EA 02030

5/19/2003

Book 11 of 22

GM RESTRICTED

342869

CASE NUMBER: 03579901 VIN: 1G4CW52X2W4636424

DATE OPENED: 03/23/01 MODEL YEAR: 98
DATE CLOSED: 04/25/01 SERIES: PARK AVENUE
SOURCE: PAR YES MILEAGE: 38796
CUSTOMER: [redacted]
ADDRESS:
HOME PHONE: STATE: NJ
BUS. PHONE:

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: ENGLEWOOD
NJ [redacted]
HOME PHONE:

CASE NUMBER: 03579901 VIN: 1G4CW52X2W4636424
MODEL YEAR: 1998
DATE OPENED: 2001-03-23 SERIES: Park Avenue
DATE CLOSED: 2001-04-25 MILEAGE: 38796
SOURCE: DELIVERY DATE:
CC TYPE: PAR Yes DEALER NAME: JACK SCHLEIN BUICK GMC ISUZU
CC PARENT: 03579900 DEALER ADDRESS:ROUTE 4 AND GRAND AVENUE,,ENGLEWOOD,NJ,07631,USA

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

T01 Product Allegation GM 1241 — Other
0 REPAIR ATTEMPT(S) — Intake manifold backfired

A04 Possible Safety Concern — Backfires
0 REPAIR ATTEMPT(S) — Engine concern

J01 Engine — Other
0 REPAIR ATTEMPT(S) — Engine concern

A06 Fire — Other
0 REPAIR ATTEMPT(S) — Thermal Event

BACKFIRED THRU INTAKE MANIFOLD CAUSED FIRE AND EXPLOSION

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

AVM DAN OLDAM 800 356 5004 X 8474 states cust irving brown, 20 Lester Dr., Orangeburg,NY 10962 914 359 8637 h turned in his leased GMAC veh to dealership .a couple of days later 3/20, at 5 pm driver for Nate's Towing, Englewood NJ came to pu veh for GMAC and when he attempated to start veh it backfired thru the intake manifold burning hood, wiring harnesses causing an explosion in the garage that set off alarms. veh was in the

aler parking garage a concrete structure at baker st. and grand ave in englewood nj.GM at [redacted] dealer is [redacted] and he states GMAC was willing to take veh and sell for salvage but they wanted to wait for GM to make a decision if they want veh for research. crm advised avm will forward to PAR group for their decision. tim madden/tampa avm team; 0; 354483342
2001-03-28

LATE ENTY 3/27/01 - CRM called svc mgr John at 9:45am who stated that when engine backfired it set of a burglar alarm in the parking lot. Tow truck driver who is the one who started the vehicle to load on trailer to take back ot GMAC and svc mgr put outthe fire with a fire extinguisher. Svc mgr stated EAA inspector can use dealership for inspection. Mark Martinez/tampa par/57037; 0; 354673368
2001-04-12

CRM called dealership and left message to call CRM. Mark Martinez/tampa par/57037; 0; 355953398
2001-04-12

CRM has received faxed inspection report with report and photos to follow. Results revealed concern with manifold over pressurization on 3800 engine. EAA inspection revealed thermal event and subsequent explosion originated in intake manifold. This was evidenced by the engine cover was knocked off the engine. Vehicle actually belongs to GMAC as a lease turn in. CRM conferred with TL Amy and decision made to contact dealership and offer repairs instead of GMAC. CRM called and left FYI of AVM on incident and findings. Mark Martinez/tampa par/57037; 0; 355953861
2001-04-12

Business Summary-1.CRM reviewed file 2-CRM contacted customer and reviewed 1241 facts. 3-CRM received customers authorization for inspection. 4- CRM reviewed inspection results. 5- GM offered repairs and customer accepted. Vehicle is owned by GMAC. 6-CRM made no other offers. 7- There were injuries. 8- CRM suspending file and forwarding to PFT. Mark Martinez/Tampa Par/57037; 0; 355954026
2001-04-12

NOTE: Vehicle is lease turn in vehicle owned by GMAC. Release of Claim is not required. Mark Martinez/tampa par/57037; 0; 355954745
2001-04-19

Crm spoke to dealer and dealer states that repairs will be done by Monday 4/23/01. Deanna Holden/Tampa/PAR/58335; 0; 356544736
2001-04-19

- CORRECTION - Entry in Business Summary that states there were injuries is incorrect. There were no injuries, entry was made in error. Mark Martinez/tampa par/57037; 0; 356545255
2001-04-25

Crm processed GMWA for 3170.68 for repairs. RO# 028834 Dealer Code 11-34727. Deanna Holden/Tampa/PAR/58335; 0; 357062154
JOHN WAGNER (SVC MGR)

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

INCIDENT DATE: 2001-03-20 INCIDENT TIME: 17:00:00
INCIDENT LOCATION: BAKER ST. AND GRAND AVE., GARAGE IN ENGLEWOOD, NJ

DRIVER NAME: TOW TRUCK DRIVER DRIVER AGE:

DRIVER DISABILITY: NONE

OWNER DESCRIPTION: tow driver started veh and backfire explosion occurred causing hood and wiring harnesses to burn

ALLEGED DEFECTIVE COMPONENT: BACKFIRED THRU INTAKE MANIFOLD

INCIDENT RESULT: GM offered repurchase 4/12/01
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: N INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION: GMAC leased veh turned into dealer 3 days before incident veh is GMAC's
MAINTENANCE LOCATION: DO NOT KNOW
CURRENT LOCATION OF VEHICLE: JACK SCHLEIN BUICK-GMC
NOTIFY NAME: [redacted]

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: FRANK ALTER/ RAAINSPECTION DATE: 2001-04-08
MILEAGE AT INSPECTION: 38796
WHERE WAS INSPECTION DONE: Inspected engine manifold and electrical wiring

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: N/A
INVESTIGATIVE SUMMARY: Concern with engine MOP.
FAR STATUS: Accepted
**********FAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER RAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 ERC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:

GM RESTRICTED

342869

GRADE:
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]
COMPANY:
ADDRESS:
ENGLEWOOD, NJ [redacted]

CONTACT NUMBER: 1
CONTACT TYPE: GMAC
CONTACT PHONE: [redacted]

GM RESTRICTED

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CASE NUMBER: 03579900 VIN: 1G4CW52K2W4636424

DATE OPENED: 03/23/01 MODEL YEAR: 98

DATE CLOSED: 03/26/01 SERIES: UNKNOWN

SOURCE: MILEAGE: 38796

CUSTOMER:

ADDRESS:

HOME PHONE: [redacted] STATE: NJ

BUS. PHONE:

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: ENGLEWOOD
NJ [redacted]
HOME PHONE:

CASE NUMBER: 03579900 VIN: 1G4CW52K2W4636424
MODEL YEAR: 1998
DATE OPENED: 2001-03-23 SERIES: UNKNOWN
DATE CLOSED: 2001-03-26 MILEAGE: 38796
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: JACK SCHLEIN BUICK GMC ISUZU
BRC PARENT: DEALER ADDRESS:ROUTE 4 AND GRAND AVENUE,,ENGLEWOOD,NJ,07631,USA

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

T01 Product Allegation GM 1241 Backfires
0 REPAIR ATTEMPT(S) INTAKE MANIFILD BACKFIRE

BACKFIRED THRU INTAKE MANIFOLD CAUSED FIRE AND EXPLOSION
**********WORK HISTORY**********

AVM DAN OLHAM 800 356 5004 X 8474 states cust irving brown, 20 Lester Dr., Orangeburg,NY 10962 914 359 8637 h turned in his leased GMAC veh to dealership .a couple of days later 3/20, at 5 pm driver for Nate's Towing, Englewood NJ came to pu veh for GMAC and when he attampeted to start veh it backfired thru the intake manifold burning hood, wiring harnesses causing an explosion in the garage that set off alarms. veh was in the dealer parking garage a concrete structure at baker st. and grand ave in englewood nj.SM at [redacted] dealer is [redacted] and he states GMAC was willing to take veh and sell for salvage but they wanted to wait for GM to make a decision if they want veh for research. crm advised avm will forward to PAR group for their decision. tim madden/tampa avm team; 0; 99999
2001-03-26

CRM read comments in Work History. CRM will contact dealership and research. Mark Martinez/tampa par/57037; 0; 354483304

GM RESTRICTED

342869

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:

GM RESTRICTED

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[redacted]NE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

[redacted]E:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
CONTACT NUMBER: 1
COMPANY:
CONTACT TYPE:
CONTACT PHONE:
[redacted]RESS:

PAR CASE INFORMATION 342869

Problem ID: 03579901

CONTACT INFORMATION

Name: [redacted]
Address: [redacted]
ENGLEWOOD, NJ 07631-
Phone: [redacted]

VEHICLE INFORMATION

VIN: 1G4CW52K2W4696434
MAKE: Buick
MODEL: Park Avenue
YEAR: 1998
ODOMETER: 38,796

BRC CONTACT INFORMATION

NAME: [redacted]
COMPANY:
ADDRESS:
N/A
PHONE: [redacted]
TYPE: GMAC

ACCOUNT/POLICY: N/A
SERVICE DEALER: JACK SCHLEIN BUICK GMC ISU
CONTRACT: JOHN WAGNER
SELLING DEALER: JACK SCHLEIN BUICK GMC ISU
CONTRACT: JOHN WAGNER
PAYEE: No

PAR DETAILS

CONTACT ID: C0000090457367
DRIVER NAME: TOW TRUCK DRIVER
DRIVER AGE: 0
DISABILITIES: NONE
ROAD SURFACE: Concrete
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 1
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: BACKFIRED THRU INTAKE M
POLICE REPORT: No
INSURANCE: No
INSURANCE COMPANY:
[redacted]URANCE COMPANY ADDR:
INSPECTION: Yes
INSP NAME: FRANK ALTER/ EAA
INSP DATE: 4/9/01
INSP MILES: 38,796
INSP DONE: Inspected engine manifold and electrical wiring
PROPERTY DAMAGE:
INCIDENT LOCATION: BAKER ST. AND GRAND AVE., GARAGE IN ENGLEWOOD, NJ
INCIDENT RESULT: GM offered repurchase 4/19/01
VEHICLE LOCATION: JACK SCHLEIN BUICK-GMC
MAINTENANCE LOCATION: DO NOT KNOW
OWNER DESC: tow driver started veh and backfire explosion occured causing hood and wiring harnesses to burn
MORE INFO: GMAC leased veh turned into dealer 3 days before incident veh is GMAC's

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: N/A
INVEST SUMMARY: Concern with engine MOP.
AGENT PHONE:
INCIDENT DATE & TIME: 06/08/2001 06:06:00 AM

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

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

PAR CASE INFORMATION

Problem ID: 03579901

UCC CODE INFORMATION

DESCRIPTION:
SOLUTION:
COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: Intake manifold backfired
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A04
COMPONENT DESCRIPTION 2: Engine concern
COMPLAINT CODE 2: Backfires
COMPLAINT DESCRIPTION 2: Possible Safety Concern
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: J01
COMPONENT DESCRIPTION 3: Engine concern
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION3: Engine
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4: A05
COMPONENT DESCRIPTION 4: Thermal Event
COMPLAINT CODE 4: Other
COMPLAINT DESCRIPTION 4: Fire
REPAIR ATTEMPTS 4: 0

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

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

BEG CONTACT INFORMATION

NAME: [redacted]
COMPANY:
ADDRESS:

PHONE:
TYPE:

ACCOUNT/POLICY:
SERVICE DEALER: JACK SCHLEIN BUICK GMC INU
CONTRACT: JOHN WAGNER
BILLING DEALER: JACK SCHLEIN BUICK GMC INU
CONTRACT: JOHN WAGNER
PAYER: No

PAR CASE INFORMATION

Problem ID: 03579901

PAR DETAILS

CONTACT ID: C0000030497967
DRIVER NAME: TOW TRUCK DRIVER
DRIVER AGE: 0
DISABILATIES: NONE
ROAD SURFACE: Concrete
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 1
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: BACKFIRED THRU INTAKE M
POLICE REPORT: No
INSURANCE: No
INSURNCE COMPANY:
INSURANCE COMPANY ADDR:
INSPECTION: Yes
INSP NAME: FRANK ALTER/ AAA
INSP DATE: 4/5/01
INSP MILES: 38,796
INSP DONE: Inspected engine manifold and electrical wiring
PROPERTY DAMAGE:
INCIDENT LOCATION: BAKER ST. AND GRAND AVE., GARAGE IN ENGLEWOOD, NJ
INCIDENT RESULT: GM offered repurchase 4/12/01
VEHICLE LOCATION: JACK SCHLEIN BUICK-GMC
MAINTENANCE LOCATION: DO NOT KNOW
OWNER DESC: tow driver started veh and backfire explosion occured causing hood and wiring harnesses to burn
MORE INFO: GMAC leased veh turned into dealer 3 days before incident veh is GMAC's

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: N/A
INVEST SUMMARY: Concern with engine MOP.
AGENT PHONE:
INCIDENT DATE & TIME: 03/20/2001 08:00:00 AM

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

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

PAR CASE INFORMATION

Problem ID: 03579901

UCC CODE INFORMATION

DESCRIPTION:	
SOLUTION:	
COMPONENT CODE 1:	T01
COMPONENT DESCRIPTION 1:	Intake manifold backfired
COMPLAINT CODE 1:	Other
COMPLAINT DESCRIPTION 1:	Product Allegation GM 1241
REPAIR ATTEMPTS 1:	0
COMPONENT CODE 2:	A04
COMPONENT DESCRIPTION 2:	Engine concern
COMPLAINT CODE 2:	Backfires
COMPLAINT DESCRIPTION 2:	Possible Safety Concern
REPAIR ATTEMPTS 2:	0
COMPONENT CODE 3:	J01
COMPONENT DESCRIPTION 3:	Engine concern
COMPLAINT CODE 3:	Other
COMPLAINT DESCRIPTION3:	Engine
REPAIR ATTEMPTS 3:	0
COMPONENT CODE 4:	A06
COMPONENT DESCRIPTION 4:	Thermal Event
COMPLAINT CODE 4:	Other
COMPLAINT DESCRIPTION 4:	Fire
REPAIR ATTEMPTS 4:	0
COMPONENT CODE 5:	
COMPONENT DESCRIPTION 5:	
COMPLAINT CODE 5:	
COMPLAINT DESCRIPTION 5:	
REPAIR ATTEMPTS 5:	
COMPONENT CODE 6:	
COMPONENT DESCRIPTION 6:	
COMPLAINT CODE 6:	
COMPLAINT DESCRIPTION 6:	
REPAIR ATTEMPTS 6:	

PAR CASE INFORMATION

Problem ID: 03579901

WORK HISTORY

[illegible]01 - 01:40:06 AM	AVM DAN OLHAM 800 356 5004 X 8474 states cust irving brown, 20 Lester Dr., Orangeburg,NY 10962 914 359 8637 h turned in his leased GMAC veh to dealership .a couple of days later 3/20, at 5 pm driver for Nate's Towing, Englewood NJ came to pu veh for G MAC and when he attempted to start veh it backfired thru the intake manifold burning hood, wiring harnesses causing an explosion in the garage that set off alarms. veh was in the dealer parking garage a concrete structure at baker st. and grand ave in englewood nj.SM a[redacted]dealer is [redacted] and he states GMAC was willing to take veh and sell for salvage but they wanted to wait for GM to make a decision if they want veh for research. crm advised avm will forward to PAR group for their decision. tim madden/tampa avm team
03/28/2001 - 06:23:46 AM	LATE ENTY 3/27/01 - CRM called svc mgr John at 9:45am who stated that when engine backfired it set of a burglar alarm in the parking lot. Tow truck driver who is the one who started the vehicle to load on trailer to take back ot GMAC and svc mgr put out the fire with a fire extinguisher. Svc mgr stated EAA inspector can use dealership for inspection. Mark Martinez/tampa par/57037
04/12/2001 - 01:56:11 AM	CRM called dealership and left message to call CRM. Mark Martinez/tampa par/57037
04/12/2001 - 02:22:27 AM	NOTE: Vehicle is lease turn in vehicle owned by GMAC. Release of Claim is not required. Mark Martinez/tampa par/57037
04/12/2001 - 02:11:15 AM	Business Summary-1.CRM reviewed file 2-CRM contacted customer and reviewed 1241 facts. 3-CRM received customers authorization for inspection. 4- CRM reviewed inspection results. 5- GM offered repairs and customer accepted. Vehicle is owned by GMAC. 6- CRM made no other offers. 7- There were injuries. 8- CRM suspending file and forwarding to FTT. Mark Martinez/Tampa Par/57037
04/13/2001 - 02:01:02 AM	CRM has received faxed inspection report with report and photos to follow. Results revealed concern with manifold over pressurization on 3800 engine. EAA inspection revealed thermal event and subsequent explosion originated in intake manifold. This was a videnced by the engine cover was knocked off the engine. Vehicle actually belongs to GMAC as a lease turn in. CRM confirmed with TL Amy and decision made to contact dealership and offer repairs instead of GMAC. CRM called and left FYI of AVM on incident and findings. Mark Martinez/tampa par/57037
04/19/2001 - 10:16:19 AM	Crm spoke to dealer and dealer states that repairs will be done by Monday 4/23/01. Deanna Holden/Tampa/PAR/68335
04/19/2001 - 10:21:00 AM	- CORRECTION - Entry in Business Summary that states there were injuries is incorrect. There were no injuries, entry was made in error. Mark Martinez/tampa par/57037
04/25/2001 - 09:59:57 AM	Crm processed GMWA for 3170.66 for repairs. RO# 026834 Dealer Code 11-34727. Deanna Holden/Tampa/PAR/68335

GM Vehicle Inquiry System
Summary

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

Help

VIN:	1G4CW52K2W4636424

VEHICLE INFORMATION

Merchandising Model:	4CW69	Warranty Start Date:	03/20/1998
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	JACK SCHEIN BUICK, INC. PO BOX 159 HACKENSACK, NJ 07602-0159 (201) 487-6100	Selling Source:	11 - BUICK
		Site Code:	34725
		Business Associate Code:	118038

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	03/20/1998	75 miles	3/20/2001	36075 miles
72/100 SHEET METAL RUST-THROUGH	03/20/1998	75 miles	3/20/2004	100075 miles
36/36 CORROSION	03/20/1998	75 miles	3/20/2001	36075 miles
96/80 PCM/CC EMISSIONS	03/20/1998	75 miles	3/20/2006	80075 miles
36/36 FEDERAL EMISSIONS	03/20/1998	75 miles	3/20/2001	36075 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
09/01/2000	023976	#	N1575 - SIDE MARKR LAMP RPL	33420 miles
09/01/2000	023976	#	T5999 - NEW JERSEY PART MARKUP PERCENTAGE OVER THE 40% NORM	33420 miles
10/30/1998	006703	#	R0747 - RADIO RECEIVER - UNLOCK	9193 miles
10/30/1998	006703	#	R0752 - RADIO RECEIVER - RETURN TO AC-DELCO - (REMOVE RADIO)	9193 miles
09/02/1998	605345	#	R1000 - CARPET SVR MATS RPL	6810 miles
06/12/1998	803413	#	N0250 - RT COMPO HDLAMP RPL	3532 miles
04/13/1998	002064	#	J6355 - POWERTRAIN CONTROLLER - REPROGRAM	739 miles
02/19/1998	A36424	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Division: BUICK	Ref# 03579991	Document ID	Date Saved: 04-05-2001
VIN:1G4CW52K2W4638424	Claimant's Name (LAST, First) [redacted]		

Division:	Ref#	Document ID	(page 1 of 6)
VIN:	Claimant's Name (LAST, First)		

Inspected By: FRANK A. ALTER F.A.A.I.C. Organization: F.A. ASSOCIATES
Phone: (848 1793-3717 x____ Inspection Date: 04-06-2001 Mileage at Inspection: 35759

I INSPECTION SUMMARY

Type Non Collision X, Collision ☐

Fire Origin Engine Compartment X, Underdash ☐, Other Interior ☐, Trunk ☐, Unknown ☐, Other ☐ specify _____, Component: _____.

Following the inspection, summarize the observations: THIS VEHICLE WAS PARKED AND LOCKED ON FEB. 28, 2001 AND ON MARCH 20, 2001 THIS VEH. WAS STARTED AND THER WAS A LOUD BANG AND A THERMAL CONDITION UNDER THE HOOD .THE COVER OVER THE ENGINE WAS KNOCKED OFF OF THE ENGINE , AND THE UPPER INTAKE MANIFOLD WAS BROKEN AND A THERMAL EVENT ACCURED .THE FUEL LINE CONNECTORS WERE MELTED THE INJECTOR RAIL IS BENT .THE INJECTOR WIRE HARNESS IS MELTED AND CHAFED THE WIPER MOTOR COVER IS MELTED . NUMBER SIX INJECTOR WIRES INSULATION HAS BEEN STRIPPED OFF .THE HOOD INSULATION HAS BEEN BURNT . THE DAMGED TO THE UPPER INTAKE WOULD INDIGATE THAT AN EXPLOSION HAD TAKEN PLACE INSIDE THE INTAKE. THE FUSES IN THE POWER DISTRIBUTION CENTER AND INTERIOR FUSE PANEL HAVE NO BLOWN FUSES

II INTERVIEW - VEHICLE HISTORY

1. *Name, address, and phone number* of person being interviewed: [redacted] ENGLEWOOD, NEW JERSEY [redacted]

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

Item(s), date installed, and by whom (name, phone): NO MODIFICATION OR AFTER –MARKET HAS BEEN INSTALLED ON THIS 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.): NO TRAILERING HAS BEEN DONE WITH THIS VEHICLE

3. *Prior collision damage?* (date, description, etc.) NO EVIDENCE OF PRIOR COLLISION

Repaired by:NO REPAIRS

4. Describe *existing vehicle conditions* at the time of the incident (e.g. warning lights "On", engine miss, etc) : VEH. WAS PARKED AND WAS CLEAN AND NO CONDITION HAD BEEN REPORTED

5. *Repairs* outside of warranty (what, when, by whom?): NONE REPORTED

6. Other *vehicle history* information (from person being interviewed or GM Warranty History): SIDE MARKER LAMP 9-01-2000, RADIO REPAIR 10-30-1998, CARPET SVR MATS RPL 9-02-1998,RT COMPO HDLAMP RPL 6-12-1998, POWERTRAIN CONTROLLER REPROGRAMEDE 4-13-1998

7. *Last maintenance* (date, description, by whom?): NO RECORD

III INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

This section covers vehicle usage the day of the fire. THIS VEH. HAD BEEN PARKED FOR ABOUT 21 DAYS

If being driven, describe: vehicle speed: 0 mph, drive length 0 h 0 min, distance 0 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). PARKED

If parked, how long was it parked? 21DAYS Was the ignition off Y was the engine running N ? Describe drive prior to parking: drive length __ h 0 min, distance 0 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). PARKED

If vehicle is a *truck*, or a *car trailering cargo* at the time of the incident, estimated total weight of cargo and trailer: 0lb, Load description: NONE Load location: NO LOAD Height and description of front shape of trailer: NO TRAILER

Weather conditions: Approx. ambient temperature 42°F. General conditions (dry, rain, wind, etc.): DRY

III B AT THE FIRST INDICATION OF A PROBLEM

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

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

Smoke? (from where, color, intensity, etc.) UNDER HOOD BLACK

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

Any apparent *malfunction*? (Y/N) Y If yes, describe: EXPLOSION (BACK FIRE.)

Position of *HVAC controls* (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) OFF, Blower setting OFF, Temperature setting 70

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

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

If any of the above were cycled, describe: NO

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

III C DURING THE FIRE

Time ONE MINUTE and *distance* ONE MINUTE between first indication of a problem and start of fire.

Time 3MINUTES between start of fire and other significant events. Describe: OPEN HOOD EXTINGUISH FIRE

Time (24 hr) 8 MIN. when fire was over or put out.

Describe initial location, color and intensity of *smoke and flame*. BLACK SMOKE TOP REAR OF ENGINE

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

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

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

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

Any *other comments* that have not been covered? THIS VEH. WAS PARKED IN DEALERS PARKING DECK, WAITING TO BE PICKED UP FOR GMAC

IV VEHICLE INSPECTION

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

Take color photographs of the following:

A. Exterior:
- Front
- Right side
- Rear
- Trunk area
- Decklid outer panel
- Decklid inner panel
- Option label
- VIN
- Left side
- Hood outer panel
- Hood inner panel
- Roof
- Fuel filler "Lead Free" restrictor-in-place? (Y/N) Y. Describe: ____
- Location of fuel filler cap (or evidence of remains): ON FUEL FILLER IN PLACE

Comments: SEE ATTACHED PHOTO LOG

B. Interior:
- Door interior panels: LF, LR, RF, RR, Rear Door(s)
- Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray
- Floor: Left, Right, Rear
- Seats: LF, RF, Rear Seats
- List all driver electrical controls which are in the "On" position (include ignition): ALL OFF
- Position of windows (if glass is missing, do further inspection): ALL CLOSED NONE BROKEN

Comments: NO DAMAGE TO THE INTERIOR OR WINDOWS

C. Underhood:
- Engine compartment
- Radiator, front & rear
- Coolant recovery bottle
- Engine coolant lines/hoses, connections
- Heater lines/hoses, connections/clamps (include those to throttle body)
- TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections

Engine block (note precise location of cracks, holes, etc.): NO HOLES IN THE ENGINE BLOCK UPPER INTAKE MANIFOLD BROKEN INTO PIECES
Engine: dipstick, oil cooler lines/connections, filter, oil pan
Transmission: dipstick, oil cooler lines/connections, oil pan
Master cylinder and brake fluid reservoir
Brake lines and hoses
ABS/TCS Modulator
Power steering lines/hoses, connections/clamps, pump
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): NO MODIFICATION RUST NOT OUT OF POSITION AND ALL SUPOPORT IN PLACE
Other: NO DAMAGE TO THE OTHER LISTED ITEMS

Comments: THIS FIRE WAS EXTINGUISHED BY THE DEALER SERVICE MANAGER.

D. Fluids (comments only):

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

Engine coolant: FULL

Engine oil: FULL

Transmission fluid: FULL

Power steering fluid: FULL

Brake fluid: FULL

E. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?): NO DISCOLORATION OR SWELLING
Scrapes or impact damage on the following:
Fuel tank
Fuel filler lines NO SCRAPES OR IMPACT DAMAGE
Tires/Wheels

Comments: THIS VEH. HAS BEEN PARKED FOR ABOUT 21 DAYS PRIOR TO INCIDENT

F. Electrical:
Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (identify all open or *not* proper size): NO OPEN OR BLOWN FUSES IN POWER DIST CENTER OR INTERIOR FUSE PANEL
Relay centers
Wiring insulation at fuse blocks NO DAMAGE TO WIRE HARNESS AT FUSE PANEL
Fusible links (identify all open): NO DAMAGE
Spark plug wiring and boot condition: MINOR HEAT DAMAGE TO PLUG WIRES AT 2,4,& 6 PLUGS
Modules: ABS/TCS, ECM, other NO DTC DETECTED AND NO DAMAGE TO THE ITEMS

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: INTERIOR & EXTERIOR OF THE INTAKE MANIFOLD UPPER INTAKE FRACTURED

Photograph and comment on the item/area which is the apparent origin of the fire: UPPER INTAKE MANIFOLD BROKEN INTO NPARTS

Anything on vehicle which is after-market: NO AFTER-MARKET EQUIPMENT

Anything on vehicle which is a modification: NO MODIFICATION

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

Other relevant information: THE DAMAGE TO THE UPPER INTAKE INDICATES BANG CAME FROM INSIDE THE CHAMBER

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: NO CLAIMANT'S CONTENTS DAMAGED

V SITE INSPECTION (If applicable)

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, ruts indicating vehicle was stuck, etc. If significant other property damage occurred due to the fire, take pictures of the damage and make notes as necessary.
Comments: AN INSPECTION OF THE AREA OF THIS INCIDENT INDICATED NO EVIDENCE OF THIS INCIDENT EXIST.

GM-PAR-Photo, Rev. 09/20/97

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

(page 1 of 1)

Division: Buick	Ref#: 0357990/	VIN: 1G4CW52K2W4636424
Claimant's Name (LAST, First): [redacted]		

Inspected By: FRANK A. RITER EARTH Organization: E.A. ASSOCIATES

Phone: (845) 7832417 x____ Inspection Date: 07/ 1/2001 Mileage at Inspection: 38796

Roll Number ONE

Neg.#	Description
0	WINDSHIELD VIN PLATE
1.	WINDSHIELD VIN PLATE
2.	WINDSHIELD NYS REGISTRATION LABEL
3.	WINDSHIELD NYS SAFETY INSPECTION LABEL
4.	LEFT FRONT DOOR TIRE LABEL
5.	LEFT FRONT DOOR GVWR LABEL
6.	SERVICE PARTS IDENTIFICATION LABEL
7.	LEFT FRONT AND SIDE OF VEHICLE
8.	LEFT REAR AND SIDE OF VEHICLE
9.	RIGHT FRONT AND SIDE OF VEH.
10.	RIGHT REAR AND SIDE OF VEH.
11.	HOOD COVERED WITH DUST NO PAINT DAMAGE
12.	HOOD INSULATION MELTED FROM HEAT
13.	ENGINE COVER CRACKED AND MELTED
14.	TOP OF ENGINE AND FRONT OF UPPER INTAKE MANIFOLD
15.	TOP OF ENGINE FROM LEFT SHOWING BROKEN UPPER INTAKE MANIFOLD
16.	TOP OF ENGINE FROM RIGHT SHOWING BROKEN UPPER INTAKE MANIFOLD
17.	NUMBER SIX INJECTOR WIRES INSULATION MISSING CENTER OF WIRE
18.	NUMBER SIX INJECTOR WIRES BARE WIRES
19.	NUMBER SIX INJECTOR HARNESS WIRE BARE
20.	LEFT REAR TOP OF ENGINE AND UPPER INTAKE MOUNTING LOCATION
21.	FUEL LINE CONNECTION AT FUEL RAIL MELTED FROM HEAT
22.	HOT SPOT CENTER OF COWL OPPOSITE FUEL RAIL CONNECTION
23.	LOOKING UP AT BOTTOM OF REAR HEAD LEFT REAR CORNER
24.	BOTTOM OF ENGINE FLASH FAILED
25.	BOTTOM OF ENGINE FLASH FAILED
26.	
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	
36.	
37.	

PHOTO.DOC

PARTS NEEDED TO REPAIR 03579901

WAKE-B YEAR-98 MODEL-C LIST PRICE

LIST OF SELECTED PARTS

PRICES EFFECTIVE MAR 01, 2001

PART #	GROUP	USAGE DESCRIPTION	YEAR	QTY	H	LIST
17113136	03.265	C 3.8K(L36) MANIFOLD KIT,UPR INT	97-01	01		249.00
17113137	03.270	C 3.8K(L36) GASKET KIT,UPR INT MANIF	97-01	01		33.70
17113198	03.330	C 3.8K(L36) RAIL KIT,SEQ H/PORT F/INJR FUEL(AC-	98-00	01		139.46
17113346	03.330	C 3.8K(L36) REGULATOR,FUEL PRESS(AC-DELCO #217-397)	98-01	01		66.63
25140567	03.887	C MODULE,CRCONT(W/SERVO)(AC-DELCO	97-98	01		468.24
25704015	03.163	C 3.8K(L36) PIPE,FUEL FEED FRT	98-01	01		61.72
25643394	03.163	C 3.8K(L36) PIPE,FUEL RTN FRT	98-01	01		61.72
25672967	03.145	C 3.8K(L36) PIPE,EVAP EMIS CNSTR PURGE FRT	98-01	01		67.66
12187922	02.625	CW 3.8K(L36) HARNESS,ENG WRG	98-98	01		663.81
16187556	03.682	C 3.8K(L36) SENSOR,MAP(AT ENGINE)(AC-DELCO #213-259)	97-98	01		62.50
24506901	03.300	C 3.8K(L36) SHIELD,F/INJR SIGHT	97-98	01		36.59
17120601	03.300	C 3.8K(L36) INJECTOR,M/PORT FUEL(AC-DELCO #217-306)	98-00	03		328.50
				Unit Price:		109.50
25643442	03.162	C 3.8K(L36),3.8-1(L67) RETAINER,FUEL FEED & RTN FRT PIPE(POS	97-01	01		28.17
25881599	08.021	C INSULATOR,HOOD(2ND DESIGN,HAS &	97-01	01		67.38
039[illegible] 5		>> This is a user added part number. << RETAINER		04	.99.	N.A. 3.96
12487620		>> This is a user added part number. << COVER W/W MOTOR		01		167.08

Totals for Displayed Quantities: 2502.16

3.96

2506.12

GMWA Pre-Authorization Form

Check VIN LOOKUP and WINS for the following information:	
Ownership (1st, 2nd, 3rd):	1st
Delivery Date:	03/20/95
Used Purchase Date:	
Where Purchased?	
Service Contract (Y or N)	N
Warr. Blk/Branded Title (Y or N):	N

File Number:	03579901		
Vehicle Identification Number:	1G4CW52K2W4836424		
Mileage	36,795		
Dealership Contact:	[redacted]	Title:	Service Manager
Division[illegible]:	11		
Dealer Code:	00-34727		
Repair Order # (6 digits)	028634		
Labor Operation Code:	Z1242	Total:	$ 3,170.69
Labor Operation Code:		Total:	

List Specifics Below, DO NOT use the word "Defective"	
Complaint:	Thermal Event
Cause:	Unknown
Correction:	Repair Vehicle
Justification:	Customer satisfaction and Goodwill

CRM:	Deanna
Date:	
Manager Entering:	

Z1242 / Z1243 Warranty Claim Tracking
Pre-Approval Documentation

Vehicle Information

Date:	4/25/01
File No.:	03579901
Customer Name:	[redacted]
VIN:	1G4CW52K2W4636424
In-Service Date:	3/20/98
Mileage:	38,796

Dealer Information

Dealer:	Schlein Buick
Dealer Code:	00-34727
Dealer Contact:	John Wagner

Claim Information

RO No.:	028634
RO Date:	3/21/01
TAC Case No.:	
Labor OP(Z1242 or Z1243):	Z1242
Claim Type:	
Cause Code (CC):	MJ
Failure Code (FC):	98
Labor Hours:	
Other Hours:	
Net Amount:	$3,170.88
Authorization Code:	
Reviewed By:	Deanna Holden

Retain copy with dealer repair order.

Keyword Reason/Additional Comments

ATT. DEANNA

JACK SCHLEIN

BUICK GMC ISUZU

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PHONE: (201) 894-0700 • FAX: (201) 894-8133
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CUSTOMER NO. 2008	JOHN WARNER-0004 126		04/23/01
[redacted]	79.22	38798	BLACK/BRDU
	BUBUCK/PARK AVENUE/ENDR BDY		05/08/01
DRAKEBURG, NY [redacted]	1G4CW52K2W4838424		05/21/01
[redacted]			NO: 38798

LABOR & PARTS

JOB # 1 [redacted] ENGINE MAJOR HOURS: 1.00 TECH(S):3146 — 79.22

CHECK UPPER INTAKE MANIFOLD FRACTURE
MANIFOLD FRACTURED IN PIECES
REPLACE UPPER INTAKE MANIFOLD
WR TO JOB# 1.0

PARTS	QTY	PP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	1		[illegible]	MANIFOLD 3.2SC	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	1		[illegible]	GASKET KIT 3.2SC	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	1		[illegible]	GASKET 3.2SC	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	1		[illegible]	BOLTS 3.2SC	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	1		[illegible]	BOLTS 3.2SC	[illegible]	[illegible]	[illegible]	27.34

JOB # 1 COST TOTAL [illegible]
JOB # 1 TOTAL PARTS 335.51
JOB # 1 TOTAL LABOR & PARTS 414.73

JOB # 2 [redacted] FUEL SYSTEM HOURS: 1.00 TECH(S):8148 — 79.22

REPLACE FUEL RAIL AND 3 REAR INJECTORS
REPLACE FUEL RAIL AND 3 REAR INJECTORS
WR TO JOB# 2.0

PARTS	QTY	PP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	111.87
JOB # 2	3		[illegible]	INJECTOR 3.2SC	[illegible]	[illegible]	[illegible]	[illegible]

JOB # 2 COST TOTAL [illegible]
JOB # 2 TOTAL PARTS 374.37
JOB # 2 TOTAL LABOR & PARTS 453.59

JOB # 3 [redacted] FUEL LINES/HOSES HOURS: 1.00 TECH(S):3146 — [illegible]

REPLACE FUEL LINE FROM FILTER TO ENGINE
REPLACE FUEL LINE FROM FILTER TO ENGINE
WR TO JOB# 3.0

PARTS	QTY	PP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1		[illegible]	PIPE 3.1SC	[illegible]	[illegible]	[illegible]	69.35

JOB # 3 COST TOTAL [illegible]
JOB # 3 TOTAL PARTS 69.35
JOB # 3 TOTAL LABOR & PARTS 209.77

JOB # 4 [redacted] FUEL SYSTEM GENERAL HOURS: 0.40 TECH(S):3146 — 31.69

REPLACE FUEL RETURN LINE FROM FUEL TO FILTER AREA
LINE TOUCHES
REPLACE FUEL RETURN LINE FROM FUEL TO FILTER AREA
WR TO JOB# 4.0

PARTS	QTY	PP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 4	1		[illegible]	PIPE 3.1SC	[illegible]	[illegible]	[illegible]	69.35

JOB # 4 COST TOTAL [illegible]
JOB # 4 TOTAL PARTS 69.35
JOB # 4 TOTAL LABOR & PARTS 90.94

Goodyear Service Plus

[illegible] This work is sold as is. The warranties [illegible] are those which may be [illegible] manufacturer.
SEE REVERSE SIDE FOR IMPORTANT INFORMATION

Terms: Cash On Delivery Or Approved Credit Card. Statement [illegible] days or 15.00% Allowed on all [illegible] Prices are based on list price unless specified otherwise.
Mechanical shells out free no warranty will be a minimum of one half hour at the current hourly rate if work is declined or returned.

NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

X 10:25:03
CUSTOMER'S SIGNATURE

 WARRANTY COPY [CONTINUED ON NEXT PAGE]

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ENGLEWOOD, NEW JERSEY 07631
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CUSTOMER NO. 2086	ADVISOR JOHN WAGNER-BB4 120		04/23/01	INVOICE NO. 8UW020136
[redacted]	70.27	38798	BLACK/BEIGE	
	BURNSIDE/PARK AVENUE/OR BUN		12/2000	60
ORANGEBURG, NY [redacted]	1G4CW52K2W4638424		05/21/01	
[redacted]			NO: 38798	

JB 6-498U222 FUEL SYSTEM CONCERN HOURS: 0.90 TECH(S):3146 71.30
REPLACE CANISTER VENT LINE
REPAIR
REPLACE FUEL CANISTER LINE
W IE LABOR .9

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 6	1	25704017	PIPE 3.16	41.59	32.00	84.94	84.94
			JOB # 6 COST TOTAL	41.59			
			JOB # 6 TOTAL PARTS				84.94
			JOB # 6 TOTAL LABOR & PARTS				156.24

JB 6-498U2 ENGINE ELECTRICAL HOURS: 1.60 TECH(S):3146 126.95
REPLACE ENGINE WIRING HARNESS
REPAIR
REPAIR
REPLACE ENGINE WIRING HARNESS
W IE LABOR 1.6

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 6	1	12127[illegible]	HARNESS 2.00	[illegible]	[illegible]	637.35	637.35
			JOB # 6 COST TOTAL	[illegible]			
			JOB # 6 TOTAL PARTS				637.35
			JOB # 6 TOTAL LABOR & PARTS				764.31

JB 9-498U201 FUEL SYSTEM CONCERN HOURS: 0.30 TECH(S):3146 23.77
REPLACE FUEL REGULATOR
REPAIR
REPAIR
REGULATOR - MAGNET REPLACE
W IE LABOR .3

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 7	1	17113[illegible]	REGULATOR 1.00	[illegible]	[illegible]	53.30	53.30
			JOB # 7 COST TOTAL	[illegible]			
			JOB # 7 TOTAL PARTS				53.30
			JOB # 7 TOTAL LABOR & PARTS				77.07

JB 8-498U212 WIPER/WASHER 1 1/2 HOURS: 0.80 TECH(S):3146 15.94
REPLACE WIPER MOTOR/GEAR
REPAIR
REPAIR
MODULE, REAR WIPER CONTROL - REPLACE
W IE LABOR .8

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 8	1	12[illegible]	COVER KIT 10.100	[illegible]	[illegible]	133.66	133.66
			JOB # 8 COST TOTAL	[illegible]			
			JOB # 8 TOTAL PARTS				133.66
			JOB # 8 TOTAL LABOR & PARTS				149.60

JB 9-498U221 BODY ELECT CONCERN HOURS: 0.30 TECH(S):3146 23.77
REPLACE CRUISE CONTROL MODULE
REPAIR
REPLACE CRUISE MODULE
W IE 01.170 .3

Goodwrench Service Plus

ABOVE ITEMS (ALL THE PARTS IS NEW (IN NO. The [illegible] in [illegible] are [illegible] year or [illegible] by [illegible]
SEE REVERSE SIDE FOR IMPORTANT INFORMATION

Terms: Cash On Delivery Or Approved Credit Card. Warranty: 12 months or 12,000 miles or as stated. Prices are based on flat rate manual unless modified otherwise. Mechanical check out free on vehicles left for a maximum of one full day at the owner's risk only if work is delayed on vehicle.

NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

X 10:25 [illegible]
CUSTOMER'S SIGNATURE

[CONTINUED ON NEXT PAGE]

JACK SCHLEIN

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2004	JOHN WARNER-8004 128	04/23/01	BUN626934
[redacted]	70.22 / 0000RJ / 36795	BLACK/BROWN	
	2000 BLACK PARK AVENUE/BROR SON	03/2000	60
CHAMPSBURG, NY [redacted]	1G6CW52K2W4638424		
		03/21/01	
[redacted]		NO: 36795	

PARTS	QTY	PART NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 9	1	25148567	[illegible]	[illegible]	[illegible]	374.89	374.89
			JOB # 9 COST TOTAL				
			JOB # 9 TOTAL PARTS				374.89
			JOB # 9 TOTAL LABOR & PARTS				398.36

JOB 10 CHECK ENGINE LIGHT HOURS: 0.50 TECH(S):3145 — 38.61

REPLACE MAP SENSOR AND PCV VALVE RETAINER

RUN
REPLACE MAP SENSOR AND PCV VALVE RETAINER

PARTS	QTY	PART NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 10	1	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 10	4	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
			JOB # 10 COST TOTAL				
			JOB # 10 TOTAL PARTS				67.34
			JOB # 10 TOTAL LABOR & PARTS				106.95

JOB 11 ENGINE NOISE HOURS: 0.80 TECH(S):3145 — 38.82

REPLACE SECTION
RUNS A DIAL
NOTIFY - REPLACE
NO TECH NOTE

PARTS	QTY	PART NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 11	1	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	126.18
			JOB # 11 COST TOTAL				
			JOB # 11 TOTAL PARTS				126.18
			JOB # 11 TOTAL LABOR & PARTS				165.00

JOB 12 BODY REPAIRS HOURS: 0.20 TECH(S):3145 — 13.84

REPLACE HOOD TRIM PANEL
RUN
NOTIFY HOOD - REPLACE
NO TECH NOTE

PARTS	QTY	PART NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 12	1	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	64.00
			JOB # 12 COST TOTAL				
			JOB # 12 TOTAL PARTS				64.00
			JOB # 12 TOTAL LABOR & PARTS				80.85

JOB 13 HOT START HOURS: 1.10 TECH(S):3145 — 87.14

REPROGRAM PCM
RUN
NOTIFY CONTROLLER - REPROGRAM
NO TECH NOTE

JOB # 13 TOTAL LABOR & PARTS 87.14

G.O.G. & SUPPLIES

JOB # 1 FREIGHT (PARTS) 26.16

Goodwrench Service Plus

SHOP MATERIALS: The parts by and the lot. The [illegible] are that which [illegible] by the manufacturer.
[illegible]
FOR IMPORTANT INFORMATION

Terms: Cash On Delivery Or Approved Credit. Cred. [illegible] 30 months or 30,000 miles or at retail. Prices are based on the new overall stated specified [illegible].
Manufacturer checks and fees on warranties will be a single [illegible] at the current hourly rate levels in effect at [illegible].

NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

X 10:26:00
CUSTOMER'S SIGNATURE

[CONTINUED ON NEXT PAGE]

JACK SCHLEIN

BUICK GMC ISUZU

406 GRAND AVENUE • P.O. BOX 5356
ENGLEWOOD, NEW JERSEY 07631
PHONE: (201) 894-0700 • FAX: (201) 894-6139
www.jackschlein.com

CUSTOMER NO. 2086	MODEL 1010N WARNER-5984 12N		DATE 04/23/01	INVOICE NO.
[redacted]	CODE 78.22	LICENSE NO. U86RLJ	MILEAGE 38798	COLOR BLACK/BRZU
	YEAR / MAKE / MODEL 1984 BUICK PARK AVENUE/HARD SDN			DELIVERY DATE 09/21/01
ORANGEBURG, NY [redacted]	VEHICLE I.D. NO. 1G4CW52K2W4635476			RO NO. 0921101
[redacted]	COMMENTS			MD:38798

TOTAL - EOS 36.15
R/O TAX 0.00
R/O TOTALS 3170.88

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[illegible]	3170.88
CLAIM TOTALS	3170.88

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: [illegible] WARRANTY NON CLAIM

RO NUMBER RO DATE VIN MTV DEALER OCCURTER SERVICE ADVISOR #

CUSTOMER NAME: FIRST: DONNA MODEL: PHONE: [illegible]
LAST: WAHL

LN JOB CT CC PC PART-NO. TOT-PTS PC LABOR LHRS CHRS NET-AMT. LAB-TOT.
LN-TOT: TECH SSN: AUTH CODE: AUTH. AUTHOR.:
MEMO PART NUMBER: [illegible]

LN JOB CT CC PC PART-NO. TOT-PTS PC LABOR LHRS CHRS NET-AMT. LAB-TOT.
LN-TOT: TECH SSN: AUTH CODE: AUTH. AUTHOR.:
MEMO PART NUMBER: [illegible]

LN JOB CT CC PC PART-NO. TOT-PTS PC LABOR LHRS CHRS NET-AMT. LAB-TOT.
LN-TOT: TECH SSN: AUTH CODE: AUTH. AUTHOR.:

LN JOB CT CC PC PART-NO. TOT-PTS PC LABOR LHRS CHRS NET-AMT. LAB-TOT.
LN-TOT: TECH SSN: AUTH CODE: AUTH. AUTHOR.:

LN JOB CT CC PC PART-NO. TOT-PTS PC LABOR LHRS CHRS NET-AMT. LAB-TOT.
LN-TOT: TECH SSN: AUTH CODE: AUTH. AUTHOR.:

LN JOB CT CC PC PART-NO. TOT-PTS PC LABOR LHRS CHRS NET-AMT. LAB-TOT.
LN-TOT: TECH SSN: AUTH CODE: AUTH. AUTHOR.:

LN JOB CT CC PC PART-NO. TOT-PTS PC LABOR LHRS CHRS NET-AMT. LAB-TOT.
LN-TOT: TECH SSN: AUTH CODE: AUTH. AUTHOR.:

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LN-TOT: TECH SSN: AUTH CODE: AUTH. AUTHOR.:

LN JOB CT CC PC PART-NO. TOT-PTS PC LABOR LHRS CHRS NET-AMT. LAB-TOT.
LN-TOT: TECH SSN: AUTH CODE: AUTH. AUTHOR.:

[CONTINUED ON NEXT PAGE]

Goodwrench Service Parts

SHOP SUPPLIES: Will charge a fee for all. The amount of charge is based on the labor which may be performed by the technician.

FOR WARRANTY INFORMATION

Terms: Due On Delivery Or Approved Credit Card. Warranty: All repairs or labor jobs or to which Parts are loaded on this sale manual unless specified otherwise.
Mechanical check out fee on vehicles will be a minimum of one half hour if the owner leaves sale. If work is authorized on vehicle.

NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

X 10:25:03
CUSTOMER SIGNATURE

WARRANTY COPY

JACK SCHLEIN

BUICK GMC ISUZU

405 GRAND AVENUE • P.O. BOX 8356
ENGLEWOOD, NEW JERSEY 07631
PHONE: (201) 894-0700 • FAX: (201) 894-6133
www.jackschlein.com

2008	JOHN VALDINER-GMC 128		04/23/01	
[redacted]	70.22 / 0000004	38700	BLACK/EBONY	
	80 BROOKPARK AVENUE/ATN: BOB		04/20/00	NO
ORANGEBURG, NY [redacted]	1G4CW52K2Y4638424			
			04/21/01	

LH-TOT: 77.07 TECH SSN: 153-98-6240 AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	PC	LABOR	LRS	OHRS	NET-AMT.	LAB-TOT.
08						135.56	1	[illegible]	.2			18.04
LH-TOT:	149.86	TECH SSN: 153-98-6240								AUTH. AUTHOR.:		

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	PC	LABOR	LRS	OHRS	NET-AMT.	LAB-TOT.
10						124.04	1	[illegible]	.3			23.77
LH-TOT:	330.38	TECH SSN: 153-98-6240								AUTH. AUTHOR.:		

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	PC	LABOR	LRS	OHRS	NET-AMT.	LAB-TOT.
16						67.24	1	[illegible]	.2			30.61
LH-TOT:	[illegible]	TECH SSN: 153-98-6240								AUTH. AUTHOR.:		

HEAD PART NUMBERS: [illegible]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	PC	LABOR	LRS	OHRS	NET-AMT.	LAB-TOT.
[illegible]						[illegible]	1	[illegible]	[illegible]			[illegible]
LH-TOT:	165.79	TECH SSN: 153-98-6240								AUTH. AUTHOR.:		

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	PC	LABOR	LRS	OHRS	NET-AMT.	LAB-TOT.
[illegible]						[illegible]	1	[illegible]	[illegible]			[illegible]
LH-TOT:	80.62	TECH SSN: 153-98-6240								AUTH. AUTHOR.:		

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	PC	LABOR	LRS	OHRS	NET-AMT.	LAB-TOT.
[illegible]						[illegible]	1	[illegible]	[illegible]			87.14
LH-TOT:	87.14	TECH SSN: 153-98-6240								AUTH. AUTHOR.:		

R.O. TOTAL: [illegible]

Goodwrench Service Plus

SHOP MATERIAL: This parts is sold for in the normal application in which sold on these which may be installed by the customer.
JACK SCHLEIN GMC
- FOR IMPORTANT INFORMATION

Normal Credit Card Delivery Or Approved Credit Card Terms: If marks or labor sales or all sales. Prices are based on full cash normal unless specified otherwise.
Mechanical stock out fees on vehicles will be a minimum of one half hour at the current hourly rate if work is started on vehicle.

NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

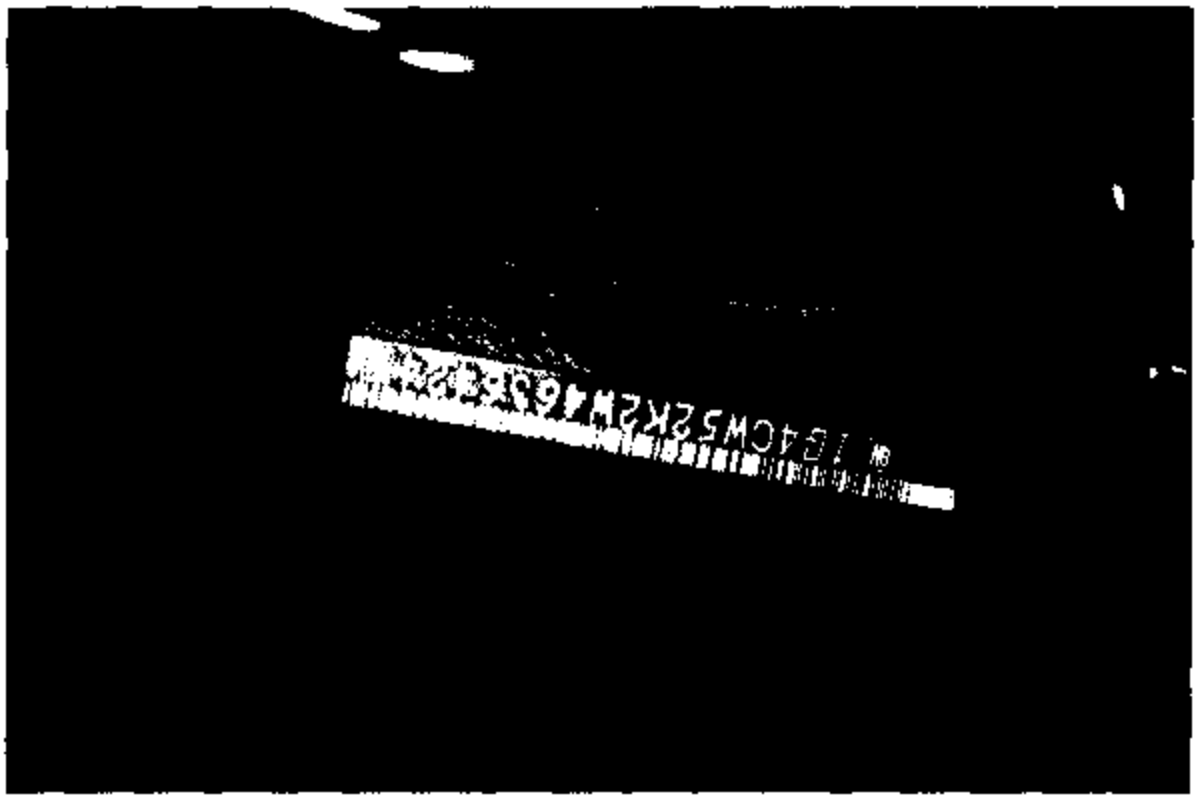
X 10:28:03
CUSTOMER'S SIGNATURE

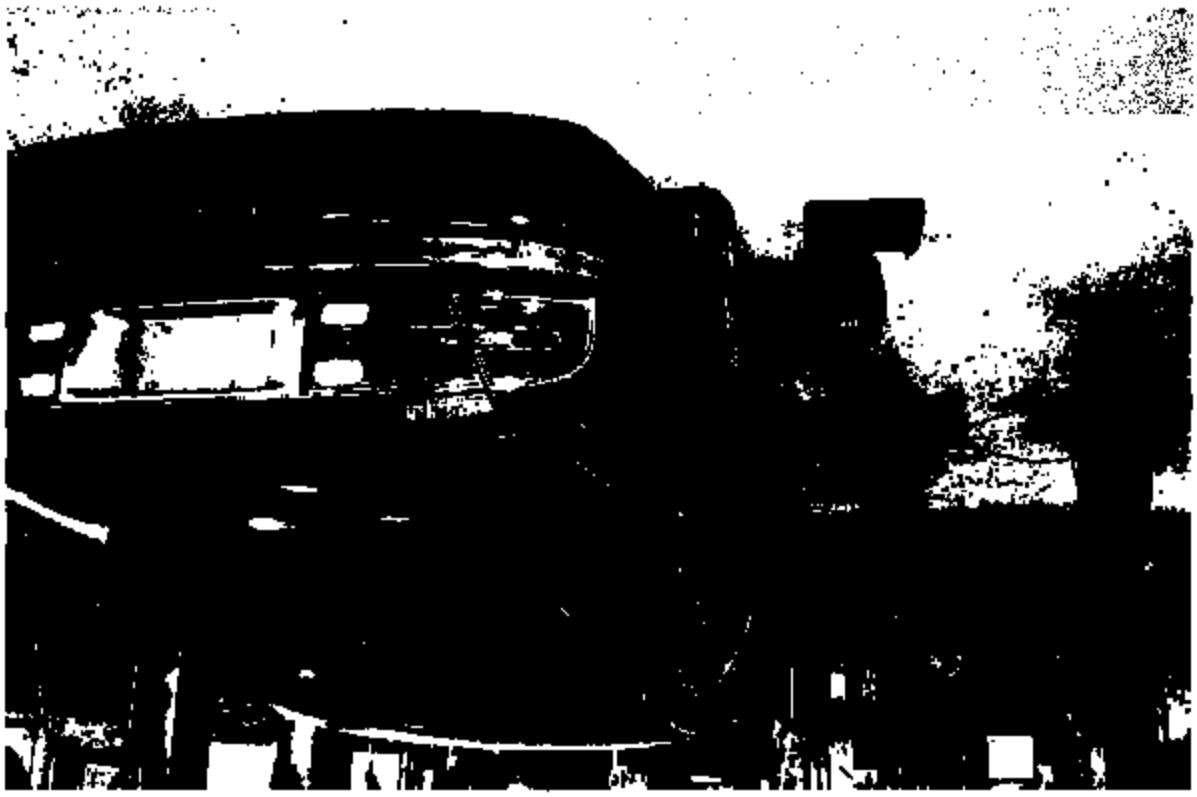
 WARRANTY COPY [END OF INVOICE]

342869

342869

342869





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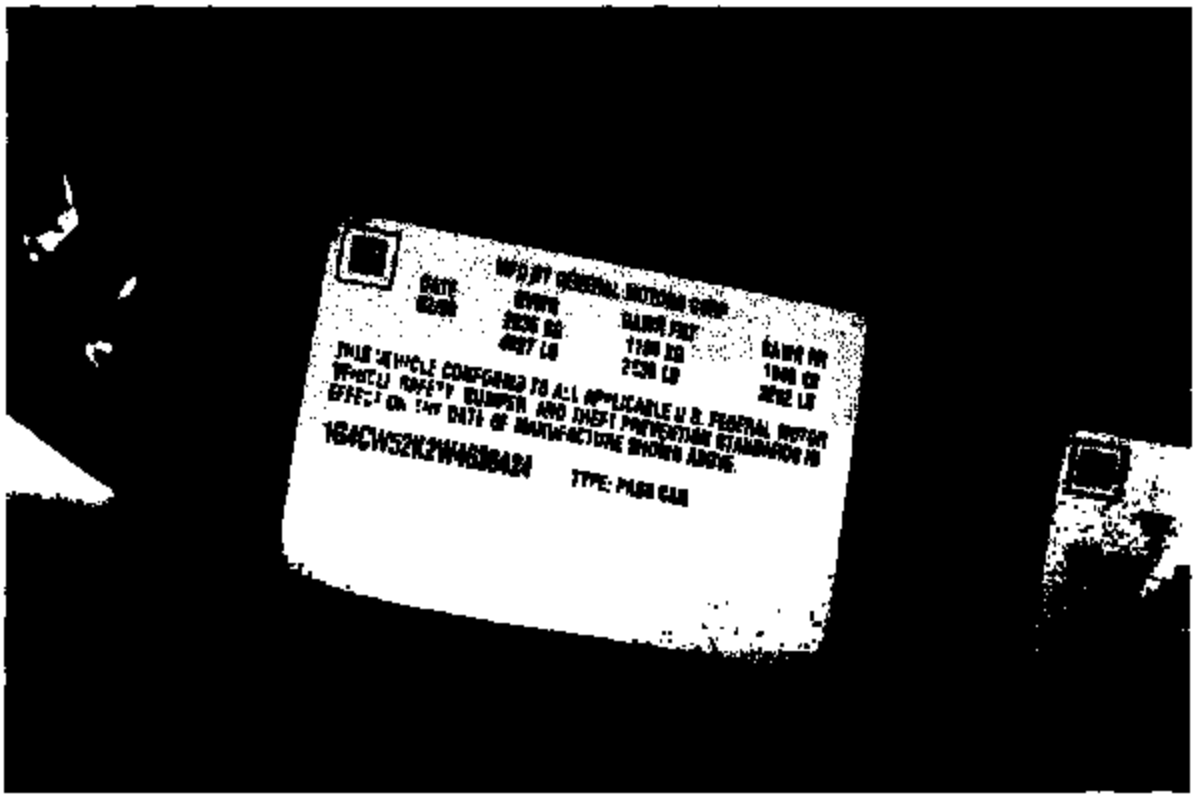

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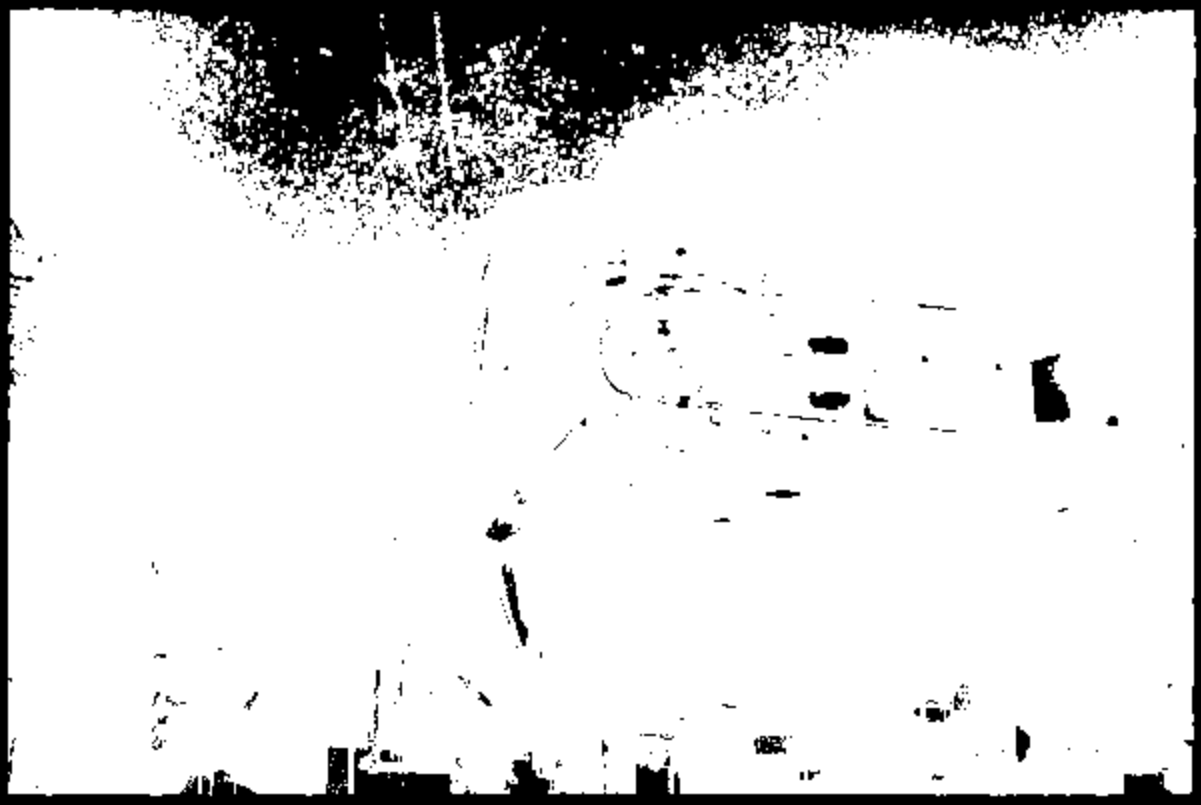

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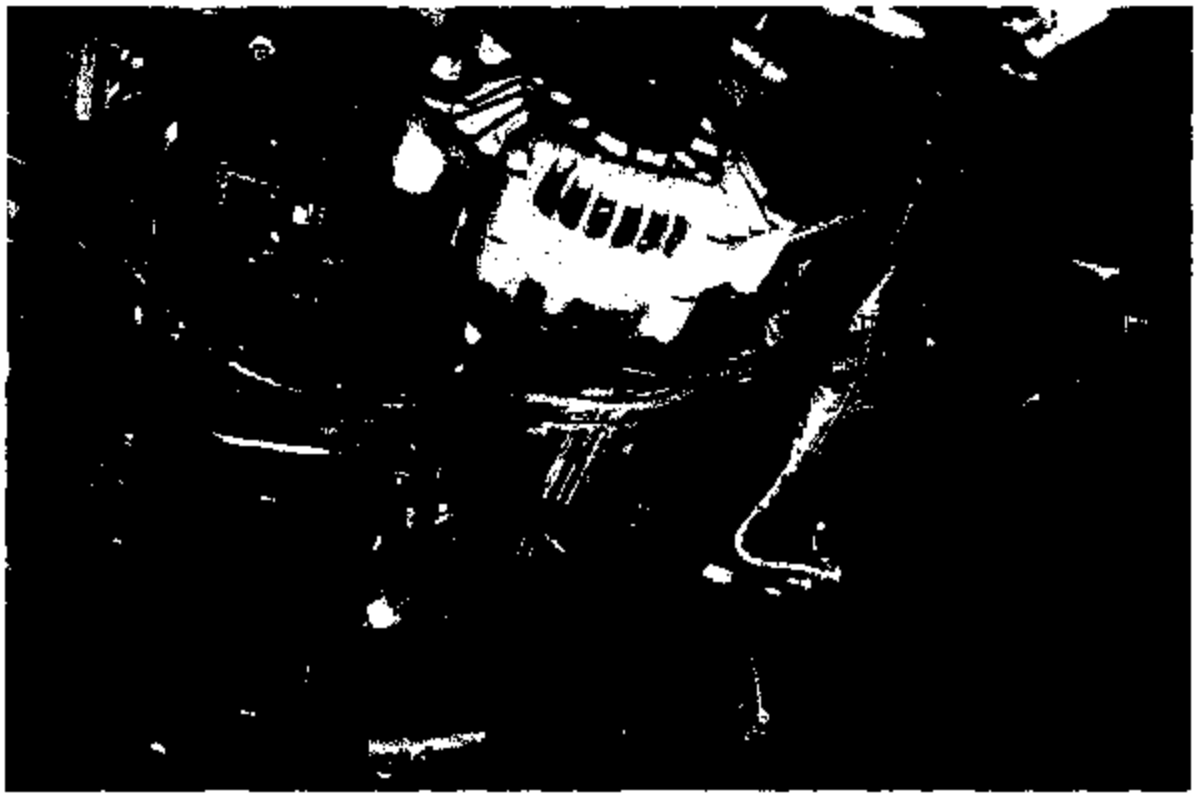

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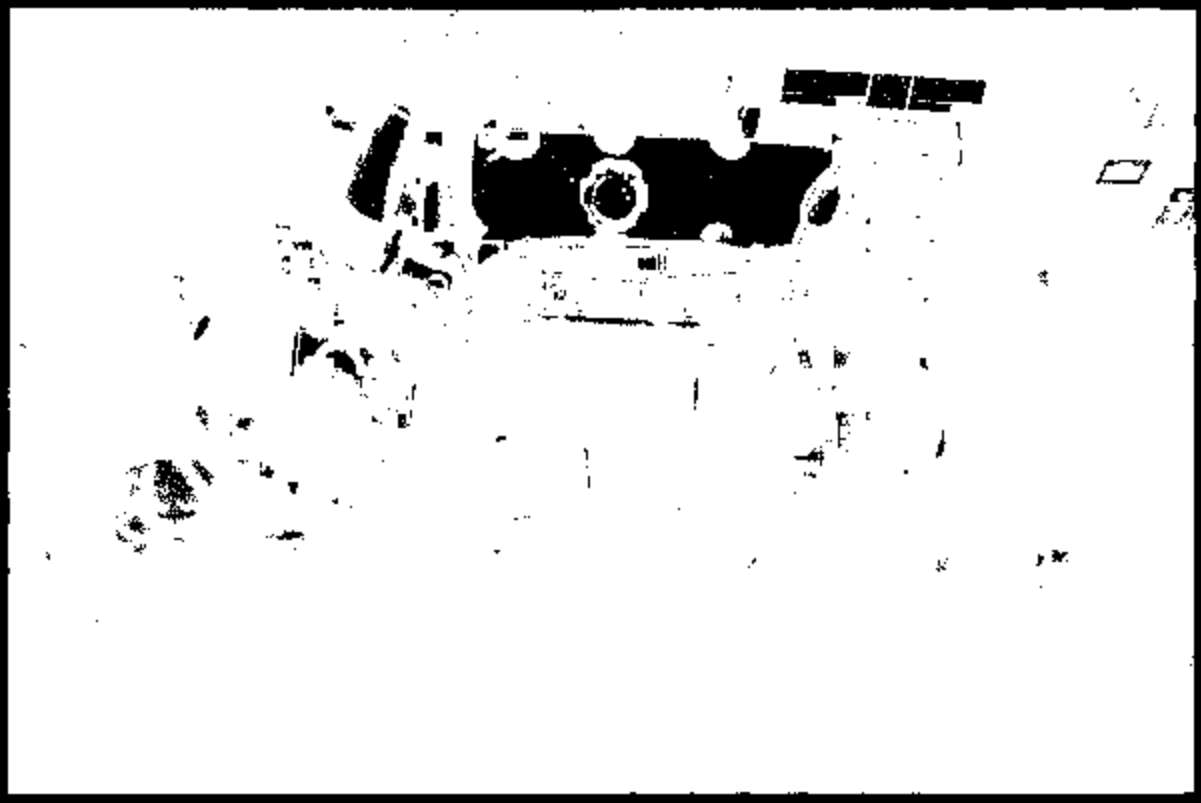

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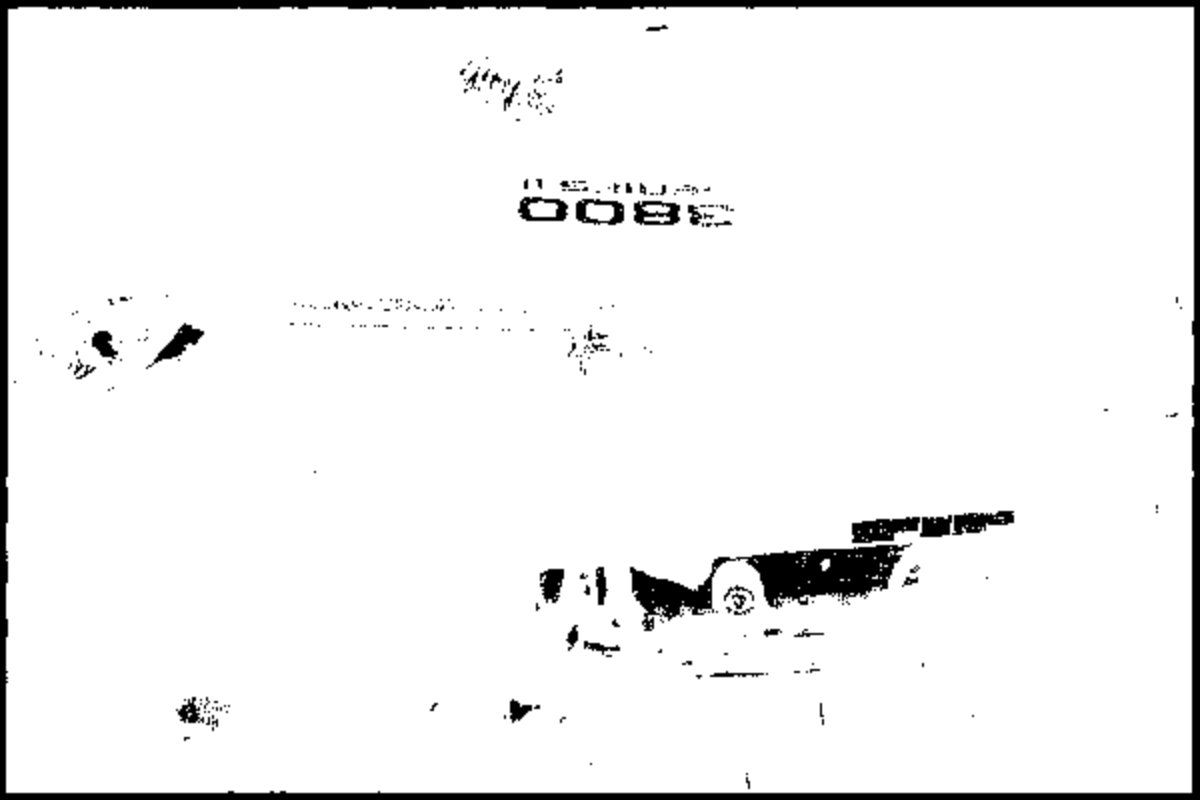

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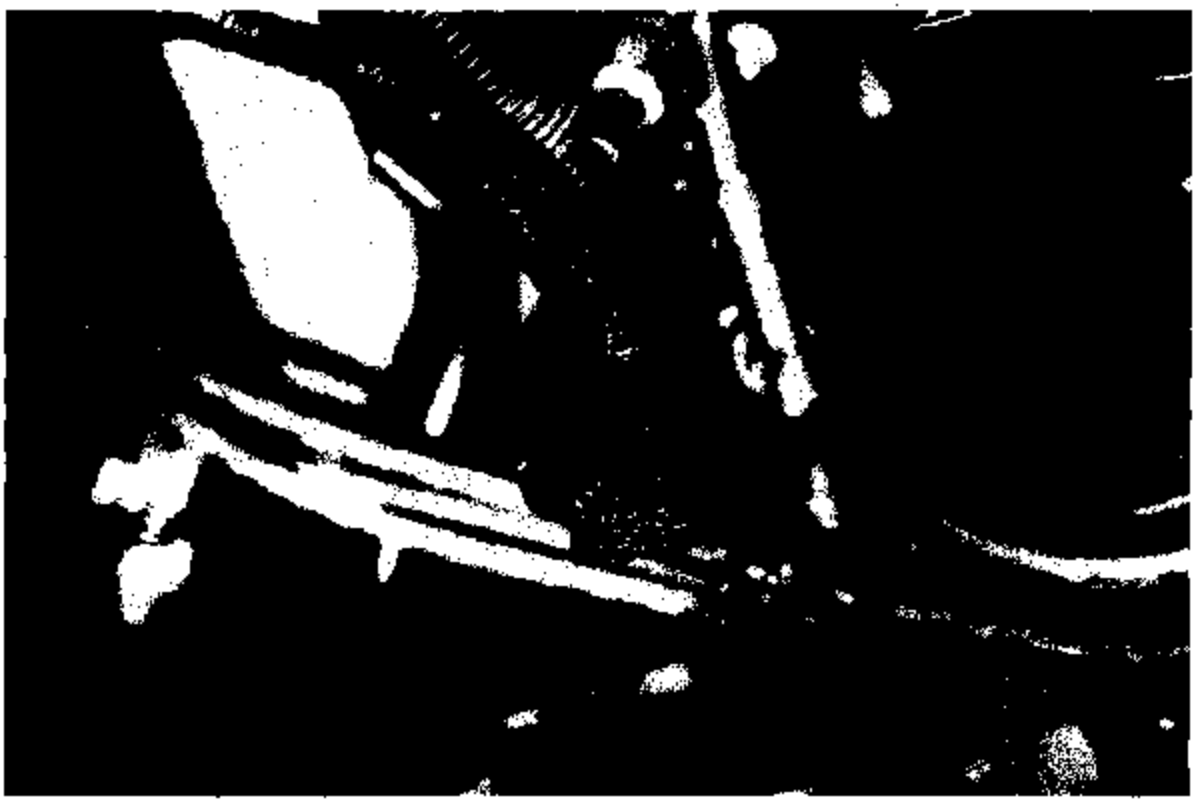

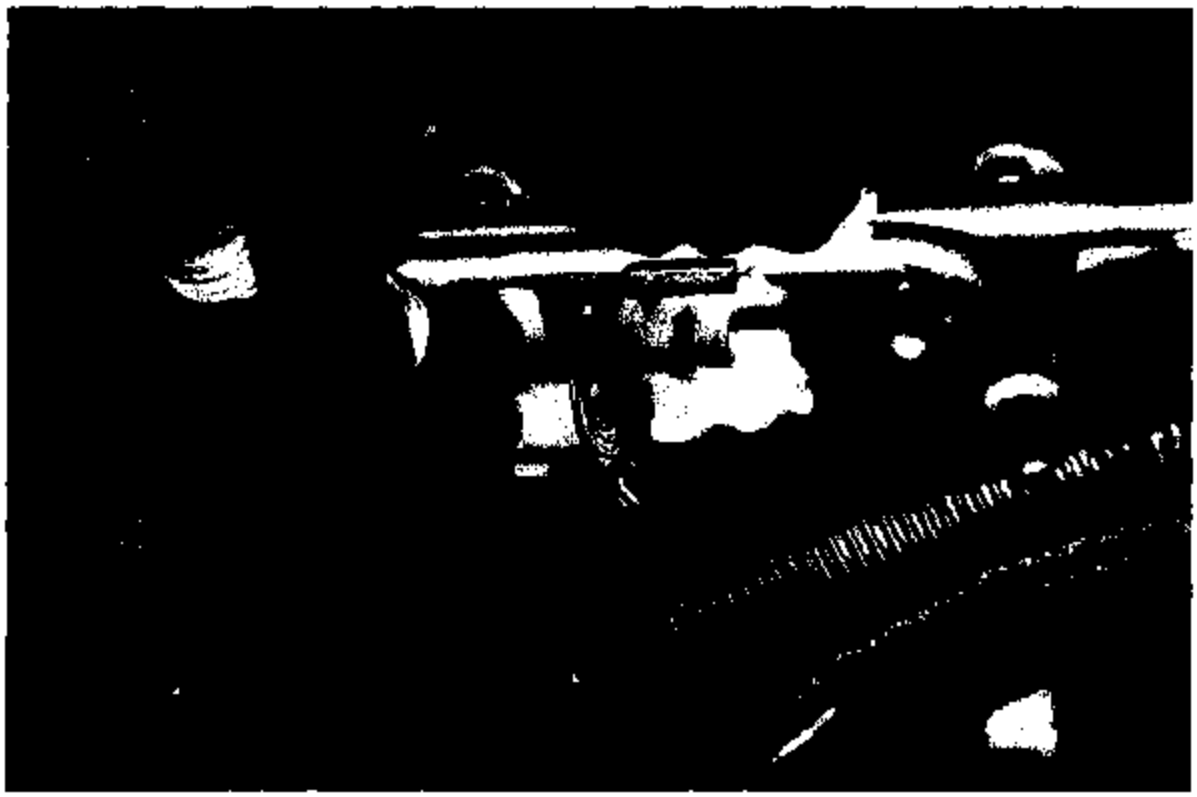

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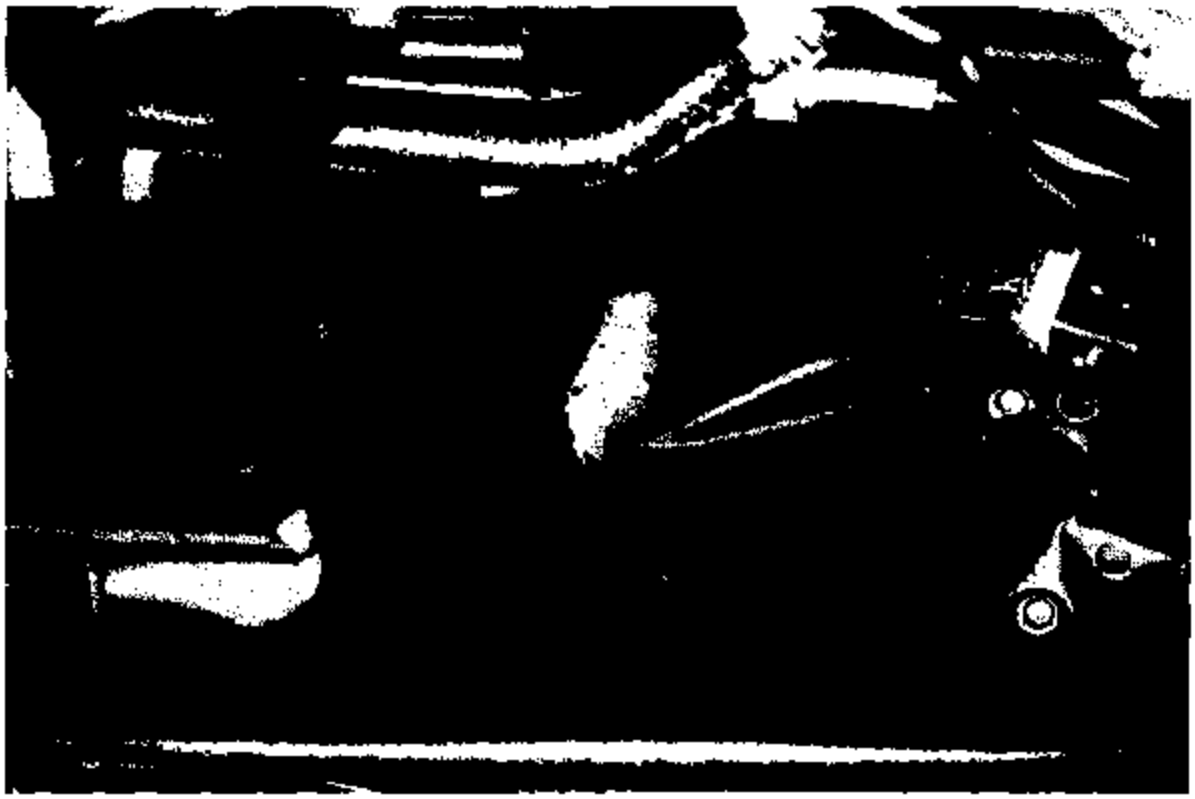

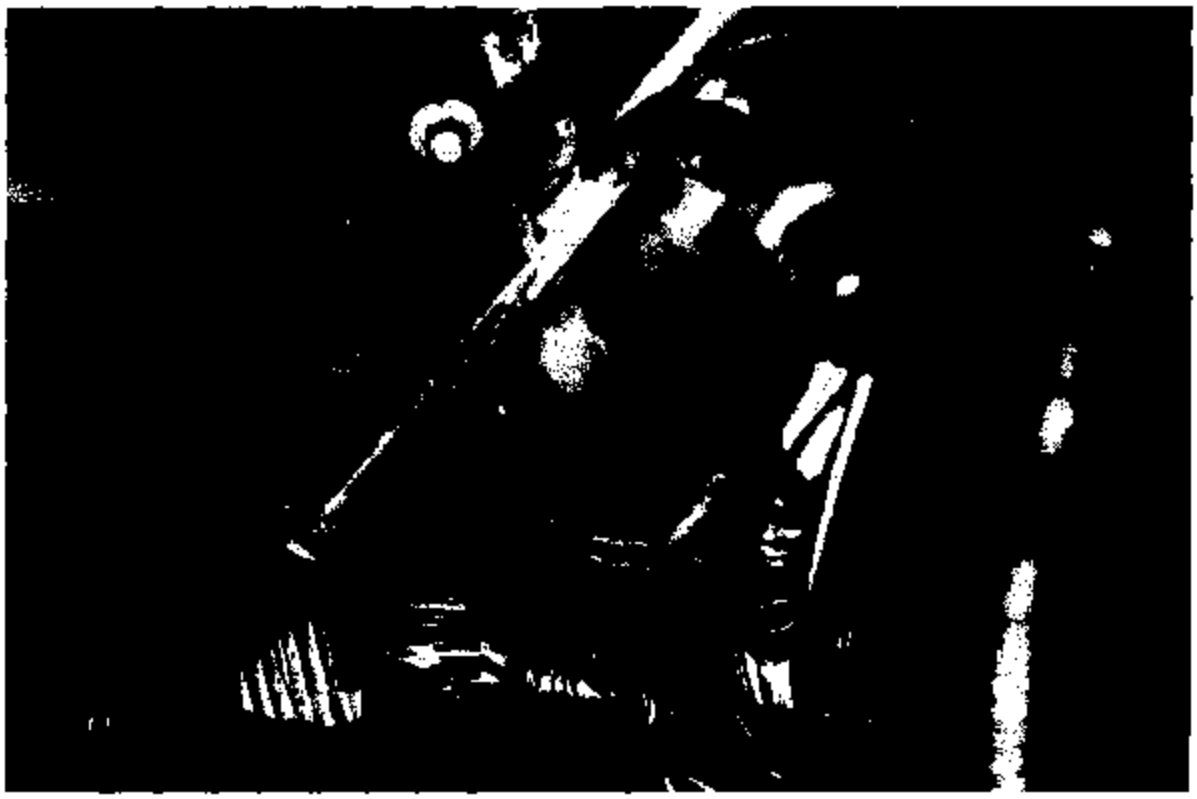

GM RESTRICTED

342908

CASE NUMBER: 03240124 VIN: 1G4HR54K3YU177482

DATE OPENED: 02/19/01 MODEL YEAR: 00

DATE CLOSED: 03/26/01 SERIES: LESABRE LIMITED SEDA

SOURCE: PAR MILEAGE: 8215

CUSTOMER: [redacted]

ADDRESS:

HOME PHONE: STATE: WI

BUS. PHONE:

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]

ADDRESS: STURGEON BAY , WI [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	03240124	VIN:	1G4HR54K3YU177482
		MODEL YEAR:	2000
DATE OPENED:	2001-02-19	SERIES:	LESABRE LIMITED SEDA
DATE CLOSED:	2001-03-26	MILEAGE:	8215
SOURCE:		DELIVERY DATE:	
ERC TYPE:	PAR	DEALER NAME:	BILL BOETTCHER INC
ERC PARENT:	03240123	DEALER ADDRESS:	632 GREEN BAY RD.,STURGEON BAY,WI,54235,USA

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

T01 Product Allegation GM 1241 0 REPAIR ATTEMPT(S)	Other product allegations
J74 Manifold Gasket (Intake/Exhaust) 0 REPAIR ATTEMPT(S)	Other manifold allegation
A04 Possible Safety Concern 0 REPAIR ATTEMPT(S)	Other product allegation
A06 Fire 0 REPAIR ATTEMPT(S)	Other thermal event

PRODUCT ALLEGATION

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

CRM RECEIVED FILE AND REVIEWED DATA. CRM BRINGING NOTES FROM CAC. LARRY MEEKS/PAR/57255; 0; 351549232
2001-02-20

GM RESTRICTED

342908

CUST HAD VEH INTO DLR FOR MINOR BODY DAMAGE SVC TECHNICIAN PAT OLSON WENT TO START THE VEH AND TURNED THE KEY AND HEARD EXPLOSION AND THE UPPER INTAKE PLENUM HAD EXPLODED AND CAUGHT FIRE-- OTHER DAMAGE CAUSED BY THE THERMAL EVENT; 0; 351543242
2001-02-20

CRM CONTACTED SVC MGR THAT CALLED IN PAR CASE HE STATES THAT WHEN HE HAD SERVICE TECH GO TO BRING VEHICLE INTO SERVICE BAY THAT THE MANIFOLD BLEW WHEN TECH TURNED KEY TO START. DLR STATES HE WILL DO INSPECTION CRM ADVISED THAT HE WOULD SEND AFTER TALKINGTO CUST. CRM BRIEFLY EXPLAINED PROCESS AND HOW TO DO RO. LARRY MEEKS/PAR/57255; 0; 351549258
2001-02-20

CRM HAD SVC MGR VERIFY THE 1241 FACTS. LARRY MEEKS/PAR/57255
CRM ALSO ATTEMPTED TO REACH CUST FOR PERMISSION FOR INSPECTION LFT VMS FOR RETURN CALL.; 0; 351549532
2001-02-20

CRM ATTEMPTED CUST CONTACT LFT VME FOR RETURN CALL. LARRY MEEKS/PAR/57255; 0; 351555347
2001-02-22

CRM RECEIVED CALL FROM DLR SVC MGR(MIKE) WHO HAD QUESTIONS ON WHAT PICTURES HE NEEDED TO TAKE FOR THIS INSPECTION. CRM WENT OVER ENTIRE INSPECTION FORM AND SVC MGR STATES HE WILL FINISH AND MAIL TODAY.
LARRY MEEKS/PAR/57255; 0; 351707904
2001-02-28

crm received inspection and reviewed the data. based on results of inspection crm contacted cust and offered a Goodwill Repair of vehicle. cust after discussion accepted repair. crm advised that he would send to dlr a release of claim form to be signed and would authorize repair of vehicle and rental if needed for up to 10 days at $30 dollars a day. Larry meeks/Par/57255; 0; 352230556
2001-02-28

crm attempted to contact the svc mgr but he was not in lft vme with secretary. Larry Meeks/Par/57255; 0; 352230707
2001-02-28

CRM WILL ADVISE SVC MGR OF REPAIR AND HOW TO PROCESS AND THAT RELEASE OF CLAIM BEING MAILED TO HIM.
THEN WILL SUSPEND FILE AND SEND TO FTT FOR PAYMENT OF INSPECTION Z1243 AND REPAIR WHEN DONE Z1242.
LARRY MEEKS/PAR/57255; 0; 352231244
2001-02-28

crm received return call from svc mgr crm advised of repair and procedures. crm authorizing rental for up to 10 days at 30.00 day
crm advised of release of claim and will fax.to dlrship. crm suspending and sending to FT team. Larry Meeks/Par/57255; 0; 352238973
2001-02-28

BUSINESS SUMMARY-1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm received customers authorization for inspection. 4-crm initiated DLR inspection. 5-crm reviewed inspection report with team lead(Amy). 6-crm advising allconcerned parties that GM will repair vehicle. 7- customer accepts repairs 8-crm closing file and forwarding to BSIS for data storage as no injuries or property damaged involved. Larry Meeks/PAR/57255; 0; 352239136
2001-03-05

GM RESTRICTED

342908

Crm spoke to Mike and he states that he is waiting for parts to begin the repairs. Mike states that he has received the Release of Claims and the cust will sign once the repairs are complete. Deanna Holden/Tempe/PAR/58335; 0; 352666305
2001-03-26

Crm processed GGWA for 2891.19 (RO# 153308) for repairs and 146.71 (RO# 152774) for inspection. Dealer Code 11-53656. Deanna Holden/Tempe/PAR/58335; 0; 354487939
STRATS, EARL W

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

INCIDENT DATE: 2001-02-19 INCIDENT TIME: 14:15:00
INCIDENT LOCATION: BILL BOETTCHER INC

DRIVER NAME: PAT OLSON DRIVER AGE: 29
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: SVC MNG MIKE TUCHOLSKI CALLED STATED THAT HIS SVC ADVISOR WENT TO START THE VEH AND THE MANIFOLD

ALLEGED DEFECTIVE COMPONENT: UPPER MANIFOLD PLENUM

INCIDENT RESULT: Goodwill Repair 2/28/01at 1148 hrs.
POLICE REPORT: N ROAD CONDITION: Icy 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: GENERAL CASUALTY
INSURANCE COMPANY ADDRESS: PO BOX 470
STURGEON BAY, WI
54235
AGENT NAME: STONEMAN-SCHOPF AGENCY
AGENT PHONE NUMBER: 920-743-6565
MORE INFORMATION: GASKET BLEW UP STARTING FIRE
MAINTENANCE LOCATION: BILL BOETTCHER INC
CURRENT LOCATION OF VEHICLE: BILL BOETTCHER INC
NOTIFY NAME: MIKE TUCHOLSKI-SVC MGR

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: DEALERINSPECTION DATE: 2001-02-22
MILEAGE AT INSPECTION: 6215
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
PAR STATUS: Accepted
**********PAR INFORMATION**********

SOURCE: TRANSACTION:

GM RESTRICTED

342908

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 SRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

**********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:

GM RESTRICTED

342908

**********HRC CONTACT INFORMATION**********

NAME: [redacted]
COMPANY:

ADDRESS:

STURGEON BAY, WI [redacted]

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

PAR CASE INFORMATION 342908

Problem ID: 08240124

CONTACT INFORMATION	VEHICLE INFORMATION
Name: [redacted]	VIN: [illegible]
Address: [redacted]	MAKE: BUICK
STURGEON BAY, W[redacted]	MODEL: LESABRE LIMITED SEDA
Phone: [redacted]	YEAR: 2000
	ODOMETER: [illegible]

SVC CONTACT INFORMATION

NAME:	[redacted]	ACCOUNT/POLICY:	
COMPANY:		SERVICE DEALER:	BILL BOETTCHER INC
ADDRESS:		CONTRACT:	MIKE TUCHOLSKI
		SELLING DEALER:	BILL BOETTCHER INC
PHONE:		CONTRACT:	N/A
TYPE:	Claimant	PAYEE:	No

PAR DETAILS

CONTACT ID:	[illegible]	BODY INJURY:	No
DRIVER NAME:	[redacted]	COLLISION:	No
DRIVER AGE:		PROPERTY DMG:	No
DISABILITIES:	NONE	NON COLL:	Yes
ROAD SURFACE:	Asphalt	DMG ABV K:	No
ROAD CONDITION:	Icy	NOTIFY NAME:	MIKE TUCHOLSKI-SVC MGR
# PEOPLE IN VEHICLE:	1	AGENT NAME:	STOKEMAR-SCHOPP AGENCY
INJURIES:	No	STATUS:	Accepted
OTHER VEHICLES INVOLVED:	No	REJECT REASON:	
NUMBER INVOLVED:		ROAD TEST:	No
DEFECTIVE COMPONENT:	UPPER MANIFOLD PLENUM	ROAD TEST DESC:	
POLICE REPORT:	No	ROAD TEST RESULT:	
INSURANCE:	Yes	COMP INSPECTED:	ALL RELATED
INSURANCE COMPANY:	GENERAL CASUALTY	INVEST SUMMARY:	See Inspection
INSURANCE COMPANY ADDR:	PO BOX 470	AGENT PHONE:	[illegible]
INSPECTION:	Yes	INCIDENT DATE & TIME:	[illegible]
INSP NAME:	DEALER		
INSP DATE:	[illegible]		
INSP MILES:	[illegible]		
INSP DONE:	Inspection done and pictures taken		
PROPERTY DAMAGE:			
INCIDENT LOCATION:	BILL BOETTCHER INC		
INCIDENT RESULT:	Goodwill Repair [illegible] 1145 hrs.		
VEHICLE LOCATION:	BILL BOETTCHER INC		
MAINTENANCE LOCATION:	BILL BOETTCHER INC		
OWNER DESC:	SVC MNG MIKE TUCHOLSKI CALLED STATED THAT HIS SVC ADVISOR WENT TO START THE VEH AND THE MANIFOLD		
MORE INFO:	GASKET BLEW UP STARTING FIRE		

REIMBURSEMENT INFORMATION

ID:	
PAYEE:	
ADDRESS:	
COMPANY:	
AMOUNT:	
ACCT_TYPE:	
ACCT_NUM:	
TAX_ID:	
ISSUE_1099:	
POLICY NUM:	

PAR CASE INFORMATION

Problem ID: 03240124

DESCRIPTION:	
SOLUTION:	
COMPONENT CODE 1:	T01
COMPONENT DESCRIPTION 1:	product allegations
COMPLAINT CODE 1:	Other
COMPLAINT DESCRIPTION 1:	Product Allegation GM 1941
REPAIR ATTEMPTS 1:	0
COMPONENT CODE 2:	J74
COMPONENT DESCRIPTION 2:	manifold allegation
COMPLAINT CODE 2:	Other
COMPLAINT DESCRIPTION 2:	Manifold Gasket Engine/Exhaust
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:	A08
COMPONENT DESCRIPTION 4:	thermal event
COMPLAINT CODE 4:	Other
COMPLAINT DESCRIPTION 4:	Fire
REPAIR ATTEMPTS 4:	0
COMPONENT CODE 5:	
COMPONENT DESCRIPTION 5:	
COMPLAINT CODE 5:	
COMPLAINT DESCRIPTION 5:	
REPAIR ATTEMPTS 5:	
COMPONENT CODE 6:	
COMPONENT DESCRIPTION 6:	
COMPLAINT CODE 6:	
COMPLAINT DESCRIPTION 6:	
REPAIR ATTEMPTS 6:	

PAR CASE INFORMATION

Problem ID: 03240124

WORK HISTORY

[illegible] - [illegible] AM	CRM RECEIVED FILE AND REVIEWED DATA. CRM BRINGING NOTES FROM CAD. LARRY MEEKS/PAR/[illegible]
[illegible] - [illegible] AM	CRM ATTEMPTED CUST CONTACT LFT VME FOR RETURN CALL. LARRY MEEKS/PAR/[illegible]
[illegible] - [illegible] AM	CRM HAD SVC MGR VERIFY THE 1241 FACTS. LARRY MEEKS/PAR/[illegible] CRM ALSO ATTEMPTED TO REACH CUST FOR PERMISSION FOR INSPECTION LFT VME FOR RETURN CALL.
[illegible] - [illegible] AM	CRM CONTACTED SVC MGR THAT CALLED IN PAR CASE HE STATES THAT WHEN HE HAD SERVICE TECH GO TO BRING VEHICLE INTO SERVICE BAY THAT THE MANIFOLD BLEW WHEN TECH TURNED KEY TO START. DLR STATES HE WILL DO INSPECTION CRM ADVISED THAT HE WOULD SEND AFTER TALKING TO CUST. CRM BRIEFLY EXPLAINED PROCESS AND HOW TO DO RO. LARRY MEEKS/PAR/[illegible]
[illegible] - [illegible] AM	CUST HAD VEH INTO DLR FOR MINOR BODY DAMAGE SVC TECHNICIAN PAT OLSON WENT TO START THE VEH AND TURNED THE KEY AND HEARD EXPLOSION AND THE UPPER INTAKE PLENUM HAD EXPLODED AND CAUGHT FIRE– OTHER DAMAGE CAUSED BY THE THERMAL EVENT
[illegible] - [illegible] AM	CRM RECEIVED CALL FROM DLR SVC MGR(MIKE) WHO HAD QUESTIONS ON WHAT PICTURES HE NEEDED TO TAKE FOR THIS INSPECTION. CRM WENT OVER ENTIRE INSPECTION FORM AND SVC MGR STATES HE WILL FINISH AND MAIL TODAY. LARRY MEEKS/PAR/[illegible]
[illegible] - [illegible] AM	crm received inspection and reviewed the data. based on results of inspection crm contacted cust and offered a Goodwill Repair of vehicle. cust after discussion accepted repair, crm advised that he would send to dlr a release of claim form to be signed a rel would authorize repair of vehicle and rental if needed for up to 10 days at 600 dollars a day. Larry Meeks/Par/[illegible]
[illegible] - [illegible] AM	BUSINESS SUMMARY-1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm received customers authorization for inspection. 4-crm initiated DLR inspection. 5-crm reviewed inspection report with team lead(Amy). 6-crm advising all concerned parties that GM will repair vehicle. 7- customer accepts repairs 8-crm closing file and forwarding to EBS for data storage as no injuries or property damaged involved. Larry Meeks/PAR/[illegible]
[illegible] - [illegible] AM	crm received return call from svc mgr crm advised of repair and procedures. crm authorizing rental for up to 10 days at 30.00 day crm advised of release of claim and will fax to dlrship, crm suspending and sending to FT team. Larry Meeks/Par/[illegible]
[illegible] - [illegible] AM	CRM WILL ADVISE SVC MGR OF REPAIR AND HOW TO PROCESS AND THAT RELEASE OF CLAIM BEING MAILED TO HIM. THEN WILL SUSPEND FILE AND SEND TO FIT FOR PAYMENT OF INSPECTION 21243 AND REPAIR WHEN DONE 21244. LARRY MEEKS/PAR/[illegible]
[illegible] - [illegible] AM	crm attempted to contact the svc mgr but he was not in lft vme with secretary. Larry Meeks/Par/[illegible]
[illegible] - [illegible] AM	Crm spoke to Mike and he states that he is waiting for parts to begin the repairs. Mike states that he has received the Release of Claims and the cust will sign once the repairs are complete. Deanna Holden/Tampa/PAR/[illegible]
[illegible] - [illegible] AM	Crm processed GMWA for 2001.19 (RO# [illegible]) for repairs and 146.71 (RO# [illegible]) for inspection. Dealer Code 11-[illegible]. Deanna Holden/Tampa/PAR/[illegible]

GM Vehicle Inquiry System
Vehicle Build

Help

VIN:	1G4HR54K3YU17948[illegible]

VEHICLE BUILD

Merchandising Model:	4HR69 - 2000 LESABRE LIMITED SEDAN		
Order Number:	BWM2[illegible]5	Engine Serial Number:	N/A
Build Plant:	1YUR - HAMTRAMCK ASSEMBLY	Transmission Serial Number:	N/A
Build Date:	10/04/1999	Front Axle Serial Number:	N/A
Gross Vehicle Weight Rating:	2143 kg (4725 lb)	Rear Axle Serial Number:	N/A

OPTION CODES

AJ7 - INFLT RAE DEFAS-FRTRD	AL9 - SEAT, POWER LUMBAR, DRIVER
AM6 - FRONT SEAT W/ LEATHER TRIM	AS1 - MEMORY SEAT ADJUSTER
CD4 - WSWA JAR FLUID	CH1 - WINDSHIELD, PULSE, MOISTURE SENSITIVE
CJ2 - AIR CONDITIONING	DD7 - MIRROR - INSIDE REARVIEW,
DEK - DETROIT/HAMTRAMCK, MI, USA	DR2 - REMOTE ELEC MIRROR
D85 - BODY SIDE LOWER ACCENT	FE1 - SOFT RIDE
FE9 - FEDERAL EMISSIONS	FQ3 - TRANSAXLE FINAL DRIVE 2.84
IQ3 - INTERIOR DESIGN (Q3)	JL8 - ANTILOCK BRAKES
KA1 - HEATED SEAT	KG8 - Std AMP
LL6 - 3800 SERIES II SFI V6 ENGINE	MM3 - 4 SPD AUTO TRANS 4T65-E
MX0 - 4-SPEED AUTOMATIC TRANSMISSION	NF0 - FEDERAL, TIER 1
NK3 - STANDARD	NW9 - ELECTRONIC TRACTION CTL
PH5 - 15 X 6, ALUMINUM CAST, 115MM BOLT CIRCLE	QFW - P215/70R15-97S W/[illegible] BW ST TL AL8
RSX - SALES ITEM NO. 98	U87 - SHTRIMMENT CLSTR
UG1 - GARAGE DOOR OPENER	UI2 - ENGINE OIL LIFE
UK3 - STEERING WHEEL CONT	UP0 - RADIO - AM/FM STEREO WITH
UV7 - WSH,DRR,WINDOW ANTENNA	UW6 - 6, CUSTOM

.../AppLogic+GMVIS.VehicleBuild?LANG=EN&VIN=1G4HR54K3YU17948[illegible]&PAGE=DIDEX/20/01

VH9 - OWNER INFO MAN	VM3 - CONSUMER, CONTAINS BPR IMP STANDARD FOR ERT 5 MPH & RR 5 MPH
V73 - USA/CANADA	1BR - PREFERRED EQUIPMENT GROUP - 1BZ
41U - BLACK	46A
5B1	5B1 - TAUPE LEATHER
4AH - COMPUTER SEL SUSP (4AH)	7AH - COMPUTER SEL SUSP (7AH)
8CW - COMPUTER SEL SUSP (8CW)	9CW - COMPUTER SEL SUSP (9CW)

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GM Vehicle Inquiry System
Summary

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

Help

VIN:	1G4HR54K3YU179483

VEHICLE INFORMATION

Merchandising Model:	4HR69 - 2000 LESABRE LIMITED SEDAN	Warranty Start Date	12/02/1999
HARS Order Type	NA		
Delivering Dealer :	BROADWAY CHEVROLET, PONTIAC, BUICK PO BOX 269 PULASKI, WI 54162-0269 (920) 822-4200	Selling Service	11 - BUICK
		Site Code	39641
		Business Associate Codes	111799

Service Contract:	No	Branded Title:	No	Warranty Stock:	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	12/02/1999	34 miles	12/2/2002	36034 miles
72/100 SHEET METAL RUST-THROUGH	12/02/1999	34 miles	12/2/2005	100034 miles
36/36 CORROSION	12/02/1999	34 miles	12/2/2002	36034 miles
96/80 POLICY EMISSIONS	12/02/1999	34 miles	12/2/2007	80034 miles
36/36 PREMIAL EMISSIONS	12/02/1999	34 miles	12/2/2002	36034 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
01/25/2001	012425	F	99402 - CHARGE/INSTALL/TOW/DELIVERY STORAGE	8000 miles
10/07/1999	U7942E	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:	1G4HR54K3YU177482

CLAIM HISTORY

Repair Order Date:	01/23/2001	Repair Order Number:	012485	Odometer Reading:	8800 miles

Serviced By:	BROADWAY CHEVROLET, PONTIAC, BUICK PO BOX 589 PULASKI, WI 54162-0589 (920) 865-4200	Selling Source:	11 - BUICK
		Site Code:	53641
		Business Associate Code:	111799

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
01/26/2001	138	01	#	N8602 - CHARGING/STARTING/ENERGY STORAGE	N/A	N

Repair Order Date:	10/07/1999	Repair Order Number:	U77482	Odometer Reading:	0 miles

Serviced By:	BROADWAY CHEVROLET, PONTIAC, BUICK PO BOX 589 PULASKI, WI 54162-0589 (920) 865-4200	Selling Source:	11 - BUICK
		Site Code:	53641
		Business Associate Code:	111799

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
10/12/1999	3	01	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N

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PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: BUICK | Field: 03-2901-29 | VIN: 1G4HR54K5YU139412

Customer's Name (Last, First): [redacted]

Inspected By: MIKE TUCKOLSKI | Dealership: BILL MOSHOWER INC

Phone: 920 943-[illegible] | Inspection Date: 02/22/01 | Mileage at Inspection: 8215

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations.

