE IS A REPORT BY THE NAVAL POST GRADUATE SCHOOL FIRE DEPT. [REDACTED] WILL SEND COPY OF THIS INSURANCE COMPANY: VEH INSURED THROUGH US GOVERNMENT. [REDACTED] DID NOT HAVE ADDRESS TO PROVIDE CLAIMANT'S DESCRIPTION OF WHAT HAPPENED: DRIVER STATES: DRIVER LEFT SCHOOL SHOP AT 2:25 AM. WHILE DRIVING VEH THE "ADD ENGINE OIL" LIGHT CAME ON AT 2:50 AM. DRIVER RETURNED VEH TO SCHOOL SHOP. WHILE TRYING TO ADD OIL, SOME OF OIL DRIBBLED ON MANIFOLD & VEH CAUGHT FIRE. ANY OTHER INFORMATION: [REDACTED] IS HAVING THE OFFICE R COMPLETE A REPORT BUT [REDACTED] IS NOT SURE IF THAT COPY CAN BE RELEASED TO CHEVROLET. NANCY DEANGELIS/PDX

FILE ASSIGNED TO TAMPA PAR CRM, NADENZA MC KENZIE FOR REVIEW AND FOLLOWUP.

PAR CRM PHONED CUSTOMER ON 4/11. CUST STATED THAT OFFICER SALVADOR VAS QUEZ WAS DRIVING VEHICLE AND CHECK ENGINE LIGHT CAME ON. CUST STATED OFFICER PARKED VEHICLE AND PROCEEDED TO PUT OIL IN VEHICLE. CUSTOMER STATED THAT OIL SPILLED ON MANIFOLD COVER. CUST STATED WHEN OIL SPILLED ON COVER THE MANIFOLD STARTING BURNING CREATING A FIRE. PAR CRM WILL REQUEST A EAA INSPECTION. NADENZA MCKENZIE/TAMPA/PAR

[REDACTED] CALLED IN AND WANTED AN UPDATE ON THE INSPECTION. INFORMED ME OWNERS THAT THERE IS NO UPDATE IN THE SYSTEM YET BUT I WILL FORWARD THE MESSAGE TO MS MCKENZIE AND LET HER KNOW [REDACTED] WOULD LIKE A PHONE CALL.

****MS MCKENZIE**** PLEASE CALL ME OWNERS TO LET HER KNOW WHAT IS GOING ON WITH THIS CASE. STACEY HOUSTON/PDX ***THANK YOU***

CRM CONTACTED [REDACTED] ON THIS DATE. [REDACTED] STATES THAT HER COMPANY DOES NOT OWN THIS VEHICLE. THE VEHICLE IS LEASED TO THE [REDACTED] THROUGH GENERAL SERVICE ADMINISTRATION (CONTACT PERSON IS [REDACTED]). CRM CONTACTED [REDACTED] TO INFORM THAT GM IS ASSUMING RESPONSIBILITY. [REDACTED] IS GATHERING ALL PAPERWORK FOR REPURCHASE. AMY DRURY/TAMPA PAR 58242

CRM RECEIVED A CALL FROM [REDACTED] THE PROCESSOR IS OUT OF TOWN FOR THE WEEK OF 05/8-05/12. CUSTOMER WILL CONTACT PAR CRM THE FOLLOWING WEEK. PER PAR TECHNICAL ADVISOR, GM REPURCHASING VEHICLE. CRM WAITING FOR ALL DOCUMENTS TO BE FAXED. AMY DRURY/TAMPA PAR 58242

DON SUZZA (FLEET MANAGER) CONTACTED PAR CRM ON THIS DATE. CUSTOMER STATES THAT HE IS FAXING BILL OF SALE ON THIS DATE. CUSTOMER CAN BE CONTACTED AT [REDACTED] CRM AWAITING FAX TO START REPURCHASE PER TECHNICAL ADVISOR. AMY DRURY/TAMPA/ PAR 58242

CRM CONTACTED CUSTOMER ON THIS DATE. CUSTOMER STATES THAT HE HAS NOT YET FAXED INFORMATION NEEDED BECAUSE HE WAITING ON HIS CORPORATE OFFICE. CRM WAITING TO HEAR FROM CUSTOMER. AMY DRURY/TAMPA PAR 58242

CUSTOMER HAS YET TO CONTACT PAR CRM . CRM CLOSING FILE PENDING CUSTOMER CONTACT. AMY DRURY/TAMPA PAR 58242

CHEVROLET MOTOR DIVISION
GM RESTRICTED

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BUSINESS SUMMARY:

1998 CHEVY LUMINA WITH 26888 MILES

ALLEGATION: THERMAL

EAA INSPECTION PERFORMED

GM ASSUMED RESPONSIBILITY AND OFFERED REPURCHASE.

CUSTOMER DID NOT SEND DOCUMENTS FOR REPURCHASE AND DID NOT RESPOND TO
MESSAGES LEFT.

CLOSING FILE AND SENDING COPY TO BSIS.

NO 1241 SCREENS, UNABLE TO ACCESS.

AMY DRURY/TAMPA PAR 56242

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

CDE # DESC

CDE COMMENTS

A06 0

THERMAL EVENT

GM ASSUMED RESPONSIBILITY (SEE BUSINESS SUMMARY)

J04 0

"ADD ENGINE OIL LIGHT" CAME ON

GM ASSUMED RESPONSIBILITY (SEE BUSINESS SUMMARY)

T01 0

OIL DRIPPED ON MANIFOLD & CAUGHT FIRE

GM ASSUMED RESPONSIBILITY (SEE BUSINESS SUMMARY)

GENERAL MOTORS CORPORATION

31194

DIVISION: OLDSMOBILE

ZONE: _____

DATE: 10/27/99

PK: Claimant: _____

Date of Incident: 10/6/99

CAC File No: 99079110

VIN: 1G5WS52KXWE24790

NEW YORK

General Motors

Product Line

Phone: 48365-3000

Comments:

Attached is a FAR report with information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for information 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 issues 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.

Product Line Acknowledgments to:

General Motors

Product Line Resolution Team

5701 East Hillborough Avenue

Suite 2300

Tampa, Florida 33610

John V. Brown, Director

Customer Relationship Manager

Product Line Resolution regarding this claim should be directed to the undersigned.

OLDSMOBILE DIVISION

General Motors Corporation

Customer Relations

Customer Relationship Manager

Product Line Resolution Team

5701 East Hillborough Avenue

Suite 2300

Tampa, Florida 33610

(800)231-8841 ext. 58312

- ☐ New York
- ☐ CAC Case Comments
- ☐ Prod. Line Notes
- ☐ Product
- ☐ Resolution
- ☐ Case Report
- ☐ Date
- ☐ Date Type
- ☐ Date

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIRE

Page 1 of 3

Division: OLDSMOBILE	Prod # 9906/8110	Document ID	Date Rec'd: 10/13/99
VIN: 1G7W5300000000000	Claimant's Name (LAST, FIRST, MIDDLE)		
Model:	Year:	Document	Page 1 of 3
Claimant's Name (LAST, FIRST, MIDDLE)			

Inspected By: C. A. [REDACTED]

Organization: E.A.A.

Phone: (214) 522-4700 x

Inspection Date: 10/13/99

Mileage at inspection: 12865

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 WAS INSPECTED AT OWNER'S HOME AND VEHICLE WAS PREPARED FOR THE INSPECTION. VEHICLE HAD BEEN TAKEN FROM CHARLIE BATTLE'S HOME IN SEYMOUR, IL AFTER OWNER BECAME UPSET WITH THE DELAY IN GETTING VEHICLE FIXED.

OWNER SAID HE PLANNED TO FIX THE CAR AND HAD REMOVED AND THROWN AWAY SOME OF THE BURNED PARTS. THE PARTS THAT WERE MISSING AT THE TIME OF THE INSPECTION WERE THE EXHAUSTER TO THE THREE BACK CYLINDERS AND THE PIPES AND CONNECTOR TO THE EXHAUSTER.

BRANCH BRANCHES AND TWIGS AT SCALEMONT HAD FALLEN SOME LEAVES AND TWIGS AT BACK OF ENGINE AND NEAR THE FRONT ENGINE. SOME OF THE LEAVES HAD BURNED BUT COULD NOT SAY IF THEY STARTED THE FIRE. THE TECHNICIAN CHECKED ALL OF THE LEAVES OUT. THERE WERE BURNED LEAVES IN AN AREA AT THE TIME OF THE INSPECTION.

THERE WERE NO FLUID LEAKS AND THERE WAS STILL FUEL IN THE FUEL RAIL. THERE WERE NO FLUID LEAKS FROM THE ENGINE NEAR THE FIRE AREA. THERE WAS A LIGHT OILY, DIRTY FILM ON THE CYLINDER HEAD AND PISTON. BUT THIS DID NOT SEEM TO BE FIRE RELATED AND DID NOT SEE ANY LEAKS THAT WOULD HAVE CAUSED THE FIRE.

AGE OF MILEAGE ON VEHICLE IS UNKNOWN. VEHICLE HAD AN ELECTRONIC ODOMETER AND THE OWNER WOULD NOT GO UP TO CHECK THE MILEAGE. OWNER SAID HE PURCHASED VEHICLE FROM SEYMOUR AREA AND WAS ON 10/1/99. THE ODOMETER STATEMENT DATED 8/27/99 HAD 12865 MILES.

UNABLE TO DETERMINE THE CAUSE OF THE FIRE. THERE WERE NO FLUID LEAKS IN THE FIRE AREA.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: MR. LARRY BAKER, 2828 VIOLE ROAD, SEYMOUR, IL 62757 + 217-522-3946

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.)

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

If this vehicle is used for trailering, describe trailering usage (height and front shape of trailer, weight, percent of time or miles that trailer is towed, etc.): N/A

3. Prior collision damage? (date, description, etc.) NONE

Repaired by:

4. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine miles, etc.): NONE

5. Repairs outside of warranty (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?): JUST PURCHASED USED - NO SERVICE SINCE

INTERVIEW - INCIDENT DETAILS

A BEFORE THE FIRE

This section covers vehicle usage the day of the fire.

Primary driver, 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 MIN Was the ignition off ☒ or was the engine running X? Describe drive prior to parking: drive length: _____ h _____ min, distance: 12 miles, and type of drive (e.g. city traffic, highway, long grades, etc.).

If vehicle is a truck, or a car 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 77°F. General conditions (dry, rain, wind, etc.): DRY - SUNNY

B AT THE FIRST INDICATION OF A PROBLEM

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

Vehicle status? (Y/N) NONE Describe:

Location? (from where, color, intensity, etc.) CENTER REAR OF ROAD

Any warning lights "On", high low gauge readings, or messages displayed? (Y/N) NONE Describe:

Any instrument malfunctions? (Y/N) YES If yes, describe: HAS NOT PRESSED TRIP RESET BUTTON - TRIP
DISPLAYED NEXT CHANGING FUEL LAMP ON

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: _____

Position "X" before all electrical systems/devices which were "On" immediately prior to the incident:

- | | | |
|---|--|--|
| ☐ Cruise Control | ☐ Windshield Wipers | ☐ 2 Way Communication Radio |
| ☐ Window 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
☐ Hazard Flashers
☐ Map Lights, Ft. Fr
☐ Other Interior Lights

☐ Auxiliary CD Player
☐ Telephone
☐ CB Radio

☐ Cigar Lighter
☐ HVAC
☒ Other RUNNING LIGHTS

If any of the above were ejected, describe:

Was anyone smoking? (Y/N) NO How long since someone last smoked in the vehicle?

III C DURING THE FIRE

Time LESS THAN ONE MIN and distance between first indication of a problem and start of fire.

Time AS ABOVE between start of fire and other significant events. Describe: EVERYTHING HAPPENED VERY FAST

Time (24 hr) 8:30 AM when fire was over or put out.

Describe initial location, color and intensity of smoke and Soots: BACK OF ENGINE - BLACK SMOKE

Any warning lights "On", highway gauge readings, or messages displayed? (Y/N) NONE Describe:

Any malfunctions? (Y/N) NO If yes, describe:

What did you do after you noticed something was wrong? Turn Engine OFF? (Y/N) YES. Open Hood? (Y/N) YES. Close? (Y/N) YES Describe: PUT FIRE OUT WITH TOWEL AND POUNCED SOFT DRINK ON IT

When you left vehicle: Ignition switch position (off, on, accessory): OFF Windows open? (Y/N) NO. Doors open? (Y/N) NO Describe:

Any other comments that have not been covered? NONE

IV VEHICLE INSPECTION

This vehicle inspection documents the physical evidence via written photographs and written observations. It is important to note document what does not appear to be related to the fire. This is necessary because fire cause investigation 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
Decal/d outer panel
Decal/d inner panel
Option label
VIN
Left side
Hood outer panel
Hood inner panel
Roof

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

Location of fuel filler cap (or evidence of remains): CAP WAS ON

Comments: NO FIRE DAMAGE TO INTERIOR OR EXTERIOR OF VEHICLE. FIRE DAMAGE WAS CONFINED TO SMALL AREA NEAR BACK OF ENGINE - HOOD PAD WAS BURNED

B. Interior:

Door interior panels: LF, LR, RF, RL, Rear Door(s)

Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray

Floor: LF, LR, RF, RL

Seats: LF, RF, Rear Seats

List all driver controls/controls which are in the "On" position (include ignition): LINK

Position of windows (if glass is missing, do further inspection): ALL GLASS UP - NO GLASS DAMAGE

Comments: NO INTERIOR FIRE DAMAGE

C. Underhood:

Engine compartment: FIRE AT BACK RIGHT SIDE OF ENGINE - WIRING NEAR ALT

Radiator, front & rear: NO DAMAGE - FLUID LEVEL FULL

Coolant recovery tank: NO DAMAGE - FULL

Engine coolant hoses, connections: ALL LINES CONNECTED - NO VISIBLE LEAKS

Master line(s) of hoses, connections (include those in radiator body): CONNECTED - NO LEAKS

Torque converter hoses, oil feed lines/hoses, filter, connections: NO LEAKS - ALL LINES CONNECTED -

PRESSURE TEST IN FUEL RAIL

Engine block, (include location of cracks, holes, etc.): NO HOLES OR CRACKS - UNDERSIDE OF

ENGINE BAY - NO DAMAGE

Engine oil, oil pan: OIL LEVEL FULL - OIL CLEAN

Transmission: oil, oil cooler line(s), oil pan: NO LEAKS - TRANS FULL OF FLUID - FLUID

CLEAN

Master cylinder, (include fluid reservoir): RES FULL - NO LEAKS

Brake lines and hoses: NO DAMAGE OR LEAKS

ABS/TCR Module: NO DAMAGE

Power steering hoses, connections/clamps, pump: RES FULL - NO LEAKS - MOST OF FIRE WAS

ABOVE POWER STEERING PUMP

Exhaust system (incl. heat, rust, modified, out of position, clearance, etc.): NO DAMAGE - EXHAUST

SYSTEM LOOKS GOOD UNDER VEHICLE - NO FIRE DAMAGE UNDER VEHICLE

Other:

Comments:

D. Fluids (comments only):

For the following fluids, comment on the fluid level, smell (burnt?), feel (gummy?), color (dark?), and apparent condition (varnish, particles, etc.):

Engine coolant: FULL - CLEAN

Engine oil: FULL - CLEAN

Transmission fluid: FULL - CLEAN

Power steering fluid: FULL - CLEAN

Brake fluid: FULL - CLEAN

E. Underbody:

Underbody & exhaust (include hangers): NO FIRE DAMAGE

Exhaust converter (any disconnection or swelling?): NONE - EXHAUST SYSTEM OK

Scratches or impact damage on the following:

Fuel tank

Fuel filter lines

Tires/Wheels

Comments: NO DAMAGE UNDER VEHICLE

F. Electrical:

Generator & attached wiring: BACK OF ALT SINGED - HOT WIRE CONNECTED AND CONNECTION TIGHT - OWNER HAD DISCONNECTED PLUG TO ALT AND CUT WIRES - OWNER SAID HE THREW CONNECTOR (PLUG) AWAY - INSULATION BURNED OFF SMALL ENGINE HARNESS NEAR ALT.
Battery & attached cables: NEG CABLE DISCONNECTED - 12.81 VOLTS IN BATT
Cooling fans: FANS STILL TURN
Fuses (Identify all open or not proper size): UNDERHOOD FUSE NO 21 (GEN) BLOWN - 10A - NO BLOWN FUSES IN 2 FUSE BOX
Relay centers: NO FIRE DAMAGE TO RELAY CENTER OR WIRING TO IT
Wiring insulation at fuse blocks: OK - NO DAMAGE
Fusible links (Identify all open): NO DAMAGE
Spark plug wiring and boot condition: WIRES OK TO PLUGS ON FRONT BANK - OWNER HAD REMOVED WIRES TO REAR BANK AND HAD THROWN THE WIRES AWAY
Modules: ABS/TCS, ECM, other NO APPARENT DAMAGE

Comments: DEalership SERVICE MANAGER INDICATED THAT THERE HAD BEEN SOME LEAVES IN FIRE AREA. NONE WERE VISIBLE WHEN VEHICLE WAS INSPECTED. THE PLASTIC ENGINE COVER WAS IN THE TRUNK AND THERE WERE SOME LEAVES ON IT - OWNER SAID THAT SER MGR HAD TOLD HIM THAT THEY HAD STARTED THE FIRE - LEAVES WERE LOOSE AND NOT BURNED

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: PHOTOS TAKEN OF WIRING NEAR BACK OF ENGINE NEAR ALT - FIRE WAS CONCENTRATED IN THIS AREA

Photograph and comment on the item/area which is the apparent origin of the fire: THERE WAS A LIGHT FILM OF OILY DIRT ON COWL - DID NOT SEE ANY LEAKS AND DO NOT KNOW WHERE IT CAME FROM

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

Other relevant information: VEHICLE HAD BEEN AT CHARLIE SATTLER OLDSMOBILE IN SPRINGFIELD, IL, WAITING TO BE INSPECTED. OWNER BECAME ANGRY DUE TO DELAY AND HAD VEHICLE TAKEN TO HIS HOME. VEHICLE WAS INSPECTED THERE - OWNER HAD STARTED TO REMOVE SOME OF THE DAMAGED PARTS (WIRING CONNECTOR AND WIRES TO ALT AND PLUG WIRES TO THREE PLUGS ON THE BACK BANK) AND SAID THAT THE PARTS HAD BEEN THROWN AWAY.

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: NO DAMAGE TO ANYTHING IN VEHICLE

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: FIRE SCENE WAS SOUTH OF SPRINGFIELD, IL JUST OFF I-55. THE FIRE WAS PUT OUT BEFORE THE FIRE DEPT ARRIVED AND THE FIRE CALL WAS CANCELED - NO FIRE REPORT

PRELIMINARY PAR INSPECTION FIELD PHOTOGRAPHIC NOTES

Division: OLDSMOBILE	Ref# 990076110	Document ID	Date Saved: 10/13/99
VIN: 1G3WB53KXW547700	Claimant's Name (LAST, First)		

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

Inspector C. A. FISCHERNumber of Rolls ONE

Roll Number ONE

Seq.# Description

- 0
1. COVER SHEET
2. FRONT VIEW - NO DAMAGE
3. RIGHT SIDE - NO DAMAGE
4. LEFT SIDE - NO DAMAGE
5. LEFT FRONT CORNER - NO DAMAGE
6. TRUNK AREA - NO DAMAGE
7. TRUNK LID - NO DAMAGE
8. VI NUMBER
9. UNDERHOOD AREA
10. HOOD PAD - BURNED NEAR REAR
11. SERVICE PARTS ID LABEL
12. GAS CAP IN PLACE
13. LEAD RESTRICTOR IN PLACE
14. UNDERSIDE OF ENGINE COVER - LEAVES WERE LOOSE AND NOT BURNED -
OWNER SAID SER MGR TOLD HIM THEY STARTED FIRE - LEAVES NOT BURNED
15. TOP SIDE OF ENGINE COVER - FIRE DAMAGE NEAR RIGHT REAR
16. FIRE DAMAGE AREA WITH ENGINE COVER BACK ON VEHICLE
17. PENCIL POINTED TO FUEL LINE - NO LEAKAGE
18. PENCIL POINTED TO FUEL LINE - NO LEAKAGE
19. HEATER HOSES - RIGHT REAR OF ENGINE NEAR FIRE AREA - NO LEAKS
20. HOT WIRE TO ALT - SINGED - CONNECTION STILL TIGHT
21. INSULATION BURNED OFF WIRES NEAR ALT
22. VIEW OF BURNED WIRING HARNESS, HOT ALT CABLE AND BACK OF ALT
23. WIRES THAT OWNER CUT - WIRES GO TO ALT
24. VIEW OF ALT CONNECTOR REFLECTED IN MIRROR - PLUG AND WIRES TO THIS
CONNECTOR WERE REMOVED BY OWNER - CONNECTOR IN ALT LOOKS GOOD
25. BACK OF ALT
26. COIL PACK - PLUG WIRES TO BACK BANK WERE REMOVED BY OWNER
27. VIEW OF ENGINE AREA - FIRE CONFINED TO AREA NEAR ALT
28. INTERIOR - NO FIRE DAMAGE
29. INTERIOR FROM LEFT SIDE
30. BRAKE M/CYL AND ABS UNIT - NO DAMAGE
31. FRONT FUEL RAIL - NO LEAKS
32. BACK FUEL RAIL NO LEAKS
33. COWL AREA - NEAR CENTER OF ENGINE
34. UNDERHOOD RELAY CENTER - NO FIRE DAMAGE

THIS: BASE ACTION: C KEY: 990075110 OCAN 10/02/99 09:37 OBLUB020
NEXT: BASE ACTION: KEY: 990075110 GM CONFIDENTIAL ID: TAMGD
01 TITLE CUSTOMER INFORMATION TYPE: GO
02 FIRST 03 MI: 04 LAST
05 STREET
06 CITY: SPRINGFIELD 07 ST: IL 08 ZIP
09 H PHONE: 10 B PHONE:
11 COMPANY:

VEHICLE DEALER INFORMATION

12 YR/MDL: 98 VW PASS INTENSIVE GL 13 DEL DTE: 07-09-98 14 MILEAGE: 019000
15 VIN: 1G9W562K9F947780 ENG: 3.0L V6 MPI (PLANT: FAIRFAX
16 DEALER: CHARLES BATTIER OLDSMOBILE-CAD FV DLRCDR: 12686 D PHN: 217-529-5411
18 CITY: SPRINGFIELD 19 STATE: IL 20 SEL DLR: Y (Y/N)
CDE # DESC CDE COMMENTS ZONE: 50 N. CMTL 3-5421 DIRECT
A06 1 FIB 21 CUST SERIES: CAR REPAIRED FROM THERMAL EVENT
T01 1 PRODUCT ALLEGAT 22 PRODUCT ALLEGATION

THIS: CMTS ACTION: KEY: 990075110 OCAN 10/02/99 09:38 OBLUB030
NEXT: CMTS ACTION: KEY: 990075110 GM CONFIDENTIAL ID: TAMGD
GENERAL COMMENTS

USER: TAMGD44 DATE: 1999-10-06 TIME: 11:41:36 COMMENT #: 0001
SVC MGR. BOB JAMISON DLR CDE 12686 CALLED TO REPORT INCIDENT. NO PRE-
VIOUS WL LOCATED SO CREATED ONE. THIS IS THE FIRST TIME THE DLR HAS
SEEN THIS CUST. CRM TRIED TO CALL CUST & LM ON AHS MACHINE W/ FILE #
BUT THINK AHS MACHINE CUT CRM OFF.

1. 10/4/99 SAME
2. DLR DOESN'T KNOW BUT CUST DROVE CAR TO DLR
3. ? NO
4. WA CLOUDY & DAMP
5. ONE DLR THINKS NO
7. NO
8. ABOUT \$1000 MINOR ENGINE COMP & WIRE HARNESS
9. CAR AT FAULT BUT UNSURE WHAT PART
10. AT DLR
11. NO

USER: TAMGD44 DATE: 1999-10-06 TIME: 11:43:04 COMMENT #: 0002
12. UNKNOWN FIRST TIME SEEN CUST.

13. ?? DLR UNSURE
14. CAUGHT FIRE

CRM SENDING FILE TO PAR--SORRY COULDN'T GET HANDLE OF CUST FOR MORE IN
FORMATION. SVC MGR BOB WANTED A FILE MADE & SENT TO PAR.
SHEILA MOON/TAMPA

USER: TAMAK DATE: 1999-10-06 TIME: 13:14:34 COMMENT #: 0003
FORWARDING FILE TO TAMPA PAR CRM, GIOVANNI DE PALMA EXT. 58312, FOR
REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

USER: TAMGD DATE: 1999-10-06 TIME: 14:04:39 COMMENT #: 0004
CRM CALLED CUSTOMER AND LEFT MESSAGE ON ANSWERING MACHINE TO CALL PAR.
GIOVANNI DE PALMA/TAMPA PAR/EXT. 58312

USER: TAMGD DATE: 1999-10-06 TIME: 09:35:32 COMMENT #: 0005
CRM CALLED CUSTOMER AND LEFT SECOND MESSAGE TO CALL PAR.
GIOVANNI DE PALMA/TAMPA PAR.

USER: TAMGD DATE: 1999-10-08 TIME: 09:37:21 COMMENT #: 0006
CRM CALLED DEALERSHIP AND SPOKE TO SERVICE MANAGER BOB JAMISON.

USER: TAMGD DATE: 1999-10-08 TIME: 10:04:37 COMMENT #: 0007
DEALERSHIP HAS MOVED.

NEW ADDRESS:
CHARLES SATTLES OLDSMOBILE
2150 MADE CROSBY DRIVE
SPRINGFIELD, IL 62767
SERVICE DEPARTMENT:
317-793-6030

GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 1999-10-11 TIME: 09:19:08 COMMENT #: 0008

CUSTOMER CALLED PAR.

CUSTOMER STATES HE FEELS HIS VEHICLE HAS BEEN AT THE DEALERSHIP TOO LONG. CUSTOMER STATES HE WANTS ACTION TAKEN IMMEDIATELY TO REPAIR HIS VEHICLE.

CRM ADVISED DECISION HAS BEEN REQUESTED.

GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 1999-10-13 TIME: 09:42:27 COMMENT #: 0009

RAA INSPECTOR CALLED PAR AND ADVISED IT'S COMPLETED.

RAA INSPECTOR CHECK FISHER ADVISED ON INSPECTION RESULTS VERBALLY.

CRM ADVISED CUSTOMER WILL BE CALLED.

GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 1999-10-13 TIME: 09:47:59 COMMENT #: 0010

CRM CALLED CUSTOMER AND LEFT MESSAGE ON ANSWERING MACHINE TO CALL PAR.

GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 1999-10-18 TIME: 08:13:05 COMMENT #: 0011

CUSTOMER CALLED PAR.

CUSTOMER STATES AS TO WHAT GM IS WILLING TO DO FOR HIM.

CUSTOMER ADVISED DECISION WILL BE BASED ON INSPECTION RESULTS.

GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 1999-10-19 TIME: 09:27:53 COMMENT #: 0012

CRM CALLED DEALERSHIP MANAGER MR. JAMISON TO ADVISE AUTHORIZATION

FOR REPAIRS ON CUSTOMER'S VEHICLE HAS BEEN APPROVED.

MR. JAMISON ADVISED HE WILL CALL PAR WITH ESTIMATE.

CRM ADVISED CUSTOMER WILL BE CONTACTED.

GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 1999-10-19 TIME: 09:32:38 COMMENT #: 0013

CRM CALLED CUSTOMER.

CUSTOMER ADVISED VEHICLE HAS BEEN REPAIRED AT AN INDEPENDENT SHOP.

CUSTOMER REQUESTED REIMBURSEMENT FOR REPAIRS (\$1,870.75).

CRM ADVISED BILL WILL BE REVIEWED AGAIN AND CUSTOMER WILL BE

CONTACTED WITH DECISION.

GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 1999-10-19 TIME: 11:13:27 COMMENT #: 0014

CRM CALLED DEALERSHIP AND SPOKE TO SERVICE MANAGER BOB JAMISON.

MR. JAMISON WAS ADVISED CUSTOMER HAS PAID FOR REPAIRS TO HIS VEHICLE.

MR. ADVISED HE IS WILLING TO WORK WITH CUSTOMER TO INSPECT REPAIR

AND PROCESS A REIMBURSEMENT.

CRM ADVISED CUSTOMER WILL BE CONTACTED.

GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 1999-10-19 TIME: 14:26:55 COMMENT #: 0015

CUSTOMER CALLED PAR AND LEFT MESSAGE.

CRM CALLED CUSTOMER AND LEFT MESSAGE TO CALL PAR.
GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 1999-10-19 TIME: 15:13:47 COMMENT #: 0016

CUSTOMER CALLED PAR.
CRM ADVISED CUSTOMER TO TAKE RECEIPTS AND VEHICLE TO DEALERSHIP.
CUSTOMER STATES HE DOES NOT WANT TO GO TO THE SAME DEALERSHIP.
CRM ADVISED CUSTOMER TO GO TO A DIFFERENT DEALERSHIP.
CUSTOMER WILL CALL PAR WHEN VISITING DEALERSHIP.
GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 1999-10-20 TIME: 09:39:25 COMMENT #: 0017

CRM RECEIVED CHECKED RECEIPTS FOR REPAIRS TO PAR.
GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 1999-10-26 TIME: 17:02:06 COMMENT #: 0018

CRM CALLED CUSTOMER AND LEFT MESSAGE TO CALL PAR.
GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 1999-10-27 TIME: 12:13:48 COMMENT #: 0019

CRM CALLED CUSTOMER.
CUSTOMER STATES HE DOES NOT WANT TO PROCEED FURTHER WITH GM OR
GO TO ANOTHER GM USED CAR DEALER. CUSTOMER STATES HE WAS TREATED
FAIRLY WHEN HE WENT TO THE DEALER.
CUSTOMER WANTS TO HAVE REIMBURSEMENT SENT DIRECTLY TO HIM.
CRM ADVISED CUSTOMER WOULD HAVE TO GO TO A GM AUTHORIZED DEALERSHIP
TO RECEIVE REIMBURSEMENT.
CUSTOMER REFUSED.
CRM WILL CLOSE FILE.
NO FURTHER ACTION REQUIRED.
GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 1999-10-27 TIME: 15:58:30 COMMENT #: 0020

USER: TAMGD DATE: 1999-10-27 TIME: 16:44:14 COMMENT #: 0021

CRM RECEIVED AND REVIEWED PAR FILE.
CRM CONTACTED DEALER, AVM AND REVIEWED PAR.
CRM CONTACTED CUSTOMER AND REVIEWED FILE.
CRM REQUESTED NAA INSPECTION.
CRM RECEIVED NAA INSPECTION.
CRM CONTACTED CUSTOMER AND ADVISED GM POSITION.
CRM FORWARDED FILE TO HRS, GM SAFETY AND CLOSING FILE.
GIOVANNI DEPALMA/TAMPA PAR

STATUS VEHICLE IS CURRENTLY AT DEALERSHIP.
CRM ADVISED EAA INSPECTION WILL BE SCHEDULED
GIOVANNI DEPALMA/TAMPA PAR

NEXT: CRM WARRANTY HISTORY INQUIRY PAGE 01 OF 03
(UPDATED THRU 19991005) DIV: OLDSMOBILE
VEHICLE-ID-NUMBER DESCRIPTION ODM DEL-DATE DEL-DATE DEL-ODOM PDI-ELIG
CLM
1G3W52KXW7700 INTRIQUE GL 4 DR M 1510735 19980725 0 PAID 5

PROD-DTE: 19971200 DEL-WAR-DATE: WARBLK-DTE:
INV-DTE: N/A DEL-WAR-ODOM: WARBLK-TYP:
INV-DLR: 1510067 SERV-TO-DLR: 1510067

C	CYCLE	AUTH	AUTH
T	RODLR NO. MONATE RO-NO. DOC-NO LN LBSCF LN-TOTAL ODOMETER ID CODE		
001	1510735 988 1599089 092641 230005 01 C0343 249.71 18532		
	REGULATOR, L-RR DR FWR WDW-R&R/REPL		
	FAIL-PART:10413617 REGULATOR		
002	1510735 988 1599089 092399 230005 01 N6570 27.00 17514		
	WIRE/CONG, TWILIGHT SENTINEL-REPAIR		
003	1510735 979 1599087 091366 170006 01 J6372 74.00 14222		
	SENSOR, EXHAUST OXYGEN - REPLACE		
	FAIL-PART:2511207 SENSOR		

CONTINUED

NEXT: CRM WARRANTY HISTORY INQUIRY PAGE 02 OF 03
VIN: 1G3W52KXW7700 (UPDATED THRU 19991005) CLAIM CNT: 5
DIV: OLDSMOBILE

C	CYCLE	AUTH	AUTH
T	RODLR NO. MONATE RO-NO. DOC-NO LN LBSCF LN-TOTAL ODOMETER ID CODE		
004	1510735 948 1599084 091096 160001 01 L1620 21.00 13486		
	CAP, F/TAKE-REPLACE		
005	1510067 810 1597109 A47700 347700 01 Z7000 76.78 0		
	PASSENGER CAR AND TRUCK NVI		

NO MORE CLAIMS FOR THIS VIN

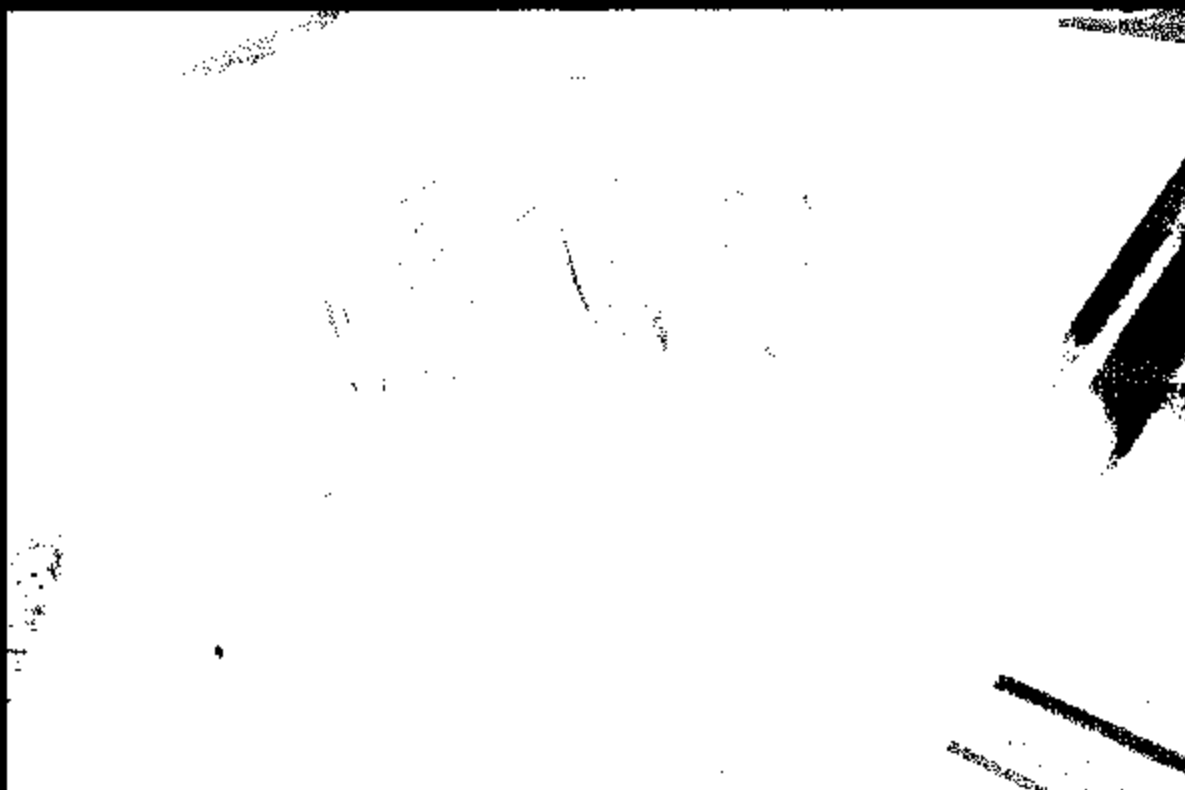
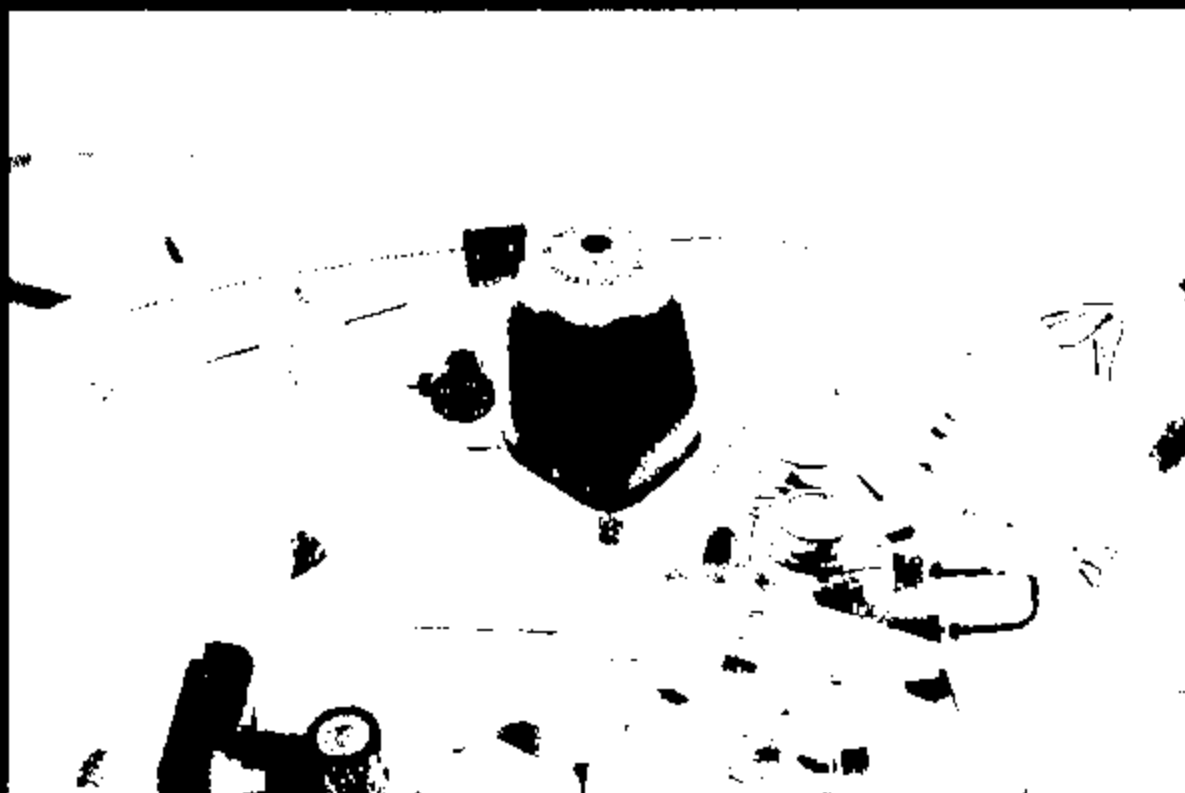
NEXT: CRM WARRANTY HISTORY INQUIRY PAGE 03 OF 03
WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: OLDSMOBILE
VIN: 1G3W52KXW7700 ODM-TYPE: 079 SERV-TYPE: 000 DEL-TYPE: 010
RPO DESCRIPTION

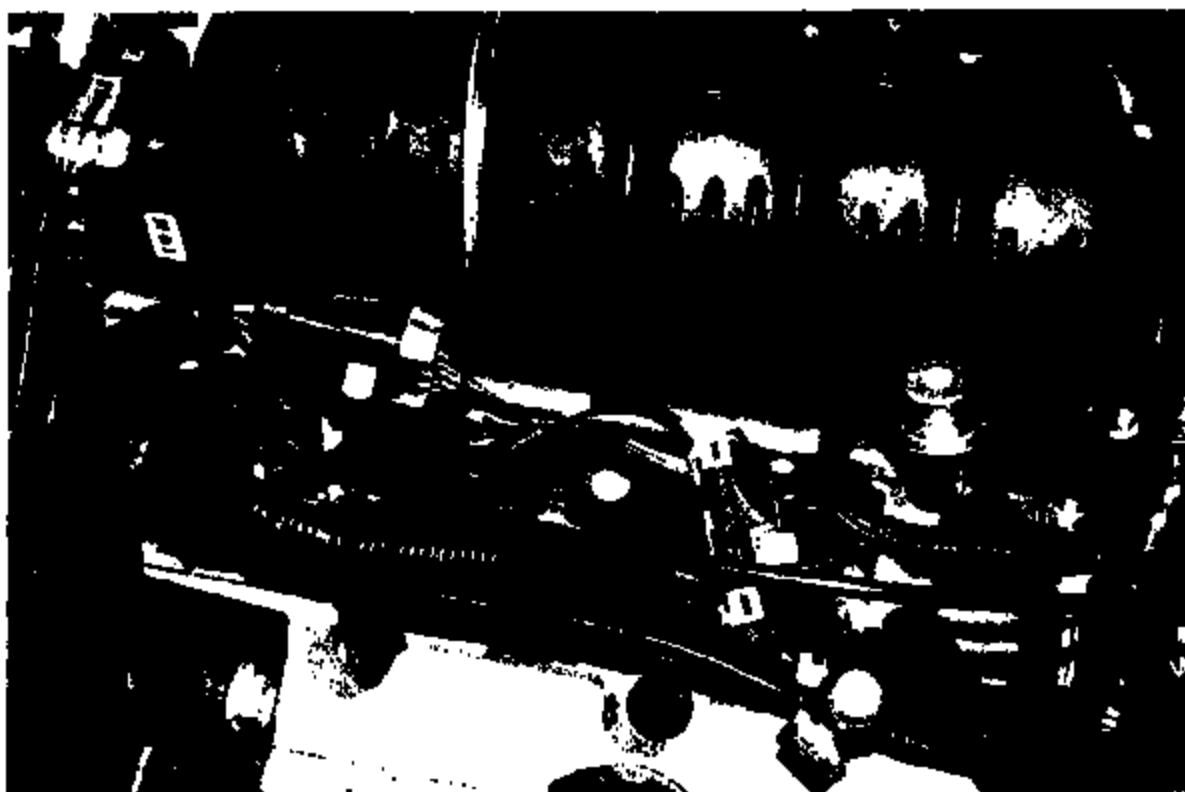
RPO DESCRIPTION	RPO DESCRIPTION
W BODY	4 DOOR
SEDAN	OLDSMOBILE
V6 ENGINE	136 3.8 LITRE V6 MPI
FEDERAL EMISSIONS	MAX AUTO TRANS W/POWERDRIVE
AUTO TRANS	M15 4 SPD AUTO TRANS-4M6-E
URS INSTRUMENT CLUSTER	AK3 INFLAT RESTRAINT DE/PAS
ANTILOCK BRAKE	CJ2 AIR CONDITIONING
TRACTION CONTROL	POWER STEERING
TILT STEERING COLUMN	DES DR/PASS FWR RTD FOLDING
U77 REAR WINDOW ANTENNA	U10 RADIO 200W-AM/FM, CASS
FLOOR CONSOLE	POWER WINDOW
A90 ELECTRIC TRUNK RELEASE	CRUISE CONTROL
U13 STEERING WHEEL CONT	

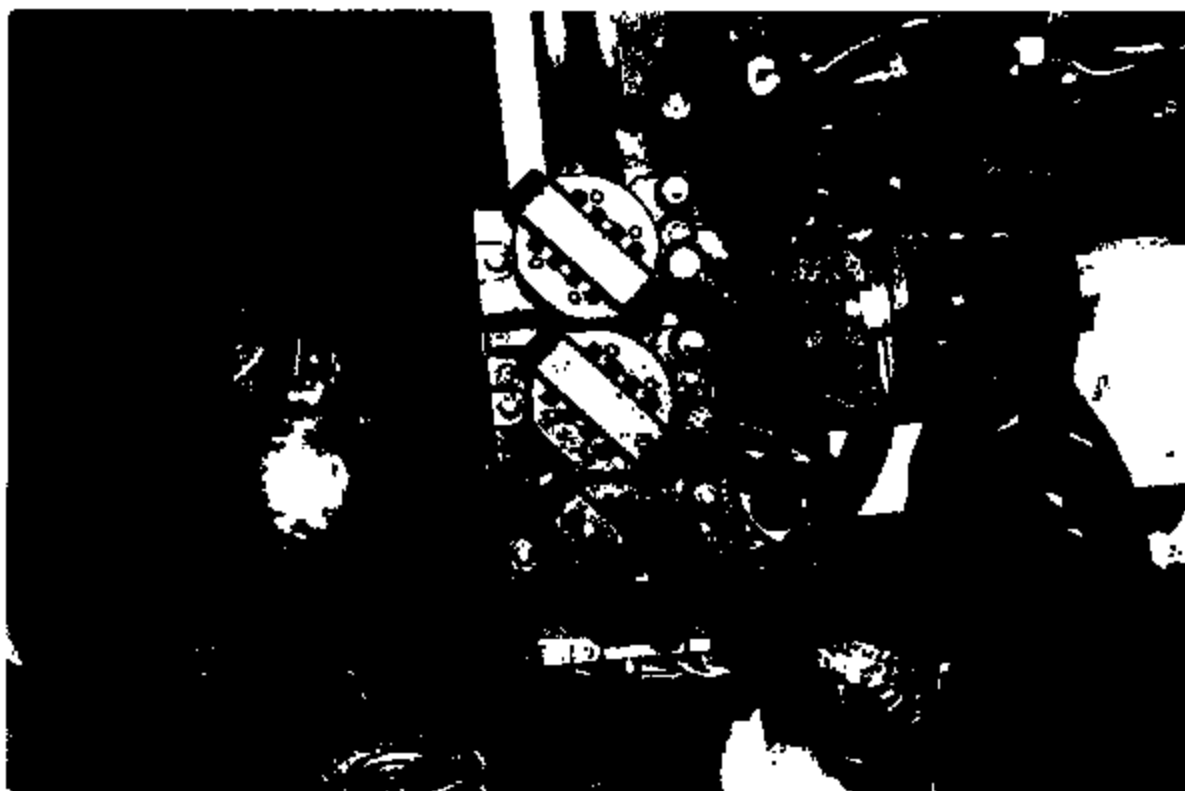
END OF OPTIONS



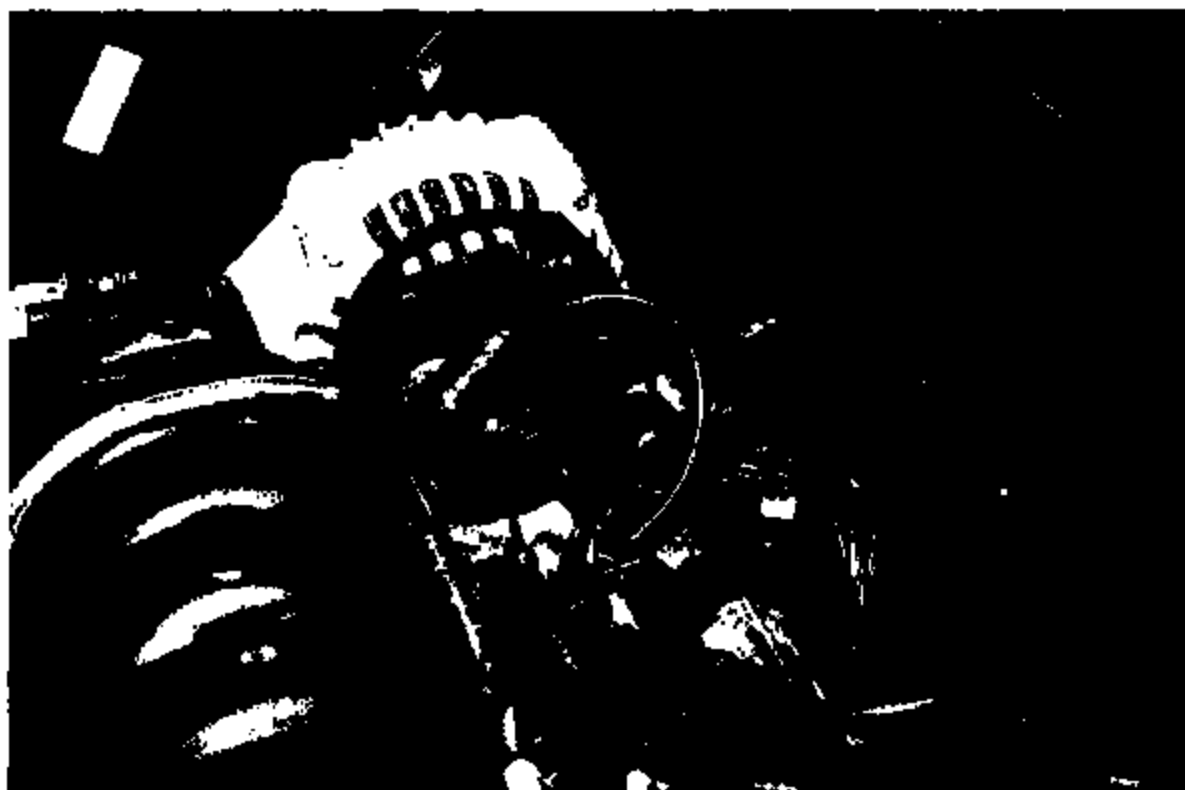




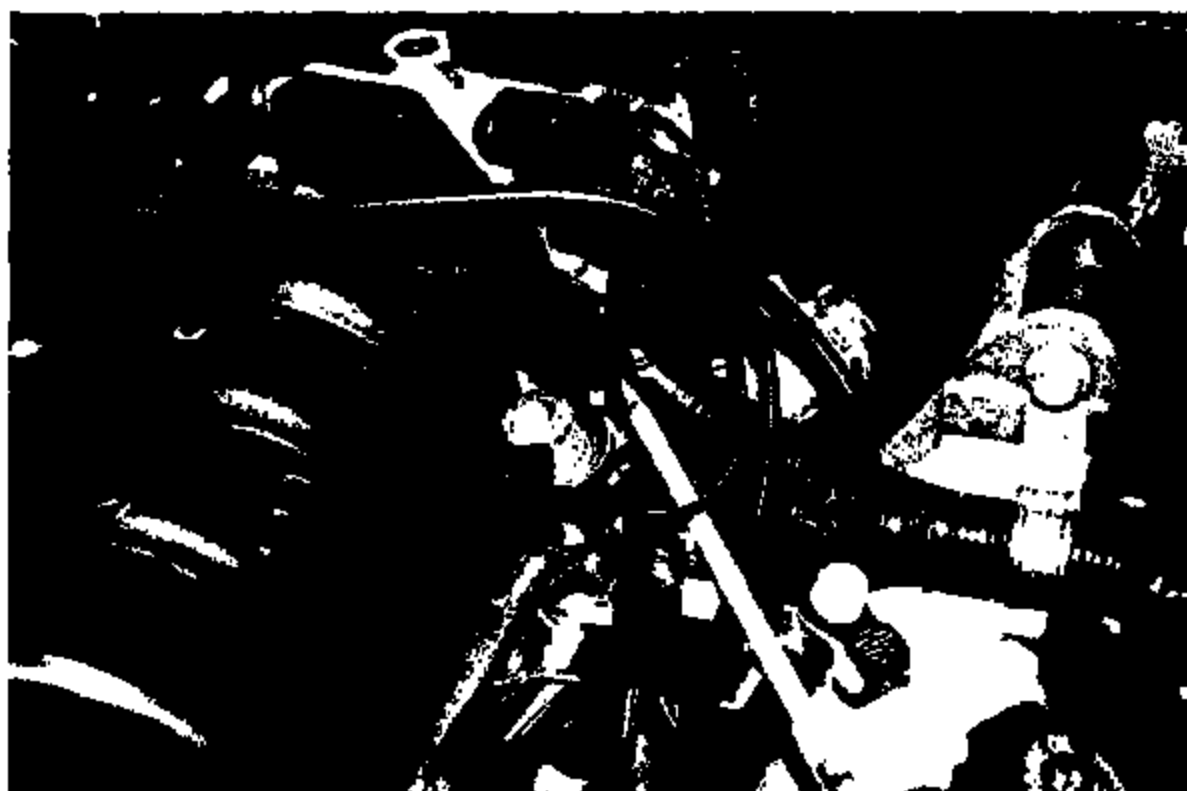


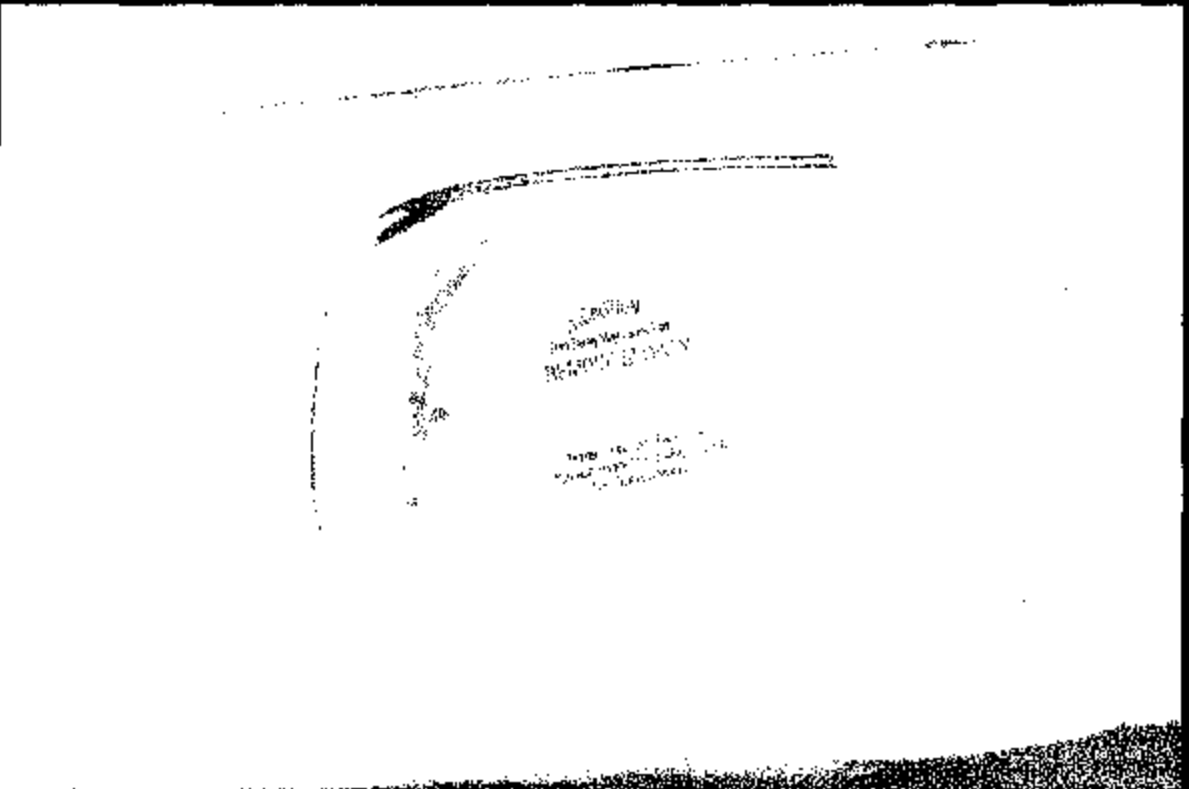


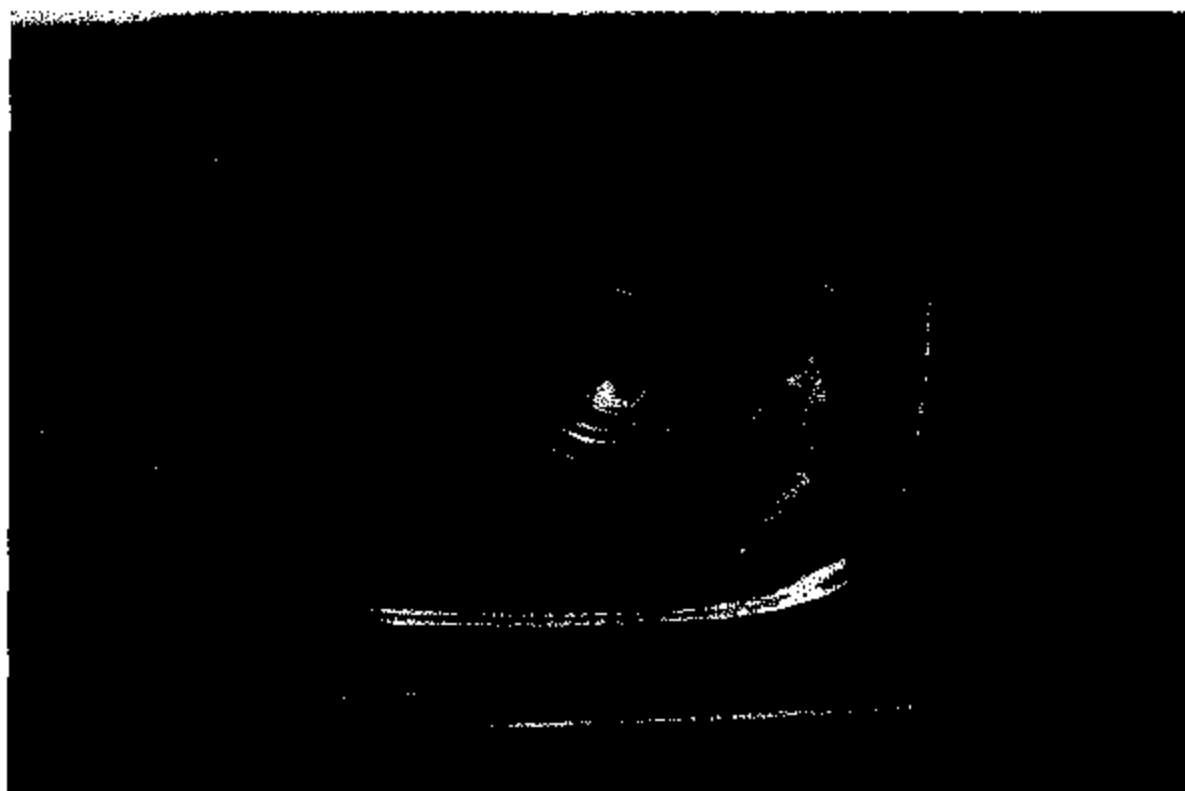
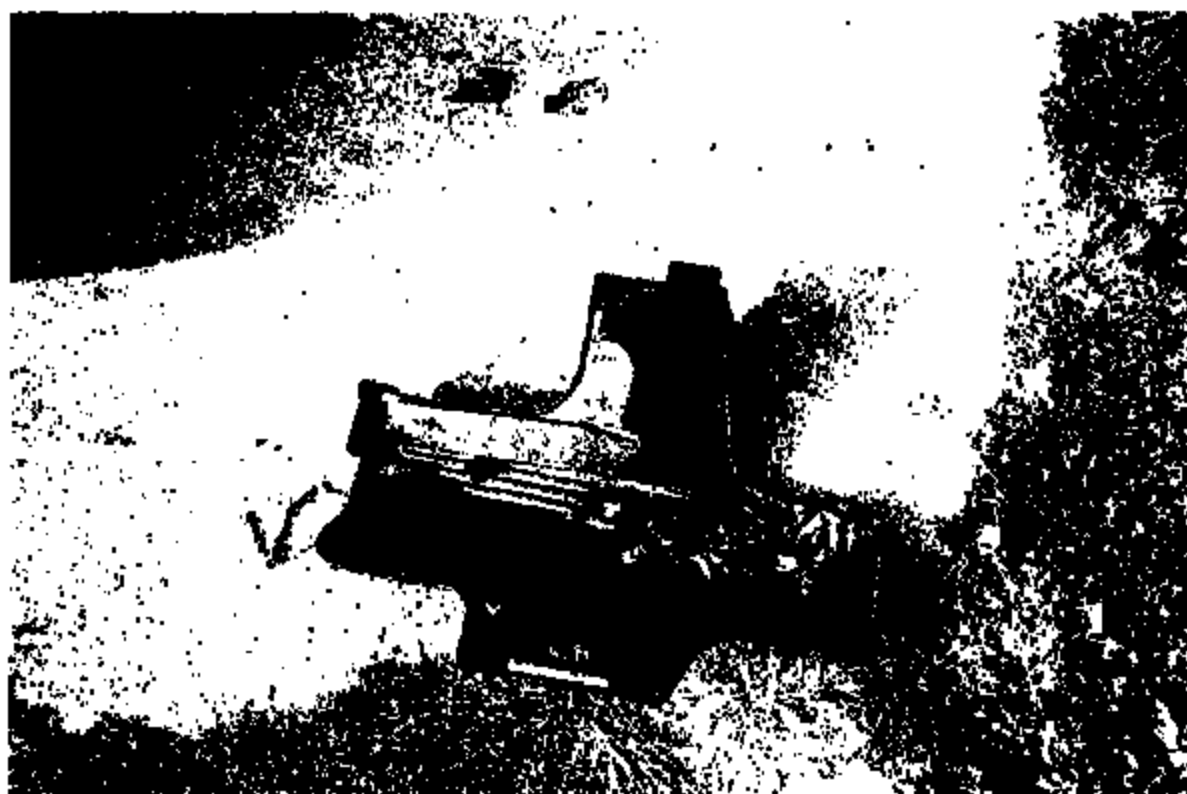


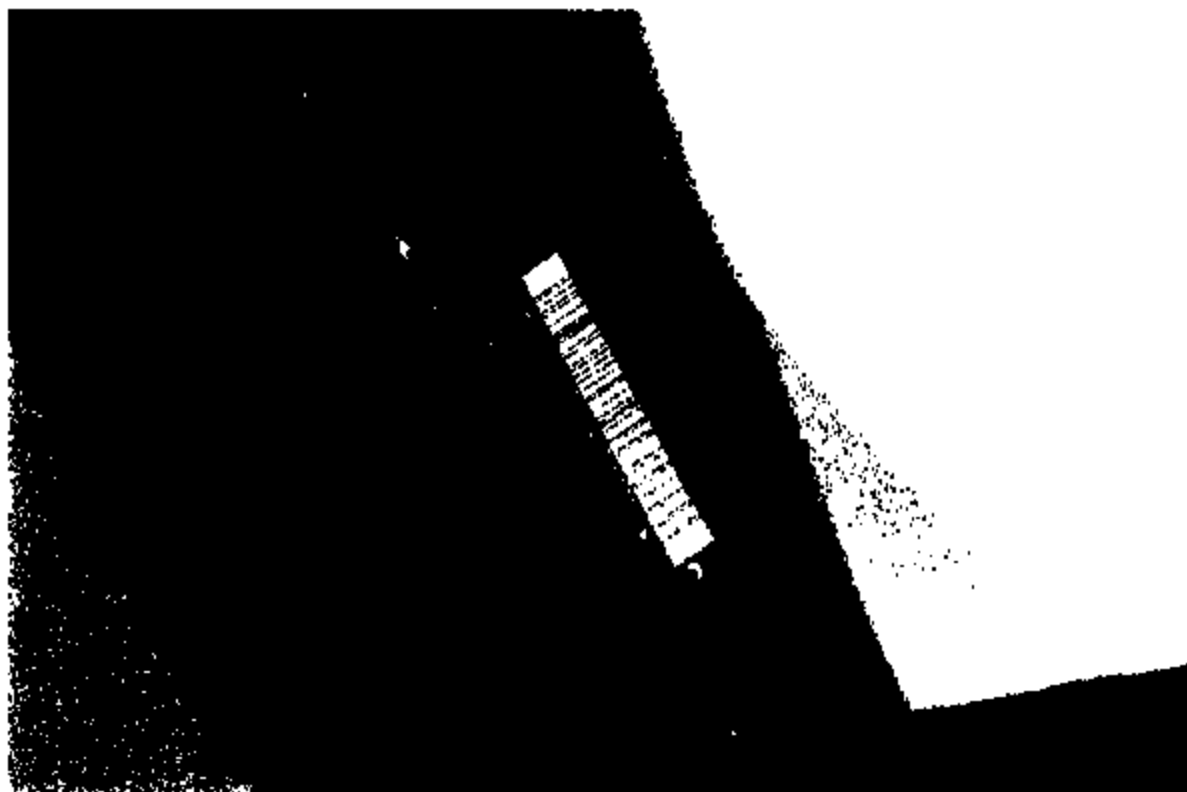




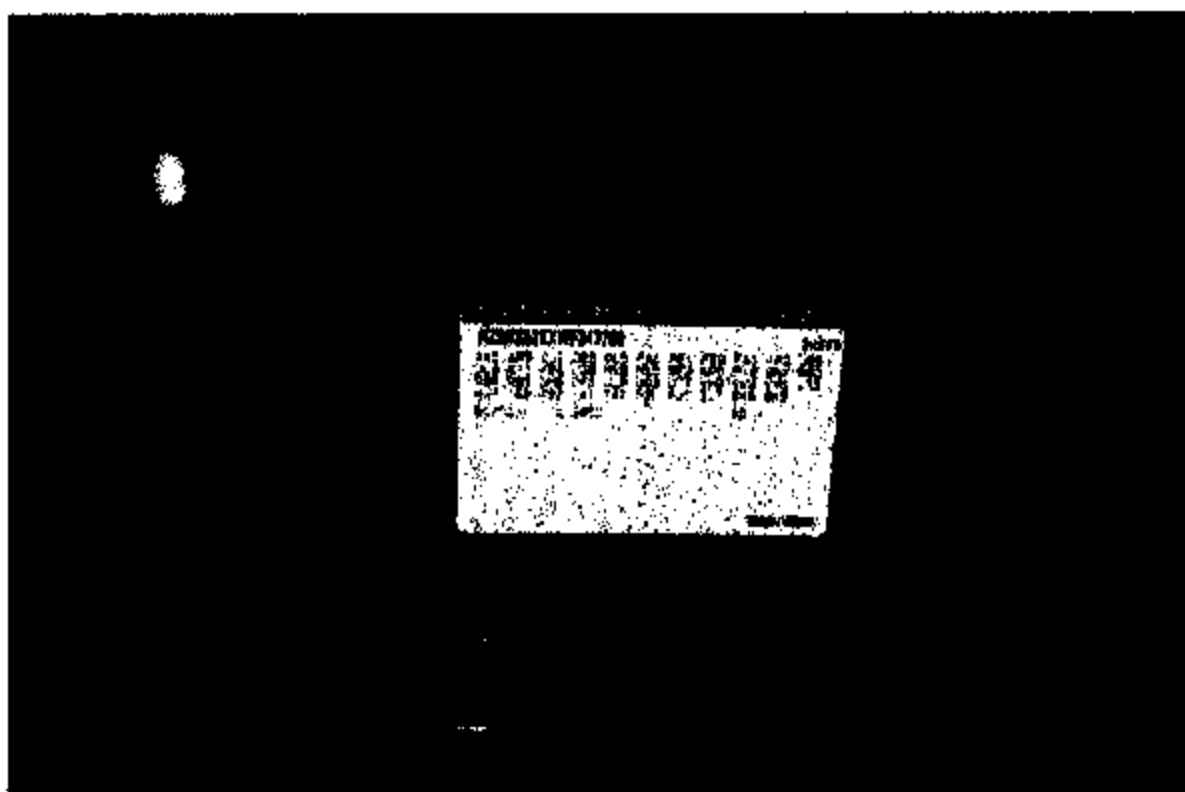


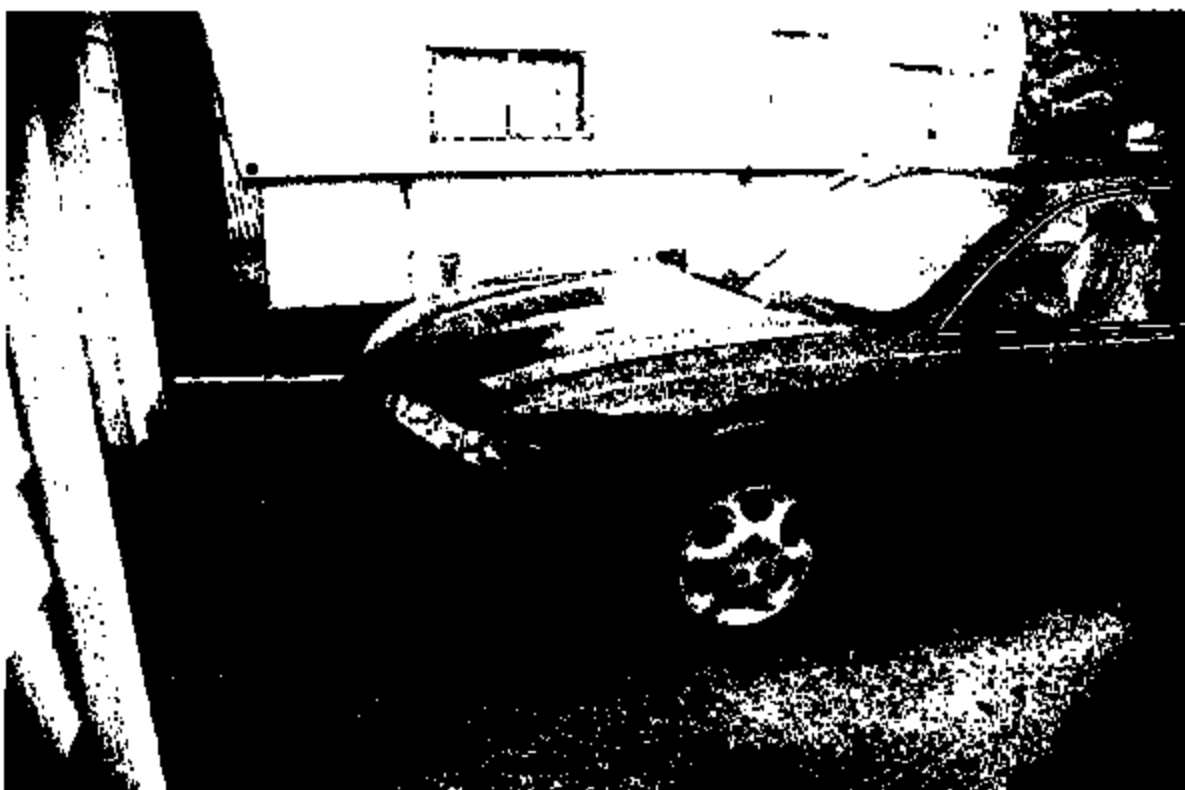
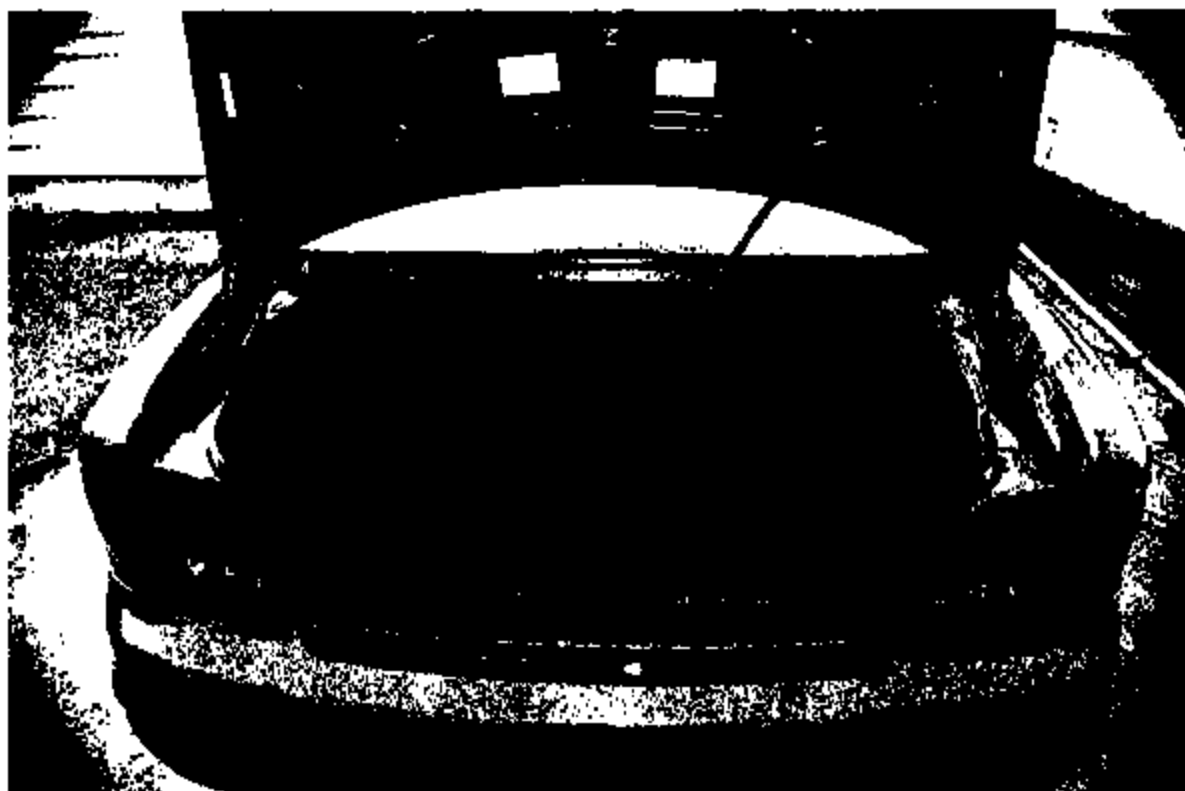


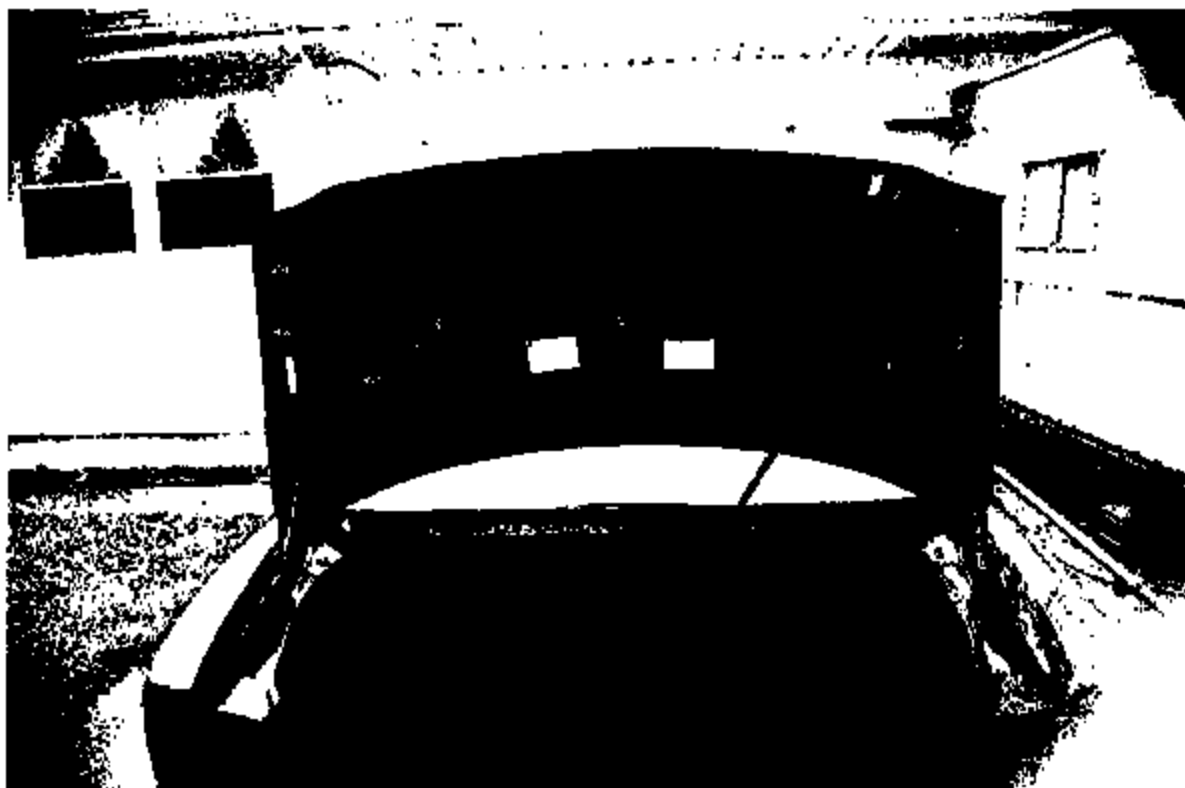
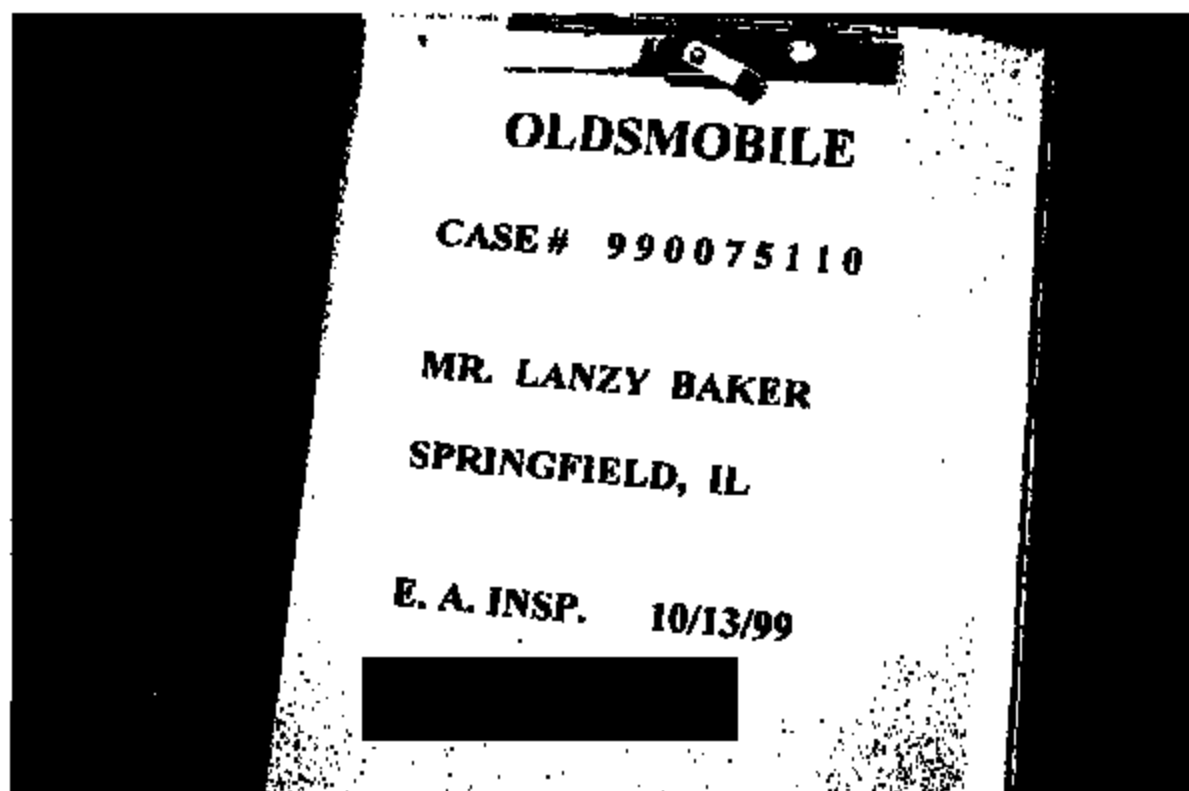








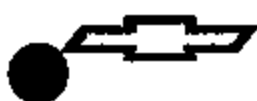








311215

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

DIVISION: OldsmobileDATE: 09/14/1999

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

RR: Claimant: [REDACTED]Date of Incident: 8-8-99CAC File No.: 990863333PAR Specialist: Michael J. Hitchcock**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: 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 Jucosa
 Pontiac, MI 48342-6008

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

Very truly yours,

General Motors Corporation

Customer Service Center Supervisor
 16 Jucosa
 M.C. 483-616-830
 Pontiac, MI 48342-6008

Enclosures:

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

TITLE : [REDACTED] CUSTOMER INFORMATION
 FIRST : [REDACTED] MI : LAST : NICHOLSON
 CITY : ARLING ST: TX ZIP : [REDACTED]
 Y PHONE: [REDACTED] H PHONE: [REDACTED]
 COMPANY:

VEHICLE/DEALER INFORMATION

YR/MO : 99 XMS INTRIGUE GLS SEDAN OIL BTE: 12 16 98 MILEAGE: 019000
 VIN : 1G8AN2000P333668
 DEALER : LAWRENCE HALL CHEVROLET CADDO DLR : 21307
 CITY : ARLSON STATE : TX REG DLR : (Y/N)
 CDE # DENG CDE COMMENT DLR LEVEL: 0
 A04 1 POSSIBLE SAFETY POSSIBLE SAFETY ISSUE
 A06 1 FIRE CUSTOMER WANTS CONCERN DOCUMENTED AS SAFETY ISSUE.
 T01 1 PRODUCT ALLEGAT CUSTOMER ALLEGED PRODUCT CONCERN.

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE : CASE PRODUCT CAMPAIGN : 00
 REQUEST AREA : SERV REQUEST SOURCE : H Y AFA
 CONTACT TYPE : OWNER THIRD PARTIES : 000
 WARRANTY : I (IN/OUT/UNK) ON ASSIGNED : ONAI
 TRANSFER TO ID : PROCESS CODE : T01
 DOCUMENT # :

CASE INFORMATION

CASE OPEN DATE : 08 06 99 SCRAP DATE :
 RECODE : CAC CAS LOC: ADV TRANSMIT : N (Y/N)
 COMB TYPE : TRANSMIT DATE :
 FOLLOW UP DATE : YAS CASE # :
 UCC CODES : A04 A06 T01 CENTRAL FILE : Y (Y/N) LTA : N
 FILE RETENTION : 00 LAST ALTERED DATE : 09 10 99
 LAST ALTERED ID : TAMPM REOPEN CASE : N (Y/N) 06 06 99
 REJECT CLOSE : Y (Y/N) 05 10 99

GENERAL COMMENTS

USER: TAMMST DATE: 08/06/99 TIME: 09:50 COMMENT #: 0001
 CUSTOMER STATES THAT VEHICLE CAUGHT ON FIRE FROM THE BACK OF THE
 ENGINE. CUSTOMER HAS VEHICLE AT DEALER TO FIND OUT THE PROBLEM.
 CUSTOMER WANTS DOCUMENTATION OF FIRE.
 CEN ADVISED CUSTOMER OF FILE NUMBER AND DOCUMENTED FILE.
 VIRGINIA TAMMST/TAMPA

GENERAL COMMENTS

USER: TAMPD DATE: 08/05/99 TIME: 10:58 COMMENT #: 0002
CONT.

USER: TAMPD DATE: 08/06/99 TIME: 11:01 COMMENT #: 0003
SERVICE MANAGER SAID THAT THE WHOLE BACK SIDE OF THE VEHICLE IS A
BLUNT. DEALERSHIP SAID THAT THIS IS A PRODUCT LIABILITY ISSUE AND
THEY DO NOT WANT TO TOUCH IT UNTIL SOMEONE COMES OUT AND LOOK AT
IT.

JOHNNIE DORSEY TAMPA-TIER 2.

USER: TAMPD DATE: 08/10/99 TIME: 11:11 COMMENT #: 0004
LINDA YEDMAN REQUESTING JOHNNIE DORSEY TO CONTACT THE CUSTOMER AND AN
SWER PRODUCT ALLEGATION QUESTIONS. FROM WHEEN/TAMPA

USER: TAMPD DATE: 08/11/99 TIME: 17:40 COMMENT #: 0005
C

USER: TAMPD DATE: 08/11/99 TIME: 17:55 COMMENT #: 0006
CEN LEFT MESSAGE FOR CUSTOMER TO CALL US BACK BECAUSE HE NEEDS TO
ANSWER THE QUESTIONS ON OUR 08 1241 PRELIMINARY INVESTIGATION FORM
(LOCATED ON END CAPS OF DEVICE) AND FURNISH NEED INPUT INTO OCM
SYSTEM AND FILE NEEDS TO BE FORWARDED TO P.A.R. SO IF THE NEXT CEN
WOULD PLEASE COMPLETE ON 1241 FORM WITH CUSTOMER AND SUBMIT FILE TO
PAR SO THIS CASE CAN GET OFF THE GROUND. CEN ROLLY HANAK-WEAVER/TAMPA.

USER: TAMPD DATE: 08/12/99 TIME: 09:09 COMMENT #: 0007
C

USER: TAMPD DATE: 08/13/99 TIME: 16:19 COMMENT #: 0008
C

USER: TAMPD DATE: 08/13/99 TIME: 16:57 COMMENT #: 0009
FORM: 1241 PRELIMINARY INVESTIGATION

USER: TAMPD DATE: 08/15/99 TIME: 17:05 COMMENT #: 0010
FORM: 1241 PRELIMINARY INVESTIGATION

1. INCIDENT DATE: 08/05/99

2. LOCATION OF INCIDENT: (STREET, INTERSECTION, ETC.)

HWY 83 ROADSIDE PARK HONOLULU COUNTY, TEXAS

3. WHO WAS DRIVING AT THE TIME: NAME: [REDACTED]

AGE: [REDACTED] DISABILITIES: NO

4. ROAD SURFACE: PAVED CONDITION: DRY

5. NUMBER OF PEOPLE IN VEHICLE: 1

6. BODILY INJURIES: NO

7. WERE OTHER VEHICLES INVOLVED: NO

8. PROPERTY DAMAGE: DAMAGE TO VEHICLE

9. COMPONENTS(S) ALLEGED DEFECTIVE: FUEL LINE

GENERAL COMMENTS

USER: JARON DATE: 08/13/99 TIME: 17:37 COMMENT #: 0011

10. PRESENT LOCATION OF VEHICLE:

LAWRENCE HALL CHRYSLER

ARSON, TEXAS

915-823-3261

11. POLICE REPORT MADE: NO

12. WERE OR WERE HAVE MAINTENANCE PERFORMED: OIL & FLUID LUBE
MAINTENANCE AT DEALERSHIP

13. OWNER'S DESCRIPTION OF WHAT HAPPENED:

WHILE TRAVELING SOUTH ON HWY 83 NOTICED A GAS FINE SMELL. (THIS HAD
BEEN NOTICED BEFORE) AFTER BEING ON THE ROAD FOR APPROXIMATELY 3 HR
SMELLED GAS FUMES. CUST STOPPED TO LOOK FOR GAS LEAK AND COULD NOT
FIND. SMELL GOT WORSE AFTER DRIVING AGAIN STOPPED TO LOOK AGAIN SAW
A LEAK COMING FROM UNDER CAR. BACKED UP CAR AND FELT OF Puddle NO MORE
LL STILL DRIPPING UNDER CAR BACKED UP CAR AGAIN.....CONT

USER: JARON DATE: 08/13/99 TIME: 17:42 COMMENT #: 0012

CONT...

