

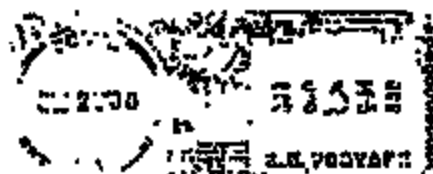
EA 02030

5/19/2003

Book 9 of 22

100000

State Farm Insurance Companies
Central Subrogation
P.O. Box 22095
Tulsa, Oklahoma 74121-2095



FIRST CLASS MAIL

03-JC-0014143 4C7H

2

State Farm Insurance Companies

March 14, 2000



State Farm Insurance Companies
Auto Claim Central Retention
P.O. Box 25066
Tulsa, Oklahoma 74121-2066
Phone: 1-888-650-1917

BUICK
ATTN CLAIM LIAISON
PO BOX 33136
DETROIT MI 48232-5136

03-30-00P04:46 RCYN

RE: Our Claim Number: 16-N096-956
Our Insured: [REDACTED]
Date of Loss: December 22, 1999
Vehicle: 1998 Buick Park Avenue
VIN: 1G4CW52K9W4640096
Your Claim Number: 990120226

Dear Sir/Madame:

The identified 1998 Buick Park Avenue is insured by State Farm Mutual Automobile Insurance Company and was involved in a fire. The vehicle experienced damage as a result of failure of the end clips on the main fuel rail line, which allowed the fuel line to come loose and then spray up over the valve cover and down onto the coil pack, therefore starting the fire. The claim was settled with our insured in the amount of \$24,243.40.

State Farm would like to give you an opportunity to inspect the vehicle. We are holding the vehicle until we have concluded our claim with your company. You may contact me at 1-888-650-1917 to make arrangements to inspect the vehicle.

Consider this as our demand for reimbursement of \$24,243.40.
Enclosed is documentation of State Farm's claim.

Sincerely,

Matthew J. Krasak
Matthew J. Krasak, Team 9
Claim Specialist
(888) 650-1917

State Farm Mutual Automobile Insurance Company

25/0313002r13

Enc.

RECORD PAYMENT

COL	AMOUNT	PAY CODE	REPORTING PARTY	COL	AMOUNT	PAY CODE	REPORTING PARTY
	14,618.36	1					

NO CODE	DATE	TAX
---------	------	-----

MARKS:

Total Loss

26 594 250 Q

OKLAHOMA - KANSAS OFFICE
TULSA, OKLAHOMACLAIM FILE COPY
NOT NEGOTIABLE

126 534 250 Q

LIFE 10-NOV-96-956 DATE OF LOSS 12-22-99

NUMBER OF (PAGES)

ISSUED DATE 12-22-99

DAY TO THE
FOLLOW

☐ *Let. of Ka*

Fourteen thousand six hundred eighteen and 36/100 DOLLARS \$ *14,618.36*

☐
☐
☐
☐
☐
☐

Liane Reed

☐

122999

RECORD PAYMENT

COL	AMOUNT	PAY CODE	REPORTING PARTY	COL	AMOUNT	PAY CODE	REPORTING PARTY
	8625 ⁰¹	2					

DATE	TIME	YEAR
------	------	------

CHARACTER: Payoff

26 534 249 Q

OKLAHOMA - KANSAS OFFICE
TULSA, OKLAHOMA

CLAIM FILE COPY
NOT NEGOTIABLE

126 594 249 Q

FILE NO: 16-N096-956 DATE OF LOSS: 12-22-99 NAME OF DEBITOR: [REDACTED] DEBIT DATE: 12-28-99

TO THE ORDER OF: [REDACTED]

[REDACTED] Liberal, KS 67961

Eight thousand ... DOLLARS \$ 8,625⁰¹

☐ PAYEE'S SIGNATURE ☐ ENDORSEMENT COPY

ENDORSEMENT COPY

ENDORSEMENT COPY

ENDORSEMENT COPY

12-29-99

INCIDENT REPORT

Liberal Fire Department
 "THIS REPORT IS INCOMPLETE"

NRFB-1

[] DELETE
 [] CHANGE

FOR SERIAL	INCIDENT NO 99-021227	EXP NO 09	MO 12	DAY 22	YR 89	DAY OF WEEK Wednesday	ALARM TIME 10:52:00	ARRIVAL TIME 10:58:00	IN SERVICE 13:17:00
TYPE OF SITUATION FOUND Structure Fire						TYPE OF ACTION TAKEN Extinguishment		MUTUAL AID [] Red [] Green	
RATED PROPERTY LOSS 1-family Dwelling-year						IGNITION FACTOR 411 Part Failure, Leak, Break		51	
CORRECT ADDRESS [REDACTED] Liberal, KS						CO. SW	TWN	ZIP CODE	CENSUS TRACT
OCCUPANT NAME [REDACTED]						TELEPHONE		ROOM/APT NO	
OWNER NAME [REDACTED]						ADDRESS [REDACTED] Liberal, KS		TELEPHONE	
METHOD OF ALARM FROM PUBLIC Telephone Direct						TYPE OF ALARM FIRE		DISTRICT 2	SHIFT A
911 USED E911						PERSONNEL RESPONDED 014		ENGINE RESPONDED 002	
						ARMED APPARATUS 000		OTHER VEHICLES 001	

NUMBER OF INJURIES FIRE SERVICE 000		OTHER 000		NUMBER OF FATALITIES FIRE SERVICE 000		OTHER 000	
--	--	-----------	--	--	--	-----------	--

COMPLEX Dwelling Dwelling		BUILDING PROPERTY TYPE Not Applicable	
AREA OF FIRE ORIGIN Garage, Central, Vehicle Elec.		EQUIPMENT INVOLVED IN IGNITION Vehicle	
FORM OF NEXT OPERATION Heat Pump, Liquid Fuel		TYPE OF INCIDENT REPORTED Structure	
METHOD OF EXTINGUISHMENT Extinguished w/ Tank Water		FORM OF INCIDENT REPORTED Fire	
		ESTIMATED LOSS \$0.00	ESTIMATED VALUE 120,000

NUMBER OF STORES One Store		CONSTRUCTION TYPE Unreinforced Brick Frame	
NUMBER OF FLOOR SPACE Dwelling w/ Garage		EQUIPMENT OF DAMAGE Structure w/ Garage	
NUMBER OF FLOOR SPACE Dwelling w/ Garage		EQUIPMENT OF DAMAGE Structure w/ Garage	
NUMBER OF FLOOR SPACE Dwelling w/ Garage		EQUIPMENT OF DAMAGE Structure w/ Garage	
NUMBER OF FLOOR SPACE Dwelling w/ Garage		EQUIPMENT OF DAMAGE Structure w/ Garage	
NUMBER OF FLOOR SPACE Dwelling w/ Garage		EQUIPMENT OF DAMAGE Structure w/ Garage	
NUMBER OF FLOOR SPACE Dwelling w/ Garage		EQUIPMENT OF DAMAGE Structure w/ Garage	
NUMBER OF FLOOR SPACE Dwelling w/ Garage		EQUIPMENT OF DAMAGE Structure w/ Garage	

FRAMES PROPERTY	YEAR	MAKE	MODEL	SERIAL NO.	LICENSE NO.
FRAMES PROPERTY	YEAR	MAKE	MODEL	SERIAL NO.	LICENSE NO.
FRAMES PROPERTY	YEAR	MAKE	MODEL	SERIAL NO.	LICENSE NO.

REPORTED BY [REDACTED] (PRINT NAME AND ADDRESS)		DATE 12/22/1989
REPORTED BY [REDACTED] (PRINT NAME AND ADDRESS)		DATE 12/22/1989

INCIDENT REPORT

Liberal Fire Department

FORM	INCIDENT NO	EXP NO	MO	DAY	YR	DAY OF WEEK	ALARM TIME
SW101	99-001327	00	12	22	99	Wednesday	4 15:42:00

NARRATIVE

On 12/22/99 I responded to [redacted] for a vehicle fire inside a structure. I was in Rescue 1 at the city shop at the time of the page. LKA truck 18 was on scene and 200 had advised all units of the involvement of the structure. I assisted with setting up the fans, then took information on vehicle and home from the home owner.

12/22/1999 13:55 200

Responded to above location for the report of a vehicle fire inside of a garage. Advised by radio on scene while in route that fire was coming from under the vehicle and that the residence was filling with smoke. Upon arrival, found a single story residential dwelling. Heavy yellow-gray smoke was coming from an open garage door on Side 1 of the structure. Some smoke was also coming from the vents in the roof of the structure. Set up unit #18 for pumping operations. Interior crew took 1 3/4" pre-connected hose in to attack the fire. Back-up line was in place. All occupants were accounted for. Fire was found to have extended into the attic area of the residence through an open access ladder. Fire was extinguished in the garage area, the vehicle, and the attic area. Ventilation was coordinated with the attack and continued until the residence was cleared of smoke. During overhaul operations, some items were removed from the attic and garage areas. Items were moved to the driveway.

Investigation began. Found fire to have started in the engine compartment of the vehicle in the garage. The Body Shop came and moved the vehicle outside to facilitate the investigation. Upon interview of first firefighter (Glean Position) on scene, found fire to have behaved in a manner consistent with a liquid fuel fire. Also, fire was found "dripping" underneath vehicle. Concluded that the fire was fuel fed from the vehicle in question.

Retrieved equipment used on the fireground. Returned to quarters. And returned units to service without further incident.

12/22/1999 16:20 207

PRE-LOSS CONDITION

INTERIOR:	(Explain if other than average condition for year, make and model vehicle)	Above Avg.	Avg.	Below Avg.
Seats:		☐	☒	☐
Carpets:		☐	☒	☐
Stylus:		☐	☒	☐
Doors:		☐	☒	☐
Headliner:		☐	☒	☐
EXTERIOR:	(Explain if other than average condition for year, make and model vehicle)			
Sheet Metal:		☐	☒	☐
Paint:		☐	☒	☐
Tires:		☐	☒	☐
MECHANICAL:	(Explain if other than average condition for year, make and model vehicle)			
Engine:		☐	☒	☐
Transmission:		☐	☒	☐

PRIOR DAMAGE: ☐ Yes ☒ No ☐ Prior Damage Reflected Written ☐ Yes ☐ No Amount \$ _____ Damage Location: F-S-R-A

OVERALL CONDITION: ☐ Above Avg. ☐ Avg. ☐ Below Avg. Deane Reid 12/28/99

Charges will be: ☐ Rebuilt ☐ Sold for parts ☐ Scraped ☐ _____

TOTAL LOSS SETTLEMENT

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

Name of Vendor: _____ Evaluation Amount \$ _____

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

Adjusted Amount \$ _____

Source & Telephone Number	Quote By	Date	Make & Model	Available Yes/No	Selling/Bid Price
1. <u>Los Angeles</u>	<u>Charles</u>	<u>10/28</u>			<u>21,725</u>
2. _____					
3. _____					

Check vehicle number(s) used to determine loss price: (1 & 2.) Explain any adjustments for differences in mileage, equipment, condition, prior damage, etc.: _____

Adjusted Amount \$ _____

Check vehicle number(s) used: _____ Book Value \$ _____

Explain any adjustments for equipment, mileage, etc. and prior damage: _____

Adjusted Amount \$ _____

Did you pay this amount? ☐ Yes ☐ No If No, explain: _____

Item	Amount	Item	Amount
Loss Price	<u>\$21,725.00</u>	SALES TAX	
Net	<u>\$1,607.25</u>	REGISTRATION	
Tax	<u>\$1,917.50</u>	Name of Purchaser	
Initial Cash Value	<u>\$23,242.50</u>	Address	
Dealer Handling Charge	<u>\$100.00</u>	State (if different from vehicle)	
License	<u>\$25.00</u>	Highway Miles	
Registration Paper	<u>\$12.36</u>	Taxing System	
Amount Paid Owner	<u>\$12,288.99</u>	Storage Expense	
Date Settled	<u>12-28-99</u>	Miscellaneous Expense	
	<u>Deane Reid</u>	Net Salvage Value	
		Date	

CLAIM PHOTO TRANSMITTAL - 4 X 6 (35mm)

CLAIM NO. 11-10-40-956Photo No. 3Photo Taken By D. ReedDate Taken 12.28.49

Time _____

Location _____

View _____



Additional Information



Additional Information

Photo No. 4Photo Taken By D. ReedDate Taken 12.28.49

Time _____

Location _____

View _____



Universal Lubricants, Inc.

OIL ANALYSIS REPORT FROM THE NUMBERS IN LUBRICANT ANALYSIS

UNIVERSAL LUBRICANTS, INC.

3730 W. 10th St. - Tulsa, Oklahoma 74107

ENGINE OIL

LUBERAL

ENGINE OIL ONLY
201ST S. CARTER ROAD
PECULIAR MO 64076

1978 BUICK

ENGINE

60000

984

011520

Unleaded

TEST RESULTS				TEST RESULTS				TEST RESULTS							
DATE	TIME	LAB	TEST	DATE	TIME	LAB	TEST	DATE	TIME	LAB	TEST	DATE	TIME	LAB	TEST
12/29/77	01/03	144	25000	01	00	2.0	0	0A	3A	10A	0A	0A	0A	0A	0A

RECEIVED
JAN 12 1978

ALL TESTS APPEAR NORMAL FOR THIS OIL INTERVAL

STATE NORMAL
D - MODERATE
C - HIGH
X - EXCESSIVE

DAVID F. FUNK

CUSTOMER COPY

See Reverse Side For Explanation

Ken Carter & Associates

TECHNICAL ADVISING and CONSULTING

TECHNICAL ADVISING and CONSULTING - AUTOMOTIVE TRANSPORTATION CONSTRUCTION AIRCRAFT and AGRICULTURAL EQUIPMENT
22107 S. CARTER ROAD, FLUXUS, MISSOURI 64676
(314) 779-1241 or (314) 779-4244

CLAIM NO: 16-N036-936
INSURED: [REDACTED]
ATTN: [REDACTED]
DATE: 1-4-99

INVESTIGATIVE REPORT

On 12-28-99, I drove to Liberal, KS to inspect a 1998 Buick Park Avenue, VIN #540096 (last 6 digits), MFD 3/98 with mileage less than 36,000 miles (next service sticker from Stu Remberts Auto Center 202 N. Grant, Liberal, KS., G.M. Goodwrench Service date 1-00, mileage next service 36,345 miles was located in the top left and corner of the windshield. The unit was equipped with a V-6 engine and automatic transmission. The inspection was to determine the origin and cause of an engine compartment fire, and to determine the existence of any signs of forced entry and any prior damage. The inspection was conducted at the Body Shop, 729 E. Pausan, Liberal, KS. The report is as follows:

The unit was inside the shop at the time of my inspection. All of the glass was in place with no signs of forced entry. The steering column was not damaged. The ignition key worked good and the column would lock. With a close inspection, I found no prior damage. The car was very clean other than the fire damage.

For the engine and transmission, I found that the fire had been contained to the engine compartment and extinguished by the fire department. The engine was full of clean oil. I removed the oil filter, CHRYSLER-47, and took an oil sample to be tested. I also took the oil filter to be tested to TFS in Liberty, Mo. on 2/29/99. Both test results are enclosed with this report.

The automatic transmission was also full and clean on fluid. From the transmission I could tell the fire was a fuel fire, however I checked out the electrical system to include the battery and cables, alternator, and fuel wires, starter, air conditioner compressor, main power bus, and the wire looms but found no shorted wires.

In checking the fuel system, the main fuel line which runs to the left front side of the fuel rail, was cracked but still in place. The fuel regulator was okay and the pressure check valve was still capped. All three injectors were okay. On the right back side I found that the fuel rail had come loose from the fuel rail and the plastic fuel line clip was still holding on the main fuel rail like a noose. (See photos). The end clips had failed allowing the fuel line to come loose. The fuel rail then sprayed up over the valve cover down over the oil pan and a fuel fire was started.

RECEIVED
JAN 27 2000
5:12 PM

I removed the fuel line along with the fuel line clip and left them for State Farm to keep for evidence. I also have enclosed 35 mm. photos with this report. G.M. should be put on notice and then they should cover loss since the unit was still under warranty (mileage and years).

If we can be of further help, please contact from our office at 816-779-6544 or 779-5941.

Thank you,

Gary Carter

CARTER AND ASSOCIATES

Gary Carter

Master Forensic Examiner

GC/cjs

RECEIVED
JAN 07 2000
STATE FARM

KEN CARTER & ASSOCIATES

22107 S. Carter Rd.

Peculiar, MO 64078

(816) 779-6544 or (816) 779-3841

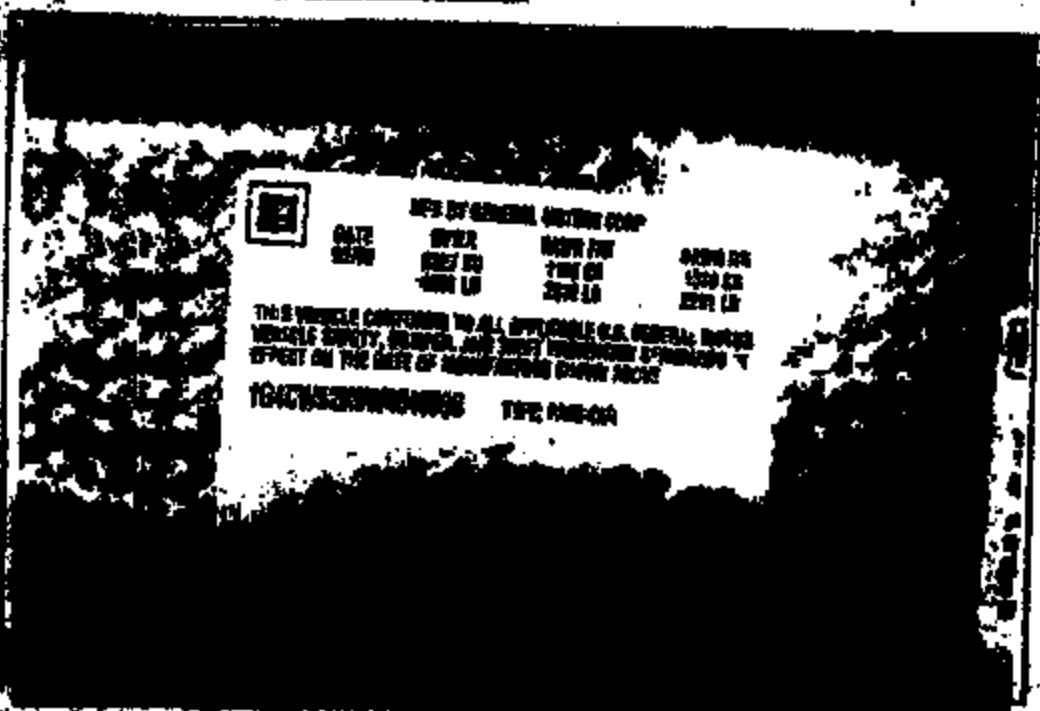
PHOTO DESCRIPTION

CLASH # or VIN # 16-N036-9561998 Buick
Park AvenueOwner:B.T. Associates12-26-99Leased at The Body Shop - Liberal, KS.Left sideNo physical
damage

KEN CARTER & ASSOCIATES

22107 S. Carter Rd.
 Peculiar, MO 64078
 (816) 779-6544 or (816) 779-3841
 PHOTO DESCRIPTION

CLAIM # or V.I.N. # _____



MFD

3-78

VIN #

640096

(last 6#)

Service Station
 is windshield

Next Service
 26,245 Miles
 or date
 1-00

KEN CARTER & ASSOCIATES
22107 S. Carter Rd.
Peculiar, MO 64078
(816) 779-6544 or (816) 779-5841
PHOTO DESCRIPTION

CLAIM # or VIN # _____



Right side

No physical
damage



Inside view

No fire damage
just smoke

KEN CARTER & ASSOCIATES

22107 S. Carter Rd.

Peculiar, MO 64078

(816) 779-6544 or (816) 779-5841

PHOTO DESCRIPTION

CLAIM # or VIN # _____



Column Not
isolated



Engine Compacted

KEN CARTER & ASSOCIATES

22107 S. Carter Rd.

Peculiar, MO 64078

(816) 779-6544 or (816) 779-3841

PHOTO DESCRIPTION

CLAIM # or V.I.N. #



Trans. fluid
full - clean



air filter

KEN CARTER & ASSOCIATES

22107 S. Carter Rd.

Peculiar, MO 64078

(816) 779-6544 or (816) 779-5841

PHOTO DESCRIPTION

CLAMS or VIN. 6



engine compartment

left to right

engine oil
fill - clean

KEN CARTER & ASSOCIATES

22107 S. Carter Rd.

Peculiar, MO 64078

(816) 779-6344 or (816) 779-3841

PHOTO DESCRIPTION

CLAIM # or V.I.N. # _____

fill paperbattery &
cablescables cut
by person

KEN CARTER & ASSOCIATES

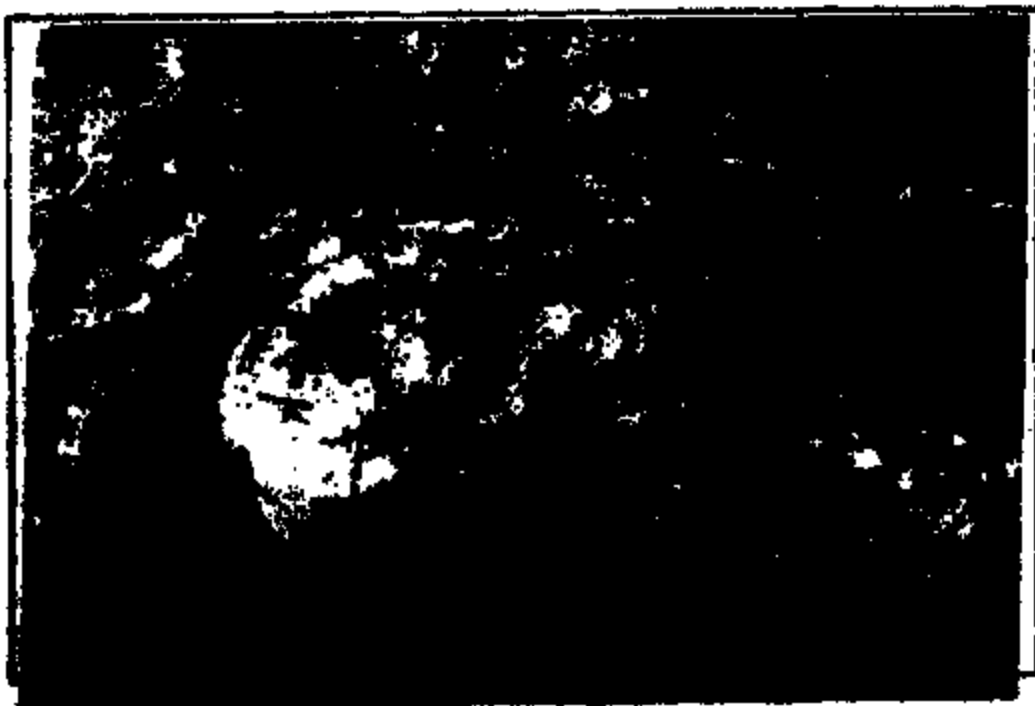
22107 S. Carter Rd.

Peculiar, MO 64078

(816) 779-6544 or (816) 779-5841

PHOTO DESCRIPTION

CLAIM # or V.L.N. # _____

alt viewend view
of alternate

KEN CARTER & ASSOCIATES

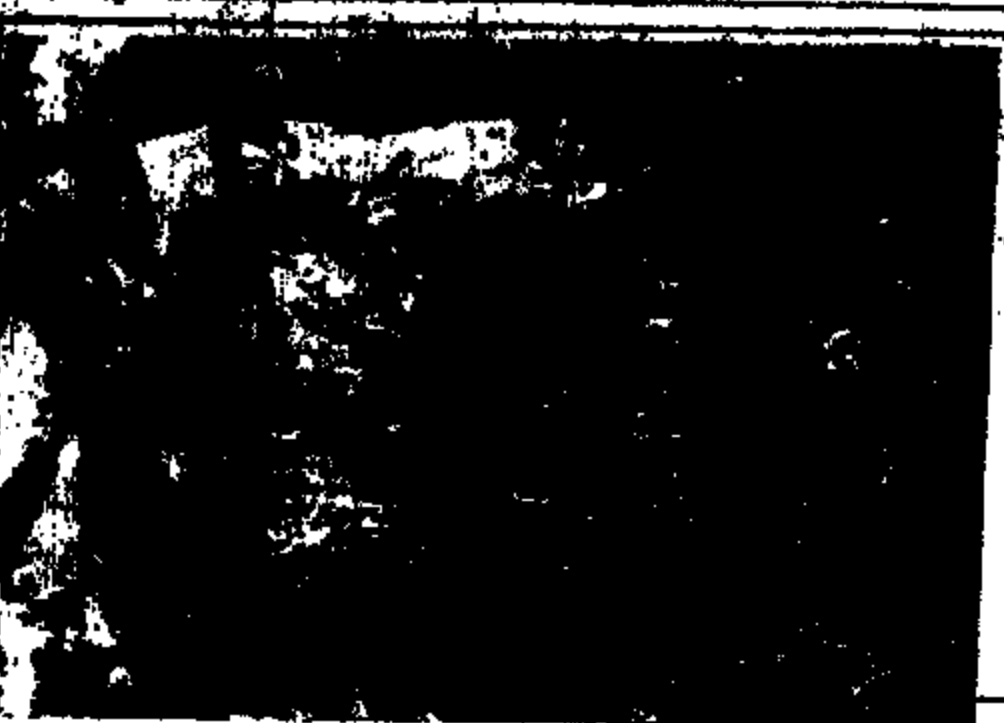
22107 S. Carter Rd.

Pocahontas, MO 64078

(816) 779-6544 or (816) 779-5841

PHOTO DESCRIPTION

CLARE # or V.I.N. # _____

A.C. CompressorPower box

KEN CARTER & ASSOCIATES

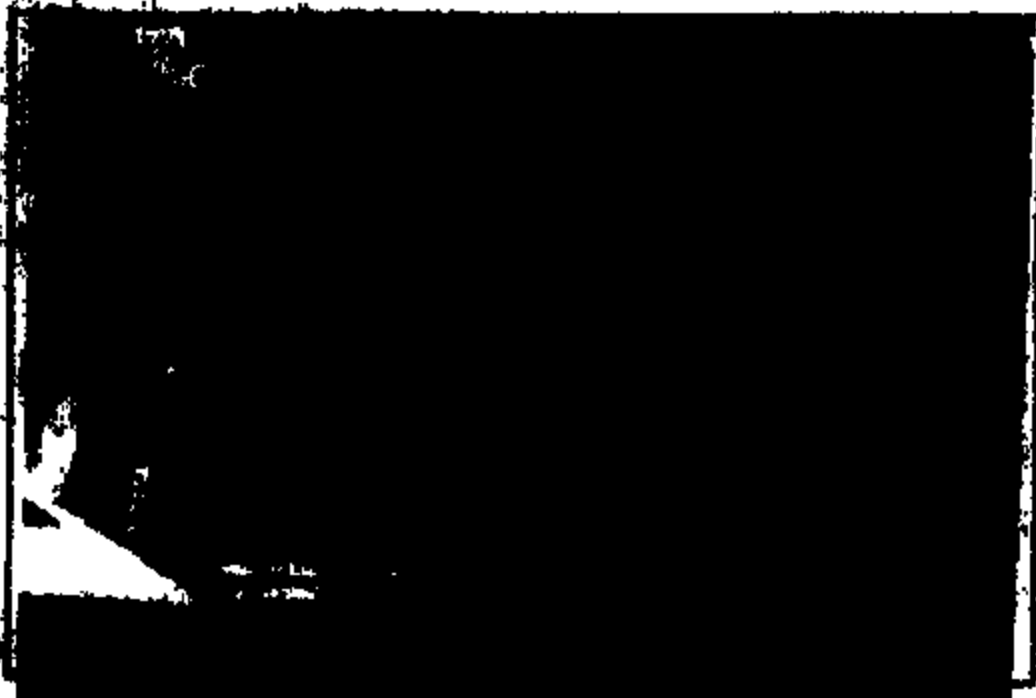
22107 S. Carver Rd.

Peculiar, MO 64078

(816) 779-6344 or (816) 779-5841

PHOTO DESCRIPTION

CLAIM # or VIN # _____

ShotsCar packNot on handwhite in colorWhen Joestarted fromfuel beingsprayed.

KEN CARTER & ASSOCIATES

22107 S. Corner Rd.

Peculiar, MO 64078

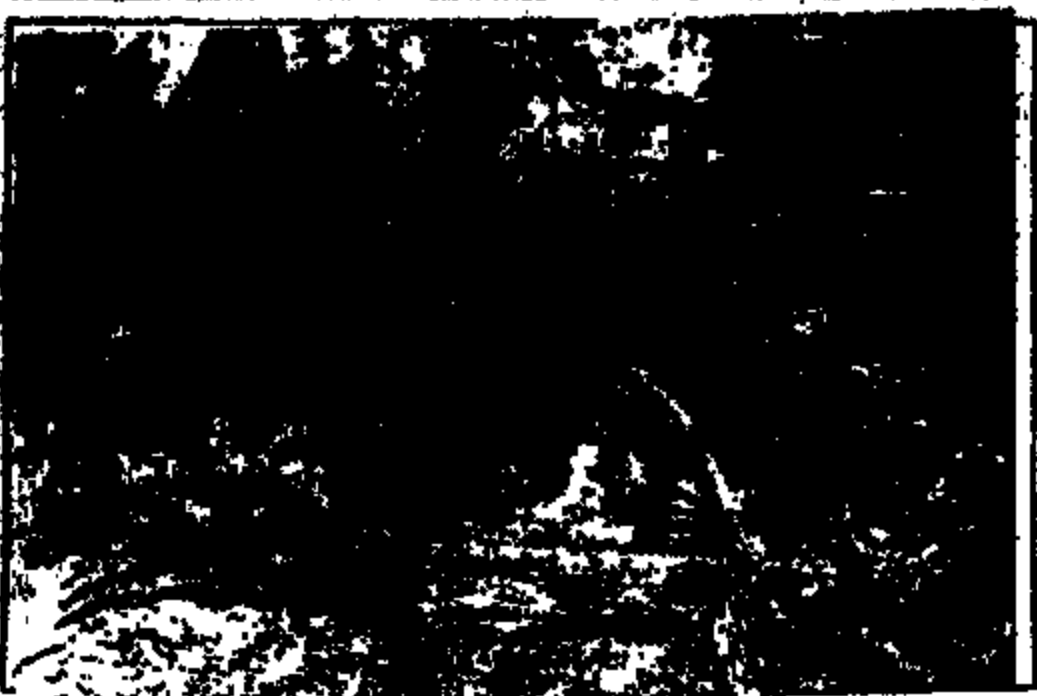
(816) 779-6344 or (816) 779-5841

PHOTO DESCRIPTION

CLAIM # or V.I.N. # _____



top view
of front side
of engine



front side
early 3.0 liter
regulator
fuel line

KEN CARTER & ASSOCIATES

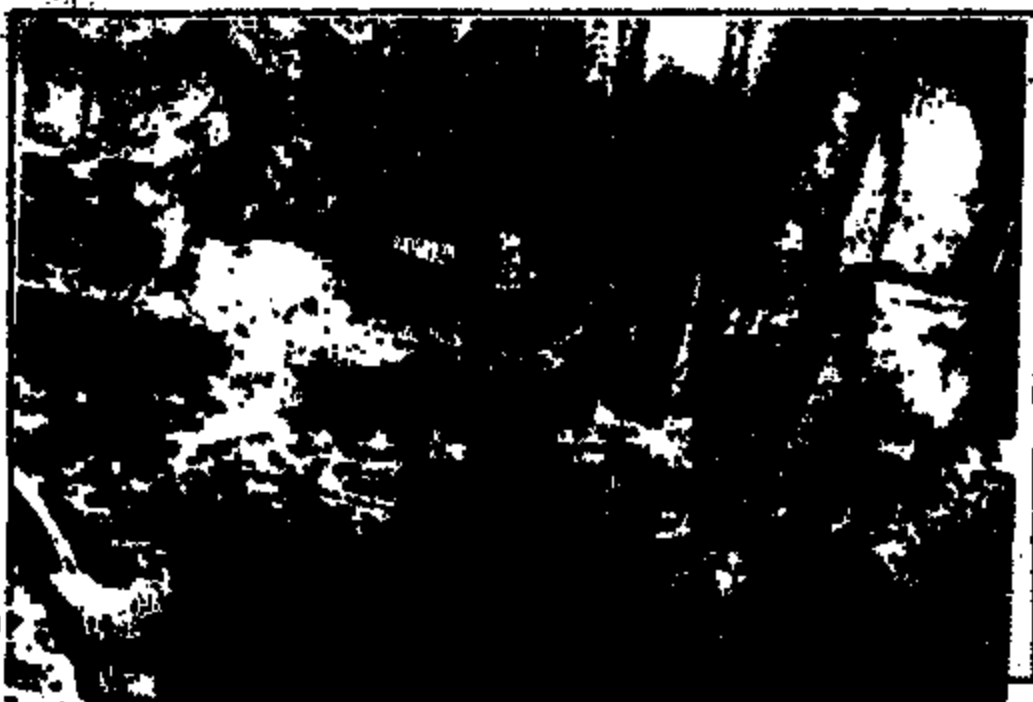
22107 S. Carter Rd.

Pocahontas, MO 64078

(816) 779-6344 or (816) 779-5841

PHOTO DESCRIPTION

CLAM for VIN. 5



front fuel
rail -
regulator -
fuel line



front sub
- fuel line
O.K. hose
in place

KEN CARTER & ASSOCIATES
22107 S. Carter Rd.
Peculiar, MO 64078
(816) 779-6344 or (816) 779-5841
PHOTO DESCRIPTION

CLAIM # or V.I.N. # _____



fuel p.s.s. -
fuel pressure
regulator

fuel line



fuel fuel line
left bank

KEN CARTER & ASSOCIATES
22107 S. Carter Rd.
Peculiar, MO 64078
(816) 779-6344 or (816) 779-5841
PHOTO DESCRIPTION

CLAIM # or V.I.N. # _____



Top view
of engine



Top view of
engine
left to right

failed fuel
line clip at
fuel rail

KEN CARTER & ASSOCIATES

22107 S. Carter Rd.

Peculiar, MO 64078

(816) 779-6544 or (816) 779-5841

PHOTO DESCRIPTION

CLASSED BY V.L.N.F.



Top view of engine
looking Right
to left



Right side view
or back side

failed fuel line
clip

fuel line hose

KEN CARTER & ASSOCIATES
22107 S. Carter Rd.
Peculiar, MO 64078
(816) 779-6544 or (816) 779-5841
PHOTO DESCRIPTION

CLAIM # or V.I.N. # _____



fuel rail line
fuel clip
fuel line



fuel line clip
on fuel rail
line

KEN CARTER & ASSOCIATES

22107 S. Carter Rd.

Peculiar, MO 64078

(816) 779-6544 or (816) 779-5841

PHOTO DESCRIPTION

CLAIM # or V.I.N. # _____



end view
of failed fuel
line



end view of
failed fuel
line

Steel line on
fuel rail

where failure
occurred

KEN CARTER & ASSOCIATES

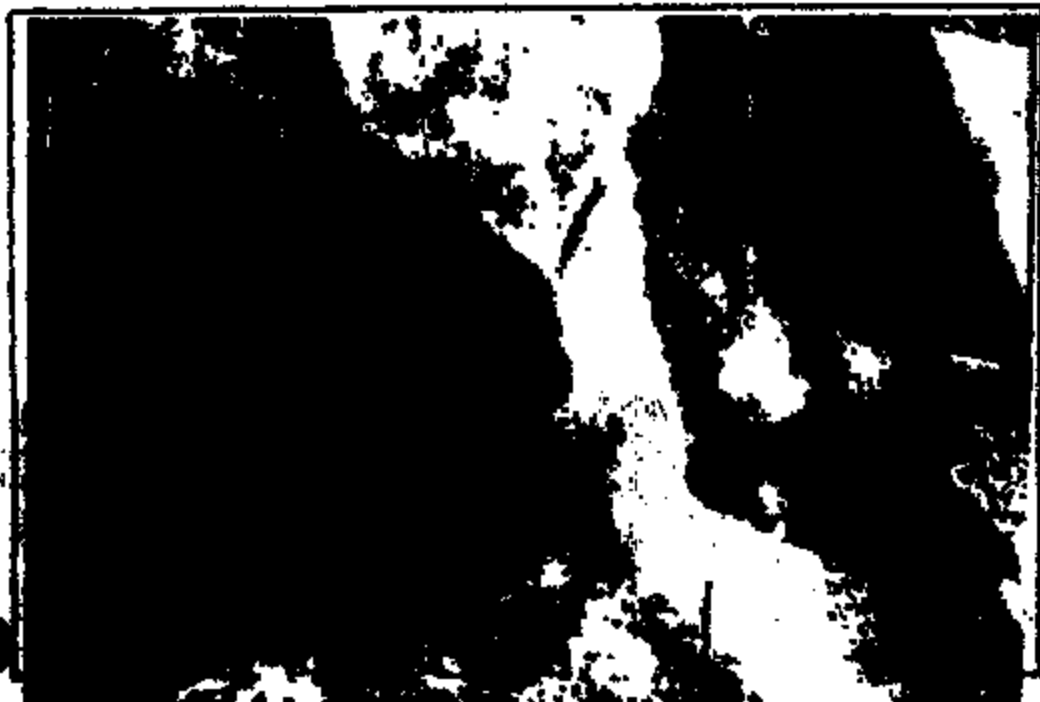
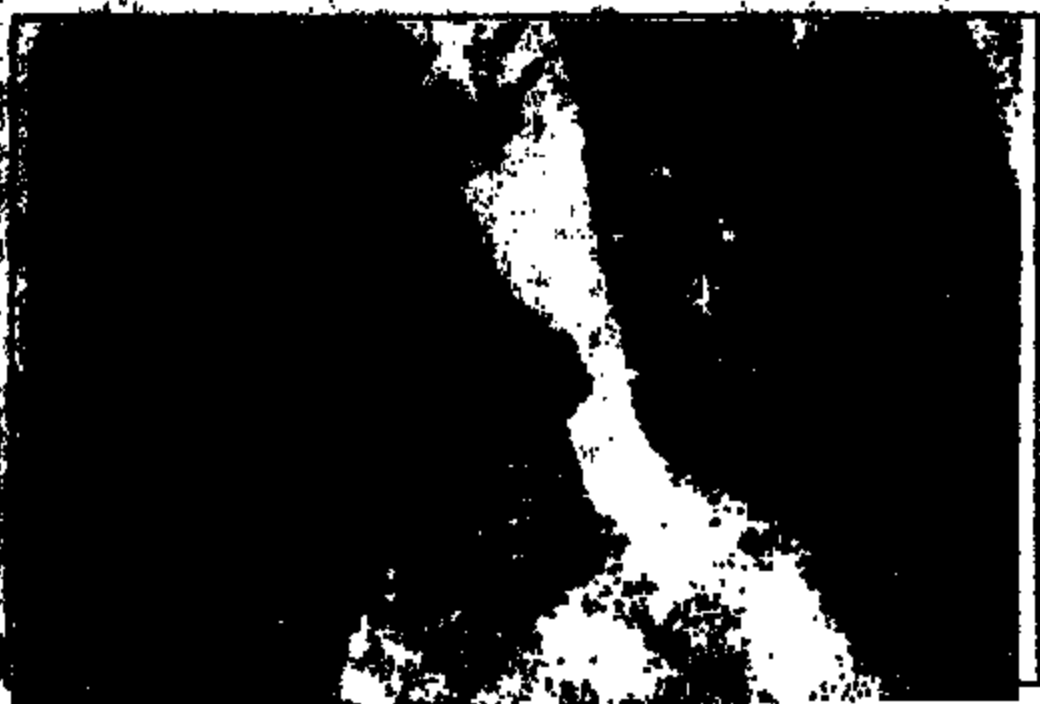
22107 S. Carter Rd.

Peculiar, MO 64078

(816) 779-6544 or (816) 779-5841

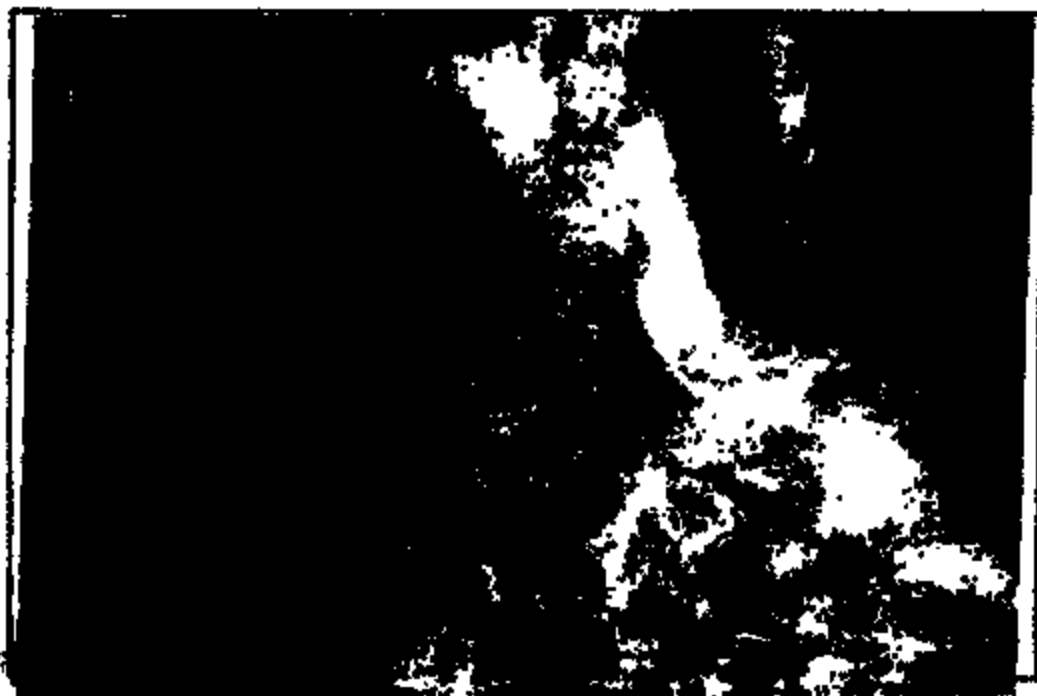
PHOTO DESCRIPTION

CLAIM # or V.I.N. # _____

fuel line
clipfuel line
clip

KEN CARTER & ASSOCIATES
23107 S. Carter Rd.
Peculiar, MO 64078
(816) 779-6544 or (816) 779-5841
PHOTO DESCRIPTION

CLAM # or V.I.N. # _____



good line clip



good line clip

KEN CARTER & ASSOCIATES
22107 S. Carter Rd.
Peculiar, MO 64078
(816) 779-6544 or (816) 779-5841
PHOTO DESCRIPTION

CLAIM # or VIN. # _____



fuel line clip



fuel line clip

KEN CARTER & ASSOCIATES

22107 S. Carter Rd.

Peculiar, MO 64078

(816) 779-6544 or (816) 779-5841

PHOTO DESCRIPTION

CLAIM # or V.I.N. #



under side
very little
fire damage



oil gone
in place
fuel again

KEN CARTER & ASSOCIATES
22107 S. Carter Rd.
Peculiar, MO 64078
(816) 779-6544 or (816) 779-5841
PHOTO DESCRIPTION

CLAIM # or V.I.N. # _____



oil filter

#PH 47

oil sample from

oil filter



back side

of Radiator

and coolant

fan

KEN CARTER & ASSOCIATES

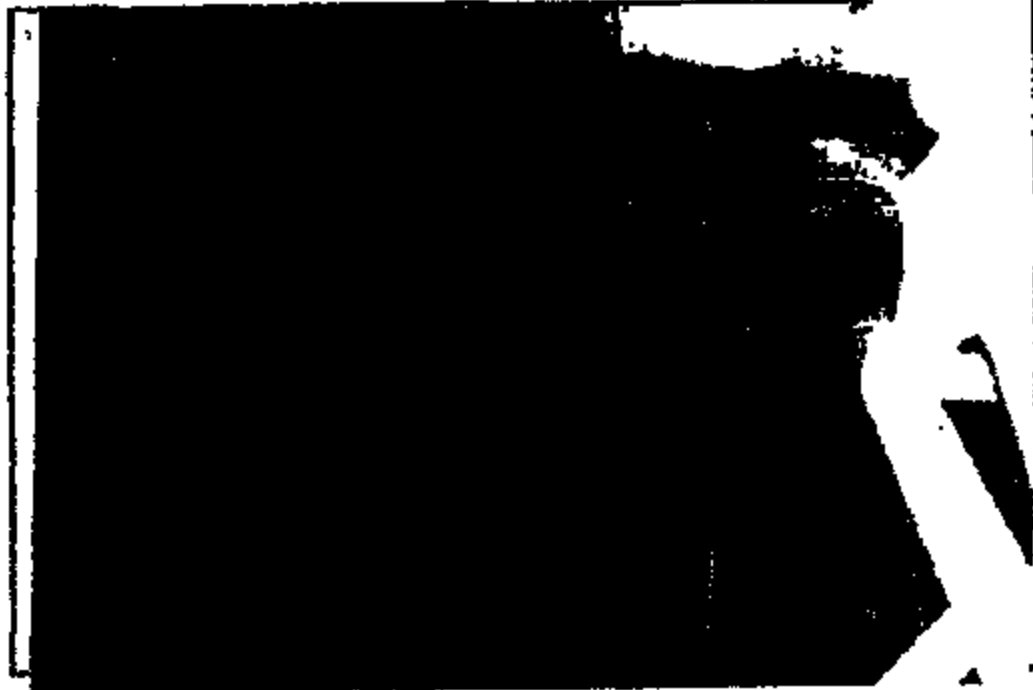
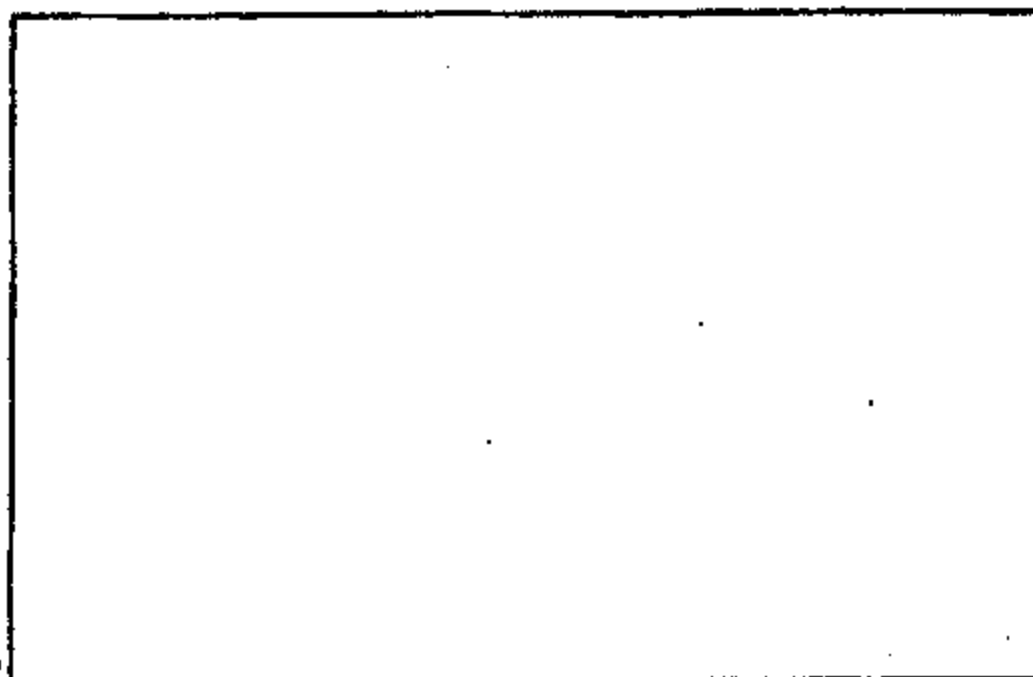
22107 S. Carter Rd.

Peculiar, MO 64078

(816) 779-6544 or (816) 779-5841

PHOTO DESCRIPTION

CLAIM # or V.I.N. # _____

*art's photo*

STU'S SERVICE
Automotive Care
 OREGON - 503-251-1111
 CHICAGO - 312-341-1111

"ANY VEHICLE IS YOUR CHARGE"
 884 N. Grant P.O. Box 1887
 LIBERAL, KS 67340-1287
 Phone (913) 324-0244

McGraw-Hill

THANK YOU

DATE 10/21/99	QUANTITY 8	UNIT GALLONS	PRICE 10/21/99	AMOUNT \$84.94
DESCRIPTION 78/5010 PARK AVENUE/4DR	QUANTITY 33343	UNIT GALLONS	PRICE WEEVER MIST	AMOUNT \$0.00
DESCRIPTION 104C452X9W4640C96	QUANTITY 104C452X9W4640C96	UNIT GALLONS	PRICE WEEVER MIST	AMOUNT \$0.00
DESCRIPTION 104C452X9W4640C96	QUANTITY 104C452X9W4640C96	UNIT GALLONS	PRICE WEEVER MIST	AMOUNT \$0.00

ADD 2 PARTS
IN 1 HOUR
QUICK LUBE
SCHEDULED MAINTENANCE
CUSTOMER HAS 11.95 OIL CHANGE AND INSPECTION COUPON.
SERVICED CAR, CHECKED ALL FLUIDS LEVELS, ETC.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25016792	OIL FLTR 1.824	3.17	3.17
JOB # 2	8	12945421	OIL 10W30 S.800	0.87	4.92
JOB # 1 TOTAL PARTS					3.17
JOB # 1 TOTAL LABOR & PARTS					11.95

TOTALS

THANK YOU FOR YOUR BUSINESS!
FROM ALL OF US AT STU'S SERVICE AUTOMOTIVE

TOTAL LABOR	3.95
TOTAL PARTS	8.02
TOTAL SUBLET	0.00
TOTAL S.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC SIGC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	12.87

EDUCATION STATION

PO Patrick #6143

Class - Legacy Docs

Case Num
990120226

DocNum
000940707

Last
[REDACTED]

Other
[REDACTED]

Timestamp
2000-03-30-20.31.48.000000

DocType

CorrType

CatCode

02

SystemType

Division

01

Doc

TrblCode

VIR

MailSource

DocNum
0009100810

Attach

Original

AttachNum

CTN

[REDACTED]

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

316088

(page 1 of 6)

Division: BUICK Ref: 990085330 VIN: 1G4HP54K7YU112236
 Claimant's Name (LAST, First): [REDACTED]

Inspected By: RON EVANGELISTI Organization: ENGINEERING ANALYSIS ASSOC.
 Phone: (712) 889-2457x Inspection Date: 08/20/99 Mileage at Inspection: 190

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

Following the inspection, summarize the tests and observations.

UPPER QUICK CONNECT TRANSMISSION LINE CAME LOOSE FROM RADIATOR
COOLER, SPILLED FLUID ON FRONT EXHAUST MANIFOLD (IGNITED) FLUID
PLASTICS, WIRING INSULATION, VACUUM LINE TO FUEL PRESSURE
REGULATOR MELTED OFF, NUMBER (5) INJECTOR MAKING FUEL
ALL FUEL INJECTOR CLIPS WERE IN PLACE. THERE WERE
(2) TWO BLOWN FUSES IN CONVEYANCE CENTER # 11 IGNITION 1
16 INJECTOR 2, BOTH 10AMP ALL OTHERS INTACT

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

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

[REDACTED] OWNER, NR. [REDACTED]
(DRIVER) VEHICLE IS A STOK UNIT [REDACTED]

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

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

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

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

Cooling System (Y/N) NO : Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Owner/Other) N/A

Describe

A/C System (Y/N) NO : Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Owner/Other) N/A

Describe

Steering System (Y/N) NO : Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other) N/A

Describe

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

Describe TRANSMISSION FLUID LEAK AT TRANSMISSION, FRONT LINE NOT
CONNECTED AT TRANSMISSION, RECONNECT LINE, ADD FLUID.

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

Electrical Systems (Y/N) NO; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other) N/A
Describe _____

Fuel System (Y/N) NO; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other) N/A
Describe _____

Exhaust System (Y/N) NO; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other) N/A
Describe _____

Major Engine (Y/N) NO; Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Owner/Other) N/A
Describe _____

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

Body (Y/N) NO; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other) N/A
Describe _____

Other (Y/N) NO; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other) N/A
Describe _____

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

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

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
JAY B P SON GARAGE 1314 5TH AVE COUNCIL BLUFFS, IA (JOHN G.)
How was vehicle towed? (flat bed, dolly, sling, front or rear lift) DOLLY If towed on wheels, how far? N/A

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

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

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

Driver's physical description (gender, age, height, weight, disabilities) MALE, 44 YRS, 6 FT, IN 195 LBS, NOBLE

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

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

If not parked, vehicle speed estimate 10-15 MPH Source of estimate MICHAEL LACEY Posted speed 35 MPH

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

Exact incident location 117TH AND WEST CENTER ROAD DOUGLAS
COUNTY, OMAHA, NE.

Weather conditions and visibility CLEAR AND SUNNY

Aprox. temperature 85 °F. Any physical visual obstructions? NONE

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? C Describe: CONCRETE same ASPHALT
 Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? C Describe: CONCRETE curb
 Road condition: Wet, Dry, Icy or Other? D If other, specify N/A
 Shoulder condition: Wet, Dry, Icy or Other? D 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 N/A

Electrical systems operation: (normal, other?) SEEMED NORMAL

Mark an "X" below 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, Fr. <u> </u> Rr. <u> </u>	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other <u> </u>

Steering operation: (normal, other?) NORMAL

Powertrain: (any engine noise, sluggish, surge, stall, loss of power or speed, etc.) nothing

Any unusual noises (bang, pop, tick, grinding, rattling, roar, etc.)? From where? nothing

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

Describe any unusual odors. From where? DID NOT SMELL ANYTHING

Any smoke? (from where, color, intensity, etc.) WHEN HOD WAS TURNED, SAW LIKE A DUST (white) TOOK OFF SUNGLASSES - SAW SMOKE.

Was anyone smoking? (Y/N) NO 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.) NOT UNTILL HOOD WAS OPENED

Any smoke or soot? (from where, color, intensity, etc.) WHITE AT FIRST DARKER IN COLOR WHEN HOOD OPENED.

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

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

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

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

What did you do after you realized something was wrong? Pull Over? (Y/N) Y Lower Windows? (Y/N) NO 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) Describe: called FIRE DEPT.

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

Any other comments or observations that have not been covered? DRIVER MICHAEL LANEY STATED HE WAS ON HIS WAY HOME FROM RHOADS AUTO CENTER COUNCIL BLUFFS, IA. HAD VEHICLE ABOUT 20 MINUTES, ANTICIPATED NOTHING UNTILL OTHER DRIVERS WERE HOONKING AND POINTING AT THE FRONT OF VEHICLE, TURNED CORNER TO SIDE ROAD 15-MPH SAW DUST LIKE SUBSTANCE & THEN NOTICED SMOKE, SHUT VEHICLE OFF, OPENED HOOD SAW ENGINE COMPARTMENT WAS ON FIRE, HIS WIFE AND DREAM FOLLOWING, CALLED 911 FIRE DEPT.

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

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

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

Left & right side exterior NO VISIBLE DAMAGE NOTED.
Front & rear exterior NO VISIBLE DAMAGE NOTED.
Hood, inner & outer panels NO DAMAGE HOOD PANELS OUTSIDE, HOOD INSULATION
Trunk area and Decklid, inner & outer panels NO VISIBLE DAMAGE
Roof NO VISIBLE DAMAGE
Door interior panels N/A
Left & right instrument panel & odometer N/A
Airbag(s) area N/A
Left & right front seat and carpet N/A
Underbody & exhaust (include hangers) UNDERBODY VIEW FRONT EXHAUST
Option code label N/A
Engine compartment
Radiator, front & rear FRONT RADIATOR OK COOLING FANS MINOR DAMAGE
Coolant recovery bottle MALTED - EMPTY
Transmission cooler lines/connections UPPER COOLER LINE QUICK DISCONNECT - LOOSE
Engine compartment engine coolant lines/hoses, connections/clamps ALL ENGINE COOLANT HOSES CLAMPS INTACT
Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) ALL HOSES AND CLAMPS INTACT
All fuel lines/hoses, filter, connections/clamps ALL FUEL LINES INTACT #5 INTAKE O-RING LEAKS
TBI, injector rail, or carburetor & fuel line connection ALL INTAKE CLIPS INTACT
Engine compartment fuel lines/hoses, connections & o-rings VACUUM HOSE TO PRESSURE REGULATOR VALVE MALTED AWAY.
Power steering lines/hoses, connections/clamps SAME MINOR DAMAGE.
Generator & attached wiring MAIN ENGINE WIRING HARNESS - MALTED

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

Battery & attached cables POSITIVE/NEGATIVE BATTERY CABLES AND BULBING
Engine block (note precise location of cracks, holes, etc.) N/A

Engine oil pan N/A

Engine compartment hinge torque rods IN WORKING ORDER

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) NONE

Any item which is alleged to be the cause NO

Anything on vehicle which is after-market NONE

Anything on vehicle which is a modification NONE

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

B. Enter observations from items for the following on the form and take color photographs as necessary.

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

Engine coolant Low - OVERFLOW BOTTLE EMPTY (MELTED)

Engine oil FULL - CLEAN

Transmission fluid PINK - CLEAN, FULL (COLD)

Power steering fluid CLEAN, FULL

Brake fluid FULL - NORMAL TINT COLOR

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

Fuses (identify all open or not proper size) ALL FUSES OF PROPER SIZE

~~#11 IGNITION 2 BLU~~ ~~#16 IGNITION 2 BLU~~

Wiring insulation on fuse blocks Good - SLIGHT CHIPPING OF INSULANT

Fusible links (identify all open) NONE

Spark plug wiring and boot condition #S 1-3-5 HAVE BOOT INSULATION, COIL PACK

Fuel filter "Load Free" restrictor in place? (Y/N) N/A #2, 4, 6 INSULATION

Location of fuel filler cap (or evidence of removal) N/A

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

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

C. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available) PARTS COST APPROX 3,109.00

LABOR UNKNOWN (ATTACHED)

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

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

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

Comments: NOTHING GAINED FROM INCIDENT SCENE.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: BUICK Roll: 990085330 VIN: 1G4HP54K7YU112236
 Claimant's Name (LAST, First): [REDACTED]

Inspected By: RON EVANGELISTI Organization: ENGINEERING ANALYSIS ASSOC.
 Phone: (712) 887-2457 Inspection Date: 08/20/99 Mileage at inspection: 190

Roll Number 1

Neg.# Description

- 0
1. FRONTAL VIEW NO VISIBLE DAMAGE
2. LEFT FRONTAL VIEW
3. RIGHT FRONTAL VIEW
4. REAR VIEW
5. RIGHT SIDE VIEW
6. LEFT SIDE VIEW
7. FRONTAL VIEW Hood OPEN - SOME VISIBLE DAMAGE
8. CLOSE UP ENGINE COMPARTMENT
9. RIGHT SIDE ENGINE COMPARTMENT CLOSE UP
10. LEFT SIDE ENGINE COMPARTMENT CLOSE UP
11. ENGINE CENTER CLOSE UP # 11 # 16 BATT FUSES
12. CLOSE SHOT OF ENGINE, COIL PACK, PLUG WIRES, DISTRIBUTOR
13. FRONT VIEW PLUG WIRES, FAN MOTORS RADIATOR
14. RIGHT FRONT ENGINE COMPARTMENT, RADIATOR SUPPORT
15. TOP VIEW ENGINE - WIRING HARNESS LEFT SIDE
16. TOP VIEW ENGINE - ALTERNATOR, COOLANT PUMP
17. UNDER BODY VIEW A.C. LINES COOLER LINES
18. UNDER BODY VIEW FRONT ENGINE MOUNT RADIATOR FANS
19. CLOSE UP SHOT OF TRANSMISSION COOLER LINE SAFETY CAP.
20. SAME AS (19) SHOWS SAFETY CAP OFF
21. VIEW OF UPPER TRANSMISSION COOLER LINE - CAP OFF
22. SAME AS (21)
23. UPPER TRANSMISSION COOLER LINE STICKING OUT OF CONNECTOR
24. SAME AS (23)
- 25.
- 26.
- 27.
- 28.
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.
- 36.
- 37.

NEFS 1 (VERSION 4)
 (8/87)
 PLEASE PRINT OR TYPE IN YOUR
 OWN WORDS BOTH A KNOWN
 ADDRESS AND CODE WHERE
 NECESSARY.

STATE FIRE MARSHAL
 NEBRASKA FIRE INCIDENT REPORTING SYSTEM
 FIRE INCIDENT REPORT

OMAHA

Fire Department

1 ☐ DELETE
 2 ☐ CHANGE

19	FD#	INCIDENT NO.	BOX NO.	AL.	DAY	VR	DAY OF WEEK	7/19	ALARM TIME	ARRIVAL TIME	TIME IN SERVICE
	1-1-1	0116713500	04504	97			10:00	10:00	4:19	11:14	1:12:31
	TYPE OF SITUATION FOUND 1 ☐ Residential fire 2 ☐ Commercial building 3 ☐ Vehicle fire 4 ☐ Street, grass, leaves 5 ☐ Trash, rubbish 6 ☐ Electrical, flu other fire 7 ☐ Outside spill with fire 8 ☐ Other fire not classified 9 ☐ Overpressure rupture 10 ☐ Emergency medical call 11 ☐ Locked-in, trapped 12 ☐ Search 13 ☐ Carjacking 14 ☐ Chemical spill 15 ☐ Hazardous condition 16 ☐ Water removal 17 ☐ Split, leak no fire 18 ☐ Power line down 19 ☐ Aerial device equipment 20 ☐ Aerial standby 21 ☐ Chemical spill 22 ☐ Hazardous condition 23 ☐ Water removal 24 ☐ Simple structure 25 ☐ Aerial rescue 26 ☐ Aerial Pumper 27 ☐ Manufactured building 28 ☐ Move-up 29 ☐ Other service calls 30 ☐ Smoke alarm 31 ☐ Controlled burn 32 ☐ Steam, gas 33 ☐ Canceled arrival 34 ☐ Canceled arrival 35 ☐ Canceled arrival 36 ☐ Canceled arrival 37 ☐ Canceled arrival 38 ☐ Canceled arrival 39 ☐ Canceled arrival 40 ☐ Canceled arrival 41 ☐ Canceled arrival 42 ☐ Canceled arrival 43 ☐ Canceled arrival 44 ☐ Canceled arrival 45 ☐ Canceled arrival 46 ☐ Canceled arrival 47 ☐ Canceled arrival 48 ☐ Canceled arrival 49 ☐ Canceled arrival 50 ☐ Canceled arrival 51 ☐ Canceled arrival 52 ☐ Canceled arrival 53 ☐ Canceled arrival 54 ☐ Canceled arrival 55 ☐ Canceled arrival 56 ☐ Canceled arrival 57 ☐ Canceled arrival 58 ☐ Canceled arrival 59 ☐ Canceled arrival 60 ☐ Canceled arrival 61 ☐ Canceled arrival 62 ☐ Canceled arrival 63 ☐ Canceled arrival 64 ☐ Canceled arrival 65 ☐ Canceled arrival 66 ☐ Canceled arrival 67 ☐ Canceled arrival 68 ☐ Canceled arrival 69 ☐ Canceled arrival 70 ☐ Canceled arrival 71 ☐ Canceled arrival 72 ☐ Canceled arrival 73 ☐ Canceled arrival 74 ☐ Canceled arrival 75 ☐ Canceled arrival 76 ☐ Canceled arrival 77 ☐ Canceled arrival 78 ☐ Canceled arrival 79 ☐ Canceled arrival 80 ☐ Canceled arrival 81 ☐ Canceled arrival 82 ☐ Canceled arrival 83 ☐ Canceled arrival 84 ☐ Canceled arrival 85 ☐ Canceled arrival 86 ☐ Canceled arrival 87 ☐ Canceled arrival 88 ☐ Canceled arrival 89 ☐ Canceled arrival 90 ☐ Canceled arrival 91 ☐ Canceled arrival 92 ☐ Canceled arrival 93 ☐ Canceled arrival 94 ☐ Canceled arrival 95 ☐ Canceled arrival 96 ☐ Canceled arrival 97 ☐ Canceled arrival 98 ☐ Canceled arrival 99 ☐ Canceled arrival 100 ☐ Canceled arrival										
	TYPE OF CONDITION TAKEN 1 ☐ Confined to room 2 ☐ Confined to floor 3 ☐ Confined to structure 4 ☐ Confined to area 5 ☐ Confined to street 6 ☐ Confined to area 7 ☐ Confined to area 8 ☐ Confined to area 9 ☐ Confined to area 10 ☐ Confined to area 11 ☐ Confined to area 12 ☐ Confined to area 13 ☐ Confined to area 14 ☐ Confined to area 15 ☐ Confined to area 16 ☐ Confined to area 17 ☐ Confined to area 18 ☐ Confined to area 19 ☐ Confined to area 20 ☐ Confined to area 21 ☐ Confined to area 22 ☐ Confined to area 23 ☐ Confined to area 24 ☐ Confined to area 25 ☐ Confined to area 26 ☐ Confined to area 27 ☐ Confined to area 28 ☐ Confined to area 29 ☐ Confined to area 30 ☐ Confined to area 31 ☐ Confined to area 32 ☐ Confined to area 33 ☐ Confined to area 34 ☐ Confined to area 35 ☐ Confined to area 36 ☐ Confined to area 37 ☐ Confined to area 38 ☐ Confined to area 39 ☐ Confined to area 40 ☐ Confined to area 41 ☐ Confined to area 42 ☐ Confined to area 43 ☐ Confined to area 44 ☐ Confined to area 45 ☐ Confined to area 46 ☐ Confined to area 47 ☐ Confined to area 48 ☐ Confined to area 49 ☐ Confined to area 50 ☐ Confined to area 51 ☐ Confined to area 52 ☐ Confined to area 53 ☐ Confined to area 54 ☐ Confined to area 55 ☐ Confined to area 56 ☐ Confined to area 57 ☐ Confined to area 58 ☐ Confined to area 59 ☐ Confined to area 60 ☐ Confined to area 61 ☐ Confined to area 62 ☐ Confined to area 63 ☐ Confined to area 64 ☐ Confined to area 65 ☐ Confined to area 66 ☐ Confined to area 67 ☐ Confined to area 68 ☐ Confined to area 69 ☐ Confined to area 70 ☐ Confined to area 71 ☐ Confined to area 72 ☐ Confined to area 73 ☐ Confined to area 74 ☐ Confined to area 75 ☐ Confined to area 76 ☐ Confined to area 77 ☐ Confined to area 78 ☐ Confined to area 79 ☐ Confined to area 80 ☐ Confined to area 81 ☐ Confined to area 82 ☐ Confined to area 83 ☐ Confined to area 84 ☐ Confined to area 85 ☐ Confined to area 86 ☐ Confined to area 87 ☐ Confined to area 88 ☐ Confined to area 89 ☐ Confined to area 90 ☐ Confined to area 91 ☐ Confined to area 92 ☐ Confined to area 93 ☐ Confined to area 94 ☐ Confined to area 95 ☐ Confined to area 96 ☐ Confined to area 97 ☐ Confined to area 98 ☐ Confined to area 99 ☐ Confined to area 100 ☐ Confined to area										
	FORM OF PROPERTY (Use Occupied) 1 ☐ Residential 2 ☐ Commercial 3 ☐ Vehicle 4 ☐ Street, grass, leaves 5 ☐ Trash, rubbish 6 ☐ Electrical, flu other fire 7 ☐ Outside spill with fire 8 ☐ Other fire not classified 9 ☐ Overpressure rupture 10 ☐ Emergency medical call 11 ☐ Locked-in, trapped 12 ☐ Search 13 ☐ Carjacking 14 ☐ Chemical spill 15 ☐ Hazardous condition 16 ☐ Water removal 17 ☐ Split, leak no fire 18 ☐ Power line down 19 ☐ Aerial device equipment 20 ☐ Aerial standby 21 ☐ Chemical spill 22 ☐ Hazardous condition 23 ☐ Water removal 24 ☐ Simple structure 25 ☐ Aerial rescue 26 ☐ Aerial Pumper 27 ☐ Manufactured building 28 ☐ Move-up 29 ☐ Other service calls 30 ☐ Smoke alarm 31 ☐ Controlled burn 32 ☐ Steam, gas 33 ☐ Canceled arrival 34 ☐ Canceled arrival 35 ☐ Canceled arrival 36 ☐ Canceled arrival 37 ☐ Canceled arrival 38 ☐ Canceled arrival 39 ☐ Canceled arrival 40 ☐ Canceled arrival 41 ☐ Canceled arrival 42 ☐ Canceled arrival 43 ☐ Canceled arrival 44 ☐ Canceled arrival 45 ☐ Canceled arrival 46 ☐ Canceled arrival 47 ☐ Canceled arrival 48 ☐ Canceled arrival 49 ☐ Canceled arrival 50 ☐ Canceled arrival 51 ☐ Canceled arrival 52 ☐ Canceled arrival 53 ☐ Canceled arrival 54 ☐ Canceled arrival 55 ☐ Canceled arrival 56 ☐ Canceled arrival 57 ☐ Canceled arrival 58 ☐ Canceled arrival 59 ☐ Canceled arrival 60 ☐ Canceled arrival 61 ☐ Canceled arrival 62 ☐ Canceled arrival 63 ☐ Canceled arrival 64 ☐ Canceled arrival 65 ☐ Canceled arrival 66 ☐ Canceled arrival 67 ☐ Canceled arrival 68 ☐ Canceled arrival 69 ☐ Canceled arrival 70 ☐ Canceled arrival 71 ☐ Canceled arrival 72 ☐ Canceled arrival 73 ☐ Canceled arrival 74 ☐ Canceled arrival 75 ☐ Canceled arrival 76 ☐ Canceled arrival 77 ☐ Canceled arrival 78 ☐ Canceled arrival 79 ☐ Canceled arrival 80 ☐ Canceled arrival 81 ☐ Canceled arrival 82 ☐ Canceled arrival 83 ☐ Canceled arrival 84 ☐ Canceled arrival 85 ☐ Canceled arrival 86 ☐ Canceled arrival 87 ☐ Canceled arrival 88 ☐ Canceled arrival 89 ☐ Canceled arrival 90 ☐ Canceled arrival 91 ☐ Canceled arrival 92 ☐ Canceled arrival 93 ☐ Canceled arrival 94 ☐ Canceled arrival 95 ☐ Canceled arrival 96 ☐ Canceled arrival 97 ☐ Canceled arrival 98 ☐ Canceled arrival 99 ☐ Canceled arrival 100 ☐ Canceled arrival										
	INCIDENT ADDRESS 1 ☐ Residential 2 ☐ Commercial 3 ☐ Vehicle 4 ☐ Street, grass, leaves 5 ☐ Trash, rubbish 6 ☐ Electrical, flu other fire 7 ☐ Outside spill with fire 8 ☐ Other fire not classified 9 ☐ Overpressure rupture 10 ☐ Emergency medical call 11 ☐ Locked-in, trapped 12 ☐ Search 13 ☐ Carjacking 14 ☐ Chemical spill 15 ☐ Hazardous condition 16 ☐ Water removal 17 ☐ Split, leak no fire 18 ☐ Power line down 19 ☐ Aerial device equipment 20 ☐ Aerial standby 21 ☐ Chemical spill 22 ☐ Hazardous condition 23 ☐ Water removal 24 ☐ Simple structure 25 ☐ Aerial rescue 26 ☐ Aerial Pumper 27 ☐ Manufactured building 28 ☐ Move-up 29 ☐ Other service calls 30 ☐ Smoke alarm 31 ☐ Controlled burn 32 ☐ Steam, gas 33 ☐ Canceled arrival 34 ☐ Canceled arrival 35 ☐ Canceled arrival 36 ☐ Canceled arrival 37 ☐ Canceled arrival 38 ☐ Canceled arrival 39 ☐ Canceled arrival 40 ☐ Canceled arrival 41 ☐ Canceled arrival 42 ☐ Canceled arrival 43 ☐ Canceled arrival 44 ☐ Canceled arrival 45 ☐ Canceled arrival 46 ☐ Canceled arrival 47 ☐ Canceled arrival 48 ☐ Canceled arrival 49 ☐ Canceled arrival 50 ☐ Canceled arrival 51 ☐ Canceled arrival 52 ☐ Canceled arrival 53 ☐ Canceled arrival 54 ☐ Canceled arrival 55 ☐ Canceled arrival 56 ☐ Canceled arrival 57 ☐ Canceled arrival 58 ☐ Canceled arrival 59 ☐ Canceled arrival 60 ☐ Canceled arrival 61 ☐ Canceled arrival 62 ☐ Canceled arrival 63 ☐ Canceled arrival 64 ☐ Canceled arrival 65 ☐ Canceled arrival 66 ☐ Canceled arrival 67 ☐ Canceled arrival 68 ☐ Canceled arrival 69 ☐ Canceled arrival 70 ☐ Canceled arrival 71 ☐ Canceled arrival 72 ☐ Canceled arrival 73 ☐ Canceled arrival 74 ☐ Canceled arrival 75 ☐ Canceled arrival 76 ☐ Canceled arrival 77 ☐ Canceled arrival 78 ☐ Canceled arrival 79 ☐ Canceled arrival 80 ☐ Canceled arrival 81 ☐ Canceled arrival 82 ☐ Canceled arrival 83 ☐ Canceled arrival 84 ☐ Canceled arrival 85 ☐ Canceled arrival 86 ☐ Canceled arrival 87 ☐ Canceled arrival 88 ☐ Canceled arrival 89 ☐ Canceled arrival 90 ☐ Canceled arrival 91 ☐ Canceled arrival 92 ☐ Canceled arrival 93 ☐ Canceled arrival 94 ☐ Canceled arrival 95 ☐ Canceled arrival 96 ☐ Canceled arrival 97 ☐ Canceled arrival 98 ☐ Canceled arrival 99 ☐ Canceled arrival 100 ☐ Canceled arrival										
	OCCUPANT LAST NAME 1 ☐ Residential 2 ☐ Commercial 3 ☐ Vehicle 4 ☐ Street, grass, leaves 5 ☐ Trash, rubbish 6 ☐ Electrical, flu other fire 7 ☐ Outside spill with fire 8 ☐ Other fire not classified 9 ☐ Overpressure rupture 10 ☐ Emergency medical call 11 ☐ Locked-in, trapped 12 ☐ Search 13 ☐ Carjacking 14 ☐ Chemical spill 15 ☐ Hazardous condition 16 ☐ Water removal 17 ☐ Split, leak no fire 18 ☐ Power line down 19 ☐ Aerial device equipment 20 ☐ Aerial standby 21 ☐ Chemical spill 22 ☐ Hazardous condition 23 ☐ Water removal 24 ☐ Simple structure 25 ☐ Aerial rescue 26 ☐ Aerial Pumper 27 ☐ Manufactured building 28 ☐ Move-up 29 ☐ Other service calls 30 ☐ Smoke alarm 31 ☐ Controlled burn 32 ☐ Steam, gas 33 ☐ Canceled arrival 34 ☐ Canceled arrival 35 ☐ Canceled arrival 36 ☐ Canceled arrival 37 ☐ Canceled arrival 38 ☐ Canceled arrival 39 ☐ Canceled arrival 40 ☐ Canceled arrival 41 ☐ Canceled arrival 42 ☐ Canceled arrival 43 ☐ Canceled arrival 44 ☐ Canceled arrival 45 ☐ Canceled arrival 46 ☐ Canceled arrival 47 ☐ Canceled arrival 48 ☐ Canceled arrival 49 ☐ Canceled arrival 50 ☐ Canceled arrival 51 ☐ Canceled arrival 52 ☐ Canceled arrival 53 ☐ Canceled arrival 54 ☐ Canceled arrival 55 ☐ Canceled arrival 56 ☐ Canceled arrival 57 ☐ Canceled arrival 58 ☐ Canceled arrival 59 ☐ Canceled arrival 60 ☐ Canceled arrival 61 ☐ Canceled arrival 62 ☐ Canceled arrival 63 ☐ Canceled arrival 64 ☐ Canceled arrival 65 ☐ Canceled arrival 66 ☐ Canceled arrival 67 ☐ Canceled arrival 68 ☐ Canceled arrival 69 ☐ Canceled arrival 70 ☐ Canceled arrival 71 ☐ Canceled arrival 72 ☐ Canceled arrival 73 ☐ Canceled arrival 74 ☐ Canceled arrival 75 ☐ Canceled arrival 76 ☐ Canceled arrival 77 ☐ Canceled arrival 78 ☐ Canceled arrival 79 ☐ Canceled arrival 80 ☐ Canceled arrival 81 ☐ Canceled arrival 82 ☐ Canceled arrival 83 ☐ Canceled arrival 84 ☐ Canceled arrival 85 ☐ Canceled arrival 86 ☐ Canceled arrival 87 ☐ Canceled arrival 88 ☐ Canceled arrival 89 ☐ Canceled arrival 90 ☐ Canceled arrival 91 ☐ Canceled arrival 92 ☐ Canceled arrival 93 ☐ Canceled arrival 94 ☐ Canceled arrival 95 ☐ Canceled arrival 96 ☐ Canceled arrival 97 ☐ Canceled arrival 98 ☐ Canceled arrival 99 ☐ Canceled arrival 100 ☐ Canceled arrival										
	METHOD OF ALARM FROM PUBLIC 1 ☐ Telephone direct 2 ☐ Telephone relay 3 ☐ Alarm system 4 ☐ Radio 5 ☐ Visual signal 6 ☐ Visual signal 7 ☐ Visual signal 8 ☐ Visual signal 9 ☐ Visual signal 10 ☐ Visual signal 11 ☐ Visual signal 12 ☐ Visual signal 13 ☐ Visual signal 14 ☐ Visual signal 15 ☐ Visual signal 16 ☐ Visual signal 17 ☐ Visual signal 18 ☐ Visual signal 19 ☐ Visual signal 20 ☐ Visual signal 21 ☐ Visual signal 22 ☐ Visual signal 23 ☐ Visual signal 24 ☐ Visual signal 25 ☐ Visual signal 26 ☐ Visual signal 27 ☐ Visual signal 28 ☐ Visual signal 29 ☐ Visual signal 30 ☐ Visual signal 31 ☐ Visual signal 32 ☐ Visual signal 33 ☐ Visual signal 34 ☐ Visual signal 35 ☐ Visual signal 36 ☐ Visual signal 37 ☐ Visual signal 38 ☐ Visual signal 39 ☐ Visual signal 40 ☐ Visual signal 41 ☐ Visual signal 42 ☐ Visual signal 43 ☐ Visual signal 44 ☐ Visual signal 45 ☐ Visual signal 46 ☐ Visual signal 47 ☐ Visual signal 48 ☐ Visual signal 49 ☐ Visual signal 50 ☐ Visual signal 51 ☐ Visual signal 52 ☐ Visual signal 53 ☐ Visual signal 54 ☐ Visual signal 55 ☐ Visual signal 56 ☐ Visual signal 57 ☐ Visual signal 58 ☐ Visual signal 59 ☐ Visual signal 60 ☐ Visual signal 61 ☐ Visual signal 62 ☐ Visual signal 63 ☐ Visual signal 64 ☐ Visual signal 65 ☐ Visual signal 66 ☐ Visual signal 67 ☐ Visual signal 68 ☐ Visual signal 69 ☐ Visual signal 70 ☐ Visual signal 71 ☐ Visual signal 72 ☐ Visual signal 73 ☐ Visual signal 74 ☐ Visual signal 75 ☐ Visual signal 76 ☐ Visual signal 77 ☐ Visual signal 78 ☐ Visual signal 79 ☐ Visual signal 80 ☐ Visual signal 81 ☐ Visual signal 82 ☐ Visual signal 83 ☐ Visual signal 84 ☐ Visual signal 85 ☐ Visual signal 86 ☐ Visual signal 87 ☐ Visual signal 88 ☐ Visual signal 89 ☐ Visual signal 90 ☐ Visual signal 91 ☐ Visual signal 92 ☐ Visual signal 93 ☐ Visual signal 94 ☐ Visual signal 95 ☐ Visual signal 96 ☐ Visual signal 97 ☐ Visual signal 98 ☐ Visual signal 99 ☐ Visual signal 100 ☐ Visual signal										
	FIRE DEPARTMENT RESPONSE 1 ☐ Fire engine 2 ☐ Fire engine 3 ☐ Fire engine 4 ☐ Fire engine 5 ☐ Fire engine 6 ☐ Fire engine 7 ☐ Fire engine 8 ☐ Fire engine 9 ☐ Fire engine 10 ☐ Fire engine 11 ☐ Fire engine 12 ☐ Fire engine 13 ☐ Fire engine 14 ☐ Fire engine 15 ☐ Fire engine 16 ☐ Fire engine 17 ☐ Fire engine 18 ☐ Fire engine 19 ☐ Fire engine 20 ☐ Fire engine 21 ☐ Fire engine 22 ☐ Fire engine 23 ☐ Fire engine 24 ☐ Fire engine 25 ☐ Fire engine 26 ☐ Fire engine 27 ☐ Fire engine 28 ☐ Fire engine 29 ☐ Fire engine 30 ☐ Fire engine 31 ☐ Fire engine 32 ☐ Fire engine 33 ☐ Fire engine 34 ☐ Fire engine 35 ☐ Fire engine 36 ☐ Fire engine 37 ☐ Fire engine 38 ☐ Fire engine 39 ☐ Fire engine 40 ☐ Fire engine 41 ☐ Fire engine 42 ☐ Fire engine 43 ☐ Fire engine 44 ☐ Fire engine 45 ☐ Fire engine 46 ☐ Fire engine 47 ☐ Fire engine 48 ☐ Fire engine 49 ☐ Fire engine 50 ☐ Fire engine 51 ☐ Fire engine 52 ☐ Fire engine 53 ☐ Fire engine 54 ☐ Fire engine 55 ☐ Fire engine 56 ☐ Fire engine 57 ☐ Fire engine 58 ☐ Fire engine 59 ☐ Fire engine 60 ☐ Fire engine 61 ☐ Fire engine 62 ☐ Fire engine 63 ☐ Fire engine 64 ☐ Fire engine 65 ☐ Fire engine 66 ☐ Fire engine 67 ☐ Fire engine 68 ☐ Fire engine 69 ☐ Fire engine 70 ☐ Fire engine 71 ☐ Fire engine 72 ☐ Fire engine 73 ☐ Fire engine 74 ☐ Fire engine 75 ☐ Fire engine 76 ☐ Fire engine 77 ☐ Fire engine 78 ☐ Fire engine 79 ☐ Fire engine 80 ☐ Fire engine 81 ☐ Fire engine 82 ☐ Fire engine 83 ☐ Fire engine 84 ☐ Fire engine 85 ☐ Fire engine 86 ☐ Fire engine 87 ☐ Fire engine 88 ☐ Fire engine 89 ☐ Fire engine 90 ☐ Fire engine 91 ☐ Fire engine 92 ☐ Fire engine 93 ☐ Fire engine 94 ☐ Fire engine 95 ☐ Fire engine 96 ☐ Fire engine 97 ☐ Fire engine 98 ☐ Fire engine 99 ☐ Fire engine 100 ☐ Fire engine										

20	NO. INCIDENT-RELATED INJURIES	COMPLETE NFIWS	COMPLETE NFIWS	NO. INCIDENT-RELATED FATALITIES	COMPLETE NFIWS	COMPLETE NFIWS

COMPLEX	MOBILE PROPERTY TYPE	NO. OF MA	NO. OF MA
9.8	AUTO	111	111
AREA OF FIRE ORIGIN	EQUIPMENT INVOLVED	NO. OF MA	NO. OF MA
ENGINE COMPARTMENT 13	ELECT. DISTRIBUTION EQUIP. 40	40	40
FORM OF MEANS OF EXTINCTION	TYPE OF MATERIAL DAMAGED	FORM OF MATERIAL DAMAGED	FORM OF MATERIAL DAMAGED
SHORT CIRCUIT 24 PLASTIC	40 WIRING	16	16
METHOD OF EXTINCTION	ESTIMATED TOTAL DOLLAR LOSS	ESTIMATED TOTAL DOLLAR LOSS	ESTIMATED TOTAL DOLLAR LOSS
1 ☐ Self-extinguished 2 ☐ Water 3 ☐ Foam			

1314 - 5TH AVE

WB94
JAY B & SON GARAGE
TELEPHONE 222-6796
L.C.C. M.D. 177384

No 835741

Council Bluffs, Iowa

TOW TICKET

311211

Date

Name

Address

Make of Car

Color

Motor No.

Police Held

Message

Start

Towed From

Towed To

CASH

PAID OUT \$

WINCHING \$

TOW CHARGE \$ 55.00

STORAGE CHARGE \$

RETOW \$

TAX

TOTAL

424244

424244

WE ARE NOT RESPONSIBLE FOR RADIATOR SOLUTION

CUSTOMER #:

4 1 7 2 8 9

WORDORDER

PAGE 2

HOME:

BUS:

SERVICE ADVISOR: 7932 CLAUKE, CHRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG	
FRONTENIS	2000	HUICK LESABRE	1G4EP54K7YU112236		5/		
DELIVER	PROD. DATE	WARR. EXP.	PROMISED	SPD NO.	RATE	PAYMENT	INV. DATE
			17:00 18MAY99		62.00	CASH	
H.O. OPENED		READY	OPTION6: STK:15593 DLR:164				
18MAY1999 13:35							

1804Y1999 13:35

LINE	OF	CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
------	----	------	------	------	---------------------------

A 27000 WEDIE PRE-DELIVERY INSPECTION - BASE TIME

B 2911

ETCH WINDOWS

UN 3A K5262 0.2

References

[illegible]

Autism Spectrum from Infancy

I hereby authorize the Bank to use in any way with the monetary material and funds from you under your employment provided to obtain the full or part bank statement on record, in whole or in part for the purpose of testing and/or litigation. I hereby authorize and/or agree to you share information.

• Driver will not be responsible for loss due to theft of property or damage within vehicle in her parking

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

YOU HAVE THE RIGHT TO A WRITTEN OR ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. YOUR \$61 WILL NOT BE HIGHER THAN THE ESTIMATE IF MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER AMOUNT BEFORE REPAIRS ARE FINISHED. INITIAL YOUR CHOICE:

☐ Written estimate
☐ Oral estimate
☐ No estimate
 Call toll free 1-800-368-2262 and service will be more than \$

X **TRUMP: STRONGLY DASHES COLLEGE OTHER'S ADVANTAGE IN CASE**

TECHNICIAN COPY

ALL RIGHTS RESERVED WILL BE ENJOINED UNLESS DETERMINED OTHERWISE SAUTE PACER. ☐

Case 990085330

THIS: BASE ACTION: C KEY: 990085330 CRS 09/17/1999 10:26 CABS020M

NEXT: BASE ACTION: KEY: 990085330 ID: H06GF

01 TITLE : CUSTOMER INFORMATION TYPE: 11

02 FIRST : 03 MI: 04 LAST

05 STREET

06 CITY : COUNCIL BLUFFS 07 ST: IA 08 ZIP

09 HPHONE: 10 B PHONE

11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 1G4HP54E7YU112236 ENG: 3.8L V6 MFI PLANT: HAMTRAMCK MI

13 YR/MDL : 2000 HP LESABRE CUSTOM 14 DEL: 15 MILES: 000190

16 DEALER : RHODEN AUTO CENTER, INC. 17 ZNDLR: 95 44312

18 CITY : COUNCIL BLUFFS 19 STATE: IA

CDE # DESC CDE COMMENTS

A08 0 FIRE - UNKNOWN 20 DEALER STATES THE VEHICLE CAUGHT FIRE

T01 0 PRODUCT ALLIGAT 21 GM PAR INVESTIGATION

22

THIS: CMTS ACTION: I KEY: 990085330 CRS 09/17/1999 10:28 CABS030M

NEXT: CMTS ACTION: I KEY: 990085330 ID: H06GF

GENERAL COMMENTS TOTAL CMTS: 4 TYPE: 11

USER: B75TR DATE: 08/17/99 TIME: 11:43 COMMENT #: 1

08 17 99

DEALERSHIP PHONE: 7123669400 SERVICE MANAGER: DAVE BORG

BUICK RECIEVED BUMP UP CALL FROM AUSTIN.

DEALER CALLED BUICK AND STATES A CUSTOMER TEST DROVE A 2000

LESABRE WHEN THE CUSTOMER SMELLED FUEL. DEALER STATES THE

ENGINE BUST IN FLAMES. DEALER STATES THE CUSTOMER IS O.K.

DEALER STATES THE VEHICLE WAS TOWED AND IS CURRENTLY AT

THE DEALER. DEALER STATES THEY WOULD LIKE THE VEHICLE TAKEN

OFF THERE INVENTORY AND WOULD LIKE A NEW VEHICLE.

BUICK INFORMED THE DEALER THAT SOMEBONE WOULD CONTACT THE

DEALER WITHIN 2 BUSINESS DAYS.

DEALER STATES IF SOMEBONE IS UNABLE TO REACH DAVE CONTACT KATHY

KACZMAREK.

BUICK TOYA RODRIQUEZ 248 952 2712 NO VME. TROY SITE

***** BUICK ROUTED CASE CAC *****

THIS: CMTS ACTION: I KEY: 990085330 CRS 09/17/1999 10:28 CABS030M

NEXT: CMTS ACTION: I KEY: 990085330 ID: H06GF

GENERAL COMMENTS TOTAL CMTS: 4 TYPE: 11

USER: HZ7JW DATE: 08/18/99 TIME: 14:13 COMMENT #: 2

08-18-99*****

I/CALLED DAVE BORG BACK BUT WAS ADVISED THAT HE WAS NOT AVAILABLE, I

SPOKE WITH KATHY KACZMAREK AS STATED IN CMT #1. KATHY RESTATES

INCIDENT. I/ADV KATHY 10-14 BUSINESS DAYS FOR INSPECTION. KATHY ACK &

THANKED. I/THANKED KATHY FOR TIME.

JILL COULTER P.A.R. TEAM

248 696 4828

THIS: CMTS ACTION: I KEY: 990085330 CRS 09/17/1999 10:29 CABS030M

NEXT: CMTS ACTION: I KEY: 990085330 ID: H06GF

GENERAL COMMENTS TOTAL CMTS: 4 TYPE: 11

USER: H27JW DATE: 08/18/99 TIME: 14:34
08-18-99*****

COMMENT #: 3

I/CALLED JENNIFER MORFORD AG GM NEW VEHICLE DAMAGE GROUP TO
INFORM OF THERMAL EVENT.

JILL COULTER P.A.R. TEAM
248 696 4828

USER: H27JW DATE: 08/30/99 TIME: 13:24
08-30-99*****

COMMENT #: 4

PLEASE REFER TO 1241 SCREENS.

JILL COULTER P.A.R. TEAM
248 696 4828

THIS: AFTECL ACTION: C KEY: 990083330
NEXT: AFTECL ACTION: I KEY: 990083330
NAME: DAVE BORG COUNCIL BLUFFS, IA

CRS 09/17/1999 10:29 CABS200M

ID: HD6GF

YR/MDL: 2000 HP TYPE: 11

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE : (CASH/INQ) PRODUCT CAMPAIGN :
REQUEST AREA : SERV REQUEST SOURCE : HT CRS
CONTACT TYPE : OWNER IN CORR SEQ# : N
WARRANTY : I (MOUT/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 :

CASE OPEN DATE : 08 17 99

SCRAP DATE :

ROUTING CODE : CAC CRS LOC: 1241 TRANSMIT : N (Y/N)

CORR TYPE :

TRANSMIT DATE :

FOLLOWUP DATE :

CCRP CASE# :

FILE RETENTION : 60

POSSIBLE SAFETY : Y (Y/N)

LAST ALTERED ID: H27JW

LAST ALTERED DATE: 09 16 99

REJECT CLOSE : N (Y/N)

REOPEN CASE : N (Y/N)

THIS: CLOSE ACTION: I KEY: 990083330

CRS 09/17/1999 10:29 CABS040M

NEXT: CLOSE ACTION: I KEY: 990083330

ID: HD6GF

NAME: DAVE BORG COUNCIL BLUFFS, IA

YR/MDL: 2000 HP TYPE: 11

CASE CLOSING INFORMATION

FILE RETENTION : 60

POSSIBLE SAFETY : Y (Y/N)

DLR CONTACT DATE: 08 30 99

DLR CONCLUSION DATE: 09 16 99

CLOSING DATE :

RESPONSIBLE DEALER :

CURT SCHEDULED : Y (Y/N)

CLOSE CASE : (Y/N)

CO REVIEW CLOSE : H27JW

CO REVIEWED : Y (Y/N) DATE: 09 16 99

REGION KEY CLOSE :

REGION REVIEWED : (Y/N) DATE:

GM #128C

CRS COMMENTS

AGG # FDS - UNKNOWN; DEALER STATES THE VEHICLE CAUGHT FIRE
FOR CAC INFO

TO: 0 PRODUCT ALLEGAT GM PAR INVESTIGATION
FOR CAC INFO

THIS: THIRD ACTION: C KEY: 990083330

CRS 09/17/1999 10:30 CABS110M

NEXT: THIRD ACTION: I KEY: 990083330

ID: HD6GF

NAME: DAVE BORG COUNCIL BLUFFS, IA

YR/MDL: 2000 HP TYPE: 11

THIRD PARTY INFORMATION

THIRD PARTY TYPE: OWNER

TITLE : MR.

GM1241 PAGE 3

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: FUEL INJECTOR(O-RING)

WHO MADE ALLEGATION OF DEFECT: CLAIMANT

WAS VEHICLE TOWED : Y (Y/N)

TOWING CO NAME : JAY B & SON GARAGE

TOWING CO ADDRESS: 1314 5TH AVENUE COUNCIL BLUFFS, IA

TOW DRIVER NAME : UNK

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

IF "N" GIVE SOURCE OF DRIVER DESC: SPOKE WITH DLR PERSONNEL(KATHY KACZMAREK

VEHICLE SPEED EST : 1

SOURCE OF EST : CLAIMANT

THIS: 12414 ACTION: I KEY: 99008330

CRS 09/17/1999 18:31 CALG140M

NEXT: 12415 ACTION: I KEY: 99008330

ID: E06GF

NAME: DAVE BORG COUNCIL BLUFFS, IA

YR/MDL: 2000 HP TYPE: II

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: UNKNOWN

KIND OF ROAD: A KIND OF SHOULDER: A (CONCRETE/GRAVEL/DIRT/ROCK-CRIB/ASPHALT)

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

VISION OBSTRUCTIONS: NONE

POSTED SPEED : 1 (MPH)

THIS: 12415 ACTION: I KEY: 99008330

CRS 09/17/1999 10:31 CALG150M

NEXT: 12416 ACTION: I KEY: 99008330

ID: E06GF

NAME: DAVE BORG COUNCIL BLUFFS, IA

YR/MDL: 2000 HP TYPE: II

GM1241 PAGE 5 (VEHICLE)

VIN : 1GHP2627101000000

DEL DATE:

YR/MDL: 2000 HP

NEW/USED/DEMO: N

MILEAGE: 190

TRANS : 4TUS-E

AXLE:

ENGINE : 3.8

LICENSE # :

STATE: IA

SUBSEC STICK # :

STATION # :

EXP DATE:

SPECIAL EQUIPMENT/FEATURES: UNKNOWN

NATURE AND EXTENT OF DAMAGES: INTERNAL AND EXTERNAL DAMAGE

NO RET COST OF RPR

RET COST OF REPAIR: 1

PRODUCT CAMP: NONE

CAMP PERFORMED: (Y/N)

IF "Y" DESC:

TIME, SIZE AND BRAND: UNK

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

SPARE: U

THIS: 12416 ACTION: I KEY: 99008330

CRS 09/17/1999 18:31 CALG160M

NEXT: 12417 ACTION: I KEY: 99008330

ID: E06GF

NAME: DAVE BORG COUNCIL BLUFFS, IA

YR/MDL: 2000 HP TYPE: II

GM1241 PAGE 6 (PHOTOS/DLR/PARTS)

WERE PHOTOS TAKEN: Y (Y/N) NUMBER: 24 BY WHOM: RON EVANGELISTI

ADDRESS : EAA

VEHICLE INSPECTED: Y (Y/N) NAME: RON EVANGELISTI

NAME OF INS. REP AT INVESTIGATION:

SELLING DEALER : RHODEN AUTO CENTER, INC

ADDRESS : 3400 SOUTH EXPRESSWAY COUNCIL BLUFFS, IA 51501

SERVICING DEALER : SAME

ADDRESS :

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 :

WHEN A WHEN WAS MATTER LEFT WITH CLAIMANT: I LEFT MESSAGE ON DAVE'S VME

ADVISING

CLASSED FORWARDED TO GM NEW VEHICLE DAMAGE GROUP. 8/30/99.

THIS 12410 ACTION KEY: 990085330 CRS 09/17/1999 10:31 CALG250M

NEXT: 12410 ACTION KEY: 990085330 ID: H06GF

NAME: DAVE BORG COUNCIL BLUFFS, IA YR/MDL: 2000 HP TYPE: 11

GM1241 PAGE 9

GENERAL COMMENTS: TOTAL CMTS: 5

UNCL: NEW DATE: 09/17/99 TIME: 14:22 COMMENT #: 1

09-18-99

CALLER DLR AND BORG WITH [REDACTED] DUE TO [REDACTED] NOT
AVAILABLE. KATHY ADV NO INJURIES. KATHY ADV
LOCATION. ADV INSURE IF POLICE REPORT OR NOT.
KATHY ADV TLR HASTONE AN INSPECTION, BUT AVM WAS CALLED AND DLR WAS
TOLD TO CALL [REDACTED] ADV THEY HAVE DONE A PARTS ESTIMATE & THE HOOD
NEEDS TO BE REPAIRED. KATHY KATHY 10-14 BUSINESS DAYS FOR INSPECTION.
HADV [REDACTED] THE INVESTIGATION CASE WILL BE FORWARDED TO GM NEW
VEHICLE DAMAGE GROUP FOR FURTHER HANDLING. /ADV [REDACTED] OF MY PHONE
NUMBER. [REDACTED] ACK & THANKS. /THANKS [REDACTED] FOR TIME.
HEARD INFORMATION TO EAA.