ENGINE THERMAL EVENT DAMAGED UPPER INTAKE MANIFOLD COVER, FUEL RAIL & INJECTORS, AND BRAKE, FUEL LINE HOSE BELT, PARKING MANIFOLD, AIR FILTER CAPE EXTENSION, PLUG WIRES AND IGNITION SOURCE. GENERAL DAMAGE TO INJECTORS, [illegible] VALVE AND ASSEMBLY WILL REQUIRE AN ENGINE [illegible] HARNESS

II INTERVIEW - VEHICLE HISTORY

Q&As: Please indicate name, address & phone number of person being interviewed:

1. Vehicle modifications or after-market equipment? (e.g. radio, [illegible], CD, tires, wheels, trailer hitch/wiring, [illegible] brake controller, hydraulic lift, plow system, etc.)

Item(s), date installed, and by whom (when, place):

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

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

Cooling System (YN) _____ ; Repair (Ques, [illegible]) ____ Repaired by (GM, Non-GM, Qmax/Other) ____

Describe _____

A/C System (YN) _____ ; Repair (Ques, [illegible]) ____ Repaired by (GM, Non-GM, Qmax/Other) ____

Describe _____

Steering System (YN) _____ ; Repair (Ques, [illegible]) ____ Repaired by (GM, Non-GM, Qmax/Other) ____

Describe _____

Transmission (YN) _____ ; Repair (Ques, [illegible]) ____ Repaired by (GM, Non-GM, Qmax/Other) ____

Describe _____

********** IIIB INTERVIEW - AT BUSINESS [illegible] THE FIRE (Continued) **********

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

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

The vehicle inspection documents the physical evidence via color photographs and written observations. It is important to also document what does not appear to be related to the fire. This is [illegible] however 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 HOOD AND DAMAGE

Trunk rear and Deckfill, inner & outer panels _____

Roof _____

Door interior panels _____

Left & right instrument panel & adjuster _____

Ashtray(s) area _____

Left & right front seat and carpet _____

Underbody & exhaust (include hangers) _____

✓ Center code label PHOTO TAKEN

✓ Engine compartment PHOTO TAKEN - DAMAGE - SEE ESTIMATE

✓ Radiator, front & rear NO DAMAGE - PHOTO TAKEN

✓ Coolant mercury bottle NO DAMAGE PHOTO TAKEN

Transmission cooler lines/connections _____

Engine compartment engine coolant lines/hoses, connections/clamps _____

Engine compartment heater lines/hoses, connections/clamps (including [illegible] to [illegible]) SEE ESTIMATE

All fuel lines/hoses, filter, connections/clamps _____

✓ EFI, injector rail, or carburetor & fuel line connection DAMAGE - PHOTO TAKEN

Engine compartment fuel lines/hoses, connections & o-rings DAMAGE - PHOTO TAKEN

Power steering lines/hoses, connections/clamps NO DAMAGE

✓ Generator & attached wiring WIRING DAMAGE - PHOTO TAKEN

IV - VEHICLE INSPECTION (Continued)

Battery & attached cables NO DAMAGE

Engine block (note presence/location of marks, holes, etc.) _____

Engine oil pan _____

Engine compartment hinge torque rods _____

Engine compartment exhaust system (e.g. heat, rated, modified, [illegible], [illegible], etc.) IN TACT

Any item which is alleged to be the contributor _____

Anything on vehicle which is after-market NONE

Anything on vehicle which is a modification NONE

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

B. Enter observations/comments for the following on the [illegible] [illegible] [illegible] [illegible] [illegible].

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

Engine coolant NORMAL

Engine oil NORMAL

Transmission fluid NORMAL

Power steering fluid NORMAL

Brake fluid NORMAL

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

Fuses (identify all open or not proper size) NORMAL

Wiring insulation or fuse blocks NORMAL

Flexible links (identify all open) NORMAL

Spark plug wiring and boot condition ACCEPTED

Fuel filter "Load Year" [illegible] in place? (Y/N) Y Describe _____

Location of fuel filter cap (or evidence of remains) NORMAL

Catalytic converter (any discoloration or swelling?) _____

Position of windows (if given relating, do further inspection) NORMAL

C. Photograph any damage to claimant's vehicle relating to [illegible] and [illegible] on the nature and extent of damage and estimated cost to repair [illegible] [illegible] [illegible] [illegible] _____

GMWA Pre-Authorization Form

Check VIN LOOKUP and WINS for the following information:	
Ownership (1st, 2nd, 3rd):	1st
Delivery Date:	[illegible]
Used Purchase Date:	
Where Purchased?	
Service Contract (Y or N)	N
Warr. Bill/Branded Title (Y or N):	N

File Number:	[illegible]			
Vehicle Identification Number:	[illegible]			
Mileage	[illegible]			
Dealership Contact:	[illegible]	Title:	Service Manager	
Division: [illegible]	11			
Dealer Code:	[illegible]			
Repair Order # (8 digits)	[illegible]	[illegible]		
Labor Operation Code:	[illegible]	Total:	$	[illegible]
Labor Operation Code:	[illegible]	Total:	$	[illegible]

List Specifics Below, DO NOT use the word "Defective"	
Complaint:	Thermal Break
Cause:	Unknown
Correction:	Inspect and Repair Vehicle
Justification:	Customer satisfaction and Goodwill

ORM:	Deerma
Date:	
Manager Entering:	

Z1942 / Z1943 Warranty Claim Tracking
Pre-Approval Documentation

Vehicle Information

Date:	[illegible]
File No.:	03040124
Customer Name:	[redacted]
VIN:	[illegible]
In-Service Date:	[illegible]
Mileage:	[illegible]

Dealer Information

Dealer:	Bill Boettcher
Dealer Code:	[illegible]
Dealer Contact:	Mike Tuchsteld

Claim Information

RO No.:	[illegible]
RO Date:	[illegible]
TAC Case No.:	
Labor OP(Z1942 or Z1943):	Z1942
Claim Type:	
Cause Code (CC):	[illegible]
Failure Code (FC):	[illegible]
Labor Hours:	
Other Hours:	
Net Amount:	[illegible]
Authorization Code:	
Reviewed By:	Deanna Holden

Retain copy with dealer repair order.

Keyword Reason/Additional Comments

[redacted]

STURGEON BAY NI[redacted]

MIKE TUCHOLSKI

[illegible]	19MAR01		1G4HR54K3YU177462	7438187			19MAR01	151208
09:55	10:08	2080 BUICK LESABRE		920-743-8187	0.00	03DEC99	23	7
8218	8218	347ASY						

A REPAIR ENGINE AND COMPARTMENT DAMAGE CAUSED						
CAUSE: BURNS						
CAUSED BY THERMAL EVENT						
1 12563529 SHIELD	36.80	30.66	30.66	2190	3066	0
1 12112208 F-RETAINER	1.33	2.80	2.80	200	280	0
1 17113346 REGULATOR	64.80	48.15	48.15	3225	4815	0
1 17120601 W-INJECTOR	186.00	74.20	74.20	5300	7420	0
1 25704048 F-PIPE	58.50	48.14	48.14	3810	4814	0
1 15381051 HARNESS	663.81	557.61	557.61	39820	55761	0
1 24504899 CAP ASM-O	3.35	2.80	2.80	200	280	0
1 12102139 W-WIRE KIT	41.25	28.88	28.88	2063	2888	0
1 8918354 CONDUIT	29.36	24.65	24.65	1761	2465	0

LABOR AMOUNT	
PARTS AMOUNT	
SHOP SUPPLIES	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS CREDITS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARRANTY COPY

[redacted]
CUSTOMER PAY W[redacted]

BILL [illegible], INC.

[illegible] MIKE [illegible]

7[illegible]R01	19MAR01		1G4HR54K3YU177480	7436187			19MAR01	153308
09:25	10:09	2000 BUICK LESABRE	920-743-8187	0.00	[illegible]	21	7	
8215	8215	347[illegible]						

1 17113515 VALVE KIT	14.42	10.09	10.09	721	1009	0
1 GF AC FLTR	7.00	7.00	7.00	500	700	0
BONUS: 17113136						
CLAIM TYPE:						
CW						
			31500	151830	WLABOR	
PO#153308						
			1[illegible]	2[illegible]	0	

[illegible]	151830	31500	
4[illegible]	[illegible]	[illegible]	
[illegible]	30000	0	1[illegible]
[illegible]	[illegible]	[illegible]	

LABOR AMOUNT	1[illegible]
PARTS AMOUNT	[illegible]
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	[illegible]
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	[illegible]

[illegible]

CUSTOMER SIGNATURE

ANY PARTS [illegible] ARE NOT GENUINE GM PARTS, [illegible] SERVICE ADVISOR FOR WARRANTY [illegible]

A W [illegible] THE DESCRIPTION OF A PART NUMBER [illegible] A LIFETIME WARRANTY UNDER THE GOOD[illegible] SERVICE PLUS PROGRAM

WARRANTY COPY

CONTRACT NO. 3823

[redacted]

Cdn Bay [redacted]

MOTOR VEHICLE RENTAL AGREEMENT

[illegible] BOETTCHER, INC.
[illegible] GREEN BAY ROAD
[illegible], WI [illegible]
[illegible]

10	30.00	300.00
		300.00

[illegible]

[illegible]

Z1242 / Z1243 Warranty Claim Tracking
Pre-Approved Documentation

Vehicle Information	
Date:	[illegible]
File No.:	[illegible]
Customer Name:	[redacted]
VIN:	[illegible]
In-Service Date:	[illegible]
Mileage:	[illegible]

Dealer Information	
Dealer:	[illegible]
Dealer Code:	[illegible]
Dealer Contact:	[illegible]

Claim Information	
RO No.:	[illegible]
RO Date:	[illegible]
TAC Case No.:	
Labor OP(Z1242 or Z1243):	Z1243
Claim Type:	
Cause Code (CC):	[illegible]
Failure Code (FC):	[illegible]
Labor Hours:	
Other Hours:	
Net Amount:	[illegible]
Authorization Code:	
Reviewed By:	[illegible]

Retain copy with dealer repair order.

Keyword Reason/Additional Comments

[redacted]

STURGEON BAY WI [redacted]

MILL SCOTTCHEM, INC.

SERVICE ADVISOR MIKE TUCHOLSKI

22FEB01	26FEB01		1G4HR54K3YU177482	7435187			26FEB01	153774
08:09	14:37	2000 BUICK LESABRE		920-742-5187	0.00	[illegible]	25	7
8215	8215	347ABY						

A PRODUCT INVESTIGATION PERFORMED FOR GENERAL [illegible]

CAUSE: INVESTIGATION

[illegible]

123 W 1.00 (W/C) 0 11896

[illegible]

CLAIM TYPE:

[illegible]

[illegible] 0 11896 [illegible]

[illegible]

[illegible] 153774

[illegible]

MISC POSTAGE

[illegible] (W/C) 0 380

[illegible]

[illegible]	[illegible]	0				0	14871	0
[illegible]	[illegible]	0	153774	LABOR AMOUNT	0.00		
[illegible]	[illegible]	0	153774	PARTS AMOUNT	0.00		
[illegible]	[illegible]	0	153774	[illegible]	0.00		
[illegible]	14871	[illegible]		SUBLET AMOUNT	0.00		
				MISC. CHARGES	0.00		
				TOTAL CHARGES	0.00		
				LESS CREDITS	0.00		
				SALES TAX	0.00		
				PLEASE PAY THIS AMOUNT	[illegible]		

ANY PARTS MARKED "MISC" ARE NOT GENUINE GM PARTS, SEE YOUR SERVICE ADVISOR FOR WARRANTY INFORMATION

A W PRECEDING THE DESCRIPTION OF A PART NUMBER DESIGNATES A LIFETIME WARRANTY UNDER THE GOODWRENCH SERVICE PLUS PROGRAM

FILE COPY

1 1/4% per month service charge will be made on all accounts past due 30 days with an annual interest rate of 15%

ACCOUNT NUMBER _____ DATE 2/26/01 **67553**

NAME [redacted]

ADDRESS Service - Mike

CITY _____ STATE _____ ZIP _____

PART NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENSION	
10 101 93	H Drawn 3x5 02 B			10	30
			tax		52
				10	82

SIGN BY _____ TOTAL _____

Fahrmann Studios

[illegible] STEELE ST.
ALGOMA, WI [illegible]
[illegible]

[illegible] N. [illegible] AVE.
STURGEON BAY, WI [illegible]
[illegible]

[illegible] MAIN ST.
LUDINGTON, WI [illegible]
[illegible]

"PROFESSIONALS IN PHOTOGRAPHY"

1½% per month service charge will be made on all accounts past due 30 days with an annual interest rate of 18%

ACCOUNT NUMBER _____ DATE 2/20/2021 67514

NAME [redacted]

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PART NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENSION	
	Kodak Max			12	68
	Camera		tax		70
				13	38

Thank You!

TOTAL

Fahrmann Studios

222 STEELE ST.
ALGONA, WA 98001
[illegible]

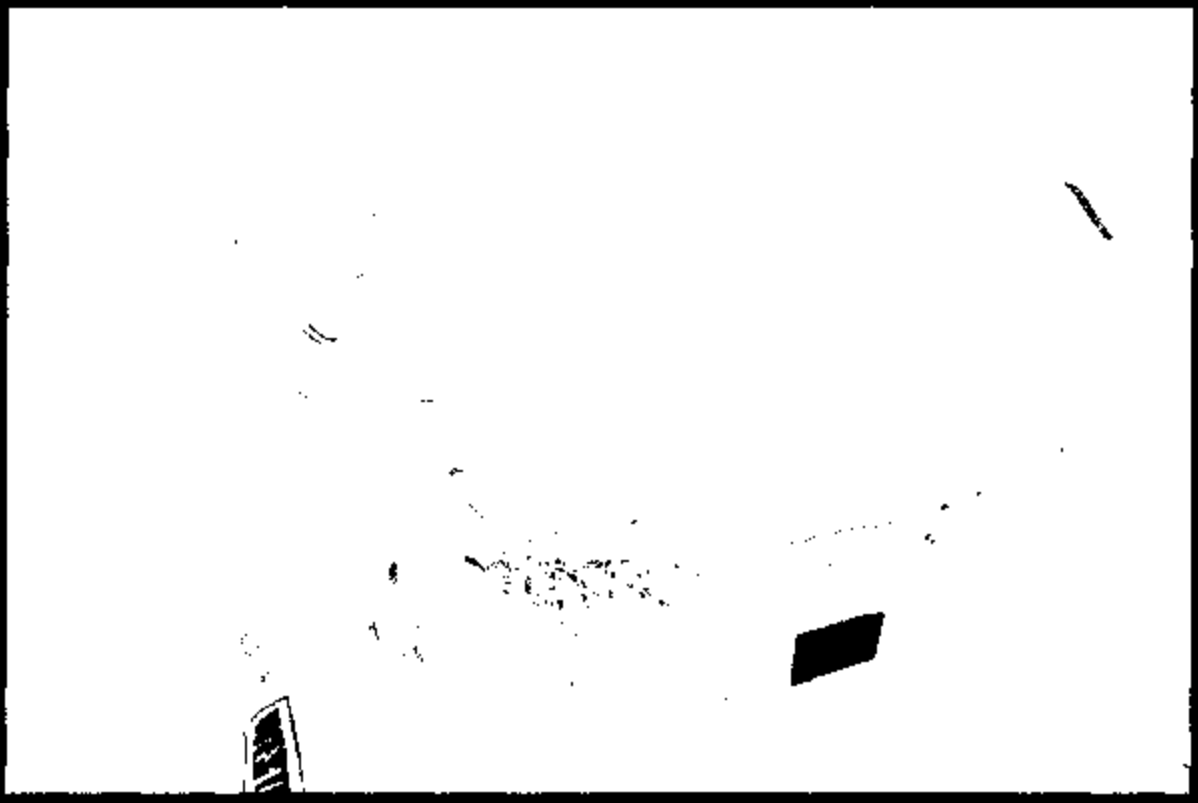
[illegible]
STURGEON BAY, WI [illegible]
[illegible]

[illegible] MAIN ST.
LUDINGTON, MI [illegible]
[illegible]

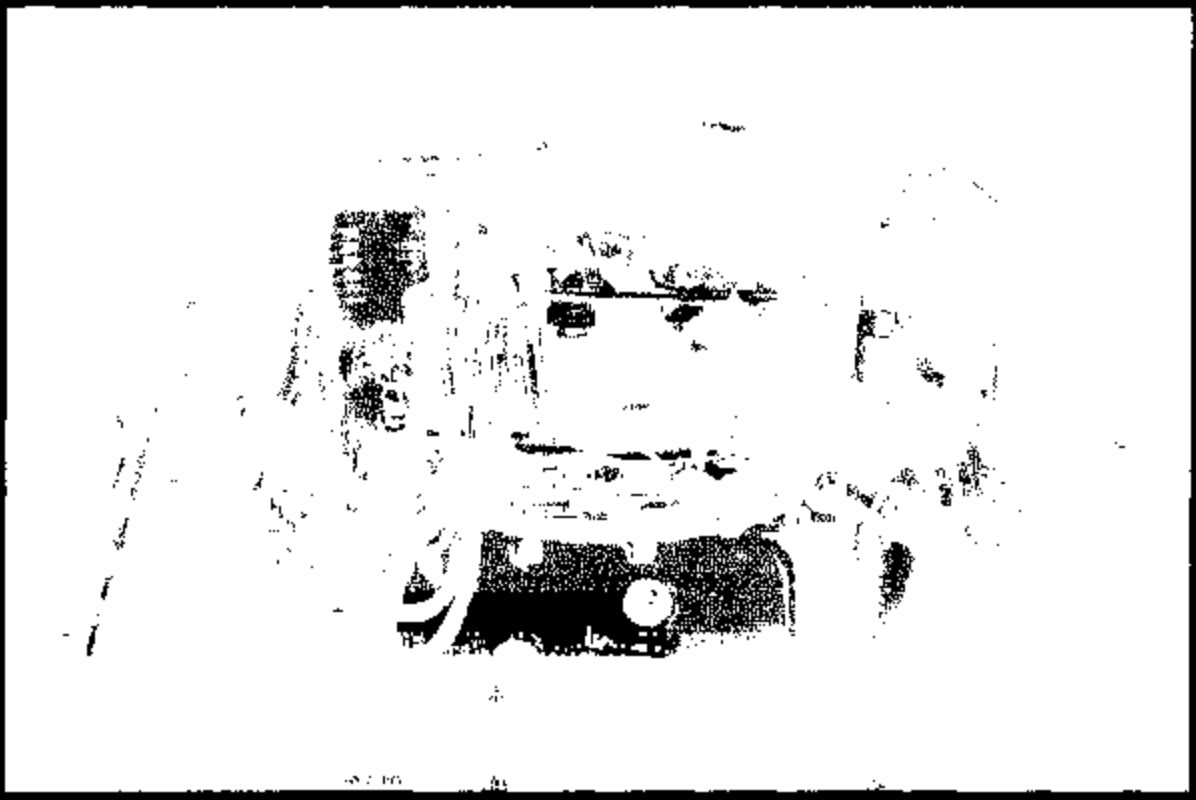
"PROFESSIONALS IN PHOTOGRAPHY"

CUSTOMER COPY

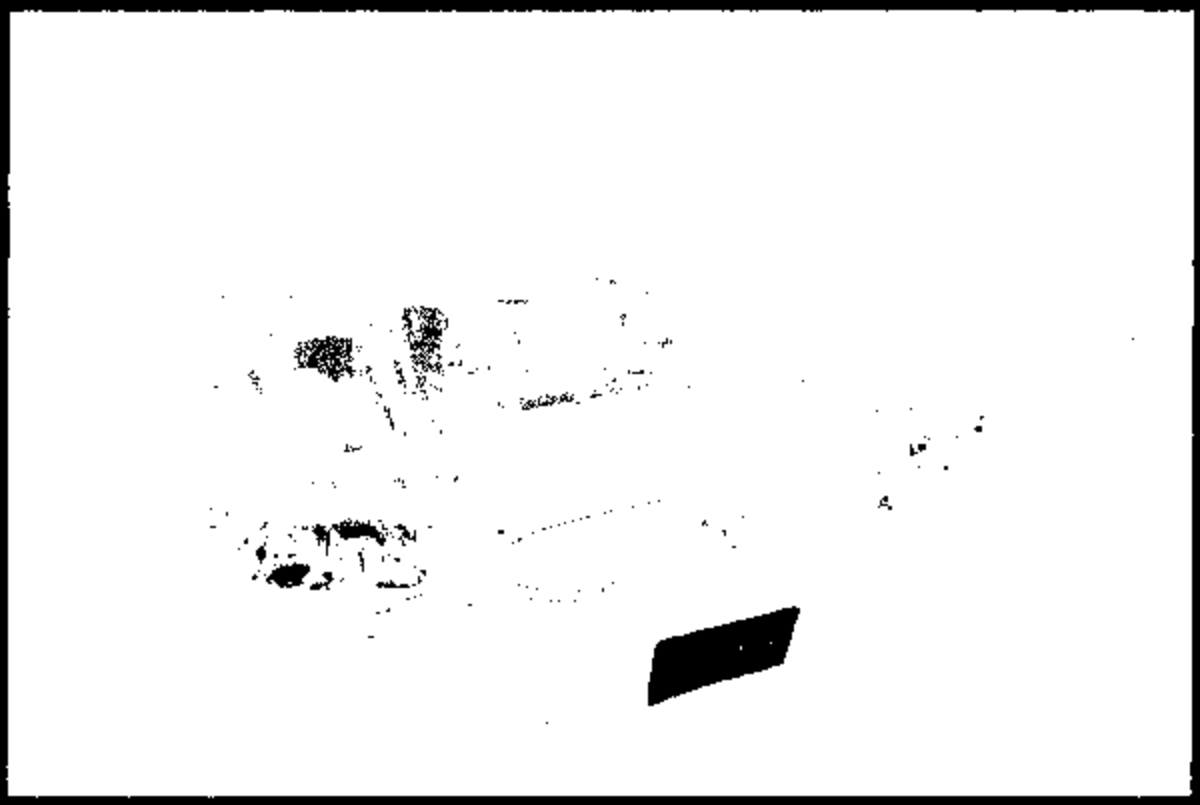
342908

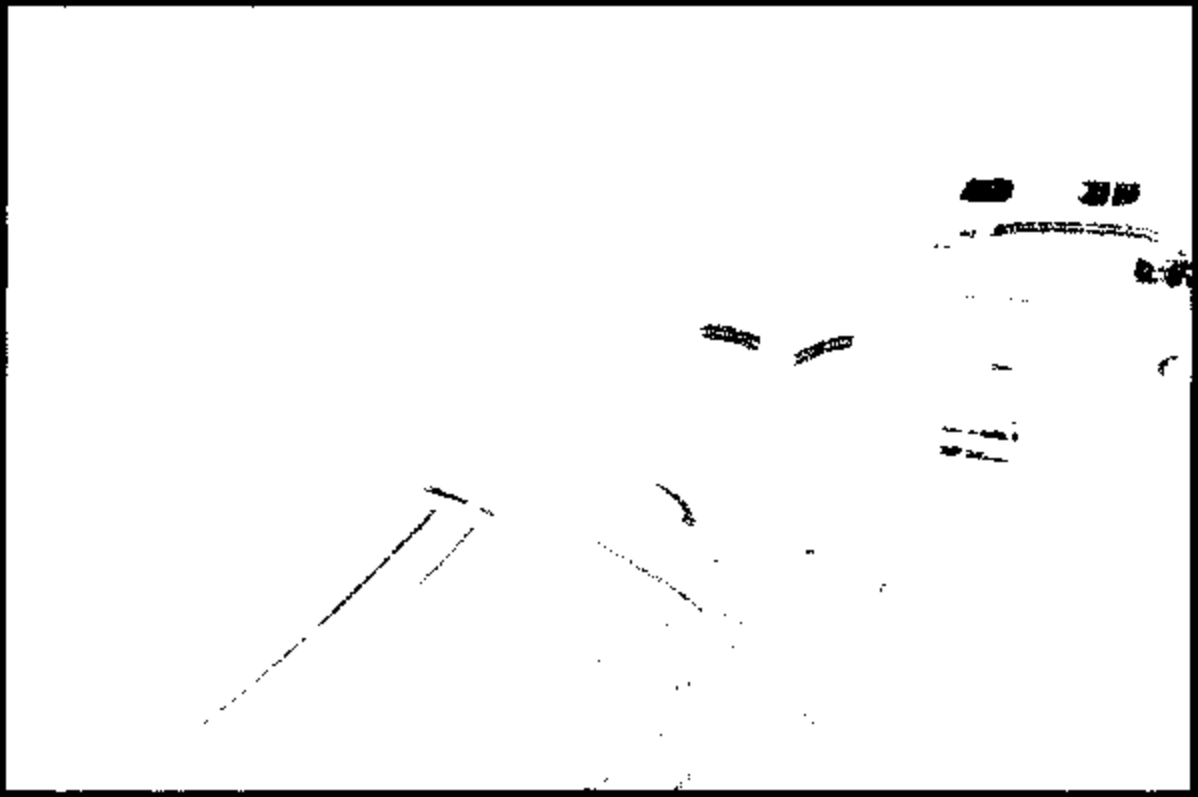


342908

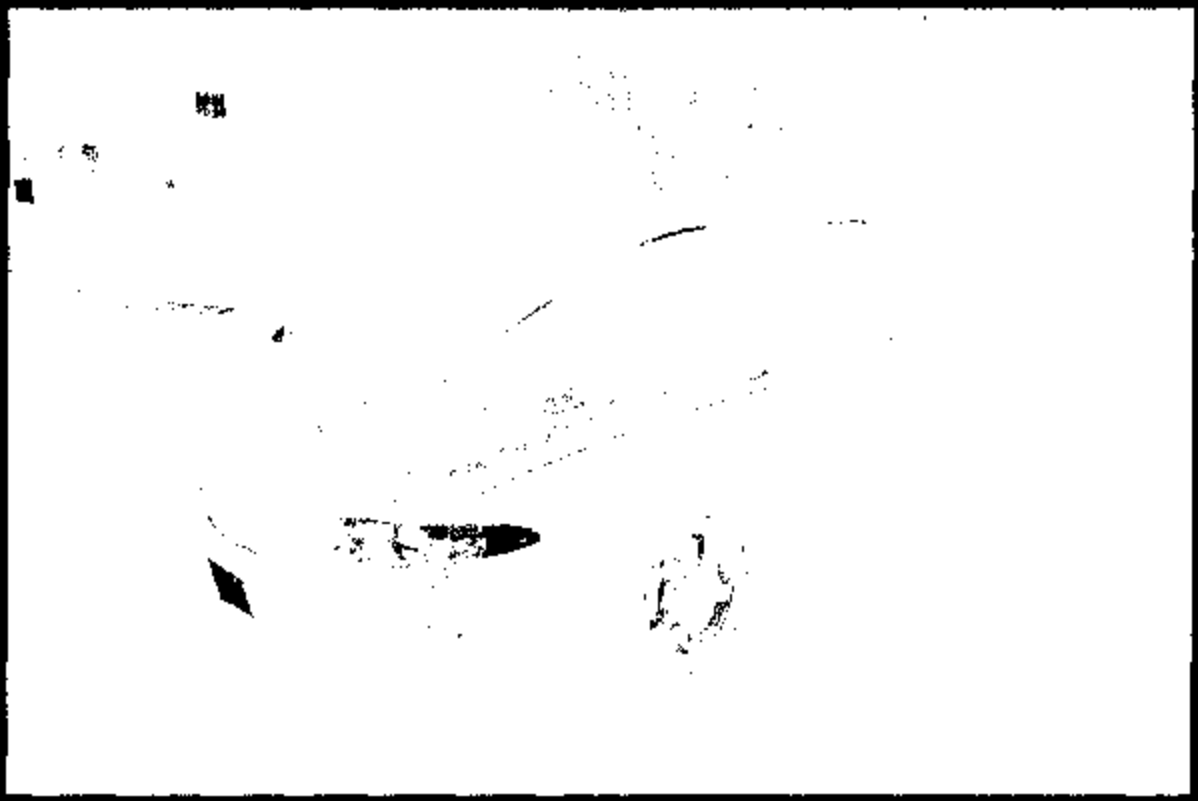


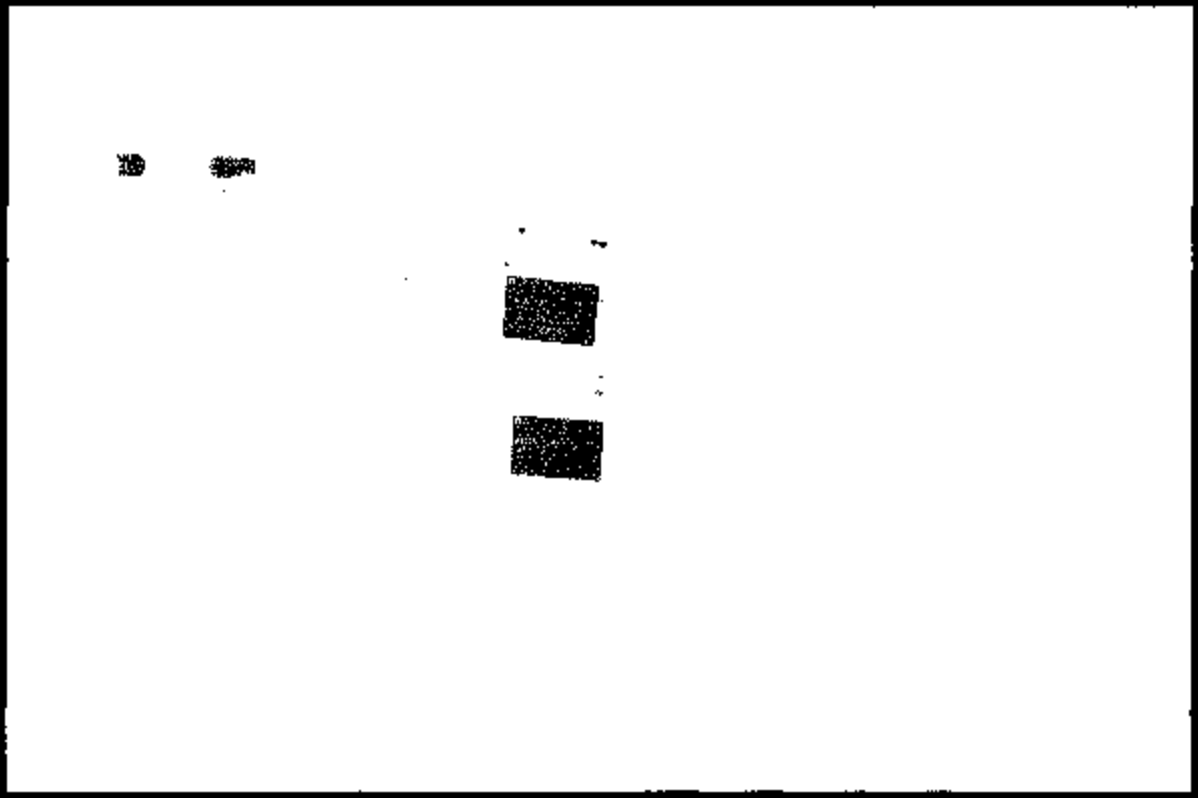
342908





342908





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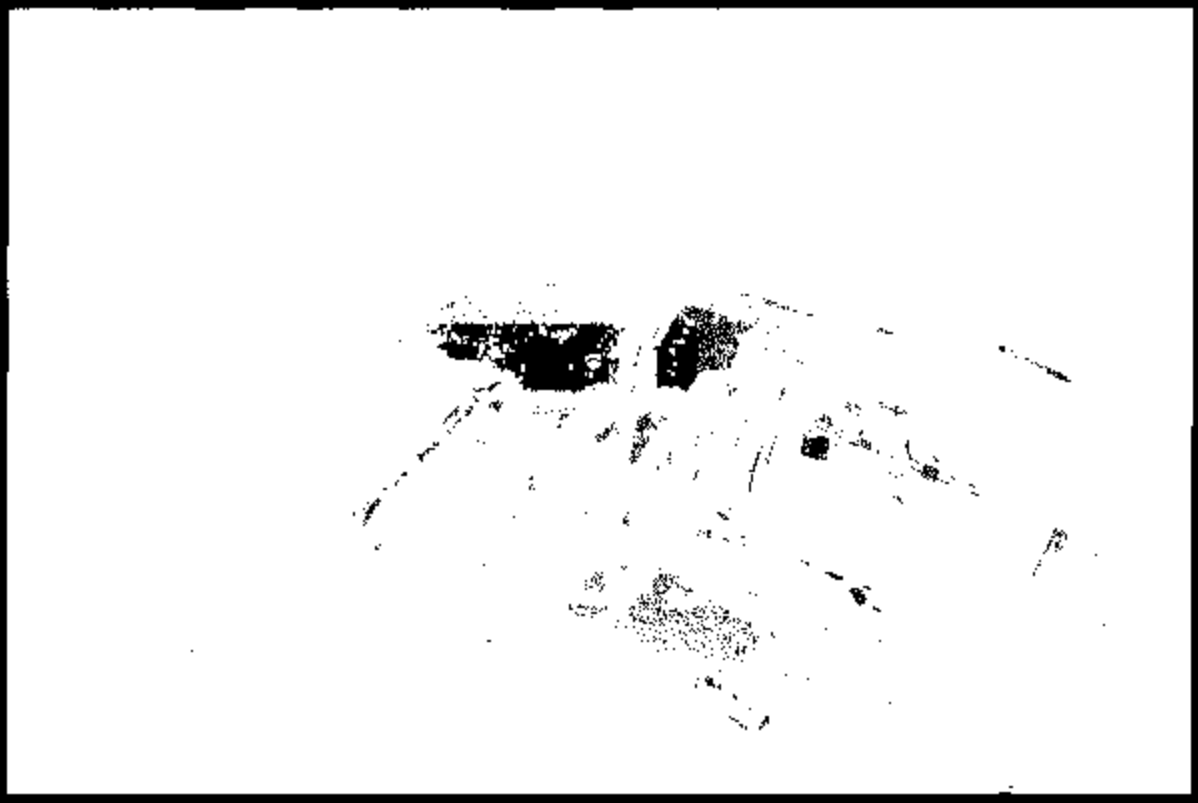

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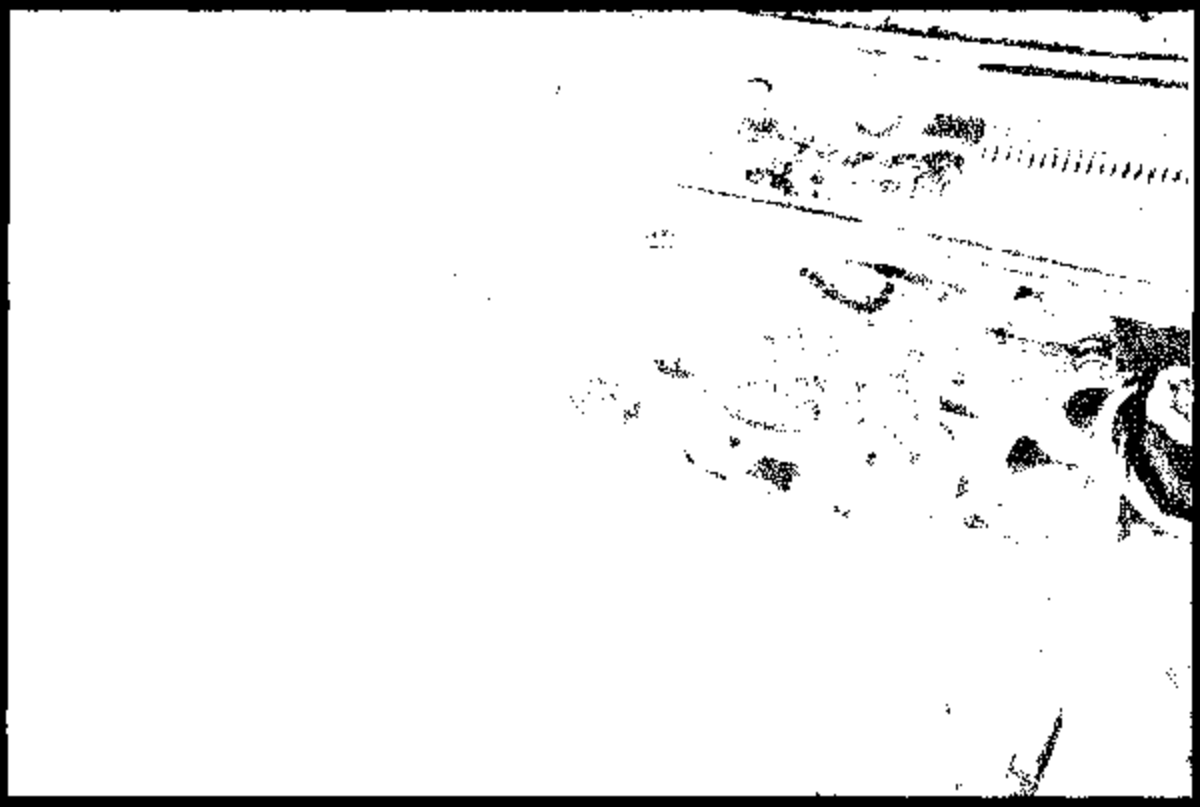

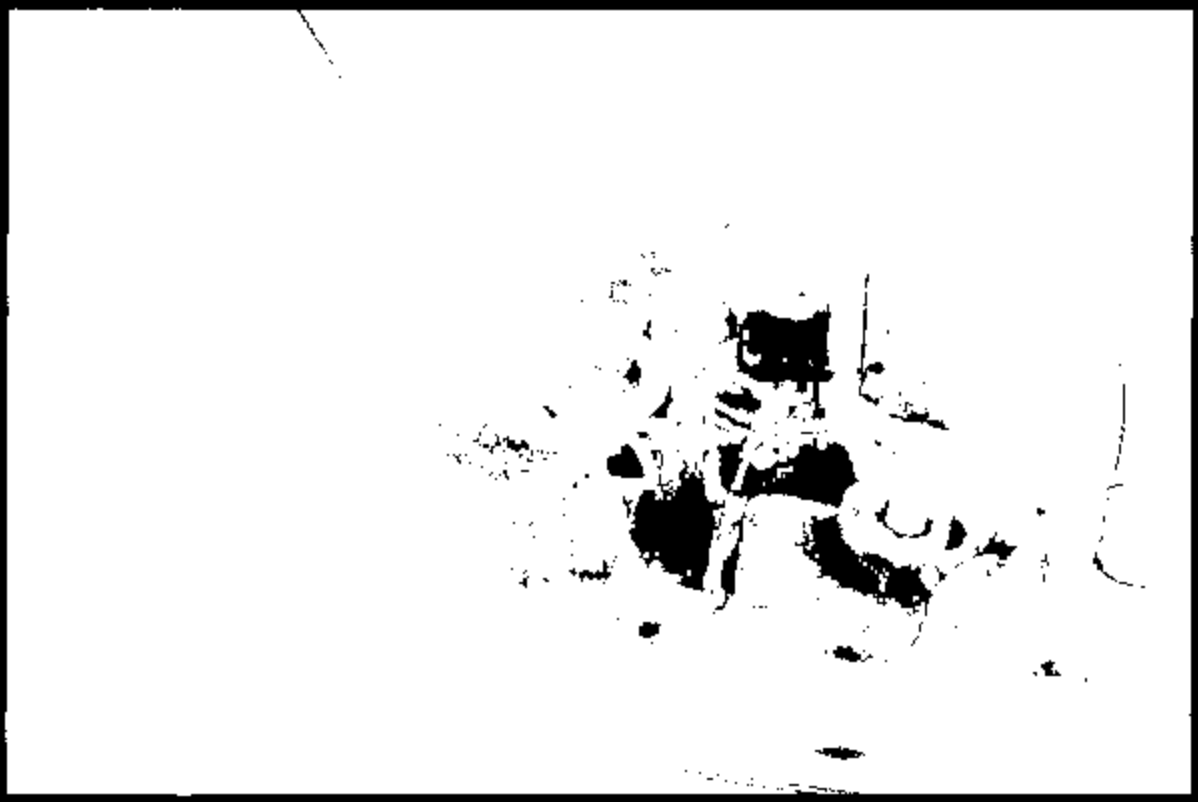

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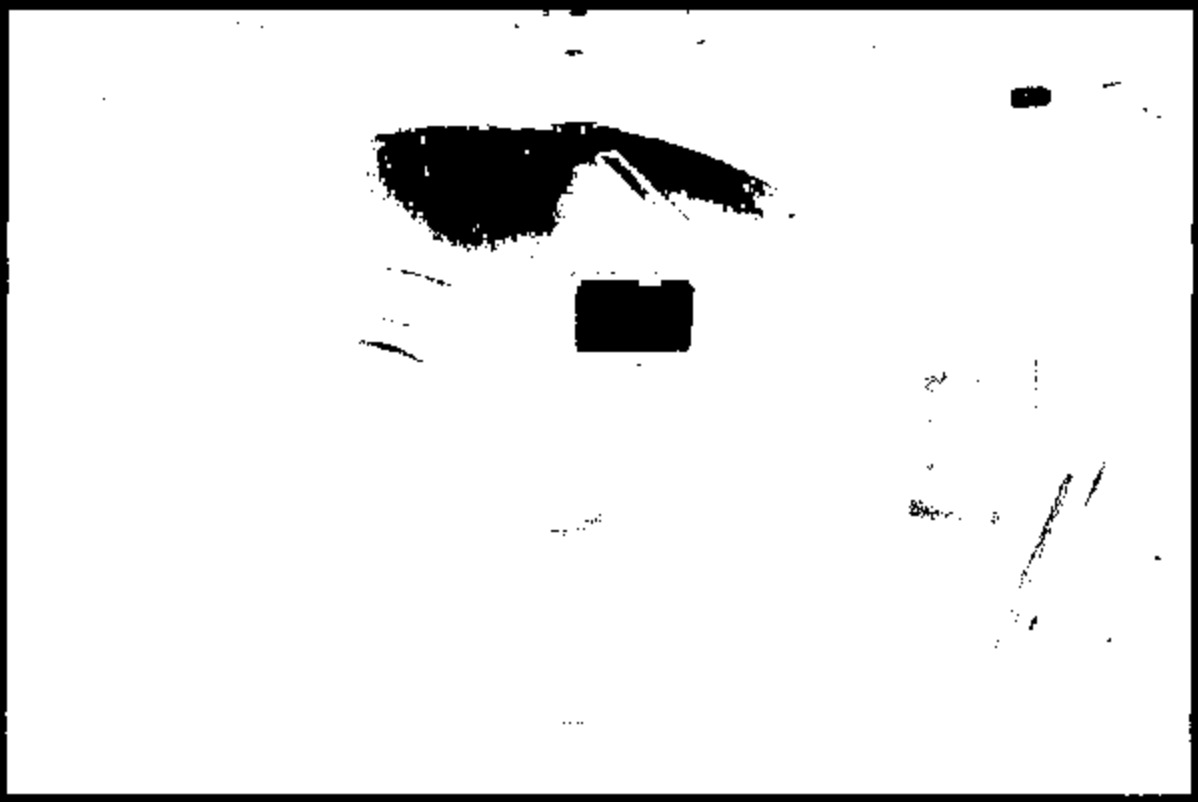

342908

GM RESTRICTED

343022

CASE NUMBER: 03614476 VIN: 2G1WF52KX19192628

DATE OPENED: 03/27/01 MODEL YEAR: 01

DATE CLOSED: 04/25/01 SERIES: IMPALA SEDAN

SOURCE: PAR YES MILEAGE: 86

CUSTOMER: [redacted]

ADDRESS:

HOME PHONE: STATE: WI

BUS. PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

DE PERE , WI [redacted]

CASE NUMBER:	03614476	VIN:	2G1WF52KX19192628
		MODEL YEAR:	2001
DATE OPENED:	2001-03-27	SERIES:	IMPALA SEDAN
DATE CLOSED:	2001-04-25	MILEAGE:	86
SOURCE:		DELIVERY DATE:	
ERC TYPE:	PAR Yes	DEALER NAME:	BROADWAY CHEVROLET, PONTIAC, BUICK
ERC PARENT:	03614475	DEALER ADDRESS:	2596 HWY 32,,PULASKI,WI,54162,USA

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

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

K30 Automatic Transmission — Other
0 REPAIR ATTEMPT(S) — THERMAL EVENT

A07 Referred to Dealer — Other
0 REPAIR ATTEMPT(S) — REPAIR

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

THERMAL EVENT
**********WORK HISTORY**********

CRM LEFT MESSAGE WITH PERSON FOR CUSTOMER TO RETURN CALL. TIMIKI JACOBS/PAR 58342; 0; 354754292
2001-04-03

CRM RECEIVED A MESSAGE FROM CUSTOMER, CRM ATTEMPTED TO CONTACT CUSTOMER, NO ANSWER. TIMIKI JACOBS/PAR 58342; 0; 355168142
2001-04-03

GM RESTRICTED

343022

CRM CONTACTED CUSTOMER WHO STATES THAT VEHICLE IS CURRENTLY AT BROADWAY GARAGE IN GREENBAY. CUSTOMR RSTATES THAT VEHICLE WAS DELIVERED TO HIS HOUSE WITH 76 MILES ON IT AND 10 MILE LATER BURNED UP AFTER HIS SONS DROVE VEHICLE. CUSTOMER STATES THAT A TRANSMISSION COOLER WAS ADDED TO VEHICLE AND HIS INSURANCE CARRIER AND DEALER'S INSURANCE DETERMINED THAT FIRE WAS CAUSED BY AFTERMARKET TRANSMISSION COOLER LINE SPLITTING. CRM OFFERED INDEPENDENT INSPECTION, CRM FAXED TO EAA. TIMIKI JACOBS/PAR 58342; 0; 355182080
2001-04-25

crm advised customer that gm is unable to assume responsibility, crm closed file, crm forwarded file to esis, crm sent letter. timiki jacobs/par 58342; 0; 357068821
2001-04-25

BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM SET UP EAA INSPECTION, CRM RECEIVED REPORT, GM NOT RESPONSIBILE, CRM CLOSED FILE, CRM FOWARDED FILE TO ESIS.
TIMIKI JACOBS/PAR 58342; 0; 357069624
HOCKERS, RALPH

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

INCIDENT DATE: 2001-03-21 INCIDENT TIME: 16:51:00
INCIDENT LOCATION: 1605 LOST DAULPHIN
DE PERE WI

DRIVER NAME: SON DRIVER AGE: 20
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: THERMAL EVENT - 10 MILES AFTER DELIVERY

ALLEGED DEFECTIVE COMPONENT: TRANSMISSION

INCIDENT RESULT: 4-25-01 GM NOT RESPONSIBLE
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: NO
CURRENT LOCATION OF VEHICLE: CITY POLICE & FIRE DEPT
NOTIFY NAME: CUSTOMER

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: EAA INSPECTIONINSPECTION DATE: 2001-04-04
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N

GM RESTRICTED

343022

ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY: EAA INSPECTION
PAR STATUS: Accepted

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER RAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
FAX NUMBER:
PRODUCT CODE:
BODY TYPE:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

**********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:

GM RESTRICTED

343022

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:

**********HRC CONTACT INFORMATION**********

NAME: [redacted]
COMPANY:
ADDRESS:

DE PERE, WI [redacted]

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

PAR CASE INFORMATION

343022

Problem ID: 03614476

CONTACT INFORMATION

Name: [redacted]
Address: [redacted]
DE PERE, WI [redacted]
Phone: [redacted]

VEHICLE INFORMATION

VIN: 2G1WF52K019192628
MAKE: CHEVROLET
MODEL: IMPALA SEDAN
YEAR: 2001
ODOMETER: 86

BRC CONTACT INFORMATION

NAME: [redacted]
COMPANY:
ADDRESS:
PHONE:
TYPE: Claimant

ACCOUNT/POLICY:
SERVICE DEALER: BROADWAY CHEVROLET, PONT
CONTRACT: NONE
SELLING DEALER: BROADWAY CHEVROLET, PONT
CONTRACT: NONE
PAYEE: No

PAR DETAILS

CONTACT ID: C0000028908788
DRIVER NAME: [redacted]
DRIVER AGE:
DISABILATIES: NONE
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 2
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: TRANSMISSION
POLICE REPORT: Yes
INSURANCE: No
INSURNCE COMPANY:
INSURANCE COMPANY ADDR:
INSPECTION: Yes
INSP NAME: EAA INSPECTION
INSP DATE: 4/4/01
INSP MILES:
INSP DONE:
PROPERTY DAMAGE:
INCIDENT LOCATION: 1605 LOST DAULPHIN
DE PERE WI
INCIDENT RESULT: 4-26-01 GM NOT RESPONSIBLE
VEHICLE LOCATION: CITY POLICE & FIRE DEPT
MAINTENANCE LOCATION: NO
OWNER DESC: THERMAL EVENT - 10 MILES AFTER DELIVERY
MORE INFO:

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: CUSTOMER
AGENT NAME:
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: EAA INSPECTION
AGENT PHONE:
INCIDENT DATE & TIME: 03/21/2001 04:01:00 AM

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:
COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1099:
POLICY NUM:

PAR CASE INFORMATION

Problem ID: 03614478

U[illegible] 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: K30
COMPONENT DESCRIPTION 2: THERMAL EVENT
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Automatic Transmission
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A07
COMPONENT DESCRIPTION 3: REPJAIR
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION3: Referred to Dealer
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4: A04
COMPONENT DESCRIPTION 4: PAR
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:

WORK HISTORY

08/29/2001 - 04:56:26 AM	CRM LEFT MESSAGE WITH PERSON FOR CUSTOMER TO RETURN CALL. TIMIKI JACOBS/PAR 68342
04/03/2001 - 11:52:11 AM	CRM RECEIVED A MESSAGE FROM CUSTOMER, CRM ATTEMPTED TO CONTACT CUSTOMER, NO ANSWER. TIMIKI JACOBS/PAR 68342
04/03/2001 - 03:41:26 AM	CRM CONTACTED CUSTOMER WHO STATES THAT VEHICLE IS CURRENTLY AT BROADWAY GARAGE IN GREENBAY, CUSTOME RSTATES THAT VEHICLE WAS DELIVERED TO HIS HOUSE WITH 78 MILES ON IT AND 10 MILE LATER BURNED UP AFTER HIS SONS DROVE VEHICLE. CUSTOMER STATES THAT A TRANS MISSION COOLER WAS ADDED TO VEHICLE AND HIS INSURANCE CARRIER AND DEALER'S INSURANCE DETERMINED THAT FIRE WAS CAUSED BY AFTERMARKET TRANSMISSION COOLER LINE SPLITTING. CRM OFFERED INDEPENDENT INSPECTION, CRM FAXED TO EAA. TIMIKI JACOBS/PAR 68342
04/25/2001 - 11:51:15 AM	crm advised customer that gm is unable to assume responsibility, crm closed file, crm forwarded file to esis, crm sent letter. timiki jacobs/par 68342
04/25/2001 - 11:53:00 AM	BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM SET UP EAA INSPECTION, CRM RECEIVED REPORT, GM NOT RESPONSIBILE, CRM CLOSED FILE, CRM FOWARDED FILE TO ESIS. TIMIKI JACOBS/PAR 68342

GM Vehicle Inquiry System
Summary

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

Help

VIN:	2G1WF52K219192528

VEHICLE INFORMATION

Merchandising Model:	1WF19 - 2001 IMPALA SEDAN	Warranty Start Date:	03/19/2001
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	BROADWAY CHEVROLET, PONTIAC, BUICK PO BOX 589 PULASKI, WI 54162-0589 (920) 865-4200	Billing Source:	15 - CHEVROLET
		Site Code:	18884
		Business Associate Code:	111799

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	03/19/2001	125 miles	3/19/2004	36125 miles
72/100 SHEET METAL RUST-THROUGH	03/19/2001	125 miles	3/19/2007	100125 miles
36/36 CORROSION	03/19/2001	125 miles	3/19/2004	36125 miles
96/80 PCM/CC EMISSIONS	03/19/2001	125 miles	3/19/2009	80125 miles
36/36 FEDERAL EMISSIONS	03/19/2001	125 miles	3/19/2004	36125 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
10/20/2000	A92628	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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— Comments —

Customer stated that he is waiting to see what Monroe Truck & Equipment is going to do in regard to settlement. He said his own insurance will likely only want to settle for actual damage and repair the vehicle. He said he definetly wants a new car and won't settle for anything less.
He said he contacted Chevrolet so that we could document what happened in the event he gets the run around. He understands that Chevrolet is not liable for anything —
I told him he would be contacted by Chevrolet —

GM-PAR-Fire NC, Rev. 08/30/97

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: Chevrolet	Ref#: 03614478	VIN: 2G1WF52KX19192628
Claimant's Name (LAST, First) [redacted]		

Inspected By: CAL COMPE Organization: EAA

Phone: (920) 897-3201 x Inspection Date: 4/4/01 Mileage at Inspection: CAN'T SEE MILEAGE-TRIABLE TO TURN IGNITION ON

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

Following the inspection, summarize the tests and observations.

According to Broadway Chev-Sermer-Ryan Campbell, customer authorized dealer to have a transmission cooler installed on vehicle. Dealer sublet the installation of the cooler to Manage Truck Equipment. It was found when making an estimate of damage that the cooler line was disconnected. The clamp was found to be loose. Fluid apparently leaked on the exhaust manifold & ignited & caused the resulting damage.

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

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

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

Item(s), date installed, and by whom (name, phone) Mud Flaps, Class II Hitch, Trailer Wiring Transmission Cooler.

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

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

Name and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle
Heavy Duty Towing, Green Bay, WI
How was vehicle towed? (flat bed, dolly, sling, front or rear lift) Towed If towed on wheels, how far? ?

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

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

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) ____
load description N load location _____
Driver's physical description (gender, age, height, weight, disabilities) N - 18 yr. Male -
If vehicle's ignition was "Off" prior to fire, for how long was it "Off"? _____ Were all doors locked? (Y/N) N
Drive length (if vehicle was parked prior to fire, describe last drive): Hrs. ____ Min. 20 Distance traveled 10 miles
If not parked, vehicle speed estimate 30 MPH Source of estimate — Posted speed 35 MPH
Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) ? When last fueled? —
Exact incident location Lost Dauphin Rd. near Shawing Rd. De Pere, WI

Weather conditions and visibility Dry - Clear
Approx. temperature 40 °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? A If other, specify _____

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

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

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

Electrical systems operation: (normal, other?) Normal

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

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

Steering operation: (normal, other?) Normal

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.?) No

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where? No

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

Describe any unusual odors. From where? No

Any smoke? (from where, color, intensity, etc.) yes - From REAR of vehicle + Front engine compartment

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

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

Any flame? (from where, color, intensity, etc.) Top and Left side of ENGINE - ORANGE FLAME

Any steam or smoke? (from where, color, intensity, etc.) SMOKE - WHITE - GRAY

Any apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) No

Electrical Systems? (Y/N) N Fuel System? (Y/N) No 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) ___ Raise Windows? (Y/N) N Turn Engine Off? (Y/N) Y Turn on Hazard Flashers? (Y/N) ___ Exit Vehicle? (Y/N) Y Open Hood? (Y/N) Y Open Trunk? (Y/N) N Other? (Y/N) No Describe _____

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

Any other comments or observations that have not been covered? No

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

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

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

Left & right side exterior NO DAMAGE

Front & rear exterior NO "

Hood, inner & outer panels NO "

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 DAMAGED

Radiator, front & rear NO DAMAGE

Coolant recovery bottle NO DAMAGE

Transmission cooler lines/connections UPPER RIGHT LINE DISCONNECTED FROM HOSE (CLAMP LOOSE)

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

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

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

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

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

Power steering lines/hoses, connections/clamps NO DAMAGE

Generator & attached wiring WIRING DAMAGED

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

Battery & attached cables: No DAMAGE

Engine block (note precise location of cracks, holes, etc.): No DAMAGE

Engine oil pan: No DAMAGE

Engine compartment hinge torque rods: No DAMAGE

Engine compartment exhaust system (e.g. bent, rusted, modified, out of position, clearance, etc.):
DAMAGED FROM FIRE

Any item which is alleged to be the cause/source: TRANSMISSION COOLER HOSE DISCONNECTED FROM STEEL LINE

Anything on vehicle which is after-market: TRANSMISSION COOLER AND FLAPS TRAILER HITCH & WIRING

Anything on vehicle which is a modification: No

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

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

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

Engine coolant: FULL

Engine oil: FULL

Transmission fluid: ? - CAN'T RUN ENGINE TO SEE HOW MUCH FLUID IS DOWN

Power steering fluid: FULL

Brake fluid: FULL

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

Fuses (identify all open or not proper size): ALL OK

Wiring insulation at fuse blocks: OK.

Fusible links (identify all open): NONE

Spark plug wiring and boot condition: BURNED

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

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

Catalytic converter (any discoloration or swelling?): NONE

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

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

DEALER TECHNICIAN FOUND THAT UPPER RIGHT TRANSMISSION COOLER HOSE WAS DISCONNECTED FROM STEEL LINE. HOSE CLAMP WAS FOUND TO BE LOOSE. TRANSMISSION FLUID LEAKED ON EXHAUST MANIFOLD WHICH IGNITED & CAUSED RESULTING FIRE DAMAGE TO ENGINE COMPARTMENT WIRING ETC.

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

Comments: _____

N/A

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

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Chev	Ref#: U3674476	VIN: 2G1NF52KX19192628
Claimant's Name (LAST, First)		

Inspected By: Val Compe Organization: EAA

Phone: (920) 897-3201 x ___ Inspection Date: 04/09/01 Mileage at Inspection: ?

Roll Number: 8463

Neg.#	Description
0	Front View
1.	R/F View
2.	Right Side View
3.	Right Rear "
4.	" " "
5.	Rear View
6.	Left Rear View
7.	Right Front & Side View
8.	Identification Number
9.	L/F Interior
10.	R/F Interior
11.	Engine Compartment
12.	" " Left Side
13.	" " Right Side
14.	Transmission Cooler Line Disconnected
15.	Engine Compartment - Left Side
16.	Disconnected Transmission Cooler Line
17.	Area Under Radiator Core Support
18.	Didn't Turn out "
19.	Underside of Hood Panel
20.	
21.	
22.	
23.	
24.	
25.	
26.	
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	
36.	
37.	

2001 IMPALA SEDAN
81U DARK CARMINE RED METALLIC /V6G
82B MEDIUM GREY CLOTH
ORDER NO. GTDVUE/TRB STOCK NO.
VIN 2G1 WF52 EX 19152628 11042

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1001
VEHICLE INVOICE 10084093249

MODEL & FACTORY OPTIONS	MSRP
1NF19 IMPALA SEDAN	18149.00
BMS CLOTH 60/40 SEAT	N/C
FE9 FEDERAL LOW EMISSION VEHICLE	N/C
L36 3.8L V6 ENGINE PACKAGE: INCL. ABS, TRACTION CONTROL, RIDE & HANDLING SUSPENSION	986.00
MX0 4-SPEED AUTOMATIC TRANS W/OD	N/C
QD1 16" ALUMINUM WHEELS	300.00
QNX P225/60 R16 B/W TOURING TIRES	45.00
1SB IMPALA PREFERRED EQUIP GROUP 1:	872.00

* CRUISE CONTROL
* AM/FM STEREO W/CASSETTE AND COAX SPEAKER SYSTEM
* REMOTE KEYLESS W/ILLUMINATED ENTRY
* ILLUMINATED VISORS
* CARGO NET
* OVERHEAD CONSOLE
* ASSIST GRIPS WITH COURTESY LIGHTING

TOTAL MODEL & OPTIONS	21382.00
DESTINATION CHARGE	600.00
DEALER CO-OP ADVERTISING	
TOTAL	21982.00

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT

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.

BROADWAY CHEVROLET, PONTIAC, BUICK

2001 IMPALA SEDAN
31U DARK CARMINE RED METALLIC /V6G
9E3 MEDIUM GRAY CLOTH
ORDER NO. C9DW08/TRN STOCK NO.
VIN 2G1 WH52 1Y 1192638 110422

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1001
VEHICLE INVOICE 10D54002249

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL + STOCK
1WF19 IMPALA SEDAN	19149.00	17521.24	INVOICE 10/20/00
AU6 CLOTH 60/40 SEAT	N/C	N/C	SHIPPED 10/20/00
YK3 FEDERAL LOW EMISSION VEHICLE	N/C	N/C	EXP I/T 10/27/00
L36 3.8L V6 ENGINE PACKAGE: INCL. ABS, TRACTION CONTROL, RIDE & HANDLING SUSPENSION	985.00	877.54	INT COM 10/27/00
			SAC EXP 10/13/00
			KEYS 66217 66217
MXO 4-SPEED AUTOMATIC TRANS W/OD	N/C	N/C	WPP-8 QER QPE-1
QD1 16" ALUMINUM WHEELS	300.00	267.00	BANK: ASSOCIATED
QNX P225/60 R16 B/W TOURING TIRES	45.00	40.05	CBG-TO 18-884
1SB IMPALA PREFERRED EQUIP GROUP 1:	872.00	776.08	
* CRUISE CONTROL			SHIP WT: 3351
* AM/FM STEREO W/CASSETTE AND COAX SPEAKER SYSTEM			HP: 24.7
			GMS: 19441.45
* REMOTE KEYLESS W/ILLUMINATED ENTRY			DAN: STEEP
			MSRP 1057.00
* ILLUMINATED VISORS			
* CARGO NET			
* OVERHEAD CONSOLE			
* ASSIST GRIPS WITH COURTESY LIGHTING			

14
folder

19654.22

TOTAL MODEL & OPTIONS	21352.00	19482.01	ACT 231	19441.45
DESTINATION CHARGE	600.00	600.00	S/H 261	640.96
DEALER CO-OP ADVERTISING		213.52	ADV 261	213.52
TOTAL	21952.00	20295.53	PAY 216	20295.93
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		15367.73		

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST EXCLUDES OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

BROADWAY CHEVROLET, PONTIAC, BUICK

2001 IMPALA SEDAN
51U DARK CARMINE RED METALLIC /VSG
52B MEDIUM GRAY CLOTH
ORDER NO. GTDATE/TRE STOCK NO.
VIN 2G1 WF52 EX 19192628 11042

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1001
VEHICLE INVOICE 10054092249

MODEL & FACTORY OPTIONS	MSRP
1NF19 IMPALA SEDAN	19149.00
7AM CLOTH 60/40 SEAT	N/C
FE9 FEDERAL LOW EMISSION VEHICLE	N/C
L36 3.8L V6 ENGINE PACKAGE: INCL. ABS, TRACTION CONTROL, RIDE & HANDLING SUSPENSION	986.00
MX0 4-SPEED AUTOMATIC TRANS W/OD	N/C
QD1 16" ALUMINUM WHEELS	300.00
QMX P225/60 R16 B/W TOURING TIRES	48.00
1SB IMPALA PREFERRED EQUIP GROUP 1:	872.00

* CRUISE CONTROL
* AM/FM STEREO W/CASSETTE AND COAX SPEAKER SYSTEM
* REMOTE KEYLESS W/ILLUMINATED ENTRY
* ILLUMINATED VISORS
* CARGO NET
* OVERHEAD CONSOLE
* ASSIST GRIPS WITH COURTESY LIGHTING

TOTAL MODEL & OPTIONS	21352.00
DESTINATION CHARGE	600.00
DEALER CO-OP ADVERTISING	
TOTAL	21952.00

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT

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.

BROADWAY CHEVROLET, PONTIAC, BUICK

8365

8306 [illegible]

(521)

11042 | 3-19-01

DAN DOWNY [illegible]

[illegible] 206-2380-04

[redacted]

[redacted] | CITY OF | BROWN | [redacted]

2001	CHEVA	DURAN	4door	2G1 WE5 5KY 19 [illegible]	
				(N-T)	
DK [illegible]	CLOTH	V6 3.8L			

CODE			
	NEW MODELS-125		
	Total MSRP	$ 21[illegible]	—
	Dealer Markup Added		

INSTALL CD PLAYER FROM [illegible]

[illegible]

[illegible]

	INSTALL [illegible]	55	—
	[illegible]	[illegible]	[illegible]
	[illegible]	81	[illegible]
	[illegible]	129	[illegible]
	Dealer Total Price	[illegible]	[illegible]
	Discount	[illegible]	—
	Cash Price (1 – 8)	[illegible]	[illegible]
	Trade Credit Allowance	—	—
	Trade Lienholder Payoff	—	—
	Total Allowance (5 – 6 – 8 + 9)	[illegible]	[illegible]
	Other		
	Service Contract		
	Subtotal (4 + 7)	[illegible]	[illegible]
	5 % State Sales Tax on Subtotal (Line 8)	[illegible]	[illegible]
	5 % County Sales Tax on Subtotal (Line 8)	[illegible]	[illegible]
	% Special Sales Tax on Subtotal (Line 8)		
	Lease Tax		
	Registration, Title, and Other Fees to agency or MVD	[illegible]	[illegible]
	Vehicle Warranty or Service Contract Transfer Fee		
	Other		
	Delivery Fee		
	Subtotal (8 + 9 + 10 + 11 + 12 + 13 + 14 + 15)	[illegible]	[illegible]
	Less Cash Down Payment or Trade-In Net Value	[illegible]	—
	Less Manufacturer's Rebate	[illegible]	—
	Net Balance (17 – 18 – 19)	[illegible]	[illegible]
	Less Additional Cash Down		
	Unpaid Balance of Vehicle (20 – 21)	[illegible]	[illegible]

3-19-01

[redacted]

- upper intake -
- lower intake
- fuel rail with injectors + regulator
- fuel lines
- throttle body & sensor
- intake air duct + IAT sensor
- throttle cables
- cruise cable
- EGR valve
- Evap solenoid
- plug wires
- coils - 3
- ignition module
- valve cover
- oil fill cap + tube
- engine trim cover
- upper rad hose
- Evap line
- Thermostat + housing
- cooling fan module assembly
- cooling fan wiring
- map sensor
- PCV valve + housing
- engine dip stick
- trans dip stick
- trans cooler lines
- AC hose from compressor
- adapter - brake booster vacuum hose
- Engine wire harness

2700 S. Ashland Avenue
Green Bay, WI 54304
PO Box 28437
Green Bay, WI 54324-8437

Broadway AUTOMOTIVE

www.broadwayautomotive.com

Bus. (920) 496-6666
Service (920) 496-6677
Parts (920) 496-6666
Collision (920) 496-6660

RECOMMENDED SERVICES

SERVICE HISTORY

SALESPERSON NO.

S E R V I C E

STATE REG# NONE

CALL FOR TEST? ☐ yes ☐ no	VEHICLE I.D. NO. 2G1WF52KX19192628	VEHICLE DESCRIPTION 01/CHEVROLET/MALIBU/4 DOOR SEDAN	PRODUCTION DATE	STOCK NO.	CONTROL NO. 345988	R.O. NO. 84767
[redacted]		CUSTOMER NO. 329537	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SALES DESCRIPTION	R.O. DATE 03/28/01
ADVERTISED TO DRIVE? ☐ yes ☐ no	DE PERE, WI [redacted]	COLOR MAROON/	CONTRACT NO.		DISPATCH DATE	DISPATCH TIME	MILES 250
		TURBO	KEY CVZZ	AIRBAG Y	P.S. Y	TRANS A	DEALER 2	RO NO. 724	ADVISOR TOM BARRY
Owner Customer Owner Channel	[redacted]	CUSTOMER PHONE							
	01:52pm 03/22/01	05:30pm	DELIVERY 6						
APPOINTMENT			CALLBACK DATE						

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing of you of the necessary parts and other materials for such repair, and agree that you are not responsible for any damage caused by unavailability or delay in obtaining parts or materials for any reason. And you neither assume or authorize any other person to assume for you any liability in connection with such repair. And you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control. And my signature constitutes for a lien acknowledged on the above vehicle to secure the amount of repairs thereto. And your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X

1-C (CVZZ) ENGINE COMPONENTS
BIST FOR ENGINE DAMAGE FROM FIRE
TOTAL PARTS –$6063.00
LABOR–23.8HRS @ $77.00/HR–$1894.00
MISC. SUPPLIES– $200.00
WRECKER CALL–$200.00
5.5% SALES TAX–$383.00
TOTAL–$7540.00

YOU ARE ENTITLED TO APPROX ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR COSTS MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.
2. Please proceed with repairs, but call me before exceeding the price of $
3. I DO NOT WANT AN ESTIMATE.

Do you want the replaced parts you are entitled to? ☐ YES ☐ NO

☐ This vehicle received after-sales to last customer contact.

ESTIMATED PRICE | ESTIMATED DELIVERY

SHOP REPRESENTATIVE SIGNATURE

ADDITIONAL WORK AUTHORIZED BY: TIME

DATE | TIME | A.M. P.M. | RELEASED | RECEIVED BY

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

"Any warranties on the products sold hereby are those made by the manufacturer. The seller, BROADWAY AUTOMOTIVE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products."

NOTICE: OWNERSHIP IS ENTITLED TO REPORT OR RECEIVE ANY COMPONENTS, PARTS OR ACCESSORIES REPLACED UNDER WARRANTY OR REPAIR.

APPROVED COPY

84767

28, 2001 TECHNICIAN DISPATCHING 3352

TAG 250 NAME [redacted] ADV 724 YR 01 MAKE CV MODL IMPALA
PRI 6 PROMISED 3/22/2001 5:30pm MILEAGE 2 LIC 365BEE STATUS WORKING
EST COMPLETION 3/28/2001 3:42pm ENTERED 3/28 1:48pm STATUS 3/28 1:54pm
RO#1 64767 #2 #3 #4 #5 MEMO
RO#6 #7 #8 #9 #10 EST# ACT#
SERIAL# 2G1WF52KX19192628 RES. PHONE [redacted] BUS. PHONE
COMMENTS D# 11

R	J#	OPERATION	STAT	PR	TECH	D#	DESCRIP.	CWI	EST	ACT	LEFT
1	1	07CVI01	WORK	50	112	11	ENGINE CONC C		1.3	.4	.9
										TOTAL	.9

Check out 2.5 hrs

intake, lower 3.5 hrs

ECTION (? for Help)

AC hose 2.0 hrs

Ignition module .7 hr
wires 1.1 hrs

Fuel lines 2.0 hrs ?

Engin wire harness 2.0

13.8 28.00

6931342

Wisconsin Motor Vehicle Accident Report

County: 05

Accident Date: 2 1 01

Time of Accident: 1 [illegible]

Total Number: 0 1 0 0 0 0

Accident Location: [illegible]

CTH F / SCHUERING RD

LAST [illegible]

Unit Number | Unit Type | Total Number of Occupants | Direction of Travel | Unit Number | Unit Type | Total Number of Occupants

[redacted]

Operating Chemicals

Occupant Unit Number: [illegible] CHAD [illegible] 08-16-84

[illegible] Fort Hayes Ave [illegible] 2001-3007

6931342

Officer's Opinion of Possible Contributing Circumstances

Truck & Bus Accident Information

Pictorial Representation of Narrative

NOT DRAWN TO SCALE

NARRATIVE

[illegible]

Unit Number | Unit Number

[illegible]

Unit Number | Unit Number

[illegible]

Compact Unit Number

Unit Number

Unit Number

Collision With Object Not Fixed

Motor Vehicle in Transport

Collision With Fixed Object

Non-Collision

Driver Condition

Unit Number

Unit Number

Driver Restore (Or Pedestrian)

Alcohol

Drugs

Unit #

Manner of Collision

Unit #

Unit #

Fixed Object Struck

Broadway AUTOMOTIVE

ACCIDENT # Pulaski

Pulaski \

COLLISION OR ACCIDENT LOSS REPORT FORM – ALL BROADWAY OR CUSTOMER OWNED VEHICLES

Body Shop will not take in any vehicle without a copy of this report signed by Red VanRite or Lori Growt.

Date: 3/28/01 Date of Incident: 3/21/01

VEHICLE YEAR AND MAKE: 2001 Chev MODEL / BODY: Impala

DRIVER: Owner: [redacted]

DAMAGE INCURRED: Engine Fire – See Estimate

DESCRIPTION OF ACCIDENT OR COLLISION: Customer purchased veh. Request that ~~Broadway~~ Monroe install transmission cooler. They signed & paid for veh. On the trip home, the veh. experienced an engine fire (Lost Dauphin Rd \ DePere). The officer noted a trail of fluid from the vehicle & large amt of fluid under the veh / indicating a possible transmission leak.

Broadway sent to Monroe Truck

ESTIMATE OF REPAIRS: $7540.09 (Attach Copy/ or Repair Order)

REPAIR ORDER NUMBER:

POLICE REPORT (if required) BY: DePere Police on

REPORTED TO INSURANCE COMPANY ON: BY: Lori Growt

SETTLEMENT RECEIVED ON:

Fire Inspector (American Family) Inspected 3/26/01

**** ADDITIONAL COMMENTS:

*Monroe Truck Equipmt
Dave Schneider – Store Mgr
800-848-5400 or 336-8068
Fax 920-336-8118

Customer: [redacted]

DePere WI [redacted]

00 South Ashwaubenon Blvd
Green Bay WI 54304
920.498.6666
920.498.6651
Web: www.BroadwayAutomotive.Com

Broadway

2700 S Ashland Ave – P. O. Box 28437 Green Bay, WI 54324-8437 (920) 498-8888

*Claim
097-01-01836
Corie -
General
Casualty
800.345.2065
EXT 216

Warren Insurance
Lori Lemense
P. O. Box 10037
Green Bay, WI 54307

March 28, 2001

Dear Lori,

I have enclosed an incident report regarding a vehicle that had been purchased from our Pulaski dealership. This 2001 Chevrolet Impala was purchased by [redacted]

I have enclosed a copy of their purchase agreement, indicating that they requested that a Transmission Cooler be installed on their vehicle, along with other equipment. Our sales representative, Dan DeRuyter told them he would call Monroe Truck Equipment to install the cooler.

After taking delivery of the vehicle, it was being driven on Lost Dauphin Rd in DePere, WI when it experienced an engine fire. I have enclosed also, a copy of the DePere Police report for your review. It appears that there was a fluid leak under the hood of the vehicle.

The [redacted] insurance company, American Family, has sent a Fire Inspector to our Green Bay dealership to view the vehicle and it's damage. Monroe Truck equipment has been notified of the incident, and their representative, Dave Schneider can be reached at 800-848-5400. He informed me that their insurance company has been notified as well. They have not sent an adjuster to look at the vehicle, though I do believe Mr. Schneider did took photos when he came to view the vehicle.

We will not commence repairing the vehicle until we have heard from all insurance companies, as we do not know where the liability will rest. Please contact me to discuss this matter and direct us in the correct procedures to follow.

Sincerely,

Lori M Growt

Lori M. Growt
Human Resource Manager

BROADWAY ENTERPRISES, INC.

2700 S. Ashland Avenue P.O. Box 28437
Green Bay, WI 54324-0437
(Fax 920-498-7767)

FACSIMILE TRANSMITTAL SHEET

TO: Lori Lemense	FROM: Lori Grout
COMPANY: Warren Ins	DATE: March 28
FAX NUMBER: 499.7119	NUMBER OF PAGES INCL COVER: 11
PHONE NUMBER:	RE: Incident. w/Engine Fire

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

Lori
I am waiting for Mechanics Est. will forward when I receive it. I called GC last week & spoke briefly to Joe Balkitis. Sounds & appears like we will not be liable — But want to cover ourselves!

PLEASE contact me at (920)496-3267
If you did not receive all pages!

Broadway Chevrolet Pontiac Buick, Inc.
2596 Hwy 32
Pulaski, WI 54162
Phone: 920-865-4200 Fax: 920-865-4207

Fax

To: LORI G

From: RUSS

Phone:

Phone: 920-865-4200

Fax:

Fax: 920-865-4207

Re:

Pages:

Date:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply

• Comments:

FILE CAR INFO

BROADWAY ENTERPRISES, INC.

2700 S. Ashland Avenue P.O. Box 28437
Green Bay, WI 54324-0437
(Fax 920-498-7767)

FACSIMILE TRANSMITTAL SHEET

TO: Dave Schneider
FROM: Lori Grout
COMPANY: Monroe Truck
DATE: 3/30/01
FAX NUMBER: 336-8118
NUMBER OF PAGES INCL COVER: 4
PHONE NUMBER: 336 8068
RE: Claim on Engine Fire

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

Please call if questions!

Lori

PLEASE contact me at (920)496-3267
If you did not receive all pages!

[redacted]

Stephanie \ St Paul
Ins-Sending adj
(Monroe Truck)

Cory \ Gen Cas

[redacted]

800 345 2065
*= 216
4:30 (until) Tues

Jim Selette 4/4/
Am Family
800-374-1111 - Ext 40235

GENERAL MOTORS BUSINESS RESOURCE CENTER

April 25, 2001

[redacted]

De Pere, WI[redacted]

RE: File Number: 03614476
Vehicle Identification Number: 2G1WF52KX19192628

Dear [redacted]

Thank you for allowing us the opportunity to review the product allegation involving your 2001 Chevrolet Impala.

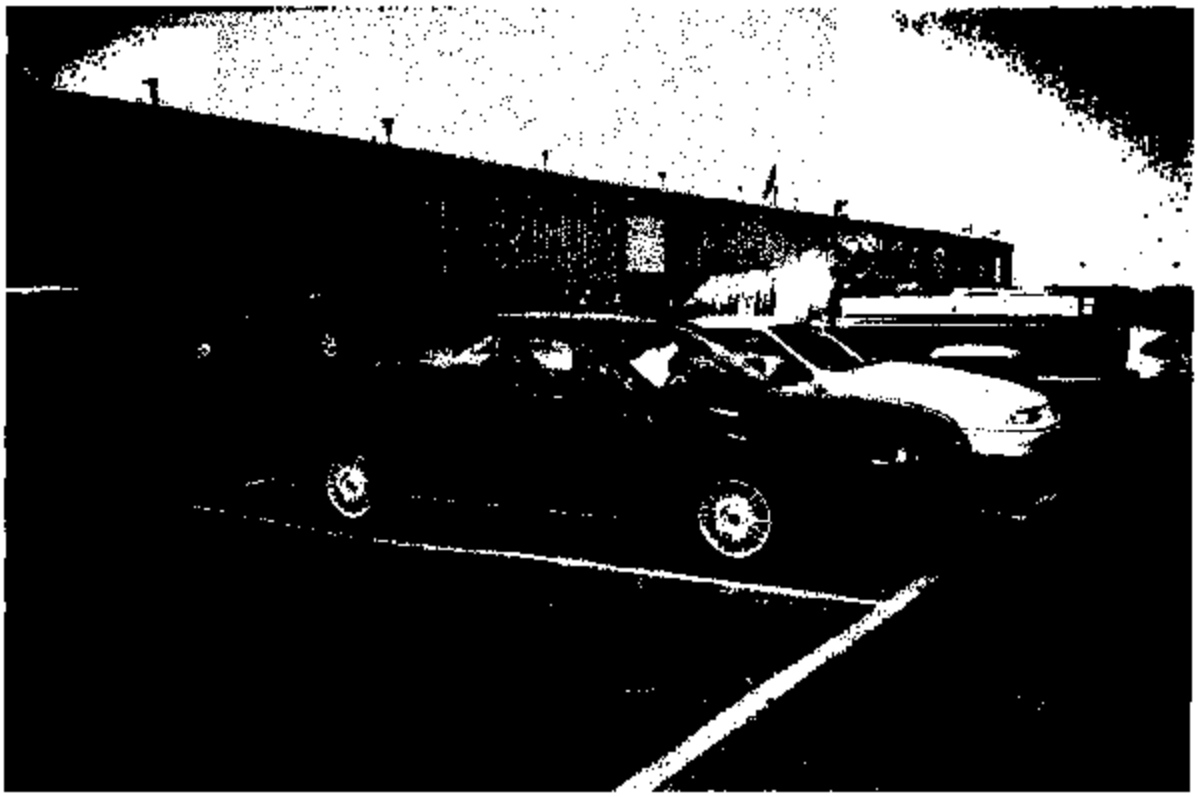
Our investigation revealed no evidence to support the product allegation. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

Sincerely,

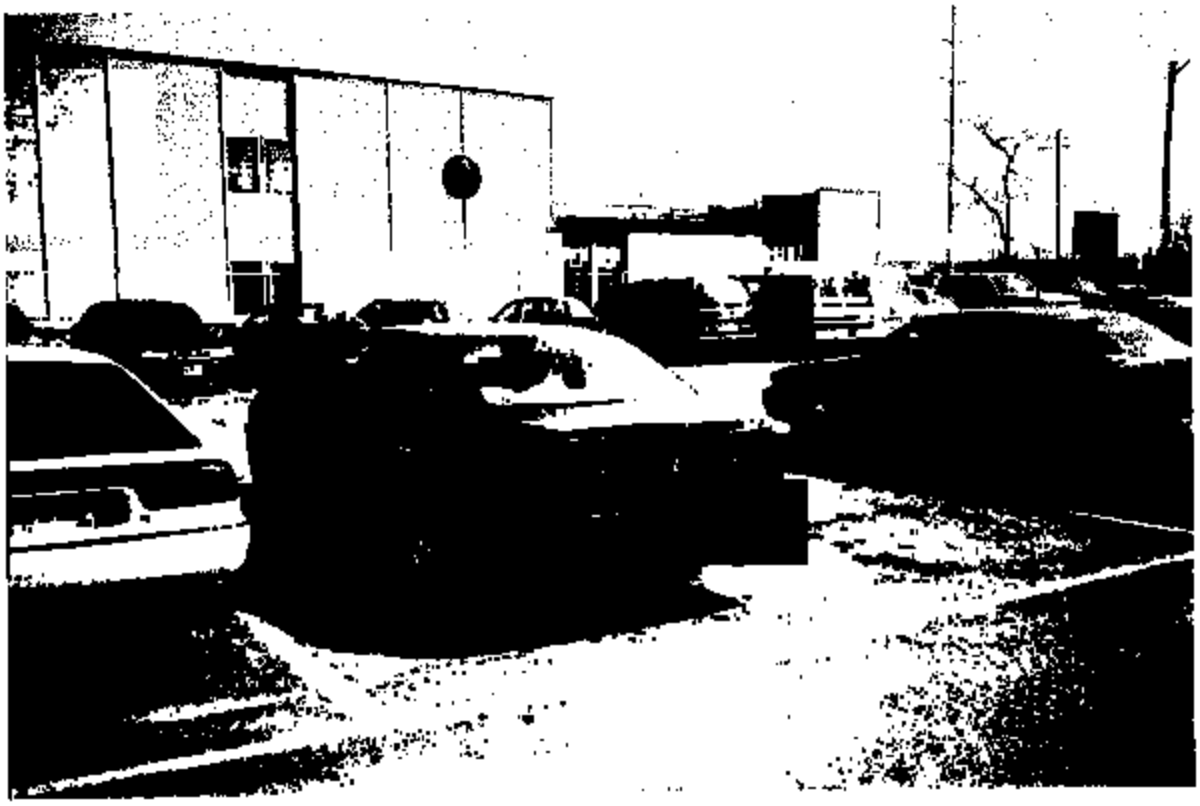
Timiki Jacobs
Customer Relationship Manager
Product Allegation Resolution Team

7.19.00 Destination Doc.

343022

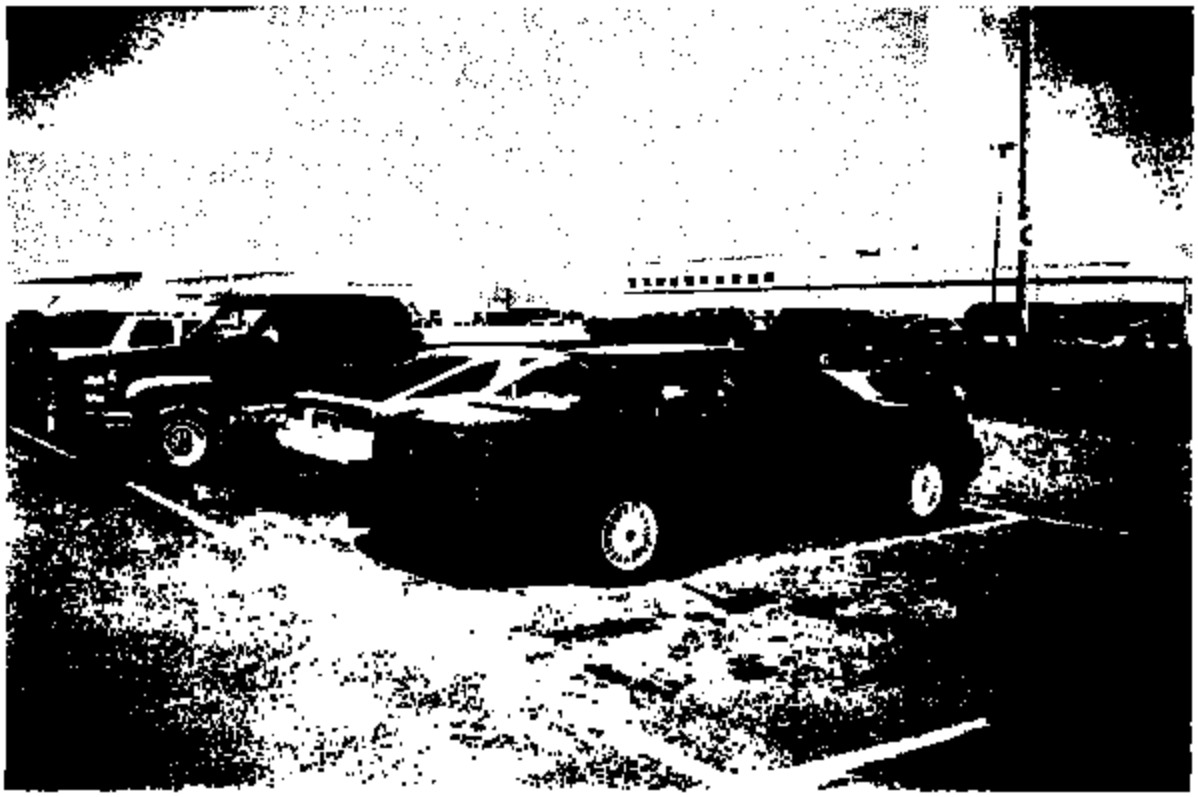


343022



343022

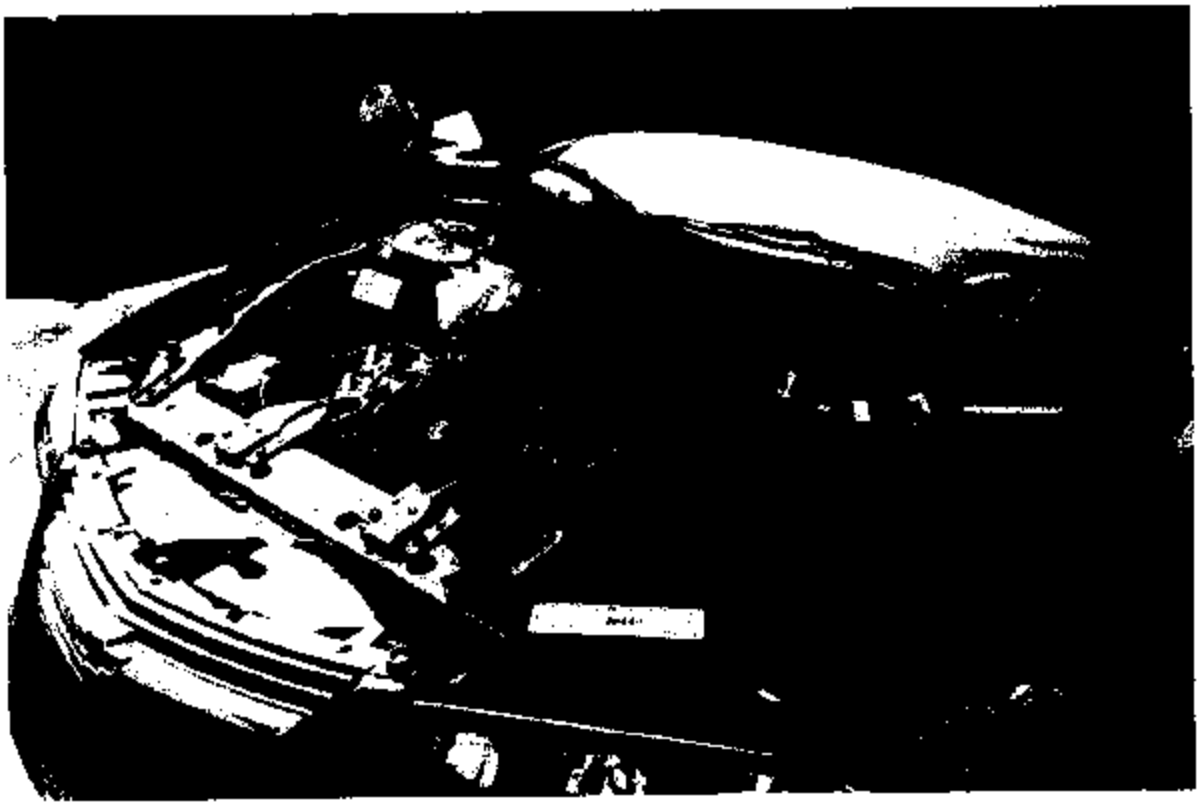
343022



343022

343022

343022



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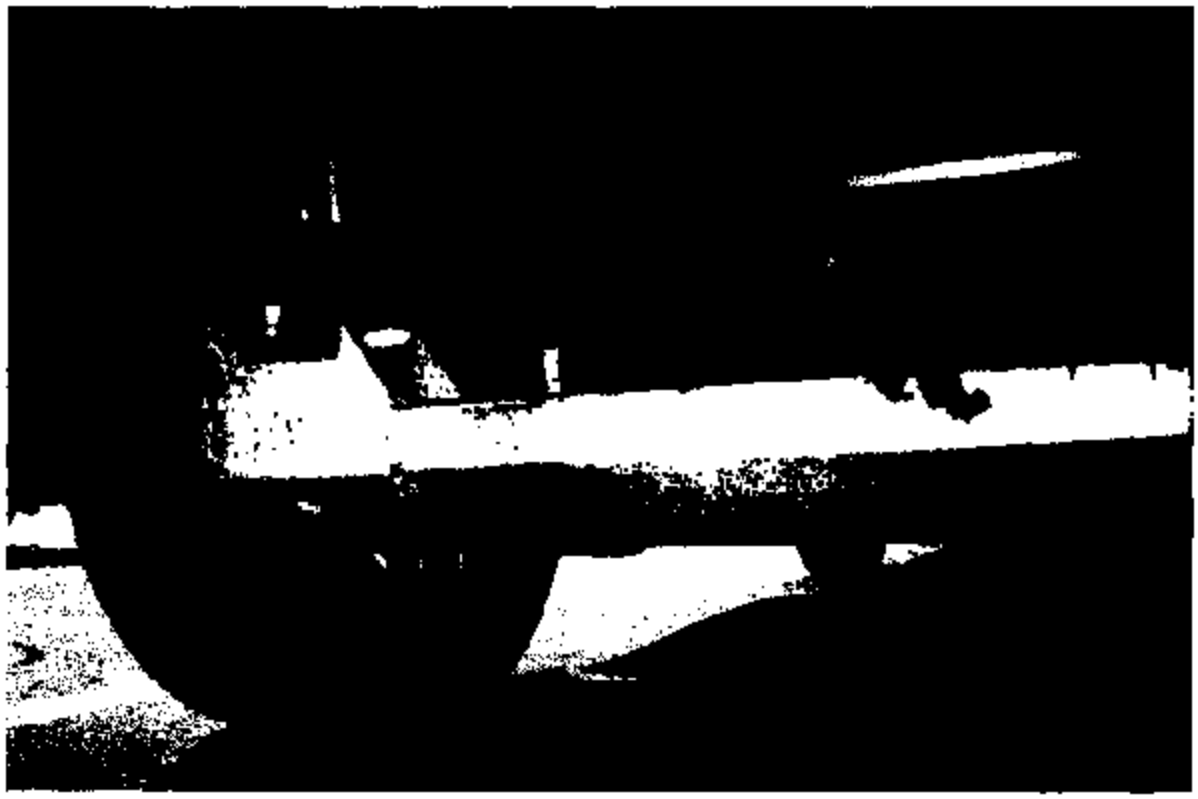
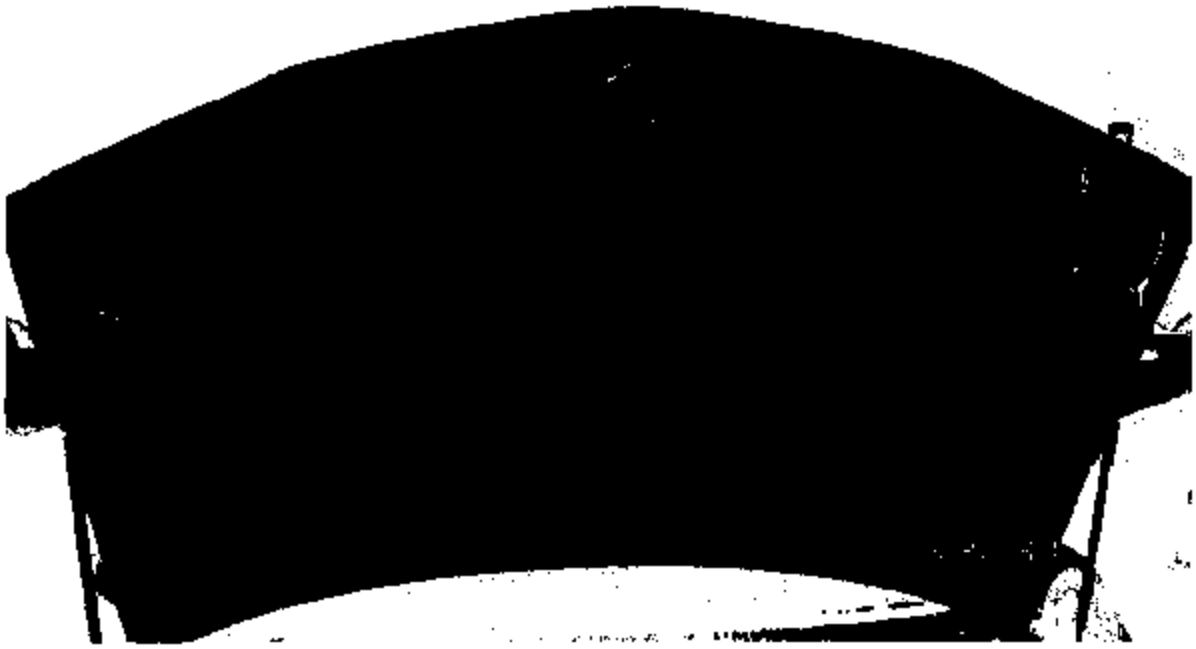


343022



GM RESTRICTED

345277

CASE NUMBER: 04074993 VIN: 1G3WH52K7WF373623

DATE OPENED: 05/04/01 MODEL YEAR: 98

DATE CLOSED: 05/17/01 SERIES: UNKNOWN

SOURCE: FAR YES MILEAGE: 98000

CUSTOMER: [redacted]

ADDRESS:

HOME PHONE: STATE: SC

BUS. PHONE:

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER: [redacted]

ADDRESS: HEARTSVILLE

SC [redacted]

HOME PHONE:

CASE NUMBER:	04074993	VIN:	1G3WH52K7WF373623
		MODEL YEAR:	1998
DATE OPENED:	2001-05-04	SERIES:	UNKNOWN
DATE CLOSED:	2001-05-17	MILEAGE:	98000
SOURCE:		DELIVERY DATE:	
SRC TYPE:	FAR Yes	DEALER NAME:	BARTON BIRKS CHEVROLET OLDSMOBILE CA
SRC PARENT:	04074992	DEALER ADDRESS:	800 AUTO PARK PL,,NEWBURGH,NY,12550,USA

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

N02 Battery
0 REPAIR ATTEMPT(S)

Charging/Lack of Charge
LOW CHARGE OR BAD CONNECTION

J74 Manifold Gasket (Intake/Exhaust)
0 REPAIR ATTEMPT(S)

Other
EXPLODED

T01 Product Allegation GM 1241
0 REPAIR ATTEMPT(S)

Other
INTAKE MANIFOLD EXPLODED

A04 Possible Safety Concern
0 REPAIR ATTEMPT(S)

Other
THERMAL

Initiate Per

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

**********SUB LB. TAMPA FAR 58509**********; 0; 358189764
2001-05-08

I. DESCRIPTION OF INCIDENT>>>>>>>>>>>CUST STATES WAS TRYING TO START VEH AND HAD SIGNS OF BATTERY HAVING A BAD CONNECTION, STATES HE OPENED HOOD AND WIGGLED THE BATTERY CABLE, STATES HE CRANKED VEH AND IT TURNED ONE TIME, STATES HE THEN TURNED OFF IGNITION AND THEN

GM RESTRICTED

345277

[illegible]NED IT ON TO THY AGAIN, STATES ENGINE EXPLODED AND THAT IT SOUNDED LIKE A STICK OF DYNAMITE GOING OFF, STATES PIECES FLEW OUT THROUGH THE HOOD AND LANDED IN HIS YARD, STATES THERE WAS A SMALL FIRE THAT HE PUT OUT; 0; 358189784
2001-05-08

2. PAR CRM CALLED AND SPOKE TO CUST ON CELL. CUST SEEKS FOR GM TO ASSIST HIM IN REPAIRING THE VEH. CUST STATES THAT HE WAS TOLD THAT THIS WAS A DESIGN FLAW. CUST STATES HE PURCHASED VEH USED IN 1998 WITH 26,000 MILES AT JOHN HENSON OLDSMOBILE. CUST STATES VEH HAS NEVER HAD ANY ENGINE PROBLEMS BEFORE. CRM ADVISED CUST THAT CRM WILL NEED TO RESEARCH AND CALL CUST BACK.; 0; 358189955
2001-05-08

3. PAR CRM REVIEWED FILE, CRM CALLED AND LEFT A MESSAGE FOR CUST ON CELL.; 0; 358192458
2001-05-08

4. PAR CRM RECEIVED A CALL FROM CUST. CRM ADVISED CUST THAT AFTER REVIEWING CUST'S FILE THAT GM DOES NOT ASSUME RESPONSIBILITY FOR THE ALLEGATION, CRM WILL CLOSE CASE; 0; 358201217
2001-05-08

5. SUMMARY: PAR CRM RECEIVED CASE, CRM REVIEWED CASE, CRM CONTACTED CUST, GM DOES NOT ASSUME RESPONSIBILITY FOR THE ALLEGATION, CRM WILL CLOSE CASE AND SEND CUST A LETTER, NO OFFERS MADE; 0; 358201264
SEAGLE, BRIAN

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

INCIDENT DATE: 2001-05-04 INCIDENT TIME: 23:30:00
INCIDENT LOCATION: [redacted] HARTSVILLE SC, [redacted]

DRIVER NAME: BRIAN SEAGLE DRIVER AGE: 31
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: INTAKE MANIFOLD EXPLODED

ALLEGED DEFECTIVE COMPONENT: INTAKE MANIFOLD

INCIDENT RESULT: DECLINED, PHONE,05-08-01
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: PRUDENTIAL
INSURANCE COMPANY ADDRESS: WESTT CAROLINA, HARTSVILLE SC
AGENT NAME: GARY MIMMS
AGENT PHONE NUMBER: 843-383-4004
MORE INFORMATION: SEE WORK HISTORY NOTES.
MAINTENANCE LOCATION: NO
CURRENT LOCATION OF VEHICLE: CUSTOMER
NOTIFY NAME: WITH CUSTOMER

GM RESTRICTED

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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: NONE
FAR STATUS: Accepted

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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[redacted]ATED: IF SO, WHERE:

**********ABR 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: CONTACT TYPE: Attorney General
CONTACT PHONE: [redacted]
ADDRESS:

HEARTSVILLE, SC [redacted]

GM

PAR CASE INFORMATION

345277

Problem ID: 04074993

CONTACT INFORMATION

Name: [redacted]
Address: [redacted]
HEARTSVILLE, SC [redacted]
Phone: [redacted]

VEHICLE INFORMATION

VIN: 1G3WH52K7WF373623
MAKE: OLDSMOBILE
MODEL: UNKNOWN
YEAR: 1999
ODOMETER: 98,000

BRC CONTACT INFORMATION

NAME: [redacted]
COMPANY:
ADDRESS:
PHONE:
TYPE: Attorney General

ACCOUNT/POLICY:
SERVICE DEALER: BARTON BIRKS CHEVROLET OL
CONTRACT: NA
SELLING DEALER: BARTON BIRKS CHEVROLET OL
CONTRACT: NA
PAYEE: No

PAR DETAILS

CONTACT ID: C0000030890606
DRIVER NAME: [redacted]
DRIVER AGE:
DISABILATIES: NONE
ROAD SURFACE: Concrete
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 1
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: INTAKE MANIFOLD
POLICE REPORT: No
INSURANCE: Yes
INSURNCE COMPANY: PRUDENTIAL
INSURANCE COMPANY ADDR: WESTT CAROLINA, HARTSV
INSPECTION: No
INSP NAME:
INSP DATE:
INSP MILES:
INSP DONE:
PROPERTY DAMAGE:
INCIDENT LOCATION: [redacted] HARTSVILLE SC [redacted]
INCIDENT RESULT: DECLINED, PHONE,05-08-01
VEHICLE LOCATION: CUSTOMER
MAINTENANCE LOCATION: NO
OWNER DESC: INTAKE MANIFOLD EXPLODED
MORE INFO: SEE WORK HISTORY NOTES.

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: WITH CUSTOMER
AGENT NAME: GARY MIMMS
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: NONE
AGENT PHONE: 843-863-4004
INCIDENT DATE & TIME: 05/04/2001 11:30:00 AM

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

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

PAR CASE INFORMATION

Problem ID: 04074993

CODE INFORMATION

DESCRIPTION:
SOLUTION:
COMPONENT CODE 1: N02
COMPONENT DESCRIPTION 1: LOW CHARGE OR BAD CONNECTION
COMPLAINT CODE 1: Charging/Lack of Charge
COMPLAINT DESCRIPTION 1: Battery
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: J74
COMPONENT DESCRIPTION 2: EXPLODED
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Manifold Gasket (Intake/Exhaust)
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: T01
COMPONENT DESCRIPTION 3: INTAKE MANIFOLD EXPLODED
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: Product Allegation GM 1241
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4: A04
COMPONENT DESCRIPTION 4: THERMAL
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: 04074993

WORK HISTORY

05/[illegible]01 - 11:13:56 AM	**********SUE LE. TAMPA PAR 58509**********
05/08/2001 - 02:25:07 AM	5. SUMMARY: PAR CRM RECEIVED CASE, CRM REVIEWED CASE, CRM CONTACTED CUST, GM DOES NOT ASSUME RESPONSIBILITY FOR THE ALLEGATION, CRM WILL CLOSE CASE AND SEND CUST A LETTER, NO OFFERS MADE
05/08/2001 - 02:24:28 AM	4. PAR CRM RECEIVED A CALL FROM CUST. CRM ADVISED CUST THAT AFTER REVIEWING CUST'S FILE THAT GM DOES NOT ASSUME RESPONSIBILITY FOR THE ALLEGATION, CRM WILL CLOSE CASE
05/08/2001 - 11:58:06 AM	3. PAR CRM REVIEWED FILE, CRM CALLED AND LEFT A MESSAGE FOR CUST ON CELL.
05/08/2001 - 11:14:32 AM	2. PAR CRM CALLED AND SPOKE TO CUST ON CELL. CUST SEEKS FOR GM TO ASSIST HIM IN REPAIRING THE VEH. CUST STATES THAT HE WAS TOLD THAT THIS WAS A DESIGN FLAW. CUST STATES HE PURCHASED VEH USED IN 1996 WITH 25,000 MILES AT JOHN NEWSON OLDSMOBILE. CUST S TATES VEH HAS NEVER HAD ANY ENGINE PROBLEMS BEFORE. CRM ADVISED CUST THAT CRM WILL NEED TO RESEARCH AND CALL CUST BACK.
05/08/2001 - 11:14:13 AM	1. DESCRIPTION OF INCIDENT>>>>>>>>>>>>CUST STATES WAS TRYING TO START VEH AND HAD SIGNS OF BATTERY HAVING A BAD CONNECTION, STATES HE OPENED HOOD AND WIGGLED THE BATTERY CABLE, STATES HE CRANKED VEH AND IT TURNED ONE TIME, STATES HE THEN TURNED OFF IGNITI ON AND THEN TURNED IT ON TO TRY AGAIN, STATES ENGINE EXPLODED AND THAT IT SOUNDED LIKE A STICK OF DYNAMITE GOING OFF, STATES PIECES FLEW OUT THROUGH THE HOOD AND LANDED IN HIS YARD, STATES THERE WAS A SMALL FIRE THAT HE PUT OUT

CAC'S NOTES 04074992

1. CUST STATES WAS TRYING TO START VEH AND HAD SIGNS OF BATTERY HAVING A BAD CONNECTION, STATES HE OPENED HOOD AND WIGGLED THE BATTERY CABLE, STATES HE CRANKED VEH AND IT TURNED ONE TIME, STATES HE THEN TURNED OFF IGNITION AND THEN TURNED IT ON TO TRY AGAIN, STATES ENGINE EXPLODED AND THAT IT SOUNDED LIKE A STICK OF DYNAMITE GOING OFF, STATES PIECES FLEW OUT THROUGH THE HOOD AND LANDED IN HIS YARD, STATES THERE WAS A SMALL FIRE THAT HE PUT OUT. STATES THAT HE SPOKE WITH DAVID KING OF KING'S BODY SHOP, STATES KING SAID THAT THERE WAS A COMPONENT THAT SITS UP UNDER THE MANIFOLD THAT HEATS UP AND EVENTUALLY MELTS A HOLD IN THE INTAKE MANIFOLD AND THAT WATER WILL THEN LEAK INTO THE HEAD AND CAUSE FUMES THAT CAN INGNITE WITH A SPARK, STATES KING REFERED HIM TO A MECHANIC NAMED JOE THAT VERIFIED WHAT KING SAID AND THAT JOE STATED HE HAD SEEN AND REPAIRED THIS PROBLEM BEFORE, STATES THAT JOE SAID THIS DIDNT START HAPPENING UNTIL GM REPLACED THE ALUMINUM WITH PLASTIC IN 1993. ****CONT****

2. ****CONT*** CUST SEEKS TO REPORT INCIDENT AND TO KNOW WHETHER OR NOT TO HAVE REPAIRED, CRM ADVISED TO NOT REPAIR VEH YET AND WOULD BE TRANSFERING CASE TO PAR GROUP. JENNIFER MCPHERSON/PDX/CAC

3. PAR QUESTIONS: OWNER NAME, BRIAN SEAGLE, VEH CURRENT LOC OWNERS HOME ADDRESS 1003 PINENEEDLE RD HARTSVEILL SC 29550, VEH IS OLDS INTRIGUE 98 1G3WH52K7WF373623, NO AFTER MARKET ITEMS, 98000 MILES, DLR IS NEWSOM AUTO CTR, VEH WAS ORIGNALLY A RENTAL VEH, CUST DOES NOT WHO WITH, STATES NEWSOM WOULD KNOW. OUTSIDE OF DLR 1 REPAIR, TIRE, AT DAVID KING BODY SHOP, HE WAS THE ONLY PERSON AROUND AT THE TIME, HOME[redacted] DATE OF BIRTH 3/8/70, DATE OF INCIDENT 5/3/01 @ 11:30P IN CUST DRIVEWAY ON CLEAR NIGHT, NO INJURIES, ONLY THE VEH WAS DAMAGED, ALLEGED INFOLVED COMPONENT INTAKE MANIFOLD, (CUST STATES THAT JOE (MECH REF BY DAVID KING) STATED THAT THIS WAS NOT A DEFECT, JUST A DESIGN FLAW, NO POLICE REPORT MADE, INSURANCE CO IS PRUDENTIAL AGENT GARY MIMMS 843 383 4004 ON W CAROLINA IN HARTSVILE (THIS IS ALL THE INFO CUST HAD) CUST STATES GARY SAID THAT THERE WAS NOTHING THEY WOULD BE DOING AT THIS TIME. PREVIOUS NOTES HAVE CUST DISCRIPTION OF INCIDENT. JENNIFER MCPHERSON/PDX/CAC

GM Vehicle Inquiry System
Summary

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

Help

VIN:	1G3WH52K7WF373623

VEHICLE INFORMATION

Merchandising Model:	3WH69 - 1998 INTRIGUE SEDAN	Warranty Start Date:	03/06/1998
BARS Order Type	50 - FLEET		
Delivering Dealer :	TROPICAL CADILLAC-OLDSMOBILE, INC. 4780 14TH STREET WEST BRADENTON, FL 34207-2001 (941) 751-6886	Selling Source:	15 - OLDSMOBILE
		Site Code:	18054
		Business Associate Code:	116304

Service Contract:	Yes	Branded Title:	No	Warranty Block:	No	FDI Status:	Open

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
00011	REAR SEAT SHOULDER BELTS	N/A	Open
98027	HEADLAMP AIMING OWNER MANUAL INFORMATION (4TH EDITION ERROR)	N/A	Open

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	03/06/1998	10 miles	3/6/2001	36010 miles
72/100 SHEET METAL RUST-THROUGH	03/06/1998	10 miles	3/6/2004	100010 miles
36/36 CORROSION	03/06/1998	10 miles	3/6/2001	36010 miles
96/80 PCM/CC EMISSIONS	03/06/1998	10 miles	3/6/2006	80010 miles
36/36 FEDERAL EMISSIONS	03/06/1998	10 miles	3/6/2001	36010 miles

CLAIM HISTORY

Vehicle Has No Associated Claim History.