BACKED UP CAR AGAIN AND STILL COULD NOT FIND SMELL. WENT UNDER THE H
OOD OF VEHICLE AND IN THE REAR OF THE ENGINE COMPARTMENT SAW A DRIP
PUT SOME ON FINGER AND SMELLED LIKE GAS THERE WAS A COVER THAT COULD
NOT BE REMOVED BUT THAT IS WHERE LEAK WAS COMING FROM SHORTLY THEREAFT
ER CAR STARTED TO FLAME (JUST STARTED BURNING) FLAMES WERE COMING FROM
THE REAR OF THE ENGINE COMPARTMENT. KICKED HOOD DOWN HOPING THAT THI
S WOULD EXTINGUISH FLAMES. IT DID NOT

14. ANY OTHER INFORMATION: HAD JUST STARTED DRIVING VEHICLE ON THE 8
SECOND OF AUGUST WIFE USED CAR PRIOR

CALL PHONE NUMBER 915/665/0267

DNE MARTIN/TAMPA

USER: CHAI DATE: 08/16/99 TIME: 13:34 COMMENT #: 0013

PAR CALLED CUSTOMER AT HOME AND WORK LEFT VME FOR HIM TO CONTACT THE
OFFICE WITH CASE NUMBER, PLEASE TRANSFER THE CALL IF CUSTOMER CALLS
JENNIFER WHITING/PHOENIX/PAR/248-874-4188

USER: TAMEL DATE: 08/16/99 TIME: 17:20 COMMENT #: 0014

CUSTOMER CALLED REQUESTING TO SPEAK TO JENNIFER WHITING, PRODUCT
ALLEGATION. CRM TRIED TO TRANSFER TO THE NUMBER LEFT ON FILE HOWEVER,
NO ONE ANSWERED AND I RECEIVED A RECORDING THAT STATED THAT VOICE
MAIL WASN'T AVAILABLE. PLEASE CALL CUSTOMER ON HIS CELL PHONE

BECAUSE HE WON'T BE IN THE OFFICE THE REST OF THE WEEK.

DENA LAWRENCE/TAMPA

USER: CHAI DATE: 08/17/99 TIME: 11:34 COMMENT #: 0015

PAR CONTACTED CUST, CUST EXPLAINED HIS HIS ACCIDENT WITH THE FIRE
PAR OFFERED AN EXPLAINED THE TERMS OF THE WARRANTY, CUST AGREED TO
HAVE INSPECTION DONE PAR SENDING INFORMATION TO EAA.

JENNIFER WHITING/PAR/248-874-4188

GENERAL COMMENTS

USER: TAMM3 DATE: 08/25/99 TIME: 09:53 COMMENT #: 0016
CRM NEEDS TO LEAVE MESSAGE FOR JERMAINE WHITING CONCERNING CUSTOMER
HE IS NOT AT THE PHONE # AT HOME BECAUSE HE IS OUT OF TOWN. CUSTOMER
STATE TO CALL [REDACTED] STANTELL WATSON/TAMPA

USER: TAMM1 DATE: 08/25/99 TIME: 14:20 COMMENT #: 0017
CUST CALLED TO SPEAK WITH JERMAINE WHITING IN PAR..CRM: TRAN CALL TO
PAUL..JOY/NIXON-TAMPA

USER: CMJ DATE: 08/26/99 TIME: 14:47 COMMENT #: 0018
SPOKE TO CUST STATE, PAR SENT AND RECEIVED INSPECTION REPORT AND WE
ARE REMUNISHING THE VEH AND WAITING FOR BILL OF SALES TO TRANSFER PAPER
WORK TO THE PROPER DIVISION

JERMAINE WHITING/PAR/PHOENIX/248-874-4188

USER: TAMM2 DATE: 08/30/99 TIME: 18:59 COMMENT #: 0019
CUSTOMER CALLED IN SEEKING INFO ON PERSON COMING OUT AND WHEN THEY WILL
BE HANDLING REPAIRS OF HIS VEHICLE. CRM ADVISED CUSTOMER THAT JER
MAINE WHITING IS THE ONLY PERSON WITH INFO ON HIS FILE. CRM ADVISED CU
STOMER I WOULD LEAVE NOTE IN FILE FOR JERMAINE TO CALL HIM AT WORK TOM
ORROW. CRM ALSO ADVISED CUSTOMER I WOULD CONTACT JERMAINE MYSELF TOMOR
ROW MORNING WHEN I COME IN TO HAVE HIM CALL CUSTOMER WITH INFO. CRM WILL
DO THIS TOMORROW 8-31. AMANDA SMITH/TAMPA

USER: TAMM2 DATE: 08/31/99 TIME: 10:37 COMMENT #: 0020
CRM AMANDA SMITH CONTACTED JERMAINE WHITING TO INFORM HIM OF CUSTOMER
CALL IN LAST NIGHT. JERMAINE STATES SHE WILL CONTACT CUSTOMER TODAY TO
UPDATE HIM OF HIS FILE. JERMAINE WHITING (248-874-4188). AMANDA SMITH/
TAMPA

USER: TAMM2 DATE: 09/07/99 TIME: 10:10 COMMENT #: 0021
CUSTOMER CALLED BACK WANTING TO KNOW WHAT IS THE STATUS ON HIS
REPAIRS. CRM CALLED JERMAINE WHITING AT 248-874-4188 BUT THE
RECORDING SAID THE PERSON YOU ARE TRYING TO REACH HAS NOT SET UP
HIS VOICEMAIL, I WAS NOT ABLE TO LEAVE A MESSAGE. I GAVE MY TEAM
MANAGER LINDA YERGAN JERMAINE WHITING NAME AND SHE SAID THAT SHE
WOULD GET WITH HIS SUPERVISOR TO GET HIS VOICEMAIL SET UP. CUSTOMER
HAS TWO [REDACTED] DEIRDRE KING/TAMPA

USER: TAMMJK DATE: 09/07/99 TIME: 15:34 COMMENT #: 0022
CUST CONTACTED SRC TO INQ ABOUT HIS CASE. UNABLE TO PROVIDE CUST WIT
H THE PARTICULARS SURROUNDING THE CASE, DUE TO LACK OF DOCUMENTATION.
INFORMED CUST THAT, MR. WHITING WAS AWAITING A COPY OF THE BILL OF SAL
ES TO PROCEED. CRM ATTEMPTED TO CONTACT MR. WHITING TO NO AVAIL. CUS
T STATED HE WILL CALLBACK, LATER. DAMETT BY JOHN-KENASE.

GENERAL COMMENTS

USER: TAMM1 DATE: 09/08/99 TIME: 16:31 COMMENT #: 0025
RECEIVED FILE FROM PONTIAC PAR FROM PAN NARANJO FOR HAND-OFF TO
REPOURCHASE. RICK HUBBARD/TAMPA

USER: TAMM1 DATE: 09/08/99 TIME: 16:05 COMMENT #: 0026
CRM RECEIVED A CALL FROM [REDACTED] CONCERNING THE STATUS OF HIS
FILE. CRM REVIEWED THE COMMENTS AND INFORMED CUSTOMER FROM THE MOTHS
HIS FILE IS CURRENTLY IN THE REPOURCHASE DIVISION IN SRC. CRM EXPLAIN-
ED THAT DIVISION IS SEPARATE FROM CAC AND HOUR OF OPERATION IS 8:00AM
TO 5:00PM EASTERN TIME. CUSTOMER STATED THAT THAT WAS GREAT AND HE'LL
TRY TO CONTACT THEM TOMORROW.

*****JAMES ADAMS/ TAMPA LOCATION*****

USER: TAMM1 DATE: 09/09/99 TIME: 16:40 COMMENT #: 0025
CMT CALLED BACK TO GET IN TOUCH WITH SOMEONE IN SRC

USER: TAMM1 DATE: 09/09/99 TIME: 16:13 COMMENT #: 0026

USER: TAMM1 DATE: 09/09/99 TIME: 16:25 COMMENT #: 0027
CRM CALLED FOR CUSTOMER [REDACTED] ..LEFT MESSAGE ON VOICE MAIL.

KARRIETT KASON/TAMPA SRC

USER: TAMM2 DATE: 09/10/99 TIME: 09:05 COMMENT #: 0028
CUSTOMER CALLED BACK REQUESTING TO SPEAK WITH JERMAINE WHITING IN SRC.
CRM TRANSFERRED CUSTOMER TO JERMAINE WHITING AT 248-874-4122.

DEBORAH KING/TAMPA

USER: TAMM1 DATE: 09/10/99 TIME: 10:11 COMMENT #: 0029
CALL FROM CUSTOMER...ADVISED I WOULD BE HANDLING...CUSTOMER INQUIRED
ABOUT PAYMENT FORTHCOMING AND HIS \$300/DAY RENTAL THAT HE'S BEEN IN
SINCE 8/2...ADVISED I WOULD REVIEW AND CALL HIM BACK.

KARRIETT KASON/TAMPA

CASE HISTORY

USER	DATE	TIME	EVENT
TAMM1	08/06/99	09:44	GENERAL CASE WAS OPENED.
TAMM1	08/06/99	09:44	START TIME HANDLING - CAC
TAMM1	08/06/99	09:44	CASE WAS OPENED WITH CENTRAL FILE IND = Y.
TAMM1	08/06/99	09:51	STOP TIME HANDLING - CAC
TAMM1	08/06/99	09:51	CASE WAS CLOSED BY USER TAMM1
TAMM1	08/06/99	11:05	CASE REOPENED.
TAMM1	08/06/99	11:05	START TIME HANDLING - CAC
TAMM1	08/06/99	11:04	SOME CLOSING INFORMATION WAS CHANGED.
TAMM1	08/06/99	11:04	NO REVIEWER CHANGED FROM SPACES TO TAMM1
TAMM1	08/06/99	11:05	SOME CLOSING INFORMATION WAS CHANGED.
TAMM1	08/06/99	11:05	CASE STAT CHG FROM OPEN TO IN PROC BY USER TAMM1
TAMM1	08/07/99	16:09	NO REVIEWER CHANGED FROM TAMM1 TO TAMM1
TAMM1	08/18/99	11:08	CASE REJECTED.
TAMM1	08/18/99	11:09	TROUBLE CODE CHANGED FROM: A06
GRM11	08/11/99	12:16	BASE CASE INFORMATION CHANGED
TAMM1	08/13/99	16:23	BASE CASE INFORMATION CHANGED
TAMM1	08/13/99	16:33	BASE CASE INFORMATION CHANGED

(UNCLASSIFIED//FOR OFFICIAL USE ONLY)

DATE: 19981201 DELMAR-DATE: WARELK-DTE:
 WARE-DTE: DELMAR-DOOH: WARELK-TYP:
 INY-OLR: 1521307 WHIP-TO-DLR: 1521307

NO MORE CLAIMS FOR THIS VIN

```

ORD-TYPE: 070          SEAV-TYPE: 600          DEL-TYPE: 010
RPO DESCRIPTION          RPO DESCRIPTION
-----
V BODY                    4 DOOR
OLDSMOBILE                V6 ENGINE
L36 3.8 LITRE V6 MPI      FEDERAL EMISSIONS
M60 AUTO TRANS W/OVERDRIVE  AUTO TRANS
M15 4 SPD AUTO TRANS 4T65-E  100 INSTUMENT CLUSTER
M60 INFLAT RESTRAINT DEL/PAS  ANTILOCK BRAKE
C12 AIR CONDITIONING        D05 DR/PASS PWR HTD FOLDING
V600000000000000000000000  U1F RADIO AM/FM CASR CD
                                -----
                                END OF OPTIONS

```

END OF OPTIONS

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

(page 1 of 5)

Division: Oldsmobile	Ref# 990063333	Document ID	Date Saved: 5/24/99
VIN: 1G3WX6210KF333066		Claimant's Name (LAST, First) Nicholson, Blade	

Division: Oldsmobile	Ref# 990063333	Document ID	(page 1 of 5)
VIN: 1G3WX6210KF333066		Claimant's Name (LAST, First)	

Inspected By: Bob Batten
Phone: (817) 354-3396 xOrganization: EAA
Inspection Date: 5/18/99Mileage at Inspection: 16,437

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: The fire occurred in the engine compartment at the top rear of the engine near the rear fuel rail and injectors. This is also the area that the fuel line connects to the fuel rail. The exact cause of the fire could not be determined.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: Blade Nicholson, 285 Blackburn Rd., Abilene, Tx. 815-783-3320.

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): Strong gas odor5. Repairs outside of warranty (what, when, by whom?): None6. Other vehicle history information (from person being interviewed or GM Warranty History): None7. Last maintenance (date, description, by whom?): Unknown.

III INTERVIEW - INCIDENT DETAILS

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? 3 min. Was the ignition off (Unknown) or was the engine running (Unknown)? Describe drive prior to parking: drive length 3 h 20 min, distance 250 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). Highway

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: _____ lb. Load description: _____ Load location: _____ Height and description of front shape of trailer: _____

Weather conditions: Approx. ambient temperature 105°F. General conditions (dry, rain, wind, etc.): Dry

III B AT THE FIRST INDICATION OF A PROBLEM

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

Unusual odors? (Y/N) Y Describe: Strong odor of gas

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

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

Any apparent malfunction? (Y/N) Y If yes, describe: Strong odor of gas.

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) A/C. Blower setting Auto. Temperature setting 73

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: None

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

III C DURING THE FIRE

Time _____ and distance 250 ft. 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. Top rear of engine. Smoke and flame description is unknown.

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

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

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) Unknown, Open Hood? (Y/N) Y, Other? (Y/N) _ Describe:

When you left vehicle: Ignition switch position (off, on, accessory): Unk Windows open? (Y/N) N Doors open? (Y/N) N Describe:

Any other comments that have not been covered? Owner was looking for source of fuel odor when fire started. The fire was put out by the owner and a nearby motorist.

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" restricter in place? (Y/N) Y Describe: Normal
Location of fuel filler cap (or evidence of remains): Undamaged

Comments: All of above was normal with the exception of the hood outer panel which had burned and peeling paint.

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): A/C
Position of windows (if glass is missing, do further inspection): Up

Comments: All of the above were normal.

C. Underhood:

Engine compartment
Radiator, front & rear
Coolant recovery bottle
Engine coolant lines/hoses, connections
Heater lines/hoses, connections/clamps (include those to throttle body)
TBI/Injector rail/carburetor, all fuel lines/hoses, filter, connections
Engine block (note precise location of cracks, holes, etc.): None
Engine: dipstick, oil cooler lines/connections, filter, oil pan
Transmission: dipstick, oil cooler lines/connections, oil pan
Motor collector and brake fluid reservoir

Brake lines and hoses
ABS/TCS Modulator
Power steering lines/hoses, connections/clamps, pump
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): Normal
Other:

Comments: Interior cover was burned at the rear and fuel feed and return lines were burnt for about 12 inches. The FRS reservoir was destroyed by the fire. The other areas were normal.

D. Fluids (comments only):

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

Engine coolant: Full and clear

Engine oil: Full and dark

Transmission fluid: 2 inches over full engine oil.

Power steering fluid: Reservoir destroyed by fire.

Brake fluid: Full and clear

II. 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: All of above were normal.

F. Electrical:

Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (identify all open or not proper size): All fuses were of the proper size the 10A DEF1 interior fuse was open.
Relay centers
Wiring insulation at fuse blocks
Fusible links (identify all open): Normal
Spark plug wiring and boot condition: Front wires normal and the rear were burned.
Modules: ABS/TCS, ECM, other

Comments: The generator wiring was burned. All other areas were normal.

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: The top engine cover was burned at the rear with the fuel lines and wiring in that area also being burned.

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

Anything on vehicle which is after-market: No

Anything on vehicle which is a modification: No

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

Other relevant information: None

H. Vehicle Contents:

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 was not inspected.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Oldsmobile	Ref# 94063333	Document ID	Date Saved: 08/20/99
VIN: 1G3WX52K0X7333466	Claimant's Name (LAST, First) Nicholson, Steve		

Division: Oldsmobile	Ref# 94063333	Document ID	(page 1 of 1)
VIN: 1G3WX52K0X7333466	Claimant's Name (LAST, First)		

Inspector Bob Batten

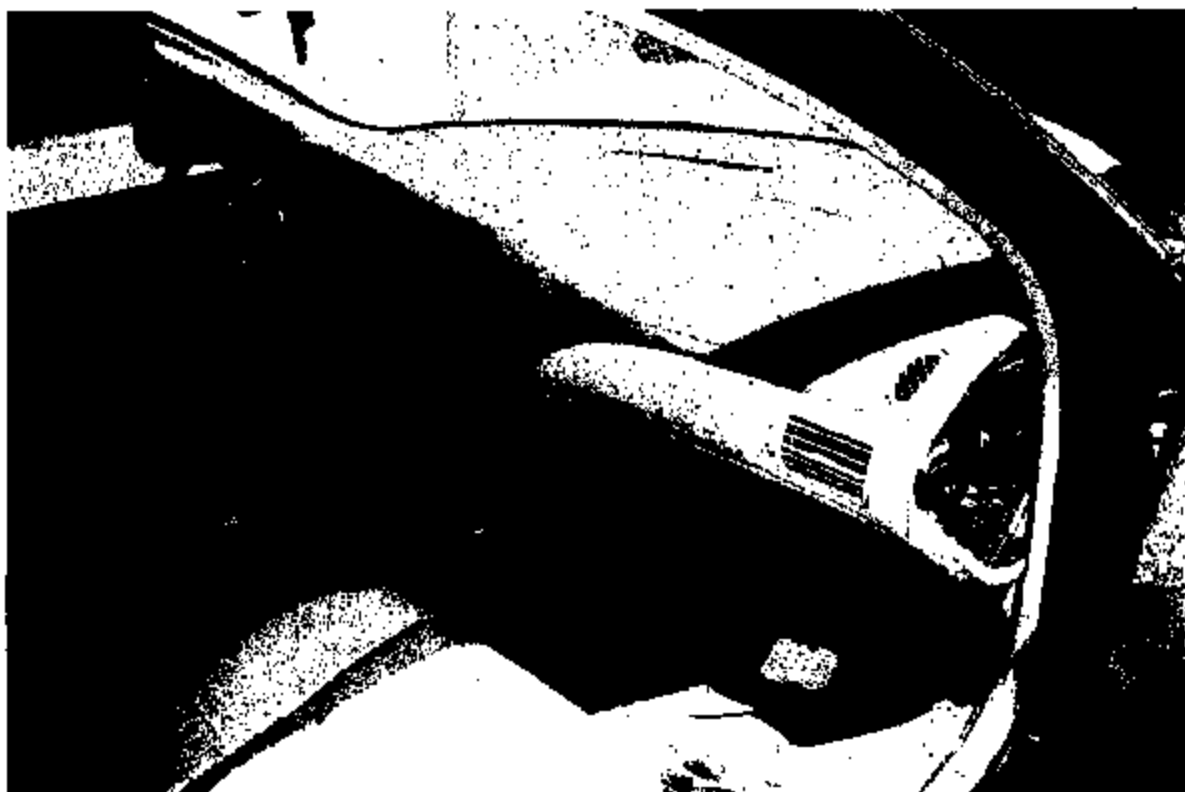
Number of Rolls 1

Roll Number 1

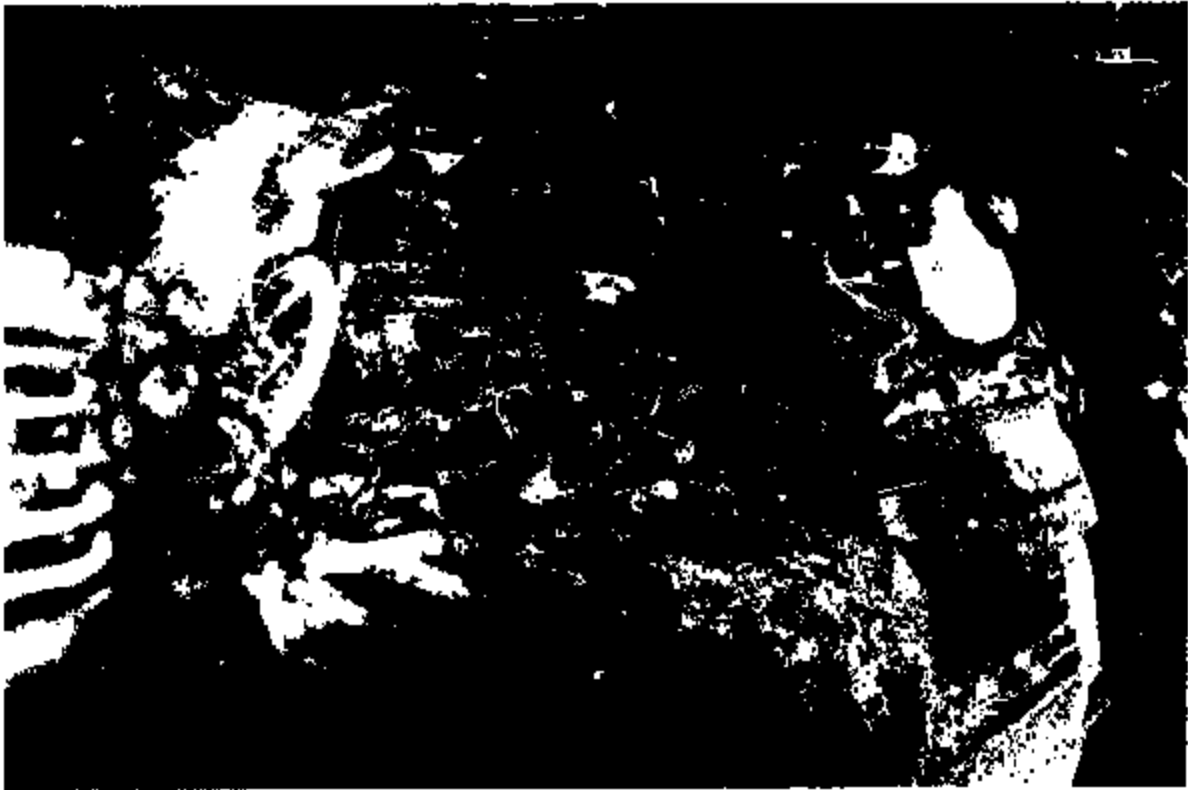
Neg.# Description

- 0
1. Ref#99063333
2. VIN plate
3. Front of vehicle
4. Left side of vehicle
5. Rear of vehicle
6. Right side
7. Top side of hood
8. Under side of hood
9. Engine compartment
10. Top rear of engine
11. Right side of engine compartment
12. Left side of engine compartment
13. Option label
14. Under side of trunk lid
15. Top side of deck lid
16. Left side of instrument panel
17. Rear seat area
18. Front of radiator area
19. Rear of radiator
20. Top of roof
21. Rear fuel rail
22. Rear fuel rail area
23. Rear of generator
24. Fuel lines behind trans. Dip stick
25. Top of engine with plastic cover removed
26. Right side of instrument panel
27. Left front inner door panel
28. Left rear door panel
29. Right rear door panel
30. Right front door panel
31. Radio and HVAC controls
32. Lube sticker
33. Top of left front headlight area
- 34.
- 35.









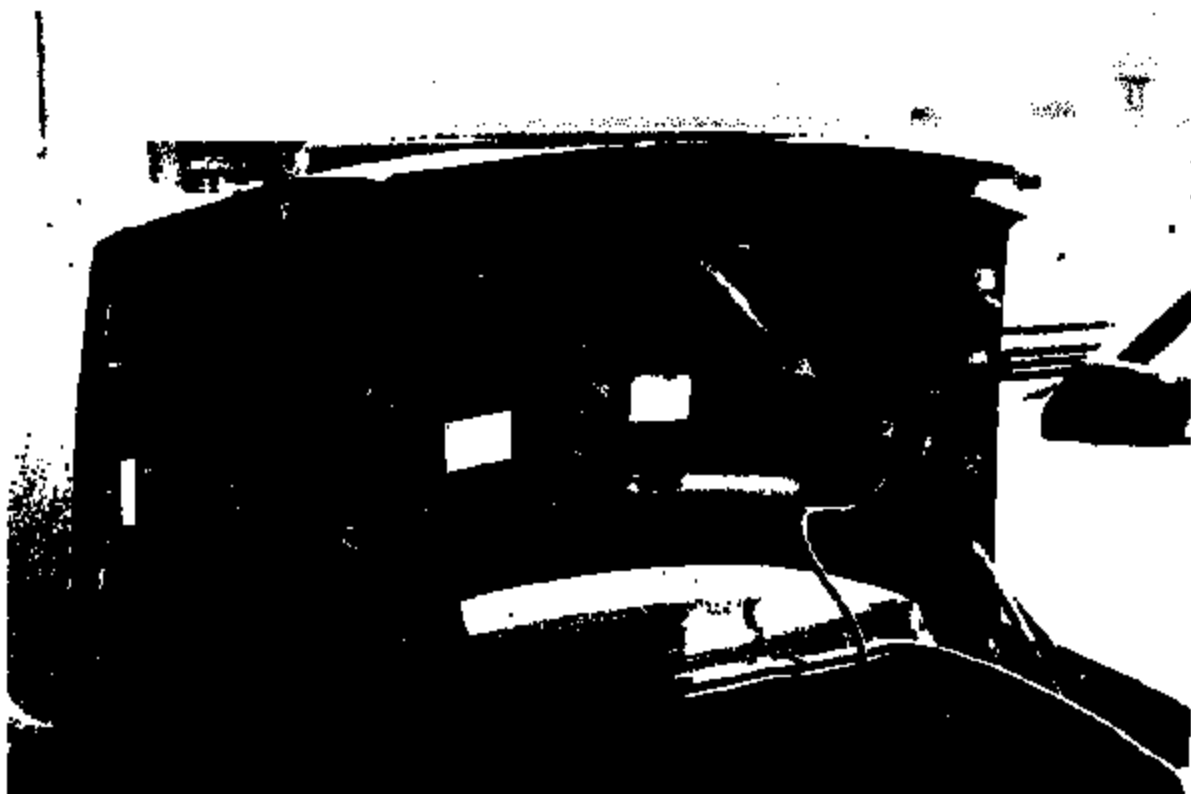


311215



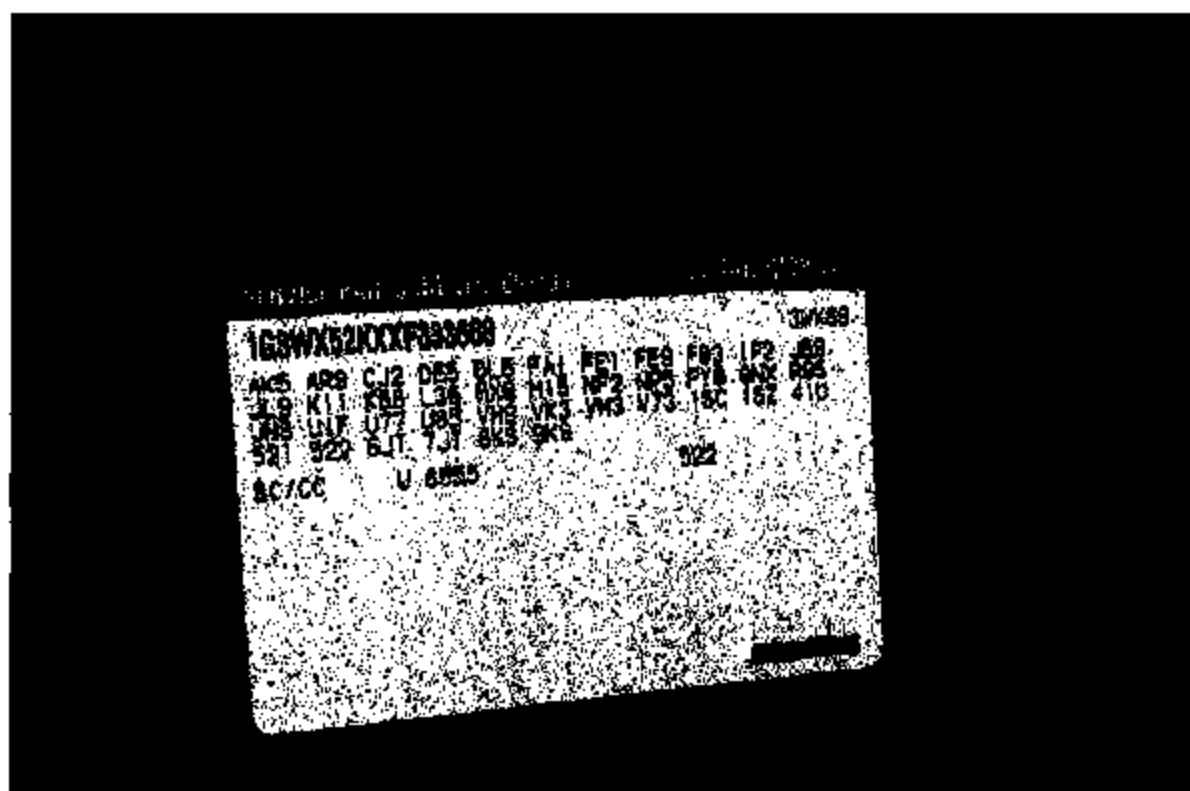


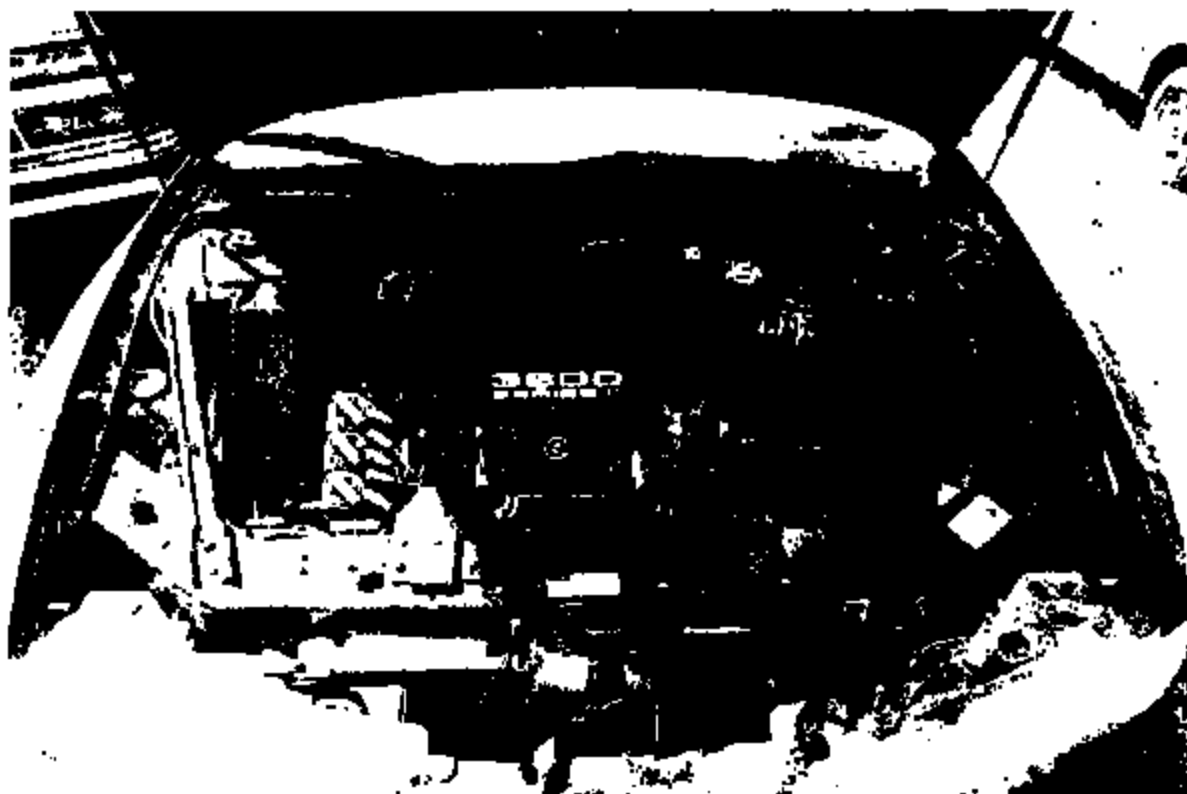
311215



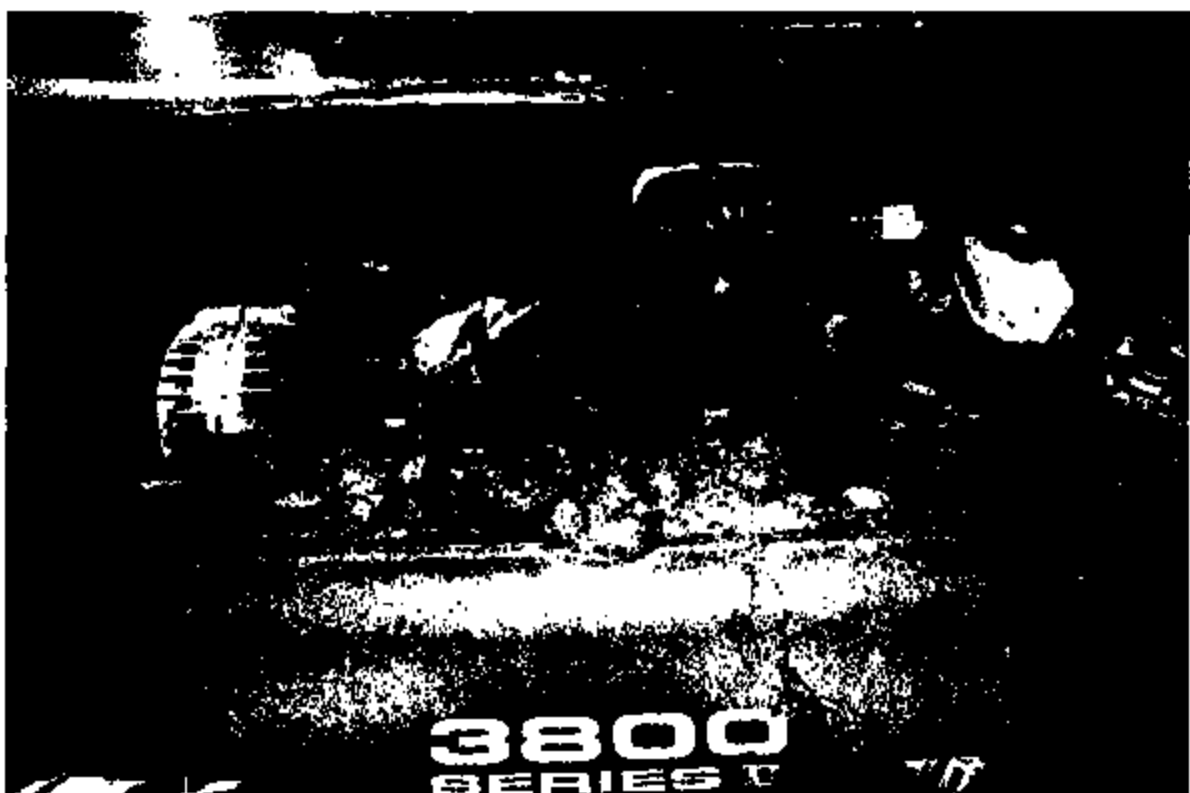






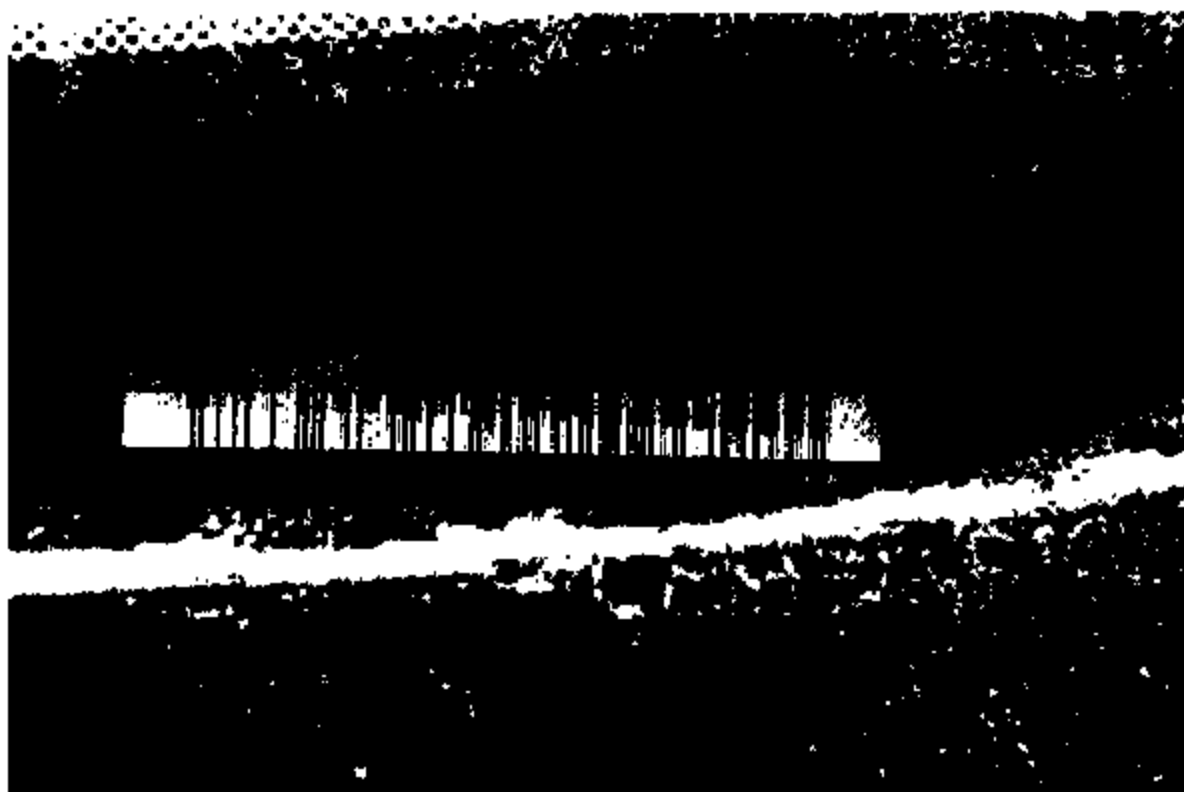


311215











GENERAL MOTORS CORPORATION

311391

DIVISION: OLDSMOBILE

ZONE: _____

DATE: 10/20/99

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

RH: Claimant _____

Date of Incident: 092799

CAC File No.: 990871709

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
Oldsmobile Division
5701 E. Hillsborough Ave.
Suite 2300
Tampa, Florida 33610

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

Sincerely,

OLDSMOBILE DIVISION
General Motors Corporation

Anthony D. Copeland
Customer Service Center Supervisor
5701 E. Hillsborough Ave.
Suite 2300
Tampa, Florida 33610

- Enclosures:
- ☒ CAC Case Comments
 - ☒ EAA Reps Notes
 - ☐ Pictures
 - ☐ Estimates
 - ☐ Pollen Report
 - ☐ RO's
 - ☐ Data Tape
 - ☒ Other: *Negatives*

REPT: BASE ACTION: KEY: 990071709 GM CONFIDENTIAL ID: TAMAC2
01 TITLE : CUSTOMER INFORMATION TYPE: GO
02 FIRST : 03 MI: 04 LAST :
05 STREET :
06 CITY : YOUNGSTOWN 07 ST: OH 08 ZIP :
09 H PHONE: 10 B PHONE:
11 COMPANY:

VEHICLE/DEALER INFORMATION
12 YR/MDL : 99 XW85 INTERIOUR GL SEDAN 13 DEL DTE: 02 17 99 14 MILEAGE: 004233
15 VIN : 1G3WB52K6X318387 ENG: 3.8L V6 MPI (PLANT: FAIRFAX
16 DEALER : COLUMBIANA BUICK-OLDSMOBILE-CA 17 DLRCDE: 06163 D PHN: 330-482-3331
18 CITY : COLUMBIANA 19 STATE : OH 20 SEL DLR : Y (Y/N)
21 CDE COMMENTS ZONE : 50 N. CNTRL 3-5421 DIRECT
22 CUST STATES SMOKE 1ST THEN FIRE UNDERNEATH HOOD
23 CUST WOULD LIKE TO HAVE AN INSPECTION DONE
24
25

PF13 GENERAL PF14 CMTH PF15 AFTERCL PF16 CLOSE PF17 CSESCN PF18 DLRCN
PF19 CHEHIST PF20 1241A PF21 CHEPRT PF22 RRTM PF23 REPURCH PF24 CAL

800-350-6415

PHONE: 330 482 3331

PHONE: 330 482 3931

PHONE: 330 482 3331

BODY SHOP Y

DATE RECEIVED - 7 8, 0

003 - 8:30P R 8:0

003 - 5:00P 8

0.002	5.000	5	
0.002	5.000	5	

MASTERCARD**VISA**

DISCOVER

PF17 CARRON PF18 DLRSON

PF23 CORRECT. PF24 DIRPFC2

GENERAL COMMENTS

USER: TAMAC2 DATE: 1999-10-06 TIME: 08:51:26 COMMENT #: 0001
PAR CRM HAD MEETING W/ GM PAR MGR E. D. THOMPSON AND GM REPURCHASE MGR
JIM SCHULTE REGARDING FILE #990034982 AND #990052455 WHICH ARE BOTH CL
OSRD. THERE ARE SOME COMMENTS ON FILE #990034982 PLACED THERE BY JIM
SCHULTE AS WELL AS PAR CRM. PAR CRM MADE CONTACT W/ [REDACTED] THE POSSE
SSOR OF THE VEH. THE CAR BELONGS TO HER FATHER [REDACTED] BUT
SHE HAS OWNERSHIP OF THE VEH. [REDACTED] STATES THIS CAR HAS GIVEN THEM
SO MANY PROBLEMS AND THEY WISH TO HAVE AN INSPECTION DONE ON VEH TO
DETERMINE WHAT CAUSED THE FIRE UNDERNEATH THE HOOD.

PRODUCT ALLEGATION PRELIMINARY INVESTIGATION

1. INCIDENT DATE: 9/27/99 TIME: 6:00P.M.
2. LOCATION OF INCIDENT: LOCKWOOD BOULEVARD CLOSE TO ADDRESS #7010
3. WHO WAS DRIVING AT THE TIME: JUDY LYNN; NO HOME DISABILITIES
4. ROAD SURFACE: PAVED CONDITION: DRY
5. NUMBER OF PEOPLE IN VEHICLE: 1 BODILY INJURIES: NO

PRELIMINARY INVESTIGATION CONTINUED

MORE: Y NUMBER OF COMMENTS: 0004

F13 BASE PF14 CMIS PF15 AFTRCL PF16 CLOSE PF17 CSBSCN PF18 DIRSCN
F19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORRSEL PF24 CAL
IS004 TOP OF DATA DISPLAYED *

ALIAS: WMAU ACTION: 1 KEY: 990071709 07/08/77 1100 00000000
NEXT: CMPS ACTION: 1 KEY: 990071709 GM CONFIDENTIAL ID: TAMAC2

GENERAL COMMENTS

DEER: TAMAC2 DATE: 1999-10-06 TIME: 09:05:41 COMMENT #: 0002

*****CONT'D PRELIMINARY INVESTIGATION*****

5. **6. WERE OTHER VEHICLES INVOLVED: NO**
7. **PROPERTY DAMAGE: NO**
8. **COMPONENT(S) ALLEGED DEFECTIVE: NOT SURE**
9. **PRESENT LOCATION OF VEHICLE: COLUMBIANA OLDSMOBILE**
10. **POLICE REPORT MADE: NO**
11. **WHERE DID OWNER HAVE MAINTENANCE PERFORMED: COLUMBIANA BUICK-OLDSMOBILE-CA**

12. **INSURANCE COMPANY NOTIFIED: YES; COMPANY NAME: GRANGE INSURANCE**

13. **ADDRESS: TOWN 1 SQUARE 50 SOUTH MAIN STREET; PHONE# (330)757-7757**

14. **AGENT NAME: MARK DAPRILE**

15. **OWNER'S DESCRIPTION OF WHAT HAPPENED: LITTLE RED LIGHT CAME ON RE CHARGING A BATTERY. SMOKE CAME FROM UNDERNEATH THE HOOD AND THERE WAS AN ACTUAL FIRE. *****CONTINUED*******

DEER: Y NUMBER OF COMMENTS: 0004

F13 BASE PF14 CMPS PF15 APTCL PF16 CLOSE PF17 CSESCN PF18 DLSCN
F19 CRIS PF20 REVIEW PF21 LITLST PF22 IMENU PF23 CORSEL PF24 CAL

DATE: 10/06/99 ACTION: I KEY: 990071709 GM CONFIDENTIAL ID: TAMAC2

GENERAL COMMENTS

USER: TAMAC2 DATE: 1999-10-06 TIME: 09:16:54 COMMENT #: 0003

QUESTION 14 CONT'D

14. STATES A CAR WAS PASSING BY AND STOPPED. THE PERSON HAD TWO GALLONS OF WATER IN THEIR CAR AND THE WATER WAS USED TO PUT OUT THE FIRE. BY THE TIME A POLICE OFFICER SHOWED UP THE FIRE WAS OUT.

STATES IT WAS ABOUT AN HOUR BEFORE THE TOW TRUCK MADE IT TO THE SCENE TO TOW THE VEH TO THE DEALERSHIP.

PAR CRM WILL FORWARD FILE TO HAA TO SCHEDULE AN INSPECTION. COST

STATES HER HUSBAND MAY WANT TO BE PRESENT FOR INSPECTION.

ANTHONY COPELAND/PAR TEAM/TAMPA

USER: TAMAC2 DATE: 1999-10-06 TIME: 09:47:16 COMMENT #: 0004

JUST LEFT V/M FOR PAR CRM THAT HER HUSBAND DECIDED HE DID NOT NEED TO BE PRESENT DURING INSPECTION.

ANTHONY COPELAND/PAR TEAM/TAMPA

MORE: N NUMBER OF COMMENTS: 0004

PF13 BASE PF14 CMTS PF15 AFFCL PF16 CLOSE PF17 CSCHN PF18 DLRSCH
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMRU PF23 CORREL PF24 CAL

10005 BOTTOM OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990071709 OL 10/19/99 16:57 OBLUB030
NEXT: CMTS ACTION: I KEY: 990071709 GM CONFIDENTIAL ID: TAMAC2

GENERAL COMMENTS

USER: TAMAC2 DATE: 1999-10-12 TIME: 11:39:01 COMMENT #: 0005
PAR CRM RECIEVED CALL FROM EAA INSPECTOR ROBERT BALAS ON INSPECTION. I
INSPECTION IS COMPLETE BUT INSPECTOR IS WAITING ON DOCUMENTS FROM DEALER
SHIP. INSPECTOR WILL FORWARD INSPECTION TO PAR CRM.
ANTHONY COPELAND/PAR TEAM/ TAMPA

USER: TAMAC2 DATE: 1999-10-12 TIME: 11:54:39 COMMENT #: 0006
PAR CRM LEFT V/M FOR CUST INFORMING THAT INSPECTION RESULTS SHOULD BE
RECIEVED BY 10/12 OR 10/13. I WILL CONTACT CUST AFTER RECIEVING AND
REVIEWING INSPECTION RESULTS. ANTHONY COPELAND/PAR TEAM/TAMPA

USER: TAMAC2 DATE: 1999-10-14 TIME: 12:04:02 COMMENT #: 0007
PAR CRM CALLED EAA INSPECTOR ROBERT BALAS AND LEFT A MESSAGE W
TO HAVE CALL ME TO VERBALLY DELIVER THE INSPECTION RESUL
TS SO THAT I CAN CONTACT THE CUSTOMER. ANTHONY COPELAND/PAR TEAM/TAMPA

MORE: Y NUMBER OF COMMENTS: 0011
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990071709 UCAN 10/19/99 16:58 OBLUB030
NEXT: CMTS ACTION: I KEY: 990071709 GM CONFIDENTIAL ID: TAMAC2

GENERAL COMMENTS

USER: TAMAC2 DATE: 1999-10-14 TIME: 12:11:40 COMMENT #: 0008
PAR CRM LEFT V/M FOR CUST ADVISING THAT PAR HAS NOT RCV'D TODAY'S MAIL
AND ADVISED CUST THAT A MESSAGE WAS LEFT FOR EAA INSPECTOR TO CALL AND
D GIVE INSPECTION RESULTS VERBALLY. PAR CRM CONTINUED TO ADVISE CUST V
IA V/M THAT AS SOON AS THE INSPECTOR CALLS W/THE RESULTS OR THE INSPEC
TION IS RCV'D VIA MAIL, SHE WOULD GET A CALL. ANTHONY COPELAND/PAR TEA
M/TAMPA

USER: TAMP3 DATE: 1999-10-15 TIME: 12:46:50 COMMENT #: 0009
PER JIM SCHULTE, DID MISC. CHECK REQUEST TO REFUND CUST DAUGHTER
FOR RENTAL EXPENSES.

J.SANDERS/REPURCHASE/TAMPA/EXT 58750

MORE: Y NUMBER OF COMMENTS: 0011
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCH
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 990071709 . OCAN 10/19/99 16:38 OBLUB030
NEXT: CMTS ACTION: I KEY: 990071709 GM CONFIDENTIAL ID: TAMAC2

GENERAL COMMENTS

USER: TAMAC2 DATE: 1999-10-18 TIME: 16:39:48 COMMENT #: 0010
CRM RCV'D V/M FROM CUST [REDACTED] IN REFERENCE TO INSPECTION RESUL
PAR CRM RETURNED CALL AND ADVISED CUST THAT INSPECTION RESULT REFL
ECTS THE FIRE UNDER THE HOOD BEING CAUSED BY A MANUFACTURERS DEFECT.
PAR CRM WILL CLOSE THE FILE. ANTHONY COPELAND/PAR TEAM/TAMPA

MORE: Y NUMBER OF COMMENTS: 0011
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCH
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORREL PF24 CAL

GM CONFIDENTIAL ID: TAMAC2

GENERAL COMMENTS

COMMENT #: 0011

*****BUSINESS SUMMARY*****

- (8) PAR CRM PROVIDED INSPECTN RESULTS TO GM REPRCHSE SUPV JIM SCHULTE.

MORE: N NUMBER OF COMMENTS: 0011

PF19 CRIS PF20 REVIEW PF21 LITLST PF22 IMENU PF23 CORRSEL PF24 CAL

*I0005 BOTTOM OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990071709 OCAN 10/20/99 12:46 OBLUB030
NEXT: CMTS ACTION: I KEY: 990071709 GM CONFIDENTIAL ID: TAMAC2

GENERAL COMMENTS

USER: TAMAC2 DATE: 1999-10-20 TIME: 12:46:10 COMMENT #: 0012
GM PAR SUPERVISOR E.D. THOMPSON, PAR CRM WILL NOT SEND FOLLOW-UP
LETTER TO CUSTOMER REGARDING INSPECTION RESULTS BECAUSE PAR CRM GAVE
VERBALLY THE POSITION TO THE CUSTOMER. FILE HAS BEEN FORWARDED TO ESIS
ANTHONY COPELAND/PAR CRM/TAMPA

MORE: N NUMBER OF COMMENTS: 0012

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORRSEL PF24 CAL

*I0005 BOTTOM OF DATA DISPLAYED *

THIS: CLOSE ACTION: I KEY: 990071709 . OCAN 10/20/99 09:25 OBIJB040
NEXT: CLOSE ACTION: KEY: 990071709 GM CONFIDENTIAL ID: TAMAC2
NAME: YOUNGSTOWN, OH YR/MDL: XWB5 TYPE: GI

CASE CLOSING INFORMATION

CLAIM RECV:

COMMUNICATION RECV: 10 06 99 CLOSE CASE: (Y/N)
DATE CONTACT DATE : 10 20 99 CONCLUSION DATE: 10 20 99 CLOSE DATE:
REPAIR ORDER # : RO DATE: RESPONSIBLE DLR:
CUST SATISFIED : Y (Y/N) FILE RETENT: 00 ARB SENT: N
ZN REVIEW CLOSE : ZN REVIEWED: (Y/N) DATE:
HO REVIEW CLOSE : ONTM HO REVIEWED: (Y/N) DATE:
CDE # DESC COMMENTS SURVEY THIS CASE: N
A08 1 FIRE - UNKNOWN CUST STATES SMOKE 1ST THEN FIRE UNDERNEATH HOOD
CUST SEEKS INSPECTION

T01 1 PRODUCT ALLEGAT CUST WOULD LIKE TO HAVE AN INSPECTION DONE
MANUFACTURES DEFECT WAS THE CAUSE OF THE FIRE PER THE
INSPECTION RESULTS

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSSECN PF18 DLRSN
PF19 CRIS PF20 REVIEW PF21 CERTLST PF22 REPURCH PF23 CORRSEL PF24 CAL
*E0436 CASE IN PROCESS - NEEDS HO REVIEW *

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: OLDSMOBILE Ref: 990071709 VIN: 1G3WS52K6XF318387
 Claimant's Name (LAST, First) _____

Inspected By: ROBERT G. BALAS Organization: E.A. ASSOCIATES
 Phone: (724) 285-4920 Inspection Date: 10/8/99 Mileage at Inspection: 6576

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

Following the inspection, summarize the tests and observations.

✓ UPPER TRANSMISSION COOLER LINE CLAMP CAME LOOSE ALLOW COOLER LINE
TO BACK OUT OF RADIATOR OIL COOLER AND SPRAYING TRANSMISSION PRESSURIZED
OIL TO CONTACT EXHAUST MANIFOLD HEAT SHIELD CAUSING COMBUSTION AND
DAMAGE TO HOOD INSULATOR, ENGINE COVER, WIRING, INSULATION. VEHICLE WAS
BEING RETURNED TO SELLING DEALER FOR A OLDSMOBILE BECAUSE OF THIS VEHICLE.
OLDSMOBILE ISSUED CHECK TO DEALER FOR \$20,378.00 OF WHICH DEALER MAKING
\$19,533.05 PAYOFF ON VEHICLE AND ISSUING CHECK TO CLAIMANT OF \$1329.98 BALANCE
\$1000.00 BENTON BILL CLAIMANT ALSO REQUESTING PAYMENT.

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

(Note: Please indicate name, address & phone number of person being interviewed): JUDITH L. LYNN
4020 RIVERBIDE DR. YOUNGSTOWN OHIO 44511 A- 330-788-7537
B- 330-999-6541

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) N. Repaired by: (GM, Non-GM, Owner/Other) _____

Describe _____

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

Describe _____

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

Describe _____

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

Describe OIL COOLER TANK LEAK. (2) COOLER LINE REPAIRS REF RO'S 116385
117545-# 119639.

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

Brake/ABS/TCS System (Y/N) Y; Repairs (None, Satisfied, Unsatisfied) S. Repaired by (GM, Non-GM, Owner/Other) GM.Describe LEFT FRONT BRAKE HOSE SEEPING AT CONNECTION, REF # 114908.Body (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N. Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Other (Y/N) Y; Repairs (None, Satisfied, Unsatisfied) S. Repaired by (GM, Non-GM, Owner/Other) _____Describe FOG LAMP RECALL #98069

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): _____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

J & J EQUIPMENT EAST PALM BEACH FL.How was vehicle towed? (flat bed, dolly, sling, front or rear lift) FLAT BED If towed on wheels, how far? _____

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

***** IIIA 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 NOT APPLICABLE. load location N/A.Driver's physical description (gender, age, height, weight, disabilities) FEMALE - 30'sIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? NOT KNOWN Were all doors locked? (Y/N) _____

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

If not parked, vehicle speed estimate 35 MPH Source of estimate DRIVER Posted speed 35 MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 1/4 When last fueled? NOT KNOWN.Exact incident location LOCKWOOD BLVD. BORDMAN OHIO. CLOSE TO 7010Weather conditions and visibility NO ADVERSE CONDITIONS.Approx. temperature 65 °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.) NORMALAny warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Y Describe RED INDICATORLITE CAME ON RESEMBLING BATTERY. SEEN VAPOR FROM UNDER HOOD, NO FLAMES.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. <u>---</u> Rr <u>---</u>	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other <u>---</u>

Steering operation: (normal, other?) NORMALPowertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.) NONEAny unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where? NONEDid it appear to match engine speed? (Y/N) ---Describe any unusual odors. From where? NONEAny smoke? (from where, color, intensity, etc.) WHITE VAPOR FROM UNDER HOODWas anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? N/A

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

Any flame? (from where, color, intensity, etc.) NOAny steam or smoke? (from where, color, intensity, etc.) YES, FROM UNDER HOOD - WHITEAny apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) YElectrical 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 OIL POOL LINE CAME LOOSE Warning Lights? (Y/N) YGauges? (Y/N) N If so, describe RED BATTERY INDICATOR WARNING LITEWhat 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 PASSING MOTORISTEXTINGUISHED FIRE WITH WATER THEY WERE CARRYING IN THEIR CAR.

***** 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 NO DAMAGE.Front & rear exterior NO DAMAGE.Hood, inner & outer panels INNER HOOD PANEL INSULATOR SCORCHED.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.Left & right front seat and carpet NO DAMAGE.Underbody & exhaust (include hangers) NO DAMAGE.Option code label NO DAMAGE.Engine compartment 3800 SERIES II ENGINE TOP COVER FRONT SECTION MELTED.Radiator, front & rear OIL COVERED, NO DAMAGE.Coolant recovery bottle NO DAMAGE.Transmission cooler lines/connections UPPER COOLER LINE DISCONNECTED.Engine compartment engine coolant lines/hoses, connections/clamps SPARK PLUG WIRES ATTACHED TO IGNITION MODULE SCORCHED AND COATED WITH WHITE POWDER

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

NO DAMAGE.All fuel lines/hoses, filter, connections/clamps NO DAMAGE.TBI, injector rail, or carburetor & fuel line connection NO DAMAGE.Engine compartment fuel lines/hoses, connections & o-rings NO DAMAGE.Power steering lines/hoses, connections/clamps NO DAMAGE.Generator & attached wiring NO DAMAGE.

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

Battery & attached cables NO DAMAGE.Engine block (note precise location of cracks, holes, etc.) NO DAMAGE.Engine oil pan NO DAMAGE.Engine compartment hinge torque rods NO DAMAGE.Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) NO DAMAGE.Any item which is alleged to be the cause/source OIL COOLER TOP LINE DISCONNECTED.Anything on vehicle which is after-market NO.Anything on vehicle which is a modification NO.Anything on vehicle which is unusual, or out-of-place, etc. NO.

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

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

Engine coolant NORMAL.Engine oil NORMAL.Transmission fluid NORMAL - LOW ON FLUID, FROM LOSS OF OIL COOLER LINE.Power steering fluid NORMAL.Brake fluid NORMAL.List all driver electrical controls which are in the "On" position (include ignition) NONE AT TIME OFINSPECTION.Pneum (Identify all open or set proper size) ALL OEM.Wiring insulation at fuse blocks NORMAL.Fusible links (Identify all open) NORMAL.Spark plug wiring and boot condition SCORCHED AT IGNITION MODULE.Fuel filler "Lead Free" restrictor in place? (Y/N) Y Describe _____Location of fuel filler cap (or evidence of remains) INTACT.Catalytic converter (any discoloration or swelling?) NO.Position of windows (if glass missing, do further inspection) NORMAL.

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):

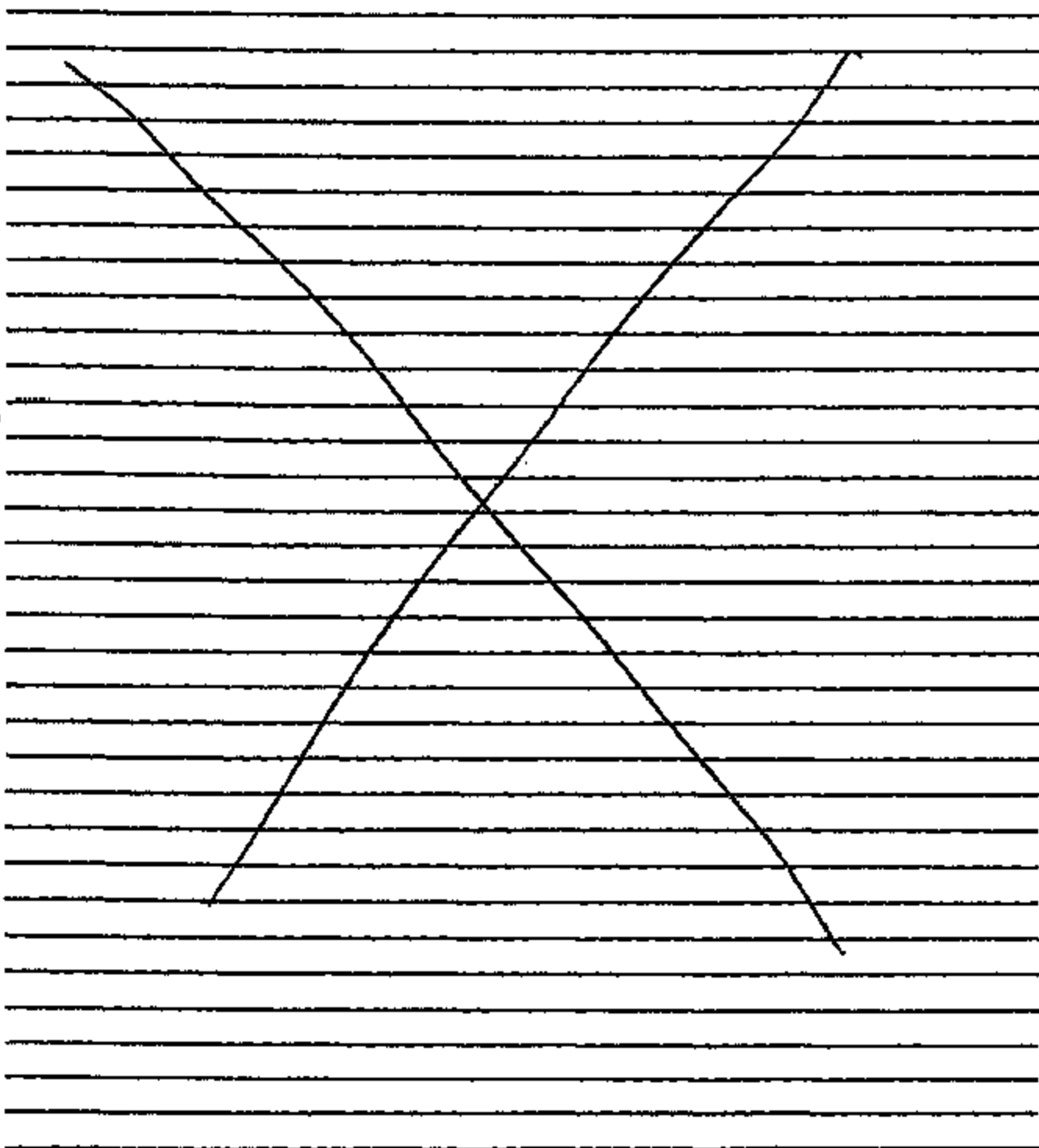
EXTENT OF DAMAGE CONFINED TO UNDERHOOD AND ENGINE
COMPARTMENT (ATTACH COPY OF ESTIMATE AT 723.00)

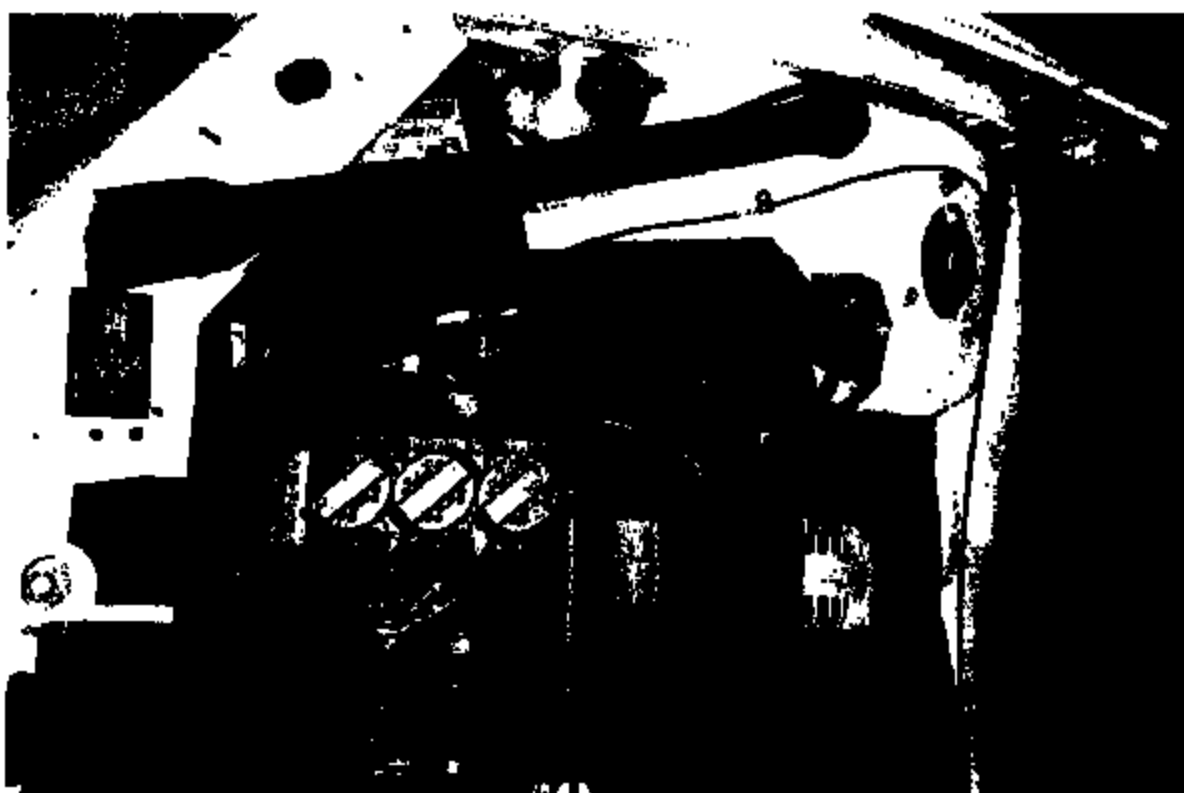
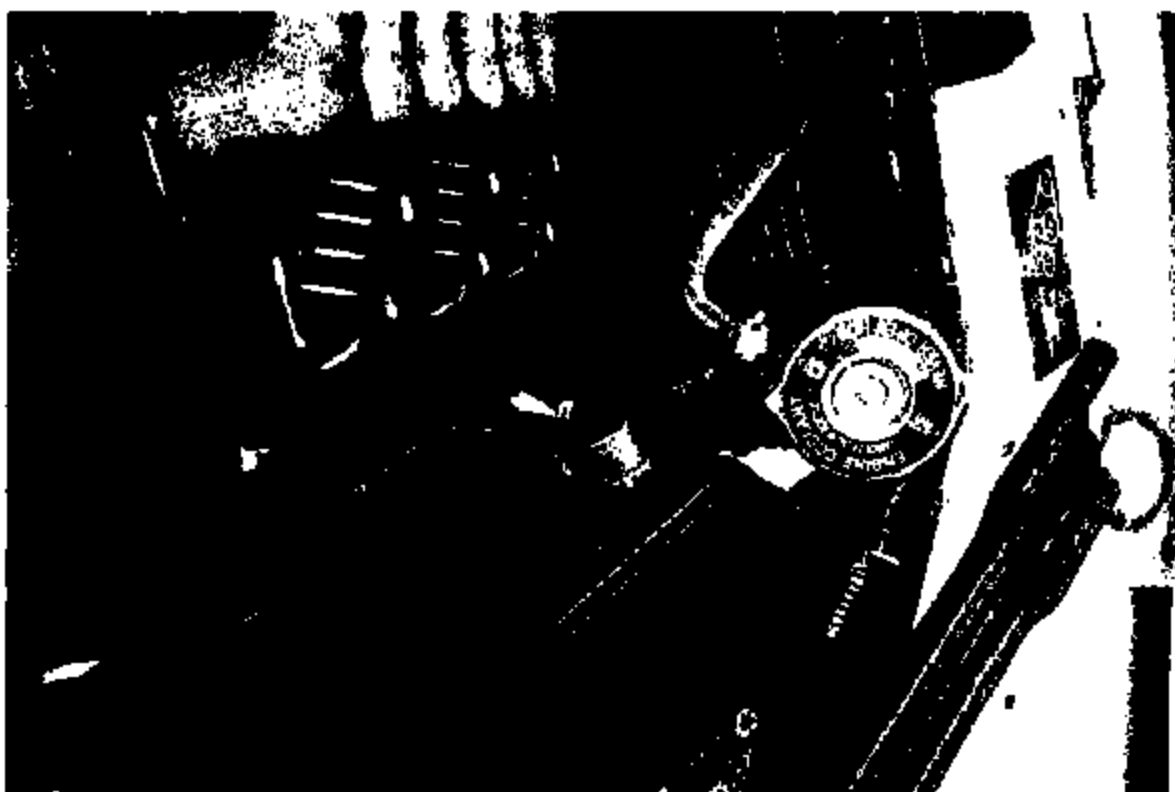
***** V SITE INSPECTION *****

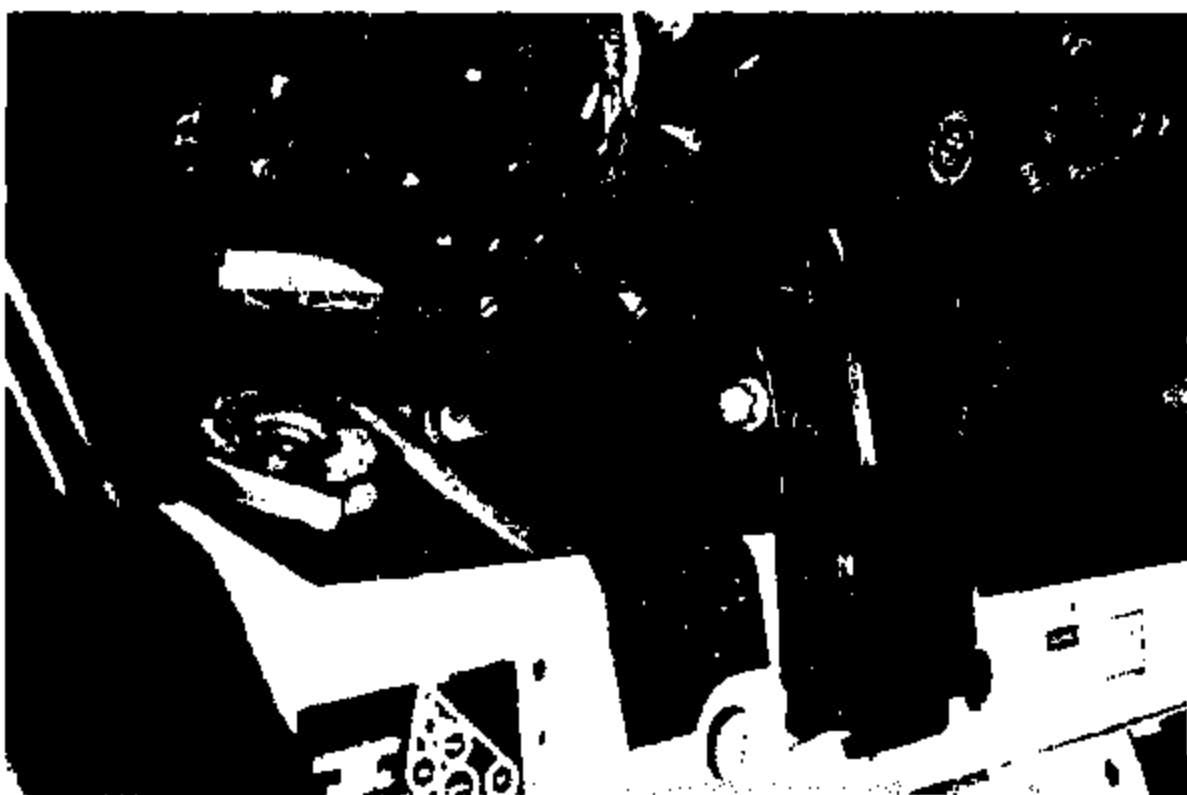
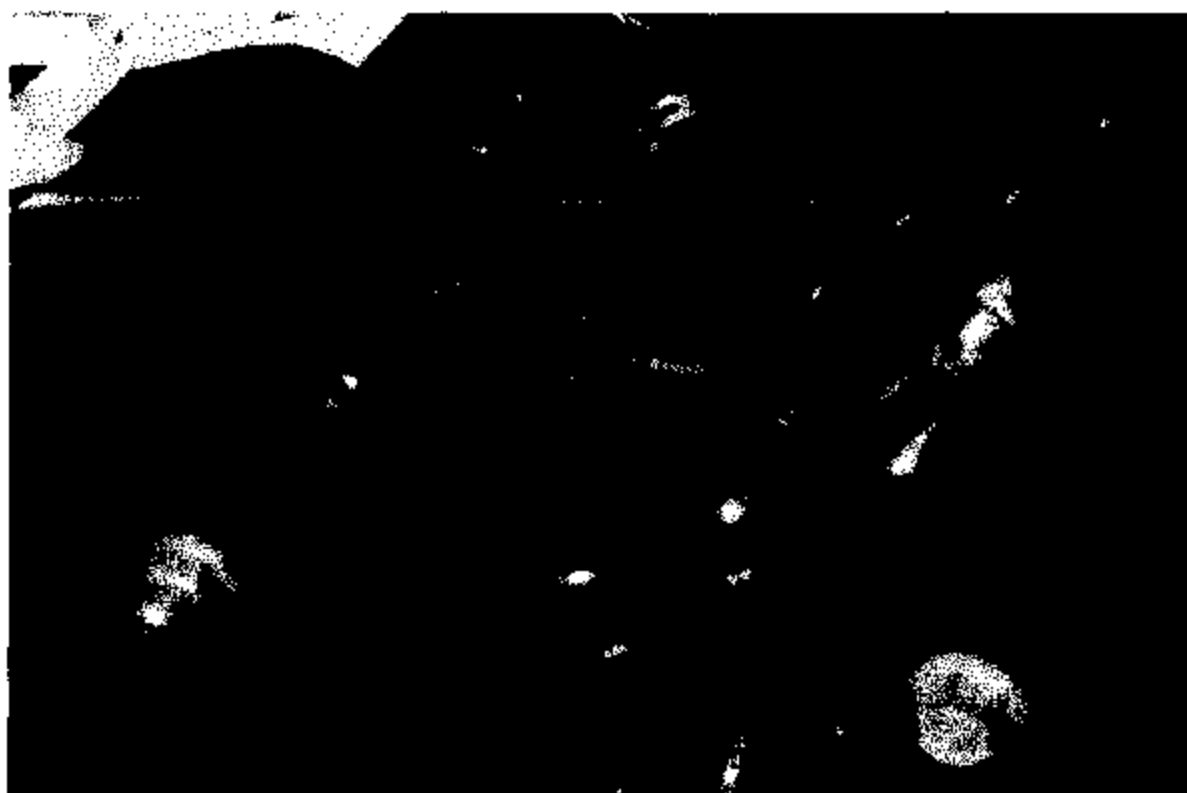
Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas leaks, water heaters or other flames or spark source, tall grass, dry leaves,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

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

Comments: NOT APPLICABLE TO CASE COMPLAINT.

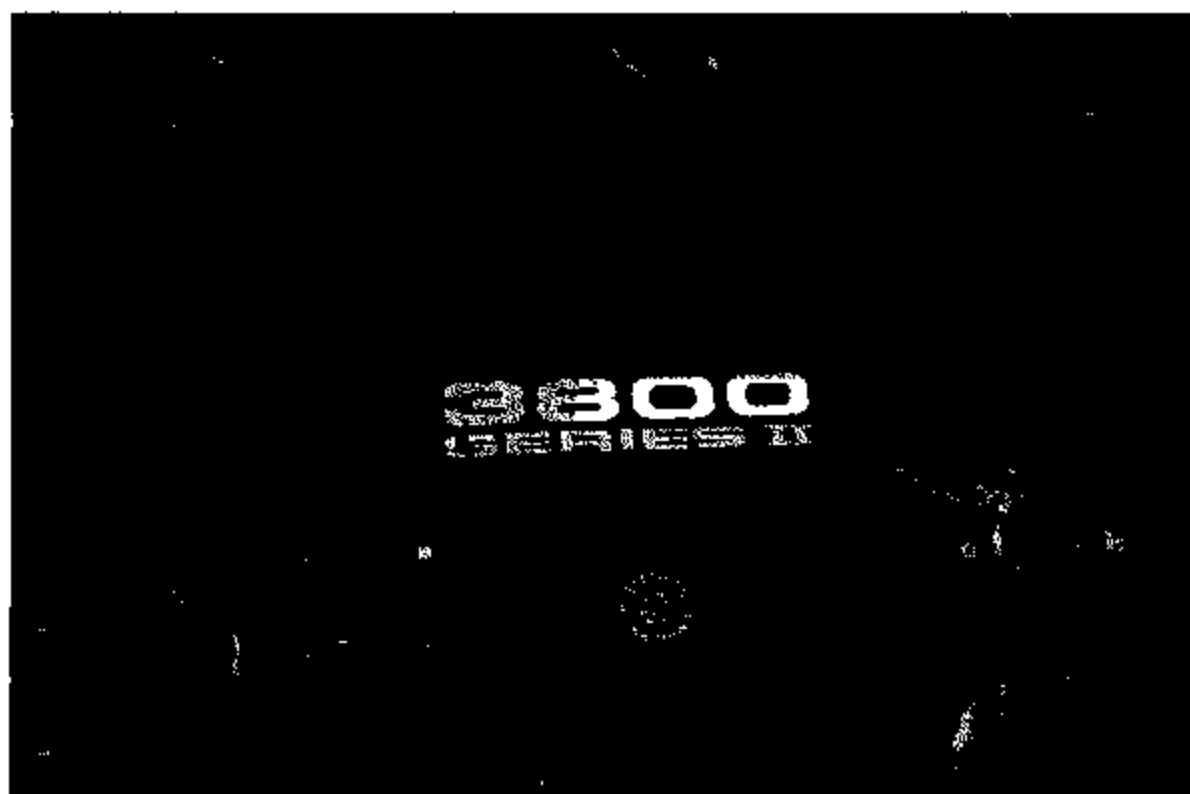




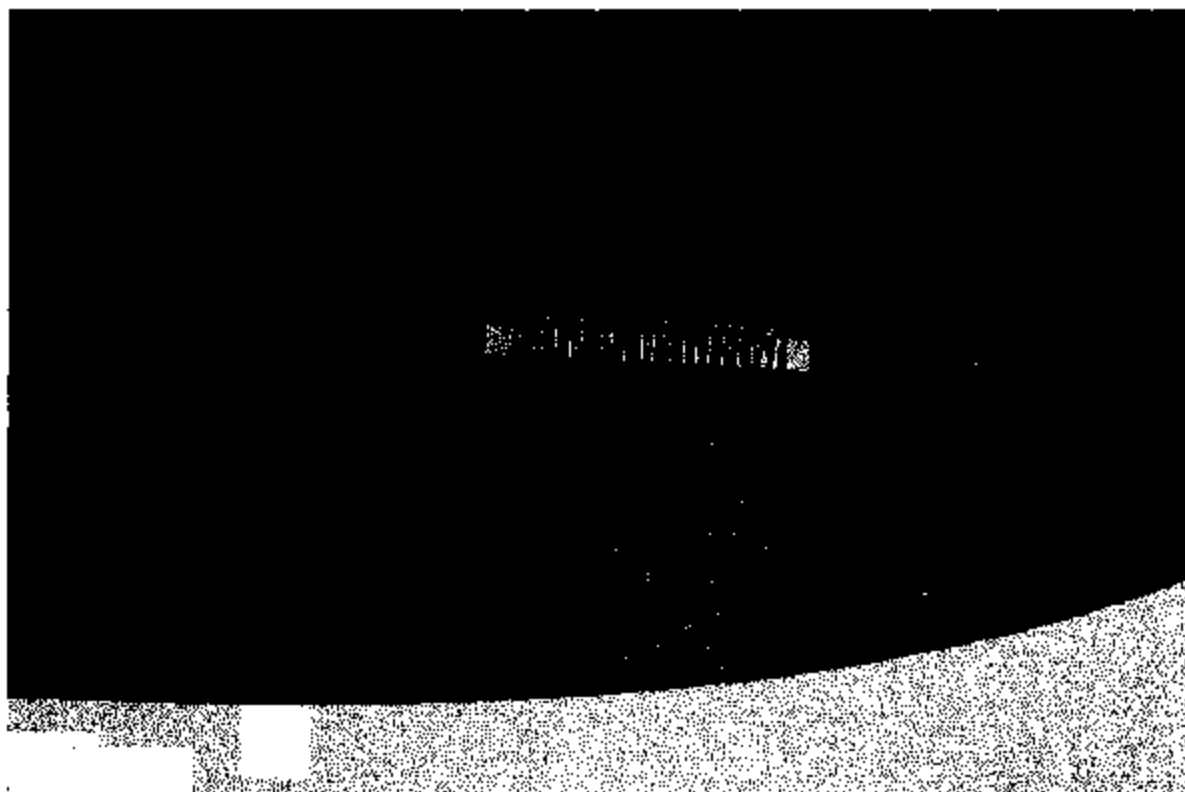






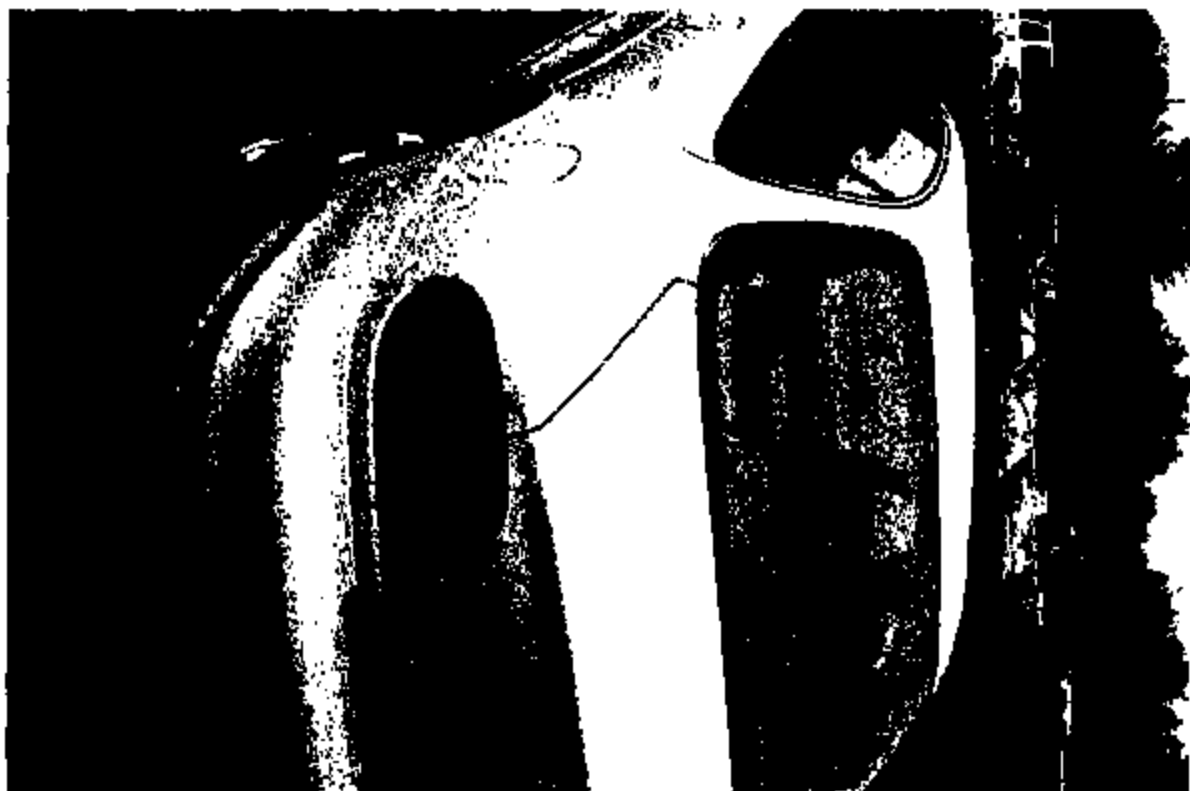












311391







PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIRE

311404

(page 1 of 2)

Division: Olds	Ref: 429028341	Document ID: 60C8F0FX	Date Recd: 3/24/99
VIN: 1G3WH52F06W303558		Claimant's Name (Last, First)	

Inspected By: R.E. Jenkins
Phone: (800) 522-7800 x

Organization: E.A. Associates
Inspection Date: 3/24/99

Mileage at inspection: 13,108

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: Inspected subject vehicle at Plaza Motors in Palm Springs, CA. Vehicle is considered a total loss by fire. Exterior burn damage is generally confined to front and forward of "A" pillars. Hood panel is burned off surface paint at left rear and windshield is heat cracked and blackened above. Fire's entry to interior is at dash left which destroyed instrument cluster, with no burn damage generally right of vertical center. Engine bay was fully involved with most severe damage at rear along firewall bulkhead rising to engine top. Burn damage diminishes at engine bay front and right. Lowest point of burn evidence is found at exhaust system entry into engine bay at head pipe and catalytic converter. Cooling system hoses are largely intact with scorching on bottom surfaces indicating heat rising from below. Engine coolant and power steering fluids are unaccounted for. Coolant recovery bottle has some 4 inches of coolant remaining in bottom of bottle. Engine bay power distribution center fuses are heat damaged, but none were found open or blown. No fused or welded bare electrical wire strands were detected. Heat structures above dash front wheel opening indicate flames rose from underbody.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: Driver of subject vehicle was not available for interview. Driver was an employee of Plaza Motors, but quit their employ after subject event.

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

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

If this vehicle is used for trailering, describe trailering usage (height and front shape of trailer, weight, percent of time or miles that trailer is towed, etc.): No

3. Prior collision damage? (date, description, etc.) None

Repaired by: N/A

4. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine miss, etc.): Vehicle at listed dealership for "check engine" light on and whine from transaxle in reverse.

5. Repairs outside of warranty (what, when, by whom?): None identified or claimed

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

7. Last maintenance (date, description, by whom?): Unknown - per door sticker - routine maintenance due at 13,000 miles - vehicle owner performs own maintenance usually

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: unk mph, drive length h min, distance unknown miles, and type of drive (e.g. city traffic, highway, long grades, etc.): city streets - stop & go 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.).

If vehicle is a truck, or a car hauling cargo at the time of the incident, estimated total weight of cargo and trailer: N/A lb. Load description: N/A Load location: N/A Height and description of front shape of trailer: N/A

Weather conditions: Approx. ambient temperature 80°F. General conditions (dry, rain, wind, etc.): Clear & 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) Describe: Unknown

Smoke? (from where, color, intensity, etc.): Front underbody, gray, light intensity initially

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Y Describe: Driver claims with TECH 2 connected, transaxle fluid temperature soared prior to event start

Any apparent malfunction? (Y/N) Y If yes, describe: Apparently transaxle began to overheat

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.): Off. Blower setting Low. Temperature setting Gold

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: Unknown - driver not available

Was anyone smoking? (Y/N) No How long since someone last smoked in the vehicle? Unknown

III C DURING THE FIRE

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

Time 10 minutes between start of fire and other significant events. Describe: See enclosed fire report dispatch time 17:38 and end time 18:48

Time (24 hr) 18:48 when fire was over or put out.

