

EA 02030

5/19/2003

Book 10 of 22

GM RESTRICTED

324519

CASE NUMBER: 01428671 VIN: 2G1WF55K3Y9357375
 DATE OPENED: 08/30/00 MODEL YEAR: 2000
 DATE CLOSED: 11/02/00 SERIES: IMPALA
 SOURCE: PAR MILEAGE: 2800
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MO
 BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: DON DARR CHEVROLET INC
 EAC PARENT: 01391586 DEALER ADDRESS: 6201 S LINDBERGH BLVD., SAINT
 LOUIS, MO, 63123, USA

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

A06 Fire	Other
0 REPAIR ATTEMPT(S)	par
T01 Product Allegation GM 1241	Other
0 REPAIR ATTEMPT(S)	par
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	par

REQUEST FOR SPECIFIC INFO ON POLICE VEH'S

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

CRM ATTEMPTED TO CONTACT BOB BORNSEY WAS UNABLE TO REACH WILL SEND A 10 DAY LETTER.
 TIMIKI JACOBS/PAR 58342; 0; 337210815
 2000-09-22

CRM received a call from [REDACTED] who advised that vehicle was repaired at don darr chevrolet, CRM contacted service manager who advised that customer was responsible for paying for repairs because while they were changing oil, oil dripped in the exhaust manifold causing a thermal event. CRM advised mr. bornsey for more technical details to contact service manager, CRM closed file. timiki jacobson/par 58342; 0; 338508165
 2000-09-22

BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM CONTACTED SM AT DEALERSHIP, CRM ADVISED CUSTOMER THAT GM DID NOT ASSUME RESPONSIBILITY, CRM ADVISED CUSTOMER TO CONTACT DEALERSHIP FOR FURTHER DETAILS AS TO WHAT HAPPENED AND WHAT CAUSED THE FIRE. CRM CLOSED FILE. TIMIKI JACOBS/PAR 58342; 0; 338508357
 ST LOUIS COUNTY, POLICE DEPT.

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

INCIDENT DATE: 2000-08-24 INCIDENT TIME: 17:00:00
 INCIDENT LOCATION: 992 GRAVOIS RD, ST LOUIS MO
 POLICE PRECINCT

324519

DRIVER NAME: [REDACTED]
DRIVER DISABILITY: N/A

DRIVER AGE: [REDACTED]

OWNER DESCRIPTION: WHEN ADDING OIL, OIL DRIPPED OVER SIDE OF TIRE AND CAUGHT ON FIRE.

ALLEGED DEFECTIVE COMPONENT: UNKNOWN

INCIDENT RESULT: 9-22-00 GM NOT RESPONSIBLE

POLICE REPORT: Y

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: SELF INSURED

INSURANCE COMPANY ADDRESS: ST LOUIS, MO

AGENT NAME: ST LOUIS COUNTY POLICE

AGENT PHONE NUMBER: 314-615-4286

MORE INFORMATION:

MAINTENANCE LOCATION: HWY DEPT FOR ST LOUIS COUNTY POLICE DEPT

CURRENT LOCATION OF VEHICLE: DON DARR CHEV. ST LOUIS MO

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: NO INSPECTION PERFORMED

PAR STATUS: Accepted

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DELIVERABLE:

MILEAGE & BUY-BACK: 0

BAC WARRANTY DATE:

MSRP:

MSRP: 0

SALES TAX:

DEPRECIATION:

324519

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:

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: [REDACTED] CONTACT NUMBER: 1
COMPANY: [REDACTED] CONTACT TYPE: Claimant
ADDRESS: [REDACTED] CONTACT PHONE: [REDACTED]
CLAYTON, MO [REDACTED]

**GM****PAR CASE INFORMATION**

324519

Problem ID: 01428671

CODE INFORMATION**DESCRIPTION:****SOLUTION:**

COMPONENT CODE 1: A06
COMPONENT DESCRIPTION 1: par
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Fire
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: T01
COMPONENT DESCRIPTION 2: par
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Product Allegation GM 1241
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:

WORK HISTORY

09/07/2000 - 03:51:49 AM CRM ATTEMPTED TO CONTACT [REDACTED] WAS UNABLE TO REACH WILL SEND A 10 DAY LETTER. TIMKI JACOBS/PAR 58342

09/23/2000 - 03:55:21 AM crm received a call from [REDACTED] who advised that vehicle was repaired at don darr chevrolet, crm contacted service manager who advised that customer was responsible for paying for repairs because while they were changing oil, oil dripped in the exhaust manifold causing a thermal event. crm advised [REDACTED] for more technical details to contact service manager, crm closed file. timki jacob/par 58342

09/11/2000 - 04:16:19 AM BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM CONTACTED SM AT DEALERSHIP, CRM ADVISED CUSTOMER THAT GM DID NOT ASSUME RESPONSIBILITY, CRM ADVISED CUSTOMER TO CONTACT DEALERSHIP FOR FURTHER DETAILS AS TO WHAT HAPPENED AND WHAT CAUSED THE FIRE. CRM CLOSED FILE. TIMKI JACOBS/PAR 58342



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

September 7, 2000

[REDACTED]
Clayton, MO [REDACTED]

RE: File No.: 01428671

Vehicle Identification Number: 2G1WF55K3Y9357375

Dear [REDACTED]

Thank you for allowing us the opportunity to review the allegation involving your 2000 Chevrolet Impala. Our attempts to reach you by phone were unsuccessful.

Therefore we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days. You can reach our Customer Assistance Center at 1-800-231-1841 for further review.

Respectfully,


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

GM RESTRICTED

324524

CASE NUMBER: 01941997 VIN: 1G1WP52K7VF327943
 DATE OPENED: 10/17/00 MODEL YEAR: 1997
 DATE CLOSED: 11/03/00 SERIES: GM PRIZ GT 4DR
 SOURCE: PAR MILEAGE: 46000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NC
 BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: BOB NEILL PONTIAC GMC

BRC PARENT: 01941996 DEALER ADDRESS: 2710 UNIVERSITY PARKWAY, WINSTON-
 SALEM, NC, 27105, USA

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

T01 Product Allegation GM 1241 Other
 1 REPAIR ATTEMPT(S) THERMAL EVENT

A06 Fire Other
 1 REPAIR ATTEMPT(S) THERMAL EVENT

A04 Possible Safety Concern Other
 0 REPAIR ATTEMPT(S) PAR

ENGINE BLEW UP

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

LATE ENTRY***** CRM CONTACTED CUSTOMER ON 10-19-00 CUSTOMER ADVISED CRM THAT THIS IS THE SECOND TIME THAT VEHICLE ENGINE CAUGHT ON FIRE. CUSTOMER STATES THAT THE FIRST TIME THAT VEHICLE CAUGHT ON FIRE HE CONTACTED GM AND HIS INSURANCE CARRIER CUSTOMER STATES THAT HIS INSURANCE PAID FOR 1/3 OF REPAIRS CUSTOMER STATES THAT HE WAS RESPONSIBLE FOR OTHER 2/3 CUSTOMER STATES THAT HE HAD AN OIL CHANGE APPROXIMATELY A WEEK AND A HALF AGO AT GOOD YEAR. CUSTOMER STATES THAT HE IS THE ORIGINAL OWNER. CUSTOMER STATES THAT HE WAS ABLE TO PUT FIRE OUT HIMSELF WITH FIRE EXTINGUISHERS. CUSTOMER STATES THAT VEHICLE WAS PURCHASED FROM VAN DYKE AUTOMALL. CRM DISCUSSED INDEPENDENT INSPECTION WITH CUSTOMER. CRM LEFT VMS FOR RICK HAYWOOD TO SEE IF FACILITIES COULD BE USED FOR INSPECTION. TIMIKI JACOBS/PAR 58342; 0; 340907332
 2000-10-20

CRM CONTACTED SERVICE MANAGER RICK HAYWOOD WHO ADVISED THAT INSPECTION CAN BE PERFORMED AT VAN DYKE. CRM CONTACTED CUSTOMER AND ADVISED THAT INSPECTION WILL BE SET UP. TIMIKI JACOBS/PAR 58342; 0; 340910818
 2000-11-01

CRM RECEIVED INSPECTION REPORT, CRM CONTACTED CUSTOMER, CRM ADVISED CUSTOMER THAT GM IS UNABLE TO ASSUME RESPONSIBILITY, CRM ADVISED CUSTOMER THAT FILE WOULD BE CLOSED AND LETTER MAILED. TIMIKI JACOBS/PAR 58342; 0; 341962050
 2000-11-01

324524

BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM SET UP EAA INSPECTION, C RM RECEIVED INSPECTION REPORT, CRM ADVISED CUSTOMER THAT GM IS UNABLE TO ASSUME RESPONSIBILITY, CRM CLOSED FILE, CRM SENT LETTER, CRM FORWARDED FILE TO MSIS. TIMOTHY JACOBS/ PAR 58342; 0; 341962150
WOLFE, DARRELL R

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

INCIDENT DATE: 2000-10-17 INCIDENT TIME: 21:00:00
INCIDENT LOCATION: 3790 STAFFORD MILL ROAD
GERMANTON NC 27019

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

OWNER DESCRIPTION: ENGINE CAUGHT ON FIRE. SEE WORK HISTORY FOR MORE DETAIL. Ryan Smith / PDZ

ALLEGED DEFECTIVE COMPONENT: ENGINE

INCIDENT RESULT: 11-1-00 gm is not responsible.
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: FARM BUREAU
WINSTON-SALEM INSURANCE COMPANY ADDRESS: 4280 NORTH PATTERSON AVE

AGENT NAME: NEW AGENT
AGENT PHONE NUMBER: 336-767-4670

MORE INFORMATION:
MAINTENANCE LOCATION: BOB WHEEL PORTIAC
CURRENT LOCATION OF VEHICLE: CUSTOMER'S RESIDENCE
NOTIFY NAME: CUSTOMER

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: EAA INSPECTION DATE: 2000-10-26
MILEAGE AT INSPECTION: 46358
WHERE WAS INSPECTION DONE: fire inspection

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

GM RESTRICTED

324524

DEALER SAC:
 DEALER NAME:
 DEALER ADDRESS: , ,
 CONTACT: ,
 PHONE NUMBER:
 PRODUCT CODE:

FAX NUMBER:
 BODY TYPE:
 TRIM:
 TRANSMISSION:
 VEHICLE DRIVEABLE:
 BRC WARRANTY DATE:
 MAIR: 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:

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

NUMBER OF INJURIES: 0
 COMMENTS:

NAME:
 ADDRESS: ,
 CITY/STATE: ,
 PHONE NUMBER:

LOCATION:

SEATING POSITION:
 TYPE OF INJURY:
 TREATED:

RESTRAINT:
 IF SO, WHERE:

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

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

DATE:
 % BUSINESS: 0
 DATE OF ACCIDENT:
 DATE OF PURCHASE/LEASE:
 PURCHASE/LEASE AS:

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

GM RESTRICTED

PAGE: 4

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NAME:
COMPANY:
ADDRESS:



GERMANTON, NC

CONTACT NUMBER: 1
CONTACT TYPE: Claimant
CONTACT PHONE: [REDACTED]

GENERAL MOTORS CORPORATION

324524

BRAND: Pontiac

DATE: 11/08/00

RE: Claimant: [REDACTED]

Date of Incident: 10-17-00

File Number: 01941997

ESIS/AM 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,



Mrs. Timidi 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
- ☐ Dera Tape
- ☐ Other:



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

November 3, 2000

[REDACTED]
Germanton, NC [REDACTED]

RE: File Number: 01941997

Vehicle Identification Number: 1G2WP52K7VF327943

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 the product allegation. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

Sincerely,

Timi Jacobs
Customer Relationship Manager
Product Allegation Resolution Team

GM**PAR CASE INFORMATION**

Problem ID: 01941997

CONTACT INFORMATION	VEHICLE INFORMATION
Name: [REDACTED] Address: [REDACTED] GERMANTON, NC [REDACTED] Phone: [REDACTED]	VIN: 1G2WP62K7VF327843 MAKE: PONTIAC MODEL: GR PRIZ GT 4DR YEAR: 1997 ODOMETER: 48,080

BEC CONTACT INFORMATION	ACCOUNT/POLICY
NAME: [REDACTED] COMPANY: [REDACTED] ADDRESS: [REDACTED] PHONE: [REDACTED] TYPE: Claimant	SERVICE DEALER: VANN YORK PONTIAC, BUICK, G CONTRACT: RICK HAYWOOD SELLING DEALER: VANN YORK PONTIAC, BUICK, G CONTRACT: RICK HAYWOOD PAYEE: No

PAR DETAILS	
CONTACT ID: C000001628941	BODY INJURY: No
DRIVER NAME: [REDACTED]	COLLISION: No
DRIVER AGE: [REDACTED]	PROPERTY DMG: No
DISABILITIES: NONE	NON COLL: Yes
ROAD SURFACE: Concrete	DMB ABV IC: No
ROAD CONDITION: Dry	NOTIFY NAME: CUSTOMER
# PEOPLE IN VEHICLE: 1	AGENT NAME: NEW AGENT
INJURIES: No	STATUS: Accepted
OTHER VEHICLES INVOLVED: No	REJECT REASON:
NUMBER INVOLVED:	ROAD TEST: No
DEFECTIVE COMPONENT: ENGINE	ROAD TEST DESC:
POLICE REPORT: No	ROAD TEST RESULT:
INSURANCE: Yes	COMP INSPECTED:
INSURANCE COMPANY: FARM BUREAU	INVEST SUMMARY: see inspection performed
INSURANCE COMPANY ADDR: 4380 NORTH PATERSON AV	AGENT PHONE: 336-767-4670
INSPECTION: Yes	INCIDENT DATE & TIME: 10/17/2000 08:00:00 AM
INSP NAME: EAA	
INSP DATE: 10/26/00	
INSP MILES: 48,358	
INSP DONE: fire inspection	
PROPERTY DAMAGE:	
INCIDENT LOCATION: 3790 STAFFORD MILL ROAD	
GERMANTON NC 27019	
INCIDENT RESULT: 11-1-00 gm is not responsible.	
VEHICLE LOCATION: CUSTOMER'S RESIDENCE	
MAINTENANCE LOCATION: BOB NEILL PONTIAC	
OWNER DESC: ENGINE CAUGHT ON FIRE. SEE WORK HISTORY FOR MORE DETAIL. Ryan Smith / PDX	
MORE INFO:	

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

**GM**

PAR CASE INFORMATION

Problem ID: 01941997

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: 1

COMPONENT CODE 2: A06

COMPONENT DESCRIPTION 2: THERMAL EVENT

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Fire

REPAIR ATTEMPTS 2: 1

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: 01941997

WORK HISTORY

10/28/2000 - 09:15:58 AM

LATE ENTRY***** CRM CONTACTED CUSTOMER ON 10-19-00 CUSTOMER ADVISED CRM THAT THIS IS THE SECOND TIME THAT VEHICLE ENGINE CAUGHT ON FIRE. CUSTOMER STATES THAT THE FIRST TIME THAT VEHICLE CAUGHT ON FIRE HE CONTACTED GM AND HIS INSURANCE CARRIER CUSTO
MER STATES THAT HIS INSURANCE PAID FOR 1/3 OF REPAIRS CUSTOMER STATES THAT HE WAS RESPONSIBLE FOR OTHER 2/3 CUSTOMER STATES THAT HE HAD AN OIL CHANGE APPROXIMATELY A WEEK AND A HALF AGO AT GOOD YEAR. CUSTOMER STATES THAT HE IS THE ORIGINAL OWNER. CUSTOMER STATES THAT HE WAS ABLE TO PUT FIRE OUT HIMSELF WITH FIRE EXTINGUISHERS. CUSTOMER STATES THAT VEHICLE WAS PURCHASED FROM VANN YORK AUTOMALL. CRM DISCUSSED INDEPENDENT INSPECTION WITH CUSTOMER. CRM LEFT VME FOR RICK HAYWOOD TO SEE IF FACILITIES COULD BE USED FOR INSPECTION. TIMIKI JACOBS/PAR 58342

10/30/2000 - 10:46:15 AM

CRM CONTACTED SERVICE MANAGER RICK HAYWOOD WHO ADVISED THAT INSPECTION CAN BE PERFORMED AT VANN YORK. CRM CONTACTED CUSTOMER AND ADVISED THAT INSPECTION WILL BE SET UP. TIMIKI JACOBS/PAR 58342

11/01/2000 - 03:32:45 AM

CRM RECEIVED INSPECTION REPORT, CRM CONTACTED CUSTOMER. CRM ADVISED CUSTOMER THAT GM IS UNABLE TO ASSUME RESPONSIBILITY, CRM ADVISED CUSTOMER THAT FILE WOULD BE CLOSED AND LETTER MAILED. TIMIKI JACOBS/PAR 58342

11/01/2000 - 03:35:02 AM

BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM SET UP EAA INSPECTION, CRM RECEIVED INSPECTION REPORT, CRM ADVISED CUSTOMER THAT GM IS UNABLE TO ASSUME RESPONSIBILITY, CRM CLOSED FILE, CRM SENT LETTER, CRM FORWARDED FILE TO E819. TIMIKI JACOBS/PAR 58342

Customer Info			
Call Name		Model	P.H.V.C.
Customer Name		Model	1-11 P.H.V.C. 4.0
Phone		Year	1987
W.C.		Engine	4.0L
		Engine	4.0L
Property Damage		Non-Collision	Collision
Type of Damage	THREAT		
Primary use of vehicle	PERSONAL		
Vehicle condition	GOOD		
Is there a policy limit?	NO		
Comments	2ND ENGINE FIRE IN 6 MONTH PERIOD		
Special equipment and features			
OK Cancel			

NEXT: *

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 05

(UPDATED THRU 20001017)

DIV: PONTIAC

VEHICLE-ID-NUMBER	DESCRIPTION	ODM DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
1G2WP52K7VF327943	GR PRX GT 4DR	M	1604771 19970520	15	PAID	15

PROD-DTE: 19970430 DELWAR-DATE: WARBLK-DTE:

INV-DTE : 19970430 DELWAR-ODOM: WARBLK-TYP:

INV-DLR : 1604771 SHIP-TO-DLR: 1604771

C	CYCLE									AUTH	AUTH
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LEROP	LN-TOTAL	ODOMETER	ID	CODE
001	1604771	944	19990323	141964	084003	01	N0446	27.50	26784		
			BULBS, LIGHT BAR-FOG - REPLACE								
			FAIL-PART:11516247 BULB ASM,								
002	1604771	935	19990216	139804	050009	02	N3475	10.83	25565		
			BRAKE TRANS SHIFT INTERLOCK-ADJUST								
003	1604771	935	19990216	139804	050010	01	N6288	16.25	25565		
			WIRE/CONN, FOG LAMP-REPAIR								
004	1604771	937	19990216	139866	057004	01	A5435	1179.01	25566		
			BODY, COMPLETE-COLOR/CLEAR CAOT								

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
VIN : 1G2WF52K7VF327943 (UPDATED THRU 20001017)

PAGE 02 OF 05

CLAIM CNT: 15

DIV: PONTIAC

AUTH AUTH

C	CYCLE										
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
003	1604771	899	19981016	132008	290008	01	E3957	308.00	21204		
006	1604771	896	19981005	131172	279032	01	R4485	29.35	20892		
007	1604771	735	19970722	103572	233001	02	C6601	22.54	3334		
008	1604771	735	19970722	103572	233002	01	C3161	28.84	3334		
009	1604771	727	19970620	101464	177034	04	C3358	59.69	1893		

CONTINUED

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
VIN : 1G2WP52K7VF327943 (UPDATED THRU 20001017)

PAGE 03 OF 05
CLAIM CNT: 15
DIV: PONTIAC
AUTH AUTH

C	CYCLE								
T	RODLR	NO.	RODATE	HO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER
									ID CODE
010	1604771	727	19970620	101464	177035	03	B7721	35.48	1893
011	1604771	727	19970620	101464	177036	02	B7761	49.33	1893
012	1604771	727	19970620	101464	177037	01	B7760	458.14	1893
013	1604771	725	19970606	100453	163021	02	L2420	10.36	1244
014	1604771	725	19970606	100453	163022	01	C4208	395.82	1244

MOLDING/APLQ, L-CTR PILLAR-R&R/REPL
FAIL-PART:10249107 PANEL
MOLDING, LEFT ROCKER-R&R/REPLACE
FAIL-PART:10248977 PANEL ASM
MOLDING, RIGHT ROCKER-R&R/REPLACE
FAIL-PART:10400929 TRIM ASM-
PIPE, INTERMEDIATE EXHAUST-REPLACE
CARPET, 1 PC FLOOR-R&R/REPLACE
FAIL-PART:10400274 CARPET AS

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 : 1G2WP52K7VF327943

GM WARRANTY HISTORY INQUIRY
(UPDATED THRU 20001017)

PAGE 04 OF 05
CLAIM CNT: 15
DIV: PONTIAC

C CYCLE AUTH AUTH
T RODLR NO. RODATE RO-NO. DOC-NO LN LBROF LN-TOTAL ODOMETER ID CODE
013 I 1604771 719 19970430 A27943 327943 01 Z7000 72.49 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 05 OF 05

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: PONTIAC

VIN: 1G2WP52K7VF327943 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 010

RPO DESCRIPTION

RPO DESCRIPTION

W BODY
4 DOOR
PONTIAC
L36 3.8 LITRE V6 MPI
MK0 AUTO TRANS W/OVERDRIVE
M13 4T60-E AUTO ELEC TRANS
AK5 INFLAT RESTRAINT DR/PAS
C60 STAND AIR CONDITIONING
TRACTION CONTROL
TILT STEERING COLUMN
U77 REAR WINDOW ANTENNA
FLOOR CONSOLE
A90 ELECTRIC TRUNK RELEASE
CRUISE CONTROL
99091 WINDSHIELD WIPER

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
UP3 RADIO CDM-AM/FM CD
POWER WINDOW
KEYLESS ENTRY SYSTEM
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

Timidi,

It sounds like the Monte Portier to
tear the engine down and assume some
responsibility for the internal failure.

From what he says, it had a problem
about 3,000 miles ago and that the intake
manifold blew off from an internal engine
explosion. His contention is that it
wasn't properly repaired by the dealer
and that is what caused this problem.
He stated the insurance, (extensive coverage)
only covers $\frac{1}{3}$ last time. Portier wasn't
involved in the liability portion last
time.



PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Division: <u>PONTIAC</u>	File # <u>1941997</u>	VIN: <u>1G2W5L2K7VF327043</u>
Claimant's Name (Last, First) <u>[REDACTED]</u>		

Inspected By: C. DICK PERKINS Organization: EAM
 Phone: (912) 843343 x Inspection Date: 10/26/90 Mileage at inspection: 46,358

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

THE VEHICLE WAS INSPECTED ON 10/26/90 AT VANH VORK PKE. THE ENGINE OIL PAN HAS A HOLE THAT WAS CAUSED BY INTERNAL ENGINE PORT ACTION SIDE OF OIL PAN. OIL HAS EXTERMINATED THE UNDERSIDE. THE ENGINE IS 1/2 QT. LOW ON DIPSTICK. THE OIL LEAK WAS CAUSED BY HOT EXHAUST MINOR WIRE DAMAGE TO EXHAUST MANIFOLD, FROM FIRE UNDERNEATH INTERNAL ENGINE DAMAGE CAUSED HOLE IN OIL PAN.

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

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

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, Satisfactory, Unsatisfactory) Repaired by: (GM, Non-GM, Owner/Other)
 Describe

A/C System (Y/N) N; Repairs (None, Satisfactory, Unsatisfactory) Repaired by: (GM, Non-GM, Owner/Other)
 Describe

Steering System (Y/N) N; Repairs (None, Satisfactory, Unsatisfactory) Repaired by: (GM, Non-GM, Owner/Other)
 Describe

Transmission (Y/N) N; Repairs (None, Satisfactory, Unsatisfactory) 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) Y; Repairs (None, Satisfied, Unsatisfied) 5 Repaired by (GM, Non-GM, Owner/Other) 6Describe Exhaust Cuts into Fire blew into carExhaust System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Major Engine (Y/N) Y; Repairs (None, Satisfied, Unsatisfied) 5 Repaired by: (GM, Non-GM, Owner/Other) 6Describe SEE ABOVEBrake/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) 0

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

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

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

How was vehicle towed? (flat bed, dolly, sling, front or rear lift) _____ If towed on wheels, how far? _____

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

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

If vehicle is a truck, or a car 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) N/A

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 how drive): Mins. _____ Mils. 30 Distance traveled ?If not parked, vehicle speed estimate 55 MPH Source of estimate Owner Posted speed 55 MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 2 When last fueled? _____Exact incident location 2 Miles From Home 3770 Stafford Mill Rd Gresham, ORWeather conditions and visibility DryApprox. temperature 70 °F. Any physical visual obstructions? _____

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A Describe: _____Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? P Describe: _____Road condition: Wet, Dry, Icy or Other? P If other, specify _____Shoulder condition: Wet, Dry, Icy or Other? P If other, specify _____Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) OKAny 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) <u>N</u>	☐ Auxiliary CD Player
☐ Low Beam Headlights	☐ Heater	☐ Telephone
☐ High Beam Headlights	☐ Windshield Defogger	☐ CB Radio
☐ Daytime Running Lights	☐ Windshield Defroster	☐ Power Window Controls
☐ Fog Lamps	☐ Rear Window Defroster	☐ Power Mirror Controls
☐ Turn Signal	☐ Outside Mirror Heater	☐ Power Seat Controls
☐ Hazard Flashers	☐ Driver Seat Heater	☐ Power Sun Roof Controls
☐ Map Lights, Ft. _____ Rr. _____	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other _____

Steering operation: (normal, other?) NPowertrain: (any engine mis, sluggish, surge, stall, loss of power or speed, etc.) YES - MISSING 2 KEYSPrior to recording home NO POWERAny unusual noises (bang, pop, tick, grinding, rattling, roar, etc.)? From where? N

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

Describe any unusual odors. From where? NAny smoke? (from where, color, intensity, etc.) Y FROM UNDER HOODWas 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.) YES FRONT & TOP & PASSENGER SIDE OF ENGINEAny steam or smoke? (from where, color, intensity, etc.) YEL FROM UNDER HOOD. SMOKEAny apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) NElectrical Systems? (Y/N) N Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) Y Brake System?(Y/N) N Other? (Y/N) N Describe: ENGINE OIL TRAIL FROM CAR Warning Lights? (Y/N) NGauges? (Y/N) N If so, describe: _____What did you do after you realized something was wrong? Pull Over? (Y/N) N Lower Windows? (Y/N) N RaiseWindows? (Y/N) N Turn Engine Off? (Y/N) N Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) NOpen Hood? (Y/N) Y Open Trunk? (Y/N) _____ Other? (Y/N) Y Describe: DRIVE HOME &SAW SMOKE & OPENED HOOD.

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

Any other comments or observations that have not been covered? GOT HOME & NOTICED SMOKE
FROM UNDER HOOD. OPENED HOOD & SAW FLAMES. I PUT
IT OUT MYSELF. A NEIGHBOR PULLED UP & SAID I HAD FLAMES
FROM UNDER THE CAR AS I DROVE DOWN THE ROAD. I OBSERVED
WHAT LOOKS LIKE A ROD THROUGH THE BLOCK.

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

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

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

Left & right side exterior NO DAMAGE
 Front & rear exterior " "
 Hood, inner & outer panels " "
 Trunk area and Decklid, inner & outer panels NO DAMAGE
 Roof " "
 Door interior panels " "
 Left & right instrument panel & odometer NO DAMAGE
 Airbag(s) area " "
 Left & right front seat and carpet NO DAMAGE
 Underbody & exhaust (include hangers) STAINS & OIL ON UNDERBODY & EXHAUST
 Option code label OK
 Engine compartment MINOR WIRE 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 (exclude lines to throttle body) NO DAMAGE
 All fuel lines/hoses, filter, connections/clamps NO DAMAGE
 TBI, injector rail, or carburetor & fuel line connection NO DAMAGE
 Engine compartment fuel lines/hoses, connections & o-rings NO DAMAGE
 Power steering lines/hoses, connections/clamps NO DAMAGE
 Generator & attached wiring NO DAMAGE

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

Battery & attached cables NO DAMAGEEngine block (note precise location of cracks, holes, etc.) NO DAMAGE OBSERVABLEEngine oil pan HOLE IN FRONT NEAR #1 PISTON/ROD LOCATIONEngine 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 ✓Anything on vehicle which is after-market NOAnything on vehicle which is a modification NOAnything on vehicle which is unusual, or out-of-place, etc. NO

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

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

Engine coolant OKEngine oil 1/2 QT. LOWTransmission fluid OKPower steering fluid OKBrake fluid OKList all driver electrical controls which are in the "On" position (includes ignition) NoneFuses (Identify all open or not proper size) All OKWiring insulation at fuse blocks OKFusible links (Identify all open) OKSpark plug wiring and boot condition OKFuel filler "Lead Free" restricter in place? (Y/N) Y Describe N/ALocation of fuel filler cap (or evidence of removal) N/ACatalytic converter (any discoloration or swelling?) NOPosition of windows (if glass missing, do further inspection) UP

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

WIRE & PLASTIC HOSE
DAMAGE APPROX 1500.00 DAMAGE UNKNOWN MAJOR
INTERNAL ENGINE DAMAGE.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: <u>PONTIAC</u>	File # <u>1941997</u>	VIN <u>1G2WP52K7V5727943</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		

Inspected By: C. DICK PEREIRA Organization: EAA
Phone: (910) 9432863 Inspection Date: 10/26/00 Mileage at Inspection: 46358

Roll Number 118

Nap # Description

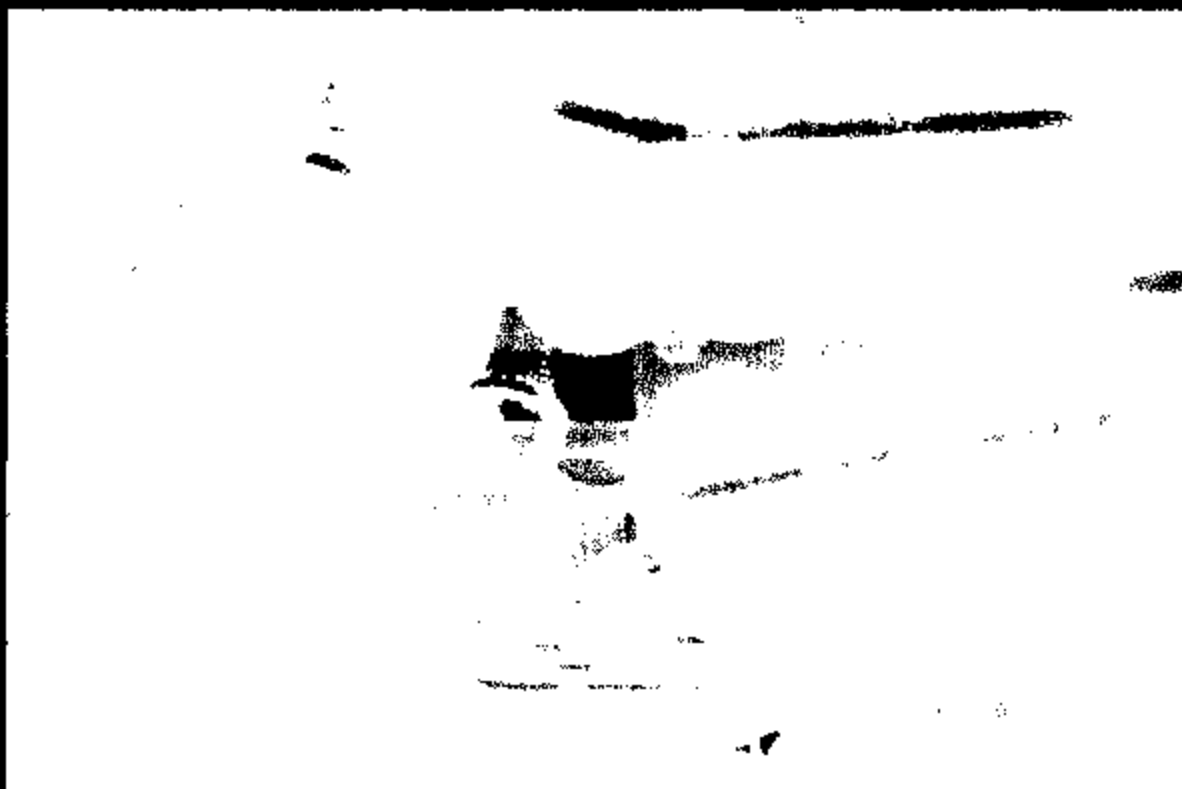
- | | |
|-----|---------------------------------|
| 0 | |
| 1. | <u>ODOMETER</u> |
| 2. | <u>FRONT</u> |
| 3. | <u>RE CORNER</u> |
| 4. | <u>L SIDE</u> |
| 5. | <u>R BAR</u> |
| 6. | <u>ENGINE FROM FRONT</u> |
| 7. | <u>UNDERFIRE OIL STRIPS</u> |
| 8. | <u>" " "</u> |
| 9. | <u>HOLE IN OIL PAN</u> |
| 10. | <u>UNDERFIRE</u> |
| 11. | <u>UNDER SIDE OF HOOD</u> |
| 12. | <u>PASSENGER SIDE OF ENGINE</u> |
| 13. | <u>OPTION LABEL</u> |
| 14. | |
| 15. | |
| 16. | |
| 17. | |
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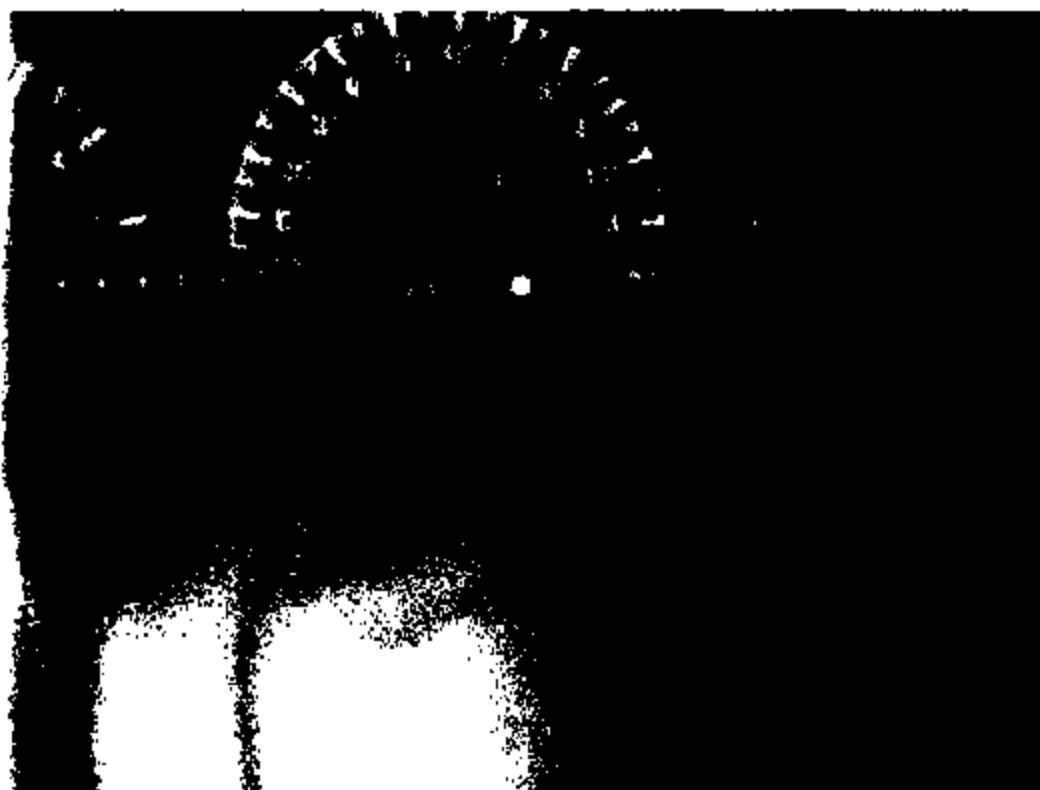


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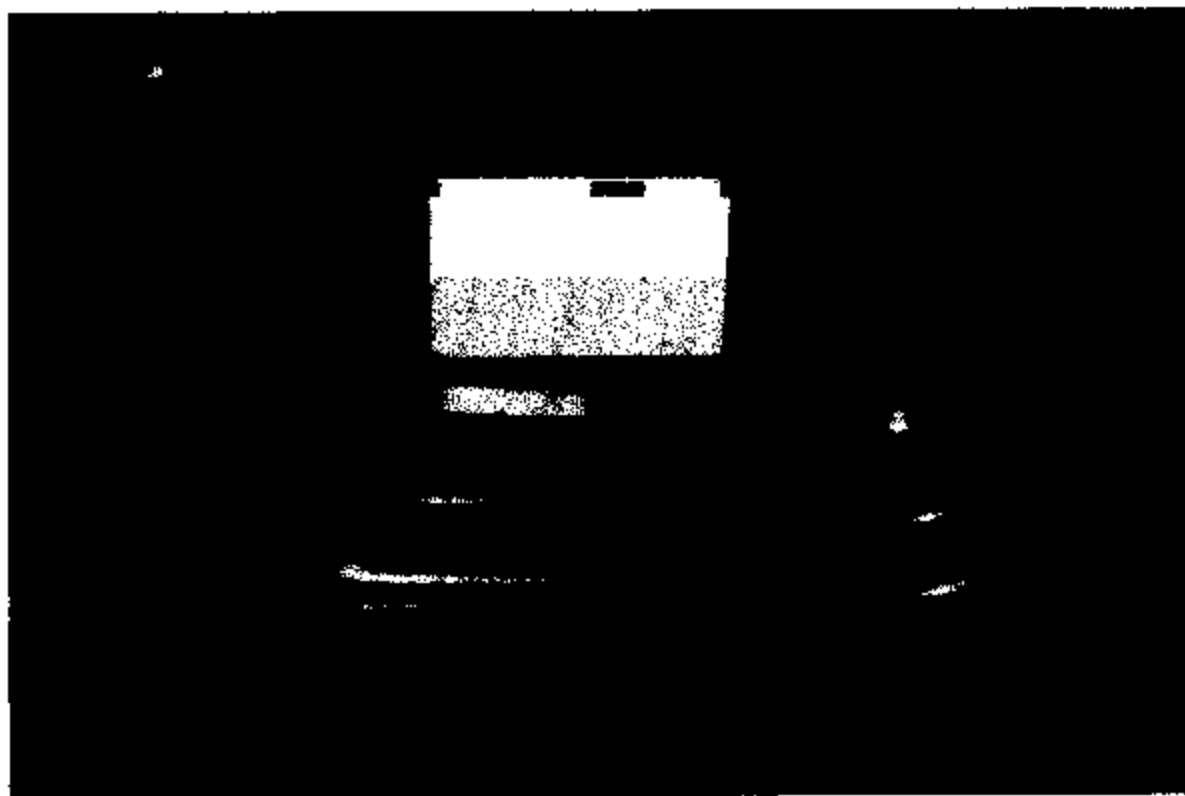












325312

CASE NUMBER: 01394107 VIN: 1G4HR54K8YU129430
DATE OPENED: 08/28/00 MODEL YEAR: 2000
DATE CLOSED: 09/19/00 SERIES: LESABRE LIMITED
SOURCE: PAR MILEAGE: 28000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: CA
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: SIGNER BUICK DBA SIGNER CADILLAC
BMC PART: 01394106 DEALER ADDRESS: 39639 BALENTINE DR., NEWARK, CA, 94560, USA

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

T01 Product Allegation GM 1241
0 REPAIR ATTEMPT(S)

Other
per investigation

A04 Possible Safety Concern
0 REPAIR ATTEMPT(S)

Other
thermal event

A06 Fire
0 REPAIR ATTEMPT(S)

Other
thermal event

product allegation

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

325312

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

CRM SPOKE WITH CUST ON 9/6. CUST STATED THAT VEH HAD BEEN SITTING FOR APPROX 8 HOURS. CUST STATED THAT WHAT SHE CAN TELL, INCIDENT STARTED AT CENTER OF ENGINE. CUST STATED THAT FLAMES WERE AS HIGH AS 10FT IN THE AIR.; 0; 337186324
2000-09-05

CRM CONTACTED CUST. CRM NOT ABLE TO SPEAK WITH CUST. CRM CONTACTED CUST ON HOME# [REDACTED]. CRM UNABLE TO GET THRU. PHONE RECORDING STATED TO TRY # LATER. CRM PHONED DEALER, SAME RESPONSE. LATASHA HAWKINS/PAR 58042; 0; 337042489
2000-09-06

CRM RCVD CALL FROM H. POSELMAN. CRM ADVISED MR. POSELMAN THAT ATTEMPT TO REACH CUST AND DEALER YESTERDAY WAS UNSUCCESSFUL. CRM CONTACTED DEALER AGAIN TODAY. CRM LEFT MESSAGE FOR DEALER OWNER, D. SYGNER. CRM CONTACTED AVM, W WEIGEL. TO ADVISE OF FILE STATUS. CRM CONTACTED BSIS, FOR ASSISTANCE. CRM LEFT MESSAGE VME OF G. THRASHER.; 0; 337108263
2000-09-06

CRM CONTACTED CUST. CUST NOT AVAILABLE. CRM LEFT PRIVATE MESSAGE FOR CUST. CUST IS STAYING IN A HOTEL DUE TO HOUSE BURNING DOWN. CUST CAN BE REACHED AT [REDACTED] ROOM [REDACTED] CRM WAITING ON RETURN CALLS. LATASHA HAWKINS/PAR 58042; 0; 337108368
2000-09-07

CUST STATED THAT THE TOP OF THE TREE THAT SITS IN HER FRONT YARD IS BURNED. CUST STATED THAT VEH WAS PARKED IN HER DRIVEWAY, IN FRONT OF THE GARAGE. CUST STATED THAT AT THE TIME THE FIRE OCCURED SHE AND OTHER FAMILY MEMBERS WERE SLEEPING.; 0; 337186404
2000-09-07

CUST STATED THAT FIRE DAMAGED HER HUSBANDS 1995 FORD CLUB VAN, BUT THAT VEH IS REPAIRABLE. CUST STATED THAT FIRE OCCURED AT APPROX 530AM. CUST STATED THAT SHE WAS ADVISED BY FIRE DEPT AND HER INS CARRIERS (HOME AND VEHICLE) THAT FIRE WAS GUIDED INTO VENT THAT GOES THROUGH THE ROOF.; 0; 337186526
2000-09-07

CUST STATED THAT FIRE BURNED ROOF. CUST STATED THAT VEH IS AT LOCKED FACILITY WITH STATE FARM INS. CUST STATED THAT CLAIMS ADJUSTER IS ADA LONE @ 510-659-4832, STATE FARM INSPECTOR IS RICK BENEDICT @ 510-659-4818, STATE FARM CLAIM# IS 054528327.; 0; 337187930
2000-09-07

CUST STATED THAT HOME OWNER'S INSURANCE IS WITH FARMERS INS.. CLAIMS ADJUSTER IS FRANCISCO FAIZ @ 707-836-8776 AND CELLA IS 707-292-7584, FARMERS CLAIM# IS A8168517. CRM PHONED BSIS FOR DIRECTIVE. CRM RCVD CALL FROM BSIS REP, M SCHULTE. MR. SCHULTE ADVISED CRM TO HAVE ROOF INSPECTION PERFORMED BY RAA.; 0; 337188078
2000-09-07

CRM PHONED AVM TO ADVISE. LATASHA HAWKINS/PAR 58042; 0; 337188109
2000-09-07

CRM PHONED CUST TO ADVISE OF STATUS. CUST ADVISED CRM TO CONTACT INSPECTOR RICK BENEDICT FOR VEH LOCATION. PER MR. BENEDICT'S VME, HE WILL BE OUT OF THE OFFICE UNTIL 9/11. CRM LEFT MESSAGE ON MR. BENEDICT'S VME REQUESTING RETURN CALL REGARDING VEH LOCATION. LATASHA HAWKINS/PAR 58042; 0; 337197890
2000-09-07

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CRM PHONED CUST BACK TO ADVISE OF MR. BENEDICT'S VME. CRM CONTACTED STATE FARM'S CLAIMS ADJUSTER, ADA LOWE, AGAIN. CRM LEFT ANOTHER MESSAGE. LATASHA HAWKINS/PAR 58042; 0; 337198289
2000-09-08

CRM RCVD MESSAGE FROM CUST. CUST REQUESTED FILE STATUS. CRM PHONED STATE FARM AND CLAIMS ADJUSTER WAS NOT AVAILABLE. CRM LEFT MESSAGE WITH SUPERVISOR ROSANNA LAW. CRM PHONED CUST TO ADVISE. LATASHA HAWKINS/PAR 58042; 0; 337299424
2000-09-12

CRM RCVD CALL FROM STATE FARM CLAIMS ADJUSTER, ADA LOWE. CRM WAS ADVISED THAT MESSAGES WERE FORWARDED TO MR. BENEDICT, INSURANCE INSPECTOR. CRM ALSO RCVD MSG FROM INSURANCE INSPECTOR AND WAS ADVISED THAT VEH IS LOCATED IN SAN JOSE, CA. LATASHA HAWKINS/PAR 58042; 0; 337630736
2000-09-12

CRM RCVD MSG FROM BSIS, G. THRASHER. MR. THRASHER ADVISED CRM TO HAVE RUSH INSPECTION PERFORMED, AND ONCE INSPECTION RCVD, CRM SHOULD FORWARD ENTIRE FILE TO MR. G. THRASHER ATTENTION. CRM CHOKED MR. BENEDICT AND OBTAINED PHYSICAL ADDRESS OF VEH LOCATION.; 0; 337632337
2000-09-12

VEH LOCATION IS: DMG, [REDACTED] SAN JOSE, CA [REDACTED]. CRM WAS ADVISED THAT INSPECTOR WILL NOT BE ABLE TO INSPECT VEH WITH MR. BENEDICT BEING PRESENT. CRM PHONED CUST TO ADVISE VEH INSPECTION REQUEST BEING FAXED AND FILE WILL BE FORWARDED TO BSIS/ONCE INSPECTION RCVD. LATASHA HAWKINS/PAR 58042; 0; 337632610
2000-09-12

CRM FAXING INSPECTION REQUEST TO EAA. LATASHA HAWKINS/PAR 58042; 0; 337632634
2000-09-14

CRM RCVD CALL FROM EAA INSPECTOR. CRM WAS ADVISED BY INSPECTOR THAT TENTATIVE DATE FOR INSPECTION IS MONDAY, 9/18/00. DELAY IS DUE TO INS CARRIER INSPECTOR BEING UNAVAILABLE UNTIL THAT TIME. CRM ADVISED EAA INSPECTOR THAT CUST HOME IS TO BE PHOTOGRAPHED OR VIDEO'D PER BSIS' INSTRUCTION.; 0; 337811269
2000-09-14

CRM PHONED CUST TO ADVISE. CUST LEFT MESSAGE FOR CRM ADVISING THAT DELAY WAS BECAUSE OF EAA INSPECTOR. LATASHA HAWKINS/PAR 58042; 0; 337811355
2000-09-14

CRM PHONED EAA INSPECTOR, AND WAS ADVISED THAT CUST HOME WILL BE LOOKED TODAY AND HE WILL TRY TO LOOK AT VEH ALSO. INSPECTOR STATED THAT HE IS WAITING ON CALL FROM INS INSPECTOR. LATASHA HAWKINS/PAR 58042; 0; 337812369
2000-09-19

CRM RCVD INSPECTION REPORT...CRM PHONED BSIS FOR FURTHER DIRECTIONS...CRM PHONED CUST TO ADVISE INSPECTION REPORT RCVD. CUST FAXING COPY OF POLICE AND FIRE REPORT TO CRM. CRM WAITING ON DOCS FROM CUST, AND CALL FROM BSIS. LATASHA HAWKINS/PAR 58042; 0; 338237098
2000-09-19

CUST STATED THAT NEW PHONE NUMBER IS [REDACTED] CUST STATED THAT SHE HAS MOVED INTO NEW HOME THAT SHE AND HUSB ARE RENTED FOR 1 YEAR. LATASHA HAWKINS/PAR 58042; 0; 338237344
2000-09-19

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

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CRM SPOKE TO ESI REP, GREG T. GREG ADVISED CRM TO OVERNIGHT FILE, INCLUDING PHOTOS, TO HIM. CRM WAITING ON DOCS FROM CUST. LATASHA HAWKINS/PAR 58042; 0; 338237599
2000-09-19

CRM RCVD DOCS FROM CUST. CRM PHONED CUST TO ADVISE THAT FILE BEING FORWARDED TO ESI OVERNIGHT. CRM ADVISED CUST THAT CRM WILL BE CLOSING FILE AT THIS POINT. CUST STATED THAT IF SHE DOESN'T HEAR FROM ESI BY THURSDAY, THEN SHE WILL CONTACT CRM.; 0; 338243443
2000-09-19

CRM ADVISED CUST THAT THAT IS OKAY. CRM CLOSING FILE. LATASHA HAWKINS/PAR 58042; 0; 338243467
2000-09-19

BUSINESS SUMMARY: 1. CRM REVIEWED FILE. 2. CRM CONTACTED CUST. 3. CRM CONTACTED ESI. 4. CRM FAXED INSPECTION REQUEST TO EAA (KUSH). 5. CRM RCVD INSPECTION REPORT. 6. CRM CONTACTED ESI FOR FURTHER DIRECTION. 6. CRM RCVD FIRE & POLICE REPORT FROM CUST. 7. CRM FORWARDING FILE TO ESI OVERNIGHT.; 0; 338243625
CALCAGNO, LINDA

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

INCIDENT DATE: 2000-08-28 INCIDENT TIME: 05:30:00

INCIDENT LOCATION: [REDACTED]

DRIVER NAME: INSIDE HOUSE SLEEPING DRIVER AGE: [REDACTED]

DRIVER DISABILITY: 0

OWNER DESCRIPTION: VEHICLE CAUGHT ON FIRE CAUSING HOUSE TO BE BURNED DOWN.

ALLEGED DEFECTIVE COMPONENT: STARTED IN ENGINE

INCIDENT RESULT: FND TO BASIS OVERNIGHT 9/19

POLICE REPORT: Y

ROAD CONDITION: DRY

ROAD SURFACE:

NUMBER OF PEOPLE: 0

BODY INJURY: N

INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: Y

NUMBER OF VEHICLES:

PROPERTY DAMAGE: SOME

WAS VEHICLE INSURED: Y

INSURANCE COMPANY NAME: STATE FARM

INSURANCE COMPANY ADDRESS: FRANCISCO WAY

AGENT NAME: HAL BRANCO

AGENT PHONE NUMBER: 510-490-1440

MORE INFORMATION: COLD ENGINE VEHICLE HAD BEEN SITTING FOR 8 HOURS PRIOR TO INCIDENT

MAINTENANCE LOCATION: MONTH AGO HAD OIL CHANGED

CURRENT LOCATION OF VEHICLE: DRIVEWAY

NOTIFY NAME: CUST

WAS VEHICLE INSPECTED: Y

INSPECTORS NAME: EA INSPECTION DATE: 2000-09-14

MILEAGE AT INSPECTION: 28000

WHERE WAS INSPECTION DONE: VEH & HOME INSPECTED, PHOTOS TAKEN

WAS VEHICLE ROAD TESTED: N

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

FAR STATUS: Accepted

325312

*****BAR INFORMATION*****

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REFURCHASE 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	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:	

325312

*****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:

*****ERC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE:

Claimant

ADDRESS:

CONTACT PHONE:

FREMONT, CA

GM

PAR CASE INFORMATION

325312

Problem ID: 01394107

CONTACT INFORMATION

Name:

Address:

FREMONT, CA

Phone:

VEHICLE INFORMATION

VIN: 1G4HR54K8YU129438

MAKE: BUICK

MODEL: LESABRE LIMITED

YEAR: 2000

ODOMETER: 28,000

CONTACT INFORMATION

NAME:

COMPANY:

ADDRESS:

PHONE:

TYPE: Cleant

ACCOUNT/POLICY:

SERVICE DEALER: SIGNER BUICK DBA SIGNER CAD

CONTRACT: N/A

SELLING DEALER: SIGNER BUICK DBA SIGNER CAD

CONTRACT: N/A

PAYEE: No

PAR DETAILS

CONTACT ID: C000022916859

DRIVER NAME: INSIDE HOUSE SLEEPING

DRIVER AGE:

DISABILITIES: 0

ROAD SURFACE: Concrete

ROAD CONDITION: Dry

PEOPLE IN VEHICLE: 0

INJURIES: No

OTHER VEHICLES INVOLVED: Yes

NUMBER INVOLVED: 1

DEFECTIVE COMPONENT: STARTED IN ENGINE

POLICE REPORT: Yes

INSURANCE: Yes

INSURANCE COMPANY: STATE FARM

INSURANCE COMPANY ADDR: FRANCISCO WAY

INSPECTION: Yes

INSP NAME: EAA

INSP DATE: 8/14/00

INSP MILES: 28,000

INSP DONE: VEH & HOME INSPECTED, PHOTOS TAKEN

PROPERTY DAMAGE: HOME

INCIDENT LOCATION:

INCIDENT RESULT: FWD TO E819 OVERNIGHT 8/19

VEHICLE LOCATION: DRIVEWAY

MAINTENANCE LOCATION: MONTH AGO HAD OIL CHANGED

OWNER DESC: VEHICLE CAUGHT ON FIRE CAUSING HOUSE TO BE BURNED DOWN

MORE INFO: COLD ENGINE VEHICLE HAD BEEN SITTING FOR 8 HOURS PRIOR TO INCIDENT

BODY INJURY: No

COLLISION: No

PROPERTY DMG: Yes

NON COLL: Yes

DMB ABV K: No

NOTIFY NAME: CUST

AGENT NAME: HAL BRANCO

STATUS: Accepted

REJECT REASON:

ROAD TEST: No

ROAD TEST DESC:

ROAD TEST RESULT:

COMP INSPECTED:

INVEST SUMMARY:

AGENT PHONE: 510-400-1440

INCIDENT DATE & TIME: 08/28/2000 08:30:00 AM

REIMBURSEMENT INFORMATION

ID:

PAYEE:

ADDRESS:

COMPANY:

AMOUNT:

ACCT_TYPE:

ACCT_NUM:

TAX_ID:

ISSUE_1099:

POLICY NUM:



PAR CASE INFORMATION

Problem ID: 01394107

CHIEF ENGINEER REPORT
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: A04
COMPONENT DESCRIPTION 2: thermal event
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Possible Safety Concern
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A08
COMPONENT DESCRIPTION 3: thermal event
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: 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: 01384107

09/05/2000 - 05:05:45 AM CRM CONTACTED CUST. CRM NOT ABLE TO SPEAK WITH CUST. CRM CONTACTED CUST ON HOME. CRM UNABLE TO GET THRU. PHONE RECORDING STATED TO TRY # LATER. CRM PHONED DEALER, SAME RESPONSE. LATASHA HAWKINS/PAR 68042

09/06/2000 - 11:16:38 AM CRM RCVD CALL FROM H. POEHLMAN. CRM ADVISED MR. POEHLMAN THAT ATTEMPT TO REACH CUST AND DEALER YESTERDAY WAS UNSUCCESSFUL. CRM CONTACTED DEALER AGAIN TODAY. CRM LEFT MESSAGE FOR DEALER OWNER, D. BYGNER. CRM CONTACTED AVM, W WEIGEL, TO ADVISE OF FILE STAT US. CRM CONTACTED EBS, FOR ASSISTANCE. CRM LEFT MESSAGE VME OF G. THRASHER.

09/06/2000 - 11:23:23 AM CRM CONTACTED CUST. CUST NOT AVAILABLE. CRM LEFT PRIVATE MESSAGE FOR CUST. CUST IS STAYING IN A HOTEL DUE TO HOUSE BURNING DOWN. CUST CAN BE REACHED AT CRM WAITING ON RETURN CALLS. LATASHA HAWKINS/PAR 68042

09/07/2000 - 09:02:56 AM CRM SPOKE WITH CUST ON 9/6. CUST STATED THAT VEH HAD BEEN SITTING FOR APPROX 8 HOURS. CUST STATED THAT WHAT SHE CAN TELL, INCIDENT STARTED AT CENTER OF ENGINE. CUST STATED THAT FLAMES WERE AS HIGH AS 10FT IN THE AIR.

09/07/2000 - 12:33:39 AM CRM PHONED CUST BACK TO ADVISE OF MR. BENEDICT'S VME. CRM CONTACTED STATE FARM'S CLAIMS ADJUSTER, ADA LOWE, AGAIN. CRM LEFT ANOTHER MESSAGE. LATASHA HAWKINS/PAR 68042

09/07/2000 - 12:14:57 AM CRM PHONED CUST TO ADVISE OF STATUS. CUST ADVISED CRM TO CONTACT INSPECTOR RICK BENEDICT FOR VEH LOCATION. PER MR. BENEDICT'S VME, HE WILL BE OUT OF THE OFFICE UNTIL 9/11. CRM LEFT MESSAGE ON MR. BENEDICT'S VME REQUESTING RETURN CALL REGARDING VEH LOCATI ON. LATASHA HAWKINS/PAR 68042

09/07/2000 - 09:33:41 AM CRM PHONED AVM TO ADVISE. LATASHA HAWKINS/PAR 68042

09/07/2000 - 09:31:12 AM CUST STATED THAT HOME OWNER'S INSURANCE IS WITH FARMERS INS., CLAIMS ADJUSTER IS FRANCISCO PAIZ @ 707-838-8778 AND CELL# IS 707-292-7884, FARMERS CLAIM# IS AB158817. CRM PHONED EBS FOR DIRECTIVE. CRM RCVD CALL FROM EBS REP, M SCHULTE. MR. SCHULTE ADVISED CRM TO HAVE RUSH INSPECTION PERFORMED BY EAA.

09/07/2000 - 09:07:48 AM CUST STATED THAT FIRE BURNED ROOF. CUST STATED THAT VEH IS AT LOCKED FACILITY WITH STATE FARM INS. CUST STATED THAT CLAIMS ADJUSTER IS ADA LOWE @ 610-859-4882, STATE FARM INSPECTOR IS RICK BENEDICT @ 610-859-4818, STATE FARM CLAIM# IS 054528327.

09/07/2000 - 09:05:47 AM CUST STATED THAT FIRE DAMAGED HER HUSBAND'S 1995 FORD CLUB VAN, BUT THAT VEH IS REPAIRABLE. CUST STATED THAT FIRE OCCURED AT APPROX 830AM. CUST STATED THAT SHE WAS ADVISED BY FIRE DEPT AND HER INS CARRIERS (HOME AND VEHICLE) THAT FIRE WAS GUIDED INTO VENT THAT GOES THROUGH THE ROOF.

09/07/2000 - 09:04:27 AM CUST STATED THAT THE TOP OF THE TREE THAT SITS IN HER FRONT YARD IS BURNED. CUST STATED THAT VEH WAS PARKED IN HER DRIVEWAY, IN FRONT OF THE GARAGE. CUST STATED THAT AT THE TIME THE FIRE OCCURED SHE AND OTHER FAMILY MEMBERS WERE SLEEPING.

09/08/2000 - 04:14:09 AM CRM RCVD MESSAGE FROM CUST. CUST REQUESTED FILE STATUS. CRM PHONED STATE FARM AND CLAIMS ADJUSTER WAS NOT AVAILABLE. CRM LEFT MESSAGE WITH SUPERVISOR ROSANNA LAW. CRM PHONED CUST TO ADVISE. LATASHA HAWKINS/PAR 68042



PAR CASE INFORMATION

Problem ID: 01394107

09/12/2008 - 11:44:43 AM CRM RCVD CALL FROM STATE FARM CLAIMS ADJUSTER, ADA LOWE. CRM WAS ADVISED THAT MESSAGES WERE FORWARDED TO MR. BENEDICT, INSURANCE INSPECTOR. CRM ALSO RCVD MSGG FROM INSURANCE INSPECTOR AND WAS ADVISED THAT VEH IS LOCATED IN SAN JOSE, CA. LATASHA HAWKINS/PAR 58042

09/12/2008 - 01:03:30 AM CRM FAXING INSPECTION REQUEST TO EAA. LATASHA HAWKINS/PAR 58042

09/12/2008 - 12:58:37 AM VEH LOCATION IS: DMG, 1780 SMITH AVENUE, SAN JOSE, CA 95110...CRM WAS ADVISED THAT INSPECTOR WILL NOT BE ABLE TO INSPECT VEH WITH MR. BENEDICT BEING PRESENT. CRM PHONED CUST TO ADVISE VEH INSPECTION REQUEST BEING FAXED AND FILE WILL BE FORWARDED TO ESIS
ONCE INSPECTION RCVD. LATASHA HAWKINS/PAR 58042

09/12/2008 - 12:31:57 AM CRM RCVD MSGG FROM ESIS, G. THRASHER. MR. THRASHER ADVISED CRM TO HAVE RUSH INSPECTION PERFORMED, AND ONCE INSPECTION RCVD, CRM SHOULD FORWARD ENTIRE FILE TO MR. G. THRASHER ATTENTION. CRM PHONED MR. BENEDICT AND OBTAINED PHYSICAL ADDRESS OF VEH LOCATION

09/14/2008 - 02:33:53 AM CRM RCVD CALL FROM EAA INSPECTOR. CRM WAS ADVISED BY INSPECTOR THAT TENTATIVE DATE FOR INSPECTION IS MONDAY, 9/15/08, DELAY IS DUE TO INS CARRIER INSPECTOR BEING UNAVAILABLE UNTIL THAT TIME. CRM ADVISED EAA INSPECTOR THAT CUST HOME IS TO BE PHOTOGRAPHED OR VIDEO'D PER ESIS' INSTRUCTION.

09/14/2008 - 02:47:13 AM CRM PHONED EAA INSPECTOR, AND WAS ADVISED THAT CUST HOME WILL BE LOOKED TODAY AND HE WILL TRY TO LOOK AT VEH ALSO. INSPECTOR STATED THAT HE IS WAITING ON CALL FROM INS INSPECTOR. LATASHA HAWKINS/PAR 58042

09/14/2008 - 02:41:04 AM CRM PHONED CUST TO ADVISE. CUST LEFT MESSAGE FOR CRM ADVISING THAT DELAY WAS BECAUSE OF EAA INSPECTOR. LATASHA HAWKINS/PAR 58042

09/19/2008 - 12:40:17 AM CRM RCVD INSPECTION REPORT...CRM PHONED ESIS FOR FURTHER DIRECTIONS...CRM PHONED CUST TO ADVISE INSPECTION REPORT RCVD. CUST FAXING COPY OF POLICE AND FIRE REPORT TO CRM. CRM WAITING ON DOCS FROM CUST, AND CALL FROM ESIS. LATASHA HAWKINS/PAR 58042

09/19/2008 - 03:44:41 AM BUSINESS SUMMARY: 1. CRM REVIEWED FILE. 2. CRM CONTACTED CUST. 3. CRM CONTACTED ESIS. 4. CRM FAXED INSPECTION REQUEST TO EAA (RUSH). 5. CRM RCVD INSPECTION REPORT. 6. CRM CONTACTED ESIS FOR FURTHER DIRECTION. 6. CRM RCVD FIRE & POLICE REPORT FROM CUST. 7. CRM FORWARDING FILE TO ESIS OVERNIGHT.

09/19/2008 - 03:44:17 AM CRM ADVISED CUST THAT THAT IS OKAY. CRM CLOSING FILE. LATASHA HAWKINS/PAR 58042

09/19/2008 - 02:48:16 AM CRM RCVD DOCS FROM CUST. CRM PHONED CUST TO ADVISE THAT FILE BEING FORWARDED TO ESIS OVERNIGHT. CRM ADVISED CUST THAT CRM WILL BE CLOSING FILE AT THIS POINT. CUST STATED THAT IF SHE DOESN'T HERE FROM ESIS BY THURSDAY, THEN SHE WILL CONTACT CRM.

09/19/2008 - 01:05:35 AM CRM SPOKE TO ESIS REP, GREG T. GREG ADVISED CRM TO OVERNIGHT FILE, INCLUDING PHOTOS, TO HIM. CRM WAITING ON DOCS FROM CUST. LATASHA HAWKINS/PAR 58042

09/19/2008 - 12:59:09 AM CUST STATED THAT NEW PHONE NUMBER IS [REDACTED] CUST STATED THAT SHE HAS MOVED INTO NEW HOME THAT SHE AND HUSB ARE RENTED FOR 1 YEAR. LATASHA HAWKINS/PAR 58042

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: <u>BUICK</u>	Ref: <u>01394107</u>	VIN: <u>1G4HR5YK8YU129430</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: HANK MACHADO Organization: E.A.A.
Phone: (408) 78-9555 x — Inspection Date: 09/14/00 Mileage at Inspection: 28,000 EST

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

Following the inspection, summarize the tests and observations.

THIS VEHICLE HAD A UNDER HOOD ELECTRICAL
FIRE THAT CAUSED TOTAL DAMAGE TO VEHICLE.
THIS FIRE IS OF UNDETERMINED ORIGIN SINCE
ALL UNDERHOOD COMPONENTS HAVE BEEN DESTROYED
BY FIRE. OWNER'S HOME ALSO WAS DAMAGED BY
THIS FIRE.

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

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

[REDACTED] FREMONT, CA.

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

Item(s), date installed, and by whom (name, phone) NONE2. Any prior collision damage? (when, where, extent, repaired by, etc.) NONE

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other) G-MMaintenance records? (Y/N) Y Date/description of last maintenance/repair (by whom?) JULY 00OIL CHANGE - SIGNER BUICK FREMONT, CA.Any other pertinent vehicle history information (from Interviewer or GM Warranty History)? VEHICLE PURCHASED & USED - EXECUTIVE VEHICLE WITH 21,000 MILES FROM SIGNER BUICKName and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle
VEHICLE WAS PARKED IN DRIVEWAY - STATE FARM HAD VEHICLE REMOVEDHow was vehicle towed? (Flat bed, dolly, sling, front or rear lift) N/A 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 towing cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) _____

Load description N/A Load location _____Driver's physical description (gender, age, height, weight, disabilities) VEHICLE WAS PARKEDIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? 8 HOURS Were all doors locked? (Y/N) _____Drive length (If vehicle was parked prior to fire, describe last drive): Hrs. _____ Min. 45 Distance traveled 15 MILES

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

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) UNKNOWN When last fueled? UNKNOWNExact incident location FREMONT, CAOWNERS HOME, VEHICLE WAS PARKED IN DRIVEWAYWeather conditions and visibility 530 AM CLEAR/DARKApprox. temperature 50 °F. Any physical visual obstructions? N/A

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? C Describe: CONCRETE DRIVEWAY
 Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? _____ Describe: N/A
 Road condition: Wet, Dry, Icy or Other? _____ If other, specify _____
 Shoulder condition: Wet, Dry, Icy or Other? _____ If other, specify _____
 Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) N/A
 Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) _____ Describe: N/A

Electrical systems operation: (normal, other?) N/A

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

VEHICLE
PARKED
☐ Cruise Control
☐ Traction Control Switch "On"
☐ Low Beam Headlights
☐ High Beam Headlights
☐ Daytime Running Lights
☐ Fog Lamps
☐ Turn Signal
☐ Hazard Flashers
☐ Map Lights, Ft. Br. _____
☐ 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?) 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? None

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

Describe any unusual odors. From where? NoneAny smoke? (from where, color, intensity, etc.) UNDERHOODWas anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? None

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

Any flames? (from where, color, intensity, etc.) UNDERHOODAny steam or smoke? (from where, color, intensity, etc.) UNDERHOOD

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

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

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

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

VEHICLE WAS PARKED BEFORE PRIOR TO FIRE AT 5:30AM

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

Any other comments or observations that have not been covered? OWNERS WERE SLEEPING AND AT 5:30 AM THEIR DOG WAS BARKING WHICH WOKE THEM. THEY WENT OUT THE FRONT DOOR TO FIND THEIR VEHICLE AND HOME ON FIRE. FIRE DEPARTMENT WAS THERE ATTEMPTING TO EXTINGUISH 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	<u>PHOTOS TAKEN</u>		
Front & rear exterior	<u>"</u>	<u>"</u>	
Hood, inner & outer panels	<u>"</u>	<u>"</u>	
Trunk area and Decalid, inner & outer panels	<u>"</u>	<u>"</u>	
Roof	<u>"</u>	<u>"</u>	
Door interior panels	<u>"</u>	<u>"</u>	
Left & right instrument panel & odometer	<u>"</u>	<u>"</u>	
Ashtray(s) area	<u>"</u>	<u>"</u>	
Left & right front seat and carpet	<u>"</u>	<u>"</u>	
Underbody & exhaust (include hangers)	<u>FRONT ENGINE AREA</u>		
Option code label	<u>PHOTOS TAKEN</u>		
Engine compartment	<u>PHOTOS TAKEN DESTROYED BY FIRE</u>		
Radiator, front & rear	<u>PHOTOS TAKEN</u>	<u>"</u>	<u>"</u>
Coolant recovery bottle	<u>PHOTOS TAKEN</u>	<u>"</u>	<u>"</u>
Transmission cooler lines/connections			
Engine compartment engine coolant lines/hoses, connections/clamps	<u>DESTROYED BY FIRE</u>		
Engine compartment heater lines/hoses, connections/clamps (exclude those to fireflite body)	<u>DESTROYED BY FIRE</u>		
All fuel lines/hoses, filter, connections/clamps	<u>DESTROYED BY FIRE</u>		
TBI, injector rail, or carburetor & fuel line connection	<u>DESTROYED BY FIRE</u>		
Engine compartment fuel lines/hoses, connectors & o-rings	<u>DESTROYED BY FIRE</u>		
Power steering lines/hoses, connections/clamps	<u>DESTROYED BY FIRE</u>		
Generator & attached wiring	<u>DESTROYED BY FIRE</u>		

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

Battery & attached cables DESTROYED BY FIRE
Engine block (note precise location of cracks, holes, etc.) ALL COMPONENTS DESTROYED BY FIRE
Engine oil pan _____
Engine compartment hinge torque rods DESTROYED BY FIRE
Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) ALL COMPONENTS DESTROYED BY FIRE
Any item which is alleged to be the cause/source ELECTRICAL FIRE OF UNDETERMINED ORIGIN
Anything on vehicle which is after-market NONE
Anything on vehicle which is a modification NONE
Anything on vehicle which is unusual, or out-of-place, etc. NONE

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

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

Engine coolant ALL COMPONENTS DESTROYED BY FIRE
Engine oil BURNED
Transmission fluid _____
Power steering fluid BURNED
Brake fluid RESERVOIR & MASTER CYLINDER DESTROYED BY FLAME
List all driver electrical controls which are in the "On" position (include ignition) NONE
VEHICLE WAS PARKED FOR 8 HOURS
Fuses (Identify all open or not proper size) ALL UNDERHOOD ELECTRICAL COMPONENTS DESTROYED BY FIRE
Wiring insulation at fuse blocks DESTROYED BY FIRE
Fusible links (Identify all open) DESTROYED BY FIRE
Spark plug wiring and boot condition DESTROYED BY FIRE
Fuel filter "Lead Free" restrictor in place? (Y/N) Y Describe _____
Location of fuel filter cap (or evidence of remains) NO DAMAGE THIS AREA
Catalytic converter (any discoloration or swelling?) N/A
Position of windows (if glass missing, do further inspection) WINDOWS UP

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

TOTAL LOSS - ALL ENGINE COMPONENTS DESTROYED BY FIRE

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

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other 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: A SITE INSPECTION WAS PERFORMED
SITE WAS OWNER'S DRIVEWAY AT 323 ESCOBAR
STREET FREMONT, CA 94539.
THERE ARE 25 PHOTOS OF OWNER'S VEHICLE
AND 25 PHOTOS OF OWNER'S HOME



Police Report

Report No.: 000827026 Supplement No.: 000

Class: OUTSIDE ASSIST

Code:

Section:

Other:

Code:

Section:

Location:

Date Reported: 082700

Time: 0700

From Date: 082700

From Time: 0800

To Date:

To Time:

Reporting Ofc.: 1550 M.D.KOSTIC

Reviewed by: CROSS

Routing:

Processing:

M.D.KOSTIC #1550

1

Report No. 000827026

Person Section Codes *

PER Person	PER Responsible	SUS Suspect	VAB Victim-Suspect	VIO Victim	WIT Witness
------------	-----------------	-------------	--------------------	------------	-------------

Incl PER Name: MELCHIONE, ROBERT

Sex: M Race: W DOB: 041150

Hgt: Wgt: Hair: Eye: SBN:

OLN: State:

POB: FBC

City: FRE State: CA Zip:

Address:

Phone: 6589101 Type: H

Bus Address:

City: Bus Phone:

Miscellaneous:

Incl PER Name:

Sex: OLN: State:

Hgt: Wgt: Hair: Eye: SBN:

POB: FBC

City: FRE State: CA Zip:

Address:

Phone: Type: H

Bus Address:

City: Bus Phone:

Miscellaneous:

Incl PER Name:

Sex: OLN: State:

Hgt: Wgt: Hair: Eye: SBN:

POB: FBC

City: FRE State: CA Zip:

Address:

Phone: Type: H

Bus Address:

City: Bus Phone:

Miscellaneous:

Incl PER Name:

Sex: OLN: State:

Hgt: Wgt: Hair: Eye: SBN:

POB: FBC

City: FRE State: CA Zip:

Address:

Phone: Type: H

Bus Address:

City: Bus Phone:

Miscellaneous:

M.D.KOSTIC #1550

2

Report No. 000827028

Inc PER Name: [REDACTED] Sex: [REDACTED] DOB: [REDACTED]
 Hgt: [REDACTED] Wgt: [REDACTED] Hair: [REDACTED] Eyes: [REDACTED] SSN: [REDACTED] CLN: [REDACTED] State: [REDACTED]
 FICG: [REDACTED] FBI: [REDACTED] City: FRE State: CA Zip: [REDACTED]
 Address: FFD Phone: [REDACTED] Type: H City: [REDACTED] Bus Phone: [REDACTED]
 Bus Address: [REDACTED] City: [REDACTED] Bus Phone: [REDACTED]
 Miscellaneous: FFD ARSON INVESTIGATOR

Narrative

0 ON ABOVE DATE AND TIME I WAS DISPATCHED TO [REDACTED], TO
 1 ASSIST FFD IN A STRUCTURE FIRE. UPON ARRIVAL I SPOKE WITH FFD
 2 ARSON INVESTIGATOR, PER. MCKELVEY. HE STATED THAT AT ABOUT 0600
 3 HRS., ON 082700 FFD RECEIVED A CALL OF A VEHICLE FIRE IN THE
 4 DRIVEWAY OF [REDACTED] THAT UPON ARRIVAL THEY SAW THE FRONT
 5 OF THE VEHICLE ON FIRE WHICH WAS BEGINNING TO SPREAD TO THE
 6 GARAGE DOOR AND THE ROOF ABOVE.
 7 HE STATED THAT HE HASN'T DETERMINED YET WHAT THE CAUSE OF FIRE
 8 WAS AND THAT THE VEHICLE WAS PARKED BY PER. [REDACTED] ON
 9 082600 AT ABOUT 2130 HRS.
 10 I CONTACTED [REDACTED] SON OF PER. [REDACTED] WHO WAS
 11 STANDING IN FRONT OF THE RESIDENCE. HE STATED THAT HE WAS AWAKE
 12 THROUGH THE NIGHT READING A BOOK AND THAT AT ABOUT 0600 HRS., HE
 13 HEARD A MUFFLED EXPLOSION AND SHORTLY AFTER HE SMELLED SMOKE.
 14 HE SAID THAT HE HEARD AND SAW FIRE TRUCKS IN FRONT OF THE HOUSE
 15 AT WHICH POINT HE WOKE UP HIS MOTHER AND MOTHER'S BOYFRIEND PER.

M.D.KOSTIC #1550

3

Report No. 000827026

16 [REDACTED] AND THEY ALL RAN OUT OF THE HOUSE.
17 DURING THE INTERVIEW HE SAID THAT HE HAD NO KNOWN ENEMIES AND
18 DIDN'T SUSPECT THAT THE FIRE WAS CAUSED INTENTIONALLY, ALTHOUGH,
19 HE WAS PUZZLED HOW THE CAR STARTED ON FIRE ALMOST NINE HOURS
20 AFTER IT WAS PARKED. HE ALSO STATED THAT HE WAS NOT IN A
21 FINANCIAL TROUBLE AND THAT THE VEHICLE BELONGED TO HIS MOTHER.
22 THE INTERVIEW WITH HIM WAS TAPE RECORDED.
23 I THEN SPOKE WITH PER. [REDACTED] WHO RESIDES AT [REDACTED] HE
24 ALSO STATED THAT HE HEARD AN EXPLOSION AT ABOUT 0600 HRS., AND
25 SHORTLY AFTER HE HEARD SIRENS AND WHEN HE WALKED OUTSIDE HE
26 REALIZED THAT THERE WAS A FIRE AT [REDACTED] HE SAID THAT
27 HE HAS KNOWN THE RESIDENTS OF [REDACTED], FOR SOME TIME AND
28 AS FAR AS HE KNEW THERE WERE NO SUSPICIOUS ACTIVITIES OR PROBLEMS
29 INVOLVING THEM.
30 OFC. RUSSELL CONDUCTED TAPED INTERVIEWS WITH PER. [REDACTED]
31 AND [REDACTED] WHILE OFC. A. JONES CONTACTED THE NEIGHBORS FOR
32 ANY POTENTIAL WITNESSES.
33 I HAD A TOW TRUCK RESPOND AND MOVE THE BURNED VEHICLE IN ORDER TO
34 EXAMINE THE DRIVEWAY FOR ANY SIGNS OF EVIDENCE WHICH MAY HAVE
35 BEEN PLACED BELOW THE ENGINE COMPARTMENT, HOWEVER, NO VISIBLE
36 EVIDENCE OR SIGNS OF BURNING ON THE DRIVEWAY WERE FOUND.
37 NO FURTHER ACTION TAKEN AT THIS TIME.



Supplemental Report

Report No.: 000827026 Supplement No.: 001

Class: OUTSIDE ASSIST

Code: OA

Section:

Relates to:

Code:

Section:

Location:

Date Reported: 082700

Time: 0930

Reporting Ofc: 1991 H. RUSSELL

Reviewed by: CROSS

Routing:

Processing:

H. RUSSELL #1991

1

Report No. 000827026

Persons Section Codes	RES Responsible	SUS Suspect	VAS Victim-Suspect	VIC Victim	WIT Witness
PER Person					

INC PER Name: [REDACTED] Sex: [REDACTED]
 Hgt: [REDACTED] Wgt: [REDACTED] Hair: [REDACTED] Eye: [REDACTED] BENC: [REDACTED]
 PNC: [REDACTED] FBI: [REDACTED] CIT: [REDACTED]
 Address: [REDACTED] City: FRE State: CA Zip: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address: [REDACTED] City: LIVERMORE Bus Phone: [REDACTED]
 Miscellaneous: [REDACTED]

INC PER Name: [REDACTED] Sex: [REDACTED]
 Hgt: [REDACTED] Wgt: [REDACTED] Hair: [REDACTED] Eye: [REDACTED] BENC: [REDACTED]
 PNC: [REDACTED] FBI: [REDACTED] CIT: [REDACTED]
 Address: [REDACTED] City: FRE State: CA Zip: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address: [REDACTED] City: FRE Bus Phone: 8569101
 Miscellaneous: [REDACTED]

Narrative

0 A.
 1 SUMMARY:
 2 STATEMENTS FROM THE ABOVE HOME OWNERS WERE OBTAINED AT SCENE
 3 AND RECORDED VIA MY MICRO-CASSETTE RECORDER. NEITHER PARTY
 4 PROVIDED ANY ADDITIONAL INFORMATION AS TO CAUSE OF THE FIRE.
 5 TAPES PLACED INTO EVIDENCE.

H. RUSSELL #1991

2

Report No. 000827026

6 B.

7 I WAS DISPATCHED BY FREMONT RADIO TO [REDACTED] TO
8 ASSIST OFFICER KOSTIC. OFFICER KOSTIC WAS ASSISTING THE FREMONT
9 FIRE DEPARTMENT IN THE INVESTIGATION OF A FIRE AT THE RESIDENCE.

10 UPON ARRIVAL, I WAS DIRECTED BY OFFICER KOSTIC TO OBTAIN THE
11 STATEMENTS OF THE HOME OWNERS, [REDACTED]

12 [REDACTED] I TAPED RECORDED THEIR STATEMENTS VIA MY MICRO-
13 CASSETTE RECORDER.

14 [REDACTED] RESIDES AT THE RESIDENCE WITH HER HUSBAND,
15 [REDACTED] AND SON, [REDACTED] THEY HAVE LIVED AT THE
16 RESIDENCE SINCE 1985. [REDACTED] SON, [REDACTED] MOVED INTO THE HOME
17 APPROXIMATELY EIGHTEEN MONTHS AGO. [REDACTED] IS A VICE-PRESIDENT
18 FOR [REDACTED] AND SHE WORKS OUT OF HER
19 RESIDENCE FOR THE COMPANY. THE COMPANY IS CURRENTLY FACING
20 FINANCIAL DIFFICULTIES AND [REDACTED] IS RESPONSIBLE FOR
21 COORDINATING PAPERWORK FOR OUTSTANDING DEBTS. [REDACTED] HAS NEVER
22 BEEN THREATEN BECAUSE OF THE COMPANY STATUS OR BY ANYONE IN HER
23 PRIVATE LIFE.

24 [REDACTED] WAS ASLEEP THIS MORNING WHEN SHE WAS AWAKENED BY
25 HER SON, [REDACTED]. [REDACTED] HAD KNOCKED ON THE DOOR AND YELLING ABOUT A
26 FIRE. WHEN [REDACTED] WENT TO THE FRONT OF THE HOUSE, SHE SAW HER
27 CAR WAS FULLY ENGULFED BY A FIRE AND THE FLAMES WERE SPREADING TO
28 THE ATTACHED GARAGE. SHE AND HER FAMILY FLED THE HOUSE AS THE
29 FIRE DEPARTMENT ARRIVED. [REDACTED] DIDN'T KNOW WHAT CAUSED THE
30 FIRE. SHE LAST USED HER VEHICLE YESTERDAY EVENING TO PICKUP A
31 FOOD ORDER FROM THE "OUTBACK STEAKHOUSE". SHE AND [REDACTED] RETURNED
32 HOME AT APPROXIMATELY 2130 HOURS WITH THE FOOD. [REDACTED] COULDN'T
33 RECALL IF SHE LOCKED THE VEHICLE DOORS LAST NIGHT. AFTER EATING
34 AND WATCHING TELEVISION, [REDACTED] RETIRED TO HER BEDROOM AT
35 APPROXIMATELY 2330 HOURS. HER HUSBAND CAME INTO THE ROOM A FEW
36 MINUTES LATER. THEY WERE BOTH ASLEEP UNTIL AWAKENED BY [REDACTED].
37 [REDACTED] RECENTLY PURCHASED THE DAMAGED VEHICLE IN JUNE OF THIS
38 YEAR. THE PAYMENTS ARE CURRENT AND THE VEHICLE IS FULLY INSURED
39 THROUGH STATE FARM INSURANCE.

40 I THEN SPOKE WITH ROBERT [REDACTED] STATEMENT
41 CONCURRED WITH [REDACTED] [REDACTED] RETIRED TO HIS BEDROOM AT
42 APPROXIMATELY 2330 HOURS YESTERDAY. HE HAD JUST COMPLETED

H. RUSSELL #1991

3

Report No. 000827026

43 WATCHING A MOVIE ON TELEVISION. HIS WIFE HAD ALREADY GONE TO BED
44 AND HIS STEP-SON, [REDACTED] WAS USING THE COMPUTER IN THE OFFICE.
45 [REDACTED] WAS ASLEEP WHEN HE WAS AWAKENED THIS MORNING BY [REDACTED]
46 [REDACTED] WAS YELLING ABOUT A FIRE. WHEN [REDACTED] WENT OUTSIDE TO
47 INVESTIGATE, HE SAW HIS WIFE CAR WAS ON FIRE AND IT WAS SPREADING
48 TO THE RESIDENCE. [REDACTED] WAS UNAWARE OF ANYONE WHO WOULD
49 DELIBERATELY START THE FIRE. [REDACTED]
50 AND WORKS OUT OF HIS RESIDENCE. HE IS CURRENTLY LEARNING A NEW
51 TRADE, COMPUTER PROGRAMMING. [REDACTED] DIDN'T SEE ANYONE IN THE
52 AREA OR LEAVING THE VICINITY UPON DISCOVERING THE FIRE.
53 THIS INFORMATION WAS PROVIDED TO OFFICER KOSTIC. I PLACED
54 THE CASSETTE TAPES INTO EVIDENCE. NO FURTHER ACTION TAKEN.
55 C. EVIDENCE
56 1. TWO CASSETTE TAPES OF THE ABOVE STATEMENTS. PLACED INTO
57 EVIDENCE BY ME.



Supplemental Report

Report No.: 000827026 Supplement No.: 002

Class: OUTSIDE ASSIST

Code:

Section:

Refers to:

Code:

Section:

Location:

Date Reported: 082700

Time: 0609

Reporting Ofc.: 2832 A.JONES

Reviewed by: CROSS

Routing:

Processing:

A.JONES #2832

1

Report No. 000827026

Persons Section Codes						
OT Other	PER Person	RES Responsible	SUS Suspect	VAS Victim/Suspect	VC Victim	WT Witness

Inv: PER Name: [REDACTED] Sex: [REDACTED]
 Hgt: [REDACTED] Wgt: [REDACTED] Hair: [REDACTED] Eyes: [REDACTED] SBNC: [REDACTED] OLN: [REDACTED] State: [REDACTED]
 POB: [REDACTED] FBI: [REDACTED] CIT: [REDACTED]
 Address: [REDACTED] City: FRE State: CA Zip: [REDACTED]
 Phone: [REDACTED] Type: H City: [REDACTED] Bus Phone: [REDACTED]
 Bus Address: [REDACTED]
 Miscellaneous: NEIGHBOR

Inv: PER Name: [REDACTED] Sex: [REDACTED]
 Hgt: [REDACTED] Wgt: [REDACTED] Hair: [REDACTED] Eyes: [REDACTED] SBNC: [REDACTED] OLN: [REDACTED] State: [REDACTED]
 POB: [REDACTED] FBI: [REDACTED] CIT: [REDACTED]
 Address: [REDACTED] City: FRE State: CA Zip: [REDACTED]
 Phone: [REDACTED] Type: H City: [REDACTED] Bus Phone: [REDACTED]
 Bus Address: [REDACTED]
 Miscellaneous: NEIGHBOR

Inv: PER Name: [REDACTED] Sex: [REDACTED]
 Hgt: [REDACTED] Wgt: [REDACTED] Hair: [REDACTED] Eyes: [REDACTED] SBNC: [REDACTED] OLN: [REDACTED] State: [REDACTED]
 POB: [REDACTED] FBI: [REDACTED] CIT: [REDACTED]
 Address: [REDACTED] City: FRE State: CA Zip: [REDACTED]
 Phone: [REDACTED] Type: H City: [REDACTED] Bus Phone: [REDACTED]
 Bus Address: [REDACTED]
 Miscellaneous: NEIGHBOR

Inv: PER Name: [REDACTED] Sex: [REDACTED]
 Hgt: [REDACTED] Wgt: [REDACTED] Hair: [REDACTED] Eyes: [REDACTED] SBNC: [REDACTED] OLN: [REDACTED] State: [REDACTED]
 POB: [REDACTED] FBI: [REDACTED] CIT: [REDACTED]
 Address: [REDACTED] City: FRE State: CA Zip: [REDACTED]
 Phone: [REDACTED] Type: H City: [REDACTED] Bus Phone: [REDACTED]
 Bus Address: [REDACTED]
 Miscellaneous: NEIGHBOR

A. JONES #2832

2

Report No. 000827026

Inv: PER Name: [REDACTED] Sex: [REDACTED]
 Hgt: Wgt: Hair: Eye: SSN: OLC: State:
 PKG: FBI: OLC: State: CA Zip:
 Address: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address: City: Bus Phone:
 Miscellaneous: NEIGHBOR

Inv: PER Name: [REDACTED] Sex: [REDACTED]
 Hgt: Wgt: Hair: Eye: SSN: OLC: State:
 PKG: FBI: OLC: State: CA Zip:
 Address: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address: City: Bus Phone:
 Miscellaneous: NEIGHBOR

Inv: PER Name: [REDACTED] Sex: [REDACTED]
 Hgt: Wgt: Hair: Eye: SSN: OLC: State:
 PKG: FBI: OLC: State: CA Zip:
 Address: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address: City: Bus Phone:
 Miscellaneous: NEIGHBOR

Inv: PER Name: [REDACTED] Sex: [REDACTED]
 Hgt: Wgt: Hair: Eye: SSN: OLC: State:
 PKG: FBI: OLC: State: CA Zip:
 Address: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address: City: Bus Phone:
 Miscellaneous: NEIGHBOR

Inv: PER Name: [REDACTED]
 Hgt: Wgt: Hair: Eye: SSN: [REDACTED]
 POB: FBI: [REDACTED]
 Address: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address:
 Miscellaneous: NEIGHBOR

Sex: [REDACTED]
 CLN: State:
 City: FRE State: CA Zip:
 City: Bus Phone:

Inv: PER Name: [REDACTED]
 Hgt: Wgt: Hair: Eye: SSN: [REDACTED]
 POB: FBI: [REDACTED]
 Address: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address:
 Miscellaneous: NEIGHBOR

Sex: [REDACTED]
 CLN: State:
 City: FRE State: CA Zip:
 City: Bus Phone:

Inv: PER Name: [REDACTED]
 Hgt: Wgt: Hair: Eye: SSN: [REDACTED]
 POB: FBI: [REDACTED]
 Address: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address:
 Miscellaneous: NEIGHBOR

Sex: [REDACTED]
 CLN: State:
 City: FRE State: CA Zip:
 City: Bus Phone:

Inv: PER Name: [REDACTED]
 Hgt: Wgt: Hair: Eye: SSN: [REDACTED]
 POB: FBI: [REDACTED]
 Address: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address:
 Miscellaneous: NEIGHBOR

Sex: [REDACTED]
 CLN: State:
 City: FRE State: CA Zip:
 City: Bus Phone:

A. JONES #2832

4

Report No. 000827026

Inv: PER Name: [REDACTED]
 Hgt: Wgt: Hair: Eye: SSNC
 PKG: FBI:
 Address: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address:
 Miscellaneous: NEIGHBOR

Sec: [REDACTED]
 OLN: State:
 CN:
 City: FRE State: CA Zip:
 City: Bus Phone:

Inv: PER Name: [REDACTED]
 Hgt: Wgt: Hair: Eye: SSNC
 PKG: FBI:
 Address: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address:
 Miscellaneous: NEIGHBOR

Sec: [REDACTED]
 OLN: State:
 CN:
 City: FRE State: CA Zip:
 City: Bus Phone:

Inv: PER Name: [REDACTED]
 Hgt: Wgt: Hair: Eye: SSNC
 PKG: FBI:
 Address: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address:
 Miscellaneous: NEIGHBOR

Sec: [REDACTED]
 OLN: State:
 CN:
 City: FRE State: CA Zip:
 City: Bus Phone:

Inv: PER Name: [REDACTED]
 Hgt: Wgt: Hair: Eye: SSNC
 PKG: FBI:
 Address: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address:
 Miscellaneous: NEIGHBOR

Sec: [REDACTED]
 OLN: State:
 CN:
 City: FRE State: CA Zip:
 City: Bus Phone:

Inv: PER Name: [REDACTED] Sex: [REDACTED]
 Hgt: Wgt: Hair: Eye: BSN: OLN: State:
 PKG: FRI: City: FRE State: CA Zip:
 Address: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address: City: Bus Phone:
 Miscellaneous: NEIGHBOR

Inv: PER Name: [REDACTED] Sex: [REDACTED]
 Hgt: Wgt: Hair: Eye: BSN: OLN: State:
 PKG: FRI: City: FRE State: CA Zip:
 Address: [REDACTED]
 Phone: [REDACTED] Type: H
 Bus Address: City: Bus Phone:
 Miscellaneous: NEIGHBOR

Vehicle Section Codes

INR Injured Person
 BUR Burgled Vehicle
 OUT Outside Recovery
 SUS Suspect

PCN Field Contact
 PCV Recovered
 THE Theft from Vehicle

IMP Impounded
 SEZ Seized
 TOW Towed

LST Lost
 STN Stolen
 VAN Vandalized Vehicle

Inv: SUS Lic: State: Yr: 80S-80S Make: UNK
 Model: UNK Style: 2D Color: BLU Value: VIN:

Stored:
 Name: Inv: OWN
 Street: City:

State: Zip: Phone: Type: VEHICLE WAS A BLU 2D, HATCHBACK STYLE, UNKNOWN
 MAKE/MODEL, HAD MULTIPLE BROKEN COMPUTERS/COMPONENTS IN REAR

A. JONES #2832

6

Report No. 000827026

INC: SUS Sex: M Race: W Hgt: 600+ Wgt: Hair: BRO Eyes: BLUE THIN

Miscellaneous: SUBJECT WAS LATE 30S-EARLY 40S, MISSING OR GAPPED FRONT TEETH, BLK T-SHIRT, ALONE IN VEHICLE

Narrative

0 This supplemental report is to document my canvas of the
1 neighboring homes/neighbors to victim home.

2 B: NARRATIVE:

3 Ofc. Kostic asked me to check with the neighbors along
4 [REDACTED] to determine if there was anything to report. I
5 attempted to speak with all the neighbors along the street. Among
6 those that were home, only the neighbors nearest to the victim
7 residence heard a "boom" prior to hearing fire trucks respond.
8 Neighbors from homes a few houses further from the victim home
9 heard only the fire trucks responding. All the neighbors beyond
10 the homes within three or so houses from the victim home heard
11 nothing.