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GENERAL MOTORS BUSINESS RESOURCE CENTER

May 17, 2001

[redacted]

Heartsville, SC[redacted]

RE: File Number: C04074993
Vehicle Identification Number: 1G3WH52K7WF373623

Dear[redacted]

Thank you for allowing us the opportunity to review the product allegation involving your 1998 Oldsmobile Intrigue.

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,

Sue Le
Customer Relationship Manager
Product Allegation Resolution Team

7.19.00 Destination. Doc.

GM RESTRICTED

373676

CASE NUMBER: 05170860 VIN: 2G1WX12KXY9284726

DATE OPENED: 08/02/01 MODEL YEAR: 00

DATE CLOSED: 08/08/01 SERIES: MONTE CARLO SS COUPE

SOURCE: PAR YES MILEAGE: 12000

CUSTOMER: [redacted]

ADDRESS:

HOME PHONE: STATE: UT

BUS. PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]

ADDRESS: HELPER , UT [redacted]

HOME PHONE:

CASE NUMBER:	05170860	VIN:	2G1WX12KXY9284726
		MODEL YEAR:	2000
DATE OPENED:	2001-08-02	SERIES:	MONTE CARLO SS COUPE
DATE CLOSED:	2001-08-08	MILEAGE:	12000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	MOUNTAIN VIEW MOTORS
BRC PARENT:	05167572	DEALER ADDRESS:	1355 SO CARBON AVE,,PRICE,UT,84501,USA

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

T22 CSI Reply — Other
0 REPAIR ATTEMPT(S) — PAR

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) — THERMAL EVENT

Initiate Par
**********WORK HISTORY**********

CRM RECEIVED FILE AND REVIEWED THE THERMAL ALLEGATION. CRM BRINGING NOTES FROM CAC TO THIS FILE.
LARRY MEEKS/PAR/57255; 0; 365957540
2001-08-06

CRM CONTACTED CUSTOMER AND HE STATED THAT HIM AND HIS WIFE WERE IN THE VEHICLE AND WERE DRIVING AND THEY STARTED TO LOSE POWER AND THE VHEICLE STARTED SPUTTERING...THEN THE

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OR DIES AND THE BRAKES WENT OUT...CUSTOMER GOT OUT OF VHEICLE...GRABBED BELONGINGS AND FED THE HOOD TO SEE WHAT WAS HAPPENING...SMOKE POURED OUT AND WHEN HE LOOK THE WIRES AND COMPONENTS WERE ON FIRE...FLAMES ABOUT 1 FOOT HIGH...CUSOTMER THOUGHT THIS WAS AN ELECTRICAL FIRE BUT LATER FOUND OUT THAT THIS WAS DUE TO INTAKE MANIFOLD...CUSTOMER STATES THAT 2 WEEKS BEFORE THIS HAPPENED HE SAW ANTIFREEZE LEAKING OUT OF HIS VHEICLE AND HAD 2 FREEZE PLUGS REPLACED ON HIS VEHICLE. DLR DIAGNOSED VEHICLE AFTER FIRE AS ANTIFREEZE LEAKING OUT ONTO THE ENGINE BLOCK AND STARTING ON FIRE DUE TO THE HEAT OF THE ENGINE. CUSTOMER STATES THAT HE DOES NOT NEED A RENTAL BUT IS CONCERNED ABOUT PAYMENTS ON THIS VHEICLE BECAUSE IT IS OUT OF SERVICE. VEHICLE IS A LEASE AND DOES NOT FEEL THAT HE SHOULD HAVE TO PAY FOR PAYMENTS....CUSTOMRE STATES THAT THE DLR; 0; 365957552
2001-08-06

CONT....
HAS ORDERED A NEW ENGINE AND COMPONENTS BURNED...ALSO THE HOOD NEEDS TO BE REPLACED/REPAINTED FROM THE DAMAGE...NO ONE WAS INJURED. CUSTOMER SEEKS TO INITIATE PAR. CRM FILLING OUT PAR AND FORWARDING TO PAR TEAM.
MEGAN OZBURN CORR TAMPA; 0; 365957577
2001-08-07

CRM SPOKE TO SVM (ROCKY HILL) AND HE STATES THAT THE VEHICLE HAS BEEN REPAIRED UNDER WARRANTY
AS A FREEZE PLUG IN ENGINE CAME LOOSE AND ANTI-FREEZE IGNITED ON ENGINE. CUSTOMER HAS PICKED UP VEHICLE
FROM DEALERSHIP. CRM CLOSING FILE. LARRY MEEKS/PAR/57255; 0; 366067422
2001-08-07

BUSINESS SUMMARY--- 1-crm reviewed file. 2-crm contacted customer and reviewed 1241 ts. 3-crm determined that there were no injuries and vehicle was repaired under warranty CUSTOMER HAS ALREADY PICKED UP.. 4-Crm advised customer that file will be closed since dealer HAS repaired vehicle. 4-Crm closing file and forwarding to ESIS for data storage, NO injuries, NO property damage and NO offers made. Larry Meeks/PAR/57255; 0; 366067533
2001-08-08

crm not sending customer letter as repaired under warranty. Larry meeks/Par/57255; 0; 366127091
BABCOCK, DAVID G

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

INCIDENT DATE: 2001-07-16 INCIDENT TIME: 16:00:00
INCIDENT LOCATION: STATE HIGHWAY 6
REFERANCE POST 222

DRIVER NAME: [redacted] DRIVER AGE: 40
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: CUSTOMERS VEHICLE CAUGHT FIRE WHILE DRIVING...FLAMES CAME OUT OF VEHICLE. DLR IS FIXING VEHICLE.

ALLEGED DEFECTIVE COMPONENT: INTAKE MANIFOLD

CIDENT RESULT: CLOSED-REPAIRED 8/7/01 1509 HRS.
ICE REPORT: Y ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 2 BODY INJURY: N
INJURIES: N

GM RESTRICTED

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ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y
INSURANCE COMPANY NAME: NATIONWIDE
INSURANCE COMPANY ADDRESS: UNKNOWN
AGENT NAME: UNKNOWN
AGENT PHONE NUMBER: 000-000-0000

MORE INFORMATION: REQ # IS 05167572
MAINTENANCE LOCATION: MOUNTIAN VIEW MOTORS
CURRENT LOCATION OF VEHICLE: NO POLICE REPORT MADE//VEHICLE IS AT MOUNTIAN VIEW
NOTIFY NAME: DAVID BABCOCK

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: NONE
INVESTIGATIVE SUMMARY: SEE HISTORY
PAR STATUS: Accepted
**********PAR INFORMATION**********

RCE:
TRANSACTION:
QUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
FAX NUMBER:
PRODUCT CODE:
BODY TYPE:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
COUNT BALANCE:
AL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:

GM RESTRICTED

373676

LEASE: [redacted] 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:

HELPER, UT [redacted]

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

PAR CASE INFORMATION

373676

Problem ID: 05170880

CONTACT INFORMATION

Name: [redacted]
Address: [redacted]
HELPER, UT
Phone: [redacted]

VEHICLE INFORMATION

VIN: 2G1WX12KXY9284728
MAKE: CHEVROLET
MODEL: MONTE CARLO SS COUPE
YEAR: 2000
ODOMETER: 12,000

BRC CONTACT INFORMATION

NAME: [redacted]
COMPANY:
ADDRESS:
PHONE:
TYPE: Claimant

ACCOUNT/POLICY:
SERVICE DEALER: MOUNTAIN VIEW MOTORS
CONTRACT: ROCKY HILL
SELLING DEALER: MOUNTAIN VIEW MOTORS
CONTRACT: N/A
PAYEE: No

PAR DETAILS

CONTACT ID: C0000022946771
DRIVER NAME: [redacted]
DRIVER AGE:
DISABILATIES: NONE
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 2
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: INTAKE MANIFOLD
POLICE REPORT: Yes
INSURANCE: Yes
INSURNCE COMPANY: NATIONWIDE
INSURANCE COMPANY ADDR: UNKNOWN
INSPECTION: No
INSP NAME:
INSP DATE:
INSP MILES:
INSP DONE:
PROPERTY DAMAGE:

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: [redacted]
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: 000-000-0000
INCIDENT DATE & TIME: 07/16/2001 04:00:00 AM

INCIDENT LOCATION: STATE HIGHWAY 6
REFERANCE POST 223
INCIDENT RESULT: CLOSED-REPAIRED 8/7/01 1509 HRS.
VEHICLE LOCATION: NO POLICE REPORT MADE/VEHICLE IS AT MOUNTIAN VIEW
MAINTENANCE LOCATION: MOUNTIAN VIEW MOTORS
OWNER DESC: CUSTOMERS VEHICLE CAUGHT FIRE WHILE DRIVING...FLAMES CAME OUT OF VEHICLE. DLR IS FIXING VEHICLE.
MORE INFO: REQ # IS 05167572

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

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

PAR CASE INFORMATION

Problem ID: 05170860

UCC CODE INFORMATION

DESCRIPTION:	
SOLUTION:	
COMPONENT CODE 1:	T22
COMPONENT DESCRIPTION 1:	PAR
COMPLAINT CODE 1:	Other
COMPLAINT DESCRIPTION 1:	CSI Reply
REPAIR ATTEMPTS 1:	0
COMPONENT CODE 2:	T01
COMPONENT DESCRIPTION 2:	PRODUCT ALLEGATION
COMPLAINT CODE 2:	Other
COMPLAINT DESCRIPTION 2:	Product Allegation GM 1241
REPAIR ATTEMPTS 2:	0
COMPONENT CODE 3:	A04
COMPONENT DESCRIPTION 3:	PRODUCT ALLEGATION
COMPLAINT CODE 3:	Other
COMPLAINT DESCRIPTION3:	Possible Safety Concern
REPAIR ATTEMPTS 3:	0
COMPONENT CODE 4:	A06
COMPONENT DESCRIPTION 4:	THERMAL EVENT
COMPLAINT CODE 4:	Other
COMPLAINT DESCRIPTION 4:	Fire
REPAIR ATTEMPTS 4:	0
COMPONENT CODE 5:	
COMPONENT DESCRIPTION 5:	
COMPLAINT CODE 5:	
COMPLAINT DESCRIPTION 5:	
REPAIR ATTEMPTS 5:	
COMPONENT CODE 6:	
COMPONENT DESCRIPTION 6:	
COMPLAINT CODE 6:	
COMPLAINT DESCRIPTION 6:	
REPAIR ATTEMPTS 6:	

PAR CASE INFORMATION

Problem ID: 05170860

WORK HISTORY

06/[illegible]1 - 08:58:56 AM	CRM RECEIVED FILE AND REVIEWED THE THERMAL ALLEGATION. CRM BRINGING NOTES FROM CAC TO THIS FILE. LARRY MEEKS/PAR/57255
06/06/2001 - 09:00:04 AM	CONT.... HAS ORDERED A NEW ENGINE AND COMPONENTS BURNED...ALSO THE HOOD NEEDS TO BE REPLACED/REPAINTED FROM THE DAMAGE...NO ONE WAS INJURED. CUSTOMER SEEKS TO INITIATE PAR. CRM FILLING OUT PAR AND FORWARDING TO PAR TEAM. MEGAN OZBURN CORR TAMPA
06/06/2001 - 08:59:29 AM	CRM CONTACTED CUSTOMER AND HE STATED THAT HIM AND HIS WIFE WERE IN THE VEHICLE AND WERE DRIVING AND THEY STARTED TO LOSE POWER AND THE VHEICLE STARTED SPUTTERING...THEN THE MOTOR DIES AND THE BRAKES WENT OUT...CUSTOMER GOT OUT OF VHEICLE...GRABBED SELONG INGS AND POPPED THE HOOD TO SEE WHAT WAS HAPPENING...SMOKE POURED OUT AND WHEN HE LOOK THE WIRES AND COMPONENTS WERE ON FIRE...FLAMES ABOUT 1 FOOT HIGH...CUSOTMER THOUGHT THIS WAS AN ELECTRICAL FIRE BUT LATER FOUND OUT THAT THIS WAS DUE TO INTAKE MANIFOLD...CUSTOMER STATES THAT 2 WEEKS BEFORE THIS HAPPENED HE SAW ANTIFREEZE LEAKING OUT OF HIS VHEICLE AND HAD 2 FREEZE PLUGS REPLACED ON HIS VEHICLE. DLR DIAGNOSED VEHICLE AFTER FIRE AS ANTIFREEZE LEAKING OUT ONTO THE ENGINE BLOCK AND STARTING ON FIRE DUE TO THE HEAT OF THE ENGINE. CUSTOMER STATES THAT HE DOES NOT NEED A RENTAL BUT IS CONCERNED ABOUT PAYMENTS ON THIS VHEICLE BECAUSE IT IS OUT OF SERVICE. VEHICLE IS A LEASE AND DOES NOT FEEL THAT HE SHOULD HAVE TO PAY FOR PAYMENTS....CUSTOMRE STATES THAT THE DLR
06/07/2001 - 03:23:15 AM	CRM SPOKE TO SVM (ROCKY HILL) AND HE STATES THAT THE VEHICLE HAS BEEN REPAIRED UNDER WARRANTY AS A FREEZE PLUG IN ENGINE CAME LOOSE AND ANTIFREEZE IGNITED ON ENGINE. CUSTOMER HAS PICKED UP VEHICLE FROM DEALERSHIP. CRM CLOSING FILE. LARRY MEEKS/PAR/572 55
06/07/2001 - 03:51:03 AM	BUSINESS SUMMARY-- 1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm determined that there were no injuries and vehicle was repaired under warranty CUSTOMER HAS ALREADY PICKED UP.. 4-Crm advised customer that file will be c losed since dealer HAS repaired vehicle. 4-Crm closing file and forwarding to EBIS for data storage, NO injuries, NO property damage and NO offers made. Larry Meeks/PAR/57255
06/08/2001 - 08:05:06 AM	crm not sending customer letter as repaired under warranty. Larry meeks/Par/57255

GM Vehicle Inquiry System
Summary

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

Help

VIN:	2G1WX12KXY9284726

VEHICLE INFORMATION

Merchandising Model:	1WX27 - 2000 MONTE CARLO SS COUPE	Warranty Start Date:	04/03/2000
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer:	MOUNTAIN VIEW MOTORS PO BOX 837 PRICE, UT 84501-0837 (435) 637-0110	Selling Source:	13 - CHEVROLET
		Site Code:	36625
		Business Associate Code:	113118

Service Contract:	No	Branded Title:	No	Warranty Block:	No	PDI Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
01026	OIL PRESSURE LIGHT PCM REFLASH	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	04/03/2000	18 miles	4/3/2003	36018 miles
72/100 SHEET METAL RUST-THROUGH	04/03/2000	18 miles	4/3/2006	100018 miles
36/36 CORROSION	04/03/2000	18 miles	4/3/2003	36018 miles
96/80 PCM/CC EMISSIONS	04/03/2000	18 miles	4/3/2006	80018 miles
36/36 FEDERAL EMISSIONS	04/03/2000	18 miles	4/3/2003	36018 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
06/14/2001	041315	#	V0695 - PCM - REPROGRAMMING FLASH EE PROM	10065 miles
03/06/2001	038953	#	J1600 - EXPANSION PLUG RPL	7765 miles
02/16/2001	038565	#	J1600 - EXPANSION PLUG RPL	7402 miles
01/31/2001	038186	#	N0225 - HEADLAMP ADM	6961 miles

02/14/2000	984726	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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GM Vehicle Inquiry System
Claim History

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

Help

VIN:	2G1WX12KXY9284726

CLAIM HISTORY

Repair Order Date:	06/14/2001	Repair Order Number:	041315	Odometer Reading:	10065 miles

Serviced By:	MOUNTAIN VIEW MOTORS PO BOX 837 PRICE, UT 84501-0837 (435) 637-0110	Selling Source:	13 - CHEVROLET
		Site Code:	36625
		Business Associate Code:	113118

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
06/19/2001	179	01	#	V0695 - PCM - REPROGRAMMING FLASH EE PROM	N/A	N

Repair Order Date:	03/06/2001	Repair Order Number:	038953	Odometer Reading:	7765 miles

Serviced By:	MOUNTAIN VIEW MOTORS PO BOX 837 PRICE, UT 84501-0837 (435) 637-0110	Selling Source:	13 - CHEVROLET
		Site Code:	36625
		Business Associate Code:	113118

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
03/13/2001	151	01	#	J1600 - EXPANSION PLUG RPL	24502262 - PLUG	Y

Repair Order Date:	02/16/2001	Repair Order Number:	038565	Odometer Reading:	7402 miles

Serviced By:	MOUNTAIN VIEW MOTORS PO BOX 837 PRICE, UT 84501-0837 (435) 637-0110	Selling Source:	13 - CHEVROLET
		Site Code:	36625
		Business Associate Code:	113118

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
02/27/2001	147	01	#	J1600 - EXPANSION PLUG RPL	N/A	Y

Repair Order Date:	01/31/2001	Repair Order Number:	038186	Odometer Reading:	6961 miles

Serviced By:	MOUNTAIN VIEW MOTORS PO BOX 837 PRICE, UT 84501-0837 (435) 637-0110	Selling Source:	13 - CHEVROLET
		Site Code:	36625
		Business Associate Code:	113118

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
02/06/2001	141	01	#	N0225 - HEADLAMP AIM	N/A	N

Repair Order Date:	02/14/2000	Repair Order Number:	984726	Odometer Reading:	0 miles

Serviced By:	RON GREENE CHEVROLET-PONTIAC-BUICK-GMC TRUCK, INC. 105 S MAIN EPHRAIM, UT 84627-1384 (435) 283-4035	Selling Source:	13 - CHEVROLET
		Site Code:	36255
		Business Associate Code:	113109

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
02/18/2000	40	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N

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GM Vehicle Inquiry System
Vehicle Build

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

Help

VIN:	2G1WX12KXY9284726

VEHICLE BUILD

Merchandising Model:	1WX27 - 2000 MONTE CARLO SS COUPE		
Gross Vehicle Weight Rating:	1978 kg (4361 lb)	Order Number:	CDPBQQ
Build Date:	02/14/2000	Build Plant:	2Y9W - GM CANADA OSHAWA #1 ASSEMBLY

OPTION CODES

AG1 - DRIVER 6WAY POWER	AK5 - INFLAT RESTRAINT DR/PAS
AR9 - RECLINING FRONT BUCKET SEATS	CI3 - A/C
DD6 - LT SENSITIVE, DUAL READING LAMPS	DK5 - ELECTRIC REMOTE OSRV MIRRORS,
DK6 - ROOF CONSOLE	DL5 - ROADSIDE SERVICE INFORMATION
D55 - FLOOR CONSOLE	FE3 - SPORT
FE9 - FEDERAL EMISSIONS	FR9 - TRANSAXLE FINAL DRIVE 3.29
IP3 - INTERIOR DESIGN (P3)	JB9 - LIGHT WEIGHT, DISC/DISC
JL9 - ANTILOCK BRAKES	K43 - 102 AMP
L36 - 3.8 LITRE V6 MFI	MX0 - 4-SPEED AUTOMATIC TRANSMISSION
M15 - 4 SPD AUTO TRANS 4T65-E	NF2 - FEDERAL, TIER 1
NP5 - LEATHER WRAPPED	OSH - OSHAWA 1, ONT, CANADA
PY0 - 16 X 6.5, ALUMINUM	QVG - P225/60R16-97H BL R/PE ST TL AL3
UA6 - THEFT DETERRENT	UB3 - INSTRUMENT CSTR/TACH
UG1 - GARAGE DOOR, UNIVERSAL	UK3 - STEERING WHEEL CONT
UN0 - RADIO 2001 AM/FM CD	UQ3 - PERFORMANCE ENHANCED AUDIO
U68 - DRIVER INFORMATION/CONVENIENCE	U77 - REAR WINDOW ANTENNA
VE9 - OWNER INFO MAN	VK3 - FRT MOUNTING PKG
VM3 - CONSUMER, CONTAINS BPR IMP STANDARD FOR FRT 5 MPH & RR 5 MPH	V73 - USA/CANADA
IAY - STOCK	1SB - PREFERRED EQUIPMENT GROUP - 1SB
16U - BRIGHT WHITE	19I - EBONY (I) (00)

193 - LEATHER, EBONY (3) (00)	6KT - COMPUTER SEL SUSP (6KT)
7KT - COMPUTER SEL SUSP (7KT)	8JB - COMPUTER SEL SUSP (8JB)
9JB - COMPUTER SEL SUSP (9JB)	

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

375029

CASE NUMBER: 05527730 VIN: 2G1WH55K919264599

DATE OPENED: 09/17/01 MODEL YEAR: 01

DATE CLOSED: 09/20/01 SERIES: IMPALA LS SEDAN

SOURCE: YES MILEAGE:

CUSTOMER: [redacted]

ADDRESS:

HOME PHONE: STATE: MI

BUS. PHONE:

G E N E R A L M O T O R S C O R P O R A T I O N
C H E V R O L E T D I V I S I O N
G M R E S T R I C T E D

CUSTOMER: [redacted]
ADDRESS: DETROIT , MI [redacted]
HOME PHONE:

CASE NUMBER:	05527730	VIN:	2G1WH55K919264599
		MODEL YEAR:	2001
DATE OPENED:	2001-09-17	SERIES:	IMPALA LS SEDAN
DATE CLOSED:	2001-09-20	MILEAGE:	
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	JAY CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	3372 W HIGHLAND RD,,HIGHLAND,MI,48357,USA

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

K30 Automatic Transmission — Broken
1 REPAIR ATTEMPT(S) — STARTED SMOKING WHILE DRIVE

T01 Product Allegation GM 1241 — Customer Satisfaction
0 REPAIR ATTEMPT(S) — VEHICLE CAUGHT FIRE

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:
*Probe to identify failed item/component
* Determine Customers Expectation
* Using delivery date, establish if vehicle is within any warranty coverage
* Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)
* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm]]
* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/carscp/abs/html/chronic repair.htm]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs]
1) Review warranty history on "VIN Profile" tab

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2) Contact appropriate Service dealership to discuss
3) Determine if TAC was previously contacted or is now necessary
4) Establish & document a diagnosis and repair plan
* Coordinate with dealership to assist with customer's repair request
* Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/carscp/sbs/html/sbs customer requests vehicle repurchase.htm]]
Vehicle repair request - Repair not done
**********WORK HISTORY**********

CUST STATED THAT SHE WAS DRIVING VEHICLE AND IT STARTED SMOKING. CUST STATES THAT INSURANCE HAS LAPSED AND SHE WAS ADVISED BY DLR TO CONTACT CAC. CUST SEEKS ASSIST FOR REPAIRS. CRM CONTACTED DLR AND SPOKE TO SVM WHO ADVISED THAT VEHICLE CAUGHT ON FIRE. AND WAS ADVISED BY AVM TO HAVE CUST CONTACT CAC. CRM ADVISED CUST WE NEED TO SET UP PAR CASE TO HAVE ISSUE INVESTIGATED. JEFF DOBBINS ATX DRT; 0; 369608865
2001-09-20

CUST CALL ABOUT HER VEH PAR CASE . CUST NAME IS RENULDA POUNDS AND CRM FOUND FILE AND REFERRED CUST TO PAR AT EXT 58130.....ANNA EVERETT.CAC AUSTIN; 0; 369866794

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

GM RESTRICTED

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

**********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**********

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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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

...\nAfter printing, scroll down and select your next step from the options below.7916 9621 83Page 1 of 1

From: TAMMY HOLCOMB (813)935-4123
ONI CUST SERV GROUP/TAMPA
5701 E HILLSBOROUGH AVE
SUITE 2300
TAMPA, FL, 33610

REVENUE/EXP CODE

FedEx.

To: MSX International (800)231-1841

1464 John A. Papalas Drive

Lincoln Park, MI, 48146

SHIP DATE: 05NOV01
WEIGHT: 30 LBS

PAR

Ref: PAR Sco

FedEx STANDARD OVERNIGHT TUE

TRK # 7916 9621 8221

48146-MI-US

XH NFBA

NOV - 7 2001

BRC PAR

COREPOINT REQUEST

FILE

05527819

Please Auto-Link

GENERAL MOTORS CORPORATION

BRAND: Chevrolet

DATE: 10/18/01

[illegible]IS/GM Central Claims
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

RE: Claimant: [redacted]

Date of Incident: 9/5/01

File Number: 05527819

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,

Krystel Davis-Grant

Krystel Davis-Grant
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- [x] Customer File
- [x] VIN Profile
- [x] Inspection Report
- [x] Pictures
- [ ] Estimates
- [ ] Police or Fire Report
- [x] Repair Orders
- [ ] Derm Tape
- [ ] Other:

R 7/29/00

GENERAL MOTORS BUSINESS RESOURCE CENTER

October 18, 2001

[redacted]

Detroit, MI [redacted]

RE: File No.: 05527819

Dear [redacted]

Thank you for allowing us the opportunity to review the product allegation involving your 2001 Chevrolet Impala.

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

Respectfully,

Krystal Davis-Grant
Customer Relationship Manager
Product Allegation Resolution Team

PAR CASE INFORMATION

Problem ID: 06527819

CONTACT INFORMATION

Name: [redacted]
Address: [redacted]
Phone: DETROIT, MI [redacted]

VIN: 2G1WH55K919264599
MAKE: CHEVROLET
MODEL: IMPALA LS SEDAN
YEAR: 2001
ODOMETER: 29,787

PRC CONTACT INFORMATION

NAME: [redacted]
COMPANY: [redacted]
ADDRESS: [redacted]
PHONE: [redacted]
TYPE: Claimant

ACCOUNT/POLICY:
SERVICE DEALER: JAY CHEVROLET INC
CONTRACT: RICK YBARA
SELLING DEALER: JAY CHEVROLET INC
CONTRACT: RICK YBARA
PAYEE: No

PAR DETAILS

CONTACT ID: C0000030061976
DRIVER NAME: [redacted]
DRIVER AGE: [redacted]
DISABILATIES: N/A
ROAD SURFACE: Concrete
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 2
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: TRANSMISSION
POLICE REPORT: Yes
INSURANCE: No
INSURNCE COMPANY:
INSURANCE COMPANY ADDR:
INSPECTION: Yes
INSP NAME: DAVID KINGSBURY/EAA
INSP DATE: 9/28/01
INSP MILES: 29,787
INSP DONE: SEE INSPECTION
PROPERTY DAMAGE:
INCIDENT LOCATION: ON HWY 75
INCIDENT RESULT: DECLINED 10/15/01
VEHICLE LOCATION: JAY CHEVROLET
MAINTENANCE LOCATION: DIFFERENT LOCATIONS IN DETROIT, MAYBE ONE AT A CHEVY DLR
OWNER DESC: CUST STATED THAT SHE WAS DRIVING VEHICLE AND THERE WERE FLAMES, POLICE AND FIRE WERE CALLED.
MORE INFO: DLR ADVISED CUST TO CALL, AVM SAID NOT TO GET INVOLVED BECAUSE OF THMERAL.

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB AEV K: No
NOTIFY NAME: [redacted]
AGENT NAME:
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED: TRANSMISSION
INVEST SUMMARY: SEE INSPECTION.
AGENT PHONE:
INCIDENT DATE & TIME: 09/05/2001 10:00:00 AM

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:
COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1099:
POLICY NUM:

PAR CASE INFORMATION

Problem ID: 05527819

[redacted]

DESCRIPTION:
SOLUTION:
COMPONENT CODE 1: J01
COMPONENT DESCRIPTION 1: STARTED SMOKING WHILE DRIVE
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Engine
REPAIR ATTEMPTS 1: 1

COMPONENT CODE 2: T01
COMPONENT DESCRIPTION 2: thermal
COMPLAINT CODE 2: Customer Satisfaction
COMPLAINT DESCRIPTION 2: Product Allegation GM 1241
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04
COMPONENT DESCRIPTION 3: THERMAL
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION3: Poesible Safety Concern
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4: A06
COMPONENT DESCRIPTION 4: THERMAL
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: 05527819

[redacted]

09/21/2001 - 04:05:44 AM	CRM LEFT MESSAGE FOR CUSTOMER TO RETURN CALL [redacted] RECORDING STATE IT WAS DUCE RECORDING. KRYSTEL DAVIS-GRANT/PAR/58130.
09/24/2001 - 02:40:04 AM	CRM CALLED [redacted] CRM ASKED IF MESSAGE COULD BE LEFT. PERSON ADVISED TO CALL LATER. KRYSTEL DAVIS-GRANT/PAR/58130.
09/25/2001 - 04:28:16 AM	description of incident customer state commutes from flint to detroit to work. customer state approx 9:30pm she was traveling home when the vehicle started smoking. customer state she thought it need to cool off. customer state she popped the hood and s aw flames. customer state she ran to call 911 and the fire dept came. customer state flames went out on its own before the fire department got there. customer state fire department advised her something burst and sprayed on the wire that caused thermal. customer state the vehicle is currently at Jay chevrolet and has been there since the 9/5/01. customer state they advised her to contact her insurance company. customer state due to finances her insurance dasped and she does not have insurance at this time. crm advised would review and follow up. krystel davis-grant/par/58130.
09/25/2001 - 04:36:43 AM	crm left message for svc manager/rick ybarra @ jay chevrolet 248-889-3232 to return call. krystel davis-grant/par/58130.
09/26/2001 - 11:51:49 AM	crm received call form rick ybarra. crm advised would be sending someone to inspect vehicle. krystel davis-grant/par/58130.
09/26/2001 - 01:02:06 AM	CRM SPOKE W/CUSTOMER. CUSTOMER AUTHORIZED INSPECTION. CRM INITIATED EAA INSPECTION. KRYSTEL DAVIS-GRANT/PAR/58130.
10/02/2001 - 11:48:44 AM	CRM RECEIVED MESSAGE FROM DAVE KINGSBURY/EAA. HE STATE THE VEHICLE WAS INSPECTED ON 9/28/01. HE STATE HE WAS NOT ABLE TO DRIVE THE VEHICL DUE THE THE TRANSMISSION. HE STATE SPOKE W/CUSTOMER AND CONFIRMED THE THERMAL OCCURED UNDER THE HOOD AND EXTINGUISHE D BEFORE THE FIRE DEPT ARRIVED. KDG.
10/02/2001 - 11:53:41 AM	CRM RETURNED CALL TO EAA INSPECTOR/DAVE KINGSBURY. CRM LEFT MESSAGE TO RETURN CALL. KDG.
10/02/2001 - 11:53:36 AM	CRM SPOKE W/CUSTOMER. SHE REQUESTED STATUS OF INSPECTION. CRM ADVISED HAVE NOT RECEIVED AND WOULD CONTACT ONCE RECEIVED. KRYSTEL DAVIS-GRANT/PAR/58130.
10/03/2001 - 03:44:47 AM	crm spoke w/ eaa inspector/dave kingsbury. he state due to the condition of the transmission he was not able to test drive the vehicle. dave state when the vehicle was towed to the dealer there was an oil leak onto the exhaust. dave state the dealer rep laced the cooler line hoping to repair the vehicle, but was not able to because the transmission was damaged. dave state he sent the inspection today. kdg.
10/05/2001 - 02:45:20 AM	crm received eaa inspection. kdg.
10/05/2001 - 02:46:37 AM	crm left message for customer to return call. krystel davis-grant/par/58130.
10/15/2001 - 10:59:54 AM	CRM REVIEWED FILE W/ CONSULTANT. CRM SPOKE W/SVC MANAGER/RICK /248-889-3232. RICK STATE GMAC PICKED UP THE VEHICLE ON THURSDAY 10/11/01 OR FRIDAY 10/12/01. RICK STATE THEY HAVE BEEN TRYING TO LOCATE CUSTOMER AND VEHICLE FOR PAST 2 MONTHS. RICK STATE GMAC PAID FOR THE REPAIRS THEY MADE. KRYSTEL DAVIS-GRANT/PAR/58130.
10/15/2001 - 11:04:28 AM	CRM TRIED TO CONTACT CUSTOMER. CRM WAS TOLD [redacted] WAS A PLACE OF BUSINESS. CRM ADVISED # HAS BEEN CUSTOMER'S CONTACT. PERSON STATE HE WOULD TRY TO FIND CUSTOMER AND GIVE MESSAGE. KRYSTEL DAVIS-GRANT/PAR/58130.

PAR CASE INFORMATION

Problem ID: 05527819

0/18/2001 - 09:16:58 AM

BUSINESS SUMMARY
CRM REVIEWED PAR FILE. CRM CONTACT CUSTOMER AND CONFIRMED FACTS. CUSTOMER AUTHORIZED INSPECTION. CRM INITIATED EAA INSPECTION. CRM REVIEWED INSPECTION REPORT. GM DECLINES RESPONSIBILITY. CRM SENDING CUSTOMER DECLINE LETTER SINCE NO CONT
ACT HAS BEEN MADE. CRM MADE NO OFFER TO REPAIR OR REPURCHASE. CRM CLOSING FILE AND FORWARD TO EBIS. KRYSTEL DAVIS-GRANT/PAR/55130.

GM Vehicle Inquiry System
Summary

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

Help

VIN:	2G1WH55K919264599

VEHICLE INFORMATION

Merchandising Model:	1WH19	Warranty Start Date:	02/02/2001
BABS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	TAYLOR CHEVROLET, INC. 13801 S TELEGRAPH RD TAYLOR, MI 48180-4640 (734) 287-2600	Selling Source:	13 - CHEVROLET
		Site Code:	44256
		Business Associate Code:	164427

Service Contract:	Yes	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	02/02/2001	25 miles	2/2/2004	36025 miles
72/100 SHEET METAL RUST-THROUGH	02/02/2001	25 miles	2/2/2007	100025 miles
36/36 CORROSION	02/02/2001	25 miles	2/2/2004	36025 miles
96/80 PCM/CC EMISSIONS	02/02/2001	25 miles	2/2/2009	80025 miles
36/36 FEDERAL EMISSIONS	02/02/2001	25 miles	2/2/2004	36025 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
09/05/2001	178874	#	T2020 - WARRANTY TOWING	30000 miles
01/19/2001	A64599	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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GM Vehicle Inquiry System
Claim History

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

Help

VIN:	2G1WH55K919264599

CLAIM HISTORY

Repair Order Date:	09/05/2001	Repair Order Number:	178874	Odometer Reading:	30000 miles

Serviced By:	GM ROADSIDE ASSISTANCE PO BOX 5033 TROY, MI 48007-5033	Selling Source:	13 - CHEVROLET
		Site Code:	00690
		Business Associate Code:	160087

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
09/11/2001	203	01	*	T2020 - WARRANTY TOWING	N/A	N

Repair Order Date:	01/19/2001	Repair Order Number:	A64599	Odometer Reading:	0 miles

Serviced By:	BUFF WHELAN CHEVROLET, INC. BOX 8002 STERLING HEIGHTS, MI 48311-8002 (810) 939-7300	Selling Source:	13 - CHEVROLET
		Site Code:	44528
		Business Associate Code:	115088

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
01/23/2001	137	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N

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PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: Chevrolet | Ref# 05527919 | VIN: 2G1WH55K919264599

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

Inspected By: David T Kingsbury Organization: E.A.A

Phone: (248) 627-4887 x ___ Inspection Date: 9/29/01 Mileage at Inspection: 29767

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

Following the inspection, summarize the tests and observations.

I inspected the veh. at Jays Chevrolet, Highland MI. The tech. had raised the veh. on a lift, the undercarriage was covered with trans. oil. Rick Yeary, ser. mgr. advised on trans. cooler line was punctured allowing to leak out on the exhaust pipe. Evidence of burning on exhaust pipe. The cooler lines were replaced to determine if trans. damage had occured. When oil added it leaked out of front seal in a stream. Fire damage to the starter wiring harness and flywheel inspc cover. Veh. could not be driven to determine extent of damage to the trans.

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

(Note: Please indicate name, address & phone number of person being interviewed): [redacted] Detroit MI [redacted]

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

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

2. Any prior collision damage? (when, where, extent, repaired by, etc.) Current damage: Broken Windshield, Rear bumper

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): Various

Maintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) owner could not provide any records

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

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

Road side Assistance, Owner could not provide name.

How was vehicle towed? (flat bed, dolly, sling, front or rear lift) Flat If towed on wheels, how far? 12 mi

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

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

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

load description _____ load location _____

Driver's physical description (gender, age, height, weight, disabilities) N/A female, 25 years

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

Drive length (if vehicle was parked prior to fire, describe last drive): Hrs. ____ Min. 40 Distance traveled 50 miles

If not parked, vehicle speed estimate 70 MPH Source of estimate driver Posted speed 70 MPH

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

Exact incident location Interstate 75, south of Flint MI.

Weather conditions and visibility clear, good visability

Approx. temperature 75 °F. Any physical visual obstructions? None

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

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

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

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

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

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

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

Electrical systems operation: (normal, other?) Normal

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

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

Steering operation: (normal, other?) Normal

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

Any unusual noises (bang, pop, click, grinding, metallic, roar, etc.)? From where? None

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

Describe any unusual odors. From where? _____

Any smoke? (from where, color, intensity, etc.) Noticed smoke from under hood, black color and intense

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

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

Any flame? (from where, color, intensity, etc.) Driver opened hood, flames from front of engine

Any steam or smoke? (from where, color, intensity, etc.) From engine, black and intense

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

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

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

Any other comments or observations that have not been covered? I requested to inspect the original oil cooler lines. The tech or Ser Mgr could not find the lines and suggested they had probably been thrown away. It was apparent the cooler lines had been replaced.
Driver advised she called 911 but when police arrived fire had extinguished it self. No incident report filed.

********** 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 Photos No damage
Front & rear exterior Photos No damage
Hood, inner & outer panels No damage
Trunk area and Decklid, inner & outer panels No damage
Roof No damage
Door interior panels No damage
Left & right instrument panel & odometer No damage
Ashtray(s) area Not used
Left & right front seat and carpet No damage
Underbody & exhaust (include hangers) Photos No damage
Option code label No damage
Engine compartment No damage
Radiator, front & rear No damage
Coolant recovery bottle No damage
Transmission cooler lines/connections Original lines unavailable for inspection
Engine compartment engine coolant lines/hoses, connections/clamps Normal. No damage

Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) All normal, no damage

All fuel lines/hoses, filter, connections/clamps No damage
TBI, injector rail, or carburetor & fuel line connection Normal
Engine compartment fuel lines/hoses, connections & o-rings Normal

Power steering lines/hoses, connections/clamps Normal
Generator & attached wiring Normal

IV - VEHICLE INSPECTION (Continued)

Battery & attached cables Normal, No damage

Engine block (note precise location of cracks, holes, etc.) No damage

Engine oil pan Normal

Engine compartment hinge torque rods No damage

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) Intact no damage

Any item which is alleged to be the cause/source Trans. cooler lines

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. Nothing

B. Enter observations/comments for the following as 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 Up to full indicator Black

Transmission fluid Trans. Fluid could not be detected on indicator

Power steering fluid full, normal

Brake fluid ½ inch low, clear

List all driver electrical controls which are in the "On" position (include ignition) Nothing on

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 Good Condition

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

Location of fuel filler cap (or evidence of remains) Normal position

Catalytic converter (any discoloration or swelling?) Normall

Position of windows (If glass missing, do further inspection) All closed

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

Damage to vehicle appears to be wiring to starter and flywheel inspection cover. No estimate was prepared. Extent of trans. damage could not be determined.

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 heater or other flame or spark source, tall grass, dry leaves, rust 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:

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

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Chevrolet	Ref# 05527019	VIN: 2G1WH55K91926 4599
Claimant's Name (LAST, First [redacted]		

Inspected By: David T Kingsbury Organization: E.AA

Phone: (248) 627-4887 x ____ Inspection Date: 9/27/01 Mileage at Inspection: ____

Roll Number ____

Neg.#	Description
0	L. side rear
1.	Rear
2.	R. Side front
3.	Front
4.	L. side front
5.	Rear bumper damage
6.	VIN L. front door
7.	Under carriage
8.	Oil cooler lines, replacement
9.	
10.	
11.	
12.	
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JAY CHEVROLET INC. • 3372 W. HIGHLAND RD. CHEVROLET, MI 48307 PHONE (248) 682-6000 REG. NO. F 132575

2 6 1 N H 5 5 K 7 1 9 2 6 4 5 9 9	01/CHEVROLET [redacted] LA		[redacted]
[redacted]	33611		09/06/01
			2574

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☐ YES ☑ NO

DETROIT, MI [redacted]

TIME RECEIVED	DATE/TIME REQUESTED		PRIORITY
11:43am	09/06/01	07:00pm	5

STATE REG# F132575

STORAGE CHARGE OF $10.00 PER DAY CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED.

X [redacted]

PLAY WITH HOUR IS BASED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS REQUIRED.

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE DESIGNED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AS EXCHANGE ASSEMBLIES. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RECEIVED TO YOU.

30000

19756

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TRIAL

X

Estimated Time of Completion

Day: Time:

Date:

out front

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

Noted Prior Damage: Rt. End ☐ Rt. Fend. ☐ Rt. Door(s) ☐ Rt. Q. ☐ Rear End ☐ L. Q. ☐ L. Door(s) ☐ L. Fend. ☐ Roof ☐ Interior ☐ Glass ☐ Other ☐

Tom Naquin

2500 W. Lexington
Elkhart, IN 46514
(574) 293-8621
Fax: (574) 295-7828

Tax I.D.: 35-1151846
IN Plate: 319M

Codes: 11-377 2635 07-522 20-862

Fax Transmittal Form

To:

Fax Number: 1-866-249-2318

Attention: CRYSTAL DAVIS GRANT

From: STAFF BOSS

Phone: 574-293-8621
Fax: 574-295-7828 (Show Room/Office)
Fax: 574-295-7828 (Service)
Fax: 574-293-6318 (Parts/Service)
Fax: 574-294-3986 (Used Vehicles)
Fax: 574-522-2531 (Body Shop)

Date Sent: 2/13/02
Time Sent: 10:15 AM
No. of pages (including cover page): 2

Message: VEHICLE NEEDS TRANSMISSION REPLACED, MOUTED FLYWHEEL COVERS, AND WIRING HARNESS REPAIR. ANY QUESTIONS PLEASE GIVE ME A CALL.

THANK YOU

J Bessel

[redacted]	LABOR RATE	LICENSE NO.	MILEAGE IN 29757	01/28/02 CVCS34080
			COLOR MAROON/	STOCK NO.
	YEAR/MAKE/MODEL 01/CHEVROLET/IMPALA		DELIVERY DATE	DELIVERY MILES
	VEHICLE NO. 2 1 H 5 9 9 6 5 9		SELLING DEALER NO.	PRODUCTION DATE
ELKHART, IN [redacted]	F.T.E. NO. 0049926600010	F.Z. NO.	H.O. DATE 12/14/01	
RESIDENCE FROM: [redacted]				RELEASE OUT

LABOR & PARTS

JN 1 21CVZ1 TRANSMISSION REPAIRS TECH(S):490 WARRANTY

VEHICLE RUNS BUT TRANS DOES NOT WORK, SHIFTER WORKS BUT DOES NOT MOVE, VEHICLE OUT FRONT IN C PARKING
VEHICLE HAD CAUGHT FIRE, CUSTOMER INFORMED MAY NOT BE WARRANTY, SPOKE WITH A.S.M., CUSTOMER TOLD THEY NEEDED TO GIVE PURCHASE INFO. TO POSSIBLY ASSIST, THEY SAID THEY WILL PICKUP VEHICLE. A.S.M. WAS TOLD TO DISREGUARD THIS CONTACT ABOUT VEHICLE.

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

PAID BY:	CASH.....	CHECK #.....	CHARGE.....	TOTAL LABOR....	0.00
				TOTAL PARTS....	0.00
				TOTAL SUBLET...	0.00
VISA.....	M/C.....	DISCOVER.....	AM/EX.....	TOTAL G.O.G....	0.00
				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
RECEIVED BY:	.....	DATE RECEIVED:	..../..../....	TOTAL TAX.....	0.00
				TOTAL INVOICE $	0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

TOM NAQUIN CHEVROLET NISSAN, INC.

ELKHART, INDIANA 46514

END OF INVOICE

388216

GM RESTRICTED

CASE NUMBER: 06290178 VIN: 1G4HP54K1Y4111728

DATE OPENED: 02/01/02 MODEL YEAR: 2000

DATE CLOSED: 02/01/02 SERIES: LESABRE CUSTOM SEDAN

SOURCE: YES MILEAGE: 8000

CUSTOMER: [redacted]

ADDRESS:

HOME PHONE: STATE: MD

BUS. PHONE:

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: , LUSBY , MD [redacted]
HOME PHONE:

CASE NUMBER:	06290178	VIN:	1G4HP54K1Y4111728
		MODEL YEAR:	2000
DATE OPENED:	2002-02-01	SERIES:	LESABRE CUSTOM SEDAN
DATE CLOSED:	2002-02-01	MILEAGE:	8000
SOURCE:	Phone	DELIVERY DATE:	
[illegible] TYPE:	Yes	DEALER NAME:	BELL MOTOR COMPANY INC
[illegible] PARENT:		DEALER ADDRESS:	22675 WASHINGTON ST,,LEONARDTOWN,MD,20650,USA

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

T01 Product Allegation GM 1241 — Other
0 REPAIR ATTEMPT(S) — CUST CUST STS VEH CAUGHT ON FIRE

A04 Possible Safety Concern — Other
0 REPAIR ATTEMPT(S) — CUST STS VEH CAUGHT ON FIRE

Initiate Par

INSTRUCTIONS TO CRM:
*Select PAR Button

[[SBS "Creating a Product Allegation Request RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/CARSCP/SBS/html/CreatingAProductAllegationRequest.htm]]
Initiate Par

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

CUST SEEKS TO EXPRESS CONCERN W/RE TO HIS 2000 BUICK LASABRE, PURCHASED USED FROM BELL MOTORS (301) 475 - 8005 W/APPROX 7,000 MLS.

CUST STS VEH HAS EXHIBTED THE FOLLOWING SYPTOMS: VEH CAUGHT ON FIRE.

[illegible]T STS VEH WAS PARKED IN HIS DRIVEWAY, STS HEGOT INTO VEH, ATTEMPTED TO START IGNITION, STS VEH DIED, CUST THEN STS HE BEGAN TO PUT ON HIS SEAT BELT WHEN HE RAISED HE SAW SMOKE BOILING FROM UNDERNEATH VEH HOOD, GOT OUT OF VEH, RAISED HOOD, STS VEH FLAMED UP.

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

T STS HE CALLED 911, BUT NO ONE ANSWERED THE PHONE, HE THEN GOT A WATER HOSE AND STS PUT OUT THE FIRE. CUST STS FIRE DEPARTMENT CAME DUE TO SOMEONE ELSE HAD CALLED, BUT STS THE FIRE WAS ALREADY OUT BEFORE ANYONE FROM FIRE DEPT HAD ARRIVED. CUST STS HE DID NOT CALL POLICE, NOR DID HE MAKE ANY POLICE REPORT.

CRM CAPTURED CUST INFO TO CREATE A PAR FILE, AND ADVSD CUST SOMEONE WOULD BE INTOUCH W/HIM WITHIN 24/48 HRS.
DARLENE VEGA/CAC/ATX; 0; 381441829
2002-02-01

CRM CLOSING FILE WILL CREATE ANOTHER FILE TO INITIATE PAR.
DARLENE VEGA/CAC/ATX; 0; 381442364

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

IDENT RESULT:
LICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
MP INSPECTED:
ESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

GM RESTRICTED

RCE: TRANSACTION:
QUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
AL: 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:
SCRIPTION OF DAMAGE:
CHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSESSION OF VEHICLE:

GM RESTRICTED

RESOLUTION SOUGHT:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

ATTEN: SARA

TELEPHONE: (301) 475-BELL
WEBSITE: www.bellmotor.com
FAX: (301) 475-9599

BELL MOTOR COMPANY, INC.

"SECOND OLDEST CHEVROLET DEALERSHIP IN THE WORLD"

CHEVROLET - BUICK - OLDSMOBILE
SALES AND SERVICE

THOMAS W. BELL, JR. - President
FRANK C. BELL, SR. - Vice President
MARY C. BELL - Secretary / Treasurer

P.O. BOX 858
22678 WASHINGTON STREET
LEONARDTOWN, MARYLAND 20650

Oldsmobile BUICK GMC PONTIAC

18684	KAREN CHAINAY 56		04/02/02	BUWS261710
[redacted]	62.09	8311		
	00/BUICK/LEBABRE/4DR CUST SDN		09/26/01	7761
LUSBY, MD [redacted]	1B4HP54K1Y4111728			
			02/01/02	REPRINT# 1
[redacted]				

LABOR & PARTS
J# 1 01CV7 GENERAL MAINT WORK HOURS: TECH(S):32 0.00
TOWED FROM CHESAPEAKE RANCH ESTATES
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 4CV7 608.48
CHANGE: [illegible]

PARTS [illegible]

JOB # 2 COST [illegible]
JOB # 2 TOTAL PARTS 1867.39
JOB # 2 TOTAL LABOR & PARTS 1875.87

G.O.G. & SUPPLIES
JOB # 2 4.5 OIL @ 1.600 /UNIT 7.20
TOTAL - GOG 7.20

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	RT	RENTAL CHARGE CARS		1230.00
JOB # 2	MTOW	TOWING WARRANTY		65.00
			TOTAL - MISC	1295.00
			R/O TAX	0.00
			R/O TOTALS	2978.07

 [CONTINUED ON NEXT PAGE]

TELEPHONE: (301) 475-BELL
WEBSITE: www.bellmotor.com
FAX: (301) 475-9599

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MARY C. BELL - Secretary / Treasurer

P.O. BOX 656
22675 WASHINGTON STREET
LEONARDTOWN, MARYLAND 20650

GMC PONTIAC

16694	KAREN CHAINAY 68		04/02/02	BUW3261710
[redacted]	82.09	9311		
	00/BUICK/LESABRE/4DR CUST SDN		09/28/01	7791
LUSBY, MD [redacted]	1G4HP54K1Y4111728			
			02/01/02	REPRINT# 1
[redacted]				

WARRANTY CLAIM DETAIL TOTALS

CLAIM#
261710 [illegible]

CLAIM TOTALS 2978.07

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA [illegible]
04/02/2002 WARRANTY NEW CLAIM
[illegible]

[illegible] RO DATE [illegible] DEALER [illegible] SERVICE ADVISOR #
[illegible]

CUSTOMER NAME: FIRST: [illegible] MIDDLE: [illegible]
[illegible] PHONE: WORK: [illegible] HOME: [illegible]

[illegible] PART-NO. TOT-HIS [illegible] LABOR [illegible]
[illegible]
LN-TOT: 2978.07 [illegible] AUTH. AUTHOR

[illegible] TOTAL: 2978.07

RENTAL AGREEMENT

121646

[redacted]

LOCAL ADDRESS: [redacted]	STATE: Lady Md ZIP: [redacted]
PERMANENT ADDRESS: NO. STREET	CITY/TOWN STATE ZIP
TEL. #	☐ RENT ☐ OWN HOW LONG
SOCIAL SECURITY NO.	
DRIVER'S LICENSE NO. [redacted]	STATE
DATE ISSUED 10-7-92	[redacted]
EMPLOYER NAME	HOW LONG
ADDRESS	TELEPHONE NO.
CREDIT CARD #	EXPIRES

ONLY THESE PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE CUSTOMER SIGN.

NAME AGE

DRIVER'S LICENSE # STATE

NAME AGE

DRIVER'S LICENSE # STATE

CUSTOMER INSURANCE INFORMATION:

CARRIER:

AGENCY:

POLICY NO.:

EXPIRATION DATE:

Notice to customers renting in Maryland:
The daily rental fee is based on a 24-hour period. The time the rental begins is shown on this rental agreement.
The insurance that you maintain on your own vehicle provides primary coverage for the replacement vehicle. Coverage that we maintain on the replacement vehicle is secondary.

Notice to customers renting in Minnesota:
Under Minnesota law, a personal automobile insurance policy issued in Minnesota must cover the rental of this motor vehicle against damage to the vehicle and against loss of use of the vehicle. Therefore, purchase of any collision damage waiver or similar insurance attached to this rental contract is not necessary if your policy was issued in Minnesota.

Notice to customers renting in Tennessee:
Your personal motor vehicle insurance may cover any damage or loss for which you are responsible under this Agreement. If we confirm that your insurance covers your responsibility, then you may request us to submit any claims to your insurance carrier as your agent.

Notice to customers renting in Utah:
Your motor vehicle insurance or your credit card agreement may cover any loss or damage to the rental vehicle.

UNDER NO CIRCUMSTANCES SHALL ANYONE UNDER 21 YEARS OF AGE OPERATE THIS VEHICLE.

YOU ARE LIABLE FOR ALL PARKING AND DRIVING VIOLATIONS AND MUST TURN IN ALL PARKING SUMMONSES WITH PAYMENT UPON VEHICLE RETURN.
ALL DRIVERS MUST POSSESS A VALID OPERATOR'S LICENSE.
The rental of the vehicle to any person under 25 years of age is strictly prohibited, unless specifically authorized by Dealer.
By your signature, you warrant that the information on vehicle use and other drivers is accurate and complete. Further, you represent that you [redacted]

X [redacted]

DEALER HAS AUTHORIZED CUSTOMER AGE 21 THROUGH 24? ☐ YES ☐ NO

DEALER SIGNATURE

VEHICLE: 00 Chevrolet Cavalier Sed

YEAR MAKE MODEL COLOR STOCK NUMBER

Y 7259201

VIN LICENSE PLATE NO.

				FUEL OUT	FUEL IN
ODOMETER OUT	26,538	ODOMETER OUT		E	E
ODOMETER IN	27327	ODOMETER IN		X	X
MILES DRIVEN		DATE AND TIME OUT 2/1/02 AM PM		(16)	(16)
MILES ALLOWED		DATE AND TIME IN 3/13/02 AM PM		N	N
CHARGEABLE MILES		DUE DATE EXPIRATION OF AGREEMENT / / AM PM		F	F

DAMAGE:
EXTERIOR: OUT BODY ____ FENDERS ____ TIRES # ____
IN
OUT WHEELCOVERS ____ LIGHTS ____
IN
INTERIOR: OUT UPHOLSTERY ____ RADIO ____ MATS ____
IN
OUT ACCESSORIES ____
IN
REMARKS:

Miles	@	$	:
Hours	@	$	:
Days 41	@ 30.38	$	:
Weeks	@	$	:
Months	@	$	:
Total Time and Mileage Charges		$	:
Gas (Taxable)		$	:
Additional Driver Charge		$	:
Sub-Total		$	:
Sales Tax or Surcharge (%)		$	:
Gas (Non-Taxable)		$	:
Other		$	:
		$ 1230.38	
		$	:
Less Refund for:		$	:
Less Deposits		$	:
Net Amount Due		$	:
Net Due Renter		$	:

WARNING:
- You must read carefully all driving and use instructions on the reverse side.
- You are responsible for all traffic violations and must turn in summonses upon return of vehicle.
- You will report all accidents immediately.

You have read both sides of this agreement and agree to its terms and conditions.
You authorize Dealer to process a credit card voucher, if any, in your name.

THIS IS YOUR INVOICE—PAYMENT DUE ON RECEIPT

X _____
CUSTOMER SIGNATURE

EXTEND TO	ADDITIONAL CASH DEPOSIT $	DATE	INITIALS
EXTEND TO	ADDITIONAL CASH DEPOSIT $	DATE	INITIALS

CHECKED OUT BY: CHECKED IN BY:

DEALER: Bell Motor Co. TELEPHONE NO: 301-475-2356
ADDRESS: 22675 Washington St. P.O. Box 656 CITY: Lexington STATE: Md ZIP: 20680

GMAC 979-DR-C 4/00/00 (1) (For use in Maryland, Minnesota, Tennessee and Utah)
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ORIGINAL

COVER SHEET

DATE : APR-03-2002 WED 09:16 AM

TO :

FAX # : 18662930851

FROM : BELL MOTOR CO INC

FAX # : 301 475 9599

4 PAGES WERE SENT
(INCLUDING THIS COVER SHEET)

GMWA Pre-Authorization Form

Check VIN LOOKUP and WINS for the following information:

Ownership (1st, 2nd, 3rd):	1st
Delivery Date:	3/9/00
Used Purchase Date:	
Where Purchased?	
Service Contract (Y or N)	N
Warr. Blk/Branded Title (Y or N):	N

File Number:	06-29-0678		
Vehicle Identification Number:	1G4HP54K1Y4111728		
Mileage	9311		
Dealership Contact:	Mark Bell	Title:	svc mgr
Division (15-old, 15-pcn, 45-gms, 13-shev, 13-cad, 11-Bui):	11		
Dealer Code:	60795		
Repair Order # (6 digits)	251710		
Labor Operation Code:			
Labor Operation Code:	Z1242	Amt:	$2,976.07

List Specifics Below, DO NOT use the word "Defective"

Complaint:	thermal event
Cause:	unk
	repair, tow, & rental
Justification:	customer satisfaction & goodwill

CRM:	Sarah Schille
Date Entered:	
Manager Entering:	

Business Resource Center

Fax

To:	Mark Bell
Company:	Bell Motor Company
Phone:	
Fax:	301-475-9599
From:	Sarah Schille
Phone:	58790
Fax:	8662930851
Date:	Saturday, April 13, 2002 7:34:56 AM
Pages:	02
	(not including cover)

Comments:
THIS CLAIM HAS BEEN PROCESSED THIS SHOULD AID IN SUBMITTAL INSTRUCTION **** PLEASE FOLLOW BOLD LETTERING TO AVOID CLAIM REJECTIONS ****

Mr. Bell:
Thank you for your time. This pays for the repair, tow, & rental for the [redacted] vehicle (RO 251710). You may want to forward this entire fax to your warranty administrator. Call for any questions.
Thx, s

CONFIDENTIALITY
The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received the facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.

ATTN: Mark Bell

Z1242 / Z1243 Warranty Claim Tracking
Pre-Approval Documentation

Date:	4/13/02
File No.:	06-29-0678
Customer Name:	[redacted]
VIN:	1G4HP54K1Y4111728
In-Service Date:	3/9/00
Mileage:	

Dealer:	Ball Motor Company, Inc
Dealer Code:	11-59795
Dealer Contact:	Mark Ball

RO No.:	281710
RO Date:	2/1/02
TAC Case No.:	
Labor OP(Z1242 or Z1243):	Z1242
Claim Type:	
Cause Code (CC):	MJ
Failure Code (FC):	98
Labor Hours:	DO NOT BREAK UP PARTS OR LABOUR AMTS
Other Hours:	SUBMIT WITH JUST ONE "NET" AMT
For the amt of:	$2,979.07
Authorization Code:	DO NOT USE ANY AUTHORIZATION CODES
Reviewed By:	Sarah Schille 800-231-1841 ext 59790

Retain copy with dealer repair order.

DO NOT "H-ROUTE" (best to)SUBMIT ON OR AFTER 4/19/02

Z1242 & Z1243 Claim Tracking

GMWA Pre-Authorization Form

Check VIN LOOKUP and WINS for the following information:

Ownership (1st, 2nd, 3rd):	1st
Delivery Date:	3/9/00
Used Purchase Date:	
Where Purchased?	
Service Contract (Y or N)	N
Warr. Blk/Branded Title (Y or N):	N

File Number:	06-29-0678		
Vehicle Identification Number:	1G4HP54K1Y4111728		
Mileage	9311		
Dealership Contact:	Mark Bell	Title:	svc mgr
Division (25-cid, 15-pen, 40-pnto, 19-chev, 12-cad, 11-Buj):	11		
Dealer Code:	50795		
Repair Order # (6 digits)	251710		
Labor Operation Code:			
Labor Operation Code:	Z1242	Amt:	$2,978.07

List Specifics Below, DO NOT use the word "Defective"

Complaint:	thermal event
Cause:	unk
	repair, tow, & rental
Justification:	customer satisfaction & goodwill

CRM:	Sarah Schille
Date Entered:	
Manager Entering:	4/12/02 [signature]

W01PATH ID: TZ41PV GMWA PRE-AUTHORIZATION 2002/04/12 16:21:16

PRIN CODE: 5187

DIV CODE	DLR RO NBR	LBR OP CODE	AUTH CODE	VIN	TOTAL
11	50795 251710	Z1242	WGLF_	1G4HP54K1Y4111728	2978.07

COMMENTS: ISSUE TO PAY DEALER FOR REPAIR, TOW, & RENTAL DUE TO PRODUCT ALLEGATION WITH THERMAL EVENT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION

COMMENTS: _____

COMMENTS: _____

COMMENTS: _____

PF: 3-EXIT 4-CLM INQUIRY
12-MANUAL DB

MESSAGE: SUBMIT THE PRE-AUTHORIZATIONS? (PF1 = YES , PF2 = NO)

388336

GM RESTRICTED

CASE NUMBER: 06301574 VIN: 1G2WP52K3YF281371

DATE OPENED: 02/04/02 MODEL YEAR: 2000

DATE CLOSED: 02/06/02 SERIES: GRAND PRIX GT SEDAN

SOURCE: YES MILEAGE: 35000

CUSTOMER: [redacted]

ADDRESS:

HOME PHONE: STATE: MI

BUS. PHONE:

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
GM RESTRICTED

CUSTOMER: [redacted]

ADDRESS: BEVERLY HILLS ,
MI [redacted]

HOME PHONE:

CASE NUMBER:	06301574	VIN:	1G2WP52K3YF281371
		MODEL YEAR:	2000
DATE OPENED:	2002-02-04	SERIES:	GRAND PRIX GT SEDAN
DATE CLOSED:	2002-02-06	MILEAGE:	35000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	JIM FRESARD PONTIAC-BUICK, INC.
BRC PARENT:		DEALER ADDRESS:	400 N MAIN ST,,ROYAL OAK,MI,48067,USA

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

J01 Engine Other
0 REPAIR ATTEMPT(S) fire

Vehicle operation or design

INSTRUCTIONS TO CRM:
*Pinpoint / understand concern
* Determine Customers expectation
* Validate feature is on vehicle
* Review owners manual with owner - [[Owners Manuals RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]]
* Validate with dealership if necessary
* Coordinate with dealership to compare with another vehicle if necessary
* Schedule a follow up if issue is not resolved during call
Vehicle operation or design
**********WORK HISTORY**********

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

CUST STTS HE IS ORIG OWNER OF VEH...HE STTS DOES ALL MAINT WORK AT DLRSHP...CUST STTS HE [illegible] AT GAS STTN AND NOTICED HIS VEH WAS NOT RUNNING PROPERLY SO..HE DECIDED TO TAKE VEH [illegible] DLRHSP FOR MAINT WORK....CUST STTS WHEN HE GOT TO DLRSHP...HE POPPED HOOD...AND UNDERNEATH HOOD THERE WAS A FIRE.....CUST STTS DLRSHP ADV HIM TO CONACT TAC...CUST WAS NOT INJURED....CUST STTS HE CONTACTED HIS INSURACE CO....ADV CUST PAR WILL CONTACT HIM W/ IN 24-48 HOURS.....ANALISE BATISTA/CAC/PDX; 0; 381720615
2002-02-06

CUST STATES THAT HE WAS ADVISED TO CONTACT OUR DEPT. AND ASK TO BE CONNECTED TO THE PAR DEPT. CRM CONTACTED THE PAR GROUP AND SPOKE WITH THE PAR CRM (SARA SCHILLING). SARA ADVISED THAT THE FILE HAS NOT BEEN ASSIGNED TO A CRM YET BUT CUST SHOULD RECEIVE ACALL TODAY OR FIRST THING TOMORROW MORNING. CRM ADVISED CUST THE INFORMATION THAT WAS ADVISED BY THE PAR CRM. CUST STATES THAT HE UNDERSTANDS AND WILL AWAIT TO HEAR FROM THAT DEPT. NO FURTHER ACTION REQUIRED. CRM CLOSING FILE SATISFIED. KIM GADSDEN/TAMPA CARS; 0; 381852924

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
[illegible]P INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

GM RESTRICTED

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
AMOUNT 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:

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

DOES OWNER HAVE POSESSION OF VEHICLE:
OLUTION SOUGHT:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

2000 GRAND PRIX GT SEDAN
34U PAINT, DK. FORREST GREEN /V60
12B TRIM, GRAPHITE CLOTH
ORDER NO. OGFD92/TPE STOCK NO.
VIN 1G2 WP52 K3 YF281371

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1001
VEHICLE INVOICE 2AD32013482
**********16*072628

MODEL & FACTORY OPTIONS	MSRP	INV AMT	EMPLOYE-USED CAR
ZWP69 GRAND PRIX GT SEDAN	21665.00	18848.55	INVOICE 08/21/00
FE9 FEDERAL EMISSION CERTIFICATION	N/C	N/C	SHIPPED 03/22/00
L36 3.8 LITER 3800 SERIES II V-6	0.00	0.00	EXP I/T 03/29/00
MX0 TRANSMISSION, 4-SPEED AUTOMATIC	0.00	0.00	INT COM 08/24/00
R6U CREDIT IN LIEU OF FUEL	0.00	15.42-	PRC EFF 01/26/00
U1C RADIO, AM/FM STEREO W/ COMPACT	140.00	120.40	KEYS 8736D 8736D
DISC PLAYER, SEEK/SCAN,			QTR
6-SPEAKER SOUND SYSTEM,			BANK: GMAC - 045
REAR WINDOW ANTENNA			CHG-TO 07-262
(REPLACES STD/OPT F6Q RADIO)			
18C OPTION PACKAGE - 18C	1390.00	1195.40	SHIP WT: 3367
* OVERHEAD CONSOLE			HP: 34.7
* REAR SEAT PASS THRU			DAN: FL035
* STEERING WHEEL, LEATHER			MEMO 1159.75
WRAPPED W/ RADIO CONTROLS			
* POWER SEAT, DRIVER 6-WAY			
* TRUNK CARGO NET			
* TRIP COMPUTER			
* AIR CONDITIONING W/AUTOMATIC			
TEMPERATURE CONTROL AND DUAL			
ZONE CONTROL			
* PREMIUM LIGHTING PACKAGE			
REAR READING LAMPS			
ILLUM. VISOR MIRRORS			
ASSIST GRIPS			
ELECTROCHROMIC REAR VIEW			
MIRROR			
* SECURITY PACKAGE(INCLUDES			
REMOTE KEYLESS ENTRY/THEFT			
DETERRENT SYSTEM)			
COMPANY USED VEHICLE DISCOUNT		1949.85-	

TOTAL MODEL & OPTIONS	23195.00	18199.08	ACT 231 18759.08
DESTINATION CHARGE	560.00	560.00	
TOTAL	23755.00	18759.08	PAY 310 18759.08

****
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.

JIM FREBARD PONTIAC-BUICK, INC.

REMIT TO GMAC NO. 045
VIN 1G2WP52K3YF281371
$ 18759.08 INV 2AD32013482
DUE 08/24/00 DEALER 07-262

From: VONSHANDA VK KILPATRICK (813)535-4130
GM CUSTOMER DEPLOYMENT
5701 E HILLSBOROUGH AVE
SUITE # 2300
TAMPA, FL, 33610

FedEx.

To: GM/SITEL (248)475-7314
c/o MSX International
1426 Pacific Drive

Auburn Hills, MI, 48326

SHIP DATE: 12MAR02
WEIGHT: 5 LBS

MAR 14 2002

Ref: FAX File

FedEx ** 2DAY **

TRK # 7903 3986 2186

THU
AA
Deliver by:
14MAR02

48326-MI-US

DTW

FI MTCA

PAR CASE INFORMATION

Problem ID: 06302189

CONTACT INFORMATION

Name: [redacted]
Address: [redacted]
BEVERLY HILLS, MI [redacted]
Phone: [redacted]

VEHICLE INFORMATION

VIN: 1G2WP52K3YF281371
MAKE: PONTIAC
MODEL: GRAND PRIX GT SEDAN
YEAR: 2000
ODOMETER: 35,000

DRC CONTACT INFORMATION

NAME: [redacted]
COMPANY:
ADDRESS:

PHONE: [redacted]
TYPE: Claimant

ACCOUNT/POLICY:
SERVICE DEALER: JIM FREBARD PONTIAC-BUICK, I
CONTRACT: DON TAYLOR
SELLING DEALER: JIM FREBARD PONTIAC-BUICK, I
CONTRACT:
PAYEE: No

PAR DETAILS

CONTACT ID: C0000031340555
DRIVER NAME: [redacted]
DRIVER AGE:
DISABILATIES: 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
INSURNCE COMPANY: CNA
INSURANCE COMPANY ADDR: PO BOX 15620
INSPECTION: Yes
INSP NAME:
INSP DATE:
INSP MILES:
INSP DONE:
PROPERTY DAMAGE:
INCIDENT LOCATION: 400 N MAIN, ROYAL OAK, MI 48067
INCIDENT RESULT:
VEHICLE LOCATION: JIM FREBARD PONTIAC-BUICK, INC.
MAINTENANCE LOCATION: JIM FREBARD
OWNER DESC: CUST WAS AT DLRSHP::OPENED HOOD AND ENGINE WAS ON FIRE
MORE INFO: CUST REQST CALL ON 810-409-6369

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMG ABV K: No
NOTIFY NAME: CUSTOMER
AGENT NAME: STEVE MAYHEW
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY:
AGENT PHONE: 313-863-0460
INCIDENT DATE & TIME: 02/04/2002 04:30:00 AM

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

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

PAR CASE INFORMATION

Problem ID: 06302189

WORK HISTORY

02/06/2002 - 10:13:13 AM	Rec'd call from CAC/Gadson stating customer /Hubert was told to call back and find out who file had been assigned to. Advised that I checked with workflow and file will be assigned today and to expect call by tomorrow morning (2/7/02). Gadson advised she would tell customer. **Schille/PAR**
02/06/2002 - 02:29:26 AM	crm called the cust and left a msg. von klipatrick/par 57552
02/07/2002 - 08:42:05 AM	cust called in to the center. cust states that the veh is at the dlr. cust description: cust states that he was on the highway and saw the white smoke cust states that he pulled in a gas station and checked and there were no flames cust states that he t hen took the veh immediately to the dlr and the veh was in flames when they popped the hood at the dlr, the dlr extinguished the flames to the vhe. cust states that there was no warning that indicated there was a prob. cust states that smelled a burning smell of the radiator and the heat stopped working. cust seeks to have the veh inspected. crm explained the inspection process. cust states he wants the dlr to do the inspection to have the inspection done quick. crm called the svc mgr and he does not want to do the inspection because the extent of the thermal. svc mgr has made his svm aware of the cust and the situation. crm called the cust back to explain to him that one of our inspectors need to inspect the veh. von klipatrick/par 57552
02/07/2002 - 12:40:31 AM	crm spoke to the cust and advised him that the inspection performed by sas is in his best interest. cust agreed to have sas inspect the veh . crm called svc mgr don taylor back and advised him of the cust decision. crm sending file to sas. contact number to reach cust is [redacted] von klipatrick/par 57552
02/15/2002 - 04:20:09 AM	crm received the inspection report. crm reviewing the inspection report w/ tm barbara green and w/ sas consultant. crm called the cust and left msg that we do have the inspection report and that gm will make a decision by monday. von klipatrick/par 57552
02/19/2002 - 08:57:49 AM	crm called the cust and advised him that gm is assuming responsibility for the thermal and that we offer him a repurchase for the veh. cust accepted the repurchase offer. crm advised cust that would need the bill of sale and the registration of the veh t o start the process for repurchase and also for the cust to go to the dlr and pick out the veh that he would like to replace his veh. von klipatrick/par 57552
02/22/2002 - 08:43:49 AM	business summary: 1) crm reviewed the par facts 2) crm reviewed the par facts w/ the cust 3) crm reviewed the par facts w/ dlr 4) crm authorized inspection w/ cust permission 5) crm received the sas inspection report 6) crm reviewed the inspection report w/ sas consultant and tm 7) crm advised cust of repurcahse offer 8) crm received bill of sale and current registration from cust 9) crm forwarding file to fit to complete repurchase. von klipatrick/par 57552

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: PONTIAC	Ref# 06302189	VIN: 1G2WP52K8YF281871
Claimant's Name (LAST, First) [redacted]		

Inspected By: PAUL COWAN Organization: EAA

Phone: (313) 278-8149 x___ Inspection Date: 02/11/02 Mileage at Inspection: 55,075

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

Following the inspection, summarize the tests and observations.

BASED ON THE COMMENTS OF THE DRIVER, SERVICE WRITER AND THE PHYSICAL EVIDENCE IT APPEARS THAT A SPRAY OF ENGINE COOLANT IGNITED ON THE EXHAUST MANIFOLD WHICH THEN MELTED THE FUEL LINES AND HARNESS POSITIONED ABOVE THE MANIFOLD. THIS INFORMATION WAS CONFIRMED WITH SERVICE MANAGER DAN TAYLOR WHO WITNESSED THE COOLANT SMOKE & SMELL & FIRE.

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

(Note: Please indicate name, address & phone number of person being interviewed): [redacted] BEVERLY HILLS MI [redacted]

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

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

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

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

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

Describe SMOKING / LEAKING AT TIME OF FIRE

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) Y ; Repairs (None, Satisfied, Unsatisfied) S Repaired by: (GM, Non-GM, Owner/Other) GM
Describe REPLACED ABS WHEEL SENSOR

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

Other (Y/N) HEATER ; Repairs (None, Satisfied, Unsatisfied) S Repaired by (GM, Non-GM, Owner/Other) GM
Describe LINKED LINKAGE TO MODE DOOR ACTUATOR

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

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

Any other pertinent vehicle history information (from interviewer or GM Warranty History)? NONE

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

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

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

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

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) N/A
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"? N/A Were all doors locked? (Y/N) N

Drive length (if vehicle was parked prior to fire, describe last drive): Hrs. — Min. 30 Distance traveled 15 mi.

If not parked, vehicle speed estimate 60 MPH Source of estimate EYEWITNESS Posted speed 55 MPH

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

Exact incident location SERVICE DRIVE OF JIM FRESARD PONTIAC - BUICK, ROYAL OAK MI.

Weather conditions and visibility N/A

Approx. temperature 25 °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: CITY STREETS

Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? ____ Describe: N/A

Road condition: Wet, Dry, Icy or Other? ____ If other, specify N/A

Shoulder condition: Wet, Dry, Icy or Other? ____ If other, specify N/A

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

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) N Describe COOLANT SMOKE / STEAM BUT NO WARNING LIGHTS

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	X Radio, Built-in Tape/CD Player
___ Traction Control Switch "On"	___ Air Conditioner, on "Max"? (Y/N) ___	___ Auxiliary CD Player
___ Low Beam Headlights	X 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?) OK

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.?) RUNNING ROUGH WHEN IT WAS PULLED INTO DEALER. COOLANT SMOKE COMING FROM TAILPIPE AND UNDERNEATH.

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? COOLANT ODOR FROM ENGINE COMPARTMENT

Any smoke? (from where, color, intensity, etc.) COOLANT SMOKE FROM TAILPIPE AND ENGINE COMPARTMENT.

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

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

Any flames? (from where, color, intensity, etc.) WHEN HOOD WAS OPENED FLAME STARTED AT BACK - RIGHT OF ENGINE.

Any steam or smoke? (from where, color, intensity, etc.) COOLANT SMOKE AND BURNING PLASTIC SMOKE FROM BACK-RIGHT ENGINE (AS VIEWED FROM FRONT).

Any apparent malfunction of: Cooling System? (Y/N) Y 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) N Describe: COOLANT LEAK, FUEL LINE RUPTURED 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) ____ 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) Y Describe STOPPED AT GAS STATION AND THEN DROVE TO DEALERSHIP

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

Any other comments or observations that have not been covered? ADDED 2/3 GALLON COOLANT AT GAS STATION AND THEN DROVE 5 MILES TO DEALER

UNABLE TO CONFIRM DRIVER STATEMENTS ABOUT GAUGES AND WARNING LIGHTS AS VEHICLE IS CURRENTLY UNDRIVEABLE.

********** 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 OK

Front & rear exterior OK

Hood, inner & outer panels INNER - SOME BURNING

Trunk area and Decklid, inner & outer panels OK

Roof OK

Door interior panels OK

Left & right instrument panel & odometer OK 35,075 MILES INDICATED

Ashtray(s) area OK

Left & right front seat and carpet OK

Underbody & exhaust (include hangers) OK

Option code label OK

Engine compartment BURNED COMPONENTS RIGHT REAR VIEWED FROM FRONT

Radiator, front & rear OK

Coolant recovery bottle FULL BUT IT WAS INDICATED THAT CUSTOMER HAD JUST FILLED.

Transmission cooler lines/connections OK

Engine compartment engine coolant lines/hoses, connections/clamps OK

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

All fuel lines/hoses, filter, connections/clamps BURNED AT BACK - RIGHT OF ENGINE

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

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

Power steering lines/hoses, connections/clamps OK

Generator & attached wiring OK

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

Battery & attached cables OK

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

Engine oil pan OK

Engine compartment hinge torque rods OK

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

Any item which is alleged to be the cause/source COOLANT LEAK AT HEAD OR INTAKE *

Anything on vehicle which is after-market No

Anything on vehicle which is a modification No

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

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

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

Engine coolant OK - OWNER HAD JUST REFILLED.

Engine oil OK

Transmission fluid OK

Power steering fluid OK

Brake fluid OK

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

Fuses (identify all open or not proper size) FUEL PUMP FUSE REMOVED BY DEALER * 15

Wiring insulation at fuse blocks OK

Fusible links (identify all open) OK

Spark plug wiring and boot condition OK

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

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

Catalytic converter (any discoloration or swelling?) OK

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

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

No REPAIR ESTIMATE AVAILABLE TO DATE.

* DIS - ASSEMBLY REQUIRED TO CONFIRM.

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: NOT APPLICABLE

FIELD PHOTOGRAPHIC NOTES

Division: PONTIAC	Ref# 06302189	VIN: 1G2WP52K3YF281371
Claimant's Name (LAST, First): [redacted]		

Inspected By: PAUL COWAN Organization: EAA

Phone: (313) 278-8149 x____ Inspection Date: 2/11/02 Mileage at Inspection: 95,015

Roll Number 1

Neg.#	Description
0	
1.	ENGINE COMPARTMENT
2.	CERT. LABEL
3.	INSTRUMENT PANEL
4.	FIRE DAMAGE - DRIVER SIDE BRAKE RES / FUEL LINES
5.	" " - PASS SIDE
6.	" " - HOOD INSULATION
7.	" " - HOOD INSULATION (CLOSE-UP)
8.	FRONT OF ENGINE
9.	RHS OF ENGINE
10.	FUSE PANEL - FUEL PUMP RELAY #15 PULLED
11.	FUSE PANEL COVER / DIAGRAM
12.	ENGINE COOLANT RESERVOIR (FULL)
13.	RADIATOR CAP - POSITION OK
14.	EXHAUST MANIFOLD / PIPE - BELOW BURNED AREA
15.	UNDER VEHICLE - DRIVER SIDE ENGINE
16.	" " - PASS. SIDE ENGINE
17.	" " - CTR. ENGINE / EXHAUST PIPE
18.	" " - EXHAUST SYSTEM
19.	LHS OF VEHICLE
20.	BACK OF VEHICLE
21.	RHS OF VEHICLE
22.	VEHICLE INTERIOR FRONT RHS
23.	
24.	
25.	
26.	CAMERA OR PROCESSING
27.	PROBLEM
28.	
29.	
30.	NO PHOTOS
31.	
32.	
33.	
34.	
35.	
36.	
37.	

PHOTO.DOC

G001-7885 P

GM PAR Investigations
5701 East Hillsborough Avenue,
Suite 2300
Tampa, FL 33610

Cowan - 622

To:	Janice Mondary	From:	Von Kilpatrick
Fax:	586-783-3336	Phone:	800-231-1841 extension 57552
Phone:	586-783-3336	Fax:	
Date:		Pages:	

Claimant Information:

File #:	05302189	Vehicle (Year-Model-Make):	2000 PONTIAC GRAND PRIX
Claimant Name:	[redacted]		
VIN #:	1G2WP52K3YF281371		
Contact's Name:	DON TAYLOR		
Contact's Phone:	248-547-6100		
Vehicle Location:	JIM FREBARD 400 NORTH MAIN STREET ROYAL OAK, MI 48067		

Note: Please make sure to read all PAR file comments, as these are pertinent to case data. Thanks!

Please Use Forms:		Special Instructions:
☐ Accelerator/Throttle	☒ Fire (Non-Collision)	☐ Do Not Interview Owner
☐ Brake/ABS/TC System(s)	☐ Hood/Hood Latch	☐ Interview Owner
☐ Steering/Suspension/Tires & Wheels	☐ Restraint-SIR/Seatbelts	☐ Remove & Return Part
☐ Side Impact	☐ Seats	☐ Contact PAR Team Member
☐ Power Sliding Door	☐ Transmission/Transaxle	☐ Before ☒ After
☐ Fire (Collision)	☐ Other	☐ Other

☒ *Fire/Police Report Required* ☒ *Repair Estimate Required*

Investigations can only be cashed if e-mailed by one of the following:

☐ Rush •A. Medina •B. Green •G. DePalma •L. Meeks •GM Team Leader

EAA Internal Use Only

To: SA: Paul Cowan	Date E-Mailed to SA: 2/7/02
From: Janice Mondary	Due Date: 2/21/02

EAA SA Use Only

Case Acceptance/Investigation: ☒ YES ☐ NO 2-8-02

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

Report Mailed USPS Priority: Date: 2-12-02 D. Hoechlet approved

Please report completion date by phone or fax. Done: Von Kilpatrick & Mondary 2-12-02

PAR CASE INFORMATION

Problem ID: 06302189

CONTACT INFORMATION

Name: [redacted]
Address: [redacted]
BEVERLY HILLS, M[redacted]
Phon[redacted]

SRC CONTACT INFORMATION

NAME: [redacted]
COMPANY:
ADDRESS:
PHONE:
TYPE: Claimant

PAR DETAILS

CONTACT ID: C000003134[redacted]
DRIVER NAME: [redacted]
DRIVER AGE:
DISABILATIES: 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
INSURNCE COMPANY: CNA
INSURANCE COMPANY ADDR: PO BOX 16020
REDDING, PA 19612-6020
INSPECTION: INSP NAME:
02/04/2002 04:59:09 AM
INSP DATE:
INSP MILES:
INSP DONE:
PROPERTY DAMAGE:
INCIDENT LOCATION: 400 N MAIN, ROYAL OAK, MI 48067
INCIDENT REBULT:
VEHICLE LOCATION: JIM FREBARD PONTIAC-BUICK, INC.
MAINTENANCE LOCATION: JIM FREBARD
OWNER DESC: CUST WAS AT DLRSHP...OPENED HOOD AND ENGINE WAS ON FIRE
MORE INFO: CUST REQST CALL ON 810-406-5369

VEHICLE INFORMATION

VIN: 1G2WP52K3YF281371
MAKE: PONTIAC
MODEL: GRAND PRIX GT SEDAN
YEAR: 2000
ODOMETER: 35,000

ACCOUNT/POLICY:
SERVICE DEALER: JIM FREBARD PONTIAC-BUICK, I
CONTRACT: DON TAYLOR
SELLING DEALER: JIM FREBARD PONTIAC-BUICK, I
CONTRACT:
PAYEE: No

BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: CUSTOMER
AGENT NAME: STEVE MAYHEW
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY:
AGENT PHONE: 313-963-0400

Yes INCIDENT DATE & TIME:

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

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

UCC CODE INFORMATION

DESCRIPTION:

PAR CASE INFORMATION

Problem ID: 08302189

COMPONENT DESCRIPTION 1: fire
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Engine
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 DESCRIPTION3: Possible Safety Concern
REPAIR ATTEMPTS 3: 0

COMPONENT DESCRIPTION 4: COMPONENT CODE 4: par A06
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:

WORK HISTORY

02/06/2002 - 10:13:13 AM Recd call from CAC/Gadson stating customer /Hubert was told to call back and find out who file had been assigned to. Advised that I checked with workflow and file will be assigned today and to expect call by tomorrow morning (2/7/02). Gadson advised she would tell customer. **Schille/PAR**

02/06/2002 - 02:29:26 AM crm called the cust and left a msg. von kilpatrick/par 57552

02/07/2002 - 08:42:05 AM cust called in to the center. cust states that the veh is at the dlr. cust description: cust states that he was on the highway and saw the white smoke cust states that he pulled in a gas station and checked and there were no flames cust states that he t
hen took the veh immediately to the dlr and the veh was in flames when they popped the hood at the dlr. the dlr extinguished the flames to the vhe. cust states that there was no warning that indicated there was a prob. cust states that smelled a burning smell of the radiator and the heat stopped working. cust seeks to have the veh inspected. crm explained the inspection process. cust states he wants the dlr to do the inspection to have the inspection done quick. crm called the svc mgr and he does not want to do the inspection because the extent of the thermal. svc mgr has made his svm aware of the cust and the situation. crm called the cust back to explain to him that one of our inspectors need to inspect the veh. von kilpatrick/par 57552

02/07/2002 - 12:40:31 AM crm spoke to the cust and advised him that the inspection performed by ess is in his best interest. cust agreed to have ess inspect the veh . crm called svc mgr don taylor back and advised him of the cust decision. crm sending file to ess. contact number to reach cust is [redacted]. von kilpatrick/par 57552

CAC - CASE PRINT

Request Date: 02/06/2002

PROBLEM ID	08301574	VIN NUMBER	1G2WP52K3YF281371
CONTACT NAME	[redacted]	MAKE	PONTIAC
ADDRESS		MODEL	GRAND PRIX GT SEDAN
CITY, STATE	BEVERLY HILLS, MI	YEAR	2000
ZIP	[redacted]	VEHICLE MILAGE	35,000
COUNTRY			
PHONE NUMBER	[redacted]		

COMPONENT CODE 1	J01
COMPONENT DESCRIPTION 1	fire
COMPLAINT CODE 1	Other
COMPLAINT DESCRIPTION 1	Engine
COMPONENT CODE 2	
COMPONENT DESCRIPTION 2	
COMPLAINT CODE 2	
COMPLAINT DESCRIPTION 2	
COMPONENT CODE 3	
COMPONENT DESCRIPTION 3	
COMPLAINT CODE 3	
COMPLAINT DESCRIPTION3	
COMPONENT CODE 4	
COMPONENT DESCRIPTION 4	
COMPLAINT CODE 4	
COMPLAINT DESCRIPTION 4	
COMPONENT CODE 5	
COMPONENT DESCRIPTION 5	
COMPLAINT CODE 5	
COMPLAINT DESCRIPTION 5	
COMPONENT CODE 6	
COMPONENT DESCRIPTION 6	
COMPLAINT CODE 6	
COMPLAINT DESCRIPTION 6	

02/04/02 CUST STTS HE IS ORIG OWNER OF VEH...HE STTS DOES ALL MAINT WORK AT DLRSHP...CUST STTS HE WAS AT GAS STTN AND NOTICED HIS VEH WAS NOT RUNNING PROPERLY SO..HE DECIDED TO TAKE VEH TO DLRHSP FOR MAINT WORK....CUST STTS WHEN HE GOT TO DLRSHP...HE POPPED HOOD.
..AND UNDERNEATH HOOD THERE WAS A FIRE.....CUST STTS DLRSHP ADV HIM TO CONACT TAC...CUST WAS NOT INJURED....CUST STTS HE CONTACTED HIS INSURACE CO....ADV CUST PAR WILL CONTACT HIM W/ IN 24-48 HOURS.....ANALISE BATISTA/CAC/PDX

02/06/02 CUST STATES THAT HE WAS ADVISED TO CONTACT OUR DEPT. AND ASK TO BE CONNECTED TO THE PAR DEPT. CRM CONTACTED THE PAR GROUP AND SPOKE WITH THE PAR CRM (SARA SCHILLING). SARA ADVISED THAT THE FILE HAS NOT BEEN ASSIGNED TO A CRM YET BUT CUST SHOULD RECEIVE A
CALL TODAY OR FIRST THING TOMORROW MORNING. CRM ADVISED CUST THE INFORMATION THAT WAS ADVISED BY THE PAR CRM. CUST STATES THAT HE UNDERSTANDS AND WILL AWAIT TO HEAR FROM THAT DEPT. NO FURTHER ACTION REQUIRED. CRM CLOSING FILE SATISFIED. KIM GADSDEN/TAMPA CARS

G001-7885 P

GM PAR Investigations
5701 East Hillsborough Avenue,
Suite 2300
Tampa, FL 33610

Cowan - 622

To:	Janice Mondary	From:	Von Kilpatrick
Fax:	586-753-3335	Phone:	800-231-1841 extension 57352
Phone:	586-753-3335	Fax:	
Date:		Pages:	

Claimant Information

File #:	08302189	Vehicle (Year-Model-Make):	2000 PONTIAC GRAND PRIX
Claimant Name:	[redacted]		
VIN #:	1G2WP52K3YF281371		
Contact's Name:	DON TAYLOR		
Contact's Phone:	248-547-6100		
Vehicle Location:	JIM PREBAND 400 NORTH MAIN STREET ROYAL OAK, MI 48067		

Note: Please make sure to read all PAR file comments, as these are pertinent to case data. Thanks!

☐ Accelerator/Throttle	☒ Fire (Non-Collision)	☐ Do Not Interview Owner
☐ Brake/ABS/TC System(s)	☐ Hood/Hood Latch	☐ Interview Owner
☐ Steering/Suspension/Tires & Wheels	☐ Restraint-SIR/Seatbelts	☐ Remove & Return Part
☐ Side Impact	☐ Seats	☐ Contact PAR Team Member
☐ Power Sliding Door	☐ Transmission/Transaxle	☐ Before ☒ After
☐ Fire (Collision)	☐ Other	☐ Other

☒ *Fire/Police Report Required* ☒ *Repair Estimate Required*

☐ Rush •A. Medina •B. Green •G. DePalma •L. Meeks •GM Team Leader

To: SA: Paul Cowan	Date E-Mailed to SA: 2/7/02
From: Janice Mondary	Due Date: 2/21/02

Case Acceptance/Investigation: ☒ YES ☐ NO 2-8-02

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

Report Mailed USPS Priority: Date: 2-12-02 D. Hoechler approved

Please report completion date by phone or fax. Done: Von Kilpatrick & Mondary 2-12-02

FIELD PHOTOGRAPHIC NOTES

Division: PONTIAC	Refs 06802189	VIN: 1G2WP52K3YF281371
Claimant's Name (LAST, First)	[redacted]	

Inspected By: PAUL COWAN Organization: EAA

Phone: (313) 278-8149 x____ Inspection Date: 2/11/02 Mileage at Inspection: 95,075

Roll Number 1

Neg.#	Description
0	
1.	ENGINE COMPARTMENT
2.	CERT. LABEL
3.	INSTRUMENT PANEL
4.	FIRE DOUSE - DRIVER SIDE BRAKE RES / FUEL LINES
5.	" " - PASS SIDE
6.	" " - HOOD INSULATION
7.	" " - HOOD INSULATION (CLOSE-UP)
8.	FRONT OF ENGINE
9.	RHS OF ENGINE
10.	FUSE PANEL - FUEL PUMP RELAY #16 PULLED
11.	FUSE PANEL COVER / DIAGRAM
12.	ENGINE COOLANT RESERVOIR (FULL)
13.	RADIATOR CAP - POSITION OK
14.	EXHAUST MANIFOLD / PIPE - BELOW BURNED AREA
15.	UNDER VEHICLE - DRIVER SIDE ENGINE
16.	" " - PASS. SIDE ENGINE
17.	" " - CTR. ENGINE / EXHAUST PIPE
18.	" " - EXHAUST SYSTEM
19.	LHS OF VEHICLE
20.	REAR OF VEHICLE
21.	RHS OF VEHICLE
22.	VEHICLE INTERIOR FROM RHS
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CVS PHARMA
23115 MICHIGAN AVE DEARBORN
PHARMACY: 562-7612 STORE:
REG#05 TRAN#3538 CSHR#218641
CARD #: 912888888888
FILM 8MM 8-314928
1 PHOTO FINISHING
TOTAL
CHANGE
FALL EXTRA BUCKS (FREE TVS
WILL BE TOSSED MID-FEBRUARY
EARN EXTRA BUCKS ON THESE
ONE TOME TWO SPEND THE MORE
FEBRUARY 11, 2002

PHOTOLOGIC

Ver.2-7/12/2001

electronic Preliminary Repurchase Authorization (ePRA)

*(**To go from field to field, use the TAB KEY)*

1.Date (mm/dd/yyyy): 02/28/2002
2.Customer Name: [redacted]
3.Customer Address:
4.Customer City, State, and Zip: Beverly Hills, M[redacted]
5.Primary Customer Phone #:
6.Additional Customer Phone #: [redacted]re for pull-down:
7.Additional Customer Phone #:

Customer Vehicle Information

8.Year/Make/Model: 2000 Pontiac Grand Prix
9.VIN (17 Digits): 1G2WP52K3YF261371 10.Current Mileage: 35,0075
11.Purchased: USED

TAC case number is required and if not available, Please explain why not?

12.CAC Case Number: ____ 13.TAC Case Number:
14.Explanation: PAR 06-30-2189

Detail your agreement with the Dealer and Customer on the following items:

Dealership that will handle entire transaction:
15.Dealership Name: Jim Freeard Pontiac
16.Dealership Phone #: 248-647-6100
17.Dealership Contact Name: Don Taylor
18.Dealership Contact Phone # (if different than Dealership #):
19.Dealership SAC: 115885 Region: Northeast

20.What GOODWILL TOOLS were offered?

- ☐ Component Coverage Letter
- ☐ Maintenance Letter
- ☐ Owner Loyalty Certificate
- ☐ GM SmartCare
- ☐ GMPP
- ☐ Miscellaneous Reimbursement
- ☐ American Express Check
- ☐ Other
- ☒ NOTHING OFFERED

21.Was a TRADE Repurchase offered? No
22.If this will not be a Trade Repurchase, Please explain Why?: leased vehicle

23.Reason for Repurchase (include specific mechanical failure): fire in engine compartment

24.This case was resolved by: PAR Group Decision (Tampa)
25.Does this vehicle meet the presumption of Lemon Law in applicable state? NO
26.Recommended Disposition of Repurchased Vehicle: AUCTION
27.Type of TRANSACTION? LEASE (STRAIGHT) REPURCHASE
28.Vehicle Damage (explain what damage is present and who is responsible):

29.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits):
30.New Vehicle Year/Make/Model:
31.Upgrade ☐ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):

32.Usage/Depreciation Amount:
(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)
-Please show how you arrived at this usage amount:

33.Aftermarket Items: Click here for pull-down:
-If GM will be responsible, please supply detail of the items and cost (transfer cost or other):
34.Lease Termination Terms:
35.Who will be responsible for the Taxes and/or Fees: Click here for pull-down:
-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, $ Amount, etc.)
Explain:

36.I have reviewed with the customer what is *Negative Equity/Overallowance* and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): Click here for pull-down:
**NO Rebates are to be applied to the replacement vehicle*
**Special Lease Rates and Financing will be allowed on replacement vehicle*
**GM Card points are only refunded back to the card, Current points may be applied to replacement vehicle*
Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

37.General Comments/Special Instructions: reimburse for paid extra mileage

38.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy):
39.Authorizer Name: SCHILLE
40.GM Position: FTT PAR
41.VoiceMail Node: 58790 Mailbox Number:
42.Email Address:
Save this document using the customers last name plus the last 6 of the VIN as the Filename.
Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com
Forward any supporting documentation to FAX- 813-636-4282
Any questions please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2

2000 GRAND PRIX GT SEDAN
34U PAINT, DK. FORREST GREEN /V6G
12B TRIM, GRAPHITE CLOTH
ORDER NO. CGFD92/TPE STOCK NO.
VIN 1G2 WP52 K3 YF281371

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1001
VEHICLE INVOICE 2AD32013482

**********16*072628

MODEL & FACTORY OPTIONS	MSRP	INV AMT	
2WP69 GRAND PRIX GT SEDAN	21665.00	18848.55	EMPLOYE-USED CAR
FE9 FEDERAL EMISSION CERTIFICATION	N/C	N/C	INVOICE 08/21/00
L36 3.8 LITER 3800 SERIES II V-6	0.00	0.00	SHIPPED 03/22/00
MX0 TRANSMISSION, 4-SPEED AUTOMATIC	0.00	0.00	EXP I/T 03/29/00
R6U CREDIT IN LIEU OF FUEL	0.00	15.42-	INT COM 08/24/00
U1C RADIO, AM/FM STEREO W/ COMPACT DISC PLAYER, SEEK/SCAN, 6-SPEAKER SOUND SYSTEM, REAR WINDOW ANTENNA (REPLACES STD/OPT REG RADIO)	140.00	120.40	PRC EFF 01/26/00
			KEYS S736D S736D QTR
			BANK: GMAC - 045
			CHG-TO 07-262
1SC OPTION PACKAGE - 1SC	1390.00	1195.40	SHIP WT: 3367
* OVERHEAD CONSOLE			HP: 34.7
* REAR SEAT PASS THRU			DAN: FL035
* STEERING WHEEL, LEATHER WRAPPED W/ RADIO CONTROLS			MEMO 1159.75
* POWER SEAT, DRIVER 6-WAY			
* TRUNK CARGO NET			
* TRIP COMPUTER			
* AIR CONDITIONING W/AUTOMATIC TEMPERATURE CONTROL AND DUAL ZONE CONTROL			
* PREMIUM LIGHTING PACKAGE REAR READING LAMPS ILLUM. VISOR MIRRORS ASSIST GRIPS ELECTROCHROMIC REAR VIEW MIRROR			
* SECURITY PACKAGE(INCLUDES REMOTE KEYLESS ENTRY/THEFT DETERRENT SYSTEM)			
COMPANY USED VEHICLE DISCOUNT		(1949.85-)	
TOTAL MODEL & OPTIONS	23195.00	18199.08	ACT 231 18759.08
DESTINATION CHARGE	560.00	560.00	
TOTAL	23755.00	18759.08	PAY 310 18759.08

****

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.

JIM FRESARD PONTIAC-BUICK, INC.

REMIT TO GMAC NO. 045
VIN 1G2WP52K3YF281371
$ 18759.08 INV 2AD32013482
DUE 08/24/00 DEALER 07-262

GMAC SmartLease® Agreement — Monthly Payment

LESSEE (and CO-LESSEE) ("Yes") name and address, including county	LESSOR (Retailer)
[redacted] ROYAL OAK MI [redacted]	JIM FRESARD PONTIAC BUICK, INC 400 N. MAIN ROYAL OAK MI 48067

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

[redacted]

Mandatory	Year	Make & Model	Body Style	Vehicle Size	Mileage	Primary Use
NEW	2000	PONTIAC GRAND PRIX	4 DR GT	1G2WP02K3YF201371	[illegible]	☐ Personal, Family or Household ☐ Business or Agricultural

Dealer Installed Options: N/A

[redacted]

Amount Due at Lease Signing or Delivery (Standard Dates)	Monthly Payments	Other Charges (not part of your monthly payment)	Total of Payments (This amount you will have paid by the end of the lease.)
$ 948.97	Your first monthly payment of $ 399.97 is due on 08/23/00, followed by 23 payments of $ 399.97 due on the 23rd of each month. The total of your monthly payments is $ [illegible]	Disposition fee (if you do not purchase the vehicle) $ N/A N/A $ N/A Total $ N/A	$ 10148.29

Tabulation of Amount Due at Lease Signing or Delivery

Amount Due at Lease Signing or Delivery:		How the Amount Due at Lease Signing or Delivery will be paid:	
Capitalized cost reduction	$ 500.00	Net trade-in allowance	$ N/A
First monthly payment	$ 399.97	Rebates and noncash credits	$ 500.00
Refundable security deposit	$ N/A	Amount to be paid in cash	$ 448.97
Title fees	$ 11.00		
Registration fees	$ N/A		
Subscription	$ 30.00		
N/A	$ N/A		
FINANS FEE	$ 0.00		
Total	$ 948.97	Total	$ 948.97

Your monthly payment is determined as shown below:

Gross capitalized cost. The agreed upon value of the vehicle ($ 10709.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	$ 10859.00
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	− $ 500.00
Adjusted capitalized cost. The amount used in calculating your base monthly payment	= $ 10859.00
Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	− $ 11672.35
Depreciation and any amortized amounts. The amount charged for the vehicle's duties involve through normal use and for other items paid over the lease term	= $ 6986.73
Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ $ 2048.11
Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= $ 9035.92
Lease term. The number of months in your lease	+ 24
Base monthly payment	= $ 377.33
Monthly subsidies (as determined)	+ $ 22.64
N/A	+ $ N/A
Total monthly payment [illegible]	[illegible]

Total charge. The amount charged in addition to the depreciation and any amortized amounts plus the rent charge ..... + $ 2092.15

Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge ..... + $ 9085.92

Lease term. The number of months in your lease ..... + 24

Base monthly payment ..... = $ 377.33

Monthly sales tax (estimated) ..... + $ 22.64

N/A ..... + $ N/A

Total monthly payment ..... = $ 399.97

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be as much as several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

Security Interest. You grant us a security interest in your vehicle to secure your lease and to exchange in lieu of 24000 miles per year at the rate of $ 15 for each Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for $ 12172.35, plus official fees and taxes.

Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and extra charges, and insurance.