Describe initial location, color and intensity of smoke and flame. Engine bay and front underbody - gray smoke thickening to black - flame characteristics unknown

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

Any malfunction? (Y/N) Yes if yes, describe: Transaxle overheat/leakage mentioned above

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) Yes, Open Hood? (Y/N) N, Other? (Y/N) ____ Describe: Unknown

When you left vehicle: Ignition switch position (off, on, accessory): Off Windows open? (Y/N) Yes, Doors open? (Y/N) No Describe: Left front door glass found in down position at inspection

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
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) Yes Describe: In filler neck
Location of fuel filler cap (or evidence of remains): On filler neck

Comments: None

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): Ignition off - unable to determine other control positions

Position of windows (if glass is missing, do further inspection): Left front door glass in full down position, all others up

Comments: None

C. Underhood:

Engine compartment
 Radiator, front & rear
 Coolant recovery bottle
 Engine coolant lines/hoses, connections
 Heater lines/hoses, connections/clamps (include those to throttle body)
 TBI/Injector rail/carburetor, all fuel lines/hoses, filter, connections
 Engine block (note precise location of cracks, holes, etc.): No evidence detected
 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.): Exhaust system intact and in place
 Other: None

Comments: Coolant recovery bottle contained 4 inches of fluid level, but remainder of system empty

D. Fluids (comments only):

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

Engine coolant: Unaccounted for except for quantity found in recovery bottle

Engine oil: At full level mark - light amber in color

Transmission fluid: Engine off level found at "Add 1/2 Pint" mark

Power steering fluid: Not present and unaccounted for.

Brake fluid: Master cylinder reservoir melted away

E. Underbody:

Underbody & exhaust (include hangers):
 Catalytic converter (any discoloration or swelling?): Bluish - purple cast to exhaust resonator - catalytic shell blackened and at least part of burn
 Scrapes or impact damage on the following:
 Fuel tank
 Fuel filler lines
 Tire/Wheels

Comments: Underbody floor was above and to each side of catalytic converter is blackened with soot covering area

F. Electrical:

Generator & attached wiring
 Battery & attached cables
 Cooling fans

Fuses (Identify all open or not proper size): No fuses open - none oversized
 Relay centers
 Wiring insulation at fuse blocks
 Fusible links (Identify all open): Undetermined - no evidence of any wire strand welding or fusing anywhere
 Spark plug wiring and boot condition: Ash like appearance, burned off majority insulation
 Modules: ABB/TCS, ECM, other

Comments: No electrical source for event detected

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: Specific cause undetermined - lowest point of burn evidence at exhaust system entry to engine bay below firewall bulkhead. Engine coolant and power steering fluids unaccounted for.

Photograph and comment on the item/area which is the apparent origin of the fire: Head pipe connection and catalytic converter position at lower rear of engine bay.

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: No

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: Vehicle is considered a total loss - no damaged personal items witnessed in interior.

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, nuts 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: Fire scene is asphalt paved city street near resort area of Palm Springs, CA. - No site relevance attached to incident.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Olds	Roll# 0000026341	Document ID 00GDFOFX	Date Saved: 3/24/99
VIN: 1G3WH32K9W333005		Claimant's Name (Last, First)	

Inspector R.E. Jenkins - E.A.A.Number of Rolls 01Roll Number 01

Neg.# Description

- 0
1. Subject vehicle's MVSS label with VIN - lower left of left front door - dash VIN plate destroyed in subject incident
2. National Rent Car identification stickers on left front door
3. Interior through left front door opening - note fire's entry into instrument cluster at dash left
4. Interior view from right front door - note burn evidence at lower left of windshield - interior damage confined to left side of dash panel
5. Right front quarter view - note burn path up from wheel house and diminishing damage at right front corner - hood was forced open by responding fire company
6. Right side view - burn damage generally stops at "A" pillar
7. Right rear quarter view
8. Left rear quarter view
9. "White" marker remarks from rental car company indicating complaints requiring dealer service visit
10. Left side view - exterior burn evidence most acute at left front - heat signatures on left front fender rise from wheel house with semi-circular "halo" patterns evident above wheel opening
11. Left front quarter view
12. Left front exterior at "A" pillar - note burn damage at left rear corner of hood and heat cracking of windshield at lower left corner - fire entry to interior is here
13. Front to rear across engine bay - burn damage is acute high in engine bay at center with lowest point of burn at engine bay rear near exhaust system
14. Right to left across engine bay with less burn damage at right front, increasing to right rear and left across firewall bulkhead
15. Left to right across engine bay - highest temps and most acute damage along left front with slightly diminishing burn damage to front and right
16. Left of two electric engine cooling fans raised from bottom of engine bay and set on top of core support - left fan most severely damaged of the two, but each fan circuit bare of insulation from motor housings to engine harness.
17. Engine bay power distribution center - no fuses found blown, open, or sagged elements
18. Underside of power distribution center - no evidence present of shorting and majority of wiring insulation is intact with soot and blackening present
19. Left front wheel house - left front coil spring collapsed - left front corner engine cradle bushing is burned away and left rear dislodged
20. Alternate view of left front wheel house - bare oxidized metal seen at rear of wheel house and lower control arm
21. Left side of engine bay - electronic control module bottom is not burned nor is bottom of plastic module enclosure inside and forward of left front wheel house
22. Rear to front view of left underbody with catalytic converter and exhaust system at photo

right and bottom of transaxle in background - soot covers area is background

23. Center front of underbody with exhaust head pipe and catalytic converter at photo right - note blackened surfaces and presence of soot - this area is lowest point of burn
24. Right and center of firewall bulkhead - both heater hoses are generally intact, but hose surfaces facing down are scorched and nearly burned through
25. Left front to right rear of engine bay - upper radiator hose at photo bottom left is burned on its underside - radiator core is intact with no coolant detectable in right tank and 4 inches of coolant in bottom of coolant recovery bottle
- 26.
- 27.
- 28.
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.
- 36.
- 37.

ALL PARTS
REMOVED
WILL BE
DISCARDED
UNLESS
NOTED
OTHERWISE

☐ GIVE

☐ DISCARD

☐ YES

☐ NO

PALM SPRINGS, CA

01155pm

02/04/99

06:00pm

PROXY

S

STATE REGS 2

DISCARD FOR THE HOUR

X

RECEIVE SERVICE

THANK YOU FOR YOUR BUSINESS

WORK TO COMPLETE. PLEASE HAVE IMPORTANT INFORMATION ON HAND. SEE
COURTESY AND POLITE SERVICE IS A MUST.

ORIGINAL CUSTOMER ESTIMATE

PARTS

LABOR

TOTAL

0.00

0.00

0.00

COMMENTS: THIS CAR CAUGHT FIRE WHILE BEING TEST DRIVEN AND IS A TOTAL

DIFFICULTY GOING INTO REVERSE

NAT. CUBS. RETURNED THE CAR TO NAT. WATCH
OVERHEAD COMPLAINT

3-11-99 MICHAEL HILF (800) 442-6553 THANKS FOR YOUR SERVICE
6:55AM INSPECTOR TO BE HERE WITHIN 2 WEEKS

FOR REVIEW ONLY

VEHICLE/INTRIQUE

1545

1545

02/23/98

1000207

87951

01/23/99

31

8924

15100

☐ PERSON

☐ PHONE

GLORIA BECKLEY

300 North Indian Canyon Blvd
P.O. Box 2777
Palm Springs, CA 92262
Phone: (951) 855-0071
Fax: (951) 855-0072

Toll Free
800-442-6553
www.gagham.com
Email: info@gagham.com



COMMENTS

DBC 899 419 6322

CALL OLDS CAC 800 442 6553

PRODUCT ALLEGATION RESOLUTION

TEAM PROMPTS 1, 2, 3

GLORIA BECKLEY 1:30 PM

3-19-99 PROD ALLEG RES TEAM

XT35923 FILE#990025341

BILL VANVOY 4-15-93 (36)

2-17-99 5:00 PM

TITLE : CUSTOMER INFORMATION

FIRST : MI: LAST :

MIDDLE : CITY :

ST: CA ZIP :

H PHONE: B PHONE:

COMPANY:

VEHICLE/DEALER INFORMATION

YR/MO: 08 MAKE EXTENSIVE REL DTE: 08 25 98 MILEAGE: 013108

VIN : 1GDMW22K0T7395586

DEALER : PLAZA MOTORS

DLR : 26596

CITY : PALM SPRINGS STATE : CA

SEL DLR : Y (Y/N)

DLR LEVEL: D

CODE # 980C

CODE COMMENT

J50 1 ENGINE ELECTRIC O/ STS VEN CANNOT FIRE.

T01 1 (P.A.R.)-PRODUCE ***POSSIBLE 1241***

T30 1 POSSIBLE SAFETY O/ STS SAFETY CONCERN.

T34 1 VEHICLE REPAIRS STRAIGHT REPLACEMENT.

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE : CASE PRODUCT CAMPAIGN : 00

REQUEST AREA : SERV REQUEST SOURCE : N Y RPA

CONTACT TYPE : OWNER THIRD PARTIES : DOO

WARRANTY : 1 (IN/OUT/WHO) BK ASSIGNED : ONLAC

TRANSFER TO ID : PROCESS CODE : RTL

DOCUMENT # : 1

CASE INFORMATION

CASE OPEN DATE : 03 19 99

SCRAP DATE :

RECODE : CAC CAS LOG: ADV TRANSMIT : N (Y/N)

COMMENT TYPE : TRANSMIT DATE :

FOLLOW UP DATE : YAS CASE # :

UGC CODES : J50 T01 T30 T34 CENTRAL FILE : Y (Y/N) LTR : N

FILE RETENTION : 00 LAST ALTERED DATE : 04 20 99

LAST ALTERED TO : ONLAC REOPEN CASE : N (Y/N)

REJECT CLOSE : N (Y/N)

GENERAL COMMENTS

USER: ONCO DATE: 03/19/99 TIME: 11:18 COMMENT #: 0001

O/ CALLED THIS DATE. W/ CONFERENCE TO A/S SVA BARBER.

ONLSTNA DAVIS/OCAN

USER: ONCO DATE: 03/19/99 TIME: 11:27 COMMENT #: 0002

W/RECEIVED CALL FROM FLINT MGR. IN NAME. MGR STS A RENTAL CUSTOMER

WAS DRIVING VEN AND VEN WAS OVER HEATING AND CUSTOMER RETURNED VEN TO

RENTAL CO. ON 1-11-99 THE RENTAL CO. TOLD VEN TO MAKE RYLE AND WHILE

RYLE WAS WORKING ON VEN IT CAUGHT FIRE. MGR. STS HE FOUND OUT ABOUT

THIS ON 3-10-99 AND THE VEN IS STILL AT RYLE AND THEY HAVE NOT

REPAIRED IT YET. MGR. STS HE WOULD LIKE H.Q. TO FIND OUT WHAT IS

GOING ON. W/STS SHE WOULD LOOK INTO THIS FURTHER AND CALL HIM BACK.

E. BARBER/OCAN 32418

GENERAL COMMENTS

USER: [REDACTED] DATE: 03/19/99 TIME: 11:36 COMMENT #: 0003
 W/ [REDACTED] GIVE AT 8AM AND BE TRANSFERRED W/TO A [REDACTED] W/
 LEFT MESSAGE TO CALL H.Q. BACK. IF [REDACTED] CALLS CONFERENCE TO W/
 IF W/NOT AVAILABLE GET DETAILS ON HOW VEH CURRENT ON FIRE, IS IT
 BEING REPAIRED, IF NOT WHY, AND A PHONE # SHE CAN BE CONTACTED AT.
 PLEASE NOTIFY W/.

8. BARBER/OCAN 25415

USER: CHUCK DATE: 03/19/99 TIME: 17:07 COMMENT #: 0004
 W/ REC'D CALL FOR GORDY SHAPIRO, SERVICE WRE AT BASE RTLR WHO IS
 CALLING OF SERVICE CONSULTANT [REDACTED] GORDY STS VEHICLE
 CANNOT FIRE WHEN BEING TEST DRIVEN WITH TECH 2 SCANNER ATTACHED
 UNDERNEATH DAM. IN GORDY STS DRIVER WAS TECH WHO IS NO LONGER WITH
 RTLR. W/ READ PREVIOUS COMMENT #2 TO IN GORDY WHO STS WASH'T AWARE
 OF OVERHEATING CONCERN.

GLORIA BECKLEY/OCAN 3-5425

USER: CHUCK DATE: 03/19/99 TIME: 17:08 COMMENT #: 0005

1. GORDY DIDN'T GIVE DATE AND TIME, WILL CALL LATER.
2. ARMO ROAD NEAR CONVENTION CENTER
3. RTLR TECHNICIAN BILL VANDY WHO QUIT
4. BLACKTOP DRY
5. 1
6. NO 7. NO 8. NO
9. FIRE STARTED IN ENGINE
10. NEW VEHICLE STORAGE YARD AT BASE RTLR.
11. YES 12. SAME RTLR.
13. IN GORDY STS VEHICLE WAS BEING TEST DRIVEN WITH TECH 2 SCANNER
 AT [REDACTED] UNDERNEATH DAM FOR TRANSMISSION WHITE, WASH'T GO INTO REVERSE
 GEAR. GORDY STS TECH SAID SMOKE STARTED COMING FROM UNDER HOOD,
 PULLED VEHICLE OVER TO SIDE OF ROAD AND WHEN GOT OUT OF VEH COULD SEE
 FLAMES.

14. REPAIR ORDER #67951

USER: CHUCK DATE: 03/19/99 TIME: 20:19 COMMENT #: 0006
 W/REC'D CALL FROM GORDON SHAPIRO, IN, AT PLAZA MOTORS WHO STATED THE
 AGE OF THE TECHNICIAN WAS 35 YEARS. THE DATE/TIME OF THE INCIDENT
 WAS 2-17-99 AT 3:08 P.M.

W/REVIEW LOTUS NOTE TO G.BECKLEY & E. BARBER THAT CALL WAS REC'D.

NOTE: DUE TO A PHONE SYSTEM PROGRAMMING PROBLEM, MR. SHAPIRO WAITED
 AN EXTENDED LENGTH OF TIME UNTIL HIS CALL WAS LOCATED. W/ APOLOGIZED
 & NOTIFYING OCAN MANAGER ABOUT THE PHONE PROBLEM. J BARBER/OCAN/35425

USER: CHUCK DATE: 03/22/99 TIME: 09:59 COMMENT #: 0007
 I WROTE TO GORDY AND ASKED IF THIS IS DUE TO A DEFECT OR HUMAN ERROR
 AND GORDY STATED THAT HE DOESN'T KNOW. GORDY STATED THAT THE
 PERSON WORKING ON THE VEHICLE FOUND OUT THAT HE WOULD HAVE TO MAKE A
 STATEMENT AND QUIT. HE ALSO GOT A LAWYER FOR HIS DEFENSE. I STATED
 THAT I WOULD HAVE EAA COME OUT TO INSPECT THE VEHICLE. I WILL BE
 AWAITING INSPECTION.

NEVE WITKOWSKI/PAI TEAM

GENERAL COMMENTS

USER: CMPLJ DATE: 03/22/99 TIME: 16:24 COMMENT #: 0008
 I CALLED THIS DATE. W/ CONF ON TO A/S RICHARD HITCHCOCK'S VOICE MAIL.
 PATRICK JOHNSON/DCAM

USER: CMPLJ DATE: 03/22/99 TIME: 12:11 COMMENT #: 0009
 I SPOKE TO MIKE HYMAN FROM ENTERPRISE AND STATED THAT GSA WAS ALREADY
 ASKED TO COME AND INSPECT THIS VEHICLE. I WILL CONTACT MIKE ONCE THE
 INSPECTION HAS ARRIVED.

MIKE HITCHCOCK/PAR TEAM

USER: CMPLJ DATE: 04/05/99 TIME: 09:21 COMMENT #: 0010
 W/ CONF TO A/S MIKE HITCHCOCK.
 LINDA STERNON/DCAM

USER: CMPLJ DATE: 04/05/99 TIME: 09:20 COMMENT #: 0011
 I TALKED TO BOY WHO IS THE FLEET PERSON IN CHARGE OF THE WEST COAST.
 BOY IS TO GET COPY FAXED INTO MIKE OFFICE. I WILL AWAIT FAX.

MIKE HITCHCOCK/PAR TEAM

USER: CMPLJ DATE: 04/07/99 TIME: 14:22 COMMENT #: 0012
 I SPOKE TO BOY FURTHERBURN WHO IS THE FLEET MANAGER FOR THE WESTERN
 COAST. BOY WOULD LIKE TO BE CONTACT AT EITHER OF THE 2 FOLLOWING TWO
 NUMBERS. [REDACTED]

MIKE HITCHCOCK/PAR TEAM

USER: CMPLJ DATE: 04/08/99 TIME: 15:11 COMMENT #: 0013
 CALLED BOY-FLEET MGR AT [REDACTED] AND R/A. LEFT VME FOR BOY
 TO RETURN MY CALL.

K DONALSKY 44282.

USER: CMPLJ DATE: 04/20/99 TIME: 05:46 COMMENT #: 0014
 SENT FBI SX OFFER TO [REDACTED]

K DONALSKY 44282.

CASE HISTORY

USERID	DATE	TIME	EVENT
CMPLJ	03/19/99	11:14	GENERAL CASE WAS OPENED.
CMPLJ	03/19/99	11:14	START TIME HANDLING - CAC
CMPLJ	03/19/99	11:14	CASE WAS OPENED WITH CENTRAL FILE IND = Y.
CMPLJ	03/19/99	11:33	CASE WAS REQUESTED FOR TRANSMISSION.
CMPLJ	03/19/99	11:33	ROUTINE CODE CHANGED FROM CAC.
CMPLJ	03/19/99	11:33	STOP TIME HANDLING - CAC
CMPLJ	03/19/99	11:33	START TIME HANDLING - CBI
CMPLJ	03/19/99	11:33	ROUTINE CODE CHANGED FROM CBI.

CASE HISTORY

USERID	DATE	TIME	EVENT
CHNEN	03/19/99	11:53	STOP TIME HANDLING - COI
CHNEN	03/19/99	11:53	START TIME HANDLING - CAC
CHNEN	03/19/99	14:47	BASE CASE INFORMATION CHANGED
CHNEN	03/19/99	16:36	TROUBLE CODES CHANGED FROM: J50,130
CHNEN	03/22/99	05:25	BASE CASE INFORMATION CHANGED
CHNEN	03/22/99	05:42	CASE WAS REQUESTED FOR TRANSMISSION.
CHNEN	03/22/99	08:42	ROUTING CODE CHANGED FROM CAC.
CHNEN	03/22/99	08:42	STOP TIME HANDLING - CAC
CHNEN	03/22/99	08:42	START TIME HANDLING - COI
CHNEN	03/22/99	08:42	AFTER CALL INFORMATION WAS UPDATED.
CHNEN	03/22/99	08:42	ROUTING CODE CHANGED FROM COI.
CHNEN	03/22/99	08:42	STOP TIME HANDLING - COI
CHNEN	03/22/99	08:42	START TIME HANDLING - CAC
CHNEN	03/22/99	09:45	BASE CASE INFORMATION CHANGED
CHNEN	03/22/99	11:52	BASE CASE INFORMATION CHANGED
CHNEN	03/29/99	16:34	BASE CASE INFORMATION CHANGED
CHNEN	03/29/99	16:51	MILEAGE AMOUNT CHANGED FROM: 013699
CHNEN	04/07/99	12:46	BASE CASE INFORMATION CHANGED
CHNEN	04/07/99	14:13	BASE CASE INFORMATION CHANGED
CHNEN	04/08/99	09:21	TROUBLE CODES CHANGED FROM: J50,101,130
CHNEN	04/08/99	09:22	CASE WAS REQUESTED FOR TRANSMISSION.
CHNEN	04/08/99	09:22	ROUTING CODE CHANGED FROM CAC.
CHNEN	04/08/99	09:22	STOP TIME HANDLING - CAC
CHNEN	04/08/99	09:22	START TIME HANDLING - COI
CHNEN	04/08/99	09:22	AFTER CALL INFORMATION WAS UPDATED.
CHNEN	04/08/99	09:22	ROUTING CODE CHANGED FROM COI.
CHNEN	04/08/99	09:22	STOP TIME HANDLING - COI
CHNEN	04/08/99	09:22	START TIME HANDLING - CAC
CHNEN	04/08/99	09:23	REPLACEMENT INFORMATION ADDED TO CASE

CONTROL CARD

DATE ENTERED	03 19 99	ZONE	10
ADOL PLAINTIFF: LAST:		FIRST:	NI:
ADOL PLAINTIFF: LAST:		FIRST:	NI:
VIS :12345678901234567890	MILEAGE: 013108	RECAP DATE:	
DATE	LETTER FOLLOW-UP	COMMENTS	USER
04 08 99		REPLACEMENT INFORMATION ADDED TO CASE	CHNEN

TRADE/REPURCHASE

OUT: N STR/REPURCH: SURVEY: VIN: 1GMLAKKXK0W079356
REASON: 0 BDP RETURN DATE: COMMENTS: STRAIGHT REPURCHASE

MAJOR CHARGES:

CDZ 5 DESC CODE COMMENT
JBO 1 ENGINE ELECTRIC & STS WEN CAUGHT FIRE.

CR DATE: ACCT#-PARTS: ANT:
ACCT#-LABOR: ANT:
CR DATE: REFUND CHECK #: CHECK AMOUNT:
DISPOSITION: (AUCTION/BCRP/DMATE/DEALER) RECOVERED ANT:
POSSES DATE: AUCTION NUMBER: W/ABOUT ANT:
DATE TO AUCTION: DATE VEN. DISPOSED OF:
REPLACEMENT VIN: CREDIT:
COMMENTS:

Palm Springs Fire Department

Supplemental Information

Date 02/17/99

Incident
Number 99-0824

Location Amado and Caballeros

Narrative

TS-443 responded to a reported vehicle fire at Amado and Caballeros. Upon their arrival they reported a fully involved vehicle fire. Within ten minutes TS-443 requested Eng. 441 to respond as Eng. Yturralde had been injured. An AMR ambulance was requested to respond to the scene. The fire had been knocked down as Eng. 441 arrived on scene. The fire appeared to have been confined to the engine compartment.

Eng. Yturralde was provided medical aid by Capt. Shiner and the AMR personnel. The injury was to his right foot. Barr. 4410 and Barr. 4440 arrived on scene and assisted in the documentation and hospital check in. He was transported to Desert Region Medical Center by AMR.

The vehicle was being driven by [REDACTED] a Plaza Motors employee, conducting a test drive of the vehicle. He stated that the transmission oil temp had jumped to 275 degrees Fahrenheit. As he noticed the increased temperature, smoke started coming out from the engine compartment. He attempted to drive back to Plaza Motors but could not make it, flames were coming out from the engine compartment.

The vehicle is a 1998 Oldsmobile Intrique CA Lic. [REDACTED] and VIN of 1P3WH52KGWF393586 and belongs to [REDACTED] Palm Springs Ca. [REDACTED] It was in for service at Plaza Motors for a check engine light and a whiny noise from the engine compartment.

The cause of the fire appears to have been transmission fluid spraying on the catalytic converter and igniting. The estimated loss is \$4,500 to the vehicle and no loss to contents. There was only one reported injury as a result of this fire.

Reporting Officer

James S. Shiner Fire Captain

Reviewing Officer

[Signature]

1241-X
04/18/99

CASE #: 990025341

GENERAL MOTORS CORPORATION ON CONFIDENTIAL
TO: SUPERVISOR OF PRODUCT LIABILITY
OLDSMOBILE DIVISION
ZONE: WESTERN 3-5417
DATE OF INCIDENT: 02/17/99 5:00 PM

311404

***** I CLAIMER - CLAIMANT *****

TITLE _____ B PHONE 1 _____
NAME OF CLAIMER _____ B PHONE 1 _____
ADDRESS _____
CITY _____ LOS ANGELES ST: CA ZIP: _____ AGE: _____
COMPANY _____
TITLE _____ B PHONE _____
NAME OF DRIVER _____ B PHONE _____
ADDRESS _____
CITY _____ LOS ANGELES ST: CA ZIP: 90045- _____ AGE: _____
TITLE _____ B PHONE 1 _____
NAME OF CLAIMANT _____ B PHONE 2 _____
ADDRESS _____
CITY _____ LOS ANGELES ST: CA ZIP: _____ AGE: _____

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

VIN: 1GNSKRGW00306 MILEAGE: 13100 DATE OF DELIVERY: 05/25/96
TRAILER: 4748-0 MAKE: _____ REMAINDER/REPAIR: DEMO
PRODUCTION DATE: 05/02/99
PRINCIPLE USER OF VEHICLE:

PLAZA MOTOR CITY: PALM SPRING ST: CA
NATURE AND EXTENT OF DAMAGE AND ESTIMATED COST OF REPAIR: \$ 10000.00
(ATTACH COPY OF ESTIMATE)
ENGINE AND TRANSMISSION FIRE

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

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND HIS STATEMENT OF THE CLAIM
SERVICE MANAGER SODY STATES VEHICLE WAS BEING TEST DRIVEN WITH TRUCK 2
SCANNER ATTACHED UNDERNEATH BASE FOR TRANSMISSION UNITS, WON'T GO INTO REVERSE
CONCERN. SODY STATES TECH SAID ENGINE STARTED COUGHING FROM UNDER HOOD, PULLED
VEHICLE OVER TO SIDE OF ROAD AND WHEN GOT OUT OF VEHICLE COULD SEE FLAMES.

DID YOU PERSONALLY SPEAK WITH DRIVER? YES X NO IF 'NO', GIVE SOURCE OF INFO:
SPOKE TO THE SERVICE MANAGER.

DID YOU PERSONALLY INSPECT THE VEHICLE? YES X NO
WHAT COMPONENTS ARE ALLEGEDLY DEFECTIVE? TRANSMISSION AND ENGINE
WHO MADE ALLEGATION OF DEFECT? OWNER
INFO FROM FURTHER INVESTIGATION: OLDSMOBILE IS ACCEPTING CLAIM.

IV CLAIM HANDLING

TYPE OF LOSS:

☒ FIRE DAMAGE ☐ PROPERTY DAMAGE-VEHICLE ☐ PROPERTY DAMAGE-OTHER

IF "PROPERTY DAMAGE-OTHER", COMPLETE THE FOLLOWING:

DESCRIPTION OF PROPERTY INCLUDING AGE AND CONDITION:

ORIG PURCH PRICE: 80.00 AMT CLAIMED: 80.00 AMT PAID: 80.00

ARTICLES OBTAINED FROM COMPANY: ☒ YES ☐ NO IF "NO" GIVE REASON:

DISPOSITION OF ARTICLES:

TITLE, INVOICE,

PAYMENT & DEBIT AMT: \$17,024.80 FROM TO: NATIONAL CAR RENTAL

RELEASE FROM RIGOR (TO BE SIGNED) BY CLAIMANT: ☒ YES ☐ NO IF "NO" GIVE REASON:

NO RELEASE WAS NEEDED

CLAIM HANDLED TO CONCLUSION BY: MICHAEL J. HITCHCOCK

TITLE:

DATE OF INVESTIGATION: 03/24/99 INVESTIGATOR: R.N. JENKINS

IN ATTENTION BY: OMAR

DATE: 04/26/99

IN APPROVAL BY:

DATE: / /

1244-X
COMMENTS
06/18/99

COMMENTS FOR HQ 1244X
CASE NO: 990025341

PAGE 01

FINDINGS FROM INVESTIGATION: (THERMAL INCIDENT)

- * FLUID LEVELS
 - COOLANT--NO EXCEPT FOR QUANTITY FOUND IN RECOVERY BOTTLE
 - POWER STEERING FLUID--NOT PRESENT AND UNACCOUNTED FOR
 - TRANSMISSION FLUID--ENGINE OIL LEVEL FOUND AT ADD 1/2 PINT
 - ENGINE OIL--AT FULL LEVEL DARK-LIGHT AMBER IN COLOR
- * FUSIBLE LINKS ARE BURNED OFF
- * CIRCUIT BREAKERS ARE BURNED OFF
- * POSITION OF SWITCHES AT THE TIME OF INSPECTION
- * FUEL FILLER NECK "LEAD FREE" RESTRICTOR INTACT
- * CATALYTIC CONVERTER CONDITION IS NORMAL
- * EXHAUST SYSTEM IS INTACT AND IN GOOD SHAPE, NO MODIFICATIONS
- * OLDSMOBILE IS ACCEPTING CLAIM

***** END OF COMMENTS FOR 1244X CASE *****

1241-X
04/15/99

CASE #: 99002541

GENERAL MOTORS CORPORATION ON CONFIDENTIAL
TO: SUPERVISOR OF PRODUCT LIABILITY
OLDSMOBILE DIVISION
ZONE: WESTERN J-5417

GENERAL MOTORS CORPORATION

311480

DIVISION: OLDSMOBILE

ZONE: _____

DATE: 01/19/00

ESIS UNIT
GM Central Claims
P.O. Box 300
Detroit, MI 48265-3000

RE: Claimant: _____

Date of Incident: 12/18/99

CAC File No: 990097967

VIN: 1G3WH52K7WF858636

Gentlemen:

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

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

We have checked the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Forward claim acknowledgments to:

General Motors
Product Allegation Resolution Team
5701 East Hillsborough Avenue
Suite 2300
Tampa, Florida 33610
Attn: Giovanni DePalma
Customer Relationship Manager

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

OLDSMOBILE DIVISION
General Motors Corporation
Giovanni DePalma
Customer Relationship Manager
Product Allegation Resolution Team
5701 East Hillsborough Avenue
Suite 2300
Tampa, Florida 33610
(800)231-1841 ext. 58312

Enclosures:

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

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Division: OLDSMOBILE Roll: 990097967 VIN: 1G3WH52K7WF358636

Claimant's Name (LAST, First) [REDACTED]

Inspected By: W.W. ALEXANDER

Organization: EA ASSOCIATES

Phone: (805) 642-9865x

Inspection Date: 1/17/2000

Mileage at Inspection: DIGITAL

UNABLE TO PULL UP

LAST KNOWN - ABOUT 35,000

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations.

VEHICLE SUSTAINED EXTENSIVE UNDER HOOD FIRE DAMAGE. OWNER STATED THAT VEHICLE HAD BEEN PARKED FOR ABOUT 15 MINUTES. ANOTHER PERSON SAW SMOKE FROM HOOD AND ALERTED SECURITY AT THE UNIVERSAL STUDIOS PARKING LOT. PAINT IS BURNED OFF PART OF THE TOP OF THE RIGHT FRONT FENDER AND AN AREA AT THE RIGHT SIDE OF THE HOOD. THE HOOD ALSO HAS SEVERAL SCORCH MARKS IN THE CENTER.

II INTERVIEW - VEHICLE HISTORY

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

LOS ANGELES, CA

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 - A BIT LATER, OWNER RECALLED THAT DEALER HE BOUGHT CAR FROM (USED) - TOYOTA OF NORTH HOLLYWOOD, INSTALLED AN ALARM. IT WAS NOT REQUESTED BY HIM, BUT WAS REQUESTED BY THEM.

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 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 System (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 Engines (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) INDEPENDENTMaintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) BY JIFFY LUBE, DATE UNKNOWN.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

AAA AT UNIVERSAL STUDIOSHow was vehicle towed? (flat bed, dolly, sling, front or rear lift) _____ If towed on wheels, how far? 12 MION REAR WHEELS

***** 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 N/A 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"? 15 MIN Were all doors locked? (Y/N) YDrive length (if vehicle was parked prior to fire, describe last drive): Hrs. _____ Min. 20 Distance traveled 12 MI

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

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) APPROX. 1/2 When last fueled? DAY OR TWO PREVIOUSLYExact incident location UNIVERSAL STUDIOS, 100 UNIVERSAL CITY PLAZA, UNIVERSAL CITY (LOS ANGELES AREA); ON THE TOP FLOOR OF A PARKING AREA CALLED JURASSIC PARKING.Weather conditions and visibility CLOUDYApprox. temperature 60-65°F. Any physical visual obstructions? N/A

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? CONCRETE
 Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? N/A
 Road condition: Wet, Dry, Icy or Other? D If other, specify _____
 Shoulder condition: Wet, Dry, Icy or Other? _____ If other, specify N/A
 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) _____	☐ 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 mis, sluggish, surge, stall, loss of power or speed, etc.) ALL NORMAL

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

Describe any unusual odors. From where? NO

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

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? NONE

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

Any flame? (from where, color, intensity, etc.) NOTE: VEHICLE PARKED AT THE TIME -
ABOUT 15 MINUTES.

Any steam or smoke? (from where, color, intensity, etc.) SMOKE NOTICED - FROM FRONT BY ANOTHER
VISITOR TO UNIVERSAL STUDIOS. THEY CALLED SECURITY.

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

What did you do after you realized something was wrong? Pull Over? (Y/N) _____ Lower Windows? (Y/N) _____ Raise
 Windows? (Y/N) _____ Turn Engine Off? (Y/N) _____ Turn on Hazard Flashers? (Y/N) _____ Exit Vehicle? (Y/N) _____
 Open Hood? (Y/N) _____ 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? 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 LEFT-NO DAMAGE; RIGHT FRONT FENDER IS BURNED ON TOP.
Front & rear exterior REAR-NO DAMAGE; SOME MELTING OF TOP OF RIGHT FRONT LAMP ASSEMB
Hood, inner & outer panels HOOD (INNER)-BURNED; OUTER-SCORCHED IN CENTER-PAINT BURNED OFF-
RIGHT SIDE.
Trunk area and Decklid, inner & outer panels NO DAMAGE
Roof NO DAMAGE
Door interior panels NO DAMAGE - FIRE CONFINED TO UNDERHOOD AREA.
Left & right instrument panel & odometer NO DAMAGE - DIGITAL ODOMETER
Ashtray(s) area NO DAMAGE
Left & right front seat and carpet NO DAMAGE
Underbody & exhaust (include hangers) NO DAMAGE
Option code label - PHOTO
Engine compartment SUBSTANTIAL FIRE DAMAGE
Radiator, front & rear TOP CENTER OF RADIATOR HAS SOME MELTING
Coolant recovery bottle BURNED
Transmission cooler lines/connections NO DAMAGE
Engine compartment engine coolant lines/hoses, connections/clamps CHARRED - O.E.M. TYPE CLAMPS
ARE IN PLACE
Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) SOME
CHARRING - OEM TYPE CLAMPS
All fuel lines/hoses, filter, connections/clamps HOSES BURNED - UNDERHOOD
TBI, injector rail, or carburetor & fuel line connection INACCESSIBLE
Engine compartment fuel lines/hoses, connections & o-rings HOSES BURNED
Power steering lines/hoses, connections/clamps NO DAMAGE
Generator & attached wiring MAIN POWER LEAD IS INTACT

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

Battery & attached cables BATTERY IS BURNED - CABLES CUT BY FIRE DEPT.Engine block (note precise location of cracks, holes, etc.) NONE OBSERVEDEngine oil pan NO LEAKSEngine compartment hinge torque rods NOT APPLICABLEEngine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) INTACTAny item which is alleged to be the cause/source ALARM SYSTEM ✓Anything on vehicle which is after-market ALARM SYSTEMAnything 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 RESERVOIR BURNEDEngine oil FULLTransmission fluid FULLPower steering fluid FULLBrake fluid BURNEDList all driver electrical controls which are in the "On" position (include ignition) ALL OFF.Fuses (Identify all open or not proper size) UNDERHOOD - BURNED; INTERIOR OPEN - 10A FOG
4 PARK LAMPS AND 15A RADIO/HVACWiring insulation at fuse blocks INTERIOR - NO DAMAGE - UNDERHOOD - BURNEDFusible links (Identify all open) BURNEDSpark plug wiring and boot condition BURNEDFuel filler "Lead Free" restrictor in place? (Y/N) Y Describe _____Location of fuel filler cap (or evidence of remains) IN PLACECatalytic converter (any discoloration or swelling?) NOPosition of windows (if glass missing, do further inspection) ALL UP.C. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available). OWNER STATED THAT AREPRESENTATIVE OF THE INSURANCE CO. FOR THE FINANCE CO., SAID IT WAS A TOTAL LOSS.
OWNER ALSO STATED THAT, AFTER FIRE, BUT BEFORE VEHICLE WAS MOVED,
(BATTERY CABLES HAD BEEN CUT), WHEN HE OPENED A DOOR, TRAIL LIGHTS
AND INT. PANEL LIGHTS WOULD FLASH FOR SEVERAL SECONDS AND GO OUT.
THIS HAPPENED SEVERAL TIMES.

***** 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, runs indicating vehicle was stuck, etc.

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

Comments:

SITE NOT INSPECTED.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: <u>OLDSMOBILE</u>	Ref: <u>990097967</u>	VIN: <u>1G3WH52K9WF358636</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		

Inspected By: W.W. ALEXANDER Organization: EA ASSOCIATES
 Phone: (805) 642-9365 Inspection Date: 1/7/2000 Mileage at Inspection: DIGITAL
UNABLE TO PULL UP
LAST KNOWN - ABOUT
35,000

Roll Number 1 OF 1

Neg.#	Description
0	—
1.	1.D. PLATE
2.	1.D. CARD
3.	EXTERIOR - LEFT SIDE
4.	" - RIGHT SIDE
5.	" FRONT
6.	" REAR
7.	HOOD INNER PANEL
8.	" OUTER
9.	DECK LID
10.	ROOF
11.	OPTIONS TAG
12.	LEFT FRONT DOOR PANEL - NO DAMAGE
13.	RIGHT " " " " " (SOME SWIRL AT REAR OF FENDER)
14.	INSTRUMENT PANEL - LEFT
15.	" " - RIGHT
16.	UNDER HOOD - RIGHT SIDE
17.	" LEFT SIDE
18.	" - FROM RIGHT SIDE
19.	" " LEFT SIDE
20.	RADIATOR - REAR
21.	HEATER HOSES
22.	FIREWALL - RIGHT SIDE - UNKNOWN DEVICE ON FIREWALL
23.	REAR OF ALTERNATOR
24.	
25.	
26.	
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	
36.	
37.	

THIS: CMTS ACTION: I KEY: 990097967 OGAN 01/19/00 10:53 DELUB090
NEXT: CMTS ACTION: I KEY: 990097967 GM CONFIDENTIAL ID: TAMGD
GENERAL COMMENTS

USER: TAMGD DATE: 2000-01-04 TIME: 10:41:46 COMMENT #: 0009
EAA INSPECTOR CALLED PAR AND ADVISED INSPECTION WILL BE PERFORMED.
GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 2000-01-19 TIME: 10:49:18 COMMENT #: 0010
CRM CALLED CUSTOMER AND LEFT MESSAGE THAT GM WILL NOT ACCEPT
RESPONSIBILITY.
GIOVANNI DEPALMA/TAMPA PAR

USER: TAMGD DATE: 2000-01-19 TIME: 10:53:06 COMMENT #: 0011
CRM RECEIVED AND REVIEWED PAR FILE.
CRM CONTACTED CUSTOMER, DEALER AND AVM TO REVIEW FILE.
CRM REQUESTED AND RECEIVED EAA INSPECTION.
CRM CALLED CUSTOMER AND LEFT MESSAGE THAT GM WILL NOT ACCEPT
RESPONSIBILITY.
CRM FORWARDING FILE TO ERS, GM/SAFETY AND CLOSING FILE.
CRM SENT CORRESPONDENCE.
GIOVANNI DEPALMA/TAMPA PAR



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 19, 2000

[REDACTED]
Los Angeles, CA [REDACTED]

RE: File No.: 990097967

Vehicle Identification No.: 1G3WH52K7WF358636

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the allegation involving your 1998 Oldsmobile Intrigue.

Our investigation revealed no evidence to support your product allegation. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

We have forwarded all information to BSIS. Thank you for allowing us the opportunity to review this matter.

BSIS
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

Respectfully,

Giovanni DePalma
Customer Relationship Manager
Product Allegation Resolution Team
Oldsmobile Division
General Motors Corporation

THIS: BASE ACTION: C KEY: 990097967 OCAN 12/23/99 16:29 OBLUB020
NEXT: BASE ACTION: KEY: 990097967 GM CONFIDENTIAL ID: TAMGD
01 TITLE CUSTOMER INFORMATION TYPE: GO
02 FIRST 03 MI: G 04 LAST
05 STREET
06 CITY : LOS ANGELES 07 ST: CA 08 ZIP
09 H PHONE 10 B PHONE
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 YR/MDL : 98 WWHS INTRIGUE 13 DEL DTE: 01 22 98 14 MILEAGE: 035000
15 VIN : 1G3WH52K7WF338636 ENG: 3.8L V6 MPI (PLANT: FAIRFAX
16 DEALER : GUY SCHMIDT OLDSMOBILE-CADILLA 17 DLRCDE: 24662 D PHN: 818-240-3900
18 CITY : GLENDALE 19 STATE : CA 20 SEL DLR : Y (Y/N)
CDE # DESC CDE COMMENTS ZONE : 10 WESTERN 3-5417 DIRECT
A06 I FIRE 21 ENGINE FIRE..
T01 I PRODUCT ALLEGAT 22 CUST STATES VEH ENGINE CAUGHT ON FIRE..

THIS: CMTS ACTION: I KEY: 990097967 OCAN 12/23/99 16:29 OBLUB030
NEXT: CMTS ACTION: I KEY: 990097967 GM CONFIDENTIAL ID: TAMGD
GENERAL COMMENTS

USER: TAMIN1 DATE: 1999-12-21 TIME: 17:15:21 COMMENT #: 0001
CUST STATES VEH ENGINE CAUGHT ON FIRE..CUST HAD VERY LITTLE INFO..
CUST WILL CALL BACK WITH INFO INCLUDING VIN, FIRE DEPT REPORT TIME AND
PLACE OF FIRE..CUST ALSO INQUIRED ABOUT RECALLS..CUST SEEKS RESOLUTION
WITH VEHL CRM ADV CUST THE FILE WILL BE FORWARDED TO FAR DEPT AFTER
COMPLETION..JOY/NIKON/TAMPA

USER: TAMPC DATE: 1999-12-21 TIME: 18:24:01 COMMENT #: 0002
CUST STATES THAT HE LEFT VEHICLE AT 2:50P.M AND WHEN HE CAME BACK VEH
CLE WAS TOTALLY BURNT OUT. REPORT AS FOLLOWS. PAULA CALLENDER
USER: TAMPC DATE: 1999-12-21 TIME: 18:31:07 COMMENT #: 0003

1. INCIDENT DATE 12/18/99.
2. LOCATION UNIVERSAL CITY WALK JURASSIC PARKING LEVEL 5L
3. NOBODY DRIVING - VEHICLE WAS STATIONARY.
4. CONCRETE - DRY
5. NONE 6. N/A
7. NO OTHER VEHICLES INVOLVED
8. ENGINE AND HOOD AREA OF VEHICLE.
9. EVERYTHING IN ENGINE AREA.
10. PRESENT LOCATION OF VEHICLE IS NEXT TO CUST HOME.
11. NO POLICE REPORT, BUT FIRE REPORT AND UNIVERSAL SECURITY REPORT
12. MAINTENANCE PERFORMED AT JIFFY LUBE.
13. NO INSURANCE.
14. CUST STATES LEFT VEHICLE TO GO TO THEATER AT ABOUT 2:50P.M WHEN HE
RETURNED TO VEHICLE IT WAS TOTALLY BURNT OUT AND HE FOUND A NOTE TO CO
NTACT THE UNIVERSAL SECURITY FOR INFORMATION REGARDING THE INCIDENT.
USER: TAMPC DATE: 1999-12-21 TIME: 18:33:28 COMMENT #: 0004
14. CUST THEN PROCEEDED TO THE INFORMATION SITE WHERE HE WAS ESCORTED
TO SECURITY.
15. CUST STATES THAT SECURITY ADVISED HIM THAT THEY HAVE THE INCIDENT
ON VIDEO TAPE AND ADVISED HIM TO CONTACT DEALERSHIP AND MANUFACTURER O
F VEHICLE. CUST STATES FIRE DEPARTMENT MADE A REPORT WHICH HE WILL OBT
AIN A COPY. CUST STATES THAT HE WAS INFORMED BY FIRE DEPARTMENT THAT T
HIS WAS NOT ARSON. PAULA CALLENDER/TAMPA

USER: TAMPC DATE: 1999-12-21 TIME: 18:37:04 COMMENT #: 0005

CRM ADVISED CUST TO SEND IN ALL COPIES OF FIRE REPORT AND UNIVERSAL SECURITY REPORT. CRM ADVISED CUST OF ADDRESS. PAULA CALLENDER/TAMPA

USER: TAMAK DATE: 1999-12-22 TIME: 09:54:43 COMMENT #: 0006
FORWARDING FILE TO TAMPA.PAR CRM, GIOVANNI DE PALMA EXT. 58312, FOR
REVIEW AND FOLLOWUP. ANGELA KEEKEY/TAMPA.PAR
USER: TAMGD DATE: 1999-12-22 TIME: 14:43:32 COMMENT #: 0007
CRM CALLED CUSTOMER AT HOME AND LEFT MESSAGE ON ANSWERING MACHINE
TO CALL PAR.
GIOVANNI DEPALMA/TAMPA.PAR

USER: TAMGD DATE: 1999-12-23 TIME: 16:25:08 COMMENT #: 0008
CUSTOMER CALLED PAR.
CUSTOMER STATES HIS VEHICLE CAUGHT FIRE. CUSTOMER STATES HE PURCHASED
THE VEHICLE FROM A TOYOTA USED CAR DEALERSHIP AT 34,500 MILES.
CUSTOMER STATES THE TOYOTA DEALERSHIP INSTALLED AN AFTER MARKET ALARM
SYSTEM.
CUSTOMER SEEKS TO HAVE CONCERN INVESTIGATED.
CRM ADVISED INSPECTION WILL BE SCHEDULED.
GIOVANNI DEPALMA/TAMPA.PAR

NEXT: GM WARRANTY HISTORY INQUIRY PAGE 01 OF 03
(UPDATED THRU 19991221) DIV: OLDSMOBILE
VEHICLE-ID-NUMBER DESCRIPTION ODM DEL-DLR DEL-DATE DEL-ODOM PDW-ELIG
CLM
1G3WH52K7WF358636 INTRIGUE 4 DR M 1528704 19980122 0 PAID 10

PROD-DTE: 19980115 DELVAR-DATE: WARBLK-DTE:
INV-DTE: N/A DELVAR-ODOM: WARBLK-TYP:
INV-DLR: 1523714 SETP-TO-DLR: 1524978

C	CYCLE	AUTH	AUTH
T	RODLE NO. RODATE RO-NO. DOC-NO LN LBROF LN-TOTAL ODOMETER ID CODE		
001	1524020 965 19990603 W71203 150012 02 Z7910 5.00 28699		
	ONE WAY SHUTTLE SERVICE		
002	1524020 965 19990603 W71203 150013 01 B7540 95.94 28699		
	MOLDING, W/SHIELD REVEAL-R&R/REPL		
	FAIL-PART:10402060 MLDG-W/S		
003	1524020 965 19990528 W71010 150006 01 Z7910 5.00 28599		
	ONE WAY SHUTTLE SERVICE		
004	1524020 964 19990528 W71010 150005 02 C5007 13.77 28599		
	TRIM, INTERIOR PLASTIC 1/ALL-REPAIR		

CONTINUED

NEXT: GM WARRANTY HISTORY INQUIRY PAGE 02 OF 03
VIN: 1G3WH52K7WF358636 (UPDATED THRU 19991221) CLAIM CNT: 10
DIV: OLDSMOBILE

C	CYCLE	AUTH	AUTH
T	RODLE NO. RODATE RO-NO. DOC-NO LN LBROF LN-TOTAL ODOMETER ID CODE		
005	1524020 964 19990528 W71010 150006 01 N2144 13.77 28599		
	SWITCH, RIGHT FRT DOOR WINDOW-REPL		
006	1524020 948 19990330 W68699 095005 01 B7700 197.20 25792		
	SHAFT, STEERING INTERMEDIATE-REPLACE		
	FAIL-PART:26062673 SHAFT		
007	1524020 937 19990217 W66927 057001 01 C0341 100.39 25735		
	CHANNEL, L-RR DR WDW RUN-R&R/REPLACE		
	FAIL-PART:10415308 CRNL-RWDO		

008 1542025 910 19981025 289253 329001 01 C3300 9.40 19740
 FLT, R-FT-DR A/RHT SWT MNTG-R&R/EPL
 009 1542025 842 19980304 274283 090003 01 N6035 22.63 2374
 WIRE/CONN, ANTI-LOCK BRK SYS-REPAIR
 010 11542025 821 19980115 A58636 358636 01 Z7000 63.42 0
 PASSENGER CAR AND TRUCK NVI
 ----- NO MORE CLAIMS FOR THIS VIN -----

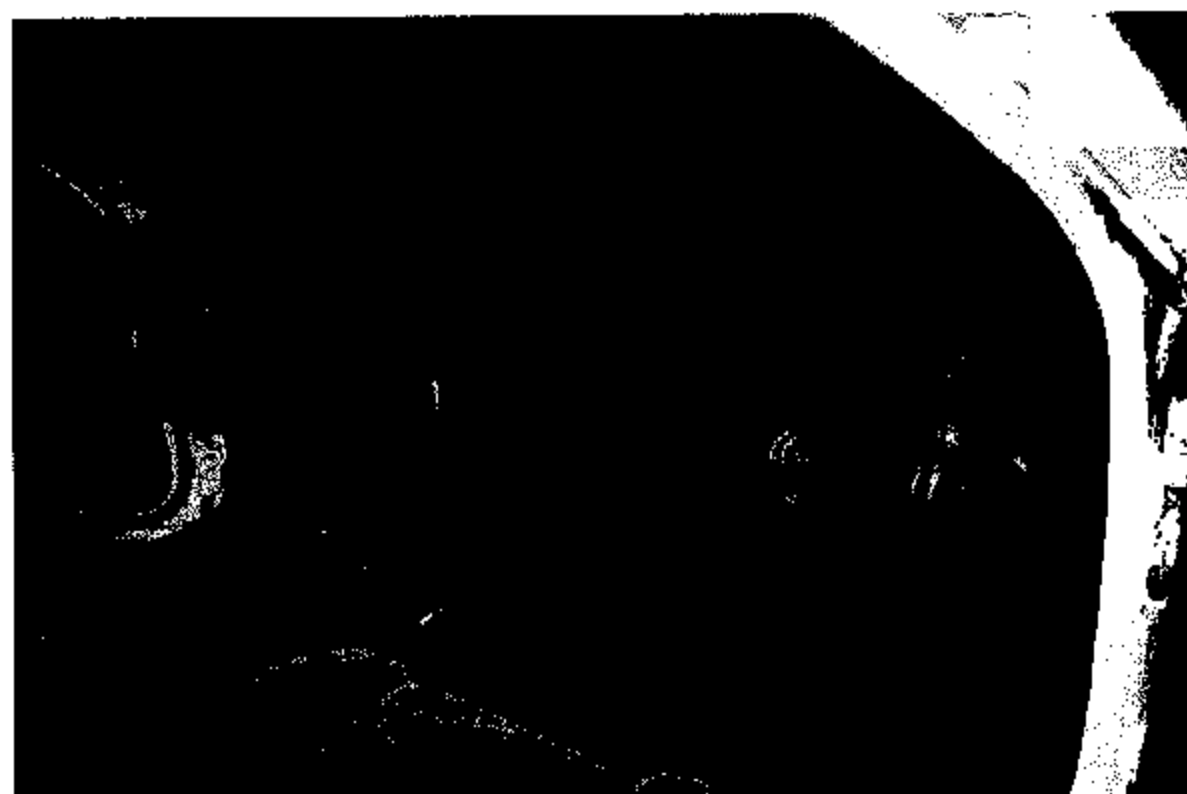
NEXT: GM WARRANTY HISTORY INQUIRY PAGE 03 OF 03
 WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: OLDSMOBILE
 VIN: 1G3WH52K7WF358636 ORD-TYPE: 050 SERV-TYPE: 000 DEL-TYPE: 020
 RPO DESCRIPTION RPO DESCRIPTION

W BODY	4 DOOR
SEDAN	OLDSMOBILE
V6 ENGINE	L36 3.8 LITRE V6 MPI
CALIFORNIA EMISSION	MDX AUTO TRANS W/OVERDRIVE
AUTO TRANS	ML5 4 SPD AUTO TRANS 4T65-E
UHS INSTRUMENT CLUSTER	FLEET PROCESSING OPTION
AKS INFLAT RESTRAINT DR/PAS	ANTILOCK BRAKE
C67 AIR CONDITIONING	TRACTION CONTROL
GOLD KEY INELIGIBLE	POWER STEERING
TILT STEERING COLUMN	DG7 DR/PASS REMOTE ELEC
U77 REAR WINDOW ANTENNA	ULD RADIO 2001-AM/FM, CASS
FLOOR CONSOLE	POWER WINDOW
A90 ELECTRIC TRUNK RELEASE	CRUISE CONTROL
----- END OF OPTIONS -----	

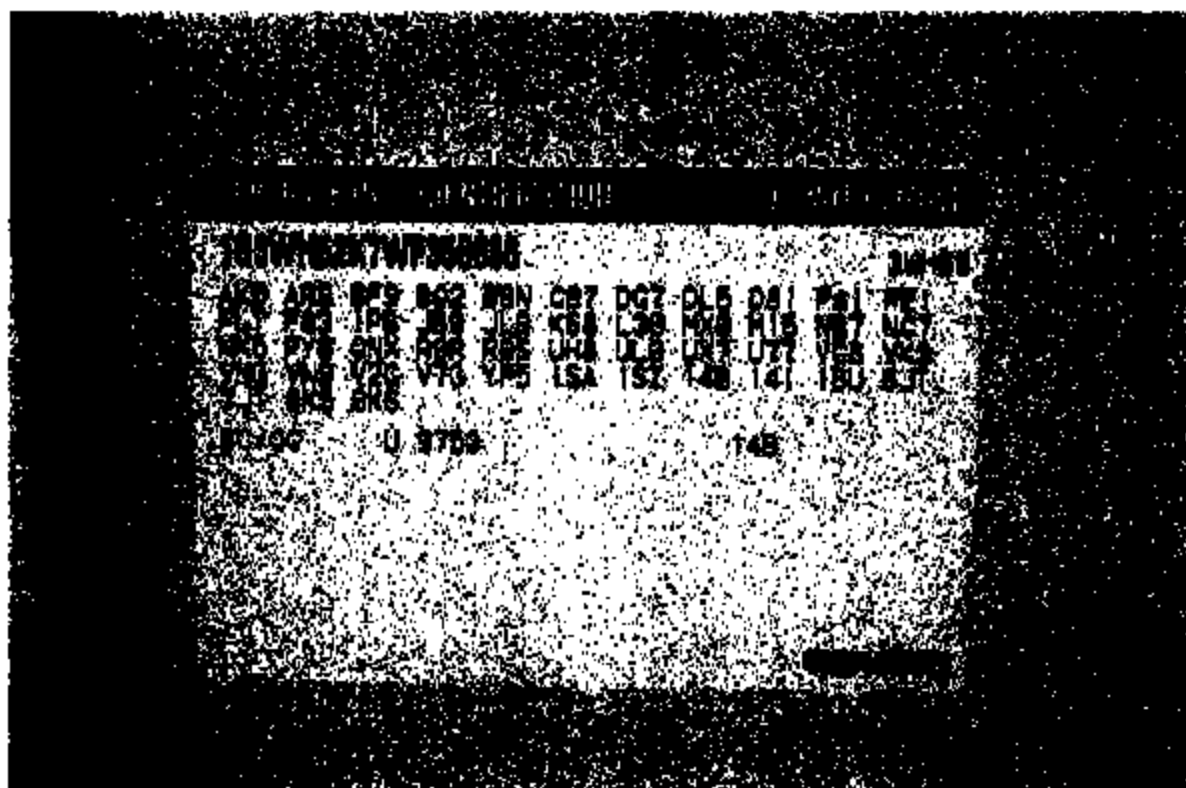
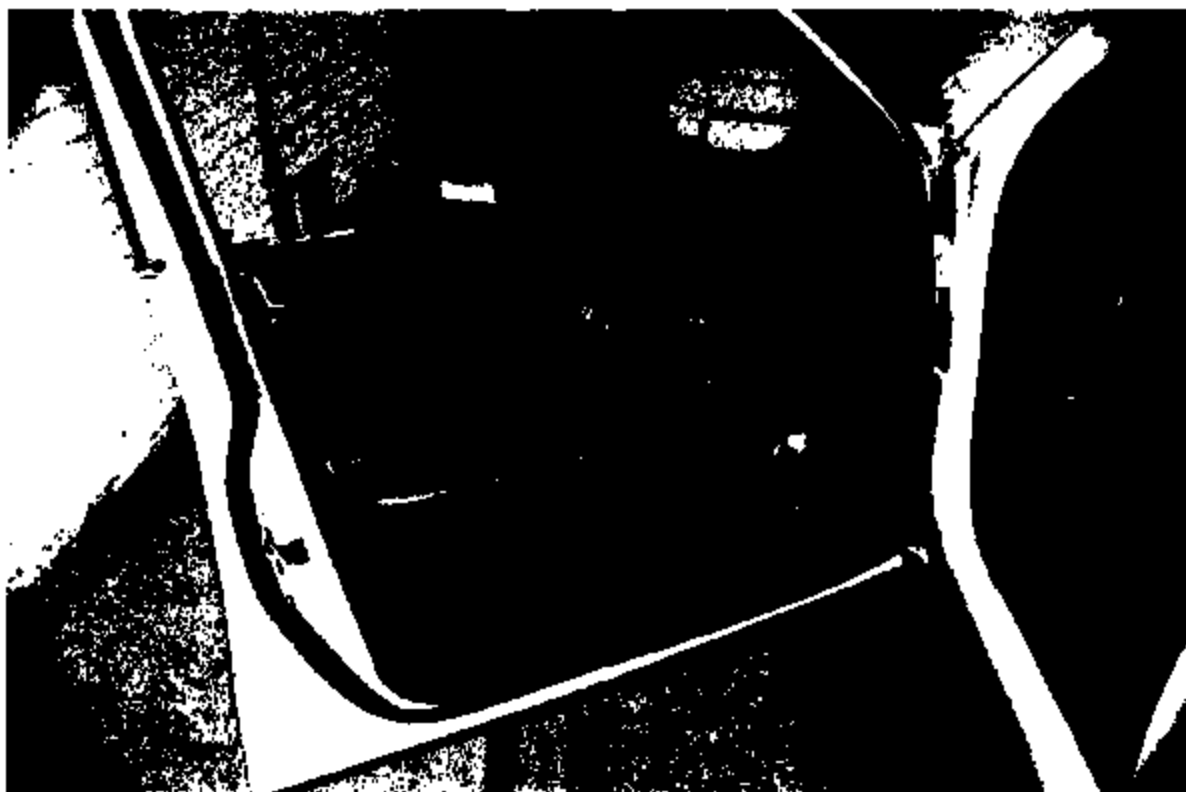










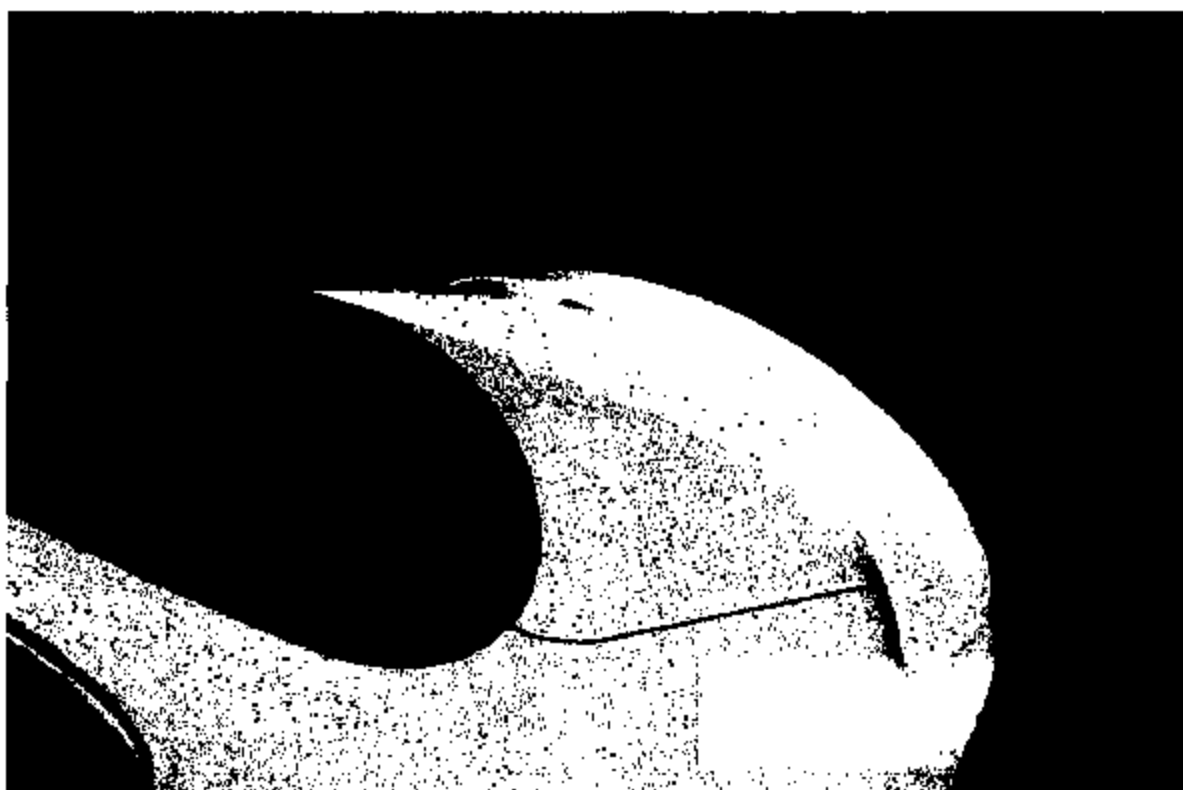
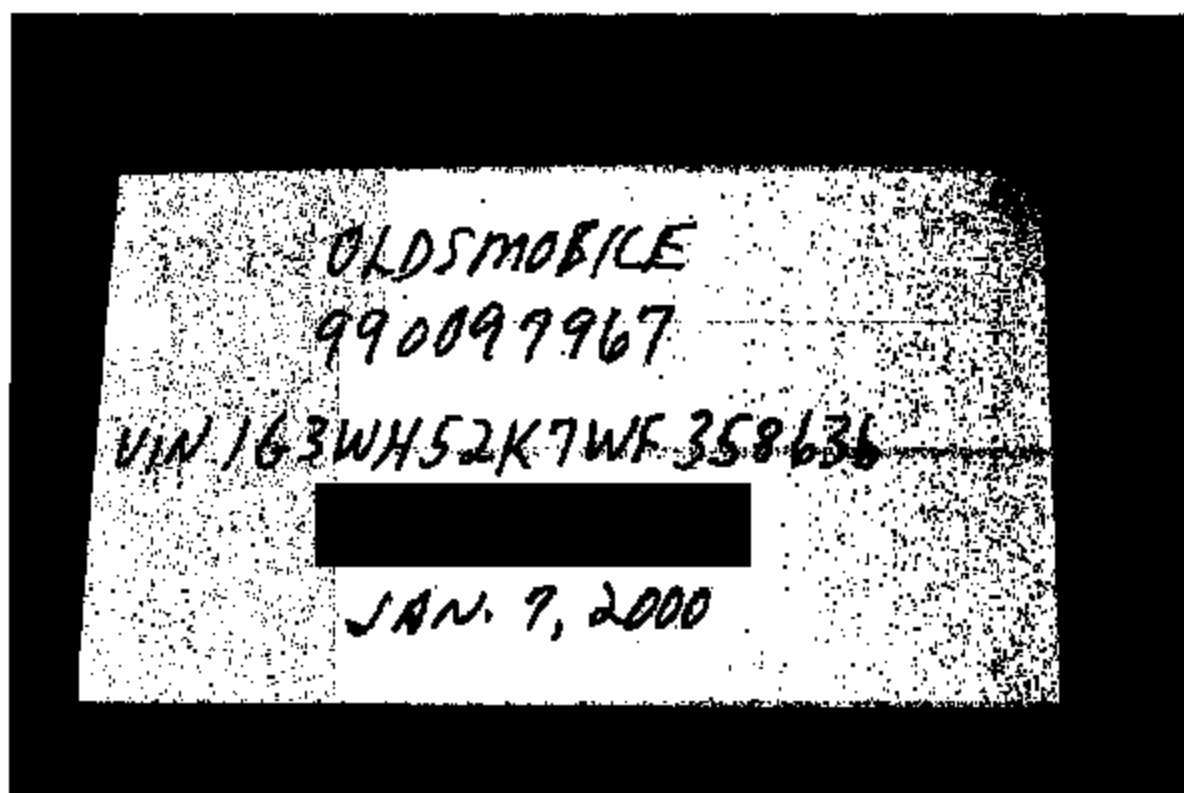


311480

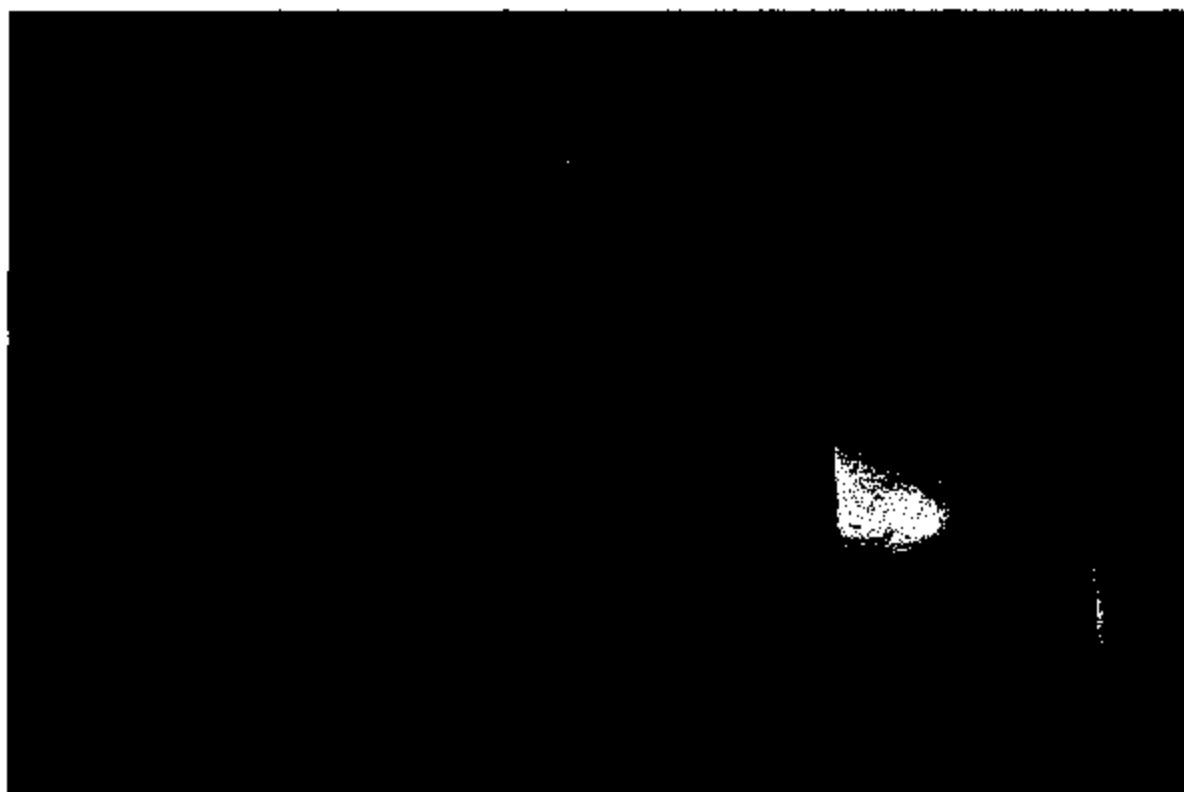


311480











GENERAL MOTORS CORPORATION

311667

DIVISION: Oldsmobile

ZONE:

DATE: 01/14/00

ESK/GM Central Claims
 Reclamation Center
 Mail Stop 482 C20 D71
 P.O. Box 100
 Detroit, MI 48265-3000

RR: Claimant: [REDACTED]

Date of Incident: 8-6-99

CAC File No.: 000001874

Comments:

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 obtained 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.

Product claim acknowledgments to:

Product Investigation Coordinator
 General Motors Corporation
 701 E. Millborough Avenue
 Suite 2300
 Tampa, FL 33610

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

Sincerely,

Thaddeus Jacobs
 General Motors Corporation

Customer Relationship Manager
 Product Allegation Resolution Team

- ☐ CAC Case Comments
- ☐ CAC Supp Notes
- ☐ Claims
- ☐ Claims
- ☐ Claim Report
- ☐ CAC
- ☐ Born Tape
- ☐ Other:

THIS: BASE ACTION: C KEY: 000001874 OCAN 01/12/00 12:21 OBLUB020
NEXT: BASE ACTION: KEY: 000001874 GM CONFIDENTIAL ID: TANTU
01 TITLE : CUSTOMER INFORMATION TYPE: GO
02 FIRST : 03 MI: 04 LAST :
STREET :
06 CITY : LEI ACRES 07 ST: FL 08 ZIP :
09 H PHONE: 10 B PHONE:
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 YR/MDL : 97 VHM5 EIGHTY EIGHT SEDAN 13 DEL DTE: 03 31 97 14 MILEAGE:
15 VIN : 1G3HN52K7V4806787 ENG: 3.8L V6 MFI (PLANT: LAKE ORION MI
16 DEALER : VAL WARD OLDSMOBILE, INC. 17 DLRCDE: 26200 D PHN: 941-939-2212
18 CITY : FORT MYERS 19 STATE : FL 20 SEL DLR : Y (Y/N)
CDE # DESC CDE COMMENTS ZONE : 30 S. EAST 3-5419 DIRECT

TO1 1 PRODUCT ALLEGAT 21 CUST'S LAWYER CALLED

22
23
24
25

PF13 GRMENU PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCH
PF19 CSEHIST PF20 1241A PF21 CSEPRT PF22 REIM PF23 REPURCH PF24 CAL

THIS: CMTS ACTION: I KEY: 000001874 OCAN 01/12/00 12:22 OBLUB030
NEXT: CMTS ACTION: I KEY: 000001874 GM CONFIDENTIAL ID: TAMTJ

GENERAL COMMENTS

USER: TAMKR DATE: 2000-01-10. TIME: 14:44:21 COMMENT #: 0001
T LAWYER CALLED IN THE PRODUCT ALLEGATION. HE STATES ALL COMMUNICAT
ION SHOULD GO THROUGH HIM. THE PHONE # IN THE SCREEN IS LAWYER'S NUMBE
R. CRM ADVISE LAWYER THAT SOME ONE FROM PAR WILL CALL HIM BACK WITHIN
24 HOURS. LAWYER'S NAME IS GORDON HARRISON.

1. INCIDENT DATE: 8/06/99 TIME: 9:00PM

2. LOCATION OF INCIDENT: MACARTHUR BLVD.

3. WHO WAS DRIVING AT THE TIME? [REDACTED]

AGE: 64 DISABILITIES? NONE BEFORE INCIDENT

4. ROAD SURFACE: PAVED CONDITION: DRY

5. NUMBER OF PEOPLE IN VEHICLE? 1 BODILY INJURIES? YES

6. INJURED NAME? [REDACTED]

ADDRESS [REDACTED]

CITY: LEA HEIGHTS STATES: FL. ZIP: [REDACTED]

TYPE OF INJURY? RIGHT KNEE SURGERY

TREATED WHERE? INITIAL TREATMENT DOCTOR'S OFFICE

MORE: Y NUMBER OF COMMENTS: 0005

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 IMENU PF23 CORREL PF24 CAL

*I0004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000001874 OCAN 01/12/00 12:22 OBLUB030
NEXT: CMTS ACTION: I KEY: 000001874 GM CONFIDENTIAL ID: TAMTJ

GENERAL COMMENTS

USER: TAMKR DATE: 2000-01-10 TIME: 14:49:15 COMMENT #: 0002

CONTINUED

7. WERE OTHER VEHICLES INVOLVED? NO
8. PROPERTY DAMAGE? VEHICLE WAS TOTALLED
9. COMPONENT ALLEGED DEFECTIVE? VEHICLE CAUGHT FIRE
10. PRESENT LOCATION OF VEHICLE? WRECKER YARD IN LEI HEIGHTS, FL
11. POLICE REPORT MADE? NO, FIRE REPORT MADE
12. WHERE DID OWNER HAVE MAINTENANCE PERFORMED? DEALERSHIP
13. INSURANCE? YES

COMPANY NAME? STATE FARM

ADDRESS? 1521 COMMERCE CREEK BLVD. CAPE CORAL, FL. 33905-6502

AGENT NAME? BRIAN KRETLER

LAWYER IS ALSO REPRESENTING INSURANCE COMPANY

14. OWNER'S DESCRIPTION OF WHAT HAPPENED?

CUST LAWYER STATES THAT CUST WAS DRIVING VEHICLE AND HEARD POOF SOUND.

HE STATES THEN THE CUST SAW SMOKE FROM UNDER THE HOOD AND THEN SAW FL

MORE: Y NUMBER OF COMMENTS: 0005

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 000001874 OCAN 01/12/00 12:22 OBLUB030
NEXT: CMTS ACTION: I KEY: 000001874 GM CONFIDENTIAL ID: TANTJ

GENERAL COMMENTS

USER: TAMKR DATE: 2000-01-10 TIME: 14:44:21 COMMENT #: 0001

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6. INJURED NAME? [REDACTED]

ADDRESS? [REDACTED]

CITY: LEA HEIGHTS STATES: FL. ZIP: [REDACTED]

TYPE OF INJURY? RIGHT KNEE SURGERY

TREATED WHERE? INITIAL TREATMENT DOCTOR'S OFFICE

MORE: Y NUMBER OF COMMENTS: 0005

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

PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORREL PF24 CAL

*I0004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000001874

OCCAN 01/12/00 12:22 OBLUB030

NEXT: CMTS ACTION: I KEY: 000001874

GM CONFIDENTIAL ID: TANTU

GENERAL COMMENTS

USER: TAMKR

DATE: 2000-01-10 TIME: 14:49:15

COMMENT #: 0002

FINUED

7. WERE OTHER VEHICLES INVOLVED? NO

8. PROPERTY DAMAGE? VEHICLE WAS TOTALLED

9. COMPONENT ALLEGED DEFECTIVE? VEHICLE CAUGHT FIRE

10. PRESENT LOCATION OF VEHICLE? WRECKER YARD IN LEI HEIGHTS, FL

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PF13 BASE

PF14 CMTS

PF15 AFTCL

PF16 CLOSE

PF17 CSESCN

PF18 DLRSCN

PF19 CRIS

PF20 REVIEW

PF21 LITLST

PF22 LMENU

PF23 CORREL

PF24 CAL

THIS: CMTS ACTION: I KEY: 000001874 OCAN 01/12/00 13:00 OBLUB030
NEXT: CMTS ACTION: I KEY: 000001874 GM CONFIDENTIAL ID: TAMIJ

GENERAL COMMENTS

USER: TAMIJ DATE: 2000-01-12 TIME: 13:00:30 COMMENT #: 0006

FAXED FILE TO ESIS CRM LEFT PHONE NUMBER FOR ATTORNEY TO CONTACT E
SIS. CRM WILL CLOSE FILE AND FORWARD TO ESIS. TIMIKI JACOBS.

*****BUSINESS SUMMARY*****

1. CRM REVIEWED CASE
 2. CRM FORWARDED FILE TO JIMM DUFFY (FAX)
 3. CRM CLOSED FILE MAILED TO ESIS.
- TIMIKI JACOBS/PAR.....

MORE: N NUMBER OF COMMENTS: 0006

PF13 BASE PF14 CMTS PF15 ATRCL PF16 CLOSE PF17 CSESCN PF18 DLRSN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORSEL PF24 CAL

*I0005 BOTTOM OF DATA DISPLAYED *

THIS: CLOSE ACTION: I KEY: 000001874 OCM 01/12/00 13:01 OBLUB040
NEXT: CLOSE ACTION: KEY: 000001874 CM CONFIDENTIAL ID: TMTJ
NAME: LEI ACRES, FL YR/MDL: VHM5 TYPE: GI

CASE CLOSING INFORMATION

CLAIM RECV: _ _ _

MUNICATION RECV: 01 10 00 CLOSE CASE: _ (Y/N)
DLR CONTACT DATE : 01 12 00 CONCLUSION DATE: 01 12 00 CLOSE DATE: _ _ _
REPAIR ORDER # : RO DATE: RESPONSIBLE DLR: _ _ _
CUST SATISFIED : Y (Y/N) FILE RETENT: 00 ARB SENT: N
ZN REVIEW CLOSE : ZN REVIEWED: _ (Y/N) DATE: _ _ _
HO REVIEW CLOSE : ONTEM HO REVIEWED: _ (Y/N) DATE: _ _ _

CDE # DESC COMMENTS SURVEY THIS CASE: N

T01 1 PRODUCT ALLEGAT CUST'S LAWYER CALLED
FORWARDED FILE TO ESIS

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSN
PF19 CRIS PF20 REVIEW PF21 CERTLST PF22 REPURCH PF23 COARSEL PF24 CAL

*E0436 CASE IN PROCESS - NEEDS HO REVIEW *I0102 ZN/HO REVIEWER WAS SYSTEM ASSIG
NED *

GENERAL MOTORS CORPORATION

311723

DIVISION: Oldsmobile

ZONE: Pennsylvania

DATE: 06/21/99

ESSE UNIT

GM Central Claims

P.O. Box 02489

Detroit, MI 48202

RE: Claimant: [REDACTED]

Date of Incident: 05/13/99

CAC File No.: 990044772

Comments:

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

Oldsmobile Division

M.C. 483-631-730

31 E. Jackson

Pontiac, MI 48342-6008

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

Very truly yours,

OLDSMOBILE DIVISION

General Motors Corporation

Customer Service Center Supervisor

31 E. Jackson

M.C. 483-631-730

Pontiac, MI 48342-6008

Enclosures:

- ☒ CAC Case Comments
- ☒ EAA Reps Notes
- ☒ Pictures
- ☒ Estimates
- ☐ Police Report
- ☐ RO's
- ☐ Demo Tape
- ☐ Others:

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: <u>Oldsmobile</u>	Rate: <u>990044972</u>	VIN: <u>1G3WN52K0WF363077</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: William Smith Organization: EAA
 Phone: (215) 364-6260 Inspection Date: 6/8/99 Mileage at Inspection: 12,800
Per Owner

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

Following the inspection, summarize the tests and observations.

Vehicle equipped with 3.8L V6 engine. Fire origin at
fuel leak and ignition at injector fuel rail going to injector
1, 3 and 5. Due to extent of fire damage not possible to establish
which of the three injectors or seals were leaking. No evidence of
tampering or discrepancies.

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

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

Harvey Fox

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

Other (Y/N) N; Repair (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: Thomas ChevroletMaintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) _____Recent at Thomas Chevrolet media for last oil change april 1999Any other pertinent vehicle history information (from interviewee or GM Warranty History)? No warrantyrepairs per owner

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

Thomas Chevrolet mediaHow was vehicle towed? (flat bed, dolly, sling, front or rear lift) flat bed If towed on wheels, how far? 10

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

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

If vehicle is a truck, or a car towing cargo at the time of the incident, estimate total weight of cargo and trailer (in lbs) _____

load description none 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"? 8 hrs Were all doors locked? (Y/N) YDrive length (if vehicle was parked prior to fire, describe last drive): Hrs. _____ Mins. 10 Distance traveled 3 milesIf not parked, vehicle speed estimate 35 MPH Source of estimate driver Posted speed NA MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) NA When last fueled? NAExact incident location 5-21-99 7:45 AM - Pearl Rd Waverly Stn. Easton Pa.Weather conditions and visibility clearApprox. temperature 60 °F. Any physical visual obstructions? none

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

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

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

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

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

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

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

Electrical systems operation: (normal, other?) No electrical systems on per driver

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

☐ Cruise Control
☐ Traction Control Switch "On"
☐ Low Beam Headlights
☐ High Beam Headlights
☐ Daytime Running Lights
☐ Fog Lamps
☐ Turn Signal
☐ Hazard Flashers
☐ Map Lights, Ft. & Rr.
☐ Other Interior Lights

☐ Windshield Wipers
☐ Air Conditioner, on "Max"? (Y/N)
☐ Heater
☐ Windshield Defogger
☐ Windshield Defroster
☐ Rear Window Defroster
☐ Outside Mirror Heater
☐ Driver Seat Heater
☐ Passenger Seat Heater
☐ Auxiliary Power Outlet

☐ Radio, Built-in Tape/CD Player
☐ Auxiliary CD Player
☐ Telephone
☐ CB Radio
☐ Power Window Controls
☐ Power Mirror Controls
☐ Power Seat Controls
☐ Power Sun Roof Controls
☐ Cigar Lighter
☐ Other

Steering operation: (normal, other?) normal

Powertrain: (any engine misf, sluggish, surge, stall, loss of power or speed, etc.?) none

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

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

Describe any unusual odors. From where?

Any smoke? (from where, color, intensity, etc.) Smoke coming from under hood. It looked like the engine overheated.

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

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

Any flames? (from where, color, intensity, etc.) An employee of Hawthorne raised hood, flames were coming from center of engine compartment.

Any steam or smoke? (from where, color, intensity, etc.) Although smoke was steam due to overheating.

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

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

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

Gauges? (Y/N) N If so, describe:

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

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

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

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

Any other comments or observations that have not been covered?

allstate mgr. handling
Kerr Antiller 315-645-8763 Lost no. 148 339-7356
On 6-7-99 vehicle impacted by allstate. report from Natty
Stirling Investigation Somerset NJ 08873 Phone 732-237-0209
Per Signature Clerk, body shop my Wayne B. Bartlett. Natty's
report will state fuel fire of engine injection system.

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

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

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

Left & right side exterior ☒
Front & rear exterior ☒
Hood, inner & outer panels ☒
Trunk area and Decklid, inner & outer panels ☒
Roof ☒
Door interior panels ☒
Left & right instrument panel & odometer ☒
Ashtray(s) area ☒
Left & right front seat and carpet ☒
Underbody & exhaust (include hangers) ☒
Option code label ☒
Engine compartment ☒
Radiator, front & rear ☒
Coolant recovery bottle ☒
Transmission cooler lines/connections ☒
Engine compartment engine coolant lines/hoses, connections/clamps ☒
Engine compartment heater lines/hoses, connections/clamps (include those to frame/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 ☒Engine block (note precise location of cracks, etc.) noneEngine oil pan ☒Engine compartment hinge torque rods ☒Engine compartment exhaust system (e.g. intact, tested, modified, out of position, etc.) ☒Any item which is alleged to be the cause of the Fuel systemAnything on vehicle which is after-market none

Anything on vehicle which is a modification

Anything on vehicle which is unusual, or out-of-place, etc.

H. 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 ☒Engine oil ☒Transmission fluid ☒Power steering fluid ☒Brake fluid ☒List 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) N/ASpark plug wiring and boot condition Destroyed & goneFuel filler "Lead Free" restrictor in place? (Y/N) N DescribeLocation of fuel filler cap (or evidence of removal) ☒Catalytic converter (any discoloration or swelling?) ☒

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

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

Complete engine compartment fire. No written estimate. Written estimate \$10,000 to \$12,000 see photos.

***** 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.

Conclusions

FIELD PHOTOGRAPHIC NOTES

Division: ALB Roll: 990044772 VRC: 1G3WH52KOWF363077
 Claimant's Name (LAST, First) [REDACTED]

Inspected By: 21 Vernon Smith Jr Organization: EAA
 Phone: (215) 364-6260 ext 61 Inspection Date: 6-18-99 Mileage at Inspection: 12800

Roll Number

Neg.# Description

- 1 Car and vehicle ID
- 2 Front view hood paint damaged
- 3 Left side
- 4 Right "
- 5 Rear
- 6 Front view
- 7 Ground view
- 8 Interior or floor panel damage
- 9 Engine fire damage front view Fuel fire started at front tank
- 10 Fuel injection
- 11 Close up view
- 12 Fire viewed from right side
- 13 " " " " " " " "
- 14 Rear of engine 9124x6
- 15 9124x6 engine under hood from left

TITLE : CUSTOMER INFORMATION

FIRST : [REDACTED] MI : [REDACTED] LAST : [REDACTED]
 CITY : BROOK HAVEN ST: PA ZIP : [REDACTED]
 E PHONE: [REDACTED] B PHONE: [REDACTED]
 COMPANY: [REDACTED]

VEHICLE/DEALER INFORMATION

YR/MO : 98 MAR INTERIM DEL DTE: 04 03 98 MILEAGE: 012500
 VIN : 1GJUNR2K0P565077
 DEALER : SIGNATURE OLDMOBILE DLR : 03827
 CITY : DRICKEL HILL STATE : PA DEL DLR : Y (Y/N)
 CDE # 0000 CDE COMMENT DLR LEVEL: 3
 A04 1 POSSIBLE SAFETY POSSIBLE SAFETY ISSUE
 T01 1 PRODUCT ALLIANT POSSIBLE PAR CASE.
 T10 1 UNSPECIFIED PRO C/STS THAT VEH CAUGHT FIRE.

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE : CASE PRODUCT CAMPAIGN : 00
 REQUEST AREA : SERV REQUEST SOURCE : N T RPA
 CONTACT TYPE : OWNER THIRD PARTIES : 002
 WARRANTY : I (IN/OUT/UNK) ON ADVISED : OWNER
 TRANSFER TO ID : PROCESS CODE : T01
 DOCUMENT # :

CASE INFORMATION

CASE OPEN DATE : 05 21 99 SCRAP DATE :
 CAC CASE CODE : CAC CASE LOC: ADV TRANSMIT : N (Y/N)
 CASE TYPE : TRANSMIT DATE : 06 02 99
 FOLLOW UP DATE : TAG CASE # :
 USC CODES : A04 T01 T10 CENTRAL FILE : Y (Y/N) LTR : N
 FILE RETENTION : 00 LAST ALTERED DATE : 06 15 99
 LAST ALTERED ID : OWNER REOPEN CASE : N (Y/N) 06 01 99
 SELECT CLOSE : N (Y/N)

GENERAL COMMENTS

DATE: 05/21/99 TIME: 09:44 COMMENT #: 0001
 O/CALLED THIS DATE. O/ IS THE O/ O/ C/STS THAT VEH CAUGHT FIRE
 WHILE DRIVING. O/STS THAT VEH IS BEING REPAIRED AT THIS POINT. O/STS T
 HAT SHE CALL BACK IF THERE IS ANY OTHER CONCERNS. O/STS THAT SHE
 WILL CONTACT H.O. DUE TO VEH BEING TOWED AT THIS MOMENT.
 PATRICE JOHNSON/OCAN

GENERAL COMMENTS

CHANNY DATE: 06/01/99 TIME: 14:35 COMMENT #: 0002
C/ CALLED THIS DATE AND STATED THAT SHE CALLED ABOUT TWO WEEKS AGO AND THOUGHT SOMEONE WAS GOING TO LOOK AT HER VEH. W/ REOPENED FILE AND SET UP AS A PAR CASE.

1. 5/15/99 2:30 P.M.
2. PUNEL BOND IN ASTEN PA.
3. SO NO
4. PAYMENT DRY
5. 1
6. NO INJURIES
7. NO OTHER VEH INVOLVED
8. NO PROPERTY DAMAGE
9. SOMETHING UNDER THE HOOD
10. VEH IS AT BASS DLR
11. YES
12. THOMAS CHRY

*****CONTINUED*****

USER: CHANNY DATE: 06/01/99 TIME: 14:40 COMMENT #: 0003
C/ STATES SHE WAS DRIVING VEH FOR ABOUT FIVE MINUTES AND SHE STOPPED THE VEH. C/ STATES SHE NOTICED SMOKE COMING FROM UNDER THE HOOD. C/ STATES THAT SHE PULLED INTO A WAWA FOOD STORE PARKING LOT AND OPENED THE HOOD. C/ STATES THAT THERE WERE FLAMES COMING FROM THE ENGINE COMPARTMENT. C/ STATES SOMEONE PUT THE FIRE OUT WITH A FIRE EXTINGUISHER. C/ STATES SHE AND VEH TOOK TO BASS DLR. C/ STATES SHE CALLED THIS OFFICE AND WAS TOLD OLDS WOULD LOOK INTO THIS. W/ APOLOGIZED TO C/. W/ TOLD C/ THAT THIS OFFICE WILL LOOK INTO THIS AND CALL HER BACK.