12 Neighbor [REDACTED] reported seeing a blue two-door
13 hatchback style vehicle of unknown make/ model. She was not sure
14 if the vehicle/ driver was involved with the fire at the victim
15 residence; however, she said the driver looked suspicious and
16 repeatedly drove around the block after FPD was on scene. The
17 subject drove from Jerome to Washington St, to Ellsworth and back
18 toward [REDACTED]

19 [REDACTED] described the subject as a white male adult, late
20 30s to early 40s, light brown hair with missing or gapped front
21 teeth. She said he wore a black t-shirt with writing on it.

A.JONES #2832

7

Report No. 000827026

22 There were miscellaneous parts inside the subject's vehicle which
23 resembled broken computer components. [REDACTED] said the suspect
24 was unfamiliar to the neighborhood. She could not identify him.

25 None of the other neighbors saw anything to report. The
26 neighbors at the following addresses on [REDACTED] were not home at
27 the time of my attempted contact: 405, 416, 410, 360, 348, 318
28 and 312.

FDID: 01000

INCIDENT: 00010505

Fremont Fire Department
EXP NO.: 000

INC-DATE: 00-07-2000

VERSION: 000

SECTION A

TIME DISP: 05:00:00

TIME ARR: 06:04:25

END TIME: 10:42:55

SHIFT: C

ROD DRY: 00

UNIT IN UNIT: ENGINE 2044

- 3044

FIRE: DUE UNIT: ENGINE 3044

- 3044

JUL: 04

WED JUN: 04

DATE CITY: 06-19-2000

- 11

TIME: 07:54

SEP 19 2000 13:54

PAGE: 10

- 2

THE

SEITE 22, 1. ANFANG

FIGURE 2

CLP INT: 0000

11:21 AM

Keywords: child sexual abuse; disclosure; social support

1957 1958

more than 1000 people in the
area of the city.

DATA ANALYSIS

Results:

— 19 —

Sep-19-00 09:38A

THE GARAGE DOOR AND THE GARAGE ABOVE IT. SHIMBLES ON THE THE ROOF ABOVE THE GARAGE WERE ALSO ON FIRE AT THAT TIME. 3844 WENT INTO FIRST ATTACK AND IC 3811 ESTABLISHED COMMAND. I MET ONE OF THE RESIDENTS IN FRONT OF THE HOME AND I ASKED HIM EVERYONE WAS OUT OF THE HOUSE, HE REPLIED THAT HE DIDN'T KNOW. I WENT INTO THE HOUSE AND EVERYONE APPEARED TO BE OUT OF THE HOME. THE HOMEOWNER SAID HE COULD NOT FIND HIS CATS, WE EXTENDED THE #1 HOSELINE TO THE FRONT OF THE HOUSE. HE KNOCKED DOWN THE CAR FIRE AND THE FIRE ON THE SHIMBLES OF THE ROOF. I WENT INTO THE HOUSE TO CHECK FOR EXTENSION. I COULD HEAR CRACKLING COMING FROM THE AREA OF THE ATTIC. I DIRECTED FF/P FREDERICK TO ADVANCE THE HOSELINE INTO THE HOUSE. HE PULLED CEILING TO TRY TO GET TO THE ATTIC. GAINING ACCESS TO THE ATTIC WAS HAMPERED BY THE LARGE AMOUNT OF STORAGE THERE. OPERATIONS WAS ASSIGNED BY 3812. HE STATED THAT THE ATTIC WAS INVOLVED AND SPREADING. IC CALLED FOR A SECOND ALARM. A SECOND HOSELINE WAS EXTENDED INTO THE HOUSE AND IT WAS USED TO ASSIST IN EXTINGUISHMENT. THE FIRE WAS BROUGHT UNDER CONTROL AND ALL AVAILABLE CREWS WERE UTILIZED FOR SALVAGE AND OVERHAUL OPERATIONS. THE CAUSE OF THE FIRE IS UNDER INVESTIGATION AT THIS TIME. THE PROPERTY WAS TURNED OVER TO THE HOMEOWNERS AND ALL COMPANIES RETURNED TO SERVICE.
REPORT COMPLETED BY JOHN KINSON, CAPTAIN, ENGINE 3844, C SHIFT.

FDID: 81846

INCIDENT: 00010005

Frement Fire Department
EXP NO.: 000

INC-DATE: 08-22-2000

VERSION: 016

***** END OF REPORT *****

SEP 19 2000 13:53

PAGE: 22

REF NO:	FIRE FRT: 000	CIV INJ: 000	CIV FRT: 000
700 THRM CHEMICALS RELEASED			
CHEN NAME:	STATE STR:	INT REL:	HAZ CLAS:
CIR-NO:	EXT REL:	ROATE REL:	EXT REL: 00000
UNIT NO:	DECC USE:	BLUP ENV:	CONT TYPE:
CONT MAT:		FEASURE:	CAPACITY: 00000
UNIT NO:			

SECTION G - COMPLETE FOR OTHER ACTION, TYPED
ACTION TAKEN: Extinguishment, salvage, overhaul
PPV OFFICER: MORRIS, JOHN

- 13 OTHER ACTION: Ventilation
- 2562 REVIEW BY:

- 26

PDZ: 01040

INCIDENT: 00010605

Present Fire Department
EXP NO: 000

INC-DATE: 00-27-2000

VERSION: 000

SECTION H - UNIT LOG INFORMATION

UNIT: ENGINE 3044 - 3044SHIFT: C
DIS-DATE: 00-27-2000 DIS-TIME: 05:00:00
ARR-DATE: 00-27-2000 ARR-TIME: 05:04:29
PMT-DATE: PMT-TIME: 00-00-00

APP CODE:
OUT-DATE: 00-27-2000
TIN-DATE:
TAC-DATE:

CALL TYPE: 9040
OUT-TIME: 06:01:01
TIN-TIME: 00:00:00
TAC-TIME: 00:00:00

UP

We are communicating with you now while the fire is still fresh in your memory. The good news regarding this fire is there were no injuries to the occupants. I want to stress the importance of ensuring your smoke detectors are always working properly. Test them at least once each month to ensure that the detectors are working properly. Batteries in battery-operated smoke detectors should be changed at least once a year. Anyone unable to purchase a smoke detector is encouraged to contact a representative of the Fremont Fire Department Smoke Detector Installation Program at 424-4844. Within a few days of your call, personnel from the Fremont Fire Department will respond to your residence and install a smoke detector free of charge.

You and your family should have a designated place outside of your residence to meet in the event of an evacuation. This allows a family to ensure all members are out of the residence during stressful times. The plan should be practiced or reviewed at least twice yearly.

We don't have the resources necessary to inspect each and every residence in Fremont. Therefore, we encourage you to make annual self-inspections of your home. I have enclosed a self-inspection form that highlights our concerns. Please remember: Simple corrective measures can add a greater degree of fire safety to protect your family, your home and your belongings. If we can assist you with the self-inspection program, or if you would like to discuss other concerns related to this incident, please contact our office at 424-4285 during business hours or 791-4282 at night or on weekends.

Sincerely,


Daniel T. Lydon
Fire Chief

Enclosure

172

200

FedEx USA Airbill 8215 8893 8949

1 From 9119100 2125-8258-1
 To Latacha Jenkins 800-524-1841
X5804B

2 From GM CUST SERV GROUP/TAMPA

3701 E HILLSBOROUGH AVE S 3300

TAMPA FL 33610

2 Your Internal Billing Reference

217494

3 To Greg Thrasher 813-652-417

ESTS

300 Renaissance Center

Mail Code: 482 C80 D71

Detroit MI 48265-2000

See back for application instructions.

Questions? Call 1-800-Go-FedEx (800-463-6366)

Visit our Web site at www.fedex.com

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☐ Full Rate Freight ☐ Full Rate Freight ☐ Full Rate Freight

5 Packaging

☐ Full Rate Packaging ☐ Full Rate Packaging ☐ Full Rate Packaging

☐ Full Rate Packaging ☐ Full Rate Packaging ☐ Full Rate Packaging

6 Special Handling

☐ Fragile ☐ Fragile ☐ Fragile

☐ Fragile ☐ Fragile ☐ Fragile

7 Payment

☐ Cash ☐ Cash ☐ Cash

☐ Cash ☐ Cash ☐ Cash

8 Release Signature

☐ Release Signature ☐ Release Signature ☐ Release Signature

0151710023

402

The World On Time.

PRELIMINARY FIRE INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: <u>BUICK</u>	Roll: <u>01394107</u>	VIN: <u>1G4HR54KBYU129430</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: HANK MACHADO Organization: E.A.A.
 Phone: (408) 778-9555 Inspection Date: 09/14/00 Mileage at Inspection: 28,000 EST

Roll Number LOF2 1 Roll for VEHICLE
 Neg.# Description 1 Roll for OWNERS HOME

- 0
1. FRONT OF VEHICLE FIRE DAMAGE
2. RIGHT FRONT " "
3. RIGHT SIDE
4. RIGHT REAR LIC # 4F0B197
5. LEFT REAR
6. LEFT FRONT
7. ENGINE AND COMPARTMENTS DESTROYED BY FIRE
8. ENGINE PHOTO TAKEN FROM LEFT SIDE TO RIGHT
9. ENGINE PHOTO TAKEN FROM RIGHT SIDE TO LEFT
10. WINDSHIELD BURNED THROUGH FROM FIRE
11. INTERIOR BRAKE & ACCELERATOR PEDALS
12. DRIVER SIDE DASH AREA - SMOKE DAMAGE
13. PASSENGER SIDE DASH AREA - ASH TRAY CLEAN
14. " " " " " "
15. FRONT SEATS SMOKE DAMAGE
16. REAR SEATS SMOKE DAMAGE
17. ODOMETER - ELECTRONIC ESTIMATED MILEAGE 28,000
18. VIN LABEL
19. ASH TRAY CLEAN
20. STARTER CABLE WIRING DESTROYED BY FIRE
21. ELECTRICAL DISTRIBUTION CENTER " " "
22. LEFT FRONT & LOWER SUSPENSION - TIRES MELTED
23. RIGHT FRONT & LOWER SUSPENSION - TIRE MELTED
24. LEFT FRONT OF ENGINE COMPARTMENT
25. RIGHT FRONT OF ENGINE COMPARTMENT
- 26.
- 27.
- 28.
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.
- 36.
- 37.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: BUICK Ref: 01394107 VIN: 164HR54K8YU129430
 Claimant's Name (LAST, First) [REDACTED]

Inspected By: HANK MACHADO Organization: E.A.A.
 Phone: (408) 778-9555 x - Inspection Date: 09/14/00 Mileage at Inspection: 28000 EST.

Roll Number 20F2 INSPECTION OF OWNERS HOME
323 ESCOBAR STREET
FREMONT, CA 94539

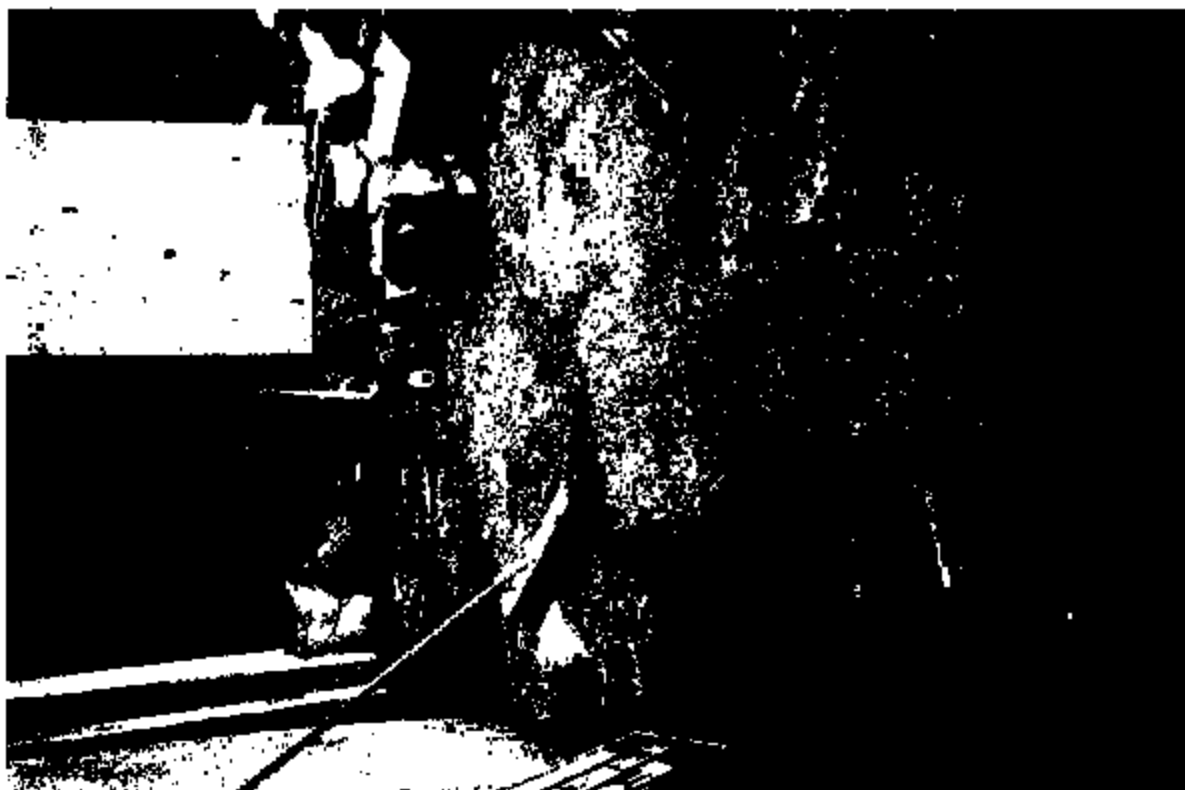
Neg.# Description

- 0
1. FRONT DRIVEWAY - BLUE TARP COVERS ROOF
2. " " " " " "
3. ROOF BURNED THROUGH RAFTERS
4. FRONT DOOR ENTRANCE - RED TAGGED BY FIRE DEPT
5. FRONT ROOM WINDOW - SHINGLE ROOF
6. FRONT ROOF OVERHANG
7. [REDACTED] FREMONT, CA 94539
8. VEHICLE WAS PARKED HERE IN FRONT OF GARAGE DOOR
9. GARAGE ROOF STRUCTURE BURNED THROUGH SHINGLES
10. ROOF STRUCTURE OVER HOME COVERED BY TARP
11. ROOF STRUCTURE OVER HOME COVERED BY TARP
12. LAUNDRY ROOM AREA
13. " " " "
14. ROOF BROKEN THROUGH DOWN MAIN HALLWAY
15. FLOOR HARDWOOD WARPED FROM WATER DOWN MAIN HALLWAY
16. MASTER BED ROOM ROOF BROKEN - BURNED THROUGH
17. MASTER BATH ROOM
18. MASTER BATH ROOM SMOKE DAMAGE
19. BEDROOM #2 - ROOF DAMAGE
20. " " " "
21. LIVING ROOM FLOOR DAMAGE FROM WATER
22. FRONT LIVING ROOM EXTERIOR
23. FRONT OF HOME
24. FRONT & ROOF DAMAGE BY FIRE TREES DAMAGED
25. " " " " " " TREES DAMAGED
26. " " " " " "
27. VEHICLE WAS PARKED ON LEFT SIDE OF
28. DRIVEWAY
29. " " " " " "
30. " " " " " "
31. " " " " " "
32. " " " " " "
33. " " " " " "
34. " " " " " "
35. " " " " " "
36. " " " " " "
37. " " " " " "





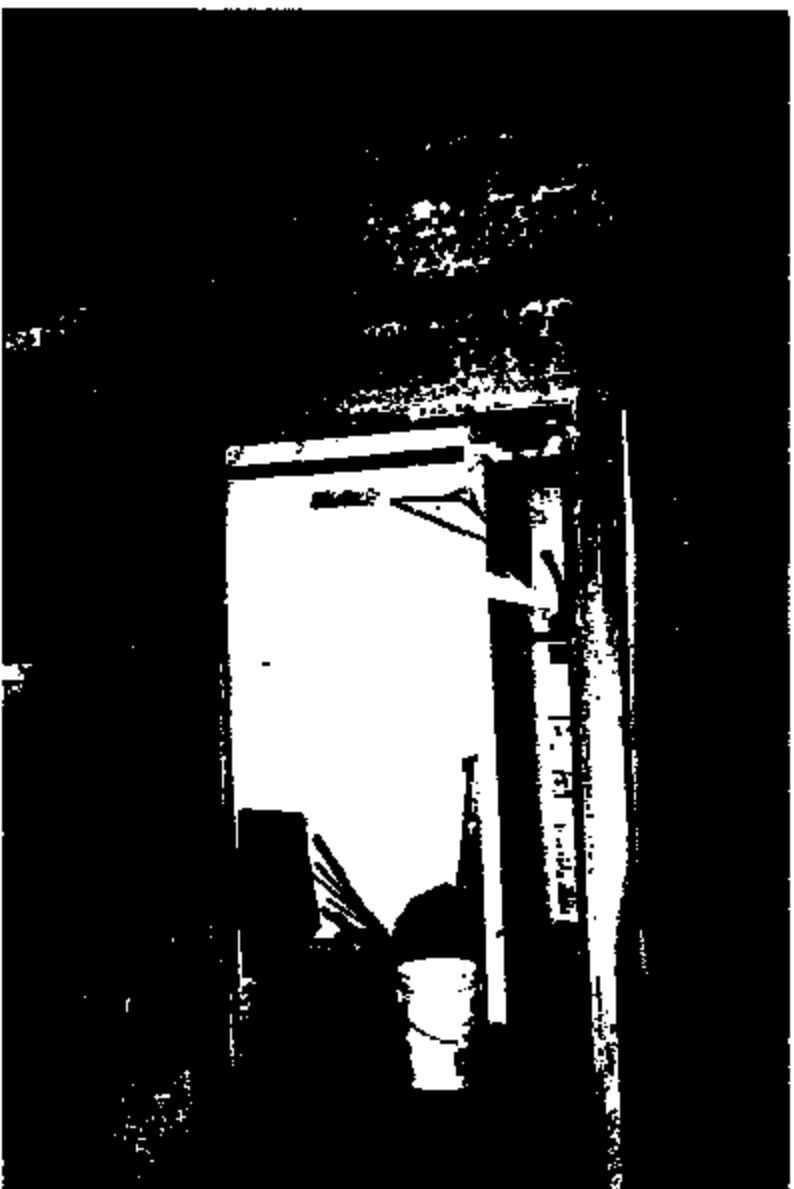




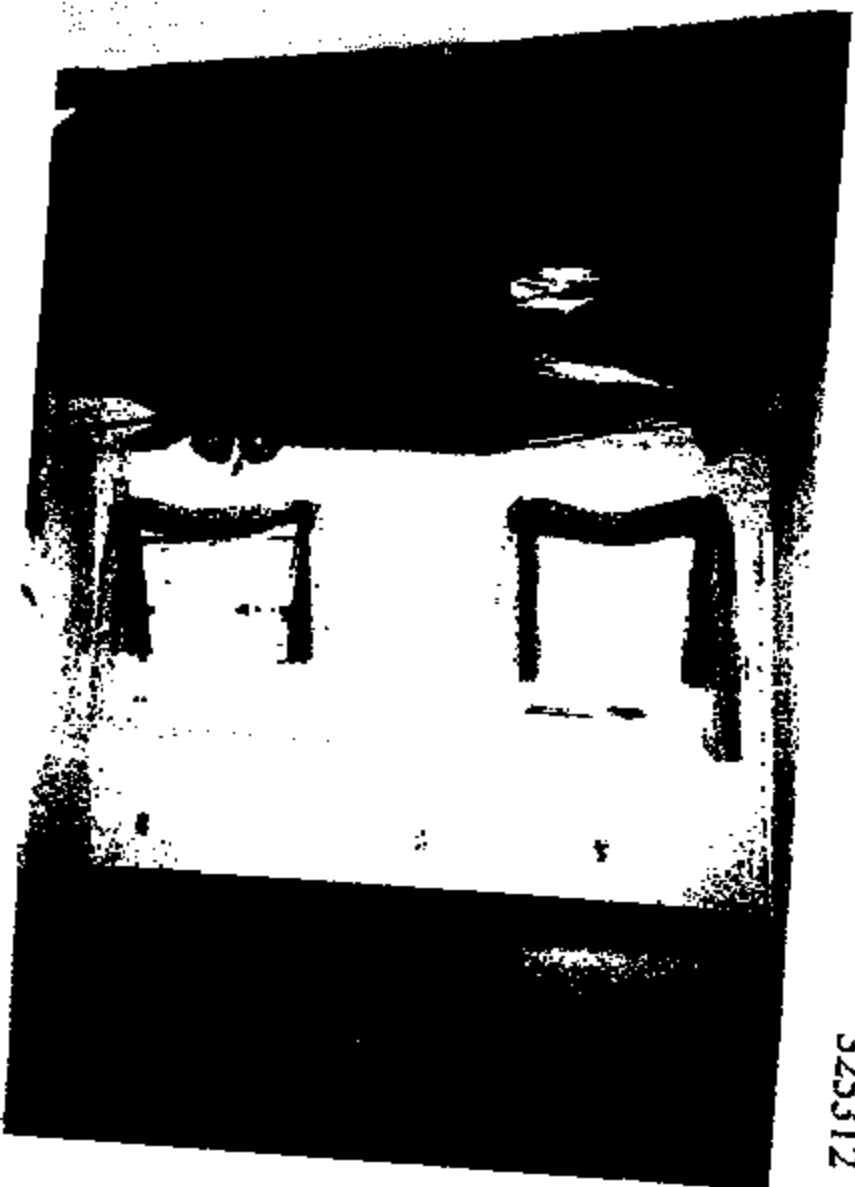
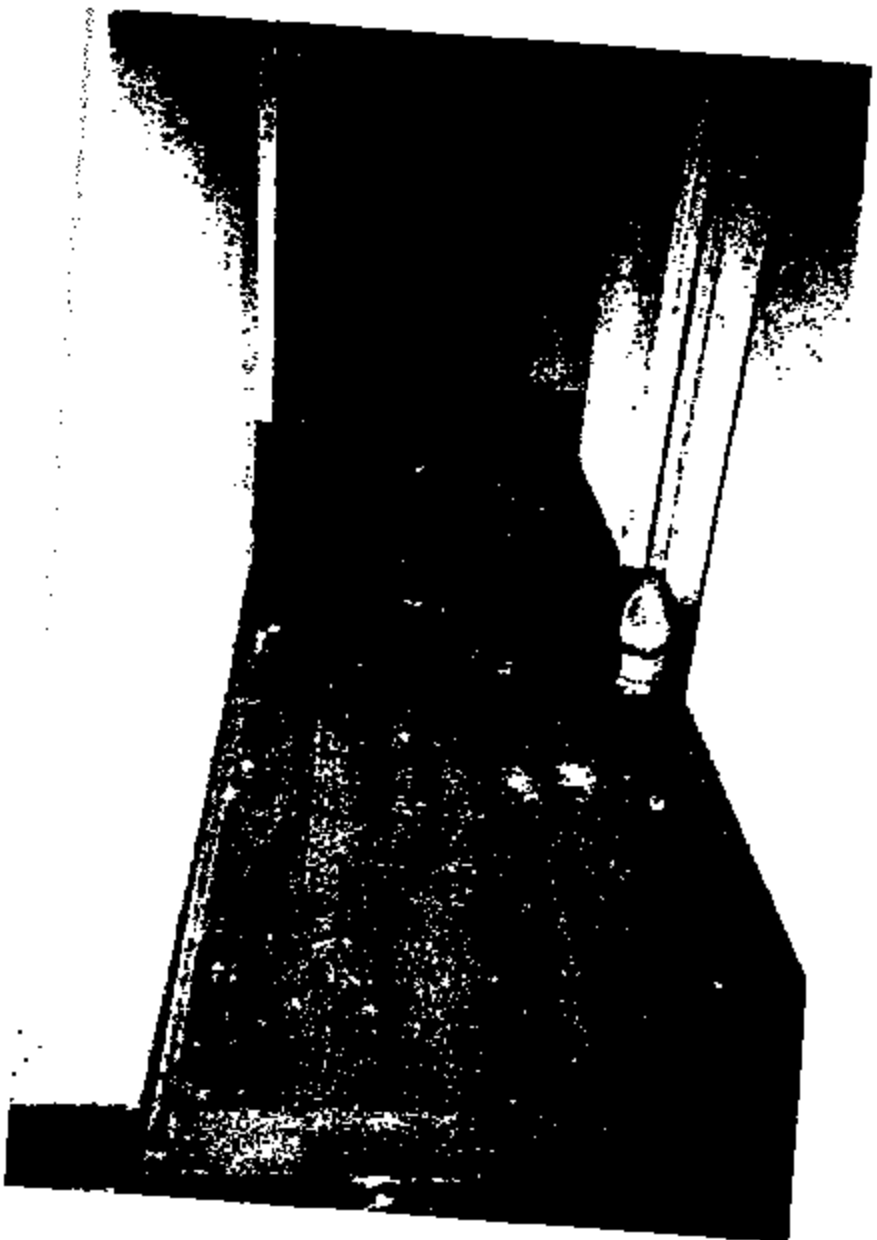


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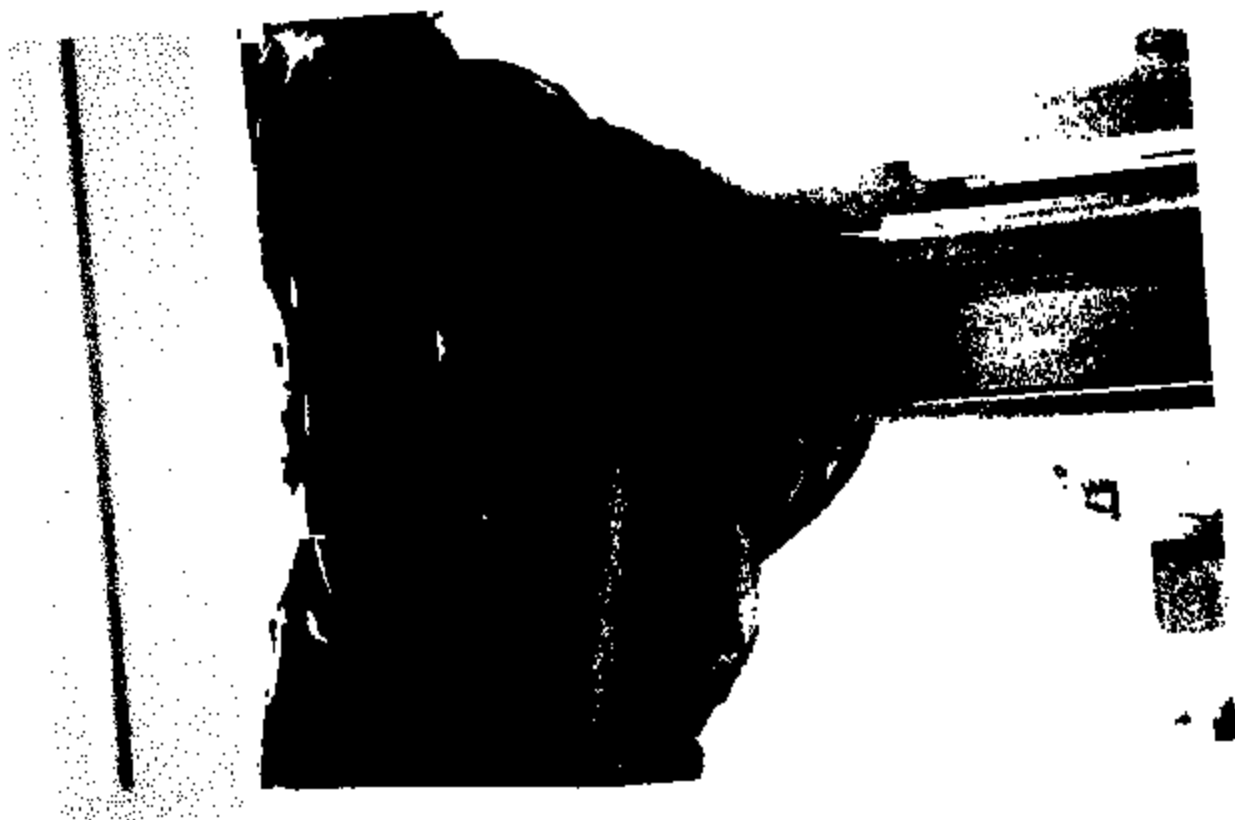






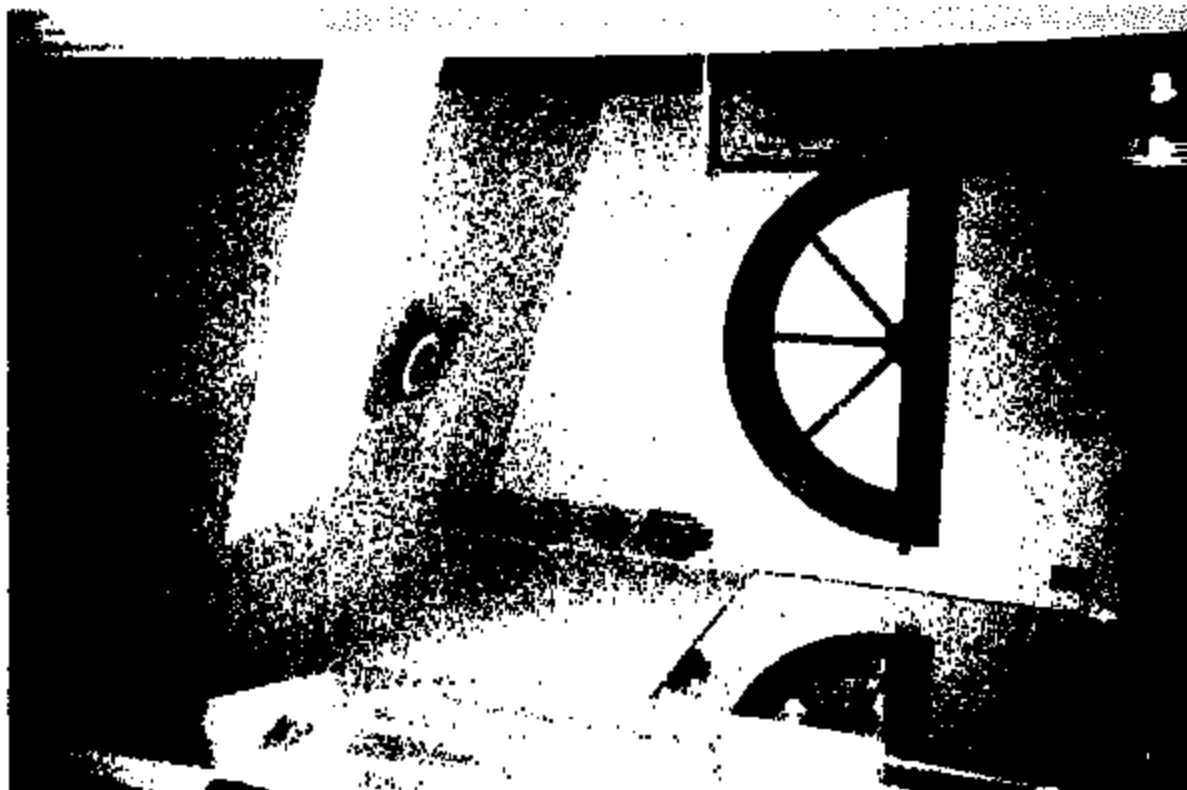
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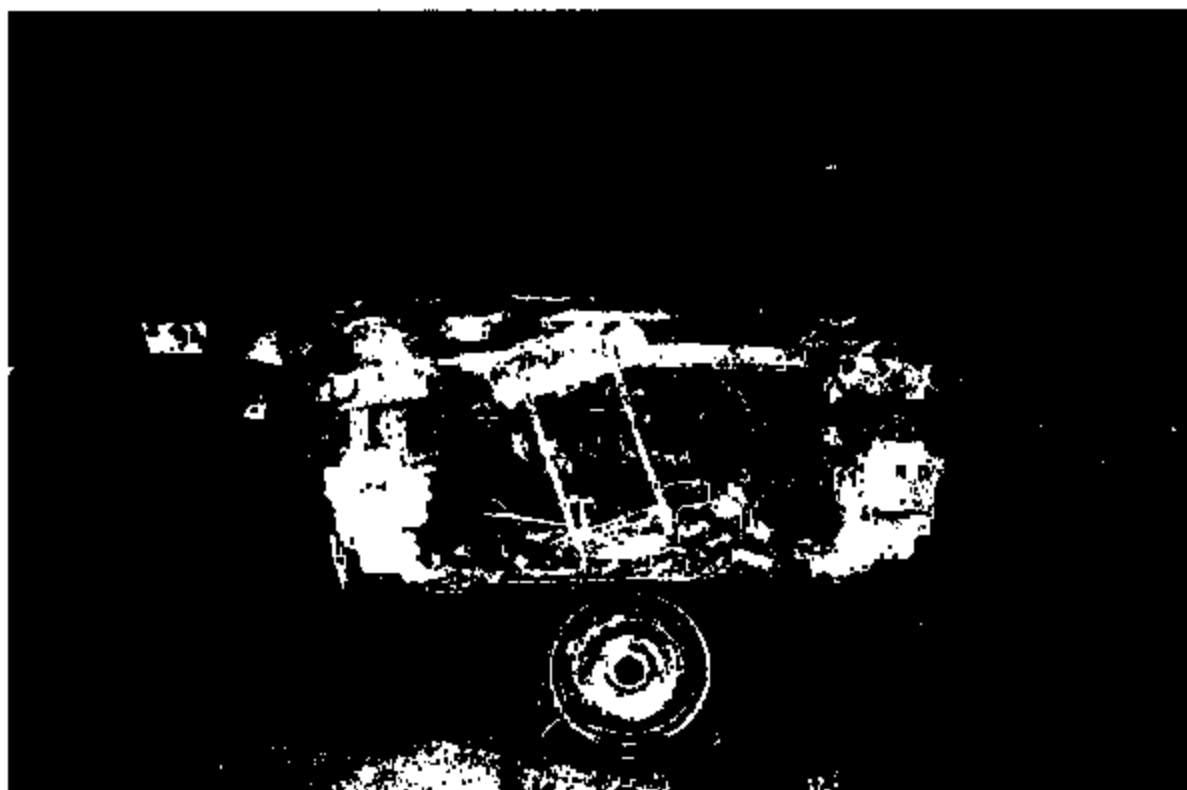


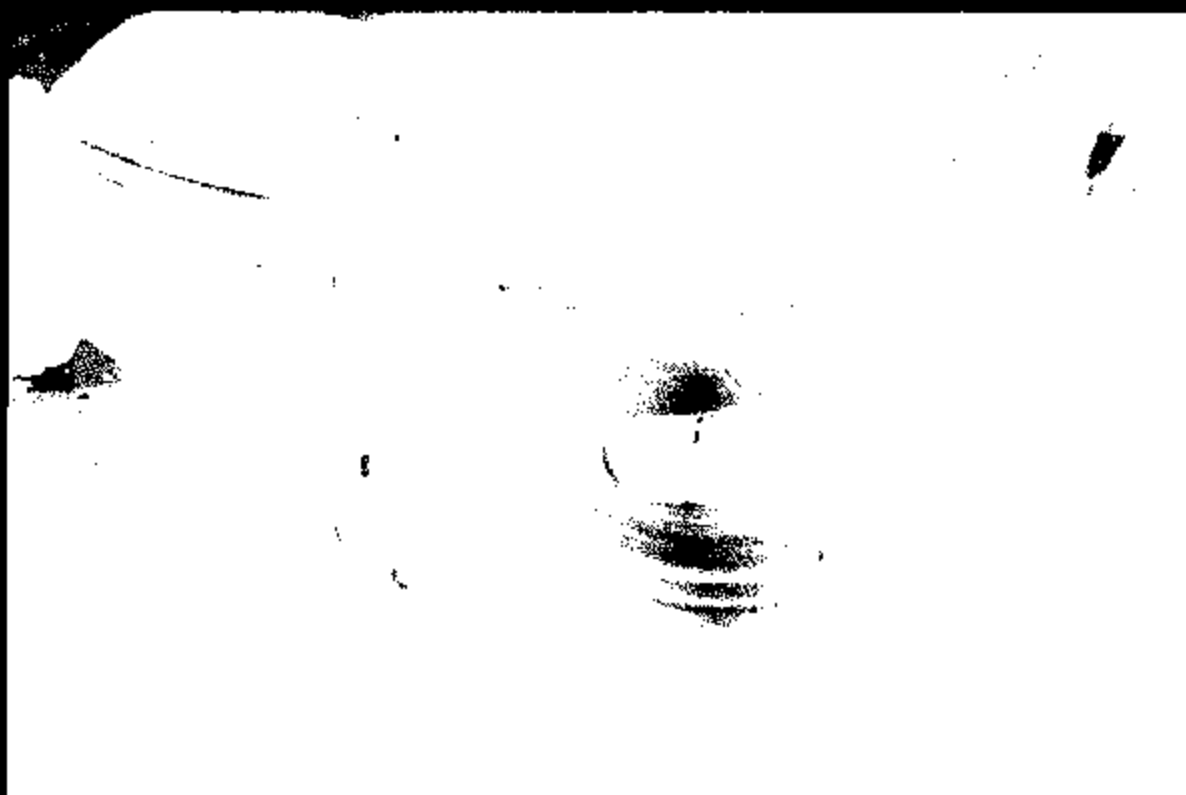
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1

TIME - LOADING INFORMATION

DATE	TIME	NO.	TYPE	VEHICLE	LOAD	WGT
2	7	3	5	400	1075	

WAS LOADING @ 1000 LBS IN VEHICLE CAPACITY WGT

1000 LBS @ 1000 LBS

WGT. 1000 LBS

DATE	TIME	NO.	TYPE	VEHICLE	LOAD	WGT
2	7	3	5	400	1075	

WAS LOADING @ 1000 LBS IN VEHICLE CAPACITY WGT

1000 LBS @ 1000 LBS

WGT. 1000 LBS

WAS LOADING @ 1000 LBS IN VEHICLE CAPACITY WGT

1000 LBS @ 1000 LBS

WGT. 1000 LBS

1

TIME - LOADING INFORMATION

DATE	TIME	NO.	TYPE	VEHICLE	LOAD	WGT
2	7	3	5	400	1075	

WAS LOADING @ 1000 LBS IN VEHICLE CAPACITY WGT

1000 LBS @ 1000 LBS

WGT. 1000 LBS

WAS LOADING @ 1000 LBS IN VEHICLE CAPACITY WGT

1000 LBS @ 1000 LBS

WGT. 1000 LBS



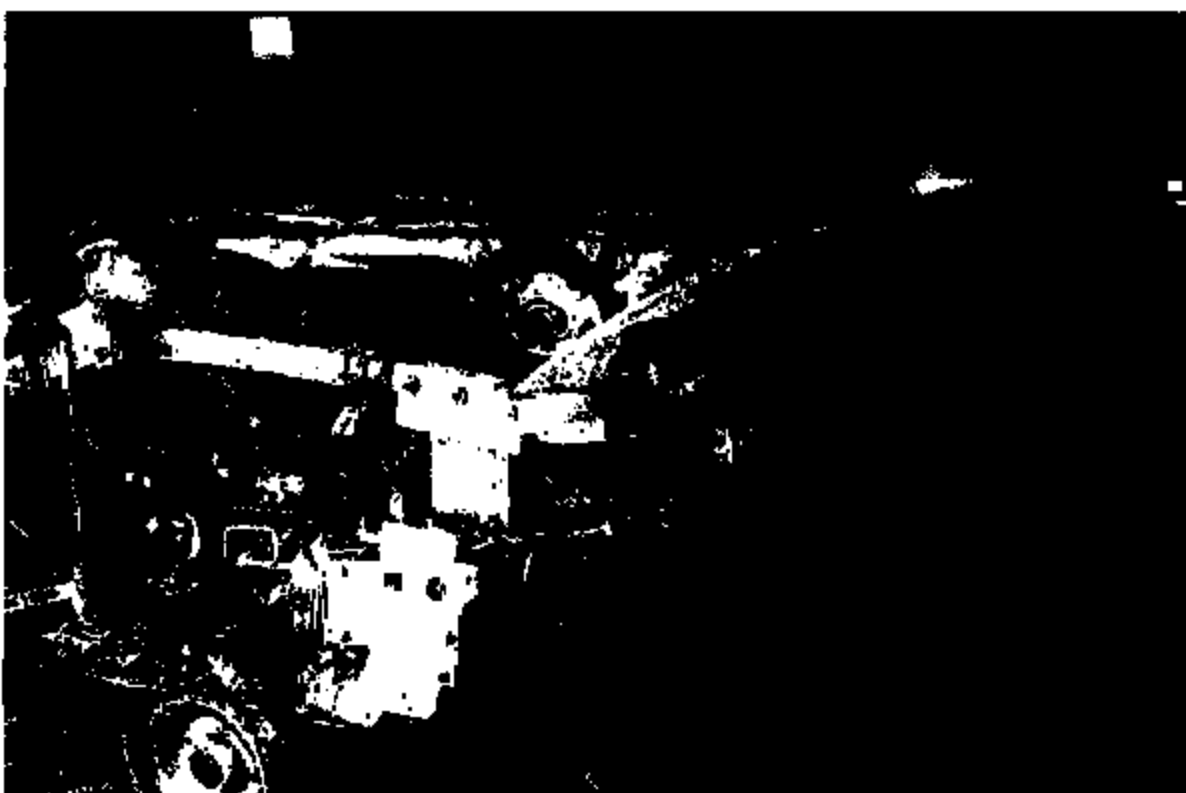
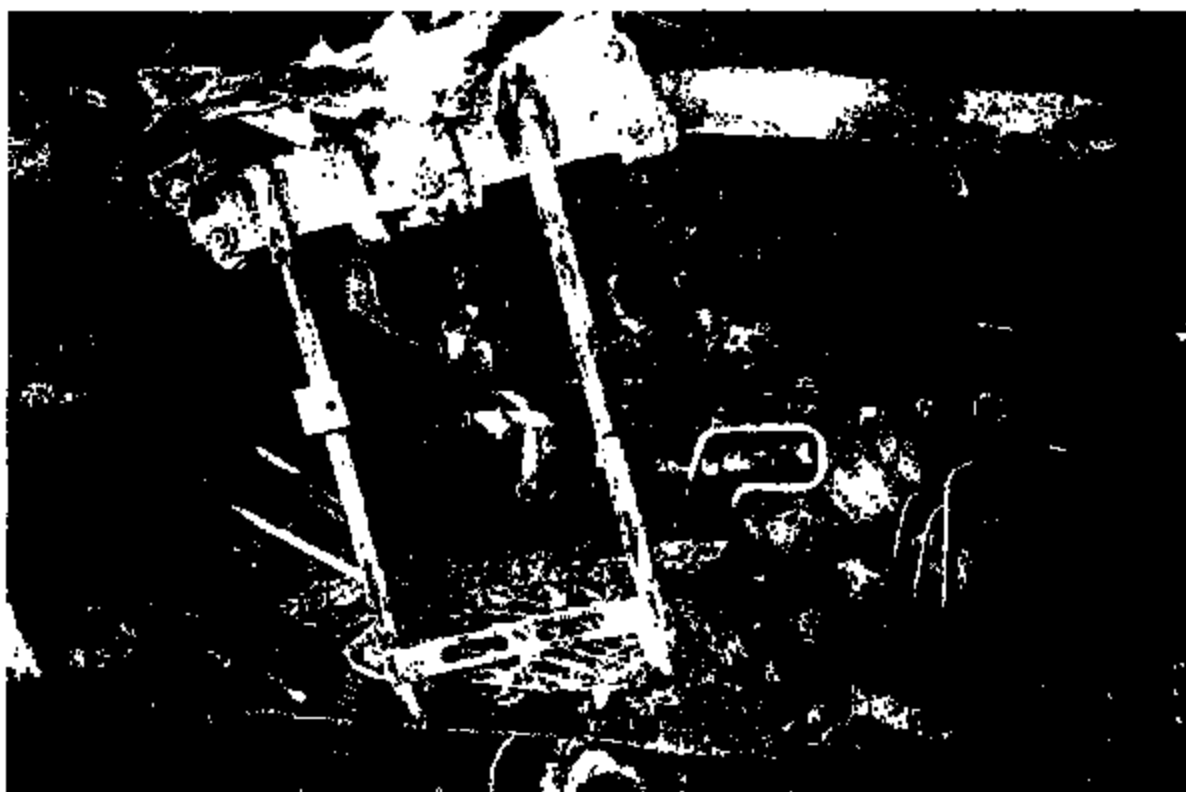






325312





GM RESTRICTED

326306

CASE NUMBER: 02327620 VIN: 1G4EP54KXY4294806
 DATE OPENED: 11/22/00 MODEL YEAR: 2000
 DATE CLOSED: 12/19/00 SERIES: LESABRE CUSTOM
 SOURCE: PAR MILEAGE: 7225
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: IL
 BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: WOODY BUICK, INC.

BRC PARENT: 02327619 DEALER ADDRESS: 125 W GRAND AVE., BENSenville, IL, 60106, USA

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

T01 Product Allegation GM 1241	Other
0 REPAIR ATTEMPT(S)	thermal event
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	product allegation
A06 Fire	Other
0 REPAIR ATTEMPT(S)	unk component allegation

VER CAUGHT FIRE

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

CRM rec'd file for review. - Sam Foster/TPA/PAR x57110; 0; 343947509
 2000-11-24

CRM attempted to contact cust. Not available, CRM left msg with person who answered phone. - Sam Foster/TPA/PAR x57110; 0; 343947599
 2000-11-27

CRM rec'd phone call from cust. Cust states that the vehicle was parked & unoccupied @ O'Hare Airport National Car Rental location when one of the employees noticed that the vehicle was on fire. Cust gave CRM authorization for inspection. No other vehicles involved, no injuries. CRM faxing inspection report to EAA. - Sam Foster/TPA/PAR x57110; 0; 344211727
 2000-12-05

This CRM assigned file 12/4/00. CRM attempted to contact cust 3 times at phone number listed in file [REDACTED], but line was busy. CRM notes that inspection is in progress & waiting for inspection to come in. CRM called cust to verify that an inspector has seen veh, but unable to get through phone line & this is the only phone number provided at this time. **Sarah Schille/PAR 58790**, 0; 344884026
 2000-12-12

CRM contacted EAA. CRM waiting for inspection report status update. **schille/PAR**, 0; 345488593

326306

2000-12-14

CRM received inspection report. CRM conferred with colleague, Latasha H. CRM spoke with GM Fleet/Art W. CRM left vm for cust advising GM declines responsibility. CRM sending letter to customer.**schille/FAR**; 0; 345677792
2000-12-14

++Business Summary++ 2000 Buick Lesabre,, thermal event allegation,, due to the nature of the allegation, a PAR investigation was initiated with EAA,, GM declines responsibility,, letter sent to customer,, forward to EARS.**Sarah Schille/FAR 58790**; 0; 345677904
2000-12-18

CRM received vm from Mr. Gardner requesting CRM to contact him at phone number listed in file. CRM attempted to contact him & spoke to gentleman who took CRM contact info & stated he would tell Mr. Gardner to call.**schille/FAR**; 0; 346015715
2000-12-19

██████████ called seeking information about inspection & how to pursue the allegation further. CRM advised Mr. Gardner of policy & that GM declines responsibility & that I have sent a letter. CRM forwarding this update to EARS. **schille/FAR**; 0; 346096653
GARDNER, DOUGLAS

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

INCIDENT DATE: 2000-11-13 INCIDENT TIME: 16:30:00
INCIDENT LOCATION: O'HARE AIRPORT RENTAL LOT CHICAGO IL

DRIVER NAME: NONE DRIVER AGE:
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: VEHICLE PARKED & UNOCCUPIED, EMPLOYEE OF NATIONAL SAW THAT THE VEHICLE WAS ON FIRE.

ALLEGED DEFECTIVE COMPONENT: UNKNOWN

INCIDENT RESULT: DECLINE 12/14/00
POLICE REPORT: Y 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: NATIONAL RENTAL CAR INS
CHICAGO IL 60666 INSURANCE COMPANY ADDRESS: 11501 TAPT AVE

AGENT NAME: ██████████
AGENT PHONE NUMBER: ██████████

MORE INFORMATION:
MAINTENANCE LOCATION: WOODY BUICK - BENSCHVILLE, IL
CURRENT LOCATION OF VEHICLE: NATIONAL RENT A CAR - 11501 TAPT AVE CHICAGO IL 60666
NOTIFY NAME: DOUG GARDNER

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: EAAINSPECTION DATE: 2000-12-02

GM RESTRICTED

326306

MILEAGE AT INSPECTION:
 WHERE WAS INSPECTION DONE: VISUAL INSPECTION, PICTURES TAKEN

WAS VEHICLE ROAD TESTED: N
 ROAD TEST DESCRIPTION:
 ROAD TEST RESULT:
 COMP INSPECTED: THERMAL EVENT
 INVESTIGATIVE SUMMARY: SEE INSPECTION REPORT
 PAR STATUS: Accepted

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

SOURCE: TRANSACTION:
 REQUEST TYPE:
 REPURCHASE REASON:

DEALER BPC:
 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:
 BPC WARRANTY DATE:
 MADA: 0
 SALES TAX:

NAME:
 INTEREST PAID:
 DEALER BOYCOT:
 LEGAL TYPE:
 LEMON LAW:
 VEHICLE DESTINATION:
 LIEN PAYOFF:
 TITLE BRAND:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

RESTRAINT:
 IF SO, WHERE:

326306

*****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:**

DID OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOURCE:

*****ERC CONTRACT INFORMATION*****

NAME:		CONTACT NUMBER:	1
COMPANY:		CONTACT TYPE:	Fleet Company
ADDRESS:		CONTACT PHONE:	

CHICAGO, IL 60666

GM

PAR CASE INFORMATION

Problem ID: 02327620

326306

Name: [REDACTED]
 Address: [REDACTED]
 CHICAGO, IL
 Phone: [REDACTED]

VIN: 1G4HP84KXY4294808
 MAKE: BUICK
 MODEL: LESABRE CUSTOM
 YEAR: 2000
 ODOMETER: 7,225

BRC CONTACT INFORMATION

NAME: [REDACTED]
 COMPANY: [REDACTED]
 ADDRESS: [REDACTED]
 PHONE: [REDACTED]
 TYPE: Fleet Company

ACCOUNT/POLICY:
 SERVICE DEALER: WOODY BUICK, INC.
 CONTRACT: NA
 SELLING DEALER: WOODY BUICK, INC.
 CONTRACT: NA
 PAYEE: No

PAR DETAILS

CONTACT ID: G000030187485
 DRIVER NAME: NONE
 DRIVER AGE: 0
 DISABILITIES: NONE
 ROAD SURFACE: Asphalt
 ROAD CONDITION: Dry
 # PEOPLE IN VEHICLE: 0
 INJURIES: No
 OTHER VEHICLES INVOLVED: No
 NUMBER INVOLVED:
 DEFECTIVE COMPONENT: UNKNOWN
 POLICE REPORT: Yes
 INSURANCE: Yes
 INSURANCE COMPANY: NATIONAL RENTAL CAR INC
 INSURANCE COMPANY ADDR: 11801 TAFT AVE
 INSPECTION: Yes
 INSP NAME: EAA
 INSP DATE: 12/2/00
 INSP MILES: 0
 INSP DONE: VISUAL INSPECTION, PICTURES TAKEN
 PROPERTY DAMAGE:
 INCIDENT LOCATION: OHARE AIRPORT RENTAL LOT CHICAGO IL
 INCIDENT RESULT: DECLINE 12/14/00
 VEHICLE LOCATION: NATIONAL RENT A CAR - 11801 TAFT AVE CHICAGO IL 60668
 MAINTENANCE LOCATION: WOODY BUICK - BENSCHVILLE, IL
 OWNER DEBO: VEHICLE PARKED & UNOCCUPIED, EMPLOYEE OF NATIONAL SAW THAT THE VEHICLE WAS ON FIRE.

BODY INJURY: No
 COLLISION: No
 PROPERTY DMG: No
 NON COLL: Yes
 DMB ABV K: No
 NOTIFY NAME: [REDACTED]
 AGENT NAME: [REDACTED]
 STATUS: Accepted
 REJECT REASON:
 ROAD TEST: No
 ROAD TEST DESC:
 ROAD TEST RESULT:
 COMP INSPECTED: THERMAL EVENT
 INVEST SUMMARY: SEE INSPECTION REPORT
 AGENT PHONE: 847-657-2063
 INCIDENT DATE & TIME: 11/13/2000 04:30:00 AM

MORE INFO:

REIMBURSEMENT INFORMATION

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



PAR CASE INFORMATION

Problem ID: 02327620

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: A04
COMPONENT DESCRIPTION 2: product allegation
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Possible Safety Concern
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A08
COMPONENT DESCRIPTION 3: unk component allegation
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: 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: 02327620

CRIM HISTORY

11/24/2000 - 02:51:13 AM CRM rec'd file for review. - Sam Foster/TPA/PAR x57110

11/24/2000 - 03:00:47 AM CRM attempted to contact cust. Not available, CRM left msg with person who answered phone. - Sam Foster/TPA/PAR x57110

11/27/2000 - 04:22:11 AM CRM rec'd phone call from cust. Cust states that the vehicle was parked & unoccupied @ Offians Airport National Car Rental location when one of the employees noticed that the vehicle was on fire. Cust gave CRM authorization for inspection. No other vehicles involved, no injuries. CRM filing inspection report to EAA. - Sam Foster/TPA/PAR x57110

12/05/2000 - 11:01:18 AM This CRM assigned file 12/4/00. CRM attempted to contact cust 3 times at phone number listed in file (847-6572065), but line was busy. CRM notes that inspection is in progress & waiting for inspection to come in. CRM called cust to verify that an inspect or has seen veh, but unable to get through phone line & this is the only phone number provided at this time. **Sarah Schille/PAR 58790**

12/12/2000 - 11:11:49 AM CRM contacted EAA. CRM waiting for inspection report status update. **schille/PAR**

12/14/2000 - 03:33:31 AM CRM received inspection report. CRM conferred with colleague, Leisha H. CRM spoke with GM Fleet/Art W. CRM left vm for cust advising GM declines responsibility. CRM sending letter to customer. **schille/PAR**

12/14/2000 - 03:38:25 AM ++Business Summary++ 2000 Buick Lesabre, thermal event allegation, due to the nature of the allegation, a PAR investigation was initiated with EAA, GM declines responsibility, letter sent to customer, forward to EBIT. **Sarah Schille/PAR 58790**

PRELIMINARY INSPECTION

FIRE

Division: **BUICK** Ref: **81327629**

VIN: **1G4HP548KY4194806** Claimant's Name: [REDACTED]

Inspected By: **JOHN A. PITT** Organization: **EAA**

Phone: **847-430-8388** Inspection Date: **12/2/00** Mileage at Inspection: **UNKNOWN. DUE TO FIRE DAMAGE, IT WAS NOT POSSIBLE TO READ ODOMETER**

I INSPECTION SUMMARY

Type **Non Collision**

Fire Origin **Engine Compartment**

Following the inspection, summarize the observations: Fire originated in the engine compartment, and burned through the fire wall, and then into the vehicle interior. The fire appears to have been most intense at the left front corner of the engine compartment. The front bumper cover, the grille and the radiator were destroyed. The fire burned paint off both sides of the hood, both front fenders, the front portion of the roof, the "A" pillars, the front portion of the left front door and the cowl. The cruise control module on the left front fender is burned out. The windshield is broken. The left side of the instrument panel, the steering wheel, the headliner and the front door trim panels are fire damaged. The key is in the ignition in the on position. There is a coffee cup in the center console cup holder. There is a pile of newspapers on the right front floor. The heater temperature was on high as well as the blower fan. The driver's window is in the down position. The left front wheel and tire were completely destroyed by the fire. The right front tire is burned and flat. The left axle shaft is pulled out of the axle. The battery is discharged. Many mini fuses are open. Dirt and grime are wedged into an area just underneath the oil cooler lines at the transaxle. The trunk shows evidence of attempted forcible entry. Chicago Fire Department advised the writer that they damaged the trunk.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: [REDACTED]
 [REDACTED] Chicago, Illinois [REDACTED]
 [REDACTED] Chicago, Illinois [REDACTED] vehicle check clock,
 O'Hare Field, Chicago, Illinois [REDACTED] Jeff Kasmik, Fire Fighter, Chicago, Illinois Fire Department, O'Hare
 Field Station, Chicago, Illinois.

2. Vehicle modifications or after-market equipment? None. (e.g., radio, phone, CB, tires, wheels, trailer hitch/wiring,
 trailer brake controller, hydraulic lines, alarm system, etc.)

Item(s), date installed, and by whom (name, phone): N/A.

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

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

Repaired by:

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

Unknown.

5. Repairs outside of warranty (what, when, by whom?): No.

6. Other vehicle history information (from person being interviewed or GM Warranty History): None.

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

III INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

This section covers vehicle usage the day of the fire. The fire occurred in the parking lot of National car Rental O'Hare
 Field, Chicago, Illinois, 11/13/00 at approximately 1630 hours

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

If vehicle is a truck, or a car *trailer*ing 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: Unknown Approx. ambient temperature °F, General conditions (dry, rain, wind, etc.): Unknown

III B AT THE FIRST INDICATION OF A PROBLEM

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

Unusual odors? Unknown (Y/N) Describe:

Smells? Unknown. (from where, color, intensity, etc.)

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

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

Position of HVAC controls Unknown (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: Unknown.

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? Unknown (Y/N) How long since someone last smoked in the vehicle? Unknown.

III C DURING THE FIRE

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

Time between start of fire and other significant events. Describe: Unknown

Time (24 hr) when fire was over or put out. 1740

Describe initial location, color and intensity of smoke and flames. Unknown.

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

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

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

Unknown (Y/N) ,

Other? Unknown (Y/N) Describe:

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

Doors open? Unknown. (Y/N) Describe:

Any other comments that have not been covered? On 12/8/00, Mike Cordell advised the writer that he did not have any knowledge that would be germane to the fire. He stated that his employees had no knowledge pertinent to the fire. He stated that National Car Rental did not prepare an incident report concerning the fire. According to Mr. Cordell, the vehicle was returned 11/13/00 at 1430 hours by [REDACTED]. The writer called this number, and was advised that there was no one at this number answering to the name of [REDACTED]. According to Mr. Cordell, [REDACTED] checked in the car. The writer spoke with [REDACTED] 12/9/00. [REDACTED] stated she had absolutely no memory of the fire.

On 12/8/00 Doug Gardner stated that he had no knowledge of the fire details, and that to the best of his knowledge there were no maintenance or repair records on this vehicle.

On 12/8/00 Jeff Xenakis of the Chicago Fire Department stated that when his unit arrived at the fire scene the vehicle was fully engulfed, and they made a forcible entry into the trunk. Other than that, he had no memory of any other details.

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 Firs damaged.

Right side Firs damaged.

Rear Good condition.

Trunk area Possible entry damage.

Decidid outer panel Good condition.

Decidid inner panel Unable to open deck lid.

Option label Good condition.

VIN Firs damaged.

Left side Firs damaged.

Hood outer panel Firs damaged.

Hood inner panel Firs damaged.

Roof Firs damaged.

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

Location of fuel filler cap (or evidence of remains): In place.

Comments:

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s) Left and right front door trim panels are fire damaged.

Right and left rear door trim panels are smoke damaged.

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

Floor: Left, Right, Rear Instrument panel, odometer steering wheel and ignition key are fire damaged.

Seats: LF, RF, Rear Seats Left and right front seats are fire damaged. Rear seat is smoke damaged.

List all driver electrical controls which are in the "On" position (include Ignition): Ignition key and heater fan are in the on position.

Position of windows (if glass is missing, do further inspection): Driver's window is down. Windshield is broken. All other glass is intact.

Comments:

C. Underhood:

Engine compartment Burned.

Radiator, front & rear Melted away.

Coolant recovery bottle Melted away.

Engine coolant lines/hoses, connections Burned.

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

TEB/Injector rail/carburetor, all fuel lines/hoses, filter, connections Burned.

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

Engine: dipstick, oil cooler lines/connections, filter, oil pan Burned.

Transmission: dipstick, oil cooler lines/connections, oil pan Burned.

Master cylinder and brake fluid reservoir Destroyed by fire.

Brake lines and hoses Front brake lines and hoses burned.

ABS/TCS Modulator Burned.

Power steering lines/hoses, connections/clamps, pump Burned.

Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.):

Other: Cruise control module burned out.

Comments:

D. Fluids (comments only):

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

Engine coolant: Due to fire damage, it was not possible to evaluate engine coolant.

Engine oil: Full. Good condition.

Transmission fluid: Full. Good condition.

Power steering fluid: Due to fire damage, it was not possible to evaluate power steering fluid.

Brake fluid: Due to fire damage, it was not possible to evaluate the brake fluid.

E. Underbody:

Underbody & exhaust (includes hangers): Good condition.

Catalytic converter (any discoloration or swelling?): Good condition.

Scrapes or impact damage on the following:

Fuel tank No

Fuel filter lines No

Tires/Wheels Due to fire damage, it was not possible to evaluate the left front tire and wheel.

Comments:

F. Electrical:

Generator & attached wiring Burned.

Battery & attached cables Discharged, but battery and cables are in good condition.

Cooling fans Burned.

Fuses (Identify all open or not proper size): # 38 10 amp dim open, # 37 10 amp hvac/batt open, # 36 15 amp tel/haz open, # 35 10 amp abs open, # 34 10 amp ign/br open, # 33 10 amp hvac open, # 29 15 amp ign sw open, # 21 10 amp audio open, # 20 10 amp pch/trv open, # 19 15 amp stop lamp open, # 14 10 amp dimr open, # 13 10 amp lppkl open, # 12 10 amp ignl open

Relay centers Under-hood destroyed by fire/rear seat good condition.

Wiring insulation at fuse blocks Under-hood destroyed by fire/rear seat good condition.

Fuelie lines (Identify all open): All destroyed by fire.

Spark plug wiring and boot condition: All destroyed by fire.

Modules: ABS/TCS, BCM, other Cruise control module burned.

Comments:

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: Undetermined.

Photograph and comment on the item/area which is the apparent origin of the fire: Left front corner of the engine compartment appears to have been subjected to greatest heat damage. Cruise control module is burned out.

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.: Dirt and grass wedged between body and frame at the left front. Left front axle shaft pulled out of transaxle.

Other relevant information: Driver's window is in the down position. Ignition key is in the switch. Key is in the on position. Trunk shows evidence of forcible entry. Fire department claims to have caused this damage. Coffee cup in the center console cup holder. Heater fan is set on high blow. Heater temperature is set to full hot.

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: Did not note any personal property inside of vehicle.

V SITE INSPECTION (if applicable)

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, 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: Writer ordered a copy of the Chicago, Illinois Police incident report; however, as of this writing it is not yet available. Writer will forward a copy as soon as it is available.

John A. Pitt

Attachment: Chicago Illinois Fire Department NIRS report.

CHICAGO FIRE INCIDENT
REPORTING SYSTEMFill In This Report
in your own words

A	10	DAY OF WEEK				11	Transfer	12	Transfer
B	11	13	14	15	16	17	18	19	20
C	21	22	23	24	25	26	27	28	29
D	30	31	32	33	34	35	36	37	38
E	39	40	41	42	43	44	45	46	47
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G	57	58	59	60	61	62	63	64	65
H	66	67	68	69	70	71	72	73	74
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T	174	175	176	177	178	179	180	181	182
U	183	184	185	186	187	188	189	190	191

CHICAGO FIRE INCIDENT REPORTING SYSTEM

1. INCIDENT TYPE: **ENGINE**

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GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

December 14, 2000

Chicago, IL

RE: File Number: 02327620
VIN: 1G4HP54KXY4294806

Dear

Thank you for allowing us the opportunity to review the product allegation involving your 2000 Buick LeSabre.

Our review of your file revealed no evidence to support the product allegation. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

Sincerely,


Sarah Schille
Customer Relationship Manager
Product Allegation Resolution Team

General Motors
Customer & Relationship Services
P.O. Box 483000
Pontiac, MI 48343-8000

138
7192 * 00.330 PB8725980
1554 MAILED FROM TAMPA, FL DEC 18 00 33610

RTS



01-09-01P03:19 RCVD

60666/3539



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

01-09-01P04:19 RCVD

December 14, 2000

**CUSTOMER DID NOT
RECEIVE THIS FROM GMC**

Chicago, IL

RE: File Number: 02327620
VIN: 1G4HP54KXY4294806

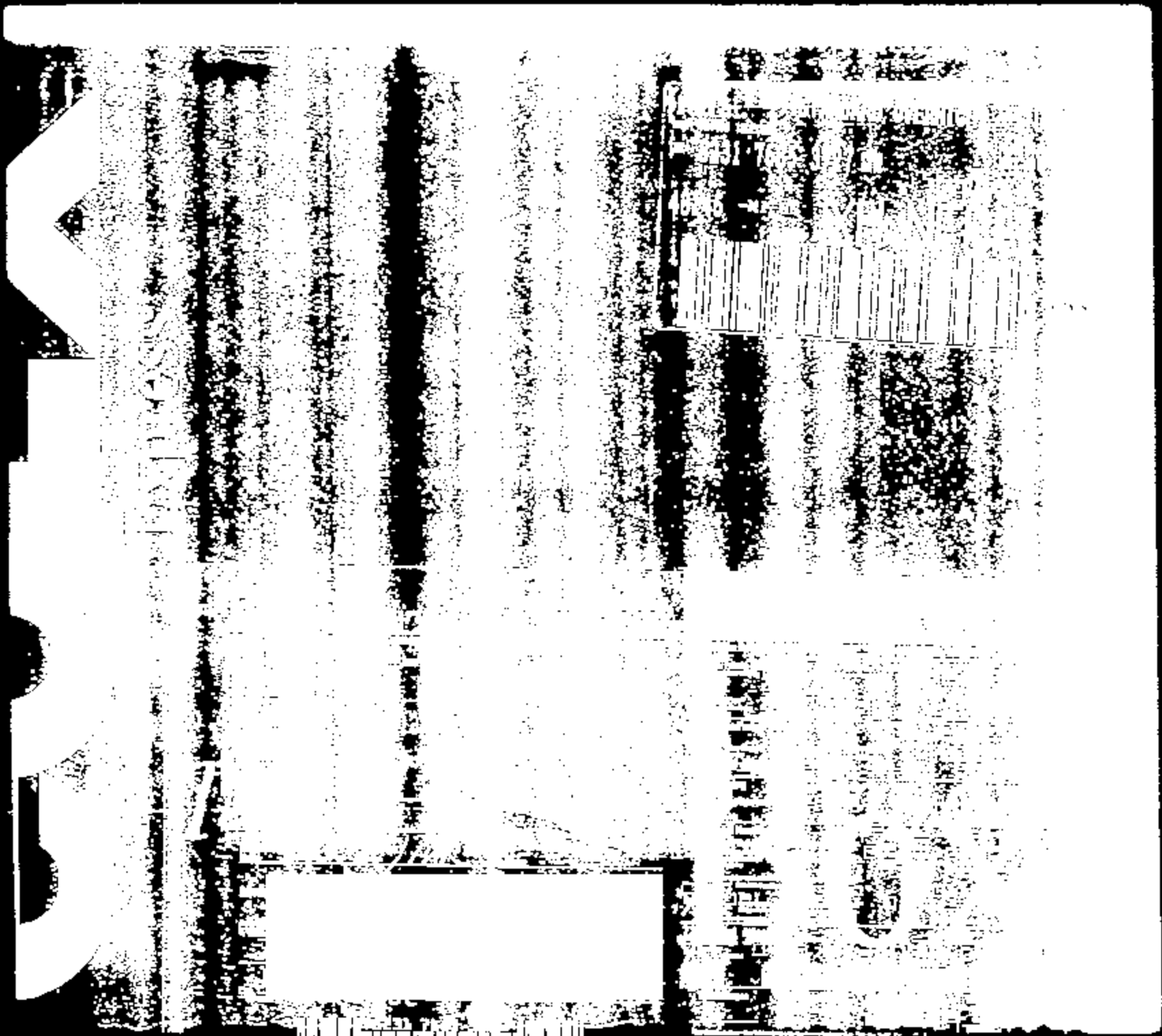
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Sincerely,


Sarah Schille
Customer Relationship Manager
Product Allegation Resolution Team



● BRC PAR

● Corepoint
Request

#C 0232 7620

Please Auto-
Link

●

GENERAL MOTORS CORPORATION

BRAND: BUICK

DATE: 12/14/00

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

RE: Claimant: [REDACTED]

Date of Incident: 11/13/00

File Number: 02327620

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,



Sarah Schille
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: letter to customer



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

December 14, 2000

Chicago, IL

RE: File Number: 02327620
VIN: 1G4HP54KXY4294806

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Thank you for allowing us the opportunity to review the product allegation involving your 2000 Buick LeSabre.

Our review of your file revealed no evidence to support the product allegation. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

Sincerely,


Sarah Schille
Customer Relationship Manager
Product Allegation Resolution Team

GM**PAR CASE INFORMATION**

Problem ID: 02327620

CONTACT INFORMATION		VEHICLE INFORMATION	
Name:	[REDACTED]	VIN:	1G4HP54KXY42M806
Address:	[REDACTED]	MAKE:	BUICK
	CHICAGO, IL [REDACTED]	MODEL:	LESAIRE CUSTOM
Phone:	[REDACTED]	YEAR:	2000
		ODOMETER:	7,226

CONTACT INFORMATION		ACCOUNT/POLICY	
NAME:	[REDACTED]	SERVICE DEALER:	WOODY BUICK, INC.
COMPANY:	[REDACTED]	CONTRACT:	N/A
ADDRESS:	[REDACTED]	SELLING DEALER:	WOODY BUICK, INC.
PHONE:	[REDACTED]	CONTRACT:	N/A
TYPE:	Fleet Company	PAYEE:	No

CONTACT INFORMATION		VEHICLE INFORMATION	
CONTACT ID:	C0006030167455	BODY INJURY:	No
DRIVER NAME:	NONE	COLLISION:	No
DRIVER AGE:	0	PROPERTY DMG:	No
DISABILITIES:	NONE	NON COLL:	Yes
ROAD SURFACE:	Asphalt	DMG ABV IC:	No
ROAD CONDITION:	Dry	NOTIFY NAME:	[REDACTED]
# PEOPLE IN VEHICLE:	0	AGENT NAME:	[REDACTED]
INJURIES:	No	STATUS:	Accepted
OTHER VEHICLES INVOLVED:	No	REJECT REASON:	
NUMBER INVOLVED:		ROAD TEST:	No
DEFECTIVE COMPONENT:	UNKNOWN	ROAD TEST DESC:	
POLICE REPORT:	Yes	ROAD TEST RESULT:	
INSURANCE:	Yes	COMP INSPECTED:	THERMAL EVENT
INSURANCE COMPANY:	NATIONAL RENTAL CAR INS	INVEST SUMMARY:	SEE INSPECTION REPORT
INSURANCE COMPANY ADDR:	11501 TAFT AVE	AGENT PHONE:	847-857-3068
INSPECTION:	Yes	INCIDENT DATE & TIME:	11/13/2000 04:30:00 AM
INSP NAME:	EAA		
INSP DATE:	12/2/00		
INSP MILES:	0		
INSP DONE:	VISUAL INSPECTION, PICTURES TAKEN		
PROPERTY DAMAGE:			
INCIDENT LOCATION:	OHARE AIRPORT RENTAL LOT CHICAGO IL		
INCIDENT RESULT:	DECLINE 12/14/00		
VEHICLE LOCATION:	NATIONAL RENT A CAR - 11501 TAFT AVE CHICAGO IL 60666		
MAINTENANCE LOCATION:	WOODY BUICK - BENSONVILLE, IL		
OWNER DESC:	VEHICLE PARKED & UNOCCUPIED, EMPLOYEE OF NATIONAL SAW THAT THE VEHICLE WAS ON FIRE.		

MORE INFO:

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



PAR CASE INFORMATION

Problem ID: 02327620

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: A04

COMPONENT DESCRIPTION 2: product allegation

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Possible Safety Concern

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A05

COMPONENT DESCRIPTION 3: unk component allegation

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTIONS: Fire

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:

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PAR CASE INFORMATION

Problem ID: 02327620

WORKSHEET

11/24/2000 - 02:51:13 AM CRM rec'd file for review. - Sam Foster/TPA/PAR x57110

11/24/2000 - 03:08:47 AM CRM attempted to contact cust. Not available, CRM left msg with person who answered phone. - Sam Foster/TPA/PAR x57110

11/27/2000 - 04:22:11 AM CRM rec'd phone call from cust. Cust states that the vehicle was parked & unoccupied @ O'Hare Airport National Car Rental location when one of the employees noticed that the vehicle was on fire. Cust gave CRM authorization for inspection. No other vehicles involved, no injuries. CRM filing inspection report to EAA. - Sam Foster/TPA/PAR x57110

12/05/2000 - 11:01:18 AM This CRM assigned file 124400. CRM attempted to contact cust 3 times at phone number listed in file (847-8572086), but line was busy. CRM notes that inspection is in progress & waiting for inspection to come in. CRM called cust to verify final inspection or has seen veh, but unable to get through phone line & this is the only phone number provided at this time. **Sarah Schille/PAR 58790**

12/12/2000 - 11:21:49 AM CRM contacted EAA. CRM waiting for inspection report status update. **schille/PAR**

12/14/2000 - 03:33:31 AM CRM received inspection report. CRM conferred with colleague, Latasha H. CRM spoke with GM Fleet/Art W. CRM left vm for cust advising GM declines responsibility. CRM sending letter to customer. **schille/PAR**

12/14/2000 - 03:38:55 AM ++Business Summary++ 2000 Buick Lesabre,, thermal event allegation,, due to the nature of the allegation, a PAR investigation was initiated with EAA,, GM declines responsibility,, letter sent to customer,, forward to ESIS. **Sarah Schille/PAR 58790**

[illegible]

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 02

(UPDATED THRU 20001201)

DIV: BUICK

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
NHP54KXY4294806	LESABRE CUSTOM	N	1134982	20000627	10	PAID	1

PROD-DTE: 20000626 DELWAR-DATE: WARBLK-DTE:

INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:

INV-DLR : 1134982 SHIP-TO-DLR: 1144051

C CYCLE

AUTH AUTH

T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LEBOP	LN-TOTAL	ODOMETER	ID	CODE
001	I	1144051	078	20000626	A94806	294806	01	27000	84.64	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: BUICK

VIN: 1G4HP54KXY4294806 ORD-TYPE: 050 SERV-TYPE: 000 DEL-TYPE: 020

RPO DESCRIPTION

RPO DESCRIPTION

H BODY
4 DOOR
V6 ENGINE
FEDERAL EMISSIONS
AUTO TRANS
UB7 INSTRUMENT CLSTR
AJ7 INFLT RES DR/PAS-FRT/SD
C67 AIR CONDITIONING
DE6 LH & RH REMOTE ELECTRIC
UP0 RADIO AM/FM CASS,CD

35 SERIES HD MODEL
BUICK
L36 3.8 LITRE V6 MFI
MX0 AUTO TRANS W/OVERDRIVE
MN3 4 SPD AUTO TRANS 4T65-E
FLEET PROCESSING OPTION
ANTILOCK BRAKE
GOLD KEY INELIGIBLE
UV7 WSHLD/RR WINDOW ANTENNA
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

PRELIMINARY INSPECTION

FIRE

Division: **BUICK** Ref: **02327620**

VIN: **1G4HP54KKY4204806** Claimant's Name: [REDACTED]

Inspected By: **JOHN A. PITT** Organization: **EAA**

Phone: **847-438-8308** Inspection Date: **12/2/00** Mileage at Inspection: **UNKNOWN. DUE TO FIRE DAMAGE, IT WAS NOT POSSIBLE TO READ ODOMETER.**

I INSPECTION SUMMARY

Type: *Non Collision*

Fire Origin: *Engine Compartment*

Following the inspection, summarize the observations: Fire originated in the engine compartment, and burned through the fire wall, and then into the vehicle interior. The fire appears to have been most intense at the left front corner of the engine compartment. The front bumper cover, the grille and the radiator were destroyed. The fire burned past off both sides of the hood, both front fenders, the front portion of the roof, the "A" pillars, the front portion of the left front door and the cowl. The cruise control module on the left front fender is burned out. The windshield is broken. The left side of the instrument panel, the steering wheel, the headliner and the front door trim panels are fire damaged. The key is in the ignition in the on position. There is a coffee cup in the center console cup holder. There is a pile of newspapers on the right front floor. The heater temperature was on high as well as the blower fan. The driver's window is in the down position. The left front wheel and tire were completely destroyed by the fire. The right front tire is burned and flat. The left axle shaft is pulled out of the transaxle. The battery is discharged. Many mini fuses are open. Dirt and grass are wedged into an area just underneath the oil cooler lines at the transaxle. The trunk shows evidence of attempted forcible entry. Chicago Fire Department advised the writer that they damaged the trunk.

II INTERVIEW - VEHICLE HISTORY

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

Rental O'Hare Field, Chicago, Illinois.. [REDACTED]

[REDACTED] Chicago, Illinois.. [REDACTED]

vehicle check clerk,

O'Hare Field, Chicago, Illinois. [REDACTED] Jeff Konals, Fire Fighter, Chicago, Illinois Fire Department, O'Hare Field Station, Chicago, Illinois.

2. Vehicle modifications or after-market equipment? None. (e.g., radio, phone, CB, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, etc.)

Item(s), date installed, and by whom (name, phone): N/A.____

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

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

Repaired by:

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

Unknown.

5. Repairs outside of warranty (what, when, by whom?): No.

6. Other vehicle history information (from person being interviewed or GM Warranty History): None.

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

III INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

This section covers vehicle usage the day of the fire. The fire occurred in the parking lot of National car Rental O'Hare Field, Chicago, Illinois, 11/13/00 at approximately 1630 hours

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

If vehicle is a truck, or a car *trailer*ing 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: Unknown Approx. ambient temperature °F, General conditions (dry, rain, wind, etc.): Unknown

III B AT THE FIRST INDICATION OF A PROBLEM

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

Unusual odors? Unknown. (Y/N) Describe:

Smoke? Unknown. (from where, color, intensity, etc.)

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

Any apparent malfunctions? Unknown. (Y/N) If yes, describe:

Position of HVAC controls Unknown (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: Unknown.

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? Unknown (Y/N) How long since someone last smoked in the vehicle? Unknown.

III C DURING THE FIRE

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

Time between start of fire and other significant events. Describe: Unknown

Time (24 hr) when fire was over or put out. 1740

Describe initial location, color and intensity of smoke and flame. Unknown.

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

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

What did you do after you realized something was wrong? Turn Engine Off? Unknown (Y/N) . Open Hood?

Unknown (Y/N) .

Other? Unknown (Y/N) Describe:

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

Doors open? Unknown. (Y/N) Describe:

Any other comments that have not been covered? On 12/8/00, Mike Cordell advised the writer that he did not have any knowledge that would be germane to the fire. He stated that his employees had no knowledge pertinent to the fire. He stated that National Car Rental did not prepare an incident report concerning the fire. According to Mr. Cordell, the vehicle was returned 11/13/00 at 1430 hours by [REDACTED]. The writer called this number, and was advised that there was no one at this number answering to the name of [REDACTED]. According to Mr. Cordell, [REDACTED] checked in the car. The writer spoke with [REDACTED] 12/9/00. [REDACTED] stated she had absolutely no memory of the fire.

On 12/8/00 Doug Gardner stated that he had no knowledge of the fire details, and that to the best of his knowledge there were no maintenance or repair records on this vehicle.

On 12/8/00 Jeff Xenakis of the Chicago Fire Department stated that when his unit arrived at the fire scene the vehicle was fully engulfed, and they made a forcible entry into the trunk. Other than that, he had no memory of any other details.

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 Firc damaged.

Right side Fire damaged.

Rear Good condition.

Trunk area Possible entry damage.

Decklid outer panel Good condition.

Decklid inner panel Unable to open deck lid.

Option label Good condition.

VIN Fire damaged.

Left side Fire damaged.

Hood outer panel Fire damaged.

Hood inner panel Fire damaged.

Roof Fire damaged.

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

Location of fuel filler cap (or evidence of remains): In place.

Comments:

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s) Left and right front door trim panels are fire damaged.

* Right and left rear door trim panels are smoke damaged.

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

Floor: Left, Right, Rear Instrument panel, odometer steering wheel and ignition key are fire damaged.

Seats: LF, RF, Rear Seats Left and right front seats are fire damaged. Rear seat is smoke damaged.

List all driver electrical controls which are in the "On" position (include ignition): Ignition key and heater fan are in the on position.

Position of windows (if glass is missing, do further inspection): Driver's window is down. Windshield is broken. All other glass is intact.

Comments:

C. Underhood:

Engine compartment Burned.

Radiator, front & rear Melted away.

Coolant recovery bottle Melted away.

Engine coolant lines/hoses, connections Burned.

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

THI/Injector rail/carburetor, all fuel lines/hoses, filter, connections Burned.

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

Engine: dipstick, oil cooler lines/connections, filter, oil pan Burned.

Transmission: dipstick, oil cooler lines/connections, oil pan Burned.

Master cylinder and brake fluid reservoir Destroyed by fire.

Brake lines and hoses Front brake lines and hoses burned.

ABS/TCS Modulator Burned.

Power steering lines/hoses, connections/clamps, pump Burned.

Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.):

Other: Cruise control module burned out.

Comments:

D. Fluids (comments only):

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

Engine coolant: Due to fire damage, it was not possible to evaluate engine coolant.

Engine oil: Full. Good condition.

Transmission fluid: Full. Good condition.

Power steering fluid: Due to fire damage, it was not possible to evaluate power steering fluid.

Brake fluid: Due to fire damage, it was not possible to evaluate the brake fluid.

E. Underbody:

Underbody & exhaust (include hangers): Good condition.

Catalytic converter (any discoloration or swelling?): Good condition

Scratches or impact damage on the following:

Fuel tank No

Fuel filler lines No

Tires/Wheels Due to fire damage, it was not possible to evaluate the left front tire and wheel.

Comments:

F. Electrical:

Generator & attached wiring Burned.

Battery & attached cables Discharged, but battery and cables are in good condition.

Cooling fans Burned.

Fuses (identify all open or not proper size): # 38 10 amp dim open, # 37 10 amp hvac/bat open, # 36 15 amp taig/haz open, # 35 10 amp abs open, # 34 10 amp ign3rx open, # 33 10 amp hvac open, # 29 15 amp ign sw open, # 21 10 amp audio open, # 20 10 amp pwr/rev open, # 19 15 amp stop lamp open, # 14 10 amp dimr open, # 13 10 amp lrp/d open, # 12 10 amp ign1 open

Relay centers Under-hood destroyed by fire/rear seat good condition.

Wiring insulation at fuse blocks Under-hood destroyed by fire/rear seat good condition.

Fusible links (identify all open): All destroyed by fire.

Spark plug wiring and boot condition: All destroyed by fire

Modules: ABS/TCS, ECM, other Cruise control module burned.

Comments:

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: Undetermined.

Photograph and comment on the item/area which is the apparent origin of the fire: Left front corner of the engine compartment appears to have been subjected to greatest heat damage. Cruise control module is burned out.

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.: Dirt and grass wedged between body and frame at the left front. Left front axle shaft pulled out of transaxle.

Other relevant information: Driver's window is in the down position. Ignition key is in the switch. Key is in the on position. Trunk shows evidence of forcible entry. Fire department claims to have caused this damage. Coffee cup in the center console cup holder. Heater fan is set on high blow. Heater temperature is set to full hot.

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: Did not note any personal property inside of vehicle.

V SITE INSPECTION (if applicable)

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

Comments: Writer ordered a copy of the Chicago, Illinois Police incident report; however, as of this writing it is not yet available. Writer will forward a copy as soon as it is available.

J. S. Pitt
JOHN A. PITT

Attachment: Chicago Illinois Fire Department NIFES report.

CHICAGO FIRE INCIDENT
REPORTING SYSTEMFill in This Report
in your own words

A	STATION NUMBER	DAY OF WEEK					
		DATE					
B	ACTION NUMBER	ACTION NUMBER					
		ACTION NUMBER					
C	FIRE PROPERTY LINE (Ownership)	FIRE PROPERTY LINE (Ownership)					
		FIRE PROPERTY LINE (Ownership)					
D	FIRE FACTOR	FIRE FACTOR					
		FIRE FACTOR					
E	FIRE FACTOR	FIRE FACTOR					
		FIRE FACTOR					
F	FIRE FACTOR	FIRE FACTOR					
		FIRE FACTOR					
G	METHOD OF ALARM	METHOD OF ALARM					
		METHOD OF ALARM					
H	NO. FIRE SERVICE PERSONNEL RESPONDED	NO. FIRE SERVICE PERSONNEL RESPONDED					
		NO. FIRE SERVICE PERSONNEL RESPONDED					
I	NUMBER OF RECORDS	NUMBER OF RECORDS					
		NUMBER OF RECORDS					
J	COMPLEX	COMPLEX					
		COMPLEX					
K	AREA OF FIRE ORIGIN	AREA OF FIRE ORIGIN					
		AREA OF FIRE ORIGIN					
L	FORM OF HEAT INTENSITY	FORM OF HEAT INTENSITY					
		FORM OF HEAT INTENSITY					
M	METHOD OF EXTINGUISHMENT	METHOD OF EXTINGUISHMENT					
		METHOD OF EXTINGUISHMENT					
N	NUMBER OF RECORDS	NUMBER OF RECORDS					
		NUMBER OF RECORDS					
O	TYPE OF MATERIAL GENERATING MOST SMOKE	TYPE OF MATERIAL GENERATING MOST SMOKE					
		TYPE OF MATERIAL GENERATING MOST SMOKE					
P	FORM OF MATERIAL GENERATING MOST SMOKE	FORM OF MATERIAL GENERATING MOST SMOKE					
		FORM OF MATERIAL GENERATING MOST SMOKE					
Q	TYPE OF MATERIAL GENERATING MOST SMOKE	TYPE OF MATERIAL GENERATING MOST SMOKE					
		TYPE OF MATERIAL GENERATING MOST SMOKE					
R	TYPE OF MATERIAL GENERATING MOST SMOKE	TYPE OF MATERIAL GENERATING MOST SMOKE					
		TYPE OF MATERIAL GENERATING MOST SMOKE					
S	TYPE OF MATERIAL GENERATING MOST SMOKE	TYPE OF MATERIAL GENERATING MOST SMOKE					
		TYPE OF MATERIAL GENERATING MOST SMOKE					
T	TYPE OF MATERIAL GENERATING MOST SMOKE	TYPE OF MATERIAL GENERATING MOST SMOKE					
		TYPE OF MATERIAL GENERATING MOST SMOKE					
U	TYPE OF MATERIAL GENERATING MOST SMOKE	TYPE OF MATERIAL GENERATING MOST SMOKE					
		TYPE OF MATERIAL GENERATING MOST SMOKE					

COMPLETE FOR ALL FIRES

COMPLETE FOR ALL FIRES

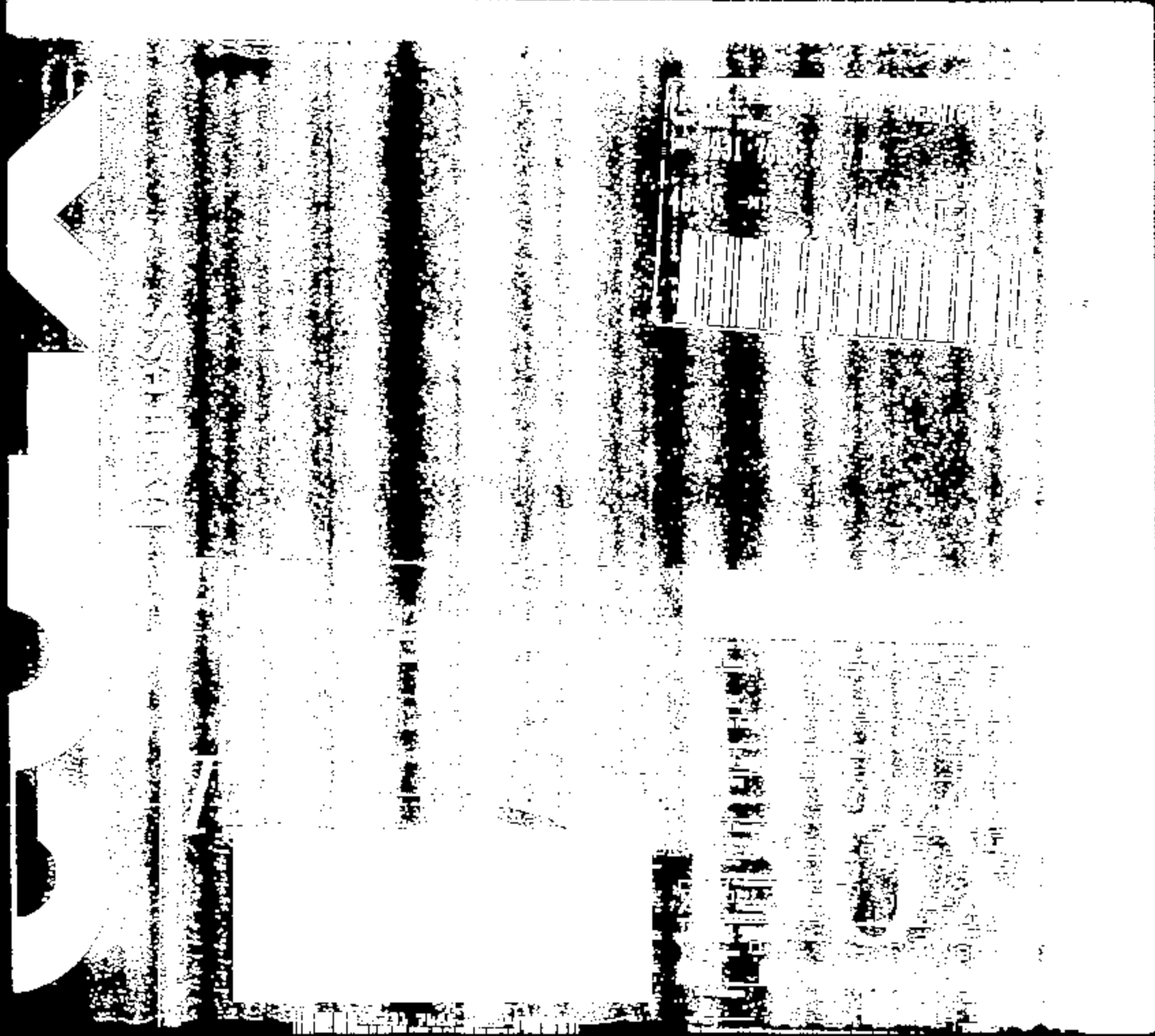
COMPLETE FOR ALL FIRES

U

SUBMITTING REPORT

11/13/80

DATE



BRC PAR

Corepoint
Request

#C 02327620

Please Auto-
Link

GENERAL MOTORS CORPORATION

BRAND: BUICK

DATE: 12/14/00

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

RE: Claimant: [REDACTED]

Date of Incident: 11/13/00

File Number: 02327620

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,



Sarah Schille
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
- ☐ Derm Tape
- ☐ Other: letter to customer



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

December 14, 2000

Chicago, IL

RE: File Number: 02327620
VIN: 1G4HP54KXY4294806

Dear

Thank you for allowing us the opportunity to review the product allegation involving your 2000 Buick LeSabre.