ALL-COULTER P.A.R. TEAM 246 096-4025

THIS 12410 ACTION CMT: 090085330

NEXT: 12410 ACTION KEY: 990085330

NAME: DAVE BORG COUNCIL BLUFFS, IA

GM1241 PAGE 10 (RECAP)

CRS 09/17/1999 10:32 CALG190M

ID: H06GF

YR/MDL: 2000 HP TYPE: 11

DEVISION NOTIFIED OF INCIDENT

HPW : 081799

WHEN : 082000

BY WHOM: CLAIMANT

IN ASSIGNED : 33

ASSIGNED:

INVESTIGATOR FIRST NAME: RON

ME: LAST NAME: EVANGELISTI

ASSIGNMENT DATE : 081899 DUE DATE : 090099

INVESTIGATION DATE : 082099 RECEIVED DATE : 083099

INFO FROM FURTHER INVESTIGATION: I LEFT DAVE BORG MESSAGE ON VME ADVISING
THAT
CASE HAS BEEN FORWARDED TO JENNIFER MORFORD AT GM NEW VEHICLE DAMAGE
GROUP FOR
FURTHER HANDLING. BY PHONE 8/30/99.

INSURANCE CO CODE: INSM001 DATE SENT: 083099
REGION APPROVD BY : E.D. THOMPSON DATE: 091699
CO APPROVED BY : JILL COULTER DATE: 091699
THIS: 1241A ACTION: C KEY: 990085330 CRS 09/17/1999 10:34 CALG240M
NEXT: 1241A ACTION: KEY: 990085330 ID: H06GF
GM1241-A

DIVISION: BUICK ZONE: 35 DATE: 083099
INSURANCE COMPANY'S (LOCAL OFFICE) DESIGNATION CODE PTP 76- INSM0001
ADDRESS: P. O. BOX 02489 CITY: DETROIT ST: MI ZIP: 48202
RE: CLAIMANT (FIRST): DAVE MI: LAST: BORG
DATE OF INCIDENT : 080599
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 : CASE PRINT, WARRANTY HISTORY, INSPECTION, PHOTOS, OTHER
CONTACT NAME FIRST: ELMER LAST: THOMPSON MI: D
CONTACT ADDRESS: P.O. BOX 7047
CITY: TROY ST: MI ZIP: 48067 7047 CONTACT TITLE: FARMOR

FIRST :
MI :
LAST :
STREET :
CITY : COUNCIL BLUFFS
STATE : IA
ZIP :
H PHONE :
B PHONE :
COMPANY :
INDEMNIFICATION REQ. DATE: # OF REQUESTS:
INDEMNIFICATION DECISION: (ACCEPTED/REJECTED) DECISION DATE:
CORRESPONDENCE SELECTION:
THIS: 12411 ACTION: I KEY: 990083330 CRS 09/17/1999 10:30 CALG110M
NEXT: 12412 ACTION: I KEY: 990083330 ID: HD6GF
CM01241 PAGE 1

INCIDENT DATE: 08/05/99 TIME: 13:40 (24 HR CLOCK)

OWNER TITLE : MR.

FIRST : ME: LAST:
STREET :
CITY : COUNCIL BLUFFS ST: IA ZIP:
H PHONE: AGE: B PHONE:
COMPANY:

DRIVER TITLE : SAME

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

CLAIMANT TITLE: SAME

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

THIS: 12412 ACTION: I KEY: 990083330 CRS 09/17/1999 10:30 CALG120M
NEXT: 12413 ACTION: I KEY: 990083330 ID: HD6GF
NAME: DAVE BORG COUNCIL BLUFFS, IA YR/MDL: 2000 HP TYPE: II
CM01241 PAGE 2

BODILY INJURIES : N (Y/N) NUMBER OF PEOPLE :
WAS ANOTHER VEH INVOLVED : N (Y/N) NUMBER OF VEHICLES :
END VEHICLE TURN OVER : N (Y/N) CLAIMANT REP BY ATTNY: N (Y/N)
WHERE CAN VEHICLE BE SEEN: RHODEN AUTO CENTER, INC. COUNCIL BLUFFS, IA 51501

VIN : 1G4EP34K7YU11226 DEL DTE:
YR/MDL: 2000 HP MILEAGE: 190

PREVIOUS USE OF VEHICLE : DEALER VEHICLE

DETAILED DESCRIPTION OF INCIDENT & CAUSE: A CUSTOMER WAS TEST DRIVING THE
VEHICLE AND SPILLED FUEL. THE CUSTOMER PULLED OVER, GOT OUT AND VEHICLE
WAS IN FLAMES WHEN A DEFECT CAUSED DAMAGE.

NATURE OF WEATHER: DRY
THIS: 12413 ACTION: I KEY: 990083330 CRS 09/17/1999 10:30 CALG130M
NEXT: 12414 ACTION: I KEY: 990083330 ID: HD6GF
NAME: DAVE BORG COUNCIL BLUFFS, IA YR/MDL: 2000 HP TYPE: II

To: Jennifer Morford

Dept: GM New Vehicle Damage Group

Phone: (313) 665-1813

Fax: (313) 667-7049

Date: 8/30/99

Je

From: Jill Coulter

*encl # 19
220*

Dept: GM Product Allegation Resolution Group

Phone: (248) 696-4828

Fax: (248) 696-7352

Pages Included:

18

Notes: Case # 990085330 [REDACTED] (2000 Buick Lesabre).

CUSTOMER #:

424244

WORKORDER

Collect Staffs, Iowa

PAGE 2

HOME:

BUS:

SERVICE ADVISOR: 5118 SPENCER, JEFF

YEAR	MAKE/MODEL	VIN	LICENSE	WEIGHT/OUT	TAG		
2000	BUICK LESABRE	1G4HP5AK7YU12236		1907	1652		
OR DATE	PROD. DATE	YEAR EXE	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
		17:00	05AUG99		62.00	CASH	

05AUG1999 11:05

OPTIONS: STR:15593 DLR:164

Buck File # 990085330

LINE OR CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

A WB94 TONED TO SHOP CR FOR FIRE DAMAGE per Tony 11/17/99

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. I hereby authorize dealer repairs as you deem necessary.

I will not be responsible for loss due to theft of property or accessory while vehicle is in for service.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

YOU HAVE THE RIGHT TO A WRITTEN OR ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. YOUR BILL WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER AMOUNT BEFORE REPAIRS ARE FINISHED. INITIAL YOUR CHOICE:

Written estimate

Oral estimate

No estimate

Call me if repairs and service will be more than \$

X

Technician's Signature

TECHNICIAN COPY

THIS COPY MUST BE KEPT BY THE DEALER AND NOT BE DESTROYED WITHOUT THE DEALER'S WRITTEN PERMISSION. DATE PARTS: ☐

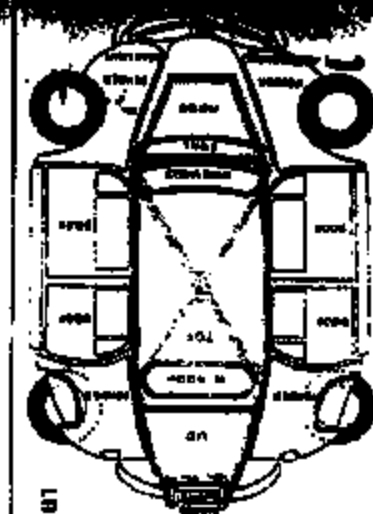
X

THIS IS STRICTLY CASH UNLESS OTHER ARRANGEMENTS ARE MADE

- * coolant over flow
- * pas + new batt cables
- * accumulator cover
- * serp belt
- * alternator
- * upper intake + gasket
- * 6 injectors
- * 15-16 in fall
- * Pulley + cover
- * plug wires
- * 3- ign coil
- * 1 - ign module
- * Throttle body
- * 2 fuel lines
- * 1 - complete air box

- * fit valve cover
- * lower intake gaskets
- * engine cover
- * upper & lower radiator hoses
- * complete engine wiring harness
- * hood blanket
- * fit exhaust manifold
- * fit trans mount
- * washer nozzle tube harness

1940 10-18



LEARNING OBJECTIVES (COs/CLOs)	
CO-1	CO-1
CO-2	CO-2
CO-3	CO-3
CO-4	CO-4
CO-5	CO-5
CO-6	CO-6
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CO-99	CO-99
CO-100	CO-100

PAGE THREE

TIME CLOCK	
IN	
OUT	
IN	
OUT	
IN	
OUT	
IN	
OUT	

6

6/10/2019

BUICK FILE #
990085330

Paul Boudal

COUNCIL BLUFFS, IOWA

New Vehicle
Damage

888 414 6322

ABC Dealer Business Center Mark

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products.

YOUR ORDER NO.

DATE SHIPPED
09 AUG 99

INVOICE DATE

INVOICE
NUMBER

RR424244

RO QUOTE

ACCOUNT NO.

PAGE 1 OF 2

SHIP VIA		SLER	BL NO.	TERMS	F.O.B. POINT			
		174			COUNCIL BLUFFS,			
		PART NO.	DESCRIPTION	LIST	NET	AMOUNT	COST	COMP.
1	1	0	Service Advisor: Vehicle: YD112236					
1	1	0	F-HOSE	7.05	4.94	4.94	353	0
1	1	0	BELT	34.25	23.98	23.98	1713	0
1	1	0	ALTERNATOR	505.88	354.12	354.12	25294	0
6	6	0	W-INJECTOR	102.63	71.85	431.10	30792	0
1	1	0	RAIL-INJC	131.47	92.02	92.02	6573	0
1	1	0	B-WIRE KIT	40.43	28.29	28.29	2021	0
1	1	0	F-CABLE	22.58	15.81	15.81	1129	0
1	1	0	CABLE	75.28	52.70	52.70	3764	0
1	1	0	F-CABLE	72.00	50.40	50.40	3600	0
1	1	0	VALVE KIT	15.42	10.79	10.79	771	0
1	1	0	F-BODY	513.83	359.69	359.69	25692	0
1	1	0	MANIFOLD	242.00	203.28	203.28	14520	0
1	1	0	F-SHIELD	35.50	29.82	29.82	2130	0
1	1	0	GASKET KI	31.00	26.04	26.04	1860	0
1	1	0	GASKET KI	37.75	31.71	31.71	2265	0
3	3	0	W-COIL ASM	52.42	36.69	110.07	7863	0
1	1	0	W-MODULE	260.00	182.00	182.00	13000	0
1	1	0	F-DOCT	16.00	13.44	13.44	960	0
1	1	0	CLAMP	1.60	1.34	1.34	96	0
1	1	0	AIR FLTR	8.44	5.91	5.91	422	0
						TOTALS		
						PARTS		
						SUBLET		
						FREIGHT		
						SALES TAX		
						TOTAL		
CUSTOMER'S SIGNATURE								
X								

NO RETURN OF ELECTRICAL OR SPECIAL ORDERED PARTS. ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL.
NO REFUNDS AFTER 30 DAYS. 20% HANDLING CHARGE ON RETURNED PARTS.

ACCOUNTING COPY

COUNCIL BLUFFS, IOWA

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
09 AUG 99		09 AUG 99		RR424244

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ACCOUNT NO.

RO QUOTE

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PAGE 2 OF 2

SHIP VIA		SLIP NO.		S/L NO.		TERMS		F.O.B. POINT	
		174						COUNCIL BLUFFS,	
QTY	UNIT	PART NO.	DESCRIPTION		LIST	NET	AMOUNT	COST	COMP.
1	1	0 24508135	HOUSING, AI		45.00	37.80	37.80	2700	0
1	1	0 24508206	HOUSING, A		45.00	37.80	37.80	2700	0
1	1	0 25532619	GASKET-VL		10.50	8.82	8.82	630	0
1	1	0 25534753	COVER-VLV		46.50	39.06	39.06	2790	0
1	1	0 25666929	HOSE, RADIA		21.60	15.12	15.12	1080	0
1	1	0 25666930	F-HOSE		14.04	9.83	9.83	702	0
1	1	0 24504379	F-MANIFOLD		98.23	83.36	83.36	5954	0
1	1	0 25700265	F-MOUNT AS		78.00	65.52	65.52	4680	0
1	1	0 12463080	F-HOSE		27.25	22.89	22.89	1635	0
1	1	0 25654422	SEAL, HOOD		32.75	16.76	16.76	1197	0
1	1	0 25698938	PANEL, COWL		68.00	57.12	57.12	4080	0
1	1	0 25654039	F-INSULHO		23.00	19.32	19.32	1380	0
1	1	0 15355688	HARNASS		654.00	549.36	549.36	39240	0
1	1	0 25654100	FUEL LINE		56.25	47.25	47.25	3375	0
1	1	0 25654103	PIPE, RIN		56.25	47.25	47.25	3375	0
1	1	0 25695391	BRACKET, HO		20.00	16.80	16.80	1200	0
1	1	0 25703057	RESERVOIR		8.55	7.78	7.78	556	0
**** R O P A R T S Q U O T E - D O N O T P A Y ****									

THIS INVOICE IS YOUR COUPON ON YOUR
NEXT PARTS PURCHASE!! BRING THIS
INVOICE WITH YOU AND RECEIVE A 10%
DISCOUNT ON YOUR PARTS INVOICE!
VALID TO ALL BUT WHOLESALE ACCOUNTS

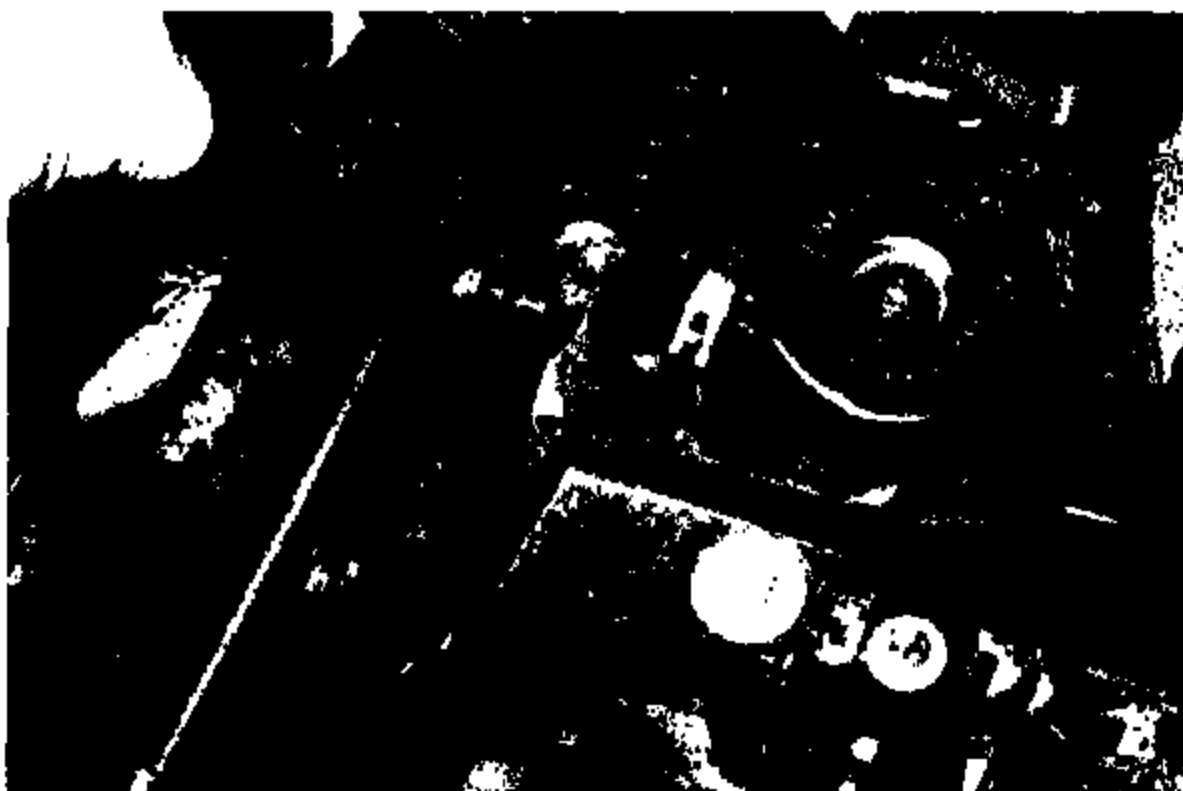
CUSTOMER'S SIGNATURE

X

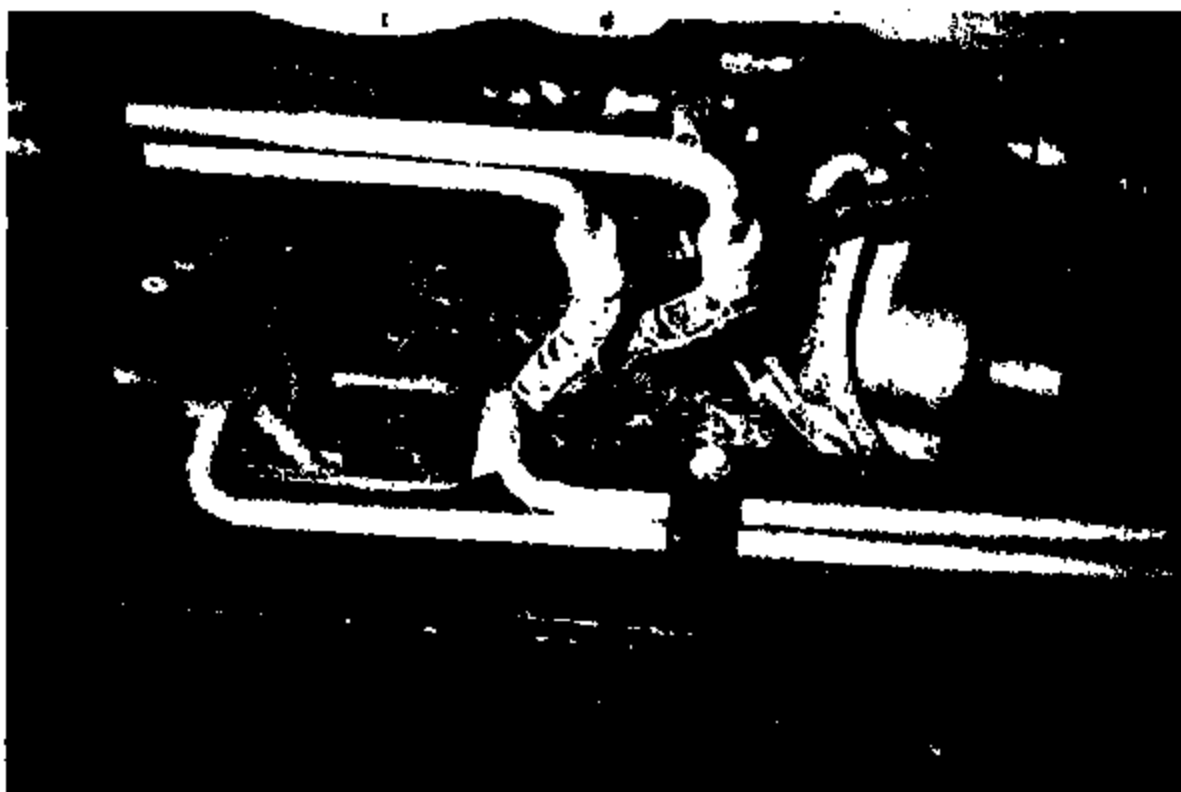
MISC SUPPLIES	TOTALS
PARTS	3,109.29 222092 0
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	30.00

NO RETURN OF ELECTRICAL OR SPECIAL ORDERED PARTS. ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL.
NO REFUNDS AFTER 30 DAYS. 20% HANDLING CHARGE ON RETURNED PARTS.

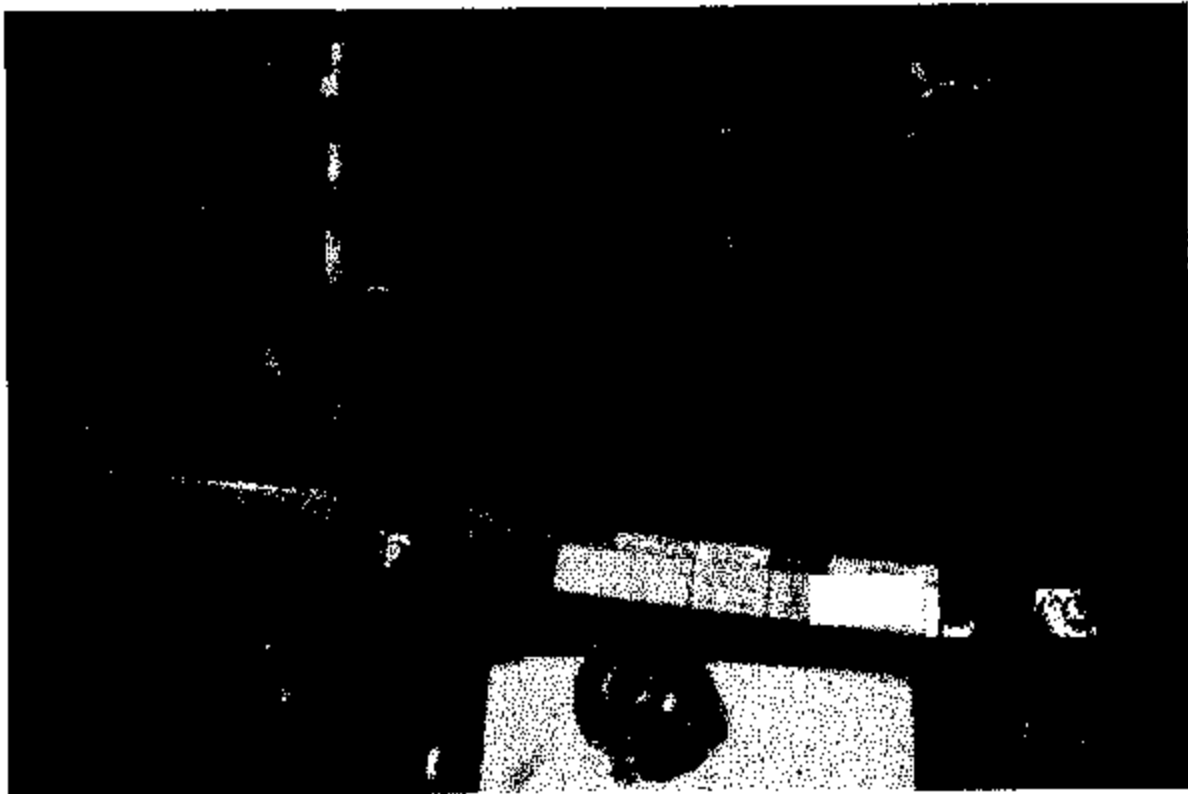
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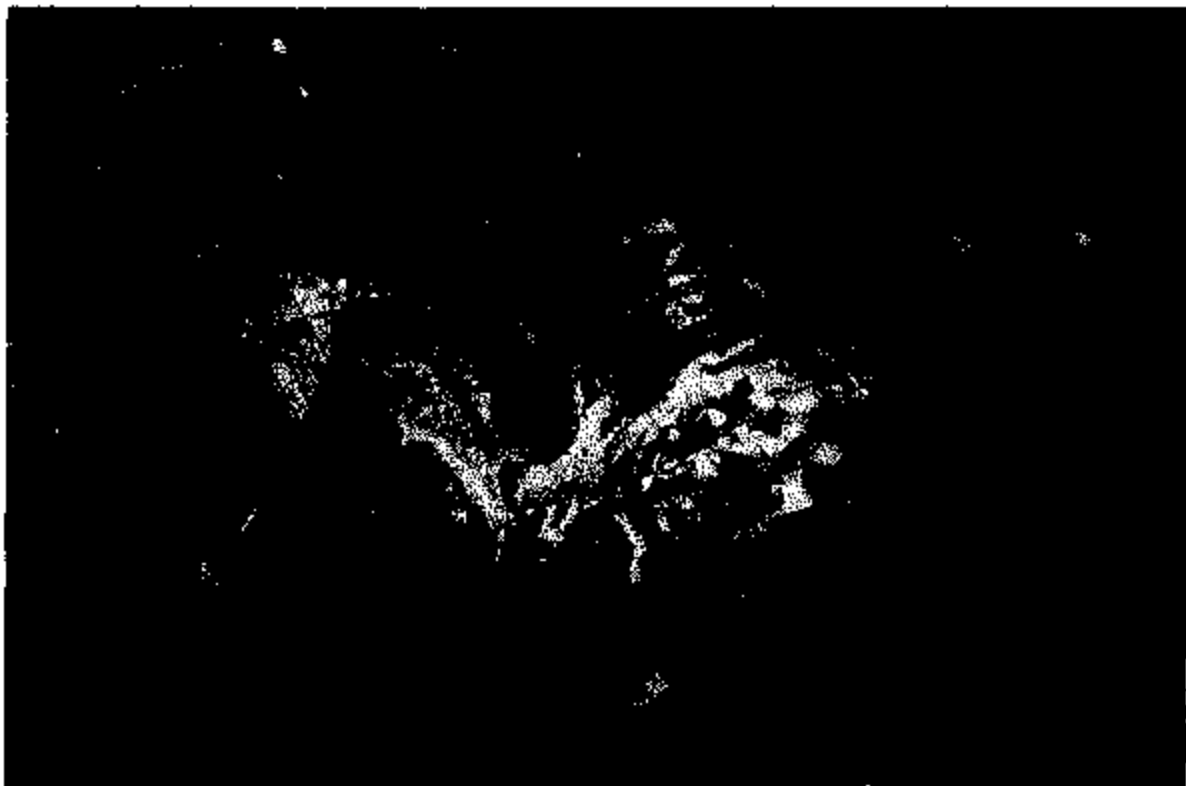
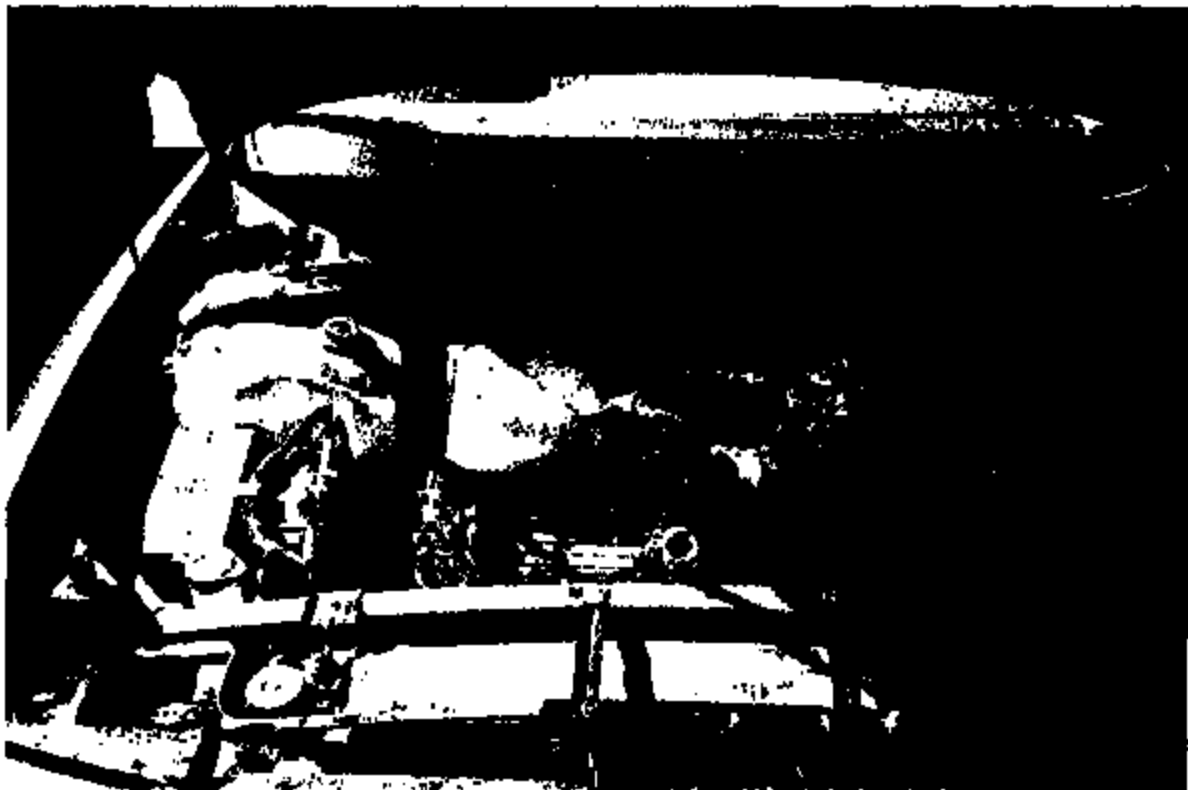










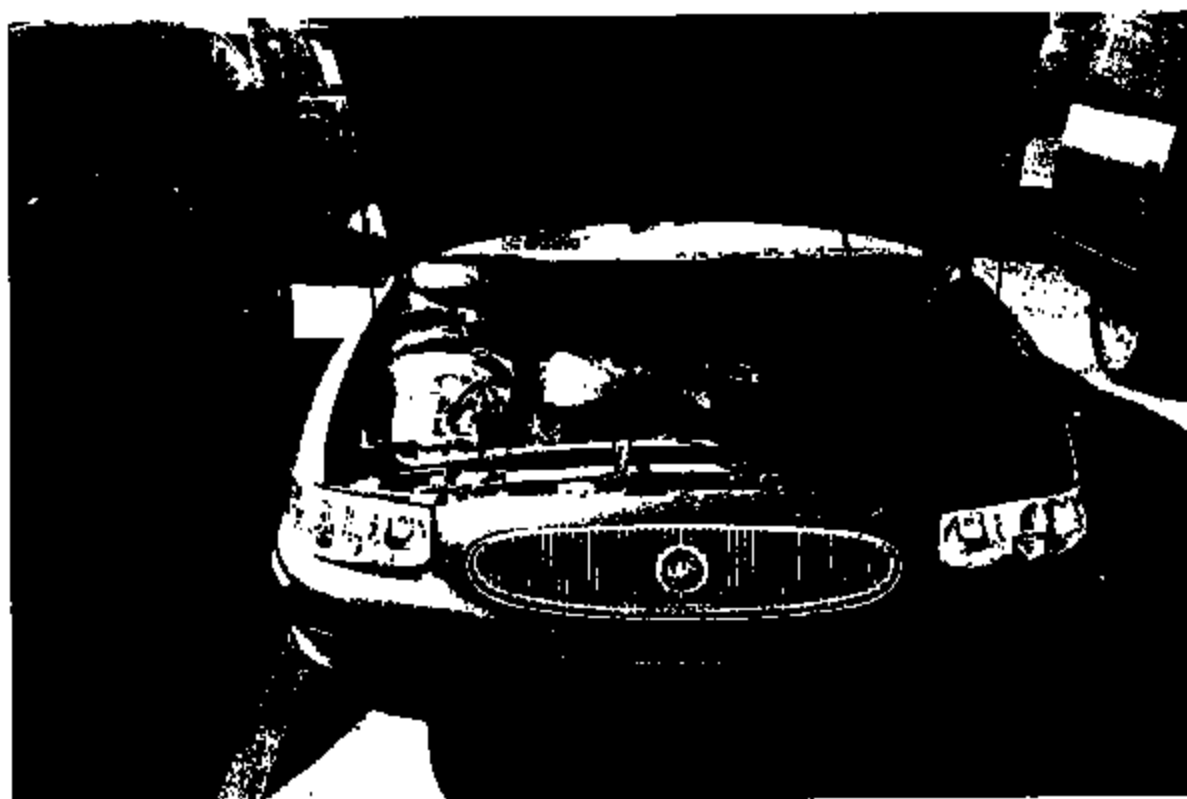






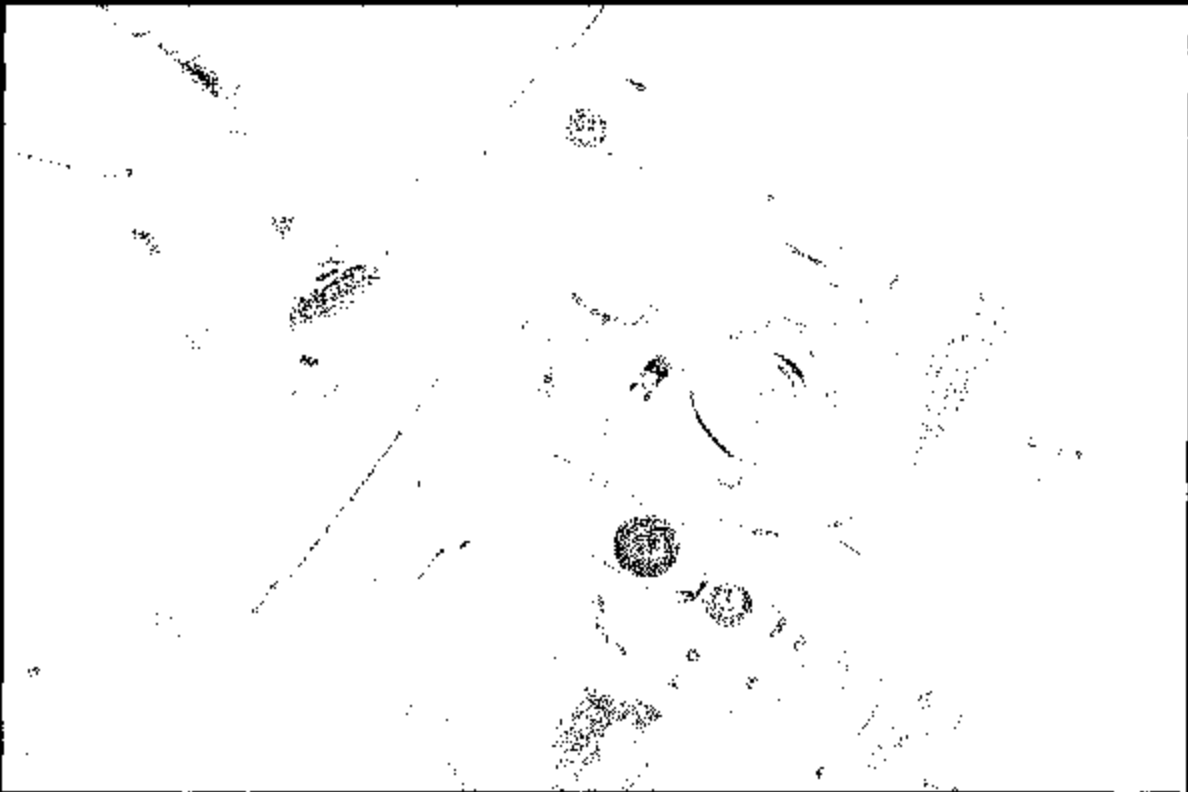


316088



316088





GM RESTRICTED

316600

CASE NUMBER: 00296418 VIN: 1G4CW52K2X4636392
 DATE OPENED: 05/28/00 MODEL YEAR: 99
 DATE CLOSED: 05/25/00 SERIES: PARK AVENUE SED
 SOURCE: PAR MILEAGE: 34279
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: IL
 BIZ. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 BUICK DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 00296418 VIN: 1G4CW52K2X4636392
 DATE OPENED: 2000-05-28 MODEL YEAR: 1999
 DATE CLOSED: 2000-05-25 SERIES: PARK AVENUE SED
 SOURCE: MILEAGE: 34279
 SRC TYPE: PAR DELIVERY DATE:
 SRC PART#: 00296417 DEALER NAME: JOE RYBA BUICK, INC.
 PARK, IL, 60462, USA DEALER ADDRESS: 15690 SOUTH HARLEM AVENUE, ORLAND

*****GENERAL CASE
 INFORMATION*****

0 REPAIR ATTEMPT(S)

0 REPAIR ATTEMPT(S)

0 REPAIR ATTEMPT(S)

0 REPAIR ATTEMPT(S)

product allegation

316600

*****WORK
HISTORY*****

CRM ATTEMPTED TO CONTACT THE CUSTOMER AT NUMBER PROVIDED ON 5-9-00 AT 3:13PM AND RECEIVED NO ANSWER AND NO ANSWERING MACHINE. CRM LET PHONE RING OVER 15 TIMES BEFORE ENDING THE CALL. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334; 0; 326754482
2000-05-10

CRM RECEIVED A CALL FROM AVM, DAVE BEATTY, WHO STATED THAT THE CUSTOMER IS CALLING THE SERVICE MANAGER, NINO FOLINO, WANTING TO KNOW THE STATUS OF HIS VEHICLE. CRM ADVISED MR. BEATTY THAT CRM JUST RECEIVED THE FILE YESTERDAY AND HAS ATTEMPTED TO CONTACT CUSTOMER FOR PERMISSION TO INSPECT THE VEHICLE. MR. BEATTY STATED HE WILL CONTACT [REDACTED] AND ADVISE HIM TO HAVE THE CUSTOMER CONTACT PAR CRM. CRM THANKED MR. BEATTY FOR HIS ASSISTANCE AND ENDED THE CALL. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334; 0; 326840413
2000-05-10

CRM RECEIVED A CALL FROM THE CUSTOMER ON 5-1-00. CUSTOMER STATED THAT HE PURCHASED THIS VEHICLE NEW IN MARCH OF 1999 FROM JOE RIZZA BUICK AND ALSO HAS HIS VEHICLE SERVICED THERE EVERY 3000 MILES. CUSTOMER STATED THAT THERE ARE NO AFTERMARKET PRODUCTS ON HIS VEHICLE. CUSTOMER STATED THAT THE FIRE DEPARTMENT THAT RESPONDED TO THE SCENE WAS BRIDGEVIEW FIRE DEPARTMENT. CUSTOMER STATED THAT NO ONE WAS INJURED ONLY SHOOK UP FROM THE EXPERIENCE. CRM ADVISED THE CUSTOMER THAT GM WOULD LIKE TO INSPECT THE VEHICLE AND THE CUSTOMER AGREED TO THE INSPECTION. CRM ADVISED THE CUSTOMER THAT THE INSPECTION PROCESS IS APPROXIMATELY 10 TO 14 DAYS AND WILL CONTACT THE CUSTOMER BACK ONCE RECEIVES THE INSPECTION. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334; 0; 326842462
2000-05-10

CUSTOMER STATED THAT THE BEST TIME TO REACH HIM IS BETWEEN 7AM AND 9AM AT HIS HOME NUMBER.

VEHICLE IS LOCATED AT JOE RIZZA BUICK
IL 60462

15690 SOUTH HARLEM AVENUE ORLANDO PARK,
(708) 429-2020
NINO FOLINO (SVC MGR); 0; 326842189

2000-05-24

CRM RECEIVED THE INSPECTION REPORT BACK FROM EAA AND REVIEWED THE FILE AND REPORT. CRM REVIEWED THE REPORT WITH GIOVANNI DEPALMA, TECH ADVISOR. CRM CONTACTED THE AVM AND GAVE THE AVM AN UPDATE ADVISING HIM THAT GM IS GOING TO OFFER A TRADE REPURCHASE. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334; 0; 328042629
2000-05-24

CRM CONTACTED THE CUSTOMER AND ADVISED THE CUSTOMER THAT GM WOULD LIKE TO OFFER A TRADE REPURCHASE AS A GOODWILL FOR CUSTOMER SATISFACTION. CRM ADVISED THE CUSTOMER THAT HE WILL BE CHARGED FOR USAGE OF THE VEHICLE.; 0; 328042714
2000-05-24

CRM ALSO ADVISED THE CUSTOMER THAT AS LONG AS HE WENT INTO THE SAME VEHICLE WITH THE SAME OPTIONS HE WOULD NOT BE CHARGED AN UPGRADE BUT IF HE WANTED DIFFERENT OPTIONS THEN HE WOULD BE RESPONSIBLE FOR THE DIFFERENCE.; 0; 328042789
2000-05-24

CUSTOMER FAXED A COPY OF HIS TITLE AND BILL OF SALE AND WILL WORK WITH DEALERSHIP ON SELECTING A NEW VEHICLE. DEALER CONTACT WILL BE NINO FOLINO THE SERVICE MANAGER OR THE GENERAL MANAGER. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334; 0; 328042939

GM R E S T R I C T E D

316600

2000-05-24

SUMMARY: CRM RECEIVED AND REVIEWED PAR FILE. CRM REVIEWED FILE WITH COST. AND CUST. AGREED TO INSPECTION. VEHICLE WAS INSPECTED BY EAA. CRM RECEIVED INSPECTION REPORT. CRM ADVISED CUSTOMER GM WOULD LIKE TO ACCEPT RESPONSIBILITY AND OFFERED TRADE REPURCHASE CUSTOMER ACCEPTED.; 0; 328043045
2000-05-24

CRM CLOSING FILE AND FORWARDING FILE TO REPURCHASE AND BSIS. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334; 0; 328043079
LEZO, JOSEPH F

316600

*****PAR
INFORMATION*****

INCIDENT DATE: 2000-05-05 INCIDENT TIME: 16:00:00
INCIDENT LOCATION: 8200 s harlem

DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED]
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: must came to a stop/vehicle began to smoke and once everyone out of vehicle, engine caught on fire

ALLEGED DEFECTIVE COMPONENT: ENGINE

INCIDENT RESULT: ACCEPTED-5-24-00 REPURCHASE
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 4 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: KEMPER INSURANCE
ALOS HEIGHTS, IL 60463 INSURANCE COMPANY ADDRESS: PO BOX 565

AGENT NAME: THOMAS BRODERICK
AGENT PHONE NUMBER: 708-597-8725

MORE INFORMATION:
MAINTENANCE LOCATION: NONE
CURRENT LOCATION OF VEHICLE: JOE RIZZA BUICK
NOTIFY NAME: JOSEPH IZEO

WAS VEHICLE INSPECTED: Y INSPECTOR'S NAME: BAAINSPECTION DATE: 2000-05-17
MILEAGE AT INSPECTION: 34279
WHERE WAS INSPECTION DONE: INSPECTED VEHICLE

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: ENGINE COMPARTMENT
INVESTIGATIVE SUMMARY: THERMAL EVENT OCCURRED
PAR STATUS: Accepted

316600

*****PRA
INFORMATION*****SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:ENGINE TYPE:

MILEAGE & BUY-BACK: 0
MSRP:DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:

NAME:

ACCOUNT NUMBER:
INTEREST RATE:INTEREST PAID:
DEALER BUYOUT:ACCOUNT BALANCE:
LEGAL:LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

316500

*****BODILY
INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****AIR
INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

B BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BEC CONTACT INFORMATION*****

NAME: IESO, JOSEPH F

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: Claimant

ADDRESS: 7320 W 153RD ST

CONTACT PHONE: 7084290161

ORLAND PARK, IL 604624302



PAR CASE INFORMATION

316600

Problem ID: 00298418

NAME: [REDACTED]
ADDRESS: [REDACTED]
ORLAND PARK, IL [REDACTED]
PHONE NUMBER: [REDACTED]

CONTACT ID: C0000018836872	BODY INJURY: 0
DRIVER NAME: [REDACTED]	COLLISION: 0
DRIVER AGE: [REDACTED]	PROPERTY DMG: 0
DISABILITIES: none	NON COLL: 1
ROAD SURFACE: Asphalt	DMB ABV IC: 0
ROAD CONDITION: Dry	NOTIFY NAME: [REDACTED]
# PEOPLE IN VEHICLE: 4	INSPECTION: 1
INJURIES: No	INSP NAME: EAA
OTHER VEHICLES INVOLVED: No	INSP DATE: 8/17/00
NUMBER INVOLVED: [REDACTED]	INSP MILES: 34,279
DEFECTIVE COMPONENT: ENGINE	INSP DONE: INSPECTED VEHICLE
POLICE REPORT: No	ROAD TEST: 0
MAINTENANCE LOCATION: NONE	ROAD TEST DESC: [REDACTED]
INSURANCE: Yes	ROAD TEST RESULT: [REDACTED]
INSURANCE COMPANY: KEMPER INSURANCE	COMP INSPECTED: ENGINE COMPARTMENT
INSURANCE COMPANY ADDR: PO BOX 885 PALO	INVEST SUMMARY: THERMAL EVENT OCCURRED
AGENT NAME: THOMAS BRODERICK	INCIDENT RESULT: ACCEPTED-5-24-00 REPURCHASE
STATUS: Accepted	AGENT PHONE: 708-897-8728
REJECT REASON: [REDACTED]	VEHICLE LOCATION: JOE RIZZA BUICK
PROPERTY DAMAGE: [REDACTED]	MORE INFO: [REDACTED]
OWNER DESC: cust came to a stop/vehicle began to smoke and once everyone out of vehicle, engine caught on fire	
INCIDENT DATE: 8/8/00	
INCIDENT TIME: 0	
INCIDENT LOCATION: 8200 s harlem	

NAME: [REDACTED]
TYPE: Claimant
COMPANY: [REDACTED]
ADDRESS: [REDACTED]
ORLAND PARK, IL [REDACTED]
PHONE: [REDACTED]
PAYEE: No
ACCOUNT/POLICY: [REDACTED]
SELLING DEALER: JOE RIZZA BUICK, INC.
CONTRACT: MR. VALENTE-GNL MGR
SERVICE DEALER: JOE RIZZA BUICK, INC.
CONTRACT: MR. FOLINO-SVC MGR



PAR CASE INFORMATION

Problem ID: 00296418

VIN: 1G4CW62KZX4636392
MAKE: BUICK
MODEL: PARK AVENUE SEDAN
YEAR: 1999
ODOMETER: 34,379

DESCRIPTION: SOLUTION:

COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: cust called in regards to vehicle catching on fire
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A06
COMPONENT DESCRIPTION 2: thermal event in the engine compartment
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Fire
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3:
COMPONENT DESCRIPTION 3:
COMPLAINT CODE 3:
COMPLAINT DESCRIPTION 3:
REPAIR ATTEMPTS 3:

COMPONENT CODE 4:
COMPONENT DESCRIPTION 4:
COMPLAINT CODE 4:
COMPLAINT DESCRIPTION 4:
REPAIR ATTEMPTS 4:

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:

PAR CASE INFORMATION

Problem ID: 00296418

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACGT_TYPE:
ACGT_NUM:
TAX_ID:
ISSUE_1000:
POLICY_NUM:

5/9/00 CRM ATTEMPTED TO CONTACT THE CUSTOMER AT NUMBER PROVIDED ON 5-8-00 AT 3:13PM AND RECEIVED NO ANSWER AND NO ANSWERING MACHINE. CRM LET PHONE RING OVER 15 TIMES BEFORE ENDING THE CALL. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

5/10/00 CRM RECEIVED A CALL FROM AVM, DAVE BEATTY, WHO STATED THAT THE CUSTOMER IS CALLING THE SERVICE MANAGER, NINO FOLINO, WANTING TO KNOW THE STATUS OF HIS VEHICLE. CRM ADVISED MR. BEATTY THAT CRM JUST RECEIVED THE FILE YESTERDAY AND HAS ATTEMPTED TO CONTACT THE CUSTOMER FOR PERMISSION TO INSPECT THE VEHICLE. MR. BEATTY STATED HE WILL CONTACT THE CUSTOMER STATED THAT THE BEST TIME TO REACH HIM IS BETWEEN 7AM AND 9AM AT HIS HOME NUMBER.

5/10/00 VEHICLE INFORMATION, L. 8602 RIZZA BUICK

5/10/00 CRM RECEIVED A CALL FROM THE CUSTOMER ON 5-1-00. CUSTOMER STATED THAT HE PURCHASED THIS VEHICLE NEW IN MARCH OF 1998 FROM JOE RIZZA BUICK AND ALSO HAS HIS VEHICLE SERVICED THERE EVERY 3000 MILES. CUSTOMER STATED THAT THERE ARE NO PROBLEMS WITH THE VEHICLE. CUSTOMER STATED THAT THE FIRE DEPARTMENT THAT RESPONDED TO THE SCENE WAS NOT RESPONSIBLE FOR THE DAMAGE TO THE VEHICLE.

5/24/00 CRM RECEIVED THE INSPECTION REPORT BACK FROM EAA AND REVIEWED THE FILE AND REPORT. CRM REVIEWED THE REPORT WITH GIOVANNI DEPALMA, TECH ADVISOR. CRM CONTACTED THE AVM AND GAVE THE AVM AN UPDATE ADVISING HIM THAT GM IS GOING TO OFFER A TRADE REPURCHASE. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

5/24/00 CRM CLOSING FILE AND FORWARDING FILE TO REPURCHASE AND E818. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

5/24/00 SUMMARY: CRM RECEIVED AND REVIEWED PAR FILE. CRM REVIEWED FILE WITH CUST. AND CUST. AGREED TO INSPECTION. VEHICLE WAS INSPECTED BY EAA. CRM RECEIVED INSPECTION REPORT. CRM ADVISED CUSTOMER GM WOULD LIKE TO ACCEPT RESPONSIBILITY AND OFFERED TRADE REPURCHASE. CUSTOMER ACCEPTED.

5/24/00 CUSTOMER FAXED A COPY OF HIS TITLE AND BILL OF SALE AND WILL WORK WITH DEALERSHIP ON SELECTING A NEW VEHICLE. DEALER CONTACT WILL BE NINO FOLINO THE SERVICE MANAGER OR THE GENERAL MANAGER. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

5/24/00 CRM ALSO ADVISED THE CUSTOMER THAT AS LONG AS HE WENT INTO THE SAME VEHICLE WITH THE SAME OPTIONS HE WOULD NOT BE CHARGED AN UPGRADE BUT IF HE WANTED DIFFERENT OPTIONS THEN HE WOULD BE RESPONSIBLE FOR THE DIFFERENCE.

5/24/00 CRM CONTACTED THE CUSTOMER AND ADVISED THE CUSTOMER THAT GM WOULD LIKE TO OFFER A TRADE REPURCHASE AS A GOODWILL FOR CUSTOMER SATISFACTION. CRM ADVISED THE CUSTOMER THAT HE WILL BE CHARGED FOR USAGE OF THE VEHICLE.

PAR CASE INFORMATION

Problem ID: 00296418

Work History

CRM ATTEMPTED TO CONTACT THE CUSTOMER AT NUMBER PROVIDED ON 5-9-00 AT 3:13PM AND RECEIVED NO ANSWER AND NO ANSWERING MACHINE. CRM LET PHONE RING OVER 15 TIMES BEFORE ENDING THE CALL. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

CRM RECEIVED A CALL FROM AVM, DAVE BEATTY, WHO STATED THAT THE CUSTOMER IS CALLING THE SERVICE MANAGER, NINO POLINO, WANTING TO KNOW THE STATUS OF HIS VEHICLE. CRM ADVISED MR. BEATTY THAT CRM JUST RECEIVED THE FILE YESTERDAY AND HAS ATTEMPTED TO CONTACT CUSTOMER FOR PERMISSION TO INSPECT THE VEHICLE. MR. BEATTY STATED HE WILL CONTACT MR. POLINO AND ADVISE HIM TO HAVE THE CUSTOMER CONTACT PAR CRM. CRM THANKED MR. BEATTY FOR HIS ASSISTANCE AND ENDED THE CALL. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

CRM RECEIVED A CALL FROM THE CUSTOMER ON 5-1-00. CUSTOMER STATED THAT HE PURCHASED THIS VEHICLE NEW IN MARCH OF 1999 FROM JOE RIZZA BUICK AND ALSO HAS HIS VEHICLE SERVICED THERE EVERY 3000 MILES. CUSTOMER STATED THAT THERE ARE NO AFTERMARKET PRODUCTS ON HIS VEHICLE. CUSTOMER STATED THAT THE FIRE DEPARTMENT THAT RESPONDED TO THE SCENE WAS BRIDGEVIEW FIRE DEPARTMENT. CUSTOMER STATED THAT NO ONE WAS INJURED ONLY SHOOK UP FROM THE EXPERIENCE. CRM ADVISED THE CUSTOMER THAT GM WOULD LIKE TO INSPECT THE VEHICLE AND THE CUSTOMER AGREED TO THE INSPECTION. CRM ADVISED THE CUSTOMER THAT THE INSPECTION PROCESS IS APPROXIMATELY 10 TO 14 DAYS AND WILL CONTACT THE CUSTOMER BACK ONCE RECEIVES THE INSPECTION. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

CUSTOMER STATED THAT THE BEST TIME TO REACH HIM IS BETWEEN 7AM AND 9AM AT HIS HOME NUMBER.

VEHICLE IS LOCATED AT

JOE RIZZA BUICK
15690 SOUTH HARLEM AVENUE
ORLANDO PARK, IL 60462
(708) 429-2020
NINO POLINO (SVC MGR)

CRM RECEIVED THE INSPECTION REPORT BACK FROM EAA AND REVIEWED THE FILE AND REPORT. CRM REVIEWED THE REPORT WITH GIOVANNI DEPALMA, TECH ADVISOR. CRM CONTACTED THE AVM AND GAVE THE AVM AN UPDATE ADVISING HIM THAT GM IS GOING TO OFFER A TRADE REPURCHASE. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

CRM CONTACTED THE CUSTOMER AND ADVISED THE CUSTOMER THAT GM WOULD LIKE TO OFFER A TRADE REPURCHASE AS A GOODWILL FOR CUSTOMER SATISFACTION. CRM ADVISED THE CUSTOMER THAT HE WILL BE CHARGED FOR USAGE OF THE VEHICLE. CRM ALSO ADVISED THE CUSTOMER THAT AS LONG AS HE WENT INTO THE SAME VEHICLE WITH THE SAME OPTIONS HE WOULD NOT BE CHARGED AN UPGRADE BUT IF HE WANTED DIFFERENT OPTIONS THEN HE WOULD BE RESPONSIBLE FOR THE DIFFERENCE. CUSTOMER FAXED A COPY OF HIS TITLE AND BILL OF SALE AND WILL WORK WITH DEALERSHIP ON SELECTING A NEW VEHICLE. DEALER CONTACT WILL BE NINO POLINO THE SERVICE MANAGER OR THE GENERAL MANAGER. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

SUMMARY: CRM RECEIVED AND REVIEWED PAR FILE. CRM REVIEWED FILE WITH CUST. AND CUST. AGREED TO INSPECTION. VEHICLE WAS INSPECTED BY EAA. CRM RECEIVED INSPECTION REPORT. CRM ADVISED CUSTOMER GM WOULD LIKE TO ACCEPT RESPONSIBILITY AND OFFERED TRADE REPURCHASE CUSTOMER ACCEPTED. CRM CLOSING FILE AND FORWARDING FILE TO REPURCHASE AND HSIS. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

Division: Buick	Roll: 0090298418	Document ID: 10008CPU	Date Saved: 5/18/08
VIN: 1G4CWS2K2K4638382		Claimant's Name (Last, First):	

Inspected By: Gilbert A. Kimes
Phone: (820) 389-5333 x-2Organization: EAA
Inspection Date: 5/17/08Mileage at inspection: 34,279

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: INSPECTION CONFIRMED UNDERHOOD FIRE WHICH APPEARED BASED ON BURN PATTERNS AND DAMAGE FOUND, TO HAVE ORIGINATED IN REAR CENTER OF ENGINE COMPARTMENT, IN AREA NEAR EGR VALVE AND REAR FUEL LINE. WHEN VEHICLE WAS POWERED UP DURING INSPECTION, FUEL PUMP WAS FUNCTIONING. BASED ON OWNER'S DESCRIPTION OF INCIDENT, FIRE MUST HAVE SPREAD RELATIVELY QUICKLY TO COMBUSTIBLE COMPONENTS IN SURROUNDING AREA. AS FUEL LINES, WIRING, AND OTHER FLAMMABLE PARTS WERE HEAVILY DAMAGED BY THE FIRE AND HEAT. ALL OTHER INSPECTION SPECIFICS ARE CONTAINED IN THE BODY OF THE REPORT. NOTE: BOTH OWNER AND SELLING/SERVICING DEALER INDICATE THAT MR. KZQ IS A LONG TIME LOYAL BUICK OWNER, AND HE MAY BE SEEKING A REPLACEMENT VEHICLE DUE TO THE TRAUMA THIS INCIDENT HAS CAUSED.

II INTERVIEW - VEHICLE HISTORY

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

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): REAR WINDOWS TINTED (OWNER REPORTEDLY HAS THIS DONE ON ALL HIS BUICKS)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/A3. Prior collision damage? (date, description, etc.): NONERepaired by: N/A4. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On"; engine miss, etc.): SERVICE BROOM DASH LIGHT CAME ON, AND THE VEHICLE WAS "JERKING" AND PAUSING ON ACCELERATION (CONDITIONS HAD BEEN OCCURRING FOR SEVERAL DAYS PRIOR TO INCIDENT AND VEHICLE HAD BEEN CHECKED BY DEALER A COUPLE OF DAYS PRIOR BUT NOTHING WAS FOUND)5. Repairs outside of warranty (what, when, by whom?): NONE (OWNER HAS ALL SERVICE PERFORMED BY SELLING DEALER, INCLUDING ROUTINE MAINTENANCE)6. Other vehicle history information (from person being interviewed or GM Warranty History): COMPLETE SERVICE HISTORY ENCLOSED7. Last maintenance (date, description, by whom?): VEHICLE CHECKED AND SERVICED BY SELLING DEALER ON 5/1/08

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: 30 mph, drive length: h 30 min, distance 8 miles, and type of drive (e.g. city traffic, highway, long grades, etc.): CITY TRAFFIC

If parked, how long was it parked? N/A 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 trailing cargo at the time of the incident, estimated total weight of cargo and trailer: N/A lb, Load description: _____ Load location: _____ Height and description of front shape of trailer: _____

Weather conditions: Approx. ambient temperature 78°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: N/A

Smoke? (from where, color, intensity, etc.) PUFF OF GREY SMOKE NOTICED AT RIGHT SIDE OF HOOD

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Y Describe: SERVICE SOON DASH LIGHT HAD COME ON, BUT NO OTHER DASH LIGHTS WERE OBSERVED

Any apparent malfunction? (Y/N) Y If yes, describe: VEHICLE HAD BEEN "JERKING" AND LOSING ACCELERATION AND AT TIMES DID NOT WANT TO GO FORWARD AT ALL. THESE CONDITIONS, HOWEVER, WERE INTERMITTENT.

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) A/C, Blower setting LOW, Temperature setting 80

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: N/A

III C DURING THE FIRE

Time 30 MINUTES and distance 5 MILES between first indication of a problem and start of fire.

Time 5 MINUTES between start of fire and other significant events. Describe: AFTER SMOKE WAS NOTICED, OWNER AND PASSENGERS EXITED VEHICLE. OWNER WENT IN TO NEARBY DEALERSHIP TO CALL FOR HELP. AND WHEN HE RETURNED IN A FEW MINUTES, A NEARBY FIREMAN HAD THE HOOD OPEN AND WAS PUTTING OUT THE ENGINE COMPARTMENT FIRE WITH A FIRE EXTINGUISHER

Time (24 hr) 5 MINUTES when fire was over or put out.

Describe initial location, color and intensity of smoke and flames. SMOKE FIRST NOTICED AT RIGHT SIDE OF HOOD. THEN WHEN OWNER RETURNED FROM CALLING FOR HELP, HE OBSERVED FLAMES IN THE ENGINE COMPARTMENT. AS THE FIREMAN WAS ATTEMPTING TO PUT OUT THE FIRE

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Y Describe: SERVICE SOON LIGHT HAD COME ON

Any malfunction? (Y/N) Y yes, describe: VEHICLE HAD STOPPED AND WOULD NOT ACCELERATE JUST BEFORE SMOKE WAS NOTICED, BUT ENGINE WAS STILL RUNNING

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) Y. Open Hood? (Y/N) N. Other? (Y/N) Y Describe: GOT PASSENGERS OUT OF VEHICLE AND WENT TO CALL FOR HELP

When you left vehicle: Ignition switch position (off, on, accessory): OFF Windows open? (Y/N) N. Doors open? (Y/N) N Describe: RIGHT REAR WINDOW MAY HAVE BEEN PARTLY LOWERED, BUT OWNER NOT CERTAIN IT WAS FOUND THIS WAY AT TIME OF INSPECTION

Any other comments that have not been covered? OWNER FIRST NOTICED OPERATIONAL PROBLEMS ON 4/30/08. TOOK VEHICLE IN TO DEALER ON 5/1. GOT IT BACK ON 5/2. IT SEEMED OK ON 5/3 AND 5/4, BUT THEN THE FIRE OCCURRED ON 5/5

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

Find other "A" and "B" models in area? (Y/N) Y Describe: IN PLACE AND INSPECTION

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

Comments: NO EXTERIOR DAMAGE WAS FOUND, EXCEPT FOR MINOR PAINT DISCOLORATION AND SMUDGING AT TOPS OF BOTH FRONT FENDERS

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 FAN ON LOW

Position of windows (if glass is missing, do further inspection): RIGHT REAR WINDOW PARTLY DOWN WHEN INSPECTION BEGAN (AFTER POWERING UP VEHICLE, WINDOW WAS RAISED)

Comments: NO INTERIOR DAMAGE FOUND, AND NO PERSONAL ITEMS WERE FOUND IN VEHICLE

C. Underhood:

Engine compartment

Radiator, front & rear

Coolant recovery bottles

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 BLOCK DAMAGE OBSERVED

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 APPEARED NORMAL EXCEPT FOR A RELATIVELY MINOR DENT AT REAR EXHAUST PIPE (SEE PHOTOS)

Other: NEA

Comments: FIRE APPEARED CONFINED TO ENGINE COMPARTMENT, WHICH WAS COVERED WITH A DRIED POWDER-LIKE MATERIAL, LIKELY THE RESIDUE OF THE FIRE EXTINGUISHER MATERIAL USED

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: COOLANT APPEARED RELATIVELY NORMAL, WITH SOME MINOR LOSS OF COOLANT

Engine oil: ENGINE OIL WAS FRESH AND CLEAN

Transmission fluid: UNABLE TO CHECK DUE TO FIRE DAMAGE IN THAT AREA OF ENGINE COMPARTMENT

Power steering fluid: FULL AND CLEAN

Brake fluid: DESTROYED IN FIRE

E. Underbody:

Underbody & exhaust (include hangers):

Catalytic converter (any discoloration or swelling?): APPEARED NORMAL

Fuel tank
Fuel filter lines
Tires/Wheels

Comments: ALL UNDERBODY COMPONENTS APPEARED NORMAL, EXCEPT FOR PARTLY MELTED STEERING RACK BOOT ON LEFT SIDE, WHICH APPEARED DAMAGED FROM FIRE AND/OR HEAT FROM ABOVE

F. Electrical:

Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (Identify all open or not proper size): ALL FUSES CHECKED AND WERE UNDAMAGED AND OF PROPER CAPACITY
Relay centers
Wiring insulation at fuse blocks
Fusible links (Identify all open): N/A
Spark plug wiring and boot condition: DESTROYED BY FIRE
Modules: ABS/TC8, ECM, other

Comments: BATTERY WIRING HAD BEEN CUT, LIKELY BY BRIDGEVIEW FIRE DEPT. WHEN THEY ARRIVED TO ASSIST (FIRE DEPT REPORT ENCLOSED). MUCH OF THE REAR ENGINE COMPARTMENT WIRING AND HOSES HAD BEEN SEVERELY DAMAGED OR DESTROYED BY THE FIRE

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/source of the fire: NO ALLEGATION, OTHER THAN THE FIRE APPEARING TO HAVE BEGUN IN THE ENGINE COMPARTMENT, HAS BEEN MADE, AND INSPECTION CONFIRMED AN ENGINE COMPARTMENT FIRE

Photograph and comment on the item/area which is the apparent origin of the fire: THE FIRE APPEARED TO ORIGINATE IN THE REAR CENTER AREA OF THE ENGINE COMPARTMENT AROUND THE AREA OF THE REAR FUEL LINES AND THE EGR VALVE

Anything on vehicle which is after-market: ONLY THE TINTED REAR WINDOWS AS NOTED

Anything on vehicle which is a modification: NONE FOUND

Anything on vehicle which is unusual, or out-of-place, etc.: NOTHING FOUND

Other relevant information: POWER WAS SUPPLIED TO THE BATTERY CABLES, AND A CHECK WAS MADE FOR ANY CODE IN ANY SYSTEM, AND THE FOLLOWING WAS FOUND: IPC SYSTEM, U1068, LOSS OF SERVO COMMUNICATIONS, U1256, GENERIC LOSS OF COMMUNICATIONS; SR SYSTEM, U1285 (HISTORY); THEFT DETERRENT SYSTEM, U1285 (CURRENT). NO OTHER CODE IN ANY SYSTEM WAS FOUND.

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.

Division: Buick	Ref: 0008298416	Document ID: 10006CP4	(page 6 of 6)
VIN: 1G4CW5EKJ24638382	Claimant's Name (Last, First)		

Other property damage occurred due to the fire, take pictures of the damage and make notes as necessary.

Comments: NOT APPLICABLE. NOTE: PHOTOS AND PHOTO LISTS (2 ROLLS), SERVICE HISTORY, INSPECTION R.O., VHS REPORT, AND FIRE DEPT. REPORT ALL ENCLOSED (REQUESTED ESTIMATE FROM DEALER AND WILL FORWARD SAME WHEN RECEIVED)

PRELIMINARY PAR INSPECTION FIELD PHOTOGRAPHIC NOTES

Division: Buick	Roll# 0000288418	Document ID 10008CPU	Date Saved: 6/18/00
File: 104CVR2002/4834362	Claimant's Name (Last, First)		

Inspector Gilbert A KamesNumber of Rolls 2Roll Number 1

Neg.#	Description
0	=
1.	<u>FRONT OF VEHICLE</u>
2.	<u>FRONT " " - RIGHT 3/4 VIEW</u>
3.	<u>FRONT " " - SIDE CLOSEUP</u>
4.	<u>FRONT " " - LEFT 3/4 VIEW</u>
5.	<u>REAR " " " "</u>
6.	<u>REAR " " " "</u>
7.	<u>REAR " " - RIGHT 3/4 VIEW</u>
8.	<u>INTERIOR - FRONT FROM RIGHT SIDE</u>
9.	<u>INTERIOR - " " LEFT "</u>
10.	<u>INTERIOR - REAR " " "</u>
11.	<u>INTERIOR - " " RIGHT "</u>
12.	<u>INTERIOR - CENTER DASH AREA</u>
13.	<u>DOOR PANEL - LEFT FRONT - BODY STICKERS</u>
14.	<u>ENGINE COMPARTMENT - FRONT VIEW</u>
15.	<u>HOOD - UNDERSIDE VIEW</u>
16.	<u>ENGINE COMPARTMENT - REAR CENTER FROM LEFT SIDE</u>
17.	<u>ENGINE " " " " RIGHT "</u>
18.	<u>ENGINE " " - FRONT VIEW - CENTER</u>
19.	<u>ENGINE " " " " CLOSEUP</u>
20.	<u>FRONT VIEW OF LIKE VEHICLE TAKEN FOR COMPARISON PURPOSES</u>
21.	<u>ENGINE AREA " " " " " "</u>
22.	<u>ENGINE " " " " " " - CLOSEUP</u>
23.	<u>ENGINE COMPARTMENT - FROM RIGHT SIDE</u>
24.	<u>ENGINE " " - LEFT "</u>
25.	<u>ENGINE " " - CENTER REAR CLOSEUP</u>
26.	"
27.	"
28.	"
29.	"
30.	"
31.	"
32.	"
33.	"
34.	"
35.	"
36.	"
37.	"

Inspector Gilbert A Kames

Roll Number 2

Seq.#	Description
0	"
1.	<u>ENGINE COMPARTMENT - LEFT FRONT 3/4 VIEW</u>
2.	<u>ENGINE " " " " - RIGHT " " "</u>
3.	<u>ENGINE " " " " SIDE VIEW</u>
4.	<u>ENGINE " " " " - LEFT " " "</u>
5.	<u>ENGINE " " " " - REAR CENTER FROM LEFT SIDE</u>
6.	<u>ENGINE " " " " " " RIGHT "</u>
7.	<u>ENGINE " " " " " " FRONT</u>
8.	<u>ENGINE " " " " " " - CLOSEUP</u>
9.	<u>TRUNK COMPARTMENT</u>
10.	<u>DECK LID - UNDERSIDE VIEW</u>
11.	<u>FRONT OF VEHICLE - RAISED</u>
12.	<u>FRONT " " " " - FORWARD UNDERCARRIAGE AREA</u>
13.	<u>FRONT " " " " - CENTER " " "</u>
14.	<u>CENTER " " " " " " " "</u>
15.	<u>CENTER " " " " - REAR " " "</u>
16.	<u>REAR " " " " " " " "</u>
17.	<u>REAR " " " " " " " " - CLOSEUP</u>
18.	<u>FRONT " " " " - FORWARD " " " - FROM REAR</u>
19.	<u>FRONT " " " " - CLOSEUP OF MELTED STEERING RACK BOOT</u>
20.	<u>VIN PLATE - UNDER WINDSHIELD</u>
21.	<u>ENGINE COMPARTMENT - REAR CENTER AREA CLOSEUP</u>
22.	<u>ENGINE " " " " " " " "</u>
23.	<u>ENGINE " " " " " " " " CLOSEUP FROM RIGHT SIDE</u>
24.	"
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Inspector - Gilbert A Kames

Roll Number -

Seq.# Description

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INCIDENT REPORT
Village of BridgeviewP.02
NFIRS-1☐ DELETE
☐ CHANGE

FOID 00000	INCIDENT NO 00-001034	EXP NO 00	MO 05	DAY 05	YR 00	DAY OF WEEK Friday	ALARM TIME 19:15:00	ARRIVAL TIME 19:22:00	IN SERVICE 19:23:00
TYPE OF SITUATION FOUND Vehicle Fire						TYPE OF ACTION TAKEN Extinguished		INITIAL AID 1 () 1 () 1 ()	
FIRE PROPERTY LINE Private Public Street						IGNITION FACTOR 003 Undetermined		00	
CONTACT ADDRESS 81158 Hudson Avenue Bridgeview, IL						CO 00	TWN 00	ZIP CODE 60438	CENSUS TRACT 2005-00
OCCUPANT NAME						TELEPHONE		ROOM/UNIT NO	
OWNER NAME						ADDRESS Crimm Park, IL		TELEPHONE	
METHOD OF ALARM FROM PUBLIC Telephone Direct			TYPE OF ALARM 1 Vehicle Fire		DISTRICT 1		SUBST 2	STATION 1	NO. ALARMS 1
P11 USED 0010		PERSONNEL RESPONDED 000		EQUIPMENT RESPONDED 001		ARRIVAL APPARATUS 000		OTHER VEHICLES 000	

NUMBER OF INJURIES FIRE SERVICE 000		OTHER 000		NUMBER OF FATALITIES FIRE SERVICE 000		OTHER 000	
--	--	-----------	--	--	--	-----------	--

COMPLEX No Complex		MODEL PROPERTY TYPE Residential	
AREA OF FIRE ORIGIN Bedroom Area, Bedroom Closet		EQUIPMENT INVOLVED IN IGNITION Vehicle	
FORM OF HEAT OF IGNITION Undetermined		TYPE OF MATERIAL IGNITED Plastic	
METHOD OF EXTINGUISHMENT Portable Extinguisher		LEVEL OF FIRE ORIGIN Grade to +2'	
		ESTIMATED LOSS 1,000	
		ESTIMATED VALUE 15,000	

NUMBER OF STORES		CONSTRUCTION TYPE	
EXTENT OF FLAME DAMAGE		EXTENT OF SMOKE DAMAGE	
DETECTOR PERFORMANCE		SPRINKLER PERFORMANCE	
IF SMOKE SPREAD BEYOND ROOM OR ORIGIN		TYPE OF MATERIAL GENERATING MOST SMOKE	
		AVERAGE OF SMOKE TRAVEL	
		FORM OF MATERIAL GENERATING MOST SMOKE	

IF MOBILE PROPERTY	YEAR 00	MAKE BUICK	MODEL PARK AVE	SERIAL NO. 104CWNK2X463	LICENSE NO. VH1162
IF EQUIPMENT INVOLVED IN IGNITION	YEAR 00	MAKE BUICK	MODEL PARK AVE	SERIAL NO. 104CWNK2X463002	

CHECK ONE IF COMMENTS

OFFICER IN CHARGE (NAME, POSITION, ASSIGNMENT) Tennie, Robert/Shift Commander	DATE 05/05/2000
WELDER MAKING REPORT (IF DIFFERENT FROM ABOVE) Buller, Anthony/Jockerman	DATE 05/05/2000

HY-18-2000 06:24
Village of Bridgeview

POD	INCIDENT NO	DOF NO	MO	DAY	YR	DAY OF WEEK	ALARM TIME
CS200	00-001624	00	06	06	00	Friday	16:18:00

NARRATIVE

FIRE WAS IN ENGINE COMPARTMENT. OWNER STATED THAT HE HAS BEEN HAVING TROUBLE WITH VEHICLE FOR APPROX. 1 WEEK.

TOTAL P.03

3 1 2 4 2

INVOICE

JOE RIZZA

BUICK

15890 SOUTH HAZLEM AVENUE
ORLAND PARK, ILLINOIS 60462
(708) 428-3020

ORLAND PK. TL.

成水區：

BDS=

PAGE 1

SERVICE ADVISOR:

2 JEFFREY SPANASO

COLOR:	YEAR:	MAKE/MODEL:	VIN:	EXPIRATION DATE:	PLATE NO.:	78
SILVER	99	BUICK PARK AVENUE	1G4C52R2X4635392	VE3152	34117/34117	2714
DEL. DATE:	REG. DATE:	WARR. EXP.	EXPIRATION DATE:	RATE:	PAYMENT:	WV. DATE:
01MAR1999	02FEB99	17:00	17MAY00	0.00	CASH	17MAY2000

NO. 68-1-6

附录D

OPTION# 878-87962 DR# 43471

ENG:3.8 Liter V6 MFI

16:01 17MAY73 16:09 17MAY73

2000

A TCKE 12 150K 250V 3400 1000 1000

1200 ENGINE

25

REPORTS OF REPAIRS NEEDED

25. ASSISTED IN VEHICLE INSPECTION WITH G.M. INSPECTOR. PULLED ALL FUSES IN FRONT REC CENTER AND REAR REC CENTER TO INSPECT FOR PROPER SIZE AND RATING. ALL INTACT AND NOT BLOWN. ALL INTACT AND APPROPRIATE AND NONE OPEN. CHECKED UNDER FUSED AREA AND FOUND CENTER POINT OF FIRE IN FUEL LINE AREA. LINES MELTED AND SOLID ENCLAVE HARNESS MOTTLED. ALSO DISCOLORATION OF PAINT ON BOTH TOP OF FENDERS. CHECK FOR DECKS PRESENT, ONLY IN REAR SYSTEM. LOSS OF COMMUNICATION.

OK

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER REPRESENTATIVE.

[illegible]

ITEM	AMOUNT
LABOR AMOUNT	102.23
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
GURLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	102.23
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	102.23

DEALER GENERAL MANAGER OF ALL-AMERICAN FURNITURE

Copyright Clearance Center, Inc.

CUSTOMER COPY

APPLICATION SELECTION CR 'ME' FOR MENU

=> 88

WELCOME TO THE VEHICLE INFORMATION SERVICE SYSTEM

ENTER 1 VIN PER LINE (UP TO 2) VINS) IF LESS THAN 20, HIT ENTER TO SEND
OR TYPE <END> TO EXIT

01==> 1G4CW52K2X4636392

02==>

VIN : 1G4CW52K2X4636392 INQUIRY DATE : 05/17/00

SALES DATE : 09/01/99 03 ES MILEAGE : 7

OPEN CAMPAIGNS : NONE

VEHICLE WARRANTIES

3/36 BUMPER TO BUMPER - NO DEDUCTIBLE

3/50 EMISSIONS (CALIF STDARDS)

7/70 EMISS SPECIFIC COMPONENTS (CALIF ST

8/80 EMISSIONS (CATYL CONVERTER/PCM)

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

6/100 SHEET METAL RUST-TROUGH

3/36 SHEET METAL CORROSION

TYPE OF SALE : RETAIL

FIRST RETAIL OWNER :

CURRENT OWNER :

TOTAL # OWNERS : 0

SERVICE CONTRACTS : NONE

YOU ARE NOW LEAVING THE VEHICLE INFORMATION SERVICE SYSTEM

ENTER APPLICATION SELECTION CR 'ME' FOR MENU

=>

CUSTOMER #:

16510

JOE RIZZA
BUICK16680 SOUTH HARLEM AVENUE
ORLAND PARK, ILLINOIS 60462
(708) 428-2020

WORKORDER

PAGE 1

HOME:

BOB:

SERVICE ADVISOR: 1 POLINO, NINO

COLOUR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/OUT	YAS
SILVER	99	BUICK	PARK AVENUE	1G4CM52K7X4636392		5/5	
DATE	TIME	DATE	TIME	DATE	TIME	DATE	TIME
02FEB99	17:00	24FEB99					
RATE				PAYMENT		DIV. DATE	
0.00				CASH			

OPTION: SER:BX9642 DLR:43471

24FEB99 13:40

LINE OF CODE	TECH TYPE	DESCRIPTION/INSTRUCTIONS
# A PDI	1PDI	PRE-DELIVERY INSPECTION

LINE OF CODE	TECH TYPE	DESCRIPTION/INSTRUCTIONS
# B PDI	1PDI	PRE-DELIVERY INSPECTION

INTERNAL

EXCLUSION OF WARRANTIES

Any warranty by the party and manufacturer shall hereby be made by the purchaser. The purchaser warrants that the vehicle is in good condition and that the purchaser is responsible for the condition of the vehicle. The purchaser warrants that the vehicle is in good condition and that the purchaser is responsible for the condition of the vehicle.

AUTHORIZATION FOR REPAIRS

I HEREBY AUTHORIZE THE BUICK BUICK MANUFACTURER INC. TO BE REPAIR WORK WITH THE REPAIR WORK. I HEREBY AUTHORIZE THE BUICK BUICK MANUFACTURER INC. TO BE REPAIR WORK WITH THE REPAIR WORK. I HEREBY AUTHORIZE THE BUICK BUICK MANUFACTURER INC. TO BE REPAIR WORK WITH THE REPAIR WORK.

BUICK BUICK MANUFACTURER INC. TO BE REPAIR WORK WITH THE REPAIR WORK. I HEREBY AUTHORIZE THE BUICK BUICK MANUFACTURER INC. TO BE REPAIR WORK WITH THE REPAIR WORK. I HEREBY AUTHORIZE THE BUICK BUICK MANUFACTURER INC. TO BE REPAIR WORK WITH THE REPAIR WORK.

PRELIMINARY ESTIMATE

AUTHORIZED BY X

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

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

X *[Signature]*

TECH/HARD COPY

CUSTOMER #: 4290161

19408

JOE RIZZA
BUICK

WORKORDER

16680 SOUTH HARLEM AVENUE
ORLAND PARK, ILLINOIS 60462
(708) 428-2020

PAGE 1

ORLAND PK. IL
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 1 FOLINO, NINO

COLOR	YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	VEHICLE REGISTRATION	VEHICLE LICENSE
SILVER	99	BUICK	PARK AVENUE	124CW52KZK4636332	75R1152	6549/
DEL DATE	WIND DATE	WIND EXP.	THOUSAND	FO NO.	RATE	PAYMENT
01MAR99	02FEB99		** WALTER **		0.00	CASH
R.O. OPENED BY: [REDACTED] OPTIONS: STR:SK9642 DLR:43471 ENG:3.8 Liter V6 MPI						

24MAY99 08:48

LINE OF CODE	ITEM TYPE	DESCRIPTION/INSTRUCTIONS
# A 1-01	C	QUICK LUBE OIL & FILTER CHANGE (SEE SERVICE MANUAL)
# B 1000	C	CHECK ALL TIRES, ROSES, BELTS, TIRE PRESSURE. (SERVICE INCLUDED)

EXPLANATION OF WARRANTY

PRELIMINARY ESTIMATE \$

Any warranty in this work order and any other work order is made by the manufacturer. The manufacturer warrants that their vehicle will perform as stated in the warranty. The manufacturer warrants that their vehicle will perform as stated in the warranty. The manufacturer warrants that their vehicle will perform as stated in the warranty.

AUTHORIZATION FOR REPAIRS

I HEREBY AUTHORIZE THE REPAIR WORK DESCRIBED BY THIS WORK ORDER TO BE DONE ALONG WITH THE REPAIR WORK DESCRIBED BY THIS WORK ORDER. I HEREBY AUTHORIZE THE REPAIR WORK DESCRIBED BY THIS WORK ORDER TO BE DONE ALONG WITH THE REPAIR WORK DESCRIBED BY THIS WORK ORDER.

THESE CHARGES OF \$1.25 PER DAY WILL BE DEDUCTED 10 HOURS AFTER NOTIFICATION WORK HAS BEEN COMPLETED. IF THE TOTAL LABOR CHARGE IS NOT TO EXCEED \$10.00 WILL BE ADDED TO EVERY MYAL. BUT NOT EXCEED \$10.00 PER DAY.

AUTHORIZED BY X

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

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

X

TECH/HARD COPY

CUSTOMER #: 4290161

19488

JOE RIZZA
BUICK

WORKORDER

15800 SOUTH HARLEM AVENUE
ORLAND PARK, ILLINOIS 60462
(708) 428-2020

PAGE 1

ORLAND PARK, ILL.
HOME

BUS:

SERVICE ADVISOR: 1 FOLINO, NINO

COLOR	YEAR	MAKE	MODEL	VEH. ID. NO.	DATE	TIME	TECH	TAB
SILVER	99	BUICK	PARK AVENUE	154C52K2X4636392	VE3152	6600/	798	
DEL. DATE	PICT. DA T	VIAPR. EXP.	FRONT-DR	FO. NO.	DATE	PAYMENT	RV. DATE	
01MAR99	02FEB99		** WAITER **		0.00	CASH		
OPTIONS				STK:BX9642 DLR:43471 ENG:3.8 Liter V6 MFI				

25MAY99 15:53

LINE	CP	CODE	TPCH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	2505				INSPECT A/C SYSTEMS
<i>Handwritten notes:</i> 1. 20 high 2. 30 low 3. 30 high 4. 30 low 5. 30 high 6. 30 low 7. 30 high 8. 30 low 9. 30 high 10. 30 low 11. 30 high 12. 30 low 13. 30 high 14. 30 low 15. 30 high 16. 30 low 17. 30 high 18. 30 low 19. 30 high 20. 30 low 21. 30 high 22. 30 low 23. 30 high 24. 30 low 25. 30 high 26. 30 low 27. 30 high 28. 30 low 29. 30 high 30. 30 low 31. 30 high 32. 30 low 33. 30 high 34. 30 low 35. 30 high 36. 30 low 37. 30 high 38. 30 low 39. 30 high 40. 30 low 41. 30 high 42. 30 low 43. 30 high 44. 30 low 45. 30 high 46. 30 low 47. 30 high 48. 30 low 49. 30 high 50. 30 low 51. 30 high 52. 30 low 53. 30 high 54. 30 low 55. 30 high 56. 30 low 57. 30 high 58. 30 low 59. 30 high 60. 30 low 61. 30 high 62. 30 low 63. 30 high 64. 30 low 65. 30 high 66. 30 low 67. 30 high 68. 30 low 69. 30 high 70. 30 low 71. 30 high 72. 30 low 73. 30 high 74. 30 low 75. 30 high 76. 30 low 77. 30 high 78. 30 low 79. 30 high 80. 30 low 81. 30 high 82. 30 low 83. 30 high 84. 30 low 85. 30 high 86. 30 low 87. 30 high 88. 30 low 89. 30 high 90. 30 low 91. 30 high 92. 30 low 93. 30 high 94. 30 low 95. 30 high 96. 30 low 97. 30 high 98. 30 low 99. 30 high 100. 30 low					

EXCLUSION OF WARRANTIES

Any warranties in the body and coverings sold hereby are made by the manufacturer. The undersigned neither warrants nor represents that any such warranty is valid, or that, in whole or in part, it is enforceable. The undersigned does not warrant or represent that any such warranty is valid, or that, in whole or in part, it is enforceable. The undersigned does not warrant or represent that any such warranty is valid, or that, in whole or in part, it is enforceable.

PRELIMINARY ESTIMATE

AUTHORIZED BY X

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

ORAL APPROVAL

AUTHORIZATION FOR REPAIR

I hereby authorize the above work to be performed on my vehicle. I understand that the estimated cost of the work is \$1,200.00. I understand that the work will be completed within 24 hours. I understand that the work will be completed within 24 hours. I understand that the work will be completed within 24 hours.

ESTIMATED COST OF \$1,200.00 PER DAY WILL BECOME 12 HOURS AFTER WORK BEGINS. A 24 HOUR RATE OF THE TRUCK LAROR SERVICE WILL BE ADDED TO EVERY MINUTE. MY WORK LAROR SERVICE WILL BE ADDED TO EVERY MINUTE.

TECH/HAR

CUSTOMER #: 4290161

22826

JOE RIZZA
BUICK

WORKORDER

15890 SOUTH HANLUM AVENUE
ORLAND PARK, ILLINOIS 60462
(708) 428-2020

PAGE 1

ORLAND PK. IL.

HOME:

BUS:

SERVICE ADVISOR: 2 STAMASIO, JEFFREY

MODEL	YEAR	MAKE/DOOR	1999 BUICK PARK AVENUE	1G4CW52K7X4636392	VE3152	13936/13179	T825
DEL. DATE	PROD. DATE	WARRANTY EXP.	01MAR1999	02FEB99	17:00 26AUG99	0.00	CASH
R.O. CHARGE		READY	OPTIONS: STX:BX9642 DLR:43471 ENG:3.8 Liter V6 MPI				

26AUG1999 12:42

LINE OF CODE T825 TYPE DESCR. PLUMB/INSTRUCTIONS

2600 CUSTOMER COMPLAINT: WHEN ENGINE IS IDLE, HEARS A POP/THUMP NOISE FROM UNDER RIGHT PASS. SIDE.

30 Road tested. Vehicle Popping noise. Road tested. Noise heard above exhaust loose. Flexing w/ a floor secured. Stripped floor. No noise heard. N/C

REQUIREMENT OF WARRANTY

First inspection on the date and circumstances only transfer are made by the manufacturer. The manufacturer warrants that the vehicle will perform as warranted for the period of time stated in the warranty. The manufacturer warrants that the vehicle will perform as warranted for the period of time stated in the warranty. The manufacturer warrants that the vehicle will perform as warranted for the period of time stated in the warranty.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work described on this form to be done on my vehicle. I understand that the repair work described on this form is necessary to correct the defect described on this form. I understand that the repair work described on this form is necessary to correct the defect described on this form. I understand that the repair work described on this form is necessary to correct the defect described on this form.

STORAGE CHARGE OF \$1.00 PER DAY WILL BE \$12.00 AFTER 12 HOURS AFTER NOTIFICATION WORK HAS BEEN COMPLETED. A CHARGE OF \$1.00 PER DAY WILL BE \$12.00 AFTER 12 HOURS AFTER NOTIFICATION WORK HAS BEEN COMPLETED. A CHARGE OF \$1.00 PER DAY WILL BE \$12.00 AFTER 12 HOURS AFTER NOTIFICATION WORK HAS BEEN COMPLETED.

TECH/HARD

PRELIMINARY ESTIMATE

AUTHORIZED BY X

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

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

X

CUSTOMER #:4290161

13241

JOE RIZZA
BUICK

18590 SOUTH HAWLEIGH AVENUE
ORLAND PARK, ILLINOIS 60452
(708) 428-8020

WORDORDER

PAGE 1

ORLAND PK., IL

HOME: [REDACTED] PAGE: [REDACTED]

SERVICE ADVISOR: 2 514V4530.03PTE114

SILVER		99	BUICK PARK AVENUE		13405232X6636392	VH3152	16371/	65
DEL DATE	PRD. DATE	WAPL EXP.	PROBECY	PO NO.	DATE	PAYMENT	WV. DATE	
01MAR99	02FEB99		17:00	07SEP99		0.00	CASH	
R2. OPEN		READY	OFFICER: SIK:BX9642 DLB:43471 ENG:3.8 Liter V6 MPI					

07SEP1999 16:48

LINE	CP CODE	TPC	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	183C			W. 2. CUST. REPORTER A METALIC ROD, NOTED FROM RIGHT UNDERRIDE OF CAR WEDGE TOW AT IDLT.

76

50% - *Cal. smelter*

Sublet

ALTERNATIVES FOR SWAMP

[illegible]

EXHIBITARY WITNESS #

AUTHORIZED BY X

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

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

STUDENT CHAIRMAN OF STED PUT OUT WELL BEING OF HINDS AFTER WATERPROOFING WORK HAS BEEN COMPLETED.

TECH/HARD COPY

CUSTOMER #:4290161

23698

JOE RIZZA
BUICK

WORKORDER

PAGE 1

16880 SOUTH HARLEM AVENUE
ORLAND PARK, ILLINOIS 60452
(708) 428-2030

OSLAND EK, IL

HOME:

END :

SERVICE ADVISOR: 2 SEAYASKC, JEFFREY

COLOR	YEAR	MAKE/MODEL	SERVICE ADVISOR: SEAN KIRK, SERVICE			
			LAST	MAJOR M. 501		
SILVER	99	BUICK PARK AVENUE	1G4WE5R2X4636392	VW3152	156737	7595
DEL DATE	PROD. FATH.	WASH. EXP.	PROVIDED	PHONE	RATE	PAYMENT
D'MAR'999	22FEB99		** WALTER **		0.00	CASH
4.0 D-ENGINE			OPTIONS: STR:BX9642 DLR:43471 ENG:5.8 Liter V6 MPT			

21 SEP 1999 08:46

LINE	OF	CODE	WAGE	UPT.	DESCRIPTION/INSTRUCTIONS
------	----	------	------	------	--------------------------

B 1000 C OILS AND FLUIDS, JOBS, TRIPS, TIRE REPAIR. SERVICE

1990-1991

[illegible]

AUTHORIZATION FOR RELEASE

1. I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF, AND THAT I AM NOT PROVIDING ANY INFORMATION THAT IS FALSE, MISLEADING, OR IN VIOLATION OF ANY APPLICABLE LAWS OR REGULATIONS. I UNDERSTAND THAT THIS STATEMENT IS A SWORN STATEMENT AND THAT I AM SUBJECT TO PERJURY PROSECUTION IF I PROVIDE FALSE INFORMATION.

STANDARD CHARGE OF \$1.00 PER DAY WILL BE PAID 32 HOURS AFTER NOTIFICATION MADE HAS BEEN COMPLETED.

TECH/HARD

PRELIMINARY ESTIMATE 4

AUTHORIZED BY NO

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

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

✱

24971

JOE RIZZA
BUICK

15890 SOUTH HARLEM AVENUE
ORLAND PARK, ILLINOIS 60462
(708) 429-2020

WORKORDER

PAGE 1

ORLAND PK., IL

HOME

END:

SERVICE ADVISOR: 2 STAVASTRO, JEFFREY

CO. OR	YEAR	MAKE/MODEL	VIN	SLIP USE	VEHICLE IN OUT	YR
SILVER	99	BUICK PARK AVENUE	1G4D52K2X4636397	STK:52	18806/	7693
DEL DATE	PROD. DATE	WARRANTY EXP.	DATE RECEIVED	PO NO.	PAID AMT.	INV. DATE
01MAR1999	02FEB99		** WALTER **	0.00	CASH	
E.O. 12812		OPTIONAL STK:HX9642 DLR:43471 ENG:3.8 Liter V6 MFI				

28OCT1999 08:29

LINE OF CODE	TYPE	DESCRIPTION/INSTRUCTIONS
000000	00	START OF PROGRAM
000001	00	INITIALIZE VARIABLES
000002	00	READ INPUT DATA
000003	00	PROCESS DATA
000004	00	WRITE OUTPUT
000005	00	END OF PROGRAM

PA 19

•

5

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B 1000

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C

1995: 92, 94 + 21, 22

C R

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✓✓✓

— 100 —

[illegible]**AUTHORITAT FOR REPAIRS**[illegible]

STORAGE CHARGE OF \$1.20 PER DAY WILL BEGIN 32 HOURS AFTER NOTIFICATION WORK HAS BEEN STOPPED.
A CHARGE OF 5% OF THE TOTAL LABOR CHARGE YOU TO INCUR \$18.00 WILL BE ADDED TO EVERY ORDER.
WE ARE AVAILABLE FOR YOUR CALLS AND QUESTIONS.

PRELIMINARY NOTICE

AUTHORIZED BY X

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

1 HERIN, ACKNOWLEDGE THAT I HAVE NOTED A GAME CRAL APPROVAL
OF T

Y

TECH/HARD

CUSTOMER #:4290161

26968

JOE RIZZA
BUICK

WORKORDER

PAGE 1

15590 SOUTH HARLEM AVENUE
ORLAND PARK, ILLINOIS 60462
(708) 431-3020

ORLAND PK., IL

SOME COMMENTS:

SERVICE ADVISOR: 2 STANISKO, TERRY

COCH	YEAR	FAIR/MSRP	SERVICE HISTORY	VEHICLE	RELEASE NO/EXT.	TAG	
SILVER	99	BLACK PAK AVENUE	26405232X4635392	VE3152	24560/	616 2828	
DEL DATE	PROD. DATE	WARRANTY	INSURANCE	NO. NO.	DATE	PAYMENT	INV. DATE
01MAR1999	02FEB99		** WATTE **		0.00	CASH	
NO. OF COPIES			OPTIONS	STK: BK9642 DLR: 43471 ENG: 3.8 Liter V6 MPI			

29DEC1999 15:10

LINE	OR CODE	INCH	TYPE	DESCRIPTION/NOTATION
1	A	2500	IN	RIGHT SIDE FRONT TRUCK CRACK CRACK ON REAR OF SEAT LOOSE, CRACKS

16- K9K Seat ~~cover~~ cover Drivers seat
1965
76 L.F. ~~W.F.~~
76 ROT 415: ~~127~~ 127

7-24-68 6:42:00

PRELIMINARY TEST

[illegible]**AUTHORIZATION FOR REPAIR**

1. LICENSEE AGREES TO MAINTAIN THE INSURANCE POLICY CONTINUOUSLY FOR THE TERM OF THE POLICY AND TO MAINTAIN THE POLICY IN FULL FORCE AND EFFECT AT ALL TIMES. IF THE LICENSEE FAILS TO MAINTAIN THE POLICY, THE POLICY WILL BE TERMINATED AND THE LICENSEE WILL BE RESPONSIBLE FOR ALL COSTS OF THE POLICY. IF THE LICENSEE FAILS TO MAINTAIN THE POLICY, THE POLICY WILL BE TERMINATED AND THE LICENSEE WILL BE RESPONSIBLE FOR ALL COSTS OF THE POLICY. IF THE LICENSEE FAILS TO MAINTAIN THE POLICY, THE POLICY WILL BE TERMINATED AND THE LICENSEE WILL BE RESPONSIBLE FOR ALL COSTS OF THE POLICY.

RENTAL CHARGES OF \$2.00 PER DAY WILL BEGIN 12 HOURS AFTER NOTIFICATION WORK HAS BEEN COMPLETED.
A CHARGE OF 5% OF THE TOTAL LABOR CHARGE FOR THE EXCESS DAYS WILL BE ADDED TO EACH RENTAL.
RENTAL CHARGES WILL BE PAID BY THE FOLLOWING METHODS:

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL

TECH/HARD COPY

CUSTOMER #:4290161

27597

JOE RIZZA
BUICK

WORKORDER

15890 SOUTH HARLEM AVENUE
ORLAND PARK, ILLINOIS 60462
(708) 429-2020

PAGE 1

ORLAND PK., IL

BUS:

SERVICE ADVISOR: 2 SEAVASCO, J. T. TROY

COLOUR	YEAR	MAKE/MODEL	VIN	ENGINE	TRANSMISSION	AXLES
SILVER	99	BUICK PARK AVENUE	1G4C52K2X4636392	V63152	7504	550
DEL. DATE	REG. DATE	WARR. EXP.	PROD. INFO	FOR S.	SALES	FIN. DATE
01MAR1999	02FEB99		** WATTS **	0.00	CASH	
RECOMMENDED			OPTIONS: 8TK:BX9542 DLR:43471 ENG:3.8 Liter V6 MFI			

20JAN2000 14:36

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

A 1800 *for damage*
that should have been repaired
before the accident
Heater for rear suspension arm
ripped off
R.R. Height level sensor (5)

EXPLANATION OF WARRANTIES

Buyer warrants to the seller and acceptor that he/she is the owner of the vehicle. The seller warrants that the vehicle is in good condition and that it is not subject to any lien, charge or interest, and that it is not subject to any recall or safety defect. The seller warrants that the vehicle is not subject to any recall or safety defect. The seller warrants that the vehicle is not subject to any recall or safety defect.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair of the vehicle described above. I understand that the repair may require the removal of the vehicle from my possession and control. I understand that the repair may require the use of parts and materials that are not covered by the original warranty. I understand that the repair may require the use of parts and materials that are not covered by the original warranty.

REPAIRS OF \$1,000 PER DAY MAX. 12 HOURS AFTER REPAIRATION TIME HAS BEEN ESTIMATED. A PORTION OF ONE OF THE TOTAL LABOR HOURS MAY BE ADDED TO EACH DAY'S RATE FOR MATERIALS AND SUPPLIES AND SCHEDULE.