MARACHE/OCAN

USER: CHANNY DATE: 06/02/99 TIME: 09:33 COMMENT #: 0004
PAR CONTACTED DEALER TO REVIEW CASE BUT THE SVC MGR. WAS NOT AVAILABLE PAR LEFT VEH FOR SVC MGR.

NICOLE BERNARD EXT: 4-6172

USER: CHANNY DATE: 06/02/99 TIME: 10:46 COMMENT #: 0005
PAR CALLED THE DEALERSHIP AGAIN AND STAN (SVC MGR) INFORMED PAR THAT HE HAD TRIED TO CALL BACK BUT MOORE KNEW HIM TO TRANSFER HIS CALL. PAR APOLOGIZED AND INQUIRED ABOUT THE CUST'S VEH. STAN STATED THAT THE VEH IS IN THE BODY SHOP AND FROM NOW ON I WOULD NEED TO CONTACT WAYNE BERNARD IN THE BODY SHOP AT EXT. 183.

PAR LEFT A VME FOR WAYNE AND HE RETURNED THE CALL IMMEDIATELY. WAYNE STATED THAT HE TOLD THE CUST THAT THEY NEEDED TO HAVE THE VEH INSPECTED THROUGH HER INSURANCE CO BEFORE HE WOULD DO ANYTHING TO THE VEH. WAYNE ALSO STATED THAT THE CAR IS IN THE BODY SHOP BUT PAR HAD YET BEEN REPAIRED. HE ALSO BELIEVES THAT THE INSURANCE CO HAS HIRED AN INSPECTOR TO COME LOOK AT THE VEH.

NICOLE BERNARD EXT: 4-6172

GENERAL COMMENTS

CHAPS DATE: 06/02/99 TIME: 10:49 COMMENT #: 0006
PAR TRIED TO CONTACT CUST BUT GOT THE ANSWERING MACHINE SO, PAR LEFT A MESSAGE FOR THE CUST STATING THE CASE NUMBER, AND THE OLDSMOBILE 1-800 NUMBER WITH THE PAR'S EXTENSION AND NAME.

USER: CHAPS DATE: 06/02/99 TIME: 10:49 COMMENT #: 0007
NICOLE BUREAU EXT: 4-4172

USER: CHAPS DATE: 06/02/99 TIME: 12:48 COMMENT #: 0008
CUST CONTACTED PAR VIA CADILLAC LINE. CUST STATED THAT SHE WANTS HER VEH INSPECTED. PAR ADVISED THAT WE WOULD CONTACT RAA AND GET AN INSPECTOR ASSIGNED TO HER FILE. CUST AGREED. CUST ALSO STATED THAT SHE IS HAVING THE CAR INSPECTED THROUGH HER INSURANCE CO. PAR ADVISED THAT WE WOULD STILL LIKE TO DO OUR OWN INVESTIGATION. CUST AGREED. PAR ADVISED THAT AN INSPECTION TAKES 10-14 DAYS TO COMPLETE AND DURING THAT TIME PLANE WORK CAN TOUCH OR MOVE THE VEH. CUST AGREED. CUST STATED THAT SHE WANTS THE DEALER TO BE CONTACTED SO THAT THEY KNOW NOT TO TOUCH THE VEH DURING THE INSPECTION PERIOD.

CUST STATES THAT SHE AND HER HUSBAND HAVE DISCUSSED THE MATTER AND SHE DOES NOT FEEL SAFE IN HER VEH AND SHE DOES NOT FEEL THAT SHE SHOULD HAVE TO DRIVE AND PAY FOR A VEH THAT HAS MORE THAN 12000 WORTH OF BKT. DAMAGE IF OLDS IF FOUND RESPONSIBLE. PAR ADVISED THAT WE WILL TAKE

USER: CHAPS DATE: 06/02/99 TIME: 12:53 COMMENT #: 0009
THIS UNDER CONSIDERATION BUT, THAT WE CAN NOT MAKE ANY PROMISES TO THE CUST. PAR STATED THAT THE INVESTIGATION WILL HAVE TO BE CONDUCTED BEFORE WE CAN EVEN DISCUSS THE FUTURE OF THE VEH, AND THAT WE HAVE THE CUST'S CONCERNS DOCUMENTED AND WE WILL KEEP THEM UNDER CONSIDERATION.

PAR STATED PAR AND SAID SHE WOULD SPEAK TO US AFTER THE INSPECTION IS COMPLETED. PAR ADVISED THAT IF SHE HAD ANY QUESTIONS TO CALL THE OLDSMOBILE LINE AND GET TRANSFERRED TO PAR'S EXT.

NICOLE BUREAU EXT: 4-4172

USER: CHAPS DATE: 06/15/99 TIME: 10:34 COMMENT #: 0010
CHAPS CALLED PAR INDICATING THAT THE INVESTIGATION HAS TAKEN TOO LONG AND HER LOANER VEH IS DUE BACK SOMETIME THIS WEEK. SHE INDICATED THAT THE INSPECTOR HAD INFORMED HER OF THE POSSIBILITY OF THE FIRE BEING CAUSED BY THE FUEL INJECTOR. PAR ADVISED THAT I DID NOT HAVE THE RESULTS OF THE INVESTIGATION YET DUE TO THE FACT THAT I DO NOT HAVE ANY OF THE PICTURES YET. CUST WAS NOT HAPPY. PAR STATED THAT I WOULD CONTACT THE INSPECTOR AND ASK WHEN THE RESULTS WERE MAILED PAR ALSO ADVISED THAT I WOULD CONTACT [REDACTED] AS SOON AS I HAD ANY ANSWERS REGARDING HER CLAIM. CUST AGREED AND WE ENDED THE CALL.

NICOLE BUREAU EXT: 4-4172

GENERAL COMMENTS

CM001 DATE: 06/19/99 TIME: 10:25 COMMENT #: 0011
 PAR REVIEWED FILE AND DECIDED TO REPURCHASE THE VEH DUE TO THE FIRE
 CRUSE BEING STATED AS THE FUEL INJECTOR. PAR CONTACTED CUST AND
 ADVISED CUST THAT WE WOULD BE REPURCHASING HER VEH AND GIVING HER A
 LOWER VEH DURING THE REPURCHASING PERIOD. PAR ALSO ADVISED THAT WE
 ENTITLE THE CUST TO 30 DOLLARS PER DAY PER SPECIFIED IN WARRANTY FOR
 HER LOWER VEH. PAR THEN ADVISED THAT WE WOULD TRADE THE CUST INTO A
 VEH SIMILAR TO HER LAST VEH. PAR ALSO ADVISED THAT WE WOULD MAKE THE
 MONTHLY PAYMENT ON HER OLD VEH FOR HER. CUST SEEMED HAPPY AND AGREED
 TO THE DEAL PRESENTED BY PAR. PAR FORWARDED FILE TO THE REPURCHASING
 TEAM. NICOLE BESENF EXT: 4-4172

CASE HISTORY

UNSLID	DATE	TIME	EVENT
CM00J	05/21/99	09:39	GENERAL CASE WAS OPENED.
CM00J	05/21/99	09:39	START TIME HANDLING - CAC
CM00J	05/21/99	13:18	STOP TIME HANDLING - CAC
CM00J	05/21/99	15:18	CASE WAS CLOSED BY USER CM00J
CM00V	06/01/99	14:28	CASE REOPENED.
CM00V	06/01/99	14:28	START TIME HANDLING - CAC
CM00V	06/01/99	14:31	TRouble CODES CHANGED FROM: T10
CM00V	06/01/99	14:31	BASE CASE INFORMATION CHANGED
CM00J	06/01/99	14:58	CASE WAS REQUESTED FOR TRANSMISSION.
CM00J	06/01/99	14:58	CENTRAL FILE STATUS CHANGED FROM N.
CM00J	06/01/99	14:58	ROUTING CODE CHANGED FROM CAC.
CM00J	06/01/99	14:58	STOP TIME HANDLING - CAC
CM00J	06/01/99	14:58	START TIME HANDLING - CDI
CM00J	06/01/99	14:58	AFTER CALL INFORMATION WAS UPDATED.
CM00J	06/01/99	14:58	TRouble CODES CHANGED FROM: T01,T10
CM00J	06/07/99	14:42	AFTER CALL INFORMATION WAS UPDATED.
CM00J	06/07/99	14:42	ROUTING CODE CHANGED FROM CDI.
CM00J	06/07/99	14:42	STOP TIME HANDLING - CDI
CM00J	06/07/99	14:42	START TIME HANDLING - CAC
CM00J	06/16/99	14:01	CM1241 CASE OPENED
CM00J	06/16/99	14:02	CASE CONVERTED TO T241X
CM00J	06/16/99	14:13	CM1241X APPROVED BY ZONE.

FILE # 9204677

GENERAL MOTORS CORPORATION IN CONFIDENTIAL
TO: SUPERVISOR OF PRODUCT LIABILITY
OLDSMOBILE DIVISION
ZONE: N. EAST 5-5420
DATE OF INCIDENT: 05/15/99 2:30 PM

CLIMATE - PLANTING

TITLE	1		B. PHONE 1	-
NAME OF CLAIMANT	1		B. PHONE 1	
ADDRESS	1			
CITY	1	BROOK HAVEN	ST: PA	ZIP: 11461
COUNTRY	1			
TITLE	1		B. PHONE 1	-
NAME OF DRIVER	1		B. PHONE 1	810-872-2883
ADDRESS	1			
CITY	1	BROOK HAVEN	ST: PA	ZIP: 11461
TITLE	1		B. PHONE 1	-
NAME OF CLAIMANT	1		B. PHONE 1	
ADDRESS	1			
CITY	1	BROOK HAVEN	ST: PA	ZIP: 11461

世界中国学研究会理事单位暨中国孔子基金会学术顾问单位 [T WENTH] 中国孔子基金会学术顾问单位暨中国孔子基金会学术顾问单位

XIN: 90345200W563077 FILENO: 12500 DATE OF DELIVERY: 04/03/78
 TRANS: 4705-B SKID: NEW/AMMO/DOUG: NYN

PRODUCTION DATE 01/28/92

PRINCIPLE USED OF VEHICLE:

2000

ST: SIGNATURE OLDORVILLE CITY: DREXEL HILL ST: PA

REPAIRS FOR EXTENT OF DAMAGE AND RETAINING COST OF REPAIRS.	\$ 12000.00
---	-------------

CATINEN COPY OF ESTIMATED

ENGINE HAD A THERMAL EVENT. EVERYTHING BUT PARTS UNDER THE HOOD ARE UNHARMED

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

OWNER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND HIS STATEMENT OF THE CHAIN OF EVENTS: OWNER WAS DRIVING WEST FOR ABOUT FIVE MIN., SHE THEN NOTICED SMOKE COMING FROM IMMEDIATELY THE ROAD SO SHE PULLED INTO A STORE PARKING LOT. OWNER OPENED THE DOOR OF THE VAN AND FLAMES SHOT OUT. OWNER HAD SOMEONE AT SHOPPING CENTER PUT THE VAN FIRE OUT WITH AN EXTINGUISHER. THE SMOKE SEEMED TO BE COMING FROM AN INTERNAL PROBLEM UNDER THE HOOD.

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

DID YOU PERSONALLY INSPECT THE VEHICLE YES X NO

WHAT DEFENDANTS ARE ALLEGEDLY DEFECTIVE? SOMETHING UNDER THE ROOF.

WIND MADE ALLEGATION OF DEFECT? CLAIM

INFO FROM FURTHER INVESTIGATION: FIRE WAS CAUSED DUE TO A DEFECT IN THE FUEL INJECTOR.

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

TYPE OF LOSS:

☒ FIRE DAMAGE ☐ PROPERTY DAMAGE-VEHICLE ☐ PROPERTY DAMAGE-OTHER

IF 'PROPERTY DAMAGE-OTHER', COMPLETE THE FOLLOWING:

DESCRIPTION OF PROPERTY INCLUDING AGE AND CONDITION:

ORIG. PURCH. PRICE: \$0.00 AMT CLAIMED: \$0.00 AMT PAID: \$0.00
ARTICLES OBTAINED FROM CLAIM? YES X NO IF 'NO' GIVE REASON: NONE NEEDED

DISPOSITION OF ARTICLES:

PAYMENT CREDIT X AMT: \$0.00 DATE TO:
RELEASE FORM SIGNED (TO BE SIGNED) BY CLAIMANT: YES X NO IF 'NO' GIVE REASON: NOT NEEDED

CLAIM HANDLED TO CONCLUSION BY: RIDDLE BUREAU TITLE: PAR

DATE OF INVESTIGATION: 06/06/99 INVESTIGATOR: H. VERNON SMITH

IN APPROVAL BY: CMMST DATE: 06/16/99

NO APPROVAL BY: DATE: / /

1241-X
COMMENTS
06/16/99

COMMENTS FOR GH 1241X
CASE NR: 99004772

PAGE 01

FINDINGS FROM INVESTIGATION: (FIRE INCIDENT)

- * FUEL LINE ARE SHUT OFF
- * CIRCUIT BREAKERS ARE SHUT OFF
- * POSITION OF SWITCHES AT THE TIME OF INSPECTION
HEADLIGHTS OFF, RADIO OFF
- * FUEL FILLER NECK "LEAD FREE" RESTRICTOR INTACT
- * CATALYTIC CONVERTER CONDITION IS NORMAL
- * EXHAUST SYSTEM IS INTACT AND IN GOOD SHAPE, NO MODIFICATIONS

INSPECTOR STATED THE FOLLOWING:

FIRE ORIGIN IS DUE TO A FUELLEAK AT THE INJECTOR FUEL RAIL, GOING TO
INJECTORS 1, 3, AND 5. DUE TO EXTENSIVE FIRE DAMAGE NOT POSSIBLE TO
ESTABLISH WHICH OF THE INJECTORS OR RAILS WERE LEAKING TO CAUSE THE FIRE.
THERE WAS NO EVIDENCE OF TAMPERING OR DISASSEMBLY.

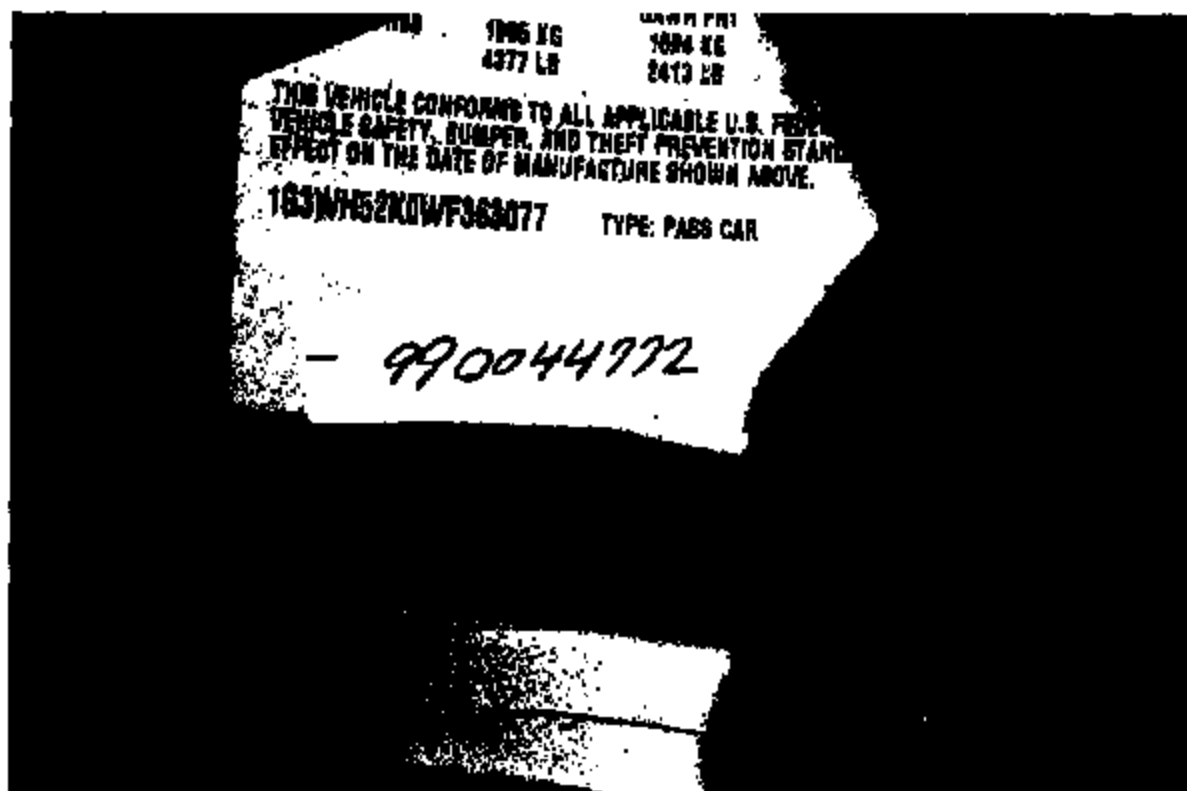
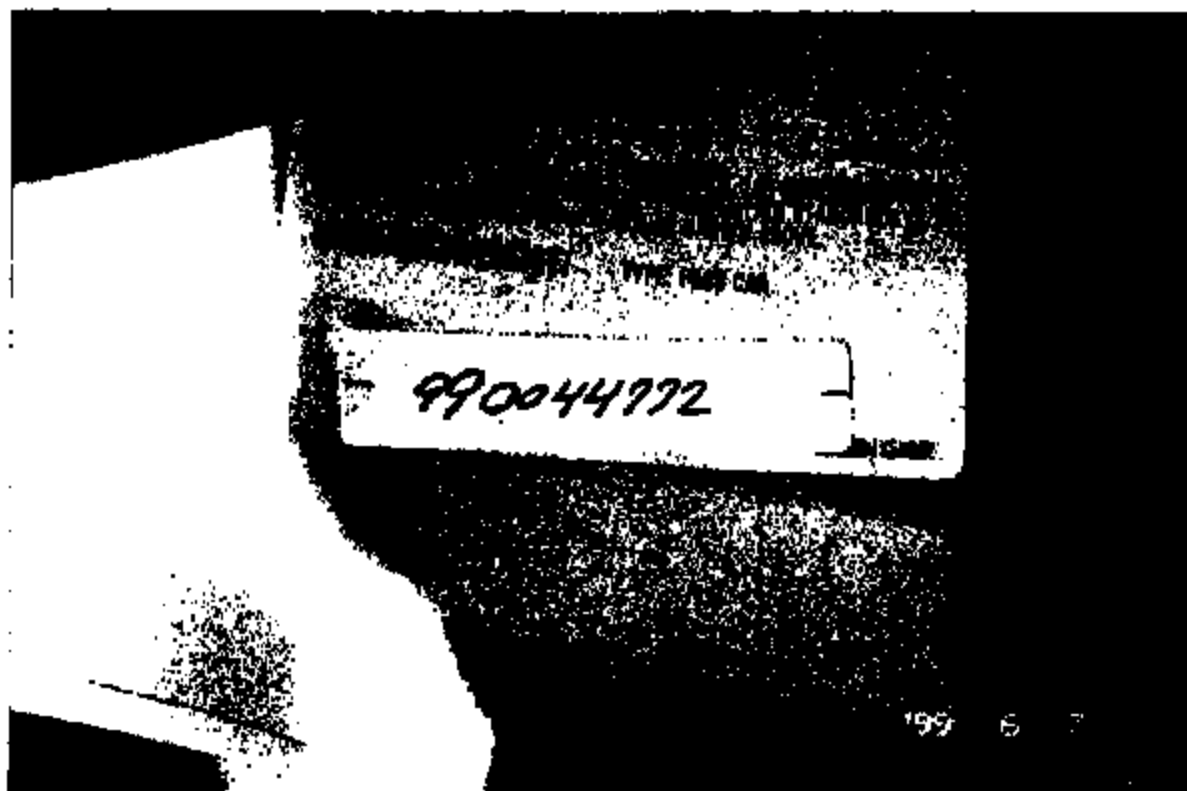
PAR 18 DOWNS A REPURCHASE OF THE VEH.

===== END OF COMMENTS FOR GH1241X CASE =====

1241-X
05/16/99

CASE IN 990044772

GENERAL MOTORS CORPORATION ON CONFIDENTIAL
TO: SUPERVISOR OF PRODUCT LIABILITY
OLDSMOBILE DIVISION
ZONE: N. EAST 3-5420



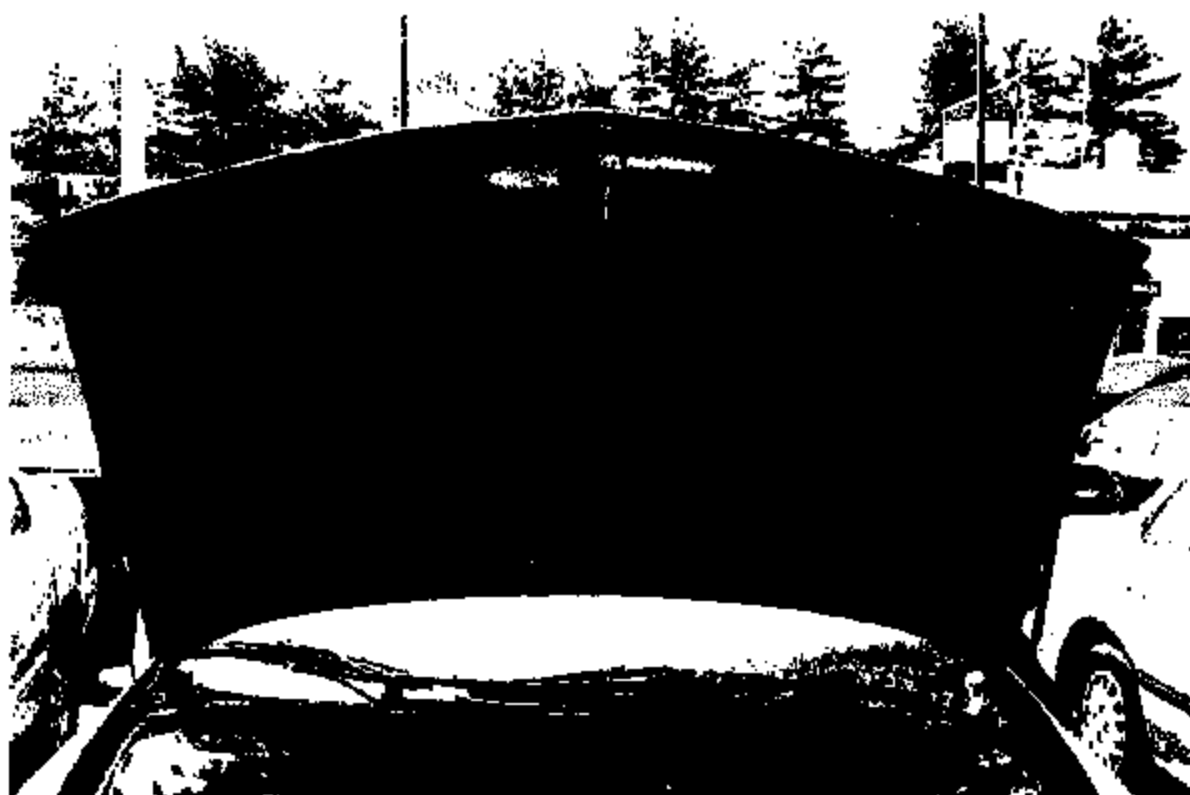
311723

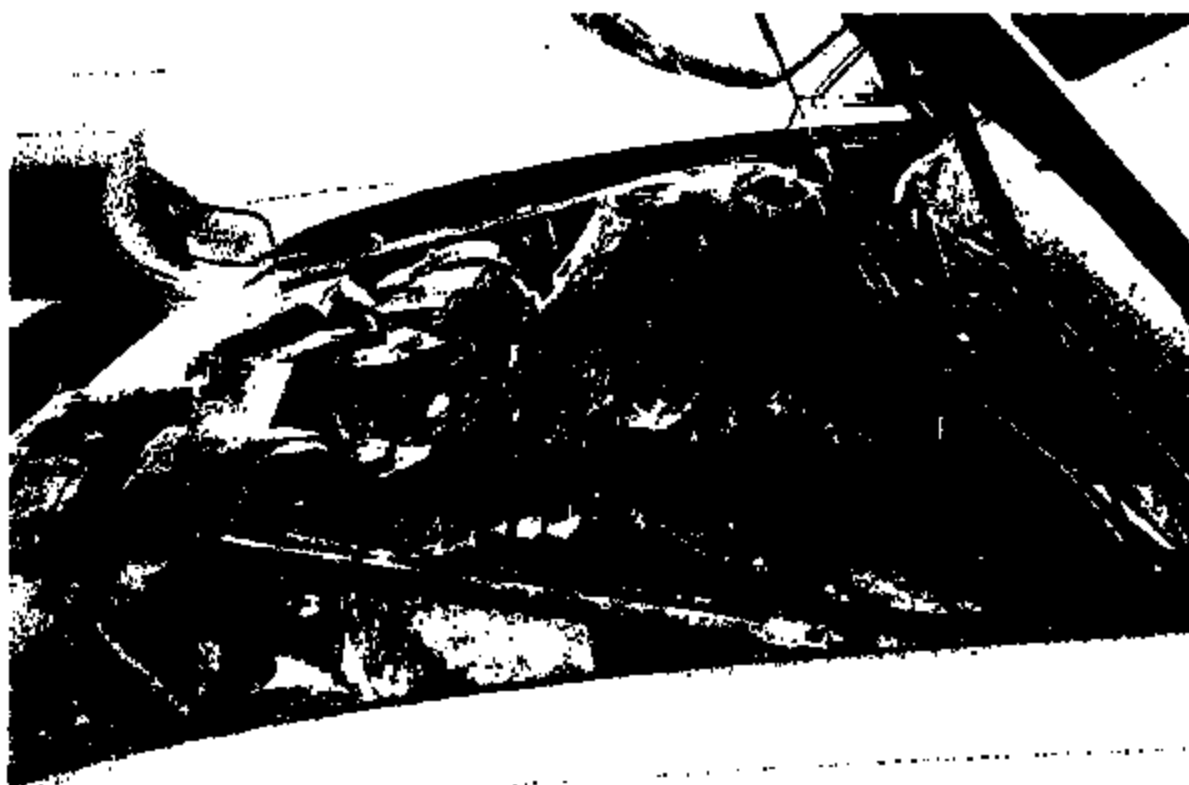


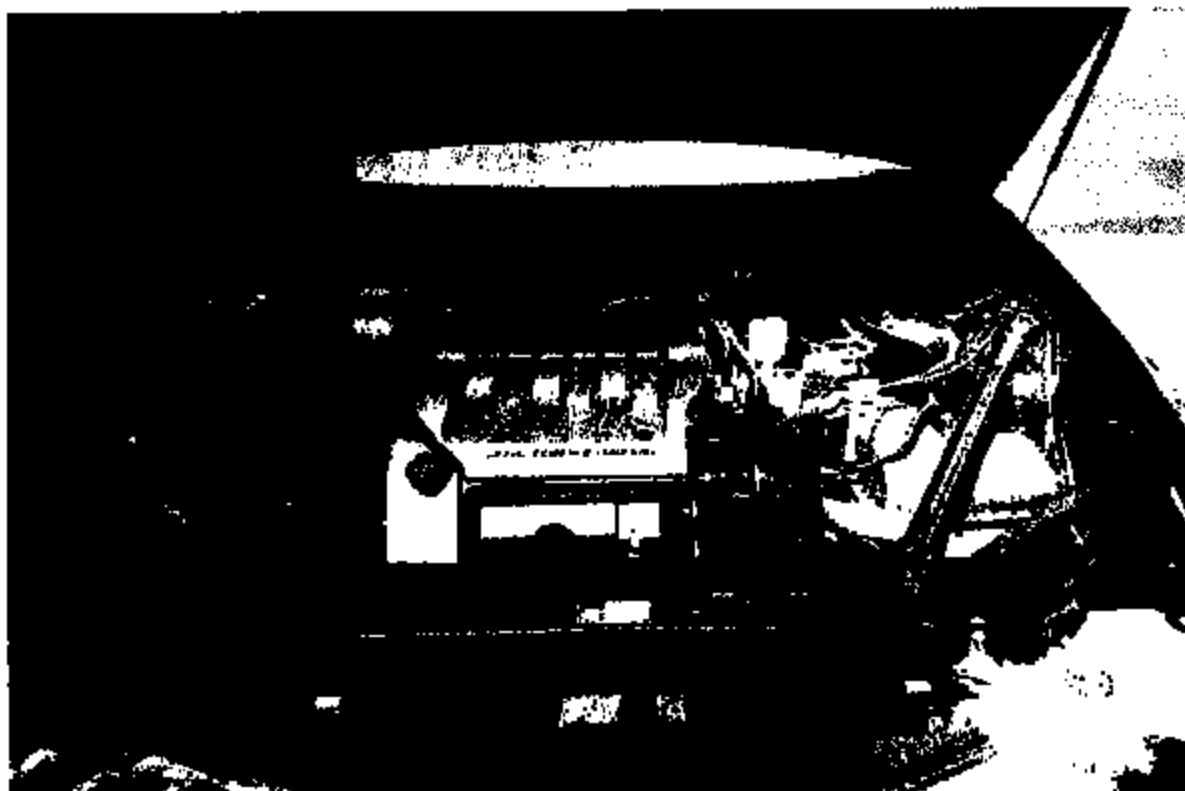






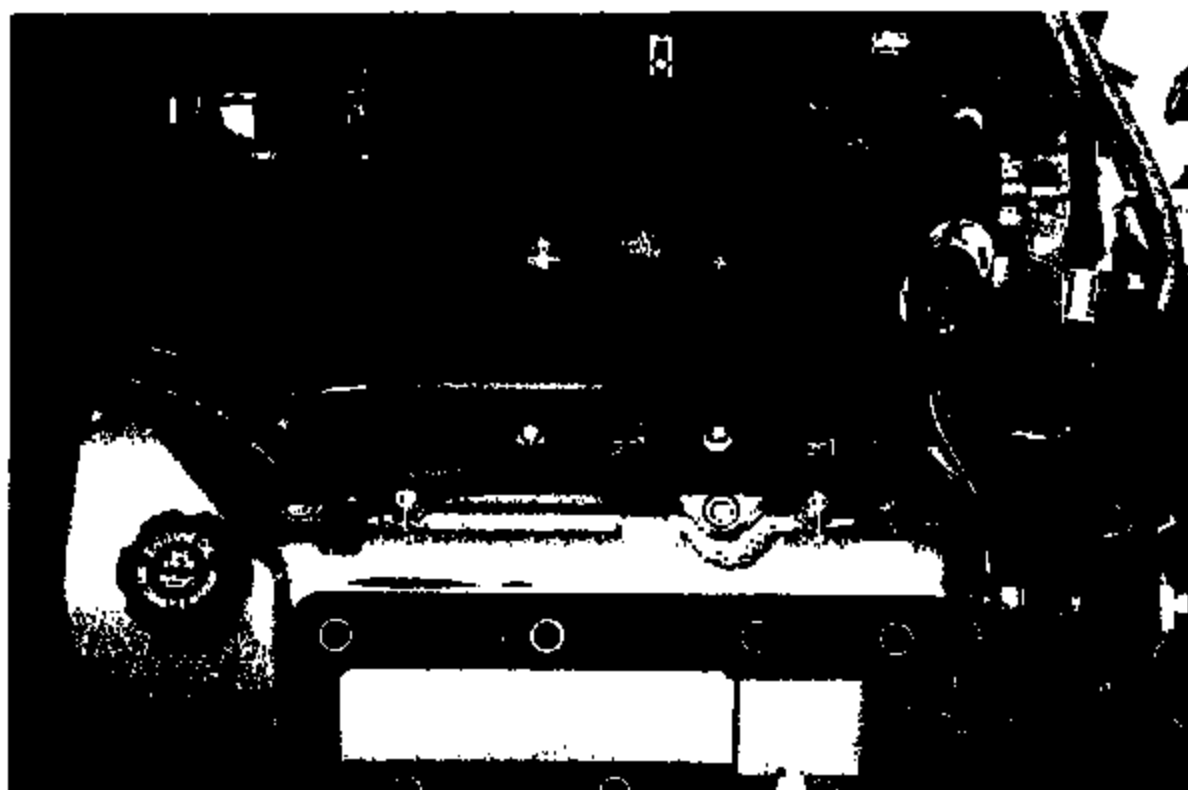
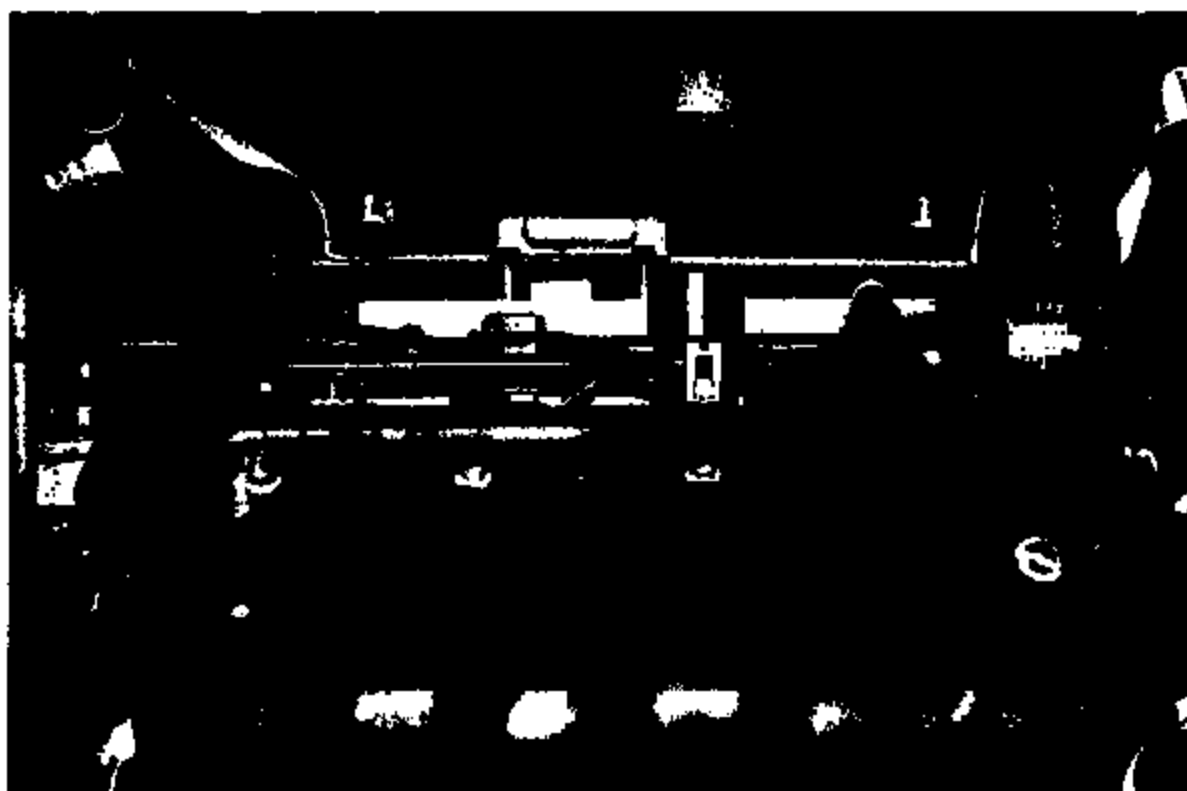














311942



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

December 27, 1999

[REDACTED]
Custer, OH [REDACTED]

RE: File No.: 990098203
VIN # : 1G3WS52K1WF338464

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 1998 Oldsmobile Intrigue.

Oldsmobile Division is unable to assume responsibility for damages since the claim has been settled with your insurance carrier.

If you have any questions or concerns, you may contact HSIS at the address listed below.

HSIS Unit
Renaissance Center
Mail Code 482 C20 D71
P.O. Box 300
Detroit, MI 48265-30

Respectfully,

James Lee
Customer Relationship Manager
Product Allegation Resolution Team
Oldsmobile Division
General Motors Corporation

NEXT: BASE ACTION: KEY: 990098203 GM CONFIDENTIAL ID: TAMIL

01 TITLE [REDACTED] CUSTOMER INFORMATION TYPE: GO

02 FIRST [REDACTED] 03 MI: 04 LAST [REDACTED]

05 STREET: [REDACTED]

06 CITY : CUSTAR 07 ST: OH 08 ZIP [REDACTED]

09 H PHONE: [REDACTED] 10 B PHONE: [REDACTED]

11 COMPANY:

VEHICLE/DEALER INFORMATION

12 YR/MO: 98 WW55 INTRIGUE GL 13 DEL DTE: 08 25 98 14 MILEAGE: 020000

15 VIN : 1G3W552K1WF338464 ENG: 3.8L V6 MPI (PLANT: FAIRFAX

16 DEALER : YARK OLDSMOBILE 17 DLRCDR: 07651 D FEN: 419-841-7771

18 CITY : TOLEDO 19 STATE : OH 20 SEL DLR : Y (Y/N)

CDE # DESC CDE COMMENTS ZONE : 50 N. CNTRL 3-5421 DIRECT

T01 : PRODUCT ALLEGAT 21 CUST VEHICLE CAUGHT FIRE

T22 : CSI REPLY 22 CORRESPONDENCE RECEIVED

23

24

25

NEXT: GM WARRANTY HISTORY INQUIRY PAGE 01 OF 03

(UPDATED THRU 19991224) DIV: OLDSMOBILE

VEHICLE-ID-NUMBER DESCRIPTION ODM DEL-DLR DEL-DATE DEL-ODOM PDI-ELIG

CLM

1G3W552K1WF338464 INTRIGUE GL 4 DR M 1507651 19980825 0 PAID 9

PROD-DTE: 19971113 DELWAR-DATE: WARBLK-DTE:

INV-DTE: N/A DELWAR-ODOM: WARBLK-TYP:

INV-DLR: 1507651 SHIP-TO-DLR: 1507651

C CYCLE

AUTH AUTH

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

001 1507651 952 19990407 323005 109001 08 Z5001 20.65 6012

VIP/FREIGHT/POSTAGE REIMBURSEMENT

002 1507651 952 19990407 323005 109002 02 R3290 111.95 6012 0090 B

MIRROR, R-OUTSIDE R/CTL RR VIEW-RPL

FAIL-PART:10420280 MIR-OS/RV

003 1507651 952 19990407 323005 109003 01 R3291 107.92 6012 0090 B

MIRROR, L-OUTSIDE R/CTL RR VIEW-RPL

FAIL-PART:10420281 MIR-OS/RV

CONTINUED

NEXT: GM WARRANTY HISTORY INQUIRY PAGE 02 OF 03

VIN: 1G3W552K1WF338464 (UPDATED THRU 19991224) CLAIM CNT: 9

DIV: OLDSMOBILE

C CYCLE

AUTH AUTH

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

004 1507651 925 19990112 314626 014007 02 R3290 48.41 6012

MIRROR, R-OUTSIDE R/CTL RR VIEW-RPL

005 1507651 925 19990112 314626 014008 01 R3291 48.41 6012

MIRROR, L-OUTSIDE R/CTL RR VIEW-RPL

006 1507651 902 19981026 307178 301020 03 B9730 719.69 3181

GEAR ASSEMBLY, P/S SHORT - REPLACE

FAIL-PART:26063582 REM STGR

007 1507651 902 19981026 307178 301021 02 H0127 64.33 3181

DISC ASSEMBLY, BOTH FRONT-RAR/REPL

008 1507651 902 19981026 307178 301022 01 H2640 10.72 3181

PEDAL/BUSHING, BRAKE R&R/REPLACE
009 11507651 803 19971113 A38464 338464 01 Z7000 73.01 0
PASSENGER CAR AND TRUCK NVT
----- NO MORE CLAIMS FOR THIS VIN -----

NEXT: GM WARRANTY HISTORY INQUIRY PAGE 03 OF 03
WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: OLDSMOBILE
VIN: 1G3WS52K1WF338464 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 015
RPO DESCRIPTION RPO DESCRIPTION

W BODY	4 DOOR
SEDAN	OLDSMOBILE
V6 ENGINE	L36 3.8 LITER V6 MFI
FEDERAL EMISSIONS	3MD AUTO TRANS W/OVERDRIVE
AUTO TRANS	M15 4 SPD AUTO TRANS 4T65-B
UHS INSTRUMENT CLUSTER	AK3 INFLAT RESTRAINT DR/PAS
ANTILOCK BRAKE	C12 AIR CONDITIONING
TRACTION CONTROL	POWER STEERING
TILT STEERING COLUMN	DES DR/PASS FWR HTD FOLDING
U77 REAR WINDOW ANTENNA	UL0 RADIO 2001-AM/FM, CASS
U15 12 DISC CHANGER/MAGAZIN	FLOOR CONSOLE
POWER WINDOW	A90 ELECTRIC TRUNK RELEASE
CRUISE CONTROL	UK3 STEERING WHEEL CONT
----- END OF OPTIONS -----	

NEXT: CMT8 ACTION: I KEY: 990098203 GM CONFIDENTIAL ID: TAMJL
GENERAL COMMENTS

USER: TAMCM DATE: 1999-12-22 TIME: 14:58:50 COMMENT #: 0001
CORRESPONDENCE RECEIVED
DOCH9935601182

LETTER RECEIVED FROM GRANGER INSURANCE COMPANY STATING THAT DUE TO A DEFECTIVE PART ON CUST VEHICLE WHICH CAUSED A FIRE RESULTING IN THE TOTAL LOSS OF THE CUST VEHICLE. LETTER RECEIVED FROM CATHY OHR 800-837-6761. CRM CALLED SPOKE TO CATHY TO GET INFORMATION ON CUST AND CREATED FILE. CRM ADVISED HER WILL CONTACT CUST FOR INFO ON INCIDENT AND THE ROUTE TO (PAR). MS. OHR SAID SHE WILL BE ON VACATION NEXT WEEK BUT SOMEONE CAN CONTACT HER OFFICE AND GET INFO ON WHERE THE VEHICLE IS SO IT CAN BE INSPECTED. CAROLYN MILLER / TAMPA

USER: TAMCM DATE: 1999-12-22 TIME: 15:35:10 COMMENT #: 0002
INCIDENT DATE: 10-25-99 TIME ?

LOCATION: CUST DIDNT GIVE ADDRESS SAID IT HAPPEN ON THE PROPERTY WHERE THEIR NEW HOUSE IS BEING BUILT. [REDACTED] WAS DRIVING [REDACTED] NO DISABILITIES. ROAD SURFACE: FINE CONDITION: DRY NUMBER OF PEOPLE IN VEHICLE (2) BODILY INJURIES (YES) NO OTHER VEHICLE INVOLVED PROPERTY DAMAGE D: JUST THE VEHICLE COMPONENT (S) ALLEGED DEFECTIVE? CUST DONT KNOW PRESENT LOCATION OF THE VEHICLE? CO-PART SALVAGE AUTO AUCTION 1845 TELB GRAFH RD. NO POLICE REPORT. OWNER HAD MAINTENANCE PERFORMED AT YARK OLDSMOBILE. OWNERS DESCRIPTION OF WHAT HAPPENED? CUST STATES WAS GOING TO THE PROPERTY WHERE THEY WERE HAVING A HOUSE BUILT AND THEY SMELLED GAS. CUST STATES HIS WIFE GOT OUT THEN HE GOT OUT SAID HE LIFTED THE HOOD AND IT JUST IGNITED IN FIRE IN HIS FACE STATED HE HAS NO EYEBROWS AND NO HAIR IN THE FRONT. CUST STATED HE TRIED TO PUT THE FIRE OUT WITH A FIRE EXTINGUISHER BUT COULDN'T HAD TO CALL THE FIRE DEPT. CAROLYN MILLER / TAMPA

GENERAL COMMENTS

USER: TAMAK DATE: 1999-12-23 TIME: 10:54:22 COMMENT #: 0003
FORWARDING FILE TO TAMPA PAR CRM, JAMES LUE EXT. 58064, FOR REVIEW
AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

USER: TAMIL DATE: 1999-12-27 TIME: 09:52:44 COMMENT #: 0004
CRM CONTACTED INSURANCE COMPANY. COMPANY HAS TITLE TO VEHICLE. BSIS AD
DRESS GIVEN TO INSURANCE COMPANY. FILE BEING CLOSED. JAMES LUE/TAMPA
PAR X58064

GENERAL COMMENTS

USER: TAMIL DATE: 1999-12-27 TIME: 09:56:51 COMMENT #: 0005
BUSINESS SUMMARY:

1. ALLEGATION : THERMAL EVENT
2. INCIDENT DATE : 10/25/99 TIME : NA
3. VEHICLE : 1998 OLDSMOBILE INTRIGUE 20000 MILES
VIN #: 1G3WE52K1WF338464
4. RESOLUTION : CUSTOMER HAS SETTLED CLAIM WITH INSURANCE COMPANY
WHICH HAS TITLE TO VEHICLE. FILE FORWARDED TO BSIS.
5. CLOSING : LETTER TO CUSTOMER. FAX TO MSX. COPIES TO BSIS/CENTRAL
FILE. JAMES LUE/TAMPA PAR X58064



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

To: Central Files
File #: 990098203
VIN#: 1G3W552K1WF338464

For your records.

From: James Lee
Product Allegation Resolution Team
Tampa, Florida
Fax: 813-639-4071

Enclosures:

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

GENERAL MOTORS CORPORATION

311975

DIVISION: Oldsmobile

ZONE:

DATE: 12/30/99

BSIS/GM Central Claims
Renaissance Center
Mail Code 482 C20 D71
P.O. Box 300
Detroit, MI 48265-3000

RE: Claimant: [REDACTED]

Date of Incident: 12-07-99

CAC File No.: 990094428

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
1 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Very truly yours,

[Signature]
Elaine Accardi
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

Report Repurchase info

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

(page 1 of 1)

Vehicle: Oldsmobile	Ref#: 990094428	VIN: 1G3ED52W4H815304
Owner's Name (LAST, First) [REDACTED]		

Inspected By: Chuck Baumann Organization: RAA
 Phone: (813) 538-2008 x Inspection Date: 12 / 20 / 99 Mileage at inspection: 34065

Roll Number 1

Neg.# Description

- | | |
|-----|--|
| 0 | |
| 1. | Front of vehicle |
| 2. | Rear and right side of vehicle |
| 3. | Rear and left side of vehicle |
| 4. | Inside dash area |
| 5. | Underside of hood |
| 6. | Exhaust underside |
| 7. | Engine area underside |
| 8. | Engine area underside |
| 9. | Engine area underside |
| 10. | Engine area underside |
| 11. | Right side steering gear boot |
| 12. | Right side steering gear boot |
| 13. | Upper engine area with cover in place |
| 14. | Upper engine area with cover in place |
| 15. | Upper engine area with cover removed |
| 16. | Top of engine showing broken cam cover |
| 17. | Flexible fuel line showing leakage |
| 18. | Flexible fuel line showing leakage |
| 19. | Flexible fuel line showing leakage |
| 20. | Flexible fuel line showing leakage |
| 21. | Flexible fuel line showing leakage |
| 22. | Underside of engine cover |
| 23. | |
| 24. | |
| 25. | |
| 26. | |
| 27. | |
| 28. | |
| 29. | |
| 30. | |
| 31. | |
| 32. | |
| 33. | |
| 34. | |
| 35. | |
| 36. | |
| 37. | |

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Model: Oldsmobile	Ref: 990094428	VIN: 1G3HC5234W4815504
Claimant's Name (LAST, First) [REDACTED]		

Inspected By: Chuck Baumann Organization: HAA
 Phone: (615) 538-2008 x Inspection Date: 12 / 20 / 99 Mileage at Inspection: 34065

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

Following the inspection, summarize the tests and observations.

Vehicle underside and engine area inspected for broken or damaged parts. Fuel feed-line to rear injector rail near its connection to ~~was~~ leaks fuel when key is turned on, allowing fuel pump to pressurize system. This line is covered by engine cover that is burnt on the underside. Dealership attempted to start prior to my arrival to verify trouble. Fire started immediately under this cover. Fire was immediately extinguished and vehicle made available for my inspection.

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

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

[REDACTED] Pleasant Valley, Iowa [REDACTED]

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

Name(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 misf, etc.):

Cooling System (Y/N) No; Repairs (None, Satisfied, Unsatisfied) Repaired by: (GM, Non-GM, Owner/Other)

Describe

A/C System (Y/N) No; Repairs (None, Satisfied, Unsatisfied) Repaired by: (GM, Non-GM, Owner/Other)

Describe

Steering System (Y/N) No; Repairs (None, Satisfied, Unsatisfied) Repaired by: (GM, Non-GM, Owner/Other)

Describe

Transmission (Y/N) No; 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, Unsatisfied) S Repaired by (GM, Non-GM, Other) GM
Describe Replace alternator 08-09-99 28551 miles

Feed System (Y/N) Y; Repairs (None, Satisfactory, Unsatisfactory) U Repaired by (GM, Non-GM, Owner/Other) GM
Describe Quitting at stop signs, surging at stop signs after warm

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

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

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

Body (Y/N) No : 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) Y Date/description of last maintenance/repair (by whom?) Oil change service
 Zimmerman 10-28-99

any other pertinent vehicle history information (from interview or GM Warranty History)? See customer repair order history attached.

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

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

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

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

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

load description _____	load location _____
------------------------	---------------------

Driver's physical description (gender, age, height, weight, disabilities) Phone call only, Age 65, No Disabilities

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

Drive length (if vehicle was parked prior to fire, describe last drive): Hrs. _____ Min. 20 Distance traveled 7

If not parked, vehicle speed estimate -0- MPH Source of estimate Driver Posted speed Stop MPH

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

Exact incident location Third Street and River Drive, Davenport, Iowa, stop sign.

Weather conditions and visibility Clear, dry

Rectal temperature 40 °F. Any physical visual obstructions? None

III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE (Continued)

Ground: 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? 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?) _____

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, FI, Air _____	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other _____

Steering operation: (normal, other?) Normal

Powertrain: (any engine mis, sluggish, surge, stall, loss of power or speed, etc.) Prior Day, Stalling, surging at stops, hard starting.

Any unusual noises (bang, pop, tick, grinding, metallic, rattle, etc.) From where? After stopping for approximately 30 seconds heard loud bang from front area. Vehicle
ignition was turned off at this point. Did it appear to match engine speed? (Y/N) _____
 Describe any unusual odors. From where? _____

Any shakes? (from where, color, intensity, etc.) See below

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? None

III B INTERVIEW - AT BEGINNING & DURING THE FIRE

Any flames? (from where, color, intensity, etc.) Flame came from rear area of engine after opening hood.

Any steam or smoke? (from where, color, intensity, etc.) Engine was shut off at this time. Black smoke coming from hood-grill area of vehicle.

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) _____ 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 Engine off prior to opening hood. Turn Engine Off? (Y/N) _____ Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) Y

Open Hood? (Y/N) Y Open Trunk? (Y/N) N Other? (Y/N) N Describe Vehicle was stopped at intersection with stop and go light waiting for light to change. Ignition was shut down after hearing loud bang and prior to seeing fire.

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

other comments or observations that have not been covered? After exiting vehicle to inspect cause of loud bang looked under vehicle; no problem seen. Smoke was coming from hood area. Opened hood, flames came up from rear engine area. Attempted to put out with snow. Person from another vehicle used fire extinguisher to put out fire. Possible time lapse of 2 to 5 minutes. No fire or police report available.

***** 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 Underside hood padding heat and fire damage.
 Trunk area and Decklid, inner & outer panels Normal
 Roof Normal
 Interior panels Normal
 Left & right instrument panel & odometer Normal
 Ashtray(s) area Clean
 Left & right front seat and carpet Normal
 Underbody & exhaust (include hangers) Normal
 Option code label _____
 Engine compartment Flap/cover over upper engine area. Fire and heat damage underside
 Radiator, front & rear Normal Air intake housing broken, ignition and alternator wires damaged.
 Coolant recovery bottle Normal
 Transmission cooler lines/connections Normal
 Engine compartment engine coolant lines/hoses, connections/clamps Normal
 Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) Normal
 All fuel lines/hoses, filter, connections/clamps Feedline to rear injector rail had small hole which when
 TBI, injector rail, or carburetor & fuel line connection pressurized squirts fuel.
 Engine compartment fuel lines/hoses, connections & o-rings See above
 Steering lines/hoses, connections/clamps Steering rack right boot heat damaged.
 Generator & attached wiring Heat damage

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

Battery & attached cables NormalEngine 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, clean, etc.) NormalAny item which is alleged to be the cause/source Flexible fuel feed line prior to connector at fuel rail.Anything 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 Normal, fullEngine oil Normal, fullTransmission fluid Normal, fullPower steering fluid Normal, fullBrake fluid Normal, fullList all driver electrical controls which are in the "On" position (include ignition) NoneFuses (identify all open or not proper size) No open or improper size fusesWiring insulation at fuse blocks NormalPossible leaks (identify all open) None openSpark plug wiring and boot condition Rear plug wire heat damageFuel filter "Lead Free" restrictor in place? (Y/N) Y Describe -----Location of fuel filter cap (or evidence of repairs) In placeCatalytic converter (any discoloration or swelling?) No damagePosition of windows (if glass missing, do further inspection) No damage**C. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available):** No written estimate made.Verbal estimate per Zimmerman Service Manager \$1000-\$2000 depending on replacement or repair of wiring harness.

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

Comments: Not relevant

THIS: BASE ACTION: C KEY: 990094428 OCAN 12/13/99 15:55 OBLUB020
NEXT: BASE ACTION: KEY: 990094428 GM CONFIDENTIAL ID: TAMEA
01 TITLE : CUSTOMER INFORMATION TYPE: GO
02 FIRST : 03 MI: 04 LAST :
05 REET :
06 CITY : PLEASANT VALLEY 07 ST: IA 08 ZIP :
09 H PHONE: 10 B PHONE:
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 YR/MDL : 98 WHC5 EIGHTY EIGHT (REG 13 DEL DTE: 05 21 98 14 MILEAGE: 035000
15 VIN : 1G3HC52K4W4815504 ENG: 3.8L V6 MFI (PLANT: LAKE ORION MI
16 DEALER : ZIMMERMAN PONTIAC, CADILLAC, O 17 DLRCDE: 13016 D PHN: 309-788-9304
18 CITY : ROCK ISLAND 19 STATE : IL 20 SEL DLR : Y (Y/N)
CDE # DESC CDE COMMENTS ZONE : 50 N. CNTRL 3-5421 DIRECT
T01 1 PRODUCT ALLEGAT 21 CUSTOMER STATES ENGINE CAUGHT ON FIRE.
22
23
24
25

PF13 GRMENU PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CSEHIST PF20 1241A PF21 CSEPRT PF22 REIM PF23 REPURCH PF24 CAL

THIS: DLBPRO ACTION: C KEY: 13016 OCAN 12/15/99 10:11 OBLUB080
NEXT: BASE ACTION: KEY: 13016 GM CONFIDENTIAL ID: TAMEA
NAME: PLEASANT VALLEY, IA YR/MDL: WNC5 TYPE: GO
BAC: 00000116059 ADRORA: Y LAST ALTERED DATE: 10 12 99
DEGL NAME: ZIMMERMAN PONTIAC, CADILLAC, O PHONE: 309 788 9304
STREET: 1740 5TH AVE.
CITY : ROCK ISLAND ST: IL ZIP: 61201 8129 FAX : 309 788 9314
DLR LOCATE: 1740 5TH AVENUE

800-578-6987

CUST ASSIST SPEC: GARY *SM* PHONE: 309 788 9304
SALES MANAGER : JIM DELASHMUTT PHONE: 309 788 9304
BODYSHOP MANAGER: PHONE:
RENTAL DEPT. N BODY SHOP N
SALES HOURS T 8:00A- 8:30P SERVICE HOURS T 7:30A- 5:00P
M 8:00A- 8:30P F 8:00A- 5:30P M 7:30A- 5:00P F 7:30A- 5:00P
T 8:00A- 5:30P S 8:30A- 5:00P T 7:30A- 5:00P S
W 8:00A- 5:30P S W 7:30A- 5:00P S
WE EMPLOY CERTIFIED TECHNICIANS. MASTERCARD VISA
WE OFFER FREE SHUTTLE SERVICE. AMERICA EXPRESS DISCOVER
"DO-IT-YOURSELF?"-VISIT OUR PARTS STORE.

PF13 BASE PF14 CMTS PF15 AFTCL PF16 CLOSE PF17 CSESCN PF18 DLRSN
PF19 CRIS PF20 TELLST PF21 LITLST PF22 LMENU PF23 CORSEL PF24 DLBPRO2

THIS: AFTRCL ACTION: C KEY: 990094428 OCAN 12/13/99 15:55 OBLUB200
NEXT: AFTRCL ACTION: KEY: 990094428 GM CONFIDENTIAL ID: TAMEA
NAME: PLEASANT VALLEY, IA YR/MDL: WHC5 TYPE: GO

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE : (CASE/INQ) PRODUCT CAMPAIGN : 00
REQUEST AREA : SERV REQUEST SOURCE : H T REA
CONTACT TYPE : OWNER THIRD PARTIES : 000
WARRANTY : I (IN/OUT/UNK) IM ASSIGNED : TAMEA
TRANSFER TO ID : PROCESS CODE : T01
DOCUMENT # : # 000

CASE INFORMATION

CASE OPEN DATE : 12 09 99 SCRAP DATE : 01 01 0001
ROUTING CODE : CAC CAS LOC: ADV TRANSMIT : N (Y/N)
CORRES TYPE : TRANSMIT DATE :
FOLLOW UP DATE : TAS CASE # :
UCC CODES : T01 CENTRAL FILE : Y (Y/N) LTR : N
FILE RETENTION : 00 LAST ALTERED DATE : 12 10 99
LAST ALTERED ID : TAMEA REOPEN CASE : N (Y/N)
REJECT CLOSE : N (Y/N) PPI : N (Y/N)
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 REPURCH PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 990094428 OCAN 12/13/99 15:55 OBLUB030
NEXT: CMTS ACTION: I KEY: 990094428 GM CONFIDENTIAL ID: TAMBA

GENERAL COMMENTS

USER: TAMKH DATE: 1999-12-09 TIME: 14:44:19 COMMENT #: 0001

CUSTOMER STATES WHILE IDLING IN TRAFFIC THE VEHICLE ENGINE CAUGHT ON FIRE. CUSTOMER STATES HE HAD MENTION THAT HE FELT THERE WAS A PROBLEM WITH THE ENGINE THE DAY BEFORE WITH IT SURGING AND STALLING. CUSTOMER STATES HE MENTIONED THIS TO THE DEALER THE DAY BEFORE THE FIRE AND ALSO WHEN HE HAD OIL CHANGE APPROXIMATELY A MONTH AGO AND WAS TOLD EVERYTHING WAS FINE. CUSTOMER STATES HE WAS TOLD BY CHUCK ZIMMERMAN TO PUT THIS ON HIS INSURANCE OR TO CALL US AND HAVE A FORM 1241 STARTED AS MR. ZIMMERMAN WILL NOT PROCEED WITH REPAIRS UNTIL CONTACTED BY OLDSMOBILE. CUSTOMER STATES ALSO IF HE WAS IN CRUISE CONTROL AT ABOUT 55-60MPH IT FELT LIKE THE CAR WOULD SHIFT AND HE ALSO MENTIONED THAT TO DEALERSHIP. CUSTOMER SEEKS TO HAVE VEHICLE REPAIRED OR REPLACED UNDER WARRANTY WITHOUT HAVING TO INVOLVE HIS INSURANCE. CUSTOMER WILL BE OUT OF TOWN UNTIL DECEMBER 14TH SO I WILL CONTACT CUSTOMER ON THE 14TH AT APPROXIMATELY 3PM OUT TIME. CRM ADVISED HIM I WILL LET HIM KNOW INFORMATION AT THAT TIME. KARMEN BENDERSON TAMPA

MORE: Y NUMBER OF COMMENTS: 0006

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSDESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORRSEL PF24 CAL

*I0004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990094428 OCAN 12/13/99 15:56 OBLD8030
NEXT: CMTS ACTION: I KEY: 990094428 GN CONFIDENTIAL ID: TAMEA
GENERAL COMMENTS
USER: TAMKH DATE: 1999-12-09 TIME: 15:04:54 COMMENT #: 0002
COMM...

MORE: Y NUMBER OF COMMENTS: 0006
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCH
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990094428 OCAN 12/13/99 15:56 OBLUB030
NEXT: CMTS ACTION: I KEY: 990094428 GM CONFIDENTIAL ID: TAMEA

GENERAL COMMENTS

USER: TAMKE DATE: 1999-12-09 TIME: 15:16:27 COMMENT #: 0003
PART INFORMATION...

- 1) INCIDENT DATE: 12-7-99 TIME 4:00PM
- 2) LOCATION: 3RD STREET AND RIVER DRIVE, DAVENPORT, IA
- 3) DRIVER: [REDACTED] DISABILITIES: NONE
- 4) ROAD SURFACE: CLEAN, SMOOTH AND DRY
- 5) NUMBER OF PEOPLE IN VEHICLE: 1
- 6) FRED BERGER, NO INJURIES
- 7) OTHER VEHICLES INVOLVED: 0
- 8) PROPERTY DAMAGE: CUSTOMER VEHICLE
- 9) COMPONENT ALLEGED DEFECTIVE: ENGINE/ELECTRICAL
- 10) PRESENT LOCATION OF VEHICLE:
"HENDERMAN FORD, CADILLAC, OLDSMOBILE"
"1700 5TH AVENUE"
"ROCK ISLAND, IL 61201"

CONTD.....

MORE: Y NUMBER OF COMMENTS: 0006

PF13 BASE	PF14 CMTS	PF15 AETRCL	PF16 CLOSE	PF17 CSNESC	PF18 DLRSCN
PF19 CRIS	PF20 REVIEW	PF21 LITLST	PF22 IMENU	PF23 CORREL	PF24 CAL

THIS: CMTS ACTION: I KEY: 990094428

OCAN 12/13/99 15:56 OBLUB030

NEXT: CMTS ACTION: I KEY: 990094428

GM CONFIDENTIAL ID: TAMEA

GENERAL COMMENTS

USER: TAMKH DATE: 1999-12-09 TIME: 15:20:16

COMMENT #: 0004

PA INFORMATION CONTD.....

11) POLICE REPORT MADE: NO

12) MAINTENANCE NOT YET PERFORMED.

13) INSURANCE:

UNITED INSURANCE COUNSELORS

PO BOX 2648

DAVENPORT, IA 52809

PHONE (319) 386-3290

CONTACT: MARY

14) OWNER DESCRIPTION: WHILE IDLING IN TRAFFIC VEHICLE CAUGHT ON FIRE.

15) ANY OTHER INFORMATION: ONLY WHAT IS DOCUMENTED IN NOTES.

USER: TAMKH DATE: 1999-12-10 TIME: 09:11:20

COMMENT #: 0005

KARMEN HENDERSON TAMPA

MORE: Y NUMBER OF COMMENTS: 0006

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 990094428 OCM 12/13/99 15:56 OBLUB030
NEXT: CMTS ACTION: I KEY: 990094428 GM CONFIDENTIAL ID: TAMEA

GENERAL COMMENTS

USER: TAMAK DATE: 1999-12-10 TIME: 09:34:50 COMMENT #: 0006
FORWARDING FILE TO TAMPA PAR CRM, ELAINE ACEVEDO EXT. 58098, FOR
REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

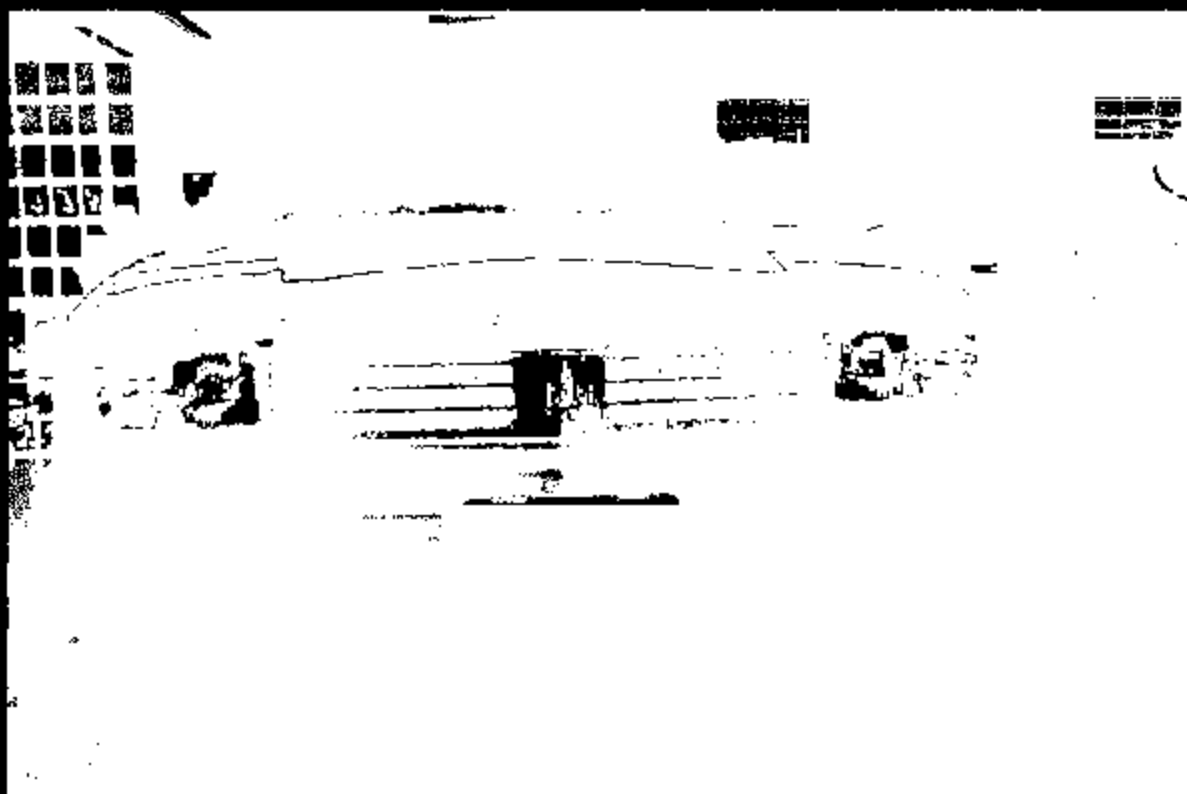
MORE: N NUMBER OF COMMENTS: 0006
PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CBESCN PF18 DLBSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 IMENU PF23 CORREL PF24 CAL
*I0005 BOTTOM OF DATA DISPLAYED *

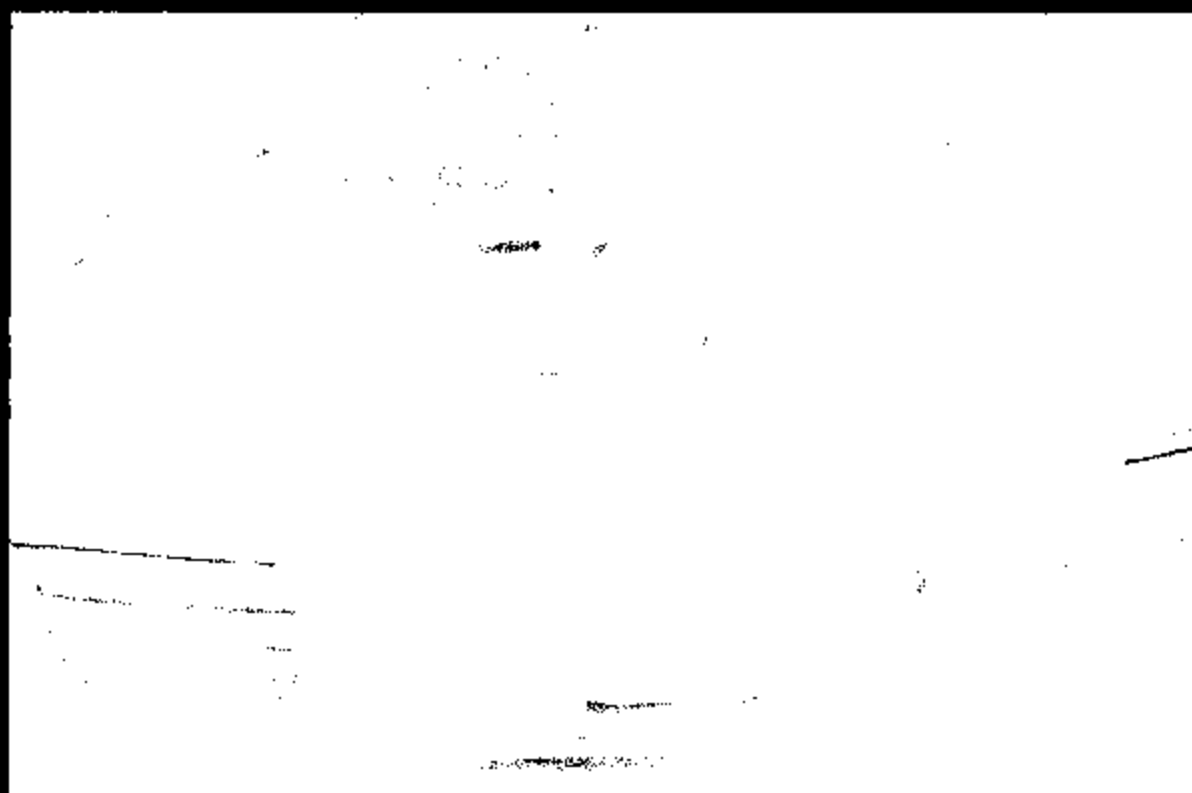
THIS: CMTS ACTION: I KEY: 990094428,9 OCAN 12/29/99 13:04 OBLUBQ30
NEXT: CMTS ACTION: I KEY: 990094428,9 GM CONFIDENTIAL ID: TAMEA

GENERAL COMMENTS

USER: TAMEA DATE: 1999-12-29 TIME: 13:04:36 COMMENT #: 0009
CRM RECIEVED INSPECTION REPORT AND GM HAS ASSUMED RESPONSIBILITY .
JUST IS INTERESTED IN A TRADE REPURCHASE.
CLOSING FILE AND WILL FORWARD TO REPURCHASE WILL ALL DOCUMENTS.
ELAINE ACEVEDO TAMPA PAR 58098

MORE: N NUMBER OF COMMENTS: 0009
PF13 BASE PF14 CMTS PF15 ASTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCL
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORRSEL PF24 CAL
*I0005 BOTTOM OF DATA DISPLAYED *





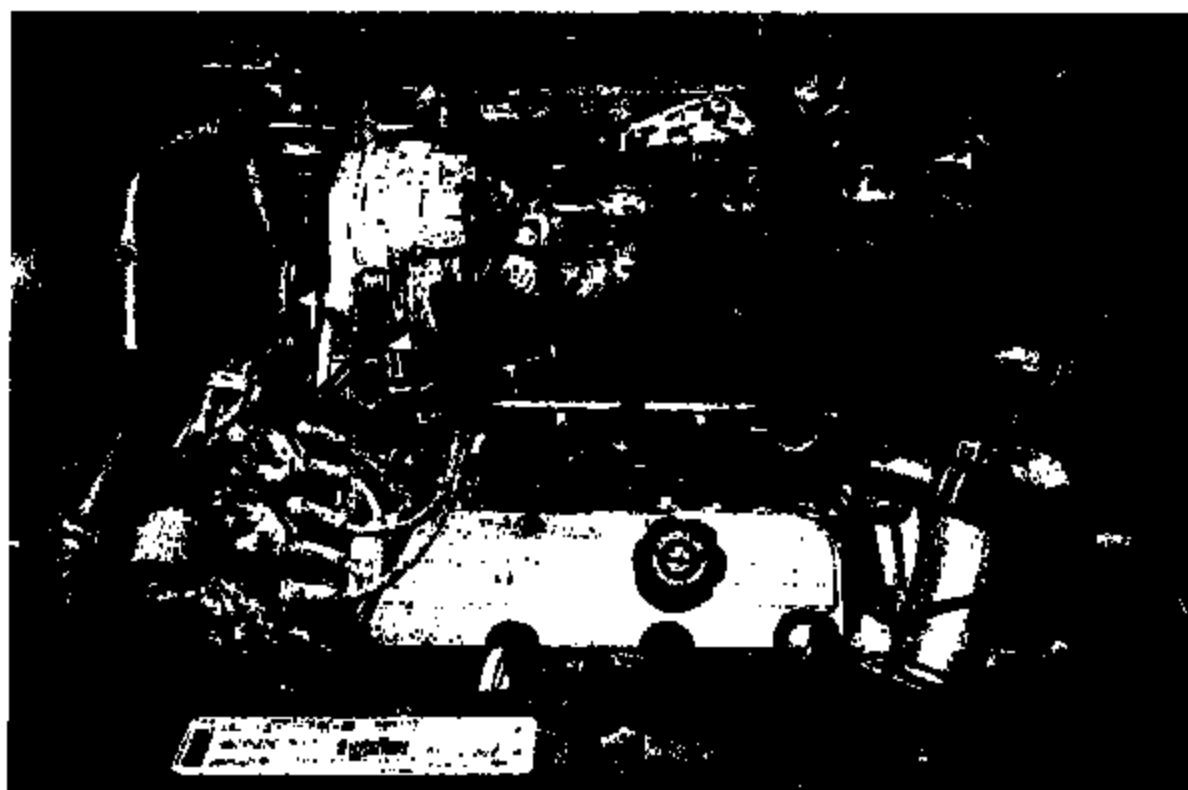
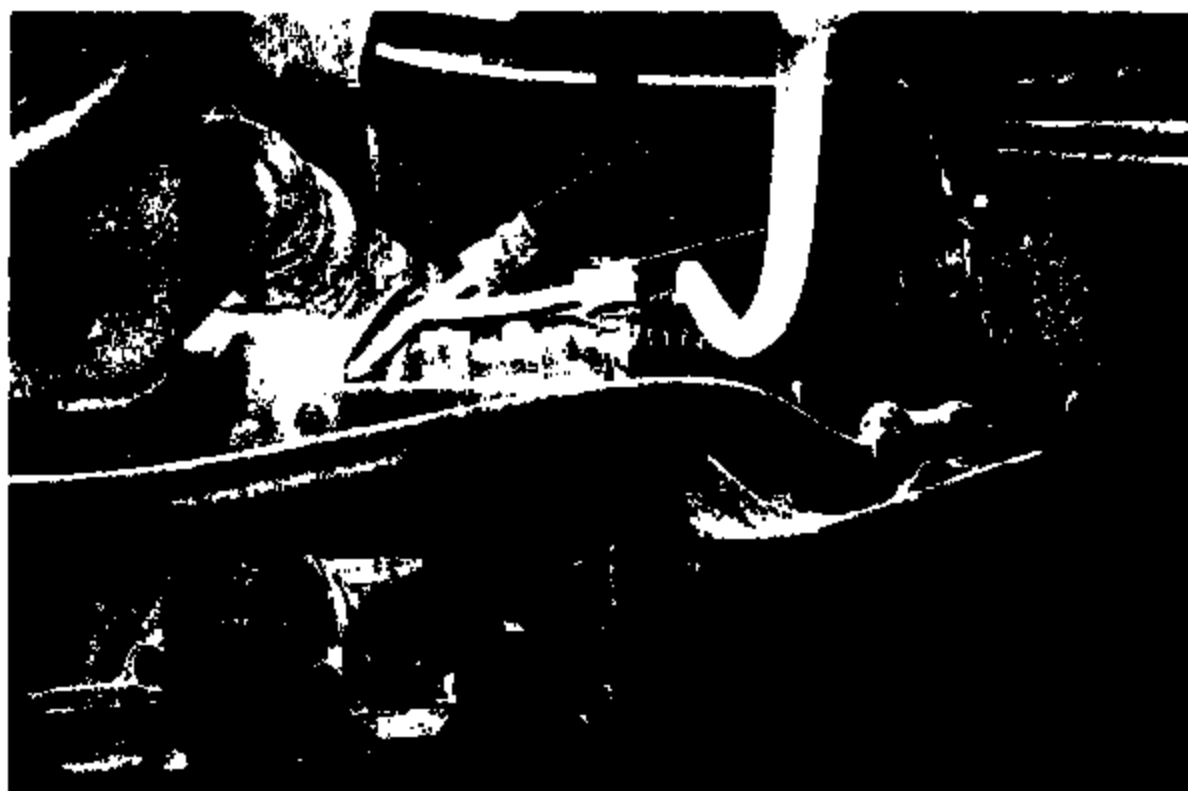


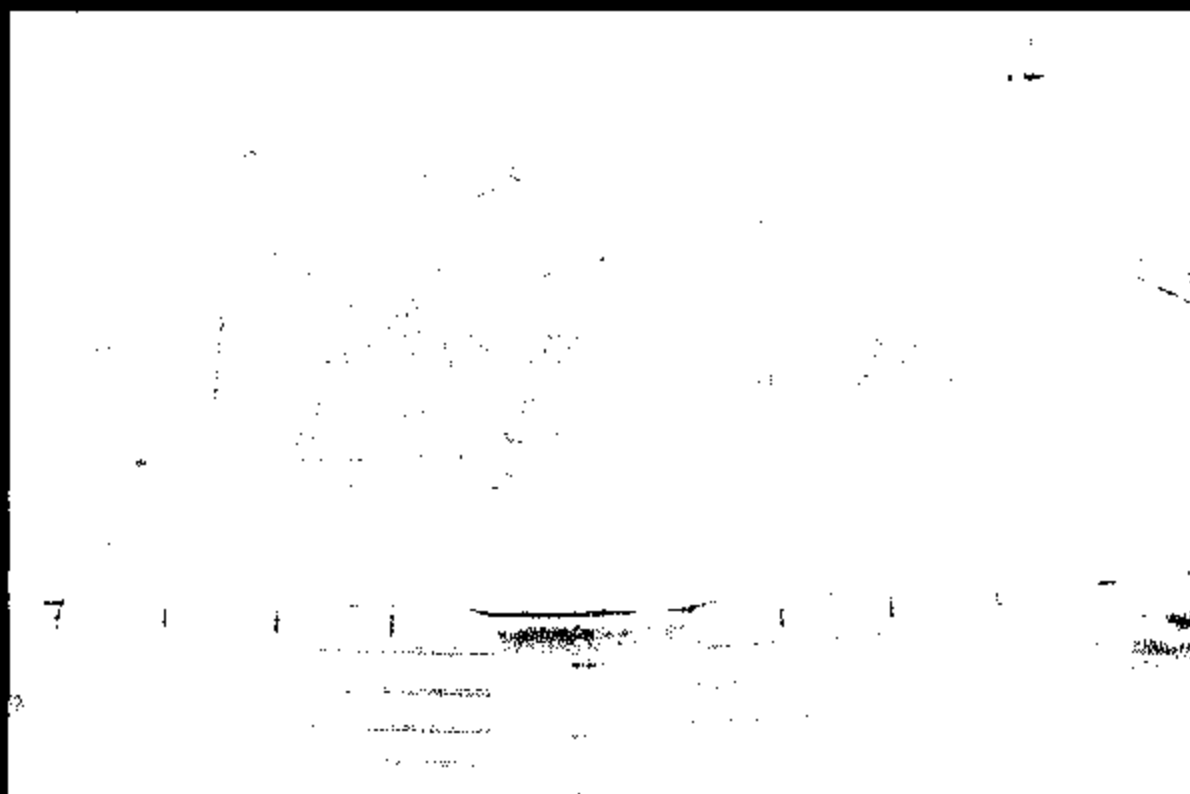


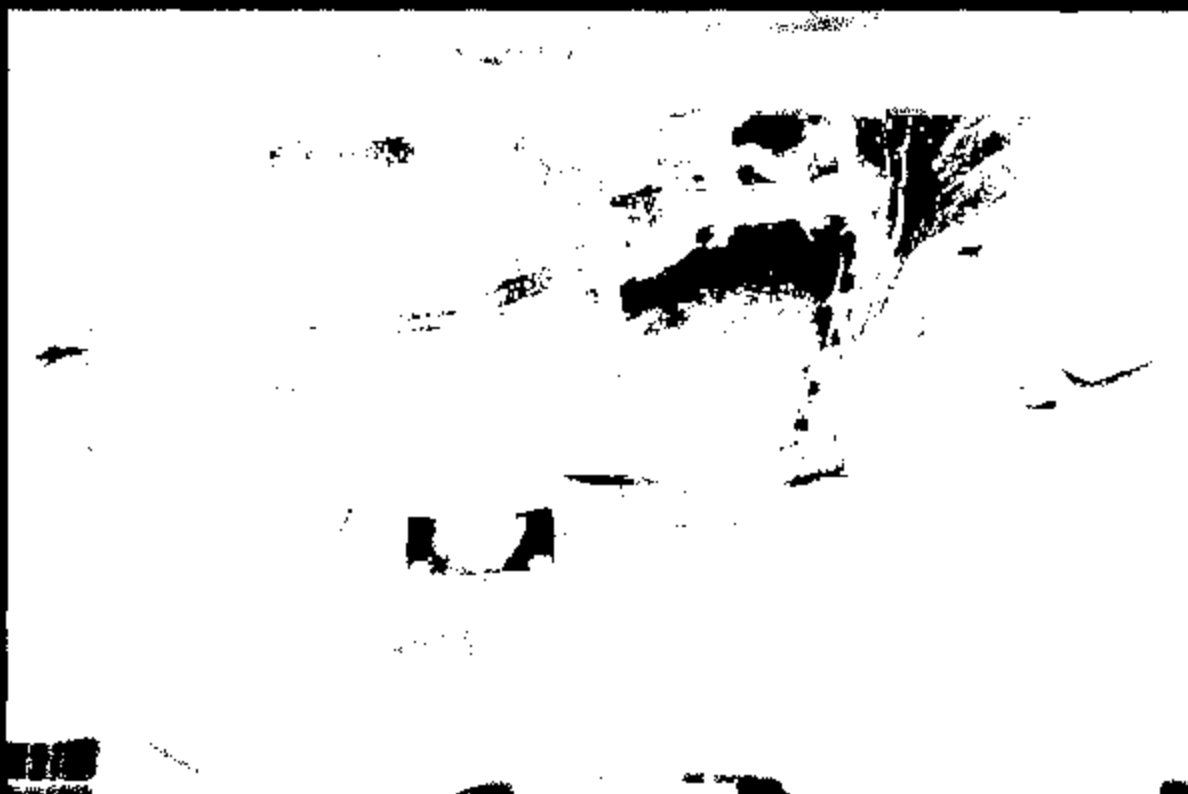


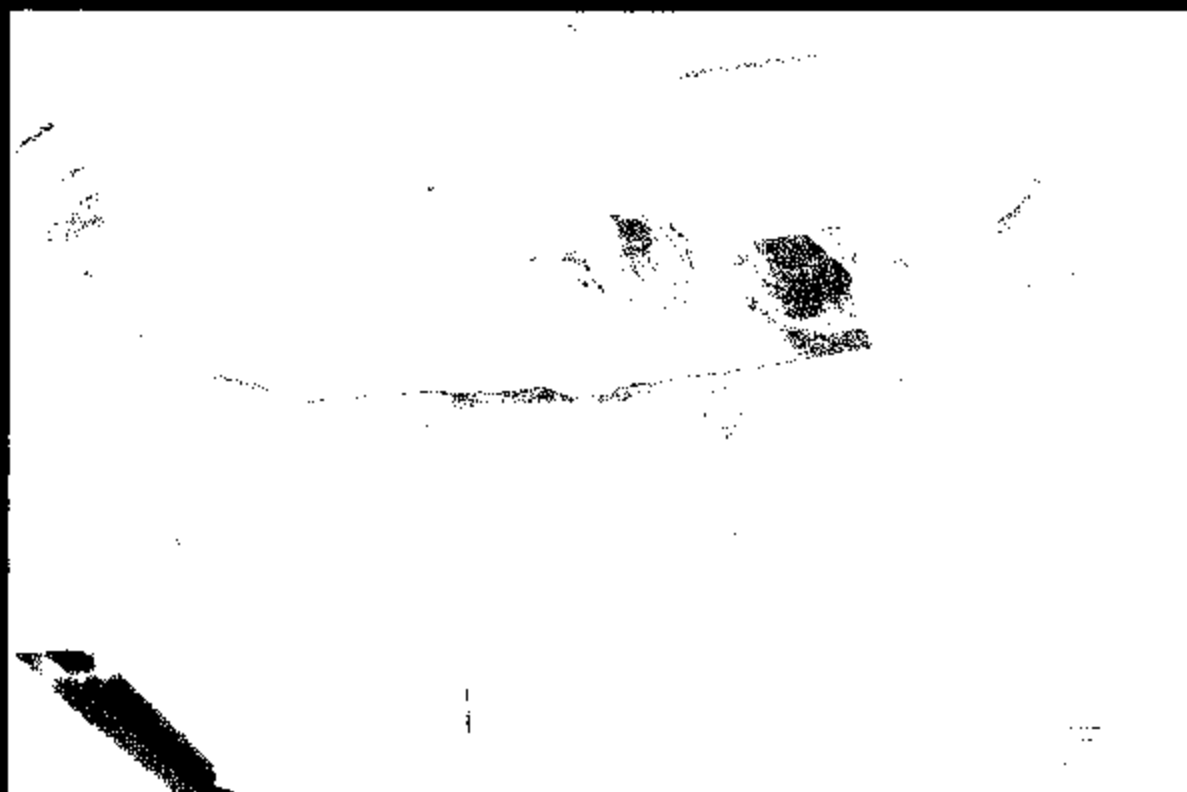


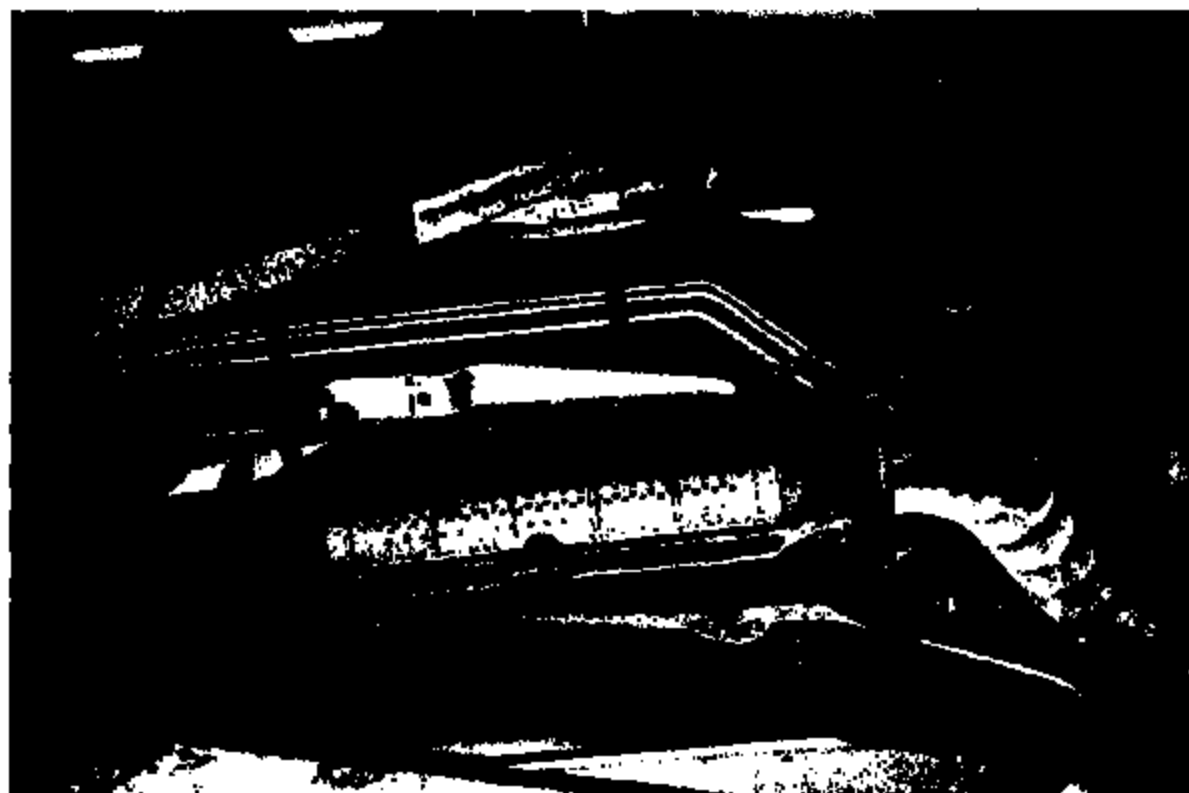














GENERAL MOTORS CORPORATION

DIVISION: OLDSMOBILE

ZONE: _____

DATE: 02/17/00

312048

HSIS/GM Central Claims
800 Relationship Center
Mail Code 482 C20 D71

RE: Claimant: _____

Date of Incident: 1/3/00

Detroit, MI 48265-3000

CAC File No.: 000000007

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
1 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Respectfully,

Lataasha Y. Hawkins

Lataasha Y. Hawkins
General Motors Corporation
Product Allegation Team
Customer Relationship Manager

Enclosures:

- ☒ CAC Case Comments
- ☒ EAA Reps Notes
- ☒ Pictures
- ☐ Estimates
- ☒ Fire Report
- ☐ RO's
- ☐ Dertm Tape
- ☐ Other:

FIRE (COLLISION) - ~~NEW~~ COLLISION

Division: <u>DUNNABLE</u>	Ref: <u>000000007</u>	VIN: <u>WF396343</u>
Customer's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: TERRY DUNHAM Organization: E.A.A.
Phone: () 407-880-1258 x Inspection Date: 02/08/00 Mileage at inspection: 17736
APPROXIMATELY

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

Following the inspection, summarize the facts and observations.