1. PAYMENT OF GROSS CAPITALIZED COST.

Agreed upon value of the vehicle	$ 13750.00
DMVC administrative fee	+ $ 250.00
Underwriting/credit fee	+ $ N/A
Sales tax	+ $ N/A
Other tax (specify) N/A	+ $ N/A
Optional vehicle contract	+ $ N/A
Optional maintenance	+ $ N/A
Optional disability insurance N/A	+ $ N/A
N/A	+ $ N/A
(A) Gross Capitalized Cost	= $ 14000.00

2. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insured Name N/A

Address N/A

☐ Life Insurance ☐ Lessee ☐ Co-Lessee ☐ Both Premium $ N/A Coverage Limit $ N/A

☐ Disability Insurance (Lessee Only) Premium $ N/A Monthly Coverage Limit $ N/A

Lessee Signature N/A Age N/A

Co-Lessee Signature N/A Age N/A

3. CAPITALIZED COST REDUCTION.

Net trade-in allowance	$ N/A
Rebate	$ N/A
Other	$ N/A
(B) Capitalized Cost Reduction	= $ N/A

4. OPTIONAL FEES AND TAXES. You will pay all government taxes, title, registration, license and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government takes on you, the vehicle, or the lease, and all license fees. We may charge you monthly payment if taxes change. We may bill you separately for official fees and taxes.

Total Standard Fees and Taxes the Dealer and Owners Limit	$ 697.36
	$ 21.00
Title fee	$ N/A
Registration fee	$ N/A
Lessee fees	$ 673.36
Sales/use taxes (including tax on capitalized cost reduction)	$ N/A
Excise taxes	$ N/A
Personal property taxes TAXES FEE	$ 3.00
Other (specify)	$

5. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

6. EXCESS MILEAGE CHARGE. The total allowed mileage on the odometer at lease end is 24000 miles. Starting odometer mileage 9700 miles

7. MONTHLY PAYMENT CALCULATION.

(A) Gross Capitalized Cost	= $ 14000.00
(B) Capitalized Cost Reduction	= $ N/A
(C) Net Capitalized Cost	= $ 14000.00
Residual Value	$ 12172.35
Depreciation	$ 1827.65
Total of Base Monthly Payments	$ 9085.92
Total Base Monthly Payment	$ 377.33

8. VEHICLE USE AND MAINTENANCE. You have the benefit of any warranty covered under ☐ Manufacturer's warranty, or ☐ _____

☐ Warranty payments that are outside lease title have date only coverage limits.

We are giving you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

9. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.

Name N/A

Term N/A months, N/A miles.

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost, and you will pay rent charges on the price.

10. ASSIGNMENT OF LEASE.

☐ If this box is checked, Lessor (Vendor) will assign this lease and sell the vehicle to Chrysler Motors Acceptance Corporation ("CMAC").

☐ If this box is checked, CMAC intends to assign this lease and Lessor (Vendor) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If neither box is checked, Lessor (Vendor) will assign this lease and sell the vehicle to _____

Payoff ..... $ N/A

Net trade-in value ..... $ N/A

3. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, tag, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or the Property not net leases listed. We may change your monthly payment if taxes change. We may bill you separately for vehicle fees and taxes.

Title fee	$ 11.00
Registration fees	$ N/A
License fees	$ N/A
Inspection fees (including tax on capitalized cost reduction)	$ 3/3/26
Excise taxes	$ N/A
Personal property taxes	$ N/A
Other (Describe)	$ 0.00

4. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

5. [illegible] MILEAGE. You total allowed mileage on the odometer at lease end is:

Initial allowed mileage	[illegible] miles
Base [illegible] allowance	[illegible] miles
Prorated mileage option	[illegible] miles
Total allowed mileage	[illegible] miles

You may pay $ 1440.00 for extra miles. At scheduled lease end, we will adjust you with $ 0.00 per mile for each unused mile you purchased. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

The excess mileage charge is $ 0.15 per mile for each mile beyond 83310 miles. If the lease ends early, any unused mileage and excess charge will not be more than initial value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

6. CHANGE THE TERMS. If the government places a lien on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fee, you will pay us the fee plus [illegible].

[illegible] WARRANTY. [illegible] WARRANTY. You have the benefit of any manufacturer's warranty.

☐ [illegible]

☐ [illegible]

The only person that we consider from this lease date day coverage [illegible]. We are giving you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THIS VEHICLE. [illegible] WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

[illegible] OTHER:

Name N/A

Term N/A months, N/A miles.

If you are trading a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost, and you will pay finance charges on the price.

10. ASSIGNMENT BY LENDER.

☐ If the box is checked, Lender (Dealer) will assign this lease and sell the vehicle to Chrysler Motors Financial Corporation ("CMAC").

☐ If the box is checked, CMAC is hereby to arrange this lease and Lender (Dealer) will assign it and sell the vehicle to Chrysler Distributing Lease Trust.

☐ If the box is checked, Lender (Dealer) will assign this lease and sell the vehicle to [illegible].

☐ If the box is checked, Lender (Dealer) intends not to assign this lease.

The assignee may designate Vehicle Asset Universal Leasing Trust, or its assigns, as agent to hold title for the benefit of the assignee on the vehicle's certificate of [illegible] registration.

The sale and assignment will not be conditioned to change materially your duties, burdens, or risk under this lease. Neither the assignee nor Vehicle Asset Universal Leasing Trust will have to make any repairs to the vehicle, pay any insurance, or perform any service Lessor has agreed to perform under the lease. You will look only to Lessor for these services.

After assignment, CMAC will service this lease. If CMAC is the assignee or [illegible] to arrange this lease, the equal lease monthly payments to the CMAC (to the or the assignee's account) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

[illegible] OF THE ENTIRE AGREEMENT. This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any changes to the lease of this type shall be in writing prepared by you and us. No oral changes are binding. We may delay or waive some enforcing any of our rights under this lease without losing them. Lessee (and Co-Lessee) initials: N/A

NOTICE TO LESSEE: 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU [redacted] A COPY AT ROYAL OAK (city) MI (state) ON 08 (month) 23 (day) 00 (year)

LESSEE [redacted] BY: [signature] CO-LESSEE:

LESSOR: JIM FRESARD PONTIAC BUICK, INC BY: [signature] TITLE: AGENT

Lessee assigns all right, title, and interest in this lease to the party identified in the lease as the Vehicle assignee, except for lease of the lease plus dealer reserves or in other lease fees to lease with the assignee (the "Dealer Agreement"). Lessee also assigns all right, title, and interest in the repair rebate to the party identified in the lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: JIM FRESARD PONTIAC BUICK, INC BY: [signature] TITLE: AGENT

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

RT SLM 10-01 (5)

Lease Agreement 6

14. REQUIRED VEHICLE INSURANCE. You must insure the vehicle through liability and physical damage policies acceptable to us. The policies must not exclude or restrict coverage if you were to drive the vehicle, or when the driver is someone you allow to drive the vehicle or who is likely to drive the vehicle. The policies must show any additional insureds and loss payees that we request. You must give us proof of insurance when we ask. We require no other insurance.

Liability insurance must (a) cover up to $[illegible] for property damage, $100,000 for bodily injuries to any one person, and $[illegible] for bodily injuries for any one accident, or (b) have a combined single limit of $300,000 for bodily injuries and property damage for any one accident.

Physical damage insurance must have deductibles of no more than $500 for collision and upset loss and $100 for comprehensive loss and theft loss.

For trucks of 10,000 lbs. GVW or more, liability insurance must have a combined single limit of $1,000,000 ($5,000,000 in CT, CA, PA, TX, and VT) for bodily injuries and property damage for any one accident. The deductible must not be more than $1,000.

If you move to a new state, you will require coverage amounts to comply with the requirements for the new state. We now estimate that these amounts will be the same as those in this lease, but they may be higher.

15. USE. You will not:

- use the vehicle illegally, improperly, for hire, or as a public conveyance;
- use the vehicle in a way that your insurance policy prohibits;
- remove the vehicle from the United States, except for trips to Canada of under [illegible] days;
- move the vehicle to real or mobile homes more than 30 days without [illegible];
- change the vehicle without our written consent;
- expose the vehicle to salvage, confiscation, forfeiture, or other involuntary transfer.

You will not be responsible for doing all these things.

16. MAINTENANCE, REPAIRS, OPERATING EXPENSES, AND SERVICE. You will maintain and repair the vehicle to keep it in good condition. You will pay all maintenance, repair, and operating expenses, including gas and oil. If the odometer stops working, you must fix it immediately. You will operate the vehicle as the manufacturer recommends. You will follow the manufacturer's instructions in any recall. If you don't do these things, we may do them. You will owe us our cost if we do.

When you take possession of the vehicle, you take on the risk of loss of the vehicle and of damage to it. If the vehicle is damaged, stolen, or destroyed and money becomes available from insurance, a judgment, a settlement, or the like, we will treat the money as an insurance settlement. We prefer Vehicle Asset Universal Leasing. Treat will be applied to this money. If the lease ends in connection with our receipt of the money, we will treat the money as late payments.

17. USE OF VEHICLE. Unless your is your that is beyond normal wear and tear. Excess wear includes (a) glass that is damaged or that you break; (b) a damaged or scratched body, trim, [illegible], suspension, engine, drivetrain, or other mechanical part; (c) damaged paint; (d) a tire, damaged, or missing hubcap or wheelcover; (e) missing equipment that was in or on the vehicle when delivered and not replaced with equipment of equal quality and [illegible] including a missing sheet, sheet metal jack, or sheet metal wrench; (f) a tire [illegible] worn that is [illegible], is not the size and type the manufacturer recommends, is damaged or a mismatch, or has less than 1/8 inch of tread left at the shallowest point; (g) a damaged or worn brake that does not meet government safety standards; (h) all dents or loss of paint; (i) a crack in any window, sheet metal opening, lighting or lens; (j) any other condition that makes the vehicle not fit to safely carry passengers, cargo, or material; and (k) any other damage, whether or not insurance covered it.

18. LIENS. You will keep the vehicle free of liens, unless we agree in writing. If you do not, we may do so. You will pay us any amount we pay to [illegible]

19. [illegible]. This lease is refundable and one month after the last payment is due.

20. [illegible]. We may end this lease early. We may end this lease if you are in default or if the vehicle is a total loss.

21. [illegible].
You will be in default if any of these things happen:

- You do not pay on time.
- You make a material misrepresentation which [illegible] for this lease.
- You start a bankruptcy, reorganization, or insolvency proceeding or one is started against you or your property.
- You breach any other agreement in this lease.
- You do anything the law says is a default.

If you are in default, we may do any one or more of the following:

- End this lease and require you to pay the early end charge.
- Take the vehicle back, with or without legal process. If we do so peacefully, we may do so wherever it is in the vehicle.
- Sue you for damages and to get the vehicle back.
- [illegible] any other remedy the law gives us in the [illegible] case.

We will use reasonable care in exercising our rights. We will exercise any remedy at a reasonable time and place, in a reasonable way, as the law permits. We may take and store any personal items that are in the vehicle. If you do not ask for them back, we may dispose of them as the law allows. We will pay our reasonable expenses of taking these actions as the law allows. These expenses may include expenses of taking and storing the vehicle and damages from and expenses of [illegible]

22. VEHICLE PAYMENT. At lease end, you will return the vehicle (including any dealer-installed options you do not buy outright) to any reasonable place we tell you, unless you buy the vehicle.

23. OPTION TO BUY THE VEHICLE. You have an option to buy the vehicle only at scheduled lease end. See the lease for the price. You must also pay any related unpaid fees and taxes.

24. SUBROGATION DISCLAIMER. Federal law requires you to tell us the vehicle mileage in connection with a transfer of vehicle ownership. You may be fined and/or imprisoned if you do not complete the disclosure or if you make a false statement.

25. WHEN YOU HAVE AN UNPAID BILL.
(a) IF YOU BUY THE VEHICLE: If you have paid us and kept your agreements, you will own the vehicle free.
(b) IF YOU DO NOT BUY THE VEHICLE: If you have kept your agreements, you will own the vehicle [illegible]

Definition of Surplus: Unless you get an appraisal or your protection applies, we will sell the vehicle or dispose of it in a commercially reasonable way. If we sell the vehicle for more than unpaid value, the excess will be the surplus. If we sell the vehicle for the unpaid value or less, the surplus will be zero. [illegible]

[redacted]

[redacted]

[redacted]

APPL FEB. 19. 2007 4:51PM TITL JIM FREBARD PONTIAC 248 547 2491 NO. 2898 P. 2 Secretary of State

STATEMENT OF VEHICLE SALE

Purchase Date 08/23/2000

Delivery Date

Dealer JIM FREBARD PONTIAC-BUICK, INC.

Address 400 N. MAIN ST.

City ROYAL OAK

County OAKLAND | State MICHIGAN | Zip Code 48067

Dealer License A-7807 | Sales Tax License S-38-0052000 | Phone Number (248) 547-6100

Vehicle Sold New ☐ Used ☐ Demo ☐ | Trade-in Yes ☐ No ☐

Trade-In Year | Make | Vehicle No.

[redacted]

THIS VEHICLE WILL BE USED OR HAS BEEN USED AS:

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

ODOMETER MILEAGE 5 3 5 0

The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement.

NO TENTHS

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

Factory Installed Accessories Included Without To Vehicle 0400.00
LIC TAX 0325.00

Dealer Installed Accessories When Optional to Purchaser N/A

TRANSFER TITLE REVIEWED BY DIVISION
PROCESSED BY _____ DIVISION

Unless a separate written contract covering the terms of any Dealer Warranty Service Contract is furnished by the Dealer to the Purchaser, the warranty of the product and service made by the manufacturer, the Seller, the wholesale distributor, and/or factory authorized dealers of manufacturer, other dealers or service stations are the only warranty or representation or liability or liability for a particular purpose, that JIM FREBARD PONTIAC-BUICK, INC. makes no warranties nor assumes any other product or liability in connection with the sale of the vehicle.

CONTRACTUAL OBLIGATION STATEMENT FOR USED VEHICLES ONLY
"The information on the window form for this vehicle is part of this contract. Information on the window form overrides any terms contained in the contract of sale."

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

Dealer's Signature _____ Title _____

PURCHASER WARNING: DO NOT SIGN BLANK FORM

I STATE THAT I AM THE PURCHASER OF THE ABOVE DESCRIBED VEHICLE AND I AM THE [redacted]

DATE _____ SIGNATURE _____

Year 2000 | Make PONTIAC | Body Style 4 DR ST | Date 1 | County

Vehicle Identification No. [redacted]3YF8AL571 | Tot. or Fee Cat. | License Fee N/A

[redacted] | Title 11.00

Title Late Fee N/A

Complete Name(s) and Address(es) of All Owners or Lessees
V.O.E.L. TRUST

Tax EXEMPT

Transfer Fee 2.00

Total Trans. to St. 13.00

Complete Name(s) and Address(es) of All Lessees
[redacted]
ROYAL OAK MI [redacted]

Pol Rights to Survivor Yes ☐ No ☐

Insurance Company GEICO | Policy No. or Binder No.

First Secured Party P.O. BOX 6117 | Date 07/20/2000
Address CLEVELAND OH 44101

City/State Zip

Second Secured Party _____ | Filing Date
Address _____
City/State Zip

1. PURCHASE PRICE OF VEHICLE	18739.00
2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Warr. Reg. Fee, Etc.)	400.00
3. TOTAL TAXABLE PRICE	19139.00
4. (Above total) SALES TAX - LICENSE - TITLE	13.00
5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.)	N/A
6. TOTAL DELIVERED PRICE	19152.00
7. CASH ON DEPOSIT	N/A
8. CASH DUE ON DELIVERY	500.00
9. TRADE-IN $ N/A	N/A
10. LESS LIEN $	N/A
11. TOTAL DOWN PAYMENT	500.00
12. UNPAID BALANCE TO BE FINANCED	18652.00
13. *INSURANCE CHARGE*	N/A
14. TOTAL AMOUNT OF FINANCE CONTRACT	N/A

*TYPE OF INSURANCE

WARNING: This insurance is not PLPD No Fault Insurance required by Michigan Law.

☐ CREDIT LIFE ☐ HEALTH & ACCIDENT
☐ _____ ☐ _____

Temporary Registration MERCHANT & CONSULT | Temporary Fee Charged Yes ☐ No ☐

Salesperson _____

PURCHASER NOTE: IF VEHICLE TITLE IS NOT RECEIVED WITHIN 30 DAYS, CONTACT SECRETARY OF STATE BRANCH OFFICE IMMEDIATELY.

PART 1 — WHITE — Secretary of State - Titling Department
PART 2 — PINK — Purchaser
PART 3 — CANARY — Dealer's File
PART 4 — GOLDENROD — Second Party
PART 5 — GREEN — Dealer's Extra Copy

*Useful most right purchaser with the cost of his new vehicle. Ask Purchaser Side of Purchaser's Copy for instructions.

Authority granted by P.A. 300 of 1949, as amended.

RD-109 (1/98)

APPLICATION FOR MICHIGAN TITLE – STATEMENT OF VEHICLE SALE

Invoice No. 6UST040815 / 1GNL431R9X / 047984

Michigan Registration

Candice S. Miller, Secretary of State

Dealer Signature

Purchaser Signature

Purchase Date 06/23/2000

Delivery Date

Dealer JIM FREBARD PONTIAC-BUICK, INC.

Address 400 N. MAIN ST.

City ROYAL OAK

County OAKLAND | State MICHIGAN | Zip Code 48067

Dealer Unique A-7807 | Sales Tax License S-38-[illegible] | Phone Number (248) 547-6100

Vehicle Sold New ☐ Used ☐ Demo ☐ | Trade-In Yes ☐ No ☐

Trade-In Year | Make | Vehicle No.

[redacted]

THIS VEHICLE WILL BE USED OR HAS BEEN USED AS:

☐ A POLICE VEHICLE ☐ A DRIVER EDUCATION VEHICLE

☐ A GOVERNMENT VEHICLE ☐ A TAXI

☐ A SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED

ODOMETER MILEAGE — NO TENTHS

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

Expired 06 Month Day Year | Months | ☐ NEW PLATE ☐ RENEWAL ☐ TRANSFER

Year 2000 | Make PONTIAC | Body Style DR GT | Date 1 | County

Vehicle No. 1G2WP52K3YF281371 | No. of Pass Cap. | License Fee N/A

[redacted]

Title 11.00

Title Log Fee N/A

Lienholder Name and Address [redacted]

Transfer Fee 5.00

Total Title & Fees 19.00

Full Name in Survivor Yes ☐ No ☐

Insurance Company GMAC | Policy No. or Binder No.

Date 06/23/2000

Name WAGL TRUST

Address [illegible]

City/State/Zip

Delivery Date

Address

City/State/Zip 16789.00

MICHIGAN REGISTRATION

CANDICE S. MILLER
Secretary of State

Plate: 048727 Expires: 05/28/2002
RENEWAL OF 048727
2000 PONTIAC 4 DOOR
Vehicle No.: 1G2WP52K3YF281371 Per Cap. or Wt.: 048021
H 183 502 067 415 County: OAKLAND

WAGL TRUST HEATHER A ROBERT LEE
31610 WALTHAM DR
BEVERLY HILLS MI 48025

License Fee: 113.00

05012081 JS M121 142 0656 113.00

TR-1L

FEB. 22. 2002 4:27PM JIJIM FRESARO PONTIAC 248 547 2491 BUICK, INC. NO. 3179 P. 2

110 N. Washington At Maven Mile
ROYAL OAK, MICHIGAN 48067
Phone 547-6100

PONTIAC BUICK

ESTIMATE 27435

DATE 2/22/02
ESTIMATOR D. Taylor
TYPE 2000
SERIAL 1G2WP52K3YF281371
STYLE Grand Prix BODY W2
SPEEDOMETER 35076
LICENSE NO.

FOR Product Allegation
NAME [redacted]
ADDRESS [redacted]
PHONE [redacted] CITY Beverly Hills

QUAN.	DETAILS OF REPAIRS AND/OR REPLACEMENTS	LABOR	REFINISH	PARTS ACCESS.	MISC. & SUBLET
	Fuel lines L0125	58.00			
	Upper Intake J0254	130.00			
	Master Cylinder H0640	108.00			
	Hood Pad A9080	36.00			
	Vac Hoses J6980	15.00			
	Wire Harness M/C, Inj, EGR N7000	215.00			
	Rear Valve Cover J0300	65.00			
	Brake Booster Hose J6980	15.00			
	Engine Cover no opp	15.00			
	Parts				
2	Fuel lines			99.00	
1	Upper Intake			236.00	
1	Master Cylinder			198.00	
1	Hood Pad			44.00	
1	Vac Harness			65.00	
1	Wire Harness			408.00	
1	Rear Valve Cover			44.00	
1	Brake Booster Hose			5.00	
1	Engine Cover			32.00	

REMARKS:
Prices are at warranty rates. This is a visual estimate more parts and labor may be needed especially if there is internal engine damage.
Thank You Don T.

LABOR	637.00
REFINISH	
PARTS	1127.00
TOWING	
MISC.	
PAINT AND MATERIAL	
TAX	
TOTAL	1784.00

THIS ESTIMATE DOES NOT CONSTITUTE A GUARANTEED OR AN AGREED PRICE

THIS ESTIMATE DOES NOT CONSTITUTE A GUARANTEED OR AN AGREED PRICE

GM Vehicle Inquiry System
Summary

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

Help

VIN:	1G2WP52K3YF281371

VEHICLE INFORMATION

Merchandising Model:	2WP69 - 2000 GRAND PRIX GT SEDAN	Warranty Start Date:	05/04/2000
BARS Order Type	80 - EMPLOYE-USED CAR (CVMS USE)		
Delivering Dealer :	JIM FRESARD PONTIAC-BUICK, INC. 400 N. MAIN ROYAL OAK, MI 48067-1813 (248) 547-6100	Selling Source:	16 - PONTIAC
		Site Code:	07262
		Business Associate Code:	115895

Service Contract:	No	Branded Title:	No	Warranty Block:	No	PDI Status:	Ineligible

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	05/04/2000	0 miles	5/4/2003	36000 miles
72/100 SHEET METAL RUST-THROUGH	05/04/2000	0 miles	5/4/2006	100000 miles
36/36 CORROSION	05/04/2000	0 miles	5/4/2003	36000 miles
96/80 PCM/CC EMISSIONS	05/04/2000	0 miles	5/4/2008	80000 miles
36/36 FEDERAL EMISSIONS	05/04/2000	0 miles	5/4/2003	36000 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
12/27/2001	276582	#	D1787 - MODE ACTUATOR RPL	33508 miles
12/27/2001	276582	#	Z7910 - COURTESY TRANSPORTATION - SHUTTLE (1 WAY)	33508 miles
03/23/2001	252011	#	E2320 - R/F HUB & BEAR RPL	16795 miles

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GM Vehicle Inquiry System
Claim History

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

Help

VIN:	1G2WP52K3YF281371

CLAIM HISTORY

Repair Order Date:	12/27/2001	Repair Order Number:	276582	Odometer Reading:	33508 miles

Serviced By:	JIM FRESARD PONTIAC-BUICK, INC. 400 N. MAIN ROYAL OAK, MI 48067-1813 (248) 547-6100	Selling Source:	16 - PONTIAC
		Site Code:	07262
		Business Associate Code:	115895

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
01/01/2002	235	01	#	D1787 - MODE ACTUATOR RPL	N/A	N
01/01/2002	235	02	#	Z7910 - COURTESY TRANSPORTATION - SHUTTLE (1 WAY)	N/A	N

Repair Order Date:	02/23/2001	Repair Order Number:	252011	Odometer Reading:	16795 miles

Serviced By:	JIM FRESARD PONTIAC-BUICK, INC. 400 N. MAIN ROYAL OAK, MI 48067-1813 (248) 547-6100	Selling Source:	16 - PONTIAC
		Site Code:	07262
		Business Associate Code:	115895

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
03/16/2001	152	01	#	E2320 - R/F HUB & BEAR RPL	07470017 - HUB KIT	N

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NADAguides.com

Appraisal Report
Official Used Car Guide - Domestic
Consumer Edition
February 22, 2002

www.NADAguides.com

Used Car Consumer Pricing 1992 to 2001

PONTIAC
2000
GRAND PRIX-V6 - Front Wheel Drive

Body Style:	Sedan 4 Door GT
Model Number:	WP5
Weight:	3,955
Average Trade-In:	$12,350
Average Retail:	$14,575

Reported Mileage: 35,075

Deduct $225

Optional Equipment

Add Aluminum/Alloy Wheels:	$250
Add Anti-Theft/Recovery System:	$100
Add Compact Disc Player (Std. GTP):	$125
Add Leather Seats:	$400
Add Power Seat (Std. GTP):	$175

Totals

Total Average Trade-In:	$13,175
(*)Total Average Retail:	$15,400

$Get Another Price

Options included in valuation are:
Automatic Transmission
Air Conditioning

Average Trade-In — An Average Trade-In vehicle should be clean and without glaring defects. Tires and glass should be in good condition. The paint should match and have a good finish. The interior should have wear in relation to the age of the vehicle. Carpet and seat upholstery should be clean and all power options should work. The mileage should be within the acceptable range for the model year. The "Average Trade-In" value is a national average calculated from the Official Used Car Guide's nine regions. The "Average Trade-In" value for your vehicle could be higher or lower than the national average due to your local market conditions.

Average Retail Value — An average retail vehicle should be clean and without glaring defects. Tires and glass should be in good condition. The paint should match and have a good finish. The interior should have wear in relation to the age of the vehicle. Carpet and seat upholstery should be clean, and all power options should work. The mileage should be

JIM FRESARD AUTO CAMPUS

400 N MAIN STREET
ROYAL OAK, MI 48067
1-800-FRESARD

Fax

Fax Numbers:
New Cars 248-547-2491
Used Cars 248-547-1659
Service/Parts 248-547-4152
Body Shop 248-398-1378

To: Sarah
Company:
Fax Number: 1-866-2930851
Telephone Number:

Date: 3/21/02 Time: 830
Regarding: PO# 279245

Total Pages (including cover) 4

Notes: just let me know if there is anything else you need
Thanks
Sarah

"Where Nice Things Happen"

JIM FRESARD AUTO DEALERSHIPS • 400 N. MAIN AT 11 MILE • ROYAL OAK, MI 48067 • (248) 547-6100 • REG. NO. F 101818

CUSTOMER NO. [redacted]15	ADVISOR RALPH R BAYES 526	CARD NO. 597	INVOICE DATE 03/19/02	INVOICE NO. PNWS279245
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 35076		COLOR /	STOCK NO.
	VEHICLE/MODEL 00/PONTIAC/GRAND PRIX/4 DR GT		DELIVERY DATE 08/23/00	DELIVERY MILES 5350
	VEHICLE NO. 1 G 2 W P 5 2 K 3 Y F 2 8 1 3 7 1		RECEIVE DEALER NO.	PRODUCTION DATE
BEVERLY HILLS, MI [redacted]	RTE NO. / RO NO.		R.O. DATE 02/04/02	
[redacted]				MILEAGE OUT

LABOR & PARTS

JW 1 19PNZ COOLING SYSTEM HOURS: 14.90 TECH(S):504 — 1069.22

CAR WAS BLOWING SMOKE OUT TAILPIPE AND UNDER HOOD
ENGINE CAUGHT FIRE IN SERVICE DRIVE
CK OUT LABOR TIME IS FOR ASSISTANCE W/INVESTIGATION OF
DAMAGE AND TIME TO DOCUMENT ESTIMATE PER DON TAILOR
21249

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	10442772	PIPE 3.169	38.76	38.76	54.26	54.26
JOB # 1	1	10442772	PIPE 3.169	38.44	38.44	53.82	53.82
JOB # 1	1	18026277	CYLINDER 4.650	138.50	138.50	193.90	193.90
JOB # 1	1	10419334	INSUL-HOO 8.021	31.08	31.08	43.51	43.51
JOB # 1	1	25532625	COVER ASM 0.386	31.36	31.36	43.90	43.90
JOB # 1	1	10263261	HOSE 4.931	3.69	3.69	5.17	5.17
JOB # 1	1	12565399	SHIELD 3.300	22.41	22.41	31.37	31.37
JOB # 1	1	17113136	MANIFOLD 3.265	168.48	168.48	235.87	235.87
JOB # 1	2	12346290	COOLANT 8.800	8.99	17.98	12.59	25.18
JOB # 1	1	25532619	GASKET-VL 0.423	6.70	6.70	9.38	9.38
JOB # 1	2	12377967	FLUID 8.800	3.82	7.64	5.35	10.70
JOB # 1	1	8919354	CONDUIT 8.965	18.81	18.81	26.33	26.33
JOB # 1	1	12189797	HARNESS 2.525	290.88	290.88	407.23	407.23
JOB # 1	1	17113137	GASKET KI 3.270	21.25	21.25	29.75	29.75
JOB # 1	1	12539093	GSKT KIT 0.289	115.01	115.01	161.01	161.01
JOB # 1	2	12346290	COOLANT 8.800	8.99	17.98	12.59	25.18

JOB # 1 COST TOTAL 968.97

JOB # 1 TOTAL PARTS — 1356.56

JOB # 1 TOTAL LABOR & PARTS — 2426.70

JW 2+14PNZ HEAVY ENGINE REPAIR HOURS: TECH(S):504 530 — 0.00

REPAIR PER ESTIMATE
R&R RT REAR CYL HEAD TO GAIN ACCESS TO REPLACE CYL HEAD
FREEZE PLUG J0600 J1600

JOB # 2 TOTAL LABOR & PARTS — 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	82532	307274	03/12/02	RENTAL	750.00

TOTAL - SUBLET — 750.00

TECHNICIAN CERTIFICATION

504	RUBERT N CANTIN	M109869
530	RUBERT BETENA	M123656

R/O TAX — 0.00
R/O TOTALS — 3175.78

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
279245	3344.78
CLAIM TOTALS	3344.78

APPROVED BY SIGNATURE

REPAIRS PROPERLY COMPLETED & CHECKED BY: _____

AUTHORIZED REPRESENTATIVE

[CONTINUED ON NEXT PAGE]

12:15:11

IN 06:37PM 3/01/02
OUT 04:58PM 2/04/02
24-HOUR DAY

ENTERPRISE LEASING COMPANY OF DETROIT
700 E MAIN ST. 248-336-9337
ROYAL OAK MI 48067-1836 2009
RENTAL TYPE I SOURCE 286291 - 999

RENTAL AGREEMENT
D30727
PAGE 1 OF

UNIT 1
UNIT # D52855
LIC# GGW096
MODEL METR
COLOR WHITE
IN 30354
OUT 30116

RENTER
[redacted]
BEVERLY HILLS MI [redacted]
LOCAL:
(H) [redacted]

SUMMARY OF CHARGES

MILES
NO CHARGE
150 MI FREE/DA

25 DAYS @ 28.30 707.80

UNIT 2
UNIT # D54975
LIC# SYT746
MODEL ESCT
COLOR DRT RED
IN 31034
OUT 29919

DR. LICENSE #163136439039
STATE MI EXPIRE 5/03/05
DOB 5/03/70 HT WT
EYES HAIR
S.S.#
EMPLOYER

BILL TO Y CUST # 286291
JIM FREGARD PONTIAC INC.
ATTN: RALPH*SVC*
400 N. MAIN ST.
ROYAL OAK, MI
248-547-6100 48067

SALES TAX 6.00 42.45

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
POL/CLAIM/POH

PERMISSION TO LEAVE STATE
YES NO X

RO/POH RALPH
INSURED
HUBERT* DAN*

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 749.95

DEPOSITS
REFUND

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH

LOSS DATE 2/04/02
THEFT ACCIDENT I

TYPE CAR
GRAND PRIX

BILL TO CUST 286291 749.95

SHOP JIM FREGARD
PHONE 248-547-6100
NAME CDW-N

OPENED BY #5799D GIUSEPPE VITALE
CLOSED BY #17760 ANTHONY P YONO

CLOSED TICKET PAYMENT INFO

ROYAL AUTO RECONDITIONING

WRITER RANDY TAG 597
VIN# 1G2WP52K3YF28137 WO# 01816
YEAR MAKE PONTIAC
MODEL GRAND PRIX
MILES 35084
COLOR GREEN

CUSTOMER NAME [redacted]
ADDRESS [redacted]
CITY ST ZIP [redacted]
HOME PHONE [redacted]
WORK PHONE [redacted]
OTHER PHONE

- [x] COMPLETE RECONDITIONING PKG. $ 169.00
- [ ] INTERIOR RECONDITIONING PKG. $
- [ ] EXTERIOR RECONDITIONING PKG. $
- [ ] ENGINE CLEAN ONLY PKG. $
- [ ] OTHER SERVICE $

TOTAL $

NOTES:

INTERNAL
EMPLOYEE
WHOLESALE
RETAIL

Business Resource Center

Fax

To:	Sarah
Company:	
Phone:	
Fax:	866-293-0851
From:	Tammy
Phone:	
Fax:	866-249-2311
Date:	Thursday, March 28, 2002 1:13:18 PM
Pages:	01
	(not including cover)

Comments:
1G2WP52K3YF281371
gmwa submitted

CONFIDENTIALITY
The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received the facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.

W01PATH ID: TZ41PV GMWA PRE-AUTHORIZATION 2002/03/28 11:59:29

FRSN CODE: 5187

DIV	DLR CODE	RO NBR	LBR OP	AUTH CODE	VIN	TOTAL
16	07262	279245	Z1242	WGLP_	1G2WP52K3YF281371	_3344.78

COMMENTS: ISSUE TO PAY DEALER FOR REPAIR AND RENTAL ON PRODUCT ALLEGATION WITH THERMAL EVENT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION.

COMMENTS:

COMMENTS:

COMMENTS:

PF: 3-EXIT 4-CLM INQUIRY

12-MANUAL DB

MESSAGE: SUBMIT THE PRE-AUTHORIZATIONS? (PF1 = YES ; PF2 = NO)

Business Resource Center

Fax

To:	Don Taylor
Company:	Jim Freeard Pontiac
Phone:	
Fax:	248-547-4152
From:	Sarah Schlie
Phone:	58790
Fax:	8662930851
Date:	Friday, March 29, 2002 8:37:40 AM
Pages:	02
	(not including cover)

Comments:

THIS CLAIM HAS BEEN PROCESSED
THIS WILL AID IN SUBMITTAL INSTRUCTION
**** Please follow bold lettering to avoid claim rejections ****

Mr. Taylor:
Thank you for your time. This pays for the repairs & rental for the [redacted] vehicle (RO 279245). You may want to pass this entire fax to your warranty admin. Call for any questions thx, s

CONFIDENTIALITY
The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received the facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.

ATTN: Don Taylor

Z1242 / Z1243 Warranty Claim Tracking
Pre-Approval Documentation

Date:	3/29/02
File No.:	06-30-2199
Customer Name:	[redacted]
VIN:	1G2WP52K3YF281371
In-Service Date:	5/4/00
Mileage:	35,076

Dealer:	Jim Prescard
Dealer Code:	16-07262
Dealer Contact:	Don Taylor

RO No.:	276248
RO Date:	2/4/02
TAC Case No.:	
Labor OP(Z1242 or Z1243):	Z1242
Claim Type:	
Cause Code (CC):	MJ
Failure Code (FC):	98
Labor Hours:	**DO NOT BREAK UP LABOUR HOURS**
Other Hours:	**USE ONE "NET" AMT (for each labor op)**
For the amt of:	$3,344.78
Authorization Code:	**DO NOT USE ANY AUTHORIZATION CODES**
Reviewed By:	Sarah Sabillo 800-231-1841 ext 51790

Retain copy with dealer repair order.

DO NOT "H-ROUTE" **(best to) SUBMIT ON OR AFTER 4/2/02**

Z1242 & Z1243 Claim Tracking

388100

GM RESTRICTED

CASE NUMBER: 06430187 VIN: 1G2WJ52K3VF239392

DATE OPENED: 02/26/02 MODEL YEAR: 1997

DATE CLOSED: 02/27/02 SERIES: GRAND PRIX SE SEDAN

SOURCE: PAR NO MILEAGE: 65000

CUSTOMER: [redacted]

ADDRESS:

HOME PHONE: STATE: TX

BUS. PHONE:

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: , PLANO , TX [redacted]
HOME PHONE:

CASE NUMBER:	06430187	VIN:	1G2WJ52K3VF239392
		MODEL YEAR:	1997
DATE OPENED:	2002-02-26	SERIES:	GRAND PRIX SE SEDAN
DATE CLOSED:	2002-02-27	MILEAGE:	65000
SOURCE:		DELIVERY DATE:	
CASE TYPE:	PAR No	DEALER NAME:	EWING BUICK/PONTIAC/GMC TRUCK
ERC PARENT:	06421150	DEALER ADDRESS:	4464 WEST PLANO PARKWAY,,PLANO,TX,75093,USA

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

J01 Engine Other
0 REPAIR ATTEMPT(S) FIRE WITH BLACK SMOKE

Vehicle repair request - Repair not done
**********WORK HISTORY**********

; ;

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

INCIDENT DATE: 2002-02-24 INCIDENT TIME: 00:00:00
INCIDENT LOCATION: HOME GARAGE
[redacted]
PLANO , TX [redacted]

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

OWNER DESCRIPTION: SMOKE STARTED POURING OUT FROM ENGINCE
VEHICLE TOWED TO DEALER AND THEY SAID THERE WAS A LEAK

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

ALLEGED DEFECTIVE COMPONENT: ENGINE LEAK THAT PRODUCED A THERMAL EVENT OF SMOKE

INCIDENT RESULT:
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: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: N
INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION: CAR AT DEALERSHIP
CAMPAIGN 1999091 WINDSHIELD WIPER INOPERATIVE/INCORRECT PARK
MAINTENANCE LOCATION: EWING PONTIAC PLANO, TX
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS: Rejected
**********PAR INFORMATION**********

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
FAX NUMBER:
PRODUCT CODE:
BODY TYPE:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
MILEAGE:
[illegible]ER:
BRANCH:
NAME:
ACCOUNT NUMBER:

GM RESTRICTED

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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

389896

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

E NUMBER: 06233773 VIN: 1G2WP12KX1F114519

DATE OPENED: 01/23/02 MODEL YEAR: 2001

DATE CLOSED: 01/25/02 SERIES: UN AUTOMOVIL PONTIAC

SOURCE: YES MILEAGE:

CUSTOMER: [redacted]

ADDRESS:

HOME PHONE: STATE: KS

BUS. PHONE:

G E N E R A L M O T O R S C O R P O R A T I O N
P O N T I A C D I V I S I O N
G M R E S T R I C T E D

CUSTOMER: [redacted]

ADDRESS: LEAWOOD , KS [redacted]

HOME PHONE:

CASE NUMBER: 06233773 VIN: 1G2WP12KX1F114519

MODEL YEAR: 2001

DATE OPENED: 2002-01-23 SERIES: UN AUTOMOVIL PONTIAC

DATE CLOSED: 2002-01-25 MILEAGE:

SOURCE: Phone DELIVERY DATE:

TYPE: Yes DEALER NAME:

PARENT: DEALER ADDRESS:

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

T22 CSI Reply
0 REPAIR ATTEMPT(S)

Customer Satisfaction
corr

A06 Fire
0 REPAIR ATTEMPT(S)

Other
total loss

T01 Product Allegation GM 1241
0 REPAIR ATTEMPT(S)

Customer Satisfaction
veh fire

Initiate Par

INSTRUCTIONS TO CRM:
*Select PAR Button

[[SBS "Creating a Product Allegation Request RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/CARSCP/SBS/html/CreatingAProductAllegationRequest.htm]]
Initiate Par

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

corr rec'd: Ltr states cust's veh caught fire under the hood as cust was driving. Cust seeks compensation in the amount of $1886.74. Make 1st call attempt. Crystal
ir/corr/Tampa; 0; 99999
2002-01-24

GM RESTRICTED

Suspending for 2nd call attempt. Left cust msg to call cac WHEN CUST CALLS, thank cust [illegible] taking time to send in correspondence. Advise cust his/her comments have been [illegible]umented in Req# C___. Ask cust if there is anything else we can do today. ASSUME RESPONSIBILITY - You are 1st person to talk w/cust. Unable to reach cust on 1st call attempt. Left cust msg to call CAC. Crystal Blair/Corr/Tampa; 0; 380766072

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

[illegible]PERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

[illegible]LER BAC:
DEALER NAME:
DEALER ADDRESS: , ,

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

CONTACT: ,
NE NUMBER:
DUCT CODE:

ENGINE TYPE:

MILEAGE ● BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

NAME:

INTEREST PAID:
DEALER BUYOUT:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

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

BER OF INJURIES: 0
COMMENTS:

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

RESTRAINT:

IF SO, WHERE:

LOCATION:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

E:
COMPANY:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

ADDRESS:

389981

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

CASE NUMBER: 06238631 VIN: 1G4HP54K924100189

DATE OPENED: 01/24/02 MODEL YEAR: 2002

DATE CLOSED: 01/24/02 SERIES: LESABRE CUSTOM SEDAN

SOURCE: YES MILEAGE: 18875

CUSTOMER: [redacted]

ADDRESS:

HOME PHONE: STATE: WA

BUS. PHONE:

G E N E R A L M O T O R S C O R P O R A T I O N
B U I C K D I V I S I O N
G M R E S T R I C T E D

CUSTOMER: [redacted]

ADDRESS: SEATTLE , WA [redacted]

HOME PHONE:

CASE NUMBER:	06238631	VIN:	1G4HP54K924100189
		MODEL YEAR:	2002
DATE OPENED:	2002-01-24	SERIES:	LESABRE CUSTOM SEDAN
DATE CLOSED:	2002-01-24	MILEAGE:	18875
SOURCE:	Phone	DELIVERY DATE:	
CASE TYPE:	Yes	DEALER NAME:	
ERC PARENT:		DEALER ADDRESS:	

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

T01 Product Allegation GM 1241 — Other
0 RRPAIR ATTEMPT(S) — ENGINE-THERMAL

J01 Engine — Other
0 REPAIR ATTEMPT(S) — FIRE

Initiate Par

INSTRUCTIONS TO CRM:
*Select PAR Button

[[SBS "Creating a Product Allegation Request RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/webknowledge/CARSCP/SBS/html/CreatingAProductAllegationRequest.htm]]
Initiate Par

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

; ;

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

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

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:

GM RESTRICTED

LEASE TERM:
[illegible]AGE:
[illegible]ER:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

REQUEST FOR TITLE BY PHONE

DATE: 20 Feb TIME: ____ REQUESTER: T. Hawkins

REQUEST TO BE:
X FAXED
___ MAILED

FAX# 916-273-0800
PHONE# ____
ADDRESS ____

LOCATION: ____

MVA NUMBERS

1370624 ____

____ ____

PHONE REQUEST TAKEN BY: ~~TARA TOLBERT~~ J. Lawler - 757-687-2438
FAXED BY: ~~TARA TOLBERT~~ J Lawler

2002 LESABRE CUSTOM SEDAN
40U /V63
17B

BUICK MOTOR DIVISION
General Motors Corporation
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
Vehicle Invoice 4AD29995897

[redacted]r No: DJKPQ0/FDR Stock No:
VIN 1G4 HP54 K9 24100189

MODEL & FACTORY OPTIONS		MSRP	INV AMT	FLEET		
4HP69	LESABRE CUSTOM SEDAN	$24,290.00	$21,496.65	Invoice		6/22/01
	* REMINDER TONES	0	0			
Total Model and Options		$25,749.00	$22,663.02	ACT	231	$23,368.02
Destination Charge		685.00	685.00			
			.00			
			.00			
Total		$26,434.00	$23,368.02	PAY	310	$23,368.02

THIS INVOICE MAY NOT REFLECT THE DEALER'S ULTIMATE VEHICLE COST IN VIEW OF MANUFACTURERS REBATES, ALLOWANCE, INCENTIVES, HOLDBACK, WHOLSALE FINANCE CREDIT, ETC.
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC

CAR/TRUCK CITY/AVIS

REMIT TO GMAC - 007
VIN 1G4HP54K924100189
$23,368.02 Inv: 4AD29995897
Due 07/06/01 Dealer 54999
Funding: 0ASP1

7370624 24100189

STATE OF WASHINGTON

VEHICLE CERTIFICATE OF OWNERSHIP

[redacted] CERTIFICATE NUMBER 0117815611 [redacted]

LICENSE NUMBER	DATE OF APPLICATION	MODEL YEAR	MAKE	FORMERLY	BODY STYLE
965M9D	06/28/2001	2002	BUICK	S/PAS	LE8AB4D

VEHICLE IDENTIFICATION NUMBER (VIN)	PLATE NUMBER	SCALE WT.	MILEAGE	ODOMETER CODE
1G4HP54K924100189	R60042		0000005	ACTUAL MILEAGE

DOCUMENTS PRIOR — PRIOR TITLE STATE — PRIOR TITLE NUMBER

[illegible] 2001
[illegible]/RENTAL

[redacted]

SPOKANE WA [redacted]

[illegible]

BY [illegible] DATE OF SALE

BY [illegible] DATE OF SALE

SALE PRICE

[illegible]

BY [illegible] DATE RELEASED

BY [illegible] DATE RELEASED

[illegible]

HARRIS TRUST AND SAVINGS
BANK AS TRUSTEE
C/O AVIS RAC
500 CENTRE POINTE DR.
VIRGINIA BEACH VA 23462-4415

Seller: Please DETACH HERE

STATE OF WASHINGTON - DEPARTMENT OF LICENSING

VEHICLE REPORT OF SALE

Seller: Please DETACH HERE

ONLY RETURN THIS PORTION

[illegible] OWNERSHIP CHARGES - INCLUDING DEALER TRADES

[redacted]

DOL USE ONLY

PLEASE PRINT OR TYPE - SEE IMPORTANT INSTRUCTIONS BELOW.

LICENSE NUMBER	VEHICLE IDENTIFICATION NUMBER (VIN)	MODEL YEAR	MAKE	BODY STYLE	CERTIFICATE NUMBER
965M9D	1G4HP54K924100189	2002	BUICK	LE8AB4D	0117815611

[illegible]

VISIT THE DOL WEBSITE AT www.wa.gov/dol

[illegible]

[illegible]	[illegible]
[illegible]	[illegible]
CITY / STATE / ZIP CODE	CITY / STATE / ZIP CODE
DATE VEHICLE WAS SOLD / REQ'D DATE / VEHICLE PURCHASE PRICE	X [illegible]

2002 LESABRE CUSTOM SEDAN
40U /V8Q
17B

BUICK MOTOR DIVISION
General Motors Corporation
200 RENAISSANCE CENTER
DETROIT MI 48243-1300

Order No: DJKPQ0/FDR Stock No:
[redacted] 1G4 HP54 K9 24100189

Vehicle Invoice 4AD29995607

MODEL & FACTORY OPTIONS		MSRP	INV AMT
4HP69	LESABRE CUSTOM SEDAN	$24,290.00	$21,496.65
BF9	CARPET SAVER DELETE	-45.00	-37.35
BQ2	FLT-AVIS RAC	0	0
L36	ENGINE- 3800 SERIES II V6	0	0
UP0	RADIO-POWER LOAD CD & CASSETTE	100.00	83.00
	W/STEERING WHEEL RADIO CONTROLS	0	0
	(REPLACES RADIO IN OPTION PKG)	0	0
VN9	100% FLEET REPURCHASE PROGRAM	0	0
V2G	FUEL FILL CREDIT	0	-24.60
YF5	CALIFORNIA ULTRA LOW EMISSIONS	0	0
15D	BEST SELLER PACKAGE (5D)	1404.00	1165.32
	* AIR FILTRATION SYSTEM	0	0
	* ALUMINUM 5-SPOKE 16" WHEEL	0	0
	* AM/FM STEREO W/CD AND AUTO	0	0
	TONE CONTROL,RDS	0	0
	* INSTRUMENTATION- ANALOG GAUGE	0	0
	PACKAGE W/DRIVER INFO CENTER	0	0
	* MIRROR-INSIDE RRVIEW AUTO DIM	0	0
	* MIRROR LIGHTED VIS/OR VANITY	0	0
	(DRIVER AND PASSENGER)	0	0
	* SPEAKER SYS CONCERT SOUND II	0	0
	* STRIPE - BODY SIDE	0	0
	* TRUNK CONVENIENCE NET	0	0
	OTHER CONTENT INCLUDED	0	0
	* AIR CONDITIONING	0	0
	* ANTENNA -FT/RR DIVERSITY	0	0
	* ARMREST -FRONT SEAT STORAGE	0	0
	* MIRRORS -OUTSIDE PWR, FOLDING	0	0
	* O/H CONSOLE W/READING LIGHTS	0	0
	* SEATS-PWR DRIVER AND MANUAL	0	0
	LUMBAR	0	0
	* SUNSHADES: EXTENDABLE	0	0
	* TRIP ODOMETER	0	0
	* FUEL TANK 18.5 GALLON	0	0

FLEET	
Invoice	6/22/01
Shipped	6/19/01
Exp I/T	6/30/01
Int Com	7/6/01
Pre B/L	5/4/01
Keys	O6557 O6557
WFP-8 QTR OPT-1	
Fan	000801039
Bank	GMAC - 007
Chg-To	54959
Ship-To	47101
AVIS WARRANTY DEP	
SEATTLE WA	
Ship Wt	3509
HP	34.7
GVW:	0
GVWF:	0
GVWR:	0
NTR	
Cust PO Number	
2009472N270000	
Dan	02017
Memo	1,287.45

[redacted]

FACSIMILE TRANSMITTAL SHEET

TO: LATASHA

FROM: SEATTLE MAINTENANCE

COMPANY: [redacted]

DATE: 4/19/02

TOTAL NO. OF PAGES INCLUDING COVER: 2

SENDER'S REFERENCE NUMBER:

YOUR REFERENCE NUMBER: 866-293-0800

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

Please let me know if this is not OK. Thanks for your help!

Stu

[redacted]
SEATTLE WA
[redacted]

[redacted]

WHOLESALE BILL OF SALE AND ODOMETER DISCLOSURE STATEMENT

WL 02993

Page 1 of 1

KNOW ALL MEN BY THESE PRESENTS, that [redacted], a Delaware corporation with a place of business at [redacted] Garden City, New York (hereinafter called "Avis"), in consideration of the sum of _____

paid by _____ Telephone Number: _____

Address _____ (Street) _____ (City) _____ (State) _____ (Zip)

(hereinafter called "Buyer"), does hereby bargain and sell and by these presents does grant and convey unto Buyer, its successors and assigns, all its right, title and interest in and to each of the motor vehicles described herein (the "vehicles"). TO HAVE AND TO HOLD the same unto Buyer, its successors and assigns forever; and Avis hereby covenants to Buyer that it is the lawful owner of each vehicle, free from all liens, charges or encumbrances.

EACH VEHICLE IS NOT GUARANTEED AND IS HEREBY GRANTED AND CONVEYED "AS IS" AND "WITH ALL FAULTS", THERE BEING "NO WARRANTIES, EXPRESS OR IMPLIED" WHETHER OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE, WHICH EXTEND BEYOND THE DESCRIPTION AND COVENANTS ABOVE SET FORTH.

MVA NO.	YEAR/MAKE/MODEL	VEHICLE IDENTIFICATION NO.	MILEAGE	SALES PRICE
757062-4	2002 BUICK LESABRE	1G4HP54K924100189	158875	
	REPURCHASE OF FIRE DAMAGED VEHICLE			

ODOMETER DISCLOSURE STATEMENT

SALES TAX	
TOTAL ▶	

Federal law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, AVIS RENT A CAR SYSTEM, INC. state that the odometer now reads as stated above (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

Warning — Odometer Discrepancy

_____ (Transferor's Signature) _____ (Printed Name)

Transferor's Address 900 Old Country Road (Street) Garden City (City) NY (State) 11530 (Zip Code)

Date of Statement _____

_____ (Transferee's Signature) _____ (Printed Name)

Transferee's Address _____ (Street) _____ (City) _____ (State) _____ (Zip Code)

[redacted]

I have thoroughly read this document and agree with the content thereof.

Date of Sale: 4/19/02

Location: _____

_____ Buyer

METHOD OF PAYMENT			
CASH	CERTIFIED CHECK	CASHIERS CHECK	MONEY ORDER
OTHER SPECIFY			

F-577 (8/98)

MVA-WHQ

408473

[redacted]E NUMBER: 5428101 VIN: 1G4CW52K7W4636578

DATE	02/25/02	MODEL	1998
DATE		SERIES	CB
SOURCE:	CHEVROLET	MILEAGE	000000
CUSTOMER:	[redacted]		
ADDRESS:			
HOME PHONE:		STATE:	OK
BUS. PHONE:			

SYMPTOM ABSTRACT---- BACKFIRE INTAKE BLEW UP
RESOLUTION ABSTRACT-
UCC CODE 1----------
UCC-1 DESCRIPTION--- ENGINE
UCC CODE 2----------
UCC-2 DESCRIPTION---
UCC CODE 3----------
UCC-3 DESCRIPTION---

02/25/2002 11:06:01 SBD TEMPLATE - ZUMBACH
STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)
1__ NUMBER OF TIMES IN FOR THE SAME CONDITION
7__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
[redacted] (Y/N) IS THE VEHICLE IN THE DEALERSHIP
[redacted] (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
N__ (Y/N) CAN COMPLAINT BE DUPLICATED
N__ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
Y__ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
N__ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
N__ (Y/N) BULLETIN OR PI SEARCH PERFORMED
Y__ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
N__ (Y/N) ARE THERE ANY DTC'S
N__ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED
02/25/2002 11:06:01 HISTORY - ZUMBACH

TECH REPORTS INTAKE MANIFOLD BLEW OFF AND STARTED ENGINE FIRE. TECH LOOKING FOR RELEVANT INFORMATION.

ADVISED TECH TO CHECK CALIBRATIONS , THERE WAS AN UPDATE FOR INTAKE OVERPRESSURIZATION.

GM RESTRICTED

[redacted]SE NUMBER:	06272966	VIN:	2G1WF55K7Y9231049
DATE	01/30/02	MODEL	2000
DATE	08/16/02	SERIES	UN AUTOMOVIL CHEVROL
SOURCE:	PAR YES	MILEAGE	77000
CUSTOMER:	[redacted]		
ADDRESS:			
HOME PHONE:		STATE:	AL
BUS. PHONE:			

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:
PRICHERD , AL [redacted]

CASE NUMBER:	06272966	VIN:	2G1WF55K7Y9231049
		MODEL YEAR:	2000
DATE OPENED:	2002-01-30	SERIES:	UN AUTOMOVIL CHEVROL
DATE CLOSED:	2002-08-16	MILEAGE:	77000
SOURCE:		DELIVERY DATE:	.
[redacted] TYPE:	PAR Yes	DEALER NAME:	BAY CHEVROLET INC
[redacted]C PARENT:	06272763	DEALER ADDRESS:	2900 GOVERNMENT BLVD,,MOBILE,AL,36606,USA

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

M04 Power Steering Hose — Inoperative
0 REPAIR ATTEMPT(S) — CUSTOMER STATES THAT THERE WAS TOO MUCH PRESSURE IN THE POWER STEERING HOSE.

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

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

Initiate Par
**********WORK HISTORY**********

12. LATE ENTRY: CRM SPOKE W/CHIEF BROWN ON 3/8/02. CRM OFFERED STRAIGHT REPURCHASE TO CHIEF BROWN. CHIEF BROWN ACCEPTED. CRM REQUESTED COPY OF TITLE/REGISTRATION AND BILL OF SALE. CRM ADVISED CHIEF BROWN THAT WHEN DOCS HAVE BEEN RCVD AND RVWD. CRMWILL ADVISED OF NUMBERS. [redacted] STATED OKAY. LATASHA HAWKINS/PAR 58042; 0; 384708696
2002-02-01

[redacted] CRM REVIEWED FILE. CRM PHONED NUMBER ON FILE. CHIEF BROWN NOT AVAIL. CRM LEFT MSG [redacted]EC. LATASHA HAWKINS/PAR 58042; 0; 381424838
2002-02-04

GM RESTRICTED

2. CRM RCVD MSG FROM CHIEF BROWN. CRM PHONED CHIEF BROWN AND OBTAINED INCIDENT DESCRIPTION:

OFFICER, [redacted], WAS DRIVING IN TRAFFIC. VEH APPEARED TO HAVE LOST POWER. OFFICER OPENED HOOD AND VEH CAUGHT FIRE. NO INJURIES. LATASHA HAWKINS/PAR58042; 0; 381692516
2002-02-04

3. [redacted] STATED THAT NO PRIOR CONCERNS WITH VEH. [redacted] STATED THAT VEH WAS EVALUATED AT BAY CHEVROLET AND HE WAS ADVISED THATE POWER STEERING PRESSURE HAD BUILT UP. [redacted] AUTH INSPECTION. LATASHA HAWKINS/PAR 58042; 0; 381695653
2002-02-04

4. CRM PHONED BAY CHEVROLET. CRM SPOKE WITH SVC MGR, TOM. TOM STATED THAT PART OF THE POWER STEERING HOSE HAD MELTED OFF OF THE POWER STEERING PUMP. TOM STATED THAT IT APPEARS AS IF THE HOSE HAD SPLIT. TOM STATED THAT THAT AREA IS WHERE THE FIRE WASCONCENTRATED. TOM STATED THAT VEH IS TOTALLED. TOM STATED THAT R/O WAS OPENED THE EVALUATION WAS NOT DOCUMENTED. CRM ADVISED TOM THAT INSPECTOR WILL BE SENT TO POLICE DEPT FOR EVALUATION, AND INSPECTOR MAY CONTACT HIM FOR ADDITIONAL INFORMATION. TOM STATED OKAY. LATASHA HAWKINS/PAR 58042; 0; 381695988
2002-02-04

5. CRM REQUESTING EAA INSPECTION REQUEST.

***NOTE TO INSPECTOR: PLEASE CONTACT CHIEF BROWN OR CAPTAIN PARRISH BEFORE INSPECTING VEH.

LATASHA HAWKINS/PAR 58042; 0; 381704579
2-02-07

6. CRM RCVD EMAIL FROM EAA INSPECTOR. CRM ADVISED THAT VEH WILL BE INSPECTED ON 1/7/02 IN THE A.M. LATASHA HAWKINS/PAR 58042; 0; 381939541
2002-02-13

7. CRM RCVD INSPECTION REPORT. CRM REVIEWING. LATASHA HAWKINS/PAR 58042; 0; 382458624
2002-02-13

8. CRM PHONED GM FLEET MGR, A EAK, AND LEFT FYI MSG. LATASHA HAWKINS/PAR 58042; 0; 382459479
2002-02-18

9. CRM PHONED [redacted] TO ADVISE OF GM POSITION. [redacted] NOT AVAIL. CRM LEFT MSG W/SECRETARY. LATASHA HAWKINS/PAR 45802; 0; 382892930
2002-03-08

10. CRM PHONED [redacted] TO ADVISE OF GM POSITION. LINE BUSY. LATASHA HAWKINS/PAR 58042; 0; 384454006
2002-03-08

11. CRM PHONED POLICE DEPT. [redacted] ON VACATION. CRM LEFT MSG FOR CAPTAIN PARRISH. LATASHA HAWKINS/PAR 58042; 0; 384461900
2002-07-10

13. CRM PHONED [redacted] [redacted] ADVISED CRM THAT HE HAD TO ORDER DUPLICATE TITLE FROM THE STATE. [redacted] STATED THAT HE HAS NOT RCVD TITLE YET. CRM ADVISED [redacted] THAT CRM WILL F/U WITH HIM ON 7/17/02. [redacted] STATED OKAY. CRM REQUESTED FILE TO BE PLACED IN DORMANT STATUS.

GM RESTRICTED

TASHA HAWKINS/PAR 58042; 0; 395171208
02-08-14

14. CRM RCVD COPY OF TITLE AND BILL OF SALE. LATASHA HAWKINS/PAR 58042; 0; 398195131
2002-08-16

15. FILE WAS TRANSFERRED INTO SIEBEL FOR COMPLETION. SEE SVC REQ 1-25295428. LATASHA HAWKINS/PAR 58042; 0; 398381790
CHIEF SAMMIE BROWN OR CAPTAIN PARRISH

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

INCIDENT DATE: 2001-11-28 INCIDENT TIME: 08:37:00
INCIDENT LOCATION: HIGH POINT BLVD. BEARFORK ROAD

DRIVER NAME: OFFICER DAVID DRAIME DRIVER AGE: 34
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: OFFICER WAS DRIVING IN TRAFFIC AND HE LOST POWER AND HE RAISED THE HOOD THEN IT BUSRT OUT IN FLAMES.

ALLEGED DEFECTIVE COMPONENT: THERMAL EVENT

INCIDENT RESULT:
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: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: N INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION: POLICE REPORT# 011112180.
CHIEF BROWN STATES THAT THEY ARE SELF INSURED.
MAINTENANCE LOCATION: BAY CHEVROLET
CURRENT LOCATION OF VEHICLE: PRICHERD POLICE DEPARTMENT HEADQUARTERS
NOTIFY NAME: [redacted]

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: BAAINSPECTION DATE: 2002-01-07
MILEAGE AT INSPECTION: 77000
WHERE WAS INSPECTION DONE: VEH INSPECTED/PHOTOS TAKEN

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
PURCHASE REASON:

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

**********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 POSESSION OF VEHICLE:

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

RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:

PRICHERD, AL[redacted]

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

FAX
COVER SHEET

Date: February 9, 2002

Send to: GM PAR Investigations
Attn: Latasha Y. Hawkins
Fax Number (866)293-0800

Comments: GM PAR REPORT

Case #C06272966 – [redacted]

From: W. J. McCortney, E. A. A.
FAX and phone number (850) 934-8468

Number of pages (incl. Cover) 10

GM PAR Investigations
5701 East Hillsborough Avenue,
Suite 2300
Tampa, FL 33610

G001- 7870 CH

McCortney - 250

To:	Janice Mondary	From:	LATASHA Y. HAWKINS
Fax:	566-753-3335	Phone:	800-231-1841 ext. 56042
Phone:	566-753-3339	Fax:	866-293-0600
Date:	February 6, 2002	Email:	HAWKINS@GMEXPERT.COM

Claimant Information

File #: C05272988 Vehicle (Year-Model-Make): 2000 CHEVROLET IMPALA

Claimant Name: [redacted]

VIN #: 2G1WF55K7Y9231049

Contact's Name: [redacted]

Contact's Phone:

Vehicle Location: [redacted]

FRICHERD, A[redacted]

☐ Accelerator/Throttle	X Fire (Non-Collision)	☐ Do Not Interview Owner
☐ Brake/ABS/TC System(s)	☐ Hood/Hood Latch	X Interview Owner
☐ Steering/Suspension/Tires & Wheels	☐ Restraint-SIR/Seatbelts	☐ Remove & Return Part
☐ Side Impact	☐ Seats	X Call with Date of Inspection
☐ Power Sliding Door	☐ Transmission/Transaxle	Call Per Crm before ☐ ☒ After
☐ Fire (Collision)	☐ Other	☐ Other

☒ *Fire/Police Report Required* ☒ *Repair Estimate Required*

☐ Rush •A. Medina •B. Green •G. DePalma •L. Meeks •GM Team Leader

To: SA: Bill McCortney

Date E-Mailed to SA: 2/6/02

From: Janice Mondary

Due Date: 2/19/02

Case Acceptance/Investigation: ☒ YES ☐ NO

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

Report Mailed USPS Priority: Date:

Please report completion date by phone or fax.

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

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Division: Chevrolet	Ref# C0[illegible]	Document ID	Date Saved: 01/07/02
VIN: 2G1WF[illegible]Y9231049	Claimant's Name (LAST, First) [redacted]		

Division: Chevrolet	Ref# C0[illegible]	Document ID	(page 1 of 8)
VIN: 2G1WF[illegible]Y9231049	Claimant's Name (LAST, First) [redacted]		

Inspected By: W. J. McCortney
Phone: (850) 934-[illegible] x

Organization: B.A.A.
Inspection Date: 01/07/02

Mileage at Inspection: Unknown -- no ignition

I INSPECTION SUMMARY

Type Non Collision X Collision ☐

Fire Origin Engine Compartment X, Underdash ☐, Other Interior ☐, Trunk ☐, Unknown ☐, Other ☐ specify ___, Component: _____

Following the inspection, summarize the observations: Vehicle was inspected at the Prichard, AL Police Department with Officer Draime, the driver of the unit at the time of the fire. Exterior inspection showed scorched and peeled paint on the right rear portion of the vehicle hood. Under the hood, components on the right rear engine compartment showed melting and fire damage with the power steering reservoir and the coolant recovery container melted and unrecognizable. Insulation on most wiring harnesses and hoses on the right rear of the engine were destroyed. The fuse and relay panel cover had some melting, but the fuses and relays were intact and no fuses were blown. There was smoke/soot on the bottom right center of the windshield, and the windshield was cracked at that area. The fire damage in the engine compartment extended vertically from the bottom to the top of the compartment.

II INTERVIEW - VEHICLE HISTORY

1. *Name, address, and phone number* of person being interviewed: [redacted], Prichard, Al [redacted]

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

Item(s), date installed, and by whom (name, phone): Police light bar, police radio and radar units installed by [redacted]

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

3. *Prior collision* damage? (date, description, etc.) no

Repaired by:

4. Describe *existing vehicle conditions* at the time of the incident (e.g. warning lights "On", engine miss, etc) : no abnormal conditions noticed as stated by driver.

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

6. Other *vehicle history* information (from person being interviewed or GM Warranty History): as reported on claim history

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.

If being driven, describe: vehicle speed: 25 to 40 mph, drive length 1 h 30 min, distance unknown and type of drive (e.g. city traffic, highway, long grades, etc.). city

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

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

Weather conditions: Approx. ambient temperature 65. General conditions (dry, rain, wind, etc.): dry

III B AT THE FIRST INDICATION OF A PROBLEM

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

Unusual *odors*? (Y/N) N Describe:

Smoke? (from where, color, intensity, etc.) white smoke from rear of hood opening

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

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

Position of *HVAC controls* (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) A/C Blower setting unknown 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	_ 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
X Turn Signal	_ Auxiliary CD Player	_ Cigar Lighter
_ Hazard Flashers	_ Telephone	X HVAC
_ Map Lights, Ft _ Rr	_ CB Radio	X Other radar
_ Other Interior Lights		

If any of the above were cycled, describe:

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

III C DURING THE FIRE

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

Time immediately between start of fire and other significant events. Describe: driver heard a bang and saw smoke from hood opening. He stated that the noise was similar to a tire blowing out. He pulled over to the side of the street and noticed white smoke coming from the opening between the hood and the windshield on the right side. Driver states that white engine seemed to lose power, steering assist did not change and he was able to steer and brake vehicle to the side of the road.

Time (24 hr) 08:50 fire was over or put out.

Describe initial location, color and intensity of *smoke and flame*. White smoke and orange flame. "Seemed like whole engine was on fire", per driver.

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

Any *malfunction*? (Y/N) Y If yes, describe: engine lost power but was still running

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) Y Open Hood? (Y/N) Y Other? (Y/N) _ Describe: turned engine off after opening hood and seeing fire. Immediately called for Prichard Fire Department assistance.

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

Any *other comments* that have not been covered? Prichard Fire Department was near the scene of the incident and per the driver, responded and put the fire out in a short time period.

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
- Deckid outer panel
- Deckid inner panel
- Option label
- VIN
- Left side
- Hood outer panel
- Hood inner panel
- Roof
- Fuel filler "Lead Free" restrictor in place? (Y/N) Y Describe:
- Location of fuel filler cap (or evidence of remains): still attached and intact

Comments: Only exterior damage apparent is to hood paint and windshield

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
- Roofs: LF, RF, Rear Roofs

List all driver electrical controls which are in the "On" position (include ignition): unknown
Position of windows (if glass is missing, do further inspection): all closed

Comments: no interior damage to vehicle

C. Underhood:

Engine compartment
Radiator: front & rear
Coolant recovery bottle – could not be identified
Engine coolant lines/hoses, connections
Heater lines/hoses, connections/clamps (include those to throttle body)
TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections
Engine block (note precise location of cracks, holes, etc.): no visible cracks or holes
Engine: dipstick, oil cooler lines/connections, filter, oil pan – no damage noted
Transmission: dipstick, oil cooler lines/connections, oil pan – no damage noted
Master cylinder and brake fluid reservoir undamaged and full
Brake lines and hoses - undamaged
ABS/TCS Modulator
Power steering lines/hoses, connections/clamps, pump – pump and hoses charred and melted.
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): intact
Other: Coolant recovery bottle melted and recovery hose charred – power steering hoses and pump are charred/melted.

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: unable to access – recovery bottle melted and couldn't remove radiator cap

Engine oil: above add level

Transmission fluid: showing on dip stick – no burnin smell or discoloration

Power steering fluid: unable to access

Brake fluid: reservoir at full line.

E. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?): none noticed
Scrapes or impact damage on the following: no
Fuel tank – not affected
Fuel filler lines – no apparent damage
Tires/Wheels no

Comments:

F. Electrical:

Generator & attached wiring – charred and fire damaged
Battery & attached cables
Cooling fans
Fuses (identify all open or not proper size): none blown
Relay centers signor charred and melted on underhood relay center
Wiring insulation at fuse blocks – charring on fuse at the right rear of engine compartment
Fusible links (identify all open): no problem noted

Spark plug wiring and boot condition: some heat damage
Modules: ABS/TCS, ECM, other

Comments: no frayed wires or melted wiring ends noted

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: power steering hoses are charred and melted.

Photograph and comment on the fire area which is the apparent origin of the fire: origin and fire hottest spot is the rear of engine compartment, to the right of center.

Anything on vehicle which is after-market: police lights, light bar, radios, and police decals

Anything on vehicle which is a modification: police equipment

Anything on vehicle which is unusual, or out-of-place, etc.: not for a police vehicle

Other relevant information: unable to view digital odometer – no ignition

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: no contents damaged

V SITE INSPECTION (if applicable)

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, ruts indicating vehicle was stuck, etc.. If significant other property damage occurred due to the fire, take pictures of the damage and make notes as necessary. Comments: site was not inspected. Fire occurred over two months ago.

PRICHARD POLICE DEPARTMENT
216 E. PRICHARD LANE
P.O. BOX 10427
PRICHARD, ALABAMA 36610
OFC. D.L. DRAIMS II
TRAFFIC HOMICIDE INVESTIGATOR
OFFICE 251-452-6537
DISPATCH 251-452-3211

CASE#

GM-PAR-PHOTO, Rev. 08/28/97

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

(page 1 of 1)

Division: Chevrolet	Ref# C[illegible]	Document ID	Date Saved: 01/07/02
VIN: 2G1WF[illegible]K79231049	Claimant's Name (LAST, First) [redacted]		

Division: Chevrolet	Ref# C[illegible]	Document ID	(page 1 of 1)
VIN: 2G1WF[illegible]K79231049	Claimant's Name (LAST, First) [redacted]		

Inspector W. J. McCortney, E.A.A. Number of Rolls 1

Roll Number 1

Neg.#	Description
1.	Front view of inspected vehicle. Paint on the right rear of hood is blistered and discolored.
2.	Full view of engine compartment viewed from the front. Relay – fuse panel cover had been removed to inspect relays and fuses. Melted engine cover and fender cross brace show that most intense fire was at the rear of the engine compartment to the right of center.
3.	Underhood relay/fuse panel.
4.	Right rear corner of engine compartment showing remains of power steering hose.
5.	Remains of serpentine belt.
6.	Close-up of right rear of engine compartment.
7.	Hood inner panel (out of focus)
8.	Hood inner panel. Insulation blanket is stored inside car. Heat pattern shows most intense fire area.
9.	Engine compartment viewed from the left.
10.	Top of the exterior hood panel showing paint damage. Soot on lower windshield can also be seen
11.	Hood of vehicle from the left side.
12.	Left side of vehicle.
13.	Left rear corner of vehicle.
14.	Rear of vehicle.
15.	Right rear corner
16.	Right front corner
17.	Front passenger compartment. The large object on the passenger seat is the hood insulation blanket.
18.	Drivers seat area of vehicle showing some of the police communication equipment.
19.	
20.	
21.	
22.	
23.	
24.	
25.	
26.	
27.	
28.	
29.	
30.	

Attn. Chief Brown, & Capt. Perrish

020200	1112801	0837	[redacted]
[redacted]		[redacted] Richard A [redacted]	[redacted]
City of Portland		[redacted] Richard A [redacted]	
Salem	Pokeyk	S/A	

INVENT

Car Fire			1505
High Point Blvd & Bear Fork Rd			04

1	2801	0837	

PROPERTY DESCRIPTION

QUANTITY	STOLEN, RECOVERED, LOST, FOUND OR DESTROYED (INCLUDE MAKE, MODEL, SIZE, TYPE, SERIAL NUMBER, COLOR, ETC.)	DOLLAR VALUE STOLEN	DOLLAR VALUE DAMAGED	DATE	VALUE
1	2000 Chevy Impala Tag 9588 MU				

DOLLAR VALUE

VEHICLES

9588 MU	A1	N/A	Black/Blue	2G1WF5 51C7 492 31 0497	
2000	Chevy	Impala	4D	White	

TYPE OR PRINT IN BLACK INK

AOJC—33 REV 9-99

INCHES 1 2 3 4 5 6

OFFICER'S WORK PRODUCT MAY NOT BE PUBLIC INFORMATION

INCIDENT/OFFENSE REPORT CONTINUED

NAME (LAST, FIRST, MIDDLE): None

ADDRESS (STREET, CITY, STATE, ZIP):

PROBABLE DESTINATION:

CLOTHING:

NAME (LAST, FIRST, MIDDLE):

ADDRESS (STREET, CITY, STATE, ZIP):

PROBABLE DESTINATION:

CLOTHING:

WITNESSES

NAME (LAST, FIRST, MIDDLE) SEX, RACE, DOB:

ADDRESS (STREET, CITY, STATE, ZIP):

NARRATIVE

On The Above Date and time I was on Patrol in The Eighth mile area working radar. As I Turned from Bear Fork Rd onto High Point Blvd My car made a loud noise and started smoking. I lost Power and when I lifted The Hood to Assertain what had happened. The Engine was Engulfed in Flames. I Called For The Fire dept a wrecker and My Supervisor. The vehicle was transported to Pay Chevrolet by Pitts & Sons Towing. The vehicle gave no indication of Problem Prior to This incident.

I hereby affirm that I have read this report and that all information given by me is correct to the best of my knowledge. I will assume full responsibility for reasons this agency if any value property or missing person money reported is returned.

SIGNATURE:

CASE DISPOSITION: CLEARED BY ARREST (MUX) / CLEARED BY ARREST (ADULT) / UNFOUNDED / ADM. CLEARED / INCEPTIONAL CLEARANCE / SUSPECT/OFFENDER DEAD / CRIME PROSECUTION / EXTRADITION DENIED / LACK OF PROSECUTION / JUVENILE, NO REFERRAL / CENTER OF VICTIM

REGISTERED OFFICER: D Drake 31400

ADMINISTRATIVE OFFICER:

[redacted]

Prichard, Alabama [redacted]

Fax

To: Latosha Hawkins From [redacted]

Fax: 1-866-293-0800 Pages: 0

Phone: Date: 7/29/02

Re: Bill of Sale CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Please advise upon reciept @ [redacted]

Thanks!

TO PROTECT & SERVE WITH DIGNITY & RESPECT

STATE OF
ALABAMA
DEPARTMENT OF REVENUE

CERTIFICATE OF TITLE FOR A VEHICLE

2G1WF55K779231049 02 07/15/2002

CHEV IMPALA 4D 25502049

01/12/2000 0 WHITE 0000180

[redacted]

PRICHARD AL [redacted]

[redacted]

PRICHARD AL [redacted]

THIS IS A REPLACEMENT CERTIFICATE
[redacted] AND MAY BE SUBJECT TO THE
RIGHTS OF A PERSON UNDER THE ORIGINAL
CERTIFICATE/NO TRANSFER OF OWNERSHIP IN
VOLVED - ODOMETER READING NOT CERTIFIED

26841116

REQUISITION ORDER

CITY OF PRICHARD

No. 28980 Prichard, Ala. September 15, 1999

Supplier: Larry Puckett Chevrolet
P.O. BOX 680280 Prattville, AL

Please furnish the [redacted] Department with

[redacted]

the following, same to be delivered [redacted]

Quantity	Description	Unit Price	Total
4	Model 2000 Impala Police Vehicles State Contract T191L	18,497.[illegible]	73,99[illegible]
[illegible]	[illegible]		
4	Regular Production Options / Special Equipment Options (See attached List)	766.30	3,065.20
			77,0[illegible]

Purchase Order No. [illegible] Approved by: [redacted]

Purpose: Police Crusers for [redacted]

VENDOR	P.O. NUM.	INVOICE #	AMOUNT	

[redacted]

409458

GM RESTRICTED

CASE NUMBER:	1-15131103	VIN:	2G1WX12KXX9279850
DATE	07/10/02	MODEL	1999
DATE	08/02/02	SERIES	MONTE CARLO
SOURCE:	PARYES	MILEAGE	59000.
CUSTOMER:	[redacted]		
ADDRESS:			
HOME PHONE:		STATE:	IL
BUS. PHONE:			

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: New Lenox
IL [redacted]
HOME PHONE:

CASE NUMBER:	1-15131103	VIN:	2G1WX12KXX9279850
		MODEL YEAR:	1999
DATE OPENED:	2002-07-10	SERIES:	Monte Carlo
DATE CLOSED:	2002-08-02	MILEAGE:	59000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	Phillips Chevrolet Inc
BRC PARENT:		DEALER ADDRESS:	Routes 30 and 45,Frankfort,IL,60423-1399,USA

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

J01 General
0 REPAIR ATTEMPT(S) Thermal Event

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

Thermal event; ; 2002-07-10
2002-07-10

Pre par form; ; 2002-07-11
2002-07-11

Assigned to Ruth Boyce-57611; ; 2002-07-12
2002-07-12

Service Request Ownership has changed FROM: CAULKINM TO: BOYCER; ; 2002-07-12
2002-07-12

CASE SCAN; ; 2002-08-02
2002-07-12

DISCRIPTION/ALLEGATION; ; 2002-08-02

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

2002-07-12

[illegible]; ; 2002-08-02
2002-07-12

O'Brien Michael 630092 8209; ; 2002-07-31
2002-07-15

inspection ordered ON 7/16/02; ; 2002-07-31
2002-07-15

Created:BRCPAR_PA0002. SR#1-15131103; ; 2002-07-15
2002-07-15

Par General Inspection; ; 2002-07-17
2002-07-15

will not allow inspection; ; 2002-07-31
2002-07-15

advised unable to inspect; ; 2002-07-31
2002-07-16

NOTES TO EAA INSPECTOR; ; 2002-07-31
2002-07-29

BRC PAR Scanned: 2002-07-29-11.08.45.000000, MSXDocNum: BOY3D41931; ; 2002-07-31
2002-07-29

BRC PAR Scanned: 2002-07-29-11.08.49.000000, MSXDocNum: BOY3D41952; ; 2002-07-31
2002-07-31

RECEIVED AND REVEIWED WITH TM DEPALMA; ; 2002-07-31
2002-07-31

CRM CALLED TO DECLINE, LEFT VME REQUESTING A CALL BACK; ; 2002-07-31
2002-08-01

call was disconnected; ; 2002-08-01
2002-08-01

requesting a call back after cust disconnected; ; 2002-08-01
2002-08-01

crm returned call to cust and declined; ; 2002-08-01
2002-08-01

NO MANUFACTERERS CONCERN. CUST DECLINED; ; 2002-08-01
2002-08-01

Created:BRCPAR_PA0003. SR#1-15131103; ; 2002-08-01
2002-08-01

PAR DECLINATION; ; 2002-08-02
2002-08-01

CLOSING PAR FILE; ; 2002-08-02

GM RESTRICTED

2002-08-02

s comments.; ; 2002-08-02
2002-08-02

Service Request has been Closed Satisfied.; ; 2002-08-02

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

INCIDENT DATE: 2002-07-08 INCIDENT TIME: 08:00:00.000000
INCIDENT LOCATION: 57 th and Ellis in Chicago IL.

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION: Smelled smoke , pulled over on te sid of the oad, and the hood was smoking and she could not even pop the hood.

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: Y ROAD CONDITION: Dry ROAD SURFACE: Asphalt
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
BER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE: Veh in Chicago Heights. Copart in Yard 81 Lot # 5281322
7087550506
NOTIFY NAME: Owner

WAS VEHICLE INSPECTED: Thermal Event
INSPECTORS NAME: 3rd Party InspectorINSPECTION DATE:
2002-07-18 00:00:00.000000
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:

GM RESTRICTED

REQUEST TYPE:
PURCHASE REASON:

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

**********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:
DID OWNER HAVE POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

May 1, 2003

[redacted]
New Lenox, IL [redacted]

Service request: S1-15131103
Vehicle Identification Number: 2G1WX12KXX9279850

Dear [redacted]

I am writing to confirm our conversation on July 12, 2002, regarding the upcoming inspection of your 1999 Chevrolet Monte Carlo, which you authorized to have performed. The complete inspection process may take ten to fourteen business days.

As part of the inspection, we will take photographs and measurements. For a thorough inspection to be performed, it may be necessary to inspect additional systems on the vehicle. A download from the Sensing and Diagnostic Module (SDM) may be performed as well. As explained in the Owner's Manual, in addition to its other functions the SDM records information about the air bag system and other crash related data in an air bag deployment and some near-deployment crashes. If we download SDM data, a copy will be made available for you.

Please note the potential GM uses of this crash data once GM has a copy in its files. Once collected, the data is available for GM's research needs. Also, in summary form, this information may be provided to non-GM organizations (i) which have a reasonable need for it, (ii) which have a demonstrated ability to utilize such data, and (iii) which are expected to use it for studies aimed at improving safety to the benefit of the public at large, the auto industry, or GM. However, information which ties data to a particular vehicle, such as VIN, owner name, or date and location, will generally not be disclosed by GM other than (a) to the involved owner/lessee or his/her designated agent, (b) in response to an official request to police or similar government office, (c) for research where appropriate confidentiality is maintained and need is shown, (d) as part of GM's defense of litigation involving the subject vehicle or other GM products, or (e) as otherwise required by law.

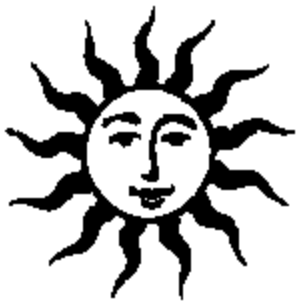
If you have any additional questions about our upcoming inspection, you can contact me at 1-800-231-1841 extension57611, Monday through Friday between 8:00a.m. and 5:00p.m. EST.

Sincerely,

Ruthe Boyce
Customer Relationship Manager
Product Allegation Resolution Team
General Motors Corporation

PA0002-T/

07/26/02



TO: RUTHE BOYCE; 866-249-2317

FROM: JOHN A. PITT : 847-430-8300:

SUBJECT: [redacted] FILE # I-51311103

REGARDS,

JOHN PITT EAA/SA

FOURTEEN PAGES INCLUDING THIS COVER SHEET.

GM-PAR-PHOTO, Rev. 06/20/97 **PRELIMINARY PAR INSPECTION** (page 1 of 1)

FIELD PHOTOGRAPHIC NOTES

Division: CHEVROLET **Ref# 1-5131103**

VIN: 2G1WX12KXX9279[redacted] **Claimant's Name** [redacted]

Inspector JOHN A. PITT Number of Rolls 2

Roll Number 1

Neg.# Description

0 BLANK
1. STEERING WHEEL AND INSTRUMENT PANEL.
2. FRONT SEATS.
3. LEFT FRONT DOOR TRIM PANEL.
4. FUEL FILLER PIPE AND CAP.
5. RIGHT FRONT DOOR TRIM PANEL.
6. STEERING WHEEL AND INSTRUMENT PANEL.
7. CIGARETTE LIGHTER. NOTE THAT IT HAS NEVER BEEN USED.
8. VIN PLATE.
9. HOOD.
10. EXHAUST PIPE.
11. EXHAUST PIPE.
12. COIL PACK.
13. COIL PACK.
14. ALTERNATOR.
15. ENGINE COMPARTMENT.
16. SPEED CONTROL MODULE.
17. AIR INTAKE FILTER.
18. RIGHT HOOD LIFT.
19. FUEL RAIL LEFT SIDE OF ENGINE.
20. BURNED UNDERSIDE OF HOOD.
21. BURNED TOP SIDE OF HOOD.
22. FUEL RAIL LEFT SIDE OF ENGINE.
23. FUEL RAIL LEFT SIDE OF ENGINE.
24. CRUISE CONTROL MOUNTING BRACKET.
25. THROTTLE BODY AIR INTAKE.
26. LUGGAGE COMPARTMENT.
27. UNDERSIDE OF DECK LID.
28. _____
29. _____
30. _____
31. _____
32. _____
33. _____
34. _____
35. _____

PHOTO.DOT

Inspector JOHN A. PITT

Roll Number 2

FILE # 1-5131103

Neg.# Description

0 BLANK
1. EXHAUST SYSTEM.
2. EXHAUST SYSTEM.
3. FUEL TANK AND MUFFLER
4. FRONT OF VEHICLE.
5. RIGHT SIDE OF VEHICLE
6. LEFT SIDE OF VEHICLE
7. INTERIOR FUSE PANEL.
8. HVAC CONTROLS.
9. ODOMETER.
10. ENGINE COMPARTMENT.
11. UNDERHOOD.
12. FUEL RAIL LEFT SIDE OF ENGINE.
13. ALTERNATOR.
14. ALTERNATOR.
15. BURNED OUT BRAKE MASTER CYLINDER RESERVOIR.
16. CRUISE CONTROL MODULE.
17. AIR INTAKE FILTER.
18. CRUISE CONTROL MODULE MOUNTING BRACKET.
19. VEHICLE IDENTIFICATION DECAL
20. LEFT FRONT UNDERHOOD FUSE PANEL
21. UNIDENTIFIED.
22. CRUISE CONTROL MODULE
23. RIGHT FRONT UNDERHOOD FUSE PANEL
24. RIGHT FRONT UNDERHOOD FUSE PANEL.
25. HOOD. NOTE BURNED PAINT.
26. _____
27. _____
28. _____
29. _____
30. _____
31. _____
32. _____
33. _____
34. _____
35. _____
36. _____
37. _____

GM-PAR-FIRE, Rev. 05/20/97 **PRODUCT ALLEGATION RESOLUTION** (page 1 of 6)

PRELIMINARY INSPECTION

FIRE

Division: CHEVROLET **Ref# 1-5131103**

VIN: 2G1WX12KXX9279850 **Claimant's Name MAYHAN CATHERINE**

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

Phone: **847-430-8300** Inspection Date: **07/18/02** Mileage at Inspection: **59,963**

Vehicle was inspected at Copart Auto Auctions, 89 E. Sauk Trail, Chicago, Heights, Illinois, 60411...Telephone 708-755-0506.

I INSPECTION SUMMARY

Type **Non Collision**

Fire Origin **Engine compartment.**

Following the inspection, summarize the observations: **Fire was limited to the engine compartment. Paint was burned off both sides of the hood. All other areas of the vehicle were unaffected by the fire. Fire originated at the left side of the engine compartment in and around the battery and cruise control module. The fire destroyed the cruise control mounting bracket. The battery was completely destroyed by the fire. The cruise control module fuse was found to be open. All fuel lines and hoses were destroyed by the fire. With the exception of brake fluid, all other fluids were found to be at factory recommended levels. The writer did not observe any evidence of boiled wiring. One hood lift is burned off, the other is intact.**

II INTERVIEW - VEHICLE HISTORY

The following is a description of the incident as related to the writer by Catherine Mayhan on 7/17/02:

My name is Catherine Mayhan. I was the driver of the vehicle at the time of the incident.

The incident occurred 7/8/02 in Chicago, Illinois. The weather was clear with temperatures in the low nineties. Wind velocity was insignificant.

2

[illegible] hours, I was driving east on 55th Street at 30 mph. The road was wet/dry [illegible] and I noticed no sign of what seemed to be something burning. At [illegible], I stopped the car in an outside [illegible], however, was unable [illegible] under hood [illegible] of the hood, I [illegible] to the cab at Ellis Avenue.

After starting all the engine, I tried to release the hood without success. The only thing I knew, the [illegible] Fire Department was on the scene. They promised to put out the fire without hurtful.

Prior to the fire, the subject did not exhibit any abnormal operating conditions.

I purchased this vehicle, new, from Phillips Chevrolet in Franklin, Illinois. All maintenance has been [illegible] by this dealership. This vehicle has never been in any accidents, floods, or had any significant [illegible] repairs.

This vehicle was towed by Teamster's Insurance. They declared [illegible] total loss, and [illegible] accordingly.

I do not remember any previous injury, or have any previous property.

1. Name, address, and/or phone number of person being interviewed: [illegible] Lemont, IL [illegible] Telephone [illegible] or [illegible]

2. Vehicle modifications or aftermarket equipment (e.g., radio, phone, lift, tires, wheels, trailer hitch/rating, trailer/brake controller, hydraulic lines, stereo/amp, etc.) None.
Sound, state installed, and by whom: [illegible]

3 If the vehicle is used for towing, describe towing usage (weight and bed shape of trailer, weight, payload or size of trailer bed trailer is towed, etc.): N/A.

4. Prior vehicle damage? No. (note, dent/pens, etc.)
Repaired by:

5. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine noise, etc.): None.

6. Describe vehicle ownership (lease, other, leasehold):

7. Other vehicle history information (have person being interviewed or (3d) Warranty History): None.

8. Last maintenance (note, description, or warranty): [illegible], at said filter change, Phillips, Chevrolet.

[illegible]

3

III INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

[illegible] vehicle usage the day of the fire.

Driving distance, describe vehicle speed, [illegible] mph, drive length [illegible] ft/mi, distance value, and type of drive (e.g. City/Hills, highway, long grades, etc). very not balance.

If needed, how long was it parked? [illegible] the ignition off, or was the engine running? If describe drive prior to parking drive length [illegible] mile, distance value, and type of drive (e.g. city/hills, highway, long grades, etc).

If vehicle is a [illegible], or a towing usage is the date of the incident, estimated total weight of cargo and trailer lb., bed description Load location: (height and description of bed shape of trailer: N/A.
Weather conditions: Approx. ambient temperature [illegible], ground conditions (dry, dirt, wet, etc.): Dry. No wind.

III B AT THE FIRST INDICATION OF A PROBLEM

Ignition switch position (on): Engine ignition [illegible]
[illegible] (NO) Describe: Smelled like something was burning.
Smoke? Yes (from where, color, intensity, etc.) Gray. Moderate intensity.
Any warning lights "On", lights/gauge readings, or messages/lights? N/A (NO) Detail:
Any apparent problems? N (YES) If yes, describe
Position of [illegible] controls (NO), Shift/gear selling, Low Temperature selling field

Mark all "X" below all incident symptoms/actions which were "On" immediately prior to the incident:

Brake Control Windshield Wipers [illegible]
Traction Control Switch "On" Driver Seat Heater Power Mirror Controls
Low Beam Headlights Passenger Seat Heater Power Door Controls
High Beam Headlights Auxiliary Pump Outlet Power Seat Controls
Fog Lamps [illegible] Power [illegible]
Turn Signal Auxiliary AC Power Cigar Lighter
Hazard Flashers Tachometer [illegible]

[illegible]

4

Front Bumper/Grille.
Right side front condition.
Rear [illegible].
Trunk/Lid: Good condition.
Outside mirror panel Good condition.
Rear/right interior panel [illegible].
Spare tire/ Condition.
Tire wheel condition.
Left side Hood condition.
Hood outer panel Hood.

May 1, 2003

[redacted]

New Lenox, IL [redacted]

Service request: S1-15131103
Vehicle Identification Number: 2G1WX12KXX9279850

Dear [redacted]

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

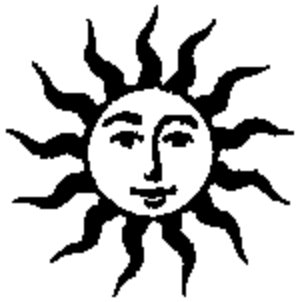
Our investigation revealed no evidence to support the product allegation. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

Sincerely,

Ruthe Boyce
Customer Relationship Manager
Product Allegation Resolution Team
General Motors Corporation

PA0003-T/

07/26/02



TO: RUTHE BOYCE: 866-249-2317

FROM: JOHN A. PITT : 847-430-8300:

SUBJECT: [redacted] FILE # 1-51311103

REGARDS,

JOHN PITT EAA/SA

FOURTEEN PAGES INCLUDING THIS COVER SHEET.

GM-PAR-PHOTO, Rev. 09/20/97 **PRELIMINARY PAR INSPECTION** (page 1 of 1)

FIELD PHOTOGRAPHIC NOTES

Division: CHEVROLET **Ref# 1-5131103**

VIN: 2G1WX12KXX9279[redacted] **Claimant's Name** [redacted]

Inspector **JOHN A. PITT** Number of Rolls 2

Roll Number 1

Neg.#	Description
0	BLANK
1.	STEERING WHEEL AND INSTRUMENT PANEL.
2.	FRONT SEATS.
3.	LEFT FRONT DOOR TRIM PANEL.
4.	FUEL FILLER PIPE AND CAP.
5.	RIGHT FRONT DOOR TRIM PANEL.
6.	STEERING WHEEL AND INSTRUMENT PANEL.
7.	CIGARETTE LIGHTER. NOTE THAT IT HAS NEVER BEEN USED.
8.	VIN PLATE.
9.	HOOD.
10.	EXHAUST PIPE.
11.	EXHAUST PIPE.
12.	COIL PACK.
13.	COIL PACK.
14.	ALTERNATOR.
15.	ENGINE COMPARTMENT.
16.	SPEED CONTROL MODULE.
17.	AIR INTAKE FILTER.
18.	RIGHT HOOD LIFT.
19.	FUEL RAIL LEFT SIDE OF ENGINE.
20.	BURNED UNDERSIDE OF HOOD.
21.	BURNED TOP SIDE OF HOOD.
22.	FUEL RAIL LEFT SIDE OF ENGINE.
23.	FUEL RAIL LEFT SIDE OF ENGINE.
24.	CRUISE CONTROL MOUNTING BRACKET.
25.	THROTTLE BODY AIR INTAKE.
26.	LUGGAGE COMPARTMENT.
27.	UNDERSIDE OF DECK LID.
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	

Inspector JOHN A. PITT

Roll Number 2

File # 1-5131103

Neg.#	Description
0	BLANK
1.	EXHAUST SYSTEM.
2.	EXHAUST SYSTEM.
3.	FUEL TANK AND MUFFLER.
4.	FRONT OF VEHICLE.
5.	RIGHT SIDE OF VEHICLE.
6.	LEFT SIDE OF VEHICLE.
7.	INTERIOR FUSE PANEL.
8.	HVAC CONTROLS.
9.	ODOMETER.
10.	ENGINE COMPARTMENT.
11.	UNDERHOOD.
12.	FUEL RAIL LEFT SIDE OF ENGINE.
13.	ALTERNATOR.
14.	ALTERNATOR.
15.	BURNED OUT BRAKE MASTER CYLINDER RESERVOIR.
16.	CRUISE CONTROL MODULE.
17.	AIR INTAKE FILTER.
18.	CRUISE CONTROL MODULE MOUNTING BRACKET.
19.	VEHICLE IDENTIFICATION DECAL.
20.	LEFT FRONT UNDERHOOD FUSE PANEL.
21.	UNIDENTIFIED.
22.	CRUISE CONTROL MODULE
23.	RIGHT FRONT UNDERHOOD FUSE PANEL.
24.	RIGHT FRONT UNDERHOOD FUSE PANEL.
25.	HOOD. NOTE BURNED PAINT.
26.	
27,	
28.	
29.	
30.	
31.	
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33.	
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35.	
36.	
37.	

GM-PAR-FIRE, Rev. 08/20/97 **PRODUCT ALLEGATION RESOLUTION** (page 1 of 5)

PRELIMINARY INSPECTION

FIRE

Division: CHEVROLET **Ref# 1-5131103**

VIN: 2G1WX12KXX9279660 **Claimant's Name** [redacted]

Inspected By: JOHN A. PITT Organization: EAA

Phone: 847-430-9300 Inspection Date: 07/18/02 Mileage at Inspection: 89,863

Vehicle was inspected at Copart Auto Auctions, 88 E. Sauk Trail, Chicago, Heights, Illinois, 60411...Telephone 708-755-0505.

I INSPECTION SUMMARY

Type **Non Collision**

Fire Origin **Engine compartment.**

Following the inspection, summarize the observations: **Fire was limited to the engine compartment. Paint was burned off both sides of the hood. All other areas of the vehicle were unaffected by the fire. Fire originated at the left side of the engine compartment in and around the battery and cruise control module. The fire destroyed the cruise control mounting bracket. The battery was completely destroyed by the fire. The cruise control module fuse was found to be open. All fuel lines and hoses were destroyed by the fire. With the exception of brake fluid, all other fluids were found to be at factory recommended levels. The writer did not observe any evidence of balled wiring. One hood lift is burned off, the other is intact.**

II INTERVIEW - VEHICLE HISTORY

The following is a description of the incident as related to the writer by Catherine Mayhan on 7/17/02:

My name is Catherine Mayhan. I was the driver of the vehicle at the time of the incident.

The incident occurred 7/8/02 in Chicago, Illinois. The weather was clear with temperatures in the low nineties. Wind velocity was insignificant.

At approximately 0800 hours, I was driving east on 87th Street at 20 mph. The road was under construction, and I noticed an odor of what seemed to be something burning. At first, I attributed the odor to an outside source; however, after noticing gray smoke coming out from under both sides of the hood, I pulled over to the curb at Ellis Avenue.

After shutting off the engine, I tried to release the hood without success. The next thing I knew, the Chicago Fire Department was on the scene. They proceeded to put out the fire without incident.

Prior to the fire, the vehicle did not exhibit any abnormal operating concerns.

I purchased this vehicle, new, from Phillips Chevrolet in Frankfort, Illinois. All maintenance has been performed by this dealership. This vehicle has never been in any accidents, floods, or had any significant mechanical/electrical repairs.

This vehicle was insured by Traveler's Insurance. They declared the vehicle a total loss, and reimbursed me accordingly.

I did not sustain any personal injury, or lose any personal property.

1. *Name, address, and phone number* of person being interviewed: [redacted] New Lenox, IL [redacted]

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

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

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

3. *Prior collision* damage? No. (date, description, etc.)

Repaired by:

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

None.

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

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

7. *Last maintenance* (date, description, by whom?): 3/8/02, oil and filter change, Phillips, Chevrolet.

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: 40 mph, drive length 0 h 60 min, distance miles, and type of drive (e.g. city traffic, highway, long grades, etc.). City and highway.

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

If vehicle is a ***truck***, or a ***car trailering cargo*** at the time of the incident, estimated total weight of cargo and trailer:

lb., Load description: Load location: Height and description of front shape of trailer: N/A.

Weather conditions: Approx. ambient temperature 90 °F, General conditions (dry, rain, wind, etc.): Dry. No wind.

III B AT THE FIRST INDICATION OF A PROBLEM

Ignition switch position (on): Engine running? Y (Y/N)

Unusual ***odors***?. Y (Y/N) Describe: Smelled like something was burning.

Smoke? Yes (from where, color, intensity, etc.) Gray. Moderate intensity.

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

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

Position of ***HVAC controls*** (A/C) , Blower setting , Low Temperature setting Cold

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

Cruise Control Windshield Wipers 2 Way/Communication Radio

Traction Control Switch "On" Driver Seat Heater Power Window Controls

Low Beam Headlights Passenger Seat Heater Power Mirror Controls

High Beam Headlights Auxiliary Power Outlet Power Seat Controls

Fog Lamps X Radio, Built-in Tape/CD Player Power Sun Roof Controls

Turn Signal Auxiliary CD Player Cigar Lighter

Hazard Flashers Telephone X HVAC

Map Lights, Ft Rr CB Radio Other

Other Interior Lights

If any of the above were cycled, describe:

Was anyone *smoking?* N (Y/N) How long since someone last smoked in the vehicle? No one has ever smoked in this vehicle.

III C DURING THE FIRE

Time and *distance* between first indication of a problem and start of fire. Two minutes. One tenth of a mile.

Time between start of fire and other significant events. Describe: N/A.

Time (24 hr) when fire was over or put out. 0826

Describe initial location, color and intensity of *smoke and flame*. Gray smoke. Moderate intensity. Smoke was exiting both sides of the hood.

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

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

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

When you left vehicle: Ignition switch position (off): Windows open? Driver's window was in the down position. (Y/N) , Doors open? Y (Y/N) Describe:

Any *other comments* that have not been covered? No

IV VEHICLE INSPECTION

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

Take color photographs of the following:

A. Exterior:

Front Good condition.

Right side Good condition.

Rear Good condition.

Trunk area Good condition.

Deckid outer panel Good condition.

Deckid inner panel Good condition.

Option label Good condition.

VIN Good condition.

Left side Good condition.

Hood outer panel Burned.

Hood inner panel Burned.

Roof Good condition.

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

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

Comments:

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s) All panels are in good condition.

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

Floor: Left, Right, Rear All components are in good condition.

Seats: LF, RF, Rear Seats All seats are in good condition.

List all driver electrical controls which are in the "On" position (include ignition): A/C, Blower

Position of windows (if glass is missing, do further inspection): Driver's window is in the down position.

door

Comments:

C. Underhood:

Engine compartment Burned.

Radiator, front & rear Burned.

Coolant recovery bottle Melted.

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 Good condition.

Transmission: dipstick, oil cooler lines/connections, oil pan Good condition.

Master cylinder and brake fluid reservoir Burned.

Brake lines and hoses Burned.

ABS/TCS Modulator Burned.

Power steering lines/hoses, connections/clamps: Good condition.

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

Other:

Comments:

D. Fluids (comments only):

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

Engine coolant: Full. Good condition.

Engine oil: Full. Gritty.

Transmission fluid: Full. Good condition.

Power steering fluid: Full. Good condition.

Brake fluid: Empty.

E. Underbody: Good condition.

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 No.

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:

Respectfully submitted,

John A. Pitt EAA/SA

Attachments: Chicago Illinois Police Department fire incident report, Chicago Illinois Fire Department NIFRS report, fifty-two photograph prints, negatives, two photo cd's.

(21) E-60

CHICAGO FIRE INCIDENT REPORTING SYSTEM

Fill in This Report in your own words

A B C D E F G H I J K L M N O Q R S T

AUTO

FIXED PROPERTY USE: Street

IGNITION FACTOR

METHOD OF ALARM

SHIFT

NO. ALARMS

NO. FIRE SERVICE PERSONNEL RESPONDED

NO. ENGINES RESPONDED

NO. AERIAL APPARATUS RESPONDED

NO. OTHER VEHICLES RESPONDED

NUMBER OF INJURIES: FIRE SERVICE / OTHER

NUMBER OF FATALITIES: FIRE SERVICE / OTHER

COMPLEX: Road

MOBILE PROPERTY TYPE: Auto

AREA OF FIRE ORIGIN: Engine

EQUIPMENT INVOLVED IN IGNITION: Vehicle

FORM OF HEAT IGNITION: Unk

TYPE OF MATERIAL IGNITED

FORM OF MATERIAL IGNITED: Elec Wire

METHOD OF EXTINGUISHMENT

LEVEL OF FIRE ORIGIN

ESTIMATED TOTAL DOLLAR LOSS: [illegible]

NFIRB 1
LAYOUT 4

Number of Stories

CONSTRUCTION TYPE

EXTENT OF DAMAGE

DETECTOR PERFORMANCE

SPRINKLER PERFORMANCE

TYPE OF MATERIAL GENERATING MOST SMOKE

AVENUE OF SMOKE TRAVEL

FORM OF MATERIAL GENERATING MOST SMOKE

U [signature] E-60 7/8/02 DATE

Comments:

F. Electrical:

Generator & attached wiring Burned.

Battery & attached cables Burned. Battery was completely destroyed by the fire.

Cooling fans Burned.

Fuses (identify all open or *not* proper size): Interior fuse panel: # 1, 15 amp cigar lighter open, # 22 15 amp cruise control open. Left underhood fuse panel destroyed by fire. Right underhood fuse panel: 15 amp r/cmpt rel open, 15 amp fuel inj. open, 15 amp pcm ign open, 15 amp elec ign. open.

Relay centers Burned.

Wiring insulation at fuse blocks Burned.

Fusible links (identify all open): N/A.

Spark plug wiring and boot condition: Burned.

Modules: ABS/TCS, ECM, other Burned.

Comments:

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: Fire hot spot was at the speed control module. The fire not only destroyed the speed control module, but also its mounting bracket. Battery completely destroyed by the fire.

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

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.: No.

Other relevant information: None.

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. N/A. Comment on the nature and extent of damage:

V SITE INSPECTION (If applicable)

GENERAL OFFENSE CASE REPORT CHICAGO POLICE

NON-Criminal 5.0901 Lone-Informal Property Fire MH-444

FIRE RELATED

1005 W 51st

Vehicle

2 5 9 | 8 JUL 02 0805 | 2153 | 2131

[redacted]

New Lenox, IL [redacted]

VICTIM

[redacted]

BNT 103585 VEH. INFO. 1999 CHVY 2-DR WHT 2G1WX12KXX9279850

BHA80 07/03

In Summary: B/10 responded to an O.E.C. assignment of a Vehicle on Fire at above location. Upon arrival CFD #37 was on the scene

Eric Scoggins 10052

8 JUL 02 0850

Sgt. W. King

Sgt. W. King 18 JUL 02 1500

and [illegible]ated that the above Victim[illegible] vehicle's engine started on fire

Fire was extinguished, no damage to any other property by fire.