PRELIMINARY ESTIMATE

AUTHORIZED BY X

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

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

X

TECH/HARD COPY

CUSTOMER #: 4290161

29599

JOE RIZZA
BUICK

WORKORDER

15890 SOUTH HARLEM AVENUE
ORLAND PARK, ILLINOIS 60462
(708) 422-2020

PAGE 1

ORLAND PARK, IL
HOME

BUS:

SERVICE ADVISOR: 1 FOLINO, NINO

COLOR: SILVER	YEAR: 99	MAKE: BUICK	MODEL: PARK AVENUE	VIN: 1G47372X2K636992	YR: 99	33698/	1547
DEL. DATE: 01MAR1999	PROD. DATE: 02FEB99	WARR. EXP.:	WARRANTY:	WARRANTY:	WARRANTY:	PAYMENT: 0.00	INV. DATE:
** WAITER **				CASH			
R.O. OPENED BY: [Signature] OPTIONS: STR:BX9542 DLR:43477 ENG:3.8 Liter V6 MPI							

27MAR2000 09:06

LINE OF CDD3 TECH. TYPE: [Signature] REPAIRS/INS. REC. IONS

A 1101 C QUICK LER

B 1000 C CHECK ALL FLUIDS, ROSES, BELTS, TIRE PRESSURE. (SERVICE

C ROT C TIRE ROTATION

EXPLANATION OF WARRANTY

Any warranty on the parts and materials sold hereby is made by the manufacturer. The authorized service technician, and anyone else who makes the warranty, is not responsible for any damage to the vehicle or its parts, including but not limited to, the engine, transmission, suspension, steering, brakes, and other major components. The warranty is void if the vehicle is used for any purpose other than the intended use, or if it is modified in any way. The warranty is also void if the vehicle is not maintained properly, or if it is not driven on a regular basis. The warranty is also void if the vehicle is not driven on a regular basis, or if it is not driven on a regular basis.

AUTHORIZATION FOR REPAIR

I, [Signature], hereby authorize the repair of my vehicle, [Vehicle Description], for the purpose of [Purpose of Repair]. I understand that the repair may require the use of parts and materials that are not covered by the warranty. I also understand that the repair may require the use of parts and materials that are not covered by the warranty. I understand that the repair may require the use of parts and materials that are not covered by the warranty.

THE COST OF \$1.00 PER DAY WILL BE ADDED TO THE TOTAL LABOR CHARGE. NO TO EXCEED \$1000 WILL BE ADDED TO EVERY VEHICLE. THE TOTAL LABOR CHARGE MAY BE ADDED TO EVERY VEHICLE. THE TOTAL LABOR CHARGE MAY BE ADDED TO EVERY VEHICLE.

TECH/HARD COPY

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

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

X

CUSTOMER #: 4290161

3 0 7 9 1

WORKFIELDER

PAGE 1

JOE RIZZA
BUICK

15690 SOUTH HARLEM AVENUE
ORLAND PARK, ILLINOIS 60462
(708) 428-5030

GRAND PR., II.
 HOME BIB:

SERVICE ADVISOR: 2 EDWARDS, JEFFREY

BOOK	YEAR	MAKE/MODEL	VIN		SALES TAX	REGISTRATION	SALES TAX	REGISTRATION
SILVER	99	BUICK PARK AVENUE	1G4CK52K2X4635392		44073	34073	44073	34073
DEL DATE	PROD DATE	WARR EXP	PROCESSED	PG NO	DATE	PAYMENT	INV DATE	
01MAR1999	02FEB99		17:00	01MAY00		0.00	CASH	
OPTIONS:			STK:BX9542 DLR:43471 ENG:3.8 Liter V6 MPI					

MAY 7 1968
LINE OF CODE 280000 DESCRIPTIONS/INSTRUCTIONS
A 1151 28 C QUICK SORT, BUBBLE SORT, MERGE SORT, ETC.
643

B 1000 C CHECK ALL FLUIDS, HOSES, EXHAUST, TIRE PRESSURE. (SERVICE

C 1202 W TOWED IN, CUST. REPORTS HEARD HUMBLE NOISES WHILE
AND THEN CLANGED UP, THEN WOULD DANGLY MOVE ON ACCEL.

10742 TOL STAFF ON
 COULD NOT PURSUITS

RELEASE FROM QUINN FILTER
FOR STOCK VALUE IN KIRK

4183

FIELDWORKY ESTIMATE \$ _____

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

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

STANDARD CHARGES OF FIVE PER DAY WILL BE APPLIED TO MONTHS AFTER INFORMATION HAS BEEN
X
RECEIVED BY THE BUREAU. A FURTHER CHARGE OF TWO DOLLARS WILL BE ADDED TO ANY INDEBTEDNESS
IF THE DEBTOR FAILS TO PAY THE SAME BY THE DATE OF THE NEXT PAYMENT.

DATE/TIME CONT.

TECH/HARD COPY

30930

-JOE RIZZA
BUICK

16250 SOUTH HAWLEIGH AVENUE
ORLAND PARK, ILLINOIS 60462
(708) 428-2000

WORKORDERS

PAGE 1

IRLAND 2K, IL

TIME: [REDACTED] JUS:

SERVICE ADVISOR: 1 FOLINO, NINO

COLOR				YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAX
SILVER				99	BUIICK PARK AVENUE	1G4CW52K2X4636392	VE3152	34117/ ?	T714
DEL DATE	PROD DATE	WARR. EXP.	EXPIRED	PO NO.	RATE	PAYMENT	GRV. DATE		
21MAR1999	02FEB99		17:00 08MAY00		0.00	CASH			
LG. OPENED READY OPTIONS: STK:BX9642 DLR:43471 ENG:3.8 Liter V6 MFI									

7504Y2000 17:22

LINE	OR	CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
------	----	------	------	------	---------------------------

WILKINS, CLYDE

B 1500 W CUST. REPORTS VEHICLE WON'T MOVE ON ACCEL. FROM A STOP.

C 1200. W. ... COST. REPORTS. SMOKE FROM ENGINE UPON TRYING TO ACCEL
FROM A STOP.

TAMIE MOSKOW

1-800-231-1841 EXT 58334

2)-ESTIMATE - PARTS + LABOR @ WARRANT TIME

3) GILL KARNES - 630-369-8333 - 8-15-00

Abstract

[illegible]

Abstract

1. The first step in the process is to identify the problem or issue that needs to be addressed. This involves gathering information and understanding the context of the problem.

THE CHARGES OF \$1.50 PER DAY WILL BE DEDUCTED 12 HOURS AFTER NOTIFICATION WORK HAS BEEN
 100% OF THE TOTAL LABOR EXPENSE NOT TO EXCEED \$15.00 WILL BE ADDED TO FUTURE PERIODS.

PRELIMINARY ESTIMATE

AUTHORIZED BY X

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

1. I HEREBY ADVISE THAT THIS NOTICE IS NOT FOR APPROVAL

✱

TECH/HARD COPY

317083

CASE NUMBER: 00410840 VIN: 1G3WM52K6XP334672
DATE OPENED: 03/22/00 MODEL YEAR: 1999
DATE CLOSED: 06/12/00 SERIES: INTRIGUE GLS 4DR
SOURCE: PAR MILEAGE: 6347
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: NC
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: D&J AUTOMOTIVE, LLC
SRC PARTENT: 00410839 DEALER ADDRESS: 1188 US 401 HIGHWAY
S., LOUISBURG, NC, 27549, USA

*****GENERAL CASE INFORMATION*****

F01 Product Allegation GM 1241
0 REPAIR ATTEMPT(S)

Other
ENGINE FIRE

J01 Engine
0 REPAIR ATTEMPT(S)

Other
FIRE

206 Fire
REPAIR ATTEMPT(S)

Other
ADDIED OIL AND CAUGHT FIRE

PRODUCT ALLEGATION

GM RESTRICTED

317083

*****WORK HISTORY*****

crm contacted customer who stated that they had just returned from busch gardens in virginia & they noticed that the temperature gauge was over the half way mark, customer stated that he then checked the oil, customer states that he noticed that the oil was low, he then added a quart of oil and the vehicle caught on fire.; 0; 328549181
2000-05-30

crm advised customer of inspection procedures, crm advised will fax to eaa. timiki
jacobs/par 58342; 0; 328550020
2000-06-12

crm received inspection report, advised customer that gm is not responsible. crm closed
file. timiki jacobs/par 58342; 0; 329695453

317083

*****PAR INFORMATION*****

INCIDENT DATE: 2000-05-21 INCIDENT TIME: 19:00:00
INCIDENT LOCATION: CUST HOME DRIVEWAY

DRIVER NAME: NONE- CAR PARKED DRIVER AGE: 30
DRIVER DISABILITY: N/A

OWNER DESCRIPTION: ADDED OIL TO CAR AND ENGINE CAUGHT FIRE

ALLEGED DEFECTIVE COMPONENT: ENGINE FIRE

INCIDENT RESULT: gm not responsible-6-12-00
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: FARM BUREAU
27511-7427 INSURANCE COMPANY ADDRESS: P O BOX 27427 RALEIGH NC,

AGENT NAME: EDWARD BYRON
AGENT PHONE NUMBER: 919-495-2051

NOTE INFORMATION: PARKED IN DRIVEWAY CUST HOME, LOW OIL
MAINTENANCE LOCATION: NEW CAR DG J AUTOMOTIVE
CURRENT LOCATION OF VEHICLE: DGJ AUTOMOTIVE
NOTIFY NAME: CUSTOMER

WAS VEHICLE INSPECTED: N INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY: gm not responsible
PAR STATUS: Accepted

317083

*****PAR INFORMATION*****

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REFUND/REASON:	
DEALER SAC:	
DEALER NAME:	
DEALER ADDRESS: , ,	
CONTACT: ,	
PHONE NUMBER:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRIM:
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE & BUY-BACK: 0	ERC WARRANTY DATE:
NEEP:	NADA: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
	TITLE BRAND:
REPLACEMENT VIN:	

317083

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

IF SO, WHERE:

TREATED:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



PAR CASE INFORMATION

317083

Problem ID: 00410840

NAME:
ADDRESS: LOUISBURG, NC
PHONE NUMBER:

CONTACT ID: C0000029859748
DRIVER NAME: NONE= CAR PARKED
DRIVER AGE: 30
DISABILITIES: N/A
ROAD SURFACE: Gravel
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 0
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: ENGINE FIRE
POLICE REPORT: No
MAINTENANCE LOCATION: NEW CAR D & J AUTOMOTIV
INSURANCE: Yes
INSURANCE COMPANY: FARM BUREAU
INSURANCE COMPANY ADDR: P O BOX 27427 RALEIGH NC
AGENT NAME: EDWARD BYRUM
STATUS: Accepted
REJECT REASON:
PROPERTY DAMAGE:
OWNER DESC: ADDED OIL TO CAR AND
ENGINE CAUGHT FIRE
INCIDENT DATE: 5/21/88
INCIDENT TIME: 0
INCIDENT LOCATION: CUST HOME DRIVEWAY

BODY INJURY: 0
COLLISION: 0
PROPERTY DMG: 0
NON COLL: 0
DMB ABVK: 0
NOTIFY NAME: CUSTOMER
INSPECTION: 0
INSP NAME:
INSP DATE:
INSP MILES:
INSP DONE:
ROAD TEST: 0
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: gm not responsible
INCIDENT RESULT: gm not responsible-6-12-00
AGENT PHONE: 919-488-2061
VEHICLE LOCATION: D&J AUTOMOTIVE
MORE INFO: PARKED IN DRIVEWAY CUST
HOME, LOW OIL

NAME:
TYPE:
COMPANY:
ADDRESS:

PHONE:
PAYEE:
ACCOUNT/POLICY:
SELLING DEALER:
CONTRACT:
SERVICE DEALER:
CONTRACT:



PAR CASE INFORMATION

Problem ID: 00410840

VIN: 1G3W052K0X334672
MAKE: OLDSMOBILE
MODEL: INTRIGUE GLS 4DR
YEAR: 1999
ODOMETER: 6,347

DESCRIPTION:
SOLUTION:

COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: ENGINE FIRE
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: J01
COMPONENT DESCRIPTION 2: FIRE
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Engine
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A06
COMPONENT DESCRIPTION 3: ADDED OIL AND CAUGHT FIRE
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTIONS: Fire
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:
COMPONENT DESCRIPTION 4:
COMPLAINT CODE 4:
COMPLAINT DESCRIPTION 4:
REPAIR ATTEMPTS 4:

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:



PAR CASE INFORMATION

Problem ID: 00410840

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE 1089:
POLICY NUM:

5/30/00 crm contacted customer who stated that they had just returned from bush gardens in virginia & they noticed that the temperature gauge was over the half way mark, customer stated that he then checked the oil, customer states that he noticed that the oil was low, he then added a quart of oil and the vehicle caught on fire.

5/30/00 crm advised customer of inspection procedures, crm advised will fax to esg. timld jacob/per 58342

6/12/00 crm received inspection report, advised customer that gm is not responsible. crm closed file. timld jacob/per 58342

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIRE

Division: Oldsmobile	Ref # 00410840	Document ID	Date Serv'd: 8/6/88
VIN: 1G3NXX82K8XP334672		Claimant's Name (LAST, First)	

Inspected By: John Hawranick
Phone: (818) 383-3703 x

Organization: EAA
Inspection Date: 8/7/88

Mileage at Inspection: 8,431

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: After a thorough inspection of the damaged area we found no electrical or mechanical malfunction to be the cause of the fire. The owner's wife stated her husband was putting oil in the vehicle and spilled a little. This is what we found to be the cause of the fire. The oil ran down onto the hot exhaust manifold and heat shield. The heat of the manifold ignited the fresh oil.

II INTERVIEW - VEHICLE HISTORY

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

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:

4. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine miss, etc.) : The low oil light was on. [REDACTED] said that the fog lights stopped working 2 to 3 days prior to the fire. Mrs. Grant said her husband felt the vehicle water temperature ran hotter than any vehicle he had previously owned. The vehicle never overheated but would run with the needle around half way. They had to take some videos back the video store which was six miles away. On the way to the store the low oil light came on. They continued on and dropped off the videos. While at the store the engine was left running. They then went and picked up a quart of oil. They shut the engine off while making a very short stop to pick up oil. They then continued home, approximately 5 miles and about 20 to 25 minutes.

5. Repairs outside of warranty (what, when, by whom?): None -- the owner had the vehicle for two months and had no problem. The dealer replaced the battery when they bought the vehicle.

6. Other vehicle history information (from person being interviewed or GM Warranty History): The only history on this vehicle is the New Car Get Ready and the Battery

7. Last maintenance (date, description, by whom?): None performed yet.

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? 25-30 minutes Was the ignition off ☒ or was the engine running ☐? Describe drive prior to parking: drive length: _____ h 30-45 min, distance 12 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). Ramp

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

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

III B AT THE FIRST INDICATION OF A PROBLEM

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

Unusual odors? (Y/N) N Describe:

Smoke? (from where, color, intensity, etc.) No smoke. The area of the oil well had broke out into flames.

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Y Describe: The low oil light was the only light illuminated. The owner was putting oil in at the time of the fire. The light did go on when the key was turned on, however it went out when the engine was started.

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 Med., Temperature setting _____

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

☐ Cruise Control	☐ Windshield Wipers	☐ 2 Way/Communication Radio
☐ Traction Control Switch "On"	☐ Driver Seat Heater	☐ Power Window Controls
☐ Low Beam Headlights	☐ Passenger Seat Heater	☐ Power Mirror Controls
☐ High Beam Headlights	☐ Auxiliary Power Outlet	☐ Power Seat Controls
☐ Fog Lamps	☐ Radio, Built-in Tape/CD Player	☐ Power Sun Roof Controls
☐ Turn Signal	☐ Auxiliary CD Player	☐ Cigar Lighter
☐ Hazard Flashers	☐ Telephone	☒ HVAC
☐ Map Lights, Ft. Rr	☐ CB Radio	☐ Other _____
☐ Other Interior Lights		

If any of the above were cycled, describe: The A/C was used during the most recent use of the vehicle.

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

III C DURING THE FIRE

Time instantly and distance Parked and hood was open between first indication of a problem and start of fire.

Time 3 minutes between start of fire and other significant events. Describe: The owner put the fire out. They tried using water but it did not work. Mrs. Grant got a fire extinguisher from her company vehicle and put the fire out. The damage was not extensive and they did not call the fire department.

Time (24 hr) 1988 when fire was over or put out.

Describe initial location, color and intensity of smoke and flame. The flames appeared to come from under the engine and up the front in the center.

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

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

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) Open Hood? (Y/N) The hood was already open because the owner was putting oil in the engine.

Other? (Y/N) Describe:

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 "Load Free" restrictor in place? (Y/N) Describe:

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

Comments: Took pictures of the exterior - There are no visible signs of damage

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s)
Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray
Floor: Left, Right, Rear
Seats: LF, RF, Rear Seats
List all driver electrical controls which are in the "On" position (include Ignition):
Position of windows (if glass is missing, do further inspection):

Comments: There is no damage to the interior

C. Underhood:

Engine compartment
Radiator, front & rear
Coolant recovery bottle
Engine coolant lines/hoses, connections
Heater lines/hoses, connections/clamps (include those to throttle body)
TBI/Injector rail/carburetor, all fuel lines/hoses, filter, connections
Engine block (note precise location of cracks, holes, etc.):
Engine: dipstick, oil cooler lines/connections, filter, oil pan
Transmission: dipstick, oil cooler lines/connections, oil pan
Master cylinder and brake fluid reservoir
Brake lines and hoses
ABS/TCS Modulator
Power steering lines/hoses, connections/clamps, pump
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.):
Other:

Comments: The photos were concentrated on the top of the engine, the cooling fan area and the upper portion of the exhaust manifold. They show the scorched exhaust manifold heat shield and an area that was blackened by the fire when the oil leaked.

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
Engine oil: Full
Transmission fluid: Full
Power steering fluid: Full
Brake fluid: Full

E. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?):
Straps or support hangers on the following:
Fuel tank
Fuel filter box
Transfer/Whistle

Comments: Top portion of the underbody includes the exhaust manifold and the visible lower section of the exhaust manifold. The lower portion of the exhaust manifold is also scorched. The lower crossmember has a small hole. The oil on the crossmember did not burn because it was not close enough to the exhaust manifold, which was the source of ignition when the oil was spilled on it.

F. Electrical:

Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (visually all open or not proper check): No fuses open
Relay center
Wiring insulation or tube blocks
Positive cable (visually all open): No fuses open
Spark plug wiring and boot condition:
Modems/ABS/TCS, ECM, other

Comments: There is no damage to the wiring or the electrical system. No fuses were blown and no wires were charred. The electrical system did not create the ignition source for this fire.

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: See attached photos and photo log

Photograph and comment on the item/area which is the apparent origin of the fire: See attached photos and photo log

Anything on vehicle which is after-market: N/A

Anything on vehicle which is a modification: N/A

Anything on vehicle which is unusual, or out-of-place, etc.: N/A

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: No interior 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: The fire was very minimal and it happened in the owner's driveway. Photos of the scene were waived.

INVESTIGATIVE SUMMARY

To: *Mrs. Tinski Jacobs - GM PAR Investigations*

Subject: [REDACTED] - PAR # 00410040

Our inspection took place at D&J Automotive in Louisburg, NC on 6/7/00. The vehicle is a 1999 Oldsmobile Intrigue and had 6,341 miles on the odometer at the time of our inspection.

The following information was gathered during our investigation of this report:

**The following inspections were performed.*

1- A PAR Fire Inspection Report was completed.

2- We found the vehicle with no exterior or interior damage. We opened the hood to find minimal fire damage. The engine was covered with residue from the fire extinguisher used to put the fire out. A thorough inspection of the engine compartment and undercarriage revealed the following:

- ◆ The electrical wiring was in tact. We found no shorted wires and no blown fuses. The electrical system was not the source of ignition.*
- ◆ The owner said the fog lights stopped working approximately two days before the fire. She thought that perhaps this problem was related to the fire. The fog lamps did not work during our inspection, however the fuse and wiring are not damaged. The fog light problem is not related to this fire.*
- ◆ The oil fill area on top of the engine was covered with residue from the fire extinguisher. It is heaviest at the opening where the oil is put into the engine.*
- ◆ A very small section of a plastic shield above the spark plug wires melted. The plastic ran down and left a blob on top of the exhaust manifold and it turned it the turned to char.*
- ◆ We found an area on the exhaust manifold heat shield that had a black burn spot. The entire heat shield was scorched. This scorching is normal because the manifold temperature gets extremely high. The black burned area is from the burning oil.*
- ◆ We found traces where the oil, that the owner spilled, had run down onto the exhaust manifold.*
- ◆ The frame crossmember under the exhaust manifold had relatively fresh oil on it. The oil did not appear to have come from an oil leak. It had run down from the oil fill area.*

3. We found no fuses or wiring damaged or shorted in the interior and the engine compartment.

[REDACTED] - PAR # 00410840 (continued)

4. *We took 25 photos of the vehicle with emphasis on the oil filler, exhaust manifold area and crossmember under the exhaust manifold. A photo log was completed giving a detail description of each photo.*
5. *The service history was checked at D&J Automotive, where the owner purchased this vehicle. See PAR report for findings.*
6. *We secured a statement from Mrs. Grant. The details are as indicated in PAR Inspection Report.*
7. *A fire report was not obtained. The owner put the fire out and did not call the fire department.*

**Our findings were not discussed with the owner or the dealership.*

If you have any questions or require additional discussion or assistance on this report, please let us know.

Investigator: *J. T. Hawrenick*
Company: *Engineering Analysis Associates*
Date: *June 7, 2000*



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 16, 2000

[REDACTED]
Louisburg, NC [REDACTED]

RE: File No: 00410840

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 1999 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.

Respectfully,

Thaddeus Jacobs
Customer Relationship Manager
Product Allegation Resolution Team
General Motors Corporation

Facsimile Cover Sheet

6001-3821 Olds

Hawranick

EAA Contact: Kathy Smith
 Phone/Fax: 248-842-3232 / 248-842-4558 Fax
 Subject: EAA Assignment
 File #: 00410840
 Claimant: [REDACTED]
 Vehicle (Model-Year): 1999 Oldsmobile Intrigue
 Vehicle Location: D&J Automotive
 1106 US 401 Highway S. Lenoir, NC 27549
 Contact's phone/fax: 919-686-6161
 FART Team Contact: TERRY JACOBS
 Division: GRT FART Investigations
 Address: 2201 E. Henderson Ave.
 Suite 2000
 Tampa, Florida 33613
 Phone/Fax: 800-231-1841 Ext. 58342 / 813-635-4071 Fax
 58342
 Sr / EDRJ Cartridge: Mass Cartridge ☐ 5.0v ☐ 7.0v ☐ 8.0v & Cable & VIN

Date: 08/08/00
 Pages including this cover page: *Six*

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Check the boxes:

- ☐ Accelerated Brakes
☐ Brake/ABS TO System(s)
☐ Steering/Suspension/Frame & Wheels
☐ Child Impact
☐ Power Steering Gear
☐ Pre-Crash

- ☒ Fire (Non-collision)
☐ Modified Latch
☐ Restraint/STUBS/Seats
☐ Seats
☐ Transmission/Throttle
☐ Other

Special Instructions:

- ☐ Do not Interview Owner
☒ Interview Owner
☐ Remove & Return Part
☐ Contact FART Team Member
☐ Before ☐ After Inspection
☐ Other

0001-3821

EAA Internal Use Only

3 of Pages (including cover sheet)

To: EAA: J. Hawranick

Phone:

Fax: 919-363-4777

From: Kathy Smith

Date Read to EAA: 5-30

Due Date: 6-7

Case Acceptance/Investigation:

YES 6/9/00

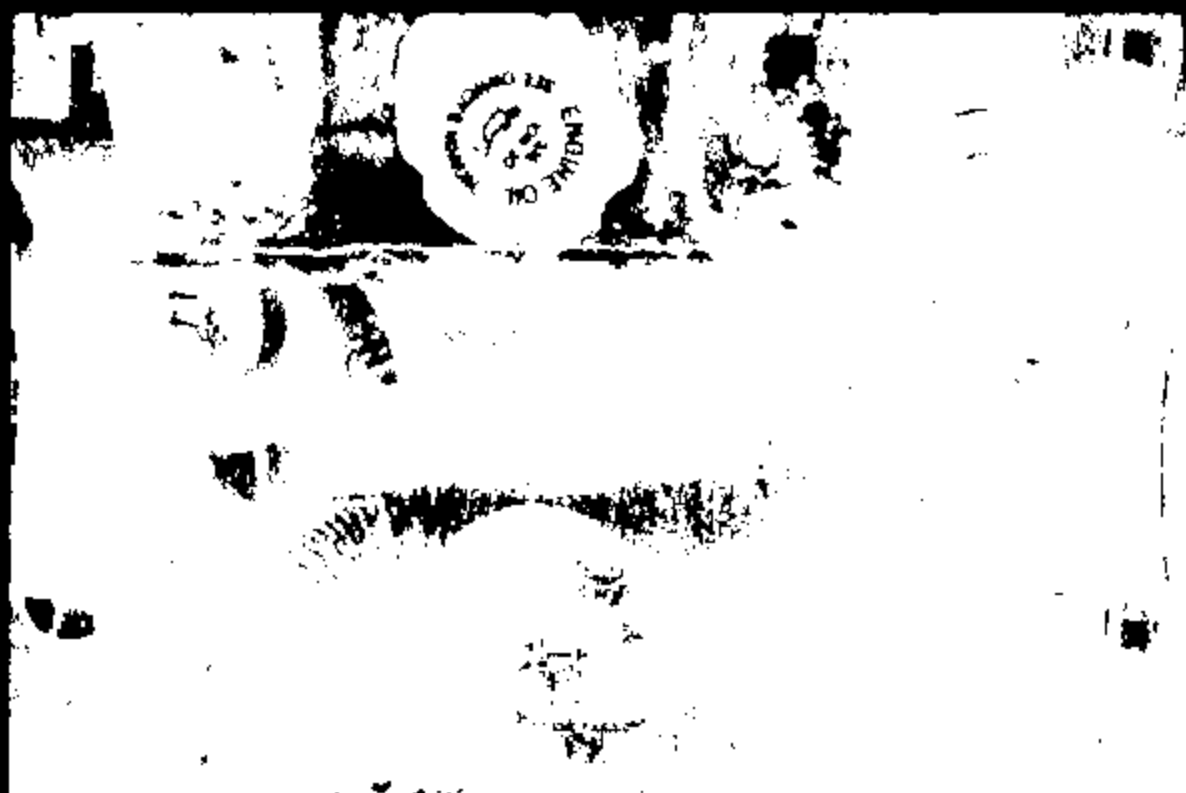
NO

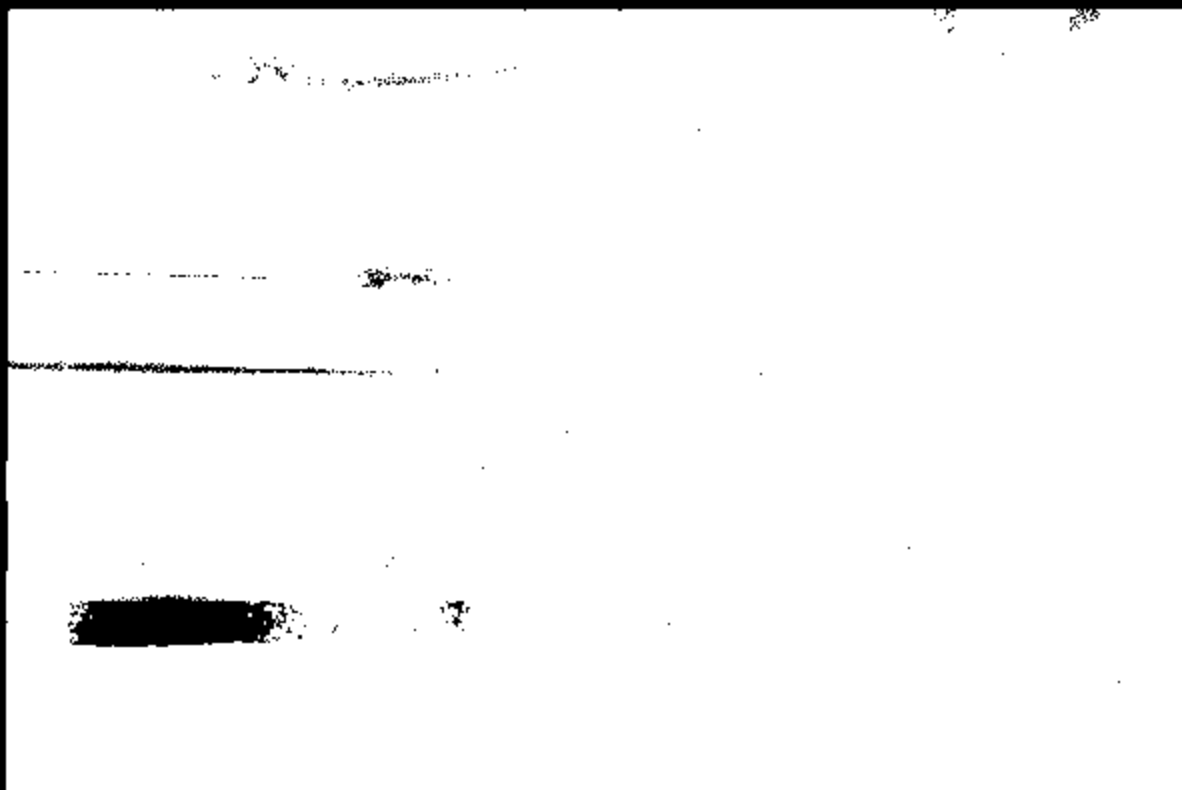
Please acknowledge acceptance of this case promptly by phone or fax.

Report Mailed USPS Priority:

Date mailed:

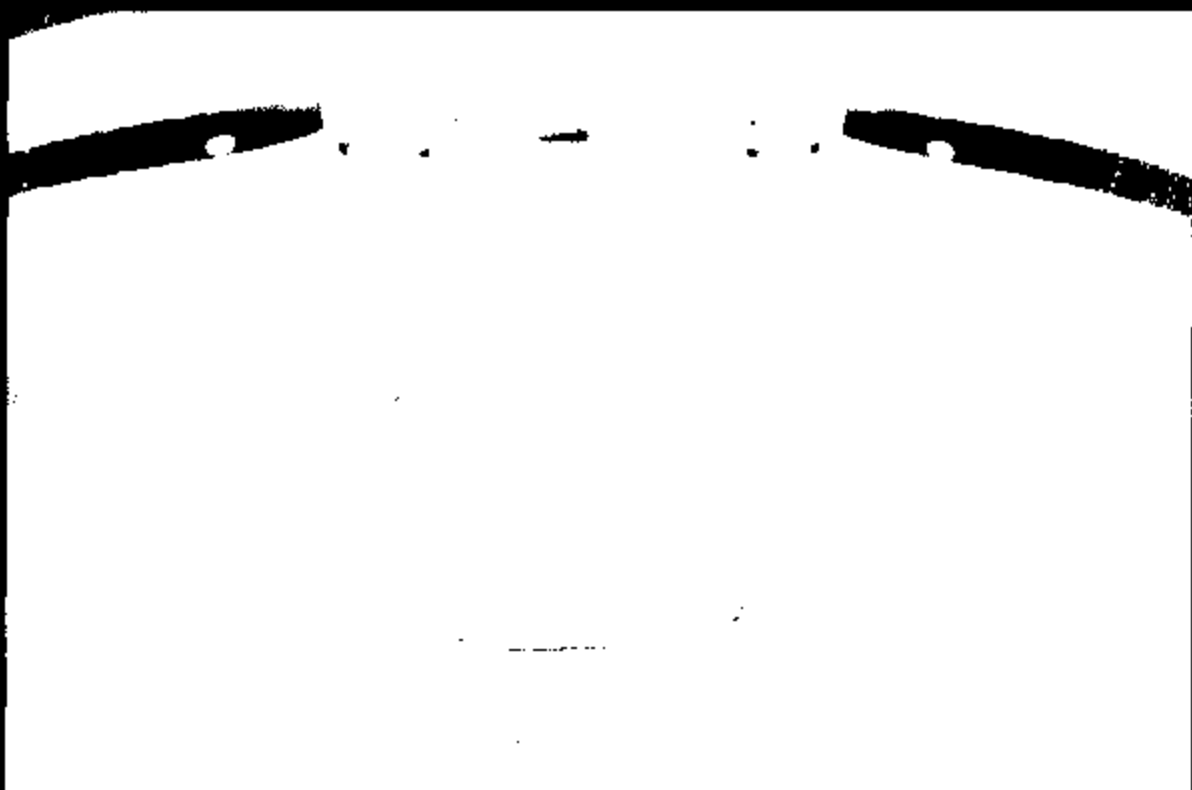
Please report completion date by phone or fax.





317083









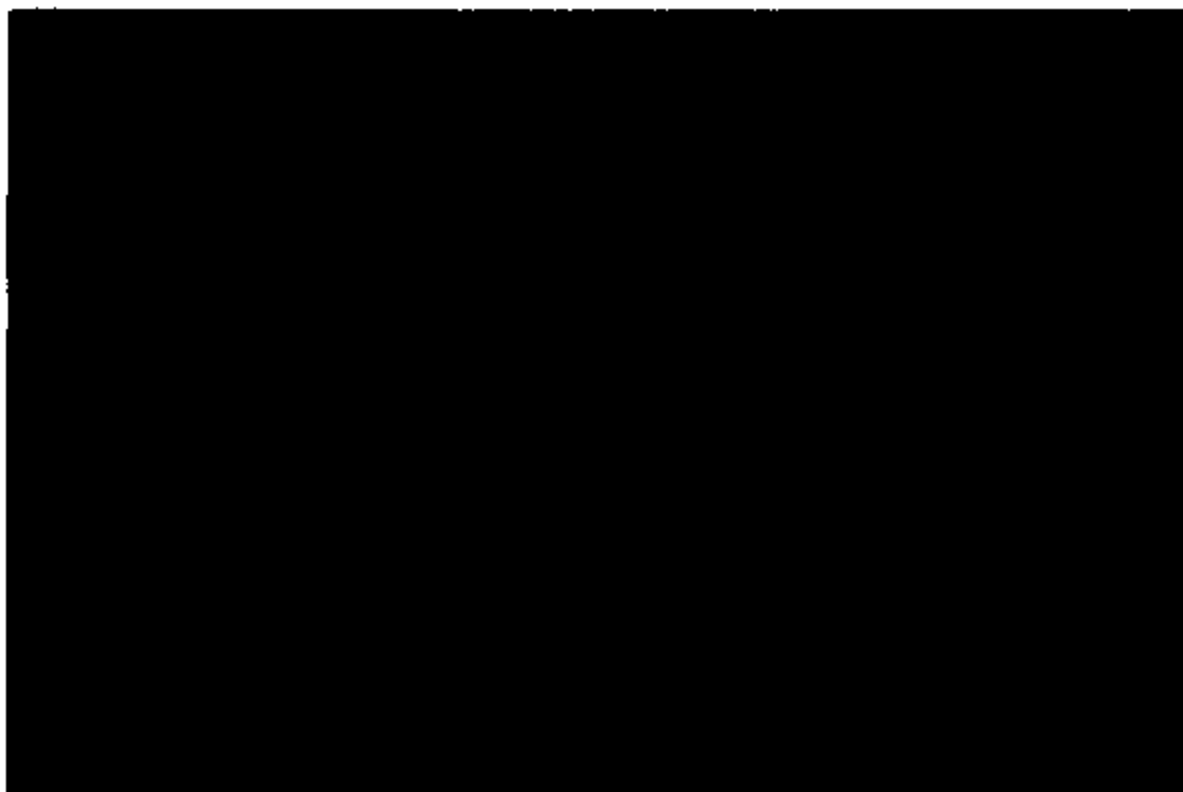


317083



317083



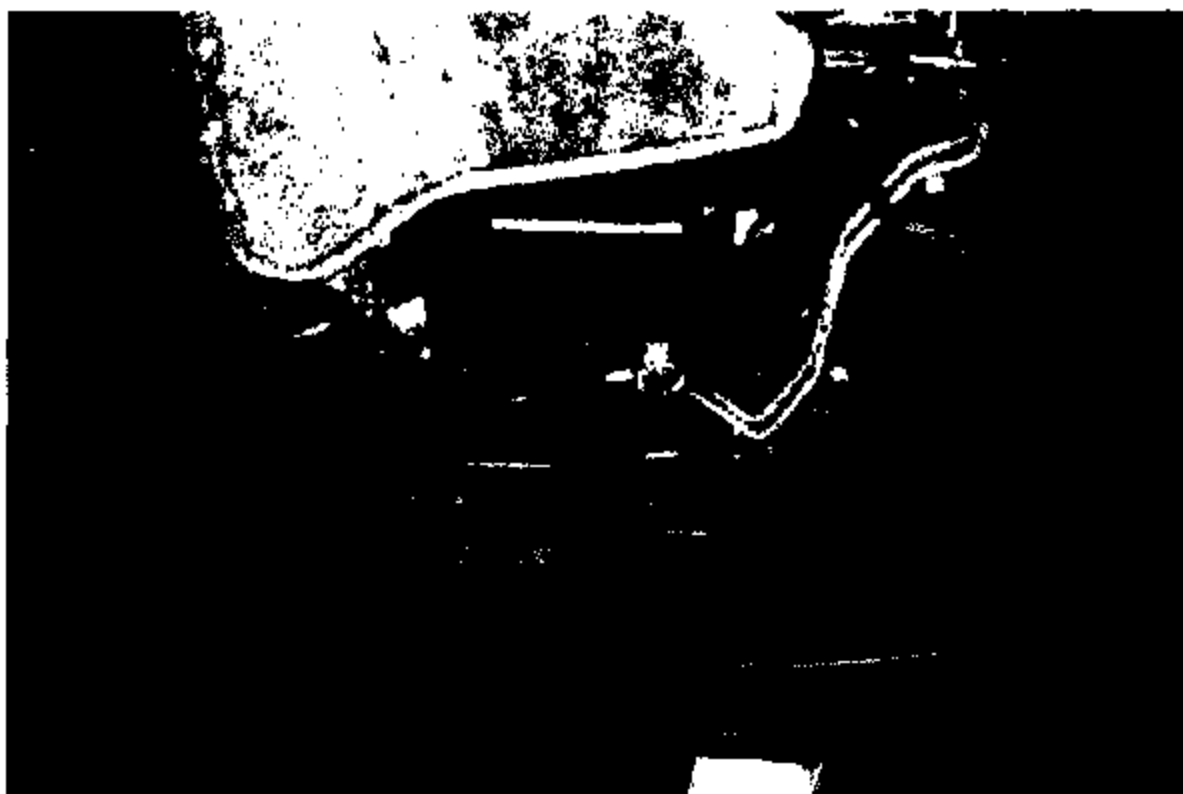


317083



317083





317586

CASE NUMBER: 00595393 VIN: 1G2WF12K1XP293123
DATE OPENED: 06/12/00 MODEL YEAR: 1999
DATE CLOSED: 06/30/00 SERIES: GR PRX GT 2DR
SOURCE: PAR MILEAGE: 19500
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: MO
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: DON DARR PONTIAC, INC.

BRC PART#: 00595392 DEALER ADDRESS: 6127 SO. LINDBERGH, SAINT LOUIS, MO, 63123, USA

*****GENERAL CASE INFORMATION*****

AD6 Fire	Other
0 REPAIR ATTEMPT(S)	FLAMES COMING OUT OF FRONT OF VEHICLE
T01 Product Allegation GM 1241	Other
0 REPAIR ATTEMPT(S)	Product Allegation

CAUGHT ON FIRE

GM RESTRICTED

317588

*****WORK HISTORY*****

Crm attempted to contact cust, left message for cust to return call. Deanna
Holden/Tampa/Par/58335; 0; 329776519
2000-06-26

Crm attempted to contact cust, left message for cust to return call., Deanna
Holden/Tampa/Par/58335; 0; 330885621
2000-06-30

Crm spoke with cust, cust states that he just purchased the car and began having problems
with the vehicle not starting, cust states that he contacted dealer and the dealer had
cust replace battery in which he was reimbursed, cust states that in two weeks the
vehicle began having starting problems again. Cust states that son and friend jumped
vehicle and the vehicle caught fire. ...cont....; 0; 331246735
2000-06-30

Cust states that he took vehicle to dealer and vehicle was repaired by insurance, crm
advised cust GM not assuming responsibility. crm closing file, Deanna
Holden/Tampa/Par/58335; 0; 331246903

317588

*****PAR INFORMATION*****

INCIDENT DATE: 2000-05-15 INCIDENT TIME: 12:00:00
INCIDENT LOCATION: COMPTON AND KBOUK STREET

DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED]
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: VEHICLE CAUGHT ON FIRE WITH FLAMES COMING FROM THE ENGINE AREA,
FIREMAN CAME.

ALLEGED DEFECTIVE COMPONENT: NOT SURE IF IT WAS FROM THE BATTERY OR IF IT WAS WIRING THE
DEALER HAS LET THEM KNOW YET THE CAUSE OF THE FIRE.

INCIDENT RESULT: DECLINED 6/30/00
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 21 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: N INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION: CUST STATES HE MIGHT BE ABLE TO PICK VEHICLE UP TODAY BUT DOESN'T KNOW
CAUSE OF FIRE YET.
MAINTENANCE LOCATION: DAN DARR PONTIAC
CURRENT LOCATION OF VEHICLE: CUSTOMER HAS VEHICLE
NOTIFY NAME: OWNER

WAS VEHICLE INSPECTED: N INSPECTOR'S NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS: Accepted

317588

*****PAR INFORMATION*****

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REPURCHASE REASON:	
DEALER HAC:	
DEALER NAME:	
DEALER ADDRESS: , ,	
CONTACT: ,	
PHONE NUMBER:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRIM:
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE & BUY-BACK: 0	ERC WARRANTY DATE:
MSRP:	NADA: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
	TITLE BRAND:
REPLACEMENT VIN:	

317588

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

B BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



PAR CASE INFORMATION

311588

Problem ID: 00595393

CONTACT INFORMATION

NAME: [REDACTED]
ADDRESS: [REDACTED]
SAINT LOUIS, MO
PHONE NUMBER: [REDACTED]

PAR DETAILS

CONTACT ID: C0000028712419
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: NONE
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 21
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED: [REDACTED]
DEFECTIVE COMPONENT: NOT SURE IF IT WAS FROM T
POLICE REPORT: No
MAINTENANCE LOCATION: DAN DARR PONTIAC
INSURANCE: No
INSURANCE COMPANY: [REDACTED]
INSURANCE COMPANY ADDR: [REDACTED]
AGENT NAME: [REDACTED]
STATUS: Accepted
REJECT REASON: [REDACTED]
PROPERTY DAMAGE: [REDACTED]
OWNER DESC: VEHICLE CAUGHT ON FIRE
WITH FLAMES COMING
FROM THE ENGINE AREA,
FIREMAN CAME.
INCIDENT DATE: 5/16/00
INCIDENT TIME: 0
INCIDENT LOCATION: COMPTON AND KEOKUK
STREET

BODY INJURY: 0
COLLISION: 0
PROPERTY DMG: 0
NON COLL: 0
DMB ABV IC: 0
NOTIFY NAME: OWNER
INSPECTION: 0
INSP NAME: [REDACTED]
INSP DATE: [REDACTED]
INSP MILES: [REDACTED]
INSP DONE: [REDACTED]
ROAD TEST: 0
ROAD TEST DESC: [REDACTED]
ROAD TEST RESULT: [REDACTED]
COMP INSPECTED: [REDACTED]
INVEST SUMMARY: [REDACTED]
INCIDENT RESULT: DECLINED 6/30/00
AGENT PHONE: [REDACTED]

VEHICLE LOCATION: CUSTOMER HAS VEHICLE
MORE INFO: CUST STATES HE MIGHT BE
ABLE TO PICK VEHICLE UP
TODAY BUT DOESN'T KNOW
CAUSE OF FIRE YET.

BRC CONTACT INFORMATION

NAME: [REDACTED]
TYPE: [REDACTED]
COMPANY: [REDACTED]
ADDRESS: [REDACTED]

PHONE: [REDACTED]
PAYEE: [REDACTED]
ACCOUNT/POLICY: [REDACTED]
SELLING DEALER: [REDACTED]
CONTRACT: [REDACTED]
SERVICE DEALER: [REDACTED]
CONTRACT: [REDACTED]



PAR CASE INFORMATION

Problem ID: 00695393

VEHICLE INFORMATION

VIN: 1G2WP12K1XF283123
MAKE: PONTIAC
MODEL: GR PRIZ GT 2DR
YEAR: 1999
ODOMETER: 19,800

UCC CODE INFORMATION

DESCRIPTION:
SOLUTION:

COMPONENT CODE 1: A06
COMPONENT DESCRIPTION 1: FLAMES COMING OUT OF FRONT OF VEHICLE
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Fire
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: T01
COMPONENT DESCRIPTION 2: Product Allegation
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Product Allegation GM 1241
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3:
COMPONENT DESCRIPTION 3:
COMPLAINT CODE 3:
COMPLAINT DESCRIPTION 3:
REPAIR ATTEMPTS 3:

COMPONENT CODE 4:
COMPONENT DESCRIPTION 4:
COMPLAINT CODE 4:
COMPLAINT DESCRIPTION 4:
REPAIR ATTEMPTS 4:

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:



PAR CASE INFORMATION

Problem ID: 00596393

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE 1089:
POLICY NUM:

WORK HISTORY

6/13/00 Crm attempted to contact cust, left message for cust to return call. Deanna Holden/Tampa/Par/58335

6/26/00 Crm attempted to contact cust, left message for cust to return call. Deanna Holden/Tampa/Par/58335

6/30/00 Crm spoke with cust, cust states that he just purchased the car and began having problems with the vehicle not starting, cust states that he contacted dealer and the dealer had cust replace battery in which he was reimbursed, cust states that in two week
s the vehicle began having starting problems again. Cust states that son and friend jumped vehicle and the vehl
6/30/00 Cust states that he took vehicle to dealer and vehicle was repaired by insurance, crm advised cust GM not assuming responsibility. crm closing file, Deanna Holden/Tampa/Par/58335



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 30, 2000

St. Louis, MO [REDACTED]

RE: File No.: 00595393

Dear [REDACTED]

Thank you for allowing us the opportunity to review your product allegation regarding your 1999 Pontiac Grand Prix.

We have completed our investigation and General Motors is unable to determine any manufacturing responsibility, due to the vehicle having already been repaired. Therefore, we will not assume responsibility for damages and suggest that you resolve this matter through your insurance carrier.

Sincerely,

Deanna Holden

Deanna Holden
Customer Relationship Manager
Product Allegation Resolution Team
Pontiac Division
General Motors Corporation

319254

CASE NUMBER: 00772612 VIN: 1G4CW52K7Y4118425
DATE OPENED: 06/29/00 MODEL YEAR: 2000
DATE CLOSED: 07/12/00 SERIES: PARK AVENUE SED4
SOURCE: PAR MILEAGE: 13229
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: TX
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: FULLEN MOTOR COMPANY INC
BAC PARENT: 00772611 DEALER ADDRESS: 1245 E MAIN, , EASTLAND, TX, 76448, USA

*****GENERAL CASE INFORMATION*****

A08 Fire - Unknown Origin
0 REPAIR ATTEMPT(S)

Other
SMOKE AND FIRE

T01 Product Allegation GM 1241
0 REPAIR ATTEMPT(S)

Other
PAR INVESTIGATION

FIRE IN VEH

GM RESTRICTED

319254

*****WORK HISTORY*****

CRM RCVD MSG FROM DLR(FULLER MOTOR COMPANY) @ 254-629-2636...MSG STATED THAT DLR WILL COVER REPAIR UNDER WARRANTY...CRM PHONED DEALER TO ADVISE, INCIDENT IS PAR ISSUE & THAT HE SHOULD NOT REPAIR VEH UNLESS AUTHORIZED BY PAR.; 0; 331162489
2000-06-29

CRM SPOKE WITH ROB @ DLSEHP. ROB STATED THAT CUST SIGNED RO AUTHORIZING EVALUATION OF VEH. ROB STATED THAT HE HAS ORDERED PARTS AND HAS REMOVED SOME ITEMS TO OBTAIN FULL EVALUATIO OF VEH. CRM ADVISED ROB TO NOT REPAIR VEH & TO SEND DOCS TO CRM.; 0; 331162921
2000-06-29

CRM REQUESTED WRITTEN ESTIMATE, R/O THAT DOCUMENTS EVALUATION FINDINGS. CRM PHONED CUST, CUST NOT AVAILABLE. CRM LEFT MESSAGE. CRM RCVD DOCS FROM CUST. CRM CONSULTED WITH TEAM MGR. CRM PHONED DLR AND ADVISED TO REPAIR VEH & SEND FINAL R/O TO CRM. LATASHA HAWKINS/PAR 58042; 0; 331163071
2000-07-05

CRM RCVD CALL FROM DEALER...VEH REPAIRS ARE COMPLETED. CRM WAITING ON FINAL DOCS..LATASHA HAWKINS/PAR 58042; 0; 33168699
2000-07-12

CRM RCVD FINAL DOCS FROM DEALER. VEH REPAIRED. CRM CLOSING FILE. CRM SUBMITTING QMMA FOR DEALER REPAIR. LATASHA HAWKINS/PAR 58042; 0; 332271332
2000-07-12

BUSINESS SUMMARY: 1. CRM REVIEWED FILE. 2. CRM CONTACTED DEALER. 3. CRM RCVD ESTIMATE.
4. CRM CONSULTED WITH T/M. 5. CRM AUTHORIZED REPAIRS. 6. CRM RCVD FINAL DOCS FROM DEALER.
7. CRM CLOSING FILE & FORWARDING TO RHIS. LATASHA HAWKINS/PAR 58042; 0; 332271561
SNYDER, GEORGE K

G N R E S T R I C T E D

319254

*****FAR INFORMATION*****

INCIDENT DATE: 2000-06-29 INCIDENT TIME: 00:00:00
INCIDENT LOCATION: SUPER 8 MOTEL I. H. 30.....VEH WAS PARKED IN PARKING
LOT.....

DRIVER NAME: NO DRIVER DRIVER AGE:
DRIVER DISABILITY: N/A

OWNER DESCRIPTION: CUST WENT OUT TO HIS VEH IN MOTEL PARKING LOT.....SAW SMOKE UNDER
HOOD..OPENED HOOD
FLAMES ERUPTED.

ALLEGED DEFECTIVE COMPONENT: WIRING -----ELECTRICAL[VEH WAS UNATTENDED FOR AT LEAST 8
HRS.]

INCIDENT RESULT: ACCEPTED-6/29/00
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: STATE FARM
INSURANCE COMPANY ADDRESS: SEARCY, AR
AGENT NAME: CAS FORTENOT
AGENT PHONE NUMBER: 501-268-8638

MORE INFORMATION: CUST PUT FLAMES OUT W/ A SHIRT HE GRABBED FROM VEH... CUST SAW SMOKE
COMING FROM
WIRING.....

MAINTENANCE LOCATION: LANDERS BUICK....BENTON, AR.
CURRENT LOCATION OF VEHICLE: FULLER MOTOR COMPANY, 1245 EAST MAIN, EASTLAND TX 76448 254-
629-2636
NOTIFY NAME: S/M DENNIS JACKSON

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: DEALERINSPECTION DATE: 2000-06-29
MILEAGE AT INSPECTION: 13229
WHERE WAS INSPECTION DONE: DEALER EVALUATION

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: SEE NOTES
INVESTIGATIVE SUMMARY: DEALER REPAIRED
FAR STATUS: Accepted

319254

*****FAR INFORMATION*****

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REPURCHASE REASON:	
DEALER RAC:	
DEALER NAME:	
DEALER ADDRESS: , ,	
CONTACT: ,	
PHONE NUMBER:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRIM:
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE & BUY-BACK: 0	ERC WARRANTY DATE:
MERP:	NADA: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
	TITLE BRAND:
REPLACEMENT VIN:	

GM RESTRICTED

319254

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
CONCEPTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY: IF SO, WHERE:
TREATED:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: [REDACTED] CONTACT NUMBER: 1
COMPANY: [REDACTED] CONTACT TYPE:
ADDRESS: [REDACTED] CONTACT PHONE: [REDACTED]

ROSE BUD, AR [REDACTED]

CASE NUMBER: 00403360 VIN: 1G2WP52K6VF268206
DATE OPENED: 05/22/00 MODEL YEAR: 1997
DATE CLOSED: 08/02/00 SERIES: GR PRIX GT 4DR
SOURCE: PAR MILKAGE: 70000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: MO
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: DAVID MALMO MOTORS, LTD.
BRC PARENT: 00403359 DEALER ADDRESS: 2901 S LIMIT, SEDALIA, MO, 65301, USA

*****GENERAL CASE INFORMATION*****

T01 Product Allegation GM 1241
0 REPAIR ATTEMPT(S)

Customer Satisfaction
PAR INVESTIGATION

A06 Fire
0 REPAIR ATTEMPT(S)

Other
THERMAL EVENT

THERMAL EVENT

320340

*****WORK HISTORY*****

CRM CONTACTED CUST...CUST NOT AVAILABLE...CRM LEFT MESSAGE....LATASHA HAWKINS/PAR 58042;
0; 328030188
2000-05-24

CRM RCVD CALL FROM CUST...CRM OBTAINED ADDITIONAL INFORMATION REGARDING INCIDENT FROM
CUST...CUST AUTHORIZED INSPECTION...CRM CONTACTED DEALER...DEALER AGREED TO PERFORM
INSPECTION....CRM FAXED INSPECTION PACKET TO DEALER.; 0; 328036385
2000-06-20

CRM RCVD INSPECTION REPORT...CRM CONSULTED WITH PAR TECH ADVISOR. LATASHA HAWKINS/PAR
58042; 0; 330388672
2000-08-02

Inspection Report results does not show gm responsibility. Crm phoned cust to advise. Crm
closing and forwarding to esis. Latasha Hawkins/Par 58042; 0; 334099928
2000-08-02

Business Summary: 1. Crm reviewed file. 2. Crm contacted cust. 3. Crm faxed inspection
packet to dealer. 4. Crm rcvd inspection report and consulted with Par Tech Advisor. 5.
Inspection report does not support GM responsibility. 6. Crm phoned cust and advised. 7.
Crm closing file and forwarding to Esis. Latasha Hawkins/Par 58042; 0; 334100377
MILBOP, JEFF

320340

*****PAR INFORMATION*****

INCIDENT DATE: 2000-05-21 INCIDENT TIME: 16:45:00
INCIDENT LOCATION: S 135 IN STOVER, MO

DRIVER NAME: NONE DRIVER AGE: 19
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: CUST DROVE ABOUT 30 MILES TO HIS GRANDPARENTS, WENT INTO HOUSE, CAME
OUT AND SMOKE WAS ROLLING OUT

ALLEGED DEFECTIVE COMPONENT: SMOKE WAS COMING FROM UNDER THE HOOD

INCIDENT RESULT: declined 8/2/00
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: PROGRESSIVE
INSURANCE COMPANY ADDRESS: P O BOX 1176 SEDALIA, MO

65302

AGENT NAME: CYNTHIA HOPPER
AGENT PHONE NUMBER: 660-827-5315

MORE INFORMATION: FROM UNDER THE HOOD. THE HOOD WAS POPPED AND FLAMES SHOT OUT. PUT OUT
FLAMES WITH EXTINGUISHER.

MAINTENANCE LOCATION: NONE
CURRENT LOCATION OF VEHICLE: DAVID MALMO MOTORS
NOTIFY NAME: [REDACTED]

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: DAVID MALMO MOTORS INSPECTION DATE:
2000-06-06
MILEAGE AT INSPECTION: 76236
WHERE WAS INSPECTION DONE: veh inspected, photos taken

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: UNDER HOOD
INVESTIGATIVE SUMMARY:
PAR STATUS: Accepted

320340

*****PAR INFORMATION*****

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REPURCHASE REASON:	
DEALER BAC:	
DEALER NAME:	
DEALER ADDRESS: , ,	
CONTACT: ,	
PHONE NUMBER:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRIM:
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE & BUY-BACK: 0	BRC WARRANTY DATE:
MSRP:	NADA: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
	TITLE BRAND:
REPLACEMENT VIN:	

320340

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE:

Claimant

ADDRESS:

CONTACT PHONE:

OTTERVILLE, MO

GENERAL MOTORS CORPORATIONDIVISION: PONTIAC-GMC

ZONE: _____

DATE: 08/02/00

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

RR: Claimant: _____

Date of Incident: 5/21/00CAC File No.: C00403360

Gentlemen:

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

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

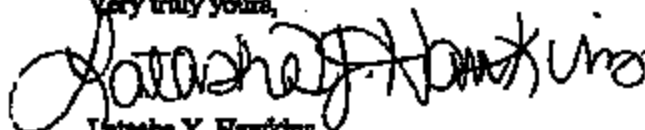
We have checked the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Forward claim acknowledgments to:

Product Investigation Coordinator
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Very truly yours,



Latasha Y. Hawkins
General Motors Corporation
Customer Relationship Manager
Product Allegation Resolution Team

Enclosures:

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



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 2, 2000

[REDACTED]
Ottoville, MO [REDACTED]

RE: File No.: C00403360

Vehicle Identification Number: 1G2WP52K6VF268206

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 1997 Pontiac Grand Prix.

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.

Respectfully,

Latasha T. Hawkins

Customer Relationship Manager
Product Allegation Resolution Team
General Motors Corporation

GM**PAR CASE INFORMATION**

Problem ID: 00403380

CONTACT INFORMATION	VEHICLE INFORMATION
Name: [REDACTED] Address: [REDACTED] City: OTTENVILLE, MO Phone: [REDACTED]	VIN: 1G2WPE2K5VF208208 MAKE: PONTIAC MODEL: GR PRIX GT 4DR YEAR: 1997 ODOMETER: 78,000

BRC CONTACT INFORMATION	ACCOUNT/POLICY
NAME: [REDACTED] COMPANY: [REDACTED] ADDRESS: [REDACTED] PHONE: [REDACTED] TYPE: Claimant	SERVICE DEALER: DAVID MALMO MOTORS, LTD. CONTRACT: [REDACTED] SELLING DEALER: DAVID MALMO MOTORS, LTD. CONTRACT: [REDACTED] PAYEE: No

PAR DETAILS	VEHICLE DETAILS
CONTACT ID: C0808629857774 DRIVER NAME: NONE DRIVER AGE: 18 DISABILITIES: NONE ROAD SURFACE: Asphalt ROAD CONDITION: Dry # PEOPLE IN VEHICLE: 0 INJURIES: No OTHER VEHICLES INVOLVED: No NUMBER INVOLVED: [REDACTED] DEFECTIVE COMPONENT: SMOKE WAS COMING FROM POLICE REPORT: No INSURANCE: Yes INSURANCE COMPANY: PROGRESSIVE INSURANCE COMPANY ADDR: P O BOX 1178 SEDALIA, MO INSPECTION: Yes INSP NAME: DAVID MALMO MOTORS INSP DATE: 6/8/00 INSP MILES: 78,238 INSP DONE: veh inspected, photos taken PROPERTY DAMAGE: INCIDENT LOCATION: S 186 IN STOVER, MO INCIDENT RESULT: declined 6/2/00 VEHICLE LOCATION: DAVID MALMO MOTORS MAINTENANCE LOCATION: NONE OWNER DESC: CUST DROVE ABOUT 30 MILES TO HIS GRANDPARENTS, WENT INTO HOUSE, CAME OUT AND SMOKE WAS ROLLING OUT MORE INFO: FROM UNDER THE HOOD. THE HOOD WAS POPPED AND FLAMES SHOT OUT. PUT OUT FLAMES WITH EXTINGUISHER.	BODY INJURY: No COLLISION: No PROPERTY DMG: No NON COLL: No DMB ABV K: No NOTIFY NAME: [REDACTED] AGENT NAME: CYNTHIA HOPPER STATUS: Accepted REJECT REASON: ROAD TEST: No ROAD TEST DESC: ROAD TEST RESULT: COMP INSPECTED: UNDER HOOD INVEST SUMMARY: AGENT PHONE: 660-827-5315 INCIDENT DATE & TIME: 6/2/2000 04:48:00 AM

REIMBURSEMENT INFORMATION
ID: PAYEE: ADDRESS: COMPANY: AMOUNT: ACCT_TYPE: ACCT_NUM: TAX_ID: ISSUE_1000: POLICY NUM:

**GM**

PAR CASE INFORMATION

Problem ID: 00403360

CC CODE INFORMATION:

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: PAR INVESTIGATION

COMPLAINT CODE 1: Customer Satisfaction

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A00

COMPONENT DESCRIPTION 2: THERMAL EVENT

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Fire

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3:

COMPONENT DESCRIPTION 3:

COMPLAINT CODE 3:

COMPLAINT DESCRIPTION 3:

REPAIR ATTEMPTS 3:

COMPONENT CODE 4:

COMPONENT DESCRIPTION 4:

COMPLAINT CODE 4:

COMPLAINT DESCRIPTION 4:

REPAIR ATTEMPTS 4:

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:

PRC CONTACT INFORMATION:

NAME: SERVICE MANAGER/RICK

COMPANY: DAVID MALMO MOTORS

ADDRESS:

PHONE: (866) 828-8212

TYPE: Retailer Assigned to the case

ACCOUNT/POLICY:

SERVICE DEALER: DAVID MALMO MOTORS, LTD.

CONTRACT:

SELLING DEALER: DAVID MALMO MOTORS, LTD.

CONTRACT:

PAYEE: No

GM**PAR CASE INFORMATION**

Problem ID: 00403380

PAR DETAILS

CONTACT ID: C0000828857774	BODY INJURY: No
DRIVER NAME: NONE	COLLISION: No
DRIVER AGE: 18	PROPERTY DMG: No
DISABILITIES: NONE	NON COLL: No
ROAD SURFACE: Asphalt	DMB ADV K: No
ROAD CONDITION: Dry	NOTIFY NAME: [REDACTED]
# PEOPLE IN VEHICLE: 0	AGENT NAME: CYNTHIA HOPPER
INJURIES: No	STATUS: Accepted
OTHER VEHICLES INVOLVED: No	REJECT REASON:
NUMBER INVOLVED:	ROAD TEST: No
DEFECTIVE COMPONENT: SMOKE WAS COMING FROM	ROAD TEST DESC:
POLICE REPORT: No	ROAD TEST RESULT:
INSURANCE: Yes	COMP INSPECTED: UNDER HOOD
INSURANCE COMPANY: PROGRESSIVE	INVEST SUMMARY:
INSURANCE COMPANY ADDR: P O BOX 1178 BEDALIA, MO	AGENT PHONE: 660-827-8318
INSPECTION: Yes	INCIDENT DATE & TIME: 08/21/2000 04:46:00 AM
INSP NAME: DAVID MALIMO MOTORS	
INSP DATE: 8/8/00	
INSP MILES: 76,286	
INSP DONE: veh inspected, photos taken	
PROPERTY DAMAGE:	
INCIDENT LOCATION: 2135 IN STOVER, MO	
INCIDENT RESULT: declined 8/2/00	
VEHICLE LOCATION: DAVID MALIMO MOTORS	
MAINTENANCE LOCATION: NONE	
OWNER DESC: CUST DROVE ABOUT 30 MILES TO HIS GRANDPARENTS, WENT INTO HOUSE, CAME OUT AND SMOKE WAS ROLLING OUT	
MORE INFO: FROM UNDER THE HOOD. THE HOOD WAS POPPED AND FLAMES SHOT OUT. PUT OUT FLAMES WITH EXTINGUISHER.	

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1099:
POLICY NUM:

**GM**

PAR CASE INFORMATION

Problem ID: 00403360

CC CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: PAR INVESTIGATION

COMPLAINT CODE 1: Customer Satisfaction

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A00

COMPONENT DESCRIPTION 2: THERMAL EVENT

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Fire

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3:

COMPONENT DESCRIPTION 3:

COMPLAINT CODE 3:

COMPLAINT DESCRIPTION 3:

REPAIR ATTEMPTS 3:

COMPONENT CODE 4:

COMPONENT DESCRIPTION 4:

COMPLAINT CODE 4:

COMPLAINT DESCRIPTION 4:

REPAIR ATTEMPTS 4:

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:

WORK HISTORY

05/24/2000 - 09:37:28 AM

CRM CONTACTED CUST...CUST NOT AVAILABLE...CRM LEFT MESSAGE...LATASHA HAWKINS/PAR 68042

05/24/2000 - 11:28:54 AM

CRM RCVD CALL FROM CUST...CRM OBTAINED ADDITIONAL INFORMATION REGARDING INCIDENT FROM CUST...CUST AUTHORIZED INSPECTION...CRM CONTACTED DEALER...DEALER AGREED TO PERFORM INSPECTION...CRM FAXED INSPECTION PACKET TO DEALER.

06/28/2000 - 04:39:15 AM

CRM RCVD INSPECTION REPORT...CRM CONSULTED WITH PAR TECH ADVISOR. LATASHA HAWKINS/PAR 68042

06/02/2000 - 03:18:57 AM

Inspection Report results does not show gm responsibility. Crm phoned cust to advise. Crm closing and forwarding to esls. Latasha Hawkins/Par 68042

06/02/2000 - 03:43:28 AM

Business Summary: 1. Crm reviewed file. 2. Crm contacted cust. 3. Crm faxed inspection packet to dealer. 4. Crm rcvd inspection report and consulted with Par Tech Advisor. 5. Inspection report does not support GM responsibility. 6. Crm phoned cust and advised. 7. Crm closing file and forwarding to Esls. Latasha Hawkins/Par 68042

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 02

(UPDATED THRU 20000801)

DIV: PONTIAC

VEHICLE-ID-NUMBER	DESCRIPTION	ODM DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CIM
1G2WP52K6VF268206	GR PRIX GT 4DR	M 1613038	19970131	22	PAID	3

PROD-DTE: 19970108 DELMAR-DATE: WAREBLK-DTE:

INV-DTE : 19970108 DELMAR-ODOM: WAREBLK-TYP:

INV-DLR : 1613038 SHIP-TO-DLR: 1613038

C	CYCLE									AUTH	AUTH
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LEROP	LN-TOTAL	ODOMETER	ID	CODE
001	1613038	890	19980526	023594	260001	02	C3540	17.13	28914		
002	1613038	890	19980526	023594	260002	01	D1322	98.53	28914		
003	I 1613038	704	19970114	021941	015003	01	E7000	61.28	7		

PASSENGER CAR AND TRUCK NVI

----- NO MORE CLAIMS FOR THIS VIN -----

PF1:HELP

PF2:OPT

PF3:CHG-DIV

PF4:MAIN MENU

PF5:DESC

PF6:PRINT

PF7:BACK

PF8:FWRD

PF9:GOTO

PF10:LOGOFF

RECORD FOUND

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 02 OF 02

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: PONTIAC

VIN: 1G2WP52K6VP268206 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 010

RPO DESCRIPTION

RPO DESCRIPTION

W BODY
4 DOOR
PONTIAC
L36 3.8 LITRE V6 MFI
MX0 AUTO TRANS W/OVERDRIVE
ML3 4T60-E AUTO ELEC TRANS
AK5 INFLAT RESTRAINT DR/PAS
C60 STAND AIR CONDITIONING
TRACTION CONTROL
TILT STEERING COLUMN
DS6 FIXED ANTENNA
FLOOR CONSOLE
A90 ELECTRIC TRUNK RELEASE
CRUISE CONTROL
VK3 LICENSE PLATE BRKT

35 SERIES MD MODEL
SEDAN
V6 ENGINE
U.S. FEDERAL EMISSIONS
AUTO TRANS
UHS INSTRUMENT CLUSTER
ANTILOCK BRAKE
U58 DRIVER INFO CENTER
POWER STEERING
DG7 DR/PASS REMOTE ELEC
U1C RADIO AM/FM CD
POWER WINDOW
KEYLESS ENTRY SYSTEM
UK3 STEERING WHEEL CONT
99091 WINDSHIELD WIPER

----- END OF OPTIONS -----

PF1:HELP

PF2:OPT

PF3:CHG-DIV

PF4:MAIN MENU

PF5:DESC

PF6:PRINT

PF7:BACK

PF8:FWRD

PF9:GOTO

PF10:LOGOFF

GM-PAR-FIRE Rev. 08/2007

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE**

(page 1 of 5)

Division:	Ref:	VIN: 1G2WP52K6V268206
Claimant's Name (LAST, First)		
Inspected By: RVC 00005	Organization: UAW UAW	
Phone: 662-16-12	Inspection Date: 6/6/07	Mileage at Inspection: 76234

I INSPECTION SUMMARY

Type Non Collision ☒ Collision ☐

Fire Origin Engine Compartment ☒ Underdash ☒ Other Interior ☐ Trunk ☐ Unknown ☐ Other ☐ specify Component:

Following the inspection, summarize the observations:

Fire seems to have originated from fuel pressure regulator on fuel return line.

- II INTERVIEW - VEHICLE HISTORY -

Name, address and phone number of person being interviewed:

OTTAVIO, IV.

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

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

This vehicle has AUTO START ON
5/1/06 START ADDED ON

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

NO

3. Prior collision damage? (date, description, etc.)

NO

Repaired by:

NA

4. Describe existing vehicle conditions at the time of the incident (e.g., warning lights "On", engine miles, etc.):

NA

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

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

7. Last maintenance (date, description, by whom?):

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? 5 min 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.): Just then I was about to back up and that's when it caught fire.

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 _____ °F. General conditions (dry, rain, wind, etc.): _____

III B AT THE FIRST INDICATION OF A PROBLEM

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

Smoke? (from where, color, intensity, etc.) Smoke from under hood

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) (Y) Describe: _____Any apparent malfunction? (Y/N) (Y) If yes, describe: _____

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

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

☐ Cruise Control	☐ Windshield Wipers	☐ 2 Way/Communication Radio
☐ Traction Control Switch "On"	☐ Driver Seat Heater	☐ Power Window Controls
☐ Low Beam Headlights	☐ Passenger Seat Heater	☐ Power Mirror Controls
☐ High Beam Headlights	☐ Auxiliary Power Outlet	☐ Power Seat Controls
☐ Fog Lamps	☐ Radio, Built-In Tape/CD Player	☐ Power Sun Roof Controls
☐ Turn Signal	☐ Auxiliary CD Player	☐ Cigar Lighter
☐ Hazard Flashers	☐ Telephone	☐ HVAC
☐ Map Lights, Ft. Rr	☐ CB Radio	☐ Other _____
☐ Other Interior Lights		

If any of the above were cycled, describe: _____

Was anyone smoking? (Y/N) (Y) How long since someone last smoked in the vehicle? _____**III C DURING THE FIRE**

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

Time _____ 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. Engine compartment and Intake

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

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

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

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

Any other comments that have not been covered? _____

IV VEHICLE INSPECTION

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

Take color photographs of the following:

A. Exterior:

Front

Right side

Rear

Trunk area

Decklid outer panel

Decklid inner panel

Option label

VIN

Left side

Hood outer panel

Hood inner panel

Roof

Fuel filler "Load Free" restrictor in place? (Y/N) _____ 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 with/burner, oil fuel lines/hoses, filter, connections
Engine block (note precise location of cracks, holes, etc.): _____
Engine dipstick, oil cooler lines/connections, filter, oil pan
Transmission: dipstick, oil cooler lines/connections, oil pan
Master cylinder and brake fluid reservoir
Brake lines and hoses
ABS/TCS Modulator
Power steering lines/hoses, connections/clamps, pump
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): _____

Other: _____

Comments: _____

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: _____

Transmission fluid: _____

Power steering fluid: _____

Brake fluid: _____

E. Underbody:

Underbody & exhaust (include hangers):

Catalytic converter (any discoloration or swelling?): _____

Scrapes or impact damage on the following:

Fuel tank

Fuel filter 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

(page 6 of 9)

Comments: _____

_____**G. General Observations (Take photographs if applicable):**Photograph and comment on the item which is alleged to be the original source of the fire:

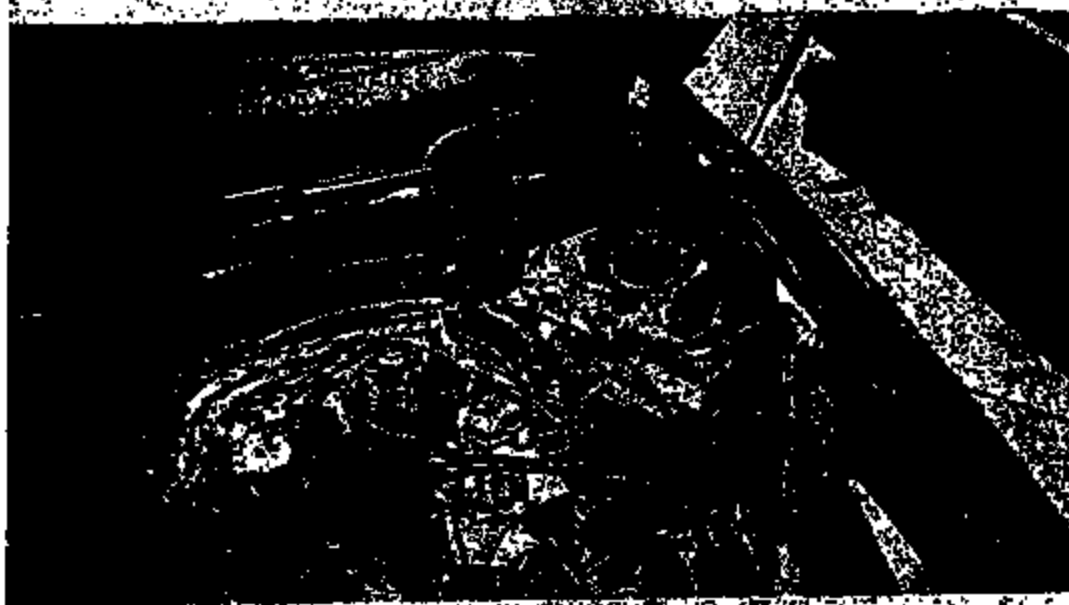
_____Photograph and comment on the item which is the apparent origin of the fire:

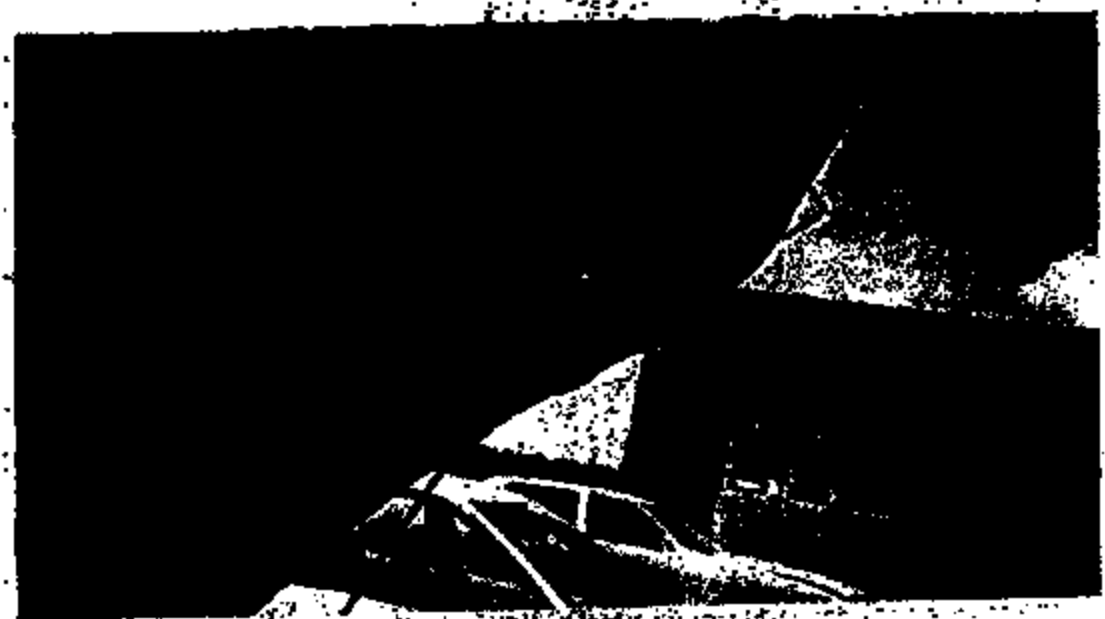
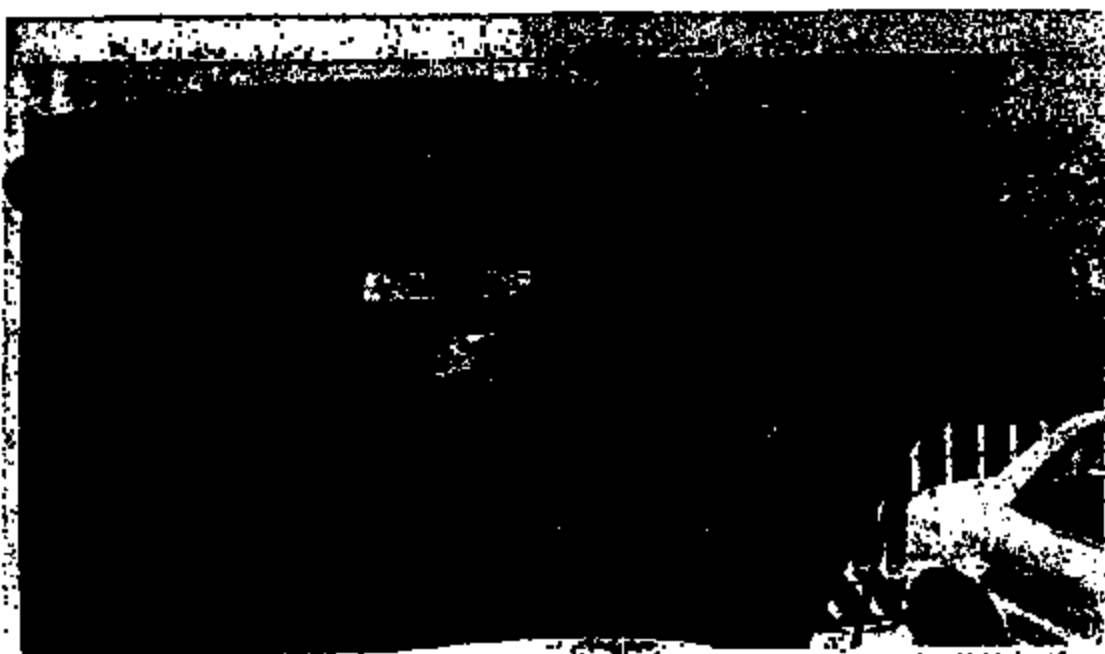
_____Anything on vehicle which is after-market: _____
_____Anything on vehicle which is a modification: _____
_____Anything on vehicle which is unusual, or out-of-place, etc.: _____
_____Other relevant information: _____
_____**H. Vehicle Contents:**Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: _____

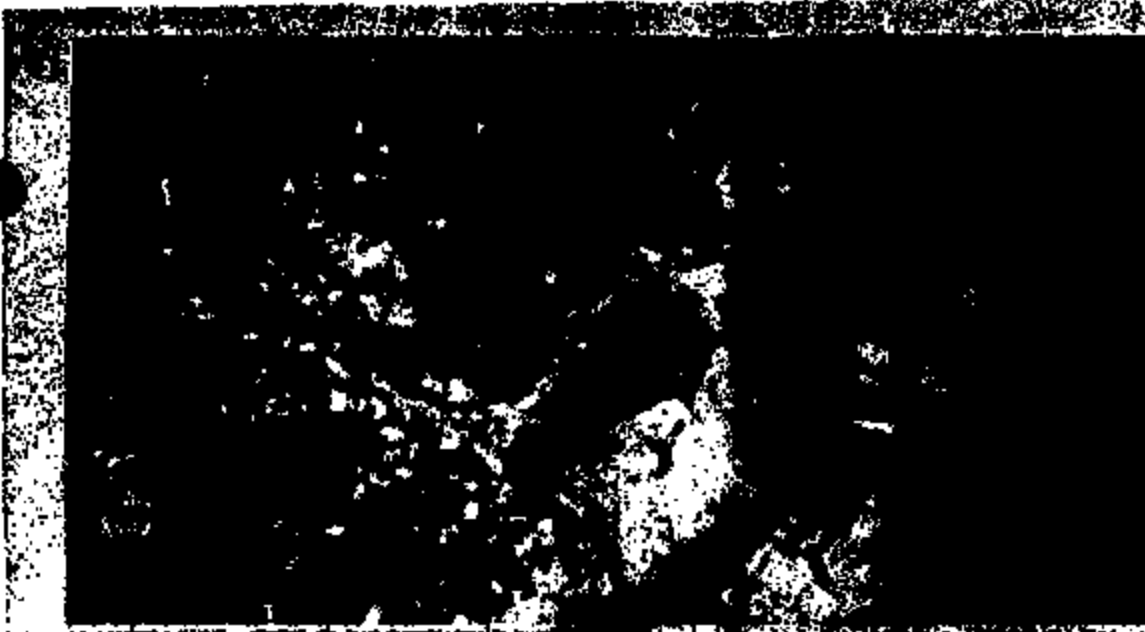
_____**V SITE INSPECTION**

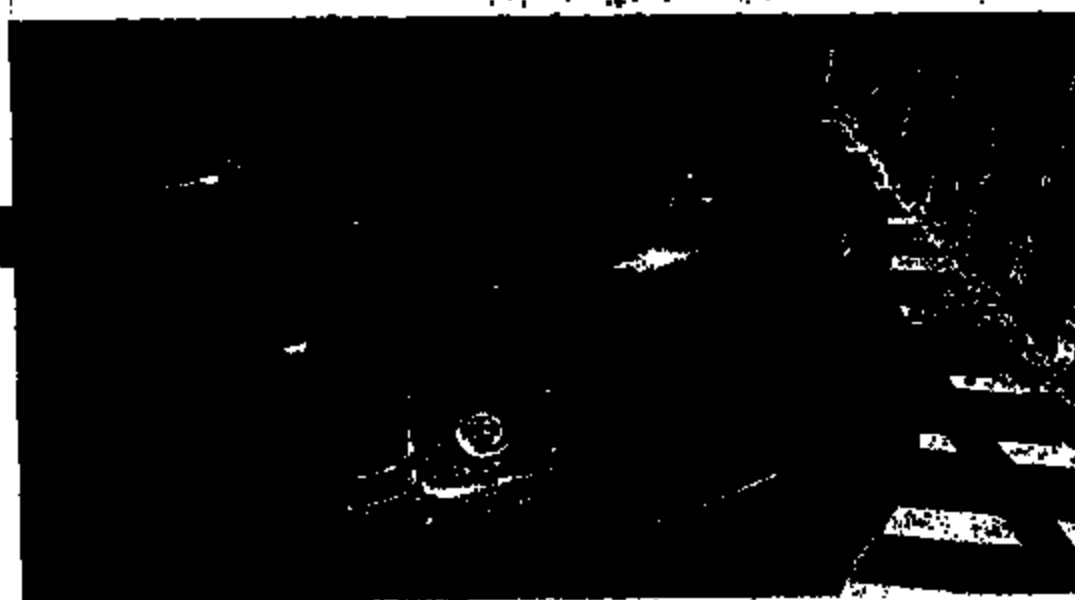
Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, nuts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





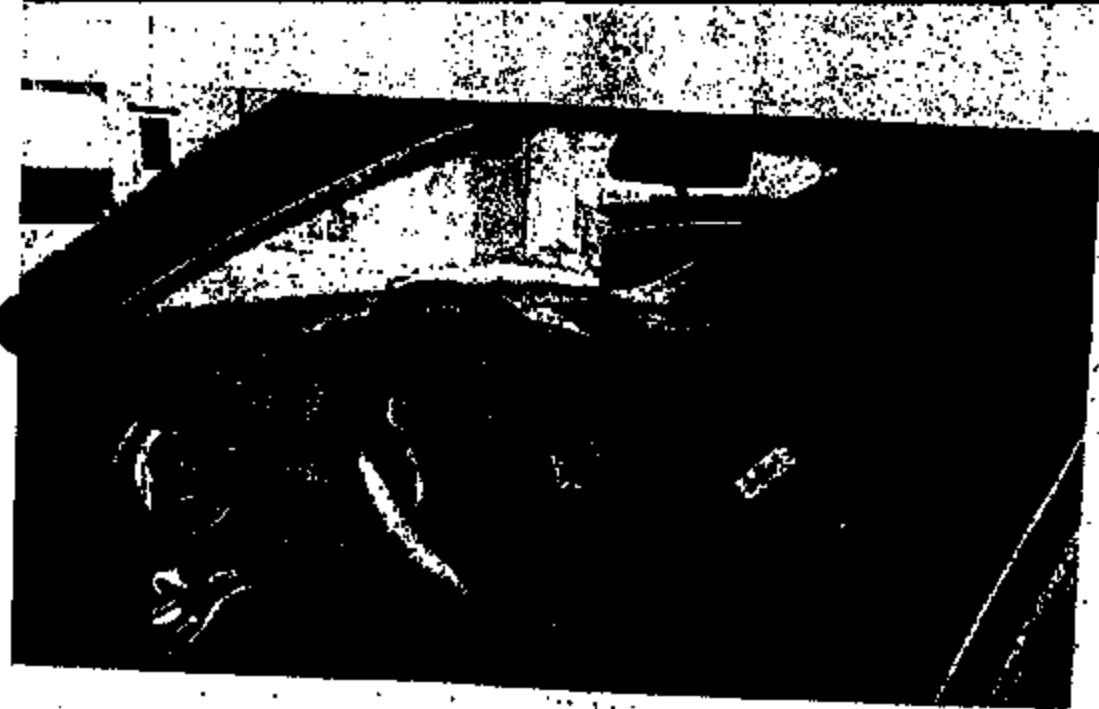
















320909

CASE NUMBER: 00934016 VIN: 1G2MJ52K1VP281530
DATE OPENED: 07/18/00 MODEL YEAR: 1997
DATE CLOSED: 08/24/00 SERIES: GR PRIX SE 4DR
SOURCE: PAR MILEAGE: 48100
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: PR
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: CARRERA-PONTIAC-BUICK-GMC-OLDSMOBILE
BRC PARENT: 00934015 DEALER ADDRESS: CARR #2 KM 83 HW 2,, ARECIBO, PR, 00614, USA

*****GENERAL CASE INFORMATION*****

T01 Product Allegation GM 1241
0 REPAIR ATTEMPT(S)

Customer Satisfaction
THERMAL EVENT

J01 Engine
0 REPAIR ATTEMPT(S)

Other
CAUGHT ON FIRE

A04 Possible Safety Concern
0 REPAIR ATTEMPT(S)

Other
THERMAL ON ENGINE COMPARTMENT

INITIATED PAR ==DO NOT RESUME=====

GM RESTRICTED

320909

*****WORK HISTORY*****

CUST STATES HE PARKED AND WHEN HE TURNED OFF THE VEHICLE HE HEARD A SLIGHT SOUND. SMOKE WAS COMING FROM UNDER THE HOOD AND WITHIN SECONDS FLAMES FOLLOWED. CUST TOOK HIS 18 MONTH BABY AND WIFE OUT OF THE VEHICLE AND PROCEEDED TO PUT OFF THE FIRE WITH AN EXTINGUISHER BEFORE IT REACHED THE DASHBOARD. POLICE WAS CALLED TO THE SCENE, HIS CLAIM NUMBER IS 00-2-107-7192, PRECINCT 107, ARECIBO. CRM ADVISED THE CUST PAR WOULD BE INITIATED AND THAT WE WILL BE IN CONTACT IF FURTHER INFORMATION IS NEEDED. CRM CONTACTED THE SERVICE MANAGER WALTER O'CAÑA TO EXPECT THE VEHICLE. CRM CONTACTED MARIA ISABEL VIA VOICE MAIL TO INFORM HER OF THE THERMAL INCIDENT. CRM ADVISED CUST A COPY OF THE POLICE REPORT IS NEEDED, HE WILL FAX LATER. SONIA RIOS/TAMPA/PRVI/PAR-57089; 0; 332801497
2000-07-18

NAME OF THE PASSENGERS ARE: [REDACTED] OF AGE AND WIFE OF THE OWNER. [REDACTED] OLD AND SON OF THE VEHICLE'S OWNER. THEY CLAIM NO INJURIES. SONIA RIOS/TAMPA PRVI-57089; 0; 332801650
2000-07-18

BARS AND WINS NOT AVAILABLE DUE TO THE AGE OF THE VEHICLE. SONIA RIOS/TAMPA PRVI-57089; 0; 332804020
2000-07-18

CRM CONTACTED ROADSIDE ASSISTANCE, MS. ZORAIDA OPEN A REQUEST 00127698 TO PICK UP THE VEHICLE AND TAKE IT TO ARECIBO CABERA FOR INSPECTION. SONIA RIOS/PRVI-57089; 0; 332806256
2000-07-19

---CALL RECEIVED 07-18-00 1:00PM CUSTOMER STATES THERMAL EVENT==
---CONTACTED SERVICE MANAGER, MR WALTER OCANA AT CABRERA HNOS 07-18-00.==
---CONTACTED AVM VIA VOICE MAIL 07-08-00==
---REQUEST FORWARDED TO MISSIE FOR INSPECTION PROCESSES 07-18-00 ==
--- SONIA RIOS/PRVI-PAR/TAMPA===; 0; 332874462
2000-07-19

CRM RECEIVED FILE AND REVIEWED - CRM FAXED FILE TO BAA FOR INSPECTION. TM REVIEWED FILE.
... MISSIE PEREZ/TAMPA/PR-VI 58221; 0; 332880361
2000-08-02

INSPECTION RESULTS ARRIVE-----GM IS NOT ACCEPTING RESPONSABILITIES-----08-03-00
SONIA RIOS /PRVI-TAMPA; 0; 334065582
2000-08-08

CRM CONTACTED AVM MARISABEL TO INFORM THE FINDINGS OF THE INSPECTION AND TO SUGGEST WE REPAIR THE VEHICLE FOR CUSTOMER SATISFACTION. AVM HAS ADVISED CRM AFTER DISCUSSING IT WITH CRM AND TEAM MANAGER, NOT TO REPAIR OR REPURCHASE THE VEHICLE SINCE THE REASON FOR FIRE HAS NOT BEEN DETERMINED. CRM WILL SEND THE CUST A DECLINE LETTER 08-08-00 AND WILL BE CLOSING THE REQUEST. SONIA RIOS/PRVI-TAMPA; 0; 334609396
2000-08-08

CUST CONTACTED OUR CENTER FOR AN UPDATE ON HIS CASE. CRM ADVISED CUST THAT GIVEN THE FACT THAT THERMAL EVENT CAUSE WAS UNDETERMINED WE WILL NOT ASSUME RESPONSIBILITY FOR DAMAGES. CUST STATES HE IS SORRY TO HEAR GM WILL NOT HELP HIM ON THIS MATTER AND HE WILL GO TO LITIGATION. CUST REQUESTED COPIES OF FILES, CRM ADVISED THOSE ARE CONFIDENTIAL DOCUMENTS AND THEY WOULD HAVE TO BE SUBPOENAED IN ORDER FOR ME TO RELEASE THEM. CUST SEEKS AT LEAST THE COPY OF THE REPAIR ESTIMATE THAT MR VILLANUEVA TOLD CUST HE HAD PREPARED FOR US. CRM ADVISED HE NEVER SENT IT TO ME BUT I WILL CONTACT VILLANUEVA TO

320909

INQUIRE ABOUT IT. CRM CALLED DEALER, TECHNICIAN IN QUESTION IS NOT ANSWERING THE PHONE.
WILL TRY LATER. SONIA RIOS /PRVI-TAMPA; 0; 334623357
2000-08-09

BUSINESS SUMMARY-----

CASE RECD 7-18-00 CUST ALLEGES THERMAL EVENT .
CONTACTED DEALER 7-18-00 TO ADVISED VEHICLE WAS BEING TOWED
COURTESY CALL TO AVM 07-18-00
INSPECTION 7-25-00. CAUSE OF THERMAL UNDETERMINED, WILL NOT ASSUME
RESPONSIBILITIES. POLICE REPORT RECEIVED; BRC WORKSHEET COMPLETED 7-26-00
CONTACTED CUST WITH RESOLUTION, NOT SATISFIED, WILL LITIGATE 8-04-00
SENT DECLINED LETTER 08-08-00
CLOSED FILE 08-08-00
FILE ADDIT 08-09-00
SONIA RIOS/PAR- PRV/TAMPA (57089); 0; 334711060
2000-08-14

UPDATED CONTACT INFORMATION SCREEN IN PAR SUMMARY. PRINTED NON COLLISION NOTEBOOK
SCREEN, UPDATED FILES TO CENTRAL, RSIS AND OUR COPIE; SUBMITTED AGAIN TO QUALITY AUDIT
08-14-00. SONIA RIOS/PRVI-PAR-TAMPA-57089; 0; 335125666
VELEZ, EDWIN

320909

*****PAR INFORMATION*****

INCIDENT DATE: 2000-07-15 INCIDENT TIME: 19:00:00
INCIDENT LOCATION: CARRETERA #2 PLAZA DEL ATLANTICO

DRIVER NAME: EDWIN VELAZ DRIVER AGE: 28
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: CUST STATES HE TURNED THE VEHICLE OFF AND SMOKE AND FLAMES CAME UP FROM UNDER THE HOOD.

ALLEGED DEFECTIVE COMPONENT: ENGINE

INCIDENT RESULT: CUST WAS INFORMED OF INSPECTION FINDINGS AND THAT FOR THAT REASON GM WILL NOT ACCEPT RESPONSIBILITIES FOR THIS VEHICLE TO CONTACT INSURANCE COMPANY. CUST NOT SATISFIED.

POLICE REPORT: Y ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 3 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: COOPERATIVA DE SEGUROS
MULTIPLES
ARECIBO, PR 00614-0158 INSURANCE COMPANY ADDRESS: P.O. BOX 14158

AGENT NAME: LARACUENTE
AGENT PHONE NUMBER: 000000000

MORE INFORMATION: CLAIM NO WITH SEGUROS MULTIPLES-89512530—
MAINTENANCE LOCATION: ARECIBO-CARRERA DEALERSHIP
CURRENT LOCATION OF VEHICLE: RESIDENCE
NOTIFY NAME: OWNER

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: TERRY DUNHAM/ INSPECTION DATE:
MILEAGE AT INSPECTION: 49186
WHERE WAS INSPECTION DONE: INSPECTED VEH., PICTURES TAKEN,

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: FUEL SYSTEM

INVESTIGATIVE SUMMARY: THE INSPECTION STATED THE FIRE WAS GAS RELATED BUT THE CAUSE IS UNDETERMINED. FUEL LINE APPEARS TO HAVE COME APART FROM INJECTOR LINE ALLOWING FUEL TO LEAK ONTO THE TOP AND BACK SIDE ENGINE AND EVENTUALLY IGNITING.
PAR STATUS: Accepted

320909

*****PAR INFORMATION*****

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REFURCHASE REASON:	
DEALER HAC:	
DEALER NAME:	
DEALER ADDRESS: , ,	
CONTACT: ,	
PHONE NUMBER:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRIM:
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE & BUY-BACK: 0	BRC WARRANTY DATE:
MSRP:	NADA: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
	TITLE BRAND:
REPLACEMENT VIN:	

GENERAL MOTORS CORPORATION

BRAND: Pontiac

DATE: August 10, 2000

RE: Claimant: [REDACTED]

Date of Incident: July 15, 2000

File Number: 00934016

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

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.

Please Contact:

Customer Relationship Manager
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,

Nicole Perez

Nicole Perez
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- ☒ Customer File
- ☒ VIN Profile
- ☒ Inspection Report
- ☒ Pictures
- ☐ Estimates
- ☒ Police or Fire Report
- ☐ Repair Orders
- ☐ Demo Tape
- ☐ Other:

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

8 de agosto del 2000

[REDACTED]
Arecibo, PR [REDACTED]

Referencia: C00934016

Estimado [REDACTED]

Gracias por la oportunidad de revisar su alegación con relación a su Pontiac Grand Prix del 1997. Hemos completado nuestra investigación, y General Motors no pudo determinar ninguna responsabilidad de manufactura. Por tal razón, no asumiremos responsabilidad alguna por daños y le recomendamos que resuelva este asunto a través de su compañía de seguros.

Sinceramente,

Sonia Rios

Gerente de Servicios al Cliente
Product Allegation Resolution
General Motors Corporation

GM**PAR CASE INFORMATION**

Problem ID: 00934016

Name: [REDACTED]

Address: [REDACTED]

Phone: ARECIBO, PR [REDACTED]

VIN: 1G2WJ52K1VF281530
MAKE: PONTIAC
MODEL: GR PRX SE 4DR
YEAR: 1987
ODOMETER: 48,100**ERC CONTACT INFORMATION:**

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

PHONE: [REDACTED]

TYPE: Driver

ACCOUNT/POLICY:

SERVICE DEALER: CARRERA-PONTIAC-BUICK-GMC

CONTRACT: SR. WALTER OCAÑA

SELLING DEALER: CARRERA-PONTIAC-BUICK-GMC

CONTRACT: SR. NOEL AMADOR

PAYEE: No

PAR DETAILS:

CONTACT ID: C0000029788208

DRIVER NAME: [REDACTED]

DRIVER AGE: [REDACTED]

DISABILITIES: NONE

ROAD SURFACE: Asphalt

ROAD CONDITION: Dry

PEOPLE IN VEHICLE: 3

INJURIES: No

OTHER VEHICLES INVOLVED: No

NUMBER INVOLVED:

DEFECTIVE COMPONENT: ENGINE

POLICE REPORT: Yes

INSURANCE: Yes

INSURANCE COMPANY: COOPERATIVA DE SEGURO

INSURANCE COMPANY ADDR: P.O. BOX 14188

INSPECTION: Yes

INSP NAME: TERRY DUNHAM EAA

INSP DATE:

INSP MILES: 48,106

BODY INJURY: No

COLLISION: No

PROPERTY DMG: No

NON COLL: Yes

DMB ABV K: No

NOTIFY NAME: OWNER

AGENT NAME: LARACUENTE

STATUS: Accepted

REJECT REASON:

ROAD TEST: No

ROAD TEST DESC:

ROAD TEST RESULT:

COMP INSPECTED: FUEL SYSTEM

INVEST SUMMARY: THE INSPECTION STATED THE FIRE

AGENT PHONE: [REDACTED] RELATED BUT THE CAUSE

INCIDENT DATE & TIME: [REDACTED] FUEL LINE
APPEARS TO HAVE COME APART
FROM INJECTOR LINE ALLOWING
FUEL TO LEAK ONTO THE TOP AND
BACK SIDE ENGINE AND
EVENTUALLY IGNITING.