Our review of your file revealed no evidence to support the product allegation. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

Sincerely,


Sarah Schille
Customer Relationship Manager
Product Allegation Resolution Team

GM**PAR CASE INFORMATION**

Problem ID: 02327620

CONTACT INFORMATION	
Name: [REDACTED]	VIN: 1G4HP64KXY4284808
Address: [REDACTED]	MAKE: BUICK
CHICAGO, IL [REDACTED]	MODEL: LESABRE CUSTOM
Phone: [REDACTED]	YEAR: 2000
	ODOMETER: 7,228

BRG CONTACT INFORMATION	
NAME: [REDACTED]	ACCOUNT/POLICY:
COMPANY: [REDACTED]	SERVICE DEALER: WOODY BUICK, INC.
ADDRESS: [REDACTED]	CONTRACT: N/A
	SELLING DEALER: WOODY BUICK, INC.
PHONE: [REDACTED]	CONTRACT: N/A
TYPE: Fleet company	PAYEE: No

PAR DETAILS	
CONTACT ID: C000000167468	BODY INJURY: No
DRIVER NAME: NONE	COLLISION: No
DRIVER AGE: 0	PROPERTY DMG: No
DISABILITIES: NONE	NON COLL: Yes
ROAD SURFACE: Asphalt	DMB ABV K: No
ROAD CONDITION: Dry	NOTIFY NAME: [REDACTED]
# PEOPLE IN VEHICLE: 0	AGENT NAME: [REDACTED]
INJURIES: No	STATUS: Accepted
OTHER VEHICLES INVOLVED: No	REJECT REASON:
NUMBER INVOLVED:	ROAD TEST: No
DEFECTIVE COMPONENT: UNKNOWN	ROAD TEST DESC:
POLICE REPORT: Yes	ROAD TEST RESULT:
INSURANCE: Yes	COMP INSPECTED: THERMAL EVENT
INSURANCE COMPANY: NATIONAL RENTAL CAR INS	INVEST SUMMARY: SEE INSPECTION REPORT
INSURANCE COMPANY ADDR: 11801 TAFT AVE	AGENT PHONE: 847-457-2006
INSPECTION: Yes	INCIDENT DATE & TIME: 11/13/2000 04:30:00 AM
INSP NAME: EAA	
INSP DATE: 12/2/00	
INSP MILES: 0	
INSP DONE: VISUAL INSPECTION, PICTURES TAKEN	
PROPERTY DAMAGE:	
INCIDENT LOCATION: O'HARE AIRPORT RENTAL LOT CHICAGO IL	
INCIDENT RESULT: DECLINE 12/14/00	
VEHICLE LOCATION: NATIONAL RENT A CAR - 11801 TAFT AVE CHICAGO IL 60686	
MAINTENANCE LOCATION: WOODY BUICK - BENSONVILLE, IL	
OWNER DESC: VEHICLE PARKED & UNOCCUPIED, EMPLOYEE OF NATIONAL SAW THAT THE VEHICLE WAS ON FIRE.	

MORE INFO:

REIMBURSEMENT INFORMATION	
ID:	
PAYEE:	
ADDRESS:	
COMPANY:	
AMOUNT:	
ACCT_TYPE:	
ACCT_NUM:	
TAX_ID:	
ISSUE_1002:	
POLICY NUM:	



PAR CASE INFORMATION

Problem ID: 02327620

PROBLEM 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: A04

COMPONENT DESCRIPTION 2: product allegation

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Possible Safety Concern

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A06

COMPONENT DESCRIPTION 3: unk component allegation

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: 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: 02327620

WORK HISTORY

11/24/2000 - 02:51:13 AM CRM rec'd file for review. - Sam Foster/TPA/PAR x57110

11/24/2000 - 03:00:47 AM CRM attempted to contact cust. Not available, CRM left msg with person who answered phone. - Sam Foster/TPA/PAR x57110

11/27/2000 - 04:22:11 AM CRM rec'd phone call from cust. Cust states that the vehicle was parked & unoccupied @ O'Hare Airport National Car Rental location when one of the employees noticed that the vehicle was on fire. Cust gave CRM authorization for inspection. No other vehicle involved, no injuries. CRM faxing inspection report to EAA. - Sam Foster/TPA/PAR x57110

12/05/2000 - 11:01:15 AM This CRM assigned file 12/4/00. CRM attempted to contact cust 3 times at phone number listed in file (847-8572055), but line was busy. CRM notes that inspection is in progress & waiting for inspection to come in. CRM called cust to verify that an inspect or has seen veh, but unable to get through phone line & this is the only phone number provided at this time. **Sarah Schille/PAR 58790**

12/12/2000 - 11:11:49 AM CRM contacted EAA. CRM waiting for inspection report status update. **schille/PAR**

12/14/2000 - 03:33:31 AM CRM received inspection report. CRM conferred with colleague, Latsalta H. CRM spoke with GM Fleet/Art W. CRM left vm for cust advising GM declines responsibility. CRM sending letter to customer. **schille/PAR**

12/14/2000 - 03:38:55 AM ++Business Summary++ 2000 Buick Lesabre,, thermal event allegation,, due to the nature of the allegation, a PAR investigation was initiated with EAA,, GM declines responsibility,, letter sent to customer,, forward to ESIS. **Sarah Schille/PAR 58790**

[illegible]

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 01 OF 02

(UPDATED THRU 20001201)

DIV: BUICK

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
4HP54KKY4294806	LESABRE CUSTOM	M	1134982	20000627	10	PAID	1

PROD-DTE: 20000626 DELWAR-DATE: WARBLK-DTE:

INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:

INV-DLR : 1134982 SHIP-TO-DLR: 1144051

C	CYCLE							AUTH	AUTH		
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LEROP	LN-TOTAL	ODOMETER	ID	CODE
001	I	1144051	078	20000626	A94806	294806	01	27000	84.64	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: BUICK

VIN: 1G4HP54KKY4294806 ORD-TYPE: 050 SERV-TYPE: 000 DEL-TYPE: 020

RPO DESCRIPTION

RPO DESCRIPTION

H BODY
4 DOOR
V6 ENGINE
FEDERAL EMISSIONS
AUTO TRANS
UB7 INSTRUMENT CLSTR
AJ7 INFLT RES DR/PAS-FRT/SD
C67 AIR CONDITIONING
DE6 LH & RH REMOTE ELECTRIC
UP0 RADIO AM/FM CASS,CD

35 SERIES HD MODEL
BUICK
L36 3.8 LITRE V6 MFI
MX0 AUTO TRANS W/OVERDRIVE
MN3 4 SPD AUTO TRANS 4T65-E
FLEET PROCESSING OPTION
ANTILOCK BRAKE
GOLD KEY INELIGIBLE
UV7 WSHLD/RR WINDOW ANTENNA
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

PRELIMINARY INSPECTION

FIRE

Division: BUICK Ref# 02327620

VIN: 1G4HP54KKY4204846 Claimant's Name: [REDACTED]

Inspected By: JOHN A. PITT Organization: BAA

Phone: 847-430-5388 Inspection Date: 12/2/00 Mileage at Inspection: UNKNOWN. DUE TO FIRE DAMAGE, IT WAS NOT POSSIBLE TO READ ODOMETER

I INSPECTION SUMMARY

Type Non Collision

Fire Origin Engine Compartment

Following the inspection, summarize the observations: Fire originated in the engine compartment, and burned through the fire wall, and then into the vehicle interior. The fire appears to have most intense at the left front corner of the engine compartment. The front bumper cover, the grille and the radiator were destroyed. The fire burned paint off both sides of the hood, both front fenders, the front portion of the roof, the "A" pillars, the front portion of the left front door and the cowl. The cruise control module on the left front fender is burned out. The windshield is broken. The left side of the instrument panel, the steering wheel, the headliner and the front door trim panels are fire damaged. The key is in the ignition in the on position. There is a coffee cup in the center console cup holder. There is a pile of newspapers on the right front floor. The heater temperature was on high as well as the blower fan. The driver's window is in the down position. The left front wheel and tire were completely destroyed by the fire. The right front tire is burned and flat. The left axle shaft is pulled out of the transaxle. The battery is discharged. Many mini fuses are open. Dirt and grass are wedged into an area just underneath the oil cooler lines at the transaxle. The trunk shows evidence of attempted forcible entry. Chicago Fire Department advised the writer that they damaged the trunk.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: [REDACTED]
 Rental O'Hare Field, Chicago, Illinois [REDACTED]
 [REDACTED] Chicago, Illinois. [REDACTED] vehicle check clerk,
 O'Hare Field, Chicago, Illinois. [REDACTED] Jeff Xenakis, Fire Fighter, Chicago, Illinois Fire Department, O'Hare
 Field Station, Chicago, Illinois.

2. Vehicle modifications or after-market equipment? None. (e.g., radio, phone, CB, tires, wheels, trailer hitch/wiring,
 trailer brake controller, hydraulic lines, alarm system, etc.)

Item(s), date installed, and by whom (name, phone): N/A.

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

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

Repaired by:

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

Unknown.

5. Repairs outside of warranty (what, when, by whom?): No.

6. Other vehicle history information (from person being interviewed or GM Warranty History): None.

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

III INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

This section covers vehicle usage the day of the fire. The fire occurred in the parking lot of National car Rental O'Hare
 Field, Chicago, Illinois, 11/13/00 at approximately 1630 hours

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? Unknown Was the ignition off or was the engine running? Unknown Describe drive prior to parking: drive length Unknown h min, distance miles, and type of drive Unknown (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: lb,

Load description: Load location: Height and description of front shape of trailer:

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

III B AT THE FIRST INDICATION OF A PROBLEM

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

Unusual odors? Unknown. (Y/N) Describe:

Smells? Unknown. (from where, color, intensity, etc.)

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

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

Position of HVAC controls Unknown (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: Unknown.

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. Br. CB Radio Other

Other Interior Lights

If any of the above were cycled, describe:

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

III C DURING THE FIRE

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

Time between start of fire and other significant events. Describe: Unknown

Time (24 hr) when fire was over or put out. 1740

Describe initial location, color and intensity of smoke and flame. Unknown.

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

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

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

Unknown (Y/N) ,

Other? Unknown (Y/N) Describe:

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

Doors open? Unknown. (Y/N) Describe:

Any other comments that have not been covered? On 12/8/00, Mike Cordell advised the writer that he did not have any knowledge that would be germane to the fire. He stated that his employees had no knowledge pertinent to the fire. He stated that National Car Rental did not prepare an incident report concerning the fire. According to Mr. Cordell, the vehicle was returned 11/13/00 at 1430 hours by [REDACTED]. The writer called this number, and was advised that there was no one at this number answering to the name of [REDACTED]. According to Mr. Cordell, [REDACTED] checked in the car. The writer spoke with [REDACTED] 12/9/00. Ms. Whittle stated she had absolutely no memory of the fire.

On 12/8/00 Doug Gardner stated that he had no knowledge of the fire details, and that to the best of his knowledge there were no maintenance or repair records on this vehicle.

On 12/8/00 Jeff Xenakis of the Chicago Fire Department stated that when his unit arrived at the fire scene the vehicle was fully engulfed, and they made a forcible entry into the trunk. Other than that, he had no memory of any other details.

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 Firs damaged.

Right side Fire damaged.

Rear Good condition.

Trunk area Forcible entry damage.

Decklid outer panel Good condition.

Decklid inner panel Unable to open deck lid.

Option label Good condition.

VIN Fire damaged.

Left side Fire damaged.

Hood outer panel Fire damaged.

Hood inner panel Fire damaged.

Roof Fire damaged.

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

Location of fuel filler cap (or evidence of removal): In place.

Comments:

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s) Left and right front door trim panels are fire damaged.

Right and left rear door trim panels are smoke damaged.

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

Floor: Left, Right, Rear Instrument panel, odometer steering wheel and ignition key are fire damaged.

Seats: LF, RF, Rear Seats Left and right front seats are fire damaged. Rear seat is smoke damaged.

List all driver electrical controls which are in the "On" position (include ignition): Ignition key and heater fan are in the on position.

Position of windows (if glass is missing, do further inspection): Driver's window is down. Windshield is broken. All other glass is intact.

Comments:

C. Underhood:

Engine compartment Burned.

Radiator, front & rear Melted away.

Coolant recovery bottle Melted away.

Engine coolant lines/hoses, connections Burned.

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

TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections Burned.

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

Engine: dipstick, oil cooler lines/connections, filter, oil pan Burned.

Transmission: dipstick, oil cooler lines/connections, oil pan Burned.

Master cylinder and brake fluid reservoir Destroyed by fire.

Brake lines and hoses Front brake lines and hoses burned.

ABS/TCS Modulator Burned.

Power steering lines/hoses, connections/clamps, pump Burned.

Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.):

Other: Cruise control module burned out.

Comments:

D. Fluids (comments only):

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

Engine coolant: Due to fire damage, it was not possible to evaluate engine coolant.

Engine oil: Full. Good condition.

Transmission fluid: Full. Good condition.

Power steering fluid: Due to fire damage, it was not possible to evaluate power steering fluid.

Brake fluid: Due to fire damage, it was not possible to evaluate the brake fluid.

E. Underbody:

Underbody & exhaust (include hangers): Good condition.

Catalytic converter (any discoloration or swelling?): Good condition

Scrapes or impact damage on the following:

Fuel tank No

Fuel filler lines No

Tires/Wheels: Due to fire damage, it was not possible to evaluate the left front tire and wheel.

Comments:

F. Electrical:

Generator & attached wiring: Burned.

Battery & attached cables: Discharged, but battery and cables are in good condition.

Cooling fans: Burned.

Fuses (Identify all open or not proper size): # 38 10 amp dim open, # 37 10 amp hvac/batt open, # 36 15 amp taig/bat open, # 35 10 amp abs open, # 34 10 amp ign3rr open, # 33 10 amp hvac open, # 29 15 amp ign sw open, # 21 10 amp audio open, # 20 10 amp pri/rev open, # 19 15 amp stop lamp open, # 14 10 amp dimr open, # 13 10 amp hppkl open, # 12 10 amp ign1 open

Relay centers: Under-hood destroyed by fire/rear seat good condition.

Wiring insulation at fuse blocks: Under-hood destroyed by fire/rear seat good condition.

Fusible links (Identify all open): All destroyed by fire.

Spark plug wiring and boot condition: All destroyed by fire.

Modules: ABS/TCS, BCM, other: Cruise control module burned.

Comments:

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: Undetermined.

Photograph and comment on the item/area which is the apparent origin of the fire: Left front corner of the engine compartment appears to have been subjected to greatest heat damage. Cruise control module is burned out.

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.: Dirt and grass wedged between body and frame at the left front. Left front axle shaft pulled out of transaxle.

Other relevant information: Driver's window is in the down position. Ignition key is in the switch. Key is in the on position. Trunk shows evidence of forcible entry. Fire department claims to have caused this damage. Coffee cup in the center console cup holder. Heater fan is set on high blw. Heater temperature is set to full hot.

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: Did not note any personal property inside of vehicle.

V SITE INSPECTION (If applicable)

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, cuts 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: Writer ordered a copy of the Chicago, Illinois Police incident report; however, as of this writing it is not yet available. Writer will forward a copy as soon as it is available.

John A. Pitt
JOHN A. PITT

Attachment: Chicago Illinois Fire Department NIFRS report.

CHICAGO FIRE INCIDENT
REPORTING SYSTEMFill In This Report
in your own words

A	1. Incident Location: 1111 N. LAKE ST.											
	2. Incident Type: FLUORIDE LEAK											
B	3. Incident Details: FLUORIDE LEAK											
	4. Incident Details: FLUORIDE LEAK											
C	5. Incident Details: FLUORIDE LEAK											
	6. Incident Details: FLUORIDE LEAK											
D	7. Incident Details: FLUORIDE LEAK											
	8. Incident Details: FLUORIDE LEAK											
E	9. Incident Details: FLUORIDE LEAK											
	10. Incident Details: FLUORIDE LEAK											
F	11. Incident Details: FLUORIDE LEAK											
	12. Incident Details: FLUORIDE LEAK											
G	13. Incident Details: FLUORIDE LEAK											
	14. Incident Details: FLUORIDE LEAK											
H	15. Incident Details: FLUORIDE LEAK											
	16. Incident Details: FLUORIDE LEAK											
I	17. Incident Details: FLUORIDE LEAK											
	18. Incident Details: FLUORIDE LEAK											
J	19. Incident Details: FLUORIDE LEAK											
	20. Incident Details: FLUORIDE LEAK											
K	21. Incident Details: FLUORIDE LEAK											
	22. Incident Details: FLUORIDE LEAK											
L	23. Incident Details: FLUORIDE LEAK											
	24. Incident Details: FLUORIDE LEAK											
M	25. Incident Details: FLUORIDE LEAK											
	26. Incident Details: FLUORIDE LEAK											
N	27. Incident Details: FLUORIDE LEAK											
	28. Incident Details: FLUORIDE LEAK											
O	29. Incident Details: FLUORIDE LEAK											
	30. Incident Details: FLUORIDE LEAK											
P	31. Incident Details: FLUORIDE LEAK											
	32. Incident Details: FLUORIDE LEAK											
Q	33. Incident Details: FLUORIDE LEAK											
	34. Incident Details: FLUORIDE LEAK											
R	35. Incident Details: FLUORIDE LEAK											
	36. Incident Details: FLUORIDE LEAK											
S	37. Incident Details: FLUORIDE LEAK											
	38. Incident Details: FLUORIDE LEAK											
T	39. Incident Details: FLUORIDE LEAK											
	40. Incident Details: FLUORIDE LEAK											
U	41. Incident Details: FLUORIDE LEAK											
	42. Incident Details: FLUORIDE LEAK											

COMPLETE FORM FOR ALL FIRES

COMPLETE FORM FOR ALL FIRES

COMPLETE FORM FOR ALL FIRES

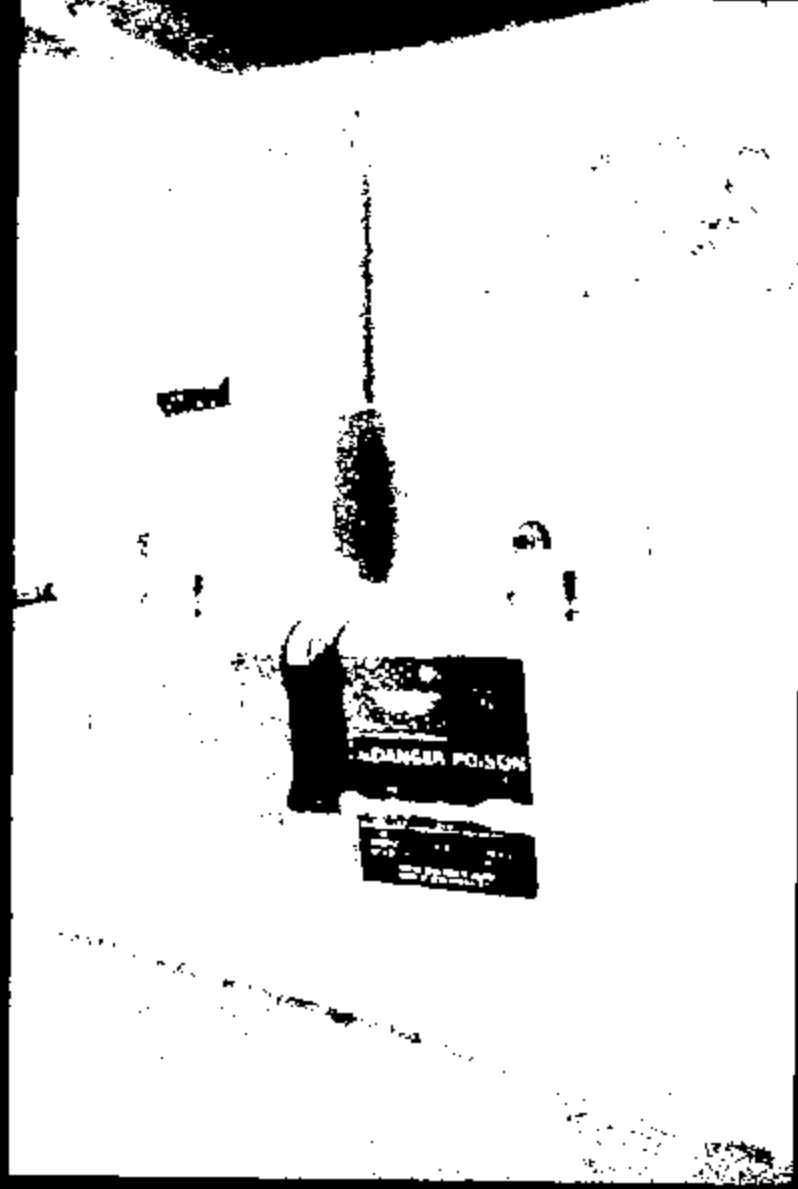
U

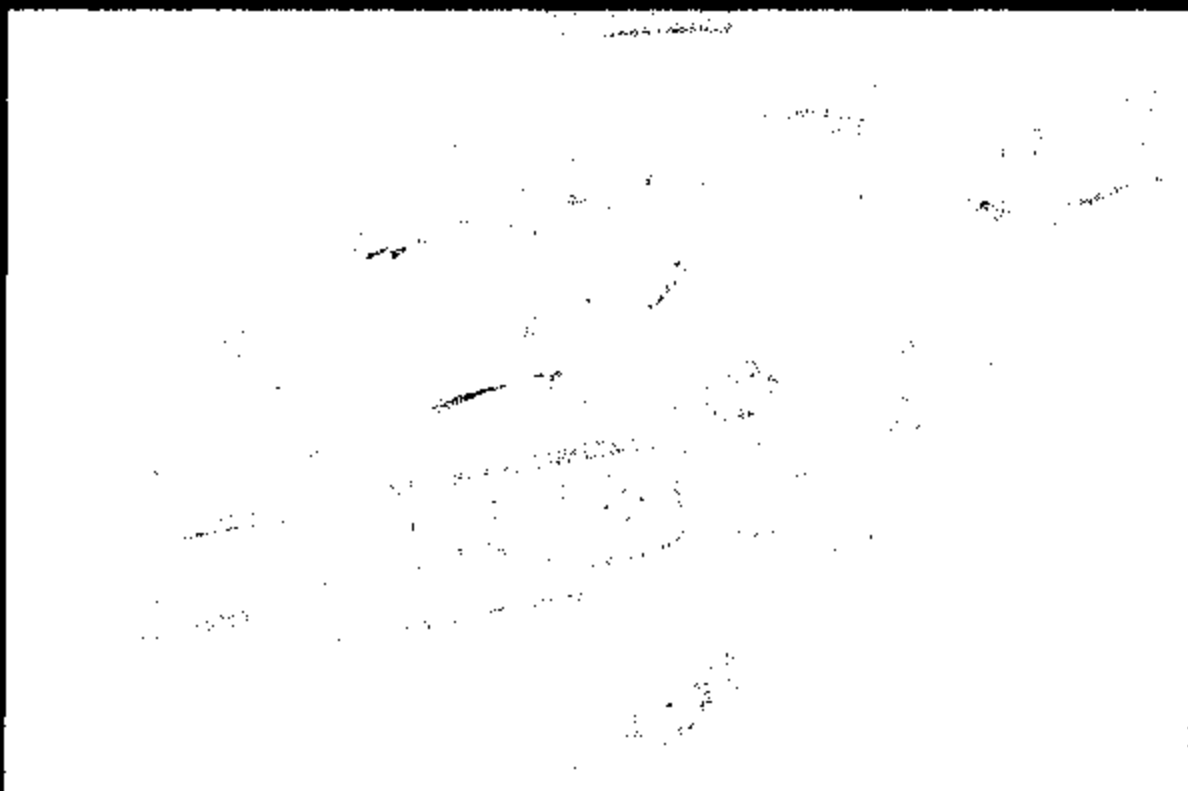
11/13/00

326306

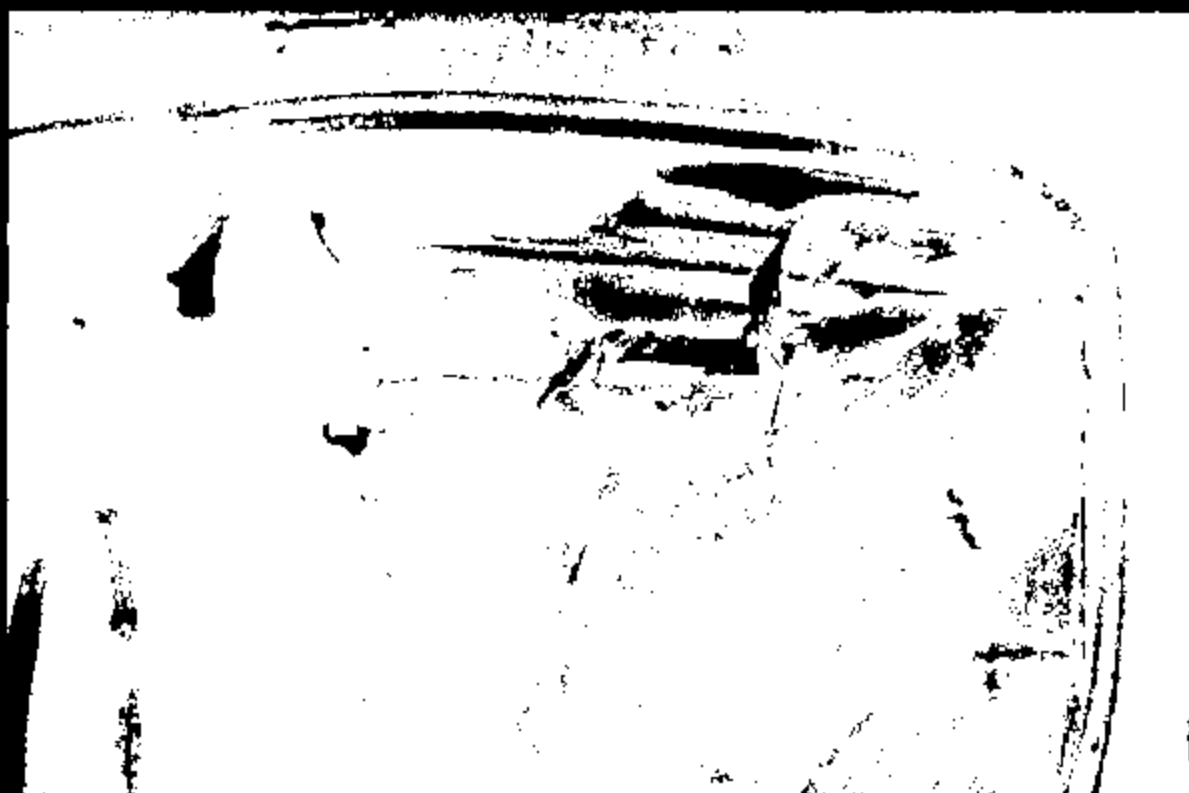


326306







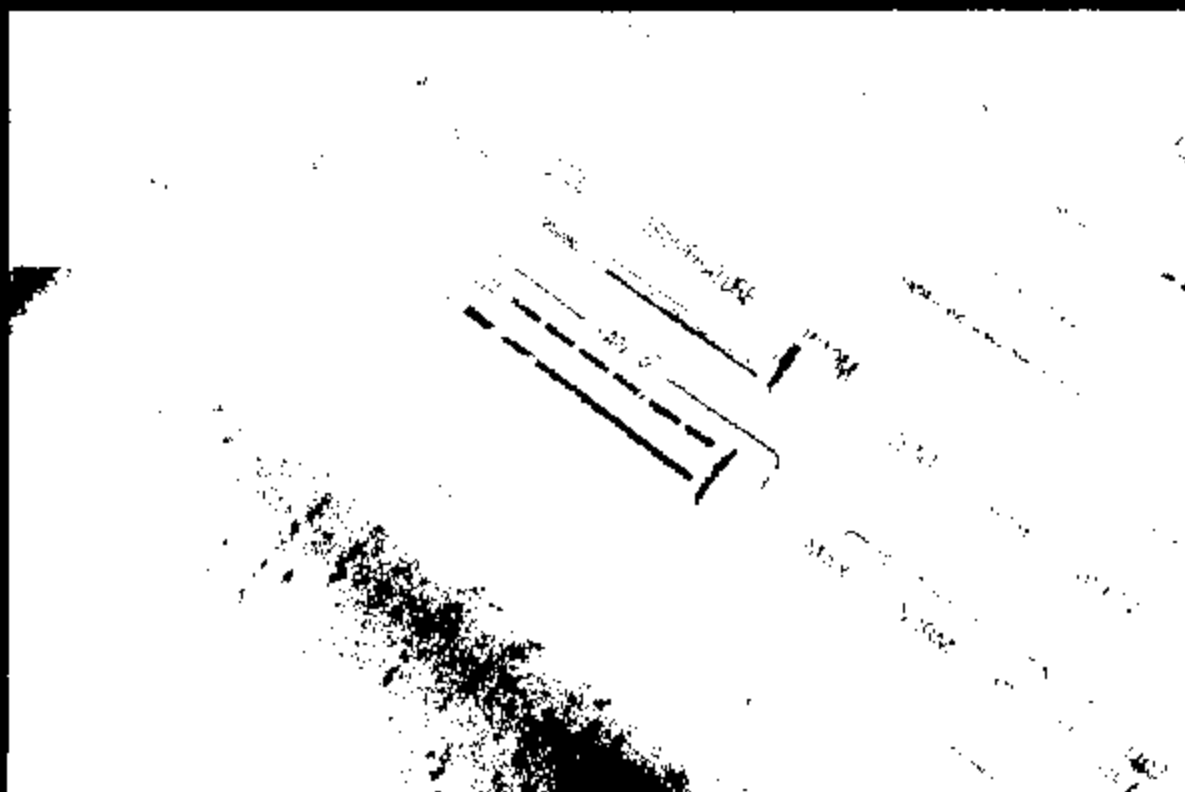
















G M R E S T R I C T E D

327779

CASE NUMBER: 01520761 VIN: 1G2WF12R5Y7259655
DATE OPENED: 09/11/00 MODEL YEAR: 2000
DATE CLOSED: 09/22/00 SERIES: GR PRX GT 2DR
SOURCE: PAR MILEAGE: 4300
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: NO
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: LEGEND AUTOMOTIVE GROUP, INC.

BRC PART#: 01520760 DEALER ADDRESS: 500 VANDIVER DRIVE, COLUMBIA, MO, 65202, USA

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

J01 Engine Other
0 REPAIR ATTEMPT(S) fire

T01 Product Allegation GM 1241 Other
0 REPAIR ATTEMPT(S) FIRE

A04 Possible Safety Concern Other
0 REPAIR ATTEMPT(S) BRAKES

engine

GM RESTRICTED

327779

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

CRM RCVD FILE FOR REVIEW/CONTACT/ JUSTIN FAIR/TPA PAR/57080; 0; 337704511
2000-09-13

CRM CALLED CUST LEFT MSG W/ BROTHER RUSSELL FOR CUST TO CONTACT CRM/ GAVE 800#/ JUSTIN FAIR/TPA PAR/57080L; 0; 337704547
2000-09-13

CRM RCVD CALL FROM CUST/ GAVE CRM DETAILS/ STATED TRAVELING 75 MPH INTERSTATE/ SLOWING DOWN TO TURN @ 35 MPH CUST BATTERY LIGHT WENT ON / POWER STEERING WENT OUT CUST PULLED OFF SIDE OF ROAD SNEELED SMOKE/ CST RAISED HOOD SAW FLAMES FROM DRIVERS' SIDE OF VEH ALL OVER THE FIRE WALL. BY TIME CUST RAN SOMEWHERE TO GET WATER & GOT BACK FLAMES WERE OUT. CUST HAD VEH TAKEN TO LEGEND AUTO/ CRM INFORMED CUST GM NEEDS INDEP. INSPEC. OF VEH. EXPLAINED TIME FRAME CUST OK W/ THIS. CRM CALLED DLRSHP JUSTIN FAIR/.TPA PAR/57080; 0; 337705741
2000-09-13

CRM CALLED SRVC DPT. SPOKE W/ CHUCK WRIGHT WHO INFORMED ME HE HAS ALREADY DONE AN INSPECTION OF VEH. CRM SPOKE W/ GIO DEPALMA MGMT/ INFORMED COULD USE ILR INSPECTION / FAXING FORMS TO DLR TO FILL OUT, THEN CALL CUST W/ DETERMINATION. JUSTIN FAIR.TPA PAR/57080; 0; 337708387
2000-09-13

CRM RCVD FAXED INSPECTION REPORT FROM SRVC MGR ON CUST VEH. SHOWS COKE FLAG CAME OUT CAUSING FLUID TO LEAK ON TO BGR UNIT CAUSING FLASH FLAME. AFTER REVIEW GM ASSUMING RESPONSIBILITY OF ALLEGATION. CRM CALLED CUST TO INFORM OF DECISION ALSO EDUCATED ON RENTAL CAR ETC. CUST STATED HE FELT HE DESERVED COMPENSATION OTHER THAN REPAIRS TO HIS VEHICLE. CRM ADVISED AFTER VEHICLE IS REPAIRED IF STILL INSTANT CAN FORWARD INFO TO THE ADDRESS I GIVE HIM. (BTS) // CRM CALLED CHUCK WRIGHT TO INFORM OF DECISION ALSO. LEFT VOICE MAIL W./ FINAL TOUCH INFO TO CONTACT FOR PAYMENT. CLOSING FILE FOR CRM. JUSTIN FAIR/TPA PAR/57080; 0; 337802704
2000-09-14

BUSINESS SUMMARY: 1) RCVD FILE FOR REVIEW 2) CALLED SPOKE W/ CUST ON DETAILS OF ALLEGATION
3) CONTACTED DEALERSHIP FOR INSPECTION THEY HAVE ALREADY PERFORMED PER CUST STATEMENT..
4) REVIEWED INSPECTION REPORT GM DECISION IS ASSUME RESPONSIBILITY5) CALLED CUST INFORMED ACCEPT REPAIRS RESPONSIBILITY 6) CALLED DEALER GAVE FINAL TOUCH INFO FOR PAYMENT OF REPAIRS 7) CLOSING FILE SENDING FILE /./ JUSTIN FAIR./ TPA PAR/57080; 0; 337802829
OLERICH, KYLE

327779

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

INCIDENT DATE: 2000-09-03 INCIDENT TIME: 06:00:00

INCIDENT LOCATION: highway 63 & east liberty ln

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

DRIVER DISABILITY: none

OWNER DESCRIPTION: cust vehicle stalled while driving, cust felt vehicle had overheated.cust opened hood, engine fire

ALLEGED DEFECTIVE COMPONENT: ENGINE

INCIDENT RESULT: ACCEPT/REPAIR 9/13/00

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 CO. OF MISSOURI

INSURANCE COMPANY NAME: WARM BUREAU TOWN & COUNTRY

JEFFERSON CITY MO. 65102

INSURANCE COMPANY ADDRESS: P.O. BOX 658

AGENT NAME: TED MORTON

AGENT PHONE NUMBER: 660-826-6054

MORE INFORMATION:

MAINTENANCE LOCATION: NOWHERE AS OF YET

CURRENT LOCATION OF VEHICLE: LEGEND AUTOMOTIVE/CHUCK WRIGHT//573-875-5000

NOTIFY NAME: CUSTOMER

WAS VEHICLE INSPECTED: Y

INSPECTORS NAME: LEGEND AUTOMOTIVE/CHUCK

WRIGHT/INSPECTION DATE: 2000-09-13

MILEAGE AT INSPECTION: 4337

WHERE WAS INSPECTION DONE: ENGINE EXAMINATION

WAS VEHICLE ROAD TESTED: N

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED: ENGINE

INVESTIGATIVE SUMMARY: SEE INSPECTION

PAR STATUS: Accepted

327779

*****FAR 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:
BRC 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:

*****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:

DORS OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE:

Claimant

ADDRESS:

CONTACT PHONE:

COLUMBIA, MO

GM RESTRICTED

339304

CASE NUMBER: 02188322 VIN: 1G4HP54K5Y4149625
 DATE OPENED: 11/08/00 MODEL YEAR: 00
 DATE CLOSED: 01/02/01 SERIES: LESABRE CUSTOM
 SOURCE: PAR MILEAGE: 3000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: VA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 BUICK DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] HILLSVILLE VA 24343
 HOME PHONE: [REDACTED]

CASE NUMBER: 02188322 VIN: 1G4HP54K5Y4149625
 DATE OPENED: 2000-11-08 MODEL YEAR: 2000
 DATE CLOSED: 2001-01-02 SERIES: LESABRE CUSTOM
 SOURCE: DELIVERY DATE:
 INC TYPE: PAR DEALER NAME: TUCKER PONTIAC-BUICK, INC.
 INC PART: 02185461 DEALER ADDRESS: 1020 EAST MARSHALL
 STREET, WYTHEVILLE, VA, 24382, USA

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

A06 Fire	Other
0 REPAIR ATTEMPT(S)	VEH CAUGHT ON FIRE
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	par
T01 Product Allegation GM 1241	Other
0 REPAIR ATTEMPT(S)	par

PRODUCT ALLEGATION

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

AVM [REDACTED] CALLED AND STATED THAT THE CUST VEH WAS AT TUCKER PONTIAC-BUICK, INC. IN WYTHEVILLE, VA AND WHEN THE TECHNICIAN STARTED TO CHECK THE PRESSURE ON THE PRESSURE CONTROL CYLINDER THE VEH CAUGHT ON FIRE. AVM WANTED CRM TO START A PARCASE ON THE CUST... CRM TOOK ALL INFO DOWN FROM THE AVM AND WILL INITIATE THE PAR CASE... RICK LOY/FUX; 0; 342572504
 2000-11-13

CRM LEFT MESSAGE FOR CUSTOMER TO RETURN CALL. TIMIKY JACOBS/PAR 58342; 0; 343004088

GM RESTRICTED

339304

2000-11-14

CRM RECEIVED A CALL FROM CUSTOMER WHO STATES THAT VEHICLE BELONGS TO HIS MOTHER AND WAS BEING SERVICED WHEN VEHICLE CAUGHT ON FIRE, CRM LEFT A MESSAGE FOR SERVICE MANAGER.
TIMIKI JACOBS/PAR 58342; 0; 343063419
2000-11-15

CRM CONTACTED BETH SERVICE MANAGER WHO ADVISED THAT AFTER VEHICLE HAD BEEN SERVICED, IT WAS TAKEN ON A TEST DRIVE AND VEHICLE CAUGHT ON FIRE. TIMIKI JACOBS/PAR 58342; 0; 343150171
2000-11-15

CRM CONTACTED CUSTOMER AND ADVISED OF INSPECTION PROCEDURES, CUSTOMER WANTS VEHICLE INSPECTED, CRM FAXED FILE TO EAM. TIMIKI JACOBS/PAR 58342; 0; 343173684
2000-12-22

TM CALLED SERVICE MANAGER TO REVIEW FILE. TM ADVISED FURTHER RESEARCH IS REQUIRED.
GIOVANNI DePalma/Tampa PAR TM; 0; 346347025
2000-12-22

TM CALLED SERVICE MANAGER AND ADVISED GM WILL NOT ACCEPT RESPONSIBILITY. S/M ADVISED HE WAS VERY UPSET THIS CONCERN HAD BEEN HANDLED UNPROFESSIONALLY. TM ADVISED FILE WILL BE NOTED. GIOVANNI DePalma/Tampa PAR TM; 0; 346350234
2001-01-02

CRM CONTACTED CUSTOMER AND ADVISED THAT GM IS UNABLE TO ASSUME RESPONSIBILITY, CRM CLOSED FILE, CRM FORWARDED TO E&IS, CRM SENT LETTER. TIMIKI JACOBS/PAR 58342; 0; 347318050
2001-01-02

BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM SET UP INSPECTION, CRM ADVISED CUSTOMER THAT GM IS UNABLE TO ASSUME RESPONSIBILITY. CRM CLOSED FILE, CRM SENT LETTER, FORWARDED TO E&IS. TIMIKI JACOBS/PAR 58342; 0; 347318176
DAVIS, SCOTT

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

INCIDENT DATE: 2000-11-08 INCIDENT TIME: 14:00:00
INCIDENT LOCATION: TUCKER PONTIAC-BUICK, INC.
1020 E MARSHALL ST
WYTHEVILLE, VA 24382

DRIVER NAME: N/A DRIVER AGE:
DRIVER DISABILITY: N/A

OWNER DESCRIPTION: VEH CAUGHT ON FIRE WHEN TECHNICIANS WERE CHECKING THE PRESSURE ON THE PRESSURE CONTROL CYLINDER

ALLEGED DEFECTIVE COMPONENT: PRESSURE CONTROL CYLINDER

INCIDENT RESULT: 1-2-01 GM NOT RESPONSIBLE
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:

GM RESTRICTED

339304

PROPERTY DAMAGE:

WAS VEHICLE INSURED: N

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION: AVN ([REDACTED])

CONTACTED CAC AND GAVE INFO ON

INCIDENT

MAINTENANCE LOCATION: TUCKER PONTIAC-BUICK, INC.

CURRENT LOCATION OF VEHICLE: DEALERSHIP

NOTIFY NAME: CUSTOMER

WAS VEHICLE INSPECTED: Y

INSPECTOR'S NAME: EAA/INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY: see inspection

PAR STATUS: Accepted

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER EAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

MSRP: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIES PAYOFF:

TITLE BRAND:

339304

PLACEMENT VIN:

*****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:

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

NAME: DAVIS, SCOTT

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: Claimant

ADDRESS: PO BOX 474

CONTACT PHONE: 5402288666

HILLSVILLE, VA 24343

GM**PAR CASE INFORMATION**

339304

Problem ID: 02188322

CONTACT INFORMATION	VEHICLE INFORMATION
Name: [REDACTED] Address: [REDACTED] HILLSVILLE, VA [REDACTED] Phone: [REDACTED]	VIN: 1G4HP54K5Y4148628 MAKE: BUICK MODEL: LESABRE CUSTOM YEAR: 2000 ODOMETER: 3000

BRC CONTACT INFORMATION	ACCOUNT/POLICY:
NAME: [REDACTED] COMPANY: [REDACTED] ADDRESS: [REDACTED] PHONE: [REDACTED] TYPE: Claimant	SERVICE DEALER: TUCKER PONTIAC-BUICK, INC. CONTRACT: NONE SELLING DEALER: TUCKER PONTIAC-BUICK, INC. CONTRACT: NONE PAYEE: No

PAR DETAILS	VEHICLE INFORMATION
CONTACT ID: C0000038133890 DRIVER NAME: N/A DRIVER AGE: 0 DISABILITIES: N/A ROAD SURFACE: Concrete ROAD CONDITION: Dry # PEOPLE IN VEHICLE: 0 INJURIES: No OTHER VEHICLES INVOLVED: No NUMBER INVOLVED: 1 DEFECTIVE COMPONENT: PRESSURE CONTROLL CYL POLICE REPORT: No INSURANCE: No INSURANCE COMPANY: [REDACTED] INSURANCE COMPANY ADDR: [REDACTED] INSPECTION: Yes INSP NAME: EAA INSP DATE: [REDACTED] INSP MILES: [REDACTED] INSP DONE: [REDACTED] PROPERTY DAMAGE: [REDACTED] INCIDENT LOCATION: TUCKER PONTIAC-BUICK, INC. 1020 E MARSHALL ST WYTHEVILLE, VA 24382 INCIDENT RESULT: 1-2-01 GM NOT RESPONSIBLE VEHICLE LOCATION: DEALERSHIP MAINTENANCE LOCATION: TUCKER PONTIAC-BUICK, INC. OWNER DESC: VEH CAUGHT ON FIRE WHEN TECHNICIANS WERE CHECKING THE PRESSURE ON THE PRESSURE CONTROLL CYLINDER MORE INFO: AVM (VIRGINIA BERTINO) 813-557-7730 CONTACTED CAC AND GAVE INFO ON INCIDENT	BODY INJURY: No COLLISION: No PROPERTY DAMAGE: No NON COLL: Yes DMB ABV K: No NOTIFY NAME: CUSTOMER AGENT NAME: [REDACTED] STATUS: Accepted REJECT REASON: [REDACTED] ROAD TEST: No ROAD TEST DESC: [REDACTED] ROAD TEST RESULT: [REDACTED] COMP INSPECTED: [REDACTED] INVEST SUMMARY: see inspection AGENT PHONE: [REDACTED] INCIDENT DATE & TIME: 11/08/2000 02:00:00 AM

REIMBURSEMENT INFORMATION
ID: [REDACTED] PAYEE: [REDACTED] ADDRESS: [REDACTED] COMPANY: [REDACTED] AMOUNT: [REDACTED] ACCT_TYPE: [REDACTED] ACCT_NUM: [REDACTED] TAX_ID: [REDACTED] ISSUE_1088: [REDACTED] POLICY NUM: [REDACTED]



PAR CASE INFORMATION

Problem ID: 02188322

CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: A08

COMPONENT DESCRIPTION 1: VEH CAUGHT ON FIRE

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Fire

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A04

COMPONENT DESCRIPTION 2: par

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Possible Safety Concern

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: T01

COMPONENT DESCRIPTION 3: par

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: 02188322

WORK HISTORY

11/02/2000 - 02:01:03 AM AVM [REDACTED] CALLED AND STATED THAT THE CUST VEH WAS AT TUCKER PONTIAC-BUICK, INC. IN WYTHEVILLE, VA. AND WHEN THE TECHNICIAN STARTED TO CHECK THE PRESSURE ON THE PRESSURE CONTROLL CYLINDER THE VEH CAUGHT ON FIRE. AVM WANTED CRM TO START A PAR CASE ON THE CUST... CRM TOOK ALL INFO DOWN FROM THE AVM AND WILL INITIATE THE PAR CASE... RICK LOY/PDX

11/12/2000 - 04:55:19 AM CRM LEFT MESSAGE FOR CUSTOMER TO RETURN CALL. TIMIKI JACOBS/PAR 58342

11/14/2000 - 09:31:23 AM CRM RECEIVED A CALL FROM CUSTOMER WHO STATES THAT VEHICLE BELONGS TO HIS MOTHER AND WAS BEING SERVICED WHEN VEHICLE CAUGHT ON FIRE. CRM LEFT A MESSAGE FOR SERVICE MANAGER. TIMIKI JACOBS/PAR 58342

11/15/2000 - 09:29:49 AM CRM CONTACTED BETH SERVICE MANAGER WHO ADVISED THAT AFTER VEHICLE HAD BEEN SERVICED, IT WAS TAKEN ON A TEST DRIVE AND VEHICLE CAUGHT ON FIRE. TIMIKI JACOBS/PAR 58342

11/15/2000 - 04:01:49 AM crm contacted customer and advised of inspection procedures, customer wants vehicle inspected, crm faxed file to esm. sm@jacobs/par 58342

12/21/2000 - 09:29:07 AM TM called Service Manager to review file. TM advised further research is required. Giovanni DePalma/Tampa PAR TM

12/22/2000 - 10:22:33 AM TM called service manager and advised GM will not accept responsibility. S/M advised he was very upset this concern had been handled unprofessionally. TM advised file will be closed. Giovanni DePalma/Tampa PAR TM

01/02/2001 - 03:16:38 AM CRM CONTACTED CUSTOMER AND ADVISED THAT GM IS UNABLE TO ASSUME RESPONSIBILITY, CRM CLOSED FILE, CRM FORWARDED TO E818, CRM SENT LETTER. TIMIKI JACOBS/PAR 58342

01/02/2001 - 03:17:20 AM BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM SET UP INSPECTION, CRM ADVISED CUSTOMER THAT GM IS UNABLE TO ASSUME RESPONSIBILITY. CRM CLOSED FILE, CRM SENT LETTER, FORWARDED TO E818. TIMIKI JACOBS/PAR 58342

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: BUICK Roll# 02188322 VIN: 1G4HPS4K3YH149625
 Claimant's Name (LAST, First) _____

Inspected By: HERBERT WILKIE Organization: ENGINEERING ANALYSIS ASSOC
 Phone: (516) 623-266x Inspection Date: 11/20/00 Mileage at Inspection: 3099

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

NO ELECTRICAL INVOLVEMENT FOUND
CATALYTIC CONVERTER & UNDER BENCH VEHICLE APPEAR NORMAL
NON STANDARD FITTING IN TRANSMISSION TEST PORT, i.e. BRASS
FITTING WITH HOSE BARR - HOSE YANKED OFF BARR BY TECH (STANDING)
HOTTEST SPOT APPEARS TO OVER TRANSMISSION AS SHOWN BY PAINT
BURNED OFF HOOD & DASH IN HARD DIS.

***** II INTERVIEW - VEHICLE HISTORY *****
 (Note: Please indicate name, address & phone number of person being interviewed): JOEL MCKINNEY, Shop
FORMER AT THUNDER BOLT & BUNKER 516 228 3111 - TEST DRIVING FOR
HARSH 1-2 SHIFT AFTER TRANSMISSION REPAIR.

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

Describe REPLACED TRANS INPUT SUPPORT BEARING FOR NOISE, STILL
TESTING FOR HARSH 1-2 SHIFT WITH TRANSL AND MECHANICAL
OIL PRESSURE GAUGE.

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other): GMMaintenance records? (Y/N) _____ Date/description of last maintenance/repair (by whom): MOTOR OIL CHANGEAT THIS SERVICE VISIT

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

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

HAUSEMAN'S TOWING, WYTHVILLE, VAHow was vehicle towed? (flat bed, dolly, sling, front or rear lift) SLING, FRONT 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 NONE load location _____Driver's physical description (gender, age, height, weight, disabilities) MALE, 39 years old, 5'8" average?If vehicle's ignition was "Off" prior to fire, for how long was it "Off"? NO Were all doors locked? (Y/N) _____Drive length (if vehicle was parked prior to fire, describe last drive): Hrs. _____ Min. 10 Distance traveled 4.4If not parked, vehicle speed estimate 45 MPH Source of estimate DRIVER Posted speed 45 MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 1/4 When last fueled? ?Exact incident location ALONG SIDE ROAD AT 850 CHAPMAN ROAD, 24382TECHNICIAN STOPPED DURING TEST DRIVE TO LET FOLLOWING VEHICLESPASS, SO HE WOULD HAVE OPEN TEST ROAD.Weather conditions and visibility CLEARApprox. temperature 70 °F. Any physical visual obstructions? NONE

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A Describe: _____Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A Describe: _____Road condition: Wet, Dry, Icy or Other? D If other, specify _____Shoulder condition: Wet, Dry, Icy or Other? D If other, specify _____Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) NORMALAny warning lights "On", high/low gauge readings, or messages displayed? (Y/N) N Describe: _____Electrical systems operation: (normal, other?) NORMAL TECH II CONNECTED TO DATA LINK

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, Fr _____ Rr _____	☐ 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.?) _____

NOAny unusual noises (bang, pop, tick, grinding, metallic, ror, etc.)? From where? NO

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

Describe any unusual odors. From where? NOAny smoke? (from where, color, intensity, etc.) NONE NOTICEDWas anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? ASH TRAY LIGHTER UNUSED

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

Any flames? (from where, color, intensity, etc.) BETWEEN ENGINE & HOOD - WHITE INTENSOVER FRONT TIRES

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

LIGHT-MEDIUM - DOES NOT REMEMBER COLORAny apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) _____Electrical Systems? (Y/N) N Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) N Brake System? _____(Y/N) N Other? (Y/N) N Describe: _____ Warning Lights? (Y/N) _____Gauges? (Y/N) N If so, describe: _____What did you do after you realized something was wrong? Pull Over? (Y/N) N Lower Windows? (Y/N) N Raise _____Windows? (Y/N) N Turn Engine Off? (Y/N) Y Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) YOpen Hood? (Y/N) Y Open Trunk? (Y/N) _____ Other? (Y/N) _____ Describe LIFTED HOOD ABOUTA FOOT, DROPPED IT AGAIN DUE TO FIRE INTENSITY

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

Any other comments or observations that have not been covered? DRIVER STATED HE HEARD A NOISE
SOUNDED LIKE PRESSURE RELEASE, THEN SAW SMOKE, SHOT OFF ENGINE, GOT
OUT, OPENED HOOD ABOUT A FOOT, THEN DROPPED IT DUE TO HEAT. THEN
YANKED HOSE FROM GAUGE TO TRANS TEST PORT FROM UNDER
HOOD, SENT PASSENGER TO CALL 911.

***** 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 PHOTO 3, 7, 11
 Front & rear exterior PHOTO 1, 2, 4, 5, 6, 8
 Hood, inner & outer panels PHOTO 9 10 18, NOTE CRACK IN SUPPORT BAR
 Trunk area and Decklid, inner & outer panels NA
 Roof NA
 Door interior panels NA
 Left & right instrument panel & odometer PHOTO 15, 17
 Ashtray(s) area NA - CLEAN UNUSED
 Left & right front seat and carpet SEE BATTERY & POWER DIST UNDER REAR SEAT PHOTO 16
 Underbody & exhaust (include hangers) NA
 Option code label NA
 Engine compartment PHOTOS 12, 13, 14
 Radiator, front & rear PHOTO 19, 20
 Coolant recovery bottle NA
 Transmission cooler lines/connections PHOTO 21 & 22 FITTING IN TRANS TEST PORT
 Engine compartment engine coolant lines/hoses, connections/clamps 12, 13 14
 Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) IN OTHER PHOTOS
 All fuel lines/hoses, filter, connections/clamps IN OTHER PHOTOS
 TBI, injector rail, or carburetor & fuel line connection IN OTHER PHOTOS
 Engine compartment fuel lines/hoses, connections & o-rings IN OTHER PHOTOS
 Power steering lines/hoses, connections/clamps IN OTHER PHOTOS
 Generator & attached wiring IN OTHER PHOTOS

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

Battery & attached cables UNDER REAR SEAT UNARMED PHOTOEngine block (note precise location of cracks, holes, etc.) NO HOLES OR CRACKS FOUNDEngine oil pan CLEAN & DRYEngine compartment hinge torque rods PROP RODS MELTED LOOSE AT PLASTIC ENDS

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

EXHAUST SYSTEM IN PLACE, SOME DIPS IN DOWN AREA.

Any item which is alleged to be the cause/source

Anything on vehicle which is after-market NONEAnything on vehicle which is a modification NONEAnything on vehicle which is unusual, or out-of-place, etc. FITTING IN TRANS TEST PORT

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 HOSES RUPTURED RESERVOIR MELTEDEngine oil FULL - GOOD CONDITIONTransmission fluid FULLPower steering fluid FULLBrake fluid RESERVOIR MELTED OFFList all driver electrical controls which are in the "On" position (includes ignition) NONE FOUNDFuses (identify all open or not proper size) NAWiring insulation at fuse blocks NAFusible links (identify all open) NASpark plug wiring and boot condition CHARRDFuel filler "Lead Pro" restrictor in place? (Y/N) Y DescribeLocation of fuel filler cap (or evidence of removal) ON FILLER TUBECatalytic converter (any discoloration or swelling?) LOOKS NORMALPosition of windows (if glass missing, do further inspection) LEFT WINDOW OPEN

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

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

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other 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: HEAT AFFECTED SPOT ON ASPHALT - AGREES WITH
DRIVER & FIRE DEPT REPORTS

NO NEW INFORMATION.

Incident Number 000140**GM PAR
BUICK FILE 02188322
Wytheville Fire Department**

Approved _____

Date 11/2/00☒ Town☐ County185 West Spring Street
Wytheville, Virginia 24382
Telephone: (340) 223-3300

Occupant Name _____

Occupant Address _____

Occupant Telephone _____

Owner Name _____

Owner Address _____

Owner Telephone _____

Location _____

Situation Found Structure, 10-30, Vehicle FalseOther CAR FIREAlarm Time 1523Arrival Time 1527Time in Service 1624Total Time on Incident 1 hr. 3 min.Estimated Total Dollar Loss \$25,000 RTAVehicles 5, 6, 7, 8, 9, 10, 11Equip. Used any, box, p. h. s.Feet of Hose Used 200' 1 1/2"

Mutual Aid _____

Facilities _____

Injuries _____

VIN _____

TAG _____

Weather Cold 70- Rain Windy FogT-Sunrise Cloudy Hot 70+ Clear Snow Ice

14. _____

15. _____

16. _____

17. _____

18. _____

19. _____

20. _____

21. Adam R. Smith

22. _____

23. James E. Smith

24. _____

25. _____

26 27 30 31 32 33 34 35 36

Note _____

OIC James E. Smith



ADMINISTRATIVE MESSAGE

Message Date:

01/24/2000

Admin Number:

Y9820400464

Originating Dept:	
Subject:	2000 Model 4T65E Transaxles with DTC's P0741 and/or P0742 (Engineering Request For Assistance)
Action Required:	
Contact Person: (for Dealership):	Name: Rich Zampardo Phone: 1-734-481-7091 Email: Fax:
Contact Person: (for Dealership):	Name: Phone: Email: Fax:
Contact Person: (for Dealership):	Name: Phone: Email: Fax:
Dealer's contact (Recommended Distribution):	Dealer Principal, Service Manager

Message Categorization Information:

Priority:	Name:
Message Type:	Service
Category:	Name :
Revision Reference:	
Deletion Date:	02/28/2000

To: CHEVROLET, PONTIAC, OLDSMOBILE and BUICK Dealer Service Managers only in the following Market Areas: 4448, 5447, 5449, 5448, 5450, 5451, 5452, 5453, and 5455

SUBJECT: 2000 Model 4T65E Transaxles with DTC's P0741 and/or P0742
(Engineering Request For Assistance)

MODELS: 2000 CHEVROLET Lumina, Monte Carlo, Venture, Impala
2000 PONTIAC Grand Prix, Bonneville, Montana
2000 OLDSMOBILE Intrigue, Silhouette
2000 BUICK Regal, Lesabre, Park Ave.

Engineering is currently interested and needs your help with field concerns related to DTC's P0741 and/or P0742 in 2000 model year 4T65-E transaxles. If one of the above vehicles appears at your dealership, please contact Rich Zampardo at 734-481-7091 (Ypsilanti, MI) for further instructions. If your call is not returned in a timely manner, please proceed with published diagnostic procedures to satisfy your customer. Your assistance in this matter is greatly appreciated.



ADMINISTRATIVE MESSAGE

Message Date:

10/04/2000

Admin Number:

V653000000

Originating Dept:	
Subject:	4T65E - Automatic Transmission Codes P0741, P0742, P0758, P0756, P0753, P0751 - Request for Info
Action Required:	
Contact Person: (for Dealership)	Name: Chris Anderson Phone: 813-647-8835 Email: X @ gm Fax:
Contact Person: (for Dealership)	Name: Phone: Email: Fax:
Contact Person: (for Dealership)	Name: Phone: Email: Fax:
Dealership on: (Recommended Distribution):	Dealer Operator, Service Manager

Message Categorization Information:

Priority:	Normal
Message Type:	Service
Category:	None
Revision Reference:	
Deletion Date:	10/04/2000

To: All Dealers except Cadillac

DISTRIBUTION: All Dealers except Cadillac

SUBJECT: 4T65E - Automatic Transmission Codes P0741,
P0742, P0756,
P0758, P0753, P0751 - Request for Info

MODELS: 2000 Model Year
Impala, Monte Carlo, Lumina, Grand Prix, Intrigue, Regal,
Century
Equipped with M15 transmission and L36 Engine

***** Attention: Service Manager

GM Powertrain is currently seeking information regarding codes P0741, P0742, P0756, P0758, P0753, P0751 on the 4T65E transmission. Specifically, we are looking for transmissions that are untouched that have one of these codes or a combination of these codes. We are only interested in vehicles built with

the specified RPO's (M18 trans and L36 engine) and a build date after March 6, 2000.

If you have a vehicle in your dealership with the above condition, please contact the individual listed below prior to servicing the vehicle, if possible. It is our intention to recover at least 1 untouched transmission unit from the field for evaluation.

If you are unable to reach the individual below in a timely manner, please feel free to service the vehicle as necessary to satisfy the needs of your customer.

Thank you for your assistance in this matter.

Chris Anderson 810-947-8808

Service Parts Information(SPO Auth #): (If applicable)

Warranty Information: (If Applicable)

Bulletin To Follow?

X NO



ADMINISTRATIVE MESSAGE

Message Date:

08/07/2000

Admin Number:

Y552000070

Originating Dept:	
Subject:	Request for Info - 4T65E - Automatic Transmission; Code P0741/P0742
Action Requested:	
Contact Person: (for Dealership)	Name: Chris Anderson Phone: 810-847-5833 Email: Chris.Anderson@USGM/GMCO@GM Fax:
Contact Person: (for Dealership)	Name: Jerry Olson Phone: 734-481-4370 Email: Jerry.Olson@USGM/GMCO@GM Fax:
Contact Person: (for Dealership)	Name: Phone: Email: Fax:
Dealership or: (Recommended Distribution)	Service Manager

Message Categorization Information:

Priority:	Normal
Message Type:	General
Category:	None
Revision Reference:	
Creation Date:	08/07/2000

To: All Dealers except Cadillac

DISTRIBUTION: All Dealers except Cadillac

SUBJECT: 4T65E - Automatic Transmission Code P0741/P0742 - Request for Info

MODELS: 2000 Model Year

Impala, Monte Carlo, Lumina, Bonneville, Grand Prix, Intrigue, Regal, Century, Lesabre, Park Avenue, Venture, Silhouette, Montana

***** Attention: Service Manager *****

GM Powertrain is currently seeking information regarding codes P0741/P0742 on the 4T65E transmission. Specifically, we are looking for transmissions that are untouched that have code P0741 or code P0742 (or both codes). We are only interested in vehicles built AFTER 4-1-00.

If you have a vehicle in your dealership with the above condition, please contact one of the individuals listed below prior to servicing the vehicle, if possible. It is our intention to recover at least 2 untouched transmission units from the field for evaluation.

If you are unable to reach one of the individuals below in a timely manner, please feel to service the vehicle as necessary to satisfy the needs of your customer.

Thank you for your assistance in this matter.

Chris Anderson 810-947-8808

Jerry Offen 724-481-4370

Service Parts Information(SPO Auth #): (If Applicable)

Warranty Information: (If Applicable)

Bulletin To Follow?

X NO



ADMINISTRATIVE MESSAGE

Message Date:

11/10/2000

Admin Number:

VH02000000

Originating Dept:	
Subject:	4T65E - Automatic Transmission Codes P0741, P0742 - Request for Info
Action Required:	
Contact Person: (for Dealership)	Name: Chris Anderson Phone: 610-847-9809 Email: Chris.L.Anderson@EPIC-USA.COM Fax:
Contact Person: (for Dealership)	Name: Phone: Email: Fax:
Contact Person: (for Dealership)	Name: Phone: Email: Fax:
Dealership use: (Recommended Distribution):	Dealer Operator, Parts Manager, Service Manager

Message Categorization Information:

Priority:	Normal
Message Type:	General
Category:	None
Revision Reference:	
Deletion Date:	12/10/2000

To: All Dealers except Cadillac

SUBJECT:

4T65E - Automatic Transmission Codes P0741, P0742, - Request for Info

MODELS:

2000 Model Year Impala, Monte Carlo, Lumina, Grand Prix, Intrigue, Regal, Century Equipped with M15 transmission and I36 Engine

Attention: Service Manager

We would like to thank all of the dealers who responded to our previous request for information on codes P0741 and P0742. GM Powertrain is now interested in a few additional units. Specifically, we are looking for transmissions that are untouched that have one of these codes or a combination of these codes. We are only interested in vehicles built with the specified RPO's (M15 trans and I36 engine) and a build date after March 6, 2000. We want vehicles with about 800 miles or less.

For competitive purposes, we are also looking for some units WITHOUT codes P0741 or P0742. These would be units with a minor condition such as a code set (NOT P0741/P0742) or perhaps something like an axle seal leak. We do not want units with

or less. If you have any units that will be available to us, please let us know your quantity and price.

If you have a vehicle in your possession with the above condition, please let us know the make, model and year of the vehicle, if possible. It is our intention to recover several untouched transmissions from the field for evaluation.

If you are unable to reach the individual below in a timely manner, please feel free to service the vehicle as necessary to satisfy the needs of your customer.

Thank you for your assistance in this matter.

Chris Anderson 810-947-8808



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 2, 2001

[REDACTED]
Hillsville, VA

RE: File Number: 02188322 :

Vehicle Identification Number: 1G4HP54K5Y4149625

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 2000 Buick Lesabre.

Our investigation revealed no evidence to support the product allegation. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

Sincerely,


Timmi Jacobs
Customer Relationship Manager
Product Allegation Resolution Team

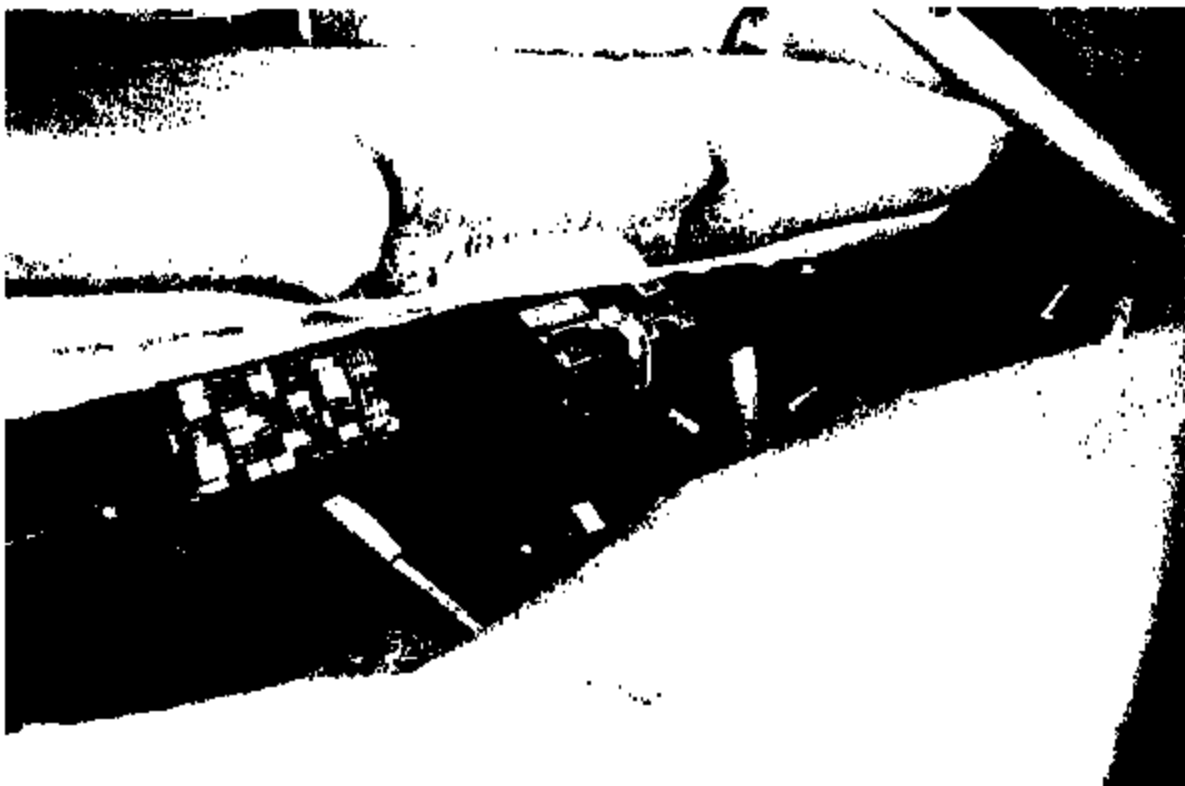
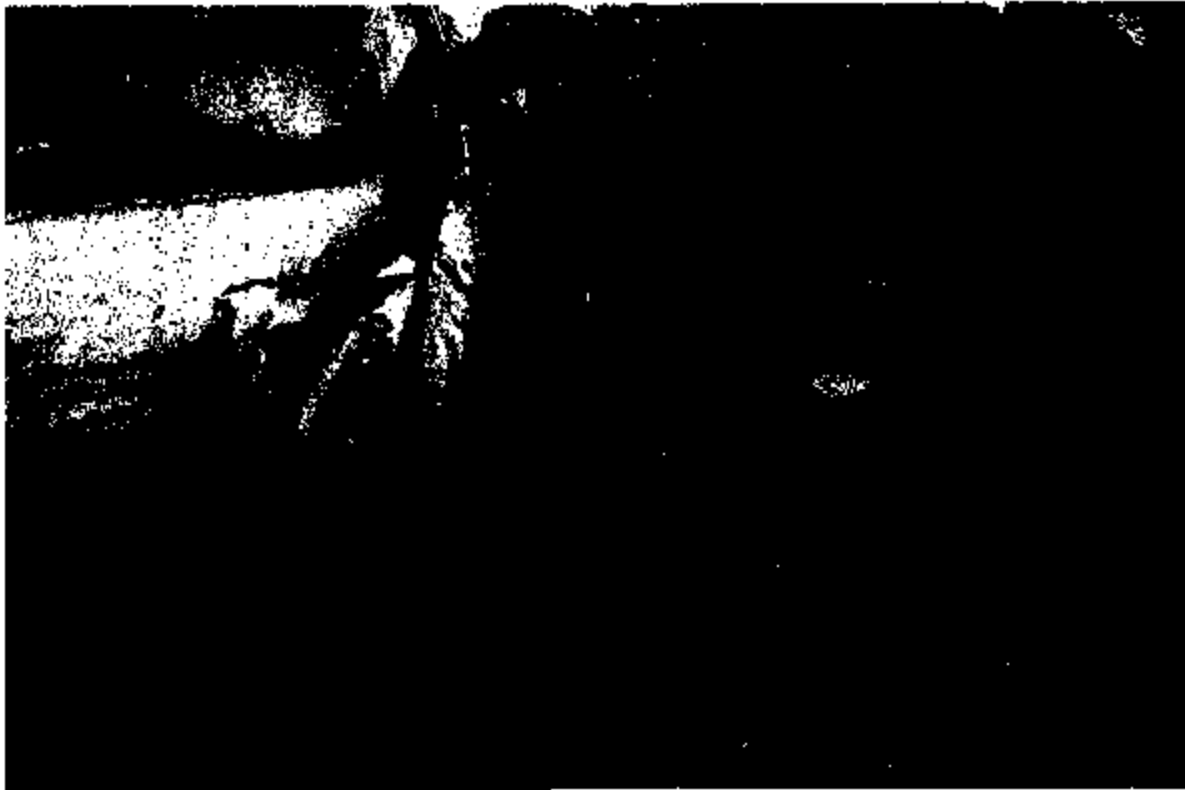
339304















339304

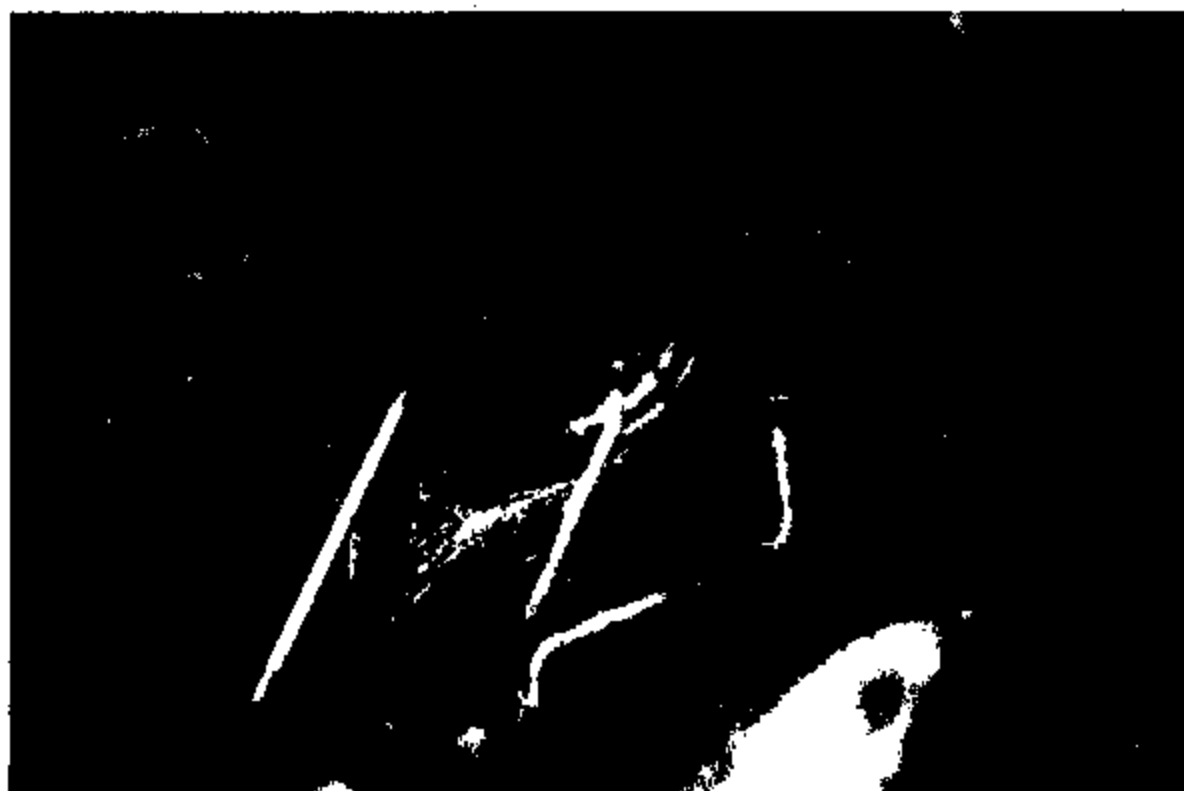




339304







GM RESTRICTED

340142

CASE NUMBER: 02597299 VIN: 1G2HX54K9Y4245217
 DATE OPENED: 12/19/00 MODEL YEAR: 00
 DATE CLOSED: 02/16/01 SERIES: BONNEVILLE SE SEDAN
 SOURCE: PAR MILEAGE: 11250
 CUSTOMER: [REDACTED] UNKNOWN
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NH
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 PONTIAC DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] MANCHESTER

NH [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 02597299 VIN: 1G2HX54K9Y4245217
 MODEL YEAR: 2000
 DATE OPENED: 2000-12-19 SERIES: BONNEVILLE SE SEDAN
 DATE CLOSED: 2001-02-16 MILEAGE: 11250
 SOURCE: [REDACTED] DELIVERY DATE:
 C TYPE: PAR DEALER NAME: BILL DODGE OLDS-BUIC-PONTIAC, INC.
 SRC RECEIPT: 02597298 DEALER ADDRESS: 262 BATH ROAD, BUNSWICK, ME, 04011, USA

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

T01 Product Allegation GM 1241 Other
 0 REPAIR ATTEMPT(S) THERMAL EVENT IN ENGINE

J01 Engine Other
 0 REPAIR ATTEMPT(S) THERMAL EVENT

A04 Possible Safety Concern Other
 0 REPAIR ATTEMPT(S) THERMAL EVENT

A06 Fire Other
 0 REPAIR ATTEMPT(S) PAR INVESTIGATION

THERMAL EVENT

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

CRM RVD FILE. CRM CONTACTED CUST. CUST UNAVAIL. CRM LEFT MSG ON ANSWERING MACHINE.
 LATASHA HAWKINS/PAR 58042; 0; 346193153
 2000-12-29

CRM PHONED CUST ON 12/21. VME MSG STATED THAT CUST WILL BE OUT FROM 12/21-12/28. CRM
 LEFT MSG. LATASHA HAWKINS/PAR 58042; 0; 346979343

GM RESTRICTED

340142

0-12-29

CRM PHONED CUST ON 12/29. CUST UNAVAIL. CRM LEFT MSG ON VME. CRM MAILING 10 DAY/UNABLE TO REACH LETTER. LATASHA HAWKINS/PAR 58042; 0; 346979393
2001-01-02

CRM RCVD CALL FROM [REDACTED] [REDACTED] STATED THAT SHE IS WITH [REDACTED] AND NOT ELCO. [REDACTED] STATED THAT VEH WAS @ DRIVER'S RESIDENCE AT TIME. [REDACTED] STATED THAT DRIVER HEARD POPPING NOISE AND THEN VEH STARTED TO SMOKE. [REDACTED] STATED THAT THOMPSON FIRE DEPT CAME TO SCENE, BUT SHE IS UNSURE IF FIRE REPORT WAS MADE. CRM REQUESTED DRIVER INFO (NAME, ADDRESS, AND PHONE #). [REDACTED] STATED THAT DRIVER NAME IS [REDACTED] BUT SHE COULD NOT RELEASE OTHER INFO. [REDACTED] AUTHORIZED INSPECTION. [REDACTED] STATED THAT VEH IS LOCATED AT BILL DODGE PONTIAC. CRM REQUESTED DOCS FROM TRACY REGARDING CUST STATEMENT OF INCIDENT DETAILS. CRM PHONED DEALER AND SPOKE WITH SVC MGR. PHIL. PHIL STATED THAT VEH IS THERE. CRM FAXING INSPECTION REPORT TO EAA. LATASHA HAWKINS/PAR 58042; 0; 347305441
2001-01-02

CRM RCVD DOCS FROM TRACY. LATASHA HAWKINS/PAR 58042; 0; 347305460
2001-01-02

[REDACTED] ALSO STATED THAT THERE WASN'T ANY PROPERTY DAMAGE OR BODILY INJURY. LATASHA HAWKINS/PAR 58042; 0; 347305501
2001-01-19

CRM RCVD INSPECTION REPORT. INSPECTION REPORT REVIEWED. CRM PHONED CUST AND OFFER STRAIGHT REPURCHASE. CUST ACCEPTED. CRM REQUESTED COPY OF BILL OF SALE AND CURRENT REGISTRATION/TITLE. CRM FORWARDING FILE TO FTT FOR ADDITIONAL HANDLING. LATASHA HAWKINS/PAR 58042; 0; 348791156
01-01-19

Business summary---1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm received customer's authorization for inspection. 4-crm initiated eaa inspection. 5-crm reviewed inspection report. 6-crm advised customer that GM offering repurchase. 7-cust accepts/declined offer 8-file forwarded to FTT for additional handling. Latasha Hawkins/par 58042; 0; 348791217
2001-01-19

Business summary---1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm received customer's authorization for inspection. 4-crm initiated eaa inspection. 5-crm reviewed inspection report. 6-crm advised customer that GM offering repurchase. 7-cust accepted offer 8-file forwarded to FTT for additional handling. Latasha Hawkins/par 58042; 0; 348791253
2001-01-22

Crm attempted to contact cust, left message for return call. Deanna Holden/Tampa/PAR/58335; 0; 349042427
2001-01-30

Crm spoke with cust and they will get information and call back. Deanna Holden/Tampa/PAR/58335; 0; 349716015
2001-02-06

Crm attempted to contact cust, left message for return call. Deanna Holden/Tampa/PAR/58335; 0; 350323201
2001-02-08

GM RESTRICTED

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received paperwork and forwarded file to repurchase. Deanna Holden/Tampa/PAR/58335;
0; 350498560
2001-02-16

RECEIVED REPURCHASE CASE IN WORKFLOW FROM PAR AND FORWARDED PRA TO RICHARD MOHE X57318.
RELATED CASE #C02597298. LEONARD BETHEA/TAMPA; 0; 351200413
ENTERPRISE RENT A CAR, UNKNOWN

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

INCIDENT DATE: 2000-12-14 INCIDENT TIME: 11:00:00
INCIDENT LOCATION: DRIVEWAY OF RENTER OF VEH HOME IN TOPSHAM, MAINE

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

OWNER DESCRIPTION: CONTACT PERSON, TRACY JOHNSON, STATES THERMAL EVENT IN ENGINE

ALLEGED DEFECTIVE COMPONENT: THERMAL EVENT IN ENGINE

INCIDENT RESULT: ACCEPTED 1/19/01
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 2 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: ENTERPRISE RENT A CAR
STREET, MANCHESTER, NH 03103 INSURANCE COMPANY ADDRESS: 1255 SOUTH WILLOW

AGENT NAME: SELF INSURED
AGENT PHONE NUMBER: 603-656-5114

MORE INFORMATION: N/A
MAINTENANCE LOCATION: PERFORM OWN MAINTENANCE
CURRENT LOCATION OF VEHICLE: BILL DODGE
NOTIFY NAME: ENTERPRISE REP, TRACY JOHNSON

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: EAAINSPECTION DATE: 2001-01-05
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE: VEH INSPECTED, PHOTOS TAKEN

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

GM RESTRICTED

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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:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LTVN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

GM RESTRICTED

PAGE: 5

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NAME:
COMPANY:
ADDRESS:

[REDACTED]

[REDACTED]

MANCHESTER, NH [REDACTED]

CONTACT NUMBER: 1
CONTACT TYPE: Claimant
CONTACT PHONE: [REDACTED]

GM**PAR CASE INFORMATION**

Problem ID: 02587298

CONTACT INFORMATION

Name: [REDACTED]

Address: [REDACTED]

MANCHESTER, NH [REDACTED]

Phone: [REDACTED]

VEHICLE INFORMATION

VIN: 1G2HD0B4K8Y4248217

MAKE: PONTIAC

MODEL: BONNEVILLE SE SEDAN

YEAR: 2000

ODOMETER: 11,280

BBC CONTACT INFORMATION

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

PHONE: [REDACTED]

TYPE: Claimant

ACCOUNT/POLICY:

SERVICE DEALER: BILL DODGE OLDS-BUIC-PONT-G

CONTRACT: NONE

SELLING DEALER: BILL DODGE OLDS-BUIC-PONT-G

CONTRACT: NONE

PAYEE: No

PAR DETAILS

CONTACT ID: 0000000228934

DRIVER NAME: [REDACTED]

DRIVER AGE: 0

DISABILITIES: NONE KNOWN

ROAD SURFACE: Concrete

ROAD CONDITION: Dry

PEOPLE IN VEHICLE: 2

INJURIES: No

OTHER VEHICLES INVOLVED: No

NUMBER INVOLVED:

DEFECTIVE COMPONENT: THERMAL EVENT IN ENGINE

POLICE REPORT: No

INSURANCE: Yes

INSURANCE COMPANY: ENTERPRISE RENT A CAR

INSURANCE COMPANY ADDR: 1288 SOUTH WILLOW STREET

INSPECTION: Yes

INSP NAME: EAA

INSP DATE: 1/18/01

INSP MILES:

INSP DONE: VEH INSPECTED, PHOTOS TAKEN

PROPERTY DAMAGE:

INCIDENT LOCATION: DRIVEWAY OF RENTER OF VEH HOME IN TOPSHAM, MAINE

INCIDENT RESULT: ACCEPTED 1/18/01

VEHICLE LOCATION: BILL DODGE

MAINTENANCE LOCATION: PERFORM OWN MAINTENANCE

OWNER DESQ: CONTACT PERSON, TRACY JOHNSON, STATES THERMAL EVENT IN ENGINE

MORE INFO: N/A

REIMBURSEMENT INFORMATION

ID:

PAYEE:

ADDRESS:

COMPANY:

AMOUNT:

ACCT_TYPE:

ACCT_NUM:

TAX_ID:

ISSUE_1099:

POLICY NUM:

BODY INJURY: No

COLLISION: No

PROPERTY DMG: No

NON COLL: Yes

DMB ADV IC: No

NOTIFY NAME: [REDACTED]

AGENT NAME: SELF INSURED

STATUS: Accepted

REJECT REASON:

ROAD TEST: No

ROAD TEST DESQ:

ROAD TEST RESULT:

COMP INSPECTED:

INVEST SUMMARY: OFFERED STRAIGHT REPURCHASE

AGENT PHONE: 808-888-8114

INCIDENT DATE & TIME: 12/14/2000 11:00:00 AM

GM**PAR CASE INFORMATION**

Problem ID: 02597299

CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: THERMAL EVENT IN ENGINE

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: J01

COMPONENT DESCRIPTION 2: THERMAL EVENT

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Engine

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: A08

COMPONENT DESCRIPTION 4: PAR INVESTIGATION

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:

BRC CONTACT INFORMATION

NAME:

COMPANY:

ADDRESS: UNK

UNK

PHONE: (800) 699-0000000000

TYPE: Driver

ACCOUNT/POLICY:

SERVICE DEALER: BILL DODGE OLDS-BUIO-PONT-0

CONTRACT: NONE

SELLING DEALER: BILL DODGE OLDS-BUIO-PONT-0

CONTRACT: NONE

PAYEE: No

GM**PAR CASE INFORMATION**

Problem ID: 02587288

DETAILS

CONTACT ID: C0000050238824
DRIVER NAME: [REDACTED]
DRIVER AGE: 0
DISABILITIES: NONE KNOWN
ROAD SURFACE: Concrete
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 2
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED: 1
DEFECTIVE COMPONENT: THERMAL EVENT IN ENGINE
POLICE REPORT: No
INSURANCE: Yes
INSURANCE COMPANY: ENTERPRISE RENT A CAR
INSURANCE COMPANY ADDR: 1255 SOUTH WILLOW STREET
INSPECTION: Yes
INSP NAME: EAA
INSP DATE: 1/19/01
INSP MILE: [REDACTED]
INSP DONE: VEH INSPECTED, PHOTOS TAKEN
PROPERTY DAMAGE: [REDACTED]
INCIDENT LOCATION: DRIVEWAY OF RENTER OF VEH HOME IN TOPSHAM, MAINE
INCIDENT RESULT: ACCEPTED 1/19/01
VEHICLE LOCATION: BILL DODGE
MAINTENANCE LOCATION: PERFORM OWN MAINTENANCE
OWNER DESO: CONTACT PERSON, TRACY JOHNSON, STATES THERMAL EVENT IN ENGINE
MORE INFO: N/A

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: [REDACTED]
AGENT NAME: SELF INSURED
STATUS: Accepted
REJECT REASON: [REDACTED]
ROAD TEST: No
ROAD TEST DESO: [REDACTED]
ROAD TEST RESULT: [REDACTED]
COMP INSPECTED: [REDACTED]
INVEST SUMMARY: OFFERED STRAIGHT REPURCHASE
AGENT PHONE: 803-885-5114
INCIDENT DATE & TIME: 12/14/2000 11:05:00 AM

ADDITIONAL INFORMATION

ID:
PAYEE:
ADDRESS:

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



PAR CASE INFORMATION

Problem ID: 02597299

CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: THERMAL EVENT IN ENGINE

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: J01

COMPONENT DESCRIPTION 2: THERMAL EVENT

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Engine

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: A08

COMPONENT DESCRIPTION 4: PAR INVESTIGATION

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:



PAR CASE INFORMATION

Problem ID: 02597299

HISTORY

12/19/2000 - 01:42:02 AM CRM FVVD FILE, CRM CONTACTED CUST. CUST UNAVAIL. CRM LEFT MSGG ON ANSWERING MACHINE. LATASHA HAWKINS/PAF 58042

12/19/2000 - 05:11:17 AM CRM PHONED CUST ON 12/21. VME MSGG STATED THAT CUST WILL BE OUT FROM 12/21-12/26. CRM LEFT MSGG. LATASHA HAWKINS/PAF 58042

12/19/2000 - 05:11:57 AM CRM PHONED CUST ON 12/25. CUST UNAVAIL. CRM LEFT MSGG ON VME. CRM MAILING 10 DAY/UNABLE TO REACH LETTER. LATASHA HAWKINS/PAF 58042

01/12/2001 - 11:41:49 AM CRM RCVD CALL FROM [REDACTED] STATED THAT SHE IS WITH ENTERPRISE AND NOT ELCO. [REDACTED] STATED THAT VEH WAS @ DRIVERS RESIDENCE AT TIME. TRACY STATED THAT DRIVER HEARD POPPING NOISE AND THEN VEH STARTED TO SMOKE. TRACY STATED TH AT THOMPSON FIRE DEPT CAME TO SCENE, BUT SHE IS UNSURE IF FIRE REPORT WAS MADE. CRM REQUESTED DRIVER INFO (NAME, ADDRESS, AND PHONE #). [REDACTED] STATED THAT DRIVER NAME IS [REDACTED] BUT SHE COULD NOT RELEASE OTHER INFO. [REDACTED] AUTHORIZED INSPECTION. [REDACTED] STATED THAT VEH IS LOCATED AT BILL DODGE PONTIAC. CRM REQUESTED DOCS FROM [REDACTED] REGARDING CUST STATEMENT OF INCIDENT DETAILS. CRM PHONED DEALER AND SPOKE WITH SVC MGR, PHIL. PHIL STATED THAT VEH IS THERE. CRM FAXING INSPECTION REPORT TO EAA. LATASHA HAWKINS/PAF 58042

01/12/2001 - 11:47:39 AM TRACY ALSO STATED THAT THERE WASNT ANY PROPERTY DAMAGE OR BODILY INJURY. LATASHA HAWKINS/PAF 58042

01/12/2001 - 11:47:13 AM CRM RCVD DOCS FROM TRACY. LATASHA HAWKINS/PAF 58042

01/19/2001 - 04:26:17 AM CRM RCVD INSPECTION REPORT. INSPECTION REPORT REVIEWED. CRM PHONED CUST AND OFFER STRAIGHT REPURCHASE. CUST ACCEPTED. CRM REQUESTED COPY OF BILL OF SALE AND CURRENT REGISTRATION/TITLE. CRM FORWARDING FILE TO FTT FOR ADDITIONAL HANDLING. LATASHA HAWKINS/PAF 58042

01/19/2001 - 04:39:56 AM Business summary--1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm received customer's authorization for inspection. 4-crm initiated eaa inspection. 5-crm reviewed inspection report. 6-crm advised customer that GM offered repurchase. 7-cust accepted offer 8-file forwarded to FTT for additional handling. Latasha Hawkins/par 58042

01/19/2001 - 04:29:43 AM Business summary--1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm received customer's authorization for inspection. 4-crm initiated eaa inspection. 5-crm reviewed inspection report. 6-crm advised customer that GM offered repurchase. 7-cust accepted/declined offer 8-file forwarded to FTT for additional handling. Latasha Hawkins/par 58042

01/22/2001 - 02:16:04 AM Crm attempted to contact cust, left message for return call. Deanna Holden/Tampa/PAF/58835

01/18/2001 - 09:24:06 AM Crm spoke with cust and they will get information and call back. Deanna Holden/Tampa/PAF/58835

02/06/2001 - 10:02:34 AM Crm attempted to contact cust, left message for return call. Deanna Holden/Tampa/PAF/58835

02/02/2001 - 10:45:03 AM Crm received paperwork and forwarded file to repurchase. Deanna Holden/Tampa/PAF/58835

CL# DK1086495 GYER 10 86 US V80128 C# UC DR D/L 121400 T 1100AM UDOC M
 PR 00 MONDAY MONT BORN 114D LIC 8712TV MA VN 1828X84K9T4245217 CL BRONE
 AND TLY LOC DRIVEWAY OF CUSTOMER SEND N CI C2 R RT DV LIA RT
 DR: DMS 990175 TYP I CC Y AUTH DV Y DW M CV M R15 Y PAI M RCOL BR00L
 LT: DCOMF DCOLL LIAB
 MEDENT ICAR NCAR E/MON OTHER UN CHAS ACC E/CHAS ACC DEDC
 L/R/N DRIVER
 ADDRESS
 DOB SOC.SEC. 000 00 0000 DOB SOC.SEC. 000 00 0000
 FE FE S/BLT 5'00-5'10
 LBS LIC DR LIC
 FACTS: CUSTOMER SAID THEY HEARD A POPPING NOISE WHEN THEY WENT TO TURN INTO
 THEIR DRIVEWAY. WHEN THEY CAME TO STOP IN DRIVEWAY, CAR STARTED TO SMOKE FROM
 THE ENGINE. CUSTOMER CALLED FIRE DEPT. AND THEN WATCHED THE CAR BURN.
 C1 C2 FEAR POT DEGR 02
 VA EST \$ WHEN ENGINE FIRE REPAIRED
 RPTD CARRIER D/A CLS ADV PHONE
 ADDRESS
 TPL/THP REPT/AUTH N RPT ROOF D/RC RAGY NCYC KEY N
 RPTD OFCR SUB/LIAB 2 ADDLINE
 ADDRESS PHONE 0000000000
 TICKET N TO FOR TO FOR A/ST ME
 STAN D CL DATE 0/00/00 000000 DT 10201 NOTE 0000000000 0 CHGR Pg 2 901

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

Make: PONTIAC	Ref# 02587298	VIN 1G2HD34K6Y4245217
Claimant's Name (LAST, First) [REDACTED]		
Inspected By: SUSAN BROOKES		Organization: E.A. ASSOCIATES

Phone: (207) 408-7884

Inspection Date: 01/05/01

Mileage at Inspection: N/A

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

Following the inspection, summarize the tests and observations.