HH - 444 15

CHICAGO POLICE
10 JUL 2002 05 28
BOMB & ARSON

I HAVE REVIEWED THIS REPORT AND BY MY SIGNATURE INDICATE THAT IT IS ACCEPTABLE. SUPERVISOR'S SIGNATURE Sgt. W. Ring 1480 DATE (DAY-MO-YR.) 8 Jul 02

FOR USE BY BUREAU OF INVESTIGATIVE SERVICES ONLY

LOCK SYSTEM CODE — SEC. CODE ☐ 1 CORRECT ☐ 2 REVISED	LOCK METHOD CODE	METHOD ASSIGNED ☐ 1 FIELD ☐ 2 SUPERVISOR ☒ 3 ADMIN.	UNIT NO. 603	OFFICER ASSIGNED STAR NO.	DATE ASSIGNED 10 JUL 2002	SUPV. STAR NO. 2004	INVESTIGATIVE FILE ☐ 1 YES ☐ 2 NO	REASSIGNED ☐ 1 YES ☐ 2 NO
OFFICER ASSIGNED — DATE STAR NO.	STATUS ☐ 1 PROGRESS ☐ 2 SUSPENDED ☐ 3 UNFOUNDED ☐ 4 CLEARED OPEN ☐ 5 EXC. CLEARED OPEN ☐ 6 EXC. CLEARED OPEN ☐ 7 CLOSED—NON CRIMINAL			IF CASE IS CLEARED, FOR CLEARED SUBTITLE BOX FOR SINGLE CLEAR UP OR FIRST CLEAR UP OF MULTIPLE CLEAR UP LIST ☐ 1 ARREST & PROSECUTION ☐ 2 IMMUNITY TO FAMILY ED. INT. ☐ 3 COMPL. REFUSED TO PROSECUTE ☐ 4 COMMUNITY ASSISTANCE ☐ 5 OTHER EXCEPTIONAL				☐ VOULT ☐ JUV.
SEX OF SUBSCRIPTIONS ☐ 1 CORRECT ☐ 2 REVISED	STATUS NO.	SUBSCRIBED NAME		REVISED ADDRESS			REVISED PHONE NO. ☐ HOME ☐ BUSINESS	
VALUE OF PROPERTY TAKEN/RECOVERED ☐ 1 DNA ☐ 2 VERIFIED ☐ 3 CORRECTED				FILL IN THE WELL AMOUNT OF ONLY THESE VALUES WHICH EITHER CHANGE FROM OR WERE NOT REPORTED ON THE INITIAL, THE MANUFACTURE OR A SUBSEQUENT REPORT.				
1 HOUSE ☐ T 1 ☐ R	2 BUSINESS ☐ T 2 ☐ R	3 FURS ☐ T 3 ☐ R	4 BUSINESS ☐ T 4 ☐ R	5 OFFICE EQUIPMT. ☐ T 5 ☐ R	6 TV, RADIO, STEREO ☐ T 6 ☐ R	7 HOUSEHOLD GOODS ☐ T 7 ☐ R	8 COLLEGE GOODS ☐ T 8 ☐ R	9 FIREARMS ☐ T 9 ☐ R
10 PARC/DAMS. DRUGS ☐ T 10 ☐ R	11 OTHER ☐ T 11 ☐ R	12 NONE ☐ T ☐ R						
SERIAL NOS. OR IDENTIFICATION NOS. ☐ 1 DNA ☐ 2 VERIFIED ☐ 3 CORRECTED				LIST ALL CORRECTIONS & SEE 28 ADDITIONAL MOS. DETAILED				

REQUIRED DEPARTMENT INFORMATION NOT ON ORIGINAL REPORT

PREPARED BY — SIGNATURE	STAR NO.	DATE (DAY-MO-YR.)	APPROVED BY — SIGNATURE	STAR NO.	DATE (DAY-MO-YR.)

409884

GM RESTRICTED

E NUMBER:	1-23014107	VIN:	1G2HX52K4VH255015
DATE	08/08/02	MODEL	1997
DATE		SERIES	BONNEVILLE
SOURCE:	PARYES	MILEAGE	65747.
CUSTOMER:	[redacted]		
ADDRESS:			
HOME PHONE:		STATE:	MN
BUS. PHONE:			

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

Austin , MN [redacted]

CASE NUMBER:	1-23014107	VIN:	1G2HX52K4VH255015
		MODEL YEAR:	1997
DATE OPENED:	2002-08-08	SERIES:	Bonneville
DATE CLOSED:		MILEAGE:	65747.0000000
SOURCE:	Phone	DELIVERY DATE:	
TYPE:	PARYes	DEALER NAME:	
C PARENT:		DEALER ADDRESS:	

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

K01 Transfer Case (4 wheel drive)
0 REPAIR ATTEMPT(S) Inoperative

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

alleged thermal event; ; 2002-08-08
2002-08-08

Assigning activity to PAR QUE; ; 2002-08-09
2002-08-08

added information; ; 2002-08-08
2002-08-08

additional iformation; ; 2002-08-08
2002-08-09

ASSIGNED PAR CASE TO SUE LE/58509; ; 2002-08-12
2002-08-09

Cists husband, David Miller; ; 2002-08-09
2002-08-09

GM RESTRICTED

[redacted]3014107 Cust called in, seeks contact today if possible; ; 2002-08-12
[redacted]2-08-10

Service Request Ownership has changed FROM: FLORERD TO: SULE; ; 2002-08-10
2002-08-12

cust seeking update; ; 2002-08-12
2002-08-12

sue le 58509; ; 2002-08-12
2002-08-12

CRM RECEIVED A CALL FROM CAC ADVISING CUST WAS ON THE LINE; ; 2002-08-12
2002-08-12

PAR dept; ; 2002-08-12
2002-08-12

update in file..Cust states contact husband at cell#[redacted]; 2002-08-12
2002-08-12

cust transfer to BRC PARCRM; ; 2002-08-12
2002-08-12

please see prev note; ; 2002-08-12
2002-08-12

[redacted]507-433-1293; ; 2002-08-12
[redacted]02-08-12

AT 507-438-6955 HUSBAND'S CELL; ; 2002-08-12
2002-08-12

DESCRIPTION OF INCIDENT; ; 2002-08-12
2002-08-12

crm spoke with frank; ; 2002-08-12
2002-08-12

AT 507-433-1293; ; 2002-08-12
2002-08-12

SPOKE WITH MATT STARK AT GOODYEAR; ; 2002-08-12
2002-08-12

REQUESTING INSPECTION; ; 2002-08-12
2002-08-12

NO DEALERSHIP INVOLVEMENT SINCE 1999; ; 2002-08-12
2002-08-12

spoke with tim, insurance; ; 2002-08-12
2002-08-12

[redacted]-438-6955; ; 2002-08-12
2002-08-12

GM RESTRICTED

letter will be sent to cust; ; 2002-08-12
2-08-12

crm closing case; ; 2002-08-12
2002-08-12

Service Request has been Closed Dissatisfied.; ; 2002-08-12
2002-08-28

reopen case; ; 2002-08-28
2002-08-28

seeking a call back; ; 2002-09-12
2002-08-28

cust's claim number 351-145946; ; 2002-08-28
2002-08-28

crm advised to contact IAA to auth for gm to come to the facility for an inspection; ;
2002-08-28
2002-08-28

crm advised cust that inspector will be sent out for the inspection; ; 2002-08-28
2002-08-28

spoke with shirley from ISS (insurance salvage service) not IAA; ; 2002-08-28
2002-08-28

called 507-451-8974 but this is a fax line; ; 2002-08-28
2002-08-28

called iss 507-451-8974 but they are faxing something at this time; ; 2002-08-28
2002-08-28

spoke with shirley at the 1800-893-9914 location; ; 2002-08-28
2002-09-05

cust seeking an update.; ; 2002-09-05
2002-09-05

at 507-451-8974, location of the veh; ; 2002-09-05
2002-09-05

crm called iss's sister location; ; 2002-09-05
2002-09-05

ADVISED CUST THAT CRM WILL SEND FOR AN INSPECTOR; ; 2002-09-05
2002-09-05

inspection request; ; 2002-09-05
2002-09-06

esa advised that inspection was perform today; ; 2002-09-06
02-09-10

NO INSPECTION REPORT AT THIS TIME.; ; 2002-09-10

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2002-09-12

A INSPECTION; ; 2002-09-12
2002-09-12

AT 507-438-6955; ; 2002-09-12
2002-09-12

CLOSING CASE; ; 2002-09-12
2002-09-12

BUSINESS SUMMARY; ; 2002-09-12
2002-09-12

CUST SEEKING A COPY OF THE REPORT; ; 2002-09-12
2002-09-12

Created:BRCPAR_PA0003. SR#1-23014107; ; 2002-09-12
2002-09-12

par-declined; ; 2002-09-12
2002-09-12

BRC PAR Scanned: 2002-09-12-17.10.21.000000, MSXDocNum: SUL3D7CA9B; ; 2002-09-13

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

IDENT DATE: 2002-08-07 INCIDENT TIME: 09:18:00.000000
CIDENT LOCATION: Chamerlian SD

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: none

OWNER DESCRIPTION: Was driving about 70 MPHs onthe highway states everything looked fine with temp guage and all of a sudden there were flames and smoke, states pulled over to the side of the road,, states was told by Good Year that the dipstick had flown from the transmission and caught the veh on fire, States saw a big burst of flame and then alot of smoke, states after pulling over it smoked and then fire went out,,states wait for a while and drove the veh to Good year the nearest mechanic. States woudl drive and stop the veh every few miles.

ALLEGED DEFECTIVE COMPONENT: transmission

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: Dry ROAD SURFACE: Asphalt
NUMBER OF PEOPLE: 2 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:

GM RESTRICTED

AGENT NAME:
AGENT PHONE NUMBER:
[redacted]E INFORMATION: states just wants the car fixed to make sure t is safe. States has two children. States husband call [redacted] States Good year said would be finished withthe veh tomorrow
MAINTENANCE LOCATION: Hanson Tire Service, Good Year [redacted] in Austin contact Matt Stark
CURRENT LOCATION OF VEHICLE: Is at good year
NOTIFY NAME: Owner

WAS VEHICLE INSPECTED: Thermal Event
INSPECTORS NAME: 3rd Party InspectorINSPECTION DATE: 2002-09-08 16:26:00.000000
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

GM RESTRICTED

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

EAA Inspection Request

Date: September 5, 2002

TO: Janice Mondary
EAA/SPX Field Coordinator

Phone: 586-753-3336
Fax: 586-753-3335

From: SUE LE
PAR Customer Relations Mgr

Phone: 800-231-1841 ext.58509
Fax: 866-293-0802
Mailing Address:
GM PAR Investigations
5701 East Hillsborough Avenue
Suite 2300
Tampa, FL 33610

Vehicle Information

VIN#: 1G2HX52K4VH255015

Yr/Make/Model: 97 Pont Bonneville
Contact's Name: Erin @ ISS
Contact's Number: 612-702-0825
Vehicle Location: ISS (507-451-8974)
1285 Killworth
Owatonna, MN 55060

Claimant Information

PAR File #: SI-23014107

Claimant Name: [redacted]
Claimant Home #
Claimant Work #
Claimant Cell #:
Address:
Austin, MN

Required Actions:

- ☒ Advise PAR CRM via voicemail/email of inspection date.
- ☒ Repair Estimate Required
- ☒ Review All PAR File information

Please Use Forms:

☐	Accelerator/Throttle	☐	Restraint-SIR/Seatbelts	☒	Interview Owner
☐	Brake/ABS/TC System(s)	☐	Side Impact	☐	Do Not Interview Owner
☐	Steering/Suspension/Tires & Wheels	☐	Seats	☐	Vetronix Requested
☐	Transmission/Transaxle	☐	Power Sliding Door	☐	Contact PAR CRM After
☐	Fire (Collision)	☐	Hood/Hood Latch	☐	Obtain Fire/Police Report
☒	Fire (Non-Collision)	☐	Other	☐	Other

Special Instructions:

☐ RUSH ☐ A. Medina ☐ B. Green ☐ G. DePalma ☐ L. Meeks ☐ GM Team Leader

To: SA: Kelley Monroe	Date E-Mailed to SA: 9-5-02
From: *Janice Mondary*	Due Date: 9-19-02

Case Acceptance/Investigation:	☒ YES	☐ NO
Please acknowledge acceptance of this case promptly by phone or fax.		
Report Sent Next Day Mail:	Date: 9-9-02	
Please report completion date by phone or fax.		

1Z451 R85 2210 126469

GM-PAR-Fire NC, Rev. 08/20/97

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division PONTIAC	Ref# 81-23014107	VIN: 1G2HX52K4VH256015
Claimant's Name (LAST, First) [redacted]		

Inspected By KELLEY D. MONROE Organization: E.A.A.

Phone: (812) 508 x3740 Inspection Date: 9/8/02 Mileage at Inspection: 65747

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

Following the inspection, summarize the tests and observations.

This vehicle has minor damage to the left side of the underbody and the paint on the left rocker panel. The only damage in the engine compartment is below the transmission dip stick. The transmission fluid is dark brown and smells burnt. Some fluid still remains on the underbodys left side.

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

(Note: Please indicate name, address & phone number of person being interviewed): [redacted] Austin, Mn. [redacted]

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

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

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

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

FROM : TOWNEY INC FAX NO. : [illegible] Sep. 09 2002 03:06PM P2

CH-PAD-Pre ID, Rev. [illegible] Obligor Initl 51-23014 107 VEHI. Initl # _____ Page 3 of 6

II INTERVIEW - VEHICLE HISTORY (Continued)

Electrical System (VH) N ; Repair (Ques, Initial, Unrelated) ____ Repaired by (GM, Non-GM, Ques/Other) ____
Describe _____
[illegible] System (VH) N ; Repair (Ques, Initial, Unrelated) ____ Repaired by (GM, Non-GM, Ques/Other) ____
Describe _____
[illegible] System (VH) N ; Repair (Ques, Initial, Unrelated) ____ Repaired by (GM, Non-GM, Ques/Other) ____
Describe _____
Major Engine (VH) N ; Repair (Ques, Initial, Unrelated) ____ Repaired by (GM, Non-GM, Ques/Other) ____
Describe _____
Body/ABS/TCS System (VH) N ; Repair (Ques, Initial, Unrelated) ____ Repaired by (GM, Non-GM, Ques/Other) ____
Describe _____
Body (VH) N ; Repair (Ques, Initial, Unrelated) ____ Repaired by (GM, Non-GM, Ques/Other) ____
Describe _____
Other (VH) N ; Repair (Ques, Initial, Unrelated) ____ Repaired by (GM, Non-GM, Ques/Other) ____
Describe _____

Regular maintenance (e.g., oil changes, lube, tune, etc.) Done by (GM, Non-GM, Ques/Other) Yes, GM
Maintenance recorded (VH) Y Condition/date of last maintenance (if by check) Aug 5, 00
Your Tire Station Austin, Tx.
Any other pertinent vehicle history information (from interviewee or GM Warranty History)? none

Worst and oldest of tires the vehicle should be driven with, should not be parked temporarily on the vehicle
not stated

Temporary vehicle recall? (for bul, defect, slug, Dealer over ID) ____ If recall on vehicle, how far? ____

III INTERVIEW - [illegible]

IV-A INTERVIEW - [illegible] BEFORE THE END

If vehicle is a truck, or tow vehicle, steps of the time of the incident, estimated total weight of cargo and trailer (in lbs) ____
load description 1500 lbs Motorcycle load location ____
Driver's physical description (gender, age, height, weight, disabilities) none
If vehicle's lighting was "ON" prior to this, for how long was it "ON"? ____ Was all tires inflated (yes) ____
Driver height (if vehicle was parked prior to this, describe her/his height) Ft. ____ In. 10 Distance traveled 15 miles
Time parked, vehicle speed at stop 70 MPH Source of estimate driver Speed 55 MPH
Tail gauge reading (Gauge, 1/4, 1/2, 3/4, Full) full Time last fueled 10 minutes before fire
Time incident begins 95 TH start of Chrysler/Jeep 5th
Weather conditions and visibility Clear & Dry
Ambient temperature 75 °F. Any peculiar stench or odor? none

Obligor Initl 51-23014 107 VEHI. Initl # _____ Page 4 of 6

IV-B INTERVIEW - AT [illegible] & [illegible] (Continued)

Any other observations or discrepancies that have not been reported? none

IV - VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. Pre-inspection also documents what damaged engine is in relation to the fire. While reviewing/viewing the same documentation often helps the process of elimination. By reviewing your observations in the following tables, you will be following a methodical inspection block.

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

Left front/right side view: Left engine guard has paint damage
Front driver corner: no damage
Hood, front driver panel: no damage
Trunk area and Rear/Left, front A-color panels: no damage
Roof: no damage
Rear bumper panels: no damage
Left & right front wheel & wheelset: no damage
Underbody: full but no damage
Left & right front tire and wheel: no damage
Underbody & wheel/fender inspect: well on left side & wheel
Optional add label: —
Engine compartment: Transmission module has heat damage
Battery, fuel & gas: no damage
Cabinet masonry bolts: no damage 3/4" holes pull in
Thermoplastic under fire/overheat: red damage
Engine compartment engine cooled fire/burn, smoke/damage: no damage
Engine compartment fire/burn, smoke/damage (inside fire wheels hold): no damage
All fuel lines, filter, smoke/damage: no damage
TPS, injectors/rail, or carburetor & fuel lines/regulator: no damage
Engine compartment fuel lines/burn, smoke/damage: no damage
Fuel/driving lines/burn, smoke/damage: no damage
Transmission/cooled/wiring: no damage

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

Battery & attached cables: no damage

Engine block (note precise location of cracks, holes, etc.): no damage

Engine oil pan: no damage

Engine compartment hinge torque rods: no damage

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): intact, fluid stains on pipe below transmission dip stick

Any item which is alleged to be the cause/source: none

Anything on vehicle which is after-market: trailer hitch

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: 3/4" below full, clean + pink in color

Engine oil: full, clean + brown in color

Transmission fluid: at full line with engine off, dark brown + burnt

Power steering fluid: full, clean + light brown in color

Brake fluid: 1/2" below full + brown in color

List all driver electrical controls which are in the "On" position (include ignition): A/C + blower fan on high

Fuses (identify all open or not proper size): none open all are proper size

Wiring insulation at fuse blocks: no damage

Fusible links (identify all open): none open

Spark plug wiring and boot condition: no damage

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

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

Catalytic converter (any discoloration or swelling?): black soot on left side

Position of windows (if glass missing, do further inspection): all up no damage

C. Photograph any damage to claimant's vehicle relative to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available): Paint damage to lower left side on rocker panel. The lot man at 155 said I was the third inspector to look at this vehicle. He said they have been driving the vehicle to move it but they lost the keys to the main office.

FROM : THRUST INC FAX NO. : [illegible] Nov. 09 2008 [illegible]

[illegible] Division Ref # SL-23014107 [illegible] Page [illegible]

[illegible] DATA INSPECTION [illegible]

[illegible]

[illegible] No damage at site

[illegible]

PRELIMINARY FAN INSPECTION
FIELD PHOTOGRAPHIC NOTES

[illegible]	[illegible]	[illegible]
[illegible]		

Inspected By: [illegible] Organization: [illegible]
Phone: [illegible] Inspection Date: 9/8/08 Mileage at Inspection: 65747

Roll Number 1

Item #	Description
1.	[illegible]
2.	[illegible]
3.	[illegible]
4.	[illegible]
5.	[illegible]
6.	[illegible]
7.	[illegible]
8.	[illegible]
9.	[illegible]
10.	[illegible]
11.	[illegible]
12.	[illegible]
13.	[illegible]
14.	[illegible]
15.	[illegible]
16.	[illegible]
17.	[illegible]
18.	[illegible]
19.	[illegible]
20.	[illegible]
21.	[illegible]
22.	[illegible]
23.	[illegible]
24.	[illegible]
25.	[illegible]
26.	[illegible]
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	
36.	
37.	

[illegible]

[illegible]

410508

GM RESTRICTED

CASE NUMBER:	1-21123154	VIN:	1G2HX54K2Y4205769
DATE	08/01/02	MODEL	2000
DATE		SERIES	BONNEVILLE
SOURCE:	PARYES	MILEAGE	30000.
CUSTOMER:	[redacted]		
ADDRESS:			
HOME PHONE:		STATE:	OH
BUS. PHONE:			

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: Youngstown ,
OH [redacted]
HOME PHONE:

CASE NUMBER:	1-21123154	VIN:	1G2HX54K2Y4205769
		MODEL YEAR:	2000
DATE OPENED:	2002-08-01	SERIES:	Bonneville
DATE CLOSED:		MILEAGE:	30000.0000000
SOURCE:	White Mail	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	Cole-Valley Motor Company
BRC PARENT:		DEALER ADDRESS:	4111 Elm Road,Cortland,OH,44483-2649,USA

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

REPAIR ATTEMPT(S)

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

Cust sent in letter concerning thermal event.; ; 2002-08-01
2002-08-01

Sending unable to contact ltr. PAR case needs to be generated.; ; 2002-08-01
2002-08-01

Created:CAC_RS0006. SR#1-21123154; ; 2002-08-01
2002-08-01

Customer Unavailable - call CAC; ; 2002-08-01
2002-08-01

SAFETY Scanned: 2002-07-29-19.50.17.000000, MSXDocNum: 0221000423; ; 2002-08-01
2002-08-01

Letter Approved/Stacey Paul/Letter Approver/Tampa/CAC; ; 2002-08-01

GM RESTRICTED

2002-08-01

Service Request has been Closed Satisfied.; ; 2002-08-01
2002-08-19

1-21123154: Alleged product allegation-thermal; ; 2002-08-19
2002-08-19

Service Request Ownership has changed FROM: LEWELLEN TO: DEVERAFD; ; 2002-08-19
2002-08-19

1-21123154: Assigning activity to PAR QUE; ; 2002-08-20
2002-08-20

ASSIGNED PAR CASE TO KRYSTEL DAVIS-GRANT/58130; ; 2002-08-21
2002-08-20

Service Request Ownership has changed FROM: DEVERAFD TO: KDAVIS; ; 2002-08-20
2002-08-20

CASE SCAN 1-24828979 (SURVEY); ; 2002-08-20
2002-08-20

INITIAL; ; 2002-08-20
2002-08-20

INITIAL; ; 2002-08-20
2002-08-20

CRM LEFT MESSAGE FOR CUST TO CALL; ; 2002-08-20
2002-08-21

CUST CALLED; ; 2002-08-21
2002-08-21

CUST; ; 2002-08-21
2002-08-21

CON'T..; ; 2002-08-21
2002-08-21

CRM LEFT MESSAGE FOR AVM TO RETURN CALL; ; 2002-08-21
2002-09-03

CUST LEFT MESSAGE; ; 2002-09-03
2002-09-03

CRM TRIED TO REACH CUST AND THE LINE WAS BUSY.; ; 2002-09-03
2002-09-03

LEFT MESSAGE FOR AVM.; ; 2002-09-03
2002-09-03

AVM; ; 2002-09-03
2002-09-10

cust left message; ; 2002-09-10

2002-09-10

[illegible] left message for cust to return call.; ; 2002-09-10
2002-09-12

GMAC rep called in for handling CRM; ; 2002-09-12
2002-09-12

cust; ; 2002-09-12
2002-09-12

LEFT MESSAGE; ; 2002-09-12
2002-09-12

GMAC/ROXANNE MILLER/248-375-6904; ; 2002-09-12

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

INCIDENT DATE: 2002-07-17 INCIDENT TIME: 19:35:00.000000
INCIDENT LOCATION: Customer's driveway where vehicle is parked

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: NOne

OWNER DESCRIPTION: After dinner outside, at least 5-6x attempts were made to start vehicle; when engine started, starter made funny noise; cust drove for 4 miles; on arrival at the house driveway, cust shut down engine; attempted to start engine again for 3x; cust [illegible]lled something burning; cust lifted hood up and noted the smoke coming from engine, [illegible]s was followed by flames between the engine and front grill, coming from somewhere underneath the engine.

ALLEGED DEFECTIVE COMPONENT: Battery / wiring / started

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: Dry ROAD SURFACE: Concrete
NUMBER OF PEOPLE: 3 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION: None.
MAINTENANCE LOCATION: Cole Valley Pontiac, Warren, Ohio
CURRENT LOCATION OF VEHICLE: Owner's house driveway
NOTIFY NAME: Owner

[illegible] VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
[illegible]EAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
FAX NUMBER:
PRODUCT CODE:
BODY TYPE:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
MILEAGE:
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**********

GM RESTRICTED

TERNAL CASE NUMBER: DATE:
TLE 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

410733

GM RESTRICTED

[redacted]E NUMBER:	06505709	VIN:	1G4HP54K6YU158155
DATE	03/12/02	MODEL	2000
DATE	06/12/02	SERIES	LESABRE CUSTOM SEDAN
SOURCE:	PAR YES	MILEAGE	14618
CUSTOMER:	[redacted]		
ADDRESS:			
HOME PHONE:		STATE:	NY
BUS. PHONE:			

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: BRONXVILLE ,
NY [redacted]
HOME PHONE:

CASE NUMBER:	06505709	VIN:	1G4HP54K6YU158155
		MODEL YEAR:	2000
DATE OPENED:	2002-03-12	SERIES:	LESABRE CUSTOM SEDAN
DATE CLOSED:	2002-06-12	MILEAGE:	14618
[redacted]RCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	
BRC PARENT:	06505311	DEALER ADDRESS:	

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

AD6 Fire 0 REPAIR ATTEMPT(S)	Smoke/Steam FROM UNDER HOOD
T01 Product Allegation GM 1241 0 REPAIR ATTEMPT(S)	Other THERMAL EVENT
A04 Possible Safety Concern 0 REPAIR ATTEMPT(S)	Other THERMAL EVENT

Initiate Par

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

crm received a call from customer, she states she will accpet offer of repairs, customer states she would like to be reimbursed for the vehicle she had to rent to go back to ny, crm adv to provide dealer with original receipt and proof of payment, crm adv they will then send that info to crm and we will reimburse from here, crm adv will contact dealer and adv to start repairs, customer thanked crm. mvh/58592; 0; 385055298
2002-03-15

[redacted] contacted svc mgr and adv to start repairs, crm adv customer will be bringing him original copy of receipt for rental and proof of payment, he states he will get started,

he states he provided estimate to inspector yesterday, crm adv will then be intouch.; 0; 055533
02-03-12

CRM MEEKS SPOKE TO AVM WINTERS WHO STATES THE CUSTOMER NEEDS CONTACT TODAY AS SHE IS DUE TO RETURN HOME TOMMORROW . SVM BOB POLICUHE AT 301-948-9811. AVM WINTERS IS REQUESTING A RUSH ASSIGNMENT SO CONTACT CAN BE MADE TO CUSTOMER. CRM REVIEWED WITH T/M GIO WHO STATES TO RUSH ASSIGN.
LARRY MEEKS/PAR/; 0; 384801830
2002-03-12

CRM transferred customer to VASQUEZ's extension.
Robert St. Pierre / PAR / Tampa; 0; 384809282
2002-03-12

DECSCRIPTION OF INCIDENT
CUSTOMER STATES SHE DROVE FROM NY TO MARYLAND, SHE STATES SHE PARKED THE VEHICLE ON THE STREET, CUSTOMER STATES THE NEXT MORNING SHE WENT TO START HER VEHICLE, CUSTOMER STATES IT WOULD NOT START, CUSTOMER STATES NO LIGHTS CAME ON OR ANYTHING SHE STATES IT WAS COMPLETLEY DEAD, CUSTOMER STATES SHE TOOK THE KEY OUT AND TRIED TO START IT AGAIN, CUSTOMER STATES SHE TRIED IT 3 TO 4 TIMES, CUSTOMER STATES NOTHING HAPPENED, SHE STATES SHE LOOKED UP AND SHE SAW SMOKE COMING FROM THE ENGINE AREA, CUSTOMER STATES SHE POPPED THE HOOD AND THERE WERE FLAMES AT LEAST 3 INCHES HIGH AROUND THE BATTERY, CUSTOMER STATES SHE WAS ABLE TO BLOW OUT THE FLAMES, CUSTOMER STATES SHE CONTACTED KING PONTIAC IN WHICH THEY CONTACTED ROADSIDE AND THE VEHICLE WAS TOWED TO THEM, CUSTOMER STATES HER DILEMA IS THAT SHE LIVES IN NY AND SHE HAS TO RETURN TO NY, CRM ADV CUSTOMER OF INSPECTION PROCESS, CRM ADV GIVEN THE CIRCUMSTANCES WE WILL RUSH THE INSPECTION, CRM ADV CUSTOMER SHE WOULD BE RESPONSIBILE FOR GETTING BACK; 0; 384812974
2-03-12

TO NY, CRM ADV CUSTOMER IF GM ACCEPTS RESPONSIBILITY, GM WILL CONSIDER REIMBURSING HER FOR THE RENTAL VEHICLE, CUSTOMER STATES THERE IS NO DOUBT THAT IT IS A MANUFACTURING CONCERN, CRM ADV INSPECTION WILL NEED TO TAKE PLACE, CUSTOMER STATES SHE WILL AUTHORIZE INSPECTION, CRM ADV WILL CONTACT DEALER UPDATE THEM. CUSTOMER STATES SHE WILL PROBABLY RETURN TO NY ON THURSDAY, CRM ADV WILL NOTIFY HER WITH INSPECTORS NAME WHEN CRM RECEIVES THAT INFO. CUSTOMER STATES TO CONTACT HER AT [redacted] MVH/58592; 0; 384813131
2002-03-12

CRM CONTACTED BOB PAOLUCCI, CRM ADV GM WILL SEND AN INSPECTOR, HE STATES HE IS AWARE OF CUSTOMERS CONCERN AND INSPECTOR WOULD NEED TO SEE HIM. MVH/58592; 0; 384813178
2002-03-12

CRM LEFT A MESSAGE FOR AVM ZACH WINTERS, CRM ADV CRM WOULD BE HANDLING FILE AND ADV GM WILL SEND AN INSPECOTR, CRMA DV IF ANY QUESTIONS TO CONTACT CRM. MVH/58592; 0; 384813231
2002-03-13

CRM RECEIVED E MAIL, STATES INSPECTOR WILL TRY TO ARRANGE INSPECTION FOR THURSDAY 3/14/02, CRM CONTACTED CUSTOMER AND ADV POSSIBLE INSPECTION ON THURSDAY, CRM ADV IF ANY QUESTIONS TO CONTACT CRM. MVH/58592; 0; 384876799
2002-03-14

crm received a call from inspector, inspector explained findings to crm, crm adv will contact customer and call dealre back, crm adv to adv svc mgr would need an estimate at warranty rates, inspector states customer should be going back to her daughtershouse before leaving for ny, crm adv will try and catch her before she leaves, crm adv will call dealer back. mvh/58592; 0; 384975082
2002-03-14

GM RESTRICTED

left a message for customer. mvh/58592; 0; 384975123
2002-03-14

crm left a message for customer at ny number. mvh/58592; 0; 384975294
2002-03-21

CRM RECEIVED INSPECTION, CRM WILL FORWARD FILE TO FTT FOR HANDLING. MVH/58592; 0; 385568315
2002-03-21

BUSINESS SUMMARY
CRM REVIEWED FILE, CRM CONTACTED CUSTOMER AND REVIEWED PAR FACTS, CUSTOMER AUTHORIZED INSPECTION, RAA SUBMITTED RESULTS, GM WILL OFFER REPAIRS, CUSTOMER ACCEPTED, CRM CLOSING FILE FORWARDING TO FTT. MYRNA VASQUEZ-HAM/PAR/TPA/58592; 0; 385568476
2002-03-29

CRM CONTACTED SVC MGR BOB, HE STATES THE VEHICLE HAS BEEN REPAIRED, HE STATES THEY SUBMITTED CLAIM UNDER WARRANTY, CRM ADV TO FAX CRM COPY OF COMPLETED RO, HE STATES HIS WARRANTY REP KATHY WILL TAKE DOWN CRM'S FAX NUMBER, CRM ADV KATHY, SHE STATES SHE WILL FAX IT RIGHT AWAY.; 0; 386278352
2002-05-22

crm received a call from joshua the new warranty admin for king pontiac, he states the claim that was submitted for repairs has been rejected, he states they are seeking payment, crm adv to send crm copy of completed ro, crm adv will then forward to appropriate party and they will contact him and adv when to submit ro for payment without being rejected, he states his number is (301)948-9111 ext.304., Myrna Ham/58592; 0; 390927429
2002-05-22

crm received doc, crm forwarding file to ftt for handling. myrna ham/58592; 0; 390927513
2002-05-30

Opened file for FTT processing: Rec'd call from Mr. Winters seeking update. Apologized for delay. He paid the rental expense and will "back it out" and have dlr submit it to me. Spoke to svc mgr, Bob Paolucci, and discussed that warr admin, Joshua will fax new RO to me for this rental later. Advised I will fax auth form and submittal instructions for this repair to provided # 301-948-5671. He said to pay $1,643.18 and no rental right now. Processed GMWA Z1242 for DIV 11 / DLR 35322 / RO 105101 / $1,643.18 Faxed auth to dlr. **Schille/PAR 58790**; 0; 391632533
2002-06-05

Rec'd fax from Joshua. Attempted to contact him and had to leave vm on Mr. Paolucci's voicemail. Advised Joshua of submittal instructions for claim I have paid and advised that he should create a new RO for rental fees of $180.00 and fax it to me for GMWA processing. **Schille/PAR 58790**; 0; 392133203
2002-06-12

Rec'd fax from dlr. Processed GMWA Z1242 for DIV 11 / DLR 35322 / RO 105101 / $180.00. Contacted Joshua and advised him to submit same as last claim (verified paid) on 6/18/02. **Schille/PAR**; 0; 392735571
MINIFIE, DOROTHY A

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

INCIDENT DATE: 2002-03-09 INCIDENT TIME: 09:00:00

GM RESTRICTED

INCIDENT LOCATION: 7227 anderson avenue
[redacted]hesda MD

DRIVER NAME: [redacted] DRIVER AGE: [redacted]
DRIVER DISABILITY: no

OWNER DESCRIPTION: flames protruded from battery area an worked their way up the electrical wires towards the car

ALLEGED DEFECTIVE COMPONENT: BATTERY/ELECTRICAL SYSTEM/ALTERNATOR FIRE

INCIDENT RESULT: GM WILL OFFER REPAIRS.
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: N INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION: zach winters - avm has been contacted
MAINTENANCE LOCATION: INDEPENDENT
[redacted]RRENT LOCATION OF VEHICLE: KING PONTIAC
NOTIFY NAME: [redacted]

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: HANK GILL/EAAINSPECTION DATE: 2002-03-14
MILEAGE AT INSPECTION: 14618
WHERE WAS INSPECTION DONE: CHECKED ENGINE

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: ENGINE
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:
TRIM:
[redacted]INE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:

GM RESTRICTED

MILEAGE @ BUY-BACK: 0
[redacted]P:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:

BRC WARRANTY DATE:
NADA: 0
SALES TAX:
NAME:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
LOCATION:
ADDRESS: ,
CITY/STATE: ,
[redacted]NE NUMBER:
[redacted]ATING 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

NAME: [redacted]
COMPANY:
ADDRESS:
BRONXVILLE, NY [redacted]

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

41 1850

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

[redacted] NUMBER:	1-15501638	VIN:	1G4CW52K7X4615165
DATE	07/11/02	MODEL	1999
DATE	08/07/02	SERIES	PARK AVENUE
SOURCE:	PARYES	MILEAGE	25000.
CUSTOMER:	[redacted]		
ADDRESS:			
HOME PHONE:		STATE:	NY
BUS. PHONE:			

G E N E R A L M O T O R S C O R P O R A T I O N
B U I C K D I V I S I O N
G M R E S T R I C T E D

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

Lockport , NY [redacted]

CASE NUMBER:	1-15501638	VIN:	1G4CW52K7X4615165
		MODEL YEAR:	1999
DATE OPENED:	2002-07-11	SERIES:	Park Avenue
DATE CLOSED:	2002-08-07	MILEAGE:	25000.0000000
SOURCE:	Phone	DELIVERY DATE:	
[redacted] TYPE:	PARYes	DEALER NAME:	Bill Carnes Chevrolet-Olds., Inc.
[redacted] PARENT:		DEALER ADDRESS:	State Hwy 227/Lock Rd,Carrollton,KY,41008,USA

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

J12 Motor and Engine Mounts
0 REPAIR ATTEMPT(S) No Symptom Indicated

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

Alleged PAR Case; ; 2002-07-11
2002-07-11

Pre-Par Form; ; 2002-07-12
2002-07-12

ASSIGNED PAR CASE TO KEVIN DREW/57792; ; 2002-07-18
2002-07-15

spoke to sara schille; ; 2002-07-15
2002-07-18

Called Dealer; ; 2002-07-18
[redacted]2-07-18

Service Request Ownership has changed FROM: CORRELLA TO: DREWK; ; 2002-07-18
2002-07-18

GM RESTRICTED

led Dealer; ; 2002-07-18
2-07-18

Called Cust; ; 2002-08-07
2002-07-18

File Scan; ; 2002-07-18
2002-08-07

Inspection no required; ; 2002-08-07
2002-08-07

Decline repair; ; 2002-08-07
2002-08-07

Closing Par file; ; 2002-08-07
2002-08-07

Service Request has been Closed Satisfied.; ; 2002-08-07

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

INCIDENT DATE: 2002-07-08 INCIDENT TIME: 10:30:00.000000
INCIDENT LOCATION: Route 71 south of cincinatti approx 5 miles

DRIVER NAME: DRIVER AGE:
VER DISABILITY: none

OWNER DESCRIPTION: Alleged thermal event

ALLEGED DEFECTIVE COMPONENT: Rod broke in the engine compartment, belw a hole threw block and allegedly caught fire

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: Dry ROAD SURFACE: Asphalt
NUMBER OF PEOPLE: 2 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION: company named Stamp in local town
CURRENT LOCATION OF VEHICLE: currently at Bill Carnes in KY
NOTIFY NAME: Owner

VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:

GM RESTRICTED

WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
WHOLESALE:
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:

GM RESTRICTED

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

412362

GM RESTRICTED

CASE NUMBER:	1-22911970	VIN:	1G2HX54K024240298
DATE	08/08/02	MODEL	2002
DATE	08/28/02	SERIES	BONNEVILLE
SOURCE:	PARYES	MILEAGE	300.00
CUSTOMER:	[redacted]		
ADDRESS:			
HOME PHONE:		STATE:	PA
BUS. PHONE:			

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

Ridgway , PA [redacted]

CASE NUMBER:	1-22911970	VIN:	1G2HX54K024240298
		MODEL YEAR:	2002
DATE OPENED:	2002-08-08	SERIES:	Bonneville
DATE CLOSED:	2002-08-28	MILEAGE:	300.0000000
SOURCE:	Phone	DELIVERY DATE:	
CASE TYPE:	PARYes	DEALER NAME:	Osburn Buick Pontiac GMC Truck, Inc.
GMC PARENT:		DEALER ADDRESS:	501 Liberty Blvd,Du Bois,PA,15801-2409,USA

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

J53 Starter
0 REPAIR ATTEMPT(S)

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

Pontiac Bonneville Owner Assistance; ; 2002-08-11
2002-08-08

thermal event on wiring; ; 2002-08-08
2002-08-08

Pre-Par form; ; 2002-08-09
2002-08-09

ASSIGNED PAR CASE TO SARAH SCHILLE/58790; ; 2002-08-14

RE: Pontiac Bonneville Owner Assistance; ; 2002-08-11
2002-08-12

Service Request Ownership has changed FROM: RAILEYR TO: SCHILLE; ; 2002-08-12
2002-08-12

E SCAN; ; 2002-08-14
2-08-12

Contacted svc mgr, Mike Skraba; ; 2002-08-14
2002-08-12

Called customer at day ph #; ; 2002-08-14
2002-08-12

Left FYI for AVM/Janet Humenik; ; 2002-08-12
2002-08-12

Rec'd return call from Humenik; ; 2002-08-14
2002-08-14

Called Mr. Skraba & he checked; ; 2002-08-14
2002-08-14

Called SPO 800-664-xxxx; ; 2002-08-14
2002-08-14

closing file; ; 2002-08-14
2002-08-14

closing file; ; 2002-08-14
2002-08-14

vice Request has been Closed Satisfied.; ; 2002-08-14
02-08-15

Rec'd call from [redacted] seeking to still get the part sooner than even the end of the month; ; 2002-08-15
2002-08-15

Service Request has been Closed Satisfied.; ; 2002-08-15
2002-08-28

Rec'd call from cust attn; ; 2002-08-28
2002-08-28

Service Request has been Closed Satisfied.; ; 2002-08-28

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

INCIDENT DATE: 2002-07-30 INCIDENT TIME: 18:00:00.000000
INCIDENT LOCATION: rt 120 5 miles west of St. Mary's PA.

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: none

OWNER DESCRIPTION: cust wife driving, smoke coming out of car, after about 1/4 mile something fell out of veh, smoke stopped pulled over looked under hood and everything burned, insulation and wiring.

GM RESTRICTED

ALLEGED DEFECTIVE COMPONENT: wiring under hood

ACCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: Dry ROAD SURFACE: Asphalt
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION: OSBURN BUICK PONTIAC GMC TRUCK, INC. PO BOX 524 DU BOIS, PA 15801-0524 (814) 371-4600
CURRENT LOCATION OF VEHICLE: OSBURN BUICK PONTIAC GMC TRUCK, INC. PO BOX 524 DU BOIS, PA 15801-0524 (814) 371-4600
NOTIFY NAME: Owner

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

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
MILEAGE:
OTHER:

GM RESTRICTED

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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

412422

GM RESTRICTED

CASE NUMBER: 1-24888882 VIN: 1G3HC52K2W4852406

DATE 08/15/02 MODEL 1998

DATE 10/16/02 SERIES EIGHTY EIGHT

SOURCE: PARYES MILEAGE 52000.

CUSTOMER: [redacted]

ADDRESS:

HOME PHONE: STATE: FL

BUS. PHONE:

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER: [redacted]

ADDRESS: Atlantic Beach ,
FL [redacted]

HOME PHONE:

CASE NUMBER:	1-24888882	VIN:	1G3HC52K2W4852406
		MODEL YEAR:	1998
DATE OPENED:	2002-08-15	SERIES:	Eighty Eight
DATE CLOSED:	2002-10-16	MILEAGE:	52000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

J74 Manifold Gasket (Intake / Exhaust)
0 REPAIR ATTEMPT(S) No Sympton Indicated

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

engine fire; ; 2002-08-16
2002-08-16

Pre-Par form; ; 2002-08-16
2002-08-16

ASSIGNED PAR CASE TO KRYSTEL DAVIS-GRANT/58130; ; 2002-08-19
2002-08-19

INITIAL; ; 2002-08-19
2002-08-19

[illegible]T INSURANCE; ; 2002-08-19
[illegible]2-08-19

HARTFORD INSURANCE/800-637-5410 EXT 61014; ; 2002-08-19

GM RESTRICTED

2002-08-19

EAA; ; 2002-08-19
2002-08-19

INSURANCE COMPANY; ; 2002-08-19
2002-08-19

Created:BRCPAR_PA0002. SR#1-24888882; ; 2002-08-19
2002-08-19

please assume SR; ; 2002-08-19
2002-08-19

PAR INSPECTION LETTER; ; 2002-08-19
2002-08-19

PAR INSPECTION LETTER; ; 2002-08-29
2002-08-19

Service Request Ownership has changed FROM: RICHKEY TO: KDAVIS; ; 2002-08-19
2002-08-27

BRC PAR Scanned: 2002-08-27-09.10.00.000000, MSXDocNum: STP3D6AB32; ; 2002-09-06
2002-08-29

EAA; ; 2002-09-06
2002-08-29

Correspondence Rejected - Inspection completed before letter approval.; ; 2002-08-29
2002-09-06

CRM REVIEWED FILE W/CONSULTANT.; ; 2002-09-06
2002-09-06

DECISION; ; 2002-09-06
2002-09-06

BUSINESS SUMMARY; ; 2002-09-06
2002-09-06

Service Request has been Closed Satisfied.; ; 2002-09-06
2002-10-02

HARTFORD INSURANCE COMPANY; ; 2002-10-02
2002-10-07

HARTFORD INSURANCE COMPANY/DELORIS THOMAS/800-824-1732 EXT 3143; ; 2002-10-07
2002-10-07

LEFT MESSAGE; ; 2002-10-07
2002-10-07

CASE SCAN-NO OTHER FILES; ; 2002-10-07
2002-10-07

FORWARDING FILE TO ESIS; ; 2002-10-07

GM RESTRICTED

2002-10-07

DELORIS THOMAS, HARTFORD INSURANCE 800-824-1732 EXT 3143; ; 2002-10-07
2002-10-08

FORWARDED TO RSIS DUE TO INSURANCE INVOLVEMENT; ; 2002-10-08
2002-10-10

DELORIS THOMAS/HARTFORD INSURANCE/ CLAIM # YCEMD92287 OR 417413; ; 2002-10-10
2002-10-10

LEFT MESSAGE; ; 2002-10-10
2002-10-10

Service Request has been Closed Satisfied.; ; 2002-10-10
2002-10-16

DELORIS THOMAS/800-827-1432 EXT 3143; ; 2002-10-16
2002-10-16

DELORIS THOMAS/HARDFORD INSURANCE 800-827-1732 EXT 3143; ; 2002-10-16
2002-10-16

Service Request has been Closed Satisfied.; ; 2002-10-16

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

INCIDENT DATE: 2002-06-10 INCIDENT TIME: 00:00:00.000000
INCIDENT LOCATION: Jacksonville Airport inJjacksonvilee, FL

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: unknown

OWNER DESCRIPTION: Cust left veh at airport while on vacation; Valet attendent tried to start veh and veh blew; veh started smoking and afterwhich the fire started

ALLEGED DEFECTIVE COMPONENT: engine blew

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

[illegible]E INFORMATION: veh has been totalled
[illegible]NTENANCE LOCATION: unknown

GM RESTRICTED

CURRENT LOCATION OF VEHICLE: Copart 450 Hammond Bld Jacksonville Fl 32240 904-781-3141
4353262
TIFY NAME: Insurance Agent

WAS VEHICLE INSPECTED: Thermal Event
INSPECTORS NAME: 3rd Party InspectorINSPECTION DATE:
2002-08-22 09:01:00.000000
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
FAX NUMBER:
PRODUCT CODE:
BODY TYPE:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:
**********BODILY INJURY**********

NUMBER OF INJURIES: 0
MMENTS:

NAME:
LOCATION:

GM RESTRICTED

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

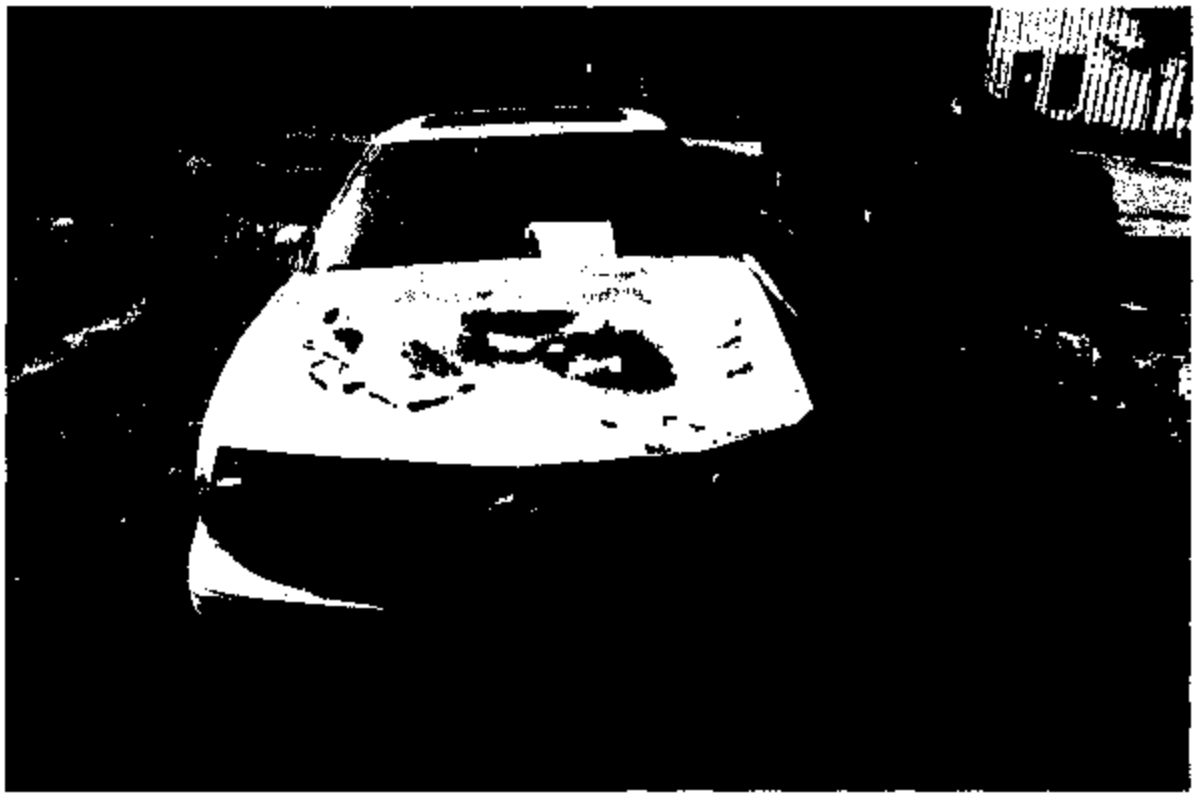
**********ADR INFORMATION**********

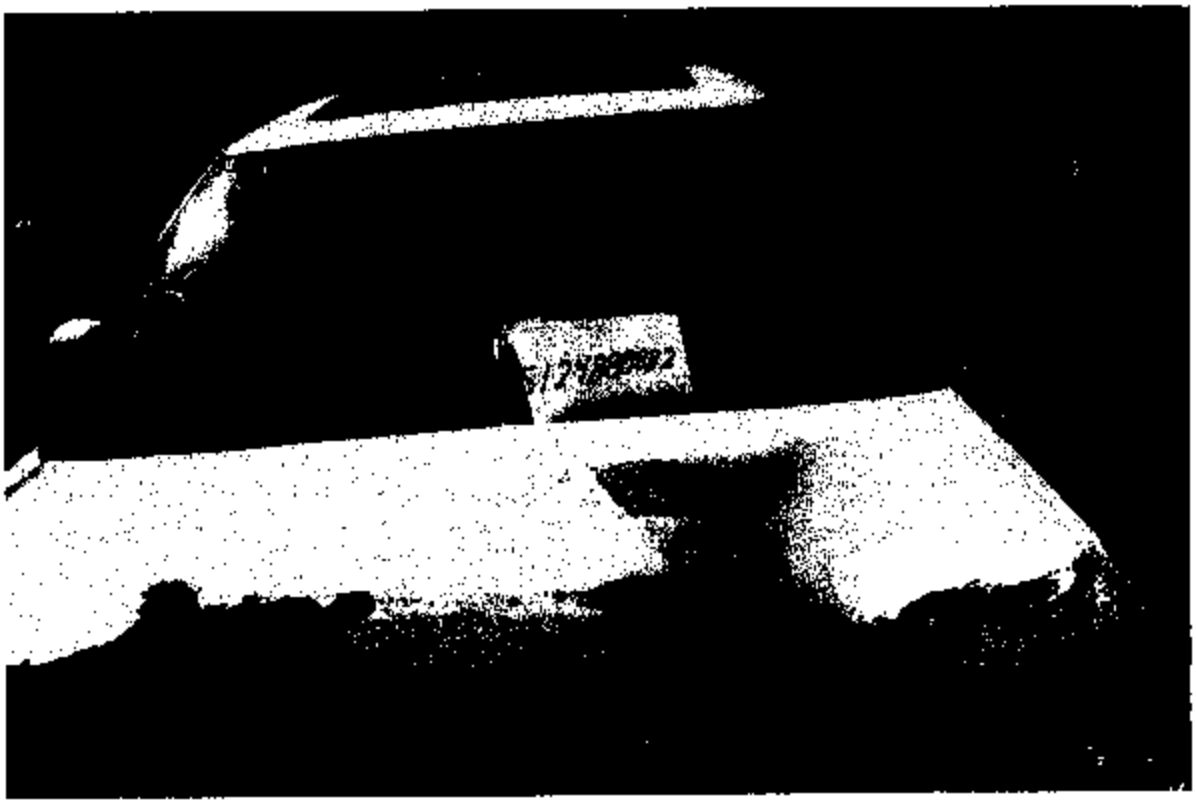
EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

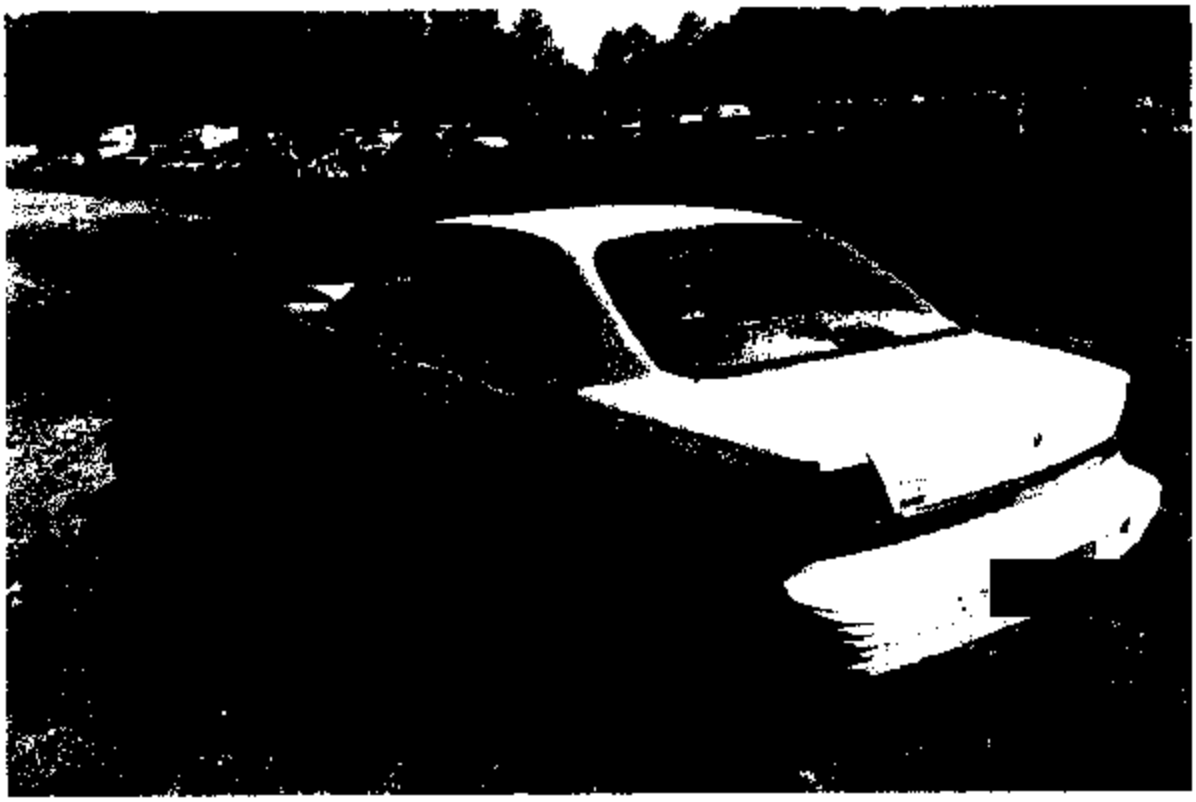
412422

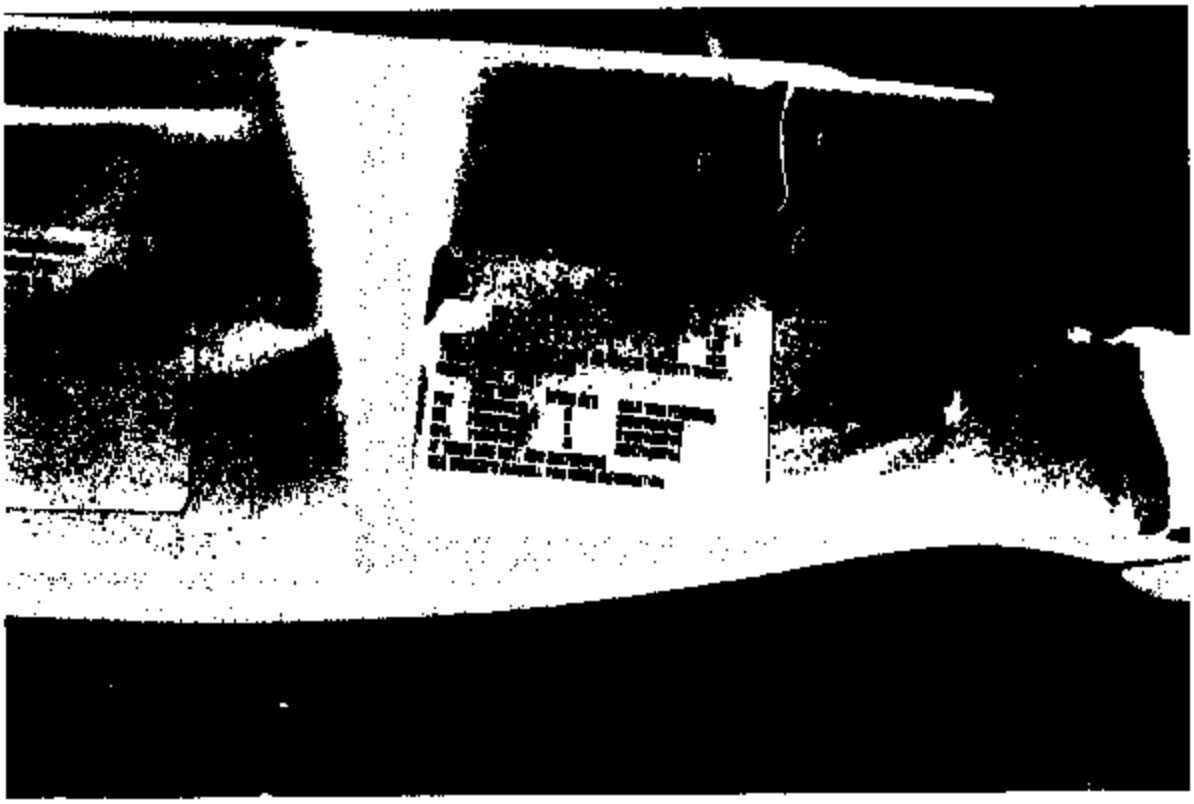


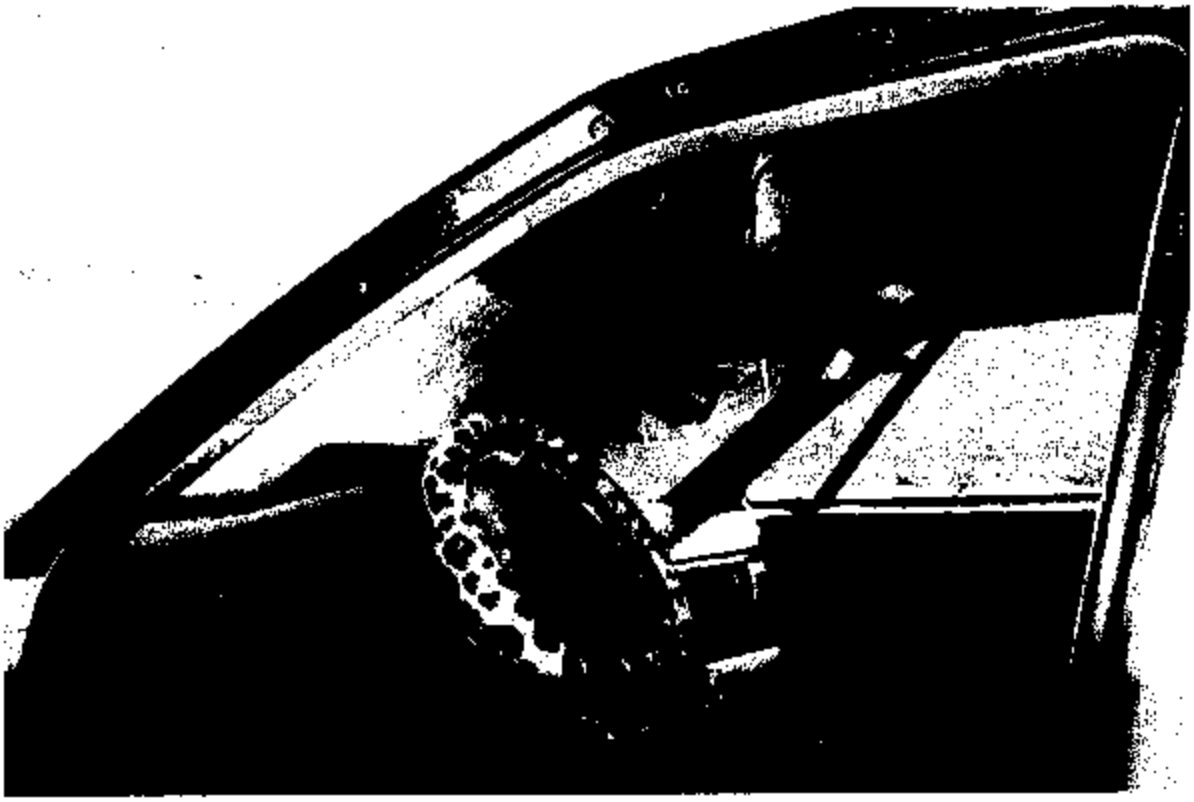


412422

412422







GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: SOUTH HAMPTON ,
NJ 08088
HOME PHONE:

CASE NUMBER: 03141569 VIN: 1G4HR54K0YU283324
MODEL YEAR: 2000
DATE OPENED: 2001-02-08 SERIES: LESABRE LIMITED SEDA
DATE CLOSED: 2002-05-20 MILEAGE: 14140
SOURCE: DELIVERY DATE:
BRC TYPE: PAR Yes DEALER NAME: ARROW PONTIAC-BUICK-GMC
BRC PARENT: 03137397 DEALER ADDRESS:1853 BURLINGTON - MT. HOLLY RD,,MOUNT HOLLY,NJ,08060,USA

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

A06 Fire — Other
0 REPAIR ATTEMPT(S) — product allegation

T01 Product Allegation GM 1241 — Other
0 REPAIR ATTEMPT(S) — product allegation

A04 Possible Safety Concern — Other
0 REPAIR ATTEMPT(S) — product allegation

SERVICE MANAGER STATED THAT HE WAS DOING HEAD GASKETS ON THE VEHICLE AND LET THE VEHICLE RUN 30 TO 45 MINUTES;SERVICE MANAGER STATED THAT HE CHECK THE FLIUDS TO MAKE SURE THAT EVERYTHING WAS GOING OKAY;SERVICE MANAGER STATED THAT THE BRAKES LOCKED UP AND THE STATE TROOPER ADVISED THE SERVICE ADVISER TO OPEN THE HOOD AND THE AIR HIT THE FIRE AND THE FRONT END OF THE VEHICLE EXPLODED;KEVIN MCDONALD IS AN ASSIST FIRE STATED THAT HE BELIEVES THAT THE FIRE STARTED AT THE CATALITIC CONVERTER BECAUSE IT WAS THE DARKEST PART AND THERE WAS A LINE OF DEMARCATION

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

CRM received PAR.
Robert st. pierre / PAR / Tampa 58420; 0; 350603153
2001-02-13

CRM left message to call CRM back.
Robert st. pierre / PAR / Tampa 58420; 0; 350932928
2001-02-15

Customer states the weather was dry and cold. There are no aftermarket products on the vehicle. Customer is the original owner. Vehicle has been maintained at Arrow. Vehicle is deemed a total but the insurance company has not been involved. Customerstates he didn't witness the event. Customer states the dealer is having it handled through their insurance. CRM is to call the dealer and call the customer back after some research. Customer agreed to a 48 to 72 business hour wait.
Robert st. pierre / PAR / Tampa 58420; 0; 351102042
2001-02-20

Dealership states the last time the vehicle was in for an oil change was 9/5/00 at 6,923 miles.
Customer gave permission to have the vehicle inspected.
CRM faxing inspection to EAA.
Robert st. pierre / PAR / Tampa 58420; 0; 351547511

2001-02-20

Dealership states the someone in service was doing a test drive, a trooper saw flames and called the service tech over, vehicle had no brakes, glided to the stop, was ordered to pop the hood open, and the engine compartment went up in flames.
Robert st. pierre / PAR / tampa 58420; 0; 351547621
2001-03-13

2/20/01 at 2:26pm - CRM faxed inspection to EAA.
Robert st. pierre / PAR / Tampa 58420; 0; 353361253
2001-03-15

CRM advised AVM, Ivan Hardy, of the situation.
Robert st. Pierre / PAR / Tampa 58420; 0; 353519402
2001-03-15

CRM called dealership and advised that GM is not assuming responsibility in this situation.
Robert St. Pierre / PAR / Tampa 58420; 0; 353520354
2001-03-15

CRM advised customer that GM is not assuming responsibility in this situation.
Robert st. pierre / PAR / Tampa 58420; 0; 353520614
2001-03-15

******Comments from file # 03137397, which initiated this PAR.******

2/8/01 at 10:45AM
SERVICE MANAGER STATED THAT HE HAD JUST DONE THE HEAD GASKETS ON THE VEHICLE AND LET THE VEHICLE RUN 30 TO 45 MINUTES;SERVICE MANAGER STATED THAT HE CHECKED THE FLIUDS TO MAKE SURE THAT EVERYTHING WAS GOING OKAY;SERVICE MANAGER STATED THAT THE BRAKES LOCKED UP AND THE STATE TROOPER ADVISED THE SERVICE ADVISER ON THE ULL HORN THAT THERE WAS AFIRE UNDER THE VEHICLE;SERVICE MANAGER STATED THAT THE SERVICE ADVISER WAS ADVISED TO OPEN THE HOOD BY THE STATE TROOPER AND THAT IS WHEN THE VEHICLE EXPLODED;KEVIN MCDONALD IS AN ASSIST FIRE CAPTAIN IN A NEAR BY CITY WORKS FOR THE GARGE STATED THAT THE FIRE LOOKS LIKE IT STARTED AT THE CATALITIC CONVERTER;BECAUSE IT WAS DARKEST PART AND THERE WAS A LINE OR DEMARCATION WHERE THE FIRE STARTED;CRM THANKED THE SERVICE MANAGER AND THE SERVICE MANAGER THANKED THE CRM;CRM BENE ETHRIDGE/CAC/AUSTIN TX; 0; 353520843
2001-03-15

Business Summary: 1.) CRM received PAR. 2.) Customer verified 1241. 3.) Customer gave permission to have the vehicle inspected. 4.) CRM faxed an inspection to the dealership. 5.) CRM advised customer that GM is not assuming responsibility in this situaiton. 6.) CRM sending a letter to the customer. 7.) CRM is closing file and sending to ESIS.
Robert st. pierre / PAR / Tampa 58420; 0; 353521187
2002-03-14

CUST HAS RECEIVED A CHECK FROM HIS INSUANCE COMPANY AND WANTED TO KNOW IF THERE WAS ANYTHING GM COULD DO AS HE ONLY RECEIVED BOOK VALUE. CRM ADVISED GM HAD INSPECTED AND DECLINED RESPONSIBILITY, SO THERE WAS NOTHING FURTHER GM WOULD BE DOING. RUTHE BOYCE/PAR/57611; 0; 384970561
2002-04-22

CRM RECEIVED CALL FROM JENNIFER PIERSON/NEW JERSEY MANUFACTURING INSURANCE COMPANY/609-883-1300. CRM TRANSFERRED TO PAR CRM/ST PIERRE THAT HANDLED FILE. KRYSTEL DAVIS-GRANT/PAR/58130.; 0; 388345386
2002-05-09

CRM left a message for Jennifer Pierson to call this CRM back with any questions.
Robert St. Pierre / PAR / Tampa 58420; 0; 389825313
2002-05-20

CRM contacted Jennifer and was told she has the address from the previous message and thanked this CRM.
[illegible]ert St. Pierre / PAR / Tampa 58402; 0; 390755335
[illegible]RS, JOHNS C

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

INCIDENT DATE: 2001-01-06 INCIDENT TIME: 15:30:00
INCIDENT LOCATION: ROUTE 295 GOING NORTH IN BETWEEN EXIT 45 AND 47 BETWEEN MOUNT HOLLY AND WEST HAMPTON

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

OWNER DESCRIPTION: THERMAL EVENT-UNKNOWN FIRE ORIGIN

ALLEGED DEFECTIVE COMPONENT: UNKNOW AT THIS TIMETHINKS THAT IT IS THE CATALIC COVERTER

INCIDENT RESULT: Declined responsibility 3/16/01
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: 0

PROPERTY DAMAGE:

[illegible] VEHICLE INSURED: Y INSURANCE COMPANY NAME: JERSEY MANUFACTERS
INSURANCE COMPANY ADDRESS: TRENTON ,NJ
AGENT NAME: UNKNOWN
AGENT PHONE NUMBER: 000-000-0000
MORE INFORMATION: SERVICE MANAGER DIDNT HAVE ALL OF THE INSURANCE INFORMATION AVA
MAINTENANCE LOCATION: ARROW PONTIAC BUICK DEALERSHIP
CURRENT LOCATION OF VEHICLE: ARROW PONTIAC BUICK DEALERSHIP,BURLINTON-MT. HOLLY RD, MOUNT HOLLY NJ 08060
NOTIFY NAME: DEALERSHIP

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
PAR STATUS: Accepted
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
[illegible]LER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:

VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:
SOUTH HAMPTON, NJ [redacted]

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

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

POTOMAC , MD [redacted]

CASE NUMBER:	03906153	VIN:	1G4HP54KXY4255200
		MODEL YEAR:	2000
DATE OPENED:	2001-04-20	SERIES:	LESABRE CUSTOM SEDAN
DATE CLOSED:	2001-06-28	MILEAGE:	5000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	FITZGERALD PONTIAC BUICK GMC
BRC PARENT:	03906152	DEALER ADDRESS:	5501 NICHOLSON LN,,ROCKVILLE,MD,20852,USA

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

A06 Fire	Smoke/Steam
0 REPAIR ATTEMPT(S)	VEHICLE CAUGHT ON FIRE.
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	THERMAL EVENT
T01 Product Allegation GM 1241	Other
0 REPAIR ATTEMPT(S)	THERMAL EVENT

Initiate Par

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

CRM RECEIVED AND REVIEWED PAR FILE. CRM CALLED CUSTOMER AT 1:15PM AT HOME, WORK, AND CELL. LEFT VM ON ALL THREE (3) #'S. CRM CALLED AND REVIEWED WITH FITZGERALD BUICK - GARY HUSS - 301-770-9141. HE ADVISED VEHICLE IS TOTAL LOSS - BURNED TO GROUND.DEALER PAID TOW BILL. LOC OF FITZGERALD BUICK BODYSHOP IS
11411 ROCKVILLE PIKE KENSINGTON, MD 20895. 301-770-9141 GARY HUSS - BODY SHOP MANGER. NANCY KLOTZ/TAMPA PAR X 58184; 0; 356901919
2001-04-23

CRM SPOKE WITH CUSTOMER AT 3:50PM ON 4/23/2001. CUSTOMER OKED INSPECTION. NO INJURIES. WK # [redacted] CUSTOMER WOULD LIKE TO BE PRESENT AT INSPECTION.
NANCY KLOTZ/TAMPA PAR X 58184; 0; 356912668
2001-04-23

LOCATION OF VEHICLE FITZGERALD BODYSHOP 301-770-9141 GARY HUSS - BODYSHOP MANAGER
11411 ROCKVILLE PIKE KENSINGTON, MD 20895. NANCY KLOTZ/TAMPA PAR X 58184; 0;
356912745
2001-04-23

DESCRIPTION OF INCIDENT CUSTOMER AT APPROX 12 PM ON 4/20/2001 HAD DRIVEN 20 MINUTES FROM HIS OFFICE LOCATED ON THE OTHER SIDE OF DC TO THE RONALD REGAN BUILDING IN DC. HIS AVERAGE SPEED WAS 30 MPH, HE HAD NOTHING TURNED ON HIS VEHICLE. NO AFTER MARKET PARTS. FIRE AND POLICE WERE THERE - HE IS NOT SURE OF WHAT DIVISION OR WHERE THEY WERE FROM. HE WAS IN THE GARAGE PULLING INTO A PARKING SPACE WHEN VEHICLE STALLED, SMOKE COMING FROM UNDER HOOD, HE OPENED HOOD AND THERE WERE FLAMES. DEALER ADVISED CRM THAT VEHICLE WAS BURNED TO GROUND. NANCY KLOTZ/TAMPA PAR X 58184; 0; 356912948
2001-04-23

CRM REQUESTING EAA INSPECTION. CRM FAXING TO EAA. NANCY KLOTZ/TAMPA PAR X 58184; 0;
356912982
2001-05-02

CRM RECEIVED AND REVIEWED EAA INSPECTION - GM REPURCHASE VEHICLE. CRM CALLED AND SPOKE WITH MRS. CUSTOMER - ADVISED GM REPURCHASE - CRM WILL NEED COPY OF BILL OF SALE AND REGISTRATION. CRM ADVISED CUSTOMER OF USAGE CHARGE. CUSTOMER WANTS TO KNOW USAGE CHARGE BEFORE GIVING AN ANSWER. CRM ADVISED WOULD INQUIRE AND REVIEW WITH CUSTOMER. NANCY KLOTZ/TAMPA PAR X 58184; 0; 357695879
2001-05-03

CRM RECEIVED VM FROM CUSTOMER - CALLED AND LEFT VM FOR RETURN CALL. NANCY KLOTZ/TAMPA PAR X 58184; 0; 357773506
2001-05-04

CRM RECEIVED CALL FROM CUSTOMER - REVIEWED REPURCHASE - CUSTOMER IS LEANING TOWARD STRAIGHT REPURCHASE - CRM REVIEWED THE BENEFITS OF TRADE/REPURCHASE. CUSTOMER REQUEST "WAIVE" OF USAGE CHARGE. CRM WILL REQUEST - CUSTOMER REQUEST "FULL REFUND OF TOTALMONIES PAID FOR VEHICLE.". CMR ADVISED WOULD PUT IN REQUEST. MSRP ON VEHICLE IS $27,368. CRM WILL CALL DEALER AND REQUEST BILL OF SALE AND APPLICATION FOR REGISTRATION. REGISTRATION WAS IN VEHICLE - BURNED. CUSTOMER REQUEST CALL ON 5/7/2001 - CUSTOMER WILL ADVISE CRM OF DECISION OF EITHER TRADE/REPURCHASE OR STRAIGHT REPURCHASE. NANCY KLOTZ/TAMPA PAR X 58184; 0; 357832247
2001-05-04

CRM CALLED AND SPOKE WITH HARRY AT DEALERSHIP - HE WILL FAX BILL OF SALE AND APPL FOR REGISTRATION. NANCY KLOTZ/TAMPA PAR X 58184; 0; 357842116
2001-05-07

CRM CALLED CUSTOMER - REVIEWED REPURCHASE, CRM ADVISED CUSTOMER - CRM WOULD WAIVE USAGE - GM CARD POINTS WOULD BE RETURNED ON CARD - CUSTOMER WILL REVIEW AND ADVISE CRM 5/8/2001. NANCY KLOTZ/TAMPA PAR X 58184; 0; 358106006
2001-05-08

CRM CALLED CUSTOMER 5/8/2001 IN THE AM AND LEFT MESSAGE FOR CALL BACK - CRM DID NOT RECEIVED CALL BACK. CRM CALLED CUSTOMER AT HOME# AT 6:30PM ON 5/8/2001 AND LEFT MESSAGE WITH WIFE - PLEASE HAVE CUSTOMER CALL BEFORE 12PM ON 5/9/2001 WITH DECISION. CRMASK WIFE IS SHE KNEW CUSTOMER'S DECISION - SHE ADVISED NO. CRM ADVISED MRS. SCHULMAN - IF NO DECISION BY 12PM ON 5/9/2001 - CRM CLOSING FILE AND FORWARDING TO ESIS. NANCY KLOTZ/TAMPA PAR X 58184; 0; 358216725
2001-05-09

CRM RECEIVED CALL FROM CUSTOMER - REVIEWED - CUSTOMER REQUEST "ROC" CUSTOMER WILL FAX "ROC" 5/10/2001 OR ADVISE DECLINE AND GO THRU ESIS. NANCY KLOTZ/TAMPA PAR X 58184; 0; 358296167
2001-05-11

CRM CALLED CUSTOMER AT 12:20PM ON 5/11/2001 - LEFT VM FOR CALL BACK BEFORE 3PM - IF CALL NOT RECEIVED - CRM CLOSING FILE AND FORWARDING TO ESIS. CRM CALLED [redacted] - LEFT SAME VM. NANCY KLOTZ/TAMPA PAR X 58184; 0; 358453611
2001-05-11

CRM CALLED CUSTOMER - HE HAD LEFT VM - CUSTOMER WILL FAX PAPERWORK BY 12 PM ON 5/14/2001. - CUSTOMER ACCEPTED REPURCHASE OFFER. CRM CALLED AND HARYY FELDER AT DEALER WILL HANDLE REPURCHASE. NANCY KLOTZ/TAMPA PAR X 58184; 0; 358455092
2001-05-14

CRM SPOKE WITH CUSTOMER - HE ADVISED INSURANCE CO OFFERING MORE FOR SETTLEMENT THAT GM - CRM ADVISED CUSTOMER THAT GM NOT CHANGING OFFER. CUSTOMER WILL REVIEW WITH INS CO AND ADVISED CRM 5/15/2001. CRM CALLED ENTERPRISE - ADVISED CONTACT ESIS. NANCYKLOTZ/TAMPA PAR X 58184; 0; 358718334
2001-05-15

CRM CALLED AND ADVISED GARY HUSS OF Z1241 AND THAT CUSTOMER WOULD BE COMING IN WITH RECEIPTS FOR REIMBURSEMENT FOR PROPERTY DAMAGED INSIDE VEHICLE DURING THERMAL EVENT. CRM DISCUSSED Z1242 FOR RENTAL - RO. NANCY KLOTZ/TAMPA PAR X 58184; 0; 358786615
2001-05-15

CRM SPOKE WITH CUSTOMER - RECEIVED SIGNED "ROC". CRM ADVISED CUSTOMER - RENTAL MUST BE RETURNED IN DAY OF "REPURCHASE". CUSTOMER WILL HANDLE PERSONAL PROPERTY CLAIMS WITH DEALER. CRM ADVISED CUSTOMER - CLOSING PAR FILE. FORWARDING TO REPURCHASE. NANCYKLOTZ/TAMPA PAR X 58184; 0; 358787128
2001-05-15

CRM PROCESSING PAPERWORK FOR REPURCHASE. CRM FORWARDING FILE TO REPURCHASE. CRM FORWARDING PAR FILE TO FTT FOR Z1242 FOR RENTAL. NANCY KLOTZ/TAMPA PAR X 58184; 0; 358787322
2001-05-15

BUSINESS SUMMARY CRM RECEIVED AND REVIEWED PAR FILE. CRM CALLED AND REVIEWED PAR FILE WITH DEALER. CRM CALLED AND REVIEWED PAR FILE WITH CUSTOMER. CUSTOMER OKED INSPECTION. CRM REQUESTED AND RECEIVED EAA INSPECTION. GM REPURCHASE VEHICLE.CRM CALLED AND ADVISED CUSTOMER OF REPURCHASE-CUSTOMER ACCEPTED. CRM PROCESSED REPURCHASE PAPERWORK AND FORWARDED TO REPURCHASE. CRM REVIEWED WITH DEALER - REPURCHASE AND RO FOR RENTAL. CRM CLOSING FILE AND FORWARDING TO FTT FOR Z1242 FOR RENTAL. UPON COMPLETION FILE WILL BE FORWARDED TO ESIS. NANCY KLOTZ/TAMPA PAR X 58184; 0; 358787756
2001-05-15

From PAR, Preliminary Repurchase Authorization forwarded to repurchase crm Georgette Walker, ext. 58432. Related requests 03983587 and 03906152. Kristine Ellis/Tampa workflow; 0; 358811014
2001-05-16

CRM RCVD FILE REVIEWED W/TEAM LEADS FOR COACHING OPPORTUNITY W/ CRM ON REPURCHASE AS TO TRADE REPURCHASE NOT STRAIGHT IN THIS MATTER IF POSSIBLE. 2000 MODEL FEW MILES & GM CARD POINTS INVOLVED. PRA FILLED OUT BY CRM NOT FTT AS PROCEDURE OUTLINES// NO DOCUMENTATION IN FILE ABOUT WHO IN REPURCHASE CRM DEALT WITH ON FIGURES FROM SHEET IN FILE OR WHAT MANAGEMENT WAS CONSULTED.. CALLED DLRSHP TO GIVE FTT INFO FOR RENTAL BILL WHEN REPURCAHSE COMPLETE// HOLD FILE// JUSTIN FAIR/TPAPAR/ FTT/ 57080; 0; 358875793
2001-06-07

FTT CRM RCVD CALL AGIN FROM CUSTOMER ABOUT REIMBURSEMENT WITH HIS ORIGINAL RECEIPTS// INFOMRED CUST DROP OFF RECEIPTS @ DLRSHP TO HAVE PROCESSED// CUST DID SO TUES,.. JUNE 5TH// FORWARDED DOC. PER SHOP MGR GARY RUSS TO W. CLERK JIM HURR// LEFT MSSG TO RECALLED BY MR HURR SINCE CUST IS CALLING DAILY TO CHECK ON STATUS OF REIMBURSEMENT// HOLD FILE// JUSTIN FAIR/TPAPAR/ FTT/ 57080; 0; 360772733
2001-06-07

CRM SPOKE W/ ROB SMITH / JIM HURR ABOUT REIMBURSEMENT FOR CUSTOMER ON PERSONAL PROPERTY DAMGE INSIDE VEHICLE// TO HAVE CHECK READY FOR CUSTOMER BY THURSDAY OR SO NEXT WEEK.. CALLED CUST INFOMRED OF TIME FRAME// LEFT MSSG// DLRSHP SUBMITTING AS Z1241//CLOSED PAR FILE// JUSTIN FAIR/TPAPAR/ FTT/ 57080; 0; 360781733
2001-06-18

FTT CRM RCVD FAX FROM ROB SMITH @ DLRSHP FOR REIMBURSEMENT TO CUST ON PERSONAL PROPERTY// THE TOTAL INCLUDES A PAIR OF RX SUNGLASSES HOWEVER THE COST IS $716.95 // CRM CALLED DLRSHP INFOMRED SEND RO TO ME ON RENTAL & TOW// TOTAL $1771.80 // HOLD OFF OFZ1241 FOR PERSONAL PROPERTY TILL CRM CHECKS PRICES// ALASO HAD WARRANTY ON GLASSES// JUSTIN FAIR/TPAPAR/ FTT/ 57080; 0; 361722940
2001-06-19

CRM PROCESSED GMWA $1771.80 / Z1242 / DIV 13 / DLR CODE 04289 / WGL / REIMBURSEMENT TO CUST ON PERSONAL PROPERTY IN VEH UPON THERMAL EVENT / ALSO RENTAL// CALLED DLRSHP INFOMRED HOW/WHEN TO SUBMIT/ CLOSED PAR FILE// JUSTIN FAIR/TPAPAR/ FTT/ 57080; 0; 361806505
2001-06-28

CRM PROCESSED GMWA $992.10 / DIV 13 / DLR CODE 04289 / RO # 141314 / Z1242 / WAGL / REIMBURSEMENT TO CUSTOMER// CALLED DLRSHP INFOMRED HOW/WHEN TO SUBMIT// CLOSED PAR FILE AGAIN// JUSTIN FAIR/TPAPAR/ FTT/ 57080; 0; 362610934
SCHULMAN, NEIL

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

INCIDENT DATE: 2001-04-20 INCIDENT TIME: 00:00:00
INCIDENT LOCATION: GARAGE OF THE RONALD REAGAN BUILDING WASHINGTON, DC

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

OWNER DESCRIPTION: VEHICLE STALLED, AND SMOKE STARTED COMING FROM UNDER THE HOOD WHICH TURNED INTO A THERMAL EVENT

ALLEGED DEFECTIVE COMPONENT: UNKNOWN

INCIDENT RESULT: GM REPURCHASE 5/15/2001
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: USAA
INSURANCE COMPANY ADDRESS: SAN ANTONIO, TX
AGENT NAME: N/A
AGENT PHONE NUMBER: 800-531-8000
MORE INFORMATION:
MAINTENANCE LOCATION: FITZGERALD BUICK 301-770-3300
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME: CUSTOMER

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: EAAINSPECTION DATE: 2001-04-27
MILEAGE AT INSPECTION: 5000
WHERE WAS INSPECTION DONE: REVIEW OF ENTIRE VEHICLE

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER RAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 ERC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:

AFTERMARKET:
LEASE TERM:
[redacted]MAGE:
[redacted]ER:
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:

[redacted]**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:
POTOMAC, MD [redacted]

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: SPRINGFIELD IL [redacted]
HOME PHONE:

CASE NUMBER:	04753359	VIN:	2G1WX12K4X9173538
		MODEL YEAR:	1999
DATE OPENED:	2001-06-29	SERIES:	MONTE CARLO Z34 COUP
DATE CLOSED:	2002-01-10	MILEAGE:	39796
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	FREEDOM CHEVROLET-OLDSMOBILE INC
BRC PARENT:	04720863	DEALER ADDRESS:	625 S SPRINGFIELD ST RTE 4,,VIRDEN,IL,62690,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) — THERMAL EVENT

A06 Fire — Other
0 REPAIR ATTEMPT(S) — THERMAL EVENT

Initiate Par
**********WORK HISTORY**********

CUST STATES SON WAS DRIVING, NOTICED WHITE SMOKE OR DUST IN MIRROR, ASKED PASSENGER(GIRLFRIEND) WHAT THIS WAS, THOUGHT TO BE DUST. SON PULLED OFF BUSIER ROAD, TO INSPECT, AT THAT TIME REALIZED VEH WAS ON FIRE IN ENGINE AREA. NO INJURIES REPORTED. CRM TOINITIATE PAR. (THIS IS SECOND FILE, AS BELIEVED TO HAVE ACCIDENTLY CAUSE CASE TO NOT BE RECIEVED/SENT. CRM TO C/B CUST TO UPDATE, AND RESUBMIT.)

ROBERT RARICK/ATX/CAC; 0; 362944413
2001-07-02

CRM reviewed file and read comments in CAC Work History. Svc mgr is the individual who caled in file. [redacted] is the father and [redacted] is the son who was driving at the time of the incident. Mark Martinez/tampa par/57037; 0; 362945605
2001-07-02

CRM called dealership and spoke w/svc mgr who stated that he is the one who called PAR file. Vehicle is at dealership and is burned badly in the engine compartment. Apparently it took the fire department awhile to arrive on scene to extinguish the fire.Svc mgr stated EAA could use dealership to perform Thermal inspection. Mark Martinez/tampa par/ 57037; 0; 362945851
2001-07-02

CRM attemped 1st call to customer with no answer or answering machine. Mark Martinez/tampa par/57037; 0; 362945888
2001-07-03

LATE ENTRY 7/2/01 - CRM contacted customer at 2:55 pm. Customer stated that he and his son are the registered owners of the vehicle. His son [redacted] was the driver at the time of the incident. Vehicle has no prior concerns that would contributeto a thermal event, warranty looks good. Customer stated that no after market products were installed on the

vehicle. Customer verified that his son's girlfriend noticed smoke trailing from the vehicle as tlhey were driving down the road. A customer's son pulled over to the side of the road to [illegible]ck the concern, he noticed flames from the engine compartment. 911 was dialed and by the [illegible]me the fire dept. responded, the thermal event had caused major damage. Incident occured on Old Jacksonville Road and Jerry Road in Sangamine County. Customer gave authorization to inspect vehicle. Mark Martinez/tampa par/57037; 0; 363017038
2001-07-11

CRM received EAA inspection on thermal event. CRM reviewed data and photos and found that upper transmission cooling line into the radiator is disconnected and transmission fluid is along the right under side of vehicle. The transmission sump is low on fluid. Burn is high and appears to be hottest by direct fire ignition module and is direct line where the upper coolant should be connected. Review of R.O.'s revealed that Freedom Chevrolet replaced A/C condensor which would necessitate the removal of the radiator and thus disconnecting the upper and lower transmission cooler lines. CRM conferred withTM Gio and decision made that concern is workmanship issue and not a manufacturing concern, as such GM is declining responsibility. Mark Martinez/tampa par/57037; 0; 363713647
2001-07-11

CRM called and left FYI for AVM on GM's decision to decline responsibility for allegation and reasons. Mark Martinez/tampa par/57037; 0; 363713715
2001-07-11

CRM called dealership and spoke w/svc mgr Craig and informed him that GM is declining responsibility for allegatin and reason why. CRM stated that GM feels concern is workmanship issue and will advise customer to resolve through dealership. Svc mgr stated he understood and will pass on to dealership. Mark Martinez/tampa par/57037; 0; 363714554
2001-07-11

[illegible] called customerrs home and cell numbers and left message to call CRM. Mark [illegible]rtinez/tampa par/57037; 0; 363714772
2001-07-18

LATE ENTRY 7/11/01 - CRM recieved call from customer requesting GM's determination. CRM advised customer that inspection revealed a workmanship issue with the dealership. CRM advised customer to seek resolution through dealership and that GM is declining responsibility for allegation. Mark Martinez/tampa par/57037; 0; 364343635
2001-07-18

Business Summary--1-CRM reviewed par file. 2-CRM contacted customer and confirmed 1241 facts. 3-CRM received customer authorization to inspect vehicle. 4-CRM arranged an EAA inspection. 5-CRM received and reviewed inspection report. 6-CRM advised customer that GM will decline responsibility as there is no evidence to support product allegation. 7. CRM made no offers to customer. 8. CRM closing file and forwarding to ESIS. Mark Martinez/Tampa par/57037; 0; 364343661
2001-07-30

T/M received a call from Ray Voyda from the Dlr (217) 965-3327. T/M received call from cust [redacted] Both advised T/M the inspection of this veh was done by GM inspector who admitted he had no experience in thermal inspections. Both requesting reevaluation of case. T/M advised T/M would research and call back each with update. Barbara Green/T/M/PAR; 0; 365369047
2001-07-30

CRM RVCD INQUIRY FROM T/M. CRM & T/M CONSULTED WITH PAR MGR, EDT. EDT REQUESTING ANOTHER [illegible]AA INSPECTION. CRM PHONED DEALER. CRM SPOKE WITH SVC MGR, CRAIG. CRM VERIFIED VEH [illegible]CATION. CRM ADVISED CRAIG THAT ANOTHER INSPECTOR WILL BE SENT. CRM PHONEDAVM AND LEFT [illegible]YI MSSG. LATASHA HAWKINS/PAR 58042; 0; 365382182
2001-08-06

2ND INSPECTION REPORT RCVD. CRM PHONED DEALER AND OBTAINED DAMAGE ESTIMATE. LATASHA HAWKINS/PAR 58042; 0; 365978825
2001-08-06

CRAIG STATED THAT VEH IS TOTALLED. CRM REQUESTED COPY OF R/O. LATASHA HANKINS/PAR 58042; 365979118
2001-08-06

CRM PHONED AVM AND ADVISED. LATASHA HANKINS/PAR 58042; 0; 365980839
2001-08-06

CRM PHONED DEALER. CRM SPOKE WITH DEALER PRINCIPAL, RAY V. CRM CONFIRMED W/RAY THAT CUST IN A NEW VEH. CRM ADVISED RAY THAT CUST WILL BE NOTIFIED OF GM'S OFFER. CRM ADVISED RAY THAT CRM WILL REQUEST BILL OF SALE AND CURRENT REGISTRATION FOR DAMAGEDVEH. LATASHA HANKINS/PAR 58042; 0; 365982619
2001-08-06

CRM PHONED CUST NO ANSWER. LATASHA HANKINS/PAR 58042; 0; 365982639
2001-08-13

CRM RCVD CALL FROM CUST. CRM OFFERED CUST REPURCHASE. CUST CONFIRMED THAT HE IS IN A 2002 CHEVY CAMARO. CUST STATED THAT DEALER PLATES ARE ON VEH. CUST STATED CAMARO'S VIN IS 2G1FP22G122100999. CUST STATED THAT MILEAGE ON VEH IS 847. CUST WANTED TOKNOW WHAT IT WOULD COST HIM TO GET INTO NEW VEH. CRM ADVISED CUST THAT FINAL OFFER WOULD COME FROM REPURCHASE DEPT, BUT CRM WILL COMPUTE PRELIM AMOUNTS. CUST STATED OKAY. LATASHA HANKINS/PAR 58042; 0; 366582779
2001-08-16

CRM COMPUTED USAGE (.25 PER MILE = 9949.00) AND UPGRADE CHARGES (6102.00). CRM PHONED CUST TO ADVISE. LINE BUSY. LATASHA HANKINS/PAR 58042; 0; 366847087
2001-08-16

CRM RCVD CALL FROM CUST. CRM ADVISED CUST OF PRELIM NUMBERS. CUST REQUESTED THAT CRM SPK WITH RAY VOYDA AND EXPLAIN IT TO HIM. CRM ADVISED OKAY. CRM PHONED RAY. CRM ADVISED RAY OF NUMBERS. CRM REQUESTED ACV. RAY STATED THAT NEW VEH IS FOR CUST SON.RAY STATED THAT CUST MAY NOT WANT TO ROLL ANY NUMBERS INTO NEW LOAN. CRM ADVISED RAY THAT CRM ONLY ABLE TO PROVIDE PRELIM # AND NOT BOTTOM LINE. CRM ADVISED RAY THAT ONCE ACV RCVD, THEN CRM WILL CONSULT W/REPURCHASE REP. RAY STATED OKAY. CRM WAITING ON DOCS. LATASHA HANKINS/PAR 58042; 0; 366850573
2001-08-21

CRM PHONED DEALER. CRM SPOKE W/RAY VOYDA (DLR PRINCIPAL) CRM REQUESTED ACV. RAY STATED ACV OF DODGE AVENGER IS $10,500. CRM REQUESTED DOCS. CRM ADVISED RAY THAT HE WILL RCVD CALL BY END OF BUSINESS TODAY. LATASHA HANKINS/PAR 58042; 0; 367271987
2001-08-21

CRM RCVD DOC FROM DEALER. CRM CONSULTING W/REPURCHASE. LATASHA HANKINS/PAR 58042; 0; 367272982
2001-08-21

CRM CONSULTED W/REPURCHASE AND PAR MGMT. CRM PHONED RAY VOYDA. RAY UNAVAIL. CRM LEFT MSSG ON VME. LATASHA HANKINS/PAR 58042; 0; 367278222
2001-08-23

CRM RCVD MSSG FROM DLR PRINC. CRM PHONED RAY VOYDA. RAY UNAVAIL. CRM LEFT MSSG ON VME. LATASHA HANKINS/PAR 58042; 0; 367449599
2001-08-23

CRM RCVD MSSG FROM RAY VOYDA. CRM PHONED RAY. CRM ATTEMPTED TO PROVIDE RAY W/PRELIM NUMBERS. RAY STATED THAT CUST VEH IS WORTH $14,000. CRM ADVISED RAY THAT CUST HAS TO COME TO THE TABLE W/APPROX $7400, TO MAKE THIS HAPPEN. RAY STATED THAT HE DOESN'T AGREE AND HE WILL PHONE CUST AND ADVISE CUST THAT GM IS TRYING TO "STEAL" HIS VEH. RAY ALSO STATED THAT CUST WILL SUE GM. CRM ADVISED RAY THAT CRM IS CALLING ON REQUEST TO CUST. RAY BECAME VERY ARGUMENTATIVE. RAY STATED THAT HE DOESN'T CARE IF CRM SPEAKS W/MGMT. CRM ADVISED RAY THAT PHONE CALLS ARE TAPED. CRM ADVISED RAY THAT CRM WILL CONTACT CUST AND ADVISE. LATASHA HANKINS/PAR 58042; 0; 367455528

2001-08-23

M CONSULTED W/MGMT. CRM PHONED AVM AND ADVISED AND REQUESTED ASSISTANCE. LATASHA WKINS/PAR 58042; 0; 367455564
2001-08-24

CRM RCVD TWO MSSGS FROM AVM. FIRST MSSG STATED THAT AVM WOULD FOLLOW UP W/DEALER. SECOND MSSG STATED THAT HE HAS SPOKEN W/DLR AND ADDITIONAL INFORMATION NEEDED. LATASHA HAWKINS/PAR 58042; 0; 367527193
2001-08-24

CRM RCVD MSSG FROM CAM, D MILLER. CAM REQUESTED RETURN CALL. CRM CONSULTING W/PAR MGMT. LATASHA HAWKINS/PAR 58042; 0; 367527260
2001-08-24

CRM SPOKE W/CAM, D MILLER. CRM EXPLAINED PRELIM REPURCHASE NUMBERS. CAM STATED THAT HE WILL PHONE DLR PRINC AND ADVISE. CAM STATED THAT HE WILL ADVISE CRM OF OUTCOME. LATASHA HAWKINS/PAR 58042; 0; 367544158
2001-08-28

CRM RCVD MSG FROM DLR PRINC, RAY VOYDA. RAY STATED THAT CUST HAS AGREED TO STRAIGHT REPURCHASE. CRM PHONED RAY. RAY NOT AVAIL. CRM LEFT MSG ON VME ADVISING THAT MSG WAS RCVD AND THAT RELEASE OF CLAIM WILL BE FAXED TO DEALER BY END OF BUSINESS TODAY.CRM FAXING RELEASE OF CLAIM FORM TO DLR. LATASHA HAWKINS/PAR 58042; 0; 367885351
2001-09-05

LATE ENTRY: ON 9/4/01 @ APPROX 430PM, CRM RCVD SIGNED RELEASE OF CLAIM FROM CUST. CRM COMPLETED FILE FOR STRAIGHT REPURCHASE AND FORWARDED FILE TO REPURCHASE FOR ADDITIONAL HANDLING. CRM SPOKE WITH CUST AND ADVISED CUST PROVIDED CRM WITH FX NUMBER.CRM ADVISED ST THAT HE WILL BE CONTACTED BY REPURCHASE REP. CRM CLOSING FILE. LATASHA HAWKINS/PAR 042; 0; 368554274
2001-09-05

BUSINESS SUMMARY: 1. 2ND EAA INSPECTION REQUESTED BY DLR & CUST. 2. EAA REQUEST SENT. 3. 2ND INSPECTION RPT RCVD. 4. CRM RVWD W/MGMT. 5. CRM OFFERED REPURCHASE FOR CUST GOODWILL AND SATISFACTION. 6. CRM PHONED CUST TO PROVIDE PRELIM REPURCHASE FIGURES. 7. CUST REQUESTED FIGURES GIVEN TO DLR OWNER. 8. CRM SPOKE W/DLR OWNER. 9. CRM SPOKE WITH PAR MGMT. 10. CRM PHONED AVM AND ADVISED. 11. CRM RCVD CALL FROM & SPOKE W/CAM. 12. CRM FAXED ROC TO DLR FOR CUST TO SIGN. 13. CRM RCVD SIGNED ROC FROM CUST. 14. CRM CLOSING FILE AND FORWARDED TO REPURCHASE. LATASHA HAWKINS/PAR 58042; 0; 368554574
2001-09-05

From PAR, (PRA) Preliminary Repurchase Authorisation forwarded to repurchase crm Patrick Dillon, ext. 58314. AVM: Latasha Hawkins. Related requests: 04720863, & 04683695. Robyn Starks/Tampa workflow.; 0; 368561801
WESCH, ROGER L

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

INCIDENT DATE: 2001-06-22 INCIDENT TIME: 19:25:00
INCIDENT LOCATION: old jacksonville road and jerry road

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

OWNER DESCRIPTION: engine caught on fire..from electrical

ALLEGED DEFECTIVE COMPONENT: ELECTRICAL FIRE

INCIDENT RESULT: ACCEPTED 9/4/01
POLICE REPORT: Y ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 2 BODY INJURY: N

INJURIES: N

ANOTHER VEHICLE INVOLVED: N
BER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y
INSURANCE COMPANY NAME: STATE FARM
INSURANCE COMPANY ADDRESS: 948 CLOCKTOWER
SPRINGFIELD, IL
AGENT NAME: TOM HARDY
AGENT PHONE NUMBER: 217-787-1727
MORE INFORMATION: fire dept involved , burned tire and hood..
MAINTENANCE LOCATION: FREEDOM CHEVROLET
CURRENT LOCATION OF VEHICLE: freedom chevrolet
NOTIFY NAME: CRAIG MONTGOMERY

WAS VEHICLE INSPECTED: Y
INSPECTORS NAME: EAAINSPECTION DATE: 2001-08-02
MILEAGE AT INSPECTION: 39796
WHERE WAS INSPECTION DONE: Inspected vehicle for Thermal Event

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: SEE FILE...BOTH INSPECTION REPORTS
INVESTIGATIVE SUMMARY: OFFERED STRAIGHT REPURCHASE
PAR STATUS: Accepted
**********PAR INFORMATION**********

RCE:
TRANSACTION:
QUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
FAX NUMBER:
PRODUCT CODE:
BODY TYPE:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
COUNT BALANCE:
AL:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted] CONTACT NUMBER: 1
COMPANY: CONTACT TYPE: Claimant
CONTACT PHONE: [redacted]
ADDRESS:
N/A
SPRINGFIELD, IL [redacted]

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: [redacted] NEW YORK , NY [redacted]
HOME PHONE:

CASE NUMBER:	04768152	VIN:	2G4WB52K2Y1269533
		MODEL YEAR:	2000
DATE OPENED:	2001-07-02	SERIES:	Regal
DATE CLOSED:	2001-11-07	MILEAGE:	7700
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	
BRC PARENT:	04768151	DEALER ADDRESS:	

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

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

A06 Fire — Other
0 REPAIR ATTEMPT(S) — THERMAL EVENT

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

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

Crm rcv msg from Angelo of Regan Buick. Angelo stated that tow bill is approx $721. Crm auth payment. Crm advised Angelo to submit bill to crm for payment. Latasha Hawkins/par 58042; 0; 367869918
2001-07-03

Crm reviewed file. Phone number on file does not have enough digits. Crm unable to phone cust. Crm sending 10 dy/unable to reach letter. Latasha Hawkins/par 58042; 0; 363044075
2001-07-10

Crm rcvd msg from cust. Cust requested return call to [redacted] Crm phoned cust. Per recording, # is not in svc at this time and no further info is avail. Crm unable to leave msg or speak w/cust. Latasha Hawkins/par 58042; 0; 363646512
2001-07-11

Crm rcvd call from cust. Crm obtained details:

[redacted] stated that veh was being parked. [redacted] stated that driver [redacted] heard small explosion and then saw flames come from underneath hood. [redacted] stated that there wasn't anyprior concerns or indictions w/veh before incident occured. [redacted] stated that there are after-market items on veh. [redacted] stated that noone was injured. [redacted] auth inspection. Veh located at the U.S. POSTAL VEHICLE MAINTENANCE @ 201 11th AVENUE in MANHATTAN, NY 10001 on the THIRD FLOOR.