INSP DONE: INSPECTED VEH., PICTURES TAKEN.

PROPERTY DAMAGE:

INCIDENT LOCATION: CARRETERA #2 PLAZA DEL ATLANTICO

INCIDENT RESULT: CUST WAS INFORMED OF INSPECTION FINDINGS AND THAT FOR THAT REASON GM WILL
NOT ACCEPT RESPONSIBILITIES FOR THIS VEHICLE TO CONTACT INSURANCE COMPANY.
CUST NOT SATISFIED.

VEHICLE LOCATION: RESIDENCE

MAINTENANCE LOCATION: ARECIBO-CARRERA DEALERSHIP

OWNER DESC: CUST STATES HE TURNED THE VEHICLE OFF AND SMOKE AND FLAMES CAME UP FROM
UNDER THE HOOD.

MORE INFO: CLAIM NO WITH SEGUROS MULTIPLES-00512500

REIMBURSEMENT INFORMATION:



PAR CASE INFORMATION

Problem ID: 00934016

CC CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: THERMAL EVENT

COMPLAINT CODE 1: Customer Satisfaction

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: J01

COMPONENT DESCRIPTION 2: CAUGHT ON FIRE

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Engine

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: AD4

COMPONENT DESCRIPTION 3: THERMAL ON ENGINE COMPARTMENT

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: Possible Safety Concern

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:

COMPONENT DESCRIPTION 4:

COMPLAINT CODE 4:

COMPLAINT DESCRIPTION 4:

REPAIR ATTEMPTS 4:

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:

GM**PAR CASE INFORMATION**

Problem ID: 00934016

PROCHISTORY

07/18/2000 - 02:44:21 AM CUST STATES HE PARKED AND WHEN HE TURNED OFF THE VEHICLE HE HEARD A SLIGHT SOUND. SMOKE WAS COMING FROM UNDER THE HOOD AND WITHIN SECONDS FLAMES FOLLOWED. CUST TOOK HIS 18 MONTH BABY AND WIFE OUT OF THE VEHICLE AND PROCEEDED TO PUT OFF THE FIRE WITH AN EXTINGUISHER BEFORE IT REACHED THE DASHBOARD. POLICE WAS CALLED TO THE SCENE, HIS CLAIM NUMBER IS 00-2-107-7182, PRECINT 107, ARECIBO. CRM ADVISED THE CUST PAR WOULD BE INITIATED AND THAT WE WILL BE IN CONTACT IF FURTHER INFORMATION IS NEEDED. CRM CONTACTED THE SERVICE MANAGER WALTER OCANA TO EXPECT THE VEHICLE. CRM CONTACTED MARIA ISABEL VIA VOICE MAIL TO INFORM HER OF THE THERMAL INCIDENT. CRM ADVISED CUST A COPY OF THE POLICE REPORT IS NEEDED, HE WILL FAX LATER. SONIA RIOS/TAMPA/PRV/PAR-57089

07/18/2000 - 04:14:40 AM CRM CONTACTED ROADSIDE ASSISTANCE, MS. ZORAIDA OPEN A REQUEST 00127888 TO PICK UP THE VEHICLE AND TAKE IT TO ARECIBO CABERA FOR INSPECTION. SONIA RIOS/PRV-57089

07/18/2000 - 03:36:13 AM BARS AND WINS NOT AVAILABLE DUE TO THE AGE OF THE VEHICLE. SONIA RIOS/TAMPA PRV-57089

07/18/2000 - 03:02:04 AM NAME OF THE PASSENGERS ARE: WANDA CALES PAOLI-29YRS OF AGE AND WIFE OF THE OWNER. EDWIN VELEZ CALES 19 CMNS OLD AND SON OF THE VEHICLE'S OWNER. THEY CLAIM NO INJURIES. SONIA RIOS/TAMPA PRV-57089

07/19/2000 - 11:10:55 AM
==CALL RECEIVED 07-18-00 1:00PM CUSTOMER STATES THERMAL EVENT==
==CONTACTED SERVICE MANAGER, MR WALTER OCANA AT CABRERA HROS 07-18-00==
==CONTACTED AVM VIA VOICE MAIL 07-08-00==
==REQUEST FORWARDED TO NISSIE FOR INSPECTION PROCESSES 07-18-00==
== 8
SONIA RIOS/PRV-PAR/TAMPA==

07/19/2000 - 12:55:14 AM CRM RECEIVED FILE AND REVIEWED - CRM FAXED FILE TO EAA FOR INSPECTION. TM REVIEWED FILE, . . NISSIE PEREZ/TAMPA/PR-VI 86221

08/02/2000 - 11:41:37 AM INSPECTION RESULTS ARRIVE=====GM IS NOT ACCEPTING RESPONSABILITIES=====08-03-00 SONIA RIOS /PRV-TAMPA

08/08/2000 - 01:07:53 AM CRM CONTACTED AVM MARISABEL TO INFORM THE FINDINGS OF THE INSPECTION AND TO SUGGEST WE REPAIR THE VEHICLE FOR CUSTOMER SATISFACTION. AVM HAS ADVISED CRM AFTER DISCUSSING IT WITH CRM AND TEAM MANAGER, NOT TO REPAIR OR REPURCHASE THE VEHICLE SINCE THE REASON FOR FIRE HAS NOT BEEN DETERMINED. CRM WILL SEND THE CUST A DECLINE LETTER 08-08-00 AND WILL BE CLOSING THE REQUEST. SONIA RIOS/PRV-TAMPA

08/08/2000 - 03:49:22 AM CUST CONTACTED OUR CENTER FOR AN UPDATE ON HIS CASE. CRM ADVISED CUST THAT GIVEN THE FACT THAT THERMAL EVENT CAUSE WAS UNDETERMINED WE WILL NOT ASSUME RESPONSIBILITY FOR DAMAGES. CUST STATES HE IS SORRY TO HEAR GM WILL NOT HELP HIM ON THIS MATTER AND HE WILL GO TO LITIGATION. CUST REQUESTED COPIES OF FILES, CRM ADVISED THOSE ARE CONFIDENTIAL DOCUMENTS AND THEY WOULD HAVE TO BE SUBPOENAED IN ORDER FOR ME TO RELEASE THEM. CUST SEEKS AT LEAST THE COPY OF THE REPAIR ESTIMATE THAT MR VILLANUEVA TOLD CUST HE HAD PREPARED FOR US. CRM ADVISED HE NEVER SENT IT TO ME BUT I WILL CONTACT VILLANUEVA TO INQUIRE ABOUT IT. CRM CALLED DEALER, TECHNICIAN IN QUESTION IS NOT ANSWERING THE PHONE, WILL TRY LATER. SONIA RIOS /PRV-TAMPA

08/09/2000 - 03:03:45 AM BUSINESS SUMMARY=====
CASE RECD 7-18-00 CUST ALLEGES THERMAL EVENT.
CONTACTED DEALER 7-18-00 TO ADVISED VEHICLE WAS BEING TOWED
COURTESY CALL TO AVM 07-18-00
INSPECTION 7-25-00. CAUSE OF THERMAL UNDETERMINED, WILL NOT ASSUME RESPONSIBILITIES.

GM

PAR CASE INFORMATION

Problem ID: 00934016

POLICE REPORT RECEIVED;BRC WORKSHEET COMPLETED 7-28-00
CONTACTED CUST WITH RESOLUTION, NOT SATISFIED, WILL LITIGATE 8-04-00
SENT DECLINED LETTER 08-08-00
CLOSED FILE 08-08-00
FILE AUDIT 08-08-00
SONIA RIOS/PAR- PRV/TAMPA (57069)

Page 1 of 1

Customer	[Redacted]	Unit	POSTAL	Order Date	2008-04-22
Customer Name	[Redacted]	Unit	RENTAL	Order Date	2008-04-22
Order	[Redacted]	Unit	RENTAL	Order Date	2008-04-22
Unit	[Redacted]	Unit	RENTAL	Order Date	2008-04-22

Page 1 of 1

Product	[Redacted]		
Product Name	[Redacted]	Product Code	21
Product Description	[Redacted]		
Product Price	[Redacted]		

Order	[Redacted]
-------	------------

Section Header	[Redacted]
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GM Vehicle Inquiry System

Summary

Home - Summary - Claim History - Vehicle Build - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN:	1G2WJ52K1VF281530
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VEHICLE INFORMATION

Merchandising Model:	2WJ69 - 1997 GRAND PRIX SE SEDAN	Warranty Start Date:	03/10/1997				
Delivering Dealer:	CARRERA HERMANOS, INC. P.O. BOX 454 ARECIBO, PR 00613	Selling Source:	72 - NARS				
		Site Code:	67016				
		Business Associate Code:	122375				
Service Contract:	No	Branded Title:	No	Warranty Block:	No	FBI Status:	Ineligible

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Initial Customer Mailing	Campaign Status
99031	WINDSHIELD WIPERS INOPERATIVE/INCORRECT PARK	N/A	Open

APPLICABLE WARRANTIES

Vehicle Applicable Warranty Information Not Available.
--

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
08/22/1999	014392	#	N0110 - BATTERY REPLACEMENT	34934 miles
07/22/1999	014392	#	J4100 - GENERATOR ASSY REPL	34974 miles
07/22/1999	011392	"	T7020 - WARRANTY TOWING	34934 miles
06/19/1998	090317	#	C8800 - CONTACT COIL IN REPL	22110 miles
06/04/1998	096842	"	N0110 - BATTERY REPLACEMENT	21391 miles
06/04/1998	096842	"	T2030 - WARRANTY TOWING	21394 miles

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07/18/2000 2:16 PM

934016

PAGE 01 OF 02

DIV: PONTIAC

PROD-DTE: 19970205 DELWAR-DATE: WARBLX-DTE:
INV-DTE : 19970303 DELWAR-ODOM: WARBLK-TYP:
INV-DLR : 7267016 SHIP-TO-DLR: 7267016

C	CYCLE									AUTH	AUTH
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	1640801	036	19990822	014392	030006	01	N0110	116.73	34934	0090	BE
			BATTERY, ONE-REPLACE								
			FAIL-PART:19001632 BATTERY								
002	1640801	980	19990722	014392	200020	03	T2020	40.00	34934	0090	
			TOWING								
003	1640801	980	19990722	014392	200022	01	J4100	298.94	34934		
			GENERATOR ASSEMBLY, -REPLACE								
			FAIL-PART:10463966 GENER REM								

NO MORE CLAIMS FOR THIS VIN

```
PF1:HELP      PF2:OPT      PF3:CHG-DIV    PF4:MAIN MENU  PF5:DESC      PF6:PRINT
PF7:BACK      PF8:FWRD     PF9:GOTO      PF10:LOGOFF
RECORD FOUND
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NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 02 OF 02

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: PONTIAC

VIN: 1G2WJ52K1VF281530 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 010

RPO DESCRIPTION

RPO DESCRIPTION

W BODY
4 DOOR
PONTIAC
L36 3.8 LITRE V6 MFI
MX0 AUTO TRANS W/OVERDRIVE
M13 4T60-E AUTO ELEC TRANS
AK5 INFLAT RESTRAINT DR/PAS
ANTILOCK BRAKE
U68 DRIVER INFO CENTER
POWER STEERING
DG7 DR/PASS REMOTE ELEC
UP3 RADIO CDM-AM/FM CD
POWER WINDOW
KEYLESS ENTRY SYSTEM
UK3 STEERING WHEEL CONT

35 SERIES HD MODEL
SEDAN
V6 ENGINE
U.S. FEDERAL EMISSIONS
AUTO TRANS
UH8 INSTRUMENT CLUSTER
EXPORT VEHICLE
C60 STAND AIR CONDITIONING
TRACTION CONTROL
TILT STEERING COLUMN
US6 FIXED ANTENNA
FLOOR CONSOLE
A90 ELECTRIC TRUNK RELEASE
CRUISE CONTROL
99091 WINDSHIELD WIPER

----- END OF OPTIONS -----

PF1:HELP

PF2:OPT

PF3:CHG-DIV

PF4:MAIN MENU

PF5:DESC

PF6:PRINT

PF7:BACK

PF8:FWRD

PF9:GOTO

PF10:LOGOFF

D934016

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: <u>Aut./GMC</u>	Roll: <u>C00934016</u>	VIN: <u>VF281530</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		

Inspected By: TERRY DUNHAM Organization: E.A.B.
 Phone: () 407-580-1258 Inspection Date: 7/25/00 Mileage at inspection: 4986

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

Following the inspection, summarize the tests and observations.

THIS FIRE WAS FUEL RELATED IN ORIGIN. DAMAGE IS
HEAVY AT THE UPPER CENTER ENGINE AREA AND
AT THE REAR SIDE OF THE ENGINE COMPARTMENT. SEE
PHOTOS FOR NATURE AND LOCATION OF DAMAGE. FUEL LINE
CONNECTION APPEARS TO HAVE COME DISCONNECTED FROM
FUEL INTERIOR RAIL ALLOWING FUEL TO LEAK OUT TO THE
TOP AND BACK SIDE OF THE ENGINE, EVENTUALLY IGNITING.
SEE PHOTOS-ROLL #2 - #5, 6 + 7 FOR FUEL RAIL CONNECTION LOCATION.

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

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

[REDACTED], ARCELLO, P.R.

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

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

2. Any prior collision damage? (when, where, 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) N/A; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Electrical Systems (Y/N) Y; Repairs (None, Satisfied, Unsatisfied) S Repaired by (GM, Non-GM, Owner/Other) GDescribe 2 BATTERY REPLACEMENTS - 1-ALTERNATOR REPAIREDFuel System (Y/N) N/A; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

Other (Y/N) N/A; 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): UNKNOWNMaintenance records? (Y/N) N/A Date/Description of last maintenance/repair (by whom?): UNKNOWNAny 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

UNKNOWNHow was vehicle towed? (Flat bed, dolly, sling, front or rear lift) N/A If towed on wheels, how far? _____

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

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

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

Load description Does NOT APPLY Load location N/ADriver's physical description (gender, age, height, weight, disabilities) MALE, 28 YEARS OLDIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? 30 seconds Were all doors locked? (Y/N) N/ADrive length (if vehicle was parked prior to fire, describe last drive): Hrs. N/A Min. N/A Distance traveled N/AIf not parked, vehicle speed estimate Parked MPH Source of estimate OWNER Posted speed N/A MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) N/A When last fueled? N/AExact incident location UNKNOWN - POLICE REPORT NOT AVAILABLEWeather conditions and visibility N/AApprox. temperature N/A °F. Any physical visual obstructions? N/A

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

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

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

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

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

Describe brake operation: (pedal feel, brake pedal or push, vibration, normal, etc.) N/A

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) N/A 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. _____	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other _____

Steering operation: (normal, other?) N/A

Powertrain: (any engine mis, sluggish, surge, stall, loss of power or speed, etc.) N/A

Any unusual noises (bang, pop, rick, grinding, metallic, roar, etc.)? From where? CUSTOMER HEARD A

"SLIGHT SOUND" AND SAW SMOKE FROM Did it appear to match engine speed? (Y/N) N/A

Describe any unusual odors. From where? N/A

Any smoke? (from where, color, intensity, etc.) YES - ENGINE COMPARTMENT

Was anyone smoking? (Y/N) N/A 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.) FLAME FROM ENGINE COMPARTMENT

Any steam or smoke? (from where, color, intensity, etc.) SMOKE FROM ENGINE COMPARTMENT

Any apparent malfunction of: Cooling System? (Y/N) N/A Power Steering? (Y/N) N/A Auto Transmission? (Y/N) N/A

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

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

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

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

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

Open Hood? (Y/N) Y Open Trunk? (Y/N) N Other? (Y/N) Y Describe PUT FIRE OUT WITH

FIRE EXTINGUISHER

Does Not Apply

***** 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 NOT DAMAGEDFront & rear exterior NOT DAMAGEDHood, inner & outer panels FIRE DAMAGE TO REAR AREA OF HOOD INVERT
OUTER PANELS - SEE PHOTOS.

Trunk area and Decklid, inner & outer panels

NO DAMAGERoof NOT DAMAGEDDoor interior panels NOT DAMAGEDLeft & right instrument panel & odometer NOT DAMAGEDAshtray(s) area NOT DAMAGEDLeft & right front seat and carpet NOT DAMAGEDUnderbody & exhaust (include hangers) NOT DAMAGEDOption code label SeeEngine compartment DAMAGED PRIMARILY AT UPPER REAR AREA OF
ENGINE COMPARTMENT - SEE PHOTOS.Radiator, front & rear NOT DAMAGEDCoolant recovery bottle NOT DAMAGEDTransmission cooler lines/connections OKEngine compartment engine coolant lines/hoses, connections/clamps OKEngine compartment heater lines/hoses, connections/clamps (include those to throttle body) OKAll fuel lines/hoses, filter, connections/clamps FUEL HOSE LINE APPEARS TO HAVE COMETBI, injector rail, or carburetor & fuel line connection DISCONNECTED FROM INJECTOR LINE COMMON
RAIL FUELEngine compartment fuel lines/hoses, connections & o-rings OKPower steering lines/hoses, connections/clamps OKGenerator & attached wiring OK

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

Battery & attached cables OKEngine block (note precise location of cracks, holes, etc.) OKEngine oil pan OKEngine compartment hinge torque rods OKEngine compartment exhaust system (e.g. inset, rusted, modified, out of position, clearance, etc.) OKAny item which is alleged to be the cause/source FUEL LINE CONNECTION @ 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.):

Engine coolant LOW IN FILL BOTTLEEngine oil OKTransmission fluid OKPower steering fluid BURNED AWAYBrake fluid BURNED AWAYList all driver electrical controls which are in the "On" position (include ignition) A/CFuses (Identify all open or not proper size) OK - FIRE IS NOT ELECTRICAL IN ORIGIN.Wiring insulation at fuse blocks OKFusible links (Identify all open) OKSpark plug wiring and boot condition FRONT OF ENGINE OK - BACK SIDE - BURNED AWAYFuel filler "Lead Free" restrictor in place? (Y/N) Yes/Describe OKLocation of fuel filler cap (or evidence of remains) IN PLACE - HAS MISSING GAS CAPCatalytic converter (any discoloration or swelling?) OKPosition of windows (if glass missing, do further inspection) ALL UP - NONE BROKENC. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available): HEAVY BURN DAMAGEAT TOP OF ENGINE AND BACK SIDE OF ENGINE COMPARTMENT. REPAIR ESTIMATE NOT COMPLETED BY DEALER.

***** 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 struck, etc.

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

Comments: Does NOT APPLY TO THIS INVESTIGATION

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: <u>Park / GMA</u>	Ref: <u>00934016</u>	VIN: <u>VF281530</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		

Inspected By: TERRY DUNHAM Organization: E.A.A. #
 Phone: () 407-880-1258 Inspection Date: 7-12-91 Mileage at Inspection: 48186

Roll Number LOF2

PHOTOS ARE NUMBERED ON BACK.

Neg. # Description

1.	FILE NUMBER FOR THIS INVESTIGATION
2.	" " " " "
3.	EXTERIOR VIEW OF VEHICLE
4.	" " " "
5.	" " " "
6.	" " " HOOD BURN DAMAGE
7.	" " " VEHICLE
8.	" " " "
9.	" " " "
10.	INTERIOR " " "
11.	" " " "
12.	" " " "
13.	VIEW OF UNDERSIDE OF HOOD BURN PATTERN
14.	" " " ENGINE COMPARTMENT FIRE DAMAGE
15.	" " " " "
16.	" " " " "
17.	" " " " "
18.	" " " " "
19.	" " " " "
20.	" " " COOLANT BOTTLE
21.	
22.	
23.	
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PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: <u>Aut./CNC</u>	Roll# <u>00934016</u>	VIN# <u>VF281530</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		

Inspected By: TERRY DUNHAM Organization: E.A.A.
 Phone: () 407-880-1258 x Inspection Date: 7/25/88 Mileage at Inspection: 48/86

Roll Number 2 of 2

PHOTOS ARE NUMBERED ON BACK SIDE

Neg.# Description

0	
1.	FILE NUMBER FOR THIS INSPECTION
2.	VIEW OF ENGINE COMPARTMENT FIRE DAMAGE
3.	" " " " " "
4.	" " " " " "
5.	" " FUEL RAIL FUEL CONNECTOR
6.	" " " " " "
7.	" " " " " "
8.	" " ENGINE COMPARTMENT FIRE DAMAGE
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PAGE 01

787 277 5005

ALB 82 2008 16153

Compañía (y Co-Comprador) Nombre y Dirección Incluye Zip Code

Acreedor (Vendedor) Nombre y Dirección

[Redacted]

CARRETA HERRERA

El comprador declara que el vendedor le ha vendido el vehículo o vehículo y/o equipo que se describe en el presente contrato de venta a crédito, y que el comprador ha aceptado las condiciones de venta y el precio de venta. El presente contrato de venta a crédito se otorga en virtud de la ley de venta a crédito, y el comprador declara que ha leído y entiende el contenido del presente contrato de venta a crédito, y que ha aceptado las condiciones de venta y el precio de venta. El presente contrato de venta a crédito se otorga en virtud de la ley de venta a crédito, y el comprador declara que ha leído y entiende el contenido del presente contrato de venta a crédito, y que ha aceptado las condiciones de venta y el precio de venta.

País o Estado	Año	Marca y Modelo
PUERTO RICO	87	PONTIAC GRAND PRIX

El comprador declara que el vehículo y/o equipo que se describe en el presente contrato de venta a crédito es el vehículo y/o equipo que desea comprar.

DECLARACIÓN DEL COSTO DEL CRÉDITO AL CONSUMIDOR

TASA DE PORCIENTO ANUAL	CARGO POR FINANCIAMIENTO	CANTIDAD FINANCIADA	TOTAL DEL CRÉDITO
El costo de su crédito como tasa anual	Cantidad en dólares que le costará el crédito	Cantidad de crédito prestado a usted o a su negocio	Cantidad total de dinero que usted pagará por el crédito
12.99%	\$ 1,734.00	\$ 15,734.00	\$ 17,468.00

Método de Pago	Cantidad de Cada Pago	Cuántos Vencidos Cada Mes
al Mismo de Pago	\$ 150.00	1

El comprador declara que el presente contrato de venta a crédito es el contrato de venta a crédito que desea comprar.

El comprador declara que el presente contrato de venta a crédito es el contrato de venta a crédito que desea comprar.

EXTRA PAGE 002

GENERAL MOTORS ACCEPTANCE CORPORATION

P.O. Box 364039 San Juan PR 00536-4009

Branch Phone Number

BRANCH THROUGHOUT
THE WORLDEXECUTIVE OFFICES
DETROIT

August 2, 2000

Arecibo, PR

Account No.: 599-4303-13581

Dear

In accordance with your request, we are quoting the amount of rebate that will be earned if your contract is paid in full on or before October 23, 2000. Should you decide to take advantage of this rebate, please return this letter with your remittance to reach our office on or before this date.

Present Unpaid Balance	\$	15,490.69
GMAC Rebate	-	547.13
Late Charges Due	+	0.00
Other Charges Due	+	0.00
Net Amount To Be Remitted	\$	14,943.56

Please call our toll free number listed above if we can be of further service or answer any questions you may have.

Sincerely,

D. Larramendi
Customer Service Specialist

Calculado al 09/30/00
APR 12.50%

Post-Net Fax Note	7871	Date	8/2/00	Page	2
To	Sonideros	From	D. Larramendi		
On/Off	GM Tampa	Co.	GMAC		
Phone #		Phone #	787-7933		
Fax #	813-636-4069	Fax #	277-5008		

320909

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER:

1

CONTACT TYPE:

Driver

CONTACT PHONE:

ARECIBO, PR

GENERAL MOTORS CORPORATION

08-24-00PC4:35 RCV

BRAND: Pontiac

DATE: August 10, 2000

ESISAGM Central Claims
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

RE: Claimant: [REDACTED]

Date of Incident: July 15, 2000

File Number: 00934016

PAR
Puerto Rico

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.

Please Contact:

Customer Relationship Manager
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,

Nissie Perez

Nissie Perez
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- ☒ Customer File
- ☒ VIN Profile
- ☒ Inspection Report
- ☒ Pictures
- ☐ Estimates
- ☒ Police or Fire Report
- ☐ Repair Orders
- ☐ Dism Tape
- ☐ Other:



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

8 de agosto del 2000

[Redacted]
Arecibo, PR

Referencia: C00934016

Estimado [Redacted]

Gracias por la oportunidad de revisar su alegación con relación a su Pontiac Grand Prix del 1997. Hemos completado nuestra investigación, y General Motors no pudo determinar ninguna responsabilidad de manufactura. Por tal razón, no asumiremos responsabilidad alguna por daños y le recomendamos que resuelva este asunto a través de su compañía de seguros.

Sinceramente,

Sonia Rios
Gerente de Servicios al Cliente
Product Allegation Resolution
General Motors Corporation

GM Vehicle Inquiry System

Summary

Home - Summary - Claim History - Vehicle Build - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN:	1G2WJ52K1VF281530
------	-------------------

VEHICLE INFORMATION

Merchandising Model	2WJ69 - 1997 GRAND PRIX SE SEDAN		Warranty Start Date	03/10/1997			
Delivering Dealer	CABRERA HERMANOS, INC. P.O. BOX 454 ARECIBO, PR 00613		Selling Source	72 - NAES			
			Site Code	67016			
			Business Associate Code	122375			
Service Contract	No	Branded Title	No	Warranty Block	No	PDI Status	Ineligible

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Initial Customer Meeting	Campaign Status
99091	WINDSHIELD WIPERS INOPERATIVE/INCORRECT PARK	N/A	Open

APPLICABLE WARRANTIES

Vehicle Applicable Warranty Information Not Available.
--

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
08/22/1999	014392	#	N0110 - BATTERY REPLACE ONE	34934 miles
07/22/1999	014392	#	J4100 - GENERATOR ASSY RPL	34934 miles
07/22/1999	014392	#	T2020 - WARRANTY TOWING	34934 miles
08/19/1998	099047	#	C8800 - CONTACT COIL IN RPL	22110 miles
06/04/1998	096842	#	N0110 - BATTERY REPLACE ONE	21394 miles
06/04/1998	096842	#	T2020 - WARRANTY TOWING	21394 miles

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(UPDATED THRU 20000801)

DIV: PONTIAC

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
2WJ52K1VF201530	GR PRIX SE 4DR	K	7267016	19970310	0	INELIG	3

PROD-DTE: 19970205 DELWAR-DATE: WARBLK-DTE:
INV-DTE : 19970303 DELWAR-ODOM: WARBLK-TYP:
INV-DLR : 7267016 SHIP-TO-DLR: 7267016

WARBLK-DTE:
WARBLK-TYP:

C	CYCLE									AUTH	AUTH
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	1640801	036	19990822	014392	030006	01	W0110	116.73	34934	0090	BE
			BATTERY, ONE-REPLACE								
			FAIL-PART:19001632 BATTERY								
002	1640801	980	19990722	014392	200020	03	T2020	40.00	34934	0090	
			TOWING								
003	1640801	980	19990722	014392	200022	01	J4100	298.94	34934		
			GENERATOR ASSEMBLY, -REPLACE								
			FAIL-PART:10463966 GENER REM								

NO MORE CLAIMS FOR THIS VIN