ENGINE FIRE DETERMINED. THE ENGINE APPEARED TO HAVE A THERMAL EVENT. CONFINED TO THE UPPER FUEL RAIL AREA. THE HOOD WAS DESTROYED IN THE EVENT. THE REMAINS OF THE HOOD PANEL CONFIRM THE ORIGIN DUE TO THE BURN PATTERN. MINOR DAMAGE TO THE LOWER AREA. TRANSMISSION LINES, ETC. THE PROGRESSION OF THE FIRE WAS TO THE RADIATOR, FENDERS, WINDSHIELD, TOP OF TIRES AND DASH PANEL. THE SMOKE RESIDUE ON THE INSIDE OF THE INSTRUMENT PANEL OBSTRUCTED MILEAGE DOCUMENTATION.

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

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

MANCHESTER, N.H.

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 OBSERVED

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

2.

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

Describe _____

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

Describe _____

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

Describe _____

Transmission (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Other/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): OMaintenance 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), moved and/or provided temporary service to the vehicle

UNKNOWNHow was vehicle towed? (flat bed, dolly, sling, front or rear lift) U 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 trafficking cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) N/A
load description _____ load location _____

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

If vehicle's ignition was "Off" prior to fire, for how long was it "Off"? NO Were all doors locked? (Y/N) _____

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

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

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

Exact incident location TRACY JOHNSON WOULD NOT INFORM GENERAL MOTORS OF THE OWNERS ADDRESSWeather conditions and visibility UApprox. temperature U °F. Any physical visual obstructions? _____

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

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

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, Fr. _____ Rr. _____	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other _____

Steering operation: (normal, other?) _____

Powertrain: (any engine misf, sluggish, surge, stall, loss of power or speed, etc.) DRIVER STATES HE HEARD A POP NOISE PRIOR TO FIRE.Any unusual noises (bang, pop, tick, grinding, metallic, rattle, etc.)? From where? POP NOISE FROM ENGINE.Did it appear to match engine speed? (Y/N) NDescribe any unusual odors. From where? SMELLED SMOKE FROM THE ENGINE.Any smoke? (from where, color, intensity, etc.) SMOKE FROM THE ENGINE COMPARTMENT.Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? UNKNOWN

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

Any flames? (from where, color, intensity, etc.) NO FLAMES. INITIALLY GRAY SMOKE WAS OBSERVED COMING FROM THE ENGINE COMPARTMENT. Any steam or smoke? (from where, color, intensity, etc.) YES. GRAY SMOKE WAS SEEN COMING FROM THE ENGINE COMPARTMENT.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) Y Exhaust System? (Y/N) N Engine? (Y/N) Y Brake System? (Y/N) N Other? (Y/N) _____ Describe: DRIVER HEARD A POP FROM THE ENGINE.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) YTurn on Hazard Flashers? (Y/N) _____ Exit Vehicle? (Y/N) Y Open Hood? (Y/N) N Open Trunk? (Y/N) NOther? (Y/N) Y Describe: CALLED THE FIRE DEPT.

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

by other comments or observations that have not been covered?

WILL NOT DISCLOSE

CUSTOMER INFORMATION. INTERVIEW COMMENTS ARE REFERENCED TO ENTERPRISE RENTALS CUSTOMER ACCIDENT/ FIRE FORM

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 forms:

Left & right side exterior BURN PATTERN OBSERVED ON THE FRONT FENDERS INDICATE ENGINE FIRE UPPER
AREA.

Front & rear exterior - RADIATOR DESTROYED IN FIRE . REAR OF VEHICLE NORMAL.

Hood, inner & outer panels HOOD PANEL DESTROYED IN FIRE. THE TWO CORNERS REMAIN IN THE COWEL.
AREA INDICATE CENTER OF ENGINE FOR ORIGIN.

Trunk area and Decklid, inner & outer panels **NORMAL.**

Roof FLAME DAMAGE OBSERVED TO THE FRONT WINDSHIELD AREA.

Door interior panels. SMOKE DAMAGE OBSERVED.

Left & right instrument panel & odometer SMOKE COVERED INSIDE THE PANEL. ODOMETER NOT LEGIBLE.

Aspirin(s) score NORMAL

Left & right front seat and carpet COVERED WITH SMOKE RESIDUE.

Underbody & exhaust (include hangers) NORMAL

Option code label

NORMAL

Engine compartment COVERED IN FIRE DEBRIS.

Radiator, front & rear MELTED IN FIRE

Coolant recovery bottle MELTED IN FIRE

Transmission cooler lines/connections NORMAL

Engine compartment engine coolant lines/hoses, connections/clamps DISTROYED IN FIRE

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

All fuel lines/hoses, filter, connections/clamps DISTROYED IN FIRE, FUEL RAILS INTACT. EXTENSIVE DAMAGE IN THE CENTER OF THE FUEL RAIL AREA.

TBI, injector rail, or carburetor & fuel line connection IN TACT

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

Power steering lines/hoses, connections/clamps HEAT DAMAGE ONLY

Generator & attached wiring WIRING COATING, BELTS BURNED AND SMOKE DAMAGE

GM-FAR-Form NC, Rev. 6/24/96

Division Ref# G001-5442-PONTIAC

VDML Ref# PI

Page 5 of 6

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

Battery & attached cables DISTROYED IN FIRE

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

Engine oil pan

NORMAL

Engine compartment hinge torque rods ATTACHED TO REMAINS OF HOOD

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

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

Anything on vehicle which is after-market NONE OBSERVED

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

Engine coolant DESTROYED IN FIRE

Engine oil NORMAL

Transmission fluid NORMAL

Power steering fluid NORMAL Brake fluid DESTROYED IN FIRE

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

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

Wiring insulation at fuse blocks NORMAL

Fusible links (Identify all open)

NORMAL

Spark plug wiring and boot condition DESTROYED IN FIRE

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

Location of fuel filter cap (or evidence of removal)

NORMAL

Catalytic converter (any discoloration or swelling?)

NO

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

UP

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

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

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

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

Comments:

NA

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: PONTIAC

Ref# 02587289

VIN: 1G2H0341GY4245217

Claimant's Name (LAST, First)

Inspected By: SUSAN BROOKES

Organization: E.A. ASSOCIATE

Phone: (207) 408-7884

Inspection Date: 01/05/01

Mileage at Inspection: N/A

Roll Number 0104

Neg.# Description

- 0
1. LEFT FRONT OF VEHICLE, BURNED TOP OF TIRES
2. FRONT CENTER RADIATOR DAMAGE
3. LEFT FRONT
4. RIGHT FRONT
5. RIGHT FRONT
6. LEFT FRONT
7. ENGINE COMPARTMENT, FUEL RAIL AREA
8. ENGINE COMPARTMENT, FUEL RAIL AREA
9. RIGHT SIDE OF ENGINE
10. LEFT SIDE OF ENGINE
11. FUEL RAIL AREA
12. BULKHEAD, WINDSHIELD AND COWL AREA
13. LEFT SIDE VIEW BURN PATTERN
14. RIGHT SIDE VIEW BURN PATTERN
15. REAR BUMPER AND DEC LID
16. INSTRUMENT PANEL AND STEERING WHEEL
17. INSTRUMENT PANEL
18. FRONT LEFT SIDE OF ENGINE COMPARTMENT
19. ENGINE COMPARTMENT
20. REMAINS OF HOOD
21. RIGHT SIDE OF ENGINE COMPARTMENT
22. HOOD REMAINS
23. COWL AREA
24. DASH PANEL
25. LEFT SIDE OF ENGINE COMPARTMENT
26. FRONT CENTER VIEW
27. LOWER FRONT CENTER VIEW
28. ENGINE COMPARTMENT
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.
- 36.
- 37.

Attn:

Kim Mack



THE COMMONWEALTH OF MASSACHUSETTS
REGISTRY OF MOTOR VEHICLES

PO Box 188100, Boston, MA 02118
www.state.ma.us/rmv

V60138

IF THIS REGISTRATION IS IN
GOOD STANDING IT WILL RENEW
AUTOMATICALLY FOR NO FEE.

CERTIFICATE OF REGISTRATION
PASSENGER

PLATE NO. 5373PV
EXPIRATION DATE 03 02

FEES
REGISTRATION 30.00
SALES TAX 50.00
SALES PLATES 0.00
SALES TAX 0.00
TOTAL 80.00

OWNER OF VEHICLE ADDRESS

WILBURN, MA

EXPIRATION DATE 04/05/00

TRANSACTION NUMBER

01000624120140

REGISTRY OF MOTOR VEHICLES
F103

RESIDENTIAL ADDRESS (IF DIFFERENT)

2000 PONT BONNEV SEDAN BROWN

1B2HX34K5Y4045217 FIREMENS PLND INS

NOT VALID UNTIL STAMPED WITH OFFICIAL SIGNATURE STAMP OR SIGNATURE OF THE REGISTRAR

2000 BONNEVILLE SE SEDAN
 54U PAINT, LT BRONZE/METALLIC /V6G
 56B TRIM, TAUPE CLOTH
 ORDER NO. CRO51/FDR STOCK NO.
 VIN 1G2 HK54 K9 Y4245217

PONTIAC/GMC DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1001
 VEHICLE INVOICE 2CD13430101
 *****16*015018

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
2HX69 BONNEVILLE SE SEDAN	23680.00	20956.80	INVOICE 03/27/00
AG1 POWER SEAT, DRIVER 6-WAY	305.00	262.30	SHIPPED 03/27/00
AM6 45/55 SPLIT BENCH W/CLOTH TRIM	150.00	129.00	EXP I/T 04/11/00
CIU FLT-ENTERPRISE RENT-A-CAR	0.00	0.00	INT COM 04/11/00
L36 3.8 LITER 3800 SERIES II V-6	0.00	0.00	PRC EFF 01/01/99
MX0 TRANSMISSION, 4-SPEED AUTOMATIC	0.00	0.00	KEYS 06121 06121
NG1 NORTHEAST STATES EMISSIONS	N/C	N/C	WFP-8 QTR OPT-1
PF5 WHEELS, 16" 5-SPOKE ALUMINUM	285.00	245.10	FAN: 000805331
R6U CREDIT IN LIEU OF FUEL	0.00	14.03-	BANK: MANUFACTURE
T43 SPOILER, REAR DECK LID	110.00	94.60	CRG-TO 01-501
VQ2 FLT-SPEC ALLOWANCE-NO H/B	0.00	0.00	
VX7 FLT-NON-REP LONG TERM DAILY RENTAL PROGRAM	0.00	750.00-	SHIP WT: 3495
			HP: 34.7
			CUST PO NUMBER:
			006260
			DAN: PRICE
			MEMO 1226.50

TOTAL MODEL & OPTIONS	24530.00	20923.77	ACT 231 21538.77
DESTINATION CHARGE	615.00	615.00	

TOTAL	25145.00	21538.77	PAY 310 21538.77
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 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.

NISKINIS BUICK-PONTIAC-GMC TRUCK CO.

 540 PAINT, LT BRONZEMIST METALLIC /060
 543 TRIM, TAUPE CLOTH
 ORDER NO. CH0851/FDR STOCK NO. 1510
 VIN 1B2 HX34 K9 Y4245217

PONTIAC/GMC DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1001
 VEHICLE INVOICE 70013430101

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
2HX69 BONNEVILLE SE SEDAN	23480.00	20956.80	INVOICE 03/27/00
AB1 POWER SEAT, DRIVER 4-WAY	305.00	262.30	SHIPPED 03/27/00
AM6 45/55 SPLIT BENCH W/CLOTH TRIM	150.00	129.00	EXT 1/T 04/11/00
C1U FLT-ENTERPRISE RENT-A-CAR	0.00	0.00	TNT COM 04/11/00
L34 3.8 LITER 3800 SERIES II V-6	0.00	0.00	PRC 1/1 01/01/99
MX0 TRANSMISSION, 4-SPEED AUTOMATIC	0.00	0.00	KEYS 04/21 0612L
NG1 NORTHEAST STATES EMISSIONS	N/C	N/C	WFP-S GTR 0P1-1
PFS WHEELS, 16" 5-SPOKE ALUMINUM	285.00	245.10	FAIR 0008053J1
R4U CREDIT IN LIEU OF FUEL	0.00	14.03	BANKS MANHATTAN
T43 SPOILER, REAR DECK LID	110.00	94.60	CHS 10 01-501
V02 FLT-SPEC ALLOWANCE-NO H/B	0.00	0.00	
UX7 FLT-NON-REP LONG TERM DAILY RENTAL PROGRAM	0.00	750.00	SHIP WT: 3495
			HPI 14.7
			CUST PO NUMBER
			006740
			DAN: FK18E
			MEMO 1226.40

TOTAL MODEL & OPTIONS	24540.00	20973.77	ACT 731 21538.77
DESTINATION CHARGE	615.00	615.00	

TOTAL	25145.00	21538.77	PAY 310 21538.77
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 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.

MISKINIS BUICK-PONTIAC-GMC TRUCK CO.



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

December 29, 2000

[REDACTED]
Manchester, NH [REDACTED]

RE: File No.: C02597299

Vehicle Identification Number: 1G2HX54K9Y4245217

Dear [REDACTED]

Thank you for allowing us the opportunity to review the allegation involving your 2000 Pontiac Bonneville. Our attempts to reach you by phone were unsuccessful.

Therefore we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days. You can reach our Customer Assistance Center at 1-800-231-1841 ext. 58042 for further review.

Respectfully,

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

GM RESTRICTED

340645

CASE NUMBER: 02735867 VIN: 1G4CW52K3W4662059
 DATE OPENED: 01/03/01 MODEL YEAR: 98
 DATE CLOSED: 02/05/01 SERIES: UNKNOWN
 SOURCE: PAR MILEAGE: 25000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TN
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 BUICK DIVISION
 GM RESTRICTED

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

CASE NUMBER: 02735867 VIN: 1G4CW52K3W4662059
 DATE OPENED: 2001-01-03 MODEL YEAR: 1998
 DATE CLOSED: 2001-02-05 SERIES: UNKNOWN
 SOURCE: DELIVERY DATE: 25000
 SRC TYPE: PAR DEALER NAME: J.B.R. BUICK-GMC TRUCK, INC.
 SRC PARTENT: 02735866 DEALER ADDRESS: 2301 EAST STONE DRIVE, KINGSPORT, TN, 37660, USA

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

T01 Product Allegation GM 1241 Other
 0 REPAIR ATTEMPT(S) thermal event
 A06 Fire Other
 0 REPAIR ATTEMPT(S) thermal event
 A04 Possible Safety Concern Other
 0 REPAIR ATTEMPT(S) thermal event

par case

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

Crm attempted to contact the customer and received an answering machine. Crm left a message with 800# and ext. for customer to return call. Tamy Holcomb/Tampa/PAR ext. 58334; 0; 347558548
 2001-01-05

Crm received a voicemail from the customer to contact him back. Crm contacted the customer and reviewed the file. Customer stated that he was inside and heard an explosion then went to the window and saw flames coming from his vehicle. The customer then called the fire department and they came and put out the flames. Customer stated that he did

GM RESTRICTED

340645

have a fire report and would fax it to the CRM. Customer stated that there is heat and smoke damage to his apartment building and the parking lot. Customer stated that his insurance is going to look at the vehicle but they suggested the customer contact GM. CRM advised the customer that GM would like to inspect his vehicle and the customer agreed to the inspection. CRM advised the customer that the inspector will be in contact with him to conduct another brief interview and once the inspection is complete, CRM will contact the customer back. Customer thanked CRM and ended the call. Tammy Holcomb/Tampa/PAR ext. 58334; 0; 347582382
2001-01-05

CRM contacted the Servicing Dealership J.B.R. Buick and spoke with the service manager, Mr. Greg Gibson, who stated that the vehicle is very well burnt in the front end. CRM advised MR. Gibson that the customer has consented to an inspection and asked if he would be the primary contact, Mr. Gibson agreed and stated that if he was unavailable then Allen Jones, Body Shop Manager, would be the second contact. CRM thanked Mr. Gibson for his assistance and ended the call. Tammy Holcomb/Tampa/PAR ext. 58334; 0; 347582552
2001-01-19

CRM received the inspection report back and reviewed the file with TM-G.D., GWTM- E.D.T., and L.D.
CRM will advised the customer that GM is declining responsibility.
Tammy Holcomb/Tampa/PAR ext. 58334; 0; 348768682
2001-01-19

CRM attempted to contact the customer and received voicemail. CRM left a message for the customer to return CRM's call. Tammy Holcomb/Tampa/PAR ext. 58334; 0; 348769359
2001-02-05

CRM attempted to contact the customer again and received the answering machine again. CRM left message on the customer's answering machine. CRM advised customer that the origin of the thermal event is unknown and GM is unable to assume responsibility. CRM advised customer to refer to his insurance company and advised if customer had any questions to please call CRM back. CRM also advised will be following up call with a letter. CRM closing file. Tammy Holcomb/Tampa/PAR ext. 58334; 0; 350235949
2001-02-05

Summary

CRM received file. CRM reviewed file with customer. CRM reviewed file with Dir.
Customer gave permission for EAA inspection.
Cause of thermal unknown.
GM not assuming responsibility.
CRM sending letter, closing file, and forwarding to BHS.
Tammy Holcomb/Tampa/PAR ext. 58334; 0; 350236062
LITTON, PAUL H

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

INCIDENT DATE: 2001-01-01 INCIDENT TIME: 22:30:00
INCIDENT LOCATION: 130 vfw road
Kingsport, tn

DRIVER NAME: NONE DRIVER AGE:
DRIVER DISABILITY: none

OWNER DESCRIPTION: cust states veh caught on fire after being park'd for roughly 6 hours.

340645

ALLEGED DEFECTIVE COMPONENT: UNKNOWN

INCIDENT RESULT: Declined 2-5-01

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: ALLSTATE INSURANCE CO

INSURANCE COMPANY ADDRESS: 1021 W STONE DRIVE

KINGSPORT, TN 37660

AGENT NAME: KEN TALLEY

AGENT PHONE NUMBER: 423-247-8000

MORE INFORMATION: cause of fire, unknown. cust states veh was running fine and had been
seen by dlr week prior

MAINTENANCE LOCATION: J B R BUICK

CURRENT LOCATION OF VEHICLE: J.B.R. BUICK DEALERSHIP

NOTIFY NAME: [REDACTED]

WAS VEHICLE INSPECTED: Y

INSPECTORS NAME: RAAINSPERCTION DATE: 2001-01-11

MILEAGE AT INSPECTION: 25000

WHERE WAS INSPECTION DONE: Pictures were taken of vehicle and incident site.

WAS VEHICLE ROAD TESTED: N

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED: THERMAL INSPECTION OF ENGINE COMPARTMENT

INVESTIGATIVE SUMMARY: see report

FAR STATUS: Accepted

*****FAR 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:

WARP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

340645

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

INTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

* BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

*****ERC CONTACT INFORMATION*****

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE:

1

Claimant

KINGSPORT, TN

GM

PAR CASE INFORMATION

340645

Problem ID: 02735867

CONTACT INFORMATION	VEHICLE INFORMATION
Name: [REDACTED] Address: [REDACTED] Phone: [REDACTED] KINGSFORD, TN [REDACTED]	VIN: 1G4CW52K3W4862089 MAKE: Buick MODEL: UNKNOWN YEAR: 1998 ODOMETER: 28,000

BRC CONTACT INFORMATION	ACCOUNT/POLICY
NAME: [REDACTED] COMPANY: [REDACTED] ADDRESS: [REDACTED] PHONE: [REDACTED] TYPE: Claimant	SERVICE DEALER: J.B.R. BUICK-GMC TRUCK, INC. CONTRACT: SVC MGR- MR. GIBSON SELLING DEALER: CHAPARRAL POW-BUI-GMC CONTRACT: 423-382-3871 PAYEE: No

PAR DETAILS	VEHICLE INFORMATION
CONTACT ID: C0000025486542 DRIVER NAME: NONE DRIVER AGE: 0 DISABILITIES: none ROAD SURFACE: Asphalt ROAD CONDITION: Dry # PEOPLE IN VEHICLE: 0 INJURIES: No OTHER VEHICLES INVOLVED: No NUMBER INVOLVED: DEFECTIVE COMPONENT: UNKNOWN POLICE REPORT: No INSURANCE: Yes INSURANCE COMPANY: ALLSTATE INSURANCE CO INSURANCE COMPANY ADDR: 1021 W STONE DRIVE INSPECTION: Yes INSP NAME: EAA INSP DATE: 1/11/01 INSP MILES: 28,000 INSP DONE: Pictures were taken of vehicle and incident site. PROPERTY DAMAGE: INCIDENT LOCATION: 158 vlv road Kingsport, In INCIDENT RESULT: Declined 2-8-01 VEHICLE LOCATION: J.B.R. BUICK DEALERSHIP MAINTENANCE LOCATION: J B R BUICK OWNER DESC: cust states veh caught on fire after being park'd for roughly 6 hours. MORE INFO: cause of fire, unknown/ cust states veh was running fine and had been avo by dr week prior	BODY INJURY: No COLLISION: No PROPERTY DMG: Yes NON COLL: Yes DMB ABV K: No NOTIFY NAME: [REDACTED] AGENT NAME: KEN TALLEY STATUS: Accepted REJECT REASON: ROAD TEST: No ROAD TEST DESC: ROAD TEST RESULT: COMP INSPECTED: THERMAL INSPECTION OF ENGINE CO INVEST SUMMARY: gas report AGENT PHONE: 423-247-8000 INCIDENT DATE & TIME: 01/01/2001 10:30:00 AM

REMARKS: [REDACTED]

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1000:
POLICY NUM:



PAR CASE INFORMATION

Problem ID: 02735867

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: 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: 02735867****CALL HISTORY****01/05/2001 - 10:04:47 AM**

Crm attempted to contact the customer and received an answering machine. Crm left a message with BOB and ask. for customer to return call. Tammy Holcomb/Tampa/PAW ext. 58334

01/05/2001 - 04:41:54 AM

Crm contacted the Servicing dealership J.B.R. Buick and spoke with the service manager, Mr. Greg Gibson, who stated that the vehicle is very well burnt in the front end. Crm advised MR. Gibson that the customer has consented to an inspection and asked if he would be the primary contact. Mr. Gibson agreed and stated that if he was unavailable then Allen Jones, Body Shop Manager, would be the second contact. Crm thanked Mr. Gibson for his assistance and ended the call. Tammy Holcomb/Tampa/PAW ext. 58334

01/05/2001 - 04:39:11 AM

Crm received a voicemail from the customer to contact him back. Crm contacted the customer and reviewed the file. Customer stated that he was inside and heard an explosion then went to the window and saw flames coming from his vehicle. The customer then called the fire department and they came and put out the flames. Customer stated that he did have a fire report and would fax it to the CRM. Customer stated that there is heat and smoke damage to his apartment building and the parking lot. Customer stated that his insurance is going to look at the vehicle but they suggested the customer contact GM. Crm advised the customer that GM would like to inspect his vehicle and the customer agreed to the inspection. Crm advised the customer that the inspector will be in contact with him to conduct another brief interview and once the inspection is complete, Crm will contact the customer back. Customer thanked Crm and ended the call. Tammy Holcomb/Tampa/PAW ext. 58334

01/19/2001 - 10:13:29 AM

Crm received the inspection report back and reviewed the file with TM-G.D., GMTM- E.D.T., and L.D.
Crm will advise the customer that GM is declining responsibility.
Tammy Holcomb/Tampa/PAW ext. 58334

01/19/2001 - 10:24:35 AM

Crm attempted to contact the customer and received voicemail. Crm left a message for the customer to return crm's call. Tammy Holcomb/Tampa/PAW ext. 58334

01/05/2001 - 09:44:49 AM

Crm attempted to contact the customer again and received the answering machine again. Crm left message on the customer's answering machine. Crm advised customer that the origin of the thermal event is unknown and GM is unable to assume responsibility. Crm advised customer to refer to his insurance company and advised if customer had any questions to please call crm back. Crm also advised will be following up call with a letter. Crm closing file.
Tammy Holcomb/Tampa/PAW ext. 58334

02/06/2001 - 09:48:57 AM**Summary**

Crm received file. Crm reviewed file with customer. Crm reviewed file with Dir.
Customer gave permission for EAA inspection.
Cause of thermal unknown.
GM not assuming responsibility.
Crm sending letter, closing file, and forwarding to E813
Tammy Holcomb/Tampa/PAW ext. 58334

GM Vehicle Inquiry System Summary

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VIN:	1G4CW52K3W4662049
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VEHICLE INFORMATION

Merchandising Model:	4CW69				Warranty Start Date:		10/22/1998	
BAES Order Type	N/A							
Delivering Dealer :	CHAPARRAL PONTIAC-BUICK-GMC TRUCK, INC. 3514 BRISTOL HIGHWAY JOHNSON CITY, TN 37601-1346 (423) 282-3871				Selling Source:		11 - BUICK	
					Site Code:		37336	
					Business Associate Code:		116461	
Service Contract:	No	Branded Title:	No	Warranty Block:	No	FDI Status:	Paid	

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	10/22/1998	23 miles	10/22/2001	36023 miles
72/100 SHEET METAL RUST-THROUGH	10/22/1998	23 miles	10/22/2004	100023 miles
36/36 CORROSION	10/22/1998	23 miles	10/22/2001	36023 miles
96/80 PCM/CC EMISSIONS	10/22/1998	23 miles	10/22/2006	80023 miles
36/36 FEDERAL EMISSIONS	10/22/1998	23 miles	10/22/2001	36023 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
06/22/1999	008670	#	J4100 - GENERATOR ASSY RPL	9530 miles
11/09/1998	047823	#	J3260 - RADR RESERVOIR RPL	823 miles
08/19/1998	A62059	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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GM Vehicle Inquiry System

Claim History

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Expanded Title](#)

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VIN:	104CW52K3W4662039
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CLAIM HISTORY

Repair Order Dates		05/22/1999		Repair Order Number		008670		Odometer Reading		9530 miles		
Served By:		J.B.E. BUICK-GMC TRUCK, INC. PO BOX 596 KINGSPORT, TN 37662-0596 (423) 247-2113				Selling Source		11 - BUICK				
						Site Code		37341				
						Business Associate Code		118236				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part				Comments
05/28/1999	971	01	#	J4100 - GENERATOR ASSY RPL				10464069 - CHARGE REM				N

Repair Order Date	11/09/1998	Repair Order Number	047823	Odometer Reading	822 miles	
Served By:	CHAPARRAL PONTIAC-BUICK-GMC TRUCK, INC. 3514 BRISTOL HIGHWAY JOHNSON CITY, TN 37601-1346 (423) 282-3871			Selling Source	11 - BUICK	
				Site Code	37336	
				Business Associate Code	116461	
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
11/12/1998	906	01	#	J3260 - RADR RESERVOIR RPL	12346290 - COOLANT	N

Repair Order Dates:	08/19/1998	Repair Order Number:	A62059	Odometer Reading:	0 miles	
Serviced By:	CHAPARRAL PONTIAC-BUICK-GMC TRUCK, INC. 3514 BRISTOL HIGHWAY JOHNSON CITY, TN 37601-1346 (423) 282-3871			Selling Source:	11 - BUICK	
				Site Code:	37336	
				Business Associate Code:	116461	
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
08/24/1998	883	01	1	27000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIRE

Division: BUCK	Ref# 82736847	
VIN: 1G4CW52K9W4662069	Claimant's Name (LAST, First)	

Division:	Ref#	Document ID	(page 1 of 6)
VIN:	Claimant's Name (LAST, First)		

Inspected By: ORVILLE R. PROFFITTOrganization: EAAPhone: (435) 763-7414Inspection Date: 01/11/01Mileage at inspection: UNKNOWN
12/11/00 28000

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: ALL COMBUSTABLE/MELTABLE UNDER HOOD COMPONENTS COMPLETELY DESTROYED BY EXTREME HEAT. ALL WIRING IS DEVOID OF ANY INSULATION. ALL PLASTIC AND FIBER COMPONENTS MELTED AND BURNED. RADIATOR, EVAPORATOR AND FRONT ALUMINUM BUMPER REINFORCEMENT MELTED AND GONE. SOME RESIDUE ON GROUND AT THE SITE. HEAT WAS SO EXTREME THAT A 1/8 INCH HOLE IS MELTED IN THE CENTER FRONT OF THE HOOD. RIGHT FRONT TIRE CONSUMED BY FIRE. LEFT FRONT TIRE HAS "BURN THROUGH" HOLES. HIGHEST TEMPERATURE AREA APPEARS TO HAVE OCCURRED IN THE FRONT OF THE ENGINE COMPARTMENT AS EVIDENCED BY THE MELTING OF THE ALUMINUM BUMPER REINFORCEMENT. THE FIRE TRAVELED THROUGH CONH. HVAC AREA AND INTO PASSENGER AREA. WINDSHIELD BROKEN AND SOME MELTING OF EDGES. RIGHT SIDE OF INSTRUMENT PANEL MELTED. FIRE TRAVELED UP RIGHT PILLAR AND INTO THE ROOF AREA BURNING PAINT FROM THE EXTERIOR ROOF IN THE RIGHT FRONT CORNER. INSPECTION OF THE SITE INDICATED THE HEAT HAD PARTIALLY MELTED AN OUTDOOR ELECTRICAL PLUG ON THE BUILDING. HEAVY SMOKE HAD "BOOTED" THE UPPER STORY OF THE BUILDING. SEVERAL CONSTRUCTION "SAW HORSES" WERE FIRE DAMAGED. IT WAS APPARENT THAT VEHICLE HAD BEEN AFIRE FOR SOME TIME BEFORE OWNER OBSERVED AND REPORTED TO THE FIRE DEPARTMENT. INVESTIGATION DID NOT REVEAL KNOWN SOURCE.

II INTERVIEW - VEHICLE HISTORY

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

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 OBSERVED ON VEHICLE. OWNER REPORTED NO SPECIAL EQUIPMENT. (PARTIALLY BURNED CELL PHONE CORD NOTED NEXT TO VEHICLE.)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.) NONE NOTED DURING INSPECTION. OWNER REPORTED NO PRIOR COLLISIONSRepaired by: N/A

4. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine miss, etc) : OWNER REPORTED NO UNUSUAL CONDITIONS DURING LAST TRIP. VEHICLE HAD BEEN PARKED APPROXIMATELY 6 HOURS PRIOR TO INCIDENT.

6. Repairs outside of warranty (what, when, by whom?): OWNER REPORTED "NO REPAIRS, EXCEPT BY DEALER."

8. Other vehicle history information (from person being interviewed or GM Warranty History): GENERATOR REPLACED AROUND JUNE OF 1999. NO OTHER REPAIRS. LAST LUBE/OIL DECEMBER 2000 BY JBR BUCK.

7. Last maintenance (date, description, by whom?): SEE 6

II INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

This section covers vehicle usage the day of the fire.

If being driven, describe: vehicle speed: N/A 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? APPROXIMATELY 6 HOURS Was the ignition off X or was the engine running ? Describe drive prior to parking: drive length h 30 min, distance 20 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). HIGHWAY

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: N/A Load location: N/A Height and description of front shape of trailer: N/A

Weather conditions: Approx. ambient temperature 15°F, General conditions (dry, rain, wind, etc.): DRY

III B AT THE FIRST INDICATION OF A PROBLEM

Ignition switch position (off, on, start, accessory): OFF Engine running? (Y/N) NO

Unusual odors? (Y/N) NO Describe: OWNER REPORTED NO ODORS DURING LAST TRIP

Smells? (from where, color, intensity, etc.) NO

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

Any apparent malfunction? (Y/N) NO If yes, describe: N/A

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

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. Rt
Other Interior Lights

CB Radio

Other

If any of the above were cycled, describe: OWNER/DRIVER REPORTED HE WAS NOT SURE WHAT WAS ON BUT NOTHING MALFUNCTIONED DURING TRIP.

Was anyone smoking? (Y/N) NO How long since someone last smoked in the vehicle? NEVER

III C DURING THE FIRE

Time UNK and distance N/A between first indication of a problem and start of fire.

Time N/A between start of fire and other significant events. Describe: N/A

Time (24 hr) 2300 when fire was over or put out.

Describe initial location, color and intensity of smoke and flame. OWNER REPORTED FLAME AND SMOKE FROM FRONT OF VEHICLE OBSERVED THROUGH APARTMENT WINDOW. OWNER HEARD "EXPLOSION". SAW FLAMES AND CALLED FIRE DEPARTMENT.

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

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

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

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

Any other comments that have not been covered? VEHICLE WAS PARKED UNOCCUPIED AND HAD BEEN FOR APPROX 6 HOURS PRIOR TO OWNER HEARING "EXPLOSION" LOOKING OUT HE WINDOW AND SEEING THE VEHICLE ON 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.

Take color photographs of the following:

A. Exterior:

Front
Right side
Rear
Trunk area
Decklid outer panel
Decklid inner panel
Option label
VIN
Left side
Hood outer panel
Hood inner panel
Roof

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

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

Comments: FRONT OF VEHICLE SHOWS EXTREME HEAT, RADIATOR, A/C EVAPORATOR AND ALUMINUM FRONT BUMPER REINFORCEMENT MELTED. ALL PLASTIC AND FIBER PARTS COMPLETELY BURNED. HEADLIGHTS FELL OUT AND ARE LAYING ON THE GROUND AT THE SITE. RIGHT FRONT FENDER BURNED. RIGHT FRONT TIRE COMPLETELY BURNED. RIGHT FRONT BRAKE HOSES BURNED AND GONE. NO DAMAGE WAS NOTED IN THE REAR EXTERIOR OF THE VEHICLE OR THE TRUNK AREA. DECK LID PANELS WERE NOT DAMAGED. THE LEFT FRONT FENDER WAS FIRE DAMAGED AS WELL AS THE LEFT FRONT TIRE. THE HOOD HAS A HOLE MELTED IN THE FORWARD CENTER PORTION, HOLE APPROX 18 INCHES. FIRE TRAVELED THROUGH THE CONSOLE AREA INTO THE INSTRUMENT PANEL, AND INTO THE ROOF AREA.

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, RP, Rear Seats

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

UNABLE TO DETERMINE POSITION OF OTHER ELECTRICAL COMPONENTS.

Position of windows (if glass is missing, do further inspection): ALL WINDOWS IN THE "UP" POSITION.

LEFT FRONT WAS BROKEN OUT BY THE FIRE DEPARTMENT.

Comments: INTERIOR OF VEHICLE HAS FIRE AND SMOKE DAMAGE. INSTRUMENT PANEL MELTED. WINDSHIELD HAS BROKEN OUT SECTION IN CENTER. HVAC BLOWER LAYING IN RIGHT FLOOR AREA INDICATING PLENUM HAS MELTED.

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.): FRONT VALVE COVER HAS

BURNED/MELTED. VALVE TRAIN VISIBLE THROUGH HOLES.

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 APPEARED INTACT AND UNMODIFIED

Other: N/A

Comments: ENGINE COMPARTMENT COMPONENTS ARE HEAVILY DAMAGED BY HEAT. MANY HAVE BEEN CONSUMED BY FIRE. THE RADIATOR AND EVAPORATOR ARE MELTED AND MOSTLY GONE. THE COOLANT RECOVERY BOTTLE WAS MELTED AND ONLY A PORTION REMAINED. ALL RUBBER/PLASTIC LINE COOLANT AND FUEL HAVE BEEN CONSUMED BY THE FIRE. TRANSMISSION OIL COOLER LINES, THE

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 SAMPLE NOT AVAILABLE. RADIATOR MELTED. HOSES BURNED AND GONE. RECOVERY TANK MELTED.

Engine oil: SAMPLE NOT AVAILABLE. DIPSTICK HANDLE MELTED. DIPSTICK SEIZED TO TUBE.

Transmission fluid: UNK.

Power steering fluid: NOT AVAILABLE

Brake fluid: FLUID RESERVOIR MELTED NO FLUID VISIBLE

E. Underbody:

Underbody & exhaust (include hangers):

Catalytic converter (any discoloration or swelling?): UNABLE TO VIEW UNDERSIDE OF VEHICLE.

Scrapes or impact damage on the following:

Fuel tank

Fuel filler lines

Tires/Wheels

Comments: BOTH FRONT TIRES BURNED. RIGHT FRONT TOTALLY CONSUMED EXCEPT FOR HEAD REINFORCEMENT WIRES. LEFT FRONT HAS HOLES BURNED THROUGH SIDEWALL.

F. Electrical:

Generator & attached wiring

Battery & attached cables

Cooling fans

Fuses (identify all open or not proper size): FUSE PANEL TOTALLY MELTED. CIRCUIT BREAKERS AND FUSES DESTROYED BEYOND RECOGNITION.

Relay centers

Wiring insulation at fuse blocks

Fusible links (identify all open): ALL WIRING HARNESSSES AND INDIVIDUAL WIRES COMPLETELY STRIPPED OF INSULATION BY FIRE.

Spark plug wiring and boot condition: VISIBLE WIRES AND BOOTS BURNED

Modules: ABS/TCs, ECM, other

Comments: SEE NOTES ABOVE. FIRE BURNED WITH EXTREME HEAT AND FOR SOME TIME BEFORE BEING NOTED AND EXTINGUISHED.

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/source/source of the fire: NO SPECIFIC COMPONENT WAS SPECIFIED BY THE OWNER.

Photograph and comment on the item/area which is the apparent origin of the fire: PHOTOGRAPHS WERE TAKEN TO DOCUMENT EXTENT OF DAMAGE. UNDERHOOD AREA SHOWS EXTREME HEAT AND FIRE DAMAGE. HIGHEST HEAT AREA APPEARED TO BE LOCATED IN CENTER AT RADIATOR HOWEVER ORIGIN UNDETERMINED.

Anything on vehicle which is after-market: NONE NOTED

Anything on vehicle which is a modification: NONE NOTED

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

Other relevant information: N/A

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: OWNER/DRIVER DID NOT ALLEGE CONTENTS 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 contributory factor or cause, take pictures as necessary. Examine building electrical systems

- water heaters or other flame or spark source, tall grass, dry leaves, rule 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: ACCORDING TO OWNER STATEMENT VEHICLE WAS PARKED FOR APPROXIMATELY 6 HOURS NEXT TO THE VW BUILDING IN COLONIAL HEIGHTS TIL. OWNER WOULD NOT CONFIRM THAT THIS IS HIS RESIDENCE. INSPECTION OF SITE CONFIRMED LOCATION OF FIRE AND REVEALED SMOKE AND HEAT DAMAGE TO SIDE OF BUILDING. SEVERAL CONSTRUCTION BARRIERS WERE ALSO SHOWN FIRE DAMAGE. PIECES OF THE VEHICLE WERE IN EVIDENCE ON THE GROUND AT THE FIRE SITE. METAL PORTIONS OF THE BUMPER COVER, UNBROKEN HEADLAMPS AND PLASTIC MELTINGS WERE OBSERVED. THE BLACKTOP PAVING UNDER THE FIRE SITE WAS OF A MORE GRAINULAR AND LOOSE CONSISTENCY THAN SURROUNDING PAVING. THE BLACKTOP ALSO SEEMED TO HAVE BUCKLED "UP" IN THIS AREA.

PRELIMINARY PAR INSPECTION FIELD PHOTOGRAPHIC NOTES

Division: BUICK	Roll# 02738867	Document ID	Date Saved:
VIN: 1G4CW58K9W4882059	Claimant's Name (LAST, First)		

Inspector ORVILLE R. PROFFITTNumber of Rolls 4

Roll Number 1

Neg.#	Description
0	N/A
1.	N/A
2.	N/A
3.	N/A
4.	<u>LEFT FRONT VIEW</u>
5.	<u>LEFT REAR DOOR AND QUARTER PANEL AREA</u>
6.	<u>RIGHT FRONT FENDER SIDE VIEW</u>
7.	<u>RIGHT REAR DOOR QUARTER PANEL AREA</u>
8.	<u>REAR END PANEL DECK LID</u>
9.	<u>FRONT VIEW HOOD DAMAGE, MELTED COMPONENTS, WINDSHIELD</u>
10.	<u>LEFT FRONT ANGLED VIEW</u>
11.	<u>HOOD PANEL MELT THROUGH</u>
12.	<u>HOOD PANEL, RIGHT FRONT FENDER</u>
13.	<u>HOOD INNER PANEL MELT THROUGH</u>
14.	<u>REAR OF ENGINE COMPARTMENT VIEW FROM LEFT SIDE</u>
15.	<u>FRONT OF ENGINE COMPARTMENT VIEW FROM LEFT SIDE</u>
16.	<u>ENGINE COMPARTMENT VIEW FROM FRONT LEFT SIDE</u>
17.	<u>ENGINE COMPARTMENT VIEW FROM FRONT RIGHT SIDE</u>
18.	<u>ENGINE COMPARTMENT BATTERY AND FUSE PANEL AREA</u>
19.	<u>ENGINE COMPARTMENT RIGHT SIDE REAR</u>
20.	<u>COWL AREA RIGHT SIDE NOTE A/C COMPONENT MELTING</u>
21.	<u>COWL AREA FROM LEFT SIDE</u>
22.	<u>MELTED A/C COND. AND RADIATOR</u>
23.	<u>FRONT OF ENGINE, RADIATOR, A/C CONDENSER</u>
24.	<u>FRONT OF ENGINE, RADIATOR, A/C CONDENSER</u>
25.	N/A
26.	N/A

Inspector ORVILLE R. PROFFITT

Roll Number 2

<u>Seq.#</u>	<u>Description</u>
0	<u>N/A</u>
1.	<u>N/A</u>
2.	<u>FUSE PANEL RIGHT FRONT FENDER INNER JUNCTION BLOCK</u>
3.	<u>RIGHT FRONT STRUT NOTE BRAKE HOSE BURNED</u>
4.	<u>RIGHT FRONT AXLE AND BRAKE HOSE</u>
5.	<u>RIGHT FRONT STRUT</u>
6.	<u>ENGINE COMPARTMENT VIEW FROM RIGHT SIDE COWL AREA</u>
7.	<u>LEFT FRONT DOOR INNER WINDOW BROKEN BY FIRE DEPT.</u>
8.	<u>PASSENGER COMP. FROM LEFT FRONT DOOR</u>
9.	<u>RIGHT FRONT DOOR INNER RIGHT SIDE DASH PANEL</u>
10.	<u>RIGHT SIDE OF DASH PANEL</u>
11.	<u>DECK LID</u>
12.	<u>RIGHT FRONT INNER ROOF PANEL HEADLINER</u>
13.	<u>RIGHT FLOOR AREA BLOB IS HVAC BLOWER MOTOR</u>
14.	<u>LEFT FLOOR DRIVERS SEAT</u>
15.	<u>RIGHT FLOOR PASS. SEAT</u>
16.	<u>PASS. SEAT HEAD REST</u>
17.	<u>REAR SEAT AREA</u>
18.	<u>DAMAGE TO RIGHT ROCKER PANEL AREA</u>
19.	<u>RIGHT FRONT WHEEL</u>
20.	<u>TIRE LABELS</u>
21.	<u>LEFT ROCKER PANEL AREA</u>
22.	<u>INSTRUMENT PANEL</u>
23.	<u>ENGINE COMP. LEFT SIDE</u>
24.	<u>ENGINE COMP RIGHT SIDE</u>
25.	<u>N/A</u>
26.	<u>N/A</u>

Inspector ORVILLE R. PROFFITT

Roll Number 3

<u>No.</u>	<u>Description</u>
0	<u>N/A</u>
1.	<u>N/A</u>
2.	<u>N/A</u>
3.	<u>N/A</u>
4.	<u>BATTERY AREA VALVE COVERS</u>
5.	<u>BATTERY AND FUSE PANEL AREA</u>
6.	<u>LEFT SIDE OF BATTERY, FRONT EXHAUST MANIFOLD</u>
7.	<u>BATTERY, FUSE PANEL</u>
8.	<u>BATTERY, FUSE PANEL</u>
9.	<u>ENGINE AIR INTAKE, MASTER CYL.</u>
10.	<u>MELTED RADIATOR, CONDENSER, BUMPER REINFORCEMENT LEFT</u>
11.	<u>MELTED RADIATOR, CONDENSER, BUMPER REINFORCEMENT RIGHT</u>
12.	<u>VIEW OF COMPONENT MELTING</u>
13.	<u>LEFT FRONT TIRE BURN HOLES</u>
14.	<u>WINDSHIELD HEAT DAMAGE, ROOF DAMAGE</u>
15.	<u>LIKE UNDAMAGED VEHICLE BATTERY, FUSE PANEL AREA</u>
16.	<u>LIKE VEHICLE ENGINE COMPONENTS</u>
17.	<u>LIKE VEHICLE ENGINE COMPARTMENT</u>
18.	<u>LIKE VEHICLE ENGINE COMP., RADIATOR AREA</u>
19.	<u>LIKE VEHICLE BATTERY AREA</u>
20.	<u>LIKE VEHICLE LEFT FRONT CORNER</u>
21.	<u>LIKE VEHICLE COWL, ENGINE AREA</u>
22.	<u>LIKE VEHICLE LAMP WIRING</u>
23.	<u>LIKE VEHICLE BATTERY, FUSE PANEL AREA</u>
24.	<u>LIKE VEHICLE HOOD</u>
25.	<u>LIKE VEHICLE FUSE PANEL WITH COVER REMOVED</u>
26.	<u>N/A</u>
27.	<u>N/A</u>

- Inspector ORVILLE R. PROFFITT

Roll Number 4

<u>Neg.#</u>	<u>Description</u>
0	<u>N/A</u>
1.	<u>N/A</u>
2.	<u>N/A</u>
3.	<u>VIEW OF VIEW BUILDING AND SITE OF FIRE</u>
4.	<u>SITE VIEW</u>
5.	<u>CONSTRUCTION BARRIERS AND VEHICLE RESIDUE</u>
6.	<u>BARRIERS AND RESIDUE</u>
7.	<u>BLACK BLOB BELIEVED TO BE HOOD INSULATION</u>
8.	<u>STEEL BELTS FROM RIGHT TIRE</u>
9.	<u>RUBBER RESIDUE FROM RIGHT TIRE</u>
10.	<u>BLACK TOP/GRAVEL AREA RIGHT FRONT OF VEHICLE SITE</u>
11.	<u>FRONT BUMPER AREA AT SITE</u>
12.	<u>CORNER OF BUILDING SMOKE DAMAGE</u>
13.	<u>UPPER BUILDING SMOKE DAMAGE</u>
14.	<u>BURN SITE FROM LEFT FENDER ACROSS TO RIGHT SIDE</u>
15.	<u>SITE UNDER FRONT BUMPER/RADIATOR AND MELTED COMPONENTS</u>
16.	<u>RIGHT HEADLAMP AT SITE</u>
17.	<u>MELTED COMPONENTS RIGHT SIDE FRONT SITE AREA</u>
18.	<u>RIGHT HEADLAMP/ RIGHT WHEEL AREA</u>
19.	<u>MELTED ELECTRICAL OUTLET ON BUILDING</u>
20.	<u>RIGHT FRONT WHEEL/ RIGHT ENGINE COMP. BLACKTOP AREA</u>
21.	<u>HOOD INSULATION AND STRUT</u>
22.	<u>RIGHT FRONT VEHICLE FIRE AREA</u>
23.	<u>BUILDING SMOKE DAMAGE</u>
24.	<u>BUILDING SMOKE DAMAGE</u>
25.	<u>N/A</u>
26.	<u>N/A</u>
27.	<u>N/A</u>



Warriors Path Volunteer Fire Department

Emergency Response Report

Date: 01-01-01Shift: Days / Nights

Location: <u>[REDACTED]</u>	Time Received: <u>2223</u>
Total Miles Driven: <u>2</u>	Time Dispatched: <u>2226</u>
Number of Vehicles: <u>1</u>	Time Enroute: <u>2226</u>
Temp: <u>20</u> Weather: <u>Snow</u>	Time on Scene: <u>2229</u>
Wind: <u>N/A</u> Ground: <u>Wet</u>	Control Time: <u></u>
	Clear from Call: <u>2300</u>
	Time in Quarters: <u>2303</u>

Call Phoned in by: 9-1-1 Phone Number (if applicable):
 Owner: [REDACTED] Phone Number:

Type of Call

- | | | |
|--|--|--------------------------------------|
| ☐ Structure Fire | ☐ Odor Investigation | ☐ 10-46 |
| ☐ Fire Alarm | ☐ Smoke Investigation | ☐ Back up |
| ☒ Vehicle Fire | ☐ Power Line Down | ☐ Stand by |
| ☐ Brush/Grass Fire | ☐ Community Service | ☐ First Resp. |
| ☐ Other: <u></u> | | |

Vehicle Year: 1998 Make: BMW License: DHN 515
 Vehicle Year: Make: License:

Responding Units

Engine 1:
 Unit 2:
 Unit 3:
 Engine 4:
 Engine 5: J. BRIDGE
 Tanker 6:
 Brush 7:
 Brush 9:

Other Agencies Responding

EVFD SWVFD SCVFD
 KFD SCSD KPD
 THP KLSC BERR
 SCHMS MRD- Other:

Working time of pumper:
 Total Gal. water pumped: 100
 Estimated Risk:
 Estimated Loss:

Air packs used: Bottles used: Other:

General Comments: FIRE WAS CAUSING MOST FROM UNDER HOOD ON SEVERAL
USED 1 1/2" HOSE TO EXTINGUISH FIRE, KICKED IN WAS BROKEN BY
WENT, BROKE DRIVER'S DOOR, WENT IN TO ACCESS INTERIOR OF
VEHICLE, FIRE, HEAT, SMOKE, UNDER DAMAGE DONE BY CAR

Message to: Mr. J. DALRY, D. LOPEZ, E. WILLIAMS, D. WELLS (POO)

At Station: S. CROOK, P. COFFMAN

Officer on call: J. BRIDGE

Men to Fire: 5
 On Standby: 2

Dispatcher/Dispatchers

B. PETERS

KINGSPORT

TN

J.B.R BUICK-GMC TRUCK, INC.
 2301 EAST STONE DRIVE
 KINGSPORT TENNESSEE 37660
 423-247-2113

PAGE 1

12/11/00	98	BUICK	RAVE	1G4CW52K3W4662059	11711	25000	0	0000
SERVICE DATE: 01/11/01								
00/00/00	00/00/00	55	00/00/00 00:00	716 GMP	50.00	01	01/11/01	
19238								

REPAIR LINE 01

LOT

BILL CODE

01	8000 OIL & FILTER 02	M.B.	50	8.00
		TOTAL LABOR		8.00
02	OIL OIL	5		7.50
03	25310782 -OIL FIL	1		1.45
		TOTAL PARTS		1.95

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON 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 AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 90 DAYS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTY WHEN GIVEN TO THE OWNER OF THIS VEHICLE. THE SERVICE HEREIN EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DEALER SERVICE HEREON DOES NOT AUTHORIZE ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF AUTOMOBILES.

SERVICE DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

8.00

14.95

.00

.40

23.35

.00

1.95

.00

25.30

KINGSPORT

TN

J.B.R BUICK-GMC TRUCK, INC.
2301 EAST STONE DRIVE
KINGSPORT TENNESSEE 37660
423-247-2113

PAGE

05/22/99	98	BUICK	EXLAVE	104CW52K3W4662059	11711	9530	0	0000
SERVICE DATE: 05/22/99								
00/00/00	00/00/00	55	00/00/00 00:00	716 GWT	48.00	01	01/11/01	
R.O. NUMBER: 8670								
8670								

CK BATTERY DEAD

CHARGED & CK BATTERY OK. CK ALT SUPPLY LESS THAN 13 VOLTS

BILL CODE

J4100

REPLACE ALT.

20

M A

.70

33.60

TOTAL LABOR

33.60

ON

10454063 - GEMER A

TOTAL PARTS

167.00

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON 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 OTHER RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTY WITH RESPECT TO THE SALE OF THE VEHICLE. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES OTHER THAN THE FACTORY WARRANTY. THE SELLER DOES NOT WARRANT ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER DISCLAIMS ANY LIABILITY FOR ANY DAMAGE TO ANY VEHICLE OR CONNECTION WITH THE SALE OF THE VEHICLE.

SERVICE DEALER, ORIGINAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

.00

.00

.00

.00

.00

.00

.00

.00

.00

.00



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

02/05/01

[REDACTED]
Kingsport, TN [REDACTED]

RE: File Number: 02735867

Vehicle Identification Number: 1G4CW52K3W4662059

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 1998 Buick Park Avenue.

Our investigation revealed no evidence to support the product allegation. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

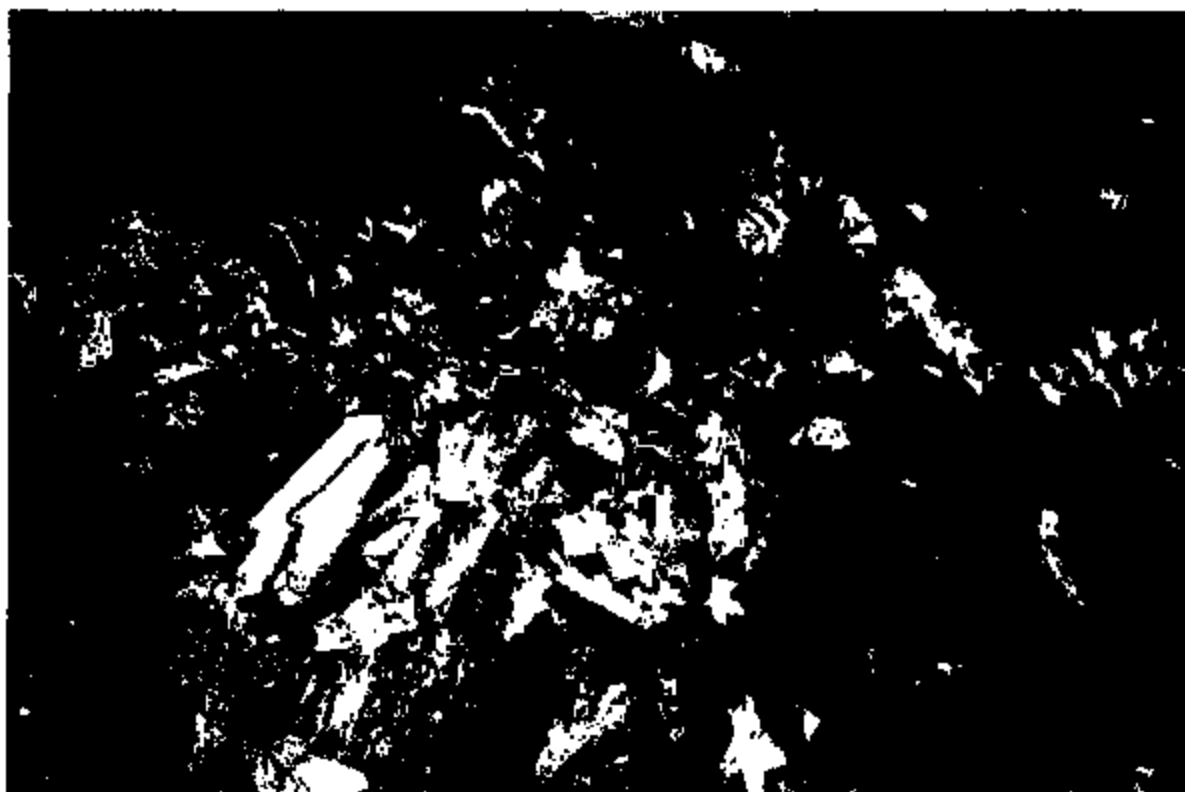
Sincerely,

Tammy Holcomb
Customer Relationship Manager
Product Allegation Resolution Team

340645

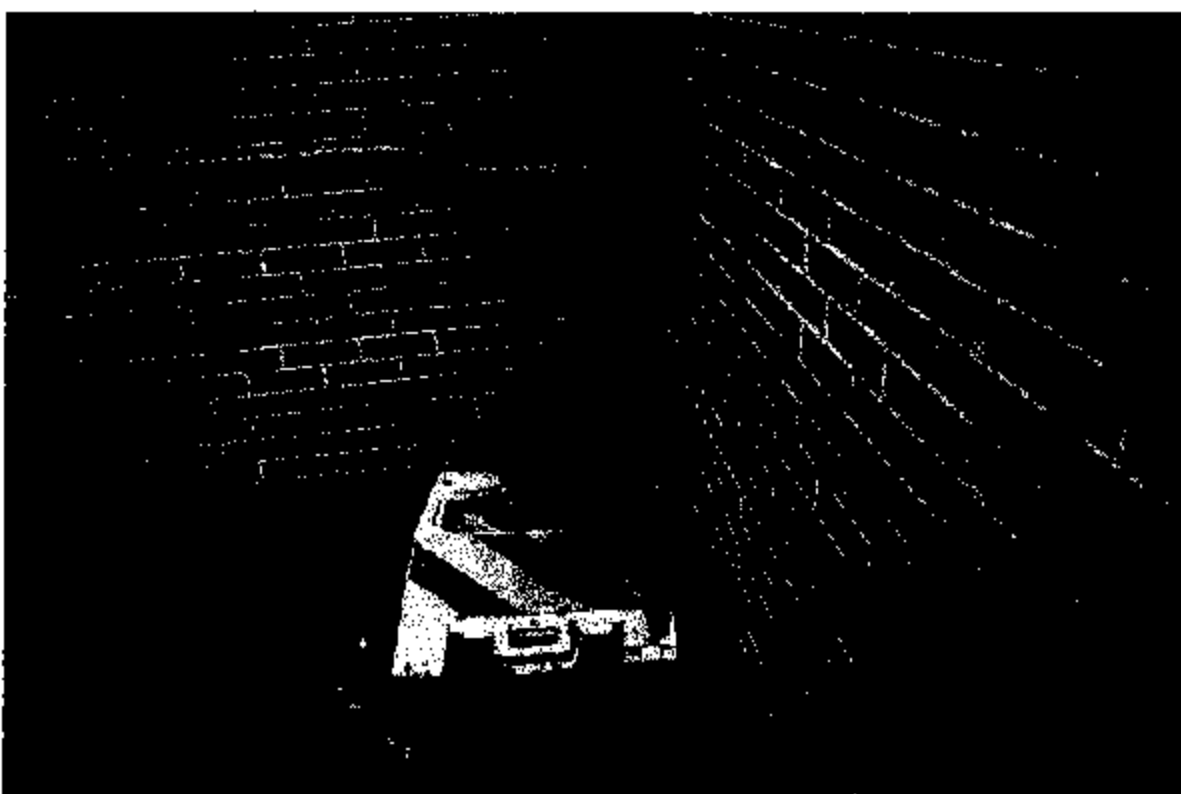


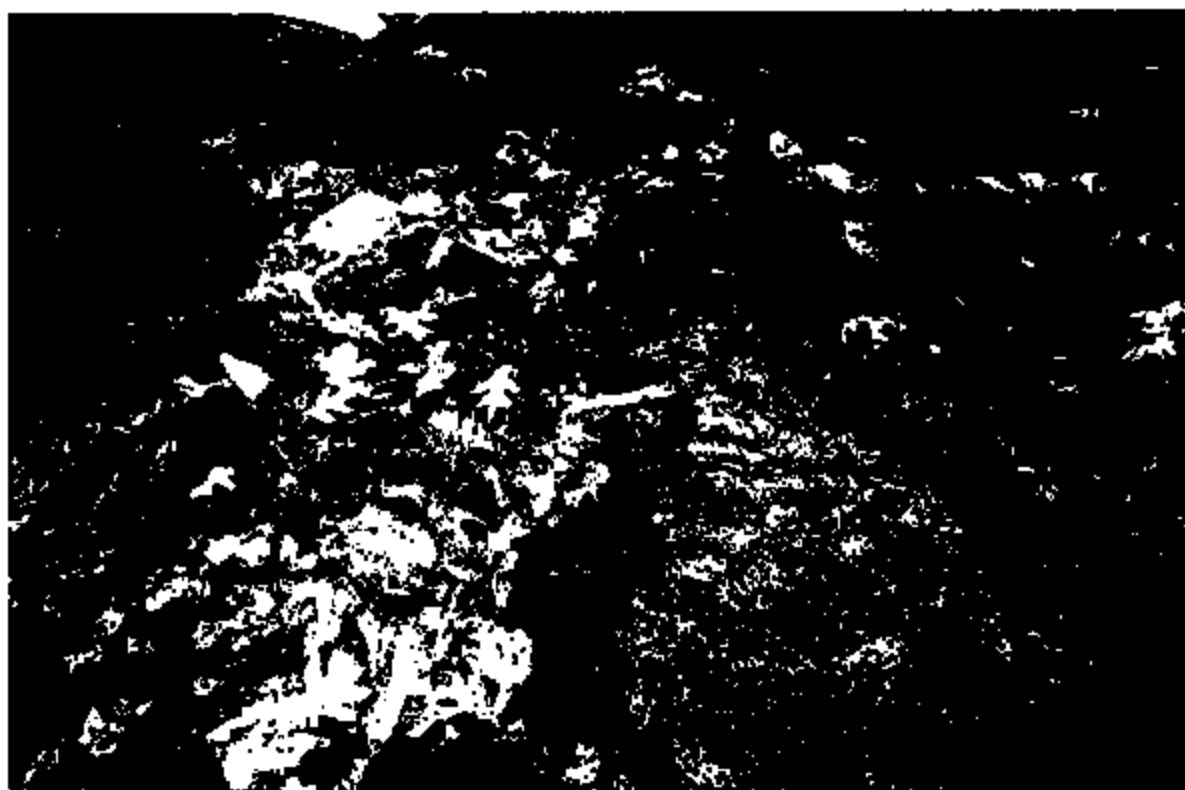
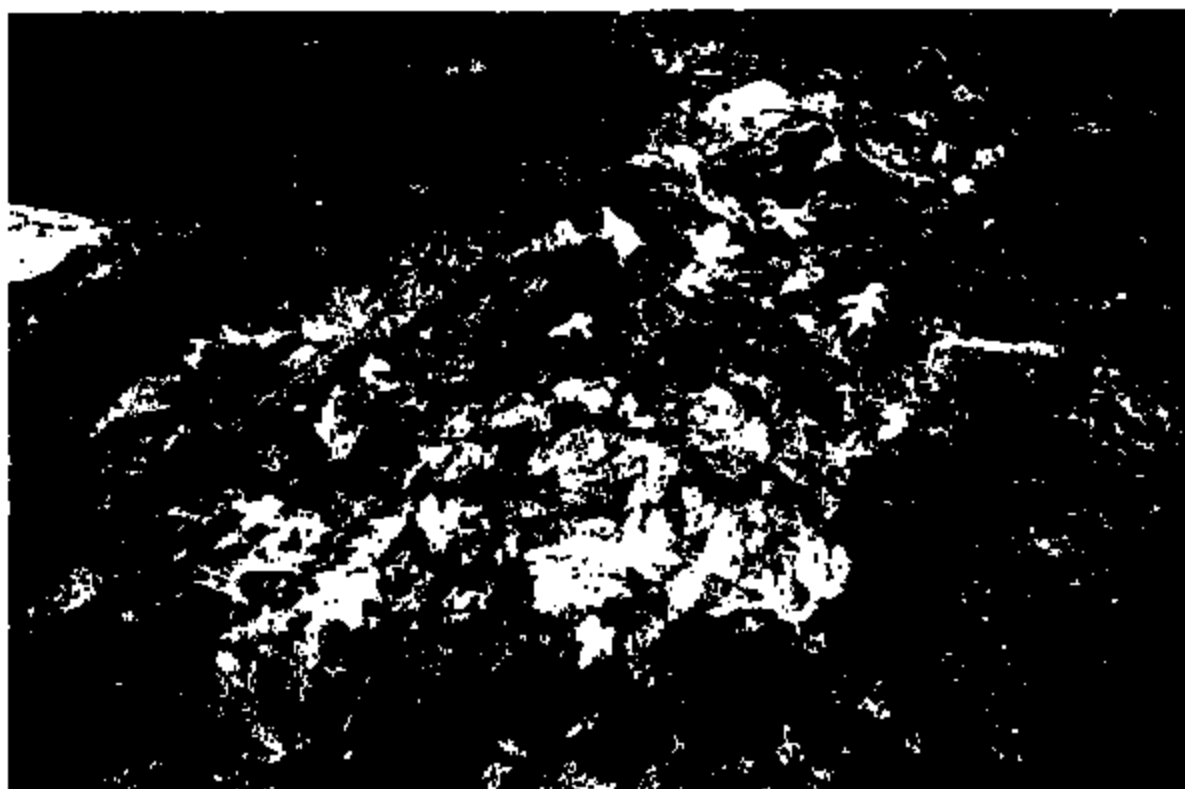


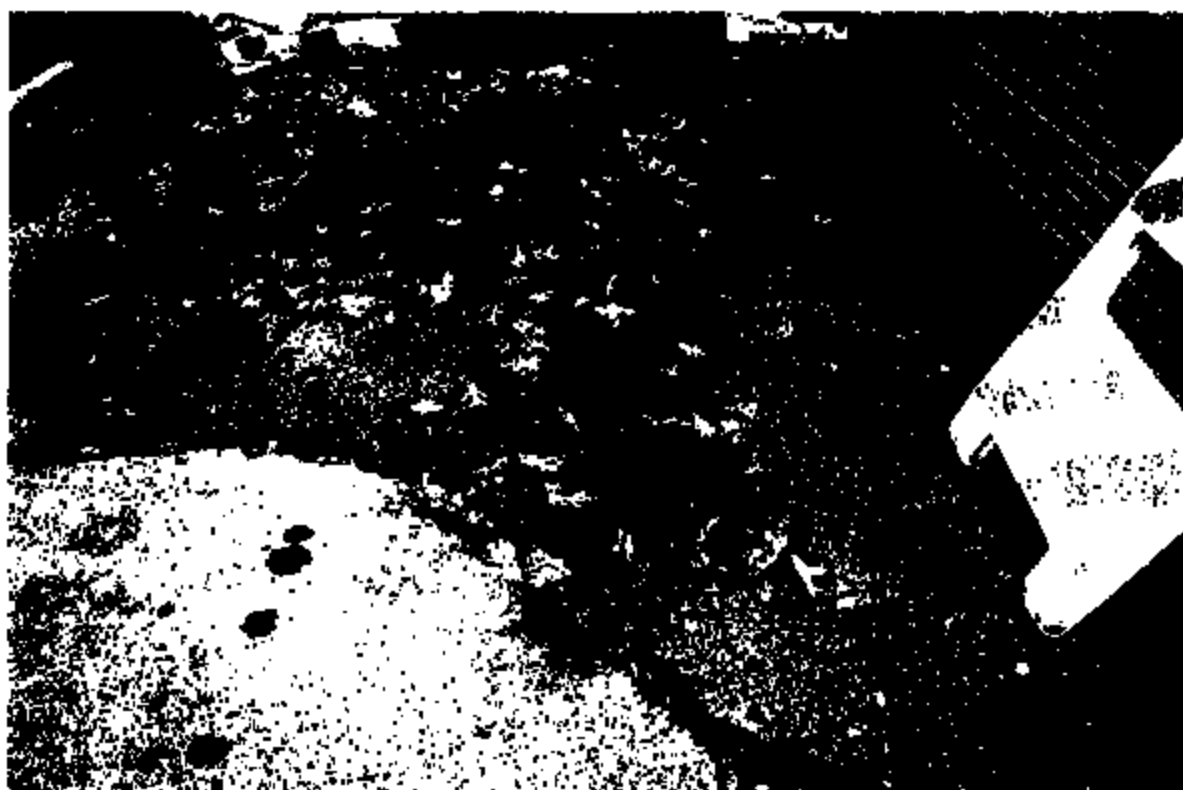
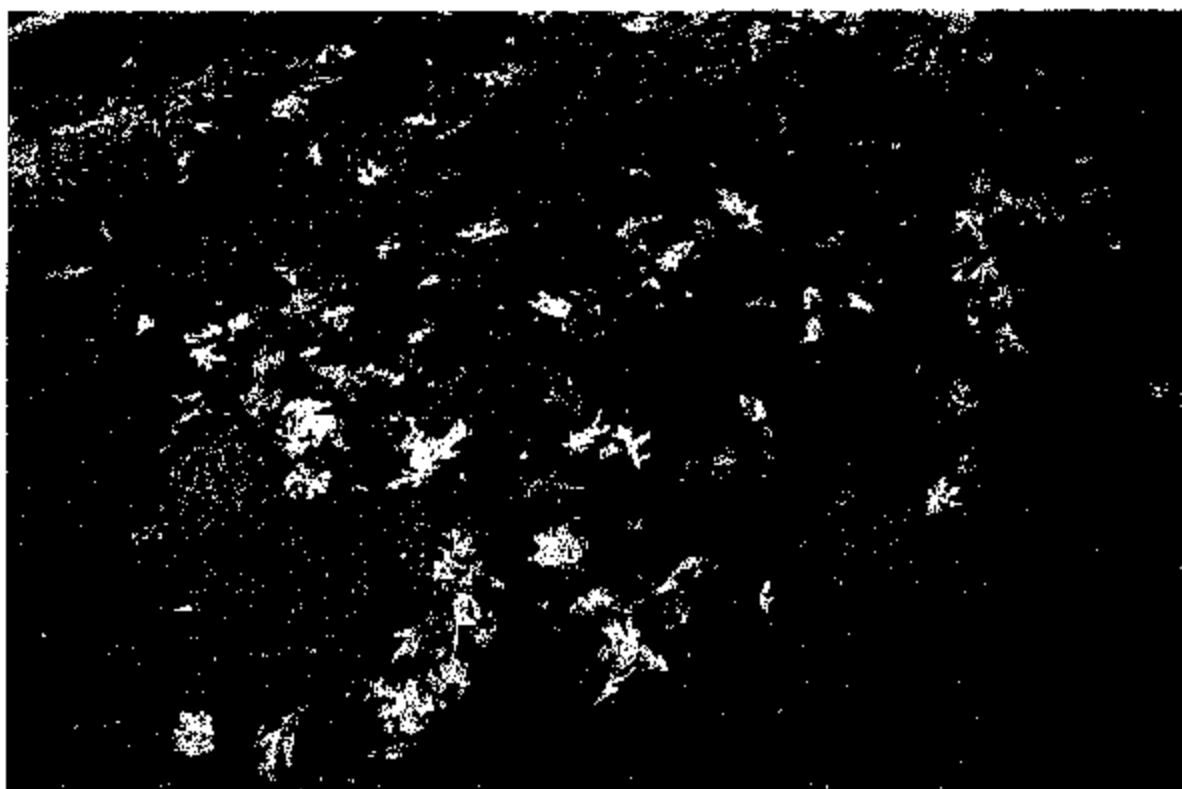


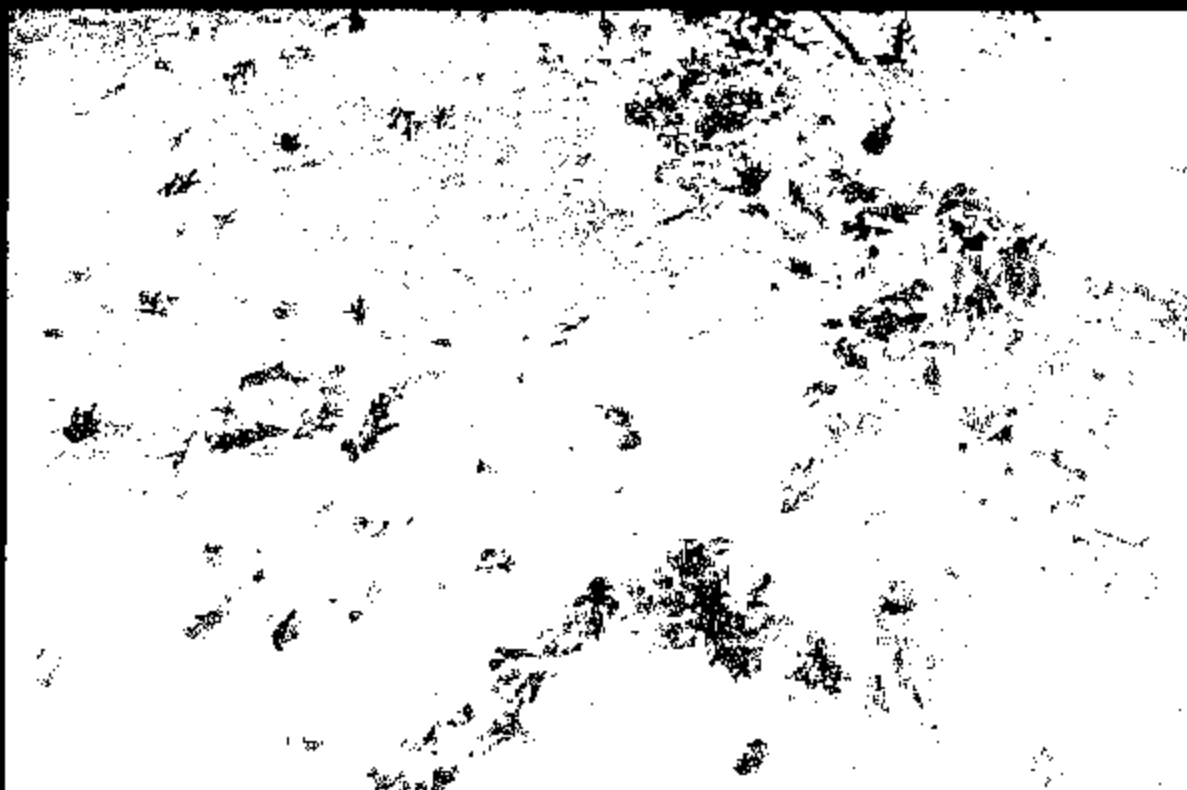


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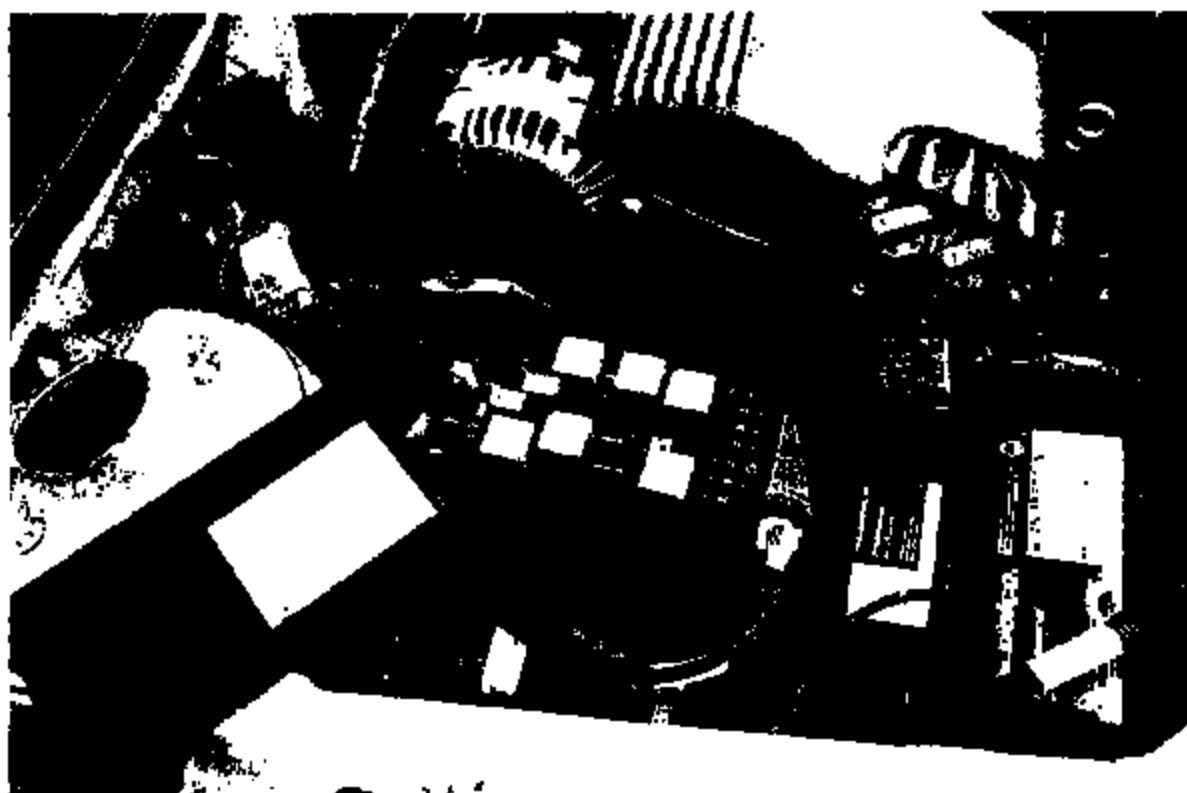


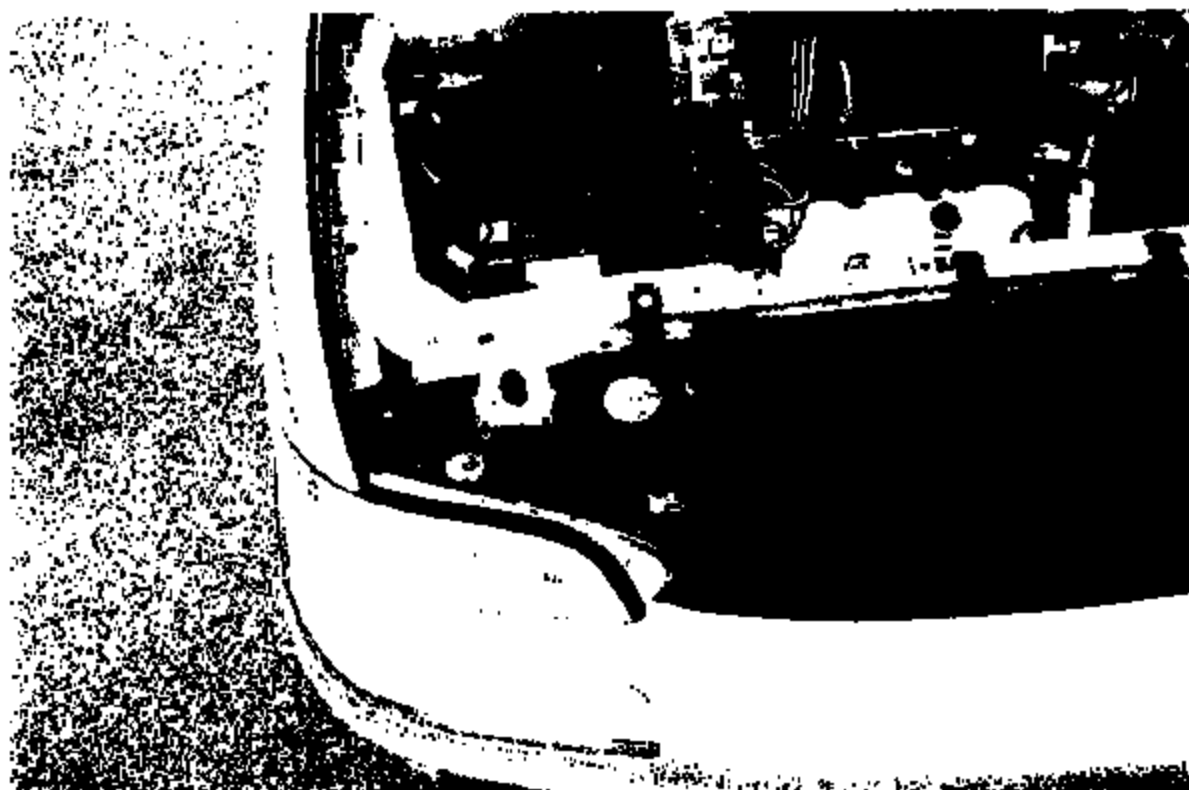
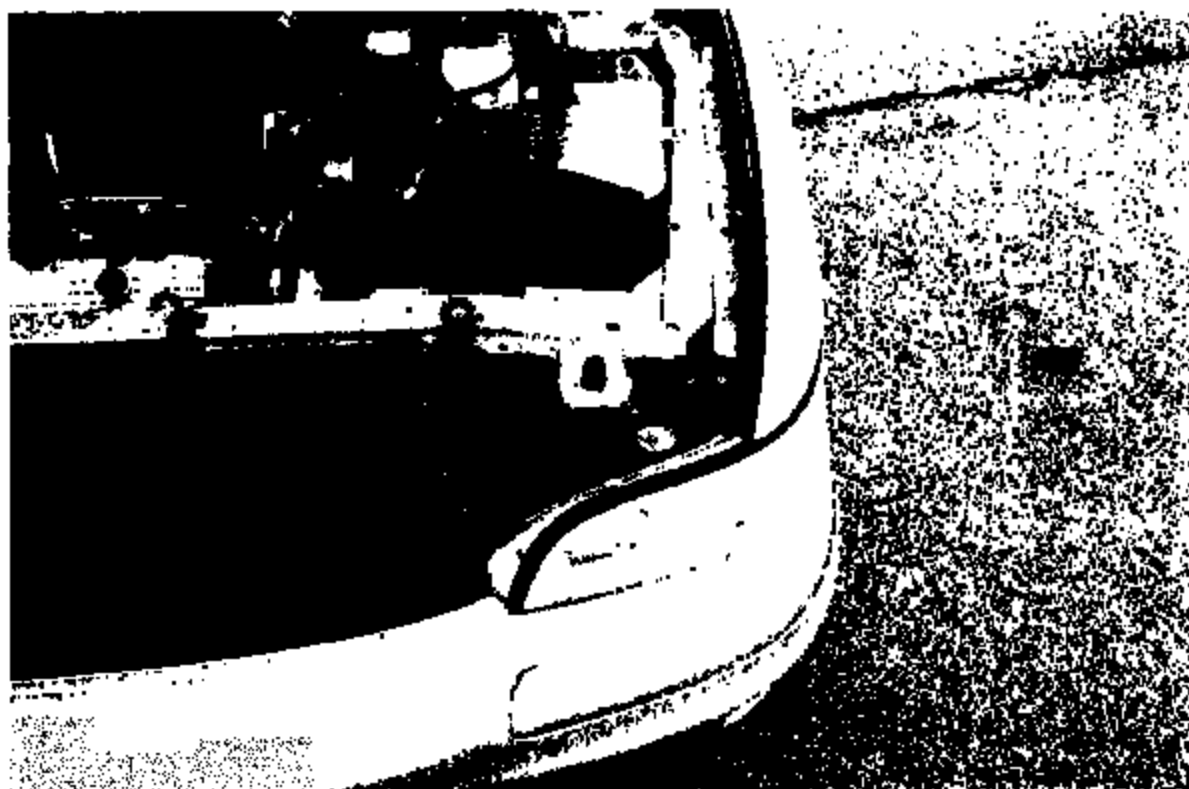


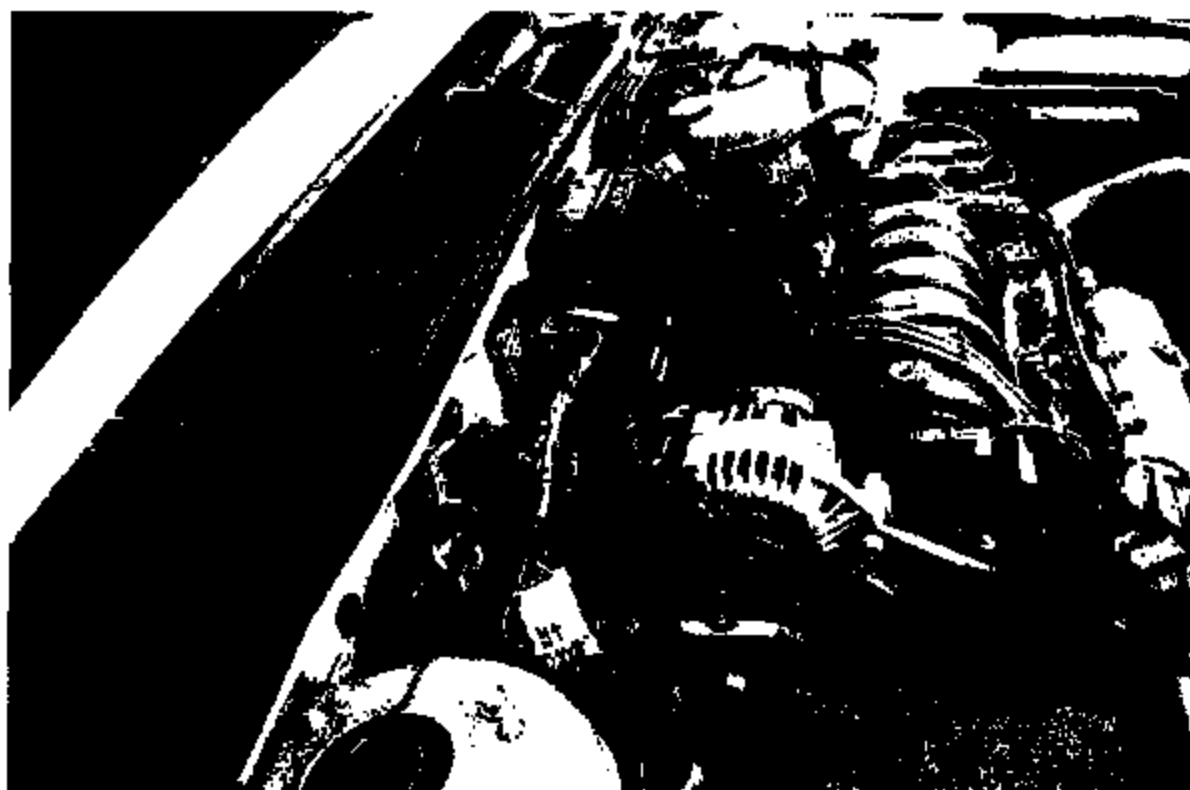


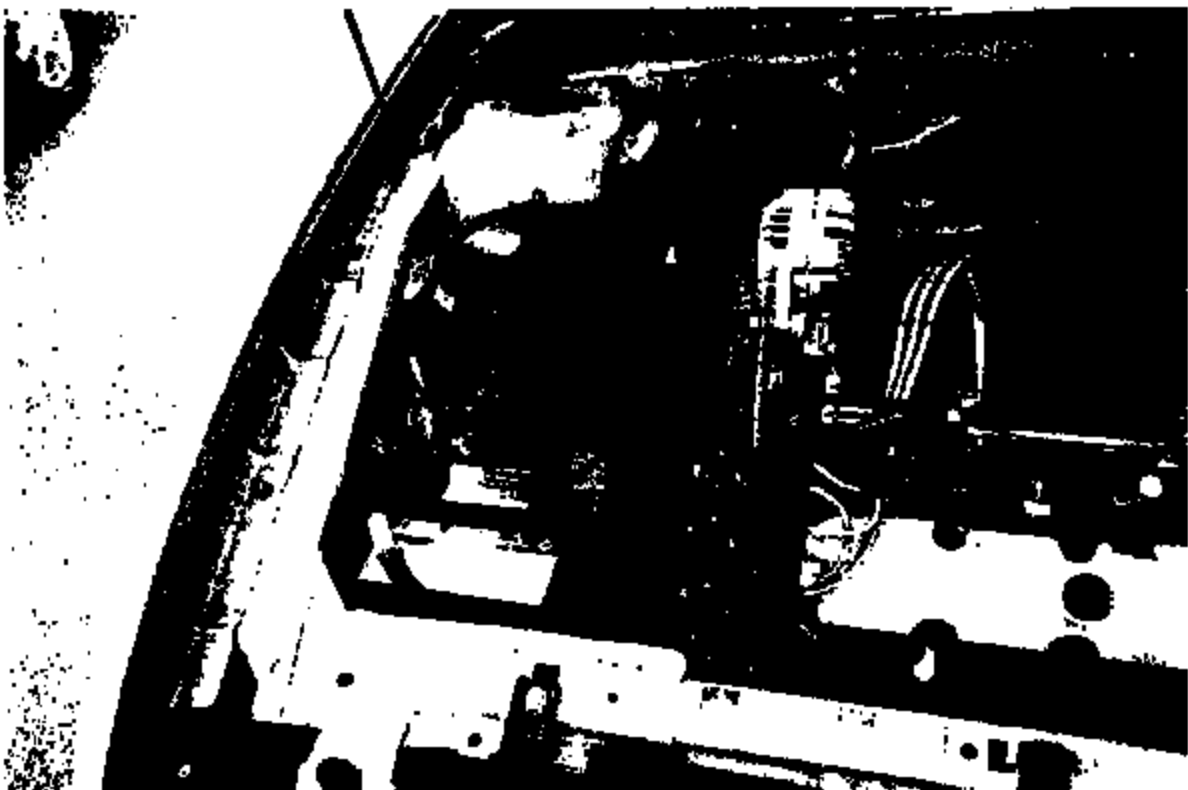
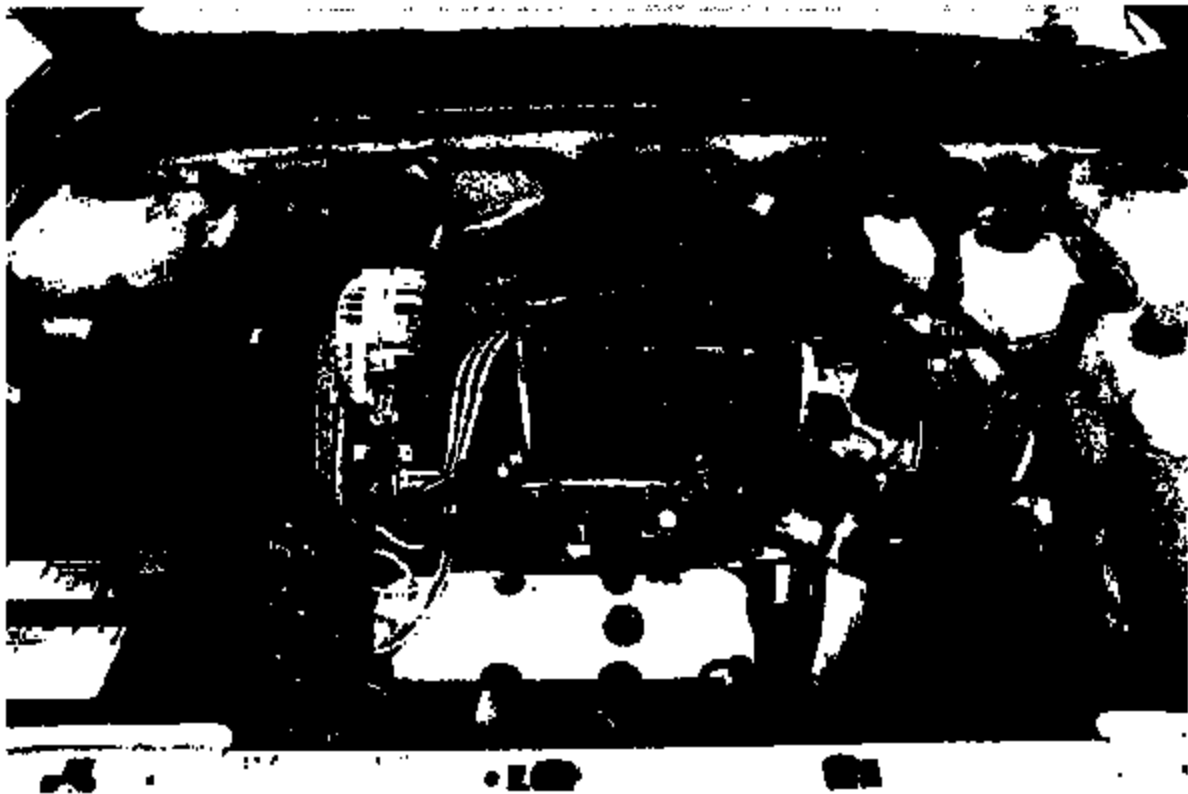