Note: ***[redacted] would like to be notified before inspection so he can meet inspector at the veh location. ***

Crm sending inspection request to EAA. Latasha Hawkins/par 58042; 0; 363735487
2001-07-26

Inspection report rcvd and being reviewed. Latasha Hawkins/par 58042; 0; 365035259

2001-07-31

Crm spoke w/Art W. Crm advised Art of file. Crm was advised to repurchase veh. Crm phoned [redacted]t to request docs for repurchase. Latasha Hawkins/par 58042; 0; 365439251
2001-07-31

Crm rcvd call from cust. Crm advised cust that GM offering repurchase. Crm requested copy of title/registration and bill of sale for veh. Cust advised crm that he is on vacation and that crm should contact [redacted]. Crm phoned # and spoke with [redacted] [redacted]s advised crm to request docs in writing and fax request to [redacted]. Crm consulting w/mgmt. Latasha Hawkins/par 58042; 0; 365441659
2001-08-06

Crm rcvd docs. Crm phoned dealer, Potamkin Buick @ 212-39-4400, to request assistance w/towing veh to dealership for repurchasing purposes. Svc Mgr, George, not avail. Crm left msg. Latasha Hawkins/Par 58042; 0; 365957026
2001-08-06

Crm phoned AVM for FYI. Latasha Hawkins/par 58042; 0; 365957225
2001-08-13

Crm phoned Potamkin Buick @ 212-399-4400. Crm left msg on vme for svc director, Michael. Latasha Hawkins/par 58042; 0; 366590374
2001-08-14

Crm phoned dealer, Potamkin Buick @ 212-399-4400. Crm spoke with Kenny, svc mgr. Kenny auth to have veh relocated to dealer for repurchasing. Kenny advised crm to call Greco Bros Towing @ 718-237-7977, to have veh towed. Crm advised Kenny that he should submit tow bill to crm for payment. Crm phoned Greco Bros. Crm requested veh to be moved on 8/14/01. Crm [redacted]vised rep to submit bill to dealer. Crm phoned [redacted] of U.S. Postal Svc. Crm [redacted] advised that contact person at Mr. Raguso and veh should be picked up before 230pm. Crm phoned Greco Towing and advised Carl. Latasha Hawkins/par 58042; 0; 366651265
2001-08-16

Crm rcvd call from Kenny. Kenny stated that veh is located at dealer. Kenny stated that his facility is in levels. Kenny stated that veh is not moveable and he can't store veh on ground floor. Crm inquired about next nearest dealer. Kenny stated Regan Buick is approx 5 miles away. Crm advise Kenny that crm will phone Regan Buick to make sure that veh can be stored there for GM. Crm phoned Regan Buick @ (718) 706-0600 and spoke w/svc mgr, Angelo. Crm advised Angelo of situation. Angelo auth veh to be located at dealer. Crm phoned Kenny to advise that veh should be towed to Regan Buick and have tow driver ask for Angelo. Latasha Hawkins/par 58042; 0; 366836145
2001-08-25

Crm rcvd msg from Greco Towing. Crm advised that veh is located @ Greco Towing. Crm phoned Greco Towing. Crm left msg for rep. Latasha Hawkins/par 58042; 0; 367607551
2001-08-27

Crm rcvd msg from Carl @ Greco Bros Towing. Crm phoned Carl. Carl stated that veh is located @ his facility. Crm advised Carl that veh should be taken to Regan Buick. Crm advised Carl to ask for Angelo. Latasha Hawkins/par 58042; 0; 367790770
2001-10-05

CRM ASSISTING LATASHA HAWKINS WITH FILES, LATASHA RECEIVED A MESSAGE FROM SVC MGR ANGELO, HE STATES HE HAS TRIED TO SUBMIT AN RO FOR PAYMENT AND WAS GIVEN LABOR OP CODE Z1441, CRM ADV SVC MGR OF THE CORRECT LABOR OP CODE, ANGELO STATES HE WILL TRY IT,CRMADV IF ANY QUESTIONS [redacted] OTHER CONCERNS CONTACT CRM. MVH/58592; 0; 371140685
[redacted]01-10-24

crm received a call from [redacted] - United States Postal Service. she is seeking to know what the status of the claim is and she also seeks to know where her vehicle is located. crm researched the file and contacted Angleo Kampanis at 718-706-0600. he advised that he towed the vehicle in on 8/28/01 and hasn't heard anything since. he advised

that he was under the impression that GM was repurchasing the vehicle. crm advised that there was not a notation of this in file so the best thing would be to wait for Mrs. Hawkins return the call to both he and the customer. crm advised to not disclose any information the "customer" when they called other than the fact that his dealer is in possession of the vehicle. crm advised the customer of the vehicle's location. cont.....; 0; 372804221
2001-10-24

Ms. Arlak contacted the dlr and called back to this crm to request that Mrs. Hawkins return the call with some type of resolution. she states that she doesn't care whether GM plans on assuming responsibility. she states that she needs to know whetherthey need to get their insurance involved. she does not expect a return call immediately, but she would like some information in the next couple of days. crm advised that Mrs. Hawkins would be notified.; 0; 372804413
2001-10-24

Service Manager, Angelo Kampanis, advised that he was provided an labor op code to put through the tow bill in the system he states that it continues to bounce out of the system. crm advised that the file is still open within our department thereforethe claim will not process. he understood and advised that he seeks to have someone call him once a resolution has been made so that he may be reimubursed for the tow. he also seeks to know what to do with the vehicle.

Amber Clark/tampa/par/57148; 0; 372804756
2001-11-06

Crm phoned [redacted] Crm forwarding file to repurchase for further handling. Crm closing file. Latasha Hawkins/par 58042; 0; 373911818
2001-11-06

Business summary---1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm received authorization to inspect vehicle. 4-crm initiated esa inspection. 5-crm reviewed inspection report. 6-crm advised customer that GM will repurchase vehicle. 7-crm forwarding file to repurchase for handling. Latasha Hawkins/par 58042; 0; 373911864
2001-11-07

From PAR, (PRA) Preliminary Repurchase Authorization forwarded to repurchase crm Georgette Walker, ext. 58432. PAR crm Latasha Walker, Robyn Starks/Tampa workflow.; 0; 373990536
KORINKO, STEVE

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

INCIDENT DATE: 2001-06-22 INCIDENT TIME: 04:30:00
INCIDENT LOCATION: 127 RUGBY STREET
STANTEN ISLAND NY

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

OWNER DESCRIPTION: VEH WAS BEING PARKED HEARD POP SAW SMOKE AND FLAMES. FIRE DEPT RESPONDED

ALLEGED DEFECTIVE COMPONENT: THERMAL EVENT

INCIDENT RESULT: ACCEPTED
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: SELF INSURED
INSURANCE COMPANY ADDRESS: UNK
AGENT NAME: POSTAL OFFICE
AGENT PHONE NUMBER: 000-000-0000

MORE INFORMATION:
MAINTENANCE LOCATION: NO MAINTENANCE AS OF YET
CURRENT LOCATION OF VEHICLE: SECURED
NOTIFY NAME: STEVE KORINKO

WAS VEHICLE INSPECTED: Y
INSPECTORS NAME: EAAINSPECTION DATE: 2001-07-17
MILEAGE AT INSPECTION: 7700
WHERE WAS INSPECTION DONE: VEH INSPECTED,PHOTOS TAKEN

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COND INSPECTED: SEE FILE
INVESTIGATIVE SUMMARY: OFFERRED REPURCHASE
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:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
LOCATION:
ADDRESS: ,
CITY/STATE: ,

PHONE NUMBER:
SEATING POSITION: RESTRAINT:
E OF INJURY:
ATED: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:
NEW YORK, NY [redacted]

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

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: CASS CITY ,
MI [redacted]
HOME PHONE:

CASE NUMBER:	04789587	VIN:	1G3HN52KXX4820265
		MODEL YEAR:	1999
DATE OPENED:	2001-07-03	SERIES:	EIGHTY EIGHT SEDAN
DATE CLOSED:	2001-07-05	MILEAGE:	9070
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	PAT CURTIS CHEV-OLDS-CADI INC
BRC PARENT:	04594684	DEALER ADDRESS:	700 N STATE ST.,CARO,MI,48723,USA

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

A06 Fire
3 REPAIR ATTEMPT(S)
Other
MICE LIVING UNDER HOOD

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

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

Auto-Text(Diagnostics) Accessed for this Request, with a M/M/Y of OLDSMOBILE EIGHTY EIGHT SEDAN 1999 .

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

PAR CRM RECEIVED FILE TO REVIEW. AMBER CLARK/TAMPA/PAR; 0; 363198988
2001-07-05

NOTES FROM CAC FILE:\

CUST. STATED MICE ARE LIVING UNDER HOOD. CUST. STATED THIS IS HER THIRD REPAIR FOR MICE DAMAGING UNDER THE HOOD. CUST. STATED HER CAR INSURANCE PAID FOR BILL. CUST. STATED SHE WANTS GM TO PAY FOR THE RECENT BILL SHE WILL TAKE CARTO DEALER ON JUNE 19, 2001 . CRM. CALLED AND SPOKE WITH SERVICE MANAGER SCOTT KARR AT PAT CURTISS OLDS AND CHEVY DEALER CRM WAS ADVISED TO LET CUST. KNOW GM WAS NOT RESPONSIBLE FOR THE DAMAGE OF MICE. SERVICE MANAGER DID SAY THAT CUST. WAS ADVISED TO MOVE VEHICLE AND ALSO PLACE SOMETHING AROUND GARAGE TO KEEP MICE AWAY..EARLINE GRAHAM CARS\TAMPA; 0; 363199011
2001-07-05

NOTES FROM CAC FILE:

Cust stated veh caught on fire for the third time due to mice getting into the veh. cust stated started engine in yard and smoke came through the vents. cust stated backed veh away from house and jumped out of veh. cust stated thefire burned out on itsown so did not call fire department. cust stated the first fire occured while driving and noticed black smoke coming in vents. cust stated this time fire dept was called. cust stated veh repaired at dealership. cust stated paid $400 to fire dept for the call. cust stated paid ded to insurance company (citizens ins) for the $800 repair. cust stated the 2nd fire happened as drove off of property. cust stated at 100 yards smoke came through the vents and fire burned out on its own. cust stated the repair was done by dlr. cust stated 3 other times dlr cleaned out veh engine area due to mice. cust states dlr did not plug hole area back after these visits. cust stated this problem could lead to a fatal injury b/c fires break out unpredictably. ela; 0; 363199031

2001-07-05

NOTES FROM CAC FILE:

cust states the dlr has advised nothing more we can do for you. cust seeks out of veh. cust seeks to get into another veh. cust states no longer feels safe comfortable in veh b/c of mice, fire & smoke. cust states problems w/ vehhave caused stress. crmspoke to svc mgr and requested avm decision concerning cust request. dlr advised crm to check back for response 7/10. crm advised customer call back w/ update 7/10. crm also advised cust forwarding file to specialty team b/c of fire incident. elaine gibson/cars/tampa; 0; 363199047
2001-07-05

NOTES FROM CAC FILE:

CUST STATES HE WOULD LIKE TO KNOW WHAT IS HAPPENING W/ VEH. CUST STATES HE IS GOING TO HAVE TO TAKE BETTY TO HOSPITAL BECAUSE OF STRESS RELATED TO VEH. CUST STATES HE WILL NOT PAY ANOTHER CENT ON THIS VEH FOR REPAIR. CUST SEEKS TOKNOW IF HE SHOULD TAKEVEH TO DLR FOR REPAIR. CRM ADVISED THAT HE SHOULD DRIVE OR HAVE TOWED FOR REPAIR. CUST SEEKS TO KNOW IF HE WILL HAVE TO COVER COST. CRM ADVISED IF DAMAGE IS DUE TO MICE THAT THIS WILL NOT BE COVERED UNDER WARRANTY. CUST WAS IRATE AND RUDE. CRM ADVISED TO KEEP CONVERSATION PROFESSIONAL. CRM ADVISED CUST THAT THIS FILE IS BEING REVIEWED BY SPECIALTY TEAM AND WILL HAVE MORE INFO ON 7/10/01.MARK BASERAP/CARS/TPA; 0; 363199065
2001-07-05

CUSTOMER'S CONCERNS ARE NOT A MANUFACTURER CONCERN.; 0; 363199237
2001-07-05

CRM SPOKE WITH THE CUST AND DISCUSSED HER CONCERNS WITH MICE GETTING INTO HER VEHICLE. CRM EXPALINED THAT HER CONCERNS ARE NOT DUE TO MANUFACTURER CONCERN. CUST FEELS THAT GM SHOULD OFFER ASSSTANCE DUE TO THIS NOT OCCURRING TO TWO OTHER VEHICLE ON HERPROPERTY. THE VEHICLE HAS CAUGHT ON FIRE THREE TIMES. SHE IS AFRAID TO START HER VEHICLE. SHE IS WAITING FOR THE SRV MGR AND AVM TO CALL HER BACK ON 7/10/01. SHE SEEKS TO HAVE HER VEHICLE REPURCHASED. CRM ADVISED THAT NO ASSISTANCE COULD BE OFFERED THROUGH THIS DEPARTMENT. THE CUST UNDERSTOOD.; 0; 363205777
2001-07-05

**********NO OFFER MADE TO THE CUSTOMER**********; 0; 363205798
2001-07-05

BUSINESS SUMMARY: 1) CRM RECEIVED FILE TO REVIEW 2) CRM CONTACTED THE CUST AND CONFIRMED PAR FACTS 3) CRM ADVISED THE CUST THAT HER CONCERNS ARE NOT DUE TO A MANUFACTURER CONCERN. 4) CRM ADVISED THAT GM DECLINES RESPONSIBILITY 5) NO OFFER MADETO THE CUST

AMBER CLARK/TAMPA/PAR; 0; 363206271
FRY, BETTY M

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

INCIDENT DATE: 2001-07-03 INCIDENT TIME: 14:00:00
INCIDENT LOCATION: 2491 Hurds Corner Road Cass City, MI
corner of Deckerville Road

DRIVER NAME: [redacted] DRIVER AGE: [redacted]
DRIVER DISABILITY: none

OTHER DESCRIPTION: cust stated engine w/ a/c running. black smoke filled veh. pulled veh away from house.

ALLEGED DEFECTIVE COMPONENT: MICE INSIDE OF VEHICLE CAUSING DAMAGE

INCIDENT RESULT: DECLINED 7/5/01

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: HOME OWNERS INSURANCE/KNIGHT INSURANCE AGENCY
INSURANCE COMPANY ADDRESS: 6263 CHURCH STREET CASS CITY, MI
AGENT NAME: AL KLCO
AGENT PHONE NUMBER: 989-872-5114
MORE INFORMATION: cust did not call fire department this time b/c fir burned out on its own.
MAINTENANCE LOCATION: NO MAINTENCE PERFORMED YET, VEH @ HOME ADDRESS
CURRENT LOCATION OF VEHICLE: CUSTOMER'S POSSESSION
NOTIFY NAME: BETTY FRY

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: SEE WORK HISTORY
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:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:

TITLE BRAND:
REPLACEMENT VIN:

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:
CASS CITY, MI [redacted]

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

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: NEW ORLEANS LA [redacted]
HOME PHONE:

CASE NUMBER:	05113872	VIN:	1G4HP54K9YU234368
		MODEL YEAR:	2000
DATE OPENED:	2001-07-30	SERIES:	LESABRE CUSTOM SEDAN
DATE CLOSED:	2001-08-15	MILEAGE:	19000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	
BRC PARENT:	05113871	DEALER ADDRESS:	

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

T01 Product Allegation GM 1241 0 REPAIR ATTEMPT(S)	Other FRONT END FIRE
A06 Fire 0 REPAIR ATTEMPT(S)	Other Product Allegation
A04 Possible Safety Concern 0 REPAIR ATTEMPT(S)	Other Thermal Event

Initiate Par

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

- 9:36am - crm recieved case file attempted contact cust phone # listed is disconnected crm will send ten day latter for response if no response crm will close file Roger Lewis Par / Tampa; 0; 365527975
2001-08-13

- 4:51pm - crm has not recieved a response from cust from ten day letter GM will decline responsibility crm will close file Roger Lewis Par / Tampa; 0; 366590716
2001-08-13

- 4:52pm - BUSINESS SUMMARY - crm reviewed case file, crm was unable to make contact with cust, crm sent ten day letter for response, crm did not recieve response from cust, GM will decline responsibility, crm will close file Roger Lewis Par / Tampa; 0; 366590832
2001-08-15

- 12:03pm - crm spoke to cust who stated that he was traveling in the vehicle approx. 15mph when the vehicle filled with smoke cust states that he lost control of the brakes also and had to pull vehicle up on the curve to stop vehicle cust stated that flames were coming from under the vehicle near engine area cust stated that since the incident he has settled with insurance company and they totalled the vehicle but cust was seeking compensation for other expenses crm adv cust of GMs policy and that GM will decline responsibility crm willclose file Roger Lewis Par / Tampa; 0; 366747067
2001-08-15

- 12:18PM - NEW BUSINESS SUMMARY - crm made contact with cust and confirmed [preliminary Par facts, cust stated that he has made settlement with insurance company, crm adv cust of GMs policy and that GM will decline responsibility, crm will close file Roger Lewis Par / Tampa; 0; 366747166
SCHMIDT, THEODORE

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

INCIDENT DATE: 2001-07-28 INCIDENT TIME: 08:15:00
INCIDENT LOCATION: PONTCHARTRAIN BLVD
NORTH

DRIVER NAME: THEODORE DRIVER AGE: 77
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: VEHICLE FILLED W/ SMOKE, CUST PULLED INTO LOT BRAKES DIDN'T WK VEHICLE STOPPED FROM CURB ENGINE FIRE

ALLEGED DEFECTIVE COMPONENT: UNDETERMINED

INCIDENT RESULT: Declining Responsibility
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: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: GMAC
INSURANCE COMPANY ADDRESS: UNKNOWN
AGENT NAME: UNKNOWN
AGENT PHONE NUMBER: 18002004622

[illegible]E INFORMATION:
MAINTENANCE LOCATION: CROWN BUICK
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY: No 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:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:

UPGRADE:
AFTERMARKET:
LEASE TERM:
MAGE:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:

NEW ORLEANS, LA [redacted]

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

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

ALBANY , NY [redacted]

CASE NUMBER:	05125148	VIN:	1G3HC52K8X4819539
		MODEL YEAR:	1999
DATE OPENED:	2001-07-31	SERIES:	88 50TH ANNIV. EDITI
DATE CLOSED:	2001-08-03	MILEAGE:	27196
SOURCE:		DELIVERY DATE:	
ERC TYPE:	PAR Yes	DEALER NAME:	OTTO OLDSMOBILE-CADILLAC, INC.
ERC PARENT:	05125147	DEALER ADDRESS:	

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

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

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

CRM REVIEWED FILE. CRM PHONED DEALER. CRM PHONED DEALER. SVC DID NOT ANSWER PAGE AND ALL SVC LINES ARE BUSY. CRM WILL TRY AT LATER. LATASHA HAWKINS/PAR 58042; 0; 365543974
2001-08-01

CRM PHONED CUST. CUST NOT AVAIL. CRM LEFT MSSG ON ANSWERING MACHINE. LATASHA HAWKINS/PAR 58042; 0; 365544116
2001-08-02

CRM RCVD MSSG FROM CUST. CRM PHONED CUST. CUST NOT AVAIL. CRM LEFT MSSG ON ANSWERING MACHINE. LATASHA HAWKINS/PAR 58042; 0; 365637093
2001-08-02

CRM PHONED DEALER. SVC MGR NOT AVAIL. CRM LEFT MSSG ON VME. LATASHA HAWKINS/PAR 58042; 0; 365637364
2001-08-02

CRM RCVD CALL FROM CUST. CRM SPOKE WITH CUST AND OBTAINED INCIDENT DETAILS:

CUST STATED THAT VEH HAD BEEN PARKED FOR APPROX THREE HOURS. CUST STATED THAT VEH WAS OFF AT TIME OF INCIDENT. CUST STATED THAT PRIOR TO INCIDENT, THEY DID NOT NOTICE ANY CONCERNS W/VEH OPERATION. CUST STATED THAT HE AND WIFE WERE AWAKEN BY ALARMS GOING OFF AND PHONE CALL FROM ALARM COMPANY. CUST STTED THAT INCIDENT OCCURRED ON 7/26/01 @ APPROX 11PM. CUST STATED THAT HOME & GARAGE ARE BURNED AND THERE IS EXTENSIVE SMOKE DAMAGE THROUGHOUT HIS HOME. CUST STATED THAT OTHER VEH (2001 CHRYSLER SEBRING) WAS BURNED. LATASHA HAWKINS/PAR 58042; 0; 365640959
2001-08-02

CUST STATED THAT BOTH VEH HAVE BEEN DEEMED TOTAL LOSS. CUST STATED THAT VEH HAS BEEN REMOVED FROM DEALERSHIP AND VEH LOCATION IS UNKNOWN. CUST STATED THAT INS AGENT IS THE ANCHOR AGENT AND CONTACT IS MARVIN FREEDMAN @ 518-458-8905 EXT 120. CUST STATED HOMEOWNERS

INS IS CHUBB INS AND ADJUSTER IS DENNIS SORGE @ 914-989-6597 AND VEH INS CARRIER IS BEACON INS. CUST DID NOT HAVE INFO FOR CLAIMS ADJUSTER OR ANY POLICY NUMBERS. LATASHA HAWKINS/PAR 042; 0; 365641162
01-08-02

CUST STATED THAT NEW SCOTLAND AVE FIRE DEPT RESPONDED TO THE SCENE AND ANOTHER FIRE DEPT CAME SHORTLY AFTER. CUST STATED THAT HIS HOME IS VALUED AT $600,000. CUST STATED THAT HE AND WIFE HAVE MADE APPT TO SEE DOCTOR DUE TO POSSIBLE SMOKE INHALATION. CUST STATED THAT ON JUNE 21, 2001, DEALER REPLACED BATTERY. CUST STATED THAT ALL MAINTENANCE IS PERFORMED BY DEALER. LATASHA HAWKINS/PAR 58042; 0; 365641289
2001-08-02

CRM ADVISED CUST THAT DUE TO AMOUNT OF PROPERTY DAMAGE, FILE WILL BE FORWARDED TO ESIS FOR HANDLING. CRM ADVISED CUST OF WHO ESIS IS. CRM ADVISED CUST THAT HE WILL BE CONTACT W/IN THREE BUSINESS DAYS. LATASHA HAWKINS/PAR 58042; 0; 365641367
2001-08-03

business summary--1-crm reviewed par file 2-crm contacted customer and confirmed 1241 facts 3-crm contacted esis for further directives 4-crm advised customer that file is to be forwarded to amount of property damage 5-crm closed file and forwarded to esis, due to property damage. nothing was offered to the customer loretta thornton /par58426; 0; 365700305
ALAN/BARBARA ISELAN

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

INCIDENT DATE: 2001-07-26 INCIDENT TIME: 23:00:00
INCIDENT LOCATION: home address

DRIVER NAME: N/A DRIVER AGE:
DRIVER DISABILITY: none

OWNER DESCRIPTION: vehicle sitting in garage, smoke detectors went off, vehicle was in flames. garage damaged due to fl

ALLEGED DEFECTIVE COMPONENT: UNKNOWN

INCIDENT RESULT: FWD TO ESIS 8/3/01
POLICE REPORT: Y ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY: Y
INJURIES: Y

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: OTTO OLDSMOBILE
CURRENT LOCATION OF VEHICLE: otto oldsmobile/ tom buttacavoli svc mgr...
NOTIFY NAME: ALAN ISELAN

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:
[illegible]ESTIGATIVE SUMMARY: PROPERTY DAMAGE
[illegible] 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:
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:
[illegible]OUNT NUMBER:
[illegible]TEREST 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: 1
COMMENTS: CUST AND WIFE ARE SCHEDULED TO GO TO DOCTOR.

NAME: ALAN ISELAN LOCATION:
ADDRESS: SEE FILE,
CITY/STATE: , NY
PHONE NUMBER: 5184892811
SEATING POSITION: NOT IN VEHICLE RESTRAINT: NONE
TYPE OF INJURY: SMOKE INHALATION
TREATED: N IF SO, WHERE: NONE

NAME: BARBARA ISELAN LOCATION:
ADDRESS: SEE FILE,
CITY/STATE: ,
PHONE NUMBER: 5184892811
[illegible]TING POSITION: NOT IN VEH RESTRAINT: NONE
TYPE OF INJURY: SMOKE INHALATION
TREATED: Y IF SO, WHERE: NONE

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
[redacted]INESS: % BUSINESS: 0
[redacted]IDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:

ALBANY, NY [redacted]

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

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: [redacted] FARMINGDALE
NY [redacted]
HOME PHONE:

CASE NUMBER:	05168552	VIN:	1G4CW54K5Y4253187
		MODEL YEAR:	2000
DATE OPENED:	2001-08-02	SERIES:	PARK AVENUE SEDAN
DATE CLOSED:	2001-08-07	MILEAGE:	19000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	KARP BUICK-SAAB
BRC PARENT:		DEALER ADDRESS:	400 SUNRISE HWY,,ROCKVILLE CENTRE,NY,11570,USA

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

A06 Fire
0 REPAIR ATTEMPT(S)

Smoke/Steam
THERMAL EVENT IN ENG COMPARTMENT

A11 Sales Incentive Adjustment
0 REPAIR ATTEMPT(S)

Other
PURCH PRICE TOO HIGH FOR CUST

Initiate Par

INSTRUCTIONS TO CRM:
Select PAR Button

[[SBS "Creating a Product Allegation Request RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/CARSCP/SBS/html/CreatingAProductAllegationRequest.htm]]
Initiate Par
**********WORK HISTORY**********

CUST STATES DRIVING VEH 07/31/01 GOING HOME. NO PRIOR INCIDENTS. CUST STATES VEH STARTS TO DECELLERATE AS VEH GOING UPHILL. CUST STATES 35MPH. CUST STATES DRIVEN 15-20 MILES PRIOR TO VEH SLOWING DOWN. CUST STATES STEAM OR SMOKE COMING FROM ENG COMPARTMENT. CUST STATES CUST HAS NO SENSE OF SMELL. CUST STATES DRIVER OF OTHER VEH ADVISED CUST SMELL COMING OUT. CUST STATES OPENS HOOD & THERMAL EVENT ELEVATES TO CONSUME ENTIRE ENG. CUST STATES CUST STATES VEH HAD TO BE TOWED BY FLAT BED. CUST STATES NIGEL- SALESMAN CALLED CUST TO ADVISE DLR HAS VEH BUT WILL BE $95.00 MORE PER MONTH. CUST STATES HE IS PUT IN HIGHER MONTHLY PAYMENT BRACKETT TO HAVE VEH COMPRIBAL TO VEH CUST HAS. CUST SEEKS SHOULD NOT HAVE TO GO BACKWARDS FOR REPLACEMENT VEH. CUST SEEKS LOYAL GM CUST. CUST STATES HE DID NOT CHANGE POLICY BETWEEN 2000 MODEL & 2001 MODEL. CRM SPOKE W/NIGEL IN SALES DEPT. NIGEL STATES HE GAVE CUST $2000.00 LOYALITY REBATE. NIGEL STATES OFFERED CUST EVERY INCENTIVE POSSIBLE. CUST SEEKS TO BE TREATED FAIRLY.; 0; 365626462
2001-08-02

CRM ADVISED CUST WILL RESEARCH CONCERN. CRM SPOKE W/NIGEL IN SALES DEPT TO ADVISE SALESMAN TO DISCUSS CONCERN W/ASM. CRM SPOKE W/JOE LANGE-GENERAL SALES MGR. JOE STATES NOTHING MORE CAN BE DONE FOR CUST ON HIS END. JOE ADVISED CRM TO CONTACT DAVID STALZER-ASM. FOR FURTHER ASSISTANCE. CRM SPOKE W/TM ANNETTE JOHNSON. TM ADVISED CRM TO INITIATE PAR CASE. CRM WILL CALL CUST LATER ON 08/02/01 TO COMPLETE NECESSARY INFO. CYNTHIA LUKENS/CAC/PDX; 0; 365627786
2001-08-02

CRM SUBMITTED PAR CASE. CRM WILL CALL CUST ON 08/08/01 @ 11-12PST W/UPDATE. CYNTHIA LUKENS/CAC/PDX; 0; 365629443
2001-08-06

CUST SEEKS TO TALK TO PREVIOUS CRM. CRM ADVISED UNABLE TO TRANSFER AND OFFERED TO ASSIST. CUST STATES WAS CONTACTED BY A PAR REP AND HE IS DISAPPOINTED WITH THE WAY THE SITUATION IS [illegible]ING HANDLED. CUST STATES HE WAS TOLD IT WILL PROBABLY TAKE 5 WEEKSOR MORE BEFORE A [illegible]ISION IS REACHED. CRM ADVISED WOULD DOCCUMENT HIS CONCERNS REAGDING THE HANDLING OF HIS CASE. CRM WILL TRANSFER BACK TO PREVIOUS BECAUSE HAS CALL BACK SCHEDULED FOR 8/8. KACI ROBISON/PDX/CAC; 0; 365981901
2001-08-06

CRM UNABLE TO CONTACT CUST AS PH BUSY. CRM WILL CALL ON 08/07/01 @ 9:30-10:30PST CONCERNING PAR CASE. CYNTHIA LUKENS/CAC/PDX; 0; 365994516
2001-08-07

CRM L/M PER CUST CALL ON 08/06/01. CUST UNHAPPY W/TIME FRAME W/PAR CASE. NEXT CRM: PLEASE TAKE INFO FROM CUST. PLEASE NOTIFY ME IF CUST WOULD LIKE CALL FROM ME. THANKYOU. CYNTHIA LUKENS/CAC/PDX; 0; 366058343
2001-08-07

cust case is being handled by PAR and will require no further action from cac. cust will need to speak with PAR crm from now on.
zebulin magby/pdx/cac; 0; 366068209

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

[illegible]NER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
[illegible]LEAGE AT INSPECTION:
[illegible]RE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
FAX NUMBER:
PRODUCT CODE:
BODY TYPE:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

ME:
MPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: ST AUGUSTINE ,
FL [redacted]
HOME PHONE:

CASE NUMBER:	05253684	VIN:	1G2WP12K9XF210277
		MODEL YEAR:	1999
DATE OPENED:	2001-08-09	SERIES:	GRAND PRIX GT COUPE
DATE CLOSED:	2001-08-27	MILEAGE:	50303
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	JACK WILSON PONTIAC BUICK GMC
BRC PARENT:	05253683	DEALER ADDRESS:	2250 US 1 S,,SAINT AUGUSTINE,FL,32086,USA

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

A04 Possible Safety Concern — Other
0 REPAIR ATTEMPT(S) — product allegation

T01 Product Allegation GM 1241 — Other
0 REPAIR ATTEMPT(S) — thermal event

A06 Fire — Other
0 REPAIR ATTEMPT(S) — product allegation

Initiate Par
**********WORK HISTORY**********

crm received and reviewed case and called cust. cust std she just had heat sensor replaced at dealer and two hours later veh caught on fire. cust std was traveling for 5 minutes when she pulled into a convenient store and on her way in someone informed cust veh was on fire. cust std she saw flames from underneath veh. cust std flames put out by store employee with fire extinguisher. cust std she is the second owner of veh and there have been no other repairs and cust has no aftermarket items. cust gave permission to have veh inspected. crm is requesting eaa inspection. Leonard Bethea/par/58110; 0; 366565405
2001-08-21

crm received message from eaa inspector stating he was going back to the veh because he thought he may have missed something. Leonard Bethea/par/58110; 0; 367253287
2001-08-21

crm received call from cust requesting a copy of inspection report. crm advised cust gm does not provide copies of inspections. cust std dealer is putting pressure on her to release the rental they provided for her. cust requested if she could be notified as soon as crm received report. crm advised cust that as soon as the report is received and reviewed cust would be called back. Leonard Bethea/par/58110; 0; 367254164
2001-08-21

crm called eaa inspector who advised crm car had been inspected for the second time and report would be mailed either today or the following day. crm thanked inspector. Leonard [illegible]hea/par/58110; 0; 367254247
2001-08-27

crm received and reviewed inspection report. crm called cust and advised cust gm would not be assuming any responsibility.. cust requested what was the cause and who was at fault. crm advised cust that kind of information could not be given. cust thankedcrm for his time and

disconnected. crm is closing case and forwarding to esis. Leonard Bethea/par/58110; 0; 367765788
[redacted]1-08-27

BUSINESS SUMMARY--1-crm reviewed file 2-crm contacted customer and reviewed 1241 facts. 3-crm received customers authorization for inspection. 4-crm initiated eaa inspection. 5-crm reviewed inspection report. 6-crm advising all concerned parties thatgm will not assume responsibility. 7-crm closing file and forwarding to esis. 8- no offers made to cust. Leonard Bethea/par/58110; 0; 367765988
BELCHER, ZOE A

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

INCIDENT DATE: 2001-08-06 INCIDENT TIME: 18:15:00
INCIDENT LOCATION: HARY'S CURB MART
204 SR16 ST. AUDUSTINE / CROSS RD. MASTERS DRIVE

DRIVER NAME: [redacted] DRIVER AGE: [redacted]
DRIVER DISABILITY: NO

OWNER DESCRIPTION: CUST PULLED INTO CONVENIENT STORE & AS SHE WAS WALKING IN SOMEONE TOLD HER THAT THE VEH WAS ON FIRE

ALLEGED DEFECTIVE COMPONENT: HEATING SENSOR

INCIDENT RESULT: declined via phone on 8/24/01
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 2 BODY INJURY: N
[redacted]URIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: STATE FARM
INSURANCE COMPANY ADDRESS: 1395 D US1 SOUTH 32086
AGENT NAME: JANET TILLMAN
AGENT PHONE NUMBER: 904-824-8111
MORE INFORMATION: CUST STATES THAT THERE WAS SOMETHING HANGING UNDER THE VEH, THAT WAS ON FIRE..
MAINTENANCE LOCATION: JACK WILSON PONTIAC
CURRENT LOCATION OF VEHICLE: JACK WILSON PONTIAC
NOTIFY NAME: CUST

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: EAAINSPECTION DATE: 2001-08-17
MILEAGE AT INSPECTION: 50303
WHERE WAS INSPECTION DONE: visual inspection of vehicle

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: ENGINE AND ELECTRICAL
INVESTIGATIVE SUMMARY: see report
[redacted]R STATUS: Accepted
[redacted]**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:

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

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted] CONTACT NUMBER: 1
COMPANY: CONTACT TYPE: Claimant
CONTACT PHONE: [redacted]
ADDRESS:
ST AUGUSTINE, FL [redacted]

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: INDIANAPOLIS ,
IN [redacted]
HOME PHONE:

CASE NUMBER:	05278469	VIN:	1G4CW52K8X4642004
		MODEL YEAR:	1999
DATE OPENED:	2001-08-10	SERIES:	PARK AVENUE SEDAN
DATE CLOSED:	2001-09-05	MILEAGE:	45000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	ERIC DICKERSON BUICK
BRC PARENT:	05260420	DEALER ADDRESS:	

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

T04 General Information	Other
0 REPAIR ATTEMPT(S)	GMPP 1-800 #
T01 Product Allegation GM 1241	Other
0 REPAIR ATTEMPT(S)	THERMAL EVENT
A06 Fire	Other
0 REPAIR ATTEMPT(S)	VEH BURNED UP
Possible Safety Concern	Other
REPAIR ATTEMPT(S)	par

Information request for GMPP extended warranties.

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

Crm received and reviewed the file, crm called cust @ phone number on file, and spoke with his wife. Cust did take my name, number, and the cust's file number. Cust states she will have her husband give me a call back in regards to this matter. karenSMith/tampa-par/ext. 58548.; 0; 366826041
2001-08-18

Crm called the cust who states his veh is located @ Erick Dickerson Buick, and the veh. has not been repaired. Cust states the veh. is totalled out and he did speak with his insurance company Shelter Ins. and they have not advised him on what the are going to do about the veh. **********DESCRIPTION OF INCIDENT**********Cust states he was driving from Fall Creek to Central, cust southth on Central, smelt smoke. Cust states 2 blocks later the check engine light came on, and cust pulled over put the veh. in park. Cust states smoke was coming into the passenger compartment of the veh. thru the air vents, and the upper part of the dash. Cust states he called the fire dept. and about 1 minute later someone pulled over with a fire extinquisher, and cust popped the hood. Cust states by this time the flames were to intense to release the hood latch so the tried to spray thru the cracks w/fire extinquisher. CONTINUE..Karen Smith/tampa-par/ext. 58548.; 0; 367000148
2001-08-18

CONTINUE...Cust states the fire dept reached the scene within 5 minutes and by this time the entire engine compartment was engulfed in flames and they put the fire out. Cust states no one was hurt, and he is seeking that GM to replace his veh. Cust gives gm permission to inspect the veh. Crm advised the cust that the inspection process takes 10 -14 business days. Cust states he is not going to pay GMAC any more money for this veh. Crm advised the cust that I will contact the Eric Dickerson Buick. Karen Smth/Tampa-par/ext 58548.; 0; 367000782

2001-08-18

Crm called Eric Dickerson Buick, and spoke w/ [redacted] who advised that he will find out if the veh. is @ his dealership and will call me back. Crm advised of name, number and the cust's file number. Crm advised to contact me back as soon as possible.Karen SMith/tampa-par/ext. 58548.; 0; 367001333
2001-08-21

Crm called Eric Dick Chev. and spoke with sm Mr. Steve Williams who advised that the veh. is there, crm did advise that I will send out an inspector to inspect the veh. Crm also advised the sm of my name, number, and the cust's file number. Crm requested EAA inspection. Karen smith/tampa-par/ext. 58548.; 0; 367253070
2001-09-04

Crm received and reviewed the inspection report w/TM Giovanna D. Crm called the cust to advise that GM is not assuming responsibility, crm advised the cust to settle matter with his insurance . Karen Smith/tampa-par./ext. 58548.; 0; 368483139
2001-09-04

BUSINESS SUMMARY: 1. Crm received and reviewed the file. 2. Crm spoke w/cust. 3. Crm received and reviewed the inspection report. 4. Crm called the cust and advised that GM is not assuming responsibility. 5. Crm advised the file will be closedtoday. Karen Smith/tampa0-par/ext. 58548.; 0; 368483716
SHIRLEY, CURTIS E

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

INCIDENT DATE: 2001-08-01 INCIDENT TIME: 09:00:00
INCIDENT LOCATION: CENTRAL & 17HT STREET
INDIANAPOLIS

DRIVER NAME: CURTIS SHIRLEY DRIVER AGE: 40
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: VEH CAUGHT ON FIRE IN ENGINE COMPARTMENT

ALLEGED DEFECTIVE COMPONENT: ELECTRICAL FAN

INCIDENT RESULT: 09/04/01--Crm advised the cust that GM is not assuming responsibility.
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: SHELTER INS. CO.
INSURANCE COMPANY ADDRESS: BROWNSBURG, IN
AGENT NAME: MIKE MATHES
AGENT PHONE NUMBER: 18007435837
MORE INFORMATION:
MAINTENANCE LOCATION: FIRESTONE 425 N DELAWARE DOWNTOWN INDIANAPOLIS
CURRENT LOCATION OF VEHICLE: VEH. IS @ ERIC DICKERSON
NOTIFY NAME: CURTIS SHIRLEY

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: EAA INSPECTIONINSPECTION DATE: 2001-08-23
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE: see inspection report

WAS VEHICLE ROAD TESTED: N

ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
[illegible]P INSPECTED:
[illegible]ESTIGATIVE SUMMARY: GM Decline
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:
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:
[illegible]NCH: NAME:
[illegible]COUNT 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**********

[illegible]ERNAL CASE NUMBER: DATE:
[illegible]TLE 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:

ADDRESS:

INDIANAPOLIS, IN [redacted]

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

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

RALEIGH , NC [redacted]

CASE NUMBER:	05470640	VIN:	1G2WP12K6VF346248
		MODEL YEAR:	1997
DATE OPENED:	2001-09-06	SERIES:	UNKNOWN
DATE CLOSED:	2001-10-05	MILEAGE:	63233
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	DAVIS CHEVROLET
BRC PARENT:	05470562	DEALER ADDRESS:	301 N MAIN ST,,SAINT ELMO,IL,62458,USA

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

J01 Engine 0 REPAIR ATTEMPT(S)	Other thermal event
T01 Product Allegation GM 1241 0 REPAIR ATTEMPT(S)	Other thermal event
A04 Possible Safety Concern 0 REPAIR ATTEMPT(S)	Other thermal event
A06 Fire 0 REPAIR ATTEMPT(S)	Other thermal event

Initiate Par
**********WORK HISTORY**********

CUST STATES SHE DROVE 20 MILES INTO TOWN AND STOPPED AT A FRIENDS HOUSE. SHE WAS IN THE HOUSE FOR APPX 20 MIN. WHEN SHE CAME OUT THERE WAS SMOKE COMING FROM THE VEH ENGINE AREA. CUST GOT IN TO VEH THINKING TO OPEN HOOD WHEN FRIENDS YELLED TO HER TO GET OUT THAT THERE WERE FLAMES. CUST STATES THE VEH WAS LOCKED AND SHE HAD THE KEYS, IT WAS NOT RUNNING. CUST STATES INS COMPANY HAS REMOVED THE VEH AND THEY ARE ATTEMPTING TO FIND OUT WERE THE VEH IS. CUST HAD NO INJURIES, BUT IS HAVING NIGHTMARES AND IS SEEING A DR FOR THIS. CRM HAS ADVISED THAT SHE CAN'T PROCEED TILL SHE HAS INFO AS TO THE VEH LOCATION. RUTHE BOYCE/PAR/57611; 0; 369267962
2001-09-17

CUST HAS GIVEN LOCATION OF VEH AS 60 FADIPCO ROAD CLAYTON NE 1-888-600-5162. THIS IS A SALVAGE YARD, CUST IS SEEKING A NEW VEH. CRM ADVISED CUST THAT GM'S NEXT STEP WOULD BE TO ORDER AN EAA INSPECTION. CUST HAS ADVISED CRM THAT HE WILL BE RETAINING AN ATTORNEY TODAY. CRM REQUESTED HE CALL HER BACK WITH ATTORNEYS NAME AFTER RETAINED. CUST AGREED. CRM WILL WAIT FOR CUST CALLBACK BEFORE PROCEEDING. RUTHE BOYCE/PAR/57611; 0; 369590536
2001-09-17

3- CRM HAS RECIEVED FIRE DEPT REPORT STATING THE VEH HAD BEEN RUNNING FOR 30-40 MINUTES. CUST STATES THIS IS IN ERROR AND SHE WILL HAVE THEM CORRECT IT. CUST STATES VEH WAS NOT RUNNING. RUTHE BOYCE/PAR/57611; 0; 369590635
2001-09-22

CRM IS ORDERING A EAA INSPECTION OF THE VEH AND HAS LEFT THE CUST A VMR TO THIS EFFECT. RUTHE BOYCE/PAR/57611; 0; 369994707
2001-09-25

CUST CALLED TO SEE WHAT WOULD HAPPEN IF HE SETTLED WITH THE INSURANCE COMPANY. CRM ADVISED THE FILE WOULD BE CLOSED AND IF THE INS COMPANY PROCEEDED WITH SUBRUGATION, THEY WOULD FILE THROUGH ESIS. CUST IS UNSURE AT THE CURRENT TIME WHAT HE WILL DO. CUSTWILL CONTACT CRM WHEN HE HAS DECIDED. RUTHE BOYCE/PAR/57611; 0; 370290912
2001-10-05

CRM RECIEVED EAA REPORT INDICATING NO MANUFACTURERS DEFECTS FOUND. CRM REVEIWED THIS FILE WITH BOTH TM MGR DUE TO CUST DISCREPANCY IN FIRE REPORT. CRM ADVISED BY BOTH TO DENY CLAIMN. CRM HAS ADVISED CUST THE CLAIM IS DENIED. CUST DOES NOT USE A DEALER FOR MAINTENANCE. NO DEALERSHIP OR AVM WAS CONTACTED.RUTHE BOYCE/PAR/57611; 0; 371159307
2001-10-05

Business summary--1-crm reviewed par file. 2-crm contacted customer and confirmed 1241 facts. 3-crm received customer authorisation to inspect vehicle. 4-crm arranged an EAA inspection. 5-crm received and reviewed inspection report. 6-crm advised customer that GM would decline repairs 7-crm sent letter, closed file and forwarded to ESIS.NO REPAIR OR REPURCHASE WAS OFFERED TO THE CUSTOMER. RUTHE BOYCE /PAR/57611; 0; 371160326
SMITH, PERRY A

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

INCIDENT DATE: 2001-09-02 INCIDENT TIME: 17:30:00
INCIDENT LOCATION: Downtown Raleigh, NC one block from Intersection of Person and Davies

DRIVER NAME: TERESA MATTHIESEN DRIVER AGE: 32
DRIVER DISABILITY: no

OWNER DESCRIPTION: Veh pulled over while driver went to restroom, veh smoky upon return, then burst into flames.

ALLEGED DEFECTIVE COMPONENT: ENGINE

INCIDENT RESULT: DENIED
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: NATIONWIDE MUTUAL INSURANCE COMPANY
INSURANCE COMPANY ADDRESS: 6330 FALLS OF NEUSE ROAD
P.O. BOX 97053
RALEIGH, NC
AGENT NAME: LB MANAIR
AGENT PHONE NUMBER: 919-876-5954
MORE INFORMATION: Alternate phone no: 919-696-7525
MAINTENANCE LOCATION: SPEEDY OIL CHANGE - RALEIGH NC
CURRENT LOCATION OF VEHICLE: NATIONWIDE INS EVALUATORS
NOTIFY NAME: CUSTOMER

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: JOHN HAWRANICKINSPECTION DATE: 2001-09-27
MILEAGE AT INSPECTION: 63223
WHERE WAS INSPECTION DONE: INSPECTION OF ENGINE/WIRING/AND UNDERCARRAGE

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: INSPECTION OF ENGINE/WIRING/AND UNDERCARRAGE

INVESTIGATIVE SUMMARY: NO INDICATIONS OF MANUFACTURERS DEFECTS
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:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
ERC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

[redacted]E:
COMPANY: [redacted]
ADDRESS:
RALEIGH, NC [redacted]

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

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: WILSON , NC [redacted]
HOME PHONE:

CASE NUMBER:	05523741	VIN:	1G4CW52K2X4628647
		MODEL YEAR:	1999
DATE OPENED:	2001-09-17	SERIES:	PARK AVENUE SEDAN
DATE CLOSED:	2001-09-25	MILEAGE:	27000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	MEDLIN BUICK GMC
BRC PARENT:	05523493	DEALER ADDRESS:	1900 S TARBORO ST,,WILSON,NC,27893,USA

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

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

A06 Fire — Other
0 REPAIR ATTEMPT(S) — Product Allegation

A04 Possible Safety Concern — Other
0 REPAIR ATTEMPT(S) — Thermal Event

Initiate Par

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

CRM CONTACED CUSTOMER WHO STATES THAT HE WAS LEASING THE VEHICLE, CUSTOMER STATES THAT GMAC WAS PAID $19,000 FOR VEHICLE, CUSTOMER STATES THAT HE PUT $7500 DOWN ON VEHICLE AND DID NOT GET ANYTHING, CUSTOMER STATES THAT THERE WAS $3100 DAMAGE DONE TO HISGARAGE, CUSTOMER STATES THAT THE FIRE DEPARTMENT AND INSURANCE DETERMINED THAT IT WAS A COMPUTER PROBLEM WITH VEHICLE, CUSTOMER STATES THAT HE IS SEEKING FOR GM TO PUT HIM BACK WHERE HE WAS, CR MADVISED CUSTOMER DUE TO INSURANCE INVOLVEMENT GM IS UNABLE TO ASSUME RESPONSIBILITY, CRM CLOSED FILE. TIMIKI JACOBS/PAR 58342; 0; 370175014
2001-09-24

BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM DECLINED, CRM ENT LETER, FORWARDED TO EBIS. TIMIKI JACOBS/PAR 58342; 0; 370175061
MURRAY, JIMMY C

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

INCIDENT DATE: 2001-08-31 INCIDENT TIME: 15:05:00
INCIDENT LOCATION: 4612 YANK ROAD, IN HIS GARAGE

DRIVER NAME: NONE DRIVER AGE: 61
DRIVER DISABILITY: BACK (SURGERIES X 3)

OWNER DESCRIPTION: Parked car in garage, and report from fire dpt states computer shorted starting fire.

ALLEGED DEFECTIVE COMPONENT: FRONT LEFT COMPUTER SYSTEM BY FENDER/ REAR OF ENGINE COMPUTER

INCIDENT RESULT: Declining Responsibility
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: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y
INSURANCE COMPANY NAME: ALLSTATE
INSURANCE COMPANY ADDRESS: 2702 SOUTHWEST FOREST HILL ROAD
WILSON NC 27893
AGENT NAME: PHIL EDMUNDSON
AGENT PHONE NUMBER: 252-237-2377
MORE INFORMATION: mechanical engineer, fire dpt, insurance co. all state an electrical short in computer.
MAINTENANCE LOCATION: MEDLIN BUICK
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY: No 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:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

BER OF INJURIES: 0
MMENTS:

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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

E: [redacted]
COMPANY:
ADDRESS:

WILSON, NC [redacted]

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

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: ST. THOMAS ,
VI [redacted]
HOME PHONE:

CASE NUMBER:	05690711	VIN:	1G3WS52K0WF352081
		MODEL YEAR:	1998
DATE OPENED:	2001-10-15	SERIES:	UNKNOWN
DATE CLOSED:	2001-12-04	MILEAGE:	36000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	CARRIBEAN AUTO-MART, INC.
BRC PARENT:	05689386	DEALER ADDRESS:	5B ESTATE ANNA S RETREAT,,ST THOMAS,VI,00802,USA

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

T01 Product Allegation GM 1241 0 REPAIR ATTEMPT(S)	Customer Satisfaction thermal event
A04 Possible Safety Concern 0 REPAIR ATTEMPT(S)	Other thermal event
A08 Fire - Unknown Origin 0 REPAIR ATTEMPT(S)	Other thermal event origin unknown

thermal event
**********WORK HISTORY**********

cust states that the veh was traveling north (uphill) on Solberg Hill Road while heading uphill the cust's son [redacted] stated to Mrs. Venner-Potter that the veh was maikng a clonking noise and was losing power. [redacted] then advised his mother that the went over the hill and the clonking noise got louder he than lost power and [redacted] pushed the veh out of tha, this is when he noticed smoke coming from under the hood flames from underneath the veh in the engine compartment, [redacted] states that [redacted] than attempted to extinct the flames w/sand w/no avail. [redacted] states that [redacted] than proceeded to a phone to contact some assistance when he heard a "swoosh" noise and at the time he also heard the sirens from the emergency vehs. veh resulted w/damages in the engine and interior (dashboard). cust states that the veh has prvious history on this concern and that the dlrshp was attempting to assist her w/ a trade for veh. CONT...; 0; 372093844
2001-10-16

CONT... cust states that there is no police report, however there is a fire investigator report which will be issued to her. cust states tht she had spoken to Randy Kneedler on the concerns of this veh and did not obtain a resolution. crm for the inconvenience and advised cust that we will document this concern. crm advised cust that we will need to contact the dlrshp, where the veh is now, to obtain more info and have inspection made on the veh. cust understands. cust seeks another veh due to the thermal event. crm advised cust that no decision may be made until a full inspection and investigation is made. crm issued case number on CAC. crm will initiate PAR. hailie martinez/prvi-tampa/CAC; 0; 372093888
2001-10-16

crm received a fax from AVM MArisabel Cole whom states that the veh is at te dlrshp (Caribbean AutoMart)> AVM advised crm that the dlrshp issued cust a rental, which is out of the GM policy for PAR investigation. crm contact svc mgr Vinent Smith and advised of the rental, also that we will have RBRSM J. Lopez inspect the veh. crm will request an

appointment through crm S. Rios. crm left voicemail to AVM in refernce to the current event. hailie martinez/prvi-tampa.; 0; 372096607
2001-10-16

crm attempted to contact the cust at her residence and at her office w/out avail. crm left voicemail to contact crm on the request to inspect the veh. hailie martinez/prvi-tampa/par; 0; 372114592
2001-10-26

crm received message from RBRSM J. Lopez that he culd not finish the inspection of the veh due to rain. Mr. Lopez advised thathe will return on Mon. to finish the inspection. hailie martinez/prvi-tampa.; 0; 372988483
2001-10-30

RBRSM J. Lopez contacted crm and advised that the inspection report will be mailed as soon as the photos are developed. crm athnked RBRSM for callback. hailie martinez/prvi-tampa.; 0; 373307434
2001-11-02

CUST CONTACT CRM TO OBTAIN AN UPDATE ON THE VEH'S INSPECTION. CRM APOLOGIZED FOR THE DELAY AND ADVISED THAT THE RBRSM J. LOPEZ HAS NOT SENT THE INSPECTION REPORT. CUST UNDERSTOOD AND THANKED GM. CRM ADVISED CUST THAT AS SOON AS WE DETERMINE THE RESULTS OF THE INSPECTION WE WILL CONTACT CUST. HAILIE MARTINEZ/PRVI-TAMPA.; 0; 373560375
2001-11-06

crm reviewed RO's from the cust's veh. crm issued TM M. Leon and update. crm Rios advised crm that RBRSM J. Lopez is at te dlrshp finishing the inspection on the veh and that he will fax the report to us today. hailie martinez/prvi-tampa.; 0; 373908592
2001-11-06

crm L/M to AVM M. Cole on the status of the inpsection on this case. hailie martinez/prvi-tampa/PAR; 0; 373909129
2001-11-06

RBRSM J. Lopez states that he will issue and update on the cause to the thermal event. crm will not document the status or contact cust until the inspection report has arrived. crm pending report. crm thanked RBRSM for the update. hailie martinez/prvi-tampa/PAR; 0; 373922246
2001-11-09

crmreceived a note from crm Garcia to contact cust. crm attempted to contact cust at her office and L/M. crm avised cust that we are pending the full inspection report and once received we can determinbe the cause of the thermal event and the next procedures. hailie martinez/prvi-tampa.; 0; 374173365
2001-11-12

crm received inspection report from RBRSM J. Lopez . crm is reviewing case w/TM M. Leon. crm contacted cust amnd advised that we will have a determination on the case by tomorrow. crm will contact cust tomorrow. hailie martinez/prvi-tampa./PAR/BRC; 0; 374447149
2001-11-13

crm revived and consulted the case w/management from PAR nad TM M. Leon we have decided to offer a repurchase to the cust. crm will contact cust and update her.hailie martinez/prvi-tampa/PAR/BRC.; 0; 374535848
2001-11-13

crm contacted cust and advised her on the offer to re[purchase and that w ewill have to obtain some paperwork from the svc dlrshp and consult w/her in detail. cust thanked GM. hailie martinez/prvi-tampa./PAR/BRC; 0; 374535945
2001-11-14

crm contacted svc center and spoke w/Vince yesterday the 13th of Nov to request the invoice, sales contract and road tax form if applicable. crm contact the svc center today the 14th of

Nov to request the same forms and was advised to contact the financial dept. crm contacted the financial dept and requested to fax the requested forms, receptionist advised that they [illegible]l send them today. crm pending forms to proceed w/the repurchase. hailie martinez/prvi-[illegible]pa; 0; 374596079
2001-11-15

crm contacted the financial dept. and L/M to have the invoice and sales contract and road tax form faxed to CAC today. receptionist states that she will pass this on to appropriate personnel. crm thanked receptionist. hailie martinez/prvi-tampa.; 0; 374678577
2001-11-15

crm was advised by TM M. Leon to close this case and begin a repurchase case for the cust. crm closing case satisfied. crm initiating business summary.
********** Busines Summary **********
cust contact CAC on file created on 10/16/2001.
cust issued authorization to inspect the veh for the 10/26/2001
inspection report results were submitted on 11/12/2001
crm advised cust of GM's position on 11/13/2001.
GM will offer a repurchase for the vehicle.
hailie martinez/prvi-tampa.; 0; 374705040
VENNER POTTER, EVELYN

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

INCIDENT DATE: 2001-10-13 INCIDENT TIME: 18:00:00
INCIDENT LOCATION: north on Solberg Hill

DRIVER NAME [redacted] DRIVER AGE: [redacted]
[illegible]VER DISABILITY: none

OWNER DESCRIPTION: while driving the veh driver heard cloniking noise upon reaching over the hill veh lost power.

ALLEGED DEFECTIVE COMPONENT: ENTIRE ENGINE COMPARTMENT AND THE INTERIOR OF THE VEH

INCIDENT RESULT: GM will offer repurchase immediately.
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: U.S.A.A. ARMED FORCES INSURANCE
INSURANCE COMPANY ADDRESS: N/A
AGENT NAME: N/A
AGENT PHONE NUMBER: 000-000-0000
MORE INFORMATION: while pushing the veh driver noticed smoke from the ooh and flames underneath the veh
MAINTENANCE LOCATION: CARIBBEAN AUTOMART
CURRENT LOCATION OF VEHICLE: CARIBBEAN AUTO MART
NOTIFY NAME: EVELYN VENNER POTTER

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: JORGE LOPEZ/ RBRSMINSPECTION DATE: 2001-10-26
MILEAGE AT INSPECTION: 36000
WHERE WAS INSPECTION DONE: photographs, physically inspected all fluids at engine compartment/interior &rear areas inspected.

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
PART INSPECTED: ENGINE COMPARTMENT/ UNDER CARRIAGE/INTERIOR SEATING AREA & DASHBOARD
INVESTIGATIVE SUMMARY: thermal event began at the engine and extendedto the dashboard.front seats damaged.
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:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
MANAGER:
OWNER:
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: N/A

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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:
ST. THOMAS, VI [redacted]

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

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

MARSHELL , TX [redacted]

CASE NUMBER:	05818003	VIN:	2G4WF52K8T1500948
		MODEL YEAR:	1996
DATE OPENED:	2001-11-06	SERIES:	UNKNOWN
DATE CLOSED:	2001-11-15	MILEAGE:	56007
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	ALFORD BUICK PONTIAC GMC, INC.
BRC PARENT:	05817167	DEALER ADDRESS:	1400 EAST END BLVD S,,MARSHALL,TX,75670,USA

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

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

J46 Fuel Injector and Nozzle — Other
0 REPAIR ATTEMPT(S) — FUEL INJECTORS BACK FIRED CAUGHT FIRE

A06 Fire — Other
0 REPAIR ATTEMPT(S) — PAR

Initiate Par
**********WORK HISTORY**********

LATE ENTRY: CRM LEFT VME FOR CUSTOMER ON 11-7 @ 2:00PM. TIMIKI JACOBS/PAR 58342; 0; 374080512
2001-11-08

CRM LEFT 2ND VME FOR CUSTOMER. TIMII JACOBS/PAR 58342; 0; 374080557
2001-11-08

crm left vme for customer- crm sent 10 day letter. timiki jacobs/par 58342; 0; 374104660
2001-11-15

CRM RECEIVED A MESSAGE FROM CUSTOMER WHO STATES THAT SHE JUST GOT BACK IN TOWN AND TO CALL HER AFTER NOON. CRM RECEIVED A CALL FROM CUSTOMER'S SON WHO STATES THAT HIS MOM WANTED HIM TO CALL, CUSTOMERSTATES THAT HIS MOTHER'S VEHICLE HAS BEENREPAIRED AND THE INSURANE CARRIER IS GOING TO COVER A PORTION OF IT BUT NOT ALL, CUSTOMER IS SEEKING TO BE REIMBURSED FOR WHAT THEY HAVE TO PAY OUT OF POCKET, CRM ADVISED CUSTOMER THAT DUE TO INSURANCE INVOLVEMENT GM IS NOT RESPONSIBLE. TIMIKI JACOBS/PAR 58342; 0; 374691116
2001-11-15

BUSINESS SUMMARY :CRM REVIEWED FILE, CRM CONTCAED CUSTOMER, CRM ADVISED CUSTOMER THAT GM IS UNABLE TO ASSUME RESPONSIBILITY DUE TO INSURANCE INVOLVEMENT, CRM CLOSED FILE, SENT LETTER AND FORWARDED TO BSIS. TIMIKI JACOBS/PAR 58342; 0; 374691191
DARDEN, MOZELLE H

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

INCIDENT DATE: 2001-10-05 INCIDENT TIME: 15:45:00
INCIDENT LOCATION: CARTHAGE ON THE LOOP

DRIVER NAME: MOZELLE DARDEN DRIVER AGE: 75
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: CUST DRIVING WENT THROUGH PUDDLE AS GOING UP INCLINE VEH DIED AND WOULD NOT START VEH WAS TOWED

ALLEGED DEFECTIVE COMPONENT: FUEL INJECTORS

INCIDENT RESULT: 11-15-01 GM NOT RESPONSIBLE
POLICE REPORT: N ROAD CONDITION: Wet ROAD SURFACE:
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: N INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION: VEH TOWED TO ACTION AUTOCUST TOLD SHE HAD HAD ASHE HAD A FIRE WAS TOLD TO CALL US
MAINTENANCE LOCATION: ALFORDBUICK IN MARDHEL TX
CURRENT LOCATION OF VEHICLE: REPAIRED
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
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:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:

INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
COUNT BALANCE:
AL:
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:
SCRIPTION OF DAMAGE:
RCHASE/LEASE: 0
DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0
PURCHASE/LEASE AS:
DOES OWNER HAVE POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:
MARSHELL, TX [redacted]

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

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: REDFORD , MI [redacted]
HOME PHONE:

CASE NUMBER:	06194319	VIN:	1G2WP12K1VF205538
		MODEL YEAR:	1997
DATE OPENED:	2002-01-16	SERIES:	GRAND PRIX GT COUPE
DATE CLOSED:	2002-01-18	MILEAGE:	66000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	RED HOLMAN PONTIAC GMC
BRC PARENT:	06194259	DEALER ADDRESS:	35300 FORD ROAD,,WESTLAND,MI,48185,USA

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

T01 Product Allegation GM 1241	Other
0 REPAIR ATTEMPT(S)	THERMAL EVENT
A06 Fire	Other
0 REPAIR ATTEMPT(S)	ENGINE COMPARTMENT
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	PAR

Initiate Par
**********WORK HISTORY**********

CRM reviewed PAR file, contacted the customer's home #, left a message with their daughter [redacted] and obtained the cell # for [redacted] CRM contacted [redacted] and she advised the veh. is titled to American Catering because her uncle co-signed forher.
DESCRIPTION OF INCIDENT - Cust states she added oil to the engine because the low oil light was on and flames shot out of the hole where she put the oil. Cust states this was the third incident she had with the engine catching fire when she was adding oil. Cust states her ins. co. covered some of the repairs on all three incidents. Cust states her husband put new ignition wires on the veh. a few weeks ago, the fire damage was repaired and some type of seals were replaced at Signature Auto after the last incident. Cust states the independent shop working on the veh. is now telling her it is only running on 5 cylinders because of a bad valve. Cust seeks to know what GM can do for her. Mike DiMare/Tampa PAR 57009; 0; 380146577
2002-01-17

CRM advised the cust of PAR procedures and that I would contact the dlr. and Signature auto for additional information and get back with her. CRM contacted Julie at Red Holman Pontiac, she checked hist.. and advised they only had a record of one prior thermal event and the plenum was replaced. Julie states the customer's ins. co covered a repair to the fuel pump which was not related to any thermal event per their records. CRM requested R.O.s. Mike DiMare/Tampa PAR 57009; 0; 380147423
2002-01-17

CRM left message at ind. shop req. return call. Mike DiMare/tampa PAR 57009; 0; 380150366
2002-01-18

CRM received return call from Larry at Signature Auto Repair. Larry states there was an ignition wire burned, an engine harness scorched and the corner of the top cover in the area of the oil fill. Larry states the cust did not tell them how this happened. Larry states there was a valve cover leaking heavily which they repaired. Larry states the veh. is

running very poorly and they quoted the cust to replace one head, no compression test done. Mike DiMare/Tampa PAR 57009; 0; 380218814
2002-01-18

CRM contacted the cust and advised the information from this incident indicates her concern is related to a maintenance issue and GM will not accept responsibility for this incident. Cust states the garage told her the problem with the engine was related to the first fire from last year that her ins.co. issued payment for and the ins. adjuster made the same statement. Cust states the ins. adjuster told her the engine did not cause this incident, they will pay to replace the current damage but not repair the engine. CRM advised these are issues that should be resolved between her garage and ins. co. CRM sending the cust a decline letter. CRM closing the file. Mike DiMare/Tampa PAR 57009; 0; 380223468
2002-01-18

BUSINESS SUMMARY - CRM reviewed PAR file. CRM contacted cust and confirmed 1241 facts. Cust advised oil ignited as she was adding it to the engine. Cust advised he settled with the ins. co. for this incident and a prior incident from last year. CRM obtained additional information from the dlr. and independent shop that is repairing the veh. CRM advised the cust GM declines responsibility for this incident. CRM made no offer to repair or repurchase the veh. CRM sending the cust a decline letter. CRM closing the file. Mike DiMare/Tampa PAR 57009; 0; 380223670
BRUSSON, BETH

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

INCIDENT DATE: 2002-01-09 INCIDENT TIME: 16:00:00
INCIDENT LOCATION: CUSTOMER'S HOME, REDFORD, MI

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

OWNER DESCRIPTION: CUST PUT OIL IN ENGINE AFTER LOW OIL LIGHT CAME ON, FLARED FROM HOLE INTO FLAME.

ALLEGED DEFECTIVE COMPONENT: UNKNOWN / ENGINE

INCIDENT RESULT: DECLINED-01/18/02 @ 10:30 AM
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: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: AAA
INSURANCE COMPANY ADDRESS: DEARBORNE MI
AGENT NAME: MAGIE COGNELL
AGENT PHONE NUMBER: 313-336-0990

MORE INFORMATION:
MAINTENANCE LOCATION: RED HOLMAN
CURRENT LOCATION OF VEHICLE: SIGNATURE AUTO
NOTIFY NAME: [redacted]

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: NOT INSPECTED
R 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:
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:
TEREST 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:
INESS:
% BUSINESS: 0
CCIDENT:
DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0
PURCHASE/LEASE AS:
DOES OWNER HAVE POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:

ADDRESS:

REDFORD, MI [redacted]

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

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: MENOMONEE FALLS [redacted],
WI [redacted]
HOME PHONE:

CASE NUMBER:	06199883	VIN:	1G2HX54K4Y4185377
		MODEL YEAR:	2000
DATE OPENED:	2002-01-17	SERIES:	PONTIBONNE
DATE CLOSED:	2002-02-06	MILEAGE:	14000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	FOSTER PONTIAC, INC.
BRC PARENT:	06199038	DEALER ADDRESS:	3636 S. 27TH STREET,,MILWAUKEE,WI,53221,USA

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

T01 Product Allegation GM 1241	Customer Satisfaction
0 REPAIR ATTEMPT(S)	thermal event
A06 Fire	Other
0 REPAIR ATTEMPT(S)	thremal event
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	THERMAL

CUST STATES THERMAL EVENT ON VEHICLE IN DRIVEWAY. VEHICLE HAD NOT BEEN DRIVEN IN 2 DAYS
**********WORK HISTORY**********

DESCRIPTION OF INCIDENT
CUST STATE SHE HEARD A POP @ APPROX. 1:30 AM. CUST STATE HER BEDROOM WINDOW IS BY THE DRIVEWAY. CUST STATE SHE WAS FLAMES COMING FROM THE FRONT OF THE VEHICLE. CUST STATE SHE TOLD HER SON AND HE CALLED 911. CUST STATE THERE WERENO INJURIES AND THE FRONT OF THE VEHICLE IS BURNT. CUST STATE THE VEHICLE IS CURRENLY IN HER DRIVEWAY. CUST STATE SHE CONTACT HER INSURANCE COMPANY AND THEY ADVISED HER TO CONTACT GM. CUST STATE FIRE DEPT EXTINGUISHED FIRE AND ADVISE REPORT WOULD BE AVAILABLE IN 1 WEEK. CUST SEEKS IF THERE ARE ANY DEFECTS IN THE WIRING. CRM ADVISED CUSTOMER OF PAR PROCESS. CUST AUTHORIZED INSPECTON.

CRM CONFERENCE SVC DIR. BOB SPERBER/FOSTER PONTIAC/414-282-5000. HE WILL ARRANGE TO HAVE CUST'S VEHICLE TOWED TO DEALER. CUST UNDERSTOOD SHE WOULD BE RESPONSIBLE FEES. CUST REQUEST VEHICLE BE PICKED UP 1/22/02. CUST INQUIRED ABOUT RENTAL. CRM ADVISE GM WOULD REIMBURSE $30/DAY IF GM ACCEPTS.
CRM ALSO REQUEST SALES DOC AND TITLE. CUST WILL HAVE DOCS MAILED. CUST WILL CONFIRM ..; 0; 380487402
2002-01-21

..CON'T
CUST WILL CALL TO CONFIRM VEHICLE HAS BEEN TOWED TO FOSTERS. KRYSTEL DAVIS-GRANT/PAR/58130.; 0; 380487457
2002-01-21

[redacted] LEFT MESSAGE FOR AVM/RODNEY KLEMME/630092/8133. TO ADVISE OF PAR REQUEST AND UPCOMING INSPECTION. KRYSTEL DAVIS-GRANT/PAR/58130.; 0; 380487770
2002-01-21

CRM INITIATED INSPECTION.; 0; 380492458
2002-01-22

CRM RECEIVED MESSAGE FROM CUSTOMER STATING VEHICLE WAS TOWED TO FOSTERS.

CRM SPOKE W/CUSTOMER. SHE STATE VEHICLE IS CURRENTLY BEING TOWED TO FOSTERS. CUST STATE SHE WILL SEND TITLE AND REGISTRATION. KRYSTEL DAVIS-GRANT/PAR/58130.; 0; 380586632
2002-01-28

CRM RECEIVED MESSAGE FROM CUSTOMER. CUSTOMER WANTED TO VERIFY ADDRESS.

CRM SPOKE W/CUSTOMER AND VERIFY ADDRESS. CUST WILL MAIL COPY OF HER REGISTRATION AND BILL OF SALE. KRYSTEL DAVIS-GRANT/PAR/58130.; 0; 381103962
2002-02-01

crm received bill of sale and title.

crm spoke w/customer to advise information was received. crm advised customer crm needed current registration. cust state inspector contacted her. crm advised customer once inspection received crm would call. krystel davis-grant/par/58130.; 0; 381441577
2002-02-05

crm received eaa inspection. krystel davis-grant/par/58130.; 0; 381786676
2002-02-05

crm spoke w/customer. crm advised inspection received. crm advised customer reviewing. crm advised would contact 2/6/02 w/ gm decision.

cust also state she mail current registration. krystel davis-grant/par/58130.; 0; 381787356
2002-02-05

crm reviewed file w/tm. b. green. she advised would support any decion crm makes. krystel davis-grant/par/58130.; 0; 381797562
2002-02-06

CRM SPOKE W/CUSTOMER AND ADVISED GM DECLINES. CRM SUGGEST CUSTOMER RESLOVE W/INSURANCE COMPANY. CUST ADVISED SHE REPORT TO NHTSA. CRM ADVISED INFORMATION IS DOC IN FILE. CRM ADVISE CUSTOMER GM DOES REVIEW INFORMATION. KRYSTEL DAVIS-GRANT/PAR/58130.; 0; 381857113
2002-02-06

CRM LEFT MESSAGE W/KARNE HOLCER FOR BOB SPERBER/FOSTER PONTIAC/414-282-5000 TO ADVISE CUSTOMER WAS DECLINE. KRYSTEL DAVIS-GRANT/PAR/58130.; 0; 381857346
2002-02-06

BUSINESS SUMMARY
CRM REVIEWED FILE. CRM CONTACT CUSTOMER AND CONFIRMED FACTS. CUSTOMER AUTHORIZED INSPECTION. CRM RECEIVED AND REVIEWED EAA INSPECTION. CRM ADVISED CUSOTMER GM DELCINES. CRM MADE NO OFFERS TO REPAIR TO REPURCHASE. CRM CLOSING FILE. KRYSTEL DAVIS-GRANT/PAR/58130.; 0; 381857441
2002-02-06

crm received registration from customer. krystel davis-grant/par/58130.; 0; 381875988
SCHNEIDER, CAROL

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

INCIDENT DATE: 2002-01-16 INCIDENT TIME: 01:30:00
INCIDENT LOCATION: west 132 north 6193 marach road
menomonee falls, wi 53051
(home driveway)

DRIVER NAME: N/A DRIVER AGE: 74
DRIVER DISABILITY: n/a

OWNER DESCRIPTION: Cust states went to store on Sunday and that was last time the car had been driven. Cust states on W

ALLEGED DEFECTIVE COMPONENT: ELECTRICAL UNDER HOOD

INCIDENT RESULT: DECLINE. 2/6/02
POLICE REPORT: N
ROAD CONDITION: Other
ROAD SURFACE:
NUMBER OF PEOPLE: 0
BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y
INSURANCE COMPANY NAME: AMERICAN FAMILY
INSURANCE COMPANY ADDRESS: NORTH 87 WEST 16412 APPLETON CT MENOMONEE FALLS, WI
AGENT NAME: LINDA CARNEY
AGENT PHONE NUMBER: 414/784-2933
MORE INFORMATION: would like to know wha to do if should contact dealer and insurance claim.
MAINTENANCE LOCATION: FOSTER PONTIAC
CURRENT LOCATION OF VEHICLE: VEHICLE WILL BE TOWED TO FOSTER ON 1/22/02
NOTIFY NAME: CAROL SCHNEIDER

WAS VEHICLE INSPECTED: Y
INSPECTORS NAME: WADE GREENISENINSPECTION DATE: 2002-01-28
MILEAGE AT INSPECTION: 14000
WHERE WAS INSPECTION DONE: SEE INSPECTION

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: SEE INSPECTION
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:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
EBC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
MILEAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:

LEGAL:
LEGAL TYPE:
LEMON LAW:
LER ADMINISTRATION:
VEHICLE DESTINATION:
EASE:
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:
S OWNER HAVE POSESSION OF VEHICLE:
SOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:
CONTACT NUMBER: 1
CONTACT TYPE: Claimant
CONTACT PHONE: [redacted]

MENOMONEE FALLS, WI [redacted]

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: SPRINGFIELD , IL [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	06230112	VIN:	1G3HN52K6X4813670
		MODEL YEAR:	1999
DATE OPENED:	2002-01-23	SERIES:	EIGHTY-EIGHT LS SEDA
DATE CLOSED:	2002-03-18	MILEAGE:	58242
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	
BRC PARENT:	06229508	DEALER ADDRESS:	

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

T01 Product Allegation GM 1241	Customer Satisfaction
0 REPAIR ATTEMPT(S)	PRODUCT ALLEGATION
A06 Fire	Other
0 REPAIR ATTEMPT(S)	THERMAL ALLEGATION
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	PRODUCT ALLEGATION

Initiate Par

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

Contacted Mr. Shore. He said "they" were suppose to fax it last week. Advised him that I have not rec'd the fax. **Schille/PAR**; 0; 385309778
2002-01-24

CRM RECEIVED FILE AND REVIEWED THERMAL ALLEGATION. CRM CONTACTED NUMBER FOUND WAS DLRSHIP-PRE-OWNED VEHICLE BEING TEST DROVE THERMAL EVENT DRIVER BUT OUT CRM ASKED FOR NAME SVM SHORE DIDN'T KNOW SAYS WILL TRY TO FIND OUT AND CALL BACK. SVM STATES AVMLINGREN TOLD HIM TO CALL.
LARRY MEEKS/PAR/57255; 0; 380760670
2002-01-29

CRM FINALLY REACHED CUST WHO WAS SUPPOST TO BE DRIVER AT THE TIME THIS GENTLEMAN HAD NO IDEA WHAT WE WERE TALKING ABOUT IS A STOUT GMC DRIVER HATES BUICK'S NEVER DROVE ANY VEHICLE THAT HAD A THERMAL
EVENT. LARRY MEEKS/PAR/57255; 0; 381162667
2002-01-29

CRM CONTACTED SVM SHORE BACK AND ADVISED WRONG PERSON'S NAME GIVEN THIS CUSTOMER HAD NO IDEA WHAT I WAS TALKING ABOUT. CRM ALSO ASKS FOR FIRE REPORT AND SVM STATES SOMEONE NEARBY HAD EXTINGUSHER
AND IT WAS USED TO PUT OUT FIRE NO REPORT MADE. SVM STATESWILL TRY TO SEE WHY WRONG NAME GIVEN TO HIM AND WILL CALL CRM BACK. LARRY MEEKS/PAR/57255; 0; 381164738
2002-01-29

CRM CONTACTED AVM LINGREN ABD GAVE FYI ON CURRENT SITUTATION WITH VEHICLE AND NEED FOR ACCURATE INFO
TO MAKE A DETERMINATION ON THIS FILE. LARRY MEEKS/PAR/57255; 0; 381165334
2002-02-11

CRM TRIED THE NUMBER GIVEN AS DRIVER IT WAS INCORRECT AGAIN . BUT GENTLEMAN REACHED STATED IT WAS HIS COUSIN THAT WAS DRIVING VEHICLE AND GAVE CRM CONTACT NUMBER. CRM REACHED SON THAT STATED HIS FATHER WORKED UNTIL 7PM AND WAS NOT AROUND A PHONE DURING THE DAY. CRM CONSULTED T/M GIO AS HE WENT
BY AND HE OKAYED CRM SETTING UP INSPECTION WITHOUT INTERVIEW. CRM ADVISED SVM SHORE OF THIS. LARRY MEEKS/PAR/57255; 0; 382315159
2002-02-20

CRM RECEIVED INSPECTION REPORT AND REVIED THE DATA AND PICTURES BASED ON INSPECTION RESULTS CRM
WILL OFFER REPAIR TO VEHICLE. CRM CONTACTED DLRSHIP AND SPOKE TO SVM ALLAN SHORE AND ADVISED OF
SAME AND HOW TO COMPLETE RO UNDER WARRANTY CODE Z1242. CRMSENDING TO FTT TEAM FOR PAYMENT OF REPAIR RO. LARRY MEEKS/PAR/57255; 0; 383091961
2002-02-20

BUSINESS SUMMARY-1-crm reviewed file. 2-crm contacted customer and reviewed PAR facts. 3-crm received customers authorization for inspection. 4-crm initiated EAA inspection. 5-crm reviewed inspection report. 6-crm advising all concerned parties that GM will repair vehicle. 7- customer accepts repairs 8-crm closing file and forwarding to FTT TEAM FOR PAYMENT OF GMWA UNDER Z1242. . Larry Meeks/PAR/57255; 0; 383092185
2002-02-20

FTT TEAM--THIS IS A DEALERSHIP USED VEHICLE INCIDENT OCCURRED DURING TEST DRIVE NO RENTAL INVOLVED
JUST REPAIRS ESTIMATE IS AT COST+ 40 FOR PARTS AND WARRANTY LABOR...LARRY MEEKS/PAR/57255; 0; 383092277
2002-03-06

Opened file for FTT segment: Contacted [redacted] and he agreed to provide a RO (via fax) to me since repairs are done. He provided fax [redacted] to fax auth form & submittal instruction to him when GMWA complete. He said he would fax it by tomorrow 3/7/02. We agreed that may work through fax from here out. **Schille/PAR**; 0; 384298212
2002-03-12

No fax or calls from [redacted] Contacted him and he advised that additional parts were needed, rec'd them yesterday 3/11/02, and may have it completed today. Advised I am waiting for fax (he knew). **Schille/PAR**; 0; 384789736
2002-03-18

Rec'd fax from dlr. Dlr only has Buick line. Processed GMWA Z1242 for DIV 11 / DLR 43580 / RO 070856 / $1,244.44 and Z1243 / RO 069559 / $64.85. **Schille/PAR**; 0; 385331540
2002-03-18

Contacted Mr. Shore and he confirmed that rec'd my fax.; 0; 385333213
SHORE, ALLAN

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

INCIDENT DATE: 2002-01-11 INCIDENT TIME: 13:00:00
INCIDENT LOCATION: n/a

DRIVER NAME: [redacted]/CUST DRIVER AGE: 60
DRIVER DISABILITY: n/a

OWNER DESCRIPTION: cust parked veh and noticed smoke from underneath the hood. dlr personel extinguished the fire.

ALLEGED DEFECTIVE COMPONENT: FAULTY FUEL PRESSURE REGULATOR/CAUSED FIRE

INCIDENT RESULT: G/WILL REPAIR ACCEPTED 2-20-02 AT 1615 HRS.
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: UNIVERSAL UNDERWRITERS
INSURANCE COMPANY ADDRESS: 6133 NORTH RIVER ROAD SUITE 940
ROSEMONT, IL 60016
AGENT NAME: TOM KNOPP
AGENT PHONE NUMBER: 18004489797
MORE INFORMATION: veh is owned by dlr. dlr seeks assistance with repairs. advised by avm to contact cac and start par
MAINTENANCE LOCATION: GIUFFRE OLDSMOBILE-- DLR OWNED VEH PROSPECTIVE BUYER WAS DRIVING
CURRENT LOCATION OF VEHICLE: POAGE AUTO CTR.
NOTIFY NAME: [redacted]

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: RAAINSPECTION DATE: 2002-02-14
MILEAGE AT INSPECTION: 58242
WHERE WAS INSPECTION DONE: INSPECTION DONE AND PICTURES TAKEN

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: ALL RELATED SYSTEMS
INVESTIGATIVE SUMMARY: SEE HISTORY
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:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:

SPRINGFIELD, IL [redacted]

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

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: [redacted] FORT SMITH
AR [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	06248212	VIN:	2G4WB52K6W1532376
		MODEL YEAR:	1998
DATE OPENED:	2002-01-25	SERIES:	UNKNOWN
DATE CLOSED:	2002-01-28	MILEAGE:	61000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	HARRY ROBINSON PONTIAC-BUICK, INC.
BRC PARENT:	06245843	DEALER ADDRESS:	6000 S 36TH ST,,FORT SMITH,AR,72908,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)	THERMAL EVENT
N03 Ignition System Wiring/Switches	Other
0 REPAIR ATTEMPT(S)	CAUSED FIRE
[redacted] Fire	Other
[redacted]REPAIR ATTEMPT(S)	THERMAL

Initiate Par

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

DESCRIPTION OF INCIDENT
CUST STATE HER GRANDDAUGHTER DROVE HER TO AN APPOINTMENT. CUST STATE HER GRANDDAUGTER PUT THE KEY IN THE INGNITION. CUST STATE GRANDDAUGHER ADVISED THERE WAS SMOKE COMING FROM THE DASH. CUST STATE THEY GOT OUT OF THE VEHICLE ANDHER GRAND DAUGHER CALLED 911. CUST STATE FIRE DEPARTMENT ARRIVED AND EXTINGUISHED. CUST STATE THERE WERE NO INJURIES. CUST STATE SHE SETTLED W/HER INSURANCE COMPANY. CUST STATE THE SETTLEMENT WAS NOT ENOUGHT TO GET HER ANOTHER VEHICLE. CRM ADVISED CUSTOMER SINCE SHE SETTLE W/INSURANCE GM DECLINES. CRM ADVISED CUSTOMER SHE WILL RECEIVED LETTER. KRYSTEL DAVIS-GRANT/PAR/58130.; 0; 381086390
2002-01-28

BUSINESS SUMMARY
CRM REVIEWED FILE. CRM CONTACT CUSTOMER AND CONFIRMED FACTS. CUST STATE SHE SETTLED W/INSURACNE COMPANY. CRM ADVISED GM DECLINES. CRM MADE NO OFFERS TO REPAIR OR REPURCHASE. CRM CLOSING FILE. KRYSTEL DAVIS-GRANT/PAR/58130.; 0; 381086811
2002-01-28

CRM LEFT MESSAGE FOR AVM/BILL GRAY/972075/8157 TO ADVISE OF PAR REQUEST. KRYSTEL DAVIS-GRANT/PAR/58130.; 0; 381087078
GURISCO, MARY

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

INCIDENT DATE: 2000-12-06 INCIDENT TIME: 16:00:00
INCIDENT LOCATION: ROGERS AVENUE/ I-40

DRIVER NAME: NATALIE GURISCO DRIVER AGE: 27

DRIVER DISABILITY: NONE

[illegible]ER DESCRIPTION: CUST VEHICLE CAUGHT FIRE AND INSURANCE TOTALLED. THE VEHICLE

ALLEGED DEFECTIVE COMPONENT: IGNITION SYSTEM

INCIDENT RESULT: DECLINE. 1/28/02
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: Y INSURANCE COMPANY NAME: STATE FARM
INSURANCE COMPANY ADDRESS: 3620 SOUTH 91ST STREET
FORTH SMITH, AR 72903
AGENT NAME: ARVID BEAN
AGENT PHONE NUMBER: 501-452-1919
MORE INFORMATION: REQ # 06245843
OTHER REQ # 05997752
MAINTENANCE LOCATION: HARRY ROBINSON BUICK
CURRENT LOCATION OF VEHICLE: HARRY ROBISON BUICK
NOTIFY NAME: MARY GURISCO

WAS VEHICLE INSPECTED: N INSPECTORS NAME: INSPECTION DATE:
[illegible]LEAGE AT INSPECTION:
[illegible]ERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED: NONE
INVESTIGATIVE SUMMARY: NO 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:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
[illegible]PRECIATION:
[illegible]GRADE:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:

FORT SMITH, AR [redacted]

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: [redacted] , FRESNO , CA [redacted]
HOME PHONE:

CASE NUMBER:	06338929	VIN:	2G1WF55K4Y9159226
		MODEL YEAR:	2000
DATE OPENED:	2002-02-11	SERIES:	UN AUTOMOVIL CHEVROL
DATE CLOSED:	2002-05-09	MILEAGE:	26000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	MICHAEL CHEVROLET
BRC PARENT:	06338800	DEALER ADDRESS:	5737 N BLACKSTONE,,FRESNO,CA,93710,USA

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

T01 Product Allegation GM 1241 0 REPAIR ATTEMPT(S)	Other PRODUCT ALLEGATION
N01 Electrical General 0 REPAIR ATTEMPT(S)	Other ELECTRICAL ALLEGATION
A06 Fire 0 REPAIR ATTEMPT(S)	Other THERMAL EVENT
A04 Possible Safety Concern 0 REPAIR ATTEMPT(S)	Other PRODUCT ALLEGATION

Initiate Par
**********WORK HISTORY**********

Repur rep/Klotz conferred with me and veh to be ordered while customer remains in rental veh. Rec'd vm from Mr. Stepps. He did not stated what he needed. Attempted to return w/vm to Mr. Stepps, but none avail. **Schille/PAR**; 0; 385480852
2002-03-06

Opened file for FTT segment: Have been reviewing file and also rec'd current registration, via fax. It was faxed yesterday afternoon. Attempted to leave vm for provided contact name, svc mgr, Arlie Stepps - although too early to reach him on other coast. However, no vm avail. Too early to contact customer, Larry Dortch, though I did receive vm from him requesting if I have rec'd his fax. **Schille/PAR**; 0; 384271188
2002-03-20

Rec'd vm from [redacted] Conferred with Klotz and she is presently handling file. Returned call and spoke to [redacted] They are having trouble getting a replacement veh. Advised they should work with Klotz at this time. He agreed. **Schille/PAR**; 0; 385493892
2002-02-12

crm received file and reveiwed the thermal allegation. crm printed cac file and reviewed data. crm contacted cust wife who was the
driver at incident and she gave the following DESCRIPTION OF THE INCIDENT: Jessica states she was driving between 10-15 mins
when white smoke started coming out from sides of engine she pulled over and stopped and tried getting roadside for 20 mins but line was busy. call michaels and they told her to try again and then to call another tow company she did and called michaels back and they told here she would be responsible for tow and she advised couldn't pay and they asked her if driveable to drive in. veh had stopped smoking and she started driving got to 2 blocks from dlrship when black smoke started coming from frt and back of vehicle and she stopped at

exit and opened hood and flames shot everywhere call 911 and they sent fire dept to extinguish. **cont**
Larry meeks/par/57255; 0; 382402331
2002-02-12

cont Jessica states vehicle is at dlrship now and crm advied need to ask them for permission to use dlrship for inspection crm explained process to cust. cust asks about rental crm advised that he can't auth until inspection results back. cust statesdlrship gave them rental crm states can't answer for the dlrship. crm confirmed husbands cell phone and will call. crm will call dlrship also.
Larry Meeks/Par/57255; 0; 382402498
2002-02-13

CRM CONTACTED SVM ARLIE STEEPS AT 559-431-6000 AND HE AGREED TO LET US USE THE DLRSHIP FOR INSPECTION CRM ASKED FOR A ROUGH ESTIMATE FOR REPAIR THAT CAN BE GIVEN TO INSPECTOR ARLIE STATES WILL DO.
CRM THANKED FOR HIS ASSIST. CRM CONTACTED CUSTOMER ANDVERIFIED THAT WE HAD HIS PERMISSION TO DO
INSPECTION AND HE CONFIRMED YES. CUST STATES HE DOESN'T WANT VEHICLE BACK NO MATTER WHAT. CRM ADVISED CAN'T MAKE ANY DECISION UNTIL INSPECTION RESULTS BACK. LARRY MEEKS/PAR/57255; 0; 382480066
2002-02-13

CRM LFT FYI FOR AVM LOU BROGGI. LARRY MEEKS/PAR/57255; 0; 382480313
2002-02-20

crm received a call from customer and his wife both wanting to know what inspection results where crm advised report was done
yesterday but do to pictures they are mailed priorty mail and would be in 2-3 days. cust concerned about the rental vehicle crmrepeated what had been explained at time customer gave permission to inspect. customer wanted to record conversation crm advised didn't have my permission. crm explained policy. cust wanted copy of inspection and name of inspector crm advised not entitled to
same. cust wanted crm to say that gm or dlrship will be responsible for rental crm advised can't address until report back explained why again and that crm will call as soon as he has report and has reviewed the info. larry meeks/Par/57255; 0; 383077745
2002-02-26

CRM ATTEMPTED ON 2-25-02 CONTACT TO SVM STEPPS TO GET AN ESTIMATE ON VEHICLE SO THAT WHEN VEHICLE
INSPECTION ARRIVES CAN MAKE TOTAL DECISION SVM STATED HE WOULD. CRM CALLED DLRSHIP AGAIN TO ADVISE REPORT IS IN AND NEEDS ESTIMATE TO MAKE DECISION SVM STATES THEY ARE WORKING ON NOW WILL FAX
SHORTLY. LARRY MEEKS/PAR/57255; 0; 383594496
2002-02-27

CRM RECEIVED REPAIR ESTIMATE FROM DLRSHIP SHO INSPECTION REPORT COMPLETE BASED ON INFO IN INSPECTION
AND DAMAGE ESTIMATE CRM WILL OFFER A G/WILL REPURCHASE TO CUSTOMER. LARRY MEEKS/PAR/57255; 0; 383677320
2002-02-27

CRM MADE OFFER TO CUSTOMER AND HE STATES ITS FINE WITH HIM BUT NEEDS TO TALK TO WIFE. CRM EXPLAINED
WHAT DOCUMENTS WOULD BE NEEDED AND PROVIDED FAX NUMBER. CUST ASKED FOR MORE DETAIL CRM EXPLAINED
REPURCHASE WILL MAKE OFFER JUST LIKE THE INSURANCE COMPANY WOULD BASED ON AGE OPTIONS AND MILEAGE
OF VEHICLE AS THEY WOULD MAKE WHOLE FOR VALUE OF VEHICLE AT TIME OF INCIDENT. CUSTOMER STATES WILL CALL BACK AND LET KNOW LATER. LARRY MEEKS/PAR/57255; 0; 383678561
2002-02-27

CRM CONTACTED DLRSHIP AND ADVISED SVM ARLIE OF OFFER AND WAITING FOR CUSTOMER TO DECIDE AND IF ACCEPTED WE WILL COVER THE RENTAL VEHICLE. SVM THANKS FOR UPDATE AND WILL WAIT FOR DECISION.
LARRY MEEKS/PAR/57255; 0; 383678825
2002-02-27

CRM LEFT VME FOR AVM BROGGI WITH OFFER. LARRY MEEKS/PAR/57255; 0; 383678997
2002-02-27

crm contacted customer after receiving fax that wasn't needed for file. crm called and cust accepts repurchase offer so crm advised
he needed the current registration the copy faxed was last years. and needed the orginal bill of sale to determine repurchase offer
not a current payment statement as it reflects his current obligation and repurchase determined ffom orginal value with options minus the
mileage and use of vehicle . customer states he has and will fax immediately but is looking for current regristration will fax asap.
crm advised will fwd to FTT for repurchase start and will add current registration when faxed. Larry Meeks/Par/57255; 0; 383693487
2002-02-27

BUSINESS SUMMARY---1-crm reviewed file. 2-crm contacted customer and reviewed PAR facts. 3-crm received customer's authorization for inspection. 4-crm initiated eaa inspection. 5-crm reviewed inspection report and pictures. 6-crm advised customer that GM will replace vehicle. 7-crm authorized replacement. 8-crm suspending file and fwding to FTT for Repurchase..
Larry Meeks/PAR/57255; 0; 383693616
2002-02-27

FTT TEAM---CUSTOMER HAS BEEN IN RENTAL AND ADVISED WE WILL COVER AT $30. DAY--RENTAL WAS THROUGH DLRSHIP SO RECORDS CAN BE OBTAINED FOR PRIOR USE AND CRM ADVISED DLRSHIP OF CURRENT CHARGES TO US ALSO. CRM HAS ATTACHED THE BILL OF SALE FROM CUST AND A LAST YEARS REGISTRATION CUSTOMER UNDERSTANDS HE MUST SEND A CURRENT REGISTRATION ASAP CUSTOMER IS GOING TO DMV TODAY. SVM IS ARLIE
STEPPS AT 559-431-6000 EASY TO WORK WITH.
LARRY MEEKS/PAR/57255; 0; 383693870
2002-03-05

CRM RECEIVED A CALL FROM CUSTOMER WANTING TO KNOW WHAT IS HAPPENING CRM REVIEWED FILE AND FTT
STILL WAITING FOR A CURRENT COPY OF REGISTRATION COPY OF SALES CONTRACT IS ATTACHED TO FILE. CRM
WILL CALL CUSTOMER UP AND ADVISE OF SAME. LARRY MEEKS/PAR/57255; 0; 384189546
2002-03-06

Rec'd vm from [redacted]. Contacted Mr. Stepps and discussed: 1) PAR GMWA process - rental from Enterprise and Mr. Dortch presently paying for it on credit card - he will arrange RO & provide it with rental bill/ via fax when repurchase complete 2) should probably speak to Jeff Caneva in sales regarding process of a trade repurchase, but he can be contacted too - Mr. Caneva is not familar with this situation yet. Contacted [redacted] and discussed: 1) trade repurchase offer - to find replacement veh and provide VIN for it to me - he is interested in a truck 2) he should speak to Mr. Stepps, but also advised of Mr. Caneva's name 3) usage fee will be around $0.12 per mile - lowered for goodwill from .18 (state guidelines) 4) upgrade will be the difference between the two vehicles MSRPs 5) his payoff to WFS on 1/17/02 was $20,069 6) PAR will reim rental fees (up to $30 per day).
Schille/PAR; 0; 384292752
2002-03-06

Rec'd vm from [redacted] requesting return call as she had some questions. REturned her call and discussed: 1) same talked wit hhusband about 2) she should continue to make payments to lein holder 3) Enterprise has already charged her credit card for $470 4) leinholder info - act # 8510096412 , ph to WFS is 800-305-9372 & she has been working with Paula (ext 4740) and Anneta (ext4737) 5) may seek a replacement truck at about $32,000

6) they very much dislike the Dodge Intrepid they are renting. **Schille/PAR**; 0; 384294454
2002-03-07

Rec'd vms from [redacted] throughout evening after my shift (as I advised them to do) providing a VIN, but then stating that this veh was sold right away. Contacted Mr. Stepps and discussed. Mr. Steppes advised that things got "tangled up" and he is going to assist this customer. He or I will update soon. Contacted [redacted] after this last call and Mr. Stepps called on other line right away to let [redacted] know that he is planning to talk to Mr. Caneva today. Mr. Dortch stated that sales mgr, "Gerry" and Mr. Stepps are very kind and helpful, but the rest was horrible. He said that a "Serab" (spell?) was extremely rude to him and told him, "we are not obligated to hold anything for you". [redacted] stated that he got the invoice and veh was at dlr for 54 days, then he wanted it ("fell in love with it" immediately) and then it as sold within hours. He thinks this is odd. He will wait for Mr. Stepps assistance and call me if having any questions. **Schille/PAR**; 0; 384369980
2002-03-07

Not contacting AVM, Broggi, to avoid more confusion. **Schille/PAR**; 0; 384370004
2002-03-07

Rec'd call from [redacted] rquesting any "numbers" I can provide using the VIN of veh that was sold. Provided VIN # 1GCEC19T42Z222300, however, unable to pull invoice for this VIN. Advised [redacted] of this and to wait for progress on dlr side.**Schille/PAR**; 0; 384381313
2002-03-08

Rec'd vm from Mr. Stepps stating that Mr. Caneva is now familar with situation. Attempted to leave message for Mr. Caneva at provided ext265, but line only rang. Attempted to leave [illegible] for Mr. Stepps, but he was at dlrship (presently 7am Pacific) and spoke to me. Advised [illegible]m that I will be leaving in an hour (Mr. Caneva not until then) and will return Monday 3/11/02 to work on this. Advised of my fax # & that all I need is an invoice on the replacement veh or a vm with VIN so I can get the invoice. I will then forward file to repur dept to finalize. Mr. Stepps kindly offered to assist. **Schille/PAR**; 0; 384452398
2002-03-11

Rec'd faxed invoice from Mr. Caneva. Processed paperwork and forwarding file to repur dept. **Schille/PAR**; 0; 384713641
2002-03-11

Rec'd vm from a Bruce Kane at Michael Chevy. He provided ext 220 to him, howevr, not avail for my return call. Left message with woman who answered (no vm) advising that I have forwarded the file to repur dept. She answered that he is the general sales mgr, and Mr. Caneva is mgr of Fleet. **Schille/PAR**; 0; 384716890
2002-03-11

Rec'd call from Mr. Kane and he agreed to wait for repur dept to contact them. Very kind and intent seems to be the customer's satisfaction. **Schille/PAR**; 0; 384720123
2002-03-12

From PAR, (PRA) Preliminary Repurchase Authorization forwarded to repurchase crm Nancy Klotz, ext. 58184. PAR crm Sarah Schille. Related request: 06338800.; 0; 384799459
2002-03-13

Rec'd call from [redacted] concerned about Enterprise charging credit card for rental. [illegible]ntacted "Brandon at Enterprise and advised he should reim cust & bill dlr. Provided Mr. Stepps name and my contact info if anything further needed. **Schille/PAR**; 0; 384892182
2002-03-28

Rec'd file back from repur dept. Conferred with Klotz. Rec'd call from Mrs. Dortch a few days ago requesting to know what "we" could do. Advised her that PAR unable to authorize coverage of the $amt negative equity facing in this situation. Mrs. Dortch stated she did

not understand how they have paid for the veh all this time and now have nothing to "show for it". Apologized, but advised that I cannot explain this to her any further and Klotz in [illegible]t position to explain. Advised her that I was unable to work on file at that time and [illegible]l contact her in a few days to advise rental coverage ending. **Schille/PAR**; 0; 386184934
2002-03-28

Contacted Mr. Stepps and advised of previous and that PAR will pay rental through tomorrow 3/29/02 only. Advised I will contact the Dortch's when I return from lunch. He agreed to fax RO & sublet bill to me for GMWA processing. He also stated that heplans to call the rental car company. **Schille/PAR**; 0; 386185036
2002-03-28

Contacted [redacted] and she stated that they are willing to pay the cost to get into the replacement veh and would like to accept this trade repur offer. Conferred with Klotz, Mr. Caneva, & Mr. Stepps. Forwarding file back to repur dept!! **Schille/PAR**; 0; 386188079
2002-04-09

Rec'd call from [redacted] seeking reim for taxes paid to Enterprise and for car payment. She also stated that there are several items on vehicle (like bedliner) that dlr took off the veh and she thought they "were part of the deal". Advised her thatI process payment through dlrhship for formaer request when I pay for the rental veh. Advised her that she should provid paid receipts to Mr. Stepps and he should contact me to arrange payment of all this. Advised that she should work with Klotz regarding concern with removed items. She agreed. I advised Klotz of previous. **Schille/PAR**; 0; 387230631
2002-04-23

Rec'd vm from war admin, Loray (spell?), seeking assistance to get the claim paid. Contacted her and advised that she should fax RO & all receipts to me. She provided fax # [illegible]-438-4673 to her for me to fax auth form & submittal instructions once GMWAcomplete. [illegible]so advised her of final review hold. **Schille/PAR 58790**; 0; 388439357
2002-04-23

Rec'd fax from Loray. Forwarding file to colleague/Holcomb for final review. Holcomb to process GMWA for DIV 13 / DLR 06230 / RO 662154 / $2,304.03. **Schille/PAR 58790**; 0; 388441329
2002-04-25

Rec'd file from Holcomb. Faxed auth form to Loray & lef mvm advising of it. **Schille/PAR**; 0; 388626904
2002-05-09

Rec'd call from AVM/Broggi seeking update on this. Provided. **Schille/PAR 58790**; 0; 389811145
DORTCH, LARRY

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

INCIDENT DATE: 2002-02-09 INCIDENT TIME: 10:45:00
INCIDENT LOCATION: highway 41 offramp at Bullard in Fresno CA

DRIVER NAME: [redacted] DRIVER AGE: [redacted]
DRIVER DISABILITY: none

OWNER DESCRIPTION: Veh was being driven and began to smoke, veh then caught on fire while [illegible]river was exiting the hwy.

ALLEGED DEFECTIVE COMPONENT: UNKNOWN

INCIDENT RESULT: G/WILL REPAIR
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: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y
INSURANCE COMPANY NAME: UNKNOWN
INSURANCE COMPANY ADDRESS: N/A
AGENT NAME: N/A
AGENT PHONE NUMBER: 999-999-9999
MORE INFORMATION: Home phone: 559-251-9888
Cell phone: 559-304-6416
MAINTENANCE LOCATION: MICHAEL CHEVROLET
CURRENT LOCATION OF VEHICLE: Michael Chev
NOTIFY NAME: DORTCH, LARRY

WAS VEHICLE INSPECTED: Y
INSPECTORS NAME: RAAINSPECTION DATE:
MILEAGE AT INSPECTION:
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 history
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:
MSRP:
NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:
**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted] CONTACT NUMBER: 1
COMPANY: CONTACT TYPE: Claimant
CONTACT PHONE: [redacted]
ADDRESS:

FRESNO, CA[redacted]

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: TOLEDO , OH [redacted]
HOME PHONE:

CASE NUMBER:	06357165	VIN:	1G3WH52K4WF316294
		MODEL YEAR:	1998
DATE OPENED:	2002-02-13	SERIES:	INTRIGUE SEDAN
DATE CLOSED:	2002-03-06	MILEAGE:	82000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	YARK OLDSMOBILE
BRC PARENT:	06353903	DEALER ADDRESS:	6019 W CENTRAL AVE,,TOLEDO,OH,43615,USA

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

T01 Product Allegation GM 1241 — Customer Satisfaction
0 REPAIR ATTEMPT(S) — THERMAL EVENT

J01 Engine — Other
0 REPAIR ATTEMPT(S) — THERMAL EVENT

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

Initiate Par
**********WORK HISTORY**********

par crm received file to review. Amber Clark/tampa/par/57148; 0; 382657870
2002-02-15

crm called the number on file and was advised that it is the wrong number. Amber Clark/tampa/par/57148; 0; 382658134
2002-02-15

crm used 411.com on the internet and the number on the file is for a KRYSTAL NEMON . crm further researched and located (419)475-4859 . this is not a current number.

crm mailing a 10 day letter to the address on the file to expedite customer contact.; 0; 382658390
2002-03-06

CRM CLOSING OPEN FILE.; 0; 384288178
2002-03-06

description of incident:

unknown - thermal event; 0; 384288456
2002-03-06

business summary:

1) crm receied file to review 2) crm made call attempts and mailed a 10 day letter 3) no response from the customer 4) crm cmlosed file 5) no offer to repair or to repurchase the vehicle; 0; 384288510
ROOT, LAURA

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

INCIDENT DATE: 2002-02-12 INCIDENT TIME: 19:00:00
INCIDENT LOCATION: JACKMAN OFF RAMP BETWEEN CENTRAL AND HILLCREST

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

OWNER DESCRIPTION: WHILE DRIVING SMOKE BILLOWED FROM HOOD OF VEH. OPENING HOOD FLAMES BURST OUT. CUST PUT OUT FLAMES.