```
PF1:HELP      PF2:OPT      PF3:CHG-DIV    PF4:MAIN MENU    PF5:DESC      PF6:PRINT
PF7:BACK      PF8:FWRD     PF9:GOTO      PF10:LOGOFF
RECORD FOUND
```

positive

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 02 OF 02

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: PONTIAC

VIN: 1G2WJ52K1VF281530 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 010

RPO DESCRIPTION

RPO DESCRIPTION

W BODY
4 DOOR
PONTIAC
L36 3.8 LITRE V6 MFI
MX0 AUTO TRANS W/OVERDRIVE
M13 4T60-E AUTO ELEC TRANS
AK5 INFLAT RESTRAINT DR/PAS
ANTILOCK BRAKE
U68 DRIVER INFO CENTER
POWER STEERING
DG7 DR/PASS REMOTE ELEC
UP3 RADIO CDM-AM/FM CD
POWER WINDOW
KEYLESS ENTRY SYSTEM
UK3 STEERING WHEEL CONT

35 SERIES HD MODEL
SEDAN
V6 ENGINE
U.S. FEDERAL EMISSIONS
AUTO TRANS
UH8 INSTRUMENT CLUSTER
EXPORT VEHICLE
C60 STAND AIR CONDITIONING
TRACTION CONTROL
TILT STEERING COLUMN
US6 FIXED ANTENNA
FLOOR CONSOLE
A90 ELECTRIC TRUNK RELEASE
CRUISE CONTROL
99091 WINDSHIELD WIPER

END OF OPTIONS

PF1:HELP

PF2:OPT

PF3:CHG-DIV

PF4:MAIN MENU

PF5:DESC

PF6:PRINT

PF7:BACK

PF8:FWRD

PF9:GOTO

PF10:LOGOFF

n934016

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Division: <u>Aut./GMC</u>	Ref: <u>C00934016</u>	VIN: <u>VF281530</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		

Inspected By: TERRY DUNHAM Organization: E.A.A.
 Phone: () 407-880-1258 x Inspection Date: 7/25/00 Mileage at Inspection: 48866

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

Following the inspection, summarize the tests and observations.

THIS FIRE WAS FUEL RELATED IN ORIGIN. DAMAGE IS
HEAVY AT THE UPPER CENTER ENGINE AREA AND
AT THE REAR SIDE OF THE ENGINE COMPARTMENT. SEE
PHOTOS FOR NATURE AND LOCATION OF DAMAGE. FUEL LINE
CONNECTIONS APPEARS TO HAVE COME DISCONNECTED FROM
FUEL INTAKE RAIL ALLOWING FUEL TO LEAK OUT TO THE
TOP AND BACK SIDE OF THE ENGINE, EVENTUALLY IGNITING.
SEE PHOTOS - ROLL #2 - #5, 6 & 7 FOR FUEL RAIL CONNECTION LOCATION.

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

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

ARELISA, P.R.

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Electrical Systems (Y/N) Y; Repairs (None, Satisfied, Unsatisfied) S Repaired by (GM, Non-GM, Owner/Other) GDescribe 2 BATTERY REPLACEMENTS - 1-ALTERNATOR REPAIREDFuel System (Y/N) N/A; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

Other (Y/N) N/A; 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) UNKNOWNMaintenance records? (Y/N) N/A Date/description of last maintenance/repair (by whom?) UNKNOWNAny 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

UNKNOWNHow was vehicle towed? (flat bed, dolly, sling, front or rear lift) N/A If towed on wheels, how far? _____

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

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

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

load description Does NOT APPLY load location N/ADriver's physical description (gender, age, height, weight, disabilities) MALE, 28 YEARS OLDIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? 30 seconds Were all doors locked? (Y/N) N/ADrive length (if vehicle was parked prior to fire, describe last drive): Hrs. N/A Min. N/A Distance traveled N/AIf not parked, vehicle speed estimate Parked MPH Source of estimate DRIVER Posted speed N/A MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) N/A When last fueled? N/AExact incident location UNKNOWN - POLICE REPORT NOT AVAILABLEWeather conditions and visibility N/AApprox. temperature N/A °F. Any physical visual obstructions? N/A

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? N/A Describe: _____Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? N/A Describe: _____Road condition: Wet, Dry, Icy or Other? N/A If other, specify _____Shoulder condition: Wet, Dry, Icy or Other? N/A If other, specify _____Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) N/AAny warning lights "On", high/low gauge readings, or messages displayed? (Y/N) N/A 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?) N/APowertrain: (any engine misf, sluggish, surge, stall, loss of power or speed, etc.) N/AAny unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where? CUSTOMER HEARD A"SLIGHT SCRAPE" AND SAW SMOKE FROM ENGINE COMP. Did it appear to match engine speed? (Y/N) N/ADescribe any unusual odors. From where? N/AAny smoke? (from where, color, intensity, etc.) YES - ENGINE COMPARTMENTWas anyone smoking? (Y/N) N/A 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.) FLAME FROM ENGINE COMPARTMENTAny steam or smoke? (from where, color, intensity, etc.) SMOKE FROM ENGINE COMPARTMENTAny apparent malfunction of: Cooling System? (Y/N) N/A Power Steering? (Y/N) N/A Auto Transmission? (Y/N) N/AElectrical System? (Y/N) N/A Fuel System? (Y/N) N/A Exhaust System? (Y/N) N/A Engine? (Y/N) N/A Brake System?(Y/N) N/A Other? (Y/N) _____ Describe: _____ Warning Lights? (Y/N) _____Gauges? (Y/N) N/A If so, describe: _____What did you do after you realized something was wrong? Pull Over? (Y/N) STOPPED Lower Windows? (Y/N) N/A RaiseWindows? (Y/N) N/A Turn Engine Off? (Y/N) _____ Turn on Hazard Flashers? (Y/N) N/A Exit Vehicle? (Y/N) YOpen Hood? (Y/N) Y Open Trunk? (Y/N) N Other? (Y/N) Y Describe PUT FIRE OUT WITH FIRE EXTINGUISHER

Does Not Apply

***** 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 NOT DAMAGEDFront & rear exterior NOT DAMAGEDHood, inner & outer panels FIRE DAMAGE TO REAR AREA OF HOOD INNER & OUTER PANELS - SEE PHOTOS.Trunk area and Decklid, inner & outer panels NO DAMAGERoof NOT DAMAGEDDoor interior panels NOT DAMAGEDLeft & right instrument panel & odometer NOT DAMAGEDAshtray(s) area NOT DAMAGEDLeft & right front seat and carpet NOT DAMAGEDUnderbody & exhaust (include hangers) NOT DAMAGEDOption code label SEEEngine compartment DAMAGED PRIMARILY AT UPPER REAR AREA OF ENGINE COMPARTMENT - SEE PHOTOS.Radiator, front & rear NOT DAMAGEDCoolant recovery bottle NOT DAMAGEDTransmission cooler lines/connections OKEngine compartment engine coolant lines/hoses, connections/clamps OKEngine compartment heater lines/hoses, connections/clamps (include those to fireable body) OKAll fuel lines/hoses, filter, connections/clamps FUEL LINE APPEARS TO HAVE COMETHI, injector rail, or carburetor & fuel line connection DISCONNECTED FROM INJECTOR LINE COMING FROM FUELEngine compartment fuel lines/hoses, connections & o-rings OKPower steering lines/hoses, connections/clamps OKGenerator & attached wiring OK

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

Battery & attached cables OKEngine block (note precise location of cracks, holes, etc.) OKEngine oil pan OKEngine compartment hinge torque rods OKEngine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) OKAny item which is alleged to be the cause/source FUEL LINE CONNECTION @ 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.):

Engine coolant LOW IN FILL BOTTLEEngine oil OKTransmission fluid OKPower steering fluid BURNED AWAYBrake fluid BURNED AWAYList all driver electrical controls which are in the "On" position (include ignition) A/CFuses (Identify all open or not proper size) OK - FIRE IS NOT ELECTRICAL IN ORIGIN.Wiring insulation at fuse blocks OKFusible links (Identify all open) OKSpark plug wiring and boot condition FRONT OF ENGINE OK - BACK SIDE - BURNED AWAYFuel filler "Load Free" restrictor in place? (Y/N) YES Describe OKLocation of fuel filler cap (or evidence of remains) IN PLACE - HAS LOCKING GAS CAPCatalytic converter (any discoloration or swelling?) OKPosition of windows (if glass missing, do further inspection) ALL UP - NONE BROKENC. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available): HEAVY BURN DAMAGEAT TOP OF ENGINE AND BACK SIDE OF ENGINE COMPARTMENT. REPAIR ESTIMATE NOT COMPLETED BY DEALER.

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

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

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

Comments: Does NOT APPLY TO THIS INVESTIGATION

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: <u>POL / GME</u>	Roll# <u>00934016</u>	VIN: <u>VF281530</u>
Claimant's Name (LAST, First) [REDACTED]		

Inspected By: TERRY DUNHAMOrganization: E.A.A.Phone: () 407-880-1258Inspection Date: 7-12-51-00Mileage at Inspection: 48186Roll Number LOF2

PHOTOS ARE NUMBERED ON BACK.

Neg. # Description

- | | |
|-----|--|
| 1. | FILE NUMBER FOR THIS INVESTIGATION |
| 2. | " " " " " |
| 3. | EXTERIOR VIEW OF VEHICLE |
| 4. | " " " " |
| 5. | " " " " |
| 6. | " " " HOOD BURN DAMAGE |
| 7. | " " " VEHICLE |
| 8. | " " " " |
| 9. | " " " " |
| 10. | INTERIOR " " " |
| 11. | " " " " |
| 12. | " " " " |
| 13. | VIEW OF UNDERSIDE OF HOOD BURN PATTERN |
| 14. | " " ENGINE COMPARTMENT FIRE DAMAGE |
| 15. | " " " " " |
| 16. | " " " " " |
| 17. | " " " " " |
| 18. | " " " " " |
| 19. | " " " " " |
| 20. | " " COOLANT BOTTLE |
| 21. | |
| 22. | |
| 23. | |
| 24. | |
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| 37. | |

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: <u>BUT./GMC</u>	Roll: <u>00934016</u>	VIN: <u>VF291530</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		

Inspected By: TERRY DUNHAM Organization: E.A.A.
 Phone: () x Inspection Date: 7/25/00 Mileage at Inspection: 48186

407-880-1258

Roll Number 2 of 2

PHOTOS ARE NUMBERED ON BACK SIDE

Neg.# Description

- 0
1. FILE NUMBER FOR THIS INSPECTION
2. VIEW OF ENGINE COMPARTMENT FIRE DAMAGE
3. " " " " " "
4. " " " " " "
5. " " FUEL RAIL FUEL CONNECTOR
6. " " " " " "
7. " " " " " "
8. " " ENGINE COMPARTMENT FIRE DAMAGE
- 9.
- 10.
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- 37.

[illegible]

PRICE 01

9825 277 282

PLG 02 2080 1515

Comptroller (y Co-Comptroller) Nombre y Dirección Incluye Zip Code

Acreedor (Vendedor) Nombre y Dirección

[Redacted]

CARRERA HACE 10
[Redacted]

Usted el Comptroller (y el Co-Comptroller, si aplica) puede comprar el artículo o crédito al vendedor, describe el artículo o crédito.
El precio al contado es el que se denomina "Precio al Contado" en la factura.
Respecto al crédito, referirse a los términos y condiciones que aparecen en ambos lados de esta tarjeta.

Descripción del Vehículo: Usted está de acuerdo en comprar, y el Vendedor está de acuerdo en vender, el siguiente vehículo:

Marca o Usado	Año	Marca y Modelo	Year Identificación
USADO	87	PONTIAC	182MJEKIVE201680

Si es un Camión-Describe tipo y el equipo que se incluye:

DECLARACIÓN DEL COSTO DEL CRÉDITO AL CONSUMIDOR

TASA DE PORCIENTO ANUAL	CARGO POR FINANCIAMIENTO	CANTIDAD FINANCIADA	TOTAL DE PAGOS
El costo de su crédito como tasa anual	Cantidad en dólares que le costará el crédito	Cantidad de crédito positiva a usted o a su cuenta	Cantidad de pagos futuros
12.5%	2,000 \$	24,730.00	44,657.40

Financiado de Pagos: 24,730.00

Número de Plazos: 47

Cantidad de Cada Plazo: 949.57

Quándo Vence Cada Plazo: [Redacted]

Moneda: [Redacted]

Cargos por Moros: Si un plazo no se paga en un período mayor de 15 días de su vencimiento, usted pagará un cargo igual al 5% del saldo adeudado.

de \$100.00.

Si usted desea cancelar su deuda por anticipado, puede tener derecho a un reembolso de parte del cargo por financiamiento.

EXTRA PAGE 002

42.1116

Carga por Mora: Si un pago no se paga en el periodo mayor de 15 dias de su vencimiento, usted pagara un cargo, igual al 5% del pago atrasado, hasta un maximo de \$100.00.
Salda por Anticipo: Si usted paga toda su deuda por anticipado, puede tener derecho a un reembolso de parte del cargo por financiamiento, menos los cargos de cobranza del Gasevase. Usted este creando un programa sobre el vehiculo comprado.
Información Adicional: Vea el reverso de este contrato para información adicional sobre falta de pago, incumplimiento, requerimiento de pago total antes de la fecha programada, y reembolso en caso de saldo anticipado.

TALLE DE LA CANTIDAD FINANCIADA

1. Precio de Venta al Contado (Incluyendo accesorios, servicios e impuestos) N/A

2. Precio Pago Total: Valor neto del vehiculo tomado a cuenta N/A

3. Efectivo \$ N/A Otro (describir) N/A

El vehiculo tomado a cuenta se un: N/A

3.1 Salda del Precio al Contado Pendiente de Pago (Diferencia entre particulas 1 y 2) N/A

4. Otros Cargos, incluyendo Cantidades Pagadas a Otros por Usted:

A. Costo total para Seguros Pagados a Compañías de Seguro (Ver declaración informativa sobre seguros para detalles) 4,407.00

B. Cargos Pagados a Agencias del Gobierno

1. Impuestos no incluidos en el Precio de Venta al Contado N/A

2. Cargos Gubernamentales para Licencia N/A

3. Cargos Gubernamentales para Registro o Traspaso de Título 131.00

C. Otros Cargos (El Vendedor debe declarar cualquier cargo de pago y describir el propósito) N/A

TOTAL DE OTROS CARGOS Y CANTIDADES PAGADAS A OTROS PARA USTED

5. Salda de Principal-Cantidad Financiada (3+4) N/A

6. CARGO POR FINANCIAMIENTO

7. Salda Diferido (Total de pagos (5+6)) N/A

AVISO AL COMPRADOR: NO FIRME ESTE CONTRATO SIN LEERLO O SI EL MISMO CONTIENE ESPACIOS EN BLANCO. USTED TIENE DERECHO A UNA COPIA DE ESTE CONTRATO. BAJO LA LEY ACTUAL, USTED DENE DERECHO A SALDAR POR ANICI- PADO LA CANTIDAD TOTAL ADEUDADA Y BAJO CIERTAS CONDICIONES, OBTENER UN REEMBOLSO PARCIAL DEL CARGO POR FINANCIAMIENTO, COMPUTADO A BASE DE LA REGLA 7B.

CONTRATO DE [Redacted]

Entre el Comprador [Redacted] y el Co-Comprador [Redacted]

El cual este contrato es un: [Redacted]

Compradores y Otros Quien: Un co-comprador es una persona que es responsable del pago total de la deuda. Otro cargo es una persona que no se aparece en el título del vehiculo, pero que no tiene que pagar la deuda. El co-comprador o el otro cargo es un: [Redacted]

Otro datos firmo aqui: [Redacted]

Acedo a firmar: [Redacted]

DECLARACIÓN DEL VENDEDOR

El Vendedor declara y cada a General Motors Acceptance Corporation (GMAC) todos sus derechos, título e interés en este contrato.

El Vendedor garantiza y manifiesta que: (1) El contrato surgió de la venta de la propiedad descrita en el reverso de este contrato; (2) El Vendedor tiene título a la propiedad al momento de la venta libre de toda carga; (3) Todas las revelaciones requeridas por ley fueron debidamente hechas al Comprador antes de que éste firmara el contrato; (4) Toda la documentación sobre seguros está entregada al Comprador dentro del tiempo requerido por ley; (5) Según el leer saber y entender del Vendedor, la Declaración del Comprador que se anexa es exacta; (6) El pronto pago hecho del Comprador es establemente según indicado; (7) El contrato es ejecutable; y (8) El Vendedor tiene licencia según requerido por ley.

Cada una de estas garantías y manifestaciones son esenciales para la aceptación del contrato por GMAC. Si cualquiera de ellas es violada o es errónea, el Vendedor incondicionalmente promete aceptar la retrocesión de este contrato y pagar a GMAC, a la demanda, la cantidad total del balance adeudado bajo este contrato. El Vendedor también promete, en indemnificar a GMAC por el costo de los pagos de este contrato es cedido sin recurso bajo los términos de la Cesión del Vendedor.

Este contrato es cedido sin recurso bajo los términos de la Cesión del Vendedor.

Vendedor: CABRERA HUDS INC (El Corp. o Sociedad)

Firma: [Redacted]

GENERAL MOTORS ACCEPTANCE CORPORATION

P.O. Box 364009 San Juan, PR 00916-4009

Branch Phone Number

BRANCHES THROUGHOUT
THE WORLDEXECUTIVE OFFICES
DETROIT

August 2, 2000

Arecibo, PR

Account No.: 599-4303-13581

Dear

In accordance with your request, we are quoting the amount of rebate that will be earned if your contract is paid in full on or before October 23, 2000. Should you decide to take advantage of this rebate, please return this letter with your remittance to reach our office on or before this date.

Present Unpaid Balance	\$	15,490.69
GMAC Rebate	-	547.13
Late Charges Due	+	0.00
Other Charges Due	+	0.00
Net Amount To Be Remitted	\$	14,943.56

Please call our toll free number listed above if we can be of further service or answer any questions you may have.

Sincerely,


Customer Service Specialist

Calculado al 09/30/00
APR 12.50%

Post-Net Fax Note	7571	Date	8/2/00	Page	2
To	Sonic-Rice	From	D. Larramendi		
Co./Dept	GM Tampa	On	GMAC		
Phone #		Phone #	782-7933		
Fax #	5813-63-4069	Fax #	277-3005		

4/34/0

GM**PAR CASE INFORMATION**

Problem ID: 00934016

CONTACT INFORMATIONName:
Address:
Phone:
ARECIBO, PR**VEHICLE INFORMATION**VIN: 1GZMJ52K1VF2B1830
MAKE: PONTIAC
MODEL: GR PRIZ 5E 4DR
YEAR: 1987
ODOMETER: 48,100**BRC CONTACT INFORMATION**NAME:
COMPANY:
ADDRESS:PHONE:
TYPE:ACCOUNT/POLICY:
SERVICE DEALER:
CONTRACT:
SELLING DEALER:
CONTRACT:
PAYEE:**PAR DETAILS**CONTACT ID: C0000028798208
DRIVER NAME:
DRIVER AGE:
DISABILITIES: NONE
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 3
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: ENGINE
POLICE REPORT: Yes
INSURANCE: Yes
INSURANCE COMPANY: COOPERATIVA DE SEGURO
INSURANCE COMPANY ADDR: P.O. BOX 14158
INSPECTION: Yes
INSP NAME: TERRY DUNHAM EAA
INSP DATE:
INSP MILES: 48,100BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: OWNER
AGENT NAME: LARACUENTE
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED: FUEL SYSTEM
INVEST SUMMARY: THE INSPECTION STATED THE FIRE
WAS UNRELATED BUT THE CAUSE
WAS A FUEL LINE
INCIDENT DATE & TIME: APPEARS TO HAVE COME APART
FROM INJECTOR LINE ALLOWING
FUEL TO LEAK ONTO THE TOP AND
BACK SIDE ENGINE AND
EVENTUALLY IGNITING.

INSP DONE: INSPECTED VEH., PICTURES TAKEN,

PROPERTY DAMAGE:

INCIDENT LOCATION: CARRETERA #2 PLAZA DEL ATLANTICO

INCIDENT RESULT: CUST WAS INFORMED OF INSPECTION FINDINGS AND THAT FOR THAT REASON GM WILL
NOT ACCEPT RESPONSIBILITIES FOR THIS VEHICLE TO CONTACT INSURANCE COMPANY.
CUST NOT SATISFIED.

VEHICLE LOCATION: RESIDENCE

MAINTENANCE LOCATION: ARECIBO-CARRERA DEALERSHIP

OWNER DESC: CUST STATES HE TURNED THE VEHICLE OFF AND SMOKE AND FLAMES CAME UP FROM
UNDER THE HOOD.

MORE INFO: CLAIM NO WITH SEGUROS MULTIPLES-88612530-==

REIMBURSEMENT INFORMATION

PAR CASE INFORMATION

Problem ID: 00934016



ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1099:
POLICY NUM:



PAR CASE INFORMATION

Problem ID: 00834016

UCC CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: TD1
COMPONENT DESCRIPTION 1: THERMAL EVENT
COMPLAINT CODE 1: Customer Satisfaction
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: J01
COMPONENT DESCRIPTION 2: CAUGHT ON FIRE
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Engine
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04
COMPONENT DESCRIPTION 3: THERMAL ON ENGINE COMPARTMENT
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: Possible Safety Concern
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:
COMPONENT DESCRIPTION 4:
COMPLAINT CODE 4:
COMPLAINT DESCRIPTION 4:
REPAIR ATTEMPTS 4:

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:



PAR CASE INFORMATION

Problem ID: 00934016

WORK HISTORY

07/18/2000 - 02:44:21 AM CUST STATES HE PARKED AND WHEN HE TURNED OFF THE VEHICLE HE HEARD A SLIGHT SOUND. SMOKE WAS COMING FROM UNDER THE HOOD AND WITHIN SECONDS FLAMES FOLLOWED. CUST TOOK HIS 18 MONTH BABY AND WIFE OUT OF THE VEHICLE AND PROCEEDED TO PUT OFF THE FIRE WITH AN EXTINGUISHER BEFORE IT REACHED THE DASHBOARD. POLICE WAS CALLED TO THE SCENE, HIS CLAIM NUMBER IS 00-2-107-7192, PRECINT 107, ARECIBO. CRM ADVISED THE CUST PAR WOULD BE INITIATED AND THAT WE WILL BE IN CONTACT IF FURTHER INFORMATION IS NEEDED. CRM CONTACTED THE SERVICE MANAGER WALTER OCANA TO EXPECT THE VEHICLE. CRM CONTACTED MARIA ISABEL VIA VOICE MAIL TO INFORM HER OF THE THERMAL INCIDENT. CRM ADVISED CUST A COPY OF THE POLICE REPORT IS NEEDED, HE WILL FAX LATER. SONIA RIOS/TAMPA/PRV/PAR-57089

07/18/2000 - 04:14:40 AM CRM CONTACTED ROADSIDE ASSISTANCE, MS. ZORAIDA OPEN A REQUEST 00127806 TO PICK UP THE VEHICLE AND TAKE IT TO ARECIBO CABERA FOR INSPECTION. SONIA RIOS/PRV-57089

07/18/2000 - 03:35:13 AM BARS AND WINS NOT AVAILABLE DUE TO THE AGE OF THE VEHICLE. SONIA RIOS/TAMPA PRV-57089

07/18/2000 - 03:02:04 AM NAME OF THE PASSENGERS ARE: WANDA CALES PAOLI-20YRS OF AGE AND WIFE OF THE OWNER, EDWIN VELEZ CALES 18 MINS OLD AND SON OF THE VEHICLE'S OWNER. THEY CLAIM NO INJURIES. SONIA RIOS/TAMPA PRV-57089

07/19/2000 - 11:10:55 AM ==CALL RECEIVED 07-18-00 1:00PM CUSTOMER STATES THERMAL EVENT==
==CONTACTED SERVICE MANAGER, MR WALTER OCANA AT CABRERA HINOS 07-18-00==
==CONTACTED AVM VIA VOICE MAIL 07-08-00==
==REQUEST FORWARDED TO NISSIE FOR INSPECTION PROCESSES 07-18-00 ==
== S
SONIA RIOS/PRV-PAR/TAMPA==

07/19/2000 - 12:53:14 AM CRM RECEIVED FILE AND REVIEWED - CRM FAXED FILE TO EAA FOR INSPECTION. TM REVIEWED FILE. . . NISSIE PEREZ/TAMPA/PR-VI 58221

08/02/2000 - 11:41:37 AM INSPECTION RESULTS ARRIVE====GM IS NOT ACCEPTING RESPONSABILITIES====08-03-00 SONIA RIOS /PRV-TAMPA

08/08/2000 - 01:07:53 AM CRM CONTACTED AVM MARISABEL TO INFORM THE FINDINGS OF THE INSPECTION AND TO SUGGEST WE REPAIR THE VEHICLE FOR CUSTOMER SATISFACTION. AVM HAS ADVISED CRM AFTER DISCUSSING IT WITH CRM AND TEAM MANAGER, NOT TO REPAIR OR REPURCHASE THE VEHICLE SINCE THE REASON FOR FIRE HAS NOT BEEN DETERMINED. CRM WILL SEND THE CUST A DECLINE LETTER 08-08-00 AND WILL BE CLOSING THE REQUEST. SONIA RIOS/PRV-TAMPA

08/08/2000 - 03:48:22 AM CUST CONTACTED OUR CENTER FOR AN UPDATE ON HIS CASE. CRM ADVISED CUST THAT GIVEN THE FACT THAT THERMAL EVENT CAUSE WAS UNDETERMINED WE WILL NOT ASSUME RESPONSIBILITY FOR DAMAGES. CUST STATES HE IS SORRY TO HEAR GM WILL NOT HELP HIM ON THIS MATTER AND HE WILL GO TO LITIGATION. CUST REQUESTED COPIES OF FILES, CRM ADVISED THOSE ARE CONFIDENTIAL DOCUMENTS AND THEY WOULD HAVE TO BE SUBPOENAED IN ORDER FOR ME TO RELEASE THEM. CUST SEEKS AT LEAST THE COPY OF THE REPAIR ESTIMATE THAT MR VILLANUEVA TOLD CUST HE HAD PREPARED FOR US. CRM ADVISED HE NEVER SENT IT TO ME BUT I WILL CONTACT VILLANUEVA TO INQUIRE ABOUT IT. CRM CALLED DEALER, TECHNICIAN IN QUESTION IS NOT ANSWERING THE PHONE. WILL TRY LATER. SONIA RIOS /PRV-TAMPA

09/2000 - 05:03:45 AM BUSINESS SUMMARY====
CASE RECD 7-18-00 CUST ALLEGES THERMAL EVENT.
CONTACTED DEALER 7-18-00 TO ADVISED VEHICLE WAS BEING TOWED
COURTESY CALL TO AVM 07-18-00
INSPECTION 7-25-00. CAUSE OF THERMAL UNDETERMINED, WILL NOT ASSUME RESPONSIBILITIES.



PAR CASE INFORMATION

Problem ID: 00934016

POLICE REPORT RECEIVED;BRC WORKSHEET COMPLETED 7-28-00
CONTACTED CUST WITH RESOLUTION, NOT SATISFIED, WILL LITIGATE 8-04-00
SENT DECLINED LETTER 08-08-00
CLOSED FILE 08-08-00
FILE AUDIT 08-08-00
SONIA RIOS/PAR- PRV/TAMPA (57088)

321837

CASE NUMBER: 01196779 VIN: 1G3WS52K4KF327296
DATE OPENED: 08/10/00 MODEL YEAR: 1999
DATE CLOSED: 08/14/00 SERIES: INTRIGUE GL 4 DR
SOURCE: FAR MILEAGE: 17000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: MD
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: ANDERSON CHEVROLET, ANDERSON OLDS, A
BRC PART#: 01196778 DEALER ADDRESS: 115 W 25TH ST., BALTIMORE, MD, 21218, USA

*****GENERAL CASE INFORMATION*****

T01 Product Allegation GM 1241
0 REPAIR ATTEMPT(S)

Customer Satisfaction
product allegation

A06 Fire
0 REPAIR ATTEMPT(S)

Smoke/Steam
thermal event under hood

A04 Possible Safety Concern
0 REPAIR ATTEMPT(S)

Other
possible safety concern

FIRE

321837

*****WORK HISTORY*****

crm contacted cust. cust states that he parked vehicle and went inside business. cust states that he saw smoke coming from under hood, ran outside and opened the hood. cust states that he saw flames. cust states that flames were put out in a timely matter, not much damage was done to vehicle. cust states that vehicle is driveable. <cont'd> maja pruden/tampa-par; 0; 335122333
2000-08-14

cust states that dealership could not find anything wrong with vehicle, would not repair vehicle under warranty. cust states that insurance company to repair vehicle 8/16/00. crm tried to obtain cust ok to inspect, but cust did not want to postpone repairs, as he will be leaving for trip with vehicle in upcoming week. crm advised cust that crm to close file. maja pruden/tampa-par; 0; 335122748
2000-08-14

Summary: crm received and reviewed file. crm contacted cust and reviewed file. cust denied inspection due to time constraints. crm to send letter. crm to close file. crm to forward to ESIS. maja pruden/ tampa-par; 0; 335122935
SHEARIN, ROBERT

321837

*****PAR INFORMATION*****

INCIDENT DATE: 2000-08-01 INCIDENT TIME: 05:30:00
INCIDENT LOCATION: AIR CARGO CENTER LOCATED BALTIMORE MD

DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED]
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: DROVE TO WORK AND TURNED OFF CAR AND FIRE AND SMOKE UNDER HOOD

ALLEGED DEFECTIVE COMPONENT: ENGINE FIRE

INCIDENT RESULT: Denied 8/14/00 @ 11:30AM
POLICE REPORT: N ROAD CONDITION: Wet ROAD SURFACE:
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: GEICO
INSURANCE COMPANY ADDRESS: FREDERICKSBURG, VA
AGENT NAME: CALL DIRECT
AGENT PHONE NUMBER: 18008413000

MORE INFORMATION:

MAINTENANCE LOCATION: LOCKET AUTO CARE
CURRENT LOCATION OF VEHICLE: CUST'S HOME
NOTIFY NAME: [REDACTED]

WAS VEHICLE INSPECTED: N INSPECTOR'S NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS: Accepted

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

321037

*****BAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

ENGINE TYPE:

MILEAGE & BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:

ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

TRANSACTION:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:

NAME:

INTEREST PAID:
DEALER BUYOUT:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

321837

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY: IF SO, WHERE:
TREATED:

*****ADJ INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****SRC CONTACT INFORMATION*****

NAME: [REDACTED] CONTACT NUMBER: 1
COMPANY: [REDACTED] CONTACT TYPE: Claimant
ADDRESS: [REDACTED] CONTACT PHONE: [REDACTED]

WINDSOR MILL, MD [REDACTED]

GENERAL MOTORS CORPORATION

321837

BRAND: Oldsmobile

DATE: 08/14/00

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

RE: Claimant: [REDACTED]

Date of Incident: 08/01/2000

File Number: 01196779

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.

Please Contact:

Customer Relationship Manager
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,

M. P.

Maja Pruden
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- ☒ Customer File
- ☒ VIN Profile
- ☐ Inspection Report
- ☐ Pictures
- ☐ Estimates
- ☐ Police or Fire Report
- ☐ Repair Orders
- ☐ Dism Tape
- ☐ Other:



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 14, 2000

[REDACTED]
Windsor Mill, MD [REDACTED]

RE: File Number: 01196779

Vehicle Identification Number: 1G3WS52K4XP327296

Dear [REDACTED]

Thank you for allowing us the opportunity to review the allegation involving your 1999 Oldsmobile Intrigue.

Due to General Motors not having your authorization for an inspection of your vehicle, we are not able to determine any manufacturing responsibility for damages and suggest that you resolve this matter through your insurance carrier.

Sincerely,

Maja Pruden
Customer Relationship Manager
Product Allegation Resolution Team
General Motors Corporation

GM**PAR CASE INFORMATION**

Problem ID: 01196779

CONTACT INFORMATION	VEHICLE INFORMATION
Name: [REDACTED] Address: [REDACTED] Phone: [REDACTED] WINDSOR HILL, MD [REDACTED]	VIN: 1G3W982K4XF327288 MAKE: Oldsmobile MODEL: INTRIGUE GL 4 DR YEAR: 1999 ODOMETER: 17,000

PRO CONTACT INFORMATION	ACCOUNT/POLICY
NAME: [REDACTED] COMPANY: [REDACTED] ADDRESS: [REDACTED] PHONE: [REDACTED] TYPE: OTHER	SERVICE DEALER: ANDERSON CHEVROLET, AND CONTRACT: N/A SELLING DEALER: ANDERSON CHEVROLET, AND CONTRACT: N/A PAYEE: No

PAR DETAILS	PROPERTY DAMAGE
CONTACT ID: C0000027024876 DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED] DISABILITIES: NONE ROAD SURFACE: Asphalt ROAD CONDITION: Wet # PEOPLE IN VEHICLE: 1 INJURIES: No OTHER VEHICLES INVOLVED: No NUMBER INVOLVED: 1 DEFECTIVE COMPONENT: ENGINE FIRE POLICE REPORT: No INSURANCE: Yes INSURANCE COMPANY: GEICO INSURANCE COMPANY ADDR: FREDERICKSBURG, VA INSPECTION: No INSP NAME: [REDACTED] INSP DATE: [REDACTED] INSP MILES: [REDACTED] INSP DONE: [REDACTED] PROPERTY DAMAGE: [REDACTED] INCIDENT LOCATION: AIR CARGO CENTER LOCATED BALTIMORE MD INCIDENT RESULT: Dented 8/14/00 @ 11:30AM VEHICLE LOCATION: CUST'S HOME MAINTENANCE LOCATION: LOCKET AUTO CARE OWNER DESC: DROVE TO WORK AND TURNED OFF CAR AND FIRE AND SMOKE UNDER HOOD MORE INFO: [REDACTED]	BODY INJURY: No COLLISION: No PROPERTY DMG: No NON COLL: Yes DMB ABV K: No NOTIFY NAME: [REDACTED] AGENT NAME: CALL DIRECT STATUS: Accepted REJECT REASON: [REDACTED] ROAD TEST: No ROAD TEST DESC: [REDACTED] ROAD TEST RESULT: [REDACTED] COMP INSPECTED: [REDACTED] INVEST SUMMARY: [REDACTED] AGENT PHONE: 18008413000 INCIDENT DATE & TIME: 08/01/2000 05:30:00 AM

REIMBURSEMENT INFORMATION
ID: [REDACTED] PAYEE: [REDACTED] ADDRESS: [REDACTED] COMPANY: [REDACTED] AMOUNT: [REDACTED] ACCT_TYPE: [REDACTED] ACCT_NUM: [REDACTED] TAX_ID: [REDACTED] ISSUE_1000: [REDACTED] POLICY NUM: [REDACTED]



PAR CASE INFORMATION

Problem ID: 01196779

3. CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: TD1

COMPONENT DESCRIPTION 1: product allegation

COMPLAINT CODE 1: Customer Satisfaction

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A06

COMPONENT DESCRIPTION 2: thermal event under hood

COMPLAINT CODE 2: Smoke/Steam

COMPLAINT DESCRIPTION 2: Fire

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04

COMPONENT DESCRIPTION 3: possible safety concern

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: Possible Safety Concern

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:

COMPONENT DESCRIPTION 4:

COMPLAINT CODE 4:

COMPLAINT DESCRIPTION 4:

REPAIR ATTEMPTS 4:

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:

WORK HISTORY

08/14/2000 - 11:37:09 AM

crm contacted cust. cust states that he parked vehicle and went inside business. cust states that he saw smoke coming from under hood, ran outside and opened the hood. cust states that he saw flames. cust states that flames were put out by a timely mster, not much damage was done to vehicle. cust states that vehicle is drivable. <cont'd> maja pruden/tampa-par

08/14/2000 - 11:49:44 AM

Summary: crm received and reviewed file. crm contacted cust and reviewed file. cust denied inspection due to time constraints. crm to send letter. crm to close file. crm to forward to E215. maja pruden/tampa-par

08/14/2000 - 11:43:14 AM

cust states that dealership could not find anything wrong with vehicle, would not repair vehicle under warranty. cust states that insurance company to repair vehicle 8/15/00. crm tried to obtain cust ok to inspect, but cust did not want to postpone rep air, as he will be leaving for trip with vehicle in upcoming week. crm advised cust that crm to close file. maja pruden/tampa-par

Customer Info

Customer Name:

Customer Name:

Phone:

VIN:

Name:

Model:

Year:

Transm:

Carroll

1995

1995

1733

Assign Agent ID:

FEATH

Over Agent ID:

FEATH

Property Damage: ☐ Non Collision ☒ Collision ☐ Bodily Injury

Type of damage:

a few parts burned under hood

Primary use of vehicle:

personal

in good repair

Weather conditions:

Raining

Incident (police) report:

Comments:

Special equipment and features:

OK

Save

Cancel

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 03

(UPDATED THRU 20000811)

DIV: OLDSMOBILE

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
1G3WS52K4X327296	INTRIGUE GL 4 DR	M	1504037	19990329	117	PAID	4

MOD-DTE: 19981103 DELWAR-DATE: WARBLK-DTE:
INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:
INV-DLR : 1504458 SHIP-TO-DLR: 1504458

C	CYCLE									AUTH	AUTH
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LRDP	LN-TOTAL	ODOMETER	ID	CODE
001	1504037	090	20000807	118948	220029	02	27910	5.00	17218		
			ONE WAY SHUTTLE SERVICE								
002	1504037	090	20000807	118948	220030	01	23851	267.92	17218		
			STRUT, LEFT FRONT - REPLACE								
			FAIL-PART:22400000 STRUT								
003	1504037	010	19991101	100135	300201	01	27820	37.07	8316		
			MOLDING, R-FRT-DOOR W/FRT-FRAME-R&R/RPL								
			FAIL-PART:10287926 CLIP								

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:
VIN : 1G3WS52K4XF327296

GM WARRANTY HISTORY INQUIRY
(UPDATED THRU 20000811)

PAGE 02 OF 03
CLAIM CNT: 4
DIV: OLDSMOBILE
AUTH AUTH

C CYCLE

T RODLR NO. RDATE RO-NO. DOC-NO LN LBROP LN-TOTAL ODOMETER ID CODE

4 I 1504458 904 19981103 A27296 327296 01 27000 86.81 0

PASSENGER CAR AND TRUCK NVI

----- NO MORE CLAIMS FOR THIS VIN -----

PF1:HELP
PF7:BACK

PF2:OPT
PF8:FWRD

PF3:CHG-DIV
PF9:GOTO

PF4:MAIN MENU
PF10:LOGOFF

PF5:DESC

PF6:PRINT

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 03 OF 03

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: OLDSMOBILE

VIN: 1G3WS52K4XF327296 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 010

RPO DESCRIPTION

RPO DESCRIPTION

W BODY
4 DOOR
OLDSMOBILE
L36 3.8 LITRE V6 MFI
MX0 AUTO TRANS W/OVERDRIVE
M15 4 SPD AUTO TRANS 4T65-E
AK5 INFLAT RESTRAINT DR/PAS
CJ2 AIR CONDITIONING
U77 REAR WINDOW ANTENNA
POWER WINDOW
CRUISE CONTROL

35 SERIES HD MODEL
SEDAN
V6 ENGINE
CALIFORNIA EMISSION
AUTO TRANS
UH8 INSTRUMENT CLUSTER
ANTILOCK BRAKE
DES DR/PASS PWR HTD FOLDING
UP0 RADIO AM/FM CASS,CD
A59 ELECTRIC TRUNK RELEASE
UK3 STEERING WHEEL CONT

----- END OF OPTIONS -----

PF1:HELP
PF7:BACK

PF2:OPT
PF8:FWRD

PF3:CHG-DIV
PF9:GOTO

PF4:MAIN MENU
PF10:LOGOFF

PF5:DESC

PF6:PRINT

321955

CASE NUMBER: 01253418 VIN: 1G2WP52K6V7225498
DATE OPENED: 08/15/00 MODEL YEAR: 1997
DATE CLOSED: 08/22/00 SERIES: GR PRX GT 4DR
SOURCE: PAR MILEAGE: 56000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: FL
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: BACHRODT MOTORS, INC.

BRC PARENT: 01253417 DEALER ADDRESS: 5695 EAST STATE STREET, ROCKFORD, IL, 61108, USA

*****GENERAL CASE INFORMATION*****

A06 Fire	Other
0 REPAIR ATTEMPT(S)	ENGINE CAUGHT ON FIRE
T01 Product Allegation GM 1241	Other
0 REPAIR ATTEMPT(S)	ENGINE CAUGHT ON FIRE
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	ENGINE CAUGHT ON FIRE

CAUGHT ON FIRE

GM RESTRICTED

321955

*****WORK HISTORY*****

Crm contacted the customer to review the incident. The customer stated that she was on the interstate traveling at 65-70MPH when she felt the vehicle loose power. She depressed the accelerator pedal more and the vehicle would not respond. She stated the vehicle started to coast with no acceleration power at all. She coasted to the side of the highway and tried to unlock the doors electrically which did not work. She told the family to unlock the doors manually and exit the vehicle. When they were out of the vehicle they saw flames coming out of the engine compartment. When the fire department arrived the vehicle was engulfed in flames. The customer stated that she had purchased the vehicle used in 11/99 with approximately 45,000 miles. The vehicle was purchased with a warranty and she purchased an additional warranty as well. Julio Villarino/Tampa/Par ext 58967; 0; 335466495
2000-08-18

Crm advised the customer that GM is declining responsibility as her insurance carrier has totaled the vehicle and that she should pursue the issue with her insurance carrier. Julio Villarino/Tampa/Par ext 58967
SUMMARY; 0; 335466595
2000-08-18

Crm reviewed the file.
Crm reviewed the incident with the customer.
Crm advised the customer that GM is declining responsibility.; 0; 335466652
2000-08-18

Crm is sending the customer a decline letter.
Crm is forwarding the file to RSIS.
Crm is closing the file.; 0; 335466698
2000-08-18

Julio Villarino/Tampa/Par ext 58967; 0; 335466713
MILKOVITS, TERESA

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

321955

*****PAR INFORMATION*****

INCIDENT DATE: 2000-07-06 INCIDENT TIME: 13:00:00
INCIDENT LOCATION: FLORIDA TURNPIKE
NEAR ST LUCIE COUNTY

DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED]
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: CAR MADE A LOUD NOISE, BEGAN LOSING POWER.
PULLED TO SIDE OF ROAD CAR BECAME ENGULFED IN FLAMES.

ALLEGED DEFECTIVE COMPONENT: FUEL LINES

INCIDENT RESULT:
POLICE REPORT: Y ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 5 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: PROGRESSIVE AUTO INSURANCE
INSURANCE COMPANY ADDRESS: 4619 OKRECHOSKE BLVD

WEST PALM BEACH, FL
3417

AGENT NAME: RAY CAINES
AGENT PHONE NUMBER: 954-535-7077

MORE INFORMATION: COUNTY WORKERS SAW FLAMES FROM CAR AS CUST DROVE BY. FIRE WAS DIFFICULT
TO PUT OUT.

MAINTENANCE LOCATION: LOU BACHRODT
CURRENT LOCATION OF VEHICLE: TOTALED
NOTIFY NAME:

WAS VEHICLE INSPECTED: N INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS: Accepted

321955

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REFURCHASE REASON:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
MSRP: 0
SALES TAX:

NAME:

INTEREST PAID:
DEALER BUYOUT:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LINE PAYOFF:
TITLE BRAND:

321955

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

PAMPANO BEACH, FL

GENERAL MOTORS CORPORATION

321955

BRAND: Pontiac

DATE: 08/18/00 8/22/00

RE: Claimant: [REDACTED]

Date of Incident: 07/06/00

File Number: 01253418

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

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.

Please Contact:

Customer Relationship Manager
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,



Julio Villazino
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- ☒ Customer File
- ☒ VIN Profile
- ☐ Inspection Report
- ☐ Pictures
- ☐ Estimates
- ☐ Police or Fire Report
- ☐ Repair Orders
- ☐ Diagrams
- ☐ Other:



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 18, 2000

[REDACTED]
Pampano Beach, FL [REDACTED]

RE: File No.: 01253418

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 1997 Pontiac GR PRIX.

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.

Respectfully,

Julio Villarino
Customer Relationship Manager
Product Allegation Resolution Team
General Motors Corporation

GM**PAR CASE INFORMATION**

Problem ID: 01253418

TAC FINE INFORMATION

Name: [REDACTED]

Address: [REDACTED]

Phone: [REDACTED]

PAMPANO BEACH, FL [REDACTED]

VIN: 1G2WP62K8VF225498

MAKE: PONTIAC

MODEL: GR PRX GT 4DR

YEAR: 1987

ODOMETER: 68,000

BRO CONTACT INFORMATION

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

PHONE: [REDACTED]

TYPE: CUMMINS

ACCOUNT/POLICY:

SERVICE DEALER: BACHRODT MOTORS, INC.

CONTRACT: *Unknown*

SELLING DEALER: BACHRODT MOTORS, INC.

CONTRACT: *Unknown*

PAYEE: No

PAR DETAILS

CONTACT ID: C000002880175

DRIVER NAME: [REDACTED]

DRIVER AGE: [REDACTED]

DISABILITIES: NONE

ROAD SURFACE: Concrete

ROAD CONDITION: Dry

PEOPLE IN VEHICLE: 8

INJURIES: No

OTHER VEHICLES INVOLVED: No

NUMBER INVOLVED:

DEFECTIVE COMPONENT: FUEL LINES

POLICE REPORT: Yes

INSURANCE: Yes

INSURANCE COMPANY: PROGRESSIVE AUTO INSU

INSURANCE COMPANY ADDR: 4818 OKBEECHORRE BLVD

INSPECTION: No

INSP NAME:

INSP DATE:

INSP MILES:

INSP DONE:

PROPERTY DAMAGE:

INCIDENT LOCATION: FLORIDA TURNPIKE
NEAR ST LUCIE COUNTY

INCIDENT RESULT:

VEHICLE LOCATION: TOTALED

MAINTENANCE LOCATION: LOU BACHRODT

OWNER DESC: CAR MADE A LOUD NOISE, BEGAN LOSING POWER.

PULLED TO SIDE OF ROAD CAR BECAME ENGULFED IN FLAMES.

MORE INFO: COUNTY WORKERS SAW FLAMES FROM CAR AS CUST DROVE BY. FIRE WAS DIFFICULT TO
PUT OUT.

BODY INJURY: No

COLLISION: No

PROPERTY DMG: No

NON COLL: Yes

DMG ABV K: No

NOTIFY NAME:

AGENT NAME: RAY GAINES

STATUS: Accepted

REJECT REASON:

ROAD TEST: No

ROAD TEST DESC:

ROAD TEST RESULT:

COMP INSPECTED:

INVEST SUMMARY:

AGENT PHONE: 854-635-7077

INCIDENT DATE & TIME: 07/08/2000 01:00:00 AM

REIMBURSEMENT INFORMATION

ID:

PAYEE:

ADDRESS:

COMPANY:

AMOUNT:

ACCT_TYPE:

ACCT_NUM:

TAX_ID:

ISSUE_1099:

POLICY NUM:



PAR CASE INFORMATION

Problem ID: 01253418

CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: A06
COMPONENT DESCRIPTION 1: ENGINE CAUGHT ON FIRE
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Fire
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: T01
COMPONENT DESCRIPTION 2: ENGINE CAUGHT ON FIRE
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Product Allegation GM 1241
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04
COMPONENT DESCRIPTION 3: ENGINE CAUGHT ON FIRE
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: Possible Safety Concern
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:
COMPONENT DESCRIPTION 4:
COMPLAINT CODE 4:
COMPLAINT DESCRIPTION 4:
REPAIR ATTEMPTS 4:

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:



PAR CASE INFORMATION

Problem ID: 01253418

WORK HISTORY

08/18/2000 - 11:10:25 AM

Crm contacted the customer to review the incident. The customer stated that she was on the interstate traveling at 65-70MPH when she felt the vehicle loose power. She depressed the accelerator pedal more and the vehicle would not respond. She stated the vehicle started to coast with no acceleration power at all. She coasted to the side of the highway and tried to unlock the doors electrically which did not work. She told the family to unlock the doors manually and exit the vehicle. When they were out of the vehicle they saw flames coming out of the engine compartment. When the fire department arrived the vehicle was engulfed in flames. The customer stated that she had purchased the vehicle used in 11/99 with approximately 45,000 miles. The vehicle was purchased with a warranty and she purchased an additional warranty as well. Julio Villalino/Tampa/Par ext 58957

08/18/2000 - 11:21:13 AM

Julio Villalino/Tampa/Par ext 58957

08/18/2000 - 11:21:28 AM

Crm is sending the customer a decline letter.
Crm is forwarding the file to ESJG.
Crm is closing the file.

08/18/2000 - 11:20:31 AM

Crm reviewed the file.
Crm reviewed the incident with the customer.
Crm advised the customer that GM is declining responsibility.

08/18/2000 - 11:19:51 AM

Crm advised the customer that GM is declining responsibility as her insurance carrier has totaled the vehicle and that she should pursue the issue with her insurance carrier. Julio Villalino/Tampa/Par ext 58957
SUMMARY

Customer Info		Vehicle		Designating Agent ID:	
Customer Name:		Model:	FRONTIAC	Designating Agent ID:	JOSEPH
Customer Name:		Model:	BR PPK BT 4DR	Current Agent ID:	
Plate:		Year:	1997	Current Agent ID:	JOSEPH
VIN:		Date:	11/18/97		

☐ Property Damage
 ☐ Non-Collision
 ☐ Collision
 ☐ Theft in Car

Type of damage: ☐ Collision

Primary use of vehicle: Estimated repair cost:

Vehicle condition:

Incident location:

Comments: INSURANCE COMPANY HAS TOTALLED AND PAID OFF ON THE VEHICLE.

Special equipment and features:

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 04

(UPDATED THRU 20000815)

DIV: PONTIAC

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
1G2WP52K6VF225498	GR PRIX GT 4DR	M	1617144	19961016	4	PAID	10

PROD-DTE: 19960923 DELWAR-DATE: WARBLK-DTE:

INV-DTE : 19960923 DELWAR-ODOM: WARBLK-TYP:

INV-DLR : 1617144 SHIP-TO-DLR: 1617144

C	CYCLE	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LEROP	LN-TOTAL	ODOMETER	AUTH	AUTH
T											ID	CODE
001		1617269	078	20000627	106784	180038	01	V0515	19.19	56084		
	INSPECT ONLY FOR WATER DEFLECTOR											
002		1617269	079	20000627	106821	180013	01	N0250	75.89	56084	0090	A
	HEADLAMP ASM, RIGHT COMPOSITE-REPL											
	FAIL-PART:16522600 CAPSULE A											
003		1617069	938	19990302	134584	062030	02	Z7910	5.00	35769		
	ONE WAY SHUTTLE SERVICE											

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:
VIN : 1G2WF52K6VF225498

GM WARRANTY HISTORY INQUIRY
(UPDATED THRU 20000815)

PAGE 02 OF 04
CLAIM CNT: 10
DIV: PONTIAC
AUTH AUTH

C	T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LETOP	LN-TOTAL	ODOMETER	ID	CODE
004		1617069	938	19990302	134584	062031	01	E9040	106.87	35769		
		PUMP ASSEMBLY, P/S - R&R FAIL-PART:26053277 SEAL KIT										
005		1617069	918	19981204	131674	356011	03	J4100	274.01	32249	0090	B
		GENERATOR ASSEMBLY, -REPLACE FAIL-PART:10463966 GENER REM										
006		1617069	918	19981204	131674	356012	02	N0110	113.43	32249		
		BATTERY, ONE-REPLACE FAIL-PART:19001632 BATTERY										
007		1617069	918	19981204	131674	356013	01	J3480	129.59	32249		
		PUMP/GASKET, COOLANT-REPLACE FAIL-PART:12537829 PUMP KIT										
008		1617069	890	19980909	128308	259013	01	K5225	239.81	28169	0090	
		CONTROL ASM, FLOOR SHIFT-REPLACE FAIL-PART:12556195 CONT ASM										

CONTINUED

PF1:HELP	PF2:OPT	PF3:CHG-DIV	PF4:MAIN MENU	PF5:DESC	PF6:PRINT
PF7:BACK	PF8:FWRD	PF9:GOTO	PF10:LOGOFF		

NEXT:
VIN : 1G2WP52K6VF225498

GM WARRANTY HISTORY INQUIRY
(UPDATED THRU 20000815)

PAGE 03 OF 04
CLAIM CNT: 10
DIV: PONTIAC
AUTH AUTH

C CYCLE
T RODLR NO. RODATE RO-NO. DOC-NO LN LBROP LN-TOTAL ODOMETER ID CODE
009 1617059 725 19970610 111086 165042 01 N0110 120.23 8935

BATTERY, ONE-REPLACE

FAIL-PART:01981590 NOT FOUND

010 I 1617144 642 19961004 043089 283071 01 Z7000 78.64 4

PASSENGER CAR AND TRUCK NVT

----- NO MORE CLAIMS FOR THIS VIN -----

PF1:HELP PF2:OPT PF3:CHG-DIV PF4:MAIN MENU PF5:DESC PF6:PRINT
PF7:BACK PF8:FWRD PF9:GOTO PF10:LOGOFF

NEXT: .

GM WARRANTY HISTORY INQUIRY

PAGE 04 OF 04

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: PONTIAC

VIN: 1G2WP52K6VF225498 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 010

RPO DESCRIPTION

RPO DESCRIPTION

W BODY
4 DOOR
PONTIAC
L36 3.8 LITRE V6 MFI
MX0 AUTO TRANS W/OVERDRIVE
M13 4T60-E AUTO ELEC TRANS
AK5 INFLAT RESTRAINT DR/PAS
C60 STAND AIR CONDITIONING
TRACTION CONTROL
TILT STEERING COLUMN
US6 FIXED ANTENNA
FLOOR CONSOLE
A90 ELECTRIC TRUNK RELEASE
CRUISE CONTROL
VK3 LICENSE PLATE BRKT

35 SERIES HD MODEL
SEDAN
V6 ENGINE
U.S. FEDERAL EMISSIONS
AUTO TRANS
UH8 INSTRUMENT CLUSTER
ANTILOCK BRAKE
U68 DRIVER INFO CENTER
POWER STEERING
DG7 DR/PASS REMOTE ELEC
UN6 RADIO AM/FM CASS CDM
POWER WINDOW
KEYLESS ENTRY SYSTEM
UK3 STEERING WHEEL CONT
99091 WINDSHIELD WIPER

END OF OPTIONS

PF1:HELP
PF7:BACK

PF2:OPT
PF8:FWRD

PF3:CHG-DIV
PF9:GOTO

PF4:MAIN MENU
PF10:LOGOFF

PF5:DESC

PF6:PRINT

323008

CASE NUMBER: 01405968 VIN: 2G1WH55KMY9319586
DATE OPENED: 08/29/00 MODEL YEAR: 2000
DATE CLOSED: 10/13/00 SERIES: NOT FOUND
SOURCE: PAR MILEAGE: 4200
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: FL
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: BILL HEARD CHEVROLET

ERC PARENT: 01405967 DEALER ADDRESS: 5333 HICKORY HOLLOW PKY, ,ANTIOCH, TN, 37013, USA

*****GENERAL CASE INFORMATION*****

A06 Fire
0 REPAIR ATTEMPT(S)

Other
VEH BURNED

A04 Possible Safety Concern
0 REPAIR ATTEMPT(S)

Other
THERMAL EVENT

T01 Product Allegation GM 1241
0 REPAIR ATTEMPT(S)

Other
PAR INVESTIGATION

VEH BURNED

GM RESTRICTED

323008

*****WORK HISTORY*****

Crm reviewed file. Crm contacted cust. Cust not available. Crm left message on answering machine. Latasha Hawkins/Par 58042; 0; 336580811
2000-09-07

Crm phoned cust. Cust not available. Crm left message with gentleman. Latasha Hawkins/Par 58042; 0; 337204602
2000-09-14

Crm phoned cust. Crm spoke with cust wife. Wife stated that no lights lite up to indicate concern.; 0; 337817132
2000-09-14

Cust wife stated that they saw smoke coming from windshield and hood. Wife stated that cust (husb) got out of veh, went to trunk. Then, went around to front of veh. Wife stated that husb did not open hood, because of crackling noise. Wife stated that cust is former fire fighter. Wife stated that fire marshall stated that cause was alternator/generator.; 0; 337817596
2000-09-14

Wife stated that no prior concerns with veh. Wife stated that she feel that incident was caused by the wiring. Wife stated veh was purchased in July 2000, from Bill Heard Chevy, with 3210 miles on it. Wife stated that veh is leased from GMAC. Wife stated veh was a demo and it was never titled. Wife stated that they are seeking there downpayment of \$4500 and 2 payments @ \$361.06 each returned to them.; 0; 337817881
2000-09-14

Cust stated that insurance carrier has paid GMAC for veh, and husb has signed some type of forms and sent it back to insurance carrier. Crm phoned ins carrier. Crm spoke with claims adjuster, David Semesko @ 407-275-4657 (policy#8396302-59 2), and was advised that veh is currently located at the dealer, and he has faxed documents to GMAC and power of attorney has not been signed by cust.; 0; 337818343
2000-09-14

Crm phoned cust to obtain specific dealer for veh location. Crm waiting on phone call from cust. Latasha Hawkins/Par 58042; 0; 337818434
2000-10-12

Crm phoned insurance carrier to obtain claim status. Latasha Hawkins/Par 58042; 0; 340224434
2000-10-13

Crm recd message from insurance carrier. Mr. Semesko advised crm that claim is settled. Crm phoned cust and advised of GM position, GM unable to assume responsibility. Crm left message on answering machine. Crm closing file and mailing declination letter to cust. Latasha Hawkins/Par 58042; 0; 340316614
2000-10-13

Business Summary: 1. Crm reviewed file. 2. Crm contacted cust and spoke with cust wife. 3. Crm gathered additional 1241 facts. 4. Crm phoned insurance carrier to obtain veh location. 5. Claim has been settled with insurance carrier, no inspection rendered. 6. Crm phoned cust to advise. 7. Crm closing file. Latasha Hawkins/Par 58042; 0; 340316810
DOHERTY, DANIEL J

323008

*****PAR INFORMATION*****

INCIDENT DATE: 2000-08-28 INCIDENT TIME: 09:00:00
INCIDENT LOCATION: HWY 27 SOUTH, 1 MILE SOUTH OF HWY 98

DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED]
DRIVER DISABILITY: HEART CONDITION

OWNER DESCRIPTION: WHILE DRIVING WHITE SMOKE WAS COMING FROM BACK OF ENG FROM WINDSHIELD.
DRIVER HEARD CRACKLING NOISE

✓ ALLEGED DEFECTIVE COMPONENT: PER STATE FIRE MARSHALL PROBLEM MAY HAVE STARTED IN GENERATOR

INCIDENT RESULT: declined 10/13/00 235pm
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 4 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: STATE FARM
INSURANCE COMPANY ADDRESS: CASSELBERRY, FL.
AGENT NAME: JERE GRIFFEN
AGENT PHONE NUMBER: 407-339-6332

MORE INFORMATION: DRIVER IS RETIRED FIREMAN AND DID NOT OPEN HOOD GOT EVERYONE OUT OF VEH
THEN BLACK SMOKE AND FLAME
MAINTENANCE LOCATION: BILL HEARD CHEVROLET SANFORD FLORIDA
CURRENT LOCATION OF VEHICLE: INSURANCE CARRIER
NOTIFY NAME: CUST

WAS VEHICLE INSPECTED: N INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY: claim settled w/insurance carrier
PAR STATUS: Accepted

323608

*****PAR INFORMATION*****

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REPURCHASE REASON:	
DEALER SAC:	
DEALER NAME:	
DEALER ADDRESS: , ,	
CONTACT: ,	
PHONE NUMBER:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRIM:
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE & BUY-BACK: 0	ERC WARRANTY DATE:
MSRP:	NADA: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LEASE PAYOFF:
	TITLE BRAND:
REPLACEMENT VIN:	

323008

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

*****ADJ INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: * BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOCKET:

*****BEC CONTACT INFORMATION*****

NAME: [REDACTED] CONTACT NUMBER: 1
COMPANY: [REDACTED] CONTACT TYPE: Claimant
ADDRESS: [REDACTED] CONTACT PHONE: [REDACTED]
FERN PARK, FL [REDACTED]

GM

PAR CASE INFORMATION

323008

Problem ID: 01405968

Name: [REDACTED]
Address: [REDACTED]
Phone: [REDACTED]
FERN PARK, FL [REDACTED]

VIN: 2G1WH55KCY9319588
MAKE: CHEVROLET
MODEL: NOT FOUND
YEAR: 2000
ODOMETER: 4,200

NAME: [REDACTED]
COMPANY: [REDACTED]
ADDRESS: [REDACTED]
PHONE: [REDACTED]
TYPE: Claimant

ACCOUNT/POLICY:
SERVICE DEALER:
CONTRACT: UNK
SELLING DEALER:
CONTRACT: UNK
PAYEE: No

PAR DETAILS

CONTACT ID: 0000026820840
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: HEART CONDITION
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 4
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: PER STATE FIRE MARSHAL
POLICE REPORT: No
INSURANCE: Yes
INSURANCE COMPANY: STATE FARM
INSURANCE COMPANY ADDR: CASSELBERRY, FL.
INSPECTION: No

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: CUST
AGENT NAME: JERE GRIFFEN
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: claim settled w/insurance carrier
AGENT PHONE: 407-338-5332
INCIDENT DATE & TIME: 08/28/2000 08:00:00 AM

INSP NAME:
INSP DATE:
INSP MILES:
INSP DONE:
PROPERTY DAMAGE:
INCIDENT LOCATION: HWY 27 SOUTH, 1 MILE SOUTH OF HWY 88
INCIDENT RESULT: declined 10/13/00 235pm
VEHICLE LOCATION: INSURANCE CARRIER
MAINTENANCE LOCATION: BILL HEARD CHEVROLET SANFORD FLORIDA
OWNER DESC: WHILE DRIVING WHITE SMOKE WAS COMING FROM BACK OF ENG FROM WINDSHIELD.
DRIVER HEARD CRACKLING NOISE
MORE INFO: DRIVER IS RETIRED FIREMAN AND DID NOT OPEN HOOD GOT EVERYONE OUT OF VEH THEN
BLACK SMOKE AND FLAME

REMARKS

ID:
PAYEE:
ADDRESS:
COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1009:
POLICY NUM:



PAR CASE INFORMATION

Problem ID: 01405968

UNSUBMITTED CASE

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: A08

COMPONENT DESCRIPTION 1: VEH BURNED

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Fire

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A04

COMPONENT DESCRIPTION 2: THERMAL EVENT

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Possible Safety Concern

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: T01

COMPONENT DESCRIPTION 3: PAR INVESTIGATION

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: Product Allegation GM 1241

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:

COMPONENT DESCRIPTION 4:

COMPLAINT CODE 4:

COMPLAINT DESCRIPTION 4:

REPAIR ATTEMPTS 4:

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:

PAR CASE INFORMATION

Problem ID: 01405968

09/01/2000 - 08:51:32 AM

Crm reviewed file. Crm contacted cust. Cust not available. Crm left message on answering machine. Latasha Hawkins/Par 58042

09/07/2000 - 02:08:20 AM

Crm phoned cust. Cust not available. Crm left message with gentleman. Latasha Hawkins/Par 58042

09/14/2000 - 04:03:28 AM

Crm phoned cust. Crm spoke with cust wife. Wife stated that no lights lite up to indicate concern.

09/14/2000 - 04:38:58 AM

Crm phoned cust to obtain specific dealer for veh location. Crm waiting on phone call from cust. Latasha Hawkins/Par 58042

09/14/2000 - 04:31:18 AM

Cust stated that insurance carrier has paid GMAC for veh, and husb has signed some type of forms and sent it back to insurance carrier. Crm phoned the carrier. Crm spoke with claims adjuster, David Samenko @ 407-275-4857 (policy#8396302-69 2), and was advised that veh is currently located at the dealer, and he has fixed documents to GMAC and power of attorney has not been signed by cust.

09/14/2000 - 04:26:31 AM

Wife stated that no prior concerns with veh. Wife stated that she feel that incident was caused by the wiring. Wife stated veh was purchased in July 2000, from Bill Heard Chevy, with 3210 miles on it. Wife stated that veh is leased from GMAC. Wife stated veh was a demo and it was never titled. Wife stated that they are seeking there downpayment of \$4500 and 2 payments @ \$351.08 each returned to them.

09/14/2000 - 04:18:49 AM

Cust wife stated that they saw smoke coming from windshield and hood. Wife stated that cust (husb) got out of veh, went to trunk. Then, went around to front of veh. Wife stated that husb did not open hood, because of cracking noise. Wife stated that cu is former fire fighter. Wife stated that fire marshal stated that cause was alternator/generator.

10/12/2000 - 12:58:08 AM

Crm phoned insurance carrier to obtain claim status. Latasha Hawkins/Par 58042

10/13/2000 - 02:34:02 AM

Crm recd message from insurance carrier. Mr. Samenko advised crm that claim is settled. Crm phoned cust and advised of GM position, GM unable to assume responsibility. Crm left message on answering machine. Crm closing file and mailing declination let for to cust. Latasha Hawkins/Par 58042

10/13/2000 - 02:36:33 AM

Business Summary: 1. Crm reviewed file. 2. Crm contacted cust and spoke with cust wife. 3. Crm gathered additional 1241 facts. 4. Crm phoned insurance carrier to obtain veh location. 5. Claim has been settled with insurance carrier, no inspection re ndered. 6. Crm phoned cust to advise. 7. Crm closing file. Latasha Hawkins/Par 58042



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

October 13, 2000

[REDACTED]
Forn Park, FL [REDACTED]

RE: File Number: C01405968

Vehicle Identification Number: 2G1WH55KXY9319586

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 2000 Chevrolet Impala.

Our review of your file has revealed that you have already received a settlement from your insurance company regarding this matter. Therefore, General Motors is unable to assume responsibility for damages.

Sincerely,

Latasha Y. Hawkins
Customer Relationship Manager
Product Allegation Resolution Team

Customer & Relationship Services Group
5701 East Hillsborough Avenue
Suite 2300
Tampa, Florida 33610

129
7161 02.530
8669 MAIL ROOM 1000 11 33611

 **General Motors**

Customer & Relationship
Services Group

Lincoln Park, MI

Lincoln Park, MI

10-20-00P07:48 RCVD

GENERAL MOTORS CORPORATION

BRAND: CHEVROLET

DATE: 10/13/00

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

RE: Claimant: [REDACTED]

Date of Incident: 8/28/2000

File Number: C01405968

Gentlemen:

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

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

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

Please Contact:

Customer Relationship Manager
General Motors Corporation
6701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,



Latasha Y. Hawkins
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- ☒ Customer File
- ☒ VIN Profile
- ☐ Inspection Report
- ☐ Pictures
- ☐ Estimates
- ☐ Police or Fire Report
- ☐ Repair Orders
- ☐ Dism Tape
- ☐ Other:



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

October 13, 2000

[REDACTED]
Fern Park, FL [REDACTED]

RE: File Number: C01405968

Vehicle Identification Number: 2G1WH55KXY9319586

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 2000 Chevrolet Impala.

Our review of your file has revealed that you have already received a settlement from your insurance company regarding this matter. Therefore, General Motors is unable to assume responsibility for damages.

Sincerely,

Latasha Y. Hawkins
Customer Relationship Manager
Product Allegation Resolution Team

GM**PAR CASE INFORMATION**

Problem ID: 01405968

PAR INFORMATION		VEHICLE INFORMATION	
Name:		VIN:	2G1WH56KXY8319586
Address:		MAKE:	CHEVROLET
	FERN PARK, FL	MODEL:	NOT FOUND
Phone:		YEAR:	2000
		ODOMETER:	4,200

PAR CONTACT INFORMATION		ACCOUNT/POLICY	
NAME:		SERVICE DEALER:	
COMPANY:		CONTRACT:	UNK
ADDRESS:		SELLING DEALER:	
		CONTRACT:	UNK
PHONE:		PAYEE:	No
TYPE:	Claimant		

PAR DETAILS		PAR DETAILS	
CONTACT ID:	C0000028920549	BODY INJURY:	No
DRIVER NAME:		COLLISION:	No
DRIVER AGE:		PROPERTY DMG:	No
DISABILITIES:	HEART CONDITION	NON COLL:	Yes
ROAD SURFACE:	Asphalt	DMB ABV K:	No
ROAD CONDITION:	Dry	NOTIFY NAME:	CUST
# PEOPLE IN VEHICLE:	4	AGENT NAME:	JERE GRIFFEN
INJURIES:	No	STATUS:	Accepted
OTHER VEHICLES INVOLVED:	No	REJECT REASON:	
NUMBER INVOLVED:		ROAD TEST:	No
DEFECTIVE COMPONENT:	PER STATE FIRE MARSHAL	ROAD TEST DESC:	
POLICE REPORT:	No	ROAD TEST RESULT:	
INSURANCE:	Yes	COMP INSPECTED:	
INSURANCE COMPANY:	STATE FARM	INVEST SUMMARY:	claim settled w/insurance carrier
INSURANCE COMPANY ADDR:	CASSELBERRY, FL	AGENT PHONE:	407-333-6332
INSPECTION:	No	INCIDENT DATE & TIME:	08/28/2000 09:00:00 AM
INSP NAME:			
INSP DATE:			
INSP MILES:			
INSP DONE:			
PROPERTY DAMAGE:			
INCIDENT LOCATION:	HWY 27 SOUTH, 1 MILE SOUTH OF HWY 88		
INCIDENT RESULT:	declined 10/13/00 235pm		
VEHICLE LOCATION:	INSURANCE CARRIER		
MAINTENANCE LOCATION:	BILL HEARD CHEVROLET SANFORD FLORIDA		
OWNER DESC:	WHILE DRIVING WHITE SMOKE WAS COMING FROM BACK OF ENG FROM WINDSHIELD. DRIVER HEARD CRACKLING NOISE		
MORE INFO:	DRIVER IS RETIRED FIREMAN AND DID NOT OPEN HOOD GOT EVERYONE OUT OF VEH THEN BLACK SMOKE AND FLAME		

REIMBURSEMENT INFORMATION	
ID:	
PAYEE:	
ADDRESS:	
COMPANY:	
AMOUNT:	
ACCT_TYPE:	
ACCT_NUM:	
TAX_ID:	
ISSUE_1099:	
POLICY_NUM:	



PAR CASE INFORMATION

Problem ID: 01405968

SYNOPSIS INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: A08
COMPONENT DESCRIPTION 1: VEH BURNED
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Fire
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A04
COMPONENT DESCRIPTION 2: THERMAL EVENT
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Possible Safety Concern
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: T01
COMPONENT DESCRIPTION 3: PAR INVESTIGATION
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: Product Allegation GM 1241
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:
COMPONENT DESCRIPTION 4:
COMPLAINT CODE 4:
COMPLAINT DESCRIPTION 4:
REPAIR ATTEMPTS 4:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:



PAR CASE INFORMATION

Problem ID: 01405968

HISTORY

08/31/2000 - 09:51:33 AM Crm reviewed file. Crm contacted cust. Cust not available. Crm left message on answering machine. Latasha Hawkins/Par 58042

09/07/2000 - 02:08:20 AM Crm phoned cust. Cust not available. Crm left message with gentleman. Latasha Hawkins/Par 58042

09/14/2000 - 04:03:28 AM Crm phoned cust. Crm spoke with cust wife. Wife stated that no lights lit up to indicate concern.

09/14/2000 - 04:38:58 AM Crm phoned cust to obtain specific dealer for veh location. Crm waiting on phone call from cust. Latasha Hawkins/Par 58042

09/14/2000 - 04:31:16 AM Cust stated that insurance carrier has paid GMAC for veh, and husband has signed some type of forms and sent it back to insurance carrier. Crm phoned ins carrier. Crm spoke with claims adjuster, David Samasko @ 407-275-4857 (policy#8386302-59 2), and was advised that veh is currently located at the dealer, and he has faxed documents to GMAC and power of attorney has not been signed by cust.

09/14/2000 - 04:16:31 AM Wife stated that no prior concerns with veh. Wife stated that she feel that incident was caused by the wiring. Wife stated veh was purchased in July 2000, from Bill Heard Chevy, with 3210 miles on it. Wife stated that veh is leased from GMAC. Wife stated veh was a demo and it was never fixed. Wife stated that they are seeking there downpayment of \$4500 and 2 payments @ \$351.06 each returned to them.

09/14/2000 - 04:18:49 AM Cust wife stated that they saw smoke coming from windshield and hood. Wife stated that cust (husb) got out of veh, went to trunk. Then, went around to front of veh. Wife stated that husb did not open hood, because of cracking noise. Wife stated that cust is former fire fighter. Wife stated that fire marshal stated that cause was alternator/generator.

09/14/2000 - 12:58:08 AM Crm phoned insurance carrier to obtain claim status. Latasha Hawkins/Par 58042

10/13/2000 - 01:34:03 AM Crm rec'd message from insurance carrier. Mr. Samasko advised crm that claim is settled. Crm phoned cust and advised of GM position, GM unable to assume responsibility. Crm left message on answering machine. Crm closing file and mailing declination letter to cust. Latasha Hawkins/Par 58042

10/13/2000 - 02:36:33 AM Business Summary: 1. Crm reviewed file. 2. Crm contacted cust and spoke with cust wife. 3. Crm gathered additional 1241 facts. 4. Crm phoned insurance carrier to obtain veh location. 5. Claim has been settled with insurance carrier, no inspection rendered. 6. Crm phoned cust to advise. 7. Crm closing file. Latasha Hawkins/Par 58042

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 02

(UPDATED THRU 20001010)

DIV: CHEVROLET

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	POI-ELIG	CLM
2G1WH55KXY9319586	NOT FOUND	M	0000000	20000724	6	PAID	1

OD-DTE: 20000323 DELWAR-DATE: WARBLK-DTE:

INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:

INV-DLR : 1326428 SHIP-TO-DLR: 1326428

C CYCLE AUTH AUTH

T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	I	1326428	051	20000323	919586	319586	01	27000	70.01	0	

PASSENGER CAR AND TRUCK NVI

----- NO MORE CLAIMS FOR THIS VIN -----

PF1:HELP PF2:OPT PF3:CHG-DIV PF4:MAIN MENU PF5:DESC PF6:PRINT

PF7:BACK PF8:FWRD PF9:GOTO PF10:LOGOFF

WARNING: VIN ENTERED 2H1WH55KXY9319586 VARIES FROM VIN ON FILE

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: CHEVROLET

VIN: 2G1WH55KXY9319586 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 000

RPO DESCRIPTION

RPO DESCRIPTION

W BODY	35 SERIES HD MODEL
4 DOOR	CHEVROLET
V6 ENGINE	L36 3.8 LITRE V6 MFI
FEDERAL EMISSIONS	MX0 AUTO TRANS W/OVERDRIVE
AUTO TRANS	M15 4 SPD AUTO TRANS 4T65-E
UH8 INSTRUMENT CLUSTER	#1M CHEVROLET IMPALA
ANTILOCK BRAKE	CJ3 A/C
U68 DRIVER INFO CENTER	DK5 REMOTE ELEC MIRROR
U77 REAR WINDOW ANTENNA	UP0 RADIO AM/FM CASS,CD
CF5 ELECTRIC SUNROOF-GLASS	FLOOR CONSOLE
POWER WINDOW	KEYLESS ENTRY SYSTEM
UA6 THEFT DETERRENT	UK3 STEERING WHEEL CONT
----- END OF OPTIONS -----	

PF1:HELP	PF2:OPT	PF3:CHG-DIV	PF4:MAIN MENU	PF5:DESC	PF6:PRINT
PF7:BACK	PF8:FWRD	PF9:GOTO	PF10:LOGOFF		

Customer & Relationship Services Group
5701 East Hillsborough Avenue
Suite 2300
Tampa, Florida 33610

★ ★ ★
129
7161 * 02.530
8669 MAIL FROM TAMPA FL 33610
PRR725981



Customer & Relationship
Services Group

Lincoln Park, M

10-20-00P07:48 RCVD
10-20-00P07:48 RCVD

GENERAL MOTORS CORPORATION

BRAND: CHEVROLET

DATE: 10/13/00

RE: Claimant: [REDACTED]

Date of Incident: 8/28/2000

File Number: C01405968

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

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:

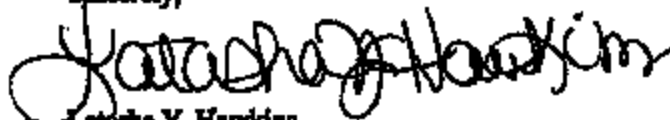
We have checked the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Please Contact:

Customer Relationship Manager
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,



Latasha Y. Hawkins
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- X Customer File
- X VIN Profile
- ☐ Inspection Report
- ☐ Pictures
- ☐ Estimates
- ☐ Police or Fire Report
- ☐ Repair Orders
- ☐ Demo Tape
- ☐ Other:

R 7/20/00



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

October 13, 2000

[REDACTED]
Fern Park, FL

RE: File Number: C01405968

Vehicle Identification Number: 2G1WH55KXY9319586

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 2000 Chevrolet Impala.

Our review of your file has revealed that you have already received a settlement from your insurance company regarding this matter. Therefore, General Motors is unable to assume responsibility for damages.

Sincerely,

Latasha Y. Hawkins
Customer Relationship Manager
Product Allegation Resolution Team

GM**PAR CASE INFORMATION**

Problem ID: 01405968

PERSON INFORMATION		VEHICLE INFORMATION	
Name:	[REDACTED]	VIN:	2G1WH55KXY8319588
Address:	[REDACTED]	MAKE:	CHEVROLET
	FERN PARK, FL	MODEL:	NOT FOUND
Phone:	[REDACTED]	YEAR:	2000
		ODOMETER:	4,200

PERSON CONTACT INFORMATION		ACCOUNT/POLICY	
NAME:	[REDACTED]	SERVICE DEALER:	
COMPANY:	[REDACTED]	CONTRACT:	UNK
ADDRESS:	[REDACTED]	SELLING DEALER:	
PHONE:	[REDACTED]	CONTRACT:	UNK
TYPE:	Claimant	PAYEE:	No

VEHICLE DATA		VEHICLE DATA	
CONTACT ID:	C0000028120548	BODY INJURY:	No
DRIVER NAME:	[REDACTED]	COLLISION:	No
DRIVER AGE:	[REDACTED]	PROPERTY DMG:	No
DISABILITIES:	HEART CONDITION	NON COLL:	Yes
ROAD SURFACE:	Asphalt	DMG ABY K:	No
ROAD CONDITION:	Dry	NOTIFY NAME:	CUST
# PEOPLE IN VEHICLE:	4	AGENT NAME:	JERE GRUFFEN
INJURIES:	No	STATUS:	Accepted
OTHER VEHICLES INVOLVED:	No	REJECT REASON:	
NUMBER INVOLVED:		ROAD TEST:	No
DEFECTIVE COMPONENT:	PER STATE FIRE MARSHAL	ROAD TEST DESC:	
POLICE REPORT:	No	ROAD TEST RESULT:	
INSURANCE:	Yes	COMP INSPECTED:	
INSURANCE COMPANY:	STATE FARM	INVEST SUMMARY:	claim settled w/insurance carrier
INSURANCE COMPANY ADDR:	CASSELBERRY, FL	AGENT PHONE:	407-339-6332
INSPECTION:	No	INCIDENT DATE & TIME:	08/28/2000 08:50:00 AM
INSP NAME:			
INSP DATE:			
INSP MILES:			
INSP DONE:			
PROPERTY DAMAGE:			
INCIDENT LOCATION:	HWY 27 SOUTH, 1 MILE SOUTH OF HWY 98		
INCIDENT RESULT:	declined 10/13/00 235pm		
VEHICLE LOCATION:	INSURANCE CARRIER		
MAINTENANCE LOCATION:	BILL HEARD CHEVROLET SANFORD FLORIDA		
OWNER DESC:	WHILE DRIVING WHITE SMOKE WAS COMING FROM BACK OF ENG FROM WINDSHIELD.		
	DRIVER HEARD CRACKLING NOISE		
MORE INFO:	DRIVER IS RETIRED FIREMAN AND DID NOT OPEN HOOD GOT EVERYONE OUT OF VEH THEN BLACK SMOKE AND FLAME		

REIMBURSEMENT INFORMATION	
ID:	
PAYEE:	
ADDRESS:	
COMPANY:	
AMOUNT:	
ACCT_TYPE:	
ACCT_NUM:	
TAX_ID:	
ISSUE_1099:	
POLICY NUM:	



PAR CASE INFORMATION

Problem ID: 01405968

SECRET INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: A06

COMPONENT DESCRIPTION 1: VEH BURNED

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Fire

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A04

COMPONENT DESCRIPTION 2: THERMAL EVENT

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Possible Safety Concern

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: T01

COMPONENT DESCRIPTION 3: PAR INVESTIGATION

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: Product Allegation GM 1241

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:

COMPONENT DESCRIPTION 4:

COMPLAINT CODE 4:

COMPLAINT DESCRIPTION 4:

REPAIR ATTEMPTS 4:

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:

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09/14/2000 - 12:58:08 AM Crm phoned insurance carrier to obtain claim status. Lataasha Hawkins/Par 58042

10/13/2000 - 02:34:02 AM Crm recvd message from insurance carrier. Mr. Semesko advised crm that claim is settled. Crm phoned cust and advised of GM position. GM unable to assume responsibility. Crm left message on answering machine. Crm closing file and mailing declination letter to cust. Lataasha Hawkins/Par 58042

10/13/2000 - 02:36:33 AM Business Summary: 1. Crm reviewed file. 2. Crm contacted cust and spoke with cust wife. 3. Crm gathered additional 1241 facts. 4. Crm phoned insurance carrier to obtain veh location. 5. Claim has been settled with insurance carrier, no inspection re-ordered. 6. Crm phoned cust to advise. 7. Crm closing file. Lataasha Hawkins/Par 58042

NAME	LAST	FIRST	MIDDLE	DATE

DATE: 10/10/1978

TIME: 10:00

LOCATION: 1000

REMARKS: 1000

1000

1000

1000

1000

1000

1000

1000

1000

1000

1000

1000

1000

1000

1000

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 02

(UPDATED THRU 20001010)

DIV: CHEVROLET

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CIM
2G1WH55KXY9319586	NOT FOUND	M	0000000	20000724	6	PAID	1