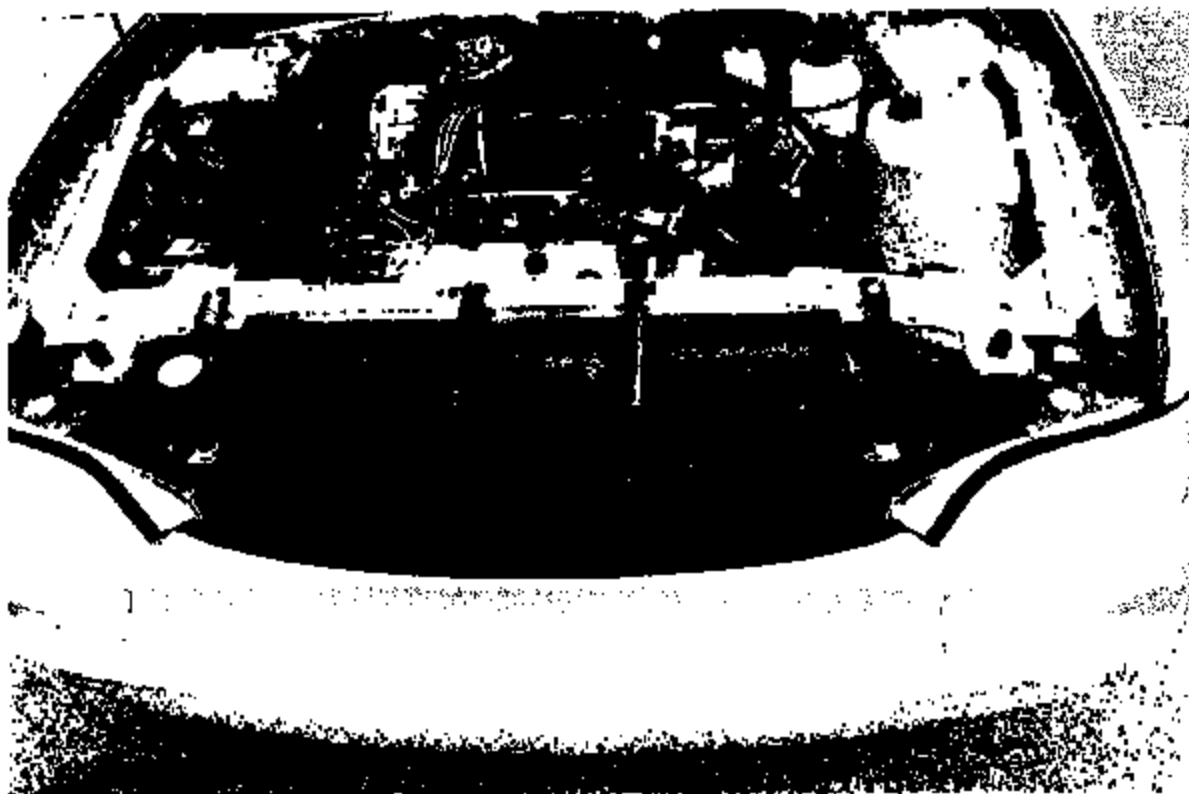


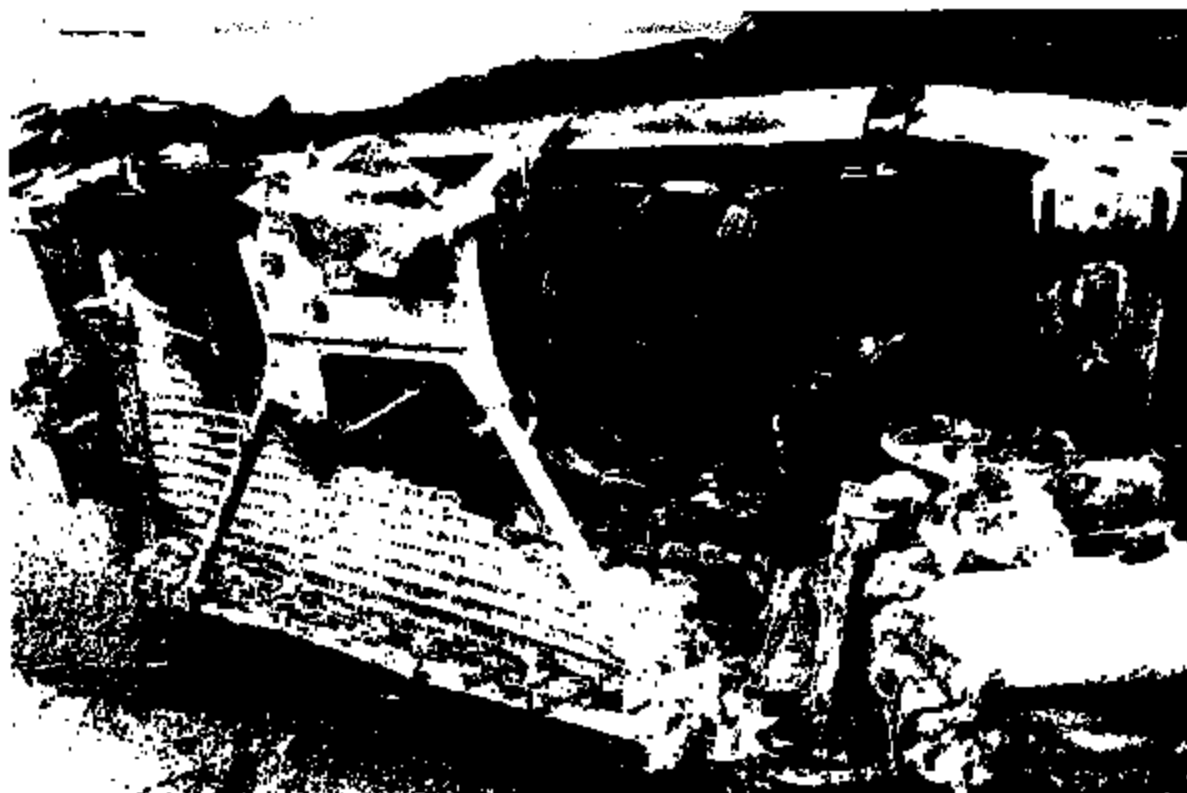








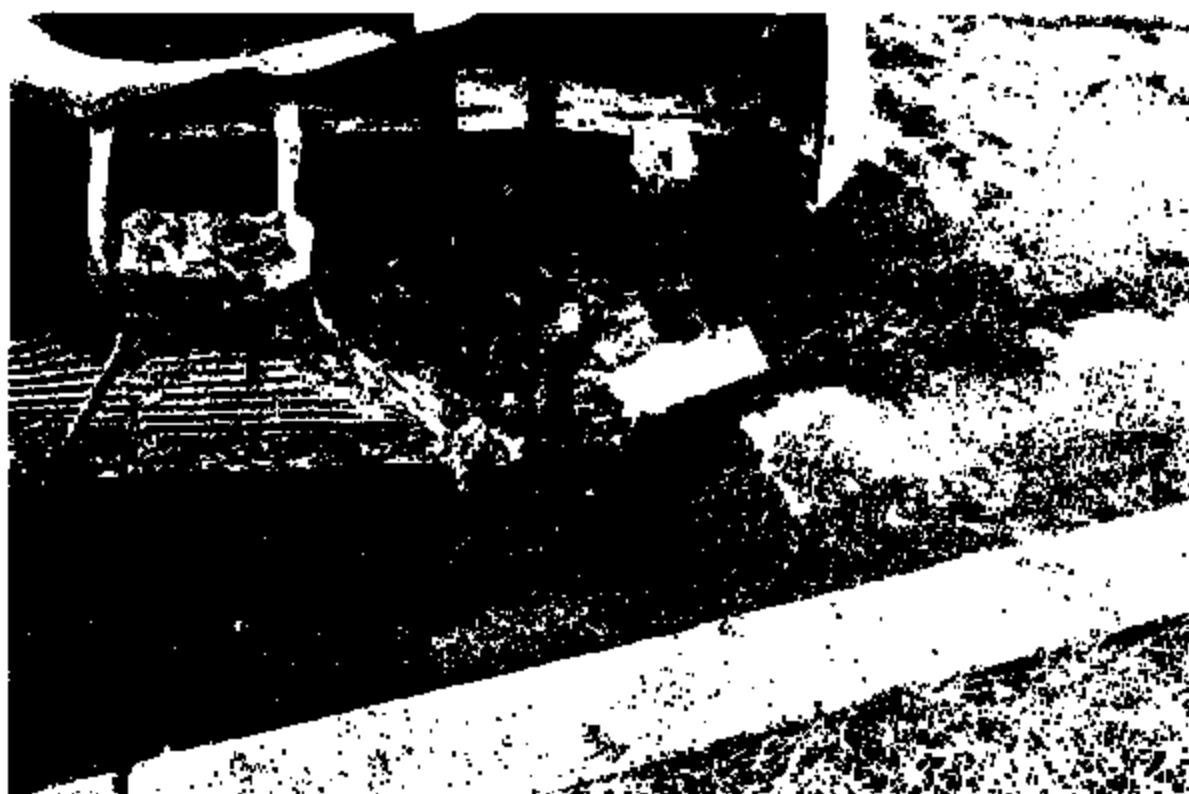


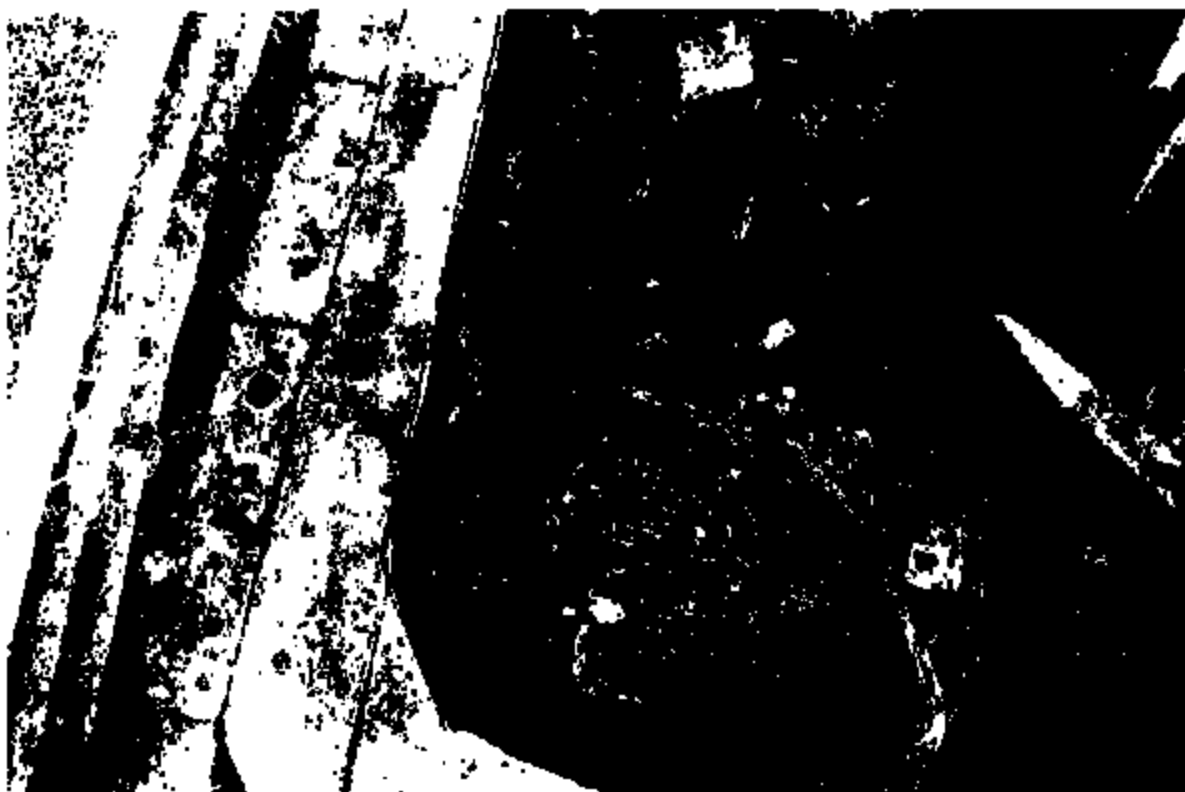


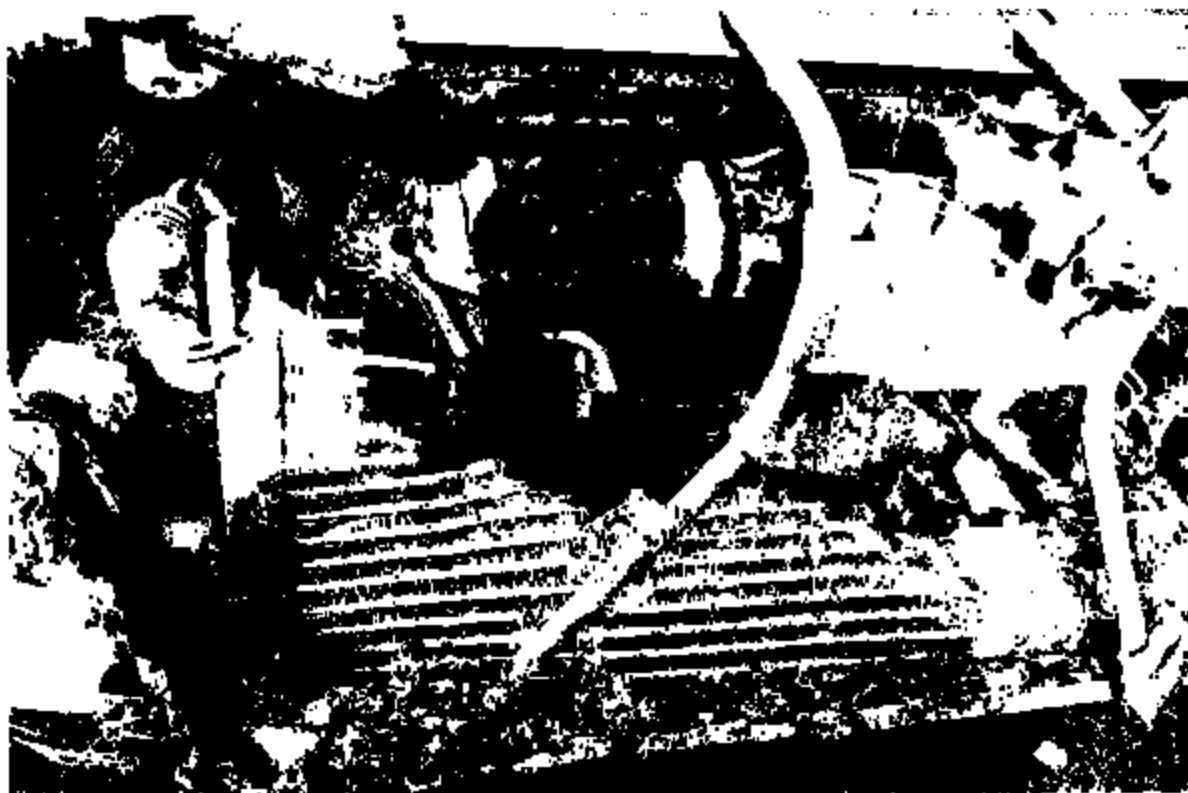




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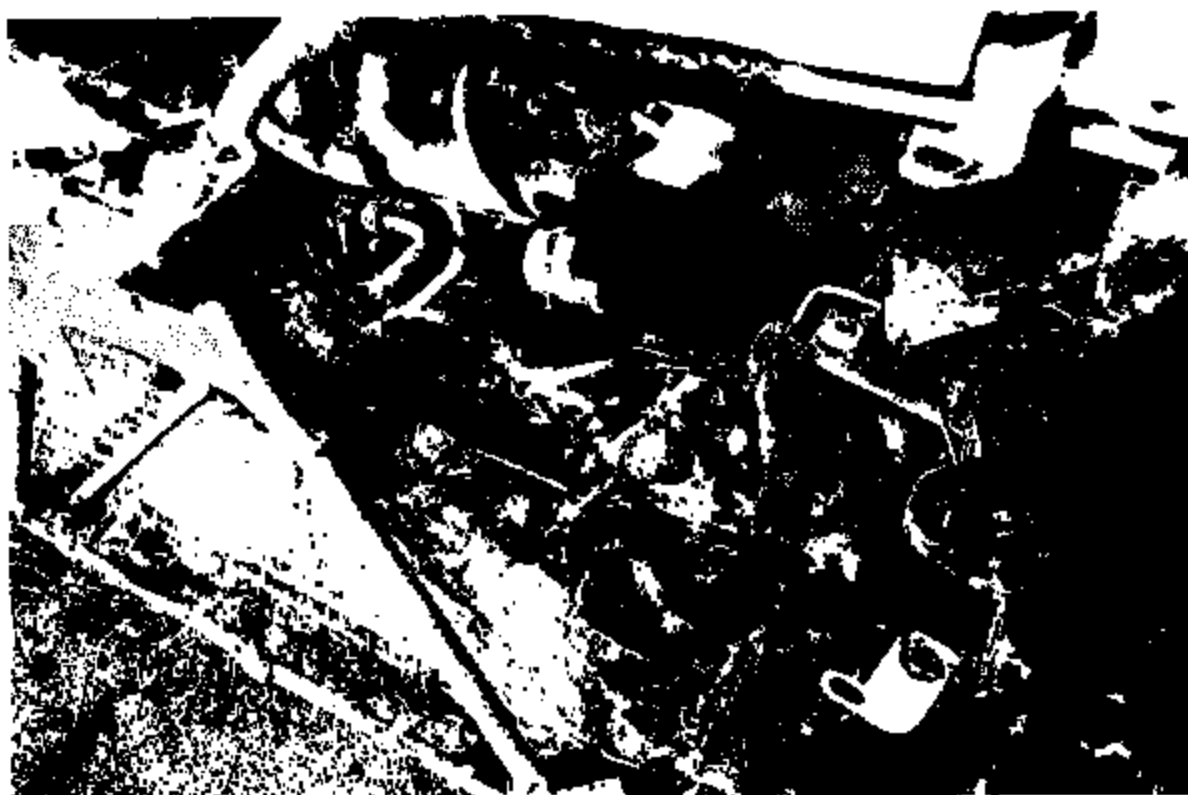












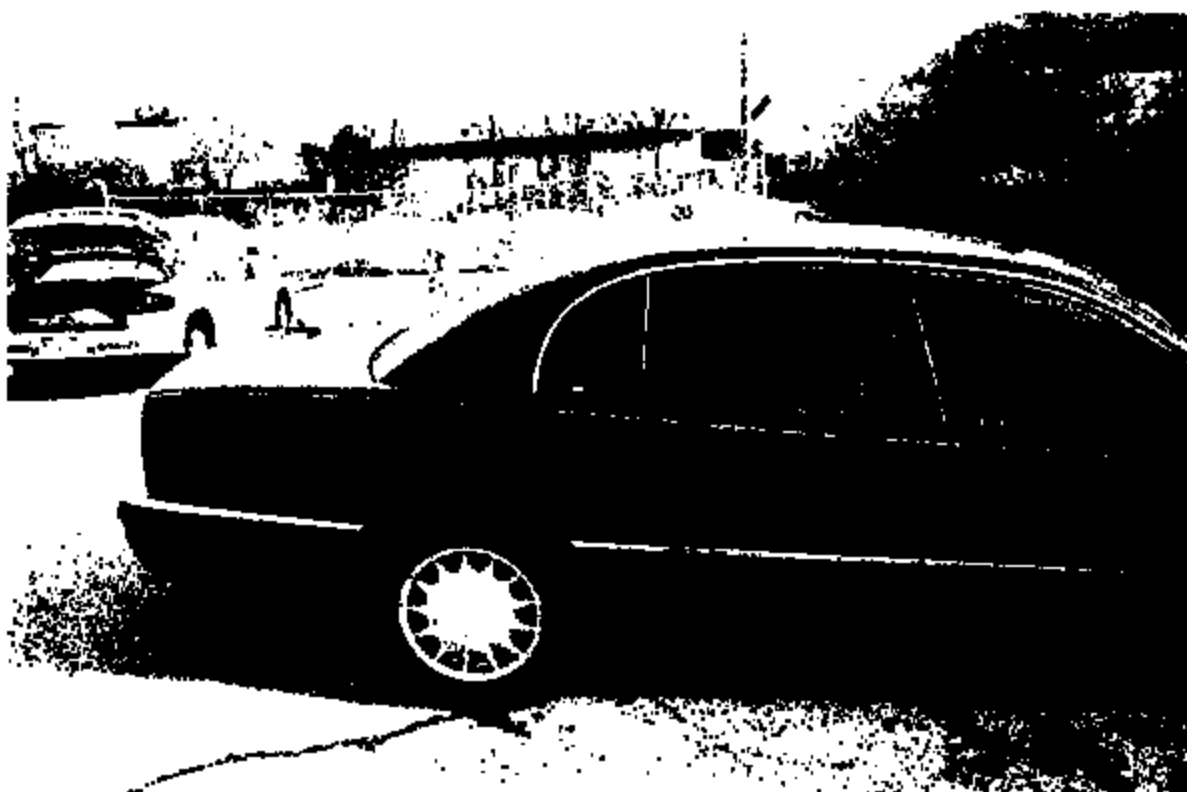
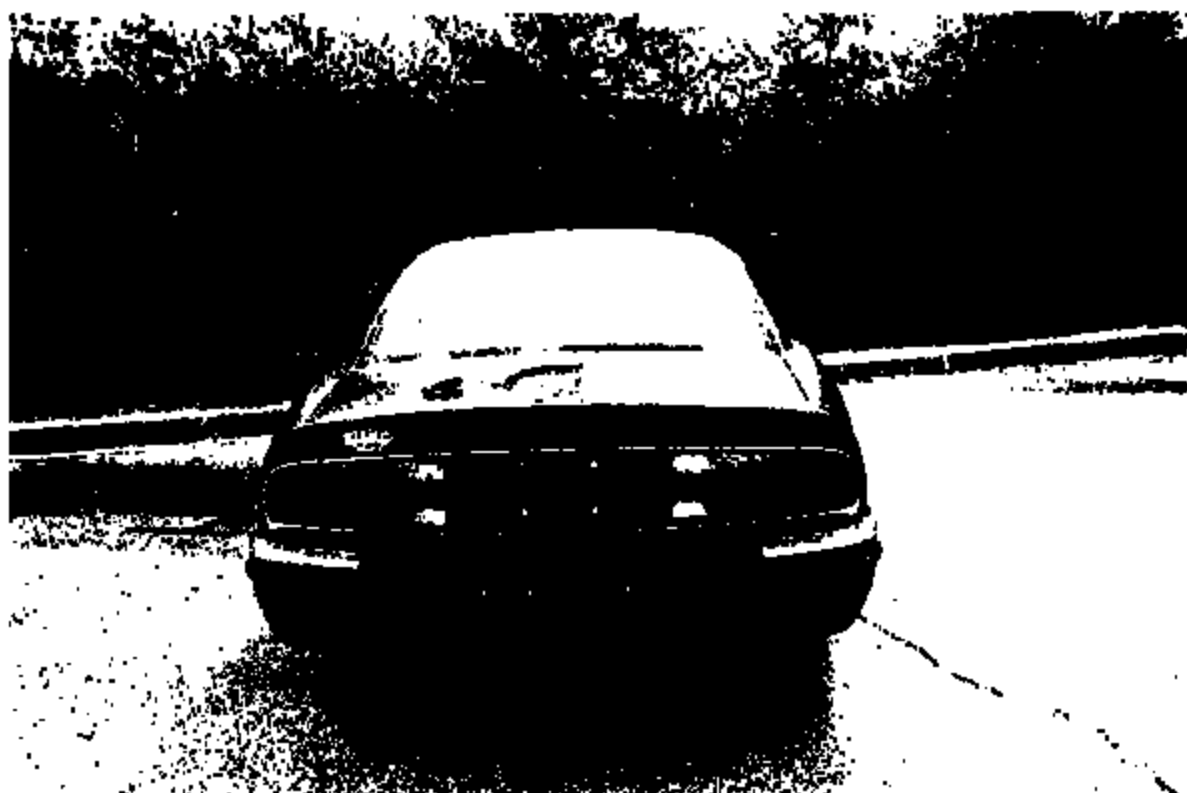








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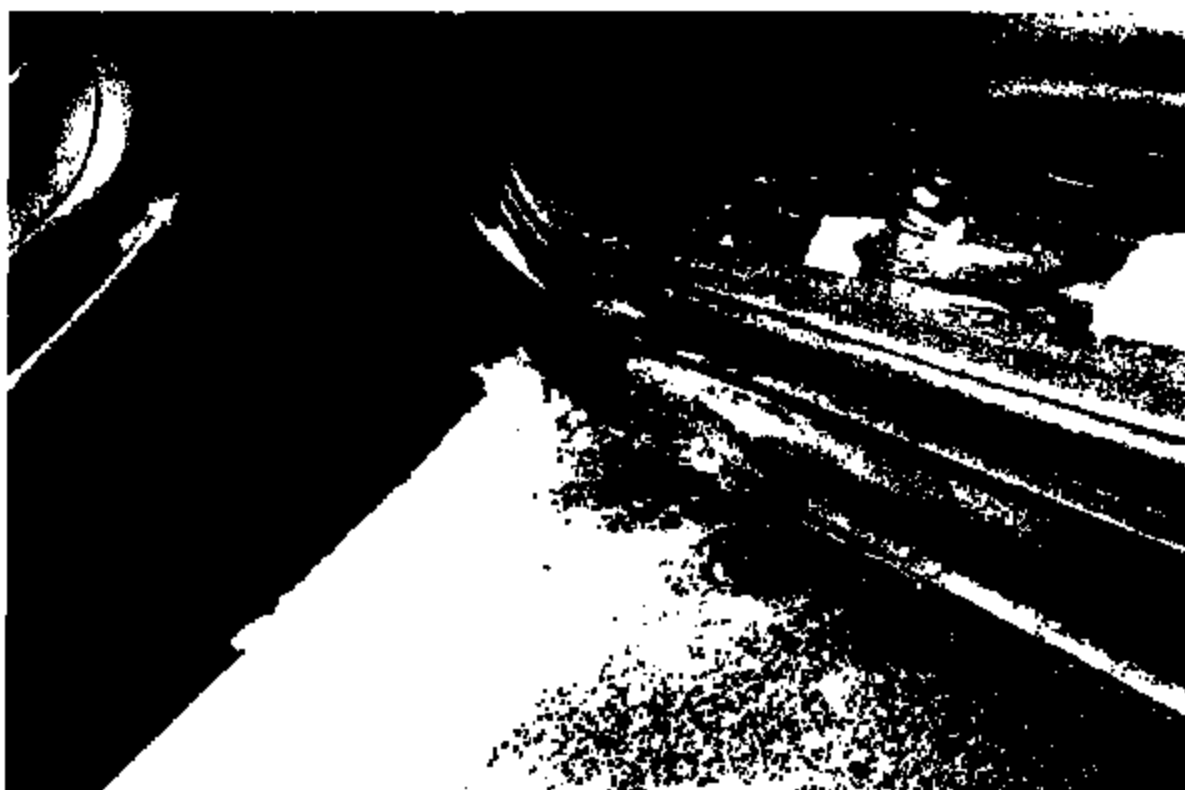
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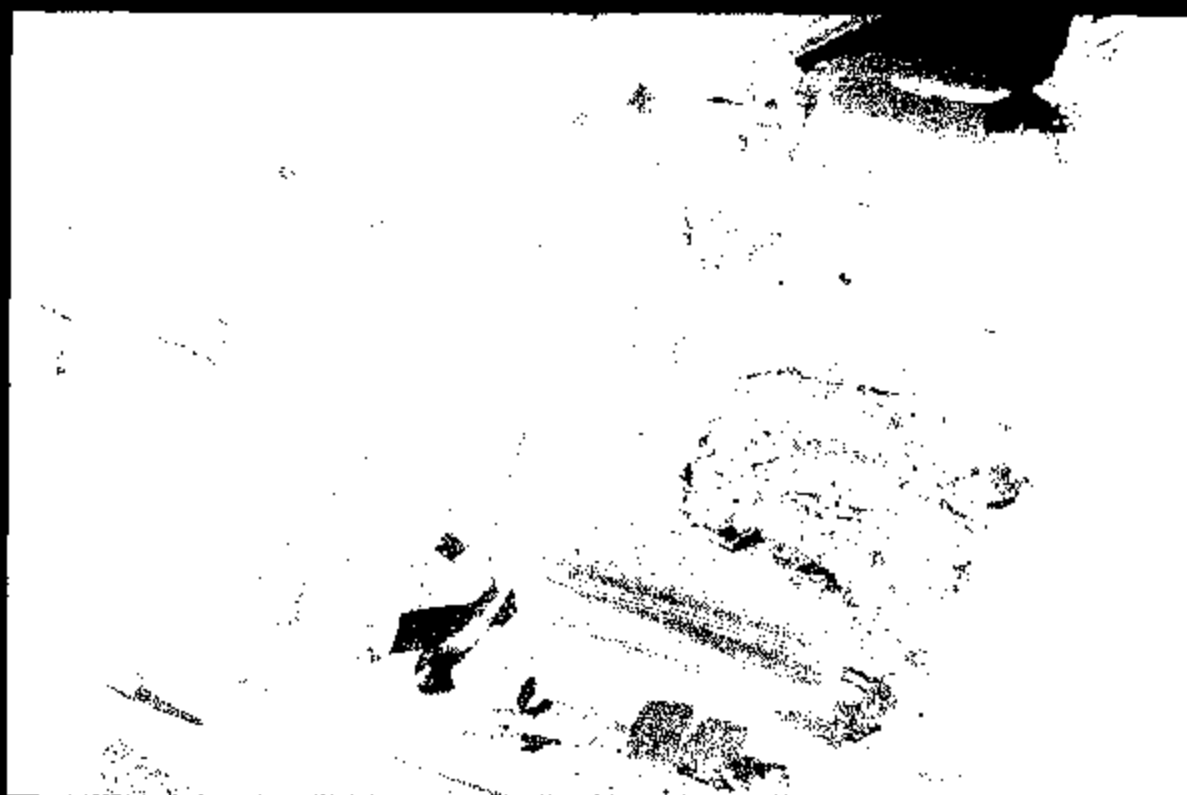








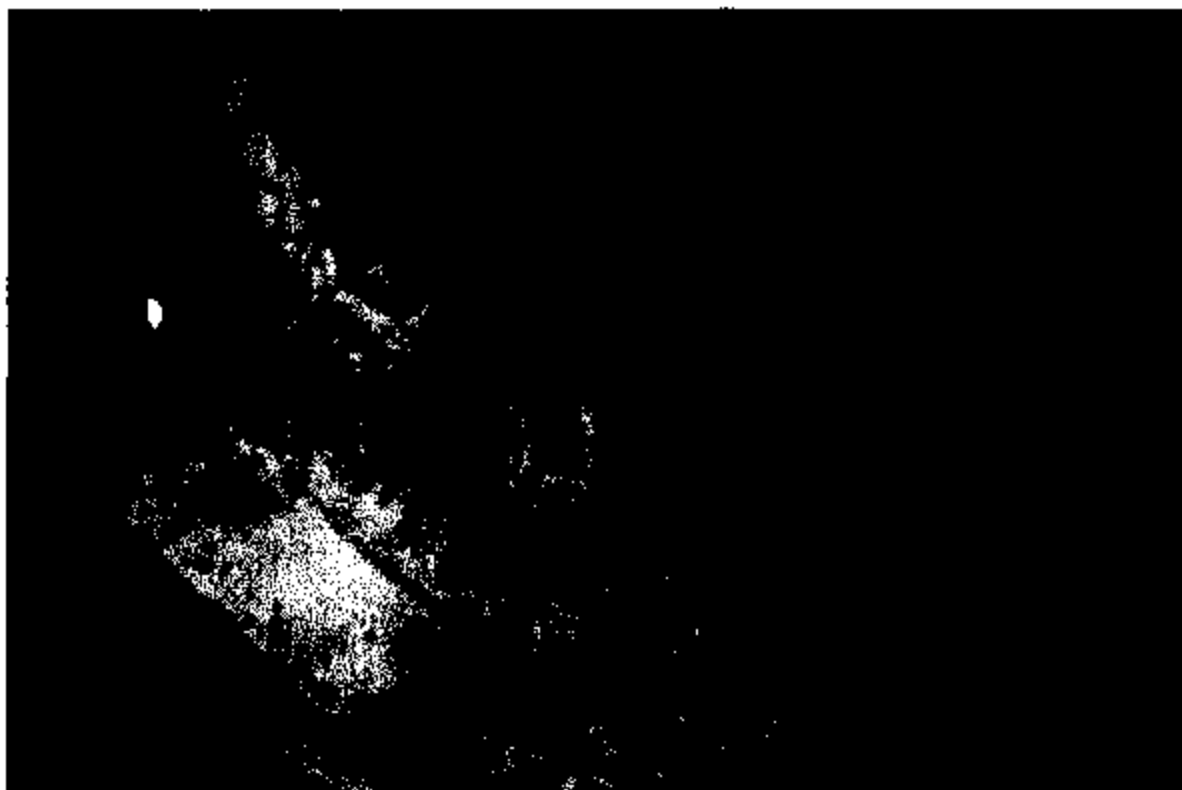






340645











GM RESTRICTED

340758

CASE NUMBER: 02750726 VIN: 1G2HY54K7Y4147932
 DATE OPENED: 01/04/01 MODEL YEAR: 00
 DATE CLOSED: 01/12/01 SERIES: BONNEVILLE SLR SEDAN
 SOURCE: PAR MILEAGE: 20000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NJ
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 PONTIAC DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] ROCKAWAY, NJ [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 02750726 VIN: 1G2HY54K7Y4147932
 MODEL YEAR: 2000
 DATE OPENED: 2001-01-04 SERIES: BONNEVILLE SLR SEDAN
 DATE CLOSED: 2001-01-12 MILEAGE: 20000
 SOURCE: DELIVERY DATE:
 C TYPE: PAR DEALER NAME: LOGAN PONTIAC
 C PARTENT: 02750725 DEALER ADDRESS: 3469 ROUTE 46, PARSIPPANY, NJ, 07054, USA

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

A06 Fire	Other
0 REPAIR ATTEMPT(S)	product allegation
T01 Product Allegation GM 1241	Customer Satisfaction
0 REPAIR ATTEMPT(S)	product allegation
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	product allegation

FIRE IN ENGINE COMPARTMENT

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

CRM received PAR.
 Robert st. pierre / PAR / Tampa 58420; 0; 347577974
 2001-01-05

CRM left message with customer to call CRM back.
 Robert st. pierre / PAR / Tampa 58420; 0; 347582421
 2001-01-09

Customer called CRM and was transferred to PAR. Customer states her insurance carrier is going to take possession of the vehicle today and she is seeking an immediate resolution.

GM RESTRICTED

340758

Customer states her vehicle was stuck in 8 inches of snow and was unable to exit the parking spot. Customer states she was spinning the tires on the vehicle for 15 minutes and was rocking the vehicle back and forth. Customer states when she managed to exit parking spot as she was driving away, she smelled something burning, she exited the vehicle and it caught fire. Team Manager advised customer to settle with her insurance carrier, GM will not accept responsibility and file will be closed. Giovanni DePalma/Tampa PAR TM; 0; 347928720
2001-01-12

Business Summary: 1.) CRM received PAR. 2.) Customer verified 1241. 3.) Customer states her vehicle is going to be settled with her insurance carrier. 4.) Customer was advised that GM is not assuming responsibility in this situation. 5.) CRM closing file and sending to BSIS. 6.) CRM sent letter to customer.
Robert St. Pierre / PAR / Tampa 58420; 0; 348158728
DADDEA, JUNE A

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

INCIDENT DATE: 2000-12-30 INCIDENT TIME: 14:00:00
INCIDENT LOCATION: ROCK WOOD DRIVE

DRIVER NAME: DADDEA, JUNE DRIVER AGE: 53
DRIVER DISABILITY: N/A

OWNER DESCRIPTION: VEHICLE CAUGHT ON FIRE AFTER TRYING TO RELEASE FROM A SNOW BANK

ALLEGED DEFECTIVE COMPONENT: VEHICLE CAUGHT ON FIRE IN THE ENGINE COMPARTMENT

ACCIDENT RESULT: Declined responsibility 1/12/01
POLICE REPORT: Y ROAD CONDITION: Icy 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: KEY JERSEY MANUFACTURES
INSURANCE COMPANY ADDRESS: 301 SULLIVAN WAY
WEST TRENTON, NJ
08628

AGENT NAME: SHELLY GINSBERG
AGENT PHONE NUMBER: 609-893-1300

MORE INFORMATION: INSURANCE AGENT PERSONAL NUMBER IS 1800-367-6564 EXT 8126 AND THE CLAIM NUMBER IS 01-712884
MAINTENANCE LOCATION: WISDOER CHEVROLET
CURRENT LOCATION OF VEHICLE: LOMAN FORD/AC
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:

340756

AD TEST RESULT:
COMP INSPECTED: N/A
INVESTIGATIVE SUMMARY: n/a
PAR STATUS: Accepted

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

ENGINE TYPE:

MILEAGE & BUY-BACK: 0
MERP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
EXCISE NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NRDA: 0
SALES TAX:

NAME:

INTEREST PAID:
DEALER BUYOUT:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:

GM RESTRICTED

340758

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: Claimant
ADDRESS: [REDACTED] CONTACT PHONE: [REDACTED]
ROCKAWAY, NJ [REDACTED]

340758



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 12, 2001

[REDACTED]
Rockaway, NJ [REDACTED]

RE: File Number: 02750726

Vehicle Identification Number: 1G2HY54K7Y4147932

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 2000 Pontiac Bonneville.

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,

Robert St. Pierre
Customer Relationship Manager
Product Allegation Resolution Team



PAR CASE INFORMATION

Problem ID: 02750726

CONTACT INFORMATION

Name: [REDACTED]
Address: [REDACTED]
Phone: [REDACTED]
ROCKAWAY, NJ [REDACTED]

VEHICLE INFORMATION

VIN: 1G2HY54K7Y4147932
MAKE: Pontiac
MODEL: BONNEVILLE SLE SEDAN
YEAR: 2000
ODOMETER: 20,000

IRC CONTACT INFORMATION

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

ACCOUNT/POLICY:
SERVICE DEALER: LOMAN PONTIAC
CONTRACT: UNKNOWN
SELLING DEALER: LOMAN PONTIAC
CONTRACT: UNKNOWN
PAYEE: No

PAR DETAILS

CONTACT ID: GR000020854789
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: N/A
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 1
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED: 1
DEFECTIVE COMPONENT: VEHICLE CAUGHT ON FIRE I
POLICE REPORT: Yes
INSURANCE: Yes
INSURANCE COMPANY: NEW JERSEY MANUFACTURE
INSURANCE COMPANY ADDR: 301 SULLIVAN WAY
INSPECTION: No
INSP NAME: [REDACTED]
INSP DATE: [REDACTED]
INSP MILES: 0
INSP DONE: [REDACTED]
PROPERTY DAMAGE: [REDACTED]
INCIDENT LOCATION: ROCK WOOD DRIVE
INCIDENT RESULT: Declined responsibility 1/12/01
VEHICLE LOCATION: LOMAN PONTIAC
MAINTENANCE LOCATION: WEDGER CHEVROLET
OWNER DESC: VEHICLE CAUGHT ON FIRE AFTER TRYING TO RELEASE FROM A SNOW BANK
MORE INFO: INSURANCE AGENT PERSONAL NUMBER IS 1800-367-4584 EXT 9125 AND THE CLAIM NUMBER IS 01-712684

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: [REDACTED]
AGENT NAME: SHELLY GINSBERG
STATUS: Accepted
REJECT REASON: [REDACTED]
ROAD TEST: No
ROAD TEST DESC: [REDACTED]
ROAD TEST RESULT: [REDACTED]
COMP INSPECTED: N/A
INVEST SUMMARY: n/a
AGENT PHONE: 609-883-1300
INCIDENT DATE & TIME: 12/30/2000 02:00:00 AM

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

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



PAR CASE INFORMATION

Problem ID: 02750726

ISSUE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: A08

COMPONENT DESCRIPTION 1: product allegation

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Fire

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: TD1

COMPONENT DESCRIPTION 2: product allegation

COMPLAINT CODE 2: Customer Satisfaction

COMPLAINT DESCRIPTION 2: Product Allegation GM 1241

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04

COMPONENT DESCRIPTION 3: product allegation

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

01/05/2001 - 03:29:09 AM

CRM received PAR.
Robert St. Pierre / PAR / Tampa 58420

01/05/2001 - 04:43:09 AM

CRM left message with customer to call CRM back.
Robert St. Pierre / PAR / Tampa 58420

01/09/2001 - 04:03:05 AM

Customer called CAG and was transferred to PAR. Customer states her insurance carrier is going to take possession of the vehicle today and she is seeking an immediate resolution. Customer states her vehicle was stuck in 6 inches of snow and was unable to exit the parking spot. Customer states she was spinning the tires on the vehicle for 15 minutes and was rocking the vehicle back and forth. Customer states when she managed to exit parking spot as she was driving away, she smelled something burning, she exited the vehicle and it caught fire. Team Manager advised customer to settle with her insurance carrier. GM will not accept responsibility and file will be closed. Giovanni DePalma/Tampa PAR TM

01/12/2001 - 11:33:17 AM

Business Summary: 1.) CRM received PAR. 2.) Customer verified 1241. 3.) Customer states her vehicle is going to be settled with her insurance carrier. 4.) Customer was advised that GM is not assuming responsibility in this situation. 5.) CRM closing file and sending to EBS. 6.) CRM sent letter to customer.
Robert St. Pierre / PAR / Tampa 58420

GM RESTRICTED

341269

CASE NUMBER: 03147258 VIN: 1G4CN52K2W4624449
 DATE OPENED: 02/08/01 MODEL YEAR: 98
 DATE CLOSED: 02/15/01 SERIES: UNKNOWN
 SOURCE: PAR MILEAGE: 14000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MI
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 BUICK DIVISION
 GM RESTRICTED

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

CASE NUMBER: 03147258 VIN: 1G4CN52K2W4624449
 MODEL YEAR: 1998
 DATE OPENED: 2001-02-08 SERIES: UNKNOWN
 DATE CLOSED: 2001-02-15 MILEAGE: 14000
 SOURCE: DELIVERY DATE:
 C TYPE: PAR DEALER NAME: AL SERRA BUICK-GMC TRUCK, INC.
 C PART#: 03147256 DEALER ADDRESS: G 6201 S SAGINAW, GRAND BLANC, MI, 48439, USA

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

T01 Product Allegation GM 1241	Other
0 REPAIR ATTEMPT(S)	PRODUCT ALLEGATION
A06 Fire	Other
0 REPAIR ATTEMPT(S)	THERMAL EVENT
J01 Engine	Other
0 REPAIR ATTEMPT(S)	ENGINE ALLEGATION
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	PRODUCT ALLEGATION

THERMAL EVENT

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

ADDED CALL COMMENTS TO REQUEST# 03147258 DUE TO CUSTOMER INQUIRY. PLEASE SEE THAT REQUEST FOR DETAILS.; 0; 350841684
 2001-02-12

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

341269

ST SEEKING STATUS OF UPDATE. CRM ADVISED IT IS BEING HANDLED BY OUR SPECIALTY GROUP AND AS YOUR CASE IS FURTHER RESEARCHED YOU WILL BE CONTACTED. CRM THANKED CUST. CRM AMBIKA DALTON/PDX/CAC; 0; 350841749
2001-02-12

CRM RECEIVED FILE AND REVIEWED DATA. CRM BRINGING NOTES FROM CAC OVER. LARRY WEEKS/PAR/57255; 0; 350844898
2001-02-12

INBOUND PHONE CALL REC'D. CUST STATES THAT THEY EXPERIENCED A VEH THERMAL EVENT. THE EVENT OCCURED IN THE CUST'S GARAGE. CUST STATES THAT THE CAR WAS HEAVILY DAMAGED. CUST STATES THAT THE VEH WAS IN THE GARAGE WHEN THE FIRE OCCURED AND THAT MUCH WATER DAMAGED OCCURED WHEN THE LOCAL FIRE DEPT. ARRIVED. CRM TO INITIATE PAR CASE.
LEVI PERGUS/CAC/PDX; 0; 350844912
2001-02-12

CRM REACHED CUST WHO VERIFIED THE 1241 FACTS. CUST STATES THAT HER INSURANCE COMPANY HAS OFFERED HER \$20000 FOR HER VEHICLE BUT CUSTOMER HASN'T ACCEPTED BECAUSE SHE CAN'T BUY A NEW VEHICLE FOR THAT PRICE. CRM EXPLAINED THAT ANYBODY MAKING AN OFFER FOR VEHICLE IS ONLY GOING TO OFFER HER CURRENT BOOK VALUE NOT WHAT SHE PAID FOR VEHICLE 3 YRS AGO. CUST FEELS THIS IS UNFAIR. CUST WILL CALL ON 2/13/01 TO LET ME KNOW IF SHE IS GOING TO PROCEED WITH INSURANCE. LARRY WEEKS/PAR/57255; 0; 350848066
2001-02-13

crm reached cust and she still was unsure crm discussed situtation w/ customer and she decided to let insurance company proceed cust asked if anywhere she could check value of vehicle. crm stated kelly blue and nada web sites. cust thanked for info. crm closing file and fwding to ESIS. Larry Weeks/Par/57255; 0; 350925001
2001-02-13

BUSINESS SUMMARY-1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm advised customer that since customer has settled with insurance company, GM would not be accepting responsibility. 4-Crm closing file and forwarding to ESIS. Larry Weeks/PAR/57255; 0; 350925042
2001-02-21

cust son called for update on his case. crm advised, per notes, that the file had been closed. cust states that was not true. crm warn transferred cust's son to Larry Weeks, ESIS that was handling the case. rhonda o'hara/pdx/cac; 0; 351624315
WILLIAMS, SHIRLEY

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

INCIDENT DATE: 2001-02-07 INCIDENT TIME: 15:00:00
INCIDENT LOCATION: 25685 ARLINGTON STREET
ROSEVILLE MI 48066

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

OWNER DESCRIPTION: THERMAL EVENT IN CUSTS GARAGE, WATER DAMAGE SUSTAINED AS WELL AS VEH DAMAGE.

ALLEGED DEFECTIVE COMPONENT: ENGINE

341269

ACCIDENT RESULT: declined by phone 2/13/01 at 0907 hrs
POLICE REPORT: N
NUMBER OF PEOPLE: 1
INJURIES: N

ROAD CONDITION: Dry
BODY INJURY: N

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y

INSURANCE COMPANY NAME: LIBERTY MUTUAL
INSURANCE COMPANY ADDRESS: PO BOX 33430

DETROIT, MI 48232

AGENT NAME: UNKNOWN
AGENT PHONE NUMBER: 180-073-3719

MORE INFORMATION:

MAINTENANCE LOCATION: AL SERRA BUICK
CURRENT LOCATION OF VEHICLE: CUST DRIVEWAY
NOTIFY NAME: [REDACTED]

WAS VEHICLE INSPECTED: N
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: NONE

INVESTIGATIVE SUMMARY: See History
STATUS: Accepted

*****PAR 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:
BRC WARRANTY DATE:
BADA: 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:

GM RESTRICTED

341269

ACCOUNT BALANCE:
LEGAL:DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

DEALER BUTOUT:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

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

NUMBER OF INJURIES: 0
COMMENTS:NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****AIR 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:

COMPANY:

ADDRESS:

CONTACT NUMBER:

1

CONTACT TYPE:

claimant

CONTACT PHONE:

ROSEVILLE, MI

341269

GM

PAR CASE INFORMATION

Problem ID: 03147258

CONTACT INFORMATION

Name:

Address:

ROSEVILLE, MI

Phone:

VEHICLE INFORMATION

VIN: 1G4CW52K2Y4624449

MAKE: BUICK

MODEL: UNKNOWN

YEAR: 1996

ODOMETER: 14,000

BRC CONTACT INFORMATION

NAME:

COMPANY:

ADDRESS:

PHONE:

TYPE: Claimant

ACCOUNT/POLICY:

SERVICE DEALER: AL SERRA BUICK-GMC TRUCK, I

CONTRACT: N/A

SELLING DEALER: AL SERRA BUICK-GMC TRUCK, I

CONTRACT: N/A

PAYEE: No

PAR DETAILS

CONTACT ID: C0080015715563

DRIVER NAME:

DRIVER AGE:

DISABILITIES: NONE

ROAD SURFACE: Concrete

ROAD CONDITION: Dry

PEOPLE IN VEHICLE: 1

INJURIES: No

OTHER VEHICLES INVOLVED: No

NUMBER INVOLVED:

DEFECTIVE COMPONENT: ENGINE

POLICE REPORT: No

INSURANCE: Yes

INSURANCE COMPANY: LIBERTY MUTUAL

INSURANCE COMPANY ADDR: PO BOX 33430

INSPECTION: No

INSP NAME:

INSP DATE:

INSP MILES:

INSP DONE:

PROPERTY DAMAGE:

INCIDENT LOCATION:

ROSEVILLE MI

INCIDENT RESULT: declined by phone 2/12/01 at 0907 hrs

VEHICLE LOCATION: CUST DRIVEWAY

MAINTENANCE LOCATION: AL SERRA BUICK

OWNER DESC: THERMAL EVENT IN CUST'S GARAGE, WATER DAMAGE SUSTAINED AS WELL AS VEH DAMAGE

MORE INFO:

BODY INJURY: No

COLLISION: No

PROPERTY DMG: Yes

NON COLL: Yes

DMB ABV IC: No

NOTIFY NAME:

AGENT NAME: UNKNOWN

STATUS: Accepted

REJECT REASON:

ROAD TEST: No

ROAD TEST DESC:

ROAD TEST RESULT:

COMP INSPECTED: NONE

INVEST SUMMARY: See History

AGENT PHONE: 180-871-9719

INCIDENT DATE & TIME: 02/07/2001 03:00:00 AM

REIMBURSEMENT INFORMATION

ID:

PAYEE:

ADDRESS:

COMPANY:

AMOUNT:

ACCT_TYPE:

ACCT_NUM:

TAX_ID:

ISSUE_1099:

POLICY NUM:

**GM**

PAR CASE INFORMATION

Problem ID: 03147258

C CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: PRODUCT ALLEGATION

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: J01

COMPONENT DESCRIPTION 3: ENGINE ALLEGATION

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: Engine

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4: A04

COMPONENT DESCRIPTION 4: PRODUCT ALLEGATION

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: 03147258

CALL HISTORY

02/12/2001 - 07:04:15 AM ADDED CALL COMMENTS TO REQUEST# 03147258 DUE TO CUSTOMER INQUIRY. PLEASE SEE THAT REQUEST FOR DETAILS.

02/12/2001 - 11:49:46 AM CRM REACHED CUST WHO VERIFIED THE 1241 FACTS. CUST STATES THAT HER INSURANCE COMPANY HAS OFFERED HER \$20000 FOR HER VEHICLE BUT CUSTOMER HASN'T ACCEPTED BECAUSE SHE CAN'T BUY A NEW VEHICLE FOR THAT PRICE. CRM EXPLAINED THAT ANYBODY MAKING AN OFFER FOR VEHICLE IS ONLY GOING TO OFFER HER CURRENT BOOK VALUE NOT WHAT SHE PAID FOR VEHICLE 3 YRS AGO. CUST FEELS THIS IS UNFAIR. CUST WILL CALL ON 2/13/01 TO LET ME KNOW IF SHE IS GOING TO PROCEED WITH INSURANCE. LARRY MEEKS/PAR/67258

02/12/2001 - 10:58:23 AM INBOUND PHONE CALL REC'D. CUST STATES THAT THEY EXPERIENCED A VEH THERMAL EVENT. THE EVENT OCCURED IN THE CUST'S GARAGE. CUST STATES THAT THE CAR WAS HEAVILY DAMAGED. CUST STATES THAT THE VEH WAS IN THE GARAGE WHEN THE FIRE OCCURED AND THAT MUCH WATER R DAMAGED OCCURED WHEN THE LOCAL FIRE DEPT. ARRIVED. CRM TO INITIATE PAR CASE. LEVI FERGUSON/CAC/PDX

02/12/2001 - 10:57:24 AM CRM RECEIVED FILE AND REVIEWED DATA. CRM BRINGING NOTES FROM CAC OVER. LARRY MEEKS/PAR/67258

02/12/2001 - 07:04:39 AM CUST SEEKING STATUS OF UPDATE. CRM ADVISED IT IS BEING HANDLED BY OUR SPECIALTY GROUP AND AS YOUR CASE IS FURTHER RESEARCHED YOU WILL BE CONTACTED. CRM THANKED CUST. CRM AMBIKA DALTON/PDX/CAC

02/13/2001 - 09:09:54 AM crm reached cust and she still was unsure crm discussed situation w/ customer and she decided to let insurance company proceed cust asked if anywhere she could check value of vehicle. crm stated Kelly Blue and made web sites. cust thanked for info. crm c losing file and fwding to EBS. Larry Meeks/PAR/67258

02/13/2001 - 09:13:13 AM BUSINESS SUMMARY-1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm advised customer that since customer has settled with insurance company, GM would not be accepting responsibility. 4-Crm closing file and forwarding to EBS. L. Larry Meeks/PAR/67258

GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1G4CW52K2W4624449
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VEHICLE INFORMATION

Merchandising Model:	4CW69	Warranty Start Date:	12/29/1997
BARS Order Type	N/A		
Delivering Dealer:	AL SERRA BUICK-GMC TRUCK, INC. G-6201 S SAGINAW GRAND BLANC, MI 48439 (810) 694-5600	Selling Source:	11 - BUICK
		Site Code:	42546
		Business Associate Code:	132637
Service Contract:	Yes	Branded Title:	No
		Warranty Block:	No
		PDI Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
28016	WINDSHIELD WASHER LOW FLUID INSTRUMENT PANEL MESSAGE INOPERATIVE	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	12/29/1997	64 miles	12/29/2000	36064 miles
72/100 SHEET METAL RUST-THROUGH	12/29/1997	64 miles	12/29/2003	100064 miles
36/36 CORROSION	12/29/1997	64 miles	12/29/2000	36064 miles
96/80 PCM/CC EMISSIONS	12/29/1997	64 miles	12/29/2005	80064 miles
36/36 FEDERAL EMISSIONS	12/29/1997	64 miles	12/29/2000	36064 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
03/25/1999	258248	#	V0153 - 98 PARK AVENUE/WNSHLD WASHER LOW FLD INST PNL MSG INOP	6547 miles
02/19/1999	255116	#	M360 - CONTROLLER, PCM/VCM-REPLACE	5768 miles
10/08/1998	242318	#	B4121 - LT FT DR HANDLE RPL	3626 miles
10/08/1998	242318	#	C9051 - LT BELT GDB R&R/RPL	3626 miles

12/08/1997	A24449	I	27000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles
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GM Vehicle Inquiry System

Claim History

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

Help

VIN:	1G4CW52K2W4624449
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CLAIM HISTORY

Repair Order Date:		03/25/1999		Repair Order Number:		258248		Odometer Reading:		6547 miles			
Serviced By:		JEFFREY BUICK-NISSAN-ACURA 30800 GRATIOT ROSEVILLE, MI 48066-1797 (810) 296-1300						Selling Source:		11 - BUICK			
								Site Code:		42250			
								Business Associate Code:		118479			
Cycle Date		Cycle Nbr		Case		Type		Labor Operation		Part		Comments	
03/29/1999		945		01		#		V0155 - 98 PARK AVENUE/WNSHLD WASHER LOW FLD INST PNL MSG INOP		12089660 - TERMINAL,		N	

Repair Order Date:	02/19/1999	Repair Order Number:	255116	Odometer Reading:	5768 miles	
Serviced By:	JEFFREY BUICK-NISSAN-ACURA 30800 GRATIOT ROSEVILLE, MI 48066-1797 (810) 296-1300			Selling Source:	11 - BUICK	
				Site Code:	42250	
				Business Associate Code:	118479	
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
02/22/1999	935	01	#	16360 - CONTROLLER, PCM/VCM- REPLACE	16236757 - PCM REM	N

Repair Order Date:	10/08/1998	Repair Order Number:	242318	Odometer Reading:	3626 miles
Serviced By:	JEFFREY BUICK-NISSAN-ACURA 30800 GRATIOT ROSEVILLE, MI 48066-1797 (810) 296-1300			Selling Source:	11 - BUICK
				Site Code:	42250
				Business Associate Code:	118479

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
10/15/1998	898	01	#	B4121 - LT FT DR HANDLE RPL	N/A	N
10/15/1998	898	02	#	C9051 - LT BELT GDE R&R/RPL	N/A	N

Repair Order Date:		12/08/1997		Repair Order Number:		A24449		Odometer Reading:		0 miles	
Served By:		JEFFREY BUICK-NISSAN-ACURA 30800 GRATIOT ROSEVILLE, MI 48066-1797 (810) 296-1300						Selling Source:		11 - BUICK	
								Site Code:		42250	
								Business Associate Code:		118479	
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
12/11/1997	810	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE				N/A		N	

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GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 13, 2001

[REDACTED]
Roseville, MI [REDACTED]

RE: File Number: 03147258

Vehicle Identification Number: 1G4CW52K2W4624449

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 1998 Buick Park Avenue.

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,

Larry Meeks
Customer Relationship Manager
Product Allegation Resolution Team

341272

CASE NUMBER: 03148510 VIN: 1G4CW52K1W4658155
DATE OPENED: 02/09/01 MODEL YEAR: 98
DATE CLOSED: 02/19/01 SERIES: UNKNOWN
SOURCE: PAR MILEAGE: 54000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: MA
BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

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

CASE NUMBER: 03148510 VIN: 1G4CW52K1W4658155
DATE OPENED: 2001-02-09 MODEL YEAR: 1998
DATE CLOSED: 2001-02-19 SERIES: UNKNOWN
SOURCE: DELIVERY DATE: 54000
SRC TYPE: PAR DEALER NAME: EDWARD BUICK-GMC TRUCK, INC.
SRC PARENT: 03148509 DEALER ADDRESS: 72 SHREVEBURY STREET, WORCESTER, MA, 01604, USA

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

T01 Product Allegation GM 1241 Other
0 REPAIR ATTEMPT(S) product allegation
J01 Engine Other
0 REPAIR ATTEMPT(S) product allegation
A04 Possible Safety Concern Other
0 REPAIR ATTEMPT(S) product allegation

PRODUCT ALLEGATION

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

CRM receives PAR.
Robert st. pierre / PAR / Tampa 58420; 0; 351207788
2001-02-19
CRM left message to contact CRM back.
Robert st. pierre / PAR / Tampa 58420; 0; 351447422
2001-02-19

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

341272

Customer states the weather was cold, sunny, and dry. There are no aftermarket products on the vehicle. Customer is the original owner. Vehicle has been maintained at Edwards Buick. The vehicle was repaired by the insurance company at S & O. CRM advised the customer that GM is not assuming responsibility in this matter due to the fact the vehicle has been repaired.

Robert St. Pierre / PAR / Tampa 58420; 0; 351450289
2001-02-19

Business Summary: 1.) CRM received PAR. 2.) Customer verified 1241. 3.) Customer states the vehicle has been repaired by his insurance company. 4.) CRM advised the customer that GM is not assuming responsibility in this situation. 5.) CRM sent the customer a letter. 6.) CRM closed file and sent it to RSIS.

Robert St. Pierre / PAR / Tampa 58420; 0; 351450505
SOBEL, HOWARD W

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

INCIDENT DATE: 2001-01-18 INCIDENT TIME: 10:20:00
INCIDENT LOCATION: HIS DRIVEWAY [REDACTED] WORCHESTER, MA

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

OWNER DESCRIPTION: STARTED CAR IN DRIVEWAY AND THE ENGINE MADE A LOT OF NOISE AND SMOKE WAS COMING FROM UNDER THE HOOD

ALLEGED DEFECTIVE COMPONENT: NOT DETERMINED AT THIS POINT

INCIDENT RESULT: Declined responsibility 2/19/01
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: N INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION: CUST. STATED IN THAT HE ACTUALLY SAW FLAMES COMING FROM ENGINE.
MAINTENANCE LOCATION: S & O AUTOMOTIVE
CURRENT LOCATION OF VEHICLE: OWNER'S POSSESSION
NOTIFY NAME: [REDACTED]

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: N/A
INVESTIGATIVE SUMMARY: N/A

R STATUS: Accepted

*****FAR 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 PAID:
INTEREST RATE: DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIME PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: * BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:

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

341272

CHASE/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: Claimant
ADDRESS: [REDACTED] CONTACT PHONE: [REDACTED]
WORCESTER, MA [REDACTED]

GM

PAR CASE INFORMATION

341272

Problem ID: 03148510

CONTACT INFORMATION

Name: [REDACTED]
 Address: [REDACTED]
 Worcester, MA [REDACTED]
 Phone: [REDACTED]

VEHICLE INFORMATION

VIN: 1G4CTV82K1W4858165
 MAKE: BUICK
 MODEL: UNKNOWN
 YEAR: 1998
 ODOMETER: 84,000

BRC CONTACT INFORMATION

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

ACCOUNT/POLICY:
 SERVICE DEALER: EDWARD BUICK-GMC TRUCK, I
 CONTRACT: UNKNOWN
 SELLING DEALER: EDWARD BUICK-GMC TRUCK, I
 CONTRACT: UNKNOWN
 PAYEE: No

PAR DETAILS

CONTACT ID: C0000000184408
 DRIVER NAME: [REDACTED]
 DRIVER AGE: [REDACTED]
 DISABILITIES: NONE
 ROAD SURFACE: Asphalt
 ROAD CONDITION: Dry
 # PEOPLE IN VEHICLE: 1
 INJURIES: No
 OTHER VEHICLES INVOLVED: No
 NUMBER INVOLVED:
 DEFECTIVE COMPONENT: NOT DETERMINED AT THIS P
 POLICE REPORT: No
 INSURANCE: No
 INSURANCE COMPANY:
 INSURANCE COMPANY ADDR:
 INSPECTION: No
 INSP NAME:
 INSP DATE:
 INSP MILES: 0
 INSP DONE:
 PROPERTY DAMAGE:
 INCIDENT LOCATION: HIS DRIVEWAY-39C TONYFORT LANE WORCHESTER, MA
 INCIDENT RESULT: Declined responsibility 2/19/01
 VEHICLE LOCATION: OWNER'S POSSESSION
 MAINTENANCE LOCATION: S & O AUTOMOTIVE
 OWNER DESC: STARTED CAR IN DRIVEWAY AND THE ENGINE MADE ALOT OF NOISE AND SMOKE WAS
 COMING FROM UNDER THE HOOD

BODY INJURY: No
 COLLISION: No
 PROPERTY DMG: No
 NON COLL: Yes
 DMV ABV K: No
 NOTIFY NAME: [REDACTED]
 AGENT NAME:
 STATUS: Accepted
 REJECT REASON:
 ROAD TEST: No
 ROAD TEST DESO:
 ROAD TEST RESULT:
 COMP INSPECTED: N/A
 INVEST SUMMARY: n/a
 AGENT PHONE:
 INCIDENT DATE & TIME: 01/18/2001 10:20:00 AM

MORE INFO: CUST. STATED IN THAT HE ACTUALLY SAW FLAMES COMING FROM ENGINE.

REIMBURSEMENT INFORMATION

ID:
 PAYEE:
 ADDRESS:

COMPANY:
 AMOUNT:
 ACCT_TYPE:
 ACCT_NUM:
 TAX_ID:
 ISSUE_1000:
 POLICY_NUM:

GM**PAR CASE INFORMATION**

Problem ID: 03148510

WORK HISTORY**DESCRIPTION:****SOLUTION:**

COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: product allegation
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

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

COMPONENT CODE 3: A04
COMPONENT DESCRIPTION 3: product allegation
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

02/16/2001 - 03:45:54 AM CRM receives PAR.
Robert et. plene / PAR / Tampa 58420

02/19/2001 - 10:20:10 AM CRM left message to contact CRM back.
Robert et. plene / PAR / Tampa 58420

02/19/2001 - 11:00:28 AM Business Summary: 1.) CRM received PAR. 2.) Customer verified 1241. 3.) Customer states the vehicle has been repaired by his insurance company. 4.) CRM advised the customer that GM is not assuming responsibility in this situation. 5.) CRM sent the customer a letter. 6.) CRM closed file and sent it to ESIS.
Robert et. plene / PAR / Tampa 58420

02/19/2001 - 11:07:31 AM Customer states the weather was cold, sunny, and dry. There are no aftermarket products on the vehicle. Customer is the original owner. Vehicle has been maintained at Edwards Buick. The vehicle was repaired by the insurance company at S & O.
CRM adv
lead the customer that GM is not assuming responsibility in this matter due to the fact the vehicle has been repaired.
Robert et. plene / PAR / Tampa 58420

GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1G4CW3ZK1W4638135
------	-------------------

VEHICLE INFORMATION

Merchandising Model:	4CW69			Warranty Start Date:	09/14/1998		
BARB Order Type:	N/A						
Delivering Dealer :	SUDBAY PONTIAC-CADILLAC-BUICK-GMC TRUCK-CHEVROLET-OLDSMOBILE 88 CAUSEWAY ST GLOUCESTER, MA 01930-2132 (978) 283-4730				Selling Source:	11 - BUICK	
					Site Code:	33640	
					Business Associate Code:	115440	
Service Contract:	No	Branded Title:	No	Warranty Block:	No	PDI Status:	Paid

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaign.
--

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	09/14/1998	10 miles	9/14/2001	36010 miles
72/100 SHEET METAL RUST-THROUGH	09/14/1998	10 miles	9/14/2004	100010 miles
36/36 CORROSION	09/14/1998	10 miles	9/14/2001	36010 miles
96/80 PCM/OC EMISSIONS	09/14/1998	10 miles	9/14/2006	80010 miles
36/36 FEDERAL EMISSIONS	09/14/1998	10 miles	9/14/2001	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
03/16/2000	120978	#	J1000 - OIL PAN/GASKET RPL	34293 miles
03/16/2000	120978	#	K6500 - TRANS OIL GSKT RPL	34293 miles
03/08/2000	120662	#	C2200 - ASH TRAY R&R/RPL	34132 miles
03/06/2000	120662	#	L1197 - SENSOR, FUEL LEVEL (TANK UNIT) - REPLACE	34132 miles
03/03/2000	120378	#	D1300 - MOT COOL TUBE RPL	33973 miles

04/08/1999	103447	#	HD042 - DISC PADS R&R/EPL	12886 miles
04/08/1999	103447	#	Z7910 - COURTESY TRANSPORTATION - SHUTTLE (1 WAY)	12886 miles
02/11/1999	100859	#	H2537 - BTH ABS WIR HARNEP	9564 miles
02/11/1999	100859	#	Z7910 - COURTESY TRANSPORTATION - SHUTTLE (1 WAY)	9564 miles
01/19/1999	099695	#	Z7910 - COURTESY TRANSPORTATION - SHUTTLE (1 WAY)	8438 miles
08/24/1998	A58155	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 19, 2001

[REDACTED]
Worcester, MA [REDACTED]

RE: File Number: 03148510

Vehicle Identification Number: 1G4CW52K1W4658155

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation regarding your 1998 Buick Park Avenue.

We have completed our review 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 the allegation and suggest that you resolve this matter through your insurance carrier.

Sincerely,

Robert St. Pierre

Robert St. Pierre
Customer Relationship Manager
Product Allegation Resolution Team

GM RESTRICTED

341573

CASE NUMBER: 02472404 VIN: 1G4HP54X5Y4226994
 DATE OPENED: 12/07/00 MODEL YEAR: 00
 DATE CLOSED: 03/09/01 SERIES: LESABRE CUSTOM
 SOURCE: PAR MILEAGE: 75
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: GA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 BUICK DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS:
 HOME PHONE:

SMYRNA, GA [REDACTED]

CASE NUMBER: 02472404 VIN: 1G4HP54X5Y4226994
 MODEL YEAR: 2000
 DATE OPENED: 2000-12-07 SERIES: LESABRE CUSTOM
 DATE CLOSED: 2001-03-09 MILEAGE: 75
 SOURCE: DELIVERY DATE:
 SRC TYPE: PAR DEALER NAME: BOOMERSHINE PONTIAC-BUICK-GMC
 SRC PARENT: 02472403 DEALER ADDRESS:

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

T01 Product Allegation GM 1241	Other
0 REPAIR ATTEMPT(S)	product allegation
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	product allegation
A06 Fire	Other
0 REPAIR ATTEMPT(S)	product allegation

AVM STATED VEHICLE CAUGHT FIRE WHILE CUSTOMER WAS TEST DRIVING VEHICLE REQUESTS PAR

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

CRM left a message with [REDACTED] to have the x/o to us by 1/5/01, Friday, or the file will be closed.

Robert st. pierre / PAR / Tampa 58420; 0; 347386996
 2000-12-08

CRM receives PAR.

Robert st. pierre / PAR / Tampa 58420; 0; 345159094
 2000-12-08

GM RESTRICTED

341573

CRM called dealer, who owns the vehicle (vehicle has not been sold yet.) Svc mgr states the vehicle has a silencer alarm connected to the vehicle. No maintenance has been done, vehicle hasn't been sold at 75 miles. Vehicle hasn't been touched yet. Svc mgr gave CRM the driver's pager to contact the driver. [REDACTED]

CRM called the driver and left a message to call CRM back.
Robert st. pierre / PAR / Tampa 58420; 0; 345161243
2000-12-11

CRM called driver and left a message to contact CRM back.
Robert st. pierre / PAR / Tampa 58420; 0; 345401467
2000-12-11

CRM called driver and left a message to contact CRM back.
Robert st. pierre / PAR / Tampa 58420; 0; 345423225
2000-12-12

CRM couldn't get ahold of driver so description from dealer is sufficient.
CRM called customer and was told the weather was clear. Vehicle has a silencer alarm. Dealer owns vehicle, vehicle has not been owned by a customer yet. Vehicle has no maintenance as none is needed yet. Vehicle is not repaired or compensated for by insurance company. While on a test drive, the vehicle began smoking under the hood. Driver pulled over and then the vehicle caught flames. Customer gave permission to have the vehicle inspected.
Robert st. pierre / PAR / Tampa 58420; 0; 345508922
2000-12-13

CRM faxed inspection to EAA.
Robert st. pierre / PAR / Tampa 58420; 0; 345573385
2000-12-19

CRM called [REDACTED] and left a message to fax an estimate on the repairs, the r/o to have the vehicle's silencer alarm installed, and a copy of what the vehicle is worth before the accident sent to this CRM and to give this CRM a call back.
Robert st. pierre / PAR / Tampa 58420; 0; 346095562
2000-12-21

CRM called customer and left a message to call CRM back.
Robert st. pierre / PAR / Tampa 58420; 0; 346267935
2000-12-27

CRM called customer and left another message to send in the r/o which had the silencer alarm installed.
Robert st. pierre / PAR / Tampa 58420; 0; 346782820
2000-12-27

CRM also sent a voicemail to Terry Born about the file's situation and to seek what to do further.
Robert st. pierre / PAR / Tampa 58420; 0; 346783509
2001-01-02

CRM called customer and left a message again to have the r/o sent to us for the silencer alarm installation.
Robert st. pierre / PAR / Tampa 58420; 0; 347304278
2001-01-02

GM RESTRICTED

341573

CRM left a message this morning and right now with [REDACTED] Svc mgr, to fax the r/o to us.

Robert st. pierre / PAR / Tampa 58420; 0; 347323141
2001-01-15

CRM received r/o on 1/5/01.

Robert st. pierre / PAR / Tampa 58420; 0; 348427980
2001-01-17

CRM left message to have customer contact CRM back.

Robert st. pierre / PAR / Tampa 58420; 0; 348613787
2001-01-18

CRM left message to have customer contact CRM back.

Robert st. pierre / PAR / Tampa 58420; 0; 348704460
2001-01-18

CRM advised customer that GM is not assuming responsibility in this situation.

Robert st. pierre / PAR / Tampa 58420; 0; 348707564
2001-01-18

Business Summary: 1.) CRM received PAR. 2.) Customer verified 1241. 3.) Customer gave permission to have vehicle inspected. 4.) CRM faxed inspection to BAA. 5.) CRM received inspection back from the BAA. 6.) CRM requested r/o for silencer alarm installation. 7.) CRM received r/o for silencer alarm. 8.) CRM advised customer that GM is not assuming responsibility in this situation.

Robert st. pierre / PAR / Tampa 58420; 0; 348707916
2001-02-13

PAR Team Manager reviewed file with GM PAR Manager Larry D. TM call Terry B. and advised GM will accept liability for thermal event to vehicle. TM called AVM Sam Logan and dealership Service Manager to inquire if vehicle had been registered. AVM advised vehicle had never been registered. TM advised GM will authorize repurchase of vehicle.

Giovanni DePalma/Tampa PAR TM; 0; 350946795
2001-03-09

FTT CRM RCVD FILE TODAY FOR REPURCHASE PROCESS// DISCUSSED W/ ANY INQUIRY TEAM LEAD & MGMT DEPALMA & LINLEY// ALSO ST PIERRE// ST PIERRE IS HANDLING THIS FILE THOROUGH TERRY B. FOR REPURCHASE SINCE VEH NEVER TITLED OR REGISTERED.// CLOSED FROM FTT GAVE FILE TO ST PIERRE/// JUSTIN FAIR/ TPA PAR/ 57080/ FTT; 0; 353013460

2001-03-09

CRM contacted Terry Born and was advised the vehicle has been repurchased from the dealership by GM, repaired, and sent to auction.

CRM left a voice mail to Sam Logan stating the fact the vehicle has already been handled by New Vehicle Damage department and to contact CRM if there is any more discrepancies.

Robert st. pierre / PAR / Tampa 58420; 0; 353014706
CARDELL, LARRY, BOOMERSHINE DEALER

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

INCIDENT DATE: 2000-10-26 INCIDENT TIME: 18:30:00
INCIDENT LOCATION: COB PARKWAY AND 285

DRIVER NAME: GREGG WILLARD DRIVER AGE: 33
DRIVER DISABILITY: unknown

341573

OWNER DESCRIPTION: insurance co is dealer's insurance--cust advised dealer -driving
smelled smoke-pulled over caught fir

ALLEGED DEFECTIVE COMPONENT: ENGINE

INCIDENT RESULT: Declined responsibility 1/18/01
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: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: AUTHER J. GALLACHER
INSURANCE COMPANY ADDRESS: UNKNOWN
AGENT NAME: UNKNOWN
AGENT PHONE NUMBER: 999-999-9999

MORE INFORMATION:

MAINTENANCE LOCATION: VEHICLE IS CURRENTLY AT DEALER --NOT BEEN TOUCHED
CURRENT LOCATION OF VEHICLE: BOOMERSHINE DEALERSHIP
NOTIFY NAME: [REDACTED]

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: EAAINSPECTION DATE: 2000-12-14
MILEAGE AT INSPECTION: 75
WHERE WAS INSPECTION DONE: see inspection

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: ENGINE COMPARTMENT
INVESTIGATIVE SUMMARY: see inspection
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:
MILEAGE @ BUY-BACK: 0 NADA: 0
MSRP: SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

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

341573

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:

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:

*****ERC CONTACT INFORMATION*****

NAME: [REDACTED] CONTACT NUMBER: 1
COMPANY: [REDACTED] CONTACT TYPE: Claimant
ADDRESS: [REDACTED] CONTACT PHONE: [REDACTED]
SMYRNA, GA [REDACTED]

341573



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 19, 2001

[REDACTED]
Smyrna, GA [REDACTED]

RE: File Number: 02472404

Vehicle Identification Number: 1G4HP54K5Y4226994

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 2000 Buick Le Sabre.

Our investigation revealed no evidence to support the product allegation. We are declining responsibility based on the aftermarket equipment installation performed on 6-24-2000. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

Sincerely,

Robert St. Pierre
Customer Relationship Manager
Product Allegation Resolution Team

GM**PAR CASE INFORMATION**

Problem ID: 02472404

CONTACT INFORMATIONName: [REDACTED]
Address: [REDACTED]
SMYRNA, GA
Phone: [REDACTED]**VEHICLE INFORMATION**VIN: 1G4HP54K5Y4228894
MAKE: BUICK
MODEL: LESABRE CUSTOM
YEAR: 2000
ODOMETER: 76**BRC CONTACT INFORMATION**NAME: [REDACTED]
COMPANY: [REDACTED]
ADDRESS: [REDACTED]
PHONE: [REDACTED]
TYPE: ClaimantACCOUNT/POLICY:
SERVICE DEALER: BOOMERSHINE PONTIAC-BUIC
CONTRACT: [REDACTED]
SELLING DEALER: BOOMERSHINE PONTIAC-BUIC
CONTRACT: UNKNOWN
PAYEE: No**PAR DETAILS**CONTACT ID: C0000030202275
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: unknown
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 1
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: ENGINE
POLICE REPORT: No
INSURANCE: Yes
INSURANCE COMPANY: AUTHER J. GALLACHER
INSURANCE COMPANY ADDR: UNKNOWN
INSPECTION: Yes
INSP NAME: EAA
INSP DATE: 12/14/00
INSP MILES: 76
INSP DONE: see inspection
PROPERTY DAMAGE:
INCIDENT LOCATION: COB PARKWAY AND 285
INCIDENT RESULT: Declined responsibility 1/18/01
VEHICLE LOCATION: BOOMERSHINE DEALERSHIP
MAINTENANCE LOCATION: VEHICLE IS CURRENTLY AT DEALER -NOT BEEN TOUCHED
OWNER DESC: Insurance co is dealer's insurance-outside dealer-driving small car-pulled over caught firBODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMG BY K: No
NOTIFY NAME: [REDACTED]
AGENT NAME: UNKNOWN
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED: ENGINE COMPARTMENT
INVEST SUMMARY: see inspection
AGENT PHONE: 888-888-8888
INCIDENT DATE & TIME: 10/26/2000 06:30:00 AM**REIMBURSEMENT INFORMATION**ID:
PAYEE:
ADDRESS:
COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1099:
POLICY NUM:

**GM**

PAR CASE INFORMATION

Problem ID: 02472404

CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: product allegation

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: AD4

COMPONENT DESCRIPTION 2: product allegation

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Possible Safety Concern

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: AD8

COMPONENT DESCRIPTION 3: product allegation

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: 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: 02472404

CALL HISTORY

12/08/2000 - 03:33:30 AM	CRM receives PAR. Robert st. pierre / PAR / Tampa 58420
12/08/2000 - 04:06:26 AM	CRM called dealer, who owns the vehicle (vehicle has not been sold yet.) Svc mgr states the vehicle has a silence alarm connected to the vehicle. No maintenance has been done, vehicle hasn't been sold at 75 miles. Vehicle hasn't been touched yet. Svc mgr gave CRM the driver's pager to contact the driver. 678-488-8668. CRM called the driver and left a message to call CRM back. Robert st. pierre / PAR / Tampa 58420
12/11/2000 - 10:52:54 AM	CRM called driver and left a message to contact CRM back. Robert st. pierre / PAR / Tampa 58420
12/11/2000 - 04:56:00 AM	CRM called driver and left a message to contact CRM back. Robert st. pierre / PAR / Tampa 58420
12/12/2000 - 04:40:53 AM	CRM couldn't get ahold of driver so description from dealer is sufficient. CRM called customer and was told the weather was clear. Vehicle has a silence alarm. Dealer owns vehicle, vehicle has not been owned by a customer yet. Vehicle has no maintenance as none is needed yet. Vehicle is not repaired or compensated for by insurance company. While on a test drive, the vehicle began smoking under the hood. Driver pulled over and then the vehicle caught flames. Customer gave permission to have the vehicle inspected. Robert st. pierre / PAR / Tampa 58420
12/13/2000 - 10:38:25 AM	CRM faxed inspection to EAA. Robert st. pierre / PAR / Tampa 58420
12/19/2000 - 11:37:53 AM	CRM called [redacted] and left a message to fax an estimate on the repairs, the r/o to have the vehicle's silence alarm installed, and a copy of what the vehicle is worth before the accident sent to this CRM and to give this CRM a call back. Robert st. pierre / PAR / Tampa 58420
12/21/2000 - 11:34:45 AM	CRM called customer and left a message to call CRM back. Robert st. pierre / PAR / Tampa 58420
12/27/2000 - 10:35:59 AM	CRM called customer and left another message to send in the r/o which had the silence alarm installed. Robert st. pierre / PAR / Tampa 58420
12/27/2000 - 10:46:22 AM	CRM also sent a voicemail to Terry Born about the file's situation and to seek what to do further. Robert st. pierre / PAR / Tampa 58420
01/02/2001 - 11:27:17 AM	CRM called customer and left a message again to have the r/o sent to us for the silence alarm installation. Robert st. pierre / PAR / Tampa 58420
01/02/2001 - 04:41:49 AM	CRM left a message this morning and right now with [redacted]. Svc mgr, to fax the r/o to us. Robert st. pierre / PAR / Tampa 58420
01/03/2001 - 10:21:48 AM	CRM left a message with [redacted] to have the r/o to me by 1/5/01, Friday, or the file will be closed. Robert st. pierre / PAR / Tampa 58420



PAR CASE INFORMATION

Problem ID: 02472404

01/16/2001 - 11:34:21 AM CRM received r/o on 1/5/01.
Robert at. phone / PAR / Tampa 68420

01/17/2001 - 03:12:48 AM CRM left message to have customer contact CRM back.
Robert at. phone / PAR / Tampa 68420

01/18/2001 - 04:34:39 AM CRM left message to have customer contact CRM back.
Robert at. phone / PAR / Tampa 68420

01/18/2001 - 05:16:33 AM Business Summary: 1.) CRM received PAR. 2.) Customer verified 1241. 3.) Customer gave permission to have vehicle inspected. 4.) CRM fixed inspection to EAA. 5.) CRM received inspection back from the EAA. 6.) CRM requested r/o for silencer alarm installation. 7.) CRM received r/o for silencer alarm. 8.) CRM advised customer that GM is not assuming responsibility in this situation.
Robert at. phone / PAR / Tampa 68420

01/18/2001 - 05:14:36 AM CRM advised customer that GM is not assuming responsibility in this situation.
Robert at. phone / PAR / Tampa 68420



PAR CASE INFORMATION

Problem ID: 02472404

01/15/2001 - 11:36:23 AM

CRM received info on 1/10/01.
Robert St. Pierre / PAR / Tampa 68420

01/17/2001 - 03:12:48 AM

CRM left message to have customer contact CRM back.
Robert St. Pierre / PAR / Tampa 68420

01/18/2001 - 04:24:29 AM

CRM left message to have customer contact CRM back.
Robert St. Pierre / PAR / Tampa 68420

01/18/2001 - 05:16:33 AM

Business Summary: 1.) CRM received PAR. 2.) Customer verified 1241. 3.) Customer gave permission to have vehicle inspected. 4.) CRM fixed inspection to EAA. 5.) CRM received inspection back from the EAA. 6.) CRM requested info for silencer alarm installation. 7.) CRM received info for silencer alarm. 8.) CRM advised customer that GM is not assuming responsibility in this situation.
Robert St. Pierre / PAR / Tampa 68420

01/18/2001 - 05:14:36 AM

CRM advised customer that GM is not assuming responsibility in this situation.
Robert St. Pierre / PAR / Tampa 68420

02/13/2001 - 03:09:54 AM

PAR Team Manager reviewed file with GM PAR Manager Larry D. TM call Terry B. and advised GM will accept liability for thermal event to vehicle. TM called AVM Sam Logan and Dealership Service Manager to inquire if vehicle had been registered. AVM advised vehicle had never been registered. TM advised GM will authorize repurchase of vehicle.
Giovanni DePalma/Tampa PAR TM

03/09/2001 - 01:19:44 AM

FTT CRM RCVD FILE TODAY FOR REPURCHASE PROCESS// DISCUSSED W/ AMY DRURY TEAM LEAD & MGMT DEPALMA & LINLEY// ALSO ST PIERRE// ST PIERRE IS HANDLING THIS FILE THOROUGH TERRY B. FOR REPURCHASE SINCE VEH NEVER TITLED OR REGISTERED// CLOSED FROM FTT GAVE FILE TO ST PIERRE// JUSTIN FAIR/ TPA PAR/ 67080/ FTT

03/09/2001 - 01:37:23 AM

CRM contacted Terry Born and was advised the vehicle has been repurchased from the dealership by GM, repaired, and sent to auction.
CRM left a voice mail to Sam Logan stating the fact the vehicle has already been handled by New Vehicle Damage department and to contact CRM if there is any more discrepancies.
Robert St. Pierre / PAR / Tampa 68420

NEXT:

GM WARRANTY HISTORY INQUIRY
(UPDATED THRU 20001205)

PAGE 01 OF 02

DIV: BUICK

VEHICLE-ID-NUMBER	DESCRIPTION	CDM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
1G4HP54K5Y4226994	LESABRE CUSTOM	M	0000000		0	PAID	1

PROD-DTE: 20000223 DELWAR-DATE: WARBLK-DTE:

INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:

INV-DLR : 1138234 SHIP-TO-DLR: 1138234

C CYCLE

T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LRDP	LN-TOTAL	ODOMETER	ID	AUTH	AUTH
001	I	1138234	043	20000223	426994	226994	01	Z7000	100.98	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: BUICK

VIN: 1G4HP54K5Y4226994 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 000

RPO DESCRIPTION

RPO DESCRIPTION

H BODY

4 DOOR

BUICK

V6 ENGINE

L36 3.8 LITRE V6 MFI

FEDERAL EMISSIONS

MX0 AUTO TRANS W/OVERDRIVE

AUTO TRANS

MM3 4 SPD AUTO TRANS 4T65-E

U2E INSTRUMENT CLST/TRIP

AJ7 INFLT RES DR/PAS-FRT/SD

ANTILOCK BRAKE

C67 AIR CONDITIONING

DE6 LH & RH REMOTE ELECTRIC

UV7 WHLD/RR WINDOW ANTENNA

UN6 RADIO AM/FM CASS CDM

FLOOR CONSOLE

----- 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

G0015342-BUICK

Fax

GM FAX Investigations

5701 East Hillsborough Avenue, Suite 2300

Tampa, FL 33610

Bob Bryan

312
30319

Delorme Time: 10:10 Per Phone To 12-13-00 Delorme Mins: 30 + 40 = 70 Total

To: Sandra Behringer

From:

Robert St. Pierre

Fax: 248-642-4856

Phone:

1-800-231-1841 extension 58420

Phone: 248-642-4852

Fax:

813-836-4071

Date: December 13, 2000

Pages:

6

Client Information

File #:

02472404

Vehicle (Year/Model/Make): 2000 Buick LeSabre

Client's Name:

VIN #:

1G4HP54K5Y422884

Contact's Name:

Lary Cardel

12-13-00

LEFT VOICE MAIL MESSAGE THAT I
WILL CONTACT HIS PLASMA THERAPY, 12-14-00
TO INSPECT VEHICLE. (P.S.)

Contact's Phone:

770-568-1800

Vehicle Location:

Bryant, GA

Please Use Form:

☐ Accidents/Threats☐ Vehicle/Property Damage☐ Criminal Investigation/Arrest & Warrant☐ Site Impact☐ Power Window Door☐ Fire (Collision)☐ Fire (Non-Collision)☐ Roadblock/Lock☐ Suspicious/Unusual☐ Vandal☐ Transmission/Variable☐ Other

Special Instructions:

☐ Do Not Interview Owner☐ Interview Owner☐ Remove & Repair Part☒ Contact F&I Team Member 12-13-00☐ Before ☐ After☐ Other

Investigations can only be asked if initiated by one of the following:

☐ Rush:

S. Lindley

G. DePina

GM Team Leader

BAA Internal Use Only

To: SAC

Bob Bryan

Phone:

404-252-6239

Fax:

404-843-1326

From: Sandra Behringer

Date Filed to SAC: 12-13-00

Date Date:

12-20-00

BAA SA Use Only

Case Acceptance/Investigation:

☒ YES ☐ NO

Please acknowledge acceptance of this case promptly by phone or fax. PLEASE CALL TO SANDRA BEHRINGER.

Report Mailed USPS Priority:

Date:

12-15-00

Please report completion date by phone or fax.

PLEASE CALL TO TATIANA 12-15-00

REPORT IN PRIORITY MAIL 12-15-00

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Division: <u>BUICK</u>	Ref: <u>02472404</u>	VIN: <u>1G4HP54K5Y4226994</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: BOB BRYAN Organization: EA
 Phone: (404) 252-6239x Inspection Date: 12/14/00 Mileage at Inspection: 75

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

Following the inspection, summarize the tests and observations.

ENGINE COMP. WIRING AND FUEL LINES SEVERELY DAMAGED BY FIRE. THAT APPEARS TO HAVE BEEN CONCENTRATED AT THE REAR OF THE ENGINE NEAR THE INCOMING FUEL SUPPLY LINES FROM THE FUEL TANK. DAMAGE WAS LIMITED TO THE ENGINE COMP. AND COOL/W/S SLAVE APP. CAUSE OF FIRE APPEARS TO BE FUEL RELATED AS IT EXTINGUISHED ITSELF AFTER EXISTING FUEL WAS CONSUMED. "ROLLING" WAS OBSERVED ON ONE WIRE (SEE PHOTO) BUT COULD HAVE BEEN CAUSED BY BURNING WIRING SHORTED DURING FIRE. SEE ADDITIONAL COMMENTS ON APP-6.

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

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

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) SILENCER ALARM HAD BEEN INSTALLED BY TECHNICIAN LEE HESTER AT [REDACTED]. EXACT DATE COULD NOT BE DETERMINED BUT WAS PRIOR TO FIRE.