ALLEGED DEFECTIVE COMPONENT: THERMAL EVENT OIL INTAKE OVER EXHAUST MANIFOLD

INCIDENT RESULT: closed
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: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION: EX-BOYFRIEND
CURRENT LOCATION OF VEHICLE: UNKNOWN
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:
INVESTIGATIVE SUMMARY: thermal event
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:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:

LEASE TERM:
DAMAGE:
[redacted]ER:
[redacted]NCH: 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**********

[redacted]TERNAL 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted] CONTACT NUMBER: 1
COMPANY: CONTACT TYPE: Claimant
CONTACT PHONE: [redacted]
ADDRESS:
TOLEDO, OH [redacted]

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

FRANKLIN , MA [redacted]

CASE NUMBER:	06542394	VIN:	1G2HX54K0Y4203924
		MODEL YEAR:	2000
DATE OPENED:	2002-03-18	SERIES:	PONTIBONNE
DATE CLOSED:	2002-04-16	MILEAGE:	50000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	LONG BUICK PONTIAC GMC
BRC PARENT:	06542243	DEALER ADDRESS:	350 WORCESTER RD,,FRAMINGHAM,MA,01702,USA

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

A06 Fire — Other
0 REPAIR ATTEMPT(S) — THERMAL EVENT

T01 Product Allegation GM 1241 — Customer Satisfaction
0 REPAIR ATTEMPT(S) — PRODUCT ALLEGATION

A04 Possible Safety Concern — Other
0 REPAIR ATTEMPT(S) — PRODUCT ALLEGATION

Initiate Par
**********WORK HISTORY**********

CRM reached cust to advise inspection report has been received and reviewed. CRM advised no determination can be made in the allegation. CRM advised unable to accept responsibilty and cust settled with insurance. CRM advised declination letter would be sent. Cust states DISSAT and contact attorney, insurance, and attorney general. Cust states description simular to campaign. CRM advised no campaign and information has been documented.
Paul M Rued
Tampa-PAR/57326; 0; 387811907
2002-04-16

BUSINESS SUMMARY; 1. CRM received and reviewed PAR REquest. 2. CRM discussed PAR facts with cust. 3. Cust states settled with insurance company. 4. CRM initiated goodwill EAA inspection. 5. CRM reviewed inspection report. 6. CRM advised GM not acceptingresponsibility, no repurchase or repair offers.
Paul M Rued
Tampa-PAR/57326; 0; 387812027
2002-03-21

Rec'd call from customer, [redacted] requesting contact from PAR. Advised him of: PAR/Rued name & ext, that Rued was out yesterday. Transferred call to Rued ext and [redacted] agrees to leave vm. **Schille/PAR**; 0; 385567904
2002-03-25

Customer called PAR Team Manager. Customer states her husband parked the vehicle in the driveway of their home and 20 minutes later there were an explosion and the vehicle caught fire. Customer states her insurance carrier has settled her claim and taken possession of the vehicle. Customer states the thermal event occurred in the engine bay. Customer seeks to have vehicle inspected, $7,000 for the balance of the vehicle and $1,000 for personal property. TM advised customer to obtain the name and phone number of the insurance agent handling the claim, the name and phone of the contact where the vehicle is located and the

location. Customer advised the information would be provided. Giovanni DePalma, PAR TM; 0; 385947237
2002-03-26

CRM MEEKS ASSISTING CRM RUED ON FILE RECEIVED AND REVIEWED THE DATA, PRINTED THE CAC FILE AND REVIEWED THE DATA. CRM NOTES THAT CUSTOMER HAS SETTLED WITH THEIR INSURANCE CARRIER. AND THAT
T/M GIO HAS ADVISED WE WILL INSPECT THE VEHICLE TO TRY AND HELP DETERMINE CAUSE BUT AS THEY HAVE SETTLED WITH THEIR INSURANCE CARRIER GM WILL DECLINE ANY ASSIST ON INCIDENT BUT WILL INSPECT.
LARRY MEEKS/PAR/57255; 0; 385999770
2002-03-26

CRM RECEIVED NOTE FROM T/M GREEN WITH FOLLOWING INFO: INSURANCE COMPANY IS ARBELLA AGENT IS DIANE GLENN AT 800-442-1156 EXT. 244. VEHICLE LOCATION IS SALVAGE CENTER AT 518 HAZEL ST. IN THE CITY OF
UXBRIDGE IN MA. , PHONE NUMBER IS 508-791-2680, STOCKNUMBER IS R8050. CUSTOMER HAS NOT ADVISED OF
INSURANCE COMPANY PERMISSION TO INSPECT OR A CONTACT PERSON AT SALVAGE CTR. CRM WILL TRY TO GET.
LARRY MEEKS/PAR/57255; 0; 386001395
2002-03-26

CRM CONTACTED THE INSURANCE REP. AND SHE GAVE PERMISSION IS SENDING LETTER TO OFFICE PERSONAL
GRANTING SAME ADVISED THAT OUTSIDE FIRM WILL DUE INSPECTION AND SHE STATES ANYONE IN OFFICE CAN ASSIST
ONCE LETTER RECEIVED CRM ADVISED WILL BE 24-48 HRS TO ARRANGE INSPECTION. LARRY MEEKS/PAR/57255; 0; 386001603
2002-04-09

CRM received call from inspector who states the thermal was exceptionally intense where the alumnium hood melted to 1/4. Inspector states unable to determine exact cause of thermal as the thermal was intense but orgin seems to be on the left side of engine comparment. Inspector states he will send the report and photos once they are prepared. CRM reached cust and advised inspection had been preformed today and we are waiting on the report. Cust states she appreciates the update.
Paul M Rued
Tampa-PAR/57326; 0; 387240914
2002-04-10

LATE NOTES: CRM did not "ADD" notes. Inspector states vehicle has been inspected and thermal was intense and origin was unable to be ascertained. Inspector states found no after-market items that would be an factor. Inspector states preparing inspectionreport/ photos that would be sent overnight mail. CRM received/ reviewed faxed report this morning.
Paul M Rued
Tampa-PAR/57326; 0; 387288674
2002-04-15

CRM attempted cust contact. CRM called and phone picked up imediately with no answer or sound. CRM announced call attempt with no response. CRM attempted callback but phone rang busy. CRM attempt later.
Paul M Rued
Tampa-PAR/57326; 0; 387751266
SIEBERT, TOM

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

INCIDENT DATE: 2002-03-13 INCIDENT TIME: 21:15:00
INCIDENT LOCATION: 153 bent street franklin, ma 02038

DRIVER NAME: NONE DRIVER AGE:
DRIVER DISABILITY: none

OWNER DESCRIPTION: parked the veh at about 815 - 830pm after driving the veh for 40mins. veh was shut off and turned

ALLEGED DEFECTIVE COMPONENT: UNKNOWN

INCIDENT RESULT: declined 4/16/02 9:30am
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: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: ARBELLA PROTECTION
INSURANCE COMPANY ADDRESS: QUINCY, MA
AGENT NAME: KARL BRIGHT (CLAIMS JANET WEBB)
AGENT PHONE NUMBER: 508-473-0556
MORE INFORMATION: on 2 times by that point at about 915 the veh caught fire veh was a loss at the point that fd arrive
MAINTENANCE LOCATION: LONGS PONTIAC
CURRENT LOCATION OF VEHICLE: SALVAGE CTR. 518 HAZEL ST UXBRIDGE,MA--508-791-2680 STOCK#R8050
NOTIFY NAME: [redacted]

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: EAAINSPECTION DATE: 2002-04-09
MILEAGE AT INSPECTION: 99999
WHERE WAS INSPECTION DONE: thermal- unknown mileage.

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY: thermal
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:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:

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

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:
FRANKLIN, MA [redacted]

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

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: [redacted] MILWAUKEE ,
WI [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	06658613	VIN:	1G2WP52K6WF258857
		MODEL YEAR:	1998
DATE OPENED:	2002-04-04	SERIES:	GRAND PRIX GT SEDAN
DATE CLOSED:	2002-04-15	MILEAGE:	55000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	FOSTER PONTIAC, INC.
BRC PARENT:	06657912	DEALER ADDRESS:	3636 S. 27TH STREET,,MILWAUKEE,WI,53221,USA

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

T01 Product Allegation GM 1241 — Customer Satisfaction
0 REPAIR ATTEMPT(S) — PRODUCT ALLEGATION

J01 Engine — Other
0 REPAIR ATTEMPT(S) — THERMAL EVENT

A04 Possible Safety Concern — Other
0 REPAIR ATTEMPT(S) — PRODUCT ALLEGATION

[illegible] Fire — Other
[illegible]EPAIR ATTEMPT(S) — THERMAL EVENT

Initiate Par
**********WORK HISTORY**********

CRM ATTEMPTED TO CONTACT THE CUST AT [redacted]. CRM WAS ADVISED BY THE CUST'S MOTHER CUST WAS AT WORK. CRM LEFT MSG. DON LATIMER/PAR/57748; 0; 387557462
2002-04-15

CRM RETURNED CALL TO THE CUST AT CELL [redacted] CUST RELATED THE FOLLOWING DETAILS OF THE INCIDENT.
DETAILS OF INCIDENT:
CUST STATED SHE PURCH THE VEH W/APPROX 41 K MILES FROM AN INDIVIDUAL. CUST STATES SHE HAS HAD NO PREVIOUS CONCERNS W/THE VEH. SHE INDICATED SHE HAS HER MAINT PERFORMED AT FOSTER PONT, MILWAUKEE, WI. CUST STATED ON THE DAY OF THE INCIDENT SHE DROVE APPROX 20 MINS TO WORK. SHE PARKED IN THE PARKING GARAGE AND WENT TO HER OFFICE. CUST STAATED IN APPROX 30 MINS THEY HEARD SIRENS AND LOOKED OUT TO SEE SOMETHING WAS ON FIRE IN THE PARKING STRUCTURE. CUST WENT OUT TO CHECK HER VEH AND DISCOVERED IT WAS HER VEH THAT WAS ON FIRE. CUST STATED SHE HAD HEARD FROM UNK SOURCES THE INCIDENT WAS ELECTRICAL IN NATURE, HOWEVER, OTHER SOURCES NOTED IT WAS MECHANICAL. CUST STATED SHE HAD REACHED A SETTLEMENT W/HER INSURANCE PROVIDER AND DID NOT KNOW THE CURRENT LOCATION OF THE VEH.
CUST SEEKS ADDITIONAL COMP FOR HER LOSS.
CONT; 0; 387726370
2002-04-15

BUSINESS SUMMARY-1-CRM reviewed file. 2-CRM contacted customer and reviewed PAR facts. 3-CRM advised customer that since customer has settled with insurance company, GM would not be accepting responsibility. NO offers made for repair or repurchase. 4-CRM closing file.
Don Latimer/PAR/57748; 0; 387727280
2002-04-08

CRM RECEIVED AND REVIEWED FILE FOR A THERMAL EVENT ALLEGATION. CRM PRINTED VEH HISTORY. THE CAC FILE COULD NOT BE ACCESSED AT THIS TIME. CRM COMPLETED FILE SCAN BY CUST AND VIN AND FOUND NO PREV RECORDS. DON LATIMER/PAR/57748; 0; 387148837
02-04-11

CRM ATTEMPTED TO CONTACT THE CUST AT 414-672-3104. CRM LEFT VME. DON LATIMER/PAR/57748; 0; 387399794
MARQUEZ, GLORIA

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

INCIDENT DATE: 2002-04-04 INCIDENT TIME: 00:00:00
INCIDENT LOCATION: PARKING STRUCTURE
525 NORTH WATER STREET
MILWAUKEE,WI

DRIVER NAME: [redacted] DRIVER AGE: [redacted]
DRIVER DISABILITY: NO

OWNER DESCRIPTION: CUST WAS AT WORK WHEN HAPPENED. CALLED OUTSIDE TO MOVE VEH...THEN FOUND OUT HER VEH WAS THE ONE ON

ALLEGED DEFECTIVE COMPONENT: ENGINE

INCIDENT RESULT: DECLINED, 04/15/02, 0902 HRS
POLICE REPORT: Y ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES: N

ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: GEICO
INSURANCE COMPANY ADDRESS: 1 GEICO CENTER
MACON, GA
31201-0001
AGENT NAME: N
AGENT PHONE NUMBER: 414-672-3104
MORE INFORMATION: FIRE CUST SAYS SECURITY/FIREFIGHTERS HAVE REPORT SHE CAN OBTAIN BUT NO POLICE WERE THERE.
MAINTENANCE LOCATION: FOSTER PONTIAC 4142825000
CURRENT LOCATION OF VEHICLE: PARKING STRUCTURE
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: SEE HISTORY
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:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

**********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: CONTACT TYPE: Claimant
CONTACT PHONE: [redacted]
ADDRESS:

MILWAUKEE, WI [redacted]

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

DUNKIRK , NY [redacted]

CASE NUMBER:	06690994	VIN:	2G4WB52K3T1486257
		MODEL YEAR:	1996
DATE OPENED:	2002-04-10	SERIES:	REGAL CUSTOM SEDAN
DATE CLOSED:	2002-04-18	MILEAGE:	90000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	
BRC PARENT:	06690287	DEALER ADDRESS:	

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

T01 Product Allegation GM 1241 — 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) — THERMAL EVENT

Initiate Par
**********WORK HISTORY**********

par crm received file to review. Amber Clark/tampa/par/57148; 0; 387839540
2002-04-18

crm called the customer at home and spoke with Joan Briggs. crm also spoke with Harry Briggs.

amber clark/tampa/par/57148; 0; 388006376
2002-04-18

DESCRIPTION OF INCIDENT:

customer, [redacted], states that she was driving with her three grandchildren. she states that all together she had been driviing for about 45 minutes. she states that when she pulled into her driveway that her grandson mentioned that the vehicle was smoking . the oldest grandson went in and called the fire dept. two men that were passing by stopped to assist. they pryed the hood open and there were flames coming from down inside the vehicle. the men and her grandchildren sarted to put out the fire. fire dept arrived and completely put out the fire. no one was injured. no property damage.; 0; 388016967
2002-04-18

CUST ADVISED THAT SHE HAS SETTLED WITH HER INSURANCE COMPANY. THE VEHICLE HAS BEEN PAID OFF. THEY HAVE ALREADY PURCHASED A NEW VEHICLE. GM IS UNABLE TO INSPECT THE VEHICLE. CUST SEEKS ASSISTANCE WITH THE NEW (USED) VEHICLE THAT THEY HAVE PURCHASED.THE CUST STATES THAT THEY HAD TO BORROW MONEY TO BUY THE VEHICLE.; 0; 388017211
2002-04-18

RM NOT CONTACTING THE DLR OR THE AVM DUE TO THE VEHICLE HAVING BEEN TOTALED AND THE LOCTION IS UNKNOWN.; 0; 388017243
2002-04-18

BUSINESS SUMMARY: 1) CRM RECEIVED FILE TO REVIEW 2) CRM CONTACTED THE CUSTOMER AND CONFIRMED PRELIMINARY PAR FACTS 3) CRM WAS ADVISED THAT THE VEHICLE HAS BEEN TOTALED BY THE CUSTOMER'S INSURANCE COMPANY. CUST HAS SETTLED AND THEY HAVE PURCHASED ANOTHER VEHICLE 4) NO OFFER TO REPAIR OR TO REPURCHASE THE VEHICLE; 0; 388017974
BRIGGS, HARRY D

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

INCIDENT DATE: 2002-04-09 INCIDENT TIME: 18:56:00
INCIDENT LOCATION: 648 SOUTH ROBERTS ROAD DUNKIRK, NY 14048

DRIVER NAME: [redacted] DRIVER AGE: [redacted]
DRIVER DISABILITY: NA

OWNER DESCRIPTION: THERMAL EVENT

ALLEGED DEFECTIVE COMPONENT: UNKNOWN-THERMAL EVENT IN ENGINE COMPARTMENT

INCIDENT RESULT: DECLINED
POLICE REPORT: N ROAD CONDITION: Other 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: TRADITIONS
INSURANCE COMPANY ADDRESS: 415 WASHINGTON AVE. DUNKIRK, NY 14048
AGENT NAME: UNKNOWN
AGENT PHONE NUMBER: 716-366-4488
MORE INFORMATION: FIRE REPORT MADE REPORT# 020000425
MAINTENANCE LOCATION: INDEPENDANTS
CURRENT LOCATION OF VEHICLE: UNKNOWN
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:
INVESTIGATIVE SUMMARY: THERMAL EVENT
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:
TRIM:

ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

DUNKIRK, NY [redacted]

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: NAPERVILLE
IL [redacted]
HOME PHONE:

CASE NUMBER:	06700098	VIN:	1G4HP52K6VH494430
		MODEL YEAR:	1997
DATE OPENED:	2002-04-11	SERIES:	LESABRE CUSTOM SEDAN
DATE CLOSED:	2002-05-08	MILEAGE:	25500
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	
BRC PARENT:	06697470	DEALER ADDRESS:	

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

J01 Engine 0 REPAIR ATTEMPT(S)	Other thermal event
A04 Possible Safety Concern 0 REPAIR ATTEMPT(S)	Other THERMAL EVENT
T01 Product Allegation GM 1241 0 REPAIR ATTEMPT(S)	Other thermal event

Initiate Par
**********WORK HISTORY**********

CRM contacted the number on file and reached [redacted] who is [redacted] Wife and the Driver of the vehicle at the time of the incident. CRM reviewed the incident with [redacted]

Description of incident:
[redacted] advised that she wason her way to her church which is only a few miles away. [redacted] advised that she had traveled a couple of miles when the check engine light came on and since she was not very far away from the church, she continued on. As she came into the church parking lot, [redacted] stated that she started to see smoke coming from under the hood. [redacted] stated that she parked the car and went into the church and told her husband, who then called the Fire Department. The Fire Department came out & put out the fire. The Vehicle was towed into the Dealership. The Insurance company has deemed the vehicle totaled and are in process of settling with the customer. Mrs. Prescott advised that she was not injured & no personal property was damaged. continued..; 0; 388523731
2002-04-24

Continued...
[redacted] advised that less than a couple of months ago, the check engine light came on so she took the vehicle to her Dealership-Gartner and she stated that they advised the concern was due to a wire that was chewed by a mouse or something and it was fixed. [redacted] stated that when she drove the vehicle home from the dealership after the repair the check engine light was on again and she called the dealership. She stated that the dealership advised her it would go out. [redacted] said it did not go out so then her husband took the vehicle back to the dealership and they repaired something on the vehicle then the check engine light was not on, which brings them to the current incident with the thermal event. [redacted] also advised that the Dealership mentioned after the thermal that the cause may have been from a mouse nest but [redacted] does not believe that statement is in writing anywhere.; 0; 388524009
2002-04-24

CRM asked [redacted] what it is that she and her husband are seeking from GM for this incident and the customer explained that she was not as informed as her husband but did advise that they were not satisfied with the previous repairs that the dealerdid and claimed the vehicle was repaired. Customer also mentioned that if after the first time the dealer stated that a mouse chewed a wire, would they not be able to notice a nest. [redacted] asked that the CRM please contact her husband to get further information also. CRM advise d will contact her husband and asked [redacted] if GM were to inspect the vehicle would this be ok and [redacted] advised that she would like GM to inspect the vehicle. CRM also advised the customer when a vehicle is inspected and the allegation is a thermal event it is very seldom that an exact cause will be found especially due to the severity of the burned vehicle. [redacted] stated that she understood. [redacted] provided Work number for [redacted]; 0; 388524308
2002-04-24

CRM thanked [redacted] for her assistance and advised will contact [redacted]

CRM attempted to contact [redacted] at the number provided and received a message of " Please enter your security code" CRM entered the extension number and a message stated that it was not a valid code.

Tammy Holcomb/Tampa/PAR ext. 58334; 0; 388524423
2002-04-24

CRM had wrong area code for work number. Correct work number is [redacted] CRM contacted [redacted] work number and received his voicemail. CRM left a message to return the call to Myrna Vasquez-Ham and provided her ext. and the 800#. CRM also advised has already spoken with [redacted] and would like to set up an inspection.
Tammy Holcomb/Tampa/PAR; 0; 388524648
2002-04-24

CRM contacted the Service Manager at Gartner Buick, Tom Ventresca and briefly reviewed the vehicle history. Tom advised that the customer was in on March 1st with a check engine light concern - R.O.#132755 and the cause was a mouse chewed a wire. The customer was in again on March 25th with a check engine light concern - R.O.# 134256 and the cause was an Air Temperature Sensor. Tom stated that the vehicle is not currently located in his service Department and advised that it might be at Gartner Collision. Tom stated that Gartner Collision is an independent shop from the dealership and they lease the building from the dealership. Tom provided the number to Garnter Collision - [redacted] and advised the Genral Manager is Fred. CRM thanked Tom for his assistance and asked that he fax the two R.O.s that we discussed to the Manager of the File.-Mrs. Vasquez-Ham and provide her fax number. Tom stated that he would fax them. CRM thanked Tom again and ended the call. Tammy Holcomb/Tampa/PAR; 0; 388525544
2002-04-24

Crm contacted Gartner Collision and spoke with Mark, who advised that the vehicle was towed away by Metlife Insurance on April 12th.
Mark provided CRM with an 800# and a claim number but did not have an Adjuster's name. [redacted] Claim# FRA11082.CRM thanked Mark for his assistance and ended the call. Tammy Holcomb/Tampa/PAR; 0; 388525942
2002-04-24

CRM contacted Metlife and spoke with Teresa. Teresa advised that the Investigating Adjuster was Linda Heidenreich but the Total Loss Adjuster was Bob Little. CRM advised Teresa of the customer's wish to have General Motors inspect the vehicle if still possible. Teresa advised that she would email Bob Little and copy his supervisor regarding the request for inspection of the vehicle and will provide Mrs. Vasquez-Ham as the contact. CRM provided Mrs. Vasquez-Ham's number and ext. Teresa also provided Bob Little's Number [redacted] CRM thanked Teresa for her assistance and ended the call. Tammy Holcomb/Tampa/PAR; 0; 388526861
2002-05-07

CRM received a call from Bob from MetLife, he states he will authorize GM to inspect the vehicle, he states the vehicle is at IAA [redacted] he states his number is ([redacted] if any questions. Myrna Ham/58592; 0; 389633557
2-05-07

CRM contacted IAA and spoke to a young lady, she states the vehicle has been sold, she states the auction was 4/30/02 and the buyer paid for it on 5/1/02, she states the vehicle is currently with them. CRM contacted Bob of MetLife, and adv him of the current info, he states he will research further and call CRm back. Myrna Ham/58592; 0; 389634224
2002-05-08

CRM contacted customer and adv, vehicle has been sold, CRM adv GM will be unable to inspect this vehicle, customer states he is seeking compensation and compenation for his insuance, customer states it is not their fault the vehicle caught flames, customer states they heard there was something on tv stating gm was having concerns with the 1997 buick catching flame. crm adv customer will forward file to esis for further handling, myrna ham/58592; 0; 389741563
2002-05-08

business summary
crm reviewed file crm contacted customer and reviewed par facts, no inspection requested, no offer of repairs/repurchase made, crm closing file forwarding to esis for further handling, myrna ham/par/tpa/58592; 0; 389741629
PRESCOTT, JOHN

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

INCIDENT DATE: 2002-03-31 INCIDENT TIME: 09:45:00
INCIDENT LOCATION: SOUTH WASHINGTON STREET AT 75TH STREET CROSSROAD

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

OWNER DESCRIPTION: CUST DRIVING TO CURCH VEH CAUGHT ON FIRE AND FIREDEPT WAS INVOLVED.

ALLEGED DEFECTIVE COMPONENT: ENGINE

INCIDENT RESULT: forwarding to esis
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: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: METLIFE AUTO
INSURANCE COMPANY ADDRESS: 1750 NORTH WASHINGTON
NAPERVILLE, IL 60563
AGENT NAME: [redacted]
AGENT PHONE NUMBER: [redacted]

MORE INFORMATION:
MAINTENANCE LOCATION: DECLARED A TOTAL LOSS- NO REPAIR
CURRENT LOCATION OF VEHICLE: COLLISION REVISION LOCATED NEW YORK STREET, AURORA
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:
[illegible]P INSPECTED: NONE
[illegible]VESTIGATIVE SUMMARY: no 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:
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:
[illegible]ANCH: NAME:
[illegible]COUNT 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**********

[illegible]TERNAL 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:

NAPERVILLE, IL [redacted]

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

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: SEQUIM , WA [redacted]
HOME PHONE:

CASE NUMBER:	06784383	VIN:	1G2WP52K5XF220408
		MODEL YEAR:	1999
DATE OPENED:	2002-04-26	SERIES:	GRAND PRIX GT SEDAN
DATE CLOSED:	2002-05-30	MILEAGE:	60500
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	RUDDELL AUTO MALL
BRC PARENT:	06783813	DEALER ADDRESS:	110 GOLF COURSE ROAD,,PORT ANGELES,WA,98362,USA

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

J01 Engine 0 REPAIR ATTEMPT(S)	Other ENGINE FIRE
T01 Product Allegation GM 1241 0 REPAIR ATTEMPT(S)	Other Thermal Event
A06 Fire 0 REPAIR ATTEMPT(S)	Other Par
A04 Possible Safety Concern 0 REPAIR ATTEMPT(S)	Other Thermal Event

Initiate Par

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

- 6:13pm - crm attempted to contact cust no answer crm left message with phone # and ext 57086 Roger Lewis Par / Tampa; 0; 389571276
2002-05-06

- 6:34pm - DESCRIPTION OF INCIDENT - crm spoke to cust who stated that he had parked his vehicle for the night at approx. 11:30am cust stated that while inside at approx. 1:00pm he heard a popping sound cust stated that he looked out and there were flames coming from his tire area on both sides cust stated that he used his fire exstinguisher to try to exstinguish some of the flames while he was doing so cust stated that his tire exploded hot rubber fragments struck his hand as well as flames cust stated that the burns were moderate cust also stated that he could not tell at this time if he was seeking medical compensation stating that he could not determine that at this time cust stated that the fire dept arrived and put out the fire some property damage was done to home as well cust stated that he purchased the vehicle with approx. 28,000mls and he performs all oil changes and things of that nature crm adv cust that case will be fowarded to ESIS due to injuries crm will close file Roger Lewis Par / Tampa; 0; 389573554
2002-05-06

- 6:52pm - BUSINESS SUMMARY - crm reviewed case file, crm made contact with cust and confirmed preliminary Par facts, crm adv cust that case will be fowarded to ESIS due to injuries, no offer of repair or repurchase was made, crm wil close file and foward to ESIS Roger Lewis Par / Tampa; 0; 389573888
ANDERSON, EDWIN J

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

INCIDENT DATE: 2002-04-21 INCIDENT TIME: 01:00:00

INCIDENT LOCATION: AT CUSTOMERS RESIDENCE.
[redacted]
QUIM, WA [redacted]

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

OWNER DESCRIPTION: CUST HEARD POPPING SOUND, LOOKED AND SAW UT WAS HIS VEH

ALLEGED DEFECTIVE COMPONENT: ENGINE

INCIDENT RESULT: Fowarding File to ESIS
POLICE REPORT: Y ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY: Y
INJURIES: Y

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: FARMERS INSURANCE
INSURANCE COMPANY ADDRESS: SEQUIM, WASHINGTON
AGENT NAME: MIKE LEMON
AGENT PHONE NUMBER: 999-999-9999
MORE INFORMATION: CUST SAW FLAMES FROM VEH AND TRIED TO PUT IT OUT. CUT STATES SOME PROPERTY DAMAGE WAS DONE TO HOME
MAINTENANCE LOCATION: OWNER DOES HIS OWN OIL CHANGES
RRENT LOCATION OF VEHICLE: CUSTOMERS HOME: 76 DICKINSON , SEQUIM, WA 98382
TIFY 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
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:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:

LEASE TERM:
DAMAGE:
[redacted]HER:
[redacted]ANCH: 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: [redacted] LOCATION:
ADDRESS: [redacted]
CITY/STATE: SEQUIM, WA [redacted]
PHONE NUMBER: [redacted]
SEATING POSITION: NONE RESTRAINT: NONE
TYPE OF INJURY: MODERATE BURNS
TREATED: N IF SO, WHERE: NONE-NO HOSPITAL

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

[redacted]TERNAL 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted] CONTACT NUMBER: 1
COMPANY: CONTACT TYPE: Claimant
CONTACT PHONE: [redacted]
ADDRESS:

SEQUIM, WA [redacted]

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: [redacted] PHILADELPHIA ,
PA [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	06792195	VIN:	1G3WS52K6WF366020
		MODEL YEAR:	1998
DATE OPENED:	2002-04-29	SERIES:	INTRIGUE GL SEDAN
DATE CLOSED:	2002-06-14	MILEAGE:	39419
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	SLOANE CHEVROLET INC
BRC PARENT:	06792099	DEALER ADDRESS:	1546 COTTMAN AVE,,PHILADELPHIA,PA,19111,USA

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

C28 Seat Belt System 0 REPAIR ATTEMPT(S)	Other CAMPAIGN 00011
T19 Campaign Correction Required 0 REPAIR ATTEMPT(S)	Other CAMPAIGN 00011
J01 Engine 1 REPAIR ATTEMPT(S)	Other LOOSE WIRE $187.00
[redacted] Product Allegation GM 1241 [redacted]REPAIR ATTEMPT(S)	Other PRODUCT ALLEGATION
A04 Possible Safety Concern 0 REPAIR ATTEMPT(S)	Other PRODUCT ALLEGATION

FIRE

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

CRM RECEIVED AND REVIEWED FILE FOR THERMAL EVENT ALLEGATION. CRM PRINTED CAC FILE AND VEH HISTORY. CRM PERFORMED FILE SCAN LBY VIN AND CUST NAME. CRM FOUND NO PREV RECORDS. DON LATIMER/PAR/57748; 0; 389541832
2002-05-06

CRM CONTACTED SLOANE CHEV, INC, 1546 COTTMAN AVE., PHILADELPHIA, PA 19111-3797, PH: 215-745-0600, AND SPOKE W/MR ED MILLER, SVM. MR MILLER ADVISED THE FIRE WAS A MELTED SPARK PLUG WIRE IN THE ENGINE COMPARTMENT. THE WIRING HARNESS WAS REPLACED UNDERRO # 173535. THE VEH HAD BEEN REPAIRED AND RETURNED TO THE CUST. DON LATIMER/PAR/57748; 0; 389544757
2002-05-06

CRM ATTEMPTED TO CONTACT THE CUST. CRM RECEIVED NO ANSWER AFTER APPROX 20 RINGS.
DON LATIMER/PAR/57748; 0; 389544848
2002-05-10

[redacted]M ATTEMPTED TO CONTACT THE CUSTAT [redacted] CRM RECEIVED NO ANSWER AFTER APPROX 20 [redacted]GS.
DON LATIMER/PAR/57748; 0; 389893004
2002-05-15

CRM ATTEMPTED TO CONTACT THE CUST AT [redacted]CRM RECEIVED A BUSY SIGNAL. DON LATIMER/PAR/57748; 0; 390350485
2002-05-16

CUST STATES HE WAS TOLD HE WOULD BE CONTACTED REGARDING THIS PRODUCT ALLEGATION IN 24 HOURS AND IT HAS BEEN OVER 2 WEEKS. CRM CALLED BRC AND FOUND AGENT HANDLING CASE, PROVIDED BRC AND EXT 57748 TO CUST AND ALSO TRANSFERRED CUST TO BRC. PAM ELLISON/PDX/CAC; 0; 390429124
2002-05-22

CRM CONTACTED THE CUST AT [redacted] CUST RELATED THE FOLLOWING DETAILS OF THE INCIDENT.
DETAILS OF INCIDENT:
CUST STATED THAT HE PURCHASED THE VEH USED W/APPROX 19 K MILES FROM A PONT DLR. CUST STATED HE HAD NO PREVIOUS CONCERNS UNTIL THE INCIDENT. HE STATED HE HAD BEEN OPERATING THE VEH FOR APPROX 15 MINS WHEN HE STOPPED AT A CONVENIENCE STORE. UPON STARTING THE VEH HE SMELLED SMOKE AND LOOKING UNDER THE HOOD SAW ORANGE FLAMES COMING FROM THR LOWER FRONT OF THE ENGINE. CUST STATED HE PUT THE FIRE OUT W/WATER. CUST STATED THE NEXT DAY HE DROVE THE VEH TO THE DLR AND THEY REPLACED THE IGNITION WIRING. CUST STATES HIS VEH HAS BEEN REPAIRED.
CUST SEEKS COMPENSATION FOR LOST WAGES AND REIMBURSEMENT OF $187.42 FOR THE WIRING REPAIR.
CRM ADVISED ADDITIONAL RESEARCH WOULD BE NECESSARY AND AGREED TO CONTACT THE CUST ON 5-28-02 IN THE AFTN. DON LATIMER/PAR/57748; 0; 390924766
2002-06-14

CRM CONTACTED THE CUST AND ADVISED THAT GM WOULD NOT ACCEPT RESPONSIBILITY IN THIS INCIDENT.
THE CUST REQUESTED CRM TO CHECK FOR ADDITIONAL OPEN CAMPAIGNS.
CRM ADVISED THERE WERE NO ADDITIONAL CAMPAIGNS RELATIVE TO HIS VEH.
CUST REQUESTED IF HE SHOULD FILE W/THE BBB OR HIRE AN ATTORNEY IF HE HAD A CONCERN THAT HAD NOT BEEN ADDRESSED THREE TIME BY THE DLR.
CRM ADVISED CUST HE WOULD HAVE TO MAKE THAT DECISION.
CRM CLOSING FILE SATISFIED. DON LATIMER/PAR/57748; 0; 392905345
2002-06-14

CRM CONTACTED THE DLR AND SPOKE W/MR ED MILLER, SVM.
CRM ADVISED MR MILLER OF GM'S POSITION.
DON LATIMER/PAR/57748; 0; 392906216
2002-06-14

BUSINESS SUMMARY---1-CRM reviewed file. 2-CRM contacted customer and reviewed PAR facts. 3 - Customer stated that repairs have already been completed. 4-CRM advised customer that based on CRM's research GM declines responsibility. NO offers made to Customer for repair or repurchase. 5-CRM closing file.
Don Latimer/PAR/57748; 0; 392906432
NEIMAN, MARTIN A

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

INCIDENT DATE: 2002-04-21 INCIDENT TIME: 15:00:00
INCIDENT LOCATION: WAWA AT CASTOR AND TYSLN IN PHILLY PA

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

OWNER DESCRIPTION: CUST STATED VEH AND THE ENGINE CAUGHT FIRE. CUST PUT THE FIRE OUT DROVE TO DL NEXT DAY CONT

ALLEGED DEFECTIVE COMPONENT: ENGINE WIRING

INCIDENT RESULT: DECLINED, 6-14-02, 0826 HRS
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES: N

HAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

VEHICLE INSURED: Y
INSURANCE COMPANY NAME: STATE FARM OF PA
INSURANCE COMPANY ADDRESS: UNKNOWEN
AGENT NAME: UNKNOWEN NEW AGENT
AGENT PHONE NUMBER: 000000000000

MORE INFORMATION: THE DLSHP FOUND NOTHING PUT THE DAMAGE VEH WAS TAKEN BACK ON 29TH LOOSE WIRES FOUND. $187.42
MAINTENANCE LOCATION: SLOANE CHEVY
CURRENT LOCATION OF VEHICLE: CUST RESIDENCE
NOTIFY NAME: NEIMAN, MARTIN A

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: SEE HISTORY
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:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted] CONTACT NUMBER: 1
COMPANY: CONTACT TYPE: Claimant
CONTACT PHONE: [redacted]
ADDRESS:

PHILADELPHIA, PA [redacted]

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: STARTANDURG
SC [redacted]
HOME PHONE:

CASE NUMBER:	06810849	VIN:	1G4CW52K2W4616853
		MODEL YEAR:	1998
DATE OPENED:	2002-05-02	SERIES:	PARK AVENUE
DATE CLOSED:	2002-06-08	MILEAGE:	53000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	WAKEFIELD BUICK, INC.
BRC PARENT:	06810658	DEALER ADDRESS:	300 W ST JOHN ST,,SPARTANBURG,SC,29301,USA

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

A06 Fire — Other
0 REPAIR ATTEMPT(S) — UNDER HOOD

T01 Product Allegation GN 1241 — Customer Satisfaction
0 REPAIR ATTEMPT(S) — ALLEGED THERMAL EVENT

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

PAR - Thermal Event
**********WORK HISTORY**********

CRM received and reviewed PAR request.
Paul M Rued
Tampa-PAR/57326; 0; 389277237
2002-05-03

Shop Foreman Mike McGaha states insurance is repairing vehicle and estimate is around $6000, replaceing engine. Foreman states have parts ordered. Foreman states unable to determine cause of thermal event. Foreman states parts are still there. CRM advised he would contact cust.
Paul M Rued
Tampa-PAR/57326; 0; 389279559
2002-05-07

CRM RCVD CALL FROM CUST- CRM LOOKED UP CRM HANDLING PAR FILE AND TRANSFERRED CALL TO CRM. VOICE MAIL PICKED UP. CRM TED BROWN/BRC/ADR/TAMPA X57104; 0; 389640559
2002-05-07

DESCRIPTION OF INCIDENT: Cust states thermal occurred in driveway when brother in law trying to start. Cust states pushed car away from house and self extinguished. Cust states dealer, GMPP and insurance claimed not able to determine the orgin/ cause ofthermal. Cust states insurance repairing but insisted on using second hand engine as opposed to reconditioned. Cust states dissat with insurance because engine guaranteed 30 days. Cust states wiring harness has been backordered causing delay in repair. Cust states dealership states part should be availble at end of week but unsure. Cust states states repairs have taken over month and insurance supplies rental 30 days. Cust states tires were replaced by dealership in Feb 2002 (cust states dealership are the only servicers). Cust states she wanted front tires replaced as result of thermal but insurance would not. Cust states no one could determine cause of thermal. CRM Advised CRM could send inspector however unsure if thermal cause would be found >>>>>>>>; 0; 389655104

2002-05-07

O.I Continued>>>>>>>>>>>>CRM advised may not able to determine since vehicle has been repaired and thermal but he would offer. Cust declined inspection offer. CRM advised appreciate concerns and would follow with dealershp and AVM but since vehicle isbeing repaired PAR cannot assist.
Paul M Rued
Tampa-PAR/57326; 0; 389655233
2002-05-07

Cust states she was considering trading the vehicle before incident but unsure if she would purchase Buick because of thermal. Cust states dealershp may provide loaner since insurance rental has expired.
Tampa-PAR/57326; 0; 389655322
2002-05-07

CRM left vme with AVM FAVM Stone Harry 404082 8191 to advise of PAR facts CRM Advised PAR unable to assist as vehicle already being repaired.
Paul M Rued
TampaPAR/57326; 0; 389655862
2002-05-09

CRM received vme from AVM Stone who states he would review case with service mananger. CRM returned vme to advise cust had concerns with parts delay and source of thermal. CRM advised he offerred a thermal inspection but cust states vehicle already beingrepaired. CRM Advised cust was DISSAT with whole situation as concerned with insurance, inconvience, and parts delay- being without her vehicle.
Paul M Rued
Tampa-PAR/57326; 0; 389816700
2002-06-08

BUSINESS SUMMARY: CRM received and reviewed PAR request. CRM discussed PAR facts with cust. CRM advised insurance are addressing repairs. CRM advised GM would not assist financially with repairs. CRM closing request with no offers for repurchase or repair.
Paul M Rued
TampaPAR/57326; 0; 392398381
GWINN, SUE

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

INCIDENT DATE: 2002-03-27 INCIDENT TIME: 11:00:00
INCIDENT LOCATION: [redacted]
STARTANDURG, SC 29302

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

OWNER DESCRIPTION: BROTHER IN LAW STARTED VEH, HUGE ROAR FROM ENGINE, FLAMES COMING OUT THE SIDE, UNDERNEATH AND AROUND

ALLEGED DEFECTIVE COMPONENT: AS YET UNKNOWN

INCIDENT RESULT: declined 6/08/02 11:30am
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: ENCOMPASS INSURANCE
INSURANCE COMPANY ADDRESS: P.O. BOX 105089

ANTA, GA
48

AGENT NAME: GLENDA STROMAN
AGENT PHONE NUMBER: 1800955992756123

MORE INFORMATION: THE TIRES. WIRE HARNESS N/A IN PARTS. GMPF WILL DO NOTHING, INSURANCE WILL DO NOTHING.
MAINTENANCE LOCATION: AT WAKEFIELD DLR
CURRENT LOCATION OF VEHICLE: WAKEFIELD
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:
INVESTIGATIVE SUMMARY: thermal- insurance repairs
PAR STATUS: Accepted

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

SOURCE:

TRANSACTION:

REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
LER NAME:
LER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:
TRIM:

ENGINE TYPE:

TRANSMISSION:
VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:
TITLE BRAND:

LACEMENT 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: [redacted]
COMPANY:
ADDRESS:
STARTANDURG, SC [redacted]

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

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

EDGERTON , WI [redacted]

CASE NUMBER:	06836830	VIN:	1G2HX52KXT4246985
		MODEL YEAR:	1996
DATE OPENED:	2002-05-08	SERIES:	BONNEVILLE SE SEDAN
DATE CLOSED:		MILEAGE:	120000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	
BRC PARENT:	06836194	DEALER ADDRESS:	

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

T01 Product Allegation GM 1241 — Other
0 REPAIR ATTEMPT(S) — engine caught on fire

A06 Fire — Smoke/Steam
0 REPAIR ATTEMPT(S) — smoke and flames came from engine

J01 Engine — Other
0 REPAIR ATTEMPT(S) — check engine light came on during veh breakdown

Initiate Par
**********WORK HISTORY**********

CRM reviewed file, no other cases found, contacted the cust and left message req. return call. Mike DiMare/Tampa PAR 57009; 0; 390230642

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

INCIDENT DATE: 2002-05-08 INCIDENT TIME: 07:45:00
INCIDENT LOCATION: Madison, WI on West Beltline

DRIVER NAME: [redacted] DRIVER AGE: [redacted]
DRIVER DISABILITY: none

OWNER DESCRIPTION: cust driving , tires rumbling, check engine lgt on, car began chugging, veh stopped, smoke and fire.

ALLEGED DEFECTIVE COMPONENT: ENGINE

INCIDENT RESULT:
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: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: STATE FARM INSURANCE

INSURANCE COMPANY ADDRESS: 317 NORTH MAIN STREET
EDGERTON, WI 53534

AGENT NAME: JOE SCHWEIGHARDT
AGENT PHONE NUMBER: 608-884-9435

MORE INFORMATION: Cust states dark smoke was coming from under hood and exhaust pipe. Cust sts flames from under hood.
MAINTENANCE LOCATION: NO
CURRENT LOCATION OF VEHICLE: MIKE'S TOWING IN MADISON, WI--608-278-8667
NOTIFY NAME:

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

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

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
LOCATION:
ADDRESS: ,
CITY/STATE: ,

PHONE NUMBER:
SEATING POSITION: RESTRAINT:
PE OF INJURY:
EATED: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: [redacted] LAFAYETTE
IN [redacted]
HOME PHONE: [redacted]

CASE NUMBER:	06853691	VIN:	1G4CW52K0X4620725
		MODEL YEAR:	1999
DATE OPENED:	2002-05-13	SERIES:	PARK AVENUE SEDAN
DATE CLOSED:		MILEAGE:	49206
SOURCE:		DELIVERY DATE:	
BRC TYPE:	PAR Yes	DEALER NAME:	KENDRICK BUICK-CADILLAC-NISSAN, INC.
BRC PARENT:	06853543	DEALER ADDRESS:	ST RD 26 E & CREASY LN,,LAFAYETTE,IN,47905,USA

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

T01 Product Allegation GM 1241	Customer Satisfaction
0 REPAIR ATTEMPT(S)	CRM INITIATING A PAR CASE
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	PAR
A06 Fire	Other
0 REPAIR ATTEMPT(S)	PAR

Initiate Par
**********WORK HISTORY**********

CRM RECEIVED A CALL FROM SM-[redacted] WHO STATES THAT THE VEHICLE IS A USED VEHICLE AND IS OWNED BY DEALERSHIP . **********DESCRIPTION**********SM STATES THAT A POTENTIAL CUSTOMER WAS GOING TO TEST DRIVE VEHICLE WHEN CUSTOMER STARTED VEHICLE IT CAUGHT ON FIRE AND THE LAYFAYETTE FIRE DEPARTMENT PUT FIRE OUT. SM STATES THAT THERE WAS NO ESTIMATE PERFORMED ON VEHICLE AND THE TOP OF THE ENGINE IS BURNED. CRM AUTHORIZED AN INDEPENDENT INSPECTION. TIMIKI JACOBS/PAR 58342; 0; 390767242
2002-06-05

crm received and reviewed inspection report crm contacted dealership and authorized repurchase. crm advised sm to forward bill of sale and title in order to proceed w/ repurchase, sm states that they spent $780 on vehicle repairs and would like to be reimbursed for that. cr madvised sm to fax info and it would be reiewed. timiki jacobs/par 58342; 0; 392139346
2002-06-08

CRM RECEIVED FAXES FROM CUSTOMER, CRM REVIEWED AND ATTEMPTED TO CONTACT SM TO REQUEST TITLE, CRM WAS ADVISED THAT HE WILL NOT BE IN TODAY. TIMIKI JACOBS/PAR 58342; 0; 392389987
2002-06-12

CRM CONTACTED SM AND ADVISED THAT TITLE HAS NOT YET BEEN RECEIVED SM STATES THAT HE HAS IT AND WILL FAX. TIMIKI JACOBS/PAR 58342; 0; 392741274
2002-06-12

CRM RECEIVED A COPY OF TITLE AND CONTACTED SM TO ADVISED HIM THAT PROOF OF PAYMENT FOR VEHICLE WAS NEEDED, TIMIKI JACOBS/PAR 58342. TIMIKI JACOBS/PAR 58342; 0; 392745484
2002-06-18

Rec'd call from AVM, Mark Wieganet, seeking contact for dlr since dlr told him they have left a couple messages for PAR/Jacobs and no response. Mr. Wieganet wanted to offer

assistance to dlr & to Jacobs if needed. He provided his mobile # and I advisedhim I would talk to Jacobs about it at our luncheon/meeting in a few moments. **Schille/PAR 58790**; 0; 263707
2-06-18

crm received and reviewed all faxes, repurchase was authorized as well as reimbursement to dealership for $779.73. crm attempted to advised sm that all info will be forwarded to ftt, crm left a message. crm will forward all information to ftt .timiki jacobs/par 58342; 0; 393272919
2002-06-18

BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM SET UP INSPECTION, RECEIVED RESULTS AND AUTHORIZED REPURCHASE. TIMIKI JACOBS/PAR 58342; 0; 393273019
2002-06-24

**********FTT, SUE LE, TAMPA PAR 58509**********; 0; 393776526
2002-06-24

1. CRM FOWARDING FILE TO REPURCHASE, CRM SUBMITTING E-PRA, CRM CLOSING CASE, REPURCHASE VEH FOR $12,600.00; 0; 393776592
2002-06-24

2. CRM CALLED FOR SVM, [redacted] BUT IS AWAY FOR ABOUT 1 HOUR. CRM WILL TRY LATER; 0; 393778946
2002-06-26

3. CRM CALLED AND SPOKE WITH SVM. CRM ADVISED SVM TO REPAIR VEH. CRM ADVISED SVM THAT GM WILL PAY FOR THE REPAIRS, REIMBURSE DLR FOR REPAIRS ON RO 108691, SMART AUCTION FEE ($135.00), AUTOQUAL USA INTERIOR DETAIL ($30.00), DELIVERY FROM SMART AUCTION ($200.00), S DENT REPAIR ($105.00). CRM ADVISED SVM TO CONTACT CRM WHEN REPAIRS HAS BEEN COMPLETED. M AGREED; 0; 393965295

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

INCIDENT DATE: 2002-05-10 INCIDENT TIME: 16:30:00
INCIDENT LOCATION: ON THE LOT AT KENDRICK MOTORS

DRIVER NAME: CUST WAS STARTING IT DRIVER AGE:
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: VEH CAUGHT ON FIRE WHILE TRYING TO START IT

ALLEGED DEFECTIVE COMPONENT: NOT SURE///THERMAL EVENT

INCIDENT RESULT: 6-18-02 REPURCHASE AUTHORIZED
POLICE REPORT: N ROAD CONDITION: Wet ROAD SURFACE:
NUMBER OF PEOPLE: 2 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

VEHICLE INSURED: Y INSURANCE COMPANY NAME: M.B.A.H. INSURANCE CO.
INSURANCE COMPANY ADDRESS: 2663 DUNCAN ROAD
LAFAYETTE, IN 47905
AGENT NAME: UNKNOWN
AGENT PHONE NUMBER: 765-423-5421

MORE INFORMATION:
MAINTENANCE LOCATION: MAINTAINCED BY THE DLR & IT WAS GM CERTIFIED

CURRENT LOCATION OF VEHICLE: DEALERSHIP
NOTIFY NAME: DEALER

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: RAAINSPECTION DATE: 2002-05-22
MILEAGE AT INSPECTION: 49206
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY: RAA 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:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

G E N E R A L M O T O R S C O R P O R A T I O N
P O N T I A C D I V I S I O N
G M R E S T R I C T E D

CUSTOMER: [redacted]
ADDRESS: Blissfield
MI [redacted]
HOME PHONE:

CASE NUMBER:	1-10437820	VIN:	1G2WP12K5YF282031
		MODEL YEAR:	
DATE OPENED:	2002-06-21	SERIES:	Grand Prix
DATE CLOSED:		MILEAGE:	23882.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	Knapp Motors, Inc.
BRC PARENT:		DEALER ADDRESS:	11003 E. U.s. 223,Blissfield,MI,49228-9527,

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

J01 General
0 REPAIR ATTEMPT(S) Thermal Event

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

Thermal event; ; 2002-06-21
2002-06-21

Assigning activity to PAR QUE; ; 2002-06-24
2002-06-24

Assigned to Ted Moineau-58222; ; 2002-06-24
2002-06-24

Service Request Ownership has changed FROM: STOREYN TO: MOINEAUT; ; 2002-06-24
2002-06-24

VIN CHECK; ; 2002-06-24
2002-06-24

Crm contacted cust @ [redacted] ; 2002-06-24
2002-06-24

Crm called [redacted] ; 2002-06-24
2002-06-24

C; ; 2002-06-25

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

INCIDENT DATE: 2002-06-17 INCIDENT TIME: 17:00:00.000000
INCIDENT LOCATION: In the garage at cust home address 12266 Crockett Hwy Blissfield MI, 49228

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

OWNER DESCRIPTION: Cust was on her way home and pulled in garage and went to turn off the veh and there was a roll of smoke came out from under the hood. Cust pulled the veh out of

the garage and opened the hood and the engine was ingulfed in flames. Cust grabbed a comforter to put out did not work so cust threw water on the engine to put out. Cust stated that the low coolant light was on saturday and she added coolant. No lights came on monday to indicate the engine hot or coolant low. Cust had no concerns all day and had driven the veh to work and lunch.

ALLEGED DEFECTIVE COMPONENT: Engine

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: Dry ROAD SURFACE: Concrete
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION: N/A
MAINTENANCE LOCATION: Knapp Motors
CURRENT LOCATION OF VEHICLE: Veh is at the dlr Knapp Motors Inc. 11003 E US 223
BLISSFIELD, MI 49228-9527 BAC 115109
NOTIFY NAME: Owner

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

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

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

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

Waukegan , IL [redacted]

CASE NUMBER:	1-11762630	VIN:	2G1WH55KXY9326053
		MODEL YEAR:	
DATE OPENED:	2002-06-26	SERIES:	Impala
DATE CLOSED:		MILEAGE:	
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

J01 General
0 REPAIR ATTEMPT(S) Thermal Event

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

Cust sts is w/Prudential Ins and cust veh caught on fire; ; 2002-06-26
2002-06-26

Creating PAR for alleged thermal event; ; 2002-06-27
2002-06-27

ASSIGNED PAR CASE TO CHERYL DANZEY/57275; ; 2002-06-27
2002-06-27

Service Request Ownership has changed FROM: WASHINGS TO: DANZEYS; ; 2002-06-27
2002-06-27

Crm checked GMVIS and the cust selling dealer and last servicing dealer is: Classic Chev BAC#113229.; ; 2002-06-27
2002-06-27

Crm completed a case scan and located SR#8-11762628.; ; 2002-06-27
2002-06-27

Crm called the cust at the daytime# and reached a recorder the # or code is incorrect.; ;
2002-06-27
2002-06-27

Crm called the cust at the evening# and reached a recording the # has been disconnected.; ;
2002-06-27
2002-06-27

Crm checked 411.com and there were no phone numbers found for this cust.; ; 2002-06-27
2002-06-27

Crm left a detailed voicemail for the svc mgr, Angel Laboy, with Classic Chev in Waukegan, IL.; ; 2002-06-27
2002-06-27

Crm left a detailed FYI voicemail for the svm, Charlie Tadavich, Node#630092 Mailbox#8143.; ; 2002-06-27

[illegible]m set an alarm to await the svc mgr for initial contact and if they have a number to reach [illegible]t.; ; 2002-06-27
2002-06-27

Crm called the dealership again and spoke with svc mgr, Angel Laboy.; ; 2002-06-27

Crm set alarm to make initial contact with the cust. [redacted] ;
2002-06-28
2002-06-28

Crm called the cust at home# provided by the dealer and reached a recorder #disconnected.; ;
2002-06-28
2002-06-28

Crm called the work# provided by the dealer and Shirley advised the cust no longer works there.; ; 2002-06-28
2002-06-28

Phone numbers for cust is not working. Crm sent 10 day contact letter.; ; 2002-06-28
2002-06-28

Created:ERCPAR_PA0005. SR#1-11762630; ; 2002-06-28
2002-06-28

10 Day no contact letter to cust.; ; 2002-06-28
2002-07-03

[illegible]aiting Tammy to approve 10 day letter to be sent to the cust. The phone numbers are not valid.; ; 2002-07-03

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

INCIDENT DATE: 2002-04-18 INCIDENT TIME: 10:45:00.000000
INCIDENT LOCATION: Parking lot of Gurnee Mills Mall

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: none

OWNER DESCRIPTION: driving in parking lot and veh caught on fire

ALLEGED DEFECTIVE COMPONENT: engine

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: Dry ROAD SURFACE: Asphalt
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION: none

MAINTENANCE LOCATION: Maintenance done at Classic Chevrolet 425 N GREEN BAY RD
WAUKEGAN, IL [redacted]
RENT LOCATION OF VEHICLE: McClure Towing 4409 Grand Ave Waukegan, IL 60085
IFY NAME: Insurance Agent

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

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
RESS: ,
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: Berea , OH [redacted]
HOME PHONE:

CASE NUMBER:	1-6211182	VIN:	1G4HP52K9WH527650
		MODEL YEAR:	1998
DATE OPENED:	2003-01-08	SERIES:	LeSabre
DATE CLOSED:	2003-02-10	MILEAGE:	11140.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	Toth Motor Sales, Inc.
BRC PARENT:		DEALER ADDRESS:	PO Box 219,Berea,OH,44017-0219,USA

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

J01 General
0 REPAIR ATTEMPT(S) Flame

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

Engine; ; 2003-01-08
2003-01-08

Escalating Par Case Thermal Event; ; 2003-01-09
2003-01-09

Service Request Ownership has changed FROM: DEATHERN TO: BOYCER; ; 2003-01-09
2003-01-09

Ownership Escalated to BRC; ; 2003-01-09
2003-01-09

THIS FILE HAS BEEN ASSIGNED TO LATASHA HAWKINS @ 58042; ; 2003-01-10
2003-01-10

Service Request Ownership has changed FROM: BOYCER TO: HAWKINS; ; 2003-01-10
2003-01-10

RCVD VME FROM ED @ NATIONWIDE; ; 2003-01-10
2003-01-10

CLLD CUST; ; 2003-01-10
2003-01-10

SPOKE W/CUST; ; 2003-01-10
2003-01-10

CLLD ED (NATIONWIDE) [redacted] ; 2003-01-10
2003-01-10

REQUESTING RAA INSPECTION-THERMAL; ; 2003-01-10
2003-01-30

CLLD CUST; ; 2003-01-30
2003-01-30

CLLED NATIONWIDE INS ● [redacted] ; 2003-01-30
2003-01-30

CLLD DLR ● 800-860-8684; ; 2003-01-30
2003-02-01

RAA INSP RPT BRC PAR Scanned: 2003-01-30-15.13.25.000000, MSXDocNum: HAW3E2FFA5; ; 2003-02-04
2003-02-04

RCVD VME MSG FROM KIM ARNETTE (NATIONWIDE); ; 2003-02-04
2003-02-04

CLLD NATIONWIDE; ; 2003-02-04
2003-02-04

RVWD FILE W/PAR MGMT; ; 2003-02-04
2003-02-04

CLLD CUST; ; 2003-02-04
2003-02-04

BILL OF SALE & REGISTRATION BRC PAR Scanned: 2003-02-04-15.12.41.000000, MSXDocNum: HAW3E3A81F; ; 2003-02-05
2003-02-05

CLLD CUST; ; 2003-02-05
2003-02-05

CLLD CUST; ; 2003-02-05
2003-02-07

RCVD VME MSG FROM CUST; ; 2003-02-07
2003-02-07

CLLD CUST TWICE; ; 2003-02-07
2003-02-07

CLLD CUST; ; 2003-02-07
2003-02-07

Inbound ANI call with single record, ANI = 4402434323; ; 2003-02-07
2003-02-10

RCVD TWO VME MSGS FROM CUST GRANDSON, [redacted] ; 2003-02-10
2003-02-10

CLLD CUST; ; 2003-02-10
2003-02-10

OFFER TO REPURCHASE; ; 2003-02-10
2003-02-10

FILE CLOSED; ; 2003-02-10
2003-02-10

Service Request has been Closed Satisfied.; ; 2003-02-10

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

INCIDENT DATE: 2003-01-06 INCIDENT TIME: 08:45:00.000000
INCIDENT LOCATION: Cust driveway. 55 Monroe Way Berea OH 44017

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: Arthritis in the knees

OWNER DESCRIPTION: Cust attempting to start veh in the morning and engine wouldn't turn over. Engine caught fire and fire dept came out to extiguish the the Thermal Event. Police and Fire were there, but no report number was given to customer.

ALLEGED DEFECTIVE COMPONENT: Thermal Event seemed to originate from the engine.

INCIDENT RESULT:
POLICE REPORT: Y ROAD CONDITION: Snowy ROAD SURFACE: Concrete
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION: Toth Buick In Berea OH
CURRENT LOCATION OF VEHICLE: Veh is currently in cust's driveway waiting for insurance claims adjusters b/c the veh is a total loss.
NOTIFY NAME: Owner

WAS VEHICLE INSPECTED: Thermal Event
INSPECTORS NAME: 3rd Party InspectorINSPECTION DATE: 2003-01-21 00:00:00.000000
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0

SALES TAX:
RECIATION:
RADE:
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:
E OF INJURY:
ATED: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

1-62 111827

FAX

COVER PAGE

TO: GM PAR
LATASHA HAWKINS

FAX: 866-293-0800

FROM: JACK RIVARD

FAX: 216-831-8472

TEL: 216-831-8467

TOAL PAGES SENT 9

COMMENT:
PAR 1-62111827

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Division: BUICK	Ref# 1-62111527	VIN:1G4HP52K9WH527650
Claimant's Name (LAST, First) [redacted]		

Inspected By: JACK RIVARD Organization: EAA

Phone: (216-831-8467) Inspection Date: 01-21-03 Mileage at Inspection: 11140

I INSPECTION SUMMARY

Type Non Collision X☐, Collision ☐

Fire Origin Engine Compartment X☐, Underdash ☐, Other Interior ☐, Trunk ☐, Unknown ☐, Other ☐ specify _____, Component: INTAKE MANIFOLD AREA

Following the inspection, summarize the observations: DRIVER/CLAIMANT HAS NO GARAGE,VEHICLE PARKED ON DRIVEWAY ADJACENT TO HOME.VEHICLE IS AS NEW WITH 11140 MILES. VEHICLE PARKED AND LOCKED ON SATURDAY AFTERNOON AND NOT USED TILL MONDAY MORNING. CLAIMANT ATTTEMPTED TOSTART VEHICLE TO GO TO STORE.ON FIRST AND SECOND TRY, ENGINE WOULD NOT START.ON THIRDTRY ENGINE MADE LOUD POPPING NOISE AND BLACK SMOKE CAME OUT AROUND HOOD.DUE TO CLOSENESS OF VEHICLE TO HOUSE.DRIVER RAN INTO HOUSE AND CALLED POLICE WHO CALLED THE FIRE DEPARTMENT. THEY CAME QUICKLY AND EXTINGUISHED THE FIRE. NO DAMAGE TO HOUSE.ON INSPECTION NOTE ALL DDAMAGE CONFINED TO ENGINE COMPARTMENT AND HOOD.HIGH HEAT MARKS ON HOOD DIRECTLY ON TOP OF ENGINE INTAKE MANIFOLD. PARTS ON TOP OF ENGINE IN HIGH HEAT AREA.DUE TO ATTEMPTED STARTING OF SERIES 3800 ENGINE.POPPING NOISE IN MANIFOLD FROM BUILD UP OF UNBURNED FUEL AFTER THREE ATTEMPTED STARTS.THERMAL ACTION ORIGINATED ON TOP OF ENGINE.PLASTIC PARTS MELTED. WIREING INSULATION BURNT WITH WIREING BRIGHT COPPER COLOR.NO BALLING OR WIRE WELDING.ED CALOGERAS NATIONWIDE INVESTIGATOR AND BURES CONSULTANT VICTOR DONATELLI FORENSIC MECHANIC WERE PRESENT AT INSPECTION.

II INTERVIEW - VEHICLE HISTORY

NAME OF PERSON BEING INTERVIEWED [redacted]
[redacted] BEREA,OHIO [redacted]

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

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

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

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

Repaired by:

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

NO WARNING LIGHTS ON

5. *Repairs* outside of warranty (what, when, by whom?): INSTALL NEW BATTERY AND LUBE AND OIL ON 10/03 AT TOTH BUICK, BEREA OHIO

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

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

III INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

This section covers vehicle usage the day of the fire.

If being driven, describe: vehicle speed: _____ mph, drive length __ h __ min, distance _____ miles, and type of drive (e.g. city traffic, highway, long grades, etc.).

If parked, how long was it parked? 41 HRS_____ Was the ignition off X☐ or was the engine running ☐ ? Describe drive prior to parking: drive length 1 h 15 min, distance 5 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). CITY DRIVING

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

Load location: _____

Height and description of front shape of trailer: _____

Weather conditions: Approx. ambient temperature 36 °F, General conditions (dry, rain, wind, etc.): SNOWING

III B AT THE FIRST INDICATION OF A PROBLEM

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

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

Smoke? (from where, color, intensity, etc.) BLACK, HEAVY, FROM UNDER HOOD

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

Any apparent *malfunction*? (Y/N) Y Describe: ENGINE ON FIRE

Position of *HVAC controls* (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) AUTOMATIC, Blower setting _____, Temperature setting 70

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

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

If any of the above were cycled, describe: _____

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

III C DURING THE FIRE

Time 00:00 and *distance* PARKED between first indication of a problem and start of fire.
Time 00:15 between start of fire and other significant events. Describe: START OF FIRE AND CCALL POLICE

Time (24 hr) 10:30 when fire was over or put out.

Describe initial location, color and intensity of *smoke and flame*. BLACK AND THICK SMOKE AND FLAMES

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

Any *malfunction*? (Y/N) Y___ If yes, describe: ENGINE ON FIRE

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

When you left vehicle: ignition switch position (off, on, accessory): OFF Windows open? (Y/N) N, Doors open? (Y/N) N Describe: GO INTO HOME AND CALL POLICE

Any *other comments* that have not been covered?

IV VEHICLE INSPECTION

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

Take color photographs of the following:

A. Exterior:

Front
Right side
Rear
Trunk area
Decklid outer panel
Decklid inner panel
Option label
VIN
Left side
Hood outer panel
Hood inner panel
Roof
Fuel filler "Lead Free" restrictor in place? (Y/N) Y___ Describe: _____

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

Comments: HOOD INNER AND OUTER PANELS HAVE HIGH SPOT MARKS WITH METAL BURNED WHITE

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s)
Instrument panel & odometer: Overall, ignition key and steering, Left, Right, Console, Ashtray
Floor: Left, Right, Rear
Seats: LF, RF, Rear Seats

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

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

Comments: _____

C. Underhood:

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

Other: _____

Comments: ENGINE TOP PARTS MELTED . ALL DAMAGE CONFINED TO ENGINE COMPARTMENT ITEMS.

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: FLUID PRESENT CLEAR

Engine oil: FULL AND CLEAN

Transmission fluid: FULL AND CLEAN

Power steering fluid: LOW W/THE RESERVOIR BURNT

Brake fluid: LOW ,RESERVOIR BURNT

E. Underbody:

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

Comments: _____

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

Comments: WIRING INSULATION BURNT, NO BALLING OR WELDED ENDS ON WIRES

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire:
ENGINE INTAKE MANIFOLD

Photograph and comment on the item/area which is the apparent origin of the fire: FUEL CONTINUED TO BE PUMPED INTO MANIFOLD WITHOUT BEING USED BY ENGINE.

Anything on vehicle which is after-market:
NOTHING

Anything on vehicle which is a modification:
NOTHING

Anything on vehicle which is unusual, or out-of-place, etc.: _____

Other relevant information: _____

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage:
NONE

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, take pictures of the damage and make notes as necessary. Comments:

VEHICLE PARKED ON DRIVEWAY ADJACENT TO HOME. NO OBJECTS ON DRIVE EXCEPT VEHICLE.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: BUICK	Ref# 1-62111327	VIN: 1G4HP52K3WH527650
Claimant's Name (LAST, First) [redacted]		

Inspected By: JACK RIVARD

Organization: _EAA

Phone: (216-831-8457___) _____x_____

Inspection Date: _01-21-03 ___/___/___

Mileage at Inspection: 11140 _____

Roll Number 0704____

Neg.#	Description
0	
1.	LEFT SIDE OF HOOD OUTER PANEL
2.	FRONT VIEW OF VEHICLE
3.	RIGHT SIDE OF HOOD OUTER PANEL_____
4.	HIGH HEAT SPOTS ON HOOD OUTER PANEL
5.	FRONT OF HOOD CLOSE UP
6.	ENGINE FROM OVER LEFT FENDER
7.	ENGINE LEFT FRONT QUADRANT OVER LEFT FRONT FENDER
8.	ENGINE FRONT OVER RIGHT FRONT FENDER
9.	ENGINE FRONT OVER RIGHT FRONT FENDER
10.	BOTTOM HOOD PANEL WITH HIGH HEAT MARKS FROM FRONT
11.	LEFT SIDE OF ENGINE TOP CLOSE UP
12.	RIGHT REAR QUADRANT OF ENGINE COMPARTMENT
13.	TOP OF ENGINE FROM FRONT OF VEHICLE
14.	TOP OF ENGINE FROM RIGHT SIDE, NOTE ALTERNATOR AND COILS
15.	TOP OF ENGINE FROM_OVER RIGHT FENDER
16.	LEFT REAR QUADRANT OF ENGINE COMPARTMENT
17.	RIGHT SIDE STRUT TOWER AREA
18.	RIGHT REAR QUADRANT AREA WIREING DAMAGE_
19.	INTERIOR OF VEHICLE

PHOTO

20. LEFT FRONT DOOR INFORMATION STICKERS

21.
22.
23.
24.
25. F

26.
27.
28.
29.
30.
31.
32.
33.
34.
35.
36.
37.

PHOTO

STATE OF OHIO - BUREAU OF MOTOR VEHICLES VEHICLE REGISTRATION CARD APPLICATION NO. P748512

	11/24/98	1806	9998	07/15/02	08/03/03	19600916600	CAH9398	PC	R
15.00	23.06		0.00	[redacted]				PC	[redacted]
CU18	CU18	38.06	[redacted]				48	1998	BUIC
BEREA	BEREA			OH	[redacted]	1G4HP52K9WH527650			
[redacted]						[redacted]			
003290									

CAH9398

Above is your Registration Card. Do Not Discard.

DISPLAY OF STICKERS

County Stickers

In compliance with the law, County stickers are required to be placed on all license plates except commercial truck/trailer plates.

County number stickers shall be affixed to the lower left side of both the front and rear plates.

For motorcycle/moped plates, affix the county number sticker on the lower left side of plate just right of the bolt hole.

STANDARD PLATE

000000

Validation Sticker
Place new validation sticker in lower right corner of right plate (truck/tractor: front plate).

MOTORCYCLE / MOPED PLATE

0000

For motorcycle/moped plates affix new validation sticker to the lower right hand side of plate just left of the bolt hole.

Place sticker on clean, dry surface. If plate has a previous sticker attached, place new sticker to cover old sticker.

TO REMOVE STICKER
BEND PAPER AND
PULL OFF FROM BOTTOM
NOTE: Do not validate sticker or apply at temperatures less than 0° F.

VEHICLE REGISTRATION CODES

PB (Passenger Car)	TB (Tandem Bus)	X (Commercial)	A (Antique)
TK (Dump Truck)	MC (Non Dump Truck)	Y (Jobs)	B (Replacement)
PM (Pickup Truck)	SP (Repair)	L (Loaner)	D (Duplicate Registration)
TL (Dump Trailer)	MV (Snowmobile, ATV)	S (Single)	H (Bus)
HV (Motor Vehicle)	BR (Motor Home)	R (Rental)	P (Mileage/Fleet)
MC (Motorcycle)	RV (Non Comm Trailer)	T (Taxi)	G (Replacement)
OB (Church Bus)	RB (Boat / Bus)		R (Renewal)
BM (Bus)	CM (Disability Plate/Decal)		W (Renewal/Replacement)
			X (Surrender)

01/31/2003 15:06 FAX 4408911186 TOTH MOTORS 002

TOTH MOTORS
P.O. Box 218
BEREA, OHIO 44017
FAX (440) 891-1186

Buick ISUZU

ISUZU

TYPE: [ ] NEW [ ] DEMO

"Customer Satisfaction Since 1956"

[redacted]

[redacted]

[redacted]

DELIVERY DATE: 11-21-97

CITY/STATE: BEREA OH

[redacted] COUNTY: Cuyahoga

YEAR: 97 MAKE: SUZUKI MODEL: ASWEET BODY TYPE: Sedan

STOCK NUMBER: 80404 VEHICLE IDENTIFICATION NUMBER: JS2KB9WH5V7650 DATE OF ORDER: 11/18/97

OFFICIAL EQUIPMENT			OFficial equipment cont.		
ENGINE: 1.6					
TRANSMISSION: Automatic					
RADIO: AM/FM Stereo Cass					
TIRES: 14" Aluminum Alloy				2V558	
				1648.96	
				72.96	
DEALER INSTALLED OPTIONS-NON G.M.					
DEALER TO GET NEW DIMES / CUST PAY			DOCUMENTARY FEE	90	00
			TOTAL PRICE	13028	
			TRADE-IN ALLOWANCE	4300	
			TAXABLE AMOUNT	11728	
			SALES TAX COUNTY ____ @ ____ %	1310	90
			TITLES FEES AND TEMPORARY TAG FEE	10	
			OTHER		
			TOTAL MONEY DIFFERENCE	2008	
			NON REFUNDABLE DEPOSIT		
			TRADE PAYOFF TO: Delaney	PAYOFF GOOD TO:	3300 / 100
			NET TRADE EQUITY $		
			CASH DUE ON DELIVERY	RECEIPT NO. 17448	96
			CASH BALANCE DUE	RECEIPT NO.	
			DUE FROM		

THE OPTIONS OF ACCESSORIES SHOWN ABOVE ARE COVERED UNDER A LIMITED WARRANTY OFFERED BY THE MANUFACTURER OF THE PARTICULAR CODE.

DESCRIPTION OF TRADE-IN

YEAR	MAKE	MODEL
91	Chevy	Cavalier

SERIAL NO. 1G1JN5146MW201912 MILEAGE 32571

PLEASE NOTE: THE SELLER TOTH MOTOR SALES, INC., WILL BE ENTITLED TO 10% OF THE TOTAL SALE PRICE OF THE VEHICLE IN EVENT OF BUYER CANCELLATION AS VERSED ON THE REVERSE SIDE OF THIS AGREEMENT.

WE'D LIKE TO KNOW: RADIO ☐ NEWSPAPER ☐ FRIEND ☐ REFERAL ☐ PREVIOUS CUSTOMER ☐

THE SELLER, TOTH MOTOR SALES, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED MANAGER AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. Purchaser by his execution of this Order certifies that he is 18 years of age or older and acknowledges that he has read its terms and conditions and has received a true copy of this Order.

BUYER | TITLE | SALESMAN | BY | DEALER

AGA PRINTING (216) 831-8647

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: Fountain Valley ,
CA [redacted]

HOME PHONE:

CASE NUMBER:	1-64421121	VIN:	1G4CW52K2W4608672
		MODEL YEAR:	1998
DATE OPENED:	2003-01-16	SERIES:	Park Avenue
DATE CLOSED:	2003-01-20	MILEAGE:	20510.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

J01 General
0 REPAIR ATTEMPT(S) Flame

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

Par; ; 2003-01-16
2003-01-16

Thermal Event; ; 2003-01-17
2003-01-17

Service Request Ownership has changed FROM: ABBOTTF TO: BOYCER; ; 2003-01-17
2003-01-17

Ownership Escalated to BRC; ; 2003-01-17
2003-01-17

THIS FILE HAS BEEN ASSIGNED TO PAUL RUED AT S7326; ; 2003-01-17
2003-01-17

Service Request Ownership has changed FROM: BOYCER TO: RUEDP; ; 2003-01-17
2003-01-17

DUP request//1-62368889; ; 2003-01-17
2003-01-17

DUP request//1-62368889; ; 2003-01-17
2003-01-17

DUP request//1-62368889; ; 2003-01-17
2003-01-20

Service Request has been Closed Satisfied.; ; 2003-01-20

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

INCIDENT DATE: 2002-12-19 INCIDENT TIME: 07:30:00.000000
INCIDENT LOCATION: [redacted], St. Louis, MO. [redacted]

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

[redacted]ER DESCRIPTION: Cust attempted to start veh and veh engine caught fire.

ALLEGED DEFECTIVE COMPONENT: Engine

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: Other ROAD SURFACE: Concrete
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION: Unknown
CURRENT LOCATION OF VEHICLE: Copart Salvage, St. Louis, MO. 314-291-8400 Lot NO. 10298232
NOTIFY NAME: Insurance Agent

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
[redacted]RE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
[redacted]PRECIATION:
[redacted]RADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:

INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
COUNT BALANCE:
GAL:
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:
SCRIPTION OF DAMAGE:
URCHASE/LEASE: 0
DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0
PURCHASE/LEASE AS:
DOES OWNER HAVE POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

G E N E R A L M O T O R S C O R P O R A T I O N
B U I C K D I V I S I O N
G M R E S T R I C T E D

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

Downey , CA [redacted]

CASE NUMBER:	1-70150706	VIN:	2G4WB52K0T1515813
		MODEL YEAR:	1996
DATE OPENED:	2003-02-05	SERIES:	Regal
DATE CLOSED:	2003-03-27	MILEAGE:	67750.0000000
SOURCE:	Email	DELIVERY DATE:	
ERC TYPE:	PARYes	DEALER NAME:	Simpson Automotive, Inc.
ERC PARENT:		DEALER ADDRESS:	8400 E Firestone Blvd,Downey,CA,90241-3844,

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

J01 General
0 REPAIR ATTEMPT(S) Thermal Event

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

Buick Regal Owner Assistance; ; 2003-02-05

RE: Buick Regal Owner Assistance; ; 2003-02-05
2003-02-05

Gather Par Info; ; 2003-02-05
2003-02-05

Gather PAR Info; ; 2003-02-05

Buick Regal Owner Assistance; ; 2003-02-05
2003-02-05

PAR Info; ; 2003-02-05

Check for cust contact; ; 2003-02-05
2003-02-05

Cust Avail; ; 2003-02-05
2003-02-05

Par Info; ; 2003-02-05
2003-02-05

Crm submitting Pre-PAR form to Queue; ; 2003-02-06

RE: Buick Regal Owner Assistance; ; 2003-02-05
2003-02-05

1-70150706; ; 2003-02-06
2003-02-06

Service Request Ownership has changed FROM: RAGSDALM TO: BOYCER; ; 2003-02-06
2003-02-06

Ownership Escalated to BRC; ; 2003-02-06
2003-02-06

THIS FILE HAS BEEN ASSIGNED TO PATRICK CLEMENTS AT 57306; ; 2003-02-06
2003-02-06

Service Request Ownership has changed FROM: BOYCER TO: CLEMENTP; ; 2003-02-06
2003-02-06

VIN search = no prev Siebel or Corepoint requests; ; 2003-02-06
2003-02-06

vml; ; 2003-02-06
2003-02-08

CALLED CUST [redacted] ; 2003-02-08
2003-02-08

veh information; ; 2003-02-08
2003-02-08

seeks callack; ; 2003-02-08
2003-02-10

init contact [redacted] also AVM; ; 2003-02-10
2003-02-10

Svc Mgr [redacted] ; 2003-02-10
2003-02-10

init contact FAVM Gallagher Al 80509 58713; ; 2003-02-10
2003-02-10

CORRECTION: prev contact name s/b Al Gallagher; ; 2003-02-10
2003-02-10

Svc Mgr update; ; 2003-02-10
2003-02-11

seeks update; ; 2003-02-11
2003-02-12

svc request update; ; 2003-02-12
2003-02-12

feedback; ; 2003-02-12
2003-02-12

advise AVM; ; 2003-02-12
2003-02-12

AVM update; ; 2003-02-12
2003-02-19

thermal inspection requested; ; 2003-02-19
2003-02-21

seeks confirmation; ; 2003-02-21
2003-02-24

seeks update; ; 2003-02-24
2003-03-04

; 2003-03-04
2003-03-04

.; ; 2003-03-27
2003-03-07

EAA inspection attached; ; 2003-03-07
2003-03-07

EAA Inspector update; ; 2003-03-07
2003-03-07

update; ; 2003-03-07
2003-03-27

advised cust per inspection findings; ; 2003-03-27
2003-03-27

decline after EAA inspection; ; 2003-03-27
2003-03-27

per EAA Inspection; ; 2003-03-27
2003-03-27

Service Request has been Closed Satisfied.; ; 2003-03-27

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

INCIDENT DATE: 2003-01-22 INCIDENT TIME: 08:00:00.000000
INCIDENT LOCATION: Intersection of Firestone Boulevard and Lakewood Downy, CA

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

OWNER DESCRIPTION: Cust wife was driving down the road, noticed smoke coming from under the hood, pulled into parking lot, called 911 and then flames started emitting from under the hood

ALLEGED DEFECTIVE COMPONENT: Engine Component

INCIDENT RESULT:
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE: Asphalt
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE: N

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION: Cust states that majority of flames came from the rear of the engine towards passenger side
MAINTENANCE LOCATION: Simpson Buick Fullerton, CA
CURRENT LOCATION OF VEHICLE: Vehicle was impounded by insurance company

NOTIFY NAME: Owner

VEHICLE INSPECTED: Thermal Event
INSPECTORS NAME: 3rd Party InspectorINSPECTION DATE: 2003-03-04 12:54:00.000000
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

**********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**********

TERNAL CASE NUMBER: DATE:
LE 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: Sioux Falls , SD [redacted]
HOME PHONE:

CASE NUMBER:	1-70611945	VIN:	1G4CW52K4X4622011
		MODEL YEAR:	1999
DATE OPENED:	2003-02-06	SERIES:	Park Avenue
DATE CLOSED:	2003-02-20	MILEAGE:	47000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	Billion Motors, Inc.
BRC PARENT:		DEALER ADDRESS:	3015 So. Minnesota Avenue,Sioux Falls,SD,57105-5646,

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

J01 General
0 REPAIR ATTEMPT(S) Thermal Event

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

[illegible] complaint - thermal event; ; 2003-02-06
2003-02-06

Assigning activity to PAR Que; ; 2003-02-07
2003-02-07

Service Request Ownership has changed FROM: NANCEM TO: BOYCER; ; 2003-02-07
2003-02-07

Ownership Escalated to BRC; ; 2003-02-07
2003-02-07

THIS FILE HAS BEEN ASSIGNED TO ROBERT ST PIERRE AT 58420; ; 2003-02-10
2003-02-10

Service Request Ownership has changed FROM: BOYCER TO: STPIERRE; ; 2003-02-10
2003-02-14

Customer seeks a call back. Robert St. Pierre / PAR / Tampa 58420; ; 2003-02-14
2003-02-14

wants to know why he has not been contacted; ; 2003-02-14
2003-02-17

check to see if he has been contacted by PAR 1-70611945; ; 2003-02-17
2003-02-14

[illegible]t called; ; 2003-02-14
2003-02-14

CAC CRM, Leonard, states customer seeks a call back. Robert St. Pierre / PAR / Tampa 58420; ; 2003-02-14
2003-02-17

call to see if contacted by PAR; ; 2003-02-17
2003-02-17

[illegible]t seeking callback; ; 2003-02-18
2003-02-19

check if par has contacted; ; 2003-02-19
2003-02-18

CAC rep, Leonard, seeks CRM to contact customer. Robert St. Pierre / PAR / Tampa 58420; ;
2003-02-18
2003-02-18

1st initial attempt.; ; 2003-02-18
2003-02-20

CRM contacted customer. Robert St. Pierre / PAR / Tampa 58420; ; 2003-02-20
2003-02-20

CRM contacted customer.; ; 2003-02-20
2003-02-20

Providing FYI to svc mgr; ; 2003-02-20
2003-02-20

Providing FYI; ; 2003-02-20
2003-02-20

Customer settled with insurance company. Robert St. Pierre / PAR / Tampa 58420; ; 2003-02-
[illegible]003-02-20

Customer settled with insurance company. Robert St. Pierre / PAR / Tampa 58420; ; 2003-02-
20
2003-02-20

CRM closing PAR file.; ; 2003-02-20
2003-02-20

Service Request has been Closed Dissat-Won't Purchase GM Again.; ; 2003-02-20
2003-02-20

SR in Status of Closed has been Re-Opened by STPIERRR; ; 2003-02-20
2003-02-20

AVM verifying dealership and FYI. Robert St. Pierre / PAR / Tampa 58420; ; 2003-02-20
2003-02-20

CRM provided dealership and FYI. Robert St. Pierre / PAR / Tampa 58420; ; 2003-02-20
2003-02-20

Service Request has been Closed Dissat-Won't Purchase GM Again.; ; 2003-02-20

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

[illegible]CIDENT DATE: 2003-01-14 INCIDENT TIME: 15:15:00.000000
INCIDENT LOCATION: Westward Ho country club, Sioux falls, SD

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: none

OWNER DESCRIPTION: cust alledges when turned ignition key to start veh, the engine exploded.

LEGED DEFECTIVE COMPONENT: Engine

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: Dry ROAD SURFACE: Asphalt
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION: Customer is the 2nd owner from 36,000 miles. The vehicle was deemed a total and settled with the insurance company.
MAINTENANCE LOCATION: Al's auto repair in Sioux falls, SD
CURRENT LOCATION OF VEHICLE: Veh was salvaged out and sent to auction, cust no longer owns veh.
NOTIFY NAME: Owner

WAS VEHICLE INSPECTED: INSPECTORS NAME: Inspection Not PerformedINSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

S VEHICLE ROAD TESTED:
OAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
TERMARKET:
ASE 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: Davenport
IA [redacted]
HOME PHONE:

CASE NUMBER:	1-73415763	VIN:	1G4HR52K7XH437098
		MODEL YEAR:	1999
DATE OPENED:	2003-02-17	SERIES:	LeSabre
DATE CLOSED:	2003-03-21	MILEAGE:	61793.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	Bob Erikson Chevrolet, Inc.
BRC PARENT:		DEALER ADDRESS:	325 E First Ave,Milan,IL,61264-2507,USA

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

J01 General
0 REPAIR ATTEMPT(S) Thermal Event

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

alleged product allegation-thermal; ; 2003-02-17
2003-02-17

assigning activity to par que; ; 2003-02-18
2003-02-18

Service Request Ownership has changed FROM: MICHLRYN TO: BOYCER; ; 2003-02-18
2003-02-18

Ownership Escalated to BRC; ; 2003-02-18
2003-02-18

THIS FILE HAS BEEN ASSIGNED TO SUE LE AT 58509; ; 2003-02-19
2003-02-18

Service Request Ownership has changed FROM: BOYCER TO: SULE; ; 2003-02-18
2003-02-19

CASE SCAN; ; 2003-02-19
2003-02-19

AT [redacted] ; 2003-02-19
2003-02-19

DLR; ; 2003-02-19
2003-02-19

NM; ; 2003-02-19
2003-02-19

cust; ; 2003-02-19
2003-02-19

CUST; ; 2003-02-19
2003-02-19

CUST; ; 2003-02-19
3-02-25

CUST; ; 2003-02-25
2003-02-25

DLR; ; 2003-02-25
2003-02-25

CUST; ; 2003-02-25
2003-02-25

DLR; ; 2003-03-11
2003-02-25

THERMAL; ; 2003-02-25
2003-03-03

EAA; ; 2003-03-03
2003-03-11

EAA; ; 2003-03-11
2003-03-11

DLR; ; 2003-03-11
2003-03-11

st; ; 2003-03-11
3-03-11

REPAIR VEH; ; 2003-03-11
2003-03-11

BUSINESS SUMMARY; ; 2003-03-11
2003-03-11

Z1242; ; 2003-03-12
2003-03-12

BRC FAR Scanned: 2003-03-11-20.52.39.000000, MSXDocNum: SUL3E66296; ; 2003-03-12
2003-03-12

assigned to Krystel Davis-Grant at ext. 58130; ; 2003-03-17
2003-03-12

Service Request Ownership has changed FROM: SULE TO: KDAVIS; ; 2003-03-12
2003-03-17

BILL WALSH/SVC; ; 2003-03-17
2003-03-24

FOLLOW UP ON REPAIRS; ; 2003-03-24
2003-03-19

ill walsh/309-787-8680; ; 2003-03-19
3-03-20

BILL WALSH/SVC MGR; ; 2003-03-20
2003-03-21

BILL WALSH; ; 2003-03-21
2003-03-21

FTT CRM CREATING GMWA; ; 2003-03-21
2003-03-21

CLOSING FILE; ; 2003-03-21
2003-03-21

Service Request has been Closed Satisfied.; ; 2003-03-21

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

INCIDENT DATE: 2003-02-11 INCIDENT TIME: 07:45:00.000000
INCIDENT LOCATION: 21445 Scott Park Rd. #60 Davenport, IA, 52804

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: na

OWNER DESCRIPTION: cust went out in morning to start veh and it cranked twice and then went boom. cust opened hood and noticed the veh was experiencing a thermal event. cust put out thermal event w/ a fire extinguesher and contacted the fire dept.

ALLEGED DEFECTIVE COMPONENT: Engine

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: Dry ROAD SURFACE: Gravel
NUMBER OF PEOPLE: BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION: Eldridge Fire dept. made report
MAINTENANCE LOCATION: none done
CURRENT LOCATION OF VEHICLE: Eriksen Chevrolet 325 E First Ave Milan, IL, 61264
NOTIFY NAME: Owner

WAS VEHICLE INSPECTED: Thermal Event
INSPECTORS NAME: 3rd Party InspectorINSPECTION DATE: 2003-03-04 15:54:00.000000
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:

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

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

1-73415763

Eriksen

CHEVROLET • BUICK • GEO

325 EAST FIRST AVENUE MILAN, IL (309) 787-1765

FACSIMILE TRANSMITTAL FORM

BOB ERIKSEN CHEVROLET-BUICK-GEO
325 EAST FIRST AVENUE
MILAN, ILLINOIS 61264
PHONE (309) 787-1765

Number of Pages, Excluding This Page 3

Date: 3-20-03

To: Kaysha Davis - Grant

From: Bill Wash

Notes: Case # 51-73415763

Return Fax Number: (309)787-8553

Darrell G. Reynolds, President

Customer Number: 3860481

[redacted]

DAVENPORT, IA [redacted]

[redacted]

160810

WARRANTY

ERIKSEN
CHEVROLET-BUICK
325 EAST FIRST AVE.
MILAN, ILLINOIS 61264
PHONE 787-1765
SHOP HOURS:
MONDAY - FRIDAY 7:00 A.M. - 5:00 P.M.
SATURDAY 7:00 A.M. - 3:00 P.M.

SERVICE ADVISOR: 152 WILLIAM R WALSH

BEIGE	99	BUICK LESABRE	1G4HR52K7XH437098	61793	/	61793	10/18

06DEC2002			12:00	11FEB03		0.00	CASH	20MAR03

OPTIONS: STK:1070A DLR:47202 1G4HPP 36/36 $100
DHD

1:06	11FEB03	15:36	20MAR03

A:CHECK AND ADVISE VEHICLES ENGINE CAUGHT ON FIRE
CAUSE: F

Z1242 REPAIRS DUE TO ENGINE FIRE
325 WASH 27.80

					1989.65	1989.65
1	17113136	MANIFOLD	295.58	244.30	244.30	
1	24508923	MANIFOLD	254.65	210.47	210.47	
1	12192470	W-WIRE KIT	53.85	39.05	39.05	
1	12567275	GASKET	3.47	2.51	2.51	
3	17120601	W-INJECTOR	114.98	83.36	250.08	
1	17113544	SEAL KIT	19.85	14.38	14.38	
2	12346290	COOLANT	15.00	13.04	26.08	
1	25010792	OIL FLTR	6.50	4.61	4.61	
1	24506013	MANIFOLD	9.00	4.35	4.35	
1	25625165	PIPE	69.85	57.72	57.72	
1	25625166	PIPE	52.32	43.24	43.24	
1	12126477	CONNECTOR	56.24	40.77	40.77	
3	12085491	CONNECTOR	17.84	12.93	38.79	
1	25618922	F-HOSE-P/B	8.05	6.66	6.66	
1	25532625	COVER ASM	55.02	45.47	45.47	
1	25564746	LAMP ASM-	12.90	11.22	11.22	
1	25651922	INSULATOR	74.81	64.00	64.00	
1	24506901	SHIELD	41.42	34.23	34.23	
1	12539093	GSKT KIT	201.27	166.76	166.76	
1	17113198	RAIL-INJC	134.54	111.48	111.48	
1	17113346	REGULATOR	66.63	48.30	48.30	
3	12569550	VALVE	21.44	12.69	38.07	
2	12539093	GSKT KIT	201.27	166.76	166.76	
2	12103881	TERMINAL,	1.56	0.57	1.14	
2	12048087	SEAL	1.24	0.45	0.90	
1	24505924	THERMOSTA	9.25	6.71	6.71	
2	FLX7/32"	HOSE	0.29	0.29	0.58	
6	12568387	SPARK PLU	9.00	6.03	36.18	
1	25096932	AIR FLTR	14.00	6.45	6.45	
1	24502164	BOLT	3.00	1.45	1.45	

Goodyear Service Plus offers:
- AAA Certified Technicians
- Courtesy Alternate Transportation
- Lifetime Service Guarantee
- Standard or Lifetime Mufflers
- Free Lube Fluid Oil Change
- Convenient Service Hours

APPOINTMENTS: 787-9880

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT RATE US COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT OR ADVISOR BEFORE LEAVING OR THE MANAGER SERVICE DIRECTOR IMMEDIATELY YOUR COMPLETE SATISFACTION IS OUR MAJOR CONCERN. THANK YOU

PARTS REPLACED WITH AN ASTERISK (*) INDICATE LIFTIME GUARANTEE AFTER FOR CUSTOMER PAY REPAIRS.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this vehicle. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor authorizes any other person to assume for it any liability in

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGE	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	[redacted]

CUSTOMER SIGNATURE
X

Warranty Copy

DUPLICATE 1

THANK YOU!

Customer Number: 1860481

[redacted]

DAVENPORT, IA [redacted]

160610
WARRANTY

ERIKSEN CHEVROLET-BUICK
325 EAST FIRST AVE.
MILAN, ILLINOIS 61264
PHONE 787-1765
SHOP HOURS:
MONDAY - FRIDAY 7:00 A.M. - 6:00 P.M.
SATURDAY 7:00 A.M. - 3:00 P.M.

SERVICE ADVISOR: 153 WILLIAM R WALSH

BUICK	99	BUICK LESABRE	1G4HR52K7XH437098	61793	61793	00116

06DEC2002			12:00	11FEB03	0.00	CASH	20MAR03

11:06	11FEB03	15:26	20MAR03

OPTIONS: STK:1070A DLR:47202 1)CMPP 36/36 $100
DED

1	24503677	SCREEN;TH	27.57	17.01	17.01
8	88891770	BOLT	8.38	4.45	35.60
8	25527831	BOLT	8.04	3.89	31.12
2	24506087	GSKT-MANF	11.14	5.92	11.84
1	12565634	GASKET	13.84	7.35	7.35
1	17113284	W-VALVE	187.24	136.75	136.75
5	12345616	OIL10W30Q	2.79	2.31	11.55

FC: /1E
PARTN: 17113136
COUNT: 67
CLAIM TYPE:
AUTH CODE:
PA

136080 197293 TPARTS
98920 198965 TLABOR

MISC C.S.O./3 CHARGES
WASS 19.17 19.17

FC:
61793 27,8 VEHICLE CAUGHT ON FIRE,CAUSING DAMAGE TO UPPER AND LOWER INTAKES,WIRE HARNESS,3 FUEL INJS,FUEL RAIL,REAR VALVE COVER,ALL 6 PLUG WIRES,BRAKE BOOSTER HOSE,VACUM LINE,EGR VALVE AND CONNECTOR,3 FUEL INJ CONNECTORS,BOTH FUEL LINES,HOOD INSULATOR AND HOOD LIGHT,UPON DISASSEMBLY FOUND PIECES OF UPPER INTAKE PLENUM STUCK IN INTAKE VALVES,REMOVE BOTH CYLINDER HEADS,REPLACE 3 INTAKE VALVES,2 IN REAR HEAD AND 1 IN FRT HEAD ALL BENT,REASSEMBLE HEADS AND MOTOR,CLEAN FIRE EXTINGUISHER DUST FROM MOTOR COMPARTMENT,CHANGE ENGINE OIL AND FILL W/COOLANT
A TOWED IN BY D&D WRECKER
CAUSE:

T2020 TOWING
999 WASS 0.00 0.00 0.00
FC: 98 PARTN: COUNT: 0
CLAIM TYPE:
AUTH CODE:

Scheduled Service (Oil Filter)	YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET IN THE MAIL. PLEASE ...	STATEMENT OF DISCLAIMER: The factory warranty statements of ...	LABOR AMOUNT
All Certified Technicians			PARTS AMOUNT
Complete Alignment Transportation			GAS, OIL, LUBE
Factory Trained Technicians			SUBLET AMOUNT
Complete Lube Service			MISC. CHARGES
Complete Lube Plus Oil Change			TOTAL CHARGES
Complete Service Hours			LESS INSURANCE
APPOINTMENTS: 787-6650	CUSTOMER SIGNATURE X		SALES TAX
			PLEASE PAY THIS AMOUNT

Warranty Copy

DUPLICATE 1

THANK YOU!

Customer Number: 3960481

[redacted]

DAVENPORT, IA [redacted]

160810

WARRANTY

ERIKSEN
CHEVROLET-BUICK
326 EAST FIRST AVE.
MILAN, ILLINOIS 61264
PHONE 787-1765
SHOP HOURS:
MONDAY - FRIDAY 7:00 A.M. - 6:00 P.M.
SATURDAY 7:00 A.M. - 5:00 P.M.

SERVICE ADVISOR: 152 WILLIAM R WALSH

[redacted]

BUICK	99	BUICK LESABRE	1G4HR52K7XH437098	61793 / 61793	70114		
04DEC2002			12:00 11FEB03		0.00	CASH	20MAR2003
71:06	11FEB03	15:36 20MAR03	OPTIONS: DSD	STK:1070A DLR:47202 1)CDMPP 36/36 $100			

MJ

0 0 TPARTS
0 0 TLABOR

SHEL TOW IN
PO#45593
WSU 62.00 62.00

COST, SALE, & COMP TOTALS 183117 404375 0

LABOR AMOUNT	[illegible]
PARTS AMOUNT	[illegible]
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	[illegible]
MISC. CHARGES	[illegible]
TOTAL CHARGES	[illegible]
LESS INSURANCE	0.00
SALES TAX	[illegible]
PLEASE PAY THIS AMOUNT	[redacted]

We Guarantee Service Also offers:
- Air Conditioning Installations
- Complete Airplane Transportations
- Tire Service, Warranty
- Wheel Balancing, Up Front Alignment
- Lube, Lube Plus Oil Change
- Performance Service Notes

APPOINTMENTS: 787-8680

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET IN THE MOST FAIR MANNER, IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT AND ADVISOR SEE ABOVE OR THE MANAGER SERVICE MANAGER IMMEDIATELY YOUR COMPLETE SATISFACTION IS OUR NUMBER 1 CONCERN. THANK YOU

ITEMS DESIGNATED WITH AN ASTERISK (*) INDICATE OPTIONS GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this merchandise. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in

CUSTOMER SIGNATURE
X

Warranty Copy DUPLICATE 1 THANK YOU!

Eriksen

CHEVROLET • BUICK • GEO

325 EAST FIRST AVENUE MILAN, IL (309) 787-1765

FACSIMILE TRANSMITTAL FORM

BOB ERIKSEN CHEVROLET-BUICK-GEO
325 EAST FIRST AVENUE
MILAN, ILLINOIS 61264
PHONE (309) 787-1765

Number of Pages, Excluding This Page 3

Date: 3-19-03

To: Kaysha Davis-Grant

From: Bill Walsh

Notes: Case # 51-73415763

Return Fax Number: (309)787-8553

Darrell G. Reynolds, President

Customer Number: 3860481

PAGE 2

[redacted]

DAVENPORT, IA [redacted]

160810

WARRANTY

ERIKSEN
CHEVROLET-BUICK
325 EAST FIRST AVE.
MILAN, ILLINOIS 61264
PHONE 787-1765
SHOP HOURS:
MONDAY - FRIDAY 7:00 A.M. - 6:00 P.M.
SATURDAY 7:00 A.M. - 3:00 P.M.

SERVICE ADVISOR: 152 WILLIAM R WALSH

BUICK	99	BUICK LESABRE	1G4HR52K7XH437098	61793	61793	10118

05DEC2002		12:00	11FEB03		0.00	CASH	19MAR03

OPTIONS: STX:1070A DLR:47202 DGMPP 36/36 $100
DHD

11:06	11FEB03	14:57	19MAR03

1	24503677 SCREEN,TH	27.57	17.01	17.01
8	88891770 BOLT	8.38	4.45	35.60
8	25527831 BOLT	8.04	3.89	31.12
2	24506057 GSKT-MANF	11.14	5.92	11.84
1	12565634 GASKET	13.84	7.35	7.35
1	17113284 W-VALVE	187.24	135.75	135.75
1	510 5 QTS 10W30 OIL	8.19	8.19	8.19

FC: 1E
PART#: 17113136
COUNT: 67
CLAIM TYPE:
AUTH CODE:
PA

135850 214893 TPARTS
38920 198965 TLABOR

MISC C.S.O./3 CHARGES
WASS 19.17 19.17
FC:
61793 27.8 VEHICLE CAUGHT ON FIRE,CAUSING DAMAGE TO UPPER AND LOWER INTAKES,WIRE HARNESS,3 FUEL INJS,FUEL RAIL,REAR VALVE COVER,ALL 6 PLUG WIRES,BRAKE BOOSTER HOSE,VACUM LINE,EGR VALVE AND CONNECTOR 3 FUEL INJ CONNECTORS,BOTH FUEL LINES,HOOD INSULATOR AND HOOD LIGHT,UPON DISASSEMBLY FOUND PIECES OF UPPER INTAKE PLENUM STUCK IN INTAKE VALVES,REMOVE BOTH CYLINDER HEADS,REPLACE 3 INTAKE VALVES,2 IN REAR HEAD AND 1 IN FRT HEAD ALL BENT,REASAMBLE HEADS AND MOTOR,CLEAN FIRE EXTINGUISHER DUST FROM MOTOR COMPARTMENT,CHANGE ENGINE OIL AND FILL W/COOLANT
TOWED IN BY D&D WRECKER
CAUSE:
T2020 TOWING
999 WASS 0.00 0.00 0.00
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

Offers:
[illegible]
APPOINTMENTS:
787-8880

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT AND ADVISOR BOX ABOVE ON THE SATISFACTION SERVICE MANAGER IMMEDIATELY. YOUR "COMPLETE SATISFACTION" IS OUR NUMBER 1 CONCERN. THANK YOU!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

STATEMENT OF DISCLAIMER
The factory warranty stipulations of the warranties with respect to the sale of this [illegible]. The Seller hereby disclaims all warranties other [illegible] or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in

CUSTOMER SIGNATURE
X

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Warranty Copy

THANK YOU!

Customer Number: 3860451

[redacted]

DAVENPORT, I[redacted]

[redacted]

Email:

160810

WARRANTY

ERIKSEN
CHEVROLET-BUICK
325 EAST FIRST AVE.
MILAN, ILLINOIS 61264
PHONE 787-1765

SHOP HOURS:
MONDAY - FRIDAY 7:00 A.M. - 5:00 P.M.
SATURDAY 7:00 A.M. - 3:00 P.M.

SERVICE ADVISOR: 152 WILLIAM R WALSH

BEIGE	99	BUICK LESABRE	1G4HR52K7XH437098	61793	61793	10016	
08DEC2002			12:00 11FEB03		0.00	CASH	19MAR2003

OPTIONS: $TK:1070A DLR:47203 1)GMPP 36/36 $100

11:06	11FEB03	14:57	19MAR03

DED

MJ

0 0 TPARTS
0 0 TLABOR

SUBL TOW IN
PO845593

WSU 62.00 62.00

COST SALE & COMP TOTALS 182887 421975- 0

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

APPOINTMENTS:
787-8880

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET IN THE NEXT PAY PERIOD. IF FOR ANY REASON YOU CANNOT MAKE THE "COMPLETELY SATISFIED" WITH YOUR SERVICE RESPONSE, PLEASE CONTACT YOUR CONSULTANT OR ADVISOR BELOW OR THE MANAGER BELOW. SERVICE MANAGER MAXIMIZES YOUR COMPLETE SATISFACTION IS OUR NUMBER 1 CONCERN. THANK YOU!

PARTS REMOVED WILL BE RETURNED TO CUSTOMER UNLESS OTHERWISE NOTED FOR CUSTOMER PAY REPAIRS.

STATEMENT OF DISCLAIMER
The factory warranty conditions of or the warranties with respect to the sale of new automobiles, the [illegible] warranty disclaimed all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer hereby disclaims any liability for any other people to people for a any liability to

CUSTOMER SIGNATURE:
X

Warranty Copy

THANK YOU!

PAGE 1

Customer Number: 3860481

[redacted]

DAVENPORT, IA [redacted]

160810
WARRANTY

ERIKSEN
CHEVROLET-BUICK
328 EAST FIRST AVE.
MILAN, ILLINOIS 61264
PHONE 797-1766
SHOP HOURS:
MONDAY - FRIDAY 7:00 A.M. - 5:00 P.M.
SATURDAY 7:00 A.M. - 3:00 P.M.

SERVICE ADVISOR: 163 WILLIAM R WALSH

1BK5	99	BUICK LESABRE	1G4HR52K7XH437098	61793	61793	T0148

10DEC2002			12:00	11FEB03		0.00	CASH	19MAR2003

				OPTIONS: STK:1070A DLR:47202 1)GMPP 36/36 $100 DHD
10:06	11FEB03	14:57	19MAR03	

A CHECK AND ADVISE VEHICLES ENGINE CAUGHT ON FIRE
CAUSE: P
21342 REPAIRS DUE TO ENGINE FIRE

325	WASS	27.80		1989.65	1989.65
1	17113136	MANIFOLD	295.58	295.58	295.58
1	24508923	MANIFOLD	254.65	254.65	254.65
1	12192470	W-WIRE KIT	63.85	39.05	39.05
1	12567275	GASKET	3.47	3.47	3.47
1	17120601	W-INJECTOR	114.98	83.86	250.08
1	17113344	SEAL KIT	19.85	14.38	14.38
2	12346290	COOLANT	15.00	13.04	26.08
1	25010792	OIL FLTR	6.50	4.61	4.61
1	24506013	MANIFOLD	9.00	5.26	5.26
1	25625165	PIPE	69.85	69.85	69.85
1	25625166	PIPE	52.32	52.32	52.32
1	12126477	CONNECTOR	56.24	56.24	56.24
3	12085491	CONNECTOR	17.84	17.84	53.52
1	25618922	F-HOSE-P/B	8.05	8.05	8.05
1	25532625	COVER ASM	55.02	55.02	55.02
1	25664746	LAMP ASM-	12.90	12.90	12.90
1	25651922	INSULATOR	74.81	74.81	74.81
1	24506901	SHIELD	41.42	41.42	41.42
1	12539093	GSKT KIT	201.27	166.76	166.76
1	17113198	RAIL-INJC	134.54	111.48	111.48
1	17113346	REGULATOR	66.63	48.30	48.30
3	12569550	VALVE	21.44	12.69	38.07
1	12539093	GSKT KIT	201.27	166.76	166.76
2	12103881	TERMINAL,	1.56	0.87	1.74
2	12048087	SEAL	1.24	0.45	0.90
1	24505924	THERMOSTA	9.25	6.71	6.71
2	7X7/32"	HOSE	0.29	0.29	0.58
6	12568387	SPARK PLU	9.00	6.03	36.18
1	25096932	AIR FLTR	14.00	6.45	6.45
1	24502164	BOLT	3.00	1.45	1.45

[illegible] Service Office:
ASE Certified Technicians
Courtesy Shuttle Transportation
Lifetime Service Guarantee
Complimentary Car Washing
Free Lube Rug Oil Change
Extended Service Hours
APPOINTMENTS: 787-8880

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF YOU ARE HAPPY WITH YOUR SERVICE, PLEASE CONTACT YOUR CONSULTANT. IF YOU HAVE ANY ISSUES OR THE REPAIRS DID NOT MEET YOUR EXPECTATIONS, PLEASE CONTACT YOUR CONSULTANT BEFORE YOU LEAVE THE DEALERSHIP. IN OUR BUSINESS, CONCERN, TRUST YOU.

PARTS DISPLAYED WITH AN ASTERISK (*) INDICATE LIMITED WARRANTIES. ASK US FOR CUSTOMER PAY REPAIRS.

STATEMENT OF DISCLAIMER
The factory warranty exclusions of of the vehicle(s) with respect to the sale of this merchandise. The dealer hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, unless either expressly warranted herein or otherwise agreed to in writing by an authorized officer of the dealership. The dealer shall not be liable for any incidental or consequential damages.

CUSTOMER SIGNATURE
X

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	[redacted]

Warranty Copy

THANK YOU!

Eriksen

CHEVROLET • BUICK • GEO

325 EAST FIRST AVENUE MILAN, IL (309) 787-1765

FACSIMILE TRANSMITTAL FORM

BOB ERIKSEN CHEVROLET-BUICK-GEO
325 EAST FIRST AVENUE
MILAN, ILLINOIS 61264
PHONE (309) 787-1765

Number of Pages, Excluding This Page 1

Date: 3-21-03

To: Krystal Davis-Grant

From: Bill

Notes: Invoice requested
case # 51-734/5763

Return Fax Number: (309)787-8553

Darrell G. Reynolds, President

D & D Wrecker Service, INC.

(563) 326-1543

* TOWING
* STARTING
* UNLOCKING

DON STUHR
President

JEFF STUHR
(563) 579-6396

21355 N. BRADY ST.
DAVENPORT, IOWA 52804

PO: 45593
AGE: 1 OF 1
ATE: 11FEB2003
ATE: 11FEB2003 11:08
ONE:
TOR: BILL W.
) BY: JUDY
VIA:
ENT:

DATE 2-11-03	TIME	A.M. P.M.	REQUESTED BY
LOC [redacted]			
NAME Eriksen Chevrolet			PHONE
ADDRESS			ZIP

MILEAGE	SERVICE TIME	EXTRA PERSON
FINISH	FINISH	FINISH
START	START	START
TOTAL 16	TOTAL	TOTAL

YEAR 99	MAKE / MODEL / COLOR Buick	DRIVER
STATE IA	LIC. NO. 094 LEND	VEHICLE I.D. NO.