SEE REMARKS ON PAGE 6 OF 6. THIS VEHICLE HAS SUSTAINED
AN IMPACT ON THE FRAME IN THE AREA OF THE RADIATOR
AND TRANSMISSION COOLER LINES. IMPACT MAY HAVE DAMAGED
RADIATOR OR TRANS COOLER LINES ALLOWING FLAMMABLE
FLUIDS TO CONTACT ENGINE EXHAUST MANIFOLD SEE PHOTOS.

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

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

TITUSVILLE, FL

1. Vehicle modifications or after-market equipment? (e.g. radio, phone, CD, tires, wheels, trailer hitch, trailer brake controller, hydraulic lines, alarm system, etc.) NONE NOTED

(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, smoke, fluid leaks on driveway, engine noise, engine miss, etc.):

Cooling System (Y/N) NO; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Describe _____

A/C System (Y/N) NO; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Describe _____

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

Describe REPLACE INTERMEDIATE STEERING SHAFT

Transmission (Y/N) NO; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Describe _____

Electrical Systems (Y/N) NO; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Describe _____

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

Air System (VIN) NO; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Exhaust System (VIN) NO; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Major Engine (VIN) NO; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Describe _____

Brake/ABS/TCS System (VIN) Y; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____Describe REPLACED RIGHT REAR WHEEL SPEED SENSORBody (VIN) NO; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Other (VIN) NOYES; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____Describe REPLACED TIRERegular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM) Non-GM, Owner/Other: _____Maintenance records? (VIN) _____ Date/description of last maintenance/repair (by whom?) N/AAny other pertinent vehicle history information (from interview or GM Warranty History)? NoneName and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle
N/A/NoneHow was vehicle towed? (flat bed, dolly, sling, front or rear lift) Unknown If towed on wheels, how far? _____

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

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

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

Load description Does Not Apply Load location _____Driver's physical description (gender, age, height, weight, disabilities) Does Not ApplyIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? 5-10 minutes Were all doors locked? (VIN) NODrive length (if vehicle was parked prior to fire, describe last drive): Hrs. _____ Min. 10 Distance traveled 6 milesTime duration between parking and collision Does Not Apply If not parked, vehicle speed estimate N/A MPHSource of estimate DRIVER Posted speed N/A MPH Speed of other involved vehicles N/A MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) Unknown When last fueled? UnknownExact incident location IN GARAGE ATTACHED TO OWNERS' HOME.Weather conditions and visibility Does Not ApplyWind speed/direction Does Not Applyprox. temperature N/A °F. Any physical visual obstructions? NO

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

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

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

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

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

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

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) NO 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) NORMAL

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

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

"HUMMING NOISE" IN THE BACKGROUND Did it appear to match engine speed? (Y/N) N

Describe any unusual odors. From where? NONE

Any smoke? (from where, color, intensity, etc.) BLACK SMOKE FROM VEHICLE ENGINE

COMPARTMENT

Was anyone smoking? (Y/N) NO How long since someone last smoked in the vehicle? DOES NOT APPLY

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

Any flames? (from where, color, intensity, etc.) OWNER STATES SHE DID NOT NOTICE

FLAMES.

Any steam or smoke? (from where, color, intensity, etc.) NONE NOTED

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

Electrical Systems? (Y/N) N Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) N Brakes System?

(Y/N) N Others? (Y/N) Describe Warning Lights? (Y/N)

Gauges? (Y/N) N If so, describe

What did you do after the collision? Pull Over? (Y/N) DOES NOT APPLY 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) *****

sequence of events (24h): Time of collision? N/A Time between collision and start of fire? N/A Time between start of fire and other significant fire events? N/A Describe _____

Describe _____

Time when fire was over or put out? _____

Any other comments or observations that have not been covered? FIRE INCIDENT WAS NON COLLISION- VEHICLE WAS PARKED AT TIME FIRE INCIDENT OCCURRED. HOWEVER THERE IS EVIDENCE OF IMPACT ON FRONT CROSS MEMBER AND R.E. BUMPER SUPPORT. SEE PHOTOS.

***** 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 HAVE SEPARATED FROM HEAT INVOLVEMENTTrunk area and Decklid, inner & outer panels OKRoof OKDoor interior panels OKLeft & right instrument panel & odometer NOT FIRE INVOLVEDAirway(s) area NOT FIRE INVOLVEDLeft & right front seat and carpet NOT FIRE INVOLVEDUnderbody & exhaust (include hangers) NOT DAMAGEDOption code label N/AEngine compartment EXTENSIVERadiator, front & rear RADIATOR BURNED AWAY- SEE PHOTOSCoolant recovery bottle BOTTLETransmission cooler lines/connections BURNED AWAY- SEE PHOTOSEngine compartment engine coolant lines/ hoses, connections/clamps BURNED AWAY- SEE PHOTOS.Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) BURNED AWAY SEE PHOTOS.All fuel lines/hoses, filter, connections/clamps BURNED AWAY, SEE PHOTOS.TBI, injector rail, or carburetor & fuel line connection BURNED AWAY- SEE PHOTOSFuel storage tank, fuel filler system, and fuel vapor canister and lines/hoses/connections UNDER HOOD FUEL COMPONENTS BURNED AWAY, SEE PHOTOS.

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

Power steering lines/hoses, connections/clamps BURNED AWAY - SEE PHOTOS

Generator & attached wiring GENERATOR WIRING BURNED AWAY - SEE PHOTOS

Battery & attached cables BURNED + MELTED - SEE PHOTOS

Engine block (note precise location of cracks, holes, etc.) NO DAMAGE NOTED - ENGINE FULL OF OIL.

Engine oil pan NOT DAMAGED Engine oil filter NOT DAMAGED

Engine compartment hinge torque rods MELTED + BENT

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) NO DAMAGE NOTED

Any item which is alleged to be the cause/source FIRE MARSHAL AND DRIVER'S INSURANCE CARRIES ALLEGED STARTER MOTOR IS THE CAUSE

Anything on vehicle which is after-market NOTHING NOTED

Anything on vehicle which is a modification NOTHING NOTED

Anything on vehicle which is unusual, or out-of-place, etc. DAMAGE - IMPACT - ON FRONT CROSS MEMBER AND R-F BUMPER SUPPORT.

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

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

Engine coolant CLEAN + FULL BURNED AWAY

Engine oil CLEAN + FULL

Transmission fluid CLEAN + FULL

Power steering fluid BURNED AWAY

Brake fluid BURNED AWAY

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

Fuses (Identify all open or not proper size) ABS FUSE WAS BLOWN

Wiring insulation at fuse blocks OK

Fusible links (Identify all open) WIRING BURNED AWAY

Spark plug wiring and boot condition BURNED AWAY

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

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

Catalytic converter (any discoloration or swelling?) CONVERTER WAS DISCOLORED

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

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

V SITE INSPECTION

Take pictures of the site and enter comments below to document the condition of the environment. Especially indicate the road shape, terrain, elevation changes, etc.

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

Comments: - SITE INSPECTION NOT PERFORMED. THIS VEHICLE HAD BEEN INSPECTED AND FIRE DERRIS HAD BEEN DISTURBED PRIOR TO INSPECTION BY E.A.A. THE FUSE PANEL COVER HAD BEEN REMOVED AND WAS FOUND LYING ON THE RIGHT PASSENGER FLOOR AREA.

FIRE APPEARS TO HAVE STARTED AT THE FRONT LOWER AREA OF THE ENGINE COMPARTMENT, BURNED UPWARD THROUGH THE RADIATOR AND FAN, AND THEN INVOLVED THE ENTIRE ENGINE COMPARTMENT.

AMONG THE FIRE DERRIS COLLECTED BY OTHER FIRE INVESTIGATORS WAS THE LID TO A PAINT CAN. THE OWNER ADVISED THE WRITER THAT A STORAGE AREA WAS LOCATED JUST AHEAD OF THE VEHICLE. THE STORAGE AREA CONTAINED CLEANING SUPPLIES.

THIS FIRE WAS NOT ENOUGH TO MELT ALUMINUM AND APPEARS TO HAVE BEEN HOTTEST ON THE FORWARD OR FRONT SIDE OF THE ENGINE COMPARTMENT COMPONENTS. THE ONLY ELECTRICAL PROBLEM NOTED WAS THE AOS FUSE WHICH WAS OPEN.

VEHICLE HAD BEEN DRIVEN APPROX. 6 MILES AND PARKED IN A LOT. THE LID WAS IN THE OWNER'S GARAGE SO THE CLEANING LID COULD GET ACCESS TO CLEANING MATERIALS!!

THE FIRE MARSHALL AND FIRE INVESTIGATORS FROM TWO DIFFERENT INSURANCE COMPANIES HAVE NAMED THE ENGINE STARTER MOTOR AS THE CAUSE OF THIS INCIDENT. INSPECTION OF THE STARTER MOTOR AND WIRING DO NOT INDICATE THIS TO THE WRITER.

THIS VEHICLE HAS SUSTAINED AN IMPACT ON THE FRONT FRAME LOWER AREA. SEE PHOTOS. THIS IMPACT CAME IN THE AREA OF THE RADIATOR AND TRANSMISSION COOLER LINES. THE POSSIBILITY EXISTS THAT DAMAGE TO RADIATOR OR TRANSMISSION LINES WAS DONE AT THE TIME OF IMPACT ALLOWING FLAMMABLE FLUIDS TO SPRAY ON TO THE ENGINE EXHAUST MANIFOLD. SEE PHOTOS

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: OLDENARILE Rate: 00000007 VIN: WF396843
 Plaintiff's Name (LAST, First): [REDACTED]

Inspected By: TERRY DUNHAM Organization: E.A.A.

Phone: () x 401-880-1258 Inspection Date: 02/08/00 Mileage at Inspection: 1736
 (APPROXIMATELY)

Roll Number 1 NOTE- PHOTOS ARE NUMBERED ON BACK SIDE

Neg.#	Description
1.	FILE NUMBER FOR THIS PAR
2.	" " " " "
3.	EXTERIOR VIEW OF FIRE DAMAGE
4.	" " " " "
5.	LOWER FRONT END VIEW OF FIRE DAMAGE
6.	" " " " " " "
7.	" " " " " " "
8.	VIEW OF ENGINE COMP. " "
9.	" " " " " "
10.	" " " " " "
11.	" " " " " "
12.	" " " " " "
13.	" " " " " "
14.	" " " " " "
15.	" " " " " "
16.	" " FRONT END OF VEHICLE FIRE DAMAGE
17.	" " " " " " "
18.	" " " " " " "
19.	" " EXTERNAL FIRE DAMAGE
20.	" " " " " "
21.	" " INTERIOR OF VEHICLE
22.	" " " " " "
23.	" " " " " "
24.	" " REAR END OF VEHICLE
25.	" " " " " "
26.	
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	
36.	
37.	

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: OLD SMORE Ref: 00000007 VIN: 4E396343
 Plaintiff's Name (LAST, First) [REDACTED]

Inspected By: TERRY DUNHAM Organization: E.A.A.

Phone: () 407-880-1258 x 4 Inspection Date: 2/8/92 Mileage at Inspection: 12236

APPROXIMATELY

Roll Number 2 NOTE- PHOTOS ARE NUMBERED ON BACK SIDE

Neg.# Description

AND COLLECTED

1. FIRE DEBRIS DISTURBED BY INSURANCE CO. INVESTIGATORS
2. STARTER MOTOR REMOVED FROM VEHICLE
3. " " " " "
4. " " " " "
5. " " " " "
6. DAMAGE TO FRONT FRAME AREA NEAR RADIATOR + TRANS LINES
7. VIEW OF FIRE DAMAGE
8. DAMAGE TO FRONT FRAME AREA NEAR RADIATOR + TRANS LINES
9. FRAME DAMAGE NEAR TRANS. COOLER LINES + RADIATOR
10. " " " " " " "
11. VIEW OF TRANS COOLER LINE DAMAGE
12. " " " " "
13. " " UNDER CARRIAGE OF VEHICLE
14. " " " " "
15. " " FRAME DAMAGE NEAR TRANS COOLER LINES
16. " " DAMAGED TRANS COOLER LINE
17. " " FRAME DAMAGE
18. " " UNDER CARRIAGE
19. " " " "
20. " " " " DAMAGE
21. " " " "
22. " " " "
23. " " " "
24. " " " "
25. " " " "
26. " " " "
27. " " " "
28. " " " "
29. " " " "
30. " " " "
31. " " " "
32. " " " "
33. " " " "
34. " " " "
35. " " " "
36. " " " "
37. " " " "

SHIP: BASE ACTION: C KEY: 000000007 OCAW 01/05/00 09:36 OBLJ020
SENT: BASE ACTION: KEY: 000000007 GM CONFIDENTIAL ID: TAMLE
01 TITLE : [REDACTED] POWER INFORMATION TYPE: GO
02 FIRST : [REDACTED] 03 MI: [REDACTED] 04 LAST : [REDACTED]
05 [REDACTED]
06 CITY : TITUSVILLE 07 ST: FL 08 ZIP : [REDACTED]
09 H PHONE: [REDACTED] 10 B PHONE: [REDACTED]
11 COMPANY: [REDACTED]

VEHICLE/DEALER INFORMATION

02 YR/MDL : 98 WAK5 INTRIQUE GLS 13 DEL DTE: 01 31 99 14 MILEAGE: 017000
05 VIN : 1G5W552K2W396343 ENG: 3.8L V6 MFI (PLANT: FAIRFAX
06 DEALER : FISCHER CHEVROLET-OLDSMOBILE, 17 DLRCD: 26284 D PHN: 407-269-3311
08 CITY : TITUSVILLE 19 STATE : FL 20 DEL DLR : Y (Y/N)
DE # DESC CDE COMMENTS ZONE : 30 S. EAST 3-5419 DIRECT
09 1 FIRE - UNKNOWN 21 CUST STATES VEHICLE CAUGHT FIRE.
01 1 PRODUCT ALLEGAT 22 CUST STATES ENTIRE VEHICLE WAS DESTROYED.
23
24
25

PF13 GRCENU PF14 CMIS PF15 AFTERCL PF16 CLOSH PF17 CSESCN PF18 DLRSCH
PF19 CSEHIST PF20 1241A PF21 CSEHPT PF22 REIM PF23 REPURCH PF24 CAL

RTS: AFTRCL ACTION: C KEY: 000000007 OCAN 01/05/00 11:05 OBLUB200
EXT: AFTRCL ACTION: KEY: 000000007 GM CONFIDENTIAL ID: TAMLEH
NAME: TITUSVILLE, FL YR/MDL: WWK5 TYPE: GO

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE	: <u>(CASE/INQ)</u>	PRODUCT CAMPAIGN	: <u>00</u>
REQUEST AREA	: <u>SERV</u>	REQUEST SOURCE	: <u>H T RFA</u>
CONTACT TYPE	: <u>OWNER</u>	THIRD PARTIES	: <u>000</u>
WARRANTY	: <u>I (IN/OUT/UNK)</u>	DM ASSIGNED	: <u>TAMLEH</u>
TRANSFER TO ID	: <u></u>	PROCESS CODE	: <u>T01</u>
		DOCUMENT #	: <u></u> #: <u>000</u>

CASE INFORMATION

CASE OPEN DATE	: <u>01 03 00</u>	SCRAP DATE	: <u>01 01 0001</u>
ROUTING CODE	: <u>CAC CAS LOC: ADV</u>	TRANSMIT	: <u>N (Y/N)</u>
CORRES TYPE	: <u></u>	TRANSMIT DATE	: <u></u>
FOLLOW UP DATE	: <u></u>	TAS CASE #	: <u></u>
JCC CODES	: <u>A08 T01</u>	CENTRAL FILE	: <u>Y (Y/N) LTR : N</u>
FILE RETENTION	: <u>00</u>	LAST ALTERED DATE	: <u>01 04 00</u>
LAST ALTERED ID	: <u>TAMLEH</u>	REOPEN CASE	: <u>N (Y/N)</u>
REJECT CLOSE	: <u>N (Y/N)</u>	PPI	: <u>N (Y/N)</u>

PF13 BASE PF14 CMPS PF15 AFTRCL PF16 CLOSE PF17 CSEUCH PF18 DLBSON
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 REPURCH PF23 CORREL PF24 CAL

USER: CMIS . ACTION: I KEY: 000000007

OCAM 01/05/00 09:36 OBLJ030

TEXT: CMIS ACTION: I KEY: 000000007

GM CONFIDENTIAL ID: TAMLA

GENERAL COMMENTS

USER: TAMLA1 DATE: 2000-01-03 TIME: 16:13:10

COMMENT #: 0001

REPORT ALLEGATION - 1241 FORM

1. 1/3/00; 11:30AM

2. GARAGE AT CUST HOME

3. NO ONE WAS IN THE CAR AT THE TIME

4. GARAGE; CONCRETE FLOOR, DRY

5. NO ONE IN THE VEHICLE, NO BODILY INJURIES

6. N/A

7. NO

8. CAR WAS TOTALLED, GARAGE WAS TOTALLED

9. UNKNOWN

10. CROSS COUNTRY SALVAGE, SANFORD, FL

11. NO POLICE REPORT, INCIDENT REPORT W/ FIRE DEPARTMENT

12. NO MAINTENANCE TO BE DONE, CAR WAS TOTALLED

13. USAA, TAMPA, FL, PH# 800-531-8222, NO PARTICULAR AGENT

END: Y NUMBER OF COMMENTS: 0004

PF13 BASE PF14 CMIS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DIRSCN

PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORREL PF24 CAL

*10004 TOP OF DATA DISPLAYED *

MSG: CMRS ACTION: I KEY: 000000007 OCAN 01/05/00 09:37 OBL0030
MSG: CMRS ACTION: I KEY: 000000007 GM CONFIDENTIAL ID: TAMER

GENERAL COMMENTS

MSG: TAMER DATE: 2000-01-03 TIME: 16:16:27 COMMENT #: 0002
4. CUST STATES SHE WAS DRIVING HER DAUGHTER TO TENNIS PRACTICE. CUST
STATES THERE WAS A HUMMING NOISE COMING FROM FRONT END OF VEHICLE. CUS
T STATES NOISE GOT LOUDER AS SHE ACCELERATED. CUST STATES SHE DROVE AB
OUT 10 MIN. CUST STATES SHE GOT HOME AND PARKED VEHICLE IN GARAGE. CUS
T STATES APPROX 20 MIN LATER SHE SMELLED SMOKE. SHE WENT TO THE GARAGE
AND GARAGE WAS ENGULFED IN SMOKE. CUST CALLED FIRE DEPARTMENT.

5. CUST STATES PER FIRE INSPECTOR, SUSPECTED ORIGIN OF FIRE WAS
STARTER.

TM ADVISED INFORMATION HAS BEEN DOCUMENTED AND CASE WILL BE TURNED OV
ER TO PAR DIVISION. CRM ADVISED CUST SHE SHOULD BE CONTACTED WITHIN 24
HOURS. JASON ATIYEH/TAMER.

MSG: I NUMBER OF COMMENTS: 0004
PF14 CMRS PF15 AFTERCL PF16 CLOSE PF17 CHECKIN PF18 DIRSCH
PF19 CMRS PF20 REVIEW PF21 LITLST PF22 INENY PF23 CORREKL PF24 CAL

DEPT: CMTS ACTION: I KEY: 000000007 OCAN 01/05/00 09:37 OSLJ030
DEPT: CMTS ACTION: I KEY: 000000007 GM CONFIDENTIAL ID: TAMPAH

GENERAL COMMENTS

USER: TAMAK DATE: 2000-01-04 TIME: 10:35:18 COMMENT #: 0003
FOR ADDING FILE TO TAMPA PAR CRM, LATASHA HANKINS EXT. 58042, FOR
LEADS AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

USER: T9263 DATE: 2000-01-04 TIME: 14:50:01 COMMENT #: 0004
CALLING TO INQUIRE IF SOMEONE WILL BE CALLING HER SOON, STATES REP
NOTED MORE THAN 24 HRS, CRM ADVISED FILE WAS ASSIGNED THIS MORNING AND
SOMEONE SHOULD BE CALLING HER SOON, CRM VERIFIED CUST EM # WITH CUST.MA
THEA PATRAM/TAMPA

FORM: W NUMBER OF COMMENTS: 0004
PF13 ERASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CRRSCN PF18 DLRSCH
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 INEND PF23 CORRSEL PF24 CAL
*10006 BOTTOM OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000000007 OCAN 02/17/00 10:22 OBLUB030
NEXT: CMTS ACTION: I KEY: 000000007 GM CONFIDENTIAL ID: TAMLH

GENERAL COMMENTS

USER: TAMLH DATE: 2000-01-05 TIME: 11:25:38 COMMENT #: 0005

CR POKE WITH CUST....CUST STATED THAT SHE DID NOT SMELL ANYTHING
ODD, SHE ONLY HEARD NOISE.

CUST STATED THAT VEH IS A TOTAL LOSS.

CUST STATED VEH IS FINANCED THROUGH GMAC.

CUST STATED THAT CLAIM IS BEING PROCESSED, BUT MONIES HAVE NOT
BEEN EXCHANGED.

CUST STATED OK TO INSPECT.

CRM CONTACTED INS CARRIER FOR CLAIM STATUS....

USAA///CLAIM # 1835904

ADJUSTER--BARBARA JOHNSON X43284

CRM LEFT MESSAGE FOR MS. JOHNSON.

LATASHA HAWKINS/PAR 58042

MORE: Y NUMBER OF COMMENTS: 0014

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 000000007 OCAN 02/17/00 10:22 OBLUB030
NEXT: CMTS ACTION: I KEY: 000000007 GM CONFIDENTIAL ID: TAMLH

GENERAL COMMENTS

USER: TAMLH DATE: 2000-01-05 TIME: 14:21:05 COMMENT #: 0006

CRS SPOKE WITH CLAIMS ADJUSTER, BARBARA JOHNSON.

MS. JOHNSON STATED THAT CLAIM SHOULD BE SETTLED WITHIN A COUPLE OF DAYS.

MS. JOHNSON REQUESTED TO HAVE CRM HOLD FOR INSPECTION.

CRM ADVISED MS. JOHNSON THAT PER PAR GUIDELINES INSPECTION HAS TO BE PERFORMED.

MS. JOHNSON STATED VEHICLE IS LOCATED AT [REDACTED] YARD IN SANTORD, FL.....

LATASHA HAWKINS/PAR 58042

MORE: Y NUMBER OF COMMENTS: 0014

PF13 BASE	PF14 CMTS	PF15 AFTRCL	PF16 CLOSE	PF17 CSESCN	PF18 DLRSCN
PF19 CRIS	PF20 REVIEW	PF21 LITLST	PF22 LMENU	PF23 CORREL	PF24 CAL

THIS: GMTS ACTION: I KEY: 000000007 OCAN 02/17/00 10:22 OBLDB030
NEXT: CMTS ACTION: I KEY: 000000007 GM CONFIDENTIAL ID: TAMLH

GENERAL COMMENTS

USER: TAMLH DATE: 2000-01-05 TIME: 16:46:13 COMMENT #: 0007

CRM RECEIVED MESSAGE FROM MS. JOHNSON...

MS. JOHNSON STATED THAT INSPECTION HAS TO BE COORDINATED WITH THEIR

INDEPENDENT FIRE INSPECTOR, MATTHEW WARK [REDACTED]

CRM RECEIVED CALL FROM MR. WARK...

MR. WARK STATED THAT VEH IS LOCATED AT [REDACTED]

[REDACTED]
SANFORD, FL [REDACTED]

CONTROL#170488
[REDACTED]

CRM CALLED SADISCO, AND REP STATED SHE HAS TO HAVE AUTHORIZATION
FROM USAA TO ALLOW INSPECTOR TO LOOK AT VEHICLE.

LATASHA HAWKINS/PAR 58042

MORE: Y NUMBER OF COMMENTS: 0014

PF13 BASE	PF14 CMTS	PF15 AFTRCL	PF16 CLOSE	PF17 CSDESCN	PF18 DLRSCN
PF19 CRIS	PF20 REVIEW	PF21 LITLST	PF22 LMENU	PF23 CORRSEL	PF24 CAL

THIS: CMTS ACTION: I KEY: 000000007 OCAN 02/17/00 10:22 OBLUE030
NEXT: CMTS ACTION: I KEY: 000000007 GM CONFIDENTIAL ID: TAMLH

GENERAL COMMENTS

USER: TAMCB9 DATE: 2000-01-05 TIME: 17:12:18 COMMENT #: 0008
CUSTOMER CALLED 010400 (UNABLE TO ACCESS SYSTEM TO DOCUMENT) SEEKING
INFO ON CASE WITH VEHICLES FIRE. CRM INFORMED CUSTOMER WOULD GET BACK
WITH HER ON 010500. CRM CALLED CUSTOMER AS A FOLLOW UP AND CUSTOMER
STATED THAT SHE DID SPEAK WITH SOMEONE TODAY ABOUT HER CONCERNS.
CUSTOMER WAS STILL PLEASED CRM WAS FOLLOWING UP ON CASE THOUGH. CRM
BASICLY IS DOCUMENTING CUSTOMER'S INQUIRY. TEDRANNE BOWMAN/TAMPA

USER: TAMRH5 DATE: 2000-01-12 TIME: 10:42:14 COMMENT #: 0009
CUSTOMER CALLED FOR AN UPDATE ON HER FILE. CRM ADVISED CUSTOMER THAT
THERE IS NOT A RECENT UPDATE. CUSTOMER SEEKS TO HAVE MS. HAWKINS TO
GIVE HER A CALL BACK TODAY. CRM ADVISED MS. HAWKINS THAT I WILL SEND
HER A MESSAGE TO GIVE HER A CALL BACK TODAY. RHONDA HARRIS/TAMPA

MORE: Y NUMBER OF COMMENTS: 0014
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 IMENU PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 000000007 OCM 02/17/00 10:22 08LOB030
NEXT: CMTS ACTION: I KEY: 000000007 GM CONFIDENTIAL ID: TAMLH

GENERAL COMMENTS

USER: T9128 DATE: 2000-01-12 TIME: 13:21:09 COMMENT #: 0010
CRM NEEDS TO S/W MS HAWKINS TODAY REGARDING RENTAL VEHICLE. CRM
ATTEMPTED TO WARM TRANSFER TO PAR, BUT UNSUCCESSFUL. TM APPROVED CRM
TO GIVE CUST HAWKINS' EXTENSION. JENNIFER BENNETT/TAMPA

USER: TAMLH DATE: 2000-01-26 TIME: 14:12:55 COMMENT #: 0011
CRM RECEIVED MESSAGE FROM EAA INSPECTOR..
INSPECTOR STATED THAT FILE HAS BEEN REASSIGNED.
CRM CALLED INSPECTOR BACK & LEFT MESSAGE ADVISING THAT PRIOR TO
INSPECTING VEH, CALL SHOULD BE MADE TO MATTHEW WARK (FIRE INSPECTOR
FOR USAA) [REDACTED] & TO ALLOW AT LEAST 48 HOURS.
CRM CALLED MR. WARK TO ADVISE OF UPDATE.
MR. WARK THANKED CRM.....CRM THANKED MR. WARK.

LATASHA HAWKINS/PAR 58042

MORE: Y NUMBER OF COMMENTS: 0014
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 000000007 OCAN 02/17/00 10:22 OBLUB030
NEXT: CMTS ACTION: I KEY: 000000007 GM CONFIDENTIAL ID: TAMLH

GENERAL COMMENTS

USER: TAMLH DATE: 2000-02-17 TIME: 10:05:36 COMMENT #: 0012
CM CVD INSPECTION REPORT ON 2/14...
INSPECTION REPORT IN REVIEW PROCESS.

LATASHA HAWKINS/PAR 58042

USER: TAMLH DATE: 2000-02-17 TIME: 10:17:07 COMMENT #: 0013
REVIEW OF INSPECTION REPORT COMPLETED.
THE FINDINGS IN THE INSPECTION REPORT, DOES NO SUPPORT GM
RESPONSIBILITY.
CRM CALLED CUST TO ADVISE.
CRM SENDING LETTER & CLOSING FILE.

BUSINESS SUMMARY

MORE: Y NUMBER OF COMMENTS: 0014
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 000000007 OCAN 02/17/00 10:22 OBLUB030
NEXT: CMTS ACTION: I KEY: 000000007 GM CONFIDENTIAL ID: TAMLH

GENERAL COMMENTS

USER: TAMLH DATE: 2000-02-17 TIME: 10:21:52 COMMENT #: 0014

*****BUSINESS SUMMARY*****

1. CRM REVIEWED FILE.
2. CRM CONTACTED CUST.
3. CRM CONTACTED INSURANCE CARRIER.
4. CRM FAXED INSPECTION REQUEST TO EAA.
5. CRM RCVD CALL/CONTACTED FIRE INSPECTOR FOR USAA.
6. CRM RCVD CALL FROM EAA INSPECTOR, STATING FILE HAS BEEN REASSIGNED
7. CRM RECEIVED INSPECTION REPORT.
8. CRM CONSULTED WITH T/M.....GM NOT ASSUMING RESPONSIBILITY.
9. CRM CALLED CUST TO ADVISE.
10. CRM CLOSING FILE AND SENDING LETTER TO CUST.
11. CRM SENDING COPY OF FILE TO ESIS, CENTRAL FILE, AND MSX.

LATASHA HAWKINS/PAR 58042

MORE: N NUMBER OF COMMENTS: 0014

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CRESCH PF18 DLRSCH
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORRSEL PF24 CAL

*I0005 BOTTOM OF DATA DISPLAYED *

THIS: CLOSE ACTION: I KEY: 000000007 OCAN 02/17/00 10:23 OBLUB040
NEXT: CLOSE ACTION: KEY: 000000007 GM CONFIDENTIAL ID: TAMLH
NAME: [REDACTED] TITUSVILLE, FL YR/MDL: WVK5 TYPE: GI

CASE CLOSING INFORMATION

CLAIM RECV: _____

COMMUNICATION RECV: 01 03 00 CLOSE CASE: (Y/N)
DLR CONTACT DATE : 02 17 00 CONCLUSION DATE: 02 17 00 CLOSE DATE: _____
REPAIR ORDER # : RO DATE: _____ RESPONSIBLE DLR: _____
CUST SATISFIED : Y (Y/N) FILE RETENT: 00 ARB SENT: N
ZN REVIEW CLOSE : ZN REVIEWED: (Y/N) DATE: _____
HO REVIEW CLOSE : ONTEM HO REVIEWED: (Y/N) DATE: _____
CDE # DESC COMMENTS SURVEY THIS CASE: N

A08 1 FIRE - UNKNOWN CUST STATES VEHICLE CAUGHT FIRE.
GM NOT ASSUMING RESPONSIBILITY.

T01 1 PRODUCT ALLEGAT CUST STATES ENTIRE VEHICLE WAS DESTROYED.
GM NOT ASSUMING RESPONSIBILITY.

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 CERTLST PF22 REPURCH PF23 CORREL PF24 CAL
*E0436 CASE IN PROCESS - NEEDS HO REVIEW *I0102 ZN/HO REVIEWER WAS SYSTEM ASSIG
IED *

INCIDENT REPORT

Brevard County Fire/Rescue

NFIRS-1

FILED	INCIDENT NO	EXP NO.	MO	DAY	YR	DAY OF WEEK	ALARM TIME	ARRIVAL TIME	IN SERVICE	
19452	000398	00	1	3	00	Monday 2	11:33	11:38	14:38	
TYPE OF SITUATION FOUND						TYPE OF ACTION TAKEN		MUTUAL AID		
Structure fire						11 Extinguishment		1 None		
FIXED PROPERTY USE						IGNITION FACTOR		58		
One-family dwg; year-end use						411 Mech failr nt clear				
CORRECT ADDRESS						ZIP CODE		CENSUS TRACT		
1800 S. Carpenter Rd.						32780		71100		
OCCUPANT NAME						TELEPHONE		ROOM OR APT.		
OWNER NAME						ADDRESS		TELEPHONE		
as above								(000)000-0000		
METHOD OF ALARM FROM PUBLIC						CO. INSPECTION DIST.		SHIFT		
Telephone tie-line to fire dept.						7 24		C		
NO. FIRE SERVICE PERSONNEL RESPONDING			NO. ENGINES RESPONDING			NO. AERIAL APPARATUS RESPONDING			NO OTHER VEHICLES RESPONDING	
10			2			0			2	
NUMBER OF INJURIES					NUMBER OF FATALITIES					
FIRE SERVICE 8					FIRE SERVICE 0					
OTHER 0					OTHER 0					
COMPLEX					MOBILE PROPERTY TYPE					
Dwelling (1-2 family)					41 Mobile Prop Tp n/a					
AREA OF FIRE ORIGIN					EQUIPMENT INVOLVED IN IGNITION					
Garage, carport, veh. strg area					47 Vehicle					
FORM OF HEAT IGNITION					TYPE OF MATERIAL IGNITED					
Unattended report					00 Unattended report					
METHOD OF EXTINGUISHMENT					LEVEL OF FIRE ORIGIN					
Person nose/face					6 Grade to 3 feet					
					1					
					40,000					
NUMBER OF STORIES					CONSTRUCTION TYPE					
1 story					1 Prot noncomb/in prot comb					
EXTENT OF FLAME DAMAGE					EXTENT OF SMOKE DAMAGE					
Confined to room of origin					3 Confined to floor of origin					
DETECTOR PERFORMANCE					SPRINKLER PERFORMANCE					
No detectors present					8 No equip present in mt/space					
IF SMOKE BEYOND ROOM OF ORIGIN					TYPE OF MATERIAL GENERATING MOST SMOKE					
					00 Type of Material unattended					
					FORM OF MATERIAL GENERATING MOST SMOKE					
					00 Fm of Matl unattended					
IF MOBILE PROPERTY					YEAR					
IF EQUIPMENT INVOLVED IN IGNITION					MAKE					
					MODEL					
					SERIAL NO.					
					LICENSE NO.					
					YEAR					
					MAKE					
					MODEL					
					SERIAL NO.					
					1G3WXS2K2WF346343					
OFFICER IN CHARGE (NAME, POSITION, ASSIGNMENT)										
Neal Moran Lt. E.M.T. #1-24										
MEMBER MAKING REPORT (IF DIFFERENT FROM ABOVE)										
DATE										
1/03/00										
DATE										
1/03/00										

NOTES:

E-24, E-22, R-24, and D-20 responded to [REDACTED] for a report of "smoke coming from a garage". Upon arrival we found a vehicle in the garage with the engine area fully involved. The fire was extinguished with on board water. Due to inaccessible scuttle opening (garage door in way) some ceiling had to be pulled. There was no extension of the fire into the surrounding areas. Inspector 1 responded to the scene for investigation purposes. Homeowner was advised to have an electrician come out and inspect the wiring in the fire area before restoring power. The electricians arrive on scene prior to our arrival. Homeowner was advised by Inspector 1 of proper scene handling while waiting for the insurance adjuster. All units returned to quarters.



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 17, 2000

[REDACTED]
Titusville, FL [REDACTED]

RE: File No. 00000007

Vehicle Identification Number: 1G3WX52K2WF396343

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 1998 Oldsmobile Intrigue.

Our investigation revealed no evidence to support your product allegation. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

If you have any further questions you may contact BSIS at the address listed below.

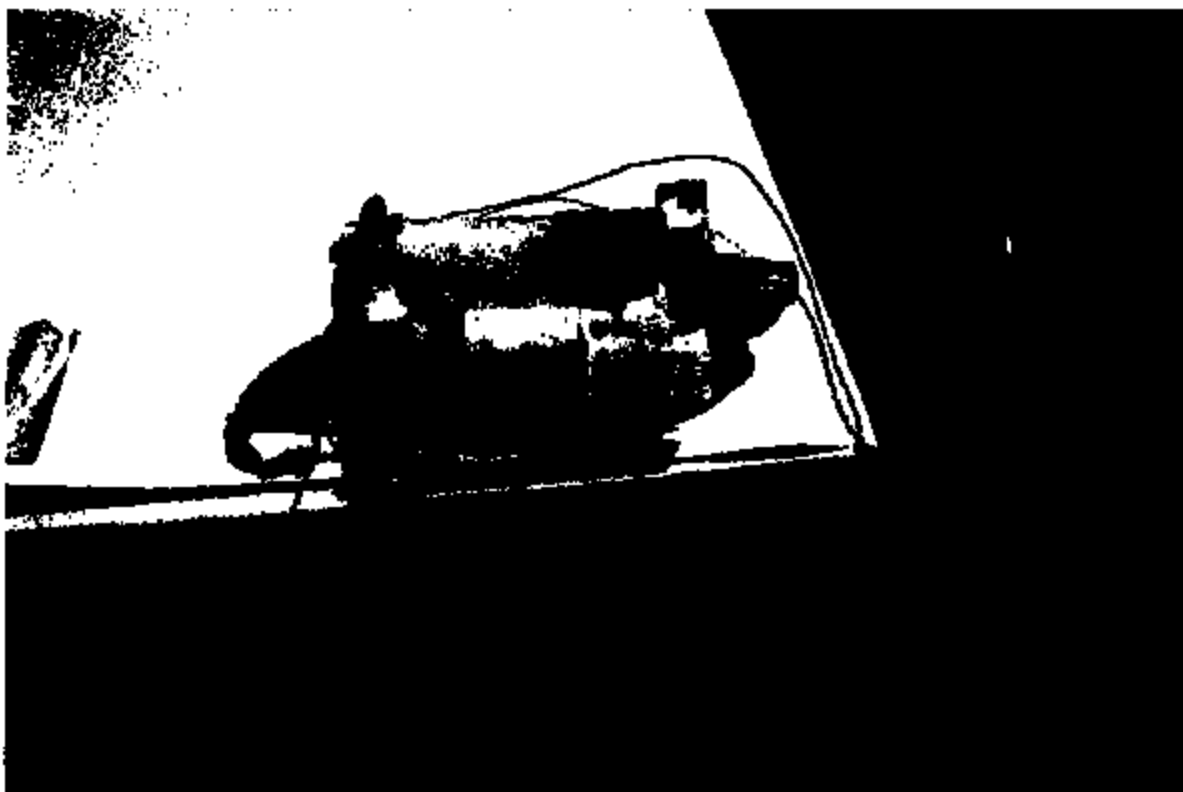
BSIS
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48263-3000

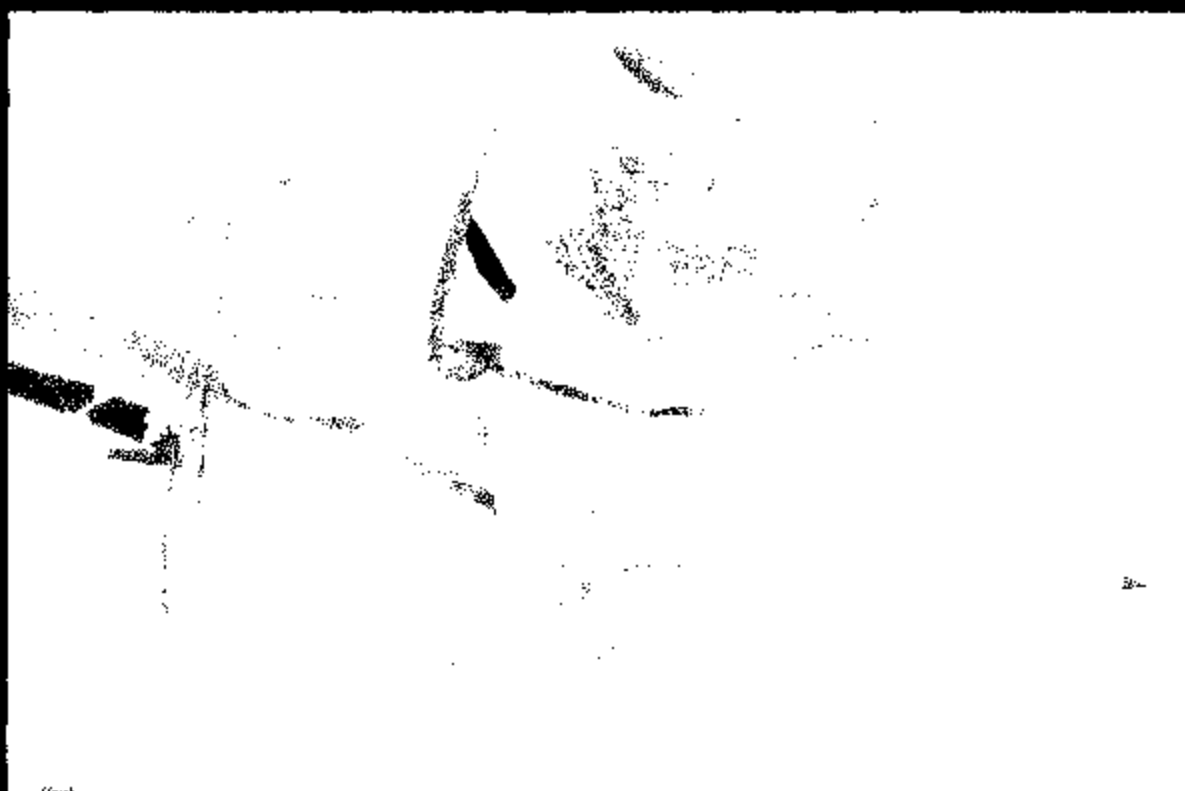
Respectfully,

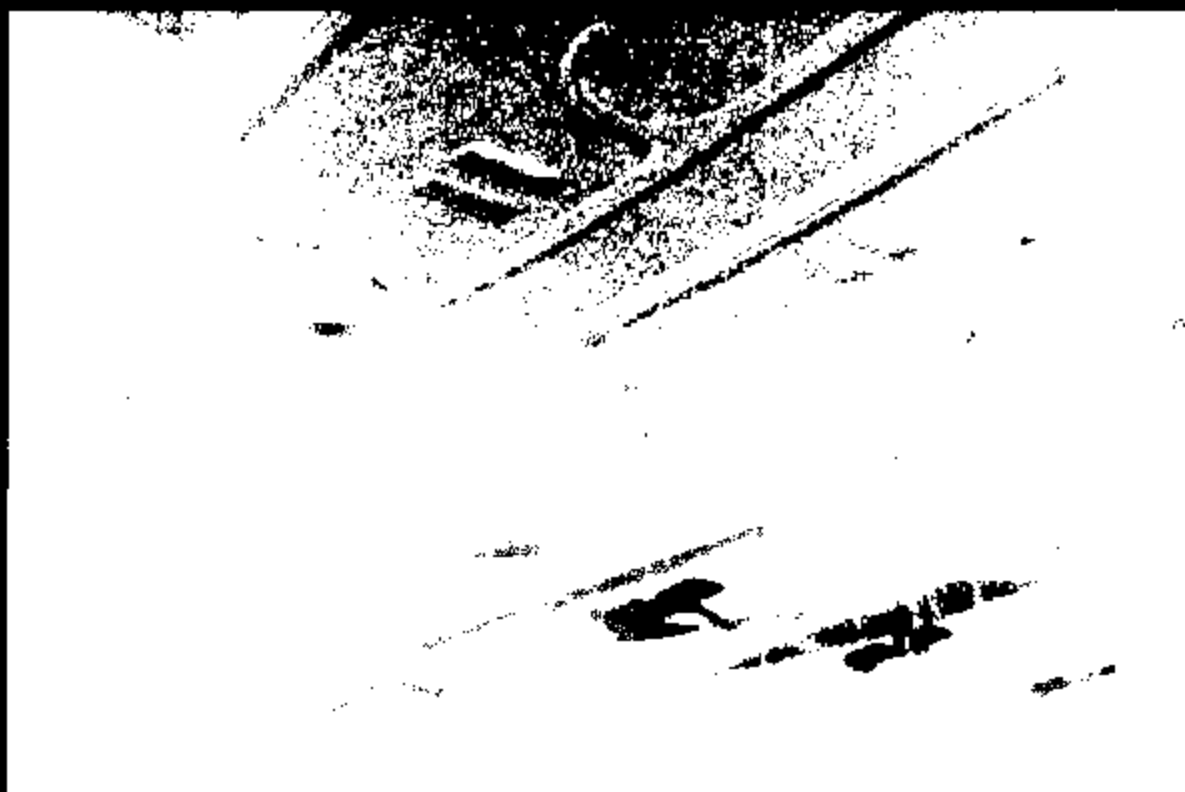
Latasha Y. Hawkins
Customer Relationship Manager
Product Allegation Resolution Team
Oldsmobile Division
General Motors Corporation





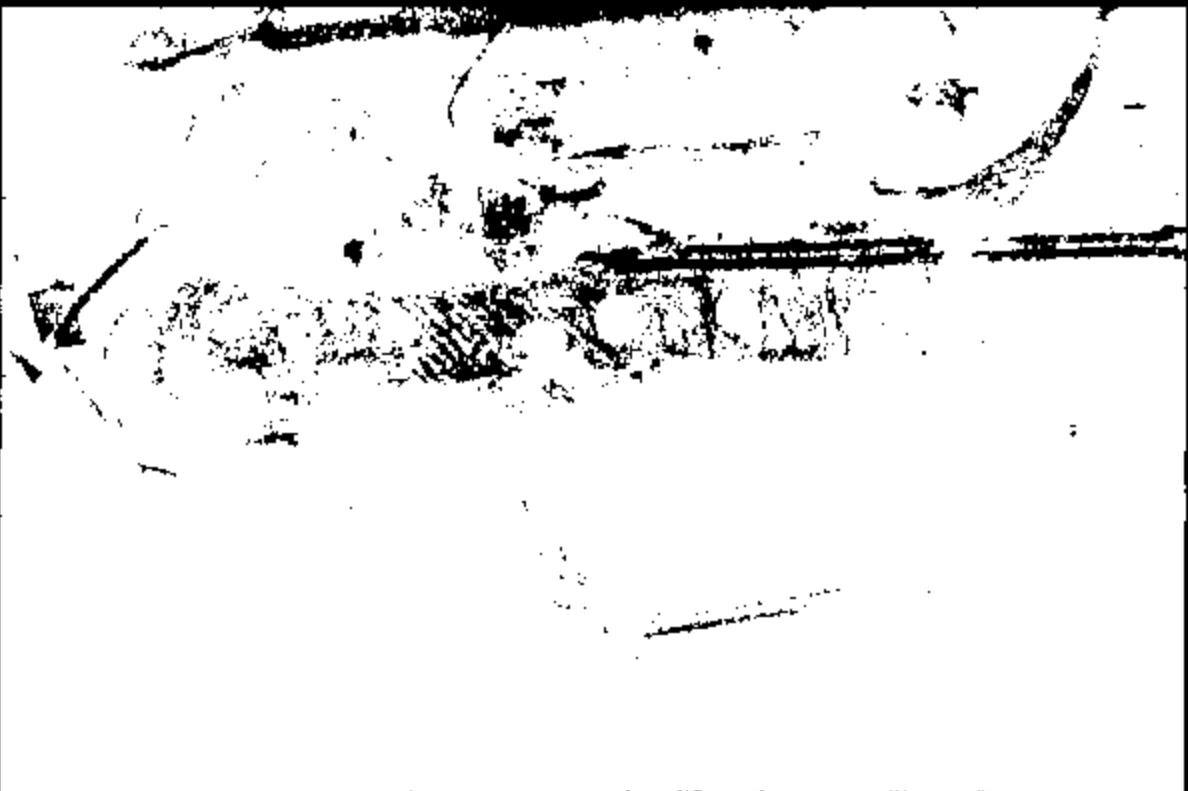
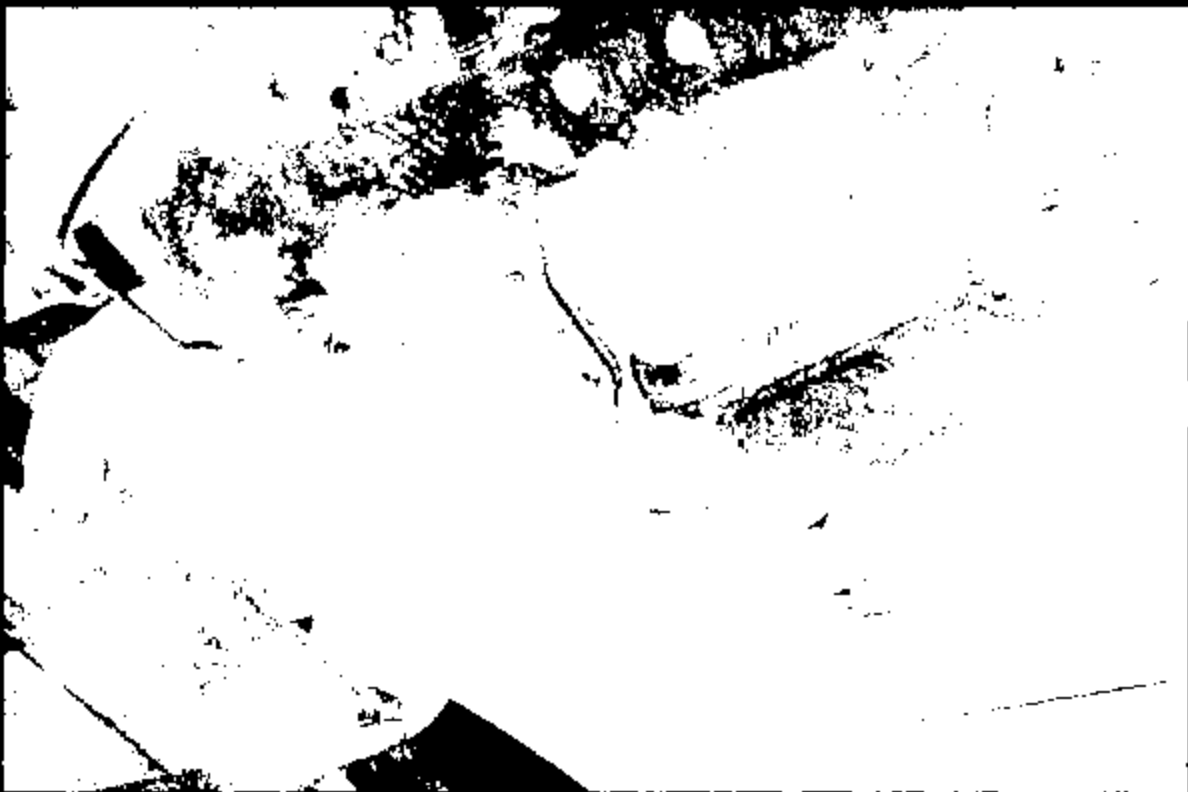


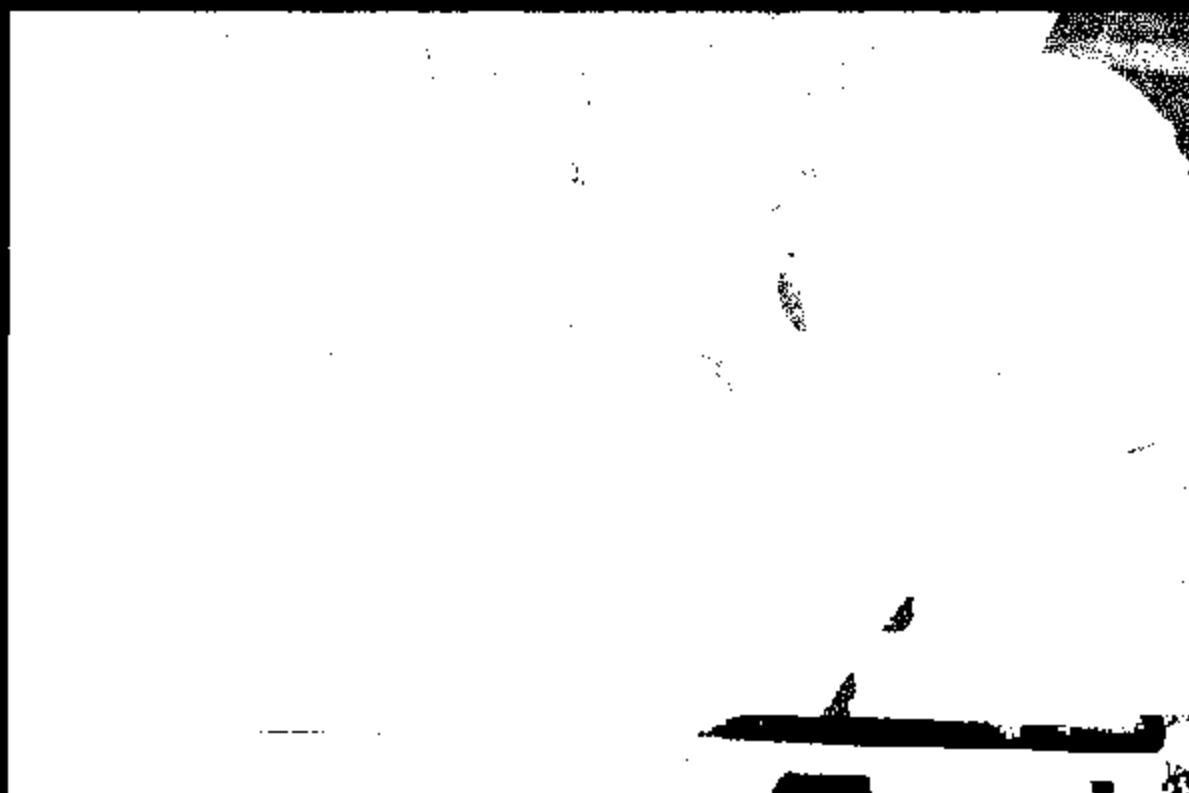








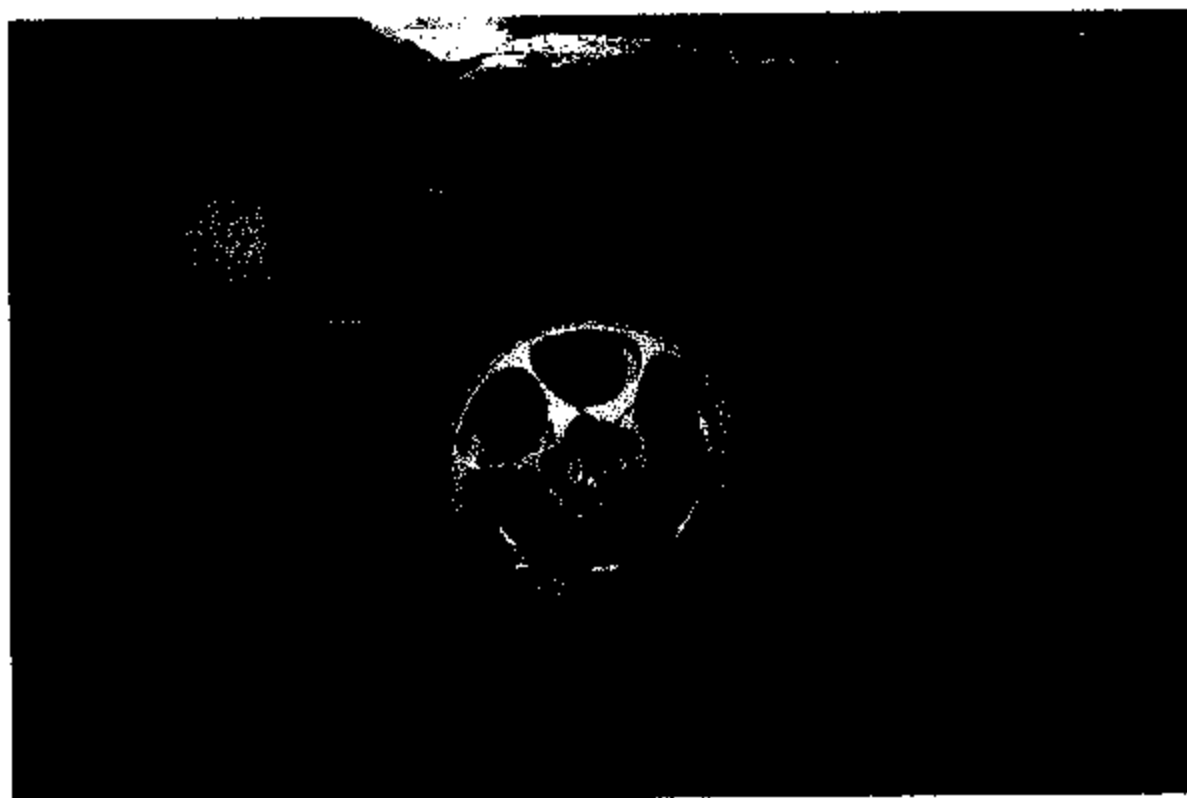












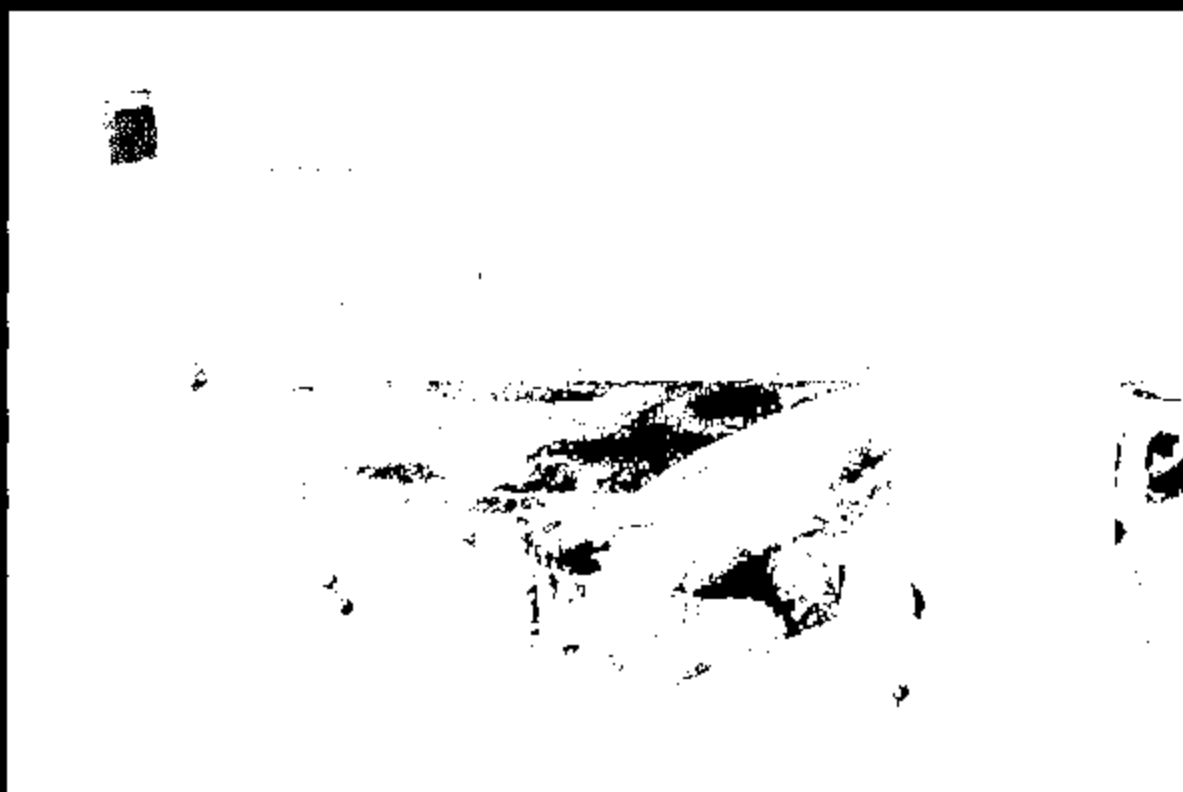


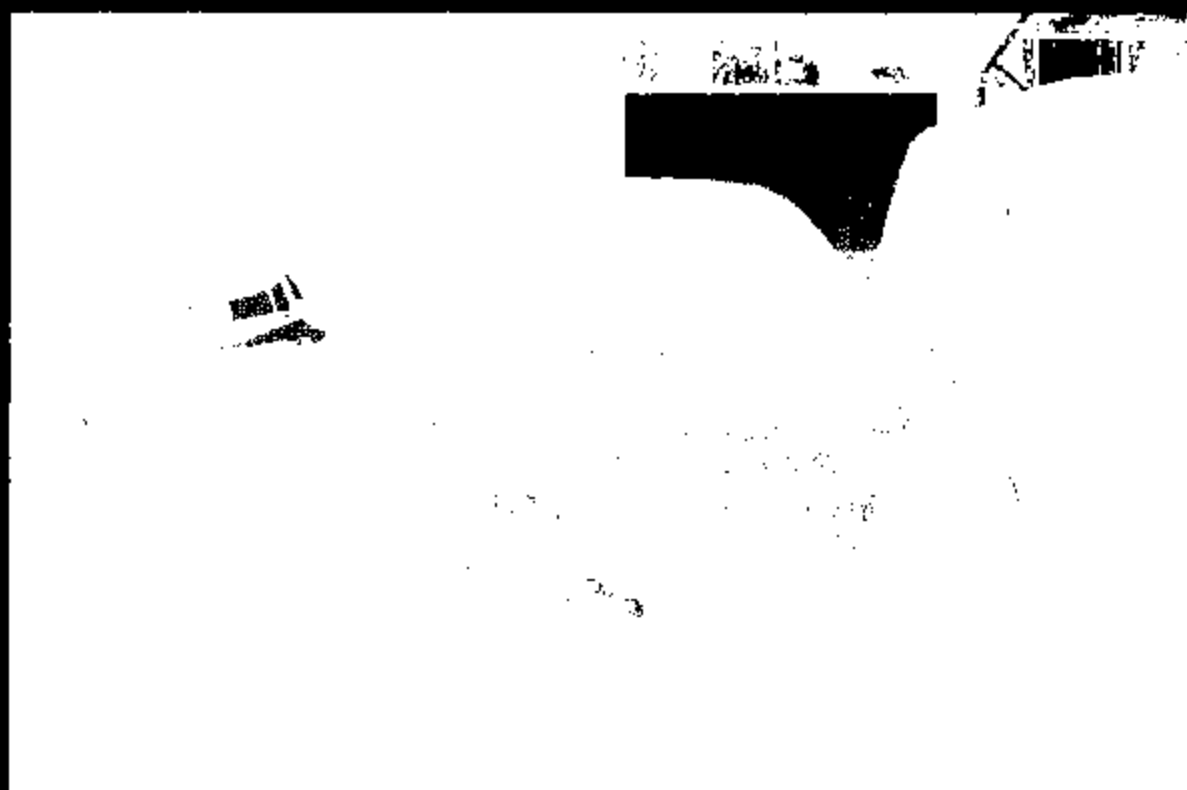






















PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIRE

31292 Page 1 of 5

Division: Olds	Ref: 0800030146	Document ID: 80GDF88E	Date Saved: 4/9/99
VIN: 1G3WH52K1XP328341	Claimant's Name (Last, First):		

Inspected By: R.E. Jenkins
Phone: (808) 628-7848 x

Organization: E.A. Associates
Inspection Date: 4/8/99 Mileage at Inspection: 5,742

I INSPECTION SUMMARY

Type Non Collision ☒ Collision ☐

Fire Origin Engine Compartment ☒, Underdash ☐, Other Interior ☐, Trunk ☐, Unknown ☐, Other ☐ specify
Component: Undetermined

Following the inspection, summarize the observations: Inspected subject vehicle at [redacted] in Los Angeles, CA. According to [redacted] records subject vehicle entered rental service on 11/28/98 with a door sticker in service date of 11/18/98. Mileage indicated above is mileage recorded by National on rental agreement initiated on 3/29/99 with [redacted] of Inglewood, CA. - Subject fire damage is confined to engine compartment with no entry to passenger cabin. Burn damage rises up from mid-engine level and is concentrated and evenly distributed across engine top. Underside of hood panel is heat scorched at center rear and immediately left of center. Engine coolant, transaxle fluid, and power steering fluid quantities are accounted for. Brake fluid reservoir has melted away and was in burn area. Engine oil level registers at record of fire level marks (holes) above "Add" level mark. Located under melted debris on top of rear valve cover was a quantity of engine oil which is also seen collecting around rear valve cover under other burn debris. Directly above oil on rear valve cover is a burned and bare metal section of the cowl panel, and below is the rear exhaust manifold, head pipe flange, and connection to exhaust system exiting engine bay. Driver / renter indicated during interview that engine's "low oil" level warning lamp had been illuminated for 2 days leading to event. Driver / renter had checked oil level prior to event and had found it "very low," but did not have time to return vehicle to [redacted] for service.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: Dean Archer (renter), 825 N. Eucalyptus St., Inglewood, CA 90502 - (310) 638-8588 - 4/8/99

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

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

If this vehicle is used for trailering, describe trailering usage (height and front shape of trailer, weight, percent of time or miles that trailer is towed, etc.): N/A

3. Prior collision damage? (date, description, etc.) None

Repaired by: N/A

4. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine noise, etc.) : Engine "low oil level" warning lamp illuminated for 2 days leading to event. Renter states engine would run rough intermittently, but would clear up on it's own. Driver had parked vehicle and walked away from vehicle some 10 minutes prior to first notice of smoke by others.

5. Repairs outside of warranty (what, when, by whom?): None

6. Other vehicle history information (from person being interviewed or GM Warranty History): None

Date: 4-13-99

To: ESIS/GM Claims

Re: [REDACTED]

Case# 990030146

Date of Incident: 4-5-99

VIN# 1G3WH52K1XF328341

From: LINDA SHAW

**- Preliminary -
Product Allegation Report**

This is to inform you that Oldsmobile has conducted a preliminary investigation in the above subject matter. The reason for submission of this report is:

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

Please contact me at 248-874-4160 if you have any further questions or concerns.

Enclosures:

- *Cadillac Customer Assistance Center Case Print
- *Cadillac Database Information
- *inspection report

pc: Central file

7. Last maintenance (date, description, by whom?): Vehicle was due for first scheduled service per National's records at 8,000 miles which is apparently their schedule interval.

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? 10 minutes Was the ignition off ☒ or was the engine running ☐? Describe drive prior to parking: drive length _____ h 30 min, distance 10+ miles, and type of drive (e.g. city traffic, highway, long grades, etc.). city surface streets

If vehicle is a truck, or a car hauling cargo at the time of the incident, estimated total weight of cargo and trailer: N/A lb, Load description: N/A Load location: N/A Height and description of front shape of trailer: N/A

Weather conditions: Approx. ambient temperature 60°F, General conditions (dry, rain, wind, etc.): Cool, Breezy

III B AT THE FIRST INDICATION OF A PROBLEM

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

Unusual odors? (Y/N) N Describe:

Smells? (from where, color, intensity, etc.) Driver did not witness event start - he was alerted later by co-workers and arrived at vehicle after fire department arrival.

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Yes Describe: Engine oil level warning lamp was on during drive to office and prior to fire's eruption.

Any apparent malfunctions? (Y/N) No If yes, describe: None obvious to driver

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) Vent, Blower setting 2nd speed, Temperature setting Middle of temp range

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. Fr | ☐ CB Radio | ☐ Other |
| ☐ Other Interior Lights | | |

If any of the above were cycled, describe: Driver could not recall

Was anyone smoking? (Y/N) No How long since someone last smoked in the vehicle? Unknown

III C DURING THE FIRE

Time 10+ minutes and distance 0 miles between first indication of a problem and start of fire.

Time Unknown between start of fire and other significant events. Describe: No known witness to fire's start

Time (24 hr) 14:00 when fire was over or put out.

Describe initial location, color and intensity of smoke and flame. Unknown - no witness statement available

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

Any malfunction? (Y/N) ___ If yes, describe: Unknown - no known witness to event start

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) ___ Open Hood? (Y/N) ___
Other? (Y/N) ___ Describe: Driver was not present

When you left vehicle: Ignition switch position (off, on, accessory): Off Windows open? (Y/N) No Doors open? (Y/N) No Describe:

Any other comments that have not been covered? Driver cannot recall which fire agency responded to scene

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) Yes Describe: In filler neck and not involved in event

Location of fuel filler cap (or evidence of removal): In place on filler neck - not involved

Comments: Exterior evidence of event confined to burned paint on hood and roof / smoke exit around hood opening

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): HVAC blower speed at second setting, temp at mid-temp position - unable to determine others for lack of operational electrical system

Position of windows (if glass is missing, do further inspection): All up and intact

Comments: Odor of smoke evident in interior

C. Underhood:

Engine compartment
 Radiator, front & rear
 Coolant recovery bottle
 Engine coolant lines/hoses, connections
 Heater lines/hoses, connections/clamps (include those to throttle body)
 TB/injector rail/carburetor, all fuel lines/hoses, filter, connections
 Engine block (note precise location of cracks, holes, etc.): None detected - engine oil presence detected on and around rear valve cover with no detected breach in cover or gaskets
 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.): Intact and properly positioned
 Other: None

Comments: Engine oil present on top of and around rear valve cover under burn debris with no obvious breach to engine interior, smelt melted top of intake manifold plenum.

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: Radiator tank 2/3 full with 4 inches of coolant in recovery bottle - top surfaces of radiator hoses burned - normal appearance of coolant

Engine oil: At second of five level marks just above "Add" level mark - dark murky brown in color

Transmission fluid: 2 inches above "Max" operating level mark - normal appearance

Power steering fluid: At "Hot" level mark - normal appearance

Brake fluid: Reservoir melted away - no fluid available

E. Underbody:

Underbody & exhaust (include hangers):
 Catalytic converter (any discoloration or swelling?): None - no evidence of underbody exhaust system involvement

Scrapes or impact damage on the following:

Fuel tank
 Fuel filler lines
 Tires/Wheels

Comments: No underbody evidence of involvement

F. Electrical:

Generator & attached wiring
 Battery & attached cables
 Cooling fans
 Fuses (Identify all open or not proper size): Burned and disfigured beyond recognition
 Relay centers
 Wiring insulation at fuse blocks
 Possible leaks (Identify all open): No open leaks detected
 Spark plug wiring and box condition: Burned to core insulation in burn area
 Modules: ABS/TCS, BCM, other

Comments: No evidence detected of melted, fused, or welded together bare wire strands - no evidence present of electrical system short circuits.

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: Engine oil collection on top of and around rear valve cover with no significant fire related damage to contain presence. Clean found vehicle except around engine oil to bottom and back that night. Next observation on underside of hood/hood and lower side of all melted engine oil and clean exhaust components.

Photograph and comment on the item which is the apparent origin of the fire: Rear exhaust manifold and exhaust system with fire engine bay directly below collected engine oil on and around rear valve cover.

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.: Engine oil presence on top of rear valve cover with no significant source or vehicle from fire or burn damage

Other relevant information: No

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: No evidence observed items damaged in event

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 flammable or spark sources, tall grass, dry leaves, etc. 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: No site relevance suspected from being directly witnessed.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Olds	Roll# 0990030146	Document ID 60GDF65E	Date Saved: 4/9/99
VIN: 1G3NH52K1XF328341	Claimant's Name (Last, First)		

Inspector R.E. Jenkins - E.A.A.Number of Rolls 01

Roll Number 01

Neg.# Description

- 0
1. Subject vehicle's dash VIN plate
2. Subject vehicle's MVSS label - left front door
3. National Car Rental's identification stickers - left front door - note National's sticker indicating next expected service interval
4. Interior viewed from left front door opening - no fire entry into interior - smoke odor is present
5. Interior front viewed from right front door opening - no fire damage present
6. Frontal view - majority of exterior fire damage is represented
7. Right front quarter view - note smoke / soot exit at fender to door parting line and at base of "A" pillar
8. Right side view - no damage aft of "A" pillar
9. Right rear quarter view - no damage present
10. Left rear quarter view - no damage present
11. Left side view - no damage present aft of "A" pillar
12. Left front quarter view - not shown is melted plastic left front inner fender skirt that rests on top of left front tire
13. Burned and blistered paint surface on hood panel left of center at rear of hood panel with heat scorching down center of hood and right - view is forward from above windshield
14. Engine bay damage - majority of burn damage rises up from hypothetical horizontal plane at mid-engine bay - lowest points of burn are front and rear of engine and left side
15. Right to left across engine bay - burn damage is subjectively less acute at engine right
16. Left to right across engine bay burn - burn damage is more acute at engine left (more combustible material available), than right side
17. Front underbody viewed from right rear to front - no fluid leak traces present or burn evidence
18. Front to rear view of front underbody - burn evidence present at base of radiator position at photo top center - note absence of underbody scrapings, damage, or fluid leak traces
19. Heat signature underside of hood panel, rear and left of center - centered above and immediately left of suspected fire's seat
20. Melted plastic lifted from top of rear valve cover - underside of melted debris is engine oil soaked (brownish-yellow color)
21. Section of rear valve cover top (photo center) where melted plastic mentioned in # 20 above was lifted from - note residual engine oil presence - no void or breach in valve cover detected to explain engine oil presence
22. Alternate view of rear valve cover and suspected point of origin - note burn through at cowl above - sheet metal area of cowl above is bare of surface coatings and oxidized
23. Additional view of suspected point of origin for perspective - exhaust exit from engine bay directly below area - expelled engine oil found only across top of engine rear
24. Wide angle of suspected fire's seat - burn path appears to move left toward "air space" at

engine left rear

26. Crankcase oil level registered on dipstick with expected "drain-back" during vehicle storage

28.
27.
28.
29.
30.
31.
32.
33.
34.
35.
36.
37.

Facsimile Cover Sheet

EAA Contact :	Kathy Smith
Phone/Fax:	(248) 842-3232 / (248) 842-4558
Subject:	P.A.R. Investigation
File#:	990030146
Claimant:	[REDACTED]
Vehicle (Model-Year):	1999 INTRIQUE SEDAN
Vehicle Location:	[REDACTED] LOS ANGELES, CA
Contact's (Name/Phone):	[REDACTED]
Divisional Contact:	LINDA SHAW
Division:	Cadillac/ PAR Investigations
Address:	16 E. Judeon St. MC: 483-816-830 Pontiac, MI 48342
Phone/Fax:	248-874-4160 / 248-874-4291
Slr / EDRU Cartridge:	Mass Cartridge ☐ 8.0v ☐ 7.0v ☐ ** OBD II Cable & VIM **98 U-Vans, Venture, Trans Sport, Silhouette requirements **Buick, Cadillac requirements for '97-'98 OBD II
Date:	APRIL 8, 1999
Pages including this cover page:	7
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Please Use Form:

- ☐ 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 848-_____

☐ Pontiac/GMC 385-_____
☐ Cadillac 277-_____

☐ Oldsmobile 648-_____
of Pages Transmitted: _____

To: SA: _____
From: Kathy Smith

Phone: _____
Date Faxed to SA: ____/____/____

Fax: _____
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: 990030146 OCM 04/07/99 16:22 OBLUB020
NEXT: BASE ACTION: KEY: 990030146 GM CONFIDENTIAL ID: ONLLS
01 TITLE : XX CUSTOMER INFORMATION TYPE: GO
02 FIRST : 03 MI: 04 LAST :
STREET :
CITY : LOS ANGELES 07 ST: CA 08 ZIP :
09 H PHONE: 10 B PHONE:
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 YR/MDL : 99 XNH5 INTRIGUE SEDAN 13 DEL DTE: 11 10 98 14 MILEAGE: 005742
15 VIN : 1G3WH52K1KF328341 ENG: 3.5L V6 MEI (PLANT: FAIRFAX
16 DEALER : CHAMPION CHEVROLET-OLDSMOBILE 17 DLRCD: 24221 D PHN: 310-316-1234
18 CITY : MANHATTAN BEACH 19 STATE : CA 20 SEL DLR : Y (Y/N)
CDE # DESC CDE COMMENTS ZONE : 10 WESTERN 3-5417 DIRECT
J01 1 ENGINE FAILURE 21 RENTAL COMPANY REP STS VEH CAUGHT FIRE
T01 1 (P.A.R.)-PRODUC 22 *****POSSIBLE 1241*****
T30 1 POSSIBLE SAFETY 23 POSSIBLE SAFETY
24
25

PF13 GRMENU PF14 CNTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCH
PF19 CSEHIST PF20 1241A PF21 CSEPRF PF22 REIM PF23 REPURCH PF24 CAL

THIS: CMTS ACTION: I KEY: 990030146 OCAN 04/07/99 16:22 OBLUB030
NEXT: CMTS ACTION: I KEY: 990030146 GM CONFIDENTIAL ID: ONLLS

GENERAL COMMENTS

USER: ONTOG DATE: 1999-04-07 TIME: 13:38:23 COMMENT #: 0001

RECEIVED ROLLOVER CALL THIS DATE. MIKE MYGAS FROM [REDACTED]
[REDACTED] CALLED TO REPORT THAT ONE OF THEIR RENTAL VEH HAD CAUGHT FIRE.

W/ GATHERED THE FOLLOWING INFORMATION FROM MIKE...

1. 4-5-99, AROUND 1:00 PM
2. 1025 WEST 190TH STREET, LOS ANGELES
3. TWO PEOPLE WERE IN THE VEH MIKE WAS NOT SURE WHO WAS DRIVING
THE TWO PEOPLE WERE [REDACTED] NO INFORMATION
ON AGE OR DISABILITIES.
4. PAVEMENT, DRY
5. 2
6. NO
7. NO
8. ONLY THE VEH INVOLVED

MORE: Y NUMBER OF COMMENTS: 0003

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORSEL PF24 CAL

*I0004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990030146 OCAN 04/07/99 16:22 OBLUB030
NEXT: CMTS ACTION: I KEY: 990030146 GM CONFIDENTIAL ID: ONLLS

GENERAL COMMENTS

USER: ONTCG DATE: 1999-04-07 TIME: 15:55:14 COMMENT #: 0002

NO SPECIFIC COMPONENT

10. [REDACTED]
11. NOT THAT THEY ARE AWARE OF
12. [REDACTED]

13. MIKE STS THAT THE DRIVERS WERE IN THE VEH DRIVING WHEN THE CHANGE
OIL LIGHT CAME ON AND THEN THE VEH BEGAN TO FLAME UNDER THE HOOD. MIKE
STS THAT THE DRIVERS GOT OUT AND THE FIRE DEPARTMENT CAME AND OPENED
THE HOOD AND PUT OUT THE FIRE.

TIM GREEN/OCAN/3-5418

MORE: Y NUMBER OF COMMENTS: 0003

PF13 BASE	PF14 CMTS	PF15 AFTRCL	PF16 CLOSE	PF17 CSESCN	PF18 DLRSN
PF19 CRIS	PF20 REVIEW	PF21 LITLST	PF22 LMENU	PF23 CORRREL	PF24 CAL

THIS: CMTS ACTION: I KEY: 990030145 OCMN 04/07/99 16:22 OBLUB030
NEXT: CMTS ACTION: I KEY: 990030145 GM CONFIDENTIAL ID: ONLLS

GENERAL COMMENTS

USER: ONLLS DATE: 1999-04-07 TIME: 16:21:51 COMMENT #: 0003
CALLED THE RENTAL CAR AGENCY TO SPEAK WITH THE PERSON WHO CALLED AND
REPORTED THE INCIDENT. I LEFT MY NUMBER WITH THE INVITATION TO CALL
AND DISCUSS THE FILE.

LINDA SHAW

MORE: N NUMBER OF COMMENTS: 0003
PF13 BASE PF14 CMTS PF15 APTCL PF16 CLOSE PF17 CSESCN PF18 DLRSCH
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORREL PF24 CAL
*I0005 BOTTOM OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990030146.4 OCAN 04/07/99 16:53 OBLUB030
NEXT: CMTS ACTION: I KEY: 990030146.4 GM CONFIDENTIAL ID: ONLLS

GENERAL COMMENTS

USER: ONLLS DATE: 1999-04-07 TIME: 16:53:01 COMMENT #: 0004
THE CUSTOMER CALLED BACK.

I STATED I HAD RECEIVED THE FILE AND WILL SEND THE FILE TO EAA TO
HAVE AN INSPECTOR ASSIGNED. I STATED WE MUST GIVE THEM TWO WEEKS
TO RETURN THE INSPECTION, AND AT THAT TIME I WILL CALL HIM TO
LET HIM KNOW WHAT THE REPORT SHOWS. I ASKED HOW FAR THE DLRSHP
IS IF THEY WOULD NEED THE VEHICLE MOVED. I STATED I WOULD ADD IN
THE FILE THE VEHICLE WILL REMAIN AT THE RENTAL AGENCY AND IF THEY
NEED TO HAVE IT MOVED TO CONTACT ME.

ATTENTION INSPECTOR**

VEHICLE IS AT THE RENTAL AGENCY. IF YOU FEEL YOU NEED THE VEHICLE
TAKEN TO THE DEALERSHIP PLEASE CALL.