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 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, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
Describe _____Fuel System (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
Describe _____Exhaust System (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
Describe _____Major Engine (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____
Describe _____Brake/ABS/TCS System (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____
Describe _____Body (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
Describe _____Other (Y/N) N; Repairs (None, Satisfied, Dissatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____
Describe _____Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other): NONE - USED CAR.Maintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) _____

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

NONE

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

VEHICLE TOWED TO DLR. BY PARTIAL UNKNOWN.How was vehicle towed? (flat bed, dolly, sling, front or rear end) N/A 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 trailing cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) _____
load description D/N/A load location _____Driver's physical description (gender, age, height, weight, disabilities) MALE - OTHER DETAILS UNKNOWN.If vehicle's ignition was "Off" prior to fire, for how long was it "Off"? UNKNOWN Were all doors locked? (Y/N) NDrive length (if vehicle was parked prior to fire, describe how drive): Hrs. N/A Min. N/A Distance traveled N/AIf not parked, vehicle speed estimate N/A MPH Source of estimate _____ Posted speed _____ MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) N/A Was fuel failed? N/AExact incident location N/A - VEHICLE WAS BEING ROAD TESTED ON PROSPECTIVE OWNER WHEN FIRE OCCURRED. DEALER HAD NOT BEEN FINALIZED PRIOR TO FIRE. ALL RECORDS WERE LOCKED OUT OF COMPUTER BY DEALER. NAME NOW AVAILABLE.Weather conditions and visibility N/AApprox. temperature N/A °F. Any physical visual obstructions? NONE

***** 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.) NOT RELATED - M/CYL. DESTROYEDAny warning lights "On", high/low gauge readings, or messages displayed? (Y/N) N Describe DEALER PERSONNELCAN NOT IDENTIFY DRIVER AS ALL RECORDS CANCELLED OUT OF COMPUTER.Electrical systems operation: (normal, other?) N/A

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?) APPROXIMATELY NORMAL - RESERVOIR FULL OF FLUID -Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.) UNABLE TO DETERMINE AS DRIVER CANNOT BE IDENTIFIED.Any unusual noises (bang, pop, tick, grinding, rattling, rrr, etc.) From where? NO

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

Describe any unusual odors. From where? SMOKE FROM UNDER HOOD.Any smoke? (from where, color, intensity, etc.) DRIVER REPORTED SMOKE AND FLAMES COMING FROM UNDER REAR OF HOOD. EXITS AND ABANDONED VEHICLE.Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? UNKNOWN (NEW VEHICLE)

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

Any flames? (from where, color, intensity, etc.) FLAMES AND SMOKE COMING FROM UNDER REAR OF HOOD.Any steam or smoke? (from where, color, intensity, etc.) SMOKE FROM UNDER REAR OF HOOD.Any apparent malfunctions of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) NElectrical System? (Y/N) N Fuel System? (Y/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 RollWindows? (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? AS PREVIOUSLY STATED, NO ONE AT [REDACTED] COULD PROVIDE THE NAME AND PHONE NUMBER OF THE PROSPECTIVE BUYER. THEY SIMPLY STATE THAT THE VEHICLE WAS BEING ROAD TESTED BY PROSPECTIVE BUYER WHEN THE FIRE OCCURRED WITHOUT WARNING. THE INDIVIDUAL EXITED THE VEHICLE AND THE FIRE FINALLY EXTINGUISHED ITSELF APPARENTLY AFTER ALL FUEL HAD BEEN CONSUMED. ONLY THE STOP LIGHT FUSE WERE BLOWN IN FUSE PANEL. THIS COULD HAVE BEEN CAUSED BY 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 UNDAMAGED
Front & rear exterior FRONT HOOD AND W/S AREA BURNED -
Hood, inner & outer panels FIRE DAMAGED -
Trunk area and Decklid, inner & outer panels UNDAMAGED
Roof UNDAMAGED
Door interior panels SMOKED
Left & right instrument panel & odometer UNDAMAGED BUT SMOKED -
Ashtray(s) area CLEAN -
Left & right front seat and carpet SMOKED FROM FIRE -
Underbody & exhaust (include hangers) UNDAMAGED
Option code label
Engine compartment SEVERELY FIRE DAMAGED -
Radiator, front & rear FIRE DAMAGED
Coolant recovery bottle MELTED
Transmission cooler lines/connections APPEAR TO BE OK -
Engine compartment engine coolant lines/hoses, connections/clamps FIRE DAMAGED -
Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) FIRE DAMAGED -
All fuel lines/hoses, filter, connections/clamps ENGINE COMP. - FIRE DAMAGED -
TBI, injector rail, or carburetor & fuel line connection FIRE DAMAGED -
Engine compartment fuel lines/hoses, connections & o-rings FIRE DAMAGED -
Power steering lines/hoses, connections/clamps APPEAR TO BE OK -
Generator & attached wiring FIRE DAMAGED -

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

Battery & attached cables INSULATION MELTED -Engine block (note precise location of cracks, holes, etc.) NONEEngine oil pan UNDAMAGED -Engine compartment hinge torque rods FIRE DAMAGED -Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) APPEARED TO BE UNDAAMAGED -Any item which is alleged to be the cause/source ENGINE WIRING HARNESS -Anything on vehicle which is after-market SILENCER ALARM HAS BEEN INSTALLED IN THE IGNITION SWITCH CIRCUIT TO STARTER TO PREVENT THEFT.Anything 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 NOT RELATED -Engine oil FULLTransmission fluid FULLPower steering fluid FULLBrake fluid FIRE DAMAGED - MICH. DESTROYED (RESERVOIR)List all driver electrical controls which are in the "On" position (include ignition) NONEFuses (Identify all open or not proper size) STOP LIGHT 15-AMP. FUSE BLOWN -Wiring insulation at fuse blocks UNDAMAGED -Fuel lines (Identify all open) UNDAMAGED -Spark plug wiring and boot condition DESTROYED -Fuel filter "Lead Free" restrictor in place? (Y/N) Y Describe _____Location of fuel filter cap (or evidence of removal) NOT RELATED -Catalytic converter (any discoloration or swelling?) NOT RELATED -Position of windows (If glass missing, do further inspection) UNDAMAGED -C. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available): NO ESTIMATE OF DAMAGE.HAS BEEN MADE. UNDERHOOD DAMAGE IS EXTENSIVE TO ALL WIRING, HOSES, PLASTIC COMPONENTS, ETC. HOOD, CHASSIS, AND W/TS GUARD SEVERELY DAMAGED. INSIDE OF VEHICLE (ALL UPHOLSTERY, MATS, ETC.) SMOKE AND SOOTED.

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

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flames or spark sources, tall grass, dry leaves, rats indicating vehicle was stuck, etc.
If significant other property damage occurred due to the fire, if possible, take pictures of the damage and make notes as necessary.

Comments: NOT NECESSARY TO MAKE SITE INSPECTION -

GENERAL COMMENTS

FIRE APPEARS TO BE FUEL RELATED AS FIRE APPARENTLY
EXTINGUISHED ITSELF AFTER AVAILABLE FUEL WAS CONSUMED.

NO FIRE DEPT. WAS INVOLVED -

NUMBER ONE SUSPECT AS TO CAUSE IS A LEAKING FUEL
SUPPLY LINE. THE NOT SAT WAS IN THE VICINITY OF THE
FUEL LINES. ALL FUEL LINES WERE (NEARLY) CONSUMED
THAT CONNECTS TO THE FUEL RAIL.

THE DRIVER APPARENTLY CUT OFF THE IGNITION SWITCH
BEFORE EXITING THE VEHICLE WHICH WOULD HAVE
DEACTIVATED THE ELECTRIC FUEL PUMP AND THEREBY
RESULTED IN CUTTING OFF THE FUEL SUPPLY TO THE FIRE.

AN ELECTRICAL CAUSE OF FIRE DOES NOT APPEAR TO
BE REASONABLE -

THIS FIRE OCCURRED SOMETIME AROUND 1710-OCTOBER 2000.

Bill Steyer (EAA)

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Make: Buick Model: 02472404 VIN: 1G4HP54K5Y4226994
 Claimant's Name (LAST, First): [REDACTED]

Inspected By: BOB BRYAN Organization: EAP
 Phone: (404) 252-6239x Inspection Date: 12/14/00 Mileage at Inspection: 75

Roll Number 1+2

Seq. # Description

- 0
1. FRONT VIEW OF FIBR. DAMAGE -
2. RIGHT SIDE VIEW -
3. LEFT SIDE VIEW -
4. REAR VIEW -
5. INTERIOR VIEW FROM DRIVER'S SEAT -
6. INTERIOR VIEW FROM PASS. SEAT -
7. DASH AREA FROM REAR SEAT -
8. ENGINE COMP. VIEW FROM FRONT CENTER -
9. ENGINE COMP. VIEW FROM RIGHT FRONT -
10. EXTENSIVE VIEW OF HOOD -
11. LEFT SIDE OF ENGINE COMP. SHOWING HOT SPOT -
12. FUSE PANEL - #25 (15A) FUSE BLOWN -
13. WIRING SHOWING "BALLING" INDICATING SHORTED WIRES -
14. WIRES SHOWING "BALLING" -
15. HORN FUSE BLOWN -
16. HORN FUSE BLOWN -
17. COILS WIRING -
18. LEFT CENTER OF ENGINE COMP. (FROM REAR) -
19. RIGHT SIDE OF ENGINE COMP. (FROM REAR) -
20. REAR AREA BEHIND ENGINE -
21. ENGINE COMP. AT REAR AREA -
22. UNDERSIDE OF HOOD -
23. REAR ENGINE AND W/BLADE-CAUL AREA -
24. VIEWS OF THE ENGINE COMP. THROUGH THE HOLE IN HOOD -
25. ANOTHER VIEW OF DAMAGED ENGINE COMP. THROUGH THE HOLE IN HOOD -
26. COMPARISON PHOTO OF A NEW CAR -
27. " " " " "
28. " " " " "
29. " " " " "
30. " " " " "
31. " " " " "
32. " " " " "
33. FUSE PANEL SCHEMATIC - (10 PANEL) -
- 34.
- 35.
- 36.
- 37.

LIMITED SERVICE WARRANTY

Service Work (Parts & Labor) is warranted for 12,000 miles or 12 months, whichever occurs first. The purchaser is obligated to have the work performed at GWANETT PLACE/DOME/FISHBYE during standard business hours. Loss of use of the vehicle, loss of time, inconvenience, commercial loss, or consequential damages are not covered.

DISCLAIMER OF WARRANTIES

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item. The Seller Herby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. X

INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE: 130204	
FOR OFFICE USE		VEHICLE INFORMATION			
TRK 9728	APR 06 DREPPER	INVOICE: 0101	INT 1	KL	VIN 104P50852234794
TRA PLER	RYAN INADEN	06/24/2000	11:40:53	00	BLACK
OWNER ZIN 10				LEADRE	CLINTON 4DR 52K SILVER
DATED	RECEIVED 06/19/00	DATE:	06/24/00		STOCK 0000267 DW ACT 2249

CONCERN 01 COST STATES WILL NOT START. WILL NOT SPIN OVER						OPERATION	TECH	PRICE
CORRECTION MIND MORE CUT WHEN REPAIRS COMPANY INSTALLED SENSORS						3	922	75.00
PART NUMBER		FOR		NOTE DESCRIPTION		QTY	ELL	
000 019001632				BATTERY		1	108.36	108.36
FACTORY TECH 922 - NEXTEL LEE						SUBTOTAL		
						PARTS SOLD..... 108.36		
						SUPPLIES..... 7.50		
						TECHNICAL LABOR..... 75.00		
TOTAL CHARGE FOR CONCERN						190.86		
TYPE 1								

TYPE 1

GRAND TOTAL

SUMMARY OF CHARGES FOR INVOICE 130204

PARTS SOLD	108.36
SUPPLIER	7.50
EPA COMPLIANCE CHG	5.00
TECHNICAL LABOR	75.00
SUB-TOTAL	195.86
SALES TAX	.25
TOTAL CHARGES	196.11

PAYMENT DISTRIBUTION FOR INVOICE 130204

TOTAL CHARGES	196.11
INTERNAL	196.11

IF YOU HAVE ANY QUESTIONS - PLEASE SEE WILLIAM E. WENGER
REPRINTED 1 TIMES

PAGE 1
LAST PAGE

SMYRNA, GEORGIA

FAX TRANSMITTAL

Transmitted From: GNC Bank
FAX# (770) 618-7127

TO: Robert St. Pierre

DATE: 1/5/01

RE: 2000 Buick LeSabre

FROM: [REDACTED]

OF PAGES: 10

ADDITIONAL COMMENTS

01/05/2001 at 10:41 AM
27147

List price:
\$24,923.00

SMYRNA, GA

PRELIMINARY ESTIMATE

Written by: KEITH BRYANT &
Adjuster:

Insured
Owner
Address:

Claim #
Policy #
Deductible:

Day:
Evening:

Date of Loss:
Type of Loss:
Point of Impact: 24. Engine Burn

Inspect
Location:

Insurance
Company:

Days to Repair

2000 BUICK LESABRE CUSTOM 6-3.8L-FI 4D SED SILVER Int:

VIN: 1G4HP54K5Y4226934 Id#: DRIVEBOUT Prod Date: 02/2000 Odometer:

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Auto Level
Keyless Entry	Body Side Moldings	Dual Mirrors
Clear Coat Paint	Metallic Paint	Power Steering
Power Brakes	Power Windows	Power Locks
Power Mirrors	Power Trunk	Anti-Lock Brakes (4)
Driver Airbag	Passenger Airbag	4 Wheel Disc Brakes
Cloth Seats	Split Bench Seats	Wire Wheel Covers

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
-----	-----	-------------	-----	------------	-------	-------

1		FRONT LAMPS				
---	--	-------------	--	--	--	--

1

01/05/2001 at 10:41 AM
27147

Job Number:

PRELIMINARY ESTIMATE

2000 BUIC LESABRE CUSTOM 6-3.8L-VT 4D SED SILVER Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
2	Repl LT Headlamp assy w/o cornering		1	223.00	Incl.	
3	Ain headlamps				0.4	
4	HOOD					
5	Repl Hood		1	469.95	1.2	3.0
6	Add for Clear Coat					1.2
7	Add for Underside (Complete)					1.3
8	Repl Insulator		1	25.30	Incl.	
9	Repl Insulator retainer		1	1.12		
10	Repl RT Lift cylinder		1	35.25	0.3	
11	Repl LT Lift cylinder		1	35.25	0.3	
12	Repl RT Lift cylinder ball stud app		1	1.10		
13	Repl LT Lift cylinder ball stud app		1	1.10		
14	Repl RT Lift cylinder ball stud low		1	1.10		
15	Repl LT Lift cylinder ball stud low		1	1.10		
16	Repl Latch		1	26.50	0.5	
17	FENDER					
18	Repl RT Fender		1	200.00	2.0	1.8
19	Overlap Major Adj. Panel					-0.4
20	Add for Clear Coat					0.3
21	Add for Edging					0.5
22	Repl LT Fender		1	200.00	2.0	1.8
23	Overlap Major Adj. Panel					-0.4
24	Add for Clear Coat					0.3
25	Add for Edging					0.5
26	REI RT Emblem				0.2	
27	REI LT Emblem				0.2	
28	Repl RT Apron panel		1	269.50	8.0	1.5
29	Repl LT Apron panel		1	269.50	8.0	1.5
30	Overlap Major Non-Adj. Panel					-0.2
31	Repl LT Upper rail outer		1	12.50	s Incl.	0.5
32	Overlap Minor Panel					-0.2
33	Repl LT Upper rail inner		1	21.50	s 3.0	0.5
34	Overlap Minor Panel					-0.2
35	Repl LT Fender liner retainer		1	0.50		

01/05/2001 at 10:41 AM
27147

Job Number:

PRELIMINARY ESTIMATE

2000 BUIC LESABRE CUSTOM 6-3.8L-FI 4D SED SILVER Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
36	Refn	RT Lower rail				5	1.0
37		Overlap Major Adj. Panel					-0.4
38	Refn	LT Lower rail				5	1.0
39		Overlap Major Adj. Panel					-0.4
40	Refn	RT Extension panel				5	0.2
41	Refn	LT Extension panel				5	0.2
42		COOLING					
43	Repl	Radiator w/coolant sensor	1	432.10	n	1.5 M	
44	Repl	Upper hose	1	21.60	m	0.5 M	
45		Deduct for Overlap					-0.3
46	Repl	Lower hose	1	14.04	m	0.5 M	
47		Deduct for Overlap					-0.2
48	Repl	Overflow hose	1	12.72			
49	Repl	Recovery tank	1	8.55		0.6	
50	Repl	Reservoir cap	1	3.33			
51	Repl	RT Rad insulator	1	2.90			
52	Repl	LT Rad insulator	1	2.90			
53	Repl	RT Fan & motor	1	168.00	m Incl. M		
54	Repl	LT Fan & motor	1	168.00	m Incl. M		
55	Repl	Shroud	1	127.00	m Incl. M		
56	Repl	Relay 4 pin	1	23.80			
57	Repl	Relay 5 pin	1	16.85			
58	Repl	Serpentine belt	1	34.25	m	0.5 M	
59	Repl	Pulley	1	28.75	m	1.0 M	
60	Refn	Upper tie bar					0.8
61		ELECTRICAL					
62	Repl	Wiring Harness	1	663.81		5.0 M	
63	Repl	Ignition coil	1	53.47	m	0.3 M	
64	Repl	Ignition coil seal	1	2.02			
65	Repl	Coil module	1	265.20	m	0.5 M	
66	Repl	Coil module seal	1	4.00			
67	Repl	Coil module mount bracket	1	11.97			
68	Repl	PCM	1	217.00	m	1.1 M	
69	Repl	Crankshaft sensor	1	41.50	m	1.0 M	

01/05/2001 at 10:41 AM
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Job Number:

PRELIMINARY ESTIMATE

2000 BUIC LESABRE CUSTOM 6-3.8L-FI 4D SED SILVER Int:

NO.	QTY.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
70		Repl Camshaft sensor	1	57.25	m	0.7 M
71		Repl Harness	1	8.25	m	1.0 M
72		Repl Shield	1	1.00		
73		Repl Knock sensor	1	51.00	m	0.4 M
74		Repl Control module w/o traction co	1	351.00	m	1.1 M
75		Repl Module	1	220.00	m	0.6 M
76		Repl Cable accelerator	1	13.90	m	0.5 M
77		Repl Bracket	1	5.32		
78		Repl Cable servo	1	36.50	m	0.5 M
79		Repl Release switch trans control	1	9.03		
80		Repl Release switch brake control	1	42.50		
81		Repl Fuse & relay box	1	159.00		
82		Repl Module body control	1	236.00	m	0.3 M
83		Repl Battery cable positive to junc	1	75.00	m	0.3 M
84		Repl Battery cable positive to star	1	78.25	m	0.8 M
85		Repl Battery cable ground	1	23.50	m	0.4 M
86		ENGINE / TRANSMISSION				
87		Repl ENGINE LONG BLOCK	1	2570.00		16.0 M
88		Repl Air cleaner assy	1	46.25	m	0.3 M
89		Repl RT Valve cover	1	48.00	m	1.3 M
90		Repl LT Valve cover	1	48.00	m	0.9 M
91		Repl RT Gasket	1	10.71		
92		Repl LT Gasket	1	10.71		
93		Repl Dipstick	1	179.00		0.1
94		Repl Intake duct	1	8.75		0.3
95		Repl Air temp sensor	1	14.75	m	0.3 M
96		Repl Housing	1	46.25		
97		WINDSHIELD				
98		Repl Windshield GM w/o rain sensor	1	414.00		2.2
99		Repl W'shield molding	1	23.85		Incl.
100		Repl RT Wiper arm	1	28.25		Incl.
101		Repl LT Wiper arm	1	28.25		Incl.
102		Repl RT Blade	1	17.10		0.2
103		Repl LT Blade	1	17.10		0.2

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Job Number:

PRELIMINARY ESTIMATE

2000 BUICK LESABRE CUSTOM 6-3.8L-TI 4D SED SILVER Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
104		Repl LT Wiper arm cap	1	2.75		
105		Repl RT Wiper arm cap	1	2.75		
106		Repl Washer reservoir w/level indic	1	51.50	0.5	
107		Repl Cap	1	4.22		
108		Repl Washer pump	1	37.50	0.5	
109	O	Repl RT Nozzle	1		0.2	
110	O	Repl LT Nozzle	1		0.2	
111		Repl Windshield adhesive kit	1	48.10		
112		CONV				
113		Repl Cowl grille	1	69.02	0.6	
114	O	Repl Sound absorber	1			
115		Repl Master cylinder let design	1	222.00	m 1.3	M
116		Repl Insulator	1	24.35		
117		Repl Check valve	1	18.80		
118		INSTRUMENT PANEL				
119		Repl Pad assy w/o head up display g	1	374.00	0.9	
120		ROOF				
121		Repl Headliner w/o sunroof gray	1	344.00	1.5	
122		Repl RT Sunvisor main, w/o lighted	1	58.00	Incl.	
123		Repl LT Sunvisor main, w/o lighted	1	58.00	Incl.	
124		EMISSION SYSTEM				
125		Repl Vapor canister	1	113.00	m 0.8	M
126		Repl A.I.R. pump	1	218.00		
127		Repl A.I.R. pump grommet	1	1.85		
128		Repl Filter	1	19.95		
129		Repl Hose	1	1.85		
130		Repl Oxygen sensor at manifold	1	103.00	m 0.4	M
131		Repl EGR valve adapter	1	25.75	m 0.7	M
132		Repl EGR valve gasket	1	3.20		
133		Repl EGR valve	1	141.00	m 0.4	M
134		Repl Purge valve bracket	1	3.33		
135		Repl Purge valve	1	16.50		
136		Repl Pipe gasket	1	3.33		
137		Repl Connector tube	1	1.85		

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Job Number:

PRELIMINARY ESTIMATE

2000 BUIC LESABRE CUSTOM 6-3.0L-FI 4D SED SILVER Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
138		Repl Pipe	1		61.25		
139		Repl Solenoid check valve	1		19.95		
140		Repl Check valve	1		86.00		
141		Repl Mount bracket insulator	1		3.33		
142		Repl Mount bracket	1		36.00		
143		Repl Outlet pipe connector	1		6.85		
144	O	Repl Outlet pipe clamp	1				
145		Repl Outlet pipe	1		19.35		
146		Repl Vent valve bracket	1		8.82		
147		Repl Vent valve	1		24.50		
148		Repl Vapor canister bracket	1		28.25		
149		AIR CONDITIONER & HEATER					
150		Repl Discharge hose	1	132.00	n	0.7	M
151		Evacuate & recharge			n	1.4	M
152		Refrigerant recovery			n	0.4	M
153	O	Repl Connector hose	1				
154		Repl Liquid line	1	104.00	n	0.5	M
155		Repl Accumulator	1	67.75	n	0.7	M
156		Repl Liquid line clamp front	1	11.00			
157		Repl Liquid line clamp rear	1	11.00			
158		INFORMATION LABELS					
159		Repl information labels				0.3	
160		Repl Info label radiator filler	1	8.75	Incl.		
161		Repl Info label refrigerant	1	8.75	Incl.		
162		Repl Caution label refrigerant & fa	1	8.75	Incl.		
163		Repl Fuel label	1	8.75	Incl.		
164		FRONT SUSPENSION					
165		Repl LT Brake hose	1	30.25	n	0.6	
166		Repl RT Brake hose	1	25.25	n	0.6	
167		Bleed brake system			n	0.5	
1684		Subl HAZ WASTE REMOVAL	1	5.00	X		
1694		Subl CAR COVER	1	10.00	X		
1704		Repl UNDERCOATING	1	10.00	T		
1714		Repl SEAM SEALER	1	15.00	T		

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Job Number:

PRELIMINARY ESTIMATE

2000 BUICK LESABRE CUSTOM 6-3.8L-FI 4D SED SILVER Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1724	Repl	R134-A REFRIGERANT	2	30.00	7		
1734	Repl	COOLANT	2	24.00	7		
1744	Repl	MISC CLIPS & RETAINERS	1	5.00	7		
1754	Refn	PAINTED STRIPS					1.0
1764		PART PRICES SUBJECT TO INVOICE	1				
1774							
1784							
1794	(OPEN)	POSSIBLE HIDDEN DAMAGE	1				
1804	(OPEN)	POSSIBLE HIDDEN DAMAGE	1				
Subtotals =>				11792.93		80.2	16.9

Parts		11693.93
Body Labor	35.6 hrs @ \$ 34.00/hr	1210.40
Paint Labor	16.9 hrs @ \$ 34.00/hr	574.60
Mechanical Labor	44.6 hrs @ \$ 45.00/hr	2007.00
Paint Supplies	16.9 hrs @ \$ 22.00/hr	371.80
Sublet/Misc.		99.00

SUBTOTAL		\$16848.73
Sales Tax	\$12149.73 @ 5.0000%	607.49

GRAND TOTAL		\$17456.22
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ADJUSTMENTS:

Deductible		0.00
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CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$17456.22

01/05/2001 at 10:41 AM
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Job Number:

PRELIMINARY ESTIMATE

2000 BUIC LESABRE CUSTOM 6-3.8L-VT 4D SED SILVER Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Non-asterisk(*) items are derived from the Guide
DELEA00. Database Date 12/2000. Double asterisk(**) items indicate parts supplied by a supplier
other than the original equipment manufacturer. Pound sign (#) items indicate manual entries.
CAPA items have been certified for fit and finish by the Certified Auto Parts Association. EACH
Part Numbers, Prices and Labor times are provided from National Auto Glass Specifications, Inc.

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GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

341573

CUSTOMER:
ADDRESS:
HOME PHONE:

SMYRNA, GA

CASE NUMBER: 02472404 VIN: 1G4HF34K5Y4226994
MODEL YEAR: 2000
DATE OPENED: 2000-12-07 SERIES: LESABRE CUSTOM
DATE CLOSED: 2001-02-13 MILEAGE: 75
SOURCE: DELIVERY DATE:
ERC TYPE: PAR DEALER NAME: BOOMERSHINE PONTIAC-BUICK-GMC
ERC PARENT: 02472403 DEALER ADDRESS:

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

T01 Product Allegation GM 1241 Other
0 REPAIR ATTEMPT(S) product allegation

A04 Possible Safety Concern Other
0 REPAIR ATTEMPT(S) product allegation

A06 Fire Other
0 REPAIR ATTEMPT(S) product allegation

AVM STATED VEHICLE CAUGHT FIRE WHILE CUSTOMER WAS TEST DRIVING VEHICLE REQUESTS PAR
*****WORK HISTORY*****

CRM left a message with [REDACTED] to have the r/o to me by 1/5/01, Friday, or the file will be closed.

Robert st. pierre / PAR / Tampa 58420; 0; 347386996
2000-12-08

CRM receives PAR.
Robert st. pierre / PAR / Tampa 58420; 0; 345159094
2000-12-08

CRM called dealer, who owns the vehicle (vehicle has not been sold yet.) Svc mgr states the vehicle has a silencer alarm connected to the vehicle. No maintenance has been done, vehicle hasn't been sold at 79 miles. Vehicle hasn't been touched yet. Svc mgr gave CRM the driver's paper to contact the driver. 678-488-8588.

CRM called the driver and left a message to call CRM back.
Robert st. pierre / PAR / Tampa 58420; 0; 345161243
2000-12-11

CRM called driver and left a message to contact CRM back.
Robert st. pierre / PAR / Tampa 58420; 0; 345401467
2000-12-11

CRM called driver and left a message to contact CRM back.
Robert st. pierre / PAR / Tampa 58420; 0; 345423225
2000-12-12

CRM couldn't get ahold of driver so description from dealer is sufficient.
CRM called customer and was told the weather was clear. Vehicle has a silencer alarm.
Dealer owns vehicle, vehicle has not been owned by a customer yet. Vehicle has no maintenance as none is needed yet. Vehicle is not repaired or compensated for by

insurance company. While on a test drive, the vehicle began smoking under the hood. Driver pulled over and then the vehicle caught flames. Customer gave permission to have the vehicle inspected.

Robert st. pierre / PAR / Tampa 58420; 0; 345508922
2000-12-13

CRM faxed inspection to EAA.

Robert st. pierre / PAR / Tampa 58420; 0; 345573385
2000-12-19

CRM called [REDACTED] and left a message to fax an estimate on the repairs, the r/o to have the vehicle's silencer alarm installed, and a copy of what the vehicle is worth before the accident sent to this CRM and to give this CRM a call back.

Robert st. pierre / PAR / Tampa 58420; 0; 346095662
2000-12-21

CRM called customer and left a message to call CRM back.

Robert st. pierre / PAR / Tampa 58420; 0; 346267935
2000-12-27

CRM called customer and left another message to send in the r/o which had the silencer alarm installed.

Robert st. pierre / PAR / Tampa 58420; 0; 346782820
2000-12-27

CRM also sent a voicemail to Terry Born about the file's situation and to seek what to do further.

Robert st. pierre / PAR / Tampa 58420; 0; 346783509
2001-01-02

CRM called customer and left a message again to have the r/o sent to us for the silencer alarm installation.

Robert st. pierre / PAR / Tampa 58420; 0; 347304278
2001-01-02

CRM left a message this morning and right now with Mr. Cardall, Svc mgr, to fax the r/o to us.

Robert st. pierre / PAR / Tampa 58420; 0; 347323141
2001-01-15

CRM received r/o on 1/5/01.

Robert st. pierre / PAR / Tampa 58420; 0; 348427960
2001-01-17

CRM left message to have customer contact CRM back.

Robert st. pierre / PAR / Tampa 58420; 0; 348613787
2001-01-18

CRM left message to have customer contact CRM back.

Robert st. pierre / PAR / Tampa 58420; 0; 348704460
2001-01-18

CRM advised customer that GM is not assuming responsibility in this situation.

Robert st. pierre / PAR / Tampa 58420; 0; 348707564
2001-01-18

Business Summary: 1.) CRM received PAR. 2.) Customer verified 1241. 3.) Customer gave permission to have vehicle inspected. 4.) CRM faxed inspection to EAA. 5.) CRM received inspection back from the EAA. 6.) CRM requested r/o for silencer alarm installation. 7.) CRM received r/o for silencer alarm. 8.) CRM advised customer that GM is not assuming responsibility in this situation.

Robert st. pierre / PAR / Tampa 58420; 0; 348707916
2001-02-13

PAR Team Manager reviewed file with GM PAR Manager Larry D. TM call Terry B. and advised GM will accept liability for thermal event to vehicle. TM called AVM Sam Logan and Dealership Service Manager to inquire if vehicle had been registered. AVM advised vehicle had never been registered. TM advised GM will authorize repurchase of vehicle. Giovanni DePalma/Tampa PAR TM; 0; 350946795
CARDELL, LARRY, BOOMERSHINE DEALER

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

INCIDENT DATE: 2000-10-26 INCIDENT TIME: 18:30:00
INCIDENT LOCATION: COB PARKWAY AND 285

DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED]
DRIVER DISABILITY: UNKNOWN

OWNER DESCRIPTION: insurance co is dealer's insurance--cust advised dealer -driving smelled smoke-pulled over caught fir

ALLEGED DEFECTIVE COMPONENT: ENGINE

INCIDENT RESULT: Declined responsibility 1/18/01
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: RUTHER J. GALLACHER
INSURANCE COMPANY ADDRESS: UNKNOWN
AGENT NAME: UNKNOWN
AGENT PHONE NUMBER: 999-999-9999

MORE INFORMATION:

MAINTENANCE LOCATION: VEHICLE IS CURRENTLY AT DEALER ---NOT BEEN TOUCHED
CURRENT LOCATION OF VEHICLE: BOOMERSHINE DEALERSHIP
NOTIFY NAME: LARRY CARDELL

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: FAAINSECTION DATE: 2000-12-14
MILEAGE AT INSPECTION: 75
WHERE WAS INSPECTION DONE: see inspection

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
TRF:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:
NAME:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LESSON LAW:
VEHICLE DESTINATION:
LICEN PAYOFF:
TITLE BRAND:

*****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*****

INTERNAL 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:

SMYRNA, GA

GM RESTRICTED

341581

CASE NUMBER: 02666240 VIN: 1G2WF12K01F114769
 DATE OPENED: 12/27/00 MODEL YEAR: 01
 DATE CLOSED: 03/07/01 SERIES: GRAND PRIX GT COUPE
 SOURCE: PAR MILEAGE: 3000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MI
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 PONTIAC DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] MACOMB, MI [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 02666240 VIN: 1G2WF12K01F114769
 DATE OPENED: 2000-12-27 MODEL YEAR: 2001
 DATE CLOSED: 2001-03-07 SERIES: GRAND PRIX GT COUPE
 SOURCE: DELIVERY DATE: 3000
 SRC TYPE: PAR DEALER NAME: HARPER SALES & SERVICE INC
 SRC PARENT: 02666239 DEALER ADDRESS: 118 W MIDDLE STREET, CHELSEA, MI, 48118, USA

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

T01 Product Allegation GM 1241	Customer Satisfaction
0 REPAIR ATTEMPT(S)	product allegation
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	possible safety concern
A06 Fire	Other
0 REPAIR ATTEMPT(S)	alleged thermal allegation

PAR

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

CRM left voicemail message for customer requesting contact. jonathan posnick/tampa par;
 0; 346865352
 2000-12-29

CUSTOMER CONTACTED CRM AND CONFIRMED INCIDENT FACTS. CUSTOMER STATED THAT ALLSTATE HAS BEEN CONTACTED, BUT THAT NO CLAIM HAS BEEN FILED. CUSTOMER STATES THAT WARREN CITY FIRE DEPARTMENT RESPONDED. CUSTOMER STATES THAT SHE DOES NOT HAVE A COPY OF REPORT. CUSTOMER STATES THAT WORK NUMBER (DAYTIME CONTACT) IS [REDACTED]. CUSTOMER STATES THAT VEHICLE IS LOCATED AT RINKE CADILLAC (DEALER NOT IN SYSTEM) 27100 VAN DYKE, WARREN, MI (UNKNOWN

GM RESTRICTED

341581

ZIP)--810-566-7200. CUSTOMER AUTHORIZED INSPECTION OF VEHICLE. CRM TO ARRANGE AN BAA INSPECTION. JONATHAN POSNICK/TAMPA PAR; 0; 346952748
2000-12-29

file note for dealer sip--48090. crm contacted dealer and confirmed file information/vehicle location. crm to arrange inspection. jonathan posnick/tampa par; 0; 346953812
2001-01-16

crm contacted cust to advise that file was no longer being handled by previous crm. crm advised cust that inspection report was received, and crm was in the process of reviewing inspection. crm to review report, then contact cust with decision. maja pruden/tampa-par; 0; 348509663
2001-01-18

crm called sm 1/17/01 to request a rough estimate of repairs, left message. crm called sm again, left message. cust is very anxious. crm to make offer later today. maja pruden/tampa-par; 0; 348582336
2001-01-18

crm contacted dealer, spoke to service tech, Tim B. service tech states that estimate will be a very rough estimate, as they will not be able to see the extent of damage until repairs have begun. crm to wait for r.o. crm contacted cust to advise that decision will be reached by 1/19/01. maja pruden/tampa-par; 0; 348586052
2001-01-19

crm contacted dlr to receive update of estimate. service tech states that crm would receive estimate 1/19/01. crm did not receive faxed estimate. crm contacted cust to offer repairs and rental. cust accepted offer. crm advised cust of release of claim. crm to forward file to FTT for final review. maja pruden/tampa-par; 0; 348793648
2001-01-22

crm contacted dealer to inquire about estimate, as crm has not received faxed estimate. crm left message with correct labor op. for repairs and release of claim info. crm advised that cust has refused rental at this time. maja pruden/tampa-par; 0; 349024537
2001-01-22

Business Summary: prior crm received and reviewed file. prior crm contacted cust and reviewed file. due to the nature of the allegation, a BAA investigation was initiated by BAA, as prior crm obtained cust's ok to inspect. crm received and reviewed inspection report. crm contacted cust to advise that GM authorizes repairs and rental veh. cust accepted repairs, but has refused rental veh at this time. crm to forward file to FTT for final review. maja pruden/tampa-par; 0; 349024924
2001-01-22

FTT Special Instructions - crm offered repairs, Z1242. Involved dealer: Rinks Cadillac. Contact Person: [REDACTED]

Dealer Code: 1607672. Service Manager: Chris Spencer. crm advised cust that if during repairs damage is found to be more extensive than previously thought, goodwill decision will be reviewed. crm has been speaking to mother, [REDACTED]
maja pruden/tampa-par; 0; 349026076

2001-01-23

NOTE crm tried to enter Rinks Pontiac as involved dealer, however, corepoint would not pull up correct dealer. crm searched on GM website, found correct dealer. crm to print findings. maja pruden/tampa-par; 0; 349028988

2001-01-23

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

341581

crm resumed file for ftt processing. crm called tim at dealer and provided contact info. dealer stated that repairs should be completed around 2/5/01 crm faxed roc to dealer and will check with dealer around completion date. bob sapio/par; 0; 349116239
2001-03-07

crm received completed ro and roc from dealer. crm processed gmsa x-1242 for repairs and rental on ro 552223 for the amount of 9164.73 by dealer 16-07672 contact tim. crm closing file. bob sapio/par; 0; 352832947
[REDACTED]

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

INCIDENT DATE: 2000-12-23 INCIDENT TIME: 22:30:00
INCIDENT LOCATION: 13 MILE RD /SCHONBERG STREET AT GAS STATION--WARREN, MI

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

OWNER DESCRIPTION: VEHICLE CAUGHT FIRE UNDER HOOD WHILE LEFT RUNNING AT GAS STATION

ALLEGED DEFECTIVE COMPONENT: THERMAL EVENT

INCIDENT RESULT: Repairs were offered and accepted 1/19/01
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 3 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: ALLSTATE
PRAIRIE, MI INSURANCE COMPANY ADDRESS: 16750 14 MILE RD

AGENT NAME: CHUCK HARDER
AGENT PHONE NUMBER: 810-293-6200

MORE INFORMATION: REACH [REDACTED]
MAINTENANCE LOCATION: NO MAINTENANCE DONE YET/ONLY HAD FOR 2 MONTHS
CURRENT LOCATION OF VEHICLE: RINCK CADILLAC
NOTIFY NAME: [REDACTED]

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: EAAINSPECTION DATE: 2001-01-04
MILEAGE AT INSPECTION: 4602
WHERE WAS INSPECTION DONE: Inspected source of thermal event

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

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

SOURCE: TRANSACTION:

341581

REQUEST TYPE:
REPURCHASE REASON:

DEALER SAC:
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:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

GM RESTRICTED

PAGE: 5

341581

*****ERC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:



CONTACT NUMBER: 1
CONTACT TYPE: Claimant
CONTACT PHONE: [REDACTED]

MACOMB, MI [REDACTED]

GM**PAR CASE INFORMATION**

Problem ID: 02666240

341581

CONTACT INFORMATION

Name: [REDACTED]
Address: [REDACTED]
Phone: [REDACTED]
MACOMB, MI

VEHICLE INFORMATION

VIN: 1G2WP12K01F114789
MAKE: Pontiac
MODEL: GRAND PRIX GT COUPE
YEAR: 2001
ODOMETER: 3,000

BRG CONTACT INFORMATION

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

ACCOUNT/POLICY:

SERVICE DEALER: FAIST-DEBING CHEVROLET OLD
CONTRACT: UNKNOWN
SELLING DEALER: HARPER SALES & SERVICE INC
CONTRACT: UNKNOWN
PAYEE: No

PAR DETAILS

CONTACT ID: 0000030248973
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: NONE
ROAD SURFACE: Concrete
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 3
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: THERMAL EVENT
POLICE REPORT: No
INSURANCE: Yes
INSURANCE COMPANY: ALLSTATE
INSURANCE COMPANY ADDR: 18750 14 MILE RD
INSPECTION: Yes
INSP NAME: BAA
INSP DATE: 1/18/01
INSP MILES: 4,602
INSP DONE: Inspected source of thermal event
PROPERTY DAMAGE:
INCIDENT LOCATION: 13 MILE RD / SCHOENHERR STREET AT GAS STATION - WARREN, MI
INCIDENT RESULT: Repairs were offered and accepted 1/18/01
VEHICLE LOCATION: RINKE CADILLAC
MAINTENANCE LOCATION: NO MAINTENANCE DONE YET/ONLY HAD FOR 2 MONTHS
OWNER DESC: VEHICLE CAUGHT FIRE UNDER HOOD WHILE LEFT RUNNING AT GAS STATION
MORE INFO: REACH [REDACTED]

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: [REDACTED]
AGENT NAME: CHUCK HARDER
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED: UNDER HOOD
INVEST SUMMARY: "See inspection report"
AGENT PHONE: 810-283-8200
INCIDENT DATE & TIME: 12/23/2000 10:30:00 AM

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

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



PAR CASE INFORMATION

Problem ID: 02666240

CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: product allegation

COMPLAINT CODE 1: Customer Satisfaction

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A04

COMPONENT DESCRIPTION 2: possible safety concern

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Possible Safety Concern

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A06

COMPONENT DESCRIPTION 3: alleged thermal allegation

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: 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: 02866240

WORK HISTORY

- 12/28/2000 - 09:31:42 AM crm left voicemail message for customer requesting contact. jonathan posnick/tampa per
- 12/29/2000 - 09:45:17 AM CUSTOMER CONTACTED CRM AND CONFIRMED INCIDENT FACTS. CUSTOMER STATED THAT ALLSTATE HAS BEEN CONTACTED, BUT THAT NO CLAIM HAS BEEN FILED. CUSTOMER STATES THAT WARREN CITY FIRE DEPARTMENT RESPONDED. CUSTOMER STATES THAT SHE DOES NOT HAVE A COPY OF REPORT. T. CUSTOMER STATES THAT WORK NUMBER (DAYTIME CONTACT) IS [REDACTED] CUSTOMER STATES THAT VEHICLE IS LOCATED AT RINKE CADILLAC (DEALER NOT IN SYSTEM) 27100 VAN DYKE, WARREN, MI (UNKNOWN ZIP)-810-586-7200. CUSTOMER AUTHORIZED INSPECTION OF VEHICLE. CRM TO ARRANGE AN EAA INSPECTION. JONATHAN POSNICK/TAMPA PAR
- 12/29/2000 - 10:45:36 AM file note for dealer zip-48090. crm contacted dealer and confirmed file information/vehicle location. crm to arrange inspection. jonathan posnick/tampa per
- 01/16/2001 - 10:13:57 AM crm contacted cust to advise that file was no longer being handled by previous crm. crm advised cust that inspection report was received, and crm was in the process of reviewing inspection. crm to review report, then contact cust with decision. maja pruden/tampa-per
- 01/18/2001 - 10:11:14 AM crm called am 1/17/01 to request a rough estimate of repairs, left message. crm called am again, left message. cust is very anxious, crm to make offer later today. maja pruden/tampa-per
- 01/18/2001 - 11:13:17 AM crm contacted dealer, spoke to service tech, Tim B. service tech states that estimate will be a very rough estimate, as they will not be able to see the extent of damage until repairs have begun. crm to wait for r.o. crm contacted cust to advise that decision will be reached by 1/19/01. maja pruden/tampa-per
- 01/19/2001 - 05:02:19 AM crm contacted dr to receive update of estimate. service tech states that crm would receive estimate 1/19/01. crm did not receive fixed estimate. crm contacted cust to offer repairs and rental. cust accepted offer. crm advised cust of release of claim. crm to forward file to FTT for final review. maja pruden/tampa-per
- 01/22/2001 - 09:14:50 AM crm contacted dealer to inquire about estimate, as crm has not received fixed estimate. crm left message with correct labor op. for repairs and release of claim info. crm advised that cust has refused rental at this time. maja pruden/tampa-per
- 01/22/2001 - 10:26:31 AM ***NOTE*** crm tried to enter Rinke Pontiac as involved dealer, however, corepoint would not pull up correct dealer. crm searched on GM website, found correct dealer. crm to print findings. maja pruden/tampa-per
- 01/22/2001 - 09:26:04 AM ***FTT Special Instructions*** - crm offered repairs, Z1242. involved dealer: Rinke Cadillac. Contact Person: Tim Bollochea, phone #s: (810) 467-7688 and (810) 758-5100, fax #s: (810) 754-0179. Dealer Code: 1607672. Service Manager: Chris Spencer. crm advised cust that if during repairs damage is found to be more extensive than previously thought, goodwill decision will be reviewed. crm has been speaking to mother [REDACTED] maja pruden/tampa-per
- 01/22/2001 - 09:19:37 AM Business Summary: prior crm received and reviewed file. prior crm contacted cust and reviewed file. due to the nature of the allegation, a PAR investigation was initiated by EAA, as prior crm obtained cust's ok to inspect. crm received and reviewed inspection report. crm contacted cust to advise that GM authorizes repairs and rental veh. cust accepted repairs, but has refused rental veh at this time. crm to forward file to FTT for final review. maja pruden/tampa-per
- 01/23/2001 - 10:45:03 AM crm resumed file for fit processing. crm called tm at dealer and provided contact info. dealer stated that repairs should be completed around 2/6/01 crm fixed roc to dealer and will check with dealer around completion date. bob espilo/par
- 03/07/2001 - 11:00:49 AM crm received completed ro and roc from dealer. crm processed gmwa x-1242 for repairs and rental on ro 582228 for the amount of \$164.73 by dealer 16-07672 contact tm. crm closing file. bob espilo/par

NEXT: GM WARRANTY HISTORY INQUIRY PAGE 01 OF 02
(UPDATED THRU 20001226) DIV: PONTIAC
VEHICLE-ID-NUMBER DESCRIPTION ODM DEL-DLR DEL-DATE DEL-ODOM PDI-ELIG CLM
1G2WF12K01F114769 NOT FOUND M 0000000 20000922 45 PAID 2

PDI-DTE: 20000807 DELWAR-DATE: WARBLK-DTE:
INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:
INV-DLR : 1607672 SHIP-TO-DLR: 1607672

C	CYCLE										AUTH	AUTH
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LRDP	LN-TOTAL	ODOMETER	ID	CODE	
001	1607672	102	20000914	A14769	260004	01	26999	3.35	10			
			FLUID FILL - PDI									
002	I 1607672	090	20000807	A14769	114769	01	27000	78.23	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: 1G2WP12K01F114769 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 000

RPO DESCRIPTION

RPO DESCRIPTION

W BODY
2 DOOR
PONTIAC
L36 3.8 LITRE V6 MFI
MK0 AUTO TRANS W/OVERDRIVE
M15 4 SPD AUTO TRANS 4T65-E
AK5 INFLAT RESTRAINT DR/PAS
HEATED SEAT
UV6 HUD HEAD UP DISPLAY
DG7 DR/PASS REMOTE ELEC
UP3 RADIO CDM-AM/FM CD
KEYLESS ENTRY SYSTEM
UK3 STEERING WHEEL CONT

35 SERIES HD MODEL
COUPE
V6 ENGINE
FEDERAL EMISSIONS
AUTO TRANS
UH8 INSTRUMENT CLUSTER
ANTILOCK BRAKE
CJ3 A/C
U40 DIGITAL TRIP MONITOR
U77 REAR WINDOW ANTENNA
CF5 ELECTRIC SUNROOF-GLASS
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



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- **JIM CAUSLEY PONTIAC-GMC TRUCK, INC.**
38111 GRATIOT AVENUE
CLINTON TOWNSHIP, MI 48036-3592
Phone: (810) 466-1281
Fax: (810) 463-9850
- **NOONAN PONTIAC**
42111 VAN DYKE ROAD
STERLING HEIGHTS, MI 48314-3873
Phone: (810) 739-9100
Fax: (810) 739-7763
- ★ **RINKE PONTIAC-GMC** ★
27100 VAN DYKE
WARREN, MI 48093-2809
Phone: (810) 756-5100
Fax: (810) 754-0178
- **SHELTON PONTIAC-BUICK, INC.**
855 S ROCHESTER ROAD
ROCHESTER HILLS, MI 48307-2741
Phone: (248) 651-5500
Fax: (248) 651-7234
- **LARRY KOSS BUICK-PONTIAC-GMC TRUCK,**
68811 S MAIN ST
RICHMOND, MI 48062-1200
Phone: (810) 727-3115
Fax: (810) 727-2428

[View Map](#)

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIRE

Division: Pontiac	Ref# 0268624	Document ID	Date Recd: 10/29/96
VIN: 1G2WP12K01H14769	Claimant's Name (LAST, First)		

Division: Pontiac	Ref# 0268624	Document ID	(page 1 of 5)
VIN: 1G2WP12K01H14769	Claimant's Name (LAST, First)		

Inspected By: James Robinson

Organization: EAA

Phone: (248) 588-0977 x

Inspection Date: 8/15/01

Mileage at Inspection: 4802

I INSPECTION SUMMARY

Type Non Collision ☒ Collision ☐Fire Origin Engine Compartment X, Underdash ☐, Other Interior ☐, Trunk ☐, Unknown ☐, Other ☐ specify Component: _____

Following the inspection, summarize the observations: Inspected vehicle at Rinke Pontiac. Unable to detect any combustible materials under hood that would cause a fire in the engine compartment. No fluid leaks that I could detect. Fire started on right side of engine compartment under hood. Plastic is burnt. Wiring insulation engine cover, fuse box cover, all belts burnt off. Power steering belt, engine belt, wiring harness leading under dash is burnt. Possible sources -electrical.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: [redacted], Macomb, Michigan 48041-1000. Was unable to interview owner at dealership. Please see attached letter from owner. Owner stated he pulled into gas station for the purpose of one of his passengers to use the pay phone. He put car in park and dashboard lights went dim and engine shut off. Within 20 seconds the interior of the car was engulfed with smoke. Everyone exited the car and ran in fear of an explosion. A passing motorist saw the smoking car pulled in and called 911. The Warren Fire Department arrived and extinguished the flames.

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.) No add on modifications.

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

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

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.) : Good condition. Left rear bumper cover has a small scratch.

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

6. Other vehicle history information (from person being interviewed or GM Warranty History): None

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

III INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

This section covers vehicle usage the day of the fire.

If being driven, describe: vehicle speed: 35 _____ mph, drive length _____ h 30 _____ min, distance 20 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). city

If parked, how long was it parked? 5 second _____ Was the ignition off ☐ or was the engine running yes ☐ ?
Describe drive prior to parking: drive length _____ h 30 _____ min, distance 20 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). city

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

Weather conditions: Approx. ambient temperature 10 _____ °F. General conditions (dry, rain, wind, etc.): snow flurries

III B AT THE FIRST INDICATION OF A PROBLEM

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

Unusual odors? (Y/N) no _____ Describe:

Smoke? (from where, color, intensity, etc.) white

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

Any apparent malfunction? (Y/N) no _____ If yes, describe:

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

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

☐ Cruise Control	☒ Windshield Wipers x	☐ 2 Way Communication Radio
☐ Traction Control Switch "On"	☐ Driver Seat Heater	☐ Power Window Controls
☒ Low Beam Headlights x	☐ Passenger Seat Heater	☐ Power Mirror Controls
☐ High Beam Headlights	☐ Auxiliary Power Outlet	☐ Power Seat Controls
☐ Fog Lamps	☒ Radio, Built-In Tape/CD Player x	☐ 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) no 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) fire was put out right away by the Warren fire department. _____ when fire was over or put out.

Describe initial location, color and intensity of smoke and flame. No flame, interior engulfed smoke.

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

Any malfunction? (Y/N) no if yes, describe:

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) yes Open Hood? (Y/N) no Other? (Y/N) no Describe: we exit the car and ran in fear of an explosion.

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

Any other comments that have not been covered?

IV VEHICLE INSPECTION

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

Take color photographs of the following:

A. Exterior:

Front	Good
Right side	Good
Rear	Left rear bumper have a small scratch
Trunk area	Good
Decklid outer panel	Good
Decklid inner panel	Good
Option label	Good
VIN	Good
Left side	Good
Hood outer panel	Damage from fire department...small dent
Hood inner panel	Smoke damage
Roof	Good
Fuel filler "Lead Free" restrictor in place? (Y/N) <u>yes</u>	Describe:
Location of fuel filler cap (or evidence of remains):	on tank

Comments: Vehicle seen to be in good condition exterior, interior need cleaning.

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s) Could stand a good cleaning.
Instrument panel & odometer: Overall, ignition key and steering, Left, Right, Console, Ashtray
Floor: Left, Right, Rear no fire damage to interior.
Seats: LF, RF, Rear Seats
List all driver electrical controls which are in the "On" position (include Ignition): none
Position of windows (if glass is missing, do further inspection): none

Comments: Appear to be an electrical fire.

C. Underhood:

Engine compartment Fire damage right side.
Radiator, front & rear look good
Coolant recovery bottle fire damage
Engine coolant lines/hoses, connections fire damage
Heater lines/hoses, connections/clamps (include those to throttle body) damage from fire
TBI/Injector rail/fuel injector, all fuel lines/hoses, filter, connections top cover of engine is damaged
Engine block (note precise location of cracks, holes, etc.): could see no cracks
Engine: dipstick, oil cooler lines/connections, filter, oil pan engine dipstick
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.): not able to inspect exhaust system.

Other: most of the damage was at the right side of the engine compartment.

Comments: TEI injector cover burnt about half way, alternator burnt, battery cable burnt, all engine belts burnt, such as power steering, and alternator belt, coolant reservoir, cable and wiring harness leading to dashboard.

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: no

Engine oil: no

Transmission fluid: no

Power steering fluid: no

Brake fluid: no

E. Underbody:

Underbody & exhaust (include hangers):

Catalytic converter (any discoloration or swelling?): unable to inspect underbody of vehicle.

Scrapes or impact damage on the following:

Fuel tank

Fuel filter lines

Tires/Wheels tires and wheels in good condition.

Comments:

F. Electrical:

Generator & attached wiring insulation burnt off wiring

Battery & attached cables battery cable burnt

Cooling fans ok

Fuses (identify all open or not proper size): none

Relay centers

Wiring insulation at fuse blocks fuse block and wiring burnt.

Fusible links (identify all open): none

Spark plug wiring and boot condition: good

Modules: ABS/TCS, ECM, other

Comments: left half of engine look good

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: appear to be an electrical fire.

Photograph and comment on the item/area which is the apparent origin of the fire: have photo of engine compartment.

Anything on vehicle which is after-market: no

Anything on vehicle which is a modification: no

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

Other relevant information: none

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: none

V SITE INSPECTION (if applicable)

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, ruts indicating vehicle was stuck, etc. If significant other property damage occurred due to the fire, take pictures of the damage and make notes as necessary. Comments: Owner stated he pull into a gas station so his brother could make a phone call. Gas station is located at 13 miles and schoenherr. Within a few second smoke came from under the dashboard. Weather condition at the time incident was wet and snowing. Nothing to indicate vehicle hit anything of cause any environment problem. No picture taken at gas station..

January 4, 2001

To: Mr. James Robinson
Tel: 248-369-0977
Fax: 248-369-9798

Per your request please find the following information regarding the details regarding the engine fire with my 2001 Grand Prix GT.

Date: 12-23-00
Time: About 11:15pm
Place: 13 mile & Schoenherr (Shell Gas Station)

I pulled into the gas station for the purpose of one of my passengers to use the pay phone.

I put the car in park.

The dashboard lights dimmed.

The engine shut off.

Within 20 seconds the interior of the car was engulfed in smoke.

We exited the car and ran in fear of an explosion.

A passing motorist saw the smoking car and pulled in and called 911.

The Warren Fire Department arrived in minutes and extinguished the flames from under the hood.

I trust this information is what you require. Do not hesitate to contact me or my mother, [REDACTED] M-F 9-5 or after 6:00pm at [REDACTED] with any further questions.

[REDACTED]

GMWA Pre-Authorization Form

Check VIN LOOKUP and WINS for the following information:

Ownership (1st, 2nd, 3rd):	1st
Delivery Date:	09/22/00
Used Purchase Date:	
Where Purchased?	
Service Contract (Y or N)	N
Warr. Blk/Branded Title (Y or N):	N

File Number:	02558240		
Vehicle Identification Number:	1G2WP12K01F114769		
Mileage	4,802		
Dealership Contact:	Tim Bielecyc	Title:	Service Manager
Division: (12-001, 12-002, 12-003, 12-004, 12-005, 12-006)	16		
Dealer Code:	16-07672		
Repair Order # (8 digits)	652223		
Labor Operation Code:	Z-1242	Total:	\$ 9,184.73
Labor Operation Code:		Total:	

List Specifics Below, DO NOT use the word "Defective"

Complaint:	Thermal
Cause:	Unknown
Correction:	Repair
Justification:	Customer satisfaction and Goodwill

CRM:	Bob Sapio
Date:	
Manager Entering:	

Z1242 & Z1243 Claim Tracking

**Z1242 / Z1243 Warranty Claim Tracking
Pre-Approval Documentation**

Vehicle Information

Date: 3/7/01
File No.: 00-028882-40
Customer Name: [REDACTED]
VIN: 1G2WP12K01F114769
In-Service Date: 9/22/00
Mileage: 4,802

Dealer Information

Dealer: Rinka Pontiac
Dealer Code: 16-07872
Dealer Contact: Tim Blaszko

Claim Information

RO No.: 662223
RO Date: 12/28/00
TAC Case No.:

Labor OP(Z1242 or Z1243): Z-1242

Claim Type:
Cause Code (CC): MJ
Failure Code (FC): 98

Labor Hours:
Other Hours:

Net Amount: \$9,184.73

Authorization Code:
Reviewed By: Bob Sapio/PAK

Retain copy with dealer repair order.

Keyword Reason/Additional Comments

Release Of Claim

I, [REDACTED], in consideration of the body and/or mechanical repairs made to my vehicle, paid for by General Motors Corporation, a Delaware Corporation, hereby release and discharge General Motors Corporation, its authorized independent dealers, designers and suppliers of vehicles, parts, and components that are distributed by General Motors Corporation and their respective agent and employees from any and all claims and causes of action for any injuries, losses, and damage to my person and/or property which may have been caused by, or which may at any time arise out of, or in connection with the incident on 12/22/00. On this date, Vehicle Identification Number 1G8WU12K01F114769, registered mileage of 3000 miles.

It is understood that this is a goodwill offer and that this offer is not to be construed as an admission of liability on the part of General Motors Corporation.

The undersigned has carefully read and understands this Release and signs it to resolve the claim as described above.

DATE SIGNED: 3/2/01

[Signature]
[Signature]
Witness

[REDACTED]
Claimant[REDACTED]
Address

In the STATE OF _____, COUNTY OF _____. On this day appeared _____ to me known to be the person(s) described in and who executed the foregoing instrument and acknowledged that he (she)(they) executed the same as his(her)(their) free act and deed.

[REDACTED]
Notary Public[REDACTED]
County

My Commission Expires: _____

GM RESTRICTED

342494

CASE NUMBER: 02780408 VIN: 1G4CW54K814190964
 DATE OPENED: 01/08/01 MODEL YEAR: 01
 DATE CLOSED: 04/27/01 SERIES: PARK AVENUE SEDAN
 SOURCE: PAR YES MILEAGE: 4000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NY
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 BUICK DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] GARDEN CITY NY [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 02780408 VIN: 1G4CW54K814190964
 DATE OPENED: 2001-01-08 MODEL YEAR: 2001
 DATE CLOSED: 2001-04-27 SERIES: PARK AVENUE SEDAN
 SOURCE: DELIVERY DATE: 4000
 INC TYPE: PAR Yes DEALER NAME:
 INC PART#: 02780407 DEALER ADDRESS:

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

A05 Fire	Other
0 REPAIR ATTEMPT(S)	Thermal Event
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	Product Allegation
T01 Product Allegation GM 1241	Other
0 REPAIR ATTEMPT(S)	Product Allegation

Thermal event.

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

crm received file and reviewed data. crm called cust at Avis and he confirmed the 1241 facts as best as he could as he has not seen a rental file or received a fire report yet. crm verified address location of vehicle and will have BAA inspection done. Larry Meeks/Pax/57255; 0; 347840897
 2001-02-14

crm forgot to add to file that inspection report was back on 1-18-01. crm reviewed data and contacted (wibinski) and he advised that they had a request for all data on this incident to be reviewed by quality control and requested that I help anyone calling from

GM R E S T R I C T E D

342494

are. csm received calls from several people explained inspection was requested to send a copy of inspection and pictures to (Anderson) at GM Product Quality Control csm advised Elamdean who approved and sent. was requested to place file on hold until contacted by (Wisniewski). csm received vme to repurchase and to parts salvage vehicle. csm will notify customer today. Larry Meeks/PAR/57255; 0; 351011791
2001-02-16

CRM RECEIVED VME FROM ART TO OFFER REPURCHASE FOR VEHICLE AND TO SET UP FOR PARTS SALVAGE. CRM LFT VME FOR MR. WRIGHT TO ADVISE OF THIS AND THE NEEDED DOCUMENTS THAT WILL NEED TO BE FAXED TO CRM.
CRM LFT VME AT AROUND 4PM ON 2/15/01 WAITING FOR CONTACT FROM WRIGHT TO PROCEED. LARRY MEKS/57255; 0; 351186617
2001-02-16

BUSINESS SUMMARY---1-csm reviewed file. 2-csm contacted customer and reviewed 1241 facts. 3-csm received customer's authorization for inspection. 4-csm initiated sm inspection. 5-csm reviewed inspection report AND REVIEWED WITH WISNIEWSKI. 6-csm advised customer that GM will replace vehicle. 7-csm authorized replacement.
Larry Meeks/PAR/57255; 0; 351187254
2001-02-16

FT TEAM---SUSPENDING FILE WHILE WAITING FOR COPIES OF TITLE AND CURRENT REGISTRATION TO BE FAXED BY ENTERPRISE(STEWART WRIGHT). REPURCHASE PER ART AND SALVAGE FOR PARTS. LARRY MEKS/PAR/57255; 0; 351187937
2001-02-26

Csm attempted to contact cust, left message for return call. Deanna Holden/Tampa/PAR/58335; 0; 352033982
2001-03-05

Csm spoke with Mr. Wright and requested copy of registration, csm received name of Fleet manager [REDACTED] csm attempted to contact [REDACTED] left message for return call. Deanna Holden/Tampa/PAR/58335; 0; 352660705
2001-03-22

Csm attempted to contact cust, left message for cust to return call. Deanna Holden/Tampa/PAR/58335; 0; 354148591
2001-04-03

Csm spoke to cust and he is faxing information today. Deanna Holden/Tampa/PAR/58335; 0; 355166259
2001-04-03

Csm sending Release of Claim to be signed, Deanna Holden/Tampa/PAR/58335; 0; 355166292
2001-04-26

Csm processed repurchase paperwork and forwarded file to repurchase. Deanna Holden/Tampa/PAR/58335; 0; 357142250
2001-04-27

From PAR, Preliminary Repurchase Authorization forwarded to repurchase csm Georgetown Walker, ext. 58432. Kristine Ellis/Tampa workflow; 0; 357248202
AVIS RENT A CAR INC, A C

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

INCIDENT DATE: 2001-01-06

INCIDENT TIME: 00:00:00

342494

ACCIDENT LOCATION: 2900 29th Avenue East in Tacoma Wa

DRIVER NAME: UNK
DRIVER DISABILITY: unk

DRIVER AGE:

OWNER DESCRIPTION: renter was driving car at time of incident and noticed smoke and pulled over.?

ALLEGED DEFECTIVE COMPONENT: THERMAL EVENT

INCIDENT RESULT: REPURCHASE 2/16/01 AT 0959 HRS.

POLICE REPORT: Y

ROAD CONDITION: Dry

ROAD SURFACE:

NUMBER OF PEOPLE: 2

BODY INJURY: N

INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: N

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION: AVIS

CURRENT LOCATION OF VEHICLE: Avis 18811 16th Avenue South, Seattle WA 98188 206-433-1859

NOTIFY NAME: [REDACTED]

WAS VEHICLE INSPECTED: Y

INSPECTORS NAME: [REDACTED] INSPECTION DATE: 2001-01-17

MILEAGE AT INSPECTION: 4000

WHERE WAS INSPECTION DONE: INSPECTION DONE AND PICTURES TAKEN

WAS VEHICLE ROAD TESTED: N

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED: ALL RELATED

INVESTIGATIVE SUMMARY: SEE INSPECTION REPORT

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:

ERC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

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REP: 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:
LESSOR LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEU PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:
*****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 NUMBER:
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]
GARDEN CITY, NY [REDACTED]

GM RESTRICTED

PAGE: 5

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GM

PAR CASE INFORMATION

342494

Problem ID: 02780408

CONTACT INFORMATION

Name: [REDACTED]
Address: [REDACTED]
GARDEN CITY, NY [REDACTED]
Phone: [REDACTED]

VIN: 1G4CW54K314180884
MAKE: BUICK
MODEL: PARK AVENUE SEDAN
YEAR: 2001
ODOMETER: 4,000

BRC CONTACT INFORMATION

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

ACCOUNT/POLICY:
SERVICE DEALER:
CONTRACT: N/A
SELLING DEALER:
CONTRACT: N/A
PAYEE: No

PAR DETAILS

CONTACT ID: C0800000611486
DRIVER NAME: UNK
DRIVER AGE: 0
DISABILITIES: unk
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: No
INSURANCE COMPANY:
INSURANCE COMPANY ADDR:
INSPECTION: Yes
INSP NAME: BAA
INSP DATE: 1/17/01
INSP MILES: 4,000
INSP DONE: INSPECTION DONE AND PICTURES TAKEN

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: [REDACTED]
AGENT NAME:
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED: ALL RELATED
INVEST SUMMARY: SEE INSPECTION REPORT
AGENT PHONE:
INCIDENT DATE & TIME: 01/06/2001 12:00:00 AM

PROPERTY DAMAGE:
INCIDENT LOCATION: 2800 28th Avenue East In Tacoma WA
INCIDENT RESULT: REPURCHASE 2/16/01 AT 6000 HRS.
VEHICLE LOCATION: [REDACTED] Seattle WA [REDACTED]
MAINTENANCE LOCATION: AVEB

OWNER DESC: renter was driving car at time of incident and noticed smoke and pulled over.?

MORE INFO:

FINANCIAL INFORMATION

ID:
PAYEE:
ADDRESS:

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



PAR CASE INFORMATION

Problem ID: 02780408

CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: A08

COMPONENT DESCRIPTION 1: Thermal Event

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Fire

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A04

COMPONENT DESCRIPTION 2: Product Allegation

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Possible Safety Concern

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: TD1

COMPONENT DESCRIPTION 3: Product Allegation

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:

GM**PAR CASE INFORMATION****Problem ID: 02780408****Work History**

01/06/2001 - 04:29:47 AM

crm received file and reviewed data. crm called cust and he confirmed the 1241 facts as best as he could as he has not seen a rental file or received a fire report yet. crm verified address location of vehicle and will have EAA inspection done.
Larry Meeks/Par67255

02/14/2001 - 09:12:41 AM

crm forgot to add to file that inspection report was back on 1-18-01. crm reviewed data and contacted (Wiskel) and he advised that they had a request for all data on this incident to be reviewed by quality control and requested that I help anyone callin g from them. crm received calls from several people explained inspection was requested to send a copy of inspection and pictures to (Anderson) at GM Product Quality Control crm advised Eberdeen who approved and sent. was requested to place file on hold until contacted by (Wiskel). crm received vme to repurchase and to parts salvage vehicle. crm will notify customer today. Larry Meeks/Par67255

02/16/2001 - 09:00:19 AM

CRM RECEIVED VME FROM ART TO OFFER REPURCHASE FOR VEHICLE AND TO SET UP FOR PARTS SALVAGE. CRM LFT VME FOR MR. WRIGHT TO ADVISE OF THIS AND THE NEEDED DOCUMENTS THAT WILL NEED TO BE FAXED TO CRM.
CRM LFT VME AT AROUND 4PM ON 2/16/01 WAITING FOR CONTACT FROM WRIGHT TO PROCEED. LARRY MEES/PAR67255

02/16/2001 - 10:03:58 AM

PT TEAM-SUSPENDING FILE WHILE WAITING FOR COPIES OF TITLE AND CURRENT REGISTRATION TO BE FAXED BY [REDACTED] REPURCHASE PER ART AND SALVAGE FOR PARTS. LARRY MEES/PAR67255

02/16/2001 - 10:01:59 AM

BUSINESS SUMMARY--1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm received customer's authorization for inspection. 4-crm initiated sea inspection. 5-crm reviewed inspection report AND REVIEWED WITH WISNISK. 6-crm adv lead customer that GM will replace vehicle. 7-crm authorized replacement.
Larry Meeks/PAR67255

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

Division: Stuck Ref# 02760405 VIN: 1G4CV542B1416064

Inspected By: D. B. Vial Organization: FAA

Phone: (253) 851-3001 x Inspection Date: 01/17/1991 Mileage at inspection: NA

I. INSPECTION SUMMARY

Following the inspection, summarize the tests and observations.

Photos will show the engine compartment severely burned. The battery was open and holding "O" charge. Both battery cables + & - were covered by coating. The ECM, cruise control, module, windshield wiper and vacuum boost. The oil filter cover, plastic components, suspension belt examined in the fire.

The find that precipitated this fire was transmission (ATF) spraying onto the exhaust manifold. Photos will show the transmission housing broken allowing the ATF oil to exit the transmission. When the vehicle was lifted off the ground by jacks, it became evident that ATF oil had covered the engine underneath of the vehicle before the fire.

Photos will also show a deep crack in the engine cradle (steel frame) adjacent to the area of transmission mounting. The transmission mounting support is broken away from the transmission case, leaving a hole allowing oil to seep to the hot exhaust manifold, subsequently causing the fire.

II. INTERVIEW - VEHICLE HISTORY

Owner: Please indicate name, address & phone number of person being interviewed: N/A

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

None, date installed, and by whom (name, phone) N/A

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

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

Cooling System (Y/N) N/A Repairs (None, Identified, Unidentified) Repaired by (GSM, Non-GSM, Other)

Describe Coolant gone

A/C System (Y/N) N/A Repairs (None, Identified, Unidentified) Repaired by (GSM, Non-GSM, Other)

Describe

Steering System (Y/N) Repaired by (GSM, Non-GSM, Other)

Describe

Transmission (Y/N) Repaired by (GSM, Non-GSM, Other)

Describe

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Maintenance records? (Y/N) _____ Date/description of last maintenance/repair (if relevant) _____

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

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

How was vehicle towed? (flat bed, dolly, sling, front or rear lift) _____ If towed on wheels, how far? _____

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

***** IIIA 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) _____

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

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

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

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

Exact incident location _____ 3303 20th St. N, Pils, Washington _____

Weather conditions and visibility _____ N/A

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

III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE (Continued)

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

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

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

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

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

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

Electrical systems operation: (normal, other?) _____ Totally destroyed _____

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, R/L _____	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other _____

Steering operation: (normal, other?) _____ Field burned, belt gone, and pump destroyed _____

Powertrain: (any engine rattle, sluggish, surge, stall, loss of power or speed, etc.?) N/AAny unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where? N/A

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

Describe any unusual noises. From where? _____ Heavy load smell _____

Any smoke? (from where, color, intensity, etc.) N/AWas anyone smoking? (Y/N) N/A 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, most heat in the left head light area

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

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

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

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

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

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

Any other comments or observations that have not been covered? N/A

A vehicle should be checked to determine if it is involved in the fire.

IV - VEHICLE INSPECTION

A vehicle should be checked to determine if it is involved in the fire.

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

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

Left & right side exterior Yes
Front & rear exterior Yes
Hood, inner & outer panels Yes
Trunk area and Decidid, inner & outer panels Yes
Roof Yes
Door interior panels Yes
Left & right instrument panel & odometer Yes
Subway(s) area Yes
Left & right front seat and carpet Yes
Underbody & exhaust (include hangers) Yes
Option code label Yes
Engine compartment Yes
Radiator, front & rear Yes
Coolant recovery bottle Yes
Transmission cooler lines/connections Yes
Engine compartment engine coolant hoses/hoses, connections/clamps Yes
Engine compartment heater hoses/hoses, connections/clamps (include those to front's body) Yes
All fuel lines/hoses, filter, connections/clamps Yes
TPH, injector rail, or carburetor & fuel line connection Yes
Engine compartment fuel lines/hoses, connections & o-rings Yes
Power steering lines/hoses, connections/clamps Yes

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

Primary & attached cables _____ yes _____

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

Engine oil pan _____ yes _____

Engine compartment hinge torque rods _____ yes _____

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

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

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. _____ bear bottles in passenger compartment & trunk _____

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 _____ grey _____

Engine oil _____ unable to measure as dip stick burned _____

Transmission fluid _____ grey _____

Power steering fluid _____ burned _____

Brake fluid _____ burned _____

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

Fuses (Identify all open or not proper size) _____ burned _____

Wiring insulation at fuse blocks _____ burned & bare _____

Fusible links (Identify all open) _____ burned _____

Spark plug wiring and boot condition _____ burned _____

Fuel filter "Lead Free" restrictor in place? (Y/N) _____ N _____ Describe _____ ignored _____

Location of fuel filter cup (or evidence of remains) _____ burned _____

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

Position of windows (if glass missing, do further inspection) _____ Left drivers door glass down 2 inches _____

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

Vehicle is salvage only.

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

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

PRELIMINARY PAR INSPECTION FIELD PHOTOGRAPHIC NOTES

Division: Buick

Ref# 02760408

VIN: 1C4CN540314160884

Claimant's Name (LAST, First)

Inspected By: D. B. Viel

Organization: EAA

Phone: (253) 851-9881 x

Inspection Date: 1/17/90

Mileage at inspection: N/A

Roll Number 1

Neg.# Description

- 0 Front view
- 1 upper view of engine
- 2 From driver side looking over engine compartment
- 3 From passenger side looking over engine compartment
- 4 side view of hood
- 5 Beer bottle in passenger compartment
- 6 View from passenger side of dashboard
- 7 Left side
- 8 Showing Hot spot in head light area
- 9 View of burn frontal engine area
- 10 Over view engine compartment
- 11 View of outer skin of hood
- 12 Interior from driver side
- 13 Serial number placard
- 14 Crack in transmission housing
- 15 Lower view underneath front bumper
- 16 View of cracked transmission housing
- 17 Another view of cracked transmission housing
- 18 Another view of cracked transmission housing
- 19 Another view of cracked transmission housing
- 20 Beer bottle and package
- 21 Serpentine belt burned in half
- 22
- 23
- 24
- 25
- 26
- 27
- 28
- 29
- 30
- 31
- 32
- 33
- 34
- 35
- 36
- 37







APR NO.	INVOICE	DATE	LICENSE NO.	COLOR	VEH. MAKE/TYPE	YEAR/STY	EMPLOYEE ID	EST NO.	REG. NO.	APR 13/14
4/10/01	421	3,604	4/6/01	Q38L02	Silver	Buick Park Ave LG			069223	
Customer Name		Registration		VIN		IF WARRANTY CIRCLE W		W		
[Redacted]		76 11:40 AM		VIN						

REPAIR ORDER/ROADSIDE BREAKDOWN REPORT

PROBLEM WITH VEHICLE: Keys ☐ Flat Tire ☐ Mechanical ☒ Wiring? No Gas ☐ Dead Battery ☐ Accident ☐

Accident Report? Yes ☐ No ☐ Bill Key Code _____ Truck Key Code _____

Vehicle Drivetrain? Yes ☐ No ☐ Other Car burst into flames

In the case of ACCIDENT OR FLAT TIRE/RENT Rm the customer must fill out an ACCIDENT REPORT to be given to the Tow Truck Driver BEFORE the Exchange Car is received. (All Rental Agreement indicates have an Accident Report Inside). Give the Tow Driver an Accident Report to take as backup if needed

LOCATION OF/DIRECTIONS TO VEHICLE: (Port of Tacoma to Seattle -) 20th St. & 2900 St.

Return Date: _____

Location of Injury? Undamaged ☐ IS to exit 136th turn left at light go over

RENTER INFORMATION: Name Angie Location Tac

overpass go to rt at 9 - car is in commercial gas station parking lot

Car Returned? Yes ☐ No ☒ Exchange Car MFA # _____ Keys Call? Yes ☐ No ☐ Was an MFA driver used? Yes ☐ No ☐ Monthly R _____

Was the car insured? Yes ☒ No ☐ If car was towed, where - left by whom? Columbia 4/5/01 - to c/b for directions (Bb to tow)

PONTIAC ROADSIDE 1-800-762-3743	OLDSMOBILE 1-800-835-6537	CADILLAC - NO CALL REQUIRED	NON - PROGRAM ROADSIDE #8
1. LOCK OUT / #28012 ☐	1. LOCK OUT / #28012 ☐	1. LOCK OUT / #28012 ☐	Listed below are Roadside Assistance #s that are not in the Avia Program. They will perform the Road Call for an Avia customer at "No Charge". We cannot bill them for any Road Calls we perform. <u>BUICK ROADSIDE #1-800-252-1112</u> <u>CHRYSLER ROADSIDE #1-800-521-2779</u> <u>ROADSIDE CONTACT (NAME)</u> <u>AVIA EMPLOYEE (NAME)</u> <u>PROVIDED SERVICE</u> CCIFC _____ LABOR OPER _____ TOTAL \$ _____
2. JUMP START / #28014 ☐	2. JUMP START / #28014 ☐	2. JUMP START / #28014 ☐	
3. GASOLINE / #28013 ☐	3. GASOLINE / #28013 ☐	3. GASOLINE / #28013 ☐	
4. TIRE CHANGE/FLAT / #28015 ☐	4. VEHICLE EXCHANGE / #28011 ☐	4. VEHICLE EXCHANGE / #28011 ☐	
5. SUBLET BILL ATTACHED ☐	5. ACCIDENT / #28011 ☐	5. ACCIDENT / #28011 ☐	
6. OTHER ☐	6. TIRE CHANGE/FLAT / #28015 ☐	6. TIRE CHANGE/FLAT / #28015 ☐	
*TOW NOT COVERED UNDER ROADSIDE	7. SUBLET BILL ATTACHED ☐	7. SUBLET BILL ATTACHED ☐	
	8. MECH. / #28011 ☐	8. MECH. / #28011 ☐	
	9. OTHER ☐	9. OTHER ☐	
ROADSIDE CONTACT (NAME)	ROADSIDE CONTACT (NAME)	<u>Towed into lot 4/7/01</u> <u>Lg</u>	
AVIA EMPLOYEE (NAME)	AVIA EMPLOYEE (NAME)		
ADDITIONAL SERVICES	ADDITIONAL SERVICES		
APPROVAL #	APPROVAL #		
AMOUNT APPROVED \$	AMOUNT APPROVED \$		

TACOMA FIRE DEPARTMENT

FIRE REPORT

Print Date: 1/17/2001 2:09 PM

Chevron

Incident Number: 810069061
 Incident Date: 1/6/2001 11:36
 Incident Location: 5309 20TH ST E - FW
 Fire Type: Mobile Property Fire
 Property Use: Passenger Vehicle
 Area of Origin: Engine Compartment of Vehicle
 Heat Source: Heat, Spark from Friction
 First Heat Ignition: General Materials (ie; Wire, Transformer, Tires, Forces)
 Gen. Cause of Ignition: Heat from Property Operating Equipment
 Spec. Cause of Ignition: Design, Construction, Installation Deficiency
 Property Value: \$30,000
 Property Loss: \$20,000
 Content Loss: \$
 Vehicle Make: buick
 Vehicle Model: park avenue
 Vehicle Year: 2001
 Vehicle VIN: 1g4cw54614

FIRE Department
 Narration By: 69972
 Last Update Date: 1/6/2001
 Narration:

E12 arrived o/s of 50% involved car fire. Flames emanating from engine compartment. E 12 pulled hose reel and extinguished fire. ☐ Driver rear seat involved. ☐ Driver reported that the transmission failed while driving down 20th Street. Occupants pushed car into fueling station where it immediately began to burn. Occupants then removed personal contents from vehicle and called 911.

●
#

02780408

File reopened.

Comments added.

Closed again on:

●
4-26-01

**New Copy of Corepoint
File is attached.**

●

GENERAL MOTORS CORPORATION

BRAND: Buick 2-19-01

DATE: 2/16/01

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

RE: Claimant: [REDACTED]

Date of Incident: January 05, 2001

File Number: 02780408

Attn:

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
701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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

Sincerely,



Larry Meeks
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:

GM

PAR CASE INFORMATION

Problem ID: 02780408

CONTACT INFORMATION		VEHICLE INFORMATION	
Name:	[REDACTED]	VIN:	1G4CW54K814100084
Address:	[REDACTED]	MAKE:	BUICK
Phone:	[REDACTED]	MODEL:	PARK AVENUE SEDAN
		YEAR:	2001
		ODOMETER:	4,000

BBC CONTACT INFORMATION		POLICY INFORMATION	
NAME:	[REDACTED]	ACCOUNT/POLICY:	
COMPANY:	[REDACTED]	SERVICE DEALER:	
ADDRESS:	[REDACTED]	CONTRACT:	N/A
PHONE:	[REDACTED]	SELLING DEALER:	
TYPE:	Claimant	CONTRACT:	N/A
		PAYEE:	No

PAR DETAILS		VEHICLE DAMAGE	
CONTACT ID:	C0000000813485	BODY INJURY:	No
DRIVER NAME:	UNK	COLLISION:	No
DRIVER AGE:	0	PROPERTY DMG:	No
DISABLED:	unk	NON COLL:	Yes
ROAD SURFACE:	Asphalt	DMG ADV K:	No
ROAD CONDITION:	Dry	NOTIFY NAME:	[REDACTED]
# PEOPLE IN VEHICLE:	2	AGENT NAME:	
INJURED:	No	STATUS:	Accepted
OTHER VEHICLES INVOLVED:	No	REJECT REASON:	
NUMBER INVOLVED:		ROAD TEST:	No
DEFECTIVE COMPONENT:	THERMAL EVENT	ROAD TEST DESC:	
POLICE REPORT:	Yes	ROAD TEST RESULT:	
INSURANCE:	No	COMP INSPECTED:	ALL RELATED
INSURANCE COMPANY:		INVEST SUMMARY:	SEE INSPECTION REPORT
INSURANCE COMPANY ADDR:		AGENT PHONE:	
INSPECTION:	Yes	INCIDENT DATE & TIME:	01/09/2001 12:00:00 AM
INSP NAME:	EAA		
INSP DATE:	1/17/01		
INSP MILE:	4,000		
INSP DONE:	INSPECTION DONE AND PICTURES TAKEN		
PROPERTY DAMAGE:			
INCIDENT LOCATION:	2800 28th Avenue East in Tacoma Wa		
INCIDENT RESULT:	REPURCHASE 2/16/01 AT 0000 HRS.		
VEHICLE LOCATION:	[REDACTED] Seattle WA		
MAINTENANCE LOCATION:	AVIS		
OWNER DESC:	renter was driving car at time of incident and noticed smoke and pulled over.7		
MORE INFO:			

RECURRING INFORMATION	
ID:	
PAYEE:	
ADDRESS:	
COMPANY:	
AMOUNT:	
ACOT_TYPE:	
ACOT_NUM:	
TAX_ID:	
ISSUE_1000:	
POLICY NUM:	

**GM**

PAR CASE INFORMATION

Problem ID: 02780408

UNIQUE CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: A08

COMPONENT DESCRIPTION 1: Thermal Event

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Fire

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A04

COMPONENT DESCRIPTION 2: Product Allegation

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Possible Safety Concern

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: T01

COMPONENT DESCRIPTION 3: Product Allegation

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: 02780408

HISTORY

- 01/13/2001 - 04:29:47 AM . crm received file and reviewed data. crm called stat at [redacted] and he confirmed the 1241 facts as best as he could as he has not seen a rental file or received a firm report yet. crm verified address location of vehicle and will have EAA inspection done. Larry Meek/PAF/57255
- 02/14/2001 - 09:13:41 AM . crm forgot to add to file that inspection report was back on 1-18-01. crm reviewed data and contacted (Wieland) and he advised that they had a request for all data on this incident to be reviewed by quality control and requested that I help anyone calling from there. crm received calls from several people explained inspection was requested to send a copy of inspection and pictures to (Anderson) at GM Product Quality Control crm advised Elamadean who approved and sent. was requested to place file on hold until contacted by (Wieland). crm received was to repurchase and to parts salvage vehicle. crm will notify customer today. Larry Meek/PAF/57255
- 02/16/2001 - 09:59:15 AM . CRM RECEIVED VME FROM ART TO OFFER REPURCHASE FOR VEHICLE AND TO SET UP FOR PARTS SALVAGE. CRM LFT VME FOR [redacted] TO ADVISE OF THIS AND THE NEEDED DOCUMENTS THAT WILL NEED TO BE FAXED TO CRM. CRM LFT VME AT AROUND 4PM ON 2/16/01 WAITING FOR CONTACT FROM WRIGHT TO PROCEED. LARRY MEEK/PAF/57255
- 02/16/2001 - 10:01:58 AM . FT TEAM--SUSPENDING FILE WHILE WAITING FOR COPIES OF TITLE AND CURRENT REGISTRATION TO BE FAXED BY ENTERPRISE(STEWART WRIGHT). REPURCHASE PER ART AND SALVAGE FOR PARTS. LARRY MEEK/PAF/57255
- 02/16/2001 - 10:01:59 AM . BUSINESS SUMMARY--1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm received customer's authorization for inspection. 4-crm initiated eaa inspection. 5-crm reviewed inspection report AND REVIEWED WITH WISNISKI. 6-crm advised customer that GM will replace vehicle. 7-crm authorized replacement. Larry Meek/PAF/57255
- 03/26/2001 - 10:49:18 AM . Crm attempted to contact cust, left message for return call. Deanna Holden/Tampa/PAF/58335
- 03/26/2001 - 11:00:58 AM . Crm spoke with [redacted] and requested copy of registration, crm received name of [redacted] fleet manager [redacted] crm attempted to contact [redacted], left message for return call. Deanna Holden/Tampa/PAF/58335
- 04/23/2001 - 04:48:40 AM . Crm attempted to contact cust, left message for cust to return call. Deanna Holden/Tampa/PAF/58335
- 04/03/2001 - 11:21:05 AM . Crm spoke to stat and he is finding information today. Deanna Holden/Tampa/PAF/58335
- 04/03/2001 - 11:23:07 AM . Crm sending Release of Claim to be signed, Deanna Holden/Tampa/PAF/58335
- 04/12/2001 - 08:18:15 AM . Crm processed repurchase paperwork and forwarded file to repurchase. Deanna Holden/Tampa/PAF/58335

ENH Model

Customer Info

Caller Name

Customer Name

Phone

VIN

Make

Model

Year

Color

BUICK

PARK AVENUE SEDAN

2001

CRD

Insurance Agent ID

HOLDEN

Current Agent ID

NEBSL

Property Damage: ☐ No Collision ☐ Collision ☐ Bodily Injury

Type of damage

Primary use of vehicle

Business

Estimated repair cost

Weather conditions

Clear and dry

Incident (police) report

unk

Comments

Special equipment and features

OK

Save

Cancel

Customer:	[REDACTED]	Company Size:	NA/10000
VIC:	[REDACTED]	Product:	NA
Model:	[REDACTED]	Primary Use:	
Description:	[REDACTED]	Access Type:	File/CAPI

Welding Systems

1999

References

145

STANDARD WARRANTIES

3636 DUMFRIES RD BOSTON - NO DETAILED

1/2" 100 SHEET METAL PUST-THROUGH

365日不间断

9500 PENCEMSTERS

36% FEDERAL EMISSIONS

SERVICE CONTRACTS

Food donation

4-66

Position

Personal Details

Wesley Brown History

Claim #	Date	Page #	Claim	Amount	UNEP	Description	Line Total	Claim Type
---------	------	--------	-------	--------	------	-------------	------------	------------

[illegible]

Abstract

Safety

James Van Der Beek

Vehicle Control

PRODUCT ALLEGATION RESOLUTION FIRE (NON-COLLISION)

Division: Buick	Ref# 02780408	VIN: 1G4CWS4G1416004
Claimant's Name (Last, First): [REDACTED]		
Inspected By: D. B. Vial	Organization: EAA	
Phone: (269) 851-9991 x	Inspection Date: 01/17, 1991	Mileage at Inspection: NA

I. INSPECTION SUMMARY

Following the inspection, summarize the facts and observations.

Photos will show the engine compartment severely burned. The battery was open and holding "O" charge. Both battery cables + & - were severed by cutting. The ECM, cruise control module, windshield wiper and motor burned. The rubber hoses, plastic components, suspension ball connected in the fire.

The fuel that precipitated this fire was transmission (ATF) spraying onto the exhaust manifold. Photos will show the transmission housing broken allowing the ATF oil to end the transmission. When the vehicle was lifted off the ground by jacks, it became evident that ATF oil had covered the entire underneath of the vehicle before the fire.

Photos will also show a deep scarp in the engine block (left front) adjacent to the area of transmission mounting. The transmission mounting support is broken away from the transmission case, leaving a hole allowing oil to escape to the hot exhaust manifold, subsequently causing the fire.

II. INTERVIEW - VEHICLE HISTORY

Other: Please indicate name, address & phone number of person being interviewed: NA

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

Example, date installed, and by whom (name, phone) NA

2. Any prior collisions, damage? (when, where, extent, repaired by, etc.) NA

3. For the following systems, list and describe performance or operating problems/conditions at time of failure? (e.g. no start, stalls, overheating, loss of control, warning light "On", strange odors, smoke, fluid leaks on driving, engine noise, engine rattle, etc.):

Cooling System (TAB) NA Repairs (None, Partial, Identified) Repaired by: (GM, Non-GM, Other) _____

Describe _____

A/C System (TAB) NA Repairs (None, Partial, Identified) Repaired by: (GM, Non-GM, Other) _____

Describe _____

Braking System (TAB) Repairs (None, Partial, Identified) Repaired by: (GM, Non-GM, Other) _____

Describe _____

Transmission (TAB) Repairs (None, Partial, Identified) Repaired by: (GM, Non-GM, Other) _____

Describe _____

II INTERVIEW - VEHICLE HISTORY (Continued)

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

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

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

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

Load description _____ Load location _____

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

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

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

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

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

Exact incident location 5308 20th St. N, Edin, Washington _____

Weather conditions and visibility NA _____

Approx. temperature 72 Any physical visual obstructions? _____

II A INTERVIEW - IMMEDIATELY BEFORE THE FIRE (Continued)

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

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

Condition: Wet, Dry, Icy or Other? W If other, specify _____

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

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

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

Electrical systems operation: (normal, other?) _____ Totally destroyed? _____

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?) _____ Fluid leaked, belt gone, and pump destroyed? _____

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

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

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

Describe any unusual odors. From where? _____ Heavy burn smell _____

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

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

II B INTERVIEW - AT BEGINNING & DURING THE FIRE

Any flames? (from where, color, intensity, etc.) _____ Yes, most heat in the left head light area _____

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

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

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

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

Any other comments or observations that have not been covered? N/A

***** 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/documents on the form:Left & right side exterior YesFront & rear exterior YesHood, inner & outer panels YesTrunk area and Decklid, inner & outer panels YesRoof YesDoor interior panels YesLeft & right instrument panel & odometer YesEntry(s) area YesLeft & right front seat and carpet YesUnderbody & exhaust (include hangers) YesOption code label YesEngine compartment YesRadiators, front & rear YesCoolant recovery bottle YesTransmission cooler lines/connections YesEngine compartment engine coolant lines/hoses, connections/clamps YesEngine compartment heater lines/hoses, connections/clamps (include lines to throttle body)
YesAll fuel lines/hoses, filter, connections/clamps YesTEH, injector rail, or carburetor & fuel line connection YesEngine compartment fuel lines/hoses, connections & o-rings YesPower steering lines/hoses, connections/clamps Yes

IV - VEHICLE INSPECTION (Continued)

Battery & attached cables yes

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

Engine oil pan yes

Engine compartment hinge torque rods yes

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

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

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. beer bottles in passenger compartment & trunk

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 none

Engine oil unable to measure as dip stick burned

Transmission fluid none

Power steering fluid burned

Brake fluid burned

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

Fuses (identify all open or not proper size) burned

Wiring insulation at fuse blocks burned & bare

Fuel filler (identify all open) burned

Spark plug wiring and boot condition burned

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

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

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

Position of windows (if glass missing, do further inspection) Left driver door glass down 2 inches

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

Vehicle is salvage only.

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

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

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

Comments: N/A

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Buick	Ref# 02780408	VIN: 1C4CN54KB14180684
Claimant's Name (LAST, First) [REDACTED]		

Inspected By: D. B. Viel Organization: BAA
 Phone: (283) 551-3991 x Inspection Date: 1/17/90 Mileage at inspection: N/A

Roll Number 1

Neg.# Description

- 0 Front view
1. upper view of engine
2. From driver side looking over engine compartment
3. From passenger side looking over engine compartment
4. side view of hood
5. Beer bottle in passenger compartment
6. View from passenger side of dashboard
7. Left side
8. Showing Hot spot in head light area
9. View of burn frontal engine area
10. Over view engine compartment
11. View of outer skin of hood
12. Interior from driver side
13. Serial number placard
14. Crack in transmission housing
15. Lower view underneath front bumper
16. View of cracked transmission housing
17. Another view of cracked transmission housing
18. Another view of cracked transmission housing
19. Another view of cracked transmission housing
20. Beer bottle and package
21. Serpentine belt burned in half
- 22.
- 23.
- 24.
- 25.
- 26.
- 27.
- 28.
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.
- 36.
- 37.







DATE	MILEAGE	DATE	LICENSE NO.	COLOR	VEHICLE TYPE	WHITE	EMPLOYEE NO.	DATE	DATE	DATE
10/01/42	13,604	4/6/01	938L02	Silver	Build	Part	Ave LG			069223
Customer Name			Employee			Date			VIN	
[Redacted]			1/6 11:40 AM						8 YEAR WARRANTY CIRCLE W	
REPAIR ORDER/ROADSIDE BREAKDOWN REPORT										

PROBLEM WITH VEHICLE: Keys ☐ Flat Tire ☐ Mechanical ☒ Wiring? ☐ No Gas ☐ Dead Battery ☐ Accident ☐

Accident Reported? Yes ☐ No ☐ ERM Key Code _____ Tank Key Code _____

Vehicle Delivered? Yes ☐ No ☐ Other Car burst into flames

In the case of ACCIDENT OR FLAT TIRE/RENT FROM the customer must be able to ACCIDENT REPORT to be given to the Tow Truck Driver BEFORE the Exchange Car is received. (All Rental Agreement includes an Accident Report included. Give the Tow Driver an Accident Report to file as being happened)

LOCATION OF/INSTRUCTIONS TO VEHICLE: (Part of Tacoma - to Seattle -) 20th St. & 2900 St.