ROD-DTE: 20000323 DELWAR-DATE: WARBLK-DTE:

INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:

INV-DLR : 1326428 SHIP-TO-DLR: 1326428

C	CYCLE							AUTH	AUTH		
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE

001	I	1326428	051	20000323	919586	319586	01	27000	70.01	0	
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PASSENGER CAR AND TRUCK NVI

NO MORE CLAIMS FOR THIS VIN

PF1:HELP PF2:OPT PF3:CHG-DIV PF4:MAIN MENU PF5:DESC PF6:PRINT

PF7:BACK PF8:FWRD PF9:GOTO PF10:LOGOFF

WARNING: VIN ENTERED 2H1WH55KXY9319586 VARIES FROM VIN ON FILE

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: CHEVROLET

VIN: 2G1WH55KXY9319586 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 000

RPO DESCRIPTION

RPO DESCRIPTION

W BODY	35 SERIES HD MODEL
4 DOOR	CHEVROLET
V6 ENGINE	L36 3.8 LITRE V6 MFI
FEDERAL EMISSIONS	MX0 AUTO TRANS W/OVERDRIVE
AUTO TRANS	M15 4 SPD AUTO TRANS 4T65-E
U08 INSTRUMENT CLUSTER	#1M CHEVROLET IMPALA
ANTILOCK BRAKE	CJ3 A/C
U6B DRIVER INFO CENTER	DK5 REMOTE ELZC MIRROR
U77 REAR WINDOW ANTENNA	UP0 RADIO AM/FM CASS, CD
CF5 ELECTRIC SUNROOF-GLASS	FLOOR CONSOLE
POWER WINDOW	KEYLESS ENTRY SYSTEM
UA6 THEFT DETERRENT	UK3 STEERING WHEEL CONT
----- END OF OPTIONS -----	

PF1:HELP

PF2:OPT

PF3:CHG-DIV

PF4:MAIN MENU

PF5:DESC

PF6:PRINT

PF7:BACK

PF8:FWRD

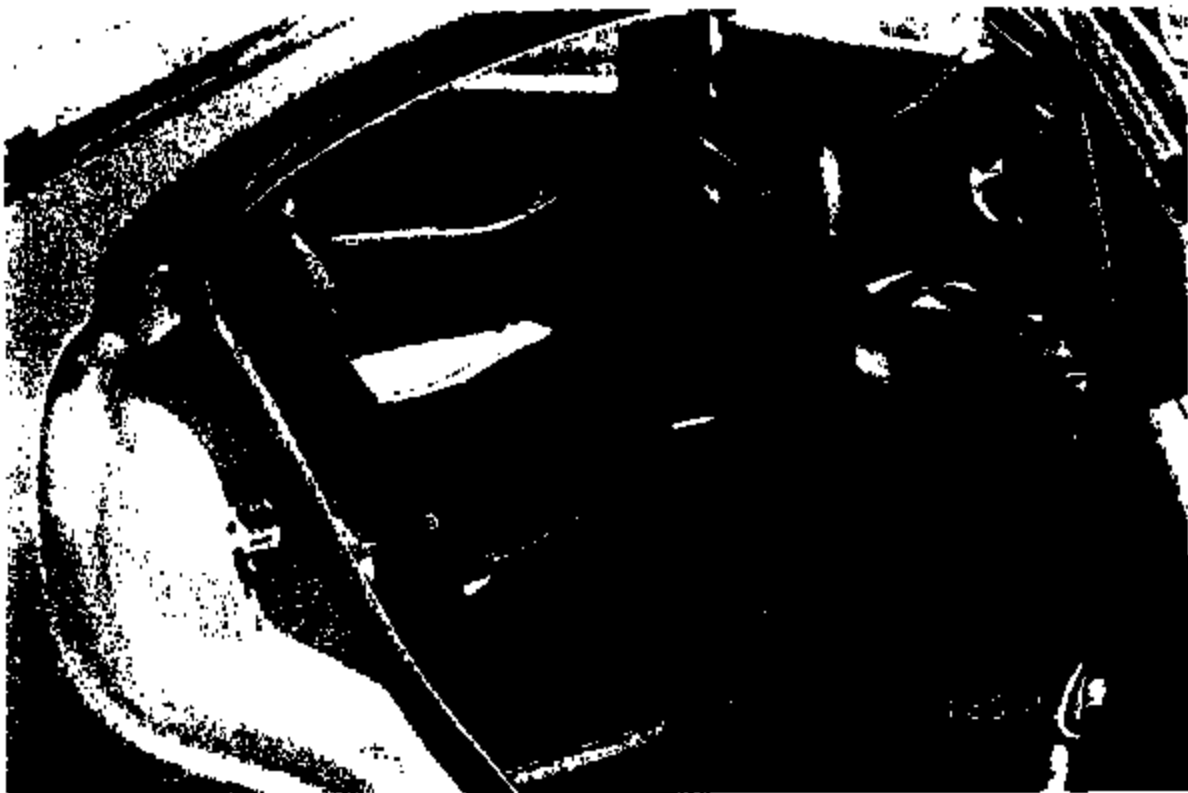
PF9:GOTO

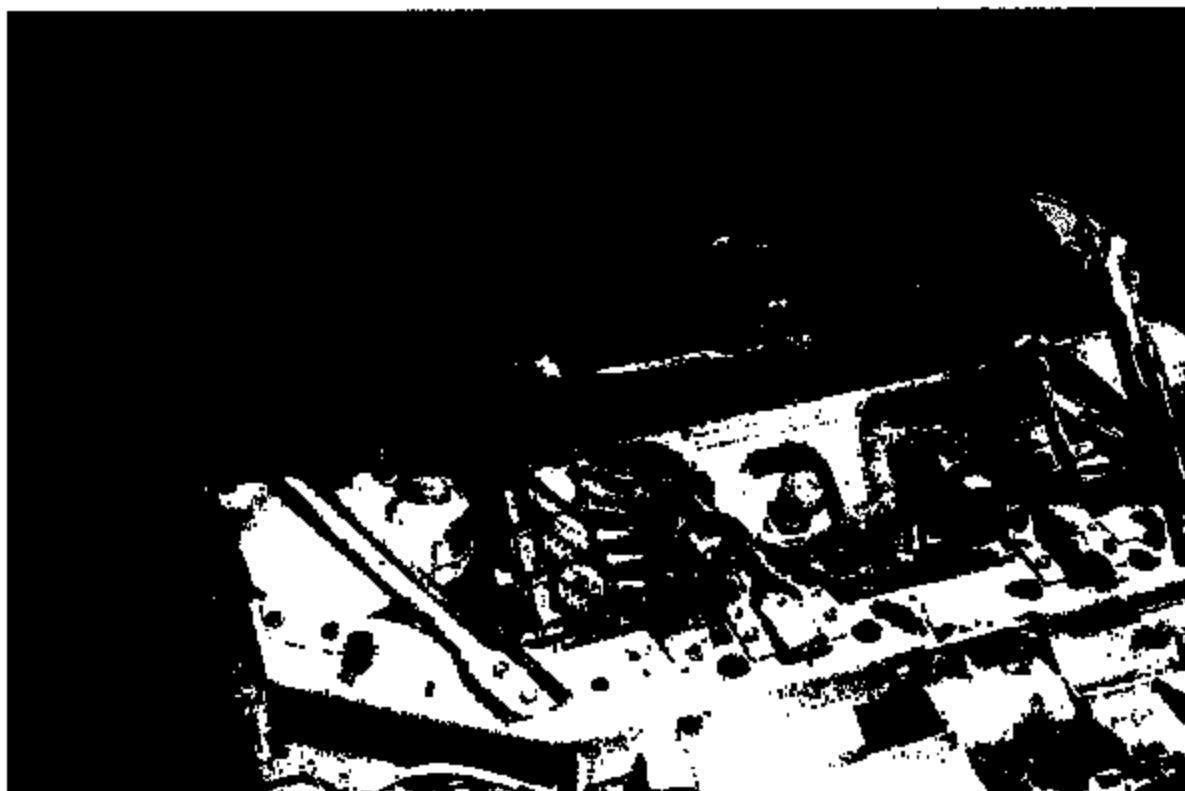
PF10:LOGOFF







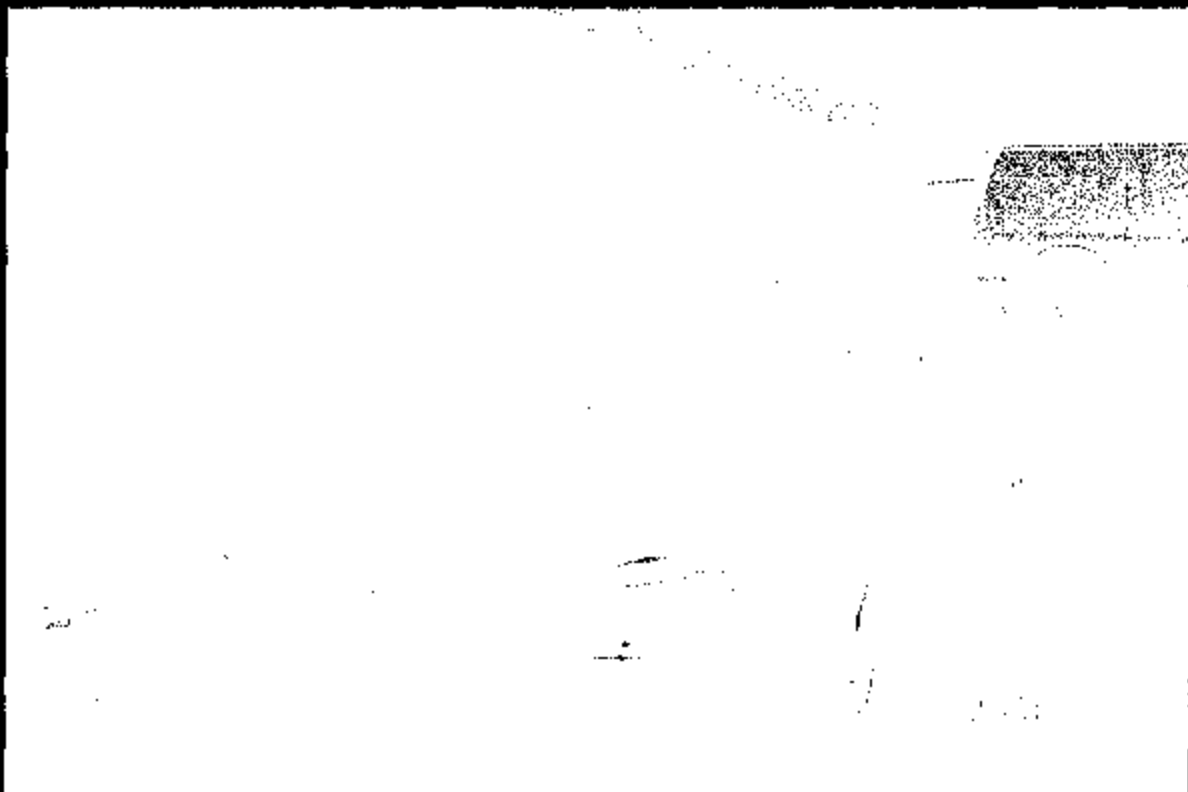






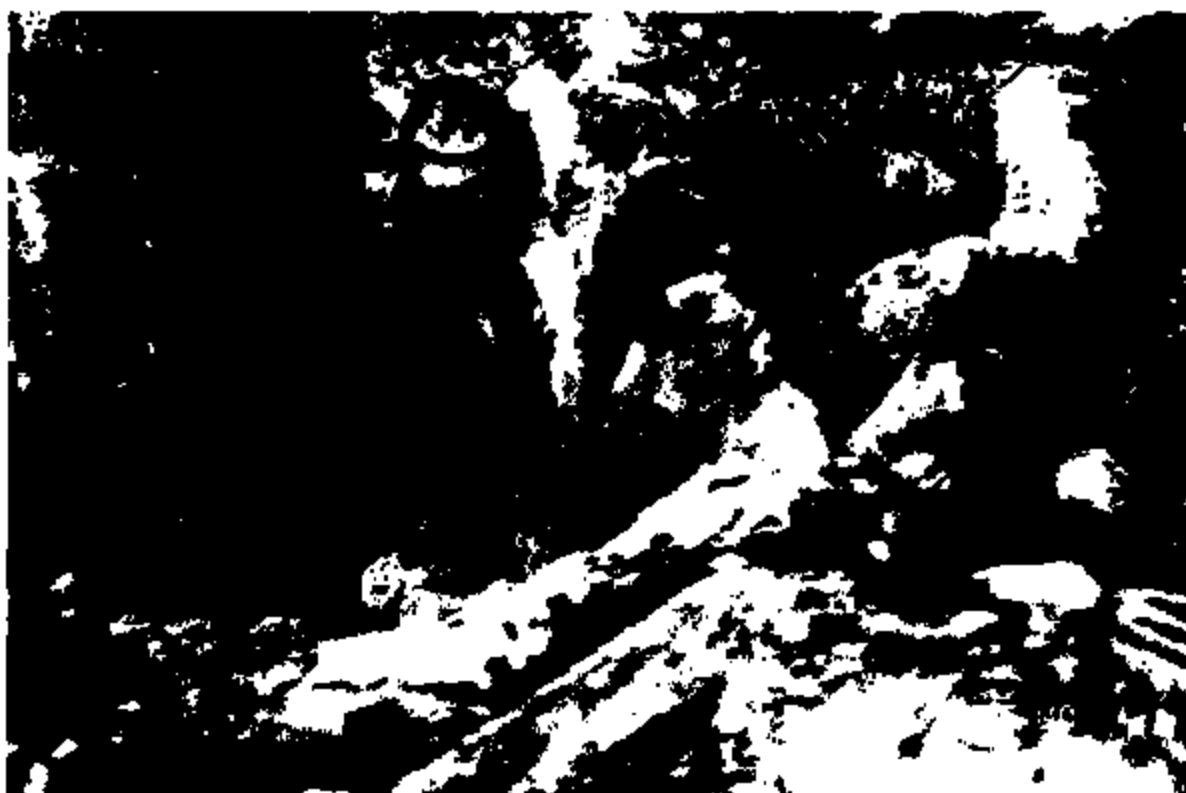
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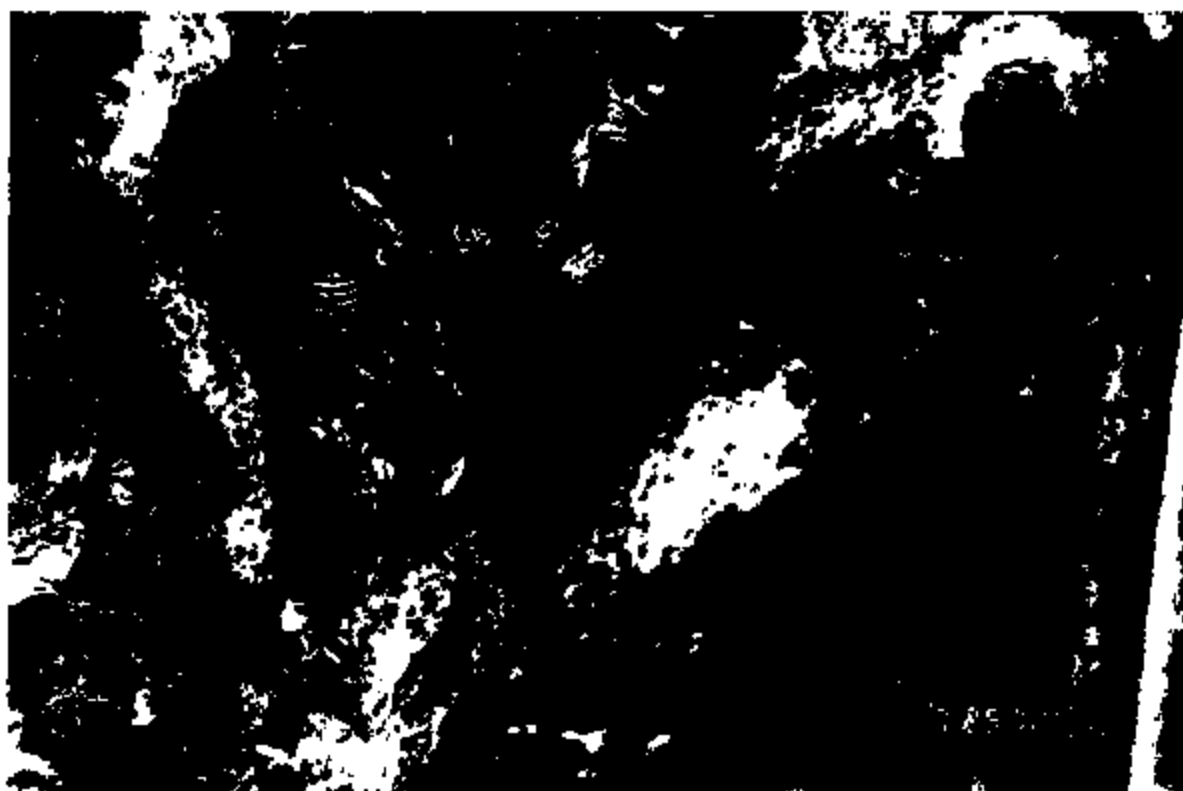




FILE
000934016

FILE
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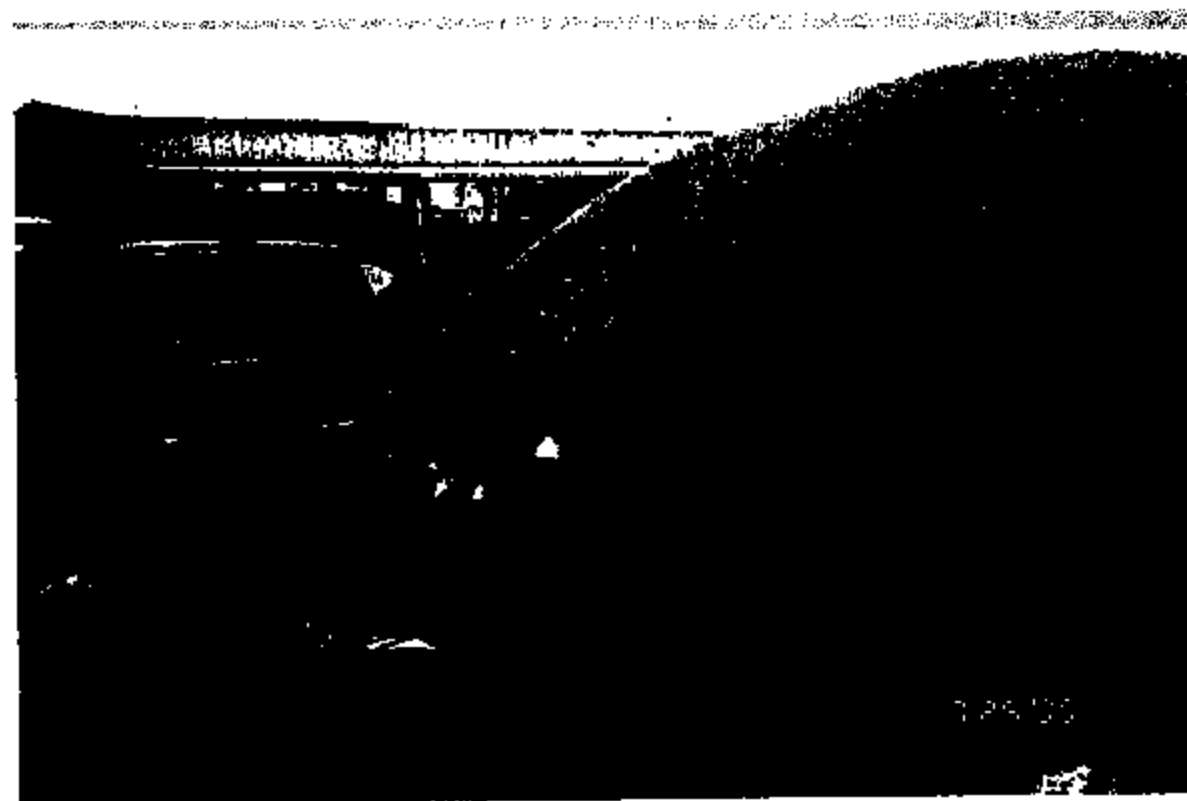
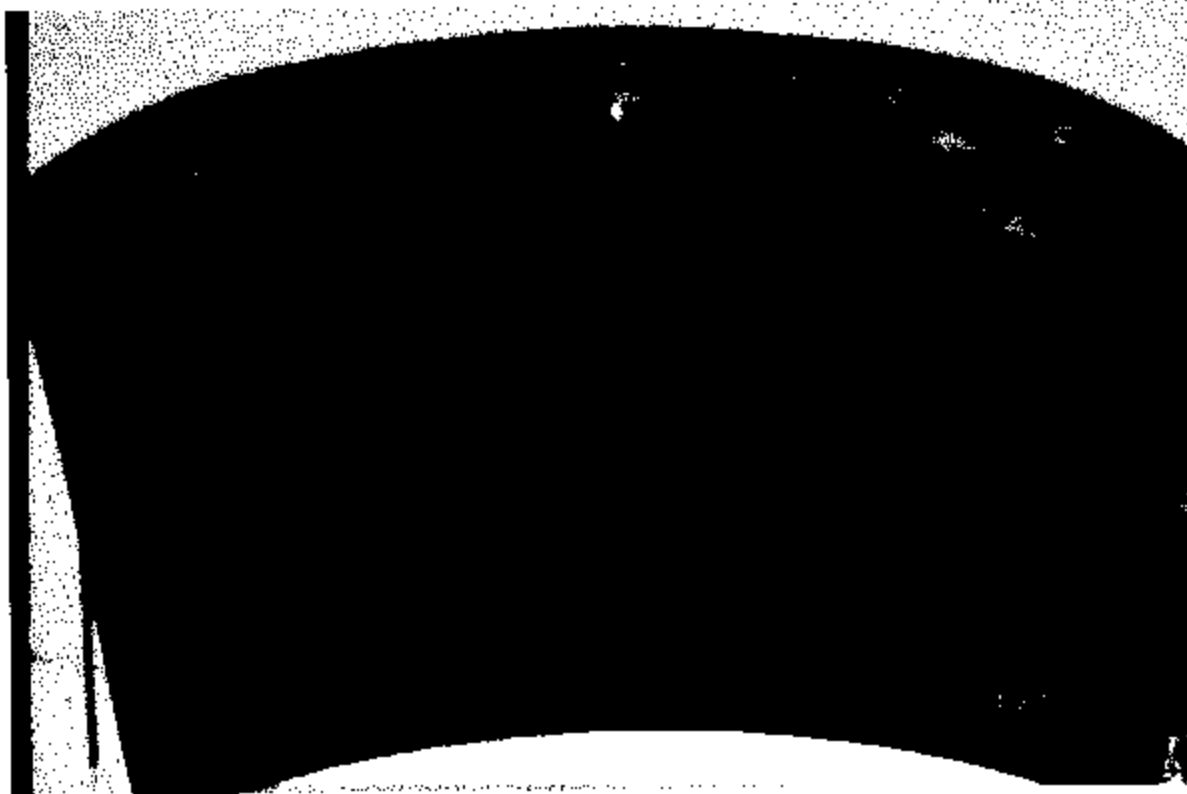






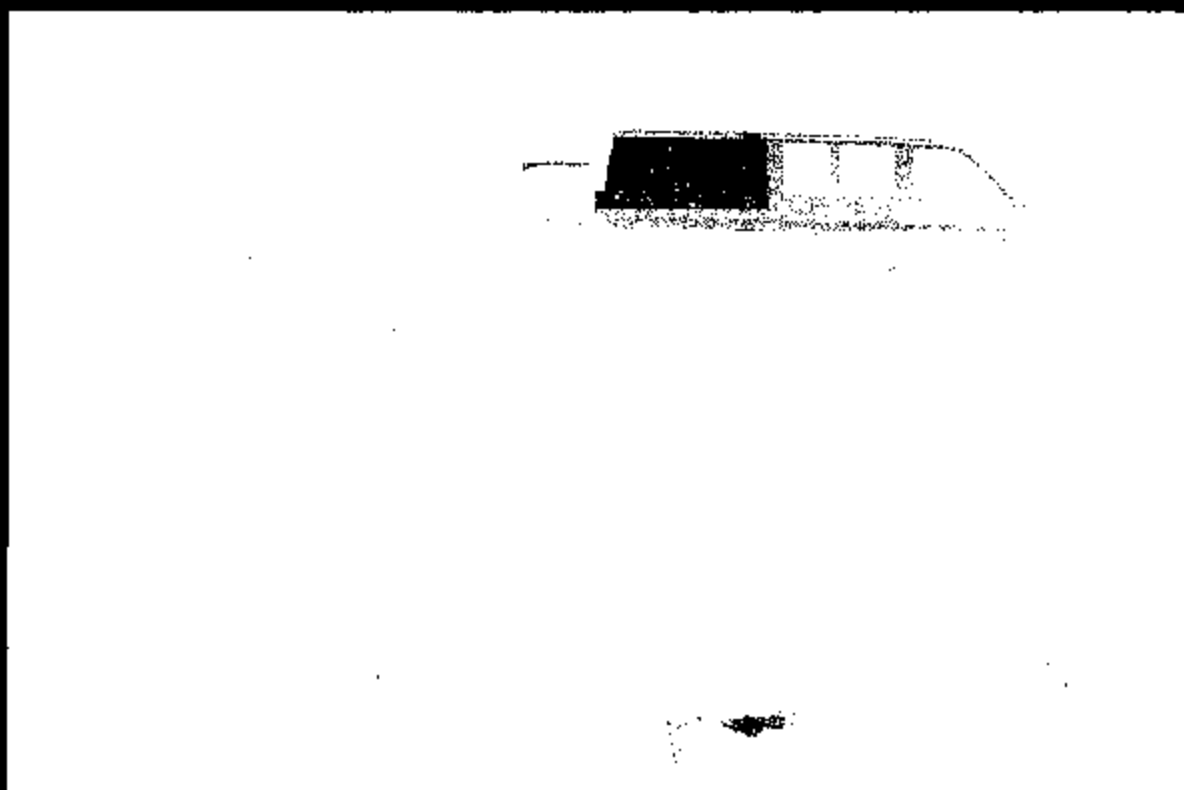






FILE
000934016

FILE
000934016





CASE NUMBER: 01504469 VIN: 1G2MP52K6TF346486
DATE OPENED: 09/08/00 MODEL YEAR: 2000
DATE CLOSED: 10/04/00 SERIES: GR PRK GT 4DR
SOURCE: PAR MILEAGE: 181
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: NJ
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: DEMASSI PONTIAC, INC.

BRC PARTENT: 01504468 DEALER ADDRESS: 295 PARK AVE., LYNCHBURST, NJ, 07071, USA

*****GENERAL CASE INFORMATION*****

T01 Product Allegation GM 1241	Other
0 REPAIR ATTEMPT(S)	BATTERY BLEW UP AND TOTALLED VEHICLE
A06 Fire	Other
0 REPAIR ATTEMPT(S)	PAR
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	PAR

PAR

GM RESTRICTED

323088

*****WORK HISTORY*****

CRM CONTACTED CUSTOMER, CUSTOMER STATED THAT HE PURCHASED VEHICLE @ 4:30 AND VEHICLE CAUGHT ON FIRE AT 8:00. CUSTOMER STATES THAT HE CONTACTED DEALERSHIP WHERE VEHICLE IS AND HE WAS TOLD THAT HE WOULD HAVE A NEW CAR BY THE END OF THE WEEK. CRM ADVISED CUSTOMER OF PAR INSPECTION PROCEDURES, PAR CRM ADVISED CUSTOMER THAT A MESSAGE WAS LEFT FOR JIM. CRM RECEIVED A CALL FROM [REDACTED] WHO STATED THAT THE CUSTOMER PAID FOR VEHICLE IN FULL BUT IT IS STILL ON THEIR INVENTORY AND TITLE HAS NOT YET BEEN SIGNED OVER TO CUSTOMER, CRM REVIEWED FILE WITH PAR MANAGER CRM ADVISED [REDACTED] TO GIVE CUSTOMER BACK MONEY HE PAID FOR VEHICLE AND PAR INVESTIGATION WOULD BE SET UP FOR DEALER. [REDACTED] CONTACTED CUSTOMER AND ADVISED HIM OF STATUS, CUSTOMER CONTACTED PAR CRM AND ADVISED THAT HE WANTS THE SAME EXACT VEHICLE DEALER DOES NOT HAVE THAT VEHICLE IN A 2000 BUT IN A 2001 CUSTOMER STATES THAT HE WANTS 2001 FOR THE SAME PRICE. CRM ADVISED CUSTOMER THAT PAR HAD NO CONTROL OVER SALES. CRM WILL SET UP INSPECTION. T J.58342; 0; 337560571
2000-09-12

CRM FAXED FILE TO HAA .TIMIKI JACOBS/PAR 58342; 0; 337623243
2000-10-04

CRM LEFT VME FOR TERRY BORN, CRM CONTACTED JIM BORN AT DEMASSI AND ADVISED THAT FILE WOULD BE FORWARDED TO TERRY BORN VIA FED EX. CRM PREPARED FILE AND FORWARDED TO TERRY BORN. TIMIKI JACOBS/PAR 58342; 0; 339527930
2000-10-04

BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED DRIVER, CRM CONTACTED DEALERSHIP, CRM SET UP HAA INSPECTION, CRM RECEIVED INSPECTION REPORT, GM IS ASSUMING RESPONSIBILITY, CRM LEFT VME FOR TERRY BORN ADVISING HIM OF CASE, CRM CONTACTED JIM BROWN (DEMASSI PONTIAC) CRM FED EXED FILE TO TERRY BORN. CRM CLOSED FILE. TIMIKI JACOBS/PAR 58342; 0; 339528241
JIM BROWN

323088

*****PAR INFORMATION*****

INCIDENT DATE: 2000-09-07 INCIDENT TIME: 20:00:00
INCIDENT LOCATION: DRUG FAIR PARKINGLOT ON FRANKLIN AVE IN BELLEVILLE, NJ

DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED]
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: vehicle began smoking, driver pulled into parkinglot, vehicle caught on fire and burned up

ALLEGED DEFECTIVE COMPONENT: BATTERY BLEW UP AND CAUGHT VEHICLE ON FIRE

INCIDENT RESULT: 10-4-00 CRM FORWARDED FILE TO TERRY BORN
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 4 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: SELECTIVE INSURANCE
BRANCHVILLE, NJ INSURANCE COMPANY ADDRESS: PO BOX 399
07826-0399

AGENT NAME: ROSEMARIE G MINTZ, GAYBOR & BRIGHTLEY
AGENT PHONE NUMBER: 201-507-5100

MORE INFORMATION: passengers names: Christina Petillo, Robby Prylzak, John Dilkes
vehicle cannot be repaired
MAINTENANCE LOCATION: VEHICLE IS AT DLR NOW
CURRENT LOCATION OF VEHICLE: DEMASSI PONTIAC
NOTIFY NAME: CUSTOMER

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: KRAINSPECTION DATE:
MILEAGE AT INSPECTION: 181
WHERE WAS INSPECTION DONE: INSPECTION

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY: KRA INSPECTION PERFORMED
PAR STATUS: Accepted

323088

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER SAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

323088

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY: IF SO, WHERE:
TREATED:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****ERC CONTACT INFORMATION*****

NAME: [REDACTED] CONTACT NUMBER: 1
COMPANY: [REDACTED] CONTACT TYPE: Claimant
ADDRESS: [REDACTED] CONTACT PHONE: [REDACTED]
LYNDHURST, NJ [REDACTED]

GM

PAR CASE INFORMATION

Problem ID: 01504489

323088

Name: [REDACTED]
 Address: [REDACTED]
 LYNDHURST, N.J. [REDACTED]
 Phone: [REDACTED]

VIN: 1G2WPE2K5YF348486
 MAKE: PONTIAC
 MODEL: GR PRX GT 4DR
 YEAR: 2000
 ODOMETER: 181

NAME: [REDACTED]
 COMPANY: [REDACTED]
 ADDRESS: [REDACTED]
 PHONE: [REDACTED]
 TYPE: Claimant

ACCOUNT/POLICY:
 SERVICE DEALER: DEMASSI PONTIAC, INC.
 CONTRACT: JIM BROWN
 SELLING DEALER: DEMASSI PONTIAC, INC.
 CONTRACT: JIM BROWN
 PAYEE: No

CONTACT ID: C0000025382870
 DRIVER NAME: [REDACTED]
 DRIVER AGE: [REDACTED]
 DISABILITIES: NONE
 ROAD SURFACE: Asphalt
 ROAD CONDITION: Dry
 # PEOPLE IN VEHICLE: 4
 INJURIES: No
 OTHER VEHICLES INVOLVED: No
 NUMBER INVOLVED:
 DEFECTIVE COMPONENT: BATTERY BLEW UP AND CA
 POLICE REPORT: No
 INSURANCE: Yes
 INSURANCE COMPANY: SELECTIVE INSURANCE
 INSURANCE COMPANY ADDR: PO BOX 399
 INSPECTION: Yes
 INSP NAME: BAA
 INSP DATE: 9/19/00
 INSP MILES: 181
 INSP DONE: INSPECTION

BODY INJURY: No
 COLLISION: No
 PROPERTY DMG: No
 NON COLL: Yes
 DMB ABV K: No
 NOTIFY NAME: CUSTOMER
 AGENT NAME: ROSEMARIE @ MINTZ, GAYNOR & BR
 STATUS: Accepted

REJECT REASON:
 ROAD TEST: No
 ROAD TEST DESC:
 ROAD TEST RESULT:
 COMP INSPECTED:
 INVEST SUMMARY: BAA INSPECTION PERFORMED
 AGENT PHONE: 201-507-8108
 INCIDENT DATE & TIME: 09/07/2000 08:00:00 AM

PROPERTY DAMAGE:
 INCIDENT LOCATION: DRUG FAIR PARKINGLOT ON FRANKLIN AVE IN BELLEVILLE, NJ
 INCIDENT RESULT: 10-4-00 CRM FORWARDED FILE TO TERRY BORN
 VEHICLE LOCATION: DEMASSI PONTIAC
 MAINTENANCE LOCATION: VEHICLE IS AT DLR NOW

OWNER DESC: vehicle began smoking, driver pulled into parkinglot, vehicle caught on fire and burned up
 MORE INFO: passengers names: Christina Petillo, Robby Pryznak, John Dikae
 vehicle cannot be repaired

ID:
 PAYEE:
 ADDRESS:

COMPANY:
 AMOUNT:
 ACCT_TYPE:
 ACCT_NUM:
 TAX_ID:
 ISSUE_1099:
 POLICY NUM:



PAR CASE INFORMATION

Problem ID: 01504469

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: BATTERY BLEW UP AND TOTALLED VEHICLE

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A06

COMPONENT DESCRIPTION 2: PAR

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Fire

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04

COMPONENT DESCRIPTION 3: PAR

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: Possible Safety Concern

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:

COMPONENT DESCRIPTION 4:

COMPLAINT CODE 4:

COMPLAINT DESCRIPTION 4:

REPAIR ATTEMPTS 4:

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:

NAME:

COMPANY:

ADDRESS:

PHONE:

TYPE:

ACCOUNT/POLICY:

SERVICE DEALER: DEMASSI PONTIAC, INC.

CONTRACT: JIM BROWN

SELLING DEALER: DEMASSI PONTIAC, INC.

CONTRACT: JIM BROWN

PAYEE: No

GM**PAR CASE INFORMATION**

Problem ID: 01504489

CONTACT ID: C0000028382970
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: NONE
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 4
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED: 1
DEFECTIVE COMPONENT: BATTERY BLEW UP AND CA
POLICE REPORT: No
INSURANCE: Yes
INSURANCE COMPANY: SELECTIVE INSURANCE
INSURANCE COMPANY ADDR: PO BOX 388
INSPECTION: Yes
INSP NAME: EAA
INSP DATE: [REDACTED]
INSP MILES: 181
INSP DONE: INSPECTION
PROPERTY DAMAGE: [REDACTED]
INCIDENT LOCATION: DRUG FAIR PARKINGLOT ON FRANKLIN AVE IN BELLEVILLE, NJ
INCIDENT RESULT: 10-4-00 CRM FORWARDED FILE TO TERRY BORN
VEHICLE LOCATION: DEMASSE PONTIAC
MAINTENANCE LOCATION: VEHICLE IS AT DLR NOW
OWNER DESC: vehicle began smoking, driver pulled into parkinglot, vehicle caught on fire and burned up
MORE INFO: passengers names: Christina Pablio, Robby Pryzdek, John Dilka
vehicle cannot be repaired

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: CUSTOMER
AGENT NAME: ROSEMARIE @ MINTZ, GAYNOR & BR
STATUS: Accepted
REJECT REASON: [REDACTED]
ROAD TEST: No
ROAD TEST DESC: [REDACTED]
ROAD TEST RESULT: [REDACTED]
COMP INSPECTED: [REDACTED]
INVEST SUMMARY: EAA INSPECTION PERFORMED
AGENT PHONE: 201-607-5100
INCIDENT DATE & TIME: 06/07/2000 08:00:00 AM

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1000:
POLICY NUM:



PAR CASE INFORMATION

Problem ID: 01504469

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: BATTERY BLEW UP AND TOTALLED VEHICLE
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A08
COMPONENT DESCRIPTION 2: PAR
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Fire
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04
COMPONENT DESCRIPTION 3: PAR
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: Possible Safety Concern
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:
COMPONENT DESCRIPTION 4:
COMPLAINT CODE 4:
COMPLAINT DESCRIPTION 4:
REPAIR ATTEMPTS 4:

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:



PAR CASE INFORMATION

Problem ID: 01504459

09/11/2000 - 04:55:29 AM

CRM CONTACTED CUSTOMER, CUSTOMER STATED THAT HE PURCHASED VEHICLE @ 4:30 AND VEHICLE CAUGHT ON FIRE AT 8:00. CUSTOMER STATES THAT HE CONTACTED DEALERSHIP WHERE VEHICLE IS AND HE WAS TOLD THAT HE WOULD HAVE A NEW CAR BY THE END OF THE WEEK. CRM ADVISED CUSTOMER OF PAR INSPECTION PROCEDURES, PAR CRM ADVISED CUSTOMER THAT A MESSAGE WAS LEFT FOR [REDACTED] CRM RECEIVED A CALL FROM [REDACTED] WHO STATED THAT THE CUSTOMER PAID FOR VEHICLE IN FULL BUT IT IS STILL ON THEIR INVENTORY AND TITLE HAS NOT YET BEEN SIGNED OVER TO CUSTOMER, CRM REVIEWED FILE WITH PAR MANAGER CRM ADVISED [REDACTED] TO GIVE CUSTOMER BACK MONEY HE PAID FOR VEHICLE AND PAR INVESTIGATION WOULD BE SET UP FOR DEALER. [REDACTED] CONTACTED CUSTOMER AND ADVISED HIM OF STATUS, CUSTOMER CONTACTED PAR CRM AND ADVISED THAT HE WANTS THE SAME EXACT VEHICLE DEALER DOES NOT HAVE THAT VEHICLE IN A 2000 BUT IN A 2001 CUSTOMER STATES THAT HE WANTS 2001 FOR THE SAME PRICE. CRM ADVISED CUSTOMER THAT PAR HAD NO CONTROL OVER SALES. CRM WILL SET UP INSPECTION. T.J.58342

09/12/2000 - 10:26:33 AM

CRM FAXED FILE TO EAA. TIMIKI JACOBS/PAR 58342

10/04/2000 - 11:29:12 AM

CRM LEFT VME FOR TERRY BORN, CRM CONTACTED JIM BROWN AT DEMASSI AND ADVISED THAT FILE WOULD BE FORWARDED TO TERRY BORN VIA FED EX. CRM PREPARED FILE AND FORWARDED TO TERRY BORN. TIMIKI JACOBS/PAR 58342

10/04/2000 - 11:33:38 AM

BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED DRIVER, CRM CONTACTED DEALERSHIP, CRM SET UP EAA INSPECTION, CRM RECEIVED INSPECTION REPORT, GM IS ASSUMING RESPONSIBILITY, CRM LEFT VME FOR TERRY BORN ADVISING HIM OF CASE, CRM CONTACTED JIM BROWN (DEMA SSI PONTIAC) CRM FED EXED FILE TO TERRY BORN. CRM CLOSED FILE. TIMIKI JACOBS/PAR 58342

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Division: <u>GM-PAR</u>	Ref: <u>01504469</u>	VIN: <u>1G2WPS2K6YF346486</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		
Inspected By: <u>WAYNE RUNG</u>	Organization: <u>EAA</u>	
Phone: <u>(718) 225-1488 x -</u>	Inspection Date: <u>09/19/00</u>	Mileage at Inspection: <u>181</u>

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

Following the inspection, summarize the tests and observations.

While the most intense heat damage is focused around the battery and fuse block, there is extensive fire damage around the passenger side front of engine compartment. The water transmission cooler line is disconnected. Unable to determine cause of transmission line disconnection due to fire damage to attaching hardware. Highest intensity by battery/fuse block area.

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

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

[REDACTED] [REDACTED] [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.)

None

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

Cooling System (Y/N) 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 _____

8327

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other) Vehicle 4 hours oilMaintenance 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

N/AHow was vehicle towed? (flat bed, dolly, sling, front or rear lift) N/A If towed on wheels, how far? _____

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

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

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

load description _____ load location _____

Driver's physical description (gender, age, height, weight, disabilities) Male, 20, 5'8", 175

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. 0 Min. 5 Distance traveled < 1 mi.If not parked, vehicle speed estimate 40 MPH Source of estimate Driver Posted speed N/A MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) Full When last fueled? Full at Dealer locationExact incident location In front of Drug Fair on Franklin ave inBelleville N.J.Weather conditions and visibility Clear, 75° - CoolApprox. temperature 75 °F. Any physical visual obstructions? No

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A Describe: Highway / 2 lane street
 Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A Describe: _____
 Road condition: Wet, Dry, Icy or Other? D If other, specify Dry
 Shoulder condition: Wet, Dry, Icy or Other? D If other, specify Dry
 Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) None
 Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) N Describe: _____

Electrical systems operation: (normal, other?) Normal

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

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

Steering operation: (normal, other?) Normal

Powertrain: (any engine misf, sluggish, surge, stall, loss of power or speed, etc.) Stutter, surge

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where? No

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

Describe any unusual odors. From where? Smelled smoke

Any smoke? (from where, color, intensity, etc.) Yes - From under car, Gray - Light smoke

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.) Color - Blueish, Passenger side hood cracks

Any steam or smoke? (from where, color, intensity, etc.) Smoke, Darker smoke, From front

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

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

Trail of fluid following car. Driver states fluid caught on fire under car.

Note: Vehicle was purchased 2.75 Hours before fire. Vehicle was driven about 20 miles before fire. (Total after purchase) (delivered with 161 miles)

***** 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 observation/comments on the form:

Left & right side exterior No damage except heat damage to paint on RF fender
 Front & rear exterior Rear shows no damage. Fins damaged by forced opening of hood.
 Hood, inner & outer panels Hood burned - Paint burned in area above fuse / Relay Block / BATT
 Trunk area and Decklid, inner & outer panels No Damage
 Roof No Damage
 Door interior panels No Damage, No Abnormalities
 Left & right instrument panel & odometer No Damage, No Abnormalities
 Ashtray(s) area Never Used - Clean, Lighter too
 Left & right front seat and carpet In like new condition
 Underbody & exhaust (include hangers) Vehicle immobile, unable to move to service lift.
 Option code label Pressor, No Abnormalities
 Engine compartment Engine plastic melted - Most intense heat damage between Battery and Radiator, front & rear
 Radiator, front & rear Melted from heat
 Coolant recovery bottle Upper cooler line disconnected - from radiator -
 Transmission cooler lines/connections Coolant lines present and connected.
 Engine compartment engine coolant lines/hoses, connections/clamps Heater hoses to water pump intact - Throttle body line melted
 All fuel lines/hoses, filter, connections/clamps Fuel line present, rubber couplers visible
 TBI, injector rail, or carburetor & fuel line connection Fuel connection present
 Engine compartment fuel lines/hoses, connections & o-rings Fuel lines covered by melted plastic
 Power steering lines/hoses, connections/clamps Magna-Steer
 Generator & attached wiring insulation melted - all cable still attached.

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

Battery & attached cables

Cables corroded, Insulation not melted

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

No cracks or leaks

Engine oil pan

No Abnormalities Noted

Engine compartment hinge torque rods

Hood smears extended, Top attachment points melted

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

Intact, Substantial rust and debris on forward exhaust manifold

Any item which is alleged to be the cause/source

Battery (Customers alleged Transmucron Fluid leak

Anything on vehicle which is after-market

No.

Anything on vehicle which is a modification

No.

Anything on vehicle which is unusual, or out-of-place, etc.

Driver Transmission Indicator stuck at "2"

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 melted shut, Radiator cap melted shut

Engine oil

At Full level - oil clean

Transmission fluid

1 inch below median line - Engine off, Fluid Gold, Clean

Power steering fluid

Magna-Ster

Brake fluid

Reservoir Melted - Fluid present at mid-level

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

Radio On, Fan On "1", AC on Max,

Fuses (Identify all open or not proper size)

All engine compartment fuses melted by fire.

Wiring insulation at fuse blocks

Engine compartment insulation burned around fuse block

Fusible links (Identify all open)

None present, damaged by fire

Spark plug wiring and boot condition

All insulation burned off.

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

Y Describe Present

Location of fuel filler cap (or evidence of removal)

Present in original location

Catalytic converter (any discoloration or swelling?)

Unable to inspect because of vehicle location

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

All windows closed

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

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

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

Comments:

NL4

PRELIMINARY FIELD INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: GM-PAR Ref: 01504469 VIN: 1G2WPS2K6YF346486
 Claimant's Name (LAST, First): _____
 Inspected By: WAYNE KUNG Organization: FAA
 Phone: (718) 225-1474 Inspection Date: 09/11/00 Mileage at Inspection: 181

Roll Number _____

Neg.# Description

- 0
- 1
- 2 FRONT - Exterior
- 3 Passenger Side - Ext - Front 1/4
- 4 Driver Side - Ext - Front 1/4
- 5 Passenger side - Ext - Rear 1/4
- 6 Rear - Exterior
- 7 Roof
- 8 Driver Side Rear - 1/4 - Ext
- 9 Hood - Closed
- 10 Hood - Open
- 11 Hood - "Hot Seat"
- 12 D/S Door Panel
- 13 P/S Door Panel
- 14 Dashboard
- 15 Gauges / Cluster
- 16 VIN Tag
- 17 Driver Tag
- 18 Tire Pressure
- 19 Trunk - Open
- 20 Engine Compartment
- 21 Radiator - Front
- 22 Radiator - Rear - P/S
- 23 Radiator - Rear - D/S
- 24 Coolant Overflow bottle
- 25 Trans - Lines
- 26
- 27
- 28
- 29
- 30
- 31
- 32
- 33
- 34
- 35
- 36
- 37

PHOTO.DOC

PRELIMINARY PHOTO INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: GMPAR Ref: 01SD4469 VINE: 1G2WPS2K6YF346486
 Claimant's Name (LAST, First): [REDACTED]
 Inspected By: WAYNE KUNG Organization: EAA
 Phone: (718) 225-4881 x Inspection Date: 09/19/00 Mileage at inspection: 181

Roll Number 2

Neg.# Description

- 0
- 1.
2. Transmission Line - Upper - Disconnected
3. Alternator - Front View
4. Alternator - P/S View
5. Fuel Rail - Regulation
6. Intake manifold - P/S View
7. Throttle body - F view
8. P/S - Fuse Block - Engine Comp
9. Battery
10. Oil Level
11. Trans Fluid Condition
12. Trans Fluid Level
13. Brake Fluid Reservoir
14. Engine Compartment Over - P/S view
15. Upper fuse block
16. Engine Compartment - LH view
17. Engine Compartment - RT view
18. Upper Radiator Hose
19. Crank pulley - Drive belt OK
20. Battery - Rear view
21. Intake manifold - Rear view
22. Coolant Lines - WIP
23. Radiator Cap - Back of Radiator - P/S View
24. Back of radiator - Top view
25. Front mount / Radiator support
- 26.
- 27.
- 28.
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.
- 36.
- 37.

Customer & Relationship Services Group
5701 East Hillsborough Avenue
Suite 2300
Tampa, Florida 33610

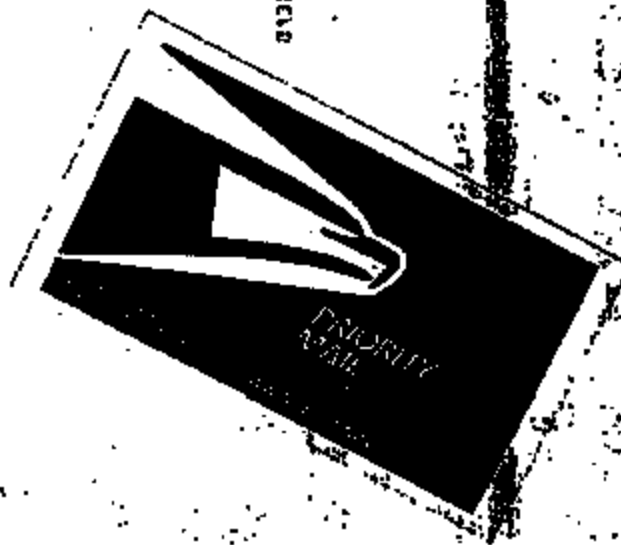
 General Motors

Customer & Relationship
Services Group

181
71218 04.300 25980
8324 MAILED FROM TAMPA FL 33610

Lincoln Park, MO

10-12-06P03:27 AC10



GMC

GENERAL MOTORS CORPORATION

BRAND: PONTIAC

DATE: 09/12/00

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

RE: Claimant:

Date of Incident: 9-7-00

File Number: 01504469

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.

Please Contact:

Customer Relationship Manager
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,

Mrs. Timiki Jacobs
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- ☒ Customer File
- ☒ VIN Profile
- ☒ Inspection Report
- ☒ Pictures
- ☐ Estimates
- ☐ Police or Fire Report
- ☐ Repair Orders
- ☐ Dism Tape
- ☐ Other:

GM**PAR CASE INFORMATION**

Problem ID: 01504469

CONTACT INFORMATION		VEHICLE INFORMATION	
Name:	[REDACTED]	VIN:	1G2WP52K6YF346486
Address:	[REDACTED]	MAKE:	PONTIAC
	LYNDHURST, NJ [REDACTED]	MODEL:	GR PRIX GT 4DR
Phone:	[REDACTED]	YEAR:	2000
		ODOMETER:	181

PERSONAL INFORMATION		ACCOUNT/POLICY	
NAME:	[REDACTED]	SERVICE DEALER:	DEMASSI PONTIAC, INC.
COMPANY:	[REDACTED]	CONTRACT:	JIM BROWN
ADDRESS:	[REDACTED]	SELLING DEALER:	DEMASSI PONTIAC, INC.
		CONTRACT:	JIM BROWN
PHONE:	[REDACTED]	PAYEE:	No
TYPE:	Claimant		

CONTACT INFORMATION		VEHICLE INFORMATION	
CONTACT ID:	C0000026382870	BODY INJURY:	No
DRIVER NAME:	[REDACTED]	COLLISION:	No
DRIVER AGE:	[REDACTED]	PROPERTY DMG:	No
DISABILITIES:	NONE	NON COLL:	Yes
ROAD SURFACE:	Asphalt	DMB ASV K:	No
ROAD CONDITION:	Dry	NOTIFY NAME:	CUSTOMER
# PEOPLE IN VEHICLE:	4	AGENT NAME:	ROSEMARIE @ MINTZ, GAYNOR & BR
INJURIES:	No	STATUS:	Accepted
OTHER VEHICLES INVOLVED:	No	REJECT REASON:	
NUMBER INVOLVED:		ROAD TEST:	No
DEFECTIVE COMPONENT:	BATTERY BLEW UP AND CA	ROAD TEST DESC:	
POLICE REPORT:	No	ROAD TEST RESULT:	
INSURANCE:	Yes	COMP INSPECTED:	
INSURANCE COMPANY:	SELECTIVE INSURANCE	INVEST SUMMARY:	EAA INSPECTION PERFORMED
INSURANCE COMPANY ADDR:	PO BOX 389	AGENT PHONE:	201-807-5100
INSPECTION:	Yes	INCIDENT DATE & TIME:	09/07/2000 08:00:00 AM
INSP NAME:	EAA		
INSP DATE:	9/9/00		
INSP MILES:	181		
INSP DONE:	INSPECTION		
PROPERTY DAMAGE:			
INCIDENT LOCATION:	DRUG FAIR PARKINGLOT ON FRANKLIN AVE IN BELLEVILLE, NJ		
INCIDENT RESULT:	10-4-00 CRM FORWARDED FILE TO TERRY BORN		
VEHICLE LOCATION:	DEMASSI PONTIAC		
MAINTENANCE LOCATION:	VEHICLE IS AT DLR NOW		
OWNER DESC:	vehicle began smoking, driver pulled into parkinglot, vehicle caught on fire and burned up		
MORE INFO:	passengers names: Christina Petillo, Robby Prytzek, John Difesa		
	vehicle cannot be repaired		

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1099:
POLICY NUM:

GM

PAR CASE INFORMATION

Problem ID: 01504469

DESCRIPTION INFORMATION**DESCRIPTION:****SOLUTION:**

COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: BATTERY BLEW UP AND TOTALLED VEHICLE
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A08
COMPONENT DESCRIPTION 2: PAR
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Fire
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: AD4
COMPONENT DESCRIPTION 3: PAR
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: Possible Safety Concern
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:
COMPONENT DESCRIPTION 4:
COMPLAINT CODE 4:
COMPLAINT DESCRIPTION 4:
REPAIR ATTEMPTS 4:

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:

PROJECT ACCOUNT INFORMATION

NAME:
COMPANY:
ADDRESS:

PHONE:
TYPE:

ACCOUNT/POLICY:

SERVICE DEALER: DEMASSI PONTIAC, INC.
CONTRACT: JIM BROWN
SELLING DEALER: DEMASSI PONTIAC, INC.
CONTRACT: JIM BROWN
PAYEE: No

GM**PAR CASE INFORMATION****Problem ID: 01504469**

CONTACT ID: C0000026382870
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: NONE
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 4
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED: No
DEFECTIVE COMPONENT: BATTERY BLEW UP AND CA
POLICE REPORT: No
INSURANCE: Yes
INSURANCE COMPANY: SELECTIVE INSURANCE
INSURANCE COMPANY ADDR: PO BOX 388
INSPECTION: Yes
INSP NAME: EAA
INSP DATE:
INSP MILES: 181
INSP DONE: INSPECTION
PROPERTY DAMAGE:
INCIDENT LOCATION: DRUG PAIR PARKINGLOT ON FRANKLIN AVE IN BELLEVILLE, NJ
INCIDENT RESULT: 10-4-00 CRM FORWARDED FILE TO TERRY BORN
VEHICLE LOCATION: DEMASSI PONTIAC
MAINTENANCE LOCATION: VEHICLE IS AT DLR NOW
OWNER DESC: vehicle began smoking, driver pulled into parkinglot, vehicle caught on fire and burned up
MORE INFO: passengers names: Christine Padillo, Robby Prylask, John Dilks
vehicle cannot be repaired

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: CUSTOMER
AGENT NAME: ROSEMARIE @ MINTZ, GAYNOR & BR
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: EAA INSPECTION PERFORMED
AGENT PHONE: 201-507-5100
INCIDENT DATE & TIME: 09/07/2000 08:00:00 AM

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1099:
POLICY NUM:

**GM**

PAR CASE INFORMATION

Problem ID: 01504469

COMPLAINT INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: BATTERY BLEW UP AND TOTALLED VEHICLE

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A05

COMPONENT DESCRIPTION 2: PAR

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Fire

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04

COMPONENT DESCRIPTION 3: PAR

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: Possible Safety Concern

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:

COMPONENT DESCRIPTION 4:

COMPLAINT CODE 4:

COMPLAINT DESCRIPTION 4:

REPAIR ATTEMPTS 4:

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:

**GM**

PAR CASE INFORMATION

Problem ID: 01504469

09/11/2000 - 04:53:29 AM

CRM CONTACTED CUSTOMER, CUSTOMER STATED THAT HE PURCHASED VEHICLE @ 4:30 AND VEHICLE CAUGHT ON FIRE AT 8:00. CUSTOMER STATES THAT HE CONTACTED DEALERSHIP WHERE VEHICLE IS AND HE WAS TOLD THAT HE WOULD HAVE A NEW CAR BY THE END OF THE WEEK. CRM ADVISED CUSTOMER OF PAR INSPECTION PROCEDURES, PAR CRM ADVISED CUSTOMER THAT A MESSAGE WAS LEFT FOR [REDACTED] CRM RECEIVED A CALL FROM [REDACTED] WHO STATED THAT THE CUSTOMER PAID FOR VEHICLE IN FULL BUT IT IS STILL ON THEIR INVENTORY AND TITLE HAS NOT YET BEEN SIGNED OVER TO CUSTOMER. CRM REVIEWED FILE WITH PAR MANAGER CRM ADVISED [REDACTED] TO GIVE CUSTOMER BACK MONEY HE PAID FOR VEHICLE AND PAR INVESTIGATION WOULD BE SET UP FOR DEALER. [REDACTED] CONTACTED CUSTOMER AND ADVISED HIM OF STATUS, CUSTOMER CONTACTED PAR CRM AND ADVISED THAT HE WANTS THE SAME EXACT VEHICLE DEALER DOES NOT HAVE THAT VEHICLE IN A 2000 BUT IN A 2001 CUSTOMER STATES THAT HE WANTS 2001 FOR THE SAME PRICE. CRM ADVISED CUSTOMER THAT PAR HAD NO CONTROL OVER SALES. CRM WILL SET UP INSPECTION. T J.58342

09/12/2000 - 10:24:35 AM

CRM FAXED FILE TO EAA. TIMIKI JACOBS/PAR 58342

10/04/2000 - 11:29:12 AM

CRM LEFT VME FOR TERRY BORN, CRM CONTACTED JIM BROWN AT DEMASSI AND ADVISED THAT FILE WOULD BE FORWARDED TO TERRY BORN VIA FED EX. CRM PREPARED FILE AND FORWARDED TO TERRY BORN. TIMIKI JACOBS/PAR 58342

10/04/2000 - 11:33:58 AM

BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED DRIVER, CRM CONTACTED DEALERSHIP, CRM SET UP EAA INSPECTION, CRM RECEIVED INSPECTION REPORT, GM IS ASSUMING RESPONSIBILITY, CRM LEFT VME FOR TERRY BORN ADVISING HIM OF CASE, CRM CONTACTED JIM BROWN (DEMASSI PONTIAC) CRM FED EXED FILE TO TERRY BORN. CRM CLOSED FILE. TIMIKI JACOBS/PAR 58342

DATE: 01/12/2000

Customer Info

Caller Name

Customer Name

Phone

VIN

Model

Color

Year

Make

Body

Engine

Price

181

Engine

Engine

Engine

Engine

Property Damage

Type of damage

Primary use of vehicle

Weather condition

Incident (police) report

Comments

Special equipment and features

DEALER OWNS VEHICLE

DRY

INCIDENT REPORT MADE

OK

Save

Cancel

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 02

(UPDATED THRU 20000908)

DIV: PONTIAC

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
132WP52K6YF346486	GR PRX GT 4DR	M	0000000		0	PAID	1

PROD-DTE: 20000621 DELWAR-DATE: WARBLK-DTE:

INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:

INV-DLR : 1602334 SHIP-TO-DLR: 1612183

C	CYCLE									AUTH	AUTH
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	I	1612183	086	20000725	A46486	346486	01	Z7000	55.69	0	

PASSENGER CAR AND TRUCK NVI

----- NO MORE CLAIMS FOR THIS VIN -----

PF1:HELP PF2:OPT PF3:CHG-DIV PF4:MAIN MENU PF5:DESC PF6:PRINT
PF7:BACK PF8:FWRD PF9:GOTO PF10:LOGOFF
RECORD FOUND

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 02 OF 02

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: PONTIAC

VIN: 1G2WP52K6YF346486 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 000

RPO DESCRIPTION

RPO DESCRIPTION

N BODY
SEDAN
V6 ENGINE
CALIFORNIA EMISSION
AUTO TRANS
UH8 INSTRUMENT CLUSTER
ANTILOCK BRAKE
DG7 DR/PASS REMOTE ELEC
U1C RADIO AM/FM CD
KEYLESS ENTRY SYSTEM
UK3 STEERING WHEEL CONT

4 DOOR
PONTIAC
L36 3.8 LITRE V6 MFI
MX0 AUTO TRANS W/OVERDRIVE
M15 4 SPD AUTO TRANS 4T65-E
AK5 INFLAT RESTRAINT DR/PAS
C60 STAND AIR CONDITIONING
U77 REAR WINDOW ANTENNA
DK6 ROOF CONSOLE
UA6 THEFT DETERRENT

----- END OF OPTIONS -----

PF1:HELP
PF7:BACK

PF2:OPT
PF8:FWRD

PF3:CHG-DIV
PF9:GOTO

PF4:MAIN MENU
PF10:LOGOFF

PF5:DESC

PF6:PRINT

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Division: <u>GMPAR</u>	Ref: <u>01504469</u>	VIN: <u>1G2WPS2K6YF346486</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: WAYNE KUNG Organization: EAA
 Phone: (714) 225-1488 x - Inspection Date: 09/19/00 Mileage at Inspection: 181

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

Following the inspection, summarize the tests and observations.

While the most intense heat damage is focused around the battery and fuse block, there is extensive fire damage around the passenger side front of engine compartment. The water transmission cooler line is disconnected. Unable to determine cause of transmission line detachment due to fire damage of attaching hardware. Highest intensity by battery/fuse block (for spot)

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

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

[REDACTED] Ly-Hwa NS

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

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

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

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

9334

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

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

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

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

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

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

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

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

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other) Vehicle 4 hours old

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

Any other pertinent vehicle history information (from Interviewee or GM Warranty History)? NO

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

N/A

How was vehicle towed? (flat bed, dolly, sling, front or rear lift) N/A If towed on wheels, how far? _____

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

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

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

Driver's physical description (gender, age, height, weight, disabilities) Male, 20, 5.8, 175

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. 0 Min. 5 Distance traveled < 1 mi.

If not parked, vehicle speed estimate 40 MPH Source of estimate Driver Posted speed N/A MPH

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) Full When last fueled? Full at Dealer location.

Exact incident location In front of Drag Fair on Parkway over in
Bellville N.J.

Weather conditions and visibility Clear, 75° - Cool

Approx. temperature 75 °F. Any physical visual obstructions? No

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A Describe: Highway / 2 lane crossShoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A Describe: _____Road condition: Wet, Dry, Icy or Other? D If other, specify DryShoulder condition: Wet, Dry, Icy or Other? D If other, specify DryDescribe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) NoneAny 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>Y</u>	☐ Auxiliary CD Player
☒ Low Beam Headlights	☐ Heater	☐ Telephone
☐ High Beam Headlights	☐ Windshield Defogger	☐ CB Radio
☒ Daytime Running Lights	☐ Windshield Defroster	☐ Power Window Controls
☐ Fog Lamps	☐ Rear Window Defroster	☐ Power Mirror Controls
☐ Turn Signal	☐ Outside Mirror Heater	☐ Power Seat Controls
☐ Hazard Flashers	☐ Driver Seat Heater	☐ Power Sun Roof Controls
☒ Map Lights, Ft. <u>R</u>	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other _____

Steering operation: (normal, other?) NormalPowertrain: (any engine rattle, sluggish, surge, stall, loss of power or speed, etc.) Stutter, surgeAny unusual noises (bang, pop, tick, grinding, metallic, rattle, etc.)? From where? NoDid it appear to match engine speed? (Y/N) NDescribe any unusual odors. From where? Smelled smokeAny smoke? (from where, color, intensity, etc.) Yes - From under car. Grey - Light smokeWas anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? _____

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

Any flame? (from where, color, intensity, etc.) Color - Blueish, Passenger side hood crack,Any steam or smoke? (from where, color, intensity, etc.) Smoke, Darker smoke, From frontAny 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) UGauges? (Y/N) N If so, describe: _____What did you do after you realized something was wrong? Pull Over? (Y/N) Y Lower Windows? (Y/N) N RaiseWindows? (Y/N) N Turn Engine Off? (Y/N) Y Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) YOpen Hood? (Y/N) Y Open Trunk? (Y/N) N Other? (Y/N) N Describe _____

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

Any other comments or observations that have not been covered?

Trail of fluid following car. Driver states fluid caught on fire under car.Note: Vehicle was purchased 3.75 Hours before fire. Vehicle was driven about 20 miles before fire. (Total after purchase) (delivered with 161 miles)

***** 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 except heat damage to paint on RF fender
Front & rear exterior Rear shows no damage. Front damaged by forced opening of hood
Hood, inner & outer panels Hood burned - Paint burned at area above fuse / Body Black / MAT
Trunk area and Decklid, inner & outer panels No Damage
Roof No Damage
Door interior panels No Damage, No Abnormality
Left & right instrument panel & odometer No Damage, No Abnormality
Ashtray(s) area Never Used - Clean, Lighter too
Left & right front seat and carpet In like new condition
Underbody & exhaust (include hangers) Vehicle inable, unable to move to service lift.
Option code label Present, No Abnormality
Engine compartment Engine plates melted - Most intense heat damage between Battery at Fuse block
Radiator, front & rear
Coolant recovery bottle Melted from heat
Transmission cooler lines/connections Upper cooler line disconnected from radiator
Engine compartment engine coolant lines/hoses, connections/clamps Coolant lines present and connected
Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) Heater hoses to water pump intact - Throttle body line melted
All fuel lines/hoses, filter, connections/clamps Fuel lines present, rubber couplers melted
TBI, injector rail, or carburetor & fuel line connection Fuel connection melted
Engine compartment fuel lines/hoses, connections & o-rings Fuel lines covered by melted plastic
Power steering lines/hoses, connections/clamps Major - Severe
Generator & attached wiring insulation melted - all cables still attached.

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

Battery & attached cables Cables attached, Insulation not melted
Engine block (note precise location of cracks, holes, etc.) No cracks or leaks
Engine oil pan No Abnormalities noted
Engine compartment hinge torque rods Hood struts extended, Top strut rod from vehicle
Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) Intact, Substantial rust and debris on forward exhaust manifold
Any item which is alleged to be the cause/source Bottom of Custom alleged Transmission Fluid leak
Anything on vehicle which is after-market No.

Anything on vehicle which is a modification No.
Anything on vehicle which is unusual, or out-of-place, etc. Driving Transmission Indicator stuck at "3"

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 melted shut, Radiator cap melted shut
Engine oil At Full level - oil clean
Transmission fluid 1 inch below median line - Engine off, Fluid Gold, Clean
Power steering fluid Magna-Steer
Brake fluid Reservoir Melted - Fluid present at mid-level

List all driver electrical controls which are in the "On" position (include ignition) Radio On, Fan On "1", AC on Max,

Fuses (identify all open or not proper size) All engine compartment fuses melted by fire.

Wiring insulation at fuse blocks Engine compartment insulation burned around fuse block

Fusible links (identify all open) None present, destroyed by fire

Spark plug wiring and boot condition All insulation burned off.

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

Location of fuel filler cap (or evidence of remains) Present in original location

Catalytic converter (any discoloration or swelling?) Unable to inspect because at vehicle location

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

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

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

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

Comments: N/A

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTESDivision: GM PAR Roll: 01504469 VIN: 1G2WPS2K6YF346486

Claimant's Name (LAST, First)

Inspected By: WAYNE KUNGOrganization: FAAPhone: (717) 225-1474Inspection Date: 09/14/00Mileage at Inspection: 181

Roll Number _____

Neg.# Description

- 0
- 1
2. FRONT - Exterior
3. Passenger Side - Ext. Front 1/4
4. Driver Side - Ext. Front 1/4
5. Passenger side - Ext. - Rear 1/4
6. Rear - Exterior
7. Roof
8. Driver Side Rear - 1/4 - Ext.
9. Hood - Closed
10. Hood - Open
11. Hood - "Hot Spot"
12. P/S Door Panel
13. P/S Door Panel
14. Dashboard
15. Gauges / Cluster
16. VIN Tag
17. Date Tag
18. Tire Pressure
19. Trunk - Open
20. Engine Compartment
21. Radiator - Front
22. Radiator - Rear - P/S
23. Radiator - Rear - P/S
24. Coolant Overflow bottle
25. Trans - Lines
- 26.
- 27.
- 28.
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.
- 36.
- 37.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: GM PAR Roll# 01504469 VIN: 1G2WPS2KCYF346486
 Claimant's Name (LAST, First): [REDACTED]

Inspected By: WAYNE KUNG Organization: EAA
 Phone: (717) 235-1481 x Inspection Date: 09/19/00 Mileage at Inspection: 181

Roll Number 2

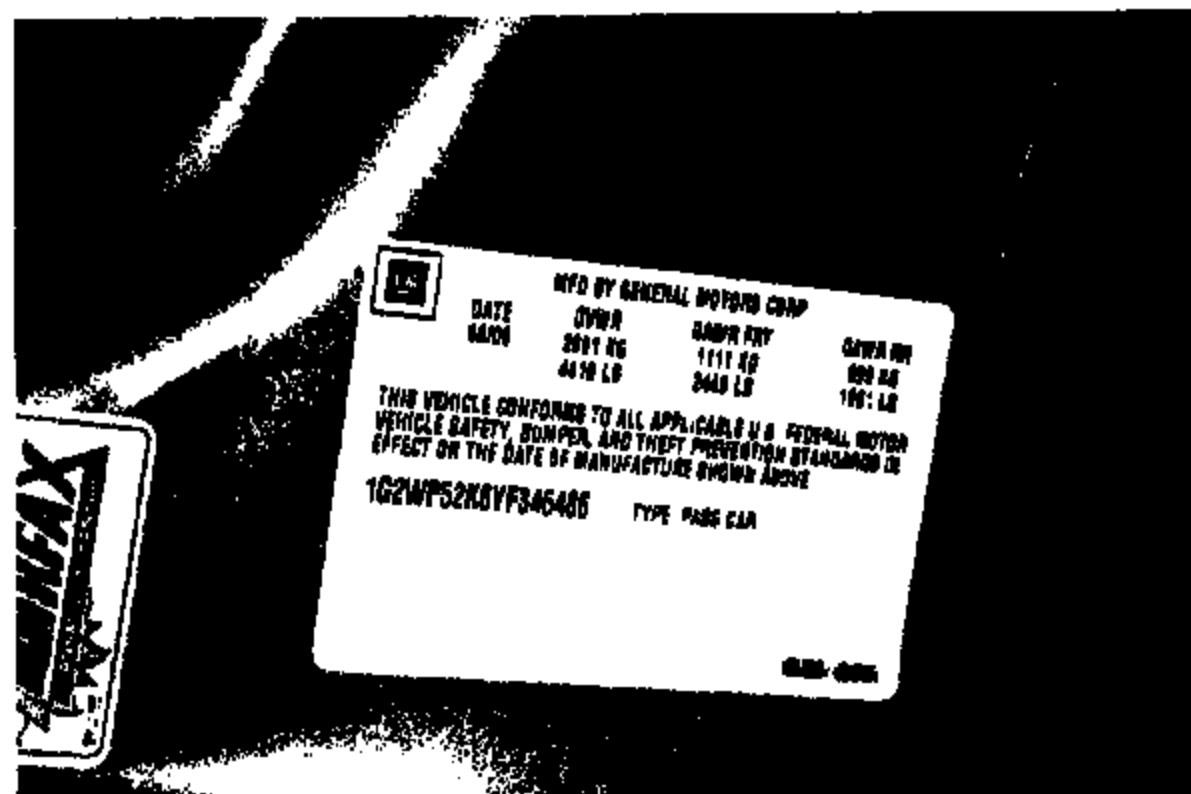
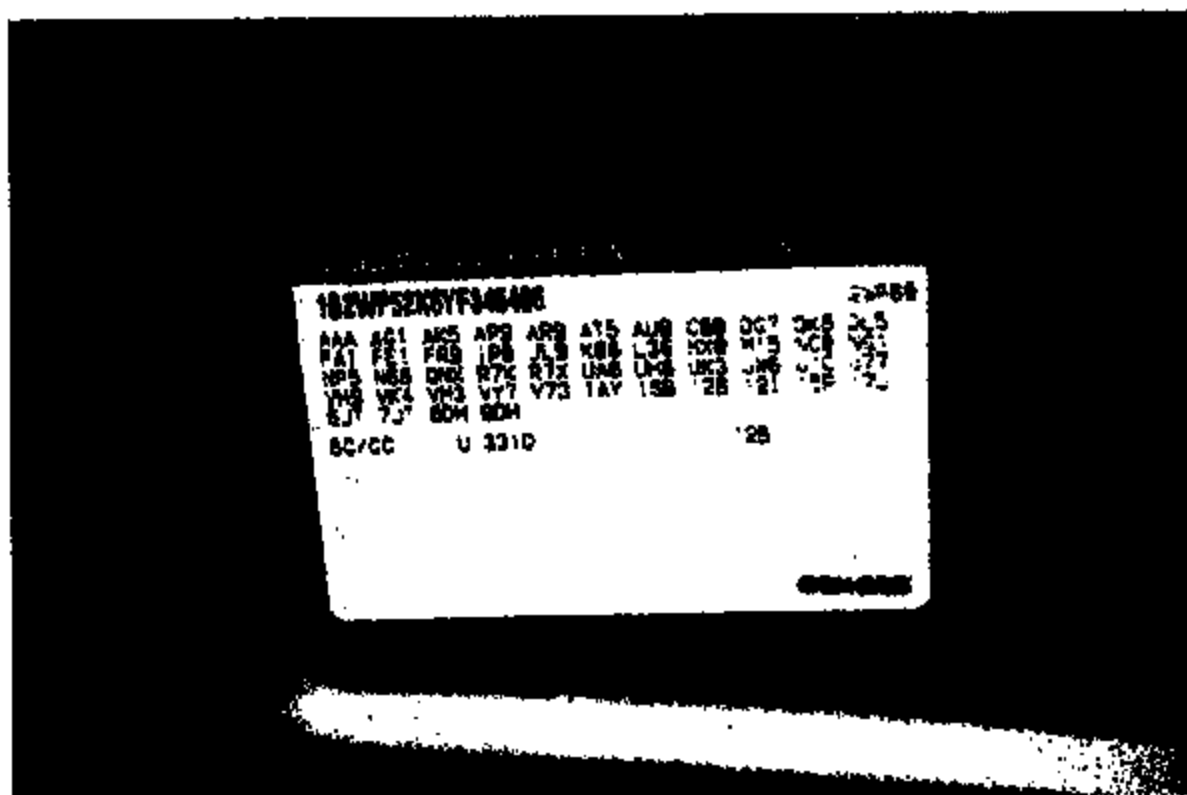
Neg.# Description

0. _____
1. _____
2. Transmission Line - Upper - Disconnect
3. Alternator - Front View
4. Alternator - DIS View
5. Fuel Rail - Regular
6. Intake manifold - P/S View
7. Throttle body - F view
8. P/S - Fuse Block - Engine Comp
9. Battery
10. Oil Level
11. Trans Fluid Condition
12. Trans Fluid Level
13. Brake Fluid Reservoir
14. Engine Compartment Over - P/S view
15. Upper Fuse block
16. Engine Compartment - LH view
17. Engine Compartment - Rt view
18. Upper Radiator Hose
19. Crank pulley - Drive belt DIS
20. Battery - Rear view
21. Intake manifold - Rear view
22. Coolant Lines - WP
23. Radiator Cap - Back of Radiator - P/S view
24. Back of radiator - Top view
25. Front mount / Radiator support
26. _____
27. _____
28. _____
29. _____
30. _____
31. _____
32. _____
33. _____
34. _____
35. _____
36. _____
37. _____





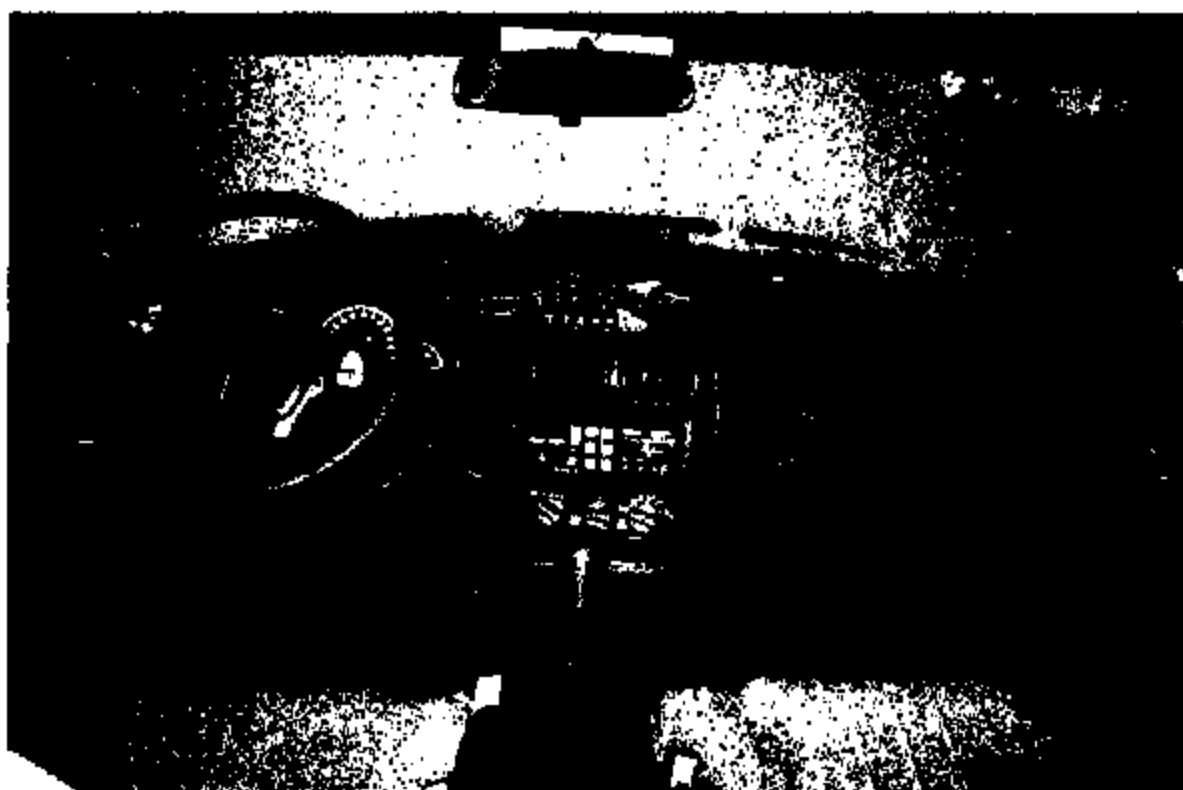


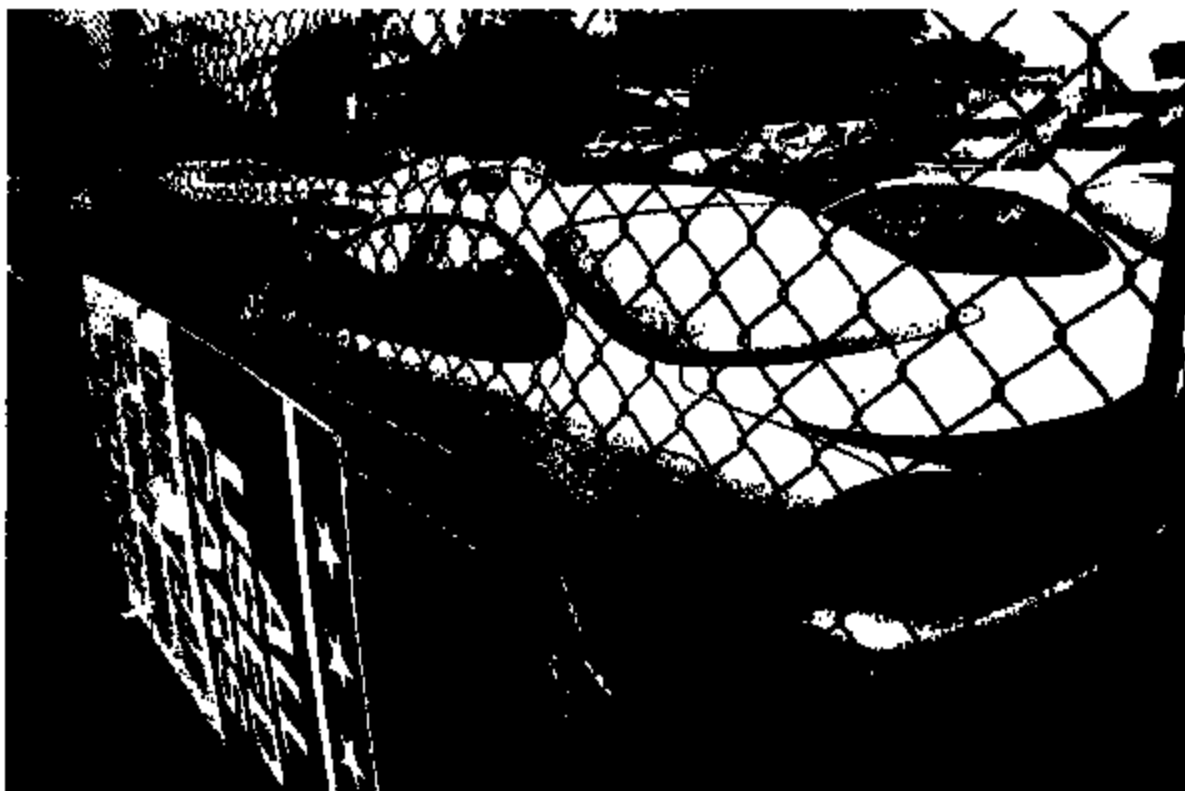


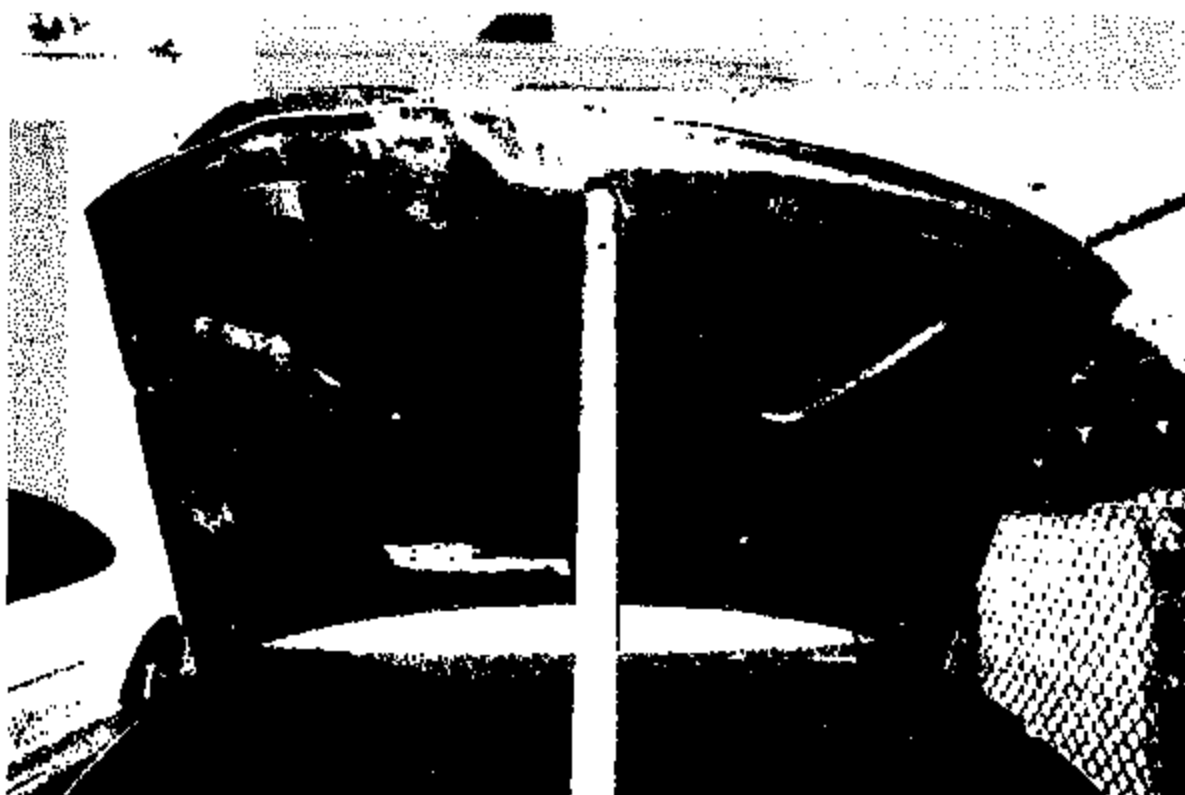


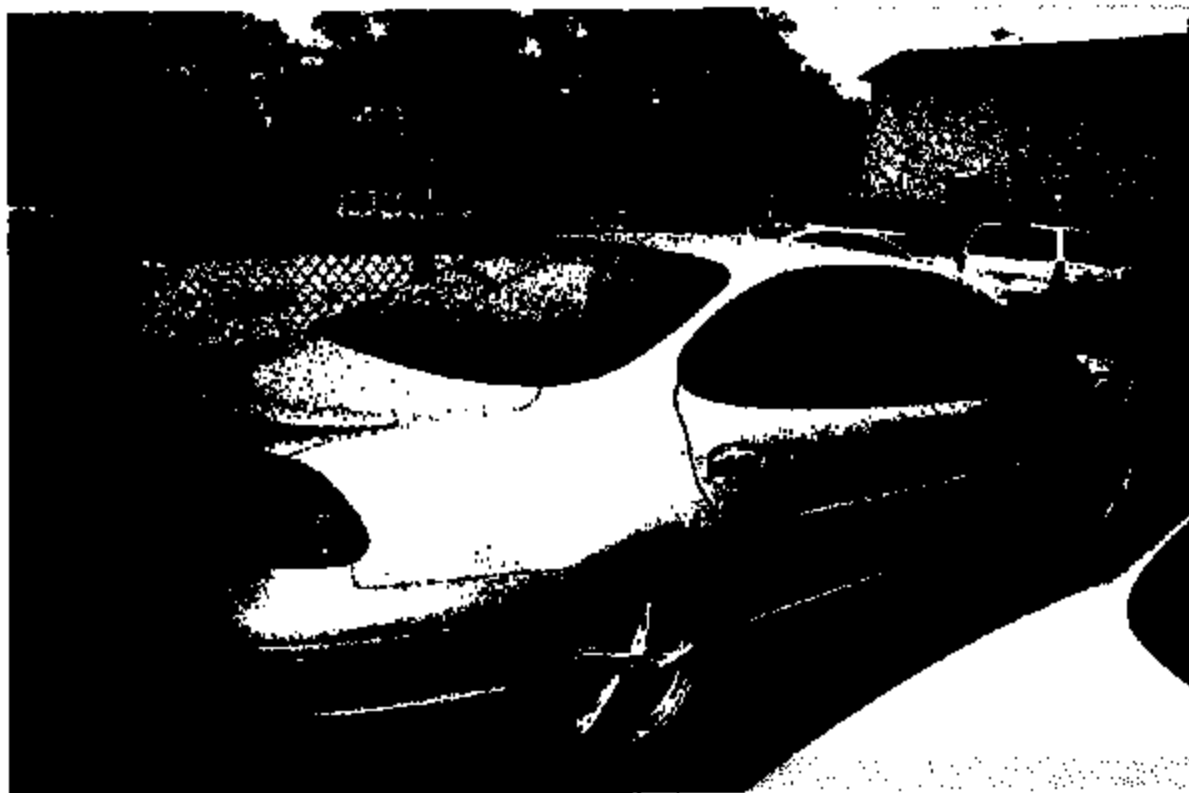
TMS - LOADING INFORMATION					
OCCUPANTS				VEHICLE CAP. WT.	
FRY.	CTR.	RA.	TOTAL	NO	LB
2	0	3	5	416	817
MAX. LOADING IS OTHER THAN AS VEHICLE CAPACITY WEIGHT.					
1964 PONTIAC FIVE DOOR					
MODEL: 570000000					
TIRE SIZE		SPEED R/TG		COLD TIRE PRESSURE	
FRY.	PASSENGER	5		21PSI/20PSI	
RA.	PASSENGER	5		21PSI/20PSI	
RA.	TIRE/5000	5		21PSI/20PSI	
IF TIRES ARE NOT, ADD 20PSI/20PSI					
SEE OWNER'S MANUAL FOR MORE INFORMATION					



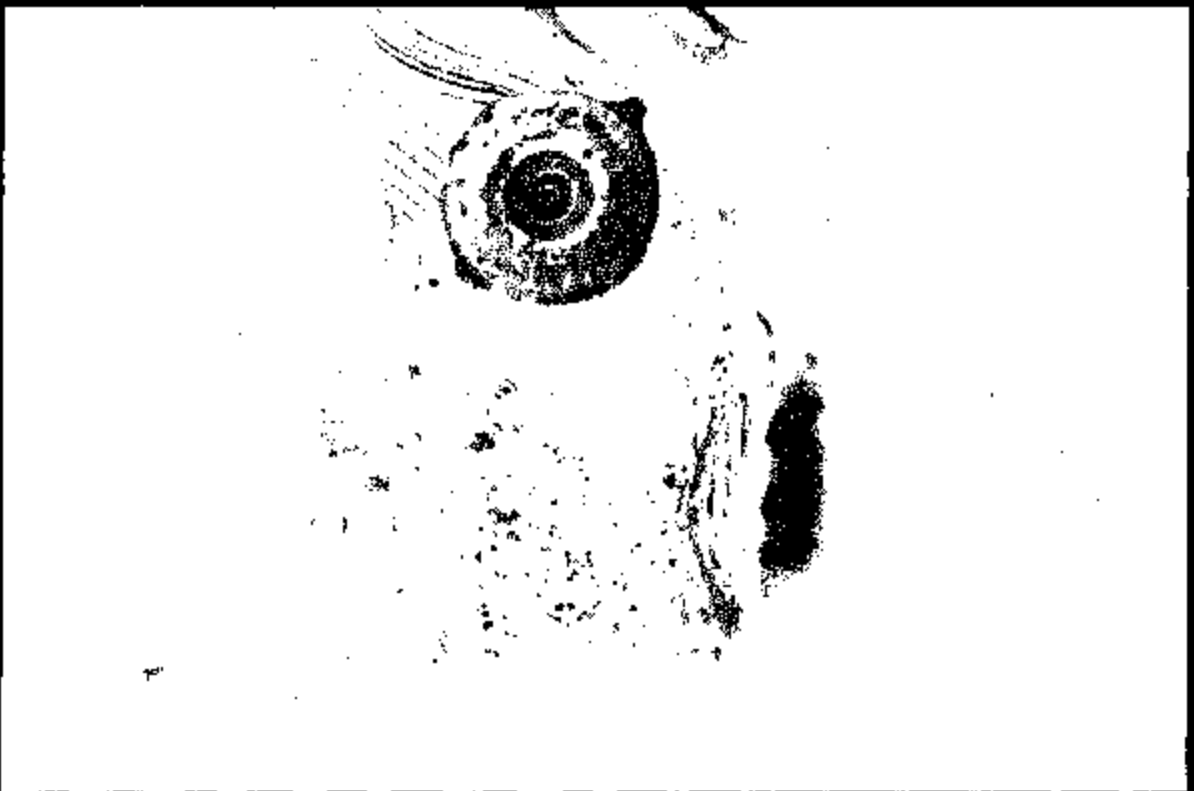
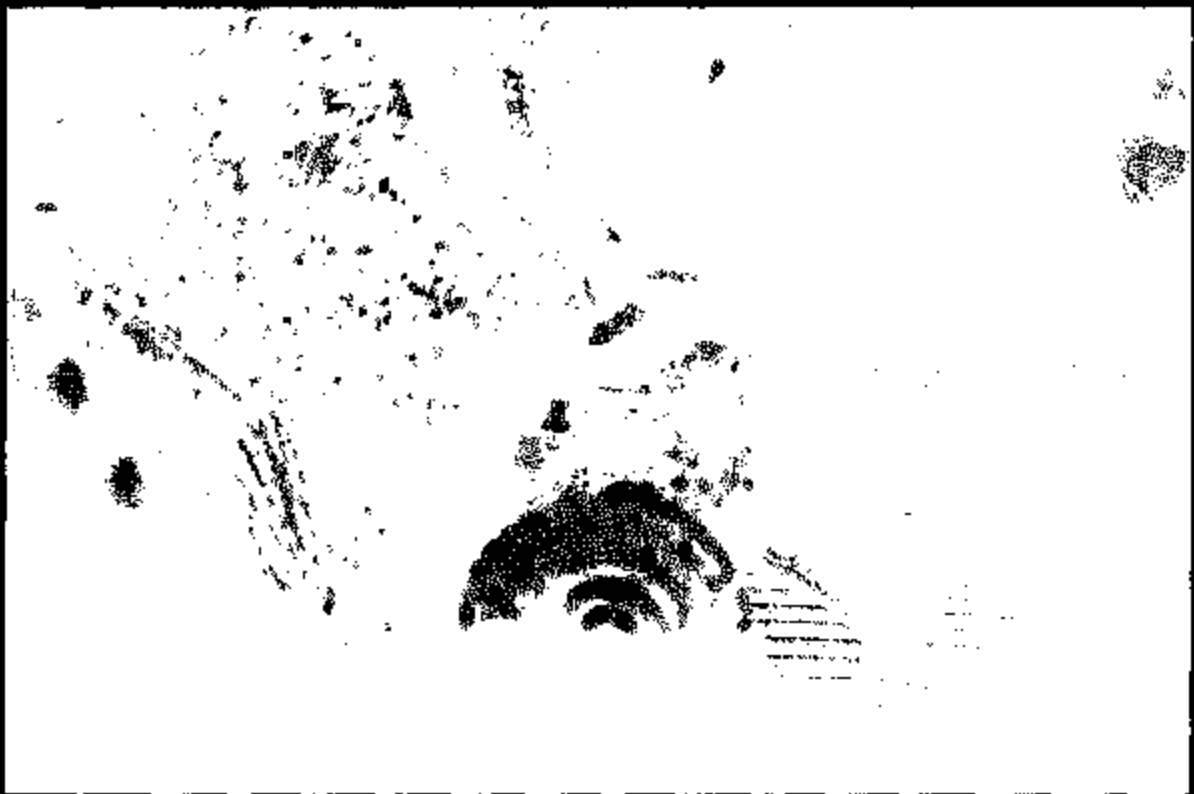


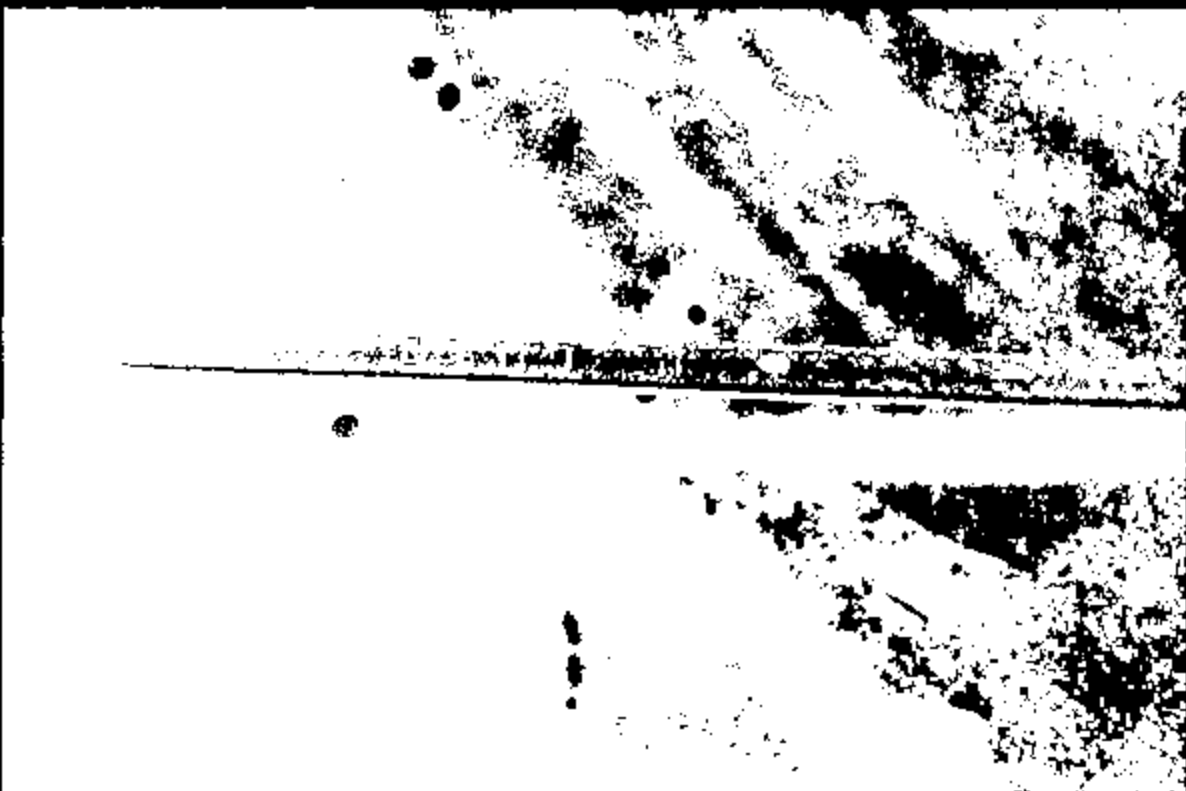
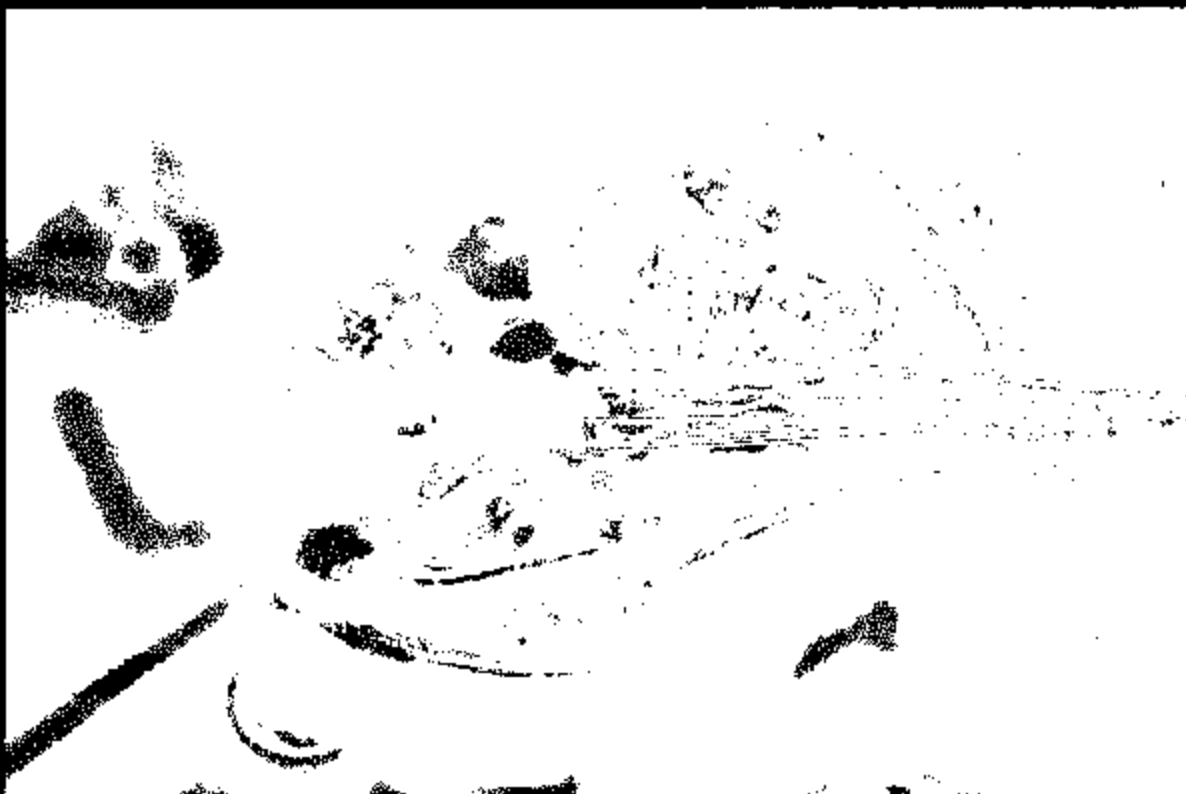


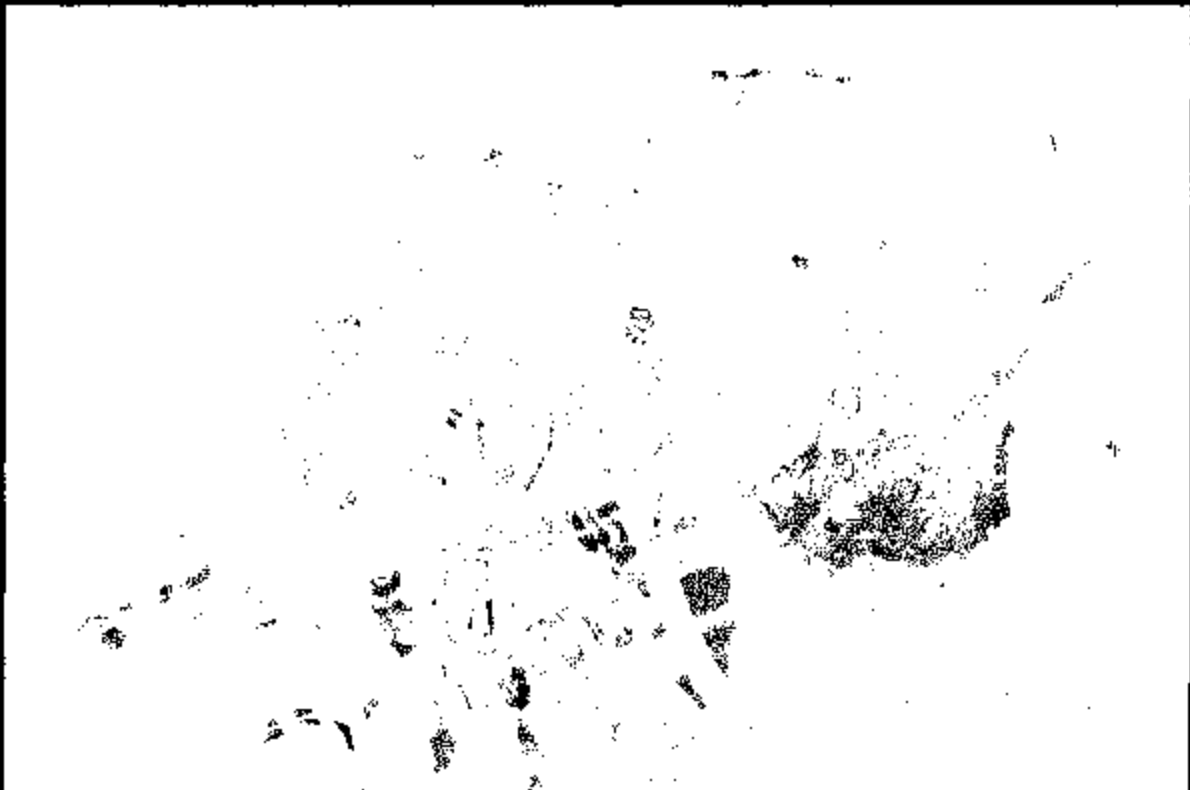


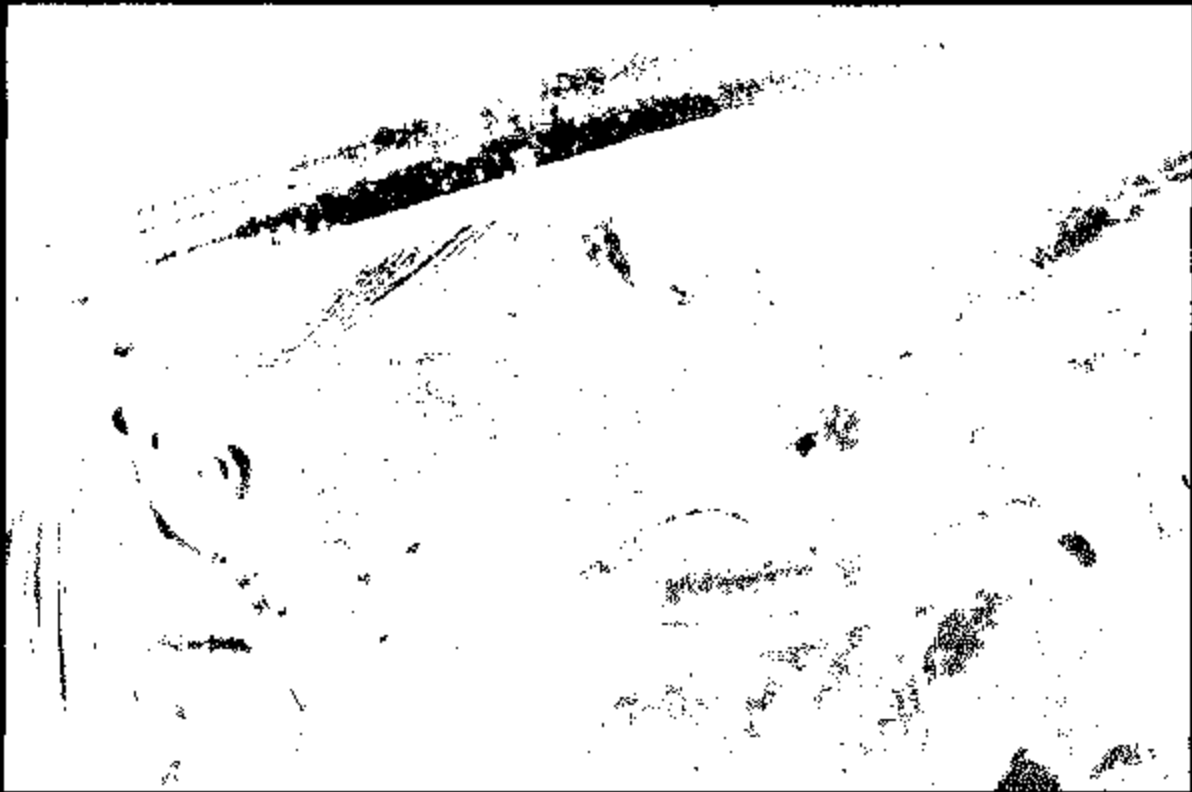


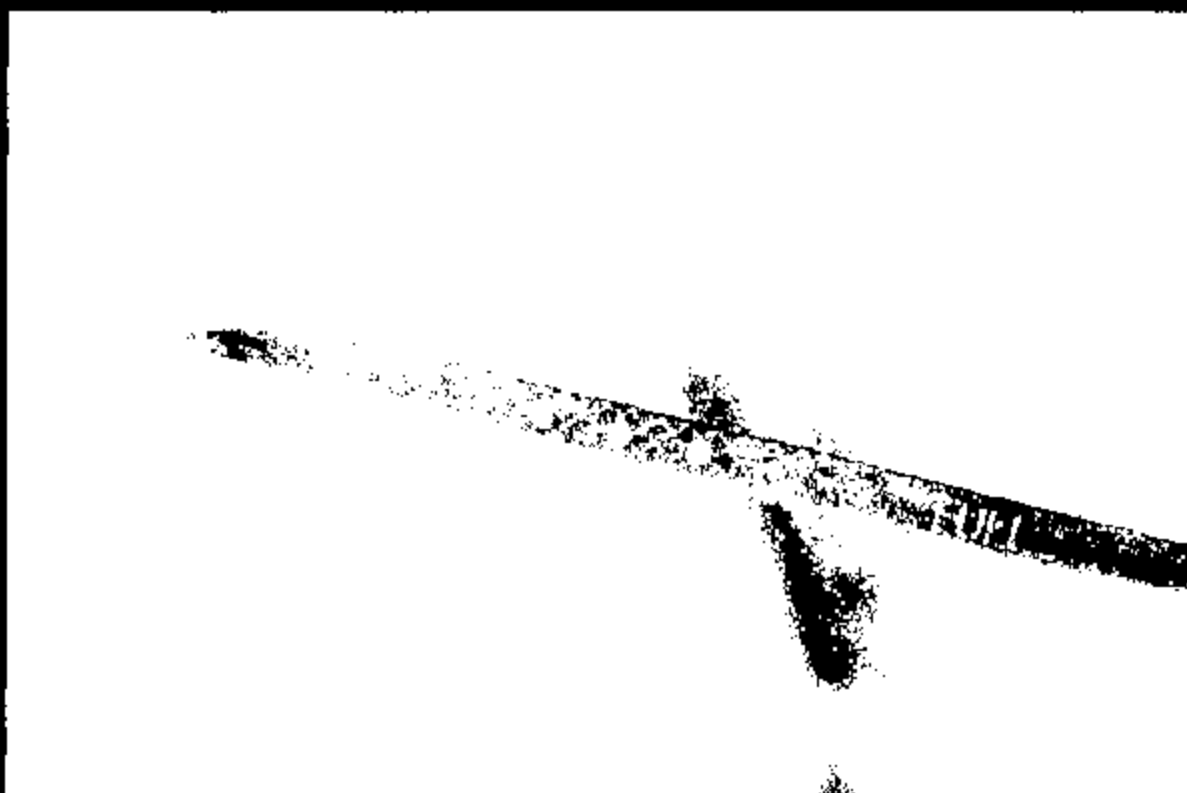


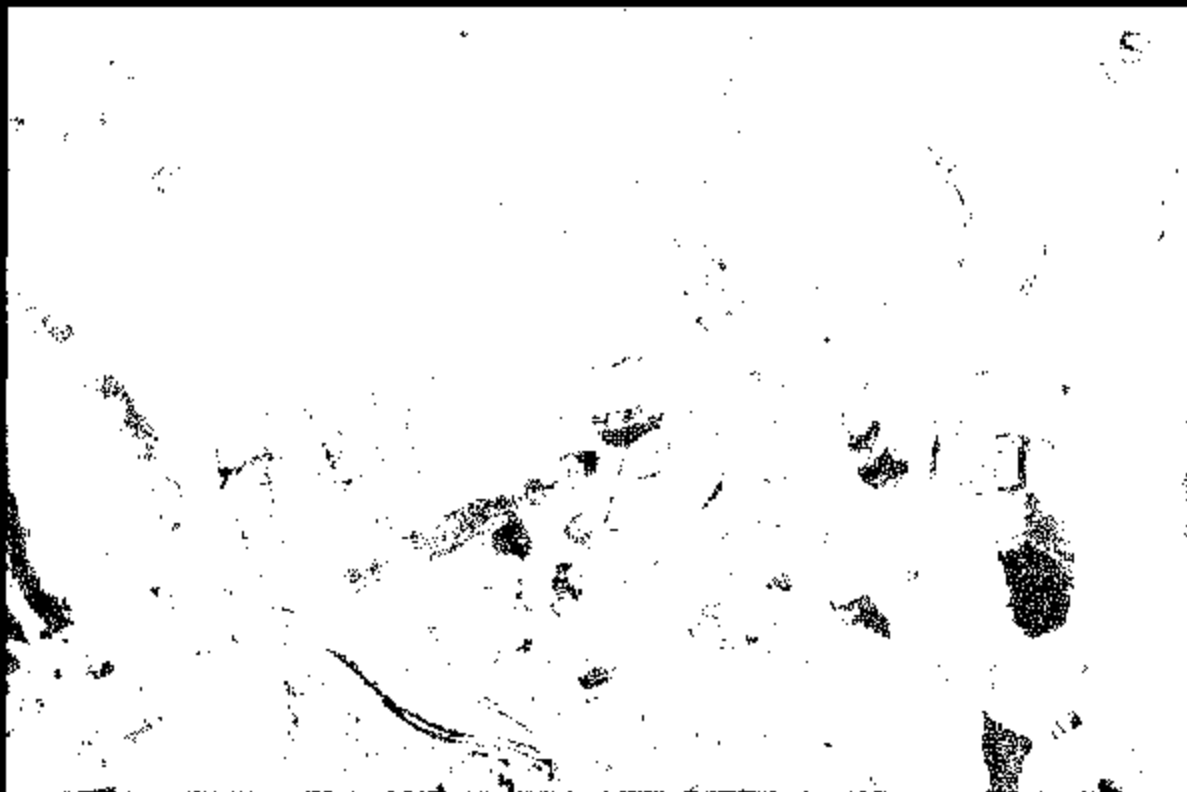






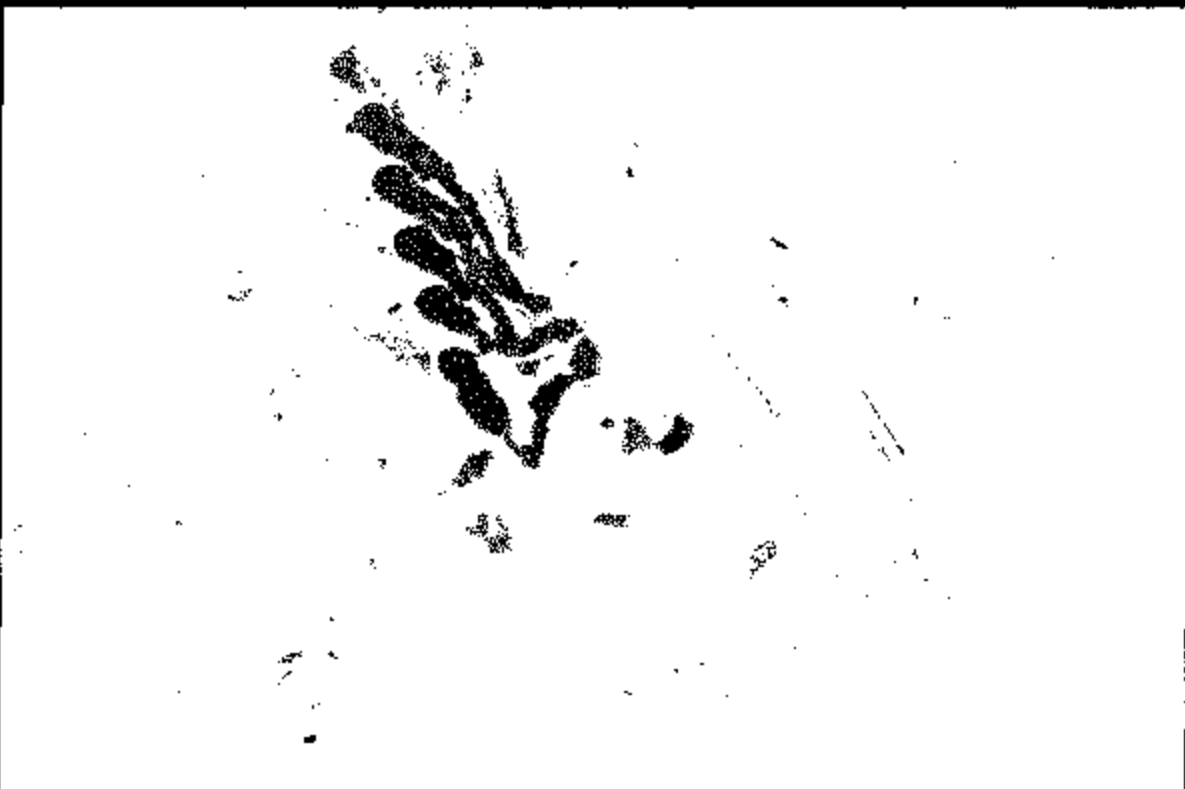
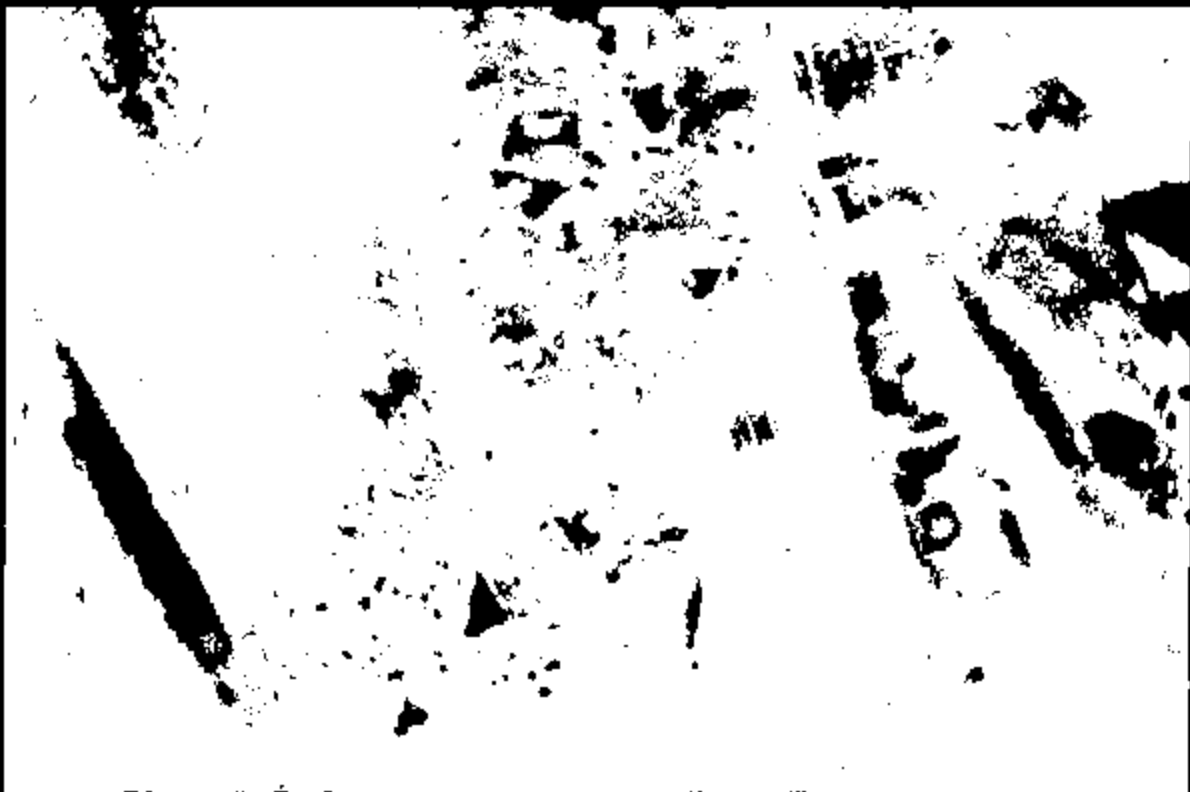


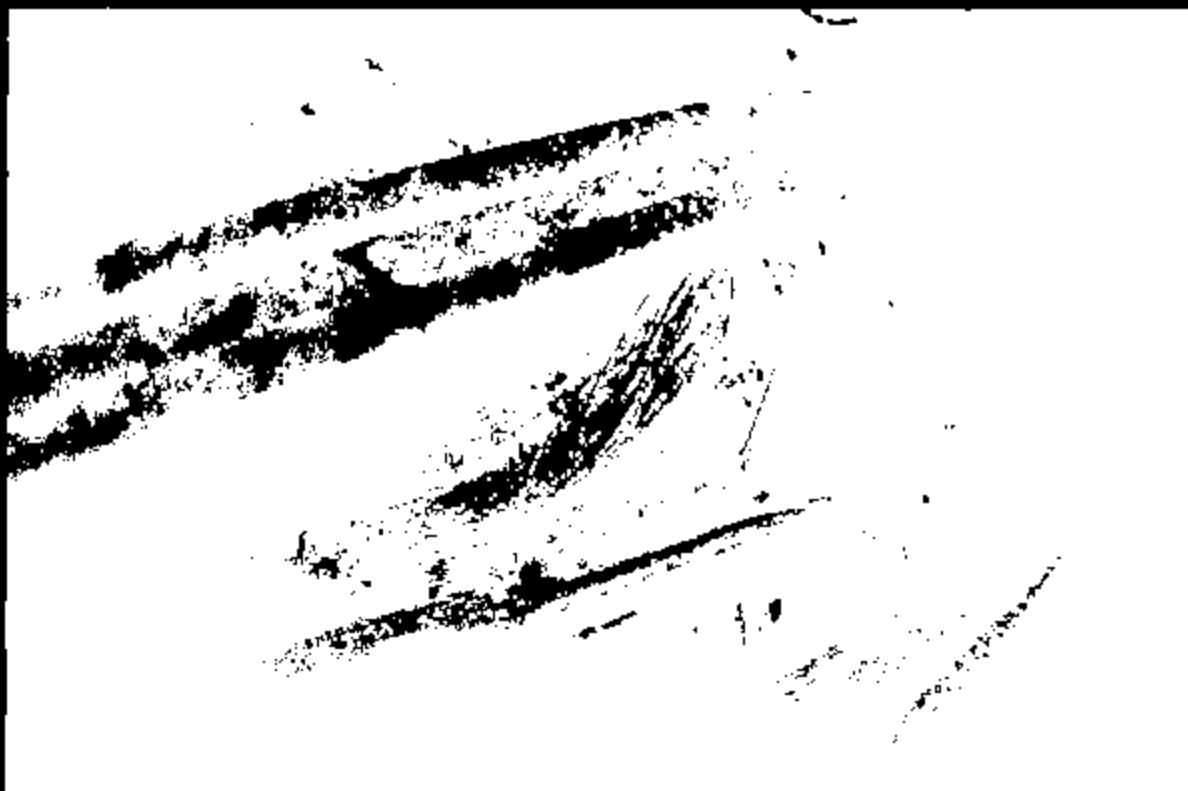




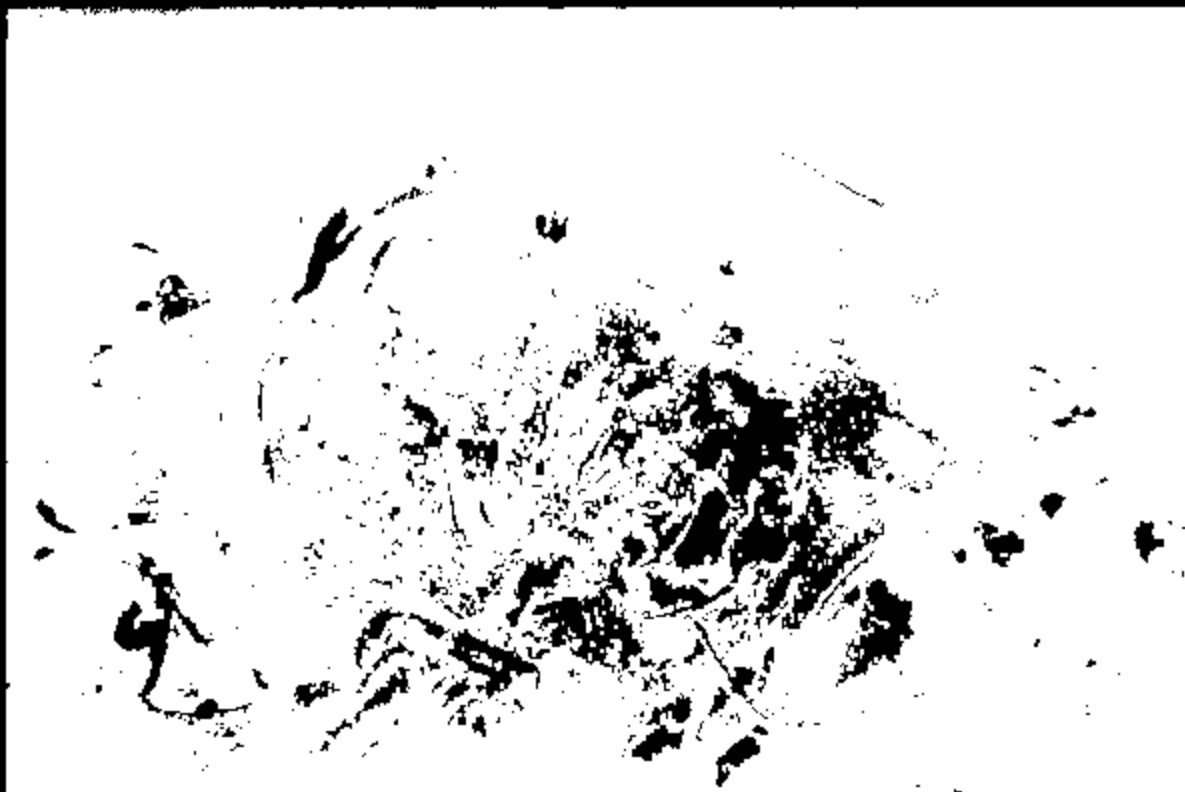


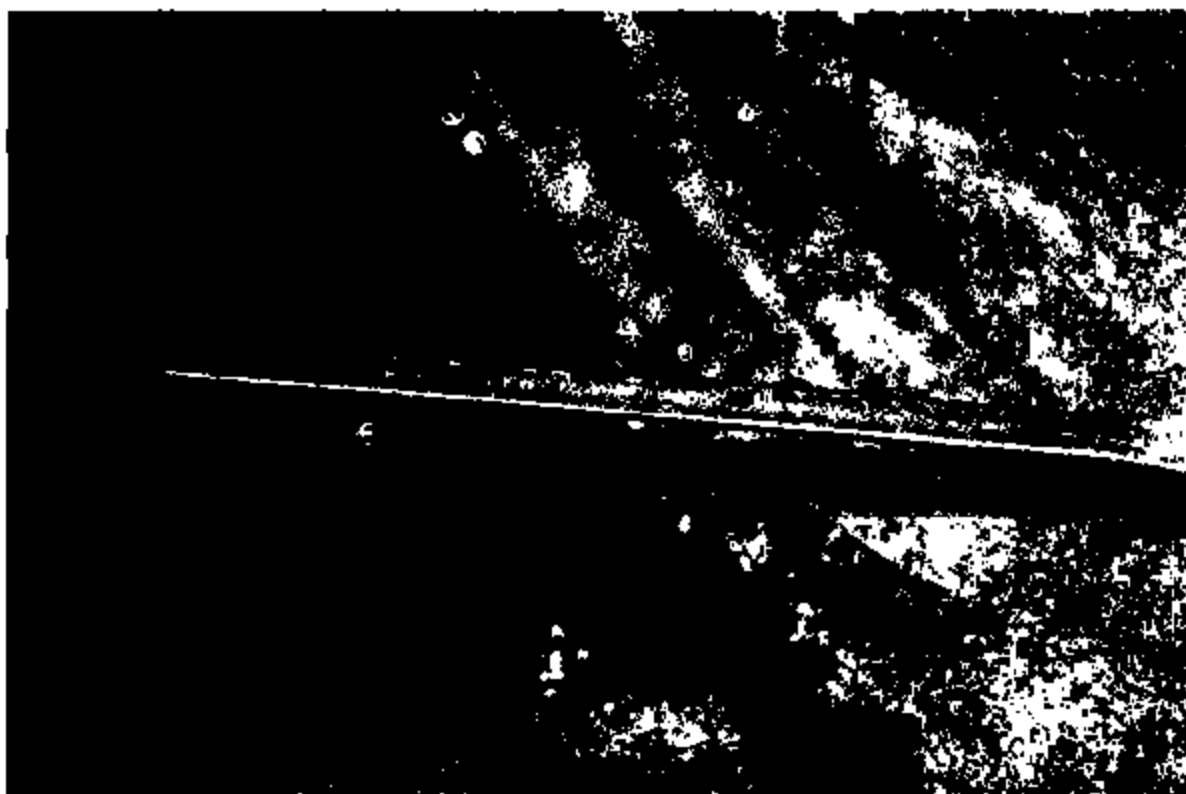












GM RESTRICTED

323763

CASE NUMBER: 01104880 VIN: 1G2WF52X8YF344996
DATE OPENED: 08/03/00 MODEL YEAR: 2000
DATE CLOSED: 09/13/00 SERIES: GR PRX GT 4DR
SOURCE: PAR MILEAGE: 932
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: IN
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: DON AYRES PONTIAC-GMC
BRC PAYMENT: 01104879 DEALER ADDRESS: 4740 LIMA RD., FORT WAYNE, IN, 46808, USA

*****GENERAL CASE INFORMATION*****

T01 Product Allegation GM 1241	Other
0 REPAIR ATTEMPT(S)	product allegation- thermal event
J01 Engine	Other
0 REPAIR ATTEMPT(S)	product allegation- thermal event
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	PRODUCT ALLEGATION-THERMAL EVENT
A06 Fire	Other
0 REPAIR ATTEMPT(S)	PRODUCT ALLEGATION- THERMAL EVENT

ENGINE CAUGHT FIRE

323763

*****WORK HISTORY*****

FOLLOWING COMMENT OF 8/3/00 FROM CAC FILE 01104879: CUST STATES WHILE DRIVING A VEHICLE FROM THE ENTERPRISE RENTAL COMPANY HE WORKS FOR, THE REAR OF THE ENGINE CAUGHT FIRE WHILE ON THE INTERSTATE. CUST HAD CRUISE CONTROL SET AND WAS GOING 71MPH. CUST WAS ABLE TO PULL OVER AND A TOW TRUCK DRIVER NOTICED THE FLAMES AND PUT THEM OUT W/ A FIRE EXTINGUISHER. NO POLICE REPORT OR FIRE REPORT DONE. NO INJURIES TO CUST, OR PERSONAL PROPERTY. CUST IS THE DISTRICT MANAGER FOR ENTERPRISE. CRM ADVISED HIM SOMEONE FROM PAR WILL BE NOTIFYING HIM WITHIN 24-48 HRS. CUST DID STATE HIS BOSS' NAME IS [REDACTED] PHONE [REDACTED] HOLLY ZETTLER/CARS/TAMPA; 0; 334505423
2000-08-07

PAR CRM, MIKE DRUMM, RECEIVED FILE FRIDAY, 8/4/00. CRM CALLED FOR DAVE RATLIFF 8/7/00 AT 8:20 A.M. EST. ANSWERING MACHINE SAYS BUSINESS HOURS NOT UNTIL 8:00 CENTRAL TIME. CRM DID LEAVE MESSAGE 8/7/00 FOR DAVE RATLIFF'S BOSS, [REDACTED] EXT [REDACTED] MESSAGE ASKED MR. RATLIFF TO CALL SO WE CAN GET PERMISSION TO INSPECT AND CONFIRM LOCATION OF VEHICLE. MIKE DRUMM/TAMPA/PAR 57052; 0; 334506003
2000-08-07

CRM SPOKE TO CHRIS CARROLL. CRM CONFIRMED PRELIMINARY PAR FACTS. CHRIS STATES DAVE RATLIFF JUST STATED HE HEAR POPPING NOISE, SAW SMOKE, PULLED OVER AND TOW TRUCK OPERATOR EXTINGUISHED UNDER HOOD FLAMES WITH FIRE EXTINGUISHER. CHRIS STATES VEHICLE WAS SUBSEQUENTLY TOWED TO BEN DAVIS PONTIAC IN AUBURN, 219-925-3715. CHRIS STATES GM HAS PERMISSION TO INSPECT VEHICLE. CHRIS STATES DEALER HAS GIVEN NO INDICATION WHAT CAUSED THERMAL EVENT. DEALER INDICATED INVOLVING PAR WAS NEXT STEP. CRM ADVISED CUSTOMER OF INSPECTION/INVESTIGATION TIMEFRAME. CHRIS STATES WE SHOULD CONTACT HIM WITH FINDINGS, BUT WE CAN FEEL FREE TO CALL DAVE RATLIFF WITH ANY FURTHER QUESTIONS ABOUT INCIDENT ITSELF. MIKE DRUMM/TAMPA/PAR 57052; 0; 334509764
2000-08-07

CRM SPOKE TO TOM, SVC MGR AT BEN DAVIS PONTIAC. TOM STATES DAVE RATLIFF TOLD THEM THE SVC ENGINE LIGHT HAD COME ON AND THEN LOW OIL LIGHT. TOM STATES CUSTOMER THEN ADVISED HE SMELLED SMOKE AND DECIDED TO NURSE VEHICLE OFF HIGHWAY. WHEN CUSTOMER GOT OFF HIGHWAY, A WRECKER OPERATOR BEHIND HIM TOLD HIM TO GET OUT OF VEHICLE. TOM STATES CUSTOMER STATED THERE WERE FLAMES UNDERNEATH VEHICLE. TOM STATES INITIAL DEALER INSPECTION SHOWS NO OIL ON DIPSTICK. VEHICLE APPARENTLY LOST ALL OIL. VEHICLE IS BURNED UNDERNEATH FROM CONVERTER FORWARD. DAMAGE TO FLOORBOARD, CV BOOT, O2 SENSOR, HARNESS, BELT/S, ETC. TOM STATES OTHER COMMENT MADE BY DAVE RATLIFF WAS HE HEARD POPPING NOISE BEFORE SEEING SMOKE. CRM ADVISED TOM AN EAA INSPECTOR WILL BE OUT TO DO INSPECTION FOR GM. MIKE DRUMM/TAMPA/PAR 57052; 0; 334510895
2000-08-08

SITEL DESKTOP NOT FUNCTIONING 8/7, SO UNABLE TO PRINT FILE AND FAX EAA REQUEST. FILE WAS COPIED AND EAA INSPECTION REQUEST FAXED 8/8/00. MIKE DRUMM/TAMPA/PAR 57052; 0; 334590783
2000-08-17

CRM RECEIVED AND REVIEWED EAA INSPECTION REPORT. GM TO OFFER REPAIRS. CRM SPOKE TO TOM, SVC MGR AT DAVIS PONTIAC. TOM WILL PREPARE AND FAX ESTIMATE FOR REPAIRS AT WARRANTY RATES. CRM WILL THEN CONTACT CUSTOMER WITH OFFER OF REPAIRS. MIKE DRUMM/TAMPA/PAR 57052; 0; 335385587
2000-08-22

TOM HERSHACK AT BEN DAVIS PONTIAC WAS PREPARING ESTIMATE FOR US BUT NOW SAYS THEY DISCOVERED THERE IS A HOLE IN THE ENGINE BLOCK. TOM WILL REVISE HIS ESTIMATE AND FAX TO PAR. MIKE DRUMM/TAMPA/PAR 57052; 0; 335809590

GM RESTRICTED

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2000-08-24

CRM RECEIVED ESTIMATE FROM DEALER. MIKE DRUMM/TAMPA/PAR 57052; 0; 335996484
2000-08-24

CRM CALLED AND LEFT MESSAGE FOR CHRIS CARROLL OF ENTERPRISE TO CALL ME. CRM MESSAGE ADVISES THAT WE HAVE REVIEWED INSPECTION RESULTS ARE OFFERING TO REPAIR THE VEHICLE AT GM EXPENSE. CRM MESSAGE REQUESTS CUSTOMER TO CALL BACK AND ADVISE IF HE ACCEPTS OFFER SO REPAIRS CAN BEGIN. MIKE DRUMM/TAMPA/PAR 57052; 0; 335996565
2000-08-24

CRM SPOKE TO CHRIS CARROLL OF ENTERPRISE AND ADVISED OF GM POSITION: OFFERING REPAIRS. CHRIS CARROLL ACCEPTS OFFER AND SAYS TO PROCEED WITH REPAIRS. MIKE DRUMM/TAMPA/PAR 57052; 0; 336003963
2000-08-24

CRM ADVISED TOM HIRCHAK AT BEN DAVIS PONTIAC THAT CUSTOMER HAS ACCEPTED OFFER OF REPAIR. CRM ADVISED TOM TO PROCEED WITH REPAIRS AND FAX FINAL REPAIR BILL TO PAR UPON COMPLETION OF REPAIRS SO WE CAN PROCESS GWSA. MIKE DRUMM/TAMPA/PAR 57052; 0; 336004027
2000-08-24

BUSINESS SUMMARY: 1. CRM REVIEWED THE FILE. 2. CRM CONTACTED CUSTOMER AND CONFIRMED PRELIMINARY PAR FACTS. 3. CUSTOMER GAVE GM AUTHORIZATION TO INSPECT. 4. EAA INSPECTION REPORT SUBMITTED AND REVIEWED BY CRM. 5. CRM ADVISED CUSTOMER OF GM POSITION: GM OFFERING REPAIRS. CUSTOMER ACCEPTED OFFER TO REPAIR. DEALER ADVISED TO PROCEED WITH REPAIRS. 6. FILE TRANSFERRED TO FINAL TOUCH TEAM TO PROCESS GWSA UPON COMPLETION OF REPAIRS. COPY OF CLOSED FILE TO BE SENT TO ESIS FYI. MIKE DRUMM/TAMPA/PAR 57052; 0; 336004148
2000-09-13

CRM received final NO. CRM processed GWSA to pay dealer for repairs. RO#222729, #1242, dir code 07173, \$5385.34. CRM closing file. Amy Druxy/Tampa PAR 58242; 0; 337720645
CHRIS CARROLL

323763

*****PAR INFORMATION*****

INCIDENT DATE: 2000-07-15 INCIDENT TIME: 19:00:00
INCIDENT LOCATION: INTERSTATE 469, INDIANA

DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED]
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: WHILE DRIVING ON INTERSTATE, CRUISE CONTROL ON, ENGINE CAUGHT FIRE.
FLAMES PUT OUT, VEHICLE TOWED

ALLEGED DEFECTIVE COMPONENT: ENGINE CAUGHT ON FIRE

INCIDENT RESULT: accepted repair 8/24/00
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: ENTERPRISE RENTALS
INSURANCE COMPANY ADDRESS: NA
AGENT NAME: CHRIS CARROLL
AGENT PHONE NUMBER: 317-848-2200

MORE INFORMATION:

MAINTENANCE LOCATION: NONE. BRAND NEW VEHICLE PURCHASED AT DON AYRES PONTIAC
CURRENT LOCATION OF VEHICLE: BEN DAVIS PONTIAC, STATE RD 8 N, AUBURN, IN 46706
NOTIFY NAME: DAVE RATLIFF

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: EAAINSPECTION DATE: 2000-08-11
MILEAGE AT INSPECTION: 932
WHERE WAS INSPECTION DONE: inspect engine compartment

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: ENGINE
INVESTIGATIVE SUMMARY: see eaa report
PAR STATUS: Accepted

323763

*****BAR INFORMATION*****

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REPURCHASE REASON:	
DEALER SAC:	
DEALER NAME:	
DEALER ADDRESS: , ,	
CONTACT: ,	
PHONE NUMBER:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRIM:
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE & BUY-BACK: 0	BBC WARRANTY DATE:
MSRP:	NADA: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
	TITLE BRAND:
REPLACEMENT VIN:	

323763

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADJ INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BFC CONTACT INFORMATION*****

NAME: CHRIS CARROLL

CONTACT NUMBER: 1

COMPANY: ENTERPRISE RENTAL CAR

CONTACT TYPE:

CONTACT PHONE: 3178482200

ADDRESS:

GENERAL MOTORS CORPORATION

323763

BRAND: Pontiac

DATE: 08/24/00

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

RE: Claimant: [REDACTED]

Date of Incident: 7/15/00

File Number: 01104880

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.

Please Contact:

Customer Relationship Manager
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,



Michael J. Drumm
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- ☒ Customer File
- ☒ VIN Profile
- ☒ Inspection Report
- ☒ Pictures
- ☒ Estimates
- ☐ Police or Fire Report
- ☐ Repair Orders
- ☐ Dism Taps
- ☐ Other:

GM

PAR CASE INFORMATION

Problem ID: 01104880

Name: [REDACTED] Address: [REDACTED] AUBURN, IN [REDACTED] Phone: [REDACTED]	VIN: 1G2WP52K1YF344888 MAKE: Pontiac MODEL: GR PRX GT 4DR YEAR: 2000 ODOMETER: 832
---	--

NAME: [REDACTED] COMPANY: [REDACTED] ADDRESS: [REDACTED] PHONE: [REDACTED] TYPE: Reg.	ACCOUNT/POLICY: SERVICE DEALER: BEN DAVIS CHE-OLD-BUI-PON I CONTRACT: TOM HIRCHAK SELLING DEALER: DON AYRES PONTIAC-GMC CONTRACT: UNKNOWN PAYEE: No
---	--

CONTACT ID: C0000028845871 DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED] DISABILITIES: NONE ROAD SURFACE: Concrete ROAD CONDITION: Dry # PEOPLE IN VEHICLE: 1 INJURIES: No OTHER VEHICLES INVOLVED: No NUMBER INVOLVED: DEFECTIVE COMPONENT: ENGINE CAUGHT ON FIRE POLICE REPORT: No INSURANCE: Yes INSURANCE COMPANY: ENTERPRISE RENTALS INSURANCE COMPANY ADDR: NA INSPECTION: Yes INSP NAME: EAA INSP DATE: 8/1/00 INSP MILES: 832 INSP DONE: Inspect engine compartment PROPERTY DAMAGE: INCIDENT LOCATION: INTERSTATE 469, INDIANA INCIDENT RESULT: accepted repair 8/24/00 VEHICLE LOCATION: BEN DAVIS PONTIAC, STATE RD 8 W, AUBURN, IN 48708 MAINTENANCE LOCATION: NONE. BRAND NEW VEHICLE PURCHASED AT DON AYRES PONTIAC OWNER DESC: WHILE DRIVING ON INTERSTATE, CRUISE CONTROL ON, ENGINE CAUGHT FIRE. FLAMES PUT OUT, VEHICLE TOWED	BODY INJURY: No COLLISION: No PROPERTY DMG: No NON COLL: Yes DMB ABV IC: No NOTIFY NAME: [REDACTED] AGENT NAME: CHRIS CARROLL STATUS: Accepted REJECT REASON: ROAD TEST: No ROAD TEST DESC: ROAD TEST RESULT: COMP INSPECTED: ENGINE INVEST SUMMARY: see case report AGENT PHONE: 317-848-2200 INCIDENT DATE & TIME: 07/15/2000 07:00:00 AM
---	--

MORE INFO:

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_YEAR:
POLICY NUM:

GM**PAR CASE INFORMATION**

Problem ID: 01104880

COMPLAINT INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: product allegation- thermal event
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: J01
COMPONENT DESCRIPTION 2: product allegation- thermal event
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Engine
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04
COMPONENT DESCRIPTION 3: PRODUCT ALLEGATION-THERMAL EVENT
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: Possible Safety Concern
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4: A00
COMPONENT DESCRIPTION 4: PRODUCT ALLEGATION-THERMAL EVENT
COMPLAINT CODE 4: Other
COMPLAINT DESCRIPTION 4: Fire
REPAIR ATTEMPTS 4: 0

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:

ARC CONTACT INFORMATION

NAME:
COMPANY:
ADDRESS:

PHONE:
TYPE:

ACCOUNT/POLICY:

SERVICE DEALER: BEN DAVIS CHE-OLD-SUI-PON I
CONTRACT: TOM HIRCHAK
SELLING DEALER: DON AYRES PONTIAC-GMC
CONTRACT: UNKNOWN
PAYEE: No

GM**PAR CASE INFORMATION**

Problem ID: 01104880

CRIM HISTORY

06/07/2000 - 08:29:14 AM

FOLLOWING COMMENT OF 8/300 FROM GAC FILE 01104879: CUST STATES WHILE DRIVING A VEHICLE FROM THE ENTERPRISE RENTAL COMPANY HE WORKS FOR, THE REAR OF THE ENGINE CAUGHT FIRE WHILE ON THE INTERSTATE. CUST HAD CRUISE CONTROL SET AND WAS GOING 71MPH. CUST WAS ABLE TO PULL OVER AND A TOW TRUCK DRIVER NOTICED THE FLAMES AND PUT THEM OUT W/ A FIRE EXTINGUISHER. NO POLICE REPORT OR FIRE REPORT DONE. NO INJURIES TO CUST, OR PERSONAL PROPERTY. CUST IS THE DISTRICT MANAGER FOR ENTERPRISE. CRM ADVISED HIM SOMEONE FROM PAR WILL BE NOTIFYING HIM WITHIN 24-48 HRS. CUST DID STATE HIS BOSS' NAME IS [REDACTED] HOLLY ZETTLER/CARS/TAMPA

06/07/2000 - 09:45:31 AM

CRM SPOKE TO TOM, SVC MGR AT BEN DAVIS PONTIAC. TOM STATES DAVE RATLIFF TOLD THEM THT SVC ENGINE LIGHT HAD COME ON AND THEN LOW OIL LIGHT. TOM STATES CUSTOMER THEN ADVISED HE SMELLED SMOKE AND DECIDED TO NURSE VEHICLE OFF HIGHWAY. WHEN CUSTOMER GOT OFF HIGHWAY, A WRECKER OPERATOR BEHIND HIM TOLD HIM TO GET OUT OF VEHICLE. TOM STATES CUSTOMER STATED THERE WERE FLAMES UNDERNEATH VEHICLE. TOM STATES INITIAL DEALER INSPECTION SHOWS NO OIL ON DIPSTICK. VEHICLE APPARENTLY LOST ALL OIL. VEHICLE IS BURNT UNDERNEATH FROM CONVERTER FORWARD. DAMAGE TO FLOORBOARD, CV BOOT, O2 SENSOR, HARNESS, BELTS, ETC. TOM STATES OTHER COMMENT MADE BY DAVE RATLIFF WAS HE HEARD POPPING NOISE BEFORE SEEING SMOKE. CRM ADVISED TOM AN EAA INSPECTOR WILL BE OUT TO DO INSPECTION FOR GM. MIKE DRUMM/TAMPA/PAR 57052

06/07/2000 - 09:29:20 AM

CRM SPOKE TO CHRIS CARROLL. CRM CONFIRMED PRELIMINARY PAR FACTS. CHRIS STATES DAVE RATLIFF JUST STATED HE HEAR POPPING NOISE, SAW SMOKE, PULLED OVER AND TOW TRUCK OPERATOR EXTINGUISHED UNDER HOOD FLAMES WITH FIRE EXTINGUISHER. [REDACTED] STATES VEHICLE WAS SUBSEQUENTLY TOWED TO BEN DAVIS PONTIAC IN AUBURN, 219-825-3715. CHRIS STATES GM HAS PERMISSION TO INSPECT VEHICLE. [REDACTED] STATES DEALER HAS GIVEN NO INDICATION WHAT CAUSED THERMAL EVENT. DEALER INDICATED INVOLVING PAR WAS NEXT STEP. CRM ADVISED CUSTOMER OF INSPECTION/INVESTIGATION TIMEFRAME. [REDACTED] STATES WE SHOULD CONTACT HIM WITH FINDINGS, BUT WE CAN FEEL FREE TO CALL DAVE RATLIFF WITH ANY FURTHER QUESTIONS ABOUT INCIDENT ITSELF. MIKE DRUMM/TAMPA/PAR 57052

06/07/2000 - 08:28:45 AM

PAR CRM, MIKE DRUMM, RECEIVED FILE FRIDAY, 8/4/00. CRM CALLED FOR [REDACTED] 8/700 AT 8:20 A.M. EST. ANSWERING MACHINE SAYS BUSINESS HOURS NOT UNTIL 8:00 CENTRAL TIME. CRM DID LEAVE MESSAGE 8/700 FOR DAVE RATLIFF'S BOSS, [REDACTED] 2200 EXT 255. MESSAGE ASKED [REDACTED] TO CALL SO WE CAN GET PERMISSION TO INSPECT AND CONFIRM LOCATION OF VEHICLE. MIKE DRUMM/TAMPA/PAR 57052

06/08/2000 - 08:02:25 AM

SITEL DESKTOP NOT FUNCTIONING 8/7, SO UNABLE TO PRINT FILE AND FAX EAA REQUEST. FILE WAS COPIED AND EAA INSPECTION REQUEST FAXED 8/8/00. MIKE DRUMM/TAMPA/PAR 57052.

06/17/2000 - 12:48:53 AM

CRM RECEIVED AND REVIEWED EAA INSPECTION REPORT. GM TO OFFER REPAIRS. CRM SPOKE TO TOM, SVC MGR AT DAVIS PONTIAC. TOM WILL PREPARE AND FAX ESTIMATE FOR REPAIRS AT WARRANTY RATES. CRM WILL THEN CONTACT CUSTOMER WITH OFFER OF REPAIRS. MIKE DRUMM/TAMPA/PAR 57052

06/22/2000 - 10:36:13 AM

TOM HERSHACK AT BEN DAVIS PONTIAC WAS PREPARING ESTIMATE FOR US BUT NOW SAYS THEY DISCOVERED THERE IS A HOLE IN THE ENGINE BLOCK. TOM WILL REVISE HIS ESTIMATE AND FAX TO PAR. MIKE DRUMM/TAMPA/PAR 57052

06/24/2000 - 02:32:14 AM

CRM RECEIVED ESTIMATE FROM DEALER. MIKE DRUMM/TAMPA/PAR 57052

06/24/2000 - 04:38:18 AM

BUSINESS SUMMARY: 1. CRM REVIEWED THE FILE. 2. CRM CONTACTED CUSTOMER AND CONFIRMED PRELIMINARY PAR FACTS. 3. CUSTOMER GAVE GM AUTHORIZATION TO INSPECT. 4. EAA INSPECTION REPORT SUBMITTED AND REVIEWED BY CRM. 5. CRM ADVISED CUSTOMER OF GM PO



PAR CASE INFORMATION

Problem ID: 01104880

SITON: GM OFFERING REPAIRS. CUSTOMER ACCEPTED OFFER TO REPAIR. DEALER ADVISED TO PROCEED WITH REPAIRS. 8. FILE TRANSFERRED TO FINAL TOUCH TEAM TO PROCESS GMWA UPON COMPLETION OF REPAIRS. COPY OF CLOSED FILE TO BE SENT TO EBIS FYI. MIKE DRUMM/TAMPA/PAR 57052

08/24/2000 - 04:37:14 AM

CRM ADVISED TOM HIRCHAK AT BEN DAVIS PONTIAC THAT CUSTOMER HAS ACCEPTED OFFER OF REPAIR. CRM ADVISED TOM TO PROCEED WITH REPAIRS AND FAX FINAL REPAIR BILL TO PAR UPON COMPLETION OF REPAIRS SO WE CAN PROCESS GMWA. MIKE DRUMM/TAMPA/PAR 57052

08/24/2000 - 04:36:15 AM

CRM SPOKE TO CHRIS CARROLL OF ENTERPRISE AND ADVISED OF GM POSITION: OFFERING REPAIRS. CHRIS CARROLL ACCEPTS OFFER AND SAYS TO PROCEED WITH REPAIRS. MIKE DRUMM/TAMPA/PAR 57052

08/24/2000 - 02:32:35 AM

CRM CALLED AND LEFT MESSAGE FOR CHRIS CARROLL OF ENTERPRISE TO CALL ME. CRM MESSAGE ADVISES THAT WE HAVE REVIEWED INSPECTION RESULTS ARE OFFERING TO REPAIR THE VEHICLE AT GM EXPENSE. CRM MESSAGE REQUESTS CUSTOMER TO CALL BACK AND ADVISE IF HE ACCEPTS OFFER SO REPAIRS CAN BEGIN. MIKE DRUMM/TAMPA/PAR 57052

08/13/2000 - 01:39:13 AM

CRM received final R.O. CRM processed GMWA to pay dealer for repairs. RO#222728,1242,dir code 07178,\$5366.34. CRM closing file. Amy Drury/Tampa PAR 68242

Customer Info: Color: XXXXXXXXXX Customer Name: XXXXXXXXXX Phone: XXXXXXXXXX VIN: XXXXXXXXXX		Make: Model: Year: Country:	Personal Access ID: PERFORM: Current: P-Code:
Property Damage: No-Driven Left Right All			
Type of damage:			
Primary role of vehicle:		Extra-Permit:	
Weather conditions:			
Incident (police) report:			
Comments:			
Special equipment and features:			

'NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 02

(UPDATED THRU 20000801)

DIV: PONTIAC

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
1G2WP52K8YF344996	GR PRK GT 4DR	M	1607019	20000621	10	PAID	1

PROD-DTE: 20000620 DELWAR-DATE: WARBLK-DTE:

INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:

INV-DLR : 1607019 SHIP-TO-DLR: 1607019

C CYCLE AUTH AUTH

T RODLR NO. RODATE RC-NO. DOC-NO LN LBROP LN-TOTAL ODOMETER ID CODE

001 I 1607019 077 20000620 A44996 344996 01 Z7000 69.14 0

PASSENGER CAR AND TRUCK NVI

NO MORE CLAIMS FOR THIS VIN

PF1:HELP PF2:OPT PF3:CHG-DIV PF4:MAIN MENU PF5:DESC PF6:PRINT

PF7:BACK PF8:FWRD PF9:GOTO PF10:LOGOFF

RECORD FOUND

'NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 02 OF 02

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: PONTIAC

..VIN: 1G2WP52K8YF344996 ORD-TYPE: 050 SERV-TYPE: 000 DEL-TYPE: 020

RPO DESCRIPTION

RPO DESCRIPTION

W BODY
4 DOOR
PONTIAC
L36 3.8 LITRE V6 MFI
MX0 AUTO TRANS W/OVERDRIVE
M15 4 SPD AUTO TRANS 4T65-E
FLEET PROCESSING OPTION
ANTILOCK BRAKE
DG7 DR/PASS REMOTE ELEC
UN6 RADIO AM/FM CASS CDM

35 SERIES HD MODEL
SEDAN
V6 ENGINE
FEDERAL EMISSIONS
AUTO TRANS
UH6 INSTRUMENT CLUSTER
AK5 INFLAT RESTRAINT DR/PAS
C60 STAND AIR CONDITIONING
US6 FIXED ANTENNA

----- END OF OPTIONS -----

PF1:HELP

PF2:OPT

PF3:CRG-DIV

PF4:MAIN MENU

PF5:DESC

PF6:PRINT

PF7:BACK

PF8:FWRD

PF9:GOTO

PF10:LOGOFF

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: <u>Police</u>	Ref#: <u>01104880</u>	VIN: <u>1G2WJ25288YF344996</u>
Claimant's Name (LAST, First) _____		

Inspected By: DANIEL LEE Organization: EMA
 Phone: (317) 578-1981 x Inspection Date: 08/11/00 Mileage at Inspection: 932

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

Following the inspection, summarize the facts and observations.

The vehicle sustained heat and fire damage to a small area of the vehicle located at lower rear area of the engine compartment; the damage was mainly to rubber hoses and wiring, no major component sustained significant damage. The fire seems to have originated at the rear of the engine compartment near the exhaust manifold and exhaust pipe area, at the crossmember. Engine oil leaking from the engine oil pan was on ground next to vehicle and was ignited by the exhaust fire burned the hoses to P.S. reservoir and this added fuel to the fire. Exterior interior was not damaged.

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

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

Address, Tel. _____

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) No Modifications or after market equipment

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

No Prior Collision Damage

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Alfred Lundy Towing & Recovery, 5110 Industrial Rd, Ft. Wayne, IN 46805, 317-463-4457, prior to fire

How was vehicle towed? (flat bed, dolly, sling, front or rear WR) _____ 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 No load load location _____Driver's physical description (gender, age, height, weight, disabilities) Male, 28 yrs old, 6'0" Tall, 240 lbs, no disabilitiesIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? Yes Were all doors locked? (Y/N) YDrive length (if vehicle was parked prior to fire, describe last drive): Hrs. _____ Min. 40 Distance traveled 25 milesIf not parked, vehicle speed estimate 55 MPH Source of estimate Driver Posted speed 55 MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 1/2 When last fueled? UNKExact incident location Incident happened off I 469 at Amphlett and Parkway/Ft WayneINWeather conditions and visibility Clear And DryApprox. temperature 75 °F. Any physical visual obstructions? No

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

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

Electrical systems operation: (normal, other?)

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

☒ Cruise Control☒ Windshield Wipers☒ Radio, Built-in Tape/CD Player☐ Traction Control Switch "On"☒ Air Conditioner, on "Max"? (Y/N) 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☐ OtherSteering operation: (normal, other?) NormalPowertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.?) No problemAny unusual noises (bang, pop, clck, grinding, metallic, roar, etc.)? From where? Engine area

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

Describe any unusual odors. From where? Oil, Small, inside VehicleAny smoke? (From where, color, intensity, etc.) Yes, from underneath vehicleWas 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.) Yes, from underneath vehicle, Red in colorAny steam or smoke? (From where, color, intensity, etc.) Yes, white smoke, from underneathAnd inside vehicle. HeavyAny 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) 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) Y 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) Y Describe Pulled into Service Stationand had help from attendant and another driver putting out fire.

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

Any other comments or observations that have not been covered? Engine was very low of oil, engine was making an excessive amount of noise, noise should have been noticed prior to the 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 No Damage
Front & rear exterior No Damage
Hood, inner & outer panels No Damage
Trunk area and Decklid, inner & outer panels No Damage
Roof No Damage
Door interior panels No Damage
Left & right instrument panel & odometer No Damage
Ashtray(s) area No Damage
Left & right front seat and carpet No Damage
Underbody & exhaust (include hangers) Rubber components of exhaust hangers burned, exhaust manifold also corroded
Option code label OK - N.D.
Engine compartment No Damage
Radiator, front & rear No Damage
Coolant recovery bottle No Damage
Transmission cooler lines/connections No Damage
Engine compartment engine coolant lines/hoses, connections/clamps No Damage
Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) No Damage
All fuel lines/hoses, filter, connections/clamps 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 Hoses partially burned, fluid reservoir heat damaged
Generator & attached wiring No Damage

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

Battery & attached cables No damageEngine block (note precise location of cracks, holes, etc.) No damage externally, Engine has had knock, internal.Engine oil pan No damage to oil pan, oil sensor leaking excessivelyEngine compartment hinge torque rods No damageEngine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) Exhaust intact, inline to O2 sensor burnerAny item which is alleged to be the cause/source Oil sensor in Engine panAnything 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 FullEngine oil Oil level at tip of stick, very low, clear, not dirtyTransmission fluid trans fluid level, full clear, does not smell burned or heatedPower steering fluid Reservoir was almost empty, at tip of DipstickBrake fluid FullList all driver electrical controls which are in the "On" position (includes ignition) AC Blower fan, AC, and Cruise ControlFuses (Identify all open or not proper size) No open fusesWiring insulation at fuse blocks No damageFusible links (Identify all open) No damage, No open fusible linksSpark plug wiring and boot condition No damageFuel filler "Lead Free" restrictor in place? (Y/N) Y DescribeLocation of fuel filler cap (or evidence of remains) Fuel cap installedCatalytic converter (any discoloration or swelling?) No. Swelling or discolorationPosition of windows (if glass missing, do further inspection) All is up positions

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):

Whining noise at lower rear area of Engine compartment damaged, PS reservoir bent damaged, A/C hoses, R/C hose bent damaged, Engine Knock Sensor, rubber on steering rack and underbody of vehicle bent & smoke damaged. No Damage to major components caused by fire. P.D.D. Estimate

***** 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, rain 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:

There was no damage at site of incident
Driver stated he did not notice anything prior to
the fire itself. The engine is making excessive
knocking noises

GMWA Pre-Authorization Form

Check VIN LOOKUP and WINS for the following information:

Ownership: ☒ 1st ☐ 2nd ☐ 3rd
Delivery Date 10-21-00
Used Purchase Date: _____
Where Purchased? _____
Service Contract Y ☒ N ☐
Warranty Block/Branded Title? Y ☒ N ☐

Case # 01104880
VIN 1G2WP52K8YE344996
Mileage 932
Dealership Contact: Tom Hirschak (Name & Title, i.e. Service Manager)
Division: (Circle one) 10-Automobile, 11-Pontiac, 12-GMC, 13-Chevrolet, 12-Cadillac, 11-Buick
Dealer Code 07-173

Repair Order # 222729

Labor Operation 21242
Labor Operation _____
Labor Operation _____
Labor Operation _____

Total \$ 5386.34
Total \$ _____
Total \$ _____
Total \$ _____

List Specifics Below, Do not use the word "Defective" in the cause field

Complaint: Thermal Event

Cause: unknown

Correction: Dealer repaired vehicle

Justification: Customer satisfaction is guaranteed

CRM: Tom / Mike Drumm
Date Entered: _____
Manager Entering: _____

Z1242 & Z1243 Claim Tracking

Z1242 / Z1243 Warranty Claim Tracking
Pre-Approval Documentation

Vehicle Information

Date: 9-13-00
File No.: 01104880
Customer Name: [REDACTED]
VIN: [REDACTED]
In-Service Date: 162WPS2K8YF349996
Mileage: 6-21-00
932

Dealer Information

Dealer: Ben Davis Pontiac
Dealer Code: 07173
Dealer Contact: Tom Hirschak

Claim Information

RO No.: 222729
RO Date: 7-13-00
TAC Case No.:

Labor OP(Z1242 or Z1243): 21242

Claim Type:
Cause Code (CC): MJ
Failure Code (FC): 88

Labor Hours:
Other Hours:

Net Amount: 6386.34

Authorization Code:
Reviewed By: Amy Drury

Retain copy with dealer repair order.

Keyword Reason/Additional Comments

SALES NO. 11	ADVISOR THOMAS A HIRCHAK 938	CARD NO. T882	INVOICE DATE 09/11/80	INVOICE NO. PHC8222728
	LABOR RATE 42.00	LEASE NO. 932	DEALER BURDANDY/	STOCK NO.
	YEAR / MAKE / MODEL 00/PONTIAC/GRAND PRIX		DELIVERY DATE	DELIVERY MILE
	VEHICLE ID. NO. 1G2WP52K8YF344996		DEALER DEALER NO.	PRODUCTION DATE
	F.T.E. NO. 000000000	F.O. NO.	R.O. DATE 07/15/80	DATE NOTIFIED
	AUTHORIZATION		PHONE NO.	DEALER CODE

TOTALS

 * CASH..... VISA/NC..... AMEX..... *
 * DISCOVER..... CHARGE..... *
 * CHECK..... CHECK#..... *

TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET.... 0.00
 TOTAL S.O.S.... 0.00
 TOTAL MISC CHG.... 0.00
 TOTAL MISC DISC.... 0.00
 TOTAL TAX..... 0.00
 TOTAL INVOICE \$ 0.00

THANK YOU FOR THE OPPORTUNITY
 TO SERVE YOU

CUSTOMER SIGNATURE

BEN DAVIS AUBURN, INDIANA

X. R/O NO. 222729 TYPE SERVICE

1. CUSTOMER

CARNEL IN

PHOTO (B)

EPDONS (EO)

2. SERIAL#	1G2WP52KSYF344996	PROD DT
LICENSE#	STK#	DEL
DESC.	PM BURGANDY 00	

3. JOBS (J#)	1
STATUS	F
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4. LABOR	0.00		780.03		0.00	
5. PARTS	0.00		4452.65		0.00	
6. SUBLET	0.00		148.00	DETAIL	0.00	
7. G.O.G.	0.00		5.66		0.00	
8. MISC	0.00		0.00		0.00	
9. TAX	0.00	0	0.00	0	0.00	
0. EST \$ [	TOTALS (C)	0.00	(W)	5386.34	(I)	0.00