- [ ] SLING/HOIST TOW
- [ ] WHEEL LIFT
- [x] FLAT BED/RAMP
- [ ] START
- [ ] LOCK OUT
- [ ] FLAT TIRE
- [ ] OUT OF GAS
- [ ] WRECK
- [ ] RECOVERY
- [ ]

SPECIAL EQUIPMENT
- [ ] SINGLE LINE WINCHING
- [ ] DUAL LINE WINCHING
- [ ] SNATCH BLOCKS
- [ ] SCOTCH BLOCKS
- [ ] DOLLY
- [ ]

VEHICLE TOWED TO Eriksen Chevrolet

REMARKS

MILEAGE CHARGE	12.00
TOWING CHARGE	50.00
LABOR CHARGE	
STORAGE CHARGE	
TOTAL	62.00

OPERATOR'S SIGNATURE

AUTHORIZED SIGNATURE

246
Ro# 160810

Road Service

PRODUCT NO.

To Recorder: 800-325-6360 or mdpa.com

ORIZING SIGNATURE

MOUNT: $62.00

AMOUNT
62.00

PURCHASE ORDER
FILE COPY

W01PATH ID: GESF5F GMWA PRE-AUTHORIZATION 2003/03/21 16:27:36

PRSN CODE: 2252

DIV	DLR CODE	RO NBR	LBR OP	AUTH CODE	VIN	TOTAL
11	43882	160810	Z1242	WAGLP	1G4HR52K7XH437098	_4043 . 75

COMMENTS: ISSUED TO PAY DEALER FOR REPAIRS DUE TO A PRODUCT ALLEGATION WITH A THERMAL EVENT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION._____

__ ____ ____ ____ ____ _____ ____ . __

COMMENTS: _____

_____

__ ____ ____ ____ ____ _____ ____ . __

COMMENTS: _____

_____

__ ____ ____ ____ ____ _____ ____ . __

COMMENTS: _____

_____

PF: 3-EXIT 4-CLM INQUIRY 5-CLM DETAIL 6-CLM COMMENTS
9-REJ DETAIL 10-DEBIT 12-MANUAL DB

MESSAGE: SUBMIT THE PRE-AUTHORIZATIONS? (PF1 = YES ; PF2 = NO)

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

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Division: Buick	Ref# 81-73415763	Document ID	Date Saved:
VIN: 1G4HR52K7XH437068	Claimant's Name (LAST, First) [redacted]		

Division:	Ref#	Document ID	(page 1 of 6)
VIN:	Claimant's Name (LAST, First)		

Inspected By: Chuck Baumann Organization: EAA
Phone: (815) 1 539 - 2000 Inspection Date: 03/04/2003 Mileage at Inspection:
x____ 61783

I INSPECTION SUMMARY

Type Non Collision X, Collision ☐

Fire Origin Engine Compartment X, Underdash ☐, Other Interior ☐, Trunk ☐, Unknown ☐, Other ☐ specify _____, Component: _____.

Following the inspection, summarize the observations: Vehicle seen with plastic engine cover melted on rear side, intake manifold broken into a number of pieces and fire damage to rear hood paddline and wiring at rear of engine. Fuel delivery system showed no leakage except at flexible connection at rear of intake manifold. This looks to be a result of fire and not the cause. Fuses and wiring show no cause. Exhaust system was normal in appearance. Broken intake manifold indicates to be the loom/ bang noise heard when starting vehicle.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: [redacted]
Davenport, Iowa [redacted]

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

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

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

3. Prior collision damage? (date, description, etc.) No damage since purchased used.

Repaired by: _____

4. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine miss, etc) : Vehicle was being started after sitting overnight.

5. Repairs outside of warranty (what, when, by whom?): None since purchase.

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

7. Last maintenance (date, description, by whom?): None since purchase.

III INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

This section covers vehicle usage the day of the fire.

If being driven, describe: vehicle speed: _____ mph, drive length __ h __ min, distance _____ miles, and type of drive (e.g. city traffic, highway, long grades, etc.). _____

If parked, how long was it parked? 18 hrs. Overnight. Vehicle was being started in the AM. Driver reached through passenger side to turn ignition in the starting attempt. Was the ignition off X or was the engine running ☐ ? Describe drive prior to parking: drive length __ 30 min, distance __12__ miles, and type of drive (e.g. city traffic, highway, long grades, etc.). City

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

Weather conditions: Approx. ambient temperature 10 °F, General conditions (dry, rain, wind, etc.): Dry

III B AT THE FIRST INDICATION OF A PROBLEM

Ignition switch position (off, on, start, accessory): Start Engine running? (Y/N) Engine turned over but did not start.

Unusual *odors*?. (Y/N) No Describe: _____

Smoke? (from where, color, intensity, etc.) White then black smoke after load hose from engine compartment

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

Any apparent *malfunction*? (Y/N) yes If yes, describe: No start and noise from engine

Position of *HVAC controls* (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) Heater, Blower setting low, Temperature setting 75

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	X HVAC
_ Map Lights, Ft_ Rr_	_ CB Radio	_ Other _____
_ Other Interior Lights		

If any of the above were cycled, describe: No

Was anyone *smoking*? (Y/N) No How long since someone last smoked in the vehicle? None smoking

III C DURING THE FIRE

Time Immediate and *distance* 0 between first indication of a problem and start of fire.

Time 30-45 seconds between start of fire and other significant events. Describe: Heard noise from engine compartment, opened hood, seen fire at rear of engine, went into residence and got fire extinguisher to put out fire.

Time (24 hr) 07:45 hrs. when fire was over or put out.

Describe initial location, color and intensity of smoke and flame. White then black smoke. Flames were seen after opening hood.

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

Any malfunction? (Y/N) Yes If yes, describe: Engine did not start and smoke/flames from engine compartment.

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) Was not running. Open Hood? (Y/N) Yes.
Other? (Y/N) _ Describe:

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

Any other comments that have not been covered? Vehicle has required long cranking times on several occasions in last 30 days before starting. Fuel odor was smelled during these times.

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
- Deckld outer panel
- Deckld inner panel
- Option label
- VIN
- Left side
- Hood outer panel
- Hood inner panel
- Roof
- Fuel filler "Lead Free" restrictor in place? (Y/N) Y Describe:
- Location of fuel filler cap (or evidence of remains): No damage in this area.

Comments: Hood lower molding is fire damaged at rear.

B. Interior:

- Door interior panels: LF, LR, RF, RR, Rear Door(s)
- Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray
- Floor: Left, Right, Rear
- Seats: LF, RF, Rear Seats
- List all driver electrical controls which are in the "On" position (include ignition): Vehicle moved and tested prior to inspection.
- Position of windows (if glass is missing, do further inspection): Windows are with no damage

Comments: No damages

C. Underhood:

- Engine compartment

Radiator, front & rear
Coolant recovery bottle
Engine coolant lines/hoses, connections
Heater lines/hoses, connections/clamps (include those to throttle body)
TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections
Engine block (note precise location of cracks, holes, etc.): None
Engine: dipstick, oil cooler lines/connections, filter, oil pan
Transmission: dipstick, oil cooler lines/connections, oil pan
Master cylinder and brake fluid reservoir
Brake lines and hoses
ABS/TCS Modulator
Power steering lines/hoses, connections/clamps, pump
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): No incorrect, modified or rusted conditions.
Other: No

Comments: Exhaust from exhaust manifold to rear of vehicle looked normal. No fluid leakage was seen to any component. Intake manifold is broken into a number of pieces. Fuel pressure line flexible connection at rear of intake manifold is melted. This looks to be from fire. Wiring at rear side of engine has fire damage. Air intake system including air filter shows no restriction. Plastic cover over top of engine is melted on rear side.

D. Fluids (comments only):

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

Engine coolant: Full, Normal in appearance

Engine oil: Full, Dark in color

Transmission fluid: Full, Normal

Power steering fluid: Full, Normal

Brake fluid: Full, Normal

E. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?): No
Scrapes or impact damage on the following:
Fuel tank
Fuel filler lines
Tires/Wheels

Comments: No underside damage seen.

F. Electrical:
Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (identify all open or not proper size): None
Relay centers
Wiring insulation at fuse blocks
Fusible links (identify all open): None
Spark plug wiring and boot condition: No damage
Modules: ABS/TCS, ECM, other

Comments: Wiring in rear of engine compartment shows heat damage as a result of fire.

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: No alleged component. A thermal event was indicated to of taken place near plastic engine guard.

Photograph and comment on the item/area which is the apparent origin of the fire: Intake manifold at center of engine. Damage to manifold indicates that manifold broke apart during starting attempt. Fire damage is limited to rear side.

Anything on vehicle which is after-market: No

Anything on vehicle which is a modification: No

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

Other relevant information: No

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: None

V SITE INSPECTION (if applicable)

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, ruts indicating vehicle was stuck, etc. If significant other property damage occurred due to the fire, take pictures of the damage and make notes as necessary.
Comments: Site of fire not related to damage seen. Fire is within engine compartment at too side.

Repair estimate has been sent to CRM prior to this inspection not desirable.

GM-PAR-PHOTO, Rev. 08/06/97

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

(page 1 of 4)

Division: Buick	Roll: 81-73418793	Document ID	Date Saved: 08/06
VIN: 1G4HR52K73H437088	Claimant's Name (LAST, First) [redacted]		

Division:	Roll:	Document ID	(page 1 of 4)
VIN:	Claimant's Name (LAST, First)		

Inspector Baumann, EAA

Number of Rolls 1

Roll Number 1

Neg.#	Description
0	
1.	Engine compartment showing melted cover
2.	Fire damaged hood padding
3.	Broken and melted intake manifold.
4.	Broken pieces of manifold.
5.	Looking down at center of engine.
6.	Fuel pressure line connection is at center of picture. This looks to be heat damage.
7.	Close up of fuel line.
8.	Looking at underside of plastic engine cover
9.	Looking across damaged area.
10.	Vin Label
11.	Interior no damage
12.	Exterior no damage
13.	Front exterior no damage
14.	Rear exterior no damage
15.	Left front exterior no damage
16.	End of tail pipe. Not restricted.
17.	Air filter-forward side.
18.	Air filter rear side.
19.	Looking into throttle housing from manifold
20.	Same as #19
21.	Wiring rear side of engine
22.	Passengers side of engine. No damage
23.	Looking at converter. No damage seen
24.	Same as 23
25.	Looking at muffler. No damage seen.
26.	
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	
36.	

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

Date	3/21/03	Service Request #	1-73418763
Customer Name	[redacted]		
VIN	1G4HR52K7XH437099		
In-Service Date	10/29/99	Service Contract?	Y
Current Mileage	81793	Purchased New/Used?	N/A
Warranty Blocked?	N	Purchase Date	N/A
Branded Title?	N	Mileage at Purchase	N/A

Dealer Name	BOB ERIKSEN CHEVROLET		
Dealer Svc Mgr	BILL WALSH/SVC	Dir Warranty Admin:	
Dealer Phone	309-787-1765	Dealer Fax	309-787-5553
Dealer BAC	113287		
	Divisions (15-Olds, 16-Pont, 48-GMC, 13-Chev, 12-Cad, 11-Buj, 10-Isuzu)		
Dealer Division and Code	11-43882		
Repair Order Number	160810		
Repair Order Close Date	3/20/03		
Labor Op. Code 21242	Dollar Amt:	$4,043.75	

Cause Code (CC)	80
Failure Code (FC)	98

PUT EVERYTHING IN NET AMOUNT

Labor Hours and CLH:	DO NOT PUT IN HOURS
Parts and Labor Costs:	DO NOT PUT IN COSTS
Net Amount:	$4,043.75

DO NOT H ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN ANY AUTH CODE
Additional Cmnts for Dir:	YOU MAY SUBMIT THIS CLAIM ON OR AFTER MARCH 31, 2003

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE FAX A COPY OF THE DCS AUDIT SLIP TO 1-888-248-2318.

Retain Copy with Dealer Repair Order

Complaint:	CUST STATES THERMAL EVENT
Cause:	ENGINE
Correction:	REPAIRS
Justification:	***GOODWILL GESTURE FOR CUSTOMER SATISFACTION***
PAR CRM	SUE LE
FTT CRM	Krystal Davis-Grant/800-231-1841 EXT 58130
Date Entered/Forwarded	3/21/03
IF Forwarded to who?	JOE SOLOMAN

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: Dickinson ,
ND [redacted]
HOME PHONE:

CASE NUMBER:	1-75904430	VIN:	1G4CW52K8X4614848
		MODEL YEAR:	1999
DATE OPENED:	2003-02-25	SERIES:	Park Avenue
DATE CLOSED:	2003-03-05	MILEAGE:	50000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

J74 Manifold Gasket (Intake / Exhaust)
0 REPAIR ATTEMPT(S) No Symptom Indicated

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

Alleged Product allegation-thermal event.; ; 2003-02-25
2003-02-25

Assigning activity to Par Que; ; 2003-02-26
2003-02-26

Service Request Ownership has changed FROM: ZACHARIK TO: BOYCER; ; 2003-02-26
2003-02-26

Ownership Escalated to BRC; ; 2003-02-26
2003-02-26

THIS FILE HAS BEEN ASSIGNED TO LEONARD BETHEA AT 58110; ; 2003-02-27
2003-02-27

701-227-0202; ; 2003-02-27
2003-02-27

727-787-8663; ; 2003-02-27
2003-02-28

Inbound ANI call not found, ANI = 7014833301; ; 2003-02-28
2003-03-02

Service Request Ownership has changed FROM: BOYCER TO: BETHEA; ; 2003-03-02
2003-03-04

701-227-0202; ; 2003-03-04
2003-03-04

.; ; 2003-03-04
2003-03-04

701-227-0202; ; 2003-03-04
2003-03-05

crm reviewed case with TM; ; 2003-03-05
3-03-05

.; ; 2003-03-05
2003-03-05

.; ; 2003-03-05
2003-03-05

thermal decline; ; 2003-03-05
2003-03-05

BUSINESS SUMMARY; ; 2003-03-05
2003-03-05

Service Request has been Closed Satisfied.; ; 2003-03-05

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

INCIDENT DATE: 2003-02-25 INCIDENT TIME: 15:00:00.000000
INCIDENT LOCATION: [redacted]

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: n/a

OWNER DESCRIPTION: Vehicle on cold start backfired and intake manifold blew apart with the hood up at the time while jump starting the vehicle with another vehicle via booster cables.

ALLEGED DEFECTIVE COMPONENT: Intake manifold

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: Dry ROAD SURFACE: Concrete
NUMBER OF PEOPLE: 0 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION: on the dealer lot at the scene
CURRENT LOCATION OF VEHICLE: 840 West Villard Street
NOTIFY NAME: Dealership

WAS VEHICLE INSPECTED: INSPECTORS NAME: Inspection Not PerformedINSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
PURCHASE REASON:

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

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
COMPANY:
[illegible]RESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: Framingham ,
MA [redacted]
HOME PHONE:

CASE NUMBER:	1-7885011[illegible]	VIN:	1G4CW52K0Y4133428
		MODEL YEAR:	2000
DATE OPENED:	2003-03-06	SERIES:	Park Avenue
DATE CLOSED:	2003-04-14	MILEAGE:	28500.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	R. H. Long Motor Sales, Inc.
BRC PARENT:		DEALER ADDRESS:	PO Box 552,Framingham,MA,01704-0552,USA

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

J01 General
0 REPAIR ATTEMPT(S) Thermal Event

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

Thermal Event; ; 2003-03-06
[illegible]3-03-06

Assigning activity to PAR QUE; ; 2003-03-07
2003-03-07

VIN scan completed no other files located. No open campaigns.; ; 2003-03-07
2003-03-07

Service Request Ownership has changed FROM: REYNOLDL TO: BOYCER; ; 2003-03-07
2003-03-07

Ownership Escalated to BRC; ; 2003-03-07
2003-03-07

THIS FILE HAS BEEN ASSIGNED TO TED MOINEAU 58222; ; 2003-03-11
2003-03-07

Service Request Ownership has changed FROM: BOYCER TO: MOINEAUT; ; 2003-03-07
2003-03-11

Cust called; ; 2003-03-11
2003-03-11

Inbound call from cust INITIAL CONTACT. [redacted] ; 2003-03-11
2003-03-11

Inbound call from cust INITIAL CONTACT. [redacted] ; 2003-03-11
[illegible]3-03-11

Crm called Dlr Svc Mgr MacLeod [redacted] ; 2003-03-11
2003-03-11

Crm called Avm Perkins, Daniel [redacted] 914055 8356; ; 2003-03-11
2003-03-11

Crm called Avm Perkins, Daniel [redacted] 914055 8356; ; 2003-03-11
[redacted]3-03-11

Emailed EAA Inspection Request to EAA Contact; ; 2003-03-11
2003-03-11

Cust called; ; 2003-03-11
2003-03-11

Inbound Call from Customer's Father / Attorney; ; 2003-03-11
2003-03-11

Inbound voice mail from EAA Inspector, 3/11/03, 1531 (781) 237-5463; ; 2003-03-12
2003-03-12

Inbound voice mail from EAA Inspector, 3/12/03, 1350 (781) 237-5463; ; 2003-04-10
2003-03-12

Crm called EAA Inspector, Gigante @ [redacted] 3/12/03,; ; 2003-03-14
2003-03-14

BRC PAR Scanned: 2003-03-14-09.12.56.000000, MSXDocNum: MOI3E6F74F; ; 2003-03-17
2003-03-13

Inbound voice mail from EAA Inspector, 3/13/03, 1350 [redacted] ; 2003-03-14
2003-03-18

BRC PAR Scanned: 2003-03-18-09.13.48.000000, MSXDocNum: MOI3E75AF1; ; 2003-03-18
[redacted]3-03-19

1-78850118 Wilgoren-Thermal event; ; 2003-03-19
2003-03-14

Inbound voice mail from EAA Inspector, 3/14/03, 1312 [redacted] ; 2003-03-20
2003-03-27

Inbound Voice Mail from Avm Perkins, Daniel, 3/27/03, 1150 [redacted] ;
2003-03-27
2003-03-19

Inbound Voice Mail from cust, 3/19/03, 1156; ; 2003-03-27
2003-03-27

Crm called cust @ (508) 561-3528; ; 2003-03-27
2003-03-21

Inbound voice mail from cust, 3/21/03, 1153; ; 2003-04-10
2003-04-02

Crm called cust [redacted] ; 2003-04-02
2003-04-02

Crm called cust [redacted] 2003-04-02
2003-03-20

[redacted] Inspection received, 3/20/03; ; 2003-04-02
2003-04-02

Crm called Dlr Svc Mgr MacLeod [redacted] ; 2003-04-02
2003-04-02

Cust advised of GM decision to REPAIR VEH Inbound call from cust; ; 2003-04-02

2003-04-07

ward to FTT for processing of repair; ; 2003-04-08
3-04-07

BRC PAR Scanned: 2003-04-07-15.14.26.000000, MSXDocNum: MOI3E9152A; ; 2003-04-10
2003-04-08

assigned file to Krystel Davis-Grant at ext. 58130; ; 2003-04-10
2003-04-08

Service Request Ownership has changed FROM: MOINEAUT TO: KDAVIS; ; 2003-04-08
2003-04-10

LARRY SWARTZ, ASST SVC MGR.; ; 2003-04-10
2003-04-14

BRC PAR Scanned: 2003-04-14-07.10.08.000000, MSXDocNum: MOI3E96B8D; ; 2003-04-14
2003-04-14

CRM CREATING GMNA; ; 2003-04-14
2003-04-14

CLOSE; ; 2003-04-14
2003-04-14

LARRY SCHWARTZ, ASST. SVC MGR; ; 2003-04-14
2003-04-14

vice Request has been Closed Dissatisfied.; ; 2003-04-14
3-04-14

SR in Status of Closed has been Re-Opened by KDAVIS; ; 2003-04-14
2003-04-14

svc mgr; ; 2003-04-14
2003-04-14

Service Request has been Closed Dissatisfied.; ; 2003-04-14

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

INCIDENT DATE: 2003-03-05 INCIDENT TIME: 16:00:00.000000
INCIDENT LOCATION: Parked in parents garage, [redacted] , Framingham, MA [redacted]

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: n/a

OWNER DESCRIPTION: Cust was out of town and vehicle had not been driven or started for about three weeks. Came back from out of town and tried to start the vehicle and a fire started @ engine compartment

ALLEGED DEFECTIVE COMPONENT: Engine

IDENT RESULT:
POLICE REPORT: Y ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE: N

VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION: Vehicle not insured at the time of the incident.
MAINTENANCE LOCATION: EDWARD BUICK-GMC TRUCK, INC. PO BOX 584 WORCESTER, MA [redacted]

CURRENT LOCATION OF VEHICLE: En-Route to be towed to LONG BUICK PONTIAC GMC 350 WORCESTER RD FRAMINGHAM, MA 01702
NOTIFY NAME: Owner

WAS VEHICLE INSPECTED: Thermal Event
INSPECTORS NAME: 3rd Party InspectorINSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
PURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
FAX NUMBER:
PRODUCT CODE:
BODY TYPE:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

ATTN: TED

1-7885 0118

To whom it may concern:

RO:2000 Buick Park Ave belonging to [redacted]

VIN # 1G4CW52K0Y4133428

Estimate to Repair

Ro# 79018

Damage to vehicle appears to be confined to upper intake manifold, several wiring and vacuum repairs and spark plugs

Labor	7.4 Hrs @ $76.36		$564.30
Parts	Hoses	Hoses(2)	$1.54
	GM9359409	Gasket(1)	$47.32
	Gm12568387	Spark plugs(6)	$38.58
	GM12085491	Connector(2)	$24.99
	GM17113136	Manifold	$235.87
	GM17113199	Fuel rail	$111.94
	GM17113515	Valve kit	$11.02
	GM17113544	Seal kit	$14.45
	GM17120601	Injector(2)	$167.42
	GM24506013	Manifold	$4.34
TOTAL			$1326.06

Customer is requesting substitute transportation

Contact Larry Schwartz at (508)820-1221 with authorization

Attn: Ted
866-311-2778

Established 1927 LONG Automotive Group

Long Buick-Pontiac-GMC
Route 9 - Framingham, MA 01701
Sales 508-620-1221
Service 508-670-0409

Long Cadillac-Oldsmobile
Route 135 - Framingham, MA 01701
Sales 508-879-1221
Service 508-620-1170

26740	LAWRENCE SCHWARTZ 7280	8222	04/11/03	HUNX28018
[redacted]	70.00	0	1	
	CORRACK/PARK AVENUE/SEDAN			
FRAMINGHAM, MA [redacted]	1G4CW52K0Y4153428			
			03/11/03	
[redacted]			NO: 30822	

LABOR & PARTS----------

JOB # 1 DRIVEABILITY CONCERN HOURS: 7.40 TECH(S):16932 — 584.30

C/S ENGINE CANNOT ON FIRE WHILE ATTEMPTING TO JUMP START.
TOWED IN ON THURSDAY, MARCH 6, 2003. COST CONTACTED GM
AND FILED A PRODUCT DEFECT ALLEGATION.-CASE#: 7965118.
UPPER INTAKE MANIFOLD BOLTS MISSING, MANY VACUM LINES,WIRING MELTED
CYLINDERS FULL OF WATER AND COOLANT
R & R UPPER INTAKE MANIFOLD, RENT FUEL RAIL, INJECTOR,REPAIR
INJECTOR WIRING,VACUM LINES,R & R ALL SPARK PLUGS FLUSH
CYLINDERS CHANGED BATTERY INSTALL MISSING OIL CAP AND EXTENSI
ON

CLAIM # 79918

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	[illegible]	CONNECTOR 2.835 R	8.92	8.92	12.48	12.48
JOB # 1	1	[illegible]	MANIFOLD 3.270 R	3.70	3.70	4.34	4.34
JOB # 1	1	[illegible]	INJECTOR 3.800 R	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	1	[illegible]	SEAL KIT 3.800 R	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	1	[illegible]	MANIFOLD 3.800 R	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	6	[illegible]	SPARK PLU 3.270 R	4.[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	1	[illegible]	SENSOR 3.082 R	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	1	[illegible]	CONNECTOR 2.835 R	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	1	[illegible]	RAIL-INJ 3.800	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	1	[illegible]	VALVE KIT 3.745 R	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	1	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	1	[illegible]	TUBE ASM 3.745	[illegible]	[illegible]	[illegible]	[illegible]
JOB # 1	1	[illegible]	CAP ASM 3.780	[illegible]	[illegible]	[illegible]	[illegible]

JOB # 1 COST TOTAL 417.00
JOB # 1 TOTAL PARTS 583.91
JOB # 1 TOTAL LABOR & PARTS 1168.21

G.O.G. & SUPPLIES----------

JOB # 1	FREIGHT (PARTS)	2.59
JOB # 1	PIECE DIFF	[illegible]
	TOTAL - GOG	[illegible]

COMMENTS
MILES TO OBTAIN MILEAGE

R/O TAX	0.00
R/O TOTALS	1171.40

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	LABOR	PARTS	SUB.LAB	SUB.PART	GOG	MISC	TAX	TOTAL
79918	584.30	583.91	0.00	0.00	3.28	0.00	0.00	1171.40
CLAIM TOTALS	584.30	583.91	0.00	0.00	3.28	0.00	0.00	1171.40

APPROVED BY SIGNATURE

Ref # Y4133428

 WARRANTY COPY [END OF INVOICE] 11:17AM

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

Date	4/14/03	Service Request #	1-78850118
Customer Name	[redacted]		
VIN	1G4CW 52K0Y4133428		
In-Service Date	3/16/00	Service Contract?	N
Current Mileage	28500	Purchased New/Used?	N/A
Warranty Blocked?	N	Purchase Date	N/A
Branded Title?	N	Mileage at Purchase	N/A

Dealer Name	LONG AUTOMOTIVE GROUP		
Dealer Asst. Svc Mgr	LARRY SCHWARTZ	Dlr Warranty Admin:	
Dealer Phone	508-820-1221	Dealer Fax	508-820-1171
Dealer BAC	115432		
Dealer Division and Code	Divisions (15-Olds, 16-Pont, 48-GMC, 13-Chev. 12-Cad. 11-Bui, 10-Isuzu) 11-33216		
Repair Order Number	079018		
Repair Order Close Date	4/11/03		
Labor Op. Code Z1242		Dollar Amt:	$1,171.49

Cause Code (CC)	MJ
Failure Code (FC)	98

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	DO NOT PUT IN HOURS
Parts and Labor Costs:	DO NOT PUT IN COSTS
Net Amount:	$1,171.49

DO NOT ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN ANY AUTH CODE
Additional Cmnts for DIC	YOU MAY SUBMIT THIS CLAIM ON OR AFTER APRIL 21, 2003

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE FAX A COPY OF THE DCS AUDIT SLIP TO KRYSTEL DAVIS-GRANT @ 1-866-249-2318.

Retain copy with Dealer Repair Order

Complaint:	CUST STATES THERMAL EVENT CONCERN
Cause:	UPPER INTAKE MANIFOLD
Correction:	REPAIRS
Justification:	GOODWILL GESTURE FOR CUSTOMER SATISFACTION
PAR CRM	TED MOINEAU
FTT CRM	Krystel Davis-Grant/800-231-1941 EXT 58130
Date Entered/Forwarded	4/14/03
IF Forwarded to who?	

Mar. 12, 2003
GM PAR Investigations
5701 E. Hillsborough Ave.
Suite 2300
Tampa, Florida 33610

Attention: Mr. Ted Moineau
RE: File # 1-78850118
Owner: [redacted]

Dear Mr. Moineau:

This vehicle was inspected today at Long B-P-GMC located in Framingham, MA.

The following is a copy of the report and the first two pages of the Fire Dept. Report.

The completed report, numbered photos, negatives, and a photo CD will be sent to you via Priority Mail as soon as the photo CD is ready. (not likely until 03-17-03).

There was no estimate for repairs available at the time of the inspection.

If you have any questions or if I can be of further assistance, please call me at (781) 237-5463.

Sincerely,

Michael Gigante (SPX / EAA)

A

Fire Dept.	State	Incident Date (MM DD YYYY)	Station	Incident Number	Exposure
17100	MA	03 05 2003	1	03-0001600	000

☐ Delete ☐ Change ☐ No Activity

NFIRS-1 Basic

B Location*

☒ Street address
☐ Intersection
☐ In front of
☐ Rear of
☐ Adjacent to
☐ Directions

☐ Check this box to indicate that the address for this incident is provided on the wildland fire module in Section B "Alternative Location Specification". Use only for wildland fires.

Terrain Tract

[redacted]

Number Prefix Name Street or Highway Street Type Suffix

Apt./Suite Room City FRAMINGHAM State MA Zip Code

Cross Street or directions, as applicable

C Incident Type *

131 Passenger vehicle fire

Incident Type

D Aid Given or Received *

1 ☐ Mutual aid received
2 ☐ Automatic aid recv.
3 ☐ Mutual aid given
4 ☐ Automatic aid given
5 ☐ Other aid given
N ☒ None

Their Fire Dept. Their State Their Incident Number

E1 Date & Times

Midnight is 0000

Check boxes if times are the same as Alarm date.

	Month	Day	Year	Hr Min Sec
Alarm * (ALARM always required)	03	05	2003	15:21:05
☐ Arrival * (ARRIVAL required, unless controlled or did not arrive)	03	05	2003	15:26:46
☐ Controlled (CONTROLLED optional, except for wildland fires)				
☐ Last Unit Cleared (LAST UNIT CLEARED, required except for wildland fires)	03	05	2003	15:41:16

E2 Shift & Alarms

Local Option

3 Shift or Platoon Alarms District

E3 Special Studies

Local Option

Special Study ID Special Study Value

F Actions Taken *

86 Investigate

Primary Action Taken (1)

Additional Action Taken (2)

Additional Action Taken (3)

G1 Resources *

☒ Check this box and skip this section if an Apparatus or Personnel form is used

	Apparatus	Personnel
Suppression	0005	0015
EMS		
Other		

☐ Check box if resource needs include and received resources

G2 Estimated Dollar Losses & Values

LOSSES: Required for all fires if known, optional for non-fires.

				None
Property	$	000	500	☐
Contents	$	000	000	☐

PRE-INCIDENT VALUE: optional

Property	$	000	000	☐
Contents	$	000	000	☐

Completed Modules

☒ Fire-2
☐ Structure-3
☐ Civil Fire Cas.-4
☐ Fire Serv Cas.-5
☐ EMS-6
☐ HazMat-7
☐ Wildland Fire-8
☒ Apparatus-9
☒ Personnel-10
☐ Arson-11

H1 Casualties ☒ None

	Deaths	Injuries
Fire Service		
Civilian		

H2 Detector

Required for Combined Fires.

1 ☐ Detector checked separate
2 ☐ Detector did not alert them
3 ☐ Unknown

H3 Hazardous Materials Release

N ☐ None
1 ☐ Natural Gas: [illegible]
2 ☐ Propane gas: [illegible]
3 ☐ Gasoline: [illegible]
4 ☐ Kerosene: [illegible]
5 ☐ Diesel fuel/fuel oil: [illegible]
6 ☐ Household solvents: [illegible]
7 ☐ Motor oil: [illegible]
8 ☐ Paint: [illegible]
9 ☐ Other: [illegible]

I Mixed Use Property

NN ☐ Not Mixed
10 ☐ Assembly use
30 ☐ Education use
33 ☐ Medical use
40 ☐ Residential use
51 ☐ Row of stores
53 ☐ Enclosed mall
58 ☐ Bus. & Residential
59 ☐ Office use
60 ☐ Industrial use
65 ☐ Military use
65 ☐ FARM use
00 ☐ Other mixed use

J Property Use* Structures

131 ☐ Church, place of worship
161 ☐ Restaurant or cafeteria
162 ☐ Bar/Tavern or nightclub
213 ☐ Elementary school or kindergarten
215 ☐ High school or junior high
241 ☐ College, adult education
311 ☐ Care facility for the aged
331 ☐ Hospital
341 ☐ Clinic, clinic type infirmary
342 ☐ Doctor/dentist office
361 ☐ Prison or jail, not juvenile
419 ☒ 1 or 2-family dwelling
429 ☐ Multi-family dwelling
439 ☐ Rooming/boarding house
449 ☐ Commercial hotel or motel
459 ☐ Residential, board and care
464 ☐ Dormitory/barracks
519 ☐ Food and beverage sales
539 ☐ Household goods, sales, repairs
579 ☐ Motor vehicle/boat sales/repair
571 ☐ Gas or service station
599 ☐ Business office
615 ☐ Electric generating plant
629 ☐ Laboratory/science lab
700 ☐ Manufacturing plant
819 ☐ Livestock/poultry storage (barn)
882 ☐ Non-residential parking garage
891 ☐ Warehouse

Outside

124 ☐ Playground or park
655 ☐ Crops or orchard
669 ☐ Forest (timberland)
807 ☐ Outdoor storage area
819 ☐ Dump or sanitary landfill
931 ☐ Open land or field
936 ☐ Vacant lot
938 ☐ Graded/cars for plot of land
946 ☐ Lake, river, stream
951 ☐ Railroad right of way
960 ☐ Other street
961 ☐ Highway/divided highway
962 ☐ Residential street/driveway
981 ☐ Construction site
984 ☐ Industrial plant yard

Lookup and enter a Property Use code only if you have not checked a Property Use box.

Property use 419

1 or 2 family dwelling

NFIRS-1 Revision 01/11/99

K1 Person/Entity Involved
Local Option

Business name (if applicable) | Area Code | Phone Number

☐ Check this box if same address as incident location. Then skip the other applicable address lines.

Mr., Ms., Mrs.	First Name	MI	Last Name	Suffix
MR	JOSHUA	S	WILGOREN	

Number	Prefix	Street or Highway	Street Type	Suffix
73		NICHOLAS	RD	

Post Office Box	Apt. Suite/Room	City
	F	Framingham

State	Zip Code
MA	01701

☐ More people involved? Check this box and attach Supplemental Forms (NFIRS-18) as necessary

K2 Owner ☐ Same as person involved. Then check this box and skip the rest of this section.
Local Option

Business name (if applicable) | Area Code | Phone Number

☐ Check this box if same address as incident location. Then skip the other applicable address lines.

Mr., Ms., Mrs.	First Name	MI	Last Name	Suffix

Number	Prefix	Street or Highway	Street Type	Suffix

Post Office Box	Apt./Suite/Room	City

State	Zip Code

L Remarks
Local Option

ASSUMED COMMAND AND FOUND ENGINE FIRE EXTINGUISHED BY OWNER. MOTOR APPEARED TO BACKFIRE DURING JUMP START, OWNER EXTINGUISHED WITH 5 GALLONS BOTTLED WATER. CAR UNREGISTERED, UNINSURED, PARKED IN GARAGE. HOME INSURANCE: HARLEYVILLE INSURANCE
03/05/2003 16:42:05 bms

L Authorization

Officer in charge to	Signature	Position or rank	Assignment	Month	Day	Year
184236	SMITH, BRADFORD S	LT4		03	05	2003

Check one to ☒	Member taking report to	Signature	Position or rank	Assignment	Month	Day	Year
☒	184236	SMITH, BRADFORD S	LT4		03	05	2003

GM-PAR-Fire NC, Rev. 05/20/97

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: Buick	Ref# 1-79850118	VIN: 1G4CW52K0Y4133428
Claimant's Name (LAST, First) [redacted]		

Inspected By: MICHAEL GIGANTE Organization: SPX / EAA

Phone: (781) 237-5463 Inspection Date: 03/12/03 Mileage at Inspection: unable to obtain

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

Following the inspection, summarize the tests and observations.

No visible damage or burn paint to any exterior body panels and there was no involvement in the passenger cabin of the vehicle.

When the hood was raised, the following conditions were noted:

- **Battery cables not connected to battery terminals, (photo #6)**
- **Engine cover not attached to engine, (photo # 2)**
- **Engine cover heat damage to rear insulation, (photo # 13, 14)**
- **Oil filler cap missing, (photo #1)**
- **Plenum chamber broken at rear, and pieces of it were missing, (photo #3, 4, 5 10, 11, 12)**
- **Some of the plastic wiring shrouds at the rear of the plenum were heat damaged, but the wiring appeared intact, (photo # 8, 9)**

Please note that prior to the inspection, I spoke with Mr. Joshua Wilgoren who stated that he was attempting to "jump start" the vehicle at the time of the incident with jumper cables connected to another vehicle. He further stated that he was not using any starter fluid, and that the Fire Dept. said that his "cables were properly hooked up".

PLEASE NOTE SECTION L OF FIRE DEPT REPORT: "...MOTOR APPEARED TO BACKFIRE DURING JUMP START..."

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

(Note: Please indicate name, address & phone number of person being interviewed): [redacted]
Framingham, MA [redacted]

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

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

2. Any *prior* collision damage? (when, where, extent, repaired by, etc.) NO

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

Mr. Wilgoren stated that he had been away for three weeks and the vehicle had been parked in an unheated garage. He hooked up jumper cables and attempted to start the vehicle when his mother said ..."Fire", he got out and saw smoke and flames under the hood, called local fire dept., and proceeded to put out the fire.

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

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

Describe BATTERY 'DEAD' , OWNER HOOKED UP "JUMPER CABLES"...VEH. HAD BEEN STORED IN AN UNHEATED GARAGE FOR ABOUT 3 WEEKS PRIOR TO INCIDENT_____

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 BATTERY WAS DEAD

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) _____ Date/description of last maintenance/repair (by whom?) _____

Any other pertinent vehicle history information (from Interviewee or GM Warranty History)? ATTACHED COPIES OF GM WARRANTY HISTORY...HORN CONT REPLACED AT 17680 MILES AND POWERTRAIN CONTROLLER REPROGRAMED AT 28294 MILES.

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

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

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

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

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) _N/A_

load description _N/A_ _____ load location _N/A _____

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

If vehicle's ignition was "Off" prior to fire, for how long was it "Off"? _3 WEEKS __ Were all doors locked? (Y/N) _N

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

If not parked, vehicle speed estimate N/A____MPH Source of estimate _N/A_____ Posted speed _N/A_MPH

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

Exact incident location 15 GIBBS VALLEY PASS, FRAMINGHAM, MA

Weather conditions and visibility INCIDENT OCCURRED INSIDE AN UNHEATED GARAGE _____

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? ____ Describe: _N/A_____

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

Road condition: Wet, Dry, Icy or Other? _____ If other, specify _ N/A _____

Shoulder condition: Wet, Dry, Icy or Other? _N/A_ If other, specify _N/A_ _____

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?) BATTERY REQUIRED CHARGING

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

___ 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?) N/A _____

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.?) OWNER STATED HE WAS ATTEMPTING TO START THE VEHICLE AND HAD "JUMPER CABLES" ATTACHED.

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) _N_ How long since someone last smoked in the vehicle? NO SMOKERS

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

Any flame? (from where, color, intensity, etc.) FLAMES FROM MOTOR

Any steam or smoke? (from where, color, intensity, etc.) SMOKE FROM MOTOR

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

Electrical System? (Y/N) ____ Fuel System? (Y/N) ____ Exhaust System? (Y/N) ____ Engine? (Y/N) _Y_ Brake System? (Y/N) ____ Other? (Y/N) _____ Describe: OWNER STATED HE WAS ATTEMPTING TO START THE VEHICLE

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 _CALLED F.D. PUT OUT FIRE_

_____ -FAR-

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

Any other comments or observations that have not been covered?

NO_____

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

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

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

Left & right side exterior NO VISIBLE EXTERIOR DAMAGE TO VEHICLE (PHOTOS 18, 21)

Front & rear exterior " " " " " " " "

Hood, inner & outer panels SOME HEAT DAMAGE TO HOOD SOUND DEADNER AS NOTED IN PHOTO # 17

Trunk area and Decklid, inner & outer panels OK

Roof OK

Door interior panels OK

Left & right instrument panel & odometer OK

Ashtray(s) area CLEAN SEE PHOTO #20

Left & right front seat and carpet OK

Underbody & exhaust (include hangers) OK

Option code label OK

Engine compartment DAMAGE AS PREVIOUSLY NOTED TO PLENUM

Radiator, front & rear __OK

Coolant recovery bottle OK

Transmission cooler lines/connections OK_____

Engine compartment engine coolant lines/hoses, connections/clamps DAMAGE AS NOTED TO PLENUM

Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) DAMAGE AS NOTED TO PLENUM

All fuel lines/hoses, filter, connections/clamps " " "

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

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

Power steering lines/hoses, connections/clamps OKGenerator & attached wiring OK

_____

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

Battery & attached cables _POSITIVE AND NEGATIVE LEADS NOT CONNECTED TO BATTERY TERMINALS

Engine block (note precise location of cracks, holes, etc.) BLOCK APPEARS UNDAMAGED__

Engine oil pan __NO VISIBLE DAMAGE_____

Engine compartment hinge torque rods _ OK_____

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

Any item which is alleged to be the cause/source _PLENUM APPEARS TO HAVE BEEN "BLOWN OUT"

Anything on vehicle which is after-market _NO_

Anything on vehicle which is a modification NO

Anything on vehicle which is unusual, or out-of-place, etc. ENGINE COVER NOT SECURED, OIL FILLER CAP MISSING, PLENUM BLOWN OUT, PART OF PLENUM MISSING

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 OK, FULL, PHOTO #1 OVERFLOW BOTTLE FULL_____

Engine oil _OK, FULL / CLEAN, PHOTO #15____

Transmission fluid OK, FULL / CLEAN, PHOTO #16

Power steering fluid OK

Brake fluid OK, PHOTO # 16_____

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

Fuses (identify all open or not proper size) ALL 'CLOSED' & PROPER SIZE, PHOTO # 7 UNDERHOOD FUSES

Wiring insulation at fuse blocks _OK__

Fusible links (identify all open) __OK_____

Spark plug wiring and boot condition _____

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

Location of fuel filler cap (or evidence of remains) _ OK_____

Catalytic converter (any discoloration or swelling?) _ OK_____

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

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

REAR OF PLENUM DAMAGED, SECTION WAS MISSING. DAMAGE CONSISTENT WITH FIRE DEPARTMENT ANALYSIS THAT..."MOTOR APPEARED TO BACKFIRE DURING JUMPSTART"._____

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

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

Comments: NO SITE INSPECTION

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

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Buick	Ref# 1-78850118	VIN: 1G4CW52KOY4133428
Claimant's Name (LAST, First) [redacted]		

Inspected By: Michael Gigante_____ Organization: _SPX/EAA_____

Phone: [redacted] Inspection Date: 03/12/03 Mileage at Inspection: unknown

Roll Number __1_

Neg.#	Description
0	
1.	Overview of motor compartment as viewed from front of vehicle
2.	Engine cover loose / not secured, oil filler cap missing
3.	Rear of plenum missing ...top view
4.	" " " " as viewed from right
5.	" " " " " " " left
6.	Battery...positive and negative cables not connected to battery terminals
7.	Underhood power distribution box...all fuses 'closed' and correct size
8.	Harness conduit deformed to rear of plenum
9.	" " " " " " "
10.	Top view of missing plenum
11.	Piece of missing plenum found in motor compartment
12.	Same as #11, rear side
13.	Rear of plastic engine cover
14.	Same as #13, note melted / deformed foam sound deadner
15.	Motor oil ...ok
16.	Trans fluid and brake fluid...both ok
17.	Hood / inner no visible damage (note hood was up during thermal event)
18.	Hood exterior...no visible damage / burnt or discolored paint
19.	I/P o visible damage
20.	Ash tray...no evidence of any smoking materials
21.	Rear view...no visible damage
22.	
23.	
24.	
25.	
26.	
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	
36.	
37.	

PHOTO

SPX
ENGINEERING ANALYSIS ASSOCIATES
Michael A. Gigante Jr., P.E.
Senior Associate

SPX EAA
28615 Mound Road
Warren, MI 48092-3499 USA
Phone 1-800-821-6696 • Fax 586-753-3135
E-mail eaa@service-analysis.spx.com

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3MC
0701

Long Cadillac-Oldsmobile
Route 135 - Framingham, MA 01701
508-879-1221

TOTAL	OPERATION	OPERATION DESCRIPTION	MOMI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. SERVICE

VIN: 1G4CW52K0Y4133428
MODEL: 00BUICK/PARK AVENUE/SEDAN
[redacted]
FRAMINGHAM, MA [redacted]
[redacted]
TIME RECEIVED: 11:55am
DATE/TIME PROMISED: 03/11/03 02:00pm
PRIORITY: 8
STATE REG# FLAT RATE AT
LABOR RATE: 80.00
APPOINTMENT
CONTRACT: 28740
COLOR:
SERVICE CONTRACT:
DELIVERY DATE:
CONTRACT NO:
EXPIRATION DATE:
EXPIRATION MILES:
TURNKEY: BUZZ
AIR COND: Y
PS: Y
TRANS: A
MFR: 0
ADVISOR NO: 7280
ADVISOR: LAWRENCE SCHWARTZ
PRODUCTION DATE:
STOCK NO:
LICENSE NO:
TAG NO: 79018
P.O. DATE: 03/11/03
TRANS: 0222
X
X 10002 In

ORIGINAL CUSTOMER ESTIMATE: TOTAL
X.....
COMMENTS : UNABLE TO OBTAIN MILEAGE

1 C 1006201 DRIVEABILITY CONCERN
C/S ENGINE CAUGHT ON FIRE WHILE ATTEMPTING TO JUMP START.
TOWED IN ON THURSDAY, MARCH 6, 2003. CUST CONTACTED GM
AND FILED A PRODUCT DEFECT ALLEGATION. CASE#1-78050118.

EXTENDED SERVICE CONTRACT
POLICY #.
AUTHORIZATION #:
ADJUSTOR:
DATE CALLED
DEDUCTIBLE $

SERVICE FILE COPY

W01PATW ID: HZQ882 GMNA PRE-AUTHORIZATION 2003/04/14 12:42:49

PRSN CODE: 9182

DIV	DLR CODE	RO NBR	LBR OP	AUTH CODE	VIN	TOTAL
11	33216	079018	Z1242	WGLP_	1G4CW52K0Y4133428	_1171 . 49

COMMENTS: ISSUE TO PAY DEALERSHIP FOR REPAIRS DUE TO PRODUCT
_ALLEGATION W/THERMAL EVENT FOR CUST SATISFACTION AND CUST GOODWILL

__ ____ ____ ____ ____ _____ ____ . __

COMMENTS: _____

_____

__ ____ ____ ____ ____ _____ ____ . __

COMMENTS: _____

_____

__ ____ ____ ____ ____ _____ ____ . __

COMMENTS: _____

_____

PF: 3-EXIT 4-CLM INQUIRY 5-CLM DETAIL 6-CLM COMMENTS
9-REJ DETAIL 10-DEBIT 12-MANUAL DB

MESSAGE: SUBMIT THE PRE-AUTHORIZATION?? (PF1 = YES ; PF2 = NO)

Mar. 17, 2003
GM PAR Investigations
5701 E. Hillsborough Ave.
Suite 2300
Tampa, Florida 33610

Attention: Mr. Ted Moineau
RE: File # 1-78850118
Owner: [redacted]

ADDENDUM

Dear Mr. Moineau:

Per our earlier conversation, this vehicle was re-inspected today to check the Fuel Pressure Regulator.

However, I was unable to check the operation of the regulator as the (#1 ?) fuel injector had been "blown off" of the fuel rail. When the vehicle was re-powered and the fuel pump activated and pressurized, raw fuel began to blow out of the rail. All further testing was halted at this point.

You should note that a similar situation involving a 1998 Buick LeSabre was inspected by this writer for file # 1-76301802 on Saturday, 03-15-03, (case assigned to Ms. Myrna Ham). It was noted that on that vehicle, the fuel pressure regulator, (part # 17113346), was leaking fuel through the vacuum return hose. This is the same regulator part # as on used on the 2000 model 3800 engine.

Included are copies of the GM part listing for the regulator and a copy of page #1 for the inspection done on the 1998 vehicle…note last 'bullet' item under "INSPECTION SUMMARY".

If you have any questions or if I can be of further assistance, please call me at (781) 237-5463.

Sincerely.

Michael Gigante (SPX / EAA)

GM-PAR-Fire MC, Rev. 06/2002

PRODUCT ALLEGATION REBOLUTION
FIRE (NON-COLLISION)

Division: BUICK	Ref# 1-76301802	VIN: 1G4HR52K0WH421551
Claimant's Name (LAST, First) [redacted]		

Inspected By: MICHAEL GIGANTE Organization: SPX / EAA

Phone: (781) 237-5463 Inspection Date: 03/15/03 Mileage at Inspection: 23581

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

Following the inspection, summarize the tests and observations.

No visible damage to any exterior body panels or paint damage. There was no evidence of any involvement in the passenger cabin of the vehicle. The thermal event was confined to the motor compartment of the vehicle with the following conditions noted:

- engine cover not on engine (refer to photos #10, 11, 12)
- plenum chamber damaged and pieces missing...appears to have "blown out"
- chemical fire extinguisher residue in motor compartment of vehicle
- battery connected but not fully charged
- motor oil, power steering fluid, transmission fluid, coolant, brake fluid all "full" and did not appear to have been involved in thermal event
- underhood wiring / electrical appears intact and not involved in incident
- fuel pressure regulator, (part # 17113346), appeared to leak raw fuel into the hose leading back to the throttle body when it was checked by lightly tapping the top of the regulator with the hose removed...(refer to photos #15, 16 and attached parts diagram)

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

(Note: Please indicate name, address & phone number of person being interviewed): [redacted] Hanson, MA. [redacted] stated that the vehicle belongs to his mother [redacted] and that the vehicle had not been used for about a week. Just prior to the incident, [redacted] noted that the battery was low and he attached a battery charger to the vehicle. As stated, the vehicle had not been used for about a week and was stored in the attached garage of the owner's residence, (66 Morton St., Hanson, MA). After the battery had been fully charged, [redacted] went to start the vehicle and heard what sounded like a loud bang / explosion under the hood and saw smoke and flames...he extinguished the fire with a chemical extinguisher.

There were no injuries, no loss of personal property or damage to the garage, and no Fire or Police response reported for this incident.

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

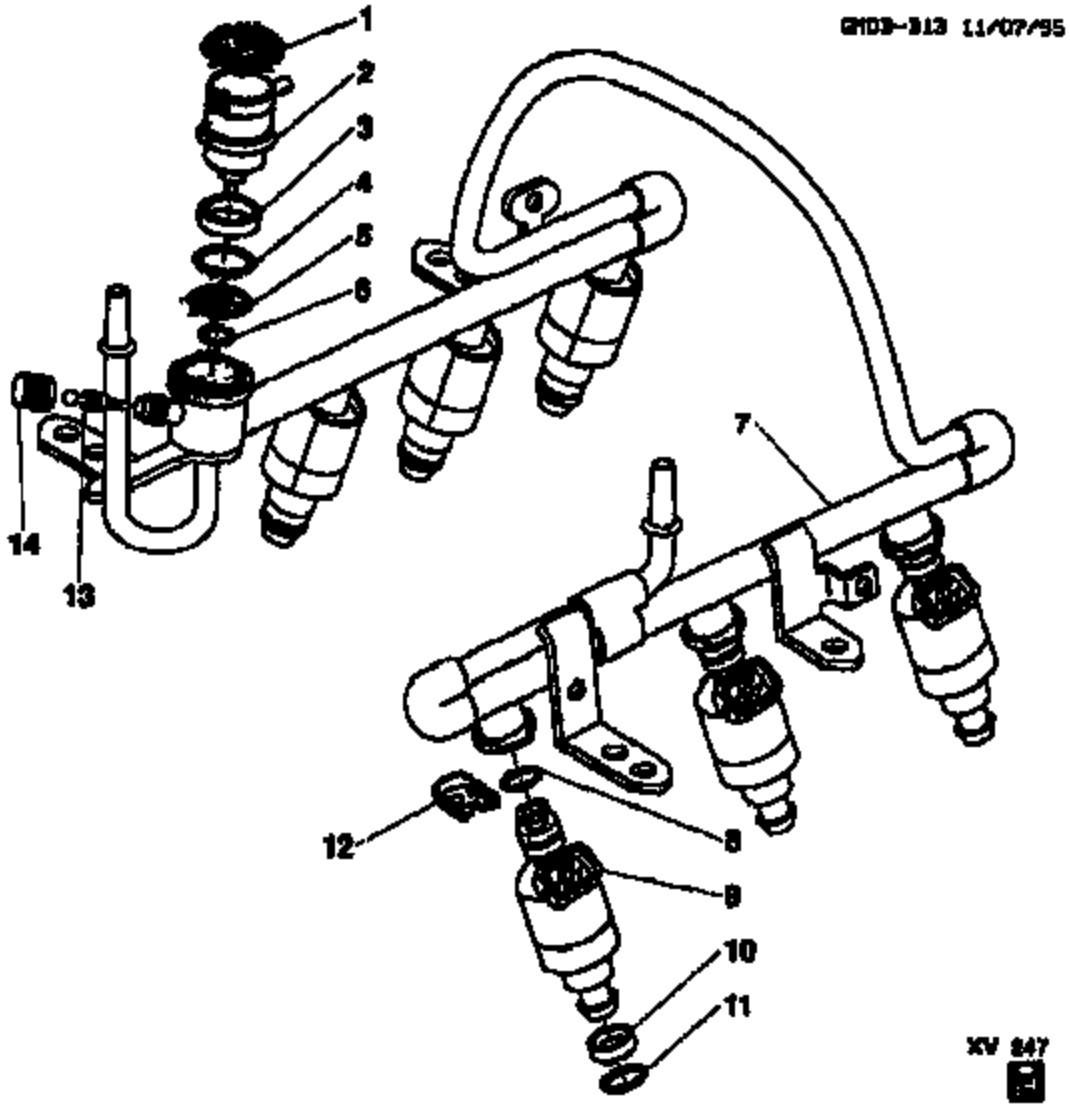
Item(s), date installed, and by whom (name, phone) NONE

2. Any *prior* collision damage? (when, where, extent, repaired by, etc.) NO

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

Describe NO PRIOR REPAIRS OR PROBLEMS OF ANY KIND REPORTED BY OWNER OR OWNER'S SON

Make: BUICK, Year: 98, Model: Lesabre



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ProQuest Automotive NPC

MAKE=H YEAR=99 MODEL=H ALL PRICES SEARCH=17113346

Group 03 1994-1999 H FUEL INJECTOR RAIL MODEL 650 (L36/3.8K)
Illus 1 of 1 (GM03-313)
Notes Available (Ctrl+F5)

CALL	PART #	GROUP	DESCRIPTION	USAGE	YEAR	QTY	H
001		NS	CLIP,M.F.I.(*KIT7)		-		
002		NS	CARTRIDGE REGULATOR,FUEL PRESSURE(*KIT2)		-		
003		NS	SEAL,REGULATOR(O-RING)(*KIT2,KIT7)		-		
004		NS	SEAL,REGULATOR FILTER (O-RING)(*KIT2, KIT7)		-		
005		NS	FILTER,REGULATOR(*KIT2,KIT7)		-		
006		NS	SEAL,REGULATOR(O-RING)(*KIT2,KIT7)		-		
007		NS	RAIL,FUEL(*KIT1)		-		
008		NS	SEAL,UPPER INJECTOR(O-RING)(*KIT4,KIT5)		-		
009		NS	INJECTOR,FUEL(*KIT4)		-		
010		NS	BACKUP,SEAL(O-RING)(*KIT4,KIT5)		-		
011		NS	SEAL,LOWER INJECTOR (O-RING)(*KIT4,KIT5)		-		
012		NS	CLIP,FUEL INJECTOR RETAINER(*KIT4,KIT5)		-		
013		NS	CORE,FUEL PRESSURE CONNECTOR(*KIT1,KIT3)		-		
014		NS	CAP,,FUEL PRESSURE CONNECTOR(*KIT1,KIT3)		-		
K01	17113198	03.330	RAIL KIT,SEQ M/PORT F/INJN FUEL(INCLS 7, 13,14)(ACDelco #17113198)	H(L36)	96-99	01	
K02	17113346	03.330	REGULATOR,FUEL PRESS(INCLS 2,3,4,5,6) (ACDelco #217-397)	H(L36)	96-97	01	
K02	17113346	03.330	REGULATOR,FUEL PRESS(INCLS 2,3,4,5,6) (ACDelco #217-397)	H(L36)	98-99	01	
K03	17112556	03.330	VALVE KIT,FUEL PRESS SERV(INCLS 13,14) (ACDelco #217-384)	H(L36)	96-99	01	
K04	17129601	03.300	INJECTOR,M/PORT FUEL(INCLS 8,9,10,11,12) (ACDelco #217-306)	H(L36)	96-99	06	

Page 1 of 2 Item Count: 23

CALLOUT> Year Filter OFF

Cat: 4SE, GM Last Pub MAR 03

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

Elgin , IL [redacted]

CASE NUMBER:	1-79721513	VIN:	1G4HP54K6Y4158477
		MODEL YEAR:	2000
DATE OPENED:	2003-03-10	SERIES:	LeSabre
DATE CLOSED:	2003-04-01	MILEAGE:	27509.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	McGrath Buick, Inc.
BRC PARENT:		DEALER ADDRESS:	945 E Chicago St,Elgin,IL,60120-6888,USA

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

J01 General
0 REPAIR ATTEMPT(S) Flame

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

fire in vehicle; ; 2003-03-10
2003-03-10

fire in vehicle; ; 2003-03-11
2003-03-11

VIN scan completed no other files located. No open campaigns.; ; 2003-03-11
2003-03-11

Service Request Ownership has changed FROM: TAYLORC TO: BOYCER; ; 2003-03-11
2003-03-11

Ownership Escalated to BRC; ; 2003-03-11
2003-03-11

THIS FILE HAS BEEN ASSIGNED TO MARJORIE LOTT @ 57120; ; 2003-03-11
2003-03-11

AVM reviewing SR; ; 2003-03-11
2003-03-11

AVM contact; ; 2003-03-11
2003-03-11

Service Request Ownership has changed FROM: BOYCER TO: LOTTM; ; 2003-03-11
2003-03-11

AVM called; ; 2003-03-11
2003-03-11

Contacted cust at [redacted] ; 2003-03-11
2003-03-11

Contacted cust at [redacted] ; 2003-03-11
2003-03-11

Contacted dlr at [redacted] ; 2003-03-11
2003-03-11

[redacted] called; ; 2003-03-11
2003-03-11

Inspection; ; 2003-03-11
2003-03-11

Decision; ; 2003-03-11
2003-03-11

Crm closing file; ; 2003-03-11
2003-03-11

Forwarding to FTT; ; 2003-03-12
2003-03-12

transferred cust to par crm voicemail.; ; 2003-03-12
2003-03-12

Cust called; ; 2003-03-12
2003-03-12

Update; ; 2003-03-12
2003-03-12

Update; ; 2003-03-12
2003-03-12

[redacted] CRM JOLENE WALTERS/38211; ; 2003-03-12
2003-03-12

assigned file to Krystal Davis-Grant at ext. 58130; ; 2003-03-17
2003-03-12

PAR CRM SHANTA MORRIS; ; 2003-03-12
2003-03-12

Service Request Ownership has changed FROM: LOTTM TO: KDAVIS; ; 2003-03-12
2003-03-17

CHECKING ON STATUS OF REPAIRS; ; 2003-03-17
2003-03-24

FOLLOW UP ON REPARIS; ; 2003-03-28
2003-03-17

1-79721513 Avm req to speak w/appropiate crm..; ; 2003-03-17
2003-03-17

1-79721513 Pleaser review comments by AVm Mr. Matt Edmiston of 3/17/03..thanks!!!; ; 2003-03-28
2003-03-28

[redacted]; 2003-03-28
[redacted]3-03-28

DENNIS / SVC MGR/847-695-6700; ; 2003-03-28
2003-03-28

AVM/MATT EDMISTON; ; 2003-03-28
2003-03-28

DENNIS ROBERTS/.SVC MGR; ; 2003-03-28
3-03-28

GOODWILL; ; 2003-03-28
2003-03-28

LISA/AVM TEAM; ; 2003-03-28
2003-04-01

DENNIS ROBERTS, SVC MGR; ; 2003-04-01
2003-04-01

CLOSE; ; 2003-04-01
2003-04-01

Service Request has been Closed Satisfied.; ; 2003-04-01

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

INCIDENT DATE: 2003-03-10 INCIDENT TIME: 09:30:00.000000
INCIDENT LOCATION: Happened in the customer's garage

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: n/a

OWNER DESCRIPTION: States he was starting the car this morning, and it backfired.Smoke starting coming from under the hood,and opened it up and it was burning back by the ewall.Called 911 and the emergency fire dept came, and pushed the veh out of garage.He urned the key to get it into neutral, and gas came from out of the injectors.

ALLEGED DEFECTIVE COMPONENT: engine, and wiring

INCIDENT RESULT:
POLICE REPORT: Y ROAD CONDITION: Dry ROAD SURFACE: Asphalt
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE: N

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

MORE INFORMATION:
MAINTENANCE LOCATION: McGrath Buick
CURRENT LOCATION OF VEHICLE: in customer's driveway, and roadside assistance is coming to take to McGrath Buick
NOTIFY NAME: Owner

WAS VEHICLE INSPECTED: Thermal Event
INSPECTORS NAME: DealershipINSPECTION DATE: 2003-03-10
14:46:00.000000
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:

ROAD TEST RESULT:
COMP INSPECTED:
[illegible]ESTIGATIVE SUMMARY:
[illegible] STATUS:

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
FAX NUMBER:
PRODUCT CODE:
BODY TYPE:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
[illegible]ANCH:
NAME:
[illegible]OUNT 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**********

[illegible]TERNAL CASE NUMBER:
DATE:
[illegible]LE 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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

1-79721513

ATTN:

Krystal Davis Grant

Please See Attached

R/O for [redacted]

Case # 1-79721513

DLR 43316

Thanks

Dennis Roberts

847-695-6700

131504

McGRATH

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(847) 695-6700 • Fax (847) 695-3118
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SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	SALESPERSON	TYPE	OPERATION	OPERATION DESCRIPTION
10/04/01	111615	18802	593	595	I	80BUZ02	USED VEHICLE INSPECT

SERVICE

SALESPERSON NO. 210

VEHICLE VIN: 1G4HP54K6Y4158477

YEAR/MAKE/MODEL: 00/BUICK/LESABRE/4DR

STOCK NO.: 9411

DEALER NO.: 131504

CUSTOMER NO.: 22372

SERVICE CONTRACT: ADVANTAGE

DELIVERY DATE: 10/08/01

DELIVERY MILES: 18,796

COLOR: TAN/

YEARS: BUZY | MTHS: Y | MILES: Y | TRANS: A | MILEAGE: 27,509 | ADVISOR NO.: 593

[redacted]
ELGIN, IL [redacted]

RESIDENCE PHONE: [redacted]

TIME RECEIVED: 12:10pm

DATE/TIME PROMISED: 03/10/03 06:00pm

APPOINTMENT ☐ Yes ☒ No

ADVISOR: DENNIS R. ROBERTS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto.

CUSTOMER ACKNOWLEDGEMENT X

EXCLUSION OF WARRANTIES

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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MOD VI	TOTAL
01BUZ027E	27,000 MILE SERVICE	MI	

CONSUMER RIGHTS NOTICE

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but shall not exceed (1) any price limited estimate or (2) any parts and labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified.

You may waive your right to an estimate which gives the motor vehicle repair facility the right to act the price without your permission. Your signature will indicate your selection.

(a) I request an estimate in writing before you begin repairs.
Signature _____

(b) Please proceed with the repairs but call me for approval before continuing if the price exceeds $ _____.
Signature: _____

(c) I do not want an estimate and you may set the price of repairs.
Signature: _____

Date _____ Time _____

The estimated price for authorized repairs will be honored if the motor vehicle is delivered to the facility within the time period agreed to by the customer and the motor vehicle repair facility.

CHARGE FOR LABOR COSTS: In calculating labor costs, this facility uses a combination of industry flat rate manuals, actual time, or condition of the vehicle to determine labor costs.

JOB INSTRUCTIONS

1 W 11BUZ01 ENGINE CONCERN
UPPER INTAKE BLEW UP & ENGINE CAUGHT ON FIRE / ROADSIDE
TOWED IN

2 W 20BUZ12 COURTESY TRANSPORT

PAR #1-7972513 CALL @ GM
MANIFOLD LOW x 57120
1-800.231.1841
NOW-2 BRC
SYSTEM BANTS x 5850
New CRE #1-8540792Y - GMPP
5/75,000 MIB zero DED.
Retail Value of $1,440

WARRANTY PARTS RETURNED

Preliminary Estimate: $
Authorized to: $
Additional Estimate (1): $
Date | Time | By | Phone
Revised Estimate (2): $
Date | Time | By | Phone

ALL REPLACEMENT PARTS MAY BE DISCARDED AT THE END OF THE DAY UNLESS OTHERWISE SPECIFIED.

DATE CALLED
TIME CALLED
SPOKEN WITH
APPROX. TIME OF PICKUP

McGRATH BUICK-KIA-NISSAN

"A Good Place To Do Business Since 1964"

945 E. Chicago St. (Rt. 19) • Elgin, IL 60120
Telephone (847) 695-6700
Fax (847) 695-3118

BUCS131504

CUSTOMER NO. 22372	ADVISOR DENNIS R. ROBERTS 593	TAG NO.	INVOICE DATE 03/28/03	INVOICE NO. BUCS131504
[redacted] ELGIN, IL [redacted]	LICENSE NO.	MILEAGE 27,509	COLOR TAN/	STOCK NO. 8411
	YEAR / MAKE / MODEL 00/BUICK/LESABRE/4DR		DELIVERY DATE 10/08/01	DELIVERY MILE 18,796
	VEHICLE ID. NO. 1G4HP54K6Y4158477		BILLING DEALER NO.	PRODUCTION DATE
	P.T.S. NO.	R.O. NO.	R.O. DATE 03/10/03	
PRIMARY PHONE 847-695-4999	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES----------

LABOR----------

J# 1 IBW201 ENGINE CONCERN TECH(S)1595 1520.44

UPPER INTAKE BLEW UP & ENGINE CAUGHT ON FIRE / ROADSIDE
TOWED IN
UPPER INTAKE BLEW APART & RUPTURED FUEL LINE AT ENGINE
CAUSING GASOLINE FIRE IN ENGINE AREA / LOCAL FIRE DEPARTMENT
RESPONSE REQUIRED
REPLACED UPPER INTAKE MANIFOLD / FUEL INJECTION RAIL
AND 3 FUEL INJECTORS / REPLACED FUEL FILTER & FUEL LINES
FROM ENGINE TO FUEL TANK / ALTERNATOR / CRUISE CABLE
AND MODULE / TRANS COOLER LINES / MISC VACUUM HOSES
PLUG WIRE SET / BOTH C/V BOOTS AT LEFT DRIVE AXEL SHAFT
HOOD INSULATOR / EGR VALVE / MASTER CYLINDER RESERVOIR
L STEERING RACK BOOT / UNDER HOOD LAMP / COOLANT RESERVOIR
SERPENTINE BELT / FUEL INJECTOR HARNESS / INSPECTION COVER
REPAIRED MISC VACUUM LINES / HARNESS CONNECTORS / REPLACED
VARIOUS BRACKETS & RETAINERS / CHANGED ENGINE OIL & FILTER
REPLACED TRANSMISSION FLUID / BLED BRAKE HYDRAULIC SYSTEM
SENT VEHICLE OUT TO BE DETAILED AFTER REPAIRS COMPLETED AND
THOROUGH ROAD TEST OF VEHICLE
CASE # 1-79721613 MARJORIE LOTT OR KRYSTAL DAVIS-GRANT
Z1242

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	17113136	MANIFOLD 3.285	336.96	336.96
	1	17113346	REGULATOR 3.330	66.62	66.62
	3	17126601	*INJECTOR 3.300	114.98	344.94
	1	24506013	MANIFOLD 3.278	6.00	6.00
	1	26121293	FUEL FLTR 3.890	17.92	17.92
	1	12573316	CAP ASM-D 1.758	4.08	4.08
	1	12192470	*WIRE KIT 2.239	53.86	53.86
	1	10464439	*REMER REM 2.275	367.52	367.52
	-1	10464439	CORE RETURN	76.00	-76.00
	1	17113106	RAIL-INJC 3.330	153.76	153.76
	1	25704046	PIPE 3.163	77.98	77.98
	1	25704049	PIPE 3.163	77.98	77.98
	1	12543529	SHIELD 3.300	49.60	49.60
	1	12146809	COVER 2.343	1.54	1.54
	1	25704050	PIPE 3.145	54.52	54.52
	1	25746526	INSULHOOD 8.021	78.46	78.46
	4	20064875	RETAINER 8.950	1.66	6.64
	1	17113284	*VALVE 3.671	187.24	187.24
	1	12567276	GASKET 3.684	3.46	3.46
	1	12192470	*WIRE KIT 2.239	53.86	53.86
	3	12086491	CONNECTOR 2.836	17.84	53.52
	1	25564746	LAMP ASM- 8.890	15.48	15.48
	1	18046193	RESERVOIR 4.661	64.38	64.38
	1	26073374	*BOOT KIT 6.061	64.72	64.72
	1	21013026	BOOT KIT, 6.242	44.10	44.10
	1	26703057	RESERVOIR 1.240	12.24	12.24
	1	15068681	CAP 1.240	4.80	4.80
	1	24505258	COVER 0.679	6.00	6.00
	1	24215109	COVER 0.679	6.00	6.00

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Service. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Service.

IMPORTANT
You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "COMPLETELY SATISFIED" please contact me at (847) 695-6700 immediately. Your satisfaction is our No. 1 concern. THANK YOU,
Service Manager
McGRATH
BUICK - KIA - NISSAN

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 90 DAYS OR 4000 MILES FROM DATE OF WORK.

ALL CLAIMS MUST BE ACCOMPANIED BY THIS BILL

 ACCOUNTING COPY [CONTINUED ON NEXT PAGE] 03:30pm

BUCS131504

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Telephone (847) 695-6700
Fax (847) 695-3118

BUCS131504

CUSTOMER NO. 22372	ADVISOR DENNIS R. ROBERTS 593	TAG NO.	INVOICE DATE 03/28/03 / INVOICE NO. BUCS131504
[redacted] ELGIN, IL [redacted]	LICENSE NO. / MILEAGE 27,509	COLOR TAN/	STOCK NO. 8411
	YEAR / MAKE / MODEL 00/BUICK/LESABRE/4DR	DELIVERY DATE 10/08/01	DELIVERY MILES 18,796
	VEHICLE I.D. NO. 1 G 4 H P 5 4 K 6 Y 4 1 5 8 4 7 7	SELLING DEALER NO.	PRODUCTION DATE
	F.Y.I. NO. / P.O. NO.	R.O. DATE 03/10/03	
[redacted]	BUSINESS PHONE	COMMENTS	

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	12569691	BELT 1.666	34.76	34.76
	1	12346290	COOLANT 8.800	17.98	17.98
	1	25010792	OIL FLTR 1.636	6.36	6.36
	1	25731925	CABLE 3.880	50.82	50.82
	1	25630340	INDICATOR 4.133	6.00	6.00
	1	25623651	RETAINER 3.162	10.56	10.56
	2	12377967	FLUID 8.800	7.64	15.28
	1	12567869	MODULE 3.887	237.10	237.10
	1	24503946	TUBE ASM 1.745	11.08	11.08
				TOTAL - PARTS	2618.32

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	5471	12544	03/26/03	DETAIL	80.00
				TOTAL - SUBLET	80.00

G.O. & SUPPLIES				
1.0	4.5 QTS 10W30	@ 6.080	/UNIT	6.08
1.0	12.0 QTS TRANS FLUID	@ 32.400	/UNIT	32.40
			TOTAL - GOS	38.48

JOB# 1 TOTALS

LABOR	1520.40
PARTS	2618.32
SUBLET	80.00
G.O.S.	38.48

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 4157.20

JOB# 2 CHARGES

LABOR
A# 2 7080212 COURTESY TRANSPORT TECH(S):696 [illegible]
RENTAL VEHICLE
18 DAYS REQUIRED
21242

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	5339	1234	03/28/03	COURT TRANS	640.00
				TOTAL - SUBLET	640.00

JOB# 2 TOTALS

SUBLET	640.00

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 640.00

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IMPORTANT

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ALL CLAIMS MUST BE ACCOMPANIED BY THIS BILL

[CONTINUED ON NEXT PAGE] 03:20pm

BUCS131504

McGRATH BUICK - KIA - NISSAN

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Telephone (847) 695-6700
Fax (847) 695-3118

BUCS131504

CUSTOMER NO. 22372	ADVISOR DENNIS R. ROBERTS 593	TAG NO.	INVOICE DATE 03/28/03	INVOICE NO. BUCS131504
[redacted] ELGIN, IL 60123	LICENSE NO.	MILEAGE 27,509	COLOR TAN/	STOCK NO. 8411
	YEAR/MAKE/MODEL 00/BUICK/LESABRE/4DR		DELIVERY DATE 10/08/01	DELIVERY MILES 18,796
	VEHICLE ID NO. 1G4HP54K6Y4158477		SELLING DEALER NO.	PRODUCTION DATE
	P.V.I. NO.	U.C. NO.	R.O. DATE 03/10/03	
[redacted]	SUGGESTED PRICE	COMMENTS		

TOTALS

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE
PAYMT REC'D BY ..... DATE ...../...../.....

THANK YOU FOR YOUR BUSINESS!!

[redacted]
CUSTOMER SIGNATURE

TOTAL LABOR....	1520.40
TOTAL PARTS....	2518.32
TOTAL SUBLET...	620.00
TOTAL G.O.G....	38.48
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	217.33
TOTAL INVOICE $	4914.53

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Merchandise. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Merchandise.

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Service Manager
McGRATH
BUICK - KIA - NISSAN

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CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 90 DAYS OR 4000 MILES FROM DATE OF WORK.

ALL CLAIMS MUST BE ACCOMPANIED BY THIS BILL

 ACCOUNTING COPY [END OF INVOICE] 02:20pm

800 rent-a-car

ENTERPRISE LEASING COMPANY OF CHICAGO

24 HOUR

MO 7:30A- 6:00P TU 7:30A- 6:00P
WE 7:30A- 6:00P TH 7:30A- 6:00P
FR 7:30A- 6:00P SA 9:00A-12:00P

RENTAL TYPE

RENTAL AGREEMENT NO. D

NO CHARGE

RENTER [redacted]

ADDRESS [redacted]

STATE ZIP

HOME PHONE [redacted]

LOCAL ADDRESS

OTHER PHONE

DRIVING LICENSE [redacted] ISSUE DATE STATE EXPIRES [redacted]

HEIGHT WEIGHT EYES

SOCIAL SECURITY # EMPLOYER

BILL TO COMPANY

ADDRESS

CITY STATE ZIP

ATTN: PHONE EXT.

ORIGINAL VEHICLE

COLOR LICENSE NO.

MODEL YEAR

MILES IN OUT

DRIVEN

CONDITION AGREED TO RENTER

REPLACEMENT VEHICLE

COLOR LICENSE NO.

MODEL YEAR

MILES IN OUT

DRIVEN

CONDITION AGREED TO RENTER

RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE [redacted] RENTER X

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY INSURANCE [redacted] RENTER X

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY INSURANCE [redacted] RENTER X

ADDITIONAL AUTHORIZED DRIVER - NONE PERMITTED WITHOUT OWNER'S APPROVAL.

AGE LICENSE NO. NO OTHER DRIVERS

[redacted]

AUTH. BY OWNER'S REP

PERMISSION GRANTED FOR VEHICLE TO LEAVE THE STATE OF RENTAL

YES NO

AUTH. BY OWNER'S REP

NO CANCEL AND REFUND - 1 DAY MINIMUM - OWNER SUPPLIES NO INSURANCE

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT INCLUDING RENTAL, INSURANCE & FRONT SHEET

[redacted]

DATE

OWNER REP X

TRUCK RETURN CAR BY	DAMAGES	DRIVE DIR	AMOUNT	PD BY	TYPE	CLAIM NO.	AUTH
EXT. TO		ADDTL DIR					
EXT. TO		ADDTL DIR					
EXT. TO		ADDTL DIR					
EXT. TO		ADDTL DIR					

ADDITIONAL INFORMATION: Code 1

VIN# [redacted]

RATE

18X $8.99/DAY 50940

30 DAY FLAT

DM 10.50/DAY

PAI 3.00/DAY

SLP 4.75/DAY

TAX FUEL CHARGE

6.50/GALLON 30.00

TOTAL CHARGES 540.00

DEPOSITS

REFUNDS

AMOUNT DUE 540.00

CLOSED BY

PAID BY DATE CHECK DRIVING CHARGE

RECEIPT FOR CASH REFUND

DATE RECEIVED BY X AMOUNT

CLAIM INFORMATION

SOL OR SCT

BND.

LOSS DATE

PHONE NAME

REPAIR SHOP

TYPE CAR

NOTICE: This contract offers, for an additional charge, a Collision Damage Waiver to cover your financial responsibility for damage to the rental vehicle. The purchase of a Collision Damage Waiver is optional and may be declined. You are advised to carefully consider whether to sign this waiver if you have rental vehicle collision coverage provided by your credit card or collision insurance on your own vehicle. Before deciding whether to purchase the Collision Damage Waiver, you may wish to determine whether your own vehicle insurance affords you coverage for damage to the rental vehicle and the amount of the deductible under your own insurance coverage.

CUSTOMER COPY - ADDITIONAL STIPULATIONS ON REVERSE SIDE

RENTER RESPONSIBLE FOR AND AUTHORIZES CHARGES TO THEIR CREDIT CARD FOR TRAFFIC AND TOLLWAY VIOLATIONS

JAD DETAILING, INC.

1486 Sheldon Dr.
Elgin, IL 60120
(847) 697-7550

№ 12544

Dealer's Name:

McGrath Buick
(service)

DATE 3/25/03

STOCK #	VIN #	DESCRIPTION	AMOUNT	
		Buick leather brown.	80	
		SUB TOTAL		
		TAX		
		TOTAL	80	

JAD DETAILING
IS NOT RESPONSIBLE FOR
PERSONAL PROPERTY LEFT IN
VEHICLE. THANK YOU.

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: [redacted] Cilincon , MI [redacted]
HOME PHONE:

CASE NUMBER:	1-83830934	VIN:	1G3WX52K5WF391816
		MODEL YEAR:	1998
DATE OPENED:	2003-03-24	SERIES:	Intrigue
DATE CLOSED:	2003-03-26	MILEAGE:	81000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	Ray Laethem Pontiac-Buick-GMC Truck, Inc.
BRC PARENT:		DEALER ADDRESS:	17677 Mack Avenue,Detroit,MI,48224-1487,

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

J01 General
0 REPAIR ATTEMPT(S) Thermal Event

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

Pre-Par Form; ; 2003-03-24
2003-03-24

Pre PAR Form; ; 2003-03-25
2003-03-25

Service Request Ownership has changed FROM: ROCHAL TO: HOLCOMB; ; 2003-03-25
2003-03-25

Ownership Escalated to BRC; ; 2003-03-25
2003-03-25

assigned file to Leonard Bethea at ext. 58110; ; 2003-03-26
2003-03-26

313-892-5552; ; 2003-03-26
2003-03-26

Service Request Ownership has changed FROM: HOLCOMB TO: BETHEA; ; 2003-03-26
2003-03-26

.; ; 2003-03-26
2003-03-26

.; ; 2003-03-26
2003-03-26

THERMAL DECLINE; ; 2003-03-26
2003-03-26

BUSINESS SUMMARY; ; 2003-03-26
2003-03-26

Service Request has been Closed Satisfied.; ; 2003-03-26

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

INCIDENT DATE: 2003-03-22 INCIDENT TIME: 15:14:00.000000
INCIDENT LOCATION: 17th and Hayes Clinton Township, MI

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

OWNER DESCRIPTION: Cust states driving on 17 mile and the veh was on fire underneath. Cust states there was no smoke and no visible fire. Cust states the veh completely died. Cust states she looked at the veh and there was fire on the right side of the veh.

ALLEGED DEFECTIVE COMPONENT: Radiator fan and belts were melted. Cust is not sure of other damaged components.

INCIDENT RESULT:
POLICE REPORT: Y ROAD CONDITION: Dry ROAD SURFACE: Asphalt
NUMBER OF PEOPLE: 2 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE: N

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION: Ray Latheam
CURRENT LOCATION OF VEHICLE: Ray Latheam dlr
NOTIFY NAME: Owner

WAS VEHICLE INSPECTED: INSPECTORS NAME: Inspection Not PerformedINSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

CASE NUMBER:	1-840730[illegible]5	VIN:	2G1WF55K719250867
		MODEL YEAR:	2001
DATE OPENED:	2003-03-25	SERIES:	Impala
DATE CLOSED:		MILEAGE:	70000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	Herrin-Gear Chevrolet CO., Inc.
BRC PARENT:		DEALER ADDRESS:	1685 High St,Jackson,MS,39202-3597,USA

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

J74 Manifold Gasket (Intake / Exhaust)
0 REPAIR ATTEMPT(S) No Symptom Indicated

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

Ownership Escalated to BRC; ; 2003-03-25
2003-03-25

RCVD CALL FROM AVM; ; 2003-03-25
2003-03-25

CLLD LT MCKANE; ; 2003-03-25
2003-03-25

CLLD DLR @ [redacted] ; 2003-03-25
2003-03-25

CLLD HERBERT TALLMAN @ [redacted] ; 2003-03-25
2003-03-25

CRM DISCUSSED FILE W/PAR MGR, P BURCHAM; ; 2003-03-25
2003-03-25

CLLD CUST; ; 2003-03-25
2003-03-25

CRM DISCUSSED W/OPS MGR, A MEDINA; ; 2003-03-25
2003-03-25

CRM DISCUSSED FILE W/GM FLEET MGRS, T TITUS & D FURRER; ; 2003-03-25
2003-03-25

FORWARDING TO PAR; ; 2003-03-26
2003-03-25

REQUESTING EAA INSPECTION-THERMAL; ; 2003-03-25
2003-03-26

Service Request Ownership has changed FROM: HAWKINS TO: HOLCOMB; ; 2003-03-26
2003-03-26

assigned file to Latasha Hawkins at ext. 58042; ; 2003-03-26
2003-03-26

Service Request Ownership has changed FROM: HOLCOMB TO: HAWKINS; ; 2003-03-26
2003-03-26

Service Request Ownership has changed FROM: HAWKINS TO: HOLCOMB; ; 2003-03-26
2003-03-26

Service Request Ownership has changed FROM: HOLCOMB TO: MORRIS; ; 2003-03-26
2003-03-26

CALLED CUST [redacted] ; 2003-03-26
2003-03-26

CALLED CUST [redacted] ; 2003-03-26
2003-03-27

driver called; ; 2003-03-27
2003-03-27

DLR; ; 2003-03-27
2003-03-27

AVM; ; 2003-03-27
2003-04-01

BRC PAR Scanned: 2003-04-01-09.14.41.000000, MSXDocNum: HAN3E84AAB; ; 2003-04-01
2003-04-08

Inspection report received; ; 2003-04-08
2003-04-08

FAVM Sager Michael 972075 8159 HARRELD CHEVROLET COMPANY; ; 2003-04-08
2003-04-09

FAVM Sager Michael 972075 8159 HARRELD CHEVROLET COMPANY; ; 2003-04-09
2003-04-10

FAVM Sager Michael 972075 8159 HARRELD CHEVROLET COMPANY; ; 2003-04-10
2003-04-10

FAVM Sager Michael 972075 8159 HARRELD CHEVROLET COMPANY; ; 2003-04-10
2003-04-10

CALLED (601) 750-8348; ; 2003-04-10
2003-04-10

CLLD DLR @ [redacted] TOMMY DESPER, SVC MGER; ; 2003-04-10
2003-04-14

CLLD DLR @ [redacted] TOMMY DESPER, SVC MGER; ; 2003-04-14
2003-04-14

Advised of GM's decision; ; 2003-04-14
2003-04-14

Closing PAR request; ; 2003-04-14
2003-04-18

waiting on repair order; ; 2003-04-14

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

INCIDENT DATE: 2003-03-05 INCIDENT TIME: 09:50:00.000000
INCIDENT LOCATION: Thermal

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: none

OWNER DESCRIPTION: Tried to jump start vehicle with another battery and there was explosion. Flames was about 1 ft high. Cust put fire wout with an extinguisher

ALLEGED DEFECTIVE COMPONENT: battery

INCIDENT RESULT:
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE: Concrete
NUMBER OF PEOPLE: 0 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE: N

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE: CHEVROLET DLR
NOTIFY NAME: Driver

WAS VEHICLE INSPECTED: Thermal Event
INSPECTORS NAME: 3rd Party InspectorINSPECTION DATE: 2003-03-28 16:12:00.000000
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: Overbrook
OK [redacted]
HOME PHONE:

CASE NUMBER:	1-84542413	VIN:	1G4HP52K93U174295
		MODEL YEAR:	2003
DATE OPENED:	2003-03-26	SERIES:	LeSabre
DATE CLOSED:		MILEAGE:	5000.0000000
SOURCE:	Email	DELIVERY DATE:	
BRC TYPE:	PARYes	DEALER NAME:	Brad Fenton Motors of Ardmore, Inc.
BRC PARENT:		DEALER ADDRESS:	401 North Commerce,Ardmore,OK,73401-3908,

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

J01 General
0 REPAIR ATTEMPT(S) Thermal Event

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

veh caught fire; ; 2003-03-26
2003-03-26

Assigning activity to PAR QUE.; ; 2003-03-27
2003-03-27

Service Request Ownership has changed FROM: TIRKA TO: HOLCOMB; ; 2003-03-27
2003-03-27

Ownership Escalated to BRC; ; 2003-03-27
2003-03-27

assigned file to Leonard Bethea at ext. 58110; ; 2003-04-01
2003-03-27

ESIS ACCESSMENT CRM MADE ACK CALL;, ; 2003-03-27
2003-03-27

Service Request Ownership has changed FROM: HOLCOMB TO: BETHEA; ; 2003-03-27
2003-03-27

580-223-3250; ; 2003-03-27
2003-03-27

node: 972075 mb: 8132; ; 2003-03-27
2003-03-27

580-223-3250; ; 2003-03-27
2003-03-31

580-226-9765; ; 2003-04-01
2003-03-31

580-223-3250; ; 2003-03-31
2003-04-03

.; ; 2003-04-03
3-04-04

580-223-3250; ; 2003-04-04
2003-04-04

Cust; ; 2003-04-04
2003-04-10

580-223-3250; ; 2003-04-10
2003-04-10

node: 972075 mb: 8132; ; 2003-04-10
2003-04-10

580-223-3250; ; 2003-04-10
2003-04-10

node: 972075 mb: 8132; ; 2003-04-10
2003-04-10

node: 972075 mb: 8132; ; 2003-04-10
2003-04-10

node: 972075 mb: 8132; ; 2003-04-10
2003-04-10

node: 972075 mb: 8132; ; 2003-04-10
3-04-15

.; ; 2003-04-15
2003-04-15

Transfer to Leonard Bethea; ; 2003-04-15
2003-04-15

580-223-3250; ; 2003-04-15
2003-04-15

580-226-9765; ; 2003-04-15
2003-04-16

.; ; 2003-04-16

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

INCIDENT DATE: 2003-03-21 INCIDENT TIME: 09:38:00.000000
INCIDENT LOCATION: [redacted]

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: no

OWNER DESCRIPTION: cust statrted veh and veh caught fire

ALLEGED DEFECTIVE COMPONENT: watre bottles, hoses, battery, alternator and all other plastic and engine coponents that melt.

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: Dry ROAD SURFACE: Concrete
NUMBER OF PEOPLE: 1 BODY INJURY: N

INJURIES:

ANOTHER VEHICLE INVOLVED:
BER OF VEHICLES: 0

PROPERTY DAMAGE: N

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

MORE INFORMATION:
MAINTENANCE LOCATION: dlr
CURRENT LOCATION OF VEHICLE: dlr
NOTIFY NAME: Driver

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

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

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

SOURCE:
TRANSACTION:
UEST TYPE:
URCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
FAX NUMBER:
PRODUCT CODE:
BODY TYPE:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
EGAL:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No: 6075694
Date Opened: 12/03/2002
Date Closed:
Dealer Code: B07494
Address: R & K AUTOPLEX LEVELLAND
Dealer Phone:

VIN Number: 2G1WF55K4Y9257026
Model Year: 2000
Series: IMPALA SEDAN
Mileage: 49852
State: TX

SYMPTOM ABSTRACT---- MANIFOLD PRESSURE OVER ENGINE FAILURE THERMAL
RESOLUTION ABSTRACT-
UCC CODE 1----------
UCC-1 DESCRIPTION--- ENGINE
UCC CODE 2----------
UCC-2 DESCRIPTION---
UCC CODE 3----------
UCC-3 DESCRIPTION---

12/03/2002 10:00:00 SBD TEMPLATE - KOPEC STRATEGY BASED DIAGNOSTICS

_1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
_1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
_Y_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)
POLICE CAR

CALLER'S NAME - JOHN MOSLEY - TECH

CUSTOMER CONCERN - ENGINE THERMAL EVENT

DEALER COMMENTS/DIAGNOSIS - TECH STATES THERE WAS APPARENTLY A BACKFIRE WHICH SHATTERED THE INTAKE MANIFOLD AND BLEW THE BEAUTY COVER OFF. TECH STATES THE FUEL FEED PIPE CONNECTION WAS ALSO DAMAGED, WHICH ALLOWED FUEL TO SPRAY AND SET OFF A THERMAL EVENT WITH EFFECTS. TECH IS CALLING TO START A CASE AND FIND OUT IF THIS IS A COMMON ISSUE AND IF SOMETHING TO BE DONE TO AVOID A FUTURE ISSUE.

TAC RECOMMENDATION -
- ADVISED TECH THAT THIS WAS MOST LIKELY CAUSED BY FUEL SYSTEM LEAKDOWN CAUSING A BACKFIRE.
- ADVISED TECH THAT FUEL SYSTEM COMPONENTS THAT WILL NEED REPLACEMENT DUE TO DAMAGE WILL MOST LIKELY RESOLVE THE POSSIBILITY OF FUTURE PROBLEMS.

GM REPORTS CORRESPONDING TO NHTSA REPORTS

341964

GENERAL MOTORS CORPORATION

DIVISION: Oldsmobile

ZONE:

DATE: 01/05/00

RE: Claimant: [redacted]

Date of Incident: 9/7/99

CAC File No.: 990099751 & 990069605

GM Central Claims
Resolution Center
P.O. Box 02489
Detroit, MI 48202

Gentlemen:

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

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

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

Forward claim acknowledgments to:

General Motors
Product Allegation Resolution Team
5701 E. Hillsborough Ave.
Suite 2300
Tampa, Florida 33610
Attn: Jim Jeffris
Customer Relationship Manager

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

Sincerely,

James H. Jeffris
General Motors Corporation
Customer Relationship Manager
5701 E. Hillsborough Ave.
Suite 2300
Tampa, Florida 33610

Enclosures:
- [ ] CAC Case Comments
- [ ] EAA Repo Notes
- [ ] Pictures
- [ ] Estimates
- [ ] Police Report
- [ ] RO's
- [ ] Data Tape
- [ ] Other: Warranty History, 1241

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 5, 2000

[redacted]
Sebring, FL[redacted]

RE: File No. 990099751 & 990069605
Vehicle Identification Number: 1G3HN52K8V4849227

Dear[redacted]

Thank you for allowing us the opportunity to review the product allegation involving your 1997 Eighty Eight Oldsmobile.

Oldsmobile Division is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

If you have any questions or concerns, you may contact ESIS at the address listed below.

ESIS Unit
Renaissance Center
Mail Code 482 C20 D71
P.O. Box 300
Detroit, MI 48265-30

Respectfully,

James H. Jeffris
Customer Relationship Manager
Product Allegation Resolution Team
General Motors Corporation

THIS: BASE ACTION: C KEY: 990099751 OCAN 01/05/00 09:57 OBLUB020
NEXT: BASE ACTION: _ KEY: 990099751 GM CONFIDENTIAL ID: TAMJJ1

01 TITLE : [redacted] CUSTOMER INFORMATION TYPE: GI
02 FIRST : [redacted] 03 MI: _ 04 LAST : [redacted]
05 STREET : [redacted]
06 CITY : SEBRING 07 ST: FL 08 ZIP : [redacted]
09 H PHONE: [redacted] 10 B PHONE: ___ ___ ____ ____
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 YR/MDL : 97 VHN5 EIGHTY EIGHT SEDAN 13 DEL DTE: 07 10 97 14 MILEAGE: 046000
15 VIN : 1G3HN52K8V4849227 ENG: 3.8L V6 MFI (PLANT: LAKE ORION MI
16 DEALER : ALAN JAY CHEVROLET-OLDSMOBILE- 17 DLRCDE: 26014 D PHN: 941-385-0186
18 CITY : SEBRING 19 STATE : FL 20 SEL DLR : _ (Y/N)

CDE #	DESC		CDE COMMENTS	ZONE : 30 S. EAST 3-5419 DIRECT
A06 1	FIRE	21	THERMAL EVENT	
A12 1	MISCELLANEOUS -	22	OTHER FILE #990069605	
T01 1	PRODUCT ALLEGAT	23	PAR	
		24		
		25		

===>

PF13 GRMENU PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CSEHIST PF20 1241A PF21 CSEPRT PF22 REIM PF23 REPURCH PF24 CAL

THIS: CMTS ACTION: I KEY: 990099751 . OCAN 01/05/00 09:57 OBLUB030
NEXT: CMTS ACTION: I KEY: 990099751 GM CONFIDENTIAL ID: TAMJJ1

GENERAL COMMENTS

USER: TAMSB8 DATE: 1999-12-30 TIME: 15:15:31 COMMENT #: 0001
CUST STATES THAT HER VEH EXPERIENCED A THERMAL EVENT AND IS TOTALED.
CUST SEEKS RESTITUTION FROM GM
CRM WILL DOCUMENT FILE W/ PAR INFO AND TRANSFER TO BRC.

1. INCIDENT DATE: 9-7-99 TIME: 11:00AM
2. LOCATION: SOUTHBOUND INTERSTATE 81 IN PENNSYLVANIA
3. CUST'S HUSBAND, [redacted] WAS DRIVING - AGE [redacted] - DISSABILITIES, HARDEN ING OF THE ARTERIES AND DIABETES
4. ROAD SURFACE AND CONDITION: CLEAR
5. # OF PEOPLE IN VEH: 2 - BODILY INJURIES: NO
6. N/A
7. OTHER VEH'S INVOLVED: NO
8. PROPERTY DAMAGE: NO
9. COMPONENT ALLEGED DEFECTIVE: GAS LEAKING FROM UNKNOWN ORIGIN ONTO MAN IFOLD.

MORE: Y NUMBER OF COMMENTS: 0010
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORRSEL PF24 CAL
*I0004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990099751 OCAN 01/05/00 09:57 OBL08030
NEXT: CMTS ACTION: I KEY: 990099751 GM CONFIDENTIAL ID: TAMJJ1

GENERAL COMMENTS

USER: TAMSB8 DATE: 1999-12-30 TIME: 15:26:09 COMMENT #: 0002

10. PRESENT LOCATION OF VEH: UNKNOWN
11. POLICE REPORT MADE: YES
12. WHERE DID OWNER HAVE MAINTENANCE PERFORMED: LAST MAINTENANCE WAS PERFORMED BY HER SON [redacted] WHICH IS A CERTIFIED MECHANIC. MAINTENANCE PERFORMED BY HIM WAS THE REPLACEMENT OF A NEW ALTENATO R AND NEW STRUTS.
13. INSURANCE: YES - MIC GERNERAL, (GM EMPLOYEE RETIRED) [redacted] SOUTHFIELD MI [redacted]
14. DISCRIPTION OF WHAT HAPPENED: CUST S/B ON I-81 & [redacted] LOOKED IN TO THE REARVIEW MIRROR & SAW SMOKE COMING OUT FROM UNDER THE VEH. HE IMMEDIATELY TOOK THE VEH TO THE SHOULDER OF THE ROAD. JUST AS HE GOT THE VEH OFF TO THE SIDE, IT QUIT FUNCTIONING. CUST AND A PASSER-BY OPENED THE HOOD AND THE ENGINE WAS ENGULFED IN FLAMES.
15. VEH WAS PICKED UP BY SHUEY'S SALES & SERVICE IN ONO PA

MORE: Y NUMBER OF COMMENTS: 0010

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

THIS: CMTS ACTION: I KEY: 990099751 . OCAN 01/05/00 09:57 OBLUB030
NEXT: CMTS ACTION: I KEY: 990099751 GM CONFIDENTIAL ID: TAMJJ1

GENERAL COMMENTS

USER: TAMSB8 DATE: 1999-12-30 TIME: 15:26:41 COMMENT #: 0003
CO[illegible]D....PHONE@ 717-865-4915

USER: TAMSB8 DATE: 1999-12-30 TIME: 15:32:33 COMMENT #: 0004
CUST STATES THAT THE INSURANCE COMPANY PAID $14,176.03 LEAVING HER W/
A BALANCE OF $1,512.07 STILL OWED ON THE VEH. CUST STATES THAT THIS WA
S A DEFECT IN THE VEH AND DOES NOT FEEL SHE SHOULD BE RESPONSIBLE FOR
THE REMAINDER OWED ON THE VEH TO THE SOVEREIGN BANK. CUST IS NOT SURE
WHERE THE VEH IS. THE LAST SHE SAW THE VEH, IT LEFT I-81 ON A FLATBED
TRUCK. TRANSFERRING THE FILE TO BRC.....SHERRI BAKER/TPA

USER: TAMSB8 DATE: 1999-12-30 TIME: 15:34:05 COMMENT #: 0005
CRM ADVSD CUST THAT SHE WOULD BE CONTACTED BACK BY SOMEONE THE WEEK OF
1/3/00.....SHERRI BAKER/TPA

MORE: Y NUMBER OF COMMENTS: 0010

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

THIS: CMTS ACTION: I KEY: 990099751 OCAN 01/05/00 09:58 OBLOB030
NEXT: CMTS ACTION: I KEY: 990099751 GM CONFIDENTIAL ID: TAMJJ1

GENERAL COMMENTS

USER: TAMAK DATE: 2000-01-03 TIME: 08:50:45 COMMENT #: 0006
FORWARDING FILE TO TAMPA PAR CRM, JIM JEFFRIS EXT. 58496, FOR REVIEW
AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

USER: TAMJJ1 DATE: 2000-01-04 TIME: 16:12:11 COMMENT #: 0007
PAR CRM LEFT MESSAGE FOR THE CUSTOMER TO RETURN MY CALL.
JIM JEFFRIS EXT. 58496/TAMPA PAR

MORE: Y NUMBER OF COMMENTS: 0010

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

THIS: CMTS ACTION: I KEY: 990099751 OCAN 01/05/00 09:58 OBLUB030
NEXT: CMTS ACTION: I KEY: 990099751 GM CONFIDENTIAL ID: TAMJJ1

GENERAL COMMENTS

USER: TAMJJ1 DATE: 2000-01-05 TIME: 09:46:38 COMMENT #: 0008

NOTE THERE IS ANOTHER FILE #990069605.

CUSTOMER STATED HE WAS TRAVELING 60-65 MPH ON INTESTATE 81. CUSTOMER STATED HE WAS TOWING A TRAILER FOR WHEEL SHAIRS. CUSTOMER STATED HE SAW SMOKE COMING FROM BEHIND. CUSTOMER STATED HE LET THE VEHICLE COST FOR 20 YRDS AND THEN PULLED OVER. CUSTOMER STATED THEY BOTH GOT OUT SAFELY AND WATCH THE VEHICLE BURN. CUSTOMER STATED A GUY STOPPED WITH AN EXTINGUISHER AND TRYED TO PUT IT OUT. THEN A MOTORHOME STOPPED AND THEY HAD A CELL PHONE TO CALL THE POLICE AND THE FIRE DEPARTMENT. CUSTOMER STATED THE GUY OPENED THE HOOD AND THEN THE FLAMES REALLY STARTED TO SHOOT UP. CUSTOMER STATED HER SON MAINTAINS THE VEHICLE FOR HER HE JUST PUT ON A NEW ALTERNATOR, 4 STRUTS AND 2 TIRES. CUSTOMER STATED SHE HAS AN INDEPENT GARAGE CHANGE OIL IN THE VEHICLE. CUSTOMER STATED SHE IS NOT SURE WHERE THE FIRE STARTED. CUSTOMER STATED THEY ARE THE ORIGINAL OWNERS AND THE VEHICLE HAS 46,000 MILE ON IT. CUSTOMER STATED SHUEY'D SALES AND SERVICE TOWED THE VEHICLE.

MORE: Y NUMBER OF COMMENTS: 0010

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

THIS: CMTS ACTION: I KEY: 990099751 OCAN 01/05/00 09:58 OBLUB030
NEXT: CMTS ACTION: I KEY: 990099751 GM CONFIDENTIAL ID: TAMJJ1

GENERAL COMMENTS

USER: TAMJJ1 DATE: 2000-01-05 TIME: 09:48:59 COMMENT #: 0009
..E NUMBER IS [redacted] CUSTOMER STATED THE INSURANCE COMPANY
PA FOR THE VERCILE. CUSTOMER STATED SHE STILL OWS MONEY. CUSTOMER
SEEK GM TO PAY DIFFERENCE. PAR CRM ADVISED THE CUSTOMER SHE WILL NEED
TO CONTACT ESIS. PAR CRM ADVISED THE CUSTOMER I WILL SEND HER ALETTER
OUTLINING WHAT WE DISCUSSED.
JIM JEFFRIS/TAMPA PAR

USER: TAMJJ1 DATE: 2000-01-05 TIME: 09:50:25 COMMENT #: 0010
PAR CRM RECEIVED AND REVIEWED PAR FILE.
PAR CRM CONTACTED CUSTOMER AND REVIEWED PAR FILE.
PAR CRM ADVISED THE CUSTOMER -GM POSITION.
PAR CRM FORWARDING FILE TO ESIS AND GM/SAFETY AND CLOSING FILE.
JIM JEFFRIS/TAMPA PAR

MORE: N NUMBER OF COMMENTS: 0010
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CBESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 LITLST PF22 LMENU PF23 CORRSEL PF24 CAL
*I0005 BOTTOM OF DATA DISPLAYED *

THIS: CLOSE ACTION: I KEY: 990099751 OCAN 01/05/00 09:53 QBLUB040
NEXT: CLOSE ACTION: _ KEY: 990099751 GM CONFIDENTIAL ID: TAMJJ1
NAME: [redacted] SEBRING,FL YR/MDL: VEN5 TYPE: GI

CASE CLOSING INFORMATION CLAIM RECV: __ __ __

C[redacted]UNICATION RECV: 12 30 99 CLOSE CASE: _ (Y/N)
D[redacted] CONTACT DATE : 01 05 99 CONCLUSION DATE: 01 05 99 CLOSE DATE: __ __ __
REPAIR ORDER # : _____ RO DATE: __ __ __ RESPONSIBLE DLR: ____
CUST SATISFIED : N (Y/N) FILE RETENT: 00 __ __ __ ARB SENT: N
ZN REVIEW CLOSE : _____ ZN REVIEWED: _ (Y/N) DATE: __ __ __
HO REVIEW CLOSE : ONTEM HO REVIEWED: _ (Y/N) DATE: __ __ __
CDE # DESC COMMENTS SURVEY THIS CASE: N
A06 1 FIRE THERMAL EVENT
FORWARDING FILE TO ESIS

A12 1 MISCELLANEOUS - OTHER FILE #990069605
FYI

T01 1 PRODUCT ALLEGAT PAR
SENT LETTER AND FORWARDING FILE TO ESIS

MORE: N
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRSCN
PF19 CRIS PF20 REVIEW PF21 CERTLST PF22 REPURCH PF23 CORRSEL PF24 CAL
*E0436 CASE IN PROCESS - NEEDS HO REVIEW *I0090 DISSATISFIED CLOSING--REMEMBER TO SEND ARBITRATION LETTER *I0102 ZN/HO REVIEWER WAS SYSTEM ASSIGNED *

U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 118

Date Received	Repository ☐
14-OCT-1999	Reference No. 850677

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number	E-mail Address
Address			[redacted]	
City SEBRING	State FL	Zip Code [redacted]	Evening Telephone Number	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ *YES* ☒ *NO*
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date __/__/__

VEHICLE INFORMATION

[redacted]	Make OLDSMOBILE	Model 88	Model Year 1997

Date Purchased	Dealer's Name and Telephone Number			Engine: No. Cylinders	Fuel Type:
Original Owner ☒	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Vehicle Component Code 063200 ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLI
			Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
-SEP-1999		65	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMA9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☒ Yes ☐ No	0	0	N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING 65 MPH VEHICLE ALL OF A SUDDEN CAME TO A STOP. OWNER DID NOTICE SMOKE COMING FROM THE VEHICLE. FIRE DEPARTMENT STATED THAT THE ENGINE MANIFOLD LEAKED FUEL ONTO THE ENIGNE, WHICH STARTED A FIRE. FIRE WAS PUT OUT BY THE FIRE DEPARTMENT. VEHICLE HAS BEEN TOTALLED. *AK
REFERENCED IN DA02-030

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.