Location of Injury? Uninjured ☐ Injured ☒ IS to exit 136th turn left at light go over

RENTAL INFORMATION: Name Angelo Location Tac.

overpass go to rt at 9 - car is in commercial gas station parking lot.

Car Delivered? ☐ Yes ☒ No ☐ Exchange Car MVA Billings? ☐ Yes ☒ No ☐ Was the car towed? ☒ Yes ☐ No ☐ Remarks: Columbia 4/5/01 - to ch for directions (Bh to tow)

PONTIAC ROADSIDE 1-(800)782-3743	OLDSMOBILE 1-(800)506-8837	CADILLAC - NO CALL REQUIRED	NON - PROGRAM ROADSIDE #8
1. LOCK OUT / #28012 ☐	1. LOCK OUT / #28012 ☐	1. LOCK OUT / #28012 ☐	Listed below are Roadside Assistance #s that are not in the Aisle Program. They will perform the Road Call for an Aisle customer at "No Charge". We cannot bill them for any Road Calls we perform. BUICK ROADSIDE #1-(800)232-1112 CHRYSLER ROADSIDE #1-(800)521-2779 ROADSIDE CONTACT (NAME) ARS EMPLOYEE (NAME) PROVIDED SERVICE
2. JUMP START / #28014 ☐	2. JUMP START / #28014 ☐	2. JUMP START / #28014 ☐	
3. GASOLINE / #28013 ☐	3. GASOLINE / #28013 ☐	3. GASOLINE / #28013 ☐	
4. TIRE CHANGER/FLAT / #28015 ☐	4. VEHICLE EXCHANGE / #28011 ☐	4. VEHICLE EXCHANGE / #28011 ☐	
5. BUBLET BILL ATTACHED ☐	5. ACCIDENT / #28011 ☐	5. ACCIDENT / #28011 ☐	
6. OTHER ☐	6. TIRE CHANGER/FLAT / #28015 ☐	6. TIRE CHANGER/FLAT / #28015 ☐	
*TOW NOT COVERED UNDER ROADSIDE	7. BUBLET BILL ATTACHED ☐	7. BUBLET BILL ATTACHED ☐	CC/FC _____ LABOR OPER. _____ TOTAL \$ _____
ROADSIDE CONTACT (NAME)	8. MED/L / #28011 ☐	8. MED/L / #28011 ☐	
ARS EMPLOYEE (NAME)	9. OTHER ☐	9. OTHER ☐	
ADDITIONAL SERVICES	<u>Towed into lot</u> <u>4/7/01</u> <u>Lg</u>		
APPROVAL #			
AMOUNT APPROVED \$			

P.O. #

TACOMA FIRE DEPARTMENT

FIRE REPORT

Print Date 1/17/2001 2:09 PM

Chewon

Incident Number: 018060041 Unit: Engine 12 Dispatched Onscene: 11:36 Available: 11:36 12:14
 Incident Date: 1/6/2001 11:36
 Incident Location: 6308 20TH ST N -FIF
 Fire Type: Mobile Property Fire
 Property Use: Passenger Vehicle
 Area of Origin: Engine Compartment of Vehicle
 Heat Source: Heat, Spark from Friction
 First Item Ignited: General Materials (ie; Wire, Transformer, Tires, Fence)
 Gen. Cause of Ignition: Heat from Properly Operating Equipment
 Spec. Cause of Ignition: Design, Construction, Installation Deficiency
 Property Value: \$30,000
 Property Loss: \$20,000
 Content Loss: \$
 Vehicle Make: buick
 Vehicle Model: park avenue
 Vehicle Year: 2001
 Vehicle Vin#: 1g4cw54k814

FIRE Narration

Narration By: 60972
 Last Update Date: 1/6/2001
 Narration:

e12 arrived o/a of 50% involved car fire. Flames emanating from engine compartment. E 12 pulled hose reel and extinguished fire. [redacted] rental car driven by [redacted] Driver reported that the transmission failed while driving down 20th Street. Occupants pushed car into fueling station where it immediately began to burn. Occupants then removed personal contents from vehicle and called 911.

JAN-17-01 14:22

[illegible]

56.222 6663

ATTN:
Bob-

STATE OF WASHINGTON VEHICLE CERTIFICATE OF

4008421 14190864

CERTIFICATE NUMBER
0028413235

LICENSE NUMBER	DATE OF APPLICATION	MODEL YEAR	MAKE	POWERAGE	SERIES & BODY STYLE
058L02	10/20/2000	2001	BUICK	6/PA8	PARK
VEHICLE IDENTIFICATION NUMBER (VIN)	PLATE/CLIP NUMBER	SCALE WT.	RELEASE	ODOMETER CODE	
1G4CN54K814190864	R50042		0000006	ACTUAL RELEASE	
COMMENTS/ISSUES	PRIOR TITLE STATE	PRIOR TITLE NUMBER			

[REDACTED]

SPokane WA

HARRIS TRUST AND SAVINGS
BANK AS TRUSTEE
C/O AVE 800 CENTRE POINTS DR
VIRGINIA BEACH VA 23462

STATE OF WASHINGTON DEPARTMENT OF REVENUE
NOTICE TO CREDITORS: ALL CLAIMS AGAINST THE ESTATE OF THE DECEASED MUST BE FILED WITH THE CLERK OF SUPERIOR COURT IN THE COUNTY OF SPOKANE, WASHINGTON, ON OR BEFORE THE DATE SET FORTH BELOW.

BY _____ DATE OF SALE _____

BY _____ DATE OF SALE _____

SALE PRICE _____
NOTICE TO CREDITORS: ALL CLAIMS AGAINST THE ESTATE OF THE DECEASED MUST BE FILED WITH THE CLERK OF SUPERIOR COURT IN THE COUNTY OF SPOKANE, WASHINGTON, ON OR BEFORE THE DATE SET FORTH BELOW.

BY *Shay ITC* HARRIS TRUST & SAVINGS BANK 1/22/01
DATE OF SALE _____

BY _____ DATE OF SALE _____

NOTICE TO CREDITORS: ALL CLAIMS AGAINST THE ESTATE OF THE DECEASED MUST BE FILED WITH THE CLERK OF SUPERIOR COURT IN THE COUNTY OF SPOKANE, WASHINGTON, ON OR BEFORE THE DATE SET FORTH BELOW.



STATE OF WASHINGTON DEPARTMENT OF LICENSING

938LOZ

VEHICLE TITLE APPLICATION/REGISTRATION CERTIFICATE

10/20/2000

LIC/PLT	ISSUE-DATE	TAB-NO	REG-EXP	VALUE-CODE/YR	DEPRE	MO-REG	MO-SWT
	10/2000	8990811	10/20/2001	31725/2000	1	12	

POWER	USE	MOD-YR	MAKE	SERIES/BODY	VIN OR SERIAL-NO	RES-CD	INO/LINING
0	PPS	2001	BUICK	PARK	164CW54K814190054	32	

SCLWT	SEATS	SWT	SWT-STAT	SWT-EXP	FLEET EQUIP	PREVPLT	PREV-TITLE-NO	BT
00			/ /	/ /	RB0042			

COMMENT:
(Q) 408014705

BRANDS-WA/RENTAL
MILEAGE 5 A

REGISTERED OWNER

LEGAL OWNER

SPOKANE

WA

HARRIS TRUST AND SAVINGS
BANK AS TRUSTEE
O/D AVIS 300 CENTRE POINTE DR
VIRGINIA BEACH VA 23462

I CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND COMPLETE.

X
SIGNATURE OF REGISTERED OWNER(S)

X
SIGNATURE OF REGISTERED OWNER(S)

SUBSCRIBED AND SWORN TO BEFORE

NOTCH NO 8202 THIS DAY OF

FILING	\$	7.00	EXCISE TAX	\$	CHECK	\$	
SUBAGENT	\$	7.50	RTA EXCISE	\$	CASH	\$	
LOCAL FEE	\$		USE TAX	\$	TOTAL FEES	\$	53.25
			OTHER	\$			38.75

VALIDATION CODE 08171402007841020000050020377 ORIGINAL

STATE OF WASHINGTON VEHICLE TITLE APPLICATION/REGISTRATION CERTIFICATE
RPT ID: ATITPR-1 THIS DOCUMENT IS NOT PROOF OF OWNERSHIP

CUSTOMER'S COPY

MAR 05 2001 12:13

000000000000

PAGE.02

GM Vehicle Inquiry System

Summary

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

Help

VIN:	1G4CW54K514190964
------	-------------------

VEHICLE INFORMATION

Marketing Model:	4CW69 - 2001 PARK AVENUE SEDAN	Warranty Start Date:	10/18/2000
BARS Order Type	50 - FLHRT		
Delivering Dealer:	CAR/TRUCK CITY/AVIS PO BOX 235 WHITBURY, NY 11590-0235	Selling Source:	11 - BUICK
		Site Code:	54959
		Business Associate Code:	111571
Service Contract:	No	Branded Title:	No
Warranty Block:	No	FDI Status:	Paid

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	10/18/2000	10 miles	10/18/2003	36010 miles
72/100 SHEET METAL RUST-THROUGH	10/18/2000	10 miles	10/18/2006	100010 miles
36/36 CORROSION	10/18/2000	10 miles	10/18/2003	36010 miles
96/80 PCM/OC EMISSIONS	10/18/2000	10 miles	10/18/2008	80010 miles
36/36 FEDERAL EMISSIONS	10/18/2000	10 miles	10/18/2003	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
10/16/2000	A90964	I	27000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

© 1998-2001 General Motors Corporation. All Rights Reserved.

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

BUICK ☒ DATE: 4/26/01
 CADILLAC ☐ DEALER NAME & CITY: AVIS
 CHEVROLET ☐ DEALER CONTACT/PHONE NO: NA
 OLDSMOBILE ☐ CUSTOMER NAME: AVIS/Bob McMartin
 PONTIAC-GMC ☐ CUSTOMER DAY PHONE NO: 516-222-5375/x.5 (5-222-5383)
 DEALER BAO CODE: GAO CASE NO. (if available): 02760406
 TAG CASE NO. (if available):

VEHICLE INFORMATION:

OLD VIN: 1 8 4 C W 5 4 R 8 1 4 1 9 0 9 8 4
 CURRENT MILEAGE: 4000

NEW VIN: - - - - -

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

Specific Product Reason: Thermal Event - Underhood
 for Repurchase:

Detail your agreement with the customer on the following items:

Usage/Depreciation: Charge customer \$782.72 for usage

Upgrade/Downgrade: NA

Aftermarket Items: NA

Lease Termination: NA

Vehicle Damage / Special Instructions:

Vehicle is located at 18911 10th Avenue East, Tacoma WA 98158
 phone: 206-438-5889

Recommended Disposition of Repurchased Vehicle:

Auction ☐ Scrap/Donate/Vehicle Recovery ☒ Other ☐

Explain: Vehicle is total loss

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

☐ Taxes & Fees ☐ Negative Equity ☐ Over Allowance

☐ No Rebates/Cash Incentives of any kind will be allowed on replacement vehicle.

☐ Special Lease Rates and Financing will be allowed on replacement vehicle.

☐ Current GM Card points may be applied on replacement vehicle.

☐ GM Card points will never be refunded in cash.

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

Authorization: Dennis Holden
 (Print Name)

53885
 VME

Note/Mailbox

4/26/01
 Date

Information on this form must be communicated to the Business Resource Center (BRC) to initiate the Process

**FAX to 1-813-635-4071

2001 PARK AVENUE SEDAN
12U STERLING SILVER METALLIC /V6G
173 MEDIUM GRAY LEATHER/VINYL 55/45
ORDER NO. CENKMY/FOR STOCK NO.
VIN 1G4 CW54 K8 14190964

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
VEHICLE INVOICE 4AD28043244
*****11*549598

NO. & FACTORY OPTIONS
4CW54 PARK AVENUE SEDAN MSRP 32980.00
BQ2 FLT-AVIS RAC 0.00
L36 ENGINE- 3800 SERIES II V6 N/C
VK3 LICENSE PLATE MOUNTING PKG-FRONT N/C
VW9 100% FLEET REPURCHASE PROGRAM 0.00
V2G FUEL FILL CREDIT 0.00
YF5 CALIFORNIA ULTRA LOW EMISSIONS N/C
YMS PAINT STRIPE DELETE N/C

INV AMT 28857.50
FLEET
INVOICE 10/16/00
SHIPPED 10/16/00
EXP I/T 10/29/00
INT COM 11/06/00
PRC EFF 09/06/00
KEYS H2818 H2818
WFP-S QTR OPT-1
FAN: 000801033
BANK: GMAC - 007
CHG-TO 54-959
SHIP-TO 47-101
AVIS WARRANTY DEP
SEATTLE WA

SHIP WT: 3695
HP: 34.7
CUST PO NUMBER:
1041390N0500000
DAN: 01002
MEMO 1649.00

TOTAL MODEL & OPTIONS 32980.00 28836.78 ACT 231 29556.78
DESTINATION CHARGE 720.00 720.00

TOTAL 33700.00 29556.78 PAY 310 29556.78

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.

CAR/TRUCK CITY/AVIS

REMIT TO GMAC NO. 007
VIN 1G4CW54K814190964
\$ 29556.78 INV 4AD28043244
DUE 11/06/00 DEALER 54-959

File # 02780408

4/2/01 11:21 AM

BUYBACK CALCULATION FOR DESTROYED UNIT

MVA: 400842-1
VIN: 1G4CW54K314180984
YR/MODEL: 2001 BUICK PARK AVE

Buyback Tier: 4
Use Code: 84

Purchase Date: 11/3/00
Destroyed Date: 1/6/01

Regular Buyback Calculation

29,558.78 Capital Cost
(782.72) Depreciation $(.151 * \text{Capital Cost} = 4,483.07 / 365 \text{ days} =$
 $12.23/\text{day} * 84 \text{ days} = 782.72)$

28,774.06 Regular Buyback Amount

• 2001 PARK AVENUE SEDAN

12U

173

MSG

BUICK MOTOR DIVISION

General Motors Corporation

200 RENAISSANCE CENTER

DETROIT

MI 48243-1300

Vehicle Invoice

4AD28043244

No: CTNKMV/PDR

Stock No:

VIN 1G4CW54K5 14180954

MODEL & FACTORY OPTIONS

	MSRP	INV AMT	FLEET	
40408	PARK AVENUE SEDAN	\$32,860.00	\$28,857.50	Invoice 10/18/00
BQ2	FLT-AVIS RAC	0	0	Shipped 10/18/00
LS8	ENGINE- 3800 SERIES II V6	0	0	Exp IT 10/29/00
VK3	LICENSE PLATE MOUNTING PKG-FRNT	0	0	Int Cam 11/8/00
VN9	100% FLEET REPURCHASE PROGRAM	0	0	Pro Eff. 9/5/00
V20	FUEL FILL CREDIT	0	-20.72	Keys H281B H281B
YP8	CALIFORNIA ULTRA LOW EMISSIONS	0	0	WFP-S QTR OPT-1
YN6	PAINT STRIPE DELETE	0	0	Fan 000501033
				Bank GMAC - 007
				Chg-To 54959
				Ship-To 47101
				AVIS WARRANTY DEP
				SEATTLE WA
				Ship Wt 3895
				HP 34.7
				GVW 0
				GVWF 0
				GVWR 0
				NTR
				Cust PO Number
				1041360ND5000
				Den 01002
				Memo 1,549.00

Total Model and Options

\$32,860.00 \$28,857.50 ACT 231 \$28,857.50

Destination Charge

720.00 720.00

.00

.00

Total

\$33,700.00 \$29,558.78 PAY 310 \$29,558.78

THIS INVOICE MAY NOT REFLECT THE DEALER'S ULTIMATE VEHICLE COST IN VIEW
OF MANUFACTURER'S REBATES, ALLOWANCE, INCENTIVES, HOLDBACK, WHOLESALE
FINANCE CREDIT, ETC.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC

CAR/TRUCK CITY/AVIS

REMIT TO GMAC - 007

VIN 1G4CW54K514180954

\$29,558.78 Inv: 4AD28043244

Due 11/06/00 Dealer 54959

Funding: 0ASP1

RELEASE OF ALL CLAIMS

FILE NO: 03789408

KNOW ALL MEN BY THESE PRESENTS:

That, [REDACTED] the Undersigned, being of lawful age, for the sole consideration of repurchase of the subject vehicle to the undersigned in hand paid, receipt whereof is hereby acknowledged, do/does hereby and for his heirs, executors, administrators, successors and assigns release, acquit and forever discharge General Motors, and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, corporations, associations or partnerships of and from, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/has or which may hereafter accrue on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen property damage to the subject vehicle and the consequences thereof resulting or to result from the accident or event which occurred on or about 1/5/01, at or near Seattle, WA.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said Releasees deny liability therefor and intend merely to avoid litigation and buy their peace.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

Signed, sealed and delivered this 4th day of APRIL, 2001.

[REDACTED] HERE SIGNING

J.S.

J.S.

State of NEW YORK

County of SUFFOLK

On the 4th day of April

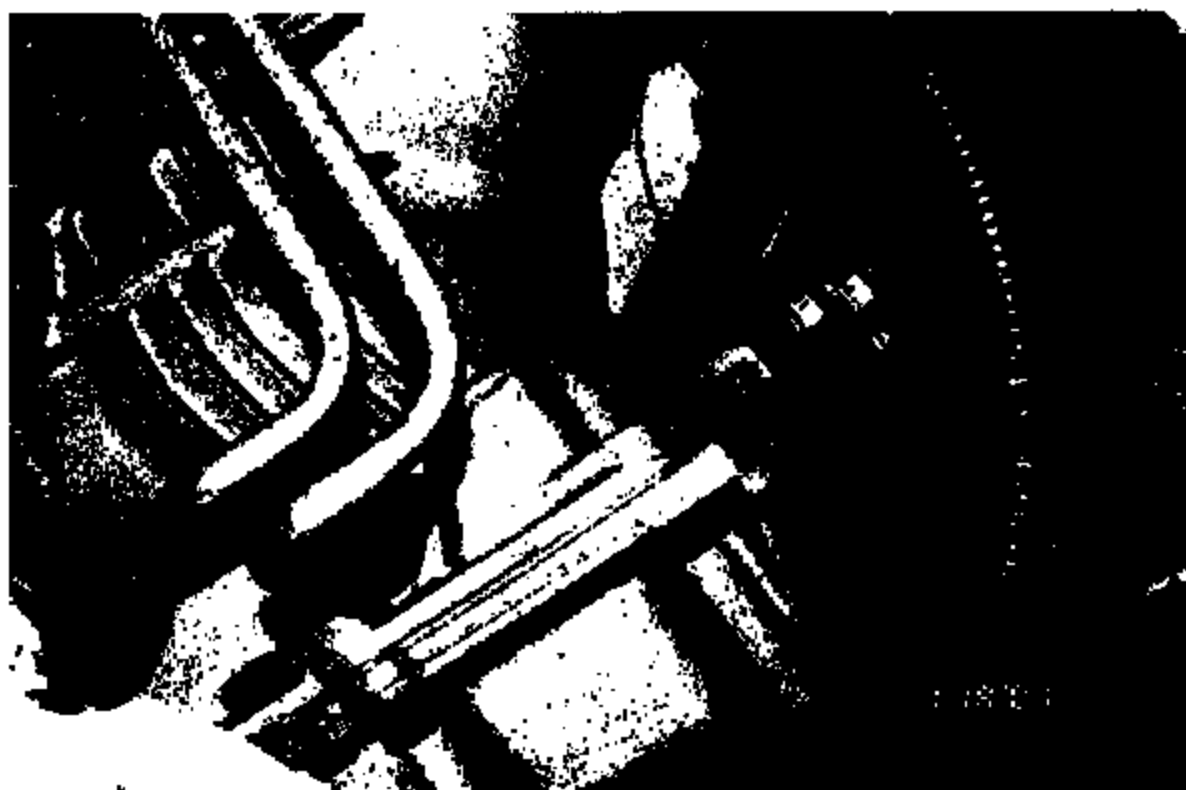
2001, before me personally appeared

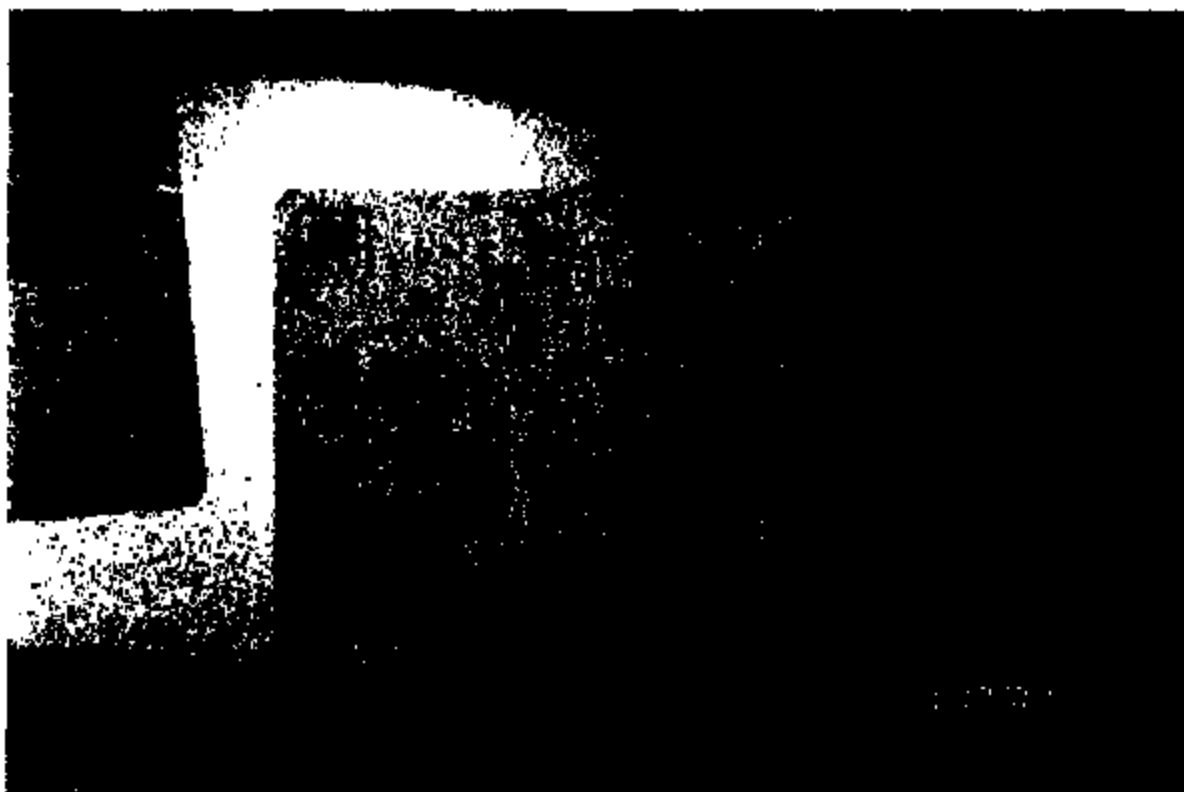
[REDACTED] to me known to be the person(s) named herein and who executed the foregoing Release and Robert A. McConruss acknowledged to me that [REDACTED] voluntarily executed the same.

My term expires AUGUST, 2002.

Janet R. Hummel
Notary Public

JANET R. HUMMEL
Notary Public, State of New York
No. 4871082
Suffolk County
Commission Expires August 20, 2002





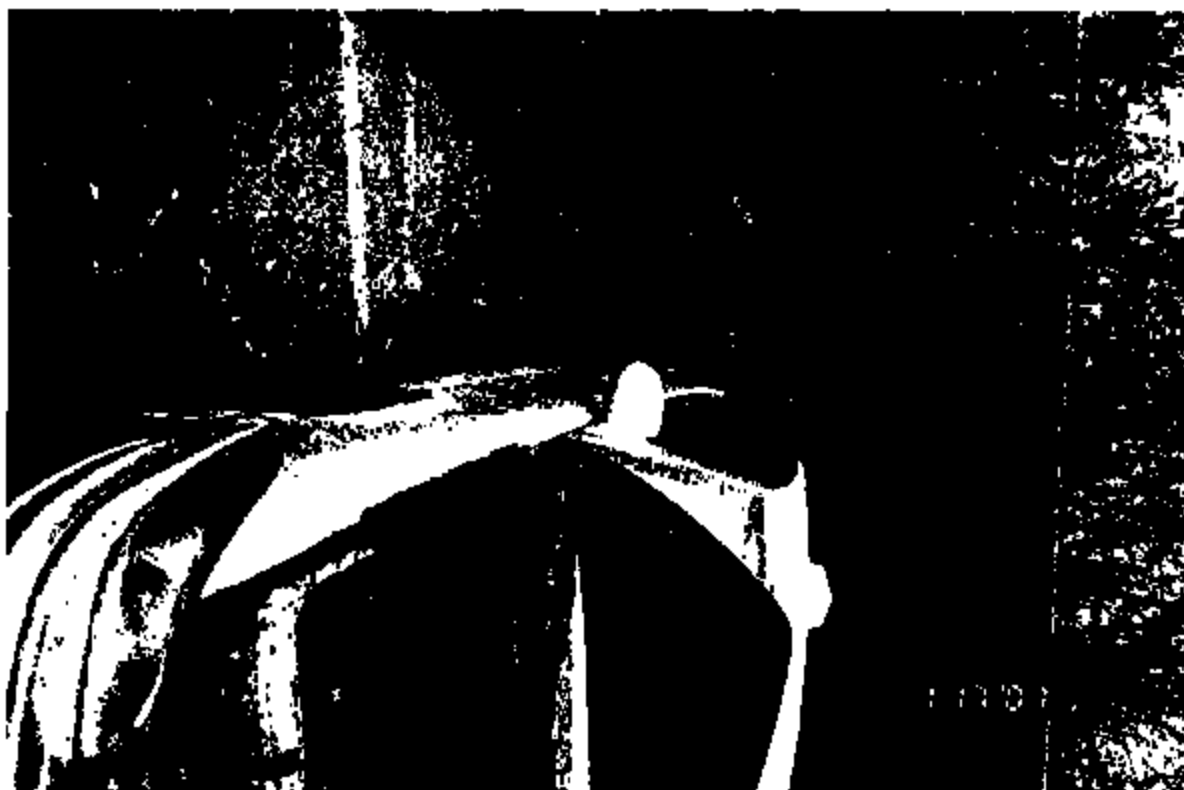


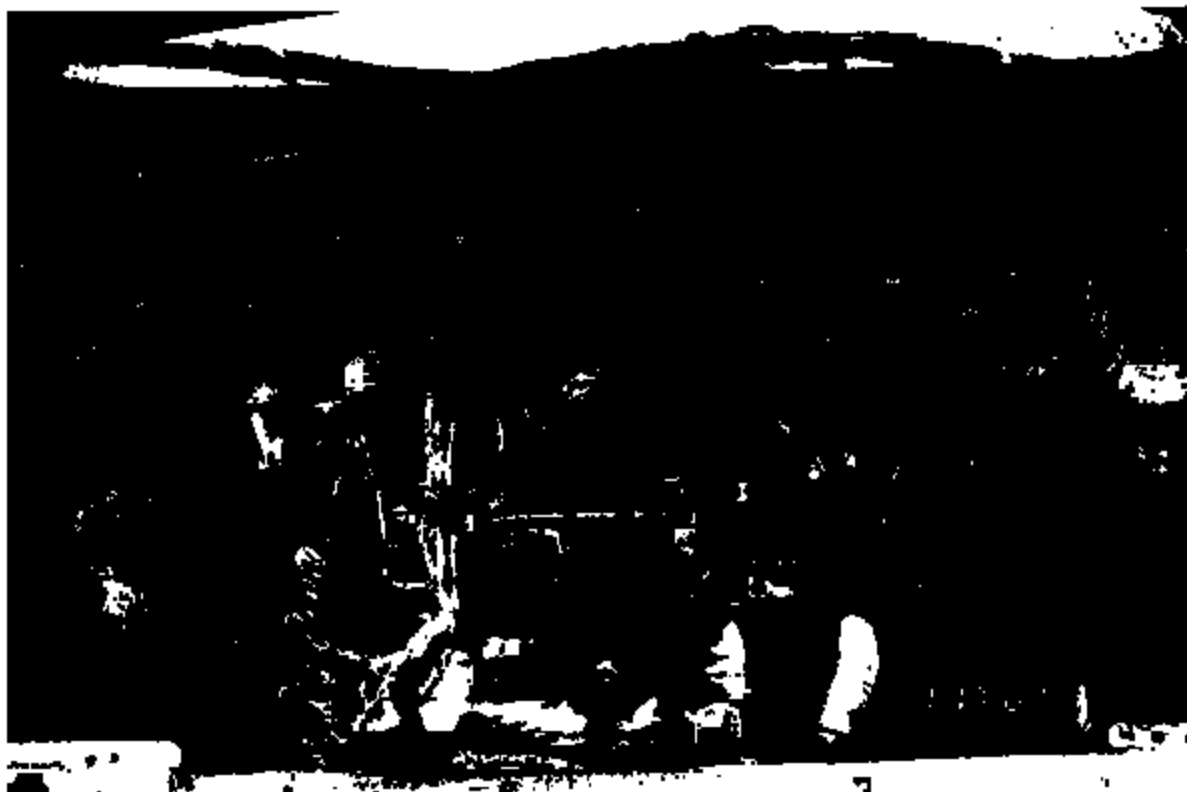
342494





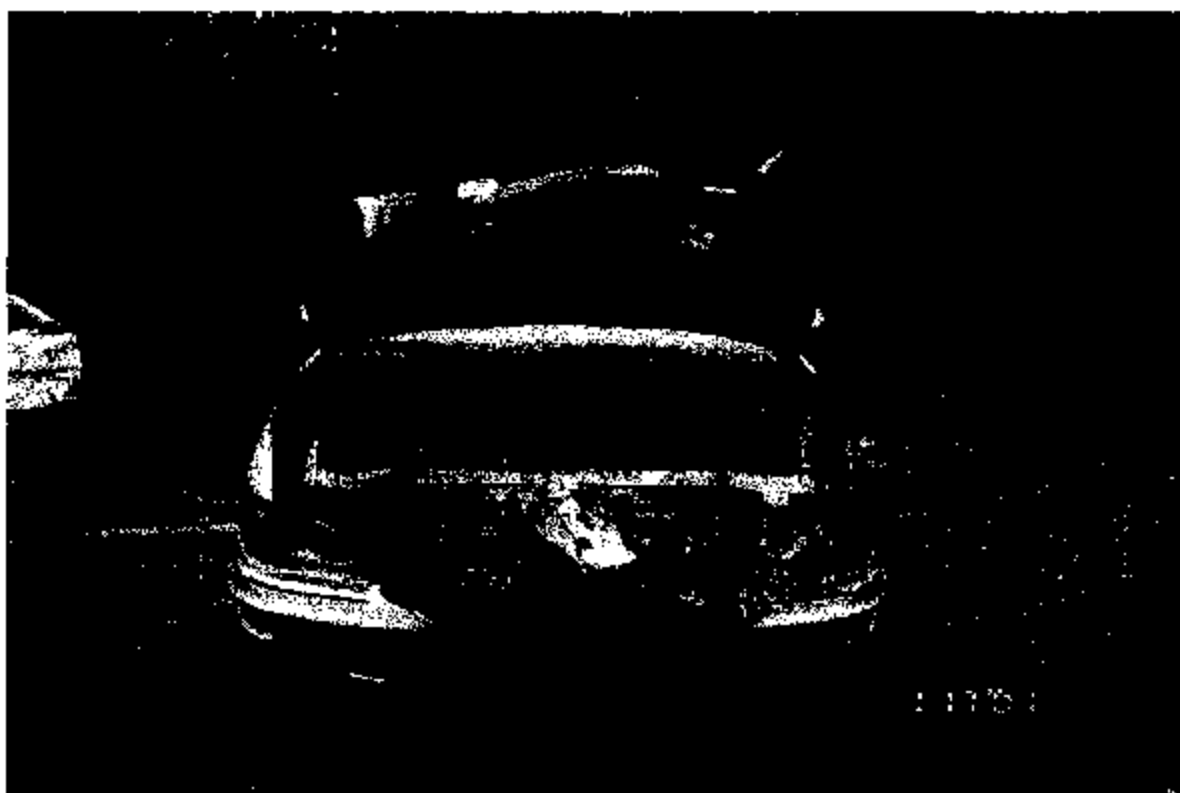


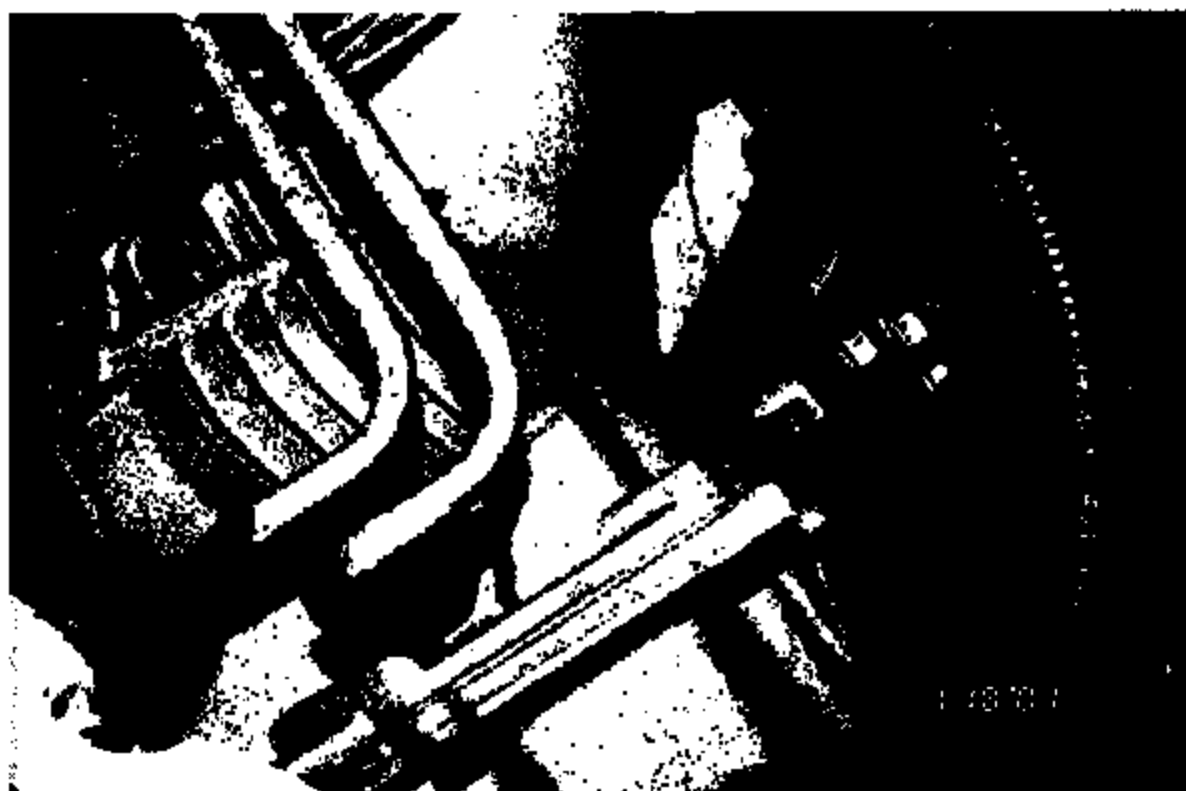




342494







342527

CASE NUMBER: 03196268 VIN: 1G4HP54K41U220125
DATE OPENED: 02/14/01 MODEL YEAR: 01
DATE CLOSED: 04/13/01 SERIES: LESABRE CUSTOM SEDAN
SOURCE: PAR MILEAGE: 40
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: CA
BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] TORRANCE, CA [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 03196268 VIN: 1G4HP54K41U220125
DATE OPENED: 2001-02-14 MODEL YEAR: 2001
DATE CLOSED: 2001-04-13 SERIES: LESABRE CUSTOM SEDAN
SOURCE: PAR MILEAGE: 40
BRC TYPE: PAR DELIVERY DATE:
BRC EVENT: 03196267 DEALER NAME: BAY BUICK GMC
DEALER ADDRESS: 18800 HAWTHORNE BLVD., TORRANCE, CA, 90504, USA

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

A06 Fire Other
0 REPAIR ATTEMPT(S) THERMAL EVENT
A04 Possible Safety Concern Other
0 REPAIR ATTEMPT(S) DEALER RENTAL
T01 Product Allegation GM 1241 Other
0 REPAIR ATTEMPT(S) PAR INITIATED

THERMAL EVENT

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

CRM CONTACTED MR. MILLS @ THE DEALERSHIP WHO PROVIDED CRM INFORMATION ON CONTACT PERSON
AT [REDACTED] CRM CONTACTED [REDACTED] REPRESENTATIVE FOR PERMISSION
TO INSPECT VEHICLE, CRM SET UP RAA INSPECTION. TIMIKI JACOBS/PAR 58342; 0; 351548568
2001-03-16

CRM CONTACTED [REDACTED] TO ADVISE OF STATUS, CRM LEFT A VME FOR [REDACTED] TO SEE IF
THEY COULD FAX AN ESTIMATE OF VEHICLE DAMAGES. TIMIKI JACOBS/PAR 58342; 0; 353617500
2001-03-29

342527

CRM RECEIVED ESTIMATE CRM REVIEWED WITH MANAGER, CRM CONTACTED A.W. CRM AUTHORIZED REPURCHASE, CRM REQUESTED DOCUMENTATION FOR REPURCHASE. CRM RECEIVED PAPERWORK NEEDED FOR REPURCHASE, CRM FORWARDED FILE TO FTT. TIMIKI JACOBS/PAR 58342; 0; 354731348
2001-03-29

BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED SERVICE MANAGER AT DEALERSHIP AND CONTACT FOR ALAMO, CRM SET UP INDEPENDENT INSPECTION, CRM RECEIVED INSPECTION REPORT, CRM AUTHORIZED REPURCHASE, CRM FORWARDED TO FTT. TIMIKI JACOBS/PAR 58342; 0; 354731571
2001-04-12

CRM processed repurchase paperwork and forwarded file to repurchase. Deanna Holden/Tampa/PAR/58335; 0; 355952880
2001-04-13

RECEIVED REPURCHASE CASE IN WORKFLOW AND FORWARDED FRA TO OSCAR JOHNSON X58757. RELATED CASES #C03196267 AND C03130817. LEONARD BETHRA/TAMPA; 0; 356017890
MILLS, KIRK

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

INCIDENT DATE: 2001-02-05 INCIDENT TIME: 12:00:00
INCIDENT LOCATION: 920 AVIATION BLVD, IN ALAMO RENTAL PARKING LOT

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

OWNER DESCRIPTION: CUST RETURNED RENTAL VEH, PORTER TURN ON VEH TO GET MILEAGE AND EVENT BEGAN. ALAMO RENTAL ON DLR LOT

ALLEGED DEFECTIVE COMPONENT: ENGINE

INCIDENT RESULT: 3-28-01 REPURCHASE AUTHORIZED
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: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: UNKNOWN
INSURANCE COMPANY ADDRESS: UNKNOWN
AGENT NAME: UNKNOWN
AGENT PHONE NUMBER: 000-000-0000

MORE INFORMATION:
MAINTENANCE LOCATION: NONE
CURRENT LOCATION OF VEHICLE: BAY BUICK
NOTIFY NAME: SERVICE MANAGER

WAS VEHICLE INSPECTED: Y INSPECTOR'S NAME: EAAINSPECTION DATE: 2001-02-22
MILEAGE AT INSPECTION: 40
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:

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

342527

AD TEST RESULT:

CMP INSPECTED:

INVESTIGATIVE SUMMARY: EAA INSPECTION

PAR STATUS: Accepted

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER EAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC 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:

LESSON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

*****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:

GM RESTRICTED

342527

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: Claimant
ADDRESS: [REDACTED] CONTACT PHONE: [REDACTED]
TORRANCE, CA [REDACTED]

GM**PAR CASE INFORMATION**

Problem ID: 03196288

342527

CONTACT INFORMATION		VEHICLE INFORMATION	
Name:	[REDACTED]	VIN:	1G4HP54K41U220125
Address:	[REDACTED]	MAKE:	BUICK
	TORRANCE, CA 90504	MODEL:	LESABRE CUSTOM SEDAN
Phone:	[REDACTED]	YEAR:	2001
		ODOMETER:	40

BHC CONTACT INFORMATION		ACCOUNT/POLICY	
NAME:	[REDACTED]	SERVICE DEALER:	BAY BUICK GMC
COMPANY:	[REDACTED]	CONTRACT:	KIRK
ADDRESS:	[REDACTED]	SELLING DEALER:	BAY BUICK GMC
		CONTRACT:	KIRK
PHONE:	[REDACTED]	PAYEE:	No
TYPE:	Claimant		

PAR DETAILS		VEHICLE INFORMATION	
CONTACT ID:	08000030389100	BODY INJURY:	No
DRIVER NAME:	[REDACTED]	COLLISION:	No
DRIVER AGE:	[REDACTED]	PROPERTY DMG:	No
DISABILITIES:	NONE	NON COLL:	Yes
ROAD SURFACE:	Asphalt	DMB ADV K:	No
ROAD CONDITION:	Dry	NOTIFY NAME:	SERVICE MANAGER
# PEOPLE IN VEHICLE:	1	AGENT NAME:	UNKNOWN
INJURIES:	No	STATUS:	Accepted
OTHER VEHICLES INVOLVED:	No	REJECT REASON:	
NUMBER INVOLVED:		ROAD TEST:	No
DEFECTIVE COMPONENT:	ENGINE	ROAD TEST DESO:	
POLICE REPORT:	No	ROAD TEST RESULT:	
INSURANCE:	Yes	COMP INSPECTED:	
INSURANCE COMPANY:	UNKNOWN	INVEST SUMMARY:	CAA INSPECTION
INSURANCE COMPANY ADDR:	UNKNOWN	AGENT PHONE:	800-800-0080
INSPECTION:	Yes	INCIDENT DATE & TIME:	02/05/2001 12:00:00 AM
INSP NAME:	CAA		
INSP DATE:	2/22/01		
INSP MILES:	40		
INSP DONE:			
PROPERTY DAMAGE:			
INCIDENT LOCATION:	[REDACTED]		
INCIDENT RESULT:	3-28-01 REPURCHASE AUTHORIZED		
VEHICLE LOCATION:	BAY BUICK		
MAINTENANCE LOCATION:	NONE		
OWNER DESO:	QUICK RETURNED RENTAL VEH, PORTER TURN ON VEH TO GET MILEAGE AND EVENT SIGNAL.		
	[REDACTED] ON DLR LOT		

REIMBURSEMENT INFORMATION	
MORE INFO:	

ID:
PAYEE:
ADDRESS:

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

GM

PAR CASE INFORMATION

Problem ID: 03166268

CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: A00

COMPONENT DESCRIPTION 1: THERMAL EVENT

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Fire

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A04

COMPONENT DESCRIPTION 2: DEALER RENTAL

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Possible Safety Concern

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: T01

COMPONENT DESCRIPTION 3: PAR INITIATED

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:

WORK HISTORY

03/28/2001 - 02:23:19 AM

CRM CONTACTED MR. MILLER @ THE DEALERSHIP WHO PROVIDED CRM INFORMATION ON CONTACT PERSON AT [REDACTED] CRM CONTACTED ALAMO REPRESENTATIVE FOR PERMISSION TO INSPECT VEHICLE, CRM SET UP EAA INSPECTION. TIMIKI JACOBS/PAF 58342

03/16/2001 - 01:07:42 AM

CRM CONTACTED [REDACTED] TO ADVISE OF STATUS, CRM LEFT A VME FOR KIRK MILLER TO SEE IF THEY COULD FAX AN ESTIMATE OF VEHICLE DAMAGES. TIMIKI JACOBS/PAF 58342

03/29/2001 - 10:51:00 AM

CRM RECEIVED ESTIMATE CRM REVIEWED WITH MANAGER, CRM CONTACTED A.W. CRM AUTHORIZED REPURCHASE, CRM REQUESTED DOCUMENTATION FOR REPURCHASE, CRM RECEIVED PAPERWORK NEEDED FOR REPURCHASE, CRM FORWARDED FILE TO FTT. TIMIKI JACOBS/PAF 58342

03/29/2001 - 10:33:35 AM

BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED SERVICE MANAGER AT DEALERSHIP AND CONTACT FOR [REDACTED] CRM SET UP INDEPENDENT INSPECTION, CRM RECEIVED INSPECTION REPORT, CRM AUTHORIZED REPURCHASE, CRM FORWARDED TO FTT. TIMIKI JACOBS/PAF 58342

4/2001 - 01:51:59 AM

CRM processed repurchase paperwork and forwarded file to repurchase. Deanna Holden/Temps/PAF/58335

0001-5668-BUCK
PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: <u>BUICK</u>	Ref: <u>08196268</u>	VIN: <u>1G4HP54K41U220125</u>
Claimant's Name (LAST, First) _____		

Inspected By: CONRAD SIMS Organization: EAA
Phone: (909) 931-1867 x Inspection Date: 3/22/01 Mileage at Inspection: 40

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

Following the inspection, summarize the tests and observations.

Vehicle was put out AS BESTAL. Customer returned shortly with
complaint that vehicle was NOT RUNNING properly. When the
person from alarm went out to veh. to get the mileage AS He
turned the ignition key to the ON position. Smoke started coming
out from under hood. They opened the hood & extended fire
(101214) Believed Alternator & Fuses all shorted out & caused fire.

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

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

_____, TORRANCE _____

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.) UNKNOWN

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): NONEMaintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) VEH. ONLY HAD25,000 miles on it totalAny other pertinent vehicle history information (from interviews 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

Alamo Rentals's tow truckHow was vehicle towed? (flat bed, dolly, sling, front or rear lift) Flat Bed If towed on wheels, how far? 0

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

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

If vehicle is a truck, or a car trailing cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) _____

load description NONE load location NONEDriver's physical description (gender, age, height, weight, disabilities) 32 y. old FemaleIf vehicle's ignition was "Off" prior to fire, for how long was it "Off"? 15 min. Were all doors locked? (Y/N) NDrive length (if vehicle was parked prior to fire, describe last drive): Hrs. _____ Min. 15 Distance traveled _____If not parked, vehicle speed estimate 0 MPH Source of estimate _____ Posted speed _____ MPHFuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) Full When last fueled? when vehicle was rentedExact incident location on Deck ships property - Rental Office on lot18800 Hawthorne Rd, Torrance CAWeather conditions and visibility clearApprox. temperature 60 °F. Any physical visual obstructions? NONE

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? Describe: ASPHALTShoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? Describe: ASPHALTRoad condition: Wet, Dry, Icy or Other? If other, specify DRYShoulder condition: Wet, Dry, Icy or Other? If other, specify DRYDescribe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) UNABLE TO DRIVEAny warning lights "On", high/low gauge readings, or messages displayed? (Y/N) N Describe

Electrical systems operation: (normal, other?)

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

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

Steering operation: (normal, other?) NormalPowertrain: (any engine rattle, sluggish, surge, stall, loss of power or speed, etc.) Customer Complaint: HEAVYRAN PROPERLYAny unusual noises (bang, pop, tick, grinding, metallic, rattle, etc.)? From where? NONE

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

Describe any unusual odors. From where? NONEAny smoke? (from where, color, intensity, etc.) UNDER HOOD - GRAY -Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? NEVER

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

Any flame? (from where, color, intensity, etc.) UNDER HOOD - NEXT TO FIRE WALLAny steam or smoke? (from where, color, intensity, etc.) UNDER HOOD - BURNING ENGINEAND FIRE WALL - GRAY COLORAny apparent malfunction of: Cooling System? (Y/N) Power Steering? (Y/N) N Auto Transmission? (Y/N) NElectrical Systems? (Y/N) Y Fuel System? (Y/N) Exhaust System? (Y/N) N Engine? (Y/N) N Brakes System?(Y/N) N Other? (Y/N) Describe: Warning Lights? (Y/N) NGauges? (Y/N) N If so, describe: What did you do after you realized something was wrong? Pull Over? (Y/N) N Lower Windows? (Y/N) N RaiseWindows? (Y/N) N Turn Engine Off? (Y/N) N Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) YOpen Hood? (Y/N) Y Open Trunk? (Y/N) N Other? (Y/N) Describe IGNITION WAS TURNEDON - SO MILEAGE COULD BE NOTED, ENG NOT RUNNING.

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

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

LOOKS LIKE FIRE STARTED IN AREA BETWEEN
Alternator & Back side of engine & FIREWALL
electrical wires

***** 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 SMOKE 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) NO DAMAGE
 Option code label NO DAMAGE
 Engine compartment FIRE BACK SIDE OF ENGINE TO THE FIREWALL
 Radiator, front & rear ONLY SMOKE?
 Coolant recovery bottle MELTED
 Transmission cooler lines/connections NO DAMAGE
 Engine compartment engine coolant lines/hoses, connections/clamps MELTED DUE
TO HEAT
 Engine compartment heater lines/hoses, connections/clamps (include those to front's body) MELTED DUE
TO HEAT
 All fuel lines/hoses, filter, connections/clamps HEAT DAMAGE
 TBI, injector rail, or carburetor & fuel line connection HEAT DAMAGE
 Engine compartment fuel lines/hoses, connections & o-rings POSSIBLE HEAT DAMAGE
 Power steering lines/hoses, connections/clamps NO DAMAGE
 Generator & attached wiring MELTED BURNED

***** JV - VEHICLE INSPECTION (Continued) *****

Battery & attached cables POSSIBLE HEAT DAMAGEEngine block (note precise location of cracks, holes, etc.) NOVIXEngine oil pan NO DAMAGEEngine compartment hinge torque rods RIGHT SIDE MENDEDEngine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) INTACTAny item which is alleged to be the cause/source PASS. WIRING SHORTED BACK SIDE ENGINEAnything on vehicle which is after-market NO AFTER MARKET ADD-ONSAnything on vehicle which is a modification NO MODIFICATIONSAnything 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 DUE TO OCCASIONAL BATTLE MENDEDEngine oil FULL LOOKED LIKE NEWTransmission fluid FULL LOOKED LIKE NEWPower steering fluid FULL LOOKED LIKE NEWBrake fluid FULL LOOKED LIKE NEWList all driver electrical controls which are in the "On" position (includes ignition) IGNITION TURNED ONIN START MODEFuses (identify all open or not proper size) NO DAMAGEWiring insulation at fuse blocks GOODFusible links (identify all open) GOODSpark plug wiring and boot condition MENDED REAR OF ENG/EXTERIOR WALLFuel filler "Lead Free" restrictor in place? (Y/N) Y Describe ATTACHED TO FILLER NECKLocation of fuel filler cap (or evidence of remains) ATTACHED TO FILLER NECKCatalytic converter (any discoloration or swelling?) NOPosition of windows (if glass missing, do further inspection) DRIVERS WINDOW BROKEN

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

SEE PAGE (6)

***** 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, etc. 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: estimate = approx \$2500-

Nec to Replace all Burnt Wiring, Hoses
+ Filter's - Coolant Bottle, make oil
Chk out Alternator replace AS Nec. +
Detail out GWS Compartment + Vehicle

Still waiting for estimate from Dealer -
when I get it I'll fax it to you.

BAY BUICK-GMC

16500 Newberry Blvd.
Torrance, CA 90504-8507
Tel: (310) 370-8123
Fax: (310) 370-8126

WORKSHEET

PAGE 1

INGLIS, DONALD C.
HOME

图 8-2-2 人眼对光刺激的反应

DATA COLLECTION

SERVICE ADVISOR: 1512 MILLS. KIRK W

MULTI	01	BUTICK LESABRE	1G4HE4K41DZ20125	APR7062		T1088
DATE	DATE	DATE	DATE	DATE	DATE	DATE
01JAN2001			17:00 07FEB01	0.00	CASH	
IS OPENED READY TO GO OPTION: ENG:3.8 Liter V6 MPI						

THIS IS NOT AN INVOICE

Conrad Sims, I.C.
Service Auction

EA ASSOCIATES

30700 Telegraph Road - Suite 4566
Birmingham, Alabama 35225

FAX- 909-981-5267

MON 20 2001 12:25

IDENTICAL COPY

319 370 6126

PAGE 02

FNC

Fax: 5619122980

Mar 29 2001 8:38

P. 03

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

Y2B010125P1

AUTOMOBILE

VEHICLE IDENTIFICATION NUMBER
3E4HP54K410220325BODY TYPE MODEL
43AXLE WEIGHT
15000RPL
G

TRANSFER DOW

YEAR MAKE
2001 BUICKVEHICLE
\$395POWER WINDOW
4000000000

01/21/2002

VEHICLE
2001 FHCLASS
FHTR
FHNO
GH

DISPATCH/DATE

02/03/01

03/25/2001

ACTUAL RELEASE

MOTORVEHICLE LICENSE NUMBER

BOCA RATON
FL

I certify under penalty of perjury under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

1. BOCA X SIGNATURE OF PRESENTED OWNER

10. BOCA X SIGNATURE OF PRESENTED OWNER

Personal and State law requires that you allow the release upon transfer of ownership. Failure to complete or properly sign this document may result in fines and/or imprisonment.

The odometer now reads 111111 by tested, sold and to the best of my knowledge reflects the actual release unless one of the following statements is checked.

WARNING ☐ Odometer reading is not the actual mileage. ☐ Mileage exactly the odometer registered mile.

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE 1 X SIGNATURE OF PRESENTED OWNER

IMPORTANT READ CAREFULLY

Any change of ownership (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

CITIBANK N A AS AGENT
PO BOX 3011
BOCA RATON
FL 33431

2 X
Signature (check title & license (including
dates must be certified)

Release Date

CA52134985

010000

GM Vehicle Inquiry System

Summary

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

File

VIN:	1G4HP34K41U220125
------	-------------------

VEHICLE INFORMATION

Merchandising Model:	4HP69 - 2001 LESABRE CUSTOM SEDAN	Warranty Start Date:	01/24/2001				
BARS Order Type	N/A						
Delivering Dealer :	PROSPECT MOTORS/ALAMO/CA PO BOX 1360 JACKSON, CA 95642-1360	Selling Source:	11 - BUICK				
		Site Code:	47961				
		Business Associate Code:	112174				
Service Contract:	No	Branded Title	No	Warranty Block:	No	FDI Status:	Open

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	01/24/2001	10 miles	1/24/2004	36010 miles
72/100 SHEET METAL RUST-THROUGH	01/24/2001	10 miles	1/24/2007	100016 miles
36/36 CORROSION	01/24/2001	10 miles	1/24/2004	36016 miles
96/90 PCM/CC EMISSIONS	01/24/2001	10 miles	1/24/2009	90010 miles
36/36 FEDERAL EMISSIONS	01/24/2001	10 miles	1/24/2004	36010 miles
36/30 CALIFORNIA EMISSION	01/24/2001	10 miles	1/24/2004	30010 miles

CLAIM HISTORY

Vehicle Has No Associated Claim History.

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PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

BUICK ☒ DATE: 4/12/01
 CADILLAC ☐ DEALER NAME & CITY: Prospect Motors
 CHEVROLET ☐ DEALER CONTACT/PHONE NO: NA
 OLDSMOBILE ☐ CUSTOMER NAME: XXXXXXXXXX
 PONTIAC-GMC ☐ CUSTOMER DAY PHONE NO: XXXXXXXXXX
 DEALER BAO CODE: 112174 GAO CASE NO. (if available): 03196266
 TAG CASE NO. (if available): XXXXXXXXXX

VEHICLE INFORMATION:

OLD VIN: 1 G 4 H P 6 4 K 4 1 U 2 2 0 1 2 5
 CURRENT MILEAGE: 40

NEW VIN: -

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

Specific Product Reason: Thermal Event - Underhood
 for Repurchase: XXXXXXXXXX

Detail your agreement with the customer on the following items:

Usage/Depreciation: Do not charge customer for usage

Upgrade/Downgrade: NA

Market Items: NA

Lease Termination: NA

Vehicle Damage / Special Instructions: Vehicle is located at Bay Buick 1800 Hawthorne Blvd, Torrance, CA

Recommended Disposition of Repurchased Vehicle:

Auction ☐ Scrap/Donate/Vehicle Recovery ☒ Other ☐ Explain: Extensive Electrical damage

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

☐ Taxes & Fees ☐ Negative Equity ☐ Over Allowance

☐ No Rebates/Cash Incentives of any kind will be allowed on replacement vehicle.

☐ Special Lease Rates and Financing will be allowed on replacement vehicle.

☐ Current GM Card points may be applied on replacement vehicle.

☐ GM Card points will never be refunded in cash.

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

Authorizations: Deanna Holden
 (Print Name)

58365
 VME

Node/Mailbox

4/12/01
 Date

Information on this form must be communicated to the Business Resource Center (BRC) to initiate the Process

FAX to 1-813-635-4871

2001 LESABRE CUSTOM SEDAN
40U WHITE

/V6G

17B MEDIUM GRAY CLOTH SEATING

ORDER NO. CEFT2K/FDR STOCK NO.

VIN 1G4HP54K41U220125

BUICK MOTOR DIVISION

GENERAL MOTORS CORPORATION

200 RENAISSANCE CENTER

DETROIT MI 48243-1300

VEHICLE INVOICE 4AD28821581

*****11479618

MODEL & FACTORY OPTIONS

4HP69 LESABRE CUSTOM SEDAN MSRP 24107.00

KCV FLT-ALAMO RENT-A-CAR 0.00

136 ENGINE- 3800 SERIES II V6 N/C

UP0 RADIO-POWER LOAD CD & CASSETTE 200.00

W/STEERING WHEEL RADIO CONTROLS

(REPLACES RADIO IN OPTION PKG)

VN9 100% FLEET REPURCHASE PROGRAM 0.00

V2G FUEL FILL CREDIT 0.00

YF5 CALIFORNIA ULTRA LOW EMISSIONS N/C

18D LUXURY PACKAGE (SD) 1105.00

* AIR FILTRATION SYSTEM

* ALUMINUM 5-SPOKE 15" WHEEL

* AM/FM STEREO W/CASSETTE AND

AUTO TONE CONTROL

* INSTRUMENTATION- ANALOG GAUGE

PACKAGE W/DRIVER INFO CENTER

* MIRROR-INSIDE REVIEW AUTO DIM

* MIRROR LIGHTED VISOR VANITY

(DRIVER AND PASSENGER)

* SPEAKER SYS CONCERT SOUND II

* STRIPE - BODY SIDE

* TRUNK CONVENIENCE NET

INV AMT FLEET

21334.70 INVOICE 01/22/01

0.00 SHIPPED 01/22/01

N/C EXP I/T 02/04/01

166.00 INT COM 02/12/01

PRC EFF 11/24/00

KHIS 06954 06954

WFF-S QTR OPT-1

FAN: 000820524

BANK: GMAC - 085

CHG-TO 47-961

SHIP-TO 24-966

ALAMO RENT A CAR

INGLEWOOD CA

SHIP WT: 3504

HP: 34.7

CUST PO NUMBER:

105526

DAN: BA368

MEMO 1270.60

OTHER CONTENT INCLUDED

* AIR CONDITIONING

* ANTENNA -FT/RE DIVERSITY

* ARMREST -FRONT SEAT STORAGE

* MIRRORS -OUTSIDE PWR, FOLDING

* O/H CONSOLE W/READING LIGHTS

* SEATS-PWR DRIVER AND MANUAL

LEMBAR

* SUNSHADES: EXTENDABLE

* TRIP ODOMETER

87A STRIPE- BODY SIDE - PEWTER GRAY N/C N/C

TOTAL MODEL & OPTIONS

25412.00 22396.69 ACT 231 23051.69

DESTINATION CHARGE

655.00 655.00

TOTAL 26067.00 23051.69 PAY 310 23051.69

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.

PROSPECT MOTORS/ALAMO/CA

REMIT TO GMAC NO. 085

VIN 1G4HP54K41U220125

\$ 23051.69 INV 4AD28821581

DUE 02/12/01 DEALER 47-961

Page: 1 Document Name: untitled

IVB CARS DISPLAY \$95K 999 4861 03/29/01 08

VER ENTRY ALAMO NO HB T5622975 VIN 1G4HP54K 4 1U 22012
 TAG NUM 4PEJ062 DECAL DATE TAG CHG 020201 TAG ST CA
 MAKE BUICK MODEL LESABRE DR 4 YR 01 TP P4
 INT GRY EXT WHT TOP WHT IGN KEY 06954 TRUNK KEY 06954
 CODE 1 INFL CITY 120 RECV DATE 020201 MILEAGE 40 PHONE N
 TITLE LOCATION 9001 TITLE LOC CHG 020501
 TITLE OWNER AF ALAMO FINANCING TITLE LIENHOLD CA CITIBANK, N.A.
 ANTI-THFT DELIV RCPT DATE INFL MLG 3 FRAN CITY

LSE/PUR F SUPPLIER PT2 SUPPLIER NAME PROSPECT MOTORS BU- FIN CODE 7

ACTUAL COST	23051.69	LEASE TO PURCHASE DATE	20201	
INVOICE COST	23051.69	ON LEASE DATE		
ACCUM DEPREC	431.75	SALE AMOUNT		
BOOK VALUE	22619.94	OFF LEASE DATE		INC PD
CHattel NUMBER	22222 11111	CHattel DATE	21201	
CHattel AMOUNT	23051.69	DATE PAID	21201	
DEPRECIATION %		DISPOSAL DATE		
REAL DEPRECN %	0.0211	BATCH NAME/DATE		
ADJUST TO COST		INCENTIVES TOT	.00	IVIC

UPDATE CAPABILITY IS DISALLOWED BY SECURITY LEVEL.
 *** Q OK ACTV SERIALS TAGS UNITS CITY TITLE

Date: 03/29/2001 Time: 08:46:00 AM

BAY BUICK-GMC

YOUR ONE STOP FOR ALL YOUR GM PARTS

18800 HAWTHORNE BLVD.

TORRANCE, CA 90504-5507

DIRECT PARTS: (310) 542-7245

MAIN: (310) 370-8383

FAX: (310) 370-8126


GMC

DISCLAIMER OF WARRANTIES

All accounts due 10th of month following date of purchase. Unless paid on or before due date further purchases become delinquent with order of C.O.D. and 15% per month charged on unpaid balance. Goods returned for credit MUST BE ACCOMPANIED by original invoice numbers with date of purchase, and are subject to 10% handling charge.

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THE BILL. NO REFUNDS AFTER 10 DAYS. SPECIAL ORDER PARTS PAID FOR IN ADVANCE. 20 PERCENT HANDLING ON RETURNED GOODS. NO RETURN ON ELECTRICAL PARTS OR SPECIAL ORDERS. IF YOU PAY BY CHECK A 30 DAY WAITING PERIOD MUST BE OBSERVED BEFORE ANY REFUNDS ARE GIVEN.

Any warranties on the products sold hereby are those made by the manufacturer. The seller, BAY BUICK-GMC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. BAY BUICK-GMC hereby agrees not to assume any other liability to persons for its any liability in connection with the sale hereon on this invoice.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
05 MAR 01		05 MAR 01		3778

QUOTE

ACCOUNT NO. 15

PAGE 2 OF 2

CASH-RETAIL

S
H
I
P
T
O

ITEM	QTY	UNIT	PRICE	DESCRIPTION	UNIT PRICE	AMOUNT	LOCATION
							TORRANCE, CA 905
1	1	0	12557867	F-ADAPTER	31.61	31.61	
1	1	0	12563837	F-DOCT	16.80	16.80	
1	1	0	12568224	PUMP	225.19	225.19	
1	1	0	18306103	F-CONNECTOR	17.99	17.99	
1	1	0	24508237	F-CLEANER	20.95	20.95	
1	1	0	24505934	F-PIPE	63.28	63.28	
1	1	0	25312203	W-SERVO-C	106.40	106.40	
1	1	0	24508948	F-HOSE	4.06	4.06	
1	1	0	24506640	F-HARNES	13.13	13.13	
1	1	0	25724152	F-HARNES	663.81	663.81	
1	1	0	25454686	F-CABLE	15.37	15.37	
1	1	0	12487598	CONTAINER	52.78	52.78	
1	1	0	25703057	RESERVOIR	10.01	10.01	
1	1	0	17120601	W-INJECTOR	109.50	109.50	
1	1	0	12126487	CONNECTOR	38.52	38.52	
1	1	0	12117025	CONNECTOR	19.69	19.69	
**** INVOICE QUOTE - DO NOT PAY ****							
THANKS FOR BUYING YOUR GENUINE GM PARTS FROM US HERE AT BAY BUICK. ALL REFUNDS PAID BY CHECK ONLY. SPECIAL ORDER PARTS CANNOT BE CANCELED OR RETURNED.					PARTS	3,885.71	
					FREIGHT	0.00	
					SALES TAX	110.86	
					TOTAL	4,006.57	

CUSTOMER COPY

BAY BUICK-GMC

YOUR ONE STOP FOR ALL YOUR GM PARTS

18800 HAWTHORNE BLVD.

TORRANCE, CA 90504-5507

DIRECT PARTS: (310) 542-7243

MAIN: (310) 370-8383

FAX: (310) 370-6126



BUICK

GMC

All accounts due 10% of month following date of purchase. Unless paid on or before due date further penalties become cash will arise at C.O.D. and 1 1/2% per month charged on unpaid balance. Items returned for credit MUST BE ACCOMPANIED by original invoice number with date of purchase, and are subject to 10% handling charge.

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL. NO REFUND AFTER 10 DAYS. SPECIAL ORDERS PAID FOR IN ADVANCE. 20 PERCENT HANDLING ON RETURNED GOODS. RETURN ON ELECTRICAL PARTS ON SPECIAL ORDERS. IF YOU PAY BY CHECK A 30 DAY WAITING PERIOD MUST BE OBSERVED BEFORE ANY REFUND IS GIVEN.

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DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
05 MAR 01		05 MAR 01		3779

QUOTE

ACCOUNT NO. 15

PAGE 1 OF 2

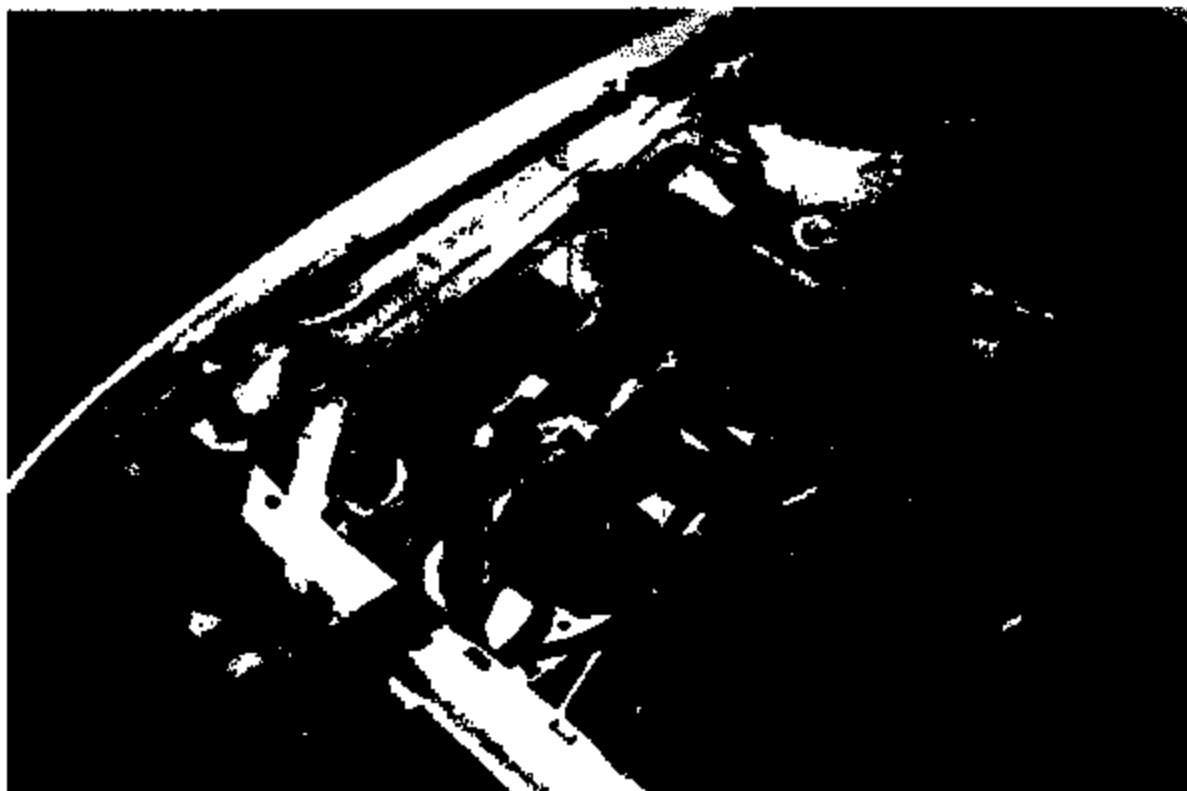
CASH-RETAIL

QTY	U/A	PART NO.	DESC.	UNIT PRICE	NET PRICE	AMOUNT
1	1	0 25700221	BRACKET	22.07	22.07	22.07
1	1	0 25662842	F-RETAINER	9.40	9.40	9.40
1	1	0 25706755	HOSE	104.00	104.00	104.00
1	1	0 25636789	LABEL-A/C	9.99	9.99	9.99
1	1	0 3724989	W-ACCUMULA	87.76	87.76	87.76
1	1	0 18306009	F-CONNECTO	20.04	20.04	20.04
1	1	0 15321364	P-CABLE	19.43	19.43	19.43
1	1	0 15321385	F-CABLE	21.18	21.18	21.18
1	1	0 15321386	F-CABLE	80.61	80.61	80.61
1	1	0 15321386	F-CABLE	77.25	77.25	77.25
1	1	0 10464439	W-GENER 2B	530.97	530.97	530.97
			CORE DEPOSIT		75.00	75.00
1	1	0 12563528	F-BRACKET	4.00	4.00	4.00
1	1	0 12863529	SHIELD	38.43	38.43	38.43
1	1	0 17113136	MANIFOLD	249.00	249.00	249.00
1	1	0 17113610	F-NAIL KIT	249.99	249.99	249.99
1	1	0 17113660	REGULATOR	77.37	77.37	77.37
1	1	0 17113643	W-VALVE	145.65	145.65	145.65
1	1	0 24508523	VALVE	86.00	86.00	86.00
1	1	0 14047619	VALVE	5.44	5.44	5.44
1	1	0 24508516	F-PIPE	15.54	15.54	15.54
PARTS						
FREIGHT						
SALES TAX						
TOTAL						

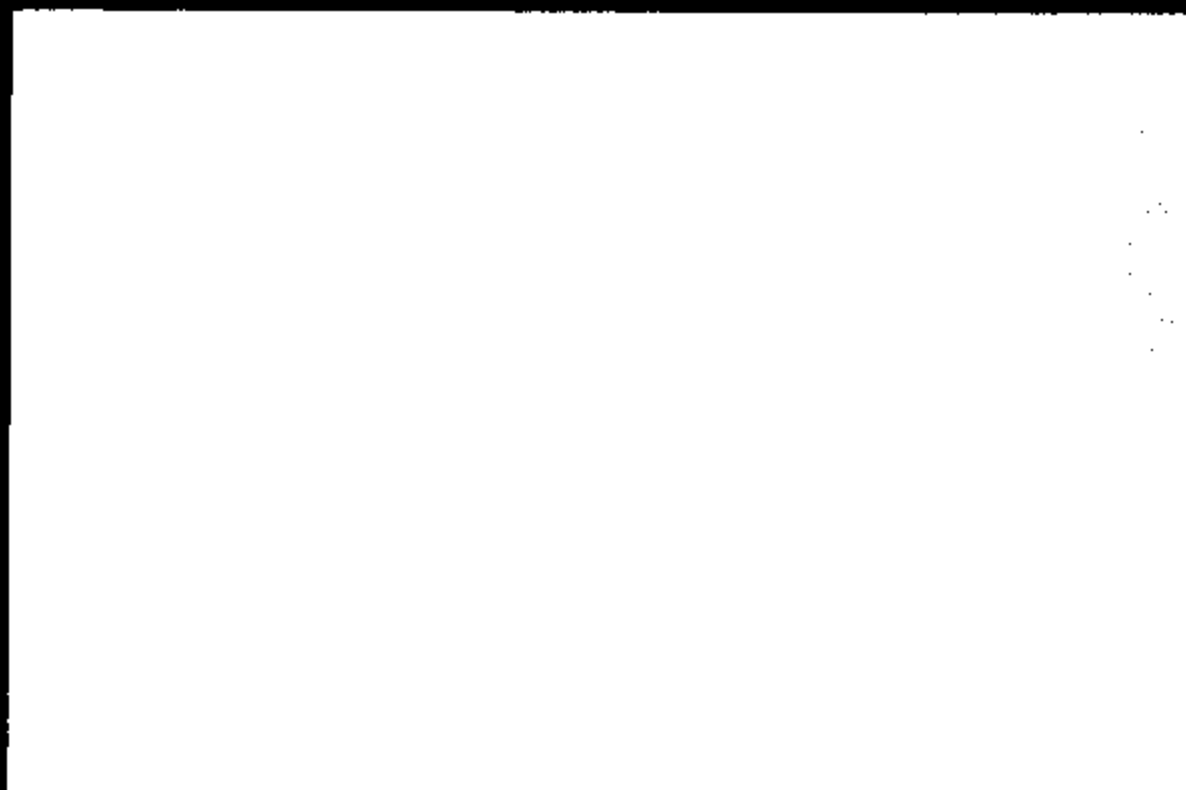
CUSTOMER COPY





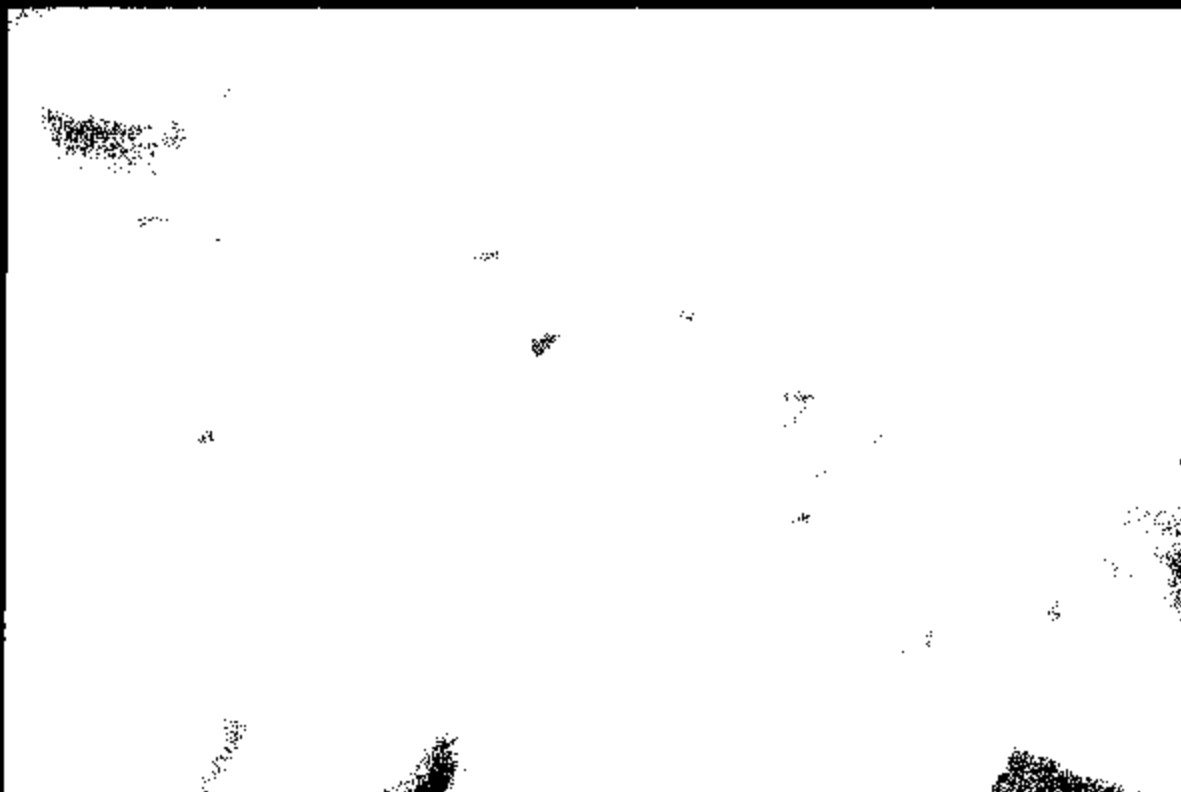




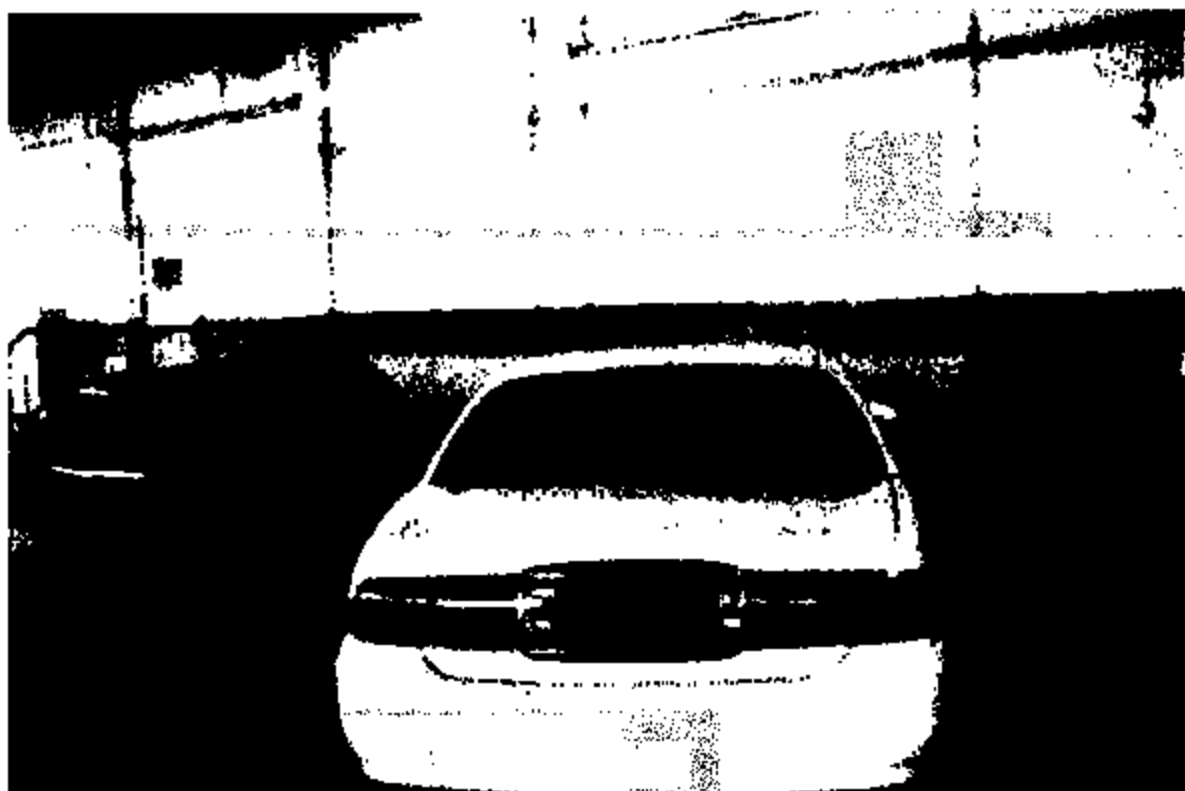








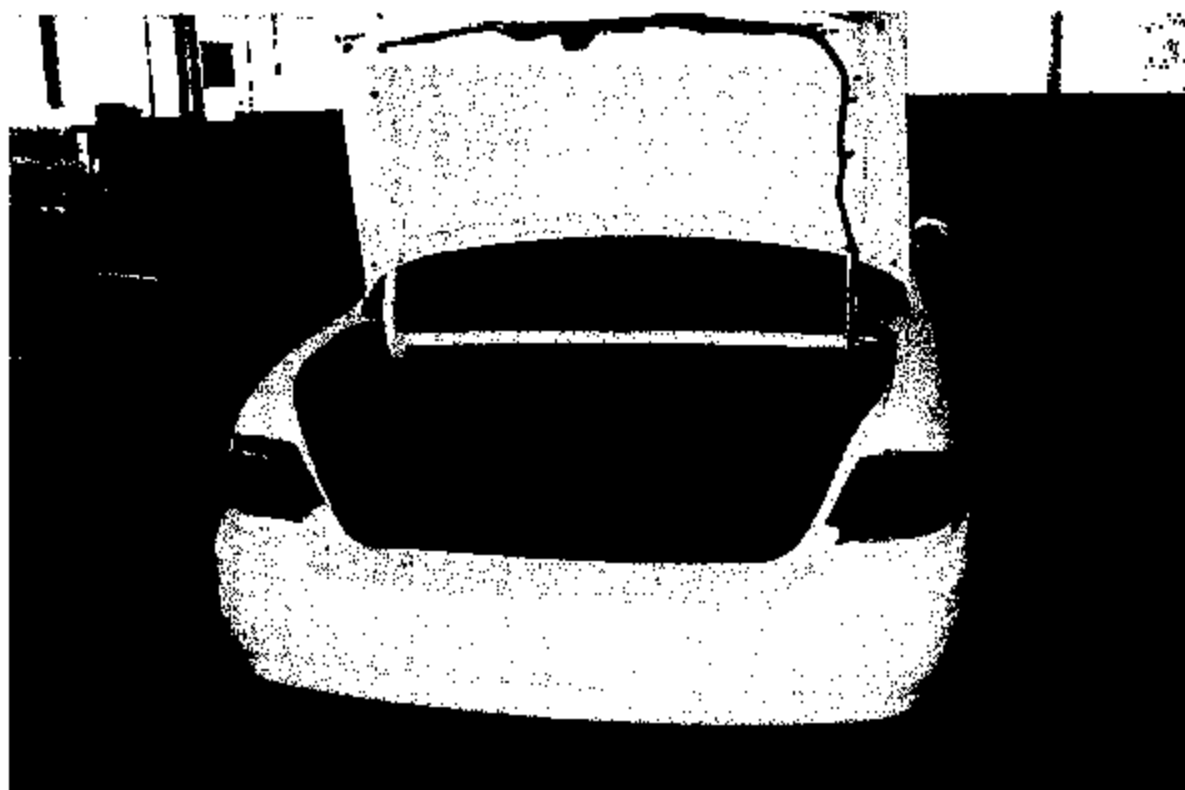
342527



342527







GM RESTRICTED

342538

CASE NUMBER: 03259371 VIN: 1G4HP54XX14185039
 DATE OPENED: 02/21/01 MODEL YEAR: 01
 DATE CLOSED: 04/06/01 SERIES: LESABRE CUSTOM SEDAN
 SOURCE: PAR YES MILEAGE: 2300
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 BUICK DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] BOCA RATON
 HOME PHONE: [REDACTED] FL [REDACTED]

CASE NUMBER: 03259371 VIN: 1G4HP54XX14185039
 DATE OPENED: 2001-02-21 MODEL YEAR: 2001
 DATE CLOSED: 2001-04-06 SERIES: LESABRE CUSTOM SEDAN
 SOURCE: DELIVERY DATE: 2300
 RC TYPE: PAR Yes DEALER NAME: CLASSIC CHEVROLET
 RC PARMENT: 03259370 DEALER ADDRESS: 500 LINCOLN AVE., BELLINGHUE, PA, 15202, USA

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

T01 Product Allegation GM 1241	Customer Satisfaction
0 REPAIR ATTEMPT(S)	PRODUCT ALLEGATION
J01 Engine	Other
1 REPAIR ATTEMPT(S)	CAUGHT FIRE
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	PAR

ENGINE CAUGHT FIRE

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

CRM LEFT VME FOR CONTACT PERSON. TIMIKI JACOBS/PAR 58342; 0; 351814129
 2001-02-26

CRM RECEIVED A CALL FROM [REDACTED] WHO STATES THAT VEHICLE IS AT PHILADELPHIA
 INTERNATIONAL AIRPORT, CONTACT PERSON IS [REDACTED] FILE
 NUMBER IS T5716869-01, CRM CONTACTED [REDACTED] WHO ADVISED OF PHYSICAL ADDRESS:
 [REDACTED] O/C PHILADELPHIA INTERNATIONAL AIRPORT PHILADELPHIA, PA 19153. CRM SET UP
 INDEPENDENT INSPECTION. TIMIKI JACOBS/PAR 58342; 0; 352054702
 2001-03-16

GM R E S T R I C T E D

342538

CRM RECEIVED INSPECTION REPORT, CRM REVIEWED WITH PAR MANAGER, CRM WILL NEED ESTIMATE TO DETERMINE IF VEHICLE IS REPAIRABLE, CRM LEFT VME ALAMO CONTACT ASUMARA AND SHARIFF. ADVISING THEM THAT AN ESTIMATE OF DAMAGES IS NEEDED TO DETERMINE IF VEHICLE IS REPAIRABLE, MR. ASUMARA WILL NOT BE BACK UNTIL MONDAY 3-19-01. TIMIKI JACOBS/PAR 58342; 0; 353613305
2001-03-20

CRM LEFT VME FOR MR. ASUMARA. TIMIKI JACOBS/PAR 5832// VEHICLE NEEDS TO BE TOWED TO HAVE ESTIMATE PERFORMED. TIMIKI JACOBS/PAR 58342; 0; 353963164
2001-03-29

CRM REVIEWED FILE WITH A.W. CRM AUTHORIZED REPURCHASE CRM REQUESTED PAPERWORK NEEDED FOR REPURCHASE. TIMIKI JACOBS/PAR 58342; 0; 354735612
2001-03-29

BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM SET UP EAA INSPECTION, CRM RECEIVED INSPECTION REPORT, CRM REVIEWED FILE WITH A.W. CRM AUTHORIZED REPURCHASE, CRM REQUESTED PAPERWORK NEEDED FOR REPURCHASE. TIMIKI JACOBS/PAR 58342; 0; 354735692
2001-03-30

crm resumed file for ftt processing. crm received forwarded message from crm who worked file that she was advising customer that necessary documents needed to be faxed. crm will wait on arrival of necessary documentation. bob sapio/par; 0; 354828318
2001-04-03

crm received fax of title and purchase agreement from a [REDACTED] representing Alamo RAC. CRM called customer and left a vme requesting contact. bob sapio/par; 0; 355173383
2001-04-04

crm called and left another VME for [REDACTED] bob sapio/par; 0; 355241928
2001-04-05

crm received call from [REDACTED]. usage was negotiated to 600.00. crm forwarding file to repurchase dept. Cxm closing file. Bob sapio/par; 0; 355346869
2001-04-06

From PAR, Preliminary Repurchase Authorization forwarded to repurchase crm Oscar Johnson, ext. 58757. Related requests 03259370 and 03163243. Kristina Ellis/Tampa workflow; 0; 355428260
REWEAL, ALAMO

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

INCIDENT DATE: 2001-01-02 INCIDENT TIME: 10:00:00
INCIDENT LOCATION: 16TH AND NBBRO ROAD IN PHILADELPHIA, PA

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

OWNER DESCRIPTION: CAR CAUGHT ON FIRE

ALLEGED DEFECTIVE COMPONENT: ENGINE

INCIDENT RESULT: 3-28-01 GM AUTHORIZED REPURCHASE
POLICE REPORT: Y ROAD CONDITION: Other

ROAD SURFACE:

GM RESTRICTED

342538

NUMBER OF PEOPLE: 1
INJURIES: N

BODY INJURY: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y
FL 33431INSURANCE COMPANY NAME: ALAMO RENT A CAR
INSURANCE COMPANY ADDRESS: P.O. BOX 310723 ,BOCA RATON,AGENT NAME: TIM THOMAS
AGENT PHONE NUMBER: 561-912-2845WORK INFORMATION:
MAINTENANCE LOCATION: ON SITE
CURRENT LOCATION OF VEHICLE: PHILADELPHIA, PA
NOTIFY NAME: CUSTOMERWAS VEHICLE INSPECTED: Y
MILEAGE AT INSPECTION: 5700
WHERE WAS INSPECTION DONE:

INSPECTOR'S NAME: EAA INSPECTION DATE: 2001-03-01

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
CCOE INSPECTED:
INVESTIGATIVE SUMMARY: EAA INSPECTION
PAR STATUS: Accepted

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
HADA: 0
SALES TAX:ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:NAME:
INTEREST PAID:
DEALER BUYOUT:

342538

LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:
*****BODILY INJURY*****
LEGAL TYPE:
LENDER LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

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:

*****ERC CONTACT INFORMATION*****

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

BOCA RATON, FL [REDACTED]



Problem ID: 03259371

REG CONTACT INFORMATION		ACCOUNT POLICY	
NAME:	[REDACTED]	SERVICE DEALER:	CLASSIC CHEVROLET
COMPANY:		CONTRACT:	NONE
ADDRESS:		SELLING DEALER:	CLASSIC CHEVROLET
PHONE:		CONTRACT:	NONE
TYPE:		CLAIMANT	PAYEE:

CONTACT ID:	C0000000000007	BODY INJURY:	No
DRIVER NAME:	[REDACTED]	COLLISION:	No
DRIVER AGE:	[REDACTED]	PROPERTY DMG:	No
DISABILITIES:	NONE	NON COLL:	Yes
ROAD SURFACE:	Asphalt	DMS ADV IC:	No
ROAD CONDITION:	Other	NOTIFY NAME:	CUSTOMER
# PEOPLE IN VEHICLE:	1	AGENT NAME:	TIM THOMAS
INJURIES:	No	STATUS:	Accepted
OTHER VEHICLES INVOLVED:	No	REJECT REASON:	
NUMBER INVOLVED:		ROAD TEST:	No
DEFECTIVE COMPONENT:	ENGINE	ROAD TEST DESC:	
POLICE REPORT:	Yes	ROAD TEST RESULT:	
INSURANCE:	Yes	COMP INSPECTED:	
INSURANCE COMPANY:	ALAMO RENT A CAR	INVEST SUMMARY:	EAA INSPECTION
INSURANCE COMPANY ADDR:	P.O. BOX 810728 BOCA RATON	AGENT PHONE:	601-815-8245
INSPECTION:	Yes	INCIDENT DATE & TIME:	01/02/2001 10:00:00 AM
INSP NAME:	EAA		
INSP DATE:	3/1/01		
INSP MILEB:	5,700		
INSP DONE:			
PROPERTY DAMAGE:			
INCIDENT LOCATION:	18TH AND NEDRO ROAD IN PHILADELPHIA, PA		
INCIDENT RESULT:	3-08-01 ONE AUTHORIZED REPURCHASE		
VEHICLE LOCATION:	PHILADELPHIA, PA		
MAINTENANCE LOCATION:	ON SITE		
OWNER DESC:	CAR CAUGHT ON FIRE		
MORE INFO:			

ID:
 PAYEE:
 ADDRESS:
 COMPANY:
 AMOUNT:
 ACOT_TYPE:
 ACOT_NUM:
 TAX_ID:
 ISSUE_YEAR:
 POLICY_NUM:



PAR CASE INFORMATION

Problem ID: 03259371

CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: PRODUCT ALLEGATION

COMPLAINT CODE 1: Customer Satisfaction

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: J01

COMPONENT DESCRIPTION 2: CAUGHT FIRE

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Engine

REPAIR ATTEMPTS 2: 1

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: 03258371****WORK HISTORY**

02/26/2001 - 04:11:23 AM CRM LEFT VME FOR CONTACT PERSON. TIMIKI JACOBS/ PAR 58342

02/26/2001 - 10:48:24 AM CRM RECEIVED A CALL FROM [REDACTED] WHO STATES THAT VEHICLE IS AT PHILADELPHIA INTERNATIONAL AIRPORT, CONTACT PERSON IS [REDACTED] FILE NUMBER IS T5718502-01, CRM CONTACTED [REDACTED] WHO ADVISED OF PHYSICAL ADDRESS: [REDACTED] PHILADELPHIA INTERNATIONAL AIRPORT PHILADELPHIA, PA 19183. CRM SET UP INDEPENDENT INSPECTION. TIMIKI JACOBS/ PAR 58342

03/16/2001 - 11:34:11 AM CRM RECEIVED INSPECTION REPORT, CRM REVIEWED WITH PAR MANAGER, CRM WILL NEED ESTIMATE TO DETERMINE IF VEHICLE IS REPAIRABLE, CRM LEFT VME ALAMO CONTACT ASUMARA AND SHARIFF. ADVISING THEM THAT AN ESTIMATE OF DAMAGES IS NEEDED TO DETERMINE IF VEHICLE IS REPAIRABLE, MFL ASUMARA WILL NOT BE BACK UNTIL MONDAY 3-19-01. TIMIKI JACOBS/ PAR 58342

03/28/2001 - 01:09:08 AM CRM LEFT VME FOR MFL ASUMARA. TIMIKI JACOBS/ PAR 58342/ VEHICLE NEEDS TO BE TOWED TO HAVE ESTIMATE PERFORMED. TIMIKI JACOBS/ PAR 58342

03/29/2001 - 11:43:22 AM CRM REVIEWED FILE WITH A.W. CRM AUTHORIZED REPURCHASE CRM REQUESTED PAPERWORK NEEDED FOR REPURCHASE. TIMIKI JACOBS/ PAR 58342

03/29/2001 - 11:44:38 AM BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM SET UP EAA INSPECTION, CRM RECEIVED INSPECTION REPORT, CRM REVIEWED FILE WITH A.W. CRM AUTHORIZED REPURCHASE, CRM REQUESTED PAPERWORK NEEDED FOR REPURCHASE. TIMIKI JACOBS/ PAR 58342

03/29/2001 - 01:27:51 AM crm resumed file for flt processing. crm received forwarded message from crm who worked file that she was advising customer that necessary documents needed to be faxed. crm will wait on arrival of necessary documentation. bob esplo/par

04/02/2001 - 01:19:15 AM crm received fax of title and purchase agreement from a [REDACTED] CRM called customer and left a vme requesting contact. bob esplo/par

04/04/2001 - 02:03:33 AM crm called and left another VME to [REDACTED]. bob esplo/par

04/05/2001 - 01:29:51 AM crm received call from [REDACTED]. image was negotiated to 800.00. crm forwarding file to repurchase dept. Crm closing file. Bob esplo/par

GM Vehicle Inquiry System Summary

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

Help

VIN:	1GHP54CK14185039
------	------------------

VEHICLE INFORMATION

Merchandising Model:	4HP69 - 2001 LESABRE CUSTOM SEDAN	Warranty Start Date:	10/11/2000				
HARS Order Type	N/A						
Delivering Dealer :	PROSPECT MOTORS/ALAMO/FL 4680 BLUE LAKE DRIVE BOCA RATON, FL 33431-4442	Selling Source:	11 - BUICK				
		Site Code:	47957				
		Business Associate Code:	112174				
Service Contract:	No	Branded Title:	No	Warranty Block:	No	FDI Status:	Paid

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	10/11/2000	10 miles	10/11/2003	36010 miles
72/100 SHEET METAL RUST-THROUGH	10/11/2000	10 miles	10/11/2006	100010 miles
36/36 CORROSION	10/11/2000	10 miles	10/11/2003	36010 miles
96/96 PCM/OC EMISSIONS	10/11/2000	10 miles	10/11/2008	80010 miles
36/36 FEDERAL EMISSIONS	10/11/2000	10 miles	10/11/2003	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
10/08/2000	A85039	I	Z7600 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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DIST INFORMATION 7124 7147 12THQ1 09:36
 SCHEDULE SUMMARY INFORMATION
 TIME MACHINE 25714309 01 A/A 0234-973161-1

2016年12月25日 星期六

2004 2004

YOUNG DEVELOPMENT

ALIGNED UNIT	TSR14000	SERIAL 100000	TSR 1000	STATUS 2A
OTHER UNIT		MODEL	TSR	STATUS
		MODEL	TSR	STATUS

LOCKING INFORMATION

DATE 02/27/01 TIME 10:00

ADDRESS [REDACTED]
STATE [REDACTED] **CITY** [REDACTED] **ZIP** [REDACTED]

INLC 210 ADD COMM-100 0105

TRAVELING WITNESSES	OTHER PROPERTY	REMARKS	THOUGHT
SUBJECT IN LAST COMMUNICATION		DEADLY LOG	

→ Q DR JRM TF XMT WLL UNCL TFF ZFO ACU DRS CUV CVM ZRC DR JUL QUART

10.240.00.11 2006/220 1/0

12:52 12/24/2001 7224 7147 12/24/2001 00:36

ADDITIONAL INFORMATION

[illegible]

* ACCIDENT DESCRIPTION INFORMATION ONLY *

[illegible]

REF NUMBER 25715248

01

R/A 0234-#73151-8

POLYMER LETTERS

CAR COUNT ON I-75 USING ROAD SENSORS TO HAVE A GAS TANK

UNIT	EXP	ACC	CORR	TIC	SUM	MR	BIL	COW
10-6	1	10,248.28.11			10,248.28.11			17A

RISK MANAGEMENT 7226 7147 1275001 09:36
 ACCIDENT INFORMATION
 FILE NUMBER 25715953 01 A/A 0234-973151-1

ACC DATE 02JUN01 ACC TIME 10:00 ENTRY DATE 02JUN01 CITY 234
 ACC LOCATION 1688 WINDO WHEEL 63 GREEN. AUTO CHARGES
 CITY PHILADELPHIA STATE PA COUNTY 28000 STATUS EL
 VEHICLE: 1997 FORD C SUBARU O CONNECTION 1ST CONTACT UNOCCURRED OFFER
 REPORTED TO POLICE Y INDEPENDENT

ADDRESS
 CITY COUNTY
 ST ZIP COUNTY PHONE
 CASE NUMBER POLICE REPORT IN FILE REPORT TYPE
 OFFICER NAME RACON NUMBER
 CREATION ISSUED TO WHICH
 SUIT
 REPORTED TO CAS DATE TIME CLAIM NUMBER
 IN-BOUNCE CLAIM DATE TO MISC NUMBER
 REPORT DESC 218 N/A OTHER-TRU ONLY
 CRO X

O IN NEW 12 INV WIT UNIT 12V 120 125 CON INC 124 HE BID 124K 124K 124K
 124K

1-8 1 2-1 10.246.20.11 1007122 1/6

234-973151-1

RENTAL - 2002000

RENTAL - 04-MAR01

86556059

ORIGINAL ACCOUNTING COPY RENTER

ACCOUNT NUMBER 234-973151-1	ACCOUNT NAME RENTAL 12220001	DATE 200200 20:57 PHILADELPHIA 1000	DATE 04-MAR01 20:10 PHILADELPHIA	Alamo
--------------------------------	---------------------------------	---	--	-------

44 INQUIRY NUMBER 44

RENTAL 12220001 PHILADELPHIA PA 10000 UNITED STATES
NO ADDITIONAL DRIVERS ARE AUTHORIZED TO DRIVE THE VEHICLE.