```

11. ADVISOR          938
12. DATE IN          07/15/2000
13. TIME IN          06:50am
14. DATE PR          07/15/2000
15. TIME PR          01:00pm
16. TAG NO.          T882
17. MI I/O           932/
18. PO NO.
19. COMMENTS
20. RECOMMEN
21. JRNL PFX          PICKUP
22.

```

*SAVE) (I-INVOICE) (W-CLAIMS) (A-ACCEPT PAYMENT) (LINE#) (H-HISTORY) (TAB)

SEP 11, 2000 LABOR OPERATION R/O 222729

Store SEBVC01 PORT 5004 3651

JOB#(1) OP/CODE 35CVZ ENGINE MISC

LABOR(C/N/I) W JENL PFX (C) (W) (I) VLR

BILLING TIME 16.60 LABOR RATE 46.99 GRP

LABOR CHARGES 780.03 NOTE

COMPLAINT ENGINE CAUGHT ON FIRE-CHECK AND ADVISE OF DAMAGE

CAUSE CONNECTING ROD FAILED-PUT HOLE IN BLOCK-SPRAYED EXHAUST WITH OIL-CAUGHT FIRE UNDERBODY

CORRECTION REPLACED GM LONGBLOCK ASSEMBLY/MISC FIRE DAMAGE PARTS

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	4452.65	0.00
2. SUBLET	0.00	148.00	0.00
3. G.O.G.	0.00	5.66	0.00

#	JE TECH	NAME	F/H	T DATE	START	FINISH	HOURS	ADJ	TY	P
1	1 958	ERNEST BLOWERS	F	W 09/08/00	0.00	2.50	2.50			N
2	1 979	DAVID C VETTER	H	W 09/08/00	0.00	10.00	10.00			N
TOTAL LABOR TIME		13.50								

-CHARGE) (CC-CCC SCREEN) (D-DELETE) (E-ENTER) (J-JENL PFX) (TAB)

PARTS DISPLAY E/O 222729

3651

# PART-NO.	DESCRIPTION	T	COST	QTY	PRICE	RET-PRC	CMT	GRP
1 GM26073372	BOOT KIT 6.061	0	25.50	1	35.70	35.70	W	
1 GM10456215	SENSOR 2.383	0	25.50	1	35.70	35.70	W	
1 GM24505258	COVER 0.679	0	0.52	1	0.73	0.73	W	
1 GM24215109	COVER 0.679	0	1.95	1	2.73	2.73	W	
1 GM12189797	HARNISS 2.525	0	283.79	1	397.31	397.31	W	
1 GM26079912	REM RT/GR	0	444.97	1	602.96	602.96	W	
1 GM25312203	SENSOR-OK 3.682	0	51.50	1	72.10	72.10	W	
1 GM24506524	BELT 1.066	0	22.50	1	31.50	31.50	W	
1 GM24206182	GASKET 4.196	0	12.17	1	17.04	17.04	W	
1 GM26079688	PUMP REM 6.605	0	101.81	1	132.53	132.53	W	
1 GM26064183	HOSE 6.670	0	33.50	1	46.90	46.90	W	

BILL TYPE	COST	PRICE
CUSTOMER	0.00	0.00
WARRANTY	3202.78	4452.65
INTERNAL	0.00	0.00
TOTALS	3202.78	4452.65

[H-HINTER] (P-PAGE) (T-TRANSFER) (F-FORWARD) (S-SP ORD)

# PART-NO	DESCRIPTION	T	COST	QTY	PRICE	EXT. PRC	CWI	GRP
1 GM26084625	PIPE 6.602	0	12.91	1	18.07	18.07	W	
1 GM12192191	WIRE KIT 2.239	0	30.38	1	42.53	42.53	W	
1 GM12480887	RNGCL36GW	0	1920.00	1	2688.00	2688.00	W	
1 GM26040144	RESERVOIR 6.635	0	59.00	1	82.60	82.60	W	
1 GM12338076	PIN 0.685	0	1.77	2	2.48	4.96	W	
1 GM24202835	SEAL ASM, 6.056	0	2.22	1	3.11	3.11	W	
1 GM57703	BRK CLR WY. RNS	0	4.30	1	6.02	6.02	W	
1 GM26022453	CAP 6.635	0	11.38	1	13.27	13.27	W	
1 GM25318321	SENSOR 3.682	0	51.50	1	72.10	72.10	W	
1 GM10275205	GASKET 3.690	0	0.95	1	1.33	1.33	W	
1 GM10056770	HANGER AS 3.616	0	3.04	2	4.26	8.51	W	

BILL TYPE	COST	PRICE
CUSTOMER	0.00	0.00
WARRANTY	3202.78	4452.65
INTERNAL	0.00	0.00
TOTALS	3202.78	4452.65

R-ENTER) (P-PAGE) (T-TRANSFER) (F-FORWARD) (S-SP ORD)

#	PART-NO.	DESCRIPTION	T	COST	QTY	PRICE	EXT. PRC	CNT	GRP
1	GM1647558	SEAL 3.611	0	6.75	1	9.45	9.45	W	
1	GM24506057	GSKT-MANF 3.270	0	3.33	2	4.66	9.32	W	
1	GM17113137	GASKET RT 3.270	0	19.20	1	26.88	26.88	W	
1	GM12346004	SEALANT-P 8.800	0	10.39	1	14.55	14.55	W	
1	GM25534742	GASKET 1.840	0	1.32	2	1.85	3.70	W	
1	GM24506930	GASKET 3.611	0	3.09	0	4.33	0.00	W	
PART ON SPECIAL ORDER					1				
1	GM10251494	SHLD-COV 3.690	0	13.87	1	19.42	19.42	W	
1	GM10456568	SENSOR 4.329	0	11.60	1	16.24	16.24	W	
1	CR30755	ELECTRA-SHAL BUTT	0	0.85	2	1.70	3.40	W	
1	GM25010792	OIL FLTR 1.836	0	3.15	1	4.41	4.41	W	

BILL TYPE	COST	PRICE
CUSTOMER	0.00	0.00
WARRANTY	3202.78	4452.65
INTERNAL	0.00	0.00
TOTALS	3202.78	4452.65

[-ENTER] (P-PAGE) (T-TRANSFER) (F-FORWARD) (S-SP ORD)

PARTS DISPLAY E/O 222729

3651

#	PART-NO.	DESCRIPTION	T	COST	QTY	PRICE	EXT. PRC	CWI	GRP
1	CR11289	KLIK-RIVET SR SM	0	0.16	4	0.32	1.28	W	
1	GM12346290	COOLANT 8.800	0	8.99	1	12.59	12.59	W	
1	GM1050017	P/S FLD 8.800	0	2.62	1	3.67	3.67	W	
1	GM57703	BRK CLNR NY.BMS	0	4.30	2	6.02	12.04	W	

BILL TYPE	COST	PRICE
CUSTOMER	0.00	0.00
WARRANTY	3202.78	4452.65
INTERNAL	0.00	0.00
TOTALS	3202.78	4452.65

ENTER) (P-PAGE) (T-TRANSFER) (S-SP ORD)

PAGE 189

+219823554

SEP 11 2000 15:15

Damage Report

 DATE 8.24.80

 ADDRESS [REDACTED]

 CITY [REDACTED]

 STATE [REDACTED]

 HOME PHONE [REDACTED]

 WORK PHONE [REDACTED]

 YEAR 1980 MAKE PONTIAC MODEL GRAND PRIX

 LICENSE NO. 1G2WP52K8YF344996

 VEHICLE 932

 VIN 1G2WP52K8YF344996

 PREG DATE [REDACTED]

 BODY CODE [REDACTED]

 PAINT [REDACTED]

 TRIM [REDACTED]

 WE DO [REDACTED]

 ADDRESS [REDACTED]

 DATE OF LOSS [REDACTED]

 CLAIM NO. [REDACTED]

 ADJUSTER [REDACTED]

 PHONE [REDACTED]

 LIC. NO. [REDACTED]

 FIRM [REDACTED]

 G.D. [REDACTED]

LINE NO.	QTY	REPAIR	DETAILS OF REPAIR R = Repair S = Substitution N/C = No Charge/No Charge/No Charge	PARTS INDEX A = Aftermarket N = New U = Used R = Rebuild	PI	LABOR HOURS				PARTS	SUBLET/AMOUNT
						BODY	PAINT	FRAME	MISC		
1											
2	✓		TRANSMISSION PAN GASKET						.3	20.00	
3	✓		RE TRI-POT INNER BOOT	F1500					.3	51.00	
4	✓		DIFFERENTIAL SHIELD						N/C	5.00	
5	✓		MAIN WIRING HARNESS						27	472.99	
6	✓		TRANS SPEED SENSOR						.5	56.25	
7	✓		DR. SENSOR						.3	105.00	
8	✓		GM LONGBLOCK ASSEMBLY						6.2	9000.00	
9	✓		POWER STEERING PUMP						1.1	158.62	
10	✓		STEERING GEAR						2.6	789.94	
11	✓		SPARK PLUG WIRES						.3	60.75	
12	✓		DRIVE BELT						.2	45.00	
13	✓		KNOCK SENSOR						.7	51.00	
14	✓		OIL						N/C	5.66	
	✓		OIL FILTER						N/C	5.89	
	✓		TRANS FLUID						N/C	9.75	
17											
18											
19											
20											
21											
22											
23			SUBLET CLEAN-UP (FULL DETAIL)							200.00	
24											
25											
26											

 OLD PARTS WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED TOTALS $\pm$

SOMETIMES AFTER THE WORK HAS BEEN STARTED ADDITIONAL DAMAGES OR WORK PARTS ARE DISCOVERED WHICH WERE NOT SUSPECT ON FIRST INSPECTION. THE DAMAGE REPORT DOES NOT COVER OR INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED. ALL PARTS ARE SUBJECT TO CHANGE.

I hereby authorize the above work.

 Signed X [Signature]

 Date [REDACTED]

Ben Davis

CHEVROLET • OLDSMOBILE • BUICK • PONTIAC • GEO



GLE

 BODY [REDACTED]
 PAINT [REDACTED]
 FRAMES [REDACTED]
 MISC 16.66 16.99
 PARTS (Parts subject to change)
 SUBTOTAL (Subtotal)
 Shop Supplies [REDACTED]
 Body Supplies [REDACTED]
 Taxing/Service
 Customer Detail Charge

SUBTOTAL

\$5809.58

BEN DAVIS

CHEV-OLDS-BUI-PONT INC.

FAX

DATE: 9/11/00

NUMBER OF PAGES INCLUDING COVER: 9

ATTENTION: AMY DRURY

FROM: TOM HIRCHAK 1-800-425-2438 EX. 226

COMMENTS: PRODUCT ALLEGATION CLAIM - AUTHORIZED
BY MIKE DRUMM (EX. 57052) - NEED INSTRUCTION
ON HOW TO PROCESS CLAIM (E1242)

REPLY REQUESTED: ☒ YES ☐ NO

DEALER CODE
 MAKE: _____ CODE: _____

State Road 8 West - Auburn, Indiana 46706 - Phone 219-925-3715

LABOR TOTAL	38.00	LABOR RATE	113%	DEALER/	BURBANDY/
VIN/MAKE/MODEL	00/PONTIAC/GRAND PRIX	DELIVERY DATE		DELIVERY MILE	
ORDER NO.	196 2 0 P 5 24 B Y F 3 4 9 9 4	DELIVERED DATE		PRODUCTION DATE	
KEY NO.	000000000	KEY DATE	09/11/00	DATE NOTIFIED	
AUTHORIZATION		REMARKS		DEALER CODE	

LABOR
 JW 1 74CUZ OTHER BODY REPAIR HOURS: TECH(S): 0.00
 DETAIL INTERIOR/EXTERIOR ///FOR SERVICE DEPT TOM/DN
 RD 222729////////
 TOTAL - 1.000R 0.00

SUBLET-----PDM-----VEND INVO-INVO DATE-DESCRIPTION-----
 JOB # 1 223074 225874 09/12/00 DETAIL INTERIOR/EXTERIOR (LNB FINE)
 TOTAL - SUBLET 133.00

S.O.B. & SUPPLIES-----
 JOB # 1 1.0 MATERIAL 8 15.000 /UNIT
 TOTAL - 001 15.00

TOTALS-----
 CONTROL# ACCOUNT# AMOUNT..
 TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET.... 133.00
 TOTAL S.O.B.... 15.00
 TOTAL MISC.CHG. 0.00
 TOTAL MISC.DISC 0.00
 TOTAL TAX..... 0.00
 TOTAL INVOICE \$ 148.00

APPROVED BY SIGNATURE
 ***** DUPLICATE INVOICE *****

Attn: Amy Drury

BEN DAVIS AUBURN, INDIANA

0400001

Customer & Relationship Services Group
P.O. Box 430008
Ponchartraine, Michigan 48343-6008

 General Motors

Customer & Relationship
Services Group

156
7161
7354
03.20
SEP 19 00
33610
MAILED FROM TAMPA FL

09-22-00P04:34 RCVD

Lincoln Park, MI

Lincoln Park, MI



GMC

GENERAL MOTORS CORPORATION

BRAND: Pontiac

DATE: 08/24/00

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

RE: Claimant: [REDACTED]

Date of Incident: 7/15/00

File Number: 01104880

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.

Please Contact:

Customer Relationship Manager
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,



Michael J. Drumm
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- ☒ Customer File
- ☒ VIN Profile
- ☒ Inspection Report
- ☒ Pictures
- ☒ Estimates
- ☐ Police or Fire Report
- ☐ Repair Orders
- ☐ Dism Tape
- ☐ Other:

GM**PAR CASE INFORMATION**

Problem ID: 01104880

NAME: [REDACTED] ADDRESS: [REDACTED] AUBURN, IN [REDACTED] PHONE: [REDACTED]	VIN: 1G2WP52K8YF344896 MAKE: Pontiac MODEL: GR PRX GT 4DR YEAR: 2000 ODOMETER: 832
---	--

NAME: [REDACTED] COMPANY: [REDACTED] ADDRESS: [REDACTED] PHONE: [REDACTED] TYPE: Reg.	ACCOUNT/POLICY: SERVICE DEALER: BEN DAVIS CHE-OLD-BUI-PON I CONTRACT: TOM HIRCHAK SELLING DEALER: DON AYRES PONTIAC-GMC CONTRACT: UNKNOWN PAYEE: No
---	--

CONTACT ID: C0000029848871 DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED] DISABILITIES: NONE ROAD SURFACE: Concrete ROAD CONDITION: Dry # PEOPLE IN VEHICLE: 1 INJURIES: No OTHER VEHICLES INVOLVED: No NUMBER INVOLVED: DEFECTIVE COMPONENT: ENGINE CAUGHT ON FIRE POLICE REPORT: No INSURANCE: Yes INSURANCE COMPANY: ENTERPRISE RENTALS INSURANCE COMPANY ADDR: NA INSPECTION: Yes INSP NAME: EAA INSP DATE: 8/11/00 INSP MILES: 832 INSP DONE: Inspect engine compartment PROPERTY DAMAGE: INCIDENT LOCATION: INTERSTATE 468, INDIANA INCIDENT RESULT: accepted repair 8/24/00 VEHICLE LOCATION: BEN DAVIS PONTIAC, STATE RD 8 W, AUBURN, IN 48708 MAINTENANCE LOCATION: NONE. BRAND NEW VEHICLE PURCHASED AT DON AYRES PONTIAC OWNER DESC: WHILE DRIVING ON INTERSTATE, CRUISE CONTROL ON, ENGINE CAUGHT FIRE. FLAMES PUT OUT, VEHICLE TOWED MORE INFO:	BODY INJURY: No COLLISION: No PROPERTY DMG: No NON COLL: Yes DMB ABV K: No NOTIFY NAME: [REDACTED] AGENT NAME: CHRIS CARROLL STATUS: Accepted REJECT REASON: ROAD TEST: No ROAD TEST DESC: ROAD TEST RESULT: COMP INSPECTED: ENGINE INVEST SUMMARY: see see report AGENT PHONE: 317-848-2208 INCIDENT DATE & TIME: 07/15/2000 07:00:00 AM
--	--

ID: PAYEE: ADDRESS: COMPANY: AMOUNT: ACCT_TYPE: ACCT_NUM: TAX_ID: ISSUE_1099: POLICY NUM:
--



PAR CASE INFORMATION

Problem ID: 01104880

ECN SOURCE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: product allegation- thermal event
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation-GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: J01
COMPONENT DESCRIPTION 2: product allegation- thermal event
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Engine
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04
COMPONENT DESCRIPTION 3: PRODUCT ALLEGATION-THERMAL EVENT
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: Possible Safety Concern
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4: A06
COMPONENT DESCRIPTION 4: PRODUCT ALLEGATION-THERMAL EVENT
COMPLAINT CODE 4: Other
COMPLAINT DESCRIPTION 4: Fire
REPAIR ATTEMPTS 4: 0

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:

ABC CONTRACT INFORMATION

NAME:
COMPANY:
ADDRESS:

PHONE:
TYPE:

ACCOUNT/POLICY:
SERVICE DEALER: BEN DAVIS CHE-OLD-BUI-PON I
CONTRACT: TOM HIRCHAK
SELLING DEALER: DON AYRES PONTIAC-GMC
CONTRACT: UNKNOWN
PAYEE: No



PAR CASE INFORMATION

Problem ID: 01104880

WORK HISTORY

08/07/2000 - 08:20:14 AM FOLLOWING COMMENT OF 8/3/00 FROM CAC FILE 01104878: CUST STATES WHILE DRIVING A VEHICLE FROM THE [REDACTED] HE WORKS FOR, THE REAR OF THE ENGINE CAUGHT FIRE WHILE ON THE INTERSTATE. CUST HAD CRUISE CONTROL SET AND WAS GOING 71MPH. CU ST WAS ABLE TO PULL OVER AND A TOW TRUCK DRIVER NOTICED THE FLAMES AND PUT THEM OUT W/ A FIRE EXTINGUISHER. NO POLICE REPORT OR FIRE REPORT DONE. NO INJURIES TO CUST, OR PERSONAL PROPERTY. CUST IS THE DISTRICT MANAGER FOR [REDACTED] CRM ADVISED HIM SOMEONE FROM PAR WILL BE NOTIFYING HIM WITHIN 24-48 HRS. CUST DID STATE HIS BOSS' NAME IS [REDACTED] HOLLY ZETTLER/CARS/TAMPA

08/07/2000 - 09:45:31 AM CRM SPOKE TO TOM, SVC MGR AT BEN DAVIS PONTIAC. TOM STATES [REDACTED] TOLD THEM THT SVC ENGINE LIGHT HAD COME ON AND THEN LOW OIL LIGHT. TOM STATES CUSTOMER THEN ADVISED HE SMOELLED SMOKE AND DECIDED TO NURSE VEHICLE OFF HIGHWAY. WHEN CUSTOMER GOT OF F HIGHWAY, A WRECKER OPERATOR BEHIND HIM TOLD HIM TO GET OUT OF VEHICLE. TOM STATES CUSTOMER STATED THERE WERE FLAMES UNDERNEATH VEHICLE. TOM STATES INITIAL DEALER INSPECTION SHOWS NO OIL ON DIPSTICK. VEHICLE APPARENTLY LOST ALL OIL. VEHICLE IS BURNT UNDERNEATH FROM CONVERTER FORWARD. DAMAGE TO FLOORBOARD, CV BOOT, O2 SENSOR, HARNESS, BELTS, ETC. TOM STATES OTHER COMMENT MADE BY [REDACTED] WAS HE HEARD POPPING NOISE BEFORE SEEING SMOKE. CRM ADVISED TOM AN EAA INSPECTOR WILL BE OUT TO DO INSPECTION FOR GM. MIKE DRUMM/TAMPA/PAR 57052

08/07/2000 - 09:29:00 AM CRM SPOKE TO [REDACTED] CRM CONFIRMED PRELIMINARY PAR FACTS. [REDACTED] STATES [REDACTED] JUST STATED HE HEAR POPPING NOISE, SAW SMOKE, PULLED OVER AND TOW TRUCK OPERATOR EXTINGUISHED UNDER HOOD FLAMES WITH FIRE EXTINGUISHER. [REDACTED] STATES VEHICLE WAS SUBSEQUENTLY TOWED TO BEN DAVIS PONTIAC IN AUBURN, 219-925-3715. [REDACTED] STATES GM HAS PERMISSION TO INSPECT VEHICLE. [REDACTED] STATES DEALER HAS GIVEN NO INDICATION WHAT CAUSED THERMAL EVENT. DEALER INDICATED INVOLVING PAR WAS NEXT STEP. CRM ADVISED CUSTOMER OF INSPECTION/INVESTIGATION TIMEFRAME. [REDACTED] STATES WE SHOULD CONTACT HIM WITH FINDINGS, BUT WE CAN FEEL FREE TO CALL [REDACTED] WITH ANY FURTHER QUESTIONS ABOUT INCIDENT ITSELF. MIKE DRUMM/TAMPA/PAR 57052

08/07/2000 - 08:28:25 AM PAR CRM, MIKE DRUMM, RECEIVED FILE FRIDAY, 8/4/00. CRM CALLED FOR [REDACTED] 8/7/00 AT 8:20 A.M. EST. ANSWERING MACHINE SAYS BUSINESS HOURS NOT UNTIL 8:00 CENTRAL TIME. CRM DID LEAVE MESSAGE 8/7/00 FOR [REDACTED] MESSAGE ASKED [REDACTED] TO CALL SO WE CAN GET PERMISSION TO INSPECT AND CONFIRM LOCATION OF VEHICLE. MIKE DRUMM/TAMPA/PAR 57052

08/08/2000 - 08:02:28 AM SITEL DESKTOP NOT FUNCTIONING 8/7, SO UNABLE TO PRINT FILE AND FAX EAA REQUEST. FILE WAS COPIED AND EAA INSPECTION REQUEST FAXED 8/8/00. MIKE DRUMM/TAMPA/PAR 57052

08/17/2000 - 12:48:53 AM CRM RECEIVED AND REVIEWED EAA INSPECTION REPORT. GM TO OFFER REPAIRS. CRM SPOKE TO TOM, SVC MGR AT DAVIS PONTIAC. TOM WILL PREPARE AND FAX ESTIMATE FOR REPAIRS AT WARRANTY RATES. CRM WILL THEN CONTACT CUSTOMER WITH OFFER OF REPAIRS. MIKE DRUMM/TAMPA/PAR 57052

08/23/2000 - 10:36:13 AM TOM HERBHACK AT BEN DAVIS PONTIAC WAS PREPARING ESTIMATE FOR US BUT NOW SAYS THEY DISCOVERED THERE IS A HOLE IN THE ENGINE BLOCK. TOM WILL REVISE HIS ESTIMATE AND FAX TO PAR. MIKE DRUMM/TAMPA/PAR 57052

8/24/2000 - 02:32:14 AM CRM RECEIVED ESTIMATE FROM DEALER. MIKE DRUMM/TAMPA/PAR 57052

08/24/2000 - 04:38:18 AM BUSINESS SUMMARY: 1. CRM REVIEWED THE FILE. 2. CRM CONTACTED CUSTOMER AND CONFIRMED PRELIMINARY PAR FACTS. 3. CUSTOMER GAVE GM AUTHORIZATION TO INSPECT. 4. EAA INSPECTION REPORT SUBMITTED AND REVIEWED BY CRM. 5. CRM ADVISED CUSTOMER OF GM PO



PAR CASE INFORMATION

Problem ID: 01104880

SITON: GM OFFERING REPAIRS. CUSTOMER ACCEPTED OFFER TO REPAIR. DEALER ADVISED TO PROCEED WITH REPAIRS. 8. FILE TRANSFERRED TO FINAL TOUCH TEAM TO PROCESS GMWA UPON COMPLETION OF REPAIRS. COPY OF CLOSED FILE TO BE SENT TO E818 FYI. MIKE DRUMM/TAMPA/PAR 57052

08/24/2008 - 04:37:14 AM

CRM ADVISED TOM HIRCHAK AT BEN DAVIS PONTIAC THAT CUSTOMER HAS ACCEPTED OFFER OF REPAIR. CRM ADVISED TOM TO PROCEED WITH REPAIRS AND FAX FINAL REPAIR BILL TO PAR UPON COMPLETION OF REPAIRS SO WE CAN PROCESS GMWA. MIKE DRUMM/TAMPA/PAR 57052

08/24/2008 - 04:36:15 AM

CRM SPOKE TO [REDACTED] AND ADVISED OF GM POSITION: OFFERING REPAIRS. [REDACTED] ACCEPTS OFFER AND SAYS TO PROCEED WITH REPAIRS. MIKE DRUMM/TAMPA/PAR 57052

08/24/2008 - 01:31:35 AM

CRM CALLED AND LEFT MESSAGE FOR CHRIS CARROLL OF ENTERPRISE TO CALL ME. CRM MESSAGE ADVISES THAT WE HAVE REVIEWED INSPECTION RESULTS ARE OFFERING TO REPAIR THE VEHICLE AT GM EXPENSE. CRM MESSAGE REQUESTS CUSTOMER TO CALL BACK AND ADVISE IF HE ACCEPTS OFFER SO REPAIRS CAN BEGIN. MIKE DRUMM/TAMPA/PAR 57052

09/13/2008 - 01:29:13 AM

CRM received final RO. CRM processed GMWA to pay dealer for repairs. RO#222729,x1242,dir code 07173,\$5388.34. CRM closing file. Amy Drury/Tampa PAR 58242

NAME		DATE	
First Name	Last Name	Month	Day
Address		City	State
Phone		Area Code	Number
E-mail		Password	
Security Question		Answer	
Country		Zip	
Company		Job Title	
Industry		Years of Experience	
Education		Degree	
Skills		Languages	
References		Contact Info	
Comments		Status	
Terms and Conditions		Privacy Policy	
Create Account		Log In	

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 02

(UPDATED THRU 20000801)

DIV: PONTIAC

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
WP52K8YF344996	GR PRX GT 4DR	M	1607019	20000621	10	PAID	1

PROD-DTE: 20000620 DELWAR-DATE: WARBLK-DTE:

INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:

INV-DLR : 1607019 SHIP-TO-DLR: 1607019

C	CYCLE								AUTH	AUTH	
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	I	1607019	077	20000620	A44996	344996	01	27000	69.14	0	

PASSENGER CAR AND TRUCK NVI

----- NO MORE CLAIMS FOR THIS VIN -----

PF1:HELP PF2:OPT PF3:CHG-DIV PF4:MAIN MENU PF5:DESC PF6:PRINT
PF7:BACK PF8:FWRD PF9:GOTO PF10:LOGOFF

RECORD FOUND

NEXT;

GM WARRANTY HISTORY INQUIRY

PAGE 02 OF 02

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: PONTIAC

VIN: 1G2WP52K8YF344996 ORD-TYPE: 050 SERV-TYPE: 000 DEL-TYPE: 020

RPO DESCRIPTION

RPO DESCRIPTION

W BODY
4 DOOR
PONTIAC
L36 3.8 LITRE V6 MFI
MX0 AUTO TRANS W/OVERDRIVE
M15 4 SPD AUTO TRANS 4T65-E
FLEET PROCESSING OPTION
ANTILOCK BRAKE
DG7 DR/PASS REMOTE ELEC
UN6 RADIO AM/FM CASS CDM

35 SERIES HD MODEL
SEDAN
V6 ENGINE
FEDERAL EMISSIONS
AUTO TRANS
UH8 INSTRUMENT CLUSTER
AK5 INFLAT RESTRAINT DR/PAS
C60 STAND AIR CONDITIONING
US6 FIXED ANTENNA

----- END OF OPTIONS -----

PF1:HELP
PF7:BACK

PF2:OPT
PF8:FWRD

PF3:CHG-DIV
PF9:GOTO

PF4:MAIN MENU
PF10:LOGOFF

PF5:DESC

PF6:PRINT

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Division: <u>Pontiac</u>	Ref: <u>01104880</u>	VIN: <u>1G2WP52K8YF344996</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: Donald Hark Organization: EAA
 Phone: (317) 578-1981 x Inspection Date: 08/11/00 Mileage at Inspection: 932

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

Following the inspection, summarize the tests and observations.

The vehicle sustained heat and fire damage to a small area of the vehicle located at lower rear area of the engine compartment; the damage was mainly to rubber hoses and wiring, no major component sustained significant damage. The fire seems to have originated at the rear of the engine compartment near the exhaust manifold and exhaust pipe area, at the crossmember. Engine oil leaking from the engine oil sensor had blown out underneath vehicle and was ignited by the exhaust fire burned the hoses to P.S. reservoir and this added fuel to the fire. Exterior or interior was not damaged.

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

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

Abraham, T. [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) No Modifications or after market equipment

2. Any prior collision damage? (when, where, extent, repaired by, etc.) No Prior Collision damage

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 rattle, etc.):

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

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

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

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

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other) no maintenanceMaintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) _____Any other pertinent vehicle history information (from interview or GM Warranty History)? NoName and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle
Allen's Car & Truck Repair, 5410 Industrial Rd, Ft. Wayne, IN 46815, 219-423-4457, Davis, JAC
How was vehicle towed? (flat bed, dolly, sling, front or rear lift) _____ If towed on wheels, how far? _____

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

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

If vehicle is a truck, or a car trailing cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) _____
load description No load load location _____Driver's physical description (gender, age, height, weight, disabilities) Male, 28 yrs old, 6'0" Tall, 240 lbs, no disabilitiesIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? Yes Were all doors locked? (Y/N) YDrive length (if vehicle was parked prior to fire, describe last drive): Hrs. _____ Min. 40 Distance traveled 25 milesIf not parked, vehicle speed estimate 55 MPH Source of estimate Driver Posted speed 55 MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 1/2 When last fueled? UNKExact incident location Incident happened off E 469, at Highway and Parkway, Ft. Wayne, INWeather conditions and visibility Clear and DryApprox. temperature 75 °F. Any physical visual obstructions? No

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

Road: Concrete, ~~Asphalt~~ Gravel, Crushed Rock, Dirt, or Other? Describe:Shoulder: Concrete, ~~Asphalt~~ Gravel, Crushed Rock, Dirt, or Other? Describe:Road condition: Wet, ~~Dry~~, Icy or Other? If other, specifyShoulder 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?)

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) 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. Lt. 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.?) No problem

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

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

Describe any unusual odors. From where? Oil, small, inside vehicle

Any smoke? (from where, color, intensity, etc.) Yes, from underneath vehicle

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

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

Any flame? (from where, color, intensity, etc.) Yes, from underneath vehicle, Red in color

Any steam or smoke? (from where, color, intensity, etc.) Yes, white smoke, from underneath

And inside vehicle. Heavy

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

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

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

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) Y 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) Y Describe Pulled into service station

and had help from attendant and another driver outside car fire.

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

Any other comments or observations that have not been covered? Engine was very loud & noisy engine was making an excessive amount of noise, noise should have been noticed prior to the 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 No Damage
Front & rear exterior No Damage
Hood, inner & outer panels No Damage
Trunk area and Decklid, inner & outer panels No Damage
Roof No Damage
Door interior panels No Damage
Left & right instrument panel & odometer No Damage
Ashtray(s) area No Damage
Left & right front seat and carpet No Damage
Underbody & exhaust (include hangers) Rubber components of exhaust hangers burned exhaust insulation under
Option code label OK - N.D.
Engine compartment No Damage
Radiator, front & rear No Damage
Coolant recovery bottle No Damage
Transmission cooler lines/connections No Damage
Engine compartment engine coolant lines/hoses, connections/clamps No Damage
Engine compartment heater lines/hoses, connections/clamps (include those to firewall 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 Hoses partially burned, fluid reservoir not damaged
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 externally, engine has had knock, internal.
Engine oil pan No damage to oil pan, oil sealer leaking excessively
Engine compartment hinge torque rods No damage
Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) Exhaust intact, wiring to oil sealer burned
Any item which is alleged to be the cause/source oil sealer in engine pan
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 Full
Engine oil Oil level at tip of stick, very low, clear, not dirty
Transmission fluid Front fluid level, full, clean, does not smell burned & burnt
Power steering fluid Reservoir was almost empty, at tip of Dipstick
Brake fluid Full

List all driver electrical controls which are in the "On" position (include Ignition) Alt Blower Fan, AC, and Cruise Control

Fuses (Identify all open or not proper size) No open fuses

Wiring insulation at fuse blocks No damage
Fusible links (Identify all open) No damage, No open fusible links
Spark plug wiring and boot condition No damage
Fuel filler "Lead Free" restrictor in place? (Y/N) Y Describe Fuel cap installed
Location of fuel filler cap (or evidence of remains) Fuel cap installed
Catalytic converter (any discoloration or swelling?) No swelling or discoloration
Position of windows (if glass missing, do further inspection) All in up position

C. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available): Wiring harness at lower rear area of engine compartment damaged, PS reservoir heat damaged, also hoses, & CV boot heat damaged, Engine Knock Sensor, rubber on steering rack and underbody of vehicle heat & smoke damaged. NO Damages to major components caused by fire. \$2000 Estimate

***** 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 ovens, 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 the damage and make notes as necessary.

Comments:

There was no damage at site of incident
Driver, stated he did not notice anything prior to
the fire itself. The engine is making excessive
knocking noises

GMWA Pre-Authorization Form

Check VIN LOOKUP and WINS for the following information:

Ownership: 1st 2nd 3rd
Delivery Date 10-21-00
Used Purchase Date: _____
Where Purchased? _____
Service Contract: Y ☒ N
Warranty Block/Branded Title? Y ☒ N

Case # 01104880
VIN 1G2W2P52K8YF344996
Mileage 932
Dealership Contact: Tom Hirschak (Name & Title, i.e. Service Manager)
Division: (Circle one) 15-Oldsmobile, 16-Pontiac, 18-GMC, 19-Chevrolet, 12-Cadillac, 11-Buick
Dealer Code 07-173

Repair Order # 222729

Labor Operation 21242
Labor Operation _____
Labor Operation _____
Labor Operation _____

Total \$ 5386.34
Total \$ _____
Total \$ _____
Total \$ _____

List Specifics Below, Do not use the word "Defective" in the cause field

Complaint: Thermal Event

Cause: unknown

Correction: Dealer repaired vehicle

Justification: Customer satisfaction is guaranteed

CRM: Donny/Mike Drumm
Date Entered: _____
Manager Entering: _____

Z1242 & Z1243 Claim Tracking

Z1242 / Z1243 Warranty Claim Tracking
Pre-Approval Documentation

Vehicle Information

Date: 9-13-00
File No.: 01104880
Customer Name: [REDACTED]
VIN: [REDACTED]
In-Service Date: 102WPS2K8YF344996
Mileage: 6-21-00
932

Dealer Information

Dealer: Ben Davis Pontiac
Dealer Code: 07173
Dealer Contact: Tom Hirschak

Claim Information

RO No.: 222729
RO Date: 7-13-00
TAC Case No.:

Labor OP(Z1242 or Z1243): 21240

Claim Type:
Cause Code (CC): MJ
Failure Code (FC): 88

Labor Hours:
Other Hours:

Net Amount: 6386.34

Authorization Code:
Reviewed By: Amy Drury

Retain copy with dealer repair order.

Keyword Reason/Additional Comments

AC/WORK	INCHAS & HIRSHAK	530	CARD NO.	1882	INVOICE DATE	09/11/00	INVOICE NO.	PMC9222229
LABOR RATE	62.00	LICENSE NO.	MA/AGE	932	DEALER	BURDANDY/	STOCK NO.	
YEAR / MAKE / MODEL	00/PONTIAC/GRAND PRIX				DELIVERY DATE	DELIVERY MILE		
VEHICLE NO.	1 8 2 W P 5 2 K 8 Y F 3 4 4 9 9 6				SELLING DEALER NO.	PRODUCTION DATE		
P/E NO.	000000000				P.D. NO.	A.D. DATE		
AUTHORIZATION					ZONE NO.	DATE NOTIFIED		
CARTER, IN						DEALER CODE		

LABOR-----JW 1 35CVZ ENGINE MISC UNITS: 16.60 TECH(S):938 979
 ENGINE CAUGHT ON FIRE-CHECK AND ADVISE OF DAMAGE

TOTAL - LABOR 0.00

PARTS	QTY	P-P-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	26078972	ROOT KIT 6.061		WARRANTY
JOB # 1	1	10456215	SENSOR 2.303		WARRANTY
JOB # 1	1	24505258	COVER 0.679		WARRANTY
JOB # 1	1	24215109	COVER 0.679		WARRANTY
JOB # 1	1	12189797	HARNESS 2.525		WARRANTY
JOB # 1	1	26079912	REM ST/GR		WARRANTY
JOB # 1	1	25312203	SENSOR-0X 3.682		WARRANTY
JOB # 1	1	24506524	BELT 1.066		WARRANTY
JOB # 1	1	24204182	GASKET 4.196		WARRANTY
JOB # 1	1	26079488	PUMP REN 6.603		WARRANTY
JOB # 1	1	26064183	HOSE 6.670		WARRANTY
JOB # 1	1	26084626	PIPE 6.602		WARRANTY
JOB # 1	1	12192191	WIRE KIT 2.239		WARRANTY
JOB # 1	1	12480887	ENGCL36W		WARRANTY
JOB # 1	1	26040144	RESERVOIR 6.633		WARRANTY
JOB # 1	2	12338076	PIN 0.685		WARRANTY
JOB # 1	1	24202835	SEAL ASM, 6.036		WARRANTY
JOB # 1	1	57703	BRK CLNR WY.NMS		WARRANTY
JOB # 1	1	26022459	CAP 6.636		WARRANTY
JOB # 1	1	25318321	SENSOR 3.682		WARRANTY
JOB # 1	1	10275205	GASKET 3.690		WARRANTY
JOB # 1	2	10054770	HANGER AS 3.616		WARRANTY
JOB # 1	1	1647558	SEAL 3.611		WARRANTY
JOB # 1	2	24506057	GSKT-MANF 3.270		WARRANTY
JOB # 1	1	17113137	GASKET KI 3.270		WARRANTY
JOB # 1	1	12346004	SEALANT-P 8.800		WARRANTY
JOB # 1	2	25534742	GASKET 1.840		WARRANTY
JOB # 1	0	24506930	GASKET 3.611		WARRANTY

PART ON SPECIAL ORDER

** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 1	1	10251494	SM.D-CMV 3.690		WARRANTY
JOB # 1	1	10456568	SENSOR 4.829		WARRANTY
JOB # 1	2	30755	ELECTRA-BEAL BUTT 2		WARRANTY
JOB # 1	1	25010792	OIL FLTR 1.836		WARRANTY
JOB # 1	4	11289	KLIK-RIVET BR SM 3		WARRANTY
JOB # 1	1	12346290	COOLANT 8.800		WARRANTY
JOB # 1	1	1050017	P/S FLD 8.800		WARRANTY
JOB # 1	2	57703	BRK CLNR WY.NMS		WARRANTY

TOTAL - PARTS 0.00

SUBLET	POH	VEHD	INVA	INV DATE	DESCRIPTION	WARRANTY
JOB # 1	222729	111		09/11/00	DETAIL	0.00

TOTAL - SUBLET 0.00

G.O.G. & SUPPLIER	QTY	DESCRIPTION	UNIT	TOTAL - GOG	WARRANTY
JOB # 1	1.0	SUDOWRENCH OIL SPECIAL			0.00

BEN DAVIS AUBURN, INDIANA

ADDRESS THOMAS A HIRCHAK 938		DATE NO. T887	INVOICE DATE 09/11/80	INVOICE NO. PH10222729
LABOR RATE 62.00	LICENSE NO.	MILEAGE 932	COLOR BURBANDY/	STOCK NO.
YEAR/MAKE/MODEL 00/PONTIAC/GRAND PRIX			DELIVERY DATE	DELIVERY MILES
VEHICLE ID. NO. 1 G 2 W P 5 2 K 8 Y F 3 4 4 9 9 6			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO. 000000000		P.O. NO.	R.O. DATE 07/15/80	DATE NOTIFIED
AUTHORIZATION			ZONE NO.	DEALER CODE

TOTALS

 * CASH..... VISA/MC..... AMEX..... *
 * DISCOVER..... CHARGE..... *
 * CHECK..... CHECK#..... *

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL S.O.S....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

THANK YOU FOR THE OPPORTUNITY
TO SERVE YOU

CUSTOMER SIGNATURE

BEN DAVIS AUBURN, INDIANA

BP 11, 2000 R/O CLOSE OUT

Store 01 SERVCD1 PORT 5004 3651

X. R/O NO. 222729 TYPE SERVICE

1. CUSTOMER

[REDACTED]

CARMEL IN

PHONE (H)

PHONE (H)

2. SERIAL# 1G2WP52K8YF344996 PROD DT
 LICENSE# STK# DEL
 DESC. PN BURGANDY 00

3. JOBS (J#) 1
 STATUS P

4. LABOR	0.00	780.03	0.00
5. PARTS	0.00	4452.65	0.00
6. SUBLET	0.00	148.00 DETAIL	0.00
7. G.O.G.	0.00	5.66	0.00
8. MISC	0.00	0.00	0.00
9. TAX	0.00	0.00	0.00
0. EST \$ [	TOTALS [C]	0.00 [W] 5386.34 [I]	0.00

11. ADVISOR 938
 12. DATE IN 07/15/2000
 13. TIME IN 06:50am
 14. DATE PR 07/15/2000
 15. TIME PR 01:00pm
 16. TAG NO. T882
 17. MI I/O 932/
 18. EC NO.
 19. COMMENTS
 20. RECOMMEN
 21. JRNL PPX PICKUP
 22.

-SAVE) (I-INVOICE) (W-CLAIMS) (A-ACCEPT PAYMENT) (LINE#) (H-HISTORY) (TAB)

PAGE 184

+2195255964

SEP 11 2000 15:14

SEP 11, 2000 LABOR OPERATION R/O 222729

Store 01 SERVCO1 PORT 5004 3651

JOB#(1) OP/CODE 35CVZ ENGINE MISC

LABOR(C/W/I) W JRNL PFX (C) (N) (I) VLR

BILLING TIME 16.60 LABOR RATE 46.99 GRP

LABOR CHARGES 780.03 NOTE

COMPLAINT ENGINE CAUGHT ON FIRE-CHECK AND ADVISE OF DAMAGE

CAUSE CONNECTING ROD FAILED-PUT HOLE IN BLOCK-SPRAYED EXHAUST WITH
OIL-CAUGHT FIRE UNDERBODY

CORRECTION REPLACED GM LONGBLOCK ASSEMBLY/MISC FIRE DAMAGE PARTS

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	4452.65	0.00
2. SUBLET	0.00	148.00	0.00
3. G.O.G.	0.00	5.66	0.00

#	J#	TECH	NAME	F/H	T	DATE	START	FINISH	HOURS	ADJ	TY	P
1	1	958	ERNEST BLOWERS	P	W	09/08/00	0.00	2.50	2.50			N
2	1	979	DAVID C VETTER	H	W	09/08/00	0.00	10.00	10.00			N
TOTAL LABOR TIME			13.50									

-CHANGE) (CC=CCC SCREEN) (D=DELETE) (E=ENTER) (J=JRNL PFX) (TAB)

#	PART-NO.	DESCRIPTION	T	COST	QTY	PRICE	EXT. PRC	CWI	GRP
1	GM26073372	BOOT KIT 6.061	0	25.50	1	35.70	35.70	W	
1	GM10456215	SENSOR 2.383	0	25.50	1	35.70	35.70	W	
1	GM24505258	COVER 0.679	0	0.52	1	0.73	0.73	W	
1	GM24215109	COVER 0.679	0	1.95	1	2.73	2.73	W	
1	GM12189797	HARNES 2.525	0	283.79	1	397.31	397.31	W	
1	GM26079912	REM ST/GR	0	444.97	1	602.96	602.96	W	
1	GM25312203	SENSOR-OK 3.682	0	51.50	1	72.10	72.10	W	
1	GM24506524	BRKT 1.066	0	22.50	1	31.50	31.50	W	
1	GM24206182	GASKET 4.196	0	12.17	1	17.04	17.04	W	
1	GM26079688	PUMP REM 6.605	0	101.81	1	132.53	132.53	W	
1	GM26064183	HOSE 6.670	0	33.50	1	46.90	46.90	W	

BILL TYPE	COST	PRICE
CUSTOMER	0.00	0.00
WARRANTY	3202.78	4452.65
INTERNAL	0.00	0.00
TOTALS	3202.78	4452.65

[=ENTER) (P=PAGE) (T=TRANSFER) (F=FORWARD) (S=SP ORD)

# PART-NO	DESCRIPTION	T	COST	QTY	PRICE	EXT.PRC	CWI	GRP
1 GM26084625	PIPE 5.602	0	12.91	1	18.07	18.07	W	
1 GM12192191	WIRE KIT 2.239	0	30.38	1	42.53	42.53	W	
1 GM12480887	WNGCL36GW	0	1920.00	1	2688.00	2688.00	W	
1 GM26040144	RESERVOIR 6.635	0	59.00	1	82.60	82.60	W	
1 GM12338076	PIN 0.585	0	1.77	2	2.48	4.96	W	
1 GM24202835	SEAL ASM, 6.056	0	2.22	1	3.11	3.11	W	
1 GM57703	BRK CLAR WY.NMS	0	4.30	1	6.02	6.02	W	
1 GM26022453	CAP 5.635	0	11.38	1	13.27	13.27	W	
1 GM25318321	SENSOR 3.682	0	51.50	1	72.10	72.10	W	
1 GM10275205	GASKET 3.690	0	0.95	1	1.33	1.33	W	
1 GM10056770	HANGER AS 3.616	0	3.04	2	4.26	8.51	W	

BILL TYPE	COST	PRICE
CUSTOMER	0.00	0.00
WARRANTY	3202.78	4452.65
INTERNAL	0.00	0.00
TOTALS	3202.78	4452.65

1=ENTER) (P=PAGE) (T=TRANSFER) (F=FORWARD) (S=SP ORG)

# PART-NO.....	DESCRIPTION.....	T	COST...	QTY	PRICE..	EXT. PRC	CWI	GRP
1 GM1647558	SEAL 3.611	O	6.75	1	9.45	9.45	W	
1 GM24506057	GSKT-MANF 3.270	O	3.33	2	4.66	9.32	W	
1 GM17113137	GASKET KI 3.270	O	19.20	1	26.88	26.88	W	
1 GM12346004	SEALANT-P 8.900	O	10.39	1	14.55	14.55	W	
1 GM25534742	GASKET 1.840	O	1.32	2	1.85	3.70	W	
1 GM24506930	GASKET 3.611	O	3.09	0	4.33	0.00	W	
PART ON SPECIAL ORDER				1				
1 GM10251494	SHLD-CONV 3.690	O	13.87	1	19.42	19.42	W	
1 GM10456568	SENSOR 4.329	O	11.60	1	16.24	16.24	W	
1 CR30755	ELECTRA-SEAL BUTT	O	0.85	2	1.70	3.40	W	
1 GM25010792	OIL FLTR 1.836	O	3.15	1	4.41	4.41	W	

BILL TYPE	COST	PRICE
CUSTOMER	0.00	0.00
WARRANTY	3202.78	4452.65
INTERNAL	0.00	0.00
TOTALS	3202.78	4452.65

(=ENTER) (P=PAGE) (T=TRANSPER) (F=FORWARD) (S=SP ORD)

#	PART-NO.	DESCRIPTION	T	COST	QTY	PRICE	EXT. PRC	CWI	GRP
1	CR11289	KLIK-RIVET SR SM	0	0.16	4	0.32	1.28	W	
1	GM12346290	COOLANT 8.800	0	8.99	1	12.59	12.59	W	
1	GM1050017	P/S FLD 8.800	0	2.62	1	3.67	3.67	W	
1	GM57703	BRK CLNR WY.NNS	0	4.30	2	6.02	12.04	W	

BILL TYPE	COST	PRICE
CUSTOMER	0.00	0.00
WARRANTY	3202.78	4452.65
INTERNAL	0.00	0.00
TOTALS	3202.78	4452.65

=ENTER) (P=PAGE) (T=TRANSFER) (S=SP ORD)

Damage Report

DATE 8.24.00

NAME [REDACTED]
 ADDRESS [REDACTED]
 CITY [REDACTED] STATE [REDACTED] ZIP [REDACTED]
 HOME PHONE [REDACTED] WORK PHONE [REDACTED]

YEAR 2000 MAKE PONTIAC MODEL GRAND PRIX
 LICENSE NO. [REDACTED] VIN 1G2WP52K8YF344996
 REG DATE [REDACTED] BODY CODE [REDACTED] PAINT [REDACTED] TRAILER [REDACTED]

INS CO [REDACTED] ADDRESS [REDACTED] DATE OF LOSS [REDACTED] CLAIM NO. [REDACTED]
 ADJUSTER [REDACTED] PHONE [REDACTED] LIC NO. [REDACTED] FILE NO. [REDACTED] C.D. [REDACTED]

Line No	Qty	Part	DETAILS OF REPAIR R = Repair S = Straighten R/C = Recycle/Recoat/Recoat	PARTS INDEX A = Aftermarket N = New U = Used R = Rebuilt	PI	LABOR HOURS				PARTS	SUBLET/MISC.
						Body	Paint	Frame	Mech		
1											
2	✓	TRANSMISSION PAN GASKET							.3	20.89	
3	✓	RE TRI-POT INNER BOOT		PI500					.8	51.00	
4	✓	CONVERTER SHIELD							N/C	5.00	
5	✓	MAIN DRIVING HARNESS							2.7	472.99	
6	✓	TRANS SPEED SENSOR							.5	56.25	
7	✓	O2 SENSOR							.3	103.00	
8	✓	GM LONGBLOCK ASSEMBLY							6.2	3000.00	
9	✓	POWER STEERING PUMP							1.1	158.62	
10	✓	STEERING BAR							2.6	789.94	
11	✓	SPARK PLUG WIRES							.8	60.75	
12	✓	DRIVE BELT							.2	45.00	
13	✓	KNOCK SENSOR							.7	51.00	
14	✓	OIL							N/C	5.66	
15	✓	OIL FILTER							N/C	5.89	
16	✓	TRANS FLUID							N/C	9.75	
17											
18											
19											
20											
21											
22											
23											
24		SUBLET CLEAN-UP (FULL DETAIL)								200.00	
25											
26											

OLD PARTS WILL BE CHECKED UNLESS OTHERWISE INSTRUCTED TOTALS →

SOMETIMES AFTER THE WORK HAS BEEN STARTED ADDITIONAL DAMAGE OR MORE PARTS ARE DISCOVERED WHICH WERE NOT EVIDENT ON FIRST INSPECTION THE DAMAGE REPORT DOES NOT COVER OR INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED ALL PARTS ARE SUBJECT TO APPROVAL

I hereby authorize the above work.

Signed X _____ Date [REDACTED]

Ben Davis

CHEVROLET • OLDSMOBILE • BUICK • PONTIAC • GEO

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ ⑪ ⑫ ⑬ ⑭ ⑮ ⑯ ⑰ ⑱ ⑲ ⑳ ㉑ ㉒ ㉓ ㉔ ㉕ ㉖ ㉗ ㉘ ㉙ ㉚ ㉛ ㉜ ㉝ ㉞ ㉟ ㊀ ㊁ ㊂ ㊃ ㊄ ㊅ ㊆ ㊇ ㊈ ㊉ ㊐ ㊑ ㊒ ㊓ ㊔ ㊕ ㊖ ㊗ ㊘ ㊙ ㊚ ㊛ ㊜ ㊝ ㊞ ㊟ ㊠ ㊡ ㊢ ㊣ ㊤ ㊥ ㊦ ㊧ ㊨ ㊩ ㊰ ㊱ ㊲ ㊳ ㊴ ㊵ ㊶ ㊷ ㊸ ㊹ ㊺ ㊻ ㊼ ㊽ ㊾ ㊿

LABOR TOTAL 46.99
 PARTS TOTAL 46.99
 SUBLET/MISC. 200.00
 TOTAL 5809.58

780.02
 4829.54
 200.00

5809.58

BEN DAVIS

CHEV-OLDS-BUI-PONT INC.

FAX

DATE: 9/11/00

NUMBER OF PAGES INCLUDING COVER: 9

ATTENTION: AMY DRURY

FROM: TOM HIRCHAK 1-800-425-2438 EX. 226

COMMENTS: PRODUCT ALLEGATION CLAIM - AUTHORIZED

BY MIKE DRUMM (EX. 57052) - NEED INSTRUCTION

ON HOW TO PROCESS CLAIM (E1242)

REPLY REQUESTED: ☒ YES ☐ NO

DEALER CODE
MAKE: _____ CODE: _____

State Road 8 West - Auburn, Indiana 46706 - Phone 219-925-3715

8-13-00 12:43pm From BEN DAVIS CHEVROLET

42100250064

7-254 P.01/01 P-401

LABOR PRICE 38.00	LABORER CODE 1132	TECHNICIAN BERGANDY/	DATE 09/11/00
VEHICLE MAKE/MODEL GM/PONTIAC/GRAND PRIX		DELIVERY DATE	DELIVERY MILE
VIN 1G2BPF2K8YF344996		SELLING DEALER NO.	PRODUCTION DATE
VEHICLE NO. 000000000	PD NO.	RD DATE 09/11/00	DATE NOTIFIED
AUTHORIZATION		WORK NO.	DEALER CODE

ADDR: JM 1 740VZ OTHER BODY REPAIR HOURS= TECH(S):
 DETAIL INTERIOR/EXTERIOR ///FOR SERVICE DEPT TOM/ON
 RD 222729//////// 0.00

TOTAL -- LABOR 0.00

SUBLET --- PGM --- VENDOR INVO --- INV. DATE --- DESCRIPTION ---
 JOB # 1 225074 225074 09/12/00 DETAIL INTERIOR/EXTERIOR (HMS FIRE)
 TOTAL -- SUBLET 133.00

S.O.G. & SUPPLIES
 JOB # 1 1.0 MATERIAL 25.000 /UNIT
 TOTAL -- SGG 15.00

TOTALS

CONTRACT #	ACCOUNT#	AMOUNT..	
			TOTAL LABOR.... 0.00
			TOTAL PARTS.... 0.00
			TOTAL SUBLET.... 133.00
			TOTAL S.O.G.... 15.00
			TOTAL MISC.CHS. 0.00
			TOTAL MISC.DISC 0.00
			TOTAL TAX..... 0.00
			TOTAL INVOICE \$ 148.00

APPROVED BY SIGNATURE
 ***** DUPLICATE INVOICE *****

Attn: Amy Drury

BEN DAVIS AUBURN, INDIANA

324089

CASE NUMBER: 01764843 VIN: 1G3WH52K3WF354874
DATE OPENED: 10/02/00 MODEL YEAR: 1998
DATE CLOSED: 11/02/00 SERIES: INTRIGUE 4 DR
SOURCE: PAR MILEAGE: 41000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: CA
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: HARRIS OLDSMOBILE GMC TRUCK; DBA SAT

BRC PARENT: 01760179 DEALER ADDRESS: 13617 E. WHITTIER
BLVD., WHITTIER, CA, 90605, USA

*****GENERAL CASE INFORMATION*****

T01 Product Allegation GM 1241
0 REPAIR ATTEMPT(S)

Other
THERMAL EVENT

J01 Engine
0 REPAIR ATTEMPT(S)

Other
ENGINE CAUGHT ON FIRE

A06 Fire
0 REPAIR ATTEMPT(S)

Other
THERMAL EVENT

A04 Possible Safety Concerns
0 REPAIR ATTEMPT(S)

Other
THERMAL EVENT/PAR INVESTIGATION

veh complaint /par

*****WORK HISTORY*****

CRM REVIEWED FILE. CRM CONTACTED CUST. CUST NOT AVAILABLE. CRM LEFT MESSAGE ON ANSWERING MACHINE. LATASHA HARRIS/PAR 58042; 0; 339459397
2000-10-04

CRM SPOKE WITH CUST. CUST STATED THAT THE ENGINE WAS OFF WHEN VEH CAUGHT FIRE. CUST STATED THAT VEH HAD BEEN SITTING FOR APPROX 5 MINUTES, WHEN HE WAS NOTIFIED BY NEIGHBOR THAT HIS VEH WAS ON FIRE. CUST STATED THAT FIRE OCCURRED IN THE ENGINE AREA.; 0; 339546597
2000-10-04

CUST STATED THAT HE CHANGED OIL & FILTER APPROX 1 MONTH AGO. CUST STATED THAT VEH IS LOCATED A DEALER, BUT WILL BE MOVED BY INSURANCE CARRIER HOLDING LOT IN A COUPLE OF DAYS. CRM ADVISED CUST EXACT VEH LOCATION IS NEEDED TO PROCEED.; 0; 339546768
2000-10-04

CUST STATED THAT CLAIMS ADJUSTER IS PAULA PRICE (AAA INSURANCE). CUST STATED THAT POLICY # IS [REDACTED] AND CLAIM # IS [REDACTED] CUST AUTHORIZED INSPECTION REPORT. CRM ADVISED CUST OF INVESTIGATION PROCESS AND INSPECTION TAKES APPROX 5-10 BUSINESS DAYS.; 0; 339546990
2000-10-04

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

324089

CRM PHONED INSURANCE ADJUSTER. CRM REQUESTED EXACT LOCATION OF VEH FOR INSPECTION PURPOSES. PAULA STATED THAT VEH IS @ DEALER BUT SHE IS UNSURE OF WHEN VEH WILL BE MOVED. CRM ASKED PAULA IF VEH CAN REMAIN @ DEALER TO ALLOW GM INSPECTION TO TAKE PLACE.; 0; 339548499
2000-10-04

PAULA STATED THAT SHE HAS TO CONTACT OTHER ADJUSTER. PAULA ALSO STATED THAT HER COMPUTERS ARE DOWN SO, ADDRESS TO HOLDING LOT IS UNAVAILABLE. CRM REQUESTED PAULA TO INFORM CRM OF INFORMATION, ONCE GATHERED.; 0; 339548619
2000-10-04

CRM PHONED DEALER, AND LEFT MESSAGE ON VME FOR SERVICE MANAGER. CRM PHONED CUST TO ADVISE OF STATUS. LATASHA HAWKINS/PAR 58042; 0; 339548654
2000-11-02

CRM PHONED CUST AGAIN TO OBTAIN VEH LOCATION. CRM WAS ADVISED THAT INS CARRIER PAID OFF VEH AND HE HAS RCVD COMPENSATION. CRM ADVISED CUST THAT GM UNABLE TO ASSUME RESPONSIBILITY. CRM CLOSING FILE. LATASHA HAWKINS/PAR 58042; 0; 342047987
2000-11-02

BUSINESS SUMMARY: 1. CRM REVIEWED FILE. 2. CRM CONTACTED CUST AND OBTAINED INCIDENT DETAILS. 3. CRM PHONED DEALER AND INSURANCE CARRIER. 4. VEH LOCATION IS UNKNOWN. 5. CRM PHONED CUST TO OBTAIN VEH LOCATION. 6. CLAIM SETTLED WITH INSURANCE CARRIER. 7. GM NOT ASSUMING RESPONSIBILITY. 8. CRM CLOSING FILE. LATASHA HAWKINS/PAR 58042; 0; 342048109
RAY, PATRICK C

*****PAR INFORMATION*****

INCIDENT DATE: 2000-09-30 INCIDENT TIME: 13:00:00
INCIDENT LOCATION: 1775 CLIFFBRANCH DRIVE
DIAMOND BAR CA 91765

DRIVER NAME: VEH WAS EMPTY DRIVER AGE: 41
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: PARKED AT HOME, VEH CAUGHT ON FIRE IN DRIVEWAY, PUT FIRE OUT, VEH WAS TOWED TO THE DEALERSHIP

ALLEGED DEFECTIVE COMPONENT: ENGINE BURNT UP/DEALER DOESN'T KNOW THE CAUSE YET

INCIDENT RESULT: DECLINED 11/2/00

POLICE REPORT: N

ROAD CONDITION: Dry

ROAD SURFACE:

NUMBER OF PEOPLE: 0

BODY INJURY: N

INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N

NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y

INSURANCE COMPANY NAME: AAA

INSURANCE COMPANY ADDRESS: UNAVAIL AT THIS TIME

POLICY#G9323874

AGENT NAME: JIM HEIGEL

GM RESTRICTED

324089

AGENT PHONE NUMBER: 909-444-2637

MORE INFORMATION: SPOKE TO SVC MGR DANIEL SIMON THIS MORNING HE ADVISED CUST THE ENGINE IS BURNT UP

MAINTENANCE LOCATION: HARRIS OLDSMOBILE

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME: COST

WAS VEHICLE INSPECTED: N

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY: SETTLED W/INS CARRIER

PAR STATUS: Accepted

*****PAR INFORMATION*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

324089

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BEC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE: Claimant
CONTACT PHONE:

DIAMONDBAR, CA

GM

PAR CASE INFORMATION

Problem ID: 01764845

324089

Name: [REDACTED]
 Address: [REDACTED]
 Phone: [REDACTED]
 DIAMONDBAR, CA [REDACTED]

VIN: 1G3WHB2K3WF354874
 MAKE: OLDSMOBILE
 MODEL: INTRIGUE 4 DR
 YEAR: 1998
 ODOMETER: 41,000

NAME [REDACTED]
 COMPANY [REDACTED]
 ADDRESS [REDACTED]

PHONE [REDACTED]

TYPE: Claimant

ACCOUNT/POLICY:

SERVICE DEALER: HARRIS OLDSMOBILE GMC TRU
 CONTRACT: UNK
 SELLING DEALER: HARRIS OLDSMOBILE GMC TRU
 CONTRACT: UNK
 PAYEE: No

PAR DETAILS

CONTACT ID: C0000030022807
 DRIVER NAME: VEH WAS EMPTY
 DRIVER AGE: 41
 DISABILITIES: NONE
 ROAD SURFACE: Asphalt
 ROAD CONDITION: Dry
 # PEOPLE IN VEHICLE: 0
 INJURIES: No
 OTHER VEHICLES INVOLVED: No
 NUMBER INVOLVED:
 DEFECTIVE COMPONENT: ENGINE BURNT UP/DEALER D
 POLICE REPORT: No
 INSURANCE: Yes
 INSURANCE COMPANY: AAA
 INSURANCE COMPANY ADDR: UNAVAIL AT THIS TIME
 INSPECTION: No
 INSP NAME:
 INSP DATE:
 INSP MILES:
 INSP DONE:
 PROPERTY DAMAGE:
 INCIDENT LOCATION: [REDACTED]

BODY INJURY: No
 COLLISION: No
 PROPERTY DMG: No
 NON COLL: Yes
 DMV ABV X: No
 NOTIFY NAME: CUST
 AGENT NAME: JIM HEGEL
 STATUS: Accepted
 REJECT REASON:
 ROAD TEST: No
 ROAD TEST DESC:
 ROAD TEST RESULT:
 COMP INSPECTED:
 INVEST SUMMARY: SETTLED WITH CARRIER
 AGENT PHONE: 800-444-2637
 INCIDENT DATE & TIME: 08/30/2000 01:00:00 AM

INCIDENT RESULT: DECLINED 11/2/00
 VEHICLE LOCATION:

MAINTENANCE LOCATION: HARRIS OLDSMOBILE

OWNER DESC: PARKED AT HOME, VEH CAUGHT ON FIRE IN DRIVEWAY, PUT FIRE OUT, VEH WAS TOWED TO THE DEALERSHIP

MORE INFO: SPOKE TO SVC MGR DANIEL SIMON THIS MORNING HE ADVISED CUST THE ENGINE IS BURNT UP

ID:
 PAYEE:
 ADDRESS:

COMPANY:
 AMOUNT:
 ACCT_TYPE:
 ACCT_NUM:
 TAX_ID:
 ISSUE_1099:
 POLICY NUM:



PAR CASE INFORMATION

Problem ID: 01764845

COMPLAINT DESCRIPTION 1:

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: THERMAL EVENT

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: J01

COMPONENT DESCRIPTION 2: ENGINE CAUGHT ON FIRE

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Engine

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A06

COMPONENT DESCRIPTION 3: THERMAL EVENT

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: Fire

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4: A84

COMPONENT DESCRIPTION 4: THERMAL EVENT/PAR INVESTIGATION

COMPLAINT CODE 4: Other

COMPLAINT DESCRIPTION 4: Possible Safety Concern

REPAIR ATTEMPTS 4: 0

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:



PAR CASE INFORMATION

Problem ID: 01764845

10/03/2000 - 04:38:45 AM CRM REVIEWED FILE. CRM CONTACTED CUST. CUST NOT AVAILABLE. CRM LEFT MESSAGE ON ANSWERING MACHINE. LATASHA HAWKINS/PAR 58042

10/04/2000 - 04:26:54 AM CRM SPOKE WITH CUST. CUST STATED THAT THE ENGINE WAS OFF WHEN VEH CAUGHT FIRE. CUST STATED THAT VEH HAD BEEN SITTING FOR APPROX 5 MINUTES, WHEN HE WAS NOTIFIED BY NEIGHBOR THAT HIS VEH WAS ON FIRE. CUST STATED THAT FIRE OCCURRED IN THE ENGINE AREA.

10/04/2000 - 05:18:25 AM CRM PHONED DEALER, AND LEFT MESSAGE ON VME FOR SERVICE MANAGER. CRM PHONED CUST TO ADVISE OF STATUS. LATASHA HAWKINS/PAR 58042

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10/04/2000 - 04:53:46 AM CRM PHONED INSURANCE ADJUSTER. CRM REQUESTED EXACT LOCATION OF VEH FOR INSPECTION PURPOSES. PAULA STATED THAT VEH IS @ DEALER BUT SHE IS UNSURE OF WHEN VEH WILL BE MOVED. CRM ASKED PAULA IF VEH CAN REMAIN @ DEALER TO ALLOW GM INSPECTION TO TAKE PLACE.

10/04/2000 - 04:47:34 AM CUST STATED THAT CLAIMS ADJUSTER IS PAULA PRICE (AAA INSURANCE). CUST STATED THAT POLICY # IS [REDACTED] AND CLAIM # IS [REDACTED]. CUST AUTHORIZED INSPECTION REPORT. CRM ADVISED CUST OF INVESTIGATION PROCESS AND INSPECTION TAKES APPROX 5-10 BUSINESS DAYS.

10/04/2000 - 04:44:57 AM CUST STATED THAT HE CHANGED OIL & FILTER APPROX 1 MONTH AGO. CUST STATED THAT VEH IS LOCATED A DEALER, BUT WILL BE MOVED BY INSURANCE CARRIER HOLDING LOT IN A COUPLE OF DAYS. CRM ADVISED CUST EXACT VEH LOCATION IS NEEDED TO PROCEED.

11/02/2000 - 03:23:30 AM CRM PHONED CUST AGAIN TO OBTAIN VEH LOCATION. CRM WAS ADVISED THAT INS CARRIER PAID OFF VEH AND HE HAS RCVD COMPENSATION. CRM ADVISED CUST THAT GM UNABLE TO ASSUME RESPONSIBILITY. CRM CLOSING FILE. LATASHA HAWKINS/PAR 58042

11/02/2000 - 03:26:57 AM BUSINESS SUMMARY: 1. CRM REVIEWED FILE. 2. CRM CONTACTED CUST AND OBTAINED INCIDENT DETAILS. 3. CRM PHONED DEALER AND INSURANCE CARRIER. 4. VEH LOCATION IS UNKNOWN. 5. CRM PHONED CUST TO OBTAIN VEH LOCATION. 6. CLAIM SETTLED WITH INSURANCE CARRIER.
7. GM NOT ASSUMING RESPONSIBILITY. 8. CRM CLOSING FILE. LATASHA HAWKINS/PAR 58042



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

November 2, 2000

[REDACTED]
Diamondbar, CA [REDACTED]

RE: File Number: C01764845

Vehicle Identification Number: 1G3WH52K3WF354874

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 1998 Oldsmobile Intrigue.

Our review of your file has revealed that you have already received a settlement from your insurance company regarding this matter. Therefore, General Motors is unable to assume responsibility for damages.

Sincerely,

Latasha Y. Hawkins
Customer Relationship Manager
Product Allegation Resolution Team

Customer & Relationship Services Group
P.O. Box 436008
Pontiac, Michigan 48343-6008



Customer & Relationship
Services Group

11-15-00:01:10 RCYD

Lincoln Park, MI 4

GENERAL MOTORS CORPORATION

BRAND: OLDSMOBILE

DATE: 11/02/00

RE: Claimant: [REDACTED]

Date of Incident: 9/30/00

File Number: C01764845

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

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:

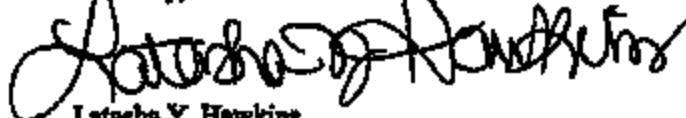
We have checked the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Please Contact:

Customer Relationship Manager
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,



Latacha Y. Hawkins
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- ☒ Customer File
- ☒ VIN Profile
- ☐ Inspection Report
- ☐ Pictures
- ☐ Estimates
- ☐ Police or Fire Report
- ☐ Repair Orders
- ☐ Dam Tape
- ☐ Other:



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

November 2, 2000

[REDACTED]
Diamondbar, CA [REDACTED]

RE: File Number: C01764845

Vehicle Identification Number: 1G3WH52K3WF354874

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 1998 Oldsmobile Intrigue..

Our review of your file has revealed that you have already received a settlement from your insurance company regarding this matter. Therefore, General Motors is unable to assume responsibility for damages.

Sincerely,

Latasha Y. Hawkins
Customer Relationship Manager
Product Allegation Resolution Team

GM**PAR CASE INFORMATION**

Problem ID: 01764845

CONTACT INFORMATION	VEHICLE INFORMATION
Name: [REDACTED] Address: [REDACTED] Phone: [REDACTED] DIAMONDBAR, CA	VIN: 1G3WH52K3WF354874 MAKE: OLDSMOBILE MODEL: INTRIQUE 4 DR YEAR: 1998 ODOMETER: 41,000

BRO CONTACT INFORMATION	ACCOUNT/POLICY
NAME: [REDACTED] COMPANY: [REDACTED] ADDRESS: [REDACTED] PHONE: [REDACTED] TYPE: Claimant	SERVICE DEALER: HARRIS OLDSMOBILE GMC TRU CONTRACT: UNK SELLING DEALER: HARRIS OLDSMOBILE GMC TRU CONTRACT: UNK PAYEE: No

PAR DETAILS	VEHICLE DETAILS
CONTACT ID: C0000030022207 DRIVER NAME: VEH WAS EMPTY DRIVER AGE: 41 DISABILITIES: NONE ROAD SURFACE: Asphalt ROAD CONDITION: Dry # PEOPLE IN VEHICLE: 0 INJURIES: No OTHER VEHICLES INVOLVED: No NUMBER INVOLVED: DEFECTIVE COMPONENT: ENGINE BURNT UP/DEALER D POLICE REPORT: No INSURANCE: Yes INSURANCE COMPANY: AAA INSURANCE COMPANY ADDR: UNAVAILABLE AT THIS TIME INSPECTION: No INSP NAME: INSP DATE: INSP MILES: INSP DONE: PROPERTY DAMAGE: INCIDENT LOCATION: [REDACTED] INCIDENT RESULT: DECLINED 11/2/00 VEHICLE LOCATION: MAINTENANCE LOCATION: HARRIS OLDSMOBILE OWNER DESC: PARKED AT HOME, VEH CAUGHT ON FIRE IN DRIVEWAY, PUT FIRE OUT, VEH WAS TOWED TO THE DEALERSHIP MORE INFO: SPOKE TO SVC MGR DANIEL SIMON THIS MORNING HE ADVISED CUST THE ENGINE IS BURNT UP	BODY INJURY: No COLLISION: No PROPERTY DMG: No NON COLL: Yes DMB ABV K: No NOTIFY NAME: CUST AGENT NAME: JIM HEIGEL STATUS: Accepted REJECT REASON: ROAD TEST: No ROAD TEST DESC: ROAD TEST RESULT: COMP INSPECTED: INVEST SUMMARY: SETTLED W/INS CARRIER AGENT PHONE: 800-444-2837 INCIDENT DATE & TIME: 08/30/2000 01:00:00 AM

REIMBURSEMENT INFORMATION
ID: PAYEE: ADDRESS: COMPANY: AMOUNT: ACCT_TYPE: ACCT_NUM: TAX_ID: ISSUE_1099: POLICY NUM:



PAR CASE INFORMATION

Problem ID: 01764845

LEO CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: THERMAL EVENT
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: J01
COMPONENT DESCRIPTION 2: ENGINE CAUGHT ON FIRE
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Engine
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A05
COMPONENT DESCRIPTION 3: THERMAL EVENT
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTIONS: Fire
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4: A04
COMPONENT DESCRIPTION 4: THERMAL EVENT/PAR INVESTIGATION
COMPLAINT CODE 4: Other
COMPLAINT DESCRIPTION 4: Possible Safety Concern
REPAIR ATTEMPTS 4: 0

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:



PAR CASE INFORMATION

Problem ID: 01764845

WORK HISTORY

10/03/2008 - 04:39:45 AM CRM REVIEWED FILE. CRM CONTACTED CUST. CUST NOT AVAILABLE. CRM LEFT MESSAGE ON ANSWERING MACHINE. LATASHA HAWKINS/PAR 58042

10/04/2008 - 04:26:54 AM CRM SPOKE WITH CUST. CUST STATED THAT THE ENGINE WAS OFF WHEN VEH CAUGHT FIRE. CUST STATED THAT VEH HAD BEEN SITTING FOR APPROX 5 MINUTES, WHEN HE WAS NOTIFIED BY NEIGHBOR THAT HIS VEH WAS ON FIRE. CUST STATED THAT FIRE OCCURRED IN THE ENGINE AREA.

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11/01/2008 - 03:12:30 AM CRM PHONED CUST AGAIN TO OBTAIN VEH LOCATION. CRM WAS ADVISED THAT INS CARRIER PAID OFF VEH AND HE HAS RCVD COMPENSATION. CRM ADVISED CUST THAT GM UNABLE TO ASSUME RESPONSIBILITY. CRM CLOSING FILE. LATASHA HAWKINS/PAR 58042

11/01/2008 - 03:26:57 AM BUSINESS SUMMARY: 1. CRM REVIEWED FILE. 2. CRM CONTACTED CUST AND OBTAINED INCIDENT DETAILS. 3. CRM PHONED DEALER AND INSURANCE CARRIER. 4. VEH LOCATION IS UNKNOWN. 5. CRM PHONED CUST TO OBTAIN VEH LOCATION. 6. CLAIM SETTLED WITH INSURANCE CARRIER.
7. GM NOT ASSUMING RESPONSIBILITY. 8. CRM CLOSING FILE. LATASHA HAWKINS/PAR 58042

Customer Info

City Name

Customer Name

Phone

Vat

Make

Model

Year

Color

TYPE IE

INTRIGUE CON

33E

1770

Registration C

FAZER

Current Agent D. A.

PAKAS

Picture Image

Non-Carbon

Type of Damage

THERMAL EVENT

Crash and vehicle

PERMANENT

Completed repair code

Weather condition

DRY

Special Police report

Comments

JUST CHANGED OL 471 PER IN SEP 16 2000

Special agent reference

OK

IME

2520

Start

Tele...

EDS

EDS

EDS

EDS

Core...

3:31 PM

Finer

ANRW

SEMICR

MCSTR

11

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CIN
BWH52K3WF354874	INTRIGUE 4 DR	N	1524262	19980725	0	PAID	5

PROD-DTE: 19980106 DELWAR-DATE: WARBLK-DTE:
INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:
INV-DLR : 1524028 SHIP-TO-DLR: 1524028

C	CYCLE									AUTH	AUTH
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	1524262	056	20000331	040540	100002	02	N0450	21.32	35460		
	BULBS, CONSOLE COMPARTMENT-REPLACE										
	FAIL-PART:09421330 BULB										
002	1524262	056	20000331	040540	100003	01	C9251	101.63	35460		
	SAFETY BELT,LT-RR LAP/SHOULDER-REPL										
	FAIL-PART:12369784 BELT KIT										
003	1524262	905	19981102	029097	309006	02	E9730	773.62	8279		
	GEAR ASSEMBLY, P/S SHORT - REPLACE										
	FAIL-PART:26063582 REM ST/GR										

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 03

VIN : 1G3WH52K3WF354874

(UPDATED THRU 20001006)

CLAIM CNT: 5

DIV: OLDSMOBILE

C

CYCLE

AUTH AUTH

T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
004	1524262	905	19981102	029097	309007	01	Z7901	24.99	8279	0090	

COURTESY TRANS RENTAL-1 DAY

005	I	1524028	818	19980106	A54874	354874	01	Z7000	87.60	0	
-----	---	---------	-----	----------	--------	--------	----	-------	-------	---	--

PASSENGER CAR AND TRUCK NVI

----- NO MORE CLAIMS FOR THIS VIN -----

PF1:HELP

PF2:OPT

PF3:CHG-DIV

PF4:MAIN MENU

PF5:DESC

PF6:PRINT

PF7:BACK

PF8:FWRD

PF9:GOTO

PF10:LOGOFF

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 03 OF 03

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: OLDSMOBILE

VIN: 1G3WH52K3WF354874 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 010

PO DESCRIPTION

RPO DESCRIPTION

W BODY
4 DOOR
OLDSMOBILE
L36 3.8 LITRE V6 MFI
MX0 AUTO TRANS W/OVERDRIVE
M15 4 SPD AUTO TRANS 4T65-E
AK5 INFLAT RESTRAINT DR/PAS
C67 AIR CONDITIONING
POWER STEERING
DG7 DR/PASS REMOTE ELEC
UP0 RADIO AM/FM CASS, CD
POWER WINDOW
KEYLESS ENTRY SYSTEM
00011 REAR SEAT BELTS

35 SERIES HD MODEL
SEDAN
V6 ENGINE
CALIFORNIA EMISSION
AUTO TRANS
UH8 INSTRUMENT CLUSTER
ANTILOCK BRAKE
TRACTION CONTROL
TILT STEERING COLUMN
U77 REAR WINDOW ANTENNA
FLOOR CONSOLE
A90 ELECTRIC TRUNK RELEASE
CRUISE CONTROL

END OF OPTIONS

PF1:HELP

PF2:OPT

PF3:CHG-DIV

PF4:MAIN MENU

PF5:DESC

PF6:PRINT

PF7:BACK

PF8:FWRD

PF9:GOTO

PF10:LOGOFF

GM RESTRICTED

324151

CASE NUMBER: 01297848 VIN: 1G2WF52K8YF183954
DATE OPENED: 08/18/00 MODEL YEAR: 2000
DATE CLOSED: 09/19/00 SERIES: GR PRX GT 4DR
SOURCE: PAR MILEAGE: 851
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: TX
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: EVANS PONTIAC GMC BUICK
BRC PARENT: 01297847 DEALER ADDRESS: 11438 LBJ FREEWAY, DALLAS, TX, 75238, USA

*****GENERAL CASE INFORMATION*****

T01 Product Allegation GM 1241
0 REPAIR ATTEMPT(S)

Other
Fax investigation

A06 Fire
0 REPAIR ATTEMPT(S)

Other
thermal event

A04 Possible Safety Concern
0 REPAIR ATTEMPT(S)

Other
Thermal Event

Thermal event

324151

*****WORK HISTORY*****

Crm reviewed file. Crm contacted cust. No answer at cust home. Crm unable to leave message. Latasha Hawkins/Par 58042; 0; 335911695
2000-08-24

Crm received call from cust husb, [REDACTED] stated that he and wife were on their way to work. As they were exiting the freeway, he smelled gas. Cust stated that he didn't get alarmed due to there are two gas stations at that freeway exit. [REDACTED] stated that he continued to drive.; 0; 335977748
2000-08-24

[REDACTED] stated that veh started to smoke and smoke coming from under hood. Bobby stated that veh is severely burned. [REDACTED] stated that he was advised by fire dept that fire started by the fuel injectors. [REDACTED] stated that veh hasn't been serviced yet. [REDACTED] stated that veh was towed back to purchasing dealer (Evans Pontiac).; 0; 335978750
2000-08-24

[REDACTED] authorized inspection. Crm phoned dealer to advise, GM will send inspector. S/M not available, crm left message on vme. Crm faxing inspection to ERA. Latasha Hawkins/Par 58042; 0; 335982215
2000-08-28

Crm received call from [REDACTED] [REDACTED] would like Par crm to give him a call at [REDACTED]
Dabbie Keefe/Tampa; 0; 336331268
2000-08-28

CRM RECVD CALL FROM [REDACTED] CUST WOULD LIKE FOR SOMEONE IN PAR TO CONTACT HIM A/S/A/S. [REDACTED]; 0; 336349534
2000-08-29

CUST [REDACTED] R OLD LATASHA HAS NOT CONTACTED THEM ANY NUMBERS PROVIDED CELL NUMBER IS [REDACTED] CUST IS A REALTOR SO THEY WILL ASS THIS NUMBER...CRM ADVISED WOULD LEAVE MSG FOR LATASHA TO CALL CUST AT CELL NUMBER...PROMISED TO CALL CUST THURS...EVELYNSTEVENS/PDX; 0; 336443671
2000-08-30

CRM CLD PAR AGAIN LEFT MSG W/REF NUMBER ASKING L HAWKINS TO ADVISE IF CONTACTED CUST...EVELYNSTEVENS/PDX; 0; 336513209
2000-08-30

CRM RCVD CALL FROM DEALER S/M, ALAN. ALAN STATED THAT THERE WAS A MIX UP WITH PAPERWORK FROM DEALER AND CUST MAY NOT OWN VEH, VEH MAY BE OWNED BY DEALER. ALAN STATED THAT HE DID LOOK AT VEH AND VEH BURNED FROM BATTERY (RIGHT, FRONT CORNER) TO MASTER CYLINDER (LEFT, REAR CORNER).; 0; 336521926
2000-08-30

ALAN INQUIRED ABOUT RENTAL REIMBURSEMENT FOR CUST. CRM CONSULTED WITH ANOTHER PAR REP, REGARDING RENTAL. CRM PHONED DEALER AND LEFT MESSAGE ON VME FOR ALAN, AUTHORIZING RENTAL FOR CUST AS PART OF CUST SATISFACTION.; 0; 336522015
2000-08-30

CRM PHONED CUST TO ADVISE OF RENTAL AND TO ADVISE THAT MESSAGE HAS BEEN LEFT FOR INSPECTOR. CUST HUSB [REDACTED] STATED THAT VEH IS NOW OWNED BY DEALER AND THEY HAVE RCVD

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

324151

NETA DOWNPAYMENT (\$3000.00). CUST REQUESTED REIMBURSEMENT FOR OUT OF POCKET RENTAL
EXPENSE (\$850.00); 0; 336522106
2000-08-30

CRM CONSULTED WITH GM PAR MGR, E.D. THOMPSON. CRM PHONED DEALER TO AUTHORIZE RENTAL
REIMBURSEMENT TO CUST, AS LONG AS RENTAL BILL AND PROOF OF PAYMENT IS PROVIDED. CRM
PHONED CUST. CRM SPOKE WITH CUST HUSB AND ADVISED THAT AUTHORIZATION HAS BEEN GIVEN
TODEALER FOR REIMBURSEMENT.; 0; 336522222
2000-08-30

CRM ADVISED CUST THAT HE HAS TO SUPPLY DEALER WITH PROOF OF PAYMENT AND COPY OF RENTAL
BILL. CUST AGREED. CUST THANKED CRM, CRM THANKED CUST. CRM RCVD CALL FROM INSPECTOR.
INSPECTOR STATED THAT VEH WILL BE INSPECTED TOMORROW 8/31/00. LATASHA HAWKINS/PAR58042;
0; 336522546
2000-09-19

ON 9/12/00, CRM FORWARDED FILE TO T. BORNE, FOR CREDIT AND REBILL. CRM CLOSING FILE.
LATASHA HAWKINS/PAR 58042; 0; 338224328
2000-09-19

BUSINESS SUMMARY: 1. CRM REVIEWED FILE. 2. CRM CONTACTED CUST. 3. CRM FAXED INSPECTION
REPORT TO EAA. 4. OWNERSHIP OF VEH CHANGED, FROM CUST TO DEALER. 5. CRM AUTHORIZED
DEALER TO REIMBURSE CUST FOR RENTAL. 6. CRM RCVD INSPECTION REPORT. 7. CRM FORWARD FILE
TO T. BORN FOR CREDIT AND REBILL. 8. FILE FORWARDED FILE TO EGIS. LATASHA HAWKINS/PAR
58042; 0; 338224599
BOBBY/JENNY CARPENTER

324151

*****BAR INFORMATION*****

INCIDENT DATE: 2000-08-14 INCIDENT TIME: 09:15:00
INCIDENT LOCATION: Intersection of Peach Tree Road and Gross Road in Mesquite, TX

DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED]
DRIVER DISABILITY: none

OWNER DESCRIPTION: Thermal event

ALLEGED DEFECTIVE COMPONENT: THERMAL EVENT

INCIDENT RESULT: FWD TO T. BORN ROAD CONDITION: Dry ROAD SURFACE:
POLICE REPORT: Y BODY INJURY: N
NUMBER OF PEOPLE: 2
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: ALLSTATE
MESQUITE, TX 75150 INSURANCE COMPANY ADDRESS: MOTLEY DRIVE

AGENT NAME: LINDA CARMACK
AGENT PHONE NUMBER: 972-686-7928

MORE INFORMATION:

MAINTENANCE LOCATION: NOT APPLICABLE - TWO WEEK OLD VEHICLE
CURRENT LOCATION OF VEHICLE: EVANS PONTIAC, 11438 LBJ FREEWAY, DALLAS TX 75238
NOTIFY NAME: [REDACTED]

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: KAAINSPECTION DATE: 2000-09-01
MILEAGE AT INSPECTION: 851
WHERE WAS INSPECTION DONE: VEH INSPECTED, PHOTOS TAKEN

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY: DEALER VEHICLE
BAR STATUS: Accepted

324151

*****PAR INFORMATION*****

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REPURCHASE REASON:	
DEALER RAC:	
DEALER NAME:	
DEALER ADDRESS: . .	
CONTACT: ,	
PHONE NUMBER:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRIM:
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE & BUY-BACK: 0	ERC WARRANTY DATE:
MRP:	NADA: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
	TITLE BRAND:
REPLACEMENT VIN:	

324151

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

ADDRESS: ,

LOCATION:

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BAC CONTACT INFORMATION*****

NAME:

COMPANY:

CONTACT NUMBER:

1

CONTACT TYPE:

Claimant

ADDRESS:

CONTACT PHONE:

ROWLETTE, TX

GM**PAR CASE INFORMATION**

Problem ID: 01297848

Name: [REDACTED]
Address: [REDACTED]
ROWLETTE, TX [REDACTED]
Phone: [REDACTED]

VIN: 1G2WP82K0YF183984
MAKE: PONTIAC
MODEL: GR PRX GT 4DR
YEAR: 2000
ODOMETER: 851

BRG CONTACT INFORMATION

NAME: [REDACTED]
COMPANY: [REDACTED]
ADDRESS: [REDACTED]
PHONE: [REDACTED]
TYPE: Claimant

ACCOUNT/POLICY:
SERVICE DEALER: EVANS PONTIAC GMC BUICK
CONTRACT: ALAN KATZ
SELLING DEALER: EVANS PONTIAC GMC BUICK
CONTRACT: UNK
PAYEE: No

PAR DETAILS & INCIDENT INFORMATION

CONTACT ID: C0010029578120
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: none
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 2
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: THERMAL EVENT
POLICE REPORT: Yes
INSURANCE: Yes
INSURANCE COMPANY: ALLSTATE
INSURANCE COMPANY ADDR: MOTLEY DRIVE
INSPECTION: Yes
INSP NAME: EAA
INSP DATE: 8/1/00
INSP MILES: 851
INSP DONE: VEH INSPECTED, PHOTOS TAKEN
PROPERTY DAMAGE:
INCIDENT LOCATION: Intersection of Peach Tree Road and Cross Road in Mesquite, TX
INCIDENT RESULT: FWD TO T. BORN
VEHICLE LOCATION: EVANS PONTIAC, 11438 LBJ FREEWAY, DALLAS TX 75238
MAINTENANCE LOCATION: NOT APPLICABLE - TWO WEEK OLD VEHICLE
OWNER DESC: Thermal event
MORE INFO:

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: [REDACTED]
AGENT NAME: LINDA GARMACK
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: DEALER VEHICLE
AGENT PHONE: 972-815-7828
INCIDENT DATE & TIME: 08/14/2000 09:15:00 AM

REPAIRS & FINANCIAL INFORMATION

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1000:
POLICY NUM:



PAR CASE INFORMATION

Problem ID: 01297848

DESCRIPTION:
SOLUTION:
COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: Par Investigation
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A06
COMPONENT DESCRIPTION 2: thermal event
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Fire
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04
COMPONENT DESCRIPTION 3: Thermal Event
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: Possible Safety Concern
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:
COMPONENT DESCRIPTION 4:
COMPLAINT CODE 4:
COMPLAINT DESCRIPTION 4:
REPAIR ATTEMPTS 4:

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:

REG CONTACT INFORMATION

NAME:
COMPANY:
ADDRESS:

PHONE:
TYPE:

ACCOUNT/POLICY:
SERVICE DEALER: EVANS PONTIAC GMC BUICK
CONTRACT: ALAN KATZ
SELLING DEALER: EVANS PONTIAC GMC BUICK
CONTRACT: UNK
PAYEE: No

GM**PAR CASE INFORMATION**

Problem ID: 01297848

CONTACT ID: G0000029878130
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: none
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 2
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: THERMAL EVENT
POLICE REPORT: Yes
INSURANCE: Yes
INSURANCE COMPANY: ALLSTATE
INSURANCE COMPANY ADDR: MOTLEY DRIVE
INSPECTION: Yes
INSP NAME: EAA
INSP DATE: 8/1/00
INSP MILES: 881
INSP DONE: VEH INSPECTED, PHOTOS TAKEN
PROPERTY DAMAGE:
INCIDENT LOCATION: Intersection of Peach Tree Road and Gross Road in Mesquite, TX
INCIDENT RESULT: PWD TO T. BORN
VEHICLE LOCATION: EVANS PONTIAC, 11438 LBJ FREEWAY, DALLAS TX 75238
MAINTENANCE LOCATION: NOT APPLICABLE - TWO WEEK OLD VEHICLE
OWNER DESC: Thermal event
MORE INFO:

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: [REDACTED]
AGENT NAME: LINDA CARMACK
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: DEALER VEHICLE
AGENT PHONE: 972-888-7828
INCIDENT DATE & TIME: 08/14/2000 09:16:00 AM

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1089:
POLICY NUM:



PAR CASE INFORMATION

Problem ID: 01297848

DESCRIPTION:
SOLUTION:
COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: Par Investigation
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A05
COMPONENT DESCRIPTION 2: thermal event
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Fire
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04
COMPONENT DESCRIPTION 3: Thermal Event
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: Possible Safety Concern
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:
COMPONENT DESCRIPTION 4:
COMPLAINT CODE 4:
COMPLAINT DESCRIPTION 4:
REPAIR ATTEMPTS 4:

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:

GM**PAR CASE INFORMATION****Problem ID: 01297848**

08/23/2000 - 02:58:10 AM CRM reviewed file. CRM contacted cust. No answer at cust home. CRM unable to leave message. Latasha Hawkins/Par 58042

08/24/2000 - 09:12:11 AM CRM received call from cust husband [REDACTED] stated that he and wife were on their way to work. As they were exiting the freeway, he smelled gas. Cust stated that he didn't get alarmed due to there are two gas stations at that freeway exit [REDACTED] stated that he continued to drive.

08/24/2000 - 09:38:59 AM [REDACTED] authorized inspection. CRM phoned dealer to advise, GM will send inspector. S/M not available, CRM left message on vme. CRM fixing inspection to EAA. Latasha Hawkins/Par 58042

08/24/2000 - 09:20:19 AM [REDACTED] stated that veh started to smoke and smoke coming from under hood. [REDACTED] stated that veh is severely burned. [REDACTED] stated that he was advised by fire dept that fire started by the fuel injectors. [REDACTED] stated that veh hasn't been serviced yet. [REDACTED] stated that veh was towed back to purchasing dealer (Evans Pontiac).

08/28/2000 - 11:32:19 AM CRM received call from [REDACTED]. [REDACTED] would like Par CRM to give him a call at [REDACTED] Debbie Keefe/Tampa

08/28/2000 - 04:34:55 AM CRM RECVD CLL FROM [REDACTED] CUST WOULD LIKE FOR SOMEONE IN PAR TO CONTACT HIM A/S/A/P [REDACTED]

08/29/2000 - 03:37:25 AM CUST [REDACTED] OLD LATASHA HAS NOT CONTACTED THEM ANY NUMBERS PROVIDED CELL NUMBER IS [REDACTED] CUST IS A REALTOR SO THEY WILL ANSWER THIS NUMBER. CRM ADVISED WOULD LEAVE MSG FOR LATASHA TO CALL CUST AT CELL NUMBER. PROMISED TO CALL CUST THURS. JEVLYNSTEVEN8/PDX

08/30/2000 - 10:09:03 AM CRM CLD PAR AGAIN LEFT MSG W/REF NUMBER ASKING L HAWKINS TO ADVISE IF CONTACTED CUST. JEVLYNSTEVEN8/PDX

08/30/2000 - 04:25:28 AM CRM ADVISED CUST THAT HE HAS TO SUPPLY DEALER WITH PROOF OF PAYMENT AND COPY OF RENTAL BILL. CUST AGREED. CUST THANKED CRM, CRM THANKED CUST. CRM RCVD CALL FROM INSPECTOR. INSPECTOR STATED THAT VEH WILL BE INSPECTED TOMORROW 8/31/00. LATASHA HAWKINS/Par 58042

08/30/2000 - 04:33:32 AM CRM CONSULTED WITH GM PAR MGR, E.D. THOMPSON. CRM PHONED DEALER TO AUTHORIZE RENTAL REIMBURSEMENT TO CUST, AS LONG AS RENTAL BILL AND PROOF OF PAYMENT IS PROVIDED. CRM PHONED CUST. CRM SPOKE WITH CUST HUSB AND ADVISED THAT AUTHORIZATION HAS BEEN GIVEN TO DEALER FOR REIMBURSEMENT.

08/30/2000 - 04:32:00 AM CRM PHONED CUST TO ADVISE OF RENTAL AND TO ADVISE THAT MESSAGE HAS BEEN LEFT FOR INSPECTOR. CUST HUSB [REDACTED] STATED THAT VEH IS NOW OWNED BY DEALER AND THEY HAVE RCVD THEIR DOWNPAYMENT (\$3000.00). CUST REQUESTED REIMBURSEMENT FOR OUT OF POCKET RENTAL EXPENSE (\$880.00).

08/30/2000 - 04:30:31 AM ALAN INQUIRED ABOUT RENTAL REIMBURSEMENT FOR CUST. CRM CONSULTED WITH ANOTHER PAR REP, REGARDING RENTAL. CRM PHONED DEALER AND LEFT MESSAGE ON VME FOR ALAN, AUTHORIZING RENTAL FOR CUST AS PART OF CUST SATISFACTION.

08/30/2000 - 04:21:58 AM CRM RCVD CALL FROM DEALER S/M, ALAN. ALAN STATED THAT THERE WAS A MIX UP WITH PAPERWORK FROM DEALER AND CUST MAY NOT OWN VEH, VEH MAY BE OWNED BY DEALER. ALAN STATED THAT HE DID LOOK AT VEH AND VEH BURNED FROM BATTERY (RIGHT, FRONT CORNER) TO MASTER CYLINDER (LEFT, REAR CORNER).

08/19/2000 - 09:24:54 AM ON 8/12/00, CRM FORWARDED FILE TO T. BORNE, FOR CREDIT AND REBILL. CRM CLOSING FILE. LATASHA HAWKINS/Par 58042



PAR CASE INFORMATION

Problem ID: 01297848

08/19/2000 - 09:25:44 AM

BUSINESS SUMMARY: 1. CRM REVIEWED FILE. 2. CRM CONTACTED CUST. 3. CRM FAXED INSPECTION REPORT TO EAA. 4. OWNERSHIP OF VEH CHANGED, FROM CUST TO DEALER. 5. CRM AUTHORIZED DEALER TO REIMBURSE CUST FOR RENTAL. 6. CRM RCVD INSPECTION REPORT. 7. CRM PO RWARD FILE TO T. BORN FOR CREDIT AND REBILL. 8. FILE FORWARDED FILE TO E818. LATASHA HAWKINS/PAR 88042

Customer Info

Vehicle Name

Year

Make

Model

Make

Year

Color

FORD

FORD

FORD

License Plate

FORD

Owner Name

HAWKINS

Type of Damage Non-Collision Collision Body Only

Type of Damage

Type of Vehicle

Vehicle Condition

Accident (Police) Report

Comments

Personal Equipment and Vehicle

Estimated Repair Costs

OK

Save

Cancel

Start

Telephony...

EDS NetCo...

EDS NetCo...

EDS NetCo...

EDS NetCo...

EDS NetCo...

9:35 AM

NEXT: ,

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 02

(UPDATED THRU 20000822)

DIV: PONTIAC

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
1G2WP52K8YF183954	GR PRX GT 4DR	M	0000000	20000804	34	PAID	1

MOD-DTE: 19991028 DELMAR-DATE: WARBLK-DTE:

INV-DTE : N/A DELMAR-ODOM: WARBLK-TYP:

INV-DLR : 1621133 SHIP-TO-DLR: 1621133

C	CYCLE									AUTH	AUTH
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	I	1621133	012	19991028	F83954	183954	01	27000	83.55	0	

PASSENGER CAR AND TRUCK NVI

NO MORE CLAIMS FOR THIS VIN

PF1:HELP PF2:OPT PF3:CHG-DIV PF4:MAIN MENU PF5:DESC PF6:PRINT
PF7:BACK PF8:FWRD PF9:GOTO PF10:LOGOFF
RECORD FOUND

NEXT: .

GM WARRANTY HISTORY INQUIRY

PAGE 02 OF 02

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: PONTIAC

VIN: 1G2WP52K8YF183954 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 000

RPO DESCRIPTION

RPO DESCRIPTION

W BODY
4 DOOR
PONTIAC
L36 3.8 LITRE V6 MFI
AUTO TRANS
UH8 INSTRUMENT CLUSTER
ANTILOCK BRAKE
DG7 DR/PASS REMOTE ELEC
UP3 RADIO CDM-AM/FM CD
KEYLESS ENTRY SYSTEM
UK3 STEERING WHEEL CONT

35 SERIES HD MODEL
SEDAN
V6 ENGINE
FEDERAL EMISSIONS
M15 4 SPD AUTO TRANS 4T65-E
AK5 INFLAT RESTRAINT DR/PAS
C60 STAND AIR CONDITIONING
U77 REAR WINDOW ANTENNA
DK6 ROOF CONSOLE
UA6 THEFT DETERRENT

END OF OPTIONS

PF1:HELP

PF2:OPT

PF3:CHG-DIV

PF4:MAIN MENU

PF5:DESC

PF6:PRINT

PF7:BACK

PF8:FWRD

PF9:GOTO

PF10:LOGOFF

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Division: <u>Pontiac</u>	Roll #: <u>C 01297848</u>	VIN: <u>1G2WP52K8YF183954</u>