THANK YOU LIND SHAW EXT. 4-4160

MORE: N NUMBER OF COMMENTS: 0004

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCH
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORSEL PF24 CAL
*I0005 BOTTOM OF DATA DISPLAYED *

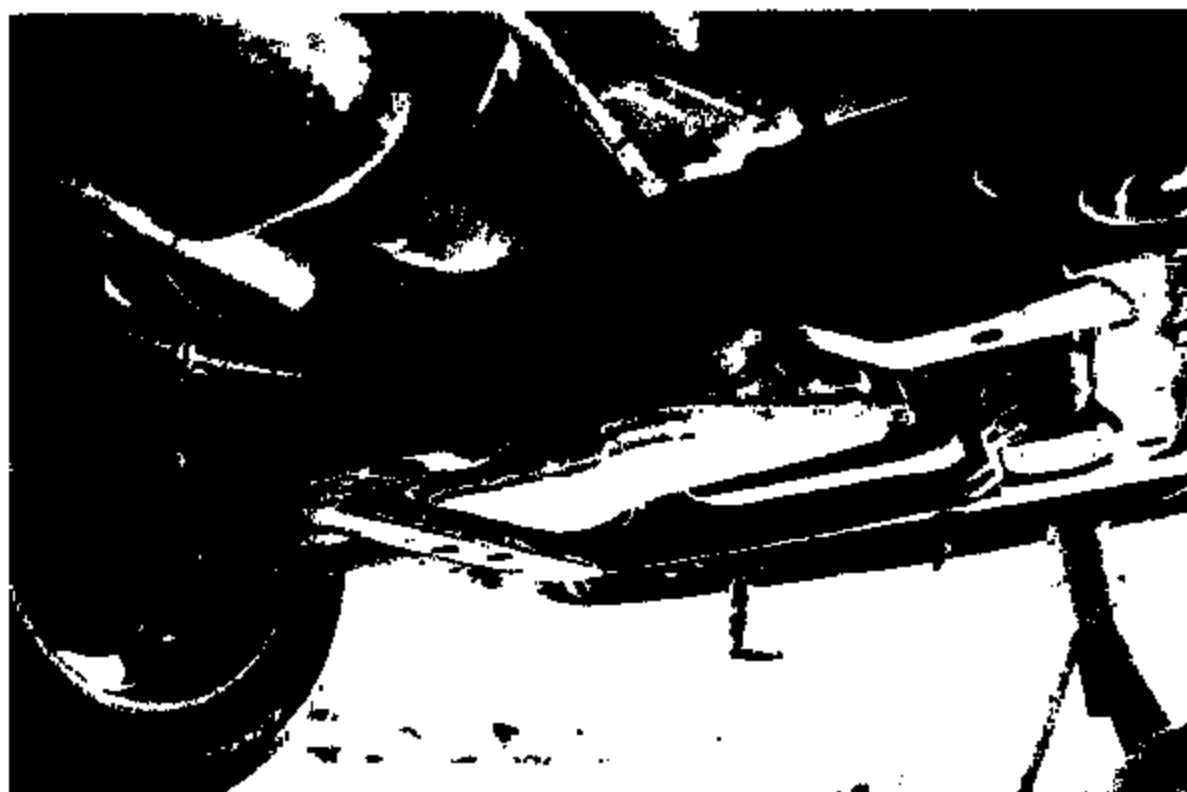


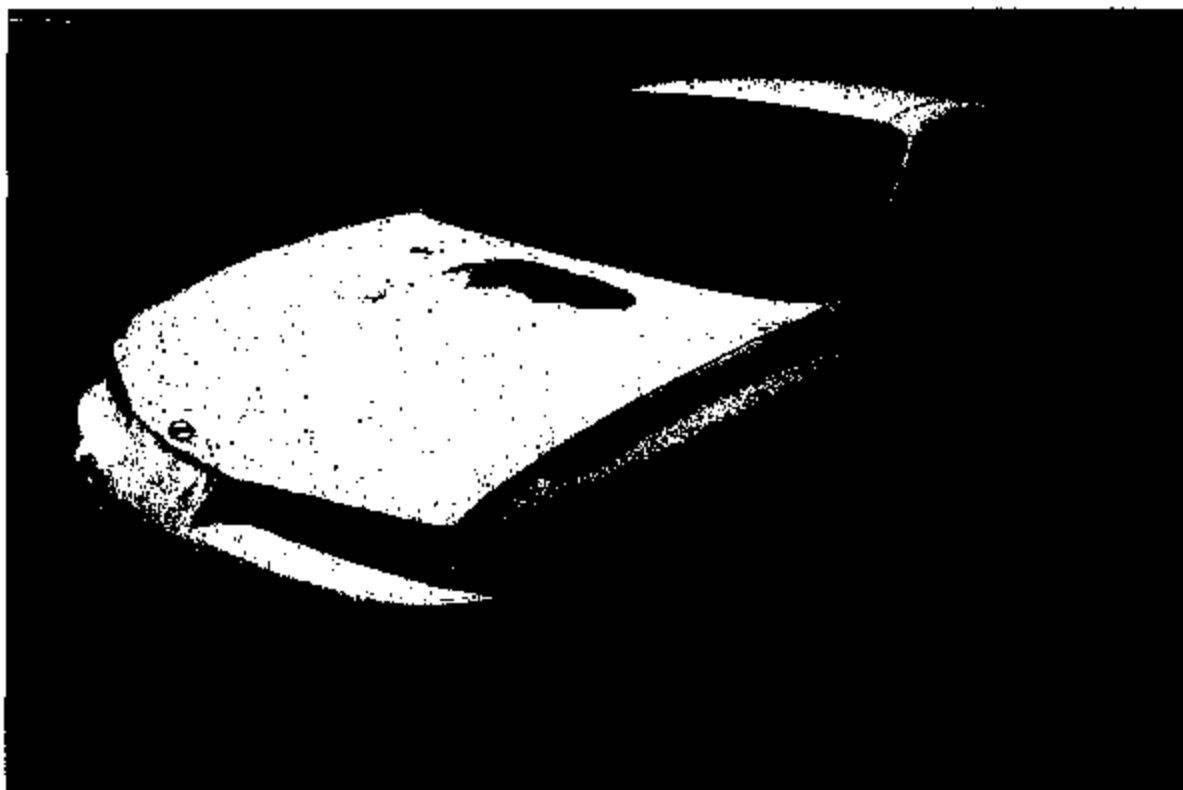


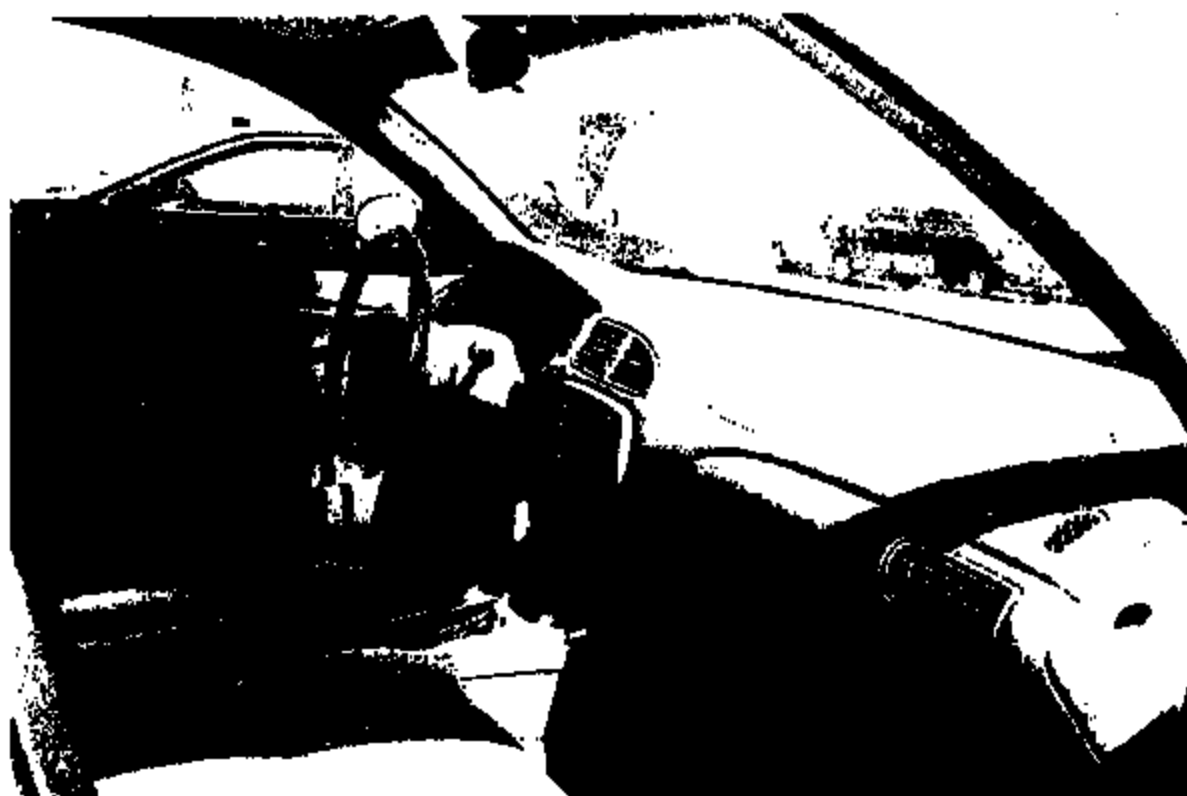
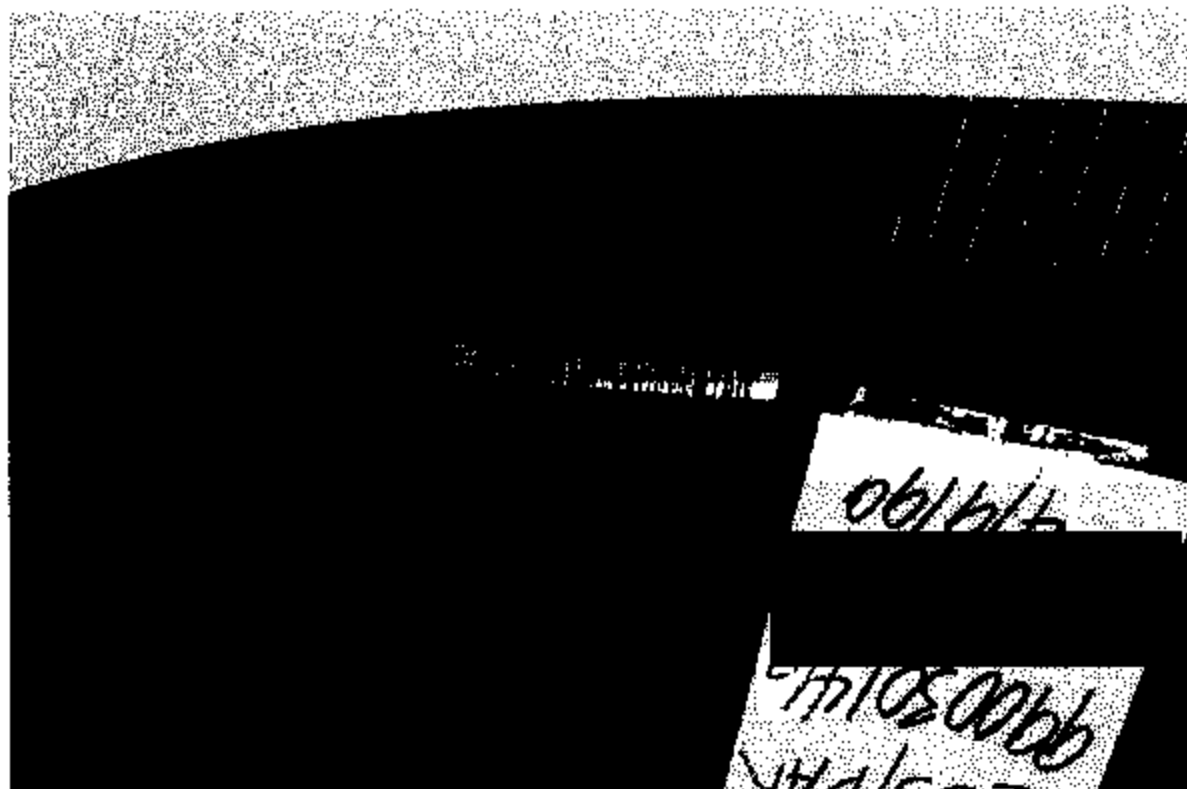


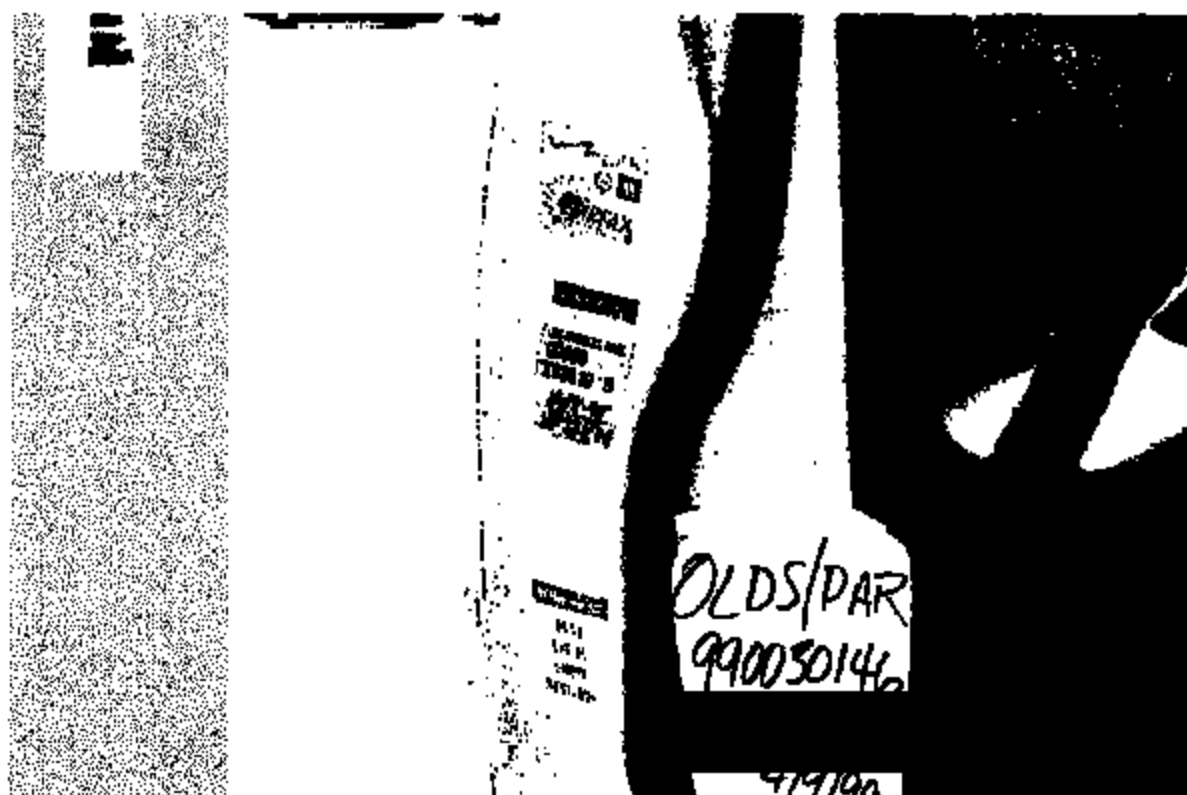


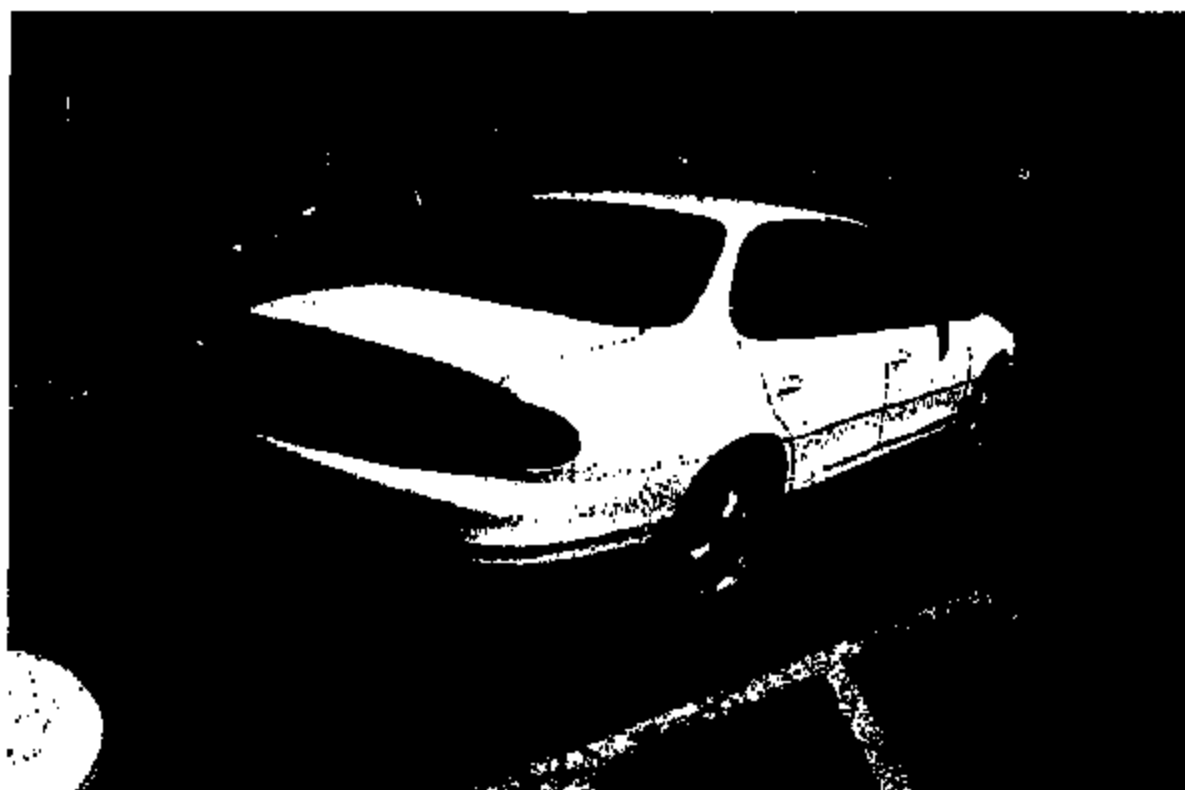


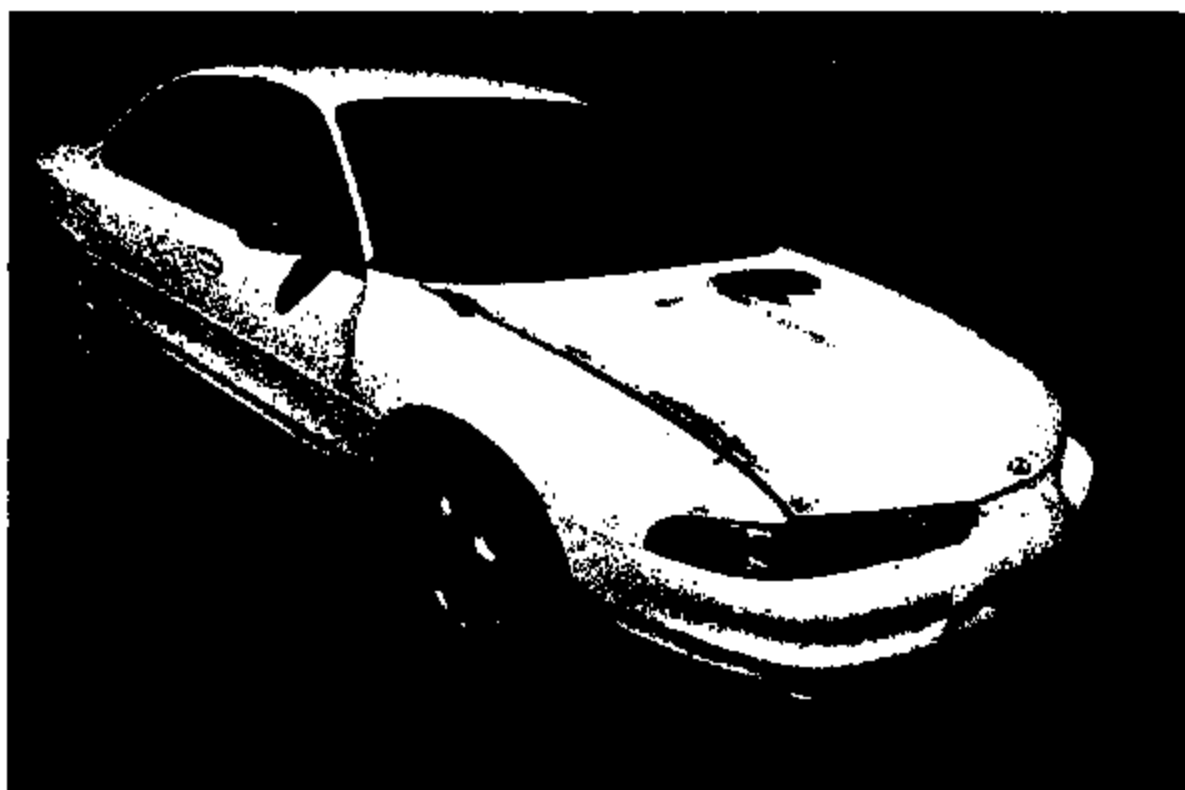


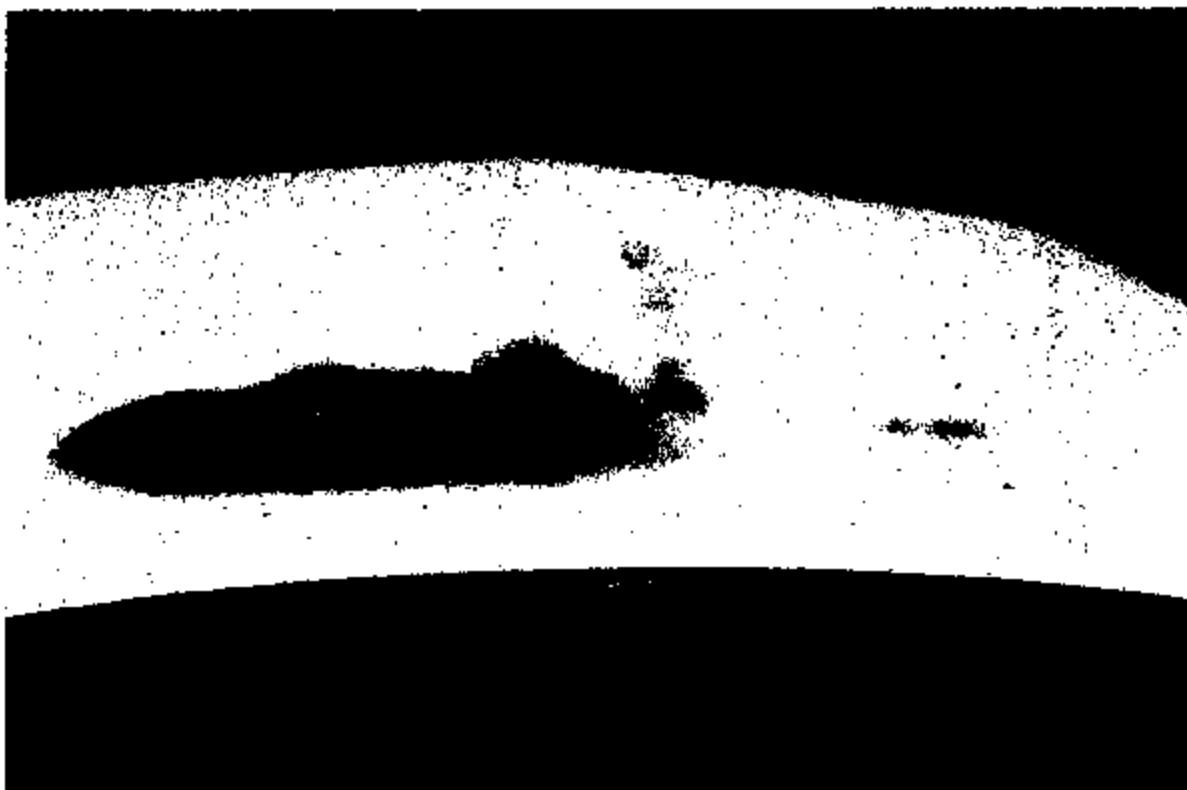
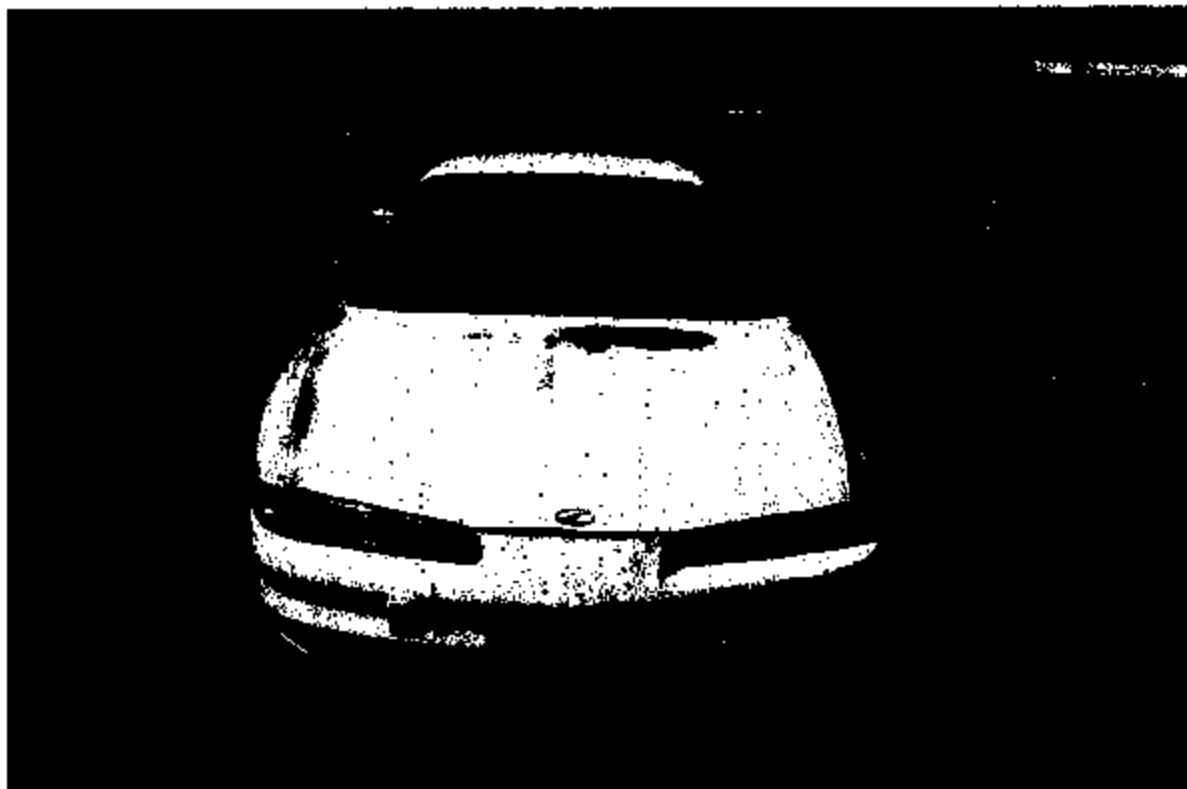














312195

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

DIVISION: OldsmobileDATE: 09/01/1999

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

RE: Claimant: [REDACTED]Date of Incident: 6-15-99CAC File No.: 990055483PAR Specialist: Michael J. Hitchcock**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: 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 Jackson
 Pontiac, MI 48342-6008

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

Very truly yours,

General Motors Corporation

Customer Service Center Supervisor
 16 Jackson
 M.C. 483-616-830
 Pontiac, MI 48342-6008

Enclosures:

- | | |
|---|--|
| ☒ CAC Qcto Comments | ☒ EAA Regs Notes |
| ☒ Photos | ☐ Estimates |
| ☒ Bill/Inv Report | ☐ R.O.'s |
| ☐ BU Tape | ☒ Warranty History |
| ☐ Other: | |

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIRE

Division: Oldsmobile	Ref# 990055483	Document ID	Date Recd: 10/23/96
VIN: 1G3W552K0WP365882		Claimant's Name (LAST, First) SIMON, JOHN	

Division: Oldsmobile	Ref# 990055483	Document ID	08-17-99 (page 1 of 6)
VIN: 1G3W552K0WP365882		Claimant's Name (LAST, First) [REDACTED]	

Inspected By: RICHARD TRIERWEILER Organization: E.A. ASSOCIATES
 Phone: () 517-321-4878 Inspection Date: 08-17-99 Mileage at Inspection: 12189

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: This vehicle had a fire, while owner was driving down the street. The driver [REDACTED] and passenger [REDACTED] said that the white gray smoke started coming out from under the hood and then it turned black. They stopped and pulled over. [REDACTED] opened the hood and saw flames coming from the alternator area. The fire did not enter the inside of the car. The inspection does indicate that the fire started at the rear of the alternator. The alternator was seized up. The wiring around and plastic parts around this area are burned. It was noted that the fuse to the alternator is blown. The fire report was obtained.

II INTERVIEW - VEHICLE HISTORY

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

Grand Rapids, MI [REDACTED]

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.): Not used for trailering

3. Prior collision damage? (date, description, etc.) Tire and wheel were damaged from impacting a rock. Image Body, Grand Rapids, MI repaired

Repaired by: _____

4. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine miss, etc.) :
NONE

5. Repairs outside of warranty (what, when, by whom?): NONE

6. Other vehicle history information (from person being interviewed or GM Warranty History): NONE

7. Last maintenance (date, description, by whom?): 5000 LUBE, OIL, AND FILTER

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: 35 mph, drive length 1 h 10 min, distance 3 miles, and type of drive (e.g. city traffic, highway, long grades, etc.): 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 h min, distance miles, and type of drive (e.g. city traffic, highway, long grades, etc.).

If vehicle is a truck, or a car *hauling* 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 85°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:

Smoke? (from where, color, intensity, etc.) LIGHT GRAY AT FIRST, TURNED DARK

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

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

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) A/C, Blower setting , Temperature setting 70

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 X
☐ 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 2 MIN and distance 1/4 MILE between first indication of a problem and start of fire.

Time 2 MIN between start of fire and other significant events. Describe:

Time (24 hr) 6 MIN when fire was over or put out.

Describe initial location, color and intensity of smoke and flame. Smoke was light grey and flames were
shooting from the rear of the alternator from two locations.

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

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

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) Y, Open Hood? (Y/N) Y,
Other? (Y/N) Y Describe: DROVE TO FIRST DRIVEWAY

When you left vehicle: Ignition switch position (off, on, accessory): OFF Windows open? (Y/N) N, Doors
open? (Y/N) N Describe:

Any other comments that have not been covered?

IV VEHICLE INSPECTION

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

Take color photographs of the following:

A. Exterior:

Front PHOTO

Right side PHOTO

Rear PHOTO

Trunk area PHOTO

Decklid outer panel PHOTO

Decklid inner panel PHOTO

Option label PHOTO

VIN PHOTO

Left side PHOTO

Hood outer panel PHOTO

Hood inner panel PHOTO

Roof PHOTO

Fuel filler "Lead Free" restricter in place? (Y/N) Y Describe: PHOTO

Location of fuel filler cap (or evidence of remains): CAP WAS ON TANK FILL PIPE AND IN GOOD
SHAPE

Comments:

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s) PHOTOS

Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray PHOTO

Floor: Left, Right, Rear PHOTO

Seats: LF, RF, Rear Seats PHOTO

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

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

Comments:

C. Underhood:

Engine compartment PHOTO
Radiator, front & rear PHOTO
Coolant recovery bottle PHOTO
Engine coolant lines/hoses, connections PHOTO
Heater lines/hoses, connections/clamps (include those to throttle body) PHOTO
TBI/Injector rail/carburetor, all fuel lines/hoses, filter, connections PHOTO
Engine block (note precise location of cracks, holes, etc.): ALL GOOD
Engine: dipstick, oil cooler lines/connections, filter, oil pan ALL GOOD
Transmission: dipstick, oil cooler lines/connections, oil pan GOOD
Master cylinder and brake fluid reservoir BURNED
Brake lines and hoses BURNED AT MASTER CYLINDER
ABS/TCS Modulator GOOD
Power steering lines/hoses, connections/clamps, pump GOOD
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): ALL GOOD
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: GOOD

Engine oil: GOOD

Transmission fluid: GOOD

Power steering fluid: GOOD

Brake fluid: MASTER CYLINDER RESERVOIR IS BURNED

E. Underbody:

Underbody & exhaust (include hangers): GOOD
Catalytic converter (any discoloration or swelling?): GOOD
Scrapes or inspect damage on the following:
Fuel tank GOOD
Fuel filter lines GOOD
Tires/Wheels GOOD

Comments:

F. Electrical:

Generator & attached wiring WIRING AROUND ALTERNATOR AND REAR OF ALTERNATOR BURNED AND ALTERNATOR IS SEIZED.
Battery & attached cables GOOD
Cooling fans GOOD
Fuses (Identify all open or not proper size): FROM FUSE AND RELAY CENTER UNDER HOOD THE #21 FUSE FOR GENERATOR, #28 FOR FAN, AND #29 OX SENSOR ARE BLOWN. INSIDE FUSES ARE ALL GOOD EXCEPT THE #7/98 FUSE IS 2 AMP AND SHOULD BE A 10AMP.
Relay centers GOOD
Wiring insulation at fuse blocks GOOD
Fusible links (Identify all open): GOOD
Spark plug wiring and boot condition: BURNED AT THE TOP OF THE ENGINE
Modules: ABS/TCS, ECM, other GOOD

Comments:

General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: PHOTO OF THE REAR AREA OF THE ALTERNATOR.

Photograph and comment on the item/area which is the apparent origin of the fire: IT APPEARS THAT THE FIRE STARTED AT THE REAR OF THE ALTERNATOR. THE ALTERNATOR IS SEIZED. WIRING AROUND THE ALTERNATOR ARE BURNED.

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:

II. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: NO DAMAGE TO CONTENTS.

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: THE SITE IS THE CORNER OF BURTON ST AND E. BELTLINE IN GRAND RAPIDS, MI. DRIVER WAS HEADING EAST ON BURTON STREET, WHEN THE FIRE STARTED.

A 4/1/2 1997 06 15 1997 156 7486 000

Check one box:
☐ Ocean
☐ Other
☒ No Activity

Location

- ☐ Street address
☐ Intersection
☐ In front of
☐ Rear of
☐ Adjacent to
☐ Directions

Check one box:
☐ Check one box:
☐ Check one box:
☐ Check one box:

County: 126-1

3500 Burton Ridge RD SE

Grand Rapids MI 49546

City: Grand Rapids State: MI Zip Code: 49546

C Incident Type: 1311 Vehicle Fire

E1 Date & Time: Month: 06 Day: 15 Year: 1997 Hour: 18 Min: 25

E2 Shifts & Alarms: Local: 01, 56

D Aid Given or Received

- 1 ☐ Medical aid received
 2 ☐ Automatically aid received
 3 ☐ Medical aid given
 4 ☐ Automatically aid given
 5 ☐ Other aid given
 N ☐ None

Arrival: 1828
 Controlled: ☐
 Last Unit: 1934

E3 Special Studies: Local: 01, 56

F Actions Taken

11 Extinguish

186 Investigate

G1 Resources

Check one box:
☐ Apparatus or Personnel used

Apparatus: 01, 03
 Personnel: 01, 03

Other: 01, 03

G2 Estimated Dollar Losses & Values

Property: \$ 5,000
 Contents: \$ 25,000

PRE-INCIDENT VALUE: Property: \$ 25,000
 Contents: \$ 25,000

Completed Modules

- ☒ Fire-2
☐ Structure-3
☐ Civilian Fire Call-4
☐ Fire Serv. Casualty-5
☐ EMS-6
☐ HazMat-7
☐ Wildland Fire-8
☐ Apparatus-9
☐ Personnel-10
☐ Area-11

H1 Casualties

Deaths: ☐
 Injuries: ☐

Fire Service: ☐
 Civilian: ☐

H2 Detector

Required for building type if the equipment was tested

☐ Detector alerted occupants

H3 Hazardous Materials Release

☒ None

1 ☐ Natural gas leak, no evacuation or HazMat action

2 ☐ Propane gas: <21 lb. tank (as in home BBQ grill)

3 ☐ Gasoline, vehicle fuel tank or portable container

4 ☐ Kerosene fuel heating equipment or portable storage

5 ☐ Oil: fuel tank or portable storage

6 ☐ Household solvents: household use, cleaned only

7 ☐ Motor oil: from engine or portable container

8 ☐ Paint: from paint cans, testing, old gallons

9 ☐ Other: Special HazMat actions required or spill > 55 gal.

I Mixed Use Property

101 ☐ Macmillan

102 ☐ Assembly Use

103 ☐ Education use

104 ☐ Medical use

105 ☐ Recreational use

106 ☐ Row of homes

107 ☐ Enclosed tent

108 ☐ Business & residential

109 ☐ Office use

110 ☐ Industrial use

111 ☐ Military use

112 ☐ Farm use

113 ☐ Other mixed use

J Property Use

- 131 ☐ Church, place of worship
 181 ☐ Restaurant or cafeteria
 182 ☐ Bar/avern or nightclub
 213 ☐ Elementary school or kindergarten
 218 ☐ High school or junior high
 241 ☐ College, adult ed.
 311 ☐ Care facility for the aged
 331 ☐ Hospital

341 ☐ Clinic, clinic type infirmary

342 ☐ Doctor/dentist office

361 ☐ Prison or jail, not juvenile

418 ☐ 1- or 2- family dwelling

428 ☐ Multi-family dwelling

438 ☐ Rooming/boarding house

448 ☐ Commercial hotel or motel

488 ☐ Residential, board and care

484 ☐ Dormitory/barracks

818 ☐ Food and beverage sales

838 ☐ Household goods, sales, repairs

878 ☐ Motor vehicle/boat sales/repairs

671 ☐ Gas or service station

888 ☐ Business office

615 ☐ Electric generating plant

825 ☐ Laboratory/science lab

700 ☐ Manufacturing plant

818 ☐ Livestock/poultry storage (barn)

882 ☐ Non-residential parking garage

831 ☐ Warehouse

Outside

- 124 ☐ Playground or park
 688 ☐ Crops or orchard
 689 ☐ Forest (timberland)
 619 ☐ Outdoor storage area
 619 ☐ Dump or sanitary landfill
 831 ☐ Open land or field

838 ☐ Vacant lot

838 ☐ Graded/cleared for plot of land

848 ☐ Lake, river, stream

851 ☐ Railroad right of way

860 ☐ Other street

881 ☐ Highway/divided highway

882 ☐ Residential street/driveway

981 ☐ Construction site

984 ☐ Industrial plant yard

Look up the code in the Property Use table if you have NOT checked a Property Use code

4/1/2 1997

Complete this side for all fires

A. 4/12 136 26 173 119197 56 7486 1000 ☐ Date ☐ Check **NFIRS - 2 Fire**

B. Property Details

B1. ☒ Not Residential
 Estimated number of residential living units in building at origin weather or not all units were occupied

B2. ☒ Buildings not involved
 Number of buildings involved

B3. ☒ None ☐ Less than one acre
 Acres burned (include float)

C. On-Site Materials or Products ☒ None
 Enter up to three codes. Check one or more boxes for each code entered.

On-site material (1)

On-site material (2)

On-site material (3)

1 ☐ Bulk storage or warehousing
 2 ☐ Processing or manufacturing
 3 ☐ Packaged goods for sale
 4 ☐ Repair or service

1 ☐ Bulk storage or warehousing
 2 ☐ Processing or manufacturing
 3 ☐ Packaged goods for sale
 4 ☐ Repair or service

1 ☐ Bulk storage or warehousing
 2 ☐ Processing or manufacturing
 3 ☐ Packaged goods for sale
 4 ☐ Repair or service

D. Ignition

D1. B3 Engine Area
 Area of fire origin

D2. K44 Undetermined
 Heat source

D3. K44 Undetermined
 How fire ignited

D4. 4 Undetermined
 Estimated time of ignition

E1. Cause of Ignition ☒ Check box if this is an expert report

1 ☐ Intentional
 2 ☐ Unintentional
 3 ☒ Failure of equipment or heat source
 4 ☐ Act of nature
 5 ☐ Cause under investigation
 U ☐ Cause undetermined after investigation

E2. Factors Contributing To Ignition ☐ None

K44 Undetermined
 Factor contributing to ignition (1)

 Factor contributing to ignition (2)

E3. Human Factors Contributing To Ignition

Check all applicable boxes ☒ None

1 ☐ Asleep
 2 ☐ Possibly impaired by alcohol or drugs
 3 ☐ Unattended person
 4 ☐ Possibly mentally disabled
 5 ☐ Physically disabled
 6 ☐ Multiple persons involved

7 ☐ Age was a factor

Estimated age of person involved

1 ☐ Male 2 ☐ Female

F1. Equipment Involved in Ignition

☒ None ☐ If equipment was not involved, skip to Section G

 Equipment involved

 Equipment involved

 Equipment involved

 Equipment involved

F2. Equipment Power

 Equipment Power Source

F3. Equipment Portability

1 ☐ Portable
 2 ☐ Stationary

Portable equipment currently can be moved by one person, is designed to be used in multiple locations, and requires no tools to install.

G. Fire Suppression Factors

Enter up to three codes. ☒ None

 Fire suppression factor (1)

 Fire suppression factor (2)

 Fire suppression factor (3)

H1. Mobile Property Involved

☐ None

☐ Not involved in ignition, but burned

☐ Involved in ignition, but did not burn

☒ Involved in ignition and burned

Interior 4 Door
 Vehicle model

 Vehicle year

1.G.3W.552.K.O.W.F.3.6.5.8.8.2
 VIN Number

H2. Mobile Property Type & Make

1.1 Pasenger Car
 Mobile property type

OL Oldsmobile
 Mobile property make

I. Local Use

☐ Pre-Fire Plan Available

Some of the information provided in this report may be based upon reports from other agencies

☐ Arson report attached
☐ Police report attached
☐ Coroner report attached
☐ Other reports attached

Structure Fire? Please be sure to complete the other side of this form.

NFIRS-2 Rev. 10-93

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Oldsmobile	Ref# 990055483	Document ID	Date Saved: 7/28/96
VIN: 1G3W952KOWF365882	Claimant's Name (LAST, First)		

Division: Oldsmobile	Ref# 990055483	Document ID	08-17-98 (page 1 of 5)
VIN: 1G3W952KOWF365882	Claimant's Name (LAST, First)		

Inspector RICHARD TRIERWEILERNumber of Rolls 1Roll Number 1

Neg.#	Description
0	FRONT END
1.	LEFT SIDE
2.	RIGHT SIDE
3.	REAR END
4.	TRUNK AREA
5.	OPTION PLATE
6.	LEFT INSIDE DOORS, FLOOR, AND SEATS
7.	RIGHT INSIDE DOORS, FLOOR, AND SEATS
8.	BURNED AREA OF HOOD TOPSIDE
9.	ENGINE COMPARTMENT
10.	ANOTHER VIEW OF ENGINE COMPARTMENT
11.	VIN PLATE
12.	RESTRICTOR PLATE ON FUEL FILL
13.	INSTRUMENT PANEL
14.	ENGINE COMPARTMENT SHOWING FIRE AT TOP OF ENGINE
15.	ENGINE COMPARTMENT SHOWING REAR OF ALTERNATOR
16.	CLOSE UP OF REAR OF ALTERNATOR
17.	UNDERSIDE OF HOOD
18.	CLOSE UP OF ALTERNATOR AND SURROUNDING DAMAGE
19.	CLOSE UP OF REAR OF ALTERNATOR AND BURNED WIRING
20.	REAR OF ALTERNATOR AND DAMAGE SURROUNDING THIS AREA
21.	ANOTHER VIEW OF ALTERNATOR
22.	VIEW OF ALTERNATOR FROM THE LEFT SIDE OF CAR
23.	SITE OF INCIDENT: LOOKING EAST ON BURTON ST AT E. BELTLINE
24.	ANOTHER VIEW OF SITE LOOKING EAST ON BURTON ST: CROSS ROAD IS E BELTLINE
25.	
26.	
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	

1241-X
09/01/99

CASE #: 990033403

GENERAL MOTORS CORPORATION OF CONFIDENTIAL
TO: SUPERVISOR OF PRODUCT LIABILITY
OLDSMOBILE DIVISION
ZONE: N. CNTR 3-5421
DATE OF INCIDENT: 06/15/99 6:00 PM

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

TITLE		B PHONE 1	-	-
NAME OF OWNER		H PHONE 1		
ADDRESS				
CITY	GRAND RAPIDS	ST: MI	ZIP:	AGE:
COMPANY				
TITLE		B PHONE 2	-	-
NAME OF DRIVER		H PHONE 1		
ADDRESS				
CITY	GRAND RAPIDS	ST: MI	ZIP:	AGE:
TITLE		B PHONE 1	-	-
NAME OF CLAIMANT		H PHONE 1		
ADDRESS				
CITY	GRAND RAPIDS	ST: MI	ZIP:	AGE:

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

VIN: 1GNSK5K0W369002 MILEAGE: 12000 DATE OF DELIVERY:
TRAILER: 4700-K AXLE: REMANUED/REPAI, NEW
PRODUCTION DATE: 08/04/98
PRINCIPAL USER OF VEHICLE:
PERSONAL
SALE: BAKER OLDSMOBILE, INC. CITY: GRAND RAPIDS ST: MI
NATURE AND EXTENT OF DAMAGE AND ESTIMATED COST OF REPAIRS: \$.00
(ATTACH COPY OF ESTIMATE)
ENGINE FIRE AND DAMAGE TO HOOD AND SOME ELECTRICAL COMPONENTS

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

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND HIS STATEMENT OF THE CLAIM
AS DRIVING NOTICED A SMALL CLOUD OF SMOKE. PULLED OFF THE ROAD, OPENED HOOD,
WENT TO CALL FIRE DEPARTMENT, AND CAR WENT UP IN FLAMES.

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

DID YOU PERSONALLY INSPECT THE VEHICLE? YES X NO
WHAT COMPONENTS ARE ALLEGEDLY DEFECTIVE? ALTERNATOR
WHO MADE ALLEGATION OF DEFECT? OWNER
INFO FROM FURTHER INVESTIGATION: VEHICLE WAS INSPECTED

CASE #: 99055483

***** TV CLAIM HANDLING *****

TYPE OF LOSS:

☒ FIRE DAMAGE ☐ PROPERTY DAMAGE-VEHICLE ☐ PROPERTY DAMAGE-OTHER

IF 'PROPERTY DAMAGE-OTHER', COMPLETE THE FOLLOWING:

DESCRIPTION OF PROPERTY INCLUDING AGE AND CONDITION:

THIS PURCH PRICE: \$0.00 AMT CLAIMED: \$0.00 AMT PAID: \$0.00

ARTICLES OBTAINED FROM OWNER: YES ☒ NO IF 'NO' GIVE REASON: NO NEEDED

DISPOSITION OF ARTICLE:

NONE NEEDED

PAYMENT: CREDIT ☒ AMT \$0.00 PAID TO:

RELEASE FORM SIGNED (TO BE SIGNED) BY CLAIMANT: YES ☒ NO IF 'NO' GIVE REASON:

NONE NEEDED

CLAIM HANDLED TO CONCLUSION BY: MICHAEL J. HITCHCOCK

TITLE: PAR

DATE OF INVESTIGATION: / / INVESTIGATOR:

IN APPROVAL BY: CMMH

DATE: 09/01/99

NO APPROVAL BY:

DATE: / /

1241-X
COMMENTS
09/01/99

COMMENTS FOR SN 1241X
CASE NO: 990053423

PAGE 01

FIRE DIDN'T ENTER THE INTERIOR OF THE VEHICLE.

INSPECTION INDICATED THAT THE FIRE STARTED AT THE REAR OF THE ALTERNATOR.

THE ALTERNATOR SEIZED UP.

THE WIRING AROUND AND PLASTIC PARTS AROUND THIS AREA ARE BURNED.

FUSE TO THE ALTERNATOR IS BLOWN.

***** END OF COMMENTS FOR SN1241X CASE *****

1341-X
09/01/99

CASE # 990055483

GENERAL MOTORS CORPORATION RM CONFIDENTIAL
TO: SUPERVISOR OF PRODUCT LIABILITY
OLDSMOBILE DIVISION
ZONE: N. CHIL 3-5421

TITLE CUSTOMER INFORMATION

FIRST [REDACTED] MI: LAST [REDACTED]
 CITY: GRAND RAPIDS MI: MI ZIP: [REDACTED]
 H PHONE: [REDACTED] B PHONE: [REDACTED]
 COMPANY: [REDACTED]

VEHICLE/DEALER INFORMATION

TR/MIL: 98 WMS INTRIGUE GL DEL DTE: RELEASE: 012000
 VIN: 1GNSK32K0P565082
 DEALER: DALE BAKER OLDSMOBILE, INC. DLR: 07112
 CITY: GRAND RAPIDS STATE: MI SEL DLR: Y (Y/N)
 CSE # DESC CSE COMMENT DLR LEVEL: D
 A04 1 POSSIBLE SAFETY SERVICE MANAGER STATES POSSIBLE SAFETY.
 J01 1 ENGINE FAILURE SERVICE MANAGER STATES ENGINE FIRE.
 T01 1 PRODUCT ALLEGAT POSSIBLE PAR

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE: 1 CASE PRODUCT CAMPAIGN: 00
 REQUEST AREA: 1 SERV REQUEST SOURCE: 1 N Y RFA
 CONTACT TYPE: 1 OWNER THIRD PARTIES: 000
 WARRANTY: 1 1 (IN/OUT/UNK) DM ASSIGNED: 000JR
 TRANSFER TO ID: 1 PROCESS CODE: 1 T01
 DOCUMENT #: 1

CASE INFORMATION

CASE OPEN DATE: 1 07 06 99 SCRAP DATE: 1
 BOM CODE: 1 CAC CAS LOC: ADV TRAMIT: 1 N (Y/N)
 CODE TYPE: 1 TRAMIT DATE: 1
 FOLLOW UP DATE: 1 TAG CASE #: 1
 UCC CODE: 1 A04 J01 T01 CENTRAL FILE: 1 Y (Y/N) LTR: 1 N
 FILE RETENTION: 1 00 LAST ALTERED DATE: 1 09 01 99
 LAST ALTERED TO: 1 CMLH REOPEN CASE: 1 N (Y/N) 09 01 99
 REJECT CODE: 1 N (Y/N)

GENERAL COMMENTS

USER: CMLH DATE: 07/06/99 TIME: 14:04 COMMENT #: 0001
 WRITER RECEIVED CALL FROM SHIRLEY. SH STATES THAT VEHICLE IS AT THE
 DEALER AND THE INSURANCE COMPANY CAME AND LOOKED AT THE VEHICLE AND
 STATED TO THE SH THAT THE ENGINE FIRE WAS A PRODUCT DEFECT. SH STATES
 THAT HE CALLED TO LET THE H/D KNOW BUT HE DOES NOT HAVE MUCH INFO.

1. 6/15/99 N/A
2. N/A
3. N/A
4. N/A
5. N/A
6. NO
7. NO
8. VEHICLE ONLY-TOTALLED
9. ENGINE
10. AT BANK DEALER

-----CONTINUED-----

GENERAL COMMENTS

USER: CMLK DATE: 07/06/99 TIME: 14:05 COMMENT #: 0002

COMMENTS.....

11. N/A

12. N/A

13. N/A

14. N/A

BONNIE KOSMAN/SCRM/PHOENIX CENTER

USER: CMLK DATE: 07/06/99 TIME: 16:02 COMMENT #: 0003

I LOTUS NOTED CAC AND REQUESTED THE ADVISOR CALL THE OWNER AND GET THE REST OF THE QUESTIONS NEEDED TO BEGIN A PAR CASE. I WILL WAIT UNTIL I HEAR FROM THE ADVISOR TO CONTINUE WITH THIS FILE.

LINDA L. SEAM

USER: CMLK DATE: 07/06/99 TIME: 11:02 COMMENT #: 0004

WRITER CONTACTED DEALER THIS DATE. WRITER SPOKE TO WM BRUCE. SM STATES THAT OWNER HAS NOT BEEN IN TO THE DEALER YET, ONLY THE INSURANCE COMPANY. SM STATES THE OWNER HAS NOT CLAIMED A PRODUCT ALLEGATION AT THIS POINT ONLY THE INSURANCE COMPANY. WRITER ASKED FOR THE SM TO HAVE THE OWNER CONTACT THE R/O IF THE OWNER COMES IN TO THE DEALER. SM STATES HE WILL DO THAT. WRITER TRACKED SM FOR HELP. WRITER TO FORWARD MESSAGE TO LINDA SEAM.

BONNIE KOSMAN/SCRM/PHOENIX CENTER

USER: CMLK DATE: 07/06/99 TIME: 14:56 COMMENT #: 0005

I AM CLOSING THE CASE PENDING THE OWNER CONTACTING CAC FOR ADDITIONAL ASSISTANCE. IF OWNER SHOULD CALL PLEASE ASK THE PAR QUESTIONS TO THE PAR SPECIALIST TO ASSIST OWNER.

LINDA SEAM

PHOENIX CENTER

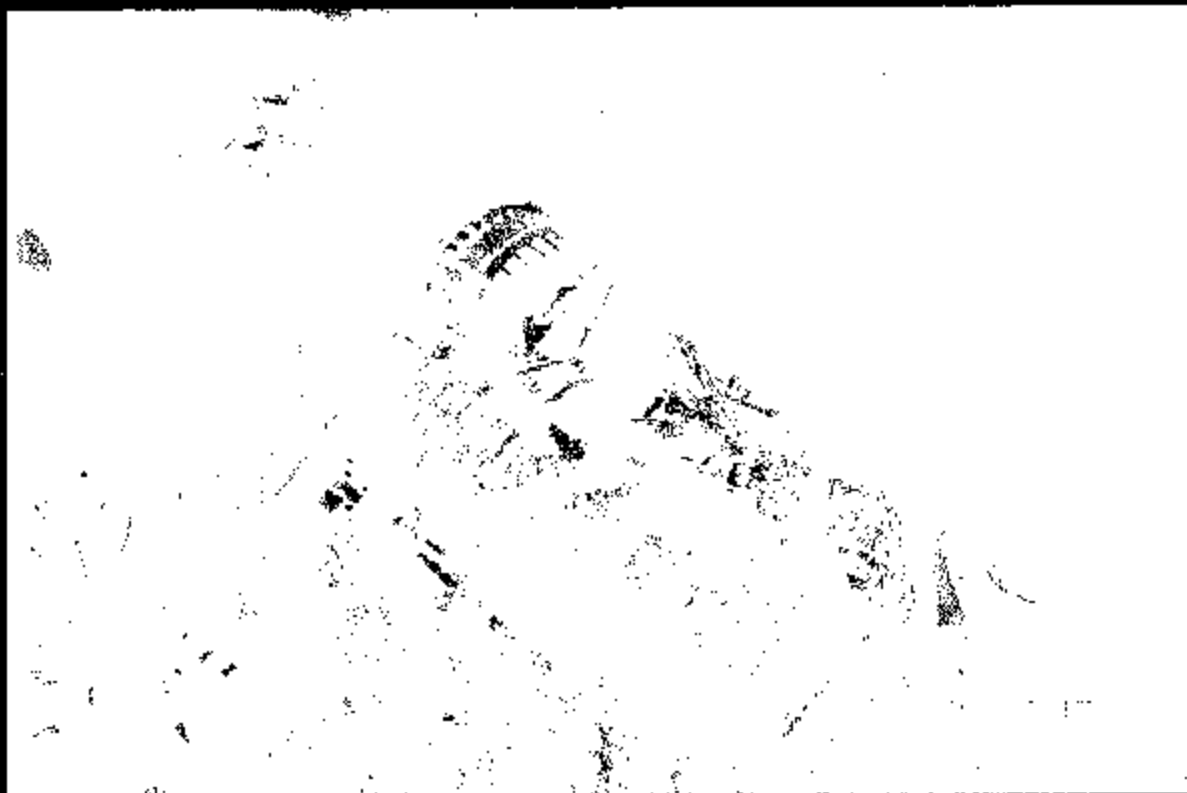
44168

USER: CMLK DATE: 08/12/99 TIME: 14:23 COMMENT #: 0006

OWNER WAS NEVER CONTACTED, AND THE FILE HAS NOT BEEN ADDRESSED. THE FILE WAS AGAIN BROUGHT TO MY ATTENTION TODAY. THE ADVISOR WHO TOOK THE CALL FROM THE OWNER STARTED ANOTHER FILE, NUMBER 990053648. I CALLED THE OWNER TO GET THE PRELIMINARY INFORMATION.

- | | |
|-------------------------------|--------------------------------------|
| 1. JUNE 15TH @ 6:00 | 9. ALTERNATOR IS ALLEGEDLY DEFECTIVE |
| 2. BURTON ST AT EAST BELTLINE | 10. VEHICLE AT BASE SCREW DLR |
| 3. WPM / NO | 11. NO POLICE REP./YES FIRE REPORT |
| 4. ROADS ARE DRY | 12. DLR |
| 5. 2 IN THE VEHICLE | |
| 6. NO SERIOUSLY INJURED | 13. AS DRIVER NOTICED A SMALL CLOUD |
| 7. NO OTHER CARS INVOLVED | OF SMOKE. PULLED OFF THE ROAD, |
| 8. NO PROPERTY DAMAGE | OPENED HOOD, WENT TO CALL FIRE |
| | DEPARTMENT, AND CAR WENT UP IN |
| | FLAMES. |

MORE----->

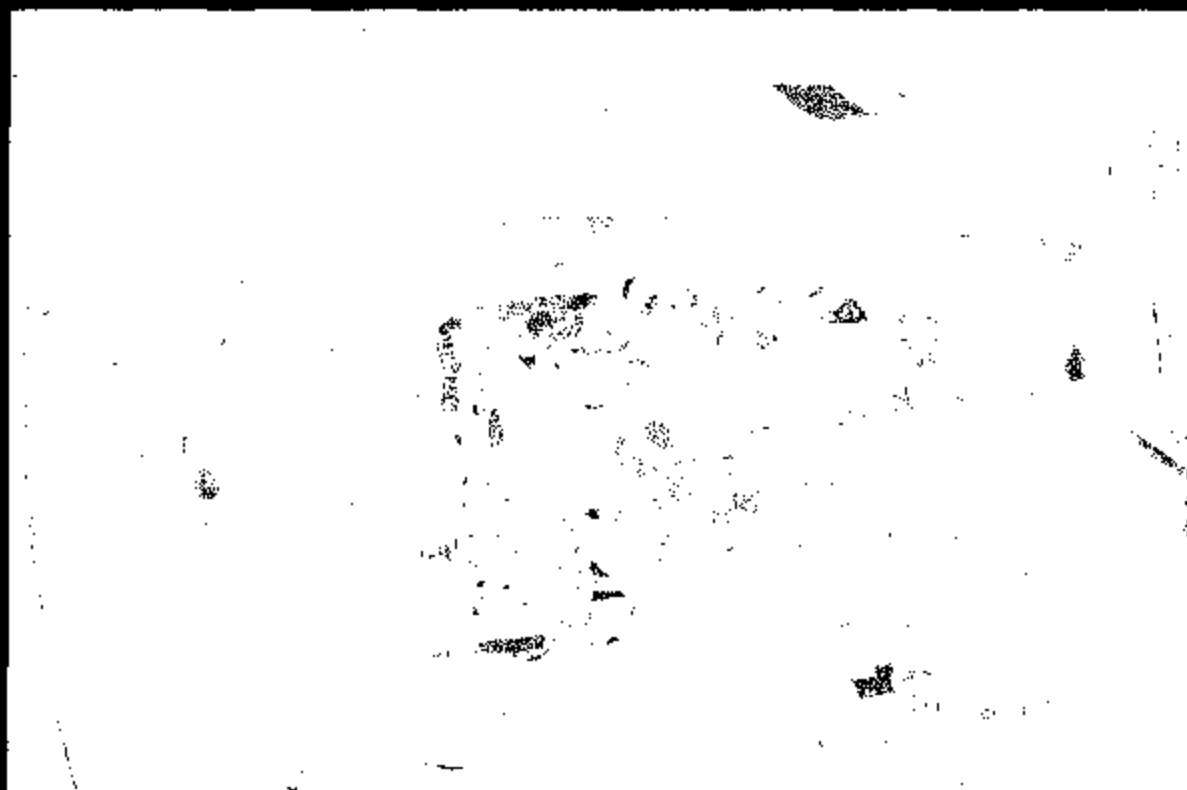


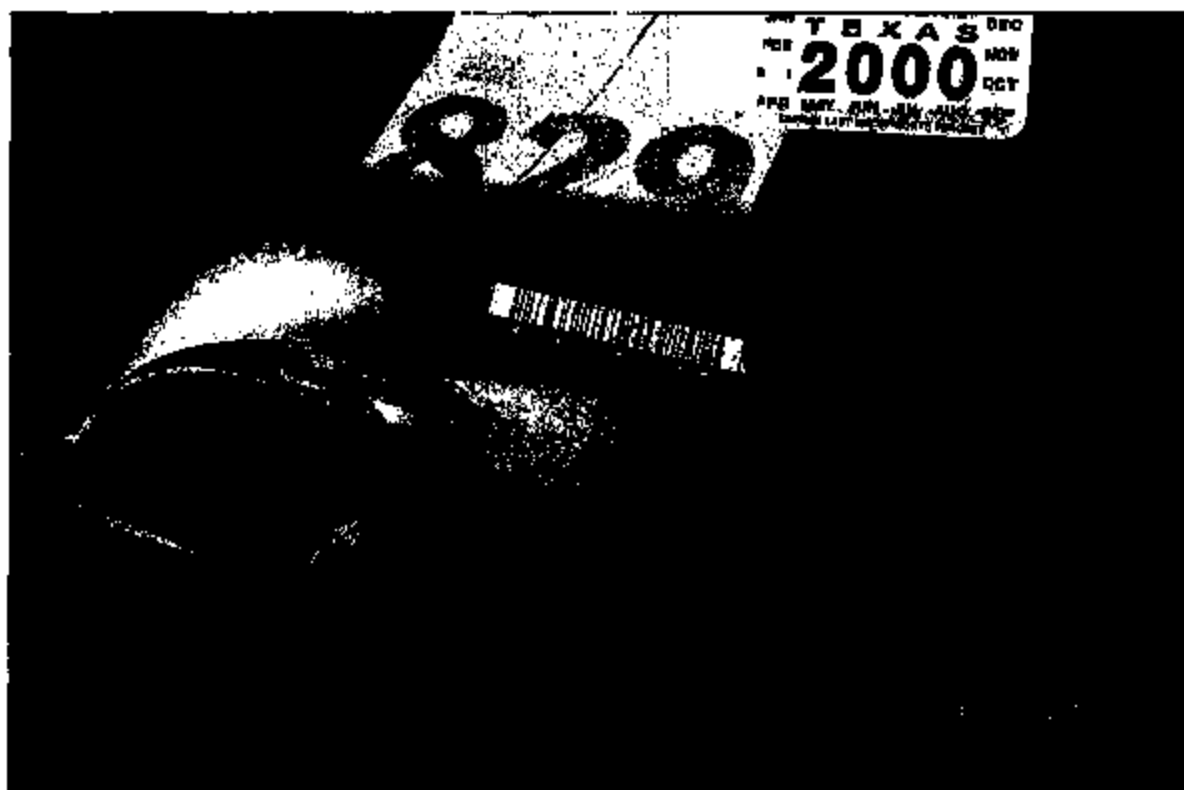


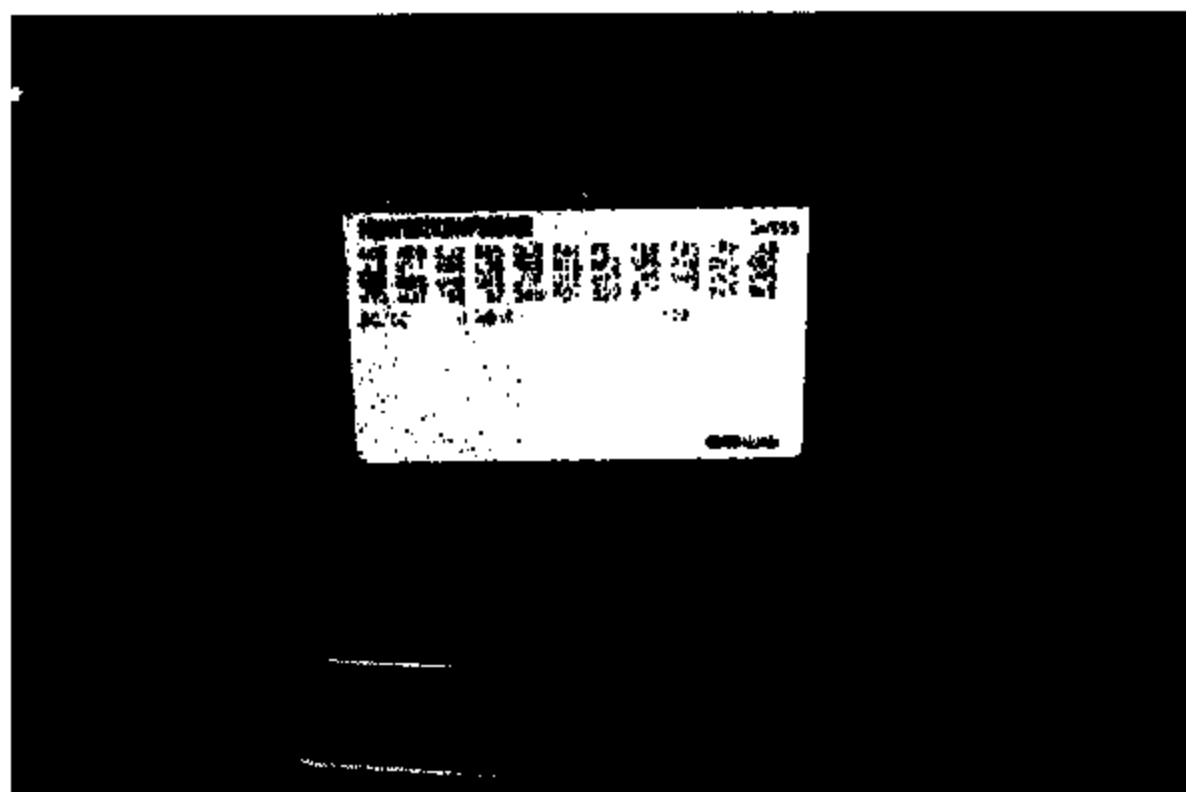








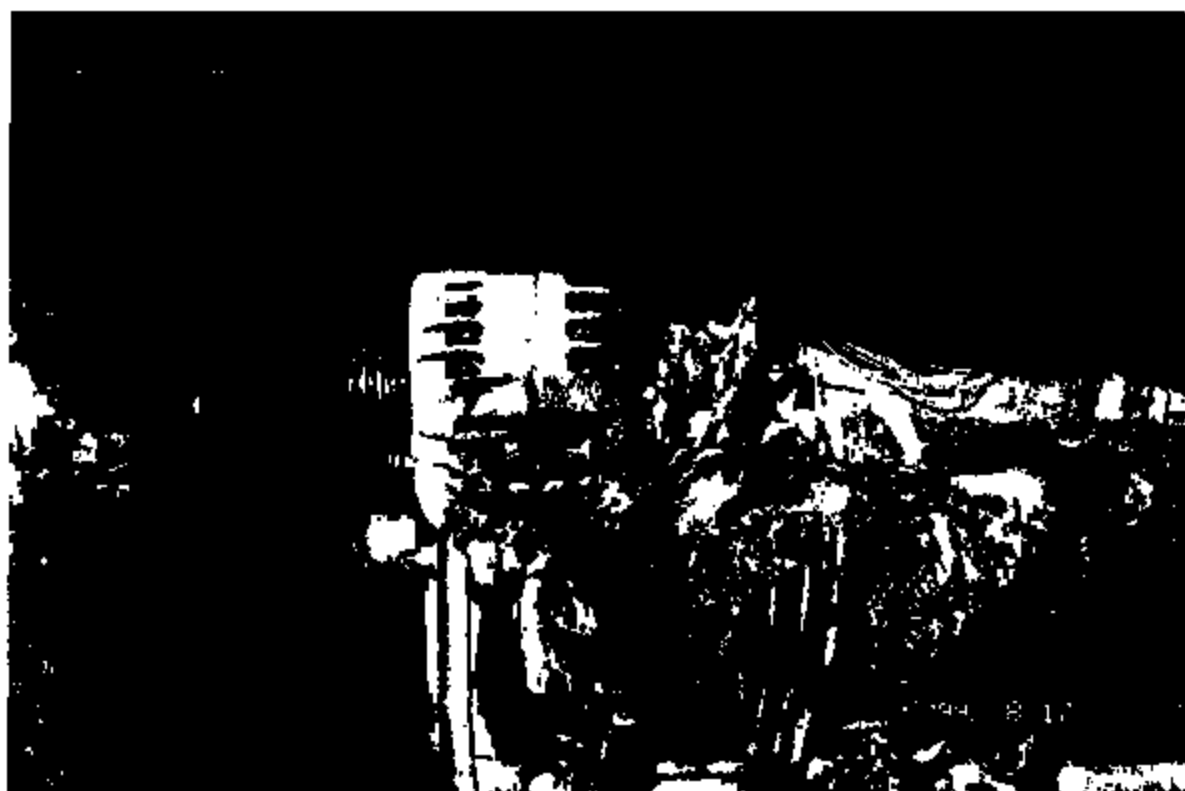
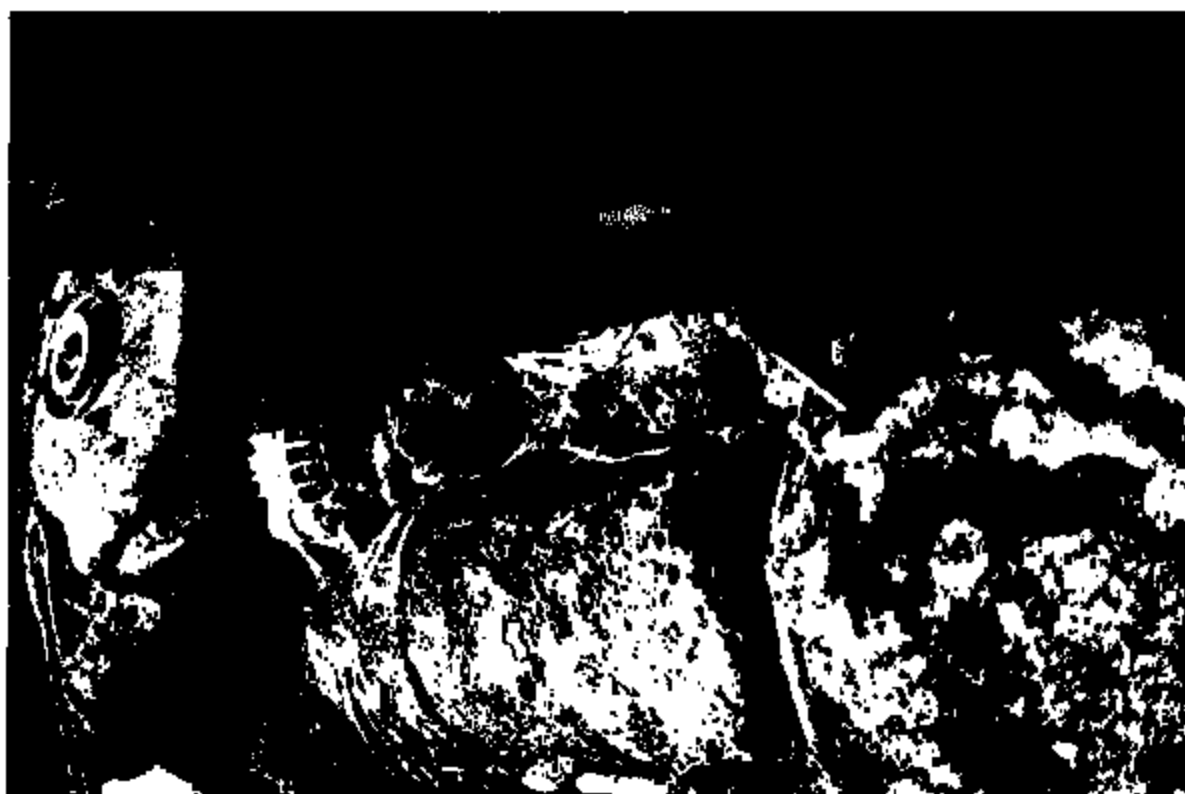












CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 1

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CASE NUMBER: 000083134 VIN: 2G1MN32K0W9101277
DATE OPENED: 06/09/00 MODEL YEAR: 98
DATE CLOSED: SERIES: WL
SOURCE: MILEAGE: 26000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: NY
BUS. PHONE: [REDACTED]

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS: 3370

(ATTACH COPY OF ESTIMATE) UNDERHOOD DAMAGE

WAS ANOTHER VEHICLE INVOLVED? NO

MAKE/MODEL OF VEH.:

OTHER VEHICLE SPEED EST.: 0 MPH BY WHOM:

NAME OF OWNER:

ADDRESS OF OWNER:

NAME OF DRIVER:

ADDRESS OF DRIVER:

EXTENT OF DAMAGE:

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

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

(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): IN PARKING LOT OF CONDO

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: CUST STATES THAT SHE JUST

RETURNED FROM THE STORE AND LIFTED HOOD TO ADD OIL TO VEHICLE AND
NOTICED SPARKS FROM THE FUEL INJECTOR

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 2

313289

DID YOU PERSONALLY SPEAK WITH DRIVER? YES X NO IF 'NO', GIVE SOURCE OF
DRIVER'S DESCRIPTION: INSURANCE ADJUSTOR
WAS VEHICLE INSPECTED? YES X NO IF 'YES', IDENTIFY ALL
PARTIES:
WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE? FUEL INJECTOR

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

VEHICLE AND SCENE OF INCIDENT: ON 4/10/00 CRM FORWARDED INFORMATION
TO RSIS

HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT? ON 4/11/00 CRM SENT FILE TO RSIS

DATE OF INVESTIGATION: 04/10/00 NAME:NA NA
***** XI COMMENTS *****

CRM RECEIVED FILE AND CORRESPONDENCE FROM INSURANCE COMPANY, CRM
FORWARDED INFORMATION TO RSIS. DEANNA HOLDEN/TAMPA/PAR/58335

THIS: BASE ACTION: C KEY: 000083134

CAS 04/11/2000.08:13 CABS02DM

NEXT: BASE ACTION: I KEY: 000083134

ID: T2610

01 TITLE [REDACTED] CUSTOMER INFORMATION

TYPE: GC

02 FIRST [REDACTED] 03 MI: 04 LAST [REDACTED]

313289

STREET [REDACTED]

06 CITY : GARNERVILLE

07 ST: NY 08 ZIP [REDACTED]

09 H PHONE: [REDACTED]

10 B PHONE: [REDACTED]

11 COMPANY: [REDACTED]

VEHICLE/DEALER INFORMATION

12 VIN : 2G1WN52K0W9101277 ENG: 3.8L V6 MFI PLANT: OSHAWA #1 OM

13 YR/MDL : 1998 WL LUMINA

14 DEL : 10 30 97 15 MILEAGE: 026000

16 DEALER : WOODBURY CHEVROLET-BUICK

17 ZN/DLR : 02 474

18 CITY : HARRIMAN

19 STATE : NY

CDE # DESC

CDE COMMENTS

A01 0 OPEN CAMPAIGN 20 98067

A06 0 FIRE 21 FIRE DUE TO ELECTRICAL MALFUNCTION

T01 0 PRODUCT ALLEGAT 22 VEHICLE FIRE

23

24

PF13 BASE PF14 CMIS PF15 AFTRCL PF16 CLOSE PF17 CSKSCN PF18 DLRLOC

PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL

THIS: ATRCL ACTION: C KEY: 000083134
NEXT: ATRCL ACTION: I KEY: 000083134
NAME: GARNERVILLE, NY

CAS 04/11/2000-08:13 CABS200M
ID: T2610
YR/MDL: 1998 WL TYPE: GC

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE	: (CASE/INQ)	PRODUCT CAMPAIGN	: 01		
REQUEST AREA	: SERV	REQUEST SOURCE	: H W 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	: DH		
CASE OPEN DATE	: 02 21 00	SCRAP DATE	: 03 20 2001		
ROUTING CODE	: CAC CAS LOC: 1241	TRANSMIT	: N (Y/N)		
CORRES TYPE	:	TRANSMIT DATE	: 00		
FOLLOW UP DATE	:	CORP CASE #	: 000520564		
FILE RETENTION	: 00	POSSIBLE SAFETY	: Y (Y/N)		
LAST ALTERED ID	: T2610	LAST ALTERED DATE	: 03 20 00		
REJECT CLOSE	: N (Y/N)	REOPEN CASE	: N (Y/N)		
PF13 BASE	PF14 CMT8	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: 000083134 CAS 04/11/2000 -08:13 CABS030M
NEXT: CMTS ACTION: I KEY: 000083134 ID: T2610
GENERAL COMMENTS TOTAL CMTS: 5 TYPE: GC
USER: P6394 DATE: 02/21/00 TIME: 12:04 COMMENT #: 1
CAR DOC # 000520584 LETTER FROM INSURANCE COMPANY SEEKING REIMBURSEME
NT FOR COST \$500 DEDUCTIBLE. COST ALSO, SEEKS \$600 IN CAR RENTAL FEES
PREVIOUS FILE # 990557639
OWNERS NAME: [REDACTED] VEH/YR/MODEL: 1998 CHEVY LUMINA
VIN# :2G1WN52K0W9101277 CURRENT MILEAGE: 26000
SERVICE DLR: WOODBURY CHEVY # 02-474
CLAIMANT NAME: [REDACTED]
ADDRESS [REDACTED] GARNERVILLE, NY [REDACTED]
E) PHONE [REDACTED]
DATE OF INCIDENT: 10/12/99 TIME OF INCIDENT: 7PM
LOCATION: IN CLAIMANTS CONDO PARKING COMPLEX
PRESENT LOCATION OF VEH: IN CLAIMANTS CONDO PARKING COMPLEX
INSURANCE COMPANY ALREADY REPAIRED.
ANY AFTER MARKET ITEMS: NO
REPAIRS OUTSIDE OF WARRANTY: NONE *****CONT*****
MORE: Y
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSBSCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL
*I0004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000083134
NEXT: CMTS ACTION: I KEY: 000083134

CAS 04/11/2000-08:13 CAB8030M

ID: T2610

GENERAL COMMENTS

TOTAL CMTS: 5 TYPE: GC

COMMENT #: 2

USER: P6394 DATE: 02/21/00 TIME: 12:04

NO WAS DRIVING: NOBODY AT THE TIME OF THERMAL EVENT

DATE OF BIRTH: 02/03/63 NO DISABILITIES

ROAD SURFACE: PAVED PARKING LOT

ROAD CONDITION: DRY

NUMBER OF PEOPLE IN VEHICLE: 0

NO BODILY INJURIES

NO OTHER VEH INVOLVED

PROPERTY DAMAGE PER INSURANCE CO: \$2870.50

COMPONENT ALLEGED DEFECTIVE: FUEL INJECTOR

NO POLICE CALLED-

FIRE DEPARTMENT WAS CALLED & FIRE INVESTIGATOR CALLED OUT

INSURANCE CO: BINDER AGENCY - ROUTE 45, SPRING VALLEY, NY 10923

PHONE # 914-356-9000 AGENTS NAME MS. HARTMAN

MORE: Y

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESON PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL

GENERAL MOTORS CORPORATION

312249

DIVISION: OLDSMOBILE

ZONE:

DATE: 03/07/00

HSIS/GM Central Claims
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

RE: Claimant: [REDACTED]

Date of Incident: 1/16/00

CAC File No.: 000008866

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
701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Very truly yours,



Andy Wanchel
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:

THIS: BASE ACTION: C KEY: 000008866 OCMAN 03/07/00 10:20 OBL08020
NEKA BASE ACTION: KEY: 000008866 GM CONFIDENTIAL ID: TAMLW3
01 TITLE : CUSTOMER INFORMATION TYPE: GO
02 FIRST : 03 MI: 04 LAST :
05 STREET :
06 CITY : TERRY 07 ST: MS 08 ZIP :
09 H PHONE: 10 B PHONE:
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 TR/MDL : 98 WMH5 INTRIGUE 13 DEL DTE: 12 20 97 14 MILEAGE: 023000
15 VIN : 1G3WH52K1WF336924 ENG: 3.8L V6 MFI (PLANT: FAIRFAX
16 DEALER : VAN-TROW OLDSMOBILE COMPANY 17 DLRCDE: 21783 D PHN: 601-956-0150
18 CITY : JACKSON 19 STATE : MS 20 SEL DLR : Y (Y/N)

CDE # DESC CDE COMMENTS ZONE : 20 S. CNTRL 3-5418 DIRECT

21 INS AGENT STATES VEH CAUGHT ON FIRE

22 PAR

23

24

25

PF13 GRMENU PF14 CMTS PF15 APTCL PF16 CLOSE PF17 CSESCN PF18 DLRCN
PF19 CSEHIST PF20 1241A PF21 CSEPRT PF22 REIM PF23 REPORCH PF24 CAL

THIS: AFTACL ACTION: C KEY: 000008866 OCM 03/07/00 10:20 OBLUB200
NEXT: AFTACL ACTION: KEY: 000008866 GM CONFIDENTIAL ID: TAMLW3
NAME: TERRY,MS YR/MDL: WWH5 TYPE: GO

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE : (CASE/INQ) PRODUCT CAMPAIGN : 00
REQUEST AREA : SERV REQUEST SOURCE : H T RFA
CONTACT TYPE : INS-C THIRD PARTIES : 000
WARRANTY : I (IN/OUT/UNK) DM ASSIGNED : TAMMT
TRANSFER TO ID : PROCESS CODE : T01
DOCUMENT # : #: 000

CASE INFORMATION

CASE OPEN DATE : 02 17 00 SCRAP DATE : 01 01 0001
ROUTING CODE : CAC CAS LOC: ADV TRANSMIT : N (Y/N)
CORRES TYPE : TRANSMIT DATE :
FOLLOW UP DATE : TAS CASE # :
UCC CODES : A06 T01 CENTRAL FILE : Y (Y/N) LTR : N
FILE RETENTION : 00 LAST ALTERED DATE : 03 07 00
LAST ALTERED ID : TAMLW3 REOPEN CASE : N (Y/N)
REJECT CLOSE : N (Y/N) PPI : N (Y/N)
PF13 BASE PF14 CMTB PF15 AFTACL PF16 CLOSE PF17 CSRSCN PF18 DLRSN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 REPURCH PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 000008866

O CAN 03/06/00 14:35 OMLUB030

NEXT: CMTS ACTION: I KEY: 000008866

GM CONFIDENTIAL ID: TAMLW3

GENERAL COMMENTS

USER: TAML82 DATE: 2000-02-17 TIME: 15:31:43 COMMENT #: 0001

BOBIE HUGHES OF STATE FARM CALLED ON BEHALF OF COST WHO EXPERIENCED A
THERMAL EVENT.

1. JAN 16TH 2000 @ 7:30 PM
2. INSURED DAUGHTER'S HOME:
245 PINE HOLLOW CIRCLE
JACKSON, MS
3. VEH WAS PARKED.
4. N/A
5. 0
6. N/A
7. NO
8. VEH WAS TOTALED: TOTALED OUT AT \$17,203.75
9. FIRE ORIGINATED IN CENTRAL REAR PART OF MOTOR COMPARTMENT.

CONTINUED....

MORE: Y NUMBER OF COMMENTS: 0005

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORREL PF24 CAL

*I0004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000008866

OCAM 03/06/00 14:35 08100030

NEXT: CMTS ACTION: I KEY: 000008866

GM CONFIDENTIAL ID: TANLW3

GENERAL COMMENTS

USER: TANLW2 DATE: 2000-02-17 TIME: 15:35:10

COMMENT #: 0002

STOCK #94169

11. NO

12. LISTED DLR

13. YES - STATE FARM

409 W. JACKSON

RIDGELAND, MS 39157

601-898-4369

BENNIE HUGHES

CONTINUED....

MORE: Y NUMBER OF COMMENTS: 0005

PF13 BASE

PF14 CMTS

PF15 ATTRCL

PF16 CLOSE

PF17 CSESCN

PF18 DLRSCH

PF19 CRIS

PF20 REVIEW

PF21 LITLST

PF22 LMENU

PF23 CORREL

PF24 CAL

THIS: CMTS ACTION: I KEY: 000008866 OCAN 03/06/00 14:35 OBLUB030
NEXT: CMTS ACTION: I KEY: 000008866 GM CONFIDENTIAL ID: TAMLW3

GENERAL COMMENTS

USER: TAML2 DATE: 2000-02-17 TIME: 15:39:44 COMMENT #: 0003

14. INSURANCE AGENT STATES CUST PARKED VEH IN DAUGHTER'S DRIVEWAY.
MINUTES LATER HER NEIGHBORS INFORMED HER THAT HER VEH WAS ON
FIRE.

15. VEH WAS INSPECTED BY INDEPENDENT FIRE ANALYST:
JAMES VICKERS ENTERPRISES
601-856-6903
CASE #4908

THEIR DIAGNOSIS WAS "IGNITION OF LEAKED GASOLINE IN ENGINE
COMPARTMENT" CAUSED FIRE.

AGENT STATES THAT DAUGHTER NORMALLY DRIVES VEH - [REDACTED]
AND SHE WOULD BE ABLE TO ANSWER ANY ADDITIONAL QUESTIONS. (SAME #)

MORE: Y NUMBER OF COMMENTS: 0005

PF13 BASE	PF14 CMTS	PF15 AFTRCL	PF16 CLOSE	PF17 CSESCN	PF18 DLRSCN
PF19 CRIS	PF20 REVIEW	PF21 LITLST	PF22 LMENU	PF23 CORREL	PF24 CAL

THIS: CMTS ACTION: 1 KEY: 000008866 OLAN 03/06/00 14:33 08108030
NEXT: CMTS ACTION: 1 KEY: 000008866 GM CONFIDENTIAL ID: TAMLN3

GENERAL COMMENTS

USER: TANAK DATE: 2000-02-18 TIME: 10:56:39 COMMENT #: 0004
PAR ASSIGNED TO TAMPA PAR CRM, MARIBEL TORRES FOR REVIEW AND FOLLOWUP
MARIBEL KERSEY/TAMPA PAR.

USER: TANAK DATE: 2000-02-23 TIME: 14:19:54 COMMENT #: 0005
PAR CRM TRIED TO CONTACT THE CUSTOMER WITH NO SUCCESS. PAR CRM LEFT A
MESSAGE ON HER ANSWERING MACHINE FOR HER TO CALL ME BACK.
MARIBEL TORRES/PAR TAMPA.

MORE: N NUMBER OF COMMENTS: 0005

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORREL PF24 CAL

*I0005 BOTTOM OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000008866,6 OCAN 03/07/00 10:23 08L0B030
NEXT: CMTS ACTION: I KEY: 000008866,6 GM CONFIDENTIAL ID: TAMLW3

GENERAL COMMENTS

USER: TAMLW3 DATE: 2000-03-06 TIME: 15:03:20 COMMENT #: 0006
CRM ATTEMPTED TO REACH COST LEFT MSG AND MACH 1505 EST 3/6/00
ANDY WANCHEL/TAMPA/PAR/58844

USER: TAMLW3 DATE: 2000-03-07 TIME: 09:57:35 COMMENT #: 0007
CRM ATTEMPTED TO REACH COST LINE BZ 3/7 955 EST
ANDY WANCHEL/TAMPA/PAR/58844

MORE: Y NUMBER OF COMMENTS: 0009
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CRESCH PF18 DLRSCH
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 000008866 OCM 03/07/00 10:23 OBLUB030
NEXT: CMTS ACTION: I KEY: 000008866 GM CONFIDENTIAL ID: TAMLW3

GENERAL COMMENTS

USER: TAMLW3 DATE: 2000-03-07 TIME: 10:12:17 COMMENT #: 0008

REVIEWED FILE FOUND THAT FILE WAS CREATED BY THE INSURANCE COMPANY

STATE FARM

409 W. JACKSON

RIDGELAND, MS 39157

BENNIE HUGHES

CRM CALLED BENNIE AND GAVE ESIS ADDRESS AND ADVISED HIM 3/7/00 1011EST
WILL CLOSE FILE AND FORWARD TO ESIS.

ANDY MANCHEL/TAMPA/PAR/58844

MORE: Y NUMBER OF COMMENTS: 0009

PF13 BASE	PF14 CMTS	PF15 APTACL	PF16 CLOSE	PF17 CSESCN	PF18 DLRSCN
PF19 CRIS	PF20 REVIEW	PF21 LITLST	PF22 LMENU	PF23 CORREL	PF24 CAL

THIS: CMTS ACTION: I KEY: 000008866 OCAN 03/07/00 10:23 OBLUB030
NEXT: CMTS ACTION: I KEY: 000008866 GM CONFIDENTIAL ID: TAMLW3

GENERAL COMMENTS

USER: TAMLW3 DATE: 2000-03-07 TIME: 10:20:39 COMMENT #: 0009

BUSINESS SUMMARY ***

CRM RECEIVED AND REVIEWED PAR FILE.

CRM ADVISED INSURANCE AGENT SINCE THIS IS A SUBROGATION REQUEST WILL
CLOSE FILE AND FORWARD TO ESIS.

CRM PROVIDED INSURANCE AGENT ESIS ADDRESS.

CRM CLOSING AND FORWARDING FILE TO ESIS.

ANDY WANCHEL/TAMPA/PAR/58844

MORE: N NUMBER OF COMMENTS: 0009

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORREL PF24 CAL

*10005 BOTTOM OF DATA DISPLAYED *

THIS: CLOSE ACTION: I KEY: 000008866 OCAN 03/07/00 10:22 OBLUB040
NEXT: CLOSE ACTION: KEY: 000008866 GM CONFIDENTIAL ID: TAMLW3
NAME: TERRY, MS YR/MDL: WNH5 TYPE: GI

CASE CLOSING INFORMATION

CLAIM RECV: _____

COMMUNICATION RECV: 02 17 00 CLOSE CASE: (Y/N)
CONTACT DATE : 03 06 00 CONCLUSION DATE: 03 07 00 CLOSE DATE: _____
REPAIR ORDER # : _____ RO DATE: _____ RESPONSIBLE DLR: _____
CUST SATISFIED : Y (Y/N) FILE RETENT: 00 ARB SENT: N
ZN REVIEW CLOSE : _____ ZN REVIEWED: (Y/N) DATE: _____
HO REVIEW CLOSE : ONTM HO REVIEWED: (Y/N) DATE: _____
CDE # DESC COMMENTS SURVEY THIS CASE: N
A06 1 FIRE INS AGENT STATES VEH CAUGHT ON FIRE
SUBROGATION REQUEST FORWARD TO ESIS

T01 1 PRODUCT ALLEGAT PAR
FORWARD TO ESIS

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSDESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 CERTLST PF22 REPURCH PF23 CORRSEL PF24 CAL

*E0436 CASE IN PROCESS - NEEDS HO REVIEW *I0102 ZN/HO REVIEWER WAS SYSTEM ASSIG
NED *

THIS: CMTS ACTION: I KEY: 000083134

CAS 04/11/2000 08:34 CABS030M

NEXT: CMTS ACTION: I KEY: 000083134

ID: T2610

GENERAL COMMENTS

TOTAL CMTS: 6

TYPE: 10

USER: T2610 DATE: 04/11/00 TIME: 08:34

COMMENT #: 6

.....CASE SUMMARY.....