THE CREDIT CARD PAYMENT HAS BEEN PROCESSED ON YOUR VISA SHOW BELOW.
44 ALL CHARGES ARE IN U.S. DOLLARS

'PHIL TAX' IS THE 3.00% CITY OF PHILADELPHIA RENTAL TAX.

CREDIT TAXES OF 2.00% ARE INCLUDED IN TAX CHARGE

6 MONTHLY FEES ARE 7.00% ON ALL CHARGES MARKED 'F'.

'CREDIT' IS THE 18.00% CREDIT CARD RENTALS FEE.

KENTUCKY INVOICES A 2.00 FEE BUT RENTAL TAX ON ALL RENTALS CREDIT

RENTAL	275.00	T
TAX	25.00	T
CREDIT	41.00	T
PHIL TAX	14.00	T
PHIL TAX	3.00	T
TAXES	25.00	T
TOT TAX	108.00	T
TOT TAX	108.00	T
TOT TAX	108.00	T
TOT TAX	108.00	T

I AM RECEIVING DELIVERED VEHICLE UNDER THIS RENTAL OR LEASE AGREEMENT, AND AM NOT ELIGIBLE FOR INSURANCE OR SELF INSURANCE UNDER THIS AGREEMENT. FOR MYSELF AND ALL OTHER PERSONS IN THIS VEHICLE, I UNDERSTAND AND AGREE TO BE AND ALL OTHER PERSONS IN THIS VEHICLE FOR DAMAGES ARE LIABLE FOR IF INJURY IS CAUSED BY THE NEGLIGENCE OF A DRIVER WHO DOES NOT HAVE ANY INSURANCE TO PAY FOR DAMAGES AND DAMAGES.

INQUIRY NUMBER OF ORIGINAL CONTRACT. PRINTED FOR OFFICE COPY PURPOSE

RA: 234-973151-1

MS --- () - 02 2007 1

ADDRESS

I AGREE TO ALL TERMS ON THE FRONT AND BACK OF THIS AGREEMENT. I ACKNOWLEDGE RECEIPT OF ALAMO'S RENTAL AGREEMENT PACKET.

VISA

ALAMO RENTAL

ALAMO RENTAL



PAR CASE INFORMATION

Problem ID: 03269371

Name:	VEH: 104MP840X1426930
Address:	MAKE: BUICK
Phone:	MODEL: LESABRE CUSTOM SEDAN
	YEAR: 2001
	COUNTRY: 2.500

NAME:	ACCOUNT POLICY:
COMPANY:	SERVICE DEALER: CLASSIC CHEVROLET
ADDRESS:	CONTACT: NONE
PHONE:	SELLING DEALER: CLASSIC CHEVROLET
TYPE: General	CONTRACT: NONE
	PAYEE: NO

CONTACT IN COMMENTS:	BODY DAMAGED:
DRIVER NAME:	COLLISION:
DRIVER AGE:	PROPERTY DAMAGE:
DEGRADATION:	NON COLL:
ROAD SURFACE:	DUE ADV TO:
ROAD CONDITION:	NOTIFY NAME:
# PEOPLE IN VEHICLE:	AGENT NAME:
BUYER:	STATUS:
OTHER VEHICLES INVOLVED:	SELECT REASON:
HUMAN INVOLVED:	ROAD TEST:
DEFECTIVE COMPONENT:	ROAD TEST INFO:
POLICE REPORT:	ROAD TEST RESULT:
INSURANCE:	COMP INSURED:
REFERENCE COMPANY:	DEVIAT SUBSURY:
INSURANCE COMPANY ADDR:	AGENT PHONE:
INSPECTION:	INCIDENT DATE & TIME:
REP NAME:	
REP DATE:	
REP MILE:	
REP CODE:	
PROPERTY DAMAGE:	
INCIDENT LOCATION:	
INCIDENT RESULT:	
VEHICLE LOCATION:	
MAINTENANCE LOCATION:	
OWNER DRUG:	
NOTE INFO:	

NAME:
PAYEE:
ADDRESS:
COMPANY:
AMOUNT:
ACCT TYPE:
ACCT MILE:
TAX ID:
ISSUE DATE:
POLICY NUM:

FIRE (NON-COLLISION)

Page 1 of 6

Division: <u>Guide</u>	Ref: <u>03269371</u>	VIN: <u>1G4HP59KX14185039</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: W. Vernon Smith Organization: EAA
 Phone: (215) 564-6260 R# 61 Inspection Date: 3/1/01 Mileage at Inspection: 5700
ced 215-217-1234

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations.

This is a engine compartment electrical fire: origin at right side rear of backside of alternator. Wiring insulation at alternator or convergence cable burned. Failure of one of these harness (photo proof) in proximity to the main battery cable. This progressed to all combustible material along firewall separator. The full line of back rupture from back of engine compartment firewall separator to the rear of the engine. Dealer classifies as a fire. Turnover on. Burnt complete electrical system. The owner to provide if the car going to be repaired. Contact person: Potomac 855-827-8700 x 8222 or 8222 x 8222. Estimate 3000 repairs.

II INTERVIEW - VEHICLE HISTORY

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

Barter [REDACTED] Chico Airport location

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

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

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

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Maintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) _____Any other pertinent vehicle history information (from interview or GM Warranty History)? None

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

Storage Classic Car Group RT 42 Turnersville NJ 08012 PH 256-629-8700How was vehicle towed? (flat bed, dolly, sling, front or rear lift) Flat Bed If towed on wheels, how far? _____***** III INTERVIEW - INCIDENT DETAILS *****
***** III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE *****
Remember phone calls + messages to center. Radio messages were not

If vehicle is a truck, or a car trailing cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) _____

Load description none Load location _____

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

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

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

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

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) Empty When last fueled? N/AExact incident location 16th St + 4th Ave Philadelphia

Weather conditions and visibility _____

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

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

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

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

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

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

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

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

Electrical systems operation: (normal, other?) _____

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

- | | | |
|---|---|---|
| ☐ Cruise Control | ☐ 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. /L. | ☐ Passenger Seat Heater | ☐ Cigar Lighter |
| ☐ Other Interior Lights | ☐ Auxiliary Power Outlet | ☐ Other _____ |

Steering operation: (normal, other?) _____

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

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

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

Describe any unusual odors. From where? _____

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

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

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

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

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

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

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

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

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

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

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

Any other comments or observations that have not been covered?

The interview with renter / driver Martin Reddy.

*Considering findings of vehicle inspection operator comments
was all the relevant.*

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

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

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

Left & right side exterior ✓

Front & rear exterior ✓

Hood, inner & outer panels ✓

Trunk area and Decklid, inner & outer panels ✓

Roof ✓

Door interior panels ✓

Left & right instrument panel & odometer ✓

Arbitrary(s) area ✓

Left & right front seat and carpet ✓

Underbody & exhaust (include hangers) ✓

Option code label ✓

Engine compartment ✓

Radiator, front & rear ✓

Coolant recovery bottle ✓

Transmission cooler lines/connections ✓

Engine compartment engine coolant lines/ hoses, connections/clamps ✓

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

All fuel lines/hoses, filter, connections/clamps ✓

TBI, injector rail, or carburetor & fuel line connection ✓

Engine compartment fuel lines/hoses, connections & o-rings *Fuel line leaking by rear of engine compartment. Caused by fire not origin or cause of fire.*

Power steering lines/hoses, connections/clamps ✓

Generator & attached wiring *alternator wiring, 32 ampere fuse, and wiring*

harness wiring and insulation burned. This is the origin of fire, with of the alternator noted that caused the fire unknown suspect

IV - VEHICLE INSPECTION (Continued)

Battery & attached cables ✓

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

Engine oil pan ✓

Engine compartment hinge torque rods

R/S block + disconnected libby cables fire and damage

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

Any item which is alleged to be the cause/source

alternator, or, pump, or something causing fire and damage

Anything on vehicle which is after-market none

Anything on vehicle which is a modification none

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

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

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

Engine coolant ✓

Engine oil ✓

Transmission fluid ✓

Power steering fluid ✓

Brake fluid ✓

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

Fuses (Identify all open or not proper size)

Wiring insulation at fuse blocks ✓

Fusible links (Identify all open)

Fusible 20 amp + 35 amp ABS open

Spark plug wiring and boot condition Burned insulation

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

Location of fuel filler cap (or evidence of remains)

Catalytic converter (any discoloration or swelling?)

Leaking from rear of converter

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

Left front driver

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):

***** SITE INSPECTION *****

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas leaks, water heaters or other flame or spark source, tall grass, dry leaves, etc. including 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: Not relevant

MAKE Buick REF# 03259371 VIN# 1G4HP54KY14185039

CLAIMANTS NAME (LAST, FIRST) [REDACTED]

INSPECTED BY: Vernon Smith ORGANIZATION: EAA

Phone 215-364-6260

Inspection date: 3-1-01

Roll Number

Description:

1. Vehicle & case I.D.
2. Mileage 5700
3. Check chilton all engine system functions
4. 5-6-7. Front rear sight
- 8-9-10. Engine compartment & around front & back light bulbs & wiring for damage
- 11-12-13. Warden hood and plastic engine cover
14. 13. Battery belt no cracks under physical including alternator
- 15-16. Overall view of electrical fire damage
- 17-18. Check for damaged wiring to alternator, etc, and pump/water.
- 19-20. External undercarriage for any corrosion
- 21-22. Fuel line, eductor & fuel pump from tank
22. Fuel filter in area of master cylinder
- 23-24. Warden hood & back seat full body & undercarriage
25. Lubrication damage
26. Left front tire punctured & flat (not relevant)
27. Summary

COMMONWEALTH OF PENNSYLVANIA

OFFICE OF THE ATTORNEY GENERAL

07140573

GM Vehicle Inquiry System

Summary

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

Help

VIN:	1G4EP54EK14185039
------	-------------------

VEHICLE INFORMATION

Merchandising Model:	4HP69 - 2001 LESABRE CUSTOM SEDAN	Warranty Start Date:	10/11/2000
BAR5 Order Type	30 - FLRBT		
Delivering Dealer:	PROSPECT MOTORS/ALAMOMFL 4680 BLUE LAKE DRIVE BOCA RATON, FL 33431-4448	Selling Source:	11 - BUICK
		Site Code:	47957
		Business Associate Code:	112174
Service Contract:	No	Branded Title:	No
Warranty Block:	No	PDI Status:	Paid

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	10/11/2000	10 miles	10/11/2003	36010 miles
72/100 SHEET METAL RUST-THROUGH	10/11/2000	10 miles	10/11/2005	100010 miles
36/36 CORROSION	10/11/2000	10 miles	10/11/2003	36010 miles
96/90 PCM/CC EMISSIONS	10/11/2000	10 miles	10/11/2008	80010 miles
36/36 FEDERAL EMISSIONS	10/11/2000	10 miles	10/11/2003	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
10/06/2000	A85039	1	27000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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H040010

CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY

04/05/01

PROCESSING SOURCE: BARS

11:38:49

VIN: 1GAKP54KX 14185039 SWLIG SCE: 11 MDL YR: 01 ORD NO: CHOSWC PAGE NO: 1

ODATE: 08/14/00 ORDER FAN: 000820524 OTYPE: 050 DELV SS/STRT CD: 11 47957

DDATE: 10/11/00 DELV FAN: 000820524 DTYPE: 020 SRVC TYPE: MILEAGE:

DELV DOM: 10/11/00 ORDER BY: ALAMO

CANC:

CANC DOB:

TRADE:

DELV TO:

TRD DOB:

SRVC IN:

PORT 1200000000

FL

SRVC OUT:

CANC SRVC IN:

--INCENTIVES--

CODE	FAN	SS/STRT	INV/INC NO	DATE	AMOUNT	MOND	DLR SER	STAT
MDA	01	11 75000	00018478893	11/07/00	0.00	OK	0.00	9
VNS	01	11 47957	4AD27974548	10/10/00	0.00	IC	0.00	9

COMMAND ==> _____

NO MORE RECORDS

PF01=HELP

02=CURR INV

03=PRV SCRN

PF07=PGUP

08=PGDN

PF09=CURR OPT

10=SVL INST

11=CURR ORD

P/W:

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

BUICK ☒ DATE: 4/5/01
 CADILLAC ☐ DEALER NAME & CITY: Classic Chevrolet
 CHEVROLET ☐ DEALER CONTACT/PHONE NO: Pat 856-626-8700
 OLDSMOBILE ☐ CUSTOMER NAME: [REDACTED]
 PONTIAC-GMC ☐ CUSTOMER DAY PHONE NO: [REDACTED]
 DEALER BAO CODE: 118618 CAC CASE NO. (if available): PAR 03259971
 TAO CASE NO. (if available): _____

VEHICLE INFORMATION:

OLD VIN:

1	G	4	H	P	8	4	K	X	1	4	1	8	5	0	8	9
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

CURRENT MILEAGE: 2300

NEW VIN:

-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

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

Specific Product Reason for Repurchase: Straight repurchase due to product allocation concerning thermal event rendering vehicle a total loss

Detail your agreement with the customer on the following items:

Usage/Depreciation: \$800.00 usage. vehicle has low mileage and was only in use 3 months. Customer has lost the use of the vehicle for 4 months

Upgrade/Downgrade: _____

Account Name: _____

Lease Termination: _____

Vehicle Damage / Special Instructions: Scrap CONDUCT TRANSACTION DIRECT WITH CLAIMS VEHICLE IS LOCATED AT LISTED DEALER

Recommended Disposition of Repurchased Vehicle:

Auction ☐ Scrap/Donate/Vehicle Recovery ☒ Other ☐ Explain: thermal event causing total loss

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

☐ Taxes & Fees ☐ Negative Equity ☐ Over Allowance

☐ No Rebates/Cash Incentives of any kind will be allowed on replacement vehicle.

☐ Special Lease Rates and Financing will be allowed on replacement vehicle.

☐ Current GM Card points may be applied on replacement vehicle.

☐ GM Card points will never be refunded in cash.

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

Authorization: Bob Saplo
(Print Name)

57108
VME

NodeMailbox
NodeMailbox

4/5/01
Date

Information on this form must be communicated to the Business Resource Center (BRC) to initiate the Process

FAX to 1-813-636-4282

1001 LESABRE CUSTOM SEDAN
 54V LT. BRONZEMIST METALLIC /V6G
 56S TAUPH CLOTH SEATING
 ORDER NO. CSDSWC/FDR STOCK NO.
 VIN 1G4HP54EX14185039

BUICK MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 200 RENAISSANCE CENTER
 DETROIT MI 48243-1300
 VEHICLE INVOICE 4AD27974548
 *****11*479578

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
4HP59 LESABRE CUSTOM SEDAN	24107.00	21334.70	INVOICE 10/06/00
RCV FLT-ALAMO RENT-A-CAR	0.00	0.00	SHIPPED 10/06/00
L36 ENGINE- 3800 SERIES II V6	N/C	N/C	EXP I/T 10/17/00
SG1 HT/HA/ME/VT ULTRA LOW EMISSIONS	N/C	N/C	INT COM 10/24/00
UP6 RADIO-POWER LOAD CD & CASSETTE	200.00	166.00	PRC RFF 08/14/00
W/STEERING WHEEL RADIO CONTROLS			KNYS 06284 06284
(REPLACES RADIO IN OPTION PKG)			NFP-S QTR OPT-1
VN9 100% FLEET REPURCHASE PROGRAM	0.00	0.00	FAN: 000820524
V2G FUEL FILL CREDIT	0.00	21.16-	BANK: GMAC - 085
18D LUXURY PACKAGE (SD)	1105.00	917.15	CHG-TO 47-957
* AIR FILTRATION SYSTEM			SHIP-TO 35-065
* ALUMINUM 5-SPOKE 15" WHEEL			ALAMO RENT A CAR
* AM/FM STEREO W/CASSETTE AND			PHILADELPHIA PA
AUTO TONE CONTROL			
* INSTRUMENTATION- ANALOG GAUGE			SHIP WT: 3504
PACKAGE W/DRIVER INFO CENTER			HP: 34.7
* MIRROR-INSIDE REVIEW AUTO DIM			CUST PO NUMBER:
* MIRROR LIGHTED VISOR VANITY			102067
(DRIVER AND PASSENGER)			DAN: BA220
* SPEAKER SYS CONCERT SOUND II			MEMO 1270.60
* STRIPE - BODY SIDE			
* TRUNK CONVENIENCE NET			

OTHER CONTENT INCLUDED

- * AIR CONDITIONING
- * ANTENNA -FT/RR DIVERSITY
- * ARMREST -FRONT SEAT STORAGE
- * MIRRORS -OUTSIDE PWR, FOLDING
- * O/H CONSOLE W/READING LIGHTS
- * SEATS-PWR DRIVER AND MANUAL LUMBAR
- * SUNSHADES: EXTENDABLE
- * TRIP ODOMETER

55A STRIPE- BODY SIDE - DARK BROWN N/C N/C

TOTAL MODEL & OPTIONS	25412.00	22396.69	ACT 231 23051.69
DESTINATION CHARGE	655.00	655.00	

TOTAL 26067.00 23051.69 PAY 310 23051.69

 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.

PROSPECT MOTORS/ALAMO/FL

REMIT TO GMAC NO. 085
 VIN 1G4HP54EX14185039
 \$ 23051.69 INV 4AD27974548
 DUE 10/24/00 DEALER 47-957

Page: 1 Document Name: untitled

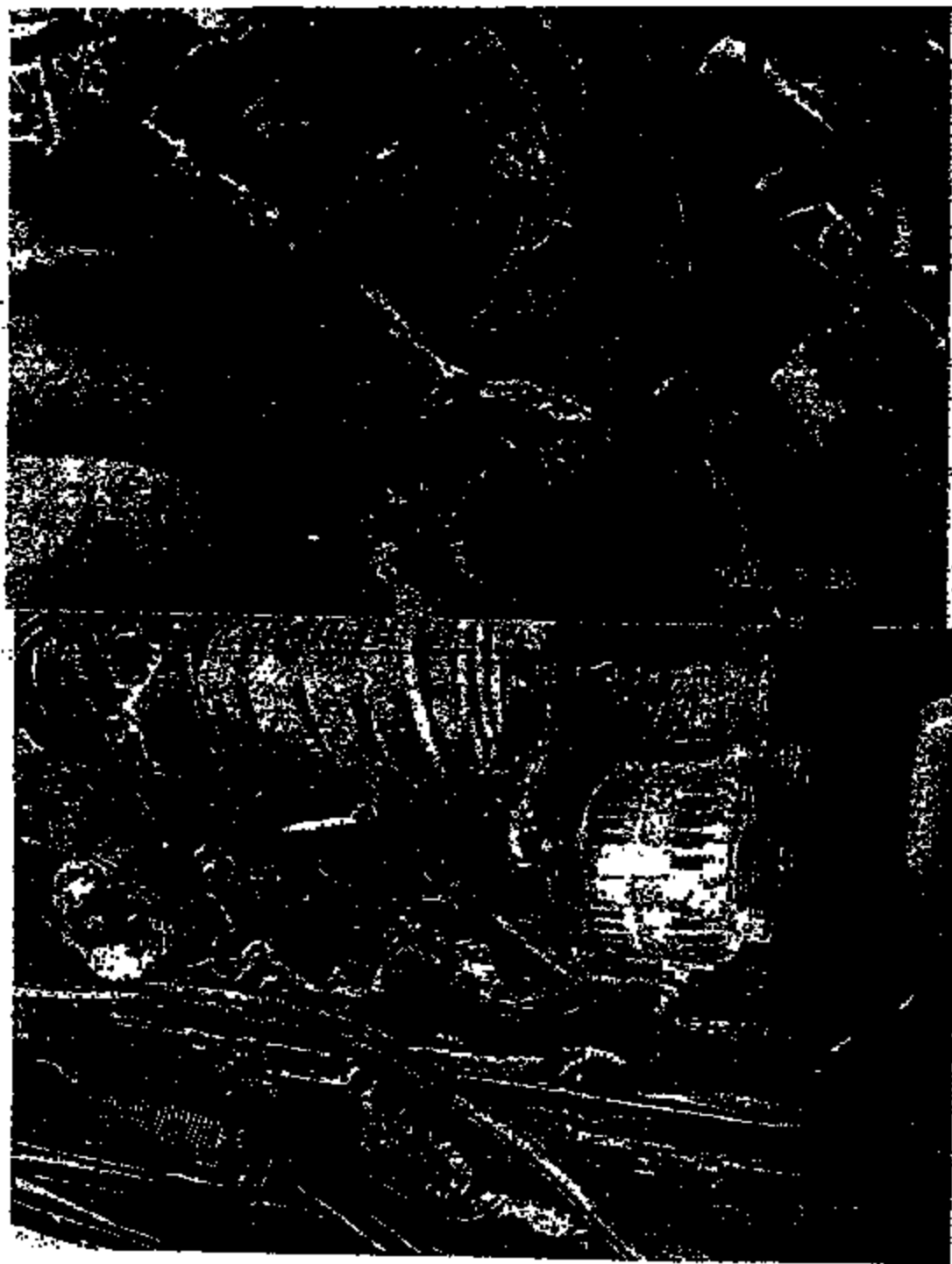
IVS CARS DISPLAY \$99L 999 4861 04/02/01 08

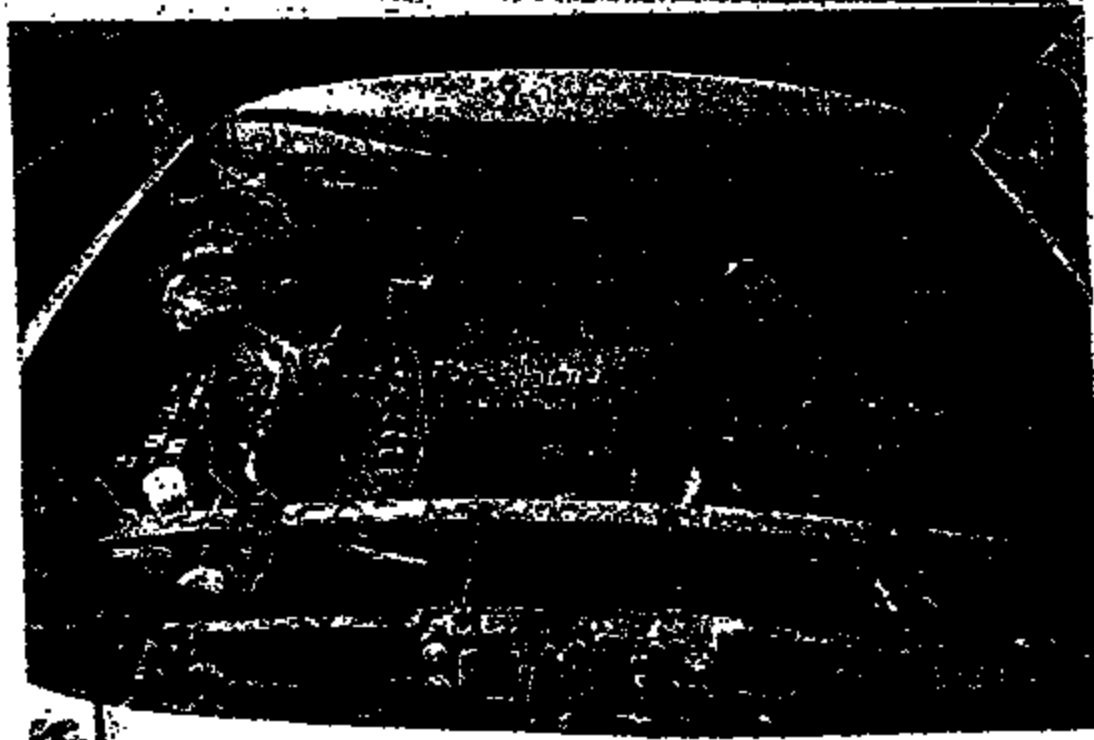
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 TAG NUM TEMP DECAL DATE TAG CHG 102000 TAG ST PA
 MAKE BUICK MODEL LESABRE DR 4 YR 01 TP P4
 INT GRV EXT SIL TOP SIL IGN KEY 06284 TRUNK KEY 06284
 CODE I INFL CITY 234 REC'D DATE 102000 MILEAGE 5132 PHONE N
 TITLE LOCATION 9001 TITLE LOC CHG 120400
 TITLE OWNER AF ALAMO FINANCING TITLE LIENHOLD CA CITIBANK, N.A.
 ANTI-TRUST DELIV RCPT DATE INFL MLG 5 FROM CITY

LSH/PUR Y SUPPLIER PD4 SUPPLIER NAME PROSPECT MOTORS BUIC FIN CODE 7

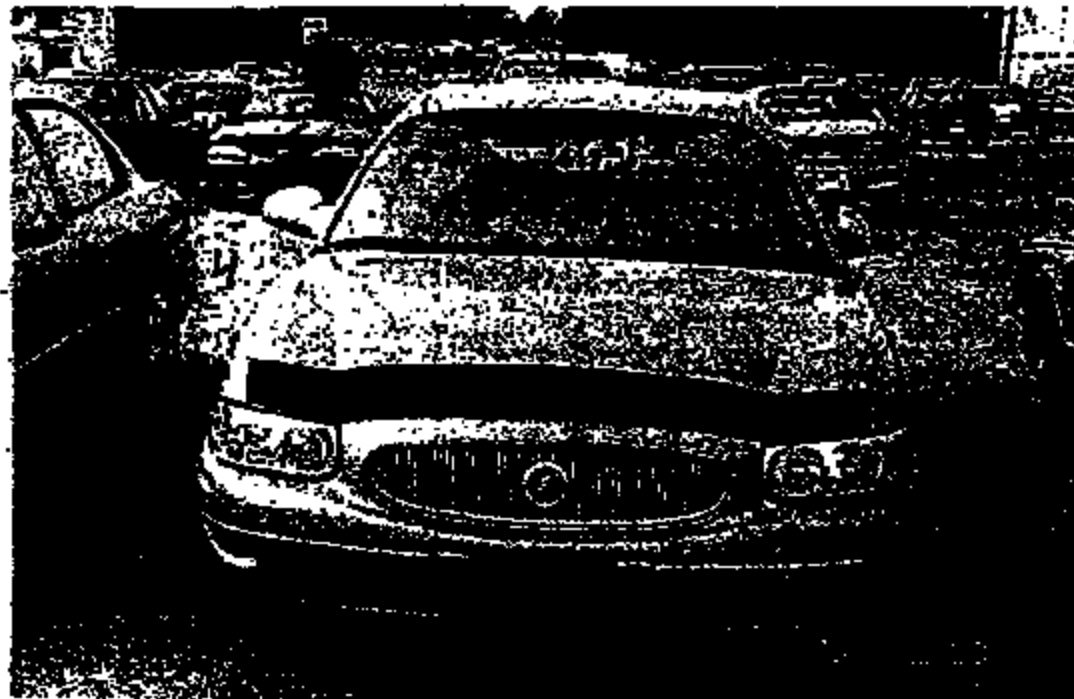
ACTUAL COST	23051.69	LEASE TO PURCHASE DATE	102000
INVOICE COST	23051.69	ON LEASE DATE	
ACCUM DEPREHC		SALE AMOUNT	
BOOK VALU		OFF LEASE DATE	
CHattel NUMBER	22222 11111	CHattel DATE	103000 INC PD
CHattel AMOUNT	23051.69	DATE PAID	103000
DEPRECIATION %		DISPOSAL DATE	
REAL DEPRECN %	0.0160	BATCH NAME/DATE	
ADJUST TO COST		INCENTIVES TOT	.00
UPDATE CAPABILITY IS DISALLOWED BY SECURITY LEVEL.			IVIC
==> Q OK ACTV SERIALS TAGS UNITS CITY TITLE			

Date: 04/02/2001 Time: 08:47:07 AM









CLASSIC CHEVROLET/HYUNDAI

3400 RT 42

TURNERSVILLE, NJ 08012

856-629-8700

Customer

Address

City, State

Day Phone

Night Phone

Fax

Estimate Ref: 1053

Date: March 22, 2001

Time: 05:19 PM

Service Writer: PAT

Service Tech:

MICH

VIN:

1G4HP54KX14183019

Mileage:

10050

Vehicle: 2000 Buick LeSabre V6-3800 3.8L VIN K SP1

Description	Part #/Labor Rate	Qty	Price/Time	Extended
Automatic Transmission Fluid, Replace				
Now, To Change Filter, Add (C)	Labor 67.04 / hr	1	0.10	6.70
4766H (C)	Labor 67.04 / hr	1	0.80	53.63
Including R/R-Trans Pan.				
TRANS FILTER		1	14.95	14.95
TRANS FLUID		1	11.15	11.15
TRANS DIPSTICK		1	3.65	3.65
HEATER HOSES		1	27.01	27.01
Heater Hose, Replace				
Inlet (C)	Labor 67.04 / hr	1	0.70	46.93
Outlet (C)	Labor 67.04 / hr	1	0.70	46.93
AC LINES		1	124.80	124.80
A/C Fitting O-ring, Replace				
Condenser (B)	Labor 67.04 / hr	1	0.40	26.82
Evaporator (B)	Labor 67.04 / hr	1	0.20	13.41
Compressor Manifold (B)	Labor 67.04 / hr	1	0.70	46.93
Fuel Filter				
Parts Information	25121942	1	11.53	11.53
Price for Estimating Purposes Only.				
Replace (C)	Labor 67.04 / hr	1	0.40	26.82
Ignition Cable				
Cable Set	12192189	1	21.25	21.25
Replace (B)	Labor 67.04 / hr	1	0.70	46.93
Oil Filter				
Oil Filter, (PF47)	15010792	1	3.17	3.17
Price for Estimating Purposes Only.				
Replace (C)	Labor 67.04 / hr	1	0.20	13.41
Filter only.				
OIL		1	5.50	5.50
Serpentine Belt, A/C, PS, Alt, Water Pump	24505253	1	17.13	17.13
Intake Manifold				
Intake Plenum	17113136	1	149.40	149.40
GASKETS		1	20.22	20.22
Replace (B)	Labor 67.04 / hr	1	1.00	107.26
AIR FILTER HOUSING		1	31.02	31.02
HOUSING BOOT		1	9.60	9.60
LABORING BOOT	Labor 67.04 / hr	1	0.20	13.41
AIR TEMP SENSOR		1	7.62	7.62
Air Filter Element, Air Filter	25096932	1	4.35	4.35
Price for Estimating Purposes Only.				
LABOR AIR FLOW	Labor 67.04 / hr	1	0.30	33.62
Air Flow Meter/Sensor				
Mass Air Flow Sensor	24508238	1	100.72	100.72

Replace (B)	Labor 67.04 / hr	1	0.20	13.41
Fuel Injector, Injector	37120601	6	74.00	444.00
Fuel Pressure Regulator, Parts Information	17113346	1	38.69	38.69
Fuel Rail				
Parts Information	17113198	1	124.99	124.99
Replace (B)	Labor 67.04 / hr	1	0.20	33.63
Idle Speed/Throttle Actuator - Electronic				
Idle Air Control Valve	17112528	1	20.66	20.66
Replace (B)	Labor 67.04 / hr	1	0.50	33.52
Throttle Cable/Linkage				
Throttle Cable	25654686	1	8.78	8.78
Replace (B)	Labor 67.04 / hr	1	0.40	26.82
Throttle Position Sensor				
Parts Information	24304794	1	30.73	30.73
Replace (B)	Labor 67.04 / hr	1	0.20	30.11
Crankshaft Position Sensor				
Parts Information	10456148	1	29.57	29.57
Replace (B)	Labor 67.04 / hr	1	0.50	33.52
Ignition Coil				
Parts Information	10472401	1	27.59	27.59
Price for Replacing Purposes Only, Delco				
Replace (B)	Labor 67.04 / hr	1	0.30	20.11
Knock Sensor				
Parts Information	10456215	1	26.34	26.34
Replace, Right Bank (A)	Labor 67.04 / hr	1	0.30	20.11
Battery Cable				
Replace, Positive Cable, Booster Cable (B)	Labor 67.04 / hr	1	0.50	33.52
Positive Cable	15321266	1	40.30	40.30
CABLE FROM JUNCT. BOX				
LABOR CABLE	Labor 67.04 / hr	1	38.63	38.63
Alternator				
Parts Information	10464421	1	340.48	340.48
Replace (B)	Labor 67.04 / hr	1	0.40	26.82
Includes: Transfer Pulley & Fan.				
Water Cylinder, Water Cylinder	18040242	1	113.78	113.78
Vacuum Brake Booster				
Booster	18019879	1	137.86	137.86
BOSE				
Vacuum Brake Booster Check Valve, Booster Check Valve	18019764	1	9.23	9.23
LABOR BRAKE PARTS	Labor 67.04 / hr	1	1.50	100.56
Receiver Dryer				
Delco	2724989	1	43.88	43.88
Replace (B)	Labor 67.04 / hr	1	0.80	53.63
Does Not Include: Evacuate & Recharge System.				
DRYER COVER				
Heating and Air Conditioning, Evacuate/Recharge, Complete System (B)	Labor 67.04 / hr	1	5.22	5.22
System (B)			0.50	33.52
Includes: Evacuate, Evacuate, & Recharge System, Remove Proper Refrigerant Is Used In Vehicle Serviced.				
Cruise Control Module				
Module	25322268	1	113.99	113.99
Replace (B)	Labor 67.04 / hr	1	0.40	26.82
Cruise Control Slave Cable				
Cable	25717193	1	22.73	22.73
Replace (B)	Labor 67.04 / hr	1	0.30	20.11
WIND WASH CAP				
MUDDOX COVER				
LABOR COVER	Labor 67.04 / hr	1	5.33	5.33
CABLE COVER				
Cooling System, Service or Charge (C)	Labor 67.04 / hr	1	0.10	6.70
Includes: Pressure Test System For Leaks, Check Thermostat And Heater Operation. Inspect All Hoses And Belts. Drain & Flush System & Add Coolant.			1.47	1.47
			0.80	53.63

COOLANT		1	5.55	5.55
OVERFLOW BOTTLE		1	5.55	5.55
LABOR OVERFLOW	Labor 67.04 / hr	1	0.50	33.52
COOLANT LEVEL SENDER		1	28.61	28.61
		1	2.00	2.00
HOOD STRUT		1	21.57	21.57
HOOD STRUT LABOR	Labor 67.04 / hr	1	0.20	13.41
HOOD SEALS ON COWL		1	19.92	19.92
LABOR ON SEALS	Labor 67.04 / hr	1	0.50	40.22
HOOD INSULATOR		1	16.70	16.70
CLIPS		10	0.74	7.40
LABOR INSULATOR	Labor 67.04 / hr	1	0.20	13.41
COWL PANEL		1	42.65	42.65
HEPA FILTER COVER		1	12.36	12.36
HEPA FILTER		1	16.85	16.85
LABOR COWL AND FILTER	Labor 67.04 / hr	1	0.30	20.11
ENGINE HARNESS		1	398.29	398.29
LABOR HARNESS	Labor 67.04 / hr	1	2.40	160.50
LAMP HARNESS		1	91.35	91.35
LABOR HARNESS	Labor 67.04 / hr	1	0.80	53.63
HOOD LAMP		1	7.28	7.28
LABOR HOOD LAMP	Labor 67.04 / hr	1	0.20	13.41
BOB Valve				
Parts Information	17113645	1	72.83	72.83
GASKET		1	1.65	1.65
Replace (D)	Labor 67.04 / hr	1	0.20	13.41
VACUUM LINES		1	10.02	10.02
LABOR VAC LINES	Labor 67.04 / hr	1	1.00	67.04
FUEL FRED LINE		1	36.36	36.36
FUEL RETURN LINE		1	36.26	36.26
LABOR FUEL LINES	Labor 67.04 / hr	1	6.09	402.24
HOOD BUMPERS		2	0.97	1.94
AIR CHECK VALVE		1	43.00	43.00
OR VALVE	Labor 67.04 / hr	1	0.20	13.41
GE VALVE		1	12.35	12.35
LABOR VALVE	Labor 67.04 / hr	1	0.20	13.41
Manifold Pressure/Vacuum Sensor				
MAP Sensor	16249939	1	31.25	31.25
MAP SENSOR HOUSING		1	7.50	7.50
Replace (A)	Labor 67.04 / hr	1	0.20	13.41
POWER STEERING RES. & CAP		1	44.45	44.45
LABOR RESERVOIR	Labor 67.04 / hr	1	0.90	60.34
ENGINE COVER TOP		1	23.06	23.06
PARTS MARKUP BY DEALER 60%		1	1932.05	1932.05

Labor Total 2004.52

Parts Total 5152.13

Sub-Total 7156.65

Total \$ 7156.65

Signature

Date

RELEASE OF ALL CLAIMS

FILE NO: C01259371

KNOW ALL MEN BY THESE PRESENTS:

The [redacted] the undersigned, being of lawful age, for the sole consideration of repurchase of the subject vehicle to the undersigned in hand paid, receipt whereof is hereby acknowledged, do/does hereby and for its heirs, executors, administrators, successors and assigns release, acquit and forever discharge General Motors, and his, her, their, or its agents, servants, successors, heirs, executors, administrators and ~~associates~~ ~~officers~~, associations or partnerships of and from, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/has or which may hereafter accrue on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen property damage to the subject vehicle and the consequences thereof resulting or to result from the accident or event which occurred on or about 1/03/2001, at or near Philadelphia, PA.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said Releasees deny liability therefore and intend merely to avoid litigation and buy their peace.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

ANY PERSON WHO, WITH INTENT TO DEFAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

Signed, sealed and delivered this 5 day of April, 2001.

CAUTION: READ BEFORE SIGNING

WITNESS

J.S

J.S

State of FloridaCounty of Palm Beach

[redacted] 2001, before me personally appeared

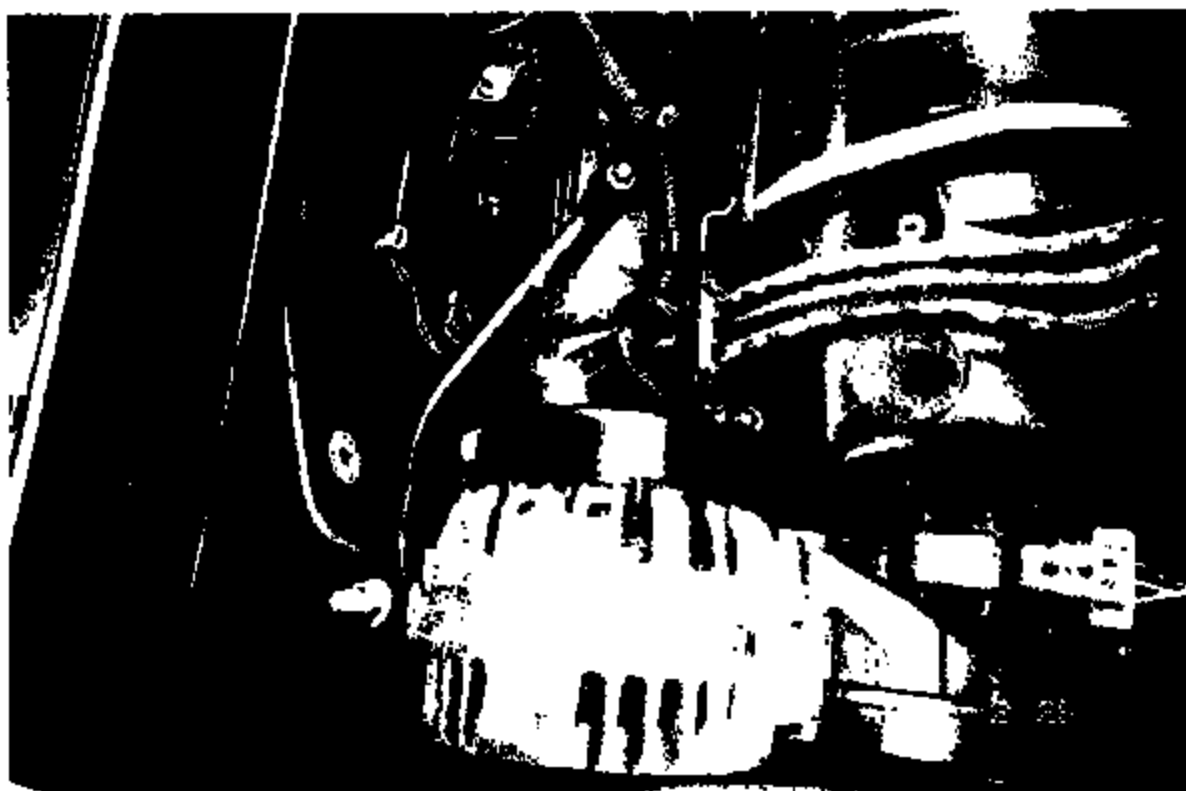
person(s) named herein and who executed the foregoing Release and he acknowledged to me that he voluntarily executed the same.

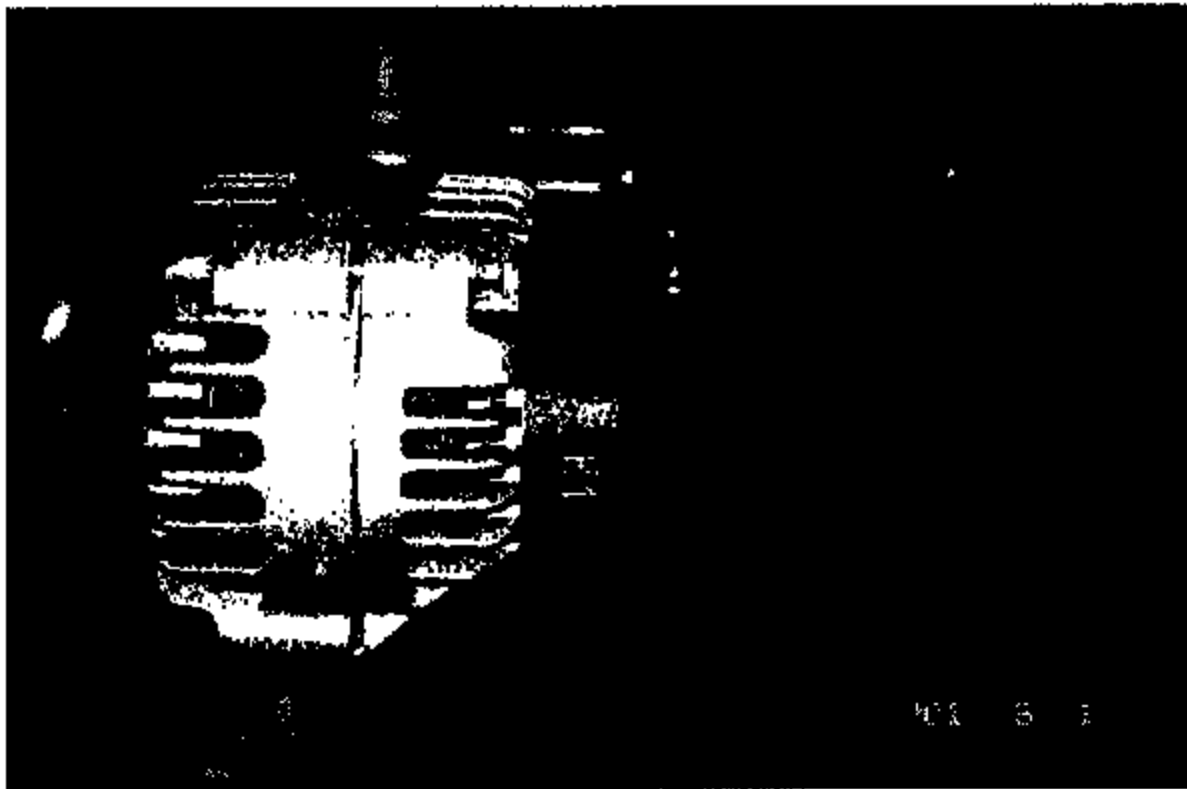
My term expires Sept. 29 2001

Notary Public

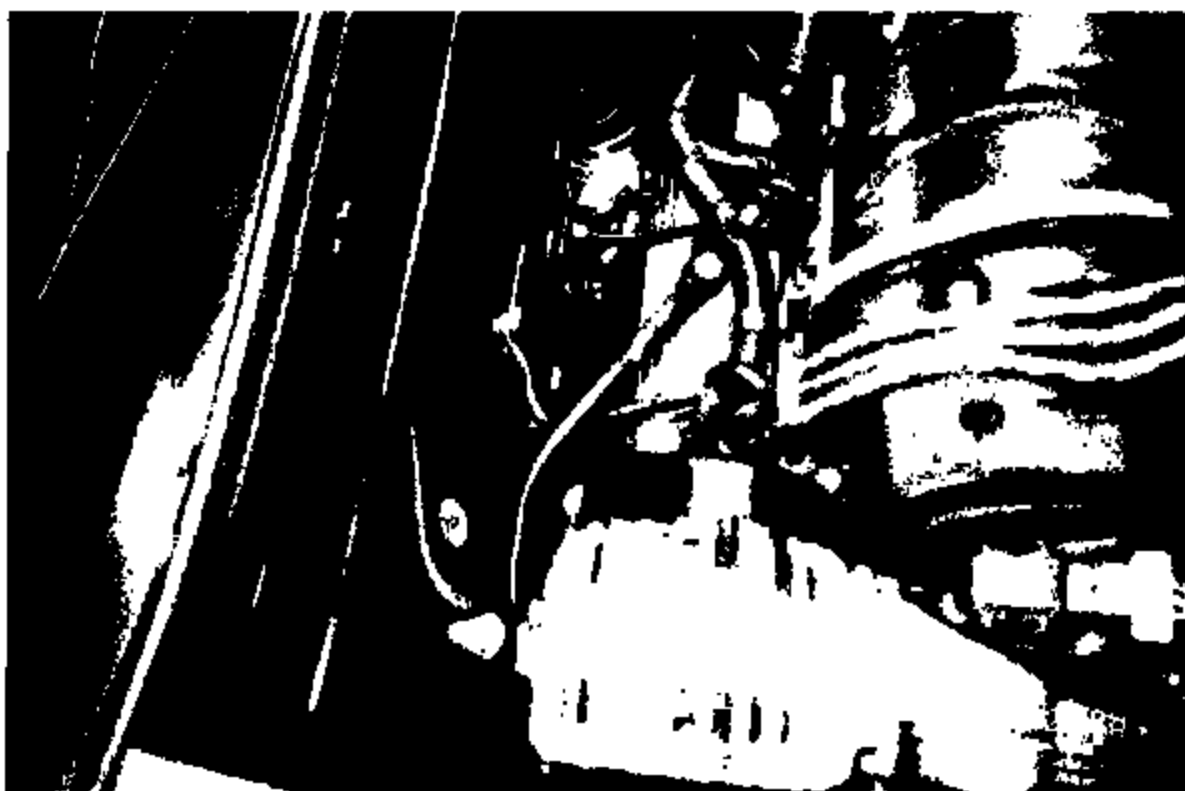
Sharon Smith Henderson
My Commission CC000000
Expires September 29, 2004

** TOTAL PAGE.02 **

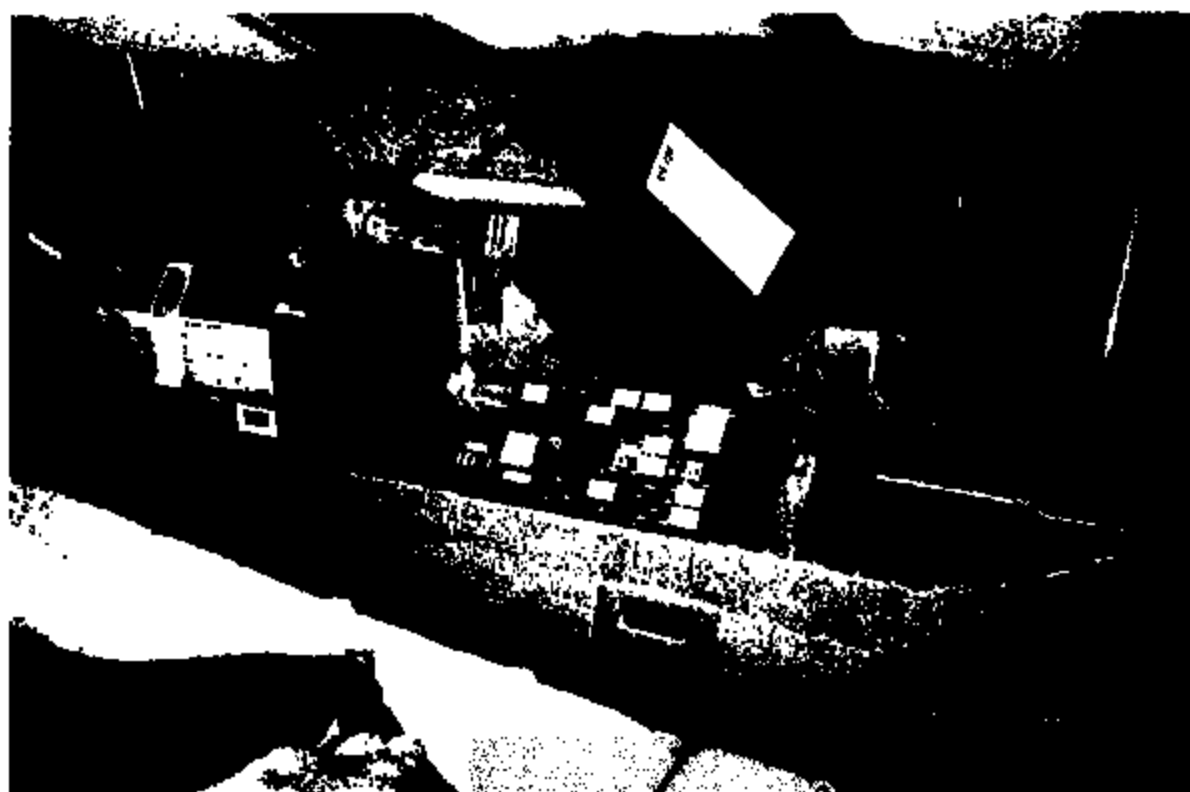


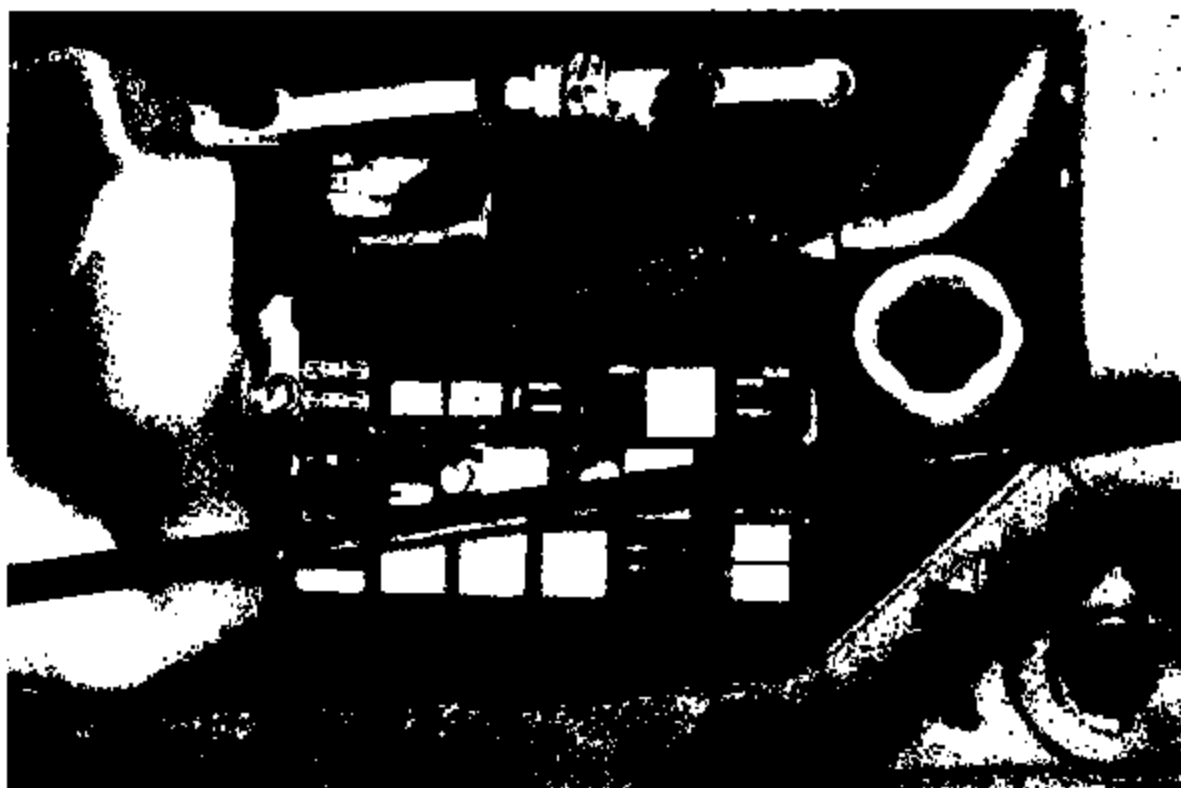
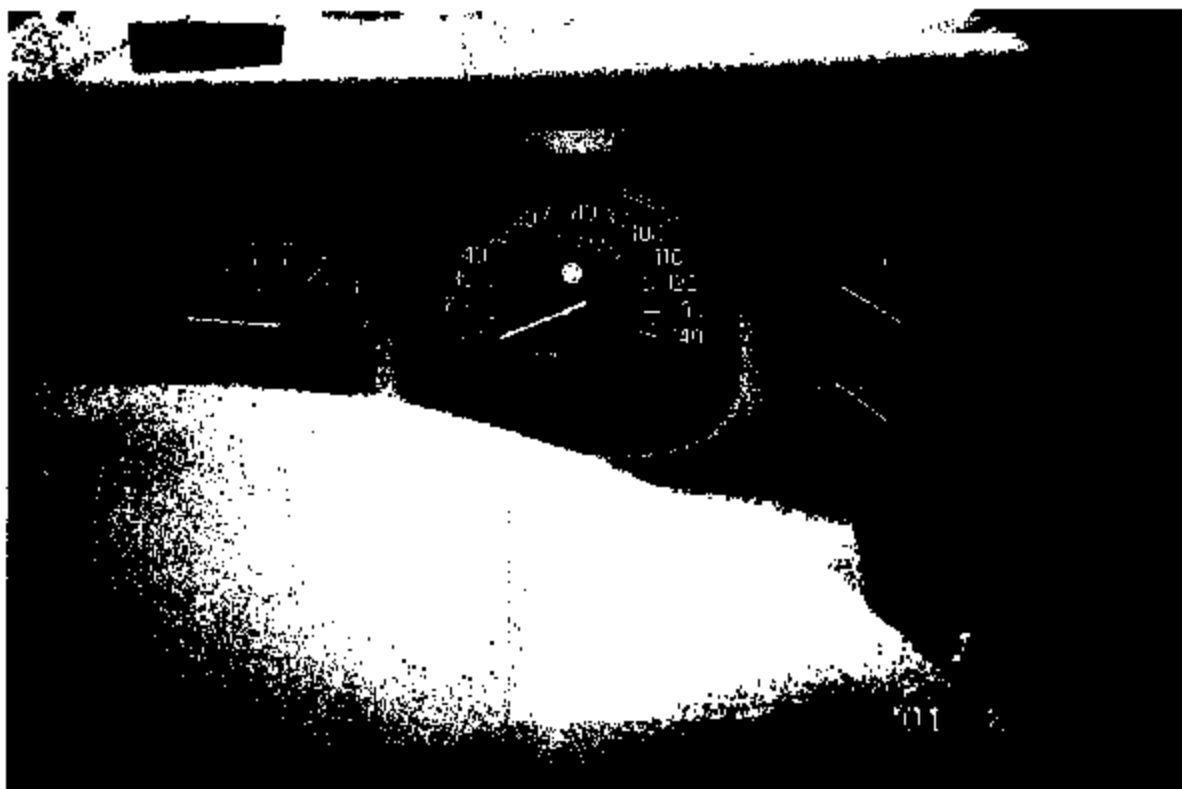


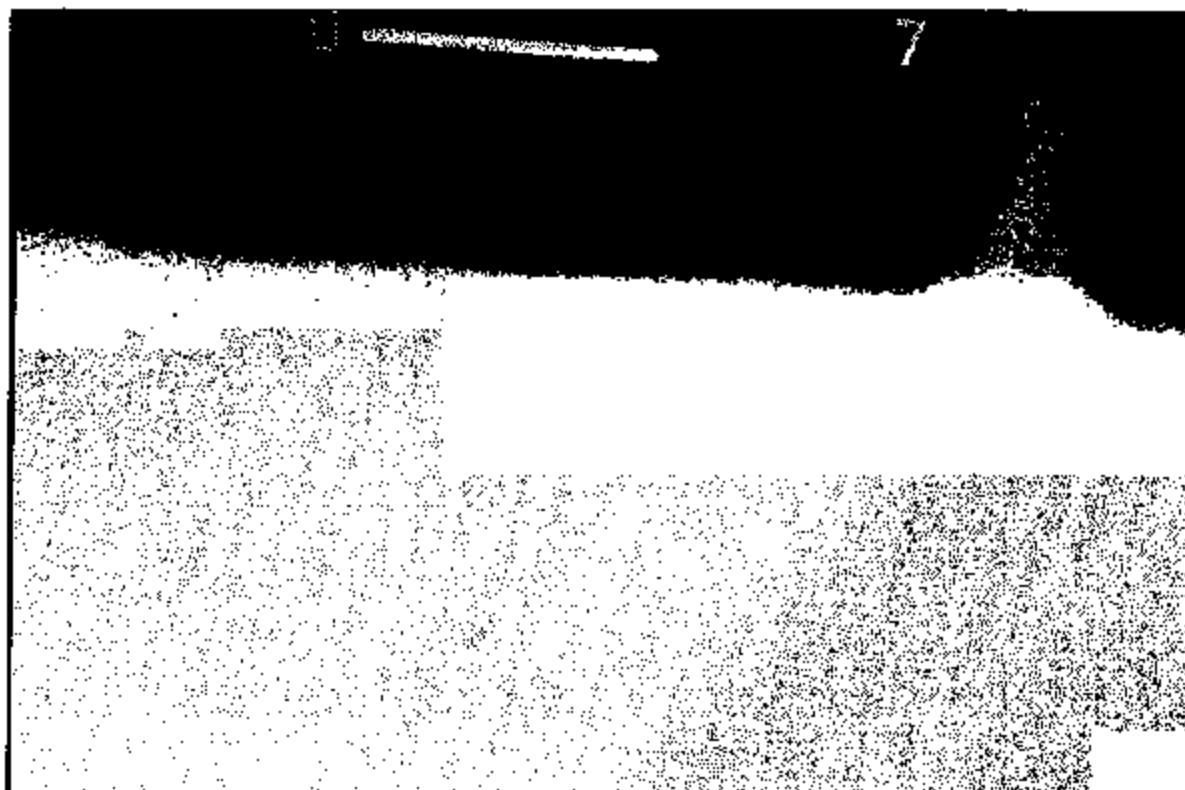
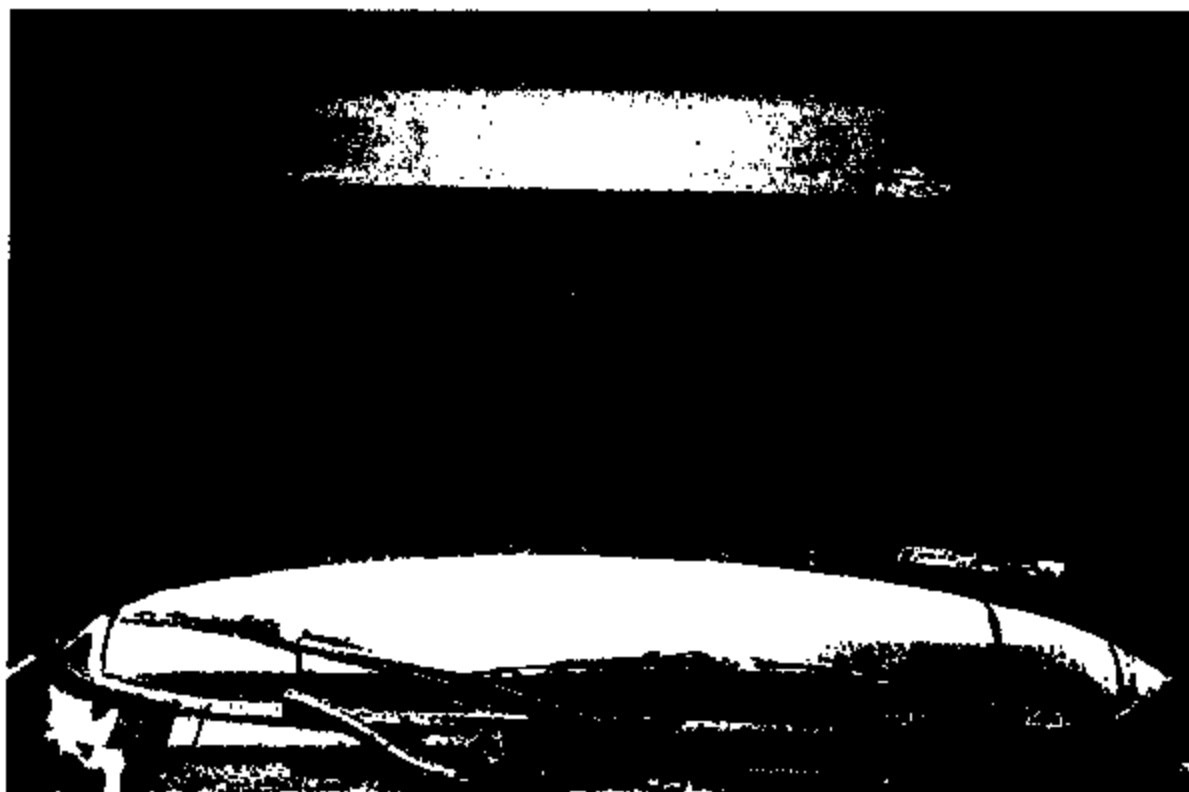


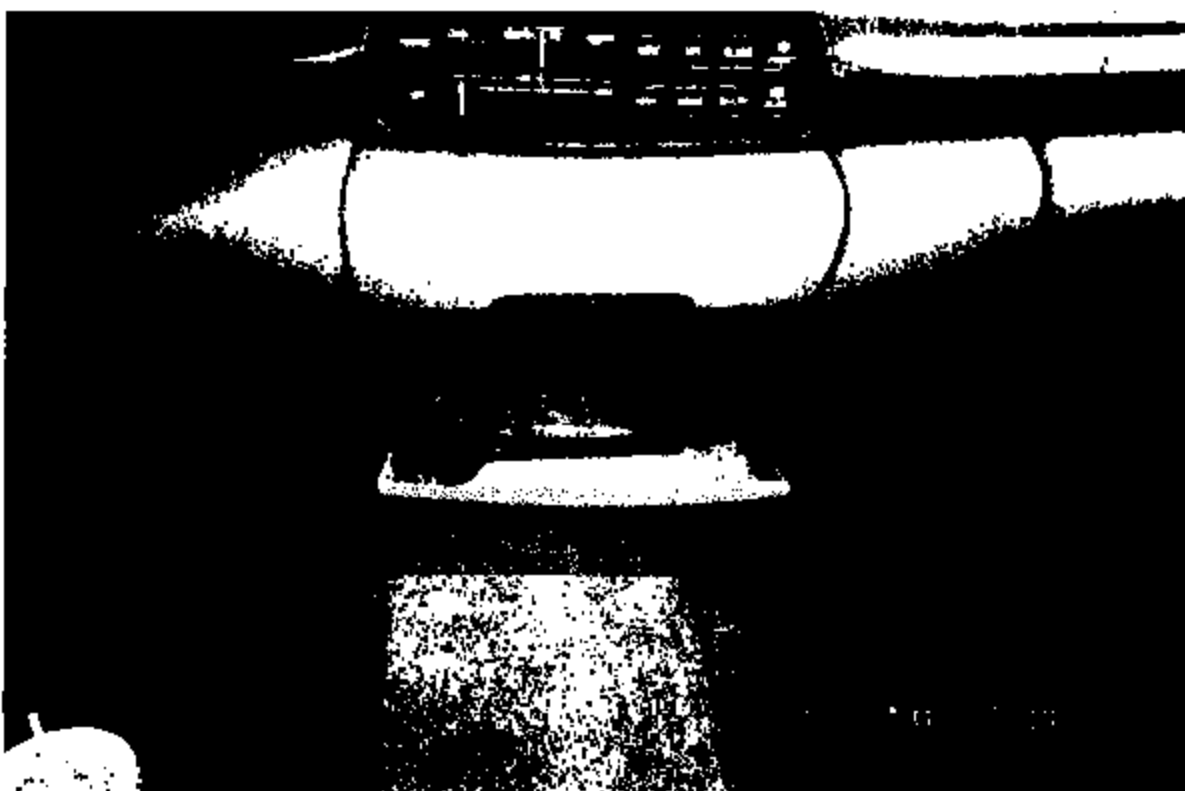




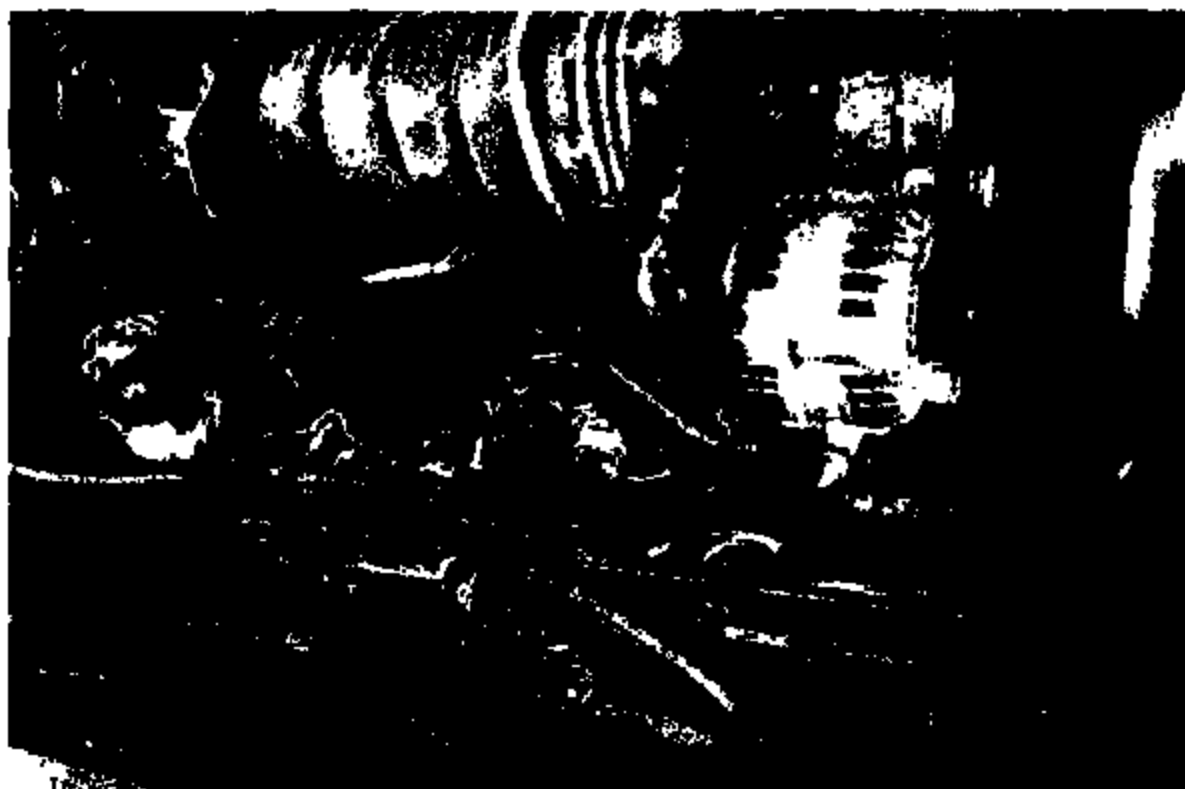












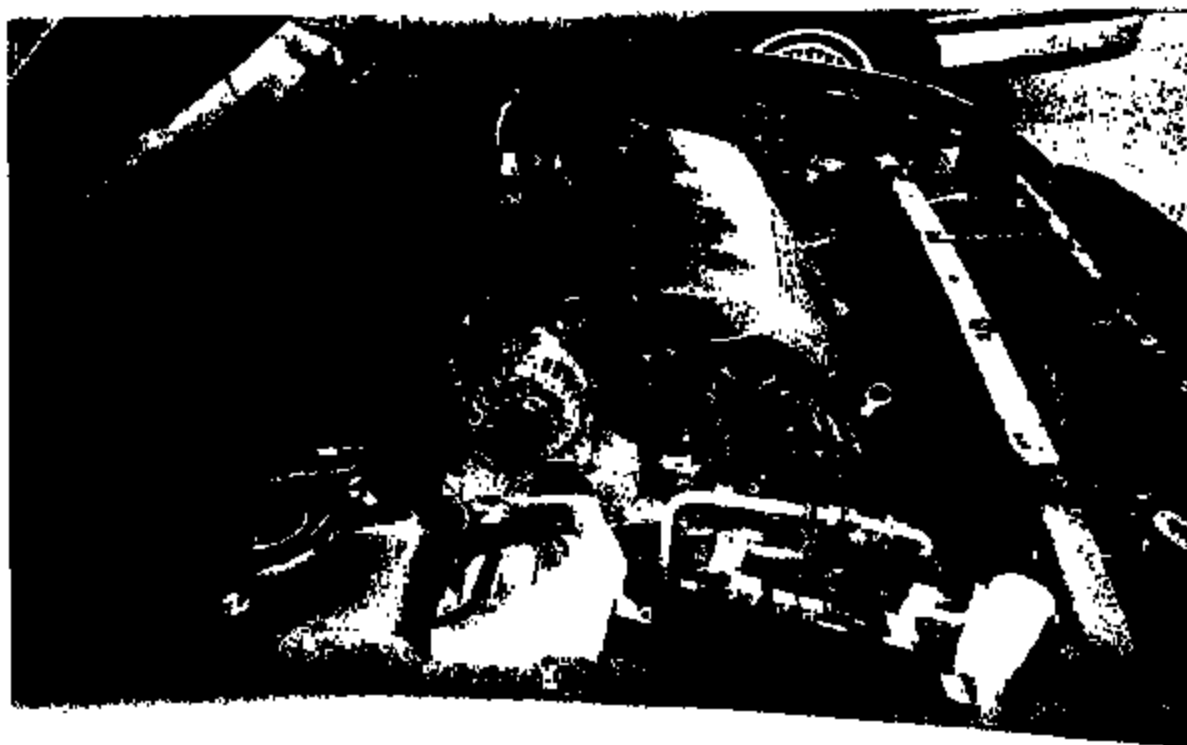
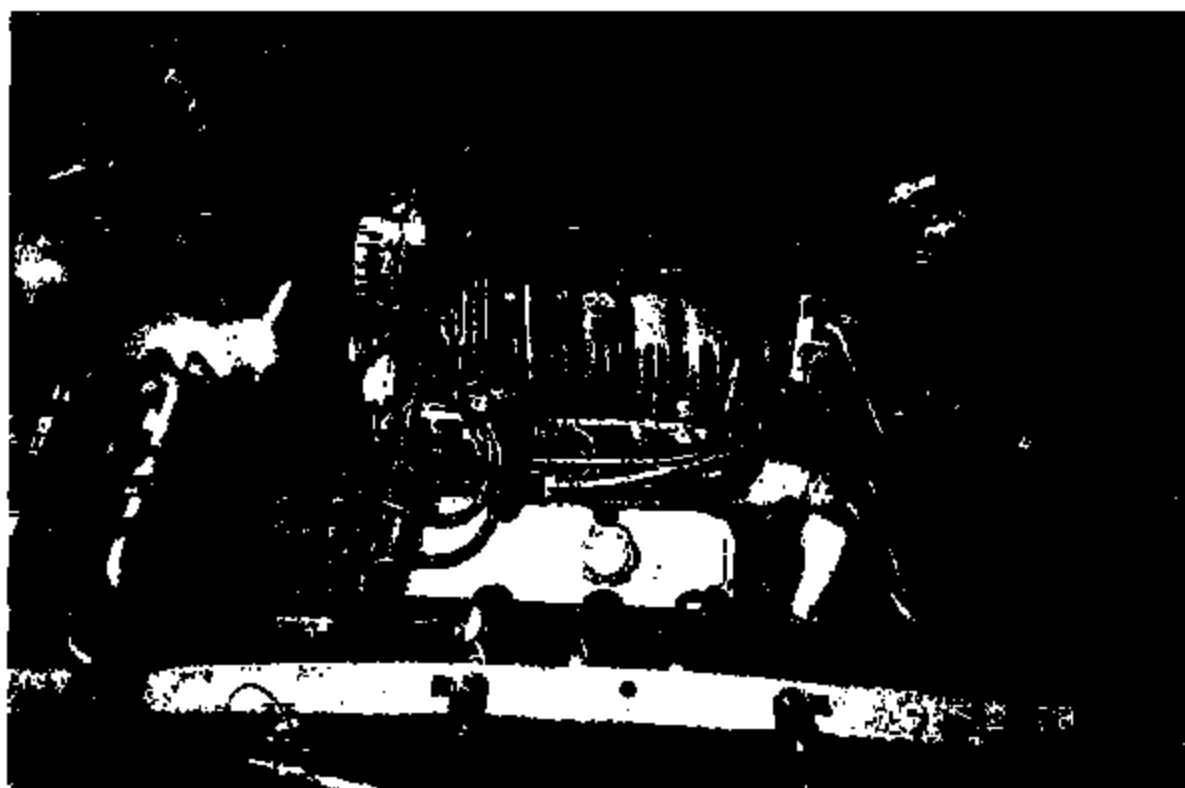
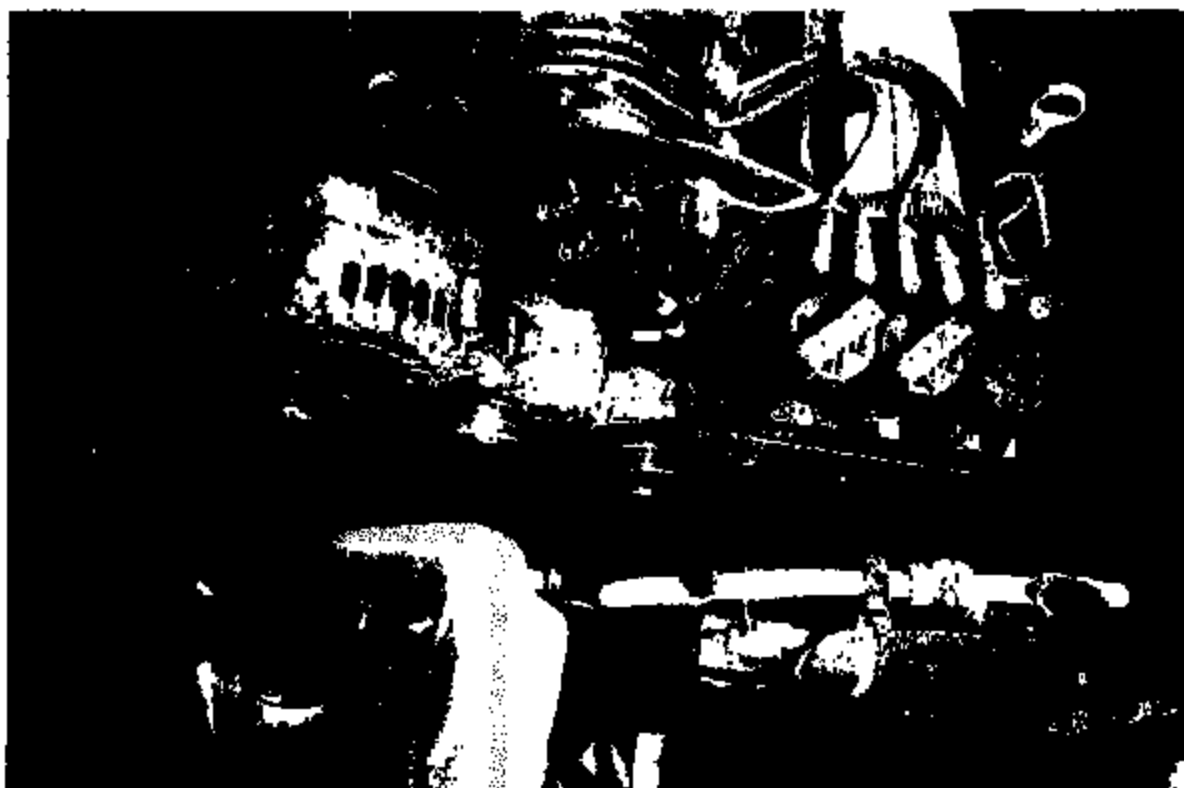


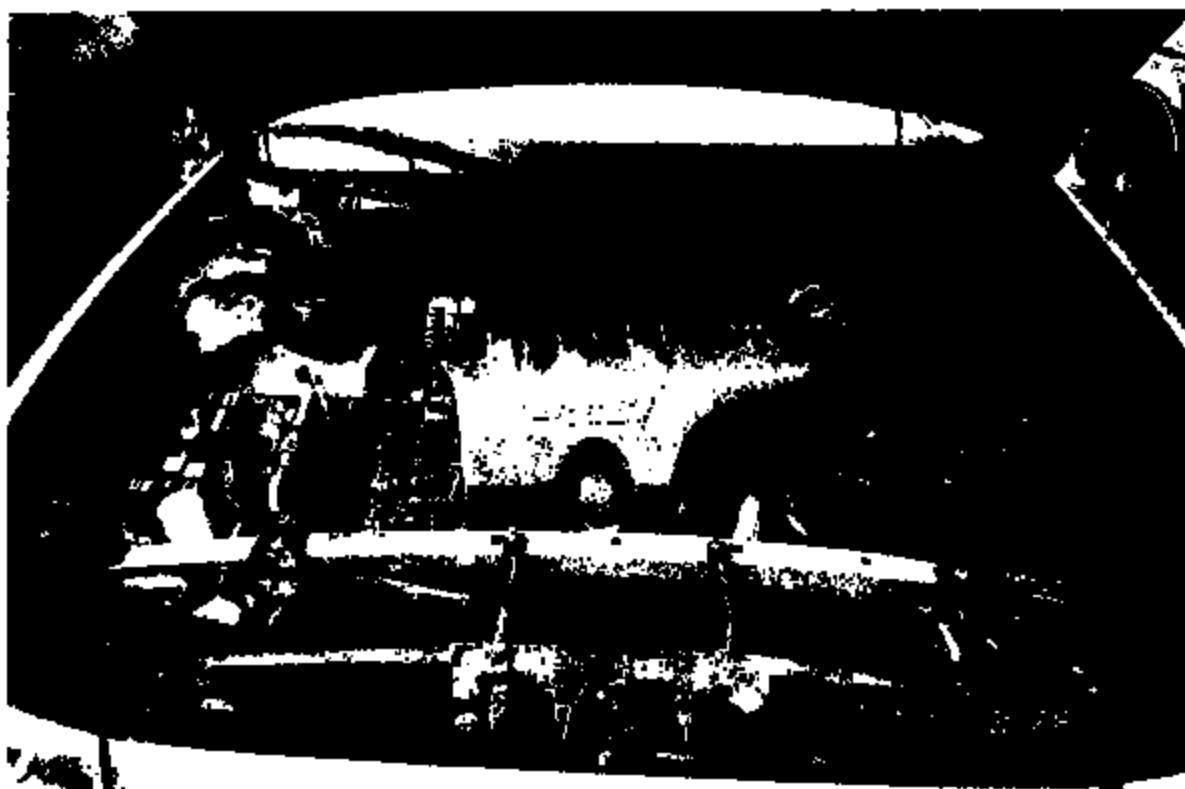
FIGURE 1. Detail of the valve assembly.

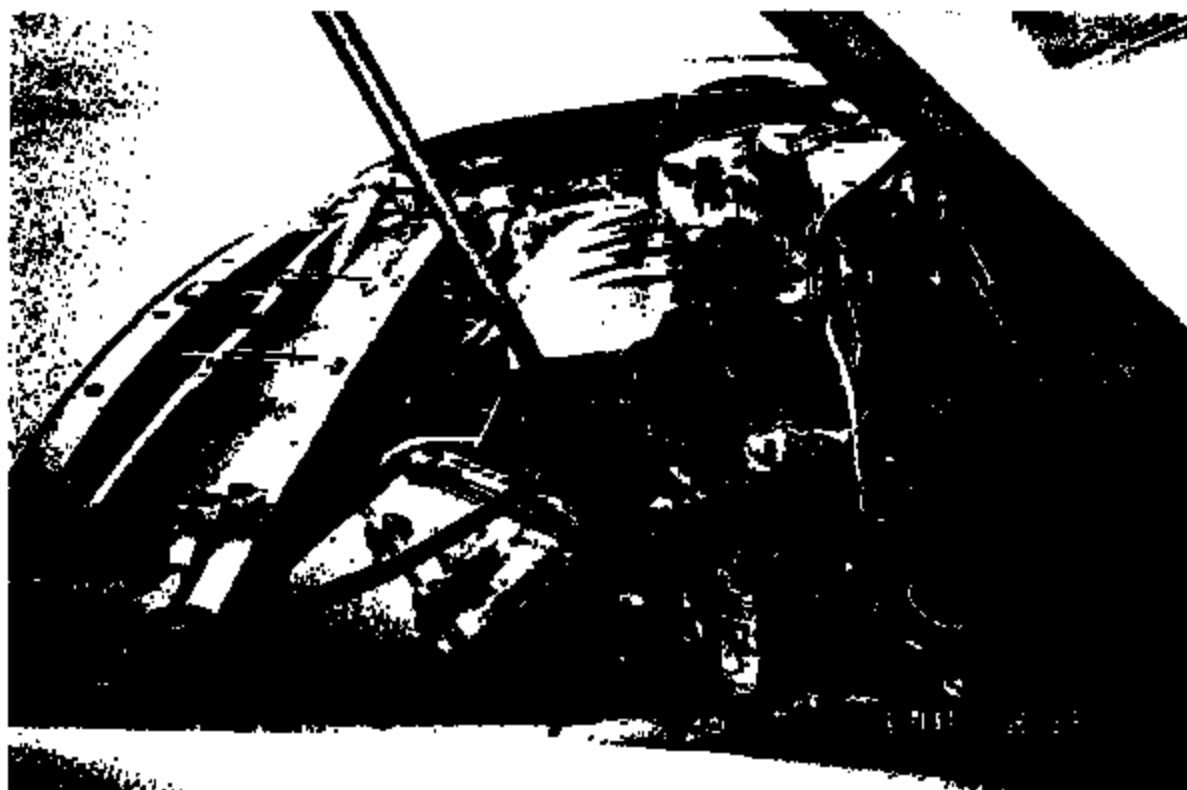
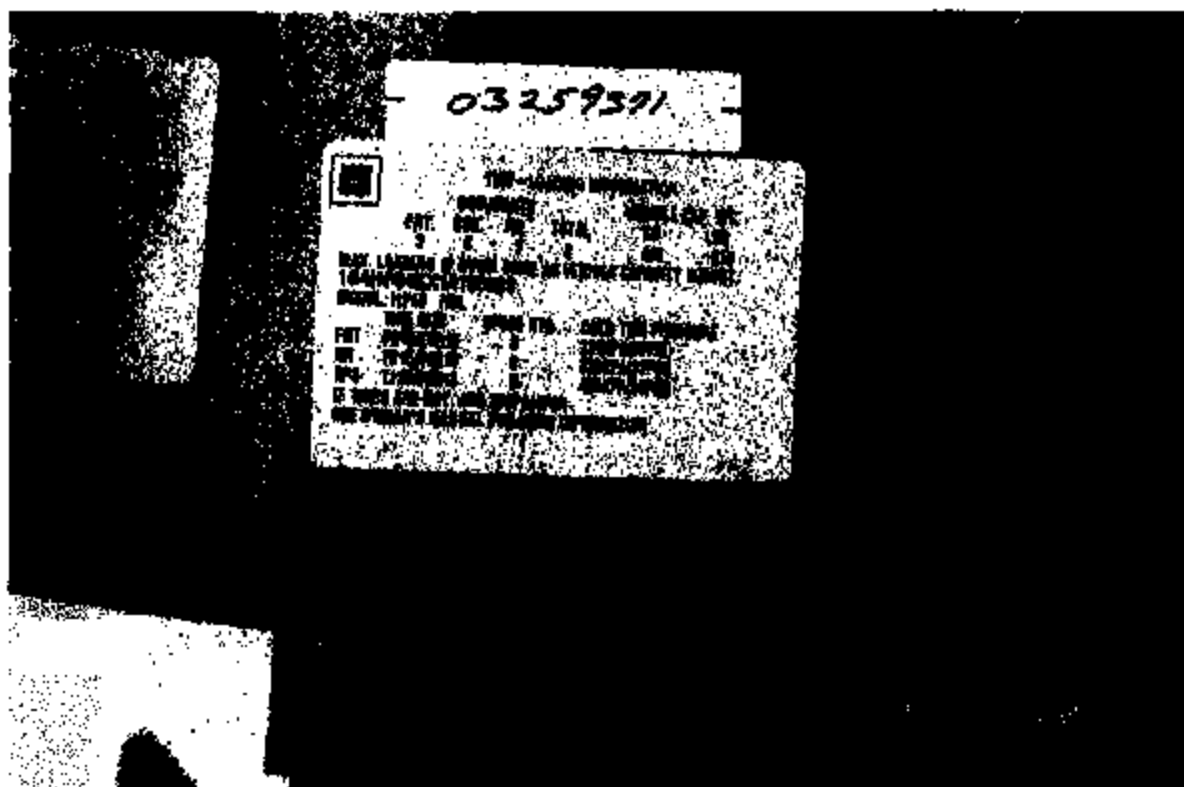




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