Claimant's Name (LAST, First)		

Inspected By: Barbara Buckley Organization: EAA
 Phone: (817) 4816255x Inspection Date: 9/1/00 Mileage at inspection: 851

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

Fire event in engine area from unknown cause.

Dealer has returned owner's purchase price.
Owner no longer owns vehicle.

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

[Redacted] Roulette, TX [Redacted]

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

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

2. Any prior collision damage? (when, where, extent, repaired by, etc.) NO

3. For the following systems, list and describe prior repairs or outstanding problems/complaints at time of incident (e.g. no starts, stalls, overheating, loss of coolant, warning lights "On", strange odors, smoke, fluid leaks on driveway, engine noise, engine 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) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other): NO

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

Any other pertinent vehicle history information (from interviews or GM Warranty History)? N/A

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

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

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

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

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

Load description N/A Load location N/A

Driver's physical description (gender, age, height, weight, disabilities) N/A

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

Drive length (if vehicle was parked prior to fire, describe last drive): Fire _____ Mins. 15 Distance traveled 15

If not parked, vehicle speed estimate 60 MPH Source of estimate OWNER Posted speed 60 MPH

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) UNK When last fueled? Not Sure

Exact incident location GROSS ROAD Exit OFF I 635

Weather conditions and visibility Hot, DRY, Clear

Approx. temperature 90 °F. Any physical visual obstructions? NO

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? C Describe: —Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? C Describe: —Road condition: Wet, Dry, Icy or Other? 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>—</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 misf, sluggish, surge, 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) —Describe any unusual odors. From where? GasolineAny smoke? (from where, color, intensity, etc.) From under hood Grey thickWas 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 left sideAny steam or smoke? (from where, color, intensity, etc.) From under hood left sideAny 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) —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 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? Owner said he smelled gas AND pulled off Interstate 635 onto Gross Road about 100 yards. Smoke began coming from under hood on left side and then got real heavy. They could not unlock doors, but they did so and got out of vehicle. Fire Department from Mesquite came and put out.

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

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

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

Left & right side exterior Right AND Left Fenders damaged
Front & rear exterior Front exterior damaged - Rear Not involved
Hood, fender & outer panels severely damaged
Trunk area and Decklid, inner & outer panels Not involved
Roof Not involved
Door interior panels Not involved
Left & right instrument panel & odometer Not involved
Ashtray(s) area clean
Left & right front seat and carpet OK
Underbody & exhaust (includes hangers) damaged
Option code label no photo
Engine compartment Severe damage under hood all
Radiators, front & rear " combustibles destroyed
Coolant recovery bottle " And melted.
Transmission cooler lines/connections "
Engine compartment engine coolant lines/hoses, connections/clamps "
Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) "
All fuel lines/hoses, filter, connections/clamps "
TBI, injector rail, or carburetor & fuel line connection "
Engine compartment fuel lines/hoses, connections & o-rings "
Power steering lines/hoses, connections/clamps "
Generator & attached wiring "

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

Battery & attached cables melted
Engine block (note precise location of cracks, holes, etc.) Combustibles and plastics
melted over engine
Engine oil pan no photo
Engine compartment hinge torque rods no photo
Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clevises, etc.) _____

Any item which is alleged to be the cause/source UNKNOWN
Anything on vehicle which is after-market NONE

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

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 _____
Engine oil _____
Transmission fluid _____
Power steering fluid _____
Brake fluid _____

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

Fuses (identify all open or not proper size) NO improper sizes

Wiring insulation at fuse blocks _____
Fusible links (identify all open) _____
Spark plug wiring and boot condition _____

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

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

Catalytic converter (any discoloration or swelling?) _____

Position of windows (if glass missing, do further inspection) ALL windows closed and unbroken

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

TOTAL LOSS

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

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

Comments:

No Site inspection

Memphis Fire Department
Page 1

Incident Report
2000-0003208-000

Printed: 08/31/2000 13:05:30

C0129 7848

Basic

Alarm Date and Time 09:09:43 Monday, August 14, 2000
Arrival Time 09:13:47
Controlled Date and Time
Last Unit Cleared Date and Time 09:47:19 Monday, August 14, 2000
Response Time 0:04:04
Priority Response Yes
Completed Yes
Reviewed Yes
Fire Department Station ST3
Shift C
Incident Type 131 - Passenger vehicle fire (car fire)
Aid Given or Received N - None
Action Taken 1 11 - Extinguish
Property Use 963 - Street or road in commercial area
Location Type Intersection
Address On N PEACHTREE RD at N GROSS RD
City, State Zip MESQUITE, TX 75149
District 309
Directions N PEACHTREE RD & N GROSS RD
Latitude 32.44164.0
Longitude 96.73025.00

Person Involved/Property Owner - [REDACTED]

Owner Yes
Last Name [REDACTED]
First Name [REDACTED]
Street Address [REDACTED]
City, State Zip Rowlett, TX [REDACTED]
Phone [REDACTED]

Fire

Area of Origin 83 - Engine area, running gear, wheel area
Heat Source 40 - Hot or smoldering object, other
Item First Ignited 63 - Flammable liquid/gas - in/from engine or burner
Confined To Origin 1
Type of Material 23 - Gasoline
Cause of Ignition 2 - Unintentional
Contribution To Ignition 1 30 - Mechanical failure, malfunction, other
Human Factors None
Mobile Equipment Involved 3 - Involved in ignition and burned
Mobile Equipment Type 11 - Passenger car
Mobile Equipment Make PN - Pontiac
Mobile Equipment Model Grand Prix
Mobile Equipment Year 2000
Mobile Equipment VIN 1G2WPS2K8YF183954
Mobile Equipment License Temp Tag
Mobile Equipment State TX

Wildland



Mosquito Fire Department

Incident Report

Printed: 08/31/2000 13:05:51

Page: 2

2000-0008208-000

C 01297848

Wildland	
No Human Factor	Yes
Apparatus - E5	
Apparatus ID	E5
Response Time	0:03:28
Apparatus Dispatch Date and Time	09:10:16 Monday, August 14, 2000
En route to scene date and time	09:11:28 Monday, August 14, 2000
Apparatus Arrival Date and Time	09:13:48 Monday, August 14, 2000
Apparatus Clear Date and Time	09:47:18 Monday, August 14, 2000
Apparatus priority response	Yes
Number of People	3
Apparatus Use	1
Apparatus Type	11 - Engine
Personnel 1	7168 - Bosa, Craig L Position: FF/PARA
Personnel 2	4794 - Hughes, Marvin R. Position: DRY/EMT
Personnel 3	5956 - Lewis, David J Position: LT
Authority	
Reported By	5956 - Lewis, David J 10:23:04 Monday, August 14, 2000
Officer in Charge	5956 - Lewis, David J 10:23:07 Monday, August 14, 2000
Reviewer	4023 - Lindsey, Yummy D 20:36:25 Monday, August 14, 2000

End of Report



CO1297848

2000 GRAND PRIX GT SEDAN
17U PAINT, SILVERMIST METALLIC /V68
122 TRIM, GRAPHITE
ORDER NO. 8XJFND/TRE STOCK NO.
VIN 1G2WPS2K9YF183954

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1001
VEHICLE INVOICE 2AD28249298

MODEL & FACTORY OPTIONS NBRP
2UP49 GRAND PRIX GT SEDAN 21665.00
V49 SEAT, LEATHER SEATING SURFACE 475.00
V49 FEDERAL EMISSION CERTIFICATION N/C
V36 3.8 LITER 3800 SERIES II V-6 0.00
V40 TRANSMISSION, 4-SPEED AUTOMATIC 0.00
V63 CDN 0.00
V43 RADIO, AM/FM STEREO W/COMPACT
DISC PLAYER, GRAPHIC EQUALIZER
6-SPEAKER SOUND SYSTEM AND
REAR WINDOW ANTENNA
(REPLACES STD/OPT PKG RADIO)
V44 FRONT LICENSE PLATE DEPRESSION 10.00
COVER
V55 OPTION PACKAGE - 155 815.00
* OVERHEAD CONSOLE
* REAR SEAT PASS THRU
* STEERING WHEEL, LEATHER
WRAPPED W/ RADIO CONTROLS
* POWER SEAT, DRIVER 4-WAY
* TRUNK CARGO NET
* SECURITY PACKAGE (INCLUDES
REMOTE KEYLESS ENTRY/THEFT
DETERRENT SYSTEM)

INV AMT RETAIL - STOCK
19823.48 INVOICE 10/28/99
422.75 SHIPPED 10/28/99
N/C EXP I/T 11/04/99
N/C INT COM 11/04/99
0.00 PRE EFF 10/28/99
16.80 KEYS 8044H 8044H
146.85 WPP-E STR OPT-1
BANK: GMAC - 005
CHS-TO 21-133

SHIP WT: 3359
HPI 34.7
GMS: 21009.93
DAN: 5880
MEMO 1186.50

TOTAL MODEL & OPTIONS 23130.00 21143.83 ACT 331 21009.93
DESTINATION CHARGE 560.00 560.00 H/S 261 493.90
DEALER CO-OP ADVERTISING 231.30 ADV 261 231.30

TOTAL 23490.00 21935.13 PAY 310 21935.13
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 20916.25

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

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

SWING BUICK/PONTIAC/GMC TRUCK

MEMO TO GMAC NO. 005
VIN 1G2WPS2K9YF183954
21935.13 INV 2AD28249298
DUE 11/04/99. DEALER -21-133

VMS

SEP 1, 2000

C0129 7848
VEHICLE INFORMATION

EVANS PONTIAC GMC PORT 1013 3040

CUSTOMER# 56338

CUSTOMER NAME

BUS. PHONE

RES. PHONE

1 SERIAL NUMBER/?	1G2WP52K8YF183954	18 DELIVERY MILEAGE	34
2 YEAR	00	19 STOCK NUMBER	183954
3 MAKE	PONTIAC	20 DEMO DATE	
4 LICENSE NUMBER		21 --- DEMO MILEAGE	
5 MODEL NUMBER/?	2WP69	22 WARR EXP DATE	
6 --- CARLINE/MODEL	GRAND PRIX	23 --- WARR EXP MLG.	
7 --- DESCRIPTION	GRAND PRIX GT SED	24 SERVICE CONTRACT#	
8 EXTERIOR COLOR	SILVERMIST MET	25 --- CONTRACT NAME	
9 TRIM	GRAPHITE	26 --- EXP DATE	
10 MODEL/MAINT CODE/?	PN22	27 --- EXP MILEAGE	
11 PRODUCTION DATE		28 ENGINE NUMBER	
12 TRANSMISSION A/M	A	29 CHASSIS NUMBER	
13 AIR COND Y/N Y	PWR STEER Y/N Y	30 TOTAL SERV DAYS	98
14 TRIM LEVEL		31 KEY NUMBER (1)	8044H
15 ENGINE CONFIG		32 KEY NUMBER (2)	8044H
16 SELLING DEALER#		33 SALESMAN NUMBER	378
17 DEL/IN-SERV DATE	08/04/00	NAME	J BYRON DAVEY

(E-ENTER) (U-USER DEFINED) (N-NEXT) (M-MODIFY) (LINE#) (D-DELETE) (TAB)

C01297848-

CERTIFICATE OF ORIGIN FOR A VEHICLE

DATE
10/28/99VEHICLE IDENTIFICATION NUMBER
1G2MP52K8YF163954VEHICLE TYPE
GRAND PRIX GT SEDAN
GROSS WEIGHT
4482YEAR
2000INVOICE NO.
2AD28249298MAKE
PONTIACDISPOSITION
3359
GROSS WEIGHT
29859

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the invoice number indicated to the following purchaser or dealer.

NAME OF PURCHASER, DEALER, ETC.

LEWIS BUICK/PONTIAC/GMC TRUCK
4664 WEST PLANO PARKWAY
PLANO TX 75095-5623

2155 BXJEND

It is further certified that this is the first transfer of such vehicle in ordinary trade and commerce.

THIS VEHICLE

HAS A

FEDERAL

EMISSION

SYSTEM

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION

SIGNATURE OF AUTHORIZED REPRESENTATIVE

(NAME)

G16719492

DETROIT

MI 48243-1001

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: <u>PONTIAC</u>	Roll: <u>C 01297848</u>	VIN: <u>1G2WP52K8YF1P3954</u>
Claimant's Name (LAST, First) [REDACTED]		

Inspected By: Barbara Buckley Organization: EAA
 Phone: (817) 4816255 x Inspection Date: 9/1/00 Mileage at inspection: 857

Roll Number 1

Neg. # Description

- | | | | |
|----|--|--------------------------------------|--|
| 0 | | | |
| 1 | | VIN | |
| 2 | | Odometer | |
| 3 | | Exterior - Lt Ft. | |
| 4 | | " Lt Ft. Side | |
| 5 | | " " " | |
| 6 | | Rear - No damage noted | |
| 7 | | Rt. Side | |
| 8 | | Rt. Side - Ft. | |
| 9 | | " " " | |
| 10 | | Front and hood | |
| 11 | | " " " | |
| 12 | | Hood | |
| 13 | | Left grille side | |
| 14 | | Right " " | |
| 15 | | Lower bumper | |
| 16 | | Bumper cover - ONLY Right side Left. | |
| 17 | | Engine compartment - left side | |
| 18 | | " " " | |
| 19 | | " " " | |
| 20 | | " " " | |
| 21 | | " " " | |
| 22 | | Rear Left | |
| 23 | | " " " | |
| 24 | | " " " | |
| 25 | | " " " | |
| 26 | | Right side | |
| 27 | | Exterior Front | |
| 28 | | | |
| 29 | | | |
| 30 | | | |
| 31 | | | |
| 32 | | | |
| 33 | | | |
| 34 | | | |
| 35 | | | |
| 36 | | | |
| 37 | | | |

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division:	Roll:	Vin:
Claimant's Name (LAST, First)		

Inspected By: _____ Organization: _____
 Phone: () _____ x _____ Inspection Date: ____/____/____ Mileage at Inspection: _____

Roll Number 2

Neg.# Description

- | | |
|-----|--|
| 0 | |
| 1. | Inside to Outside of Windshield - Look of Smoke Damage |
| 2. | Inside view of Hood |
| 3. | Interior |
| 4. | " |
| 5. | " |
| 6. | " |
| 7. | Engine Compartment - |
| 8. | " |
| 9. | " |
| 10. | " |
| 11. | " |
| 12. | " |
| 13. | " |
| 14. | " |
| 15. | " |
| 16. | " |
| 17. | " |
| 18. | " |
| 19. | " |
| 20. | " |
| 21. | " |
| 22. | " |
| 23. | " |
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| 25. | |
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| 34. | |
| 35. | |
| 36. | |
| 37. | |

Close up to show
as much detail as
possible from available
lens, spot.

Z1242 & Z1243 Claim Tracking

**Z1242 / Z1243 Warranty Claims Tracking
Pre-Approval Documentation****Vehicle Information**

Date: 9/8/00
File No.: C01297848
Customer Name: [REDACTED]
VIN: 1G2WP52K8YF183854
In-Service Date: N/A
Mileage: 851

Dealer Information

Dealer: EVANS PONTIAC
Dealer Code: 16-21148
Dealer Contact: SARAH ROWEL
214-355-4663

Claims Information

RO No.: #216351
RO Date: 9/7/00
TAC Case No.: N/A

Labor OP(Z1242 or Z1243): Z1242

Claim Type:
Cause Code (CC): MJ
Failure Code (FC): 98

Labor Hours:
Other Hours:

Net Amount: \$938.39

Authorization Code:
Reviewed By: LATASHA HAWKINS

Retain copy with dealer repair order.

Keyword Reason/Additional Comments

RENTAL REIMBURSEMENT FOR CUSTOMER

FedEx USA Airbill

1 From Shipper/Originator
 Shipper's Name: Lakisha Hawkins Account Number: 2123-8258-1

Shipper's Address: 5701 E. HILLSBOROUGH AVE # 2300
 City: TAMPA State: FL Zip: 33610

2 Your Internal Billing Reference: 3131465-1825

3 To: Terry Born Account Number: 3131465-1825

Company: General Motors Corporation

Address: 100 Renaissance Center

Mail Code: 482-A16-D32

City: Detroit State: MI Zip: 48265-1000

See back for application instructions.
 Questions? Call 1-800-Go-FedEx® (800-463-3863)
 Visit our Web site at www.fedex.com
 By signing this form, you agree to the terms and conditions of the FedEx contract of service, including the FedEx Terms of Service.

0151710023

4a Express Package Service
☒ Priority Overnight® ☐ Next Business Day® ☐ Priority Overnight®
☐ Priority Overnight® ☐ Priority Overnight® ☐ Priority Overnight®

4b Express Flight Service
☐ Priority Overnight® ☐ Priority Overnight® ☐ Priority Overnight®

5 Packaging
☒ FedEx Signature® ☐ FedEx Pak® ☐ Other (Specify)

6 Special Handling
☐ Fragile ☐ Perishable ☐ Hazardous ☐ High Value
☐ Other (Specify)

7 Payment Method
☒ Cash ☐ Check ☐ Credit Card ☐ Other (Specify)

8 Signature
☒ Shipper's Signature ☐ Addressee's Signature ☐ Other (Specify)

9 Total Package Weight: 1 Total Package Value: 0

10 Reference Number: 402

11 Signature of Shipper: [Signature]

12 Signature of Addressee: [Signature]

13 Signature of Carrier: [Signature]

MAILING DATE: 1 JAN 1998 CITY: TAMPA FL ZIP: 33610

Customer & Relationship Services Group
P.O. Box 495008
Porter, Michigan 48343-6008



Customer & Relationship
Services Group

199
7161 04.30 PM 25980
769 MAILED FROM TAMPA FL 33610
SEP 27 00

Lincoln Park, MI

10-02-00P05:05 RCVD



GMC

GENERAL MOTORS CORPORATION

BRAND: PONTIAC-GMC

DATE: 09/19/00

9/21/00

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

RE: Claimant:

Date of Incident: 8/14/00

File Number: C01297848

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.

Please Contact:

Customer Relationship Manager
General Motors Corporation
5701 E. Hillborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,

Latasha Y. Hawkins

Latasha Y. Hawkins
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- ☒ Customer File
- ☒ VIN Profile
- ☒ Inspection Report
- ☒ Pictures
- ☐ Estimates
- ☒ Police or Fire Report
- ☐ Repair Orders
- ☐ Dism Tape
- ☒ Other: VEH TITLE



PAR CASE INFORMATION

Problem ID: 01297848

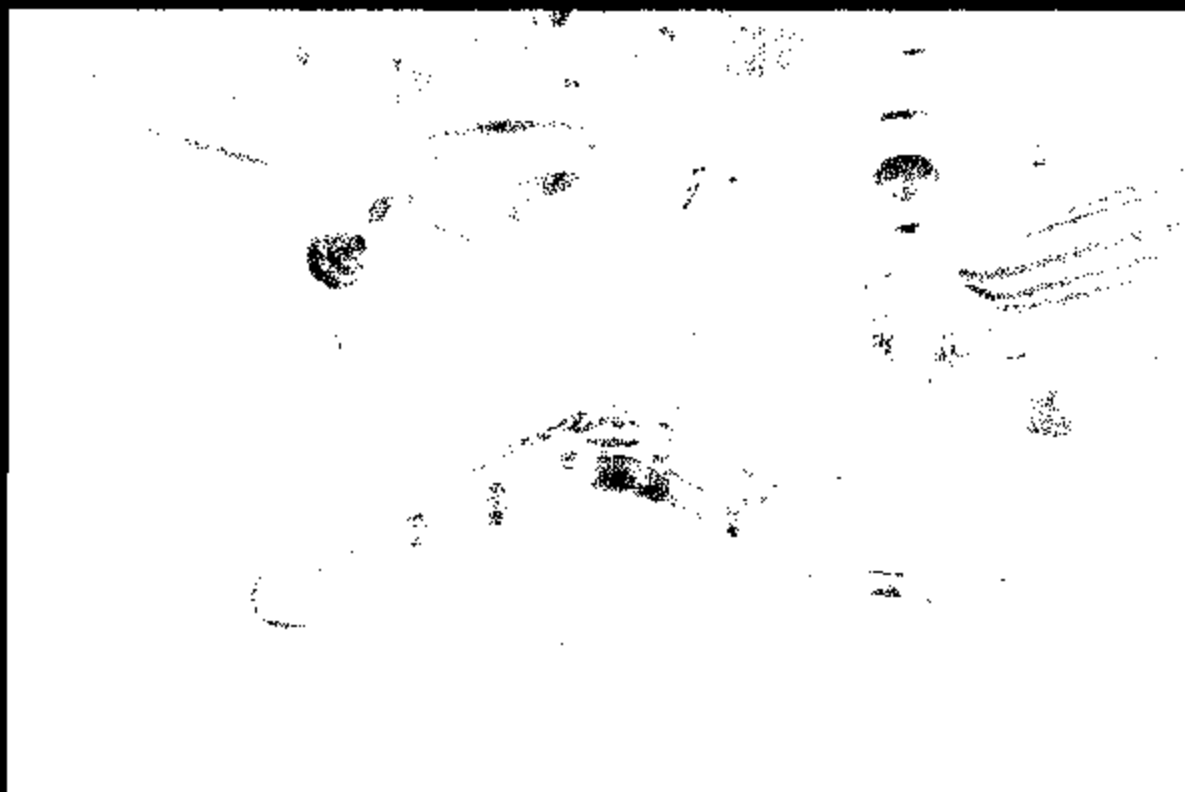
Name: [REDACTED] Address: [REDACTED] Phone: [REDACTED] ROWLETTE, TX [REDACTED]	VIN: 1G2WP52K0YF153854 MAKE: PONTIAC MODEL: GR PRX GT 4DR YEAR: 2000 ODOMETER: 851
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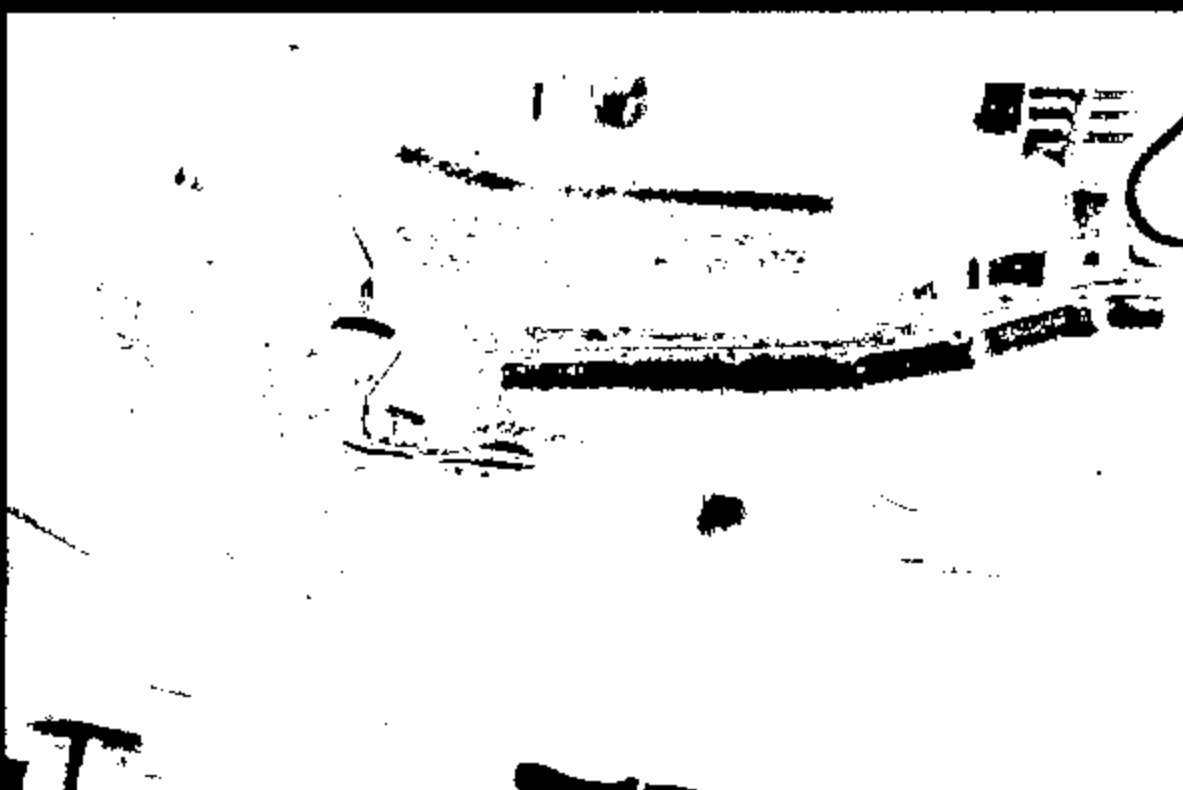
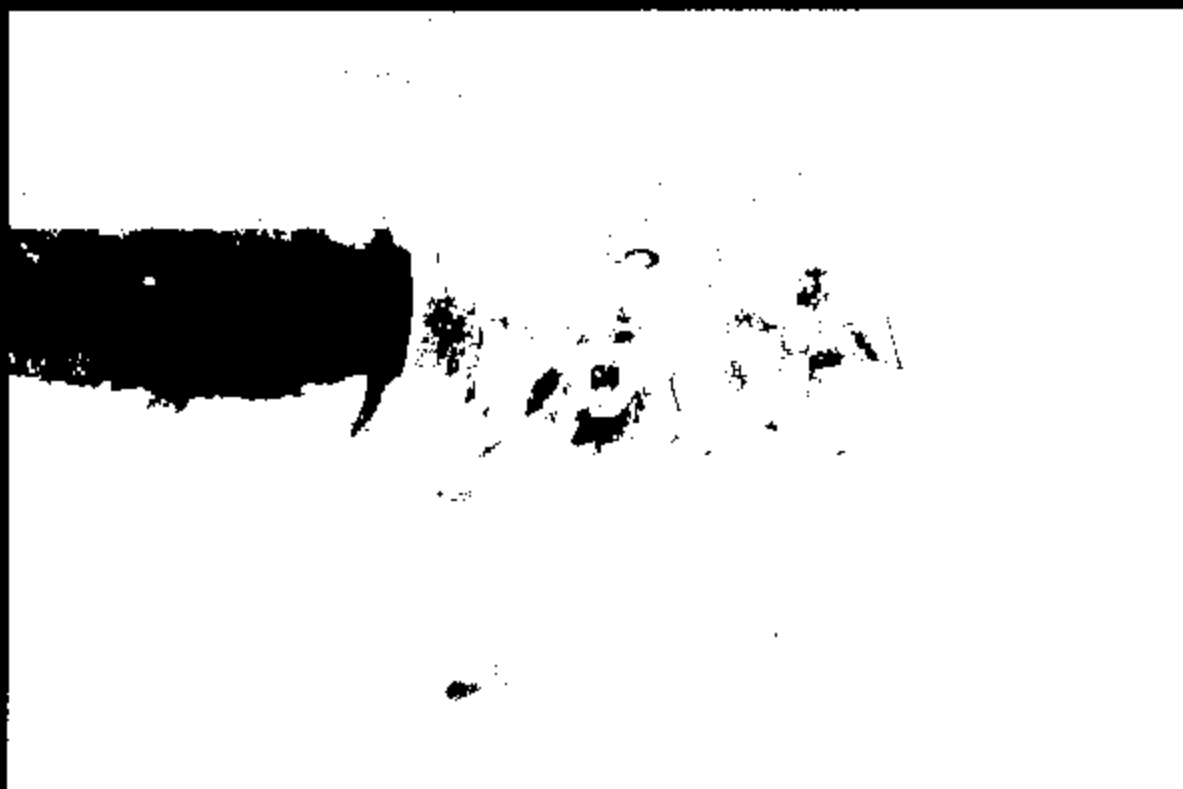
NAME: [REDACTED] COMPANY: [REDACTED] ADDRESS: [REDACTED] PHONE: [REDACTED] TYPE: Claimant	ACCOUNT/POLICY: SERVICE DEALER: EVANS PONTIAC GMC BUICK CONTRACT: ALAN KATZ SELLING DEALER: EVANS PONTIAC GMC BUICK CONTRACT: UNK PAYEE: No
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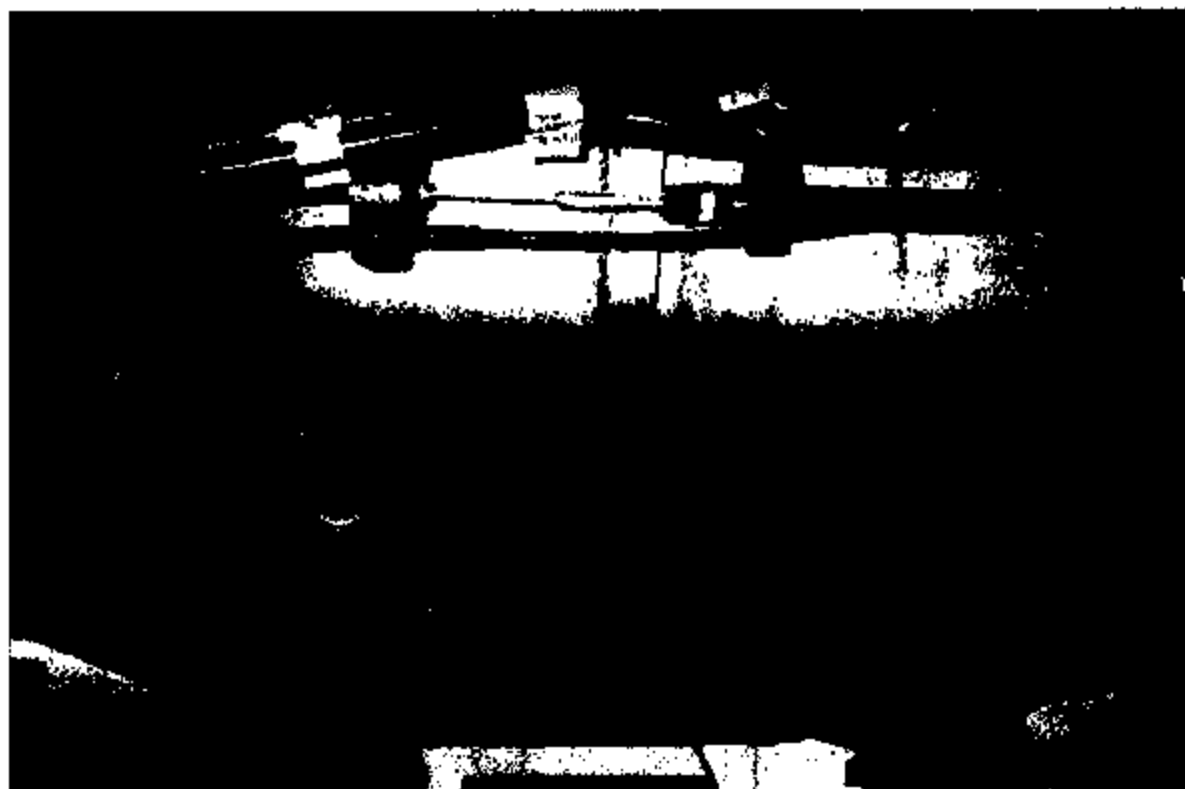
CONTACT ID: C0000028078130 DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED] DISABILITIES: none ROAD SURFACE: Asphalt ROAD CONDITION: Dry # PEOPLE IN VEHICLE: 2 INJURIES: No OTHER VEHICLES INVOLVED: No NUMBER INVOLVED: DEFECTIVE COMPONENT: THERMAL EVENT POLICE REPORT: Yes INSURANCE: Yes INSURANCE COMPANY: ALLSTATE INSURANCE COMPANY ADDR: MOTLEY DRIVE INSPECTION: Yes INSP NAME: EAA INSP DATE: 8/1/00 INSP MILES: 851 INSP DONE: VEH INSPECTED, PHOTOS TAKEN PROPERTY DAMAGE: INCIDENT LOCATION: Intersection of Peach Tree Road and Groves Road in Mesquite, TX INCIDENT RESULT: FWD TO T. BORN VEHICLE LOCATION: EVANS PONTIAC, 11438 LBJ FREEWAY, DALLAS TX 75238 MAINTENANCE LOCATION: NOT APPLICABLE - TWO WEEK OLD VEHICLE OWNER DESC: Thermal event MORE INFO:	BODY INJURY: No COLLISION: No PROPERTY DMG: No NON COLL: Yes DMB ABV K: No NOTIFY NAME: [REDACTED] AGENT NAME: LINDA GARMACK STATUS: Accepted REJECT REASON: ROAD TEST: No ROAD TEST DESC: ROAD TEST RESULT: COMP INSPECTED: INVEST SUMMARY: DEALER VEHICLE AGENT PHONE: 972-486-7528 INCIDENT DATE & TIME: 08/14/2000 09:15:00 AM
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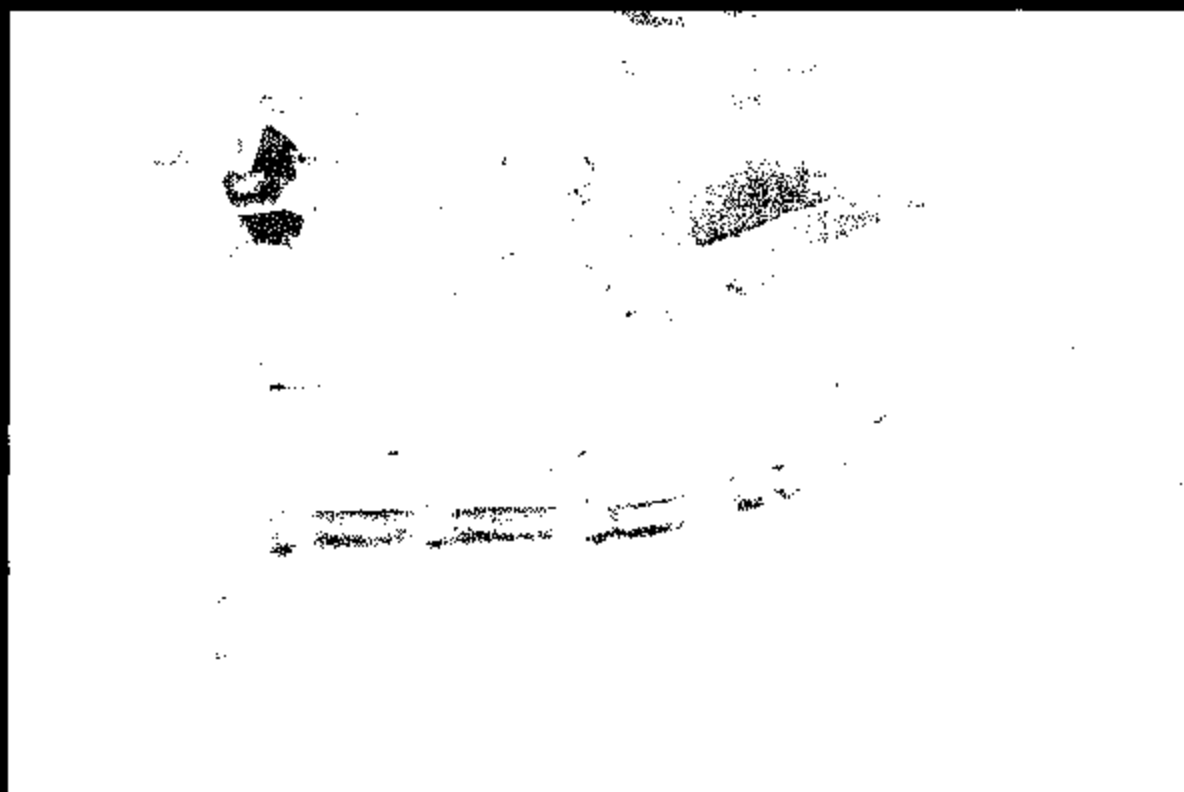
ID: PAYEE: ADDRESS: COMPANY: AMOUNT: ACCT_TYPE: ACCT_NUM: TAX_ID: ISSUE_1099: POLICY NUM:
--











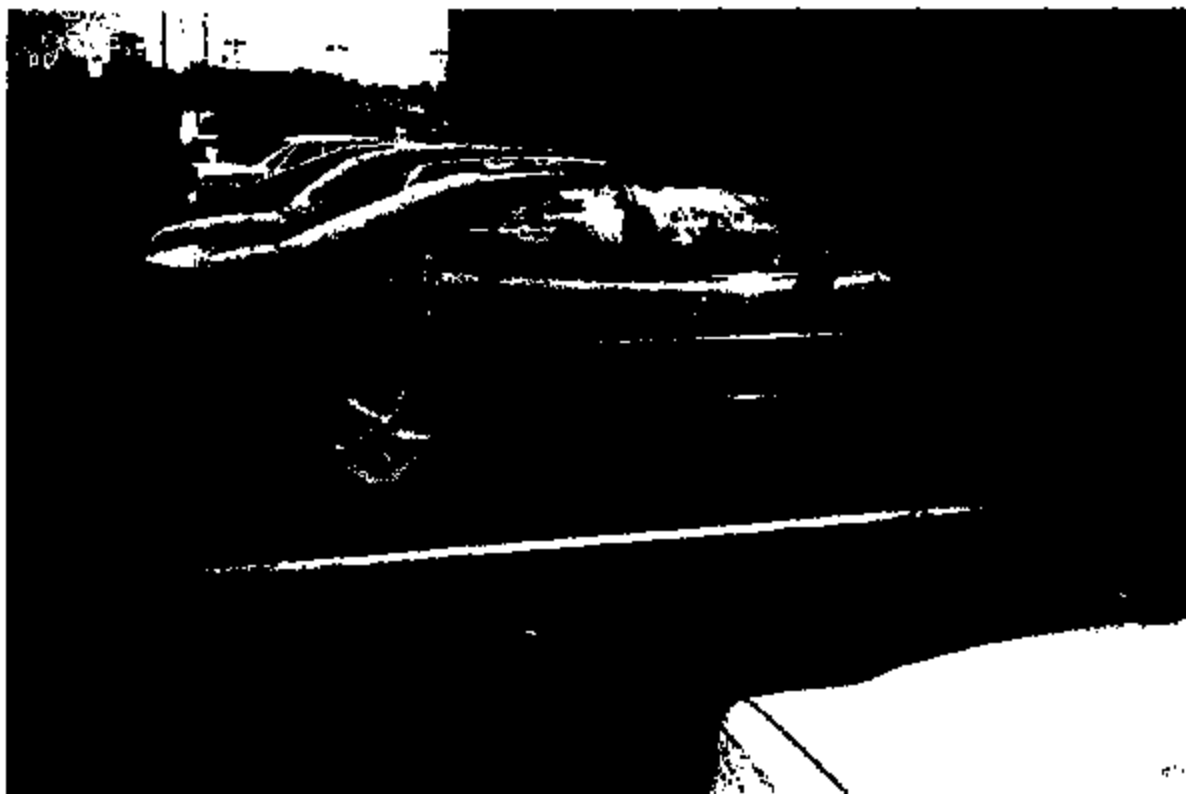








323763







**GM**

PAR CASE INFORMATION

Problem ID: 01287848

CONTACT ID: C0000028878130
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: none
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 2
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: THERMAL EVENT
POLICE REPORT: Yes
INSURANCE: Yes
INSURANCE COMPANY: ALLSTATE
INSURANCE COMPANY ADDR: MOTLEY DRIVE
INSPECTION: Yes
INSP NAME: EAA
INSP DATE: 9/1/00
INSP MILES: 851
INSP DONE: VEH INSPECTED, PHOTOS TAKEN
PROPERTY DAMAGE:
INCIDENT LOCATION: Intersection of Peach Tree Road and Gross Road in Mesquite, TX
INCIDENT RESULT: FWD TO T. BORN
VEHICLE LOCATION: EVANS PONTIAC, 11438 LBJ FREEWAY, DALLAS TX 75238
MAINTENANCE LOCATION: NOT APPLICABLE - TWO WEEK OLD VEHICLE
OWNER DESC: Thermal event
MORE INFO:

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: [REDACTED]
AGENT NAME: LINDA CARMACK
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: DEALER VEHICLE
AGENT PHONE: 972-688-7828
INCIDENT DATE & TIME: 08/14/2000 08:16:00 AM

NEW VEHICLE INFORMATION

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1009:
POLICY NUM:



PAR CASE INFORMATION

Problem ID: 01297848

REPAIR INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: Par Investigation

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A08

COMPONENT DESCRIPTION 2: thermal event

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Fire

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04

COMPONENT DESCRIPTION 3: Thermal Event

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTIONS: Possible Safety Concern

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:

COMPONENT DESCRIPTION 4:

COMPLAINT CODE 4:

COMPLAINT DESCRIPTION 4:

REPAIR ATTEMPTS 4:

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:

GM

PAR CASE INFORMATION

Problem ID: 01297848

~~NOT A SERVICE REQUEST~~

08/23/2000 - 02:58:16 AM CRM reviewed file. CRM contacted cust. No answer at cust home. CRM unable to leave message. Latasha Hawkins/Par 58042

08/24/2000 - 09:11:11 AM CRM received call from cust husb. [REDACTED] stated that he and wife were on their way to work. As they were exiting the freeway, he smelled gas. Cust stated that he didn't get alarmed due to there are two gas stations at that freeway exit. [REDACTED] stated that he continued to drive.

08/24/2000 - 09:38:59 AM [REDACTED] authorized inspection. CRM phoned dealer to advise, GM will send inspector. S/M not available, crm left message on vme. CRM fixing inspection to EAA. Latasha Hawkins/Par 58042

08/24/2000 - 09:29:19 AM [REDACTED] stated that veh started to smoke and smoke coming from under hood. [REDACTED] stated that veh is severely burned. [REDACTED] stated that he was advised by fire dept that fire started by the fuel injectors. [REDACTED] stated that veh hasn't been serviced yet. [REDACTED] stated that veh was towed back to purchasing dealer (Evans Pontiac).

08/28/2000 - 11:32:13 AM CRM received call from [REDACTED] would like Par crm to give him a call at [REDACTED] Debbie Kaele/Tampa

08/28/2000 - 04:34:55 AM CRM RECVD CLL FROM [REDACTED] CUST WOULD LIKE FOR SOMEONE IN PAR TO CONTACT HIM A/S/A/P [REDACTED]

08/29/2000 - 03:37:25 AM CUST [REDACTED] CLD LATASHA HAS NOT CONTACTED THEM ANY NUMBERS PROVIDED CELL NUMBER IS [REDACTED] CUST IS A REALTOR SO THEY WILL ANS THIS NUMBER. CRM ADVISED WOULD LEAVE MSG FOR LATASHA TO CALL CUST AT CELL NUMBER. PROMISED TO CALL CUST THURS. JVELYNSTEVENS/PDX

08/30/2000 - 10:59:53 AM CRM CLD PAR AGAIN LEFT MSG W/REF NUMBER ASKING L HAWKINS TO ADVISE IF CONTACTED CUST...JVELYNSTEVENS/PDX

08/30/2000 - 04:35:26 AM CRM ADVISED CUST THAT HE HAS TO SUPPLY DEALER WITH PROOF OF PAYMENT AND COPY OF RENTAL BILL. CUST AGREED. CUST THANKED CRM, CRM THANKED CUST. CRM RCVD CALL FROM INSPECTOR. INSPECTOR STATED THAT VEH WILL BE INSPECTED TOMORROW 8/31/00. LATASHA HAWKINS/PAR 58042

08/30/2000 - 04:33:32 AM CRM CONSULTED WITH GM PAR MGR, E.D. THOMPSON, CRM PHONED DEALER TO AUTHORIZE RENTAL REIMBURSEMENT TO CUST, AS LONG AS RENTAL BILL AND PROOF OF PAYMENT IS PROVIDED. CRM PHONED CUST. CRM SPOKE WITH CUST HUSB AND ADVISED THAT AUTHORIZATION HAS BEEN GIVEN TO DEALER FOR REIMBURSEMENT.

08/30/2000 - 04:32:00 AM CRM PHONED CUST TO ADVISE OF RENTAL AND TO ADVISE THAT MESSAGE HAS BEEN LEFT FOR INSPECTOR. CUST HUSB [REDACTED] STATED THAT VEH IS NOW OWNED BY DEALER AND THEY HAVE RCVD THEIR DOWNPAYMENT (\$3000.00). CUST REQUESTED REIMBURSEMENT FOR OUT OF POCKET RENTAL EXPENSE (\$850.00).

08/30/2000 - 04:36:31 AM ALAN INQUIRED ABOUT RENTAL REIMBURSEMENT FOR CUST. CRM CONSULTED WITH ANOTHER PAR REP, REGARDING RENTAL. CRM PHONED DEALER AND LEFT MESSAGE ON VME FOR ALAN, AUTHORIZING RENTAL FOR CUST AS PART OF CUST SATISFACTION.

08/30/2000 - 04:21:58 AM CRM RCVD CALL FROM DEALER S/M, ALAN. ALAN STATED THAT THERE WAS A MIX UP WITH PAPERWORK FROM DEALER AND CUST MAY NOT OWN VEH. VEH MAY BE OWNED BY DEALER. ALAN STATED THAT HE DID LOOK AT VEH AND VEH BURNED FROM BATTERY (RIGHT, FRONT CORNER) TO MASTER CYLINDER (LEFT, REAR CORNER).

08/19/2000 - 09:24:54 AM ON 8/12/00, CRM FORWARDED FILE TO T. BORNE, FOR CREDIT AND REBILL. CRM CLOSING FILE. LATASHA HAWKINS/PAR 58042



PAR CASE INFORMATION

Problem ID: 01297848

09/19/2010 - 09:25:44 AM

BUSINESS SUMMARY: 1. CRM REVIEWED FILE. 2. CRM CONTACTED CUST. 3. CRM FAXED INSPECTION REPORT TO EAA. 4. OWNERSHIP OF VEH CHANGED, FROM CUST TO DEALER. 5. CRM AUTHORIZED DEALER TO REIMBURSE CUST FOR RENTAL. 6. CRM RCVD INSPECTION REPORT. 7. CRM FO RWARD FILE TO T. BORN FOR CREDIT AND REBILL. 8. FILE FORWARDED FILE TO ESIS. LATASHA HAWKINS/PAR 58042

Form with multiple input fields and labels, including a large text area at the bottom.

OK Save Cancel

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 02

(UPDATED THRU 20000822)

DIV: PONTIAC

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
2WP52K8YF183954	GR PRX GT 4DR	M	0000000	20000804	34	PAID	1

PROD-DTE: 19991028 DELWAR-DATE: WARBLK-DTE:

INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:

INV-DLR : 1621133 SHIP-TO-DLR: 1621133

C	CYCLE									AUTH	AUTH
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	I	1621133	012	19991028	F83954	183954	01	Z7000	83.55	0	

PASSENGER CAR AND TRUCK NVI

----- NO MORE CLAIMS FOR THIS VIN -----

PF1:HELP PF2:OPT PF3:CHG-DIV PF4:MAIN MENU PF5:DESC PF6:PRINT
PF7:BACK PF8:FWRD PF9:GOTO PF10:LOGOFF
RECORD FOUND

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 02 OF 02

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: PONTIAC

VIN: 1G2WP52K8YF183954 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 000

RPO DESCRIPTION

RPO DESCRIPTION

W BODY
4 DOOR
PONTIAC
L36 3.8 LITRE V6 MFI
AUTO TRANS
OH8 INSTRUMENT CLUSTER
ANTILOCK BRAKE
DG7 DR/PASS REMOTE ELEC
UP3 RADIO CDM-AM/FM CD
KEYLESS ENTRY SYSTEM
UK3 STEERING WHEEL CONT

35 SERIES HD MODEL
SEDAN
V6 ENGINE
FEDERAL EMISSIONS
M15 4 SPD AUTO TRANS 4T65-E
AK5 INFLAT RESTRAINT DR/PAS
C60 STAND AIR CONDITIONING
U77 REAR WINDOW ANTENNA
DK6 ROOF CONSOLE
UA6 THEFT DETERRENT

----- END OF OPTIONS -----

PF1:HELP

PF2:OPT

PF3:CHG-DIV

PF4:MAIN MENU

PF5:DESC

PF6:PRINT

PF7:BACK

PF8:FWRD

PF9:GOTO

PF10:LOGOFF

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: <u>Pontiac</u>	Roll: <u>C 01297848</u>	VIN: <u>1G2WP52K8YF183954</u>
Claimant's Name (LAST, First)		

Inspected By: Barbara Buckley Organization: EAA
Phone: (817) 4816255x Inspection Date: 9/1/00 Mileage at Inspection: 851

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

Following the inspection, summarize the tests and observations.

Fire event in engine area from unknown cause.Dealer has returned owner's purchase price.
Owner no longer owns vehicle.

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

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

[Redacted] Roulette, TX [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) NONE2. 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 mis, etc.):

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other): NOMaintenance records? (Y/N) N/A Date/description of last maintenance/repair (by whom?) _____Any other pertinent vehicle history information (from interviewee or GM Warranty History)? N/A

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

✓ How was vehicle towed? (flat bed, dolly, sling, front or rear lift) _____ If towed on wheels, how far? _____

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

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

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

load description N/A load location N/ADriver's physical description (gender, age, height, weight, disabilities) N/AIf 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. _____ Mins. 15 Distance traveled 15If not parked, vehicle speed estimate 60 MPH Source of estimate OWNER Posted speed 60 MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) UNK When last fueled? Not SureExact incident location GROSS ROAD Exit OFF I 635Weather conditions and visibility Hot, DRY, ClearApprox. temperature 90 °F. Any physical visual obstructions? NO

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? C Describe: —Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? C Describe: —Road condition: Wet, Dry, Icy or Other? 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
☐ Traction Control Switch "On"
☐ Low Beam Headlights
☐ High Beam Headlights
☐ Daytime Running Lights
☐ Fog Lamps
☐ Turn Signal
☐ Hazard Flashers
☐ Map Lights, Ft. — R. —
☐ 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?) NormalPowertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.) NOAny unusual noises (bang, pop, tick, grinding, metallic, rrr, etc.)? From where? NODid it appear to match engine speed? (Y/N) —Describe any unusual odors. From where? GrasshopperAny smoke? (from where, color, intensity, etc.) From under hood Gray thickWas 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.) under hood left sideAny steam or smoke? (from where, color, intensity, etc.) From under hood left sideAny 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) —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 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 5

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

Any other comments or observations that have not been covered? Owner said he smelled gas AND pulled off Interstate 635 onto Gross Road about 100 yards. Smoke began coming from under hood on left side and then got real heavy. They could not unlock doors, but then did so and got out of vehicle. Fire Department from Mesquite came and put out.

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

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

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

Left & right side exterior Right and Left Fenders damaged
Front & rear exterior Front extension damaged - Rear Not involved
Hood, inner & outer panels severely damaged
Trunk area and Decklid, inner & outer panels Not involved
Roof Not involved
Door interior panels Not involved
Left & right instrument panel & odometer Not involved
Ashtray(s) area clean
Left & right front seat and carpet OK
Underbody & exhaust (include hangers) damaged
Option code label No photo
Engine compartment Severe damage underhood all
Radiator, front & rear combustibles destroyed
Coolant recovery bottle AND melted.
Transmission cooler lines/connections "
Engine compartment engine coolant lines/hoses, connections/clamps "
Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) "
All fuel lines/hoses, filter, connections/clamps "
TBI, injector rail, or carburetor & fuel line connection "
Engine compartment fuel lines/hoses, connections & o-rings "
Power steering lines/hoses, connections/clamps "
Generator & attached wiring "

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

Battery & attached cables melted
Engine block (note precise location of cracks, holes, etc.) Combustibles and plastics melted over engine
Engine oil pan No photo
Engine compartment hinge torque rods No photo
Engine compartment exhaust system (a.g. intact, rusted, modified, out of position, clearance, etc.)

Any item which is alleged to be the cause/source UNKNOWN
Anything on vehicle which is after-market NONE

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

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
Engine oil
Transmission fluid
Power steering fluid
Brake fluid

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

Fuses (Identify all open or not proper size) No improper sizes

Wiring insulation at fuse blocks

Fusible links (Identify all open)

Spark plug wiring and boot condition

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

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

Catalytic converter (any discoloration or swelling?)

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

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

TOTAL LOSS

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

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

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

Comments:

No site inspection

Incident Report

2000-0008206-000

Printed: 08/31/2000 13:03:50

C01297848

Basic

Alarm Date and Time 09:09:43 Monday, August 14, 2000
 Arrival Time 09:13:47
 Controlled Date and Time
 Last Unit Cleared Date and Time 09:47:19 Monday, August 14, 2000
 Response Time 0:01:04
 Priority Response Yes
 Completed Yes
 Reviewed Yes
 Fire Department Station ST3
 Shift C
 Incident Type 131 - Passenger vehicle fire (car fire)
 Aid Given or Received N - None
 Action Taken I - Extinguish
 Property Use 963 - Street or road in commercial area
 Location Type Intersection
 Address On N PEACHTREE RD at N GROSS RD
 City, State Zip MESQUITE, TX 75149
 District 309
 Directions N PEACHTREE RD&N GROSS RD
 Latitude 3544164.0
 Longitude 6973025.00

Person Involved/Property Owner - Carpenter, Bobby

Owner Yes
 Last Name [REDACTED]
 First Name [REDACTED]
 Street Address [REDACTED]
 City, State Zip Rowlett, TX
 Phone [REDACTED]

Fire

Area of Origin 83 - Engine area, running gear, wheel area
 Heat Source 40 - Hot or smoldering object, other
 Item First Ignited 62 - Flammable liquid/gas - in/drum engine or burner
 Confined To Origin 1
 Type of Material 23 - Gasoline
 Cause of Ignition 2 - Unintentional
 Contribution To Ignition 30 - Mechanical failure, malfunction, other
 Human Factors None
 Mobile Equipment Involved 3 - Involved in ignition and burned
 Mobile Equipment Type 11 - Passenger car.
 Mobile Equipment Make PN - Pontiac
 Mobile Equipment Model Grand Prix
 Mobile Equipment Year 2000
 Mobile Equipment VIN 1G2WP52K8YF183954
 Mobile Equipment License Temp Tag
 Mobile Equipment State TX

Wildland



C 01297848

Wildland	
No Human Factor	Yes
Apparatus - E5	
Apparatus ID	E5
Response Time	0:02:28
Apparatus Dispatch Date and Time	09:10:16 Monday, August 14, 2000
En route to scene date and time	09:11:20 Monday, August 14, 2000
Apparatus Arrival Date and Time	09:13:48 Monday, August 14, 2000
Apparatus Clear Date and Time	09:47:18 Monday, August 14, 2000
Apparatus priority response	Yes
Number of People	3
Apparatus Use	1
Apparatus Type	11 - Engine
Personnel 1	7168 - Bess, Craig L. Position: FF/PARA
Personnel 2	4794 - Hughes, Marvin R. Position: DRV/EMT
Personnel 3	5956 - Lewis, David J. Position: LT
Authority	
Reported By	5956 - Lewis, David J. 10:23:04 Monday, August 14, 2000
Officer in Charge	5956 - Lewis, David J. 10:23:07 Monday, August 14, 2000
Reviewer	4023 - Lindsay, Tommy D. 30:36:25 Monday, August 14, 2000

End of Report



Received Nov-22-99 11:22am
Nov-22-99 10:11A

from CCITT 83 - EVANS PONTIAC

page 3

C01297848

2000 GRAND PRIX GT SEDAN
17U PAINT, SILVERMIST METALLIC /V68
122 TRIM, GRAPHITE
ORDER NO. BXJPN0/TRE STOCK NO.
VIN 1G2WP52K8YF183954 183954

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1001
VEHICLE INVOICE 2AD28249298

MODEL & FACTORY OPTIONS MSRP
2000 GRAND PRIX GT SEDAN 21645.00
*RY SEAT, LEATHER SEATING SURFACE 475.00
*E9 FEDERAL EMISSION CERTIFICATION N/C
*36 3.8 LITER 3800 SERIES II V-6 0.00
*X0 TRANSMISSION, 4-SPEED AUTOMATIC 0.00
*60 CDN 0.00
*P3 RADIO, AM/FM STEREO W/COMPACT 165.00
DISC PLAYER, GRAPHIC EQUALIZER
6-SPEAKER SOUND SYSTEM AND
REAR WINDOW ANTENNA
(REPLACES STD/OPT PKB RADIO)
*K4 FRONT LICENSE PLATE DEPRESSION 10.00
COVER
*88 OPTION PACKAGE - 199 815.00
* OVERHEAD CONSOLE
* REAR SEAT PASS THRU
* STEERING WHEEL, LEATHER
WRAPPED W/ RADIO CONTROLS
* POWER SEAT, DRIVER 4-WAY
* TRUNK CARGO NET
* SECURITY PACKAGE (INCLUDES
REMOTE KEYLESS ENTRY/THEFT
DETERRENT SYSTEM)

INV AMT RETAIL - STOCK
19823.48 INVOICE 10/28/99
422.75 SHIPPED 10/28/99
N/C EXP I/T 11/04/99
0.00 INT CDN 11/04/99
0.00 PRD EFF 10/28/99
16.50 KEYS 8044H 8044H
146.85 WPP-8 QTR OPT-1
BANK: GMAC - 005
CHG-TO 21-133
SHIP WT: 3589
HPI 34.7
GMS: 21009.93
DAN: 5889
MEMO 1156.50

TOTAL MODEL & OPTIONS 23130.00 21143.83 ACT 231 21009.93
DESTINATION CHARGE 560.00 560.00 H/B 261 693.90
DEALER CO-OP ADVERTISING 231.30 ADV 261 231.30

TOTAL 23690.00 21935.13 PAY 310 21935.13
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 20916.25

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

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

SWING BUICK/PONTIAC/GMC TRUCK

REMIT TO GMAC NO. 005
VIN 1G2WP52K8YF183954
21935.13 INV 2AD28249298
DUE 11/04/99 DEALER 21-133

VMS

SEP 1, 2000

VEHICLE INFORMATION

0 EVANS PONTIAC GMC PORT 1013 3040

C0129 7848

CUSTOMER#	56338	CUSTOMER NAME	
BUS. PHONE		RES. PHONE	

1	SERIAL NUMBER/?	1G2WP52K8YF183954	18	DELIVERY MILEAGE	34
2	YEAR	00	19	STOCK NUMBER	183954
3	MAKE	PONTIAC	20	DEMO DATE	
4	LICENSE NUMBER		21	--- DEMO MILEAGE	
5	MODEL NUMBER/?	2WP69	22	WARR EXP DATE	
6	--- CARLINE/MODEL	GRAND PRIX	23	--- WARR EXP MLG.	
7	--- DESCRIPTION	GRAND PRIX GT SED	24	SERVICE CONTRACT#	
8	EXTERIOR COLOR	SILVERMIST MET	25	--- CONTRACT NAME	
9	TRIM	GRAPHITE	26	--- EXP DATE	
10	MODEL/MAINT CODE/?	PNZZ	27	--- EXP MILEAGE	
11	PRODUCTION DATE		28	ENGINE NUMBER	
12	TRANSMISSION A/M	A	29	CHASSIS NUMBER	
13	AIR COND Y/N Y	PWR STEER Y/N Y	30	TOTAL SERV DAYS	98
14	TRIM LEVEL		31	KEY NUMBER (1)	S044H
15	ENGINE CONFIG		32	KEY NUMBER (2)	S044H
16	SELLING DEALER#		33	SALESMAN NUMBER	378
17	DEL/IN-SERV DATE	08/04/00		NAME	J BYRON DAVEY

(E-ENTER) (U-USER DEFINED) (N-NEXT) (M-MODIFY) (LINE#) (D-DELETE) (TAB)

C01297848-

CERTIFICATE OF ORIGIN FOR A VEHICLE

DATE
10/28/99

VEHICLE IDENTIFICATION NO.
1G2NP62K8YF183954

BODY TYPE
GRAND PRIX GT SEDAN

HP (SAE)
54.7

GVWR
4482

YEAR
2000

NO. CYL.
06

FD-P0015

INVOICE NO.
2AD28249290

MAKE
PONTIAC

SHIP WEIGHT
3359

SEVERAL MODEL
2MR19

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the invoice number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

FEWING BUICK/PONTIAC/GMC TRUCK
4464 WEST PLANO PARKWAY
PLANO TX 75093-5623

21138 BXJPKD

It is further certified that this is the first transfer of such new vehicle in ordinary trade commerce.

* THIS VEHICLE *

* HAS A *

* FEDERAL *

* EMISSION *

* SYSTEM *

PONTIAC/GMC DIVISION

GENERAL MOTORS CORPORATION

SIGNATURE OF AUTHORIZED REPRESENTATIVE

(AGENT)

G16719492

DETROIT

MI 48243-1001

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Pontiac Roll# C 01297848 VIN: 1G24P52K8YF183954
 Claimant's Name (LAST, First) _____

Inspected By: Barbara Buckley Organization: EAA
 Phone: (17) 4816255 x Inspection Date: 9/1/00 Mileage at inspection: 857

Roll Number 1

Neg. # Description

0	
1	VIN
2	Odometer
3	Exterior - Lt Ft.
4	" Lt Ft. Side
5	" " "
6	" Rear - No damage noted
7	" Rt. Side
8	" Rt. Side - Pt.
9	" " " "
10	" Front and hood
11	" " " "
12	" Hood
13	" Left grille side
14	" Right " "
15	" Lower bumper
16	" Bumper cover - ONLY Right side Left.
17	Engine Compartment - Left side
18	" " " "
19	" " " "
20	" " " "
21	" " " "
22	" " Rear Left
23	" " " "
24	" " " "
25	" " " "
26	" " Right Side
27	Exterior Front
28	
29	
30	
31	
32	
33	
34	
35	
36	
37	

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

(page 1 of 1)

Division:	Ref#	VIN:
Claimant's Name (LAST, First)		

Inspected By: _____ Organization: _____
 Phone: () _____ x _____ Inspection Date: / / Mileage at Inspection: _____

Roll Number 2

Neg. # Description

- | | |
|-----|--|
| 0 | |
| 1. | Inside to Outside of Windshield - Look of Smoke Damage |
| 2. | Inside view of Hood |
| 3. | Interior |
| 4. | " |
| 5. | " |
| 6. | " |
| 7. | Engine Compartment - |
| 8. | " |
| 9. | " |
| 10. | " |
| 11. | " |
| 12. | " |
| 13. | " |
| 14. | " |
| 15. | " |
| 16. | " |
| 17. | " |
| 18. | " |
| 19. | " |
| 20. | " |
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| 36. | |
| 37. | |

Close up to show
as much detail as
possible from available
viewing spot.

219351

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VARFARIL-1000 TABLETS, 1000 MG. (1000 mg. of Warfarin Sodium)

219351

23 DAY
 RD # 1100P DEPT 4615
 RENTAL BIL
 ADVANTAGE RENT-A-CAR #140
 140-1436230-RZ RENTAL
 1215 EAST US 80
 MESQUITE, TX 74190
 (872) 328-7450

UNIT: 010083 SILVER CHEROKEE S
 Out: 5738 In: Ttl: 2 schng
 Fuel Receipt required or gas charged
 on return @2.75/gallon. Out: 4/0 In: 0/0

Rate Per	Free	Total	Balance
0.300 Mile	UNLN		
15.00 01 Hour			
40.00 24 HRS			
284.88 5-7 Days			
888.88 28 Days		889.89	
30.00 Special			
===== OPTIONS =====			
8.890 Full LOV	NO		
4.950 PAC	NO		
Fuel	YES		
5.000 2nd Renter	YES	110.00	
15.000 1st Driver	NO		
-105.00 1st Mileage	YES	-105.00	
-10.000 1st Account	YES	-88.00	
1.500 1st/Relab	YES	23.00	
10.0000 Taxes		84.40	0.00
Total Due		833.98	0.00

Rate Rule: 24 HRS/WEEK/TCAR
 Payment due in accordance w/cc terms.
 VS # 448118 Exp 02/02 Audit 082326

Extend: 08/28/00 14:30:00 approve
 by 104680 1408 08/21/00 17:00:00
 08/30/00 14:30:00 approve by 103398 1408 08/30/00 07:00:00
 14:30:00 approve by 104680
 1408 08/30/00 16:00:00 Extend: 08/31/00
 14:30:00 approve by 103398
 1408 09/05/00 07:00:00 Extend: 09/05/00
 14:30:00 approve by 103398
 1408 09/05/00 13:00:00
 Special rate applies if rented between
 noon Thursday and closing Saturday;
 returned Sunday or Monday.

I have read and agree to the attached
 terms and conditions of this rental.

Z1242 & Z1243 Claim Tracking

**Z1242 / Z1243 Warranty Claim Tracking
Pre-Approval Documentation**

Vehicle Information

Date: 9/8/00
File No.: C01297848
Customer Name: [REDACTED]
VIN: 1G2WP52K8YF183954
In-Service Date: N/A
Mileage: 851

Dealer Information

Dealer: EVANS PONTIAC
Dealer Code: 16-21148
Dealer Contact: SARAH ROWEL
214-355-4863

Claim Information

RO No.: #219351
RO Date: 9/7/00
TAC Case No.: N/A

Labor OP(Z1242 or Z1243): Z1242

Claim Type:
Cause Code (CC): MJ
Failure Code (FC): 98

Labor Hours:
Other Hours:

Net Amount: \$833.99

Authorization Code:
Reviewed By: LATASHA HAWKINS

Retain copy with dealer repair order.

Keyword Reason/Additional Comments

RENTAL REIMBURSEMENT FOR CUSTOMER

FedEx USA Airbill

8215 8893 8916

1 From Shipper/Originator

 Date 2125-8258-1 Shipper's FedEx Account Number

 To Latesha Hawkins Phone 800-331-8411
X58042

 Company GM CUST SERV GROUP/TAMPA

 Address 5701 E. HILLSBOROUGH AVE # 2300

 City TAMPA State FL Zip 33610

2 Your Internal Billing Reference

Internal Billing Reference

 To Terry Born Phone 313-445-1825

 Company General Motors Corporation

 Address 100 Renaissance Center

 Mail Code 482-A16-D32

 City Detroit State MI Zip 48265-1000

See back for application instructions.

Questions? Call 1-800-Go-FedEx® (800-463-3339)

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☒ FedEx Priority Overnight ☐ FedEx Standard Overnight ☐ FedEx Next Business Day

☐ FedEx 2Day ☐ FedEx Express Saver® ☐ FedEx Overnight®

4b Express Freight Service

☐ FedEx 1Day Freight ☐ FedEx 2Day Freight ☐ FedEx 3Day Freight

5 Packaging

☒ FedEx Envelope/Letter® ☐ FedEx Pad® ☐ Other Pkg.

6 Special Handling

☐ Fragile ☐ Restricted ☐ Hazardous ☐ Live Animals ☐ Perishable ☐ High Value

☒ Insure ☐ Signature Required ☐ Signature Restricted ☐ Signature Adult Only

7 Payment Method

☒ Cash ☐ Account ☐ Third Party ☐ Credit Card ☐ Cash/Check

 Total Packages 1 Total Weight 1 Total Declared Value \$ 00

8 Release Signature

Signature of Shipper/Originator

402

0151710023

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Customer & Relationship Services Group
P.O. Box 436008
Pontiac, Michigan 48343-6008



Customer & Relationship
Services Group

199
7141 04.30 PM 8725980
7698 (PULLEY) FROM TAMPA FL 33610
SEP 27 00

Lincoln Park, MI

10-02-00P05:03 RCVD



GMC

GENERAL MOTORS CORPORATION

BRAND: PONTIAC-OMC

DATE: 09/19/00

P 7/21/00

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

RE: Claimant: [REDACTED]

Date of Incident: 8/14/00

File Number: C01297848

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.

Please Contact:

Customer Relationship Manager
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,

Latesha Y. Hawkins

Latesha Y. Hawkins
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- ☒ Customer File
- ☒ VIN Profile
- ☒ Inspection Report
- ☒ Pictures
- ☐ Estimates
- ☒ Police or Fire Report
- ☐ Repair Orders
- ☐ Dism Tape
- Other: VEH TITLE

GM**PAR CASE INFORMATION**

Problem ID: 01297848

Name: [REDACTED]
Address: [REDACTED]
ROWLETTE, TX
Phone: [REDACTED]VIN: 1G2WP52K8YF183854
MAKE: PONTIAC
MODEL: GR PRX GT 4DR
YEAR: 2000
ODOMETER: 851NAME: [REDACTED]
COMPANY: [REDACTED]
ADDRESS: [REDACTED]
PHONE: [REDACTED]
TYPE: ClaimantACCOUNT POLICY:
SERVICE DEALER: EVANS PONTIAC GMC BUICK
CONTRACT: ALAN KATZ
SELLING DEALER: EVANS PONTIAC GMC BUICK
CONTRACT: UNK
PAYEE: No

CONTACT ID: C0000028676130

DRIVER NAME: [REDACTED]

DRIVER AGE: [REDACTED]

DISABILITIES: none

ROAD SURFACE: Asphalt

ROAD CONDITION: Dry

PEOPLE IN VEHICLE: 2

INJURIES: No

OTHER VEHICLES INVOLVED: No

NUMBER INVOLVED:

DEFECTIVE COMPONENT: THERMAL EVENT

POLICE REPORT: Yes

INSURANCE: Yes

INSURANCE COMPANY: ALLSTATE

INSURANCE COMPANY ADDR: MOTLEY DRIVE

INSPECTION: Yes

INSP NAME: BAA

INSP DATE: 8/1/00

INSP MILES: 851

INSP DONE: VEH INSPECTED, PHOTOS TAKEN

PROPERTY DAMAGE:

INCIDENT LOCATION: Intersection of Peach Tree Road and Gross Road in Mesquite, TX

INCIDENT RESULT: FWD TO T. BORN

VEHICLE LOCATION: EVANS PONTIAC, 11439 LBJ FREEWAY, DALLAS TX 75228

MAINTENANCE LOCATION: NOT APPLICABLE - TWO WEEK OLD VEHICLE

OWNER DESC: Thermal event

MORE INFO:

BODY INJURY: No

COLLISION: No

PROPERTY DMG: No

NON COLL: Yes

DMB ABV K: No

NOTIFY NAME: [REDACTED]

AGENT NAME: LINDA CARMACK

STATUS: Accepted

REJECT REASON:

ROAD TEST: No

ROAD TEST DESC:

ROAD TEST RESULT:

COMP INSPECTED:

INVEST SUMMARY: DEALER VEHICLE

AGENT PHONE: 872-686-7928

INCIDENT DATE & TIME: 08/14/2000 09:15:00 AM

ID:

PAYEE:

ADDRESS:

COMPANY:

AMOUNT:

ACCT_TYPE:

ACCT_NUM:

TAX_ID:

ISSUE_1000:

POLICY NUM:



PAR CASE INFORMATION

Problem ID: 01297848

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: Par Investigation

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A06

COMPONENT DESCRIPTION 2: thermal event

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Fire

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04

COMPONENT DESCRIPTION 3: Thermal Event

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: Possible Safety Concern

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:

COMPONENT DESCRIPTION 4:

COMPLAINT CODE 4:

COMPLAINT DESCRIPTION 4:

REPAIR ATTEMPTS 4:

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:

NAME:

COMPANY:

ADDRESS:

PHONE:

TYPE:

ACCOUNT/POLICY:

SERVICE DEALER: EVANS PONTIAC GMC BUICK

CONTRACT: ALAN KATZ

SELLING DEALER: EVANS PONTIAC GMC BUICK

CONTRACT: UNK

PAYEE: No

GM**PAR CASE INFORMATION**

Problem ID: 01297848

CONTACT ID: C0000029875130
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: none
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 2
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: THERMAL EVENT
POLICE REPORT: Yes
INSURANCE: Yes
INSURANCE COMPANY: ALLSTATE
INSURANCE COMPANY ADDR: MOTLEY DRIVE
INSPECTION: Yes
INSP NAME: EAA
INSP DATE: 8/1/00
INSP MILES: 881
INSP DONE: VEH INSPECTED, PHOTOS TAKEN
PROPERTY DAMAGE:
INCIDENT LOCATION: Intersection of Peach Tree Road and Gross Road in Mesquite, TX
INCIDENT RESULT: PWD TO T. BORN
VEHICLE LOCATION: EVANS PONTIAC, 11438 LBJ FREEWAY, DALLAS TX 76238
MAINTENANCE LOCATION: NOT APPLICABLE - TWO WEEK OLD VEHICLE
OWNER DESC: Thermal event
MORE INFO:

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: [REDACTED]
AGENT NAME: LINDA CARMACK
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: DEALER VEHICLE
AGENT PHONE: 972-686-7828
INCIDENT DATE & TIME: 08/14/2000 09:15:00 AM

REPAIRS/REPAIR INFORMATION

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_YEAR:
POLICY NUM:



PAR CASE INFORMATION

Problem ID: 01297848

PROBLEM INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: Par Investigation
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A06
COMPONENT DESCRIPTION 2: thermal event
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Fire
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04
COMPONENT DESCRIPTION 3: Thermal Event
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: Possible Safety Concern
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:
COMPONENT DESCRIPTION 4:
COMPLAINT CODE 4:
COMPLAINT DESCRIPTION 4:
REPAIR ATTEMPTS 4:

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:

GM

PAR CASE INFORMATION

Problem ID: 01297848

08/23/2000 - 07:58:10 AM

CRM reviewed file. CRM contacted cust. No answer at cust home. CRM unable to leave message.
Latacha Hawkins/Par 58042

08/24/2000 - 09:12:11 AM

CRM received call from cust husb. [REDACTED] stated that he and wife were on their way to work. As they were exiting the freeway, he smelled gas. Cust stated that he didn't get alarmed due to there are two gas stations at that freeway exit. [REDACTED] stated that he continued to drive.

08/24/2000 - 09:35:59 AM

[REDACTED] authorized inspection. CRM phoned dealer to advise, GM will send inspector. S/M not available, CRM left message on vme. CRM fixing inspection to EAA. Latacha Hawkins/Par 58042

08/24/2000 - 09:20:19 AM

[REDACTED] stated that veh started to smoke and smoke coming from under hood. [REDACTED] stated that veh is severely burned. [REDACTED] stated that he was advised by fire dept that fire started by the fuel injectors. [REDACTED] stated that veh hasn't been serviced yet. [REDACTED] stated that veh was towed back to purchasing dealer (Evans Pontiac).

08/28/2000 - 11:32:13 AM

CRM received call from [REDACTED] would like Par CRM to give him a call at [REDACTED]
Dabbie Keefe/Tampa

08/28/2000 - 04:34:55 AM

CRM RECVD CLL FROM [REDACTED] CUST WOULD LIKE FOR SOMEONE IN PAR TO CONTACT HIM A/S/A/P [REDACTED]

08/29/2000 - 03:37:25 AM

CUST [REDACTED] OLD LATASHA HAS NOT CONTACTED THEM ANY NUMBERS PROVIDED CELL NUMBER IS [REDACTED] CUST IS A REALTOR SO THEY WILL ANSWER THIS NUMBER...CRM ADVISED WOULD LEAVE MSG FOR LATASHA TO CALL CUST AT CELL NUMBER...PROMISED TO CALL CUST THURS...
J Evelyn Stevens/PDX

08/30/2000 - 10:59:53 AM

CRM OLD PAR AGAIN LEFT MSG W/REF NUMBER ASKING L HAWKINS TO ADVISE IF CONTACTED CUST...Evelyn Stevens/PDX

08/30/2000 - 04:35:18 AM

CRM ADVISED CUST THAT HE HAS TO SUPPLY DEALER WITH PROOF OF PAYMENT AND COPY OF RENTAL BILL. CUST AGREED. CUST THANKED CRM, CRM THANKED CUST. CRM RCVD CALL FROM INSPECTOR. INSPECTOR STATED THAT VEH WILL BE INSPECTED TOMORROW 8/31/00. LATASHA HAWKINS/PAR 58042

08/30/2000 - 04:33:32 AM

CRM CONSULTED WITH GM PAR MGR, E.D. THOMPSON. CRM PHONED DEALER TO AUTHORIZE RENTAL REIMBURSEMENT TO CUST, AS LONG AS RENTAL BILL AND PROOF OF PAYMENT IS PROVIDED. CRM PHONED CUST. CRM SPOKE WITH CUST HUSB AND ADVISED THAT AUTHORIZATION HAS BEEN GIVEN TO DEALER FOR REIMBURSEMENT.

08/30/2000 - 04:31:09 AM

CRM PHONED CUST TO ADVISE OF RENTAL AND TO ADVISE THAT MESSAGE HAS BEEN LEFT FOR INSPECTOR. CUST HUSB [REDACTED] STATED THAT VEH IS NOW OWNED BY DEALER AND THEY HAVE RCVD THEIR DOWNPAYMENT (\$3000.00). CUST REQUESTED REIMBURSEMENT FOR OUT OF POCKET RENTAL EXPENSE (\$850.00).

08/30/2000 - 04:28:31 AM

ALAN INQUIRED ABOUT RENTAL REIMBURSEMENT FOR CUST. CRM CONSULTED WITH ANOTHER PAR REP, REGARDING RENTAL. CRM PHONED DEALER AND LEFT MESSAGE ON VME FOR ALAN, AUTHORIZING RENTAL FOR CUST AS PART OF CUST SATISFACTION.

08/30/2000 - 04:21:58 AM

CRM RCVD CALL FROM DEALER S/M, ALAN. ALAN STATED THAT THERE WAS A MIX UP WITH PAPERWORK FROM DEALER AND CUST MAY NOT OWN VEH, VEH MAY BE OWNED BY DEALER. ALAN STATED THAT HE DID LOOK AT VEH AND VEH BURNED FROM BATTERY (RIGHT, FRONT CORNER) TO MASTER CYLINDER (LEFT, REAR CORNER).

08/19/2000 - 09:24:34 AM

ON 8/12/00, CRM FORWARDED FILE TO T. BORNE, FOR CREDIT AND REBILL. CRM CLOSING FILE. LATASHA HAWKINS/PAR 58042



PAR CASE INFORMATION

Problem ID: 01297848

09/19/2008 - 09:25:44 AM

BUSINESS SUMMARY: 1. CRM REVIEWED FILE. 2. CRM CONTACTED CUST. 3. CRM FAXED INSPECTION REPORT TO EAA. 4. OWNERSHIP OF VEH CHANGED, FROM CUST TO DEALER. 5. CRM AUTHORIZED DEALER TO REIMBURSE CUST FOR RENTAL. 6. CRM RCVD INSPECTION REPORT. 7. CRM FO RWARD FILE TO T. BORN FOR CREDIT AND REBILL. 8. FILE FORWARDED FILE TO ESIS. LATASHA HAWKINS/PAR 58042

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 02

(UPDATED THRU 20000822)

DIV: PONTIAC

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
2WP52K8YF183954	GR PRX GT 4DR	M	0000000	20000804	34	PAID	1

PROD-DTE: 19991028 DELWAR-DATE: WARBLK-DTE:

INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:

INV-DLR : 1621133 SHIP-TO-DLR: 1621133

C	CYCLE									AUTH	AUTH
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	I	1621133	012	19991028	F83954	183954	01	27000	83.55	0	

PASSENGER CAR AND TRUCK NVI

----- NO MORE CLAIMS FOR THIS VIN -----

PF1:HELP PF2:OPT PF3:CHG-DIV PF4:MAIN MENU PF5:DESC PF6:PRINT
PF7:BACK PF8:FWRD PF9:GOTO PF10:LOGOFF
RECORD FOUND

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 02 OF 02

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: PONTIAC

VIN: 1G2WP52K8YF183954 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 000

RPO DESCRIPTION

RPO DESCRIPTION

W BODY
4 DOOR
PONTIAC
L36 3.8 LITRE V6 MFI
AUTO TRANS
UH8 INSTRUMENT CLUSTER
ANTILOCK BRAKE
DG7 DR/PASS REMOTE ELEC
UP3 RADIO CDM-AM/FM CD
KEYLESS ENTRY SYSTEM
UK3 STEERING WHEEL CONT

35 SERIES HD MODEL
SEDAN
V6 ENGINE
FEDERAL EMISSIONS
M15 4 SPD AUTO TRANS 4T65-E
AK5 INFLAT RESTRAINT DR/PAS
C60 STAND AIR CONDITIONING
U77 REAR WINDOW ANTENNA
DK6 ROOF CONSOLE
UA6 THEFT DETERRENT

----- END OF OPTIONS -----

PF1:HELP
PF7:BACK

PF2:OPT
PF8:FWRD

PF3:CHG-DIV
PF9:GOTO

PF4:MAIN MENU
PF10:LOGOFF

PF5:DESC

PF6:PRINT

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Division: <u>Pontiac</u>	Ref: <u>C 01297848</u>	VIN: <u>1G2WP52K8YF183954</u>
Claimant's Name (LAST, First)		

Inspected By: Barbara Buckley Organization: EAA
 Phone: (817) 4816255x Inspection Date: 9/1/00 Mileage at Inspection: 851

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

Fire event in engine area from unknown cause.

Dealer has returned owner's purchase price.
Owner no longer owns vehicle.

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

[Redacted] Roulette TX [Redacted]

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

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

2. Any prior collision damage? (when, where, extent, repaired by, etc.) NO

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other): NRMaintenance records? (Y/N) N/A Date/description of last maintenance/repair (by whom?) _____Any other pertinent vehicle history information (from interviewee or GM Warranty History)? N/A

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

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

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

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

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

load description N/A load location N/ADriver's physical description (gender, age, height, weight, disabilities) N/AIf 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. 15 Distance traveled 15If not parked, vehicle speed estimate 60 MPH Source of estimate owner Posted speed 60 MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) unk When last fueled? Not SureExact incident location GROSS Road Exit OFF I 635Weather conditions and visibility Hot, Dry, ClearApprox. temperature 90 °F. Any physical visual obstructions? NO

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? C Describe: _____Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? C Describe: _____Road condition: Wet, Dry, Icy or Other? N If other, specify: _____Shoulder condition: Wet, Dry, Icy or Other? N 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) _____	☐ Auxiliary CD Player
☐ Low Beam Headlights	☐ Heater	☐ Telephone
☐ High Beam Headlights	☐ Windshield Defogger	☐ CB Radio
☐ Daytime Running Lights	☐ Windshield Defroster	☐ Power Window Controls
☐ Fog Lamps	☐ Rear Window Defroster	☐ Power Mirror Controls
☐ Turn Signal	☐ Outside Mirror Heater	☐ Power Seat Controls
☐ Hazard Flashers	☐ Driver Seat Heater	☐ Power Sun Roof Controls
☐ Map Lights, Ft _____ Rr _____	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other _____

Steering operation: (normal, other?) NORMALPowertrain: (any engine misf, sluggish, surge, stall, loss of power or speed, etc.) NOAny unusual noises (bang, pop, tick, grinding, metallic, rrr, etc.)? From where? NO

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

Describe any unusual odors. From where? Fuel LineAny smoke? (from where, color, intensity, etc.) From under hood Gray thickWas 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 left sideAny steam or smoke? (from where, color, intensity, etc.) From under hood left sideAny 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) _____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 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: 2

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

Any other comments or observations that have not been covered? Owner said he smelled gas AND pulled off Interstate 635 onto Gross Road about 100 yards. Smoke began coming from under hood on left side and then got real heavy. They could not unlock doors, but then did so and got out of vehicle. Fire Department from Mesquite came and put out.

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

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

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

Left & right side exterior Right and Left Fenders damaged
Front & rear exterior Front exterior damaged - Rear Not involved
Hood, inner & outer panels Severely damaged
Trunk area and Decklid, inner & outer panels Not involved
Roof Not involved
Door interior panels Not involved
Left & right instrument panel & odometer Not involved
Ashtray(s) area clean
Left & right front seat and carpet OK
Underbody & exhaust (include hangers) damaged
Option code label no photo
Engine compartment Severe damage underhood all
Radiator, front & rear " combustibles destroyed
Coolant recovery bottle " and melted.
Transmission cooler lines/connections "
Engine compartment engine coolant lines/hoses, connections/clamps "
Engine compartment heater lines/hoses, connections/clamps (includes those to throttle body) _____
All fuel lines/hoses, filter, connections/clamps _____
THI, 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 meltedEngine block (note precise location of cracks, holes, etc.) Combustibles and plastics melted over engineEngine oil pan No photoEngine compartment hinge torque rods No photo

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

Any item which is alleged to be the cause/source UNKNOWNAnything on vehicle which is after-market NONEAnything 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 _____

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) No improper sizesWiring insulation at fuse blocks severely damaged -

Fusible links (Identify all open) _____

Spark plug wiring and boot condition _____

Fuel filler "Lead Free" restrictor in place? (Y/N) Y Describe _____Location of fuel filler cap (or evidence of remains) IN place

Catalytic converter (any discoloration or swelling?) _____

Position of windows (if glass missing, do further inspection) ALL windows closed and unbroken**C. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available):**Total Loss

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

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

No Site Inspection

C0129 7848

Basic

Alarm Date and Time	09:09:43	Monday, August 14, 2000
Arrival Time	09:13:47	
Controlled Date and Time		
Last Unit Cleared Date and Time	09:17:19	Monday, August 14, 2000
Response Time	0:04:04	
Priority Response	Yes	
Completed	Yes	
Reviewed	Yes	
Fire Department Station	ST3	
Shift	C	
Incident Type	131 - Passenger vehicle fire (car fire)	
Aid Given or Received	N - None	
Action Taken 1	11 - Extinguish	
Property Use	963 - Street or road in commercial area	
Location Type	Intersection	
Address	On N PEACHTREE RD at N GROSS RD	
City, State Zip	MESQUITE, TX 75149	
District	309	
Directions	N PEACHTREE RD&N GROSS RD	
Latitude	2544164.0	
Longitude	6973025.00	

Person Involved/Property Owner - Carpenter, Bobby

Owner	Yes
Last Name	
First Name	
Street Address	
City, State Zip	Rowlett, TX
Phone	

Fire

Area of Origin	83 - Engine area, running gear, wheel area
Heat Source	40 - Hot or smoldering object, other
Item First Ignited	62 - Flammable liquid/gas - In/From engine or burner
Confined To Origin	1
Type of Material	23 - Gasoline
Cause of Ignition	2 - Unintentional
Contribution To Ignition 1	30 - Mechanical failure, malfunction, other
Human Factors	None
Mobile Equipment Involved	3 - Involved in ignition and burned
Mobile Equipment Type	11 - Passenger car.
Mobile Equipment Make	PN - Pontiac
Mobile Equipment Model	Grand Prix
Mobile Equipment Year	2000
Mobile Equipment VIN	1G2WP52K8YF183954
Mobile Equipment License	Temp Tag
Mobile Equipment State	TX

Wildland



C 01297848

Wildland	
No Human Factor	Yes
Apparatus - E5	
Apparatus ID	E5
Response Time	0:02:28
Apparatus Dispatch Date and Time	09:10:16 Monday, August 14, 2000
En route to scene date and time	09:11:20 Monday, August 14, 2000
Apparatus Arrival Date and Time	09:13:48 Monday, August 14, 2000
Apparatus Clear Date and Time	09:47:18 Monday, August 14, 2000
Apparatus priority response	Yes
Number of People	3
Apparatus Use	1
Apparatus Type	11 - Engine
Personnel 1	7168 - Bess, Craig L Position: FI/PARA
Personnel 2	4794 - Hughes, Marvin R Position: DRV/EMT
Personnel 3	5956 - Lewis, David J Position: LT
Authority	
Reported By	5956 - Lewis, David J 10:23:04 Monday, August 14, 2000
Officer in Charge	5956 - Lewis, David J 10:23:07 Monday, August 14, 2000
Reviewer	4023 - Lindsay, Tommy D 20:36:25 Monday, August 14, 2000

End of Report



Received Nov-22-99 11:22am
Nov-22-99 10:11A

from CCITT 03 - EVANS PONTIAC

page 3

C01297848

2000 GRAND PRIX GT SEDAN
17U PAINT, SILVERMIST METALLIC /V68
122 TRIM, GRAPHITE
ORDER NO. BXJFND/TRE STOCK NO.
VIN 1G2WP52K8YF183954 183954

PONTIAC/BMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1001
VEHICLE INVOICE 2A028249298

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2000 GRAND PRIX GT SEDAN	21665.00	17823.48	INVOICE 10/28/99
PR9 SEAT, LEATHER SEATING SURFACE	475.00	422.75	SHIPPED 10/28/99
VE9 FEDERAL EMISSION CERTIFICATION	N/C	N/C	EXP 1/T 11/04/99
V36 3.8 LITER 3800 SERIES II V-6	0.00	0.00	INT COM 11/04/99
V40 TRANSMISSION, 4-SPEED AUTOMATIC	0.00	0.00	PRC EFF 10/28/99
V6J CDN	0.00	16.50	KEYS 8044H 8044H
VP3 RADIO, AM/FM STEREO W/COMPACT DISC PLAYER, GRAPHIC EQUALIZER 6-SPEAKER SOUND SYSTEM AND REAR WINDOW ANTENNA (REPLACES STD/OPT PKB RADIO)	165.00	146.85	WPP-8 QTR OPT-1 BANK: BMAC - 005 CHG-TO 21-133
VK4 FRONT LICENSE PLATE DEPRESSION COVER	10.00	8.90	SHIP WT: 3359 HP: 34.7
V88 OPTION PACKAGE - 188 * OVERHEAD CONSOLE * REAR SEAT PASS THRU * STEERING WHEEL, LEATHER WRAPPED W/ RADIO CONTROLS * POWER SEAT, DRIVER 6-WAY * TRUNK CARGO NET * SECURITY PACKAGE (INCLUDES REMOTE KEYLESS ENTRY/THEFT DETERRENT SYSTEM)	815.00	725.35	GMS: 21009.93 DAN: 8980 MEMO 1156.50

TOTAL MODEL & OPTIONS	23130.00	21143.83	ACT 231	21009.93
DESTINATION CHARGE	560.00	560.00	H/B 261	693.90
DEALER CO-OP ADVERTISING		231.30	ADV 261	231.30

TOTAL 23490.00 21935.13 PAY 310 21935.13
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 20916.25

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

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY BMAC.

SWING BUICK/PONTIAC/BMC TRUCK

REMIT TO BMAC NO. 005
VIN 1G2WP52K8YF183954
* 21935.13 INV 2A028249298
DUE 11/04/99. DEALER .21-133

SEP 1, 2000

C01247348
VEHICLE INFORMATION

EVANS PONTIAC GMC PORT 1013 3040

CUSTOMER#	56338	CUSTOMER NAME	
BUS. PHONE		RES. PHONE	
1 SERIAL NUMBER/?	1G2WP52K8YF183954	18 DELIVERY MILEAGE	34
2 YEAR	00	19 STOCK NUMBER	183954
3 MAKE	PONTIAC	20 DEMO DATE	
4 LICENSE NUMBER		21 --- DEMO MILEAGE	
5 MODEL NUMBER/?	2WP69	22 WARR EXP DATE	
6 --- CARLINE/MODEL	GRAND PRIX	23 --- WARR EXP MLG.	
7 --- DESCRIPTION	GRAND PRIX GT SED	24 SERVICE CONTRACT#	
8 EXTERIOR COLOR	SILVERMIST MET	25 --- CONTRACT NAME	
9 TRIM	GRAPHITE	26 --- EXP DATE	
10 MODEL/MAINT CODE/?	PNZZ	27 --- EXP MILEAGE	
11 PRODUCTION DATE		28 ENGINE NUMBER	
12 TRANSMISSION A/M	A	29 CHASSIS NUMBER	
13 AIR COND Y/N Y	PWR STEER Y/N Y	30 TOTAL SERV DAYS	98
14 TRIM LEVEL		31 KEY NUMBER (1)	5044H
15 ENGINE CONFIG		32 KEY NUMBER (2)	5044H
16 SELLING DEALER#		33 SALESMAN NUMBER	378
17 DEL/IN-SERV DATE	08/04/00	NAME	J BYRON DAVEY

(E-ENTER) (U=USER DEFINED) (N=NEXT) (M=MODIFY) (LINE#) (D=DELETE) (TAB)

C01297848-

CERTIFICATE OF ORIGIN FOR A VEHICLE



DATE
10/28/99

INVOICE NO.
2AD28249298

VEHICLE IDENTIFICATION NO.
1G2MP52K8YF183954

YEAR
2000

MAKE
PONTIAC

BODY TYPE
GRAND PRIX GT SEDAN

DISPOSITION
3359

MPG CITY
24

QUICK
4402

NO. CYLE
16

SERIES OR MODEL
2MR69

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the invoice number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

PEWING BUICK/PONTIAC/GMC TRUCK
4864 WEST PLANO PARKWAY
PLANO TX 75093-5623

21155 BXJEND

It is further certified that this is the first transfer of such vehicle in ordinary trade or commerce.

THIS VEHICLE
HAS A
FEDERAL
EMISSION
SYSTEM

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION

RK
SIGNATURE OF AUTHORIZED REPRESENTATIVE (AGENT)

G16719492

DETROIT MI 48243-1001

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: <u>Pontiac</u>	Ref: <u>C 01297848</u>	VIN: <u>1G2WP52K8YF183954</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		<u>Bobby - JENNY</u>

Inspected By: Barbara Buckley Organization: EAA
 Phone: (817) 481-6255 x Inspection Date: 9/1/00 Mileage at Inspection: 857

Roll Number 1

Neg. # Description

0	
1	VIN
2	Odometer
3	Exterior - Lt Ft.
4	" Lt Ft. Side
5	" " "
6	" Rear - No damage noted
7	" Rt. Side
8	" Rt. Side - Ft.
9	" " "
10	" Front and Hood
11	" " "
12	" Hood
13	" Left grille side
14	" Right " "
15	" " Lower bumper
16	" Bumper cover - Only Right side Left.
17	Engine Compartment - Left side
18	" " "
19	" " "
20	" " "
21	" " "
22	" " Rear Left
23	" " " "
24	" " " "
25	" " " "
26	" " Right Side
27	Exterior Front
28	
29	
30	
31	
32	
33	
34	
35	
36	
37	

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division:	Ref#	VIN:
Claimant's Name (LAST, First)		

Inspected By: _____ Organization: _____

Phone: () _____ x _____ Inspection Date: ____/____/____ Mileage at Inspection: _____

Roll Number 2

Neg.# Description

- | | |
|-----|--|
| 0 | |
| 1. | Inside to Outside of Windshield - Look of Smoke Damage |
| 2. | Inside view of Hood |
| 3. | Interior |
| 4. | " |
| 5. | " |
| 6. | " |
| 7. | Engine Compartment - |
| 8. | " |
| 9. | " |
| 10. | " |
| 11. | " |
| 12. | " |
| 13. | " |
| 14. | " |
| 15. | " |
| 16. | " |
| 17. | " |
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| 36. | |
| 37. | |

close up to show
as much detail as
possible from available
vantage spot.

219351

EVANS PONTIAC-GMC • 11438 LBJ FREEWAY • DALLAS, TX 75238 • 214-328-8411

219351

WARRANTY OF MERCHANTABILITY: The items shown on this invoice are subject to the terms and conditions of the warranty of merchantability. The items shown on this invoice are subject to the terms and conditions of the warranty of merchantability. The items shown on this invoice are subject to the terms and conditions of the warranty of merchantability.

RENTAL SERVICES

08-07-00	218935	30	461	151	77PNZ	FINAL WASH AND GAS
04-27-00	209880	30	461	488	81PNZ	ADD ON ACCESSORIES
04-28-00	208121	27	461	468	81PNZ	ADD ON ACCESSORIES
11-27-90	159864	27	461	583	74PNZ	DEALER TRADE INSPECT
				464	75PNZ	ADD FUEL
					86PNZ	DEALER TRADE STOCK

SALESPERSON NO. 378 BYRON DAVEY

SERVICE

1GZWP62K0YF183954

00/PONTIAC/GRAND PRIX/GRAND PRIX GT

183954

219351

56338

08/04/00

08-07-00

SILVERMIST MET/CR

893

ROWLETT, TX

PNZZ Y Y A

851 142

SARAH ROWELL

03:20pm 08/14/00 07:00pm S

WARRANTY OF MERCHANTABILITY: The items shown on this invoice are subject to the terms and conditions of the warranty of merchantability. The items shown on this invoice are subject to the terms and conditions of the warranty of merchantability. The items shown on this invoice are subject to the terms and conditions of the warranty of merchantability.

COMMENTS: RENTAL ONLY

1- W 40PNZ RENTAL CAR
REFUND FOR RENTAL ONLY PER LATASHA AT GM CUSTOMER ASSISTANCE
ADVANTAGE RENTACAR \$931.39

TRUCK	TIME	LAST OFF	TIME CLOCK
			ON
			ON
			ON
			ON
			ON

TRUCK	TIME	LAST OFF	TIME CLOCK
			ON
			ON
			ON
			ON
			ON

TRUCK	TIME	LAST OFF	TIME CLOCK
			ON
			ON
			ON
			ON
			ON

23 DAYS

RD # 1100P 02:34 PM 11/01/00

RENTAL BILL

ADVANTAGE RENT-A-CAR #140

140-1436238-07

RENTAL

1215 EAST US 80
MUSKOGEE, TX 75150
(972) 328-7450

ROBERT [REDACTED] TX [REDACTED]

Rental: 08/14/00 15:49 by 104880 RENTED
Return: 08/06/00 14:30 by OPEN
Time Used: 22 Days

UNIT# 010003 SILVER CHEROKEE S
Out: 5735 In: 111 2 xchg
Fuel Receipt required w/ gas charged
on return \$2.75/gallon. Out: 4/8 In: 0/8

Rate	Per	Free	Total	Balance
0.300	Mile	UNLM		
15.00	01 Hour			
40.00	24 HRS			
294.00	6-7 Days			
699.00	28 Days		699.00	
30.00	Special			

OPTION	ACCEPT	Amount	Balance
9.880 Full LON	NO		
4.950 PAC	NO		
Fuel	YES		
5.000 2nd Center	YES	110.00	
15.000 Yng Driver	NO		
-105.00 40% Excl	YES	-105.00	
-10.00 20% Excl	YES	-88.00	
1.500 Tax/Relab	YES	35.00	
10.000 Taxes		94.40	0.00
Total Due		933.38	0.00

Rate Rule: 24 HRS/WEK/ICAR
Payment due in accordance w/cc lgus.
VS # 449118 Exp 02/02 Auth# 082328

Extend: 08/28/00 14:30:00 apprvd [REDACTED]
by 104880 1406 08/21/00 12:00:00 Extend;
08/30/00 14:30:00 apprvd [REDACTED] by
103398 1408 08/30/00 07:30:00 Extend: 08/04/00
14:30:00 apprvd [REDACTED] by 104880
1408 08/30/00 16:00:00 Extend: 08/11/00
14:30:00 apprvd [REDACTED] by 103398
1408 08/05/00 07:00:00 Extend: 08/05/00
14:30:00 apprvd [REDACTED] by 103398
1404 08/05/00 13:00:00

Special rate applies if rented between
noon Thursday and closing Saturday;
returned Sunday or Monday.

I have read and agree to the attached
terms and conditions of this rental.

Z1242 & Z1243 Claim Tracking

Z1242 / Z1243 Warranty Claim Tracking Pre-Approval Documentation

Vehicle Information

Date: 9/6/00
 File No.: C01297848
 Customer Name: [REDACTED]
 VIN: 1G2WP52K8YF183954
 In-Service Date: N/A
 Mileage: 851

Dealer Information

Dealer: EVANS PONTIAC
 Dealer Code: 18-21148
 Dealer Contact: SARAH ROWEL
 214-355-4663

Claim Information

RO No.: #219351
 RO Date: 9/7/00
 TAC Case No.: N/A
 Labor OP(Z1242 or Z1243): Z1242

Claim Type:
 Cause Code (CC): MJ
 Failure Code (FC): 98

Labor Hours:
 Other Hours:

Net Amount: \$833.30

Authorization Code:
 Reviewed By: LATASHA HAWKINS

Retain copy with dealer repair order.

Keyword Reason/Additional Comments

RENTAL REIMBURSEMENT FOR CUSTOMER

148
200

FedEx USA Airbill

8215 8893 8416

1 From (Required) Sender's FedEx Account Number 2125-8258-1

Date Latasha Hawkins 800-231-1841
X58012

Company GM CUST SERV GROUP/TANPA

Address 5701 E HILLSBOROUGH AVE # 2300

City TANPA State FL Zip 33610

2 Your Internal Billing Reference (Optional)

3 To Recipient's Name Terry Born 313-665-1525

Company General Motors Corporation

Address 100 Renaissance Center

Mail Code 482-A16-D32

City Detroit State MI Zip 48265-1000

See back for application instructions.

Questions? Call 1-800-GO-FedEx® (800-463-3333)

Visit our Web site at www.fedex.com

By using this form you agree to the conditions on the back of this form and to the terms and conditions of the FedEx service.

0151710023

4a Express Package Service

☒ Priority Overnight ☐ Standard Overnight ☐ First Overnight

☐ 2nd Day ☐ Express Saver

4b Express Freight Service

☐ 1st Day Freight ☐ 2nd Day Freight ☐ 3rd Day Freight

5 Packaging

☒ FedEx Envelope/Box ☐ FedEx Pail ☐ Other (Specify)

6 Special Handling

☐ Fragile ☐ Limited Access ☐ Restricted Access ☐ Signature Required

7 Payment

☒ Cash ☐ Check ☐ Credit Card ☐ Other (Specify)

8 Release Signature

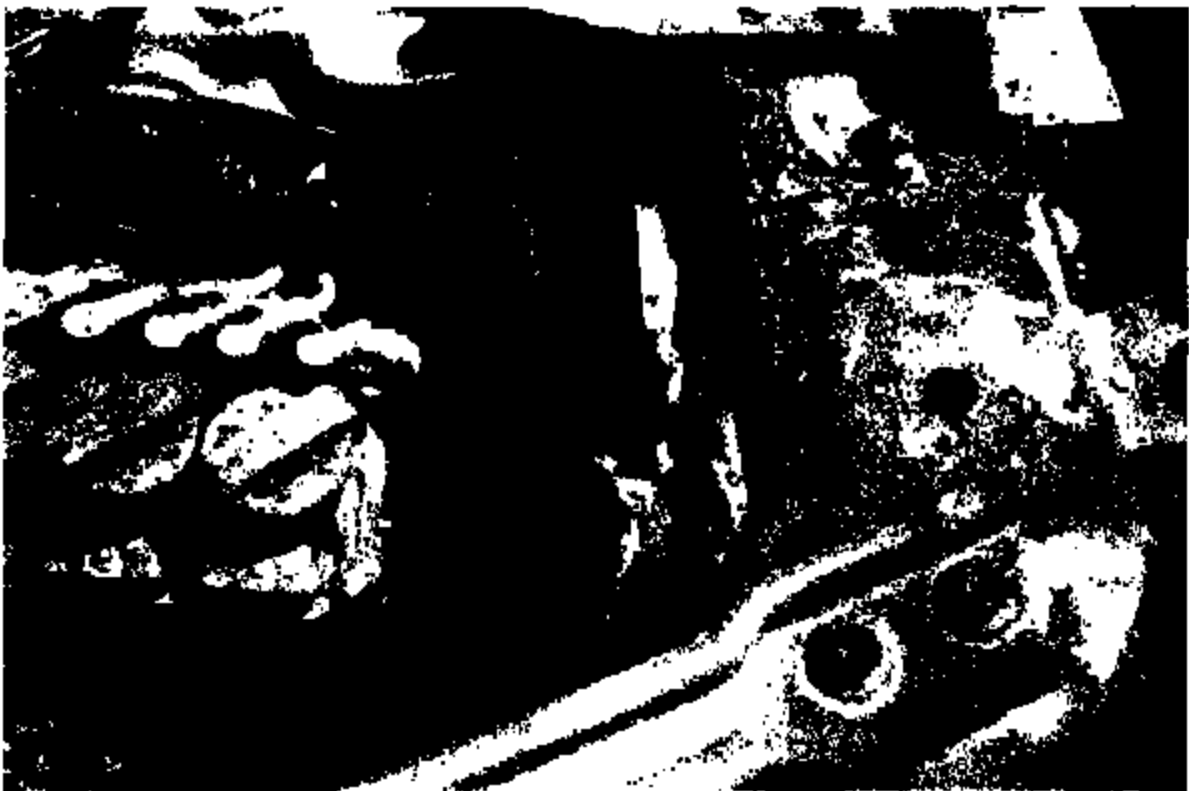
402

324151

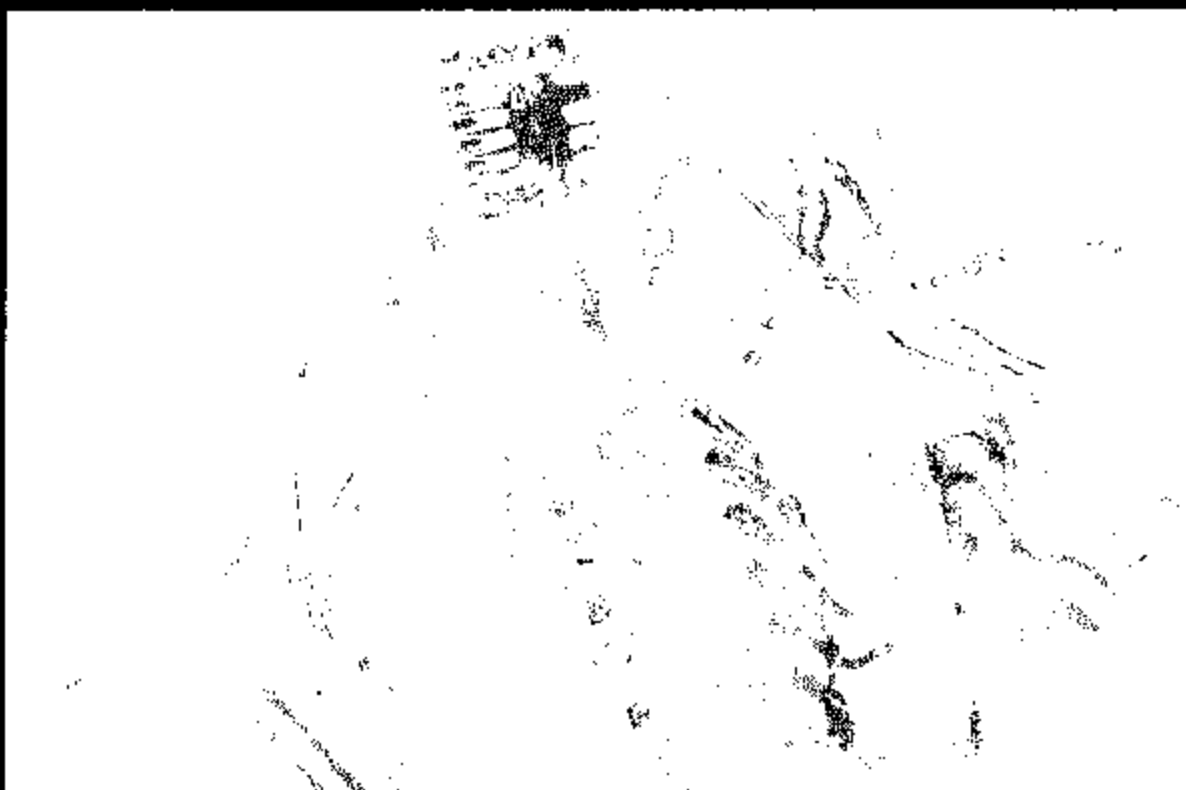




















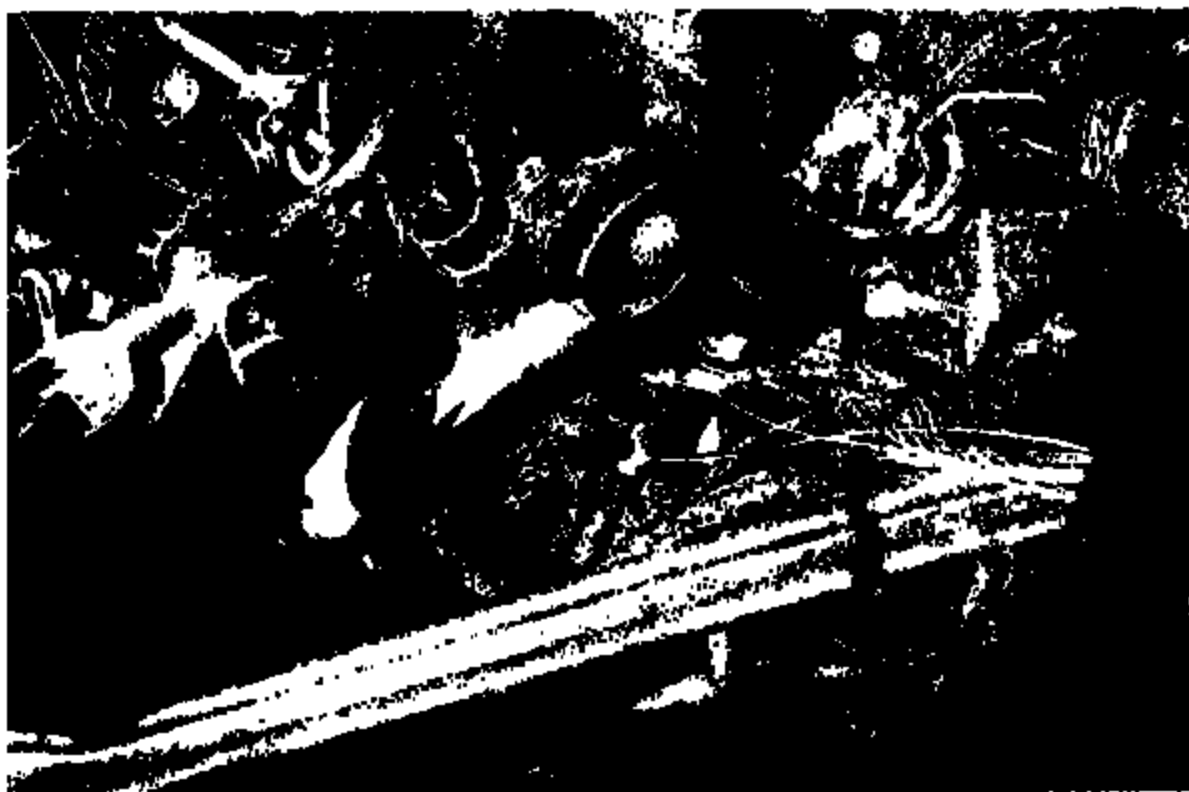




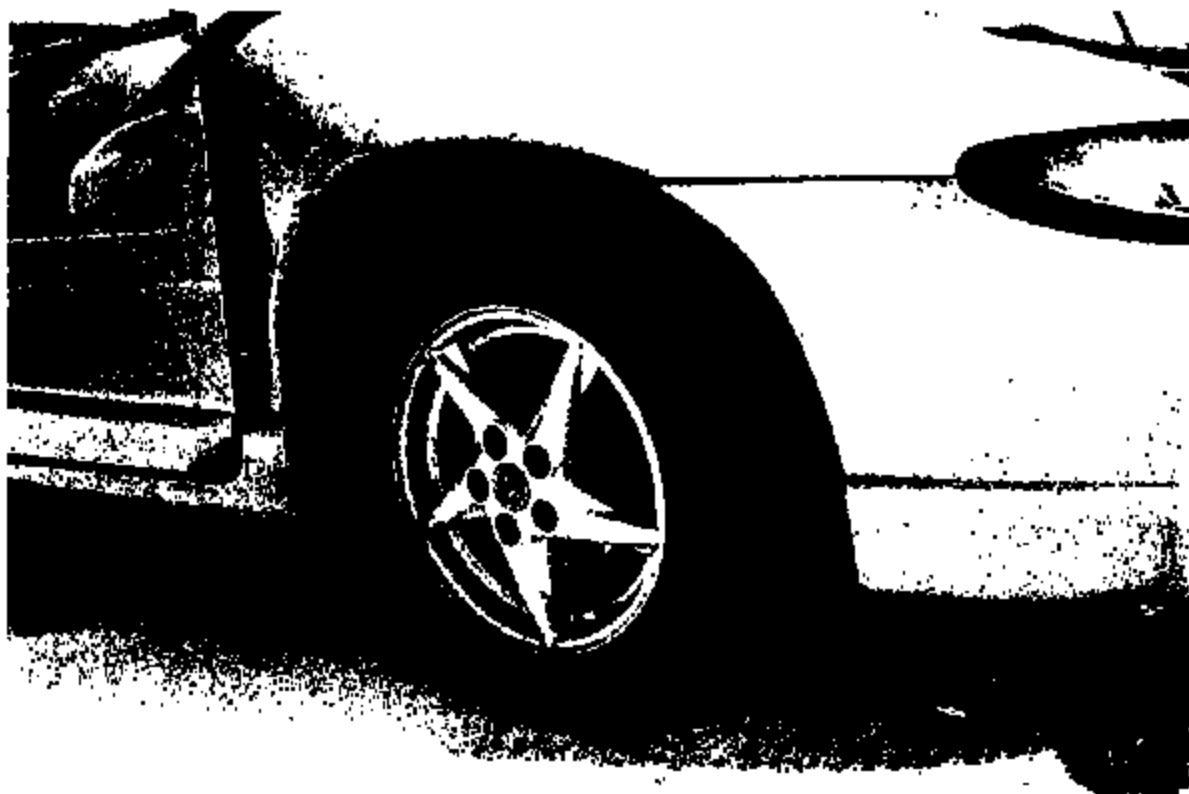








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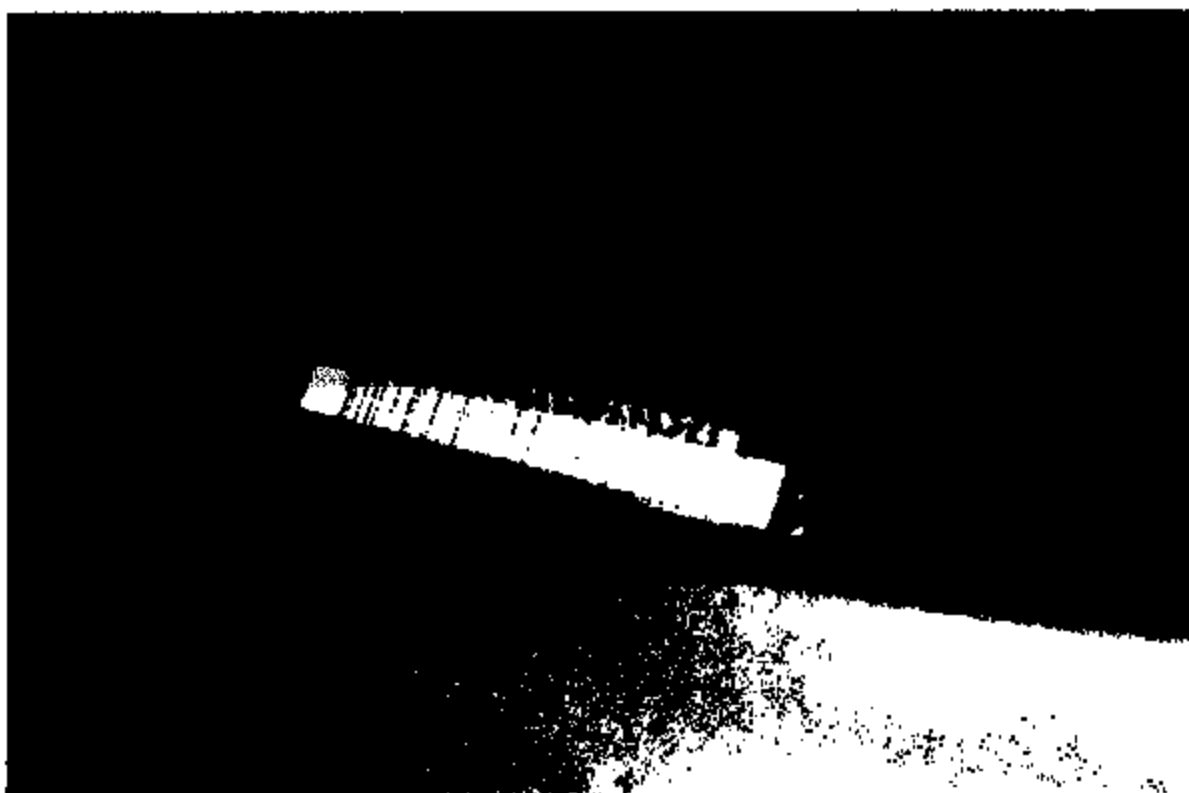












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