1. 1998 CHEVROLET LUMINA
 2. 26000 MILES
 3. VIN 2G1WN52K0W9101277
 4. PRODUCT ALLEGATION - THERMAL EVENT
 5. FINAL RESOLUTION - VEHICLE REPAIRED BY INSURANCE
 6. FORWARDING FILE TO ESIS
 7. CLOSING FILE
- DEANNA HOLDEN/TAMPA/PAR/58335

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL
*10005 BOTTOM OF DATA DISPLAYED *

THIS: CLOSE ACTION: I KEY: 000083134

CAS 06/02/2000-14:12 CABS040M

NEXT: CLOSE ACTION: KEY: 000083134

ID: T4379

NAME: [REDACTED] GARNERVILLE, NY

YR/MDL: 1998 WL TYPE: 1I

CASE CLOSING INFORMATION

FILE RETENTION	: 00	POSSIBLE SAFETY	: Y (Y/N)
DLR CONTACT DATE	: 03 20 00	DLR CONCLUSION DATE	: 06 01 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

A01 0 OPEN CAMPAIGN 98067

PAR CLOSING FILE FORWARDING TO ESIS

A06 0 FIRE

FIRE DUE TO ELECTRICAL MALFUNCTION

PAR CLOSING FILE FORWARDING TO ESIS

T01 0 PRODUCT ALLEGAT VEHICLE FIRE

PAR CLOSING FILE FORWARDING TO ESIS

MORE: N

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC

PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL

*E0448 CASE IN PROCESS, USER NOT ASSIGNED TO REVIEW *

Travelers Property Casualty
A member of the group

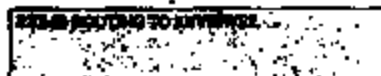


P.O. Box 3022
Fall River, MA 02722
Phone: (800) 925-7693
Fax: (508) 324-8339

Barb Chilstrom/corr portlan

December 7, 1999

Customer Service/Risk Management
General Motors/Chevrolet Division
PO Box 7047
Troy, MI 48007-7047



Our Client: [REDACTED]
Date of Loss: 10/12/1999
Our File No: SJK3833

Dear Sir or Madam:

We are handling a claim for [REDACTED] who sustained a loss on 10/12/1999.

Our investigation reveals that you may be legally responsible for this loss, and we look to you to satisfy this obligation. [REDACTED] vehicle (a 1998 Chevrolet Lumina, VIN # 2G1WN32K0W9101277) caught fire due to an electrical malfunction that we allege is due to negligent design and/or manufacture by your company.

We have paid \$2870.50 for this loss. In addition, we are requesting reimbursement for [REDACTED] deductible of \$500.00 for total damages of \$3370.50.

If you have insurance, please complete the attached form and return it to me. Please refer this letter to them immediately, requesting they contact our offices. Should you not have insurance, we expect payment from you directly. Please contact me to discuss repayment options.

Please call me immediately if you have any questions.

Sincerely,

Laura V. Quinn by aew
Claim Representative
(508) 324-8343

Enc. Insurance Questionnaire

REGAS ROUTING TO REVENUE

Subro Rep Name: L. Quailvan

Ours: [REDACTED]

File No.: SJK3833

Your Insurance Company's Name: _____

Your Local Address: _____

ZIP _____

Phone: () _____

Your Insurance Agent's Name: _____

Address: _____

ZIP _____

Phone: () _____

Your Policy Number: _____

Your File Number: _____

Your Adjuster's Name: _____

Phone: () _____

GENERAL MOTORS CORPORATIONDIVISION: Buick

ZONE: _____

DATE: 03/17/00

314766

BSIS/GM Central Claims
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

RE: Claimant: _____

Date of Incident: February 7, 2000CAC File No.: 000020567

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
3701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Very truly yours,



Tammy Holcomb
General Motors Corporation
Customer Relationship Manager
Product Allegation Resolution Team

Attachments:
☒ CAC Case Comments
☐ ECA Reply Notes
☐ Pictures
☐ Estimates
☐ Police Report
☐ RO's
☐ Damage Tags
☐ Other:



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

March 17, 2000

[REDACTED]
College Park, GA [REDACTED]

RE: File No.: 000020567

Dear Ms. Brightwell:

Thank you for allowing us the opportunity to review the product allegation involving your 1996 Buick Regal.

General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

Respectfully,

Tammy Holcomb
Customer Relationship Manager
Product Allegation Resolution Team
General Motors Corporation

THIS: BASE ACTION: C KEY: 000020567 CRS 03/17/2000 08:41 CAB8020M
NEXT: BASE ACTION: KEY: 000020567 ID: T7224
01 TITLE : CUSTOMER INFORMATION TYPE: GO
02 FIRST : 03 MI: 04 LAST :
05 STREET :
06 CITY : COLLEGE PARK 07 ST: GA 08 ZIP :
09 H PHONE: 10 B PHONE:
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 2G4WB52K3T1476893 ENG: 3.8L V6 MPI PLANT: OSHAMA ON
13 YR/MDL : 1996 WB REGAL CUSTOM 14 DEL: 05 17 96 15 MILES: 150000
16 DEALER : STEVE RAYMAN PONTIAC-BUICK-GMC 17 ZNDLR: 18 38298
18 CITY : UNION CITY 19 STATE: GA

CDE #	DESC	CDE COMMENTS
A06 0	FIRE	20 THERMAL EVENT.
T01 0	PRODUCT ALLEGAT	21 THERMAL EVENT UNDER HOOD
		22
		23
		24

====>

PF13 BASE	PF14 CNIS	PF15 ATTRCL	PF16 CLOSE	PF17 CSEBCN	PF18 DIALOC
PF19 CRIS	PF20 TELLST	PF21 LITLST	PF22 ZONEACT	PF23 CORREL	PF24 CAL

THIS: APTCL ACTION: C KEY: 000020567

CRS 03/17/2000 08:42 CABS200M

NEXT: APTCL ACTION: KEY: 000020567

ID: T7224

NAME: [REDACTED] COLLEGE PARK, GA

YR/MDL: 1996 WB 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	:	O (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	:		DSM ASSIGNED	:	LH
CASE OPEN DATE	:	02 28 00	SCRAP DATE	:	
ROUTING CODE	:	CNC 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	:	T7224	LAST ALTERED DATE	:	03 17 00
REJECT CLOSE	:	N (Y/N)	REOPEN CASE	:	N (Y/N)
PF13 BASE	PF14 CMYS	PF15 APTCL	PF16 CLOSE	PF17 CSESCN	PF18 DIRLOC
PF19 CRIS	PF20 TELIST	PF21 LITLST	PF22 ZONEACT	PF23 CORREL	PF24 CAL

THIS: CMTS ACTION: I KEY: 000020567

CRS 03/07/2000 11:26 CABS030M

NEXT: CMTS ACTION: I KEY: 000020567

ID: TA310

GENERAL COMMENTS

TOTAL CMTS: 4 TYPE: GO

USER: T5353 DATE: 02/28/00 TIME: 14:02

COMMENT #: 1

CUSTOMER STATES ON 2/7/00 VEHICLE CAUGHT ON FIRE UNDER THE HOOD FOR NO APPARENT REASON..

CUSTOMER STATES NO POLICE REPORT WAS MADE BECAUSE NO ACCIDENT TOOK PLACE..

CUSTOMER STATES A FIRE REPORT WAS MADE FULTON COUNTY FIRE DEPARTMENT INCIDENT #00-205313..

CUSTOMER STATES INSURANCE COMPANY WAS CONTACTED *PROGRESSIVE INSURANCE

CUSTOMER STATES PROGRESSIVE INSURANCE COMPANY HAS THE VEHICLE IN THEIR POSSESSION..

CUSTOMER STATES VEHICLE WILL BE PAID OFF DUE TO FIRE..

LOUISE WYNN/TAMPA

MORE: Y

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

PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

*I0004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000020567

CRS 03/07/2000 11:27 CABS030M

NEXT: CMTS ACTION: I KEY: 000020567

ID: TA310

GENERAL COMMENTS

TOTAL CMTS: 4

TYPE: GO

USER: T5353 DATE: 02/28/00 TIME: 14:06

COMMENT #: 2

CUSTOMER STATES THE INCIDENT HAPPENED 2/7/00 AT 5:17 PM AT [REDACTED]

ATLANTA, GA..

CUSTOMER STATES HER HUSBAND [REDACTED] WAS DRIVING AT THE TIME OF
FIRE INCIDENT..

CUSTOMER STATES ROAD SURFACE WAS DRY AS WELL AS CONDITION..

CUSTOMER STATES ONLY 1 PERSON WAS IN THE VEHICLE AND NO BODILY
INJURIES, AND NO OTHER VEHICLES WERE INVOLVED..

CUSTOMER STATES PROPERTY DAMAGE WAS UNDER THE HOOD, ALLEGED COMPONENT
IS UNKNOWN..

CUSTOMER STATES PRESENT LOCATION OF VEHICLE IS PROGRESSIVE INSURANCE..

CUSTOMER STATES NO POLICE REPORT MADE, A REPORT MADE BY THE FIRE DEPT.

CUSTOMER STATES MAINTENANCE PERFORMED AT STEVE RAYMAN ONLY FOR A BRAKE
JOB ONCE..

LOUISE WYNN/TAMPA

MORE: Y

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 000020567
NEXT: CMTS ACTION: I KEY: 000020567

CRS 03/07/2000 11:27 CABS030M

ID: TA310

GENERAL COMMENTS

TOTAL CMTS: 4 TYPE: GO

USER: T5353 DATE: 02/28/00 TIME: 14:09

COMMENT #: 3

CUSTOMER STATES INSURANCE COMPANY IS PROGRESSIVE, (770) 282-2013,
AGENT NAME: JOE WILLINGHAM..

CUSTOMER STATES HER HUSBAND WAS DRIVING HOME AND VEHICLE GAS MILEAGE
STARTED DECREASING SO [REDACTED] PULLED OVER, GOT OUT, OPENED HOOD AND
SAW THERE WAS A FIRE..

CRM ADVISED CUSTOMER WILL FORWARD FILE TO PAR DEPARTMENT AND SOMEONE
WILL CONTACT HER WITHIN 24 HOURS..

LOUISE WYNN/TAMPA

USER: T6780 DATE: 03/06/00 TIME: 10:33

COMMENT #: 4

FILE ASSIGNED TO TAMPA PAR CRM, LATASHA HAWKINS FOR REVIEW AND
FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORSEL PF24 CAL

*I0005 BOTTOM OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000020567

CRS 03/17/2000 08:42 CAB8030M

NEXT: CMTS ACTION: I KEY: 000020567

ID: T7224

GENERAL COMMENTS

TOTAL CMTS: 9 TYPE: GO

COMMENT #: 5

USER: TA310 DATE: 03/07/00 TIME: 11:45

CRM REVIEWED FILE.

CRM CONTACTED CUST.

CRM LEFT MESSAGE FOR CUST AT WORK#.

CRM SPOKE WITH CUST AT HOME#.

CUST STATED THAT SHE PURCHASED VEH IN AUGUST OF 97.

CUST STATED THAT MILEAGE AT TIME OF PURCHASE WAS 41,000.

CUST STATED THAT CLAIM IS GOING THRU BANKRUPTCY.

CUST STATED THAT SHE IS NOT SURE IF CLAIM IS SETTLED.

CUST STATED THAT SHE WAS NOTIFIED BY INSURANCE CARRIER, TO OBTAIN
WERE INS CARRIER SHOULD SEND CHECK.

CUST STATED THAT VEH IS FINANCED THRU SOUTHPOINT FINANCIAL.

CRM ADVISED CUST THAT CALL WILL BE MADE TO INS CARRIER, FOR
CLARITY, BUT IF CLAIM HAS BEEN SETTLED, FILE WILL BE CLOSED &
FORWARDED TO ESIS FOR FURTHER HANDLING.

CRM LEFT MESSAGE FOR INS CARRIER.....LATASHA HAWKINS/FAR 58042

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DIRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 000020567

CRS 03/17/2000 08:42 CABS030M

NEXT: CMTS ACTION: I KEY: 000020567

ID: T7224

GENERAL COMMENTS

TOTAL CMTS: 9 TYPE: GO

USER: T6791 DATE: 03/15/00 TIME: 09:08 COMMENT #: 6

CUST STATES SHE WAS TOLD SHE WOULD RECEIVE A CALL BACK WITHIN 24HRS AND NEVER RECEIVED A PHONE CALL BACK. CUST STATES IT'S BEEN OVER 2 WEEKS AND SHE'S ONLY RECEIVED TWO PHONE CALLS. CUST STATES SHE'S NOT PLAYING AND SHE WANTS SOMETHING DONE OR ELSE SHE WILL CONTACT HER NEWS COMPANY AND HAVE THEM GET A LAWYER IF IT'S NEEDED. CUST IS SEEKING A RETURN PHONE CALL BY THIS AFTERNOON. CRM TRIED CONTACTING CRM LATASHA HAWKINS, BUT RECEIVED HER VOICEMAIL. CRM WILL LEAVE A MESS STATING CUST IS WANTING A CALL BACK BY THIS AFTERNOON AND WOULD LIKE TO BE CONTACTED AT THE WORK PHONE LISTED ON FILE. CRM WILL ALSO LEAVE A MESS ON THE TM'S VOICEMAIL ADVISING THE CUST WOULD LIKE A CALL AND IT'S BEEN OVER TWO WEEKS SINCE SHE'S HEARD ANYTHING. KATRINA POWELL/TAMPA.

MORE: Y

PF13 BASE PF14 CMTS PF15 AFFRM PF16 CLOSE PF17 CSESCN PF18 DIRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 000020567

CRS 03/17/2000 08:42 CAB8030M

-NEXT: CMTS ACTION: I KEY: 000020567

ID: T7224

GENERAL COMMENTS

TOTAL CMTS:

9

TYPE: GO

..USER: T6791 DATE: 03/15/00 TIME: 09:14

COMMENT #: 7

CRM LEFT A MESS FOR TM NANCY KLOTH TO HAVE SOMEONE CONTACT THE CUST
BY THIS AFTERNOON AND THE CUST WAS REQUESTED TO BE CONTACTED AT WORK.
CRM ADVISED THE CUST STATED IT'S BEEN OVER TWO WEEKS AND SHE HASN'T
RECEIVED THE 24HR RETURN CALL SHE WAS TOLD SHE WOULD GET. CRM LEFT
CUST'S NAME AND FILE NUMBER.
KATRINA POWELL/TAMPA.

MORE: Y

PF13 BASE

PF14 CMTS

PF15 AFTRCL

PF16 CLOSE

PF17 CSESCN

PF18 DLRLC

PF19 CRIS

PF20 TELLST

PF21 LITLST

PF22 ZONEACT

PF23 CORRSEL

PF24 CAL

THIS: CMTS ACTION: I KEY: 000020567

CRS 03/17/2000 08:42 CABS030M

NEXT: CMTS ACTION: I KEY: 000020567

ID: T7224

GENERAL COMMENTS

TOTAL CMTS: 9 TYPE: GO

COMMENT #: 8

USER: T7224 DATE: 03/16/00 TIME: 15:51

CRM WAS REASSIGNED FILE ON 3-15-00.

CRM CONTACTED CUSTOMER ON 3-16-00 AT CUSTOMER'S WORK NUMBER AT 3:40PM AND REVIEWED THE CURRENT OWNERSHIP OF THE VEHICLE WITH THE CUSTOMER. CUSTOMER STATED THAT THE VEHICLE WAS IN THE BANKRUPTCY SETTLEMENT AND THAT THE INSURANCE COMPANY IS SENDING THE CHECK TO THE FINANCIAL INSTITUTION THAT HOLDS THE LOAN ON VEHICLE. CRM ADVISED THE CUSTOMER OF PAR'S INSPECTION PROCESS AND ADVISED THAT GM IS DECLINING RESPONSIBILITY.

CUSTOMER STATED THAT ITS NOT FAIR THAT SHE IS NOW OUT OF A VEHICLE AND WOULD BE CONTACTING AN ATTORNEY.

TAMMY HOLCOMB/TAMPA/PAK EXT. 58334

MORE: Y

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 000020567
NEXT: CMTS ACTION: I KEY: 000020567

CRS 03/17/2000 08:43 CABS030M

ID: T7224

GENERAL COMMENTS

TOTAL CMTS: 9 TYPE: GO

COMMENT #: 9

USER: T7224 DATE: 03/16/00 TIME: 15:52

SUMMARY

CRM RECEIVED AND REVIEWED PAR FILE.
CRM REVIEWED PAR FILE WITH CUSTOMER.
CUSTOMER STATED INSURANCE IS SETTLING WITH FINANCIAL INSTITUTION.
CRM ADVISED CUSTOMER GM DECLINES RESPONSIBILITY.
CRM SENDING LETTER.
CRM FORWARDING FILE TO ESIS.
CRM CLOSING FILE.
TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

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 *

THIS: CLOSE ACTION: I KEY: 000020567

CRS 03/24/2000 10:25 CABS040M

NEXT: CLOSE ACTION: KEY: 000020567

ID: T7224

NAME: [REDACTED] COLLEGE PARK, GA

YR/MDL: 1996 WB TYPE: 1I

CASE CLOSING INFORMATION

FILE RETENTION : 00

POSSIBLE SAFETY : Y (Y/N)

DLR CONTACT DATE : 03 17 00

DLR CONCLUSION DATE: 03 17 00

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

A06 0 FIRE

THERMAL EVENT.

PAR CLOSED FILE.

T01 0 PRODUCT ALLEGAT THERMAL EVENT UNDER HOOD

PAR CLOSED FILE.

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSMSCN PF18 DLRLOC

PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRESEL PF24 CAL

*E0448 CASE IN PROCESS, USER NOT ASSIGNED TO REVIEW *

THIS: 12411 ACTION: C KEY: 000020567
NEXT: 12412 ACTION: KEY: 000020567

CRS 03/17/2000 08:54 CALG110M

ID: T7224

GM1241 PAGE 1

INCIDENT DATE: 02 / 07 / 00 TIME: 17 : 17 (24 HR CLOCK)

OWNER TITLE : [REDACTED]
FIRST : [REDACTED] MI : [REDACTED] LAST: [REDACTED]
STREET : [REDACTED]
CITY : COLLEGE PARK ST: GA ZIP : [REDACTED]
H PHONE : [REDACTED] AGE: [REDACTED] B PHONE: [REDACTED]
COMPANY: [REDACTED]

DRIVER TITLE : [REDACTED]
FIRST : [REDACTED] MI : [REDACTED] LAST: [REDACTED]
STREET : [REDACTED]
CITY : COLLEGE PARK ST: GA ZIP : [REDACTED]
H PHONE : [REDACTED] AGE: [REDACTED] B PHONE: [REDACTED]

CLAIMANT TITLE: [REDACTED]
FIRST : [REDACTED] MI : [REDACTED] LAST: [REDACTED]
STREET : [REDACTED]
CITY : COLLEGE PARK ST: GA ZIP : [REDACTED]
H PHONE : [REDACTED] AGE: [REDACTED] B PHONE: [REDACTED]

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

THIS: 12412 ACTION: C KEY: 000020567

CRS 03/17/2000 08:54 CALG120M

NEXT: 12413 ACTION: KEY: 000020567

ID: T7224

NAME: [REDACTED] COLLEGE PARK, GA

YR/MDL: 1996 WB 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: INSURANCE COMPANY TOOK POSSESSION OF VEHICLE.

VIN : 2G4WB52K3T1476893

DEL DTE: 051796

YR/MDL: 1996 WB

MILEAGE: 150000

PRINCIPLE USE OF VEHICLE : PERSONAL

DRIVER DESCRIPTION OF INCIDENT & CAUSE: CUSTOMER STATED THAT HER HUSBAND
WAS DRIVING HOME AND VEHICLE GAS GAGE STARTED DECREASING SO HE PULLED OVER,
GOT OUT, OPENED HOOD AND SAW THERE WAS A THERMAL EVENT UNDER THE HOOD.

NATURE OF WEATHER: DRY CONDITION

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

THIS: 12413 ACTION: C KEY: 000020567
NEXT: 12414 ACTION: KEY: 000020567
NAME: [REDACTED] COLLEGE PARK, GA

CRS 03/17/2000 08:54 CALG130M

ID: T7224

YR/MDL: 1996 WB TYPE: 10

GM1241 PAGE 3

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: THERMAL EVENT

WHO MADE ALLEGATION OF DEFECT: [REDACTED]

WAS VEHICLE TOWED : Y (Y/N)

TOWING CO NAME : UNK

TOWING CO ADDRESS: UNK

TOW DRIVER NAME : UNK

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

IF "N" GIVE SOURCE OF DRIVER DESC: OWNER-[REDACTED]

VEHICLE SPEED EST : 1

SOURCE OF EST : DRIVER PULLED VEHICLE OVER AND STOPPED.

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: 12414 ACTION: C KEY: 000020567
NEXT: 12415 ACTION: KEY: 000020567
NAME: COLLEGE PARK, GA

CRS 03/17/2000 08:54 CALG140M

ID: T7224

YR/MDL: 1996 WB TYPE: 10

GM1241 PAGE 4

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

ANY WITNESSES : N (Y/N)

NUMBER:

INCIDENT LOCATION

LOCATION OF INCIDENT: SOUTH SPRING STREET, ATLANTA, GA.

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 : 1 (MPH)

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

THIS: 12415 ACTION: C KEY: 000020567
NEXT: 12416 ACTION: KEY: 000020567
NAME: COLLEGE PARK, GA

CRS 03/17/2000 08:54 CALG150M

ID: T7224

YR/MDL: 1996 WB TYPE: 10

GM1241 PAGE 5 (VEHICLE)

IN : 2G4WB52K3T1476893

DEL DATE: 05 17 96

YR/MDL: 1996 WB

NEW/USED/DEMO: U

MILEAGE : 150000

TRANS :

AXLE:

ENGINE :

LICENSE # :

STATE:

INSPC STICK #:

STATION # :

EXP DATE:

SPECIAL EQUIP/FEATURES: UNK

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: UNK

CONDITION OF TIRE: LF:

RF:

RR:

LR:

(GOOD/POOR/FLAT)

SPARE: UNK

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

THIS: 12416 ACTION: C KEY: 000020567
NEXT: 12417 ACTION: KEY: 000020567
NAME: COLLEGE PARK, GA

CRS 03/17/2000 08:54 CALG160M
ID: T7224
YR/MDL: 1996 WB TYPE: 10

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: UNK

SELLING DEALER : UNK

ADDRESS : UNK

SERVICING DEALER : UNK

ADDRESS : UNK

REPAIR ORDER FOUND IN VEHICLE HISTORY: Y (Y/N) HOW MANY : 1

IF "N" EXPLAIN :

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

PARTS NAME :

CUSTODIAN:

LOCATION :

HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: 3-16-00 CRM CONTACTED CUSTOMER'S
WORK NUMBER AT 3:40PM AND ADVISED GM DECLINES RESPONSIBILITY.

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: 12417 ACTION: A KEY: 000020567
NEXT: 12418 ACTION: KEY: 000020567
NAME: [REDACTED] COLLEGE PARK, GA

CRS 03/17/2000 08:54 CALG170M

ID: T7224

YR/MDL: 1996 WB 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 AFTCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARS PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL
*I0001 TYPE APPROPRIATE INFORMATION AND PRESS ENTER TO ADD *

THIS: 12418 ACTION: A KEY: 000020567

CRS 03/17/2000 08:54 CALG180M

NEXT: 12419 ACTION: KEY: 000020567

ID: T7224

NAME: [REDACTED] COLLEGE PARK, GA

YR/MDL: 1996 WB 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 APTXCL PF16 CLOSE PF17 THIRD PF18 BREACH

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

*10001 TYPE APPROPRIATE INFORMATION AND PRESS ENTER TO ADD *

THIS: 12419 ACTION: C KEY: 000020567

CRS 03/17/2000 08:54 CALG230M

NEXT: 124110 ACTION: KEY: 000020567

ID: T7224

NAME: [REDACTED] COLLEGE PARK, GA

YR/MDL: 1996 WB TYPE: 10

GM1241 PAGE 9

GENERAL COMMENTS:

TOTAL CMTS: 1

USER: T7224 DATE: 03/17/00 TIME: 08:43

COMMENT #: 1

SUMMARY

CRM RECEIVED AND REVIEWED PAR FILE.

CRM REVIEWED PAR FILE WITH CUSTOMER.

CUSTOMER STATED INSURANCE IS SETTLING WITH FINANCIAL INSTITUTION.

CRM ADVISED CUSTOMER GM DECLINES RESPONSIBILITY.

CRM SENDING LETTER.

CRM FORWARDING FILE TO ESIS.

CRM CLOSING FILE.

TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

MORE: N

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

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

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

THIS 124110 ACTION: C KEY: 000020567

CRS 03/24/2000 10:25 CALG190M

NEXT: 1241A ACTION: KEY: 000020567

ID: T7224

NAME: [REDACTED] COLLEGE PARK, GA

YR/MDL: 1996 WB TYPE: 10

GM1241 PAGE 10 (RECAP)

DIVISION NOTIFIED OF INCIDENT

HOW : PHONE

WHEN : 2-28-00

BY WHOM: [REDACTED]

EN ASSIGNED : 18

ASSIGNMENT

INVESTIGATOR FIRST NAME: N/A

MI: LAST NAME: N/A

ASSIGNMENT DATE :

DUE DATE :

INVESTIGATION DATE : 022800

RECEIVED DATE :

INFO FROM FURTHER INVESTIGATION:

HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: 3-16-00 CRM CONTACTED CUSTOMER'S
WORK NUMBER AT 3:40PM AND ADVISED GM DECLINES RESPONSIBILITY.

INSURANCE CO CODE: INSMI001

DATE SENT: 032200

REGION APPRVD BY : E.D. THOMPSON

DATE: 032200

CO APPROVED BY : TAMMY HOLCOMB

DATE: 032400

PF13 BASE PF14 CNTS PF15 ATTRCL PF16 CLOSE PF17 THIRD PF18 BREACH

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

*I0024 MAY SIGN OFF OR ERASE SVCAREA APPRVD NAME TO PERMIT MODIFICATION OF THIS 1
241 *

THIS: 1241A ACTION: C KEY: 000020567

CRS 03/17/2000 08:54 CALG240M

NEXT: 1241A ACTION: KEY: 000020567

ID: T7224

GM1241-A

DIVISION: BUICK

ZONE: 18

DATE: 03 17 00

INSURANCE COMPANY'S (LOCAL OFFICE)

DESIGNATION CODE PTP 76- INSMI001

ADDRESS: P. O. BOX 02489

CITY: DETROIT

ST: MI ZIP: 48202

RE: CLAIMANT (FIRST):

MI:

LAST:

DATE OF INCIDENT : 02 07

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 ACRN TO: 1. X UNDERSIGNED
AND/OR 2.

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

ENCLOSURES

CONTACT NAME FIRST: TAMMY

LAST: HOLCOMB

MI:

CONTACT ADDRESS: 5701 EAST HILLSBOROUGH AVENUE SUITE 2300

CITY: TAMPA

ST: FL ZIP: 33610

CONTACT TITLE: PAR CRM,

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

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

315086 Page 1 of 6

Division: <u>Buick</u>	Rate: <u>990105246</u>	VIN: <u>2G4WB53KXW1429400</u>
Owner's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: William Landry Organization: EPA
 Phone: (25) 364-6260 Ext 61 Inspection Date: 11/30/99 Mileage at Inspection: 22012

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

Following the inspection, summarize the tests and observations.

This is a fuel fire - Original rubber fuel line connection at
front fuel rail. Fuel ignited on hot engine. No evidence
of any tampering or disassembly. 1.5 ft of major fire damaged
component attached. There is evidence of a mouse nest under
front fuel rail. In my experience they don't chew over hot fuel
lines.

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

(Date, Name, Address, Phone, Address & phone number of person being interviewed):

Remedy Creek Co

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

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 misf, 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, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____Describe No related to engine compartment fireFuel System (Y/N) Y; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Exhaust System (Y/N) Y; 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) Y; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____Describe No related to engine compartment fireBody (Y/N) Y; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____Describe No relatedOther (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) self/ dealerMaintenance records? (Y/N) Y Date/description of last maintenance/repair (by whom?) Maurice AlexanderL+O+P 11-2-99 miles 21524Any other pertinent vehicle history information (from interview or GM Warranty History)? Disposal relevantowner/ coolant or repair

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

Kialone's Towing Service Kingston Rd. Unit B-10How was vehicle towed? (flat bed, dolly, sling, front or rear lift) Flat Bed If towed on wheels, how far? 20

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

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

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

load description none load location _____Driver's physical description (gender, age, height, weight, disabilities) male no disabilitiesIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? N/A Were all doors locked? (Y/N) YDrive length (if vehicle was parked prior to fire, describe last drive): Hrs. _____ Min. 45 Distance traveled 50If not parked, vehicle speed estimate 60 MPH Source of estimate Owner Posted speed 55 MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 1/2 When last fueled? N/AExact incident location Interstate 80 off ramp to Kingston Rd

Weather conditions and visibility _____

Approx. temperature 50 °F. Any physical visual obstructions? none

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

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

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

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

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

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

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Y 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. _____ Rr. _____	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other _____

Steering operation: (normal, other?) _____

Powertrain: (any engine rattle, sluggish, surge, stall, loss of power or speed, etc.) None

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? Exhaust smoke

Any smoke? (from where, color, intensity, etc.) Saw smoke after stopped and opened hood

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

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

Any flame? (from where, color, intensity, etc.) opened hood and there was a fire

Any steam or smoke? (from where, color, intensity, etc.) Saw smoke and flame when hood

was opened

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

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

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

Gauges? (Y/N) N If so, describe: None

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

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

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

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

Any other comments or observations that have not been covered? No

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

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

* not related to fire
A. Take color photographs of the following and enter observations/comments on the form:

Left & right side exterior ✓
Front & rear exterior ✓
Hood, inner & outer panels ✓
Trunk area and Decklid, inner & outer panels ✓
Roof ✓
Door interior panels ✓
Left & right instrument panel & odometer ✓
Airway(s) area not searched
Left & right front seat and carpet ✓
Underbody & exhaust (include hangers) ✓
Option code label ✓
Engine compartment ✓
Radiators, 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 in throttle body) ✓
All fuel lines/hoses, filter, connections/clamps Rubber fuel line, removed off of fuel rails
VIN, injector rail, or carburetor & fuel line connection prior leak causing fire fuel line connections pass
Engine compartment fuel lines/hoses, connections & o-rings fuel rail
Power steering lines/hoses, connections/clamps ✓
Generator & attached wiring ✓

IV - VEHICLE INSPECTION (Continued) *****Battery & attached cables ☒Engine block (note precise location of cracks, holes, etc.) ☒Engine oil pan ☒Engine compartment hinge torque rods ☒Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) ☒Any item which is alleged to be the cause/source Fuel line connection at front fuel railAnything 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.): ☒ * Fluid level and condition goodEngine coolant ☒Engine oil ☒Transmission fluid ☒Power steering fluid ☒Brake fluid ☒List all driver electrical controls which are in the "On" position (include ignition) Defroster lever openradioFuses (Identify all open or not proper size) not open fuses dash or engine compartment locationsWiring insulation at fuse blocks no damageFusible links (Identify all open) none openSpark plug wiring and boot condition Damaged by fuel fireFuel filter "Lead Free" restrictor in place? (Y/N) ☒ DescribeLocation of fuel filter cap (or evidence of remains) in placeCatalytic converter (any discoloration or swelling?) noPosition of windows (if glass missing, do further inspection) Left side glass open

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)

***** 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, 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:

MAKE Buick REF# 990105246 VIN# 2G4WB52K7W1429400

CLAIMANTS NAME (LAST, FIRST) [REDACTED]

0

INSPECTED BY: Vernon Smith

ORGANIZATION: EAA

Phone 215-344-6260

Inspection date: 11-30-99 Mileage 22012

Roll Number

Description

- 1 Vehicle + case I.D
- 2 Right Side DASH Cluster Mileage 22012
- 3 Left Side DASH Cluster
- 4 THROTTLE NO DAMAGE
- 5 FRONT
- 6 Right Side
- 7 Left Side
- 8 REAR
- 9 ENGINE COMPARTMENT
- 10 UNDER HOOD PAD
- 11 ENGINE COMPARTMENT VIEW FROM RIGHT
- 12 ENGINE COMPARTMENT VIEW FROM LEFT
- 13 ENGINE FIRE DAMAGE VIEWED WITH COVER OFF
- 14 VIEW OF IDENTICAL ENGINE UNDAMAGED
- 15 CLOSE UP VIEW OF FIRE'S ORIGIN RUBBER
Boot line connection AT FRONT FUEL RAIL
- 16 SAME VIEW UNDAMAGED ENGINE
- 17 EVIDENCE OF MOUSE NESTING MATERIAL BETWEEN
INJECTORS FRONT CENTER
- 18 FIRE DAMAGE REAR OF ENGINE W/ BELT HOUSING
- 19 NO FIRE DAMAGE IN THROTTLE BODY OR UPPER
INTAKE CHAMBER
- 20 NO OPEN FUSES DASH BOX
- 21 NO OPEN FUSES ENGINE COMPARTMENT MOUNTED
FUSE BOX
- 22 TECH III READING - P112 TP SENSOR CIRCUIT
INTERMITTENT HIGH VOLTAGE

PART #

YEAR-98

MODEL-B;4NE65

LIST PRICE

LIST OF SELECTED PARTS

PRICES EFFECTIVE OCT 01, 1999

PART #	GROUP	USAGE DESCRIPTION	YEAR	QTY	E	LIST
12173543	02.239	W 3.8K(L36) WIRE KIT,SPLAS(AC-DELCO #7460)	97-98	01		48.96
12190297	02.525	W 3.8K(L36) HARNES,ENG WRE	98-98	01		448.00
24504599	01.759	W 3.8K(L36) CRP,CHL FIL(SNG 104-30) (AC-DELCO #PC176)	97-98	01		1.70
24503946	01.745	W 3.8K(L36) TUNE,CHL FIL	97-98	01		7.95
24508434	03.300	W 3.8K(L36) SHIELD,P/INCH SIGHT	98-98	01		32.75
24507230	03.335	W 3.8K(L36) BOXT,THROT(AC-DELCO #24507230)	98-98	01		516.10
24506013	03.278	W 3.8K(L36) WHR(PCHD,VAC SCE	97-98	01		2.90
17115136	03.285	W 3.8K(L36) WHR(PCHD KIT,OPN INT	97-98	01		242.00
17113515	01.745	W(L36) VALVE KIT,PCV(INCL 546,547,548,549,550)	97-98	01		15.42
19096181	01.150	W 3.8K(L36) SENSOR,ENG COOL T/GR(W/IND SNG (3 BLADE	97-98	01		17.33
12149892	02.400	W 3.8K(L36) WIRE,ENG COOL TEMP SEN	97-98	01		30.00
12496596	21.554	CHL,2 (03-53) WINDOW ESE,FR SEAG FWR(SULPR OR CLARE	99-00	01		410.00
10023764	04.650	W(J&S,WH) CYLINDER,ENG WRE(INCL 1-20) (AC-DELCO	97-98	01		252.96
20029076	04.005	W BOOSTER,P/8(7 INCHES) (MUST ORDER BY MO	97-98	01		304.98
20029076	04.901	W BOOSTER,P/8(7 INCHES) (MUST ORDER BY MO	97-98	01		304.98
10023764	04.650	W ANTILOCK INSC ENG(J&S),ANTILOCK DISC/ CYLINDER,ENG WRE(AC-DELCO #174-736)	97-98	01		252.96

12190219	02.480	W 3.8K(L36),A/C(CJ3) HUBBESS,I/P WNG	98-98 01	698.00
10464072	02.275	W 3.8K(L36),105 AMP(K68) GENERATOR, (REMAN) (AC-DELCO #321-1420)	98-98 01	230.00
25160715	03.417	W 3.8K(L36) DUCT, BR INT AIR	97-98 01	34.50
12160214	03.682	W SENSOR, INT AIR TEMP(AC-DELCO #213-243)	97-98 01	14.32
25169614	03.402	W 3.8K(L36) CLEANER, AIR	98-98 01	198.00
25099144	03.470	W 3.8K(L36) ELEMENT, A/C (AC-DELCO #A1208C)	97-98 01	
10421339	01.159	W(L67) HOSE, RAD INL	97-98 01	19.60

Totals for Displayed Quantities: 4076.09

Labor Rate 48.09

Estimate for 40

THIS: 12411 ACTION: C KEY: 990105246

CRN 14/08/1999 10:26 CALKILLUM

NEXT: 12412 ACTION: KEY: 990105246

ID: TA310

GM1241 PAGE 1

INCIDENT DATE: 11 / 10 / 99 TIME: 17 : 00 (24 HR CLOCK)

ONE TITLE :
FIRST : MI : J LAST :
STREET :
CITY : HUNLOCK CREEK ST: PA ZIP :
H PHONE : AGE: B PHONE :
COMPANY:

RIVER TITLE :
FIRST : MI : LAST :
STREET :
CITY : HUNLOCK CREEK ST: PA ZIP :
H PHONE : AGE: B PHONE:

CLAIMANT TITLE :
FIRST : MI : LAST :
STREET :
CITY : HUNLOCK CREEK ST: PA ZIP :
H PHONE : AGE: B PHONE:

PF13 BASE PF14 CRIB PF15 APTCL PF16 CLOSE PF17 THIRD PF18 BRNCH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORSEL PF24 CAL

THIS: 12412 ACTION: C KEY: 990105246 CRS 12/08/1999 10:26 CALG120M
NEXT: 12413 ACTION: KEY: 990105246 ID: TA310
NAME: HUNLOCK CREEK, PA YR/MDL: 1998 WB TYPE: 10

GMI241 PAGE 2

BOD 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: MAUREEN ALEXANDER CHEVROLET IN NANTICOOK, PA

VIN : 2G4WB52KXW1429400 DEL DTE: 060398
YR/MDL: 1998 WB MILEAGE: 21000

PRINCIPLE USE OF VEHICLE : PERSONAL

DRIVER DESCRIPTION OF INCIDENT & CAUSE: CUST STATED TRAVELLING DOWN MAIN
ROAD IN NANTICOOK...WIFE STATED SHE SMELLED SMOKE.

NATURE OF WEATHER: N/A

PF13 BASE PF14 CMTS PF15 APTCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARE PF21 12411 PF22 1241X1 PF23 CORREL PF24 CAL

THIS: 12413 ACTION: C KEY: 990105246

CRE 12/08/1999 10:26 CALG130M

TEXT: 12414 ACTION: KEY: 990105246

ID: TA310

NAME: [REDACTED] HUNLOCK CREEK, PA

VR/MDL: 1998 WB TYPE: 10

GM1241 PAGE 3

WHICH COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: UNKNOWN

WHO MADE ALLEGATION OF DEFECT: CUSTOMER

WAS VEHICLE TOWED : Y (Y/N)

TOWING CO NAME : FALZONE'S TOWING SERVICE

TOWING CO ADDRESS: KINGSTON, PA

TOW DRIVER NAME : BOB

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

IF "N" GIVE SOURCE OF DRIVER DESC:

VEHICLE SPEED EST : 60

SOURCE OF EST : CUSTOMER

PF13 BASE PF14 CMTS PF15 APTCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARE PF21 12411 PF22 1241X1 PF23 CORRSHL PF24 CAL

THIS: 12414 ACTION: C KEY: 990105246

CRS 12/08/1999 10:26 CALG140M

TEXT: 12415 ACTION: KEY: 990105246

ID: TA310

NAME: [REDACTED] HUMBLOCK CREEK, PA

YR/MDL: 1998 WB TYPE: 10

GM1241 PAGE 4

REPORT MADE: N (Y/N)

REPORT ATTACHED: N (Y/N)

IF NOT ATTACHED, GIVE STATION/OFFICER MAKING REPORT:

ANY WITNESSES : Y (Y/N)

NUMBER: 2

INCIDENT LOCATION

LOCATION OF INCIDENT: INTERSTATE 80 OFF RAMP TO KINGSTON, PA

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

ROAD CONDITION: D

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

VISION OBSTRUCTIONS : NONE

POSTED SPEED : 55 (MPH)

PF13 BASE PF14 CMIS PF15 AFTERCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MHDARB PF21 12411 PF22 1241X1 PF23 CORSESL PF24 CAL

THIS: 12415 ACTION: C KEY: 990105246

CRS 12/08/1999 10:26 CALG150M

TEXT: 12416 ACTION: KEY: 990105246

ID: TA310

NAME: HUNLOCK CREEK, PA

YR/MCL: 1998 WB TYPE: 10

GM1241 PAGE 5 (VEHICLE)

VI : 2G4WB52KXW1429400

DEL DATE: 06 03 98

YR/MCL: 1998 WB

NEW/USED/DEMO: N

MILEAGE : 21000

TRANS : 4SPD AUTO

AXLE:

ENGINE :

LICENSE # :

STATE:

INSPEC STICK #:

STATION # :

EXP DATE:

SPECIAL EQUIP/FEATURES: N/A

NATURE AND EXTENT OF DAMAGES: N/A

EST COST OF REPAIR:

PRODUCT CAMP :

CAMP PERFORMED: N (Y/N)

IF "Y" DESC:

TIRE SIZE AND BRAND: N/A

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

SPARE:

PF13 BASE PF14 CHTS PF15 AFTERCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CORNER PF20 MIDDLE PF21 12411 PF22 12411 PF23 CORNER PF24 CAL

THIS: 12416 ACTION: C KEY: 990105246

CRS 12/08/1999 10:27 CALG160M

TEXT: 12417 ACTION: KEY: 990105246

ID: TA310

NAME: [REDACTED] HUNLOCK CREEK, PA

YR/MDL: 1998 WB TYPE: 10

GML241 PAGE 6 (PHOTOS/DLR/PARTS)

PHOTOS TAKEN: N (Y/N) NUMBER: BY WHOM:

ADDRESS :

VEHICLE INSPECTED: N (Y/N) NAME :

NAME OF INS. REP AT INVESTIGATION:

SELLING DEALER : MAURRSEN ALEXANDER CHEVROLET

ADDRESS : NANTICOKE, PA

SERVICING DEALER : SAME

ADDRESS : SAME

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

HOW MANY :

IF "N" EXPLAIN : NOT RELATED TO ALLEGATION

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

PARTS NAME :

CUSTODIAN:

LOCATION :

HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: GM NOT ASSUMING RESPONSIBILITY

PF13 BASE PF14 CRMS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARE PF21 12411 PF22 1241X1 PF23 CORRESEL PF24 CAL

THIS: 12417 ACTION: C KEY: 990105246

CRS 12/08/1999 10:27 CALG170M

NEXT: 12418 ACTION: KEY: 990105246

ID: TA310

NAME: HUNLOCK CREEK, PA

YR/MDL: 1998 WB TYPE: 10

GM1241 PAGE 7 (PROPERTY DAMAGE)

TYPE OF DAMAGE: V (VEHICLE/PROPERTY OTHER THAN VEHICLE)

OWNER NAME FIRST: MI: LAST:

ADDRESS: HUNLOCK CREEK, PA

DRIVER NAME FIRST: MI: LAST:

ADDRESS: HUNLOCK CREEK, PA

VEHICLE

MAKE, MODEL & YEAR: BUICK REGAL 1998

ESTIMATE OF SPEED: 60 (MPH) BY WHOM: CUSTOMER

EXTENT OF DAMAGE: FIRE IN ENGINE

PROPERTY

KIND:

EXTENT OF DAMAGE:

ADDITIONAL COMMENTS:

PF13 BASE PF14 CMTS PF15 AFTERCL PF16 CLOSE PF17 THIRD PF18 BREAK
PF19 CONTROL PF20 MEDARE PF21 12411 PF22 1241X1 PF23 CORRSL PF24 CAL

THIS: 12419 ACTION: A KEY: 990105246

CBS 12/08/1999 10:28 CALG250M

TEXT: 124110 ACTION: KEY: 990105246

ID: TA310

NAME: [REDACTED] HUNLOCK CREEK, PA

YR/MDL: 1998 WB TYPE: 10

GM1241 PAGE 9

GENERAL COMMENTS:

TOTAL CMES: 0

COMMENT #:

USER:

DATE:

TIME:

MORE:

PF13 NAME PF14 CMES PF15 ATTRCL PF16 CLOSE PF17 THIRD PF18 BREACH

PF19 CONTROL PF20 MESSAGE PF21 12411 PF22 1241X1 PF23 CORRSKL PF24 CAL

*I000 INFORMATION AND PRESS ENTER TO ADD *

THIS 124110 ACTION: C KEY: 990105246
NEXT: 1241A ACTION: KEY: 990105246
NAME: [REDACTED] HUNLOCK CREEK, PA

CRS 12/08/1999 10:28 CALG190M

ID: TA310

YR/MDL: 1998 WB TYPE: 10

GM1241 PAGE 10 (RECAP)

DIVISION NOTIFIED OF INCIDENT

HOW : PHONE

WHEN : 11/12/99

BY WHOM: CUST

WH ASSIGNED : 20

ASSIGNMENT

INVESTIGATOR FIRST NAME: H. VERNON

MI: LAST NAME: SMITH JR

DUE DATE :

RECEIVED DATE : 120399

ASSIGNMENT DATE :

INVESTIGATION DATE : 113099

INFO FROM FURTHER INVESTIGATION:

INSURANCE CO CODE:

DATE SENT:

DATE:

REGION APPROVD BY :

DATE:

CO APPROVED BY :

PF13 HASH PF14 CREF PF15 APTCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MENDAB PF21 12411 PF22 1241X1 PF23 CORREL PF24 CAL

THIS: 1241A ACTION: A KEY: 990105246

CHS 12/08/1999 10:28 CALG240M

TEXT: 1241A ACTION: KEY: 990105246

ID: TA310

GML241-A

DIVISION: BUICK

ZONE:

DATE:

INSURANCE COMPANY'S (LOCAL OFFICE)

DESIGNATION CODE PTF 75-

ADDRESS:

CITY:

ST:

ZIP:

RE: CLAIMANT (FIRST):

MI:

LAST:

DATE OF INCIDENT :

REASON FOR SUBMISSION OF PRIMARY REPORT: (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 ACRN TO: 1. UNDERSIGNED
AND/OR 2.

FOR INQUIRIES TO: 1. UNDERSIGNED
AND/OR 2.

ENCLOSURES :

CONTACT NAME FIRST:

LAST:

MI:

CONTACT ADDRESS:

CITY:

ST:

ZIP:

CONTACT TITLE:

PF13 BASE PF14 CMTH PF15 APFICL PF16 CLOSE PF17 THIED PF18 BREACH
PF19 CONTROL PF20 MEDARE PF21 12411 PF22 1241X1 PF23 CORRSKL PF24 CAL
1000



Lakisha T. Hawtins
Customer Relationship Manager
Product Allegation Resolution Team
Buick Division
General Motors Corporation

THIS: BASE ACTION: C KEY: 990105246 CRS 11/15/1999 15:42 CABS020M
NEXT: BASE ACTION: KEY: 990105246 ID: TA310
01 TITLE : CUSTOMER INFORMATION TYPE: GO
02 FIRST : 03 MI: 04 LAST :
STREET :
06 CITY : HUNLOCK CREEK 07 ST: PA 08 ZIP :
09 H PHONE: 10 B PHONE:
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 2G4WB52KXW1429400 ENG: 3.8L V6 MFI PLANT: OSHAWA ON
13 YR/MDL : 1998 WB REGAL LS 14 DEL: 06 03 98 15 MILES: 021000
16 DEALER : MAUREEN ALEXANDER CHEVROLET, P 17 ZNDLR: 20 50568
18 CITY : NANTICOKE 19 STATE: PA

CDE #	DESC	CDE COMMENTS
A01	0 OPEN CAMPAIGN	20 98001
T01	0 PRODUCT ALLEGAT	21 FIRE IN ENGINE
		22
		23
		24

-->

PF13 BASE	PF14 CMIS	PF15 APTROL	PF16 CLOSE	PF17 CSSECH	PF18 DLRLC
PF19 CRIS	PF20 TELLST	PF21 LITLST	PF22 ZONEACT	PF23 CORREL	PF24 CAL

THIS: APTCL ACTION: C KEY: 990105246

CRS 11/15/1999 15:42 CABS200M

NEXT: APTCL ACTION: KEY: 990105246

ID: TA310

NAME: HUNLOCK CREEK, PA

YR/MDL: 1998 WB TYPE: GO

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE	: (CASE/INQ)	PRODUCT CAMPAIGN	: 01
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	: LH
CASE OPEN DATE	: 11 12 99	SCRAPE 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	: T6780	LAST ALTERED DATE	: 11 15 99
REJECT CLOSE	: N (Y/N)	REOPEN CASE	: N (Y/N)
PF13 BASE	PF14 CMIS	PF15 APTCL	PF16 CLOSE
PF17 CSESCN	PF18 DLRLOC	PF19 CRIS	PF20 TELLST
PF21 LITLST	PF22 ZONEACT	PF23 CORREL	PF24 CAL

THIS: CMTS ACTION: I KEY: 990105246

CRS 11/15/1999 15:42 CABS030M

NEXT: CMTS ACTION: I KEY: 990105246

ID: TA310

GENERAL COMMENTS

TOTAL CMTS: 4 TYPE: GO

USER: A9711 DATE: 11/12/99 TIME: 11:56

COMMENT #: 1

* 1998 REGAL LS

* 2G4WB52KXW1429400

* 21,000

* MAUREEN ALEXANDER CHEVROLET, 20 50568

* HUNLOCK CREEK, PA

* 11-10-99

* 5:00 PM

* NUANGOLA, PA

* MAIN HWY DUNDEE, NANTICOKE PA

* AUTOMATIC STARTER/JOHN MAY AUTO GARAGE, HUNLOCK CREEK PA/

* YES (HEART & PVD & ARTHIRITIS)

* BLACK TOP

* DRY

MORE: Y

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

PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORSEL PF24 CAL

*10004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990105246 . CRS 11/15/1999 15:43 CAB8030M
NEXT: CMTS ACTION: I KEY: 990105246 ID: TA310
GENERAL COMMENTS TOTAL CMTS: 4 TYPE: GO
USER: A9711 DATE: 11/12/99 TIME: 12:05 COMMENT #: 2

* NO BODILY INJURIES, BUT [REDACTED] WENT
TO DOCTORS FOR A CHECK UP BECAUSE THEY WERE ALL SHOOKED-UP.....
* NO
* JUST VEHICLE
* ENGINE
* NO
* ITT HEARTFORD/PO BOX 5556, HEARTFORD, CT, 800-624-5578/SAMUELS INS.AGEN
* OWNER STATES WAS DRIVING DOWN THE ROAD AND WIFE STATED SHE SMELLED
SMOKEOWNER STATES HE SMELLED SMOKE SO THEY PULLED OVER AND A
BY STANDER STATED TO HIM THAT HIS VEHICLE WAS ON FIRE...OWNER STATES
OPEN HOOD AND THERE WAS FIRE, A DRIVER PULLED OVER AND TRIED TO PUT
FIRE OUT WITH WATER BUT IT DIDN'T GO OUT.....OWNER STATES ANOTHER
DRIVER PULLED OVER AND PUT FIRE OUT WITH FIRE EXTINGUISHER AND PUT
FIRE OUT....OWNER STATES FIRE DEPARTMENT CAME OUT TO MAKE SURE FIRE>

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990105246

CRS 11/15/1999 15:43 CABS030M

NEXT: CMTS ACTION: I KEY: 990105246

ID: TA310

GENERAL COMMENTS

TOTAL CMTS: 4 TYPE: GO

USER: A9711 DATE: 11/12/99 TIME: 12:09

COMMENT #: 3

AS COMPLETELY OUT.....

*NONE

OWNER STATES VEHICLE WAS TOWED TO DEALER AND DEALER ADVISED HIM TO
CONTACT US ABOUT ISSUE.....CRM DID ADVISED OWNER OF FILE # AND
ADVISED HIM THAT HIS ISSUE WOULD BE FURTHER RESEARCHED.....
MELISSA MELENDREZ TIER 2/AUSTIN

USER: T6780 DATE: 11/15/99 TIME: 13:27

COMMENT #: 4

FORWARDING FILE TO TAMPA PAR CRM, LATASHA HAWKINS EXT. 58042, FOR
REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESON PF18 DLRLOC
PF19 CRIS PF20 TELIST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

*I0005 BOTTOM OF DATA DISPLAYED *

THIS: CMPS ACTION: I KEY: 990105246 CBS 12/09/1999 10:24 CABS030M
NEXT: CMPS ACTION: I KEY: 990105246 ID: TA310
GENERAL COMMENTS TOTAL CMPS: 6 TYPE: 10
USER: TA310 DATE: 11/24/99 TIME: 09:47 COMMENT #: 5
CMPS RCD CALL FROM AVM....AVM REQUESTING STATUS ON FILE.
DUP TO VEH AT DEALER AND INSPECTOR HASN'T BEEN OUT.
CUST INS CO HAS BEEN OUT TO LOOK AT VEH.

LATASHA HANKINS/TAMPA PAR 58042

MORE: Y

PF13 BASE PF14 CMPS PF15 AFTRCL PF16 CLSR PF17 CRRSCH PF18 DMLC
PF19 CRYS PF20 TELIST PF21 LITLST PF22 ZONACT PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 990105246 CHS 12/09/1999 10:14 CABS030M
NEXT: CMTS ACTION: I KEY: 990105246 ID: TA310
GENERAL COMMENTS TOTAL CMTS: 5 TYPE: 10
USER: TA310 DATE: 12/06/99 TIME: 16:42 COMMENT #: 6
CEN RECEIVED INSPECTION REPORT AND THE FINDINGS DO NOT SUPPORT
GM RESPONSIBILITY.

*****BUSINESS SUMMARY*****

1. CEN REVIEWED FILE AND CONTACTED CUST.
2. CEN CALLED DLR FOR ADDITIONAL INFORMATION.
3. CEN FAXED INSPECTION REQUEST TO EAA.
4. CEN RECEIVED INSPECTION REPORT...
REPORT FINDINGS DO NOT SUPPORT GM RESPONSIBILITY.
5. CEN CALLED CUST TO ADVISE.
6. CEN CLOSING FILE.
7. CEN SENDING COPIES TO ESB, MSE, AND CENTRAL FILE.

LATASHA HAWKINS/TAMPA PAR 58042

MORE: N

PF13 BASE PF14 CMTS PF15 APTCL PF16 CLOSE PF17 CRESCH PF18 DLBLOC
PF19 CRIS PF20 TELST PF21 LITLST PF22 ZONACT PF23 CORREL PF24 CAL
*10005 BOTTOM OF DATA DISPLAYED *

THIS: CRISDSC ACTION: I KEY: 98001
NEXT: CRISDSC ACTION: I KEY: 98001

CRS 11/15/1999 16:02 CASA070M
ID: TA310

CRIS DESCRIPTION MAINTENANCE

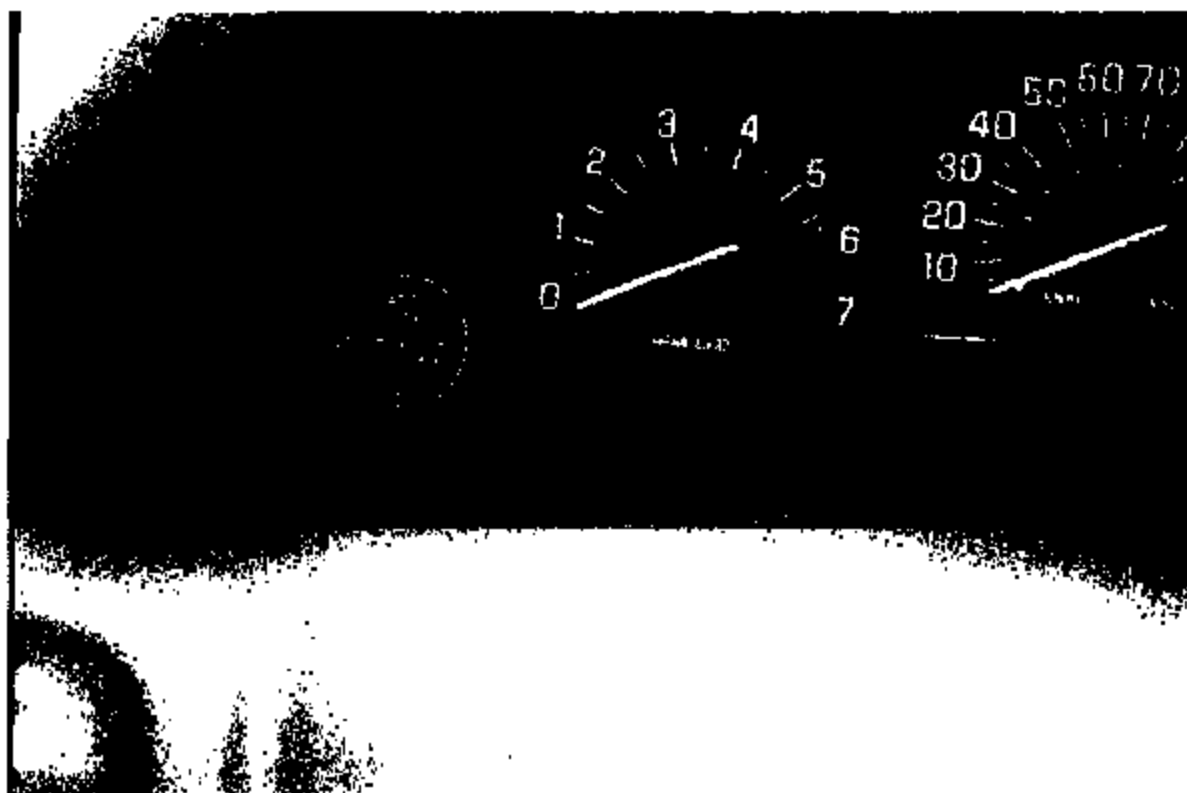
CAMPAIGN NUMBER: 98001 TYPE: P (PRODUCT/EMISSIONS)
CAMPAIGN DESC: CERTAIN 1997-98 BUICK REGAL AND CENTURY MODEL
VEHICLES FAIL TO CONFORM TO FEDERAL MOTOR VEHICLE
SAFETY STANDARD 108, LAMPS, REFLECTIVE DEVICES AND
ASSOCIATED EQUIPMENT. THE OWNER MANUALS FOR THESE
VEHICLES DO NOT CONTAIN THE REQUIRED INFORMATION
PERTAINING TO THE VEHICLES HEADLAMP AIMING DEVICE.

TO CORRECT THIS CONDITION AN OWNERS MANUAL INSERT
CONTAINING THIS INFORMATION WILL SENT TO THE OWNER
OF RECORD. DEALERS WILL INSTALL FOR ANY UNSOLD
VEHICLES.

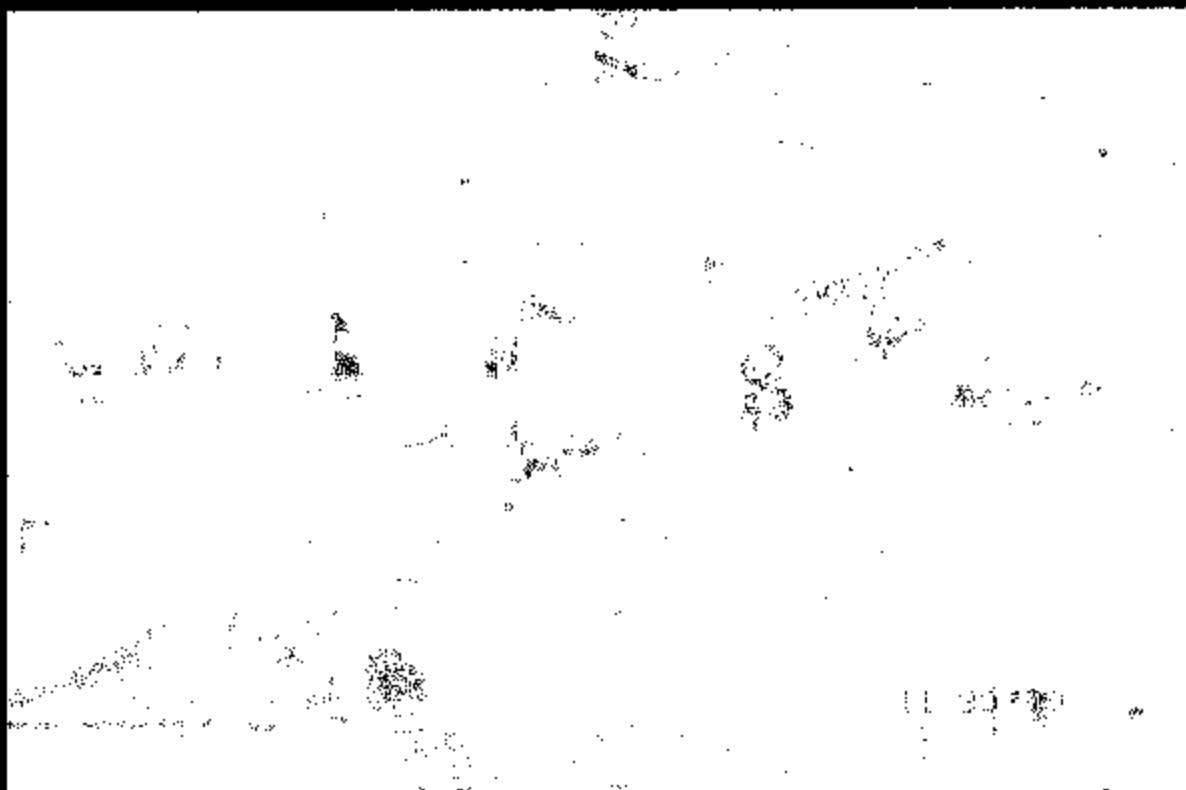
MORE: N

PF13 MODEL PF14 CODE PF15 BULLET PF16 CURRENT PF17 CURRLST PF18
PF19 CRISDSC PF20 MASTER PF21 BMENU PF22 PROINFO PF23 SVCDIST PF24 USERPRO
*I0004 TOP OF DATA DISPLAYED *I0005 BOTTOM OF DATA DISPLAYED *



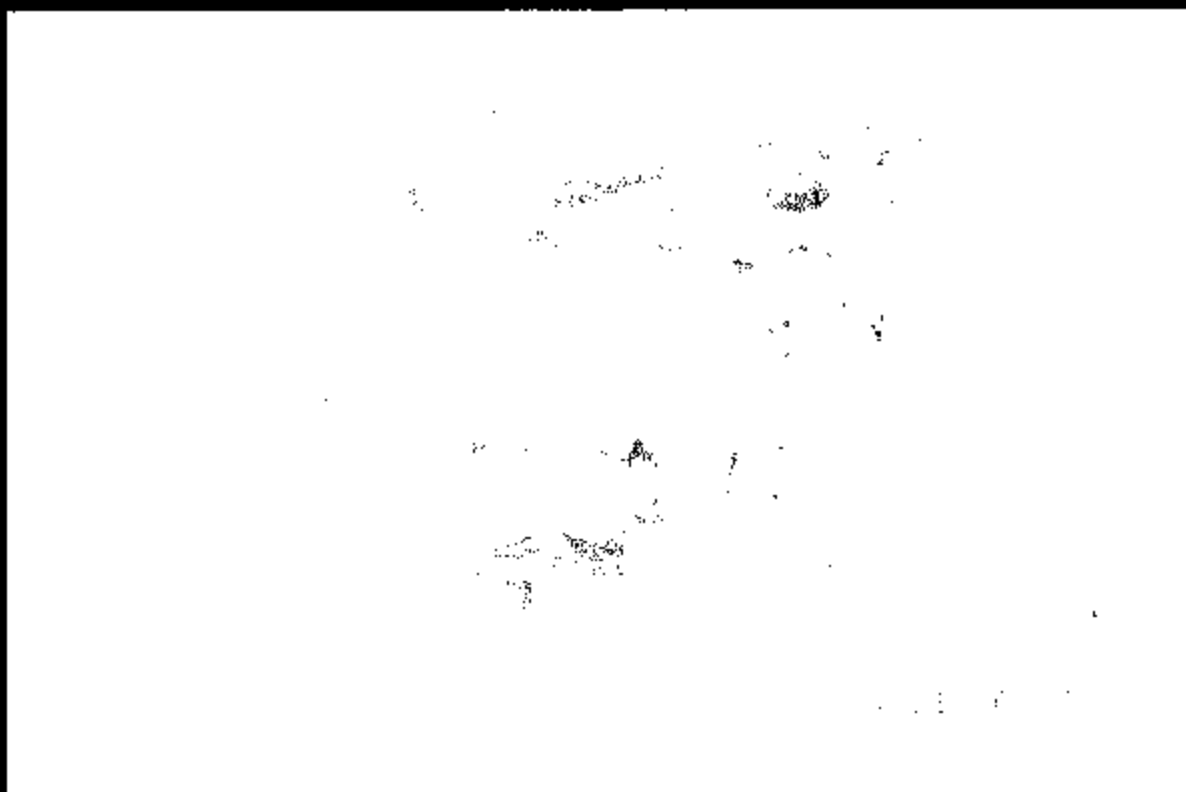


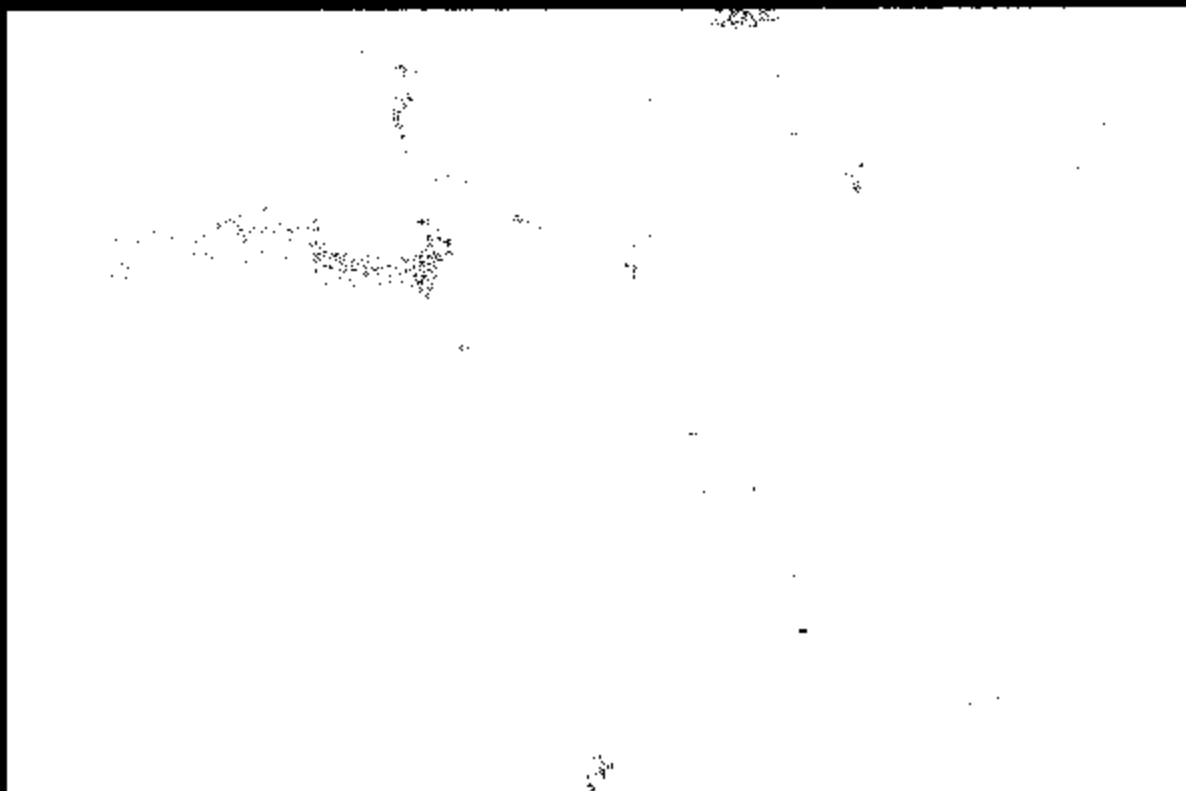


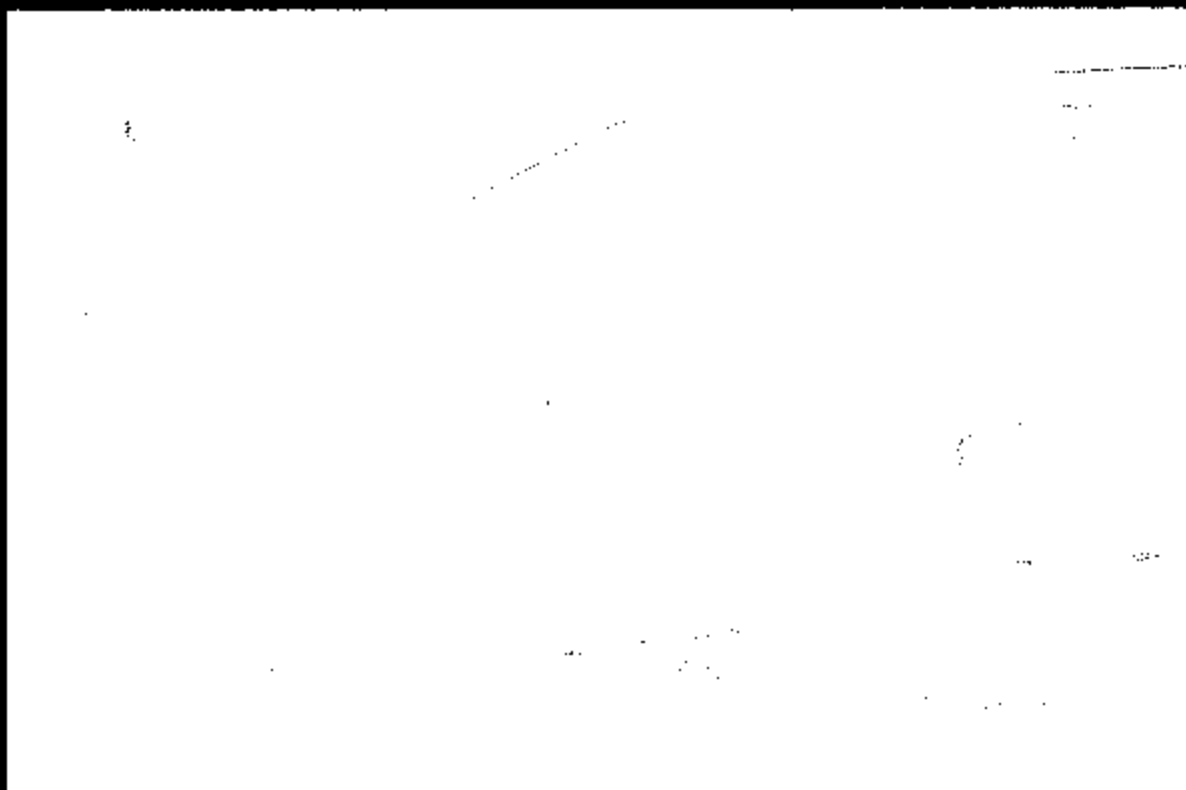
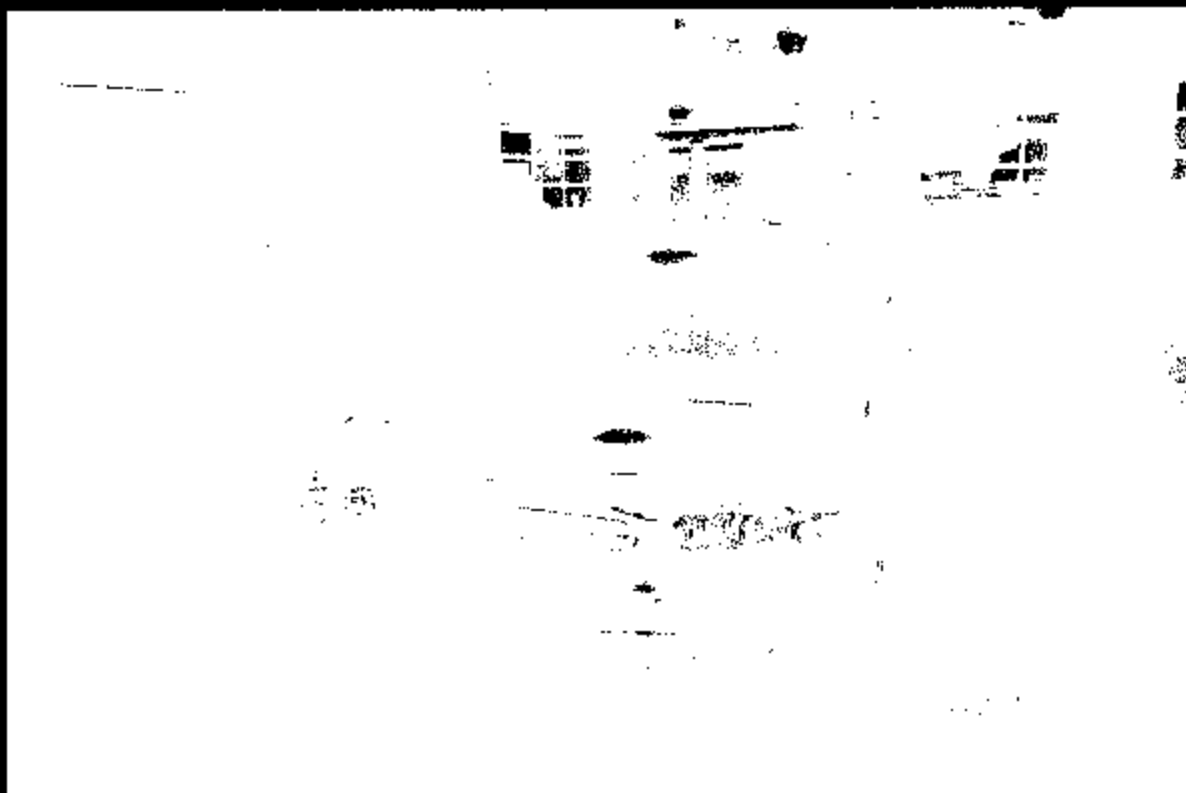


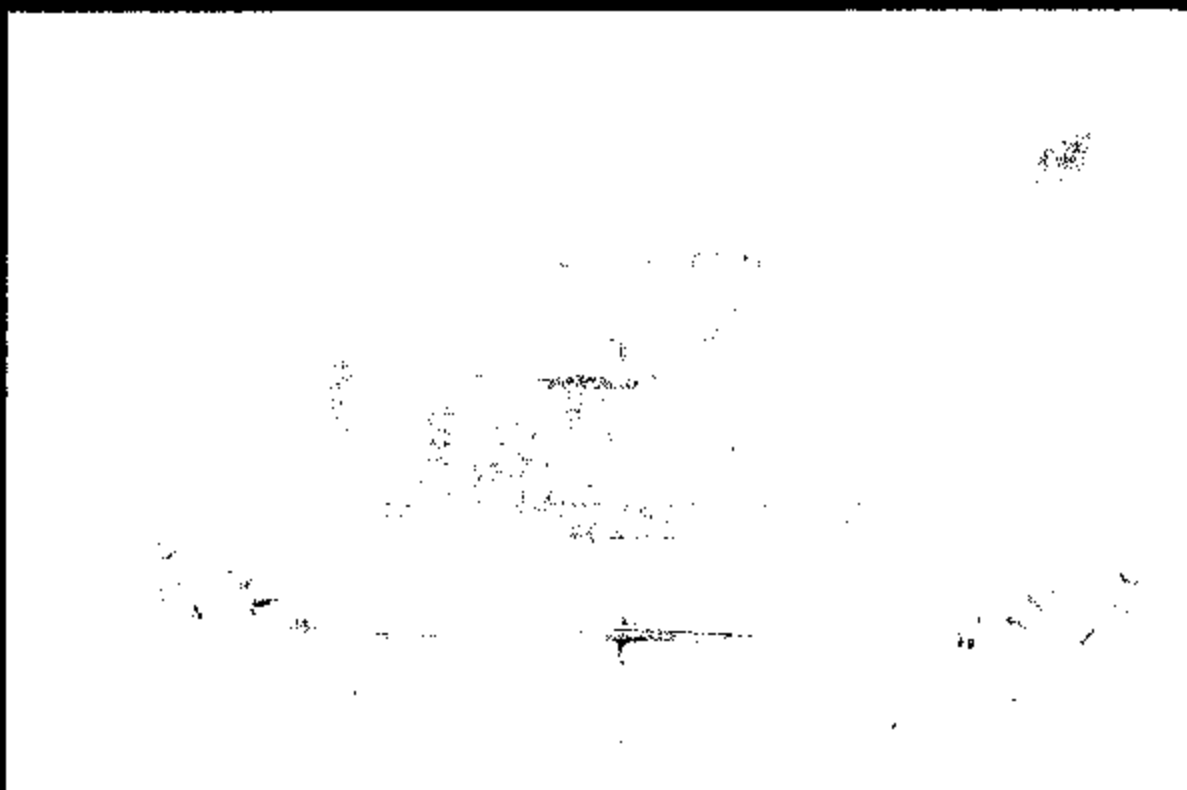
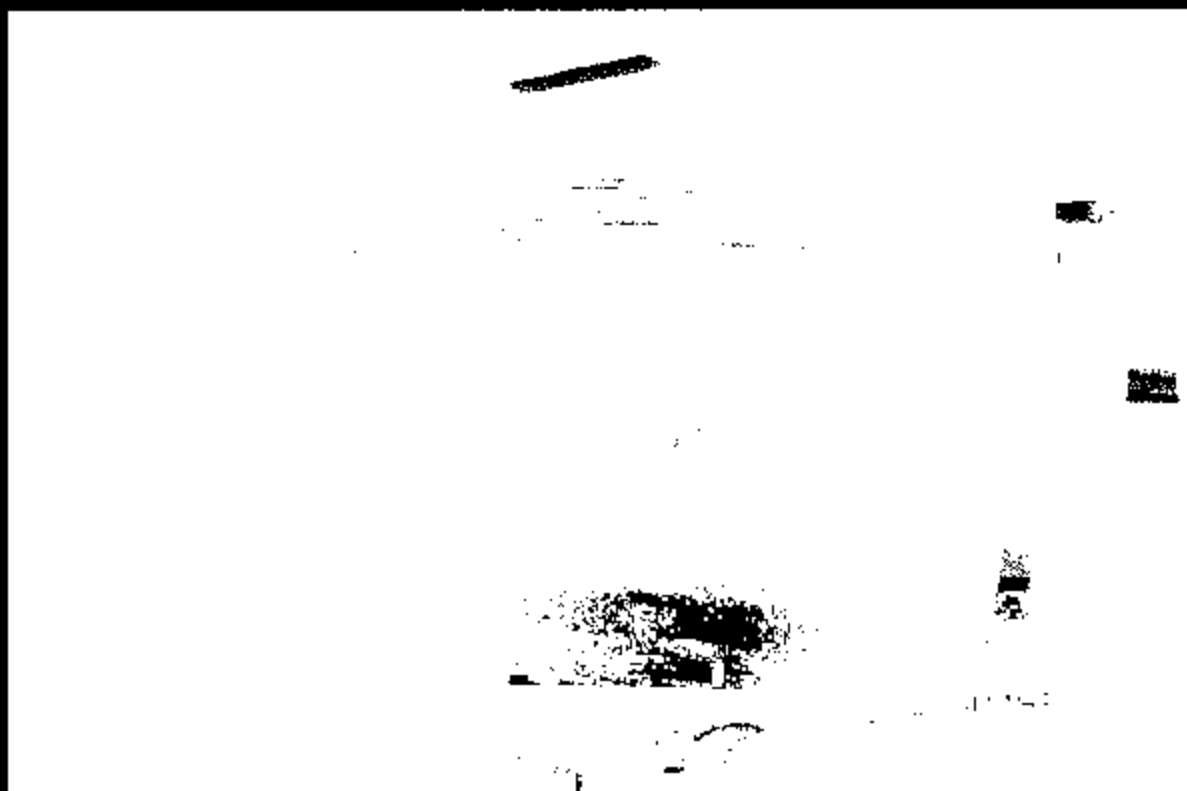


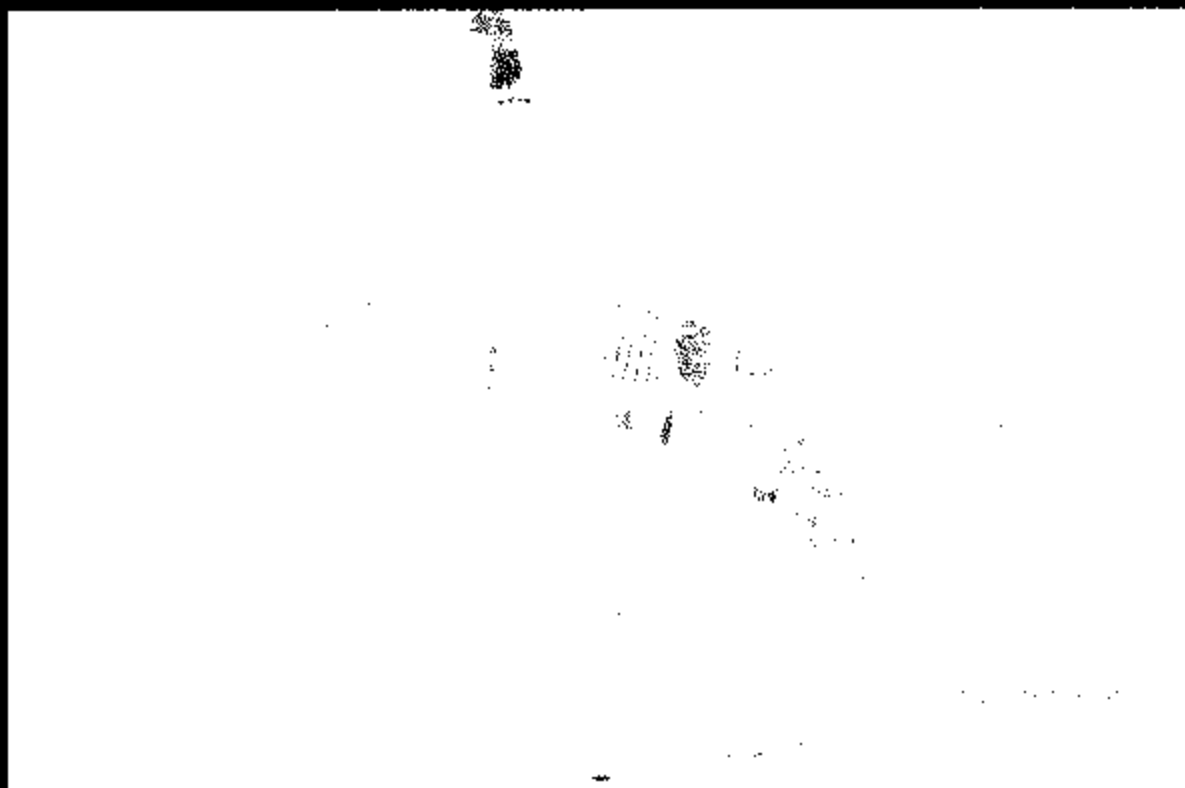
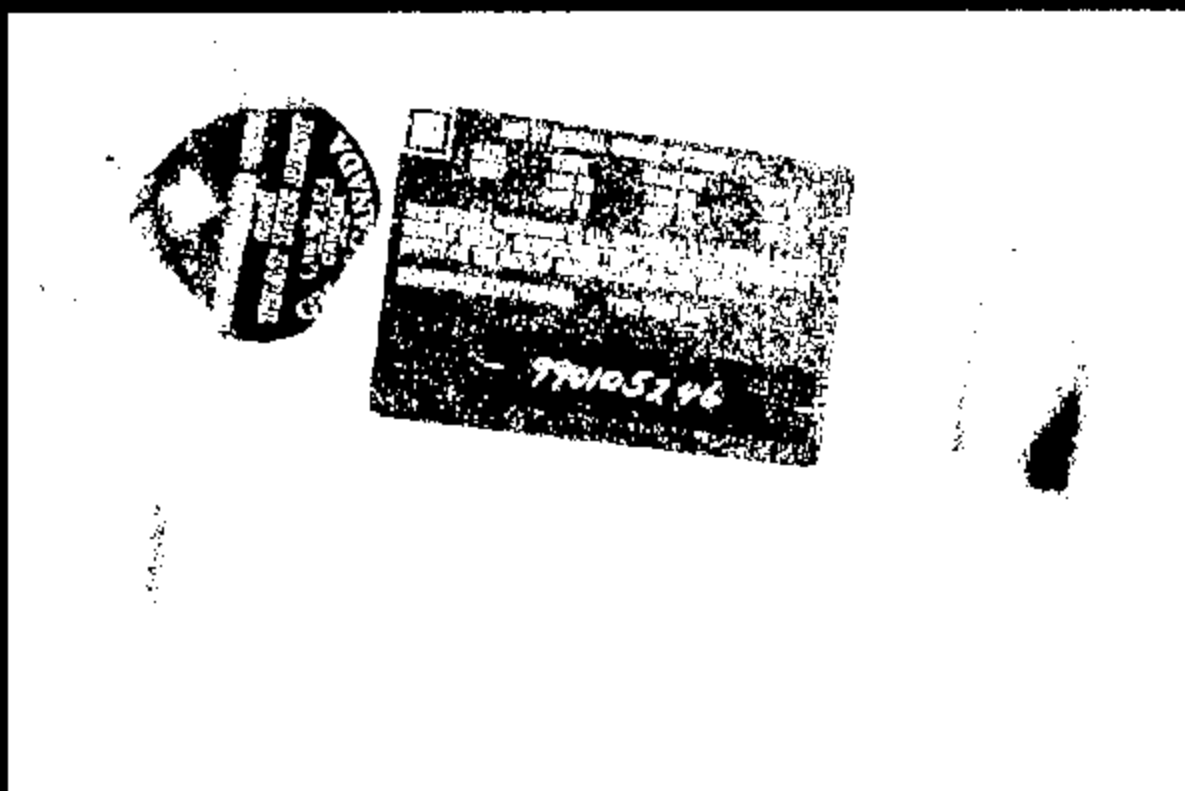


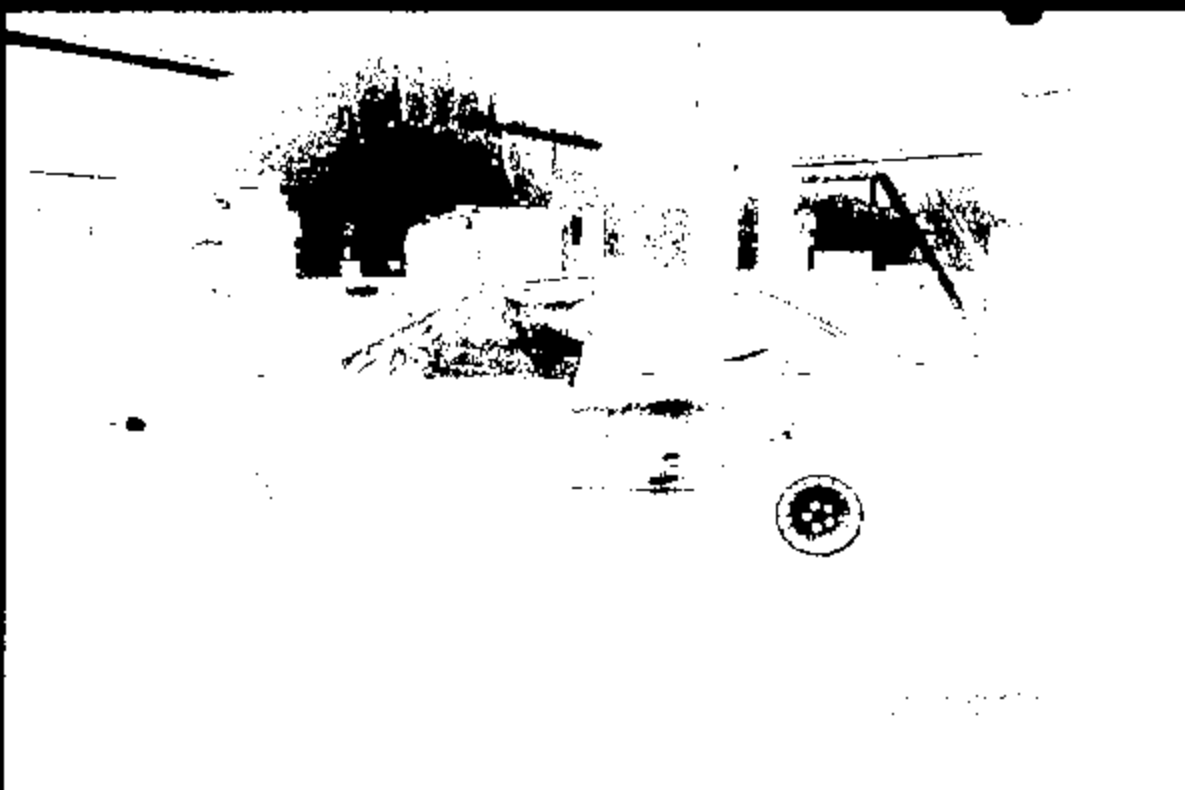
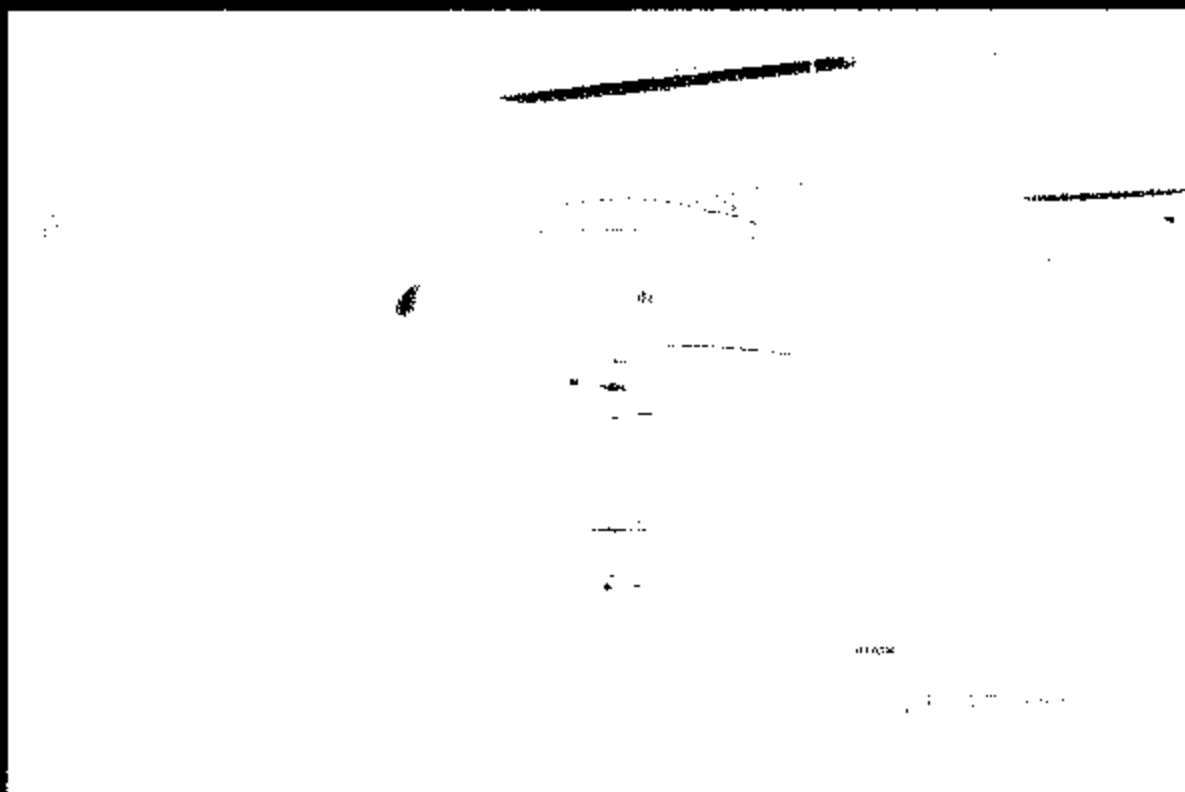


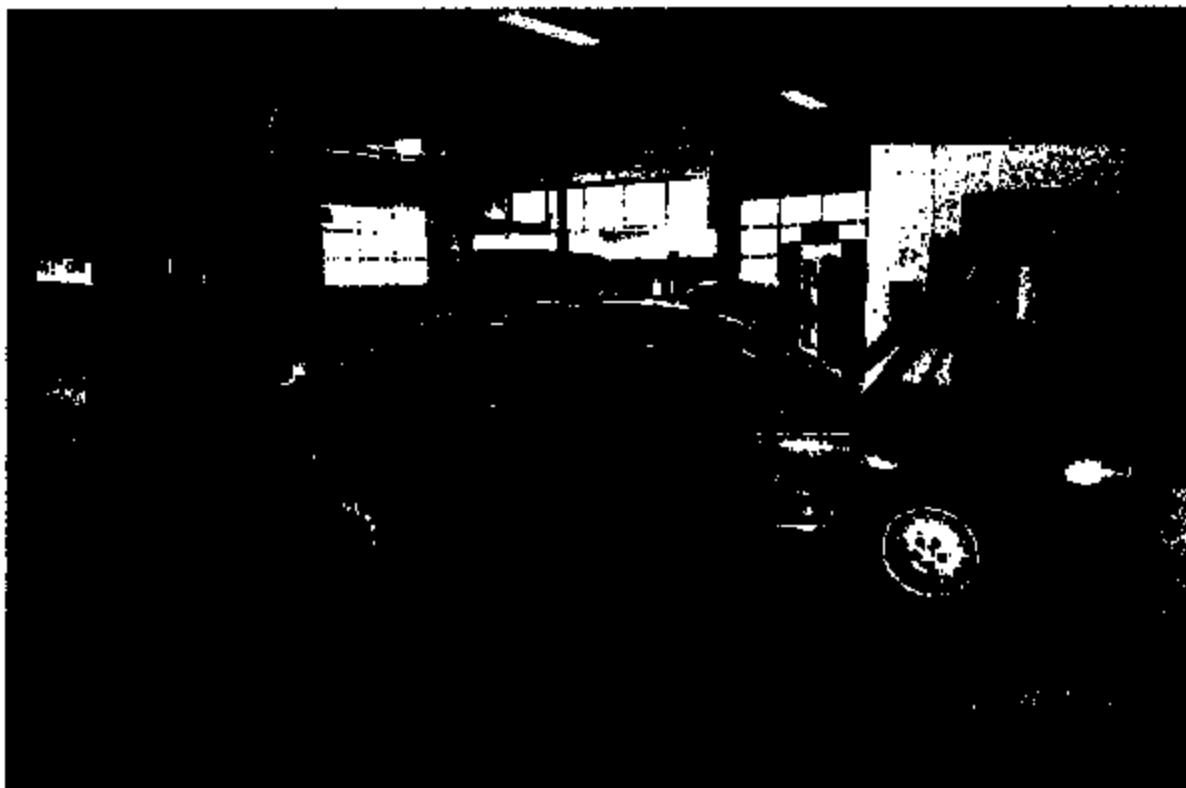
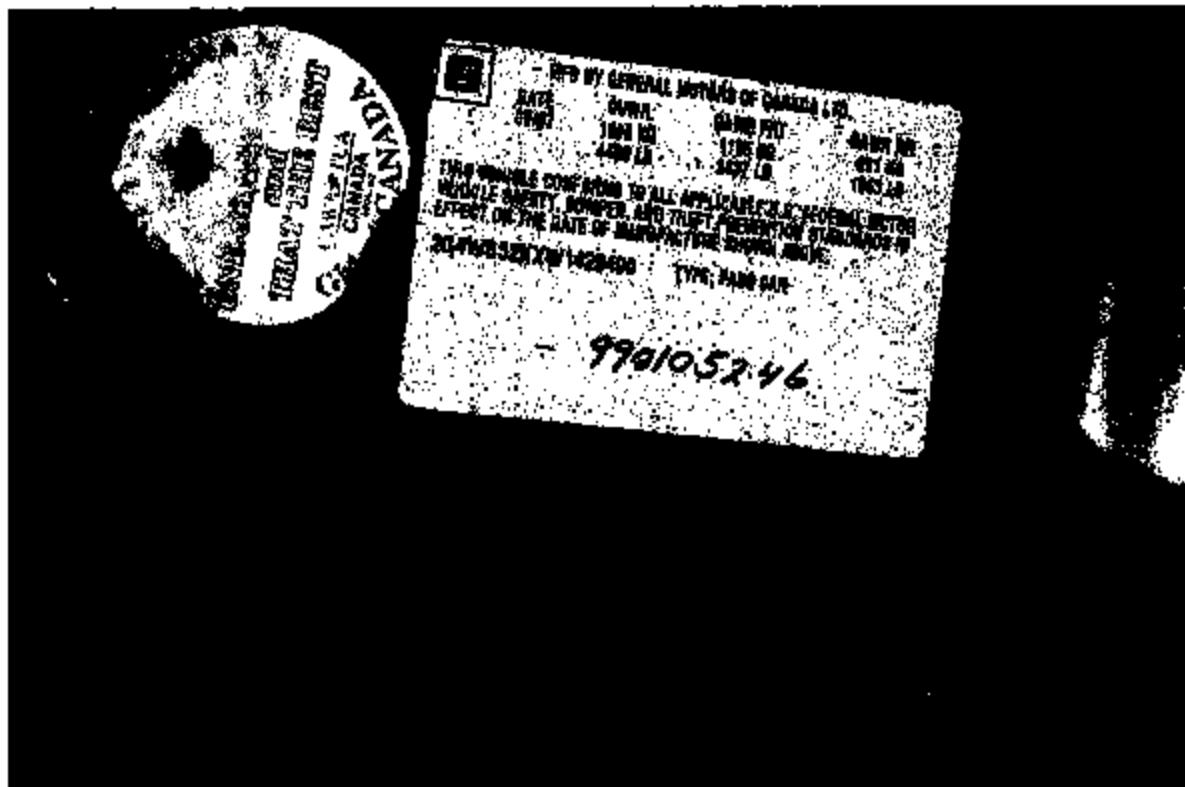


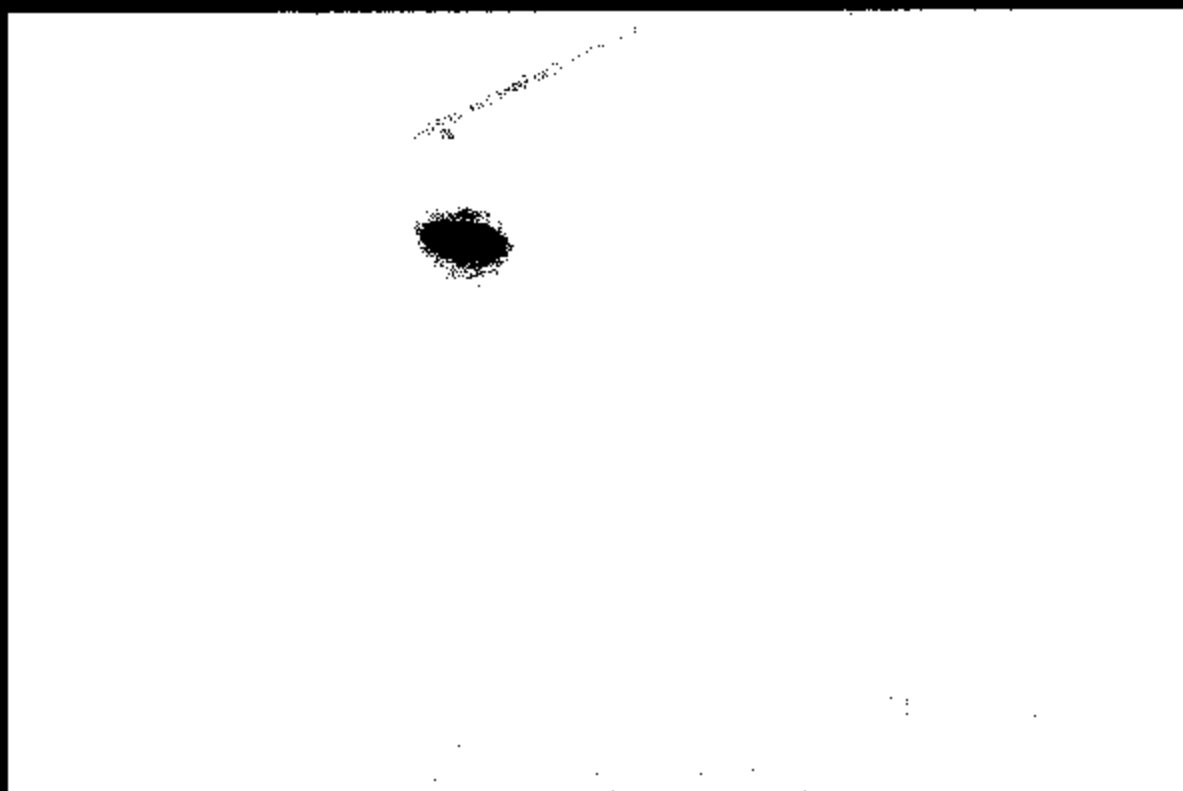


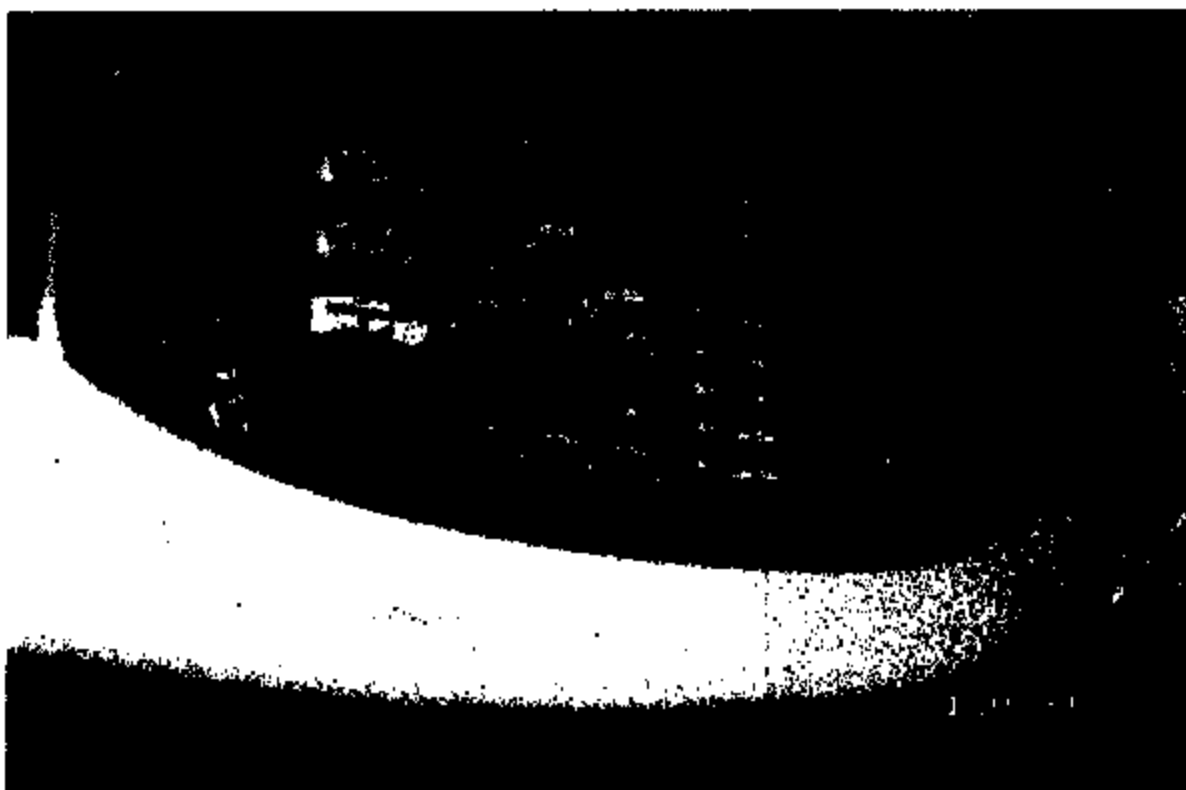












GENERAL MOTORS CORPORATION

315136

DIVISION: Buick

ZONE: _____

DATE: 11/22/99

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

RE: Claimant: [REDACTED]Date of Incident: 10/20/99CAC File No.: 990101053

Comments:

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
Buick Division
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Very truly yours,

Deanna Holden
Deanna Holden
Buick Division
General Motors Corporation
Customer Service Center Supervisor
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

Enclosures:

- ☐ CAC Case Comments
- ☐ KAA Reps Notes
- ☐ Pictures
- ☐ Estimates
- ☐ Police Report
- ☐ EO's
- ☐ Demo Tape
- ☐ Other:

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: <u>BUICK</u>	Ref: <u>99010105</u>	VIN: <u>2G4WB52K9X1413953</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		

Inspected By: HARRY WATERS Organization: EAA
 Phone: (601) 322-6191 x — Inspection Date: 11/10/99 Mileage at Inspection: 28,798

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

Following the inspection, summarize the tests and observations.

NO EVIDENCE OF WIRING SHORTAGE COULD BE LOCATED. HOWEVER, THERE WAS RAT POISON UNDER HOOD AND PERSONNEL AT DEALERSHIP INFORMED OWNER SAYS SHE HAS HAD PROBLEM WITH RATS OR MICE UNDER HOOD OF CAR SO SHE PUT POISON TO RID THEM.

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

(Note: Please indicate name, address & phone number of person being interviewed): OWNER NEVER REACH
OWNER - DIVISIONAL CONTACT HAS INFO.

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 noises, 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 Systems (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) GMMaintenance records? (Y/N) Y Date/description of last maintenance/repair (by whom?) OIL CHANGE - 1/30/05OIL CHANGE - 4/28/05 - MXT 16325Any other pertinent vehicle history information (from interviewee 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

NoneHow was vehicle towed? (Flat bed, dolly, sling, front or rear lift) FRONT If towed on wheels, how far? LOUIS

***** 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, description) NAIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? NO Were all doors locked? (Y/N) NADrive length (if vehicle was parked prior to fire, describe last drive): Hrs. NO Mins. NA Distance traveled NAIf not parked, vehicle speed estimate NA MPH. Source of estimate NA Posted speed NA MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) NO When last fueled? NOExact incident location Hwy 12 WEST AT APERI GAS - KOSCIUSKO, MS.Weather conditions and visibility DRYApprox. temperature 70 °F. Any physical visual obstructions? NO

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? 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.) 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>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. R. _____	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other _____

Steering operation: (normal, other?) NORMALPowertrain: (any engine noise, sluggish, surges, stall, loss of power or speed, etc.) NOAny unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where? NODid it appear to match engine speed? (Y/N) YDescribe any unusual odors. From where? NONEAny smoke? (from where, color, intensity, etc.) NOWas anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? N/A

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

Any flames? (from where, color, intensity, etc.) UNDER HOOD - ORANGEAny steam or smoke? (from where, color, intensity, etc.) SMOKE - BLACKAny 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) N Open Trunk? (Y/N) N Other? (Y/N) N Describe _____

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

Any other comments or observations that have not been covered? FIRE CONTINUED TO ENGINE AREA. APPEARED TO BE MORE APPARENT ON TOP OF ENGINE AT FUEL TANK. COULD FIND NO BROKEN FUEL LINES AS EVERYTHING IN THAT AREA WAS BURNED OR MISTED.

***** 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 SEE PHOTO AND COMMENTS
 Front & rear exterior _____
 Hood, inner & outer panels _____
 Trunk area and Decklid, inner & outer panels _____
 Roof _____
 Door interior panels _____
 Left & right instrument panel & odometer _____
 Ashtray(s) area _____
 Left & right front seat and carpet _____
 Underbody & exhaust (include hangers) _____
 Option code label _____
 Engine compartment _____
 Radiator, front & rear _____
 Coolant recovery bottle _____
 Transmission cooler lines/connections _____
 Engine compartment engine coolant lines/ hoses, connections/clamps _____
 Engine compartment heater lines/ hoses, connections/clamps (include those to throttle body) _____
 All fuel lines/ hoses, lines, 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 NORMAL

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

Engine oil pan OK

Engine compartment hinge torque rods WORN PLATE

Engine compartment exhaust system (e.g. loose, rusted, modified, out of position, clearance, etc.) NO

Any item which is alleged to be the cause of the accident NO

Anything on vehicle which is after-market NO

Anything on vehicle which is a modification NO

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

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

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

Engine coolant FULL

Engine oil FULL

Transmission fluid FULL

Power steering fluid FULL

Brake fluid LOW

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

Fuses (identify all open or not proper size) OK

Wiring insulation at fuse blocks BURNED

Fuelbo lines (identify all open) NONE

Spark plug wiring and boot condition BURNED

Foot filter "Load Sense" restrictor in place? (Y/N) Y Describe

Ignition of foot filter cap (or evidence of removal) ON CAR

Catalytic converter (any disconnection or swelling?) NO

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

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

NO ESTIMATE OF DAMAGE - CUSTOMER INSURANCE CO. SETTLED AS TOTAL LOSS

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

Take pictures of the site and enter comments below to document the condition of the environment. Especially indicate the road slope, terrain, elevation changes, etc.

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

Comments:

NOT APPLICABLE - UNIT BARRIED
ON STREET IN CITY, NOT VISIBLE WHERE
CRASHED.

11/10/1999 16124

1-882-289-6751

CITY OF KOSCIUSKO

State of Mississippi

Fire Service Incident Report

PAGE 02

DEMOGRAPHIC INFORMATION

Year	1999	Make	Buick	Model	Regal LS	VIN	214W05311114	KB	M 387	Locke
Month	May	Day	12	Year	1999	City	Kosciusko	State	MS	Zip
Owner	[REDACTED]									
Driver	[REDACTED]									
Passenger	[REDACTED]									
Witness	[REDACTED]									
Other	[REDACTED]									
Remarks	[REDACTED]									

NARRATIVE

Received a call via 911 from KPD to respond to a car fire at Ameri Gas on May 12 W. Responded E-10 with two personnel + unit-1 with one person to the scene. Upon arrival the fire was out. An Ameri Gas employee said a fire out on the fire. Disabled the battery to the vehicle when we got on scene. The cause was electrical wires by the front of the engine compartment. Unit-1 on scene. A-A took [REDACTED] mother to the clinic for a doctor's appointment. [REDACTED] + her mother were the only two occupants. Took fire photos of the engine compartment + scene to the owner. The owner contacted a wrecker service, insurance co., + the dealer where the vehicle was purchased. Got the report information + then cleared scene.

Car: [REDACTED] Reg: [REDACTED]

Officer	John Yukin	Officer	Paul E. Rentsch, Jr.
Officer	John Yukin	Officer	Paul E. Rentsch, Jr.
Officer	John Yukin	Officer	Paul E. Rentsch, Jr.

Officer	John Yukin	Officer	Paul E. Rentsch, Jr.
Officer	John Yukin	Officer	Paul E. Rentsch, Jr.
Officer	John Yukin	Officer	Paul E. Rentsch, Jr.

EQUIPMENT USED	DIAGRAM

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: <u>BOKAL</u>	Ref: <u>99001053</u>	VIN: <u>2G4WB52K9X14138CB</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		

Inspected By: DEMY WATERS Organization: FAR
 Phone: (401) 32-6191 x - Inspection Date: 11/10/99 Mileage at inspection: 82,798

Roll Number 1

Neg.#	Description
0	ENGINE COMPARTMENT
1.	TOP OF ENGINE
2.	ENGINE COMPARTMENT FROM LEFT SIDE
3.	ENGINE COMPARTMENT FROM RIGHT SIDE
4.	EXTERIOR FROM LEFT FRONT
5.	LEFT SIDE
6.	LEFT REAR
7.	REAR
8.	RIGHT REAR
9.	RIGHT SIDE
10.	RIGHT FRONT
11.	FRONT
12.	ASH TRAY - EMPTY
13.	WALL JUST TO RIGHT OF PINK WIRES OR RAT POISON
14.	ENGINE AREA AT FIREWALL
15.	BURNED WIRING HARNESSES BEHIND CASE SUPPORT
16.	FUSE BOX - IN ORDER - NONE BLOODY
17.	UNDERNEATH HOOD PANEL
18.	RIGHT FRONT INTERIOR
19.	LEFT FRONT INTERIOR
20.	UNDERNEATH STEERING COLUMN - NO DAMAGE
21.	ANOTHER SHOT OF #20
22.	
23.	
24.	
25.	
26.	
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	
36.	
37.	



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

November 22, 1999

[REDACTED]
Cortina, MI [REDACTED]

RE: File No.: 990101055

Dear Mrs. Golda Johnson:

Thank you for allowing us the opportunity to review the product allegation involving your 1999 Buick Regal.

Our investigation revealed no evidence to support your product allegation. Therefore, Buick Division is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

We have forwarded all information to ESIS. If you have any questions or concerns, you may contact ESIS at the address listed below.

ESIS Unit
Renaissance Center
Mail Code 482-C20-D71
P.O. Box 300
Detroit, MI 48265-3000

Respectfully,

James Holden

James Holden
Customer Relationship Manager
Product Allegation Resolution Team
Buick Division
General Motors Corporation

TO:
MSX

FROM:
DEANNA HOLLAND
PRODUCT ALLEGATION RESOLUTION
FILE # 99010013

I AM SUBMITTING THIS FILE TO BE IMAGED, THE CASE HAS BEEN WORKED AND
CLOSED.

THIS: BASE ACTION: C KEY: 990101055 CRS 11/09/1999 08:29 CAB0020M
NEXT: BASE ACTION: KEY: 990101055 ID: Y2610
01 TITLE : CUSTOMER INFORMATION TYPE: GO
02 FIRST : 03 MI: E 04 LAST :
05 STREET :
06 CITY : CARTRAGE 07 ST: MS 08 ZIP :
09 H PHONE: 10 B PHONE :
11 COMPANY: OR 3242

VEHICLE/DEALER INFORMATION

12 VIN : 2G4WB52K9X1413853 ENG: 3.8L V6 MFI PLANT: OSHAWA ON
13 YR/MDL : 1999 WB REGAL LS 14 DEL: 09 28 98 15 MILES: 022723
16 DEALER : TRACE, INC. 17 ZNDR: 10 52590
18 CITY : KOSCIUSKO 19 STATE: MS

CDE # DDESC CDE COMMENTS
A01 0 OPEN CAMPAIGN 20 99033
T01 0 PRODUCT ALERT 21 THERMAL EVENT
22
23
24

PF13 BASE PF14 CHGS PF15 AFTERCL PF16 CLOSE PF17 CSRECN PF18 DIRLOC
PF19 CRIS PF20 TRCAT PF21 LITLST PF22 ZONTRACT PF23 CORREL PF24 CAL

THIS: APTCL ACTION: C KEY: 990101055

CRS 11/08/1999 09:16 CABS200M

NEXT: APTCL ACTION: KEY: 990101055

ID: T2510

NAME: [REDACTED] CARTHAGE, MS

YR/MDL: 1999 WB TYPE: GO

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE	: (CASE/INQ)	PRODUCT CAMPAIGN	: 01		
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	: DM		
CASE OPEN DATE	: 11 05 99	SCRAP DATE	:		
ROUTING CODE	: CMC CSE LOC: 1241	TRANSMIT	: N (Y/N)		
CORRUS TYPE	:	TRANSMIT DATE	:		
FOLLOW UP DATE	:	CORP CASE #	:		
FILE EXTENSION	: 00	POSSIBLE SAFETY	: Y (Y/N)		
LAST ALTERED ID	: T6780	LAST ALTERED DATE	: 11 05 99		
REJECT CLOSE	: N (Y/N)	REOPEN CASE	: N (Y/N)		
PF13 NAME	PF14 QUES	PF15 APTCL	PF16 CLOSE	PF17 CRESCH	PF18 DLRLOC
PF19 CRIS	PF20 TRILST	PF21 LITLST	PF22 ZONACT	PF23 CORREL	PF24 CAL

THIS: CMTS ACTION: I KEY: 990101055

CRS 11/08/1999 09:16 CABS030M

NEXT: CMTS ACTION: I KEY: 990101055

ID: T2610

GENERAL COMMENTS

TOTAL CMTS:

5

TYPE: GO

USER: A6412 DATE: 10/21/99 TIME: 15:32

COMMENT #: 1

CUSTOMER STATES THAT ON OCT 20, 1999 SHE WAS DRIVING TO DOCTORS APPT ABOUT 20 MILES AWAY FROM CUSTOMER S HOME. SHE WAS STOPPED AT A RED LIGHT. CUSTOMER NOTICED SMOKE AND FIRE WERE COMING FROM UNDER THE HOOD. BEFORE THIS HAD HAPPENED CUSTOMER CHECKED HER DASH AND EVERYTHING LOOKED OK. THE TIME WAS AROUND 3:55 TO 4:00 IN THE AFTERNOON.

NO INJURIES, CUSTOMER AND PASSENGER HAD SEAT BELTS ON, NO OTHER VEHICLES INVOLVED, FIRE DEPARTMENT REPORT PHONE #601-289-9163, ROAD CONDITION: DRY. DRIVER: [REDACTED] 8-1-65, PASSENGER: [REDACTED] 1-29-25

INCIDENT HAPPENED AT AMERICAN HWY 12 HOSCHTUSKO MS. 39090. CUSTOMER ALSO STATES THAT SHE INHALED A LOT OF SMOKE BUT OTHER THAN THAT SHE IS OK. CRR KATHIE MCCLAIN/AUSTIN TIER2

NOTE: Y

PF13 BASE PF14 CMTS PF15 ARTCL PF16 CLOSE PF17 CRESCH PF18 DLELOC
PF19 CRIS PF20 TELIST PF21 LILIST PF22 ZONEACT PF23 CORESEL PF24 CAL

*ID004 TOP OF DATA DISPLAYED *

THIS: CMIS ACTION: I KEY: 990101055

CRS 11/08/1999 09:16 CABS030M

MENT: CMIS ACTION: I KEY: 990101055

ID: T2610

GENERAL COMMENTS

TOTAL CMIS: 5 TYPE: GO

USER: AS189 DATE: 11/04/99 TIME: 10:26

COMMENT #: 2

● CALLED HRC TO SEE IF IT WAS OK FOR THE INSURANCE COM TO MOVE THE C
AR TO THEIR FACILITY, THEY DO NOT MIND THE ENGINEER COMING THERE TO LOO
K AT THE VEHICLE, THEY NEED TO MOVE IT SO THEY CAN PAY THE CUSTOMER T
HE INSURANCE, IF THE INSURANCE COMPANY TAKES THE VEHICLE THEN WE CAN N
OT DO ANYTHING ON HAVING THE ENGINEER LOOK AT IT, DIANNA IN PAR GROUP
TOOK THE CALL AND WAS GOING TO TALK TO THE CUSTOMER, THE FILE WAS BEIN
G ASSIGNED TODAY TO ANOTHER PERSON. CRM CONFERENCED THE CALL THE DIANN
A. KAY SHOUT/AUSTIN

MENU: Y

PF13 NAME PF14 CMIS PF15 APTCL PF16 CLOSE PF17 CHSCN PF18 DLRLC
PF19 CRIS PF20 TELST PF21 LITST PF22 EXTRACT PF23 CORREL PF24 CAL

THIS: CMPS ACTION: I KEY: 990101055

CRS 11/08/1999 09:16 CABS030M

NEXT: CMPS ACTION: I KEY: 990101055

ID: T2610

GENERAL COMMENTS

TOTAL CMPS: 5 TYPE: GO

USER: T2610 DATE: 11/04/99 TIME: 10:32 COMMENT #: 3

● IT CALLED TO CHECK STATUS OF FILE, CUST STATES THAT INSURANCE WANTS TO MOVE THE VEHICLE, CUST STATES THAT SHE AND THE INSURANCE COMPANY FEELS THAT THE DEALERSHIP IS MESSING WITH THE CAR, CUST STATES THAT SHE STOPPED AT DEALER TO CHECK ON VEHICLE AND THERE WERE FINGERPRINTS ALL OVER THE VEHICLE WHERE THE FIRE EXTINGUISHER RESIDUE WAS, CRM ADVISED CUST THAT FILE SHOULD BE ASSIGNED TO A PAR REP SOON AND WOULD BE CONTACTING HER, CRM ALSO ADVISED CUST TO LEAVE VEHICLE AT DEALER. DEANNA HOLDEN/UMWA

NOTE: Y

PF13 BASH PF14 CMPS PF15 AFTERCL PF16 CLOSE PF17 CSESCN PF18 DLRLC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZOMRAC PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990101055

CRS 11/22/1999 12:48 CABS030M

TEXT: CMTS ACTION: I KEY: 990101055

ID: T2610

GENERAL COMMENTS

TOTAL CMTS:

9

TYPE: GC

USER: T2610 DATE: 11/04/99 TIME: 11:06

COMMENT #: 4

CUST CALLED AND STATES THAT INSURANCE WILL LEAVE CAR AT DEALERSHIP,
CUST STATES THAT SHE CALLED DEALERSHIP TO TELL THEM NOT TO LET HER
INSURANCE COMPANY MOVE THE VEHICLE AND DEALER TOLD HER THAT THEY
HAVE ALREADY INSPECTED THE VEHICLE AND THAT THE FIRE WAS NOT DUE TO
RECALL, CUST STATES THAT SHE WANTS HER FILE DOCUMENTED THAT THE DEALER
HAS TAMPERED WITH THE VEHICLE, CRM ADVISED CUST THAT FILE WILL BE
DOCUMENTED, DEANNA HOLDEN/TAMPA PAR

USER: T6780 DATE: 11/05/99 TIME: 14:49

COMMENT #: 5

FORWARDING FILE TO TAMPA PAR CRM, DEANNA HOLDEN EXT. 58335, FOR REVIEW
AND FOLLOWUP. AMBERLIE SUREK/TAMPA PAR.

USER: T2610 DATE: 11/05/99 TIME: 08:31

COMMENT #: 6

CRM SENDING SAN TO INSPECT VEHICLE. DEANNA HOLDEN/TAMPA PAR

NOTE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CRRSN PF18 DIRLOC
PF19 CRIS PF20 TELST PF21 LITLST PF22 EXTRACT PF23 CORRSL PF24 CAL

THIS: CMPS ACTION: I KEY: 990101055

CRS 11/22/1999 09:12 CABS030M

NEET: CMPS ACTION: I KEY: 990101055

ID: T2610

GENERAL COMMENTS

TOTAL CMPS: 9

TYPE: GO

USER: H80BJ DATE: 11/15/99 TIME: 10:38

COMMENT #: 7

11/15/99*****

CRM RECEIVED THE CORN ON LISTED DATE...CUSTOMER STATES THAT HER VEHICLE CAUGHT ON FIRE....CRM CASE SCANNED...CRM SEE THAT THE FILE HAS BEEN ASSIGNED FOR SOMEONE IN PAR.....BIANCA JOHNSON BCM

USER: T2610 DATE: 11/22/99 TIME: 09:06

COMMENT #: 8

RECEIVED INSPECTION REPORT, REPORT SHOWS THAT THERE WAS NO EVIDENCE OF WIRING SHORTAGE, HOWEVER THERE WAS RAT POISONING UNDER THE HOOD INDICATING THE PROBLEM WITH RATS THAT THE CUST HAD PREVIOUSLY STATED CRM SPOKE WITH CUST TO STATE OUR POSITION, CRM ADVISED CUST TO CONTACT HER INSURANCE COMPANY. DEANNA HOLLER/TAMPA/PAR

MORE: Y

PF13 BASE PF14 CMPS PF15 AFTRCL PF16 CLOSE PF17 CSBSCN PF18 DIRLOC
PF19 CRIS PF20 TRILST PF21 LITLST PF22 ZOMACT PF23 COERSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990101055

CRS 11/22/1999 09:12 CABS030M

NEXT: CMTS ACTION: I KEY: 990101055

ID: T2610

GENERAL COMMENTS

TOTAL CMTS: 9

TYPE: GO

USER: T2610 DATE: 11/22/99 TIME: 09:11

COMMENT #: 9

.....CASE SUMMARY.....

1. 1999 BUICK REGAL
 2. 22798 MILES
 3. VIN 2G4WB52K9X1413853
 4. PRODUCT ALLEGATION - THERMAL EVENT
 5. FINAL RESOLUTION - INSPECTION REPORT SHOWS NO WIRING SHORTAGES
 6. FORWARDING FILE TO ESIS
 7. SENDING LETTER TO CUSTOMER
 8. CLOSING FILE
- DEANNA HOLDEN/TAMPA/PAR

MORE: 2

PF13 BACK PF14 CMTS PF15 APTRCL PF16 CLOSE PF17 CHESCH PF18 DIRLOC
PF19 CRIS PF20 TELST PF21 LITST PF22 ZONRACT PF23 CORREL PF24 CAL

*10005 BOTTOM OF DATA DISPLAYED *

THIS: CLOSE ACTION: I KEY: 990101055

CRS 11/22/1999 09:21 CABS040M

NEWS: CLOSE ACTION: KEY: 990101055

ID: T2610

NAME: [REDACTED] CARTRIDGE, MS

YR/MDL: 1999 WB TYPE: GC

CASE CLOSING INFORMATION

RETENTION : 00

POSSIBLE SAFETY : Y (Y/N)

DLR CONTACT DATE : 10 21 99

DLR CONCLUSION DATE: 11 22 99

CLOSING DATE : 11 22 99

RESPONSIBLE DEALER :

CUST SATISFIED : Y (Y/N)

CLOSE CASE : Y (Y/N)

CO REVIEW CLOSE :

CO REVIEWED : (Y/N) DATE:

REGION REV CLOSE :

REGION REVIEWED : (Y/N) DATE:

CDE # DESC

CDE COMMENTS

A01 0 OPEN CAMPAIGN

99033

ADVISED CUSTOMER

TR1 0 PRODUCT ALLIANCE INTERNAL EVENT

FOR FILE

NOTE: N

PF13 BASH

PF14 CURE

PF15 APRCL

PF16 CLOSE

PF17 CURECH

PF18 DIRLOC

PF19 CRIS

PF20 TELLST

PF21 LITLST

PF22 ZONACT

PF23 CURESEL

PF24 CAL

*90436 CASE IS CLOSED *

GENERAL MOTORS CORPORATION

DIVISION: Buick

ZONE:

DATE: 01/14/00

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: 12-9-99

CAC File No.: 990115060

NOV. 11 00

SUBMITTING CO.

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
701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,


Timoci Jacobs
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:

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Division: BUICK	Ref#: 090115060	Document ID	Date Saved: 01/06/06
VIN: 1G4CU8213Y4644477	Claimant's Name (LAST, First)		

Inspected By: R. Wade Greenleaf
Phone: (282) 644-8928 x

Organization: EA Associates
Inspection Date: 12/31/99

Mileage at inspection: 13500 Est.

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: This vehicle has suffered an intense engine compartment fire located at the center rear of the engine compartment. The fire also propagated into the interior of the vehicle causing extensive damage to the dash and instrument panel and smoke/water damage throughout the interior. The hottest area of burning appears to be located above the location of the O2 sensor in the exhaust pipe. No determination could be made as to source or method of ignition.

II INTERVIEW - VEHICLE HISTORY

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

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): N/A

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.) None

Repaired by:

4. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine miss, etc.) :

5. Repairs outside of warranty (what, when, by whom?): None

6. Other vehicle history information (from person being interviewed or GM Warranty History): Real Radio and a recall. All work completed by the selling dealer

7. Last maintenance (date, description, by whom?): Selling dealer did all maintenance

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? 10-12 min Was the ignition off ☒ or was the engine running ☐? Describe drive prior to parking: drive length ____ h 1 1/2 min, distance 2 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). City traffic

If vehicle is a truck, or a car trailing 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 35°F, General conditions (dry, rain, wind, etc.): Dry

III B AT THE FIRST INDICATION OF A PROBLEM

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

Unusual odors? (Y/N) N Describe: _____

Smoke? (from where, color, intensity, etc.) Grey/Blk from underhood

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

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

Position of HVAC controls (off, automatic, A/O, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) ON, Blower setting Auto, Temperature setting 72

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? Never

III C DURING THE FIRE

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

Time 20 min between start of fire and other significant events. Describe: Guest saw flames and tried to put out with 2 extinguishers. Fire Dept arrived and finished putting it out.

Time (24 hr) 13:30 when fire was over or put out.

Describe initial location, color and intensity of smoke and flame. Rear center of engine compartment

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

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

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) , Open Hood? (Y/N) , Other? (Y/N) Describe: Saw flames from inside house, called F/D and went out to try to put out, did not open doors or hood.

When you left vehicle: Ignition switch position (off, on, accessory): Off Windows open? (Y/N) N, Doors open? (Y/N) N Describe:

Any other comments that have not been covered?

IV VEHICLE INSPECTION

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

Take color photographs of the following:

A. Exterior:

Front
Right side
Rear
Trunk area
Decklid outer panel
Decklid inner panel
Option label
VIN
Left side
Hood outer panel
Hood inner panel
Roof
Fuel filler "Lead Free" restricter in place? (Y/N) N/A Describe:
Location of fuel filler cap (or evidence of remains):

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
List all driver electrical controls which are in the "On" position (include Ignition):
Position of windows (if glass is missing, do further inspection):

Comments:

C. Underhood:

Engine compartment
Radiator, front & rear
Coolant recovery bottle
Engine coolant lines/hoses, connections
Heater lines/hoses, connections/clamps (include those to throttle body)
TBI/Injector rail/carburetor, all fuel lines/hoses, filter, connections
Engine block (note precise location of cracks, holes, etc.):
Engine: dipstick, oil cooler lines/connections, filter, oil pan
Transmission: dipstick, oil cooler lines/connections, oil pan
Master cylinder and brake fluid reservoir
Brake lines and hoses

ABS/TCS Modulator

Power steering lines/hoses, connections/clamps, pump

Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.):

Other:

Comments:

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:

Engine oil: Normal

Transmission fluid: Normal

Power steering fluid:

Brake fluid:

E. Underbody:

Underbody & exhaust (include hangers):

Catalytic converter (any discoloration or swelling?): No

Scrapes or impact damage on the following:

Fuel tank

Fuel filler lines

Tires/Wheels

Comments:

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:

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire:

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

Anything on vehicle which is after-market:

Anything on vehicle which is a modification:

Anything on vehicle which is unusual, or out-of-place, etc.:

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:

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 not inspected



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 14, 2000

[REDACTED]
Appleton, WI [REDACTED]

RE: File No: 990115060

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 1997 Buick Park Avenue.

Our investigation revealed no evidence to support your product allegation. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

If you have any questions or concerns, you may contact BSIS at the address listed below.

BSIS Unit
Renaissance Center
Mail Code 482 C20 D71
P.O. Box 300
Detroit, MI 48265-30

Respectfully,

Timiki Jacobs
Customer Relationship Manager
Product Allegation Resolution Team
Chevrolet Division
General Motors Corporation

THIS: BASE ACTION: C KEY: 990115060

CRS 12/17/1999 16:16 CABS020M

NEXT: BASE ACTION: I KEY: 990115060

ID: T0934

01 TITLE : CUSTOMER INFORMATION

TYPE: GO

02 FIRST : 03 MI: R 04 LAST :

05 STREET :

06 CITY : APPLETON 07 ST: WI 08 ZIP :

09 H PHONE: 10 B PHONE:

11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 1G4CU5213V4644477 ENG: 3.8L V6 MFI PLANT: ORION MI

13 YR/MDL : 1997 CU PARK AVENUE ULTRA 14 DEL:

15 MILES: 13,500~

16 DEALER : BERGSTROM BUICK-PONTIAC, INC.

17 ZNDLR: 09 43701

18 CITY : APPLETON

19 STATE: WI

CDE # DESC

CDE COMMENTS

A06 1 FIRE

20 UNDER HOOD OF VEH

21

22

23

24

--->

PF13 BASE PF14 CMTS PF15 AFTCL PF16 CLOSE PF17 CSESON PF18 DLRLC

PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990115060
NEXT: CMTS ACTION: I KEY: 990115060

CRS 12/17/1999 16:16 CABS030M

ID: T0934

GENERAL COMMENTS

TOTAL CMTS: 5 TYPE: GO

COMMENT #: 1

USER: A6869 DATE: 12/15/99 TIME: 14:33

WARREN C CONOVER

*1997 PARK AVENUE ULTRA

*1G4CU5213V4644477

*13,000 - 14,000

*BERGSTROM IN APPLETON

*THURSDAY, DECEMBER 9TH

*13:30 - 2:30 P

*5 WAGON WHEEL DRIVE, THE DRIVENAY

*SALVAGE YARD OR BERGSTROM'S DLR STILL

*NONE

*NONE

*NO ONE WAS DRIVING AT TIME OF INCIDENT/JOHN MACHIA PARKED THE VEH.

*DOB-02/04/1933

MORE: Y

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSBSCN PF18 DIRLOC

PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

*I0004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990115060

CRS 12/17/1999 16:16 CAB8030M

NEXT: CMTS ACTION: I KEY: 990115060

ID: T0934

GENERAL COMMENTS

TOTAL CMTS: 5 TYPE: GO

USER: A6869 DATE: 12/15/99 TIME: 14:38

COMMENT #: 2

NO KNOWN DISSABILITIES

ASPHALT

* DRY

* NONE

BODILY INJURIES - NONE

* NO OTHER VEH INVOLVED

* YES - THE MOLDING ON THE SIDE OF HOUSE GOT HOT FROM INCIDENT AND VIN
AL SIDING POPPED OUT.

* NO IDEA

* YES

* TRAVELLERS INSURANCE

JULIE MEYER

1 800 842 6172 EXT 8952

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: 990115060

CRS 12/17/1999 16:16 CABS030M

NEXT: CMTS ACTION: I KEY: 990115060

ID: T0934

GENERAL COMMENTS

TOTAL CMTS: 5 TYPE: GO

USER: A6869 DATE: 12/15/99 TIME: 14:47

COMMENT #: 3

CUST STATES VEH WAS PARKED IN DRIVEWAY.

CUST STATES WHEN RETURNED TO VEH, 4 - 5 FOOT FLAMES WERE SEEN
COMING FROM THE HOOD OF THE VEH AND THERE WAS SMOKE IN THE VEH AND ARC
UND IT. 911 WAS CONTACTED THEN THE CUST STATES ATTEMPT WAS MADE TO PUT
OUT FIRE HIMSELF WITH 2 FIRE EXTINGUISHERS. THE POLICE CAME AND USED
UP THEIR FIRE EXTINGUISHER (CHEMICAL EXTINGUISHER AS WELL), THEN THE
FIRE DPT CAME OUT AND CUST STATES IT TOOK THEM ABOUT 1+ 1/2 HR TO PUT
THE FIRE OUT AND END THE SMOKING.

MORE: Y

PF13 BASE	PF14 CMTS	PF15 ATTRCL	PF16 CLOSE	PF17 CSESCN	PF18 DLRLOC
PF19 CRIS	PF20 TELLST	PF21 LITLST	PF22 ZONEACT	PF23 CORREL	PF24 CAL

THIS> CMTS ACTION: I KEY: 990115060 CRS 12/17/1999 16:16 CABS030M
NEXT: CMTS ACTION: I KEY: 990115060 ID: T0934

GENERAL COMMENTS

TOTAL CMTS: 5 TYPE: GO

USER: A6869 DATE: 12/15/99 TIME: 14:51 COMMENT #: 4

CUST SEEKS REIMBURSEMENT OF VEH AT PURCHASE PRICE AT \$34,955.00.

CUST SEEKS NEW REPLACEMENT.

CUST STATES FIRE WAS NOT STARTED BY CUST, AND THAT IT MUST HAVE BEEN A
FACTORY DEFECT.

CUST STATES OWNER OF VEH, HIS FATHER IN LAW, ALSO SEEKS THE SAME.

CUST SEEKS COVERAGE OF RENTAL AND TOWING IF CHARGED.

CUST IS AWARE THAT THE VEH IS STILL UNDER FACTORY WARRANTY.

USER: T6780 DATE: 12/16/99 TIME: 14:16 COMMENT #: 5

FORWARDING FILE TO TAMPA PAR CRM, TIMIKI JACOBS EXT. 58342, FOR
REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

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 *

THIS: AFTRCL ACTION: C KEY: 990115060

CRS 12/17/1999 16:16 CABS200M

NEXT: AFTRCL ACTION: I KEY: 990115060

ID: T0934

NAME: [REDACTED] APPLETON, WI

YR/MDL: 1997 CU 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	: TJ
CASE OPEN DATE	: 12 15 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	: T6780	LAST ALTERED DATE	: 12 16 99
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 ZONEACT
			PF23 CORSEL
			PF24 CAL

THIS: DLRPRO ACTION: I KEY: 43701
NEXT: BASE ACTION: I KEY: 990115060
NAME: [REDACTED] APPLETON, WI

CRS 12/17/1999 16:17 CABS080M
ID: T0934
YR/MDL: 1997 CU TYPE: GO

DEALER PROFILE INFORMATION

DEALER NAME: BERGSTROM BUICK-PONTIAC, INC.
STREET : 2445 W COLLEGE AVE
CITY : APPLETON
DLR LOCATE :

ZONE: 09
REGION: 51
ST: WI ZIP: 54914 4603

DEALERSHIP PHONE: 920 993 3000 SERVICE MANAGER: JAY WALLANDER
SERVICE DEPT PHONE:
PARTS DEPT PHONE:
BODY SHOP PHONE: RENTAL DEPT: N (Y/N) PHONE:
FAX PHONE: 920 993 3013

DEALER STATUS : ACTI SERVICE DIST: 02 DCS: Y (Y/N) SPC ACT: N (Y/N)
NEW DEALER: DLR CDE:

COMMENTS :

PF13 BASE PF14 QMIS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 LMENU PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990115060,6
NEXT: CMTS ACTION: I KEY: 990115060,6
GENERAL COMMENTS

CRS 01/13/2000 14:52 CABS030M

ID: T0934

TOTAL CMTS: 6 TYPE: GC

COMMENT #: 6

USER: T0934 DATE: 01/13/00 TIME: 14:52

CRM RECEIVED FILE

CRM CONTACT CUST

CRM FAXED TO EAA

CRM RECEIVED INSPECTION REPORT

GM IS NOT RESPONSIBLE

CRM CLOSE FILE CRM MAILED LETTER

TIMIKI JACOBS/ TAMPA PAR 58342

MORE: N

PF13 BASE PF14 CMTS PF15 AFTACL PF16 CLOSE PF17 CSESCN PF18 DELRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

*I0005 BOTTOM OF DATA DISPLAYED *

THIS: CLOSE ACTION: I KEY: 990115060

CRS 01/13/2000 14:53 CAB5040M

NEXT: CLOSE ACTION: I KEY: 990115060

ID: T0934

NAME: [REDACTED] APPLETON, WI

YR/MDL: 1997 CU TYPE: GC

CASE CLOSING INFORMATION

FILE RETENTION : 00

POSSIBLE SAFETY : Y (Y/N)

DLR CONTACT DATE : 01 13 00

DLR CONCLUSION DATE: 01 13 00

CLOSING DATE : 01 13 00

RESPONSIBLE DEALER :

CUST SATISFIED : N (Y/N)

CLOSE CASE : Y (Y/N)

CO REVIEW CLOSE :

CO REVIEWED : (Y/N) DATE:

REGION REV CLOSE :

REGION REVIEWED : (Y/N) DATE:

CDE # DESC

CDE COMMENTS

A06 1 FIRE

UNDER HOOD OF VEH

GM IS NOT RESPONSIBLE

MORE: N

PF13 BASE PF14 CHKS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC

PF19 CHLS PF20 TELST PF21 LITLST PF22 ZONEACT PF23 CORREL PF24 CAL

*E0438 CASE IS CLOSED *

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 04

(UPDATED THRU 19991214)

DIV: BUICK

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CIM
1G4CU5213V4644477	PARK AVENUE ULTR	M	1143345	19970425	0	PAID	12

PROD-DTE: 19970410 DELWAR-DATE: WARBLK-DTE:

INV-DTE : 19970410 DELWAR-ODOM: WARBLK-TYP:

INV-DLR : 1143345 SHIP-TO-DLR: 1143345

C	CYCLE									AUTH	AUTH
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	1143701	005	19991013	055916	280004	01	R4490	31.68	11891		
			TRANSMITR,REMOTE DR/RR CMPT LCK-RPL								
002	1143701	989	19990818	053745	230021	01	J6380	98.14	9576		
			SENSOR, OXYGEN (EXHAUST)-REPLACE								
			FAIL-PART:25312196 SENSOR-OX								
003	1143701	982	19990719	052485	210040	05	C2200	10.67	9140		
			ASH TRAY, INSTRUMENT PANEL-R&R/REPL								
004	1143701	982	19990719	052485	210041	04	R0750	48.02	9140		
			RADIO RECEIVER, RETURN TO AC-DELCO								

CONTINUED

PF1:HELP	PF2:OPT	PF3:CHG-DIV	PF4:MAIN MENU	PF5:DESC	PF6:PRINT
PF7:BACK	PF8:FWRD	PF9:GOTO	PF10:LOGOFF		

RECORD FOUND

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 02 OF 04

VIN : 1G4CU5213V4644477

(UPDATED THRU 19991214)

CLAIM CNT: 12

DIV: BUICK

C CYCLE AUTH AUTH

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

005 1143701 982 19990719 052485 210042 03 H0042 371.78 9140

PADS, FRONT DISC BRAKE-R&R/REPLACE

FAIL-PART:18026591 ROTOR

006 1143701 982 19990719 052485 210043 02 Z5000 50.85 9140

DEALER TRADE PRICE DIFF REIMBURSE

007 1143701 982 19990719 052485 210044 01 H2505 386.14 9140 0090 E

MODULE, FOUR WHL ANTI LOCK-REPLACE

FAIL-PART:16265344 MODULE

008 1143701 887 19980902 042101 248009 01 V0036 316.22 8040

CAMPAIGN

FAIL-PART:16265338 MODULE

009 1143345 808 19970926 179196 282002 01 N0110 130.50 6715 1055 W

BATTERY, ONE-REPLACE

FAIL-PART:01981590 NOT FOUND

CONTINUED

PF1:HELP

PF2:OPT

PF3:CHG-DIV

PF4:MAIN MENU

PF5:DESC

PF6:PRINT

PF7:BACK

PF8:FWRD

PF9:GOTO

PF10:LOGOFF

NEXT: *

(UPDATED THRU 19991214)

CLAIM CNT: 12

ADTH ADTH

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

010	1143345	741	19970923	178935	281030	01	N6270	19.50	6627
-----	---------	-----	----------	--------	--------	----	-------	-------	------

WIRE/CONN, ENGINE-REPAIR

011	1143345	721	19970513	167423	136003	01	Z6999	1.82	.12
-----	---------	-----	----------	--------	--------	----	-------	------	-----

FLUID FILL - PDI

012	I	1143345	716	19970410	844477	644477	01	Z7000	104.00	0
-----	---	---------	-----	----------	--------	--------	----	-------	--------	---

PASSENGER CAR AND TRUCK NVI

NO MORE CLAIMS FOR THIS VIN

PDF6: PRINT

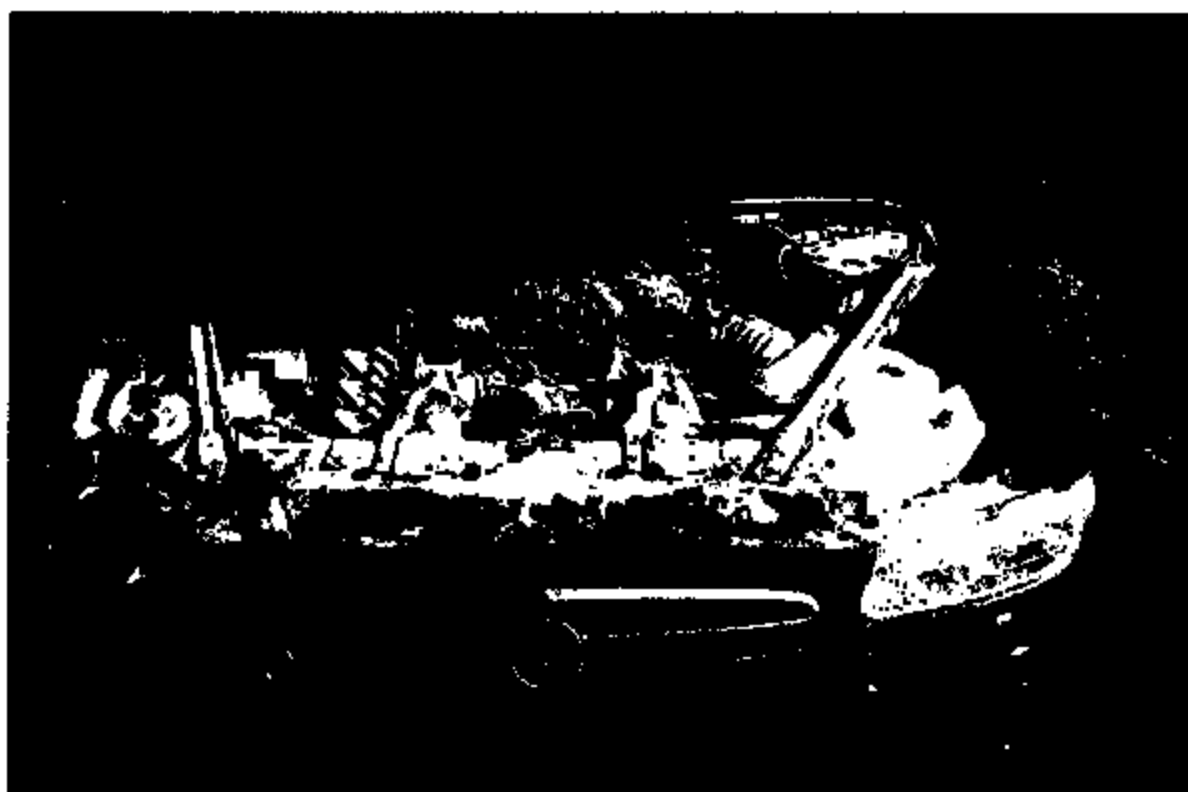
PF10:LOGOFF







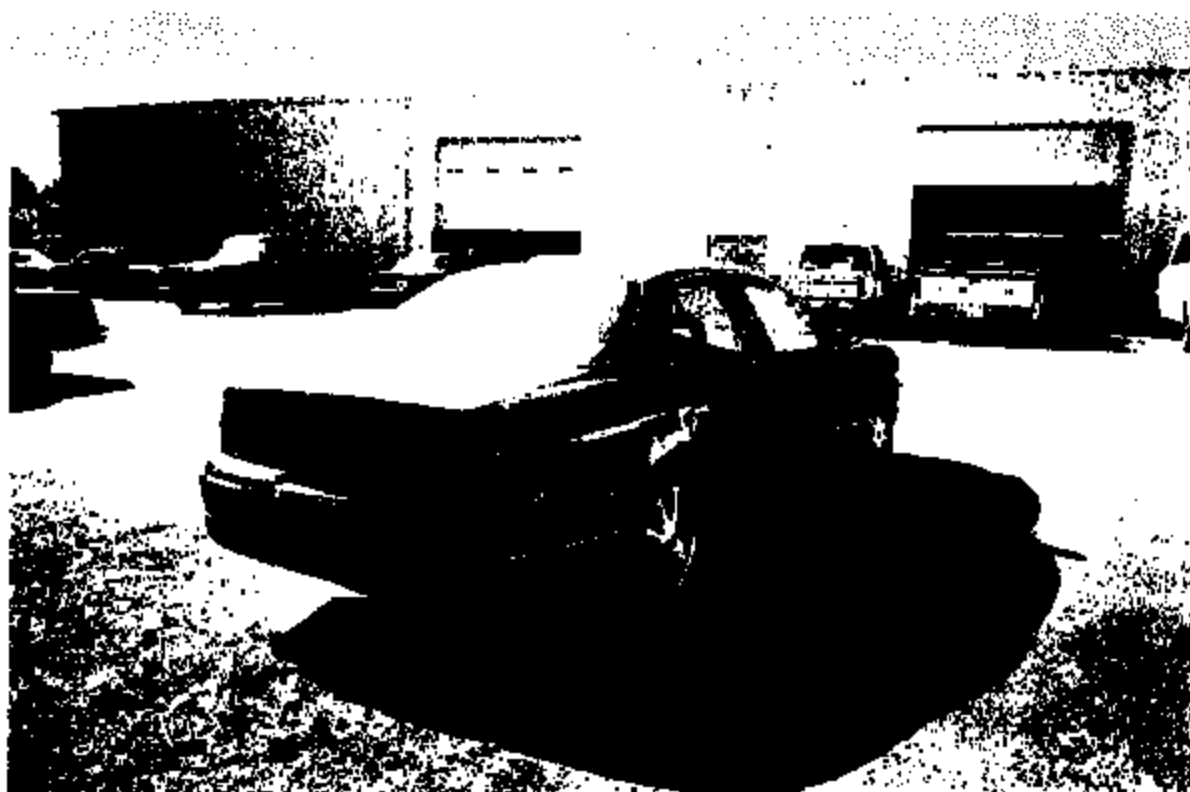


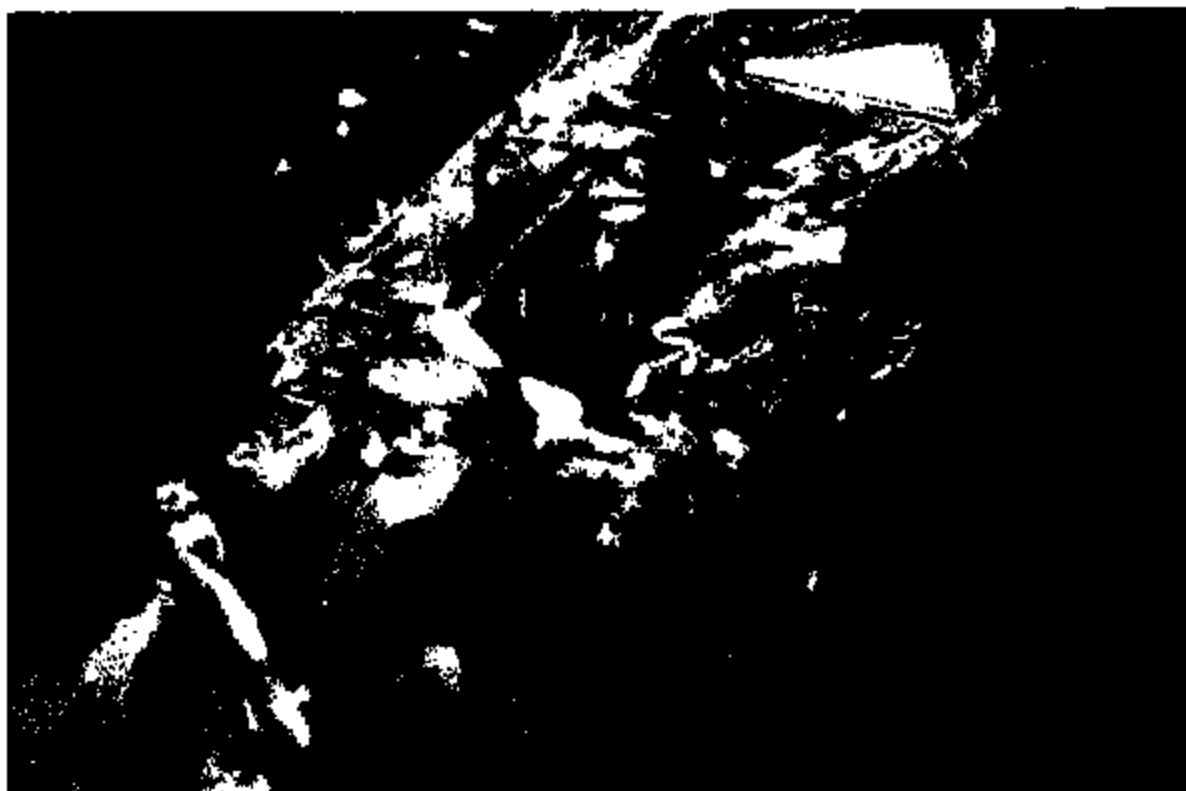














GENERAL MOTORS CORPORATION

316004

DIVISION: BUICK

ZONE: 482

DATE: 04/04/00

ESR/GM Central Claims
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

RE: Claimant: [REDACTED]

Date of Incident: 12/22/99

CAC File No.: 990120226

Gentlemen:

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

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

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
1 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Respectfully,

Anthony Capeland

Anthony Capeland
General Motors Corporation
Customer Relationship Manager
Product Allegation Resolution Team

Enclosures:

- ☒ CAC Case Comments
- ☐ EAA Reps Notes
- ☐ Pictures
- ☐ Estimates
- ☐ Police Report
- ☐ RO's
- ☐ Dam Tape
- ☒ Other: Subrogation Claim



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 10, 2000

Liberal, KS.

RE: File No.: 990120226

Vehicle Identification Number: 1G4CW32K9W4640096

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the allegation involving your 1998 Buick Park Avenue. Our attempts to reach you by phone were unsuccessful.

Therefore we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days. You can reach our Customer Relationship Center at 1-800-231-1841 for further review.

Respectfully,

Customer Relationship Manager
Product Allegation Resolution Team
Buick Division
General Motors Corporation

THIS: BASE ACTION: C KEY: 990120226

CRS 04/04/2000 09:24 CABS020M

NEXT: BASE ACTION: KEY: 990120226

ID: T2589

01 TITLE : CUSTOMER INFORMATION

TYPE: 10

02 FIRST : 03 MI: 04 LAST :

05 STREET : 06 CITY : LIBERAL 07 ST: KS 08 ZIP :

09 H PHONE: 10 B PHONE:

11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 1G4CW52K9W4640096 ENG: 3.8L V6 MFI PLANT: ORION MI

13 YR/MDL : 1998 CW PARK AVENUE 14 DEL: 15 MILES: 034000

16 DEALER : STU EMMERT CHEVROLET, BUICK, C 17 ZNDLR: 37 55528

18 CITY : LIBERAL 19 STATE: KS

CDE # DESC CDE COMMENTS

A06 0 FIRE 20 FIRE IN ENGINE COMPARTMENT; POSSIBLE PAR

L07 0 FUEL LINES CHAS 21 FUEL LINE CLIP ALLEGEDLY DEFECTIVE

T01 0 PRODUCT ALLEGAT 22 THERMAL EVENT

23

24

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLC

PF19 CRIS PF20 TELLST PF21 LITLST PF22 RONEACT PF23 COORSEL PF24 CAL

*I0087 THIS IS A 1241 CASE - REFER TO 1241 PROCEDURE. *

THIS: AFTRCL ACTION: C KEY: 990120226

CRS 01/14/2000 17:05 CABS200M

NEXT: AFTRCL ACTION: KEY: 990120226

ID: T2589

NAME: [REDACTED] LIBERAL, KS

YR/MDL: 1998 CW 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	: AC
CASE OPEN DATE	: 12 29 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	: T6780	LAST ALTERED DATE	: 01 14 00
REJECT CLOSE	: N (Y/N)	REOPEN CASE	: N (Y/N)
PF13 BASE	PF14 CMTS	PF15 AFTRCL	PF16 CLOSE
PF19 CRIS	PF20 TELIST	PF21 LITLST	PF22 ZONEACT
		PF23 CORRSEL	PF24 CAL
		PF17 CSESCN	PF18 DLRLOC

THIS: CMTS ACTION: I KEY: 990120226

CRS 01/14/2000 17:05 CABS030M

NEXT: CMTS ACTION: I KEY: 990120226

ID: T2589

GENERAL COMMENTS

TOTAL CMTS: 9 TYPE: GO

USER: A6826 DATE: 12/29/99 TIME: 15:08

COMMENT #: 1

CUSTOMER'S INSURANCE REP, DINA REED OF STATE FARM INS, CALLED TO LET US KNOW THAT THE CAR WAS TOTALLED BY A FIRE IN THE ENGINE COMPARTMENT. SHE WILL BE SENDING IN A DETAILED REPORT. PROBABLE PAR.

VEH IN THE NAME OF B.J. ASSOCIATES AND THAT WILL BE INDICATED ON THE PAPERWORK RATHER THAN THE CUST'S NAME.

CRM GAVE HER THE ADDRESS FOR BUICK AND TOLD HER THAT THE INFORMATION WOULD BE DOCUMENTED. ALSO GAVE HER THE FILE #.

CHARLOTTE SJOLSETH/AUSTIN TX

USER: A6557 DATE: 01/13/00 TIME: 14:56

COMMENT #: 2

CRM RECIEVED CORR FROM CUSTOMER CARE OF B J ASSOCIATES. DOC#000131667

CUSTOMERS VEHICLE CAUGHT ON FIRE AND THE INSURANCE ADJUSTER TOTA

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

*I0004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990120226

CRS 01/14/2000 17:05 CABS030M

NEXT: CMTS ACTION: I KEY: 990120226

ID: T2589

GENERAL COMMENTS

TOTAL CMTS: 9 TYPE: GO

USER: A6557 DATE: 01/13/00 TIME: 15:00

COMMENT #: 3

CONTINUED.....

THE CUSTOMERS VEHICLE WAS INVOLVED IN A FIRE.

1 THIS IS A POSSIBLE PAR CASE.

USER: A6557 DATE: 01/13/00 TIME: 15:06

COMMENT #: 4

CRM MADE ONE ATTEMPT TO CONTACT CUSTOMER AND ONE ATTEMPT TO CONTACT
INSURANCE CO ON 01/13/00 AT 2:00PM. NO ANSWER. CRM LEFT MSG ON ANSWERI
NG MACHINE OF [REDACTED] CRM WILL CALL BACK LAT

USER: A6557 DATE: 01/13/00 TIME: 15:10

COMMENT #: 5

CONTINUED.....

CRM WILL CONTACT [REDACTED] LATER ON TODAY TO FINISH PAR DOCUMENTATION.
CRM TIM CHRISTIAN/CORR/AUSTIN, TX.

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSDESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990120226
NEXT: CMTS ACTION: I KEY: 990120226

CRS 01/14/2000 17:06 CABS030M

ID: T2589

GENERAL COMMENTS

TOTAL CMTS: 9 TYPE: GO

COMMENT #: 6

USER: P5820 DATE: 01/13/00 TIME: 16:33

OWNERS NAME: CORRECT ON BASE

VEH YR&MOD: CORRECT ON BASE

VIN: CORRECT ON BASE

CURRENT MILAGE: CORRECT ON BASE

CLAIMANT NAME: OWNER OF VEH

ADDRESS: BUSINESS ON BASE HOME: 515 N PURDUE

LIBERAL, KS 67901

PHONE #: ON BASE

DATE OF INCIDENT: 12/22/99

TIME OF INCIDENT: 11:00 AM

LOCATION OF INCIDENT: IN GARAGE AT OWNERS HOME ADDRESS

AFTER MKRT ITEMS: NONE

REPAIRS OUT OF WRNTY: NONE

DRIVING AT TIME: NO ONE

BODILY INJURY: NONE CONTINUED.....

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSSECN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990120226

CRS 01/14/2000 17:06 CABS030M

NEXT: CMTS ACTION: I KEY: 990120226

ID: T2589

GENERAL COMMENTS

TOTAL CMTS: 9 TYPE: GO

USER: P5820 DATE: 01/13/00 TIME: 16:40

COMMENT #: 7

.....CONTINUED

PROPERTY DAMAGE: YES; EXTENSIVE DAMAGE TO GARAGE AND OTHER PERSONAL BE
BELONGINGS, 1 COUPLE LEFT HOUSE & STAYED IN A MO
TEL UNTIL SMOKE WAS LIFTED FROM HOUSE

ALLEGED DEFECTIVE COMPONENT: FUEL LINE CLIP (PLASTIC)

POLICE REPORT: NO, BUT THERE IS A FIRE REPORT (SENDING IN TO PO BOX)

INSURANCE COMPANY: STATE FARM

PO BOX 1748

GARDEN CITY, KS 67846

CLAIMANTS DESCRIPTION: BEVERLY WENT OUT TO TRY TO START VEH. VEH WOUL
D NOT START & THEN FIRE STARTED IN ENGINE COMP
ARTMENT.

CRYSTAL VARNER CARS/PORTLAND

MORE: Y

PF13 BASE PF14 CMTS PF15 ASTRCL PF16 CLOSE PF17 CRESCH PF18 DLRLOC

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

THIS: CMTS ACTION: I KEY: 990120226
NEXT: CMTS ACTION: I KEY: 990120226

CRS 04/04/2000 09:24 CAB9030M

ID: T2589

GENERAL COMMENTS

TOTAL CMTS: 13 TYPE: 10

USER: P5920 DATE: 01/13/00 TIME: 16:54

COMMENT #: 8

PUT ALL PAR DOCUMENTATION IN FILE. PLACED T01 IN OCC CODE, ENTERED
CME 1241 ON AFTCL SCREEN, AND THEN SENT FILE TO BRC THROUGH MEMOPAD.
CRYSTAL VARNER CAC/PORTLAND

USER: T6780 DATE: 01/14/00 TIME: 14:53

COMMENT #: 9

FORWARDING FILE TO TAMPA PAR CRM, ANTHONY COPELAND EKT. 58307, FOR
REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR

USER: T2589 DATE: 01/17/00 TIME: 12:27

COMMENT #: 10

PAR CRM TRIED CONTACTING CUSTOMER AT NUMBER LISTED ON BASE SCREEN. THE
RE WAS NO ANSWER AND NO AVAILABLE V/M SYSTEM. ANTHONY COPELAND/PAR TE
AM/TAMPA

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTCL PF16 CLOSE PF17 CSESCN PF18 DIRLOC
PF19 CRIS PF20 TELLS PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990120226
NEXT: CMTS ACTION: I KEY: 990120226

CRS 04/04/2000 09:25 CABS030M

ID: T2589

GENERAL COMMENTS

TOTAL CMTS: 13 TYPE: 10

USER: T2589 DATE: 02/29/00 TIME: 19:30

COMMENT #: 11

CRM TRIED CONTACTING CUSTOMER AGAIN ON 01/25/00 AND 02/01/00 STILL
NO VOICE MAIL SYSTEM AVAILABLE. FILE IS ACTUALLY A SUBORGATION CLAIM.
CRM WANTED TO OBTAIN VEHICLE POSSESSION INFORMATION FROM CUSTOMER BUT
HAS NOT HAD CONTACT FROM CUSTOMER. A LETTER OF UNSUCCESSFUL CONTACT AT
TEMPT WAS MAILED TO CUSTOMER BUT NO REPLY WAS RECEIVED. PAR CRM WILL C
LOSE FILE AND FORWARD TO ESIS, CENTRAL FILES, AND MSK. ANTHONY COPELAND
/TAMPA PAR/X58307

USER: T2589 DATE: 04/04/00 TIME: 08:52

COMMENT #: 12

PAR CRM RECEIVED SUBORGATION CLAIM FROM INSURANCE COMPANY. PAR CRM WIL
L CLOSE FILE AND FORWARD TO ESIS.

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CHESCN PF18 DIRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990120226 CRS 04/04/2000 09:25 CABS030M
NEXT: CMTS ACTION: I KEY: 990120226 ID: T2589
GENERAL COMMENTS TOTAL CMTS: 13 TYPE: 10
USER: T2589 DATE: 04/04/00 TIME: 08:55 COMMENT #: 13

((((((((((((((((((((((((((BUSINESS SUMMARY))))))))))))))))))
1. PAR CRM ASSIGNED FILE FOR FOLLOWUP AND REVIEW.
2. PAR CRM CONTACTED CUSTOMER.
3. PAR CRM FORWARDED CUSTOMER AN UNSUCCESSFUL CONTACT ATTEMPT LETTER.
4. PAR CRM RECEIVED SUBORGATION CLAIM FROM STATE FARM INSURANCE COMPAN
Y.
5. PAR CRM CLOSING FILE AND FORWARDING TO ESIS,CENTRAL FILES,MSX.

NOTE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DIRLOC
PF19 CRIS PF20 TELLS PF21 LITLST PF22 ZONEACT PF23 CORREL PF24 CAL
*10005 BOTTOM OF DATA DISPLAYED *

THIS: CLOSE ACTION: C KEY: 990120226

CRS 04/04/2000 09:25 CAB8040M

NEXT: CLOSE ACTION: I KEY: 990120226

ID: T2589

NAME: [REDACTED] LIBERAL, KS

YR/MDL: 1998 CW TYPE: 10

CASE CLOSING INFORMATION

RETENTION : 00

POSSIBLE SAFETY : Y (Y/N)

DLR CONTACT DATE : 12 29 99

DLR CONCLUSION DATE: 12 29 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

A06 0 FIRE

FIRE IN ENGINE COMPARTMENT; POSSIBLE PAR

L07 0 FUEL LINES CHAS FUEL LINE CLIP ALLEGEDLY DEFECTIVE

T01 0 PRODUCT ALIGNMENT THERMAL EVENT

MORE: N

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

PF19 CRIS PF20 TELLS PF21 LITLST PF22 ZONEACT PF23 CORREL PF24 CAL

*E0437 CASE IS OPEN - MORE INFORMATION REQUIRED TO CONTINUE THE CLOSE PROCESS *

THIS: 12411 ACTION: C KEY: 990120226
NEXT: 12412 ACTION: I KEY: 990120226

CRS 04/04/2000 09:25 CALG110M
ID: T2569

GM1241 PAGE 1

INCIDENT DATE: 12 / 22 / 99 TIME: 11 : 00 (24 HR CLOCK)

DRIVER TITLE :
FIRST : MI : LAST :
STREET :
CITY : LIBERAL ST: KS 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:
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

THIS: 12412 ACTION: C KEY: 990120226
NEXT: 12413 ACTION: I KEY: 990120226
NAME: [REDACTED] LIBERAL, KS

CRS 04/04/2000 09:25 CALG120M
ID: T2589
YR/MDL: 1998 CW TYPE: 10

GMI241 PAGE 2

PERSONAL 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: STATE FARM INSURANCE COMPANY

VIN : 1G4CW52K9W4640096

DEL DTE:

YR/MDL: 1998 CW

MILEAGE: 34000

PRINCIPLE USE OF VEHICLE : PERSONAL

DRIVER DESCRIPTION OF INCIDENT & CAUSE: VEHICLE SITTING IN GARAGE AT OWNERS HOME ADDRESS. BEVERLY WENT OUT TO START VEHICLE. VEHICLE WOULD NOT START AND THE ENGINE FIRE STARTED IN ENGINE COMPARTMENT.

NATURE OF WEATHER:

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

THIS: 12413 ACTION: C KEY: 990120226
NEXT: 12414 ACTION: I KEY: 990120226
NAME: LIBERAL, KS

CRS 04/04/2000 09:25 CALG130M
ID: T2589
YR/MDL: 1998 CW TYPE: 10

GM1241 PAGE 3

COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: FUEL LINE CLIP(PLASTIC)

WHO MADE ALLEGATION OF DEFECT: STATE FARM INSURANCE COMPANY

WAS VEHICLE TOWED : N (Y/N)

TOWING CO NAME :

TOWING CO ADDRESS:

TOW DRIVER NAME :

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

IF "N" GIVE SOURCE OF DRIVER DESC: INSURANCE COMPANY

VEHICLE SPEED EST : 1

SOURCE OF EST : INSURANCE COMPANY

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

THIS: 12414 ACTION: C KEY: 990120226

CRS 04/04/2000 09:25 CALG140M

NEXT: 12415 ACTION: I KEY: 990120226

ID: T2589

NAME: [REDACTED] LIBERAL, KS

YR/MDL: 1998 CW TYPE: 10

GM1241 PAGE 4

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

IF NOT ATTACHED, GIVE STATION/OFFICER MAKING REPORT:

ANY WITNESSES : N (Y/N)

NUMBER:

INCIDENT LOCATION

LOCATION OF INCIDENT: 515 N PURDUE AVE LIBERAL, KS 67901

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 : (MPH)

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

THIS: 12415 ACTION: C KEY: 990120226
NEXT: 12416 ACTION: I KEY: 990120226
NAME: [REDACTED] LIBERAL, KS

CRS 04/04/2000 09:25 CALG150M
ID: T2589
YR/MDL: 1998 CW TYPE: 10

GM1241 PAGE 5 (VEHICLE)

: 1G4CW52K9W4640096

YR/MDL: 1998 CW

NEW/USED/DEMO: N

DEL DATE:

MILEAGE : 34000

TRANS :

AXLE:

ENGINE :

LICENSE # :

STATE:

INSPEC STICK #:

STATION # :

EXP DATE:

SPECIAL EQUIP/FEATURES:

NATURE AND EXTENT OF DAMAGES: TOTALED

EST COST OF REPAIR: 1

PRODUCT CAMP : NONE

CAMP PERFORMED: N (Y/N)

IF "Y" DESC:

TIRE SIZE AND BRAND: UNK

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

SPARE:

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

THIS: 12416 ACTION: C KEY: 990120226
NEXT: 12417 ACTION: I KEY: 990120226
NAME: [REDACTED] LIBERAL, KS

CRS 04/04/2000 09:25 CALG160M
ID: T2589
YR/MDL: 1998 CW TYPE: 10

GM1241 PAGE 6 (PHOTOS/DLR/PARTS)

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: Y (Y/N)

HOW MANY : 2

IF "N" EXPLAIN :

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

PARTS NAME :

CUSTODIAN:

LOCATION :

HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: FILE INITIATED BY INSURANCE COMPANY
4/3/00 FORWARDED SUBROGATION CLAIM AND FILE TO ESIS.

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

THIS: 12417 ACTION: A KEY: 990120226

CRS 04/04/2000 09:25 CALG170M

NEXT: 12418 ACTION: KEY: 990120226

ID: T2589

NAME: LIBERAL, KS

YR/MDL: 1998 CW TYPE: 10

GM1241 PAGE 7 (PROPERTY DAMAGE)

TYPE OF DAMAGE: (VEHICLE/PROPERTY OTHER THAN VEHICLE)

OWNER NAME FIRST : MI: LAST:

ADDRESS :

DRIVER NAME FIRST: MI: LAST:

ADDRESS :

VEHICLE

MAKE, MODEL & YEAR:

ESTIMATE OF SPEED: (MPH) BY WHOM:

EXTENT OF DAMAGE :

PROPERTY

KIND :

EXTENT OF DAMAGE :

ADDITIONAL COMMENTS:

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

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

*I0001 TYPE APPROPRIATE INFORMATION AND PRESS ENTER TO ADD *

THIS: 12418 ACTION: A KEY: 990120226

CRS 04/04/2000 09:25 CALG180M

NEXT: 12419 ACTION: KEY: 990120226

ID: T2589

NAME: [REDACTED] LIBERAL, KS

YR/MDL: 1998 CW TYPE: 10

GM1241 PAGE 8 (BODILY INJURIES)

FILE :

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 CNTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH

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

*10001 TYPE APPROPRIATE INFORMATION AND PRESS ENTER TO ADD *

THIS: 12419 ACTION: C KEY: 990120226
NEXT: 124110 ACTION: KEY: 990120226
NAME: [REDACTED] LIBERAL, KS

CRS 04/04/2000 09:25 CALG250M
ID: T2589
YR/MDL: 1998 CW TYPE: 10

GML241 PAGE 9

GENERAL COMMENTS:

TOTAL CMTS: 1

USER: T2589 DATE: 04/04/00 TIME: 09:19

COMMENT #: 1

STATE FARM INSURANCE REP. DINA REED CALLED TO INITIATE FILE. PROVIDED CUSTOMER
NAME [REDACTED] N AT [REDACTED] LIBERAL, KS. [REDACTED] FIRE REPOR
T SHOWS THAT VEHICLE WAS LOCATED WITH [REDACTED] AT [REDACTED] LIBER
AL, KS [REDACTED] CUSTOMER WAS CONTACTED AND A UNSUCCESSFUL CONTACT
ATTEMPT LETTER WAS FORWARDED TO THE CUSTOMER PRIOR TO RECEIVING THE SUBORGATIO
N CLAIM FROM THE INSURANCE COMPANY.

MORE: N

PF13 BASE PF14 CMTS PF15 AETRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL
*I0004 TOP OF DATA DISPLAYED *I0005 BOTTOM OF DATA DISPLAYED *

THIS 124110 ACTION: C KEY: 990120226
NEXT: 1241A ACTION: KEY: 990120226
NAME: [REDACTED] LIBERAL, KS

CRS 04/04/2000 09:25 CALG190M
ID: T2589
YR/MDL: 1998 CM TYPE: 10

GM1241 PAGE 10 (RECAP)

VISION NOTIFIED OF INCIDENT

HOW : PHONE CALL TO CAC

WHEN : 12/29/99

BY WHOM: DINA REED STATE FARM INSURANCE REP

EM ASSIGNED : 37

ASSIGNMENT

INVESTIGATOR FIRST NAME: ANTHONY

MI: D LAST NAME: COPELAND

ASSIGNMENT DATE : 011400

DUE DATE :

INVESTIGATION DATE : 040400

RECEIVED DATE :

INFO FROM FURTHER INVESTIGATION: INSURANCE COMPANY INITIATED FILE. FORWARDING
FILE AND SUBORGNATION TO EGIS 4/4/00.

INSURANCE CO CODE: INSMI001

DATE SENT: 040400

REGION APPRVD BY :

DATE:

CO APPROVED BY :

DATE:

PF13 BASE PF14 CMIS PF15 APTCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORREL PF24 CAL

THIS: 1241A ACTION: C KEY: 990120226
NEXT: 1241A ACTION: KEY: 990120226

CRS 04/04/2000 09:26 CALG240M
ID: T2589

GM1241-A

DIVISION: BUICK

ZONE: 37

DATE: 04 04 00

INSURANCE COMPANY'S (LOCAL OFFICE)

DESIGNATION CODE PTP 76- INSMI001

ADDRESS: P. O. BOX 02489

CITY: DETROIT

ST: MI ZIP: 48202

RE: CLAIMANT (FIRST):

MI:

LAST:

DATE OF INCIDENT : 12 22 99

REASON FOR SUBMISSION OF PRIMARY REPORT: 2 (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 : SUBORIGATION CLAIM

CONTACT NAME FIRST: ANTHONY

LAST: COPELAND

MI: D

CONTACT ADDRESS: 5701 E. HILLSBOROUGH AVE. SUITE 2300

CITY: TAMPA

ST: FL ZIP: 33610

CONTACT TITLE: PAR CRM

PF13 BASE

PF14 CMTS

PF15 ATTRCL

PF16 CLOSE

PF17 THIRD

PF18 BREACH

PF19 CONTROL

PF20 MEDARB

PF21 12411

PF22 1241X1

PF23 CORRSEL

PF24 CAL